



2900™

Photo ID System v2.4

QuickStart Guide

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Print your License Number here for easy reference.

You will need your License Number for technical support. Your License Number can be found inside the software CD jewel case.

Table of Contents

- 1 Introduction and Installation.....5**
- 1.1 OVERVIEW AND FEATURES.....5
- 1.2 DOCUMENTATION.....5
- 1.3 HARDWARE INSTALLATION.....6
- 1.4 SOFTWARE INSTALLATION.....6
- 1.4.1 New Installation.....6
- 1.4.1.1 Complete Install.....7
- 1.4.2 Upgrade from Avery® Photo ID System Express 1.x / 2.x.....9
- 2 Getting Started.....10**
- 2.1 LAUNCH THE APPLICATION.....10
- 2.2 FIRST RUN.....10
- 2.3 USE THE DEFAULT VISITOR SETTINGS.....11
- 2.4 USE THE DEFAULT ATTENDANT SETTINGS.....11
- 3 Common Visitor Tasks.....12**
- 3.1 SIGN-IN ONLY MODE.....12
- 3.2 SCAN ONLY MODE.....13
- 3.3 FULL VISITOR MODE.....13
- 4 Common Attendant Tasks.....14**
- 4.1 CREATE A BADGE.....14
- 4.2 SCAN A BADGE.....15
- 4.3 PRE-ENROLLING VISITORS.....15
- 4.4 SIGN-OUT.....17
- 5 Special Features.....18**
- 5.1 PERSONALIZE THE AVERY® PHOTO ID SYSTEM.....18
- 5.2 REPORTING.....19
- 5.2.1 Standard Reports.....19
- 5.2.2 Create a Report.....20
- 5.2.3 Emergency Report.....20
- 5.3 MAINTENANCE.....21
- 5.4 NEW AVERY PHOTO ID MEDIA SUPPORT.....21
- 6 Tips for Best Results.....22**

- 6.1 OPTIMIZE HARDWARE SET-UP.....22
- 6.2 IMPROVE PHOTO QUALITY.....22
- 6.3 ADJUST BADGE PRINT SPEED.....23
- 6.4 DECREASE WAIT TIME.....24
- 7 Getting Help.....25**
- 7.1 REGISTRATION.....25
- 7.2 CONSUMER SUPPORT.....25
- 7.3 SOFTWARE SUPPORT.....25
- 8 End User License Agreement.....28** Avery® Photo ID System QuickStart Guide 4 5



Summary of New Features in Express 2.4

The Avery® Photo ID Express Software version 2.4 provides the following new features:

- ⌚ Data Backup Functionality – The user has the ability to easily backup and restore data.
- ⌚ Visitor Modes – Enhanced visitor modes include a simplified scan in / scan out process and a **Scan Only Mode**.
- ⌚ Delete Records – The user can delete records, resulting in accurate reports and search functionality.
- ⌚ Upgrades – Existing installations of Avery® Photo ID Express 1.0, Express 1.1 (NA), Express 2.0, Express 2.2 and Express 2.3, can be easily upgraded to Avery® Photo ID Express 2.4 without any loss of badge and visitor data.

1 Introduction and Installation

1.1 Overview and Features

The Avery® Photo ID system combines ease-of-use and flexibility in a powerful visitor management solution. Avery® Photo ID badges can be quickly created, printed, and tracked for individuals and groups of visitors. The system can be used by attendants or by visitors themselves.

Features include:

- ⌚ Color Avery® Photo ID Badges - The system produces superior color or black and white photo IDs with over 100 customizable badge designs. Fold and clip badges, Fold and hang badges, Access control card labels are available in addition to self-adhesive label, card or laminated badges. Choices include both convention and business card sizes.
- ⌚ Digital Logging and Reporting - The application captures, stores and retrieves visitor records including photos. Reports on visitor profiles and visitor activity (daily, weekly and monthly) can be easily created and updated from the database.
- ⌚ Easy to Use - The Avery® Photo ID System was designed and tested for ease of use and fast visitor sign-in and sign-out. The system remembers returning visitors with quick look-up feature, allowing rapid sign-in. Visitor information can also be captured using a card reader for fast visitor sign-in.
- ⌚ Emergency Reporting - Reports can be generated immediately to identify pending visitor sign-outs.
- ⌚ Network Capable - Multiple systems can be networked to manage several entrances, exits and sites.

1.2 Documentation

In addition to this QuickStart Guide, a full User Guide is available in Adobe® Acrobat® PDF format on the included CD-ROM. The User Guide contains all the information in this guide and much more. To access the User Guide, insert the CD in the CD-ROM drive, navigate to the **Documentation** directory and double-click **UserGuide.pdf**. Avery® Photo ID System QuickStart Guide Chapter 1 Introduction and Installation



1.3 Hardware Installation

The hardware installation process is largely dependent on the peripherals (digital cameras, printers, card readers and scanners) available. Follow the installation instructions supplied with your hardware. However, for the printer, the following settings are highly recommended, if available:

Note: Printer Settings are available through your printer's preferences menu. For information on how to set your print preferences, reference your printer's manual. Incorrect settings may cause unexpected results.

- ⌚ Set print quality to medium (often called **Text & Images**). Higher print quality produces more attractive badges, but may take longer to print.
- ⌚ Set the paper quality to **photo quality ink jet**.
- ⌚ Set the paper dimensions to **User Defined**. Name the custom paper **Avery® 4x6**. The width should be **400** and the height **600**. Units should be **0.01 inches** if available.
- ⌚ Set orientation to **portrait**.
- ⌚ Turn **off** any printer notification messages.

1.4 Software Installation

The Avery® Photo ID System installer is built to support easy installation. If the Avery® Photo ID System installer detects a previous version installation of the Avery® Photo ID System, you will be prompted to upgrade to Avery® Photo ID System Express 2.4.

1.4.1 New Installation

The suggested defaults are recommended, but may be changed if dictated by information technology (IT) personnel. Please have a valid License Number ready for use (located on the software CD jewel case) and ensure that all hardware is already installed.

Note: Windows administrator or equivalent access is required to perform the following steps.

The software can be installed with just the server, just the client or both (complete). The server software refers to the database where badge designs and user accounts are stored. The client software refers to the visual interface where visitors are signed in and out. You must have at least one server and at least one client installed to use the system. You may also have several client installations connected to a single server.

The following list describes the options you have to install the Avery® Photo ID System.

Complete Installation

This is the default set-up and installs a single client and server on this computer. Use it if you plan to use only a single station or plan to connect other clients to this station's server. This is also known as a stand-alone installation.

Custom: Server Only Installation

This installs only the server software. If you have a data center, plan to have multiple networked stations or wish to improve security by running the server software and client software on separate systems, use this installation procedure. Refer to Chapter 2.3.3.2 in the User Guide.

Custom: Client Only Installation

This installs only the client software for connection to an existing server. Use this method if your site already has a central server or you need to add a station to an existing complete system. Refer to Chapter 2.3.3.3 in the User Guide.

1.4.1.1 Complete Install

The **Complete Install** is the simplest deployment for operating the Avery® Photo ID System. Use **Complete Install** if you need only a single station or don't plan on networking multiple stations together. No network connection is required.

6 7 Avery® Photo ID System QuickStart Guide Chapter 1 Introduction and Installation



1. Insert the Avery® Photo ID System CD into the CD-ROM drive. The installer process should begin automatically. If not, use Windows Explorer to navigate to the CD-ROM drive and double-click **Start.exe**.
2. The **Preparing to Install** dialog box appears. Click **Next** to continue.
3. Select **Licensed Copy** on the **Select the Installation Type** screen. Click **Next** to continue.
4. The license agreement appears. Please read carefully and click **Yes**, if you accept the terms and conditions.
Note: You must accept the license agreement to use the Avery® Photo ID System.
5. Select the **Complete** installation option.
6. Select the installation directory you prefer. The default installation path is **C:\Program Files\Photo ID System**. Unless you need to install in another location, the default settings are recommended. Click **Next**.
7. Select a program folder and click **Next**. The default is **Avery® Photo ID System**.
8. For a licensed copy, you are prompted for the License Number. Enter the Avery® Photo ID System License Number provided with the product. A valid License Number must be entered to continue. Click **Next** to continue.
9. Review all of your installation settings carefully. Click **Next** to begin full installation.
10. The installation may require several minutes to complete.
11. Upon completion, please view the **README** file. It contains release notes, additional product information and other important material. Click **Finish** when complete.
12. The system does not require rebooting and can be used immediately!
Note: You can still connect remote stations to a **Complete Install**. You only need to install the client on the additional stations. Refer to the instructions in Chapter 2.3.3.3 of the User Guide for instructions on how to add a client station.

1.4.2 Upgrade from Avery® Photo ID System Express 1.x / 2.x

Any previous installation of Avery® Photo ID System Express 1.0, Express 1.1 (NA), Express 2.0, Express 2.2, and Express 2.3, will be upgraded to Avery® Photo ID System Express 2.4. All existing badge and visitor information will be maintained.

Note: Windows administrator or equivalent access is required to perform the following steps.

All previous installation settings will be retained during upgrade. The installer will upgrade the previous Complete Installation, Server only or Client only installation.

Note: If a Server installation has been upgraded then it is necessary to upgrade all Client installations, which connect to it or the Avery® Photo ID System will not function correctly. Similarly, if a Client installation has been upgraded then the Server installation it connects to must also be upgraded.

1. Go to **photoid.avery.com** and click **Support Center**. Click **Software Support** under **Photo ID Software**. Click **1.0, 2.0, 2.2 and 2.3 users update to v2.4 now!** Click **Download Now**. A pop-up window will appear. Click **Run** to run the file or **Save** to save the file. If you run the file, the installer process should begin automatically.
2. The Photo ID System screen is displayed. Click **Install** to install the Photo ID System
3. A pop-up window is displayed informing the user that the existing Avery® Photo ID System will be upgraded. Click **Yes** to continue.
4. The **Preparing to Install** dialog box appears. Click **Next** to continue.
5. The **Resuming the InstallShield Wizard** dialog box appears. Click **Next** to continue.
6. The installation may require several minutes to complete. Click **Finish** when complete.
7. The system does not require rebooting and can be used immediately!



2 Getting Started

2.1 Launch the Application

To launch the Avery® Photo ID System, double-click the icon on the desktop. If this is the first time the application has been launched, the first run sequence will execute. Otherwise, enter your **username** and **password** (set and provided by an administrator) and click **Log-In**.

2.2 First Run

The first time the application is run, an administrator account must be created. Ensure that the **username** and **password** are secure, recorded and not easily compromised.

Procedure:

1. Double-click the **Photo ID System** icon to run the application. The **First Run** screen appears.
2. Fill in the set-up information for the administrator account. Provide a **username** and **password**, then re-enter the **password** to confirm. This account will allow full access to the Avery® Photo ID System so be sure to avoid easily guessed passwords. *Note: Make certain this information is stored in a safe place and cannot be lost. If lost, all system settings, badge designs, and visitor data will also be lost and the application must be completely reinstalled.*
3. Add your organization's name and select the station name. Using a unique name for each station (i.e., **Front Lobby 1**) is highly recommended.
4. Click **Launch Settings** to allow the application to access the Web camera. Select **Allow** and check **Remember**, then click **Close**.
5. Click **Done** when finished. The data is saved and the application is ready for use.

2.3 Use the Default Visitor Settings

The Avery® Photo ID System can be used immediately in the **Visitor** mode, with no customization needed. Simply follow the steps below and the on-screen instructions.

Procedure:

1. Double-click the **Photo ID System** icon to run the application. The **Log In** screen appears.

2. Log-in as an administrator or attendant, if you have created an attendant account. The **Station** mode screen appears. Click **Visitor**. The **Select Station Mode** screen appears.
3. A visitor badge can now be created and printed following the on-screen steps. For further reference, refer to Chapter 6 in the User Guide.
4. To leave the **Visitor** mode, click the lock icon at the bottom right of the screen. Enter an administrator or attendant **username** and **password**, then click the check-box icon. Click **Exit**.

2.4 Use the Default Attendant Settings

The Avery® Photo ID System's default attendant settings enable the system to be used with no customization needed.

Procedure:

1. Double-click the **Photo ID System** icon to run the application. The **Log In** screen appears.
 2. Log-in as an attendant. The **Station** mode screen appears. Click **Attendant**. The **Create A Badge** screen appears.
 3. The default badge design is a single day badge, with a photo. To change this, select a different badge from the drop-down list box. The badge is previewed to the right. Follow the on-screen steps to create and print a badge. For further reference, refer to Chapter 5 in the User Guide.
 4. To exit the **Attendant** mode, click **Main Screen** at the top right of the screen.
- Avery® Photo ID System QuickStart Guide Chapter 3 Common Visitor Tasks



3 Common Visitor Tasks

When the Avery® Photo ID System is in the **Visitor** mode, visitors can enter their own information (**Sign-In Only Mode**), scan in or scan out on their own (**Scan Only Mode**), or go into **Full Visitor Mode**. If possible, the visitor should return the badge to the attendant when signing out.

3.1 Sign-In Only Mode

Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Visitor**. The **Choose a Visitor Mode** screen appears. Choose **Sign-in Only** mode. The **Welcome** screen appears.
2. The visitor selects **Click Here to Sign In**. If a unique identifier (E-mail address) is requested, the **Text Entry** screen appears. (By default, a unique identifier is optional. To change the settings, refer to Chapter 4 in the User Guide.) If a unique identifier is optional, the visitor can leave the box blank and click **Continue** to proceed to Step 4.
3. The visitor enters the unique identifying information as requested (this will also allow faster check-in in the future with the quick look-up feature). If the visitor is a returning visitor, they will enter the same unique identifier (E-mail address) entered previously. If no identifier was entered previously or if it changed, the visitor follows the new visitor sign-in process. The visitor clicks **Continue**. The **Photo** screen appears.
4. The visitor steps in front of the camera and positions their face so it is centered in the photo area of the on-screen badge. The visitor clicks **Start Countdown** when ready. The **ID Badge Preview** screen appears. If the visitor is a returning visitor, the **Visitor Information** screen will show the retrieved information and photo. The visitor has the option to update their information, re-take the photo, or print the badge. If the visitor decides to re-take the photo, follow the instructions below.
5. If the photo is sharp and clear, the visitor clicks **Accept Photo** and the **Visitor Information** screen appears. If the photo is unacceptable, the visitor clicks **Re-take Photo**.
6. The visitor enters the visitor information. Each item with bold text is a required field and must be entered for the badge to print. The visitor clicks **Print Badge** when finished. Printing begins.
7. The visitor follows the on-screen instructions to retrieve the badge and then reviews the instructions for returning the badge at the end of the visit.

8. The visitor clicks **Done** and the application returns to the **Welcome** screen. The system will also revert back to the **Welcome** screen automatically after a few minutes.

3.2 Scan Only Mode

Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Visitor**. The **Choose Visitor Mode** screen appears. Choose **Scan Only Mode**. The **Welcome** screen appears. **This mode is only for visitors that already have a badge. If they do not have a badge, they need to see the attendant.*
2. The visitor selects **Scan In** or **Scan Out**. The visitor then scans their badge with the bar code scanner. They will see a confirmation screen if the badge is accepted.
3. If visitors are required to sign-out, the scan out process should follow the facility's security policy and accordingly may require additional steps.

3.3 Full Visitor Mode

Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Visitor**. The **Choose Visitor Mode** screen appears. Choose **Full Visitor Mode**. The **Welcome** screen appears. The visitor has the option to create a badge or scan in / scan out an existing badge.
2. If the visitor is creating a badge, follow the procedure for **Sign-In Only** mode.
3. If the visitor needs to scan in / scan out, follow the procedure for **Scan Only** mode.



4 Common Attendant Tasks

When the Avery® Photo ID System is in the **Attendant** mode, visitors will need to check with the attendant to receive a badge.

4.1 Create a Badge

Procedure:

1. Ensure that the Avery® Photo ID System application is in the **Attendant** mode. Select **Create a Badge** on the top navigation bar. The **Create a Badge** screen appears.
2. The default badge layout is displayed on the right and is listed in the drop-down list box. To change to another badge configuration, open the drop-down list box and click the desired configuration.
3. When the visitor approaches, a unique identifier (such as E-mail address) may be mandatory. If so, enter the unique identifier (by default the field is optional). Click **Sign In** to begin. If a group of visitors approach, click **Group Sign In**. The **Visitor Information** screen appears. Enter visitor information manually.
4. On the **Visitor Information** screen, each bold item is a required field and must be entered for the badge to print. Select the **Type**, if appropriate. For a group signing in, enter host's name in the **Host** field.
5. For a single visitor, click **Import Photo** to import a photo in JPEG format or click **Take Photo** to take the visitor's photo. For a **Group Sign In**, save the data and print the badges.
6. When the attendant selects **Take Photo**, the **Photo** screen appears. Ask the visitor to step in front of the camera. Adjust the camera and the visitor's position until their face is centered in the photo area of the on-screen badge. Click **Take Photo** when ready.
7. Review the photo displayed in the badge. If it is unacceptable, click **Re-take Photo** to return to the previous step. Otherwise, click **Accept Photo**. The **Visitor Information** screen appears.
8. Click **Print Badge** when you have finished. Printing begins and the badge is added to the database.
9. Remind the visitor to return the badge before leaving the premises. If no host is required, give the badge to the visitor. If a host is required, alert the host that the visitor has arrived. Give the host the visitor's badge.
10. Click **Done** to return to the **Create a Badge** screen.

4.2 Scan a Badge

Procedure:

1. Ensure that the Avery® Photo ID System application is in the **Attendant** mode. Select **Scan a Badge** on the top navigation bar.
2. The visitor selects **Scan In** or **Scan Out**. The visitor then scans their badge with the bar code scanner. They will see a confirmation screen if the badge is accepted.
3. If visitors are required to scan out, the scan out process should follow the facility's security policy and accordingly may require additional steps.

4.3 Pre-Enrolling Visitors

When the Avery® Photo ID System is in the **Attendant** mode, the application allows the attendant to pre-enroll visitors. The visitor information can be entered manually or from an imported list. To pre-enroll visitors, follow these steps.

Procedure:

1. Ensure that the Avery® Photo ID System application is in the **Attendant** mode. Select **Pre-Enroll** on the top navigation bar. The **Pre-Enroll** screen appears.
2. The default badge layout is displayed on the right and is listed in the drop-down list box. To change to another badge configuration, open the drop-down list box and click the desired configuration for the pre-enrolled visitor.
3. Select the **Arrival** date, if appropriate. Select the **Visitor** type from the drop-down list box, if appropriate.

To enter pre-enrolled visitors manually, follow these steps.

1. Click **Manual Entry**. The **Pre-Enroll Visitor Information** screen appears.



2. Enter the information for the pre-enrolled visitors. Click **Save** to save this information to the database. Badges can be saved in batches.
3. Click **Print Badge** to print the saved badges.

To enter pre-enrolled visitors from an imported list, follow these steps.

Note: Information should be in Excel (.xls) or a comma separated file (.csv). The file should contain the list of fields required for printing badges as per the selected design. Each column should have an appropriate header.

1. Click **List Import**. The **List Import Wizard – Step 1** screen is displayed. The list of fields required for printing the badge as per the selected design is displayed.
2. Choose a file from which data would be imported. Manually type in the file name or click on the **Browse** button to launch the Microsoft® Windows browser to select the data file. Only data in an Excel (.xls) or comma separated text (.csv) file can be used.
3. Click **Next**. The **List Import Wizard – Step 2** screen is displayed. The system displays the badge fields along with a matching column header from the data file. If the system is unable to match any badge field to a column header, **Please assign a field** is displayed.
4. Match each of the captured information fields with the column headers in the data file by selecting the column headers from the drop down list. Click **Next**. The system validates the data fields imported from the data file if all the matching headers are defined.
5. If the fields are not found in any of the mandatory columns, a **Missing Information** popup with the complete set of errors is displayed.
 - ⌚ Click **Export Error List** to view the error list in Word.
 - ⌚ Click **Correct and Re-import** to return to the first screen of the wizard, correct the data file and re-import it.
 - ⌚ Click **Ignore and Continue** to ignore the rows with errors and import the rest of the data. The **List Import Wizard – Step 3** screen appears.
6. If all the mandatory fields are found, The **List Import Wizard – Step 3** screen is displayed. The data mapping from the first valid row and corresponding badge preview is displayed.
7. Click **Import List**. All the records are saved in the database. The **List Import Wizard – Step 4** screen appears. The successfully imported data is displayed.
8. Select badges to be printed by clicking on the corresponding row. Use the **CTRL** key to select multiple rows. Click **Select all records on this page** to select all the rows displayed on the page. Click **Pre-Print** to print the selected badges. Use pagination buttons to navigate through the pages.

9. Click **Done** to complete the process and exit the **List Import Wizard**. Click **Cancel** on any of the steps to exit the **List Import Wizard**. Click **Previous** on step 2 or step 3 to move to the previous step of the **List Import Wizard**.

Note: Pre-printing badges does not activate them. You must scan in the badges to activate them.

4.4 Sign-Out

When the Avery® Photo ID System is in the **Attendant** mode, visitors will need to sign-out with the attendant before leaving the premises. To check the visitor out of the system and off the premises, do the following. The visitor should not leave until all steps are completed.

Note: The same procedure is used for checking out both individual visitors and visitor groups.

Procedure:

1. Ensure that the Avery® Photo ID System application is in the **Attendant** mode. Select **Scan A Badge** on the top navigation bar. The **Choose An Action** dialog box appears. Select **Scan Out**. The system is now ready to scan out a visitor.
2. When the visitor approaches, ask the visitor for the badge. When you receive it, you may either scan the barcode or type in the barcode number.



- Click **Submit**. The system will search and retrieve the badge, displaying on-screen instructions.
3. Follow the on-screen instructions for handling the badge. Adhere to the company's policy on how to handle de-activated badges. If the badge is not found, follow the on-screen instructions for resolving the issue. The visitor should not leave yet.
 4. Click **Done** to complete the process and return to the **Create a Badge** screen. The visitor can leave.

5 Special Features

5.1 Personalize the Avery® Photo ID System

The application allows a very wide range of customization to fit your organization's needs. Refer to Chapter 4 in the User Guide for additional details.

Note: To customize the application, you must first log-in as an administrator.

Change the on-screen organization name and logo:

1. Select the **Administrator** mode. The **Badge Designs** screen appears.
2. Click **Station Options** on the top navigation bar. The **Station Options** screen appears.
3. At the bottom right, under **On-Screen Name & Logo**, click **Modify**. The **On-Screen Name & Logo** dialog box appears.
4. Enter a new organization name and optionally, load the organization's logo. The logo must be in JPEG or Flash SWF format.
5. Click **Save** when finished. The new organization and/or logo appears in the **Visitor** mode.

Add new user accounts to the system:

1. Select the **Administrator** mode. The **Badge Designs** screen appears.
2. Click **System Options** on the top navigation bar. The **System Options** screen appears.
3. At the top left under **User Accounts**, click **New**. The **User Accounts** dialog box appears.
4. Enter a new **username** and **password** and select an access level. Administrators have full access to every area of the system. Attendants can only access the **Attendant** and **Visitor** modes. Refer to Chapter 4.3.1 in the User Guide.
5. Click **Save** when finished. The new user appears in the **User Accounts** list box. This account can be used immediately.

Change the default badges for the Visitor and Attendant modes:

1. Select the **Administrator** mode. The **Badge Designs** screen appears.
2. Select **Station Options** on the top navigation bar. The **Station Options** screen appears.
3. At the top left, under **Badge Design Defaults**, click **Modify**. The **Badge Design Defaults** dialog box appears.
4. Using the drop-down list boxes, choose a new default design for the **Visitor** and **Attendant** modes. The new default is previewed on the right.
5. Click **Save** when finished. The new default badges appear in the **Visitor** and **Attendant** modes.

5.2 Reporting

A detailed report can be generated from the badge database, allowing visitor history to be easily referenced. Pending visitor sign-outs can be quickly checked for emergency use.

5.2.1 Standard Reports

Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Administrator** or **Attendant**.
2. Click **Reporting** on the top navigation bar. The **Reporting** screen appears.



3. Select a report type (daily or weekly). If desired, select a different badge design. Select the month, day and year to set the starting date. Click **Run Report**. The report is generated.

Note: The report may take several moments to generate, depending on system performance and the number of visitors in the database.

4. The report is displayed in Microsoft® Excel. If Microsoft® Excel is not found, the results will be displayed in the default Web browser.

5.2.2 Create a Report

Administrators or attendants can create customized reports based on date ranges, visitor information and badge types.

Procedure:

1. Log-in as an administrator or attendant. The **Station** mode screen appears. Click **Administrator** or **Attendant**.
 2. Click **Reporting** on the top navigation bar. The **Reporting** screen appears.
 3. In the **Search Digital Log**, on the left, fill in all desired fields for the database search. A visitor's first name, last name and unique identifier can all be searched or any substring of each. Specify the date range to search by using the dropdown list boxes. Optionally, choose a badge design to include in the search. Click **Search**. The report is generated.
- Note: The report may take several moments to generate, depending on system performance and the number of visitors in the database.
4. Results are displayed on the right. Double-clicking on a result will open a **Visitor Detail** screen. If no results are found, an on-screen message appears. If Microsoft® Excel is not found, the results will be displayed in the default Web browser.
 5. Click **Export Data** to transfer results to Microsoft® Excel and generate a report.

5.2.3 Emergency Report

The Avery® Photo ID System enables quick emergency reporting to identify pending visitor sign-outs (have signed-in, but have not signed-out).

Procedure:

1. Click **Run Emergency Report** at the bottom left of the screen. A **Confirmation** dialog box appears. Click **Yes**. An emergency list of all pending visitor sign-outs is generated and, if E-mail has been properly configured (Refer to Chapter 4 in the User Guide), automatically distributed to the recipients as listed in the **System Options**. This report may also be printed directly on blank ID badges

5.3 Maintenance

Regular, periodic back-ups are crucial to the security and stability of the Avery® Photo ID System. The system includes archiving, back-up and restoration scripts

that facilitate this process and make data recovery easy. However, database back-up and maintenance tasks are advanced topics and are best handled by IT support staff. For more information on scheduling automated back-ups and other database maintenance tasks, refer to Chapter 9 in the User Guide.

5.4 New Avery Photo ID media support

The Avery® Photo ID System enables superior color or black and white photo IDs with over 50 pre-designed badge templates. To view the new media go to photoid.avery.com.



6 Tips for Best Results

6.1 Optimize Hardware Set-up

The physical dimensions and location of the station can significantly improve utilization of the system.

- ⌚ Ensure that the station is located in a position that allows users to quickly see it. Consider avoiding corners of the room.
- ⌚ The monitor should be at eye-level with the users, attendants or visitors.
- ⌚ The user's hands should rest naturally on the keyboard, with the elbows bent at approximately a 90-degree angle.
- ⌚ The mouse or pointing device should be located near the keyboard and ideally convenient for both right- and left-handed users.
- ⌚ At least one station should be available for visitors in wheelchairs.
- ⌚ Ensure that the printer is set to output in portrait orientation.
- ⌚ Be sure the badge paper product matches the badge design as selected in Step 2 of the badge design process. Refer to Chapter 4 in the User Guide.
- ⌚ Consider installing an uninterruptible power supply (UPS) for the systems in locations prone to power outages.
- ⌚ Conduct regular back-ups.

6.2 Improve Photo Quality

To improve the photo quality, there are two considerations: the quality of the input (the camera) and the quality of the output (the printer). Guidelines for improving both are provided below.

- ⌚ Ensure that the camera is not directly facing any light sources, including windows or glass doors.
- ⌚ Some cameras offer backlight compensation (accessible through the **Control Panel**), which can dramatically improve image quality.
- ⌚ If possible, the background should be matte or non-reflective.
- ⌚ The visitor's face should be well illuminated.
- ⌚ Adjust camera settings such as brightness, contrast and resolution as needed.
- ⌚ The camera should be adjustable to accommodate both tall and short visitors.
- ⌚ Increase image quality settings to highest in the printer control.
- ⌚ Use only Avery® Photo ID badge products.

6.3 Adjust Badge Print Speed

Badge printing speed will vary by the model and settings of your printer. The following are suggestions for improving print speed.

- ⌚ Consider reducing the amount of design elements on your badge and increasing white space.
- ⌚ Keep badge text to the minimum needed.
- ⌚ Consider using badge designs without photographs.
- ⌚ Adjust your printer settings to increase print speed and decrease image quality (i.e., black and white instead of color).
- ⌚ Consider installing multiple Avery® Photo ID System stations in high traffic areas.



6.4 Decrease Wait Time

Wait time for visitors is influenced by several factors, as discussed earlier. The best solution to decrease wait time in high traffic areas is to increase the available stations as necessary as traffic increases.

- ⌚ In areas of high traffic, install multiple Avery® Photo ID System stations.
- ⌚ Prominently position the badge station to increase visibility.
- ⌚ Ensure that the printer is located nearby for easy badge retrieval.
- ⌚ Pre-print badges for expected visitors whenever possible.
- ⌚ Optimize badge print speed (as noted above).
- ⌚ Enable the unique identifier field and set it to required.
- ⌚ Set-up the stations to allow easy access to new visitors and easy exit once a visitor is issued a badge.
- ⌚ Avoid harsh glare by positioning the monitor so that it does not face a window, door or other direct light source.
- ⌚ Documented product defects or assistance identifying software issues for all currently supported versions of the Avery® Photo ID System.

7 Getting Help

7.1 Registration

Only registered users of the Avery® Photo ID System will receive full technical support, assistance and other information. You may register in any of the following ways:

- ⌚ Mail or fax the registration card enclosed with your software CD.
- ⌚ Register on-line at **photoID.avery.com**
- ⌚ Call 1-800-73-AVERY (1-800-732-8379)

7.2 Consumer Support

Visit our website, **photoID.avery.com**, for answers to some common questions and problems or you may contact Avery® Consumer Service Centers for product related information.

United States and Canada

Phone: 1-800-73-AVERY (1-800-732-8379)

Fax: 1-800-831-2496

7.3 Software Support

Registered users of the Avery® Photo ID System will receive telephone or electronic support in the following areas:

- ⌚ Installation assistance: Installing the Avery® Photo ID System for the first time on your first computer.
- ⌚ Upgrade assistance: Upgrading your Avery® Photo ID System to the latest version.

If you have a question, be sure to check the User Guide and our on-line help resources before calling Avery® Software Support.



Software Support for the United States and Canada:

Phone: 1-888-835-8379

If you call Avery® Software Support, please be at your computer with the Avery® Photo ID System running. Be prepared to provide the following information:

- ⌚ Your site License Number from your original software CD jewel case or organization name and address to identify your site.
- ⌚ To find the version of the Avery® Photo ID System that you are using, check the lower left of the **Station** mode screen immediately after logging in as an administrator or attendant. Alternatively, check the release notes on the CD for version information.
- ⌚ Details about your computer, including the type of computer, operating system, network, printer and printer driver and amount of memory.
- ⌚ The EXACT wording of any messages that appeared on your screen.
- ⌚ What you were doing when the problem occurred.
- ⌚ Whether or not you could recreate the problem.
- ⌚ How you tried to solve the problem.

Note: Warranties for the barcode scanner, Web camera, computer and printer are provided by the hardware manufacturer. Please see your hardware manual or other documentation for details on the warranties of these products.



8 End User License Agreement

THIS END USER LICENSE AGREEMENT ("Agreement") governs the user's ("Customer") use of the Avery Dennison Corporation ("Avery") software product that accompanies this Agreement, including any associated media, printed materials, and electronic documentation ("Software"), which is part of an electronic badge system ("System"). By installing and/or using this Software, Customer agrees to be bound by the terms of this Agreement.

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1-800-73-AVERY www.photoid.avery.com

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