



TITAN

Tecom Integrated Total Alarm Network

Version 1.06

Extra features

User's Guide

Tecom Systems
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About this manual

This manual covers the extra features of TITAN V1.06. Read this manual to quickly find the information you need, and to program the new features step by step. Your reward is a quicker learning curve.

Note for new users: If you are a new user of TITAN, please read the Operator's Guide to Version 1.05.first.

This manual contains:

- A preface.
- A table of contents.
- Licensing information.
- Basic installation notes.
- An overview a step by step guide for each new feature.
- Limited details about the new features running behind the scenes to improve TITAN's performance and your productivity.
- Information about the optional Advanced User Search module.

How to use the manual:

This manual is arranged by function, i.e., TITANs' new features for working with users and cards are in the section "Working with users and cards."

Go to the start of each section to find the feature you need. Read about what the feature does in the overview sections. Then learn how to program it using the step by step instructions.

A few new main features, such as **IUM card support** and **Bulk save**, give you several possible (and powerful) ways to use the feature.

Before you start you'll need to:

- Have backed up you TITAN database and installed TITAN V1.06.
- Understand how to use TITAN V1.0.5 menus and features.
- Understand how to use Microsoft Windows.

This manual does not include :

- Instructions on how to use other TITAN features.
- Information on how to use Windows.

Preface

Thank you for using TITAN for your security and access control needs.

This version of TITAN has 11 major improvements. Many were suggested by users of TITAN V1.0.5. Some of these improvements, e.g., the bulk save feature, are major product advances.

We would like to take this opportunity to thank our customers for their feedback in making TITAN more useful, more user friendly, and faster at processing data. These improvements help us to keep TITAN as one of the leading access and security software management products in the Asia Pacific market.

We look forward to hearing from you about more improvements you'd like us to consider.

We'd also like to ask you a favour: please take the time to read the manual. Your reward is a quicker learning curve.

Please accept our personal best wishes on selecting TITAN. The staff and I at Tecom genuinely appreciate your support.

Dean Reilly
General Manager
SLC Technologies (Australia)
Trading as Tecom Systems

License Agreement

- When you install TITAN you agree to abide by the rules and regulations set out in this document. Installation should be completed by your supplier and the TITAN Registration Card should be filled out by the registered operator and mailed or faxed to Tecom Systems.
- Use of a licensed copy of TITAN by any person or business other than the licensee, is prohibited and a violation of international copyright laws.
- Each licensed operator of TITAN is entitled to use TITAN on no more than one (1) personal computer.
- If TITAN is installed on a computer network, each TITAN operator on that network requires their own license.
- Licensing brings the legal right to continue using TITAN. You will receive a Log In Name and Password from your supplier that allows full use of the TITAN Software.
- The TITAN License is nontransferable without express permission of Tecom Systems. Any attempt to share or transfer TITAN Licenses or CD-ROMs without consent of Tecom Systems shall be a violation of this agreement and will void your license to use TITAN.

Disclaimer of Warranties

- Tecom Systems does not warrant that TITAN software will meet your requirements or that the operation of the software will be uninterrupted or error free. Nor do we offer any Warranties or Guarantees of any kind. You are free to use TITAN in any way you see fit.
- Tecom Systems is not responsible for any problems or damage caused by the software or that may result from using the software; whether licensed or not. This includes, but is not limited to, computer hardware, computer software, operating systems, and any computer or computing accessories. End user agrees to hold Tecom Systems and/or any persons associated with the creation of this software harmless for any problems arising from the use of the software.
- We have made every effort to make this software product as efficient and accurate as possible.

Obtaining Updates

- From time to time, updates are made available for operators of TITAN. If you have purchased a copy of TITAN, then any **updates are available free** of charge if you can download them.
- To install an update, you simply run the installation normally and install the program in the same location as the previous version. It will find your data and registration automatically. We do, however, recommend you backup your databases and save them to a different folder before attempting to install any updates.
- On the Internet, **updates** can be found and downloaded from our web site at www.tecom.com.au

Contacting Technical Support or Sales

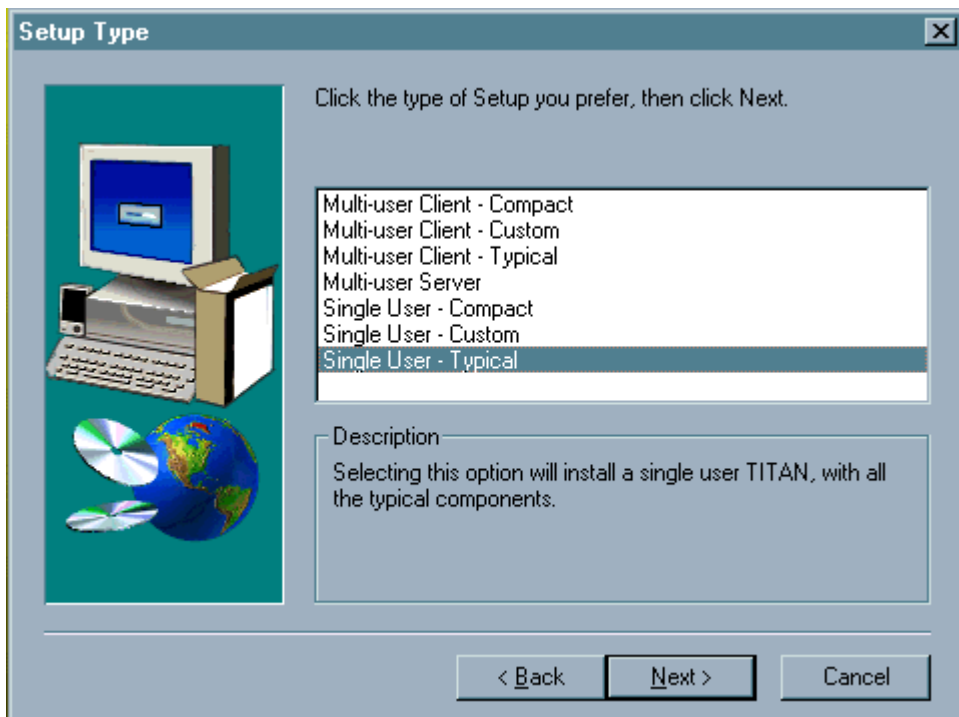
- Most operators can obtain the Technical Support or Sales information they need by using the Tecom Systems Web site at www.tecom.com.au. A full online knowledge base with answers to most questions can be found there.
- If the answer you need cannot be found, you can contact Tecom's Technical Support department for more information.
- Technical Support office hours are 9:00 to 5:30 Australian Eastern Standard Time, Monday through Friday. If a priority response is necessary, it is always best to call rather than email. The telephone number is +61 3 9259 4700.
- If you decide to email Technical Support, be sure to indicate which version of TITAN you are using and what version of Windows you are using, in addition to supplying information about your problem and/or question. The email address is support@tecom.com.au.
- For Sales Information, you can visit our web site at www.tecom.com.au, email sales@tecom.com.au or call +61 3 9259 4700 and ask to speak with one of our sales representatives.
- Microsoft and Windows are trademarks of Microsoft Corporation, USA
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- All other product and company names may be trademarks of their respective companies.

Two tips for installing TITAN version 1.06

We have not included detailed instructions for the installation, as the installation is run by the auto-start CD ROM.

We recommend you:

- **Backup** your TITAN database. (I.e., save a copy to a computer or storage device separate to the machine you are working with. This is a simple, but important safeguard against accidentally deleting or changing the wrong files when using some of the features for the first time e.g., the bulk save feature.
- Use the **Typical** setup option for your type of installation. In this case a Single User version is being installed.



TITAN V1.06 extra features list

Working with users and records

- Bulk saving records
- Browsing and finding users by last name by first name
- Viewing user pin codes
- In-group reporting

Working with users and cards

- IUM card support:
 - Adding new cards/users to a system when you know the card format
 - Setting up cards when you don't know the card format
 - Adding a second set of user cards with a different site or facility code (FC)
- IUM teach facility:
 - Collecting raw card data with the IUM teach device

Behind the scenes enhancements

- TS0870P as In-process COM
- Password/pin code encryption
- Pseudo priority command queuing
- Threaded/queued COM server connection
- Extra com port options 1-16

Optional Advanced User Search module

- Advanced User Search module.

Working with user records

Overview

- This section details four new features to help you work more quickly and easily with user records.
- Some of the features will save you great deal of time. **Example:** One way to use the **Bulk save** feature is to create a default template user record, and create as many new records from it as you wish. Also, if you have the Advanced User Search feature installed, (see optional Advanced User Search feature module on page 25) you can build a set of search of results, e.g.; users with cards, change or add some new information, and then apply a bulk save to this group of records only.

The features in this section are:

Feature	See page
Bulk saving records	13-15
Browse users by last name	16-17
View user pin codes	18
In Groups reporting	19

Saving bulk records

Overview — What is a bulk save?

The bulk save feature:

- Allows you to save changes to fields for a user or input, and apply the change to all or some records. Thus, it saves you writing your changes to individual records when you want the change to apply to more than one record. **Example:** You assign a door group to user number one, and by bulk saving, you can apply the door group to users from 1-1000 without having to add the door group to each user's details individually.
- Allows you to create bulk new records quickly. **Example:** You want to create a default user template to create multiple new “like” records.

The three sections of the “Bulk save” screen

Save:

— **Only modified field values.** Saves only the modified fields to records you select. **Example:** A new door group can be saved to all your records.

— **All field values.** Saves all details in the record you are working on, to all the records you select. **Note:** This can also be used to blank a whole range of records.

Apply to:

— **All records in the current set.** Save the changes to all the records in the current set of user details. **Note:** The current set can be a product of an advanced user search.

Example: You restrict the search to users with cards, make a change to one of the fields, and then save the change to just that set.

— **Range of records in current set.** Save the modifications to a range of records you select.

Create new records:

Creates new records in a range you select, based on the record you are working on, if they don't already exist.

User Details : No. 603 (Fred Signat...)

Save

☒ Only modified field values

☐ All field values

Apply to

☒ All records in current set

☐ Range of records in current set

From To

☐ Create new records

Cancel Apply Close

Saving bulk records cont'd

Overview

Saving bulk records is a three stage process. Each stage is carried out in the bulk save screen shown on the last page. The three stages are:

- 1) In the **Save** section, decide if you want to save just the fields you've changed in the record you're working on to other records, or, if you want to save all the fields in the record you're working on to other records.
- 2) In the **Apply** section, decide which records to save. All or a range?
- 3) At the bottom of the screen decide if you want to create new records and how many.

Steps 1-8 below explain stage one to three.

How to bulk save a record

Procedure:

Step 1: From the main menu, select **Users > Users**.

Step 2: Make the changes to the users in the **User details**.

Step 3: Select the **Bulk save** button 

Result: TITAN's database now accepts bulk save modifications to some or all fields and records. You can also create new records.

Step 4: Decide **which** fields you want to save, and select the option you need.

The table describes the options for bulk saving field values:

If you want to...	then select...
Save only the information fields you've modified in User details	"Only modified field values"
Save all field values, including modified fields in User details	"All field values"

Saving bulk records cont'd


Step 5: Decide if you want to save **all** or just a **range** of records.

This table describes the two options for saving modifications to records:

If you want to save...	then select...
modifications to all records	"All records in current set"
modifications to a range of records	"Range of records in current set", and key in the range you want to save to.

Step 6: Decide if you want to create new records.

Step 7: If you do, select the **Create new record** field, and key in the first number of the range of your new records, as well as the very last number of the new records. TITAN will fill in the gaps. **If you don't need new records, skip this step, and go to step 8.**



The screenshot shows a section of the software interface with a light green background. It contains two input fields: 'From' with the value '1' and 'To' with the value '5'. Below these fields is a checkbox labeled 'Create new records', which is checked. The entire section is enclosed in a thin border.

Note: In this example you could also start the first record at record two or three or four. The new records begin at the number you key in the **From** field.

Step 8: Select **Apply**.

Result: You'll be asked if you want to continue. A screen will appear in which you can stop the save process after it starts.

Other menu options in the bulk save screen:

- **Cancel:** Stops the process once its started. Only unprocessed records are left in their original form. Records already processed are unrecoverable, unless you have a backup copy of the database.
- **Close:** Leave the screen.

Browse and find users by their last name

Overview

Browsing users by last name allows you to look at the list of the user's last names alphabetically, or search for a user using their last name. There are two ways to use this feature.

- **Method 1** is a simple browse from one user record to the next, with the records sorted alphabetically by last name in the **User details** screen.
- **Method 2** is a more advanced browse, and allows you to 1) see the entire user list in last name order and 2) use the **Find** user feature.

Browsing and finding user records by their last name

There are two methods:

Method 1 is a simple browse, from one user details screen to the next.

Method 2 allows you to go directly to a user's records using **Find**.

Method 1: Browse users' last names, record by record

Procedure

Step 1: From the main menu , select **Users > Users**.



Step 2: Select **Browse last name** from the drop down menu.

Result: The last names of the records in the **User details** screen are listed in alphabetically.

Step 3: Select an arrow button to move forward or backward through the records.

Result: The next or prior user's record screen appears.

Browse and find users by last name cont'd

Method 2: Find (search for) a user's last name

Introduction:


The **Find** feature in the **Search** screen, allows you search for last names in the user list.

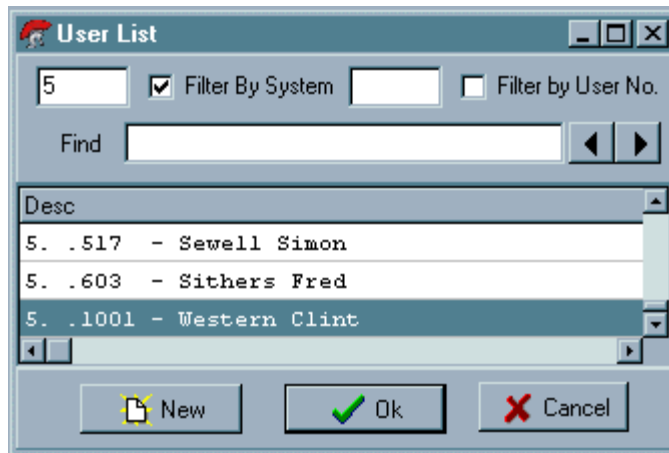
Procedure:

Step 1: From the main menu, select **Users > Users**.

Step 2: Select **Browse last name** in the drop down menu.

Result: Records are listed in alphabetical order by last name.

Step 3: Select the **Search** button  to display the user's last names alphabetically.



Step 4: Key in the last name you're looking for, in the **Find** dialogue box.

Tip: Type in the first letter of the last name instead of the whole name.

Other options on this screen:

- You can also create a **new user details record** from this screen, by selecting the “new record” button at the bottom left of the screen.
- **Filter by system** and **Filter by user number** allow you to filter your search even further.

Enabling other operators to view user pin codes

Overview

In the TITAN V1.0.5, only one person, the “Tecom Master” had the security privilege to view the user pin codes displayed in the “User Details” screen.

Pin Code	329236
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Now other system operators can view the user pin codes, but only after the **View user pin codes** setting has been switched on by the Tecom Master.

Enabling other operators to “View user pin codes”

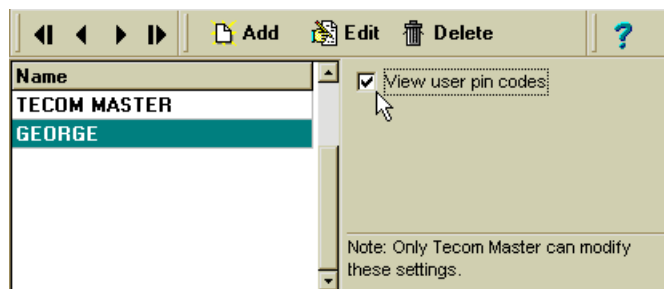
Before you start:

The “Tecom Master” is the only operator who can enable others to view user pin codes.

Procedure:

Step 1: From the main menu, select **Admin > Security**

Step 2: In the Security menu select a user to whom you wish to assign the right to view user pin codes. In this example it's George.



Step 3: Select the field **View user pin codes**.

Step 4: Exit the Security menu screen.

Result: Your operator can now view the user pin codes.

Finding users in groups with “In Groups” reporting

Overview

In Groups reporting allows you to:

- Look at different door, floor or lift groups and see which users belong to each group. **Example:** An operator needs to find the users belonging to door group 2, which contains door 17, “Vault”.
- Print reports of users in the group, and preview the report before printing.

Checking who has access to a door, floor or lift group.

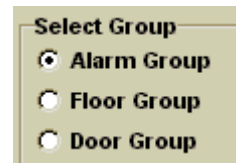
Procedure:

Step 1: From the main menu select > **Reports** > **Users** > **In Group**

Step 2: In the **User Group Report** screen, select the group you want to check users in, e.g., Alarm group

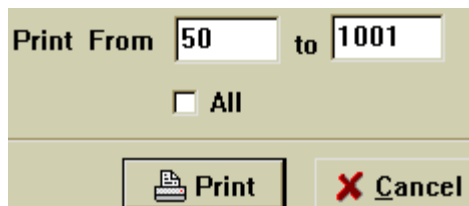
Step 3: To print a report list of the user records for a group:

- 1) Select the user group, (one mouse click),
- 2) Key in the range of user records from the group you wish to print in the **Print from** and **Print to** field, or select **All**.

A small dialog box titled "Select Group" with a light beige background. It contains three radio button options: "Alarm Group" (which is selected), "Floor Group", and "Door Group".

Result: A report preview is produced for the users in the group you selected. Make sure **Print preview** is selected. (**File** > **User preferences**.)

Step 4: Select the **Print** button.

A dialog box for specifying a range of user records. It has a light beige background. At the top, it says "Print From" followed by a text box containing "50", then "to" followed by a text box containing "1001". Below this is a checkbox labeled "All". At the bottom, there are two buttons: "Print" with a printer icon and "Cancel" with a red X icon.

Working with user cards

Overview

This section details the new features to work with user cards, **IUM card support** and **IUM teach facility**

The two extra features:

- Increase the number of card formats TITAN can read from two to four
- Make the collection of raw card data easy.
- Make the addition of new cards/users to a system easy, even if you don't know the card format.
- Allow you to add a second set cards with a different site code to a site, without overlapping the user numbers.

The new features are as follows:

Feature	Page
Adding new cards/users to a system when you know the card format	21
Setting up cards when you don't know the card format	22
Adding a second set of user cards with a different site code (FC)	23
Collecting raw card data with the IUM teach device	24

Intelligent User Module (IUM) card support

Overview

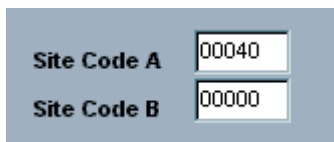
- Allows TITAN to read two new card formats, “26 bit Wiegand” and “34 bit Hughes”. This is in addition to “27-bit Tecom ASP” and “user defined.”
- Allows you to assign a specific card format to each Challenger.
- Creates default raw card data in the correct format for new users.
- Automatically adjusts raw card data for changes to a user’s card number or site code — and vice versa.
- Allows you to check the card format a Challenger is using.

Adding new cards/users to a system when you do know the card format

Procedure:

Step 1: From the main menu select **Challenger > System options > System options > System options part 3**

Step 2: Enter the site code of the new cards/users in the **Site Code A** field.



A screenshot of a software interface showing two input fields. The top field is labeled 'Site Code A' and contains the text '00040'. The bottom field is labeled 'Site Code B' and contains the text '00000'. The fields are set against a light blue background.

Step 3: From the main menu select **Admin > Challenger > Options** and select the card format.

Step 4: Select the **Save** button. 

Step 5: From the main menu, select **User > User**.

Step 6: Key in the data for the new cards/users in the **User details** screen.

Step 7: Decide how to save the record i.e., if you want save one card, select the **save** button, if you want to bulk save cards/users, select the **bulk save** button.

IUM card support cont'd

Adding new cards/users when you don't know the card format

Overview

Sometimes the system won't recognise the format of a badged card. This option allows you to collect the raw card data from the card after it's been badged.

You can also assign one or more Challengers to work with the new format.

Procedure:

Step 1: Repeat the **steps 1 to 3** on page 23

Step 2: Select **User defined** in the **IUM format** field.

Step 3: Badge a card with the unknown format on a reader.

Result: An "unknown card event" will appear in the **Live event log**.

Step 4: From the main menu, select **History > Live event log**

Right mouse click on the event in the event history log with the raw card data (the card signature), and select **Copy**

Result: The raw card data is copied to memory.

Step 5: From the main menu, select **User > User > Card issue**

Right click on **raw card data** field for the Challenger you wish to use the cards with, and select **Paste**.

Result: The raw card data for the unknown card is inserted.

Note: If you want to select more than one Challenger, hold down the control key and select the challengers you need.

Step 6: Save the change, and the new information is recorded by the IUM.

Result: The card can be used by the Challenger on the door group you assigned.

IUM card support cont'd

Adding a second set of user cards with a different site code (FC)

Example:

You buy a second set of user cards for a site, (100 new cards). The new cards have a site code (FC) 90, but the original site code (FC) is 40. As the site codes (FC) are different, you now have two sets of cards with users from one to 100 — unusable. **Follow the steps below** to give the second set of cards user IDs, for users 101 onwards.

Procedure:

Step 1: Key in the second site code in site code field “B”, in this case 90

Site Code A	<input type="text" value="00040"/>	Offset A	<input type="text" value="0"/>
Site Code B	<input type="text" value="00090"/>	Offset B	<input type="text" value="50"/>

Step 2: Enter the difference between the two site code numbers FC, in this case the difference is 50, in the **Offset B** field.

Result: TITAN gives the second set of cards new user numbers, 101 to 200.

Collecting raw card data with the “IUM teach device”

Overview

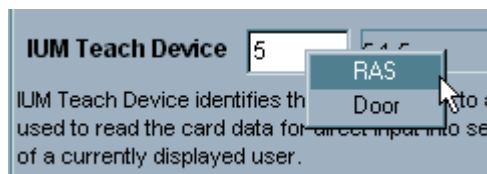
The IUM teach device allows you to collect raw card data **from cards with a known or unknown format**, simply by badging the card at a RAS/door you choose. This method is much faster than cutting the raw card data from the history file, and pasting into the “card issue” screen’s raw card data field.

Note: You’ll need to have an Intelligent User Module installed to use this feature.

Collecting raw card data with the IUM teach device

Procedure:

Step 1: From the main menu select **Admin > Challenger > Options**.



Step 2: In the **IUM Teach Device** field, key in the number of the RAS/door you want to use to extract the raw card data from the card. You can also right-click the mouse and select from the RAS or door list. (Diagram above.)

Step 3: In the IUM format field, select the card format if you know it. Select **User defined** if you do not know the card format.

Step 4: From the main menu bar, select **Users > Users > Card issue**.

Step 5: In the **Card issue** screen, select the Challenger which controls the RAS/ door.

Note: You can also select multiple Challengers.

Step 6: Select the **IUM teach button**  on the right hand side.

Step 7: Badge the card on the RAS/door.

Result: The raw card data appears in the raw card data field on the **Card issue** screen. If the card is already assigned, a warning message will appear.

Step 8: Select **Save** to save the information. 

Other enhancements

Overview

In response to your feedback, we've also made a range of behind-the-scenes improvements to TITAN. There's no programming required.

List of improvements:

- **Password pin code encryption.** Operator and user pin codes are now encrypted and stored in the database. Existing TITAN V1.0.5 operator passwords and user pin codes will be encrypted.
- **Pseudo command priority queuing.** Five different command priorities have been set up in TITAN. This ensures control commands are performed before upload/download commands. E.g., commands to open fire exit doors are processed before upload/download commands.
- **Threaded Queued COM client/server connection.** This improves response time speeds, especially where there's high database activity.
Example: Report creation and history searching. Also, the server is freer to service other clients. The server also avoids being blocked if the client is blocked.
- **TS0870P as In-process COM.** The TS0870P com.dll is implemented as a COM based, in-process DLL. The card programmer software in TITAN now communicates more easily with other programming languages.
- **Extra port options.** Number of ports increased from 4 to from 16.

Optional Advanced User Search module

Advanced User Search — TS9009

The Advanced User Search tool allows you to search for users with complex search queries, using TITAN's data fields. In a user friendly interface, you construct the query from a list of data fields. Multiple conditions and queries can be used to help you narrow down the results of your search even further. (**Note:** If you have TITAN Photo ID, you already have this feature.)

- Search results are printable.
- Reports can also be saved to the hard drive.

For more information:

Call sales +61 3 9259 4700 or email sales@tecom.com.au for pricing information.