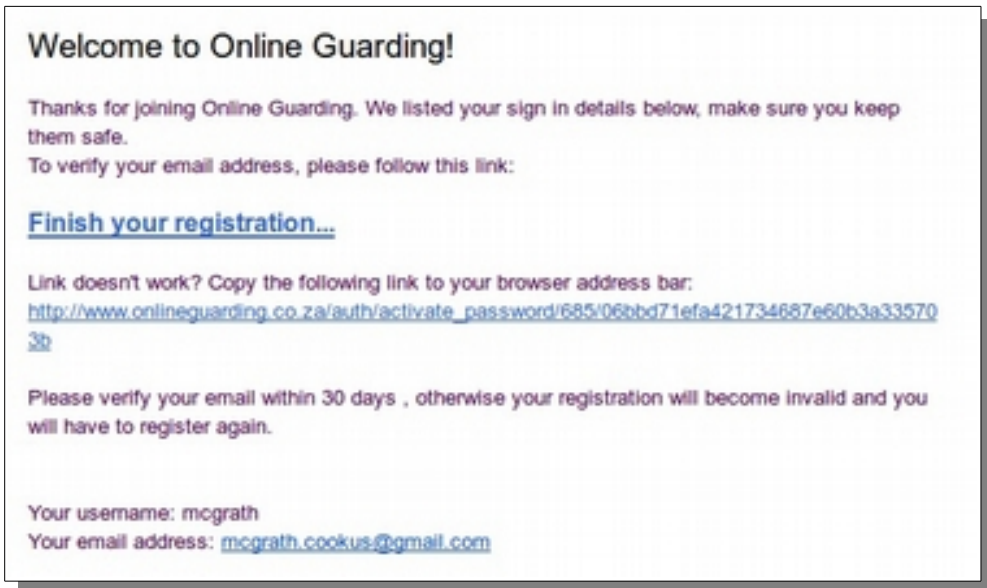


Activating email on the Online Guarding system to receiving reports

When a new user is added to the online system, the users email address needs to be activated on the system. This is to ensure that the users email address is correct and that the online system is not treated as spam.

When a new user is created, an email is sent to them. This email contains a link that needs to be clicked on.



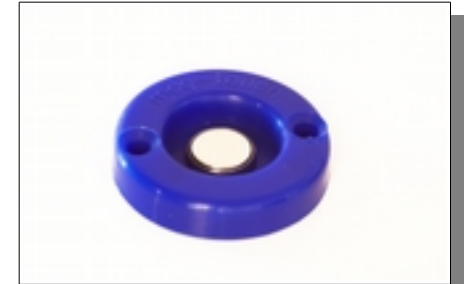
The user needs to click on this link in order for their email address to be activated. After clicking on this link, the user is immediately activated and will be able to receive emails from the server.

If the user does not receive the activation email, they need to check that the email did not go to their junk mail / spam folder. The person who created the user on the system, can have the server resend the activation email.

If you have a password and forget it, you can reset your password on the same page where you would normally log in.

Clocking points and downloading a baton

Security officers need to patrol at regular intervals. This can be monitored by using the Magtouch system. The site where the guard does his patrol will have Magtouch points mounted around the site along the patrol route.



When a point is clocked properly, the light at the back of the baton will flash once. If it flashes twice or not at all, there might be a problem with the point or the baton.

Newer batons flash green, while the older batons flash red.

When placing batons on an online unit, the online unit cannot be treated the same as a point. The baton needs to be placed on the touch port for a longer period than for a point. Make sure you read the screen and only remove the baton when the unit tells you to.

If the unit keeps beeping something is wrong. Read the screen the screen to find out what. After a normal download it will tell you how many points you have downloaded and if you use Interactive guarding more information will be given.

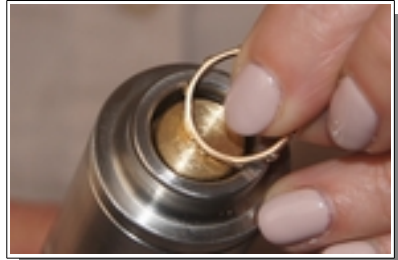


Quick baton fault check

If you assume the baton is faulty, there are a few checks that you can do to test most of the batons capability.

The below cannot test the baton 100%, but if any of these tests fail, the baton is probably faulty.

If you have an ID point (make sure its a working ID point by testing it with another baton) handy try and clock it with the baton.



If not, you can use a piece of metal (ring/scissors) to short out the baton. The light at the back should flash twice.

[picture of ring on baton]

With a voltmeter, you can measure the battery voltage by measuring across the

touch port. 0V, the unit has been tampered with. Less than 2.8V, the battery is flat (usually takes 4-8 years).

Quick online unit fault check

The two main faults that occur with the Online unit are either the SIM card or tampering.

If the unit is constantly cycling between different messages on the screen, like 'Register SIM', or if the unit has a '*' in the top right hand corner and no data is visible on the reports, then it's probably the SIM card that is out of air time or is faulty. The date and time should be correct at all times. The signal should also be above one bar or above 11. Low signal will be displayed if it is too low in most instances. External antennas are available from Magtouch suppliers. The Online unit should not be regularly switched off, as no reset is required on the system.

