



VISITOR MANAGEMENT SYSTEM

Installation and User Manual



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1. INTRODUCTION

Welcome to the Visitor Management System based on the Amwatch 2.0.0 Server platform from Amtel Security Systems. Given below is a brief of our mission for the Visitor Management system and its features. Also enumerated is the minimum system requirements needed for the installation and effective running of the system.

1.1 MISSION FOR VISITOR MANAGEMENT SYSTEM

- Visitor approval check
- Visitor photo for record
- Gate Pass with Instructions
- Customized Directions to Host Unit
- 100% record
- Instant Report Entry
- Screening at Entry and Exit

1.2 SYSTEM FEATURES


- All Visitors are automatically checked
- System keeps photo of Visitor on file
- Screening at Entry Only or Entry & Exit.
- Full Set of Reports
- Range of Gate Pass sizes available

1.3 SYSTEM CONFIGURATION

The Minimum System requirements are:

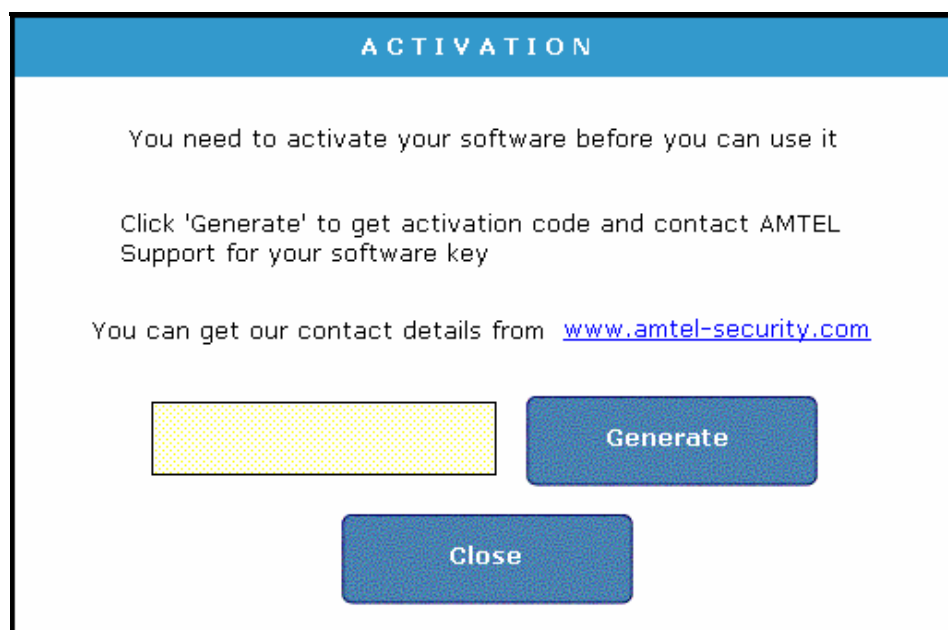
- Pentium Processor IV with 256 MB RAM
- LAN to connect to Amwatch Server
- Gate pass printer (Any HP compatible laser or Inkjet printer or Dymo Label printer)
- Intel or Any suitable DVR Camera /Web Cam (Optional)
- Modem card.
- Win XP professional Operating System.
- Prox Card Reader.
- Barcode Scanner
- Business Card Reader (Optional)
- DL Scanner (Optional)

2. REGISTRATION



The Registration dialog box has a blue header bar with the title "REGISTRATION". Below the header, the text "Please enter your 16 - digit software key you received form AMTEL" is displayed. Underneath, the label "Key -" is followed by four empty rectangular input boxes. Below these boxes is a blue button labeled "Register". Further down, the text "If you do not have your software key, click here..." is shown next to a blue button labeled "Activation". At the bottom center of the dialog is a blue button labeled "Close".

The software has to be registered before it can be used. Thus as soon as it is been run the registration form appears. To get the software key click on the **Activation** button, the following screen appears.



The Activation dialog box has a blue header bar with the title "ACTIVATION". Below the header, the text "You need to activate your software before you can use it" is displayed. This is followed by the instruction "Click 'Generate' to get activation code and contact AMTEL Support for your software key". Below this, the text "You can get our contact details from www.amtel-security.com" is shown. At the bottom, there is a large empty rectangular input box on the left and a blue button labeled "Generate" on the right. Below these is a blue button labeled "Close".

Click the Generate button so as to get the Activation code. After the code is been generated it has to be sent to the Amtel. Amtel will provide the 16 digits Software Key so as to register the software. After entering the key click the **Register**. Now the system has to be restarted.

On restarting the system the **Settings Window** (as shown below) appears where the details related to Amwatch server, database, Modem, Gatepass and reader connected has to be specified.

Visitor Management System - Setting

AMWATCH / Database	Devices	Gatepass
<p>AMWATCH</p> <p>Server Name: <input type="text" value="amtel105"/></p> <p>Database</p> <p>Server IP: <input type="text" value="192.168.2.25"/> User Name: <input type="text" value="root"/></p> <p>Database Name: <input type="text" value="amdb"/> Password: <input type="text" value="****"/></p> <p><input type="button" value="Re-register"/></p> <p><input type="button" value="Save"/> <input type="button" value="Close"/></p>		

It consist of three tab buttons

Amwatch/Database:

Here the Amwatch server and database details need to be specified. This screen also consists of the Re-register button. This button when clicked grants the permission to register the system again with some other facilities. If this option is selected then the registration key has to be regenerated and entered in the registration form. *(REF: Section #1, Registration)*

Devices

This tab when clicked the following screen appears. Here the details related to the various devices connected to the system have to be entered. In the camera frame the details such as the Server IP, User Name, password and the channel has to be entered. The **Test button** is been clicked so as to test the camera's attached. In the modem frame enter the Com Port to which it is connected and then select the Baud Rate. Specify the reader details as well.

Setting Window

Visitor Management System - Setting

AMWATCH / Database Devices Gatepass

Camera

Server IP: 192.168.2.36 Camera 1 Channel: 1 Test **DigiOp**
User Name: agent Camera 2 Channel: 2 Test Off Line
Password: ***** Camera 3 Channel: Test
Camera 4 Channel: Test

DL Scanner

COM Port: Baud Rate:

Prox Card Reader

COM Port: Baud Rate:

Modem

COM Port: Baud Rate:

Save Close

Gatepass:

Here the detail related to the printer that is connected to the system using which the gatepass has to be printed need to be specified. Along with this the specifications of the badge and the card type need to be provided

The Badge Name has to be selected from the dropdown list. The badges are been designed using the application "Badge Designer".

Printer Name: Select the printer from the drop down window using which the badge has to be printed.

Badge Name: Select the name of the badge that has been designed using the Badge Designer to be printed.

Badge Welcome Text: Enter the welcome message that has to be printed on the Badge.

Badge Title: Enter the title to be printed on the Badge.

Badge Logo: Click the browse button to select the file for the logo to be printed on the badge.

Card: Select the type of the card from the drop down window that is been provided to the Visitors.

Visitor Management System - Setting



AMWATCH / Database	Devices	Gatepass
Printer And Pass		
Printer Name	\\AMTEL72\\HP LaserJet 2100 Series PC	
Badge Name		
Badge Welcome Text	Welcome to Amtel	
Badge Title		
Badge Logo		
	Browse ...	
Card		
Card Type	Gatepass Prox. Card RFID Card Mag. Card	
Save Close		

After specifying all the above details the click the **Close** button the details of the system will be saved.

3. LOGIN

After specifying all the details related to the database and Amwatch Server, when the system is restarted the Login Screen appears.


This screen displays the station and shift details generated automatically on the bases of the details specified in the Amwatch server. This application will not run until the station is defined using Amwatch server. To define the station using Amwatch, go to **System Setting -> Define Station** (*Refer: Amwatch Manual*)

Station & Shift		
	Station No	1
	Station Name	Station1
	Station Type	VMS
	Shift	0
Operator		
	Operator ID	201
	Name	01
	Password	*
<div>Login</div> <div>Cancel</div>		

In the operator section enter the Operator ID. This operator ID is generated automatically while defining the operator using Amwatch Server. This operator can access only those rights that are been provided using Amwatch. On entering the Operator ID the name is generated and the Password has to be entered.

On entry of the valid Password the **Visitor Management Screen** appears. As the Badge Name is not been selected the following message appears.

Information



Gatepass Template is not defined. Please define using admin control before printing gatepass.

Ok

Click the **OK** button and then click on the **Admin** button. Now in the setting window click on the Gatepass tab and select the **Badge Name** from the drop down list and click the **Save** button (as shown below).

Visitor Management System - Setting

AMWATCH / Database	Devices	Gatepass
---------------------------	----------------	-----------------

Printer And Pass

Printer Name \\AMTEL72\HP LaserJet 2100 Series PC

Badge Name

Badge Welcome Text **Pass**
welcome to Amtel

Badge Title

Badge Logo

Card

Card Type **Prox. Card**

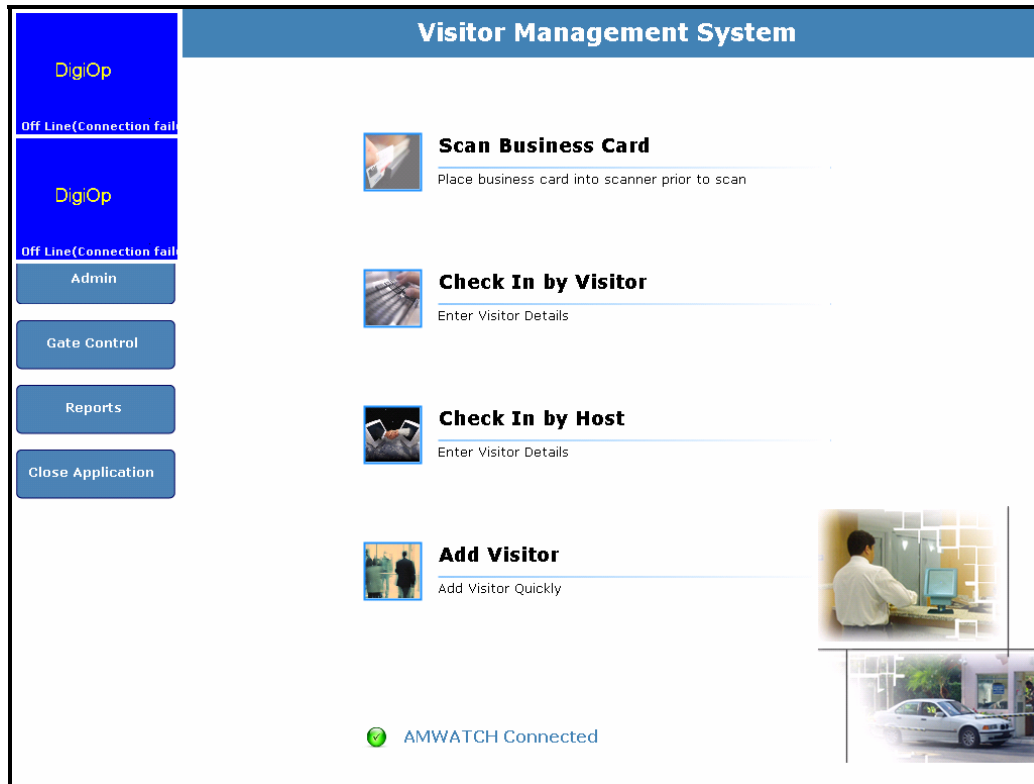
4. VISITOR MANAGEMENT SCREEN

Visitor Management Screen (as shown below) is displayed after valid authorization at the Login Screen.

At the bottom of the screen the Amwatch Server status is been displayed. Camera status is been displayed at the left end of the screen and below that are the four buttons

- Admin
- Gate Control

- Reports
- Close Application



This screen displays various check-in options and the Add visitor option. It provides the options

- Scan business card.
- Check In by Visitor.
- Check In by Host.
- Add Visitor.

Depending upon the requirement the various options can be used.

4.1 ADMIN

This option is to perform various settings in the system. This button when clicked the following screen appears:

Visitor Management System - Setting

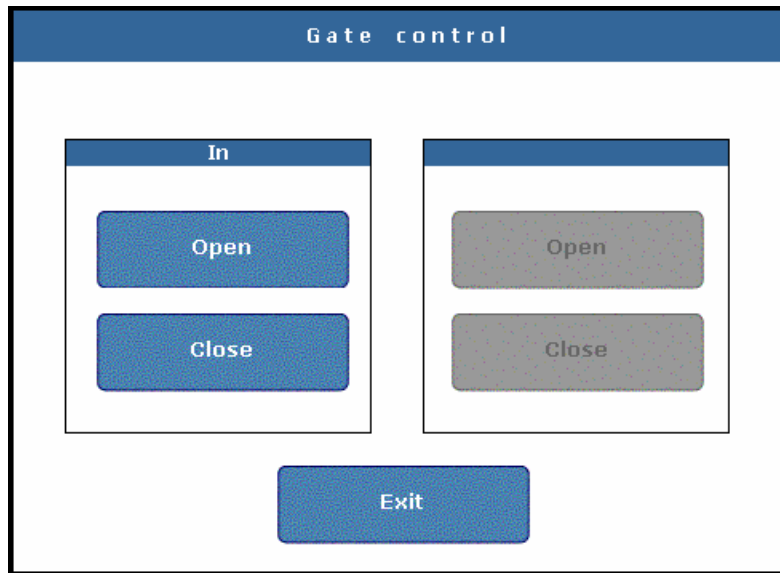
AMWATCH / Database	Devices	Gatepass
<p>AMWATCH</p> <p>Server Name: <input type="text" value="amtel105"/></p>		
<p>Database</p> <p>Server IP: <input type="text" value="192.168.2.25"/> User Name: <input type="text" value="root"/></p> <p>Database Name: <input type="text" value="amdb"/> Password: <input type="text" value="****"/></p> <p><input type="button" value="Re-register"/></p>		

It consist of three tab buttons

- **Amwatch/Database** (Refer: Setting Window, Section 2)
- **Devices** (Refer: Setting Window, Section 2)
- **Gatepass** (Refer: Setting Window, Section 2)

4.2 GATE CONTROL

This option is to control the door directly. One can open and close the doors directly using this option in the case of emergency. The button when clicked the following window appears.



Open: Button when clicked opens the door.

Close: Button when clicked close the door

Exit: Button when clicked control moves out of the Gate Control window.

4.3 REPORTS

The option is used to generate the reports. The button when clicked the following window appears.



Two types of reports can be generated using the option.

1. Visitor History.
2. Evacuation.

4.3.1 Visitor History:

This Visitor History report gives a listing of all the hosts who have had visitors on the premises within a specified period.

It displays the all the details regarding the various visits of the visitor. The option when clicked leads to the following screen.

History Viewer

From 11/26/2006 To 11/26/2006 Search Close

November, 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Close

Picture 1 Picture 2 Access Path

Specify the dates for which the report has to be generated with the help of the calendar and click the search button. This will generate the report displaying the list of all the visitors along with the host name. On selection of a particular visitor the details such as the host, Access path of the visitor and the snaps of the visitor are been displayed in the lower half of the window.

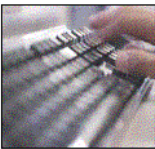

4.3.2 Evacuation:

This report displays the list of all the visitors that are presently in the premise. All those visitors that have visited the premise but have already left the premise will not be displayed in the list. Only those visitors that are still inside the premise will be displayed.

This report can also be printed using the **Print** button.

4.4 CLOSE

This button provides the facility to close the application. The button when clicked displays the **Logout** window (as shown below). To Logout the operator has to enter the password and then click the Logout button. The operator is also provided with the facility to end the shift.

Station & Shift	
	Station No
	Station Name
	Station Type
	Shift
Operator	
	Operator ID
	Name
	Password
	End Shift
<div>Logout</div> <div>Cancel</div>	

5. TYPE OF HOST

Host can be classified as

- *Approving Host:* The Resident who provides the approval to the visitor before the visitor actually visit the premise is considered as the Approving Host for that particular visitor.
- *Visitor's Host:* The resident who defined a visitor is called as the visitor's host for that particular visitor. Its not necessary that the visitor's host is the approving host.

6. TYPE OF VISITOR

Visitors can be broadly classified into 3 distinct Categories.

- 1) Approved Visitors
- 2) Host Visitor.
- 3) First time visitors

APPROVED VISITOR:

Visitors whose visit to the property is informed prior to their arrival by the residents are **Approved Visitors**. The host that approves a visitor is called as a Approving Visitor.

These visitors when arrive are provided the card along with the badge directly. The guard doesn't have to call the host to get the permission for this visitor.

The host can provide the approval to the visitor in number of ways such as the visitor can use the **Web Module** or can **call the guard / leave voice mail** and inform about the visitor.

Thus the System can be updated in two ways about arrival the visitor.

- Add New Visitor (*Refer: section # 8*)
- Web Module (*Refer: Web Module Manual*)

HOST VISITOR:

The Visitors that are been added by the resident as their visitor fall under this category. These visitors can or cannot be Approved Visitors. These are those visitors that have already visited the premise in the past.

If the host visitor is an approved visitor then he/she is provided the access directly else the guard has to call up the resident and depending on the response of the resident the access is provided to the visitor.

FIRST TIME VISITORS:

The visitors that visit the premise without any prior information fall under this category. Such visitors are not provided the direct access to the premise. The guard calls up the resident and depending on the response of the resident the access is provided to such visitors.


Thus the System can be updated in following ways by the guard about the arrival of visitor

1. Swiping Business card of Visitor.
2. Check In by Visitor
3. Check In by Host

BANNED VISITOR:

The resident is provided with a facility to ban any of the visitors whom the resident doesn't want should enter into the premise. The resident can ban any of his visitors by using Web Module. The visitor once banned can never be provided entry into the premise. Such visitors when visit the premise and scan their business card or their details are been entered into the system using any of the Check In option the following screen appears.

Now if **Yes** is clicked the control reaches back to the Visitor Search Screen and the operator is allowed to select another visitor, as the banned visitor cannot be provided the access. If **No** is been clicked then the control goes to the Visitor Management Screen.



The screenshot shows a web interface titled "Banned Visitor". On the left is a placeholder for a visitor's photo. To the right, the following details are listed:

Name	Anthony Jack
Address	
DL	12345
Host Name	Mr. Frost Cris
Host Ph. No	225, r

Below the details, a red message states: "Visitor detail matches with a banned visitor. Would you like to proceed with another visitor or not?". At the bottom are two buttons: "Yes" and "No".

7. CHECKIN OPTIONS

There are 3 different options that can be used for the check In. These options can be accessed depending on the requirement. These options are been displayed on the Visitor Management screen and are described as follows.

7.1 SCANNING BUSINESS CARD

When the business card of the visitor is been scanned screen appears and the data from the Business card is read in by the system and entered in the respective fields. If the Visitor is pre-approved visitor then the visitor is issued the card along with the badge. The guard does not have to call up the resident for the approval.

7.2 CHECK IN BY VISITOR

The option when clicked leads to the Visitor search screen. Depending on the type of the visitor the action is been taken.

Visitor Search Screen

The screenshot displays the Visitor Search interface. On the left is a vertical sidebar with a blue header 'DigiOp' and a status indicator 'Off Line(Connection fail)'. Below this are buttons for 'Admin', 'Gate Control', 'Reports', and 'Close Application'. The main area at the top contains search fields: 'Last Name' (with a magnifying glass icon and the letter 'S'), 'First Name', 'Driving Licence', 'Company Name', and a 'Visitor Type' dropdown menu set to 'Approved Visitor'. A 'New Visitor' button is located to the right of these fields. The central 'Visitor Search' panel shows a search result for 'Mr. Sharnoff Marc', including a small profile picture and details for Sex (M) and Ph. Navigation arrows (up and down) are positioned to the right of the results, with 'Rec: 1' and 'Pg: 1/1' displayed below them. At the bottom of the interface are 'Reset' and 'Back' buttons.

If the visitor is a **not a first time** visitor then as soon as the details of the visitor are typed in the space provided, the list of visitors whose initials begin with the

same initial is displayed in the space below along with the other contact details such as Address and phone number.

Selects the name of the visitor and click it, this will lead to the **Host search screen** where the details of the host whom the visitor wishes to meet are been displayed.

Host Search Screen

The screenshot displays the Host Search interface. On the left is a vertical sidebar with buttons: 'DigiOp' (labeled 'Off Line(Connection fail)'), 'Admin', 'Gate Control', 'Reports', and 'Close Application'. The main area at the top shows a profile for 'Shirley Coomer' with fields for Address, Driver's License, Age, DOB, and Company Name. Below this are search filters: 'Last Name' (containing 'fr'), 'First Name', 'Host Type' (a dropdown menu set to 'All Host'), 'Address', and 'Phone No.'. A 'Host Search' button is present. The search results area shows a single entry for 'Mr. Frost Cris' with a small profile picture and details: 'Sex: M' and 'Ph: 225'. On the right side of the results area are 'Rec: 1' and 'Pg: 1/1' indicators with up and down arrow buttons. At the bottom are 'Reset', 'Back', and 'Next' buttons.

To search the host select the Host Type and enter the details, the list of host whose initials begin with the same initials is been displayed.

Now if the visitor is a **pre-approved** visitor then after the selection of host, Card and Access Level screen appears (as shown below). Card is been issued to the visitor and card Id is been entered in the Card details frame and Access Level is been specified with the help of Access Level frame. Then after click on the **Done** button.

Card and Access Level screen

Mr. Marc Sharnoff

Address : N/A
Driver's License : N/A
Age, DOB : N/A
Company Name : N/A

Card & Access Level

Host

Mr. Frost Cris
◆ Approval Type: Approval By Phone
◆ Start Date: 11/25/2006 00:00:00
◆ End Date: 11/25/2006 23:59:59

Card Details

Scan card to get Card ID

Card ID

Valid upto

Access Level

Common...
Common access areas

Restricted...
Restricted access areas

Reset Back Done

If the visitor is **not a pre-approved** visitor then after the selection of the host, **Visitor Approval Screen** appears (as shown below).

Visitor Approval Screen

The screenshot shows the 'Visitor Approval Screen' with a header for 'Charms Johnson'. Below the header, there is a table with visitor details:

Address	: N/A
Driver's License	: N/A
Age, DOB	: N/A
Company Name	: N/A

The main section is titled 'Approve Visitor' and features a profile for 'Mr. Cris Frost' with a placeholder image. Below the profile, there are fields for Address, City, Zip, State, and Phone, each followed by a comma. To the left of these fields is a small icon of a person. Below the profile information, there are two panels: 'Voice Mail Box' and 'Phone Dialer'. The 'Voice Mail Box' panel shows 'Mail Box Empty !!!' in red text, with 'Rec: 0' and 'Pg:0/0' below it. The 'Phone Dialer' panel shows a list of phone numbers with a 'Click to dial phone' link next to each. The first number is '225', and the others are 'XXX-XX-XXXX'. At the bottom of the screen, there are two buttons: 'Reset' and 'Back'.

Click on the phone number in the phone dialer frame this will make the system dial to the selected host and depending on the response of the host the **Accept Visitor** or **Reject Visitor** button is been clicked.

If the **Accept Visitor** button is been clicked then the *Card and Access level* window appears and the visitor is provided the card.

If the **Reject visitor** button is been clicked then the control goes to the visitor management screen. And visitor is not provided the access.

If the visitor is a First Time visitor then there would be no match found in the list of the visitors displayed. Thus click on the new visitor button; this will lead to the *Host Search Screen*. Now host has to be selected and the approval has to be taken from the host. Thus after the selection of the host, visitor approval screen appears. (*Refer: Visitor Approval Screen*)

7.3 CHECK IN BY HOST

This is option when clicked leads to the *Host Search Screen*. On selection of the host from here control reaches to the *Visitor Search Screen*. From here the visitor is been selected and further operations are been performed depending upon the type of the visitor. i.e. if the visitor is a pre-approved visitor then no approval has to be taken from the host while if the visitor is not a pre-approved visitor then the host has to be called and approval has to be taken.

8. ADD VISITOR

This option is used to enter the visitors for a particular host. This added visitor can be approved for at least current date.

On clicking the Add Visitor option *Host search screen* appears: Enter the details in any of the text box so as to search the Host. Click on the host name from the list of the hosts displayed. This will lead to the following screen.

The screenshot shows the 'Add Visitor' screen in the AMTEL VMS 2.0 software. The interface includes a sidebar on the left with buttons for 'DigOp', 'Off Line(Connecton fail)', 'Admin', 'Gate Control', 'Reports', and 'Close Application'. The main area contains a form with the following fields: 'Last Name' (Bell), 'First Name' (Amely), 'Approved Upto' (11/25/2006), 'Driving Licence', and 'Company Name'. A 'New Visitor' button is located to the right of the form. A calendar for November 2006 is displayed in the center, with the date 25 highlighted. A 'Close' button is at the bottom of the calendar. At the bottom of the screen are 'Reset' and 'Back' buttons.

Enter the details of the visitor over here if the visitor already exist then he/she will be displayed in the lower pane else specify the date for which the visitor has to be approved and then click on the **New Visitor** button. Thus the visitor will be approved for the particular host for those particular dates.

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