GUIDANT

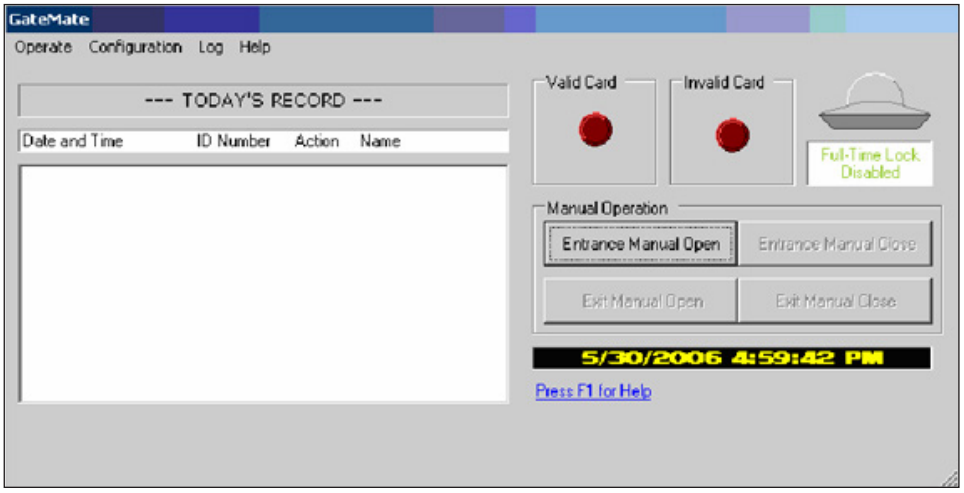
MANUAL

Security System

Smith Meter® Proximity Card Reader and GateMate Software

Installation / Operation Manual

MN06153 Issue/Rev. 0.0 (9/06)



Important

All information and technical specifications in this documentation have been carefully checked and compiled by the author. However, we cannot completely exclude the possibility of errors. Guidant is always grateful to be informed of any errors. Contact us on the website.

Smith Meter® is a registered trademark of Guidant.

Caution

The default configuration may not be suitable for all situations. Please check the settings on the configuration window before attempting to use the software.

Disclaimer

Guidant hereby disclaims any and all responsibility for damages, including but not limited to consequential damages, arising out of or related to the inputting of incorrect or improper program or default settings entered through GateMate.

Warning

If for any reason the GateMate software is allowed to shutdown, the proximity card reader will not be operable even if there is adequate power supplied to the card reader. A battery backup system for the PC and the proximity card reader is recommended in order to ensure that the operation of this system will not be interrupted by a power failure.

Technical Support

Contact Information:
Field Service Response Center
24/7 Technical Support/Schedule a Technician: 1-844-203-4014
System Installation Supervision, Start-Up, and Commissioning Services Available

Customer Support

Contact Information:
Customer Service
Guidant
1602 Wagner Avenue
Erie, Pennsylvania 16510 USA
P: +1 814 898-5000
F: +1 814 899-8927

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This manual should be used for the installation of the Smith Meter® Card Reader and the GateMate software. The manual will be divided into four sections: Introduction, Installation, Operation, and Related Publications.

Section 2, Installation, describes step by step procedures for installing GateMate.

Section 3, Basic Operation, explains how to use the GateMate software.

Section 4, Related Publications, lists the literature that is associated with the Smith Meter® Proximity Card Reader.

Receipt of Equipment

When the equipment is received, the package should be carefully inspected for damage. If damage to the packaging has occurred, the local carrier should be contacted regarding this liability.

If the packaging is not damaged, carefully unpack the contents of the package. Inspect the parts for missing or damaged pieces. If a part seems to be missing or damaged then a written report should be submitted to the following address:

Customer Service Department
FMC Technologies Measurement Solutions, Inc.
1602 Wagner Avenue
Erie, Pennsylvania 16510

In order to avoid breakage, the product should be stored in its original packaging and it should be protected from abuse and adverse weather conditions.

This manual will focus primarily on the installation and operation of the GateMate software. Detailed hardware information can be found in the Smith Meter® Proximity Card Reader installation and operation manual which can be found on the internet at the following location: http://info.smithmeter.com/literature/docs/MN06144.PDF.

Requirements

Before installing GateMate, be sure that either the Windows XP or the Windows 2000 operating system is being used. Also, be certain that the framework software has been installed before attempting to install GateMate. The framework software has the filename dotnetfx.exe and should be distributed with the GateMate CD. The framework can also be found online at www.microsoft.com (search for .net framework) use Version 1.1 Redistributable Package.

Getting Started

First, insert the GateMate installation CD into the CD-ROM drive and view the contents of the CD.

Double click on the “Setup.exe” file. The setup Wizard will then begin. The window in Figure 1.0 will be displayed.

Figure 1.0 “Step 1”

Click “Next” to go to the following window shown in Figure 2.0.

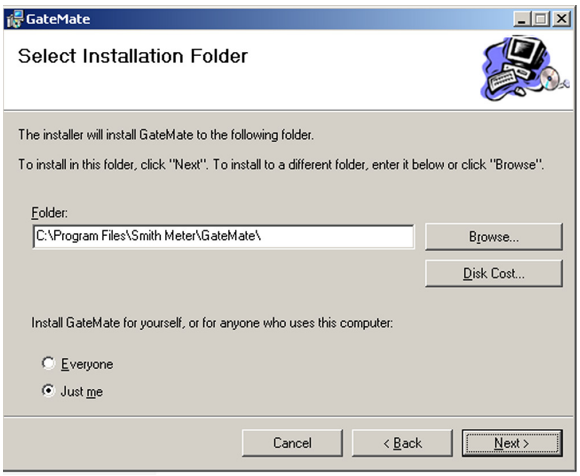


Figure 2.0 “Step 2”

During this portion of the installation procedure, the installation location may be selected. Issues involving disk space can be checked by clicking the “Disk Cost” button.

Click “Next” to go to the following window shown in Figure 3.0.

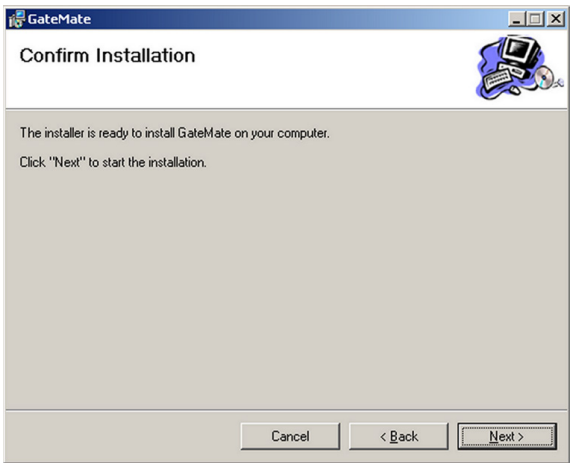


Figure 3.0 “Step 3”

Click “Next” to go on to the following step. The window in Figure 4 should be displayed.

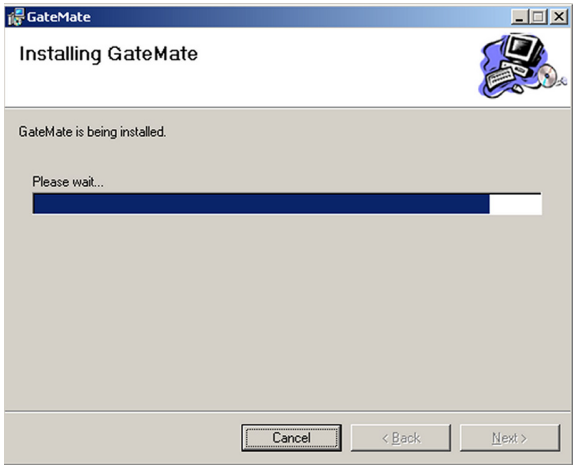


Figure 4.0 "Step 4"

Wait until the progress bar has completed and then click "Next". The software has been installed successfully.

After Installation

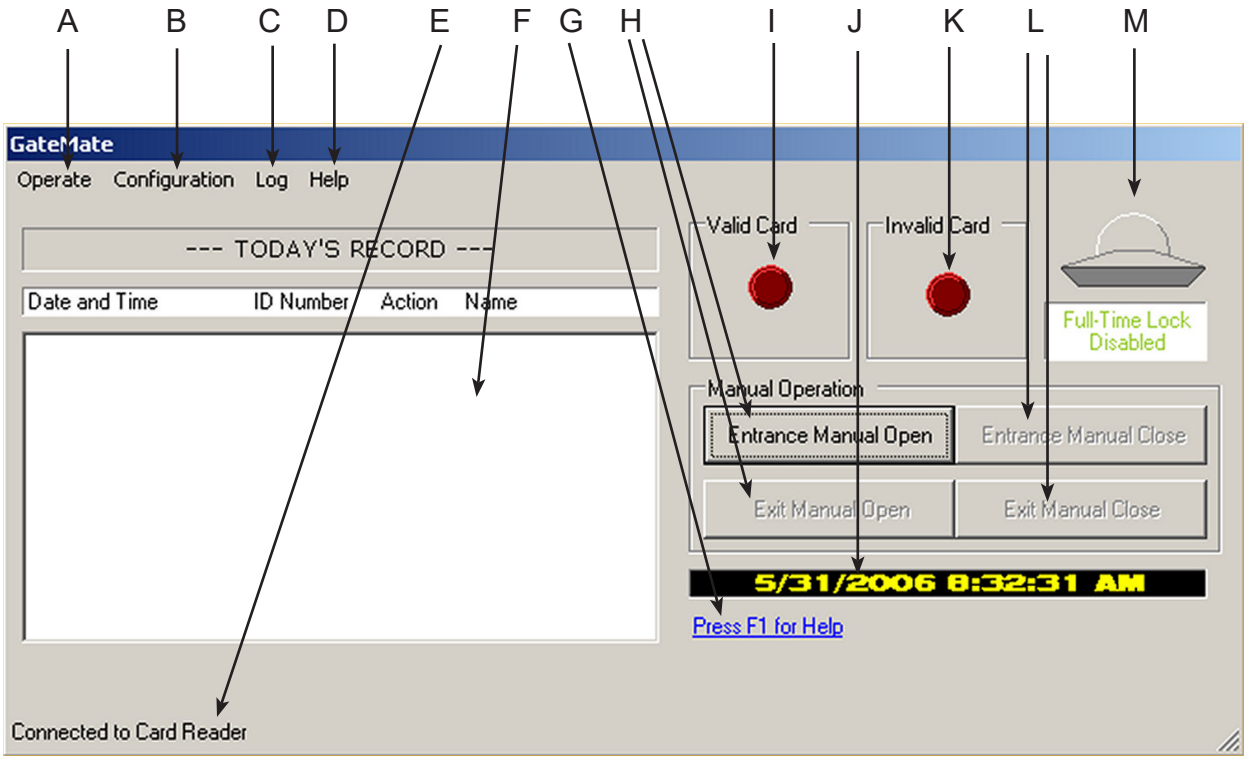
After a successful installation procedure, start GateMate by clicking the icon on the desktop or by clicking "Start", "Programs", "GateMate". A default database will be used initially. However, a new database should be created; or the default database should be edited in order for GateMate to suit specific needs.

Installation Errors

If any errors occur during the installation of GateMate, make sure that the framework software was properly loaded before the installation of GateMate (see Requirements). Check the CD for scratches, dirt, and smears. Make sure there is space on the hard drive of the computer. Try another CD in the CD-ROM to verify the operation of the CD-ROM.

If the installation error cannot be resolved, contact The Customer Service Department at FMC Technologies Measurement Solutions.

Basic Operation



A	The “Operate” drop down menu on the menu bar
B	The “Configuration” drop down menu on the menu bar
C	The “Log” drop down menu on the menu bar
D	The “Help” drop down menu on the menu bar
E	The connection status on the status bar
F	Today’s record list box
G	Help documentation link (or press the F1 key)
H	Open manually button(s) (Enter and Exit)
I	Indicator light that shows when a valid card is presented
J	Date and time provided (**based on Window’s date and time)
K	Indicator light that shows when an invalid card is presented
L	Close manually button(s) (Enter and Exit)
M	Full-time lock switch

**The date and time must be set correctly in Windows in order to be set correctly on GateMate. Please make sure that the date and time are correct in the system tray (lower right corner of the screen). Contact a computer technician if problems with the date and time persist.

Configuration Settings

The configuration settings must be set to correspond with the settings on the Smith Meter Proximity Card Reader. Please see page 11 of Section II in the card reader manual (http://info.smithmeter.com/literature/docs/MN06144.PDF). Set switch 1 and switch 2 to the desired settings. Then open GateMate. Click "Configuration" on the menu bar. In the drop down list, click "Change Configuration".

A Window such as the one in Figure 5.0 should be displayed.

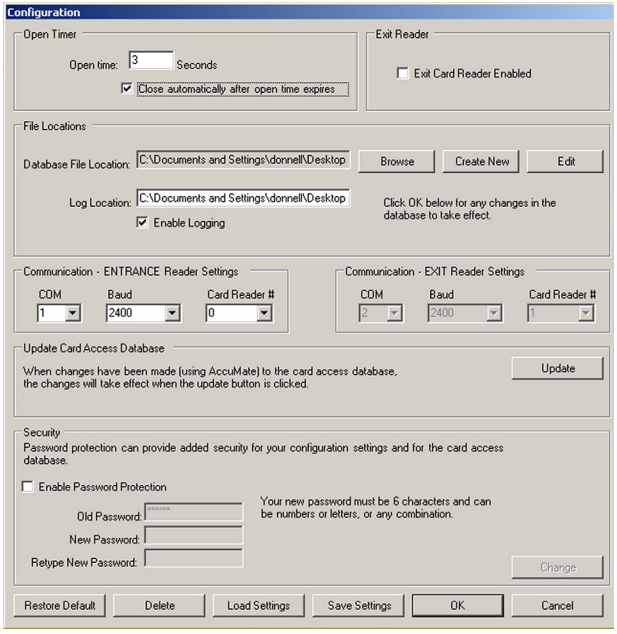


Figure 5.0 "Configuration Window"

Do the following:

1. Select a database or create a new one if a database does not exist.
2. If a new database has been created, then the database will be blank. A flashing alarm will be displayed on the main GateMate interface. This alarm looks like Figure 6.0.

Figure 6.0 "Blank Database Alarm"

3. Next, present the card that you desire to add to the database. A window will be displayed showing that the card was not recognized. Click the "Save" button on this window. If nothing is clicked on this window, then the message will automatically disappear after 10 seconds.
4. For more information on the database, see the literature under the title "The Database".

The next setting that must be entered is the location in which logs will be saved. For every day, a new log is saved. Logs are a detailed record of who has entered (or exited) the gate and when the gate was manually opened or manually closed. If the directory that was entered does not exist, GateMate will give the option to create that directory. However, if a directory is deleted after it has already been set into GateMate, GateMate will display an error message.

Notice that an exit reader may be used if desired. The exit reader must be connected to a separate serial port than the entrance reader. If no exit reader is present, then be sure to uncheck the exit reader checkbox. Failure to disable the exit reader option when an exit reader is not available will result in a communication problem alarm.

Now the COM port, baud rate, and card reader number must be set. These are very important settings and must correspond to the settings on switch 1 and switch 2 of the card reader. If the card reader number is incorrect, the card reader will remain connected; however it will malfunction. For information regarding switch 1 and switch 2, see the Smith Proximity Card Reader manual http://info.smithmeter.com/literature/docs/MN06144.PDF). If the exit reader is enabled, then these settings must be configured for the exit reader also.

WARNING: If the baud rate or COM port are set wrong (for either the entrance reader or the exit reader), an alarm will be shown on the main GateMate interface indicating that communication does not exist between GateMate and the card reader. If this occurs, the card reader will not work. If an entrance reader and an exit reader are being used when a communication alarm is activated, view the communication details window by clicking Configuration on the menu bar and click Communication Details in the drop down list. The Communication Details Window will indicate which card reader is not connected.

Saving/Loading Settings

If only one card reader (or an entrance reader and an exit reader) is being controlled by GateMate, then the settings will automatically be saved and there is no need to click the Save Settings button on the configuration window. Similarly, there is no need to click the Load Settings button if there is only one gate being controlled. However, if multiple gates are being controlled, the settings may need to be saved. In this case simply enter all of the configuration options for a particular gate and then click Save Settings. Enter a descriptive name for the gate. It is recommended that this name be recorded for future reference. In the future, the gate configuration settings can be retrieved by simply clicking the Load Settings button on the Configuration Window.

Special Features

Notice some of the other special features that are available in the configuration window. Logging can be turned on or off and the open delay time can be adjusted or even disabled. For greater security, the use of passwords can be enabled. Once the use of passwords is enabled, the user will be required to enter a password when:

- the program loads
- accessing the configuration window
- manually opening the card reader
- saving unrecognized card data to the database.

The Database

The database is perhaps the most important part of GateMate. The database contains all of the card data of those cards which are permitted to enter the premises. Card data that is not contained in the database will be unrecognized, and therefore the card reader will not open. GateMate is capable of creating a new database from the configuration window. If a database does not exist, go to the configuration window and create a new database that is located in the desired directory. This new database will be blank (it will not contain any card data).

Adding to the Database

Adding card data to the database can be done using one of two different methods.

The first and easiest method is to obtain the desired card to be added to the database. Present this card to the card reader and hear it buzz. The “Invalid” light on the GateMate interface will be energized and a window will be displayed with a progress bar and a “Save” button. Click the “Save” button or the check box which indicates that the user would like to enter “Additional Information”. This window is shown in Figure 7.0.

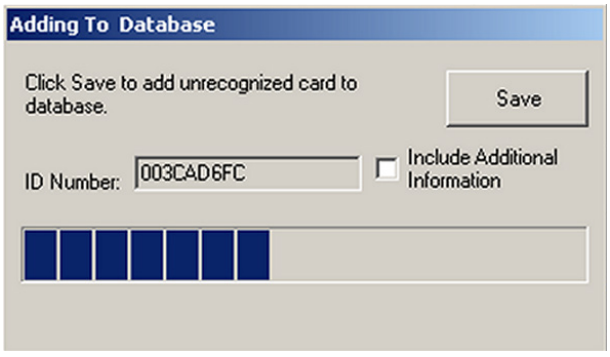


Figure 7.0 “Adding to the Database”

Notice the progress bar located on the window. When the progress bar completes, the window will automatically disappear so that the computer does not always have to be closely monitored. However, if the unrecognized card data is supposed to be added, the “Save” button must be clicked before the progress bar completes. If a first name, a last name, and the pin number shall be added to the database in addition to the card ID, then click the “Additional Information” check box. After the additional information is entered, then click the “Save” button.

Editing the Database

The second method that may be used to add card data into the database is to use the “Edit Database” window. Click “Configuration” on the menu bar of the main screen. Click “Change Configuration” in the drop down menu. Click the “Edit” button on the configuration window and the Edit Database Window will be displayed. Figure 8.0 shows “The Edit Database Window”.

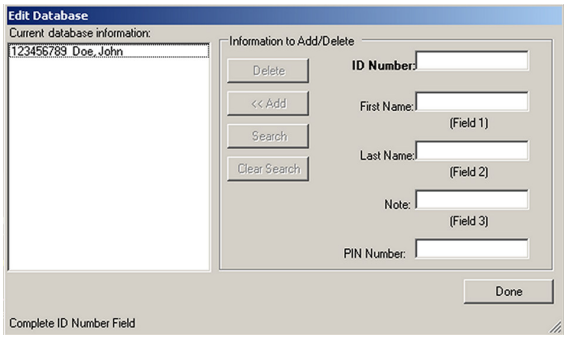


Figure 8.0 “The Edit Database Window”

From this window, card data may be added or deleted. Enter the card data that should be added and click the “Add” button. The new card data will then be added to the list of data located on the left side of the screen. If the “Add” button is unable to be clicked, then the card data that you want to enter may already exist.

Card data may also be deleted. To delete card data, just find the data to be deleted in the list on the left side of the window and click “Delete” (or hit enter). A message box will be displayed to make sure that you would like to permanently delete the data. Click “Yes” or “No”.

Another way to delete data is to enter the card information on the right side of the window and then click “Delete”. If the “Delete” button is unable to be clicked, then the card data that you have entered may not exist. After clicking the “Delete” button, the deleted card data will not appear in the list at the left side of the window.

A database can be created and maintained in AccuMate also. However, due to security measures, new data that

was just added to a database through AccuMate is not automatically available in GateMate. After saving the database in AccuMate, the GateMate database information must be updated by going to the Configuration Window. On the Configuration Window, click the Update button located in the “Update Card Access Database” section. This feature provides added security because a password is needed to access the configuration window (if password protection is enabled).

Searching the Database

In the case that only a name is known, a search may be done in order to find the particular ID number. Simply type the first name and/or the last name and click the “Search” button. The search results will be displayed in the list on the left side of the screen.

The search method is commonly used to delete card data from a large database. For instance, if the name of the cardholder to be deleted is known, search for the name and simply delete from the search results.

Logs

Logs provide a record of every card that was presented to the card reader. Logs also contain other useful information such as the time and date, and whether or not the card was recognized. If the first and last name of the cardholder is in the database, then that data is also recorded in the log. The first and last name is not always entered into the database and therefore the names in the log will show up as “none”. A new log will be started every day and will be saved to the file location specified in the configuration window.

The search method is commonly used to delete card data from a large database. For instance, if the name of the cardholder to be deleted is known, search for the name and simply delete from the search results.

Viewing Previous Logs

Previous logs can be viewed in GateMate. To view a previous log, click “Log” on the menu bar of the main window of GateMate. Then click “Open” on the drop down menu, and click “Previous Log Date” on the side menu. The Log Window in Figure 9.0 will be displayed.

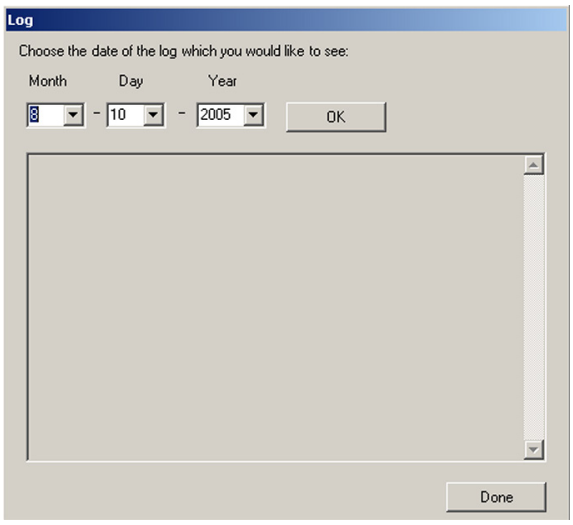


Figure 9.0 “Log Window”

If the log for the entered date does not exist, it cannot be viewed and a message box will be displayed informing the user of the non-existent log.

On-Premises Report

If an exit reader is enabled, then GateMate will provide an on premises report. This report includes the names of all of the people who have entered the premises and have not yet exited. This report includes the card ID number, the person’s name (if stored in the database), and the date and time that the person entered. The on-premises report can be viewed by clicking Log >> Open >> On-Premises Report. If the option to view this report is not available, check the configuration options to make sure that the exit reader is enabled.

Today’s Record

Today’s record is located on the main GateMate window. This record is identical to the log record since it displays card IDs that have been presented to the card reader. Today’s record also displays other details such as the time and date and whether or not the card was recognized. If the card was recognized, the first and last name of the cardholder will be displayed (if known). Today’s record can be cleared from the list box on the main window by clicking “Log” on the menu bar, and click “Clear Today’s Record” on the drop down list. Likewise, Today’s Record can be loaded to the list box on the main window by clicking “Log” on the menu bar, and click “Load Today’s Record” on the drop down list.

Keyboard Shortcuts

GateMate offers several keyboard shortcuts in order to create a more user-friendly environment. The shortcuts also let you execute a task quickly. Listed below in Figure 10.0 are the keyboard shortcuts.

Keystrokes	Action
Ctrl+**0**	Manual **O**pen
Ctrl+**L**	Manual **L**ock
Alt+F4	Exit
Ctrl+Shift+**C**	Load **C**onfiguration Window
Ctrl+Shift+**R**	Clea**R** Today's Record
Ctrl+Shift+**L**	**L**oad Today's Record

Figure 10.0 "Log Window"

Connection

The connection status is located in the lower left corner of the GateMate window (see page 4). In the case that the link between the card reader and the GateMate software is broken, a red flashing indicator will be displayed along with the message shown in Figure 11.0.

Figure 11.0 "Communication Error"

Once the card reader is reconnected, GateMate must be given twenty seconds to reconnect.

This same alarm will be activated if the exit reader is enabled and GateMate cannot communicate with the exit reader. Sometimes a connection problem can occur if the baud rate or COM port settings are changed in the configuration window (see page 5).

Specifications ..... Bulletin SS06032
Installation/Operation..... Bulletin MN06136

AccuLoad III-X

Specifications ..... Bulletin SS06036
Installation/Operation..... Bulletin MN06135
Operator Reference..... Bulletin MN06129
Communications..... Bulletin MN06130L

AccuLoad II to III Upgrade

Installation ..... Bulletin MN06145
Hardware Worksheet..... Bulletin AB06051

Proximity Card Reader

Specifications ..... Bulletin SS06044
Installation/Operation..... Bulletin MN06144

Technical Support

Contact Information:
Field Service Response Center
24/7 Technical Support/Schedule a Technician: 1-844-203-4014
System Installation Supervision, Start-Up, Training, and Commissioning Services Available

Revisions included in MN06153 Issue/Rev. 0.0 (9/06):
March 2019 - Branding and contact information updated.

The specifications contained herein are subject to change without notice and any user of said specifications should verify from the manufacturer that the specifications are currently in effect. Otherwise, the manufacturer assumes no responsibility for the use of specifications which may have been changed and are no longer in effect.

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