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LobbyGuard® Assist Installation Guide

Thank you for making LobbyGuard Assist an important part of your facility security and visitor management procedures. The information below will walk you through each step of installing LobbyGuard Assist and getting you fully trained on the product so you can start signing in visitors immediately. Please read and follow each step carefully.

This guide provides installation instructions for LobbyGuard Assist in a Microsoft Windows environment.

Before installing LobbyGuard Assist software, verify the LobbyGuard peripheral devices (i.e. scanner, printer, bar code reader and camera, etc.) are **NOT** plugged into the PC. Install will not complete if peripherals are plugged in prior to following the software installation process below.

Installation Instructions

These instructions will walk you through installing all peripheral hardware options available for the Assist product as well as installing the Assist software itself. Each Assist system can be custom ordered with different hardware configurations and these instructions assume you already have the peripheral hardware you will be using with LobbyGuard Assist, and that you have already received a Customer Registration email from LobbyGuard. If this is not the case, or if you need assistance at any time, please stop your installation and visit www.lobbyguard.com/support to contact the LobbyGuard support team.

Step 1: Installation Checklist

The checklist below outlines the necessary prerequisites for installing LobbyGuard Assist. Please examine each item carefully and verify your system and environment meets or exceeds these requirements.

Please refer to *Appendix B: How to verify the Installation Checklist Items* for complete instructions.

- ☐ Windows 7 or Microsoft Windows XP Operating System.
- ☐ 3.0 GHz Dual Core CPU or faster.
- ☐ 4.0 GB RAM or higher.
- ☐ Enough free USB 2.0 ports to support the peripheral devices you will be installing (i.e. scanners, printer, camera, bar code reader, etc). **Do NOT use a USB hub with LobbyGuard Assist.**
- ☐ 10GB free HD space.
- ☐ Page File Size: Initial Size 4092K and Maximum Size 4092K. (XP Only)
- ☐ .NET framework v3.5 SP1 (or newer) installed.
- ☐ Firewall access through ports 80(http) and 443(https).
- ☐ Full-time connection to the internet with access http://admin.lobbyguard.com from your web browser.

> If your internet connection makes use of a proxy server please refer to *Appendix E: Using LobbyGuard Assist with a Proxy Server*.

- ☐ Logged in to Windows as a user with full Administrator rights. LobbyGuard Assist will be made available to all users on this PC and will run regardless of user rights; however you **must** be logged in with Administrator rights during the installation process or while trying to process an auto-update.
- ☐ Disable Windows UAC (User Account Control) during the installation process. (Windows 7 or Vista only).
- ☐ Verify the LobbyGuard peripheral devices (i.e. scanners, printer, camera, bar code scanner, etc.) are **NOT** plugged into the PC.
- ☐ Close any open applications, including anything running in the "applications' tab of the Task Manager.
- ☐ Close any open programs, including any programs running in the Windows system tray located in the bottom right corner of the screen of the Windows desktop.
- ☐ Suspend or Disable your anti-virus. It is perfectly safe to resume running your anti-virus software after install of the LobbyGuard Assist software.

> **If your Authorized LobbyGuard Distributor is scheduled to perform the installation of LobbyGuard Assist, you should notify your distributor that you have completed Step 1 and are ready for your installation. Do not proceed further.**
>
> **If you are performing a self-install of LobbyGuard Assist, proceed to Step 2.**

Step 2: Install the LobbyGuard Assist Software

Download the LobbyGuard Installer by entering the following into your web browser's address bar
http://files.lobbyguard.com/LobbyGuardInstaller.zip

Save this file to your Windows desktop. Next you will need to extract or "Un-Zip" this file, making sure that it extracts to your Windows desktop.

Once the installer is extracted, a folder named "LobbyGuard Installer" should appear on the Windows desktop as shown below:

You can delete the original ZIP file from your Windows desktop.

Open the LobbyGuard Installer folder and you will see a folder for "Software". Open the "Software" folder and run the Assist installer application located in that folder (it should be the only file located in the folder). Once completed, the LobbyGuard Assist icon will appear on your desktop as follows:

 Do not launch LobbyGuard Assist at this time. Proceed to Step 3.

Step 3: Install your Hardware

LobbyGuard Assist makes use of the following 4 hardware peripheral devices:

- Camera

- Printer

- Driver License Scanner

- Bar Code Scanner

LobbyGuard Assist makes use of any combination of the above mentioned peripheral devices, either independently or as part of the Assist Station, an all-in-one hardware device that incorporates all 4 peripheral devices into one enclosure.

Please read the following before installing your LobbyGuard Assist hardware:

Use only USB 2.0 ports on your PC to install LobbyGuard Assist hardware. These ports are typically located on the rear of the PC. LobbyGuard Assist peripheral hardware requires USB 2.0.

Do not use a USB hub with LobbyGuard Assist.

Once your installation is complete, do not unplug the peripheral hardware devices from your PC at any time.

Even if you are not planning to use a visitor badge printer with your installation of LobbyGuard Assist, you must follow the instructions in the Printer section below and install the printer software in order for your product to function.

The instructions below will walk you through the steps of installing and testing your hardware with the Assist Station. If you do not have the Assist Station, please refer to the relevant section(s) below that apply to the hardware you are installing and install the peripherals in the order described below starting with the Printer install.

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LobbyGuard Assist Station

The LobbyGuard Assist Station is an all-in-one hardware device that incorporates a camera, visitor badge printer, Snapshell driver license scanner and bar code scanner in one enclosure.

Installing your LobbyGuard Assist Station

The first step to successful installation of your Assist Station is to unplug any cables from the back of the Assist station and use the included key that shipped with your Assist Station to unlock and open the rear access panel door. You will see the following:

Assist Station with rear access panel open; the area circled in red is the location of the USB hub, as detailed on the right.

 Do not lose the key to your Assist Station. It is the only method for opening / closing the rear access panel and accessing hardware.

The four peripheral devices housed inside the Assist Station are connected to a USB hub, located in the upper-right corner of the enclosure. Unplug all 4 USB cables from the hub at this time, as shown below:
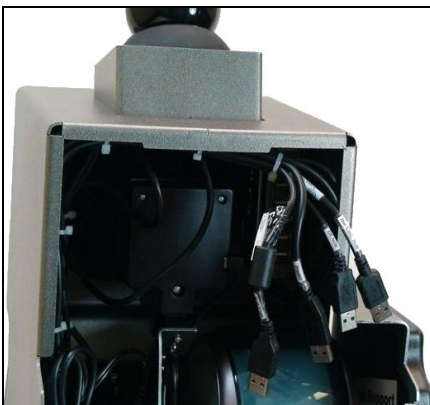
Close the rear access panel and confirm the power switch is set to the OFF position (the "0", as circled in red, below):

Attach the included power cable to the power switch and plug the other end of the cable into a standard power outlet. Set the power switch to the ON position and attach the exterior USB cable to an available USB port on your PC.

During the installation process you will need to open the back several times to plug in the USB cables. You have the option to keep the back open, but you must provide adequate support for the back so it does not pinch or unplug the power cable.

You are now ready to begin the installation of your peripheral devices. The Assist Station contains all four peripheral devices supported by the LobbyGuard Assist software (printer, bar code scanner, Snapshell driver license scanner, and camera). Follow the instructions in each section below to install the device. You will be instructed when to attach each device to the USB hub located inside the enclosure.

For additional information on the use and features of the Assist Station, please refer to the LobbyGuard Assist Station User Guide that was included with your hardware.

Printer

LobbyGuard Assist supports the Dymo 450 Turbo LabelWriter printer.

All users of LobbyGuard Assist must follow the instructions below, even if you do not have this badge printer.

Installing your Printer

1. Verify in the Control Panel under Add or Remove Programs that Dymo software does not exist. If Dymo software does exist, uninstall any previous versions of Dymo printer software from the PC

2. Open the "LobbyGuard Installer" folder on the Windows desktop that was created in Step 2 on page 5 of this document. Open the "Hardware" folder open then the "Printer" folder, and run the included file according to the instructions below.

3. Choose your language and then select OK. Select the defaults "Next" and "I Agree" if you agree with the license agreement. When you see the following screen:
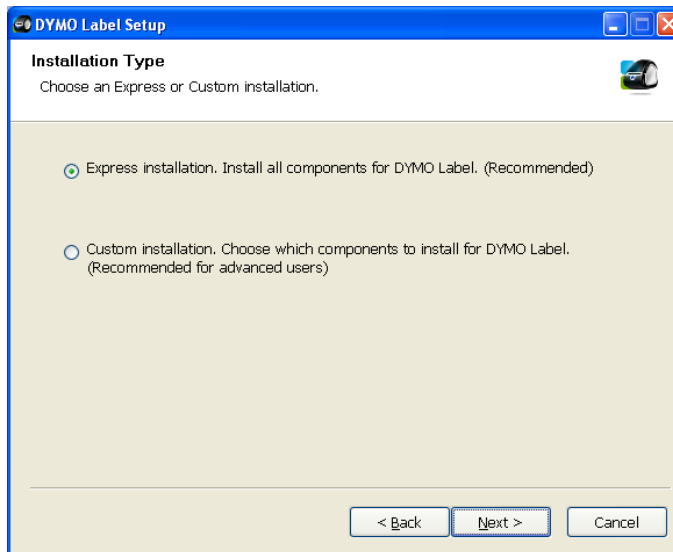
Choose "Express Installation" and click "Next". Follow the on-screen instructions and the instructions below to complete the software installation.

- If you are installing the LobbyGuard Assist Station, open the rear access panel at this time. Plug the USB cable labeled "printer" into an available port on the USB hub located inside the Assist Station and click Finish.

- If you are not installing the LobbyGuard Assist Station, attach your printer to an available USB port on your PC and click Finish.

- If you are not planning to use a visitor badge printer with LobbyGuard Assist, click Finish.

4. Install your LobbyGuard visitor badges using the instructions in ***Appendix C: Loading Visitor Badges***.

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Testing your Printer

Double-click the icon labeled "DYMO Label v.8" located on your Windows desktop to run the Dymo software. If a Dymo wizard or a "Register your Dymo Product" dialog box opens select "cancel", or "Register Later" on the screen shown below:

Then click the large green PRINT button located on the bottom right of the Dymo Label screen as seen below:
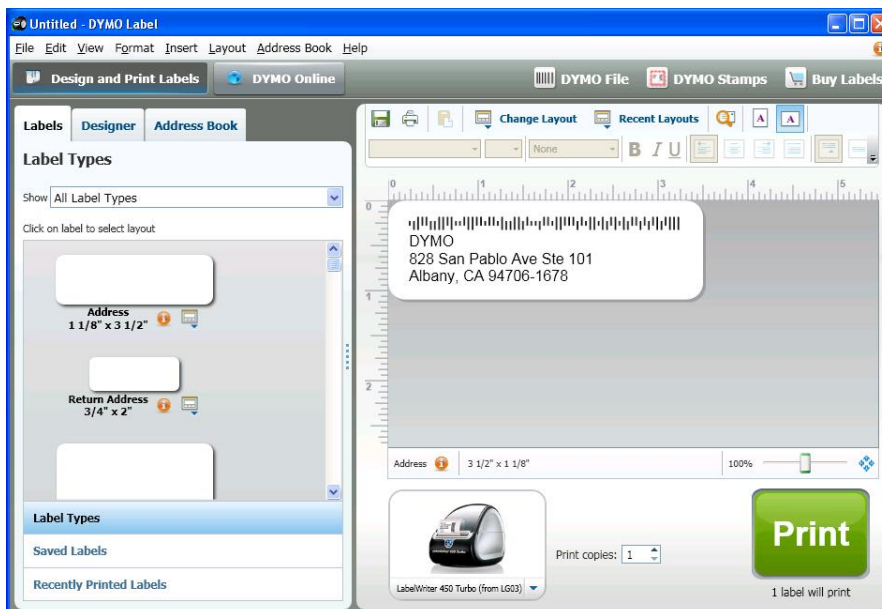
A badge should print from the printer with the Dymo address as shown above, indicating successful installation. Close the Dymo software at this time. If the printer does not print, contact the LobbyGuard support team at http://www.lobbyguard.com/support.

The printer installation is now complete. If you have no additional hardware to install, proceed to Step 4 on page 27 in this document.

Webcam

LobbyGuard Assist supports the Logitech QuickCam Orbit webcam.

Installing your Webcam

1. Verify in the Control Panel under Add or Remove Programs that Logitech QuickCam software does not exist. If Logitech QuickCam software does exist, uninstall any existing Logitech QuickCam software.

2. Open the "LobbyGuard Installer" folder on the Windows desktop that was created in Step 2 on page 5 of this document. Open the "Hardware" folder then open the "Camera" folder, and run the included file according to the instructions below.

3. You will see the following screen:
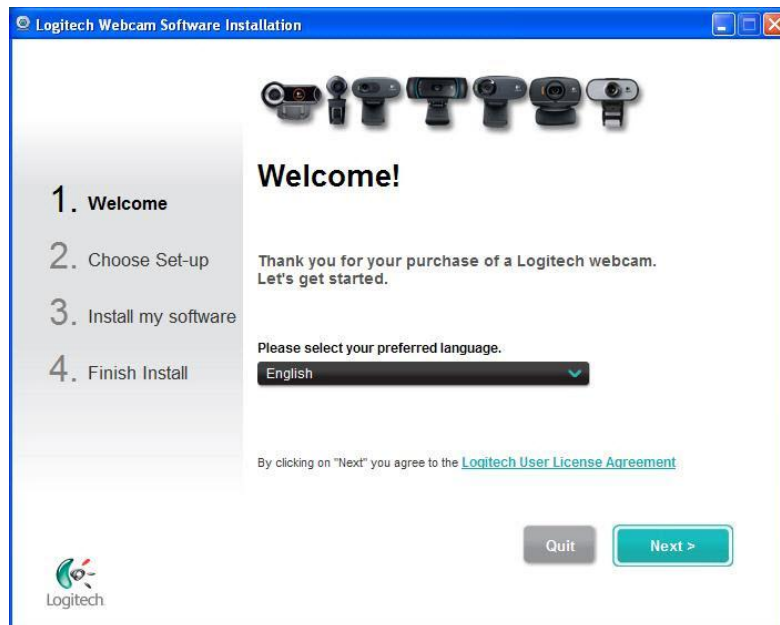
Choose your preferred language and click "Next"

4. You will then see the following screen instructing you to plug in your webcam:
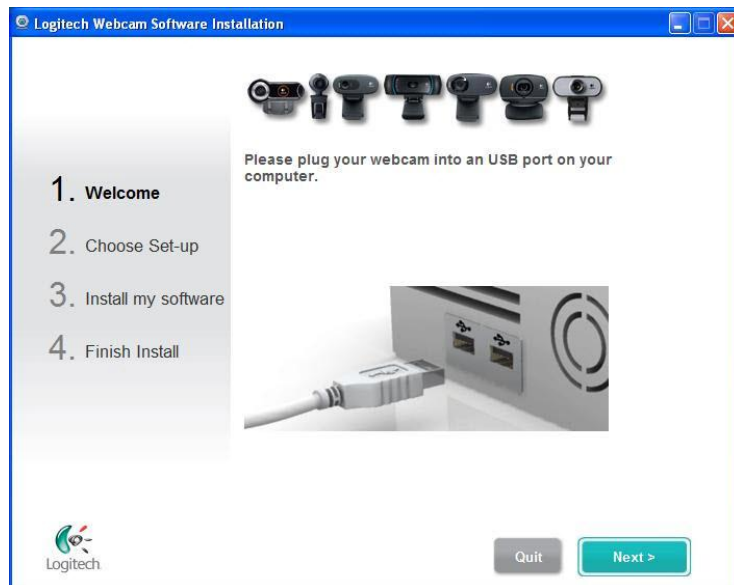
Choose from the following:

- If you are installing the LobbyGuard Assist Station, open the rear access panel at this time. Plug the USB cable labeled "Webcam" into an available port on the USB hub located inside the Assist Station.

- If you are not installing the LobbyGuard Assist Station, connect your webcam to an available USB port on your PC.

5. You will then see a confirmation screen listing the type of Logitech Webcam that is installed. Select Next and you will see the screen below and follow the instructions:
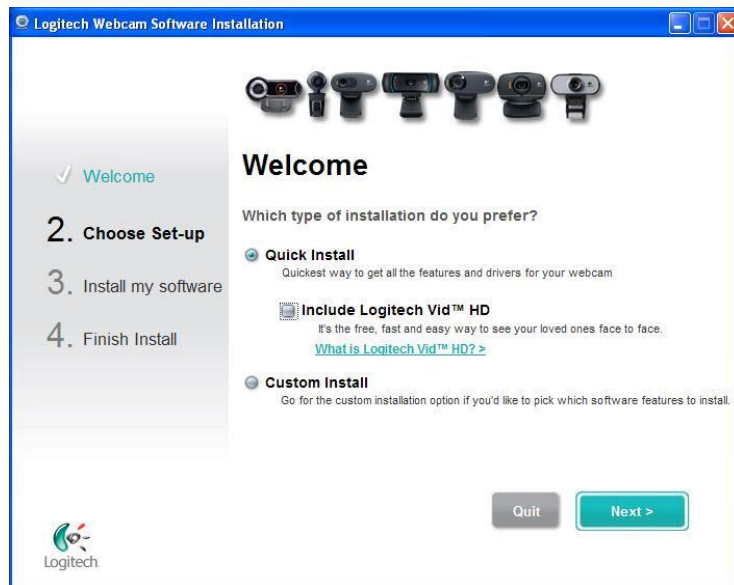
6. Select "Quick Install" and unselect "Include Logitech Vid ™ HD" and click the "Next" button. You will then see the following screen:
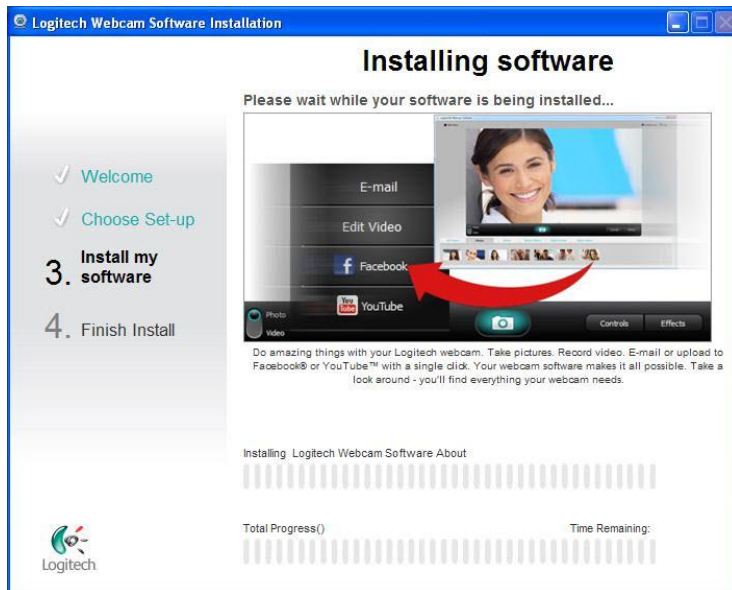
7. During the software installation you may see a Logitech Webcam Software Installation dialog box and you will need to restart your computer and start the installation process again starting at Step 2. A picture of the dialog box is shown below:


8. Once the software is installed, the following screen is shown with the webcam active and the type of webcam listed as shown below:
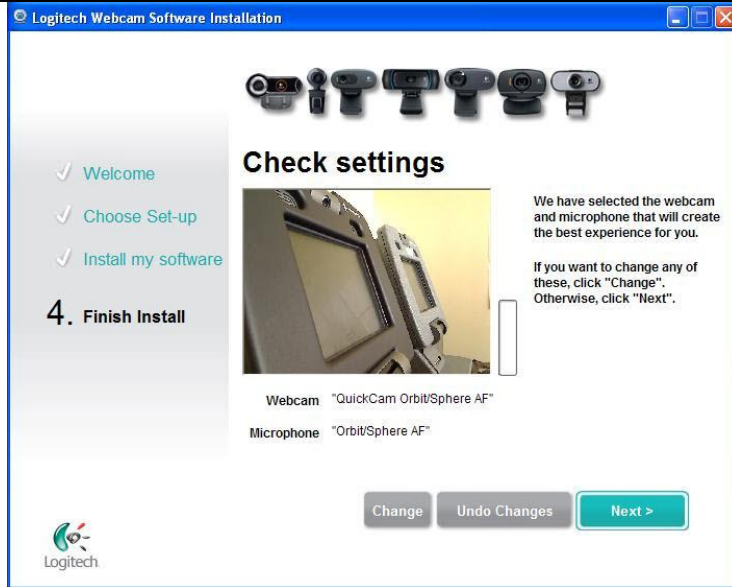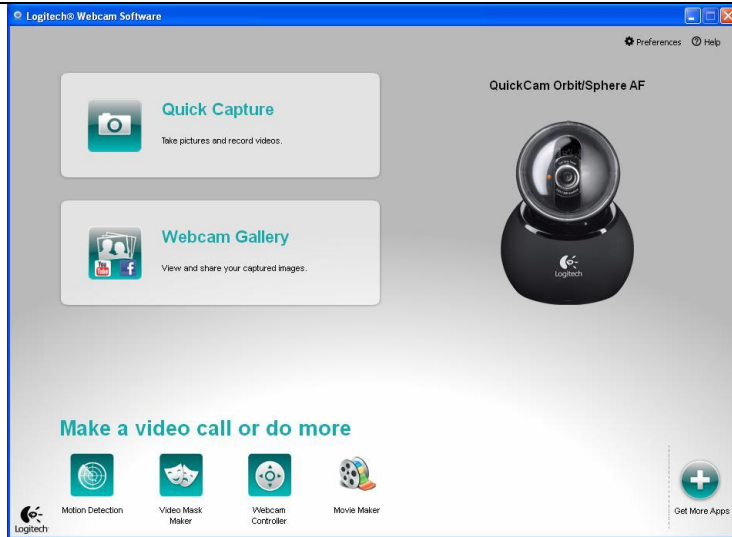
Verify that your webcam is active and the name of your webcam is listed. If the webcam does not display click "Change" to change it. If the webcam is active and correct, select Next.

9. You will then be shown that your Install is complete as shown below.
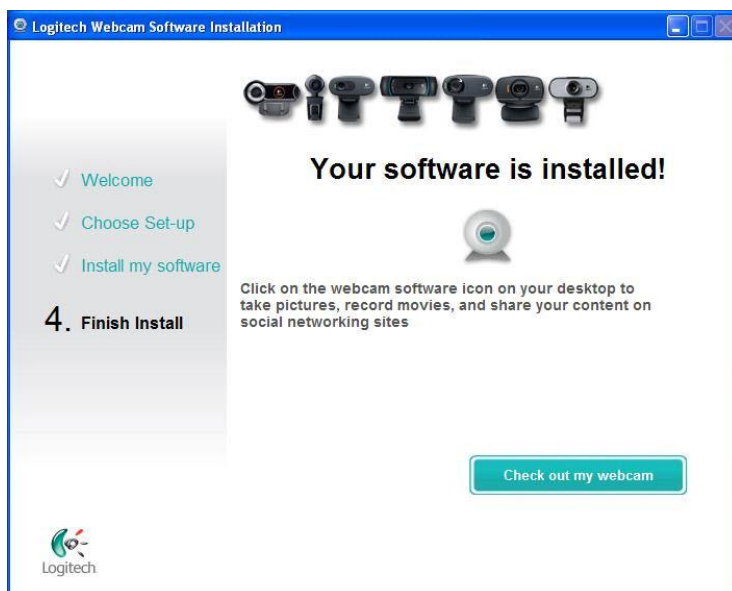
10. Select "Check out my webcam" to open the Logitech webcam software shown below:

Select "Quick Capture".

11. The Logitech Quick Capture software will launch with the webcam active. Select the "Controls" button on the bottom right if the controls do not display in the top right corner as shown below:


12. Unselect the "RightSound" option and verify that the "RightLight", "Auto-focus" and "Standard" boxes are selected.

13. Click on the left/right/up/down buttons and the Zoom slider (magnifying glass). The image displayed in the Quick Capture screen should change to reflect the changes.

14. Click on the "Preferences" link in the top right corner to display the software settings and select the "Updates" tab as seen below:
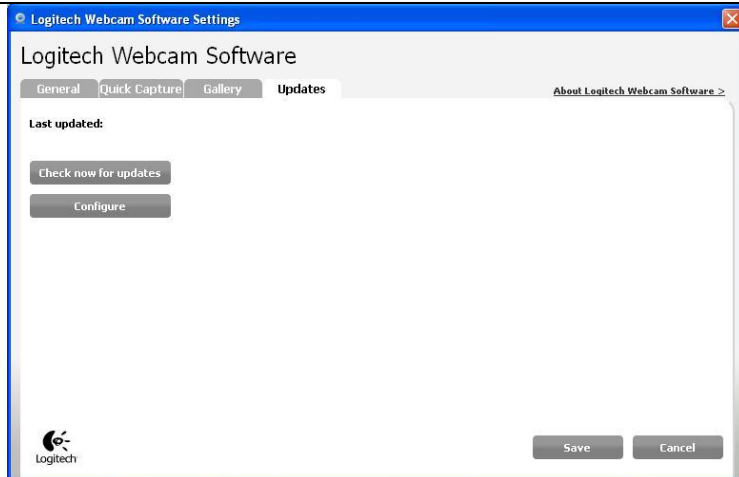
15. Click the "Configure" button located on the left side.

16. The Logitech Updater Settings screen will open when the "Configure" button is selected. Unselect "Turn on automatic updates" as shown below then click "OK":
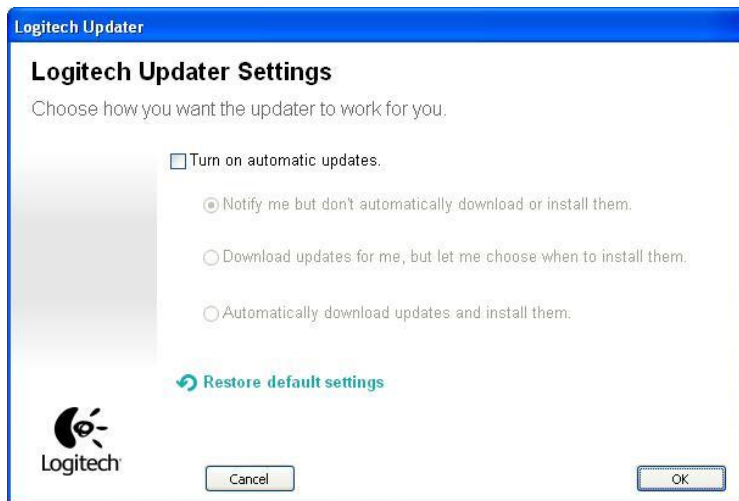
17. Select the General tab and under the "Under "Webcam Controller Settings", unselect the three boxes and click the "Save" button.
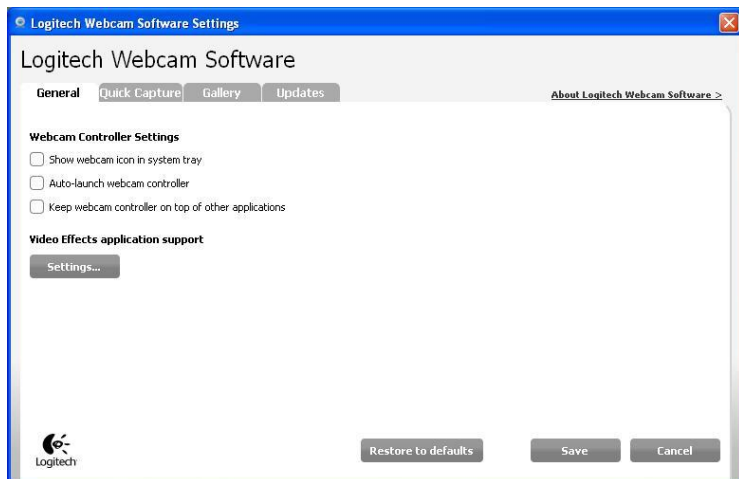
18. Close all Logitech application screens.

The webcam installation is now complete. If you have no additional hardware to install, proceed to Step 4 on page 27 of this document.

Driver License Scanner

LobbyGuard Assist supports two models of Driver License Scanner from Card Scanning Solutions:

- **SnapShell** is a flat-bed scanner with no moving parts that takes an image of the driver license using a camera mounted inside the unit.
- **ScanShell** is a feed scanner, requiring the user to insert the license. The license is pulled through the scanner and the image is acquired during this process.

SnapShell

ScanShell

Installing your License Scanner

1. Open the "LobbyGuard Installer" folder on the Windows desktop that was created in Step 2 on page 5 of this document. Open the "Hardware" folder then the "Driver License Scanner" folder, and run the file that begins with "IDScan" according to the instructions below.

2. When you are asked to enter the product key, use the following case-sensitive key:

   4KC914CWQPRKJERA

3. Continue with default selections of "Next" and then "I Agree" on the Agreement screen. When you see the Destination Location screen as shown below:
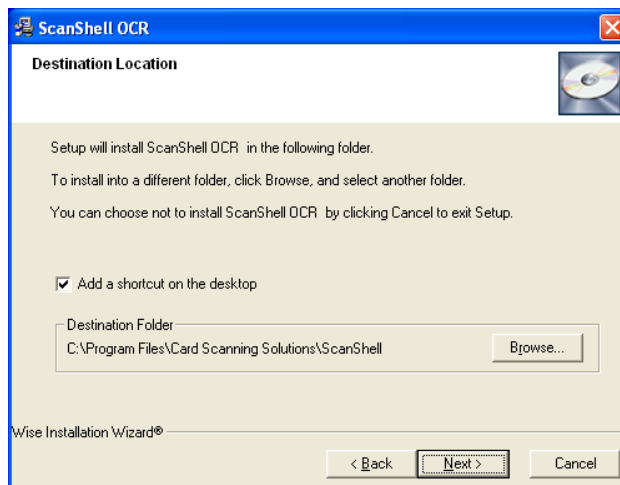
Select the option "Add a shortcut to the desktop" and click NEXT

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4. When you see the following screen:
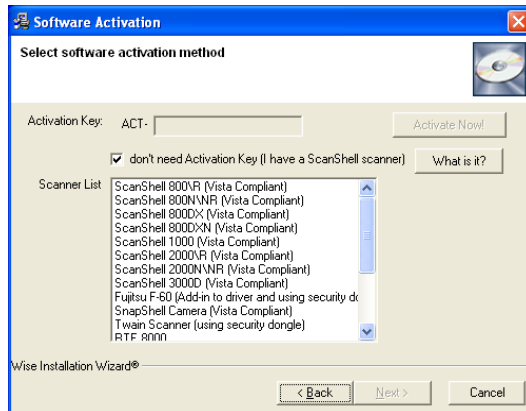
Select "don't need Activation Key" and the "Scanner List" will populate with the models of supported scanners. Choose the appropriate scanner per the instructions below:

IMPORTANT: Verify that ONLY the scanner you are using with LobbyGuard Assist is selected and no other scanner(s) are selected.
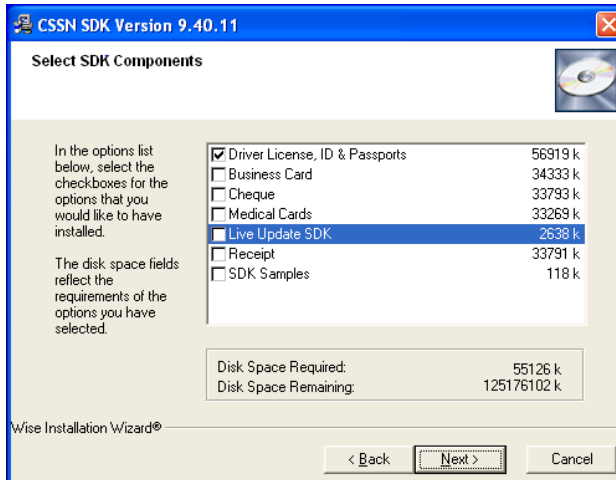
If you are installing the Snapshell scanner (shown at left) **OR** if you are installing the LobbyGuard Assist Station, select "Snapshell Camera (Vista Compliant)" then click "Next" and follow the on-screen instructions to complete the software installation.

If you are installing the Scanshell scanner (shown at left), select "Scanshell 800\R (Vista Compliant)" then click "Next" and follow the on-screen instructions to complete the software installation.

Note: If the Adobe Acrobat Reader dialog box asks if you want to install Adobe Acrobat Reader at any time during the installation, select "No".

5. Open the "LobbyGuard Installer" folder on the Windows desktop that was created in Step 2 on page 5 of this document. Open the "Hardware" folder then the "Driver License Scanner" folder, and run the file that begins with "SDK" according to the instructions below.

6. Continue with default selections of "Next", "I Agree" on the Agreement screen if you agree with the license agreement, and "Next" on the Destination Location. When you see the following screen:
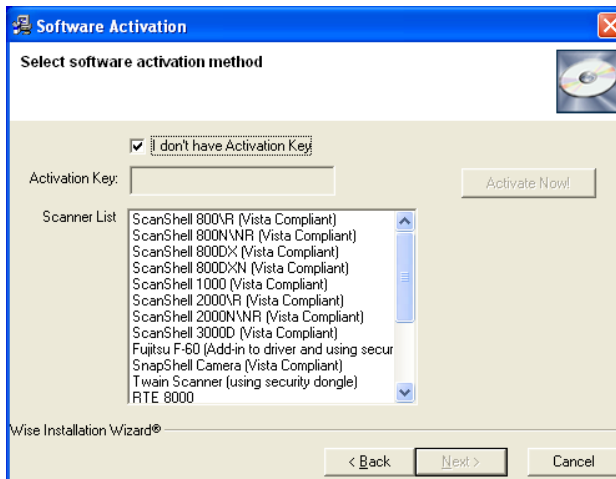
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Unselect the "Live Update SDK" option and click NEXT.

7. On the Select the Install type you want to use screen, select "Express Install" and "Next" as shown below:
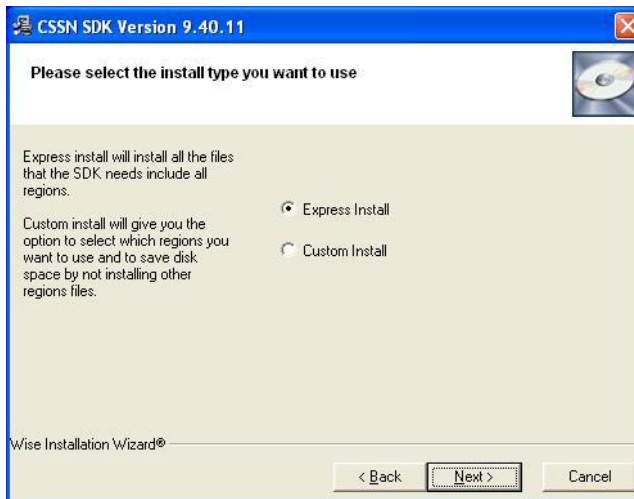
8. When you see the following screen:

Select the "I don't have Activation Key" option and choose the appropriate scanner per the instructions below:

IMPORTANT: Verify that ONLY the scanner you are using with LobbyGuard Assist is selected and no other scanner(s) are selected.

If you are installing the Snapshell scanner (shown at left) **OR** if you are installing the LobbyGuard Assist Station, select "Snapshell Camera (Vista Compliant)" then click "Next" and follow the on-screen instructions to complete the software installation.

If you are installing the Scanshell scanner (shown at left), select "Scanshell 800\R (Vista Compliant)" then click "Next" and follow the on-screen instructions to complete the software installation.

Note: If the Adobe Acrobat Reader dialog box asks if you want to install Adobe Acrobat Reader at any time during the installation, select "No".
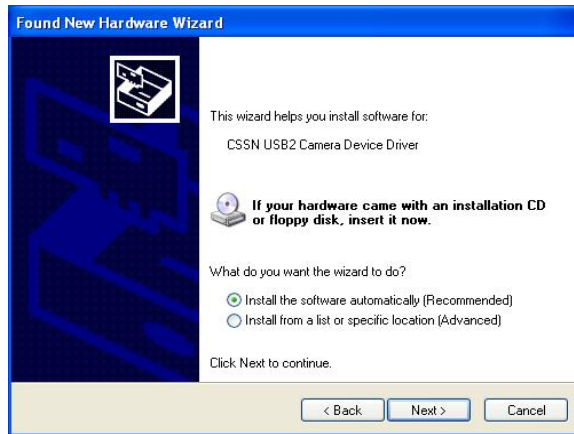

If you are installing the Scanshell 800 license scanner, pictured above, you will need to calibrate your scanner before proceeding. Please refer to ***Appendix D: Calibrating your License Scanner*** for complete instructions.

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9. If you see the following screens:

Choose "No, not this time" and click "Next". You will see the following:

Choose "Install the software automatically (Recommended)" and click "Next". If you see the following Hardware or Software Installation screens:


Choose "Continue Anyway".

The screens illustrated above may appear on reboot of the PC. Follow the instructions as outlined above any time you see these screens and the license scanner will function properly.

10. Once the software installation is complete, follow these instructions to attach your license scanner to the PC:

- If you are installing the LobbyGuard Assist Station, open the rear access panel at this time. Plug the USB cable labeled "DL Scnr" into an available port on the USB hub located inside the Assist Station.

- If you are not installing the LobbyGuard Assist Station, connect your scanner to an available USB port on your PC.

Testing your License Scanner

1. You will see an icon on the Windows desktop labeled "Scanshell OCR". Double-click this icon to run the driver license software. If you do not see this icon, From the Windows desktop click **Start** → **Programs**→ **Card Scanning Solutions** → **ScanShell OCR**

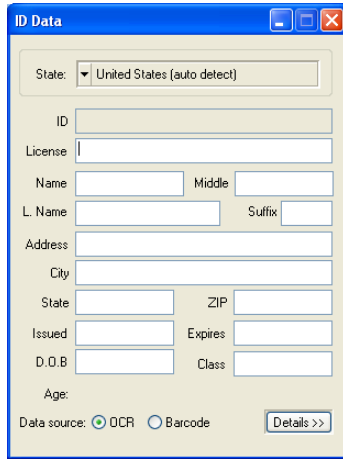2. Click on the "View Scanner Configuration" icon located at the bottom right corner of the application window:
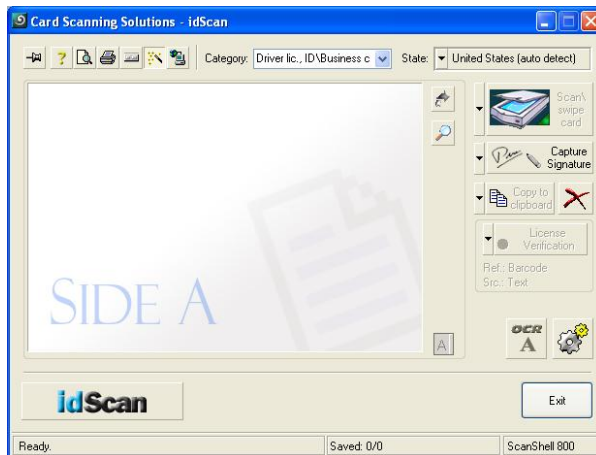
When the Scanner Configuration screen opens, click the "Automation" tab and you will see the following:
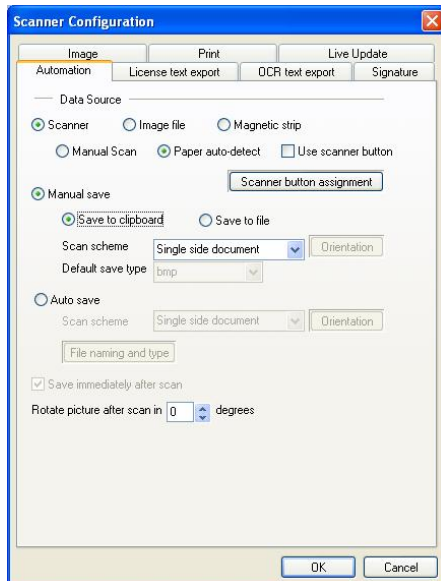
3. Set the "Data Source" options to "Scanner" and "Paper auto-detect", as shown above. Select "Manual Save" and "Save to clipboard" as shown above, and click the "OK" button at the bottom of the screen.

4. On the main screen, click the "OCR" icon ![OCR A icon] located at the bottom right corner of the application window and you will see the "ID Data" window appear and you can move it over alongside the Scanshell application window as illustrated below:
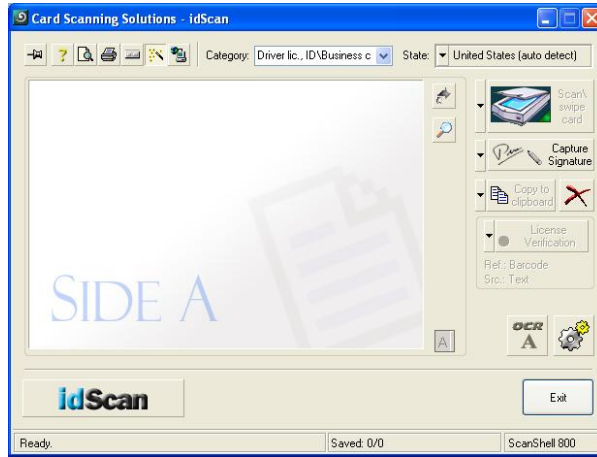
ID Data window   *Scanshell application window*

5. Choose from one of the following:

If you are installing the Snapshell scanner (shown at left) **OR** if you are installing the LobbyGuard Assist Station, place your driver license face down on the scanner window as shown. Press the purple button located on the scanner to complete the scan.

If you are installing the Scanshell scanner (shown at left), insert your driver license into the scanner face-down with the top of the driver license inserted first. Insert the license against the right-side of the scanner as illustrated. Gently press the license forward into the scanner until you feel the scanner begin to pull, then release the license. The scanner will pull the license through and complete the scan.

6. The image of your license should appear in the Scanshell application window, and the text from your license will appear in the ID Data window. Close all Scanshell application screens.

The driver license scanner installation is now complete. If you have no additional hardware to install, proceed to Step 4 on page 27 in this document.

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Bar Code Scanner

LobbyGuard Assist supports the use of the Motorola Symbol LS9208 bar code scanner.

Installing your Bar Code Scanner

1. Open the "LobbyGuard Installer" folder on the Windows desktop that was extracted in Step 2 on page 5 of this document. Open the "Hardware" folder then the "Bar Code Scanner" folder, and run the file that begins with "OPOS". Follow the on-screen instructions to complete the installation of the OPOS software.

2. Once the software installation is complete, attach your bar code scanner according to the instructions below:

    - If you are installing the LobbyGuard Assist Station (shown in Step 3 on page 6 of this document), open the rear access panel at this time. Plug the USB cable labeled "bar code" into an available port on the USB hub located inside the Assist Station.

    - If you are not installing the LobbyGuard Assist Station, attach the bar code scanner to an available USB port on your PC.

3. Initialize your bar code scanner by following the instructions in *Appendix F: Initializing the Bar Code Scanner*.

Testing your Bar Code Scanner

1. Open the Windows Notepad: click the Windows "Start" button and choose Programs → Accessories → Notepad.

2. Your LobbyGuard Assist product shipment included a sheet of LobbyGuard Frequent Visitor Keytags, shown below. Hold the bar code side of a keytag under the bar code scanner. You will hear a "beep" when the bar code is properly scanned.
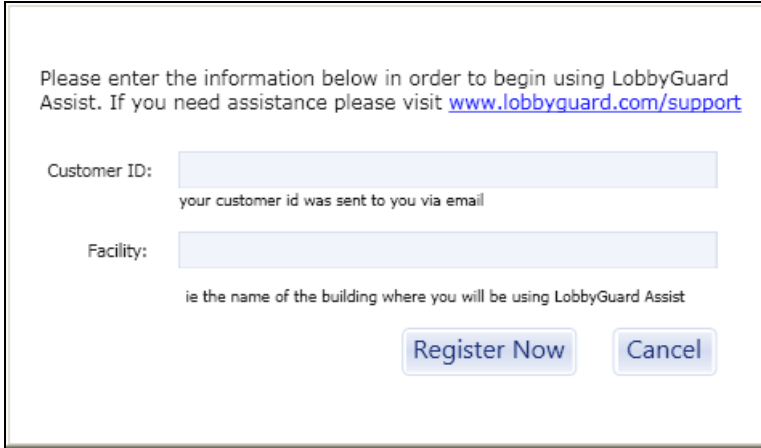

3. If your bar code scanner is installed properly, your Notepad window will remain blank during the scanning of the keytag. If you see any text appear in the Notepad during the scan, revisit instruction #3 in the section above, "Installing your Bar Code Scanner".

The Bar Code Scanner installation is now complete. If you have no additional hardware to install, proceed to Step 4 on page 27 of this document.

Step 4: Test your LobbyGuard Assist Installation

Double-click the LobbyGuard Assist icon on your Windows desktop that was created in Step 2 on page 5 of this document and you will see the following screen:
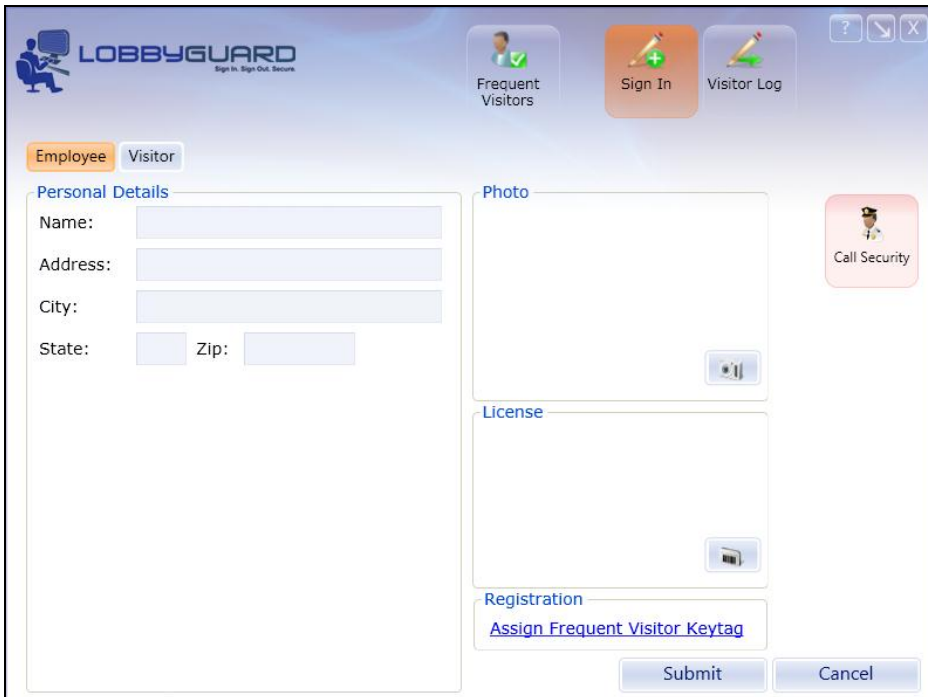

Enter the Customer ID you received in your Customer Registration email, as illustrated in *Appendix A: Customer Registration Email*. The Facility Name is any descriptive name you wish to assign this LobbyGuard Assist installation, such as "Front Desk" or "Main Lobby". This name is displayed in the LobbyGuard Visitor Log and reports to identify where the visitor signed in / out. Click "Register Now" to continue and you will see the LobbyGuard Assist software interface.

If the LobbyGuard screen above appears on your PC, you have successfully installed the LobbyGuard Assist software. You can then close the above LobbyGuard screen by clicking on the "X" in the top right corner.

The next step is to access the LobbyGuard Administrative Utility, the web-based application that provides access to visitor records, reports, configuration settings and other information for your LobbyGuard installation. Open the LobbyGuard Administrative Utility from any web browser by visiting the following address: http://admin.lobbyguard.com and you will see the sign in screen shown below:

Your login credentials, including your domain, email address and password are included in the Customer Registration email you should have already received, as outlined in **Appendix A: Customer Registration Email**. You will see the following screen once you have signed into the LobbyGuard Administration Utility:
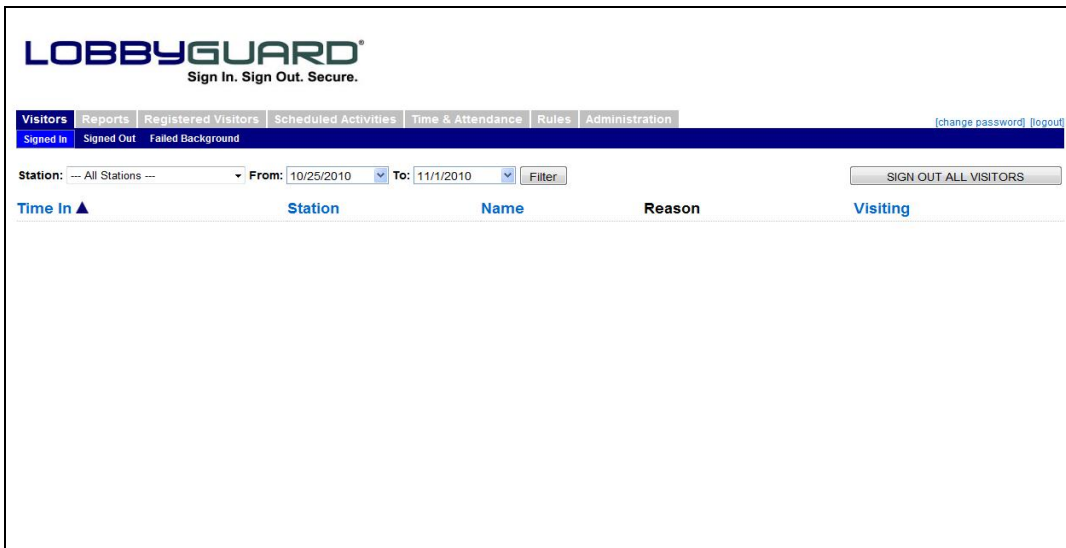
Congratulations! You have now completed the installation of LobbyGuard Assist.

Step 5: Get Training

LobbyGuard support personnel will provide the training you need to use the LobbyGuard Assist product. Please visit www.lobbyguard.com/schedule to schedule your training session.

Additional Resources

If you have additional questions regarding LobbyGuard Assist you may contact LobbyGuard Technical Support by visiting www.lobbyguard.com/support. Support hours are M – F 8AM – 5PM EST. The support page also provides access to the LobbyGuard Assist user guide as well as answers to common issues and questions.

Additional information and resources regarding hardware peripherals supported by LobbyGuard Assist are made available by the manufacturer web sites:

Camera
www.logitech.com

Bar Code Scanner
www.symbol.com

Driver License Scanner
www.card-scan.com

Printer
www.dymo.com

Appendices

Appendix A: Customer Registration Email

Dear <customer name>;

Thank you for making LobbyGuard an important part of your facility security and sign-in procedures. Below you will find the information you need to register your LobbyGuard product.

IMPORTANT: Before proceeding, you must follow the installation instructions in the LobbyGuard Assist Installation Guide, attached to this email.

Customer ID:	<customerID>
Customer Domain:	<domain>
Customer Email:	<customer contact email address>
Customer Password:	<customer password>

You may use your customer domain, email, and password information to log in to your account at http://admin.lobbyguard.com at any time. Thank you again for choosing LobbyGuard.

Appendix B: Loading Visitor Badges

A video tutorial demonstrating complete instructions for replacing your visitor badges is available at the following URL:

http://www.youtube.com/watch?v=q6DP9U1MUnM

# Appendix C: Calibrating your License Scanner

If you are using a Scanshell 800 driver license scanner (shown above) you will need to calibrate your scanner before using your scanner with LobbyGuard Assist. Calibration is a one-time process that will not need to be repeated in the future. Note that if you are using the Snapshell scanner OR if you are using the LobbyGuard Assist Station, you will never need to calibrate your scanner.

Follow these instructions to calibrate your Scanshell driver license scanner:

1. Download and print the license calibration sheet available online at
    http://www.id-reader.com/ftp/calibration/calibration_800.pdf

2. Cut along the lines indicated by the scissors to create the calibration sheet

3. From the Windows desktop click
    Start → Programs → Card Scanning Solutions →ScanShell OCR

    and click on the "Show Scanner Configuration" icon located at the bottom right corner of the application window.

    Click the "Image" tab then click the "Calibrate" button, located near the bottom of the Image tab. You will see the following:
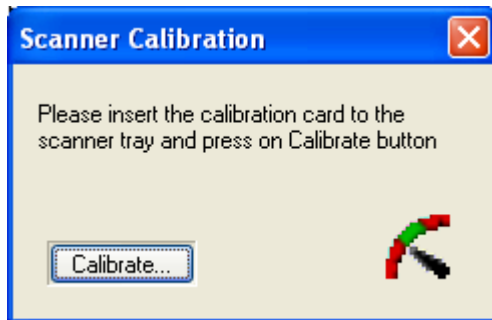
4. Insert the calibration sheet into the scanner with the black stripes facing down and the arrows inserted first. Click the "Calibrate" button and the calibration sheet will slowly be pulled through the scanner. This will complete the calibration process.

Appendix D: Using LobbyGuard Assist with a Proxy Server

If your internet connection makes use of a proxy server, you will need to consult with your Information Technology staff to make an exception to for the following site:

http://assist.lobbyguard.com

This will allow access to the site and will bypass your proxy server. If you need additional assistance please see http://www.lobbyguard.com/support

Appendix E: Initializing the Bar Code Scanner

Use this page to initialize your bar code scanner. Follow the instructions below:

Please print this sheet using the highest quality print settings for your printer. It may be helpful to cut the barcode out of the printed document with scissors.

LobbyGuard Assist Initialization Barcode

IBM HAND-HELD USB

³ S X U A H 2 0 0 0 1

Scan the above "LobbyGuard Assist Initialization Barcode" to ensure your barcode scanner will work with LobbyGuard products. You will hear several "beeping" sounds when this is scanned correctly. You do not need to scan this barcode more than once. If your scanner turns off after swiping this barcode, please unplug the USB cable for you scanner, wait 5 seconds, and plug it back in.