

Cardax FT Optional Feature Visitor Management

The Visitor Management module is an optional licensed feature for Cardax FT Command Centre. Visitor Management delivers extensive visitor pre-registration and Reception visitor management.



Architecture

The Cardax FT Visitor Management module employs a client-server architecture for Cardax FT, allowing the Cardax FT Server to communicate with visitor management 'smart' clients via network services over TCP/IP. Advantages of a network services based architecture are:

- Improved client-server connectivity on modern corporate IT networks – easier connectivity through corporate firewalls.
- Single click client deployment – installers do not have to visit each machine to load the application, an email can be sent to users with a 'one click' URL to install the application.
- Automatic client updates – no need to visit the machine to update the client application.

Visitor Pre-Registration

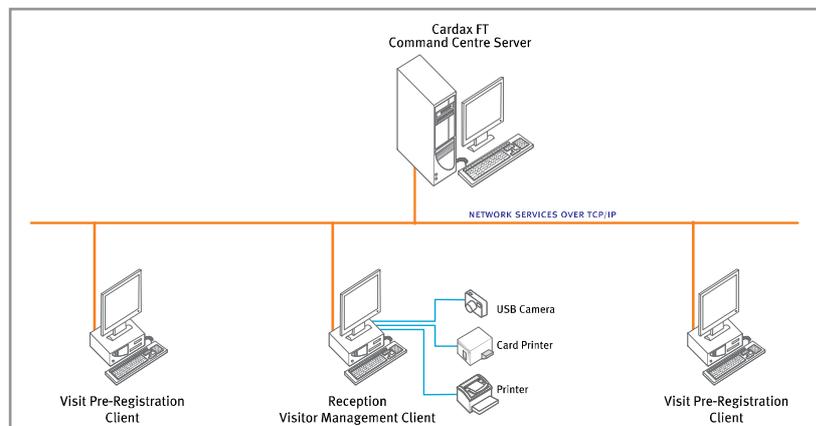
Prior to visitor arrival on-site, visits can be pre-registered in the system by the visit host - a person with delegated authority (e.g. a P.A. or receptionist with appropriate privileges). A visit can contain multiple visitors, avoiding repetitive data entry of common visitor details

(e.g. time of arrival and departure, visit purpose, company name). The following details can be entered in the Visitor Pre-Registration screen, many of which can be pre-set as optional or mandatory fields:

- The reception at which the visitor(s) will arrive
- The type of visitor arriving (e.g. contractor, VIP)
- Who in the organization the visitor(s) will be meeting
- The visitor arrival and departure times
- Access to be given to the visitor(s) (if the visitors are to be given access control cards)

- Several optional fields such as the purpose of the visit, and general notes relating to the visit

Visitors are added to a visit, with visitor details filled in for new visitors, or pre-populated from previous registrations. The information captured for new visitors is configurable by visitor type, and can either be pre-set to mandatory or optional entries. Visitors and their details are saved in Cardax FT Command Centre as Cardholders with related Personal Data Fields, typically in a specific Visitor Access Group.



Reception Visitor Management

A visitor management reception desk can be set up with multiple Visitor Management workstations, allowing one or multiple receptionists to manage visitors at the one reception.

The Cardax FT Visitor Management module also supports sites with multiple receptions, allowing a receptionist's view to be restricted to only those visitors arriving at their desk, or broadened to allow an administrator to view all visits occurring on a site. The Visitor Management module also supports receptions on multi-tenanted sites, where a main reception may view all

Visitors in each of these categories can be sorted and filtered by name, who they are meeting with, arrival and departure times, visit status, and pre-configured Personal Data Fields, allowing receptionists to find the visitor they need to process.

Groups of visitors can be selected and processed all at once, enabling pre-print visitor badges for the following day, or the ability to check on-site a bus-load of visitors.

The reception 'Home' screen view can be configured to display visitors arriving over the course of a day, or can be configured to show a rolling

Once all visitor details have been entered, receptionists have several configurable options to process visitors, including:

Printing Visitor Badges

The Visitor Management module supports printing visitor badges on both standard Microsoft Windows Printers, and on Dymo Label Printers. The label layout for each type of visitor badge can be configured in Cardax FT Command Centre, with the ability to insert Personal Data Fields relevant to the visitor automatically on the badges (such as Name, ID number, license plate). Different badges can be printed automatically depending



Visitor Pre-registration Screen



Find Visit Screen

visitors, but a tenant views only visitors arriving at their reception desk.

The main Reception 'Home' Screen provides receptionists with a snapshot view of all visitors who:

- Are expected to arrive throughout the day
- Are currently on-site, due to leave, or temporarily off-site
- Have completed their visit
- Are over-due to leave (exceptions)



Reception Selection Pick-list

view of x hours before and after the present time (ideal for 24 hour site receptions). Receptionists can find details of visits (and their related visitors and hosts) outside this period by clicking on the 'Find Visit' button, and entering the visitor name, host name, or arrival date for the visit.

On arrival at the Reception desk, visitors can be found on the 'Expected' arrivals tab, with a single click bringing up their record to add details such as a presented ID number or license plate number. The Cardax FT Visitor Management module also supports Windows Image Acquisition enabled cameras, saving the image directly to the visitor's Cardholder record.

on the type of visitor that has been selected (e.g. VIP visitor badges, contractor badges). The image of a visitor captured during registration can also be added automatically to the printed badge.

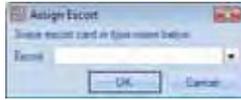
Assigning Access Cards to Visitors

Receptionists can assign temporary access cards to visitors, with site access available based on the type of visitor that has been registered. The receptionist can assign a card to a visitor by either assigning the number of the card to the visitor, or by badging the card at a Cardax card reader positioned on the reception desk. Cards can equally be de-assigned from visitors on departure by badging the card at the same reader.

In addition, the owner of a lost access card can be identified by badging the returned card at the same reader on the reception desk.

Assigning Escorts to Visitors

Receptionists can assign an escort to visitors as part of the visitor management process.



Assign Escort Pick-list

The escort assigned may be the host of the visit (i.e. the person responsible for the visit), or may

remove any access their visitor access card may have provided.

Marking Visitors Off-Site

Receptionists can mark visitors as having finished the visit and left the site. This action completes the visit for the visitor, and removes any site access assigned to the visitor.

Macro Overrides

Each reception can be configured with up to five Cardax FT Command Centre Macro Overrides, displayed as buttons on the main Reception screen. These buttons allow the receptionist to trigger any pre-configured override in Cardax FT

All Cardax FT Visitor Management pre-registration, receptionist, visitor, and host events are recorded in the Cardax FT Command Centre database, maintaining one comprehensive database for your site security. In addition to those reports available from the Reception workstation, standard Cardax FT Command Centre reports are also available for visitor management related reporting.

Visitor Management Alarms

Visitors who have not left a site by the end of a scheduled visit are placed in a 'Due to Leave' state. A grace period is configurable in



Reception 'Home' Screen



New Visitor Screen

be a delegated Cardholder who will escort visitors to the host on site. The escort can be assigned to visitors by either entering in the escort's name, or by badging the escort's access card at a Cardax card reader positioned on the reception desk.

Marking Visitors On-Site

Once all registration is completed, the receptionist can mark one visitor or a group of visitors on-site with a single click.

Marking Visitors Temporarily Off-Site

Visitors can be marked temporarily off-site, which changes a visitor's status to 'Expected Back', and

Command Centre, such as locking down the front door, printing an evacuation report, or triggering a silent alarm.

Visitor Reporting

The Cardax FT Visitor Management module enables reporting by way of a 'Print Report' button on the main Reception screens. Reports can be produced for the status of visitors during the day (e.g. what visitors are expected to arrive today, what visitors are currently on-site), and summary reports on visitor and escort past and planned visits (e.g. who visited an employee in the past month, how many times the visitor will be on-site next week).

Command Centre to allow such a visitor to leave, without raising an alarm. Once the grace period has expired, an 'Overdue' visitor alarm is raised in Command Centre, with the visitor moving to the 'Exceptions' tab on the main Reception screen.

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TECHNICAL SPECIFICATIONS

Visitor Management

Cardax FT Command Centre

Version 5.21 or later

Workstation Client Operating System

Microsoft® Windows® XP Professional SP3
or Vista Business/Enterprise SP2 Edition

Printer Support

Microsoft® Windows®, Dymo label printers



Where quality and reliability is our guarantee!!



Gallagher Security Management Systems
Kahikatea Drive, Hamilton 3206
Private Bag 3026, Hamilton 3240
New Zealand
Phone: +64-7-838 9800
Fax: +64-7-838 9801
Email: cdxsales@cardax.com

Offices and Representatives are located in:

Asia Middle East
Australia New Zealand
Canada South Africa
Central America South America
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* System configuration, network capacities and the volume of system activity affect performance.
Please contact Gallagher Security Management Systems for advice.

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