Q: I have created a new badge design. Why isn't it in the list of available designs in GuardCard?

A: After you have designed a new badge, you must go into the FILE menu CARD FORMAT SETUP section in GuardCard and add this new design to the list of available badges to choose from.

Q: We want to change the default badge design that is added when we add a new person.

A: In GuardCard, click on FILE menu, then CARD FORMAT SETUP, from the list, highlight the format that you would like to make as your default and click the SET DEFAULT button.

Q: When we print our badge, the front comes out on one card and the back on another

A: In the design module open up the template in question. Go into the section to adjust the printer properties. For a design that is printing color on the front and black on the back make sure that you have the correct ribbon type selected and that the print both sides and split one set of panels button is checked. If you are printing color on both sides, make sure that just the print both sides button is checked.

Q: Why can't I re-print a badge? I keep getting a message that says "failed to print card, this card is not valid or has already been printed"

A: You can only print cards that have a CARD STATUS of UNPRINTED. To reprint this card you must have Administrator or Supervisor security rights. PRESS the shortcut key F8 to bring up the CHANGE CARD STATUS screen. The default value in the list in UNPRINTED, just hit enter or click OK. Now you can re-print the badge.

Q: How do I change databases?

A: In GuardCard click on the VIEW menu then OPTIONS. Click the DATABASE tab, OTHER DATABASES, and browse out to where the database is that you want to connect to. Click OPEN, then OK.

Q: Can layout of the data entry screen in GuardCard be changed?

A: Only to a small degree can this interface be changed. You can adjust what fields show on the screen and what order they are displayed but you cannot change where they show up on the screen. To change this you click on View from the menu bar, then Data Field Setup. This will open the Field Setup screen where you can make adjustments to the fields that display.

Q: When I start the application, I get a window that says, "Invalid or missing hardware key".

A: In order for you to run the software you must have the hardware key (USB or Parallel) that came with your software installed on the PC. If the key is installed when you get this message, remove it, then re-attached it to the PC. Restart you PC and see if you still have the same error. If you do, click on the START button, then RUN. In the RUN box, browse out to the directory where the software is installed. Locate the program called CBRead or CBRead32, select it, click OPEN, and then OK to run it. When you run this program, make sure the programmed check box is checked and that is tells you the Key type, Product and version. If it doesn't, you may have a bad hardware key. Please call us @800-860-9111 to make arrangements to have your key replaced.