SYSTEM GALAXY ADDENDUM

Creating and Running Guard Tours

Including enrolling Tour Cards

2024 | SG 11.8.6

System Galaxy Version 11.X

How to Guide

Configuring Guard Tour

Information in this document is subject to change without notice. Therefore, no claims are made as to the accuracy or completeness of this document.

Guard Tour is compatible with any version of SG 10. This guide was last updated on October 2014 for the 10.4 Software Release.

3rd edition

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SCOPE OF THE GUARD TOUR FEATURE

The current ***Guard Tour feature*** described herein is compatible with any version of SG 10. This guide was last updated for the SG 10.4 Release due to minor enhancements of the tour features.

The ***Guard Tour feature*** is designed to track and report the real-time movement of *security guards/safety officers* as they make their *security rounds* within a facility, by activating tour checkpoints. The system applies various timers and rules that are used to help the SG Guard Tour Operators to monitor the tours as they are in progress.

The ***Guard Tour*** itself does not impact the *hardware programming*; although it relies on the operation of credentials, readers and inputs that have been configured and loaded to the control panels.

SUPPORTING MANUALS

This guide covers Guard Tour programming. See the supporting manuals for instructions outside the scope of this addendum.

- See the **635/600 Hardware manual** for instructions on normal installation of the control panels (i.e. controllers), readers and input devices.
- See the **System Galaxy User Guide** (software manual) for instructions on configuring the behavior of the hardware (loops, control panels, readers and inputs) and how to load the configuration to the control panels
- See the **System Galaxy User Guide** (software manual) for extended instructions on enrolling cards or creating schedules and access groups, assigning personal doors, as well as loading data to the control panels.

UPDATE HISTORY OF THIS ADDENDUM

DATE	HISTORY OF CHANGES
2013	Addendum created from instructions excerpted from the Software Guide chapter 13.
2014	Addendum received major overhaul of existing features and new features/functionality.
10/14/2014	Expanded requirements, added step to card enrollment concerning PIN, a formatting repair.
JUN 2017	Update Cover 10.5.1 Release
JUN 2016	Update Cover 10.5.6 Release

System Requirements of the Guard Tour feature:

- The Guard Tour feature must be registered (enabled) in the *System Galaxy system registration* before it can be configured for operation.
- Tour Alarms are reported to the SG Alarm event screens (system-wide) by default. To control or suppress which clients will see the Alarm events, the Alarm Priority and Guard Tour Alarm priorities must be programmed.
- The startpoint of every tour must be a reader. If a Tour start reader is shared with multiple tours (assigned to more than one tour), the reader must be a **keypad combo reader** and must be configured properly.
- Inputs can be assigned as checkpoints but can only be used in one tour.
- If a ***keypad start reader*** is used, then a ***system PIN code*** must be configured and linked to Guard Tour in the Pin Code programming screen (not cardholder screen). Additionally, a keypad reader must be configured for **PIN Required "always"** & **PIN Mode** as **Information Only**.
- The tours must be created in the software. During this process, card readers or inputs are assigned to the tour; and the tour parameters and behavior rules are configured for the desired operation.
- Tour Cards (credentials) must be enrolled into the System Galaxy software and given valid access privileges to the doors/readers on the tour. If a Tour Card does not have valid access at every checkpoint reader, the tour cannot be completed successfully.
- The system expects the same card that starts the tour to be used at every checkpoint reader. The tour cannot be completed successfully if the cards are switched mid-tour.
- Invalid access attempts are not reported to the Tour Event listview in the Guard Tour Status screen.
- All checkpoints must be visited in the same order they are listed in the Tour Setup screen when a tour is set to operate in Sequential Mode.
- Point intervals and point sequence are both enforced for Sequential Tours but not for Random Tours.
- Max Tour Time and Max Start Interval timers apply to all tours (sequential and random)
- The 'checkpoint' readers and inputs must be installed and configured properly (Note: a reader that is already serving as a door or gate access can be used as both an access point and a guard tour point – or the checkpoint reader can be dedicated to the guard tour use.

GUARD TOUR

The **Guard Tour feature** allows the SG Administrator to create and monitor Guard Tours (security routes) using checkpoints (tour points) that are made up of readers or input devices from the access control system.

- A **Guard Tour** is a designated ***set of checkpoints*** (readers and inputs) that must be visited/activated in a specific order or time limit.
-

Benefits of Using Guard Tour

Guard Tours are useful at any facility that wants a traceable log/report providing proof of diligence that the safety/security officers are performing their inspections promptly and correctly. This could be implemented at malls, schools, public parks, banks, high-rise multi-tenant buildings, municipal buildings, court houses, detainment facilities, warehouses, or other factory/industry type facilities that perform safety or security checks.

Guard Tours help ensure the consistency and compliance of security/safety officers:

- provide **clear performance expectations** for the security team and safety officers
- ensure that tours are ***performed in a consistent and timely*** manner
- ensure that all tours are ***performed at the expected times*** each day
- control which areas must be visited/inspected and in what order
- ensure that designated ***checkpoints are not being missed or skipped*** within the facility
- ***alert the security team*** to the point of trouble - for missed or late checkpoints and overdue or incomplete tours
- ***monitor tours*** as they happen
- pull ***historical reports*** on past tours

How Guard Tour Works

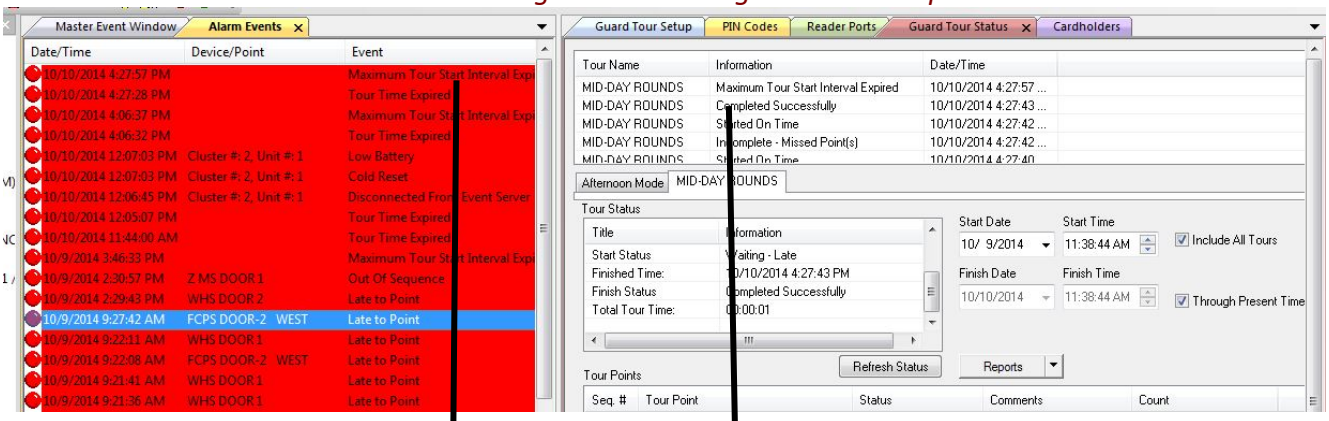
A guard or security officer starts a tour, by swiping a *Tour Card* (with or without a PIN) at the *start point reader.* The guard proceeds to each checkpoint on the tour. The guard must activate the reader or input at each point as he/she progresses until the tour is complete.

Various Tour Timers are tracked by System Galaxy depending on which Tour Mode is configured. Point sequence is only enforced in Sequential Mode.

System Galaxy reports the Tour Status and any violations, including points that were missed/late, or out of sequence to the Guard Tour Status screen. The system also logs any violations to the ***SG Alarm screen***.

Tour/Alarm Violations	Mandatory Sequence Mode	Random Order Mode
Out of Sequence	Tracks ***Point Sequence*** violations	(not tracked)
Interval to Points	Tracks ***Point Interval*** Timer violations	(not tracked)
Max Tour Time	Tracks ***Total Tour Time*** violations	Tracks ***Total Tour Time*** violations
Max Start Interval	Tracks ***Time Elapsed between Starts***	Tracks ***Time Elapsed between Starts***

SG Console showing the monitoring screens in a split-window view



SG Alarm screen (monitoring violations)

Guard Tour Status screen (monitoring tours & violations)

Planning a Guard Tour

This section helps System Administrators decide how the tour should work before creating the tour.

1. ***Which reader will be the startpoint***?
    - A *startpoint* must be a reader. This reader is used to initiate the tour every time it is run.
    - A *startpoint* reader must be a keypad if that start point will be used as the start point in multiple tours.
2. ***How many checkpoints will be assigned to the tour and where should they be?***
    - Additional checkpoints can be readers or inputs. These checkpoints should be strategically placed along the tour route that the security/safety officer will travel.
    - NOTICE: an input cannot be shared or assigned to multiple tours and cannot be used as a start point because it can be activated without presenting credentials (identity).
3. ***Will any tours share a Start Point Reader?***
    a. If each tour has its own start point, the tour can use a separate card reader;
    b. If any tours use the same start point reader, then a Keypad Reader must be used and the Keypad must be configured for Pin Mode.
4. ***Which Tour Mode should be used*** –
    a. Can/should the checkpoints be visited in *Random Order* each time the tour runs? Then a Random tour is the chosen.
    b. Should the checkpoints be visited in a *Mandatory Sequence* and/or the time intervals between checkpoints be enforced/tracked? Then a Sequential Tour is chosen.
5. ***How long should take to reach each checkpoint?*** [Interval to Reach Point]
    a. To enforce or track the *point interval times*, the tour must be in Sequential mode.
6. ***How long should the entire tour take to run?*** [Max Tour Time]
7. ***How often should the tour be performed (i.e. every 3, 6, 24 hours)?*** [Max Start Interval]

NOTICE: an input cannot be shared between tours, since the input cannot report the identity of the cardholder.

Setup Rules and Behavior of Tours

The behavior of a tour is determined by which mode is chosen for the tour. Also **Maximum Tour Time** and the **Maximum Start Intervals** affect tour behavior.

Point Sequence and **Point Interval Times** only affect the Sequential tours.

Other behavioral factors include whether the tour violations are configured to create alarm conditions in the system. If the system is configured to recognize tour violations as alarms, the system will log an ***alarm event*** to the SG Alarm Screen. The Alarm screen will pop to the front if configured to do so. ***See the section on How to Configure Guard Tour Alarms.***

About How 'Tour Modes' Work

There are two Tour Modes available (**Random and Sequential**). You must assign a tour mode.

- Configuring a tour for "**Sequential Mode"** means the system will track/enforce the exact order of the checkpoints, as well as the time intervals between tour points and *max tour time*.
- Configuring a tour for "**Random Mode"** means the system will **not** track/enforce the sequence or the time intervals between checkpoints, but will enforce the *max tour time*.
-

Random Order Tour Operation: If a tour is placed in **"Random Order" Mode**, the checkpoints can be visited (activated) in any sequence, regardless of how the points are listed in the *Guard Tour Setup screen*.

The guard must visit every checkpoint before the maximum tour time expires.

- **A Random Tour is started by** presenting a card (or PIN) to the *Start Reader* assigned to the tour. PIN mode is only needed if the same reader will be the start reader for multiple tours.
- **A Random Tour is ended by** either when the guard has visited every reader in the tour – OR – when the ***max tour time*** expires - whichever happens first. Order & Intervals do not apply.
- **A Random Tour** is "**Completes Successfully"** when a guard has visited every reader before the ***maximum tour time*** expires (i.e. no points are missed).
- Every / **All checkpoints must be activated**, but can be visited in any sequence/order (i.e. randomly).
- Both, the **Maximum Tour Time** and the **Maximum Start Intervals** apply to a random tour.
- If the **Max Tour Time** and **Max Start Interval** timers are exceeded, the system will log the violation to the ***Tour Status screen*** and trigger an ***SG alarm event*** .

Mandatory Sequence (Sequential): In **"Mandatory Sequence" Mode**, the tour points must be visited (activated) in the same sequence as they are listed in the *Guard Tour Setup screen*. Also the *point intervals* and the ***Maximum Tour Time*** cannot be exceeded.

The guard must visit each checkpoint before the point interval expires. The Maximum Tour Time as well as each Interval to Reach Next Point must not be exceeded.

- **A Sequential Tour is started by** presenting a card (or PIN) to the *Start Reader* assigned to the tour. PIN mode is only needed if the same reader is a start reader for multiple tours.
- **A Sequential Tour is ended by** either when the guard has visited every reader in the tour – OR – when the ***max tour time*** expires - whichever happens first.
- The **tour checkpoints** must be visited in the sequence listed in the Tour Setup screen. An "out of sequence" event logs to the Tour screen and SG Alarm screen when the sequence is violated.
- The **Interval to Reach Next Point** is only tracked/enforced for a sequential tour. A "late to point" event logs to the Tour screen and to the SG Alarm Screen when the interval is exceeded.
- The **Maximum Tour Time** and the **Maximum Start Intervals** apply to a sequential of tour also. Violating these timers will be logged to the Tour Status screen and the SG Alarm screen.
- **SG Alarm events** can be filtered to/from the to trigger an SG alarm by setting an alarm priority (non-zero value) for them in the Guard Tour tab of the ***System Settings screen***.

SG Guard Tour Setup screen / Tour Mode droplist

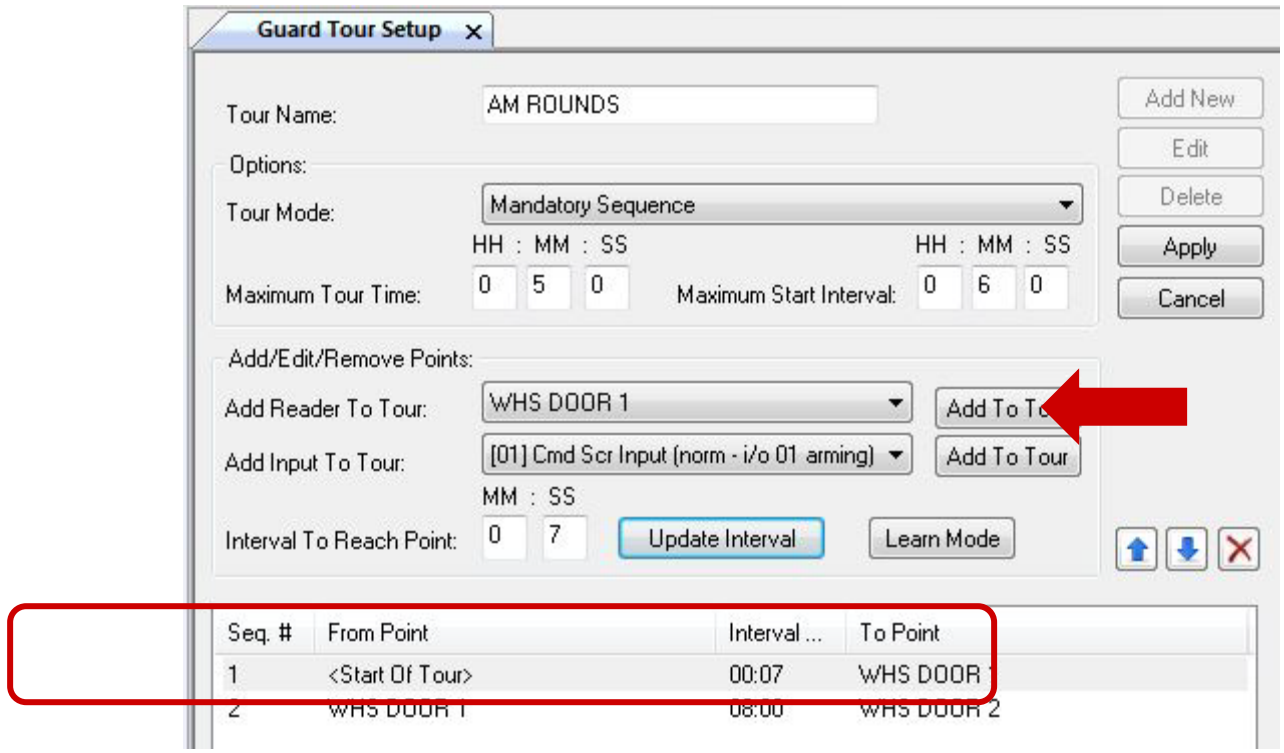
About Adding a Start Point Reader to a Tour

The start reader can be added manually or by placing the tour in LEARN MODE. In Learn Mode the system will automatically add the start reader to the tour list when a card is presented.

The readers can be rearranged by using the up and down buttons to move the readers.

If a start reader is used in more that one tour, then the reader must be a Keypad reader and must be configured for PIN MODE.

- **The "startpoint" is the first point listed in a tour –** specifically in the *Tour Point list* of the Guard Tour Setup screen.
- **The start point must be a reader** – i.e. cannot be an input;
-



SG Guard Tour Setup screen / Adding a startpoint reader to Tour List

About Adding Checkpoints Manually vs. Learn Mode.

The checkpoint (reader or input) can be added manually or by placing the tour in ***Learn Mode***. Either way, the points can be rearranged or deleted as needed.

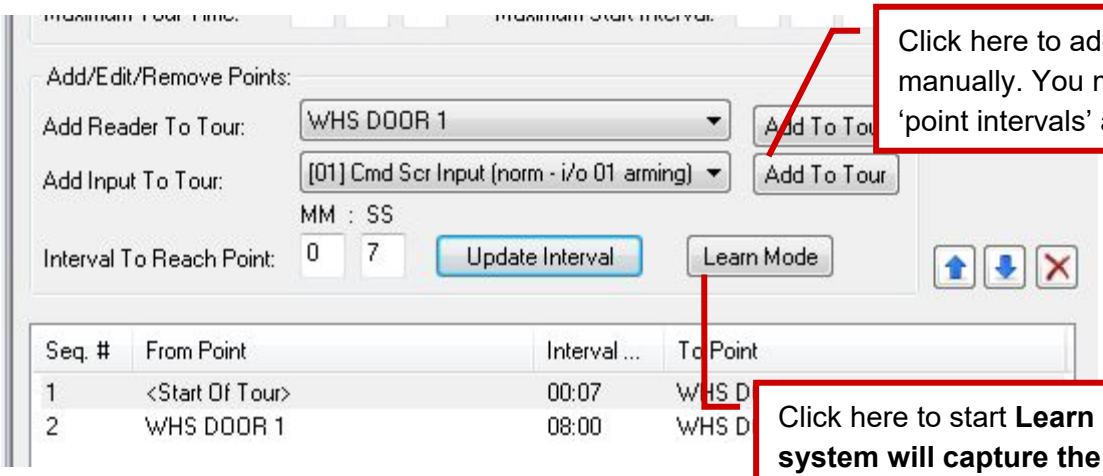
Using Learn Mode is a good way to determine the amount of time it actually takes for a guard to reach each point and to complete tour. The operator can manually change the *point intervals* and *max tour time* as needed.

- **Learn Mode** is a feature that allows the system to capture/build the checkpoints by having a guard walk the tour route (real-time) and activate each point that should be added to the tour. The system also captures the time intervals between each point as it adds the point to the tour setup listview.

When configuring a tour, the operator can place the tour in ***Learn Mode*** at any time. This means the operator can capture the entire tour from start to finish in Learn Mode, or use Learn Mode to build part of the tour.

The system automatically adds the point and the timer interval it took to reach the point to the ***tour list*** when the point is activated (either by presenting a card or by activating an input).

Learn mode can be used to build a Random Order tour as well as a Sequential tour. If building a Random tour, the point intervals are captured but will not be enforced when the tour is performed, since random tours can be run in any sequence. The *order of points* and *point intervals* are only enforced in a Sequential tour.



Click here to add readers to the tour manually. You must configure the 'point intervals' also.

Click here to start **Learn Mode. The system will capture the** readers as a guard walks the tour route. The system will also capture the 'point intervals'.

About Tour Timers & Violations

All tours apply/enforce **Max Tour Time** and **Max Start Interval** timers. These tour timers will create status updates on the ***Guard Tour Status screen*** and on the ***SG Alarm screen*** when they are violated.

Only the Sequential tours enforce the **point sequence** and **point intervals.** These tour timers will create status updates on the ***Guard Tour Status screen*** and on the ***SG Alarm screen*** when they are violated.

NOTE: The ***SG Alarm Events*** can be filtered or suppressed tour alarms at any workstation by configuring the local client for *alarm priorities* in the Alarm Options tab of the System Settings screen, and then configuring a compatible value in the Guard Tour tab that causes the tour violations to either be suppressed or allowed in the local Alarm event screen. See more in the section about *Configuring the Guard Tour Alarm Options*.

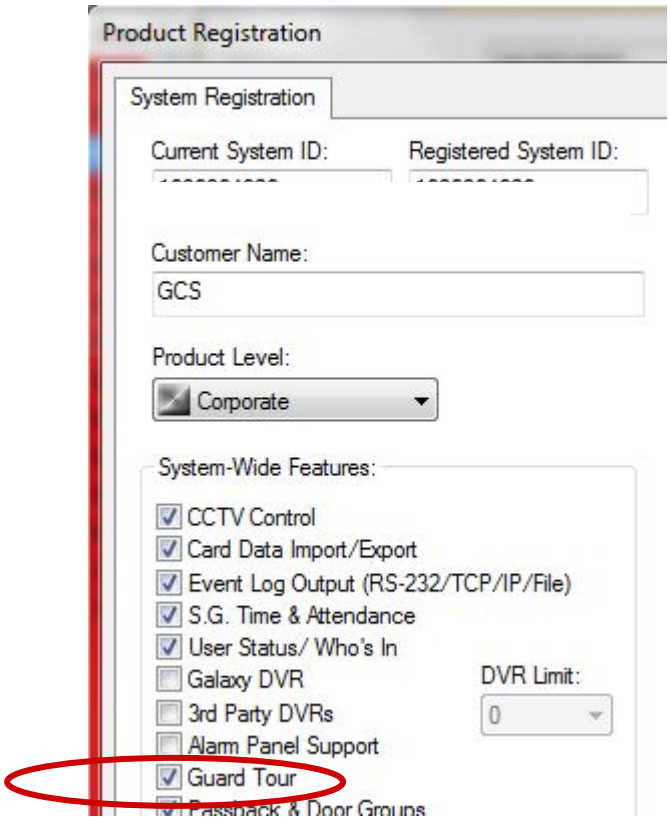
- The **Maximum Tour Time** (HH:MM:SS) is to the amount of time it should take to perform the tour. This timer starts when the start point is activated. Exceeding this timer will cause a late tour/incomplete tour event to be reported. An SG alarm can also be triggered if this timer is configured in the System Settings/Guard Tour tab.
- The **Maximum Tour Start Interval** (HH:MM:SS) is to the amount of time that can elapse between the *last start time* and *next start time* for the specific tour. Exceeding this timer will cause an overdue tour start violation to be reported. An SG alarm can also be triggered if this timer is configured in the System Settings/Guard Tour tab.
- A **Point Interval** - *or Interval to Reach Point* (MM:SS) is the amount of time that it should take the guard to reach/activate the each checkpoint. The time intervals for each point will vary based on the time/distance a guard must travel. Exceeding this timer will cause a late point violation to be reported. An SG alarm can also be triggered if this timer is configured in the System Settings/Guard Tour tab. ***This timer only affects Sequential tours***.
- An **Out of Sequence violation** will be reported if a checkpoint is skipped, missed or visited out of order from the sequence defined in the Tour Setup screen. An SG alarm can also be triggered if this option is configured in the System Settings/Guard Tour tab. ***This only affects Sequential tours***. If a checkpoint is missed in a Random Tour the tour will violate its Max Tour Time (be reported as incomplete).
-

Registering for Guard Tour

The **Guard Tour** feature must be enabled through the **System Registration screen**. The **registration code** entered must be valid and based on the customer's purchase order / maintenance agreement.

You can check the System Registration settings by opening the ***Registration screen*** from the **SG menu** and choosing **Configure > Options > Registration**.

The **Guard Tour feature** is located in the **System-wide Features** of the Registration screen. If the **Guard Tour** checkbox has been enabled (checked), the system is registered for this option.



Contact your authorized Galaxy Dealer if you need to register for the Guard Tour function.

Once the system is registered for Guard Tour, then any master operator can –

- open the ***Guard Tour Setup screen*** from any client/workstation to create tours
- open the ***Guard Tour Status screen*** from the view menu to monitor tours.

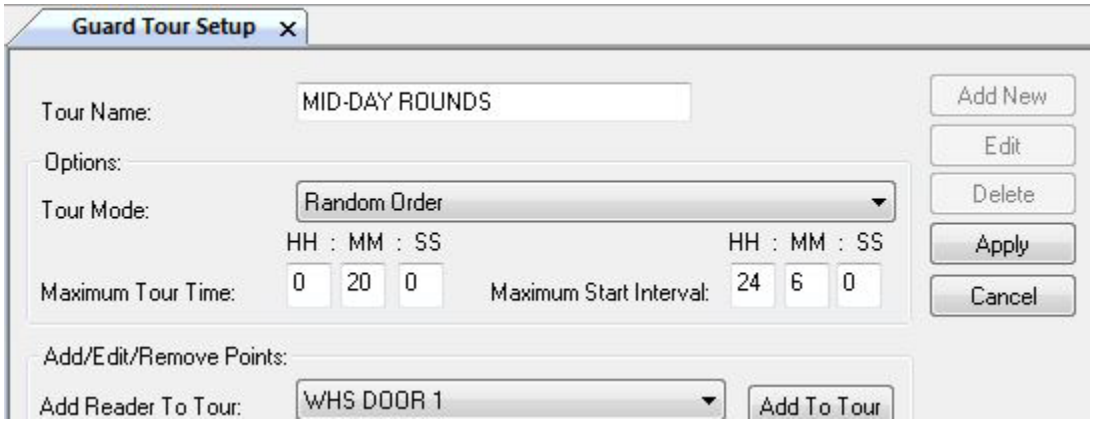
Creating a Random Order Tour

1. Open the ***Guard Tour Setup screen***: from the SG menu **Configure > Guard Tours.**
2. Click the **[Add New] button**
3. Type a name for the tour in the **[Tour Name] field**.
4. Set the **[Tour Mode]** droplist to " Random Order".
5. Set the **Maximum Tour Time (**HH:MM:SS**) –** this will be the maximum amount of time allowed for the guard to complete the tour (i.e. visit all checkpoints).

   This timer calculates the time elapsed since the *currently running tour* started.
6. Set the **Maximum Start Interval (**HH:MM:SS**) –** this will be the maximum amount of time that can elapse between tour starts.

   This timer calculates the time elapsed since the last time the tour started.

   For example, if you set this to 24:00:00 (24hrs) then the tour must start at the same time once a day. If you ran the tour at 8:00am, then you must start the tour again by 8am on the next day. If you set it to 3:00:00 (3hrs), the tour must start every 3hrs.



SG Guard Tour Setup screen / Random Order Mode

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7. **Add a point** by choosing the ***desired reader*** from the **[Add Reader] droplist**. Follow these steps.

   a) Enter 00:00 in the **[Interval to Reach Point]** time (mm:ss)

   {A point interval can be zero for a start point and doesn't count for checkpoints in a random tour}

   Note: System Galaxy does not track/enforce the ***point interval times*** or the ***sequence of points*** when a Random Order Tour is performed. Total Tour Time (max tour time) is enforced.

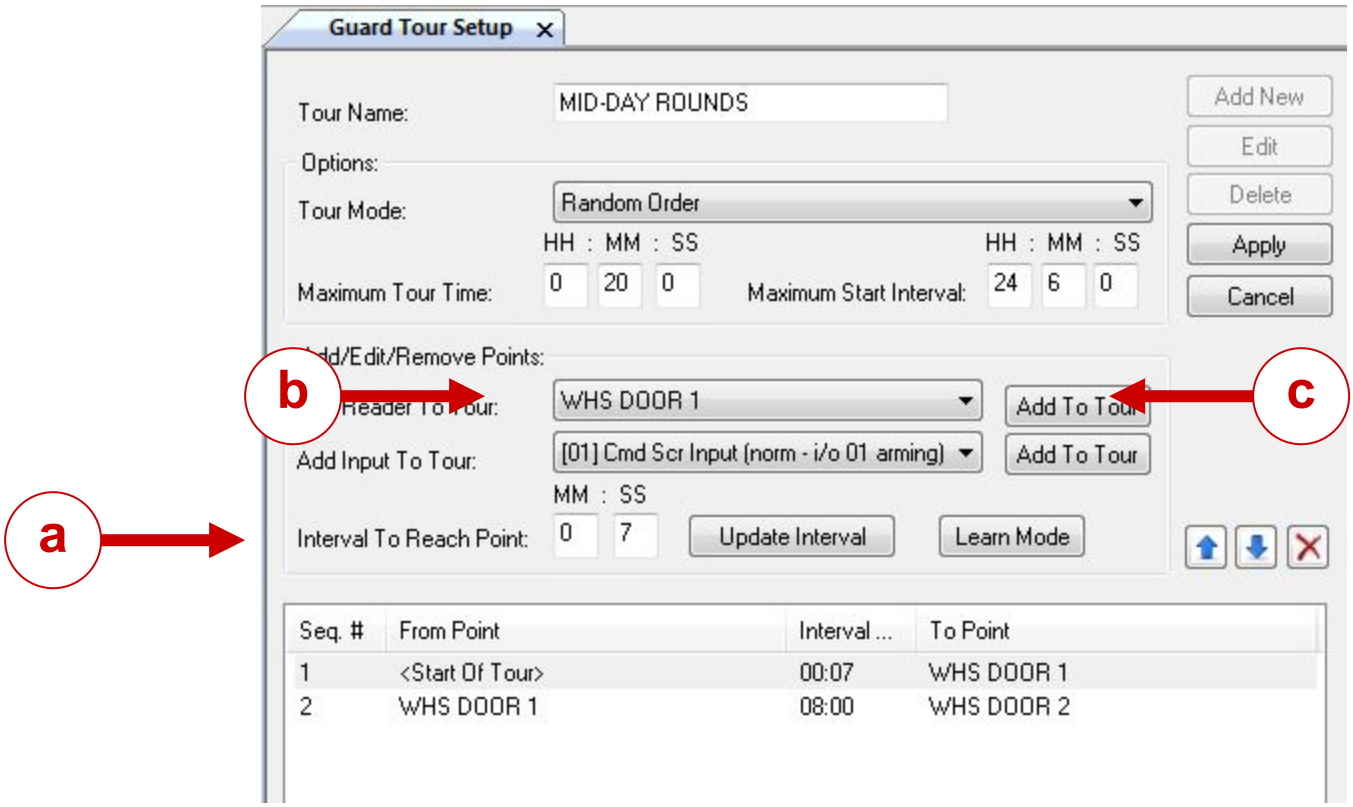
   b) Select the ***reader name**** you want to assign to the point, from the [Reader] droplist (or input).

   {* IF you are adding a startpoint, you must select a reader. Other checkpoints can be a reader or input from the appropriate droplist. }

   c) Click the **[Add to Tour] button** beside the appropriate **Reader droplist** (or input).

8. Add the additional **checkpoints** (Either add the points manually by using steps 7a, b, c; or use the "Learn Mode" to capture points - see the previous section on Learn Mode for details. Keep in mind, that if the tour runs in Random mode, the point sequence will not be enforced when the tour is performed).

9. Click **[Apply] button** to save the tour.



SG Guard Tour Setup screen / Adding Point Intervals and Points

Creating a Sequential Tour

10. Open the ***Guard Tour Setup screen***: from the SG menu **Configure > Guard Tours.**

11. Click the **[Add New] button**

12. Type a name for the tour in the **[Tour Name] field**.

13. Set the **[Tour Mode]** droplist to “Mandatory Sequence”.

14. Set the **Maximum Tour Time (**HH:MM:SS**) –** this will be the maximum amount of time allowed for the guard to complete the tour (i.e. visit all checkpoints). This timer calculates the time elapsed since the *currently running tour* started.

15. Set the **Maximum Start Interval (**HH:MM:SS**) –** this will be the maximum amount of time that can elapse between tour starts. The timer calculates the time elapsed since the last time the tour started.
For example, if you set this to 24:00:00 (24hrs) then the tour must start at the same time once a day. If you ran the tour at 8:00am, then you must start the tour again by 8am on the next day. If you set it to 3:00:00 (3hrs), the tour must start every 3hrs.

16. **Add a point** by choosing the desired reader from the **[Add Reader] droplist**. Follow these steps.

    a) Enter 00:00 in the **[Interval to Reach Point] time** (mm:ss)

    {A point interval can be zero for a start point and doesn’t count for checkpoints in a random tour}

    Note: System Galaxy tracks/enforces the ***point interval times*** and ***sequence of points*** when a Sequential Tour is performed. Total Tour Time (max tour time) is also enforced.

    b) Select the reader name* you want to assign to the point, from the **[Reader] droplist** (or input).

    {***** IF you are adding a startpoint, you must select a reader. Other checkpoints can be a reader or input from the appropriate droplist. }

    c) Click the **[Add to Tour] button** beside the appropriate Reader droplist (or input).

17. Add the additional **checkpoints** (Either add the points manually by using steps 7a, b, c; or use the "Learn Mode" to capture points - see the previous section on Learn Mode for details. Keep in mind, that if the tour runs in Random mode, the point sequence will not be enforced when the tour is performed).

18. To change the time ***interval to reach a point***, first highlight the specific point in the listview, then enter the new time interval in the provided fields and click the **[Update Interval] button**.

19. Click **[Apply] button** to save the tour.

See the prior section on ***Creating a Random Order Tour*** for a screen shot.

Adding Checkpoints to an Existing Tour

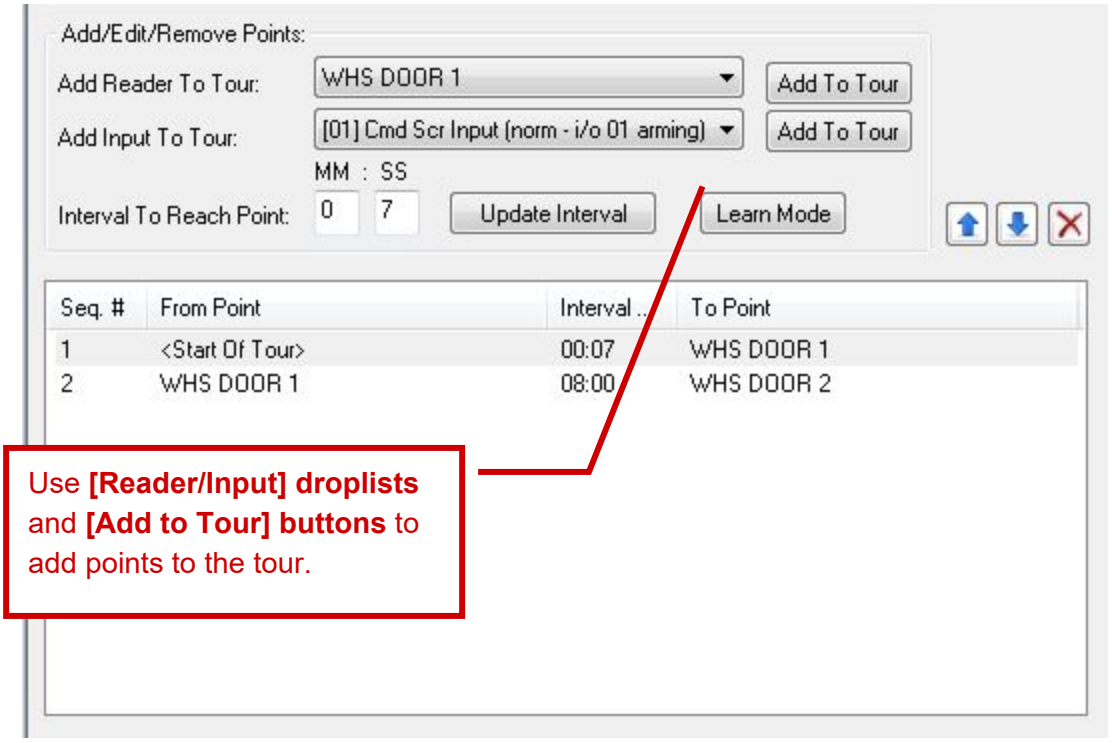
Tour points (readers, inputs) can be added manually in the Guard Tour Setup screen.

To add a reader checkpoint, follow these steps:

1. Select any reader from the **[Add Reader to Tour] droplist**.
2. Set the minutes and seconds in the **[Interval to Reach Point] timer fields:** this is the ***maximum allowed time*** to reach this point from the start of the tour or previous checkpoint. ***If the tour is in arbitrary mode, this time will be disregarded.***
3. Click the **[Add To Tour] button** to add the reader to the checkpoint list.

To add an input device checkpoint, follow these steps:

1. Select any **input** from the Add Reader to Tour drop-down list.
2. Set the minutes and seconds in the **[Interval to Reach Point] timer fields:** this is the ***maximum allowed time*** to reach this point from the start of the tour or previous checkpoint. ***If the tour is in random mode, this time will be disregarded.***
3. Click the **[Add To Tour] button** to add the input to the checkpoint list.



SG Guard Tour Setup screen / Tour Point listview

Using "Learn Mode" to Capture Tour Points & Intervals

You can capture (add) ***checkpoints*** and ***point intervals*** on a tour by using 'Learn Mode'. Learn Mode is a good way to determine how long it should really take to reach each point and perform the entire tour.

Learn Mode is available to Random Tours and Sequential Tours.

- The system adds each reader (checkpoint) to the [**tour point**] list-view as the officer walks the *tour route* and presents a valid access card to each reader that is to become a checkpoint.
- The system records the amount of time it takes the officer reach the each point in the [**Interval to Reach Next Point**] field.
- The tour begins recording (learning) when you click the [Learn Mode] button. The system begins the "Start of Tour" from the moment you click the Learn Mode button.

After the checkpoints & intervals have been captured in Learn Mode, an SG Operator can manually adjust the tour in the Guard Tour Setup screen:

- **change the order/sequence of the checkpoints**
- **adjust the interval to reach the next point – as needed**

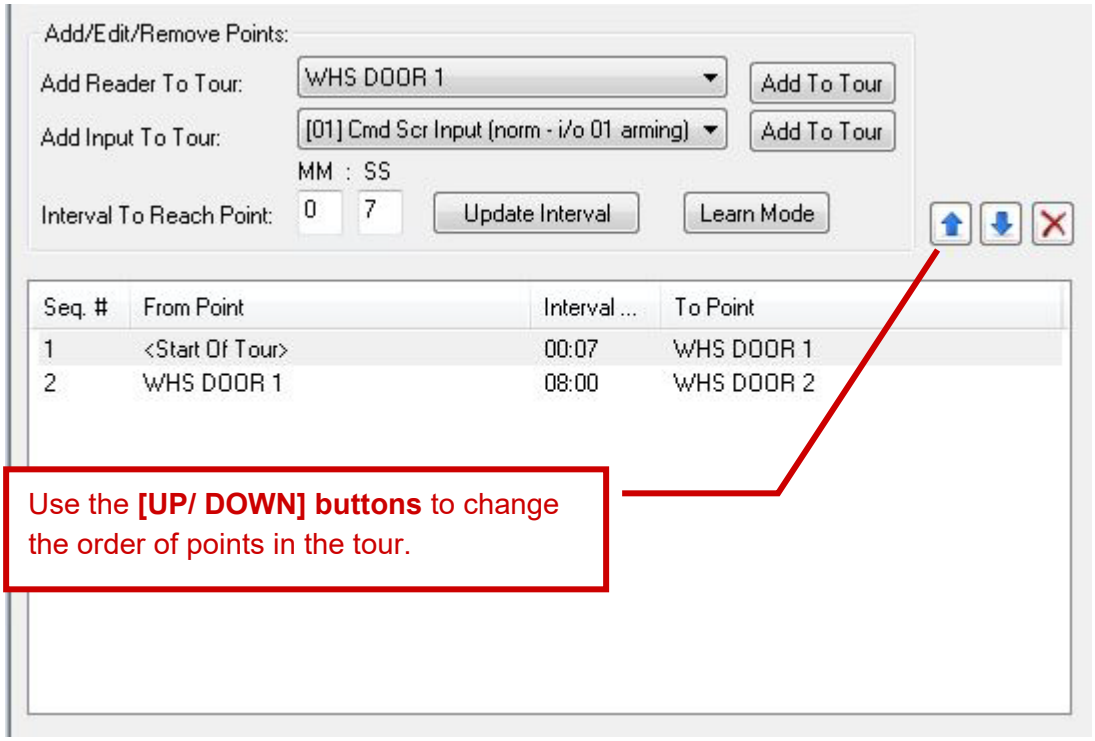
1. Open the ***Guard Tour Setup*** screen (**Configure > Guard Tours**)
2. Either select an existing *Tour Name* and click the **EDIT button** (or add a new tour by clicking [Add] and configuring a *Tour Name*, *Tour Mode*, *Max Tour Time* and *Max Start Interval)*.
3. Click the **[Learn Mode] button**, to open the *Card Finder window*.
4. Use the Card Finder to search/choose the access card that will be used to capture the points.
5. Walk the desired *tour route* and present the chosen card at each reader (tour point / checkpoint). Remember to walk the tour at the pace you would expect the officer to do in reality in order to capture realistic *tour point intervals* – and have the guard handle any visual/physical inspections, stops & checks that are actually expected. For example, if the guard should physically check every padlock on a row of doors in an area, then don't just walk by them; actually take the time to check them as is expected.

Use the selected card at the reader points that will comprise the tour. The points will be added as they are used. When all the readers have been added, the points can be edited manually (rearranged using the arrow buttons), and the intervals can be edited manually (using the Update Interval button).

Changing the Sequence of Checkpoints

After tour checkpoints are added to the list of tour points, they can be rearranged using the **UP/DOWN buttons**.

1. Select the desired **Tour Name** from the droplist and click **EDIT button.**
2. Select (highlight) the checkpoint (reader or input) in the list .
3. Click the appropriate **UP/DOWN button** to move the checkpoint up or down in the list.
4. Click **Apply button** to save your changes.

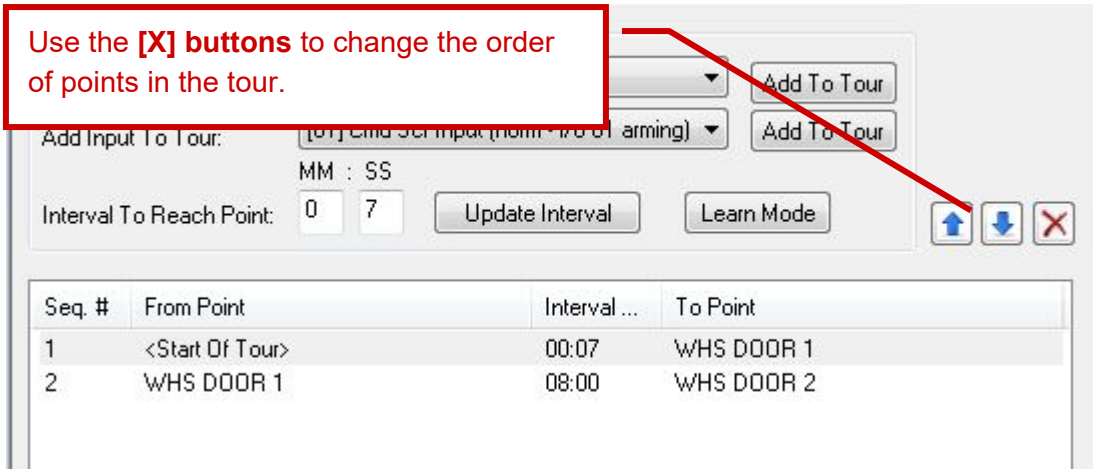


SG Guard Tour Setup screen / Tour Point listview

Deleting a Checkpoint

The **[X] button** deletes a tour point.

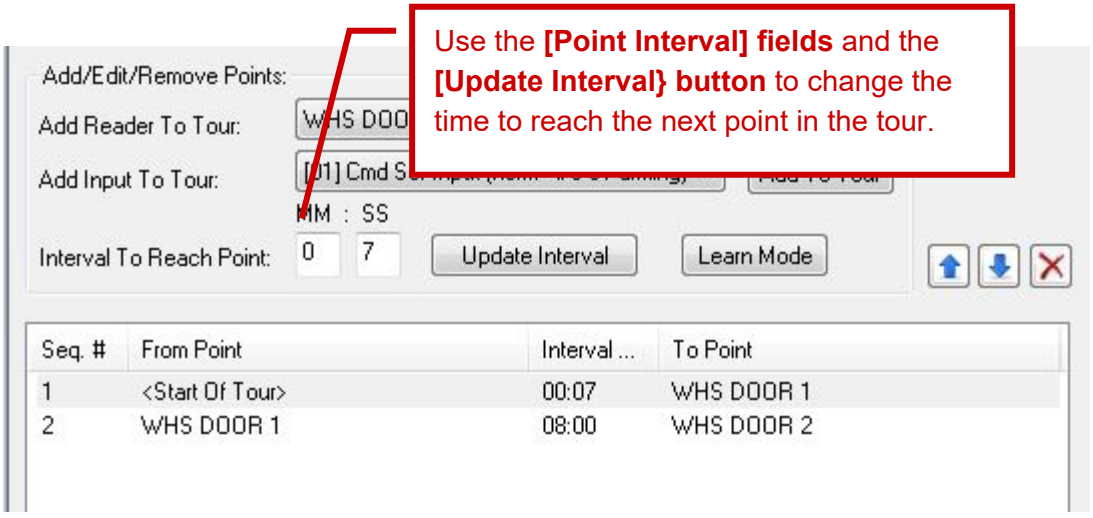
1. Select the desired **Tour Name** from the droplist and click **EDIT button.**
2. Select (highlight) the checkpoint (reader or input) in the list .
3. Click the **[X] button** to move the checkpoint up or down in the list.
4. Click **Apply button** to save your changes.



Changing the Point Interval Time

The **[Interval to Reach Point] time field** is used to reach the next point, the **[Update Interval] button**.

1. Select the desired **Tour Name** from the droplist and click **EDIT button.**
2. Select (highlight) the checkpoint (reader or input) in the list.
3. Click the **[X] button** to move the checkpoint up or down in the list.
4. Click **Apply button** to save your changes.



SG Guard Tour Setup screen / Tour Point listview

Creating a Tour Card (Start Card or PIN Code)

There are two ways to start a tour. Each of these ways is described in the following sections.

- present a valid card at the **startpoint reader**
- enter a PIN code at a **startpoint keypad**

NOTE: The card that is used to start the tour is expected to be used at each checkpoint reader in the tour. The card must have valid access (access privileges) to every checkpoint.

IMPORTANT: IF a card doesn't have valid access (access privileges) to any checkpoint on the tour, the tour will not count the card read as a valid tour activation. This will result in a missed point at that reader and the point will remain "yellow" in the Status screen. The tour will be logged as incomplete/overdue when the max tour timer expires.

Enrolling a Card for Guard Tour

To create a Valid Access Card, you can enroll a new card or select an existing card record.

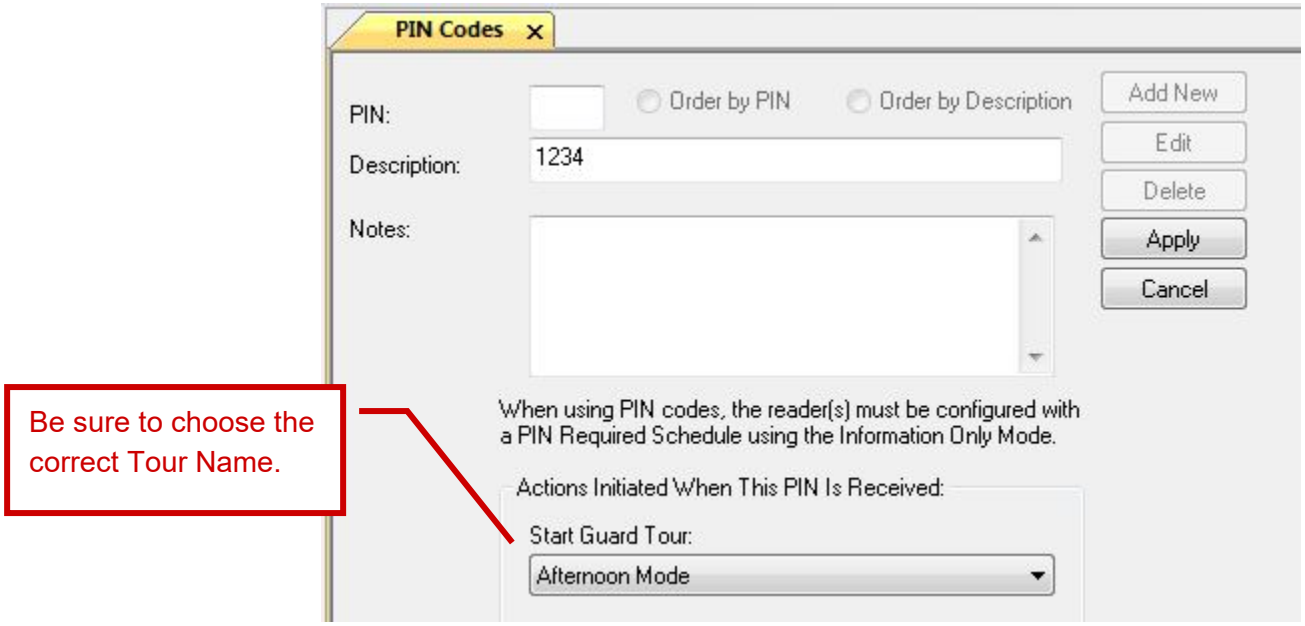
1. Open the **Cardholder screen** by clicking the ***Cardholder toolbar button*** or by selecting from the menu **Configure > Cards > Cardholders**.
2. Enter a name in the **Last Name field** that indicates the name of the guard or optionally the name "Tour", or name of a specific tour/shift or other generic name that identifies how it will be used.
3. (optional) Enter a name in the **First Name field** (if need to have more than one Tour Card for the same tour – you can distinguish specific guards or runs).
4. Click the *Card/Badge Settings* tab
5. Enroll the card code (setting the Technology droplist and adding the card code as appropriate).
6. DO NOT enter a PIN here – the PIN Code for Guard Tour is covered in the next section.
7. Select "Access Control" in the **[Card Role] droplist**.
8. Click the **[Edit Loops] button** and double-click every **loop name** desired to move them to the Authorized Loops list. You must choose any loop that contains the readers that the Tour Card will need access to.
9. Click **OK** to close the Loop Select window.
10. In the **[Authorized Loops] droplist**, select a loop name
11. In the **[Select Access Group] droplist**, you can choose the access group that provides the desired access privileges to the reader (or you can choose "unlimited" if the tour card should work all the time). *See the Programming Chapters of this Guide that cover creating schedules and access groups for more information. Also see the section **Personal Doors** if you want to add the readers that way.*
12. Repeat **Steps 8 and 9** for each loop that you added in **Step 7**.
13. Click **Apply button** to save the card

Configure a System PIN Code for Guard Tour

To initiate (start) Guard Tours by PIN code, a **PIN code** must be configured in System Galaxy and linked to Guard Tour. *That same PIN code must be used along with a valid card-read at the **start point reader** in order to begin the tour*.

To create a **"Start Tour" PIN**,

1. Open the PIN Codes screen **Configure > Cards > PIN Codes**.
2. Click the **[Add New] button**,
3. Enter any PIN up to 65,535 in the **[PIN] field**. (must be numeric)
4. Enter a name or identifying text for this code in the **[Description] field**.
5. Then select a ***tour name*** from the **[Start Guard Tour] droplist**.
6. Click **Apply button** to save.



PIN Codes screen / Adding a Start Tour PIN

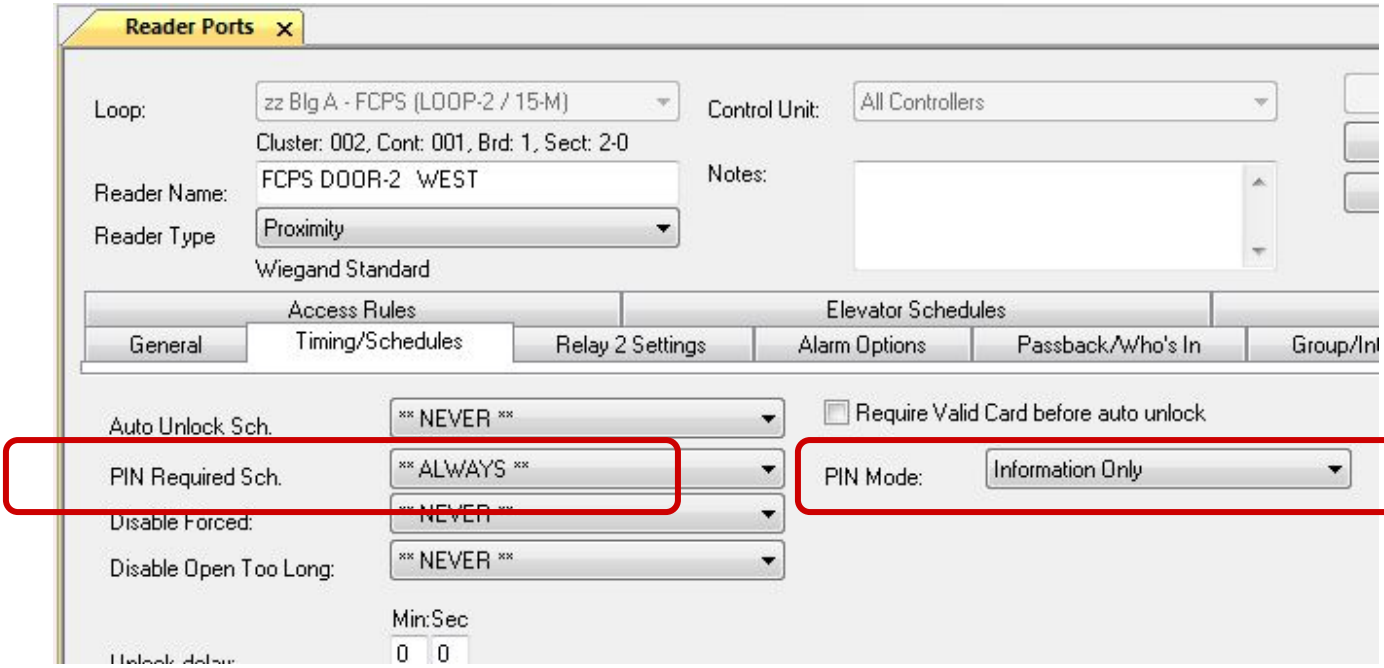
Configure a Keypad Reader as a Startpoint Reader (enable PIN Mode)

To initiate (start) Guard Tours by PIN code, the startpoint Keypad reader must be configured for PIN Mode in the Reader Properties window.

1. Open the Reader Properties screen for the Keypad (start reader) **Configure > Hardware > Doors/Readers**.
2. Select the appropriate Loop / Controller. Then select the keypad reader from the Reader droplist.
3. Click the **[Edit] button**, and select the Timing/Schedules tab.
4. Set the **[Pin Required Schedule] droplist** to "**ALWAYS**".
5. Set the **[PIN Mode] droplist** to "Information Only".
6. Click **Apply button** to save.

NOTE: When a reader is set to PIN Required & Information Only, the keypad reader will the Guard Tour PIN numbers as a valid PIN only if it is preceded by a valid access card swipe. However, if the card does not have valid access -OR- if no number is entered, the reader will not allow access or start the tour.

NOTE: In the Event History window, when the PIN Code used was configured to be a 'Start Guard Tour' PIN Code, the report will display "Guard Tour" ***PIN column.*** If the PIN Code used was configured to be a 'Start Guard Tour' PIN Code, the report will display the actual PIN number that was used in the ***PIN column***.



SG Reader Properties screen / Configuring PIN Mode

Monitoring Guard Tours

The Guard Tour Status screen is the primary screen used to monitor a tour. The SG Alarm screen will display any alarm events (overdue tour, late point, point sequence, and tour start time violation).

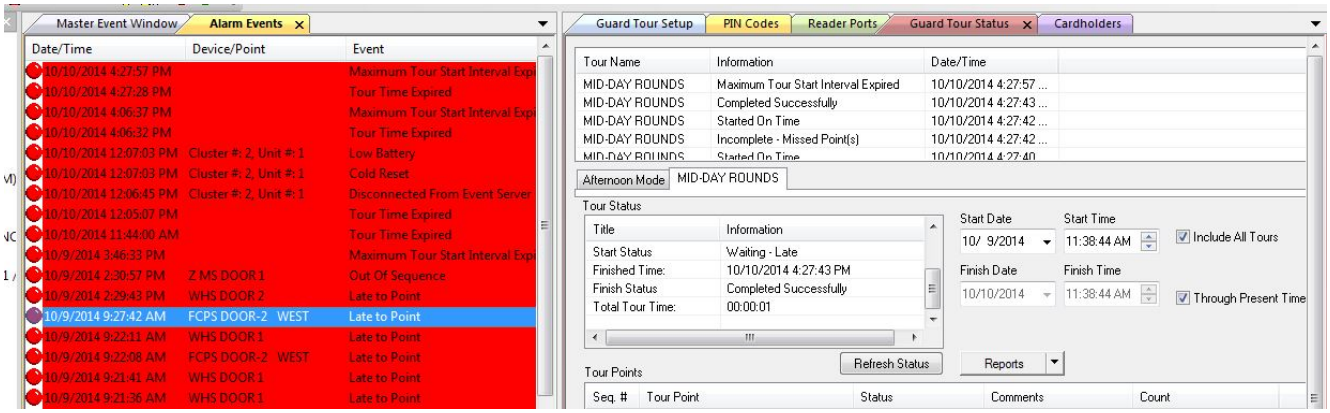
Viewing the Guard Tour Status

The Guard Tour Status screen has several status lists that will be populated with the status and events that are related to the selected tour.

NOTE: The card that is used to start the tour is expected to execute the tour.

1. To monitor a tour, open the **Guard Tour screen** (from SG menu **View > Guard Tour**).
2. Select the ***Tour Name tab*** to view the desired tour.
3. Click the [Refresh Status] button ONLY if you want to clear/refresh the screen.
4. Start a tour by **presenting a valid card / entering the PIN code** at the *start point reader.*
    a. The **Tour Status** list will show that the tour is "In Progress"
    b. The tour start and completion status will be logged to the top list
    c. The Tour Points will change from "yellow" to "green" as they are visited. Red means missed.
    d. The valid access events will be logged to the ***Tour Events list*** as they occur.

Note: the SG Alarm Event screen will display any alarm events that the Tour generates. This screen can be programmed to POP to the front or the SG Monitoring Pane can be split by dragging and dropping the Guard Tour screen into a split pane.



SG Alarm screen & Tour Status screen (monitoring shown in a split window)

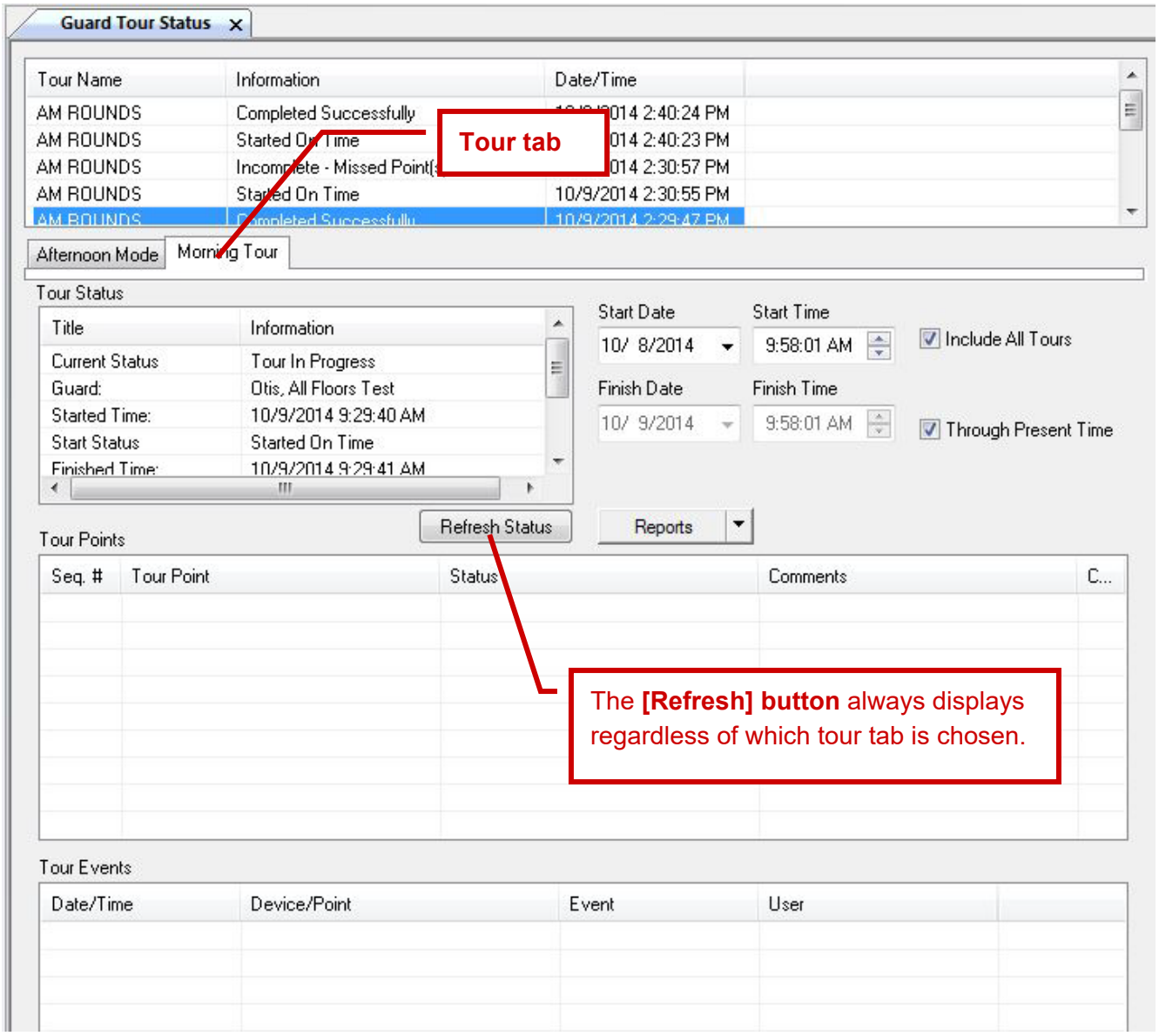
Refreshing the Guard Tour Status screen

There are two ways to refresh the screen: either update the screen while its open, or restart the screen.

1. To restart/refresh the **Guard Tour Status screen**, close the Status screen and re-select it from the SG menu (i.e. **View > Guard Tour**).

   This will reset / clear the lists so you can start fresh.

2. To update the screen with active tour data, click on the [Refresh Status] button. This will clear the Tour Event list and reset/refresh the Tour Points to 'yellow' waiting status.



Monitoring Tour Events and Alarms

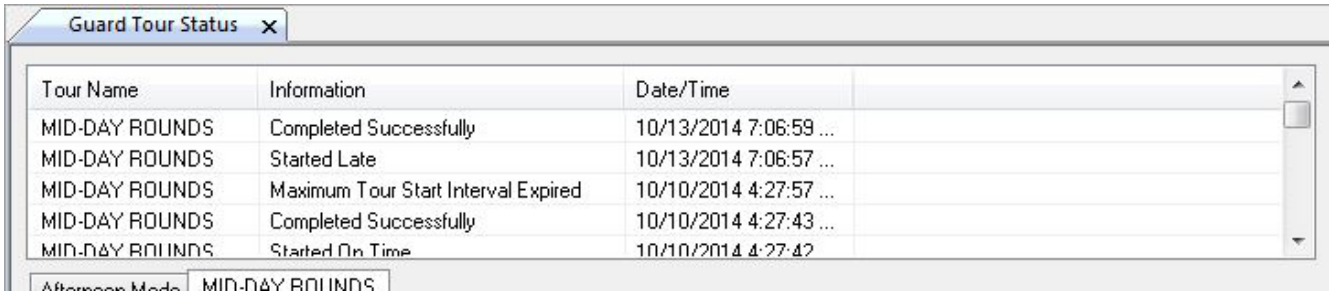
The status of a tour (whether it is in progress or not) is viewed in the *Guard Tour window* **(View > Guard Tour)**.

To see the status of a specific tour, select the Tour Tab just above the Tour Status window.

Understanding the Tour Status screen

At the top of the Tour Status screen is the **Tour Summary listview -** showing the following fields –

Column	Meaning of the Columns
Tour Name	The name of the Tour that is currently being Monitored
Information	*The start and end status/condition of the tour.* • *Start On Time/ Started Late / Max Tour Start Interval Expired* • *Completed Successfully / Max Tour Time exceeded – points missed*
Date/ Time	*This is the date/time stamp of the start and end of the tour.*

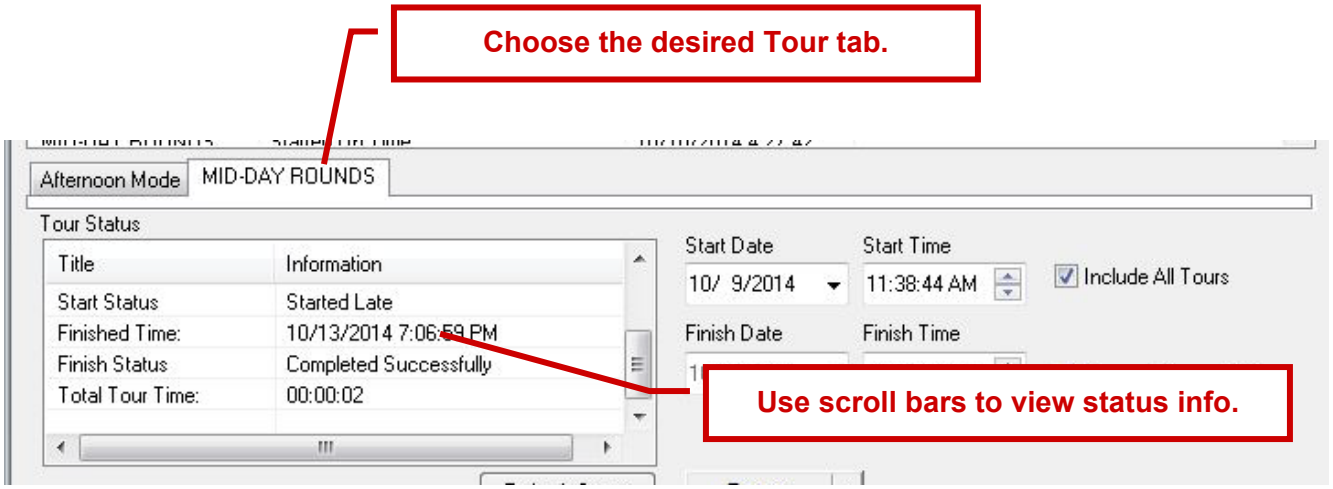


SG Guard Tour Status screen / Tour Cycle listview

Understanding the Tour Status listview

Beneath the *Tour Name tab* is the **Tour Status listview -** showing the following fields –

Column listed	Information Field (possible states /conditions of the fields)
Current Status	"Waiting for Start", "Tour in progress", …
Guard	*this is the Cardholder Last, First Name*
Start Time	*this is the date/time that the Tour Start reader was activated*
Start Status	"Waiting for Start", "Waiting Late", "Started On Time", …
Finished Time	*this is the date/time that the last checkpoint was activated*
Finished Status	"Completed Successfully", "Time Expired – Missed Points", …
Total Tour Time	*this is the total time that elapsed from start to finish*

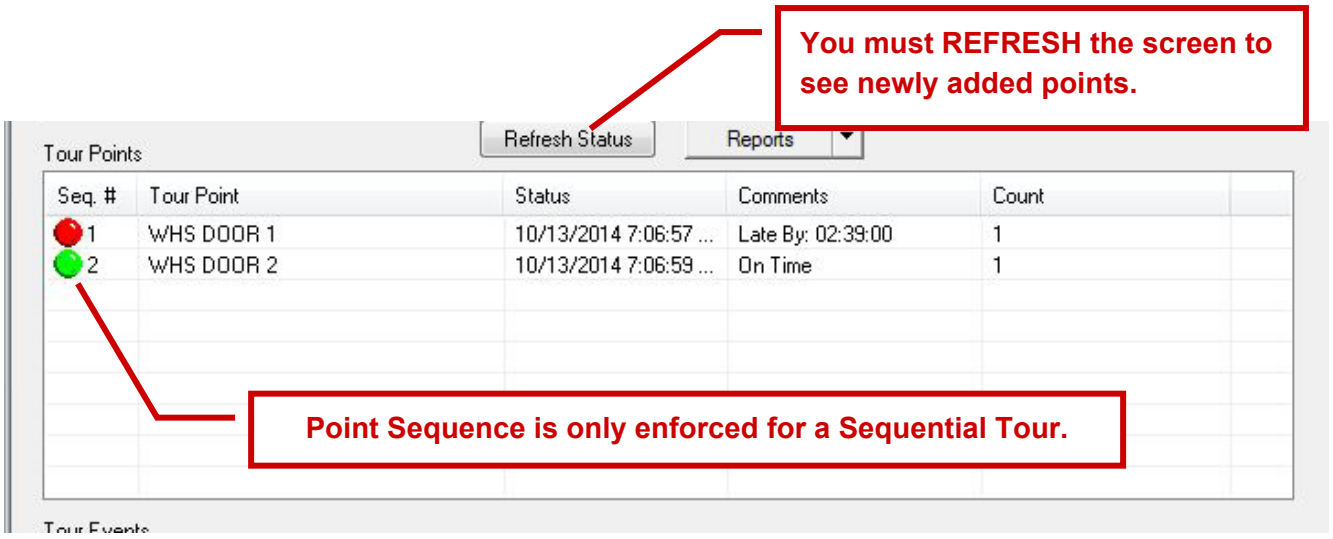


SG Guard Tour Status screen / Tour Status listview

Understanding the Tour Points listview

Beneath the Tour Status listview is the **Tour Points list** - showing the following columns –

Columns Listed	Meaning of the Columns
Sequence # Col	Lists the points in the numerical sequence they are listed in the tour. • **Green** = on time • **Yellow** = Pending/waiting • **Red** = overdue (late to start) Clicking the **Refresh button** will reset all points to yellow/pending. The startpoint will go 'red' if the max tour start interval is exceeded.
Tour Point Col	*this is the Door/Reader or Input Name*
Status Col	*This shows the date/time the reader or input was activated*
Comments	*This shows the Status (On Time, Late by* 00:05:13 *minutes:seconds, …)*
Count	*This indicates whether the point has been activated (which is especially useful for a Random Order Tour since the point sequence is not enforced).* *0 =point not visited; 1 = point visited*



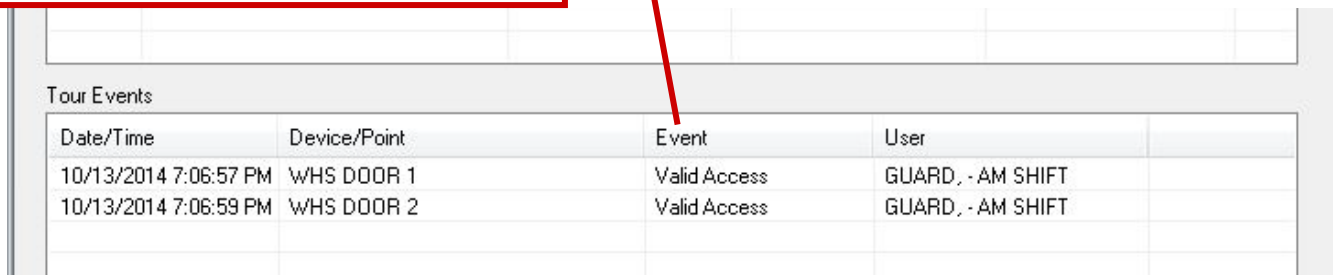
SG Guard Tour Status screen / Tour Points listview

Understanding the Tour Event listview

Beneath the Tour Points listview is the **Tour Events list** - showing the following columns –

Columns Listed	Meaning of the Columns
Date/Time Col	Date/Time stamp of the tour card events, logging real-time as the guard makes the rounds and activates tour readers. Clicking the **Refresh button** clear this list.
Device/Point Col	*this is the Door/Reader or Input Name*
Event Col	*This shows the Valid Access granted at each point*
User	*This shows the Last and First Name of the Tour Card or access card used at the tour point.*

Invalid Access events are not shown on this log/view. See the normal Event window for invalid access attempts.



SG Guard Tour Status screen / Tour Events listview