

**Building Entry Kiosk Software** 

Release 1.6.7 Controlled by date 04/22/2019

# Owner's Manual



www.advancedkiosks.com

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## 1.0 Overview

Thank you for purchasing the LobbyAttendant<sup>™</sup> building entry kiosk software system. This program provides front-end directory and reception services through a display in a digital kiosk. There are two editions: Basic and Premium. Both editions can be configured for office buildings where there are many small business or a company or hospital facilities where there are many departments. These instructions are included in both Editions.

The program comes with two interfaces: 1)LobbyAttendant<sup>™</sup>, which serves users of the kiosk display, and 2) Lobby Manager, which provides the administration functions to configure the database and set the LobbyAttendant<sup>™</sup> to how it will interact with the customer.

These instructions explain the program installation process and the screens and features of LobbyAttendant<sup>™</sup> and the Lobby Manager. These help files are intended to provide non-technical instructions only. Technical issues should be addressed by contacting Customer Support at 603 865 1000 Option 2 or email to <u>technical@AdvancedKiosks.com</u>.

## **1.1.Reminder**

The LobbyAttendant<sup>™</sup> will perform only as well as the data that you enter in to the database. Your data is valuable, so remember to back it up. To back up your data see section on Remote Updating Tab, or Settings Tab.

## **1.2.Trade Mark**

LobbyAttendant<sup>™</sup> is a Registered Trade Mark of Advanced Kiosks.

## **1.3.Nuts and Bolts**

The LobbyAttendant<sup>™</sup> is a local application driven by a local Database. The control and configuration of the database is by the LobbyManager. The administrator will perform all the setup and maintenance in the LobbyManager. The results of the work done in the LobbyManager can be seen in the LobbyAttendant<sup>™</sup>.





## 2.0 Installing the Software

**Preparation:** Depending on prerequisites already installed, the installation procedure will take approximately 15-60 minutes to complete. The person installing the system should be familiar Windows OS and software installation. Your system must have at least two gigabytes of RAM, be operating Windows XP or 7 Pro OS, and have at least a 1.6 Gigahertz processor. The video processor required may vary; however, AMD Radeon™ graphics card and NVidia GeForce® graphics card are both recommended. For easy installation, attach this document file to the administrator computer's desktop and simply click the required installation links.

## **2.1.System Requirements**

- Windows 7 OS
- 2 Gigabytes of ram
- 10 Gigabytes Available HD space
- 1.6 GHz Dual-core processor or higher
- Broadband Internet connection

## 2.2.List of Approved Hardware

#### 2.2.1.Cameras

- Microsoft LifeCam Studio Camera 1080p (Q2F-00013)
- Microsoft LifeCam Show Webcam (RLA-00001)

#### 2.2.2.Printers

#### 2.2.2.1. Size 8 ½ x 11

• Okidata B410D(n)

#### 2.2.2.2. Label Printers

- Zebra GK420D
- Zebra GX420D

## 2.3.Load TeamViewer

In order to receive remote technical assistance, TeamViewer **6.0** must be installed. Skipping this step will not prevent LobbyAttendant<sup>™</sup> Suite from installing. Follow these steps to install:

- 1. Open Internet Explorer, then type <u>http://www.teamviewer.com/en/index.asp</u>.
- 2. Click Start Full Version.
- 3. Click **Run** in the dialog box.
- 4. Check Install in the TeamViewer 6 Setup box then click Next.
- 5. Click Next.
- 6. Click both boxes on License Agreement box then click Next.
- 7. Check No then click Finish.

- 8. Write down Your ID and Password for future reference.
- 9. Close the window.

Note: Microsoft .NET and MYSQL Server 2008 R2 are prerequisites and will be installed by the following installation procedure. These combined files are approx. 250MB and may take a while to download. If you have a problem installing these prerequisites, go to <u>http://www.microsoft.com/en-us/download/details.aspx?id=40779</u> or <u>http://www.microsoft.com/en-us/download/details.aspx?id=30438</u> and download directly. If left unattended, install operation may timeout and fail to complete.

## 2.4.LobbyAttendant<sup>™</sup> Suite

Install the LobbyAttendant<sup>™</sup> Suite using the following steps:

Open an Internet Browser, then copy, or type:

http://www.advancedkiosks.com/apps/Lobby%20Attendant%20Suite/download/Lobby%20A ttendant%20Suite-setup.exe into the web address field.

- 2. Once Lobby\_Attendant\_Suite-Setup.exe has downloaded, open the file (For Windows 7 click **Yes** on the User Account Control popup window.).
- 3. Welcome to Lobby Attendant Suite Setup Wizard. Click Next.



4. The Wizard will automatically search for programs already installed and will list prerequisites still needed. Select **Next** to proceed with download.

These programs are needed for th next to a prerequisite to select it f	e application to run. Click on the check b or install or to skip it.	ox
Name	Version	Action
<ul> <li>.NET Framework 4.0</li> <li>SQL Server 2008 Express R2</li> </ul>	Required: 4.0 or higher. Found: Required: any. Found: nothing.	Download Download
Press the Next button to download the	prerequisites.	
	prerequirees	
	< Back Next > Fini	sh Cancel
obby Attendant Suite Setup Prerequisites Download Please wait while the selected pres	< Back Next > Fini	sh Cancel
obby Attendant Suite Setup Prerequisites Download Please wait while the selected pres URL	< Back Next > Fini requisites are downloaded. Size	sh Cancel
obby Attendant Suite Setup Prerequisites Download Please wait while the selected pres URL http://download.microsoft.com/down http://go.microsoft.com/?linkid=9729	< Back Next > Fini requisites are downloaded. Size lload/1/B/E/1BE39E79-7 868 KB 1746 235.49 MB	sh Cancel
obby Attendant Suite Setup Prerequisites Download Pleas, wait while the selected pres URL http://download.microsoft.com/down http://go.microsoft.com/?linkid=9729 Progress: 50% (5.04 MB of 10.00 MB) Downloading: SQL Server 2008 Expres Saving to: C:\Users\H32\AppD Remaining time: 13 min 0 sec at 306	< Back Next > Fini requisites are downloaded. Size load/1/b/E/1BE39E79-7 868 KB 1746 235.49 MB s R2 0% (2.09 MB of 235.49 MB) ata\Roaming\Advanced Kiosks\Lobby At KB/sec	sh Cancel
obby Attendant Suite Setup Prerequisites Download Please wait while the selected pressor URL http://download.microsoft.com/down http://go.microsoft.com/?linkid=9729 rogress: 50% (5.04 MB of 10.00 MB) townloading: SQL Server 2008 Expressor aving to: C:\Users\H32\AppD temaining time: 13 min 0 sec at 306 Automatically install the prerequisite	< Back Next > Fini requisites are downloaded. Size load/1/B/E/18E39E79-7 868 KB 1746 235,49 MB ata\Roaming\Advanced Kiosks\Lobby At KB/sec es after finishing the downloads.	sh Cancel

5. Observe the download process. After downloads have finished a reboot is required. Operation will timeout and installation will not be completed if left unattended.

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Please wait while the select	ted prerequisites are installed.
Name	Status
NET Framework 4.0	Installed
Confirmation	×
You must rebu Press Yes to re manually rest	oot your computer in order to continue the installation. estart now or press No to abort the installation and art later.
You must reb Press Yes to re manually rest	oot your computer in order to continue the installation. estart now or press No to abort the installation and art later. Yes No
You must reb Press Yes to re manually rest	oot your computer in order to continue the installation. estart now or press No to abort the installation and art later. Yes No the main application after finishing the prerequisites install.

6. Installation will continue after reboot. Microsoft.Net will install first. MySQL does not present a status bar, but the word "Installing" with animated " ...". This process will take approximately 15 minutes.

Please wait while the select	ed prerequisites are installed.
Name	Status
SQL Server 2008 Express R2	Installing
Installing SQL Serve Kiosks\Lobby Attend	r 2008 Express R2 from: C:\Users\H32\AppData\Roaming\Advanc dant Suite\prerequisites\SQL 2008 R2 Express\SQLEXPR.EXE

7. After the prerequisites have finished installing, Lobby Attendant Suite Installer will continue. Select **Install Now**.

		Advanced Installe
Choose the installa	tion you want	
Please choose your preferre	d type of Lobby Attendant Suite installation bel	ow.
	Tertall Now	
	Installs most common features	
	Custom Choose features to install	
Back		

- 8. Select **Finish** to complete installation. Lobby Attendant, Lobby Manager, Custom Template Builder, LobbyAttendant<sup>™</sup> Owner's Manual and Forbidden.txt Icons should all be located on the desktop. **Tools** folder will appear after the first run of Lobby Manager.
- 9. Run **Lobby Manager**. Enter "admin" into the Password field in the Password Authentication window. Lobby Manager will open.



## 3.0 Licensing LobbyAttendant™

On your first run of LobbyAttendant<sup>™</sup> you will be presented with the screen below. This first run requires you to license before you can use the LobbyAttendant<sup>™</sup>. If login credentials have not been provided to you please contact <u>Technical@advancedkiosks.com</u>.

Advanced Kiosks	Enter Your Software Manager Credentials		
	Email		
	Password		
	Login	Cancel	

## 4.0 Using the Lobby Manager

The Lobby Manager provides an administrative interface which allows a user to manage the LobbyAttendant<sup>™</sup> application from a remote computer or at the kiosk. Press or click on the Lobby Manager desktop icon to get started. Access is password-protected through the use of an administration login window. The default password is "**admin**"

The Lobby Manager contains ten tabs that allow the user to assign an administrator, enter data and images to be displayed in the LobbyAttendant<sup>™</sup>, search visitor information, and manage settings. Users can also report a problem and request help through the Lobby Manager. Data can be imported from Excel spreadsheets and other files, and links to external websites are entered through the interface.

## **4.1. Home**

The user enters the administrator name and notes (max 100 characters) under Administrator's Detail. The Administration History displays the last administration login and most recent data download date. Notes that are entered under Administrator's Detail are also listed here. Database Statistics displays the total number of departments and employees included in the database. There is a Help button (that appears on each tab) which links the user with the Advanced Kiosks website to search for assistance with the features of the Lobby Manager.



#### 4.1.1.Administrator's Detail

To sign in as an administrator for the LobbyAttendant<sup>™</sup> program, enter full name in the field and a note in the Note field, if necessary.

NOTE: If there are multiple administrators responsible for operation, notes may be entered to communicate between administrators.

Click **Apply**.

#### 4.1.2. Administration History

A history of the most recent Lobby Manager use is displayed, including

- Last Login
- Last Administrator
- Most Recent Notes

- Info Contains Database Statistics
- The total number of Departments and Employees are displayed here.

### 4.1.3.**Email Personal Details**

This will email each employee a copy of their employee details entered by the admin, allowing the employee to confirm accuracy.

#### 4.1.4.Help Icon

Click on the **Help** icon to view a web-based Advanced Kiosks page with instructions about the Home screen for the Lobby Manager interface.

The *Help* feature appears on the following Lobby Manager screens:

- Home
- People
- Departments
- Main Screen
- Usage Manager
- Settings
- Features
- Report an Error
- Remote Updating

#### 4.1.5.Exit

Click **Exit** to close the Lobby Manager interface.

## 4.2. Departments

1 - Lobby Manager				Search for a
Home Departments People Main Screen Features Usage Manager Se	ttings Remote Updating Help	Report an Error		Department Here
Search For Department Search results: Accounting Engineering Human Resources Manufacturing Manufacturing	Add a New Edit Selected	Manage Templates Department1 Proview Selected Se Import From Spreadscheet		Select a Department
in an even y Control Research Sales Shipping	Delete Selected			Add a New Department Here
		c		Select a Spreadsheet File to
		C	Exit	

#### 4.2.1. Managing Departments

Department/Apartments/Businesses (you can choose how to profile this group...Departments, Apartments, or Businesses...under the settings tab). Details for these groups can be retrieved or entered through the Departments tab. The Search for Department function displays existing departments. The admin can add, modify or delete entries. The Manage Templates section allows you to preview and set the template that displays the Department information in LobbyAttendant<sup>™</sup>. Department's data entered on an Excel spreadsheet can be imported into the LobbyAttendant<sup>™</sup> interface through the Import from Spreadsheet feature.

#### 4.2.1.1. Search for Department

To search for a department in the directory database, enter the department name in the Search field and click **Search**. The results will be displayed in the Search Results field. To choose a selection in the list to edit or delete, highlight a name, then Edit Selected button.

#### 4.2.1.2. Add a New Department

Click Add a New Department to add a department to the directory database.

Department Profil	e Details	
Department/Con	npany	Enter a Department Name Here
Name: URL:	http://www.	 Enter a Department Web Page Here
Logo:	Choose pic.	 Select a Contact Person Here
		Select a Department Picture
	Cancel Save	

Enter department profile data into the directory database by filling the fields or clicking the buttons listed below:

- *Name* Department or company name
- URL Web page for department
- Contact Person Primary contact for department. This person's contact information (call/txt numbers, map directions, URL) will represent the department. Until a person is assigned to this new department, the Contact Person drop down menu will remain empty and contact information will be unavailable in LobbyAttendant<sup>™</sup>.

\*NOTE: If there is no designated contact person for a department, add a fictional employee with desired contact details to represent the department and then assign as Contact Person.

• *Choose Pic* – Image for department

#### 4.2.1.3. Edit Department

Click Edit Selected Department to make changes to the selected profile.

#### 4.2.1.4. Delete Department

Click **Delete Selected Department** to remove the selected profile from the directory database.

#### 4.2.2. Manage Department Templates

The Lobby Manager includes templates to display department profile data. The user may choose a template to view by using the drop-down menu of available templates. Click the arrow to display the entire list.

#### Click **Preview Selected**.

To display the chosen template on the LobbyAttendant<sup>™</sup> interface, click **Set**.

#### 4.2.3.Import Department from Spreadsheet

To import profile data from an MS Excel spreadsheet, click **Import** to choose an external file. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open**. Click **Cancel** to close the window without importing the data.

Info

Click Info to view a sample spreadsheet.

	A	В
1	Department/Company Name	Website URL
2	Accounting	http://www.company.com/accounting/
3	Engineering	http://www.company.com/engineering/
4	Manufacturing	http://www.company.com/manufactoring/
5	Human Resources	http://www.company.com/humanresources/
6	Marketing	http://www.company.com/marketing/
7	Research	http://www.company.com/research/
8	Quality Control	http://www.company.com/qualitycontrol/
9	Shipping	http://www.company.com/shipping/
10	Sales	http://www.company.com/sales/

Sample Departments Spreadsheet

#### 4.2.3.1. Import Departments Spreadsheet Instructions

- Department data must be entered into the database prior to importing an employee spreadsheet.
- Select Import to open a Windows Explorer window.
- Select the Microsoft Excel department spreadsheet file to be imported. (File format must be .xls or .xlsx.)
- Click **Open**.
- The spreadsheet data will be loaded into the database. (The department name will appear in the *Search Results* field)

The following fields must be included in the imported spreadsheet:

- Department/Company Name
- URL address

#### 4.2.4.*Help* Icon

Click on the Help icon to view a web-based Advanced Kiosks page with instructions about the Departments screen for the Lobby Manager interface.

#### 4.2.5.Exit

Click **Exit** to close the Lobby Manager interface.

## 4.3.People

#### 4.3.1. Manage Contacts

🅼 Lobby Manager		Enter an Existing
Home Departments People Main Screen Features Usage Manager Settings	Remote Updating Help Report an Error	Employee Name
Search For Employee Brows Search Search Selected Mark April 5. Lee, Engineering Mrs. Carol Morgan, Shipping Mrs. C	By Department     ct a Department     Select an Employee:     ourting     Mr. Dawn Boivin, Accounting     Mr. Jeff Agundez Accounting     Mr. Jeff Agundez Accounting     Mr. Staina Allen, Accounting     Mrs. Katina Allen, Accounting     Mrs. Katina Allen, Accounting     Mrs. Lenny Huie, Accounting	Highlight a Department Here
Mrs. Cheri L. Hall, Engineering Res Mrs. Condy Newman, Sales Sale Mrs. Conde J. Lish, Marufacturing Mrs. Conde M. Lishe, Human Resource Mr. David Azipitarte, Marketing Mr. Davin Boirin, Accounting Mrs. De Anna K. Jones, Research Mrs. De Anna K. Jones, Research Mrs. De Anna K. Jones, Research	earch ss pping	Highlight an Employee to Edit or
Mr. Deirdie D. Kyle, Shipping Mr. Donna Hartmans, Engineering Clear Results Manage Templates Employee1 V Preview Selected Set	From Spreadsheet	Select a Spreadsheet File to
	EXT	Choose a Contact Profile Template

Employees / occupants information is entered through the People tab. The administrator can use "Search for Employee" to retrieve existing employee contact details. The admin has the option to preview the *Contact Details* screen for each employee, and can edit or delete the employee details.

The Browse by Department section displays existing departments and employees in the database. Employees can be added, edited or deleted here. The administrator can import data from an Excel spreadsheet under the Import from Spreadsheet section (corresponding Department information must already be loaded to the database). The Manage Employees Templates section contains pre-installed *Contact Details* screens that can be previewed and set to display on the LobbyAttendant<sup>™</sup> interface.

#### 4.3.1.1. Search for Employee

To search for an individual in the directory database, enter an employee name (first, last or both names) into the Search field and click **Search**. Results will be displayed in the Search Results field. To choose a selection in the list to preview, edit or delete the entry, click on the name.

#### 4.3.1.2. Edit Selected Person

Click Edit Selected to make changes to the selected profile.

#### 4.3.1.3. Delete Selected Person

Click **Delete Selected** to remove the selected profile from the directory database.

4.3.1.4. Clear Person Search Results

Click Clear Results to clear the Search Results field.

#### **4.3.1.5.** Browse for Person by Department

To view employee groups within a department, click on the department name. To choose a selection in the list to edit or delete, click on the employee name.

#### 4.3.1.6. Edit Selected

Click **Edit Selected** to make changes to the selected profile.

#### 4.3.1.7. Delete Selected

Click **Delete Selected** to remove the selected profile from the directory database.

#### 4.3.1.8. Add New

Click **Add New** to add a new employee profile to the directory database. Employees must be assigned to a department.

#### **4.3.1.9.** NOTE:

The first employee entered for each department will automatically be the contact person for that department. If data for multiple employees is imported the first record will become the contact person. The contact person may be changed by selecting the department in the Department tab and choosing *Edit Department* feature.

#### 4.3.2. Manage Contact Profile Templates

To apply a Contact Profile template to display in the LobbyAttendant<sup>™</sup> interface, choose a template to view by using the drop-down menu of loaded templates. Click the arrow to display the entire list.

#### Click Preview Selected

To display the chosen template on the LobbyAttendant<sup>™</sup> interface, click **Set**.

4.3.3. Employee Contact Profile Details

	Imployee	1 50	- 3 6		Select a Department Here
Set the Department	Employees's details Department: Acco Map Location: 1. Ro 1. Ro 2. Ro	ounting oor 1  Add New	Location: Floor: Building: Skype ID:	4 1 Main Building DawnBoivin0	
Location nere	Firstname: Daw Lastname: Boivi	Edt Selected	Email: Fax: Working Hours: Photo:	Dawn.Boivin@company.com 10498765433 8 AM  to 5 PM Choose pic.	Set Employee Work Hours Here
Enter Employee Details Here	Title: Mrs. Position : Mana Office Phone: 1049 Cell Phone: 1908	ager 98765435 88308393	Privacy:	<ul> <li>Do not show phone number</li> <li>After hours forward to cell</li> <li>Do not show Apt number</li> </ul>	Employee Picture to Display Set Privacy Options
	After Hours Phone: 1045	57765429	Updates:	Email about details updates     Cancel     Save	and Update Notifications Here

Enter employee profile data into the directory database by filling the fields listed below:

<u>Department</u> – Choose from existing departments or enter a new department in the Departments Screen.

<u>Map Location</u> – Choose a floor plan from the drop down menu (this menu is created from the maps added under the Settings tab).

<u>Add New</u> – Select the map you'd like to add from the drop down menu. Multiple maps can be selected and added to this employee (multi-level building, alternate routes, etc.).

<u>Edit Selected</u> – Highlight one of the maps you've added and click Edit Selected to make changes. (See section 3.7.7)

<u>Remove Selected</u> – Highlight one of the maps you've added and click Remove Selected to remove this map from the Employees Details. Maps Displayed Order – Highlight a map you've added. Click the UP, or DOWN arrow to change the order this map will be displayed. *First Name* – Enter the first name

Last Name – Enter the last name

*<u>Title</u>* – Choose prefix title from drop down list

Position – Enter the job title

Office Phone – Enter an office phone number (no spaces {10498765435})

<u>Cell Phone</u> – Enter a cell phone number (no spaces {19088308393})

<u>After Hours Phone</u> – Enter an afterhours phone number (no spaces {10457765429})

*Location* – Enter the Suite # or office name

<u>*Floor*</u> – Enter the floor number

**Building** – Enter the building name

<u>Skype ID</u> – Enter the employee's Skype account ID

Email – Enter the email address

Fax – Enter the fax number

<u>Working Hours</u> – Enter the employee's scheduled hours or the company's hours of operation

<u>*Picture*</u> – Load an employee picture by clicking **Choose Pic**. The user can choose a picture file from an external file location through the Windows Explorer window.

<u>*Privacy*</u> –Check the box to apply

- Do not show phone number
- After hours forward to cell Determined by Working Hours:
- Do not show Apt number

<u>Updates</u> – Email about details updates. Check this box to email employee whenever details are updated.

Click **Save** to save the data as a profile.

Click **Cancel** to exit the window. Entered data will be lost.

### 4.3.4. Import Employee Spreadsheet

To import employee profile data from an MS Excel spreadsheet (see example below) click **Import** to select the file from an external location. Pick a file by highlighting the appropriate icon in the Explorer window and click **Open**. Click **Cancel** to close the window without importing the data.

#### Info

Click Info to view a sample spreadsheet.

	A	В	С	D	E	F	G	Н	I	J	K	L	М	N	0	Р
1	Title	First Name	Last Name	Department/Company	Position	Building	Floor	Suite #	Cell Phone #	Office Phone #	After Hours Phone #	Fax #	Email	Skype Name	Starting Hours	Ending Hours
2	Mrs.	Katina	Allen	Accounting	Manager	Main Building	1	1	19088308390	10498765432	10457765432	10498765430	Katina.Allen@company.com	KatinaAllen0	800	1700
3	Mr.	Lenny	Huie	Accounting	Manager	Main Building	1	2	19088308391	10498765433	10457765431	10498765431	Lenny.Huie@company.com	LennyHuie0	800	1700
4	Mr.	Jeff	Agundez	Accounting	Manager	Main Building	1	3	19088308392	10498765434	10457765430	10498765432	Jeff.Agundez@company.com	JeffAgundez0	800	1700
5	Mr.	Dawn	Boivin	Accounting	Manager	Main Building	1	4	19088308393	10498765435	10457765429	10498765433	Dawn.Boivin@company.com	DawnBoivin0	800	1700
6	Mrs.	Joyce	Stoddard	Accounting	Manager	Main Building	1	5	19088308394	10498765436	10457765428	10498765434	Joyce.Stoddard@company.com	JoyceStoddard0	800	1700
7	Mrs.	Cheri	L. Hall	Engineering	Manager	Main Building	2	6	19088308395	10498765437	10457765427	10498765435	Cheri.L. Hall@company.com	CheriL. HallO	800	1700
8	Mrs.	Michelle	Anderson	Engineering	Manager	Main Building	2	7	19088308396	10498765438	10457765426	10498765436	Michelle.Anderson@company.com	MichelleAnderson0	800	1700
9	Mrs.	April	S. Lee	Engineering	Manager	Main Building	2	8	19088308397	10498765439	10457765425	10498765437	April.S. Lee@company.com	AprilS. Lee0	800	1700
10	Mrs.	Donna	Hartmans	Engineering	Manager	Main Building	2	9	19088308398	10498765440	10457765424	10498765438	Donna.Hartmans@company.com	DonnaHartmans0	800	1700

#### Sample Employee spreadsheet

Import Employee Spreadsheet Instructions

- Department data must be entered into the database prior to importing an employee spreadsheet.
- Select **Import** to open a Windows Explorer window.
- Select the Microsoft Excel employee spreadsheet file to be imported. (File format must be .xls or .xlsx.)
- Click **Open**.
- The spreadsheet data will be loaded into the database. (Some data will appear in the *Select an Employee* field)
- The following fields **must** be included in the imported spreadsheet; however, a record may be imported with missing data.
  - First Name
  - Last Name
  - Department/Company
  - Position
  - Building
  - Floor
  - Suite #
  - Cell Phone\*
  - Office Phone\*
  - After Hours Phone\*
  - Fax #\*

- Email
- Skype Name
- Starting Hours\*\*
- Ending Hours\*\*
- \*Communications data must contain 11 digits (e.g. 16038651000)

\*\*Data must be entered in military time format (e.g. 800 or 1700). No special characters or text.

#### 4.3.5. *Help* Icon

Click on the Help icon to view a web-based Advanced Kiosks page with instructions about the People screen for the Lobby Manager interface.

#### 4.3.6. Exit

Click **Exit** to close the Lobby Manager interface.

## 4.4. Main Screen



The administrator can manage the appearance of the LobbyAttendant<sup>™</sup> *Main Menu* screen through the Main Screen tab.

#### 4.4.1.Main Screen Templates

To select a template to display on the LobbyAttendant<sup>™</sup> Main Menu screen, click on a template name in the Manage Main Screen Templates field.

Click the **Preview Selected** to view the selection.

Click **Set to Main Screen** to apply the template to the LobbyAttendant<sup>™</sup> Main Menu screen.

To display a template during non-operating hours (determined by Working Hours set on this screen), highlight the selected template and click **Set as After Hours template**.

#### 4.4.2.Main Logo

To display a specific logo image for the building on the Main Menu screen, click **Select Image** to open the Lobby Manager Tools > Logos folder. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open** to set the image. Click **Cancel** to close the window without setting the image.

#### 4.4.3.Background Image

To display a specific building or background image on the Main Menu screen, click **Select Image** to open the Lobby Manager Tools > Background Images folder. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open** to set the image. Click **Cancel** to close the window without setting the image.

#### 4.4.4.City or Zip Code

To display local weather for the building location in LobbyAttendant<sup>™</sup>, enter the city or city, state or zip code into the Location field and click **Save**.

HINT: Enter a city name followed by state abbreviation to ensure correct data will be displayed. For example, enter "Portland, OR" or "Portland, ME".

#### 4.4.5.Welcome To

To display the building address or name on the Main Screen of LobbyAttendant<sup>™</sup>, enter the information in the field and click **Save**.

#### 4.4.6.Working Hours

To display the hours of operation for the building, choose the opening and closing times by using the drop down lists and click **Save**.

#### 4.4.7.Screen Saver

The screen saver performs as a slide show.

#### 4.4.7.1. Add

To add an image to your screen saver, click **ADD** to open the Lobby Manager Tools > Screen Savers folder. Pick a file by highlighting the appropriate image in the Windows Explorer window and click **Open**, then name image and press **Enter**. Click **Cancel** to close the window without setting the image. Repeat this process to add multiple images.

#### 4.4.7.2. *Remove*

To remove an image from your screen saver, highlight the image name and click **Remove**.

#### 4.4.7.3. Position

To change the order your images appear, highlight an image and click either the UP or DOWN arrow.

#### 4.4.7.4. Preview

To preview your slideshow, click **Preview.** Click anywhere on the screen to exit preview mode.

#### 4.4.7.5. Interval Between Change of Images

Select the time each image is displayed from the drop down menu. Click **Change Interval** to confirm.

#### 4.4.7.6. Screen Saver Type

- **Full Screen** Select this option for the screen saver to display over the entire screen.
- **Background Select** this option for the screen saver images to display as the background on the main screen.
- Save Click to save changes

#### 4.4.8. Idle Timeout

To set how long the LobbyAttendant<sup>™</sup> remains idle on a popup, or sub directory before returning to the screen saver, or main screen, select a minute and second configuration from the dropdown menus. Click **Save** to confirm. Example: User searches directory for Mr. Smith and leaves kiosk without returning to the main page. After 50 seconds LobbyAttendant<sup>™</sup> displays screen saver (if slides are provided) until user touches screen at which point the main screen is displayed.

#### 4.4.9. Help Configuration

Configure this help feature to point towards your Companies URL, or a custom HTML. Enter a URL in the data field using the <u>http://www</u>. format, or click **Choose File** to open the Lobby Manager Tools > Links folder. Pick a file by highlighting the appropriate link in the Windows Explorer window and click **Open**. Click **Cancel** to close the window without setting the link

#### 4.4.10. *Help* Icon

Press the Help icon to view a web-based Advanced Kiosks page with instructions about the Main Menu screen for the Lobby Manager interface.

#### 4.4.11. Exit

Click Exit to close the Lobby Manager interface.

## 4.5.Features

Configure Handicap Button	Enter Lini and Pre	ks, Choose Files view Features	Assign Features to Main Screen Buttons	
Home Departments People Main Screen Features Links Deliveries: C:\Users\H32\Desktop\Tools Avea Hotels and Food: C:\Users\H32\Desktop\Tools Building Policies: C:\Users\H32\Desktop\Tools About: http://www.advahcedkiosks.c. Emergency: C:\Users\H32\Desktop\Tools Building Management. C:\Users\H32\Desktop\Tools Parking: C:\Users\H32\Desktop\Tools Handicapped: C:\Users\H32\Desktop\Tools Save Links	Usage Manager Settings Choose File Preview Choose File Preview	ernote Updating   Help   Report an Error Enabled Features Button 1:   Parking Button 2: Guest Sign In Button 3: Emergency Information Button 4: Area Hotels & Restaurants Button 5: About Company Button 6: Contact Building Management Main Features Button 7: [Departments Button 8: Employees Button 9: [Maps]	Buton Spots:	Run the Custom Webpage Builder Create Custom Features
Custom Features	Add Remove Edt	Save Features Alowed Areas           Ittp://www.yehoe.com           http://www.nbe.com           http://www.nbe.com           http://www.nbe.com           ittp://www.nbe.com           Disable URL Filtering           Popup Options           Show Keyboard           Show Keyboard	Add Remove Edit Save Options	Enter Allowed Browsing URLS Enable Keyboard and Printer

The administrator can set the links to display and the interface features in the LobbyAttendant<sup>™</sup> screens. A link can target a webpage or a local file. To set a webpage to display, enter the page address in the field next to the guest service label. The user can preview a link to confirm the correct address or location. After a link has been created, it needs to be assigned to a Features Button to appear in LobbyAttendant<sup>™</sup>.

Guest information features are chosen by selecting Buttons 1-5, which will appear on the Main Menu screen. The actual position that the buttons appear on the main screen are specified in the screen image next to the button listing

To set a file to display, click **Choose File**. Select the file from the Links folder within the Tools library.

#### 4.5.1.Manage Links

To set the links that will appear when the following Main Menu buttons are pressed, enter a link, or choose a file in each field:

- Deliveries To set the **Delivery** link. For example, this link can display instructions for delivery personnel.
- Area Hotels and Food To set the Area link. For example, this link can display a listing of area dining and hospitality establishments or a search page, such as Google<sup>®</sup> Maps.
- Building Policies To set the Building Policies link. For example, this link can display a policy document or company website.
- About This link could display information about your company, building, or tenants.
- Emergency This link should display a list of local emergency departments (including, fire, rescue, police and poison control) with contact details or a municipal emergency services webpage.
- Building Management This link should display building ownership and/or Management Company with contact details.
- Parking This link should display local parking facility information.
   Including price and management company contact details will be helpful to users, if available.
- Cafeteria This link should display the building's cafeteria location and menu.
- Guest Sign In Guest sign in is a feature designed to allow users to check into your building by entering their first name, last name, company they represent (optional field) and taking a photo ID. Upon completion a guest name tag will print out to the operating systems default printer. A record of guests is recorded and access by administration under the Usage Manager (Section 3.6)



Handicapped – The handicapped button appears on the main screen in the easily reachable bottom right corner. This link should display your building instructions to assist a handicapped individual. Leave the handicap link blank to hide the button on your main screen.

To set the link that will appear when the Main Screen Buttons are pressed, enter the link in each field:

#### Save Links Button

Click **Save Links** to set the selected links that will appear in the LobbyAttendant<sup>™</sup> interface.

#### 4.5.2. Custom Features

		Enter Feature Title
Custom Featu		Here
Details Title:		Translation of Your
Translations:	English	l anguage
URL:	http://www.	Enter URL That Your
lcon:	Choose pic.	Custom Feature Will
		Onen
		Choose a Picture to
		Represent the
	Cancel Save	Button in
		LobbyAttendant

To create a custom feature that can be assigned to a button on the main screen, select **Add**.

Title – Enter the title of your custom feature (will appear on main screen button)

Translations – Enter the translation of your Title that will appear when the user changes languages. If no translations are entered, LobbyAttendant<sup>™</sup> will display the Title in the language it was entered.

URL – Enter the URL in the <u>http://www</u>. format that will display when the assigned button is selected.

Icon – Choose a picture to represent the Button in LobbyAttendant<sup>™</sup>.

Save – Confirm custom feature settings

**Remove** – Highlight the Custom Feature to remove and click **Remove**.

Edit – To edit an existing Custom Feature, highlight the feature and click Edit.

#### 4.5.3.Assigning Features

Assign Links and Custom Features to the Buttons displayed on LobbyAttendant<sup>™</sup>'s main screen by selecting a feature from the drop down menu next to the corresponding button. Features that are already assigned to a Button will not appear on the drop down list. Custom Features will automatically appear on the drop down menus as they are added. **Save Features** to confirm assignments.

#### 4.5.4. Main Features

LobbyAttendant<sup>™</sup> has three main features: Departments, Employees, and Maps. If desired these main features can be treated like Buttons 1-6, but the corresponding

databases will not work. For example, if you already have a building directory database displayed on your website it is possible to use that instead of populating Lobby Manager's database.

#### 4.5.5.Allowed Areas

Add – To add a URL as an accepted site to browse, click **Add.** Enter the URL following <u>http://www</u>. format. Click **Enter** to save URL as an allowed area.

NOTE: .Example: If Button 5 is linked to Advanced Kiosks Press Releases <u>http://www.advancedkiosks.com/company-press-releases.php</u> and administration has only added <u>http://www.advancedkiosks.com</u> is added to Allowed Areas, users will be able to navigate to every page on Advanced Kiosks, not just the assigned Button.

Disable URL Filtering – Check this option box if you do **NOT** want to restrict the websites users can browse.

#### 4.5.5.1. Forbidden.txt

Located on the desktop is a Forbidden.txt file. LobbyAttendant<sup>™</sup> records all restricted URLS that users try to access. If you are added a URL to Allowed Areas, but LobbyAttendant<sup>™</sup> prevents access, search the Forbidden.txt to find the exact URL that is being blocked, and then add that to your Allowed Areas.

#### 4.5.6.Popup Options

#### 4.5.6.1. Show Keyboard

Check this option to enable onscreen keyboard input. A keypad icon will appear next to data fields. When the user selects the icon, an onscreen keyboard will appear. A keyboard icon also appears on the navigation bar which the user can select to bring up the onscreen keyboard.

#### 4.5.6.2. Show Printer

Checking this option will allow users to print the page displayed in the popup screen. LobbyAttendant<sup>™</sup> will print to the default printer assigned to the Operating System.

Save Options to confirm.

#### 4.5.7. Custom Webpage Builder

Click **Run** to start the customized template builder for user-defined pages that will appear when selected buttons are pressed (e.g. parking).

Click **Help** on the builder window to view directions for use. When satisfied with the template, click the "x" button to close the window.



Once the template has been created a file will be saved on the administration computer desktop.

Once the template has been saved, click **Choose File** for the related button that will display the web page and select the file to link to.

NOTE: The Custom Webpage builder is a separate program that must be installed prior to using this function. If the program is not installed, a warning box will appear with a link to our website download page.

#### 4.5.8.*Help* Icon

Press the Help icon to view a web-based Advanced Kiosks page with instructions about the Main Menu screen for the Lobby Manager interface. Exit Click **Exit** to close the Lobby Manager interface.

## 4.6.Usage Manager

Home    Departments    People    Main Screen    Features    Usage Manager    Settings    1 Search For a Visitor Search By : By Name Search Search	Selected Visior's Information       First Name:       blank       Company:       blank	Select Search By Criteria Here
	Phone : blank Here to See : blank Date of Visit : blank Captured Image :	Enter Visitor Name Here
Delete Selected Clear Results		Clear Results Field Here
Import Visitors Information Select File Exit		Import a Visitor File Here

#### 4.6.1. Visitor Data

Visitor data is managed through Usage Manager. The user can search for a specific visitor, delete a record or import visitor information. The data collected for registered visitors includes:

- First Name
- Last Name
- Company
- Phone
- Visitor's destination
- Date of Visit
- Photo image, if captured

#### 4.6.2. Search for a Visitor

To search for data entered by a visiting LobbyAttendant<sup>™</sup> user, select the search criteria by using the pull down list of parameters. Available parameters include:

- Search By Name
- Search By Department Visited
- Search By Date

Enter the name (first, last or both names) in the *Search* field. Click **Search**.

A list of names will appear in the box below the *Search* field. To delete a visitor entry, highlight the name and click **Delete Selected**.

To clear the search results, click **Clear Results**.

#### 4.6.3. **Import Visitor Information**

To import visitor data from an MS Excel spreadsheet, click **Select File** to choose the file from an external location. Open the Visitors folder. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open**. Click **Cancel** to close the window without importing the data.

#### 4.6.4.*Help* Icon

Press the Help icon to view a web-based Advanced Kiosks page with instructions about the Main Menu screen for the Lobby Manager interface.

#### 4.6.5.Exit

Click **Exit** to close the Lobby Manager interface.



The Settings tab allows the administrator to modify passwords, manage maps, database files, administration logo, system functions, language options and other functions.

#### 4.7.1. Change Lobby Manager Password

To change the administrator password for the Lobby Manager interface, enter the existing password in the Old Password field. Then enter a new password into the New Password field. Re-enter the new password into the Repeat New Password field. Click **Set New Password**.

#### 4.7.2. Change LobbyAttendant<sup>™</sup> Password

To set the initial password for remote access to the LobbyAttendant<sup>™</sup> interface, enter the default password "admin" into the *Old Password* field. Enter a new password in the *New Password* field. Enter the new password again in the *Repeat New Password* field. Click **Set New Password** to save the setting.

To change the administrator for the LobbyAttendant<sup>™</sup> interface, enter the existing password in the Old Password field. Then enter a new password into the New Password field. Re-enter the new password into the Repeat New Password field. Click **Set New Password**.

#### 4.7.3.Auto Kiosk Restart

Due to the extended operation of the interface, LobbyAttendant<sup>™</sup> should be turned off and rebooted frequently in order to "clean up" the system. To set the kiosk to automatically shut down and restart at specific times for optimum performance, check the box next to *Automatically Restart Kiosk*. Set the restart time by using the pull down list for hour and minute. Click **Save** to set this function.

#### 4.7.4.Feed Providers

The majority of LobbyAttendants<sup>™</sup> Main Screen Templates (except for Original) support RSS Feeds. The RSS feeds appear in three separate rows, each with its own headline. To read the headline's corresponding article, users can simply click the headline which opens a popup displaying the entire feed.

Adding a feed – Click **Add** and enter the URL of the desired feed provider. Please follow the format <u>http://www</u>. Click **Enter** to confirm.

Removing a feed – Highlight the URL you wish to remove and click **Remove.** Editing a feed – Highlight the URL you wish to edit and click **Edit.** You're your necessary changes. Click **Enter** to confirm.

**NOTES:** Be sure to add the URL of your feed provider to the *Allowed Areas* section in Lobby Manager. If your RSS Feed does not appear in LobbyAttendant<sup>™</sup>, check to make sure you have entered the correct URL.

#### 4.7.5.Auto LobbyAttendant<sup>™</sup> Start Up

To set the LobbyAttendant<sup>™</sup> interface to start when the administrator turns a remote administration computer on, check the box next to *Run LobbyAttendant<sup>™</sup> on Computer Start*. Click **Save Settings**.

#### 4.7.6.Manage Maps

Adding Maps – To add a map to the database directory, click **Add** to open the Lobby Manager Tools > Maps folder. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open** to set the image. Name the map and click **Enter**.

Edit Selected – Highlight one of the maps you've added and click Edit to make changes with the map editor.

Remove– Highlight one of the maps you've added and click Remove to remove this map from the database.

Maps Displayed Order – Highlight a map you've added. Click the UP, or DOWN arrow to change the order this map will be displayed.

### 4.7.7.Map Editor



#### 4.7.8.Languages

Lines

To set the default language that will appear on the LobbyAttendant<sup>™</sup> interface, select a language from the list and click **Save**. If a LobbyAttendant<sup>™</sup> user changes the language at the kiosk, the system will automatically return to the default language following a period of inactivity.

#### 4.7.9.Database

Use the database options to backup, import and reset all of the settings made in Lobby Manager.

While LobbyAttendant<sup>™</sup> is licensed to run on only one machine, Lobby Manager may be used on multiple machines. This allows administration to configure the program from another location. To update the machine running LobbyAttendant<sup>™</sup>, Export Settings from administrator's machine. The file will be located in the Tools > Backup folder with a .bak extension. Copy this file to the LobbyAttendant<sup>™</sup> machine's Tools>Backup folder. Run the Lobby Manager application on that machine and Import Settings.

#### 4.7.9.1. Import Settings Data

To import data from an external file into the database directory, click **Select File** to choose the file from an external location. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open**. Click **Cancel** to close the window without importing the data.

#### 4.7.9.2. Export Settings Data

To export data from the database directory to an external file, click **Select File** to choose a location to place the file in an external folder. Pick a location in the Windows Explorer window and click **Save**. Click **Cancel** to close the window without exporting the data.

#### 4.7.9.3. Reset Database

To completely reset the database (erase ALL entered configurations and entries) click **Reset Database**. Confirm by clicking **YES**, cancel operation by clicking **NO**. Lobby Manager needs to be restarted after Database Reset.

#### 4.7.10. Admin Logo

To set an administrator logo or image for the Lobby Manager Home tab, click **Select Image** to open the Windows Explorer window. Pick a file by highlighting the appropriate icon in the Windows Explorer window and click **Open** to set the image. Click **Cancel** to close the window without setting the image.

#### 4.7.11. Contact Profile Group

This field will designate whether the database fields are displayed as Departments, Businesses, or Apartments.

Check the box of the desired profile then click **Save** to confirm.

#### 4.7.12. Help Icon

Press the Help icon to view a web-based Advanced Kiosks page with instructions about the Settings screen for the Lobby Manager interface.

#### 4.7.13. Exit

Click **Exit** to close the Lobby Manager interface.

## 4.8.Remote Updating



The Remote Updating tab allows the administrator to download visitors' data and system settings and upload new settings from a remote location.

#### 4.8.1.Connect to Remote Server

A Premium, **full subscription** LobbyAttendant<sup>™</sup> program allows the administrator to update the database from a remote location. To access this feature, the administrator must enter credentials issued following the receipt of a license code into the *Connect to Remote Server* fields.

The most recent data upload is displayed under *Settings Information*. The most recent Visitors Information upload is displayed under *Visitors Information*. The status of an action is displayed under *Status*. The progress bar displays the progress of the action taken.

#### 4.8.2.Actions

#### 4.8.2.1. Download Visitors Data

Click **Download Visitors Data** to immediately retrieve data from the Visitors folder in the Lobby Manager Tools folder (see section 4.0).

#### 4.8.2.2. Upload Settings

Click **Upload Settings** to send current LobbyAttendant<sup>™</sup> program settings to the Settings folder in the Lobby Manager Tools folder.

#### 4.8.2.3. During Normal Operation

LobbyAttendant<sup>™</sup> program settings and visitor data will automatically synchronize daily with the most recent inputs provided.

#### 4.8.3. Manual Updating

While LobbyAttendant<sup>™</sup> is licensed to run on only one machine, Lobby Manager may be used on multiple machines. This allows administration to configure the program from another location. To update the machine running LobbyAttendant<sup>™</sup>, Export Settings from administrator's machine. The file will be located in the Tools > Backup folder with a .bak extension. Copy this file to the LobbyAttendant<sup>™</sup> machine's Tools>Backup folder. Run the Lobby Manager application on that machine and Import Settings.

## 4.9.Help

ionic Departmenta	People   Main Si	Screen Features	Usage Manager	Settings	Remote Updating	Help	Report an Error	
Home Tab People Tab Departments Tai Main Screen Tai Features Tab Usage Manager Settings Tab Remote Updatim Help Tab Report an Error Lobby Manager Troubleshooting	b b Tab g Tab Tools							

Select the Help tab to view the entire library of Lobby Manager help topics. To view instructions for a specific function, choose the topic by clicking on the title.

ome	Departments	People	Main Screen	Features	Usage Manage	er Settings	Remote Updating	Help	Report an Error	
)escrit	be the problem:									
		25								
Proble	em Summary:									
Yourn	name:									
	9									
Youre	e-mail address;	-								
Your p	ohone number:									
			Repo	rt						9
										Fxit

#### 4.10. Report an Error

The Report an Error tab allows the administrator to describe a problem with either the LobbyAttendant<sup>™</sup> or Lobby Manager Interface. The user must include a Problem Summary, Name, Email Address and Phone Number when filing a problem report.

#### Describe the Problem

To report an error in the LobbyAttendant<sup>™</sup> or Lobby Manager interfaces to Advanced Kiosks, enter the problem details in the Describe the Problem field. Provide as many details as possible, including the screen or tab location, keystroke or icon involved, results encountered and any other material information.

Problem Summary Provide a brief title for the problem encountered here.

Your Name Enter the administrator full name here.

Your E-mail Address Enter the administrator email address here.

Your Phone Number Enter the administrator phone number here.

Click **Report** to send the problem details.



## 5.0 Lobby Manager Toolkit

The LobbyAttendant<sup>™</sup> system contains a generic information library, including tables, files and images. In order to customize the system, the administrator must load location-specific files into the Tools folder see below. The Tools folder contains the following subfolders to store files:

- Background Images
- Backup Settings
- Departments
- Employees
- Icons
- Languages
- Links
- Logos
- Maps
- Screen Savers
- Visitors Data
- Follow normal Windows file loading procedure to place files in the appropriate subfolders.



The Lobby Manager Toolkit stores images, data and settings for use in the Lobby Manager. The data stored in the Toolkit is displayed in the LobbyAttendant<sup>™</sup> and Lobby Manager interfaces. The administrator may import files from other network locations or export files to the Lobby Manager. Acceptable file formats include:

- .xls
- .xlsx
- .doc
- .docx
- .jpg
- .jpeg
- .png
- .bmp
- .psd
- .data
- .html
- .htm
- .xml

## **5.1.Tools Library**

#### 5.1.1.Departments

This folder is used to store department data for each department/tenant company. File formats include:

- .xls
- .xlsx

#### 5.1.2.**Maps**

This folder is used to store floor plan images for each department / tenant company. Image formats include:

- .jpg
- .jpeg
- .png
- .bmp

#### 5.1.3. Screen Savers

This folder is used to store images to be displayed while the LobbyAttendant<sup>™</sup> is in standby mode in this folder. Image formats include:

- .jpg
- .jpeg
- .png
- .bmp

#### 5.1.4.Logos

This folder is used to store logo images in this folder. Image formats include:

- .jpg
- .jpeg
- .png
- .bmp

### 5.1.5. Contact Profile Images

This folder is used to store contact images and data that will be displayed in the *Contact Profile* screen in this folder. Image formats include:

- .jpg
- .jpeg
- .png
- .bmp

#### 5.1.6. Backup Settings

This folder is used to store LobbyAttendant<sup>™</sup> interface settings that can be imported to and from the Lobby Manager. File formats include:

.bak

#### 5.1.7.Background Images

This folder is used to store building images that will display on the Main Menu screen in this folder. Image formats include:

- .jpg
- .jpeg
- .png
- .bmp

#### 5.1.8. Visitors Data

This folder is used to store visitor data entered through the Guest Sign In feature in this folder. Image formats include:

- .jpeg
- .png

File formats include:

- .xls
- .xlsx

#### 5.1.9.Links

This folder is used to store files to be displayed when features such as Area Hotels and Restaurants are accessed. File formats include:

- .html
- .htm

#### 5.1.10. Languages

This folder is used to store language files. File formats include:

■ .xml

## 5.1.11. Department Images

This folder is used to store images that represent departments within the company. Image formats include:

- .jpg
- .jpeg
- .png
- .bmp

#### 5.1.12. Employees

This folder is used to store employee data for each department/company. File formats include:

- .xls
- .xlsx

## 6.0 LobbyAttendant<sup>™</sup> Interface

![](_page_49_Picture_2.jpeg)

## **6.1.Main Screen Templates**

LobbyAttendant<sup>™</sup> includes a selection of Main Screen Templates with both the basic and premium editions. Below is the City Template with RSS Feeds.

![](_page_49_Picture_5.jpeg)

**Original Template** 

![](_page_50_Picture_1.jpeg)

Space Template

![](_page_50_Picture_3.jpeg)

#### Vista Template

![](_page_51_Picture_2.jpeg)

**6.2.Departments Template** 

The Department Template is viewed by users when pressing the Find a Department Button. The user is presented with a list of Departments. Selecting a department will provide them with the department details entered into the database by an administrator. Icons to view mapped directions, send message or to call that department are visible if applicable (contact features are available only with Premium edition).

![](_page_51_Figure_5.jpeg)

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### **6.3.People Template**

The People Template is viewed by users when pressing the Find Person button. The user is presented with the option to search by department, or conducting a search by entering a name. Selecting a person will provide them with the details entered into the database by an administrator. Icons to view mapped directions, send message or to call that person or department are visible if applicable (contact features are available only with Premium edition).

![](_page_52_Figure_3.jpeg)

## 6.4.Viewable Maps

Users can view building maps by selecting the Maps button from the main screen. All the maps entered into the database by an administrator are viewable simply by navigating with the left and right arrows. A zoom feature is available on the bottom right of the map viewing window.

![](_page_53_Picture_3.jpeg)

## 6.5.Calling Features (Premium Edition of LobbyAttendant<sup>™</sup>)

Calling features allow Lobby Users to connect directly with the Department, or Person they are here to see.

![](_page_54_Figure_3.jpeg)

#### 6.5.1.Communication Options – LobbyAttendant<sup>™</sup> User

Once the LobbyAttendant<sup>™</sup> User has searched for and located the party they wish to contact they can choose to Send Message, Call Person or Call Department.

#### 6.5.1.1. Send Message

To send a message, press the **Send Message** button. Enter your message in the txt box with the onscreen keyboard. Press **Send Message** to confirm.

#### 6.5.1.2. Call Person

To call a Person, press the **Call Person** button. Enter your first name, last name, cell phone number (required) and who you represent. Press **Call** to confirm. Wait for LobbyAttendant<sup>™</sup> response. If party is available call will either be connected to user's cell phone, or a message will be displayed on screen informing you that the party will be right down, or is unavailable.

#### 6.5.1.3. Call Department

To call a Department, press the **Call Department** button. Enter your first name, last name, cell phone number (required) and who you represent. Press **Call** to confirm. Wait for LobbyAttendant<sup>™</sup> response. If department contact is available call will either be connected to user's cell phone, or a message will be displayed on screen informing you that the party will be right down, or is unavailable.

![](_page_55_Figure_1.jpeg)

#### 6.5.2. Communication Options – Person or Department

LobbyAttendant<sup>™</sup> will ring the contact person's phone with the following message and three options: "This is the Lobby Kiosk; Amy Woodruff is in the lobby. Press 0 to talk to them. Press 1 to tell them you will be right down in a few minutes to greet them. Press 2 to tell them you are busy or not in today. Press \* to repeat these options. Press # to end.

#### 6.5.2.1. Option 0

LobbyAttendant<sup>™</sup> will connect you to the cell phone number the kiosk user entered. This will allow both parties to communicate while making the LobbyAttendant<sup>™</sup> available to the next user.

#### 6.5.2.2. Option 1

LobbyAttendant<sup>™</sup> will notify the user with an onscreen message telling them you will be right down to greet them.

#### 6.5.2.3. Option 2

LobbyAttendant<sup>™</sup> will notify the user with an onscreen message telling them you are busy or not in today.

![](_page_56_Picture_1.jpeg)

## 7.0 About Advanced Kiosks

### 7.1.Company History

Advanced Kiosks opened in 2004 as a division of H32 Design & Development LLC. The company designs, engineers and manufactures interactive, multimedia software and free-standing kiosks for a variety of purposes including:

- Self Service
- Event Registration
- Building Directory & Way finder
- Education
- Retail Sales
- Travel Services
- Surveys
- Training
- Advertising
- Entertainment

Corporate headquarters are located in Wilmot, New Hampshire and the manufacturing facility is located in Concord, New Hampshire. Advanced Kiosks is a Made in USA manufacturer using components from vendors throughout the United States. Hardware and software products are covered by an industry-leading three-year warranty.

#### **7.2.Sales Department**

To contact the Sales Department, call (866) 783-3791 or email to <u>sales@AdvancedKiosks.com</u>.

#### **7.3.Technical Support**

To contact Technical Support, call (603) 865-1000 Option 2 or email to <u>technical@AdvancedKiosks.com</u>.

![](_page_57_Picture_1.jpeg)

![](_page_57_Picture_2.jpeg)

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