

WatchMan

User Guide

Version 1.4

Contact: watchman@hiqsoft.com

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Contents

1	WATCHMAN - QUICK STEPS	3
2	GETTING STARTED	4
2.1	INSTALLING THE WATCHMAN PROGRAM.....	4
2.2	SELECT SYSTEM ACCESS LEVEL	4
2.3	LANGUAGE SELECTION	5
2.4	SETUP OF HANDHELD READER IN WATCHMAN	6
2.5	PROGRAM ACTIVATION.....	7
2.6	PURGE TRANSACTIONS IN THE WATCHMAN PROGRAM	8
3	EXPLORING WATCHMAN - PROGRAM COMPONENTS	9
3.1	THE MENU STRUCTURE OF THE APPLICATION.....	9
3.1.1	<i>The Menu Navigation Buttons</i>	9
3.1.2	<i>Overview of the Program Menu for Administrator</i>	10
3.1.3	<i>Overview of the Program Menu for Operator</i>	11
3.2	THE APPLICATION WINDOWS.....	11
3.2.1	<i>Navigating through screens and windows</i>	11
3.2.2	<i>Register and Maintain Field Personnel</i>	12
3.2.3	<i>Register and Maintain Locations</i>	13
3.2.4	<i>Register and Maintain Administrative Personnel</i>	14
3.3	PERFORMING A SECURITY PATROL (TOUR).....	15
3.4	IMPORT TRANSACTIONS FROM READER INTO WATCHMAN	15
3.4.1	<i>Import Transactions</i>	15
3.4.2	<i>Unidentified Transponder EIDs</i>	16
3.5	WATCHMAN REPORTS	17
3.5.1	<i>Example Report - Report Tour Overview</i>	17
3.5.2	<i>Example Report - Report by Tour</i>	17
3.5.3	<i>Example Report - Report by Location</i>	18
3.5.4	<i>Example Report - Report by Day</i>	18
3.5.5	<i>Example Report – Exception Report</i>	19
3.5.6	<i>How to access WatchMan Reports</i>	19
4	ADVANCED WORKING WITH THE WATCHMAN PROGRAM	20
4.1	CONSISTENT DATE FORMAT.....	20
4.2	PROGRAM MENU BAR	20
4.3	FINDING INFORMATION	20
4.4	FILTERING INFORMATION	21
4.5	ADDING AND DELETING RECORDS.....	21
4.6	PREVIEWING AND PRINTING OF REPORTS.....	22
4.6.1	<i>Reviewing of Reports</i>	22
4.6.2	<i>Printing of Reports</i>	22
4.7	LEAVING THE APPLICATION.....	23
5	GLOSSARY	24
6	SYSTEMS REQUIREMENTS	25
7	TROUBLESHOOTING	25
8	PRODUCT AND TECHNICAL SUPPORT	26

1 WatchMan - Quick Steps

1. **Install** the WatchMan Program
 - See chapter 'Installing the WatchMan Program'
2. **Activate** the WatchMan license
 - First go to chapter 'Setup of Handheld Reader in WatchMan' then
 - See chapter 'Program Activation'
3. Take one Microchip transponder, **scan and import** the transaction
 - For details go to chapter 'Import Transactions'
4. A new transponder number (EID) will not show automatically in reports. It can be found as **Unidentified EID** in a separate report.
 - See chapter 'Unidentified Transponder EIDs'
5. Each EID can be copied-and-pasted into the correct record as required (Location or Field Personnel) but **must identify only one Location or Field Personnel**.
 - To register new locations or Field Personnel go to chapters 'Register and Maintain Locations' and 'Register and Maintain Field Personnel'

2 Getting Started

2.1 Installing the WatchMan Program

Download the current WatchMan version from

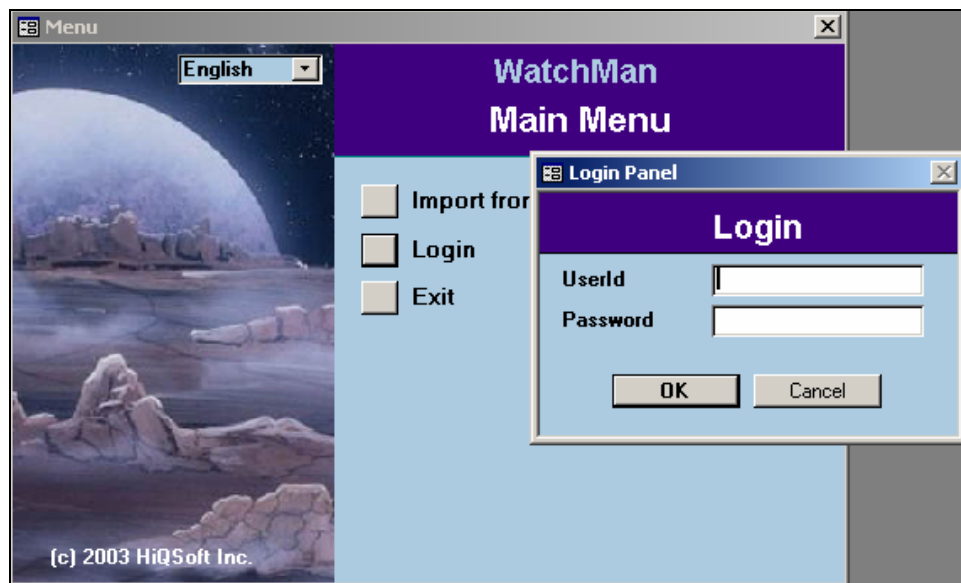
<http://www.hiqsoft.com/WatchMan>

and run the installation program. After the installation, WatchMan can be started using the Windows Start-up menu (Start->Programs->WatchMan)

The WatchMan Program received will run as a **DEMO** version. To activate the full-version see the chapter "**Program Activation**".

2.2 Select System Access Level

1. When opening the WatchMan System users have the option to simply import transactions from their handheld reader without log into the application or can access further the application using the 'Login' as shown below.



- Initial View of the WatchMan System -

2. The WatchMan System differentiates between Operator and Administrator and provides for them different access levels and permissions, e.g. so has only the Administrator the ability to create and change Field Personnel records.
3. On entry the WatchMan Program allows you to simply upload new transactions (only available to licensed installations) and/or login to the Program with User ID and Password.

- Default Login Information:

	Administrator Access	General User Access
User ID:	Admin	Operator
Password:	Adm1	Opr1

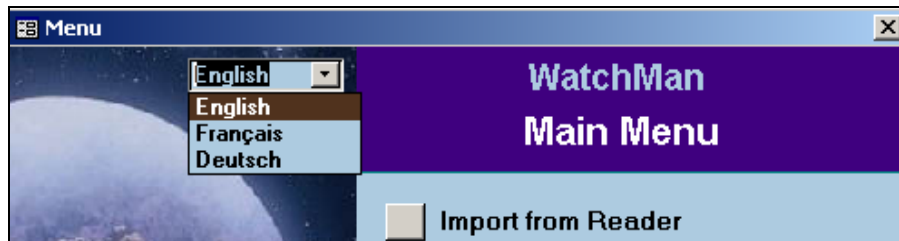
- Operator** – The *Operator* can import transactions from the Handheld Reader and review them on the WatchMan reports.
- Administrator** – The *Administrator* has additional access to the *Setup Menu* and *Program Menu*, e.g. the ability to setup and maintain *Locations*, *Field Personnel* and *Administrative Personnel*.

- User ID and Password can be maintained – see chapter “**Register and Maintain Administrative Personnel**”

2.3 Language Selection

WatchMan 1.4 is currently available in English, French and German.

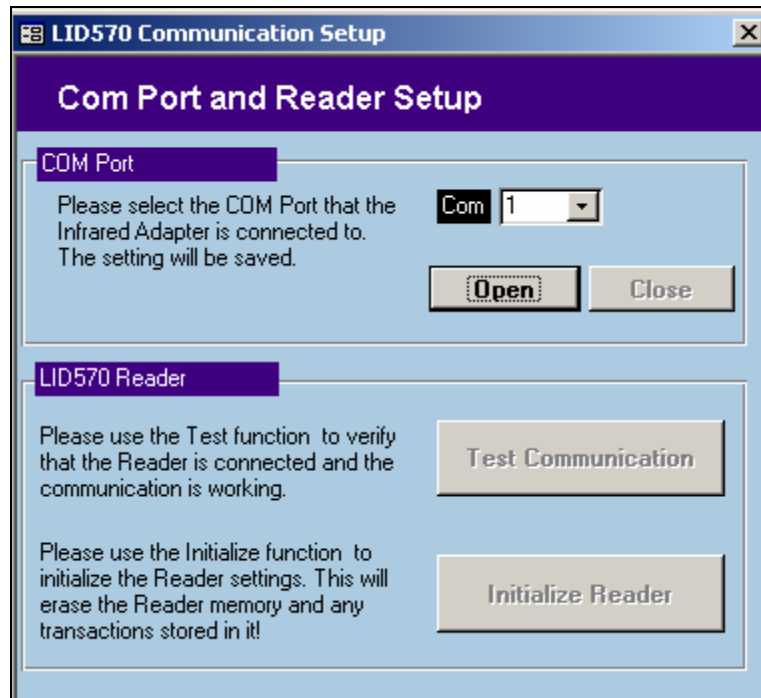
You can switch to another language by selecting from the Language Dropdown Menu at the left-hand side of the WatchMan Program menu.



- Note:** You can switch between languages at any time within the menu navigation. Opened forms and reports have to be closed to have the newly selected language associated with them.

2.4 Setup of Handheld Reader in WatchMan

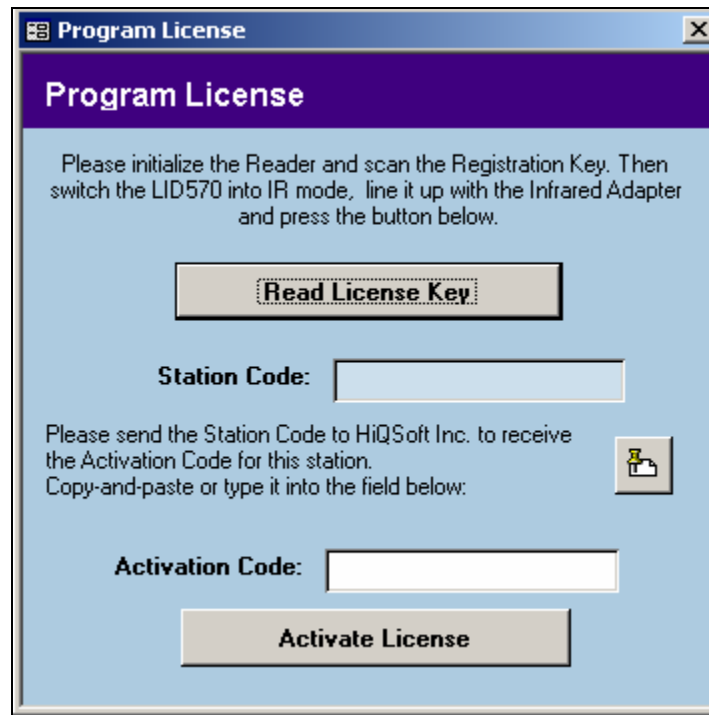
1. Go to the *Program Menu* and open the application form *Port & Reader Setup*.




2. Select the COM Port to which the infrared adapter is connected. COM 1 to 4 are available, the default selection is COM 1.
 - If you need to select a higher port number, click in the COM Port field to overwrite the port number with a higher number.
 - Important:** Do not install any other software for the infrared adapter (e.g. Windows drivers). They are not required and may even interfere with the communication.
 - Click the *Open* button.
3. To make sure that the correct COM Port is selected:
 - Put the Handheld Reader in IR mode or Comports Active mode by quickly double clicking the reader button.
 - Line up the Handheld Reader with the infrared adapter.
 - Press the *Test Communication* button.
4. If the correct COM Port was selected a success message will be displayed.
5. To change the COM Port click into the drop down selection bar and select another one. Test the communication between reader and infrared adapter again.
6. After testing of the COM Port settings - press the button *Initialize Reader Settings*. The Handheld Reader will be prepared for the WatchMan program.
 - Note:** The correct reader settings will be activated for the WatchMan program and reader memory and stored transactions will be erased.

2.5 Program Activation

The program will initially be installed in demo mode. If it was purchased, it can be activated as follows:



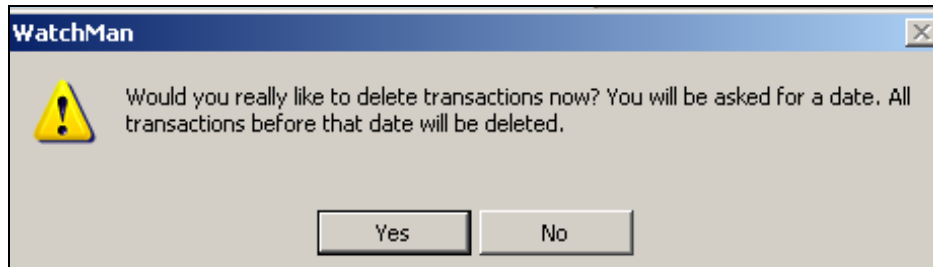
1. Go to the *Program* Menu. The *Program License Key* is unique and can only be used to activate the program on your local computer network.
2. Click on *Program License* to open the application window.
3. Read the *License Key Transponder* with the Handheld Reader.
4. Connect the Infrared Adapter to the computer.
5. Line up the reader with the Infrared Adapter. Follow the instructions on the screen.
 - Make sure reader memory is empty before reading the License Key.
 - To set the Handheld Reader in IR-mode – quickly double click the reader button.
6. The *Station* code will be read into the program as shown.
7. Click at the button  to open the *About WatchMan* form for HiQSoft contact information. Send the *Station* code to HiQSoft Inc. Follow the instructions on the screen.
8. Purchase has to be confirmed before proceeding with the program activation. HiQSoft Inc. will send you the *Activation* code. Type or copy-and-paste the code into the field *Activation Code* and press the button *Activate License*.
9. The WatchMan program is activated as full version.

NOTE: If problems were encountered to activate the program please contact HiQSoft. Make sure you used the License Key sent to you for program activation.

2.6 Purge Transactions in the WatchMan Program

The WatchMan Program contains several demo records and transactions for demonstration purposes. To delete these records and transactions:

1. Go to the *Program* Menu and click *Purge Transactions*.
2. Demonstration records and transactions will be erased when using the *Purge Transaction* function the first time.



3. **Important:** Erased records and transactions cannot be un-deleted. Back up your data on a regular basis.

The Purge command feature can also be used to delete old transactions from the program at a later date.

- To learn more about the WatchMan date format - see **Consistent Date Format**

3 Exploring WatchMan - Program Components




3.1 The Menu Structure of the Application



Example Menu of the WatchMan System – the Main Menu

3.1.1 The Menu Navigation Buttons

The navigation buttons of the WatchMan System Menu are located through all menus:

- If the arrow on the button points  to the right, it indicates that there is a sub menu and data forms or reports are available through this sub menu.
- A left arrow  on the navigation button allows the return to a previous menu, e.g. return to *Main Menu* from the *Report Menu*.
- A button without an arrow  will open a new window, where the Administrative Personnel can enter, change or simply view data, e.g. the settings under *Port and Reader*.

3.1.2 Overview of the Program Menu for Administrator

Entry

Import from Reader

Login

Main Menu

Import from Reader

→ Reports

Report Tour Overview

Report by Tour

Report by Location

Report by Day

→ Setup

Person Setup

Location Setup

Unidentified EIDs



→ Program

Port and Reader

Program License

Purge Transactions

Administrative Personnel

About WatchMan

→ Exit

3.1.3 Overview of the Program Menu for Operator

Entry

Import from Reader

Login

Main Menu

Import from Reader

→ Reports

Report Tour Overview

Report by Tour

Report by Location

Report by Day

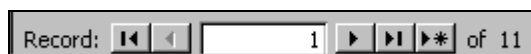
→ Exit

3.2 The Application Windows

3.2.1 Navigating through screens and windows


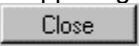
- Multiple windows can be open at the same time. At the bottom left hand corner of the window are navigation buttons to move from one record to the next or to add a new record. This way information can also be copied and pasted.

The use of record navigator buttons from left to right:



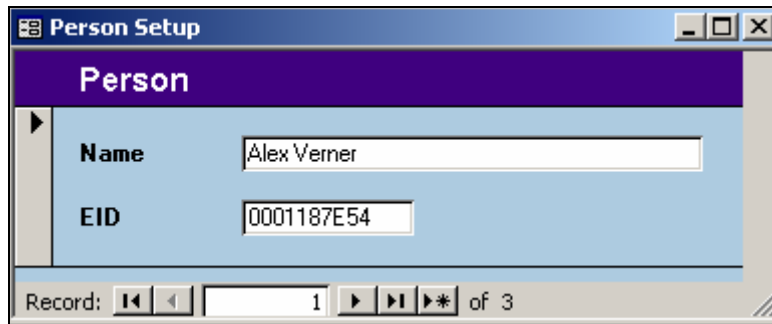
- Go to first record
- Go to previous record
- Internal record number
- Go to next record
- Go to last record
- Create new record

Closing windows is possible

- with the Close button  in the upper right corner of the window Menu bar
- or through the CLOSE button  on the window

- To learn more about application functionality - see chapter **Advanced Working with WatchMan Program** (e.g. Filtering of application records)

3.2.2 Register and Maintain Field Personnel



Microchip transponders are assigned to Field Personnel and checkpoints (*Locations*). At begin of each tour Field Personnel identify themselves by reading their personal transponder with the handheld reader. All tour transactions will be associated with the *Field Personnel* in the reports.

There are no limitations how many people can be registered within the system.

1. Go to the *Setup Menu*.
2. Click on the *Person Setup* window to open the application window.
3. Open a new record or select the *Person* record to maintain. Each person (name and transponder EID) is one record.
4. To setup new person records fill out the *Name* of the person, as it should appear in the work reports and insert the transponder number (*EID*) that is associated with the person.
 - Recommended:** Transponder numbers (*EID*) can easily be setup if all location EIDs are read and imported from the reader together. These unidentified transponder numbers are listed in the application window *Unidentified EIDs*, accessible on the *Setup Menu*. Each EID can be copied-and-pasted into the correct person record.
 - Important:** Make sure that the EID of each person is exactly the same as the EID that the person will use herself/himself for identification (WatchMan Identification Card).
5. If there are typing errors or missing EIDs the reader transactions will not match and the individual transaction will not be displayed in reports. These mismatches can be viewed in the application window *Unidentified EIDs*, accessible on the *Setup Menu*.
 - See also chapter "**Unidentified Transponder EIDs**"

To save the changes go to another record or close the form window.

3.2.3 Register and Maintain Locations

EID	Name
000118CCBB	Main
000118ADF4	Floor 1
000105B959	Floor 1b
0001064F22	Floor 2
00019695A1	Floor 2b
00011341BC	Floor 3
000196D033	Floor 4

1. Go to the *Setup Menu*.
2. Click on the *Location Setup* window to open the application window.
3. Open a new record or select the location record to maintain. Each Location is one record.
4. To setup new locations fill out the location *Name* and *Address*.
5. To setup Checkpoints insert the transponder number (*EID*) for the checkpoint location and the checkpoint *Name*, as it should appear on the reports.
 - Recommended:** Transponder numbers (*EID*) can easily be setup if all location EIDs are read and imported from the reader together. These unidentified transponder numbers are listed in the application window *Unidentified EIDs*, accessible over the *Setup Menu*. Each EID can be copied-and-pasted into the correct checkpoint.
 - Important:** Make sure that the EID of each checkpoint is exactly the same as the EID that the personnel will read into the reader.
6. Note: If there are typing errors or missing EIDs the reader transactions will not match with the checkpoints or Field Personnel and the individual transaction will not be displayed in reports. These mismatches can also be viewed in the application window *Unidentified EIDs*, accessible over the *Setup Menu*.
 - See also chapter "**Unidentified Transponder EIDs**"

To save your changes, simply go to another record or close the window.

1. At the beginning of every tour the person identifies himself/herself by reading their WatchMan Identification Card.
 2. All transactions read afterwards will be assigned to this Field Personnel EID.
 3. The person should read their personal EID at the end of the tour again.
- We recommend that each tour is associated with only one person. If a tour contains several different person EIDs, the program will select one of them as responsible for the whole tour.

- ❑ There are no limitations of how many locations can be registered within the system.

3.2.4 Register and Maintain Administrative Personnel

The screenshot shows a window titled "Users" with a purple header bar. The header bar contains the text "Users" on the left and the number "1406557118" on the right. Below the header is a form with the following fields:

UserId	Admin
Password	xxxx
Name	Administrator
E-mail	
Company	
Status	Admin

At the bottom of the window, there is a record navigation bar that says "Record: 2 of 2".

The WatchMan System differentiates between Operator and Administrator and provides for them different access levels and permissions, e.g. so has only the Administrator the ability to create and change *Location* records. There are no limitations of how many people can be registered within the system.

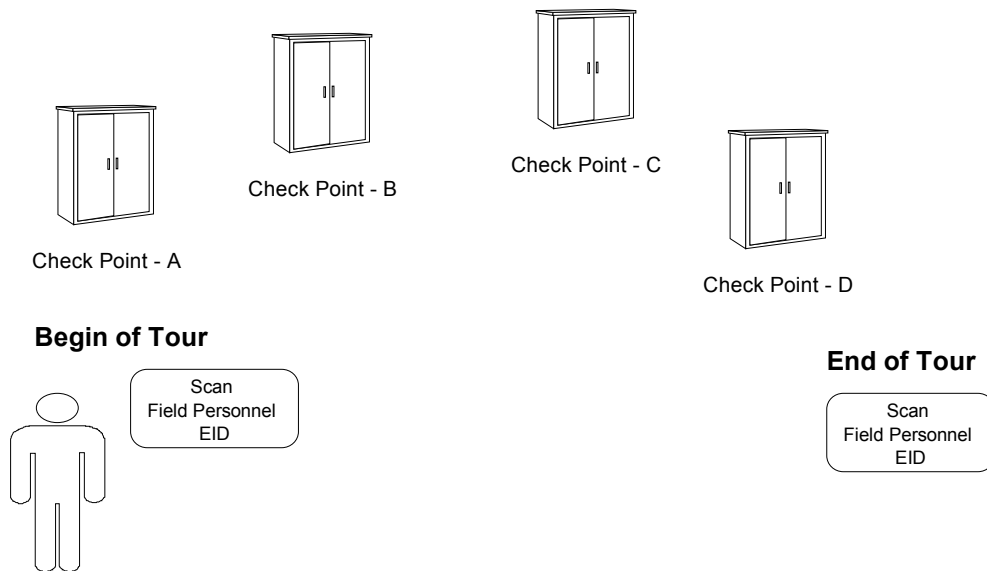
1. Go to the *Program Menu*.
2. Click on the *Administrative Personnel* window to open the application window.
3. Open a new record or select a *Administrative Personnel* record to maintain. Each user is one record.
4. To setup a new user fill out *User ID* and *Password* and select from the dropdown menu the system access level – *Administrator* or *Operator*.

- ❑ **Operator** – The *Operator* can import transactions from the Handheld Reader and review them on the WatchMan reports.

- ❑ **Administrator** – The *Administrator* has additional access to the *Setup Menu* and *Program Menu*, e.g. the ability to setup and maintain *Locations*, *Field Personnel* and *Administrative Personnel*.

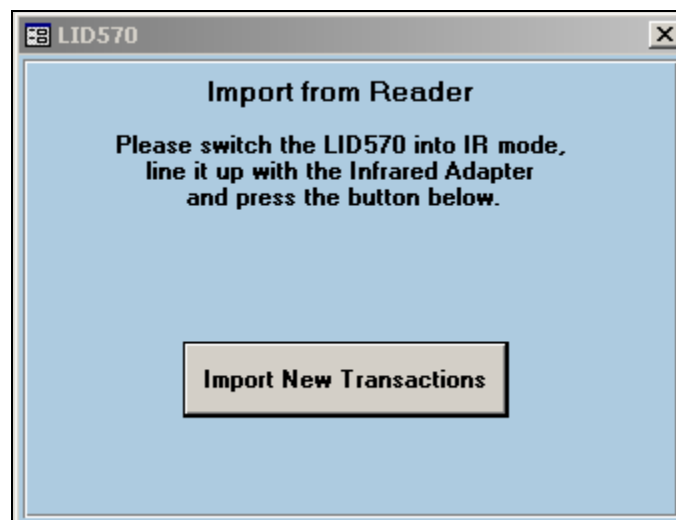
5. *Name*, *Email* and *Company* fields are optional and for internal information only.

3.3 Performing a Security Patrol (Tour)



3.4 Import Transactions from Reader into WatchMan

3.4.1 Import Transactions



- To import new transactions from the Handheld Reader you **do not have to login** to the WatchMan Program.

1. Put the Handheld Reader in IR mode or Comports Active mode by quickly double clicking the reader button.

2. Line up the Handheld Reader with the Infrared Adapter.
3. Press the button *Import New Transactions*. All transactions stored in the reader will be imported into the program automatically. A message box shows how many transactions were imported. After a successful import of all transactions WatchMan will clear the reader.

- If you experience communication problems - see the chapters **Setup Handheld Reader** and **Trouble Shooting**

Note: WatchMan Program Demo Restriction

- New transactions cannot be imported into the WatchMan Program in demo mode. The program will test the communication but only show how many transactions were transmitted.
- The full mode can be activated if WatchMan is purchased. For Activation - see chapter "**Program Activation**"

3.4.2 Unidentified Transponder EIDs



Reader transactions (transponder EIDs) that did not match preset location or person records will not be displayed in work reports. These EID transactions can be viewed and the individual location or person record can be corrected or added. The reports will be updated with the next import of reader transactions.

- The window *Unidentified Transponder EIDs* can be accessed via the *Setup Menu*.

Important: New Field Personnel and Locations must be registered prior to transaction imports.

3.5 WatchMan Reports

As shown in the Chapter "Overview of the Program Menu", WatchMan 1.4 contains the following reports:

- Report Tour Overview;
- Report by Tour;
- Report by Location
- Report by Day
- Exception Report

3.5.1 Example Report - Report Tour Overview

Tour Overview			
<i>StartDate</i>	<i>EndDate</i>	<i>Person</i>	<i># Checkpoints</i>
2003/01/01 7:06:28	2003/03/01 1:23:02	Alex Verner	1768
2003/03/16 6:07:07	2003/03/30 22:17:20	Mark Tyler	454
2003/03/31 22:35:22	2003/04/05 1:23:54	Mark Tyler	130

3.5.2 Example Report - Report by Tour

Report by Tour					
Starting Date: 1/1/2003 7:06:28 AM					
<i>Trn #</i>	<i>DateTime</i>	<i>Person</i>	<i>Location</i>	<i>Checkpoint</i>	
1	1/1/2003 7:06:28 AM	Alex Verner	TPX Steel Manufacturing	000118CCBB	Main
3	1/1/2003 7:10:21 AM	Alex Verner	TPX Steel Manufacturing	0000CBE B01	Office 123
4	1/1/2003 7:11:19 AM	Alex Verner	TPX Steel Manufacturing	0000FAE 853	Office 45
5	1/1/2003 7:13:23 AM	Alex Verner	TPX Steel Manufacturing	000196C966	Office 335
6	1/1/2003 7:15:08 AM	Alex Verner	TPX Steel Manufacturing	000105B959	Floor 1b
9	1/1/2003 7:21:34 AM	Alex Verner	TPX Steel Manufacturing	0001064F22	Floor 2
11	1/1/2003 7:25:57 AM	Alex Verner	TPX Steel Manufacturing	000118ADF4	Floor 1
12	1/1/2003 7:31:32 AM	Alex Verner	TPX Steel Manufacturing	00011341BC	Floor 3
13	1/1/2003 7:35:31 AM	Alex Verner	TPX Steel Manufacturing	00019695A1	Floor 2b
14	1/1/2003 7:36:41 AM	Alex Verner	TPX Steel Manufacturing	000196D033	Floor 4
15	1/1/2003 5:39:23 PM	Alex Verner	TPX Steel Manufacturing	000118CCBB	Main
17	1/1/2003 5:43:06 PM	Alex Verner	TPX Steel Manufacturing	0000CBE B01	Office 123
18	1/1/2003 5:43:55 PM	Alex Verner	TPX Steel Manufacturing	0000FAE 853	Office 45
19	1/1/2003 5:44:45 PM	Alex Verner	TPX Steel Manufacturing	000196C966	Office 335
20	1/1/2003 5:45:36 PM	Alex Verner	TPX Steel Manufacturing	000105B959	Floor 1b

3.5.3 Example Report - Report by Location

Report by Location				
Location	TPX Steel Manufacturing			
	McLoad Trail 4			
Trn #	DateTime	Person	Checkpoint	
4128	3/14/2003 1:02:16 A	Mark Tyler	000118CCBB	Main
4130	3/14/2003 1:05:00 A	Mark Tyler	0000CBEB01	Office 123
4131	3/14/2003 1:05:33 A	Mark Tyler	0000FAE 853	Office 45
4132	3/14/2003 1:06:21 A	Mark Tyler	000196C966	Office 335
4133	3/14/2003 1:07:07 A	Mark Tyler	000105B959	Floor 1b
4136	3/14/2003 1:10:45 A	Mark Tyler	0001064F22	Floor 2
4138	3/14/2003 1:14:18 A	Mark Tyler	000118ADF4	Floor 1
4139	3/14/2003 1:18:07 A	Mark Tyler	00011341BC	Floor 3
4140	3/14/2003 1:19:45 A	Mark Tyler	00019695A1	Floor 2b
4141	3/14/2003 1:20:59 A	Mark Tyler	000196D033	Floor 4
6100	5/5/2003 10:46:02 P	Mark Tyler	000118CCBB	Main
1	1/1/2003 7:06:28 AM	Alex Verner	000118CCBB	Main
3	1/1/2003 7:10:21 AM	Alex Verner	0000CBEB01	Office 123
4	1/1/2003 7:11:19 AM	Alex Verner	0000FAE 853	Office 45

3.5.4 Example Report - Report by Day

Report by Day				
Wednesday, January 01, 2003				
Trn #	DateTime	Person	Checkpoint	
Location	TPX Steel Manufacturing			
1	1/1/2003 7:06:28 AM	Alex Verner	000118CCBB	Main
3	1/1/2003 7:10:21 AM	Alex Verner	0000CBEB01	Office 123
4	1/1/2003 7:11:19 AM	Alex Verner	0000FAE 853	Office 45

3.5.5 Example Report – Exception Report

Checkpoint Exception Report by Date and Time

<i>Date Time</i>	<i>Route</i>	<i>Checkpoint</i>	
2163 2003-03-18-01-40-17	TPX Steel Manufacturing	0000CBEB01	Office 123
3274 2003-03-05-22-18-39	TPX Steel Manufacturing	0000FAE853	Office 45
3274 2003-03-05-22-18-39	TPX Steel Manufacturing	000196C966	Office 335
3274 2003-03-08-17-42-35	TPX Steel Manufacturing	00011341BC	Floor 3

3.5.6 How to access WatchMan Reports

1. Go to the *Reports Menu* and select the report to be reviewed.
 2. All reports can be filtered for a specific period of time by selecting a *Start Date* and an *End Date*. **Note:** To review all transactions saved in the application simply leave the date fields blank and click O.K.
 3. When entering a *Start Date* and *End Date* the date format used and displayed in forms and reports is YYYY/MM/DD (e.g. 2000/08/15).
 - The application also recognizes other date formats and transforms them into the standard date format. However, the date format is set by the computer system. To make sure the year-month-day settings are correctly transformed, it is recommended to use the application date format YYYY/MM/DD.
 4. When entering a period of time (e.g. 2000/08/01 to 2000/08/31):
 - Start Date is the first day of the selected period of time (2000/08/01).
 - End Date is the day after the last day of the selected period of time (2000/09/01).
- To learn more about application functionality - see chapter **Advanced Working with WatchMan Program** (e.g. Previewing and Printing)

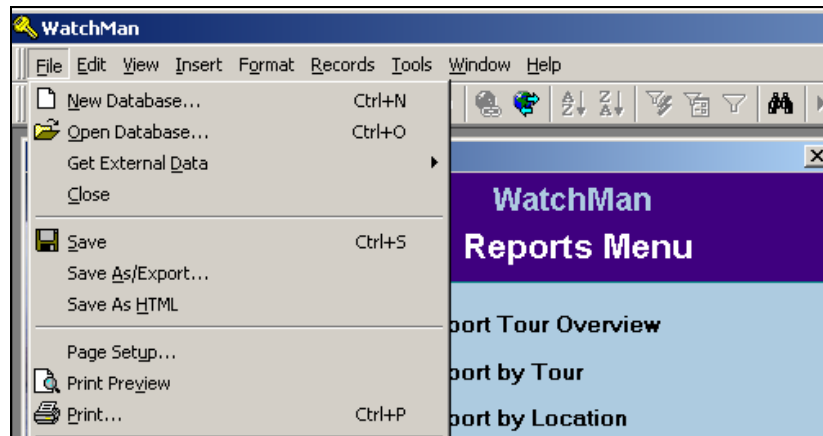
4 Advanced Working with the WatchMan Program

4.1 Consistent date format

The date format used in forms and reports is YYYY/MM/DD (e.g. 2000/08/15) however if using a date filter, (e.g. for work reports) the program recognizes and transforms other date formats into the standard date format.

- ❑ See also chapter "How to access WatchMan reports"

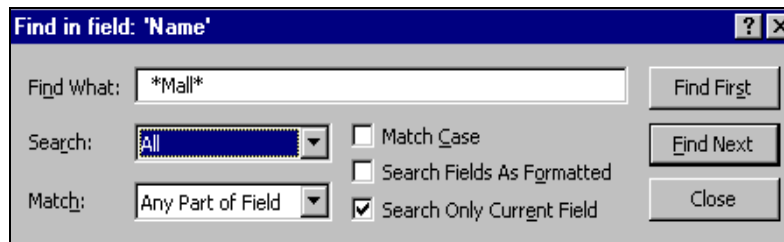
4.2 Program Menu Bar



The program contains several general commands, e.g. printing or adding new records that are easily accessible over the WatchMan Program Menu Bar. Click at the main menu bar and select from the drop-down of sub-menus (e.g. File or Records) the needed command.

4.3 Finding Information

To find information at any window, open the specific window and place the cursor on the field with the information to find. Then use the Find option by pressing *Ctrl-F* which will bring up the *Find* box.



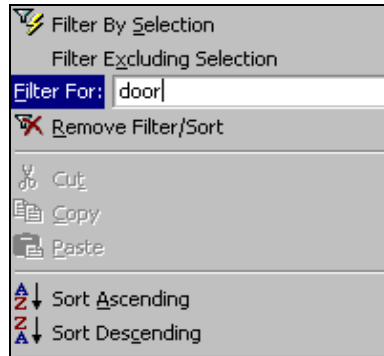
The *Find* option can also be found on the program menu bar (*Edit*).



1. In the *Find What* box, enter the search criteria.
2. Click the *Find First* button. If the information looked up is not the desired one, click the *Find Next* button to search another record that matches the criteria.
3. Click on the Close button to close the dialog box.

Note: To make the search criteria more flexible, an advanced technique, such as the *wildcard character* can be used. The wildcard is the “ * ” character and when used in the find search criteria, allows the computer to match any characters combined with the rest of the search criteria at the position represented by the “*”. The wildcard can be used before, after, or even in between other characters. (E.g. **Mall**)

4.4 Filtering Information





Filtering data presents only the information that corresponds to the filter (search) criteria. The *Filter Selection window* can be found by clicking the right-mouse-button on an application window field.

There are three options to filter the information: *Filter For*; *Filter-by-Selection* and *Filter-Excluding-Selection*.

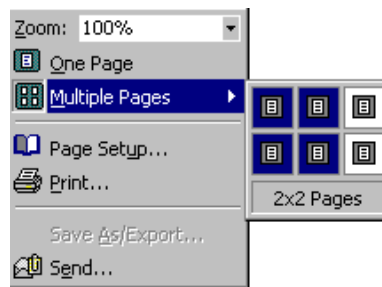
1. Choose the *Filter For* option to filter the application field for criteria typed in and press the *Enter* button of the keyboard. For selection checking use the navigation bar of the application window. For filter removal click with the right-mouse-button anywhere on the window and choose the *Remove Filter/Sort* option.
2. The *Filter-By-Selection* option allows a quick search for a criteria that is already shown in the application field. A right-mouse-click at the selected criteria opens the *Filter Selection* window. For filtering click at the *Filter-By-Selection* option. To check the selection use the navigation bar of the window. For filter removal click with the right-mouse-button anywhere on the window and choose the *Remove Filter/Sort* option.
3. The *Filter-Excluding-Selection* allows a quick search for a result that excludes a search criteria that is shown in the application field. Please follow the instructions as of *Filter-By-Selection* option.

4.5 Adding and Deleting records

To add a record click the *New Record* button of the navigator. The same button can be found in the program menu bar (*Insert*)  Its fields will be blank except for generated or calculated fields. Leaving a current record and moving to a new record will result in the current record being saved.

To remove a record go to *Delete Record* in the menu bar  and the record currently being viewed can be deleted.

4.6 Previewing and Printing of Reports



Reports currently viewed can be previewed before printing. The *Preview window* can be found in the program menu bar (*File*) or by clicking the right-mouse-button on the opened report.

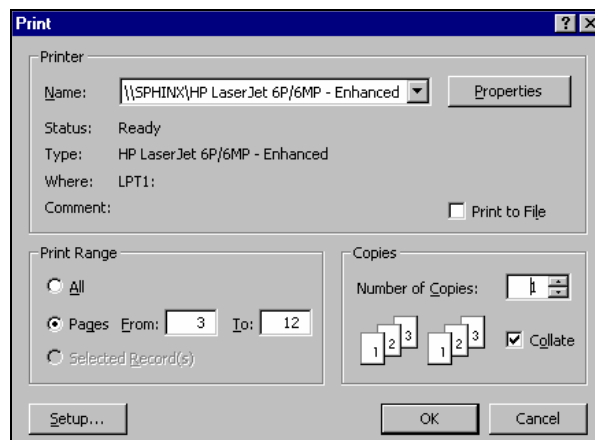
4.6.1 Reviewing of Reports

There are several possibilities to review the text and formatting of the selected report.

1. The *Zoom* option allows changing the displayed percentage of the shown report.
2. The *One Page* option allows the display of the report page as a whole page and shows each page as it will look if printed.
3. The *Multiple Pages* option allows the display of several report pages at the same time.

4.6.2 Printing of Reports

The *Print* window can be found in the program menu bar (*File*) or by clicking the right-mouse-button to open the *Preview* window (see chapter "**Previewing and Printing of Reports**").




There are different options to print reports.

1. To print all pages of the selected report - go to *Print Range* and click the radio button *All*.
2. To print more than one copy of the report at the same time - go to *Copies* and change the *Number of Copies* as needed.

- Note:** The *Collate* flag below the *Number of Copies* selection has to be set so that each document will be printed separately (begin to end). To print all copies of each page together clear the *Collate* flag box.

3. To print only a range of pages of the report - go to *Print Range* and specify the pages as needed.

4.7 Leaving the application

The WatchMan program can be closed with the Close button  in the upper right corner of the Title bar of the application.

5 Glossary

Program License Key	Activation transponder EID to activate the WatchMan program
Infrared Adapter	Infrared devices used by the WatchMan program to communicate with the Handheld Reader, e.g. SmartBeam or IR Mate
COM Port	Serial communication port of the computer, e.g. COM1
EID	Electronic Identification, e.g. a 10 digit transponder number
Transaction	One transponder EID recorded with time and date
Record	Location or person entry associated with a transponder EID
Transponder	Radio Frequency Identifications Device with a unique 10 character alphanumeric code.
Handheld Reader (LID 570/571)	The complete unit, which can read and display the transponder-code. As a standard feature, the reader can communicate with another device via a wireless infra red (IrDa) connection.
Date/Time stamp	The reader's date and time is added to the transponder code when it is saved in the reader memory.
IR mode or Comports Active mode	<p>In this mode the reader can communicate with another infrared device, like a laptop computer or the IR Mate infrared adapter.</p> <p>The reader can be put into the IR mode/Comports Active mode by pressing the trigger button twice in short succession. The LC display will show 'IR mode' or 'Comports Active' mode. The reader will exit when the trigger button is depressed once. It will automatically turn off if no communication has occurred after a certain length of time.</p>

6 Systems Requirements

WatchMan 1.4 is available for:

Software Requirements	Windows 95/98/Me/NT 4.0/2000/XP Access 97 or Access 2000/XP, either as part of MS Office or as a free runtime version
Hardware Requirements	100% IBM compatible computer, Pentium or better LID 570 Trovan Handheld Reader, Trovan RFID Transponders Infrared Adapter, e.g. <i>Belkin SmartBeam</i> or <i>IR-Mate</i>

7 Troubleshooting

Reader cannot read or be set in IR Mode or Comports Active	Check battery - insert or exchange reader batteries. Press the reader button twice quickly – the display should show “IR Mode” (LID 570) or “Comports Active” (LID 571)
Program cannot establish Reader – Infrared Adapter communication	Check computer for other programs that use the serial port of the computer (e.g. Palm Pilot HotSync). Disable or close the other program and try again.
Program cannot import transactions from reader "Unknown reader status"	Check that there is no other infrared port in range, e.g. the built-in port of a notebook or a Palm Pilot. Other infrared devices can interfere with the communication.
Infrared adapter setup	Do not install Windows drivers for the Infrared Adapter. Simply connect the infrared adapter to the serial port of the computer. WatchMan will initialize the port for Infrared transmission.
Installation program does not start or fails.	Please contact the HiQSoft Technical Support
Installation of a new version of the WatchMan program	Before a new installation back up the data (WatchMan_Data.mdb) of the current program version.

8 Product and Technical Support

More information and technical support for the WatchMan program are available.

Product Information, Sales and Technical Support

<http://www.hiqsoft.com/WatchMan>

E-Mail: watchman@hiqsoft.com

Phone: +780 414-6420

Fax: +780 414-6421