



**GUARD1 PLUS**  
**Manual**

Version 2.8

**Time**Keeping  
Systems, Incorporated

# Table of Contents

GUARD1 PLUS .....	1
Introduction — How to get started .....	3
How to get more help .....	4
How GUARD1 PLUS is organized .....	6
GUARD1 PLUS Options.....	8
General options .....	8
Attendant options .....	8
Data maintenance .....	12
Archive your patrol data .....	15
Security and passwords .....	18
Enable or disable Wizards.....	23
Tutorial, part 1 — Getting started .....	31
Tutorial, part 2 — Making patrols and downloading data .....	34
Tutorial, part 3 — Printing or previewing reports.....	36
Tutorial, part 4 — How to choose a report .....	38
About buttons and button types.....	42
Buttons .....	44
Buttons tab — overview .....	44
Using pictures with buttons.....	45
View or print lists of buttons.....	47
Edit a button's properties .....	49
Change button types.....	52
Buttons menu.....	54
Buttons What's This Help .....	55
System Messages .....	64
Glossary .....	70

# GUARD1 PLUS

## Welcome to GUARD1 PLUS

Congratulations on selecting GUARD1 PLUS! We're sure you will find that GUARD1 PLUS is easy to use for your basic guard tour needs. As you learn more, you will become familiar with the many useful and sophisticated features it has to offer. GUARD1 PLUS is *serious guard tour software for security professionals*.

Here are some of the many features in GUARD1 PLUS (some features require add-on modules or Microsoft Word):

- It's easy to get started quickly. Wizards help you add information about your clients, their facilities, and more.
- It's easy to set up your initial locations or add new locations. GUARD1 PLUS recognizes new buttons (or stations) automatically as you download them. The Assign Names Wizard helps you set these up quickly.
- It's easy to add your first reader or additional readers. Just connect your downloader to the computer and run the Add Devices Wizard. The wizard automatically detects THE PIPE or any other readers you are using.
- Versatile hardware support. In addition to THE PIPE from TimeKeeping Systems, GUARD1 PLUS supports readers from Detex/GCS, Morse Watchman's, and Deister Electronic. If you have readers from one of these manufacturers, you can use your existing equipment for now, and move up to THE PIPE when you're ready.
- The Attendant handles communication with THE PIPE and other readers even when GUARD1 PLUS is not running.
- GUARD1 PLUS and the Attendant automatically detect THE PIPE and other readers, twenty-four hours a day. Just put the reader in its downloader and GUARD1 PLUS does the rest. Your officers can download their own readers without any need to use the computer.
- GUARD1 PLUS supports remote downloading with our IP Downloader and Modem Downloaders. It's easy to set up and use.
- Rules-based data architecture. While rules can accommodate traditional "tours" or "patrols", they are much more flexible. Rules give you greater freedom in determining where your officers are expected to be, and when.
- GUARD1 PLUS prints eighteen different reports, covering all your analysis and reporting requirements.

- You can set up the reports you print regularly or occasionally, and save them as custom reports. Or, you can combine many reports and print them together with a single selection. This batch report feature is ideal if you print several reports regularly for clients or for internal use.
- Reports are attractive and professional in appearance using the formatting features of **Microsoft Word**. It's easy to set up your report's appearance using one of the report templates provided.
- You can select to automatically print cover sheets and title pages for report presentations or faxes.
- You can even add pictures for each location and maps showing routes and locations, and print this as a guide to show new officers exactly where to go and what to do.
- Password protection ensures that GUARD1 PLUS will only be accessible to authorized users.
- Best of all, because of our unique software activation process, you can try all GUARD1 PLUS features at no charge for sixty days.

## Introduction — How to get started

GUARD1 PLUS is a comprehensive guard-tour software package that provides a long list of features. GUARD1 PLUS version 2.8 supports these operating systems: Microsoft Vista with Service Pack 2 (32 and 64 bit), Windows XP with Service Pack 3 (32 bit) and Windows 7 (32 and 64 bit).

You can connect and download guard-tour devices (readers and downloaders) from several manufacturers, you can print a variety of reports after downloading patrol data, you can view the data on screen, and you can set numerous options to configure GUARD1 PLUS to best suit the way your organization works.

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

GUARD1 PLUS uses a number of software wizards that provide assistance with installing devices, adding locations, officers and incidents, adding and configuring clients, facilities and groups, and managing and maintaining your patrol data.

GUARD1 PLUS includes a sample data file, so you can experiment with the program and learn about its features before adding your own buttons, clients, etc. This sample patrol data demonstrates the set up of clients, facilities and groups and includes a number of downloads. You can download additional patrol data into the sample data if desired, and print reports of the sample data. However, you **should not** download important tour data into the sample data file. Use this only for training and exploration purposes.

Reports are highly configurable. With the **Rules and Advanced Reports** module, you can create "rules" that are applied to your patrol data. This allows the creation of custom reports that will include exactly the patrol information you or your clients want. Many styles of reports are available using Microsoft Word and Word templates for printing. These allow the inclusion of company logos (either your own organization's, your clients', or the standard GUARD1 PLUS logo), watermarks, and other styles.

GUARD1 PLUS includes extensive on-line help. This is the "manual" for your software. To view the on-line Help select the *Help* menu, then select *Help Topics*. The GUARD1 PLUS Help window will open.

GUARD1 PLUS is modular. During the trial period you have full use of all modules. When the trial period expires the software must be activated. The activation of other modules is sold on a per-module or per-system basis.

Several steps are required to set up your devices and the GUARD1 PLUS software before you can start downloading patrol data.

## About the icons and tabs

GUARD1 PLUS uses many icons to indicate the functions of the various buttons and tabs in the program. The main application window has a toolbar across the top. Each properties tab also has its own toolbar. These toolbars are rows of small buttons whose functions are identified with small icons. There are two ways to learn what each button does:

**Tool Tips.** If you "hover" the mouse pointer over a toolbar button, a small balloon will appear with the name of that button. Often this is all you'll need to understand that button's purpose.

**What's This Help.** If you want to know more about a toolbar button, select the *What's This Help* button on the main toolbar. In dialog boxes select the *What's This Help* button in the top-right corner of the dialog. The cursor will change to indicate it's in What's This Help mode. Select the button about which you want more information. A window will appear explaining the function of the button you selected. Select the window to close it.

Though it does not have a toolbar, you can still access What's This Help for the Attendant:

1. Right-click the Attendant's icon. This is located near the clock on your Windows taskbar.
2. A menu will pop up. Select Options from the menu.
3. The Attendant's window will appear. Select the What's This Help icon at the top-right of the window.
4. Select the button or check box about which you want more information. A window will appear explaining the button or check box you selected.
5. Select the help window to close it.
6. Select the OK button to close the Attendant.

What's This Help is available for almost every button, field, check box, icon, and tab in GUARD1 PLUS and the Attendant.

## How to get more help

GUARD1 PLUS has an extensive on-line Help system. This is the "manual" for your software. \*To use the GUARD1 PLUS Help on Vista or Windows 7, you must download the WinHelp32.exe file from Microsoft as described in this technical article: <http://support.microsoft.com/kb/917607>. To view the on-line Help, select the *Help* menu, then select *Help Topics*. The GUARD1 PLUS Help window will open. You can browse the *Contents* tab, view the index, and search for topics using the three tabs above the left pane of the Help window.

You can resize the Help window as you would any other window. You can change the width of the right and left panes of the Help window by dragging the divider.

### **To find a Help topic:**

1. In Help, select one of the following tabs:
  - To browse through topics by category, select the *Contents* tab.
  - To see a list of index entries, select the *Index* tab, and then either type a word or scroll through the list.
  - To search for words or phrases that may be contained in a Help topic, select the *Search* tab.
2. In the left pane of the Help window, select the topic, index entry, or phrase to display the corresponding topic in the right pane.

### **To get more out of Help:**

In a Help topic, you can select underlined words to see other information related to the topic. To see the definition of a term with a dotted underline, select it. To select other topics containing related information, select the solid underlined words.

The *See Also* button at the top of the Help window is available in many help topics. Select this button to see a menu of related topics.

### **To copy a Help topic:**

1. In the right pane of the Help window, right-click inside the topic you want to copy, then select *Copy*.
  - This copies the topic to the Clipboard.
2. Open the document where you want the topic to appear.
3. Click the place in your document where you want the information to appear.
4. On the *Edit* menu, click *Paste*.

If you want to copy only part of a topic, drag to select the part you want to copy, right-click your selection, and then select *Copy*.

### **To print a Help topic:**

While viewing the topic you want to print, select the *Print* button at the top of the Help window.

To print a pop-up topic, right-click inside the pop-up window, and then select *Print Topic*.

### **What's This Help:**

GUARD1 PLUS provides extensive **What's This Help**. If you want to know more about a toolbar button, field, check box, icon, or tab:

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1. Select the *What's This Help* button on the main toolbar. In dialog boxes and the Attendant, select the *What's This Help* button in the top-right corner of the dialog. The cursor will change to indicate it's in What's This Help mode.
2. Select the button, field, or other control about which you want more information. A small window will appear explaining the function of the button you selected.
3. To print or copy a What's This Help topic, right-click inside the topic and make your choice from the menu that appears.
4. Click to close the What's This Help window.

### **More Help:**

The dialog boxes and Wizard panels in GUARD1 PLUS have *Help* buttons. Select the button for Help with the dialog box or Wizard panel.

On each properties tab you'll find a *Quick Help* icon button. Select this button for Help with all of the buttons, fields, and other controls on the tab.

GUARD1 PLUS gives you quick access to the GUARD1 PLUS Web site. If you have Internet access, establish a connection as required by your system, then select the *Home Page* button on the GUARD1 PLUS toolbar. At this site you'll find information about available software modules, THE PIPE and downloaders available from TimeKeeping Systems, and any late-breaking news, tips, frequently asked questions (FAQ), etc. about GUARD1 PLUS. You'll also find links to email for Sales and Technical Support, as well as telephone and fax numbers.

When GUARD1 PLUS starts it will display a Tip of the Day. This offers helpful information and tips about using the program. You can view additional tips by selecting *Next Tip*. Select OK to close the Tip window.

### **How GUARD1 PLUS is organized**

GUARD1 PLUS is organized much like the Windows Explorer that is part of Windows. This helps to make GUARD1 PLUS easy to learn. Information is displayed in GUARD1 PLUS in a hierarchy, or indented treeview listing. The branches of the tree are called nodes. The left pane of the window displays the treeviews for various items in GUARD1 PLUS, and the right pane is used to display the properties of these items. You can change the width of these panes by dragging the divider between the panes. This will allow you to see long names of clients, reports, etc.

The main screen in GUARD1 PLUS uses a series of tabs, appearing in a row across the top of the left pane of the window. These tabs determine which part of the program you interact with at any given time. Selecting any tab will bring it to the top so you can view lists and use the tools available there. The tabs are:

- **Facilities:** This is the tab that appears "on top" when GUARD1 PLUS is started (unless you have reports-only access). Clients, facilities, groups, and locations appear under this tab. The tools you will use to create and maintain these are available here.
- **Reports:** You'll see a list of the available reports displayed under this tab. Reports that are dimmed are disabled, but become activated when you purchase the **Rules and Advanced Reports** module. If you have reports-only access to GUARD1 PLUS, this is the only tab that will appear.
- **System:** You will find your devices listed under this tab, as well as software modules and technical support information. Software modules that are dimmed are disabled, but become activated when you purchase the respective module.
- **Downloads:** When readers are downloaded, the individual downloads appear under this tab. You can see the date and time and view additional information for each download.
- **Buttons:** All buttons added to GUARD1 PLUS appear under this tab. Buttons can be assigned one of four types: locations, incidents, officers, and unassigned. You determine the type when you add a button.
- **Keypads:** All keypads added to GUARD1 PLUS appear under this tab. The **Keypad Module** allows setting up numeric button keypads for use with THE PIPE. Keypads contain 12 touch buttons that represent the digits 0 through 9, plus *Enter* and *Cancel* keys. The **Keypad Module** can be disabled. The tab will not appear when the module is disabled. Also, keypads are available only during the trial period or after you have activated the **Keypad Module**.

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

In addition to these tabs, you'll find the main menu bar at the top of the window, as usually found in Windows applications. Below that is a row of buttons that help you navigate through the various lists that can be displayed, and get help from GUARD1 PLUS's extensive on-line help system. At the bottom of the window is a status bar. This shows the current date and time as set in your Windows Date/Time control panel, and also shows the status of GUARD1 PLUS. It will display status messages, the number of items in button lists and downloads, etc.

Like Windows itself, GUARD1 PLUS makes extensive use of "right-click" context menus. These are pop-up menus or lists of commands that appear when you right-click an item. GUARD1 PLUS also makes extensive use of "wizards", which act as guides and to automate various functions. By default, all wizards are enabled and appear automatically when needed. As you gain experience with GUARD1 PLUS you may want to turn off some of these wizards.

The right-hand pane of the GUARD1 PLUS main window is used to display the "properties" of numerous items. For example, with the *Download* tab on top, you can position the mouse pointer over a download, select the download with the right mouse button, and a menu will pop up. If you select *View* on that menu, the properties of that download will appear under a tab in the right pane of the GUARD1 PLUS window. You can have up to 10 properties tabs open at one time.

GUARD1 PLUS includes a component called the **Attendant**. This loads automatically when GUARD1 PLUS starts, and unloads when you exit. The Attendant handles all communications between readers and your computer – it controls downloading patrol data. You'll see the Attendant's icon in the Windows task bar, near the clock display. The Attendant's icon will change to show when a reader is present, when it's being downloaded, etc.

## **GUARD1 PLUS Options**

GUARD1 PLUS has many options you can set to configure the program to your requirements. You can adjust how and when downloading occurs, set reminders for backing up or archiving patrol data, set passwords to limit access to the program's functions, customize reports, and more. Some of the options are available only during the trial period or after you have activated the appropriate software module or modules. You can view and change most program options from a single *Options* dialog box.

There are several tabs across the top of the *Options* dialog box. Select a tab to view or change options appropriate to the name on that tab. If you make changes to one or more options, save your changes by selecting *Save*. If you want to close the *Options* dialog box without saving any changes, select *Cancel*.

### **General options**

There are several tabs across the top of the *Options* dialog box. Select a tab to view or change options appropriate to the name on that tab. The *General* tab allows you to set these options:

When the program starts, you will see a tip of the day. While these can be helpful or amusing, you may prefer to not see them. You can turn this option off, and you can turn it on again at any time.

If you set up remote devices, you may wish to have these devices dial your computer to download their patrol data. Remote devices with this capability must be given the number for the telephone line to which your computer's modem is connected.

### **Attendant options**

The Attendant has several options you can set to control the way downloading works. These options allow you to determine the level of download automation the Attendant provides. There are two places from which you can change the Attendant's options:

From within the GUARD1 PLUS application, select the View menu, then select GUARD1 PLUS Options. On the window that appears, select the Attendant tab.

Right-click the Attendant's icon in Windows' task bar, then select *Options*. You can do this even if the GUARD1 PLUS program is not running.

Either of these methods will display a window with Attendant options you can set.

You can set up the Attendant to run at all times, even when GUARD1 PLUS is not running. You can set the Attendant to load when your computer is started so the Attendant is always available and devices can be downloaded anytime. If your devices support insert detection, anyone at any time, including during hours when the daytime staff is not available, can download by simply dropping a reader in a downloader. This person need know nothing about starting or using GUARD1 PLUS. The patrol data in that reader will be automatically downloaded. Any number of readers (and remote devices, too) can be downloaded. In the morning, or whenever GUARD1 PLUS is next started it will automatically process the download(s). You can also set an option that will cause GUARD1 PLUS to start automatically when a reader is detected.

Some options, such as insert detection, are available only with some of the supported devices. If your device does not support insert detection, you can start the download from the Attendant's menu.

### **Launch Attendant when my computer starts**

The Attendant starts automatically when you start GUARD1 PLUS. You can set the Attendant to start automatically when your computer starts. This means the Attendant will always be available to detect when you put a reader in your downloader, even if GUARD1 PLUS is not running. If the downloader supports insert detection, the reader will be automatically downloaded.

Some options, such as insert detection, are available only with some of the supported devices. If your device does not support insert detection, you can start the download from the Attendant's menu.

### **To set this option:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. On the *Options* dialog box select the *Attendant* tab.
3. Select the *Launch Attendant when my computer starts* option to mark it.
4. Select the *Save* button to save the change and close the *Options* dialog box.

If you leave this option cleared, that is, no checkmark in the box, the Attendant will only run while GUARD1 PLUS is running. The Attendant will start when you start GUARD1 PLUS, and the Attendant will close when you exit GUARD1 PLUS.

You can make the same changes from within the Attendant itself. To open the Attendant, right-click the Attendant's icon in Windows' task bar. Select *Options* from the menu, then proceed as described above. When finished, select *OK* to save the settings and close the window.

### **Automatically start GUARD1 PLUS when a reader or button is detected**

You can set the Attendant to automatically start GUARD1 PLUS (if it isn't already running) when you place a reader in your downloader or when you touch a button to the downloader's button port (applies to the Direct Downloader and Touch Memory buttons only). For this option to be effective, the Attendant must be running. The Attendant starts automatically when you start GUARD1 PLUS. You can also start the Attendant when needed, or you can set the Attendant to start when your computer starts.

If you enable this option you can have full automation of the downloading process. If your downloader supports insert detection the reader will be automatically downloaded when placed in the downloader. GUARD1 PLUS will automatically start and process the download. You can view the patrol data or print reports right away.

Some options, such as insert detection, are available only with some of the supported devices. If your device does not support insert detection, you can start the download from the Attendant's menu. However, the *Automatically launch GUARD1 PLUS when a Reader or Button is detected* option only works for devices that support insert detection.

#### **To set this option:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. On the *Options* dialog box select the *Attendant* tab.
3. Select the *Automatically launch GUARD1 PLUS when a Reader or Button is detected* option to mark it.
4. Select the *Save* button to save the change and close the *Options* dialog box.

Now whenever you place a reader in your downloader, if the downloader supports insert detection it will be downloaded and GUARD1 PLUS will start.

If you have password protection enabled, you must enter a password before GUARD1 PLUS will start.

If you leave this option cleared, that is, no checkmark in the box, the Attendant will not automatically start GUARD1 PLUS. This is the default setting.

You can make the same changes from within the Attendant itself. To open the Attendant, right-click the Attendant's icon in Windows' task bar. Select *Options* from

the menu, then proceed as described above. When finished, select *OK* to save the settings and close the window.

### **Download all devices when the Attendant starts**

You can set the Attendant so it will, when it starts, automatically search for all devices installed in the system. As each is found the Attendant will attempt to download the device's data. This applies to both locally connected and remote downloaders.

The Attendant starts automatically when you start GUARD1 PLUS. You can also start the Attendant when needed, or you can set the Attendant to start when your computer starts.

#### **To set this option:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. On the *Options* dialog box select the *Attendant* tab.
3. Select the *When the Attendant starts, automatically download all downloaders* option to mark it.
4. Select the *Save* button to save the change and close the *Options* dialog box.

Now whenever the Attendant starts (whether you start only the Attendant, it starts when you start GUARD1 PLUS, or it starts when you start your computer) any local devices found will be automatically downloaded. If you have added remote devices to your system, they will be dialed and their data downloaded.

If you leave this option cleared, that is, no checkmark in the box, the Attendant will do nothing when it is started. This is the default setting.

You can make the same changes from within the Attendant itself. To open the Attendant, right-click the Attendant's icon in Windows' task bar. Select *Options* from the menu, then proceed as described above. When finished, select *OK* to save the settings and close the window.

### **Data Maintenance — overview**

As the amount of patrol data you collect and download increases, you will want to perform periodic "maintenance" on that data. Doing this can improve your system's performance and provide a means of disaster recovery if you experience hard drive or computer failure. Data maintenance operations include:

- **Data Back Up and Restore:** Computer hard drives can experience problems at any time. Power failures, hardware failures, vandalism, viruses, and other computer problems can damage data files beyond the ability of the Data

Maintenance operation to repair. If you make regular back up copies of your data file, you can restore from the latest of these when disaster strikes.

- **Data Archiving:** As your data file grows the performance of your system may slow. Deleting patrol data from your data file can help, but it may be necessary in your organization to keep patrol data going back several months or longer. You can periodically save an archive of your patrol data. This archive will contain all data downloaded prior to a date you specify. After the archive is made, the old data are removed from the Master data file, reducing its size and improving performance. You can view and print reports from the archive at any time. For each of these operations you can set a reminder to appear periodically when the program starts. The Data Maintenance module performs these operations and includes a Wizard that simplifies setting them up..

### **Performing data maintenance**

Data maintenance should be performed periodically to keep your patrol data file "healthy". This operation checks the integrity of your patrol data and can repair internal errors that may occur. It also compacts the data file, which you can think of as a "tune up" of the file. It is recommended that you perform data maintenance every 15 days. If you download hundreds of records a week, this should be done more often. This operation takes little time, and the program can give you a reminder at the proper time.

#### **To perform data maintenance:**

1. On the main window's toolbar, select the icon for the **Data Maintenance Wizard**. If the toolbar is not visible, select the *View* menu, then select *Toolbar*.
2. On the first panel of the **Data Maintenance Wizard** select the *Verify data integrity* option.
3. Click *Next* twice. You will see the progress of the operation on the screen.
4. When the operation is completed select *Finish* to exit the Wizard.

### **Backing up and restoring your patrol data**

A backup copy of your patrol data is good insurance, and is critical to restoring your data after a hard drive failure or other incident that damages your files. If your computer is damaged as the result of fire, flood, vandalism, etc., using a recent backup of your data is the only way to recover. Without it you must reenter all information about clients, facilities, groups, locations, officers, incidents, custom reports, etc. When disaster strikes you can restore your data from a recent backup, saving many hours reentering data.

### To make a backup:

1. On the main window's toolbar, select the icon for the **Data Maintenance Wizard**. If the toolbar is not visible, select the *View* menu, then select *Toolbar*.
2. On the first panel of the **Data Maintenance Wizard** select the *Back up my data* option. Click *Next*.
3. If you know where you want the backup file stored, enter the full path and file name into the field. You can select *Browse* to find the folder you want to use and enter a name for the backup file. When you have the correct folder and file entered, click *Next*.

The safest backup strategy is to save backup files to a separate disk drive, such as a removable (like Zip™ or other high-capacity disks) or a network drive. The selected drive must have sufficient free space to hold the backup data file. Note that floppy disks are impractical because your patrol data file will quickly become larger than the capacity of a floppy disk.

4. Click *Next* and this panel will display the status of the backup operation..
5. Select *Finish* to exit the Wizard.

You can schedule a reminder for this and other operations such as archiving.

### To restore from a backup:

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to restore from backups. You must have full access to perform this operation.

1. On the main window's toolbar, select the icon for the **Data Maintenance Wizard**. If the toolbar is not visible, select the *View* menu, then select *Toolbar*.
2. On the first panel of the **Data Maintenance Wizard** select the *Restore my data from a backup* option. Select *Next*.
3. Read the warning message. If you do not want to continue, select *Cancel* to close the Wizard or *Back* to return to the previous panel. If you want to continue, enter the full path and file name for the backup file you want to restore, or select *Browse* to find the file. If you save your backup files to a removable disk, insert the disk, then select *Browse* to locate the file. Click *Next*.

This operation will replace your existing data with the data from the backup.

4. Click *Next* and this panel will display the status of the restore operation..
5. Click *Finish* to exit the Wizard.

Your patrol data, along with all clients, facilities, groups, locations, officers, incidents, custom reports, etc. are now restored up to the date on which you made the backup. You may have to edit some of these items to bring your system up to date.

### **How to back up and restore patrol data without the Data Maintenance Wizard**

The **Data Maintenance Wizard** makes it quick and easy to back up and restore the data you've entered and downloaded into GUARD1 PLUS. A recent backup of your data is critical to restoring the data after a hard drive failure or other incident that damages your files or computer. Typically, if making a backup is not fast and convenient, people won't do it, leaving them with no means to restore their data when disaster strikes. The Data Maintenance Wizard makes this easy, so it is more likely to be done.

#### **To manually back up your patrol data:**

1. If GUARD1 PLUS is running, exit the program. Select the close button on the program's title bar or select the *File* menu, then select *Exit*.
2. Start Windows Explorer. Open the folder in which GUARD1 PLUS was installed. The default path is C:\TimeKeeping Systems\GUARD1 PLUS.
3. In this folder, locate the file named G1Master.g1p. Copy this file. Do not move or delete the file. Do not move or delete any other files in this folder. Doing so may require a reinstallation of GUARD1 PLUS.
4. Paste this file in another location. Ideally this should be pasted to a different drive – removable media (such as a Zip disk), network drive, etc. Note that a floppy disk is not practical as this file quickly becomes too large for a floppy. Make a note of the location used, as this will be important should it become necessary to find this file later to restore your data.

You may wish to rename this file to include the backup date. This will allow you to keep multiple backup files in the same folder or at the root level of the same disk.

#### **To manually restore your patrol data:**

1. If GUARD1 PLUS is running, exit the program. Select the close button on the program's title bar or select the *File* menu, then select *Exit*.
2. Start Windows Explorer. Open the folder in which the backup GUARD1 PLUS data file was stored.
3. In this folder, locate the backup file and copy it.
4. Open the folder in which GUARD1 PLUS was installed. The default path is C:\TimeKeeping Systems\GUARD1 PLUS. If there is an existing data file in this folder, rename it. Then paste the copied file into this folder.
5. If necessary, rename the file to G1Master.g1p. The master data file must be named G1Master.g1p or GUARD1 PLUS will not function properly.

6. If you have replaced a damaged data file, start GUARD1 PLUS and verify that the program starts properly and the data are present. If you have replaced the hard drive or computer on which GUARD1 PLUS was originally installed, you must add your devices (readers and downloaders). Also, if you have installed GUARD1 PLUS on a new drive or computer, the program will start in Trial Mode. If you had previously activated the Basic System (and any additional software modules), you must obtain a new activation code and activate the software.

### **Archive your patrol data**

Archiving your patrol data allows you to keep "old" data, but remove it from your master data file. This helps reduce the size of the master data, which improves system performance, makes reports print faster, and reduces the time needed to start GUARD1 PLUS and to make backups.

When you archive your data, you enter a date, and all downloads prior to *but not including* that date, will be moved from your master data file to the archive. This removes that data from the master file. You can open the archive file to view and print reports from that data, but you will not be able to make any changes to data in an archive.

#### **To archive data:**

1. On the main window's toolbar, select the icon for the Data Maintenance Wizard. If the toolbar is not visible, select the View menu, then select Toolbar.

This Wizard is part of the Data Maintenance Module. This is active during the trial period, after which it will expire. To continue to benefit from the Data Maintenance Module you must activate it.

2. On the first panel of the Data Maintenance Wizard select the Archive my data option. Click *Next*.
3. Read the warning on the next panel of the Wizard. If you do not want to continue, select Cancel to close the Wizard or Back to return to the previous panel. If you want to continue, enter a date and click Next. The default date is set to 60 days prior to today's date, but you can enter any past date.

All downloads prior to, but not including, this date will be moved to the archive.

4. If you know where you want the archive file stored, enter the full path and file name into the field. You can select Browse to find the folder you want to use and enter a name for the archive file. You should use a descriptive file name for this archive, perhaps including the date, so you can easily recognize the

different archive files should you need them later. When you have the correct folder and file name entered, select *Next*.

Archive files may be stored on any drive, including your local hard drive(s), a removable (like Zip™ or other high-capacity disks) or a network drive. The selected drive must have sufficient free space to hold the archive file. Note that floppy disks are impractical because your patrol data file will quickly become larger than the capacity of a floppy disk.

5. Click *Next* and this panel will display the status of the archive operation..
6. Select *Finish* to exit the Wizard.

You can view the contents of an archive file. These are opened as "read only", meaning you can view and print from these archive files, but you can't make any changes to the data they contain.

### **View and print archive and backup files**

Once you have archived and/or backed up your patrol data, you can view or print reports from the archived or backup data files.

#### **To open an archive or backup file:**

1. Select the File menu, then select Open Archive... or Open Backup....
2. Find and open the desired archive or backup file.
3. Proceed to view the data or print reports from the archive or backup data as you would normally do with the master data.

When finished with the archive or backup data, return to the master data file by selecting the File menu, then select Use Master Data.

### **Setting Data Maintenance reminders**

You can set reminders that will appear at intervals when the program starts. For each type of data maintenance operation you can set the number of days between the last time the operation was performed and the next reminder. This is an easy way to make sure your data file integrity is maintained, backups are made, etc.

You can set reminders for two different data file operations:

- Data file backup, which will save a copy of your data file. The backup copy can be used to restore your data if the master file becomes damaged or lost. Guard1 Plus will automatically back up your database at the specified interval.
- Data file archive, which saves to an archive file all patrol data earlier than a date you specify, then deletes that data from the master file.

**To set reminder schedules:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. On the *Options* dialog box select the *Data* tab.
3. To enable the reminder, select the *Remind me every* box to mark it.
4. Select the up or down arrows next to the *days* field to increase or decrease the number of days, or select the field and type a number.
5. Repeat this for each operation for which you want a reminder.
6. Select *Save* to save the changes you've made, or select *Cancel* to close the dialog box without saving the changes.

The intervals for each can be unique. At any time you can repeat this from step 1 and change any of the settings.

If you wish to perform a data maintenance operation now, click the *Data Maintenance* button. This will start the *Data Maintenance Wizard*, which will help you with any of the operations listed above.

**Data Maintenance button**

Select the *Data Maintenance* button to start the **Data Maintenance Wizard**. This Wizard will help you with any of these maintenance operations:

- *Data file backup*, which will save a copy of your data file. The backup copy can be used to restore your data if the master file becomes damaged or lost.
- *Data file archive*, which saves to an archive file all downloads earlier than a date you specify, then deletes those downloads from the master file.
- *Data maintenance*, which compresses the data file and checks its integrity.

You can schedule reminders for the backup and archive operations. The reminder(s) will appear when you start the program.

**Phone number for your computer**

If you have or plan to set up remote devices that will dial in to your computer, you can enter a default phone number for your computer's modem. When you add each remote device to *GUARD1 PLUS*, this default phone number will be automatically entered for you. You can then edit the number as necessary for each remote location to include appropriate area codes, outside line numbers, etc.

**To enter the default phone number:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear with the *General* tab in front.

2. Select the My computer's phone number field and enter the number for the line connected to your computer's modem.

You may want to include the area code or other long-distance dialing code if all of your remote sites require the same codes. You can edit these later when you add the devices to your system.

3. Select Save to save the number and close the dialog box.

### **Show or hide Tip of the Day**

When the program starts it presents a **Tip of the Day**, which offers helpful information and tips about using the program. If you'd rather not see these tips, you can turn off this option. If the **Tip of the Day** does not appear when GUARD1 PLUS starts, you can turn it back on. This may be useful when you have new officers who will be learning to use the program.

### **To change the Tip of the Day option:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear with the *General* tab in front.
2. Selecting the *Show Tip of the Day at application startup* box to mark it . To turn off the **Tip of the Day**, select the box so that the check mark is removed. To turn on the tip, select the box so that the check mark appears.
3. Select *Save* to save your setting and close the dialog box.

### **Security and passwords — overview**

You can limit access to GUARD1 PLUS or to specific functions of the program. When this is done, a password must be entered before the program will start. If an incorrect password is entered when starting the program, it will simply exit. You can use passwords to allow limited access so certain people can only print reports or only view information on-screen.

For example, you may wish several officers or others in your organization to have full access to all program functions. You could set up a password that would allow full access, then give this password to all of those individuals. You could also set up a unique password for each person, still allowing full access. You may wish to allow other individuals to print reports, but have no other access. They could not download readers, add buttons, clients, facilities, delete data, etc. You could give those individuals a shared or individual password that would allow only this limited access.

Setting up security and passwords is optional. If there is no need in your organization to protect the data in GUARD1 PLUS, or to protect individuals from altering or deleting data in the program, it may not be necessary for you to set up passwords.

You can set three levels of access:

- **Full**, which allows someone with the correct password to use all program functions. Full access is required to add, edit or delete passwords. Only the Supervisor can turn password protection on or off.
- **Read-only**, which allows someone with the correct password to view everything in the program and print reports, but they cannot perform any other operations or save any changes.
- **Reports only**, which allows someone with the correct password to print reports, but they cannot perform any other operations or save any changes.

Anyone without a password will be unable to start the program.

Before setting up passwords for these levels of access, a *Supervisor* password must be set. Supervisor access is required by at least one person, and only with Supervisor access can other passwords be added, changed, or deleted. Once passwords are assigned they can be reviewed or edited by the Supervisor by selecting from a list.

Setting up passwords also allows you to determine whether reports can be saved as separate files and/or emailed. This feature is enabled by default; if you don't set up passwords, reports that use any style except "dot matrix" can be saved as Microsoft Word documents. This allows you to save specific reports for later review or printing, and it also allows you to send reports via email. To disable this feature, you must set up a Supervisor password. Note that saving or emailing of reports requires the **Rules and Advanced Reporting** module.

Anyone, whether they have a password or not, and regardless of their level of access, can download patrol data into GUARD1 PLUS.

### **Turning on or off password protection**

Before you can set up passwords for the program's users, you must enable, or turn on, password protection. Once you've done this, you can turn it off at any time. This allows you to experiment to determine if this type of security is necessary for your organization, or to turn it on at a later time if your methods of operation change.

To use password protection, at least one user must have the *Supervisor* password. This is the highest level of security. When someone starts the program with the Supervisor password they have full access to all program features and functions, including the ability to assign passwords to others and to turn password protection on or off.

### **To enable password protection:**

1. Select the View menu, then select GUARD1 PLUS Options. The Options dialog box will appear.
2. Select the Security tab on the Options dialog box.

3. By default, the Use Password Protection box is not checked. Select this option to mark it.
4. Select the Supervisor Password field and type a password. You will see \* characters in the field so the actual password can't be seen by anyone.  
Passwords can contain letters, numbers, or both and are case sensitive. Passwords may be up to 14 characters long. You should choose a password that is easy to remember but difficult for anyone to guess. It is not good practice to use birth dates, names of spouses or pets, and other commonly available information as passwords.
5. Select the Confirmation field and type the same password again. This helps to verify there were no typing mistakes in the first field.  
If you enable password protection, you also gain control over emailing and saving of reports. When password protection is disabled, your system is not secure. By default, when password protection is disabled, the Users can e-mail and save reports box is checked and can't be changed. When you enable password protection, you can change this setting.
6. Select Save.

DO NOT forget the Supervisor password. If this password is lost or forgotten you will not be able to start the program and have full access to its features, including adding or changing passwords.

#### **To turn off password protection:**

You must have Supervisor access to change this setting.

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. Select the *Security* tab on the *Options* dialog box.
3. Select the *Use Password Protection* box to remove its check mark.
4. Select *Save*.

If you turn off password protection, the Users can e-mail and save reports checkbox will automatically be checked, enabling this option.

#### **Adding and changing passwords**

You can add as many passwords as necessary. You may wish to have only a few passwords which are shared among the program's users, or you may want to have a unique password for each user. You can give each user specific access rights if desired. You can also change passwords or change the access rights for a particular password. You must have Supervisor access to add or edit passwords.

### **To add a new password:**

1. Start GUARD1 PLUS using the Supervisor log-in and password.
2. Select the View menu, then select GUARD1 PLUS Options. The Options dialog box will appear.
3. Select the Security tab on the Options dialog box.
4. Select the Add button. The Add User dialog box will appear.  
If the Add button is disabled ("grayed out"), you either don't have Supervisor access or the Supervisor Password and Confirmation Password don't match.
5. Type a name for the user in the Name field.
6. Type a password in the Password field, then type it again in the Confirmation Password field.
7. Leave the check mark in the User can use GUARD1 PLUS box.  
You can select the box to remove the check mark if you want to temporarily disallow this user access to the program. Check the box later to reinstate this user.
8. Select the down-arrow next to the Access Rights field and select the desired access from the list.
9. Select Save to save your changes close the dialog box. In the Options dialog box you will see this user added to the list. If you decide to discard the changes you've made, select *Cancel* instead of *Save*.

The users and passwords you add to the program appear in a list on the *Options* dialog box. You can sort this list by selecting a column heading. If your list is long, you can sort by user name by selecting the *Name* heading. This makes it easy to find a particular user in a long list.

### **To edit the user name, password, or access rights for a user:**

1. Select the View menu, then select GUARD1 PLUS Options. The Options dialog box will appear. Select the Security tab on the Options dialog box.
2. Select a name to edit from the list. If your list is long, you can select a column heading to sort by that column. This will make finding a specific user name, for example, much easier.
3. Select the Edit button. The Edit <user name> dialog box will appear.
4. Proceed as described in steps 4 through 8 as necessary in the section above.

## Turning on or off emailing and saving reports

GUARD1 PLUS can save reports as Microsoft Word documents. Reports can also be sent via email, either from within Word or from your email program. This feature can be turned off if desired. The control for this is on the *Security* tab of the *GUARD1 PLUS Options* window.

This option is available only during the trial period or after the **Rules and Advanced Reports** module is activated. Otherwise it is disabled ("grayed out"). Also, you must have Microsoft Word 2007 installed on your computer in order to print reports with these options and styles.

GUARD1 PLUS does not include email "client" software. To send email, you must have appropriate software installed and access to the Internet, either through an internal network or via a dial-up or other type of connection.

Setting up passwords allows you to determine whether reports can be saved as separate files and/or emailed. This feature is enabled by default; if you don't set up passwords, reports that use any style except "dot matrix" can be saved as Microsoft Word documents. This allows you to save specific reports for later review or printing, and it also allows you to send reports via email. To disable this feature, you must set up a Supervisor password.

### To turn off emailing and saving of reports:

You must have Supervisor access to change this setting.

1. Select the View menu, then select GUARD1 PLUS Options. The Options dialog box will appear.
2. Select the Security tab on the Options dialog box.
3. By default, the Users can e-mail and save reports box is checked.

If you want to turn this feature off, select the box to remove its check mark.

If you want to turn this feature on, select the box to mark it.

If the check box is marked but disabled ("grayed out"), you have not turned on password protection. You must do this before you can change the Users can e-mail and save reports box.

If the check box is not marked and disabled, the Rules and Advanced Reporting module has expired. You must activate this module before you can use the emailing and saving option.

4. Select Save.

If you turn off password protection, the Users can e-mail and save reports checkbox will automatically be checked, enabling this option.

## Starting the program after password protection is enabled

After a password has been set up you must enter a password each time you start the program.

### To start the program after passwords have been enabled:

1. If the program is running, select the *File* menu, then select *Exit*.
2. Restart the program. The *Login* dialog box will appear.
3. Select the down-arrow next to the *User* field, then select the user name from the list.  
To add, change, or delete passwords or users, you must select *Supervisor* from this list.
4. Select the *Password* field and type the password. You will see only \* characters as you type.
5. Select *OK*. The program will start. If the user name and password you used allows read-only access, you will notice that some program functions are disabled ("grayed out"). You will not be able to save changes to anything in GUARD1 PLUS. If the user name and password allows reports only access, you will see Reports tab in the left pane of the main window. Other tabs will be unavailable. You may have to exit and log in with a different password if you require full or Supervisor access.

If you don't know the password or if you decide not to start the program, select the *Cancel* button to close the *Login* dialog box. The program will not start.

If you make a mistake entering the password, you can try again. After three incorrect login attempts the program exits. Start again with step 2 above.

## Enable or disable Wizards

GUARD1 PLUS makes use of software Wizards – helpers that make performing various tasks easy. These Wizards typically appear when needed and walk you through a process one step at a time. A few Wizards are always available, but most can be turned off (disabled) or turned on again (enabled) as needed.

Wizards are available to help you add devices (readers and downloaders) to your system, add new buttons and activate program modules. There are also Wizards to help with adding clients, facilities, and groups, and perform data maintenance and backup operations.

After you have worked with the program for a while and become familiar with many of its functions, you may find that you no longer need some of the Wizards, and that you'd prefer to perform a given task "manually". In these cases you can disable the

associated Wizard. Later, if you need to train a new user, for example, you may wish to re-enable one or more Wizards. By default all Wizards are enabled.

#### **To disable a Wizard:**

1. Use the Wizard as you normally would. The last panel of every Wizard has a *Finish* button.
2. When you get to the Finish panel select the *Don't show me this anymore* option to mark it.  
If the last panel of the Wizard does not have a *Don't show me this anymore* box, that Wizard cannot be disabled.
3. Finish the Wizard as you normally would, usually by selecting the *Finish* button.

That Wizard will not appear in the future, but you can re-enable it by following the steps below.

#### **To re-enable Wizards:**

1. Select the View menu, then select GUARD1 PLUS Options. The Options dialog box will appear.
2. Select the Wizards tab on the Options dialog box.
3. Any wizard disabled by following the steps above will appear in the list on the Wizards tab. If the box next to the Wizard name is empty that Wizard is disabled. Select the box to mark it and re-enable that Wizard. If you want to enable all Wizards, select the Select All button. If there is already a check mark in the box next to the Wizard name, that Wizard is enabled. You can disable it by selecting the box to remove the check mark. To disable all Wizards, select the Deselect All button.
4. Select Save to save your changes and close the Options dialog box. If you want to close the dialog box without saving any changes, select *Cancel*.

#### **Setting "global" defaults for reports**

When you create custom reports, there are a number of settings you can make that control the data included on the report and the report's appearance. These settings include:

- The date range for the patrol data to be included (required for some types of reports),
- The first day of the week,
- Whether to include your company's logo on reports,

- Whether to include a watermark (a background image that appears behind the printed data),
- Whether to include detailed headings, which includes full contact information about the client or facility for whom the report is being printed,
- Whether to include statistics, (for rule-based reports only), which display the number of rules, time periods, and time periods with exceptions processed, and the number of exceptions,
- Your choice of report "styles" from a list that includes **dot matrix**, **business**, **classic**, **contemporary**, **professional**, and **simple**.

If you usually want the same options each time you create a new custom report, you can set all of these options as desired and save them as the default settings. Your new settings will be used for each new custom report. You will still have the option to change any of these settings for a specific report.

### Setting the default date range for reports

When printing reports it is usually necessary to specify a range of dates, and patrol data collected between those dates will be included in the reports. You can specify a date range each time a report is printed, but you can often save a few steps by setting a default date range for all reports. Your settings will be the new defaults and will be used when you create new custom reports. You will still have the option to change the date range for specific reports when you save them.

Most of these options are available during the trial period or after the Rules and Advanced Reports module is activated. Otherwise they are disabled ("grayed out").

#### To set a default date range:

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. Select the *Reports* tab on the *Options* dialog box.
3. Select the *Change* button. The *Date Range* dialog box will appear.
4. Make the desired changes:
  - Select the *Past* option if you want to include a time period that ends with yesterday's date. You can include today's date in that range by selecting the *Include Today* option to mark it.
  - Select the *Last* option if you want to set a range that ends with the last day of the selected period (day, week, or month).
  - Select the up or down arrow next to the number field to increment or decrement the value. You can also type a number directly into this field if desired.

- Select the desired time interval: *Days*, *Weeks*, or *Months*.
5. The dialog box will display the date range your settings have created and an example of that range. Select *OK* to apply these settings or *Cancel* to discard them. The *Date Range* dialog box will close.
  6. Select the *Save* button to close the *Options* dialog box.

### **Setting the default print options for reports**

You can set several "global" options that determine the appearance of printed reports. You can choose to include company logos, watermarks, detailed headings, and patrol statistics on reports. You can also select various templates that determine the report style. You can specify appearance options each time a report is printed, but you can often save a few steps by setting default options for all reports. Your settings will be the new defaults and will be used when you create new custom reports. You will still have the option to change report options for specific reports when you save them.

These options are available during the trial period or after the **Rules and Advanced Reports** module is activated. Otherwise they are disabled ("grayed out"). Also, you must have Microsoft Word 2007 installed on your computer in order to print reports with these options and styles.

#### **To set appearance options:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. Select the *Reports* tab on the *Options* dialog box.
3. Select the desired options from the boxes in the *Options* and from the *Date Range* frame. You can select any combination of these options.
4. The *Style* frame shows a thumbnail image of the report template currently selected. To change this, select the down-arrow next to field under the thumbnail image, then select a template from the list. The thumbnail will change to reflect your choice.
5. Select *Save* to save these settings or *Cancel* to discard them. The *Options* dialog box will close.

### **Setting the default "Presented By" information for reports**

The **Rules and Advanced Reports** module allows you to include customized cover sheets on reports. The cover sheets include a section for "Presented By" information. This is typically your company, with a contact name, address, and phone, fax, and email information. If you produce patrol reports on behalf of other customers or clients, the "Presented By" information could be from one of those. The information you enter as the "global" default cover sheet will be applied to all new cover sheets you create. If you present reports on behalf of several clients or customers, you can edit this

information when reports are created. This information is optional. If you do not use the **Rules and Advanced Reports** module, or if you don't want this information on cover sheets for your reports, you can leave these fields empty.

While you can enter this information at any time, cover sheet printing is available only during the trial period or after the **Rules and Advanced Reports** module is activated. Also, you must have Microsoft Word 2007 or later installed on your computer in order to print cover sheets.

**To set the "Presented By" information:**

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. Select the *Presented By* tab on the *Options* dialog box.
3. Enter appropriate information into the fields provided. You can leave some of the fields empty if desired. Select *Save* to save these settings or *Cancel* to discard them. The *Options* dialog box will close.

**Setting Keypad Module options**

The **Keypad Module** in GUARD1 PLUS allows you to create numeric button keypads for use with THE PIPE. A Keypad is a set of 12 touch memory buttons, representing the numbers 0 through 9, plus *Enter* and *Cancel* keys. Patrol officers carry the buttons for each keypad in small wallets, attached to clipboards, etc. The officer can then enter locations, such as room numbers, as well as incidents and officers by reading a series of buttons on the keypad.

This provides the same functionality as readers that have fragile data-entry keypads, but in the much more durable form of THE PIPE and touch buttons. Keypad functionality is available during the trial period or after the **Keypad Module** is activated. Otherwise, the *Keypads* tab and features are not available.

Each button "type" is defined by a unique number of digits, or button reads, followed by the Enter button. By default, GUARD1 PLUS defines locations as having four digits, incidents three, and officers two. Each "type" has a definition that identifies them in reports, etc. You can change these settings to suit the needs of your organization.

When you create the first keypad, the Keypad Module Setup Wizard will start automatically to help you set up definitions for custom buttons used in keypads. Once you've made your settings, the Wizard will not run automatically again. However, you can run this Wizard from the *Keypads* tab on the GUARD1 PLUS *Options* screen if you want to alter these settings later. You can also "turn off" the **Keypad Module**, which will remove the *Keypads* tab from the GUARD1 PLUS main window.

### To view or change Keypad Module settings:

1. Select the *View* menu, then select *GUARD1 PLUS Options*. The *Options* dialog box will appear.
2. Select the *Keypads* tab on the *Options* dialog box.
3. If the contents of the *Keypads* tab are disabled ("grayed out"), either the *Launch the Keypad Module when GUARD1 PLUS starts* box is not checked, or the **Keypad Module** has expired. During the trial period, or after the module has been activated, you can control whether it loads when GUARD1 PLUS is started. Select the box to mark it if you want to have access to keypads. Uncheck the box to turn the **Keypad Module** off. If you change this setting and select the *Save* button, the change will not take place until you exit GUARD1 PLUS and restart it.
4. If you would like a Wizard to help change these settings to best suit the needs of your organization, select the *Keypad Module Setup Wizard* button. Follow the Wizard's instructions. You can get help within the Wizard by selecting the *Help* button on any of its panels.
5. You can "manually" change any of the settings:

Select the *Location*, *Incident*, and *Officer* boxes to mark them if you want to use the button type in your keypads. If you want to exclude a type, select the box for that type to unmark it. If, for example, your organization does not wish to use keypad officer buttons, select the *Officer* box uncheck it.

Use the up and down arrows to change the number of digits for each type of keypad button. Note that each type must have a unique number of digits. You cannot use the same number of digits for more than one type.

Enter a description for each type of button in your keypads in the *begins with* box. These can be any text, numbers, or punctuation, up to 255 characters each.
6. The example will show you the result of your changes as you make them. When you've made the necessary changes, select the *Save* button to save the changes and close the *Options* window.

You can return to the *Keypads* tab at any time and change the settings.

### Launch the Keypad Module when starting option

During the trial period, or after the module has been activated, you can control whether it loads when GUARD1 PLUS is started. Select the *Launch the Keypad Module when GUARD1 PLUS starts* box to mark it if you want to use keypads. Uncheck the box to disable the **Keypad Module**.

### **Location, Incident, Officer checkboxes**

Select the *Location*, *Incident*, and *Officer* boxes to mark them if you want to use the button type in your keypads. If you want to exclude a type, select the box for that type to unmark it. If, for example, your organization does not wish to use keypad officer buttons, select the *Officer* box uncheck it.

If these checkboxes are disabled ("grayed out"), make sure the *Launch the Keypad Module when GUARD1 PLUS starts* box is checked. If the checkbox is disabled, the **Keypad Module** has expired. You must activate the module before you can set up keypads.

### **Location, Incident, Officer number (of digits)**

Use the up and down arrows to change the number of digits for each type of keypad button. Note that each type must have a unique number of digits. You cannot use the same number of digits for more than one type.

If these fields are disabled ("grayed out"), make sure the *Launch the Keypad Module when GUARD1 PLUS starts* box is checked. If the checkbox is disabled, the **Keypad Module** has expired. You must activate the module before you can set up keypads.

### **"Begins with" fields**

Enter a description for each type of button in your keypads in the *begins with* box. These can be any text, numbers, or punctuation, up to 255 characters each. These descriptions will precede the custom button numbers reports. For example, if you define keypad locations to require four digits, and set the *begins with* field to "Room #", and buttons "1", "9", "5", and "3" were read from a keypad, this would appear in reports as a single custom button, named "Room # 1953".

If these fields are disabled ("grayed out"), make sure the *Launch the Keypad Module when GUARD1 PLUS starts* box is checked. If the checkbox is disabled, the **Keypad Module** has expired. You must activate the module before you can set up keypads.

### **Keypad Module Setup Wizard button**

If you would like the Keypad Module Setup Wizard to help change the settings on this tab to best suit the needs of your organization, select the *Keypad Module Setup Wizard* button. Follow the Wizard's instructions. You can get help within the Wizard by selecting the *Help* button on any of its panels.

### **Starting GUARD1 PLUS — the Welcome screen**

When you start GUARD1 PLUS you will see a *Welcome* screen. There is a lot of information presented there, and some of it changes depending on the "state" or mode of the program.

GUARD1 PLUS has three modes in which it can start:

- **Trial mode:** GUARD1 PLUS is designed to allow you to use all of its features and functions, including all available software modules, for a trial period. This trial period begins the first time you run GUARD1 PLUS. If you are using the program in its trial mode, the *Welcome* screen will indicate this and will also tell you the number of days remaining in the trial period. You can activate the Basic System and any software modules during the trial period if desired.
- **Expired mode:** If you do not activate the **Basic System** or any software modules before the trial period ends, the system will "expire". If you start the program after expiration, the *Welcome* screen will indicate this by displaying a list of expired modules. If the **Basic System** is in the list, you will not be able to start the program. The *Start* button will be disabled ("grayed out"). You must activate the **Basic System** to continue to use the program.

Select the *Start* button to start GUARD1 PLUS. If the *Start* button is disabled, you must activate the **Basic System** to continue to use the program.

Select the *Activate* button to start the Activate Software Wizard. This Wizard will help with the software activation process. Activation of additional software modules must be purchased. The Wizard will provide instructions for module activation.

Select the *Help* button to display this on-line help information.

If you wish to close the *Welcome* screen and exit GUARD1 PLUS, select *Cancel*.

### Working with sample patrol data

Even if you don't normally read manuals or on-line help for software, reviewing this section will help you get started with GUARD1 PLUS. Once you've reviewed this section and used the software for a while, you can come back to the on-line help when you want to learn more.

GUARD1 PLUS includes an extensive "sample" patrol data file. Exploring the sample data is a good way to get familiar with the program's features and functions and to learn your way around the program. The tutorial will give you some hands-on experience with "getting around" in GUARD1 PLUS. It includes links you can select to display more detailed Help topics.

Start GUARD1 PLUS by double-clicking its icon on the Windows desktop. When the *Welcome* screen appears select *Start GUARD1 PLUS*. If the *Start GUARD1 PLUS* button is disabled ("grayed out"), the trial period has elapsed and the Basic System has expired. You must activate the **Basic System** to continue to use GUARD1 PLUS.

With the sample data you can view patrol data, print reports, add and delete clients, facilities, groups, locations, officers, incidents, and much more. If you have guard tour

devices you can install these and download non-essential data to learn how that process works.

### To load the sample data:

1. Select the *File* menu, then select *Use Sample Data*. The sample data file will be loaded.  
The first time the sample is loaded, GUARD1 PLUS will build the data file. Because the file is large, this will take from one to five minutes, depending on the speed of your computer. The sample data will load much more quickly the next time you use it. When complete, the status bar will indicate that the sample data is loaded.
2. Proceed to view the data or print reports from the sample data as you would normally do with the Master data.
3. If you download a reader into the sample data, the Download Into Sample Data Wizard will start.
4. When you have completed the tutorial, return to the Master data file by selecting the *File* menu, then select *Use Master Data*.

### Tutorial, part 1 — Getting started

This tutorial will give you some hands-on experience with "getting around" in GUARD1 PLUS. This section assumes you have loaded the sample data and are ready to proceed with the GUARD1 PLUS tutorial. This section also assumes you have full access to GUARD1 PLUS. If you have read-only or reports-only access to the program, you will not be able to make changes to the data.

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

The sample data file was created for North Shore Security, Inc., a fictional security company that serves two clients. One of these clients has multiple facilities. To see what this setup looks like, select the Facilities tab. In the Facilities treeview, under the *Clients* node you'll see the clients. Expand the *GEM Manufacturing* node and then the *Building Tour* group to view the locations assigned to it. You can scroll through the list to view all the locations assigned to that client. For details (called "properties" in GUARD1 PLUS) about the client, right-click the *Client* icon next to *GEM Manufacturing*. From the menu that appears select *Edit*. A properties tab will appear for that client. Note the client's name on the new tab, the fields available for entering information about the client, and the toolbar buttons across the top of the properties tab. For more information about the fields and buttons on any properties tab, select the *Quick Help* icon button on the tab's toolbar.

To view details about one of GEM's locations, right-click the location button icon next to *Cafeteria*, then select *Edit*. You can also simply double-click the *Cafeteria* button icon. A properties tab for that location will appear on top of the properties tab that was previously displayed for the client. If you select the *GEM Manufacturing* properties tab it will come to the top. You can have a maximum of 10 properties tabs open at one time. Open tabs for several more of *GEM's* locations. On the properties tab for a location, enter some additional text into the Notes field. Notice that the *Save* icon on the tab's toolbar is no longer dimmed. Select this to save the changes you made to the tab. Select some of the other tabs to see how each comes to the top when selected.

To close properties tabs, select the *Close* icon on the tab's toolbar (far right). If you have several tabs open you can save a step by right-clicking any properties tab, then selecting your choice of options to close all tabs, close the active (top) tab, or close all but the active tab. Close all tabs, then select the minus icon next to *GEM Manufacturing* to collapse that node (or just double-click the client's icon).

The *Help* tab is not controlled by these menu items. By default, the *Help* tab is always available. If you want to close the *Help* tab, select the *Help Tab* icon button on the main toolbar. To show the *Help* tab, select this button again.

To view a more complex client, expand the *Metropolitan Clinic* client. You'll see that this client has three facilities. Expand *Main Campus*. Under this facility you'll see a number of groups. Expand the *Health Services Building* group node to see the locations there. You can view the properties of the facility and group by right-clicking the icons and selecting *Edit*. You can make changes to these items as before, and save them by selecting the *Save* icon on the properties tab's toolbar.

On the *Health Services Building* group's properties tab, note the two *Member of:* buttons. Select the button labeled *Metropolitan Clinic*. This will display the properties tab for that "parent" client. Select the *Health Services Building* group's properties tab, then select the *Main Campus* button. This will display the properties tab for that facility. Close all tabs by right-clicking a properties tab, then select *Close All Tabs*. You can also select the *Tabs* menu, then select *Close All Tabs*, or press F2 to close all tabs.

You can have facilities and groups that are not part of a client. This is useful for in-house security organizations that do not service clients. You'll notice that the clients/facilities/groups treeview is a hierarchical structure and is very flexible. You can have clients that have facilities, facilities and groups, groups only, or locations only. A client's facilities can have groups under them.

Scroll down under the *Facilities* tab and you'll find a number of location buttons under the *Unassociated Locations* node. These are locations that were added to the system, but have not been added to any client, facility, or group. These are *unassociated* locations.

Right-click the *Groups* icon then select *New Group*. The New Group Wizard will appear. Enter a name into the *Group Name* field, then select *Next*. On the next panel,

select *Finish*. For help with the Wizard's panels, select the *Help* button on each panel. Your new group will appear under the *Groups* node. Right-click this new group and select *Edit*. You can enter a note about the group here and click the *Save* icon button to save it. Select the *Add a Location* icon button at the top of the group's tab. The Add Locations Wizard will appear. Next to each available location you'll see a box. If you select this box a check mark will appear. Select to mark boxes for several locations. Select *Next*, then select *Finish*.

For help with the Wizard's panels, select the *Help* button on each panel. You will see the added locations appear under the new group. These locations have been removed from the *Unassociated Locations* node. You add locations to clients or facilities in the same way.

Select the *Buttons* tab. As you expand the nodes for the different types of buttons and scroll down through the list, you'll see all of the buttons in the sample data. There is a node for each of the four button types. Right-click the *Locations* node and select *View All Location Buttons*. A properties tab will appear, and the number of buttons shown will appear in the status bar. You can select and drag the divider between the column headings to make a column wider so you can see the complete location name. Right-click any location in the list and select *Edit* to see a properties tab for that location. As a shortcut, you can simply double-click a location and a properties tab will appear. Select the *Location Buttons* tab to bring it to the top. If your computer has a printer attached, select the *Print* icon on the properties tab's toolbar. This will print a complete list of the location buttons in the sample data. Note that in the sample data this is a very long list. Everything you've done above with location buttons can also be done with incident, officer, and unassigned buttons.

You can add new buttons to GUARD1 PLUS. There are two methods for doing this, and the one you will use is determined by the type of buttons you are adding (Touch Memory buttons, Morse stations, Detex/GCS strips, or Deister checkpoints) and whether they are already installed at the patrol stops in the field.

You can add up to three photos for each location button. You can see what this looks like by opening a properties tab for locations under the *Metropolitan Clinic* client. On a location properties tab, select the *Photo 1* sub-tab to view the photo. Note that only locations can have photos. These are generally used to help officers learn the locations of the buttons. After your buttons have been added to GUARD1 PLUS, you can add them to clients, facilities, or groups as required. If your organization does not make use of clients, you can still add buttons to facilities or groups, or use the buttons as unassociated locations without adding any clients, facilities, or groups.

Under the *Buttons* tab, scroll down to the Incident Buttons node. Notice that there are several buttons with duplicate names. This allows creating several sets of incident buttons for officers to carry on their tours. Right-click the *Incident Buttons* node and select *View All Incident Buttons*. This will produce a properties tab similar to the one

seen for location buttons. You can print this list in the same way, or you can right-click the *Incident Buttons* node and select *Print Incident Listing* from the menu that appears.

Under the *Buttons* tab, scroll down to the *Officer Buttons* node and expand the node if necessary. Right-click the *Officer Buttons* node and select *View All Officer Buttons*. On the new properties tab, right-click any officer button and select *Delete*. Select *Yes* in the warning to delete that button from the database. Select another officer button. This will highlight its name and ID number. Select the *Delete* icon at the top of the tab. Select *Yes* in the warning to delete that button. Right-click an officer button and Select *Rename*. The officer name will be selected and you can simply type a different name. This allows you to reassign officer buttons to different officers or change names as necessary. You can delete or rename location and incident buttons using the same method.

Under the *Buttons* tab, scroll down to the *Unassigned Buttons* node. Expand the node if necessary, then right click *Unassigned Button #1* and select *Edit*. A properties tab will

appear. Select the *Button Type* field. From the list that appears select *Officer*. Enter a name in the *Officer Name* field, and any desired notes. Select the *Save* icon button. Notice that *Unassigned Button #1* has been removed from the *Unassigned Buttons* node. You'll find the new officer under the *Officer Buttons* node. Close all properties tabs.

GUARD1 PLUS also supports numeric button keypads for use with THE PIPE. Keypads contain 12 touch buttons that represent the digits 0 through 9, plus *Enter* and *Cancel* keys. This provides the same functionality as readers that have fragile data-entry keypads, but in the much more durable form of THE PIPE and touch buttons.

When finished, return to the Master data by selecting the *File* menu, then select *Use Master Data*. You can return to the sample data at any time.

## **Tutorial, part 2 — Making patrols and downloading data**

GUARD1 PLUS works with several types of readers and downloaders from different manufacturers. In GUARD1 PLUS these are known collectively as devices. This section of the tutorial describes how to make patrols with the supported readers and download the collected data into GUARD1 PLUS. After patrol data are downloaded you can view this information on-screen and print a variety of reports. Printing is covered in part 3 of the tutorial.

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

### **Making patrols:**

Part 1 of the tutorial describes adding buttons to GUARD1 PLUS. These are organized as location, incident, and officer buttons. When making a patrol, the officer will first read

his or her officer button. This establishes *who* made the patrol. The reader records the date and time each button was read, so if the officer reads his or her button at the beginning of the patrol, it also establishes *when* the patrol was started. The officer will then begin patrolling the required locations, reading those locations' buttons. This establishes *where* officer visited, along with the date and time. If any incident is found at any location, the officer will read an incident button that describes the problem or condition found. This establishes *what* the officer found. GUARD1 PLUS allows adding incident buttons with duplicate descriptions. You can create several sets of incident buttons which several officers can carry on patrols, usually in a wallet, attached to a clipboard, etc.

For more information about adding locations to clients, facilities, and groups, see part 1 of the tutorial. The use of incident buttons is optional. If your organization does not need to report incidents, you do not need to add incident buttons to GUARD1 PLUS.

This method of reading buttons is important; doing this properly will prevent confusion when reports are printed later. For example, if an officer reads an incident button before reading any location, the incident will not appear in **Incident Reports**. To view the incident it would be necessary to print a **Download Report**, which always shows all buttons read, regardless of type.

If you have a reader, downloader, and buttons available, read a few buttons (or strips, stations, or checkpoints) now. In the next section, these will be downloaded and types and descriptions will be assigned.

### **Downloading patrol data:**

Before you can download a reader, you must have a downloader installed on your computer and added to GUARD1 PLUS. The Add Devices Wizard will take you through this process and automatically add your devices. This section assumes you have a locally-connected downloader installed on your computer and added to GUARD1 PLUS, and that you are working with the sample data.

Downloading is handled by a component of GUARD1 PLUS called the Attendant. The Attendant must be running in order to download. By default, the Attendant starts when you start GUARD1 PLUS. You can tell the Attendant is running by noting its icon in the Windows taskbar, near the clock. The Attendant has a number of options you can set to control the way downloading is done. Place your reader in the downloader. For many types of devices, this is all that's needed to download the reader.

If your device supports insert detection it will be automatically downloaded. If your reader is not automatically downloaded when you place it in the downloader, you will have to start the download manually. This too is very simple to do: right-click the Attendant's icon in the Windows taskbar. From the menu that appears, point to *Download*. A second menu will appear from which you should select your downloader. The data will be downloaded, and the progress of the download will be displayed. The

reader will then be cleared and its internal clock reset to match your computer's clock. When this is complete you can remove the reader from the downloader. When working with actual patrols, you can continue to download additional readers as needed. If GUARD1 PLUS is running it will process the data. If it is not, the data will be processed the next time GUARD1 PLUS is started.

Because you are currently working with the sample data, the Download into Sample Data Wizard will start. The purpose of this Wizard is to protect you from downloading a reader containing important patrol data into the sample data. Follow the Wizard's instructions. Since you are working with test data for this tutorial, select the *Put my data in the sample database* choice, and then finish the Wizard. When working with actual patrol data, you would probably want to select one of the other options. For help with the Wizard's panels, select the *Help* button on each panel.

When you download a reader into the sample data that download not available when you return to the Master data. The reader is cleared after a successful download, so make sure you direct this Wizard to save the data in the correct file. When you are working with the Master data (for normal daily work), this Wizard will not appear. It is assumed that the patrol data should be downloaded into the Master data file.

In the case of actual patrol data, it is very likely that all of the buttons read will already have been added to GUARD1 PLUS. In these cases, the data are processed by GUARD1 PLUS and you can immediately view or print the downloaded data. If the downloaded data contain buttons that are unknown to GUARD1 PLUS, the Assign Names Wizard will automatically start. If you have followed this tutorial and downloaded a reader into the sample data, the buttons in the downloaded are probably unknown, so this Wizard will start. Follow the Wizard's instructions to add these buttons as locations. For help with the Wizard's panels, select the *Help* button on each panel.

You can make additional "patrols" with your sample buttons and download the data. If you read the same buttons as before, the **Assign Names Wizard** will not appear. When finished, return to the Master data by selecting the *File* menu, then select *Use Master Data*. You can return to the sample data at any time.

### **Tutorial, part 3 - Printing or previewing reports**

After you have downloaded patrol data you'll want to print reports. GUARD1 PLUS includes an extensive array of report types. You can also view your downloaded data on-screen, either as a list on a properties tab or in a format matching the printed reports. The sample data includes the standard reports, and also includes several custom reports. This part of the tutorial will explore these and also describe how to create new reports.

If you have not loaded the sample data, do so now. Some printing and previewing options are available only during the trial period or after the **Rules and Advanced Reports** module is activated. Otherwise they are disabled ("grayed out"). Also, you must have Microsoft Word 2007 installed on your computer in order to print or preview

reports with these options and styles. If Word is not installed only the Dot Matrix style of reports will be available. On-screen preview is not available for Dot Matrix style reports.

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

The simplest report is the **Download Report** for a single download. This report will show all of the records (button, strip, station, or checkpoint reads) from one download of a device (reader or downloader). It will include all locations, incidents, and officers read. For each button in the download, the report will show the description, date and time read, the button type, and button's ID number. The report will also display information about the device.

To print a single download, select the Downloads tab and expand (if necessary) the *GUARD1 PLUS* node. All of the downloads in the sample data will be displayed. If you downloaded a reader in part 2 of this tutorial, you will see that download at the top of the list. Double-click that or any other download. A properties tab will appear for the download with the *Summary* sub-tab displayed. This will show statistics for the download. Select the *Detail* sub-tab to view the records in the download. To print a **Download Report**, select the *Print* icon button on the tab's toolbar.

You can print this report for several downloads if desired. To do this, right-click the *GUARD1 PLUS* node or select *Downloads* on the main menu. From the menu that appears, select *View All Downloads*. A properties tab will appear with all downloads displayed. From this list select the downloads you want to print. To select a continuous range of downloads, select the first download to be printed. Hold down the shift key, then select the last download to be printed. All downloads between these two will be selected. To select a non-continuous range, hold down the Ctrl key, then select each download you want to print.

When you've made your selections, select the *Print* icon button on the tab's toolbar. The standard **Download Report** will print for each download using your default style settings.

You can print a **Download Report** for a range of dates. This will give you a single report that can include any number of downloads. This requires creating a custom report. To do this, select the Reports tab. Expand the *Tour Reports* node, then double-click the *Download Report* icon. A properties tab will open. You can give this report a unique name so you can easily find at use it later. Set the date and time ranges as desired. Select the *Quick Help* icon button on the tab's toolbar for information about all of the tab's fields and buttons. When this report is saved it will appear under a *Tour Reports* node under the *Custom Reports* node. You can print or preview on-screen this report as needed. It will include only downloaded patrol data that were read within the date range you've set. Press the F2 key to close all properties tabs.

When you print a **Download Report** for a range of dates, all patrol data within that range are shown sorted by date and time, even if the data came from several readers that were in use at the same time. The report will show the patrol stops (location buttons) in the order in which they were read without regard to the different devices that read them. To view a **Download Report** for an individual download, that is, the data downloaded from a single reader (or Mobile or Modem Downloader), print the report by selecting a download on the *Downloads* tab as previously described.

When you create a custom report for a particular client, facility, or group, the report will appear under that parent client, facility, group on the *Facilities* tab. Select the *Facilities* tab to bring it to the front. Expand the *GEM Manufacturing* client and the *Building Tour* group under that client. You will see a number of reports available. To print or preview a report, right-click the report. Select *Print* to print the report or *Print Preview* to view

the report on-screen. Note that the preview function is not available for the Dot Matrix report style. If you want to alter the date range, appearance, or other settings, select *Edit* to open the report's properties tab. Select the *Quick Help* icon button on the tab's toolbar for information about all of the tab's fields and buttons.

Create a custom report for a facility of Metropolitan Clinic. To do this, bring the *Facilities* tab to the front, expand the *Clients* node, and then expand the *Metropolitan Clinic* client. Right-click the *Main Campus* facility. From the menu that appears, select *Reports*, then select *Incident Report* from the second menu. A properties tab will appear for the report. Enter Tutorial Incident Report in the *Name* field. Select the *Specific Dates* option, then set the *From* date to July 1, 2000 and the *To* date to July 30, 2000. Select the *Appearance* sub-tab, and then select *Professional* from the *Style* list. All of the styles except Dot Matrix require Microsoft Word 2007 and the **Rules and Advanced Reporting** module.

Select the *Quick Help* icon button on the tab's toolbar for information about all of the tab's fields and buttons. Select the *Save* icon button to save this new report. An icon for the report will appear under the *Main Campus* facility. To print the report select the *Print* icon button on the properties tab toolbar. To preview the report on-screen, select the *Print Preview* icon button. Note that preview is not available for reports in the Dot Matrix style.

You can create, save, and print or preview other types of reports as described above. When finished, return to the Master data by selecting the *File* menu, then select *Use Master Data*. You can return to the sample data at any time.

#### **Tutorial, part 4 — How to choose a report**

Part 3 of the tutorial described the basics of customizing and printing reports; it gives you the "how to" information for creating reports. Before setting up custom reports you should think about the information you want to present, and then choose the type of report that will do that in the most efficient manner. This part of the tutorial will describe the types of reports and help you choose the best report for a given purpose.

Some of the functionality described below, including setting appearance options, filtering, using rules, and saving customized reports, is available only during the trial period or after the **Rules and Advanced Reporting** module is activated.

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

**LISTING REPORTS** are the simplest of the reports. If you want to see a list of *all* buttons in your system, or only the incident buttons, or the officer buttons, or the location buttons, print the appropriate listing. You can also print listings of unassigned and unassociated location buttons. If **Rules and Advanced Reporting** is activated, you can set appearance options for these reports and save them with custom names.

The sample data includes a custom **Location Listing Report** you can print. This has been set up using the Business style, will print a logo and watermark, and will include

statistics. To see this report, load the sample data file. Select the Reports tab to bring it to the front, and then expand the *Custom Reports* node and the *Listings* node under it. You will then see the *Location Listing Report* icon. To print or preview (on-screen) this report, right-click its icon. From the menu that appears select *Print* or *Print Preview*. To see how this report has been set up, right-click its icon and select *Edit*. A properties tab for the report will open. You can view the settings on the *General* and *Appearance* sub-tabs. Select the *Quick Help* icon button to learn about the fields and buttons on these tabs.

Listing reports do not contain any patrol data. These reports are simply lists of the buttons in your system.

**TOUR REPORTS** will show patrol data that have been collected with any of the supported readers and downloaded into GUARD1 PLUS.

The simplest Tour report is the **Download Report**. This is a list of all patrol data that have been downloaded into GUARD1 PLUS. You can set a date range so you can "zero in" on specific data by date or time. You can also print Download Reports for specific downloads, so you can see all of the patrol data from a specific reader (or readers in the case of Mobile or Modem Downloaders).

When you print a **Download Report** for a range of dates, all patrol data within that range are shown sorted by date and time, even if the data came from several readers that were in use at the same time. The report will show the patrol stops (location buttons) in the order in which they were read without regard to the different devices that read them. You can print a **Download Report** for an individual download. To do this, select the *Downloads* tab. You will see all downloads in the sample data. You can scroll through them and see the dates and times for each; this is the date and time for the actual download of the reader, *not* the dates and times for the records (patrol stops) in

the reader. To print a report for a download, right-click the download. From the menu that appears, select *Print Download Report*.

Because other types of reports can have filters applied that limit the patrol data printed, it may appear that some data are missing when these reports are printed. A **Download Report** can't be filtered, so within a given date and time range you will see *all* downloaded data. If **Rules and Advanced Reporting** is activated, you can set appearance options for Download Reports and save them with custom names.

- Any time you suspect some patrol data are missing or not being correctly reported, print a **Download Report** for the date range in question. If the "missing" data are there, check the date ranges and filters on the other reports.

The **Incident Report** displays *only patrol stops at which an incident was reported*. The report shows the officer, the location, and the incident. If **Rules and Advanced Reporting** is activated, you can set appearance options for these reports and save them with custom names, and also set filters to further limit the patrol data included in the report. If your organization does not use incident buttons, you will have no use for the **Incident Report**.

- If you need a report that highlights the incidents found during patrols, print an Incident Report.

The **Officer, Location Report** displays patrol data starting with the officer who made the patrol, then lists all locations that officer visited. Any incidents reported are not included in this report.

If **Rules and Advanced Reporting** is activated, you can set appearance options for these reports and save them with custom names, and you can set filters to show only patrols made by specific officers or groups of officers. You can also set filters for specific locations if desired.

- If you need a report that focuses on officers and the locations they've visited, print an **Officer, Location Report**.

The **Officer, Location, Incident Report** displays patrol data starting with the officer who made the patrol, then lists all locations that officer visited and any incidents reported. If **Rules and Advanced Reporting** is activated, you can set appearance options for these reports and save them with custom names, and also set filters to further limit the patrol data included in the report. If your organization does not use incident buttons, you can print the **Officer, Location Report** instead.

- If you want a report that shows everything about a patrol, print an **Officer, Location, Incident Report**.

The sample data includes several custom Tour Reports you can print. These have been set up using the Dot Matrix and the Business styles. All will include patrol statistics, and the Business style reports will print a logo and watermark. To see these reports, load the sample data file. Select the *Reports* tab to bring it to the front, and

then expand the *Custom Reports* node and the *Tour Reports* node under it. You will then see the icons for several reports. To print or preview (on-screen) a report, right-click its icon. From the menu that appears select *Print* or *Print Preview*. Note that reports in the Dot Matrix style can't be previewed, so the *Print Preview* menu item is disabled for those reports. To see how a report has been set up, right-click its icon and select *Edit*. A properties tab for the report will open. You can view the settings on the *General* and *Appearance* sub-tabs. Select the *Quick Help* icon button to learn about the fields and buttons on these tabs.

**RULE-BASED REPORTS** can be printed to show the actual rules, patrol activity against rules, and exceptions. You must add rules to clients, facilities, groups, or locations before you can create rule-based reports.

The **Rule Itinerary Report** prints a complete description of each rule. It will show how the rule is filtered, grouped, and sorted. It will show the date and time periods for the rule, the valid from and valid to dates, the locations to which the rule applies, and the expected number of visits. If there is a map for the rule it will appear on the report. If the locations have photos associated with them, the photos will print on this report.

**Rule Itinerary Reports** do not contain any patrol data. These reports simply describe the rules. Also note that if these reports are printed using the Dot Matrix style, photos and maps will not be printed.

- If you want to see all details about a rule, print a **Rule Itinerary Report**.
- The **Rule Activity Report** displays some detail about the rule and shows the expected number of visits and the actual number of visits for *all* locations to which the rule applies. When you add a rule to GUARD1 PLUS, you must set a schedule (time and date range) and *detail* (the expected number of visits to locations) for the rule. The **Rule Activity Report** will print all of this information for the rules associated with the parent client, facility, group, or location.
- If you want to see rule detail and the expected and actual number of visits to all locations to which a client's, facility's, group's, or location's rules apply, print a **Rule Activity Report**.
- The **Rule Exception Report** is similar to the **Rule Activity Report**, but displays only locations for which the actual number of visits is less than the expected number. It shows only the exceptions to the rule(s).
- If you want to gauge the performance of your officers by tracking when they have missed important locations, add appropriate rules to GUARD1 PLUS and print a **Rule Exception Report**. This is the most useful of the Rule-based reports and is the primary reason to set up rules in your system.

The sample data file includes several custom Rule-based Reports you can print. These have been set up using the Business style, will print a logo and watermark, and will include statistics. To see a report, load the sample data file. Select the *Reports* tab to bring it to the front, and then expand the *Custom Reports* node and the *Rule Reports* node under it. You will then see the icons for several reports. To print or preview (on-screen) a report, right-click its icon. From the menu that appears select *Print* or *Print Preview*. To see how a report has been set up, right-click its icon and select *Edit*. A properties tab for the report will open. You can view the settings on the *General* and *Appearance* sub-tabs. Select the *Quick Help* icon button to learn about the fields and buttons on these tabs.

**COVER SHEET REPORTS** are available in two types. If you present printed reports to clients or to your organization's management, you can add a professional touch by including a cover sheet with the reports. Cover Sheet reports include *Presented by* (or *From*) information and *Presented to* (or *To*) information. You can customize and save these reports so they can be printed whenever needed with minimum additional effort.

- If the printed reports are hand-delivered or mailed, use the **Report Cover Sheet**.
- If the reports are to be faxed, use the **Fax Cover Sheet**. This includes spaces into which you can hand-write the number of attached pages and add notes.

When finished experimenting with the sample data, return to the Master data by selecting the *File* menu, then select *Use Master Data*. You can return to the sample data at any time.

### **About buttons and button types**

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

GUARD1 PLUS uses several types of buttons. Each of these is a button type:

**Officer:** An officer button identifies an officer. It is usually kept by the officer on an ID badge or key ring.

**Location:** A location button identifies a location. It is installed at a checkpoint to be visited during an officer's patrols.

**Incident:** An incident button indicates an observed problem or other note by the officer. Incident buttons must be defined in advance and carried by the officer during patrols. GUARD1 PLUS allows you to create duplicate sets of incident buttons for use by several officers.

**Unassigned:** Buttons which have been read or downloaded into GUARD1 PLUS but not yet assigned a type and description are automatically given a type of unassigned.

Before using a button you must tell GUARD1 PLUS what it represents.

**Keypad:** The Keypad Module in GUARD1 PLUS allows setting up numeric button keypads for use with THE PIPE. Keypads contain 12 touch buttons that represent the digits 0 through 9, plus *Enter* and *Cancel* keys. The buttons for each keypad would be carried by patrol officers in wallets, attached to clipboards, etc. Patrol officers can then enter locations, such as room numbers, as well as incidents and officers by reading buttons on the keypad.

# Buttons

## Buttons tab — overview

*Buttons* are used to represent officers, the locations they visit, incidents they report, and other information. These buttons are added to GUARD1 PLUS and given descriptions or names to indicate their meaning. The buttons are placed at the patrol stops in the field. Officers making patrols read these buttons with THE PIPE or other type of reader, then the reader is downloaded into GUARD1 PLUS. The permanent button ID numbers in the downloaded data are matched with the descriptions in the software.

Throughout the on-line Help the term button is used to indicate "Touch Memory button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS. Some features of GUARD1 PLUS apply only to Touch Memory buttons, and this will be indicated where required.

GUARD1 PLUS separates buttons into several types. These are identified by different icons and are displayed under nodes on the *Buttons* tab.

The Buttons tab displays your organization's *location*, *incident*, and *officer* buttons under separate nodes. Unassigned locations will also be displayed on the *Buttons* tab.

Select the *Buttons* tab to bring it to the front.

You will see the treeview with the nodes for *Location Buttons*, *Incident Buttons*, *Officer Buttons*, and *Unassigned Buttons*. If there are any buttons in your system, a small icon will be seen next to the appropriate node. If it is a plus icon, select it to expand the node so you can see the buttons. When the node is expanded the icon will change to a minus icon. Select this to "collapse" the node.

All treeviews in GUARD1 PLUS are hierarchical in nature – they look very much like the familiar Windows Explorer included with Microsoft Windows. At the top level is the *System* node, called *GUARD1 PLUS*. *Location Buttons*, *Incident Buttons*, *Officer Buttons*, and *Unassigned Buttons* nodes appear under the *System* node. You can add buttons of any type to GUARD1 PLUS at any time. You can print button "listing" reports for all buttons or for a specific type (Locations only, or Officers only, for example). You can edit buttons to change their descriptions or types. You can also use Cut and Paste to move buttons from one node (button type) to another. The **Change Button Wizard** will help with this.

If you have the capability to make digital images, either by drawing or scanning them, using a digital camera, or by downloading from the Web, you can add these to your location button information in GUARD1 PLUS. These could show actual button locations, the conditions to which incidents apply, etc. These images will print on the **Rule Itinerary Report**.

This report is available during the trial period or after the **Rules and Advanced Reporting** module is activated.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

Before using a button you must tell GUARD1 PLUS what it represents. There are several ways to do this, and the method you use depends on whether the buttons are already installed at patrol stops, and whether or not they are Touch Memory buttons to be used with THE PIPE, or the stations, strips, or checkpoints used by other types of readers supported by GUARD1 PLUS.

### **Using pictures with buttons**

You can add up to three photographs or other digital images to each Location button.

You can draw images "freehand" using any graphics software, or you can use a digital camera or scanner to get images into your computer. GUARD1 PLUS supports several types of graphics files:

- Bitmap images (\*.bmp, the default)
- GIF images (\*.gif)
- JPEG images (\*.jpg)
- Windows Metafile images (\*.wmf)
- Enhanced Metafile images (\*.emf)

When creating image files, be sure to save the files in one of the above listed formats.

You must create the image file and save it before you can add the image to a button. GUARD1 PLUS stores only a reference to the location of the graphic file. If you delete the file, GUARD1 PLUS will not be able to display the photo.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

### **To add a graphic or photograph to a button:**

1. Select the Buttons tab to bring it to the front.

2. Expand the Location Buttons node and find the location button for which you have images.

Double-click that button to open its properties tab.

If a message indicates there are too many tabs open, close one or more properties tabs by selecting the Close icon at the right end of the tab's toolbar. Then repeat step 1.

3. Select a Photo sub-tab. This can be any one of the three available. Select one that does not currently have a photo. If you want to replace an existing photo, select the Remove button on that photo's tab.
4. Select the New... button. A File Open dialog box will appear. In the Files of type: field, select the type of file you want to open (\*.bmp, \*.gif, \*.jpg, \*.wmf, or \*.emf). Locate the image file and select Open. The image will appear in the image area. It will be resized as necessary to fit. The Image icon will appear on the tab to indicate a photo is present.
5. Enter an appropriate description into the Photo Description field.
6. Select the Save icon to save the button information. You can close the properties tab if desired by selecting the Close icon on the tab.

Select the Print button to print the image.

Select the Remove button to remove the image from GUARD1 PLUS. The image file is not deleted from your hard disk, but the reference to it is removed from GUARD1 PLUS.

When you add a photo to a location, the photo (image file) itself is not stored within GUARD1 PLUS. Only the path to that photo's file is stored. This image file could be on your local hard drive, a removable media drive (such as a floppy disk, Zip disk, or CD-ROM), or a network drive. If you see the "Image not available" message in the photo area, the image file is no longer where GUARD1 PLUS expects to find it, possibly because the network or disk is not available or the file has been deleted. If you restore the network connection, insert the removable media, or restore the deleted file, the original photo will appear as it should.

### **Viewing or printing lists of buttons**

You can view a list of all buttons of each type displayed on the Buttons tab. You can also print a list report of all buttons in your system, or limit the report to Locations only, Incidents only, Officers only, or Unassigned buttons only.

### To view or print lists of buttons:

1. Select the *Buttons* tab to bring it to the front.
2. To print a report listing all buttons, right-click the *GUARD1 PLUS* node and select *Print Button Listing* from the menu that appears.
3. To print a report listing all buttons of a type (Location, Incident, or Officer), right-click the node for that type, then select *Print Location* (or *Officer*, or *Incident*) *Listing*.
4. To view a list of all buttons of a type (Location, Incident, Officer, or Unassigned), right-click the node for that type, then select *View All Location* (or *Officer*, or *Incident* or *Unassigned*) *Buttons*. This will display a properties tab with all buttons of the selected type displayed. You can sort this list by button name by clicking the *Name* column heading. You can sort by ID number by selecting the *ID Number* column heading.
5. If a message indicates there are too many tabs open, close one or more properties tabs by selecting the *Close* icon at the right end of the tab's toolbar. Then repeat step 4.

You can print the listing report while viewing the properties tab by selecting the *Print* icon button on the tab's toolbar.

You can view the properties of buttons by selecting from the list, then selecting the *Properties* icon button on the tab's toolbar. This will display a properties tab for all selected buttons. You can select a range of buttons by selecting the first button in the range, then holding down the Shift key while selecting the last button in the range. You can select individual buttons by holding down the Ctrl key as you select the buttons.

You can delete buttons by selecting from the list, then selecting the *Delete* icon button on the tab's toolbar. You can select more than one button to delete as described in the step above.

If you are installing unassigned buttons in the field, it can be helpful to print a listing of these. You can then write the unassigned button numbers on the Setup Card prior to installing the buttons at the patrol stops.

### Installing buttons using the Setup Card

You can use **Setup Cards** to make adding new location buttons fast and easy. These cards are useful for touch-memory buttons only. In the spaces provided on the card you can write the descriptions (names you assign) of buttons. You can then attach the buttons to the card adjacent to those descriptions. When you've defined all the buttons for a patrol, you can take the cards to each patrol stop, remove the correct button from the card and attach it to the patrol stop.

### To print Setup Cards:

The **Setup Card** "report" is available during the trial period or after the **Rules and Advanced Reporting** module is activated. Also, printing the **Setup Card** requires Microsoft Word 2007.

1. Select the Reports tab to bring it to the front.
2. Expand the *Standard Reports* node, then expand the *Other* node. You will see the **Setup Card** under the *Other* node.
3. Right-click *Setup Card*, then select *Print* from the menu that appears. You can print as many copies as necessary or print one and photocopy it as required.

### To use Setup Cards:

1. If desired, complete the top section of the card with the client or facility name and address, etc. This will help eliminate confusion if you are setting up buttons for several clients or facilities in one session.
2. Remove an adhesive "dot" from the roll or sheet and apply the dot to the **Setup Card**.
3. If you have entered button descriptions into GUARD1 PLUS, write the description for this button in the space provided on the card. If your buttons are already in GUARD1 PLUS as "unassigned", put the unassigned button numbers in the *Button No.* blanks, starting with the first unassigned button number from GUARD1 PLUS.
4. Remove the top liner from the adhesive dot on the card and apply a button to the dot.
5. Repeat steps 1 through 4 for your remaining buttons.
6. Take the cards of buttons into the field to the patrol stops.
7. Remove a button, with the adhesive dot attached, from the card. Apply the button to the installation site and press firmly in place.

For a more secure installation, plastic button mounts/holders are available which can be placed over buttons and fastened in place with screws.

8. If the buttons are unassigned, write a description of the location for each button into the space provided. This will be used when you return to the office and enter the descriptions into GUARD1 PLUS.

Be sure to write the descriptions next to the correct button number.

### Changing button types or descriptions

After you've added buttons to GUARD1 PLUS, you can change (edit) most of their properties whenever necessary. You can change the button type, for example, from an

incident button to a location button, or from an unassigned button to any other type. You can edit a button's description to fix typos, change an officer's name, or move location buttons from one physical location to another. You can assign button types and names to unassigned buttons. Finally, you can edit the notes on a button's properties tab.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

#### **To edit a button's properties:**

1. Select the Buttons tab to bring it to the front.
2. Expand the node for the type of button you want to work with. Locate and double-click that button to open its properties tab.  
If a message indicates there are too many tabs open, close one or more properties tabs by selecting the Close icon at the right end of the tab's toolbar. Then repeat step 2.
3. Make the necessary changes to the fields on the button's properties tab.
4. Select the Save icon to save the button information. You can close the properties tab if desired by selecting the Close icon on the tab.

You can also use Cut and Paste to move buttons from one node (button type) to another. The **Change Button Wizard** will help with this.

#### **Location information**

These fields appear on the properties tab for a location button. You can change the information in these fields at any time.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

**ID Number**

This is the ID number (or Custom Button number for keypad locations), of the button. You can't change this information.

**Button Type**

Determines what this button will represent; Location, Officer, Incident, or Unassigned. Select the field to pop up a list from which you can select a type.

**Description**

Describes where this button is placed (for example, "Main Lobby" or "Fire Extinguisher #204").

**Notes**

This field is available for you to enter any optional information about the location, such as details about its placement ("inside the stairwell") or instructions to the officer ("check that the coffee maker is turned off").

**Member of**

If this location is associated with any client, facilities, and/or groups, you will see *Member of* buttons below the *Notes* field for those "parent" items. These buttons will display the name of the parent client, facilities, or groups. You can't change this information on the Location properties tab, but if you change then name of the parent client, facility, or group, the *Member of* button(s) will change to match. Selecting any of these buttons will open a properties tab for the parent item.

Select the *Save* icon to save the button information. You can close the properties tab if desired by selecting the *Close* icon on the tab.

**Incident information**

These fields appear on the properties tab for an incident button. You can change the information in these fields at any time.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

**ID Number**

This is the ID number (or Custom Button number for keypad incidents), of the button. You can't change this information.

### **Button Type**

Determines what this button will represent; Location, Officer, Incident, or Unassigned. Select the field to pop up a list from which you can select a type.

### **Incident Type**

Select the field to choose from the list of previously entered incident types, or enter a new incident type. Because any number of officers will need a "set" of incident buttons, you can have duplicate buttons for any incident type.

### **Notes**

This field is available for you to enter any optional information about the button, such as instructions to the officer ("always report broken windows to maintenance department").

Select the Save icon to save the button information. You can close the properties tab if desired by selecting the Close icon on the tab.

### **Officer information**

These fields appear on the properties tab for an officer button. You can change the information in these fields at any time.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

### **ID Number**

This is the ID number (or Custom Button number for keypad officers), of the button. You can't change this information.

### **Button Type**

Determines what this button will represent; Location, Officer, Incident, or Unassigned. Select the field to pop up a list from which you can select a type.

### **Officer Name**

Select the field to choose from the list of previously entered officer names, or enter a new officer name. Because a button might need to be installed in several locations (vehicle, locker, ID badge, key ring, etc.) or be replaced when lost, you can have duplicate buttons for an officer name.

## Notes

This field is available for you to enter any optional information about the button, such as information about the officer ("home phone number is ...") or the button ("replaces button lost on October 12<sup>th</sup>, 2000").

Select the Save icon to save the button information. You can close the properties tab if desired by selecting the Close icon on the tab.

## Unassigned buttons information

These fields appear on the properties tab for an unassigned button. You can change the information in these fields at any time.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

## ID Number

This is the ID number (or Custom Button number for keypad buttons), of the button. You can't change this information.

## Button Type

Determines what this button will represent: location, officer, or incident. Select the field to pop up a list from which you can select a type. If you select location, officer, or incident from the list, a new field will appear so you can enter a name or description for the button.

## Notes

This field is available for you to enter any optional information about the button.

Select the Save icon to save the button information. You can close the properties tab if desired by selecting the *Close* icon on the tab.

## Changing button types using Cut and Paste

You can change buttons from one type to another by using cut and paste to "move" buttons. This works very much like moving words in a text document from one paragraph to another using your word processor's cut and paste controls.

For example, to change a location button into an incident button, you select the location button, cut it, select the *Incident Buttons* node, and paste the button there. A Wizard will help change the type from location to incident. If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

### To change a button's type using cut and paste:

1. Select the Buttons tab to bring it to the front.

To change a single button: Expand the node for the type of button you want to move. For example, if you want to change an unassigned button into a location button, expand the Unassigned Buttons node. Locate and select (click once) the button to be moved.

To change several buttons at once, for example, to change several unassigned buttons to location buttons: Right-click the node for the type of button you want to move. From the menu that appears, select View All <Location/Incident/Officer/Unassigned> Buttons. A properties tab will open and display all buttons of the type selected. You can select a range of buttons by selecting the first button in the range, then holding down the Shift key while selecting the last button in the range. You can select individual buttons by holding down the Ctrl key as you select the buttons.

2. On the main toolbar, click the Cut icon button. If the Cut button is disabled ("grayed out"), either you have not selected a button to move, or the button(s) you have selected can't be moved. You can also hold down the Ctrl key and press the X key to cut the button(s).
3. Select (click once) the node into which you want to paste the button. Using the example in step 1, you would select the Location Buttons node.
4. On the main toolbar, select the Paste icon button. You can also hold down the Ctrl key and press the V key to paste the button(s). The Change Button Wizard will start.
5. Follow the Wizard's instructions to complete changing the button type. You can also change the description and notes if desired.

### Locations, incidents, and officers

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

GUARD1 PLUS uses several types of buttons. Each of these is a button *type*:

**Officer:** An officer button identifies an officer. It is usually kept by the officer on an ID badge or key ring.

**Location:** A location button identifies a location. It is installed at a checkpoint to be visited during an officer's patrols.

**Incident:** An incident button indicates an observed problem or other note by the officer. Incident buttons must be defined in advance and carried by the officer during patrols.

GUARD1 PLUS allows you to create duplicate sets of incident buttons for use by several officers.

**Unassigned:** Buttons which have been read or downloaded into GUARD1 PLUS but not yet assigned a type and description are automatically given a type of unassigned.

Before using a button you must tell GUARD1 PLUS what it represents.

### Buttons menu

The *Buttons* menu provides the following commands:

<b>View All Locations</b>	Opens a properties tab that displays all location buttons in your data. You can print a <b>Location Button Listing</b> from the properties tab, and double-click any location button to open its properties tab.
<b>View All Incident Buttons</b>	Opens a properties tab that displays all incident buttons in your data. You can print an <b>Incident Button Listing</b> from the properties tab, and double-click any incident button to open its properties tab.
<b>View All Officer Buttons</b>	Opens a properties tab that displays all officer buttons in your data. You can print an <b>Officer Button Listing</b> from the properties tab, and double-click any officer button to open its properties tab.
<b>View All Unassigned Buttons</b>	Opens a properties tab that displays all unassigned buttons in your data. You can print an <b>Unassigned Button Listing</b> from the properties tab, and double-click any unassigned button to open its properties tab.
<b>View All Unassociated Buttons</b>	Opens a properties tab that displays all unassociated buttons in your data. You can print an <b>Unassociated Location Button Listing</b> from the properties tab, and double-click any unassociated location button to open its properties tab.

# What's This Help

## Why add photos to buttons?

For location buttons, you could add photos of the actual site where the button is installed. This could be useful if the button is located out of the normal traffic flow or attached to an area that's not easily seen.

The photos will be included on the Rule Itinerary Report (available during the trial period or when the **Rules and Advanced Reporting** module is activated), which could be given to the officer prior to the patrol. This would show the required patrol route (the rule) and the images of the necessary patrol stops.

## Expand or collapse nodes

Nodes typically have expand/collapse controls you can use to display or hide the items under a "parent", or higher-level node. Select the icon to expand a node and display the items under it. Select this icon if you want to collapse the node. If there is no icon next to the node, the node is empty.

## Location button properties tab — General

On the location button properties tab you will find several sub-tabs. Select any sub-tab to bring it to the front and display its controls and fields.

On the *General* sub-tab you can view or make changes to information about a location. The fields on this properties tab display the button's type, ID number (or Custom Button number for keypad locations), description, and any notes you may have. You can change the type by selecting the *Button Type* field and selecting from the list that appears. You can add or change the other information by selecting the desired field and typing.

If this location is associated with a parent client, facility, or group, one or more *Member of* buttons will be displayed with the parent client's, facility's, or group's name. Select a button to open a properties tab for that parent client, facility, or group.

When you've completed adding or changing this information, select the *Save* icon button on the tab's toolbar.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

## Location button properties tab — Photo

On the location button properties tab you will find several sub-tabs. Select any sub-tab to bring it to the front and display its controls and fields.

On the *Photo* sub-tabs you can add, view, and print photos associated with locations. The photo must be a graphic file of a specific type. You can make graphic files with digital cameras, by drawing with an illustration program, by downloading from the Web, etc. Once the graphic file is available, you can add it to GUARD1 PLUS. You can have up to three photos for a location – all of the *Photo* tabs work in the same way.

Photos are especially useful if you have location buttons in hard-to-find areas or in locations that are difficult to describe. Photos will print on the **Rule Itinerary Report**, so you can print these reports and give them to officers prior to the start of their patrols.

When you've completed adding or changing this information, select the *Save* icon button on the tab's toolbar. The *Image* icon will appear on the tab to indicate a photo is present.

When you add a photo to a location, the photo (image file) itself is not stored within GUARD1 PLUS. Only the path to that photo's file is stored. This image file could be on your local hard drive, a removable media drive (such as a floppy disk, Zip disk, or CD-ROM), or a network drive. If you see the "Image not available" message, the image file is no longer where GUARD1 PLUS expects to find it, possibly because the network or disk is not available or the file has been deleted. If you restore the network connection, insert the removable media, or restore the deleted file, the original photo will appear as it should.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

### **Incident buttons list**

On the incident buttons list tab you can view or print a list of all incident buttons in GUARD1 PLUS. The list displays each incident's type (name) and the ID number (or Custom Button number for keypad incidents), of the button that represents that incident. You can sort this list by name by clicking the *Name* column heading. You can sort by ID number by clicking that column's heading.

#### **With the toolbar buttons you can:**

Delete one or more incident buttons.

Select an incident, then select the *Delete* icon button or press the Delete key on your keyboard. You can select a range of buttons by selecting the first button in the range, then holding down the Shift key while selecting the last button in the range. You can select individual buttons by holding down the Ctrl key as you select the buttons.

Open properties tab(s) for one or more selected incidents.

Select an incident, then select the *Properties* icon button, or simply double-click the incident. You can select a range of incidents as described above.

## **Incident button properties tab**

On the incident button properties tab you can view or make changes to information about an incident. The fields on this properties tab display the button's type, ID number (or Custom Button number for keypad incidents), incident type, and any notes you may have. You can change the button type by selecting the *Button Type* field and selecting from the list that appears. You can change the incident type by selecting the *Incident Type* field and selecting from the list that appears. This allows you to make duplicate incident buttons. You can also type new incident descriptions into this field. You can add or change notes by selecting the field and typing.

When you've completed adding or changing this information, select the *Save* icon button on the tab's toolbar.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

## **Officer buttons list**

On the officer buttons list tab you can view or print a list of all officer buttons in GUARD1 PLUS. The list displays each officer's name and the ID number (or Custom Button number for keypad officers), of the button that represents that officer. You can sort this list by name by clicking the *Name* column heading. You can sort by ID number by clicking that column's heading.

### **With the toolbar buttons you can:**

Delete one or more officer buttons.

Select an officer button, then select the *Delete* icon button or press the *Delete* key on your keyboard. You can select a range of buttons by selecting the first button in the range, then holding down the *Shift* key while selecting the last button in the range. You can select individual buttons by holding down the *Ctrl* key as you select the buttons.

Open properties tab(s) for one or more selected officers.

Select an officer button, then select the *Properties* icon button, or simply double-click the button. You can select a range of officer buttons as described above.

## **Officer properties tab**

On the officer button properties tab you can view or make changes to information about an officer. The fields on this properties tab display the button's type, ID number (or Custom Button number for keypad officers), officer name, and any notes you may have. You can change the button type by selecting the *Button Type* field and selecting from the list that appears. You can change the officer name by selecting the *Officer*

*Name* field and selecting from the list that appears. This allows you to make duplicate officer buttons. You can also type new officer names into this field. You can add or change notes by selecting the field and typing.

When you've completed adding or changing this information, select the *Save* icon button on the tab's toolbar.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

### **Unassigned buttons list**

On the unassigned buttons list tab you can view or print a list of all unassigned buttons in GUARD1 PLUS. The list displays each unassigned button and its ID number (or Custom Button number for keypad buttons). You can sort this list by name by clicking the *Name* column heading. You can sort by ID number by clicking that column's heading.

#### **With the toolbar buttons you can:**

Delete one or more unassigned buttons.

Select an unassigned button, then select the *Delete* icon button or press the Delete key on your keyboard. You can select a range of buttons by selecting the first button in the range, then holding down the Shift key while selecting the last button in the range. You can select individual buttons by holding down the Ctrl key as you select the buttons.

Open properties tab(s) for one or more selected unassigned buttons.

Select an unassigned button, then select the *Properties* icon button, or simply double-click the button. You can select a range of unassigned buttons as described above.

### **Unassigned buttons properties tab**

On the unassigned button properties tab you can view or make changes to information about unassigned buttons. The fields on this properties tab display the button's type, ID number (or Custom Button number for keypad buttons), description, and any notes you may have. You can change the type by selecting the *Button Type* field and selecting from the list that appears. You can add or change the other information by selecting the desired field and typing.

When you've completed adding or changing this information, select the *Save* icon button on the tab's toolbar.

If you have read-only or reports-only access to GUARD1 PLUS, you will not be able to add, change, or delete button information. You must have full access to make changes to the data.

## File menu

The *File* menu provides the following commands:

<b>Open Backup...</b>	<p>Allows you to select a backup data file to open. Guard1 Plus can open backup files so you can view or print patrol data from these files. When a backup file is open its name will appear in the status bar at the bottom of the screen. You can't make changes to the data in backup files. When finished you can return to the master data file.</p> <p>This menu is available only during the trial period or if the <b>Data Maintenance</b> module has been activated. Otherwise, it is disabled.</p>
<b>Open Archive...</b>	<p>Allows you to select an archive data file to open. Guard1 Plus can open archive files so you can view or print patrol data from these files. When an archive file is open its name will appear in the status bar at the bottom of the screen. You can't make changes to the data in archive files. When finished you can return to the master data file.</p> <p>This menu is available only during the trial period or if the <b>Data Maintenance</b> module has been activated. Otherwise, it is disabled.</p>
<b>Use Master Data</b>	<p>When the master data file is open this menu item is disabled and checked. If a backup, archive, or sample data file is open, select the <i>User Master Data</i> to open the master data file.</p>
<b>Use Sample Data</b>	<p>Opens the sample data file. Use this data to help learn about Guard1 Plus and for training new users. When the sample data is open this menu item is disabled and checked, and its name appears in the status bar at the bottom of the screen. When finished you can return to the master data.</p>
<b>Print Preview → Standard Reports → Report Name</b>	<p>Displays an on-screen preview of the selected report. This preview matches the appearance of the printed reports. Some types of reports can't be previewed and will not appear on this menu.</p> <p>The reports on this menu will be enabled only during the trial period or if the <b>Rules and Advanced Reporting</b> module has been activated.</p>
<b>Print Preview → Custom Reports → Report Name</b>	<p>Displays an on-screen preview of the selected report. This preview matches the appearance of the printed reports. Some types of reports can't be previewed and will not appear on this menu.</p> <p>If there are no custom reports this menu will be disabled and will display <i>No custom reports defined</i>.</p> <p>The reports on this menu will be enabled only during the trial period or if the <b>Rules and Advanced Reporting</b> module has been activated.</p>
<b>Print → Standard Reports → Report Name</b>	<p>Prints the selected report using the default settings (filtering, appearance, date range, etc.). Some types of reports must be set up before printing and will not appear on this menu. These can be found on the <i>Reports</i> menu.</p>

	<p>The reports on this menu will be enabled only during the trial period or if the <b>Rules and Advanced Reporting</b> module has been activated.</p>
<p><b>Print → Custom Reports</b> → <i>Report Name</i></p>	<p>Prints the selected report using the saved settings (filtering, appearance, date range, etc.). Only custom reports will appear on this menu.</p> <p>If there are no custom reports this menu will be disabled and will display <i>No custom reports defined</i>.</p> <p>The reports on this menu will be enabled only during the trial period or if the <b>Rules and Advanced Reporting</b> module has been activated.</p>
<p><b>Print → Batch Reports →</b> <i>Report Name</i></p>	<p>Prints the selected batch report.</p> <p>If there are no batch reports this menu will be disabled and will display <i>No batch reports defined</i>.</p> <p>The reports on this menu will be enabled only during the trial period or if the <b>Rules and Advanced Reporting</b> module has been activated.</p>
<p><b>Exit</b></p>	<p>Closes Guard1 Plus. If you have made any changes to properties for buttons, reports, clients, etc. and have not yet saved them, you will be asked if you want to save the changes.</p>

## Edit menu

The *Edit* menu provides the following commands:

<p><b>Cut Ctrl+X</b></p>	<p>Cuts the currently selected item so that it can be pasted elsewhere. Cutting removes the selected item from its current location. You can also hold down the Ctrl key and press X to cut.</p> <p>Cut is disabled if nothing is selected or if the selected item can't be cut.</p>
<p><b>Copy Ctrl+C</b></p>	<p>Copies the currently selected item so that it can be pasted elsewhere. Because a copy is made, this does not remove the selected item from its current location. You can also hold down the Ctrl key and press C to copy.</p> <p>Copying is disabled if nothing is selected or if the selected item can't be copied.</p>
<p><b>Paste Ctrl+V</b></p>	<p>Pastes the last item that was cut or copied into the currently selected node. You can also hold down the Ctrl key and press V to paste.</p> <p>Pasting is disabled if nothing has been cut or copied, or if the selected node can't accept the last cut or copied item.</p>
<p><b>Delete Del</b></p>	<p>Deletes the currently selected item. You can also press the Del (or Delete) key to delete.</p>

	Deleting is disabled if nothing is selected or the selected item can't be deleted.
<b>Select All Ctrl+A</b>	Selects all items in list views. For example, if you are viewing all downloads, selecting this menu or holding down the Ctrl key and pressing A will select all downloads in the list.
<b>Edit selection</b>	Opens a properties tab for the selected item so you can view or make changes to its properties. Edit <i>selection</i> is disabled if nothing is selected or the selected item can't be edited.

## View menu

The *View* menu provides the following commands:

<b>Toolbar</b>	Displays or hides the main toolbar. If the main toolbar is displayed, this menu will be checked. Select the menu to hide the toolbar. This will remove the check. Select it again to display the toolbar.  If you are using a small monitor you may wish to hide the toolbar so you can see more of the items in the treeviews and properties tabs.
<b>Status bar</b>	Displays or hides the status bar at the bottom of the main Guard1 Plus window. If the status bar is displayed, this menu will be checked. Select the menu to hide the status bar. This will remove the check. Select it again to display the status bar.  If you are using a small monitor you may wish to hide the status bar so you can see more of the items in the treeviews and properties tabs.
<b>Refresh F5</b>	Refreshes the current view. If you have added, cut, copied, pasted, or deleted items, downloaded data, etc. it may be necessary to refresh the view before those changes can be seen.  You can also press the F5 key to refresh the view.
<b>Guard1 Plus Options...</b>	Displays the Guard1 Plus <i>Options</i> window, from which you can change various option settings to control the way Guard1 Plus works.

## Tabs menu

The *Tabs* menu provides the following commands:

<b>Close All Tabs F2</b>	Closes all properties tabs. This is disabled if no properties tabs are open. You can also press the F2 key to close all tabs.  The Help tab is not a properties tab, so it is unaffected by this menu.
<b>Close All but the Active Tab F3</b>	Closes all properties tabs except the active tab. This is disabled if no properties tabs are open. You can also press F3 to close all tabs but the active tab.

<b>Close Active Tab F4</b>	Closes only the active tab, that is, the front-most tab. This is disabled if no properties tabs are open. You can also press F4 to close the active tab.
<b>Tab Name</b>	All open properties tabs and the <i>Help</i> tab will be displayed at the bottom of the <i>Tabs</i> menu. Select any tab name to make that the active (front-most) tab.

## Help menu

The *Help* menu provides the following commands:

<b>Help Topics F1</b>	Opens the on-line help. You can also press F1 to open Help.
<b>Help Tab Alt+F1</b>	<p>If the Help tab is displayed, this menu command will close it. If the <i>Help</i> tab is closed this command will display it. The buttons on the <i>Help</i> tab provide easy access to Help topics that will get up started quickly with Guard1 Plus.</p> <p>You can also hold down the Alt key and press F1 to open or close the <i>Help</i> tab.</p>
<b>What's This? Shift+F1</b>	<p>Starts What's This? Help. The cursor will change to . Select any button, tab, field, or other control with this cursor to see a brief description of the control.</p> <p>If a control is already selected you can hold down the Shift key and press F1 to see What's This? Help.</p>
<b>Guard1 Plus Home Page</b>	<p>If you have a connection to the Internet, select this command to view the Guard1 Plus home page on the Web.</p> <p>You must establish a connection to the Internet before using this command. You may need to dial a service provider, or you may have a full-time connection via your internal network, cable modem or DSL, etc.</p>
<b>Guard1 Plus Support Page</b>	If you have a connection to the Internet, select this to enter the Guard1 Plus Support Page on the Web.
<b>Data Maintenance Wizard Ctrl+D</b>	<p>Starts the Data Maintenance Wizard. This Wizard will help with performing data maintenance, backup and restore operations, and data archiving. You can also start the Wizard by holding down the Ctrl key and pressing D.</p> <p>This menu is available only during the trial period or if the <b>Data Maintenance</b> module has been activated. Otherwise, it is disabled.</p>
<b>Activate Software Wizard</b>	Starts the Activate Software Wizard. This Wizard will help with activating the Basic System or any other software modules.
<b>Technical Support Information</b>	<p>Collects and displays information about your computer and the Guard1 Plus installation. A report containing this information can be printed.</p> <p>If you contact Technical Support for help, you may be asked to print and fax this report. This can help the technicians resolve problems.</p>
<b>About Guard1 Plus</b>	Displays information about Guard1 Plus, including the version number and the license agreement.

## Status bar panes

The status bar appears across the bottom of the main GUARD1 PLUS window. It displays information about the current state of the program, the logged in user if security is enabled, the current data file (or blank for the Master Data file), time and date, and other information.

If the status bar is not shown, select the *View* menu. The *Status bar* item will be unchecked. Select *Status bar*. A check will appear next to this menu item, and the status bar will appear on the main window.

From left to right, the status bar displays the following information in its panes:

<b>Icon</b>	Displays an icon relevant to the current status of the program. indicates Guard1 Plus is ready or displaying information about an operation in progress or completed. indicates a warning message is being displayed. indicates an error or other problem has occurred.  If no message is displayed in the <i>Message</i> pane, the <i>Icon</i> pane will be empty.
<b>Message</b>	Displays any status messages as well as a progress bar for certain operations. Typically displays <i>Ready</i> when the system is idle.
<b>Security</b>	If security is enabled, this pane will display the currently logged-in user. Otherwise, this is empty.
<b>Current Data</b>	This pane will display <i>Sample</i> if the sample data is loaded, or the name of the data file if a backup or archive file is loaded. When the master data is loaded, this is empty.
<b>Record Count</b>	If the active (front-most) properties tab is showing a list, such as a button list or downloads list, this pane will display the number of items in the list. Otherwise, this is empty.
<b>Date</b>	Displays the current date as set in your computer's <i>Date/Time</i> control panel.
<b>Time</b>	Displays the current time as set in your computer's <i>Date/Time</i> control panel.

## Copyright and trademark information

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## System Messages

### View Backup or Archive data

While viewing backup or archived data, some features of GUARD1 PLUS are disabled. For example, you cannot download, delete or edit patrol data that has been downloaded. This preserves the integrity of the backup or archive data file. To enable all functions and features, return to the Master data by selecting the *File* menu, then select *Use Master Data*.

### Error opening data

An error occurred while opening this data file. It may not be a valid GUARD1 PLUS data file or it may be damaged. Make sure the file you are attempting to open is a GUARD1 PLUS data file. If the file has become damaged, replace it from your most recent backup and try again.

### An error has occurred

GUARD1 PLUS is unable to complete this operation. Please try again. If this is not successful, exit GUARD1 PLUS and restart the program, then try the operation again. If the problem persists, contact TimeKeeping Systems **Technical Support** by calling 216-595-0695, faxing 216-595-0991, or sending email to support@guard1plus.com.

### Error starting the Wizard

The Wizard could not be started. The Wizard's file may be damaged or missing. Please contact Technical Support for assistance. You will find contact information on the System tab under the *Technical Support Resources* node.

### Too many tabs open

You have opened 10 properties tabs, which is the maximum allowed. Please close one or more tabs before attempting to open any new tabs.

To close properties tabs, select the *Close* icon at the upper right of the tab. To close all tabs, right-click any properties tab, then select *Close All Tabs* or press F2.

### **Do you want to save changes?**

You have made changes to the information on this tab, but have not yet saved these changes. If you want to save the changes before the tab closes, select *Yes*. If you want to discard the changes and close the tab, select *No*. Select *Cancel* to dismiss the message and leave the tab open.

### **Deletion confirmation - Security**

You are deleting a user name and password from the password list. Select *Yes* to permanently delete this entry. Select *No* or *Cancel* to dismiss the message and leave the user name in the list.

### **Password is missing**

You have enabled password protection, but have not entered a Supervisor password. You must either enter a Supervisor (and confirmation) password or uncheck the *Use Password Protection* box.

### **Confirmation password is required**

When setting up password protection, you must enter a password, then enter it again in the *Confirmation Password* field. This is to verify that the new password was entered correctly.

### **Passwords don't match**

When setting up passwords, you must enter the password, then enter it again in the *Confirmation Password* field. This is to verify that the password you want to use was typed correctly.

The password and confirmation password you have entered do not match. Make sure you enter the same characters exactly, including upper and lower case characters.

### **Password incorrect**

The password you have entered is not correct. Make sure you have selected the correct user name. When typing passwords, be sure to use the correct case – passwords are case-sensitive.

### **A "user" name is required**

You must enter a name in the *Name* field before you can save the new password. Other "required" fields are *Password* and *Confirmation Password*.

### **Password is missing**

You must enter a password in the *Password* field before you can save the new password. Other "required" fields are *Name* and *Confirmation Password*.

### **This user has already been added**

This user name already exists – it has previously been added. You can't add it again.

### **File name and location (path) required**

You must supply a file name and folder before you can continue. You may enter a folder and file in the field provided, or select the *Browse* button and select the file you wish to use. If you enter this information, the complete path is required. For example, for a backup file, you might enter a path such as *C:\TimeKeeping Systems\GUARD1 PLUS \Backups\Monday Backup.g1p*. If this file does not exist, GUARD1 PLUS will create it for you. If it already exists, you will be asked if you want to replace the existing file.

### **File name and location (path) required**

You must supply a file name and folder before you can continue. You may enter a folder and file in the field provided, or select the *Browse* button and select the file you wish to view. If you enter this information, the complete path is required. For example, to view a backup file, you might enter a path such as *C:\TimeKeeping Systems\GUARD1 PLUS \Backups\Monday Backup.g1p*.

### **File already exists**

The file you are about to save already exists. If you want to replace the existing file with the new one, select *Yes*. Select *No* or *Cancel* if you want to enter a different name for the new file so that it does not replace the existing one.

### **Replace file confirmation**

This operation will replace your master data with the data from the backup file. This means any data added to GUARD1 PLUS since the backup was made will be lost. If you are sure you want to proceed, select *Yes*. Select *No* or *Cancel* to abort this operation.

### **Could not display Web site**

The program's Web site could not be displayed. There may be a problem with the site or with your Internet connection or setup, or there may simply be excessive Internet traffic. You can try again later to see if the site is available. If you have a dial-up connection to the Internet, make sure you are connected before attempting to view the Web site.

### **Unable to display the Tip of the Day**

The Tip of the Day could not be displayed. The most likely cause is that the Tip of the Day file is either missing or has been damaged. You can turn off (disable) the Tip of the Day so that the error message does not appear.

### **System clock check**

GUARD1 PLUS has detected that your computer's clock is set to a time earlier than the last time the program was run. This could indicate a problem with your computer's clock. Please check the clock and reset the time and date if necessary.

### **Data Maintenance reminder**

One or more data maintenance operations should be performed now. These reminders appear at intervals you can set. If you want to run the **Data Maintenance Wizard** now to perform these operations, select the *Yes* button. Select *No* to close the reminder message.

### **Restoring the Master data file**

You are currently viewing a data file that is not the Master file. The next time GUARD1 PLUS is started the master data file will be opened.

### **You must type a name**

All nodes must have a name. Before you can proceed, you must enter a name for this item.

### **Name must not exceed 255 characters**

The name you have entered is longer than 255 characters. You must enter a shorter name before you can save.

### **Photo or map could not be found**

A photo or map (graphic file) previously added to this properties tab could not be found. This is the image used on the *Photo* sub-tabs on location properties or the *Map* sub-tab on rule properties. The image file may have been deleted from your hard drive, or the drive on which the file is located (such as a floppy or other removable, or a network drive) is not accessible. The photo can't be displayed.

Select the *Yes* button to remove GUARD1 PLUS's reference to the file's location and clear all information from the *Photo* or *Map* sub-tab. You must save the changes to the tab by selecting the *Save* icon button on the tab's toolbar.

Select *No* to replace the reference with one to a temporary photo. When you restore the graphic file to its original location (or restore the network connection or removable media drive) the original image will be displayed the next time this sub-tab is opened.

### **Do you want to save changes?**

You have made changes to one or more options, but have not yet saved these changes. If you want to save the changes, select *Yes*. If you want to discard the

changes and close the options window, select *No*. Select *Cancel* to dismiss the message and leave the options window open.

### **Changes take effect after GUARD1 PLUS is restarted**

The change you have made to the *Launch the Keypad Module when GUARD1 PLUS starts* checkbox will not take effect until the next time GUARD1 PLUS is run. If you want the change to take effect right away, exit GUARD1 PLUS, then restart the program.

### **The location description cannot be empty**

You must enter a description in the *begins with* field for locations. Make the change, then select the *Save* button.

### **The incident description cannot be empty**

You must enter a description in the *begins with* field for incidents. Make the change, then select the *Save* button.

### **The officer description cannot be empty**

You must enter a description in the *begins with* field for officers. Make the change, then select the *Save* button.

### **Number of digits must be unique**

One or more of the *digits* fields contain the same number. Each of these fields must have a unique number. You will not be able to save your settings if, for example, you have set both locations and incidents to 4 digits. Make the change(s) so each number field is unique, then select the *Save* button.

### **Value must be unique**

The value you have entered has already been defined. You must use a unique value for the number of location, incident, and officer digits. Change this value so that it is unique, then select *Next* to continue.

### **Open Archive**

Select an archive file, then select the *Open* button. GUARD1 PLUS will close the current data file and open the selected archive. Note that archive files are opened as "read-only". You can view the archive data and print reports, but you cannot change the archive, nor can you download patrol data into the archive file.

Select the *Cancel* button to close this dialog box and leave the current data file loaded.

By default, GUARD1 PLUS will look in the *Archives* folder for these files. If you have saved archive files in a different directory, you may need to select that folder from the *Look in:* list.

## Open Backup

Select a backup file, then select the *Open* button. GUARD1 PLUS will close the current data file and open the selected backup. Note that backup files are opened as "read-only". You can view the backup data and print reports, but you cannot change the backup, nor can you download patrol data into the backup file.

Select the *Cancel* button to close this dialog box and leave the current data file loaded.

By default, GUARD1 PLUS will look in the *Backups* folder for these files. If you have saved backup files in a different directory, you may need to select that folder from the *Look in:* list.

## License file could not be found

The file "License.txt" could not be found. This file is necessary for GUARD1 PLUS to run properly.

To fix this you must run **Setup** from your GUARD1 PLUS CD-ROM or other media. This will reinstall the file as necessary.

## Expand or collapse nodes

Nodes typically have expand/collapse controls you can use to display or hide the items under a "parent", or higher-level node. Select the icon to expand a node and display the items under it. Select this icon if you want to collapse the node. If there is no icon next to the node, the node is empty.

## Main program window

This view of the GUARD1 PLUS window shows the *Downloads* tab treeview (left pane) and several properties tabs (right pane). Drag the divider between the panes to change the width. The main menu bar is across the top, and the main toolbar is below that. The status bar is at the bottom of the window.

# Glossary

## Activate Software Wizard

GUARD1 PLUS is modular in design. When you first install the program, you have full access to all software modules during a trial period. This allows you to work with the Basic System, and also allows you to use modules that support readers and downloaders from several manufacturers, save and print custom reports with advanced formatting, set up rules for report processing, create custom "button keypads", and perform backups and other data maintenance.

When the trial period expires GUARD1 PLUS will no longer run. You can activate some or all of the other modules so that you may continue to benefit from system functionality that you had during the trial period.

To run the **Activate Software Wizard**:

- From Guard1 Plus, go to the *Help* menu, click *Activate Software Wizard*.
- You can also run this Wizard without starting GUARD1 PLUS. To do this, select the Windows *Start* button, select *Programs*, then *GUARD1 PLUS*, and then select *Activate Software Wizard*.

## Activation

GUARD1 PLUS provides full functionality of all software modules free for a trial period that begins with the date of installation. After this trial period, the **Basic System** and all other software modules expire. If you wish to continue to use the **Basic System** or any additional software modules after it expires, it must be activated. You can purchase and activate any module before or after it expires. This requires contacting TimeKeeping Systems, Inc. for the necessary activation code. The Activate Software Wizard will lead you through the process of activating software modules.

## Add Devices Wizard

This Wizard is used to add reader and downloader hardware to GUARD1 PLUS. If your hardware is connected to your computer, the Wizard can detect it and automatically install it for you. You can also use the Wizard to "manually" add devices.

## Add Locations Wizard

This Wizard is used to add locations to clients, facilities, or groups. The Wizard will display a list of Unassociated locations. You can select any number of locations from the list to be added to a parent client, facility, or group.

## **Archive Data File**

After you have collected weeks or months of patrol data, you may wish to remove the old data from your system. Archiving allows you to do that while still providing access to the old data. When you archive data, you use the **Data Maintenance Wizard**. In the Wizard you specify a date, and all patrol data in your system older than that date are moved from your master data file to the archive data file. You can open the archive and view or print this data any time.

## **Assign Names Wizard**

The **Assign Names Wizard** is used to assign names and types to new data downloaded from readers. The Wizard will appear automatically when GUARD1 PLUS processes the data from the download. The Wizard asks a series of questions for each record (button, strip, station, or checkpoint) in the download. As you answer these questions, the Wizard collects the information and assigns a type and a name or description to each button.

## **Attendant**

The Attendant is a component of the GUARD1 PLUS System that manages the downloading of data from your readers or remote devices. By default, the Attendant loads when GUARD1 PLUS is started. You can tell that the Attendant is loaded by noting its "guard" icon in your Windows task bar, usually near the clock. The Attendant icon changes to show its status when downloading readers, adding buttons, etc.

You can set several options to configure how the Attendant works. You have access to these options from the Attendant itself and also from within the GUARD1 PLUS program.

## **Auto-answer Mode**

Before a modem can answer an incoming call, it must be placed in auto-answer mode. This is done by sending a setup "string" or command to the modem. External modems, such as those used with the Modem Downloader and other remote devices, typically have an "AA" LED to indicate when the device is in auto-answer mode.

If your host computer is to answer calls and download from remote devices, the computer's modem must be in auto-answer mode. GUARD1 PLUS will attempt to make this setting for you.

If your remote device is to answer calls from the host computer, the remote device's modem must be in auto-answer mode. The Mobile Downloader can make this setting for you.

## Basic System

GUARD1 PLUS consists of a number of software modules. The **Basic System** consists of the Facilities, Buttons, Basic Reports, Downloads, and System modules, and the Attendant. The **Basic System** provides downloading of THE PIPE, and printing of basic reports in one style. Optional modules include the, Rules and Advanced Reporting, Keypads module, and modules that support Detex, Morse, and Deister hardware.

## Batch (Reports)

GUARD1 PLUS offers a wide variety of reports. You can customize most of these to include specific date ranges, filters, rules, etc. If you regularly produce a set of reports, you can create a batch "report" that includes all of these. When needed you can simply print the batch report, and all the separate reports included in the batch will print. If you print a large number of reports, printing them as a batch can save considerable time – you start the batch report, and while it prints you can do other work without waiting for each report to finish.

Batch reporting is part of the **Rules and Advanced Reporting** module. This module is fully functional during the trial period, after which it will expire. To activate this module, run the Activate Software Wizard.

## Buttons

Throughout the on-line Help the term *button* is used to indicate "touch button", "strip", "station", or "checkpoint", as used by the makers of the various readers supported by GUARD1 PLUS.

## Buttons Tab

GUARD1 PLUS makes extensive use of "tabs", similar in appearance to the tabs on file folders, in its interface. The *Buttons* tab displays the buttons, strips, stations, and checkpoints in your system.

Like most tabs in GUARD1 PLUS, the list is displayed in a hierarchical treeview. The *Officer Buttons* node on the treeview can be expanded to display the Officer buttons in your system. Each of the other nodes can be expanded to display buttons of the appropriate type.

## Clients

The Facilities tab includes a *Clients* node. If your organization provides security services to one or more clients, you can add clients to GUARD1 PLUS. Each client appears as a node under the *Clients* heading. Clients can include locations (patrol stops), one or more facilities and/or one or more groups. These facilities and groups help organize the client's locations. These provide an intuitive method for organizing the locations that must be visited when making patrols for your clients.

## Com Port

The Com port is a connector on a computer (PC) through which serial data signals are routed. A Com port is required for connecting the computer to a local downloader. For Guard1Plus the Com port may be a serial port or a USB port.

## Command Button, Command Pipe

A Command PIPE is placed in a Modem Downloader to cause it to dial the host computer and download the patrol data. A command button is touched to the button port on the Modem Downloader to initiate dialing and downloading. Any PIPE can be a Command PIPE. Command Buttons may be selected from a list of incident and officer buttons. You set up Command PIPEs and Buttons on the properties tab for a Modem Downloader.

## Company Logo

The **Rules and Advanced Reporting** module allows you to add your company's logo to reports. You must create a computer file of the logo, and place the image file in the proper directory. For more information, open the on-line help and search for *logo*.

The **Rules and Advanced Reporting** module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## Contact

You can add name, address, telephone, fax and email information to any client, facility, group, or location. This becomes the contact information for that parent item. If you have activated the **Rules and Advanced Reporting** module, you can specify that this contact information be included on reports. This allows you to easily address reports to specific individuals within client companies.

## Cover Sheets for Reports

The **Rules and Advanced Reporting** module allows you to create cover sheets for your reports. These can contain custom addressing information for your clients, as well as your company's logo and other information. For more information, open the on-line help and search for *cover sheet*.

Two styles of cover sheets are available: *Report Cover Sheet* and *Fax Cover Sheet*.

The **Rules and Advanced Reporting** module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## Custom Button

The Keypad module in GUARD1 PLUS allows setting up numeric button keypads for use with THE PIPE. Keypads contain 12 touch buttons that represent the digits 0

through 9, plus *Enter* and *Cancel* keys. The patrol officer can then enter locations, such as room numbers, as well as incidents and officers by reading buttons on the keypad.

You might define keypad locations to require four digits, and set the location prefix to "Room #". The patrol officer would enter read a location by touching THE PIPE to four buttons, for example "1", "9", "5", and "3", then touch the "Enter" button. When THE PIPE is downloaded, this would appear as a single custom button with the ID "CB# 1953", with the description "Room # 1953".

### **Custom Report(s)**

Beginning with one of the available Standard reports, you can set a custom date range, appearance options, and filters. This modified version of the Standard report can be given a name and saved so that it can be used as needed. These saved reports are Custom reports. Custom reports appear on the Reports tab under the *Custom Reports* node. When a Custom report is for a client, facility, or group, the report will also appear under that parent item on the *Facilities* tab.

### **Data maintenance**

The **Data Maintenance** module allows you to back up your patrol data so you can restore the file in case of data loss or other computer problems. You can also create archives of your patrol data and perform "tune ups" (integrity checks) on your data.

### **Date Range**

When printing some types of reports, you can limit the patrol data included in the reports to patrols conducted over a period of days, weeks, or months. You can customize this period as desired by specifying the start and end dates along with the first day of the week.

For example, you may wish to print a Download report each week on Monday, and you want this report to show the patrols that were made during the previous week. To do this you would create a Download report with a date range of *Last Week*.

You can also create custom date ranges, to print, for example, all patrol data between July 14, 1999 and July 31, 1999. Any range of dates can be used, allowing you to see on your reports only the information needed.

### **Default**

After the installation of GUARD1 PLUS, the settings found in any dialog box the first time it opens are the default settings. You can change most of the defaults and save these changes. These become the "new" default settings.

## Detailed Headings

The **Rules and Advanced Reporting** module allows you to determine the headings used on your reports. If you choose to include *Detailed headings* in your reports, you will see the complete contact information for the report's intended recipient (a client, for example).

The **Rules and Advanced Reporting** module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## Detection Method

The detection method property setting on your downloader(s) determines whether GUARD1 PLUS can automatically detect when THE PIPE or other reader is placed in a downloader. The two detection methods are "When a reader is placed in a downloader" (insert detection) and "When I select 'Download Now'" (manual download).

If the detection method is set to insert detection, a reader will be automatically downloaded when it is detected. GUARD1 PLUS settings can be changed to manual download for downloaders do not support this automatic detection of readers.

## Devices

This is an all-inclusive term used to refer to readers, direct-connect downloaders, and remote downloaders.

The GUARD1 PLUS **Basic System** supports THE PIPE, the Direct Downloader, the Mobile Downloader, and the Modem Downloader, from TimeKeeping Systems, Inc. Readers and downloaders from Morse, Detex/GCS, and Deister are supported by additional software modules. These modules are fully functional during the trial period, after which it will expire. To activate a module run the Activate Software Wizard.

## Divider

The vertical line which separates the system pane (left side) and the properties pane (right side) of the main GUARD1 PLUS window. This can be dragged left or right with the mouse to resize the panes. In the same way, you can resize the panes in the Help window.

Also, the separator between the column headings on properties tabs that display lists. This can be dragged left or right to change the width of the columns.

The mouse pointer changes to when positioned over the divider or column separator.

## Download

To transfer patrol data from a reader to your computer, or the patrol data from a reader after the download is made.

## **Download Into Sample Data Wizard**

GUARD1 PLUS provides a sample data file. This is useful for training, experimentation, and learning about the program's features. If the sample data file is loaded, and you download a reader, the **Download Into the Sample Data Wizard** will appear. This will help you decide what to do with the data. You can continue the download so that the data are stored in the sample data file, switch to the master data file and download the data there, clear the reader without downloading, or cancel, leaving the data in the reader.

## **Downloader (Local)**

An electronic interface is required between a reader and the computer on which GUARD1 PLUS is running. This interface is the downloader. It is usually connected to a com (serial) port on the PC. Many downloaders support "insert detection", so that the data are automatically downloaded into GUARD1 PLUS when the reader is placed in the downloader.

GUARD1 PLUS supports various types of downloaders, including Legacy, Direct, Plug and Play, and downloaders from Morse, Detex/GCS, and Deister.

GUARD1 PLUS also supports downloaders which do not allow for insert detection, and can also be used with remote downloaders such as the Modem Downloader.

## **Downloader (Remote)**

Patrol data can be downloaded from remote sites to the host computer at the main office or headquarters by using a remote downloader. The Modem Downloader is an example of such a product. Readers are downloaded into a Modem Downloader. GUARD1 PLUS can dial it via modem, and the patrol data transferred to the host computer. It is also possible to set up GUARD1 PLUS so that the remote downloader can call the host computer and transfer its tour data.

GUARD1 PLUS also supports local downloaders that are connected directly to the com (serial) port of your computer.

## **Downloads Tab**

GUARD1 PLUS makes extensive use of "tabs", similar in appearance to the tabs on file folders, in its interface. The *Downloads* tab displays a list of the downloads you have made into GUARD1 PLUS. For each reader downloaded, the download will appear with its date and time. For devices such as the Mobile and Modem Downloaders, which can store downloads from multiple PIPE readers, The downloader device will be shown with the time and date it was downloaded.

Like most tabs in GUARD1 PLUS, the list is displayed in a hierarchical treeview. A Mobile or Modem Downloader's node on the treeview can be expanded to display the individual PIPES' downloads within it.

## Exception

A rule violation at a location. On appropriate rule-based reports, an exception is generated only when the actual number of visits for a location is less than the expected count. If actual is greater than expected, it is *not* an exception.

## Facilities

If your organization provides services that cover several buildings, GUARD1 PLUS can organize the location buttons (or strips, stations, or checkpoints) by individual facility. You can use this feature if you provide services for one or more clients with several locations, or if you provide in-house security and your organization has more than one building to patrol. This helps separate locations with similar names, and if you have activated the **Rules and Advanced Reporting** module, you can create rule-based reports that "filter" the included patrol data based on individual facilities.

## Facilities Tab

GUARD1 PLUS makes extensive use of "tabs ", similar in appearance to the tabs on file folders, in its interface. The *Facilities* tab displays the clients, facilities, and groups in your system. If there are any Unassociated Locations in your system, they appear under this tab.

Like most tabs in GUARD1 PLUS, the list is displayed in a hierarchical treeview. The *Clients* node on the treeview can be expanded to display the clients in your system. Each client can be expanded to show any facilities and groups associated with it, as well as the buttons, contacts, and rules associated with the client and its facilities and groups.

## Filter

Filters are used to determine the patrol data that appear in various reports. You can use filters to include patrols made by specific officers, for example, so you can verify the progress of new employees. You can set up a filter to include only the most critical locations in your download reports, so you can tell at a glance if there are problems with these locations.

GUARD1 PLUS provides great flexibility in setting up filters for reports. You can filter by location, incident, officer, or any combination.

Filtering requires the **Rules and Advanced Reporting** module. This module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## Global Default Date Range

This is the default date range for any reports that require a date range to return data. GUARD1 PLUS ships with this default set to *yesterday*, you can override this setting at any time.

## Groups

GUARD1 PLUS allows you to organize locations into named groups. A group can be subordinate to a facility or client if desired. Groups can be used to help you better keep track of locations requiring special attention, and if you have activated the **Rules and Advanced Reporting** module, you can create rule-based reports that "filter" the included patrol data based on individual groups.

## Help Tab

GUARD1 PLUS makes extensive use of "tabs ", similar in appearance to the tabs on file folders, in its interface. The *Help* tab displays a number of buttons under a *What would you like to do?* heading. Each button will open the on-line Help system and display a topic as indicated by the button's title.

The buttons in the *Help* tab were designed to take you to the Help topics that will get you started with GUARD1 PLUS quickly or to topics you are most likely to use periodically.

## Host Computer

When using Modem Downloaders or other remote downloaders, the host computer is usually located in a central security office or company headquarters. The host computer can make calls via modem to the remote downloader, and the tour data is transferred from the remote site to the host. Some remote downloaders can call the host, allowing for unattended data transfer.

## Incident

An **Incident** button identifies a problem or other observation made by the officer. Incident buttons must be carried by officers during patrols. You can create duplicate sets of incident buttons to be carried by more than one officer at a time.

When an officer encounters a problem during a patrol, he or she would read the location button, then read an appropriate incident button. This would indicate the location and the incident found there when the reader is downloaded and reports are printed.

Incidents can also be read from keypads made up of keypad buttons. The Keypad module allows the entry of numeric codes to represent incidents, as well as officers and locations.

## Insert Detection

GUARD1 PLUS provides two methods for detecting readers. The Detection Method is a property of each downloader. Some types of downloaders can automatically detect when a reader is placed in the downloader, and automatically download the readers data. On the downloader's properties tab, this is the *When a reader is placed in the downloader* option. This method is commonly referred to as "insert detection".

Some downloaders do not support insert detection. The detection method option for these types of downloaders defaults to *When I select Download Now*.

## ID Number

Found on readers' properties tabs, this is the serial number of a reader. GUARD1 PLUS gets this number automatically when a reader is found. You can't alter the information in this field.

## In-house Services

If you provide patrol services only within your own facility (or facilities), whether that's a business, university or other school, government facility, or other organization, you are providing "in-house" services. If you have multiple buildings or sites to patrol, you may wish to organize your locations using facilities in GUARD1 PLUS. If you have a large number of locations, these can be further organized into groups.

## Keypad

The Keypad module in GUARD1 PLUS allows setting up numeric button keypads for use with THE PIPE. Keypads contain 12 touch buttons that represent the digits 0 through 9, plus *Enter* and *Cancel* keys. Patrol officers carry the buttons for each keypad in wallets, attached to clipboards, etc. The patrol officer can then enter locations, such as room numbers, as well as incidents and officers by reading buttons on the keypad.

For example, for hotel patrols you might define keypads to use four digits to represent locations, and prefix each location with "Room #". When making a patrol, an officer might stop at room number 1953. He would open his keypad "wallet" and use THE PIPE to read the four buttons that represent "1", "9", "5", and "3", and then read the button that represents "Enter". When that PIPE is downloaded, those buttons will be stored as a single location called "Room #1953".

To set up a keypad you should first set up the definitions for the types of buttons in your keypads. The **Keypad Module Setup Wizard** provides assistance when making these settings. If you choose not to make these settings, the GUARD1 PLUS defaults will be used. You can create as many keypads as needed.

Keypads are available during the trial period, after which they will not be displayed. To activate the Keypad module run the Activate Software Wizard.

## Keypads Tab

GUARD1 PLUS makes extensive use of "tabs", similar in appearance to the tabs on file folders, in its interface. The *Keypads* tab displays a list of the keypads you have added to GUARD1 PLUS. To view keypads, select the *Keypads* tab to bring it to the front. Right-click any keypad, and from the menu that appears select *View*. You can also simply double-click the keypad to view it.

Like most tabs in GUARD1 PLUS, the keypad list is displayed in a hierarchical treeview.

The *Keypads* tab is available during the trial period, after which it will not be displayed. To activate the Keypad module run the Activate Software Wizard.

## Keypad Module Setup Wizard

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The Keypad module provides several settings that determine how keypads will function. You can alter these settings to adjust the Keypad module to your requirements. The **Keypad Module Setup Wizard** is used to make settings for keypads. When the first keypad is created, you will be asked if you want to run this Wizard. After running the first time, the settings are stored and the Wizard will not automatically run again. You can, however, run it from the *Keypads* tab on the *Options* screen.

The Wizard is available during the trial period, after which it will not be displayed. To activate the Keypad module run the Activate Software Wizard.

## Legacy Downloader

A Legacy Downloader looks like a small beige downloader, about the size of a deck of playing cards. These downloaders usually displayed THE PIPE logo on the front nameplate. These are no longer manufactured, and do not support insert detection. However, they can be used with GUARD1 PLUS. When adding these devices, be sure to enter the correct serial number into GUARD1 PLUS, either in the Add Devices Wizard, or on the downloader's properties tab. Verify that the Detection Method displayed on the properties tab is set to *When I select "Download Now"*.

## "List" Type Reports

GUARD1 PLUS can produce several types of reports. One of those types is the **List** reports. These are simple reports that show lists of buttons in your system. You can print a list of all buttons, or restrict the list to show only Location, Incident, Officer, Unassigned, or Unassociated Location buttons.

Some features of List reports require the **Rules and Advanced Reporting** module. This module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

### **Location**

A location button is patrol stop or checkpoint. Locations are visited by officers, and the button, strip, station, or checkpoint installed at each location is scanned or read by the reader.

Locations can also be read from keypads made up of keypad buttons. The Keypad module allows the entry of numeric codes to represent locations, as well as officers and incidents.

### **Master Data File**

The Master data file is where all the information about locations, officers, incidents, clients, facilities, groups, and all downloaded patrol data are stored. In addition to the master data file, you can create backup and archive data files. GUARD1 PLUS also includes a Sample data file which you can use for learning the program and experimentation.

Your daily patrol data should be downloaded into the Master data file. This file is always loaded when GUARD1 PLUS starts, so you can begin your normal, daily patrol work with it right away.

### **Modem**

A modem is an electronic device that converts data from a computer into a signal that can be carried over telephone lines. At the other end of the phone connection another modem converts the signal back into data and sends it to a computer or Modem Downloader through the serial (COM) port.

### **Numeric Button**

The Keypad module in GUARD1 PLUS allows setting up numeric button keypads for use with THE PIPE. Keypads contain 12 touch buttons that represent the digits 0 through 9, plus *Enter* and *Cancel* keys. The buttons for each keypad would be carried by patrol officers in wallets, attached to clipboards, etc. Patrol officers can then enter locations, such as room numbers, as well as incidents and officers by reading numeric buttons on the keypad.

Keypads are available during the trial period, after they will not be displayed. To activate the Keypad module run the Activate Software Wizard.

## **Numeric Button Keypad Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The **Numeric Button Keypad Wizard** is used to create keypads. It will guide you through the process of clearing THE PIPE, reading buttons for a keypad, downloading those buttons, and naming and saving the new keypad.

The Wizard is part of the Keypads module, available during the trial period, after which it will not be displayed. To activate the Keypad module run the Activate Software Wizard.

## **New Button Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The **New Button Wizard** is used to add new buttons to GUARD1 PLUS. If this wizard is enabled (all wizards are enabled by default), it will appear whenever you touch a button that is unknown to the system to a Direct Downloader. Note that the Attendant must be running and enabled before you can add buttons to the system. **The New Button Wizard** leads you through the steps necessary to set the type (officer, location, or incident) and description of the button.

This wizard can be disabled by selecting the *Don't show me this anymore* checkbox to mark it on the last panel of the wizard. If the wizard is disabled, you can enable it by selecting *GUARD1 PLUS Options* from the program's *View* menu. Select the *Wizards* tab, then click to place a check mark in the *New Buttons wizard* checkbox. Select *Save*, and the wizard will appear the next time you touch an unknown button to your Direct Downloader.

## **New Contact Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The **New Contact Wizard** will assist with adding contact information to clients, facilities, and groups.

This wizard can be disabled by selecting the *Don't show me this anymore* checkbox to mark it on the last panel of the wizard. If the wizard is disabled, you can enable it by selecting *GUARD1 PLUS Options* from the program's *View* menu. Select the *Wizards* tab, then click to place a check mark in the *New Contact wizard* checkbox.

## **New Client Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The **New Client Wizard** will assist with adding clients, and also with adding facilities and groups to clients.

This wizard can be disabled by selecting the *Don't show me this anymore* checkbox to mark it on the last panel of the wizard. If the wizard is disabled, you can enable it by selecting *GUARD1 PLUS Options* from the program's *View* menu. Select the *Wizards* tab, then click to place a check mark in the *New Clients wizard* checkbox.

## **New Facility Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The **New Facility Wizard** will assist with adding facilities, and also with adding groups to facilities.

This wizard can be disabled by selecting the *Don't show me this anymore* checkbox to mark it on the last panel of the wizard. If the wizard is disabled, you can enable it by selecting *GUARD1 PLUS Options* from the program's *View* menu. Select the *Wizards* tab, then click to place a check mark in the *New Clients wizard* checkbox.

## **New Group Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent mistakes. Wizards appear automatically when needed.

The **New Group Wizard** will assist with adding groups to GUARD1 PLUS.

This wizard can be disabled by selecting the *Don't show me this anymore* checkbox to mark it on the last panel of the wizard. If the wizard is disabled, you can enable it by selecting *GUARD1 PLUS Options* from the program's *View* menu. Select the *Wizards* tab, then click to place a check mark in the *New Clients wizard* checkbox.

## **Node**

When viewing any tab in GUARD1 PLUS's left pane, the top-most or "parent" level for any group of items is called a node. For example, on the *Buttons* tab, you may have *location*, *incident*, *officer*, and *unassigned buttons*. These buttons will appear under the *Location Buttons*, *Incident Buttons*, *Officer Buttons*, and *Unassigned Buttons* nodes, respectively.

Nodes typically have expand/collapse controls you can use to display or hide the items under a parent node. Select the icon to expand a node. Select this icon if you want to collapse the node. If there is no icon next to the node, the node is empty.

### **Notes Field**

This is a text entry field found on various properties tabs. Up to 255 characters can be entered, and a vertical scroll bar will appear when required.

### **Officer Button**

An **Officer** button identifies an officer. It is usually kept by the officer on an ID badge or key ring.

Before the start of each patrol, the officer should read this button. This would indicate which officer made the patrol when the reader is downloaded and reports are printed.

Officers can also be read from keypads made up of keypad buttons. The Keypad module allows the entry of numeric codes to represent officers, as well as incidents and locations.

### **Password**

If security is enabled, a password must be entered when starting GUARD1 PLUS. If an incorrect password is entered the program will not start.

Passwords can be set up to provide several levels of security, giving different user access to different sets of program features. At least one user must have "supervisor" access rights. This allows full access to the program, including setting up passwords for other users.

### **Path**

When a file is saved in Windows, the destination of that file must be explicitly given. Typically, a file is saved on the C: drive, so the path name would begin with "C:\". The path may contain the names of one or more folders. For example, the default path for a backup file in GUARD1 PLUS is C:\TimeKeeping Systems\ GUARD1 PLUS \backups\. This would be followed by the name of the backup file. GUARD1 PLUS will set the default path for you. You need only enter a path for a backup or archive file if you want to save it to a location other than the default.

### **Patrol Data**

The data downloaded from one or more readers into GUARD1 PLUS. When one or more patrols are made with a reader and that reader is downloaded, you can view the patrol data from that download on the Downloads tab or in printed reports.

## **Patrol Statistics**

The **Rules and Advanced Reporting** module allows you to include patrol statistics on your reports. If you choose to include statistics in your reports, you will see information about the number of rules processed, the number of time periods processed, the number of exceptions, etc. in the report footer.

The **Rules and Advanced Reporting** module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## **Plug and Play**

Plug and Play technology allows the Windows operating system to recognize when new hardware is attached to the computer. Windows will ask for the installation software, usually supplied on a floppy disk or other media. The Plug and Play Direct Downloader is an example of a Plug and Play device.

You must shut down your computer and turn off its power, connect the Plug and Play Direct Downloader, then start the computer. Windows will find the downloader and ask for the installation disk. When this process is complete the downloader will be connected and ready for use.

## **Properties Tab(s)**

GUARD1 PLUS makes extensive use of "tabs ", similar in appearance to the tabs on file folders, in its interface. Properties tabs will appear in the right pane of GUARD1 PLUS's main window. These properties tabs will display information about buttons (or strips, stations, or checkpoints), readers and downloaders, downloaded data, etc. Some properties tabs allow you to edit the displayed information, while others present the information for viewing purposes only. You can open a maximum of 10 properties tabs at one time. Right-click a tab to see a menu of options for closing tabs.

Properties tabs have a tool bar across the top. This is where you will find buttons you can select to control various program functions.

## **Setup Card**

GUARD1 PLUS can print these cards to help make adding new touch-buttons and installing them at the correct patrol stops fast and easy. The Setup Card includes fields in which you can write information about the client or facility (optional), button numbers, and a description of each button's location. The buttons are attached to these cards with an adhesive dot. The cards of buttons are then taken into the field, and the buttons are removed from the cards and applied, which the same adhesive dot, to the patrol stop.

The Setup Card is designed for use only with memory touch-buttons as used by THE PIPE.

## **Read-only**

You can set up passwords that allow users to view the information in GUARD1 PLUS, but not make any changes. With read-only access, any feature that allows changing information or printing reports is disabled.

You should set up read-only passwords when you don't want specific users to make any changes to your GUARD1 PLUS data, but you want those users to be able to view information in the program. You can change access rights later as necessary.

## **Reader**

Also called "data collector". Guard tour software requires a hardware device officers use to collect tour data. Data is read from Touch Memory buttons with THE PIPE, the world's most rugged data collector. GUARD1 PLUS also supports readers from Morse, Detex/GCS, and Deister. These devices read stations, strips, or checkpoints instead of Touch Memory buttons.

When an officer reads a button (or other station) with a reader, the button number is recorded within the reader, along with the date and time the button was read. This tour data is later downloaded into GUARD1 PLUS, which processes the data and produces reports.

## **Remote Devices**

This is an all-inclusive term used to refer to remote readers and downloaders (those that connect via modem).

Patrol data can be downloaded from remote sites to the host computer at the main office or headquarters by using a remote downloader. The Modem Downloader is an example of such a product. Readers are downloaded into a Modem Downloader. GUARD1 PLUS can dial it via modem, and the tour data is transferred to the host computer. You can also set up GUARD1 PLUS so that the remote downloader can call the host computer and transfer its tour data.

GUARD1 PLUS also supports "local" downloaders that are connected directly to your computer.

## **Report Style**

The **Rules and Advanced Reporting** module allows you to set styles for your reports. These are based on Microsoft Word templates that are included with GUARD1 PLUS. There are seven styles available, including "business", "classic", "contemporary", and more. Each has several style variations available.

If you have not activated the **Rules and Advanced Reporting** module you can still print reports, but only the "dot matrix" style is available.

The **Rules and Advanced Reporting** module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

### **Reports-only**

You can set up passwords that allow users to view the information in GUARD1 PLUS and print reports, but not make any changes. With reports-only access, all features that allow changing information are disabled, and only the Reports tab is available. The other tabs are not displayed.

You should set up reports-only passwords when you want specific users to be able to print reports but have no other access to GUARD1 PLUS data. You can change access rights any time as necessary.

### **Reports Tab**

GUARD1 PLUS makes extensive use of "tabs ", similar in appearance to the tabs on file folders, in its interface. The *Reports* tab displays the reports available in your system. These include the Standard reports, and any Custom and Batch reports you may have created.

To print reports, select the *Reports* tab to bring it to the front, expand the appropriate node(s) to find the report you want, then right-click the report. From the menu that appears, select *Print*.

For more information about printing and customizing reports, see Reports tab - overview in the on-line help.

### **Right-click**

Like Windows, GUARD1 PLUS makes extensive use of the mouse's right button. When you see "right-click" in a help topic, this means you should place the mouse pointer (cursor) over the specified item and click once with the right mouse button. This will usually cause a pop-up menu to appear. Move the mouse pointer over an item on this pop-up menu, then click with the left mouse button to select that menu item.

If your mouse has been configured for left-hand use, the "right" mouse button may actually be on the left. Technically, this is the "context menu" button.

### **Rule**

Rules allow you to establish accountability among the officers or guards making patrols and determine the number of times a location was visited in a given time period. A rule acts as a filter for patrol data. When you print reports, the rules you have defined are processed. Several types of reports are available. Some include only the patrol data that "pass" the rule(s), while others include only the patrol data that are exceptions to the rule(s). You can create as many rules as you like, and they are all processed when reports are printed.

To create a rule, you can provide a time and date range (the rule's schedule), a specific number of visits or "hits" required for each site (the rule's detail), and optionally a graphic of a map indicating the patrol route or directions to the patrol site.

Rules are part of the **Rules and Advanced Reporting** module. This module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

### **Rule-based Reports**

After you have added one or more rules to a client, facility, group, or location, you can print reports that process the rule(s). If you create a rule for a client that sets a required number of officer visits to the client's locations, you can then print a **Rule Exception** report for that client. The rule will be processed, and the printed report, based on that rule, will show any locations that were visited fewer than the number of times specified in the rule.

Other rule-based reports include the **Rule Itinerary** report, **Rule Summary** report, and **Rule Activity** report.

Rule-based reports require the **Rules and Advanced Reporting** module. This module is fully functional during the trial period, after which it will expire. To activate this module, run the **Activate Software Wizard**.

### **Sample Data File**

GUARD1 PLUS includes a Sample data file which you can use for learning the program and experimentation. You can download sample data, view downloads, print reports, create rules, set up clients and facilities, etc.

Any data from readers downloaded into the Sample data file *will not be available* for your routine reports. Your daily patrol data should be downloaded into the Master data file. This file is always loaded when GUARD1 PLUS starts, so you can begin your normal, daily patrol work with it right away.

### **Software Modules**

The GUARD1 PLUS system includes a number of software "modules" that provide additional functionality or enhancements to basic features. Enhancements include **Rules and Advanced Reporting**. Additional features include Morse, Detex, and Deister reader/downloader support, data maintenance, and keypads.

These modules are included on your GUARD1 PLUS CD-ROM, and are available to you during the trial period. These modules will expire after the trial period, but can be purchased and activated at any time. To activate a module, run the Activate Software Wizard.

## Status Bar

The status bar appears across the bottom of the main GUARD1 PLUS program window. The status bar always shows the current date and time as set in your computer's Date/Time control panel. Current status of other items is shown in the status bar. This includes informational and error messages, whether the Sample data is currently loaded, the user name if security (password protection) is used, and a record count if a list of records is shown on a properties tab.

You can hide the status bar if desired. Select the *View* menu, and you'll see the *Status Bar* item is checked. Select *Status Bar*. The status bar will disappear. You can return the status bar by selecting this same menu item again.

## Support Subscription

When a software module is purchased, technical support is available for a period of 30 days. Additional technical support may be purchased in one-year increments (subscriptions). Technical support is available only to customers who have a current support subscription.

## Supported Readers and Downloaders

The GUARD1 PLUS **Basic System** supports THE PIPE and Direct Downloader, and the Mobile and Modem Downloaders from TimeKeeping Systems, Inc. With additional software modules, GUARD1 PLUS can support:

Morse Watchman Boss 2000 series and Charger/Interface ,

Detex/GCS Series 89 and 92 DAU and DTU ,

Deister de Watch , WKTrans , MagII , de Prox , and de Trans .

These modules are fully functional during the trial period, after which they will expire. To activate modules run the Activate Software Wizard.

## System Tab

GUARD1 PLUS makes extensive use of "tabs ", similar in appearance to the tabs on file folders, in its interface. The *System* tab displays the devices (reader and downloader hardware) and software modules installed in GUARD1 PLUS. Select the *System* tab to bring it to the front. You will see nodes for *Readers*, *Downloaders*, *Software*, and *Technical Support Resources*. Expand any of these nodes to view their contents. Double-click any item to display a properties tab with more information about that item.

## Tabs

GUARD1 PLUS makes extensive use of "tabs", similar in appearance to the tabs on file folders, in its interface. On the left-pane of the main window are the "permanent" system tabs. Select any tab to bring it to the "front" and display its contents. System

tabs display hierarchical lists of items that can be expanded or collapsed. If password protection is enabled some of the system tabs may not be displayed. This is dependant upon the access rights of the individual user.

The right pane displays properties tabs, which give more information about selected items on the system tabs. Up to 10 properties tabs can be displayed at one time. These can display lists, data fields, buttons, and other controls.

Some properties tabs have *sub-tabs*. These appear across the bottom of the properties tab and provide access to additional features, options, or views of data. Select any sub-tab to display the additional information.

You will also find tabs used on some dialog boxes to provide access to various option settings. Select a tab to bring that section of the dialog box to the front.

## **Toolbars**

GUARD1 PLUS makes use of several toolbars. There is a toolbar across the top of the main window (just below the menu bar). Each properties tab also has a toolbar across the top. A toolbar contains buttons with icons to indicate the function of each button. If you "hover" the mouse pointer over a toolbar button (don't click) a "tool tip" will appear showing the name of that button.

You can hide the main toolbar if desired. Select the *View* menu, and you'll see the *Toolbar* item is checked. Select *Toolbar*. The main toolbar will disappear. You can return the toolbar by selecting this same menu item again.

## **Tip of the Day**

When the program starts it presents a Tip of the Day, which offers helpful information and tips about using the program. If you'd rather not see these tips you can turn off this option. If the Tip of the Day does not appear when GUARD1 PLUS starts, you can turn it back on. This may be useful when you have new officers who will be learning to use the program.

## **Tour Reports**

GUARD1 PLUS can produce several types of reports, including **Tour** reports. These are reports that show downloads of patrol (tour) data. You can print all downloads, individual downloads, restrict the report to specific date range, or filter by Location, Incident, or Officer.

Some features of Tour reports require the **Rules and Advanced Reporting** module. This module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## Treeview

This term describes lists of items, such as clients, facilities, and groups, or downloads. A treeview is hierarchical in nature – the list will have multiple levels indented below higher level nodes.

The nodes in a treeview have expand/collapse controls you can use to display or hide the items under a parent node. Select the plus icon to expand a node. The icon will then change to a minus. Select this icon if you want to collapse the node. If there is no icon next to the node, the node is empty.

## Trial Period

GUARD1 PLUS provides full functionality of the Basic System and all software modules free for a trial period. This trial period begins the first time you run GUARD1 PLUS. After this trial period, the **Basic System** and all other modules expire. You can purchase and activate any software module before or after it expires.

Activating the **Basic System** or any module requires running the Activate Software Wizard.

## Types of Buttons/Strips/Checkpoints/Station

Note: throughout this help system, the various types of stations used by the supported readers are referred to as "buttons". When you see the word "button" used, please consider this to be equivalent not only to the Dallas Touch Memory used by THE PIPE, but also to the strips, checkpoints, and stations used by other readers.

- An **Officer** button identifies an officer. It is usually kept by the officer on an ID badge or key ring.
- A **Location** button identifies a location. It is installed at a checkpoint to be visited during officers' patrols.
- An **Incident** button identifies a problem or other observation made by the officer. Incident buttons must be carried by officers during patrols. You can create duplicate sets of incident buttons to be carried by more than one officer at a time.
- An **Unassigned** button is one that has not yet had a type and description or name assigned. When new buttons are added or when a reader that contains buttons unknown to the system is downloaded, these buttons are unassigned. GUARD1 PLUS provides wizards to help you assign types and descriptions to these buttons.
- An **Unassociated** location is a Location button that has not been associated with (assigned to) a client, facility or group. It has, however, been given a description. These buttons are often called "orphaned" locations. They can be associated with clients, facilities, or groups at any time.

## Types of Reports

GUARD1 PLUS provides a large number of reports, divided into several "types". These are:

- Listings
- Tour reports
- Rule reports
- Cover sheets and "other" reports
- Batch reports

Advanced reports functionality is required for some types of reports. This is available during the trial period or after the **Rules and Advanced Reporting** module is activated. Otherwise some features and options are disabled ("grayed out"). Run the Activate Software Wizard for more information.

For more information about each type of report, see Reports tab — overview in the on-line help.

## Unassigned Buttons

These are buttons that have been added to GUARD1 PLUS but have not yet been assigned descriptions or types. When a reader is downloaded, any buttons in the downloaded data that are not known to GUARD1 PLUS can be assigned when the download is processed, or they can be left unassigned. To use these buttons you must give them descriptions and set the type to Location, Incident, or Officer.

## Unassociated Location

An **Unassociated** location is a Location button that has not been associated with (assigned to) a client, facility or group. It has, however, been given a description. These buttons are often called "orphaned" locations. They can be associated with clients, facilities, or groups at any time.

## USB

USB is an acronym for Universal Serial Bus, an external bus standard that supports data transfer rates of 12 Mbps. A single USB port can be used to connect up to 127 peripheral devices, such as mice, modems, and keyboards. USB also supports Plug-and-Play installation and hot plugging.

## **Watermarks**

The **Rules and Advanced Reporting** module allows you to add your company's logo to reports. You must create a computer file of the logo, and place the image file in the proper directory. For more information, open the on-line help and search for *logo*.

Once the logo file is available, you can select to have this image appear in a light shade "behind" the text on your printed reports, much like an embossed watermark appears on paper.

The **Rules and Advanced Reporting** module is fully functional during the trial period, after which it will expire. To activate this module run the Activate Software Wizard.

## **Welcome Screen**

When you start GUARD1 PLUS for the first time you will see a Welcome screen. The information displayed on this screen varies and depends on the state of GUARD1 PLUS. Guard1 Plus' trial period lasts for sixty days. When you have fewer than 16 days remaining in the trial period, you will be prompted to activate Guard1 Plus.

For more information about starting GUARD1 PLUS, the various start-up modes, and the Welcome screen, see Starting GUARD1 PLUS — the Welcome screen, in the on-line Help.

## **What's This Help**

What's This Help allows you to quickly learn about fields, checkboxes, options, toolbar buttons, and other controls in GUARD1 PLUS. To use What's This Help, select the What's This Help icon on the main toolbar. The mouse pointer will change to a similar icon. Place this pointer over any item on the screen and click the mouse. A small window will appear with a description of the control you selected.

The Attendant also includes What's This Help. To activate it select the "?" icon on the Attendant's title bar.

## **Wizard**

Wizards are "helpers" that provide assistance when you need to perform specific actions within GUARD1 PLUS. These simplify complex operations and help prevent users from making mistakes. Wizards appear automatically when needed.

GUARD1 PLUS has a number of wizards. Some of these are always available, while others can be disabled (turned off) when you decide they are no longer necessary. They can be enabled again at any time, which can help when you train a new user.

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