

iGo Door Access - Owner Instructions

Follow these simple steps to set-up your iGo Door Access system.

Step 1: Inventory your parts

All of the following parts are shipped from Go Figure as part of the Door Access kit. If any item is missing or damaged, please contact us within 30 days.

- USB/Serial Converter:



- Relay Unit:



- Power Supply:



- Barcode Swiper:



- Serial Cable:



- USB Cable:



Step 2: Select an Installation Professional

Installing the Door Access kit involves cutting, drilling, and other hardware work, as well as some electrical work, and should only be performed by a licensed locksmith, electrician, or other licensed professional. (A separate document has been provided with your Door Access kit titled "iGo Door Access - Installation Instructions," to guide your installation professional.)

Step 3: Select door lock hardware

Door lock hardware is the only thing not included with the iGo Door Access kit, mainly because there are so many different makes and models to meet varying demands (like door size, expected traffic, security level required, etc.).

Door access hardware is needed in three separate areas. Your installation professional can assist you with making a choice about each of these:

1. Door Strike Mechanism

The door strike mechanism is what actually unlocks your door upon receiving a signal from the computer.

View an example of a heavy-duty door strike mechanism, designed for a large door with heavy traffic and high security needs by searching for Hes 9500 Fire Rated Electric Strike at wholesalelocks.com.

2. Door Exit Hardware

The door exit hardware is what allows members to leave your facility, without having to rescan their keytag, or otherwise rely on the electronic hardware to unlock the door (this is especially important in case of an *emergency*).

View an example of a simple push bar that quickly and easily opens your door by searching for Cal Royal 2200 Panic Bar at wholesalelocks.com.

3. Door Entrance Hardware

The door entrance hardware is what allows you to enter your facility using a key, bypassing the electronic lock (especially important if the scanner is not working or the power goes out).

View an example by searching for Cal Royal ESC2200 Clutched Lever Panic Bar Trim at wholesalelocks.com.

Step 4: Software Configuration

After your iGo Door Access is successfully installed by a professional locksmith, configure the iGo Door Access to work with the iGo Figure Software:

1. Download USB/Serial Converter drivers at: <http://www.tripplite.com/en/products/model.cfm?txtModelID=3914>
2. Install drivers and launch the device manager:
Microsoft® XP Users: Start → Control Panel → System → Hardware tab → Click the Device Manager button.
Microsoft® Vista Users: Start → Type Device Manager in the search field.
3. Under Ports, you should see your Key span device listed (which is the USB/Serial Converter), and a COM# in parenthesis. Enter this COM# in the next step.
4. Launch iGo Figure → More Options Menu → iGo Connect → Door Access System → Settings tab and enter the COM# in the space shown below:



5. Click **Save**.

Step 5: Activate iGo Door Access

To activate this system follow these steps:

1. Go to More Options Menu → iGo Connect → Door Access System → Register tab.
2. Call Go Figure Technical Support and provide your iGo Figure License Key.
U.S. and Canada: (877) 463-4487
International: +1 281 207 0014
3. A Technical Support representative will then provide you a Registration Number. Enter it in the space provided, and click **Activate**.

Your door access system is now installed, configured, and ready to use!

Other Recommendations

Go Figure recommends implementing the following to help make your extended-hour, non-staffed operations as successful as possible.

- **Backup Power.** Backup power supply systems, often referred to as a UPS or “uninterruptable power supply,” cost around \$150. They continue to provide power for short times in case the electricity fails. Plug your computer and Door Access system into a UPS, and they will still function if the electricity fails momentarily.
- **Computer protection.** A locking cabinet can provide protection for your computer CPU and keyboard/mouse after-hours. Make sure the cabinet is properly vented, or has a fan, so your computer will not overheat.

Note: Your data is safe even in the unlikely event that your computer is stolen or hacked into. iGo Figure Version 3.6 or higher includes advanced security features which make it one of the only club management software packages in the world that is audited and certified as PCI Compliant. This means that it satisfies stringent credit card company data security requirements, when you use advanced security settings.

- **Copier.** Consider requiring an access code to use your copier, if you have one.
- **Electricity costs.** To avoid keeping the lights on all the time, consider setting lights and air conditioning on a timer, or have an electrician connect the door access (or a motion detector) to the lights and air conditioning, so they are on for 30-40 minutes every time a card swipe is detected. Lock your thermostat.
- **Emergency Services Access.** Contact your local police and fire departments to set up emergency access. They likely have a protocol for you to install an exterior lock box (like a Knox Box) containing your club door key. Thus, if an emergency arises, the club is accessible without destroying the front door. Talk to police about increased patrols.
- **Franchisor.** Different franchisors have different (or no) restrictions on 24-hour or extended-hour access. Check your franchise agreement to be sure.

- **Important papers, files and documents protection.** Lock up all your files, mail, pay checks, checkbooks, etc. Consider removing all check draft authorization forms, and employee files containing Social Security information. Simple bar-lock mechanisms are available which will lock all four drawers of a file cabinet.
- **Insurance.** Contact your insurance carrier to let them know about the change, and to make sure you have coverage. Some have a price difference if your facility will be open more than 18 hours per day.
- **Inventory protection.** Consider locking up inventory. Some clubs with nominal inventory levels do not do this, and have instead successfully relied on the deterrent effect of the security video cameras.
- **Keytags.** Go Figure recommends ordering our Premium Keytags for use with the door access system. They are easier to accurately swipe through the external door scanner.
- **Landlord.** Check your lease to see if you need to let your landlord know of and/or approve the change in hours of operation.
- **Liability Forms.** Review your release-of-liability form/waiver to make sure it covers non-staffed club operation.
- **Lost Keytags.** If a keytag is lost, it must be reported immediately; otherwise a non-member may be able to access the club.
- **Marketing.** Market and promote your new hours! Ask your landlord for permission to put out a sandwich board promoting the new, extended hours. Put out a press release. Three or four new members can pay for the whole setup.
- **Music.** You will need to account for music during non-staffed hours.
- **Panic Buttons.** Consider installing a 911 panic button, or leaving two or three 911-key fobs on the desk for members who are working out alone (these are panic button devices on a lanyard a member can wear while working out). A button can be programmed to immediately notify 911 if the member falls and cannot reach the phone or a panic button. (Similar to "I've fallen and I can't get up" panic buttons). We suggest that you include a fee to be charged if a member does not return the panic key fob after use. They are about \$65 each and can be purchased from your security company. Your camera system will provide video if the member does not return the key fob, and an accurate recording of an accident if one occurs. Review with your insurance company for specific policy issues.
- **Scanner protection** - In colder climates, you may want to cover the keytag swiper with a simple plastic box that keeps snow and ice from getting inside and preventing accurate swipes.
- **Security Cameras.** Consider installing security cameras to deter theft and damage to equipment. Several clubs have at least four cameras mounted throughout the club and all are recorded, with one aimed at the door to record entrance. Most camera systems allow you to access the camera views via a website to see how members are doing. Now you can visit or remotely monitor your club any time. Some even have options to text you a photo of who accessed the club.
- **Telephone.** Have one available for emergencies. Consider disabling long distance charges.
- **Written Instructions.** Consider posting instructions by the door access card swipe on how to use it, and a cell number to call if it is not working. Some security systems allow a manager to open the door remotely.