

# MEC Clay machines and LongRange Card System

## Duty Officer Manual

1 Introduction

2 Operations and Maintenance

3 Policies and Procedures

4 Troubleshooting and Support

Version 2.1.1

## 1 Introduction

The objective of this document is to serve as a reference manual for operating our new systems.

This document is a “living and breathing” reference that should be enhanced and edited as needed over time. It is intended to provide a primary reference for club duty officers, while sections should be used as the Members Operating Manual.

### Background

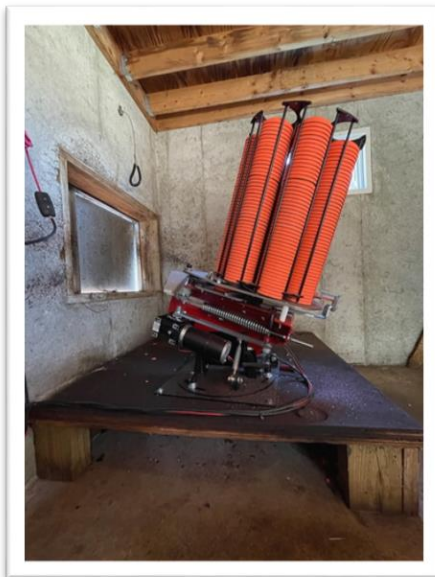
In the Summer of 2023 the Falmouth Skeet Club membership voted to upgrade the Skeet Machines and to incorporate an electronic system for target counting. The system was installed in August 2023.

**The goal of these system upgrades is to benefit the membership with the use of high quality, late model Skeet machines and to enhance membership participation by using an electronic target counter system that will allow members to shoot Skeet or Trap outside the club’s normal operating hours.**

Additional upgrades to Trap and 5-Stand will be considered in due time based on funding, members’ decision and club objectives.

The new system consists of the following:

#### MEC Clay Machines



#### Long Range Card System



#### Long Range Target Tag Software



- The Target Tag Counter Software is managed in the club PC at the clubhouse office and is operated by the Duty Officers.

## The Target Counting Card System

- There are two type of cards that can be used by shooters. **Count Down** and **Count Up** cards
- **Count Down (CD)** cards use prepaid targets and are based on the balance of targets on the card
- **Count Up (CU)** cards tally rounds as they are shot and get paid after shooting. In general, active members are expected to have their own Count Down Target Cards
- As an exception, members can opt to use Count Up cards and pay at the office, after shooting  
These cards can also be used for non-members or members that do not have their Count Down Card. The CU cards are provided by and must be returned to the duty officer after shooting
- Rounds can be bought (prepaid) at the club or online via the FSC website
- if purchased online, a proof of purchase must be shown to Duty Officer before loading rounds
- Cards are loaded with skeet rounds (1 round is about ~ 25 targets)
- Extra targets are added for “broken clays” or “see birds”

## 2 Operations and Maintenance

### 2.1 Normal Operations

#### 2.1.1 Duty Officer at Regular Business Hours

##### Pre shooting Duty Officer Instructions

###### Clubhouse Office Startup

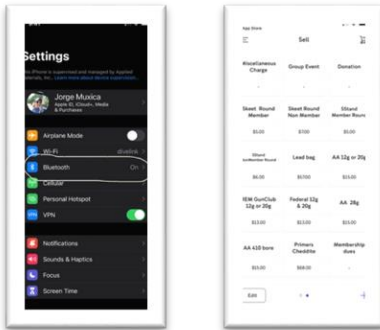
- Set AC or Heater @70 degrees F
- Coffee ON, Lights ON, etc.
- Shooting Signup Sheets Ready (on table/counter)
- Check Bank Purse for \$50 in change
- Check Daily Cash Sheet Ready

##### Paypal Zettle Credit Card Reader

- Start **Paypal/Zettle** device
  - If device setup on phone (Turn device ON)



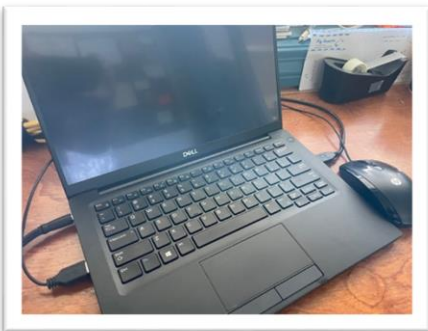
- If the device is not setup on mobile phone, follow instructions below



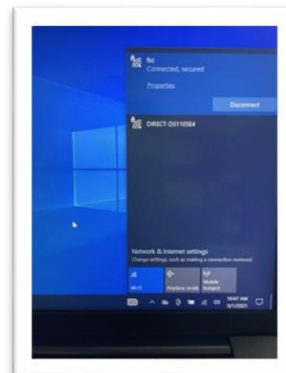
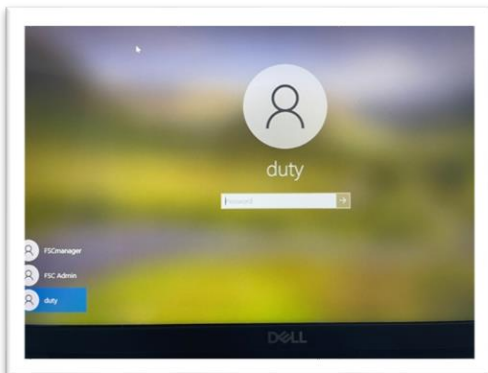
- If Android Tablet is connected, open Zettle app on the Sales menu (see pic)
- If tablet is not paired with Zettle, pair before proceeding
- To pair tablet press **Bluetooth** icon on Zettle device until the pairing light blinks
- On tablet, go to **Zettle** app and find **pair** option
- Start Pairing
- Once paired, open the Zettle app on the **Sales** menu (see pic)

## PC Startup at Office

- Power PC to ON (upper right corner ON/Off button)



- Start Club PC. Log in as using the “**Duty**” account and use the provided password (‘fsc’)
- Make sure you are connected to the club WIFI (SSID is ‘fsc’ pwd is 100stratight)

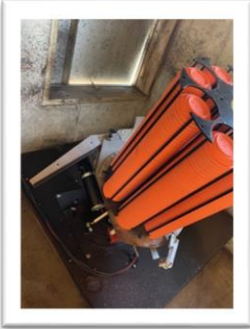


- Once PC is ON and ready, keep it running, or in **Sleep** mode (locked) while on duty
- To Log in, make sure you are in the **DUTY** account and use the Duty Officer password
- At end of day, the PC can be shutdown or in **Sleep** mode until the next session. Be aware if PC is restarted after a shutdown, it may require updates to run. If the PC installs updates, don't interrupt it.



MEC Machine **Start Up** at Field (repeat for all houses to be opened)

- Open house (unlock with key)
- Secure house door (in open position)
- If wireless remote is not available, find pull cord
- Check that MEC machine is properly loaded with clays
- Make sure MEC machine is not running
- Open House Window (secure in Open position)



- Clean (sweep clay debris) area around machine if required



- Power ON (turn electric switch to ON)
- Turn the UPS device ON (photo on the right)



- Arm the MEC machine (Turn small black MEC Switch to ARM position/red)



- Open the weather box where the card reader is located in the field **High House**
- Place the Wireless Receiver into the bracket next to the weather box with the antenna up



### Wireless Receiver not available (using the pull cord)

- If the wireless remote is not available, or field receiver is not working, use the pull cord
- Find the pull cord inside the High or Low house on a specific field (look for an Orange spool on the wall with the cord)
- Unplug the wireless receiver under the Card Reader and replace it with the pull cord



## Long Range Card System

- The **Long Range Target Tag** system works with RFID (radio frequency identification) technology in order to transmit and receive information from/to the club PC to/from a counter reader on the field.
- By Default **Count Down** Cards will be distributed by request to members. One card per member. **Count up** cards will be also available at the club during normal hours if needed.
- Cards are a membership benefit.
- Cards must be obtained and loaded with/by the active Duty Officer



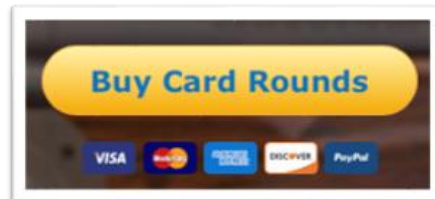
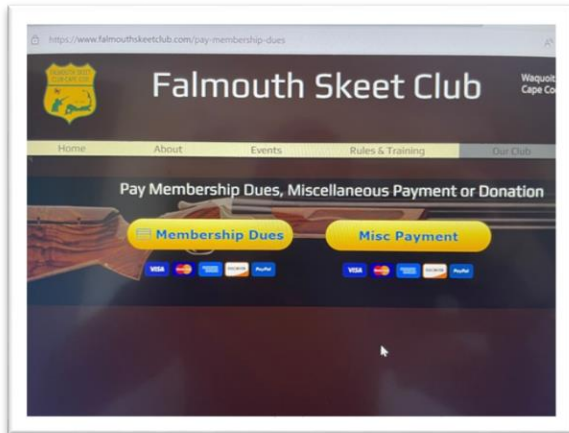
- Keys for the Skeet houses are available for shooting off hours (one per member)
- Members with Keys can shoot at the club during off-hours 9am-6pm or until sunset (whichever comes first)
- **Keys are only available to members in good standing.**
- Replacement cards can be obtained for a fee of \$10
- Keys are purchased at the clubhouse from a Duty Officer (for a fee of \$10)
- Duty officer can update the member information in the Card system (i.e. Company Field) to indicate that the member has a key (enter the word "key" in the field)

## Prepaid Cards – On-site Purchases (at the club)

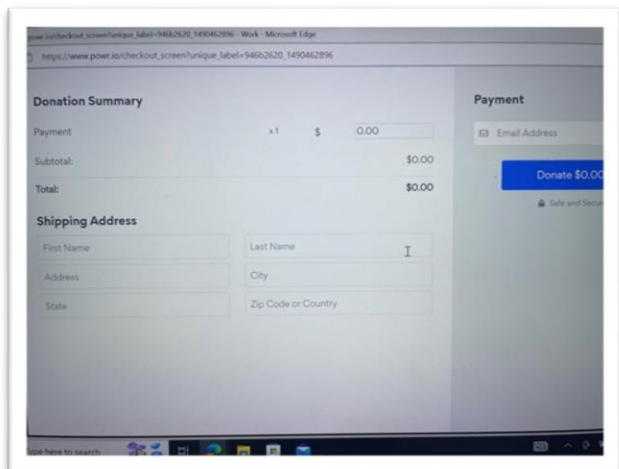
- Members can buy round credits for their **Count Down** cards
- Duty Officer assigns cards to members and add rounds to member cards
- Non-members must always be accompanied by a club member
- Non-members are given a card with prepaid rounds, only for use while shooting
- Non-member must always return their borrowed card at the end of the visit

## Prepaid Cards – On-line Purchases (from home)

- **Only members can pay for card targets online**, via the FSC website



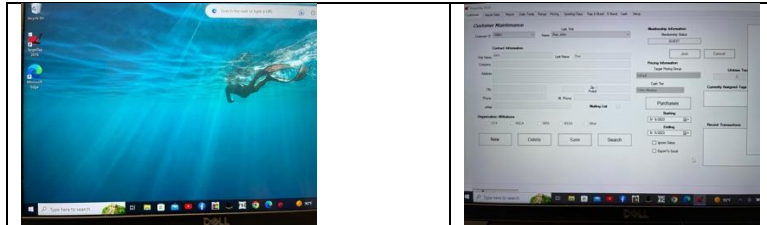
- Once purchased online, print or take picture of receipt



- Before shooting, the member card must be loaded with targets by Duty Officer
- Members must show proof of online purchase to get their card loaded

## Long Range Card System Operation

- Once PC is ON:
  - Start **LongRange Target Tag** app (icon on menu bar or desktop)



- If prompted with a login again, hit ENTER to bypass
- Open the Customer Tab
- Search for a Customer/Member (click on Search function and select the customer)

## Loading Cards

- Once a member has received their card, the card can be loaded with rounds.
- There are 2 types of cards (**Count Down** and **Count Up**).
- The default cards at FSC are the **Count Down** cards.
- **Count Up** cards are used in special circumstances (competition training, member needs to pay after the fact, count down card is not working). Up to the Duty Officer when to use them.

## Count down cards

These cards require that customers prepay the rounds and load the card ahead of shooting.

- In the office - Insert **Count Down** card into card reader

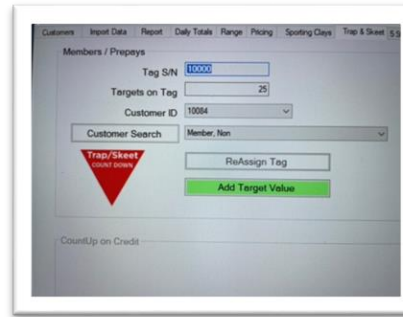
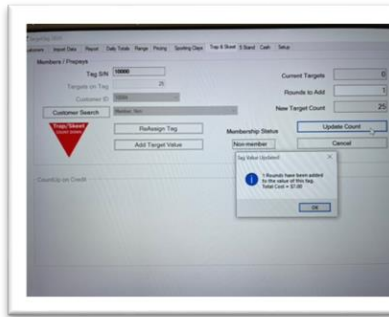
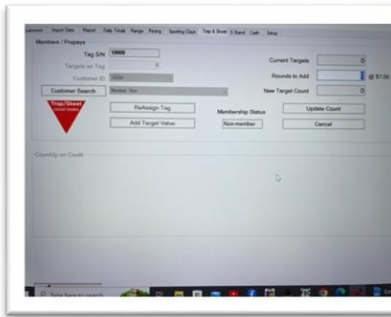


- Once a card is entered into the Office **Card Reader** the member/customer screen will display
- The screen shows all the available data about the member/customer

- You can **Assign/Reassign** a Card to a member/customer (new member or reassignment)
- Or you can **Search** for a member/customer and then assign the card

- Use the first letter of the last name to Search and select a member/customer

- Once at the sought member/customer, click on Reassign if needed
- And click on **Add Target Value** to add round to the card



- Enter number of “**rounds to add**” to the current targets on card
- One round is equivalent to 25 targets
- Once rounds are added, the system subsequently displays number of “**targets**” on card
- Use a **minus** number to **subtract** targets from the card
- **Update Count** to confirm and retrieve the card
- Give card to member/customer

## Count Up cards

These cards load up with targets thrown as customers shoot. Customers after they shoot.

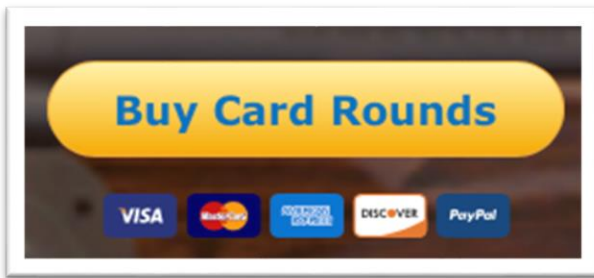
- In the office - Insert **Count Up** card into card reader
  - Assign/Reassign Tag Card to Customer (if new or change needed)
  - Click on **Begin Round** to begin the Count Up session (activates the card)
- Give card to Customer (member)
- Member must return the card to the Duty Officer after shooting to pay the rounds shot
- Members and non-members using **Count Up** Cards must pay **Full** rounds (no partial rounds)

### 2.1.1 Members at Regular Business Hours

#### Purchasing Rounds (loading cards with target rounds)

##### Online Purchases - Card Rounds/Targets

- Members can buy rounds for their count down cards online (via the FSC Website)
- Select the “**Buy Card Rounds**” button and pay at member price (only for **Count Down** cards)
- Edit the **Quantity** based on how many Rounds are needed (1 is the minimum)



- Members must request Duty Officer to load the pre-paid targets into card at club office
- Show email receipt from online purchase to Duty Officer
- Duty Officer will load rounds into member card at office PC

##### At the Clubhouse (onsite) Purchases - Pre shooting Process

- Sign-up in the **Squad Sheet** at clubhouse table/counter
- Purchase **Count Down** card rounds from Duty Officer and get card loaded appropriately
- Duty officer may provide a **Count Up** card if required (see section on **Count Up** Cards)
- Non-member (member escorted visitor) may purchase rounds from Duty Officer
  - Duty Officer can load and provide **Count Down** card for **non-member** or provide a **Count Up** card if preferred (use card prelabeled NON MEMBER)
  - **Non-member must sign Liability Release at every visit**
  - Escorting member must accompany the non-member to field
- Prepare and Gear up for shooting
- Gather wireless remote for respective field from duty officer
- Join squad at the Field

At the Field (using the loaded cards to shoot)



- One at a time, each shooter must input how many rounds they wish to shoot into the reader
- Shooters must insert card **vertically** into card reader (see pic above, on the right)
- Member name will display on the Reader Screen (unless shooter is non-member)
- Regardless of the card type, press the **Yellow** button to load a target round (**one at a time**).
- Each round is 25 targets (more will show if extra ones are being automatically added)
- **Recommendation:** only load one (1) round at a time. Complete the round and then load another one once all shooters are ready, at field
- **Free extra targets** are always added to account for **broken birds** or for **See birds**
- Remove the Card from the card reader once rounds have been added as credits to the card reader
- Each shooter does the same until the entire squad has entered each their rounds
- Start shooting! (shooting must start within 10 mins, before the counter resets)
- When the counter resets, all the target credits are erased from the counter.
- Late starters must also add rounds into the card reader, before shooting (minimum is 1 round)

## Closing and shutting down after shooting

- **Shutting down the MEC Machines**
  - Swipe RESET COUNTER card on counter to erase all remaining credits
  - Disarming the MEC Machine
  - Make sure area is Clear and Push the MEC button (upward-**disarm**)
  - **Turn the UPS Off and then the electric switch to OFF**
  - Clean the area around the MEC machine
  - Reload the MEC Machine with clays as needed
  - Disconnect and stow the pull cord (if it was used)
  - Discard the empty boxes into the recycle bin (after breaking them up flat)



## 2.1.2 Members (and Non-Members) shooting at Non-Regular Times

- **Non-regular** times, are defined as times off the normal club schedule. These are 9am to ½ hour before sunset or 6pm (whichever comes first) on a daily basis, unless otherwise specified by the Board of Directors
- Members planning to shoot at non-regular hours must have a key to open the houses and a **Down Card** Card loaded with at least 1 round (25 targets)
- Members can obtain keys for the Clay Houses from the Duty Officer (\$10 fee) during normal operating times
- All members shooting at non-regular business hours must be familiar with the house opening and closing procedures. Members must have participated in a card system walkthrough and must have signed a liability release.
- **Any non-members shooting will be under the supervision of the sponsoring member and the sponsoring member needs to ensure to have enough targets for non-member(s) to use**
- **Members are fully responsible for managing safety and following field rules when shooting during non-regular times**
- **Members and Non-Members** must sign in on the Logbook placed in the corresponding High House. Signing of the logbook acknowledges the waiver clauses. **The waivers are in the High House next to the logbook for review**
- During non-regular time shooting, members are responsible for picking up empty shells from the field used and leaving the house used, **properly** loaded with targets, after shooting.
- Members must always follow safety first and follow shutdown procedures before conducting loading or shell pickups



### 3 Policies and Procedures

1. The FSC card system is now the standard interface between the skeet clay machines and the skeet pull controllers
2. For members: **Count Down** cards will cost \$15 per card and an additional \$5 per house key (for off-hours field use)
3. **After hours** field use is only available to members (see section 2.1.2) from 9am until ½ hour before Sunset, or 6pm (whichever comes first)
4. Safety is paramount for club operations and is responsibility of all members to enforce it
5. All members are responsible for properly using the system and taking care of it
6. Care and maintenance of the systems and property remain essential to the club operations
  - a. All members must participate in volunteer maintenance programs as needed
  - b. All houses must be kept clean from clay debris, especially around the machines
  - c. All fields must be clear of empty shells after a shooting day
  - d. All MEC machines must always be refilled once skeet rounds are done for the day or anytime when they are low on targets
7. All members using a Count Down Card must **prepay** their rounds **before shooting** unless using a Count Up Card in which payment is done after shooting.
8. Cards are loaded with as many rounds members want to prepay
9. Duty Officers are responsible for understanding the card system and its operations
10. Duty Officers are responsible for selling card prepay and loading cards with rounds accordingly
11. Duty Officers are responsible for settling or escalating issues with the card system
  - a. At the discretion of the Duty Officer, member issues or disputes regarding the card system can result in rounds being credited or debited to a member's card
12. Members can purchase (prepay) rounds for their card online via our club's website
  - a. Proof of the online purchase must be presented to Duty Officer to get cards loaded
13. Non-members cannot shoot during non-regular club business hours
14. Non-members must shoot **only** when accompanied by a current club member at all times
15. Members or non-members must always prepay rounds when using **Count Down** cards
16. **Count Up** cards can only be used as an exception and at Duty Officer's discretion if:
  - a. Special situation demands that a member use that type of card
  - b. A special event where there is required to reconcile targets shot (post event)
  - c. **Count Up** cards can only be used when there is an active Duty Officer present and must be returned to the Duty Officer after being used
17. Non-members can use **Count Down** cards specially labelled **GUEST NM**. This kind of card is assigned to a special (**Non-Member**) account
  - a. Non-members (**GUEST NM**) cards must be return to the club house after shooting
18. Rounds left on the field Card Readers will reset to 0 after 10 mins of inactivity
  - a. If a member unfairly lost rounds, a Duty Officer can reload (credit) their rounds if deemed appropriate or necessary
19. New member walkthroughs must include an overview of the Card System
20. If a member forgets their card, a temporary **Count Down** card labelled **GUEST M** can be used, prepaid and loaded. Or a temporary card can be assigned to him/her for the day. Temporary cards must always be returned to the club house after shooting

21. Both Members or non-members can use **Count Up** cards if deemed appropriate by the duty officer. In which case those cards must be returned to the Duty officer after shooting. This allows for the duty officer to charge the user (member or non-member) for the rounds shot and get the cards back. Duty officers may use a **Count Up** card marked **GUEST NM** for non-members
22. Lost member cards can be replaced for the member by the Duty Officer (\$15 member cost)
23. Card Readers at the fields after 10 mins of inactivity reset and any targets are erased
  - a. Best practice is to load the field card reader with one (1) round at a time until the squad completes shooting a round and then load the second one, and so on
24. For special events or registered shoots, the duty officer must enable **freeplay** for the card reader of the field used in the event (field 1 or/and 2). **Once the event is done, the duty officer must disable "freeplay" wherever it was enabled**
25. When loading targets into the field card readers, shooters must push the yellow button to transfer rounds to the card reader. For every button pushed, the card reader will load one round. Shooters must pay attention to the screen as it shows the card balance and number of targets transferred

## 4 Troubleshooting and Support

### Dealing with Card System issues at the office

- Application won't load up and run
  - Try either the desktop or the bottom menu bar shortcut if the other one doesn't work
- PC is not on the correct screen
  - On the bottom menu, find the LongRange app shortcut and click on it.
  - The app should reappear on the main screen
  - If that doesn't solve the issue, click CTRL+Tab at the same time and cycle through any open apps until you get back to the LongRange app
- The PC seems frozen
  - Wait 30 secs or more to see if it recovers on its own
  - Try closing any open apps (internet browser, LongRange app, etc)
  - If the problem persists then click **CTRL+Alt+Del** at the same time and select Restart

### Dealing Card Counter Issues at the Field

- Any issues with the cards or the rounds loaded, must be communicated with the Duty Officer
- If a member is not able to shoot for some reason and a card was swiped, the issue must be communicated to the Duty officer to get credit back into the member's card
- If the card system doesn't work as expected, communicate the situation to the Duty Officer for resolution and/or escalation
  - Try another member's card to verify that there is an issue
- Wireless Remote not working
  - Pause pulling for a min to see if connection is reestablished
  - If problem persists, replace wireless remote with pull cord remote
- Card not recognized when swiped
  - Check other member cards to isolate the issue
  - Reset and reload the card with rounds and test to see if it works
  - Duty officer can provide new card to member after loading rounds

### Support Contacts

- for MEC Machine related issues contact: Jorge, Stu or Andy
- for LongRange Card System related issues call Jorge, Stu or Andy
- for PC related issues call Jorge or Sheldon
- Alternatively, if the issue is still not resolved, LongRange or MEC can be called