

WinKontrol FAQ's

Components



PES Sensor

Checkpoint

USB Adaptor

WinKontrol

Red Data Keyring

Employee ID Tag
(Any colour)

Please check the CD that came with your package for set up guides.

WinKontrol is running in 'Demo' mode or 'Unable to initialize communication' message

This suggests that WinKontrol cannot 'detect' that the USB Adaptor is connected to the PC. First, check that the USB Adaptor is plugged firmly into your PC's USB port and that you have installed the drivers for the adaptor. Then check the 'Settings/Adaptor' menu in WinKontrol and ensure that the correct type of Adaptor is selected (it's usually the TMD type). The application will shut down – re-start it to check if WinKontrol is still running 'Demo' mode. If WinKontrol is still in 'Demo' mode, unplug the USB Adaptor and plug it into a different USB port. If you do not receive a Window's message/sound stating that the hardware is ready for use, you may need to re-install the USB Adaptor driver (or there may be a problem with your PC). First, shut down and re-start your PC then try re-installing the USB Adaptor driver. If this does not solve the problem please call us.

What is an Anti Vandal event?

This is either microwave/voltage or physical force of 3 levels (small/medium/big) being used to damage the PES Sensor. It indicates that damage has occurred to the PES Sensor and is a self protection system ensuring that any wilful damage is detected and stopped at source before permanent damage occurs. **Mini Vandal** events do not detail specific damage - only that an attempt to damage the PES Sensor has occurred.

If these events are frequent, run a Sensor Anti vandal report from the main reports menu – this will detail time specific abuse by each Sensor. If employee ID tags are used, click on the Guard icon in WinKontrol and 'Edit' the Guard details to view the anti vandal information specific to an employee.

This technology enables verification of whether events are relatively uncommon or much too frequent! By editing each sensor's properties you can see approximately how much warranty is left – see the dotted blue line in picture 1 below – demonstrating about 90% warranty left. **Medium/Big crashes or Microwave/Voltage** = definite wilful damage. Short circuit can be caused by static build up in a pocket and discharge through the PES Sensor.

The patrol time/date intervals on WinKontrol reports are incorrect

Check the time/date on your PC (double click the clock in the bottom right hand corner of the Windows task bar). If this is correct then the sensor time/date must be adjusted to match the time on your PC.

- In order to synchronise the time on the PES Sensor with the time on your computer, you need to "Create" a time chip.
- Select the "Create Chip" icon from the list right of the top icon bar at the top of the software.
- "Transfer" will automatically be selected. Change this to "Time". Click OK.
- Stand the PES Sensor in the USB Adaptor when prompted.
- The message "Time chip was successfully created" should appear and the PES sensor should Bleep and Flash, if not repeat the process until the successful message is displayed.
- The PES Sensor now has the correct time (which is the time displayed on your PC).
- NB. You can also use the Red Data Key ring to perform this task – touch the key ring to the USB Adaptor when prompted, then to the sensor to set the correct time. You must reset the key ring to a 'Transfer chip' using the same process after setting the time on the sensor.
- Check that you are using 'Daylight Time' in the 'Settings' menu.

When I place the PES Sensor in the adaptor I receive a flashing/repeated 'Attach chip to Adaptor' message

When downloading data to your PC, the Adaptor must download all the data from the sensor in one continuous stream, this ensures data is not duplicated in the database. This means that the PES Sensor must be held still when placed in the USB Adaptor, otherwise data will not be downloaded. It can take a minute or so if there is a lot of data in the Sensor.



WinKontrol Folder Sharing

If WinKontrol is installed using the administrator login, other users will need access rights to run WinKontrol. Allow this by right clicking the WinKontrol folder in c:\program files and selecting properties. In the properties tab select 'Sharing' and follow the instructions.

I cannot download data from the PES Sensor with the red key ring

Downloading data can take up to 1 minute, the red keyring must have a steady/debris free connection with the PES Sensor to download data. Please clean the contact points then reset the Red data key to a 'Transfer chip' -

- Select the "Create Chip" button from the far right of the top icon bar at the top of the software.
- "Transfer" will automatically be selected. Click OK and re-try downloading data from the PES Sensor.

The PES Sensor beeps twice when touching an ID Tag or checkpoint

This happens because the PES Sensor is reaching the end of its event capacity (Mini starts to beep at 150 events, the Profi & Forte Sensors beep at 90% capacity).

WinKontrol states that the software licence number is wrong

Please re-enter the licence code ensuring that;
Letters are entered in upper case (licence codes never contain the letter 'O' only the number '0')
It is exactly 16 characters (ensure there are no spaces or punctuation marks)

WinKontrol will not let me add any more PES Sensors/checkpoints/ID Tags

This is because (Standard edition) is limited in capacity, to upgrade to the Professional please call us. If you already have the Professional licence, please click Settings/Professional Licence and input the code from your disc.

Why is the Chip/Check data chip option on the WinKontrol menu not working?

This check data chip option requires a lengthy and steady contact with the red key ring to verify its integrity. It's a last resort if you suspect that the red data key is corrupt (this would be highly unusual).
NB. This option doesn't work with a PES Sensor.

Can I export data to any other format?

Yes, you can export using HTML (use the HTML button at the top left of any generated report) this can be opened in a variety of formats – Internet Explorer for example.

To export in .csv format, use either the Summary Report or Care Report (.csv) on the Report menu in WinKontrol.

Why is a checkpoint/ID tag still showing as 'unknown ***' in WinKontrol reports?**


Ensure that the checkpoint or ID tag has been programmed in correctly, then re-start your PC to resolve this issue.

The sensor flashes for a long time when transferring data to the red key ring/PC

It can take as long as a minute to download data from the PES Sensor – it depends on the speed of your PC and how much data is held on the PES Sensor.

How do I program exception reports/shift reports?

Use the Route Difference Reports for exception reporting. We recommend that you read the manual which comes on the WinKontrol disc, although a quick guide to set up routes is in the WinKontrol Quick Starter Guide.

To program shifts use the  button, selecting the Routes and the clock times that you would like the Routes to run with. (NB. Ensure you've already programmed Routes into WinKontrol).

How do I mount checkpoints?

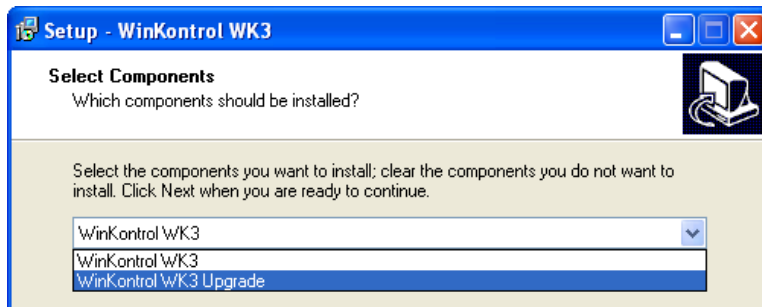
Plastic housings - simply screw in the housing to the wall or surface and pop the iButton in with a rubber mallet or similar. Brass housings, follow the video guide on the white M-Set Technologies disc that came with your package.



I need to re-install WinKontrol on a new PC

www.tomst.com/WinKontrol/

Visit the above web address and select the most recent version of 'WinKontrol WK3' (currently 3.5.704.1408) download this file and then choose to either; install **or** upgrade. It's very important that you choose **Upgrade if you already have WinKontrol installed**. Choose this option from the dropdown on the **3rd screen** you are presented with (as in the picture below). You will need to re-start your PC after this process.



I need to backup my database or transfer it from an old PC to a new PC

If your Winkontrol version is more than 2 years old or has more than one winkontrol.abs database file in the Winkontrol program folder, it will need upgrading to enable transfer of this database file to a new version of Winkontrol. So, if you are transferring Winkontrol to a new PC from an old PC, follow the below steps to upgrade the version of Winkontrol on your old PC before installing Winkontrol on a new PC or transferring the database file to a new PC or backing it up.

- 1 In Winkontrol click 'Settings' then select DB Path, the path should be c:\Program Files\WinKontrol\ or something very similar – note this location.
- 2 Open internet explorer or a PC explorer window (press the windows key and letter 'e' together) and type in the address as per above - c:\Program Files\WinKontrol\ or browse to the WinKontrol folder on your hard drive (usually on the PC's c:\ drive)
- 3 Right click the database file which is named **WinKontrol.abs** file and select 'copy'
- 4 Close the open windows and right click your desktop then paste this file to the desktop.
- 5 Save this file externally to a CD or flash drive/memory stick as it contains all your data and settings.

I need to (re-)install drivers for my USB Adaptor

www.tomst.com/WinKontrol/

For newer adaptors (Feb 2007 onwards – check your adaptor box if in doubt; a 'D' in the adaptor code = TMD)

- 1 Visit the above web address and select the **TMD driver** from midway down the page.
- 2 Create a new folder on your desktop and download then **unzip** the TMD driver file to this desktop folder.
- 3 Plug in the USB adaptor and browse to this folder when Windows asks you to locate the driver file – Windows will then install the driver for you. **Do not use Windows update.**

You can also re-install the driver if it is corrupt by using the PC's Windows control panel (found in System / Hardware / Device Manager / USB Controllers / Tomst *USB Serial device (or similar wording)*)

For older TME adaptors (pre - Feb 2007 – check your adaptor box if in doubt; an 'E' in the adaptor code = TME)

Follow steps 1 to 3 above but download the **TME driver**. Once installed as below check the **COM port number** and **set Winkontrol / Settings /TME Adaptor** to this **COM port**.

- 1 In Windows select "Control Panel" and "System" / "Hardware" / " Device manager"
- 2 Look down the list down and find "Ports", expand the ports list by pressing the + sign.
- 3 If the drivers are installed correctly (Tomst) USB Serial Port should be listed. Note the **COM port number**.



I've mounted checkpoints but haven't programmed them into WinKontrol

This is the best way if you have more than 10 or so checkpoints. Proceed to do a tour of the checkpoints, hitting each one in the order you expect the tour to be carried out - making a mental / physical note of each checkpoint's location. (This must be done and programmed into WinKontrol before any actual guard tours are carried out). Download the data from the PES Sensor to WinKontrol, export the report, then save it as an HTML file (the report window has a button at the top left marked 'HTML' to export reports). Open this file, highlight then cut and paste the 6 character checkpoint code into the space for the checkpoint ID when directed –

- Select the "Checkpoint" button from the icon bar. The button has an "A" stamped on it.
- Select "New"
- Enter the location name.
- Cut and paste the 6 character code from the HTML document into the ID box.
- The checkpoint is now entered into the WinKontrol software when OK or next is clicked.
- Select next and repeat the process for additional checkpoints if required.

The PES Profi Sensor is exhibiting unusual behaviour – can I reset factory settings?

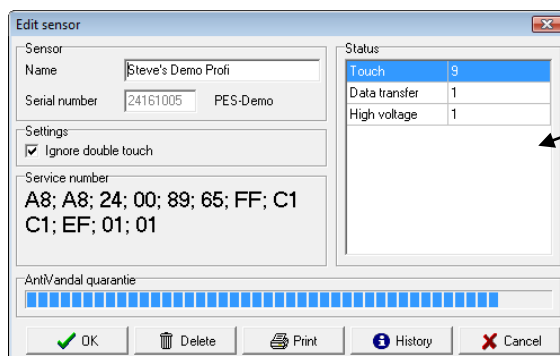
Yes – locate the Firmware Upgrade P2_2new.tup file on the WinKontrol Installation disc (you may need to use Windows explorer to explore the disc otherwise it may auto-run when inserted into the CD/DVD drive).

- Save the file to desktop (or anywhere on the c:\ drive or network where it can be easily located).
- Open WinKontrol software with the adaptor already attached to a USB port.
- Click 'Chip' heading then select 'Firmware upgrade'.
- Locate the firmware upgrade file on the desktop (or wherever the file was saved).
- (Message states 'Attach chip to the adaptor') Touch the Red Data key ring to the adaptor.
- When the transfer is complete touch the key ring to the sensor. The Sensor will beep to acknowledge receipt of the firmware upgrade.
- Click 'Chip' heading then select 'Chip setup'.
- "Transfer" will automatically be selected. Change this to "Time" and click OK.
- Stand the PES Sensor in the USB Adaptor when prompted.
- The message "Time chip was successfully created" should appear and the PES sensor should beep and flash, if not repeat the process until the successful message is displayed.
- Go back to WinKontrol, select 'Chip' heading then 'Chip setup'.
- Select 'transfer chip' and click OK.
- Message states 'Attach chip to the adaptor' - Touch the Red Data key ring to the adaptor.
- Message states 'Transfer chip created – this resets the Red Data key ring.

How do I return faulty goods?

The RMA procedure is as follows;

- Contact us on 01254 664747 to diagnose/solve an issue over the phone/web or in person.
- If this fails to resolve the problem, in most circumstances we will arrange for a (next day – PES Sensors) replacement to be despatched to you once we receive the faulty item and determine the problem is a manufacturing issue and replaceable under warranty.
- Please despatch the item back to us with your name and address, a description of the problem, the RMA number and an address for the replacement to be despatched to. If you are returning a PES Sensor under warranty we also need a screen print of the sensor properties. To do this, locate the PES Sensor icon on the top left of the WinKontrol screen. Click the icon and select the PES Sensor to be returned. Click 'Edit' and then print the displayed screen (example picture 1 below).



Picture 1

Address;
M-Set Technologies Ltd
Suite 26, Business Centre
Eanam Wharf
Blackburn
BB1 5BL