Quick Start Guide

GUARD1/plus

Version 5

Quick Start Guide for GUARD1 PLUS 5

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You can find the latest version of this and other documents for GUARD1 PLUS at *http://www.guard1.com/support*

Our Knowledge Base at *http://www.guard1.com/Support* has detailed and up-to-date information about installation, configuration and troubleshooting of GUARD1 PLUS 5.

We welcome your suggestions! If you have a suggestion or find a discrepancy, please contact us at *support@guard1.com* or *support.europe@guard1.com*.

PC Requirements

- 2.66 GHz CPU
- 4 GB of RAM
- 20 GB of hard drive space
- DVD drive
- A USB port is required for the USB Downloader
- An Ethernet connection is required for the IP Downloader

Software Requirements

- One of these supported Operating Systems:
    - Windows 7 Service Pack 1 (32/64 bit)
    - Windows 8.1 (64 bit only)
    - Windows 10 (64 bit only)
    - Windows Server 2012 R2
    - Windows Server 2016
- Microsoft .NET Framework 3.5 (requires an active Internet connection to enable on Windows 8.1, Windows 10 and Server 2012 R2)
- Microsoft .NET Framework 4.5 (enabled by default on Windows 8.1, Windows 10 and Server 2012/2016)
- Microsoft Office Excel 2010 Service Pack 2 (32-bit only) or newer (for the Rounds Tracker Module)
- Microsoft Internet Explorer 11 or later is recommended as the default browser
    - *Microsoft SQL Reporting Services will not work with Microsoft Edge browser*

Hardware Requirements

- A GUARD1 USB Downloader or IP Downloader

IMPORTANT: GUARD1 PLUS 5 ***does not support and will not work*** with Direct, Mobile or Modem Downloader or with third-party downloaders.

NOTE: If you are installing version 5 **on the same PC as a previous version of GUARD1 PLUS and/or IP Attendant**, you will be prompted to uninstall the old version(s) during the GUARD1 PLUS 5 installation process, and your older GUARD1 PLUS database and backups stored in the standard folders will be copied automatically to the new install folder during the GUARD1 PLUS version 5 installation.

1. Install GUARD1 PLUS

Follow these instructions to install GUARD1 PLUS. Please **allow at least 45 minutes** for the entire installation and configuration process.

1. **You must be logged on as a Local Administrator** to install GUARD1 PLUS.
2. Insert the GUARD1 PLUS DVD in the DVD drive. The installer will launch automatically.
    - If the installer does not begin automatically, click **My Computer** and browse to the DVD drive. Double-click the **setup.exe** file.
3. Select a language and click **OK**. The installer will extract the GUARD1 PLUS setup files to your hard drive; this may take several minutes to complete.
    a. You may be prompted to install the prerequisites "Microsoft .NET Framework 3.5" and/or "Microsoft .NET Framework 4.6.1". If so, click **Install**.
    b. Click **Next** to complete the prerequisites installation and then click **Finish**.
4. Click **Next** to install GUARD1 PLUS.
5. After reviewing the End User License Agreement select "I accept the terms in the license agreement" then click **Next** and **Install**.
    - If older GUARD1 products are installed on this computer, you will be prompted to uninstall them. Click **OK** at the message "The following products must be uninstalled". The listed products will be uninstalled. You may be prompted to proceed during this process – if so, click **OK** or **Yes**. Once all older products are uninstalled, the version 5 installer will proceed.
6. After version 5 is installed, click **Finish** to launch the GUARD1 PLUS Configuration Wizard.

2. Configure GUARD1 PLUS

Follow these instructions to configure GUARD1 PLUS.

1. The Configuration Wizard will launch automatically after you click **Finish** in the installer window.
    - If the Configuration Wizard does not launch automatically, click the Configuration Application shortcut in the *TimeKeeping Systems\Guard1 Plus* folder of your Windows All Programs menu.
2. Review the first screen of the Configuration Wizard, then click **Start**.
3. Select **Create configuration** and click **Next**.
4. Enter your Support Code. *Your Support Code can be found on a label on the GUARD1 PLUS 5 DVD, or may have been provided to you by Technical Support or Sales*.
5. Click **Next**.
6. The Configuration Wizard will set up the GUARD1 PLUS components. *Please note that the installation of SQL Server Express will take several minutes*.
7. When the Wizard is complete, click **Exit** to launch the GUARD1 PLUS Data Maintenance Wizard.
8. When prompted by the Data Maintenance Wizard, create your GUARD1 PLUS Supervisor account by entering a User name and Password. You will use this account to log in to GUARD1 PLUS and to create additional User accounts if needed.
9. Click **Next**.
10. When the Data Maintenance Wizard is complete, click **Finish**.

3. Connect the USB Downloader

The USB Downloader should be connected **AFTER** you install GUARD1 PLUS.

1. Position the Downloader near the computer.
2. Connect the USB cable from your Downloader to the computer's USB port.
3. The Downloader will appear in the System Tab in GUARD1 PLUS. If it does not, click on the **Guard1 Plus** folder in the System Tab, then press **F5** on your keyboard to refresh the display.

4. Clear the PIPE

Before you add any new buttons, the factory button scans on the PIPE should be cleared.

1. Place THE PIPE in the Downloader.
2. THE PIPE will download automatically.
3. If there are any new buttons, a notification from the Configure Unassigned Buttons application will appear in the System Tray.
4. In GUARD1 PLUS, open the Buttons tab and click the GUARD1 PLUS folder to highlight it. Press **F5** on your keyboard to refresh the display, then right-click the Unassigned Buttons folder and select **View All Unassigned Buttons**.
5. In the right window pane, select any button, press **CTRL+A** on your keyboard to select all buttons, then press the **Delete** key on your keyboard. Click **Yes** to delete all the buttons.

5. Add Your Buttons

Officer, Location and Incident buttons are all added in the same way.

1. Read each button with THE PIPE. Keep track of the order you read them in and carefully record the description of each button you read, in the correct order.
2. Place THE PIPE in the Downloader. It will download automatically.
3. Open the Configure Unassigned Buttons app by double-clicking its Tray icon, or from the Buttons Tab in GUARD1 PLUS by right-clicking the Unassigned Buttons folder and selecting **Configure Unassigned Buttons**.
4. Select the download that contains the buttons you want to assign.
5. In the right window pane, the buttons are listed in the order they were read. Referring to the list you made in Step 1, specify a description for each button and the button's type (Officer, Location or Incident).
6. When finished, click **Save**.

6. Create a Tour

You must add your Location buttons to a tour to see their data in reports.

1. Click the **Facilities** tab.
2. Double-click **Clients** to add a new Client.
3. Enter the Client information and click **Next**.
4. Select **Go to the Finish screen** and click **Next**, then **Finish**.
5. Locate the Client you have just created in the Facilities tab.
6. Right-click the Client and click **Add Location**.
7. Select all of the Location buttons that should be added to this Client and click **Next**.
8. Click **Finish**.

7. Run an Officer, Location, Incident Report

You can generate reports and filter on date, time, Officers and Incidents.

1. Open the **Facilities** tab and highlight the client or tour.
2. Right-click from the Client and point to **Reports** and then click **Officer**, **Location**, **Incident**.
3. Enter the report parameters in the following tabs: **General**, **Appearance**, **Filter - Incidents**, and **Filter - Officers**.
4. To display the report, click the icon for **View** and the report will open in your default web browser.
5. From the web browser, you may export the report to a Word (.docx), Adobe (.pdf) or Excel (.xlsx) file.
6. Click the **X** in the upper right-hand corner to close the Officer, Location, Incident Report tab.
7. When prompted whether or not you want to save this report definition, click **No**.