



FALCO
VISITOR MANAGEMENT SYSTEM
MANUAL

FALCO VISITOR MANAGEMENT SYSTEM

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INTRODUCTION

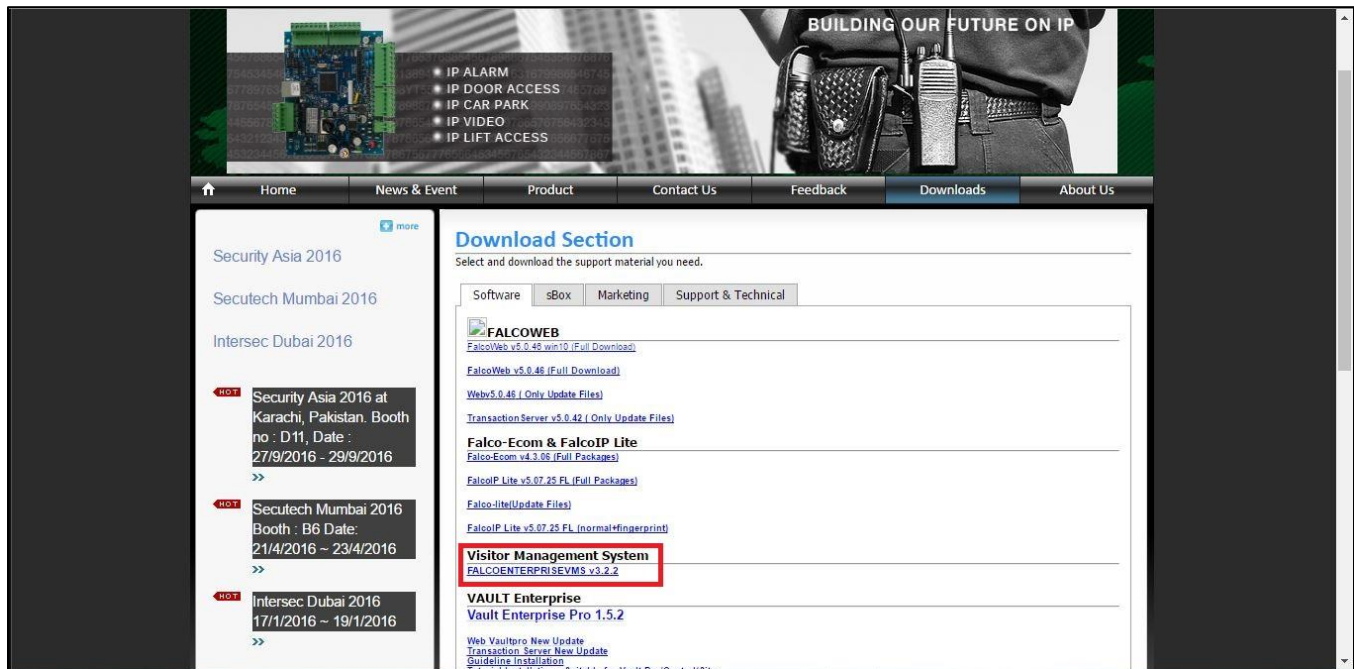
The VMS is a complete solution for managing visitors, contractors and non-resident staffs within a premise. Visitor information can be easily captured and stored by the computerized system including personal particulars, photograph, hosting staff and in/out date & time.

The VMS can be a standalone application or part of an integrated solution to the Falco Door access system providing optimum physical access control for all visitors to a premise.

CHAPTER 1 – STARTING POINT

1.1 Software Download

Step 1 - Download the VAULT Enterprise Professional installation setup through <http://www.falco-ecom.com/Download.aspx>



Step 2 - Click on the link as shown in diagram above and save it.

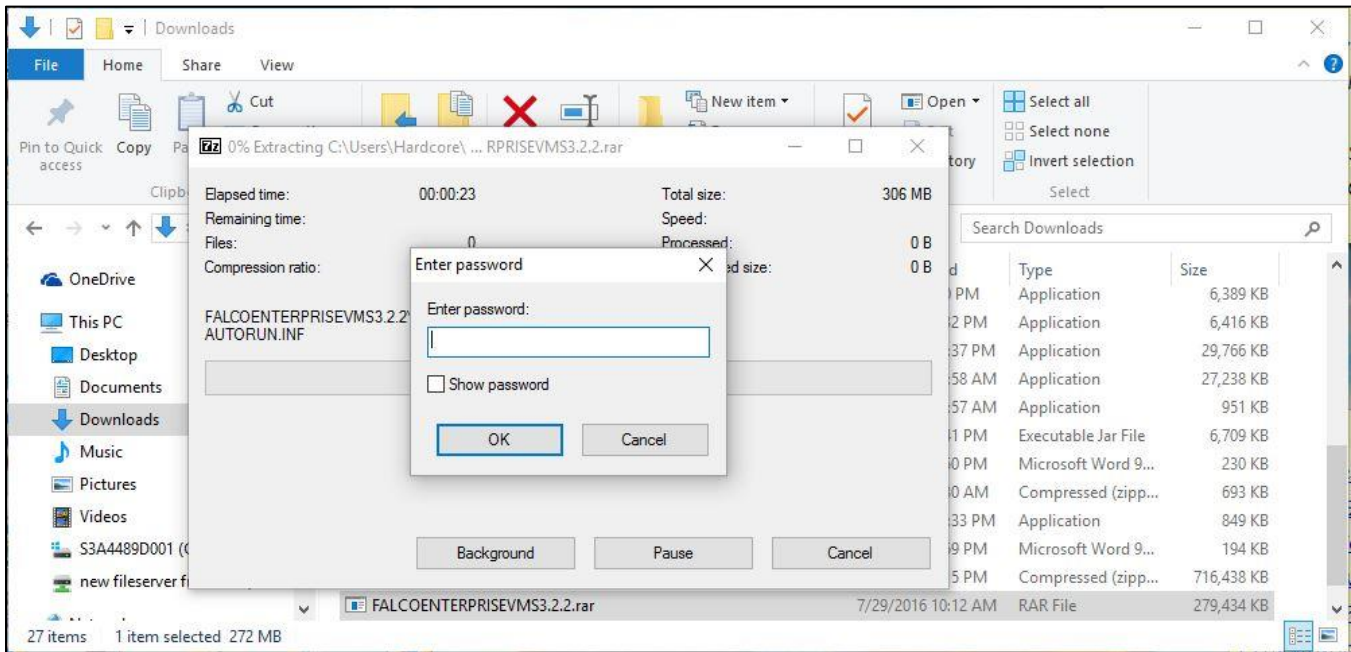


Step 3 – Click on the ‘Open folder’ button as illustrated in diagram below

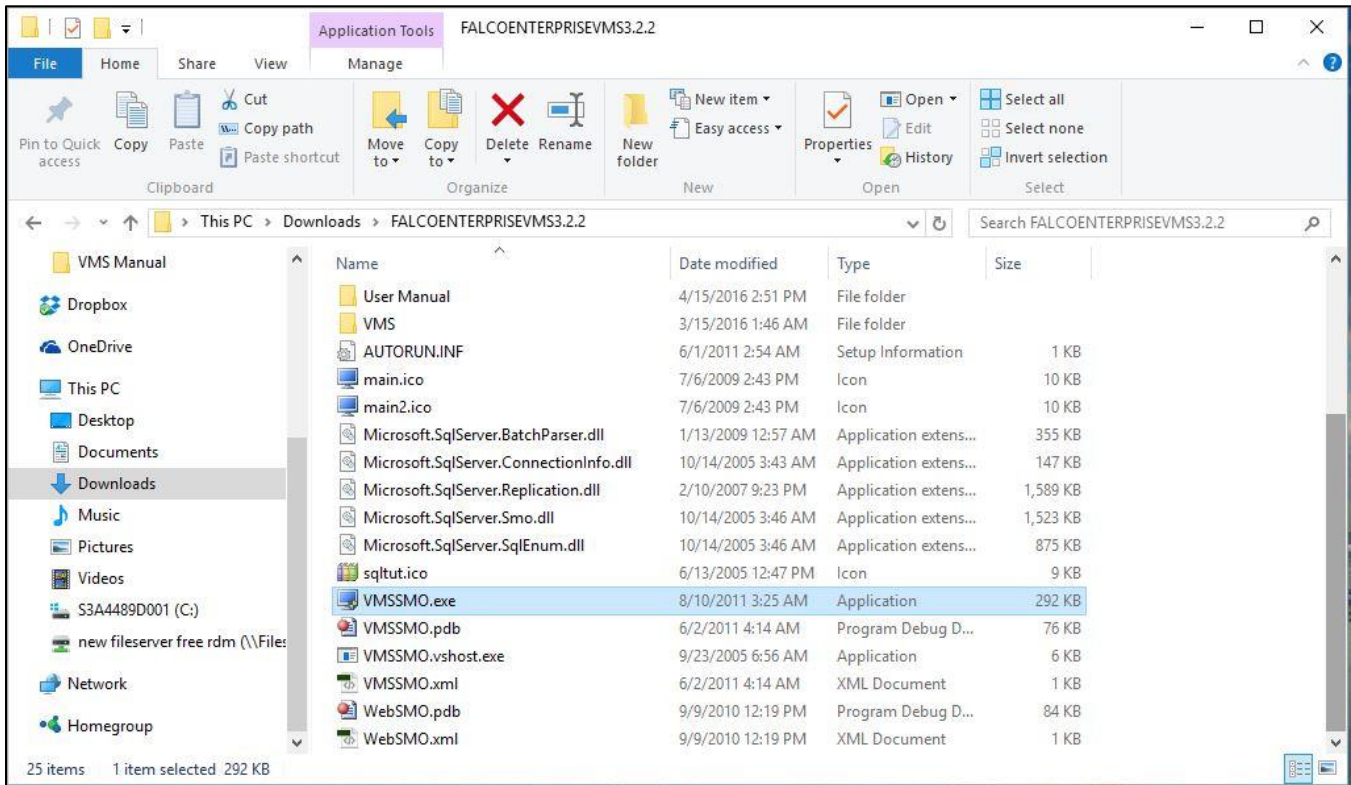


Step 4 – Extract the zipped folder using any unzip tools and the password for the file extract is ‘FalcoCMS1234’

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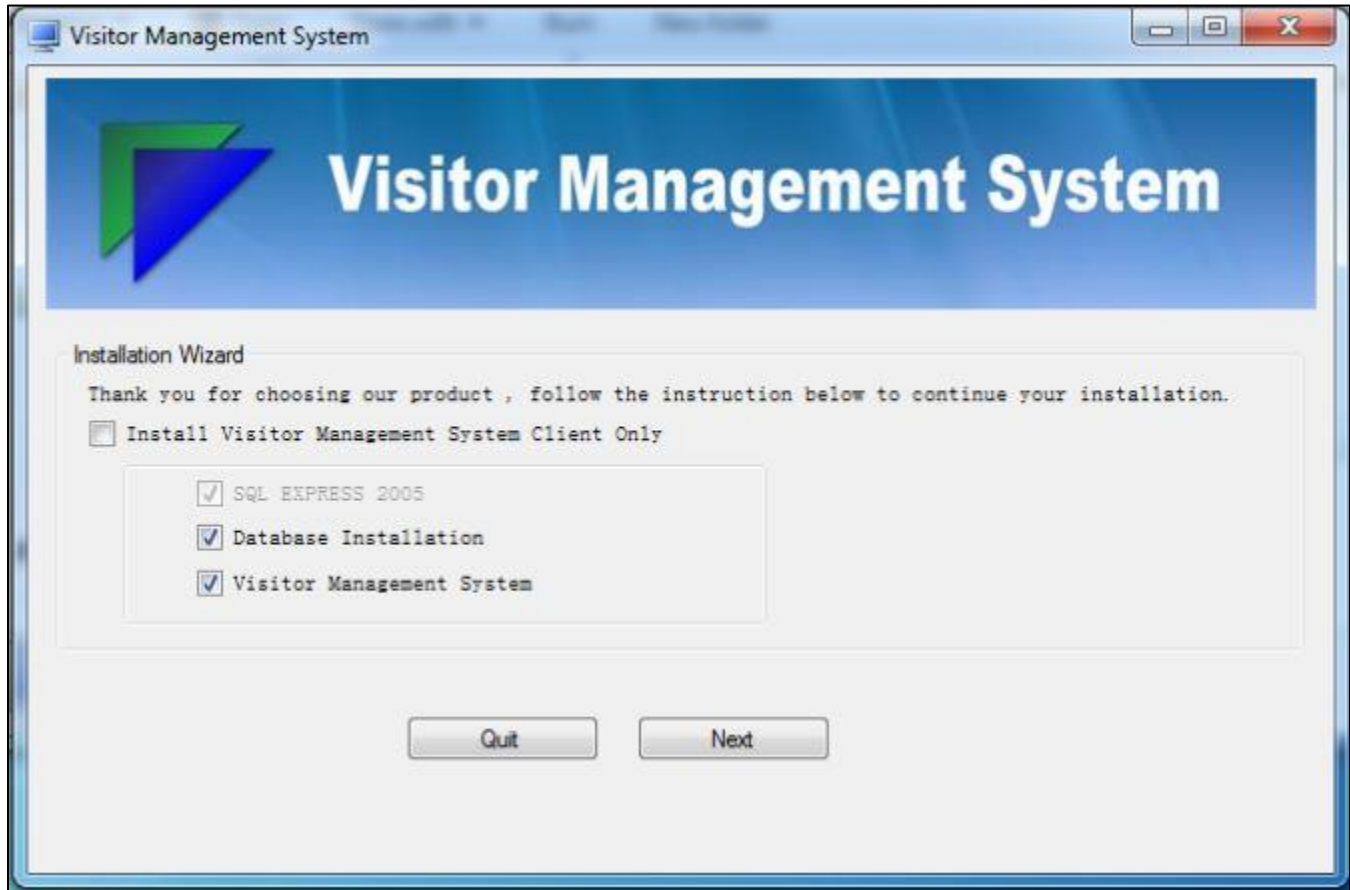


Step 5 – After the file is extracted, open the folder, right click the setup file and run as administrator.

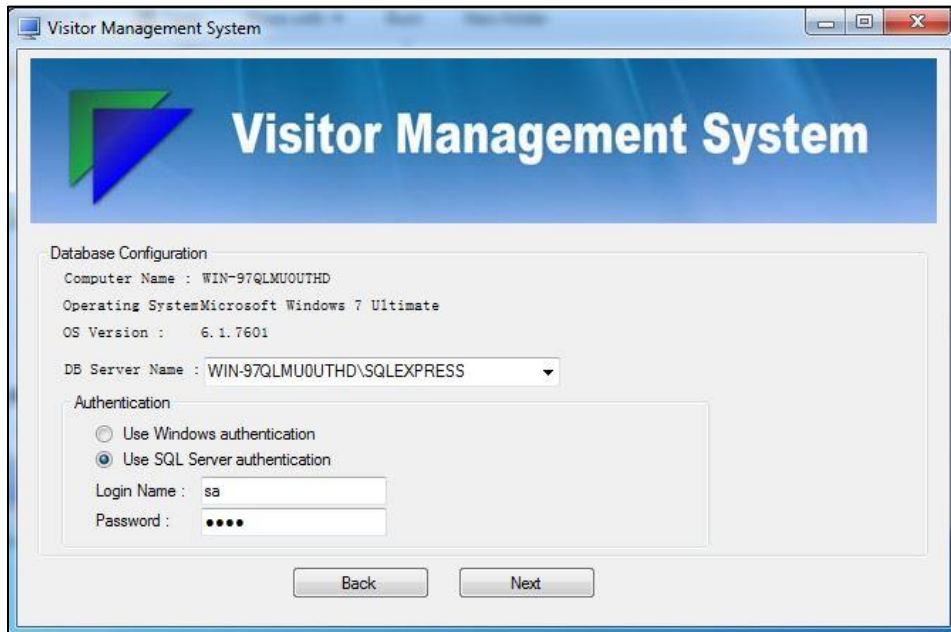


2.2 Software Installation

Step 1 – After running the setup file, select the software required and click 'next' button to proceed as illustrated in the figure below.



Step 2 – Choose the server name and set the username and password to login to the server. By default, the login password for the sa account is 'passw@rd1234'




Step 3 – Click next button to start the installation



Step 6 – Click the finish button to finish the installation



Step 7 – Double click the  icon to start the VMS application

CHAPTER 3 – VMS BASIC FEATURES

3.1 Check In

Step 1 – Click on the Check In icon to check in a user



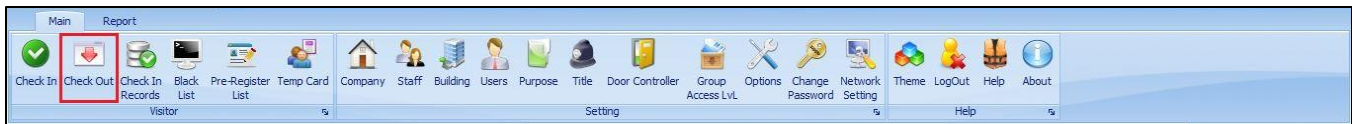
Step 2 – Insert visitors' MyKad into the smart card reader and press 'MyKad' button to read the visitor details from the MyKad. After that, fill in the check in Information for the visitor and then check the Download Card to Door Controller checkbox if you using Falco Controller for integration.



Step 3 – Click the Check In button to check in the visitor.

3.2 Check Out

Step 1 – Click on the Check Out Button on the navigation bar



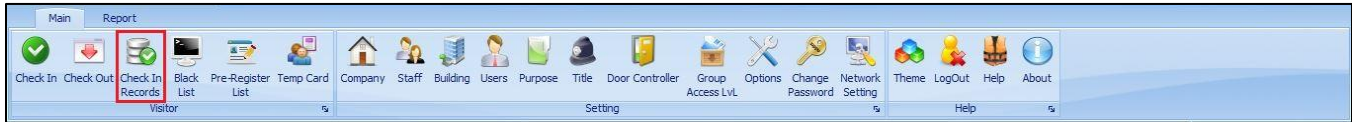
Step 2 – Fill in the visitor IC number and click search button to search the registered visitor or click on the find button to find existing visitor. You also can choose to insert MyKad in the smart card reader and click the MyKad button.



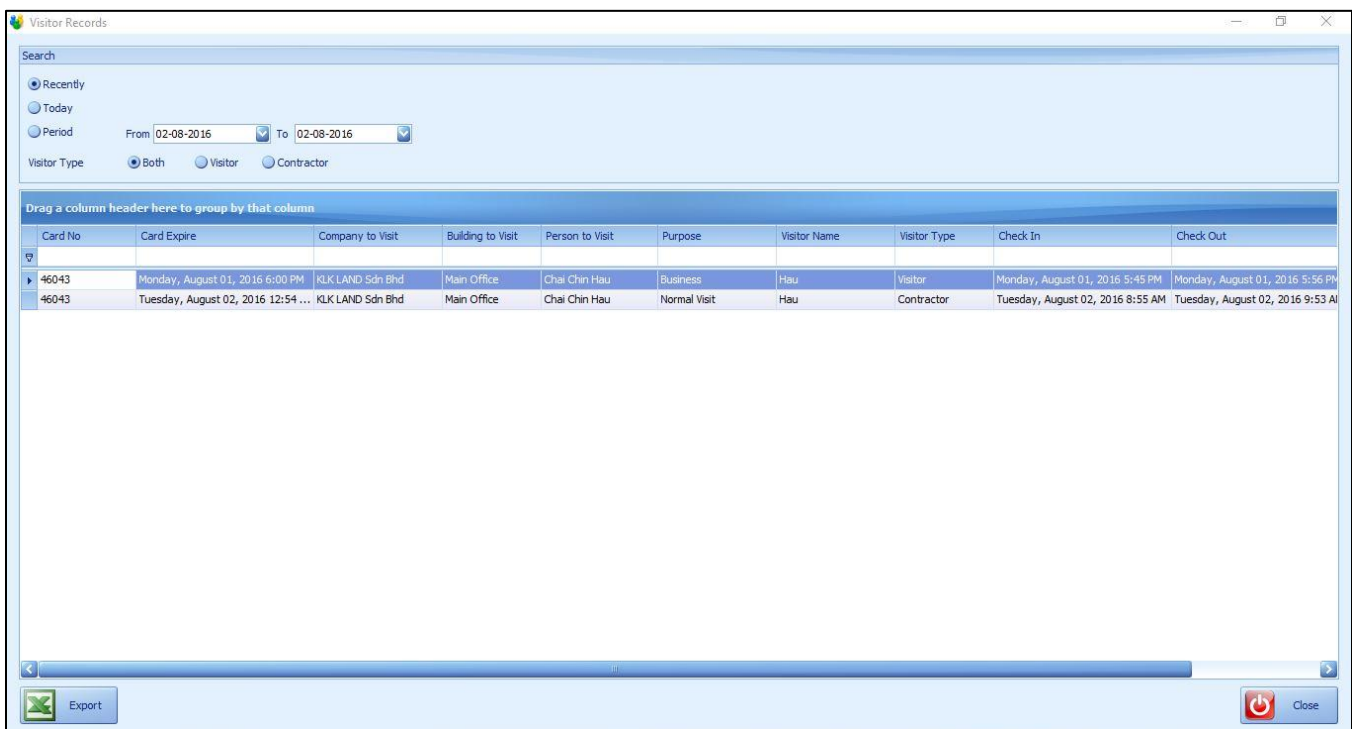
Step 3 – After all the visitor information is displayed, click on the Check Out button to check out the visitor.

3.3 Check in Records

This is a feature which allow you to view the summary of the visitors who checked in and/or checked out within a period of time. Go to Check in Records as illustrated below




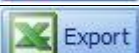




The below windows will be pop up.



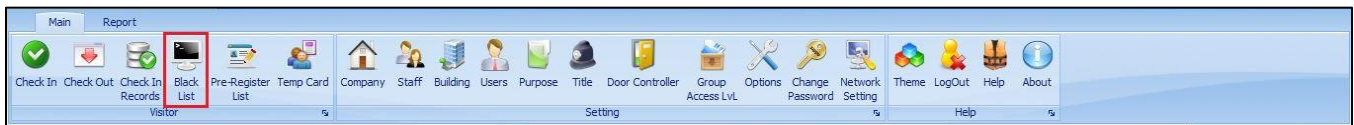
After the search result is generated, the user can choose to export the search result by clicking on the export button and select the file path to save the excel file.

3.4 Black List

| Feature | Explanation |
|--|-------------------------------------|
|  Add | - Add a visitor to black list |
|  Edit | - Edit current black list |
|  Delete | - Delete a black list record |
|  Export | - Export black list to other format |
|  Report | - Generate black list report |
|  Close | - Close black list window |

Blacklist is a feature which allow the user to prohibit some visitor who possess criminal record previously to visit the building again. To add a black list:

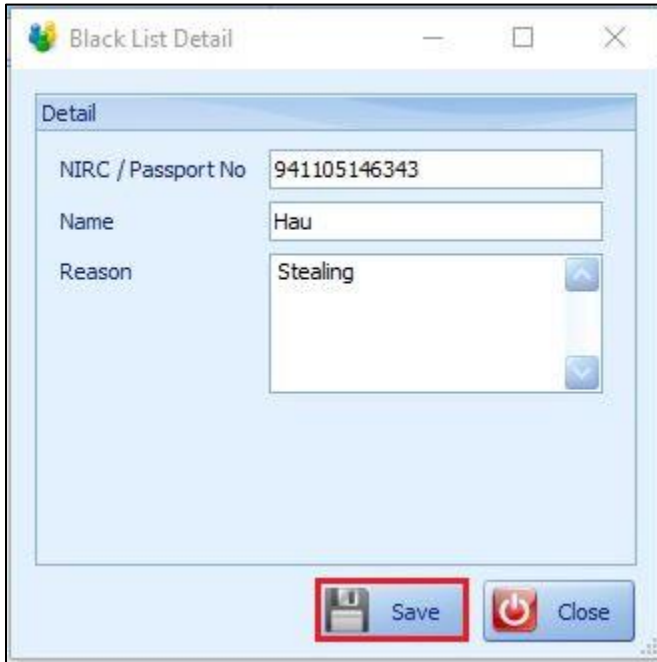
Step 1 - Click on the black list button



Step 2 – Click on the Add button




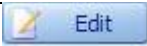
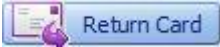

Step 3 - Key in the NIRC / Passport No, name and the reason to blacklist

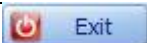


Step 4 – If you check in using this NIRC / Passport no, this popup will be appeared.

3.5 Pre-Register List

3.6 Temporary Card

| Features | Explanation |
|---|--|
|  | <ul style="list-style-type: none"> - Add new temporary card |
|  | <ul style="list-style-type: none"> - Edit existing temporary card |
|  | <ul style="list-style-type: none"> - Return the temporary card to activate back the existing card |
|  | <ul style="list-style-type: none"> - Export temporary card list as Excel |

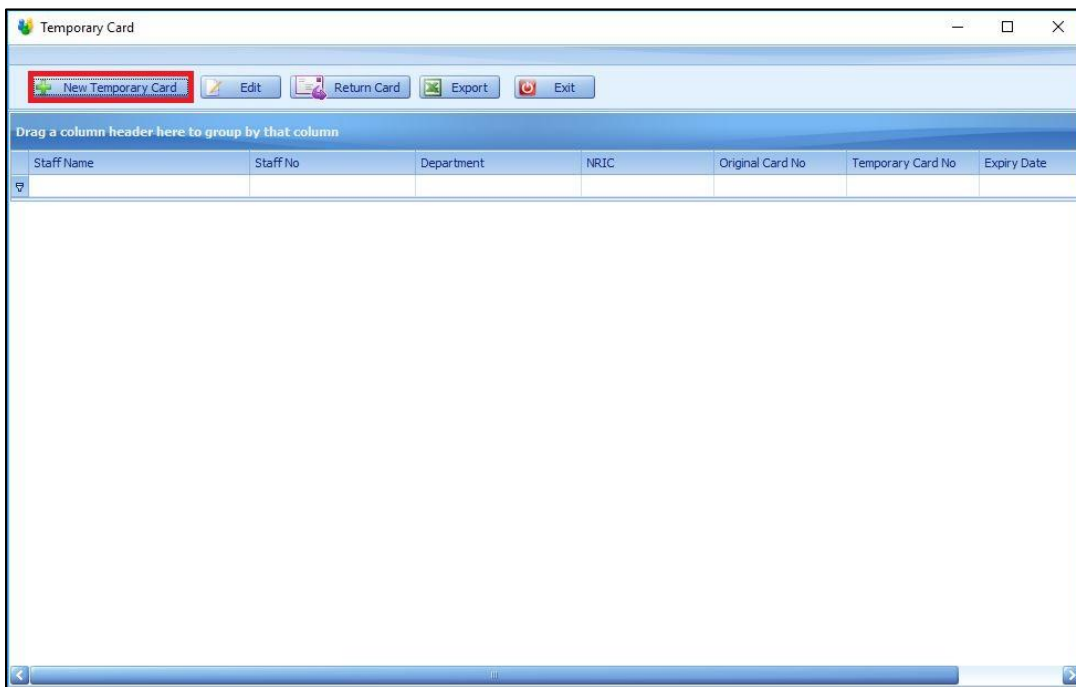
| | |
|---|-----------------------------------|
|  | - Close the temporary card window |
|---|-----------------------------------|

Temporary card is a feature same like the Falcweb / Vault Enterprise Temporary card where it provide a temporary card for internal staff who is forget to bring his/her card to the premise so that they won't loss their attendance for the day. To configure temporary card in VMS just follow the following steps:

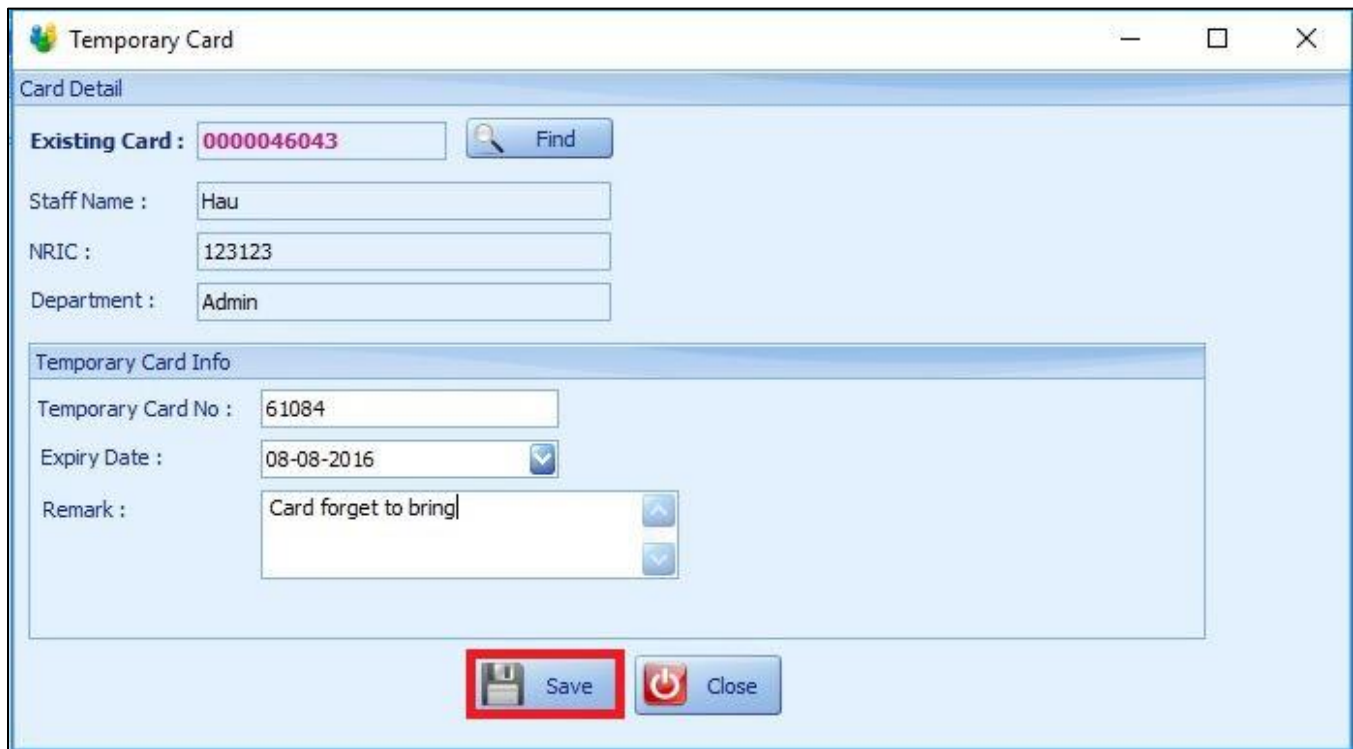
Step 1 – Click on the temp card icon on the navigation bar.



Step 2 – Click on the new temporary card button


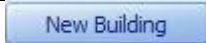
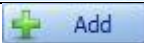


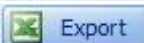

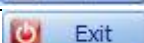


Step 3 - Find the existing card using the find button and fill in the temporary card number which is assign to the staff



Step 4 – Click save button to complete the temporary card registration.

3.7 Company

| Features | Explanation |
|---|----------------------------|
|  | - List out all the company |
|  | - Create new building |
|  | - Add new company |
|  | - Edit existing company |
|  | - Delete existing company |
|  | - Export company as Excel |
|  | - Generate company report |
|  | - Exit the company window |

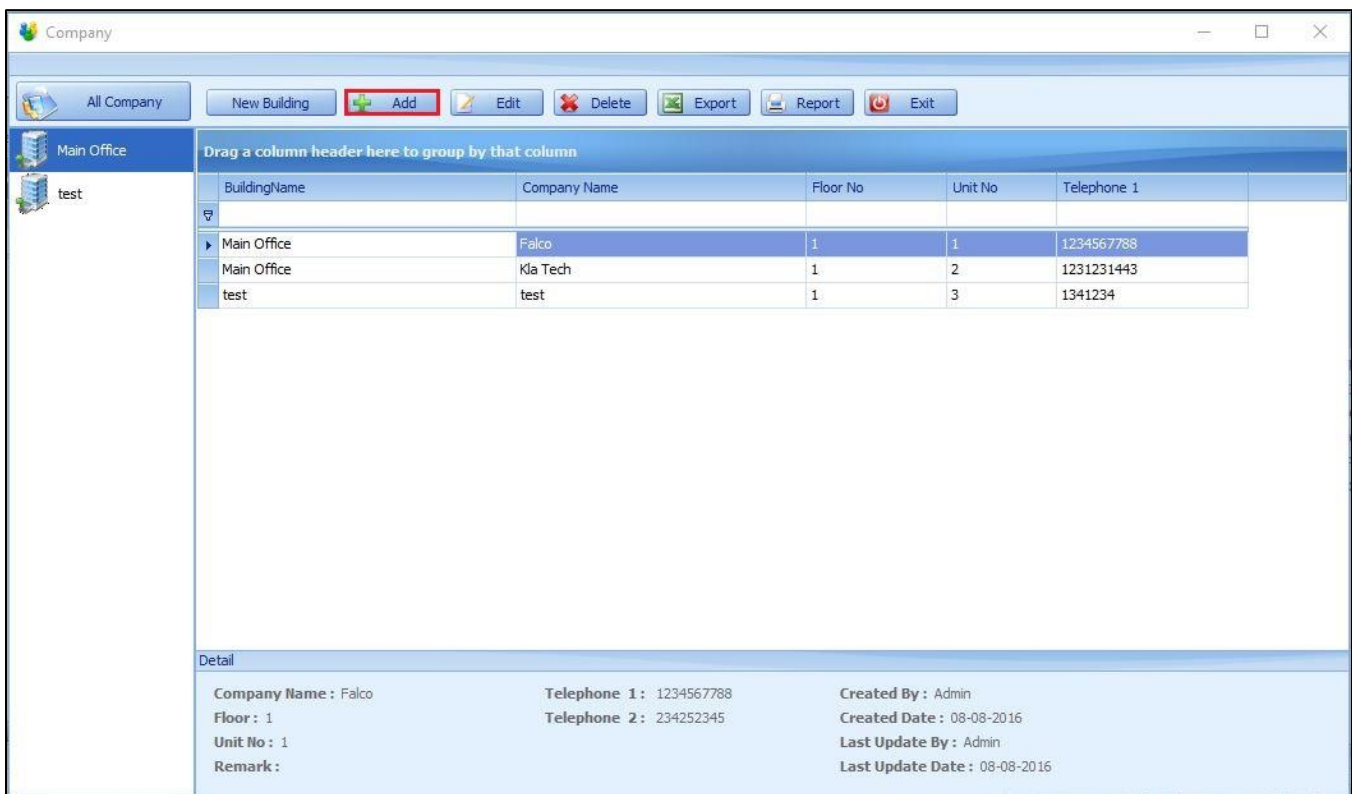
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Company is a feature which allow you to list out the company inside a building which giving a clear vision on the company where the building is locate. The steps to configure the company are as below:

Step 1 – Click on the company icon



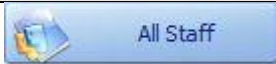

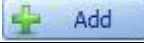
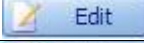
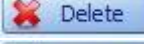
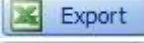

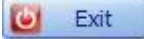
Step 2 – Click on the add button to add a new company



Step 3 - Fill in the company details and click on the save button to save the details



3.8 Staff

| Features | Explanation |
|---|---|
|  | - Show all the staff from all the company |
|  | - Create new company |
|  | - Add new staff |
|  | - Edit existing staff |
|  | - Delete existing staff |
|  | - Export existing staff to excel file |
|  | - Generate company report |
|  | - Exit the Staff window |

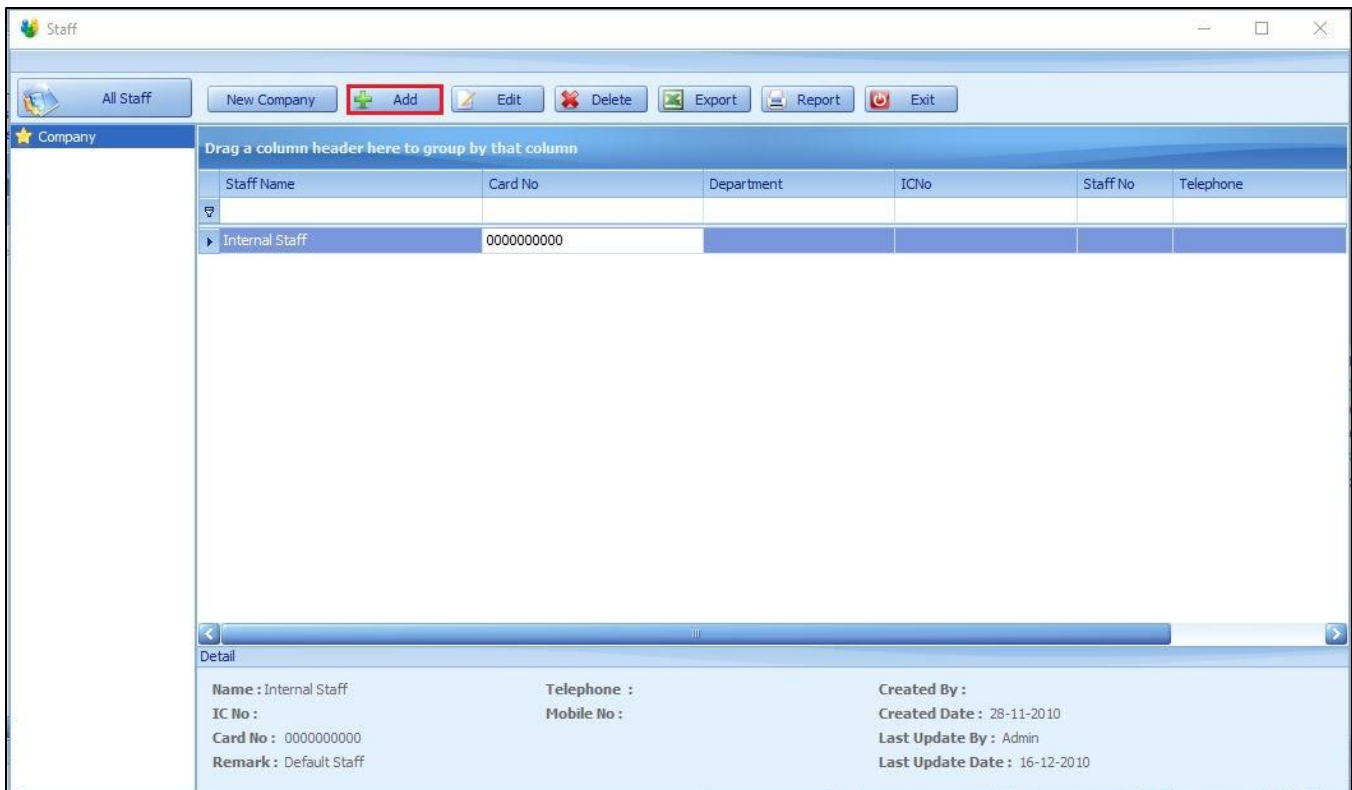
Staff is a feature which allows you to add staff into the Visitor Management System so when register visitor able to select the person to visit according to the building. The steps to add staff are as below:

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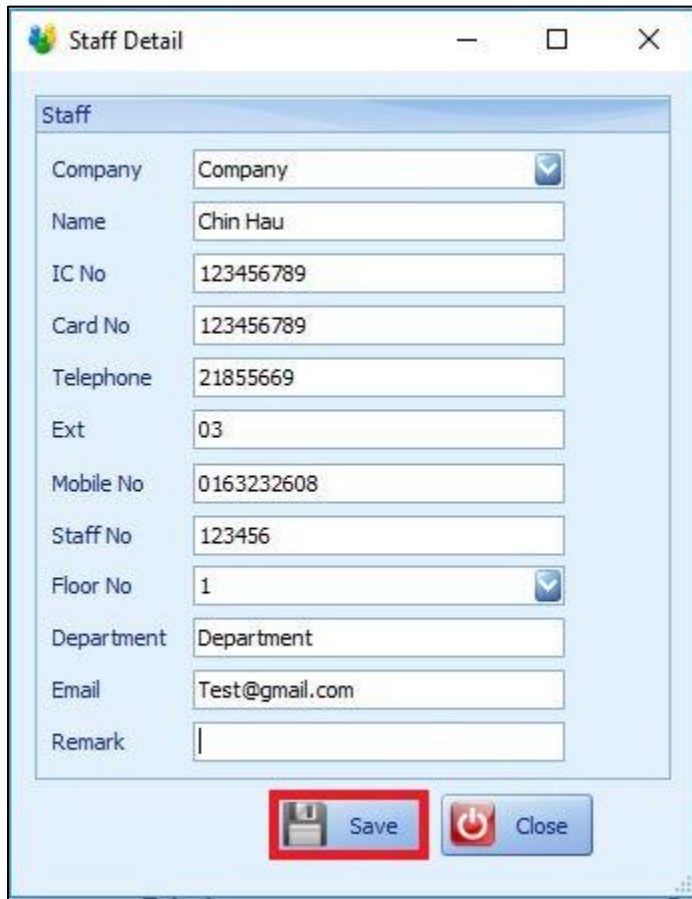
Step 1 – Click on the Staff button in the navigation menu






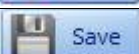

Step 2 – Click on the add button to add new staff



Step 3 – Fill in the card details and click on the **Save** button



3.9 Building

| Features | Explanation |
|--|-----------------------------|
|  Add | - Add new building |
|  Edit | - Edit existing building |
|  Delete | - Delete existing building |
|  Save | - Save newly added building |
|  Close | - Close building window |

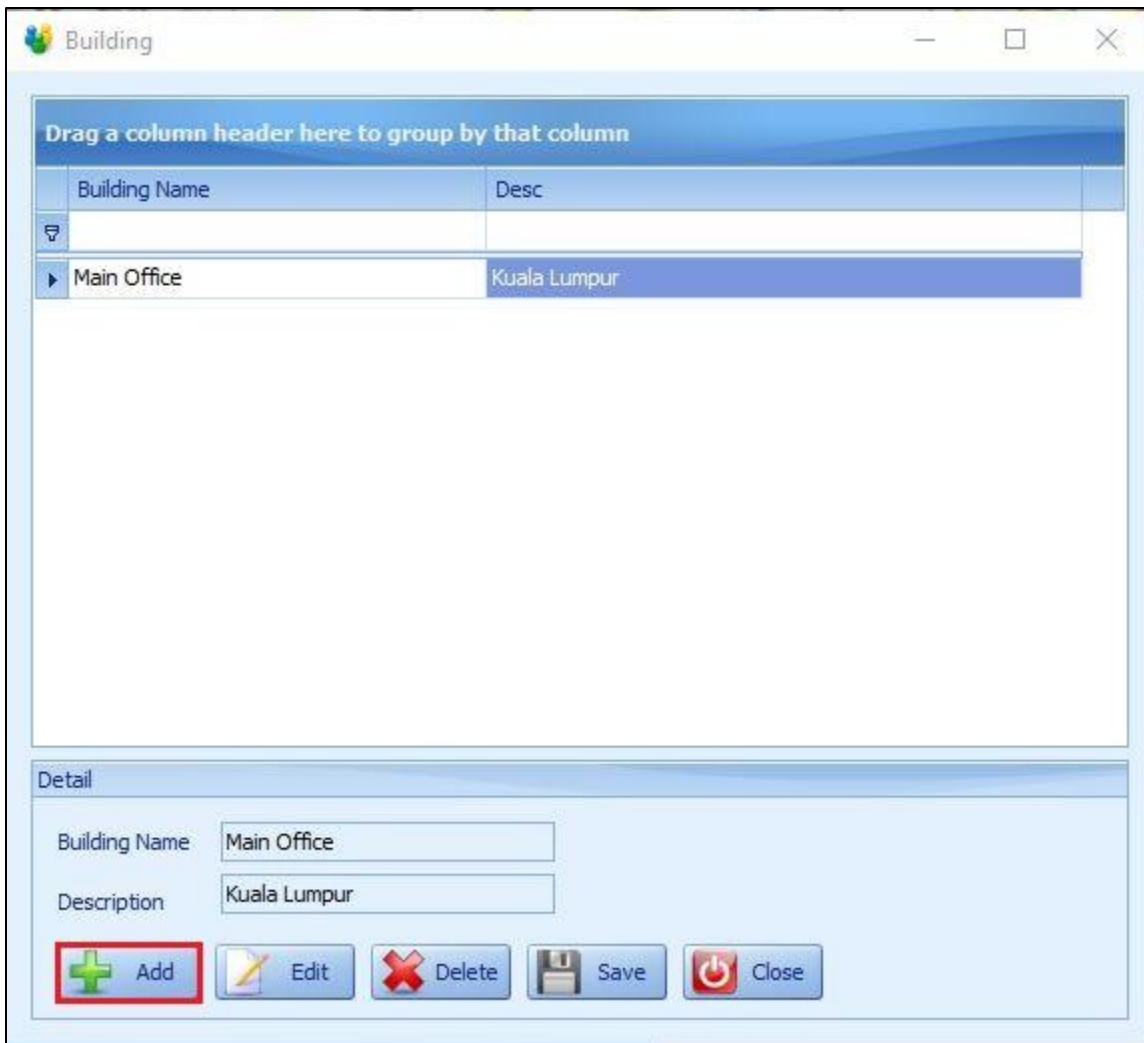
This building feature allow you to add all the buildings in a premises. So that the person in charge in the visitor registration can be easily guide the user to the correct building where the company is located. Follow the following steps to configure the building:

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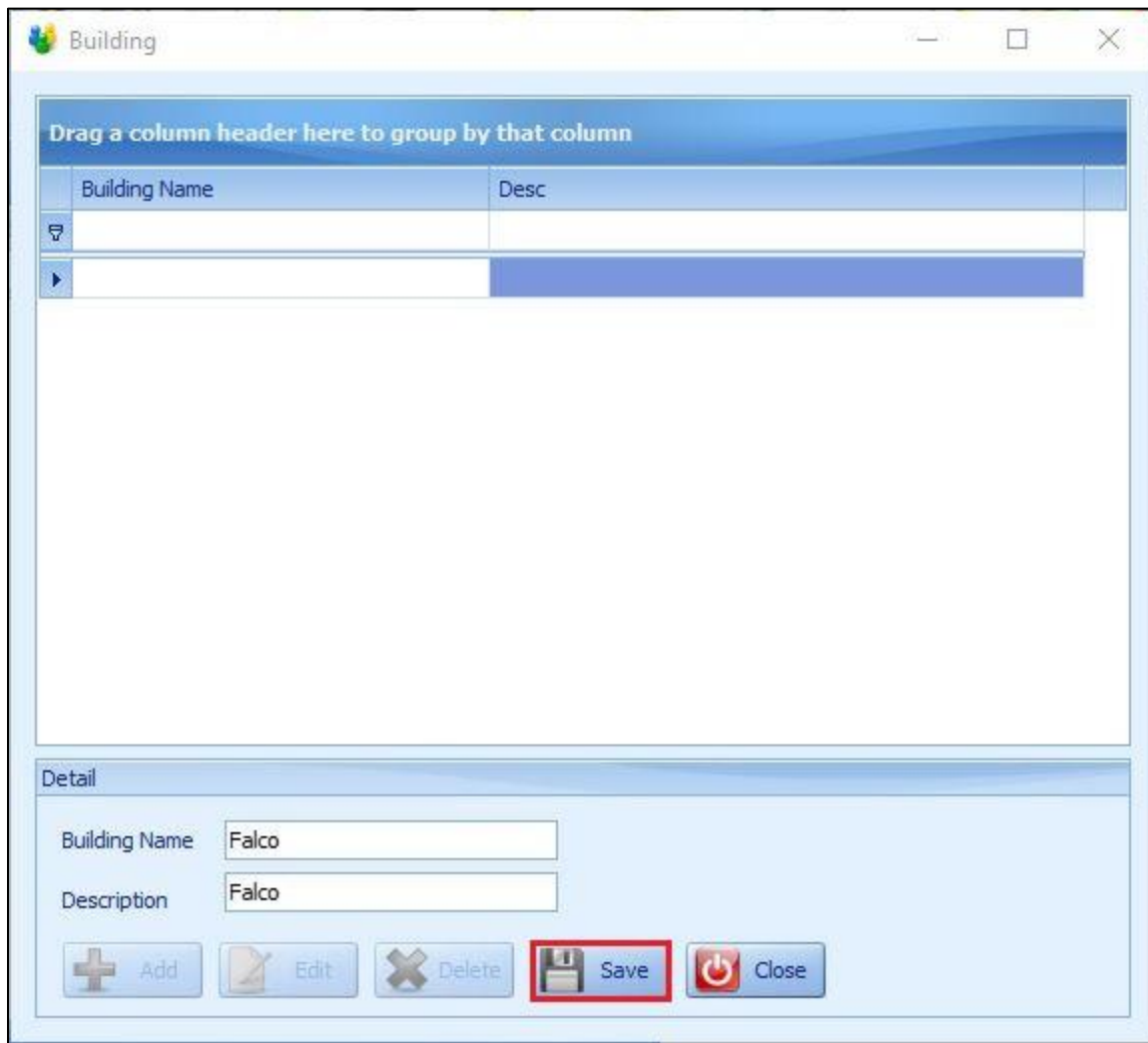
Step 1 – Select the building icon from the navigation menu








Step 2 – Click the Add button



Step 3 – Key in the building name and description for the building and click on the save button to save the setting



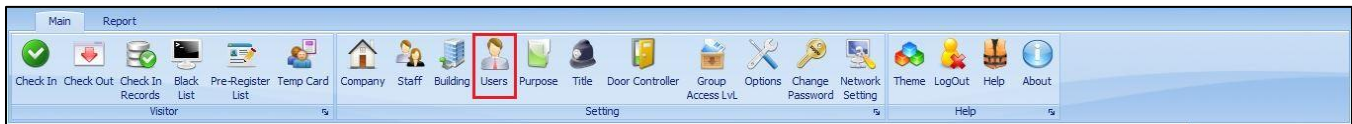
3.10 Users

| Features | Explanation |
|--|-------------------------------|
|  Add | - Add new system user |
|  Edit | - Edit current system user |
|  Delete | - Delete existing system user |
|  Export | - Export system user to excel |
|  Close | - Exit User List window |

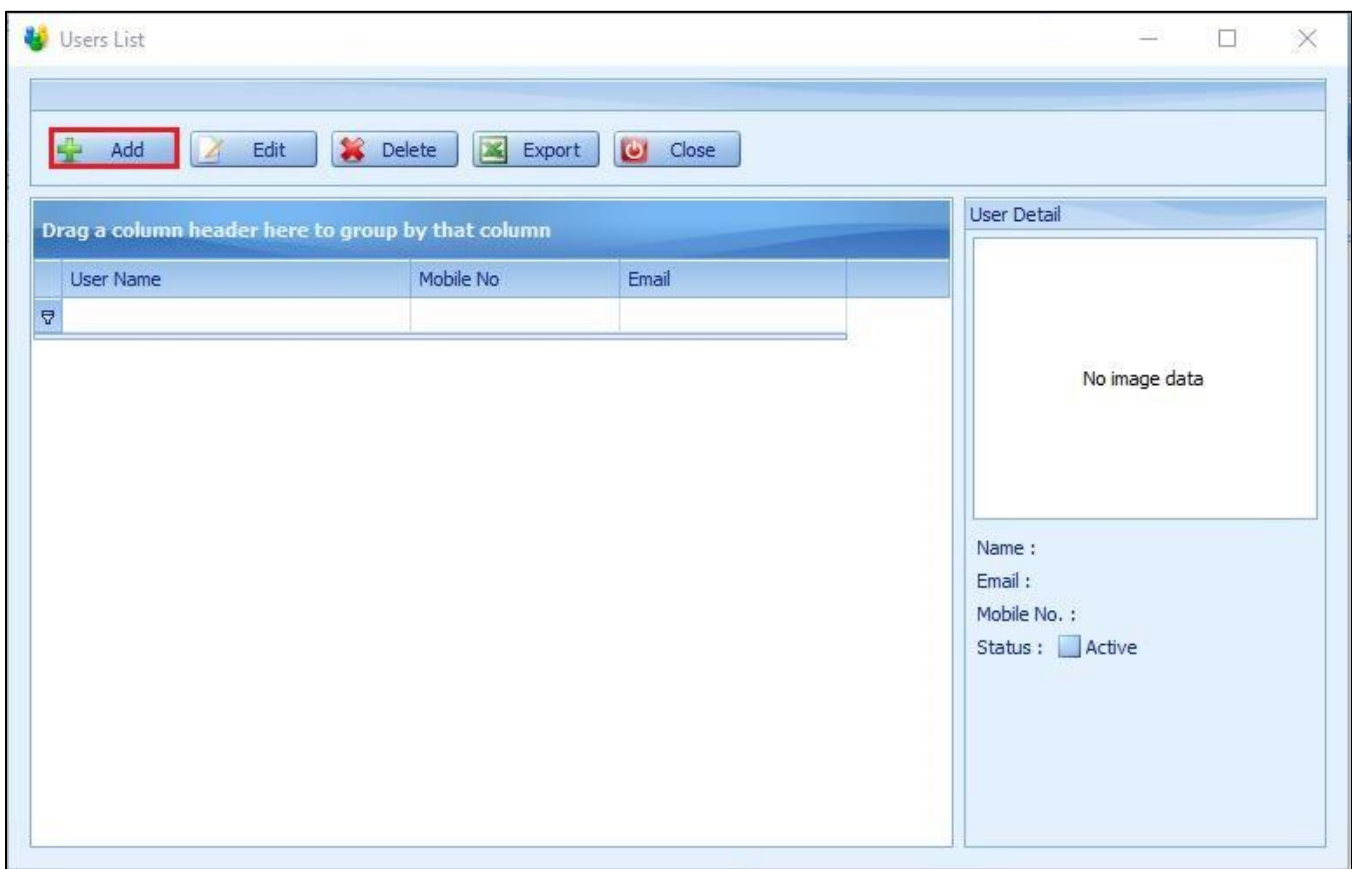
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This user list feature allows multiple user with different authority to access the Visitor Management System. The administrator of this system is able to add a new account with the area that the new user is able to access granted by the administrator. Follow the following steps to configure the system user:

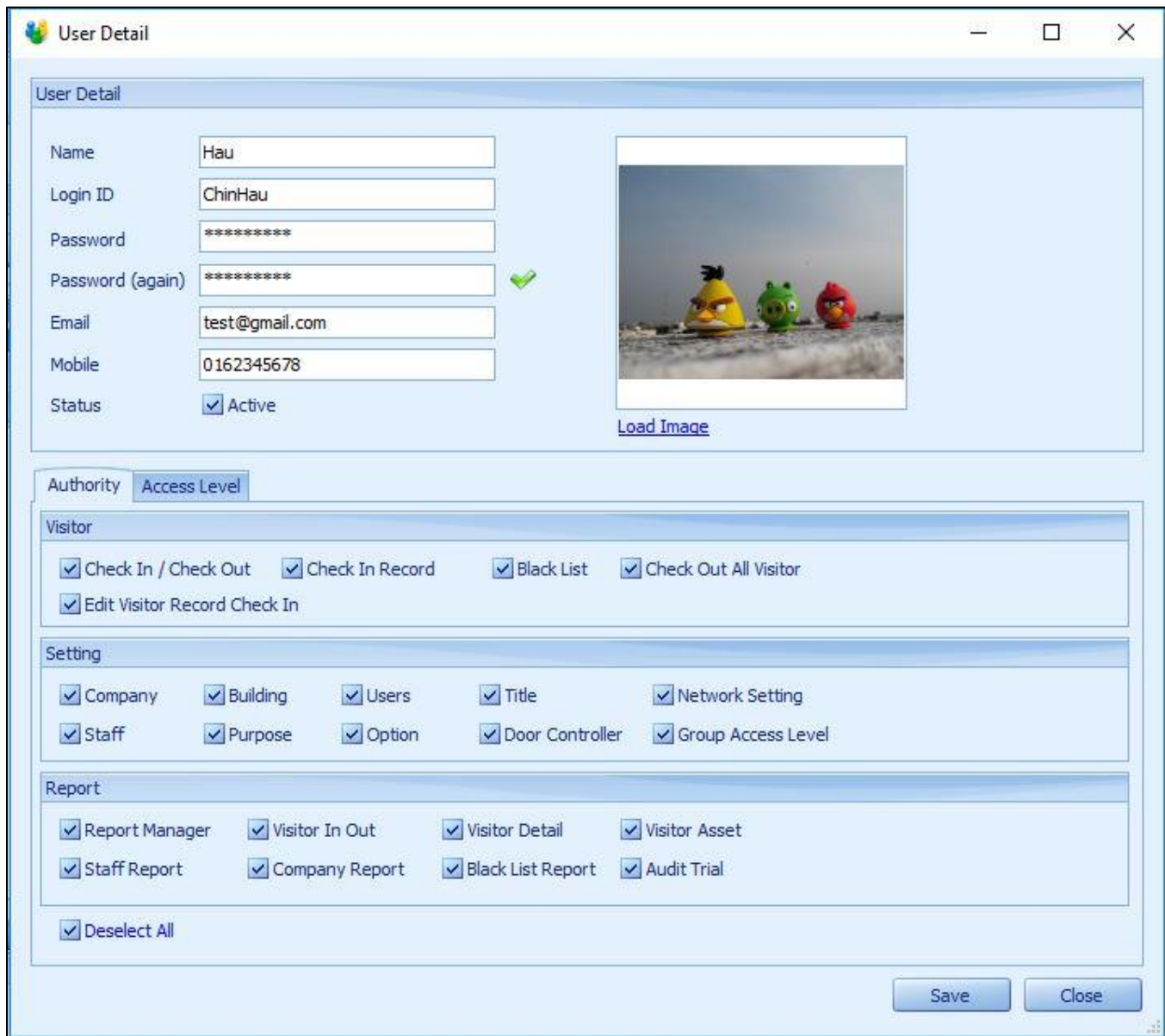
Step 1 – Select the Users icon from the navigation menu



Step 2 – Click the add button to add a new system user



Step 3 – Fill in the user details, grant its authority to access the system and set the access level for the user to use.



User Detail

Name: Hau

Login ID: ChinHau

Password: *****

Password (again): *****

Email: test@gmail.com

Mobile: 0162345678

Status: Active

[Load Image](#)

Authority **Access Level**

Visitor

Check In / Check Out Check In Record Black List Check Out All Visitor

Edit Visitor Record Check In

Setting

Company Building Users Title Network Setting

Staff Purpose Option Door Controller Group Access Level

Report

Report Manager Visitor In Out Visitor Detail Visitor Asset

Staff Report Company Report Black List Report Audit Trial

Deselect All

Save **Close**

Step 4 – Click on the Save button to save the settings

3.11 Purpose

This feature allow user to predefine purpose for the visitor when they come for visit. There are various default purpose already defined when the first time you enter Visitor Management System. You can add in more predefine purpose by following the steps below:

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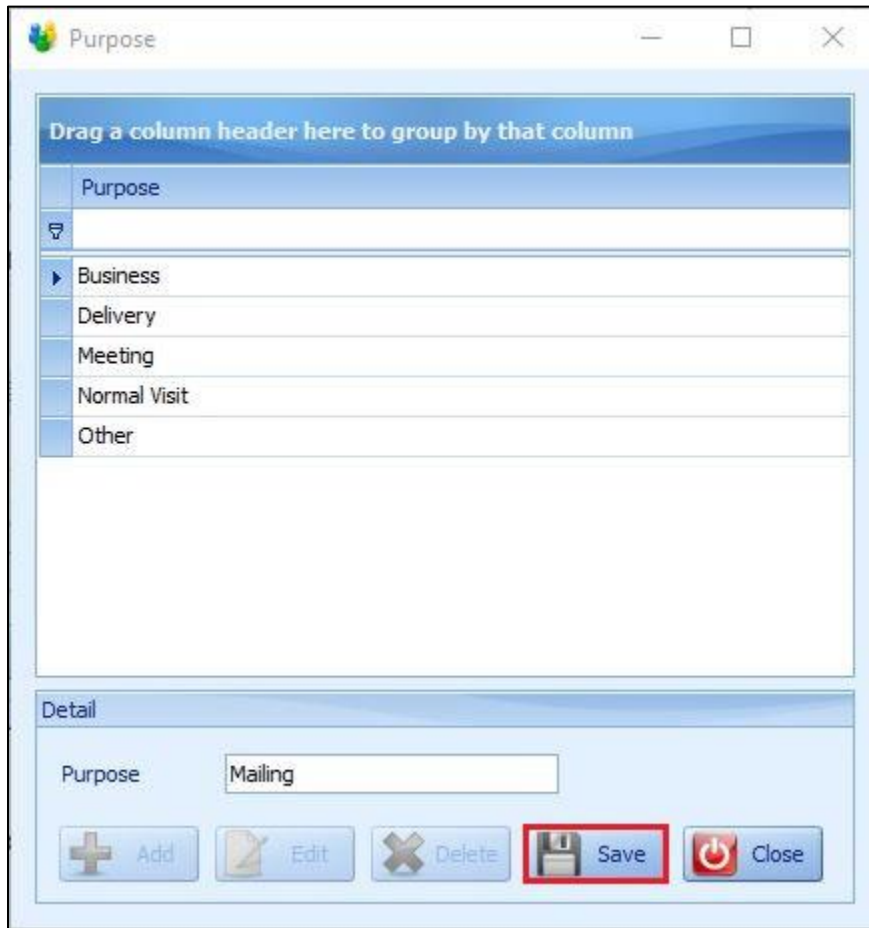
Step 1 – Select the Purpose icon in the navigation menu



Step 2 – Click on the Add button to add a new predefine purpose



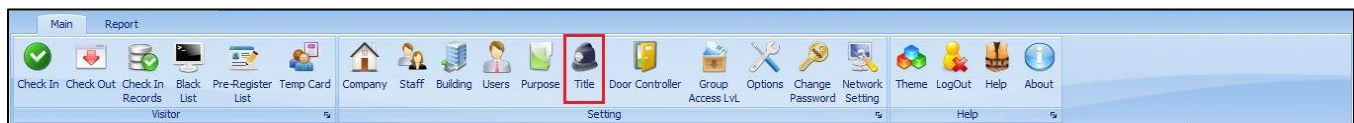
Step 3 – Fill in the predefine purpose and click save to save the purpose



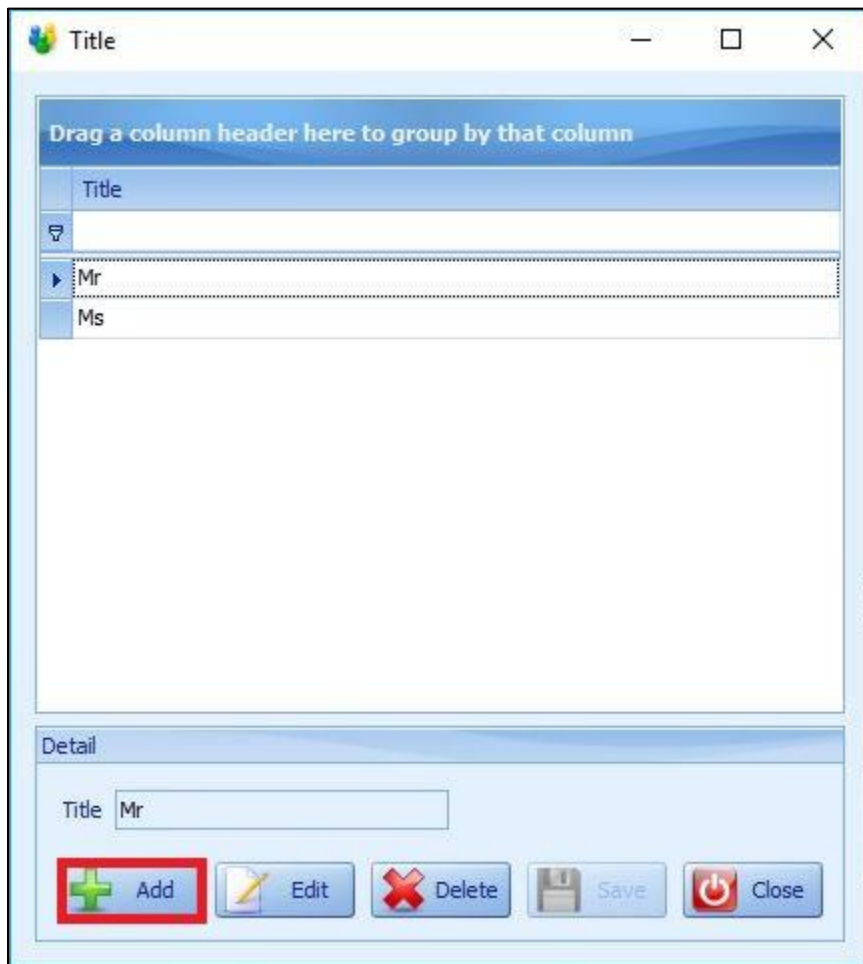
3.12 Title

Title is a feature which allow you to add the appellation for different group of people. By default, the Visitor Management System already included two general titles which are Mr and Ms. To add more title, follow the steps below:

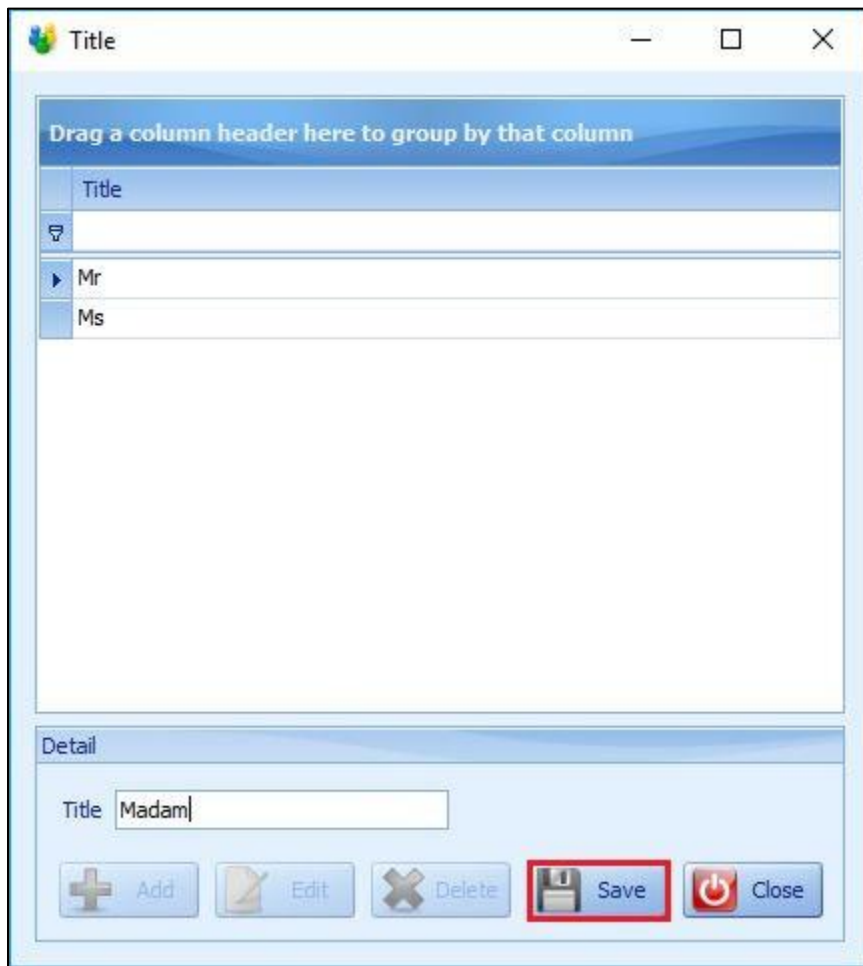
Step 1 – Select the Title icon in the navigation menu



Step 2 – Click the Add button to add a new title



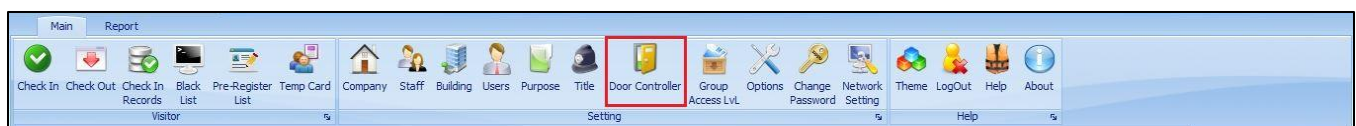
Step 3 – Key in the new title and click Save button to save the setting



3.13 Door Controller

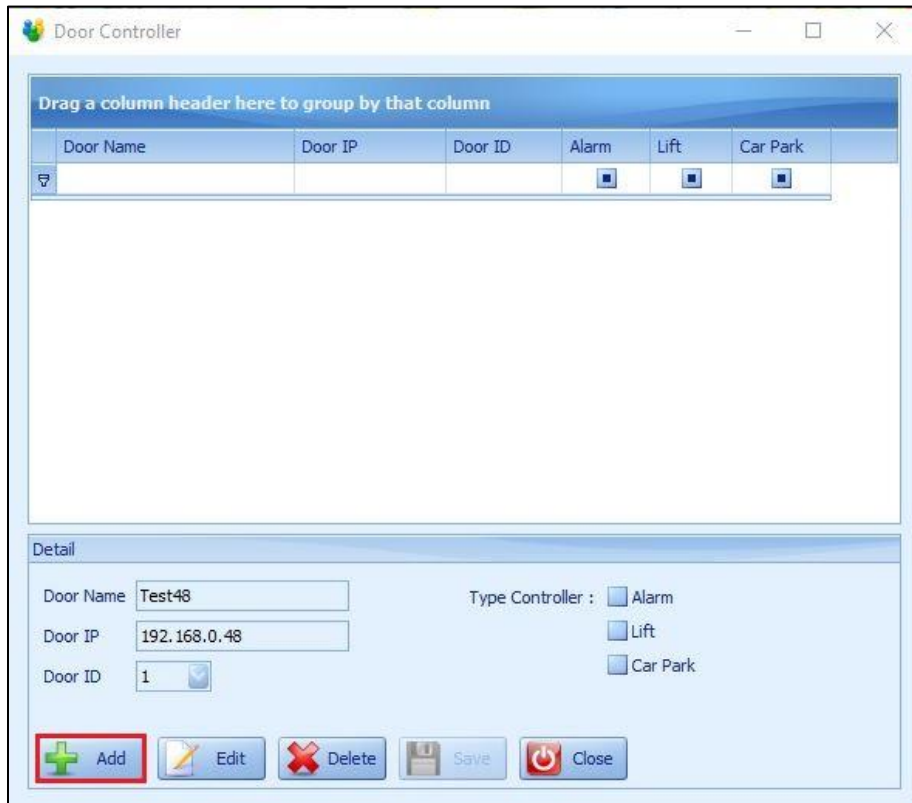
Door controller allow you to add the controller to the Visitor Management System so the visitor card can be downloaded to the controller once the card is checked in from the Visitor Management System. Follow the steps below to add a controller:

Step 1 – Select the Door Controller button in the navigation menu



Step 3 – Fill in the door name and door ip

Step 4 – Click on Add button to add a new controller



Step 4 – Click 'Save' button to save the door setting

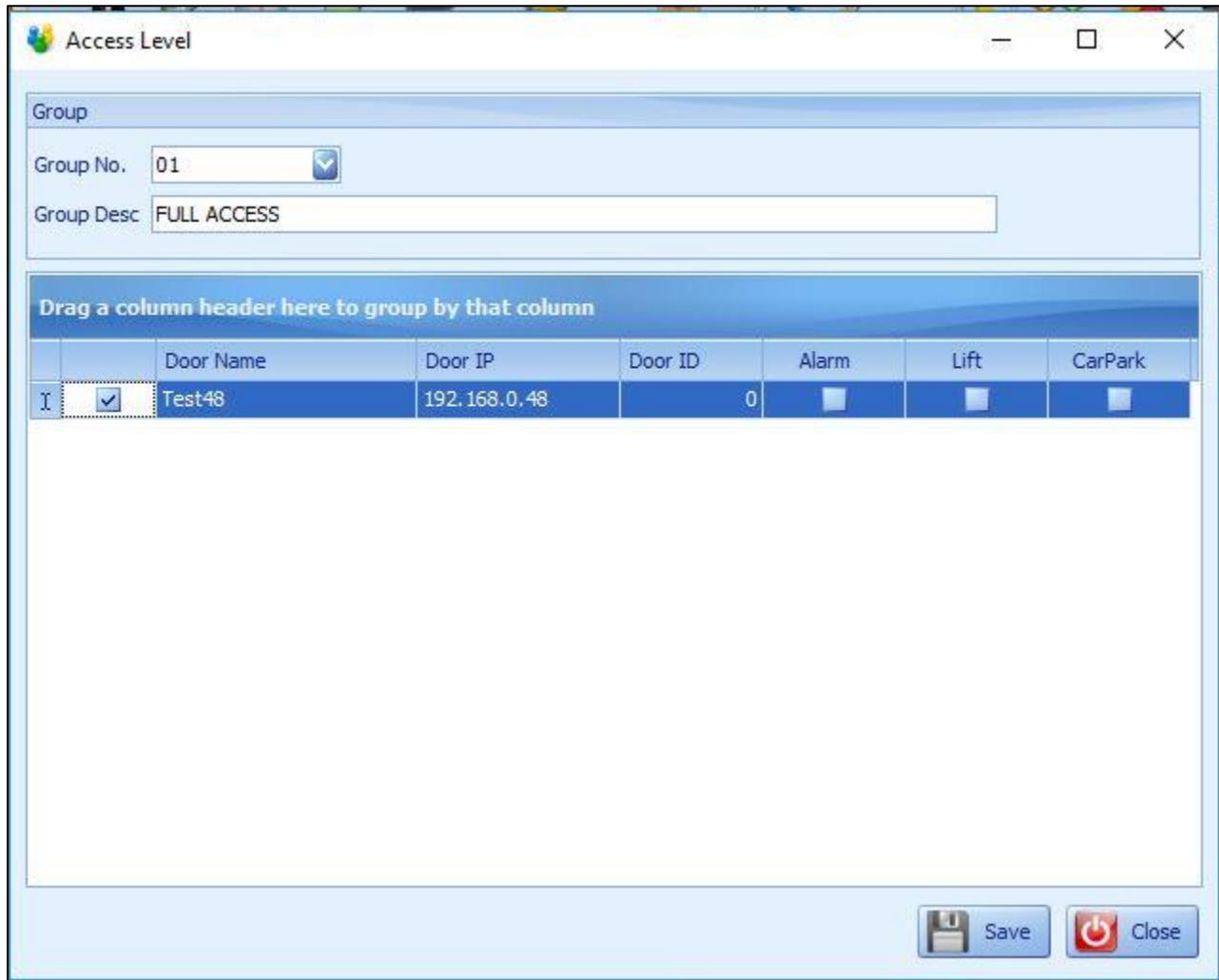
3.14 Group Access Level

Group access level allows you to categorize the access right for each user group. Admin can set multiple access level for different group of visitor card holder.

Step 1 – Select the Group Access LVL button in the navigation menu



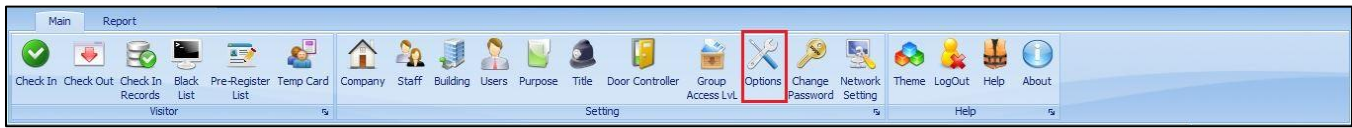
Step 2 – Select the group number and then fill in the group description. Select the door controller which the visitor can access



Step 3 – Click on the 'Save' button once the settings are done

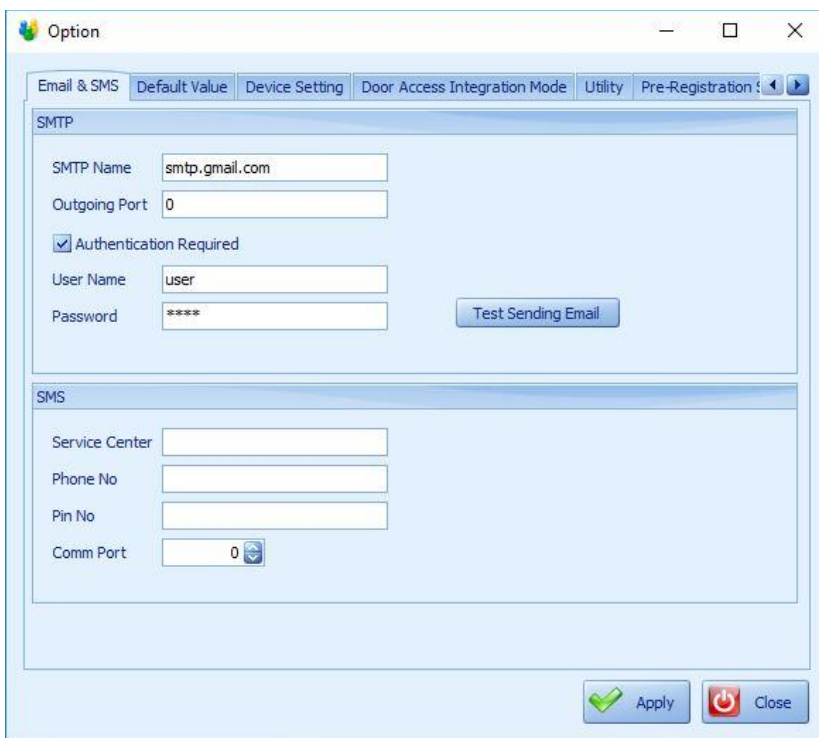
3.15 Options

This option allows user to configure the system setting such as email & sms server, default value, device setting, access door integration and pre-registration server setup.



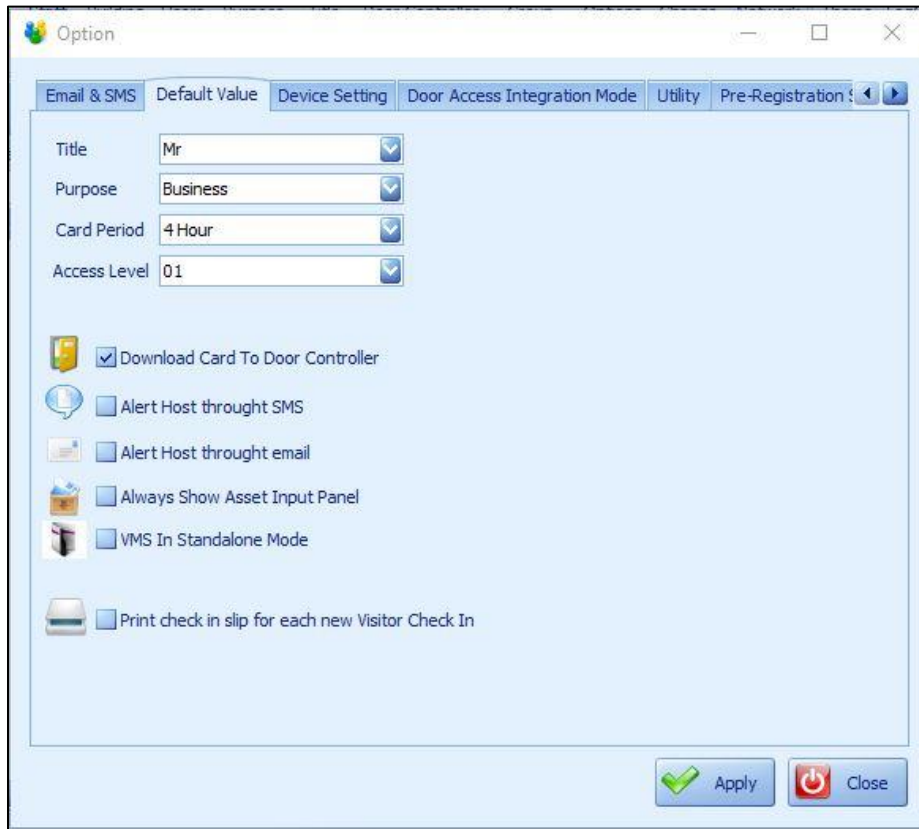
3.15.1 Email & SMS

This feature allow user to configure the SMTP email server and SMS service center setting. It is use to notify the host through email or SMS when the visitor is check in to the Visitor Management System.



3.15.2 Default Value

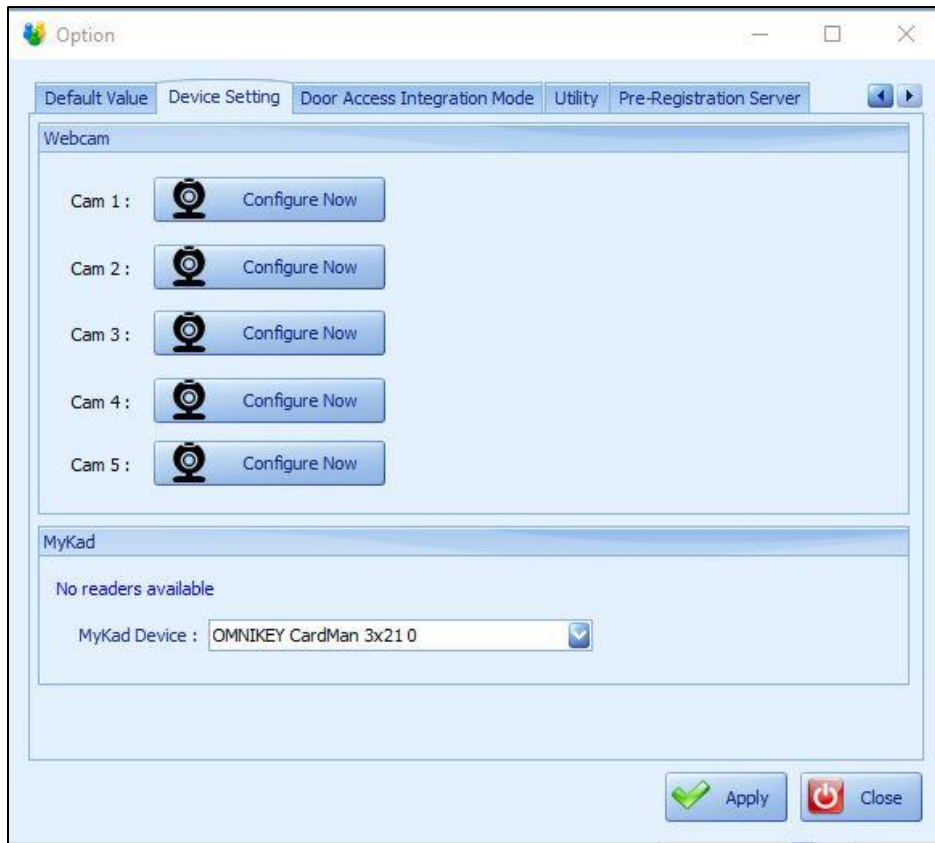
This feature enable user to set the default value for the VMS system. It can help to speed up the check in process and avoid human mistake due to forget to set the setting when check in visitor.



| Features | Explanation |
|---|---|
| Title | - Set the default title for the visitor when check in |
| Purpose | - Set the default purpose for the visitor when check in |
| Card period | - Set the default card period for the visitor when check in |
| Access level | - Set the default access level for the visitor when check in |
| Download card to controller | - Tick the download card to door controller option by default when check in |
| Alert host through SMS | - Tick the alert host through SMS option by default when check in |
| Alert host through email | - Tick the alert host through email option by default when check in |
| Always show asset input Panel | - Show asset input Panel by default when check in |
| VMS in standalone mode | - Use VSM in standalone mode by default. Once this checked, the card number field will be disabled when check in. |
| Print check in slip for each new visitor check in | - Automatically print the check in slip when check in |

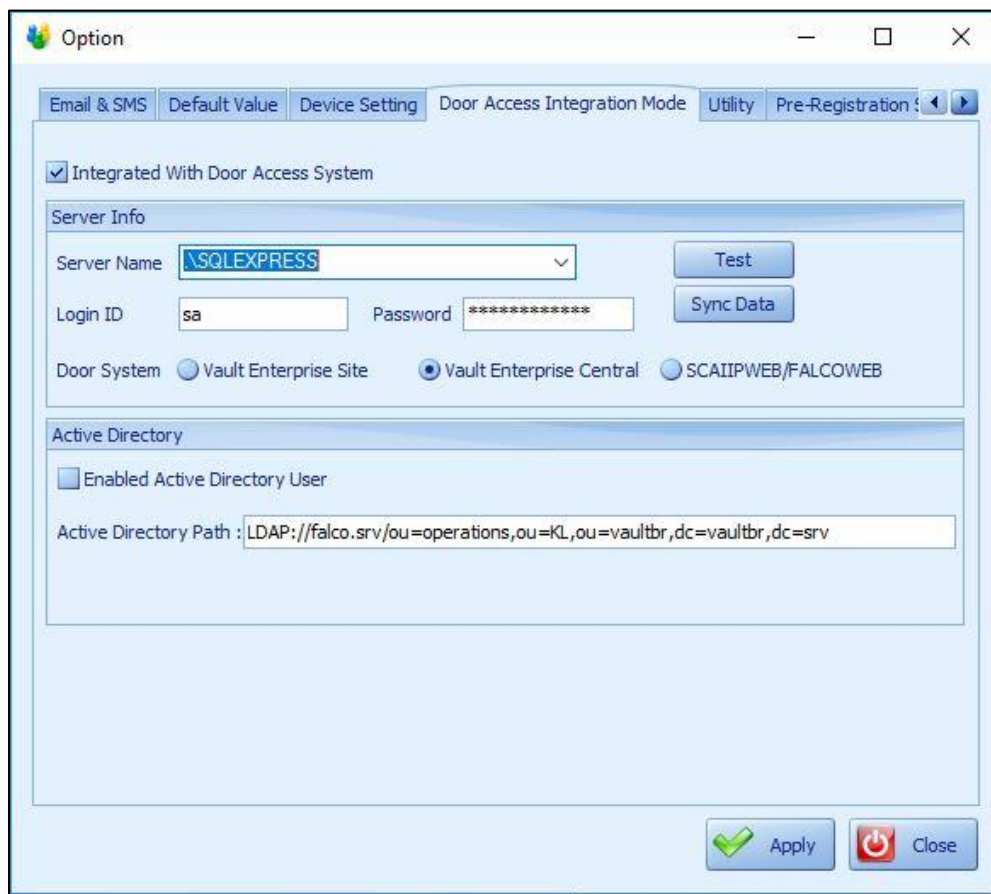
3.16.3 Device Setting

This device setting allows application user to configure the webcam and my card reader setting. User have to set the webcam and myKad before use it to check in the visitor. Before configure these device, make sure it is connected to your pc first and install necessary driver if any.



3.16.4 Door Access Integration Mode

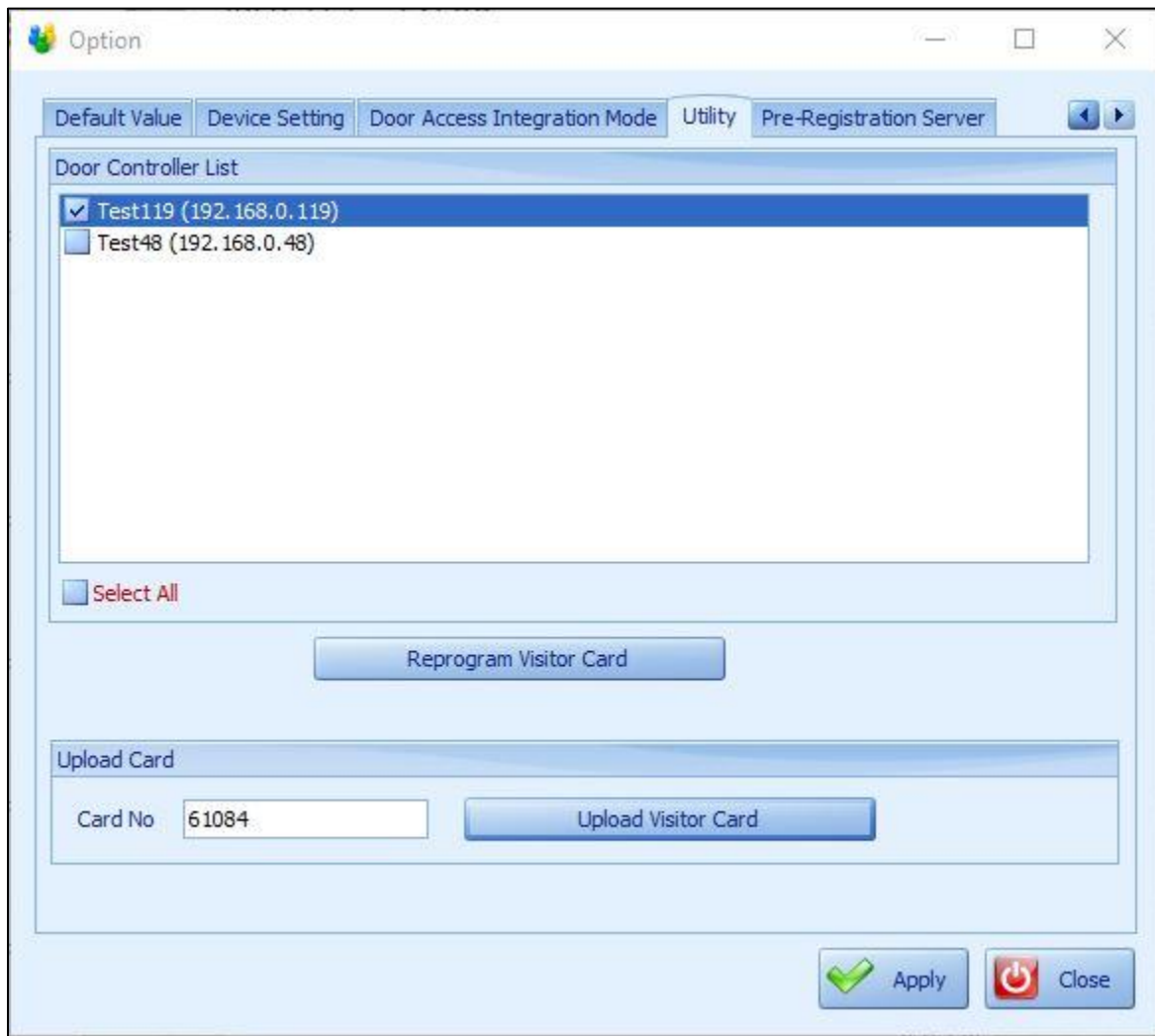
This door access integration mode allow VMS to integrate with falco door systemsuch as Vault Enterprise and FALCOWEB. This feature will only synchronize the card user data from Falco door system to the Staff in Visitor Management System. The controller and the access level will not be imported into the Visitor Management System. To sync data from Falco door system, choose the correct SQL Server Name and key in the login id and the password for the SQL Server. The default password for the SQL Server is passw@rd1234. If you are using your own password, please specify your own password. After the server info are filled in, click on the 'Test' button to test the connection and click on 'Sync Data' to start import the data to VMS.



Active Directory when enable will only import the active directory user in the Microsoft Active Directory. This is an optional feature to increase the security for the Visitor Management System in order prevent unauthorized user to login to this system easily.

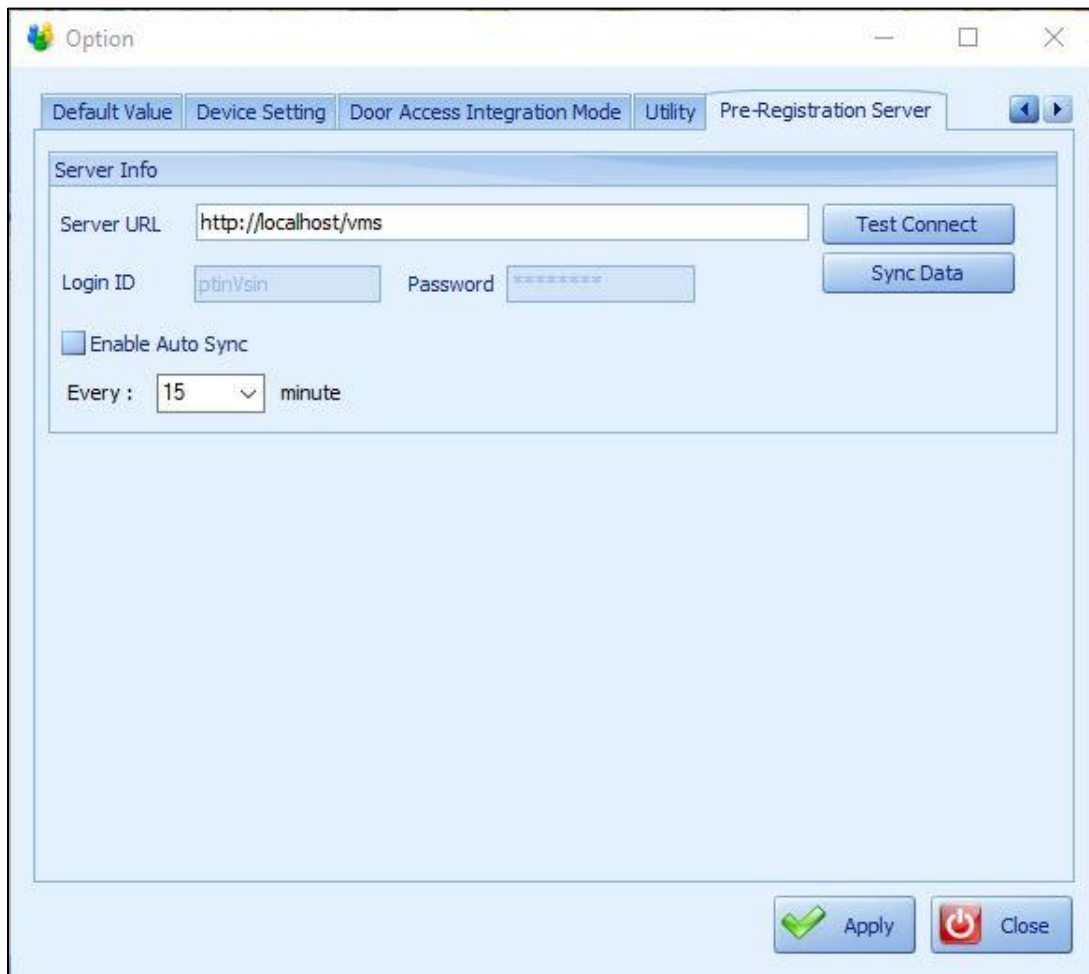
3.16.5 Utility

This utility is a support tool where it able to reprogram the visitor card and upload the visitor card from controller to VMS to check for the setting. Reprogram visitor card is a feature where it can download again the visitor card to the Falco controller if the controller is replaced with a new controller for some reason. This would speed up the process for maintenance and reduce human mistake when checking in again for the new Falco controller during maintenance.



3.16.6 Pre-Registration Server

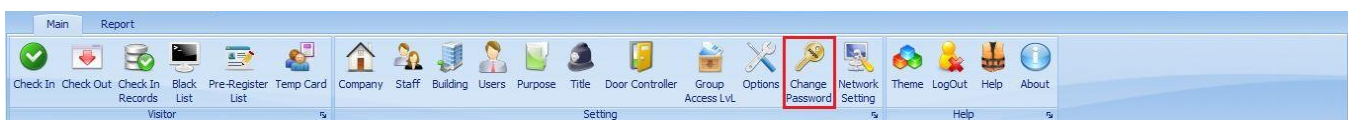
This feature allows users to integrate VMS with Falco Pre-Registration Server. After the integration is set, visitors are able to make an appointment with the host and pre-register in the system before they come for a visit. After a visitor is registered in the pre-registration server, the visitor can get a pass faster when they come for a visit. This would reduce the time taken to register at the registration point. Tick on the enable auto sync from the pre-registration to VMS based on the time set.



3.17 Change Password

This feature allow user to change their login password regularly to ensure someone can't acquire user's password and use it to snoop on the user over an extended period of time. To change the password follow the following steps:

Step 1 – Go to 'Change Password' in the navigation menu



Step 2 – Key in your old password and then specify a new password for the account



Step 3 – Click ‘Save’ button to save the setting.

3.18 Network Setting

This feature allows user to change the SQL connection by selecting the connection type depending on where the SQL is installed. You can go to ‘Network setting’ in the navigation menu as shown in the figure below:



If the SQL Server is installed in the same pc with VMS, choose server connection and click on the test connection. If the SQL Server is installed on different PC, choose client connection and fill in the server info such as server name based on the ip for the pc where the SQL Server is installed e.g. 192.168.0.182\SQLEXPRESS and the login id and password.

