



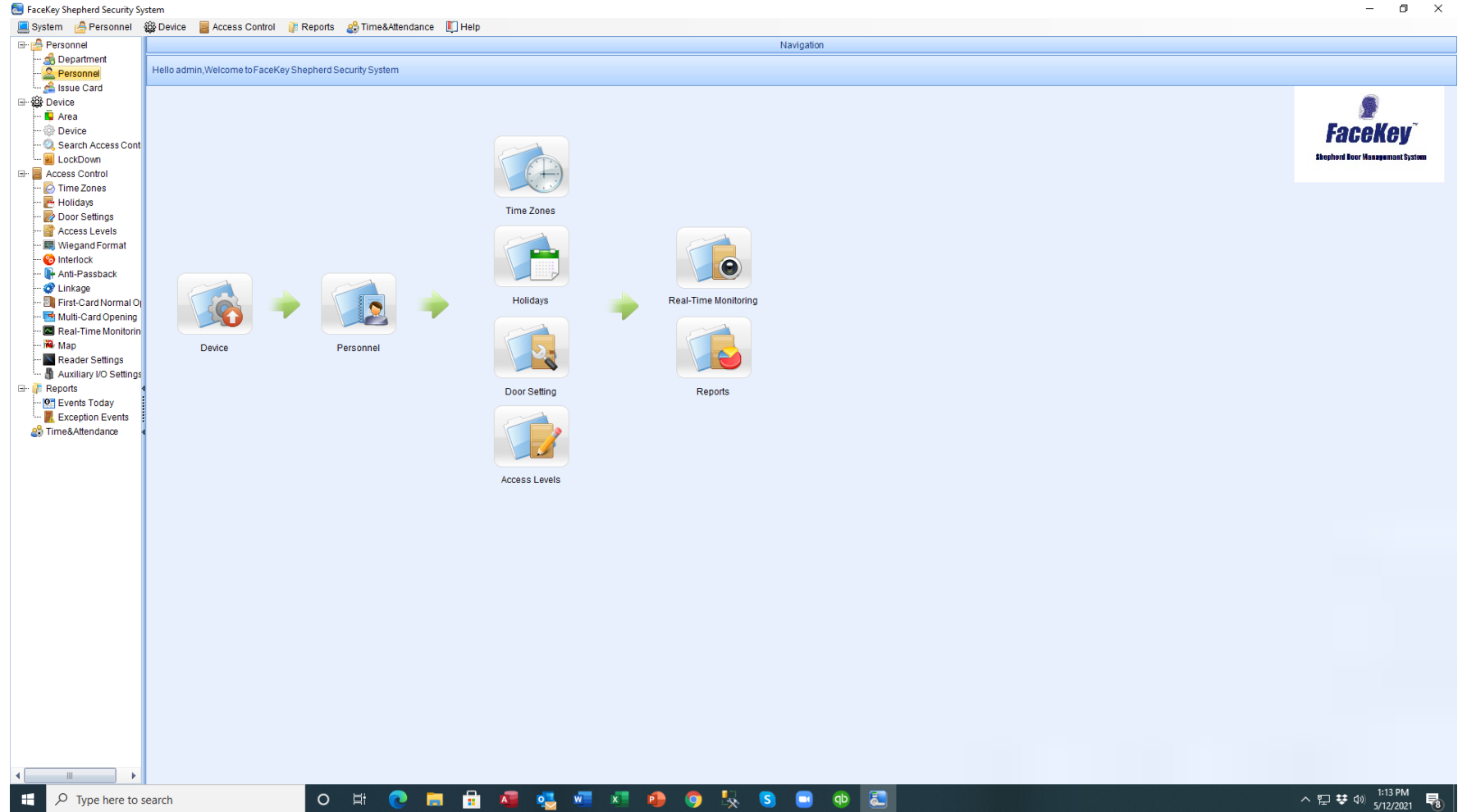
Shepherd Hybrid System Enrollment & Maintenance Manual



Shepherd Hybrid System - Enrollment Manual

Step One

Click on the Personnel function to open the personnel window.

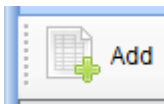




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Step One (Continue)

Click on the Add button



Enter Personnel Data (Required Fields)

1. Personnel Number
2. First Name
3. Last Name
4. Select Gender from the drop down screen
5. Select Department from the drop down screen
6. Card Number (Recommend use the Personnel Number – see #1 above)
7. Terminal management pri field - the default is Employee.
8. All other fields are optional including the Detail tab window.
9. CLICK ON TAB: Alternative Access Levels.

The screenshot shows a software window titled "Add" with three tabs: "Personnel Profile", "Details", and "Alternative Access Levels". The "Personnel Profile" tab is selected. The form contains the following fields and values:

Personnel Number	4400 *	Department	Staff *
First Name	John	Card Number	4400
Last Name	Doe	Mobile Phone	
Gender	Male	Employee Date	2020-05-14
Password	****	Birthday	2020-05-14
Email		Terminal management pri	Employee
Fingerprint Register		USB Sensor	<input type="checkbox"/> Emergency Personnel

At the bottom of the window are three buttons: "Save and Continue", "OK", and "Cancel".



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Step One (Continue)

10. Alternative Access Level: (1) Use this screen to assign personnel to the Enrollment access level only at this time.
11. Select the Enrollment Access Level for the new person by checking the box named Access Level Name.
12. Click on the > button in the middle and move that Access Level to the right-hand column.
13. Then click OK.

	<input type="checkbox"/>	Access Level Na...	Access Control T...
▶ 1	<input checked="" type="checkbox"/>	Enrollment	24/7
2	<input type="checkbox"/>	24/7	24/7
3	<input type="checkbox"/>	cafe #1	24/7
4	<input type="checkbox"/>	Cafe #2	24/7
5	<input type="checkbox"/>	Cafe #3	All
6	<input type="checkbox"/>	Case Manager	24/7
7	<input type="checkbox"/>	Clinican	24/7
8	<input type="checkbox"/>	Case Aide	24/7
9	<input type="checkbox"/>	Reunifoication	24/7
10	<input type="checkbox"/>	PSA Compliance	24/7

	<input type="checkbox"/>	Access Level Name	Access Control Time...
--	--------------------------	-------------------	------------------------

Multi-Card Opening Group: -----
Set Valid Time:
Start date: 2021-05-12 End Date: 2021-05-12

Buttons: >>, >, <, <<, OK, Cancel

	<input type="checkbox"/>	Access Level Name	Access Control Tim...
▶ 1	<input checked="" type="checkbox"/>	24/7	24/7
2	<input type="checkbox"/>	cafe #1	24/7
3	<input type="checkbox"/>	Cafe #2	24/7
4	<input type="checkbox"/>	Cafe #3	All
5	<input type="checkbox"/>	Case Manager	24/7
6	<input type="checkbox"/>	Clinican	24/7
7	<input type="checkbox"/>	Case Aide	24/7
8	<input type="checkbox"/>	Reunifoication	24/7
9	<input type="checkbox"/>	PSA Compliance	24/7
10	<input type="checkbox"/>	Maintenance	24/7

	<input type="checkbox"/>	Access Level Name	Access Control Time...
▶ 1	<input checked="" type="checkbox"/>	Enrollment	24/7

Multi-Card Opening Group: -----
Set Valid Time:
Start date: 2021-05-12 End Date: 2021-05-12

Buttons: >>, >, <, <<, OK, Cancel



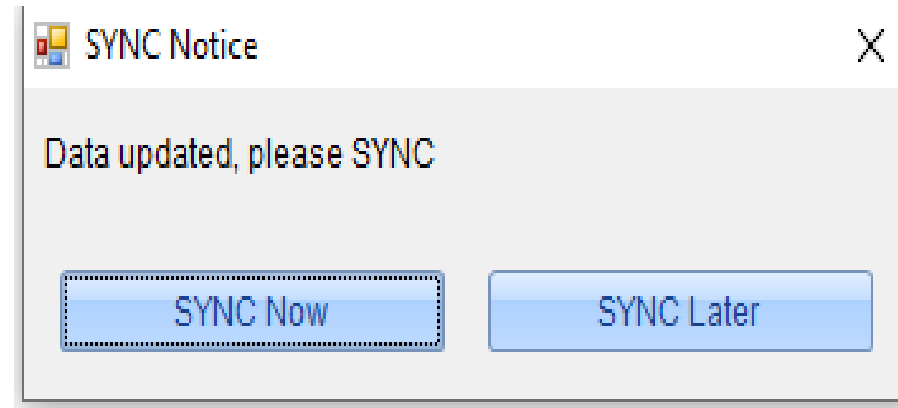
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Step Two

Upload new person to door controllers and terminals.

1. When new person is added and has been assigned an access level, the Sync Notice window will appear. Note if you have added multiple people, complete all the new personnel entries before Syncing the data to the devices.
2. Click on the SYNC Now button to start the sync process and update all the devices, controllers and terminals, with the new information.
3. If the Sync box does not appear. Click on Device, (left column), Select the enrollment reader by checking the box, then click on the “Sync all Data to Devices” button.

ONLY Sync to enrollment device.



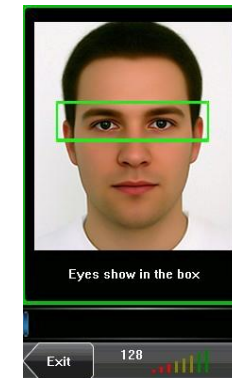
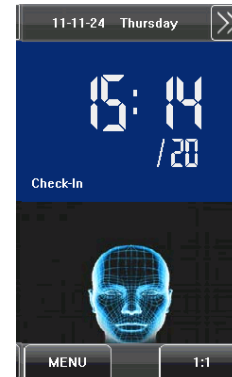


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Step Three –A option. (for PRO2 Enrollment device)

Enrolling Face/Fingerprints using the enrollment terminals.

1. After syncing the user information to the designated enrollment terminal, open the Menu on the enrollment terminal, press the click Menu.
2. Select the User Mgt icon.
3. Use Scroll bar to locate the User or Press the Query button and enter the person's Personnel number into the search field and press OK.
4. Select Face button.
5. Follow instructions on the terminal. When the face enrollment is complete the terminal will return you to this menu.





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Step Three – A option (Continue)

- Next, select the fingerprint
- Have person place selected finger onto the window of the fingerprint scanner. Press finger firmly and remove finger. Repeat the process two more times.
- A second finger can be entered at this time. Recommend to Enroll two fingers on from each hand.
- After enrollment is completed press the Exit button several times to exit back to the main window.
- Verify face and fingerprint to be sure it is working. Have the person look into the terminal then have them touch the fingerprint scanner. This completes the enrollment process.




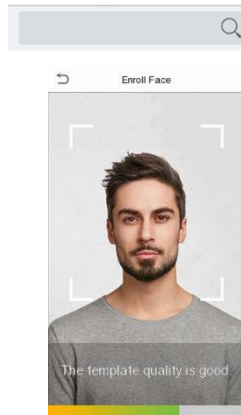
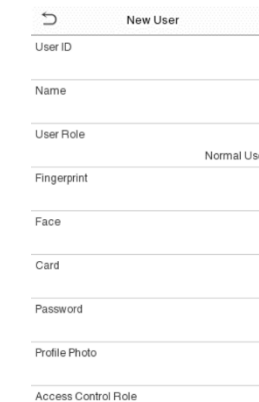
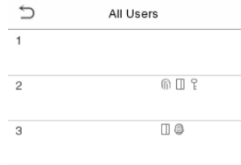


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Step Three – B option (for PRO3 Enrollment device)

Enrolling Face/Fingerprints using the enrollment terminals.

1. After syncing the user information to the designated enrollment terminal, open the Menu on the enrollment terminal, press the click Menu. 
2. Select the User Mgt icon.
3. Use Scroll bar to locate the User or Press the Query button and enter the person's Personnel number into the search field and press OK.
4. Select Face button.
5. Follow instructions on the terminal. When the face enrollment is complete the terminal will return you to this menu.

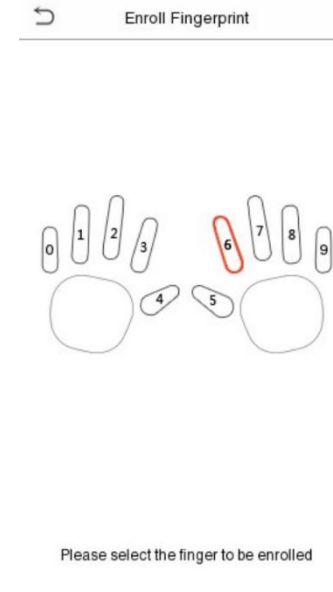




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Step Three – B option (Continue)

- Next, select the fingerprint (click on Finger Number)
- Have person place selected finger onto the window of the fingerprint scanner. Press finger firmly and remove finger. Repeat the process two more times.
- A second finger can be entered at this time. Recommend to Enroll two fingers one from each hand.
- After enrollment is completed press the Press the Exit button ↩ several times to exit back to the main window.
- Verify face and fingerprint to be sure it is working. Have the person look into the terminal then have them touch the fingerprint scanner. This completes the enrollment process.





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Step Four (PRO2 and PRO3)

Saving the enrollment of the Face and Fingerprint.

1. Next step is to download the face and fingerprint data to the database. Go back to the FaceKey software (Page 1) .
2. Select the “Device” function from the left column of the main menu, then select the enrollment terminal that was used to enroll face/fingerprint (see picture to the right).
3. Then click on “Get Personnel Data from Device” button. Data will be downloaded from the enrollment terminal. The templates are now stored in the database.

	Device Name	Serial Number	Communication Mode	IP Address	Serial Port Number	RS485 Address	Enable	Personnel Quantity	Fingerprint Qu
▶ 1	Enrollment	6403144500641	TCP/IP	192.168.1.210			Get Personnel Data From Device	7	0
2	Time Clock	OTW6080056080900008	TCP/IP	192.168.1.211			✓	7	15
3	Front Door	3163562320001	TCP/IP	192.168.1.205			✓	5	12
4	AC-300	6691163800098	TCP/IP	192.168.1.206			✓	7	15



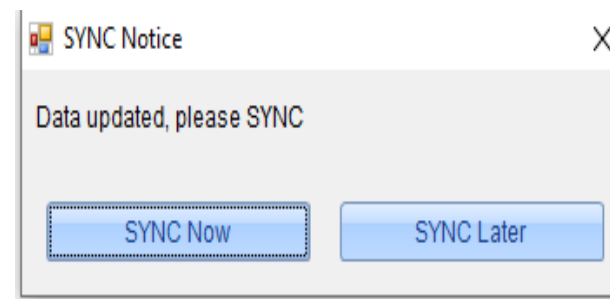
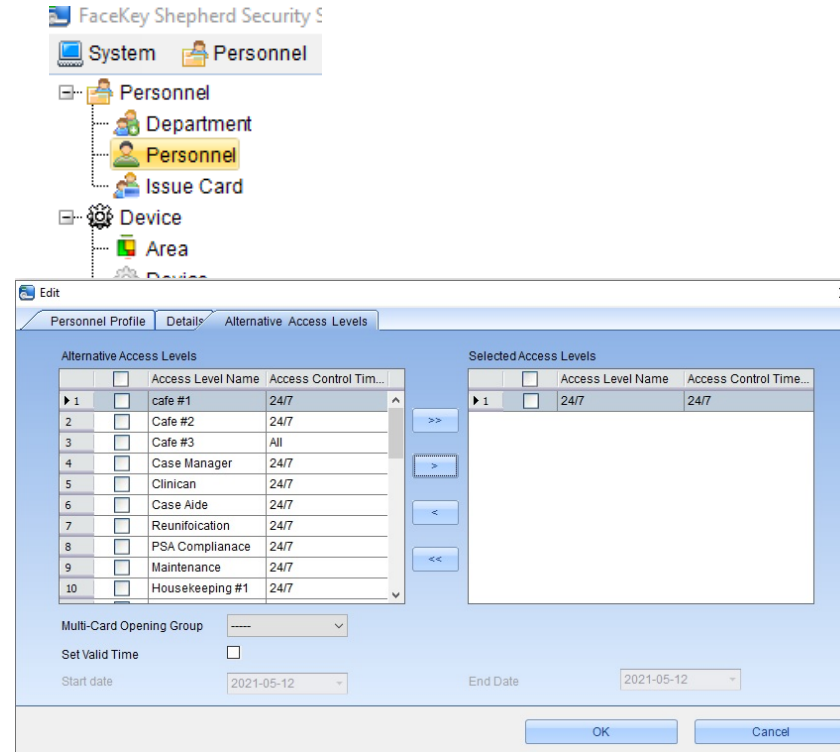
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Step Five

Setup Access Level for user & Sync to Building Terminals

1. Click on Personnel function, left column, select the new person just enrolled .
2. Click on Edit button.
3. Click on Alternate Access Level tab, select the enrollment access level right column, move to left column < button, locate the access level that this person will be using for the building and move it to the right column.
4. Click on the OK button.
5. Sync the information/data to the door controllers and terminals. (note if you have more then one person to enroll, it is recommended to wait until all are enrolled and ready to sync to terminal and door controllers).

Note: this step may take a few minutes to complete. It will remove the users from the enrollment device and update all terminals and door controllers that these personnel are assigned to.





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Step 6 -1A (PRO3 device only)

- A. Open the "Device Management Tool"
- B. Select the Device(s)
- C. Click on "Connecting devices"

The screenshot shows the 'Device Management 2.0' application window. The 'Connecting devices' tab is selected and highlighted with a red box. Below the tab is a table with the following data:

	Name	No	state	IP	Number of employees	administrat	Fingerprint number	Number of faces	Number of records	Seri num
1	201	1	Not conne...	192.168.1.201	0	0	0	0	0	
▶ 2	111	1	○Connect...	92.168.1.181	1	0	0	1	4	VGL

Below the table, a log window shows the following messages:

```
2025-03-07 15:31:13 [111] Connecting, please wait...  
2025-03-07 15:31:15 [111] Connection successful !
```

The log messages are also highlighted with a red box. At the bottom of the window, the SDK version is listed as 6.3.1.54.



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Step Six 2A (PRO3 device only)

- A. Select the Device(s)
- B. Click on "Downloaders"

The screenshot shows the 'Device Management 2.0' interface. At the top, there are navigation tabs: 'Device Management', 'Connecting devices', 'Disconnect', 'Downloaders', and 'Upload Person'. The 'Downloaders' tab is highlighted with a red box. Below the tabs is a table with the following columns: Name, No, state, IP, Number of employees, administrative, Fingerprint number, Number of faces, Number of records, and Serial number. Two rows are visible: row 1 with ID 201 and state 'Not conn...', and row 2 with ID 111 and state 'Connect...'. Row 2 is selected. Below the table, there is a log showing connection status for device 111 on 2025-03-07. At the bottom, the SDK Version is 6.3.1.54.

	Name	No	state	IP	Number of employees	administrative	Fingerprint number	Number of faces	Number of records	Serial number
1	201	1	Not conn...	192.168.1.201	0	0	0	0	0	
▶ 2	111	1	Connect...	192.168.1.181	1	0	0	1	4	VGL

2025-03-07 15:31:13 [111] Connecting, please wait...
2025-03-07 15:31:15 [111] Connection successful !

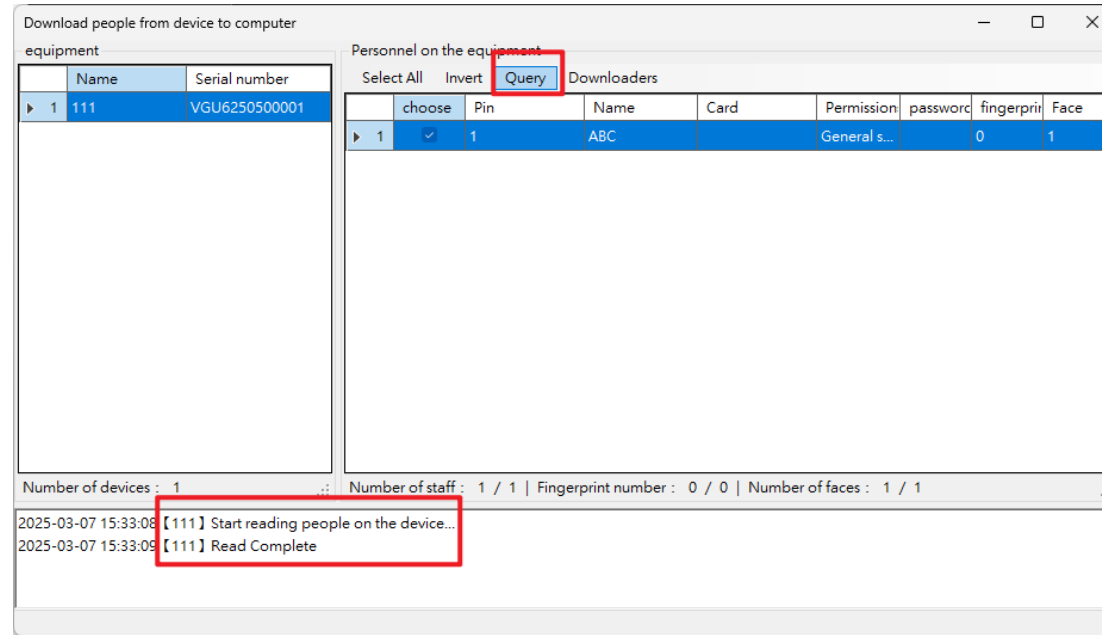
SDK Version: 6.3.1.54



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Step Six 3A (PRO3 device only)

- A. Select the Device(s)
- B. Click on "Quary"



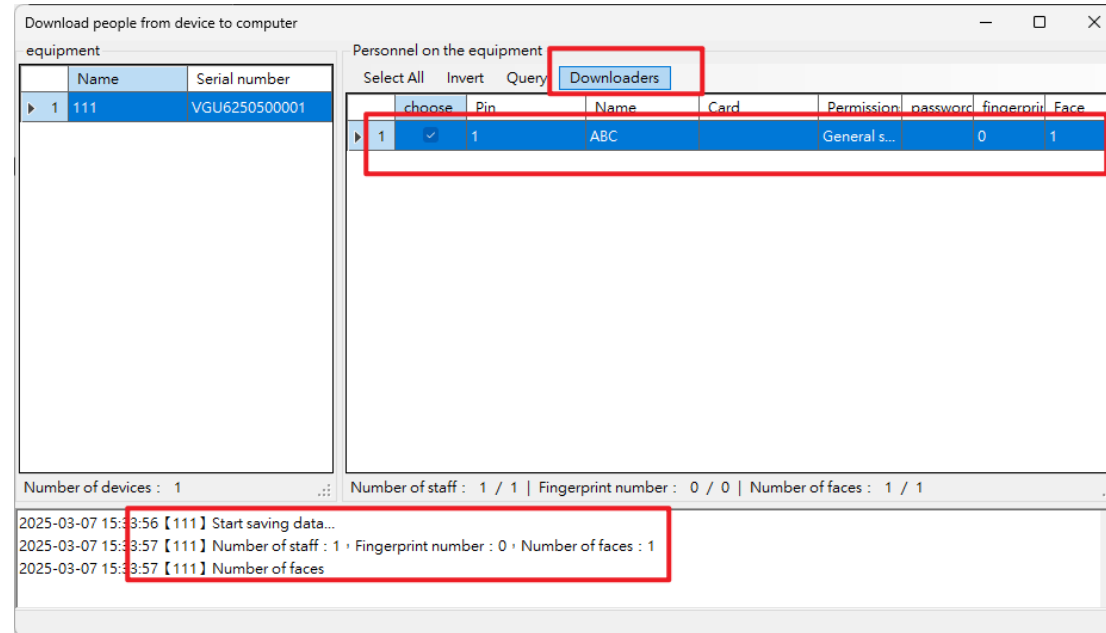


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Step Six 3A (PRO3 device only)

- A. Select the Device(s)
- B. Click on "Downloaders" to save Templates and users to Database.

Note is not the Same database as used in the Shepherd Hybrid Software.





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Step Six 4A (PRO3 device only)

- A. Select the Device(s)
- B. Click on "Upload Person" to save Templates and users to Database.

Note this is used to upload the new Face templates to the PRO3 device.

The screenshot shows the 'Device Management 2.0' application window. At the top, there are tabs for 'Device Management', 'Connecting devices', 'Disconnect', and 'Downloaders'. The 'Upload Person' button is highlighted with a red box. Below the tabs is a table with the following data:

	Name	No	state	IP	Number of employees	administrat	Fingerprint number	Number of faces	Number of records	Seri nun
1	201	1	Not conne...	192.168.1.201	0	0	0	0	0	
2	111	1	○Connect...	192.168.1.181	1	0	0	1	4	VGU
▶ 3	1	1	○Connect...	192.168.1.158	6756	0	0	1	52	TH4

At the bottom of the window, there is a log showing connection status:

```
2025-03-07 15:35:11 [1] Connecting, please wait...
2025-03-07 15:35:12 [1] Connection successful !
```

SDK Version: 6.3.1.54

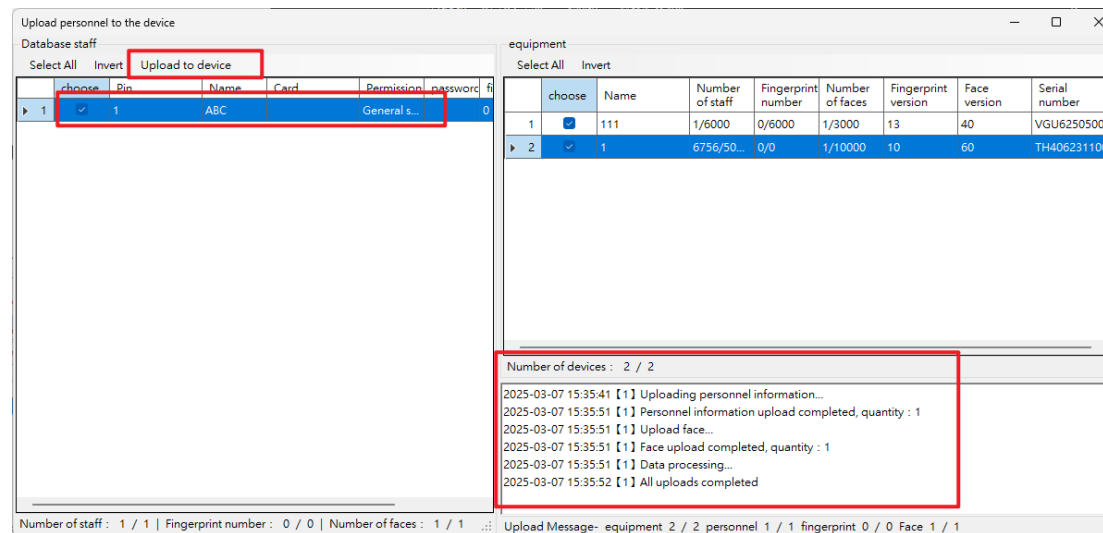


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Step Six 5A (PRO3 device only)

- A. Select the Device(s) and personnel to upload to PRO3.
- B. Click on "Upload to Device".
- C. When completed Click on the "X" upper right conner.

Note this is used to upload the new Face templates to the PRO3 device.





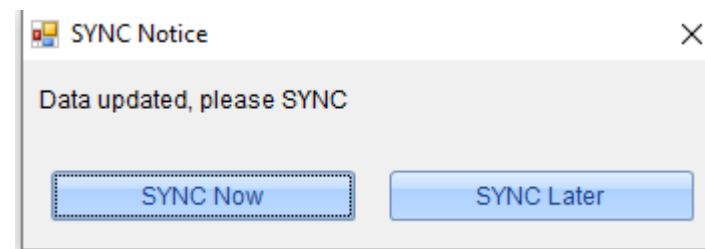
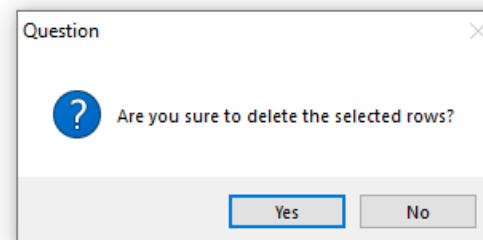
Shepherd Hybrid System - Enrollment Manual

ADDITIONAL INFORMATION

Remove Personnel From System

1. Click on personnel tab.
2. Check the box for the person that is going to be removed from the system.
3. Click on the delete key.
4. Click “YES” button to confirm to remove personnel from database, door controllers and door terminals that he/she was assigned to. (Note this may take a few minutes to complete).
5. The SYNC Notice window will appear.
6. Select SYNC Now to go to all devices that this person is assigned to. Once SYNC Now is clicked, the software will remove personnel data from the database, door controllers and door terminals that he/she was assigned to. (Note this may take a few minutes to complete.).

	<input type="checkbox"/>	Personnel Number	First Name	Last Name	Card Number	Department Number	Department
1	<input type="checkbox"/>	1	Admin	AC300	2953730161	1	FaceKey
2	<input type="checkbox"/>	2	Danell			1	FaceKey
3	<input type="checkbox"/>	4	Andrea	Meador		3	Temp Emp
▶ 4	<input checked="" type="checkbox"/>	5	joe	T	5	2	Staff
5	<input type="checkbox"/>	1234	Joy		1234	1	FaceKey
6	<input type="checkbox"/>	4400	John	Doe	4400	2	Staff
7	<input type="checkbox"/>	4851	Eugene		200897	2	Staff
8	<input type="checkbox"/>	6364	Annette	Starkweather	200899	2	Staff
9	<input type="checkbox"/>	7754	Richard	P	7754	2	Staff





Shepherd Hybrid System - Enrollment Manual

Maintenance:

1. Cleaning of the fingerprint scanner surface:
As needed, use clear Scotch Tape, 1.5 or 2” length, press on the scanner window, then remove, this will remove any oil and dirt from the surface.
2. Download event logs weekly from all controllers and terminals. This is needed so Reports can be searched and exported.
3. Select the Device(s), click on the box next to left of device(s). Then click on the “Get Logs” button.
4. Check box “Clear logs after download”.
5. Click on the Get button.
6. Click on Exit button when download is completed.

FaceKey Shepherd Security System

System Personnel Device Access Control Reports Time&Attendance Help

Personnel Department Personnel Issue Card

Device Area Device Search Access Cont LockDown Access Control

Add Edit Delete Search Get Logs Sync All Data To Device Get Personnel Data From Device Get Information of Personnel More.

	<input type="checkbox"/>	Device Name	Serial Number	Communication Mode	IP Address	Serial Port Number	RS485 Address	Enable	Personnel Quantity	Fingerp
▶ 1	<input checked="" type="checkbox"/>	Enrollment	6403144500641	TCP/IP	192.168.1.210			<input checked="" type="checkbox"/>	7	0
2	<input checked="" type="checkbox"/>	Time Clock	OTW6080056080900008	TCP/IP	192.168.1.211			<input checked="" type="checkbox"/>	7	15
3	<input checked="" type="checkbox"/>	Front Door	3163562320001	TCP/IP	192.168.1.205			<input checked="" type="checkbox"/>	5	12
4	<input checked="" type="checkbox"/>	AC-300	6691163800098	TCP/IP	192.168.1.206			<input checked="" type="checkbox"/>	7	15

Get Logs

Get new logs Get all logs Clear logs after downloaded

Progress

0%

Total progress

0%

Details Get Exit