Genetec Patroller Standalone User Guide

6.5

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You can send your comments, corrections, and suggestions about this guide to documentation@genetec.com.

About this guide

This guide explains how to use Genetec Patroller and includes basic troubleshooting information for some of the more common issues you may encounter. It is intended for patrol vehicle operators.

For administrator information on how to install and configure Genetec Patroller™, see the *Genetec Patroller™ Administrator Guide*.

This guide assumes that Genetec Patroller™ is using default configuration settings. If the default settings have been modified, your version of Genetec Patroller™ may look or behave differently than what is described in this guide. Regardless of how your version of Genetec Patroller™ is configured, you should be able to grasp the basic concepts and functionality.

Genetec Patroller™ is designed to be used on a tablet computer or laptop with a touchscreen interface. Therefore, the procedures in this guide use terms that apply to a touchscreen interface when describing actions. For example, you'll see "tap" or "touch" instead of "click", or "swipe" instead of "scroll". If you're using a laptop, you can always perform the same actions using your laptop's touchpad and keyboard.

Notes and notices

The following notes and notices might appear in this guide:

- **Tip**. Suggests how to apply the information in a topic or step.
- **Note**. Explains a special case, or expands on an important point.
- **Important**. Points out critical information concerning a topic or step.
- **Caution**. Indicates that an action or step can cause loss of data, security problems, or performance issues.
- **Warning**. Indicates that an action or step can result in physical harm, or cause damage to hardware.

IMPORTANT: Topics appearing in this guide that reference information found on third-party websites were accurate at the time of publication, however, this information is subject to change without prior notice from Genetec Inc.

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1

Introducing Genetec Patroller

This section includes the following topics:

- "What is Genetec Patroller standalone" on page 2
- "Workflow for Genetec Patroller Standalone Enforcement" on page 3
- "Starting Genetec Patroller" on page 5
- "Exiting Genetec Patroller" on page 6
- " Genetec Patroller main window for Standalone" on page 7
- "Notification bar in Genetec Patroller" on page 10

What is Genetec Patroller™ standalone

Genetec Patroller™standalone allows you to manually add a hotlist or permit list directly to your Genetec Patroller™ application on the in-vehicle computer for City parking enforcement.

There is no need to be connected to a “back-office” such as Security Center to download hotlist or permit information. Once you have imported your hotlists and permit lists into the Genetec Patroller™ application, you can receive alerts for hotlist and permit hits and take immediate action.

Workflow for Genetec Patroller™ Standalone Enforcement

This section provides an overview of a typical Genetec Patroller™ standalone workflow.

Before you begin your patrol

These are the common tasks to perform before you begin patrolling. If you can't complete the tasks on this checklist, contact the Genetec Patroller™ administrator before starting your patrol.

Task	Description	Where to find more information
☐ Start Genetec Patroller™	Start the Genetec Patroller™ application.	• Starting Genetec Patroller™ on page 5
☐ Check your plate lists in Genetec Patroller™	You must import your hotlists and permit lists in the Genetec Patroller™ application to receive alerts for hotlist and permit hits. Once a list has been imported, Genetec Patroller™ will update the list automatically every 60 seconds or when the Genetec Patroller™ application is restarted.	• Importing plate lists in Genetec Patroller™ on page 33
☐ Check cameras	Check the video feed of the Sharp(s) to see that they are working.	• Turning Sharp cameras on and off on page 38 • Video window in Genetec Patroller™ on page 40
☐ Check Genetec Patroller™ connection status	If the status indicator on the notification bar is red, it means there's an error with Genetec Patroller™. Tap the indicator for more information.	• Notification bar in Genetec Patroller™ on page 10 • Viewing your list of error messages in Genetec Patroller™ on page 36

During your patrol

The tasks to perform during a patrol depend entirely on the situations you encounter. Generally, you'll respond to hotlist and permit hits, add or manage New wanted entries, perform Manual capture when needed, and so on.

Task	Description	Where to find more information
☐ Respond to hotlist and or permit hits	Hotlists contain information on stolen vehicles, scofflaw suspects, amber alerts, and so on. Permit lists contain information on vehicles that are permitted to park in designated areas.	About the Hits button in Genetec Patroller™ on page 14

Task	Description	Where to find more information
☐ Manually add a new wanted vehicle	A vehicle that isn't on an imported hotlist can be entered as a New wanted vehicle any time during your shift.	Adding New Wanted plates in Genetec Patroller™ on page 27
☐ Manually capture a plate	Capture a plate manually, such as when a plate isn't in the Sharp camera's field of view.	Manually capturing license plates in Genetec Patroller™ on page 26
☐ Perform past read matching	Match previously captured reads with a new or updated hotlist.	Performing past read matching in Genetec Patroller™ on page 21

After your patrol

These are the tasks to perform after you've finished patrolling.

Task	Description	Where to find more information
☐ Review acknowledged hits	Review the hits you enforced or did not enforce during your patrol.	Reviewing acknowledged hits in Genetec Patroller™ on page 19
☐ Offload data	Depending on how your system is configured, offloading might occur when you exit the Genetec Patroller™ application.	Offloading your data to an XML file in Genetec Patroller™ on page 29
☐ Exit Genetec Patroller™	Depending on how your system is configured, Genetec Patroller™ may exit automatically after an offload.	Exiting Genetec Patroller™ on page 6

Starting Genetec Patroller™

The Genetec Patroller™ application can be launched from the Start menu.

To start Genetec Patroller™:

- Go to **Start** > **All programs** > **Genetec**, and then tap **Genetec Patroller™**.

The Genetec Patroller™ main window appears.

Exiting Genetec Patroller™

Depending on how Genetec Patroller™ is configured, there are different options available when you exit the program.

What you should know

For example, you may want to force an offload before an exit. For more information about configuring your offload options, see the *Genetec Patroller™ Administrator Guide*.

To exit Genetec Patroller™:

1 Close the Genetec Patroller™ window.

The Genetec Patroller™ exit window appears.

NOTE: To cancel the exit, tap outside the exit screen.

2 From the exit screen, choose one of the following options:

- **Exit:** Exits Genetec Patroller™ and closes the application.
- **Shutdown:** Exits Genetec Patroller™ and shuts down your system.
- **Offload shutdown:** Offloads data to an *.xml* file, exits Genetec Patroller™, and shuts down your system.
- **Offload and exit:** Offloads data to an *.xml* file before exiting Genetec Patroller™ and closing the application.

Genetec Patroller™ main window for Standalone

This section introduces you to the main components of Genetec Patroller™. More information on each component is provided in the different sections of this guide.

A	Notification bar	The information displayed in the notification bar depends on how Genetec Patroller™ is configured. Generally, you'll see basic information, such as the current time and date, your Genetec Patroller™ username, and so on. There are also icons to notify you if a connection has been lost, or if an offload didn't complete in a previous session.
B	Search	Search for captured reads and hits.

C	Plate review reel	See plate reads live as they occur. Depending on how Genetec Patroller™ is configured, a hit causes the plate review reel to switch from displaying reads to displaying unacknowledged hits. You can review reads and hits from the plate review reel, and search for specific license plates. • To view more information about a read or hit, tap the item on the plate review reel. • To navigate through the list, swipe the plate review reel left or right, or touch and hold the left and right arrows. You can also type CTRL+G and use the slider to go directly to a specific read. • To resume live plate reading at any time, tap **Go live**.
D	Selected read	Tap a read to review it in the information panel, and see its location on the map (if maps are installed).
E	Go live button	Tap to resume tracking live reads and view the patrol vehicle's position on the map (if maps are installed).
F	Information panel	See information about a read or hit such as the context image, LPR image, and so on. Tap the image to switch between displaying the context image and the map in the main viewer. Tap the license plate text string to edit the plate.
G	Main viewer	Displays the patrol vehicle's current location on the map, as well as the different types of reads and hits for your AutoVu™ configuration: • **Circle:** No overtime rule, permit list, or zone selected. Reads are in grey, hotlist hits are the color defined by administrators in Config Tool (red by default). • **Triangle (Permit lists):** A permit list is selected. Reads are in grey, permit hits are the color defined in the Plate lists tab.
H	Camera indicator	Indicates which camera on the vehicle captured the read or hit.
I	Zoom controls	Control the behavior of the Main viewer. • To zoom in, tap the (+) button. • To zoom out, tap the (-) button.
J	Street address or GPS coordinates	Displays the current location of the Genetec Patroller™. Click to change the display from GPS coordinates to a street address and vice versa.

K	Pause/Resume reading	Pauses and resumes plate reading for all Sharps installed on the vehicle.
L	Toolbar	• **Hits:** Tap to display all unacknowledged hits. Only pending hits are displayed, you must tap Review to see the hits that were processed (enforced, not enforced, or rejected). • **Permits:** Select the permit list to enforce. • **Manual Capture:** Capture a license plate by typing the plate information manually. • **New wanted:** Manually add a license plate to the local database on the in-vehicle computer, so Genetec Patroller™ can generate a hit if the plate is captured. New wanted license plate values are not part of any hotlist files. • **Plate lists:** Tap to display active hotlists and permit lists. You can also perform past read matching. • **Offload:** Offload LPR data at the end of a shift. • **Options:** Adjust basic Genetec Patroller™ options such as volume. • **Status:** View Genetec Patroller™ statistics, download status, diagnostics, error messages, and version information. You also import your Plate lists using this tab. • **Cameras:** Turn plate reading on or off for any individual Sharp camera installed on your vehicle. The icon displayed on the toolbar changes depending on how many Sharps are installed on the vehicle. For example, if you have two Sharps installed on the front of the vehicle (one on the front left and one on the front right) you will see the “Both” arrow icon. When you have cameras installed on the rear of the vehicle, the cameras icon is displayed. • **Video:** View the live video feed from the Sharp’s LPR camera or context camera. If installed, you can also view the tire cameras' video feed. The icon will appear in red if the video feed is not working.

Notification bar in Genetec Patroller™

The Genetec Patroller™ notification bar reflects the mode you are working with and displays useful information such as the time/date, the Genetec Patroller™ name, and so on. Icons also exist to help you determine if there are connection issues, if Genetec Patroller™ requires an update, or if there are still plate reads pending for offload.

The appearance of the notification bar varies depending on which Genetec Patroller™ mode you are working in and how Genetec Patroller™ is configured. If you are not using a GPS device, the GPS connection status icon won't appear, just as the Security Center connection status icon won't appear when you are working with Genetec Patroller™ Standalone. The following example, illustrates the notification bar in Law Enforcement mode.

A	Plate link icon	The icon shows whether or not Genetec Patroller™ is using Plate link to share plate reads with other patrol vehicles. • When you enter an overtime zone or select a permit, a *Downloading reads* message is displayed. To ensure that all violations are detected, it is recommended that you wait until the *# reads downloaded* message is displayed and the Plate link icon displays a check mark ( ) before continuing the patrol. • Arrows on the Plate link icon indicate whether plate reads are being uploaded or downloaded ( ). If plate reads are buffered in the system, a number indicates the number of reads that are awaiting transmission ( ).
B	Camera connection status icon	The icon changes color depending on the connection status of your cameras. If Genetec Patroller™ loses the connection to a camera, a sound alerts you of the change and the icon turns red. The icon will also indicate how many cameras are not connected. Tap the icon to open the Status window for more information about the problem.
D	Security Center connection status icon (not applicable to Genetec Patroller™ Standalone)	The icon changes color depending on the connection status of Security Center. If Genetec Patroller™ loses its connection to Security Center, a sound alerts you of the change and the icon turns red. Tap the icon to open the *Status* window for more information about the problem.
E	Error message icon	Indicates there is an error message waiting with more information. Tap the icon to open the *Messages* tab on the *Status* page for more information about the error. Once you've tapped the icon it will disappear from the notification bar.

The connection status icons are always present in the notification bar, whereas the following icons only appear as needed.

NOTE: These icons are not applicable to Genetec Patroller™ Standalone.

- **Genetec Patroller™ update icon** ( ). This icon displays when you need to update Genetec Patroller™ or a connected Sharp.

- **Offload icon** ( ). (Live transfer only) This icon displays when an offload was not able to complete in a previous offload session. You can click the icon in the notification bar to perform the offload immediately or wait until a later time to do it.

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Working With Genetec Patroller

This section includes the following topics:

- "Searching for license plates in Genetec Patroller" on page 13
- "About the Hits button in Genetec Patroller" on page 14
- "Accepting hits in Genetec Patroller" on page 17
- "Rejecting hits in Genetec Patroller" on page 18
- "Reviewing acknowledged hits in Genetec Patroller" on page 19
- "Editing reads in Genetec Patroller" on page 20
- "Performing past read matching in Genetec Patroller" on page 21
- "Selecting hotlists" on page 22
- "Selecting permits in Genetec Patroller" on page 24
- "Manually capturing license plates in Genetec Patroller" on page 26
- "Adding New Wanted plates in Genetec Patroller" on page 27
- "Managing New wanted entries in Genetec Patroller" on page 28
- "Offloading your data to an XML file in Genetec Patroller" on page 29
- "Configuring your Genetec Patroller options" on page 30
- "Viewing your Genetec Patroller statistics" on page 31
- "Importing plate lists in Genetec Patroller" on page 33
- "Checking the status of AutoVu components" on page 35
- "Viewing your list of error messages in Genetec Patroller" on page 36
- "Checking your Genetec Patroller version" on page 37
- "Turning Sharp cameras on and off" on page 38
- "Video window in Genetec Patroller" on page 40

Searching for license plates in Genetec Patroller™

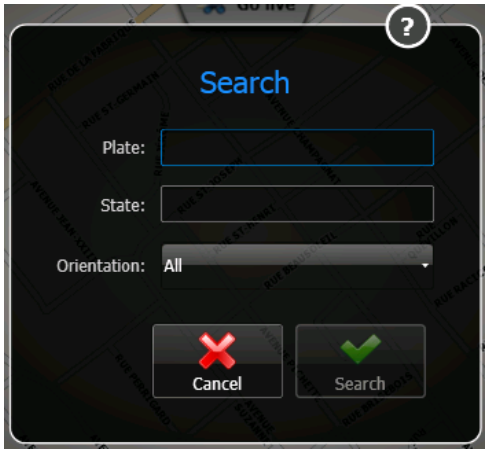
The Search option allows you to search Genetec Patroller™'s list of captured reads and hits for a specific license plate.

What you should know

Genetec Patroller™ administrators can specify that information be deleted from the database after you've performed an offload. In this case, you won't be able to search for data that has been offloaded.

To search for a license plate:

1 In the main Genetec Patroller™ window, tap **Search**.



2 Enter a full or partial license plate. You can also use OCR equivalent characters in your search.

Example: If you want to find plates that contain the letters "ABC", type only ABC in the **Plate** field. The results will include any plates that contain ABC or A8C because B is an OCR equivalent character.

3 (Optional) If you want to narrow your search results, enter a state/province.

NOTE: Depending on the context, your system may not support detecting and displaying the state/province for a read. The state/province is usually only included for hits that belong to a hotlist where the Administrator configured the state/province information.

4 (Optional) If you have two or more Sharps installed and you want to narrow your search results, then select the orientation of the camera.

5 Tap **Search**.

Genetec Patroller™ displays the license plates that match your search criteria in the Genetec Patroller™ plate review reel.

After you finish

Tap **Search** again to clear your search results, or tap **Go live** to continue viewing live plate reads.

About the Hits button in Genetec Patroller™

You can use the **Hits** button on the Genetec Patroller™ toolbar to review the full list of unacknowledged hits. The hits appear in the plate review reel in the order that they occurred.

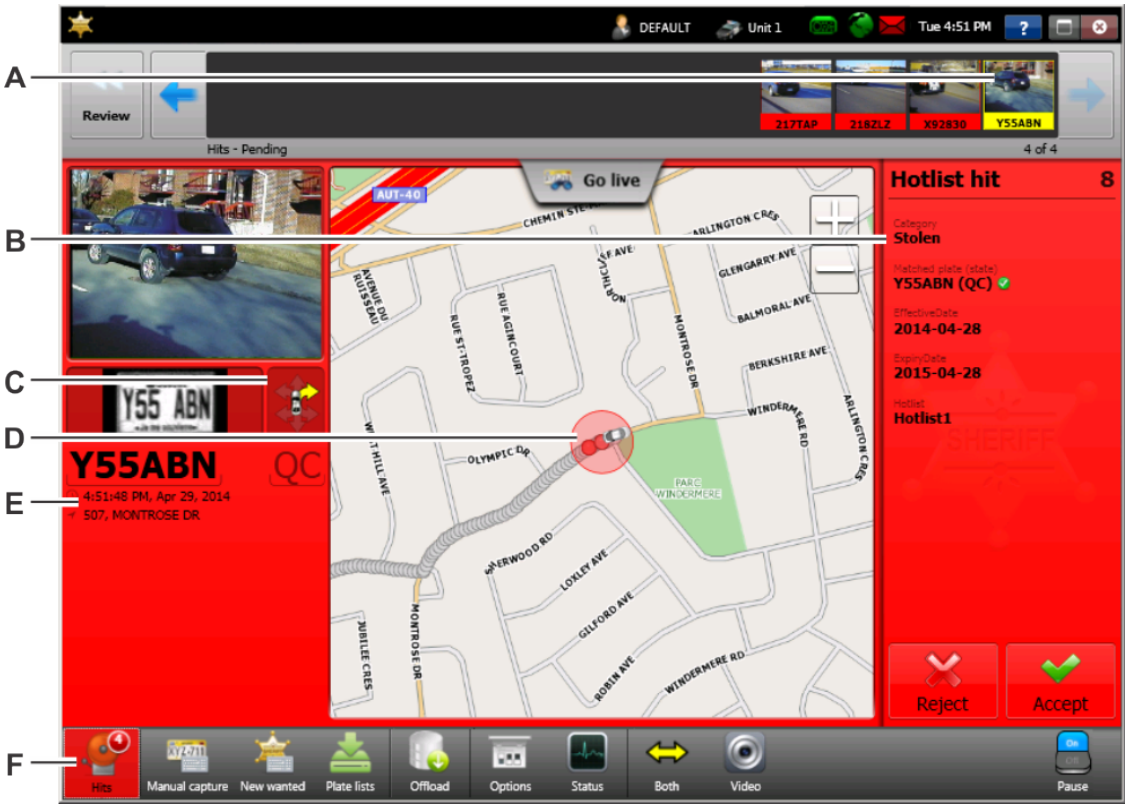
Depending on how Genetec Patroller™ is configured, the Genetec Patroller™ plate review reel may automatically switch from displaying reads to displaying unacknowledged hits. Genetec Patroller™ continues to read plates in the background.

About hotlist hits

Hotlists define a list of wanted vehicles, where each vehicle is identified by a license plate number, the issuing state, and the reason why the vehicle is wanted (stolen, wanted felon, Amber alert, VIP, and so on). Optional vehicle information might include the model, the color, and the vehicle identification number (VIN).

Genetec Patroller™ administrators can configure the color of hotlist hits.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



A	Currently selected hit	The plate review reel shows all unacknowledged hits. The selected hit is highlighted. • Tap a hit on the list to see more information about it in the hit panel and information panel. • Tap *Go live* to return to live plate reading.

B	Hit panel	Displays information about the hit such as the Category, Make, and so on. The “matched plate (state)” information is particularly useful as it lets you know which plate on the hotlist generated the hit. • If the matched plate is identical to the plate on the hotlist, a small icon of a checkmark appears next to the matched plate. • If the matched plate contains OCR equivalent characters, or there is a difference in the number of characters between the matched plate read and the plate number on the hotlist, an approximation symbol appears next to the matched plate. For more information about OCR equivalence and allowing for differences in the number of characters, see the *Security Center Administrator Guide*.
C	Camera indicator	Indicates which camera on the vehicle captured the read/hit.
D	Map location of selected hit	The circled vehicle is also shown in the plate review reel.
E	Information panel	Shows information on the vehicle and plate. • Tap the vehicle image to see it in the main viewer. • Tap the license plate text string to edit the plate.
F	Unacknowledged hits	Tap *Hits* to display the list of all unacknowledged hits.

About permit hits

Permit lists contain information on vehicles that are permitted to park in designated areas. The logic for a permit hit is the opposite of a hotlist hit. If a vehicle is not on a permit list, Genetec Patroller™ generates a hit.

Genetec Patroller™ administrators can configure the color of permit hits.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.

A	Currently selected hit	The plate review reel shows all unacknowledged hits (not accepted or rejected). The selected hit is highlighted. • Tap a hit on the list to see more information about it in the hit panel and information panel. • Tap *Go live* to return to live plate reading.
B	Hit panel	Shows information on the hit. • Tap *Accept* or *Reject* to acknowledge the hit.
C	Map location of selected hit	The circled vehicle is also shown in the plate review reel.
D	Information panel	Shows information on the vehicle and plate. • Tap the vehicle image to see it in the main viewer. • Tap the license plate text string to edit the plate. • Tap the printer icon to print the hit.
E	Unacknowledged hits	Tap *Hits* to display the list of all unacknowledged hits.

Accepting hits in Genetec Patroller™

When you receive a hit that is valid, you accept it. For example, if the matched plate for the hit is identical to the plate on the hotlist, you accept the hit.

What you should know

- In some configurations, Genetec Patroller™ automatically accepts and enforces every hit without any user interaction required. Genetec Patroller™ administrators can enable this option in Patroller Config Tool.
- When a hit is accepted and not enforced the plate that generated the hit is not removed from the hotlist. Therefore if the plate is read again, it will generate another hit.
- After you acknowledge a hit (accept or reject it) and choose whether to enforce it or not, Genetec Patroller™ removes it from the main list of unacknowledged hits.
- When a Sharp camera captures a license plate read, the system notifies you by emitting a sound.

  NOTE: If the patrol vehicle is equipped with front and rear-facing cameras, the system might be configured to fuse the reads from the cameras. The fusion process delays the audible notification by about 3 seconds.

To accept a hit:

1 From the main Genetec Patroller™ window, tap **Hits**.

  The unacknowledged hit list appears in the plate review reel.

2 Tap a hit and review the information in the Hit panel and Information panel.

3 Tap **Accept**.

  Depending on which mode you are working in and how Genetec Patroller™ is configured, you may be required to provide additional information when accepting a hit.

4 If applicable, specify whether to Enforce the hit by clicking **Enforce** or **Do not Enforce**.

  Depending on which mode you are working in and how Genetec Patroller™ is configured, when a hit is enforced you may be required to enter additional information.

5 Tap **Go live** and continue patrol.

Related Topics

Reviewing acknowledged hits in Genetec Patroller on page 19

Rejecting hits in Genetec Patroller™

When you receive a hit that is not valid, you reject it. For example, if the hotlist that generated the hit is obsolete, you would reject the hit.

What you should know

- When a hit is rejected the plate that generated the hit is not removed from the hotlist. Therefore if the plate is read again, it will generate another hit.
- After you acknowledge a hit (accept or reject it) and choose whether to enforce it or not, Genetec Patroller™ removes it from the main list of unacknowledged hits.

To reject a hit:

1 From the main Genetec Patroller™ window, tap **Hits**.
The unacknowledged hit list appears in the plate review reel.
2 Tap a hit and review the information in the Hit panel and Information panel.
3 Tap **Reject**.
You can review rejected hits by tapping the **Review** button in the hits window.

Depending on which mode you are working in and how Genetec Patroller™ is configured, you may be required to provide additional information when rejecting a hit.

Related Topics

Reviewing acknowledged hits in Genetec Patroller on page 19

Reviewing acknowledged hits in Genetec Patroller™

You can review all the hits that you accepted or rejected, and then enforced or not enforced.

What you should know

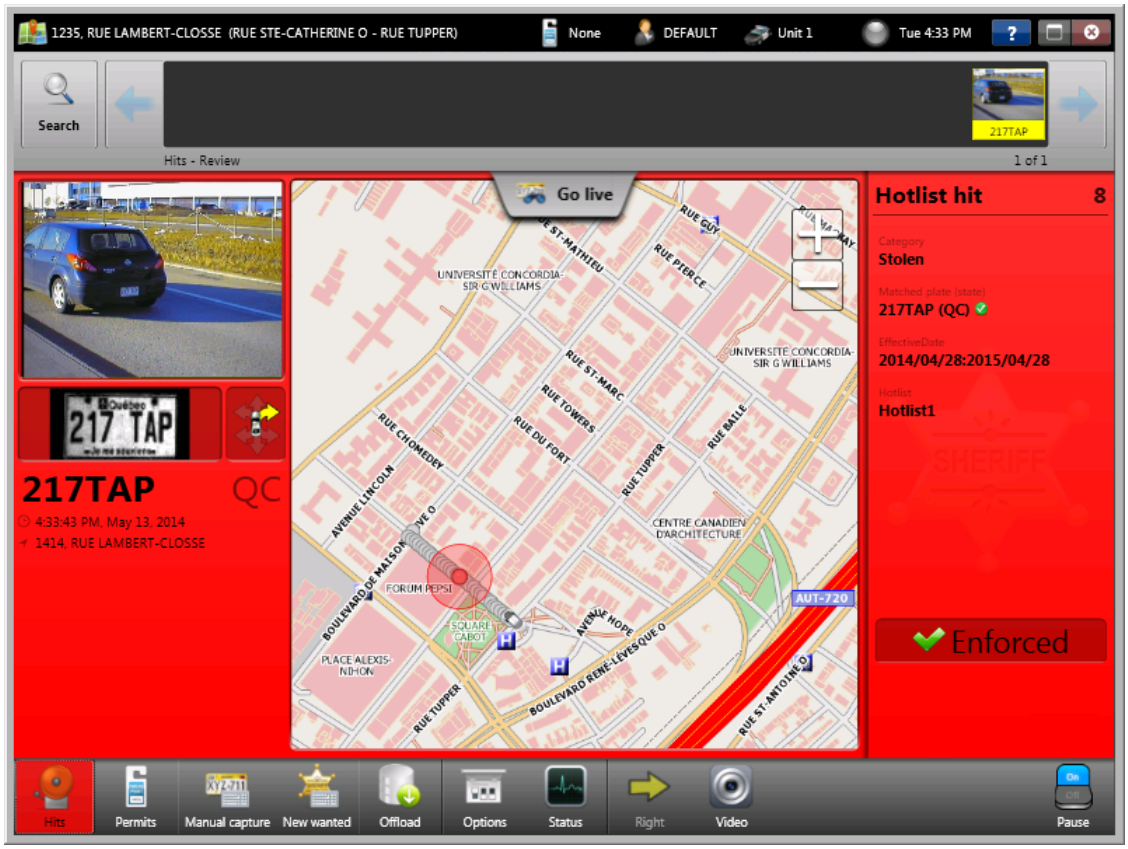
After you acknowledge a hit (accept or reject it) and choose whether to enforce it or not, Genetec Patroller™ removes it from the main list of unacknowledged hits.

To review your acknowledged hits:

1 From the main Genetec Patroller™ window, tap **Hits**.
The list of unacknowledged hits appears.

2 Tap **Review.**
You'll see hits you've chosen to enforce or not enforce in the plate review reel.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



Editing reads in Genetec Patroller™

If a plate is misread and you want to correct it before offloading the data, you can edit the plate numbers from the information panel of the Genetec Patroller™ main window.

Before you begin

Turn on the **Enable plate editing** setting in Patroller Config Tool. For more information about enabling this option, see the *Genetec Patroller™ Administrator Guide*.

What you should know

- You cannot edit a hit after it has been accepted or enforced.
- Reads can no longer be edited after an offload.
- An edited read replaces the original read.

To edit a plate read:

1 From the main Genetec Patroller™ window, tap the plate read in the information panel.
The edit read dialog box opens.

2 Enter the correct value.
3 Tap **OK**.

Performing past read matching in Genetec Patroller™

To match previously captured reads in the Genetec Patroller™ database to plates on a new or updated hotlist, you can use past read matching.

Before you begin

Enable past read matching in Patroller Config Tool, and specify how far back (in hours) you want to search in the Genetec Patroller™ database. For more information about enabling this option, see the *Genetec Patroller™ Administrator Guide*.

What you should know

- When a new or updated hotlist is available in Genetec Patroller™, you are prompted to start past read matching immediately. If you choose to ignore the prompt, you can perform past read matching at a later time using the *Plate lists* screen.
- During the past read matching process, Genetec Patroller™ does not process reads.
- If an offload is in progress, the past read matching process will not start until the offload has completed.

To perform past read matching:

1 From the main Genetec Patroller™ window, tap **Plate lists**.

2 Tap **Match** > **Start**.

Genetec Patroller™ searches through previous reads in the database, and indicates if there are any matches or hits with the new plates.

Selecting hotlists

The Hotlists window allows you to select which hotlist(s) you want to use to generate license plate hits.

Before you begin

Import a permit or a hotlist to Genetec Patroller.

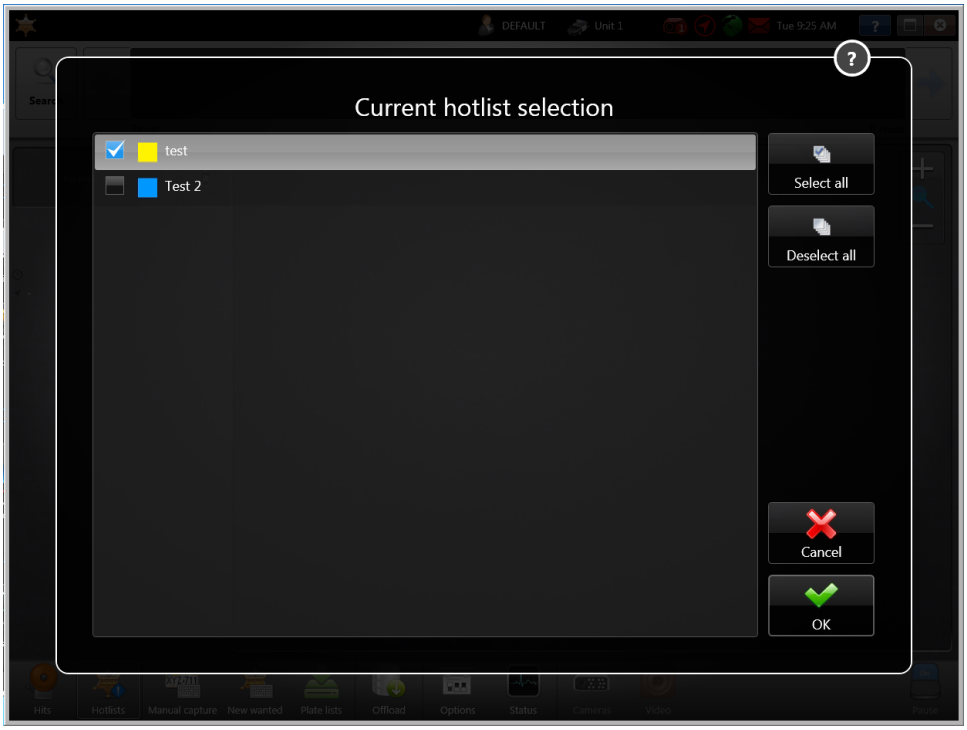
What you should know

You may have more than one hotlist available in Genetec Patroller™. You can choose the hotlists that apply to your current patrol area or the time of day.

NOTE: The possibility to select Hotlists is enabled by an administrator of the system. If this feature has not been enabled, the **Hotlist** icon will not be available.

To select one or more hotlists to compare license plates:

1 In the main Genetec Patroller™ window, tap **Hotlists**. The following screen appears:



2 Select one or more hotlists from the list.

3 Click **OK**.

The **Hotlits** icon shows now a blue exclamation mark that indicates that not all hotlists are enabled.

Enabled hotlists can be modified at any time.

Related Topics

Importing plate lists in Genetec Patroller on page 33

Selecting permits in Genetec Patroller™

The Permit window allows you to select the permit you want to enforce.

Before you begin

Import a permit to Genetec Patroller™.

What you should know

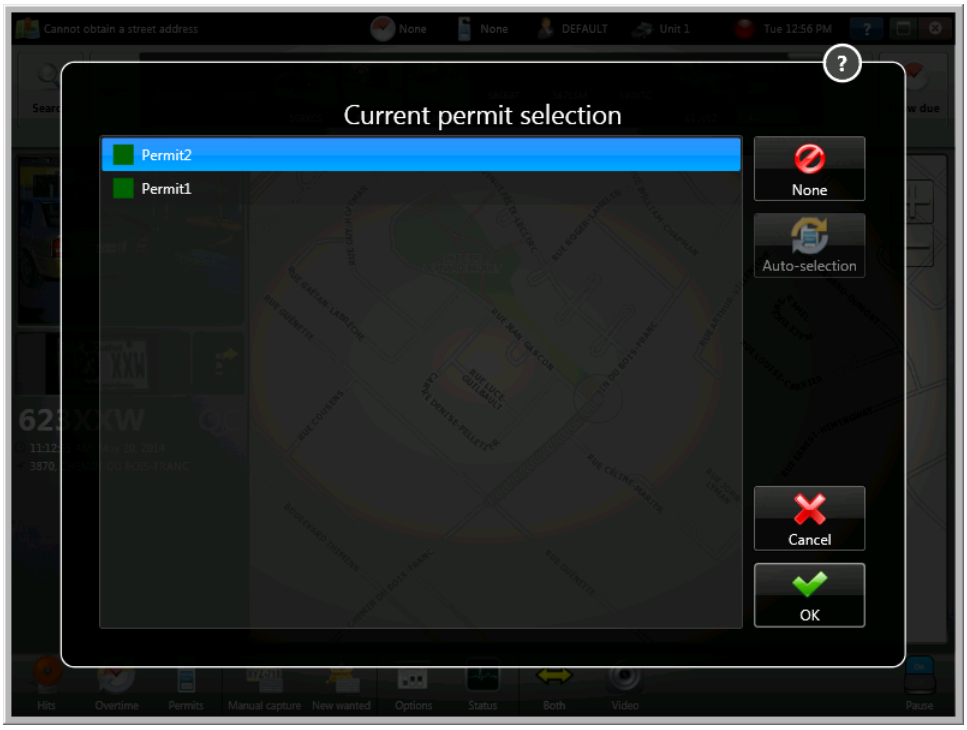
- You may have more than one permit list to choose from, so choose the permit list that applies to your patrol area.
- When you select a parking zone (either linked to a permit or a permit restriction rule), if your system is registered to use Plate link, a *Downloading reads* message is displayed. To ensure that all shared permit violations are detected, wait until the *# reads downloaded* message is displayed and the Plate link icon displays a check mark ( ) before continuing your patrol.

NOTE: Auto-selection of a permit is only supported in Security Center 5.3 SR1 and later. The **Auto-Selection** tab will be disabled if you are using an older version of Security Center.

To select a permit to enforce:

1 In the main Genetec Patroller™ window, tap **Permits**.

If you're using an overtime rule and permit list together, make sure to choose the ones that correspond to each other.



2 Select a permit from the list.

3 Click **OK**.

The color of the Permits icon in the Genetec Patroller™ main window will change to reflect the color of the permit chosen. Click **Cancel** at any time to return to the main window and **None** to clear the currently selected permit list.

Related Topics

Importing plate lists in Genetec Patroller on page 33

Manually capturing license plates in Genetec Patroller™

If a plate cannot be automatically read by a camera, you can manually capture a plate to add to the Genetec Patroller™ database.

To manually capture a license plate:

1 In the main Genetec Patroller™ window, tap **Manual capture**.

2 Enter the following information:

- **Plate:** The license plate number you want to capture.
- **State:** The plate's issuing state or province.
- **Orientation:** The camera you want to use to capture the context image. By default, Genetec Patroller™ automatically selects the camera that was used for the previous read.

  This option is only available when you have two or more Sharps installed. If the camera used to take the previous read is disconnected or turned off, the orientation defaults to the first camera listed on the *Units* tab of the *Cameras* page in Patroller Config Tool. For more information, see the *Genetec Patroller™ Administrator Guide*.

3 Tap **Add**.

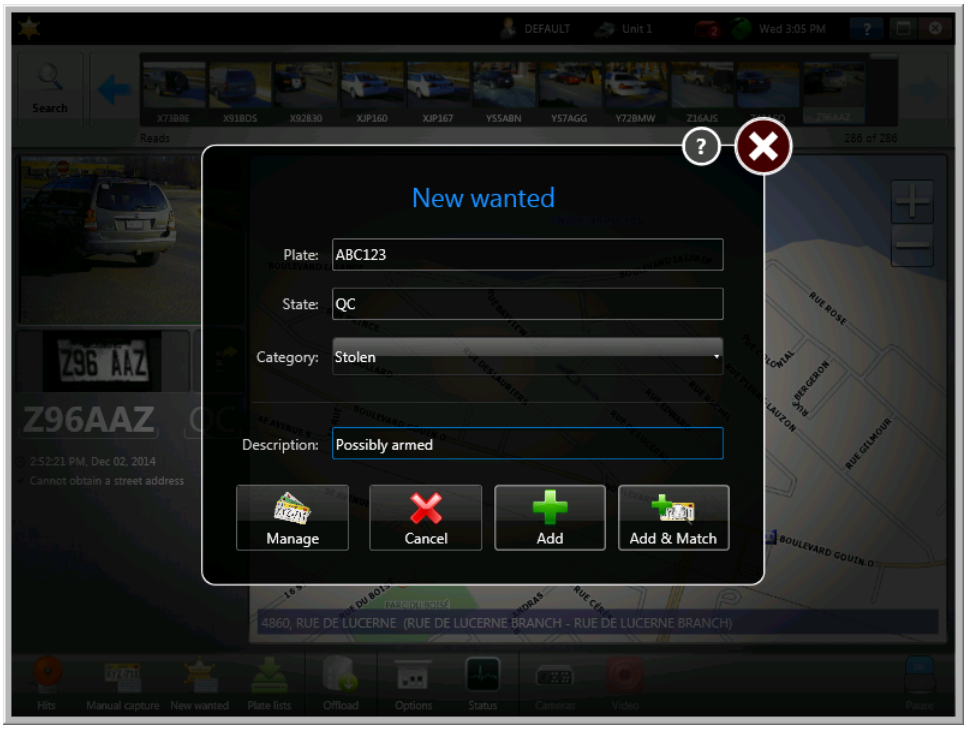
The plate is captured, and Genetec Patroller™ generates a hit if applicable.

Adding New Wanted plates in Genetec Patroller™

If you are searching for a specific plate that isn't on the hotlists that are loaded in Genetec Patroller™, you can manually add a license plate to Genetec Patroller™'s local database by adding *New wanted* plates.

To add *New wanted* plates:

1 In the main Genetec Patroller™ window, tap **New wanted**.



2 Enter the following information:

- **Plate:** The license plate number.
- **State:** The license plate's issuing state (or province).
- **Category:** Category of the New wanted entry (e.g. stolen vehicle, scofflaw, etc). Please note that in Genetec Patroller™ Standalone this option is automatically set to **None**.

The remaining fields are created and configured by Genetec Patroller™ administrators. The options shown in this example are for illustration purposes only.

3 Tap one of the following:

- **Add:** Tap this to add the New wanted entry to Genetec Patroller's local database.
- **Add & Match:** Tap this to add the New wanted entry to Genetec Patroller's local database and see if the plate matches any plate reads that occurred in the past.

  NOTE: This button is only available when **Enable past read matching** is turned on in Patroller Config Tool.

The **New wanted** entry is added. Genetec Patroller™ generates a hit if the plate is captured, or matches a read that was captured in the past.

Managing New wanted entries in Genetec Patroller™

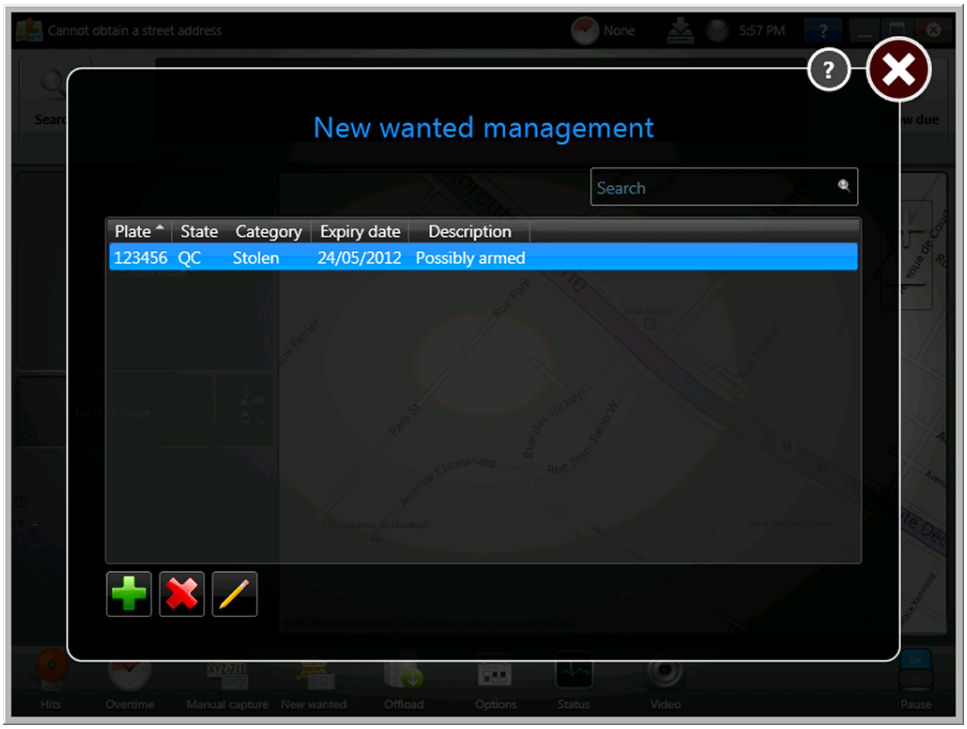
After you have added one or more *New wanted* entries, you can add, edit, delete, and search for specific entries in the list all within Genetec Patroller™.

What you should know

Genetec Patroller™ administrators can disable this option in Genetec Patroller™ Config Tool.

To manage *New wanted* entries:

1 In the main Genetec Patroller™ window, tap **New wanted**, and then tap **Manage**.



2 Do one of the following:

- Tap add (), delete (), or edit () to manage the entries on the list.
- Type a plate number or other vehicle information in the **Search** field.

Offloading your data to an XML file in Genetec Patroller™

You can offload LPR data to a local folder on your in-vehicle computer.

What you should know

The data is offloaded as an *.xml* file and includes the following information by default:

- Reads and hits (can be excluded from offloads)
- Activities
- Positions

Reads, Activities, and Positions are displayed in chronological order.

The default location of the *Offload* folder for the in-vehicle computer is *C:*. The *Offload* folder is automatically created the first time you perform an offload, and each time you perform an offload a subdirectory folder is created in the *Offload* folder.

TIP: You might want to limit the amount of times you perform an offload so you do not have to search through multiple folders files for information.

Images associated with license plate reads are saved in a folder called Images in the same subdirectory as the *Offload.xml* file.

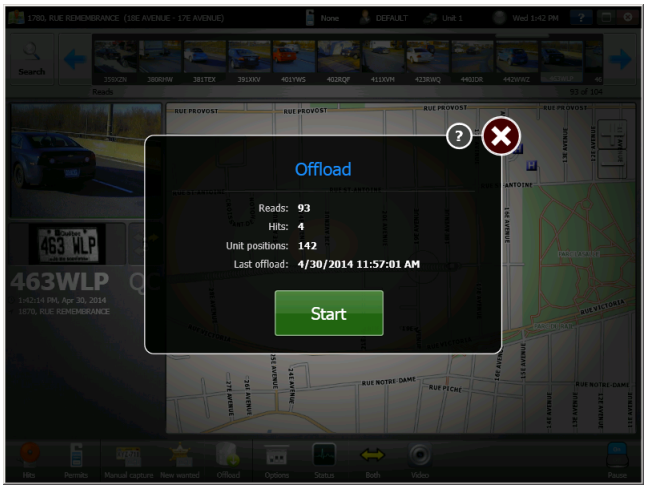
For information about configuring your offload settings, see the *Genetec Patroller™ Administrator Guide*.

To offload your data:

1 In the main Genetec Patroller™ window, tap **Offload**.

You'll see the total number of reads and hits, or the reads and hits since your last offload. You'll also see the unit positions and time and date of your last offload (if applicable).

NOTE: If there are warnings, they are displayed at the bottom of the dialog box.



2 Tap **Start** > **OK**.

After you finish

You can open the *Offload.xml* file in Internet Explorer to view the information or import the *.xml* into your own reporting tool.

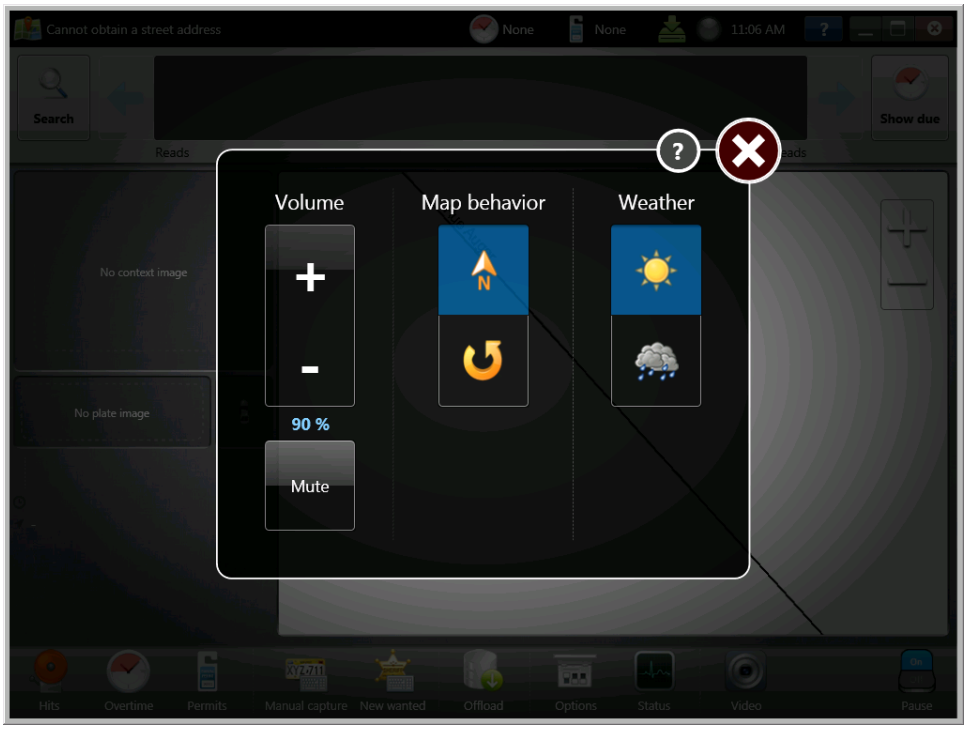
Configuring your Genetec Patroller™ options

To adjust the context camera according to the weather, or set basic volume settings, you can configure your Genetec Patroller™ options from the *Options* screen.

To configure your Genetec Patroller™ options:

1 In the main Genetec Patroller™ window, tap **Options**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



2 Configure the following options:

- **Volume:** Adjust or mute the volume of Genetec Patroller™ sounds (e.g. reads, hits etc).
- **Map behavior:** Tap if you want the Genetec Patroller™ to rotate as it changes direction (map always points north), or tap if you want the map to rotate as Genetec Patroller™ changes direction (Genetec Patroller™ always points to the top of the screen).

  NOTE: If Genetec Patroller™ was installed without maps or you are running MLPI mode, this option is not available.
- **Weather:** (Not required for SharpX cameras) Adjust the context camera for sunny or cloudy weather (e.g. on a cloudy day or at sunset, select the cloudy setting to increase the minimal exposure time and allow more light into the camera). This results in better image quality in low light environments.

3 Close the *Options* screen.

Viewing your Genetec Patroller™ statistics

If you want to see statistics about such things as the number of total reads or the number of accepted hits, you can check your Genetec Patroller™ statistics from the *Status* screen.

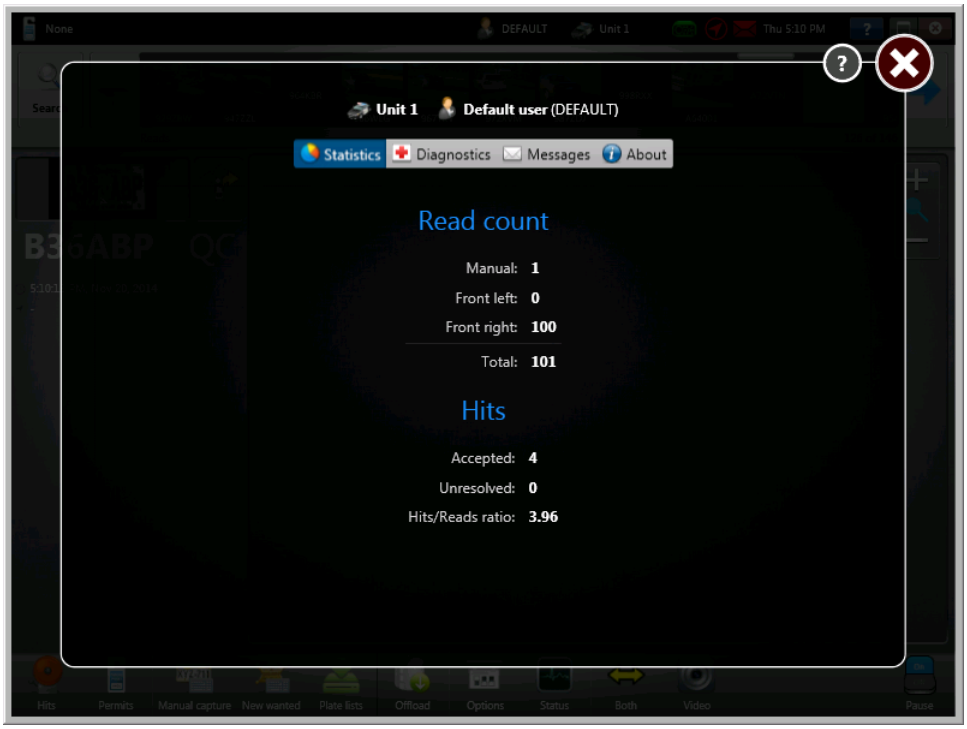
What you should know

If some of the information does not fit on your screen, you can swipe the window up and down as needed.

To view your Genetec Patroller™ statistics:

- In the main Genetec Patroller™ window, tap **Status**, then tap **Statistics**.

  NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



The Statistics window provides the following information:

NOTE: The camera information listed is dependent on the cameras that are installed and in use on the vehicle.

- **Manual:** Number of manually captured reads.
- **Front left/right:** Number of reads made by the front left/right LPR camera(s).
- **Rear left/right:** Number of reads made by the rear left/right LPR camera(s)
- **Front center/Rear center:** Number of reads made by the front or rear center camera(s).
- **Total:** Total reads made.
- **Zone:** (MLPI only) Shows the location of the Parking facility that is being patrolled.
- **Permit:** (City, University only) Shows the currently selected permit restriction (if applicable).
- **Overtime rule:** (City, University only) Shows the currently selected overtime rule (if applicable).
- **Count:** (City, University only) Shows how many hits received for the permit restrictions and overtime rules.

- **Accepted:** Number of hits you have accepted.
- **Unresolved:** Number of pending hits that you have not accepted or rejected.
- **Hits/Reads ratio:** The ratio of hits to reads.
- **Pending upload:** (City, University only) Shows how many reads must be uploaded and shared with other patrol vehicles registered with the same Plate link account.

Importing plate lists in Genetec Patroller™

You can import hotlist and permit lists to Genetec Patroller™ so that you can receive hotlist hits and permit list hits during your Patrol.

What you should know

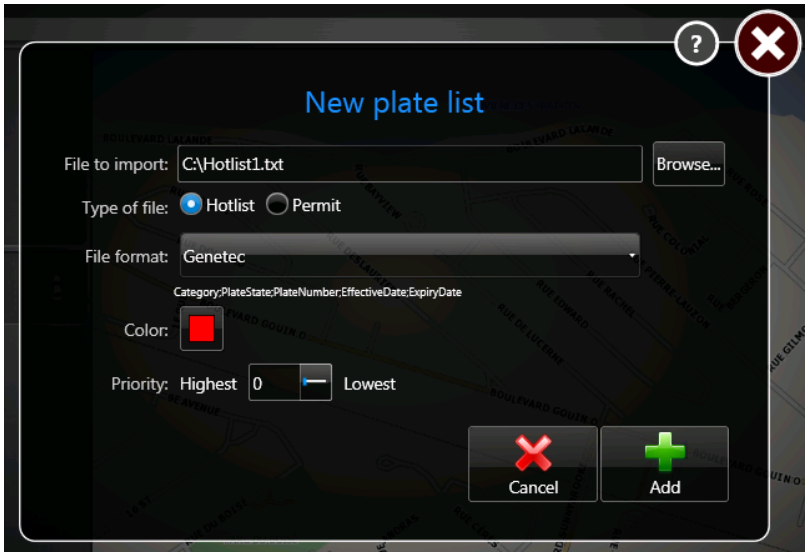
From the **Plate lists** tab you can also view information about the hotlists and permit lists.

To import a hotlist or permit list to Genetec Patroller™:

1 In the main Genetec Patroller™ window, tap **Status**, then tap **Plate lists**.

2 Click .

The *New plate list* dialog box opens.



3 Beside **File to Import**, use the **Browse** button to navigate to the location of the hotlist or permit list you want to import.

4 Select the file and click **Open**.

5 Beside **Type of file**, specify if the file you're importing is a **Hotlist** or **Permit**.

6 From the **File format** drop-down list, select the format that the file follows.

The entries in the hotlist or permit list must follow the format chosen. An example of the format chosen is provided underneath the drop-down list. The **Genetec** file format is listed by default but you can create your own file formats and add them to the list. For more information about creating your own file format, please contact your Genetec representative.

NOTE: Genetec Patroller™ standalone mode does not filter any permit entries by category. For example, if you create and import "Permit1" and you have entry in your permit list that has a category of "Permit2", no permit hit is raised for that entry.

7 Beside **Color**, click the color block to choose a color for the hit.

8 (Hotlist only) Choose a hotlist **Priority**.

Zero (0) is the highest priority setting and 100 is the lowest priority setting. This setting is used to resolve conflicts when a plate read matches more than one hotlist, in which case the hotlist with the highest priority is displayed first in the list of hotlist matches.

9 Click **Add**.

The file is imported to the patrol vehicle. You can delete it at any time by selecting it from the list and clicking .

Once a hotlist or permit file has been imported, you can view information about it.

The Plate lists window provides the following information:

- **Status:** The status of the hotlist or permit list is displayed by the status indicator icon located beside the plate list name. The color of the status indicator icon changes depending on the status of a hotlist or permit list download:
  - **Green:** Hotlist/permit list is loaded and ready.
  - **Yellow:** Hotlist/permit list is downloading.
  - **Red:** Error on Genetec Patroller™ side. Check for errors and/or restart the application.
  - **Grey:** There is no hotlist or permit list to load.
- **Plate list:** Name of the download file. The type of file downloaded is represented by the icon to the left of the file name. For example, a hotlist will display the law enforcement icon ( ) and a permit list will display the permit icon ( ).
- **Last modified:** When the file was last edited or changed. In the case of a hotlist, this is the time the hotlist was modified, not the time it was downloaded.
- **Nb. of entries:** The number of entries in the list.
- **Last synchronized:** When the file was last downloaded to Genetec Patroller™.

If you modify a Hotlist or Permit list you can either manually re-import the list, or you can let Genetec Patroller™ update it automatically. Every 60 seconds the application checks the date and time of the imported hotlist and permit files. The application will also perform this check after being closed and reopened. If a hotlist or permit file is more recent than the original date of import, Genetec Patroller™ will automatically import the more recent file. Therefore, as a best practice you should copy your plate lists to a local folder on the in-vehicle computer before you import rather than leaving them in a folder on the USB key.

NOTE: During the import the source file is locked and cannot be modified.

Checking the status of AutoVu™ components

If you need to troubleshoot potential problems related to the various AutoVu™ components, you can check the status of these components from the *Status* screen. You can also generate a log file if you need Technical assistance.

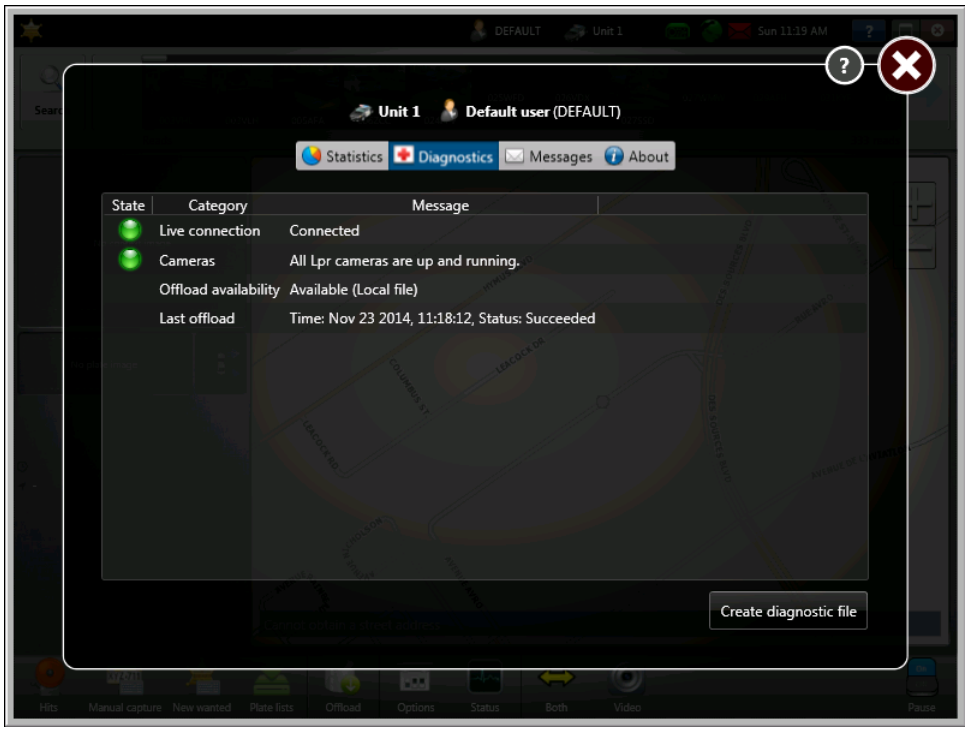
What you should know

If some of the information does not fit on your screen, you can swipe the window up and down as needed.

To check the status of AutoVu™ components:

1 In the main Genetec Patroller™ window, tap **Status**, then tap **Diagnostics**.

NOTE: The following screenshot is an example. The information displayed in the window varies depending on the Genetec Patroller™ mode you are running.



The Diagnostics window provides the following information:

- **State:** The state of the component (e.g. green, red, etc).
- **Category:** Which category the component falls under (e.g. hardware, offload, etc).
- **Message:** Detailed message about the status of the component.

2 If you want to save a diagnostic file to your desktop so that you can send it to Genetec Technical Assistance for troubleshooting your system, click **Create diagnostic file**.

Viewing your list of error messages in Genetec Patroller™

If you are troubleshooting problems related to Genetec Patroller™ processes or services, you can view your list of error messages from the *Status* screen.

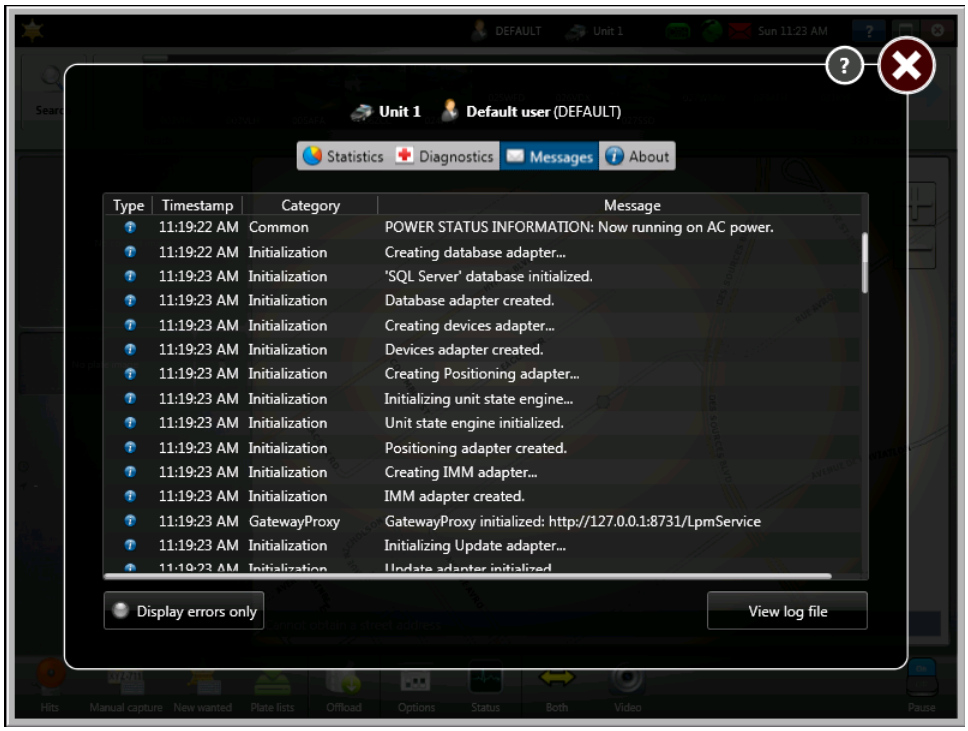
What you should know

If some of the information does not fit on your screen, you can swipe the window up and down as needed.

To view your list of error messages:

1 In the main Genetec Patroller™ window, tap **Status**, then tap **Messages**.

The *Messages* window opens and the complete list of messages is displayed.



The Messages window provides the following information:

- **Type:** Type of message.
- **Timestamp:** When the process occurred.
- **Category:** Which category the process falls under (e.g. initialization, database, etc).
- **Message:** Detailed message about the status of the process.

2 To show only the error messages, click **Display errors only**.
To toggle back to the complete list of messages, click the **Display errors only** button again.

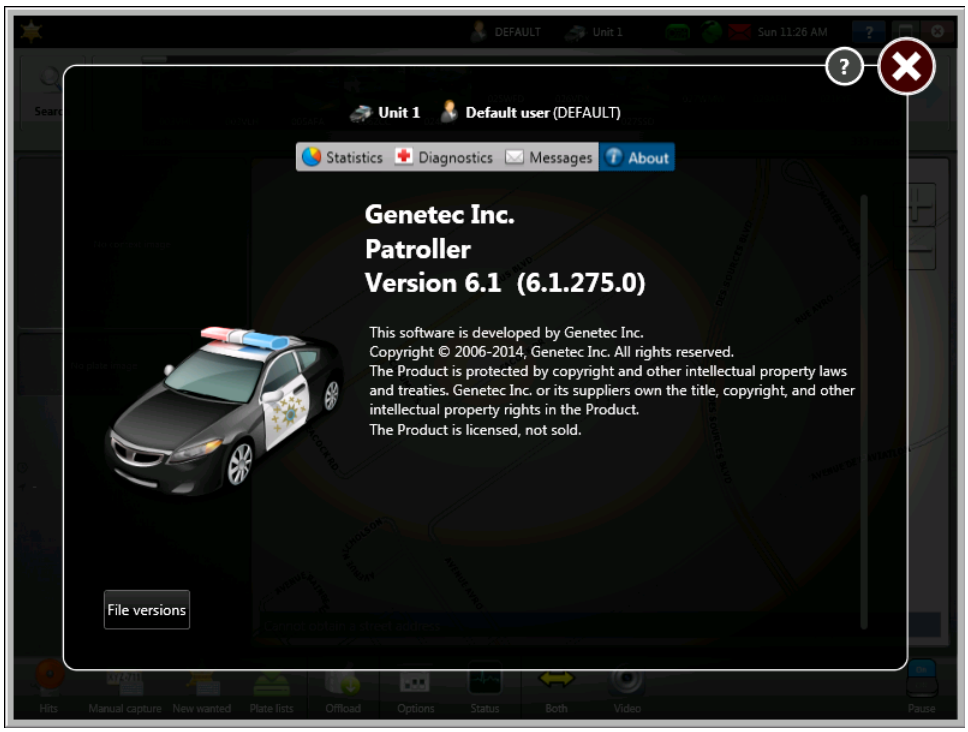
3 (Optional) To view Genetec Patroller™ log file, click **View log file.**
A *.log* file is generated.

Checking your Genetec Patroller™ version

If you want to see what version of the Genetec Patroller™ software you are running, you can do so from the *Status* screen.

To check your Genetec Patroller™ version:

1 In the main Genetec Patroller™ window, tap **Status**, then tap **About**.



2 (Optional) Click **File versions** to display file version information that can help you troubleshoot Genetec Patroller™.

Turning Sharp cameras on and off

If you have more than one Sharp camera installed on your vehicle, you can select which cameras are activated using Genetec Patroller™. You can also use the AutoVu™ car camera switch to activate the cameras, if the switch is installed in the vehicle.

What you should know

If you have only one camera, you can use the Pause/Resume button in the Genetec Patroller™ main window to turn it on or off.

To turn Sharp cameras on and off in Genetec Patroller™:

1 From the Genetec Patroller™ main window, do *one* of the following, depending on how Genetec Patroller™ is configured:

- If you only have cameras installed on the front of the vehicle: tap **Left** (⇦), **Right** (⇨), or **Both** (⇔) to turn on the corresponding Sharp camera.

  You'll know which Sharp is active by the icon displayed. For example, if you see **Both** (⇔), it means that both cameras are on and reading plates.

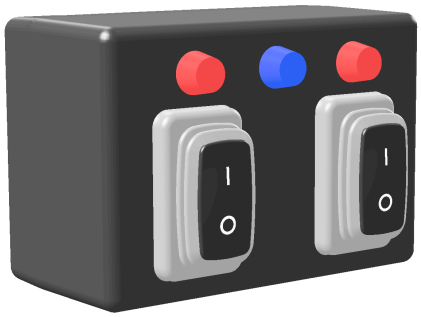
- If you have cameras installed on both the front and rear, or just the rear of the vehicle: tap **Cameras**.

The Cameras window opens, and you can turn any of them on or off. In the following example, only two cameras are shown (front-right and rear-left).

To turn Sharp cameras on and off using the AutoVu™ car camera switch:

1 Use the right and left toggle switches to activate or deactivate the right and left Sharp cameras.

The AutoVu™ car camera switch also includes LED lights to inform you of the current camera activation (red) and to show system power (blue).



Sharp camera icons

The icon displayed in the Genetec Patroller™ toolbar changes depending on how many Sharp cameras are installed on the vehicle, and where on the vehicle they are installed.

You can have up to 6 cameras installed. When you start Genetec Patroller™, you'll see one of the following icons:

NOTE: The right and left arrows might be greyed out if a camera is temporarily not working.

Icon	What it means
	This means you have two Sharp cameras installed (front-left and front-right), but only the front-left is reading plates.
	This means you have two Sharp cameras installed (front-left and front-right), but only the front-right is reading plates.
	This means you have two Sharp cameras installed (front-left and front-right), and both are reading plates.
	This means one of the following: • You have more than two Sharp cameras installed. • You have one or more Sharp cameras installed, that are *not* installed on the default front-left or front-right of the vehicle.

Video window in Genetec Patroller™

The Video window allows you to view the live video from the Sharp context camera, LPR camera, and tire cameras (if applicable), to verify that the Sharps are working properly.

If the video is not working, the video icon will appear in red in the main window.

A	Select which Sharp camera you want to view. **NOTE:** Your configuration may be different than the one shown here.
B	View video from the context camera or LPR camera. You can also view video from your tire cameras (if applicable).
C	Use this setting to modify the exposure. You can use the + or - button to manually modify the exposure, or click **Auto** to let Genetec Patroller™ automatically calculate the exposure.

3

Troubleshooting

This section describes some of the common issues you may encounter while using Genetec Patroller, and provides possible solutions and workarounds. The solutions described here are based on the assumption that Genetec Patroller was installed with the default settings.

This section includes the following topics:

- "Troubleshooting: Blank screen when Genetec Patroller system starts" on page 42
- "Troubleshooting: Map is white and only Genetec Patroller icon is displayed" on page 43
- "Troubleshooting: Genetec Patroller position on map does not match actual position" on page 44
- "Troubleshooting: Genetec Patroller is running but not receiving plate reads" on page 45
- " Troubleshooting: Sharp losing connectivity and live feed not working" on page 46
- "Troubleshooting: Manual capture of plate on a known hotlist not generating a hit in Genetec Patroller" on page 47
- "Troubleshooting: Sharp not detected after docking in-vehicle computer" on page 48
- "Troubleshooting: Cannot review acknowledged hits in Genetec Patroller" on page 49
- "Troubleshooting: Blue screen in Context Camera screen in Sharp Portal " on page 50
- "Troubleshooting: Hotlist or permit list does not update automatically in Genetec Patroller" on page 51

Troubleshooting: Blank screen when Genetec Patroller™ system starts

If your screen is blank when the system starts, you can troubleshoot the issue.

What you should know

CAUSE: The screen might be blank because your LPR Processing Unit is off.

TRY THIS:

- Verify that the LPR Processing Unit controlling the SharpX camera units is on. The LPR Processing Unit is usually installed in the vehicle's trunk.

Troubleshooting: Map is white and only Genetec Patroller™ icon is displayed

If the Genetec Patroller™ map is all white and only the Genetec Patroller™ icon is displayed, you can troubleshoot the issue.

What you should know

CAUSE: You are zoomed in too close on the map, or your map is for a specific region and you are outside the zone covered by the map.

TRY THIS:

- Zoom out on the map.
- Re-enter the region to make the map appear.

Troubleshooting: Genetec Patroller™ position on map does not match actual position

If the Genetec Patroller™ position on the map does not match its actual geographical position, you can troubleshoot the issue.

What you should know

CAUSE: It might be due to a blocked GPS signal or antenna, the GPS or Navigator unit cable connections, or the GPS status in Genetec Patroller™.

TRY THIS:

- Verify that the GPS signal is not blocked by tall buildings or other structures.
  The signal should improve when the vehicle is clear of these structures.
- Verify that the GPS antenna is not obstructed by something on the vehicle roof (e.g. light bar).
- Verify that your GPS or Navigator unit cables are properly connected.
- Verify the GPS status in Genetec Patroller™ as follows:
  a) In Genetec Patroller™, click **Status**.
  b) Go to the **Diagnostics** page.
  The Diagnostics page indicates if the GPS is active, and the number of satellites it can detect. The minimum number of satellites is four. Anything lower than four may indicate GPS signal coverage or antenna issues.

Troubleshooting: Genetec Patroller™ is running but not receiving plate reads

If Genetec Patroller™ is running but you are not receiving any plate reads, you can troubleshoot the issue.

What you should know

CAUSE: The Genetec Patroller™ reads might be paused, or Genetec Patroller™ might not be connected to the Sharp cameras.

TRY THIS:

- In the main Genetec Patroller™ window, verify that the **Pause/Resume reads** toggle is set to **On**.
- Verify that Genetec Patroller™ is connected to the Sharp cameras as follows:
  a) From the main Genetec Patroller™ window, click **Video**.
  b) Make sure that you can view a live video feed from the camera.

Troubleshooting: Sharp losing connectivity and live feed not working

If the Sharp is losing connectivity and the live feed is not working, you can troubleshoot the issue.

What you should know

CAUSE: There might be a problem with the ethernet cable or wire connections. The Sharp camera might also be offline, or there might be a hardware or software issue.

TRY THIS:

1 Verify that the ethernet cable is plugged in to both the in-vehicle computer and the LPR Processing Unit (which is usually located in the trunk).

2 Ping the Sharp camera from your in-vehicle computer to verify that the computer can "see" the camera, as follows:

You must know the IP address of the Sharp camera.

a) In the in-vehicle computer, tap **Start** > **Accessories** > **Command Prompt**.

b) In the Command Prompt, type *ping <IP address of Sharp camera> -t*, and press **Enter** on your keyboard.

c) Do one of the following:

- If you see a reply from the specified IP address, contact your Genetec Patroller™ administrator. The problem may be related to the software running on the Sharp camera.
- If you receive the message “request timed out”, the problem may be hardware-related (e.g. your computer’s ethernet card), or related to the setup of the in-vehicle network. For example, your computer may not have a network address in the same range as the Sharp cameras. For more information, contact your Genetec Patroller™ administrator.

3 The camera connection to the SharpX LPR Processing Unit may not be wired correctly. In this case, the SharpX will still read plates, but the live feed will not be displayed. Contact your Genetec Patroller™ administrator if you suspect this may be the issue.

Troubleshooting: Manual capture of plate on a known hotlist not generating a hit in Genetec Patroller™

If you manually capture a license plate from a known hotlist but does not generate a hit, you can troubleshoot the issue.

What you should know

CAUSE: Genetec Patroller™ might not have successfully downloaded the hotlist or parsed the hotlist file, a "hit delay" setting might be enabled, or you might have entered the license plate incorrectly.

TRY THIS:

- Verify that Genetec Patroller™ has successfully downloaded the hotlist, as follows:
  a) In Genetec Patroller™, click **Plate lists**.
  b) Make sure that the hotlist file you are interested in is shown on the **Plate lists** page with the correct date and time.
- Verify that Genetec Patroller™ has successfully parsed the hotlist file, as follows:
  a) In Genetec Patroller™, click **Status**, and then go to the **Diagnostics** page.
  b) Check if there are any errors associated with the hotlist file.
  If there are errors listed, one of the following issues may have occurred:
  - The content or structure of the data within the hotlist file may have changed.
  - The file name or the extension of the hotlist file may have changed.

  Contact your Genetec Patroller™ administrator for more information.
- Make sure that your Genetec Patroller™ administrator has not specified a “hit delay”.
  A "hit delay" specifies that the same plate number cannot generate multiple hits within a certain time period.

Troubleshooting: Sharp not detected after docking in-vehicle computer

If your Sharp is not detected after docking the in-vehicle computer, you can troubleshoot the issue.

What you should know

CAUSE: After you disconnect and then reconnect the Genetec Patroller™ computer from its in-vehicle dock, it might take between 10 to 30 seconds for the computer to detect the Sharp camera's network connection. If the connection has not been re-established after 30 seconds, there might be a connection issue with the computer.

TRY THIS:

- Disconnect and reconnect the computer to the dock again.

Troubleshooting: Cannot review acknowledged hits in Genetec Patroller™

If you cannot review acknowledged hits, you can troubleshoot the issue.

What you should know

CAUSE: The **Enable reviews** setting may be turned off (it is on by default).

TRY THIS:

1 Open Patroller Config Tool.
2 Select **User interface**.
3 On the **General** tab, turn on the **Enable reviews** setting.

Troubleshooting: Blue screen in Context Camera screen in Sharp Portal

If you see a blue screen in Context Camera image in the **Live feed** tab of the Sharp Portal, you can troubleshoot the issue.

What you should know

CAUSE: The Sharp cable might not be connected properly.

TRY THIS:

- Verify that the Sharp cable is properly connected.

Troubleshooting: Hotlist or permit list does not update automatically in Genetec Patroller™

If your Hotlist or permits lists are not updating automatically, you can troubleshoot the issue.

What you should know

CAUSE: There might be a problem with the location or date of the source file.

TRY THIS:

- Check the location of the source file.

  If the file was originally imported from a USB key and then moved to a folder on the in-vehicle computer, Genetec Patroller™ will look for the file from the USB key location.
- Check the date of the source file.

  Genetec Patroller™ will not automatically update a file that has a date that is older than the original import date.

Where to find product information

You can find our product documentation in the following locations:

- **Genetec™ TechDoc Hub:** The latest documentation is available on the TechDoc Hub. To access the TechDoc Hub, log on to Genetec™ Portal and click TechDoc Hub. Can't find what you're looking for? Contact documentation@genetec.com.
- **Installation package:** The Installation Guide and Release Notes are available in the Documentation folder of the installation package. These documents also have a direct download link to the latest version of the document.
- **Help:** Security Center client and web-based applications include help, which explain how the product works and provide instructions on how to use the product features. Genetec Patroller™ and the Sharp Portal also include context-sensitive help for each screen. To access the help, click **Help**, press F1, or tap the **?** (question mark) in the different client applications.

Technical support

Genetec™ Technical Assistance Center (GTAC) is committed to providing its worldwide clientele with the best technical support services available. As a customer of Genetec Inc., you have access to TechDoc Hub, where you can find information and search for answers to your product questions.

- **Genetec™ TechDoc Hub:** Find articles, manuals, and videos that answer your questions or help you solve technical issues.

  Before contacting GTAC or opening a support case, it is recommended to search TechDoc Hub for potential fixes, workarounds, or known issues.

  To access the TechDoc Hub, log on to Genetec™ Portal and click TechDoc Hub. Can't find what you're looking for? Contact documentation@genetec.com.

- **Genetec™ Technical Assistance Center (GTAC):** Contacting GTAC is described in the Genetec™ Lifecycle Management (GLM) documents: Genetec™ Assurance Description and Genetec™ Advantage Description.

Additional resources

If you require additional resources other than the Genetec™ Technical Assistance Center, the following is available to you:

- **Forum:** The Forum is an easy-to-use message board that allows clients and employees of Genetec Inc. to communicate with each other and discuss many topics, ranging from technical questions to technology tips. You can log in or sign up at https://gtapforum.genetec.com.
- **Technical training:** In a professional classroom environment or from the convenience of your own office, our qualified trainers can guide you through system design, installation, operation, and troubleshooting. Technical training services are offered for all products and for customers with a varied level of technical experience, and can be customized to meet your specific needs and objectives. For more information, go to http://www.genetec.com/support/training/training-calendar.

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- For issues with license content or part numbers, or concerns about an order, please contact Genetec™ Customer Service at customerservice@genetec.com, or call 1-866-684-8006 (option #3).
- If you require a demo license or have questions regarding pricing, please contact Genetec™ Sales at sales@genetec.com, or call 1-866-684-8006 (option #2).

Hardware product issues and defects

Please contact GTAC at https://gtap.genetec.com to address any issue regarding Genetec™ appliances or any hardware purchased through Genetec Inc.