

Saflok Secure Shift Advanced User Manual



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1. Introduction

The main function of the Secure Shift Advanced is to validate staff keycard for the next work shift. When a valid staff keycard is presented, the device will encode it with an expiry date at the end of the shift of the staff.

The Secure Shift Advanced offers a multitude of other functionalities, for staff and for guest applications, that are described in this manual.

2. Staff Applications

The home screen of the staff applications is as follows:



Default functions:



Optional Functions (Time and Attendance icons):



Pressing the more button  (when available) will show additional icons:



Optional Functions (Time and Attendance icons):



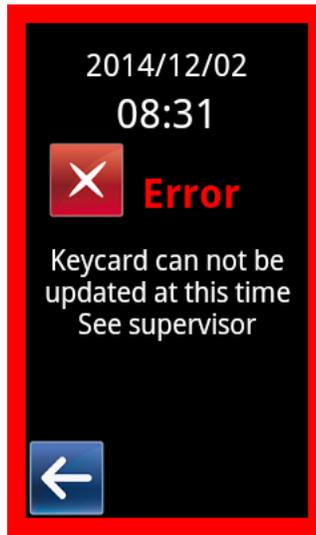
2.1 Validator Application



The purpose of this application is to re-encode staff card to give access for a period of time. Normally the user would have to re-encode the card every day.

2.1.1 Default Operations

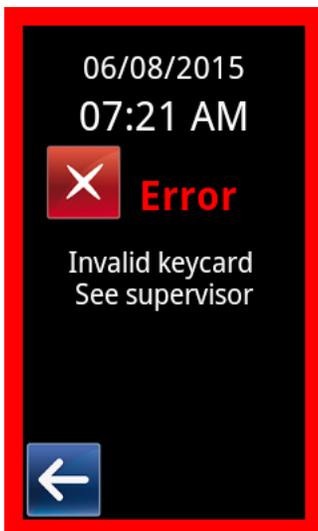
When a staff member wants to encode a card for the work shift of the day, the PIN is entered and the card presented. The device verifies that the card is valid and that this user is allowed to confirm the card at this time. The staff members are allowed to encode their card before their work shift; period is customizable (typically 1 hour), and within their shift hour. If validation succeeds then the keycard is encoded until the end of the shift that day and success screen is displayed.



If staff is outside of the valid period to encode the card, an error screen will be displayed.

If PIN is not found, the Secure Shift Advanced will request the card, but when the card is presented, the device screen will return an error. This ensures that a valid PIN could not be found without a valid card.

If PIN or Keycard is not recognized an error screen will be displayed.



2.1.2 Card Only Option

Within the Validator application, Card Only option can be set up during the software installation. In this case, the PIN screen is not available. Staff only needs to present the card to the Secure Shift Advanced to update it. Although this process is faster for staff access, the option is very low security. Card Only is an option that functions with Time and Attendance application (Clock-In, Clock-Out, Break, Prolonged Absence)

2.2 Time and Attendance Application



Clock-In



Clock-Out



Break



Prolonged Absence

The Time and Attendance application aims to notify about staff entries and exits. When an employee wants to Clock-In, Clock-Out, take a Break or Prolong an Absence, the corresponding button on the screen is pressed, the PIN entered and card presented. The Secure Shift Advanced device verifies that the card is valid. If so, the device completes the following actions when applicable:

1. Clock-in: Secure Shift Advanced encodes the card for the day (if Validator is activated), and sends Clock-In event.
2. Clock-out: sends Clock-out event.
3. Prolonged Absence: sends Prolonged Absence event.
4. Pause: sends Pause event. Within the Time and Attendance application, Card Only option can be set up during the software installation.

2.2.1 Card Only Option

During Time and Attendance transactions, if card only option is selected, the employee only needs to present its card to the device; the Secure Shift Advanced automatically toggles between Clock-In and Clock-Out event.

2.2.2 Invalidate Card on Clock-Out Option

When this option is selected the card is invalidated when a Clock-Out (or Absence or Pause) is performed. On a Clock-In, the card is re-encoded and validated.

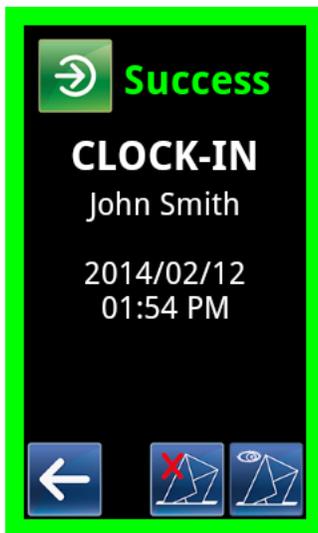
2.2.3 Automatic Clock-Out Option (No PIN on Clock-Out)

When this option is selected, the employee does not need to enter a PIN to Clock-Out. Card is presented to the Secure Shift Advanced and Clock-Out is automatic. The employee still needs to enter a PIN to activate a Clock-In. On a successful Time and Attendance transaction, a success screen displays the corresponding action together with the date and time the event was completed.



2.3 Staff Messaging Application

This application is used to send messages to the staff when the card is presented to the Secure Shift Advanced device. Upon a successful transaction, the following icons will appear on the screen:



Success Screen with Messages



See Messages



Ignore Messages

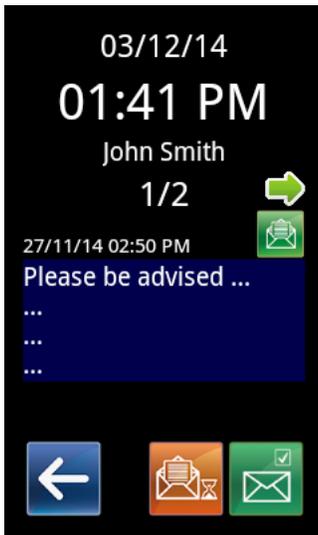
When user presses the Ignore Messages icon, the Secure Shift Advanced goes back to the home screen.

By pressing the See Messages icon, the user will access the message box.

The screen displays one message at a time. In order to read the next or previous message, the user will navigate with the green arrow (right or left).

Messages can be marked as read or can be postponed. When postponed, the message remains available to be read later. This action is recommended to keep the message in the inbox, otherwise it may be automatically deleted the next day. The message will be deleted if marked as read.

The screen also displays both the date (left part) and the status (right part) of the message.



Postpone



Mark as read



Message was postponed



Message was read

2.4 Staff Access Tracking Application.

This application is used to retrieve the audits from the staff card and send them to the server. When this option is activated, the card audits are read and sent to the server, as the user performs an action on the Secure Shift Advanced.

2.5 Paging



This option allows staff to send paging notifications to the system to alert of certain room conditions. The Paging screen displays the following icons with different room conditions:



Staff can select several conditions.



Problem with multimedia devices (tv, computer, games)



Electrical problem



Room service pick-up request



General maintenance request



Laundry



Room is clean



Problem with heating, ventilation or air conditioning



Room was inspected

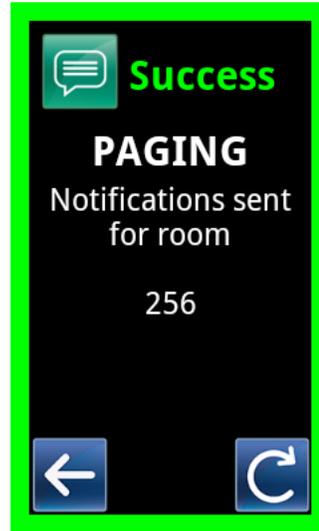


Plumbing problem

After selecting room condition(s), the user enters the room number on the following screen:

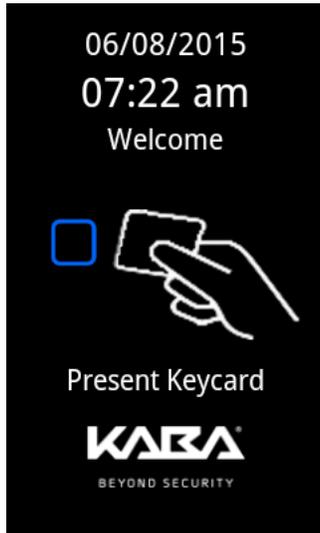


The success screen is displayed after room number is entered.



3. Guest Applications

When Guest features are activated the home screen is as follows:



The guest only needs to present the keycard to start interaction with the Secure Shift Advanced device. On this screen, if a staff card is presented, the staff home screen will be displayed.

3.1 Room Move/Extend a Stay

This application allows guests to change room or extend their stay without having to return to the front desk to re-encode their card. The guest only needs to call the front desk and present the keycard to the Secure Shift Advanced device. The card will then be updated with new room access or new check-out date. A success screen will be displayed when the keycard encoding process is correctly performed:



If the card is not recognized, a warning screen will be displayed.

3.2 Self Check-In

This feature allows a privilege guest self-check-in, bypassing the front desk. The guest must have a privilege keycard, with a number registered in the system. Following previous room reservation, the privilege guest presents the privilege keycard to the Secure Shift Advanced device. The keycard will then be encoded and the following success screen will display.



3.2.1 Privilege Card Options

There are 3 options for the privilege cards:

1. Use UID of any card as privilege number. This option allows using any card of the system as a privilege card by registering the unique ID number (UID) in the system. This is simple but very unsecure.
2. Use UID with MAD encoded card. This option adds a level of security. Only card encoded for the hotel with a MAD encoding can be used as a privilege card.
3. Privilege number on a MAD encoded card. This is the most secure option. Only MAD encoded cards containing a privilege number on a specific sector can be used as a privilege card.

3.2.2 Confirmation on Check-In Option

This option adds security when a privilege keycard is presented for a check-in. With this option enabled, privilege guest must enter a confirmation number before the card can be encoded for the stay. Upon presenting the privilege card, the following screens will be displayed:



This screen explains to the guest what number needs to be entered.

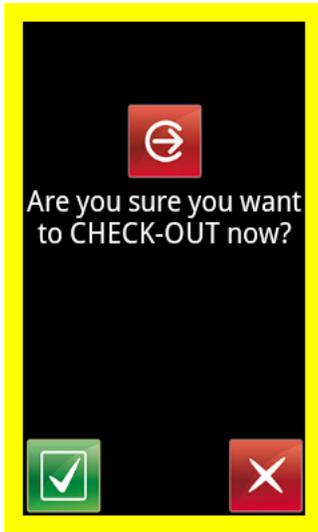


The confirmation number needs to be entered on this screen.

Pressing the question mark button  will display the explanation screen again. Once the confirmation number is entered, the card is presented by the guest again and it will be encoded.

3.3 Self Check-Out

This feature allows the privilege guest to notify the hotel of check-out without passing by the front desk. The keycard only needs to be presented to the Secure Shift Advanced. The device will confirm check-out:



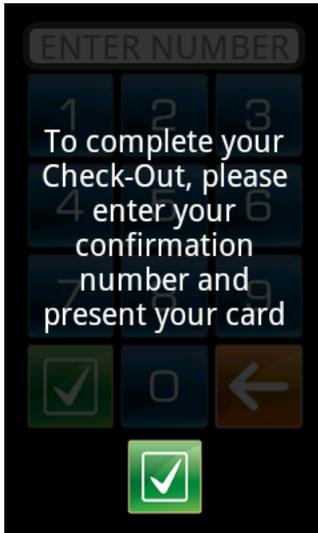
Action is cancelled, Check-out not completed.



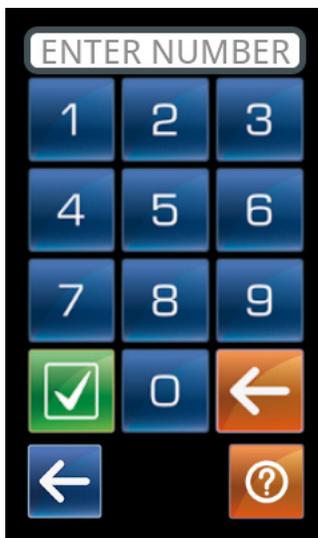
Check-out will be completed.

3.3.1 Confirmation on Check-Out Option

This option adds security when a privilege keycard is presented to check-out. With this option enabled, privilege guest must enter a confirmation number to check-out. Upon presenting the privilege card, the following screen will be displayed:



The screen explains to the guest how to proceed to complete check-out.



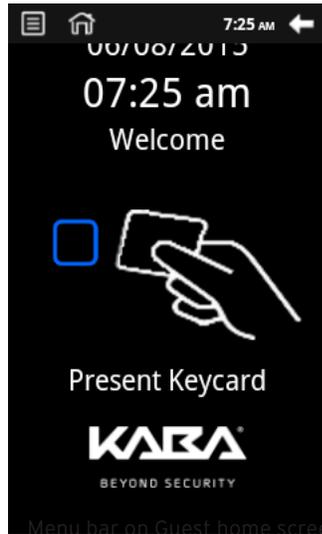
The question mark button  will display the explanation screen again. Once the confirmation number is entered, the guest presents the card again and Check-Out is processed..

4. Settings

To access the setting menu, swipe finger down from top of the screen, a menu bar will appear:



Menu bar on Staff home screen



Menu bar on Guest home screen

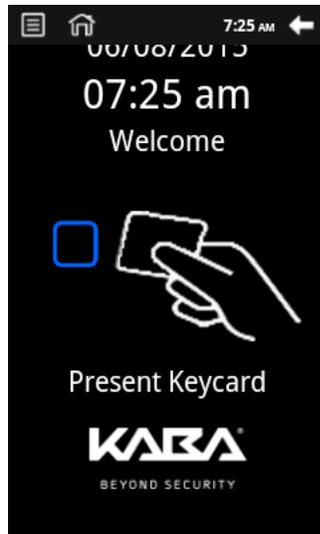
On the staff menu bar, press menu icon:



Menu will appear at the bottom of the screen:



Menu bar on Staff home screen

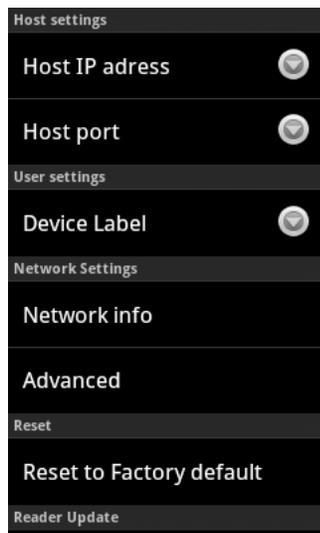
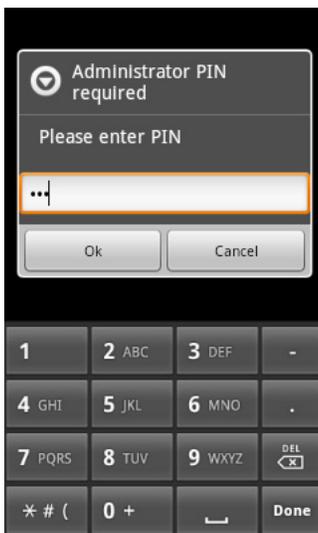


Menu on Guest home screen

When the Settings icon is pressed, Secure Shift Advanced will ask for the Administrator PIN.

The default PIN is "0000".

Entering the Administrator PIN gives access to the setting menu:



4.1 Host IP address

In this menu, enter the IP address of the Saflok Messenger Lens server where the Secure Shift Advanced needs to connect.

4.2 Host port

In this menu, enter the port number (default is 28100) of the server.

4.3 Device Label

In this menu, enter the label to identify each device. Default label is "SSA" (Secure Shift Advanced) + the MAC address.

4.4 Network Settings

4.4.1 Network info

This menu shows the following network information:

- MAC address
- Mode: DHCP or Static
- Current IP address
- Subnet mask
- Gateway
- DNS1
- DNS2
- Connection Status with the Saflok server

4.4.2 Advanced

This menu gives access to the Ethernet Settings of the device. In this menu, network mode can be change from DHCP to Static.

4.5 Reset to factory default

This is used to reset the device to the factory default. All current configuration and data will be deleted. The Administrator PIN needs to be re-entered to confirm the reset.

4.6 Reader update

This menu is used to update the firmware of the Mifare reader. It will be necessary only when a reader update is started but not completed. In that situation this menu can be used to restart the update.

BEYOND SECURITY



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