

# **User Manual**

# **VISION 5.10**

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# Chapter 1: System Overview

## System Components

### The Door Locks

VISION supports the full range of VingCard electronic locks : All todays models using 4.5 Volt electronics and earlier models using 9 Volt electronics.

#### General Lock Features

- When a guest occupies a room, their complete privacy is insured by extracting a deadbolt. The deadbolt can only be retracted from outside the room with the (metal) Emergency Key (for locks with cylinders), a keycard with authorized deadbolt override, or with the LockLink.
- Both the deadbolt and latch bolt can be retracted by use of a keycard authorized for deadbolt override. If no deadbolt override is assigned to the card, the indicator on the outside escutcheon, just above the card insertion slot, displays a yellow light when the card is inserted.
- The lock can always be opened by pressing the inside handle even if the deadbolt is extracted. This serves as an emergency exit.
- Classic and Signature locks have an option for metal cylinders to be fitted. On locks with a cylinder, a metal emergency key (EMK) key operates the cylinder and overrides the deadbolt. If the deadbolt is thrown, turn the key 360 degrees to retract the deadbolt, then turn an additional 120 degrees to retract the latch. Only a metal EMK key can extend a deadbolt from outside a room.
- A new guest card automatically locks out the keycard of the previous guest. This is accomplished by assigning a start time to the card. When the card is issued, the system writes the present time onto the card.



### Signature by VingCard

Where the design integrity is top priority of the property, there is a desire for the necessary hardware to blend into the environment becoming invisible for the end-user. Signature by VingCard is design conscious and appears to the most sophisticated styles in hotels worldwide.

Signature is available with two different bezels, Trend and Décor in a wide range of finishes. In terms of technology it is available as both a mag stripe and combo (mag and smart) solution.

Features:

- Flash RAM memory
- 600 event audit trail
- Option dual reader
- Motorized lock case with locking mechanism located in the lock case
- High security heavy duty mortise lock case available in ANSI or EURO version with a 3-point anti friction steel latch and case hardened full 1-inch throw (ANSI) deadbolt
- The lock is designed to ANSI grade 1 standards
- Panic release



### Classic by VingCard

VingCard Classic electronic locks have been carefully designed and engineered to our own exacting standards, in order to provide the quality you need to secure your valuable property and guests.

Operated with a highly reliable magnetic stripe and smart card keycard system, the VingCard Classic lock offers a number of unique safety and operational features, yet they are exceptionally easy to operate and maintain.



### Remote Controller

In this case, the lock controller is mounted in a box with a remote controller board, which in turn controls an opening device. An external power supply powers the remote controller. The following additional functions are implemented:

- Alarm output which is activated when the door is forced open (no power to strike) or tampering.
- Strike powered via relay



- Egress switch

Alarm triggering and Anti Tail Gating via door switch (reed switch). The additional functions are implemented on an additional printed circuit board.

The remote controller can be recessed or mounted as a box to a wall or other surface.

### **Multi Output Controller™ (MOC)™**

The Multi Output Controller is designed for controlling access to up to 7 external devices. A typical installation is inside lifts (connected to the lift electronics) or outside lifts (connected to the call button electronics.) The function of a MOC is to activate up to 7 relay outputs when a keycard is inserted. The relay outputs may be connected to external devices. The activation is based on the information on the access bit map on the keycard.



Programming of the unit is done via the LockLink.

### **Mag-stripe Encoders**

Mag-stripe encoders can be Single Track or Multi Track and can receive encoding information either via RS232 serial communications or direct from the VISION network using TCP/IP protocol. Serial encoders can also be networked by use of an intermediate serial server (such as the M200i) which converts from TCP/IP to RS232. The information used in the locks is encrypted and placed on track 3. Multi track encoders can also read and write information in standard ASCII format to tracks 1 and/or 2. A typical application is when a point-of-sale (POS) system needs to identify the keycard for a direct billing to an account.



## Smartcard Encoders

Smartcard encoders are networked by use of an intermediate serial server (such as the M200i) which converts from TCP/IP to RS232.

As well as the extra security inherent with Smartcard technology, the extra memory capacity allows extra information – from or to the locks, or provided by third party partners – to be stored alongside the key-operation data.



## VISION Software

The VISION software comes on a CD. The software can be installed on any PC running Windows 98, 2000, NT, XP or Vista.

## Hardware Requirements

Most common brand PCs that meet the requirements for Windows 98, 2000, NT, XP or Vista can be used.

One PC must be used as the server. The server differs from the workstation in that it stores the data. Otherwise, the server and the workstations are the same regarding the VingCard VISION program.



Remember that you must have a sufficient number of COM ports to support serial encoders directly connected to PCs, the LockLink, and any RS232 PMS interface.

The requirements for the PCs are:

### Windows 98/NT/2000/XP/Vista

- IBM PC or 100% compatible
- Windows 98/2000/NT SP4 or later/XP/Vista
- 64 MB RAM
- 2 GB HD space
- CD-ROM drive
- 2 COM ports

## LockLink

The LockLink consists of two primary components:

A small palm top Windows CE/Pocket PC compatible computer

The LockLink brings information from VISION database to the locks when the system is started for the first time (configuration and initialization) and brings information from the lock to VISION when a Lock Read-out is examined. The read-out information is also available directly from the LockLink where it can be viewed on the display screen.

The LockLink can also be used to unlock a door if the lock's battery is discharged. In order for LockLink to unlock doors, the LockLink must be authorized from VISION in advance. The selected rooms can then be opened during the following hour.



## Basic System Operations

One of the main advantages of the VISION system is the ability to encode of keycards to assign new access as well as to automatically remove access from older keycards. When a new guest keycard is inserted in the lock, the former guest's keycard is automatically "overridden" and can no longer open the lock. The keycard is only valid for a specified number of days (determined when the keycard is encoded) so that even if another guest is not assigned to the same room or suite, the keycard would no longer be able to open the lock after the expiration date.

Employee keycards work in parallel with the guest keycards. The employee keycards also are valid only for a specified amount of time. However, it is usually for a longer time than a guest keycard. Employee keycards are normally issued for access to one or several sections of rooms, depending on the hotel's needs, but keycards for bellboys can easily be encoded to allow access to individual rooms, like guest keycards. Employee access keycards do not override guest keycards and therefore do not affect a guest's access.

## Override Criteria

The process of having a keycard automatically override (invalidate) an existing keycard is a unique and patented feature of the VISION system.

The Override Criteria is normally determined by "Issue Time" (when the keycard was encoded.) An exception to this would be for situations such as cruise ships that issue keycards in advance. In this situation, they would probably want to use the "Start Time" (when the keycard becomes valid) rather than the Issue Time to be used as the Override Criteria.

To allow maximum product flexibility, a keycard can also be set up NOT to override another keycard. Keycards can even be set up to override *themselves*, resulting in a keycard that can only be used once (for example for a repairman to be able to enter a guest room once.)

### **Keycard Issue Time as override criterion:**

This is the normal override criterion in a hotel situation. Most often, keycards are not issued until the guest has arrived, and an encoded keycard is valid immediately. A new keycard will override an existing valid keycard when it is used in a lock.

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**NOTE:** Each hotel determines which keycards will override which other keycards. For example, a guest keycard will normally override another guest keycard, but a maid keycard will not override a guest keycard.

### **Keycard Start time as override criterion**

This is the normal override criterion in ships, ferries, cruise liners etc. The reason for this is that keycards are often encoded prior to guest arrivals. A keycard will only override another keycard if its start time is later than the former keycard.

## **Flexibility/Configurability**

A VISION system keyword is flexibility. The system and the locks can be configured to suit varying demands in lock plans, interaction between keycard Types, User Groups and Sections/Common Doors. Individual names of User Groups, Keycard Types, Sections, Time Tables, etc. can be selected in the System Setup Module. Locks are organized by groups with identical lock parameters. Lock parameters can be adjusted with respect to lock mechanisms and opening times etc. This makes it possible to control a large variety of lock devices.

## **Lock Modes**

Locks can be set to operate in 3 different modes.

**Normal Mode**—the door is locked and unlocks when a valid keycard is withdrawn.

**Passage Mode**—the door will alternate between locked and unlocked whenever a valid keycard is inserted

**Escape Return Mode**—this is a specialist mode, designed to meet fire regulations in Norway. It should only be used after consulting VingCard.

Additionally, defined locks (for example entrances) can be programmed to automatically unlock between defined times set up in user defined timetables.

## **Common Doors**

Common Doors are typically perimeter doors, garage, health club, pool, VIP floors etc. This access is assigned automatically when the keycards are issued based on the settings in the System Setup Module. Up to 53 of these Common Doors can be specified in the VISION system.

Access to Common Doors is given in addition to doors that are specifically selected when the keycard is issued and up to 16 Common Doors can automatically assigned to a

keycard when it is issued. For example, all Guest keycards might automatically include access through exterior entrances and parking.

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**NOTE:** Access to doors that have been designated as Common Doors is NOT overridden by other keycards unless the common door is online.

## **Void-list™**

A void-list in RAM, with a capacity of 20 user ID codes, can be used to immediately cancel individual keycards in a lock. The void-list keycard is used for this purpose. The voidlist-keycard can contain up to 5 user IDs to be void-listed.

## **Time-control**

### **Time window**

All keycards include a start and expiration date. The highest resolution is 30 minutes, allowing a 1-month time window. The lowest resolution is 12 hours, allowing a 2-year time window. Keycards can be issued one year in advance (depending on your PMS software) with any resolution.

### **Time Tables**

In the system there are seven Time Tables defined by the hotel, plus one called "All Week" that has been created for you. The time is specified in 30 minute intervals. Access to each Access Area is restricted to the specific Time Table for the keycard.

In addition, a lock can allocate one of the Time Tables to toggle itself between open and keycard operated according to the Time Table. This is called the Lock Open Time Mode.

### **Interrelation™**

Interrelation is another patented VingCard feature. Any Keycard Type may be interrelated or used as completely independent Keycard Types. Interrelated keycard mutually locks each other out. Guest, Suite and Fail-safe keycards are normally interrelated. The use of a new guest keycard will automatically lock out the previous guest's keycard.



If Guest, Suite, and Fail-safe Keycard Types are interrelated, use of a new Guest keycard will not only lock-out all previously used Guest keycards (normal operation for all Keycard Types) but all previously used valid Suite and Fail-safe keycards as well.

The interrelations of Keycard Types allow a room to be used as part of a suite of rooms for one guest, yet as a single room for another guest without requiring manual reconfiguration of the lock. Interrelated fail-safe keycards provide a system backup that does not require re-programming of the lock for each use.

## Unique User Identification

Every issued keycard contains a **Unique User ID** code. This user ID code can be used to identify hotel employees in their use of the locks. The code will also make it possible to distinguish between different current hotel guests – even those sharing a room. This means that keycards can be individually changed or replaced with no knock on effect on other keycard holders. The VISION database contains names and cross-references to the user IDs. For employees, the name is used as identification both in keycard issuing and event reporting.

## User Groups

Up to 256 User Groups can be established in the system. Each User Group consists of a combination of Sections and Common Doors with corresponding Time Tables. For each Keycard Type, the User Group determines a Time Table as an additional time restriction. User Groups simplify keycard issuing by limiting the number of individual selections which otherwise would have to be made every time a keycard is issued.

User Groups may typically be VIP guest, Regular guest, Maid 2. floor - day shift, etc.

Each user group has keycard family (mag-stripe or smart card) assigned to it, which determines which type of keycard will be made for members of that user group.

## Cylinder for Mechanical Override (Optional)

Most locksets may be equipped with a mechanical cylinder operated by the metal Emergency key (EMK). This cylinder will withdraw both latch and deadbolt when operated, and represents a dual independent emergency opening system, totally separated from the electronic lock controller.

The metal cylinder is recodable. Recoding of the cylinder requires use of the special Recode key which is included in the system package.

## System Events

The VISION system keeps a constant log of every computer transaction. The log is recorded to the hard disk. The log may be recalled from computer memory at any time by running a system event report. Reports may include every computer entry or may be limited to a given room or a given user. Logged data are time of event, name of operator and details about the command issued.

## Lock Readout

Up to 600 in all 4.5 Volt locks (introduced in 2005). All these can be displayed and examined by the LockLink, and transferred to the VISION system for a full print-out. For Locks capable of reading Smart Cards, lock events can also be transferred to VISION by a special **Readout** card.

The information about each entry is

- User ID code + Issue Area code
- Time of the event

- Value of override criterion (issue time, start time or end time)

The readout is a valuable tool both in prevention of crime as well as investigation of crime.

**NOTE:** The Lock Event readouts are often used to prevent false accusations of hotel personnel.

## Other Functions

### Lock-out

Lock-out keycards are issued to specific employees (usually maids) and they are normally used to prevent guests from returning to a room between the time they check out and the time their keycard expires.

When the room is cleaned, the maid can use the Lock-out keycard on the door. Then, only new guests will be able to open the door. This will ensure that the room will remain clean until the new guest checks in.

Whenever a Lock-out keycard is made, an Undo Lock-out keycard is also made. The Undo Lock-out keycard reverses the action of the Lock-out keycard and is normally only used if the guest has not actually checked out.

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### Deadbolt override

A keycard can be authorized to override the deadbolt. Certain User Groups can be pre-defined to always have Deadbolt override. For Guest Keys it is also possible to set Deadbolt override as a tick off item in the Common Door list box. This means that the card is able to override the Privacy function (unlock when door is dead bolted).

### Fail-safe keycards

Sequential and Fail-safe Programming keycards are pre-made keycards, created so that if the computer ever goes down, you can use them as guest keycards. You should always keep the Fail-safe keycards available, in the event that the power goes out or for any reason the computer is not working.

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**NOTE:** Before a Fail-safe keycard can be used as a valid guest keycard, another special keycard called a Fail-safe Programming Key must first be used on the lock. See the Help topic "About Programming Fail-safe Keycards" for more information.

### The Two Methods of Implementing Fail-safe keycards

There are two methods of implementing Fail-safe keycards:

**Random**—This method creates Fail-safe keycards that can be used for ANY door. However, when the guest checks in, you will need to use a Fail-safe



Programming Key and then a Fail-safe keycard on the door before giving the Fail-safe keycard to a guest.

**Sequential**—This method lets you create up to 8 Fail-safe keycards for each SPECIFIC door. Using this method, you go to each door with the Fail-safe Programming Key and then a Fail-safe keycard when you make them, so that they are ready to give to a guest if the computer system ever goes down.

### **Advantages and Disadvantages of each Method**

#### **Random method**

Fast to create –No need to use Fail-safe Programming Key until guests arrive. As guests arrive, you will need to use the Fail-safe Programming Key in the lock before using the guest's Fail-safe keycard. If there is a power outage, you may not have enough employees available to do this. Also, if you did not make enough Fail-safe keycards, you may run out.

#### **Sequential method**

Check in is easier –Just hand the guest their room key. Also, you will have enough Fail-safe keycards as they made for each specific room. Takes a little longer for initial setup as you will need to go to each door with the Fail-safe Programming Key to activate the guest's Fail-safe keycard. Also, you will need to keep track of which doors the keycards are made for.

#### **Fail-safe Programming keycards**

Fail-safe Programming keycards instruct a lock to allow Fail-safe keycards to be used as guest keycards.

They are always used as the first part of a two-step process, with either Random or Sequential Fail-safe keycards. First, the Fail-safe Programming Key is inserted to tell the lock to allow a Fail-safe keycard to work. Then the Random or Sequential Fail-safe keycard is inserted. At this point, the Fail-safe keycard becomes a valid guest keycard.

If you are using Random Fail-safe keycards, you will not use the Fail-safe Programming Key until you check in guests. If you are using Sequential Fail-safe keycards, you will use the Fail-safe Programming Key on each room when the Sequential Fail-safe keycards are made, so that the guest can be checked in without any last minute effort.

You should always keep the Fail-safe Programming Key available in the event that the computer is down.



Anyone with a valid Fail-safe keycard and the Fail-safe Programming Key potentially could gain access to any door, so be certain to store the Fail-safe Programming Key in a secure place.

Programming Fail-safe keycards expire 2 years from the date they were created. Always make a new Fail-safe Programming Key before the old one expires.

## Chapter 2 : Using VISION Modules

### How to Exit the VISION System

Click the **Back** button to return to the **Main** menu.



Click the **Exit** button.



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**NOTE:** If the Exit button does not appear on the Main menu, you are required to have access to the System Setup Module to exit the system.

If you have access to the Setup module, you can choose to have the Exit button displayed on the Main menu (Setup > System Parameters > General > Exit Button). This setting will apply to all users.

## Main Menu of VISION Modules





















Each user has access to any modules that do not appear greyed out in the **Main** menu:

Option	Description
Guest Keycards	Check in guests, make duplicate keycards, change check out dates, check out guests, replace lost or stolen keycards, determine to which room a keycard is assigned.
Reports	View or print reports on system events, lock events, employees, or the current setup.
System Setup	Set System Parameters that control the VISION system and create System Access Groups and password levels for employees who need to use VISION. This module also allows you to Exit the VISION system.
Employee Keycards	Create keycards for employees based on User Groups set up for your hotel.
Employee Rooms	Check employees into rooms with all of the functionality and features of the Guest Keycards module.
Backup	Backup and restore VISION system data.
Special Keycards	There are options to make keycards that : prevent door access for existing employee and guest keycards; set a door to remain unlocked (Passage Mode); download data or diagnostic information from locks. You can also create keycards that can be used to check in guests if the computer system ever goes down.
System Users	Set up employee access to VISION modules based on User Access Groups set up by your hotel.

LockLink	Accesses LockLink Pocket PCs, which relay information between locks and the computer system.
----------	--

## SYMBOLS AND BUTTONS

The following is an explanation of what the most commonly used buttons in the VISION system do.

	Appears on the numeric and large on-screen keyboards. Erases one character at a time.		Moves to the top of the displayed list.
	Moves back one month in the calendar.		Moves to the bottom of the displayed list.
	Moves forward one month in the calendar.		Moves one screen upward on the displayed list.
	Moves the selected item to the list on the left.		Moves one screen downward on the displayed list.
	Moves the selected item to the list on the right.		Moves one item upward on the displayed list.
	Moves all of the items to the list on the left.		Moves one item downward on the displayed list.
	Moves all of the items to the list on the right.		Displays an on-screen keyboard.
	Displays Help for the screen that is currently displayed. Select <b>Main</b> menu from within Help for additional topics.		Returns you to the previous screen.
	Logs out the current user and returns to the log-in screen		Exits the VISION system.

## HOW PASSWORDS WORK

Using the setup module, VISION system can be set up for any of the following password options :

- A randomly generated **4 digit** 'PIN code' style password for each user
- A randomly generated **6 digit** 'PIN code' style password for each user
- A self defined **username and password** combination for each user.

When you enter your password on the Log-in screen, it identifies you to the VISION system.

Your password tells the VISION system:

- Which VISION modules to give you access to—Any modules your password does not have access to will appear "greyed-out" on the **Main** menu screen and you will not be able to select them.

- Which VISION module to use as the start up module from the login screen—Your hotel can set up the VISION system to display the **Main** menu, Check In screen, or any other module as the first screen appears after the login screen.
- Who made a keycard—When a keycard is made, the password of the logged-on user tells the VISION system who made the keycard.

For security purposes, the VISION will automatically return to the Log-in screen after a few minutes of inactivity. This is the same as if you selected the **Log Off** button from the **Main** menu. Whenever the **Log In** screen displays, a valid password will be required for access to any of the VISION modules.

**NOTE:** Because passwords are used to identify you to the VISION system, each person who uses VISION should be assigned their own unique password. It is important to use only your own password and not give your password to others.

## HOW KEYCARDS AND LOCKS WORK

Keycards and locks are programmed specifically for each hotel and work together to control access:

- **Keycards** contain information that you have encoded on them
- **Locks** are programmed using the VISION LockLink program on a Pocket PC. Before a door will unlock, the keycard inserted in it must meet all the criteria programmed into the lock.

### Life Cycle of a Typical Guest Keycard

This is the “life cycle” of a typical **guest** keycard and what it does:

1. **The guest keycard is created**—Using the Guest Keycards module, you choose a room (or combination of rooms), a User Group (which specifies other parameters for the guest), and the check in and check out date and times. Any information previously contained on this keycard is permanently erased.
2. **The guest uses the keycard**—When a guest keycard is inserted in a guest room door, the door opens if the following conditions are met:
  - This lock is one of the locks this keycard was made for
  - The keycard is not expired based on the current date and time as set in the lock
  - No special instructions have been given to the lock, which prevents access by this keycard. (Some hotels use Lock-out keycards to prevent a guest from returning to a room between the time they check out and the time their keycard expires.)
3. **The guest keycard becomes invalid**—A guest keycard normally becomes invalid in one of these three ways:
  - a new guest is checked into the room—when a lock has been opened by a newer guest keycard, the existing guest keycard is automatically invalidated
  - the check out date and time have expired
  - some hotels use Lock-out keycards as explained in Step 2

### **Life Cycle of a Typical Employee Keycard**

This is the "life cycle" of a typical **employee** keycard made from the Employee Keycards module and what it does:

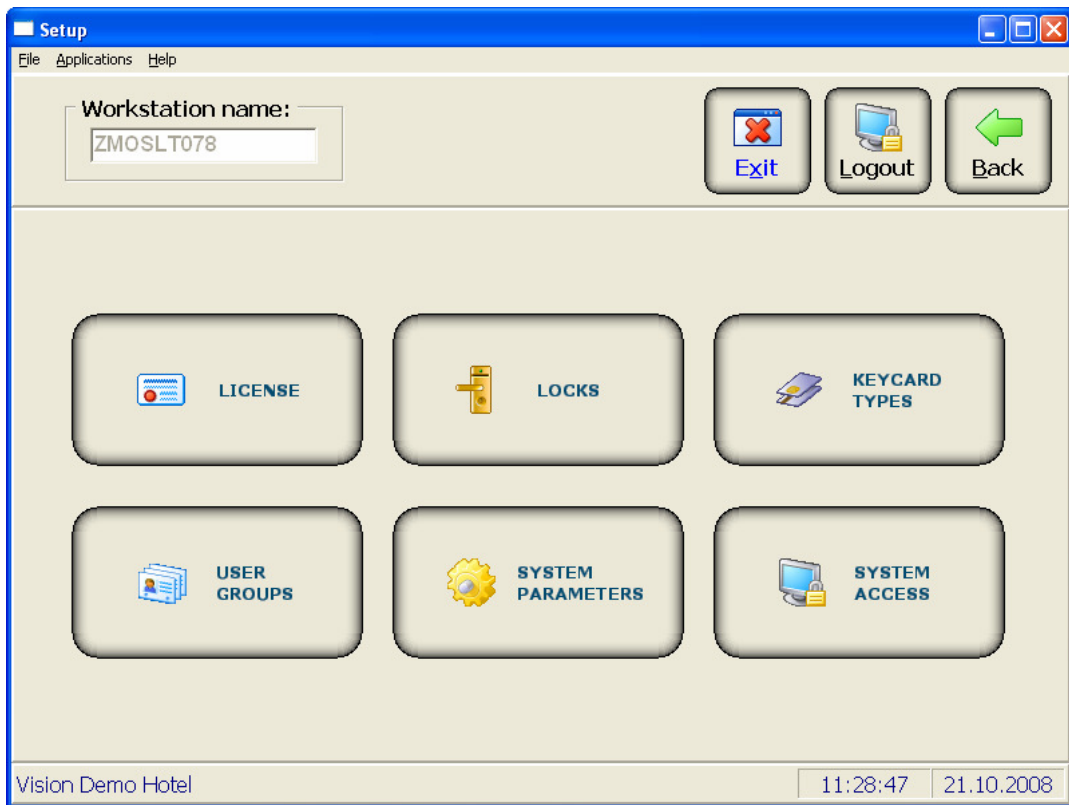
- 1. The employee keycard is created**—Using the Employee Keycards module, you choose a User Group (which in this case specifies all rooms the employee will have access to) and the name of the person it is assigned to. The keycard is valid for two years. Any information previously contained on this keycard is permanently erased.
- 2. The keycard is used to open doors**—When an employee keycard is inserted in a door, the door opens if the following conditions are met:
  - The User Group on the keycard is valid for this lock. For example, a maid might have access only to guest rooms on a particular floor.
  - The keycard has not expired based on the current date and time as set in the lock
  - No special instructions have been given to the lock by a Void-list keycard, which prevents access by this keycard. This last situation is not very common and hotels normally only use this if an employee keycard is lost or if an employee is no longer employed by the hotel, but has not turned in his employee keycard.
- 3. The employee keycard is replaced or destroyed**

Normally an employee keycard is valid for two years. Before it expires, the hotel makes a replacement keycard. If the employee is terminated, their employee keycard should be destroyed.

## System Setup Module

The System Setup module can be run from any PC running VISION: the server or a workstation. The changes you make will affect all workstations using this same VISION database.

The System Setup module is covered in detail in the Setup manual for VISION



## Guest Keycards Module

The screenshot shows the 'Guest Keycards' module interface. At the top left is a logo with a person and a keycard. Below it is a header box labeled 'Guest keycards'. To the right of the header are three buttons: 'Help' (question mark), 'Logout' (red X), and 'Back' (green arrow). The main area is divided into two columns. The left column contains a table of rooms with status icons:

Room	Status Icon
668	Blue circle with white up arrow
669	Yellow circle with white up arrow
670	Green circle with white up arrow
701	Green circle with white down arrow
702	Green circle with white down arrow
703	Yellow circle with white down arrow
704	Yellow circle with white down arrow
705	Blue circle with white down arrow

The right column contains six buttons: 'Check in', 'View', 'Check out', 'Verify', 'Change', and 'Replace'. At the bottom left is the copyright notice '© Copyright 2002 by VingCard'. At the bottom right is the time '13:46:47' and the date '07/10/2002'.

### WHAT THE GUEST KEYCARDS MODULE DOES

You can use the Guest Keycards module to perform any of these tasks:

- Check in/pre-register a guest
- Check out a guest
- Change a keycard
- Add further guests to a room
- Replace lost or stolen guest keycards
- View guest status of each room
- Verify (read) the information on a guest keycard

*Note: Please note that the system and locks are online, and changes will take effect immediately.*



## QUICK GUIDE TO USING THE GUEST KEYCARDS MODULE

This topic was designed as a quick reference. For more details on each task, touch the **Help** button and select the appropriate Help topic.

Task	Beginning from the Check in screen:
<b>Check In/Pre-register Guests</b>	<ol style="list-style-type: none"> <li>1. Enter <b>Room Number</b></li> <li>2. If the card is for a suite (connecting rooms) touch the <b>type</b> button and select correct suite.</li> <li>3. Touch the <b>Name</b> tab and enter guest name.</li> <li>4. Touch the <b>More rooms</b> tab and enter room numbers, if making a keycard valid for more than one room</li> <li>5. Select check in/out dates and times.</li> <li>6. Change Common Door options if required</li> <li>7. Select <b>Name</b> tab and enter guest name if required</li> <li>8. Touch the <b>More rooms</b> tab and enter room numbers, if making a keycard valid for more than one room</li> <li>9. Touch <b>Encode</b></li> <li>10. Choose <b>Make new</b> if a popup appears indicating room is occupied</li> </ol>
<b>Adding guests to a room</b>	<ol style="list-style-type: none"> <li>1. Enter Room Number (and appropriate 'more rooms' numbers)</li> <li>2. If the card is for a suite (connecting rooms) touch the type button and select correct suite.</li> <li>3. Change any settings you want to (End date/time can only be changed for 4.5V locks)</li> <li>4. Select Name tab and enter new guest name if required</li> <li>5. Touch Encode</li> <li>6. Select Add Guest from popup</li> </ol>
<b>Replace Guest Keycards</b>	<ol style="list-style-type: none"> <li>1. Touch Back</li> <li>2. Choose a Room number</li> <li>3. Touch Replace</li> <li>4. If a list of cards is shown, select the card you want to replace (refer to dates, name tab etc)</li> <li>5. Touch Encode</li> </ol>
<b>Check Out Guest</b>	<ol style="list-style-type: none"> <li>1. Touch Back</li> <li>2. Choose a Room number</li> <li>3. Touch Check out</li> <li>4. If a list of cards is shown, select the card you want to replace (refer to dates, names etc)</li> <li>5. Touch Remove</li> </ol>
<b>View Guest Keycards for a room</b>	<ol style="list-style-type: none"> <li>1. Touch Back</li> <li>2. Choose a Room number</li> <li>3. Touch View</li> <li>4. Enter room number and touch Find to view other rooms</li> </ol>
<b>Verify Guest Keycard</b>	<ol style="list-style-type: none"> <li>1. Touch Back</li> <li>2. Touch Verify</li> <li>3. Insert keycard when prompted</li> <li>4. Touch Verify to verify additional keycards</li> </ol>

## CHECKING IN/PRE-REGISTERING GUESTS

### About Checking in / Pre-registering Guests

The VISION system allows each hotel to customize Check In to meet their needs. Therefore, some of the Check In options will vary depending on the decisions your hotel made:

- **Connecting rooms** – If your hotel has set up the VISION system with connecting rooms, you will be able to assign them to guests at check in.

- **Guest name** – If you wish, you can enter guest names when checking in a guest. This option can be disabled via Setup.
- **More rooms** – If the guest rents more than one room or is allowed access to more than one guest room, and the rooms are not defined as connecting rooms, you can use the More rooms tab. Here you can enter the numbers of up to two rooms the keycard you make will be able to open. This option can be disabled via Setup.
- **User Groups** – Whenever you check in a guest, you must select a User Group for them. Different User Groups have different access privileges. For example, your hotel may have a User Group with access to a VIP floor.
- **One-shot Keycards** – Normally, hotels will use the Employee Rooms module to make these keycards which can only be used to open a room once. See the Employee Rooms Help system for details.
- **Common Doors** – In addition to the access controlled by the User Group, you can give a guest access to other doors and locks, or give the guest Deadbolt Override access to their room. Each hotel sets up these selections.

**NOTE:** If you are unsure of how your hotel uses any of these options, check with your hotel's VISION system administrator.

#### How to Check in / Pre-register a Guest for a single room

1. If the Check In screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, then select **Guest Keycards**.
2. Make sure that the **Room** tab is selected. If the correct room number is not already selected, use the number pad on the right side of the screen to enter

the number of the guest room.

**TIP:** *A to Z characters in room numbers - The keypad includes only numbers, so if your hotel has room numbers such as S201, use the following method to select the room number from a list:*

*From the Check In screen, touch **Back** to display the **Guest Keycards** menu screen.*

*Choose the correct room number from the list, and then touch **Check In** to return to the **Check In** screen.*

3. If you want to enter the guest name, touch the **Name** tab and enter the guest's **first** and **last name**.
4. If the guest requires having access to more than one guest room and the rooms are not defined as Connecting rooms, touch the **More rooms** tab. Enter the room numbers of up to four rooms the keycard should be able to open in addition to the room number you entered on **Room** tab.
5. To change the **From/Until Date**, touch the displayed date and then touch the correct date that appears on the right side of the screen.
6. To change the **From/Until Time**, touch the displayed time and then touch the position on the clock of the time you want to select.

If the AM and PM buttons appear under the clock, you can touch either of them to switch between AM and PM.



OR



If the 1-12 and 13-24 buttons appear under the clock, you can touch either of them to switch between the first and last 12 hours of the day.



**TIP:** *To determine whether to display a 12 or 24 hour clock, the VISION system will check to see which Regional Setting your hotel chose from the System Setup module. The two buttons under the clock will either be AM and PM (12:00 PM = Noon) or the first 12 or last 12 hours of the day (24 hour clock).*

7. To change the **User Group**, touch the displayed User Group and then select the correct User Group from the list that appears on the right.

**TIP:** *A guest user group determines the default privileges for a guest : for example which common doors they can open, what sort of keycard (mag, smart) they will carry. If you are unsure of which User Group to select, see your hotel's VISION System Administrator.*

Touch  or  to move to the **beginning** or **end** of the list.

Touch  or  to move up or down through the list **one screen** at a time.

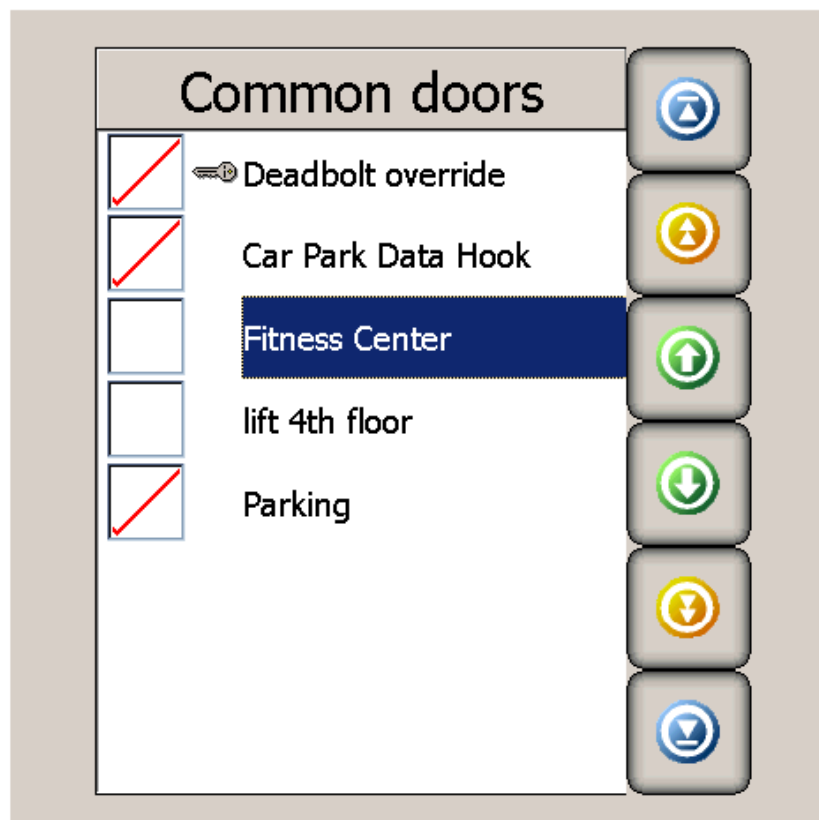
Touch  or  to move up or down **one item** on the list at a time.

8. If no **Common doors** are currently selected, a "No" will appear for this item. To view the list of selected doors, touch the displayed common doors Yes / No box. Touch any items on the list that appears on the right to select or deselect them.

As well as determining which common doors the guest can open, the list determines whether the keycard will have deadbolt override capability.

The list will also show any Custom Card Encoding (CCE) Hooks that can write

additional information to mag stripe tracks 1 and or 2.



**TIP:** *The User Group may have included default access to one or more of the Common Doors. However, you can add or remove access to any items on the Common Doors list.*

**Making selections from the list:**

*A red check mark to the left of the list indicates that access will be included with the keycard. Touching items on the list will select or deselect them.*

**9.** If you need more than one card :

If you wish to tag unique guest names to each card in a room, or vary any of End date, Deadbolt or Common Door settings for different cards in the same room, you should make one card at a time, enter the names for each cardholder on the Names tab and select 'Add Guest' after pressing the Encode button.

If not, you can select a number of (identical) **Cards**.

**10.** When you have finished making all changes, touch the **Encode** button to make the keycard.

**TIP:** *When the new guest uses the keycard to open the room, the previous guest's keycard will no longer open the room door.*

*For security purposes, the Card Encoder is set to wait for a brief period and if a keycard is not inserted, the process will be cancelled.*

**11.** When you make a new guest keycard, the VISION system checks to see if the current guest keycard has expired. If it has not, you will see a message indicating the room is still occupied. Touch **Make New** to add the first (or only) guest to a room. Select **Add Guest** to add an additional guest to the room.

You will be prompted to insert as many keycards as you requested.

## HOW TO CHECK IN A GUEST TO CONNECTING ROOMS (SUITES)

Use these instructions if the VISION system for your hotel has been set up for Connecting rooms (also known as Suites).

1. If the Check In screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Guest Keycards**.
2. Make sure that the **Room** tab is selected. If the correct room number is not already selected, use the number pad on the right side of the screen to enter the **Room Number**.

**TIPS:** *A to Z characters in room numbers* - The keypad includes only numbers, so if your hotel has room numbers such as S201, use the following method to select the room number from a list:

- From the Check In screen, touch **Back** to display the **Guest Keycards** menu screen.
- Choose the correct room number from the list, and then touch **Check In** to return to the **Check In** screen.

**Event Reports and Connecting rooms** - Event Reports (Reports module) do not include connecting room information. The only number that will be included in the Event Reports is the number displayed on this screen for Room before selecting the Type button.

3. If the card is for a suite (connecting rooms) touch the **Type** button and select the correct room combination.
4. If the guest requires access to more than the selected Connecting rooms, touch the **More rooms** tab. Enter the room numbers of up to four rooms the keycard should be able to open in addition to the Connecting rooms you already have selected.
5. If you want to enter the guest name, touch the **Name** tab and enter the guest's **first** and **last name**.
6. To change the **From/Until Date**, touch the displayed date and then touch the correct date that appears on the right.

**TIP:** *Touch the date on the calendar that you want to select as the Check Out date..*

7. To change the **From/Until Time**, touch the displayed time and then touch the position on the clock of the time you want to select.

If the AM and PM buttons appear under the clock, you can touch either of them to switch between AM and PM.



OR



If the 1-12 and 13-24 buttons appear under the clock, you can touch either of them to switch between the first and last 12 hours of the day.



**TIP:** *To determine whether to display a 12 or 24 hour clock, the VISION system will check to see which Regional Setting your hotel chose from the System Setup module. The two buttons under the clock will either be AM and PM (12:00 PM = Noon) or the first 12 or last 12 hours of the day (24 hour clock).*

8. To change the **User Group**, touch the displayed User Group and then select the correct User Group from the list that appears on the right.

**TIP:** *The User Group list is set up by each hotel, so this list may change occasionally, and will vary between hotels. If you are unsure of which User Group to select, see your hotel's VISION System Administrator.*

Touch  or  to move to the **beginning** or **end** of the list.

Touch  or  to move up or down through the list **one screen** at a time.

Touch  or  to move up or down **one item** on the list at a time.

9. If no **Common doors** are currently selected, a "No" will appear for this item. To view the list of selected doors, touch the displayed common doors Yes / No box. Touch any item on the list that appears on the right to select or deselect it.

**TIP:** *The Common Door list is set up by each hotel, so this list may change occasionally, and will vary between hotels. If you are unsure of which Common Doors to select, see your hotel's VISION System Administrator.*

*The User Group may have included access to one or more of the Common Doors. However, you can add or remove access to any items on the Common Doors list.*

***Making selections from the list:***

*A red check mark to the left of the list indicates that access will be included with the keycard. Touching items on the list will select or deselect them.*

10. If you need more than one card :

If you wish to tag unique guest names to each card in a room, or vary any of End date, Deadbolt or Common Door settings, you should make one card at a time, enter the names for each cardholder on the Names tab and select 'Add Guest' after pressing the Encode button.

If not, you can select a number of (identical) **Cards**.

11. When you have finished making all changes, touch the **Encode** button to make the keycard.

**TIP:** *For security purposes, the Card Encoder is set to wait for a brief period and if a keycard is not inserted, the process will be cancelled.*

*When the new guest uses the keycard to open the room, the previous guest's keycard will no longer open the room door.*

11. When you make a new guest keycard, the VISION system checks to see if the current guest keycard has expired. If it has not, you will see a message indicating the room is still occupied. Touch **Make New** to add the first (or only) guest to a room. Select **Add Guest** to add an additional guest to the room.

You will be prompted to insert as many keycards as you requested.

<p><b>NOTE:</b> After a few minutes of inactivity, the Login screen will be displayed and you will need to re-enter your password.</p>
--

## **HOW TO CHECK IN A CONFERENCE LEADER STYLE GUEST**

Use these instructions if you wish to issue 'Conference Leader' style keys to certain guests.

A guest with a Conference Leader style keycard will have normal access to their own room, and special access to one or more Conference or Meeting Rooms. When they use their keycard in these rooms, the door will remain unlocked – allowing easy entry for other delegates / attendees. At the end of the conference or meeting, the Conference Leader can again use their keycard – this time the door will lock.

Other valid keys will work in the lock as follows :

- If the door is unlocked, no effect.
- If the door is locked, normal operation – unlock then relock after approx 5 seconds (configurable).

Conference Leader style keycards must be Smart Cards. The Conference or Meeting Rooms in question must have been set up in their own lock group (Setup module). This lock group must have been set as 'Custom Locks' and have the 'Stay Unlocked' option activated. The locks must then have been added to any guest keycard type that you will use when issuing 'Conference Leader' style keycards.

The screenshot shows the 'Check in' screen with the following elements:

- Title Bar:** 'Check in' button.
- Navigation Buttons:** Encode, Help, Logout, Back.
- Tabs:** Main, Name, More rooms.
- Main Tab Content:**
  - Room 2: Input field containing 'meet1', with an 'Unlock' checkbox to its right.
  - Room 3: Empty input field.
  - Room 4: Empty input field.
  - Room 5: Empty input field.
- Keypad:** A numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, and BkSpc.
- Footer:** © Copyright 2002 by VingCard, 12:50:16, 11/10/2002.

1. From the check in screen **Main** tab, fill out the normal required information. Guest (bed)room, start and end dates and times, User Type, Common Doors etc. Remember, the User Group must be one that issues Smart cards.
2. On the **Names** tab fill out the guest name (not compulsory).
3. Go to the **More Rooms** tab. In one of the More rooms boxes, enter the name of one of the conference / meeting room doors. An **Unlock** button will appear. Press it.

Repeat for up to 5 meeting / conference rooms.

If you leave the Unlock button unselected for one or more rooms, the guest keycard will simply have normal (as opposed to 'Stay Unlocked') access to that room.

You can allocate other normal (bed)rooms to the guest on the more rooms screen too. No unlock button will appear for these.



4. Press **Encode** to make the Smart Card

## **CHECKING OUT A GUEST**

### **About Checking out a Guest**

Some hotels will probably not to use this feature for the following reasons:

- when a newer guest keycard is used on a room, the previous guest's keycard will no longer unlock the door
- guest keycards automatically expire after the check out date and time that is encoded on the keycard

Your hotel however, may have reasons for wanting to determine if a guest has actually checked out or not. For example, some hotels, use Property System Management (PMS) software that checks to see if the guest has checked out before allowing charges (such as phone calls) to be made to the room. Unless you use the Check Out feature of the VISION system, you will not be able to verify whether they have actually checked out.

If you are unsure of whether or not your hotel uses this feature, check with your hotel's VISION system administrator.

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. This means that the guest card will stop working in those doors when the guest is checked out. There is possible to configure a delay in the system so that that the guest is able to go back to the room to get luggage, etc. This is then a system default.*

## How to Check out a Guest

The screenshot shows the 'Check out' interface. At the top, there is a 'Check out' button and a row of navigation icons: Remove, Find, Help, Logout, and Back. Below this is a sidebar with tabs for 'Main' and 'Name'. The 'Room' field contains '501,502'. The 'From date/time' is '07/10/2002 07:33' and the 'Until date/time' is '09/10/2002 07:35'. The 'User group' is 'PAX CABIN'. The 'Common doors' is set to 'Yes' and 'Cards' is '1'. To the right is a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, and BkSp. The footer contains the copyright notice '© Copyright 2002 by VingCard', the time '14:15:56', and the date '07/10/2002'.

Some hotels do not use this feature, see your VISION System Administrator if you are unsure of whether you need to Check Out guests.

1. If the Check In screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Guest Keycards**.
2. From the **Check In** screen, touch **Back** to go to the **Guest Keycards** menu screen.
3. Select the **Room** number from the list on the left of the screen. If the current guest keycard for the room is checked into connecting rooms, just enter any one of the room numbers.
4. Touch **Check Out** to display the Check Out screen.
5. If a list of cards is shown, select the card you want to check out (refer to dates, name tab etc). To check out the whole list, repeatedly press **Remove** then **Back** then **Check Out**.
6. To select a different **Room** number, use the keypad on the right of the screen. If the current guest keycard for the room is checked into connecting rooms, just enter any one of the room numbers.

Whenever you select a different room number, you will need to touch **Find** to update the screen with the new room number information.

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. This means that the guest card will stop working in those doors when the guest is checked out. There is possible to configure a delay in the system so that that the guest is able to go back to the room to get luggage, etc. This is then a system default.*

## Change

### About Changing the Check out Date or Time

Normally, you will use this to **extend** a guest's check out date or time. You will not normally need to use this for early check outs, because when a new guest uses their room keycard on the room, any older guest keycards will no longer open the lock.

4.5V locks (introduced in 2005) : the changed card will not prevent the old card or any existing cards of roommates from working in the lock. There is no need to re-issue roommates cards.

*Note: Please note that the system and locks are online, and changes will take effect immediately. There is no need to re-encode the keycard*

### About Changing the room

This is normally done when the guest arrives to the room and discovers that the room has not been cleaned after the previous guest or something else is not as expected. If the locks are online there is no need to visit the front desk to re-encode the card. This can now be done in the system, and the card will automatically start working in the lock of the new room assigned to the guest.

### How to Change

Change guest card			 Change	 Find	 Help	 Logout	 Back												
Main	Name	More Rooms	Selected: 86																
Room	<input type="text" value="201"/>	 Cards	<table border="1"> <tr><td>7</td><td>8</td><td>9</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>1</td><td>2</td><td>3</td></tr> <tr><td>0</td><td>BkSpc</td><td></td></tr> </table>					7	8	9	4	5	6	1	2	3	0	BkSpc	
7	8	9																	
4	5	6																	
1	2	3																	
0	BkSpc																		
New room/keycard type	<input type="text" value="202"/> <input type="text" value="Single Room"/>																		
From date/time	<input type="text" value="30.09.2009"/> <input type="text" value="10:59"/>																		
Until date/time	<input type="text" value="02.10.2009"/> <input type="text" value="14:00"/>																		
User group	<input type="text" value="Regular Guest"/>																		
Common doors	<input type="checkbox"/> Yes																		
Vision Demo Hotel8			<input type="text" value="11:03:05"/>		<input type="text" value="30.09.2009"/>														

Although you can use **Change** to change anything on a guest keycard, usually it is used to extend the check out date.

1. If the **Check In** screen is not displayed, touch the **Back** button to return to the **VISION Main** menu, and then select **Guest Keycards**.
2. From the **Check In** screen, touch **Back** to go to the **Guest Keycards** menu screen.
3. Select the **Room** number from the list on the left of the screen.
4. Touch **Change** and make any changes you need.
5. Press **Change** when finished

## ADDING ADDITIONAL GUESTS TO ROOMS

### About Adding Guests

You can make several keycards at a time, by selecting the number of cards to make whenever you make a keycard. However, this will not enable you to

- Allocate a separate name to each keycard.
- Specify different end date/times for each card (4.5V locks only)
- Vary User Group, Deadbolt and Common Doors for each keycard.

For greater control you can also add more guests to a room after encoding the first keycard. This way you can add guests at a later time (compared with the original card issue) and make cards with different settings. See the step-by-step instructions for details.

Added keycards differ from Replaced keycards and New keycards, in that they do not disable any existing Guest keycards for the room.

<p><b>NOTE:</b> For security purposes, if a keycard is lost or stolen, you should always Replace the keycard rather than Add one.</p>
---

### How to Add guests to a room

Use these instructions if you want to issue additional keycards to a room where a guest is already checked in.

1. If the **Check In** screen is not displayed, touch the **Back** button to return to the **VISION Main** menu, and then select **Guest Keycards**.
2. If the correct room number is not already selected on the **Room** tab, use the number pad on the right side of the screen to enter the Room Number.

If you are making a duplicate of a keycard which can open the lock of more than one room, touch the **More rooms** tab, and enter the numbers of the additional rooms the keycard should be able to open.

If you are making a duplicate for a suite, use the **Type** button to select the suite.

If you wish to add the guest name, use the **Names** tab

3. Change any settings you wish to be different for this guest compared to the guest(s) already in the room. For example, Common Doors, End Date/time (4.5V locks only).

If you do not need to assign guest names or make any different settings, you can add multiple identical cards using the **Cards** setting.

4. Touch the **Encode** button when you are ready to make the card.
5. A message will display indicating that there is a valid keycard for this room. Touch **Add Guest**.



You will be prompted to insert as many keycards as you requested.

**NOTE:** After a few minutes of inactivity, the Login screen will be displayed and you will need to re-enter your password.

## REPLACING LOST OR STOLEN KEYCARDS

### About Replacing Lost or Stolen Keycards

Replacing keycards is normally done if a keycard is lost or stolen. After the new keycard is used to open the room, the old (lost) keycard can no longer open the lock. However, any other keycards for the room (roommates) will still open the lock.

For security purposes, if a keycard is lost or stolen, you should always Replace the keycard rather than performing a new check in or making a Duplicate.

*Whenever a new room keycard is made, the VISION system assigns a unique ID to it. This ID is used to identify keycards when interrogating locks. Replaced keycards retain this ID on the replacement keycard, so it is recommended that you use Replace rather than performing a new Check In to replace the keycard.*

**NOTE:** If there are any roommates and you Replace a guest keycard, you will NOT need to make new keycards for the roommates.

### How to Replace a Lost or Stolen Keycard

For security purposes, you will need to Replace lost or stolen keycards, rather than make a new check in.

The screenshot displays the 'Replace guest card' interface. At the top, there is a title bar with the text 'Replace guest card' and five action buttons: 'Encode', 'Find', 'Help', 'Logout', and 'Back'. Below the title bar, the interface is divided into two main sections. On the left, there is a form with several input fields: 'Room' (containing '501,502'), 'From date/time' (containing '07/10/2002' and '07:33'), 'Until date/time' (containing '09/10/2002' and '07:35'), 'User group' (containing 'PAX CABIN'), and 'Common doors' (containing 'Yes'). On the right side of the form, there is a numeric keypad with buttons for digits 0-9, a 'BkSpc' button, and a small icon of a keycard. At the bottom of the screen, there is a footer with the copyright notice '© Copyright 2002 by VingCard' on the left and the current time and date '14:24:51 07/10/2002' on the right.

1. If the Check In screen is not displayed, touch the **Back** button to return to the VISION **Main** menu.
2. Touch **Back** to display the **Guest Keycards** menu screen.
3. Select the **Room** number from the list on the left of the screen.
4. Touch **Replace** to display the Replace guest card screen.
5. Touch **Common door** if you want to view or change the common doors for this guest.
6. If you Replace a guest's keycard, you will **NOT** need to make new cards for any roommates.
7. Touch **Encode** to make the keycard.

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. When the card is replaced the lost card will be canceled in these locks where it has access immediately.*

## VIEWING THE INFORMATION ON A GUEST KEYCARD

### About Viewing the Information on a Guest Keycard

Using the View Keycards feature allows you to “read” guest keycard data stored in system database:


- Room number(s)
- Guest name
- PMS ID
- User Group
- Start and End date/times
- Whether the guest has access to Common doors


You can use **System Events** in the **Reports** module to determine which employee made a guest keycard. Alternatively, if you have the card, you can **Verify** it and examine the **'More Data'** tab to find details of when the card was made, changed etc.


### How to View the Information on a Guest Keycard


Displaying information about a guest keycard is helpful, when hotel personnel want to check if there are any cards (valid or pre-checked) issued to given room.

View guest card

  
Find

  
Help

  
Logout

  
Back

Room





Keycard for

PMS ID

User group

Common doors  Cards

Cards found:

Name	Start date/time	End date/time	
Jane Potter	07/10/2002 05:33:00	09/10/2002 07:35:00	
			
			
			

© Copyright 2001, by VingCard

1. If the Check In screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Guest Keycards**.
2. From the **Check In** screen, touch **Back** to go to the **Guest Keycards** menu screen.

3. Select a room from list.
4. Touch **View**. If a list of cards is shown, it means there is more than one card issued for the room.
5. To view another room, enter the room number and touch **Find**.

## VERIFYING THE INFORMATION ON A GUEST KEYCARD

### About Verifying the Information on a Guest Keycard

Using the Verify Keycards feature allows you to “read” a guest keycard and display the following information:

- Room number(s)
- Check In date/time
- Check Out date/time
- User Group
- Whether the guest has access to Common doors
- Issue area
- Extended Card History (via the **More Data** tab)

**NOTE:** If you attempt to use the Guest Keycards module to verify a blank keycard, a damaged keycard, a keycard made from a different module, or a keycard from a different hotel, an error message will be displayed.



### How to Verify the Information on a Guest Keycard

Displaying information about a guest keycard is helpful if a guest forgets the room number or a keycard is found.

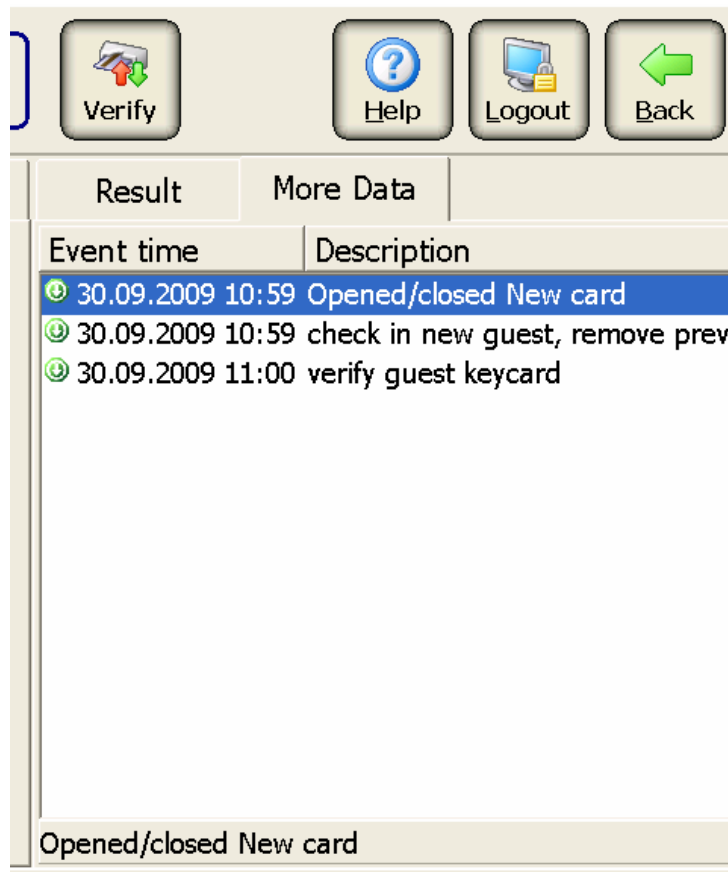
1. If the Check In screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Guest Keycards**.
2. From the **Check In** screen, touch **Back** to go to the **Guest Keycards** menu screen.
3. Touch **Verify**. You will be prompted to insert a keycard into the card reader.

**TIP:** *For security purposes, the Card Encoder is set to wait for a brief period and if a keycard is not inserted, the process will be cancelled.*

4. Examine the card information.

To view Common Doors details on the right of the screen, touch the Common Doors box. The Info button switches the right hand side of the screen back to it's normal display.

To view extended card history information, go to the More Data tab. You will find a time ordered list of all the operations (for example Check In, Change, Replace and where the card has been used) carried out on this card. Here you can basically see the history and see where the card has been used.




5. To read another guest keycard, touch **Verify** and insert the next keycard.


**NOTE:** If you attempt to use the Guest Keycards module to Verify a blank keycard, a keycard made from a different module, or a keycard from a different hotel, an error message will be displayed.


## Employee Keycards Module











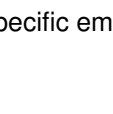
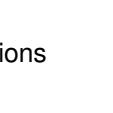
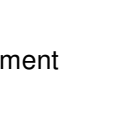
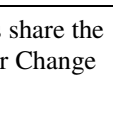



Employee keycards


  
Verify


  
Help


  
Logout


  
Back

	Name	Id	Usergroup	EndTime		
<input type="checkbox"/>	#1a,	9999	Room Srv2fl day	02.10.2010		<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Add</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Change</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Remove</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Replace</div> <div style="border: 1px solid gray; padding: 5px;">Block</div>
<input type="checkbox"/>	#3a,	2323	Room Srv2fl day	02.10.2010		
<input type="checkbox"/>	007, 007	007	Maintenance	31.12.2008		
<input checked="" type="checkbox"/>	Aase, Halvor	1248	Master	26.11.2010		
<input type="checkbox"/>	Andelic, Elisabeth	1250	Master	26.11.2010		
<input type="checkbox"/>	Andersen, Arne leif	1247	Master	26.11.2010		
<input type="checkbox"/>	Bartczak, Leszek	1242	Master	26.11.2010		
<input type="checkbox"/>	Berg, Morgan	1244	Master	26.11.2010		
<input type="checkbox"/>	Bjørsagård, Knut	1235	Master	26.11.2010		
<input type="checkbox"/>	Dahl, Thomas	1237	Master	26.11.2010		
<input type="checkbox"/>	Dunlop, Ewan	1241	Master	26.11.2010		
<input type="checkbox"/>	Gipling, Dag	1249	Master	26.11.2010		
<input type="checkbox"/>	Jenssen, Per Eivind	1243	Master	26.11.2010		
<input type="checkbox"/>	Johannesen, Thore	1238	Master	26.11.2010		
<input type="checkbox"/>	johansen, colin	55	Master	26.11.2010		
<input type="checkbox"/>	johansen, colin Mar	CMJ	Techs	04.02.2009		
<input type="checkbox"/>	Møller, Per Kristian	1246	Master	26.11.2010		
<input type="checkbox"/>	Pettersen, Arild	1234	Master	26.11.2010		

Vision Demo Hotel8
15:15:11
28.09.2009

### WHAT THE EMPLOYEE KEYCARDS MODULE DOES

The Employee Keycards module allows you to make keycards for specific employees.

Use the Employee Keycard module to do any of the following:

- Add a new employee keycard (such as for Maids, etc.)
- Change employee information and lock access permissions
- Replace a lost, stolen, or expiring employee keycard
- Replace a damaged employee keycard
- Verify the information for any employee keycard
- Remove employee information when they leave employment
- Block Users

**NOTE:** The Employee Keycards and System Users modules share the same employee information. Therefore using Add or Change from either, will automatically update the other.

## QUICK STEPS TO USING THE EMPLOYEE KEYCARDS MODULE

Task	Beginning from the Employee Keycards screen:
<b>Adding a New employee to the Employee Keycards module</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b> (New tab is selected)</li> <li>2. Press the keyboard button for <b>Employee Id.</b> and enter the information</li> <li>3. Press <b>Enter</b> on the keyboard to return to the <b>Add employee</b> screen</li> <li>4. Repeat steps 2 and 3 for <b>Last name</b> and <b>First name</b></li> <li>5. Press <b>User group</b> and select one</li> <li>6. Adjust the <b>End date/time</b> if required</li> <li>7. Press <b>Save</b></li> <li>8. Insert the keycard for encoding</li> </ol>
<b>Adding an employee from the System Users module</b>	<ol style="list-style-type: none"> <li>1. Press <b>Add</b></li> <li>2. Press <b>System user</b> tab</li> <li>3. Select the name of the employee from the list on the right side of the screen</li> <li>4. Press <b>User group</b> and select a User Group</li> <li>5. Adjust the <b>End date/time</b> if required</li> <li>6. Press <b>Save</b></li> <li>7. Insert the keycard for encoding</li> </ol>
<b>Changing Employee Information</b>	<ol style="list-style-type: none"> <li>1. Select the name of the employee you want to make Changes to</li> <li>2. Press <b>Change</b></li> <li>3. Change the required information</li> <li>4. Press <b>Save</b></li> <li>5. If prompted, insert the original keycard for encoding</li> </ol>
<b>Replacing a damaged Employee Keycard</b>	<ol style="list-style-type: none"> <li>1. Press the name of the employee you want to make the new keycard for</li> <li>2. Press <b>Change</b></li> <li>3. Press <b>Save</b> without making any changes to the screen</li> <li>4. Insert a new keycard for encoding</li> <li>5. Destroy the damaged keycard</li> </ol>
<b>Replacing a single lost or stolen Employee Keycard</b>	<ol style="list-style-type: none"> <li>1. Select the name of the employee</li> <li>2. Press <b>Replace</b></li> <li>3. Select 'Replace this keycard and cancel old'</li> <li>4. Press <b>OK</b> to continue</li> <li>5. Insert a keycard</li> <li>6. Press <b>OK</b> to continue</li> </ol>
<b>Replacing all Employee keycards in a User Group (because the expiry date for the user group is approaching)</b>	<ol style="list-style-type: none"> <li>1. Click the Usergroup column header to group all employees by User Group.</li> <li>2. Select the name of one employee in the relevant User Group</li> <li>3. Press <b>Replace</b></li> <li>4. Select 'Replace all keycards in user group'</li> <li>5. Press <b>OK</b> to continue</li> <li>6. Insert a keycard</li> <li>7. Press <b>OK</b> to continue</li> <li>8. Repeat for keycards for <b>all</b> other User Group members</li> </ol>
<b>Removing an employee from the VISION system</b>	<ol style="list-style-type: none"> <li>1. If the employee is on a Void-list, remove them from it</li> <li>2. Select the name of the employee you want to Remove</li> <li>3. Press <b>Remove</b></li> <li>4. Press <b>Yes</b></li> </ol>
<b>Using Verify to display the information on an Employee Keycard</b>	<ol style="list-style-type: none"> <li>1. Press <b>Verify</b></li> <li>2. Insert the employee keycard</li> </ol>

## COMPARISON OF KEYCARDS MADE FROM EMPLOYEE ROOMS MODULE

Both the **Employee Keycards** module and the **Employee Rooms** module make keycards for use by employees. However, they each serve different purposes:

Module	Making the Keycard	What it does	Examples
<b>Employee Keycards</b>	Keycards are made by selecting a specific employee (by name). The keycard will normally be valid for up to 2 years.	The keycard will unlock all doors for the User Group this employee belongs to. No additional access can be assigned when the keycard is made.	<ul style="list-style-type: none"> <li>• Make keycards for maids</li> <li>• Make keycards for bellhops</li> </ul>
<b>Employee Rooms</b>	Keycards are made by selecting an Employee Type (such as Repairman) instead of employee name. (You may also enter the employee name in this module.) The keycard can be made to expire after one use, or have an expiration date specified when making the keycard.	The keycard will unlock the room number you selected when making the keycard. When making the keycard, you can also select from the Common Doors list for additional access. These keycards can be made for outside vendors as well as employees.	<ul style="list-style-type: none"> <li>• Make a One-shot keycard to allow delivery of flowers to a banquet room</li> <li>• Make a keycard that will allow a repairman to enter a room for one week</li> <li>• Check employees into cabins on a cruise ship</li> </ul>

## ADDING AN EMPLOYEE TO THE EMPLOYEE KEYCARDS MODULE

### About Making a New Employee Keycard

Before you can make an employee a keycard, you must Add the employee to the Employee Keycards module. To do this you can either enter New information or select employee information that was entered in the System Users module.

For security purposes, employee keycards are made for each individual employee. The keycard includes the Employee ID, employee name, the duration the card is valid for (start and end date/times) and User Group. If the employee has access to any locks with a keypad, a pin code will also be generated.

The User Group you choose when making an employee keycard determines the following:

- Which doors the keycard will open
- Times of the day the keycard can be used
- Whether the keycard can override deadbolts/privacy

*Note: If the User Group has access to any doors with a keypad, a pin code will be generated for the employee.*

If the user group accesses only locks with 4.5 Volt electronics (introduced in 2005) then the start time is fixed but the end time can be varied for individual employees provided it does not exceed the current end time for the user group. This feature allows, for example, the issue of shorter duration cards to short term workers.

Unlike making Employee Rooms keycards, you cannot select Common Doors for additional access when making the keycard – their access is determined **solely** by User Group.

**NOTE:** The Employee Keycards and System Users modules share the same employee information. Therefore using Add or Change from either, automatically update the other.

### Adding an Employee from the System User Module

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Touch **Add** to display the **Add** employee screen.
3. Touch the **System user** tab to display the list of employees to select from.
4. Touch the name of the employee you want to make the keycard for. All of the information on the left side of the screen will be filled in for you, except the User Group.
5. Touch the **User group** window and select a User group from the list that appears on the right of the screen.
6. The Start and End date/times will show the defaults for the user group selected. If required, touch the **End date/time** boxes and use the displayed calendar and clock controls to change the end date and time (feature only available for 4.5V locks).

7. Touch the **Encode** button and you will be prompted to insert the keycard for encoding. If the User Group has access to any locks with keypad, the pin code will be the same as the four digit logon password (If six digits are used for password, the four last digits will be used for the pin code). Note: For security reasons the pin code will not be displayed.
8. After the keycard is encoded, you will be returned to the **Employee Keycards** menu screen.

#### Adding an Employee that is New to the VISION System

The screenshot displays the 'Add employee' interface. At the top, there are buttons for 'Encode', 'Help', 'Logout', and 'Back'. Below these, the 'New' tab is selected, and the 'System user' tab is also visible. The form contains the following fields and values:

- Employee Id.: 5
- Last name: Peterson
- First name: Hanna
- User group: Maid day 1st Fl
- Start date/time: 01.01.2007 08:00
- End date/time: 31.12.2008 08:00

To the right of the form is a list of 'User groups' with corresponding navigation icons:

- Banquet dept
- Emergency
- Housekeeper
- Maid day 1st Fl** (highlighted)
- Maid day 2nd fl
- Maid day 3rd fl
- Maid day 4th fl
- Maid night 1/2
- Maid night 3/4
- Maintenance
- Master

The bottom status bar shows 'Vision Demo Hotel', '10:34:47', and '13.06.2008'.

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Touch **Add** to display the Add employee screen. The **New** tab will already be selected.
3. Touch the **Keyboard button** that appears after the Employee Id. Window.
 

**TIP:** For more information on using the Keyboard, refer to the *How to Use the On-screen Keyboard* illustration following these instructions.
4. After entering the employee's ID number, press **Enter** to return to the Add Employee screen.
 

**TIP:** For Employee ID., you can enter any alphanumeric ID number you wish, as long it is unique to this employee. This same Employee Id number will be used in the System Users module, if you give this employee System Access.
5. Use the keyboard buttons after the **Last Name** and **First Name** as you did

for Employee ID to enter the information for both of them.

6. Touch the **User group** window and select a User group from the list that appears on the right of the screen.
7. The Start and End date/times will show the defaults for the user group selected. If required, touch the **End date/time** boxes and use the displayed calendar and clock controls to change the end date and time (feature only available for 4.5V locks).
8. If any of the rooms this User Group has access to has a Classic Pin lock, a pin code needs to be generated. Click on the padlock symbol, and press NEW Pin to generate a pin code.
9. Touch the **Encode** button and you will be prompted to insert the keycard for encoding. If the User Group has access to any locks with keypads, a four digit pin code will also be generated and displayed when prompted.

**TIP:** *The Employee Keycards and System Users modules share the same employee list. Therefore, you only have to use **Add New** to enter the employee information once and then can select it from the other module.*

10. After the keycard is encoded, you will be returned to the **Employee Keycards** menu screen.

## REPLACING EMPLOYEE KEYCARDS

### Determining What Method to Use to Replace an Employee Keycard

- **DAMAGED KEYCARDS** : press **Change** then **Encode** (without changing any information) to make a new card exactly like the damaged one. The old employee keycard will not be invalidated by the new keycard, so use this only after you destroy the old employee keycard. The old expiration date is unaffected.
- **LOST OR STOLEN KEYCARDS** : use **Replace : Replace this keycard and cancel old** to prevent the lost employee keycard from opening doors. You will not have to replace other keycards in the same user group. Since the locks are online, the card will be cancelled in all online locks. If locks are offline, you must either use the new card in all accessible locks or reload data to LockLink, then use LockLink to update all accessible locks. (For the LockLink method to work, Setup > System Parameters > General > Full Lock Synchronisation must be ON.
- **EXPIRING KEYCARDS** : VISION will warn you in advance when one or more keycards is due to expire (reach their end time). Run the Reports > Employees > Keycard Expiry Report. This will advise the easiest method to replace each expiring card.

### Replacing Expiring Employee Keycards

View the Reports > Employees > Keycard Expiry Report to see which cards need replacing. The Report recommends and action for each card:



### **REPLACE User Group.**

Each Employee User Group has a maximum end date, determined by the User Group duration selected in the Setup > User Group wizard. When this date is approaching you will need to select **Replace** then **Replace all keycards in user group**.

### **CHANGE End date.**

Additionally, if the User Group accesses only VingCard's new, 4.5V locks (introduced in 2005) then each employee within a User Group can have an individual end time within the User Group time window. When this date is approaching but the User Group is not due to expire, you can select **Change** and then extend the End Time for a single employee.

### **REPLACE this card.**

When you are part way through replacing a whole User Group, REPLACE will be shown for the cards that you have not yet updated. VISION will update the card when you press **Replace** in the employee cards module.

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. When the card is replaced the lost card will be canceled in these locks where it has access immediately.*

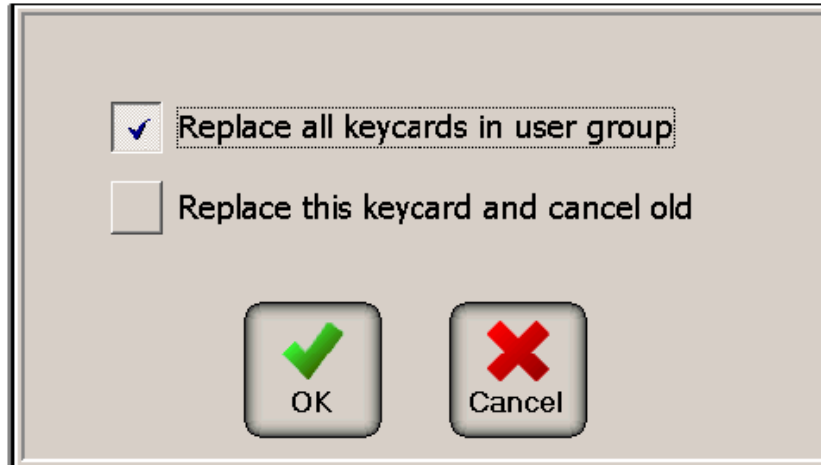


**WARNING!** If you do a **Replace : Replace all keycards in user group** for one user group you may need to replace the employee keycards for other user groups too – if there are other user groups that share the same keycard type (for example user groups 'Maid Floor 2' and 'Maid Floors 2 and 3' could both be of underlying keycard type 'Maid'). To make this process easier for you, the VISION system will check to see which User Groups you need to Replace keycards for and will display a message listing all User Groups that will be affected.

You need to Replace the keycards for ALL employees in ALL of the User Groups that are listed, even if their keycards are not expired.

### **How to Replace all cards in a User Group**

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Click on the 'Usergroup' column heading to sort the employees according to user group, then select the name of one of the employees you want to make new keycard for.
3. Press Replace and select Replace all keycards in user group



4. A message will appear listing all of the User Groups that you will also need to Replace keycards for.



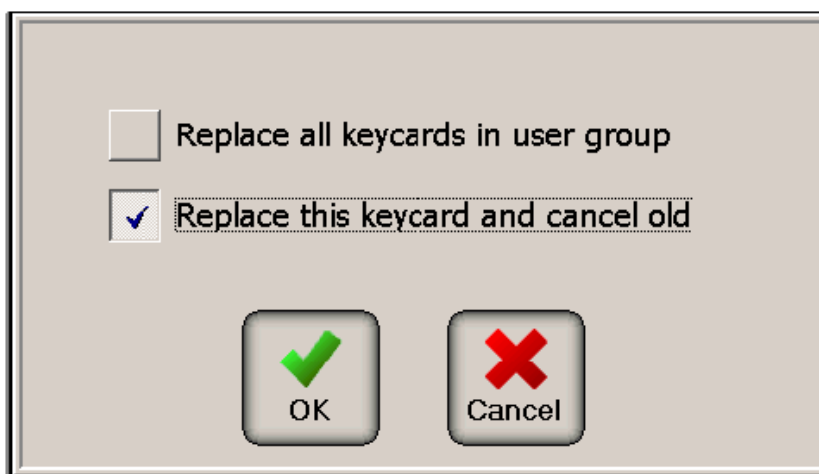
5. Press **Yes** and you will be prompted to insert a keycard for encoding. You can insert any keycard. An updated keycard will be made with the same duration (start time to end time) as the old card.
6. After the new keycard is made, you will see a message indicating that the card was successfully replaced. Touch **OK** and you will be back to the **Employee Keycards** menu screen.
7. Select the next affected employee from the list and select replace. Insert the keycard when prompted.
8. Repeat for all affected employees.

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. When the card is replaced the lost card will be canceled in these locks where it has access immediately.*

### How to Replace a Lost or Stolen Employee Keycard

You can **Replace** an individual employee's keycard without the need to replace any other employee keycards.

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Click on the 'Usergroup' column heading to sort the employees according to user group, then select the name of one of the employees you want to make new keycard for.
3. Press Replace and select Replace this keycard and cancel old.



4. Touch **OK** and you will be prompted to insert a keycard for encoding
5. Each lock has a limit on the number of individually replaced keycards it can manage. If this limit is reached for one or more locks in the User Group of the employee you are replacing you will see a message :

**"Some doors in this User Group are at the limit for individually replaced cards. To free up space, replace all cards in this group, or a group that has many individual replacements and accesses similar doors. See Replaced Employees report for help"**

When you get this message, you need either to replace all keycards in the current user group – or free some space in the locks by replacing all keycards in another User Group that uses the same or a similar set of locks. The replaced employee report in the reports module can help you see which User Groups are currently consuming the system capacity for individually replaced cards.

6. After the new keycard is made, you will see a message indicating that the card was successfully replaced. Touch **OK** and you will be back to the **Employee Keycards** menu screen.
7. The new keycard contains information about the old (lost) card. Once the new keycard is used in an individual lock, the lock reads this information and ensures that the old (lost) keycard will not open the lock. To ensure that the old (lost) keycard is not used, you should use the new keycard in ALL locks that the employee has access to.

**NOTE :** All other employee cards will continue to work as normal.

## Using Change to Replace a Damaged Employee Keycard

### About Replacing Damaged Employee Keycards

Use the Change option, not the Replace option to replace damaged keycards or to make duplicates of an employee keycard.

Whenever you use the **Change** option and touch Save without making any changes to the employee information, you will be asked to insert a new keycard for encoding. The result is a new employee keycard exactly the same as the old keycard, including the expiration date.

**NOTE:** Even if the old keycard does not seem to work in any locks, it is possible that the fault tolerance will vary slightly between locks. For security purposes, you should destroy it before using the Change option to make a new one.

No other employee's keycard is affected by making keycards with the Change option.

### How to Use Change to Replace a Damaged Employee Keycard

The screenshot displays the 'Change employee' screen. At the top, there is a large button labeled 'Change employee'. To its right are four smaller buttons: 'Encode' (with a key icon), 'Help' (with a question mark icon), 'Logout' (with a red X icon), and 'Back' (with a green left arrow icon). Below these buttons is a tab labeled 'Change'. The main area contains a form with the following fields:

- Employee Id: m008
- Last name: bond
- First name: jane
- User group: Maid day 2nd fl
- Start date/time: 19/01/2005 10:18
- End date/time: 12/01/2007 13:31

At the bottom of the screen, there is a copyright notice: '© Copyright 2004 by VingCard' and a timestamp: '08:03:14 19/02/2005'.

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Touch the name of the employee you want to make a new keycard for.
3. Touch **Change** to display the Change employee screen. Do not make any

changes.

4. Touch the **Save** button and insert a keycard for encoding.

**TIP:** *An existing employee keycard that is damaged should be destroyed as it may still open some locks.*

5. After the keycard is encoded, you will be returned to the **Employee Keycards** menu screen.

## CHANGING EMPLOYEE INFORMATION

### About Changing Employee Information

You can change Employee information such as employee ID or name.

You can also change user group, thus giving the employee access to a different set of doors. **This will not involve changing any other cards or reprogramming any doors.**


If the User Group accesses only 4.5 Volt locks (introduced in 2005) then the end time can be changed for individual employees provided it does not exceed the current end time for the selected User Group. This feature allows, for example, extending cards for short term staff in small increments without affecting any other employees.


### NOTES


- Change does not affect any other employee's keycards.
- The old keycard is not invalidated by the new keycard and even a damaged keycard may still open some locks. So, for security purposes, you should destroy the old keycard (or recode the existing card).
- If this employee has System Access, the changes you make in the Employee Keycards module will automatically update the employee information in the System User module


## How to Change Employee Information

Change employee


 Encode

 Help


 Logout

 Back

Change	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Employee Id. m008	1	2	3	4	5	6	7
Last name bond	8	9	10	11	12	13	14
First name jane	15	16	17	18	19	20	21
User group Maid day 2nd fl	22	23	24	25	26	27	28
Start date/time 19/01/2005 10:18	29	30	31				
End date/time 17/01/2007 15:00							



January  
2007



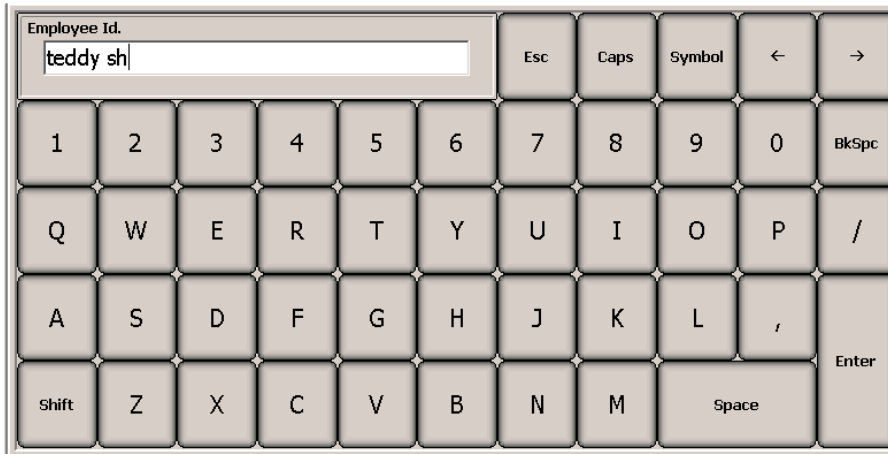
© Copyright 2004 by VingCard
08:20:36 19/02/2005

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Touch the name of the employee you want to Change information for.
3. Touch **Change** to display the Change Employee screen.
4. Touch the **Keyboard button** that appears after the item you want to change (Employee Id., Last name, or First name).
 

**TIP:** For more information on using the Keyboard, refer to the *How to Use the On-screen Keyboard* illustration following these instructions.
5. If you want to change the **User Group**, touch the User group window and select from the list that appears on the right of the screen.
6. The Start and End date/times will show the current values for the card. If required, touch the **End date/time** boxes and use the displayed calendar and clock controls to change the end date and time (feature only available for 4.5V locks).
7. When you have finished with this screen, touch **Save**. Insert a new card if prompted (if you only change name, no new card is made).
8. After the keycard is encoded, you will be returned to the **Employee Keycards** menu screen.

**NOTE:** If this employee has been added to the System Users module, it will be updated by any changes you make to name or employee ID.

## How to Use the on screen keyboard



**Esc = Cancel**

**Caps = capitalize continuously**

**Symbol = show symbol keyboard**

**Arrow buttons = move cursor**

**BkSpc = erase one character at a time**

**Shift = capitalize one character**

**When you have finished with the keyboard, press enter**

## REMOVING AN EMPLOYEE FROM THE VISION SYSTEM

### About Removing an Employee from the Employee Keycards Module

Removing an employee does NOT invalidate their keycards. Also, using Remove does not affect any other employee's keycard.

You should use remove when an employee stops working at a property **and has turned in their keycard (confirmed by the verify function)**.

If a leaving employee does not hand in their keycard when quitting, you can invalidate their cards in offline locks either by:

- Doing a Replace this keycard and cancel old operation for the employee, then using the replacement card in all locks where the employee had access, then destroying the new (replacement card) then removing the employee  
OR
- Adding the employee to the void list, making a void list card, then using the void list card in all locks where the employee had access. See Special Cards module for help on void list. *The advantage of void list cards is that many employees can be denied access to locks in one go.*

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. When the card is replaced the lost card will be canceled in these locks where it has access immediately.*



### WARNING!

Read the following information before using Remove.

- Employees cannot be taken off of the Void-list after they have been Removed. You need to take them off of the Void-list prior to using Remove.
- After using Remove, you can no longer use Verify to view the information on their employee keycard. Therefore, it is not recommended that you use Remove unless you have first used Verify to determine that the correct employee keycard has been turned in. If they do not turn in their employee keycard, or if the employee keycard was damaged and cannot be read, it is not recommended that you Remove them.
- After using Remove, if you interrogate a lock to determine what keycards were used on it, the User Group and Keycard Type will be shown but the employee name is not guaranteed to be shown. The old employee information will be retained for a period of time.  
= (4000-total staff) / (average daily staff turnover) days.  
*The higher the turnover in employees, the lower the retention time. So, even a property with a staff of 2000 and a turnover of 20 employees a day would retain the information for 100 days.*

### How to Remove an Employee from the VISION System

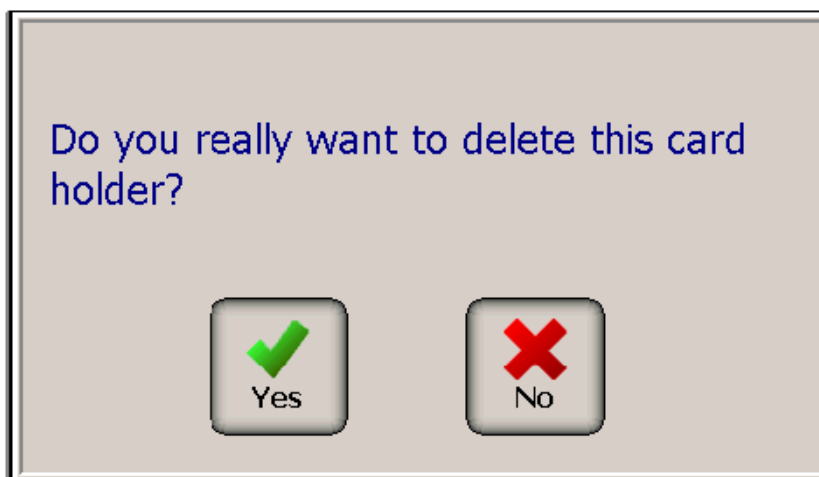
<p><b>NOTE:</b> If this employee has System Access, they will also be removed from the System Users module.</p>
---

1. If the employee is on a Void-list, remove them from it. See the Special



Keycards module Help for instructions.

2. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
3. Touch the name of the employee you want to Remove.
4. Touch **Remove**.
5. A message will appear asking you to confirm the deletion. Touch **Yes**. This process removes the employee from the Employee Keycards module, but does not invalidate the employee's keycard.



6. You will be returned to the **Employee Keycards** menu screen.

## VIEWING EMPLOYEE INFORMATION

### Displaying the Information on an Employee Keycard

#### About Displaying the Information on an Employee Keycard (Verifying)

If you have possession of an employee keycard, you can use Verify to view the following information about the keycard:

- Employee ID
- Name
- User Group
- Start and End date/time
- Whether the keycard is currently valid
- Extended Card History (via the **More Data** button)



For security reasons, the Employee's password is not included in this information.

If you do not have the employee keycard in your possession, you can display this same information by selecting the employee's name and touching Change.

**NOTE:** If you attempt to use the Employee Keycards module to verify a blank keycard, a keycard made from a different module, or a keycard from a different hotel, an error message will be displayed.

### How to Display Information on an Employee Keycard

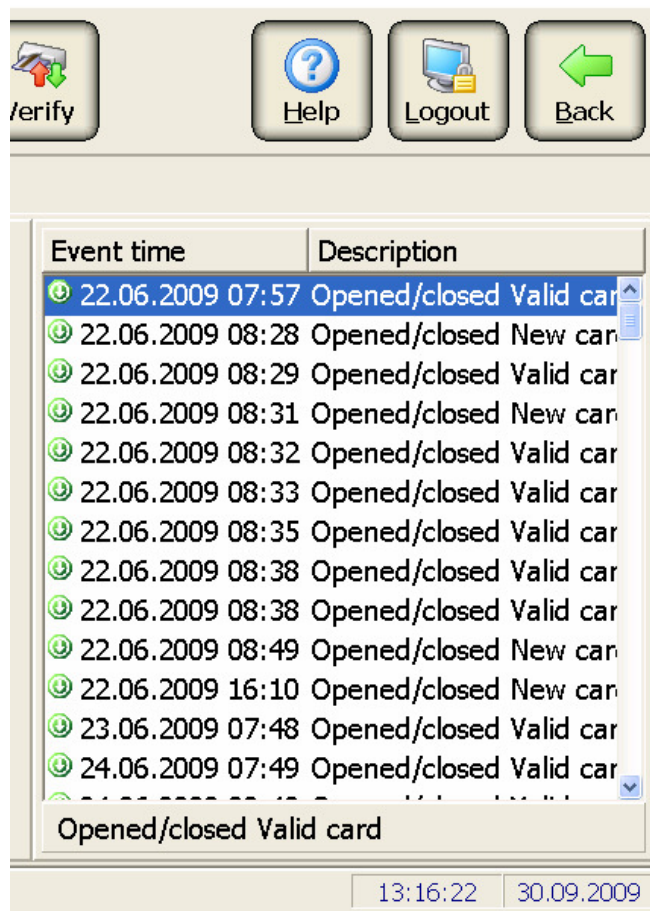
The screenshot shows the 'Verify employee' screen in the VingCard VISION 5.10 interface. At the top, there is a 'Verify employee' button and three navigation buttons: 'Verify', 'Help', 'Logout', and 'Back'. Below the navigation bar is a 'Data' section with the following fields:

Employee Id.	s8
Last name	8
First name	S
User group	Maid day 2nd fl
Start date/time	19/01/2005 10:18
End date/time	13/03/2005 15:00

To the right of the data fields is a 'Result' section displaying 'Valid employee keycard.' and a 'More' button. The footer of the screen shows '© Copyright 2004 by VingCard' on the left and '09:21:35 19/02/2005' on the right.

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**.
2. Touch **Verify**. You will be prompted to insert the employee keycard. Select either mag strip or Smart Card as appropriate.
3. Examine the card information. To view extended card history information, use the More Data button.

You will find a time ordered list of all the operations (for example Change or Replace) carried out on this card. If you double click on an item on the list, you will find further detail about the operation: which staff member carried on the operation, on which PC etc. If the locks are online you will also see the history of all the locks where the card has been used.



4. Touch the **Back** button to return to the Employee Keycards screen.

### Displaying Employee Information Without Using a Keycard

#### About Displaying Employee Information Without Using a Keycard

By selecting the employee from the list and touching Change, you can view the following information:

- Employee ID
- Name
- User Group
- Start and End date/times

**NOTE:** To print a list of all employees, refer to the Reports module.

For security reasons, the Employee's password is displayed only when it is originally assigned and not in any other report or screen.

If an employee has been issued a keycard and you have it in your possession, you can use **Verify** to view the information, including Extended Card History information.

#### How to Display Employee Information Without Using a Keycard

1. If the main Employee Keycards screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Keycards**. All employee keycard holders' names, IDs, User Groups and End times will be listed.

You can move and resize the displayed columns.

Touch **Change** to see more detail.

**TIP:** *If you want to know if this employee is a VISION system user and which specific modules this employee has access to, see the **System Users** module.*

*You can use the **Reports** module to print reports on the employee information.*

## Employee Rooms Module



Empl. room cards

?  
Help

✖  
Logout

↶  
Back

Room		
200		<div style="display: flex; flex-wrap: wrap; gap: 10px;"> <div style="border: 1px solid gray; padding: 5px; width: 45%;">New empl. card</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">View empl. card</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Remove empl. card</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Verify empl. card</div> <div style="border: 1px solid gray; padding: 5px; width: 100%;">Change empl. card</div> <div style="border: 1px solid gray; padding: 5px; width: 100%;">Replace empl. card</div> </div>
201		
202		
203		
204		
205		
600		
601		

© Copyright 2002 by VingCard
13:11:55 08/10/2002

### WHAT THE EMPLOYEE ROOMS MODULE DOES

The Employee Rooms module will normally be used to give an employee or vendor access to a specific room. For example, to allow a repairman or a bellboy access to a guest room.

This module can also be used to check employees into a room or cruise ship cabin.

Like guest keycards, the Employee Rooms keycards may include access to other Common Doors.

You can use the Employee Rooms module to perform any of these tasks:




- Check in and out employees to one or more rooms (for example, cabins on a cruise ship)
- Make a keycard for an employee or vendor, that opens a specific door (for example, for a repairman)
- Change keycards made with this module (for example, to extend the expiration date)
- Replace lost or stolen Employee Rooms keycards
- View the information on a keycard that was made from this module

- Verify (read) the information on a keycard that was made from this module

**NOTE:** Using an Employee Rooms keycard will invalidate any older Employee Rooms keycards for the room. However, it will not invalidate guest room keycards.

## QUICK GUIDE TO USING EMPLOYEE ROOMS MODULE

This Help topic was designed as a quick reference. For more details on each task, touch the **Help** button and select the appropriate Help topic.

Task	Beginning from the New Empl. Card screen:
<b>Make Employee Rooms keycard</b>	<ol style="list-style-type: none"> <li>1. Enter <b>Room Number</b></li> <li>2. If you have more than one Employee Rooms Keycard type defined (by setup) touch the <b>Keycard Type</b> button  and select the correct option. (Example : you might have a Repair Worker keycard type and a Flower Delivery Keycard type who may both be issued keycards to access a defined guest room).</li> <li>3. Touch the <b>Name</b> tab and enter employee name.</li> <li>4. Touch the <b>More rooms</b> tab and enter room numbers, if making a keycard valid for more than one room</li> <li>5. Select check in/out dates and times.</li> <li>6. Change Common Door options if required</li> <li>7. Select <b>Name</b> tab and enter employee name if required</li> <li>8. Touch the <b>More rooms</b> tab and enter room numbers, if making a keycard valid for more than one room</li> <li>9. Touch <b>Encode</b></li> <li>10. Choose <b>Make new</b> if a popup appears indicating room is occupied</li> </ol>
<b>Adding extra cards for a room</b>	<ol style="list-style-type: none"> <li>1. Enter <b>Room Number</b> (and appropriate 'more rooms' numbers)</li> <li>2. Use the <b>Keycard Type</b> button  to select the correct keycard type</li> <li>3. Change any settings you want to (End date/time can only be changed for 4.5V locks)</li> <li>4. Select <b>Name</b> tab and enter new name if required</li> <li>5. Touch <b>Encode</b></li> <li>6. Select <b>Add Card</b> from popup</li> </ol>
<b>Replace Employee Rooms keycard</b>	<ol style="list-style-type: none"> <li>1. Touch <b>Back</b></li> <li>2. Choose a <b>Room</b> number</li> <li>3. Touch <b>Replace empl. Card</b></li> <li>4. If a list of cards is shown, select the card you want to replace (refer to dates, name tab etc)</li> <li>5. Touch <b>Encode</b></li> </ol>
<b>Remove Employee Rooms keycard from the VISION system</b>	<ol style="list-style-type: none"> <li>1. Touch <b>Back</b></li> <li>2. Choose a <b>Room</b> number</li> <li>3. Touch <b>Remove empl. Card</b></li> <li>4. If a list of cards is shown, select the card you want to replace (refer to dates, name tab etc)</li> <li>5. Touch <b>Remove</b></li> </ol>
<b>One-shot Keycards</b> (if available in the system)	<ol style="list-style-type: none"> <li>1. Enter Room Number</li> <li>2. Touch the Keycard Type button  and select "One shot" (or whatever your hotel named it)</li> <li>3. Select Name tab and enter name if required</li> <li>4. Touch Encode</li> <li>5. Choose Make new if popup appears indicating room is occupied (i.e. a non time expired one-shot card is already issued)</li> </ol>

<b>View Employee Rooms Keycard</b>	<ol style="list-style-type: none"> <li>1. Touch Back</li> <li>2. Choose a Room number</li> <li>3. Touch View empl. card</li> <li>4. Enter room number and touch Find to view other rooms</li> </ol>
<b>Verify Employee Rooms Keycard</b>	<ol style="list-style-type: none"> <li>1. Touch <b>Back</b></li> <li>2. Touch <b>Verify</b> empl. card</li> <li>3. Insert keycard when prompted</li> <li>4. Touch <b>Verify</b> to verify additional keycards</li> </ol>

## COMPARISON OF KEYCARDS MADE FROM EMPLOYEE KEYCARDS MODULE

Both the **Employee Keycards** module and the **Employee Rooms** module make keycards for use by employees. However, they each serve different purposes:

<b>Module</b>	<b>Making the Keycard</b>	<b>What it does</b>	<b>Examples</b>
Employee Keycards	<p>Keycards are made by selecting a specific employee (by name).</p> <p>The keycard will normally be valid for up to 2 years.</p>	<p>The keycard will unlock all doors for the User Group this employee belongs to. No additional access can be assigned when the keycard is made.</p>	<ul style="list-style-type: none"> <li>• Make keycards for maids</li> <li>• Make keycards for bellhops</li> </ul>
Employee Rooms	<p>Keycards are made by selecting a Keycard Type (such as Repairman or One-shot) instead of employee name. (You may also enter the employee name in this module.)</p> <p>The keycard can be made to expire after one use, or have an expiration date specified when making the keycard.</p>	<p>The keycard will unlock the room or rooms you selected when making the keycard. When making the keycard, you can also select from the Common Doors list for additional access.</p> <p>These keycards can be made for outside vendors as well as employees.</p>	<ul style="list-style-type: none"> <li>• Make a One-shot keycard to allow delivery of flowers to a banquet room</li> <li>• Make a keycard that will allow a repairman to enter a room for one week</li> <li>• Check employees into cabins on a cruise ship</li> </ul>

## MAKING AN EMPLOYEE ROOMS KEYCARD

### About Making Employee Rooms Keycards

The VISION system allows each hotel to customize the encoding of keycards to meet their needs. Therefore, some of these options will vary depending on the decisions your hotel made:

- **User Groups** – Whenever you make an Employee Rooms keycard, you must specify a User Group. Different User Groups have different access. For example, your hotel may have a User Group with access to a VIP floor.
- **Keycard Type** – In addition to User Groups, your hotel also sets up an Keycard Type list, such as “One-shot” keycards or “Repairman”. In addition to selecting a User Group, you must **always** make a selection from the Keycard Type list whenever you make an Employee Rooms keycard. This list is displayed from the button on the right of the room number.
- **Common Doors** – In addition to access controlled by User Group and Keycard Type, you can optionally give an employee access to additional doors and locks, or give the employee Deadbolt Override access. These additional options are set up by your hotel. This list is displayed from the **Common Doors** button and is same list that appears when making Guest Keycards.

**NOTE:** If you are unsure of how your hotel uses any of these options, check with your hotel’s VISION system administrator.

### How to Make an Employee Rooms Keycard

Use these instructions to check in an employee or make any other type of Employee Rooms keycard.

<b>New empl. card</b>			 Encode	 Help	 Logout	 Back												
Main	Name	More rooms																
Room		 Type		<table border="1"> <tr><td>7</td><td>8</td><td>9</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>1</td><td>2</td><td>3</td></tr> <tr><td>0</td><td>BkSpc</td><td></td></tr> </table>			7	8	9	4	5	6	1	2	3	0	BkSpc	
7	8	9																
4	5	6																
1	2	3																
0	BkSpc																	
601																		
From date/time		13:09																
21.10.2008																		
Until date/time		14:00																
23.10.2008																		
User group																		
Employee room																		
Common doors		Cards																
No		1																
Vision Demo Hotel				13:09:21		21.10.2008												



1. If the **New Empl. Card** screen is not displayed, touch the **Back** button to return to the **VISION Main** menu, and then select **Employee Rooms**.
2. Use the number pad on the right side of the screen to enter a **Room** number. If the keycard should be valid for more rooms, touch the **More rooms** tab, and enter up to two additional room numbers. If you want to enter the employee name on the card, touch the **Name** tab, and enter the first and last name of the employee.

**TIP:** *A to Z characters in room numbers* – The number pad does not include alpha characters, so if your hotel has room numbers such as S201, be sure to select the room number from the main **Empl. Room Cards** screen before touching the **New empl. Card** button.

*Checking Employees into Occupied rooms* – Most hotels will want to be able to assign Guest Keycards and Employee Rooms Keycards to the same room so that repairs, etc. will not interfere with guest access. However, **if you use the Employee Rooms module to check employees into rooms**, check that the room is not already assigned to a guest.

3. Touch the **Keycard Type** button (to the right of the room number) and select from the list. Each hotel creates their own Keycard Type list. If you are unsure of what these represent, see your hotel's **VISION** system administrator.

**TIP:** *Each hotel sets up their own Keycard Type list, such as “One-shot” keycards or “Repairman”. You must select from this list whenever you make an Employee Rooms keycard – unless you only have one type of Employee Rooms keycard defined.*

*If you are unsure of what the selections in this list represent, see your hotel's VISION system administrator.*

4. To change the **From/Until Dates**, touch the displayed dates and then touch the correct date that appears on the right side of the screen.
5. To change the **From/Until Times**, touch the displayed times and then touch the position on the clock of the time you want to select.

If the AM and PM buttons appear under the clock, you can touch either of them to switch between AM and PM.

OR

If the 1-12 and 13-24 buttons appear under the clock, you can touch either of them to switch between the first and last 12 hours of the day.

**TIP:** *To determine whether to display a 12 or 24 hour clock, the VISION system will check to see which Regional Setting your hotel chose from the System Setup module. The two buttons under the clock will either be AM and PM (12:00 PM = Noon) or the first 12 or last 12 hours of the day (24 hour clock).*

6. To select a **User Group**, touch the displayed User Group and then select the correct User Group from the list that appears on the right.
7. If no **Common doors** are currently selected, a “No” will appear for this item. To view the list of selected doors, touch the displayed common doors Yes / No box. Touch any items on the list that appears on the right to select or deselect them.

As well as determining which common doors the guest can open, the list determines whether the keycard will have deadbolt override capability.



**TIP:** *The User Group may have included default access to one or more of the Common Doors. However, you can add or remove access to any items on the Common Doors list.*

**Making selections from the list:**

*A red check mark to the left of the list indicates that access will be included with the keycard. Touching items on the list will select or deselect them.*

8. If you need more than one card :

If you wish to tag unique names to each card in a room, or vary any of End date, Deadbolt or Common Door settings for different cards in the same room, you should make one card at a time, enter the names for each cardholder on the Names tab and select 'Add Card' after pressing the Encode button.

If not, you can select a number of (identical) **Cards**.

9. When you have finished making all changes, touch the **Encode** button to make the keycard.

**TIP:** *For security purposes, the Card Encoder is set to wait for a brief period and if a keycard is not inserted, the process will be cancelled.*

*When the new employee uses their keycard on the room, the previous room keycard will no longer open the room door.*

10. When you make a new Employee Rooms keycard, the VISION system checks to see if there are any un-expired Employee Rooms keycards for the room. If there are, you will see a message indicating the room is still occupied. Touch **Make New**. You will be prompted to insert the number of keycards required.

## MAKING A ONE-SHOT KEYCARD

### About One Shot Keycards

Your hotel may have set up the VISION system to allow you to make a keycard that can be used only one time to open a lock. This is not a card available in the system by default, but needs to be configured during setup.

One-Shot keycards allow access to a room for things such as flower delivery.

You could also make one for a guest if they accidentally locked their guest keycard in their room. This would allow them to retrieve their room keycard without invalidating it.

**NOTE:** If you are unsure of which User Group or Keycard Type to select when making a One-shot keycard, check with your hotel's VISION system administrator.



**WARNING!** If the Escape Return key locking scheme is selected (see Setup manual for details) a one shot card can only open a door, but not re-lock it.

### How to Make a One-shot Keycard

The only difference between making a One-shot keycard and any other Employee Rooms keycard, is that you need to select the **User Group** and **Keycard Type** item that your hotel set up for this.

If you are unsure of which to select, check with your hotel's VISION system administrator.

## ADDING EMPLOYEE ROOMS KEYCARDS

### About Adding Employee Rooms Keycards

You can make several keycards at a time, by selecting the number of cards to make whenever you make a keycard. However, this will not enable you to

- Allocate a separate name to each keycard.
- Specify different end date/times for each card (4.5V locks only)
- Vary User Group, Deadbolt and Common Doors for each keycard.

For greater control, you can also add more employees to a room after encoding the first keycard. This way you can add employees at a later time (compared with the original card issue) and make cards with different settings. See the step-by-step instructions for details.

Added keycards differ from Replaced keycards and New keycards, in that they do not disable any existing Employee Rooms keycards for the room.

**NOTE:** For security purposes, if a keycard is lost or stolen, you should always **Replace** the keycard not Add one.

### How to Add Employees to a room

1. If the **New Empl. Card** screen is not displayed, touch the **Back** button to return to the **VISION Main** menu, and then select **Employee Rooms**.
2. Use the number pad on the right side of the screen to enter a **Room** number. If the keycard should be valid for more rooms, touch the **More rooms** tab, and enter up to two additional room numbers (four for Smart Cards). If you want to enter the employee name on the card, touch the **Name** tab, and enter the first and last name of the employee.

**TIP:** *A to Z characters in room numbers – The number pad does not include alpha characters, so if your hotel has room numbers such as S201, be sure to select the room number from the main Empl. Room Cards screen before touching the **New empl. Card** button.*

**Checking Employees into Occupied rooms** – Most hotels will want to be able to assign Guest Keycards and Employee Rooms Keycards to the same room so that repairs, etc. will not interfere with guest access. However, **if you use the Employee Rooms module to check employees into rooms**, check that the room is not already assigned to a guest.

3. Change any settings you wish to be different for this employee compared to the employee(s) already in the room. For example, Common Doors, End Date/time (4.5V locks only)
4. Touch the **Encode** button when you are ready to make the cards.

**TIP:** *For security purposes, the Card Encoder is set to wait for a brief period and if a keycard is not inserted, the process will be cancelled.*

*When the new employee uses their keycard on the room, the previous room keycard will no longer open the room door.*

5. A message will display indicating that there is a valid keycard for this room. Touch **Add Card**.

You will be prompted to insert a keycard.

<p><b>NOTE:</b> After a few minutes of inactivity, the Login screen will be displayed and you will need to re-enter your password.</p>
--

## REPLACING A LOST OR STOLEN EMPLOYEE ROOMS KEYCARDS

### About Replacing Lost or Stolen Keycards

Replacing keycards is normally done if a keycard is lost or stolen. After the new keycard is used to open the room, the old (lost) keycard can no longer open the lock. However, any other keycards for the room (roommates) will still open the lock.

For security purposes, if a keycard is lost or stolen, you should always Replace the keycard rather than adding a new card.

*Whenever a new room keycard is made, the VISION system assigns a unique ID to it. This ID is used to identify keycards when interrogating locks. Replaced keycards retain this ID on the replacement keycard, so it is recommended that you use Replace rather than performing a new Check In to replace the keycard.*

*Note: Please note that if the system and locks are online, and changes will take effect immediately. When the card is replaced the lost card will be canceled in the locks where it has access immediately.*

**NOTE:** If there are any roommates and you Replace a keycard, you will NOT need to make new Duplicate keycards for the roommates.

### How to Replace a Lost or Stolen keycard

For security purposes, you need to Replace lost or stolen keycards, rather than making Adding new cards to a room.

### Replace empl. card

 Encode

 Find

 Help

 Logout

 Back

Main	Name	More rooms
Room		
201		
From date/time		
08/10/2002	12:52	
Until date/time		
10/10/2002	14:00	
User group		
Employee room		
Common doors		
No		

7	8	9
4	5	6
1	2	3
0	BkSpc	

© Copyright 2002 by VingCard
13:53:38 08/10/2002

1. If the New Empl. Card screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Rooms**.
2. Touch **Back** to display the **Empl. Room Cards** menu screen.
3. Select the **Room** number from the list on the left of the screen.
4. Touch Replace Empl. Card to display the Replace Empl. Card screen.
5. If you Replace an employee's room keycard, you will **NOT** need to remake cards for any roommates.
6. Touch **Encode** to make the keycard.

## CHANGING AN EMPLOYEE ROOMS KEYCARD

### About Changing an Employee Rooms Keycard

You can use this to change User Group, Common Door Access or End date/time.

4.5V locks (introduced in 2005) : the changed card will not prevent the old card or any existing cards of roommates from working in the lock. There is no need to re-issue roommates cards.

### About Changing the room

This might be the case if the employee for some reason wants to change room to another one. If the locks are online there is no need to visit the front desk to re-encode the card. This can now be done in the system, and the card will automatically start working in the lock of the new room assigned to the guest.

### How to Change an Employee Rooms Keycard

The screenshot shows the 'Change empl. card' screen. At the top, there is a title bar with the text 'Change empl. card' and five icons: Change, Find, Help, Logout, and Back. Below the title bar, there are three tabs: 'Main', 'Name', and 'More Rooms'. The 'Main' tab is selected. Under the 'Main' tab, there is a 'Room' field containing the number '600'. To the right of the 'Room' field is a 'Cards' icon. Below the 'Room' field are several input fields: 'New room/keycard type', 'From date/time', 'Until date/time', and 'User group'. At the bottom left, there is a 'Common doors' checkbox. On the right side of the screen, there is a numeric keypad with buttons for digits 0-9 and a 'BkSp' button. The bottom status bar displays 'Vision Demo Hotel8', '15:18:25', and '28.09.2009'.

Although you can use Change to change anything on an Employee Rooms keycard, normally it is used to extend the expiration date.

1. If the New Empl. Card screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Rooms**.
2. Touch **Back** to display the **Empl. Room Cards** menu screen.
3. Select the **Room** number from the list on the left of the screen.
4. Touch **Change** and make any changes you need.
5. Press **Change** when finished

## REMOVING EMPLOYEE ROOMS KEYCARDS FROM THE VISION SYSTEM

### About Removing an Employee Rooms Keycard

Most hotels will probably not need to use this feature for a couple of reasons:

- when a newer Employee Rooms keycard is used on a lock, any older keycards will no longer unlock the door
- Employee Rooms keycards automatically expire after the date and time that is encoded on the keycard

However, your hotel may have reasons for wanting to use this. For example, some cruise ships will not be able to verify whether the employee has quit their room unless they use the Remove Employee Card option.

If you are unsure of whether or not your hotel uses this feature, check with your hotel's VISION system administrator.

*Note: Please note that if the Remote Controllers in the property are online changes will take effect immediately. This means that if the locks are online, the cards will be cancelled .*

### How to Remove Employee Rooms Keycards from the VISION System

This is similar to the Check Out feature in the Guest Keycards module.

1. If the New Empl. Card screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Rooms**.
2. Touch **Back** to display the **Empl. Room Cards** menu screen.
3. Select the **Room** number from the list on the left of the screen.
4. Touch **Remove Empl. Card** to display the Replace Empl. Card screen.
5. If a list of cards is shown, select the card you want to remove (refer to dates, name tab etc). To check out the whole list, repeatedly press **Remove** then **Back** then **Remove empl. card**.
6. To select a different **Room** number, use the keypad on the right of the screen.

Whenever you select a different room number, you will need to touch **Find** to update the screen with the new room number information.

7. Touch the **Remove** button. Any existing Employee Rooms keycards will still be valid, but they will be removed from the VISION database.

**NOTE:** After a few minutes of inactivity, the Login screen will be displayed and you will need to re-enter your password.



## VIEWING THE INFORMATION ON AN EMPLOYEE ROOMS KEYCARD

### About Viewing the Information on an Employee Rooms Keycard

Using the View Employee Card feature allows you to display the following information:

- Room number(s)
- Employee name
- Keycard Type
- User Group
- Start and End date/times
- Common Doors information

### How to View the Information on an Employee Room Keycard

Viewing information about an Employee Rooms keycard is helpful, when hotel personnel want to check if there are any cards issued to given room.

**View empl. card**

Find Help Logout Back

Room  
201

Keycard for  
flower delivery

User group  
Employee room

Common doors  
No

Cards  
1

Cards found:

Name	Start date/time	End date/time
<No name>	08/10/2002 11:52:00	10/10/2002 14:00:00

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1. If the Empl. Room Card screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Rooms**.
2. Touch **Back** to display the **Empl. Room Cards** menu screen.
3. Select a **Room**.
4. Touch **View**.
5. To view another room, enter the room number and touch **Find**.

## VERIFYING THE INFORMATION ON AN EMPLOYEE ROOMS KEYCARD

### About Verifying the Information on an Employee Rooms Keycard

Using the Verify Employee Card feature allows you to “read” an Employee Rooms keycard and display the following information:

- Room number(s) that the keycard was made for
- Start and End date/times of the keycard
- User Group
- Keycard Type
- Whether the this keycard has access to Common doors
- Issue area

You can use **System Events** in the **Reports** module to determine which employee made the keycard.

**NOTE:** If you attempt to use the Employee Rooms module to verify a blank keycard, a damaged keycard, a keycard made from a different module, or a keycard from a different hotel, an error message will be displayed.

### How to Verify the Information on an Employee Room Keycard

Displaying information about an Employee Rooms keycard is helpful if an employee forgets his room number or a keycard is found.

The screenshot shows a web interface for verifying an employee card. At the top, there is a 'Verify empl. card' button and three utility buttons: 'Verify' (with a key icon), 'Help' (with a question mark), 'Logout' (with a red X), and 'Back' (with a left arrow). Below these are two tabs: 'Result' and 'More Data'. The 'Result' tab is active and shows a blue box with the text 'Valid keycard.'. On the left side, there are several input fields: 'Room' (604), 'From date/time' (18/02/2005 11:18), 'Until date/time' (28/02/2005 11:00), 'User group' (Employee room), and 'Common doors' (Yes). The 'More Data' tab shows 'Keycard for' (Employee room) and 'Issue area' (1). At the bottom, there is a copyright notice '© Copyright 2004 by VingCard' and a timestamp '13:25:02 18/02/2005'.


1. If the New Empl. Card screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Employee Rooms**.
2. Touch **Back** to display the **Empl. Room Cards** menu screen.


3. Touch **Verify**. You will be prompted to insert a keycard into the card reader.  
**TIP:** *For security purposes, the Card Encoder is set to wait for a brief period and if a keycard is not inserted, the process will be cancelled.*
4. Examine the card information. To read another employee room keycard, touch **Verify** and insert the next keycard.


## Special Keycards Module



Special keycards

  
Help

  
Logout

  
Back

**Expiration dates**

Fail-safe programming:  
Expired: 29.09.2004

Passage-mode:  
Expired: 29.09.2004

Void-list:  
Expired: 29.09.2004

Fail-safe

Verify

Passage-mode

Read-out

Lock-out

Service

Void-list

Vision Demo Hotel
09:56:33 09.04.2010

### WHAT THE SPECIAL KEYCARDS MODULE DOES

	Description	Use this to ....
<b>Fail Safe Cards</b>	Pre-made guest keycards	Check in guests, even if the computer goes down.
<b>Fail –safe Programming</b>	Keycard that tells a lock to allow a Fail-safe keycard to be used.	Tell a lock to allow a Fail-safe keycard to be used. Must be used prior to using a Fail-safe keycard.
<b>Lock-out / Undo Lock-out</b>	Keycard that locks out an entire Guest User Group from a lock.	Prevent guests from returning to a room between the time they check out and the time their keycard expires. Undo Lock-out keycards reverse the action.
<b>Passage-mode</b>	Keycard that allows a door to remain unlocked after a valid employee /	Set up doors such that valid keycards can leave them unlocked, thereby allowing

	guest card is used.	controlled access to rooms such as banquet halls.
<b>Void-list</b>	Keycard that invalidates up to 5 employee keycards for any lock it is used in.	Prevent specific employees access to locks. Exclude up to 20 employees by using more than one Void-list keycard.
<b>Optional</b>	ECU/Locker programming	Used to program cards that will be accepted by ECU og RFID locker.
<b>Optional</b>	Locker erase	Erase information located in the RFID Locker

**NOTE:** For information on making a “One-shot” keycard to allow a door to be opened only once, refer to the Employee Rooms module.

## QUICK GUIDE TO USING SPECIAL KEYCARDS MODULE

This Help topic was designed as a quick reference. For more details on each task, touch the **Help** button and select the appropriate Help topic.

<b>Task</b>	<b>Beginning from the Special Keycards menu screen:</b>
Sequential Failsafe keycards	<p>TO MAKE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Touch Fail-safe</li> <li>2. Enter No. of keycards in stack (how many failsafe check ins to prepare for)</li> <li>3. Enter Copies pr. Keycard (how many keycards per individual check in)</li> <li>4. Choose a User Group</li> <li>5. Touch Encode</li> <li>6. Make cards as prompted.</li> <li>7. Repeat to make enough sets for all rooms of hotel.</li> </ol> <p>TO USE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Use with Fail-safe Programming keycard now, at each door.</li> <li>2. Give to guests as they check in.</li> </ol>
Random Fail-safe keycards	<p>TO MAKE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Touch Fail-safe</li> <li>2. Enter 1 for No. of keycards</li> <li>3. Enter 1 for Copies pr. Keycard</li> <li>4. Choose a User Group</li> <li>5. Touch Encode</li> <li>6. Repeat to make enough keycards for all rooms of hotel.</li> </ol> <p>TO USE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. When guest checks in, go to door and use with Fail-safe Programming keycard.</li> <li>2. Give to guest.</li> </ol>
Fail-safe Programming keycards	<p>TO MAKE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Touch Fail-safe</li> <li>2. Touch Programming tab.</li> <li>3. Choose Yes or No for Override option</li> <li>4. Touch Encode</li> </ol> <p>TO USE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. See Sequential or Random Fail-safe keycard instructions.</li> </ol>
Void-list Keycards	<p>TO MAKE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Touch Void-list</li> <li>2. Choose Yes or No for Override option</li> <li>3. Use Add to select from Voided or Not voided list</li> <li>4. Touch Encode</li> </ol> <p>TO USE KEYCARDS:</p>

	1. Insert in lock. Any employees listed on this keycard will no longer be able to open the lock.
Lock-out/Undo Lock-out Keycards	<p>TO MAKE KEYCARDS::</p> <ol style="list-style-type: none"> <li>1. Touch Lock-out</li> <li>2. Select an employee to assign the keycard to</li> <li>3. Choose one or more User Groups from Keycards list</li> <li>4. Touch Encode</li> </ol> <p>TO USE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Insert keycard in lock. Any keycards with the User Groups listed on the Lock-out keycard will no longer be able to open the lock.</li> </ol>
Passage-mode Keycards	<p>TO MAKE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Touch Passage-mode</li> <li>2. Choose Yes or No for Override option</li> <li>3. Touch Encode</li> </ol> <p>TO USE KEYCARDS:</p> <ol style="list-style-type: none"> <li>1. Insert in a lock. The next time the door is opened with a valid keycard it will remain <i>unlocked</i> until a valid keycard is used again to lock it.</li> <li>2. Insert in the lock again. The door reverts to normal behaviour – the next time the door is opened with a valid keycard it will NOT remain <i>unlocked</i>.</li> </ol>

## FAIL-SAFE KEYCARDS

### About Sequential and Random Fail-safe keycards

Fail-safe keycards are pre-made keycards, created so that if the computer ever goes down, you can use them as guest keycards.

You should always keep the Fail-safe keycards available, so if for any reason the computer is not working guests can still be issued with working keycards.

**NOTE:** Before a Fail-safe keycard can be used as a valid guest keycard, another special keycard called a Programming Fail-safe keycard must first be used on the lock. See the Help topic “About Programming Fail-safe Keycards” for more information.

There are two methods of implementing Fail-safe keycards:

**Random** – This method creates Fail-safe keycards that can be used for ANY door. At the actual time a guest checks in, you will need to use a Fail-safe Programming keycard and then a Fail-safe keycard on the door before giving the Fail-safe keycard to a guest.

**Sequential** – This method lets you create up to 8 Fail-safe keycards (plus duplicates) for each SPECIFIC guest room. Using this method, you activate each door with the Fail-safe Programming keycard and then a Fail-safe keycard just after making the cards. After that, the Fail-safe cards are ready to issue to guests if the computer system ever goes down. You do not have to use the Fail-safe Programming keycard at the time of check in.

	Advantages	Disadvantages
Random method	<p>Fast to create.</p> <p>No need for individually labelled sets of cards for each room ;just one pile of Fail-safe cards (or</p>	<p>As guests arrive, you will need to use the Fail-safe Programming keycard in each lock before using the guest’s Fail-safe keycard (just made or picked from a pre-made pile).</p>

	<p>even make them as guests arrive).</p> <p>No need to use Programming Fail-safe keycard until guests arrive.</p>	<p>If there is a power outage, you may not have enough employees available to do this.</p> <p>If you did not pre-make enough Fail-safe keycards, you may quickly run out.</p> <p>If you need to make Fail-safe keycards as guests arrive, the front desk staff have to learn how (not the case with pre-made stacks).</p> <p>Fail-safe Programming keycards need to be in circulation at check-in time. Maybe many copies to cope with demand. These can be used to open any lock.</p>
Sequential method	<p>Check in is easier – just hand the guest their room key(s), picked from the specific Fail-safe card stack for their room.</p> <p>You will have enough Fail-safe keycards as they are pre-made for each specific room.</p> <p>Once the Fail-safe Programming keycard has been used it can be securely stored away as it is not needed at check in time.</p>	<p>Takes a little longer for initial set up as you will need to go to each room with the Fail-safe Programming keycard to activate the Fail-safe keycard stack for the room.</p> <p>You will need a clear system to label and group the Fail-safe cards for each specific room.</p>

**NOTE:** Unlike all other types of keycards, Random and Sequential Fail-safe keycards do not expire after 2 years.


**About Fail-safe Programming keycards**

Fail-safe Programming keycards instruct a lock to allow Fail-safe keycards to be used as guest keycards.

They are always used as the first part of a two-step process, with Fail-safe keycards. First, the Fail-safe Programming keycard is inserted to tell the lock to allow a Fail-safe keycard to work. Then a Fail-safe keycard is inserted. At this point, the Fail-safe keycard becomes a valid guest keycard – and if a stack of sequential Fail-safe cards was made, the rest of the stack become valid ‘future’ guest cards for that specific room.

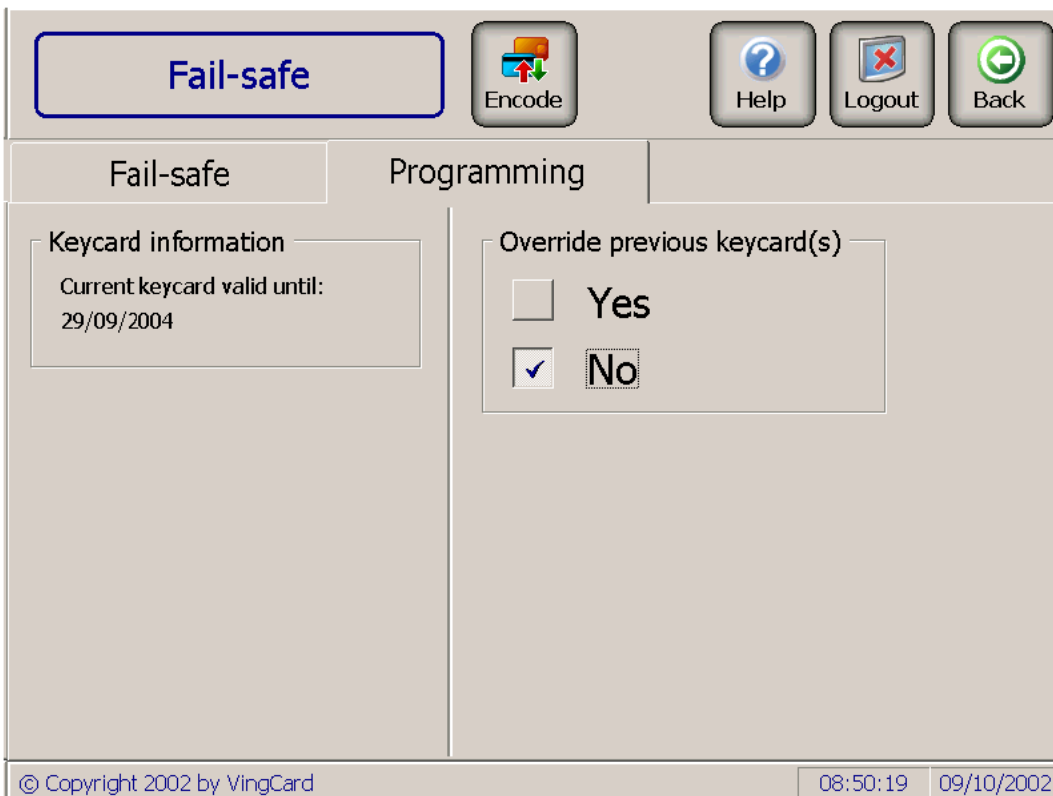
If you are using Random Fail-safe keycards, you will not use the Fail-safe Programming keycard until you check in guests. If you are using Sequential Fail-safe keycards, you will use the Fail-safe Programming keycard on each room at the time the Sequential Fail-safe keycards are made, so that in the event of a crisis, guests can be checked in without any unwelcome last minute effort.

You should always keep the Programming Fail-safe keycard available in the event that the computer is down.

 **WARNING!** Anyone with a valid Fail-safe keycard and the Programming Fail-safe keycard potentially could gain access to any door, so be certain to store the Fail-safe Programming keycard in a secure place.

**NOTE:** Programming Fail-safe keycards expire 2 years from the date they were created. Always make a new Programming Fail-safe keycard before the old one expires.

### How to Make Fail-safe Programming keycards



The screenshot shows the 'Fail-safe Programming' screen. At the top, there is a 'Fail-safe' button and navigation buttons for 'Encode', 'Help', 'Logout', and 'Back'. Below this, there are two tabs: 'Fail-safe' and 'Programming'. The 'Programming' tab is selected. On the left, under 'Keycard information', it says 'Current keycard valid until: 29/09/2004'. On the right, under 'Override previous keycard(s)', there are two radio button options: 'Yes' (unselected) and 'No' (selected). The footer contains the copyright notice '© Copyright 2002 by VingCard', the time '08:50:19', and the date '09/10/2002'.

1. If the main Special Keycards screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards** then **Fail-safe**.
2. Touch the **Programming** tab to display the **Fail-safe Programming** screen. The expiration date of the Fail-safe keycards will be displayed.
3. Override previous keycards:
 

Choose **Yes** if this is the first Fail-safe Programming keycard for the system, or if you need make new Fail-safe cards and the expiry date is approaching. Also choose **Yes** if you have lost the original Fail-safe Programming keycard.

Choose **No** if you want to make a duplicate Fail-safe Programming keycard – for example so that 2 people can share the task of setting up rooms for sequential Fail-safe cards.

If you choose **Yes**, any currently valid Fail-safe Programming keycards will not function in the locks after the newer Fail-safe Programming keycard is used on them. The new keycard will be valid for 2 years from the time it was



made.

If you choose **No**, a copy of the newest version of the Fail-safe Programming keycard will be made. The previous Fail-safe Programming keycard will continue to work and they will both expire 2 years from the date that the first one was made.

4. Touch **Encode**
5. When prompted, insert a keycard into the encoder. Notice that the expiration date on the left side of the screen is updated if you chose **Yes** in Step 3.

**NOTE:** Programming Fail-safe keycards should be stored in a safe place as they can be used in conjunction with Sequential or Random Fail-safe keycards to unlock virtually any door.

#### How to make Random Fail-safe keycards

The screenshot displays the 'Fail-safe' programming interface. It features a top navigation bar with 'Fail-safe', 'Encode', 'Help', 'Logout', and 'Back' buttons. Below this, there are two tabs: 'Fail-safe' and 'Programming'. The 'Fail-safe' tab contains three input fields: 'No. of keycards in stack' (value: 1, max: 8), 'Copies pr. keycard' (value: 1), and 'User group' (value: Regular Guest). The 'Programming' tab shows a list of 'User groups' with 'Regular Guest' selected. To the right of the list are several navigation buttons (up, down, left, right arrows). The footer contains the copyright notice '© Copyright 2002 by VingCard' and the time/date '09:17:33 09/10/2002'.

1. If the main Special Keycards screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards** then **Fail-safe**.
2. Leave the No. of keycards in stack set to one.
3. Leave the **Copies pr. Keycard** set to one.
4. Touch the current setting for **User group** and then select the User group that you want to make keycards for. If you are unsure of which User group to select, check with your hotel's VISION system administrator.

**TIP:** *Each hotel creates its own User groups for guests based on the hotel's needs, so your hotel may have more than one. However, it is recommended that there be a "generic" user group that can be selected for Fail-safe keycards so that you do not have to repeat the entire process of creating Fail-safe keycards for each guest User group in the system.*

5. Touch the **Encode** button. You will see the message "Insert Keycard, Card #1 Copy #1". Insert a keycard into the encoder.
6. You will be returned to the **Fail-safe** screen. Repeat Step 5 for each guest room in the hotel. For example, if your hotel has 100 rooms it is sensible to make (at least) 100 Fail-safe cards.
7. Store the pile of Fail-safe cards somewhere accessible.
8. When a guest checks into the hotel, go to their door and insert a Fail-safe Programming keycard and then any one of the Random Fail-safe keycards. You can then give the Fail-safe keycard to the guest.

**NOTE:** Room numbers for Fail-safe keycards are not assigned to the keycard until they are used at the door after the Fail-safe Programming keycard.

**How to make Sequential Fail-safe keycards**

1. If the main Special Keycards screen is not displayed, touch **Back** to return to the VISION Main menu, touch **Special Keycards** then **Fail-safe**.
2. Use the number pad on the right side of the screen to enter the **No. of keycards in stack**. This number determines how many times you will be

able to check new guests into each room using Fail-safe keycards.

**TIP:** *Each hotel creates its own User groups for guests based on the hotel's needs, so your hotel may have more than one. However, it is recommended that there be a "generic" user group that can be selected for Fail-safe keycards so that you do not have to repeat the entire process of creating Fail-safe keycards for each guest User group in the system.*

3. Touch the current setting for **Copies pr. keycard** and then use the number pad on the right side of the screen to enter the number of copies (Duplicate keycards) you want to make of each keycard for each set.

**TIP:** *As an example, assume that:*

*You have entered 3 for No. of keycards in stack*

*You have entered 2 for **Copies pr. Keycard***

*Your hotel has 100 guest rooms*

*You would make a total of 600 keycards and would be able to make three separate check ins using Fail-safe Sequential keycards. Each time you check in a guest, you would have 2 valid keycards for the room – for roommates / family members.*

4. Touch the current setting for **User group** and then select the User group that you want to make keycards for. If you are unsure of which User group to select, check with your hotel's VISION system administrator.

**TIP:** *Each hotel creates its own User groups for guests based on the hotel's needs, so your hotel may have more than one. However, it is recommended that there be a "generic" user group that can be selected for Fail-safe keycards so that you do not have to repeat the entire process of creating Fail-safe keycards for each guest User group in the system.*

5. Touch the **Encode** button. You will see the message "Insert Keycard, Card #1 Copy #1". Insert the first keycard into the encoder.

6. Follow the prompts onscreen to make further cards. Carefully group the cards as they are made.

Using our previous example (cards in stack = 3, copies = 2):

- Card #1 Copy #1
- Card #1 Copy #2
- group copy 1 & 2 together (elastic band or similar)
- Card #2 Copy #1
- Card #2 Copy #2
- group copy 1 & 2 together (elastic band or similar)
- Card #3 Copy #1
- Card #3 Copy #2
- group copy 1 & 2 together (elastic band or similar)
- Place the 3 sets in an envelope (or similar).

At this point you have made **all** of the Fail-safe keycards for **one** room. Place this set into an envelope, keeping duplicates together (copy 1 and copy 2 for each card). The actual room numbers will not be assigned to the keycards until Step 10.

7. Repeat steps 5 & 6 for each guest room in the hotel. You will now have many envelopes, each containing a set of cards.
8. Take the Fail-safe Programming keycard and a set (envelope) of Sequential Fail-safe keycards to a guest room.
9. Use the Fail-safe Programming keycard on the lock

10. Remove any one of the keycards from a set (envelope) and insert it into the lock. You will see a green flash on the lock (but it will not open). This assigns the room number to the entire set. None of the other copies in the set need to be used at this time.
11. Return the keycard to the envelope (with its own specific duplicates if it had any). Mark the envelope with the room number. (You could have written the room numbers on the envelopes as you made the sets)
12. Repeat steps 8 thru 11 for all rooms at the hotel, using a new set (envelope) of cards for each room.
13. Take all you envelopes back to reception area and store the cards in an orderly manner such that they can be used when required. Lock all Fail-safe Programming keycards that were used during the process in a secure place.

**REMEMBER:** Room numbers for Fail-safe keycards are not assigned to the keycard until they are used at the door with the Fail-safe Programming Fail-safe keycard.

## **LOCK-OUT AND UNDO LOCK-OUT KEYCARDS**

### **About Lock-out and Undo Lock-out keycards**

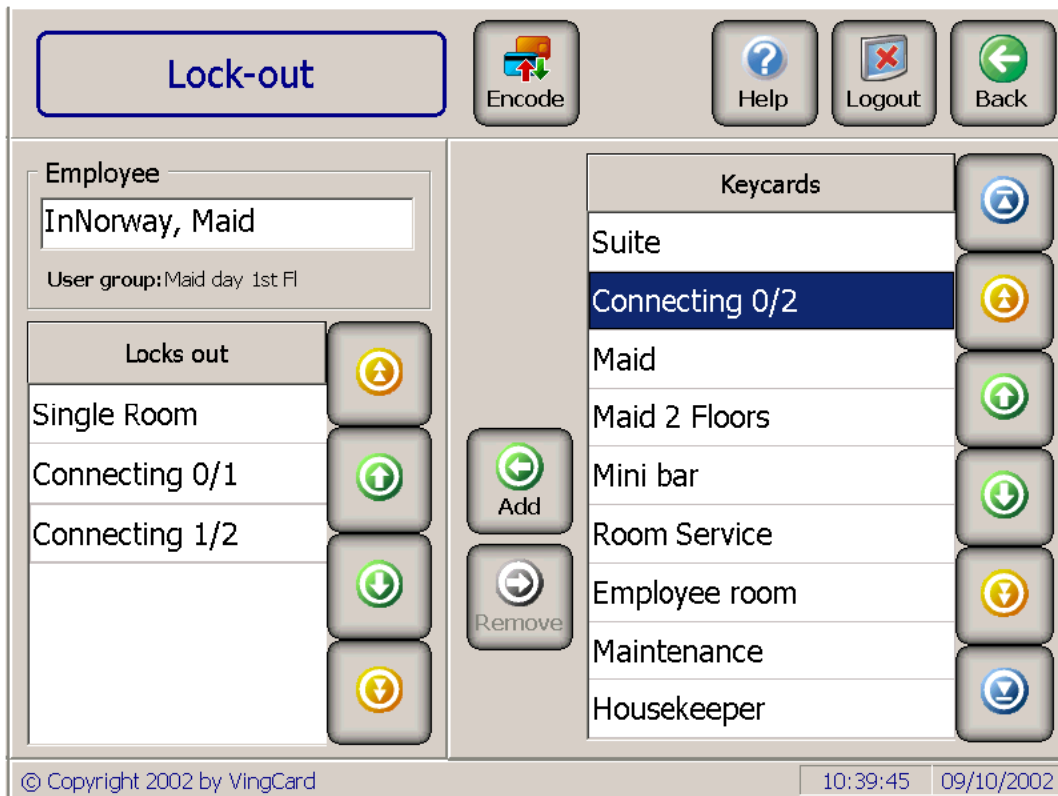
**Lock-out** keycards are issued to specific employees (usually maids) and they are normally used to prevent guests from returning to a room between the time they check out and the time their keycard expires.

When the room is cleaned, the maid can use the Lock-out keycard on the door. Then, only new guests will be able to open the door. This will ensure that the room will remain clean until the new guest checks in.

Whenever a Lock-out keycard is made, an **Undo Lock-out** keycard is also made. The Undo Lock-out keycard reverses the action of the Lock-out keycard and is normally only used if the guest has not actually checked out.

**NOTE:** Normally, Lock-out keycards are not used to prevent a specific problematic guest from accessing their room. An easier way to accomplish this would be to make a new keycard for their room and use it on the lock so that their old keycard will no longer open the door. When the problem is resolved, you can just make them the new keycard, but if you had used a Lock-out keycard, you would need to send an employee back to the room with an Undo Lock-out keycard.

## How to make Lock-out and Undo Lock-out keycards



1. If the main Special Keycards screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Lock-out** to display the **Lock-out** screen.
3. Select a name from the **Employee** window on the right side of the screen. The keycard will be assigned to this person.
4. Touch the **Locks out** window to display the **Keycards** list on the right side of the screen.
5. Touch the type of keycard you want to lock out and touch **Add**. Repeat for all keycard types you wish to lock out (normally, each guest keycard type).
6. Touch the **Encode** button to make the keycards. You will be prompted to insert a keycard as a Lock-out keycard and then a keycard as an Undo Lock-out keycard.
7. Label and give the keycards to the selected employee.
8. To make lockout cards for other employees, touch the **Employee** window, select another employee and repeat the process (3 thru 7).

## PASSAGE MODE KEYCARDS

### About Passage-Mode keycards

Using a Passage-mode keycard on a door does not actually lock or unlock it, but causes the door to enter Passage Mode. In this mode, the next time the door is opened with a valid keycard it will remain unlocked until a valid keycard is used again to lock it.

The lock will remain in passage mode, switching between locked and unlocked with every valid keycard insertion, until the Passage-mode keycard is used again. Then, the door reverts to normal behaviour - the next time the door is opened with a valid keycard it will NOT remain unlocked.

Passage-mode keycards are not made for a specific door, but can be used on ANY door.

Normally, Passage-Mode keycards are used for situations such as parties in banquet rooms or meetings in conference rooms when you want to allow the door to remain unlocked for a period.

### How to make Passage-Mode keycards

The screenshot displays the 'Passage mode' configuration screen. At the top, there is a title bar with the text 'Passage mode' and four navigation buttons: 'Encode' (with a keycard icon), 'Help' (with a question mark), 'Logout' (with a red X), and 'Back' (with a left arrow). Below the title bar, the screen is divided into two main sections. The left section, titled 'Keycard information', contains a text box showing 'Current keycard valid until: 29/09/2004'. The right section, titled 'Override previous keycard(s)', contains two radio button options: 'Yes' (which is selected) and 'No'. At the bottom of the screen, there is a footer bar with '© Copyright 2002 by VingCard' on the left and a timestamp '11:11:48 09/10/2002' on the right.

1. If the main Special Keycards screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Passage-mode** to display the **Passage-mode** screen. The expiration date of the Passage-mode keycards will be displayed.

3. For Override previous keycards:

Choose **Yes** if this is the first Passage Mode keycard for the system, or if you need to renew your Passage Mode card because the expiry date is approaching. Also choose **Yes** if you have lost the original Passage Mode keycard.

Choose **No** if you want to make a duplicate Passage Mode keycard– for example so that 2 staff members can have one.

If you choose **Yes**, any currently valid Passage-mode keycards will no longer function in the locks after the new Passage-mode keycard is used on them. The new keycard will expire 2 years from the time it was made.

If you choose **No**, the new Passage-mode keycard will not affect any currently valid Passage-mode keycards. They will both expire 2 years from the date that the first one was made.

4. Touch the **Encode** button.

5. When prompted, insert a keycard into the encoder. Notice that the expiration date on the left side of the screen has changed only if you chose **Yes** for Step 3.



**WARNING!** Passage-mode keycards should be stored in a safe place as they can cause doors they are used on to remain unlocked for long periods.

## VOID-LIST KEYCARDS

### About Void-list keycards

The Void-list allows you to remove the access of up to 20 **employee** keycards from a lock. You may wish to do this to prevent lost employee keycards from being used, or if an employee leaves the hotel without turning in their keycard.

Unlike Lock-out keycards, individual employees are removed from access rather than an entire User Group.

The VISION system can contain a Void-list of up to 20 employees. Each Void-list **keycard** can contain up to 5 employees. Therefore, you need to create more than one Void-list keycard if you want to remove access for more than 5 employees.



**WARNING!** If you want to remove an employee from the VISION system as well as from a Void-list, you **MUST** remove them from the Void-list first.

**NOTE :** You can prevent a single employee card being used as follows :

- Go to employee keycards module. Select the employee name and encode a new keycard.
- Use this keycard in all locks the employee had access to. This will ensure that the lost / not turned in keycard can no longer open these doors.
- Destroy the new keycard.
- Remove the employee record (employee keycards module) if desired.

The advantage of the void list card is that you can block access for many employees in a single visit to a lock.

### How to make Void-list keycards

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1. If the main Special Keycards screen does not display, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Void-list** to display the **Void-list** screen.
3. Override previous keycards:
 

If you choose **Yes**, when this keycard is used, the Void-list within the lock will be replaced by the new list on the keycard. The new keycard will expire 2 years from the time it was made.

If you choose **No**, when this keycard is used, the names on this keycard will be added to the list within the lock. They will both expire 2 years from the date that the first one was made.
4. Touch the **Not voided** tab to display a list of employees who are not in the system Void-list.
 

OR

Touch the **Voided** tab to display a list of employees who have already been added to the system Void-list.
5. Touch either the **Employee name** or **Employee Id** tab to sort the list by name or ID number.
6. Touch the employee name and use **Add** and **Remove** to move names to and from the Voids window.

A **plus** sign after a name in this window indicates that this employee will become Voided. A **minus** sign indicates the employee will become Not voided (that is, have their voided status overturned).



When the Void-list keycard is used on the lock, employees with a **plus** sign after their names, will not be able to open it with their keycards. Any employees with a **minus** sign will now have their access restored if they still have a valid employee keycard.

7. Touch the **Encode** button and insert the keycard when prompted on the screen.

## READ-OUT CARDS

### About Readout keycards

A special Smart card called a Read-out keycard can be used to download events from locks. The Read-out keycard is used only for reading events from a lock. It does not unlock any doors. When you insert the Read-out keycard to the lock, the lock software copies the events from the lock memory to a log file on the keycard. The event information can then be transferred to the VISION system and viewed and printed via the **Reports** module.

You can make as many readout cards as you require. Each read-out card can only hold information from one lock at a time : if you use the card on more than one lock, only the information of the last lock is stored on the card. When you read information from a lock using a Read-out keycard, the signal light on the lock flashes yellow during the event download and a short green flash when the download is complete. Do not remove the card until the yellow LED light is off.

**Read-out cards must be Smart cards and can only read events from VingCard locks that accept Smart cards.** (Make a Setup / Locktypes report from the Reports module to see which locks accept these cards).

NOTE : Lock events can also be downloaded to the VISION system (from ANY lock type) using the Pocket PC LockLink How to make Readout keycards

1. If the main Special Keycards screen does not display, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Read-out** button
3. Encode a Smart card when prompted.
4. Use the card to download events from a lock, then use the VISION Reports module to transfer the events from the read-out card to the VISION system. You can then view and print the events from the Reports module. The readout card can then be re-used in another lock.

## SERVICE KEYCARDS

### About Service keycards

A special Smart card called a Service keycard can be used to download maintenance and statistical information from locks. The Service keycard is used only for reading events from a lock. It does not unlock any doors. When you insert the Service keycard into the lock, the lock software copies service data to the keycard. The service information can then be transferred to the VISION system and viewed and printed via the **Reports** module.

You can make as many Service cards as you require. Each read-out card can only hold information from one lock at a time : if you use the card on more than one lock, only the information from the last lock is stored on the card

**Service cards must be Smart cards and can only read data from VingCard locks that accept Smart cards.** (Make a Setup / Locktypes report from the Reports module to see which locks accept these cards).

### How to make Service keycards

1. If the main Special Keycards screen does not display, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Service** button
3. Encode a Smart card when prompted.
4. Use the card to download data from a lock, then use the VISION Reports module to transfer the data from the service card to the VISION system. You can then view and print the information from the Reports module. The service card can then be re-used in another lock.

## VERIFYING SPECIAL KEYCARDS

### About Verifying the Information on Special Keycards

Using the Verify Special Card feature allows you to “read” a Special keycard and display the following information:

- Type of card
- Start date/time of the keycard
- Start/expiration date/time of the keycard
- Whether the card is currently valid
- Extra information (dependent on special card type)

You can use **System Events** in the **Reports** module to determine which employee made the keycard.

**NOTE:** If you attempt to use the Special Cards module to Verify a blank keycard, a damaged keycard, a keycard made from a different module, or a keycard from a different hotel, an error message will be displayed.

---

**How to Verify the Information on a Special keycard**

Verify keycard

Verify Help Logout Back

Card Type  
Void-list

Start Date  
01/10/2002

End Date  
29/09/2004

Result  
Valid card

Voided Employees		
Muscles, Mandy	s100	+
Troy, Helen	m102	+

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1. If the **Special Keycards** screen is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **Special Keycards**.
2. Touch **Verify**. You will be prompted to insert a keycard into the card reader.
3. Examine the card information. To read another special keycard, touch **Verify** and insert the next keycard.

## **ECU/Locker programming card**

### **About ECU/Locker programming cards**

This is an RFID card that is used to program information in to the ECUs or Lockers at the property. The card need to be used with the unit, prior to a valid card from the property. This will result in that only cards from that specific property will be able to use the device (ECU or locker)

### **How to make ECU/Locker programming cards**

1. If the main Special Keycards screen does not display, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Optional** tab
3. Touch **ECU/Locker programming cards**
3. Encode a RFID card when prompted.

## **Locker Erase card**

### **About Locker erase cards**

This is an RFID card that is used to erase all information located in an RFID locker. This is used if needed to reset the locker

### **How to make Locker erase cards**

1. If the main Special Keycards screen does not display, touch **Back** to return to the VISION **Main** menu, touch **Special Keycards**.
2. Touch **Optional** tab
3. Touch **Locker erase cards**
3. Encode a RFID card when prompted.

## System Users Module



System users

?  
Help

✖  
Logout

←  
Back

Name	Id	System access	
Mellie, Roger	f100	Front office	⬆
VingCard, Demo1	VingCard 1	VC Supervisor	⬆
VingCard, Demo2	VingCard 2	VC Supervisor	⬆
Welsh, Trevor	W345	Management	⬆

⬆

⬆

⬆

⬆

⬆

⬆

Add

Change

Remove

© Copyright 2002 by VingCard
13:42:23 09/10/2002

### What the System Users Module Does

The System Users module allows you to give employees access to some or all of the VISION system modules.

When you add an employee to this module, they will be assigned a unique password. The VISION Login screen will require the employee to enter this password before allowing them to access any of the VISION modules.

**NOTE:** The Employee Keycards and System Users modules share the same employee information. Therefore using Add or Change from either, automatically update the other.

## Quick Guide to Using the System Users Module

This Help topic was designed as a quick reference. For more details on each task, touch the **Help** button and select the appropriate Help topic.

Task	Beginning from the System Users screen:
<b>Making an employee who does not already have a keycard a system user</b>	<ol style="list-style-type: none"> <li>1. Touch <b>Add</b> (New tab is selected)</li> <li>2. Touch the keyboard button for <b>Employee Id</b>. And enter the information</li> <li>3. Touch <b>Enter</b> to return to the Add employee screen.</li> <li>4. Repeat steps 2 and 3 for <b>Last name</b> and <b>First name</b></li> <li>5. Touch <b>System access</b> and make a selection</li> <li>6. Touch <b>the Password button</b>. Define your own username and password, or read the automatically generated password (depending on set up).</li> <li>7. Touch <b>Save</b></li> </ol>
<b>Making an employee who already has a keycard a system user</b>	<ol style="list-style-type: none"> <li>1. Touch <b>Add</b></li> <li>2. Touch <b>Keycard Holder</b> tab</li> <li>3. Touch the name of the employee from the list on the right side of the screen</li> <li>4. Touch <b>System access</b> and select one</li> <li>5. Touch <b>the Password button</b>. Define your own username and password, or read the automatically generated password (depending on set up).</li> <li>6. Touch <b>Save</b></li> </ol>
<b>Changing Employee Information or Access rights</b>	<ol style="list-style-type: none"> <li>1. Touch the name of the employee from the list on the right side of the screen</li> <li>2. Touch <b>Change</b></li> <li>3. Make any changes</li> <li>4. Touch <b>Save</b></li> </ol>
<b>Removing an employee's System Access</b>	<ol style="list-style-type: none"> <li>1. If the employee is on a <b>Void-list</b>, remove them from it</li> <li>2. Touch the name of the employee you want to Remove</li> <li>3. Touch <b>Remove</b></li> <li>4. Touch <b>Yes</b></li> </ol>

## ASSIGNING ACCESS TO EMPLOYEES

### About Assigning Access to employees

Before you can give an employee access to any of the modules, you must Add the employee to the System Users module. To do this you can either enter new information or select employee information that was entered in the Employee Keycards module.

To simplify the process of assigning access to employees, your hotel has (via the VISION setup module) created **System Access Groups**. Choosing one of these groups for the employee will determine which modules they will have access to.

You can give an employee access to some or all of the VISION modules. Any modules they do not have access to will be "greyed out" on the **Main** menu.

**NOTE:** The Employee Keycards and System Users Modules share the same employee name and ID information.

### How to add an Employee who does not already have a keycard

The screenshot displays the 'Add system user' interface. At the top, there is a large 'Add system user' button and navigation icons for Save, Help, Logout, and Back. Below this, there are two tabs: 'New' (selected) and 'Keycard holders'. The main area is divided into two sections. On the left, there are input fields for 'Employee Id' (W345), 'Last name' (Welsh), 'First name' (Trevor), and 'System access' (Management). Each input field has a small icon to its right. Below these fields is a 'Set Username and Password' button. On the right, there is a 'System access' list with the following items: 'Front office', 'Front off supv', 'Management' (highlighted in blue), 'Maintenance', and 'VC Supervisor'. To the right of this list are several circular icons with arrows pointing up and down, indicating selection or navigation options. At the bottom of the screen, there is a footer with the text '© Copyright 2002 by VingCard', a timestamp '13:27:49', and a date '09/10/2002'.

1. If the main System Users screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **System Users**.
2. Touch **Add** to display the **Add employee** screen. The **New** tab will already be selected.
3. Enter the Employee ID, Last name and First name.
4. Touch the **System access** window and select a System Access Group from the list that appears on the right of the screen.

If you are unsure of which System access group to select, check with your hotel's VISION system administrator.

5. Touch the **Password** button. Depending on your system setup this will either say '**New Password**' or '**Set Username and Password**'.

If a numeric password is automatically displayed, note it down.

If for any reason, you don't like the password number that appears, you can press the Password button again to assign a different one.

If you are prompted to define a Username and Password, then do so (or let the employee in question do so). The password must be at least 4 characters long. You will need to re-enter the password to confirm it.

**TIP:** *The login username will default to the Employee ID that you entered. However, you can change it if you wish. The login Username can **ONLY** contain letters and numbers, not special characters such as \_ - \* or ?*

6. Touch **Save** to save the information. Logout and test the password.

Username is not case sensitive : password is.

### Adding an Employee that has Been Issued an Employee Keycard

The screenshot displays the 'Add system user' screen in the VingCard VISION 5.10 interface. At the top, there is a navigation bar with a 'Save' button, a 'Help' button, a 'Logout' button, and a 'Back' button. Below this, the 'New' tab is selected, and the 'Keycard holders' sub-tab is active. The main form area contains several input fields: 'Employee Id' (m102), 'Last name' (Troy), 'First name' (Helen), 'System access' (Front office), 'Login Username' (m102), 'New password' (\*\*\*\*\*), and 'Confirm new password' (\*\*\*\*\*). A 'Set Username and Password' button is located at the bottom of the form. The footer of the screen displays the copyright notice '© Copyright 2002 by VingCard' and the current time and date '13:35:53 09/10/2002'.

1. If the main System Users screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **System Users**.
2. Touch **Add** to display the **Add employee** screen. The **New** tab will be selected. Touch **Keycard Holders** tab.
3. Select an employee from the list on the right.
4. Touch the **System access** window and select a System Access Group from the list that appears on the right of the screen.

If you are unsure of which System access group to select, check with your hotel's VISION system administrator.

5. Touch the **Password** button. Depending on your system setup this will either say '**New Password**' or '**Set Username and Password**'.

If a numeric password is automatically displayed, note it down.

If for any reason, you don't like the password number that appears, you can press the Password button again to assign a different one.

If you are prompted to define a Username and Password, then do so (or let the employee in question do so). The password must be at least 4 characters long. You will need to re-enter the password to confirm it.



**TIP:** *The login username will default to the Employee ID that you inherited from the employee keycards module. However, you can change it if you wish. The login Username can ONLY contain letters and numbers, not special characters such as \_ - \* or ?*

6. Touch **Save** to save the information. Logout and test the password.  
Username is not case sensitive : password is.

## Changing System User information for an employee

### About Changing system user information

You can change ANY of the employee information, defined in the System Users module including their access and password.

If you have selected a new password scheme in the VISION setup module (Setup > System Access > Login) you can upgrade the passwords of all system users.

**NOTE:** The Employee Keycards and System Users modules share the same employee name and ID information. Therefore, any changes you make in the System Users module will automatically update the Employee Keycards module.

### How to Change system user information for an employee

The screenshot shows a software interface for changing system user information. At the top, there is a title bar with a 'Change system user' button and icons for Save, Help, Logout, and Back. Below the title bar, the 'System user' section contains several input fields: 'Employee Id' (f100), 'Last name' (Mellie), 'First name' (Roger), and 'System access' (Management). A 'Set Username and Password' button is located below these fields. To the right, the 'System access' section displays a list of access levels: 'Front office', 'Front off supv', 'Management' (highlighted), 'Maintenance', and 'VC Supervisor'. Each access level has a corresponding navigation icon (up, down, or refresh). At the bottom of the interface, there is a footer with the copyright notice '© Copyright 2002 by VingCard', the time '13:44:21', and the date '09/10/2002'.

1. If the main System Users screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **System Users**.
2. Touch the name of the employee you want to Change information for.
3. Touch **Change** to display the Change System User screen.
4. If you want to change Employee ID or a name, enter the new information.
4. If you want to change System Access, touch the **System Access** window and select from the list that appears on the right of the screen.  
  
If you are unsure of which System access group to select, check with your hotel's VISION system administrator.
5. If you want to change the Password – maybe you are upgrading all system users to a more secure password scheme - touch the **Password** button. Depending on your system setup this will either say '**New Password**' or '**Set Username and Password**'.  
  
If a numeric password is automatically displayed, note it down.  
If for any reason, you don't like the password number that appears, you can press the Password button again to assign a different one.  
  
If you are prompted to define a Username and Password, then do so (or let the employee in question do so). The password must be at least 4 characters long. You will need to re-enter the password to confirm it.  
  
**TIP:** *The login username will default to the Employee ID. However, you can change it if you wish. The login Username can ONLY contain letters and numbers, not special characters such as \_ - \* or ?*
6. Touch **Save** to save the information.

**NOTE:** If this employee has been added to the Employee Keycards module, it will be updated by any changes you make to name or employee ID.

## REMOVING SYSTEM ACCESS FROM AN EMPLOYEE

### About Removing and Employee from the System Users module

Removing employees from the system user module removes their system access to all VISION modules. If employees have not been issued an employee keycard, their information will be Removed completely from the VISION system. If they have been issued a keycard, you will need to use the Employee to remove the record of their keycard from the system.

### How to Remove an Employee From the System Users Module

**NOTE:** If this employee has been issued a keycard, they will not be removed from the Employee Keycards module.

1. If the employee in on a Void-list, remove them from it.
2. If the main **System Users** screen does not display, touch **Back** to return to the VISION **Main** menu, touch **System Users**.
3. Touch the name of the employee you want to Remove.

4. Touch **Remove**.
5. A message will appear asking you to confirm the deletion.



Touch **Yes**. This process means the employee can no longer log in to VISION, but does not invalidate the employee's keycard if they have one.

6. You will be returned to the **System Users** menu screen.

## VIEWING EMPLOYEE INFORMATION

### About Viewing Employee Information

Both the Employee Keycards and the System Users modules allow you to display employee information.

The following information can be viewed from the System Users module:

- Employee ID
- Name
- System Access Group that the employee is assigned to

**NOTE:** To print a list of all employees, refer to the Reports module.

### How to View Employee Information

1. If the main **System Users** screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **System Users**. The name and Employee ID of all employees with system access will be listed. Click on one of the column headers (Name, Id, System Access) to sort as you wish.

**NOTE:** To print a list of all employees, refer to the Reports module.

If you have the employee keycard in your possession, you can use Verify from the Employee Keycards module to display the information on it.

## Backup Module



The screenshot shows the Backup Module interface. At the top, there is a navigation bar with a large "Backup" button, a smaller "Backup" icon, and three other buttons: "Help" (with a question mark), "Logout" (with a computer icon), and "Back" (with a green arrow). Below the navigation bar, there is a "Destination:" label followed by a text input field containing the path "C:\VISION\BACKUP\Vision Demo Hotel\_Vision V5.3\_VISION.DB". A "Browse" button is located below the text field. At the bottom of the interface, there is a status bar with the text "Vision Demo Hotel" on the left, and two boxes on the right containing the time "12:33:43" and the date "23.03.2007".

### WHAT THE BACKUP MODULE DOES

The Backup module allows you to back up and restore your VISION system data.

The Backup part lets you manually backup your VISION system data. The data is restored to the VISION database by a separate executable, Restorer.exe which can be run very quickly from the windows programs menu. Here you just select the database you want to restore.

You should use Backup so that in the event that your VISION system data ever becomes corrupted or is removed from the VISION database, you can get the data back.

The VISION system offers two different backup features: Manual backup from the Backup module and Autobackup from the System Setup module. The Autobackup version of your VISION system data is kept in addition to the manual backup. There is no longer a limitation in the number of manual backup (previous three), but it is no required that the backups are put manually in separate folder. The name of the backup file is fixed, displaying the hotel name and the correct version of VISION. This is done to make troubleshooting easier.

For more information about the Autobackup feature, please refer to the documentation for the System Setup module or the online help system.

**NOTE:** You may never need to use the backups, but it is strongly recommended that you use the autobackup feature in setup to make a daily backup and also use the Backup module regularly in order to save data to a physically separate location (floppy disks or another PC on the network).

## QUICK STEPS TO USING THE BACKUP MODULE

This Help topic was designed as a quick reference. For more details on each task, touch the **Help** button and select the appropriate Help topic.

Task	Beginning from the Backup screen:
<b>Making backups</b>	<ol style="list-style-type: none"> <li>1. Enter a <b>Destination</b> directory for the backup. Browse to the desired destination. If you wish to store the backup on a diskette, browse to drive A (or appropriate) and insert a diskette.</li> <li>2. Touch <b>Backup</b> button</li> </ol>

## HOW TO BACKUP DATA

**All VISION PCs can be on and in use during backup!**

1. If the main Backup screen is not displayed, touch **Back** to return to the VISION **Main** menu, touch **Backup**.
2. Touch the **Backup** tab.
3. Enter a **Destination** directory for the backup. Touch the **Browse** button if you wish to browse to the desired destination. If you wish to store the backup on a diskette, browse to drive A (or appropriate) and insert a diskette. Please note that the name of the backup file is fixed and cannot be changed.

**TIP:** *If you are backing up to Floppy diskettes, it is recommended that you label the diskettes to indicate the date of the backup and the number the diskettes within the set.*

*For example, if this is this set requires 4 diskettes, label the first diskette "Aug. 24, 2000 – Disk 1 of 4" and so on.*

4. Touch the tick box in front of the backup you want to **Overwrite** (replace) with the new backup.
5. Touch the **Backup** button.

## HOW TO RESTORE A BACKUP USING RESTORER



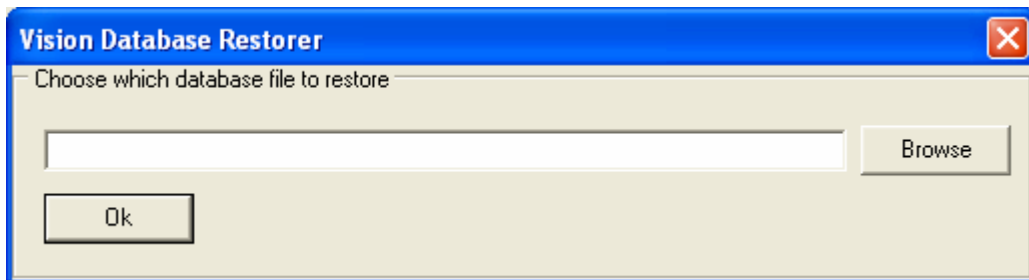
All users must exit the VISION system before a restore can occur.

The restore tool Restorer, guides you through the restore process. The first step is to select the backup file you want to restore. Then the restorer will guide you through the rest of the steps in the process.

## HOW TO RESTORE BACKUP DATA


1. Start the program Restorer.exe. Start > Programs > VingCard > VISION > Restorer.
2. Browse to select the database you want to restore
3. Follow the instructions on the screen and perform the five steps in the restore process.

## THE RESTORER SCREENS




**Vision Database Restorer - C:\VISION\BACKUP\Vision Demo Hotel\_Vision V5....** [X]

**To restore the unpacked database located in the Vision backup directory, use each button in turn, starting from the top.**




Shutdown

Requests all active Vision users to exit. This functions perform a network broadcast to tell current active users to shutdown and exit Vision. It is required, that no users are logged in to Vision when a full database restore is performed.




Users

Shows all active connections to the Vision database. This function will request the database to list all current active connections. If, after using the shutdown button, there are still active users, a manual shutdown of these users may be required.




Stop

Stops the Vision database server. This function request the database engine to shutdown the current loaded Vision database on the server. This step is required before replacing the old database with the backup database.



Restore






Restores the Vision backup database. This step replaces the current Vision database with the unpacked database currently located in the Vision backup directory. To unpack backup databases, use the Vision Maintenance module.



Start

Starts the Vision database server. This function requests the database engine to start up the Vision database on the server. After completing this step you may quit the Restorer program and restart Vision, which will now use the restored database.

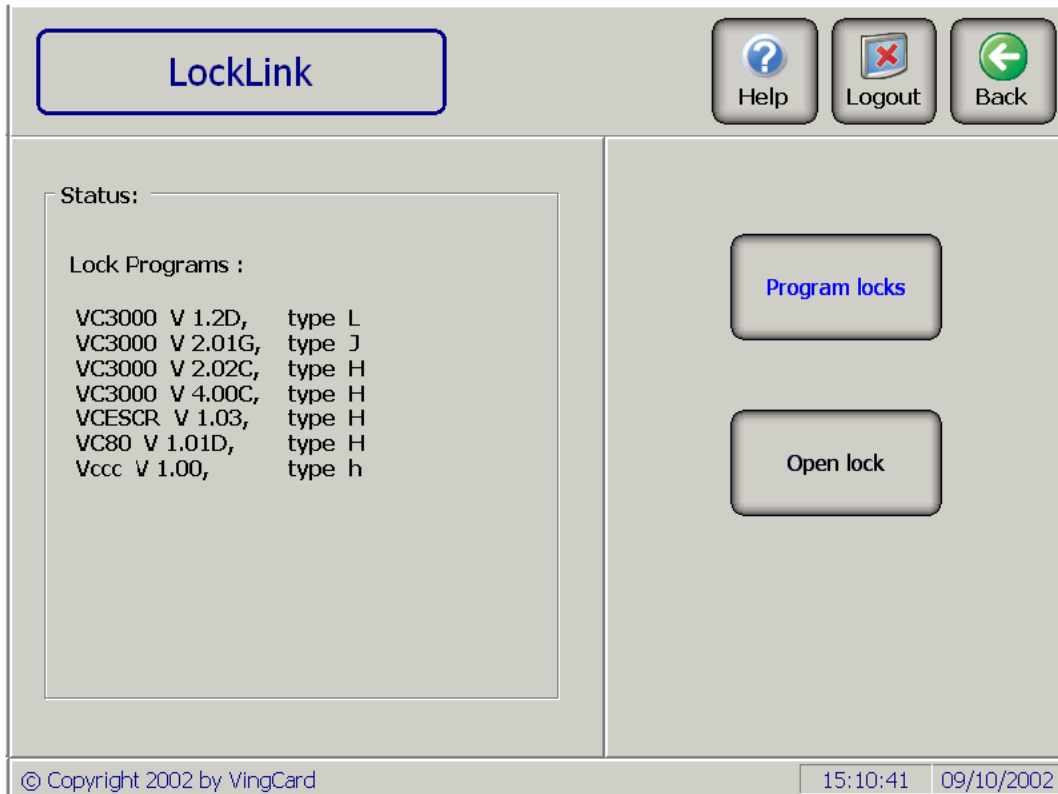
Show Info

Button	Description
 Shutdown	Touch this button to broadcast a message requesting all users to exit the VISION system.
 Users	Touch this button to view a list of users still connected to the database server. You should only proceed when the status message says <b>'No active VISION database connections found'</b>
 Stop	Touch this button to shutdown the current loaded VISION database on the server. This step is required to complete the restore process.
 Restore	Touch this button to start the actual restore. This step replaces the current VISION database with the unpacked database currently located in the server ..\ backup folder.
 Start	Touch this button to start the VISION database server when the restore is complete. The data in the database is now the data which was stored in the backup. This step is required to

	let users log back into VISION.
--	---------------------------------



## LockLink Module



## PROGRAMMING LOCKS

### About Programming Locks

Whenever a keycard is inserted in a lock, the lock must determine whether this keycard should be allowed to open the door. Each lock must be “programmed” to give it this information.

This information is contained in the VISION system. The LockLink is used to transfer this information from the VISION system (using the LockLink module) to the locks (using the Contact Card).

The LockLink itself is a Pocket PC used to communicate with the Hotel locks. It can :

- Interrogate a lock to extract details about entry events – the results can be displayed on the LockLink or transferred to a VISION PC
- Program locks by transferring information to them from the LockLink module of the VISION system – this includes resetting the date and time as well as changing the behaviour of the lock
- Unlock any door – even if the lock's battery is too low to open the lock

LockLinks are delivered to you with all of the necessary software installed on them.

**About Changing the programming of a lock**

Whether a lock is being programmed for the first time, or being reprogrammed, the process is the same;

- The current information is extracted from the database and sent to from the LockLink module to the LockLink Pocket PC
- The VingCard LockLink software is run on the LockLink Pocket PC
- The necessary information is loaded into the lock using a Contact Card inserted into the lock.

There are several instances when you might want to reprogram a lock:

- To change or add functionality – for example, a lock you may want to change a lock so that it can be used with connecting rooms.
- To instruct a lock to allow a LockLink to open it – for security purposes, the LockLink must contain instructions from the VISION system that enable it to open a specific lock. The lock will not open until it receives this information.
- To change the date and time stored within a lock – each lock has a built-in clock that tracks the date and time.

Also, keycards made from the Special Keycards module, can be used to give the locks additional information. For example, a Passage-mode keycard tells the lock to remain unlocked when a valid keycard is inserted.

**WHAT THE LOCKLINK MODULE DOES**

The VISION LockLink module transfers lock programs and data **from** the VISION system to the LockLink.

Lock Event information can be transmitted from the LockLink **to** the VISION system. This is handled directly within the VISION Reports module, enabling reports to be viewed immediately after the events are received. *In earlier versions of VISION the LockLink module received the events and then the Reports module had to be run in order to view them.*

**NOTE:** The following section gives instructions on using the LockLink module, but does include full information on using the LockLink itself. For that, you need to refer to Chapter 4 of the manual.

**Quick Steps to using the LockLink module**

Task	Beginning from the Lock Link menu screen:
Loading the LockLink with data to program locks	<ul style="list-style-type: none"> <li>• Touch <b>Program Locks</b></li> <li>• Check that the LockLink is connected to the workstation using ActiveSync.</li> <li>• <b>Enter</b> or select (<b>by Lock</b> or <b>by Group</b>) one or more room numbers into the <b>Selected locks</b> list.</li> <li>• Touch the <b>Send</b> button</li> </ul>
Loading the LockLink with data to open locks	<ul style="list-style-type: none"> <li>• Touch <b>Open Lock</b></li> <li>• Check that the LockLink is connected to the workstation using ActiveSync.</li> </ul>

- **Enter** or select (**by Lock** or **by Group**) one or more room numbers into the **Selected locks** list.
- Touch the **Send** button

#### How to load the LockLink with data to program locks

The screenshot displays the 'Program Locks' application interface. At the top, there is a 'Send' button and three navigation buttons: 'Help', 'Logout', and 'Back'. Below this is a header for 'Program Locks'. The main area is divided into two sections. On the left, under the heading 'Selected locks', there is a list with two entries: '501 - 510' and '601 - 610'. To the right of this list are several control buttons: a blue circular arrow, a yellow circular arrow, a green circular arrow, a green circular arrow, a yellow circular arrow, and a blue circular arrow. Below these are 'Add' and 'Remove' buttons. On the right side, there are three tabs: 'Enter', 'by Lock', and 'by Group'. The 'Enter' tab is selected, showing a 'Lock (s)' input field and a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, and BkSp. At the bottom of the screen, a status bar shows '20 locks selected.', the time '11:58:49', and the date '18/09/2002'.

1. Use System Setup module to establish or change your lock groups, keycard types and user groups.
2. Connect the LockLink to the workstation using Microsoft ActiveSync. See Chapter 4 of the manual for more details on setting up ActiveSync.

**TIP:** The VISION LockLink software does not have to be running on the LockLink Pocket PC. You can start it after transferring data.

3. If the **Main** menu of the LockLink Module is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **LockLink**.
4. Touch Program Locks.
5. Now select rooms you wish to program to the '**Selected Locks**' list. There are three ways to select the rooms :

With the **Enter tab** selected, use the keypad to enter the room number or range of room numbers for the lock(s) you wish to program.

OR

With the **by Lock** tab selected, choose room numbers from the list

OR

With the **by Group** tab selected, choose one or more entire lock groups

**TIP:** *Choosing whether to use the Enter tab, the by Lock or the by Group tab:*

*Using the **Enter** tab is faster for blocks of rooms. You only need to enter the first and last numbers into the two small windows.*

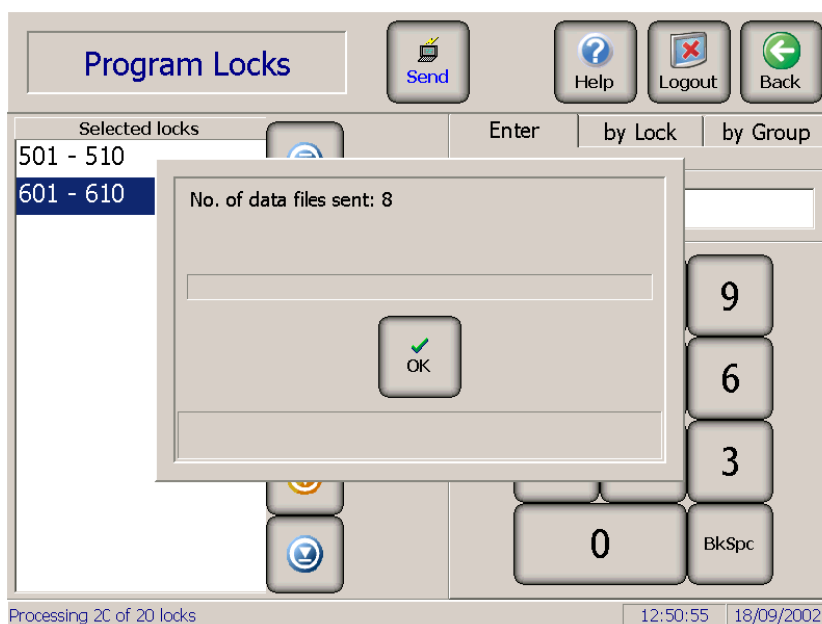
*Using the **by Lock** tab is great for reprogramming a single lock or if for any reason, you want to see the list of room numbers.*

*Using the **by Group** tab is convenient for programming a group of locks.*

6. Whichever selection method you used, move your selections to the **'Selected Locks'** list using the **add** button. If you make a mistake, you can use the **remove** button to undo it.

**TIP:** *If you have suites or connecting rooms: Do not be concerned with connecting rooms or suites when choosing room numbers. Just program each lock, and the VISION system will automatically set up the connecting rooms correctly.*

7. Touch the **Send** button. The necessary data will be transferred to LockLink. Follow any on screen instructions and press **OK** to finish the process.



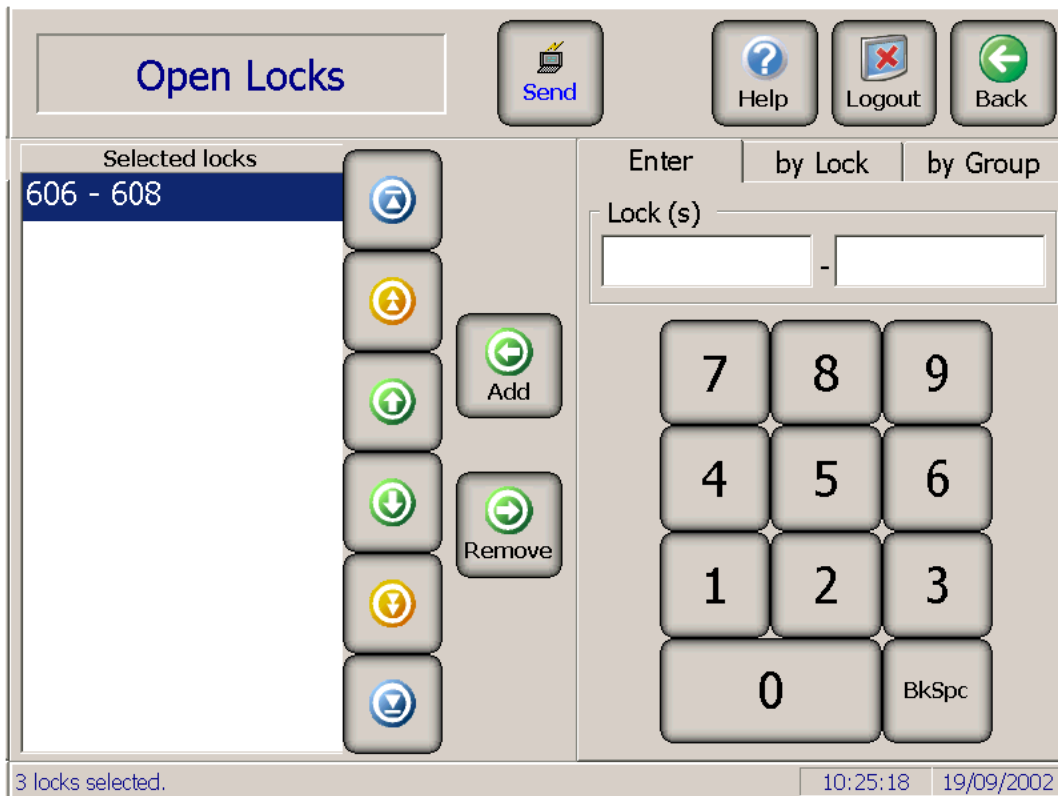
## UNLOCKING DOORS WITH LOCKLINK

### About Opening Locks with a LockLink

The LockLink can be used to open any lock. Normally, this is only done if the battery within the lock is too weak to open it or in an emergency situation.

Before a lock can be opened with the LockLink, it needs to be receive special 'Open door' data from the LockLink module. You can authorize LockLink to open up to 10 locks. The authorization lasts 1 hour. These measures are taken for security purposes, so that the LockLink cannot open doors without proper authorization.

## How to load the LockLink with data to open locks



1. Use System Setup module to establish or change your lock groups, keycard types and user groups.
2. Connect the LockLink to the workstation using Microsoft ActiveSync. See Chapter 4 of the manual for more details on setting up ActiveSync.

**TIP:** The VISION LockLink software does not have to be running on the LockLink Pocket PC. You can start it after transferring data.

3. If the **Main** menu of the LockLink Module is not displayed, touch the **Back** button to return to the VISION **Main** menu, and then select **LockLink**.
4. Touch Open lock
5. Now select rooms you wish to unlock to the '**Selected Locks**' list. There are three ways to select the rooms :

With the **Enter tab** selected, use the keypad to enter the room number or range of room numbers for the lock(s) you wish to program.

OR

With the **by Lock** tab selected, choose room numbers from the list

OR

With the **by Group** tab selected, choose one or more entire lock groups

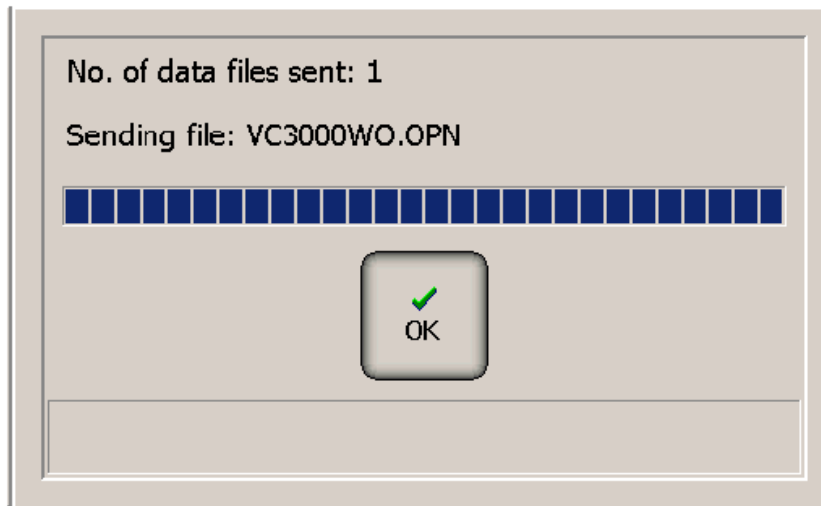
**TIP:** *Choosing whether to use the Enter tab, the by Lock or the by Group tab:*

*Using the **Enter** tab is faster for blocks of rooms. You only need to enter the first and last numbers into the two small windows.*

*Using the **by Lock** tab is great for choosing a single lock or if for any reason, you want to see the list of room numbers.*

*Using the **by Group** tab is convenient for choosing a group of locks.*

6. Whichever selection method you used, move your selections to the **'Selected Locks'** list using the **add** button. If you make a mistake, you can use the **remove** button to undo it.
7. Touch the **Send** button. The necessary data will be transferred to LockLink. Follow any on screen instructions and press **OK** to finish the process.



NOTE: If the Open Lock button is inactive (greyed out) this means that the option to open doors using the LockLink has been disabled in the System Parameters.

## Reports Module



Reports

Preview

Help

Logout

Back

System events
Lock
Employees
Replaced
Setup
Entry Log

From date:  time:

Until date:  time:

Filter:

Room  User group

Card holder  Event

System user

Sys events  Lock events

All in one line report

sø	ma	ti	on	to	fr	lø
		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			

September  
2009

Vision Demo Hotel8
15:16:21
28.09.2009

### WHAT THE REPORTS MODULE DOES

Generates all necessary reports relating to the VISION system and the Hotel Locks. All reports can be viewed on screen, printed to a printer and saved as .txt, .rtf or .pdf files if required.

The following types of reports can be generated:

- **System Events Reports** – Includes the dates and times of who logged in and what they did while logged in. You can also request a report on a specific room or user.
- **Lock Events Reports** – After downloading lock interrogation information from a LockLink or a Smart Card to a PC, you can generate a Lock Events Report.
- **Employees Reports** – Contains the information for all employees that were added from the System Users or Employee Keycards modules.
- **Setup Reports** – Detailing various setup information.
- **Entry Log** – Allows a Smart Card card to be read and a report compiled to show which doors it has opened – and when.

- **Mixed system and Lock Events** - It is now possible to make reports that combine both System and Lock events.
- **Online** – Get an overview of pending card replacements in the system

## HOW TO PREVIEW, PRINT AND SAVE REPORTS

Whichever report you choose, the steps required to Preview, Print and Save the information are the same.



Reports

Preview Help Logout Back

System events Lock Employees Replaced Setup Entry Log ◀ ▶

From date: 28.09.2009 time: 00:00

Until date: 28.09.2009 time: 15:17

Filter:

Room  User group

Card holder  Event

System user

Sys events  Lock events

All in one line report

sø	ma	ti	on	to	fr	lø
		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			

September 2009

Vision Demo Hotel8 15:16:21 28.09.2009

1. Once you have selected the type of Report you want and the set any required parameters (for example Room Name for a system event or a lock event report), Press **Preview**.



2. The Report will be shown on screen.

**NOTE** : In order to view, print or save a report, the PC you are working on must have a default printer set up. You can access printer settings via the Windows Start Button. Consult you system administrator if necessary.

3. There are 3 ways to navigate through the report.

If you touch / click on the report (white area) or tab to it, you can use the **keyboard** arrows, Page Up, Page Down , Home and End keys to navigate the current page.

- Home : Top of page
- End : Bottom of page



- Page Up : Up a third of a page (about a screen full)
- Page Down : Down a third of a page (about a screen full)
- Up Arrow : Up a line
- Down arrow : Down a line

Alternatively, you can use the **on screen navigation bar**.



The buttons work as follows, from left to right :

- Start of Report
- Top of previous page
- Up / back a third of a page (about a screen full)
- Down / forward a third of a page (about a screen full)
- Top of next page
- End of Report

Finally, you can **click** (or touch for touchscreens) on the report :

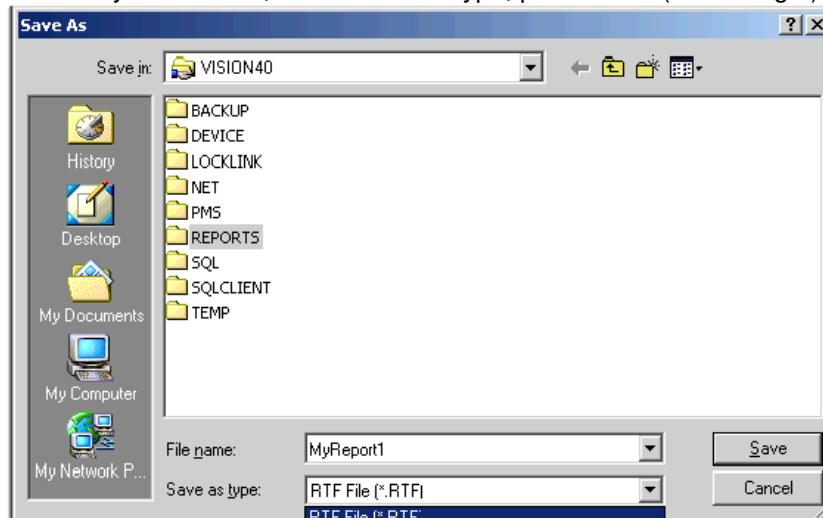
- click near bottom of report to scroll down
- click near top of report to scroll up

4. To print the report on your PC's default printer, press **Print** .



**NOTE :** Be sure to wait until the report preview is complete before printing or saving. This can be observed by looking at the status message in the bottom left corner of the screen

5. To Save the report press **Save**. A 'Save As' screen will appear which allows you to select a file name and browse to the location you wish to save to. You can save the report either as a plain text file (.txt) or as a Rich Text Format (RTF) file. RTF files can be read by all major word processors will look very similar to the on screen report when later viewed or printed. When you have selected your location, File name and type, press Save (bottom right).



## AVAILABLE SYSTEM REPORTS

### System Events Reports

The VISION system stores information such as who used the system and what they did while they were logged in. The System Events Reports allow you to view or print this information.

You choose start and end dates of reports. If you do not want to include all event information in the report, you can choose to generate a report for just a specific Room number or a particular User.

### How to Run System Events Reports

The screenshot shows the 'System Events Reports' interface. At the top, there is a 'Reports' button and navigation icons for 'Preview', 'Help', 'Logout', and 'Back'. Below this is a tabbed menu with 'System events', 'Lock', 'Employees', 'Replaced', 'Setup', and 'Entry Log'. The 'System events' tab is active, showing a date and time selection area. The 'From date' is set to 09.04.2010 00:00 and the 'Until date' is 09.04.2010 10:11. A filter section includes checkboxes for 'Room', 'User group', 'Card holder', 'Event', 'System user', 'Sys events' (checked), 'Lock events', and 'All in a line report'. A calendar for April 2010 is displayed, with the date 09.04.2010 selected. The interface also shows 'Vision Demo Hotel', the time '10:10:53', and the date '09.04.2010'.

1. Select the **System Events** tab
2. Set the date and time limits for the report – all events between the **From date : time** and the **Until Date : time** will be displayed.

To set dates, touch the displayed from or until date and then select the required date from the calendar that appears on the right side of the screen.

To set times, touch the displayed from or until time and then select the required time from the clock that appears on the right side of the screen.

Whether the clock is in am/pm or 24 hour mode is dependent on your PCs Windows 'Regional Settings'.

If the AM and PM buttons appear under the clock, you can touch either of them to switch between AM and PM.

OR

If the 1-12 and 13-24 buttons appear under the clock, you can touch either of them to switch between the first and last 12 hours of the day.

3. Touch the check box in front of one of the following:
  - Room** – choose from the room numbers on the right side of the screen.
  - System User** – choose a user from the list on the right side of the screen
  - Keycard events** – choose a card holder from the guest or employee list on the right side of the screen. The lists include all keycards that have been verified. All events relevant to the cardholder will be shown.
  - All events** – no need to make any other selections for this report.

**NOTE:** Some hotels are setup to allow guests to be check into connecting rooms or suites. During Check In, you select a room number and then use the Connecting Rooms button to select from the connecting rooms list.

When making a report for a suite, you should enter the room number you entered at check in time ( before selecting the Connecting rooms button). If you enter one of the other room numbers of the suite, no events will be reported for them.

On the report itself, you can differentiate between events affecting suites and those affecting single rooms by looking at the 'Keycard Type' field.

4. When you have finished making selections from this screen, touch the **Preview** button.

### Mixed System and Lock Events

It is now possible to make reports that combine both System and Lock events. To do this, go to Reports > System Events. This screen has been modified.

**Reports**    Preview    Help    Logout    Back

System events | Lock | Employees | Replaced | Setup | Entry Log

From date: 09.04.2010    time: 00:00

Until date: 09.04.2010    time: 10:11

Filter:

Room     User group

Card holder     Event

System user

Sys events     Lock events

All in a line report

sø	ma	ti	on	to	fr	lø
				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	

April 2010

Vision Demo Hotel    10:10:53    09.04.2010

To make a report :

- Select the required time window
- Select required filter by checking and selecting any of Room, System User or Keycard holder (*the example shows that a report will be filtered to show only events related to User Id 444*)
- If none of Room, System User or Keycard holder are selected, no filter will be applied, i.e. all events for the specified time window will be shown.
- Select 'Include Lock events' if you want to merge Lock events and System Events into a single, time ordered report.
- Previewing , printing, saving is as per previous versions.

**Please note:**

- The timestamps for the lock events are only accurate to the nearest minute whereas system events are logged to the millisecond. Also, system and lock clocks may not be fully synchronised. These points must be considered when examining the order in which system and lock events are shown in the report.
- Lock events will only be included if they have been downloaded from LockLink (in file event.dta). You can see which rooms are currently available from event.dta by looking at the list on the Lock > LockLink tab
- Only lock events that currently exist in event.dta are displayed.
- For example:
  - March 10<sup>th</sup>, 12:00, read 600 events from lock 201. Let us refer to these events 1000 to 1600. Download events to VISION. Make report for room 201. All lock events (1000 to 1600) appear.
  - March 11<sup>th</sup>, 12:00. Another 20 lock events have occurred since the lock was read. The lock now contains events 1020 to 1620 – i.e. the 20 oldest events have been replaced. Read 600 events from the lock. Download events to VISION. Make report for room 201. Events (1020 to 1620) appear but 1000 to 1019 do not.

**Employees Reports**

These reports show the Names and Employee ID for all employees. If an employee has been assigned a keycard, the card's User Group, unique User Id and start and expiration dates will be shown. If an employee has been given access to any VISION system modules, their System Access Group will be displayed.

For the first four report types, all employee information currently in the database is always included in the report, but you can sort it based on any of the following:

- (Employee) Name
- (Employee) ID
- User Group
- System Access Group
- Replaced Employees

Replaced Employees lists employee keycards that have been individually replaced. The list is grouped by user group. This allows you to see which user groups currently have individually replaced employees and are therefore contributing to the system limit (each lock can only have a limited number of individually replaced employees). If you replace an entire user group (employee keycards module) you will free up capacity in those doors accessed by the user group.

**Example :** Security User Group accesses all doors. There are 3 individually replaced Security users listed. If you replace the entire Security User Group, every door will have three 'spaces' for individually replaced cards freed up once one of the new cards is used.

There is one more type of employee report

- Keycard expiry next **x** days

This only lists employees with a keycard that have expired or will expire within the selected ('x') days. For each employee, advice is given on the best way to replace the employee's card (i.e. the method with minimum effect on other employees).

'x' defaults to the Employee Card Expiry value set in setup > system parameters > timeouts. However, it can be altered from within the reports module (but this will not alter the setup setting).

For security purposes, password (and login username if applicable) is NOT included in employee reports.

### Intelligent filtering on the system event screen

The screenshot shows the 'Reports' module interface. At the top, there are buttons for 'Preview', 'Help', 'Logout', and 'Back'. Below these are tabs for 'System events', 'Lock', 'Employees', 'Replaced', 'Setup', and 'Entry Log'. The 'System events' tab is active, displaying a form with the following fields:

- From date: 23/02/2010, time: 00:00
- Until date: 23/02/2010, time: 12:23
- Room: 60

Below the form, there is a 'Filter:' section with several checkboxes:

- Room
- Card holder
- System user
- User group
- Event
- Sys events
- Lock events
- All in a line report

On the right side, there is a table showing a list of rooms with their door names and lock groups. The table is titled '7 rooms selected'.

Door Name	Lock Group
60	Access points
600	Employee rooms
601	Employee rooms
602	Employee rooms
603	Employee rooms
604	Employee rooms
605	Employee rooms

At the bottom of the screen, there is a status bar showing 'Vision Demo Hotel', '14:44:59', and '23/02/2010'.

When you select one of the filter buttons (Room, Card Holder, System User, User Group, Event) the right side of the screen shows a full unfiltered list of choices. For example, if you use the Room filter button, you will initially see a list of all rooms. You can now type in the filter box (above the list) to narrow your search.

For example, consider a hotel with rooms 101 to 200. For a room filter the list will initially show all 100 rooms. If you type '1' room 200 is filtered out and 99 rooms remain in the list.

If you now type '0' (so the filter box shows '10') only the 9 locks 101 to 109 remain listed. If you now press 'Preview' you can generate a report for those 9 rooms. Alternatively, you could add '4' to the filter box (so it shows '104'), or simply click on the list entry for '104' and generate a report for room '104' only.

You can also use wildcard characters : either the query '?' or underscore '\_' represent a single character; either the the percentage sign '%' or asterisk '\*' represent any number of characters. For example, 20? would list 200, 201, 202 etc, but not 2000. 4\* would list 4, 40, 41, 400, 401, 4010 etc. \*ed would list all entries ending in 'ed'

- For **Room** the filter acts on room name.
- For **Card Holder**, the filter acts on first name, last name or card user id (For example, typing 'S' would list Simon Jones and Jill Smith)
- For **System User**, the filter acts on first name, last name or employee id
- For **User Group**, the filter acts on user group name
- For **Event** the filter acts on the name of the event description (For example 'check in guest')

Filters can be combined. For example, you could make a report that shows all 'Check In' events made by System User 'Jane Williams'.

### How to Run Employees Reports

The screenshot shows the 'Reports' section of the VingCard VISION 5.10 interface. At the top, there is a 'Reports' button and a 'Preview' button. To the right are 'Help', 'Logout', and 'Back' buttons. Below these is a navigation bar with tabs for 'System events', 'Lock', 'Employees', 'Setup', and 'Entry Log'. The 'Employees' tab is selected. The main area is titled 'Sort by :'. It contains a list of report options with checkboxes: 'Name' (checked), 'ID', 'User group', 'System access group', 'Keycard expiry next 7 days', and 'Replaced Employees'. At the bottom, there is a status bar with 'Vision Demo Hotel', '13:42:30', and '23.03.2007'.

1. Select the **Employees** tab
2. Touch the check box in front of one of the listed report options
3. When you have made your selection from this screen, touch the **Preview** button.

### Setup Reports

These reports show all aspects of the system setup. You can either select, view and print individual reports groups of reports.

Access to these reports is only granted to VISION users with special access rights, set up in Setup > System Access.

## How to Run Setup Reports

Reports

Preview Help Logout Back

System events | Lock | Employees | Setup | Entry Log

Report:

Keycard Type  Section vs Room

User Groups  Lock Types

Common Door  Keycard Interrelations

Time Tables  Access Groups

Lock Groups  System Parameters

Show all door names in Lock Groups

Select All

© Copyright 2004 by VingCard 13:14:38 15/02/2005

1. Select the **Setup** tab
2. Touch the check boxes in front of the reports you want to view or print.
3. When you have made your selection from this screen, touch the **Preview** button. You can also **Print** the report or **Save** it. If you have selected more than one individual report, a cover sheet will be made for the combined report.





## AVAILABLE LOCK REPORTS

### Lock Events Reports via LockLink

The LockLink Pocket PC can be used to read Lock Event information from each lock and transfer it to a VISION PC. This data can be viewed or printed as a Lock Events Report.

Lock Event Reports show all events related to use of the lock, including a full record of exactly who entered the room and when.

VingCard locks can store up to 100 or 200 lock events – dependent on lock type. The VC3000 Classic locks store up to 100 events, DaVinci and Presidio up to 200.

**NOTE** : Lock event reports can often be used to help staff wrongly accused of something by guests.

For full details on how to use LockLink to extract Lock Events, see Chapter 4 of this manual.

### How to Run Lock Events Reports via LockLink

Lock events	Date	Time
501	08/10/2002	09:47
1001	06/08/2002	10:36
606	27/10/2002	02:04
607	19/09/2002	10:07
c1	30/09/2002	10:53
c3	30/09/2002	10:35

1. Select the **Lock** tab and then the **LockLink** sub-tab
2. If you just want to re-view previously downloaded events, go to step 4 . To download new events :

Press **Receive**. A pop up screen will appear. Press **Start** when the PC and

LockLink are connected via Microsoft ActiveSync.

**NOTE :** See Chapter 4 of the manual for more details on setting up ActiveSync.

3. The lock events will be transferred to your PC. The on-screen room list will be updated with all the events from the LockLink.

**NOTE:** The list will be completely replaced with the new data received from LockLink. However, unless previous events are deleted from the LockLink device they will actually be recopied to the PC. Example : LockLink reads events for Room 100 and transfers to PC. PC list shows Room 100. Days later, LockLink reads events for Room 200. LockLink now contains data for Room 100 and 200. When events are transferred to PC, PC list shows 100 and 200. If Room 100 events had been removed from the LockLink, then after transfer of Room 200 events, Room 100 Events would not be available from the PC either.

4. Select a room from the list and press **Preview**
5. To remove the events for a given room from the list, select the room on the list and press **Delete**

**NOTE:** As indicated above, this will only remove record of those lock events from the PC. They may still be available if you re transfer from the locklink.

If you need a permanent copy of events for a room, then Preview and **Save** a report.

Only delete lock events from the LockLink if you are sure you will not need them again.

#### **Lock Events Reports via Readout Card**

A Readout Card can be used to read Lock Event information from locks that accept Smart cards and transfer it to a VISION PC. This data can be viewed or printed as a Lock Events Report.

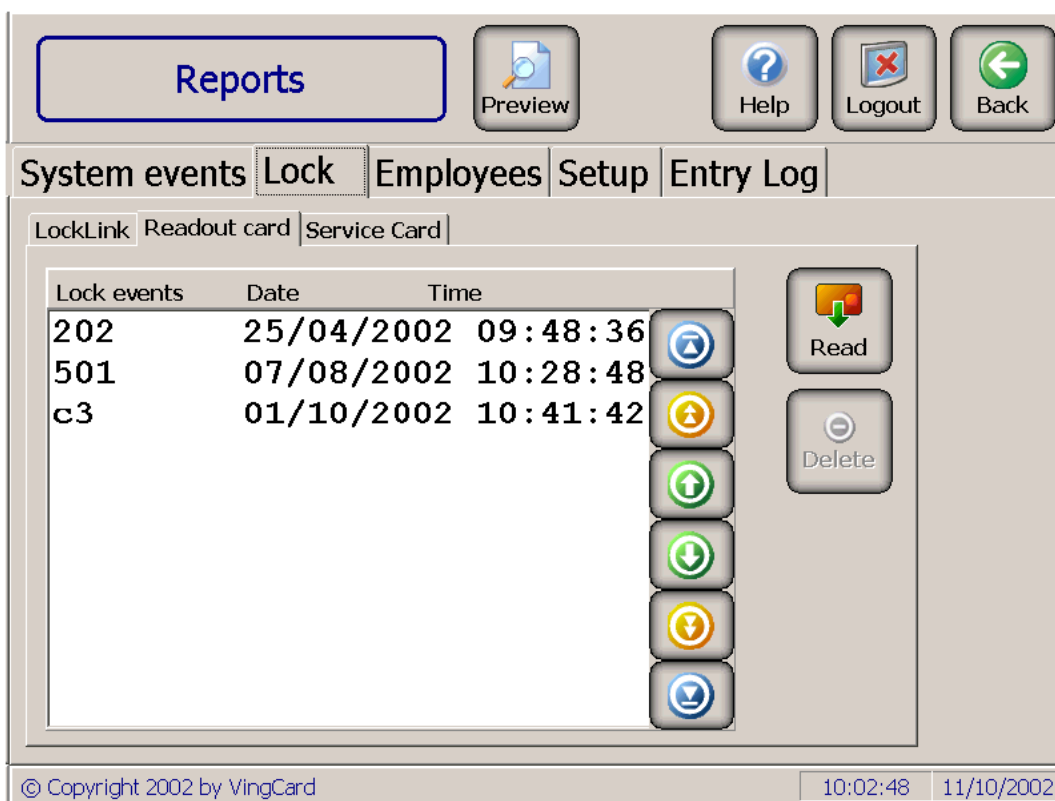
Lock Event Reports show all events related to use of the lock, including a full record of exactly who entered the room and when.

VingCard locks can store up to 200 lock events – dependent on lock type and manufacture date.

<p><b>NOTE :</b> Lock event reports can often be used to help staff wrongly accused of something by guests.</p>
---

A Readout card is a special type of Smart Card. See the Special Cards section of this chapter for details.

## How to Run Lock Events Reports via Readout Card



1. Select the **Lock** tab and then the **Readout card** sub-tab
2. If you just want to review previously downloaded events, go to step 4. To download new events :  
Press **Read** and inset a Readout Card into your Smart Card reader. Remove the card when prompted.
3. The lock events will be transferred to your PC from the Smart Card. The on-screen room list will be updated with the events from the card.  
**NOTE:** The list will be added to by the new data received. Older versions of Events for the same room will be replaced.
4. Select a room from the list and press **Preview**
5. To remove the events for a given room from the list, select the room on the list and press **Delete**  
**NOTE:** This will remove record of those lock events from the PC. Unless they are still retained on the Readout Card they will in effect be permanently deleted.  
If you need a permanent copy of events for a room, then Preview and **Save** a report.  
Only delete lock events from the Readout Card list if you are sure you will not need them again.

### Lock Service Data Reports via Service Card

A Service Card can be used to read Lock Service information from locks that accept Smart Cards and transfer it to a VISION PC. This data can be viewed or printed as a Report.

Lock Service information contains data of interest to lock maintainers : battery level, failure rate for the card reader in the lock etc.

A Service card is a special type of Smart Card. See the Special Cards section of this chapter for details.

### How to Run Lock Service Data Reports via Service Card

The screenshot shows the VINGCARD VISION 5.10 software interface. At the top, there is a 'Reports' button and three utility buttons: 'Preview', 'Help', 'Logout', and 'Back'. Below these are navigation tabs for 'System events', 'Lock', 'Employees', 'Setup', and 'Entry Log'. The 'Lock' tab is selected, and within it, the 'Service Card' sub-tab is active. The main area contains a 'Service Card' section with the following fields:

- Room:
- Lock type:
- Lock mode:
- Battery:
- Cylinder:
- Smart card:
- Magnetic card:
- Openings:
- Insertions:
- Misreads:

There is a 'Read' button with a green arrow icon on the right side of the 'Service Card' section. At the bottom of the window, there is a copyright notice '© Copyright 2002 by VingCard' and a timestamp '10:30:51 11/10/2002'.

1. Select the **Lock** tab and then the **Service card** sub-tab
2. Press Read and inset a Service Card into your Smart Card reader. Remove the card when prompted.
3. The lock service data will be transferred to your PC from the Smart Card
4. Read the on screen data. Press Preview if you want to print or save a report.

### Entry Log Reports via Guest or Employee Smart Cards

A Smart Card card can be read to show a history of what rooms it has been used to enter. This data can be viewed or printed as a Report.

For this to work, the User Group for the Smart Card card in question must have been set up with the 'Entry Log' option checked.

A Smart Card can hold up to 400 individual entry records.

### How to Run Entry Log Reports via Guest or Employee Smart Cards

The screenshot shows the 'Entry Log' report interface. At the top, there is a 'Reports' button and a 'Preview' button. To the right are 'Help', 'Logout', and 'Back' buttons. Below these is a navigation bar with tabs for 'System events', 'Lock', 'Employees', 'Setup', and 'Entry Log'. The 'Entry Log' tab is active. The main area is divided into two sections: 'Guest' and 'Smart card information'. The 'Guest' section contains several input fields: Room (100), Keycard type (Single Room), First name, Last name, User group (V.I.P Guest), Valid from (11/10/2002 09:3), and Valid until (13/10/2002 14:0). The 'Smart card information' section displays the message 'Guest card is read. Found 1 entry records' and a 'Read' button. At the bottom, there is a copyright notice '© Copyright 2002 by VingCard' and a status bar showing '10:40:38 11/10/2002'.

1. Select the **Entry Log** tab
2. Press Read and inset the guest or employee Smart Card into your Smart Card reader. Remove the card when prompted.
3. The Entry Log data will be transferred to your PC from the Smart Card
4. Read the on screen data. Press Preview if you want to view, print or save a more detailed report showing all rooms entered with date and time.

**NOTE :** The Entry Log does not contain a record of locks where the card was inserted but did not unlock the door. This is for security purposes – so that an Entry Log cannot be manipulated to contain ONLY failed (or false) attempts to open doors, thus masking the record of doors actually unlocked.

## Glossary of Terms

**Check Out Date and Time** – All guest keycards contain the date and time of check out. This information is stored on the keycard so that the locks will know when the keycard expires.

**Common Doors** – When you make a guest keycard, you can give access to doors (such as car parks or pool areas) in addition to the bedroom. These are called Common Doors. Guest access to Common Doors ends when the keycard expires (not when a newer guest keycard is used on the lock.)

**Contact Card** – The black plastic card that is attached to the LockLink. It is inserted into locks to program or interrogate them.

**Deadbolt Override** – Available depending on your hotel's setup. Allows a keycard to open a lock, even if the deadbolt has been set. For guest keycards, this can be assigned when the keycard is made. For employee keycards, this is determined solely by the User Group.

**Employee ID** – Whenever you add an employee to the System User or Employee Keycards module, you will be required to assign a unique Employee ID. The same ID is used for both modules. This is not the same as employee Username Passwords.

**Events** – see either Lock Events or System Events

**Fail-safe Keycard** – Fail-safe keycards are pre-made keycards, created so that if the computer ever goes down, guests can still be checked in. They work in conjunction with Programming keycards. There are two kinds of Fail-safe keycards; see Sequential Keycards and Random Keycard. See Special cards section for more information.

**Future Proof™** – VingCard systems are created using the latest technology and are carefully designed with the future in mind. We are so sure of this, that we trademarked the term FutureProof!

**Interrogating a Lock** – Up to 200 Lock Events can be "read" from a lock by a LockLink. This is sometimes called interrogating a lock.

**Issue area** – Normally, the entire hotel will have the same Issue area (the front desk). Each hotel has the option of assigning additional Issue areas in the System Setup module.

**Lock Events** - Anything that happened to a lock, such as having a keycard or metal key used in it are called Lock Events. The LockLink module allows you to download this information from the locks and then the Reports module allows you to generate a Lock Event report. You can optionally include Lock Events when you Backup.

**LockLink** – A hand-held computer whose main function is to transfer data between the computer system containing the VISION system (LockLink module) and the locks. It can also Interrogate or open locks.

**Lock-out Keycard** – Lock-out keycards are not used by all hotels. They prevent a guest from returning to a room between the time they check out and the time their keycard expires.

**Passwords** – Unique number assigned to each employee. It must be entered by the employee on the Log-in screen and is used to identify the user to the VISION system.

**Programming keycard** – the Programming keycard is used on a lock prior to a Fail-safe keycard. It tells the lock to allow a Fail-safe keycard to work.

**Programming locks** – Each hotel can reprogram locks by making changes on a computer with the VISION system on it, and then transferring the data to the locks. A LockLink is used for this transfer.

**Property Management System Interface (PMS)** – Your hotel may have property management software that sends and receives information to and from the VingCard software. The ability to transfer information this way is called interfacing.

**Random Fail-safe Keycards** – Method of creating Fail-safe keycards that can be used for ANY door. When the guest checks in, you will need to use a Fail-safe Programming keycard and then a Fail-safe keycard on the door before giving the Fail-safe keycard to a guest.

**Sequential Fail-safe Keycards** – Method of using Fail-safe keycards that lets you create up to 8 Fail-safe keycards for each SPECIFIC door. This method results in Fail-safe keycards that are completely ready to give to guests if the computer system ever goes down.

**Special keycard** – Any keycards made from the Special Cards module of the VISION system.

**System Access** – The VISION system consists of several modules. Your hotel uses the System Users module to determine access to each.

**System Events** – The VISION system keeps track of information, such as who accessed the system and what they did. The Reports module allows you to generate a System Events report and Backups can optionally include System Events.

**Toggle Mode keycard** – These keycards do not actually open a lock, but are used to temporarily tell a lock to remain unlocked the next time it is opened. Normally used for banquet rooms, or rooms you want to give people access to who do not have a keycard.

**User Group** – Every guest and employee keycard is assigned to a User Group to control access. User Groups include; User Type (see Setup module for details), which doors to unlock, and whether the keycard has deadbolt override authority.

**User ID** – Every guest keycard is assigned a User ID by the VISION system when it is made. This number can be used to identify it in the future. This is not the same as an Employee ID.

## Frequently Asked Questions

1. What if a guest's keycard does not work?

Answer: If a mag-stripe keycard is exposed to magnets, it will be erased and you will need to remake it. To determine if the keycard was made for the correct room, you can use the Verify option in the Guest Keycards module.

2. What is the difference between making Duplicate guest keycards and Replacing a lost or stolen guest keycard?

Answer: A **replaced** keycard will invalidate original guest keycard, so that lost or stolen keycard will no longer open the door to the room. For security reasons, a keycard that is lost or stolen **MUST** be replaced rather than duplicated. If there are roommate cards, they will **NOT** need to be replaced.

Making a **duplicate** keycard will not invalidate older keycards. Normally, they are used to allow a roommate to have their own keycard.

3. Why won't Verify show me the information on a keycard?

Answer: When you use Verify, a blank keycard, a keycard made from a different module, a keycard from a different hotel, or a damaged keycard will result in an error message.

4. Does the VISION system know whose keycard opened a specific door?

Answer: Yes. The lock can be "read" using a LockLink or a readout card and the results can be transferred to the VISION system.

5. Does the VISION system know who made a keycard?

Answer: Yes, the System Events Reports include this information.

6. When is it necessary to use the Check Out option of the Guest Keycards module?

Answer: Many hotels do not use this option, but your hotel may need to use it to interface with a Property Management System. Check with your VISION system administrator.

7. Is there anything I need to know about the care of keycards?

Answer: Keycards are vulnerable to the same damage as credit cards. They will not function if exposed to magnets or extreme heat. Eel skin and many other types of leather used in wallets can erase keycards.

8. Is there anything special I need to know about the VISION Touch Screen?

Answer: The surface of the screen is glass and was designed to be touched with your fingers. Do not use anything abrasive, such as a pencil eraser to make selections. It can be cleaned like any other computer screen.

9. Is there a way to open a door if the batteries in a lock become too low to open the lock?

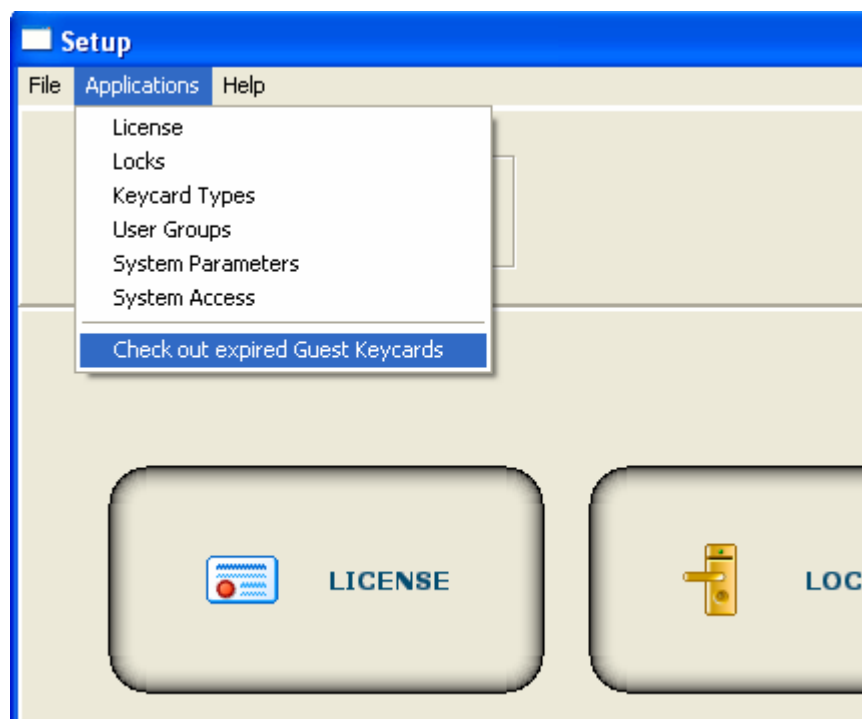
Answer: Yes, this is one of the functions of the LockLink.



# Appendix A:

## Check out multiple guest keycards

There is a new function that you can access via the Applications menu in the System Setup module. It allows you to 'clean out' expired guest keycards from the database. This can improve system performance.



When you select this function you will see this screen

**Checkout all expired Guest Keycards**

Password

Please re-type your login password:

Options

Checkout Keycards that have expired before the given date/time: 02/12/2010 12:53

- To use this function, you must re-enter your Vision login password.
- Then set a date and time. All guest keycards that have an end date/time before this will be checked out. You cannot use a date/time in the future.
- Pressing Checkout begins the checkout process. You will see a progress bar.