Visitor Module Installation Guide

Version 0.3 – 22 May 2012

iOffice, Inc.

MODULE NEEDED: VISITOR

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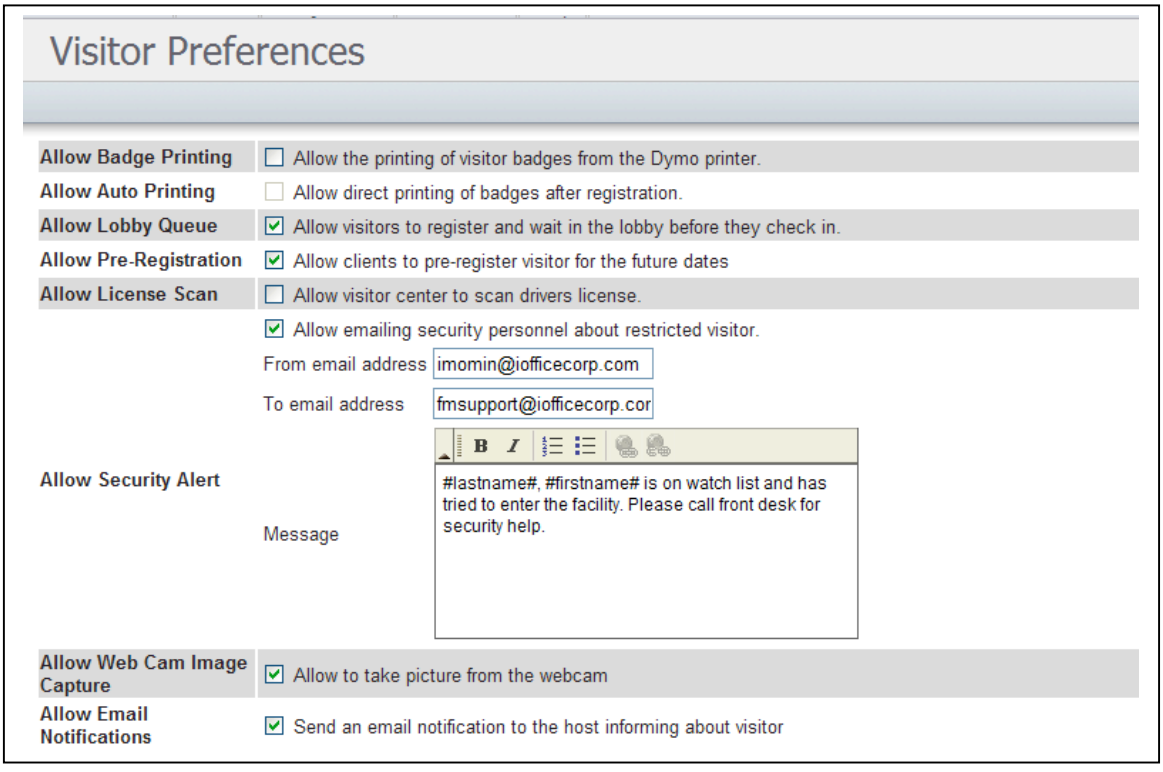
- ScanShell 800/R DL License Scanner: If using a "License Scanner" (Pref needs to be checked)
- Logitech AF/MP Web camera: If using a "Web Cam" (Preference needs to be checked)
- DYMO Label Writer 450 or 400: Needed for badge printing (Preference needs to be checked)
- Topaz Signature Pad: If using a "topaz signature pad" (Preference needs to be checked)

****IMPORTANT: VISITOR INSTALLATION IS ONLY COMPATIBLE WITH INTERNET EXPLORER (version 6-9 is acceptable.)****

IOFFICE DISCLAIMER: THE BELOW INSTRUCTIONS ARE FOR COMPUTERS WITH FULL ADMINISTRATOR RIGHTS AND FUNCTIONALITY. ANY COMPUTER THAT IS LIMITED ON THE INSTALLATION OF NEW PROGRAMS AND BROWSER SETTINGS WILL NEED TO BE TAKEN UP BY THE IT DEPARTMENT BEFORE PROCEEDING. IOFFICE WILL NOT BE RESPONSIBLE FOR NETWORK OR OTHER RELATED ISSUES THAT COULD BLOCK OR POSSIBLY INTERUPT THE NORMAL DESIGN OF THE INSTALLATION.

PREFERENCES: Select Admin Tab, Select Visitor, Select Preferences



UNDERSTANDING PREFERENCES (Please refer to picture on page 2 of this guide):

- **Please note that preference only needs to be checked once per site and depending on which hardware you are setting up.**

- Allow Badge Printing: Need the Dymo Printer installed, ** standard labels are a Dymo White Shipping Label, 2-5/16" by 4" , 300 per roll, peel and stick (part # 301985)
    - ✓ **Allow Badge Printing needs to be checked in order to use the "Allow Auto Printing Preference or the "Allow Lobby Queue badge printing.**
- Allow Auto Printing: If this preference is checked, once the visitor is logged in the label will print automatically
- Allow Lobby Queue: If this preference is checked, operator can check in visitor while they wait in the lobby for their host, no badge is printed until the operator selects "Check-In" in the Lobby screen, than the visitor log in can be viewed in the Visitor Queue Sign out Screen.
- Allow Pre-Registration: If this preference is checked, a host can pre-register their visitor, once the visitor arrives the operator can view the "Pre-Registered" screen, select Check-In, this will move the visitor to the Visitor Queue Sign Out screen
- Allow License Scan: You will need to have a License Scanner loaded for this preference. When the operator logs in a new visitor the Add New Visitor pop up box opens, operator fills in the appropriate boxes, selects Current Picture, puts license in scanner lengthwise picture down and selects Scan Drivers License, when scanning is done select submit. If you had typed in a different first or last name the drivers license will over ride the information that you typed in.
- Allow Security Alert: If this preference is checked, any visitor that is put on alert and is checked in, a security message will come up alerting the reception.
- Check: Capture signature using signature pad every time a visitor is registered to check-in.

Visitor Center Permission (BEFORE YOU BEGIN)

For the person to use the module and not be considered a "client" the center permission must be set to the user rights of "Operator".

Select the main Admin tab, then select "Centers" then find the center and then select Permissions under the action header and then search for the user record and then assign the User Type to Operator and then select the Add and then select OK at the bottom of the page.

Browser Settings (for each user that logs into that specific computer need to do the following)

- Open your Internet Explorer Browser version 6-8 (cannot be any other browser)
- Tools -> Internet Options
- Under Browser Settings-> Click 'Settings' and select ***every time I visit the web page***, then click OK
- Then select the Security tab at the top

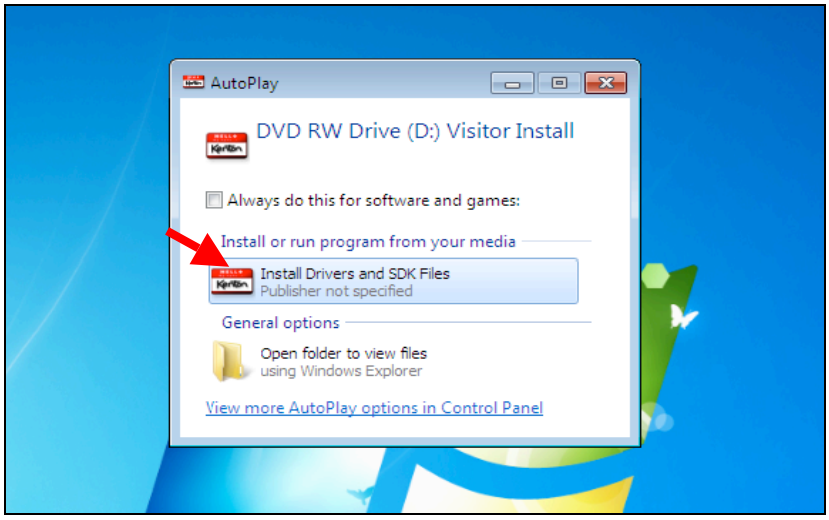
- Select Custom Level button below and ‘enable’ all options besides item in red - ***Make sure the Pop up blocker option is marked – Disabled***

Hardware Installation Instructions (MUST HAVE FULL ADMIN RIGHTS TO CONTINUE!)

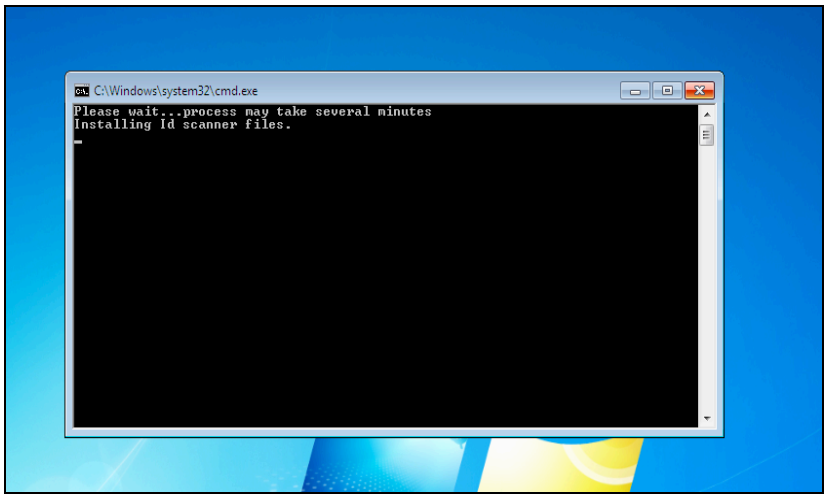
NOTE: BEFORE PLUGGING HARDWARE IN, PLEASE FOLLOW THE INSTRUCTIONS BELOW. YOU ARE WELCOME TO PLUG YOUR HARDWARE IN AFTER RESTARTING YOUR COMPUTER.

Please insert the ‘Visitor Hardware’ installation CD into your computer or any computers that will be utilizing the visitor module with hardware. Upon startup, the below AutoPlay menu should come up. Select ‘Install Drivers and SDK Files’ from the message to begin the installation of the hardware drivers and software for your site.

Windows 7 Screen Shot



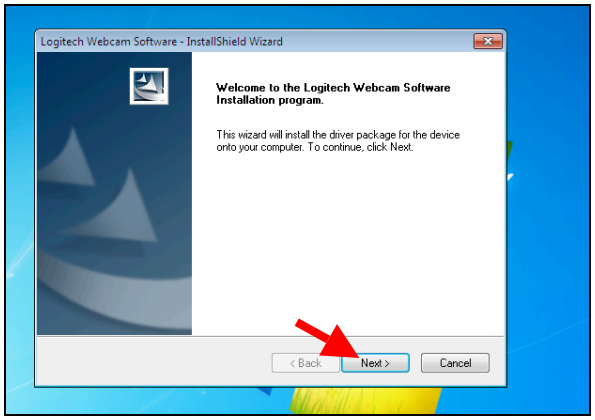
The installation CD will begin the installation process shown below. Please be patient while the proper files load. Upon conclusion, a proper restart will be *required.*

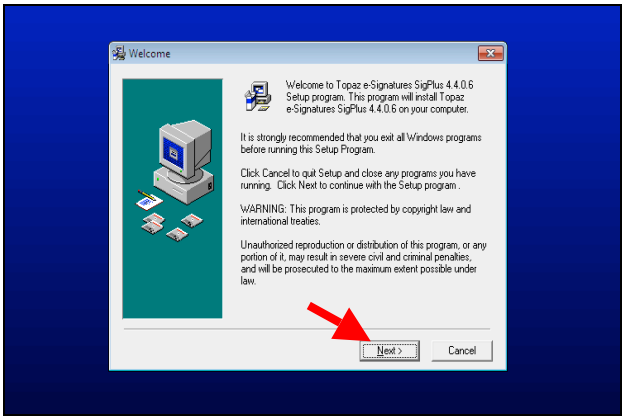


There are six pieces of software that will be installed during this process no matter which type of hardware you will be implementing at your site. ***Please go through the entire installation process even though you may not be using a particular piece of hardware***. This will ensure the proper set up of each file and a smooth transition if any additional hardware is ordered at your site in the future.

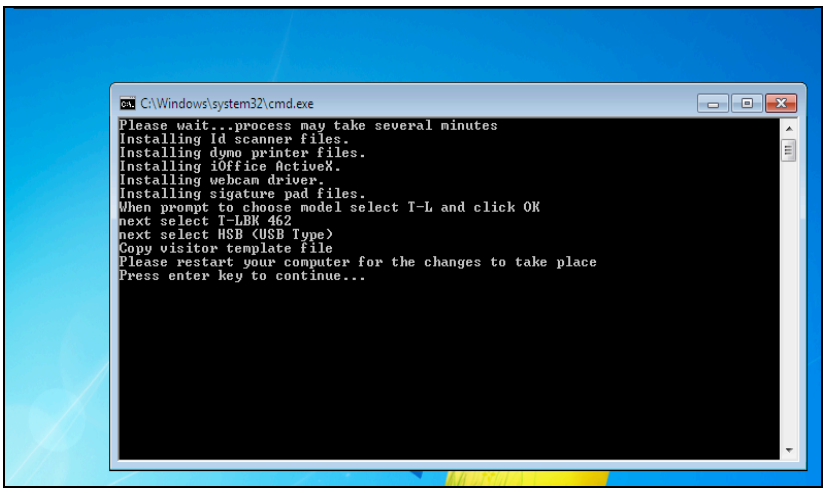
- ID Scanner SDK Files (no wizard)
- Dymo Printer Files (no wizard)
- iOffice Active X Files (no wizard)
- Web Camera driver – Logitech (required wizard)
- Signature pad Files – Topaz (required wizard)
- Label Template will be downloaded – those users using a DYMO printer

After the iOffice Active X file installs, the web camera wizard will pop up on your screen. Please go through this wizard from start to finish. As soon as it completes, the Signature Pad wizard will come up right after.

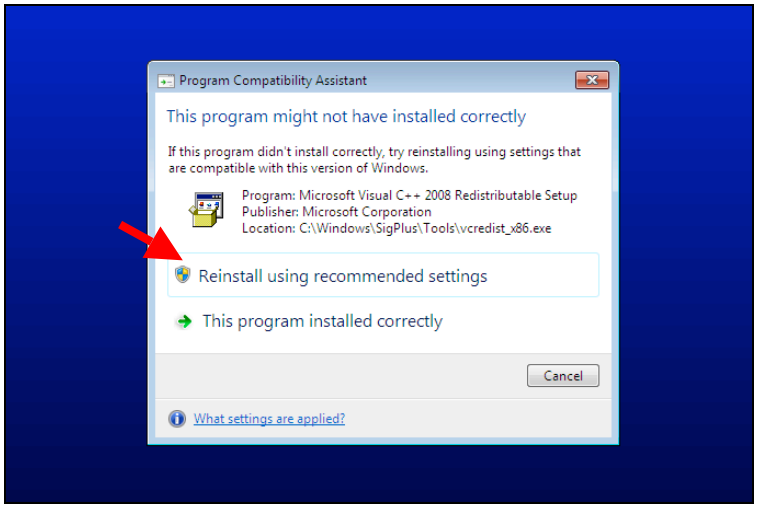




There are several options that must be specifically checked during the signature pad installation wizard where as the camera wizard is very standard. The screen shot below shows what the original installation screen should appear as up to this point. Notice that there are three options that must be selected during the signature pad wizard. **Select T-L, Select T-LBK 462, Select HSB**

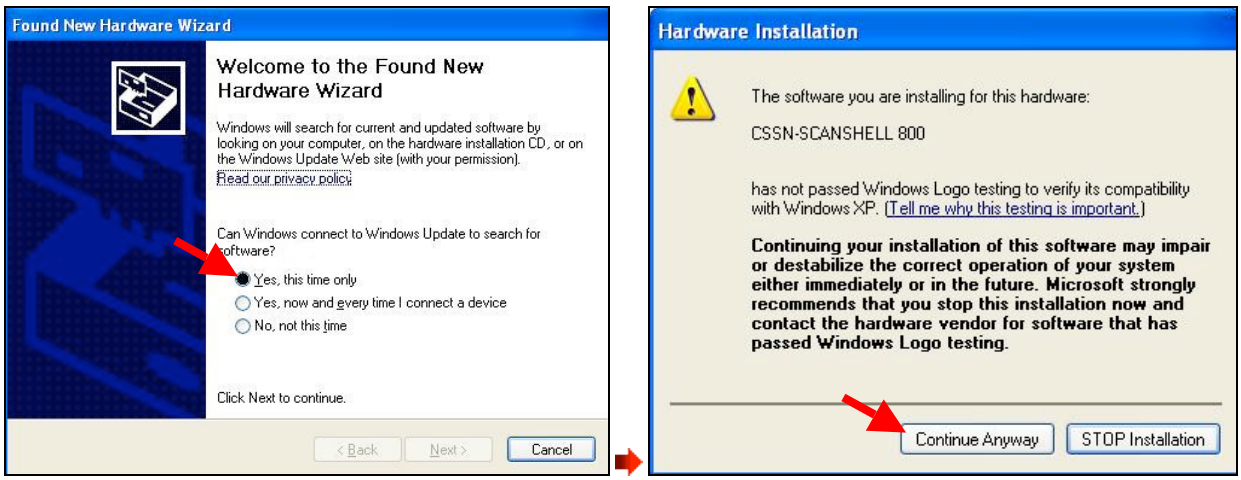


If for any reason the below message appears after the initial signature pad wizard completion, please click “Reinstall using Recommended Settings” and go through the wizard once more. Some computers may not initially accept the first install based on the CD setup but will the second time around. ***Please remember to restart your computer when complete.***

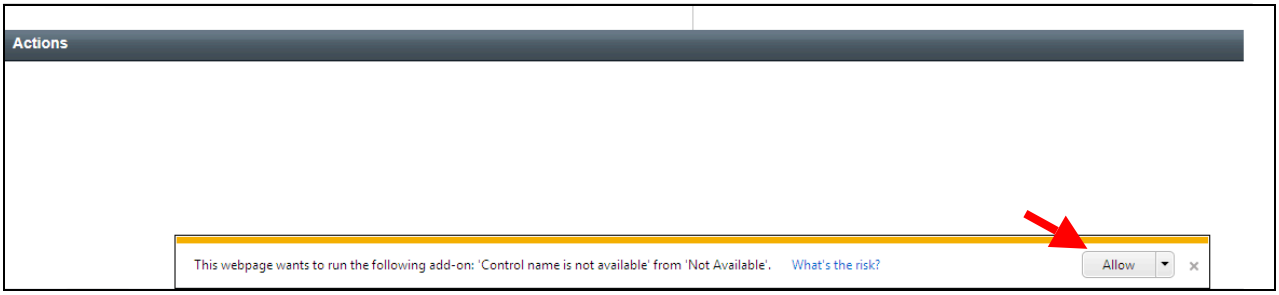


After your computer is rebooted and comes back up, please plug in all hardware that was provided to you for your site. Last, proceed to the visitor module at your requested site URL for the final testing phase of this guide.

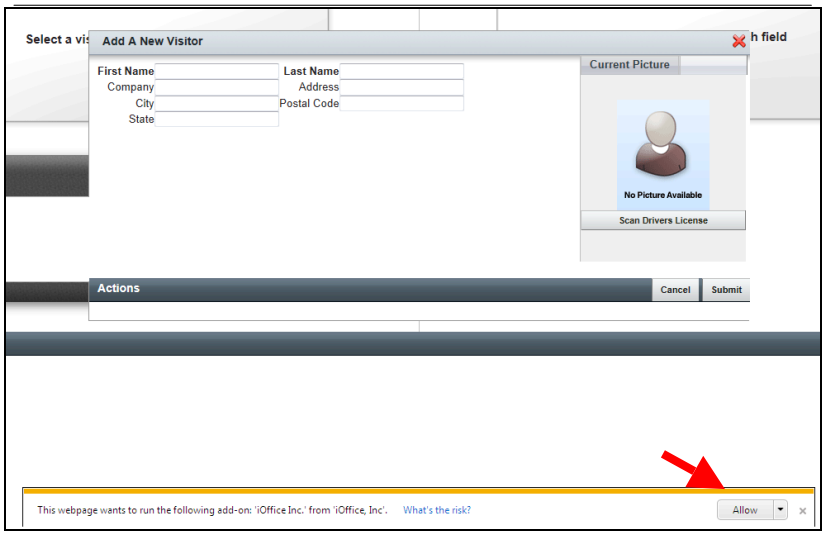
For some Windows XP/2000 users, additional drivers may need to be installed (see below). Most likely the ID scanner will be the only Found New Hardware Wizard that comes up.



For first time Windows 7 users after clicking 'Registration', the below message may appear requiring you to run the installed software on your internet explorer browser (Windows XP users may see this message at the top of the page). **Click 'Allow' or 'Run'**. Your screen will refresh and you may have to do this up to one more time depending.



After your page refreshes, click on 'Registration' and then 'Add New'. The message below may appear requiring you to run the last phases of Active X for your browser (Windows XP users may see this message at the top of the page). **Click 'Allow' or 'Run'** once more. Your screen will refresh and you may have to do this up to two more time depending.



If everything goes to plan and was done correctly after following the above procedures, your hardware should run through the visitor module smoothly and with no errors. For further assistance or training, please refer to your site manager or page 8 of this guide.

Technical Support Contacts

Please read through the troubleshoot steps on page *before* calling iOffice, as they may save all parties involved, time. If the above steps do not resolve your situation, please email or call us at the contacts below.

Technical Support Contacts

Nick Traweek
Email: ntraweek@iofficecorp.com
Tel: 713-526-1029

Nate Krichel
Email: nkrichel@iofficecorp.com
Tel: 713-526-1029

This guide and others can be found by visiting our sister site, www.iofficecorp.com/downloads. Click on the 'hardware downloads' tab located at the top of the website. You will find a slew of information regarding hardware troubleshoot, the Visitor User guide mentioned in this guide, and much more!