

# ***XPRESSENTRY***

## **How to Conduct an Emergency Mustering Event** Revision 04/02/2024

For use with the  
XPressEntry Mobile Access Control System

By



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## Introduction

The purpose of this document is to instruct users on how to configure an XPressEntry system to utilize muster mode for efficient accountability during fire drills and emergency events. For any specific mustering use cases pertinent to a specific access control system, please contact our Telaar support team at 858-627-9700 or [helpdesk@telaar.com](mailto:helpdesk@telaar.com).

## Order of Operations

1. Best Practices
2. XPressEntry Setup for Mustering
3. Handheld and Server Operation during an Event

## Best Practices

Account for the following when conducting an evacuation or fire drill:

1. **Who** – Timely understanding of who is in the facility when the event occurs.
2. **Where** – Access points where people can gather safely away from danger.
3. **How** – A way to identify who is accounted for and who is missing.

## Who is in your Facility?

It is important to understand the occupancy of your facility at any given time. The following checks can provide a pulse on occupancy and ensure streamlined accountability in the event of an emergency:

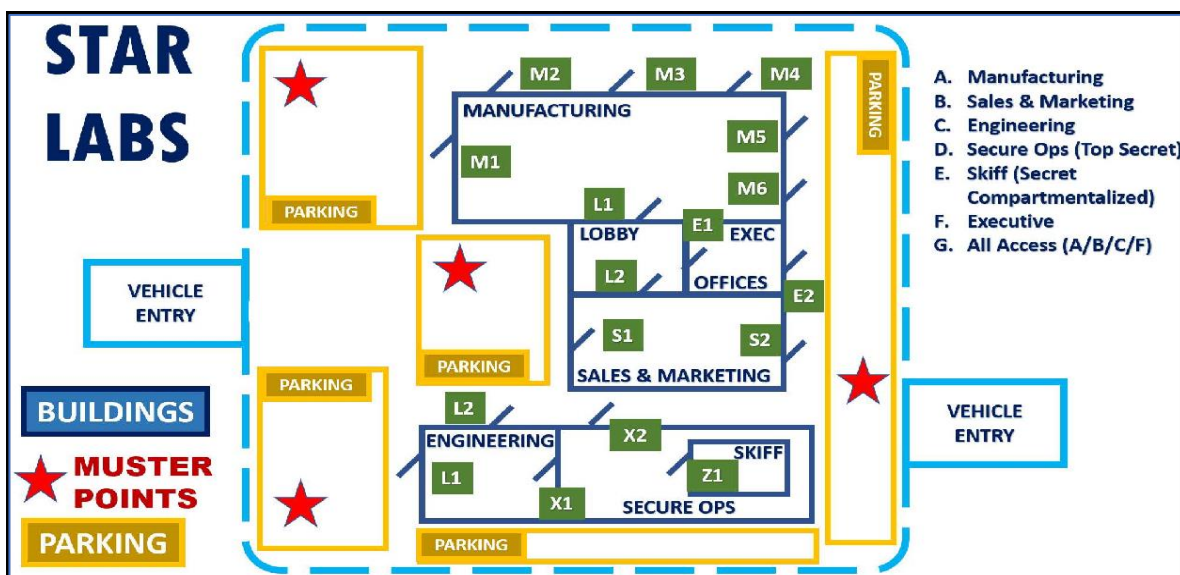
1. Monitor personnel **badge scans** (entry/exits) via a physical access control system (**PACS**).
2. Capture personnel on-site status using a site-wide **time & attendance** system.
3. **Manual** or **digital** check-in/out
4. Real time location tracking (**RTLS**) of employees

## Where Do People Gather?

Designated assembly locations during an emergency event can be described as such:

- fire assembly areas
- emergency assembly points
- muster stations
- muster locations
- evacuation assembly points

In the fictitious “Star Labs” facility illustration below, there are four muster points where employees gather.



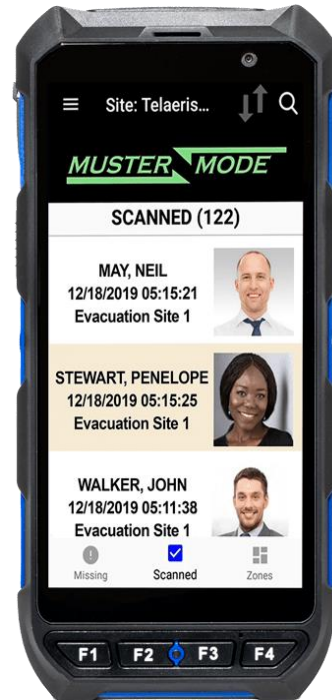
## How Do You Account for Personnel?

Our XPID readers display the lists of personnel on site with their last known location. This is important for accountability in the event of an emergency, should anyone identified on the missing list not show up to their muster point or scan at a reader in muster mode.

## Improving Emergency Evacuation Management

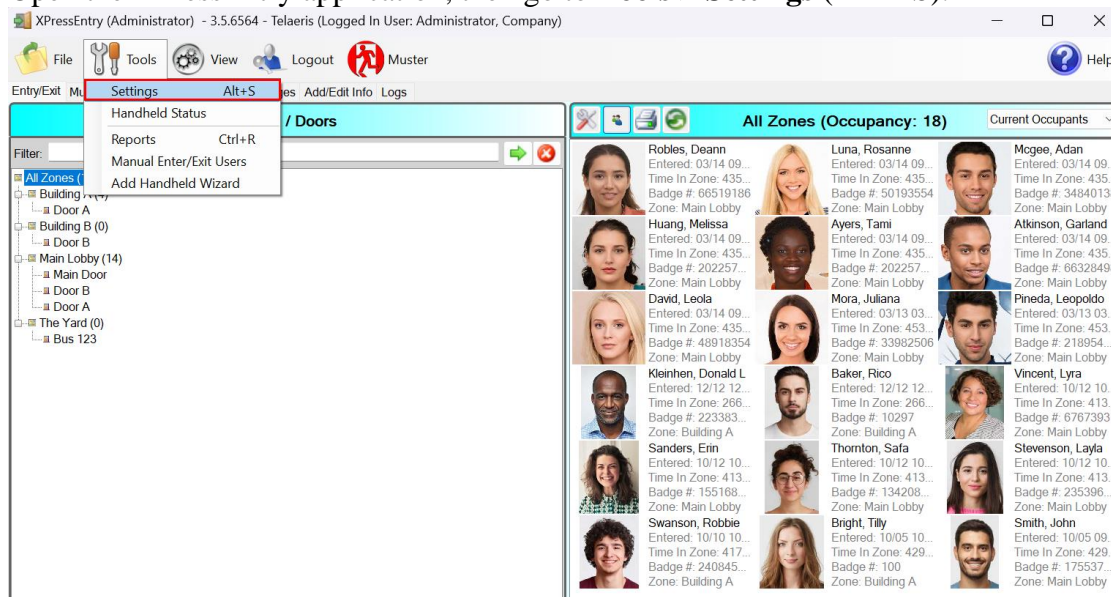
XPressEntry is a hardware and software solution that improves existing emergency evacuation procedures. It is built to work with companies' existing infrastructures for tracking site occupancies, whether that be from a physical access control system, an RTLS system, an HR system, or a time & attendance system.

Telaeris usability tests show one handheld can process 250 muster check-ins in 5 minutes. We suggest to scan all badges first before processing people without cards.



## XPressEntry Desktop Server Setup for Mustering

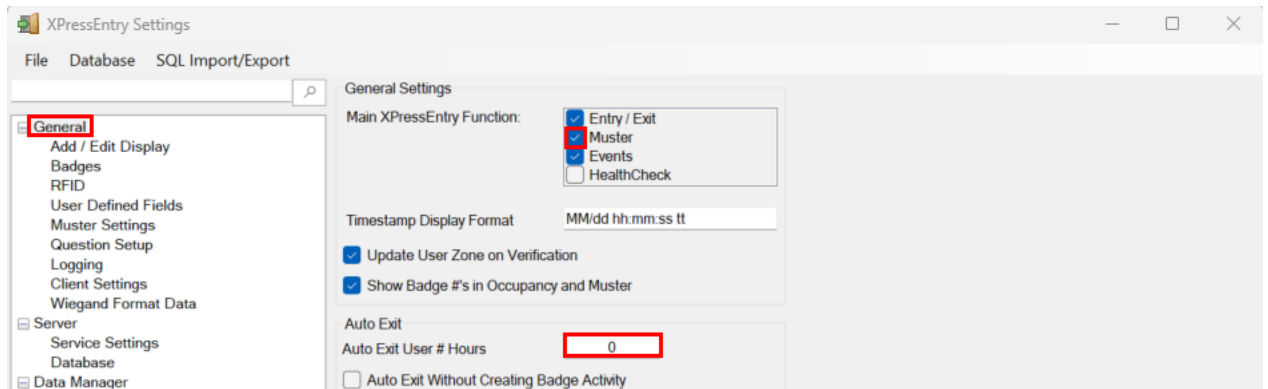
Open the XPressEntry application, then go to **Tools > Settings (ALT+S)**.



## General Tab

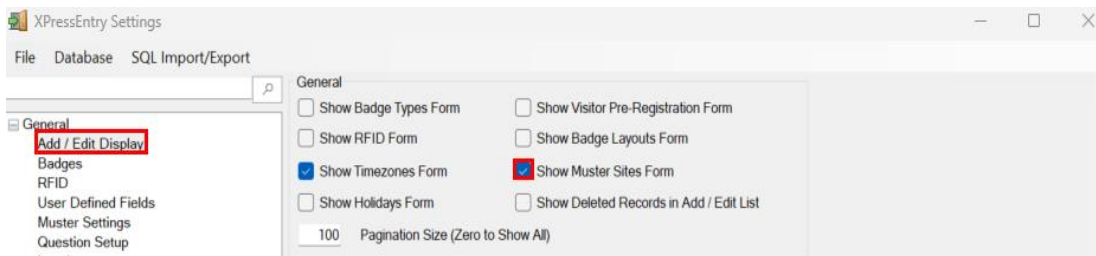
1. Navigate to the **General Tab** once in the XPressEntry Settings.
2. Ensure **Muster** is enabled under **General Settings > Main XPressEntry Function**.
3. If your PACS does not enforce strict antipassback or does not enforce exit scans, set **Auto Exit User # Hours** to automatically remove people. This will ensure they do not show up as "on-site" during an emergency.

4. Click **Save** once your preferences are set.



### Add / Edit Display

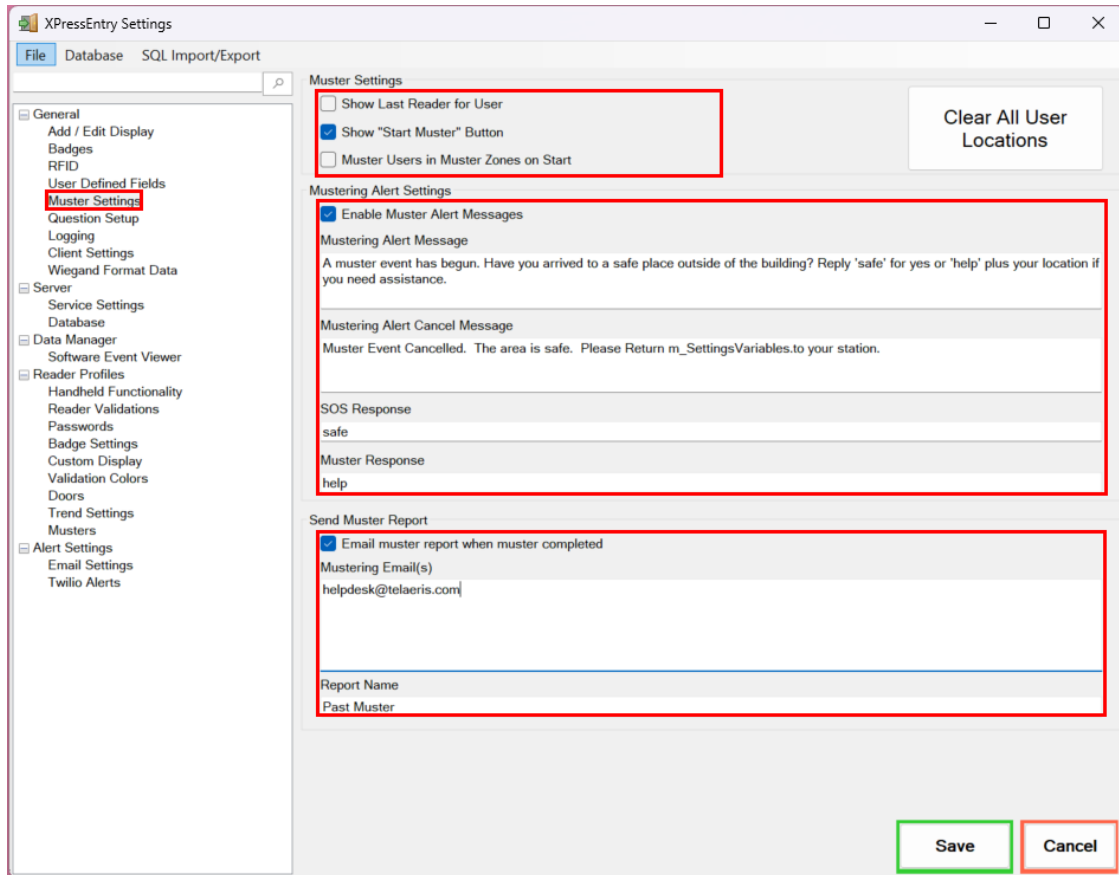
1. Check the **Show Muster Sites Form** box. This will allow admins to change where users are mustered to within XPressEntry.
2. Click **Save** once your preferences are set.



### Muster Settings

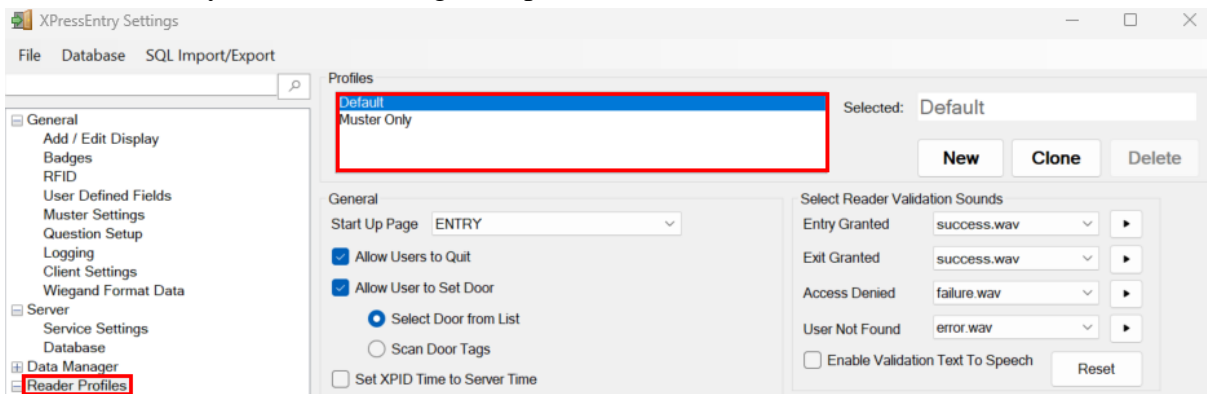
1. **Show Last Reader for User** – Configures the server muster view to display the **last reader** a user was **scanned** on.
2. **Show “Start Muster” Button** – Provides a button on the interface to start a muster event.
3. **Muster Users in Muster Zone on Start** – Allows users who are in a muster zone to show **immediately** as mustered
4. **Enable Muster Alert Messages** – Allows **SMS** messages to be sent via the **Twilio** interface.
  - **Muster Alert Message** – Sent via SMS to all registered phone numbers on the **start** of a muster event.
  - **Muster Alert Cancel Message** – Sent when a muster is **anceled** or **finished**.
  - **SOS response** – Sent from a user to the Muster Alert Message.
    - Forwarded to all administrators on the system.
  - **Muster Response** – When sent, the user is moved out of the missing list into the mustered list.

5. **Send Muster Report** – Configures the report that is sent at the conclusion of a muster event and to whom it is sent.



## Reader Profiles

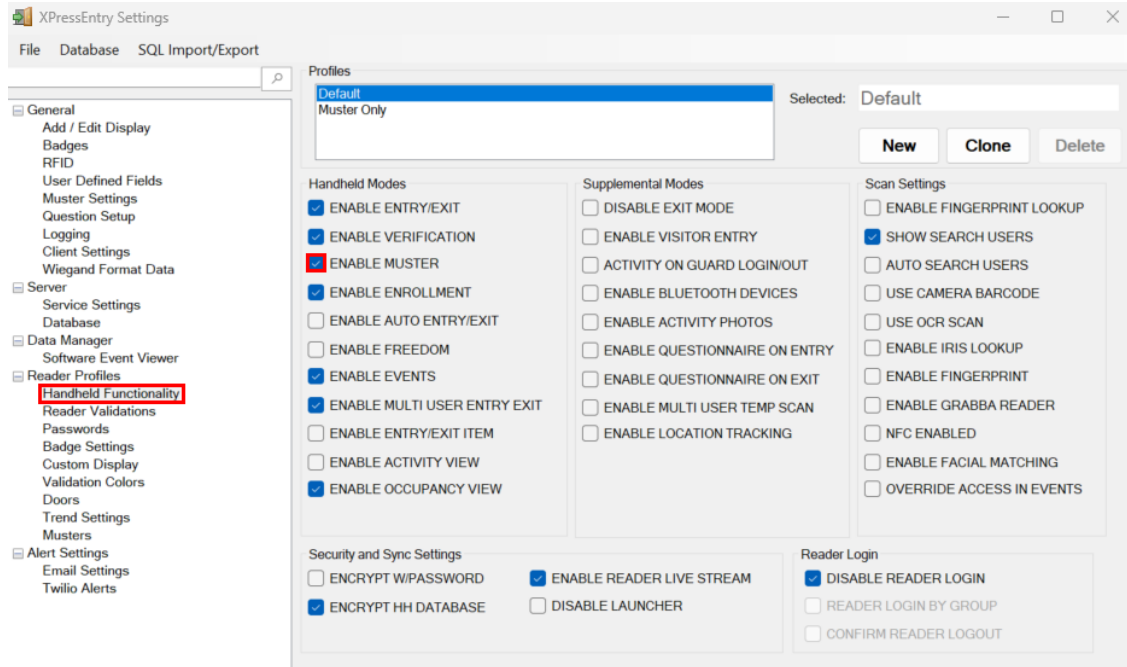
Each XPressEntry handheld is assigned a profile which determines the functions for that device.



## Handheld Functionality

1. Check **Enable Muster** for handhelds that will be used at assembly points.
2. **Security and Sync** Settings may be changed depending upon specific requirements.

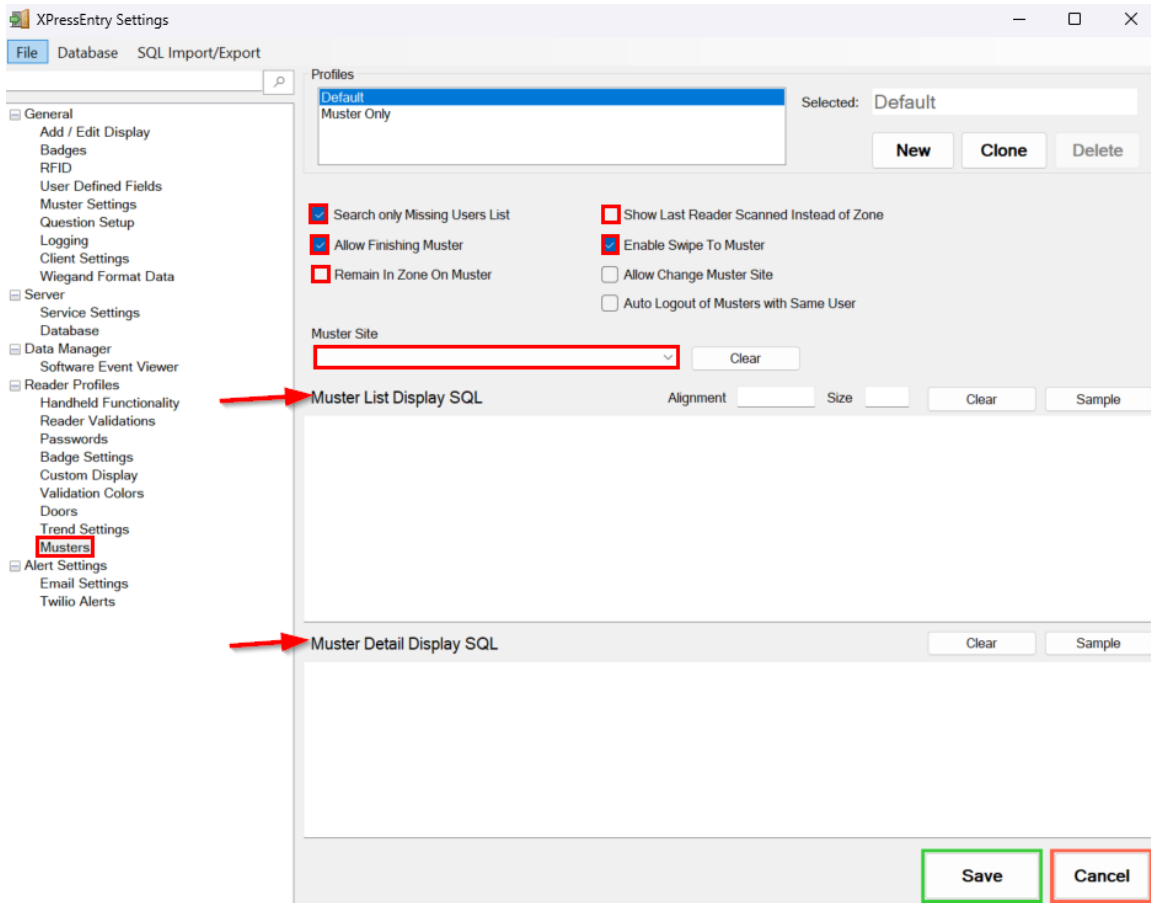
3. **Scan Settings** may be changed depending upon specific requirements.



## Musters

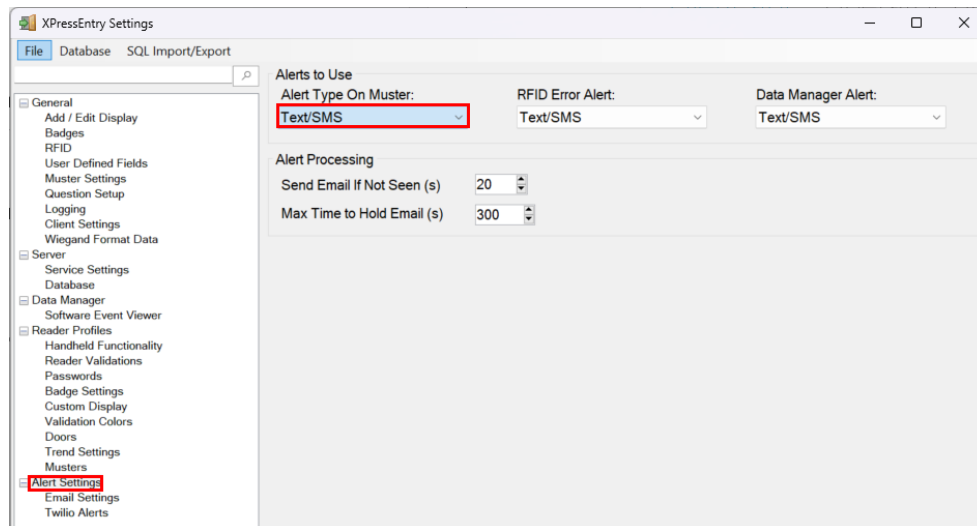
1. **Search Only Missing Users List** – If checked, handhelds will limit user searches to those in the *missing* list; otherwise, it will search all users stored on handheld.
  - This search could be slow if a site has many badge holders.
2. **Allow Finishing Muster** – If checked, handhelds operators will be able to finish a muster event. This will be reflected on the XPressEntry Server.
3. **Remain in Zone on Muster** – If checked, XPressEntry will **not** set the location of a user to the assembly point on a muster scan.
4. This option is rarely used.
5. **Show Last Reader Scanned Instead of Zone** – If checked, applies to text shown in the user list.
6. **Enable Swipe to Muster** – If checked, allows users to be mustered by swiping the user off the list on the handheld.
7. **Muster Sites** – Dropdown list allows readers to display occupancy information of only a specific set of zones. If left blank, the handheld will show occupancy of all zones. This list is populated by the Muster Sites created in the main XPressEntry view.
8. **Muster List Display SQL** – Used to customize the text shown for each user in the user lists on the handheld.
9. **Muster Detail Display SQL** – Used to customize the validation display text for each user who is scanned or selected on the handheld.



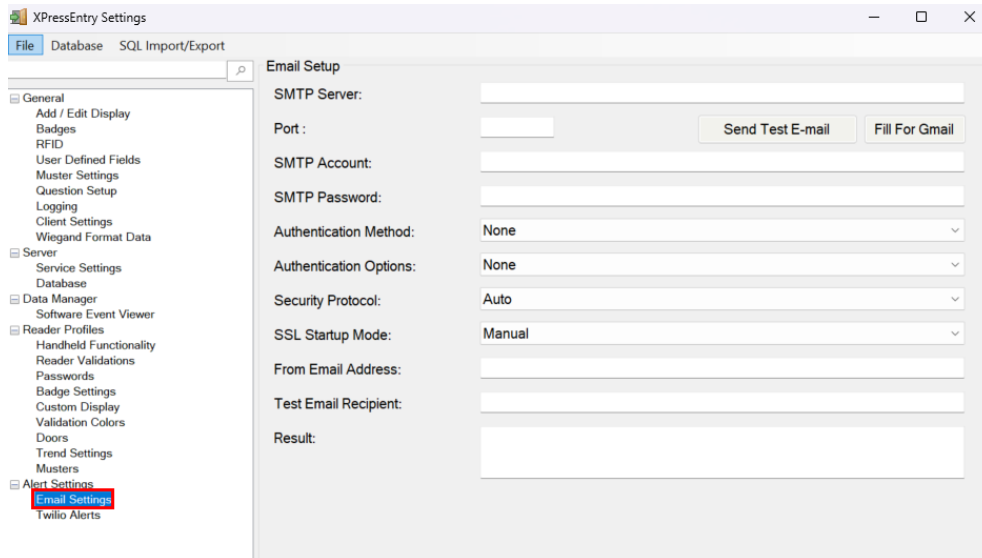


## Alert Settings

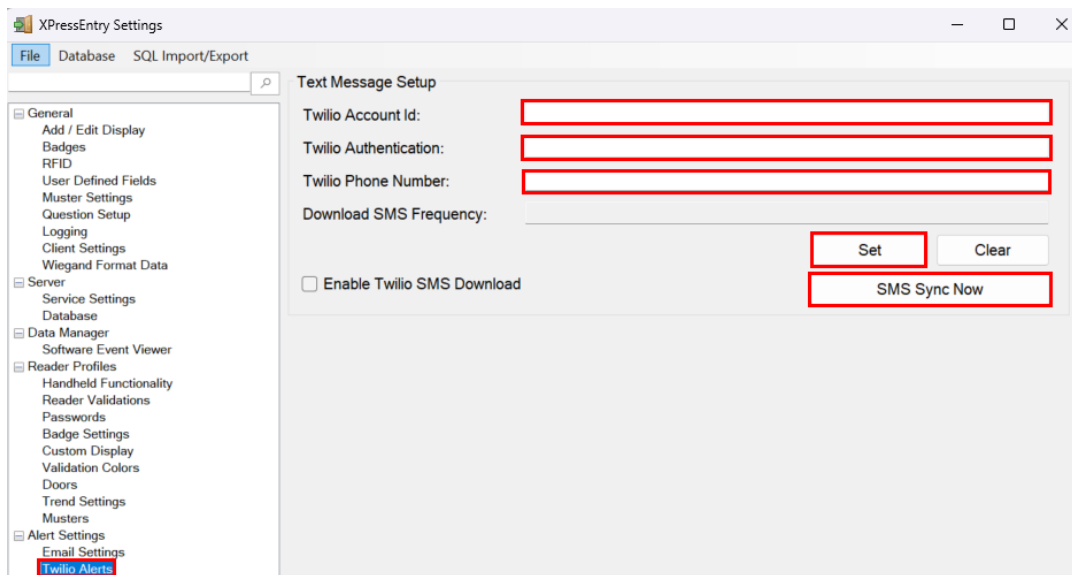
The **Alert Type on Muster** setting allows for sending **emails** and/or **text messages** to specific users when a muster event is called to alert them of an emergency.



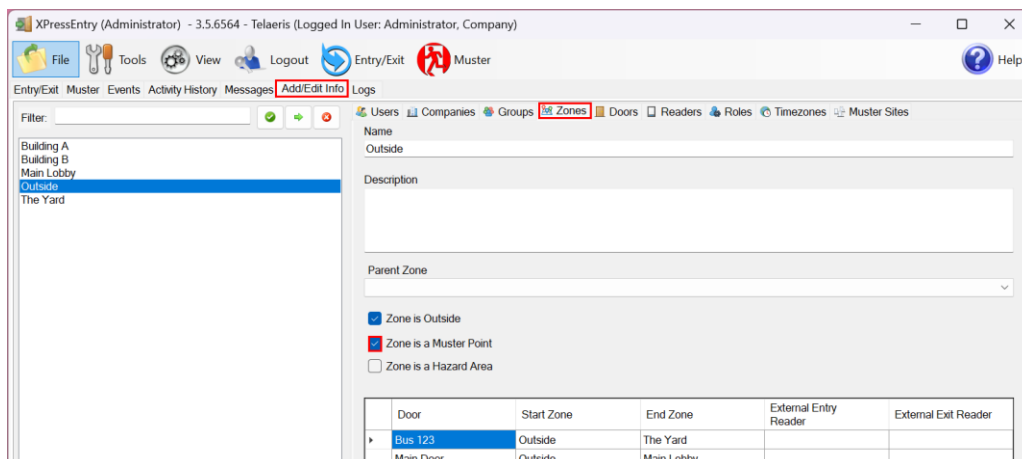
**SMTP** information needs to be set up for **email** to be sent.



Similarly, for **Text/SMS**, **Twilio** credentials need to be set up.



## Add/Edit Info Zones/Areas



There are three types of zones:

- **Hazard Area** – any location where an employer is responsible for the safety of personnel

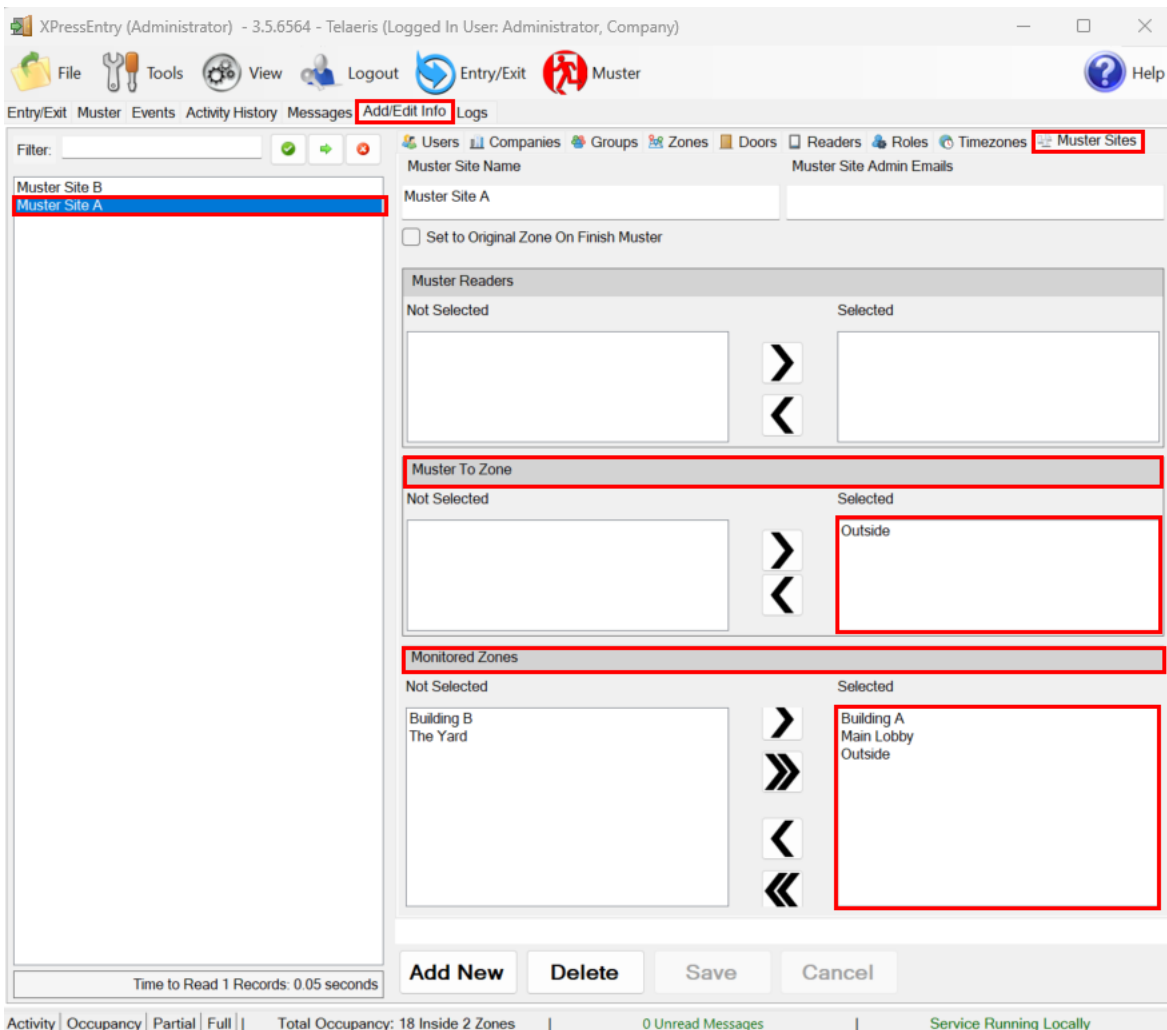
(employees, contractors, and visitors) such as a work area.

- **Outside Area** – any location removed from the working area, where the employer no longer has responsibility for their personnel. All outside areas **must be** mustering points.
- **Muster Point** – any location where badge holders are instructed to assemble during a muster event, fire drill, or evacuation.
  - This is typically outdoors such as in a parking lot or field, but can also be within a **Hazard Area**, as in the case of an in-place shelter or company-controlled parking lot.

## Muster Sites

**Muster Sites** are groups of zones, which allow you to manage a group of access points. **Muster Sites** allow you to define the **Zones** your handheld will monitor and muster users via a badge scan. Muster Sites work with the **Reader Profile** by allowing you to **restrict** which zones are available and monitored on each handheld. When an emergency occurs, only the relevant badge holders who are located at the relevant **Muster Site** will display on the handheld. For example, this works well when your system may need to manage mustering at **2 or more separate locations** – such as New York and Los Angeles campuses.

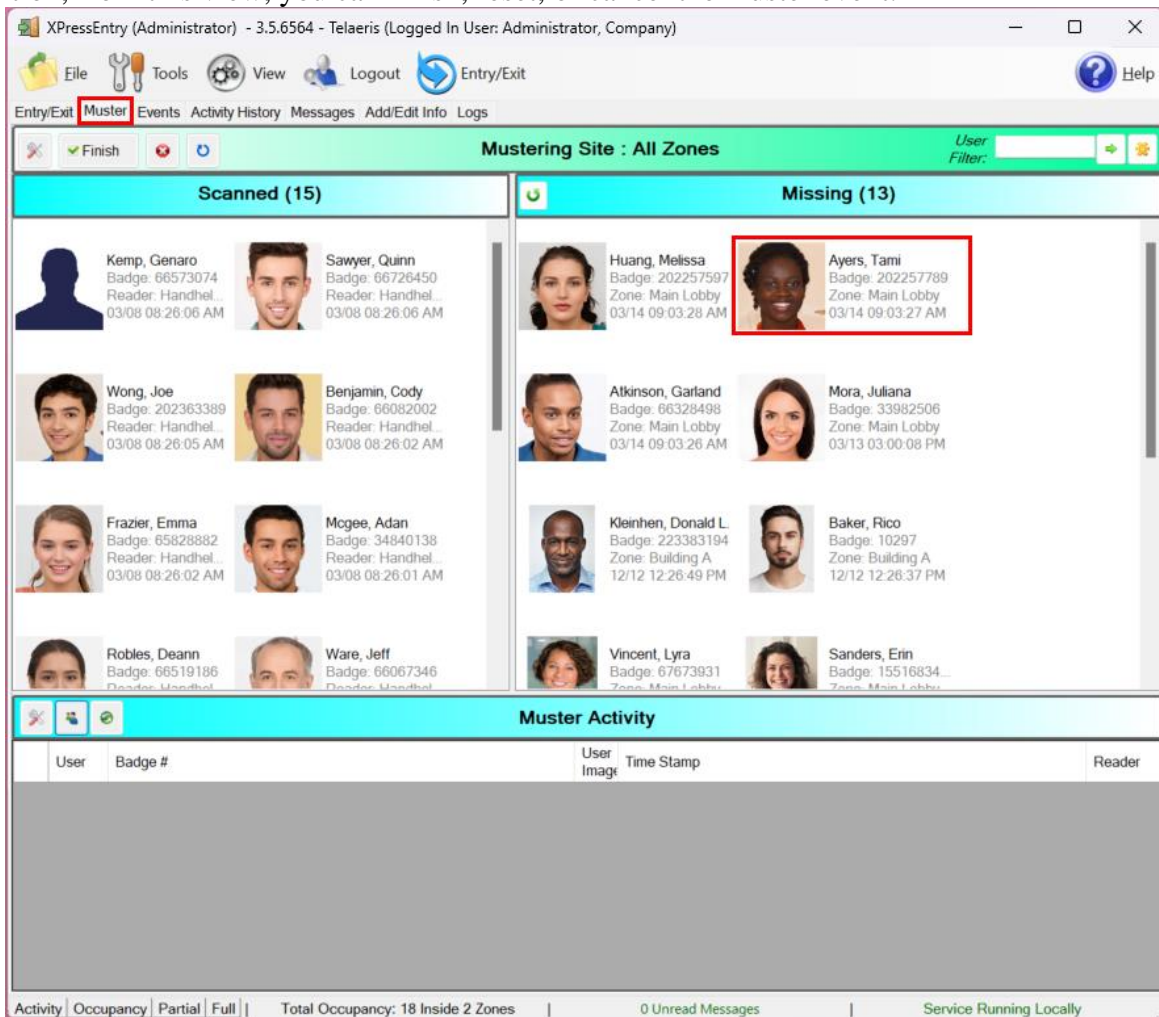
In the example below, we can see that **Muster Site A** includes three selected muster zones, excluding two.



## XPressEntry Server Muster Mode

All muster activity from the handheld devices is also visible on the XPressEntry server software. This includes the **names**, **badge numbers**, and last known **location** of each user in the **Scanned** and **Missing** lists.

In addition, from this view, you can finish, reset, or cancel the muster event.

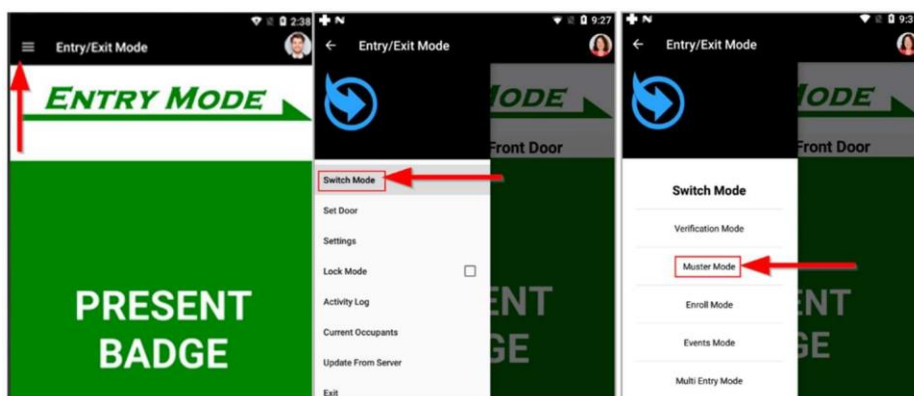


**Note:** Badge holders can be dragged and dropped from **Missing** to **Scanned** from this screen, but the reverse is not permitted.

## Mustering on an XPressEntry Handheld Overview

Ensure your handheld device is in **Muster** mode.

1. Click on the hamburger menu icon at the top **left** of the screen.
2. Click **Switch Mode**
3. Select **Muster Mode**.



To start a muster, a user must be mustered from the *Muster Mode* screen on the handheld device. This can be accomplished like so:

- Scan a user badge
- Tapping on a user record and clicking “Submit” to muster them
- Find & manually submit a user using the search feature
- Use the “Swipe to Muster” feature
- Biometrically identify and muster a user
  - Facial Recognition’

Scanning a badge can be done in a variety of ways, including:

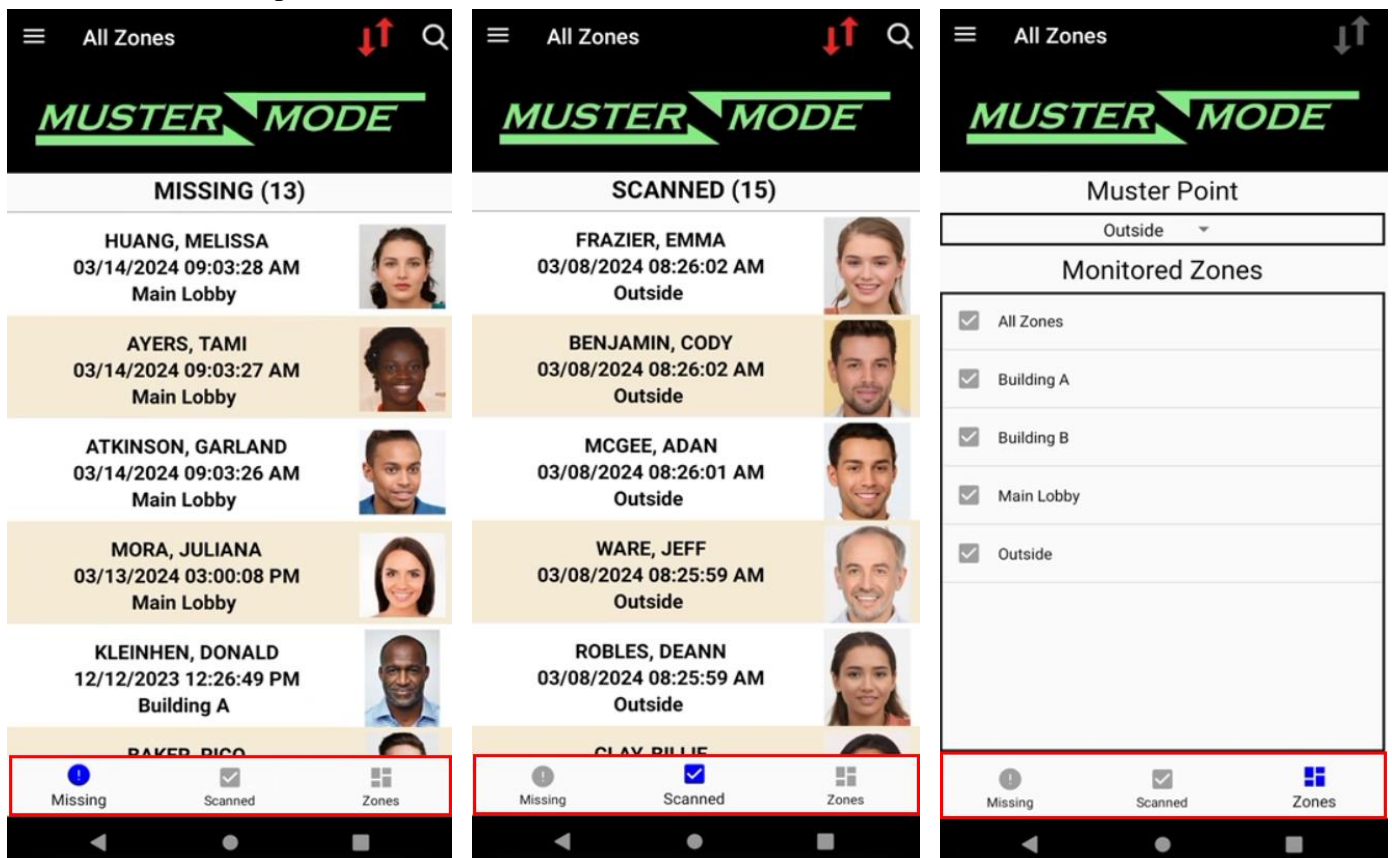
- Using the built-in badge reader on a Telaeris XPID device
- Reading a passive UHF RFID or active RFID token
- Reading a barcode or QR code
- Using the built-in OCR feature

Additionally, a muster can be started by clicking on the optional “Start Muster” button on the main muster screen of the desktop program.

### Muster Screens

Whichever icon is highlighted in blue indicates the screen the handheld is in for Muster mode. They include:

- **Missing** – List of individuals that have *not yet been accounted for*. It will also show their most recent scan in their last known **zone**.
- **Scanned** – List of individuals that have been accounted for in a mustering event. It will also show what time they were mustered and in which mustering zone.
- **Zones** – Dropdown list of available **Muster Points** and their associated **Monitored Zones**. The



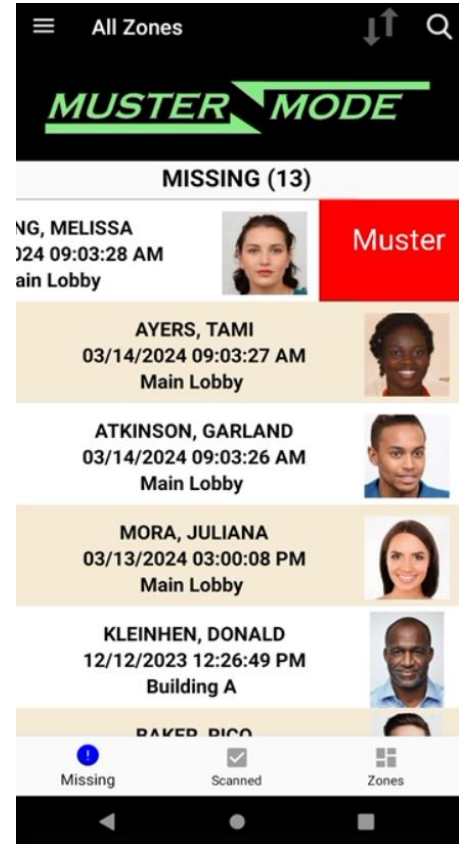
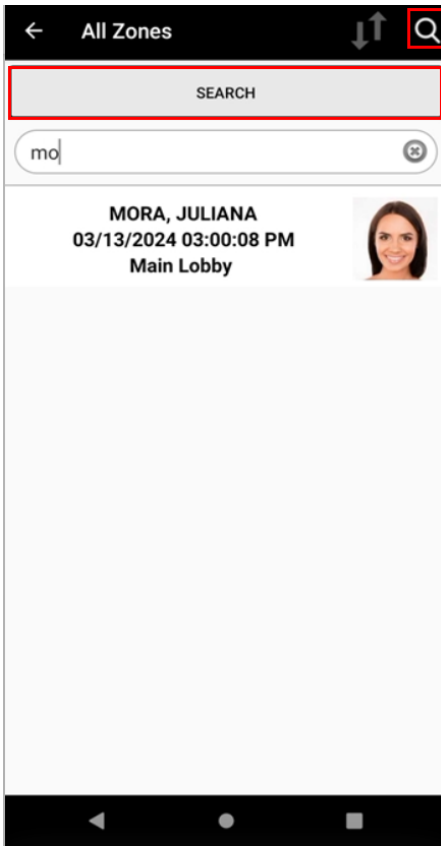
handheld will reflect whichever muster point is shown at the time of a mustering event.

## Swipe to Muster

If the **Swipe to Muster** feature setting is enabled on the server, personnel may be mustered by dragging your finger either left or right on a badge holder record row on the handheld's screen. You will be given the opportunity to undo this muster if you make a mistake.

## Searching for Users

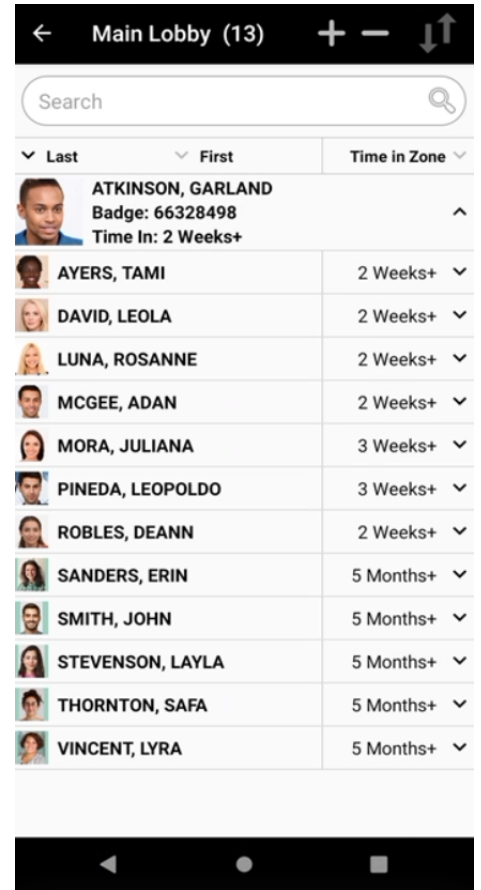
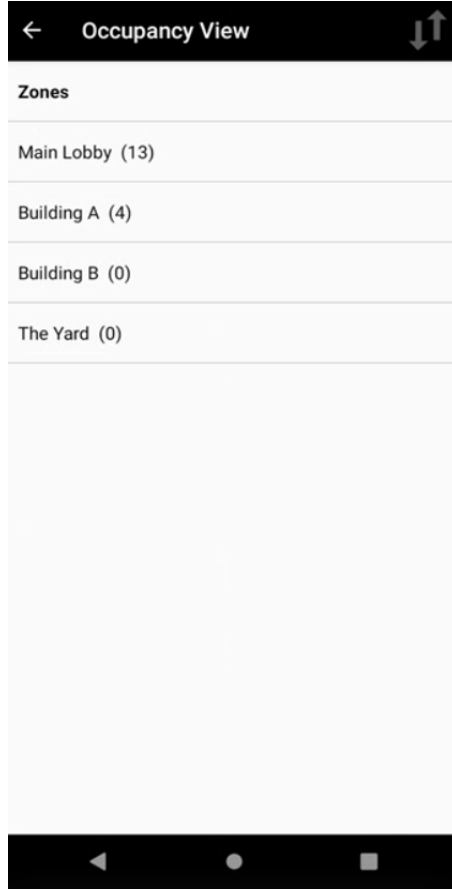
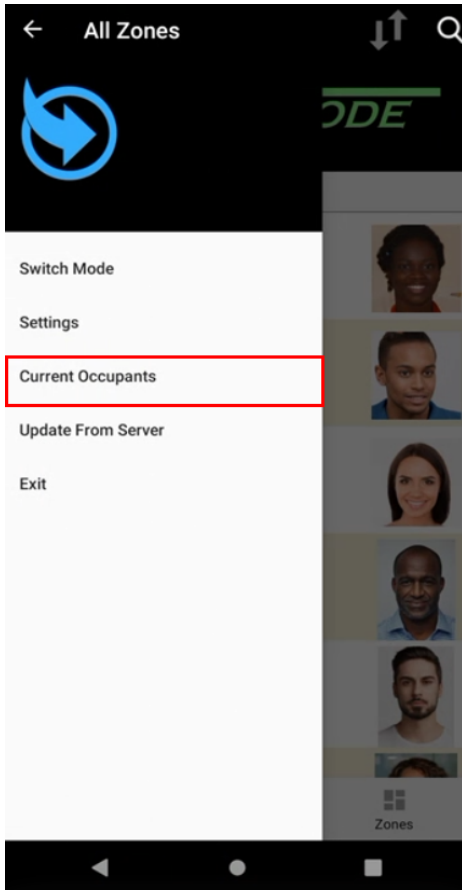
1. Click on the magnifying glass icon and type any of the following into the search box:
  - A part of the name
  - Badge ID
  - Any other searchable identifier configured within in the access control system.
2. Tap on the correct user profile
3. Submit Badge Validation



## Other Muster Menu Options Explained

### Current Occupants

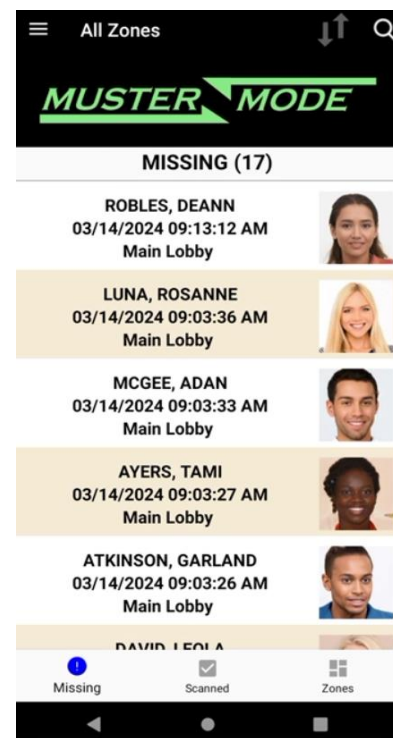
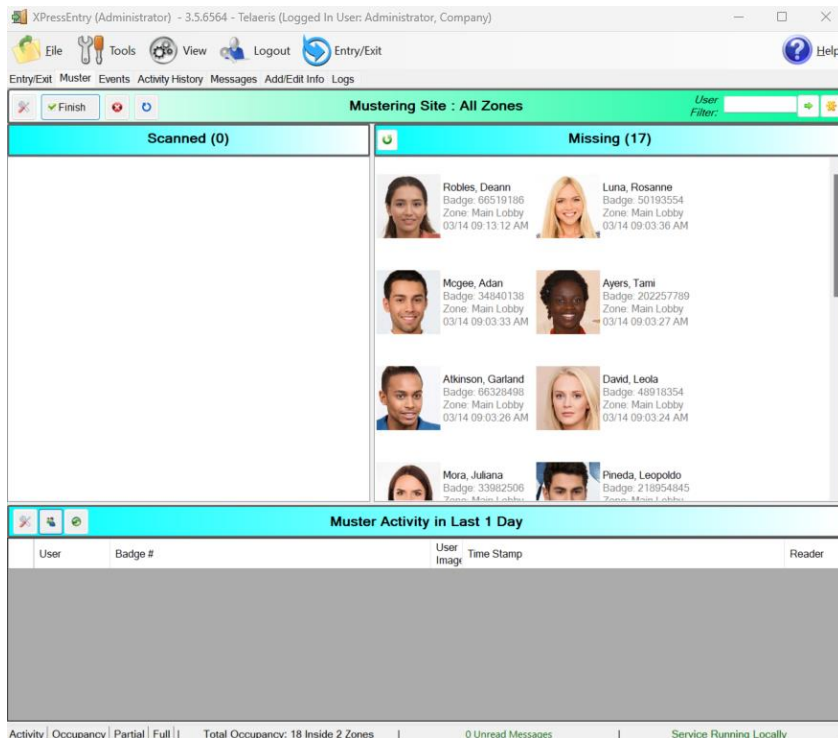
Tapping on the **Current Occupants** option in the hamburger menu provides information of the last recorded area or entry of personnel by the PACS, including the Muster Zones. The number in parentheses indicates the number of badge holders in that zone or location, including the Muster Zone(s).



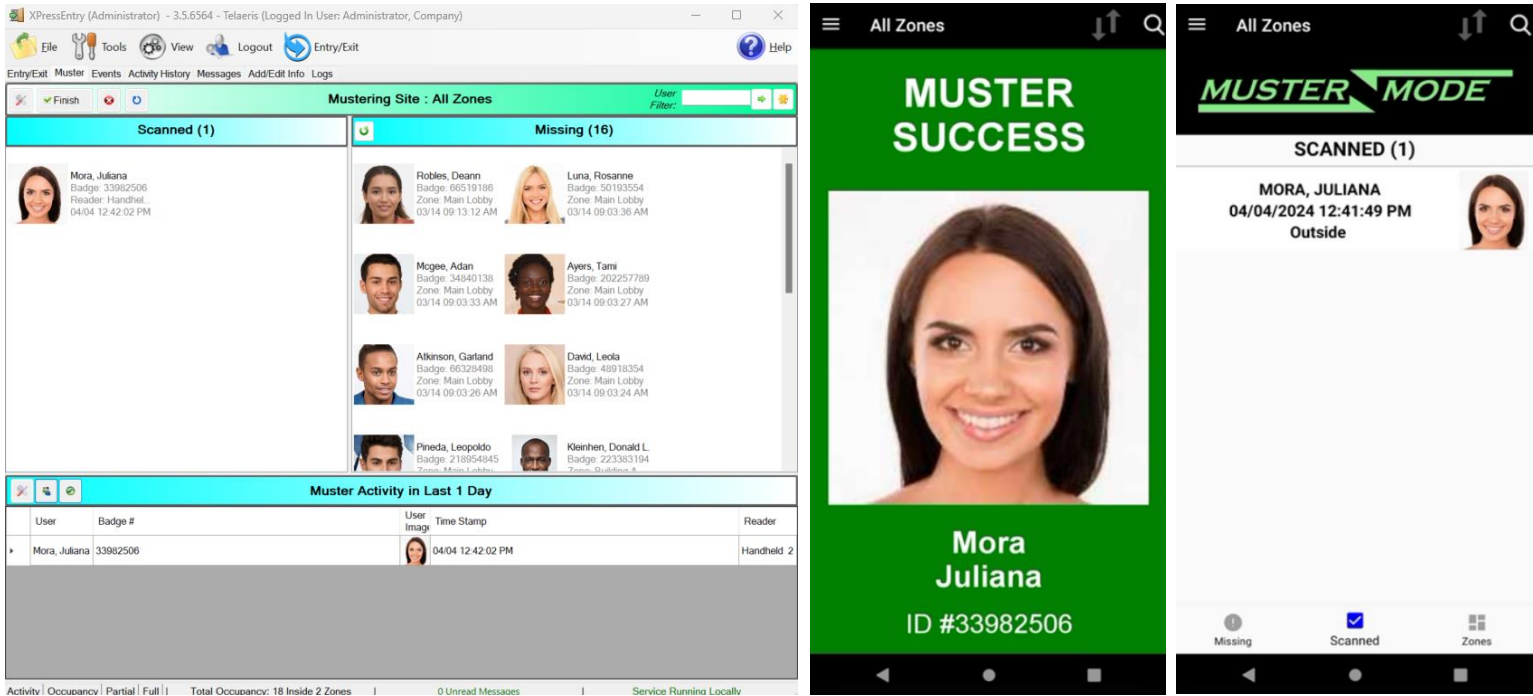
## Ready, Set, Muster!

This section goes over a full fire drill event from start to end.

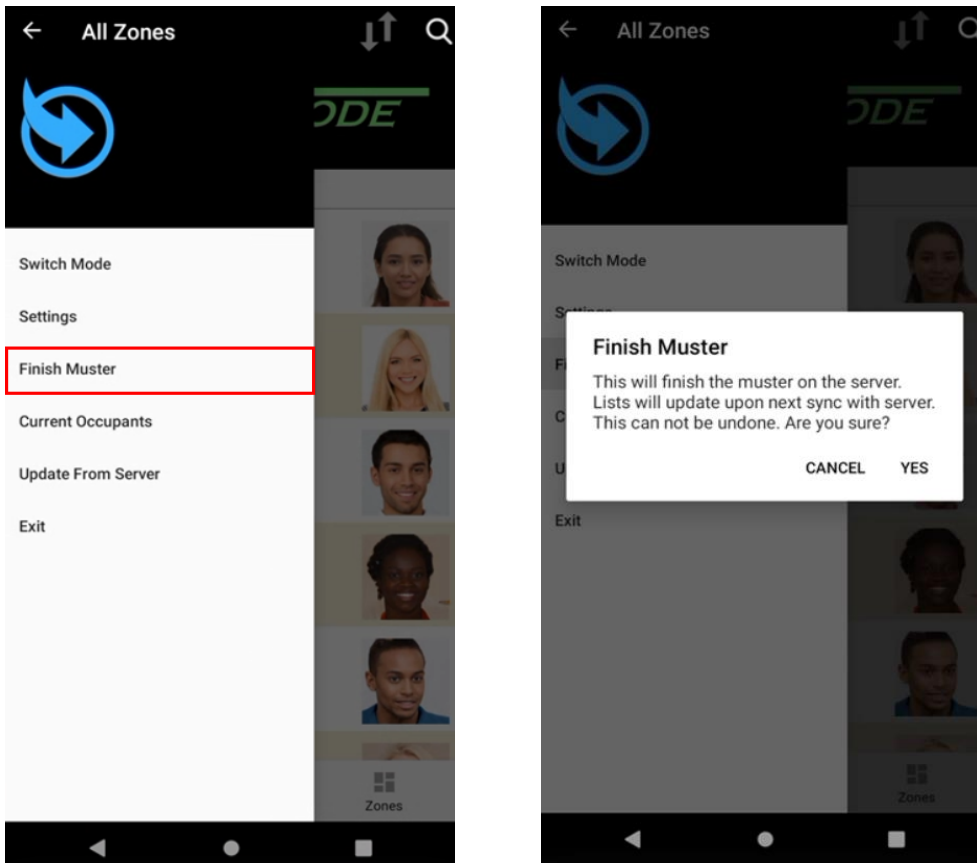
1. The day begins and people badge in and out of the building's door access readers.
2. The fire alarm goes off for a drill event.
3. The guard grabs the handheld and goes out to the muster point. At this point, the data on the server and the handheld both show the current occupancy of 17 users.



4. As the guard scans the first user, she moves from the missing list to the scanned list.



- As each person is scanned, their photo will show on the handheld screen, giving the guard the ability to verify the user on badge read. As all the users are scanned, the count in the missing list will steadily decrease.
- When all users are accounted for, the guard will finish the muster event by tapping on the hamburger menu icon in the upper left side of the device.

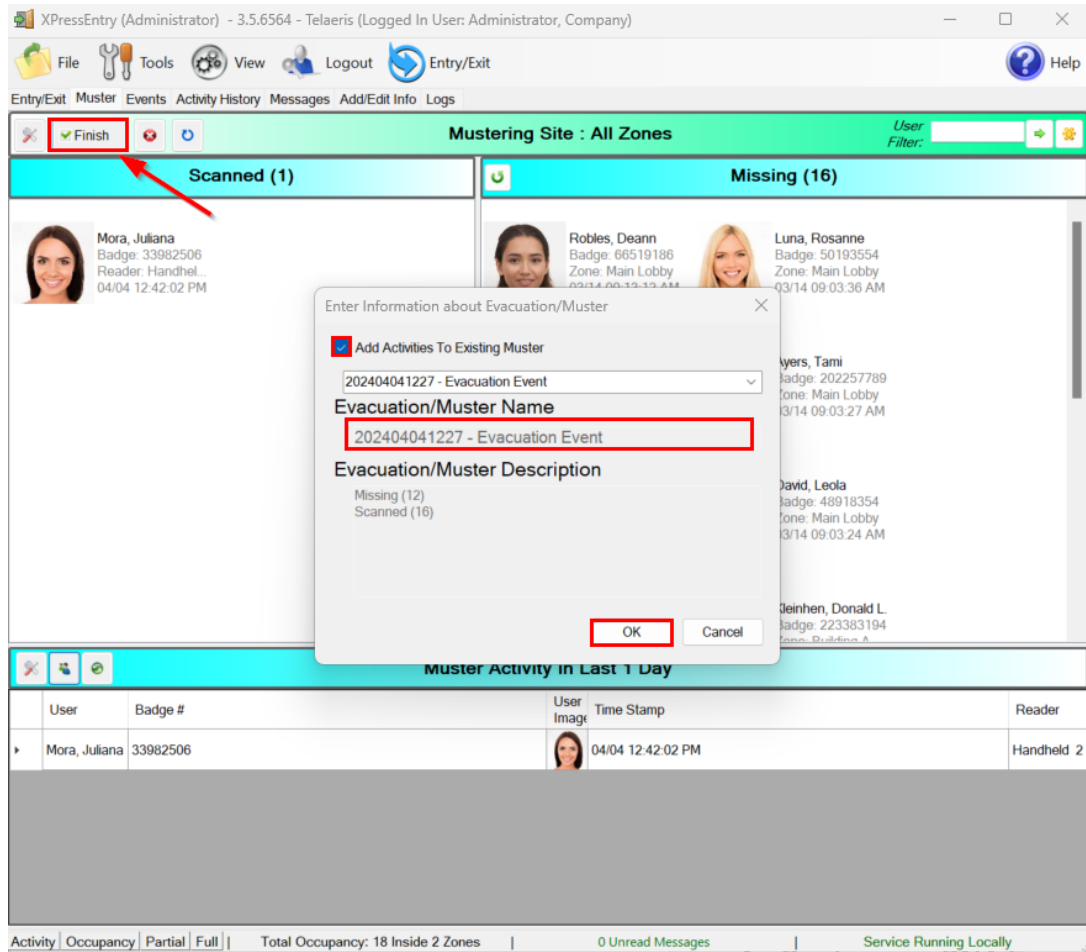


7. A muster event can be ended **before** the *Missing (0)* count is achieved. Alternatively, a muster may



be finished on the **server**.

- This muster event will then need to be named for tracking purposes.

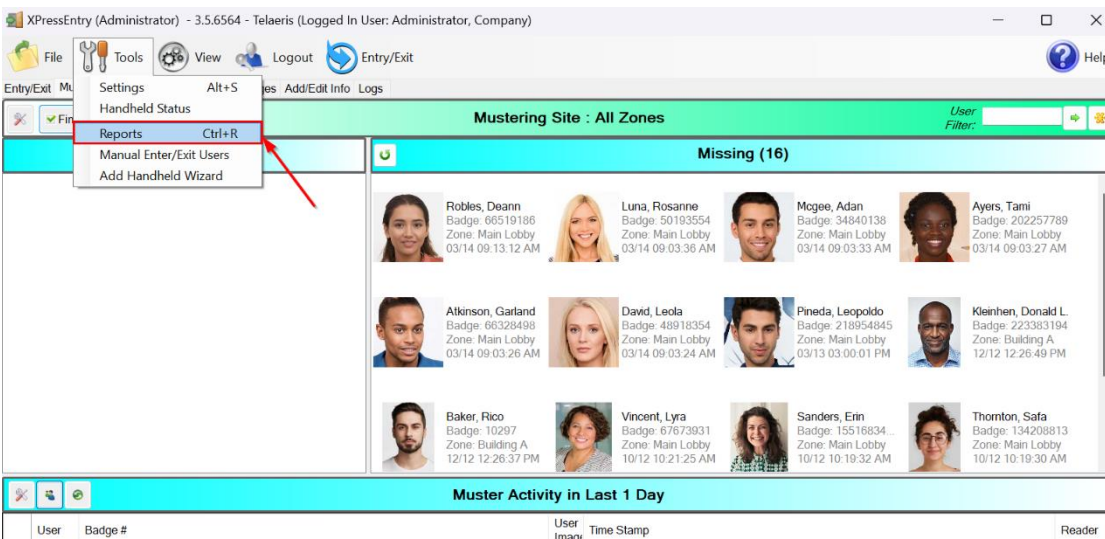


## Finishing a Muster

Muster reports provide a company's safety personnel with the ability to benchmark how quickly their employees can complete an evacuation. During an actual event, emergency personnel will use the information on the handhelds and system to ensure people are all safe and accounted for.

## Creating a Muster Report

To access your muster reports, go to **Tools > Reports** (CTRL + R) on the XPressEntry server software.



XPressEntry has preconfigured reports for Mustering, User Info, Door Activity, and much more. Refer to the **Musters** section in the left menu under **Reports**.

The example on the right displays a **past muster** report. For past musters, you can select a previous evacuation event under **Musters Search** and see the results of that event.

There are multiple ways to receive a muster report:

1. **Save and Open Report** – Saves reports to computer or virtual machine as a PDF.
2. **Email** – This will prompt a popup window that will allow you to input comma separated email address to receive the report.
3. **Schedule** – Allows you to email a specific report type to a set list of email recipients on a set interval.

**Report Preview: Past Muster**

Muster: 202404111352 - Evacuation Event  
All Users at 4/11/2024 1:52:24 PM

Summary:  
# Scanned Users: 1  
# Missing Users: 16  
Total # Users: 17

Reader	User	Badge	Zone	Timestamp
Handheld 2	Mora, Juliana	33982506 (2 Scans)	Outside	4/4/2024 12:42:02 PM
Handheld 2	Mora, Juliana	33982506 (2 Scans)	Outside	4/4/2024 12:41:49 PM

**Missing Users**

Kloethen, Donald	223283194
Smith, John	175537991
Sanders, Erin	151168345602
Vincent, Lyra	67873931
Baker, Rico	10297
Stevenson, Layla	233398329
Swanson, Robbie	240945108
Bright, Tilly	100
Thomson, Safa	134208813
Mogee, Adan	34840138
Evart, Tami	997947780

**Date Filters:** Date Range: Current Week, Start Date: 4/15/2024, End Date: 4/16/2024, Time Range: 12:00 AM to 11:59 PM

**Report Filters:**

- Musters Search:** All Musters, 202404111352 - Evacuation Event, 202404041227 - Evacuation Event, 202312131242 - Evacuation Event, 202312131203 - Evacuation Event, 202312130942 - Evacuation Event, 202309291016 - Evacuation Event
- Readers Search:** All Readers, Handheld 1, Handheld 2, Server Reader : PELICAN
- Users Search:** All Users, Administrator, Company, Atkinson, Garland, Ayers, Tami, Baker, Rico, Benjamin, Cody, Bright, Tilly, Campos, Silas, Clav, Billie

Enter Email Addresses(comma separated)

Enter Email Addresses to Send this Report To

allison@telaeris.com, donny@telaeris.com

OK Cancel

**Scheduled Reports**

Adding Record

Save

**Name:** Scheduled 2024-04-16-01-22-18-Past\_Muster

**Report Name:** Past Muster **Select Report**

**Report Interval:** **Set Interval**

**Report Type:** Email **Report Filename:** {0:yyyy-MM-dd-hh-mm-ss}-Past\_Muster

**Date Range:** Custom Range **Email Recipients:**

**Sort Order:**  Send Empty Report

**Filters:**

Value	Filter Name
6	Musters : :PMUSTERID
-1	Readers : :PREADERID
-1	Users : :PUSERID

**Last Success:** 1/1/0001 12:00:00 AM **Last Failure:** 1/1/0001 12:00:00 AM

**Last Error Message:**