

Guide for receptionists

Well-Contact Suite Software

RECEPTION SECTION

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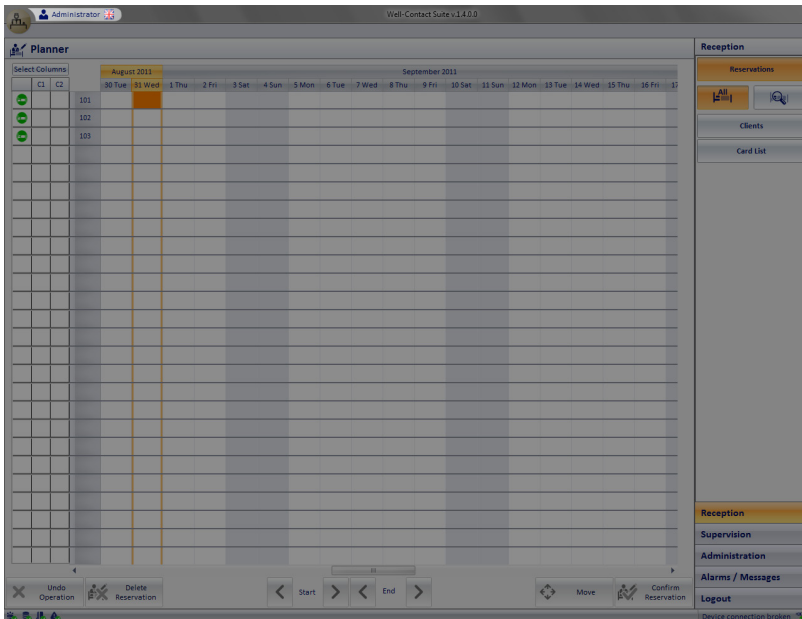
Setting up the Language

1. SETTING UP THE LANGUAGE

The Well-Contact Suite software allows you to set the language used by the program; each user can set the language independently of other users of the software.

After logging in, WCS loads the language set by the user.

To choose which language to use, click the flag displayed near the user's name on top left



After clicking it, this menu will appear



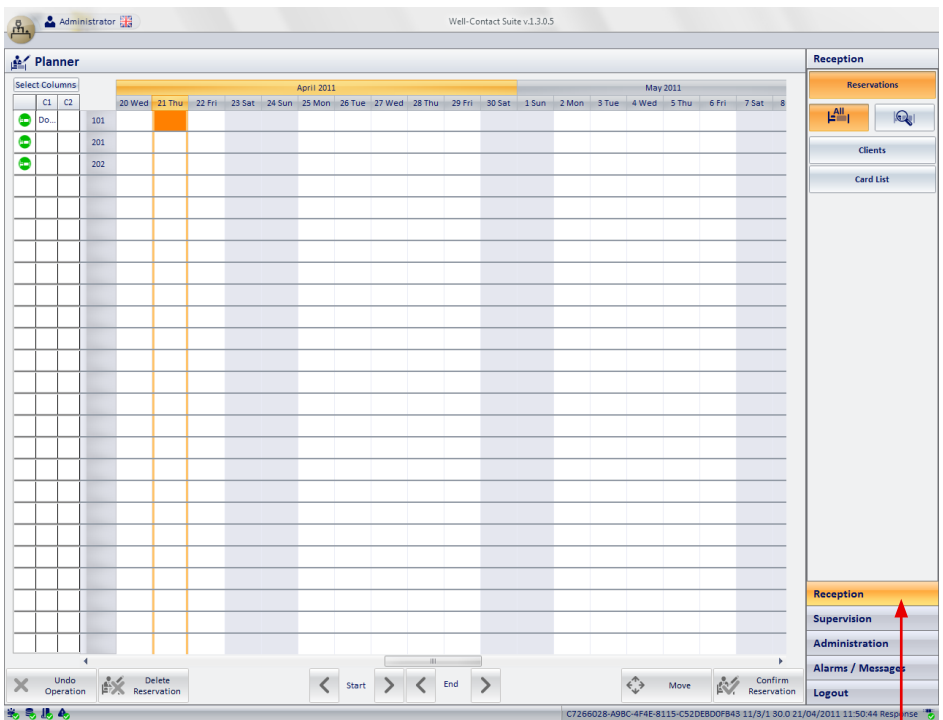
Pressing "Cancel" will reset the current language. If you want to change the language of the Well-Contact Suite software, simply click near the name of the desired language and press "Confirm". The change can be made from any screen, and will be in real time.

NOTE: The Well-Contact Suite Software uses the screens in common with the Microsoft Windows operating system; these screens will be linked to the installed language for the operating system, regardless of the language set in WCS.

Main Window - Create a reservation

2. MAIN WINDOW.

The main window (pic. 1) provides access to sections that allow you to perform operations related to all reservations, customer personal data, card configuration, supervision of the room and all functions associated with it (open window, temperature, presence in the room, etc.).



Pic. 1

Mouse click

3. CREATE A RESERVATION

From the main window, click **Reception** and then select **Reservations** to access the related section. The window that allows you to perform all the operations related to the room reservation is shown in picture 2, this picture displays the first view of the "Reservation" section(that is, the same as when the software was installed and just before any reservation is entered) and related buttons.

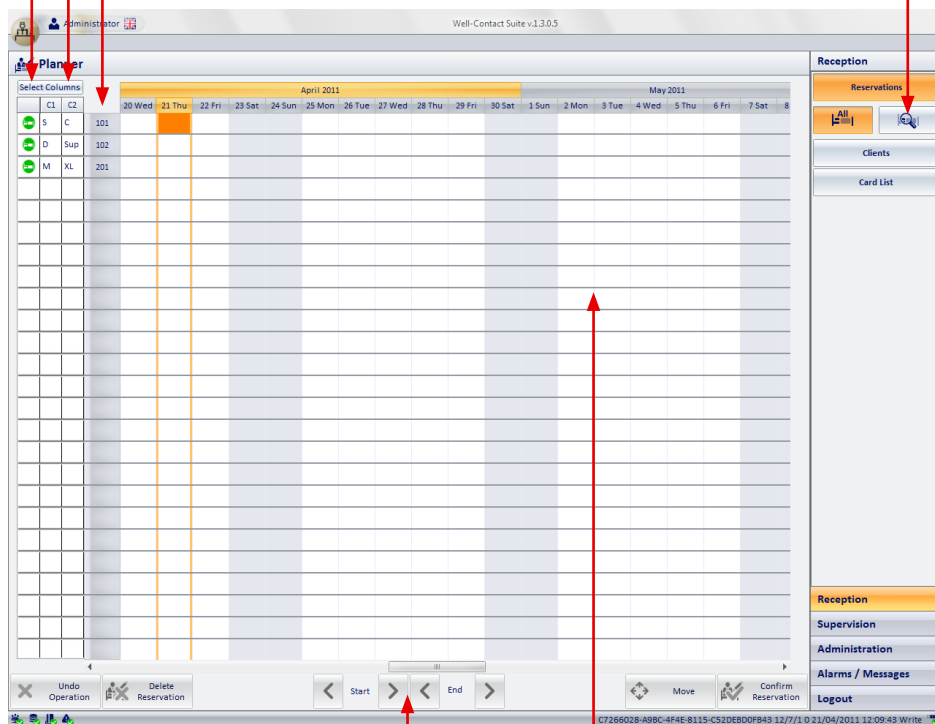
Create a reservation

State of "availability" of the rooms with reference to the current day.

Parameters associated with the room.

Room numbers; each room corresponds to a row in the planner.

Search for available rooms according to customer requirements (period, number of beds and possible features etc.).



Pic. 2

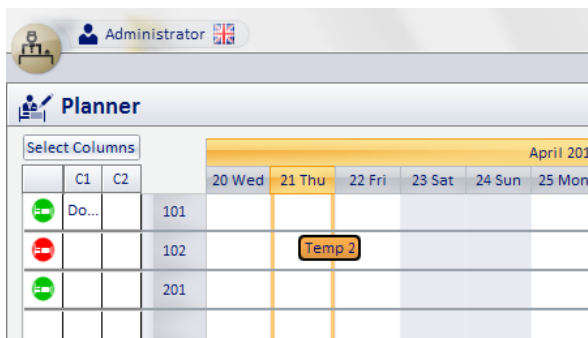
Creation and modification of a reservation button toolbar.

Workspace: the rows correspond to room numbers and the columns display the days of the week; here are entered and displayed the reservation periods for all rooms.

Note: The buttons for creating and editing the reservation, during the insertion and editing the reservations, may take the status of "active" (whose appearance is colored) or "inactive" (whose appearance is gray, no colors), depending on the type of situation.

Delete a reservation

- To create the association of a room with a reservation period, double-click the box identified by the row corresponding to the desired room and by the column related to the day of arrival of the customer (pic. 3).




Automatically creates a reservation for a period of one night from the day selected.

That reservation is Temporarily named name **Tempn** (where n is an integer).

Pic. 3

- To set the day of departure of the customer (end of the reservation), you can use either the mouse, or the buttons in the "Buttons toolbar" at the bottom of the "Reservations" window (pic. 2).
- Using your mouse, simply select the reservation, place the cursor on the far right corner of the reservation (the cursor turns into a double horizontal arrow) and drag it till you have reached the desired day.
- Using the > button, simply click it until the cursor on the far right has reached the desired day.
- Then click **Confirm Reservation**; you'll then access the "Customer Details" window for entering all data related to the customer for whom the reservation has been made.

4. DELETE A RESERVATION


To delete a reservation, simply click the one you want to delete, confirm the operation through  (this button becomes active only after selecting a reservation).

The reservation will be then deleted from the Workspace.

Edit a reservation - Move a reservation

5. EDIT A RESERVATION

You can edit a reservation by using either the mouse, or the buttons in the "Button toolbar."

- Using your mouse, simply select the reservation, place the cursor on the far right and/or left corner of the reservation (the cursor turns into a double horizontal arrow) and drag it till you have reached the desired day.
- Using the  buttons you can change the first day of the reservation and/or the last day.

To edit the **beginning** of a reservation via the buttons 

- Select the reservation whose beginning you want to change.
- Click the buttons < or > until you have reached the desired day.

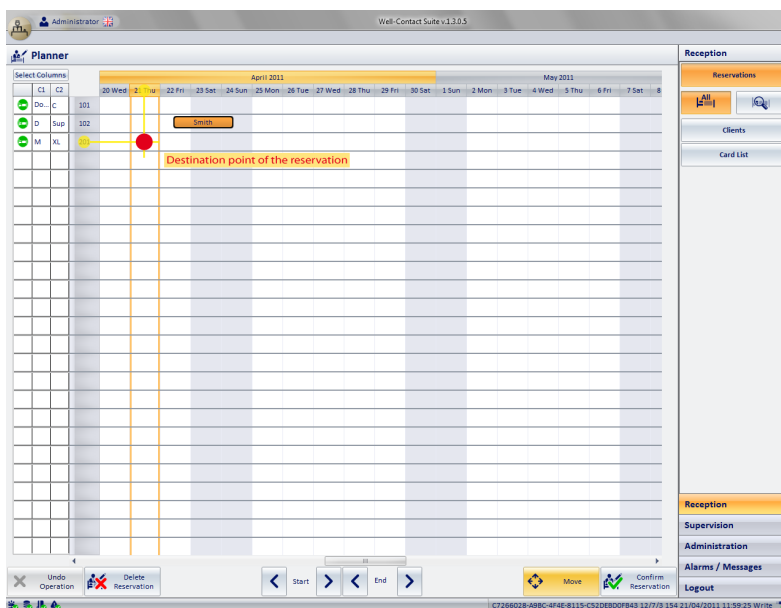
To edit the **end** of a reservation via the buttons 

- Select the reservation whose end you want to change.
- Click the buttons < or > until you have reached the desired day.

6. MOVE A RESERVATION.

You can move a reservation easily and fast, both as regards the association of the room and the first day of the reservation.

- Using the mouse, simply click the reservation to move and then drag the reservation to the desired spot in the Workspace, holding the mouse button (pic. 4).



Pic. 4

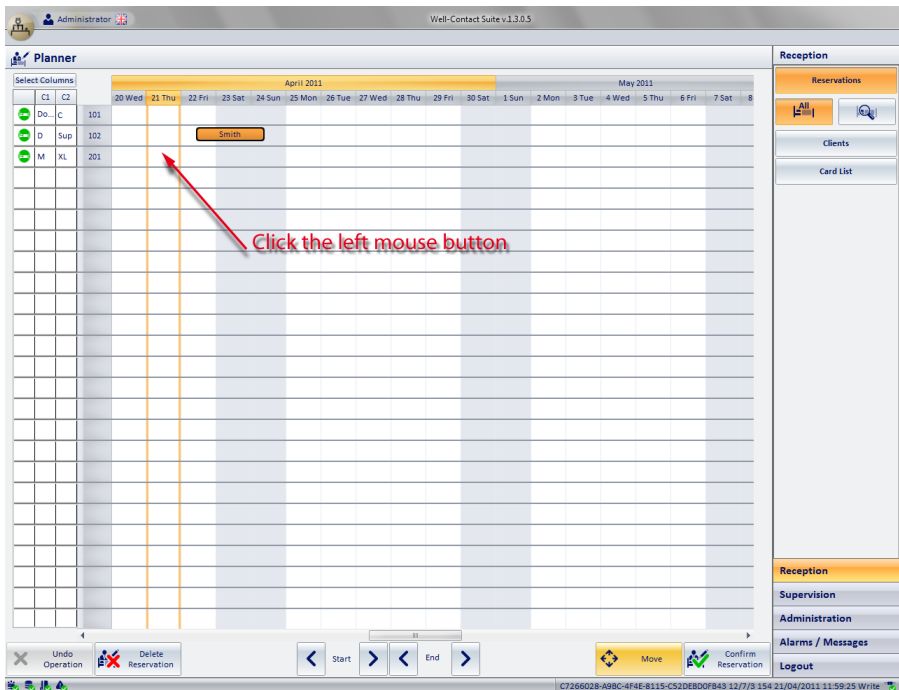
Move a reservation

- If you use the buttons, you must first select the reservation to move (it will turn orange as shown in pic. 5) and then you must click the button  Move



Pic. 5

Finally, selecting a spot in the Workspace where you want to move the reservation (pic. 6), it will be displayed in the box corresponding to the spot you have selected (new day and/or new room).







Pic. 6

Room availability

7. ROOM AVAILABILITY

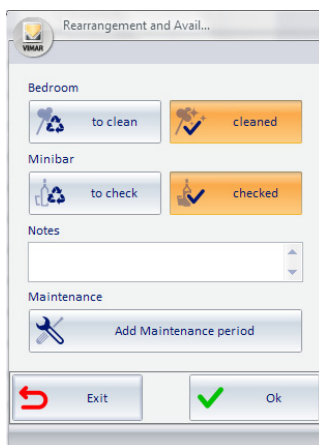
The column related to rooms availability (see pic. 2) displays the current status of each room; for each of them there is, therefore, a clear indication of the current availability (and at least for one night).

Graphical symbol	Status	Description
	Room available immediately (at least) for tonight.	The room is available (at least) for tonight and can be assigned immediately to the customer. The status of the room is "clean room". The status of the minibar is "Checked".
	Room available (at least) for tonight, but currently not deliverable to the customer.	The room is available (at least) for tonight but is not delivered instantly to the customer because of one (or more) of the following reasons: - the room must still be cleaned (if the cleaning is handled by the Well-Contact Suite software). - the status of the minibar has still to be checked (if the checking is handled by the Well-Contact Suite software). The room will still be delivered to the customer for the night, after the necessary operations on the room have been completed.
	Room not available (at least) for tonight.	The room is not available (at least) for tonight, because it is occupied by another customer.
	Room available (at least) for tonight, but currently not deliverable to the customer.	The room is not available (at least) for tonight because it is under maintenance.

Pressing the symbol corresponding to the status of a room, a window appears that lets you view and set the status of cleanliness, of the minibar and the maintenance period of the room itself.

7.1 Rearrangement and Availability of the Room

Picture 9 shows the window from which you can set the current status of each room.



Pic. 7

Room availability

The options which can be set are as the following:

- **Room cleaning**

The current state of cleanliness is indicated by the button highlighted in orange; to set the status, click **clean** or **to clean**.

- **Minibar checking status.**

The current status of the minibar is indicated by the button highlighted in orange; to set the status, click **checked** or **to check**.

- **Notes**

This field allows you to enter any notes for the staff of the accommodation.

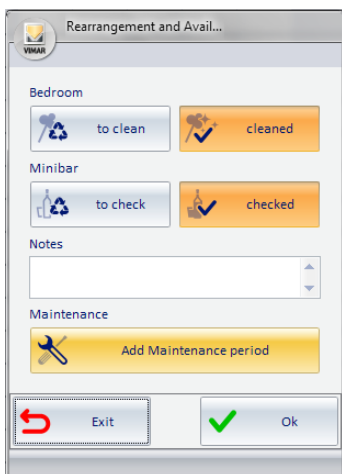
To enter the text, select the **Notes** field, type in the text you want and click **Ok**.

- **Maintenance Status**

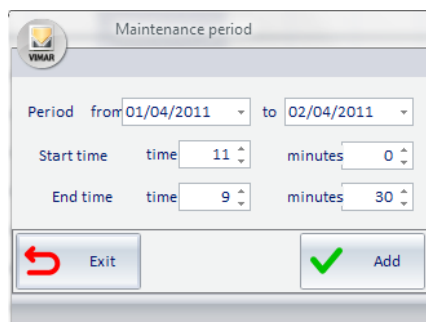
The rooms may be in need of maintenance periods and thus be unavailable to customers; the status of "maintenance" of a room is displayed in the Workspace in a similar manner as for the reservations, but in gray.

7.1.1 Room Maintenance

To assign a maintenance period to a room, click the **Add maintenance period** button (pic. 8); a window is activated for setting the start and end date of maintenance (pic. 9).



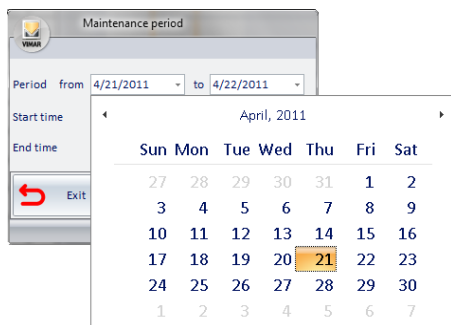
Pic. 8



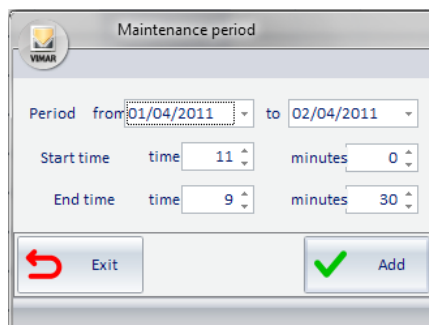
Pic. 9

Click **Start Date** and **End Date** fields and enter the start and end days of maintenance (pic. 10), then confirm by clicking **Add** (pic. 11).


Room availability

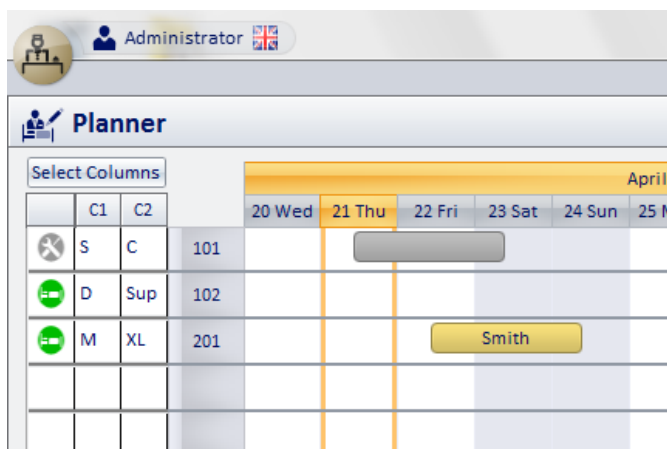


Pic. 10




Pic. 11

The Workspace will then display a reservation in gray and, in the room status column and corresponding to the set time, you'll see the symbol  (pic. 12).



Pic. 12


7.1.2 Room maintenance cancellation

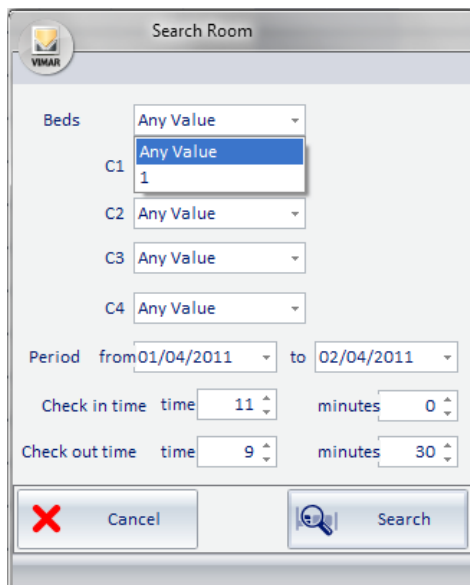
To cancel the maintenance status of a room select, from the Workspace, the reservation in gray indicating the maintenance periods (the color will change from gray to orange) and press the button .

The selected maintenance will be then deleted from the Workspace.

Room Search

8. ROOM SEARCH

Clicking the  button (pic. 2) activates the window to search for a room with certain features such as booking period, number of beds, room type, etc. The search screen is shown in pic. 13.



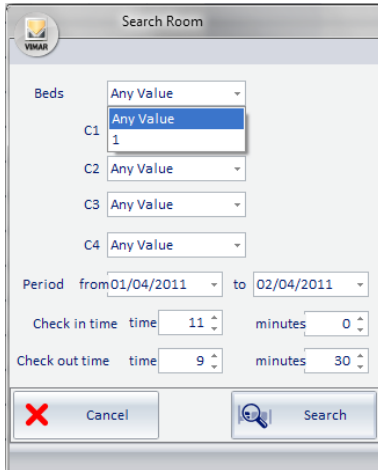
The image shows a 'Search Room' dialog box with a VMAR logo in the top left corner. It contains several input fields: 'Beds' with a dropdown menu showing 'Any Value' and a sub-menu with 'Any Value' and '1'; 'C1', 'C2', 'C3', and 'C4' each with a dropdown menu showing 'Any Value'; 'Period' with 'from' and 'to' date pickers set to '01/04/2011' and '02/04/2011' respectively; 'Check in time' with 'time' and 'minutes' pickers set to '11' and '0'; and 'Check out time' with 'time' and 'minutes' pickers set to '9' and '30'. At the bottom, there are 'Cancel' and 'Search' buttons, with the 'Search' button featuring a magnifying glass icon.

Pic. 13

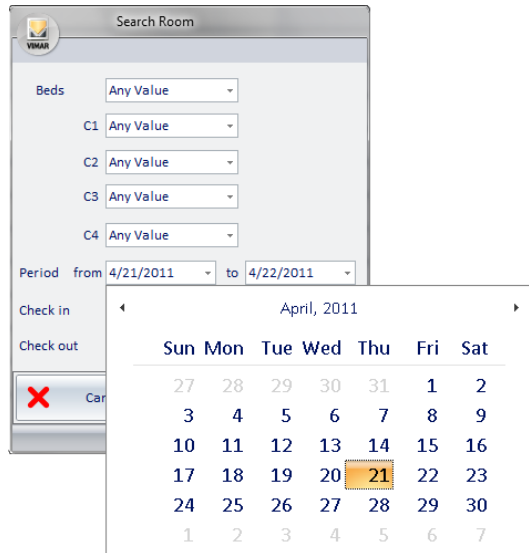
To perform the search, simply enter the data related the room you want to find.

- **Beds:** Left-click the correspondent field and set the desired number of beds via the menu.
- **C1, C2, C3, C4:** They represent the group of optional custom parameters that are part of groups C1, C2, C3 and C4, respectively; click the field and set, via the menu, the desired value (pic. 14).
- **Period:** Click the fields related to the beginning and ending of the reservation and set the desired values from the menu (pic. 15).



Room Search




Pic. 14



Pic. 15

- **Check-in time:** The time of arrival (hours and minutes) is automatically entered. Of course, you can enter different values from the default ones using the appropriate fields (hour and minute).
- **Check-out time:** The time of departure (hours and minutes) is automatically entered. Of course, you can enter different values from the default ones using the appropriate fields (hour and minute).
- **Search button:** clicking  Search starts the search for available rooms that meet all the set conditions; the search result is displayed in the Workspace.
From the list of rooms found, select what you want and make the reservation with the usual procedure described in chap. 2.
- **Cancel button:** Clicking  Cancel closes the window to search for available rooms without performing any search.

After completing the search and viewing only the rooms that meet the set conditions, click  to return to the Workspace of the accommodation (pic. 2).

9. CLIENT DETAIL

The window "User Detail" allows you to enter/view/edit all information associated with the user (pic. 16). It can be activated in the following ways:


- Selecting **Confirm Reservation** after creating or editing a reservation.
- Double clicking a reservation on the Workspace.
- Selecting the row you want from the list in the "Customers" sub-section.
- Pressing the **New Customer** button in the "Customers" subsection.
- Inserting a card and Associated to previously created a customer into the programmer.

Area including the customers status and personal data as well as the data related to the reservations and cards associated with them.









The screenshot shows the 'Client Detail' window in the Well-Contact Suite v.1.3.0.2. The window is titled 'Client' and contains a form for entering customer information. The form is divided into several sections: 'Personal Data' (Title, Name, Surname, Notes), 'Address' (Street, Post Code, Prov., City), 'Company', 'Contact Information' (Telephone, Mobile Telephone, Fax, Email, Fiscal code, Identity card), and 'Reservations' (Check in, Time, Check out, Time). A red box highlights the 'Client' section, which includes the 'Personal Data' and 'Address' fields. A red arrow points to the 'Client' section. The window also features a sidebar on the right with a 'Reception' menu and a 'Write Card' button at the bottom right. The status bar at the bottom indicates 'Falcon gateway: BCU reset received!'.

Pic. 16

9.1 CUSTOMER STATUS

The icon  sets the status of the customer in relation to the displayed reservation; the meanings it can take are listed in the table below:

Client Detail

Customer status	Symbol graphical	Color reservation on the planner	Description
Booked			<p>The customer made a reservation that was included in the database.</p> <p>Customer data has been entered into the database.</p> <p>The customer has not yet been checked in (for at least one of the rooms booked by the customer).</p>
Check-In			<p>The customer made a reservation that was included in the database.</p> <p>Customer data has been entered into the database.</p> <p>An access card (one or more access cards) has been created for the customer.</p> <p>The customer has been checked in (for at least one of the rooms booked by the customer).</p> <p>It's a customer who arrived at the hotel, was checked in and has not left the hotel yet (he has not been checked-out).</p>
Authorized			<p>Customer data has been entered into the database.</p> <p>The customer has not reserved any rooms but an access card (one or more cards) has been created (from the logical point of view) and activated to access common areas.</p> <p>It's a customer who arrived at the hotel, was checked in (or rather, the card has been activated for access to common areas) and they not left the hotel yet (they weren't checked out).</p>
Locked			<p>From the status of check-in, all rights of access to the rooms booked by the customer have been revoked.</p> <p>The cards that give access to the customer's rooms have not been deleted but they have been disabled (You can re-activate the cards with the operation of "unlock").</p>
Archive		-	<p>Customer data has been entered into the database, and at the moment:</p> <ul style="list-style-type: none"> • There are no reservations under their name. • There are no active cards in their name. <p>It is typically the condition of a customer who was previously a guest of the hotel, or that has made at least one reservation.</p>

9.2 CUSTOMER PERSONAL DATA

Filling the fields shown in picture 17, the personal data of the customer are associated with the selected reservation.

The screenshot shows the 'Client [Booked]' window in the Well-Contact Suite v1.3.0.2. The window is divided into two main sections. The left section contains a form for client details, including fields for Title (Mr.), Name (Mark), Surname (Brown), and Notes. Below this is a 'Reservations' section with a table of reservations. The right section contains a form for contact and address details, including fields for Street (London Street), Post Code (64321), City (Oxford), Company, Telephone, Mobile Telephone (1234567891), Fax (1234567891), Email (m.brown@mail.com), Fiscal code, and Identity card.

Room	Check in	Time	Check out	Time
101	05/04/2011	11:00	10/04/2011	09:30
102	05/04/2011	11:00	10/04/2011	09:30

Pic. 17

9.3 RESERVATIONS ASSOCIATED WITH THE CUSTOMER

All data related to each customer's reservations are displayed in the area shown in pic. 18.

Create a new zone
associated with the
customer

Room number

Room	Check in	Time	Check out	Time
101	01/04/2011	11:00	06/04/2011	09:30
102	01/04/2011	11:00	06/04/2011	09:30

Pic. 18

Deletes the reservation (selected
from the list of reservations
associated with the customer).

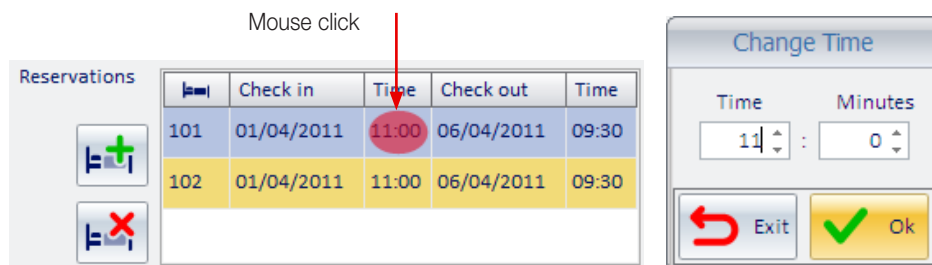
The list of reservations (room/
period) currently associated
with the customer.

From the window shown in picture 18, you can change the **Check-in** and **Check-out** dates of the selected customer clicking the desired date; the Workspace in pic. 2 is displayed, from which the reservation can be edited through the usual procedure described in chap. 4.

Client Detail


From the window shown in picture 18, you can also change the **time** of arrival and the **time** of departure of the customer;


Again, simply click the desired hour (pic. 19) and set the new time through the window shown in pic. 20.



Pic. 19

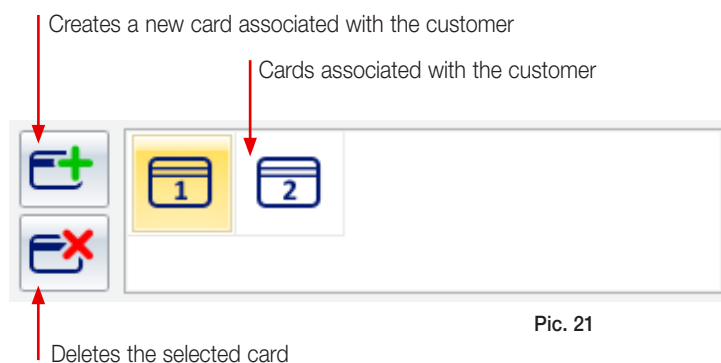
Pic. 20

By clicking  the Workspace shown in pic. 2 is displayed and, through the procedure described in chap. 2, you can create the new reservation to be associated with the customer. The reservation list will then display the row corresponding to the newly created reservation.

To delete a reservation from the list, simply select the row corresponding to the reservation to delete and click .





9.4 LIST OF ACCESS CARDS CREATED FOR THE CUSTOMER

Picture 21 shows the area that displays the list of cards associated with the selected customer.



Pic. 21


Based on the associated rights, each card can have access to the different statuses shown in the following table:

Graphical symbol	Status	Status description
	Not Recorded	The card was created at a logical level. It exist in the Well-Contact Suite software database but has not yet been programmed (physically) and it has not been activated (the data concerning the access of the card has not been sent to the automation system yet). The access provided for this card is still not allowed.
	Registered Not Activated	The card was created at a logical level. The card has been programmed (physically) but has not yet been activated (the data concerning the access of the card has not yet been sent to the automation system). The access provided for this card is still not allowed.
	Activated	The card was created at a logical level. The card has been programmed (physically). The card has been activated. The access provided for this card is allowed.
	Locked	It is a card that was active, but then all access initially scheduled for this card was locked. All rights of access provided for this card have been revoked.

The cards rights of access can be edited at any time from the detail area which will be described in chapter 10.

9.4.1 Duplicate card creation

To create a duplicate of an existing card listed among those associated with the customer, simply:

- click the card you want to duplicate;
- click the button 

The newly created card will be a duplicate of the selected card and will have the same rights of access.

9.4.2 Automatic creation of the cards

To speed up operations that are performed more frequently, the software provides for the automatic creation of access cards.

After creating the reservation, when the "Customer Detail" window appears (pic. 16) and the customer's Last name is entered (thus associating the customer with the related reservations), as many cards as the reservations are created automatically .

The cards created automatically allow access only to the room related to the reservation that generated it (this is to ensure that exclusive access is guarantees for each room associated with the customer).

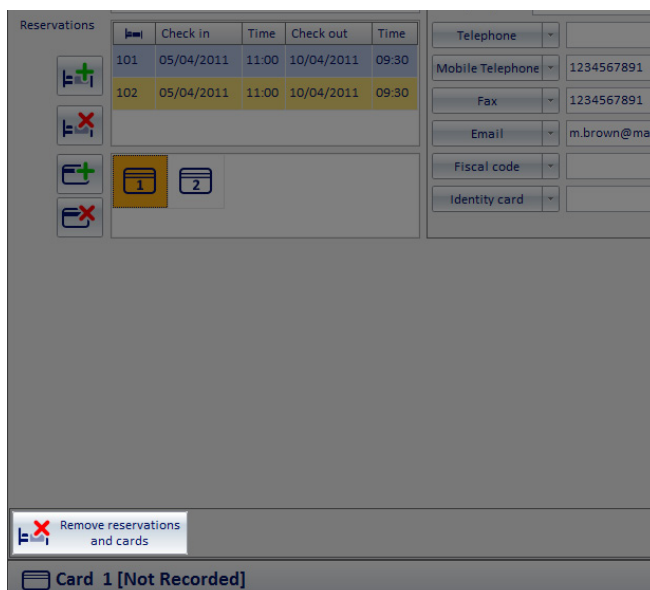
Chapter 10 will show the procedures by which a card is assigned access rights to other rooms associated with the same customer, as well as to the common areas for which also a time frame will be set.

Client Detail

9.5 CONTEMPORARY DELETION OF RESERVATIONS AND ASSOCIATED CARDS

The **Delete Reservations and Cards** button (pic. 22) appears in the "Customer details" window only for the period between the adding of the reservation(s) and the check-in.

The button lets you delete all data related to reservations and access cards associated with them.



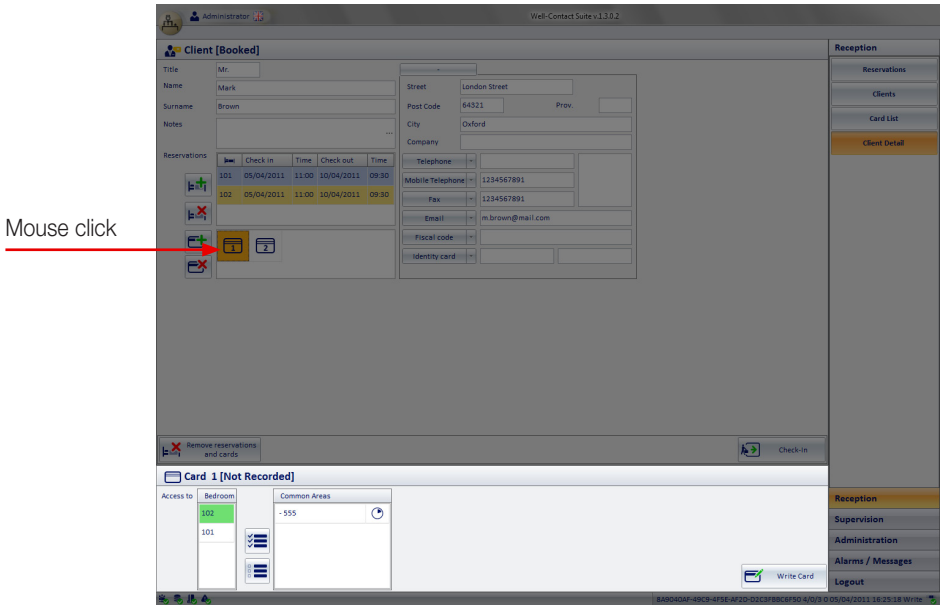
Pic. 22

The same operations can also be performed using the **Delete Reservation** (pic. 18) and **Delete access card** (pic. 19) buttons.

Using the **Delete Reservations and Cards** button is still faster and more convenient when you have to erase all data related to the reservations of a customer.

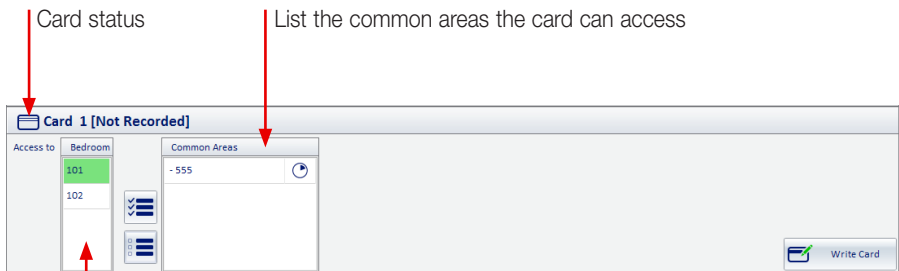
10. ROOM ACCESS

Picture 23 shows the "Customer Detail" window; it displays the area (pic. 24) where all the data related to the card selected among those which are inside the customer/reservation data area.



Pic. 23

To view this area, after creating one or more cards (chap. 8.4), simply select the card in question (pic. 23).



Pic. 24

Room access

The rooms that can be accessed are highlighted in green by the software (such as room 101 in picture 24).

When a customer is associated with more rooms booked, the software automatically creates a card for each room that allows access only to it.

You can then add access privileges to the customer cards also for other rooms booked, the choice can be made selectively on each card (par. 10.1).

This way you can, for example, allow card 1 to access room 101 and room 102, but allow card 2 to access only room 102.

10.1 GRANT A CARD RIGHTS TO ACCESS ANOTHER ROOM

To grant a card rights to access a room, simply:

- click the box with the room number whose access rights you want to copy (in this stage, the status icon of the card is white);
- after selecting the room, the card's status icon turns green.

The adding of access rights to the room is then completed.

10.1 DENY A CARD RIGHTS TO ACCESS ANOTHER ROOM

To deny a card rights to access a room, simply:

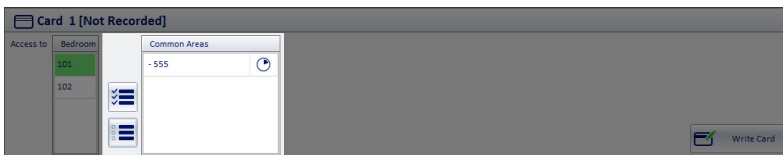
- click the box with the room number whose access rights you want to revoke (in this stage, the status icon of the card is green);
- after selecting the room, the card's status icon turns white.

The revoking of access rights for the room is then completed.

11. COMMON AREAS ACCESS

In picture 25 the area, a list of "Common Areas" to which the selected card provides access is highlighted.

Common areas that are granted access are highlighted in green while those the card cannot access are highlighted in white.



Pic. 25

In the common areas access list are displayed all the rooms associated with the customer and included in the list of reservations.

NOTE: access to the common areas has the checkout date as the expiry date for the selected customer.

Example: Mr. Smith has booked two rooms, 101 and 102, and is granted access to the common area "Pool". Checkout for room 101 is scheduled for August 10, while checkout for room 102 is scheduled for August 12. Mr. Rossi will be granted access to the common area "Pool" until August 10.

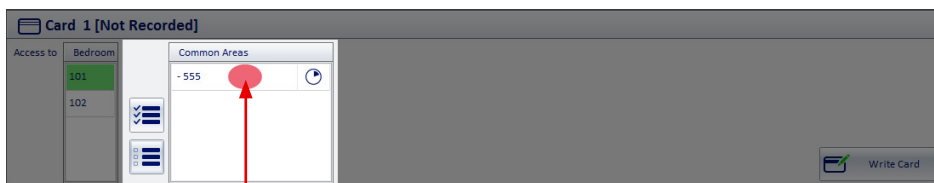
Room access

11.1 GRANT A CARD RIGHTS TO ACCESS A COMMON AREA

To grant a card rights to access a common area, simply:

- select the box with the common area number to be activated (in this phase the card's status icon is white);
- after selecting the common area, the card's status icon turns green (pic. 26).

The adding of access rights to the common area is then completed.



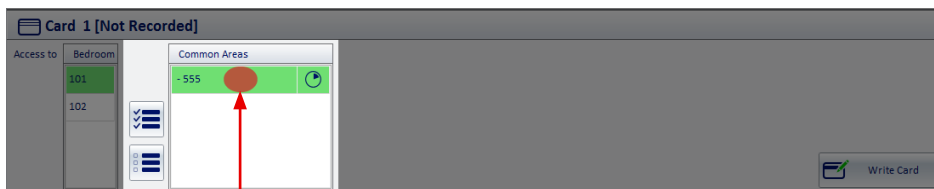
Pic. 26

11.2 DENY A CARD RIGHTS TO ACCESS A COMMON AREA

To deny a card rights to access a common area, simply:

- select the box with the common area number to be deactivated (in this phase the card's status icon is green);
- after selecting the common area, the card's status icon turns white (pic. 27).

The revoking of access rights for the common area is then completed.

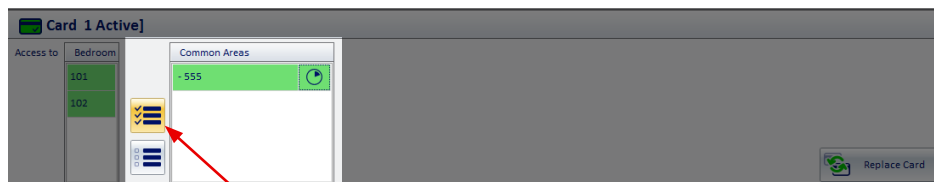


Pic. 27

Room access

11.3 GRANT OR DENY CARD ACCESS RIGHTS FOR ALL COMMON AREAS

To grant a card rights to access all common areas, simply click the  button, as shown in pic. 28.



Pic. 28


Mouse click

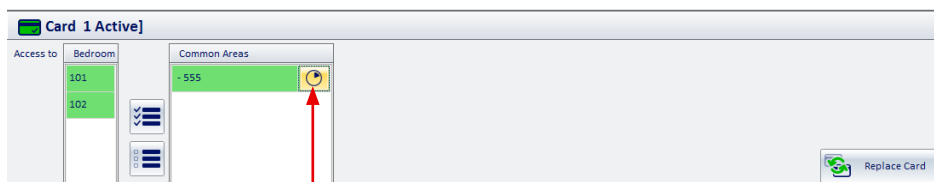
When finished, all the rows corresponding to the common areas will be highlighted in green.

To deny a card rights to access all common areas, simply click the  button.

When finished, all the rows corresponding to the common areas will turn white.

11.4 TIME FRAMES FOR ACCESS TO COMMON AREAS

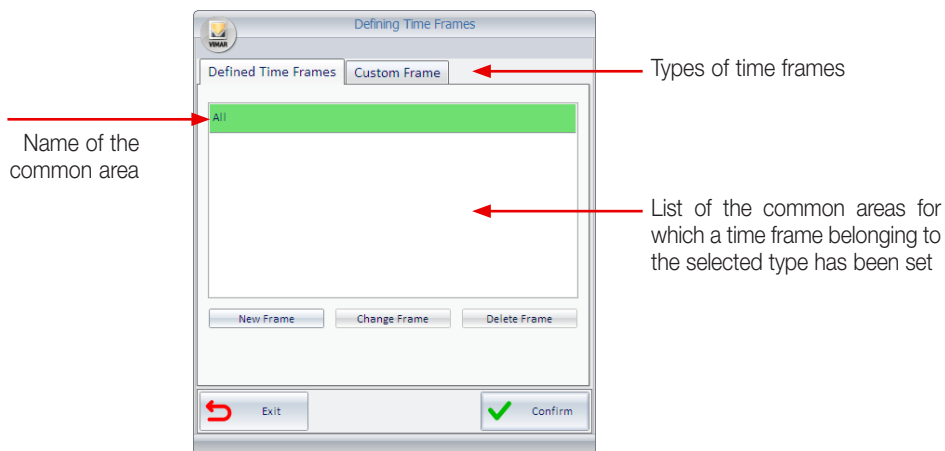
To set the time frames for a card to access a common area, click the symbol  associated with the desired common area (pic. 29).



Pic. 29


Mouse click

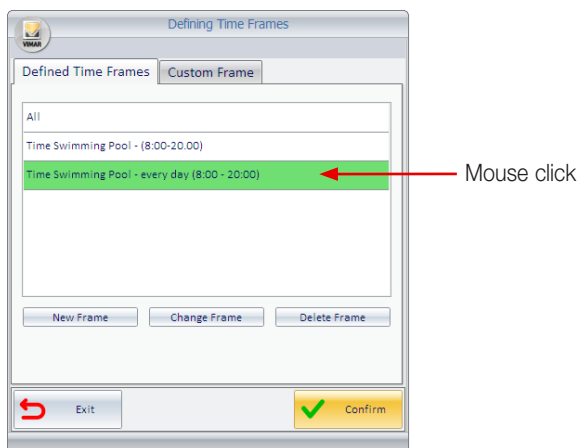
A window appears for setting the desired time frames (pic. 30).



Pic. 30

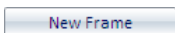

11.4.1 Definite Time Frames

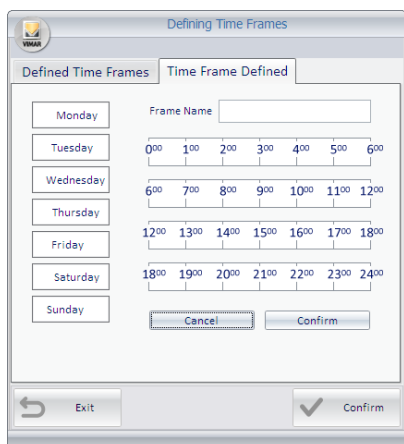
- To associate a default time frame with a particular card, simply:
 - on the list, click the row corresponding to the desired area and time frame (pic. 31);
 - click the button 



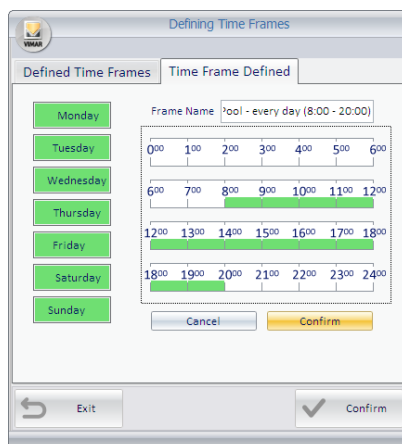
Pic. 31

Room access

- To create a new default time frame:
 - click on the button  (pic. 30) that displays the window for configuring days and hours (pic. 32);
 - in "Frame Name" enter the a description that identifies the time frame;
 - define the time frame selecting the boxes corresponding to the hours when you want to grant access to the common area (the selected hours will be highlighted in green);
 - define the days on which enabling the time frame by clicking on those of interest (the selected days will be highlighted in green);
 - click  (pic. 33).

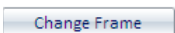
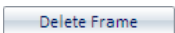


Pic. 32



Pic. 33

Please note that To exclude one or more previously selected days or hours from the time frame, simply select the boxes again (the color will turn from green to white).

- To edit a default time frame:
 - on the list, click the row corresponding to the time frame to edit (which will be highlighted in green);
 - click  to display the window in pic. 31;
 - then change the days and/or hours in a similar way as described for the creation of a new time frame.
- To delete a default time frame:
 - on the list, click the row corresponding to the time frame to delete (which will be highlighted in green);
 - click .


WARNING: The software automatically creates the default **ALL** frame, that allows access at all hours and all days of the week.

11.4.2 Custom Frame

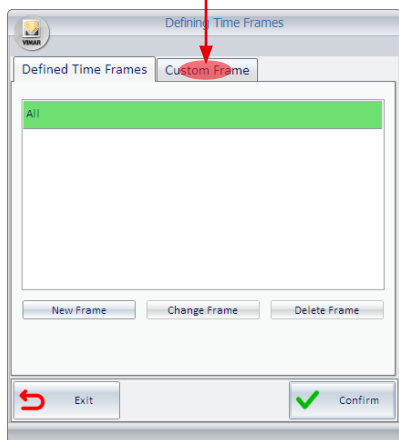
If, for a customer, you need to create a time frame other than those associated with all the other users, without storing it for future use, you can use the "Custom Frame" option.

To speed up the setting, you can create a custom time frame starting from the default one that is most similar to the one you want to create.

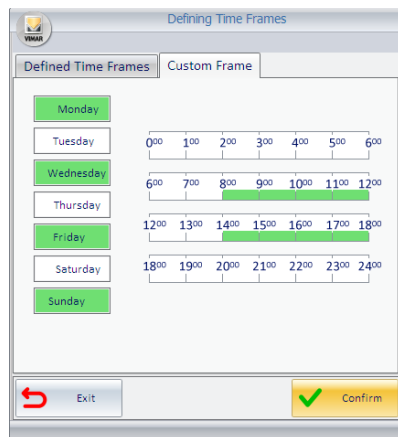
To create a custom time frame, simply:

- view the list of default time frames and click the row that most resembles the one to customize;
- click **Custom Frame** (pic. 34);
- then change the days and/or hours in a similar way as described for the creation of a new time frame.
- click 

Mouse click



Pic. 34



Pic. 35


This time frame is then stored and associated with a specific card to access the selected common area. Next, accessing the setting of the custom time frame for the same common area associated with the same card again, the time frame previously set will be repropounded.

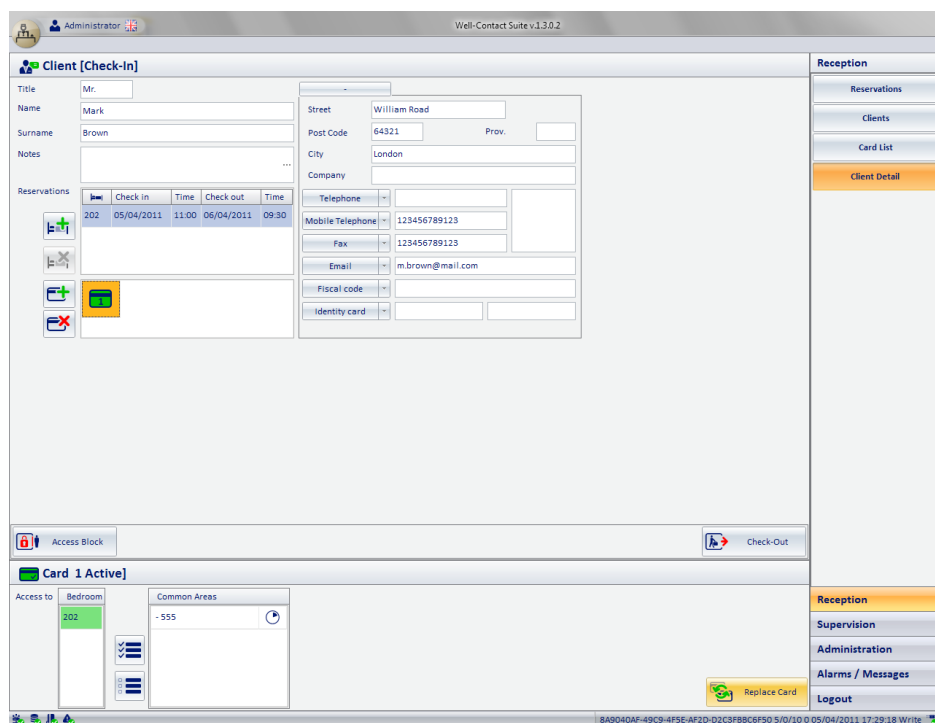
Card writing

12. CARD WRITING

This option allows you to write a card before the customer arrives at the hotel and is checked-in. After the writing, a card still can't be used until it's activated, which is always done through the check-in procedure (but there's no need to insert the card in the programmer again).

To write a card for a customer in advance, proceed as follows:

- Insert the card to be written (programmed) into the card programmer (all data previously stored on the card will be deleted and replaced by new data).
- From the list of cards associated with the customer, select the one you want and click  Write Card (pic. 36).



Client [Check-in]

Title: Mr. Name: Mark Surname: Brown Notes: ...

Reservations:

	Check in	Time	Check out	Time
202	05/04/2011	11:00	06/04/2011	09:30

Street: William Road Post Code: 64321 Prov.: City: London Company: Telephone: Mobile Telephone: 123456789123 Fax: 123456789123 Email: m.brown@mail.com Fiscal code: Identity card:

Reception

- Reservations
- Clients
- Card List
- Client Detail**

Card 1 Active

Access to: Bedroom 202 Common Areas: - 555

8A9D4DAF-49C9-4F5E-AF2D-D2C3F8BC6F50 5/0/10 0 05/04/2011 17:29:18 Write

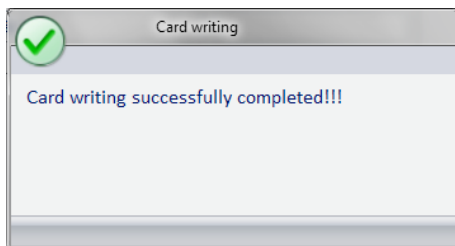
Pic. 36

If the operation is successful, the window in pic. 37 appears for a few seconds, while if it isn't successful you will see the window shown in pic. 38.

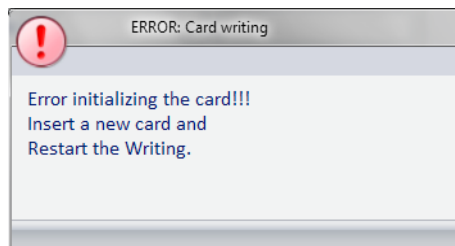
Failure to write a card and then the error message could be due to:

- card inserted in the programmer incorrectly;
- defective card.

Card writing

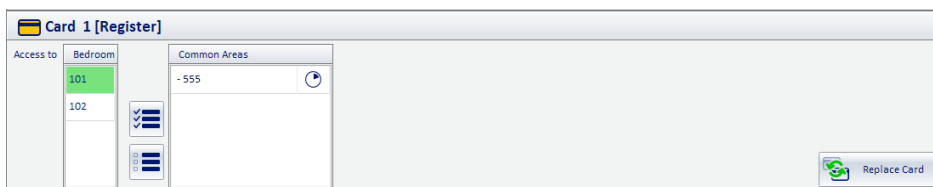


Pic. 37



Pic. 38

The correct writing of the card is highlighted by the change of status of the associated icon (pic. 39).




Pic. 39

12.1 CARDS REPLACEMENT

This option is used to create a card that replaces a previously programmed one, and then with the same rights of access as the one which is then disabled.

This is useful if the customer loses his card and asks for another one.

To replace a card, proceed as follows:

- From the list of cards associated with the customer, select the one you want to replace;
- Insert a new card into the card programmer;
- Click  Replace Card

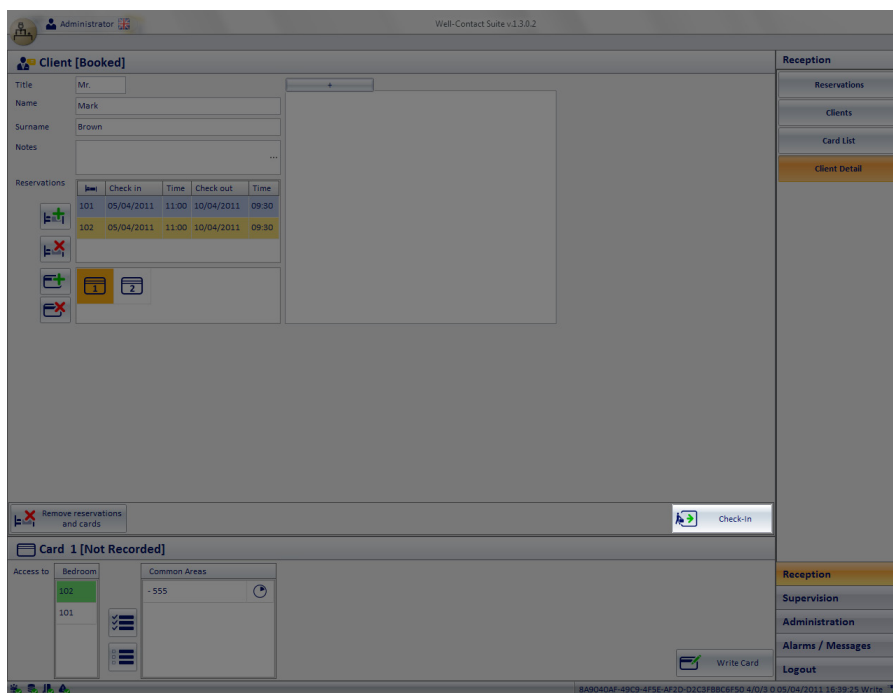
Again, if the writing (and replacement) of the card is successful the software displays the window in pic. 37 for a few moments, while, otherwise, you will see the window shown in pic. 38.

Card writing



12.2 THE "CHECK-IN"

The **Check-in** button (pic. 40) appears in the "Customer details" window only for the period between the creation of the reservation and the customer's check-in.

This button starts the check-in and **should be pressed when the customer arrives to the accommodation** and the cards to access the booked room (or rooms) and the provided common areas are delivered to them.



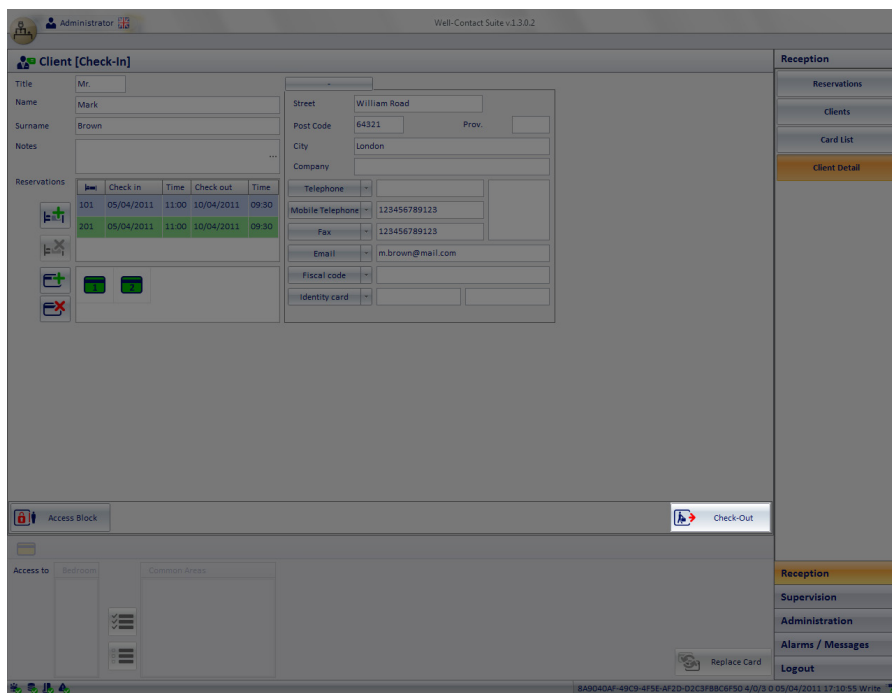
Pic. 40

- To activate the pre-programmed card (chap. 11), simply click the button  Check-in (it is not necessary for the card to be inserted in the programmer).
- If the card associated with the room booked by the customer who is being checked-in has not been previously written (programmed), clicking  Check-in will start the programming. In this case the card must be inserted into the programmer (any previously stored data will be deleted) and, after the check-in, it must be enabled by following the procedure described in chap. 13.1.

12.3 THE "CHECK-OUT"

The **Check-out** button (pic. 41) appears in the "Customer details" window only after the check-in or if at least one card has been created and activated for the customer.

This button starts the check-out and must be pressed when the customer leaves the accommodation and then you want to revoke all rights of access that were assigned at the check-in (rooms and/or common areas).



Pic. 41

To check out the selected customer, simply click

After the check-out procedure:

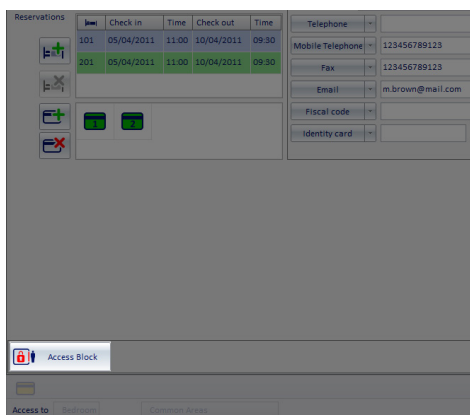
- the status of the customer turns to "Archived" (if the customer has no other "active" reservations);
- the status of the rooms turns to "free" and the symbol of the reservation is deleted from the planner;
- all the cards associated with the user are disabled.
- the room thermostats return to the default temperature.

Card writing

12.3 LOCKING AND UNLOCKING ACCESS

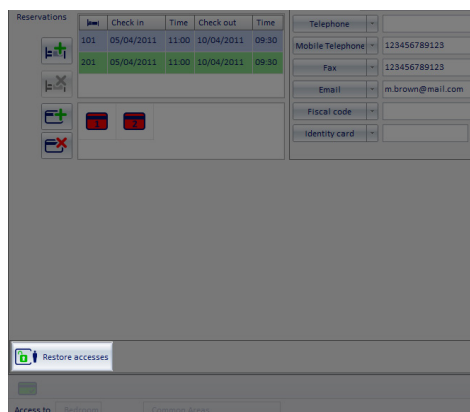
The **Lock Access** button (pic. 42) appears in the "Customer details" window only after the check-in or if at least one card has been created and activated for the customer.

The button locks all access to the room booked by the customer, temporarily revoking the access rights for the cards associated with them.



Pic. 42

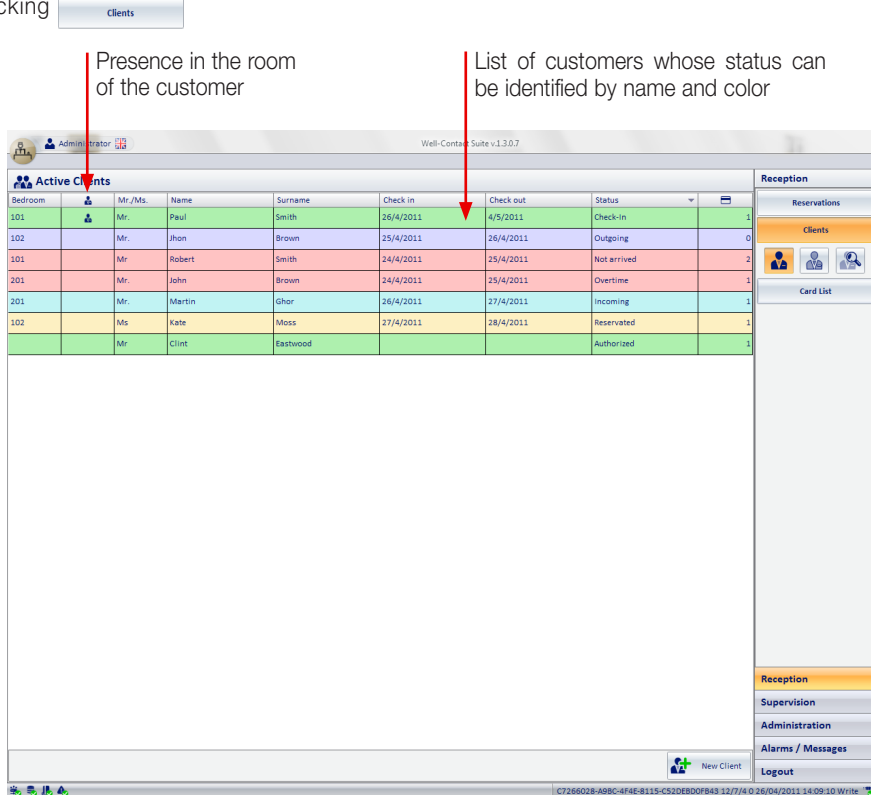
The operation may be canceled by pressing the **Unlock Access** button, which appears in the "Customer details" window only after enabling the access locking procedure for the customer (pic. 43). Pressing **Unlock Access** restores all previously revoked access privileges.



Pic. 43

13. CUSTOMERS




From the **Reception** window shown in pic. 2 you can access the Customers section by clicking



Pic. 44

The window shown in pic. 44 displays the complete overview of the rooms associated with each customer, as well as the status of each of them.









This window, in addition to the statuses described in par. 9.1 of the reservation section, also displays the information about the checking (check-in, departure, etc.) of the reservations for every customer.

- Clicking  displays only the list of "Active" customers (those listed as guests who will arrive due to reservation).
- Clicking  displays only the list of "Archived" customers (those with no active reservation but who were once guests of the accommodation).
- Clicking  activates the search window in the displayed customer list (the search is performed by last name).

Customers

- Referring to any column shown in pic. 44, you can sort the data it contains.
To do this, just click the description related to the desired column (e.g. "Name", "Check-in", etc.) and each click of the mouse will sort it, alternately, in an ascending or descending order.

The table below lists all the possible statuses the customer can take in relation to the associated description and color.

Potential customers status				
Status	Status color	Reserva- tion Status	Description	Displayed in the list:
Booked		Booked	The customer made a reservation that was included in the database. Customer data has been entered into the database. The customer has not yet been checked in (for at least one of the rooms booked by the customer).	Customers Active
Coming Soon		Booked	The customer is in a state of "Booked" and their arrival at the hotel is planned for the current day.	Customers Active
Not Arrived		Booked	The customer p is in a state of "Booked" and although the day of his alleged arrival (first day of the reservation) is already past, they have not been checked-in yet. This situation is made known by the software through a warning message that asks the user whether or not to keep the reservation.	Customers Active
Check-In		Check-In	The customer made a reservation that was included in the database. Customer data has been entered into the database. An access card (one or more access cards) has been created for the customer. The customer has been checked in (for at least one of the rooms booked by the customer). It's a customer who arrived at the hotel, was checked in and has not left the hotel yet (he has not been checked-out).	Customers Active
In Check out		Check-In	The customer is currently in a check-in status and the last day of the reservation coincides with the current day, we expect the customer to be checked out.	Customers Active
Overtime		Check-In	The customer is currently in a check-in status and the last day of the reservation has passed without the check-out. This situation is made known by the software through a warning message.	Customers Active
Authorized		Authorized	Customer data has been entered into the database. The customer has not reserved any rooms but an access card (one or more cards) has been created (from the logical point of view) and activated to access common areas. It's a customer who arrived at the hotel, was checked in (or rather, the card has been activated for access to common areas) and they not left the hotel yet (they weren't checked out).	Customers Active
Locked		Locked	From the status of check-in, all rights of access to the rooms booked by the customer have been revoked. The cards that give access to the customer's rooms have not been deleted but they have been disabled (You can re-activate the cards with the operation of "unlock").	Customers Active
Archive		Archive	Customer data has been entered into the database, and at the moment: <ul style="list-style-type: none"> There are no reservations under their name. There are no active cards in their name. It is typically the condition of a customer who was previously a guest of the hotel, or that has made at least one reservation.	Customers Archive

13.1 The “New Client” button

Pressing the “New Client” button you can go to the subsection “Client Detail” with a blank card to enter a new client’s data.

It’s the same card as can be accessed also by creating a new reservation from the planner and confirming that reservation (except for the fact that, in this case, the list of associated reservations displays the reservations included in the planner during the previous phase).

Note: When inserting the last name of a new client, the “Cancel” button is displayed on bottom left, which allows instant cancellation of the reservation.

If you do this, the name on the reservation will be deleted, that is not saved to the Software.

13.2 The “Remove selected” button

Pressing the “Remove selected” button, one or more names can be removed from the client archive.

The “Remove selected” button becomes active after selecting one or more entries in the list by pressing the corresponding check-box in the “Remove” column. The check-box in the description cell of the “Delete” column allows you to select/deselect all entries in the list.

The screenshot displays the Well-Contact Suite v. 1.6.3.0 interface. The main window is titled "Client Archive" and contains a table with the following columns: Mr./Ms., Name, Surname, Check in, Check out, Last, and Remove. The table lists three clients: Robert Smith, Frank Brown, and Rose Jones. The "Remove" column for each client has a checkbox. The "Remove" checkbox for Frank Brown is checked. Below the table, there is a large empty space. On the right side, there is a sidebar titled "Reception" with a "Reservations" section and a "Clients" section. The "Clients" section has three icons representing different client types. Below the sidebar, there is a "Card List" section. At the bottom of the interface, there is a status bar with a "Remove selected" button (highlighted with a red box) and a "New Client" button (highlighted with a green box). The status bar also shows "Device connection broken".

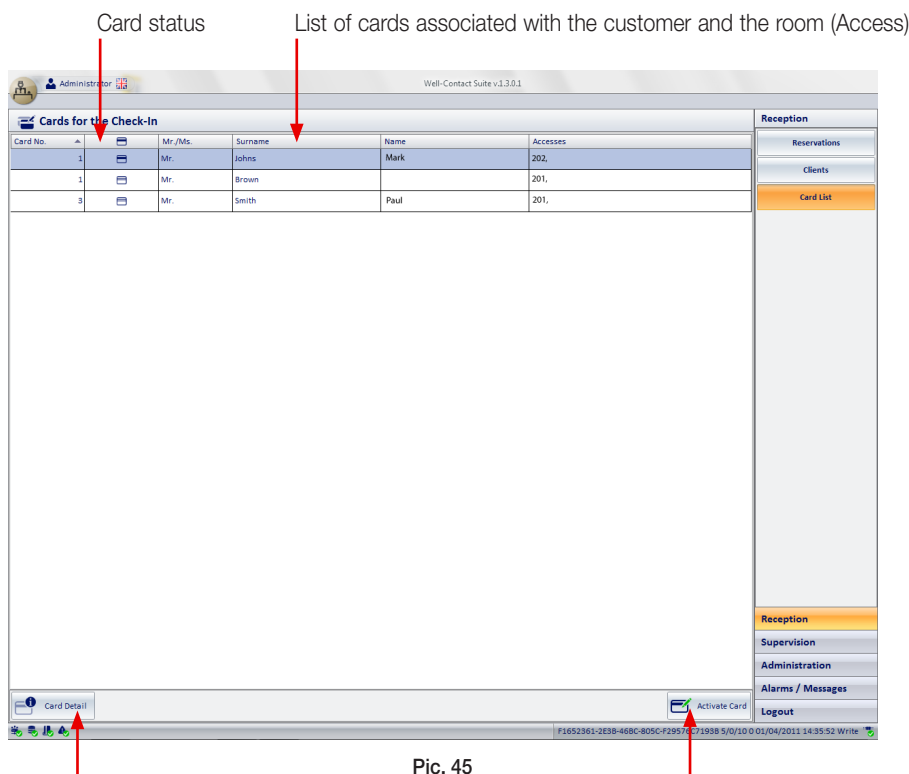
Mr./Ms.	Name	Surname	Check in	Check out	Last	Remove
Mr.	Robert	Smith				<input type="checkbox"/>
Mr.	Frank	Brown				<input checked="" type="checkbox"/>
Mrs.	Rose	Jones				<input type="checkbox"/>

Card section

14. CARD SECTION

From the **Reception** window (pic. 2) you can access the Cards list section by clicking



Card List



Pic. 45

Displays the selected card details (in blue) opening the window shown in pic. 36.

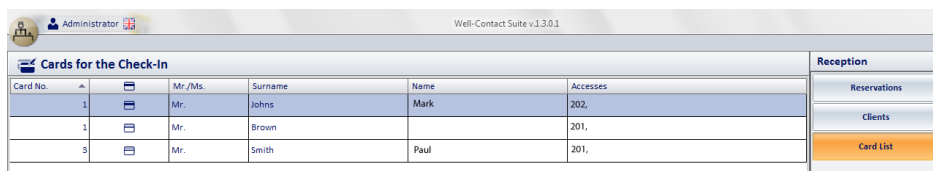
After the check-in procedure, it enables the selected card (in blue), making it operational.

Symbol	Status	Description
	Not Recorded	The card was created at a logical level. It exists in the Well-Contact Suite software database but has not yet been programmed (physically) and it has not been activated (the data concerning the access of the card has not been sent to the automation system yet). The access provided for this card is still not allowed.
	Registered Not Activated	The card was created at a logical level. The card has been programmed (physically) but has not yet been activated (the data concerning the access of the card has not yet been sent to the automation system). The access provided for this card is still not allowed.

14.1 ACTIVATING THE CARD

The  button activates and makes operational the selected card.

- From the cards list, select the one you want to activate (it will be highlighted in blue as shown in pic. 46).



Card No.	Mr./Ms.	Surname	Name	Accesses
1	Mr.	Johns	Mark	202,
1	Mr.	Brown		201,
3	Mr.	Smith	Paul	201,

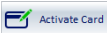
Pic. 46

- Click  ; you are guided through the activation of the card.

This phase may include the following situations:

1. The "Cards List" window appeared after clicking Check-In (pic. 41) without previously writing the card.

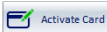
In the list of the cards to be activated are displayed (with the "Not written" status) those associated with the customer you are checking in.

- Insert a card into the card programmer.
- Select the card you want to activate and click the button  or double click the row associated with the card.
- The end of the card writing procedure (after which you can remove the card from the programmer) is indicated by the message shown in pic. 37.

In the cards list, once the card has been activated, the row associated with it is deleted.

2. The "Cards List" window appeared after clicking Check-In (pic. 41) after writing the cards (at least two of them).

In the list of the cards to be activated are displayed (with the "Written, Not activated" status) those associated with the customer you are checking in.

- Select the card you want to activate and click the button  or double click the row associated with the card.
- The card is then activated.

Warning: If the list of the cards associated with the customer also displays those which have not yet been written, you must insert a card into the programmer, since the procedure will program and activate it.

SUPERVISION AND ALARMS SECTION

Index

1. MAIN WINDOW	44
2. ZONE MANAGEMENT	44
3. EVENTS LIST	60
4. ALARMS	61

Main Window - Zone management



1. MAIN WINDOW.

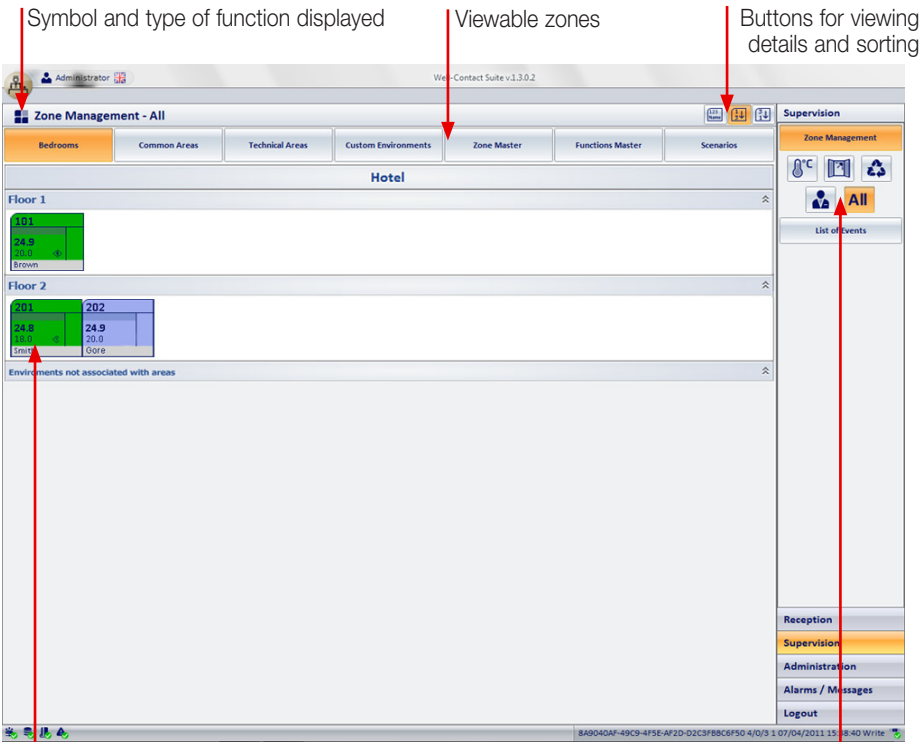
The "Supervision" section allows you to manage the system displaying the device status and controlling them. From a topological point of view, the whole system is divided into areas or zones and, in addition to the direct control of single devices, you can manage groups of devices using scenarios, functions and zones.

2. ZONE MANAGEMENT.

To access the "Zone Management" window (pic. 47), select **Supervision** from the main window (pic. 1) and click **Zone Management**.

2.1 Show or hide sections of the "Rooms" and "Public Areas"

In the display windows of the "Rooms" and "Public Areas" each section in which the system has been divided (e.g. subdivision by floors of the building) can be made visible or not visible. To show or hide a certain section of the system, press  and  on the right side of the bar with the description of the desired section.



Symbol and type of function displayed

Viewable zones

Buttons for viewing details and sorting






Environments in the selected zone and associated data.

Selection buttons for the function to view.




Pic. 47

Zone management

Symbol and type of function displayed.

Symbol in the Title	Title	Description
	All	Every environment in the selected area is represented by a graphical symbol that shows the status of the main features of the devices installed in the environment itself. This view is not available for all selected areas.
	Temperature	Every environment in the selected area is represented by a graphical symbol that shows the status of the main features of the thermostats installed in the environment itself. This view is not available for all selected areas.
	Windows	Every environment in the selected area is represented by a graphical symbol that shows the opening status of the windows in the environment. This view is not available for all selected areas.
	Cleaning up	Every environment in the selected area is represented by a graphical symbol that shows the opening status of cleanliness of the environment. This view is not available for all selected areas.
	Presence of	Every environment in the selected area is represented by a graphical symbol that shows the opening status of present of the customer in the environment. This view is not available for all selected areas.

Buttons for viewing details and sorting.

Symbol	Function	Description
	Displays optional description	Allows you to display an optional additional row among the graphical symbols of the elements in the areas, for the display of a description, optional and additional, of the environment itself. E.g. It can be used to display the name assigned to the rooms, in the accommodations where the rooms, are associated with a name or description (e.g., Green Room) as well as with a number.
	Ascending order	Sorts the elements of the area by the number assigned, in ascending order. E.g. Rooms sorting order is based on the room number.
	Descending order	Sorts the elements of the area by the number assigned, in descending order. E.g. Rooms sorting order is based on the room number.

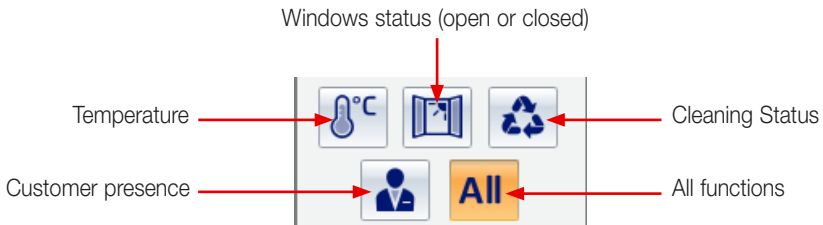
Zone management

Viewable zones.

Title	Description
Rooms	In this set of areas, all areas of the accommodation intended as rooms are represented. The room is typically an environment that can be booked by a customer who can use it exclusively during the reservation period.
Common Areas	In this set of areas, all areas of the accommodation intended as common areas are represented. The common area is typically an environment that cannot be reserved by customers, and cannot be used exclusively during the period of stay at the accommodation. Examples of common areas: swimming pools, parking lots, saunas, etc..
Technical Areas	In this set of areas, all areas of the accommodation intended as technical areas are represented. The technical area is typically an environment that contains equipment for the management of the accommodation itself. Examples of technical areas are: furnace room, laundry, etc..
Environments Environments	These areas include all the environments you cannot fit into either of the above areas, or those "virtual" environments designed to provide software users with custom supervision windows. Examples of custom environments are: view of the status of all the smoke sensors of the accommodation, etc..
Zone Master	These areas include all the zone masters that were created during the configuration. These are "virtual" zones. Examples of zone master: north side rooms, etc.
Functions Master	These areas include all the functions masters that were created during the configuration. These are "virtual" zones. Examples of functions master: north side rooms, etc.
Scenarios	These areas include all the scenarios that were created during the configuration. These are "virtual" zones.

Zone management







Selection buttons for the function to view.



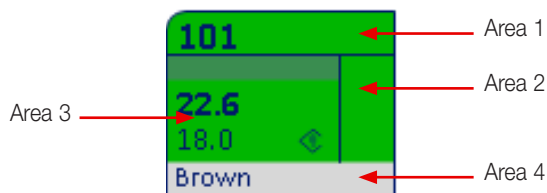
2.1 ROOMS

To view all the rooms, simply click the  button (pic. 47).

Rooms, regardless of the displayed features, take a different color based on their current status.

color	Status	Description
	Free room	The room is not occupied and not booked (at least for the current night).
	Room not available	The room has currently one of the following reservation statuses: booked room, checked in room (with customer inside the room).
	Checked in room	The room has currently one of the following reservation statuses: booked room, checked in room (with customer outside the room).
	Maintenance	The room is not available for customers, it was put under maintenance through the related option provided by the planner.
	Alarm in room	There was a level 1 or 2 alarm in the room . The alarm is in the status of "unresolved".
	Alarm in room (level 3 or 4)	There was a level 3 or 4 alarm in the room and there are no active alarms of level 1 or 2. The alarm is in the status of "unresolved".












The icon representing the room (pic. 48) is characterized by four areas whose meaning is shown in the tables below.





Pic. 48

Zone management

Area 1

Symbol	Data	Description
	Room number	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.
	Name of the Alarms	It is a text field that displays the name of the room (if you have entered it during the configuration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button  (Name).
	Room Alarms	<p>If an alarm event occurs, associated with the room, you'll see an icon for the type of alarm that occurs. If multiple alarm events occur simultaneously, only one symbol is displayed, starting from the one indicating the most serious alarm (depending on the level assigned, during the configuration, to the specific alarm).</p> <p>Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear.</p> <p>The following alarm symbols are provided:</p> <ul style="list-style-type: none">  : Request for assistance from the customer  : Fire Alarm  : Technical alarm  : Intrusion Alarm  : Flooding danger alarm  : Temperature is too high alarm  : Temperature is too low alarm  : Service in room request alarm
	Preconditioning state active	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

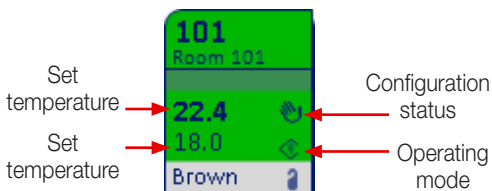
Area 2

Symbol	Data	Description
	Open room window status	If at least one bedroom window is open, you'll see the "Open Window" symbol. The symbol does not appear if all the windows in the room are closed.
	Room cleaning status	The symbol "Room to clean" appears if the room has to be cleaned (if you manage this feature).

Zone management

Area 3

Each thermostat present in this room is represented in the Area 3 with a symbol that contains description, measured temperature, set temperature, configuration status, operating mode, etc. Pic. 49



Pic. 49

Graphical Symbol	Thermostat Mode
	Comfort
	Standby
	Economy
	Anti-freeze
	Too Hot
off	OFF

A thermostat	Two thermostats	Three thermostats

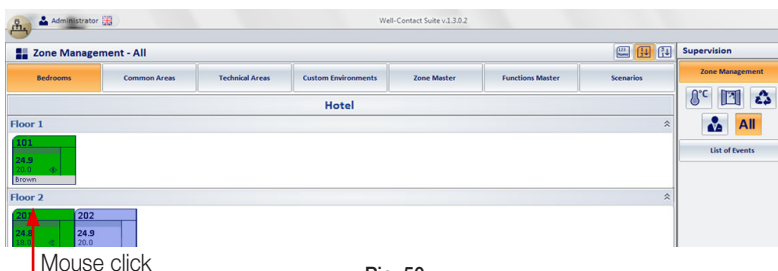
Area 4

Symbol	Data	Description
	Customer's last name	If the room is assigned to a customer (in one of the statuses: "Booked", "Checked-In, " "Locked"), you'll view the last name of the customer.
	Customer presence in the room	If the customer is in the room, you'll see the "Customer in he Room" symbol. The "customer in the room" information is given by the pocket transponder reader located inside the room
	Presence of Staff in the room	If the presence of room service staff is detected, you'll see the "service staff in the room" symbol. The "service staff in the room" information is given by the pocket transponder reader located inside the room when it detects a card of the Well-Contact system that's different from the "customer" type.
	Do Not Disturb	If the customer presses the button "Do Not Disturb", you'll see the sign "Do Not Disturb."

Zone management

2.1.1 Detail view of the room

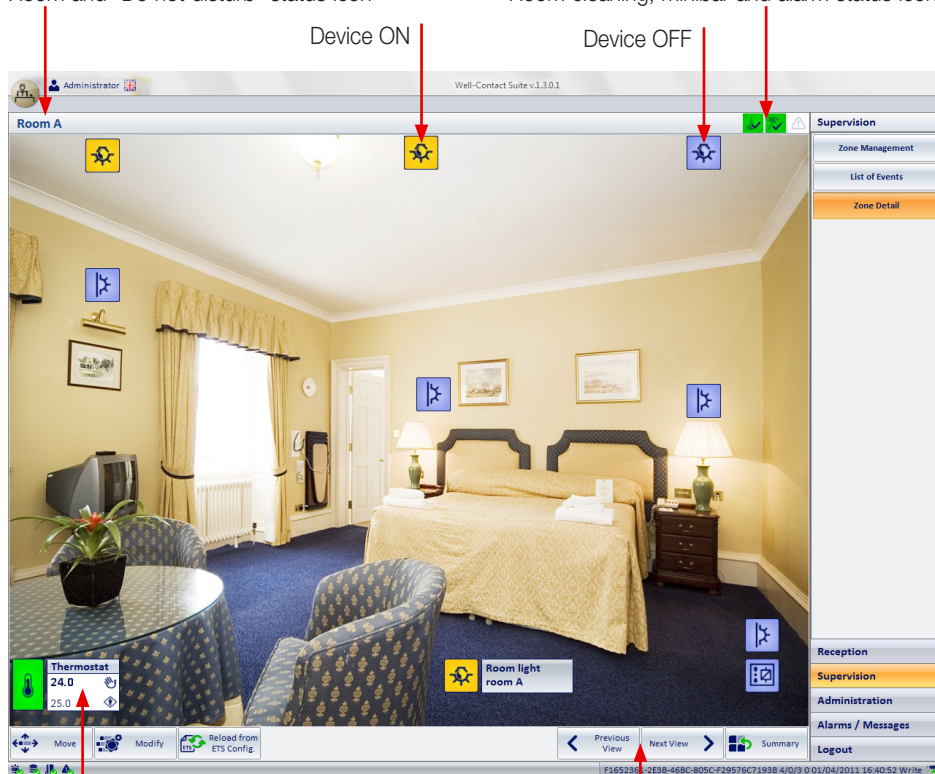
Clicking a room (pic. 50), you'll see the detailed view of the devices and functions (Pic. 51).



Pic. 50

Room and "Do not disturb" status icon

Room cleaning, minibar and alarm status icon




Pic. 51



Zone management



The icons in the detailed view of picture 51 have the following meanings:



- "Do not disturb" status icon




Graphical symbol	Description
	"Do not disturb" activated by customer
No symbol	Do not disturb" NOT activated by customer

- Room cleaning, minibar and alarm status icon

Graphical symbol	Description
	The room is clean (tidied up)
	The room needs cleaning (must be tidied up)

Graphical symbol	Description
	The minibar was checked by the staff.
	The minibar must be checked by the staff.

Graphical symbol	Description
	The preconditioning is not active in the room
	The preconditioning is active in the room

Graphical symbol	Description
	It is currently active at least an alarm associated with the room (5) of Level 1 or 2.
	It is currently active at least an alarm associated with the room of level 3 or 4 and there are no active alarms of level 1 or 2.
	There are currently no active alarms associated with the room.

Selecting the room cleaning and minibar status icon the setup window displayed in pic. 9 appears.

Zone management

Navigation buttons:



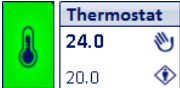
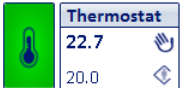
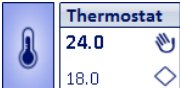
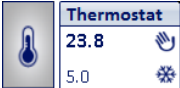
View and control of the devices

- **Devices ON/OFF**

The device status is displayed by a change in the color of the associated icon and clicking this icon, the command enable/disable or on/off is sent.

- **Thermostats.**

The thermostats are displayed as shown in pic. 49 and can take the statuses listed in the table below.

Symbol thermostat	Mode of Operation	Description
	Comfort	The thermostat is operating in <i>Comfort</i> mode.
	Standby	The thermostat is operating in <i>Standby</i> mode.
	Economy	The thermostat is operating in <i>Economy</i> mode.
	OFF/Protection	The thermostat is operating in <i>OFF/Protection</i> mode.

Clicking the thermostat icon a window appears that allows you complete control and management of the device (pic. 52).

Zone management




The screenshot shows a web interface for 'Thermostat room C'. It features a temperature icon in a circle at the top left. The interface is divided into several sections: 'Status' with fields for Measured temperature (23.9 °C), Current Setpoint (5.0 °C), User Offset (0.0 °C), Current Operation (OFF / Protection), Current Fancoil Speed (0), and Current Seasonal mode (Heating); 'Settings [Heating]' with fields for Setpoint Comfort (20.0 °C), Standby (18.0 °C), Economy (15.0 °C), and Protection (5.0 °C), along with Operating mode (OFF / Protection) and Seasonal mode of operation (HEATING); and 'Fancoil speed advanced management' with 'Disabling' and 'Restore default' options. A 'Change Displayed Seasonal Mode' button is also present. At the bottom left, there is a red circular arrow icon and an 'Exit' button.

Pic. 52

2.2 COMMON AREAS

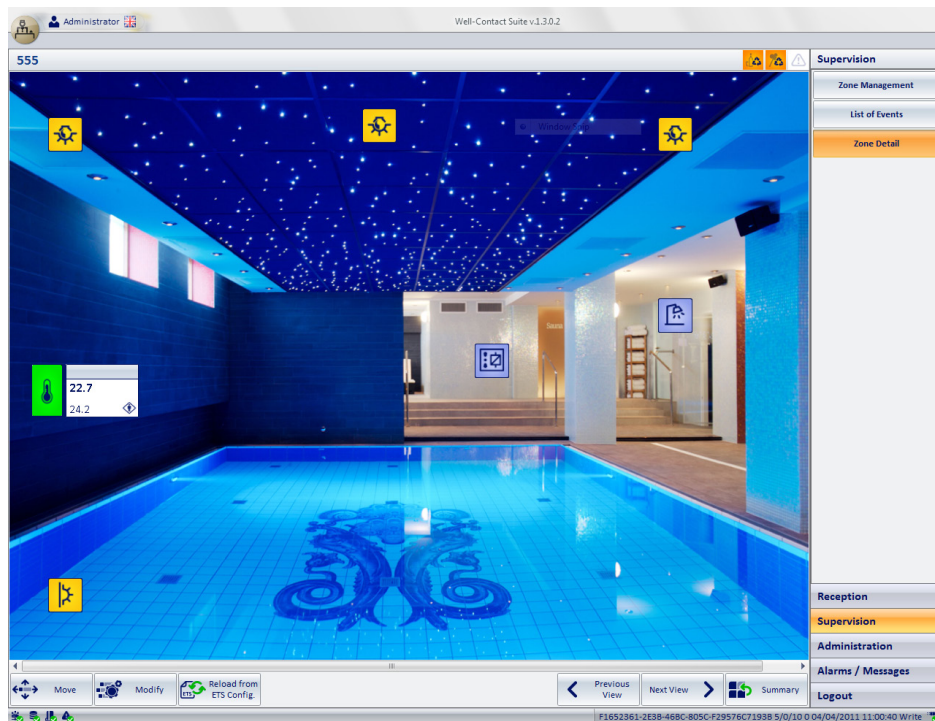
To view all common areas, simply click  (pic. 47).

Common areas, regardless of the displayed features, take a different color based on their current status.

color	Status	Description
	Common Area in "normal conditions"	View of the common area in "normal condition", in absence of alarms.
	Alarm in common area (level 1 or 2)	There was a level 1 or 2 alarm in the common area. The alarm is in the status of "unresolved".
	Alarm in common area (level 3 or 4)	There was a level 3 or 4 alarm and there are no active alarms of level 1 or 2 in the common area. The alarm is in the status of "unresolved".

Zone management

The viewing options for each area are made in a similar way as described above for the rooms. Thus, there are icons representing the type of the displayed function (chosen via the selection buttons) and clicking a common area the detailed view will be displayed (pic. 53).






Pic. 53

2.2 TECHNICAL AREAS

To view all technical areas, simply click  (pic. 47).

Technical areas, regardless of the displayed features, take a different color based on their current status.

color	Status	Description
	Custom environment in "normal condition"	View of the custom environment in "normal condition", in absence of alarms.
	Alarm in custom environment (level 1 or 2)	There was a level 1 or 2 alarm in the custom environment. The alarm is in the status of "unresolved".
	Alarm in custom environment (level 3 or 4)	There was a level 3 or 4 alarm and there are no active alarms of level 1 or 2 in the custom environment. The alarm is in the status of "unresolved".

Zone management

The viewing options for each area are made in a similar way as described above for the rooms. Thus, there are icons representing the type of the displayed function (chosen via the selection buttons) and clicking a technical area the detailed view will be displayed (pic. 54).






Pic. 54

2.4 CUSTOM ENVIRONMENTS

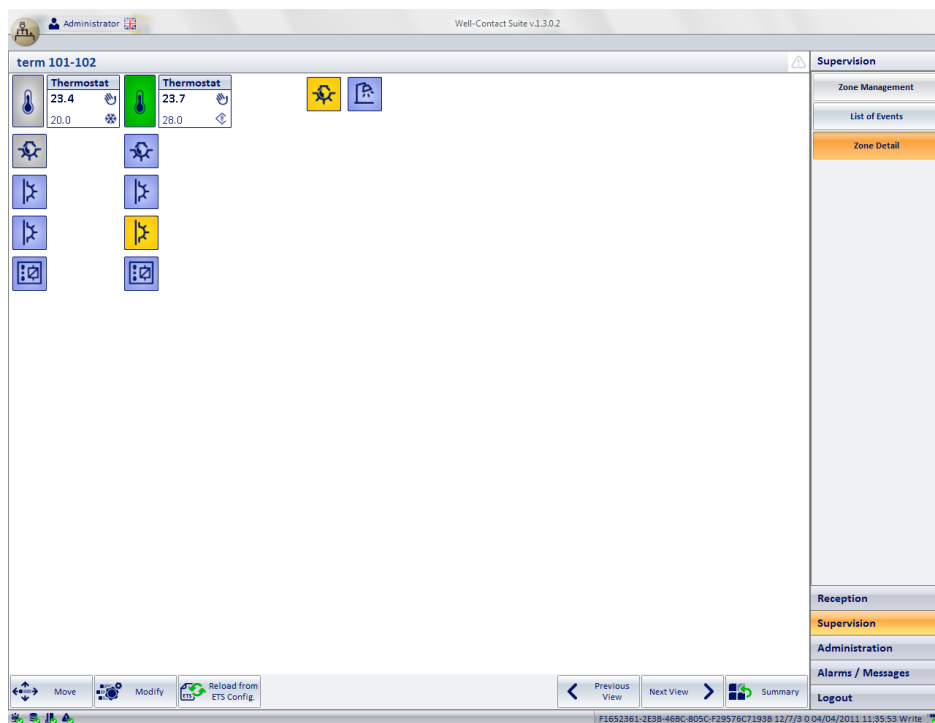
To view all custom environments, simply click [Custom Environments](#) (pic. 47).

Environments take a different color based on their current status.

color	Status	Description
	Custom environment in "normal condition"	View of the custom environment in "normal condition", in absence of alarms.
	Alarm in custom environment (level 1 or 2)	There was a level 1 or 2 alarm in the custom environment. The alarm is in the status of "unresolved".
	Alarm in custom environment (level 3 or 4)	There was a level 3 or 4 alarm and there are no active alarms of level 1 or 2 in the custom environment. The alarm is in the status of "unresolved".

Zone management


Clicking an environment will display the detailed view (pic. 55).



Pic. 55

2.4 ZONE MASTERS

The software allows you to create virtual environments containing virtual devices which, once associated with the real devices of the same type, send the same commands regardless of the status. Such environments are called "zone masters".

To view the Zone Masters, simply click  (pic. 47); the icon that represents a zone master is shown in pic. 56.

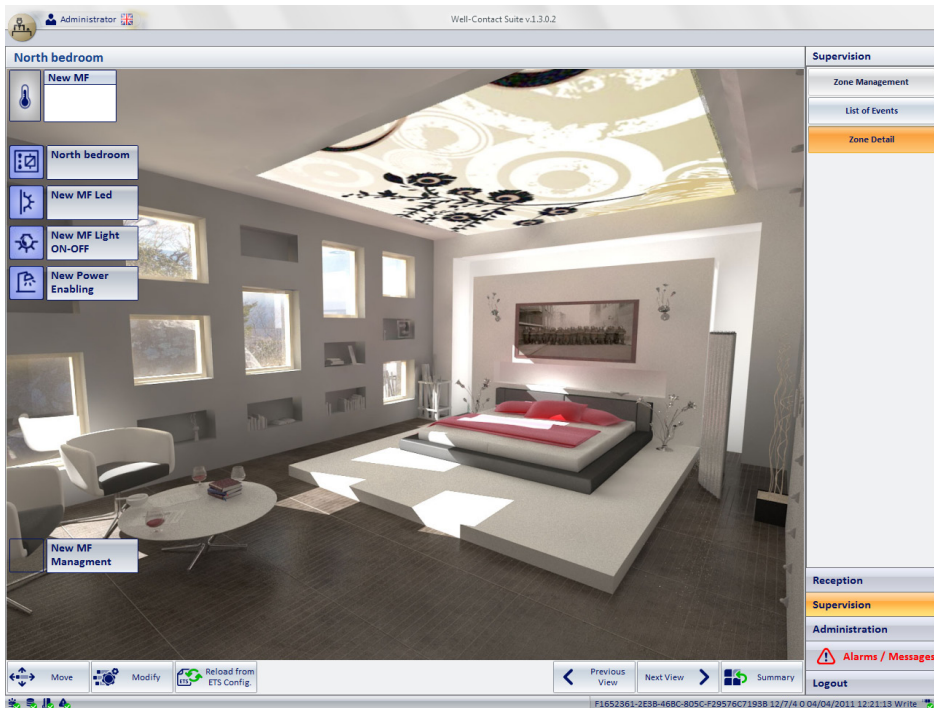


Pic. 56

Clicking a zone master will display the detailed view (pic. 57).

Zone management

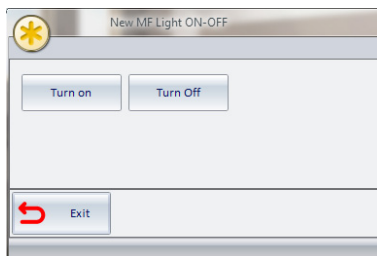
The detailed view of a zone master can be given the appearance of a (virtual) room and operating a device (also virtual) will operate all real devices associated with it.



Pic. 57

Control of virtual ON/OFF devices

1. Click the desired virtual device.
2. The window displayed in pic. 58 appears; select the command to send and then click **Exit**.

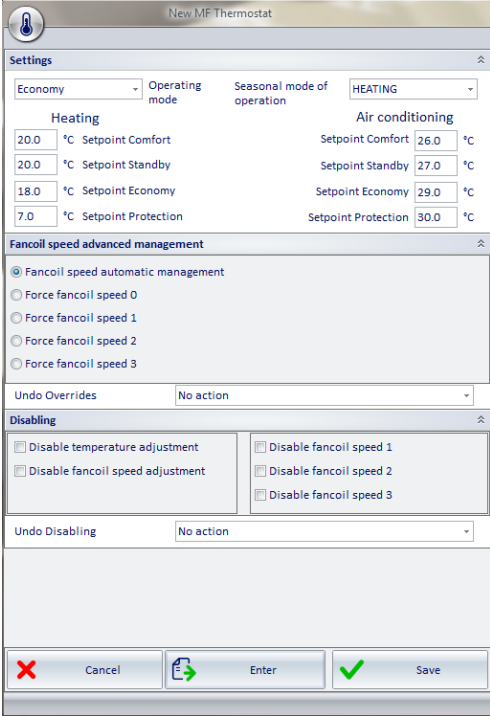


Pic. 58

Zone Masters

Control of the virtual thermostats

1. Click the desired virtual thermostat.
2. The window displayed in pic. 59 appears; conpicture the desired values and then click **Run**.



Pic. 59

Please note that The **Save** button allows you to save all settings data of the selected functions master. This is useful in the following two cases:

- store your settings to later send them to the thermostats associated with them.
- store the new settings for use on other zone masters.

Zone management

2.5 FUNCTIONS MASTERS

The software allows you to create virtual devices which, once associated with the real devices of the same type, send the same commands regardless of the status. Such devices are called "functions masters".

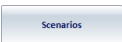
To view the Functions Masters, simply click  (pic. 47); the icon that represents a functions master is shown in pic. 60.

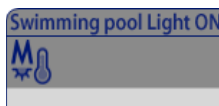


Pic. 60

Clicking a functions master will display the detailed view; the procedure for sending commands to the ON/OFF devices and the thermostats is the same as that used for the Zone Masters (p. 55).

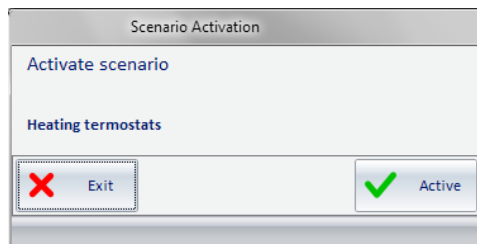
2.6 SCENARIOS

To view the available scenarios, simply click  (pic. 47); the icon that represents a scenario is shown in pic. 61.



Pic. 61

Clicking a scenario will display the detailed view (pic. 62); clicking **Activate** the scenario will be activated.



Pic. 62

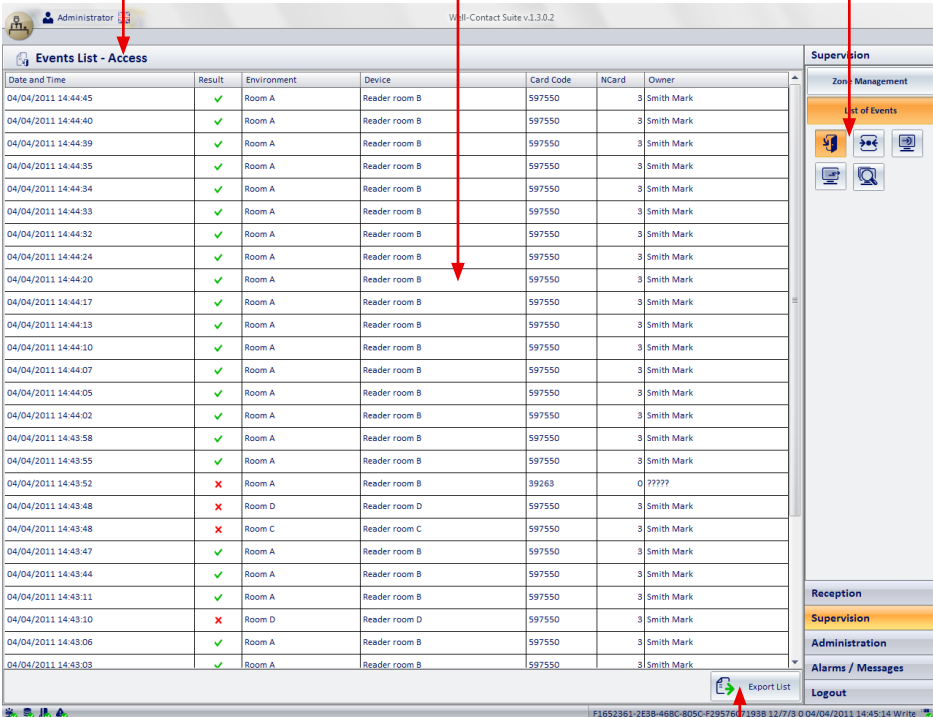
Events List

3. EVENTS LIST

This option allows you to view, and possibly export to an Excel file, the set of events saved by the software.

To access the "Events List" window (pic. 63) click  .

Displayed event Events list Selection buttons for the event to view



Date and Time	Result	Environment	Device	Card Code	NCard	Owner
04/04/2011 14:44:45	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:40	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:39	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:35	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:34	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:33	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:32	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:24	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:20	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:17	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:13	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:10	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:07	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:05	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:02	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:58	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:55	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:52	✗	Room A	Reader room B	38263	0	?????
04/04/2011 14:43:48	✗	Room D	Reader room D	597550	3	Smith Mark
04/04/2011 14:43:48	✗	Room C	Reader room C	597550	3	Smith Mark
04/04/2011 14:43:47	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:44	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:11	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:10	✗	Room D	Reader room D	597550	3	Smith Mark
04/04/2011 14:43:06	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:43:03	✓	Room A	Reader room B	597550	3	Smith Mark

Export List

Pic. 63






Exporting the displayed list to file

Please note that The software always displays the outcome of every single event, namely:

- X indicates an access which was denied or a command that wasn't sent;
- V indicates an access which was granted or a command that was sent successfully.

Using the selection buttons, the events reported in the table below are displayed:

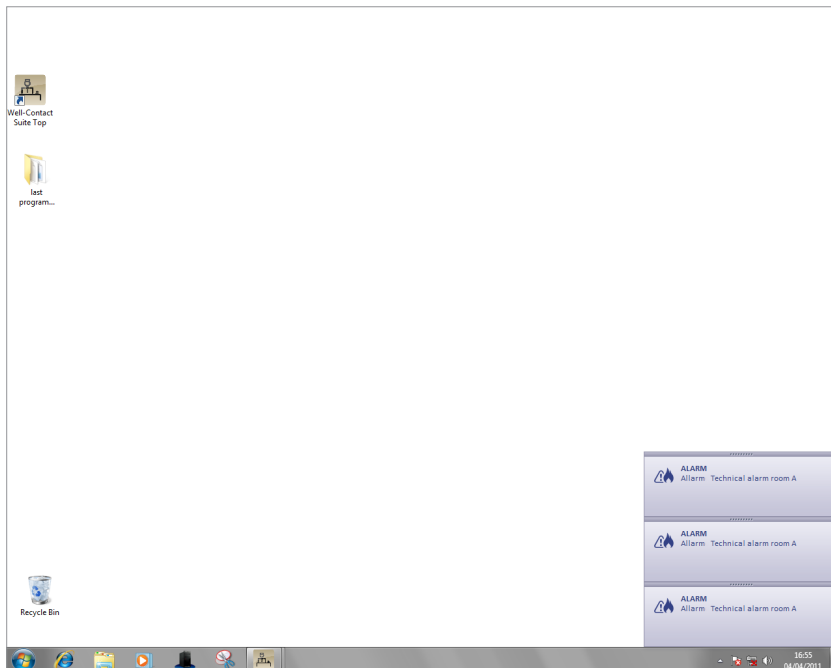
Alarms

Symbol	List Name	Description
	Accesses	In this list is the environments access data, sent by transponder readers.
	Presence of	In this list is the presence in the room data, sent by pocket transponder readers.
	Login	In this list is the Well-Contact Suite software access data.
	Commands	In this list are the commands that the Well-Contact Suite software sent to the automation system.
	Search	Pressing this button opens a window through which you can search for events on the active list.

4. ALARMS.

When an alarm event takes place, start the following procedures:

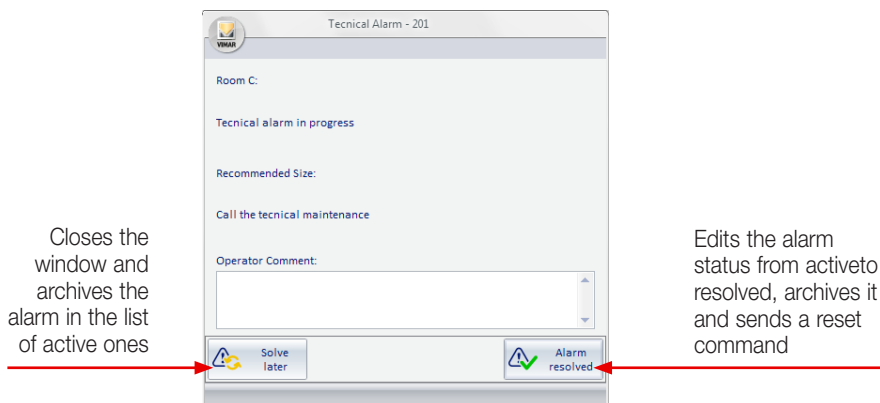
- Display of a pop-up window (pic. 64).
- The "Alarms/Messages" button is highlighted.
- Adding of the alarm to the list of active alarms.



Pic. 64

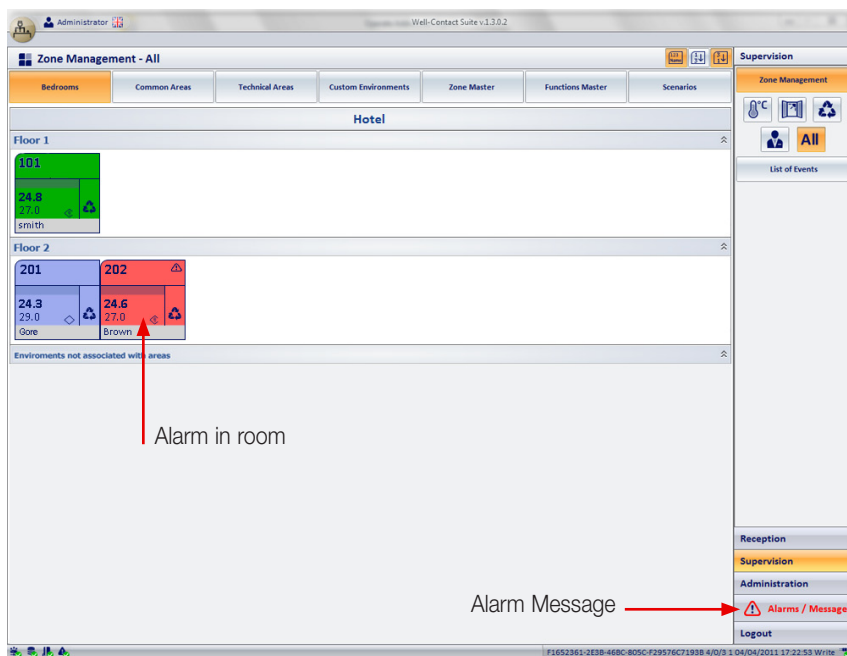
Alarms

Clicking the alarm message displays the detail window (picture 65).



Pic. 65

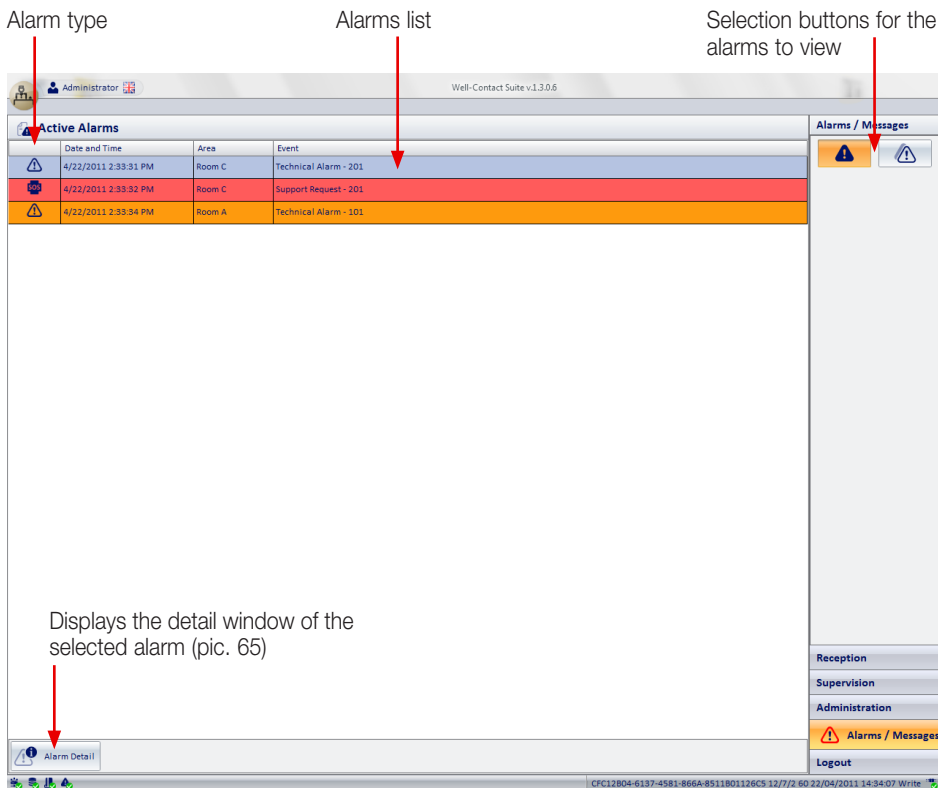
In the "Zone Manager" window the alarm is displayed as in picture 66.



Pic. 66


Alarms

Clicking the button  displays the list of active alarms (pic. 67).



Pic. 67

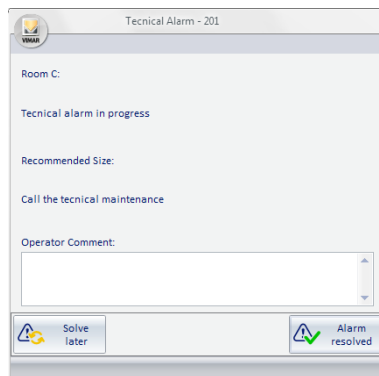
Clicking the button  displays the list of active alarms.

Clicking the button  displays the list of the alarms that have been previously archived, and then resolved (Pic. 68).

Selection buttons
for the alarms
to view |

Pic. 68

Clicking  displays the detail window of the selected alarm (pic. 69).



Pic. 69

The “Remove selected” button

Pressing the “Remove Selected” you can remove one or more items from the archive alarms. The “Remove selected” button becomes active after selecting one or more entries in the list by pressing the corresponding check-box in the “Remove” column. The check-box in the description cell of the “Delete” column allows you to select/deselect all entries in the list.



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