

Timegate FaceGo Guide

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COMMERCIAL STATEMENT

This document is subject to any terms as per teamssoftware.com/legal.

HELPDESK & SUPPORT

For help and support, please contact TEAM Software Technical Support:

- **Opening hours:** 8am -5pm Monday - Friday (excluding weekends and public holidays)
- **Contact telephone number:** 0370 626 0400 (then press option 1)
- **Email:** support@innovise.com

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WHAT IS FACEGO?

FaceGo is a facial recognition device that can be used in conjunction with Timegate and Clock-In.com. It allows employees to book on using their face as their identification.

The devices can be self-registered by Timegate users or alternatively by supervisors registering their direct reports, both from within **Manage | Devices** .



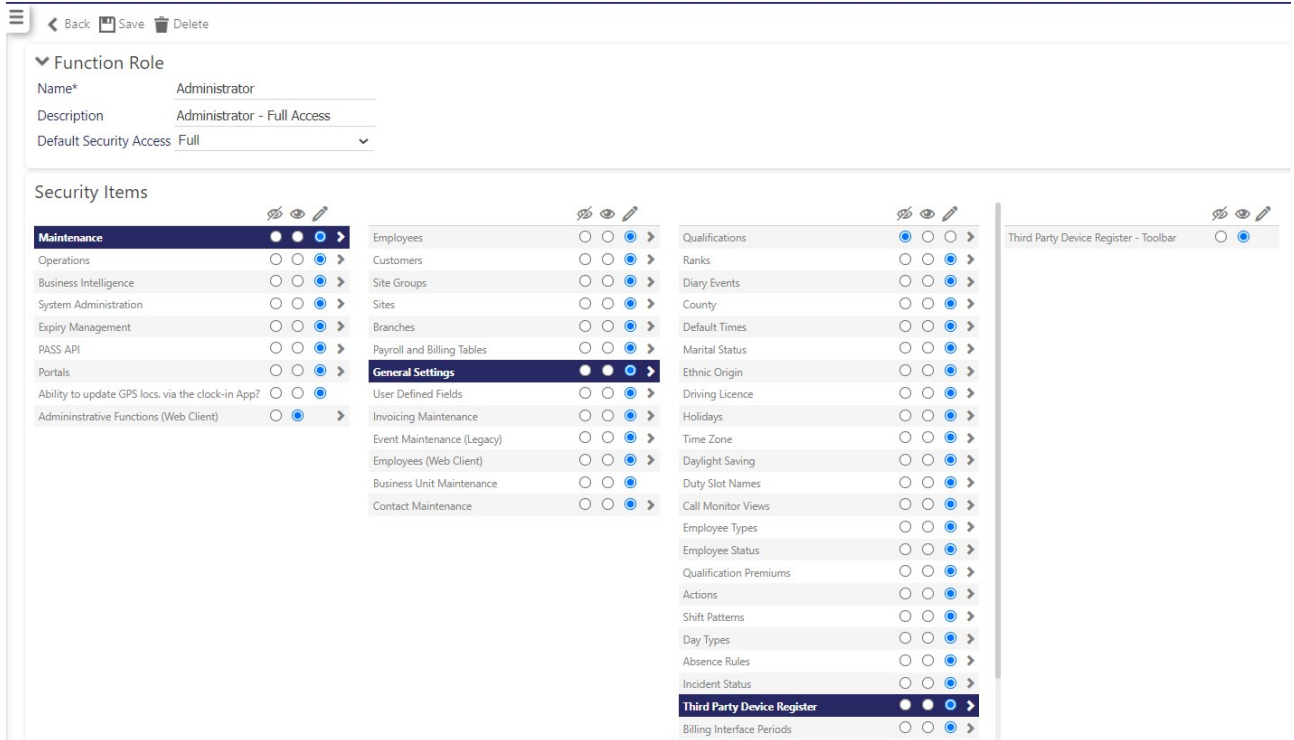
Please Note: This guidance is written specifically for the Hanvon FaceGo 910 and F710 (which is used for 4G mobile communication). These are the only two FaceGo devices that are used with Timegate. Other FaceGo systems may work, but they have not been tested and are not presently supported by TEAM Software

HOW DO I CONFIGURE FACEGO IN TIMEGATE?

Function Role set up

To access the part of Timegate where a FaceGo device can be registered, the user must first have the correct access privileges defined, using a security item in their function role. Follow these instructions to ensure the user has the correct access rights:

- Open **Admin | Security | Function Role**
- Select the Function Role to add access to (e.g. Administrator)
- Locate the Function Role under **Maintenance | General Settings | Third Party Device Register** and set to allow access. Be aware that there is no read only security option for this page. This is shown below:

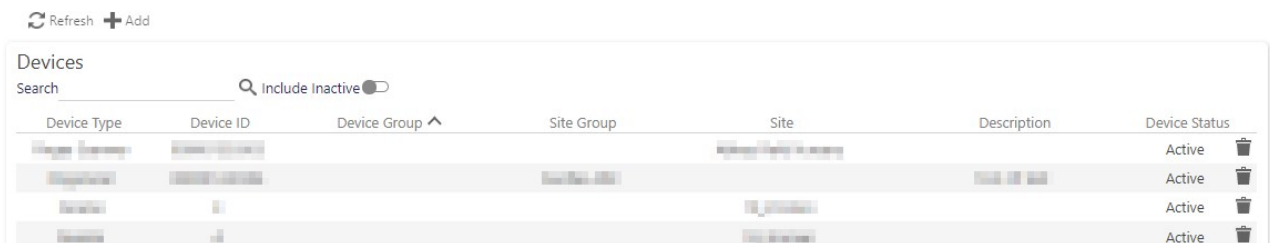


- Select **Save**. If you have made changes, you will need to log out and then back in to Timegate

Registering a FaceGo device in Timegate

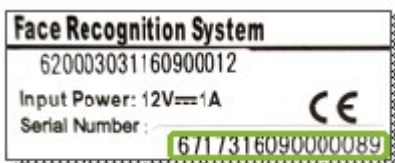
To add a new FaceGo device. Follow these steps:

- Select **Manage | Devices** to open the following screen:



- Select **Add**. A screen similar to the one below will open:

- Enter a **Device ID**. This is the 16 digit serial number of the device found at the bottom of the FaceGo device. If you cannot find the label holding this information, you can search for it when the FaceGo device is switched on. To find the serial number, select **Menu, Option 4 System Infor 6 System Info**(depending on the FaceGo model) and then **Option 2 Product Info** on the device. It is displayed on screen as **SN**, followed by the 16 digit number). An example is as follows:



- Set the **Device Type** as **FaceGo**
- There is no need to select a **Device Group** unless you wish to logically group your devices for informational purposes, but it has no functional value
- Decide whether you are assigning the device to a specific location or not. Generally, most customers assign the device to a specific location (either a **Site** or **Site Group**). To do this, select **Assign To Location**. The following table explains the implications of either selecting or deselecting this setting when

configuring your FaceGo device:

Assign to Location	Fields shown on screen	What this does
Selected	<ul style="list-style-type: none">• Use Site Group• Site / Site Group - depending upon whether Site Group is selected or not	When selected, when a user logs in, a duty is searched for within either the Site or Site Group that has been selected. The Site / Site Group - is entered in the appropriate field if displayed. To assign a Site Group , Use Site Group must first be selected, which changes the Site name data entry point to one for the Site Group .
Deselected	<ul style="list-style-type: none">• Default Location	When this setting is deselected, the field Default Location is available for selection. Under these circumstances, when a device is used to log onto a duty, if the duty cannot be found (i.e. is ad hoc) it will be assigned to the location specified in the Default Location setting. If the Default Location selected is configured with Auto Duty Create , all duties sent to the Default Location will be automatically created.



Tip: For further guidance about **Assign to Location** and the associated **Default Location** value, please see "Audience for devices used in locations with both scheduled and adhoc duties" below.

- If you selected **Assign to Location** either:
 - Select your **Site** of choice
 - Or Select **Use Site Group** and then select the relevant **Site Group**
- If you deselected **Assign to Location**, select your **Default Location**. This is the location that all duties without **SINs** (i.e. adhoc duties) will be directed to if a specific **Site** or **Site Group** has not been configured.
- You can optionally enter a short **Description** of the device s required
- Select **Device Status** and set to **Active** (otherwise, the device won't be available to use)
- At this point, you can entering the **Connection Method**, **SIM Number**, **SIM Provider**, **IP Address**, **MAC Address** and **Location Description**. This is optional. The values serve no functional purpose, they're recorded for information purposes only
- Select **Save**

Audience for devices used in locations with both scheduled and adhoc duties

If you have lots of employees going through the doors to sign on at the same time and don't want your employees to have to enter a SIN when booking onto duties, Timegate can now be set up to support the situation without generating lots of arbitrations. Some of these duties may be scheduled, whilst some may be adhoc (employees turn up, swipe and expect duties to be created for them.) Timegate can be set up so that if

there is a scheduled duty for an employee, it will match to the site. If there is no scheduled duty, Timegate can, when configured correctly create a duty for the employee.

If a device has a **default location** rather than an **assigned location**, if a duty cannot be found for a PIN, it will be assigned to the **default location**. If the default location has been set up to auto duty create, a duty will be created. If the default location has not been set up to auto duty create, and a duty is not present for the employee, an arbitration will be created for the PIN at the default location. The Device can be set up to a Location (Site or Site Group) using the Assign to Location option or can be left to a Default Location

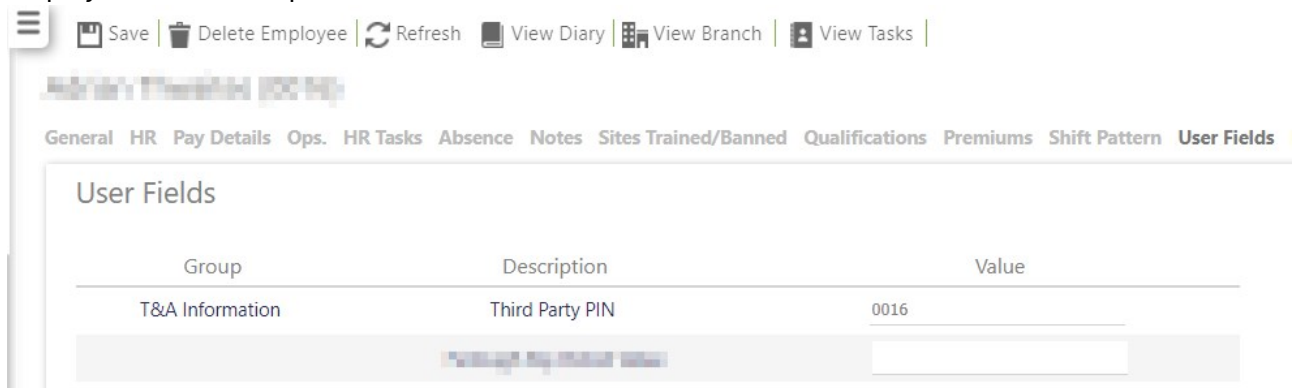
Third Party PIN and Third Party SIN set up

All Employees that are going to be using the biometric devices need to have their Third Party PIN set up. If a Site has been set up as Multi, the Site will need to have it's Third Party SIN set up

Third Party PIN (Employee) Setup

Open the **Set Up | Employee** page:

1. Select the **Employee** that you wish to set up by selecting the **information icon** next to their name. The **Employee General** tab will open
2. Select the **User Fields** tab
3. Next to the **Third Party PIN** User Field, enter the **Employee Number** (in the **Value** field) for your employee. In the example below this is **0016**



4. Select **Save**

Third Party SIN (Sites) set up

Open the **Set Up | Sites** page:

1. Select the Site that you wish to set up by selecting the **information icon** next to it's name. The **Site General** tab will open
2. Select the **User Fields** tab
3. Next to the **Third Party SIN** User Field, select **Other Text**, then enter the **SIN** for your **Site** for example in 00117

User Fields		
Group	Description	Value
00117	Third Party SIN	00117

4. Select **Save**

Single Site and Multiple Site use of Devices

When setting up your FaceGo devices, you have the option to use them in one of two ways - single site mode (their default setting) or multi site mode. Most organisations will opt to use their devices in single site mode.

- **Single Site Mode** - In Single Site Mode, the FaceGo device will log employees onto a single site. When employees book on / off, there will be no need for them to enter a SIN. If you are using the FaceGo device in this way, it must be assigned to a single site in Timegate
- **Multi Site Mode** - In Multi Site Mode the FaceGo device can be used to log users onto multiple sites. Take an airport for example. You may have one FaceGo device in a general security area to book on staff working across two terminal building. Each terminal is treated as a separate site, but there is only one device to book on / off with

A baggage handler may be working at Terminal 1 (Site 1) and a cleaner may be working at Terminal 2 (Site 2). Both employees book on/ off on the same device, but for different sites.

When using this configuration, when an employee books on / off, they will also need to enter the SIN for the site that they wish to book on / off.

HOW DO I SET UP A FACEGO DEVICE?

Make sure your Timegate system is ready to work with your new device

If this is the first FaceGo device that has been installed onto your Timegate system, the first thing you need to do is contact TEAM Software Technical Support. To do this, dial 0370 626 0400 in the UK (+44 370 626 0400 overseas) and select Option 1. This is to make sure your Timegate system is ready to work with your new device. This involves us making a small setting update to your Timegate database that you are not able to do yourself.



Please Note: You only need to do this for the first device that you wish to install. Subsequent devices should be recognised by Timegate without the need to call us.

Unpacking the device

When unpacking the FaceGo device, the following items should be included (correct at time of going to press):

- Hanvon FaceGo device
- Power adapter
- Mounting diagram, bracket and hardware

Getting Started

- Find a suitable location for your device. Make sure that it is inside a room and that it is more than two metres away from any windows, doors or light sources that may have an adverse effect on the system's operation
- It is good practice when installing the device on a wall to put it at a height that is comfortable for the shortest user of the system. Taller users will be able to adjust their stance to centre their faces on the display when using the device to clock on / off
- Connect the power adapter into the power socket in the back of FaceGo device
- If using a physical network connection (rather than Wi-Fi), plug an Ethernet cable into the back of the device, then plug the Ethernet cable into a working, available network jack or switch
- If using a Wi-Fi connection, ensure that the device is within range of the network
- Finally, plug the power adapter into the wall and switch on

Navigating around the Hanvon FaceGo device

Before starting the setup of a device for the first time, it is important to realise that the inbuilt keyboard generally works in the same way as old mobile phone.

- The **MENU** button toggles between:
 - **en** - lower-case characters
 - **EN** - UPPER-CASE characters
 - **123** - numerics
 - **+=** - special characters (:/\,~!@#\$\$%^&*()-_+={}[];"'|<>,?)

- Each individual character is created by pressing a key once or multiple times e.g. if the 2 key is pressed once, an “a” will be entered, whilst if it is pressed two-times, a “b” will be entered
- A full stop is created by pressing the **1** key
- A space is created by pressing the **0** key
- If you wish to enter other special characters, select the **+=** by pressing **MENU** three times until it is displayed. Then press **any numeric key** on the keyboard. A sub menu of special character choices will then be shown. Locate the character you wish to enter and select the **associated number**. If you cannot see the special character from that screen, use the **up** and **down** arrow keys to scroll through the special character pages until you locate the one you wish to use. Finally press the **associated number** on to enter the value when you find it
- When navigating around the system, press the **ESC** key (once, or multiple times) to return to the previous menu screen

Logging on to the system for the first time

When you receive your system, it will already have been configured with a customer specific login and passcode. You will be provided this from TEAM Software when they send you the documentation for your FaceGo unit.

Connecting to a network

If this has not already been set up for you:

- Switch on the device
- Select **Menu** (you will be required to log on as above)
- Select **5 System Settings**
- Select **2 Communication**
- Select **1 Network**
- Select **1 Network: Ethernet**
- Select your choice of network, either:
 - **1 Ethernet** or
 - **2 WiFi**
- Once you have made the appropriate selection for your organisation, follow the instructions below for either:
 - “Connecting to a Wi-Fi network”
 - “Connecting to an Ethernet network”

Connecting to a Wi-Fi network

Having selected the Wi-Fi option:

- Select **2 Scan Hotspot**
- Select your Wi-Fi network of choice (use the **Up** and **Down** arrow keys)
- Select **OK**

- Input the network **Password** when prompted
- Select **OK**

Connecting to an Ethernet network

Having selected the Ethernet network option:

- Toggle **2 DHCP** to either **ON** or **OFF** depending upon your network configuration
- If DHCP is set to **ON**, complete the network settings by following the instructions below in “Other network settings”
- If DHCP is set to **OFF**, select **3 Config** to manually enter the **IP address, Mask** and **Gateway** (use the **Up** and **Down** arrow keys to move between settings)
- Once complete select **OK**

HOW DO I CONFIGURE FACEGO ACROSS MULTIPLE SITES?

Multi Site Mode requires extra configuration on both the FaceGo device and within Timegate. Firstly configure Timegate and then configure the device. It is assumed that when you configure Timegate and FaceGo to work in Multi Site Mode, that the Timegate Sites you are using are part of a valid Timegate Site Group Structure.

Configuring Timegate for Multi Site Mode

In order to work with FaceGo, the configuration of Timegate’s User Field Settings for Third Party SIN must have a field length of 15 configured. Within Timegate:

- Select **Admin | General**
- Select **User fields - Site Cards**
- You should see the following:

Field Group	Field Label	Field Type	Field Length	Decimal	Mandatory	Selection	Selections	Inactive	Sort Order	System Code
T&A Information	Third Party SIN	Text	6	0	<input type="checkbox"/>	<input type="checkbox"/>	SELECTIONS	<input type="checkbox"/>	↑↓	

- Check the **Field Length** - it’s likely to read **6**.
- Change the **6** to **15**
- Select **Save**
- Select **Back** to return to the **Admin | General** page

Set up the FaceGo device

Your FaceGo device can be configured to work in Multi Site Mode. To do this:

- Select **Menu**
- Select **System Settings**
- Select **Attendance**
- Select **Sin** (to toggle on)

Your device is now fully configured.

HOW DO I FIND THE MAC ADDRESS FOR MY FACEGO DEVICE?

You may need to find the MAC address for your FaceGo device in order to add it into your Firewall settings (if your FaceGo device won't connect), enabling it to communicate correctly.

To find the address, on the FaceGo device:

- Select **Menu** (you will be prompted to log in as a Super Administrator if not already logged in)
- Select **System Info**
- Select **Product Info**
- The **MAC** address will now be displayed on screen

HOW DO I ENROL PEOPLE TO USE TIMEGATE AND GET THEM USING IT?

In this section, we cover User Enrolment. The section comprises step by step instructions about how to enrol users (including hints and tips) as well as details of how your employees will be able to use the FaceGo device to Book On, make a Check Call (as appropriate) and to Book Off

Log in to your unit with either a Super Administrator or Administrator account.

User Enrolment

All a few minutes to enrol each user. Users are enrolled by following the steps below:

- Select **Menu**
- Select **2 User Management**
- Select **1 Enroll**
- Enter **ID number** (use the employee's **Third Party PIN** for this - it can be found in their employee record, under the **Employee | User Fields** tab)
- Select **OK**
- Enter **Name**
- Select **OK**
- Select **Verify Method (1 Face)**
- Capture face following prompts onscreen
- Select **User Privilege** (select **1 Access and Attendance**)
- Capture head photograph (H Photo)
- Confirm as necessary (Select **OK** to capture)
- Repeat to enter more users (starting at **1 Enroll** above)
- Select **ESC** to return back to the main page

General Face Enrolment Tips

The following guidance should help users when enrolling:

- **Progress Bar** - the progress indicator at the bottom of the screen shows how much data is needed until enrolment is complete
- **Camera Feedback** - there are two boxes. The white dashed box prepares to locate the face. When enrolment is taking place, a green box appears within the white dashed one
- **Position** - Position yourself and bend at the waist to bring your face 30cm to 80cm, from the device screen
- **Very Small Circles** - When enrolling, slowly make small circles with your face while keeping eyes centred. Do not exceed fifteen degrees while circling

- Adjust Distance - The user should move their face from close to far while making very small circles until green box disappears
- Wearing Glasses - If the user wears glasses all of the time, enrol wearing glasses. If, however, the user sometimes wears glasses, has several different frames they wear, doesn't always wear them or wears contact lenses sometimes, they must enrol initially with their glasses on, but when the progress bar indicates enrolment is about half way through they should remove their glasses



Please Note: Sunglasses or dark tinted glasses must not be worn during enrolment).

How to use - Single Site Mode

For an employee to Book On, make a Check Call (as applicable) or Book Off they must:

- Stand in front of the device
- Select **OK** (the device will change the screen to display the camera and start scanning for a face)

If successful, the device will display a message to the employee and then return to the default display. The information has been successfully accepted for processing - this does not mean that the employee has successfully submitted a call.

This process is asynchronous and the employee will only ever receive a success message. The Book On attempt will be passed to Timegate and processed following all the same rules as any other Book On attempt i.e. as if it were from a telephone call or from the Employee App. This includes the Site / Site Group SIN logic, the pre and post windows for a site, flexible shifts etc.

If an attempt is unsuccessful this will be recorded and the results will be added to the T&A page in Timegate, along with the Device ID, employee details and the reason for failure.

How to use - Multi Site Mode

For an employee to 'Book On' (this includes Book On, Check Call and Book Off) they must:

- Stand in front of the device
- Select **OK** (the device will change the screen to display the camera and start scanning for a face)
- Within 5 seconds, enter the **SIN**
- Select **Enter**

If successful, the device will display a message to the employee and then return to the default display. If after a further 25 seconds **Enter** has not been selected, the value entered to that point will be considered as the SIN and transmitted. If no entry has been made the **SIN** will be '0'

This process is asynchronous and the employee will only ever receive a success message. The Book On attempt will be passed to Timegate and processed following all the same rules as any other Book On attempt i.e. as if it were from a telephone call or from the Employee App. This includes the Site / Site Group SIN logic, the pre and post windows for a site, flexible shifts etc.

If an attempt is unsuccessful this will be recorded and the results will be added to the T&A page in Timegate, along with the Device ID, employee details and the reason for failure.

HOW DO TEAM SOFTWARE SET UP TIMEGATE TO WORK WITH A FACEGO DEVICE?

Before a customer tries to use a FaceGo device, it is important that Timegate database and associated systems are correctly configured. This ensures that the pre-configured FaceGo units will correctly talk with Timegate when they are shipped to a customer.

Set up steps

To set up Timegate to work with the FaceGo devices, it is essential to:

- Make sure Face ID Enabled is ticked in Clock in
- If you plan to use anything other than 4 digits for PIN, check that Clockin.com and Timegate have been configured for the correct PIN length.
- Ensure that the ClockinID is correct within the customer's database system settings table. This is not applied automatically by Clockin.com
- Ensure the correct licensing has been added to the customer in FM Cloud
- Ensure that the database has the **Public Duty Calls Plug-in** enabled. Enable the plug-in via the **FM Cloud**. Ensure that **Octopus** is selected and **Saved** enabling the database to be updated for the customer. Without this, messages will not be delivered into the **T&A Monitor** - they will instead sit in the Duty Calls Processing table
- Ensure that Third Party PIN has been configured in the User Fields tab for Employee records
- Ensure that Third Party SIN has been configured in the User Fields table for Site records

Configuring Timegate and Testing the system

To configure and test a simple system (i.e. device allocated to one site):

- Obtain the FaceGo device administration logon and password
- Ensure the FaceGo device is plugged into a wall socket and switch on
- Check that the device is connected to the Wi-Fi / Cellular network - see "How do I set up a FaceGo Device?" on page 11 for further information about doing this
- Obtain the Device ID/serial number as you will need it to configure Timegate in the next step. Access the administration area of the device and select **Menu, Option 4 System Info** or **6 System Info**(depending on the FaceGo model) and then **Option 2 Product Info**. It is displayed on the screen as **SN**, followed by the 16 digit number
- Ensure the device has been added to the Timegate system in **Manage | Devices** - see "How do I configure FaceGo in Timegate?" on page 6 for further information
- Ensure the employees have their **third third-party PIN** set up in **Set Up | Employee | User Fields** page - again, see "How do I configure FaceGo in Timegate?" on page 6 for further information. When doing this, make sure you check that the length of the PINs are consistent in both Timegate and FaceGo

- Ensure the site(s) have their **third third-party SIN** set up in **Set Up | Sites | User Fields** page - again, see "How do I configure FaceGo in Timegate?" on page 6 for further information. When doing this, make sure you check that the length of the SINS defined are consistent in both Timegate and FaceGo
- Create a user in Timegate and create a duty for them to log onto
- Enrol the associated user on the FaceGo device - see "How do I enrol people to use Timegate and get them using it?" on page 16 for further information
- Log on to the duty using the FaceGo device
- Check the T&A log to ensure the two are communicating