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I. Materials

A. Access Control System (Minimum Requirements)

- 1 - Proximity / Wiegand Access – **Proximity Card Reader**
– **Numeric Keypad**
- 1 - **Proximity Door Controller**
- 1 - **Computer Running** – Gym Assistant
– GateKeeper
- 1 - Serial (RS232) Port [Attached to the computer]

B. Wiring / Cabling

(Please see “**Connecting Wiegand I/O Devices to the Proximity Door Controller**” section below).

C. Optional Equipment

- 1 - **MagLock** + Power Supply
- 1 - **Panic Bar**

- 1 - **Door Strike** + Power Supply
- 1 - **Motion Detector**
- 1 - Open Door Button (w/ timer)

II. Introduction

The **Proximity/Wiegand Door Controller** provides two functions.

1. It converts output from a **Wiegand** interface device (usually a proximity reader or numeric keypad) to a **Serial** (RS232) interface that can connect directly to a computer.
2. It also provides a dry contact relay that is controlled by the same **Serial** (RS232) connection from the computer.

GateKeeper is the add-on software included with **Gym Assistant** that controls all access functions. **GateKeeper** receives input from the reader/keypad and sends a signal to trigger the controller relay. The controller relay is controlled exclusively by the **GateKeeper** application.

Note: The **Proximity/Wiegand Door Controller** does not provide direct input for an external **Request-To-Exit button** or **motion sensor**. These devices must be connected directly to the electric lock circuit independent of the **Door Controller**.

The **Proximity/Wiegand Door Controller** does not provide power to the **door lock**. Power for the door lock must be supplied by a separate power source.

III. Before You Begin...

IMPORTANT!!!

The Proximity Door Controller requires Gym Assistant 2.0.2

If you do not have version 2.0.2 or newer, please contact Gym Assistant (see Contact Info).

Please read this entire document before beginning your Proximity Door Controller installation. Installing our Access Control system requires only a very basic knowledge of wiring and electronics. These instructions have evolved from over ten years of helping our customers setup and troubleshoot their systems.

We **strongly** recommend that you connect all of the hardware on the desktop or counter and test all components of the system before installing.

This will allow you to work out any technical issues much more easily than after you have run wires and mounted the hardware. You should also perform any tests included in each step of the installation. Each test is intended to confirm that a part of the system is functioning correctly before moving onto the next part.

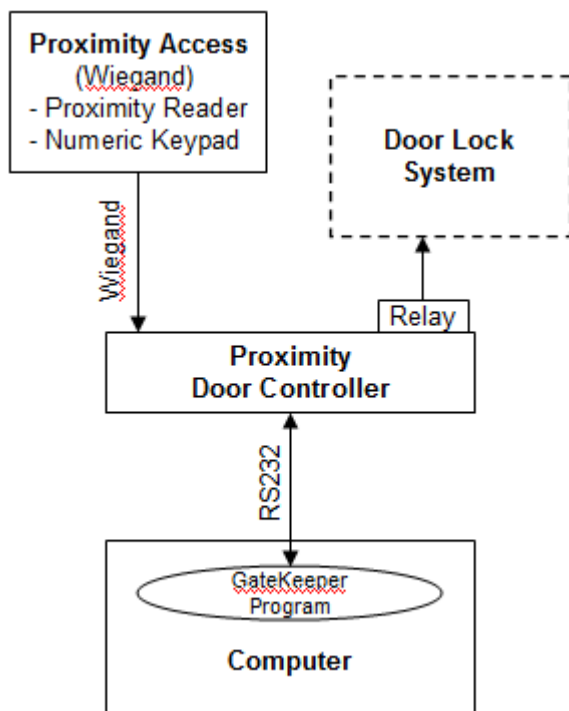
CONTACT INFO:

If you have any questions before or during installation, please don't hesitate to contact us:

Telephone: 1-877-496-2778 Ext. 2

Email: Support@GymAssistant.com

IV. Typical Proximity / Wiegand Interface Configurations



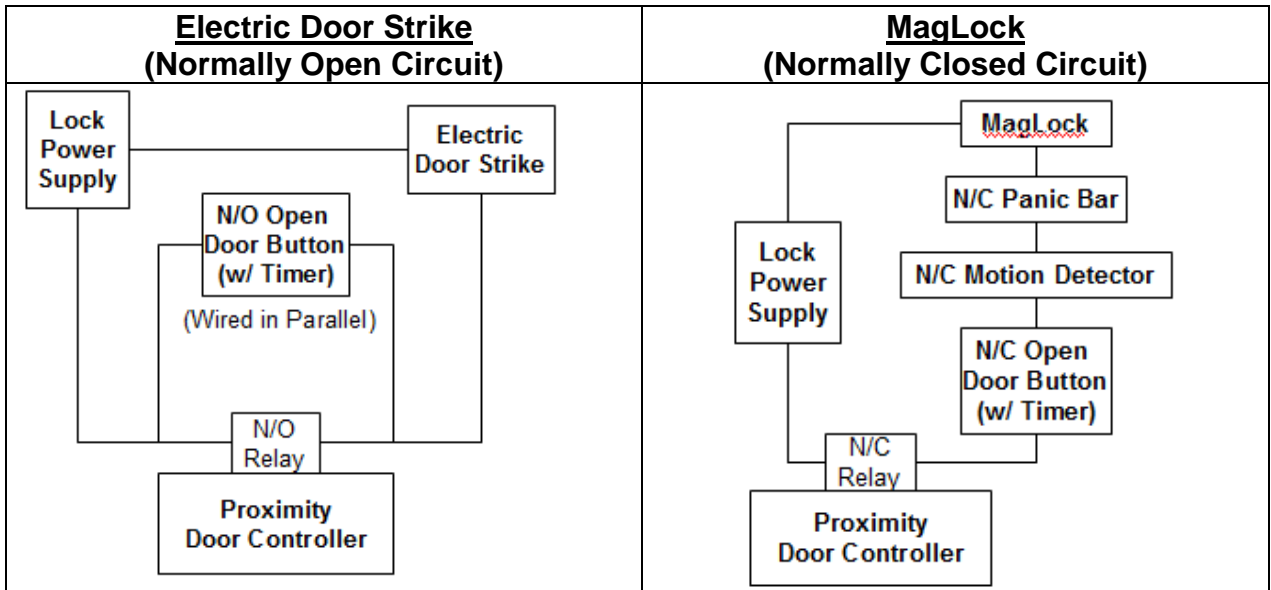
Access Control Process:

1. Member uses Proximity Card / Key Fob or enters code on Wiegand Device.
2. Input is read from the **Proximity Access**.
3. **Proximity Door Controller** receives the Wiegand signal.
4. **Proximity Door Controller** then transmits input to **Computer** through a Serial (RS232) connection.
5. **Gatekeeper** sends an "open door" signal to the **Proximity Door Controller** via Serial (RS232) connection to activate / deactivate the dry contact relay.
6. **Door Lock System** opens.
7. Member enters entrance.
8. After the **GateKeeper** timer delay, it sends another "close door" signal to the Proximity Door Controller via Serial (RS232) connection to activate / deactivate the dry contact relay.
9. **Door Lock System** closes.

F

- 1 – Serial (RS232) Port
- 1 – Relay (N/O or N/C dry contact)
- **NO** Digital Inputs
- **NO** Built-in-Timers [Provided by GateKeeper Software]

V. Additional Access Control Configurations



VI. Where to Place the Hardware

The **Proximity Card Reader** or **Wiegand Keypad** should be mounted near the door. It does not need to be mounted on the door frame itself since you can specify the amount of time that the door is unlocked after the member swipes his/her card.

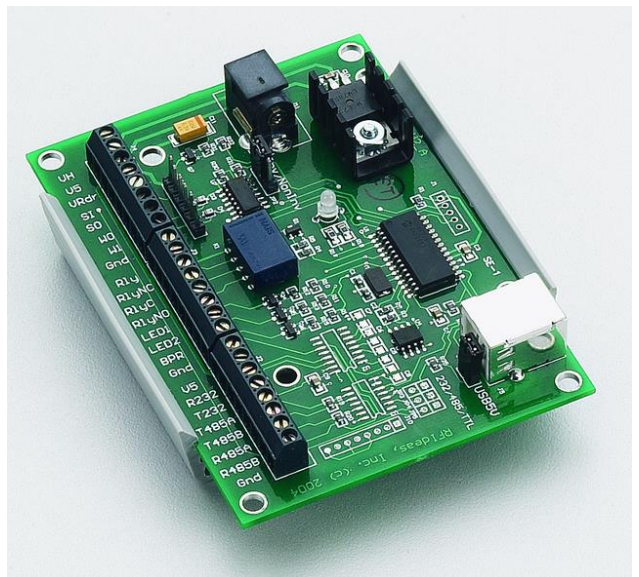
- Place the barcode reader in a location that will be protected from the elements as much as possible.
- You might also consider placing it in a location that is not easily visible from passersby.

We recommend placing the **Proximity Door Controller** near the computer (for example, mounted under the counter at the front desk). This will allow you to more easily diagnose any problems you may have and makes it easy to access the wiring for the controller.

Proximity Reader (Wiegand RFID Reader)



Proximity Door Controller



VII. Connecting the Proximity Door Controller to the computer

1. Plug the Serial (RS232) Cable into the “**Serial Cable Connector**” on the **Proximity Door Controller** as shown in the diagram below.
Note: The connector can only be inserted in one direction
2. Connect the 9-pin RS232 serial cable to any available serial port on your computer.
Note: If you do not have any serial ports available, you will have to use a PCI RS232 serial port card or USB/Serial Adapter (available at any computer store, at most office supply stores and on our website at www.gymassistant.com/store/proddetail.php?prod=SerialUSBAdapter&cat=34 www.gymassistant.com/store/proddetail.php?prod=SerialCard).
3. If you decide to buy a USB/Serial adapter on your own:
 - Be sure to confirm that the adapter is compatible with your version of Windows (XP, Vista or Windows 7). If you have a 64-bit version of Windows then confirm that the adapter is compatible with 64-bit Windows.
 - We recommend that you purchase a USB/Serial adapter that is **optimized for 24/7 operation**, as most consumer-level adapters will experience occasional loss of connection with your computer.
 - If you are using a USB/Serial Adapter you install the software drivers that came with the adapter **before** plugging the adapter into your computer. You must then restart GateKeeper in order to see the new port(s).

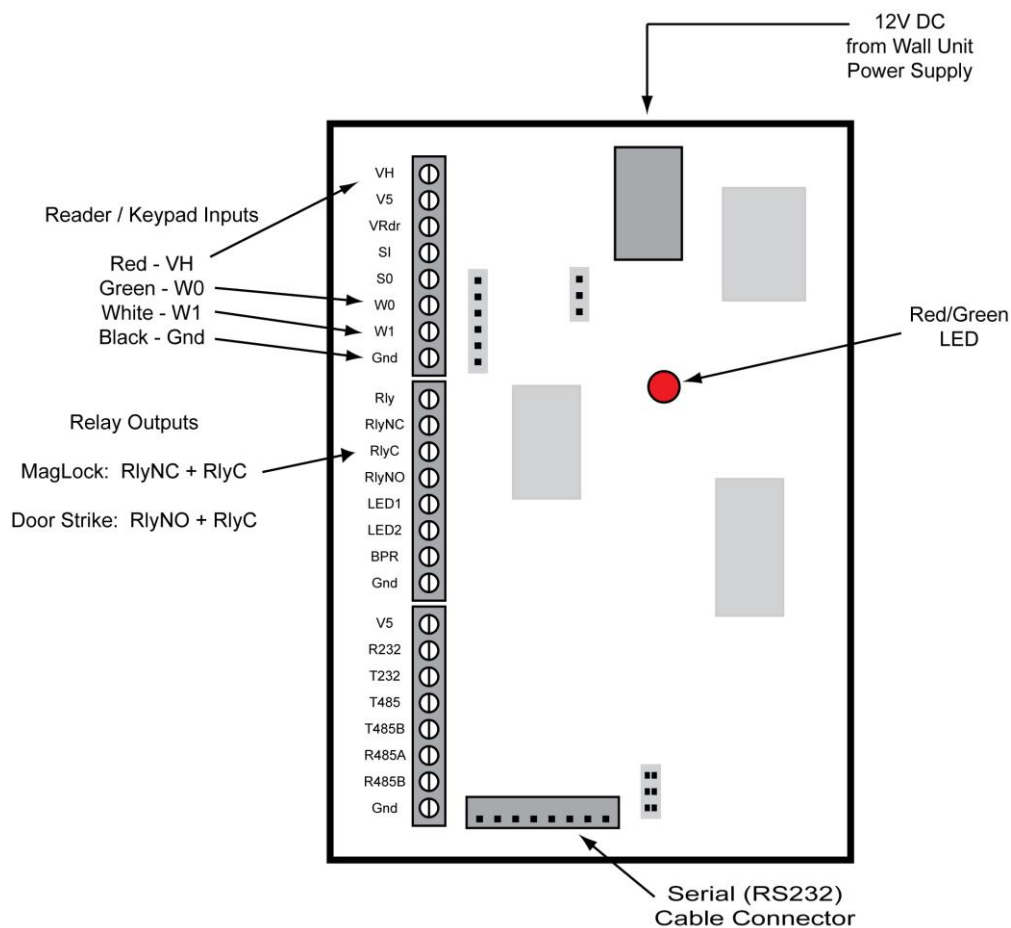


Fig 1 – Proximity Door Controller Connections

VIII. Connecting Wiegand I/O Devices to the Proximity Door Controller

Note: We strongly recommend connecting and testing all the Access Control components on the desktop to confirm their operation before installing any wiring!

Wire sizes recommended for Wiegand interface (4-conductor) are as follows:

Distance	Size
Up to 200 ft	22 gauge
Up to 300 ft	20 gauge
Up to 500 ft	18 gauge

1. Below is the standard wiring for most HID proximity card readers and keypads.
2. Find the specific wiring configuration for your Wiegand reader or keypad in the documents that came with the reader.

Reader Wire Color	Controller Terminal	Description
Red	VH	12V DC (power to reader)
Black	Gnd	ground
Green	W0	Data 0 (data)
White	W1	Data 1 (clock)
Optional (Reader)		
Yellow (Reader only)	BPR (optional)	Beeper (see instructions below)
Orange (Reader only)	LED1 (optional)	Green LED (see instructions below)
Optional (Keypad)		
Brown (Keypad only)	LED1 (optional)	Green LED (see instructions below)

Fig 2 – Wiegand Reader/Keypad Wiring Connections

3. Be sure to properly terminate the other unused wires coming from the reader to ensure that they do not touch each other or any other components.

Testing the Proximity Reader:

1. When the Proximity Door Controller is powered up, the LED on the board should light up **RED**.
2. Move a card near the reader.
3. The reader should beep and the reader LED should flash **GREEN** and then turn back to **RED**.
4. The Controller LED should also flash **GREEN** and then turn back to **RED**.
5. This means that the controller has received a successful scan from the reader.

Testing the Numeric Keypad:

1. When the Proximity Door Controller is powered up, the LED on the board should light up **RED** and the **RED** LED on the keypad should light up. You will hear no beep from the keypad.
2. Press the keys for a number, then press “#” to send the numbers to the computer.

Note: The highest number allowed is **65534**. If a number higher than **65534** is entered, then the keypad will return the number **65535** as an error code.

IX. Supplying Power to the Proximity Door Controller

The Proximity Door Controller can be powered in one of two ways. Only use **ONE** of these methods.

PS2 Power

1. The 9-pin end of the RS232 serial cable (with screws) has an additional 12-inch cable with a small round connector.

Note: This cable will connect to a PS2 keyboard port found on many older computers. If you are using a PS2 keyboard then connect the Controller PS2 cable to the computer and then connect the keyboard to the back of the Controller PS2 cable connector.



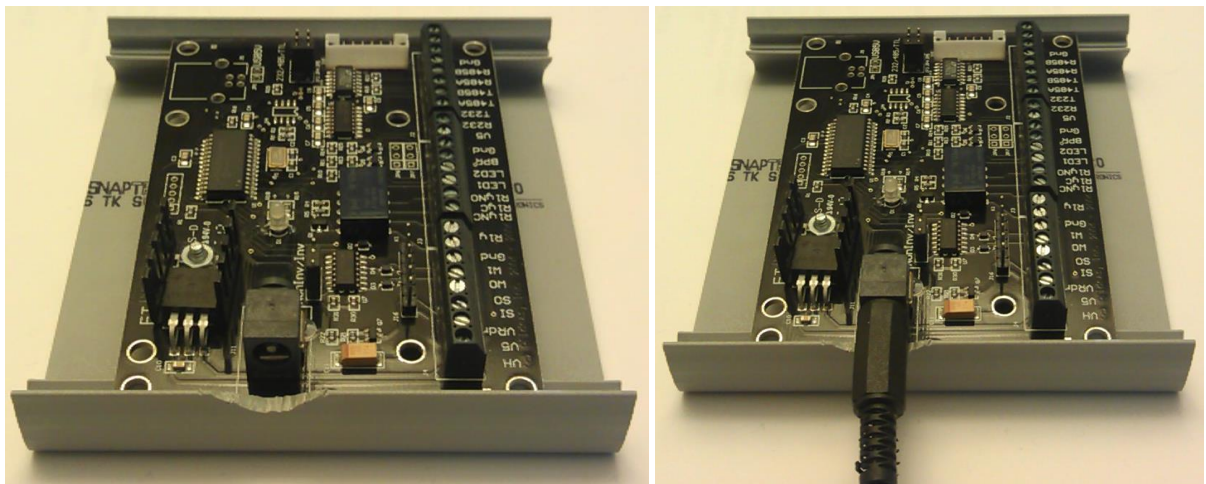
External Power Supply

2. A **12V DC** wall mount power supply, included in your package will connect directly to the Proximity Door Controller as shown in the diagram above.

This is the recommended method to power the Controller board.

Option 1: Connect 12V power using the power socket connector provided. You may need to cut away some of the plastic mounting track (with a file or sharp knife) to make clearance for the power supply to plug into the Controller board. (See below.)

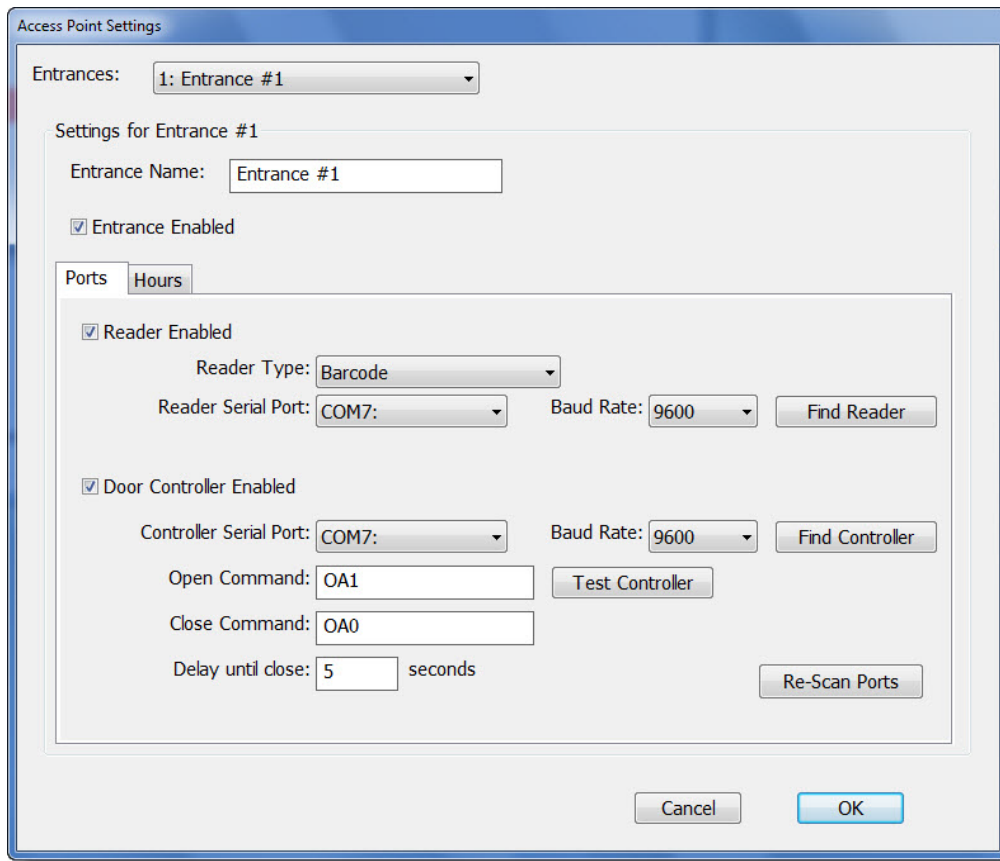
Option 2: Connect 12V power without the power socket connector provided. Cut and strip the two wires from the power supply. Connect the positive (+) wire to the **VH** terminal on the controller. Connect the negative (-) wire to the **Gnd** terminal on the controller.



When the Controller is powered up (through either power source) the LED on the board should light up **RED**. If the red LED does not light, then check your power connections.

X. Configuring Settings in GateKeeper 2.0.2

1. Start the **GateKeeper 2.0.2** application.
2. Select the “**Access Points / Ports**” tab from the “**Settings**” menu.



Multiple Entrances

3. If you are controlling more than 1 entrance, make the main access door “**Entrance #1.**”
Note: The standard **GateKeeper** configuration can control up to two entrances. If you need to control more than 2 entrances (up to 8), please contact **Gym Assistant**.
4. Check the **Entrance Enabled** box.

Ports

5. Check the **Reader Enabled** checkbox.
6. Set the **Device Type** to **HID Prox 24-bit**.
7. Set **Reader Serial Port** to the port that is connected to the proximity access reader.
Note: If you are not sure which port is connected to the reader click the “**Find Reader**” button, then scan a card through the reader. If the reader is found, **GateKeeper** will set the port automatically.
8. Check the **Door Controller Enabled** box.
9. Set the **Controller Serial Port** to the same port as the **Reader Serial Port**.
Note: The “**Find Controller**” does not work with the proximity controller.
10. Both the proximity reader and door controller **Baud Rates** should be set to **9600**.

Door Control Commands

11. Set the **Open Command** to “**OA1**” (Letter ‘**O**’ + **A** + **One**, without quotes)
12. Set the **Close Command** to “**OA0**” (Letter ‘**O**’ + **A** + **Zero**, without quotes)
13. Click the “**Test Controller**” button to confirm that port settings and Open/Close commands. You should hear the relay click.
14. Set the **Delay until close** to the number of seconds that you want the door to remain unlocked after a card scan.
15. Click the “**Re-scan Ports**” button **IF** you have connected/disconnected any USB / Serial Ports since opening this window.

Testing the Proximity Door Controller Commands

16. In **GateKeeper**, click the “**Open Gate**” button.
17. You should hear a click from the Proximity Door Controller as the relay activates.
18. After the time delay that you specified you should hear another click from the controller as the relay resets.
19. If nothing happens, confirm your **Port** and **Open/Close** commands and try again.

OPTIONAL: Controlling the Proximity Reader LED & Beeper

LED

20. If you want to signal your members that the door is open by lighting the **green LED** (proximity reader only) then add “**CLEOD1**” (**CLE** + Letter ‘**O**’ + **D** + **One**, without quotes) to the **Open Command** and add “**CLIOD0**” (**CL** + Letter “**I**” + Letter ‘**O**’ + **D** + **Zero**, without quotes) to the **Close Commands** above.

Beeper

21. If you want to signal your members that the door is open with a **beeping** sound (proximity reader) or (numeric keypad) then add “**OB1**” (Letter ‘**O**’ + **B** + **One**, without quotes) to the Open Command and add “**OB0**” (Letter ‘**O**’ + **B** + **Zero**, without quotes) to the Close Commands above.

<u>Command</u>	<u>Door</u>	<u>Door+LED</u>	<u>Door+LED+Beeper</u>
Open Command	OA1	OA1CLEOD1	OA1CLEOD1OB1
Close Command	OA0	OA0CLIOD0	OA0CLIOD0OB0

22. Click the “**Test Controller**” button to test the relay and LED/Beeper settings.
23. You should hear a click as the relay opens, and the LED and/or Beeper should activate as desired.
24. Click the “**OK**” button to close the relay and reset the LED/Beeper.
25. If the relay does not open then double-check the Open/Close commands and port settings.

A. Limiting Entrance Active Hours

The “Hours” tab allows you to set the time, which this access point is active.

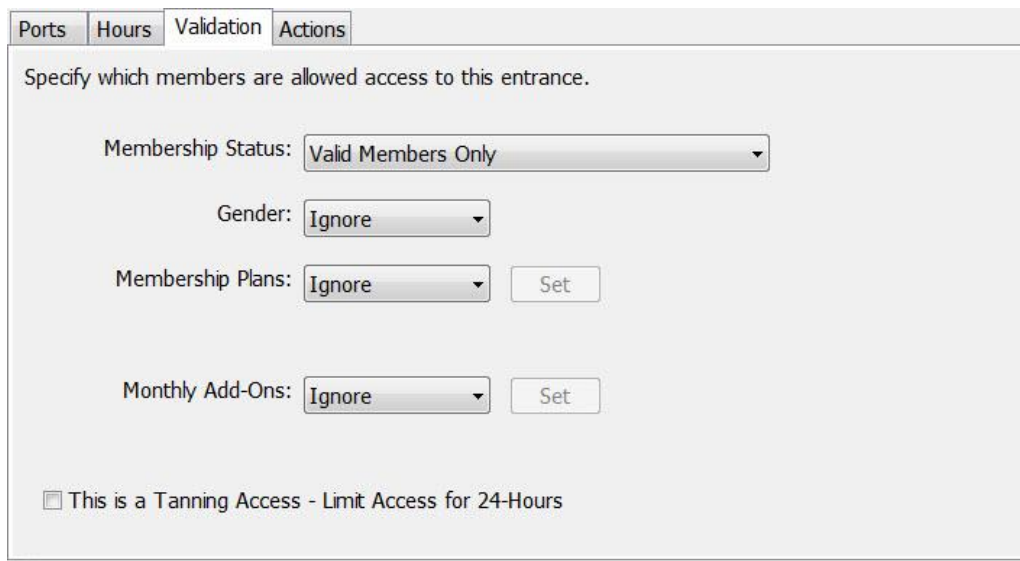
The screenshot shows a software window with four tabs: 'Ports', 'Hours', 'Validation', and 'Actions'. The 'Hours' tab is selected. Below the tabs, there is a checkbox labeled 'Limit Hours of Entry' which is checked. Underneath, there are three sections for setting hours: 'Weekdays', 'Saturday', and 'Sunday'. Each section has two time input boxes separated by 'to'. For Weekdays, the first box contains '04:00A' and the second '10:00P'. For Saturday and Sunday, the first box contains '06:00A' and the second '08:00P'. Below these sections is a button labeled 'Display Open/Close Hours'.

1. Click the “Hours” tab.
2. Check the “Limit Hours of Entry” box and set the time periods during which you want the door to respond to card scans.
 - a. You can specify up to 2 time periods each day.
For example, a club may allow access from **5am-10am** and then again from **10pm-1am**.
 - b. You can specify a time period that extends into the following day.
For example, weekday access from **8pm-2am** will allow access until 2am Saturday.
3. Click the “OK” button.
4. Click the “Open Gate” button to test that the door unlocks.
5. Clicking the “Display Open/Close Hours” will show exactly when the entrance is active/inactive during all hours for the upcoming week.
Note: This button is a good way to confirm that you have set the hours of entry correctly.

B. Validation

The “**Validation**” tab allows you to specify the members that are allowed access through this access point.

Note: The “**Validation**” tab will only appear with the Pro version of **Gate Keeper**. Please contact **Gym Assistant** if you need to add these features.



The screenshot shows a software interface with four tabs: Ports, Hours, Validation, and Actions. The Validation tab is active. Below the tabs, there is a text prompt: "Specify which members are allowed access to this entrance." Below this prompt are four rows of settings, each with a dropdown menu and a "Set" button:

- Membership Status: Valid Members Only
- Gender: Ignore
- Membership Plans: Ignore
- Monthly Add-Ons: Ignore

At the bottom of the form is a checkbox labeled "This is a Tanning Access - Limit Access for 24-Hours".

1. **Membership Status:**
 - “**Valid Members Only**” will allow entry only for members who are paid and up-to-date.
 - “**Ignore**” will allow entry for any members, regardless of membership status.
2. **Gender:**

This option allows gender control into an area, like locker rooms or gender-specific workout areas.

 - Can be set to “**Male Only**,” “**Female Only**” or “**Ignore**” (allow entry for any member).
3. **Membership Plans:**

If set to “**Selected**” will present a window to select which membership plans are allowed entry.
4. **Monthly Add-Ons:**

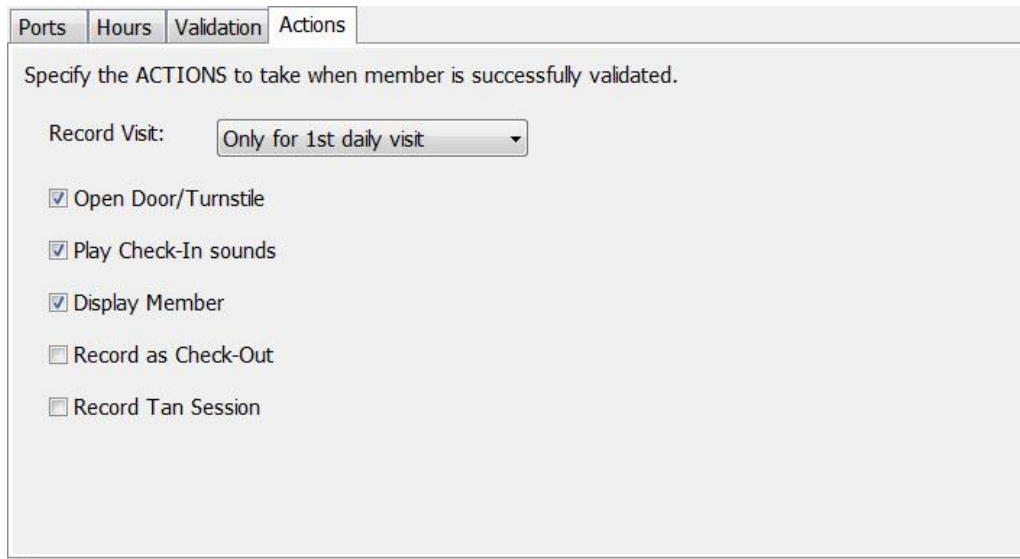
If set to “**Selected**,” this will present a window to select which monthly add-ons are allowed entry. Only members with one of the selected monthly add-ons will be allowed. For example, this setting might be used to control entry into a tanning room or swimming pool.
5. **This is a Tanning Access – Limit Access for 24-Hours:**

Some states regulate the frequency of tanning bed usage. If this box is checked then access will only be allowed to a member 24 hours after his or her last entrance, effectively limiting access to once-per-day.

C. Actions

The “**Actions**” tab allows you to specify what additional actions will occur when a member is allowed entry through this access point.

Note: The “**Actions**” tab will only appear with the Pro version of **Gate Keeper**. Please contact **Gym Assistant** if you need to add these features.



1. **Record Visit:**
 - “**Always**” will record a visit every time a member gains entry.
 - “**Only for 1st daily visit**” will only record a visit the first time each day that a member gains entry.
 - Note:** This will prevent additional visits should a member enter through this access point multiple times in a day.
 - “**Never**” will not record entries through this access point. For example, you would not want to record entries into a locker room.
6. **Open Door/Turnstile:**
Check this box to trigger the door controller on each entry.
7. **Play Check-In Sounds:**
Check this box to play the **Entry Allowed/Entry Denied** sound(s) on the computer at each card scan.
8. **Display Member:**
Check this box to display the member in the **Gym Assistant View Member Info** window on each card scan.
 - Note:** Member info will only appear in **Gym Assistant** if the **View Member Info** window is displayed in **Gym Assistant**.
9. **Record as Check-Out:**
Check this box if this access point is used for members exiting the facility.
10. **Record Tan Session:**
Check this box if entry is for tanning. This will set the “**Last Tan Time**” for the member upon entry.

XI. Testing the Electronic Lock Operation

The **Proximity Door Controller** can operate in either a **normally-open** or **normally-closed** configuration. Whether normally-closed or normally-open, the door lock circuit requires a separate **power supply** to provide voltage to the lock.

Note: It is very important to test the operation of the door lock independently of the door controller and reader. This will confirm that the lock, lock wiring, and lock power supply are setup correctly before connecting to the door controller relay.

A. Electromechanical Locks (Electric Door Strikes)

Most **electromechanical** locks and “**Electric Door Strikes**” are unlocked by closing a circuit and applying a voltage to the lock.

- The electric door strike is **LOCKED** when there is no power to it.
- The electric door strike is **UNLOCKED** when power is applied.

This is an example of a “**Normally-Open**” electrical circuit because in the normal state, there is no power flowing through the circuit.

1. To test a **Normally-Open** lock operation, touch the two leads from the lock to the two leads (or terminals) on the power supply.
2. The lock should click as power flows to the lock, causing the lock to release.
3. When you break the connection, the lock should click again as the power stops flowing to it and the strike resets in the locked position.
4. You can confirm that the door strike locks and releases by moving the strike plate with your hand as you trigger and reset the relay.

B. Magnetic Locks (MagLock)

A **magnetic** lock stays locked by maintaining a voltage to an electromagnet mounted in the door frame.

- A MagLock is **LOCKED** when the electromagnet is energized, causing the magnet to be attracted to a steel plate on the door. This keeps the door closed.
- A MagLock is **UNLOCKED** when the magnet is de-energized causing the electromagnet to release its attraction to the steel plate on the door. This allows the door to be opened.

This is called a “**Normally-Closed**” electrical circuit because in the normal state, there is power flowing through the circuit.

1. To test a **Normally-Closed** lock operation, connect the two leads from the lock to the two leads (or terminals) on the power supply.
2. The electromagnet should be energized, keeping the door closed.
3. If you disconnect any of the leads, the magnet should release, allowing the door to open.
4. You can test the electromagnet operation on the desktop by simply touching a screwdriver or other metal object to the magnet. If the magnet is energized then the screwdriver will stick to it.

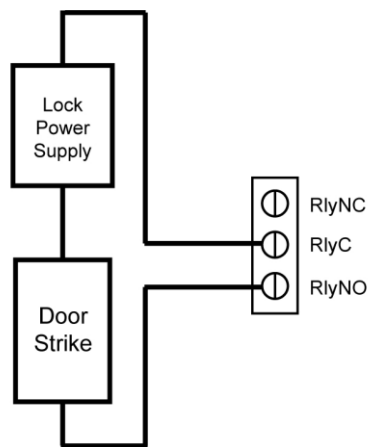
XII. Wiring a Normally-Open Circuit (Electric Door Strike)

You must provide a separate **external power supply** for the lock.

1. To test that the external power works with the electric door strike, touch the two wires from the lock to the external power supply terminals (it doesn't matter which terminal) – the lock should click open and then close.

A. Connecting the Proximity Door Controller to an Electric Door Strike

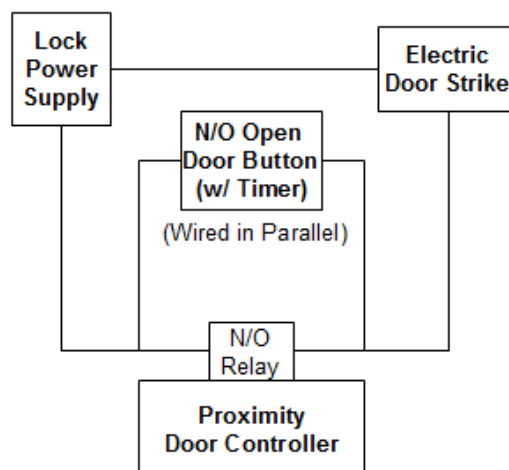
1. Connect the **RlyNO** (“Normally-Open”) terminal on the **Proximity Door Controller** to one terminal of the **Lock Power Supply** (it doesn't matter which one).
2. Connect one **Electric Door Strike** wire to the other terminal of the **Lock Power Supply**.
3. Connect the other **Electric Door Strike** wire to the **RlyC** (“Common”) terminal on the **Proximity Door Controller**.
4. When you click the **Open Gate** button in **GateKeeper**, the lock should click open and then click closed again after the GateKeeper timer counts down to zero.



Simple Door Strike Circuit, Normally-Open

B. Connecting an Open-Door Button

Since the Proximity Door Controller does not include inputs an Open-Door button you must connect it into the door power circuit in-parallel. The button should be configured as **Normally-Closed**, and it should include a timer to keep the door open for a specified time.



Normally-Open Open Door button added to door power circuit In-Parallel

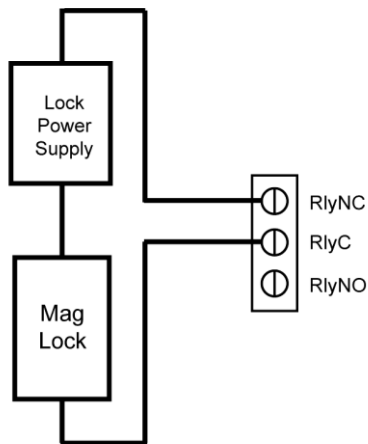
XIII. Wiring a Normally-Closed Circuit (MagLock)

You must provide a separate **external power supply** for the lock.

1. To test the Mag-Lock and power supply, connect the two wires from the lock to the power supply terminals. The lock should be energized and locked.
2. If you disconnect one of the wires from the power supply, then the lock should release.

A. Connecting the Proximity Door Controller to a MagLock

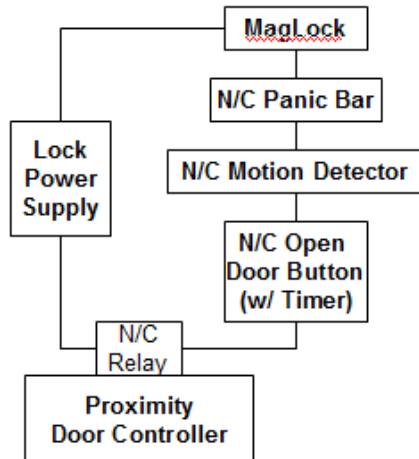
1. Connect the **RlyNC** (“Normally-Closed”) terminal on the **Proximity Door Controller** to one terminal of the **Lock Power Supply** (it doesn’t matter which one).
2. Connect one **MagLock** wire to other terminal of the **Lock Power Supply**.
3. Connect the other **MagLock** wire to the **RlyC** (“Common”) terminal on the **Proximity Door Controller**.
4. The magnet should be energized and the door should be locked.
5. When you click the **Open Gate** button in **GateKeeper** the lock for **Entrance 1** should release and then lock again after the timer counts down to zero.



Mag-Lock, Simple Normally-Closed Circuit

B. Connecting Panic Bar, Request-to-Exit (Open-Door) Button and Motion Detector

Since the **Proximity Door Controller** does not include inputs for these devices you must connect them into the door power circuit in-series. Each device should be configured as **Normally-Closed**, and the Request-to-Exit button should include a timer to keep the door open for a specified time.



Normally-Closed Devices added to door power circuit In-Series

XIV. Testing the Door Controller with the Lock

1. In GateKeeper, click the “**Open Gate**” button.
2. You should hear the Electronic Door Controller click, and the lock for **Entrance 1** should open.
3. After the prescribed time you should hear the Door Controller click again, and the door should be locked again.

Note: If nothing happens, then select **Ports** from the **Settings** menu. Then change the **Serial Port** selected under the **Door/Turnstile Controller Enabled** item and try again.

XV. Entering Proximity Card Numbers into Gym Assistant

Every proximity card is identified by an 8-digit number composed of two parts:

- A 3-digit Facility Code (found on the box your cards came in)
- A 5-digit card number

In order to guarantee that the proximity cards will work with Gym Assistant the software must have all 8 digits from the card.

To set the card number for a member in Gym Assistant:

1. Click the “**Barcode**” button while viewing the member’s record.
2. If you scan the member’s card through the reader then the full 8-digit card number will appear.
3. If you enter the card number manually, you must remember to add the 3-digit Facility Code before the 5-digit card number.

XVI. Other Topics

A. Adding serial ports to your computer

Most new computers do not include built-in serial ports, so you may need to install one or more serial ports to your computer. While the easiest way to install additional serial ports is with a USB-to-Serial Adapter, we strongly recommend installing a **PCI Serial Card** in your computer. This installation is slightly more involved, but a PCI serial card will be far more dependable than a USB-to-Serial Adapter.

Make sure that you install the software that came with the adapter before plugging the adapter into your computer. You can purchase a PCI Serial Card from us at:

www.gymassistant.com/store/proddetail.php?prod=SerialUSBAdapter&cat=34

B. Windows Energy Settings

It is very important that you change your Windows energy settings to ensure that your computer does not go to “sleep.”

1. In Gym Assistant select “**Troubleshooting/Power Options**” from the **Help** menu.
2. For the selected power plan click “**Change plan settings.**”
3. Set “**Put the computer to sleep**” to “**Never**”.
4. Click “**Change advanced power settings.**”
5. Scroll down to “**Processor power management.**”
6. Set the “**Minimum processor state**” to “**20%**”.
7. Click the “**OK**” button.
8. Click the “**Save Changes**” button.

C. Windows Automatic Update Settings

Windows is set by default to automatically download and install system updates. You should change these settings to ensure that your computer does not install an update and restart during the night:

1. In Gym Assistant select **Windows Automatic Updates** from the **Help** menu.
2. Click “Change Settings.”
3. Select the option “**Download updates for me, but let me choose whether to install them.**”
4. Click the “**OK**” button.

D. Backup power supply

You should purchase a battery backup (also called an “Uninterruptible Power Supply” or “**UPS**”) and power your computer through it. A UPS will keep your computer running through a power outage, usually for a few hours. We recommend that you do not connect any devices other than your computer to the UPS in order to maximize the amount of time that the computer will run in the event of a power outage. Note that connecting your video monitor to the UPS will severely reduce the available battery time.

Note: If you are using a **MagLock** then you should also have a battery backup for the lock itself. You should not use the same battery backup for the lock and computer, because the lock should remain powered even if the computer battery backup has failed.

E. Computer BIOS Settings

We recommend that you enlist the help of a computer-savvy person to access your computer’s low-level BIOS settings and set the configuration that will cause the computer to automatically restart in the event of a power failure. The BIOS settings can usually be accessed by pressing the “**DELETE**” or “**F2**” key when your computer first powers on.

F. Securing the Computer and your club

We recommend that you secure your computer in some way to prevent members from accessing your data or operating the computer. Consider one or more of the following methods to protect your equipment while you are away:

- Keep the computer CPU locked in a cabinet under the desk.
- Unplug the keyboard, mouse and monitor. Lock the keyboard and mouse in a secure place.
- Locate the CPU in a locked room and run a set of long cables (keyboard, mouse, video, speakers) to the front desk for daytime operation.
- Set a password on your system and set your screensaver to require the password.
- Install a video surveillance system to monitor activity at the facility while you are away.

If you have any questions about security, please call **Gym Assistant** at **1-877-496-2778**.

G. Remote Access to Your Computer

A Remote Access solution will allow you to connect to your computer remotely. This is a very good thing to have when you get a phone call at 5am from a disgruntled member who can't get into the club. Many times the issue will be that the member has not paid, and with remote access you can open the door from home to allow the member to workout.

- **GoToMyPC.com** and **LogMeIn.com** both offer excellent solutions for remote access. We have extensive experience with both products and highly recommend them both.
- **LogMeIn** has a free version, and their "**Pro**" version costs less than \$100/year.
- **GoToMyPC** is generally more robust, but it is also more expensive.