

# **GUARD1**

Protecting lives and reputations



## **User Guide**

**GUARD1**/Real Time

Version 8.x

PIPE ONLY

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## **TimeKeeping Systems Contact Information**

### **Technical Support:**

Phone: 216-595-0890

Option 2

Email: [support@guard1.com](mailto:support@guard1.com)

### **Sales:**

Phone: 216-595-0890

Option 1

Email: [sales@guard1.com](mailto:sales@guard1.com)

## What is a tour?

A Tour is a process by which an officer, staff member, or employee records a series of location checks using a PIPE from beginning to end. In addition to the locations, the person conducting a tour may also scan additional optional components such as officer buttons and observation buttons.

## What does the tour process look like?

Below is a report from Guard1 that shows tour scan information including an Officer, a Location, and an Observation.

## PIPE Download

Generated at: 09/29/2020 04:57 PM

A15B6E

Time	Type	Description
9/29/2020 16:30	Officer	Officer LastName,FirstName
9/29/2020 16:35	Location	Location #1 (Entry Door)
9/29/2020 16:35	Observation	Open Door
9/29/2020 16:40	Location	Location #2 (Main Hallway)
9/29/2020 16:45	Location	Location #3 (Second Hallway)
9/29/2020 16:45	Observation	Hallway Clear

### Notice:

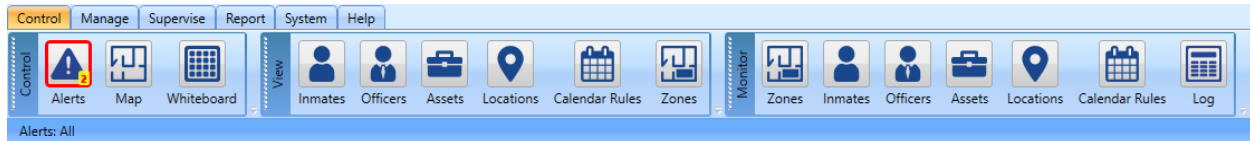
The Officer's name (LastName, FirstName)

The Location that was scanned (Location #1)

The observation that was also scanned (Open Door)

## Basic Layout Overview

### Control Room Panel



Function: This Tab is set to “Read Only” and “Acknowledge”. No modifications to the system setup can be completed from this Tab. It is generally the Tab that you will give access to your line staff for monitoring daily activities.

EX: If the user would like to view the available Locations, they would select the ‘Locations’ Button

### Manage Panel



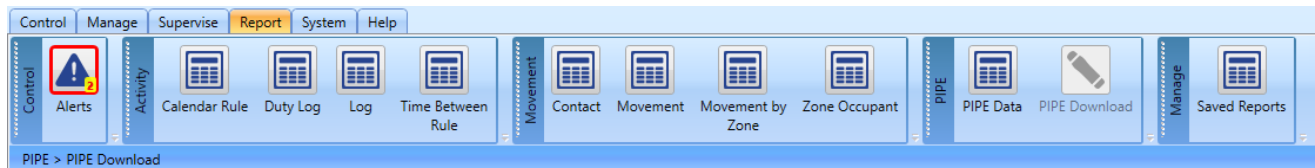
Function: Allows you to add/remove/edit your Locations and their buttons as well as assign new unassigned buttons to locations/officers/observations. Also, allows you to add names and/or descriptions of your PIPEs and Downloaders under the Asset section.

### Supervise Panel



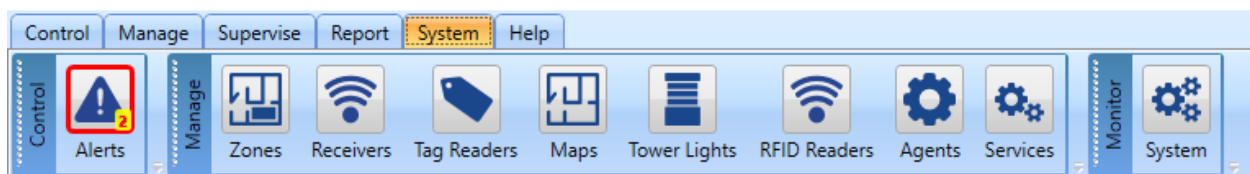
Function: Allows you to add/edit tour rules for Time Between Rules and Calendar Rules. Also, add/edit observations which are optional

## Report Panel



Function: To generate/view various tour reports

## System Panel

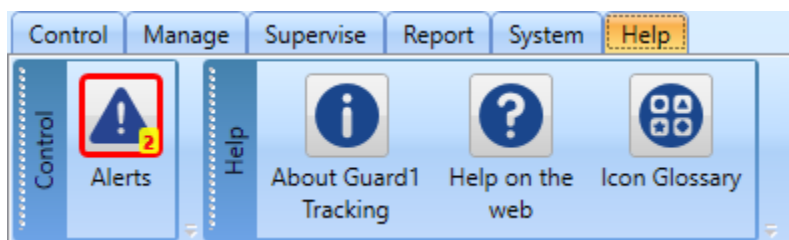


Function: Add/edit zones which can then be assigned to locations. Review system components as requested by technical support.

The only options within this panel that are useful to the PIPE module are:

Zones: Define specific zones within the facility which can then be assigned to locations

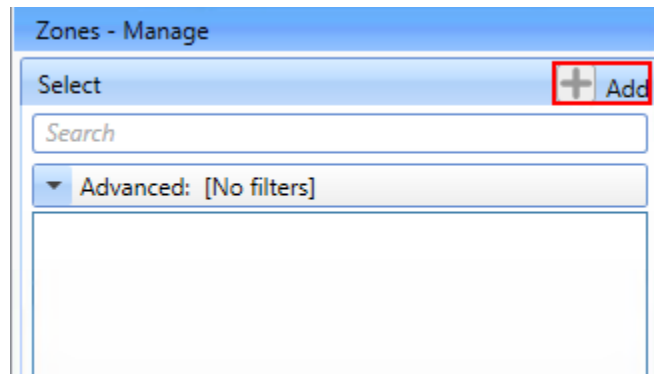
## Help Panel



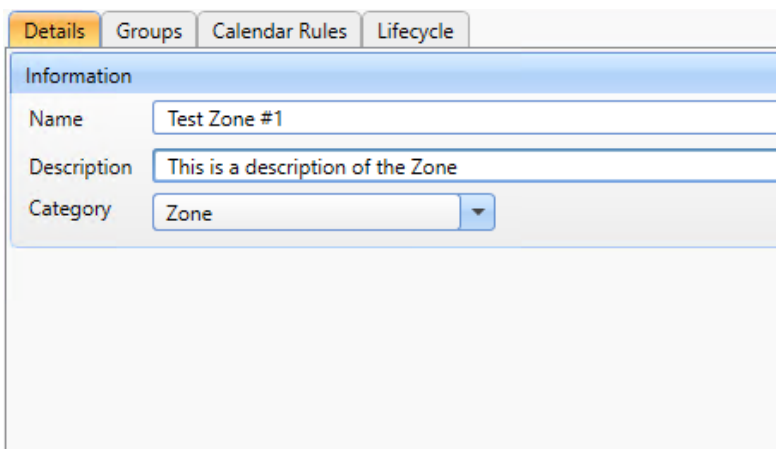
Function: To view the about info of the Guard1 application, retain technical support, or view the definitions of the icons within the Guard1 Software

## How to create a Zone

1. Under the **System Panel** navigate to and select **Zones**
2. Click the “+ Add” Button above the Zone’s search list



3. The ‘**Details**’ Tab will enable. Inside the fields listed, type in any information into the respective fields.
4. Note: In order to ‘**Save**’ the created zone, you **MUST** enter information into the fields with an asterisk (\*) beside them
5. Under **Category** you will select **Housing Unit** or **Zone**



Information	
Name	Test Zone #1
Description	This is a description of the Zone
Category	Zone

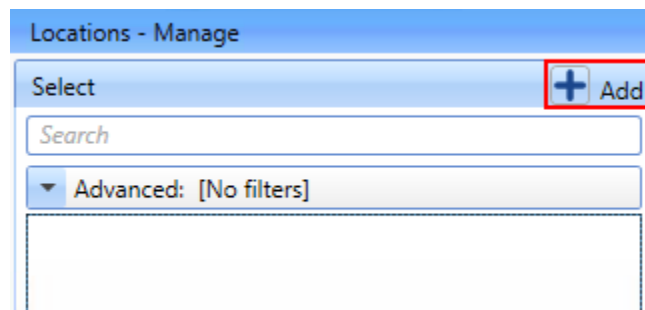
6. Click **'Save'** to save your changes and add the zone to the zone list

## How to Create Locations

1. Under the **Manage Panel**, select **Locations**



2. Select the "+ Add" Icon above the Locations selection list



3. The **'Details'** Tab will enable. Inside the fields listed, type in any information into the respective fields.
  - a. Category will always be Location
  - b. In order to assign the location to a housing unit/zone – you must create that item first
  - c. Note: In order to **'Save'** the created location, you **MUST** enter information into the fields with an asterisk (\*) beside them



Details | Tracking Tag | Groups | Calendar Rules | Lifecycle | TKS

Information

Name: Location #1

Description: Location 1 is by the front door

Category: Location

Assigned Zone: [Empty] X

Time Between Rule: [Empty]

Button ID: [Empty] X

4. Once you enter in the information for your Location, select the 'Save' button at the bottom of the Window
5. If your Location has been saved, the name and description will appear in the Location selection menu on the left-hand side.

Select + Add

Search

Advanced: [No filters]

Location #1  
Location 1 is by the front door

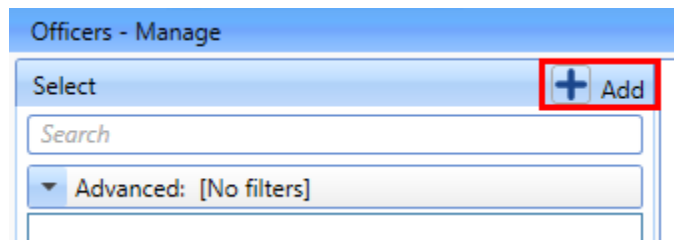
6. After a Location has been created, you may select the Location and view the details.
  - a. Note: You may also 'Edit' the details by selecting the location and changing the information. You must 'Save' the details before exiting Guard1 or selecting a different Panel

## How to Create Officers

- Under the **Manage Panel**, select **Officers**



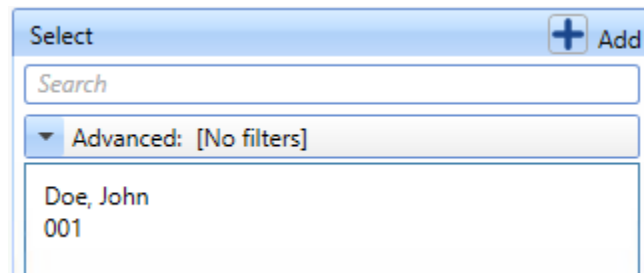
- Select the “+ Add” Icon above the Officers selection list



- The ‘Details’ Tab will enable. Inside the fields listed, type in any information into the respective fields.
  - Note: In order to ‘Save’ the created officer, you MUST enter information into the fields with an asterisk (\*) beside them

The screenshot shows the 'Details' tab in the Guard1 software interface. The tabs at the top are: Details (selected), Tracking Tag, Groups, Keep Separates, Out of bounds, Calendar Rules, Lifecycle, and TKS. The 'Name' section has three fields: First (John), Middle (empty), and Last (Doe). The 'Information' section has several fields: Officer Number (empty, with an asterisk \*), User Account (empty), Time Between Rule (empty), Button ID (empty, with an 'X' icon), Tracking Tag (empty), Guard1 Scanning Tag (empty, with an 'X' icon), and Management System Scanning Tag (empty).

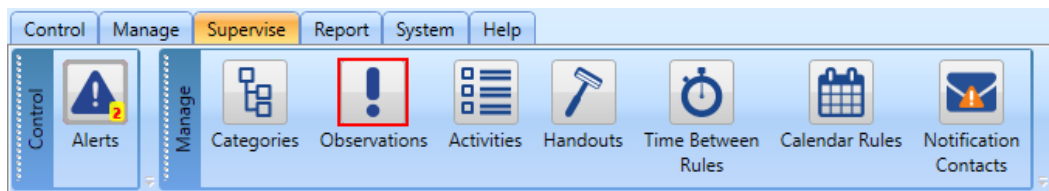
5. Once you enter in the information for your officer, select the “Save” button at the bottom of the Window
6. If your Officer has been saved, their name and Officer Number will appear in the officer selection menu on the left-hand side.



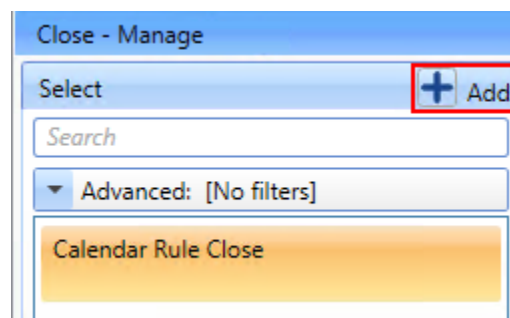
7. After an officer has been created, you may select the officer and view their details.
  - a. Note: You may also ‘Edit’ their details by selecting the officer and changing the information. You must ‘Save’ their details before exiting Guard1 or selecting a different Panel

## How to Create Observations

1. Under the **Supervise Panel** select **Observations**

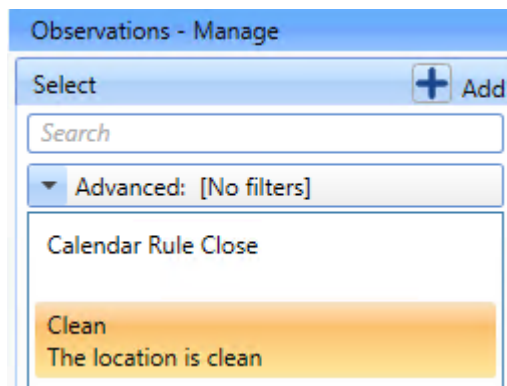


2. Select the “+ Add” Icon above the Locations selection list



3. The ‘**Details**’ Tab will enable. Inside the fields listed, type in any information into the respective fields.
  - a. Note: In order to ‘**Save**’ the created location, you **MUST** enter information into the fields with an asterisk (\*) beside them

4. Category will always be Observation and Applies To will always be Location (Location)
5. Once you enter in the information for your observation, select the 'Save' button at the bottom of the Window
6. If your Observation has been saved, the name and description will appear in the Observation selection menu on the left-hand side.



7. After an observation has been created, you may select the observation and view the details.
  - a. Note: You may also 'Edit' the details by selecting the observation and changing the information. You must 'Save' the details before exiting Guard1 or selecting a different Panel

## How to assign buttons

1. Clear the PIPE by downloading the PIPE in the downloader
2. Scan the new button(s) that you would like to assign
3. Download the PIPE again
4. Under the **Manage Panel** select **Downloads**



5. Select the download you wish to assign the unassigned buttons

Downloads - Manage				
Pipe	Downloader	Download Time	Unassigned Buttons	Total Button Reads
A15B6E	TKS002223390A4B	09/29 04:31 PM	12	12

This will display the:

- a. PIPE Serial Number
- b. The downloader's serial number which was used
- c. The time of the download
- d. The number of unassigned buttons
- e. The total number of buttons read within the download

6. Once selected, the list of buttons will appear in the right-hand pane
  - b. Each button which was scanned appears in this list in the order at which they were scanned

					Assets	Beds
Read Time	Button Type	Button Description	Button ID	Corrupted		
09/29 04:30 PM	Unassigned	Unassigned	01 000002BCBBA8 33			
09/29 04:30 PM	Unassigned	Unassigned	01 000002BC99EF B8			
09/29 04:30 PM	Unassigned	Unassigned	01 000004960E8A CC			
09/29 04:30 PM	Unassigned	Unassigned	01 000002BC8413 27			
09/29 04:30 PM	Unassigned	Unassigned	01 000002BC9AB5 17			
09/29 04:30 PM	Unassigned	Unassigned	01 000002BCBBB6 7B			
09/29 04:30 PM	Unassigned	Unassigned	01 000002BC9CF1 22			
09/29 04:30 PM	Unassigned	Unassigned	01 000000731F67 48			
09/29 04:30 PM	Unassigned	Unassigned	01 0000035E8B69 FA			
09/29 04:31 PM	Unassigned	Unassigned	01 0000024D7333 98			
09/29 04:31 PM	Unassigned	Unassigned	01 000002BCBF2B 9F			
09/29 04:31 PM	Unassigned	Unassigned	01 0000008E8A75 F4			

7. Select 'Unassigned' under 'Button Type' for the button you wish to assign and select the correct button type

Read Time	Button Type	Button Description	Button ID	Corrupted
09/29 04:30 PM	Unassigned	Unassigned	01 000002BCBBA8 33	
09/29 04:30 PM	Asset	Unassigned	01 000002BC99EF B8	
09/29 04:30 PM	Bed	Unassigned	01 000004960E8A CC	
09/29 04:30 PM	Keypad Key	Unassigned	01 000002BC8413 27	
09/29 04:30 PM	Location	Unassigned	01 000002BC9AB5 17	
09/29 04:30 PM	Observation	Unassigned	01 000002BC9AB5 17	
09/29 04:30 PM	Officer	Unassigned	01 000002BCBBB6 7B	
09/29 04:30 PM	Unassigned	Unassigned	01 000002BC9CF1 22	

8. A window will appear with a list of available entries you may select for the respected option that was chosen, in this example we chose to assign an officer
  - a. Note: the list that will populate ONLY items that do not currently have a button assignment

Officer

Search

▼ Advanced: Button - None

Available:


Doe, John  
001

9. Select the entry you wish to assign this button to, in this example we are selecting John Doe to assign this officer button
10. Click 'OK' after selecting your entry, the window will disappear and you will notice the button is now assigned to the respective item and entry which was selected

09/29 04:30 PM Officer ▼ [button] Doe, John 01 000002BCBBA8 33

11. Assign the remainder of the unassigned buttons within the selected download, once all buttons have been assigned, click the 'Save' button on the bottom of the window
  - a. The unassigned button download will disappear from the left-hand selection pane when ALL of the unassigned buttons have been assigned to an entry

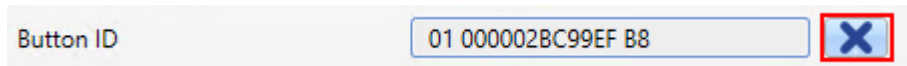


Read Time	Button Type	Button Description	Button ID	Corrupt
09/29 04:30 PM	Officer 	Doe, John	01 000002BCBBA8 33	
09/29 04:30 PM	Location	Location #1	01 000002BC99EF B8	
09/29 04:30 PM	Observation	Clean	01 000004960E8A CC	
09/29 04:30 PM	Observation	Dirty	01 000002BC8413 27	

## How to replace/remove a button from an officer/location

### Officer Buttons


1. Under the **Manage Panel** navigate to **Officers**
2. Select the officer you wish to remove the button from
3. Inside the **Details** tab, navigate to the **Information** category
4. Click the **X** next to the **Button ID** to remove the Button from the officer



5. Click **Save** to save your changes – **THE BUTTON HAS BEEN REMOVED FROM THE OFFICER**
6. To assign the officer a new button, please go to “**How to assign buttons in Guard1**” You must first scan and download the button

### Location Buttons

1. Under the **Manage Panel** navigate to **Locations**
2. Select the location you wish to remove the button from
3. Inside the **Details** tab, navigate to the **Information** category
4. Click the **X** next to the **Button ID** to remove the Button from the location

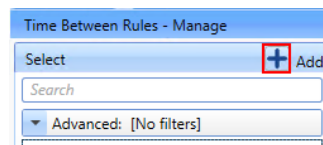
Button ID	01 000002BC99EF B8	
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5. Click **Save** to save your changes – **THE BUTTON HAS BEEN REMOVED FROM THE LOCATION**
6. To assign the location a new button, please go to “**How to assign buttons in Guard1**” You must first scan and download the button

## How to Create a Time Between Rule

1. In the Guard1 desktop client go to the **Supervise Panel** and select **Time Between Rules**

2. Click the plus sign to add a new rule



3. Enter a name and if needed a description for the new rule
4. Under Applies To – select **Location Checks**
5. You can change the alert severity as needed – **info** will disable alerts if you are not downloading after every tour
6. Create the time/day parameters as well as the max number of minutes between checks

The screenshot shows the 'New Rule' configuration window in the Guard1 system. The 'General' tab is selected. The 'Name' field is 'New Rule' (labeled 3), 'Description' is 'New Rule description', 'Applies To' is 'Location Check' (labeled 4), 'Duty Post' is empty, 'Alert Severity' is 'Warning' (labeled 5), 'Start Date' is '10/1/2020', and 'End Date' is empty. The 'Check Frequency and Schedule' section is expanded, showing a plus sign icon labeled 'a.'. The frequency is set to '0' hours and '5' minutes. The schedule is set to 'On these days' (all days) and 'During these times of the day' (From 12:00 AM to 12:00 AM).

**Notes:**

- a. You can click the plus sign to add an additional timeframe to the rule as you can only apply one time between rule to a location or inmate
- b. You can add multiple schedules – you could have a M-F 12am-12am and then add Sat-Sun 10pm-6am if needed and each could then have a different number of minutes
- c. You could have a M-F every 20 min 12am-12am and then add Sat-Sun every 40 min 12am-12am

**Check Frequency and Schedule** + -

Checks must be performed at least every  
 0 Hours 45 Minutes ☒ Remind me 5 Minutes before the check is due

On these days  
☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday ☐ Sunday

During these times of the day  
 From 12:00 AM To 12:00 AM + -

---

**Check Frequency and Schedule** + -

Checks must be performed at least every  
 0 Hours 5 Minutes ☐ Remind me 5 Minutes before the check is due

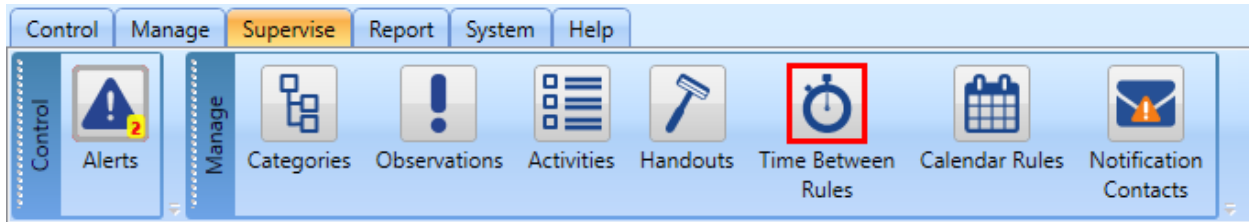
On these days  
☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☒ Saturday ☒ Sunday

During these times of the day  
 From 10:00 PM To 12:00 AM + - the following day  
 From 12:00 AM To 06:00 AM + -

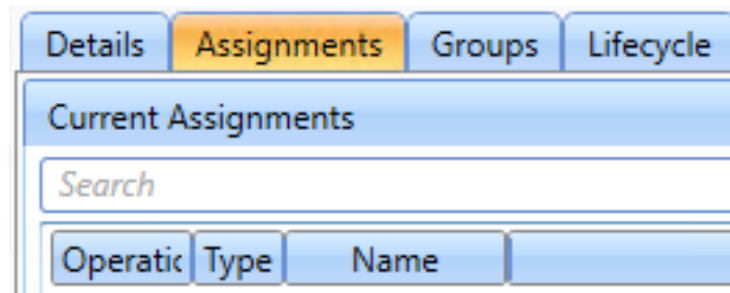
7. Click **'Save'** to save your changes and add the rule to the rule list

## How to Assign Zones or Locations to a Time Between Rule

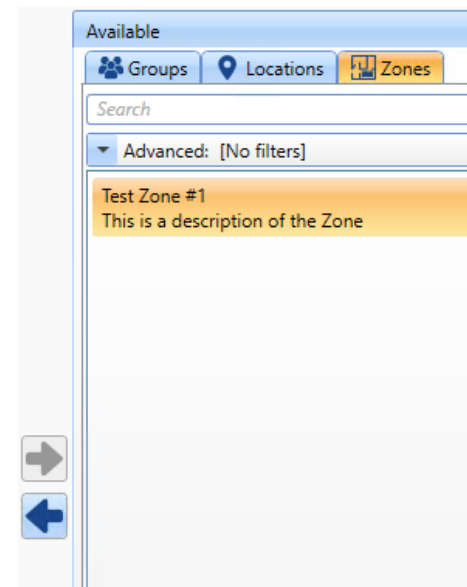
1. In the Guard1 desktop client go to the **Supervise Panel** and select **Time Between Rules**



2. Select the Time Between Rule to add Zone assignments
3. Click the Assignments Tab



4. On the right pane "Available", select the Zones or Locations Tab and make sure that the "Include" radio button is selected



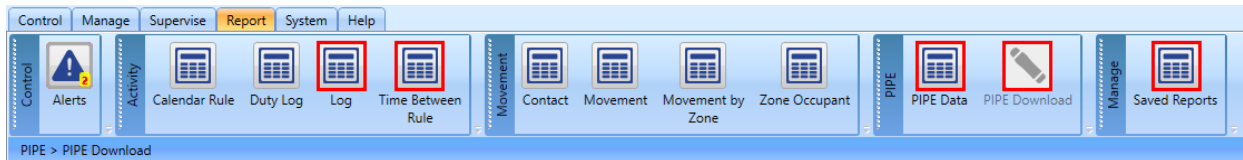
5. Select each Zone/Location and add it to the rule by clicking the left arrow to add the Zone to the left pane of current assignments
  - a. You can also double click to add a Zone/Location to the assignments

## Reporting

Under the **Reports Panel** you will see different types of reports available.

Below is an example of the **Reports Panel**, the highlighted reports are the most useful reports for Guard1 PIPE ONLY Module

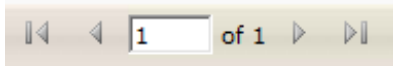
*Note: Many reports do not apply to PIPE only systems - Ex. Movement Reports/Duty Log*



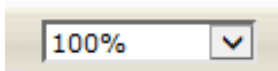
## Report Navigation Panel

*Note: This navigation panel is only displayed once a report is successfully run.*

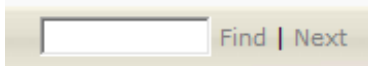
### 1. Page Navigation



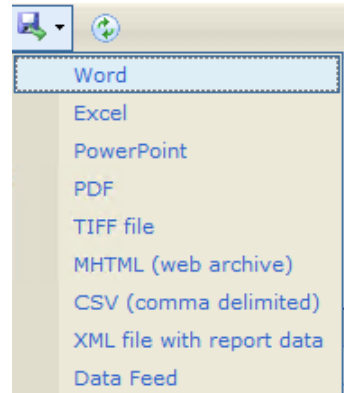
### 2. Zoom Modifier



### 3. Text Search



### 4. Save/Export button

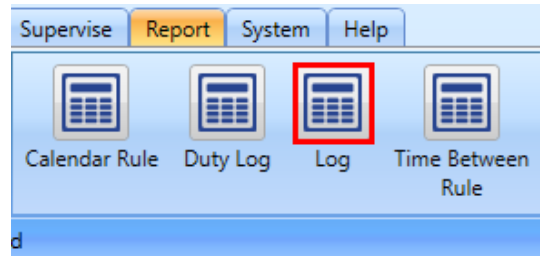


### 5. Report Refresh button



## The Log Report

The Log report is a basic report that displays a log of all activities sorted by location and organized by the time the activity occurred. The data is returned is based on the filters selected on the right-hand side of the report.



### To view a Log report:

1. Select the **Log** under the **Reports Panel**
2. Navigate to the right-hand side of the window to the Filters list
3. Expand the filter you wish to add into the report  
Inside each filter you have specific options to Choose from:
  - a. **None**: disables the filter
  - b. **All**: selects all of the items of that type
  - c. **Selected**: allows you to choose specific items
5. Click the “View” Button to run your report. The report will be displayed on the left-hand side of the window

*Note: you need to select at least one location*

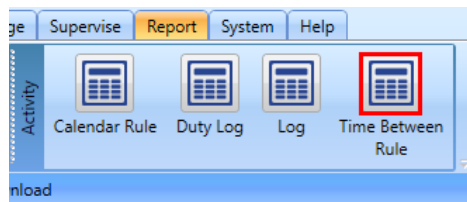
*Note: If you are receiving no data or not the data you expect, choose fewer filters*

The image shows a 'Filter' panel on the right side of the interface. It includes a 'Time Period' section with 'From' and 'To' date and time pickers. Below this are several filter categories, each with a dropdown menu: 'Inmates: None', 'Officers: None', 'Assets: None', 'Locations: None', 'Zones: None', 'Activities: All', 'Handouts: All', 'Observations: All', 'Assigned home zones: All', 'Logged by: All', 'Logged in zones: All', 'Features: All', and 'Severities: All'. A 'Shifts' checkbox is also present.

## The Time Between Rule Report

The Time Between Rule Report displays advanced rule reporting for tours that are defined between the date and time selected.

**Note:** Time Between Rule Reports are not useful until a Time Between Rule has been created. Please see the 'How to Create A Time Between Rule' section of this document



### To view a Time Between rule report:

1. Select **Time Between Rule** under the **Reports Panel**
2. Navigate to the right-hand side of the window to the Filters list
3. Define the date/time you wish to run the report
4. Select the level of detail you wish to view
5. Inside each filter you have specific options to Choose from:
  - a. **None:** disables the filter
  - b. **All:** selects all of the items of that type
  - c. **Selected:** allows you to choose specific items
6. Select which locations to include on the report
7. (Optional) Select the Assigned Zones you wish to Include
8. (Optional) Select the Time Between Rule you wish to include
9. Select 'View'
10. Your report will be displayed on the left-hand side of the window

The screenshot shows the 'Filter' panel on the right side of the window. It includes a 'Time Period' section with 'From' and 'To' date and time pickers. Below this is an 'Options' section with 'Level of Detail' (Detail, Summary, Noncompliant) and 'Report Time Between as' (Total Time Between, Variance). At the bottom are several dropdown menus for 'Inmates', 'Locations', 'Assigned zones', 'Time between rules', and 'Logged by'.

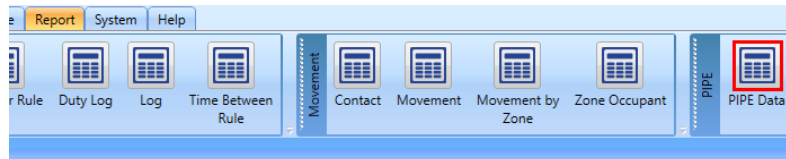
*Note: You can select All Locations and then filter by a single Time Between Rule – this will only return locations assigned to that rule.*



*You can also choose All Locations and then choose the Assigned Zone which will limit the report to the rules and locations included with that Assigned Zone*

## The PIPE Data Report

The PIPE Data Report is used to display PIPE data that was scanned between the date and time defined and from the PIPES that are selected.



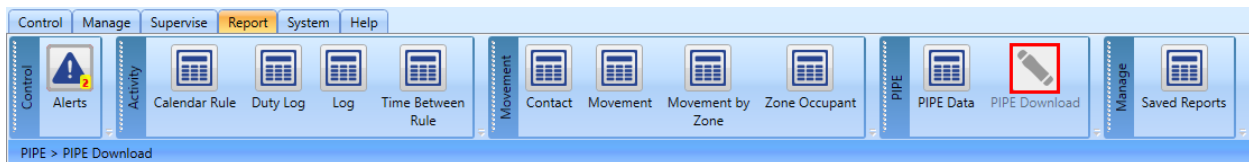
To view a PIPE Data report:

1. Select **PIPE Data** under the **Reports Panel**
2. Navigate to the right-hand side of the window to the Filters list
3. Define the date/time you wish to run the report
4. (Optional) Expand "PIPs:" and select the specific PIPES you wish to only be displayed in the report
5. Click 'View'
6. The report will be displayed on the left-hand side of the window

A screenshot of the 'Filter' panel in the Guard1 software. The panel has a 'Time Period' section with a dropdown arrow, showing '9/29/2020 - 9/30/2020'. Below this are 'From' and 'To' fields, each with a date and time input. The 'From' field shows '9/29/2020' and '12 : 00 AM'. The 'To' field shows '9/30/2020' and '12 : 00 AM'. Below these fields is a 'PIPs:' dropdown menu with a downward arrow, currently set to 'All'.

## The PIPE Download report

The PIPE Download report displays the data that is on the PIPE each time it is downloaded.



You may select any specific PIPE download to view the contents of that specific download. A report will generate to the right hand-side of the window showing the button scans contained in that download record.

PIPE > PIPE Download

Start Time ☒ Now ☐ Older 9/29/2020 15

Pipe	Downloader	Download Time	Unassigned Buttons	Total Button Reads
A15B6E	TKS002223390A4B	09/29 04:31 PM	12	12

The PIPE download report list will display:

1. The PIPE serial number
2. The downloader which was used to download the data
3. The time the PIPE was docked into the downloader
4. The number of unassigned buttons within the download
5. The number of TOTAL button scans within the download
6. The right-hand pane will display all scans in the download record in time/date sort order
  - a. The report navigation toolbar is available here so that the report can be exported