



# Avery® Photo ID Frequently Asked Questions

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## Pre-Installation

### Q. What are the minimum system requirements for the Photo ID System?

A. The minimum system requirements for the Avery Photo ID System are:

*Photo ID v2.4 or lower:*

- Windows XP
- Intel Pentium III or higher
- 256 MB RAM
- 32 MB Video RAM
- 2.5 GB free hard disk space (2.5 MB free hard disk space for the Photo ID System, and 150 KB free hard disk space per badge with Photo, or 5 KB without Photo)
- 3-4 Powered USB Ports (Depending on Printer/Scanner options)

*Platinum:*

- Windows XP
- Intel Pentium III or higher
- 512 MB RAM
- 64 MB Video RAM
- 2.5 GB free hard disk space (2.5 MB free hard disk space for the Photo ID System, and 150 KB free hard disk space per badge with Photo, or 5 KB without Photo)
- 3-4 Powered USB Ports (Depending on Printer/Scanner options)

### Q. Will Photo ID software run on Windows Millennium, 98, NT, or 2000?

A. No. The system is designed to run on Windows XP Service Pack 1 or greater.

### Q. Will Photo ID software run on Microsoft® VISTA?

A. Testing indicated that Photo ID runs on Microsoft VISTA. However, Microsoft has recently updated VISTA to SP1. Photo ID has not been, nor will be, tested with SP1. We do not guarantee that Photo ID will run on either VISTA or SP1. Our recommendation is for Photo ID to be used with Windows XP.

### Q. Can I install the Photo ID software on an existing desktop computer or a laptop?

A. Yes. As long as the computer being used meets the minimum system requirements. However, we recommend that the computer be dedicated to Photo ID with only the operating system and Microsoft Excel installed.

### Q. Do I have to buy the Photo ID System Kit in order to use a barcode scanner, card reader and/or digital web camera with my Photo ID software?

A. No. However, we do recommend purchasing our Photo ID System Kit should you desire to use any of the equipment listed. Only the equipment in the Photo ID System Kit has been thoroughly tested for compatibility with the Photo ID software. We cannot guarantee that equipment by other manufacturers will work with our software. However, if you want to purchase equipment separately, here are the recommended minimum requirements:

Digital Web Camera

- USB compatible
- Camera must be capable of at least 640x480 video capture resolution, operating at least at 30 frames per second.



## Barcode Scanner

- USB compatible
- Scanner should be rated at least 44 scans per second (bi-directional).

## Card Reader

- No other card reader model is recommended as the Photo ID System is programmed to work only with the ScanShell OCR 800.

### Q. What if we have several entrances?

A. Whether you have a single lobby or multiple entrances, all data can be recorded in a single, centralized digital log giving you immediate, powerful access to all of your visitor activity.

### Q. How many stations can be networked?

A. The recommended maximum stations are as follows:

- Photo ID: maximum of 5 computers using the same database
- Platinum: maximum of 10 computers using the same database

## Installation

### Q. What is the installation and set-up process?

A. Installing the Photo ID software is quick and easy. Simply insert the software CD into your CD-ROM drive and follow the short and easy series of prompts.

When you run Photo ID for the first time, you will choose settings right for your needs. After that, you will be able to print badges in minutes.

### Q. Can I change my system settings at a later date?

A. Yes. As long as you have administrator rights to the Photo ID software, you will have the ability to change the system and station settings

### Q. How should I prepare for installation of the Photo ID software and System?

A. Before beginning installation, use the following checklist to prepare:

- Ensure that you have administrator rights for installing software on the computer.
  - Have the Photo ID license number available. The license number is printed on the inside of the CD jewel case.
  - Temporarily disable any anti-virus and firewall protection programs running on the computer. This includes the firewall program that automatically comes with the Windows XP environment.
  - Determine what configuration you will be using (i.e. multi-station or stand-alone).
  - If multi-station, determine which stations will use the Photo ID System and whether you want to link the stations via a network.
- **Option 1:** Set up each station so that all the visitor history and reporting is compiled from that station only.
  - Select the COMPLETE INSTALLATION option during software installation.



- **Option 2:** Create a networked system.
  - Select CUSTOM INSTALLATION option during software installation.
  - If you want to link several stations via a network, determine which stations will act as the server and client(s). You will need the IP address of the computer that will act as the network server. Select the Custom installation option to install one server and multiple clients.

**Q. How do I install the Photo ID software?**

A. Simply insert the Photo ID CD into the CD Drive. Installation will begin automatically. If it does not, use Windows Explorer to locate the Start.exe file on the CD. Double-click the file to begin installation. Follow the on-screen instructions. Once you have installed the Photo ID software, please go to our website to download the latest update for your version of Photo ID. The latest update contains new enhanced functionality and features that are critical to the successful running of the Photo ID System. We highly recommend that you download the update from [avery.com](http://avery.com).

**Q. How do I install the Photo ID hardware?**

A. Use the hardware installation map included in the System Kit as a guide for connecting your hardware. NOTE: If you are installing the card reader, download the Card Reader software (SDK) from the [avery.com](http://avery.com) and save it to your computer. You will need the updates during the hardware installation.

**Q. Do I need to install the hardware in any particular order?**

A. It is recommended that you install the hardware in the following order:

1. USB Hub (if needed)
2. Digital web camera
3. Barcode Scanner
4. Printer
5. Card Reader and associated drivers (optional)

**Q. What if I already have peripherals installed on my computer?**

A. Your peripherals should not be affected by the installation of the Photo ID software. If you have any problems with your peripherals once you have installed your Photo ID software, we recommend that you uninstall and reinstall the affected peripheral using the manufacturer's software.

**Q. Do I have to use the Microsoft web camera with the Photo ID system?**

A. No. Most USB web cameras can be used with Photo ID. The only requirements are that the camera is capable of at least 640x480 video capture resolution and operate at a minimum of 30 frames per second. Please note we do not guarantee that cameras by other manufacturers will work with our software. Only equipment supplied with our Photo ID System Kit has been thoroughly tested for compatibility with the Photo ID software.

**Q. Do I need to purchase a special printer to use the Photo ID System?**

A. The Photo ID software and badges are made to work on a standard PC (with the minimum requirements listed above) and any color inkjet or laser printer that can print on 4 x 6 card stock. We recommend choosing a printer that has a gravity fed paper tray but any color inkjet or laser printer will work if it can print on 4 x 6 card stock.

**Q. Can I install the latest Photo ID software update over my current version of the Photo ID software?**

A. Yes. The updates are programmed to automatically update your currently installed version of the Photo ID software. Please note that you should not uninstall or remove the older version of the Photo ID software as the update program will only install if it finds a fully installed version of the Photo ID software.



**Q. Can I install and run two different Photo ID software versions on the same computer?**

A. No. The Photo ID software is made to search and access only one set of databases. If another version of the software is running, the system will not launch or function properly.

**Q. Will I lose any of my badge designs or visitor data if I install the update?**

A. No. Photo ID System updates will only update the software programming and should not affect the databases where the badge designs and visitor data are stored. However, we do recommend that you backup your data files prior to updating, as a routine part of your computer maintenance. Additionally, we recommend that you save a copy of the backed up files in a different location, so you have an extra copy in case a computer problem occurs during the update and your software needs to be reinstalled.

**Q. If I uninstall and reinstall my Photo ID software, will I lose my badge templates and reporting history?**

A. No. During the process of uninstalling the Photo ID software, you will have the option of keeping your server and client databases, which the Photo ID software will access once you reinstall the software. However, we do recommend that you backup your data files prior to uninstalling, as a routine part of your computer maintenance. Additionally, we recommend that you save a copy of the backed up files saved in a different location, so you have an extra copy in case a computer problem occurs during the update and your software needs to be reinstalled.

**Q. Do I need to make any changes to the Windows registry if I uninstall the Photo ID software?**

A. No. It is not necessary to make registry changes before uninstalling the Photo ID software. Photo ID does NOT add any registry keys.

## **Networking**

**Q. Do I need more than one software license if the computers are networked?**

A. Yes. You will need a licensed copy of the software for each station connected to the network that will use the Photo ID database.

**Q. Do I need more than one software license if I want to install the Photo ID software on separate computers not connected to a network in the same company?**

A. Yes. You will need a licensed copy of the software for each computer that the Photo ID System is installed on.

**Q. How many stations can be networked?**

A. The recommended maximum stations are as follows:

- Photo ID: maximum of 5 computers using the same database
- Platinum: maximum of 10 computers using the same database

## **Setting Up Your System and Designing Your Badges**

**Q. What is the difference between Visitor Mode and Attendant Mode?**

A. Depending on how you want to check in your visitors, this will determine which “mode” is appropriate for you.

Photo ID v2.4 or lower

- Visitor Mode=> Three Options Available
  - Sign-In Only Mode – Visitors will be signing themselves in and creating their own badges without help from an attendant.
  - Scan-Only Mode – Visitors with barcoded badges can scan themselves in and out without help from an attendant. This is also called “after-hours” mode.



- Full Visitor – Visitors will be signing themselves in, creating their own barcoded badge and scanning themselves in and out without help from an attendant.
- Attendant Mode=> Select Attendant if a receptionist or security officer will be signing visitors in and out from the front desk.

#### Platinum

- Visitor Mode=> Three Options Available
  - Sign-In Only Mode – Visitors will be signing themselves in and creating their own badges without help from an attendant.
  - Scan-Only Mode – Visitors with barcoded badges can scan themselves in and out without help from an attendant. This is also called “after-hours” mode.
  - Full Visitor – Visitors will be signing themselves in, creating their own barcoded badge and scanning themselves in and out without help from an attendant
- Attendant Mode=> Select Attendant if a receptionist or security officer will be signing visitors in and out from the front desk.

#### **Q. Can I use different badge styles?**

A. Yes.

#### **Q. Can I create my own badge design?**

A. In Photo ID v2.4 or lower, the badge templates are pre-set. Platinum has a number of pre-designed badge templates to suit your company’s badge needs and also gives the administrator the ability to fully customize badges from a blank template.

#### **Q. What visitor information can I capture?**

A. For Photo ID v2.4 or lower, you can capture a visitor’s first name, last name, company, title, and photo plus one customizable field. For Platinum, you can capture a visitor’s first name, last name, company, title, and photo plus five customizable fields.

#### **Q. What visitor information is collected?**

A. The visitor information collected is determined by the fields that appear on the badge design. Each visitor type may have a different badge design. Depending on the badge design, the visitor information collected may include the following: Last Name, First Name, Company, Title, Host, Unique ID, Expiration and Photo.

#### **Q. Am I limited in the information that I can collect from a visitor?**

A. To collect more information about visitors, you will need to add a custom field(s) to the badge design. The number of custom fields you can add to a badge design will vary.

Maximum Number of Custom Fields for Photo ID v2.4 or lower: 1 custom field

Maximum Number of Custom Fields for Platinum: 5 custom fields

#### **Q. I intend to use a card reader. Can I capture more information other than first name, last name and photo from a driver’s license?**

A. Due to privacy laws, the card reader cannot capture additional information.



**Q. Do I have to print all the visitor information that I capture on the badge?**

A. For Photo ID v2.4 or lower, all visitor information captured will appear on the badge. For Platinum, you can choose the fields that will print on the badge.

**Q. Can I import my own badge designs and templates?**

A. No. The Photo ID system works with a pre-defined set of templates and badge elements.

**Q. What types of badges are available for me to choose from?**

A. There are a variety of badge types available for you to choose. Visit [avery.com](http://avery.com) to view the available badge supplies

**Q. Can I put a watermark on the badge?**

A. The ability to put a watermark on the badge design is only available with the Platinum version. You can create a watermark on the badge by using the badge element called "Image" in the designing of your badge. Please note that to achieve a true watermark-like image, the image imported would have to be watermark-like, i.e. watermarks are light and faint. Thus, the image you import would have to already be light and faint. To make an image appear to be a watermark—under "object properties", choose "layer order—send it to the back."

**Q. Can Photo ID capture an electronic signature and store it in its database**

A. Photo ID is not designed to accommodate this functionality.

**Q. How long does it take to train attendants to use the Photo ID System?**

A. The easy-to-use software makes training attendants or any users of the Photo ID system very fast and easy. It takes an average of 10 minutes to fully train an attendant to use the system. In addition, there is an easy-to-follow user manual that comes with the software and there are help screens accessible throughout the process.

**Q. Can I pre-enroll visitors?**

A. Yes. You can pre-enroll individual visitors or groups manually or by importing an Excel or CVS list.

**Q. Can I import pictures?**

A. Yes. You can import JPEG, GIF, and WMF. JPEG files will print with the best results.

**Q. What is the recommended photo size?**

A. The maximum size recommended is approximately 3" x 3". This size yields the best results. Larger sizes may print incorrectly.

**Q. What if my photo is larger than 3" x 3"?**

A. You can use a photo editing software to reduce the image before importing it into the Photo ID system.

**Q. Can Photo ID remember a return visitor?**

A. Yes. Both systems have the ability to remember a visitor based upon the unique identifier. For Photo ID v2.4 or lower, the unique identifier is permanently set to the visitor's email address. For Platinum, the unique identifier defaults to the visitor's email address; however, that can be changed by the administrator.

## **Reporting**

**Q. How do I keep track of visitors?**

A. The digital log records the visitor profiles and activity and can be accessed at any time.





**Q. What types of reports are available?**

A. For Photo ID v2.4 or lower

- Daily Activity Report
- Weekly Activity Report
- Customizable Search for a Visitor Report

Platinum:

- Daily Activity Logbook
- Custom Activity Report
  - Time Period customizable
  - Filters customizable
- Customizable Search for a Visitor Report

**Q. What is an emergency report and how does it work?**

A. The Photo ID System enables quick emergency reporting to identify pending visitor sign-outs. An emergency report can be generated immediately, displayed on the screen and automatically distributed to a pre-defined distribution list.

**Q. How do I set up my system to email the emergency report to my pre-defined distribution list?**

A. In administrator mode, you will need to set up your distribution list and provide the correct SMTP Mail Server, the SMTP Mail Port, and the Mail Server to the system. You can get this information from your network administrator, (if on a network), or from your ISP, (if using dial-up or an outside connection).

## **Backing Up and Archiving the Databases**

**Q. Can I back-up and restore my data in the event my system crashes?**

A. Yes. The Avery Photo ID system features archive, back-up and restore functionality. We recommend a regular data back-up schedule to prevent data loss in the event of a power or system failure.

**Q. How often should I back-up my data?**

A. Please consult your company's backup and retention policy.

**Q. What is the difference between backing-up my data and archiving my data?**

A. A back up of your data is used to restore your Photo ID system in the event of a power or system failure.

A data archive is used to remove all old, used badges (not badge templates or badge designs) from the system. Archiving is only necessary when system storage space becomes an issue. Do not attempt to restore archived badges to the system.

**Q. How do I restore my data using my back-up?**

A. Please refer to the User Manual for your version of the Photo ID System under the heading "Advanced Topics – 9.1 Database Considerations". There you will find step-by-step instructions on how to back-up, restore or archive your data.

## **Additional Help**

**Q. How do I get additional help or information?**

A. Please consult the User Guide which is located on the Photo ID Installation CD. You may also view our FAQs and Troubleshooting Guide which is located on [avery.com](http://avery.com). Or, you may contact us at Avery Software Support (888) 835-8379. Please be prepared to provide your License Number.