



Access Anywhere for Windows

Software Manual

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A. Quick Start Guide

1. How To Use This Manual

Follow the steps in this section. If you need more detail on any of the steps, the Quick Start Guide refers you to other sections in the manual with further details. Each section is designated by a letter which can be found in the Table of Contents.

2. Software Installation

Insert the CD into the PC CD drive. Browse to the CD with Windows Explorer (Right Click Start, Explore). Double click TCSetup.bat. This setup command will create a directory called Tc10dir, and one called BackupTc10. All of the Toye software files reside in the Tc10dir directory. The BackupTc10 directory contains an automatic backup that is created each time the main TCLevel9 program is shut down or restarted. Remove the CD from the drive as soon as the installation is complete. **DO NOT RUN ANY OF THE TOYE PROGRAMS FROM THE CD.** This may cause the setup to be incorrect.

If you are installing the program from an email, you must create these two directories manually at the root of the C: drive of the PC, and copy all of the program files into the TC10dir directory.

There are two executable programs that will need shortcuts on your desktop: TCLevel9.exe is the background program that runs all the time, and Toye.exe is used for making programming changes. (In newer versions of the software, these file names have been suffixed with the database type, either MS or SQL. The .exe may or may not show depending on how your Windows is set up). There is also a file called Toye.mdb which is the database file. This is NOT the same as the Toye.exe file. In this manual we will use the generic names Toye.exe and TCLevel9.exe although these names will vary depending on the type of database files that you have.

Create a shortcut (Right click, Create Shortcut) to the Toye.exe, and drag the shortcut to your desktop. The final step is to copy the TCLevel9Automatic Shortcut into Windows Startup. This will cause the TCLevel9 program to launch automatically whenever the PC starts up. The location of the Startup menu is different with each version of Windows. For Windows XP: C:/Documents and Settings/All Users/StartMenu/Startup. See the Appendix for more details on this subject. This completes software installation.

3. Software Setup

There are two basic settings which must be done in order for the software to work. You need to set up the ODBC connection to the database, and you need to set up the serial port connected to the card readers. There are two main programs in the Toye Software. The Toye TCLevel9.exe program, (L9 for short) is the main communication program which must be running all of the time. The Toye Command Central program, called Toye.exe is the programming interface and does not have to be running for the system to operate.

- a. ODBC Setup. This setup is automatic for Windows XP and Windows 7 (32 bit), but must be done manually for Windows Vista and 7 (64 bit). When you first load the Toye L9 program, it will ask you if you want to set up the ODBC. Simply answer Yes, and follow the instructions. If no error message is received, the setup was successful. For the manual setup required for Windows Vista and 7 (64 bit) see Section **B1**. Sometimes you will get a message requesting the Admin password for the database. If this occurs, check the ODBC connections. Note: You must be logged in as an Administrator on your PC in order to run the ODBC setup.

- b. To set up the serial port(s) load the Toye L9 program. Click the Admin button at the top left of the screen. The default password is MASTER. You will receive an error message saying that no serial ports are set up. Click OK and let the program load.
- c. Go to Setup, Serial Ports. Go to Bus #1 and click on the down arrow. All of the available serial ports on your PC will be displayed. If you are not sure which port is connected to the card readers, you can try each port until you start getting access transactions, or you can go to Start, Control Panel, System, Device Manager to view details on all available serial ports. The L9 program will use an RS-232 serial port or a USB port. You must have the proper converter for each. The USB converter requires that drivers be installed. For details on installing the USB drivers, see Section **B4**. If you are using an RS-232 converter, set the Port Timer to 35. If you are using a USB converter, set the Port Timer to 60. Do not change any of the other settings at the bottom of the Serial Ports screen.
- d. After the setup is completed, and the card reader bus is connected to the converter, and the converter to the PC, to startup the Toye L9 program, click Scan, to start scanning for activity. You should then start seeing access activity on the screen.
- e. Minimum Video Resolution. Verify in Windows Control Panel the display resolution is at least 1024x768. Otherwise you will be unable to access all of the buttons in the software screens.
- f. Data Entry Procedure. Clicking the OK button DOES NOT save your data entries. You must WAIT for an UPDATE button to appear and then click the Update button to save changes. If an Update button does not appear, it means that you have left something critical out of the programming steps. Be sure that you have entered ALL of the necessary data. Some fields require a minimum number of characters. For example, when programming alarm inputs in an AIM, you MUST enter at least 4 characters in alarm text before the entry will be saved.

4. Basic Programming

To start the programming interface, double click the Toye.exe shortcut on your Desktop. The default Admin password is MASTER. If you have an existing Toye system with Toye MS Access software, there are options to import the data from the old versions of Access Central Software. Contact the Toye factory for more information regarding data import options. The following are BASIC steps to get a new system working:

- a. Define Readers. Click the top menu box called Reader Module Create/Edit/Delete. Click Add Edit Delete a Reader. Click the button Add a New Reader. You will need a list of readers from your installer with the name or location description of the door or gate and the reader address in hex. Under Bus#1, select in the reader address in hex. Select the Command module type from the 3 drop down selections. Type in the name of the door or gate or a description of the location under Entry Point/Location. This information will appear in the L9 program each time a card is presented to that reader. You can also add additional information in the Additional Text box to describe the location further. If this card reader is in an elevator cab, check the Is This an Elevator Reader box. If the reader is not currently connected to the system, be sure to check the Void box. That way the reader address will be ignored by the software. When the reader is actually connected to the system, you can go back and uncheck the Void box. When all of this data has been entered an Update Button will appear. BE SURE

TO CLICK THE UPDATE BUTTON, or the information will not be saved. Repeat the above steps for all of the card readers in your system. If you have readers in the database that are not currently connected to the system, it will severely slow down the response time of the software. Any readers that are not connected should be voided by checking the VOID check box. They will then be ignored by the software. When the reader is installed simply go back into the software and uncheck the VOID box.

- b. Add/Edit Schedules. Define the time schedules for access and unlocking of doors or gates. Check off the days of the week, select the time range, and type in a description of the purpose of the schedule.
- c. Create Security Levels. Define access groups to include a schedule and a group of readers. Drag the readers from the left to the right to select them.
- d. Add Cards. Enter card numbers and names in the database. You must enter First Name, Last Name, and Date of Employment. Click the down arrow for the date and a calendar will pop up. Just click on today's date. Drag one or more of the security levels from the left to the right side to define the access privileges for the card being entered. Be sure to wait and click the Update button or the data will NOT be saved.

5. Default Passwords

The following are the default Passwords:

Admin	MASTER	Full Access
Monitor 1	user1	Limited Access
Monitor 2	user2	Limited Access
Watchman1	user3	Limited Access
Watchman2	user4	Limited Access

6. Reports

- a. The reports menus are mostly self-explanatory. To do wild card searches in the reports type: %[%[text]%. This example [without the brackets] will select all items with the word "text" in the middle of a phrase. You can also use [Text]%% if you want all variations starting with "Text", or %[%[Text} for all variations ending with "Text."
- b. To print part of a page you can highlight any items that you want to print. To select a number of lines highlight the first line and hold down the shift key and highlight the last line in the series to be selected. When you click the Print button, only those items will be printed. Note: These wild card searches also can be used when looking up records in the card file.

7. Manual Updates

This manual will be updated frequently. Updates can be downloaded from the following web site: <http://www.toyecorp.com/AAWindowsMan.pdf>

8. Troubleshooting

Be sure to look at the Troubleshooting section in the Appendix in the event of any problems. All commonly occurring problems have been listed there.

9. General Suggestions

It is **STRONGLY** recommended that the PC be on a UPC (Battery Backup). **ONLY** the PC should be plugged into the UPS battery backup section and **NOT** the printer, monitor, and other non-essential accessories. Without a UPS on the PC the software warranty is **VOID**.

Go into the Power Settings in Windows Control Panel and **TURN THEM OFF**. You can experiment with some of the settings to conserve power, but most of them will interfere with the operation of the Toye program which must run 24/7. If you are running the program over a LAN, you must also turn off the Power Saver settings in the properties of the Ethernet card. For more information on Power Settings, see Appendix D.

B. More Getting Started Details

1. Manual ODBC Setup for Other than Windows XP

When you first launch the TCLevel9 program, the ODBC connections will be made automatically if you are running Windows XP or 7 (32 bit). Other versions of Windows have slightly different ODBC menus so the setup must be done manually. The procedure will be listed for each version of Windows:

a. Windows XP and 7 (32 bit)

1. Go To Start, Settings, Control Panel, Administrative Tools, Data Sources (ODBC)
2. Click the System DSN Tab, Click the Add button
3. Select: Microsoft Access Driver (*.mdb), and Click Finish
4. In the next box just opened type the Data Source name: TOYE
5. Click the Select button to browse to where the file Toye.mdb is located (C:\Tc10dir)
6. Click OK to finish
7. Repeat steps 3 through 6 with the Data Source name: TOYE_RPT and link to ToyeRpt.mdb in C:\Tc10dir.
8. You can verify the location of the Data Source by highlighting the file name and click: Configure

b. Windows 7 (64 bit)

1. For Windows 7 (64 bit) versions use Windows Explorer and browse to:
C:\Windows\SysWOW64\odbcad32.exe, and double click the exe file. This will open a window similar to the ODBC System Setup in Control Panel. Follow steps B1a2 thru B1a8 above as with Windows XP. You need to program ODBC connections with 32 bit Access drivers. Going through Windows 7 (64 bit) Control Panel takes you to 64 bit ODBC drivers so you will not see any Access drivers available. Sometimes you will need to do a search with Windows Explorer in C:\Windows for the file odbcad32.exe if you cannot find it in the path listed above. This file name may appear in several places in Windows 7. Double click the executable file (.exe).
NOTE: You must be logged in as an Administrator on your PC in order to run ODBC setup.

2. Com Port Settings

- a. If you have an RS-232 serial com port with Windows XP, be sure to turn OFF the FIFO buffers in the Com port properties in Device Manager Settings under Control Panel

for the Com Port connected to the system bus. Failure to do so will have a serious impact on the software. The USB converters do not have a FIFO buffers setting, but the following settings should be changed from their defaults:

In Windows 7 Device Manager, right click the USB Com port, and click Properties, Port settings. Set the port to 1200, 8 bit, Even, 1, none. Then click the Advanced tab. Set the Receive and Transmit to 64, or the smallest available value. Set the Latency to 1 or the smallest value and set the Timeouts to zero. Check the following: Serial Enumerator, Event on Surprise Removal, and Set RTS on Close. Click OK and allow the PC to restart to save the changes.

3. Minimum Screen Resolution

The MINIMUM screen resolution for the Toye program is 1024 x 768. Any lower resolution that that will not allow full access to the entire menu screens. For Release 9 and newer versions, a resolution setting of 1280 x 1024 is recommended.

4. Toye USB to RS-422 Converter Instructions

a. Software Driver Installation

You need to have administrator privileges to install any new drivers under Windows 7/XP/2003/2000. To install the driver or update the configuration please log onto Windows as "Administrator" or ask your system administrator to install the USB Industrial I/O Adapter driver. If the PC has Internet access, it is better to let Windows install the latest drivers automatically. Simply plug in the USB to RS-422 converter and wait for Windows to install the new drivers. You will receive the message that the new device is ready for use. If your PC does NOT have Internet access, we have provided a copy of the USB drivers with the software. After you have installed the Access Anywhere for Windows software, browse to the Tc10dir directory with Windows Explorer. Look for a file called CDM2.08.24_32.zip. [The CDM2.08.24_32 may be a higher number indicating a newer driver version]. This file is for Windows XP. (For Windows 7, the file is CDM2.08.24_64.zip.) Copy the driver file into a new folder called Tempo, and unzip the file.

Then proceed with the following steps to install the driver:

1. Plug in the USB connector (type-B) into the USB port on the Adapter, and connect the USB connector (type-A) on the other end of the cable to the host USB port in your computer.
2. The connection brings up "Found New Hardware Wizard".
3. Click "Next".
4. Select "Search for the best driver for my device (recommended) ", and click "Next".
5. Select "Install from a list or specific location (advanced)" and click "Next".
Check: "Include this location in the Search" and browse to C:\Tempo. Click Next.
6. Windows driver file searches for the device "USB High Speed Serial Converter".
7. Click "Next" to continue. Click "Continue Anyway" if you receive a Windows warning.
8. Windows has finished installing the software. Click "Finish" to complete the first part of installation.
9. The "Found New Hardware Wizard" appears again, and will complete the installation for the device "USB Serial Port".
10. If prompted, repeat steps (4) to (8) again to complete installation.

To download the latest USB drivers, go to the following web page:

<http://www.ftdichip.com/Drivers/VCP.htm>

Here is a web link for driver installation instructions:

<http://www.ftdichip.com/Support/Documents/InstallGuides.htm>

It is always best to let Windows do the driver installation automatically. It is also best to use ONLY Toye provided USB to RS-422 converters that have been tested and certified to work with the Toye software.

You can now verify the installation has been completed successfully by looking under Device Manager of the System Properties screen. (Go there by clicking Start-Settings-Control Panel-System-Hardware-Device Manager-Click the plus (+) sign to the left of Ports.) The device should have installed as a "USB Serial Port (COMx)". Note the Com Port number to use in the Toye software setup in the TCLevel9 program. Set the Port Timer to 60 in the TCLevel9 program.

b. Data Bus Wiring - RS-422

Connect the Toye Data bus to the green screw terminal block on the Serial Gear Converter as follows:

Pin #	Bus Designation	4120/4122 Pin#
1	D	4
2	C	3
3	B	2
4	A	1
5	N/C	N/A
6	Signal Ground	5

Be sure to use two twisted pair shielded cable for the Toye Data Bus. For more information on the Toye Data Bus, consult the Toye Hardware Guide.

c. Dip Switch Settings - RS-422 Standard Converter# USB-COMi-M

Verify the following dip switch settings on the Serial Gear Converter:

SW#	Position
1	ON
2	OFF
3	ON
4	ON

Note: If this is an upgrade of an old system and you have a triangle shaped RS-232 to RS-422 converter with a 9-pin plug on it connected to your bus wiring, you can simply plug the old converter into the new USB Converter and change the dip switch settings as shown below.

There is also an Optically Isolated USB converter that works ONLY with RS-422. This unit is recommended in lightening prone areas. You CANNOT plug in the old triangle shaped converter into the optically isolated USB Converter.

Dip Switch Settings - RS-232 - For Use with the Old Triangle Shaped Converters

SW#	Position
1	OFF
2	ON
3	ON
4	ON

Dip Switch Settings - RS-422 Optically Isolated USB Converter# USB-COMi-SI-M

SW#	Position
1	ON
2	OFF
3	OFF
4	OFF

d. Updating USB Drivers

If you are updating USB drivers, you must first UNINSTALL the old drivers. Follow these steps:

For Windows XP:

Go to Start-Settings-Control Panel-System-Hardware-Device Manager-Click the plus (+) sign to the left of Ports. The device should have installed as a "USB Serial Port (COMx)". Right click the port and select Properties. Click the Driver Tab, and click Uninstall. Then go to section D1 above to install new drivers.

For Windows 7/8/Vista:

Go to Start-Settings-Control Panel-System-Hardware-Device Manager-Click the plus (+) sign to the left of Ports. The device should have installed as a "USB Serial Port (COMx)". Right Click the port and select Uninstall. In the Popup window Confirm Device Uninstall check the box next to "Delete the driver software for this device" and click OK. Locate the device again further down in Device Manager under Universal Serial Bus Controllers. Click the + sign. Right click "Universal Serial converter" and select Uninstall. Again check the box to "Delete the driver software for this device" and click OK. If you have more than one serial converter installed, you must repeat the above steps for each device. Then go to section D1 above to install new drivers.

5. Adding TCL9 program to Windows Startup

The TCLevel9.exe program must be running at all times. You must run it directly the first time by using the password in order to access the Setup menus. Once all of the Setup is done, it is best NOT to access TCL9 with the password since giving access to the Setup menus to all personnel is NOT recommended. There are many settings that can be changed by accident that will cause the software to malfunction. The TCL9 program should be set up in Windows Startup to launch automatically whenever the PC boots up. This will require putting the TCL9 Automatic shortcut into Windows Startup. Ideally there should NOT be a password on

the PC since if there is and the PC restarts, the TCL9 program will not be able to load until the password is entered.

a. Adding TCL9 to Windows XP Startup

1. Open Windows Explorer. Browse to C:\Documents and Settings\[PC User]\Start Menu\Programs
2. Drag the TCLevel9 Automatic shortcut into the Programs folder in (a1) above.
3. If you have a login prompt on the PC, you need to enable an Automatic Log On to enable the TCLevel9 program to launch completely whenever the PC restarts. To set up and auto login follow these steps:
 - (a) Click Start, Run and type: control userpasswords2 <enter>
 - (b) Highlight the selected user login
 - (c) Uncheck the box near the top for the window that says “Users must enter a user name and password to use this computer.”
 - (d) Click OK.

b. Adding TCL9 to Windows 7 Startup

1. To access the Startup folder, go to Start, All Programs and scroll down to the Startup folder. Right Click and select Open All Users. Drag the TCLevel9 Automatic Shortcut into the Startup folder. This will cause the TCLevel 9.exe program to launch automatically whenever the PC restarts. If you have a login prompt on the PC, you need to enable an Automatic Log On to enable the TCLevel9 program to launch completely whenever the PC restarts. See (2) below.

2. To set up an automatic log on, follow these steps:

- a. Set up a user with access to the TC10dir folder.
- b. Click the Start Button and type netplwiz <enter> in the search box at the bottom.
- c. Click on the **User Account name** that you want to automatically log on to highlight it.
- d. Uncheck the **Users must enter a user name and password to use this computer** box.
- e. Click OK.
- f. A window will pop up. In the **Password** and **Confirm Password** fields enter the user’s password and Click OK.

C. General Information

1. TCLevel9 Display

The TCLevel9 display shows all the current activity in the system. The top left of the screen will show the work “Scanning” indicating that the software is actively monitoring the system. (Note: When starting TCLevel9 manually, you must click the Scan button to start scanning.) The Top right of the screen show any reader failures. Each minute the software polls all the devices and if any do not respond, a button lights up in the upper right corner. Click the button for a list of reader addresses not responding.

The Center block of the TCLevel9 display shows the system activity. On the left column there are single letter codes that indicate any errors or exceptions. The (/) Symbol next to the code below indicates there is a slash through the letter.

Here is a list of the error codes:

(/A – Card Level Void (Cardholder level access was NOT valid)

AL - Alarm

(/C – Invalid Site code

(/K - Keypad Error (Incorrect PIN entry or Wrong Time to enter a PIN)

H - Antipassback (APB) Error, Hard (Cardholder was locked out)

(/S – APB Error Soft – Violation logged but access was granted.

(/V - Card Void – access denied.

(/R – Reader Level Void – Cardholder not allowed in this reader.

The bottom of the TCLevel9 screen shows when the One Minute Update (OMU) is taking place. This occurs about once a minute. The display indicates how long the OMU took. If the OMU takes more than 30 seconds to complete, consult your dealer to make adjustments to the system settings.

2. Backup and Archive Procedures

Making good backups of your data is extremely important. If the databases become corrupted or damaged it may be necessary to re enter all of your programming data and you could lose all of your audit trail history. The software includes an automatic backup process which must be implemented because it is different for Windows XP and Windows 7.

a. Follow these steps:

- (1). Open Windows Explorer and be sure there is a directory called C:\BackupTC10.
- (2). Using Windows Explorer, open the TC10dir folder and look for the two files: Toyebackup7.cmd, and ToyebackupXP.cmd. Depending on which operating system you have, rename that file to just Toyebackup.cmd. This will implement the automatic backup every time the TCLevel9 program is shut down.

b. How the backup works:

For Windows XP we are using Windows ntbakup. This is a complete program which makes an archive of the whole TC10dir folder every time you shut down TCLevel9. As the database files get large, this program can be rather time consuming and the backup will take a lot of space. The Window 7 option uses XCopy which is a simple copy program which only copies the files if there are any changes. If there are changes, the files are OVERWRITTEN. There is no other option with this program. If you have recently replaced any new files in the TC10dir directory, you should do a backup of the BackupTC10 directory BEFORE you shutdown the TCLevel9 program. The Toyeback.cmd is a script that can be modified with Windows Explorer. Just right click the file and select “Edit”. Be sure to keep a backup of the origin file if you make any changes.

c. Database File Structure

There are two database files for the software. Toye.mdb has all of the programming data, and ToyeRpt.mdb has all of the audit trail history. Backups should be made of Toye.mdb at least weekly. The ToyeRpt file can be backed up as needed. This file will become very large over time. It should not be allowed to grow beyond 1 GB in size. When the file gets larger than that the software will begin to have errors and will eventually crash. The ToyeRpt.mdb file should be archived every 6-12 months depending on the size and degree of activity in the system to prevent the file from exceeding 1 GB in size. To archive the ToyeRpt.mdb file, follow these steps:

1. Shut down TCLevel9
2. Using Windows Explorer, Rename ToyeRpt.mdb to ToyeRptM-YY.mdb, where M-YY is the current month and year. It is best to copy this archive to some other PC or server.
3. Right click ToyeRptEmpty.mdb and PASTE a copy into the TC10dir directory.
4. Right click the Copy of ToyeRptEmpty.mdb and select Rename and change the name of the file to ToyeRpt.mdb.
5. Restart the TCLevel9 program.
6. You now have a new empty history file. If you need to run reports on the archive, you will need to rename the current ToyeRpt.mdb file and the archive. The reports can only run on the file named ToyeRpt.mdb.

3. AntiPassback Setup

AntiPassback (APB) is programmed in a separate menu under Device Connections with many options. APB is used to prevent a cardholder from letting more than one person or vehicle into a facility. There is an individual setting for APB for each cardholder, and there is APB programming for each reader, and a system wide switch to turn it on and off. APB requires great attention to detail and a PERFECTLY functioning system. If ANY APB readers are not working, the APB will cause many problems and frequent lockouts. SOFT APB is strongly recommended as a start BEFORE going to HARD APB. SOFT APB shows a violation log but grants access to all violators. Once all invalid SOFT APB violations are resolved, then it is appropriate to move to HARD APB which will lock out violators. In order to properly initialize a system with APB you need to cause an APB RESTART. An APB RESTART gives everyone ONE free violation assuming the system is just being turned on to APB. The following conditions will cause an APB Restart:

1. When the software first loads up or if it is restarted.
2. When you click the APB OVERRIDE button at the top of the TCLevel9 screen.
 - a. Timed APB
You use Timed APB (TAPB) only when both Exit and Entry readers are not available. TAPB ONLY works if you check Enable Resync. and program a Resync. time. Newer releases of the software have a default Resync time of 0200 hours programmed.

4. Cardholder Photos

Here are some rules that apply to using pictures in the software:

1. Max size of photos is 46 KB each.
2. Photo file name is a min of 7 characters including a dot and the extension.
3. Max # of photos allowed: 1000.

5. Software Release 6 Upgrade Notes

The new Release 6 of the software includes a number of improvements. One feature added a delay in the startup of the TCLevel9 program until the database is properly opened for writing transactions. When you first start up the program the message “Please Wait Loading Database” will appear at the bottom of the window. If you have a large number of transactions in your history file, it can take 3-5 minutes or more before the program will be ready to open. The Release 6 screen displays the number of transactions currently stored in the history log at the bottom of the window. When the total number approaches one million, it is time to archive the history log. For instructions on archiving the history log, see Section C2c above.

Appendixes

A. Known Issues with Software Release 3

(All of these have been fixed in Release 4)

1. TAPB (Times Antipassback) works only with each single reader, i.e. it is NOT global on all the readers.
2. The logic for Holiday access is reversed from the old Toye software:
 - a. To make a Security Level Active UNCHECK Holidays in the schedule
3. Command Levels DO NOT work at all on holidays.
4. There are some communications and programming issues with certain command module addresses. DO NOT use the following addresses (hex): 10, 11, 12, 13 and 20. The warranty on the system is void if these addresses are used anywhere on Command Modules.
5. When making changes in the cardholder file the button **Update/Create Cardholder Save** does not go away after clicking it. If you click it a SECOND time it causes data to be erased in the first cardholder record. DO NOT click the button twice. Click it once and then click the OK button to exit.
6. The Elevator Command Level schedules do not work correctly.
7. The alarms are not addressed correctly on 4122 module.
8. A few large card numbers are not displayed correctly in the transaction history.

B. Cardholder Database File Structure

Each cardholder record contains the following fields:

1. Card No (10 digits)
2. First Name (Text)
3. Last Name (Text)
4. Date [of Employment] (Text)
5. Sec Level [# plus a period] (Memo)
6. To Void a Card (Yes/No)
7. Vehicle Information (For 2 Vehicles)
 - License #
 - Make
 - Model

- Color
- Year
- 8. Badge # (10 Characters Max)
 - Serial #
 - Badge #
 - PIN #
- 9. Street Address
- 10. City
- 11. State
- 12. Zip Code
- 13. Home Phone
- 14. Office Phone + Ext.#
- 15. Date Record Entered into the System (Text)
- 16. Memo Field (254 Characters Max)
- 17. Photo (Max Size 46K bytes. Picture file name minimum 7 characters incl. ext.)
- 18. Trans Code (4 Default Codes, or enter your own)

C. Trouble Shooting

1. Database Repair. If there are problems accessing the database, or the software display is not normal, try to do a repair and compact of the database. You must be logged into the software to have access to the Setup menu. In the TCLevel9 program, go to Setup, Repair-Compact DB. If this menu is gray, you must shut down the program and start it directly through Windows Explorer using the password to login. After you select Repair-Compact DB, you must shut down the program in order for the repair to take place. After the program restarts, the problems should be fixed.
2. Damaged Toye.mdb. All of the programming data resides in this one file. It is VERY important that you make frequent backups of this file. If the Repair-Compact does not fix the problem, you should shut down all Toye programs and replace the Toye.mdb file with a backup and see if that solves the problem.
3. ToyeRpt.mdb File. This file contains all of the transactions history. When it reaches 1GB in size it is storing about one million transactions. We do not recommend allowing the file to exceed 1 GB in size. When the file approaches 2 GB in size the programs will start to malfunction and crash without warning. This file should be archived regularly. If the Repair-Compact process does not fix the software problems, this file may also need to be replaced. Look in the Tc10dir directory and you will find a file called ToyeRptEmpty.mdb. Make a copy of this file, archive the old ToyeRpt.mdb, and rename the copy of ToyeRptEmpty.mdb to ToyeRpt.mdb. You will now have a fresh empty history log.
4. ODBC Errors. If you get access errors in the database, or if a window pops up with an Admin login asking for a password in usually indicates that the ODBC connections have been broken. The default location of the Toye software is in C:\Tc10dir. The software can be in ANY directory, but if it is moved to another directory or put on a network file server, it will stop working because the ODBC connection is broken. If you move the software to a different directory, you must go back and redo the ODBC connections for Toye.mdb and ToyeRpt.mdb.

5. Windows Issues. We recommend that you completely shut down the PC, restarting Windows at least once each week to free up memory and clear out any Windows problems. You should have an ABSOLUTE MINIMUM of other programs running on the PC. The more processes that are running in Windows the slower will be the access to the system and a greater likelihood of software problems. If you have Windows automatic updates turned on and a password login, then each week when Windows is updated the Toye TCLevel9 program will be shut down as will all of your security. The TCLevel9 program must be running at ALL times. It is best to leave automatic updates OFF and turn them on periodically and run the updates manually.

D. Power Saving Settings for Windows 7

It is VERY important to make the following changes in Windows 7 in the PC running TCLevel9:

1. To make these changes, you must login in as an Administrator on the PC.
2. Go to Control Panel, search for Power Settings. If available, Select the High Performance Power Option.
3. Under the Power Settings, verify:
Processor Power Management, Minimum Processor State, Change from 5% to 100%
Under USB, Selective Suspend, Select Disable
4. In Windows Explorer, Right Click the C Drive and Select Properties:
At the bottom of the window, Uncheck the box "Allow files to on this drive to have the contents indexed in addition to file properties"
Click the Tools Tab, Click Defragment Now, Click Configure Schedule, Uncheck "Run On a Schedule"
5. Click Start, Type cmd in the search box. Right Click cmd.exe, and select Run as administrator. In the window type: Powercfg -h off <enter> Exit <enter>