

4059EE with feature pack



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Overview

Start the application

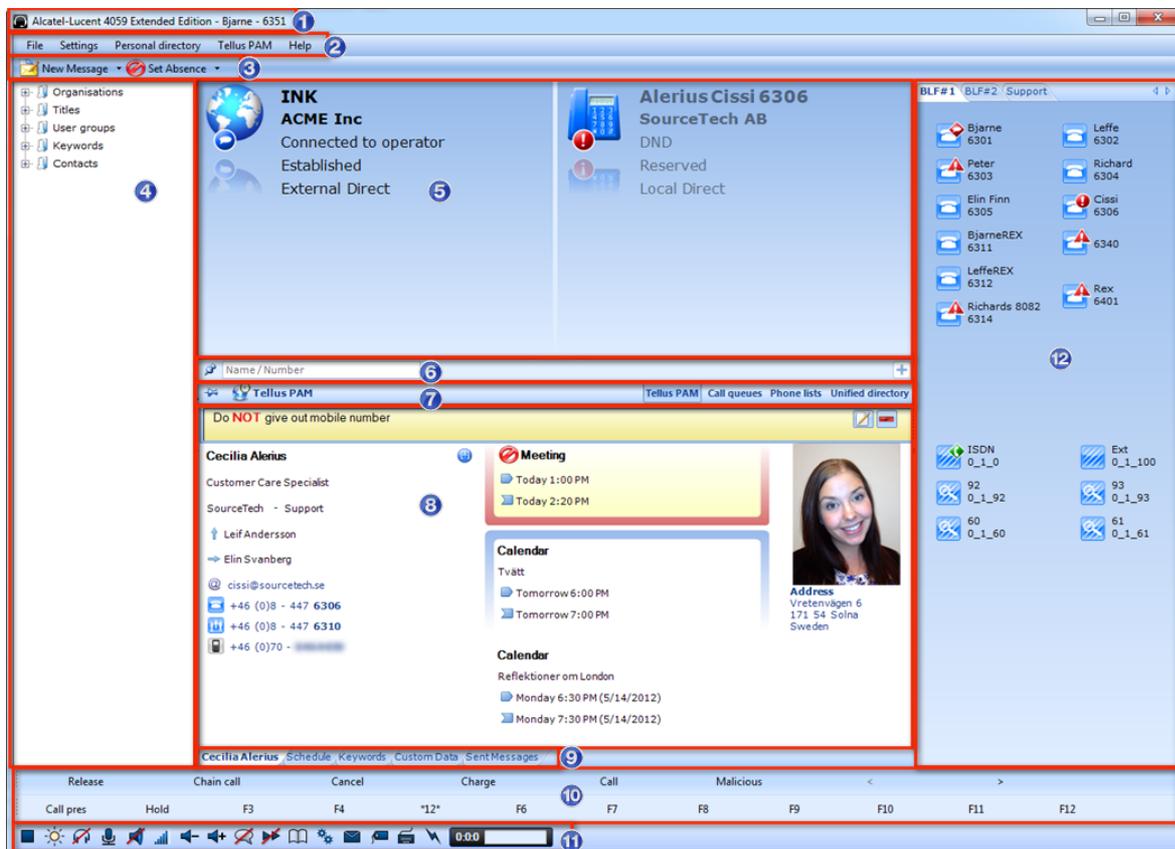
When you start the application you will see a window where you are asked to enter your login information. Every user that is defined as an operator will be listed here.



1. Select user (The last person who logged in to the operator application on the computer will be suggested.)
2. Enter your password.
3. Tick the box if you want to save your login information.
4. This option is only used by the technician during the installation process.
5. If you cancel the login the application will be closed.
6. Press here to verify the password and start the application.

The parts of the application

Depending on version, plugins etc. the appearance can vary.



1. Login information
2. Menu – Here you can find settings for the call handling and the absence management.
3. Buttons to write a new message or enter absence information for chosen user.
4. Click and search.
5. Call handling windows.
6. Search options.
7. Display options.
8. Main window, this varies depending on the display option chosen.
9. Tabs for more information about the user.
10. Call function buttons.
11. Call processing buttons.
12. Busy lamp field.

Call handling buttons



1. Activate/deactivate call processing, day/night connection.
2. Symbol for day/night mode. Sun for open PBX and a moon for closed.
3. Hands free
4. Privacy/mute
5. Speaker
6. Volume
7. Decrease/Increase volume
8. Automatic answer (Can only be enabled through the service/guide mode)
9. Auto transfer (Can only be enabled through the service/guide mode)
10. Guide mode
11. Service mode
12. System message
13. Reserved line
14. Displays connected keyboard type
15. Connection to the PBX
16. Queue status

Display options

The main window will display the selected tab. Tellus PAM is usually the one selected and the others will be visible to the right.



1. Click this symbol to “lock” the current page as the start page.
2. Current page will be displayed here.
3. Show Tellus PAM
4. Show call queues
5. Show phone lists
6. Show the unified directory. (Displays result from i.e. LDAP or the personal directory.)
7. Show visit page (additional service)

Search

Tellus offers various ways to easily and quickly search for users with different criteria.

Search in the database

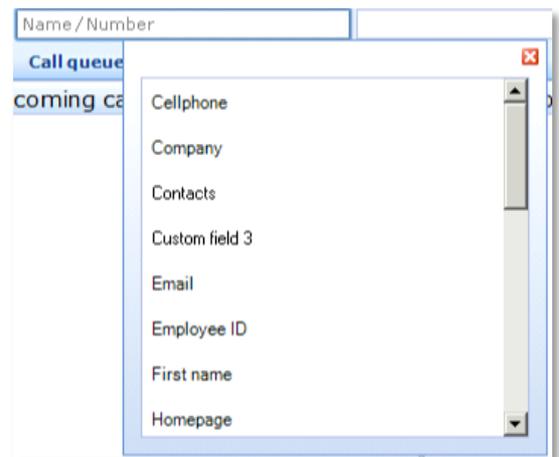
The ability to search for users is one of the basic functions in Tellus. For the most common search types, Name/number (Extension, first name, last name, phonetics etc.) there is no need to change the search criteria. But if you want to search for anything else, you need to change the criteria and the search type.

To search for anything besides name/number/phonetics:

1. Select search criteria in the list by pressing the down arrow on your keyboard.
2. Write the text in the input field.
3. Press enter to perform the search.

Name/number search

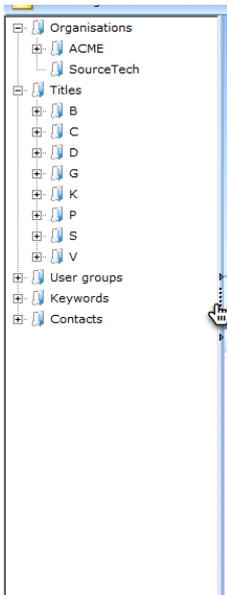
If the first character is a number, Tellus searches for the extension number. If the first character is a letter, it is interpreted as first name; phonetic hits are also returned. To exclude phonetic hits, press the spacebar after the first name. To search by last name, press the spacebar first. You can also search the combination of first & last name or last & first name.



Settings for the search can be found under “PAM-settings”.

Click and search

To get an overview of the organization, titles, user groups, keywords and contacts, choose “Click and search” by clicking on the broken line to the left of the main field in 4059EE. Click on the line again to hide it.



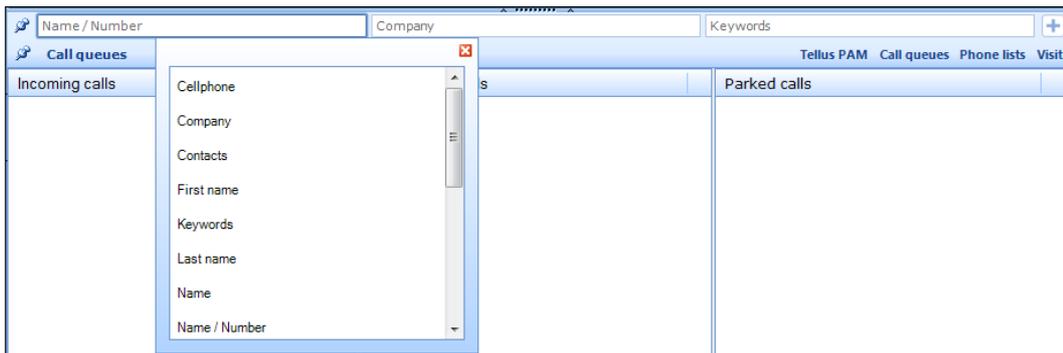
Custom data

The system includes the most common search criteria as defaults. Each company also has the option to create its own search fields, which is handled by the Tellus system administrator. If you want to add custom data fields, contact the administrator at your company.

When the fields are set up you can use them to search from the dropdown menu and also see them in a tab in the detail view in the search results for a user.

Add search fields

In order to perform an extended search, you have the possibility to add more search fields.



Click  and right click (or press the down arrow) in the search box to select search criteria. In order to set these criteria as default, click on .

Search result

The search result is always presented in a list. To see details for a user, double click on the name or press enter when the user is selected. You can select users by using the down or up arrow on the keyboard or use the mouse. Tick the box to the left to select multiple users for absence management or to send

	Returns	Active Number	First Name	Last Name	Company
<input type="checkbox"/>	 Today 12:40 PM	6666	Doug	Aldrich	ACME
<input type="checkbox"/>		6306	Cissi	Alerius	SourceTech
<input type="checkbox"/>		6538	Benny	Andersson	ACME
<input type="checkbox"/>	 Today 12:40 PM	6802	Lefte	Andersson	SourceTech
<input type="checkbox"/>		6649	Nicke	Andersson	ACME

messages to multiple users.

The users status will be displayed in the list:

 Present

 Absent

Detailed view

When you have selected a user in the search result and pressed enter or double clicked. You will see a detailed view of the user with all information about her/him.

Do NOT give out mobilenumber

Cissi Alerius

November 21 (25)

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Solna

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→ Elin Svanberg

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Möte

Förbereder utbildningen för Indexator

Today 9:00 AM

Today 1:00 PM

Ej på kontoret

Hos Indexator och håller utbildning

Today 3:00 PM

Friday 8:00 AM(11/16/20...

Uppdaterar manualer och förbereder utbil...

Address

Vretenvägen 6
171 54 Solna
Sweden

Cissi Alerius | Schedule | Keywords | Custom Data | Sent Messages

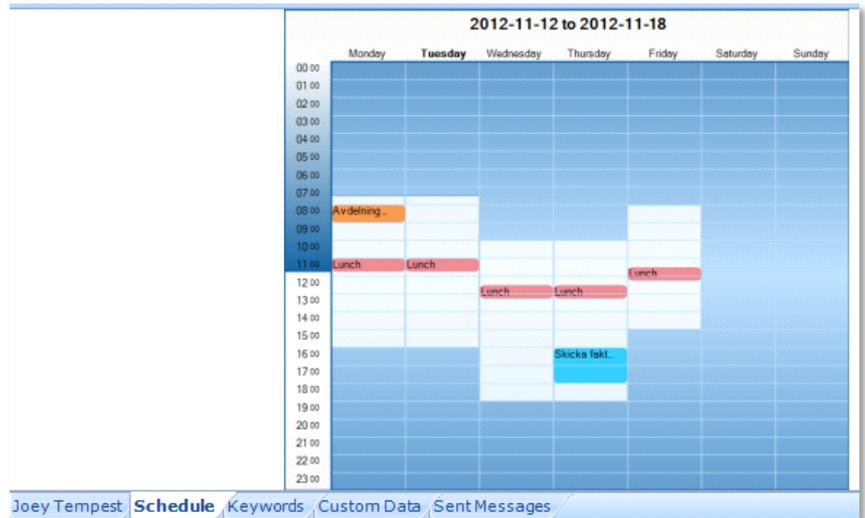
1. Here you can see personal information. The blue button with three dots in it displays that there is phonetics available for this user; if you click on the button you will see the different spellings and words connected to this user. The information button will display the users birthdate (if it is specified in the administration for this user).
 - Name
 - Birthday (3 weeks before the birthday the present will be grey, 1 week before the birthday the present will be blue and on the birthday the present will be red. When the birthday has passed, the present will be grey again and shown for another week. (Displayed in the parentheses is the age that the user will be this year.) *For this information to be shown, the birthday must be specified in the administration on Tellus Web.*
 - Title
 - Organization (Not shown on this image)
 - Location
 - Manager
 - Colleague
 - Email
 - Extension
 - Mobile phone
 - Etc.
2. Absences
 - The users active absences will be presented here, this user also has a absence in the future that is presented with a different colour.
 - The settings for this is made under “Presence settings”, see page 15.
3. The users image, micro blog and address are displayed here.

To update this view, click on the name of the user. All information in section 1 is clickable and a search will be made if you press any information.

Detailed information

If you change tabs you will be able to see extended information about the user. If there is no information to display, the tab will be removed by the system.

Change tab by pressing it with the mouse or by pressing ctrl+right arrow on your keyboard.



To call a user

You can call a user by pressing the number in the detailed view. You can also press the shortcut on your keyboard to make the call.

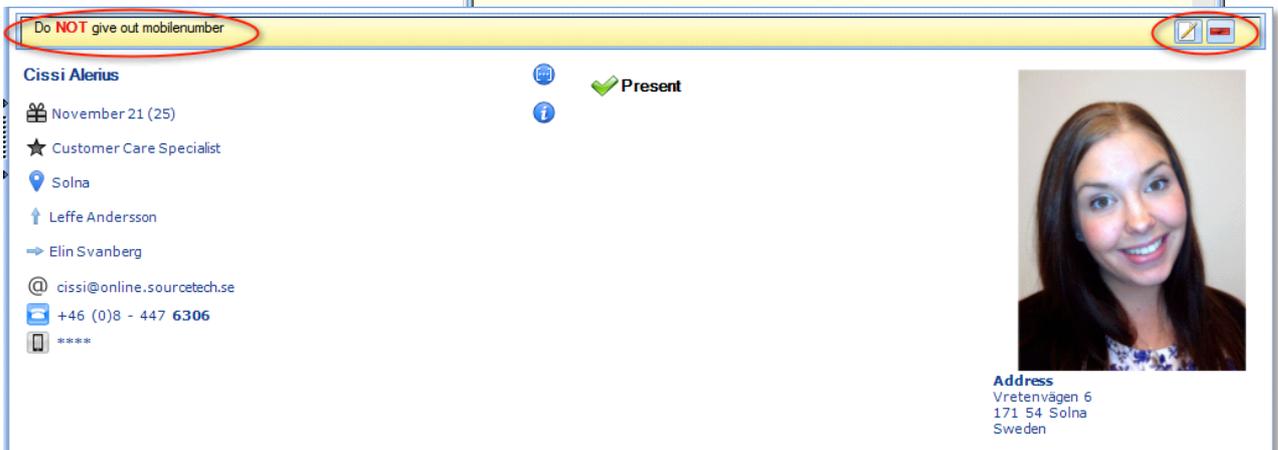
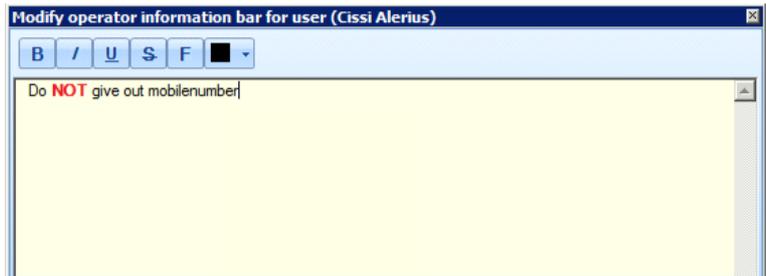
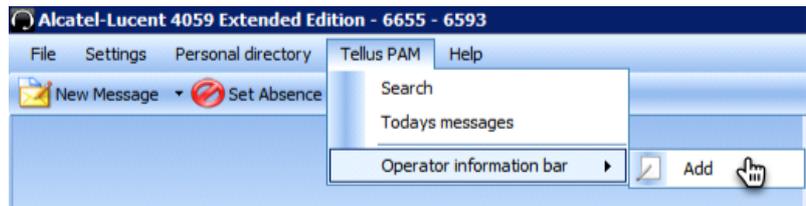
If the number is private, it will be displayed with four stars. You will still be able to call the number by pressing the stars.



Operator information

Information that may be useful for operators, but that other users should not have access to, can easily be entered in the operator application.

1. Search for the user.
2. Go to the Tellus PAM menu and click on “Add” under “Operator information bar”.
3. Write the information in the dialog.
4. Press “OK” and the text will be visible above the users name in the detailed view. At the far right you can edit or delete the text.



Presence and absence

To notify operators, colleagues and customers where you are and when you are coming back, all users can manage their absences in Tellus Web. The operator can manage all absences in the 4059EE.

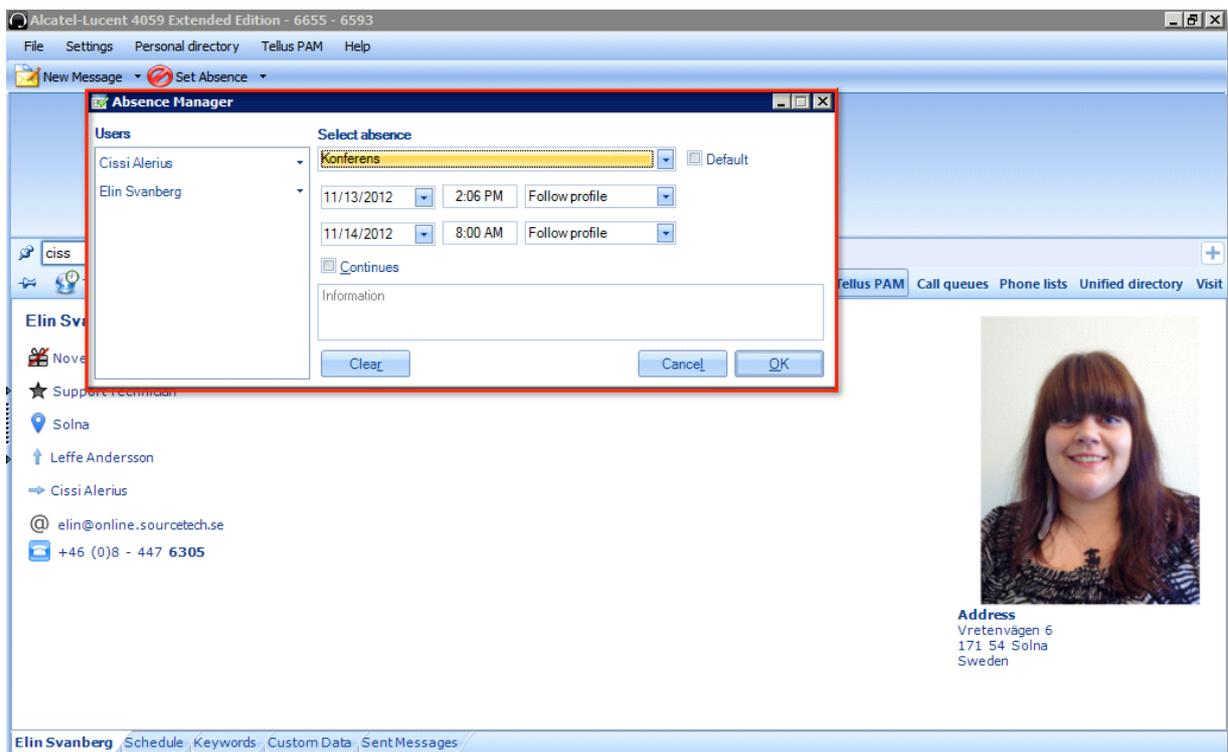
Add an absence

Click on the absence button to add a absence on one or multiple users.



A dialog with a form for the selected user will appear.

To add users to a absence, go back to the search box and search for other users. Click on the small arrow next to the button “Set absence” and select the first user’s absence-dialog window, the second user are now added to the first user’s absence.



1. List of selected users
2. List with absence definitions; tick “Default” if you want that option to be suggested next time.
3. Time and action for activation of absence.
4. Time and action for deactivation of absence.
5. Tick this if the absence doesn’t have an end time.
6. Input field for extended information.

Fill in the form

1. **Select absence definition in the drop list.** Once you have selected an absence, standard settings will be entered from the system and automatically filled in.¹
2. **Select date and time for activation of absence.** You can select date in several ways. Use the arrow next to the date to open a calendar view, or by using the arrows of your keyboard.

How do I enter the time?

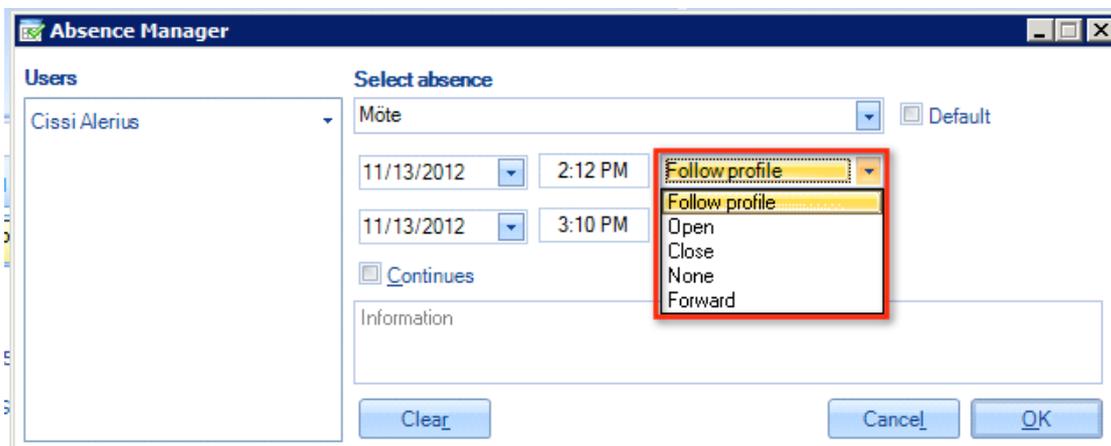
The system tries to interpret what you write in the text box as a time. At least two characters must be entered. For example, the text “09”, “0900”, “09 AM” and “09:00” will be interpreted the same way: 09:00. To enter the time 17:15 you can write “1715”, “17:15”, “515 PM” or “0515 PM”

¹ The times specified in the system are retrieved when you choose an absence message from the dropdown menu. If you enter a value in a date or time field the time will not be retrieved from the system

3. Choose what will happen with the phone when the absence becomes active.

In the drop menu you can chose what should happen with the phone when the absence becomes active.

The system will automatically set the default setting connected to the absence code. If you want a different setting, just chose it in the drop menu:



- Follow profile – The telephone follows the settings that the administrator entered on the telephone (profile) that are currently active. For more information about profiles please see below.
- Open – An order to open the phone will be sent to the PBX.
- Close - The telephone will be closed. This usually means that calls are rerouted to the operator or to a voicemail.
- None – No change on the status of the phone will be made.
- Forward – Forwards calls to the number entered in the text box displayed below. Remember to enter 0/00 for outbound line if the extension is to be forwarded to an external number.

4. Choose time and date for deactivation of the absence.

Enter at what time the absence should be deactivated.

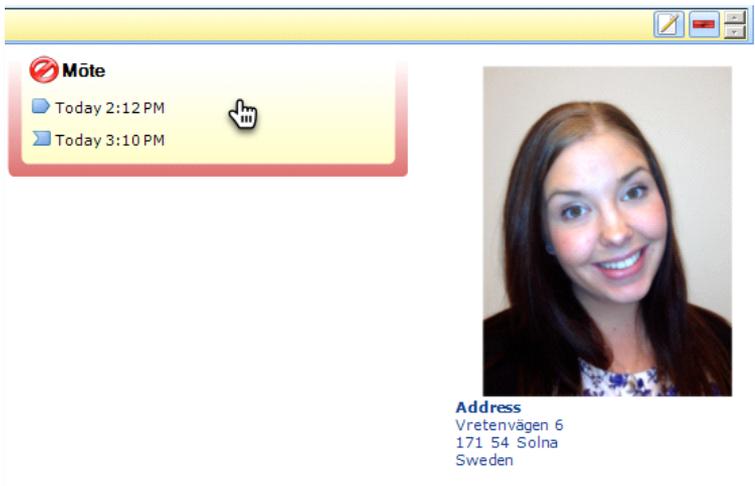
5. Chose what will happen with the phone when the absence is deactivated. Same procedure as for activation of the absence.

6. Additional information to the absence.

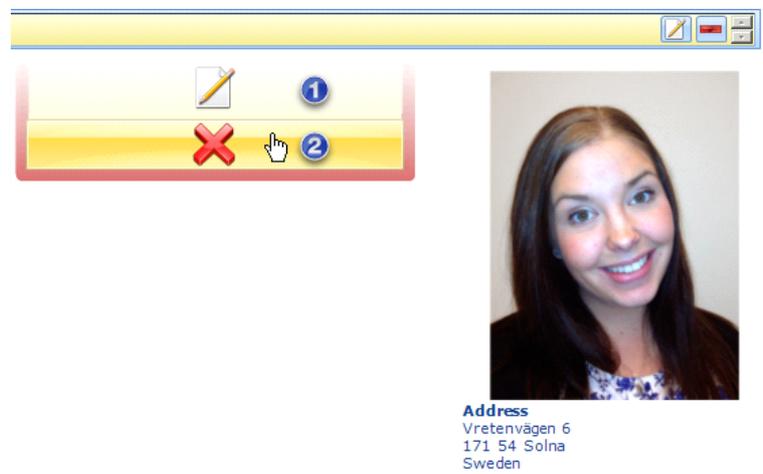
Note that this information will be visible for all users.

7. Press OK to save.

Edit or remove an absence



To edit or remove an absence, place the cursor over the absence in the detailed view and you will see two icons.

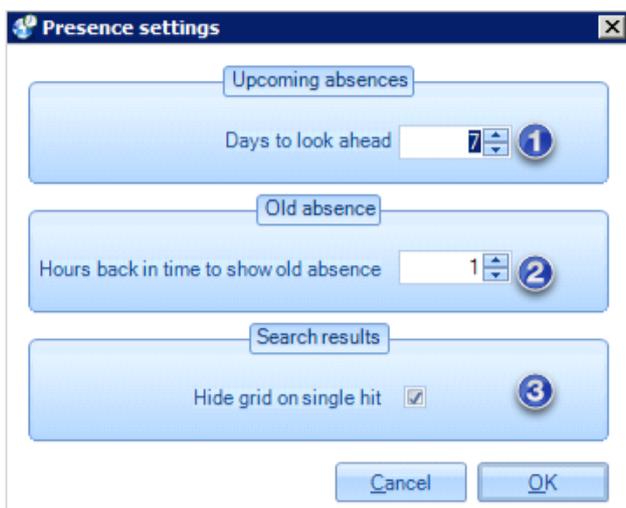


1. Click on the pen and paper to **edit** the absence.

2. Click on the red "X" to **remove** the absence.

Presence settings

Under "Presence settings" every operator can set how many absences they want to see in the detailed view for every user.



1. Set how many days ahead Tellus should look for absences, i.e. upcoming absences.

2. Set how many hours back in time Tellus should show absences, i.e. old absences.

3. Tick the box if you don't want to see the search result grid if you only got one search result.

Forward an extension

Users can choose to be available on another number than their extension. This means that all calls will be routed to the other number, even if the call is made to their extension.

In Tellus you can choose to do a time-based forwarding or forwarding until further notice.

Time-based forwarding

Search for the user and press the button for “Set absence”.

1. Select the absence code “Forward” in the menu.
2. Enter the phone number (to which you want the calls forwarded to). Don’t forget to enter 0/00 for the outbound line if the extension is to be forwarded to an external number.
3. The box for the setting “Continues” should not be ticked for the time-based forwarding.
4. Set the time for when the forwarding should end.
5. Choose what will happen to the phone when the forwarding is deactivated.
6. Enter some additional information if you want to.
7. Press OK to save.

The screenshot shows the 'Absence Manager' window. The 'Users' list on the left contains 'Cissi Alerius'. The 'Select absence' section has a dropdown menu set to 'Medflyttad' with a 'Default' checkbox. Below this are two rows of date and time pickers. The first row has a date of 11/13/2012, a time of 3:03 PM, and a dropdown set to 'Forward' with a text field containing '0070'. The second row has a date of 11/13/2012, a time of 3:00 PM, and a dropdown set to 'Follow profile'. There is an unchecked 'Continues' checkbox and an 'Information' text area. At the bottom are 'Clear', 'Cancel', and 'OK' buttons.

Forwarding until further notice

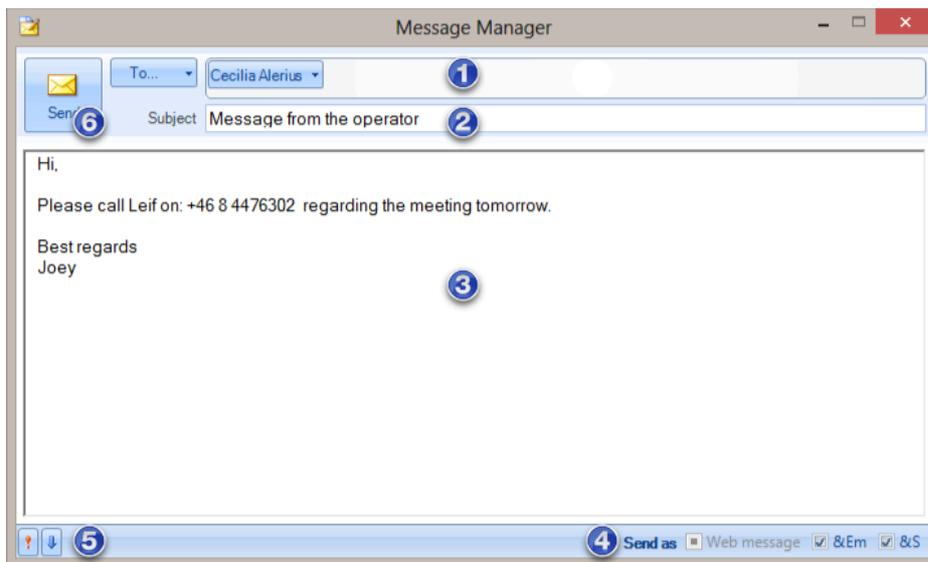
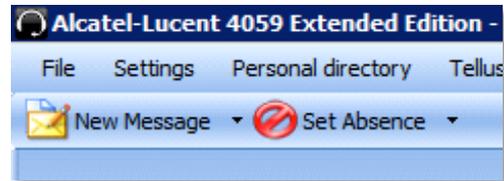
When the user wants to be available, e.g., by mobile phone until further notice, follow the procedure for points 1 and 2 above, tick the box for the “Continues” option and press OK to save.

Messages

The operator can easily send messages to one or multiple users and also select how the message should be sent. All messages will be sent to the web client in addition to other message channels.

Send messages

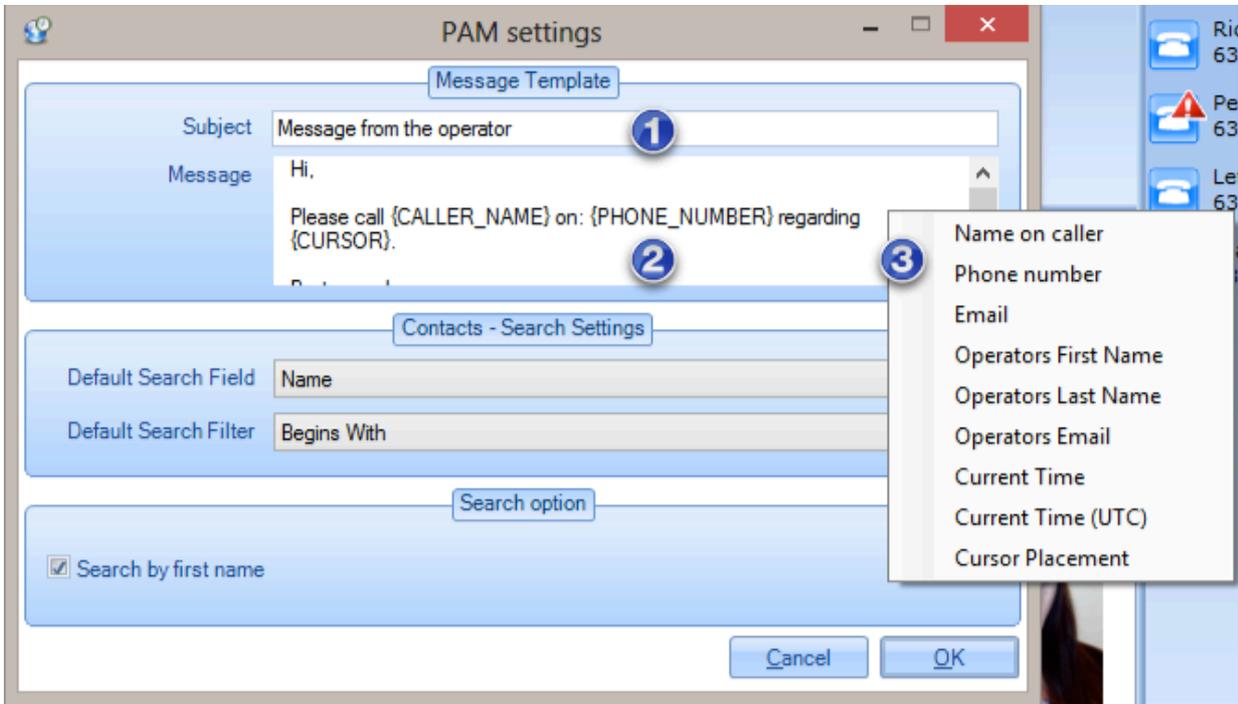
When an operator has searched for a user and pressed the button “New message” a new dialog will appear.



1. List with recipients of the message
2. Subject field
3. Text field
4. All messages will be sent to the users web client. Here you can set if you want to send the message as an email or SMS as well. (SMS is an additional function)
5. High and low priority.
6. Click “Send” when you are finished, you can also use ctrl+return to send the message.

Create message template

Every operator has the option to create a message template, this will help to send message easily and quickly. With the template most information will be automatically filled in when you open the create message dialog. You find the settings for this under Settings-> More settings-> Tellus PAM-> PAM settings.



1. Choose what should be in the templates subject, in this case “Message from operator”.
2. Write what should be in the text field. To get the different settings, right click with the cursor.

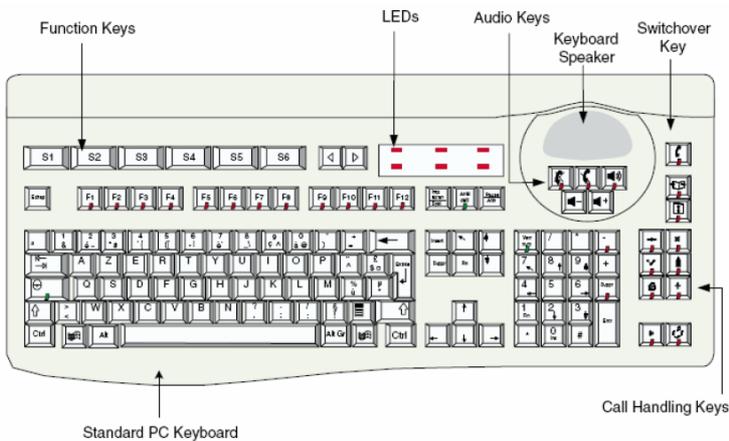
Call handling

4059EE is a powerful tool for operator and when it is used with Tellus feature packs the operator will have presence information about all users. The call handling in 4059EE can be done with any keyboard

Keyboard

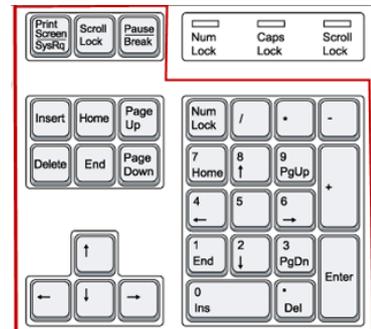
4059EE can be used with any keyboard, both the Alcatel-Lucent keyboard and a standard keyboard, it is therefore possible to customize the keyboard and PBX functions to meet the needs of the operator and the equipment.

Alcatel-Lucent's keyboard



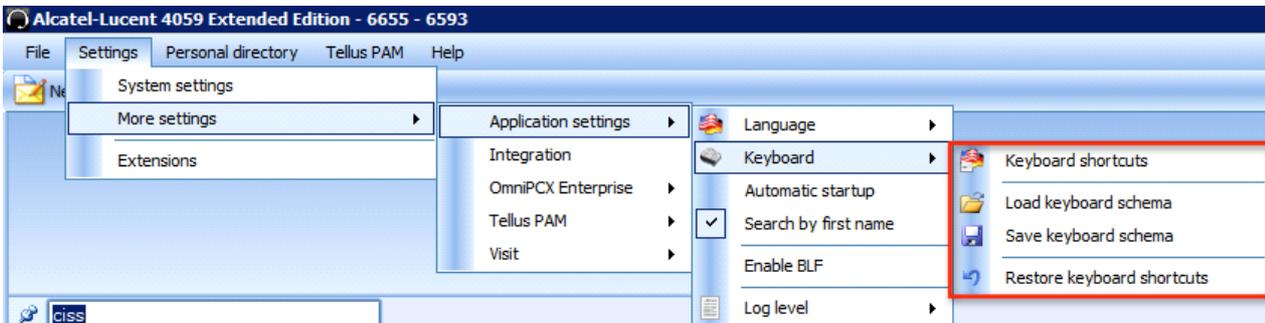
Standard keyboard

The keys inside the red marks are the keys that are used for the call handling on a standard keyboard.



Keyboard shortcuts

Several keyboard shortcuts have been programmed to improve operator efficiency. There is one set of keyboard shortcuts for the absence message section and one set activation for call processing. The system comes with default settings, but it's easy to customize your settings so that keyboard shortcuts fit the way you work.



If you have made changes in the mapping and discover that you have made a mistake, you can always go back to the standard settings by pressing "Restore keyboard shortcuts" in the settings menu.

Program keyboard shortcuts for call handling

This is where you create shortcuts, e.g. to answer, connect, toggle between calls etc.

Go to Settings-> More settings-> Application settings-> Keyboard-> Keyboard shortcuts

In the dialog, make sure you have "Alcatel-Lucent OXE" selected in the drop list.

Program keyboard shortcuts for Tellus PAM

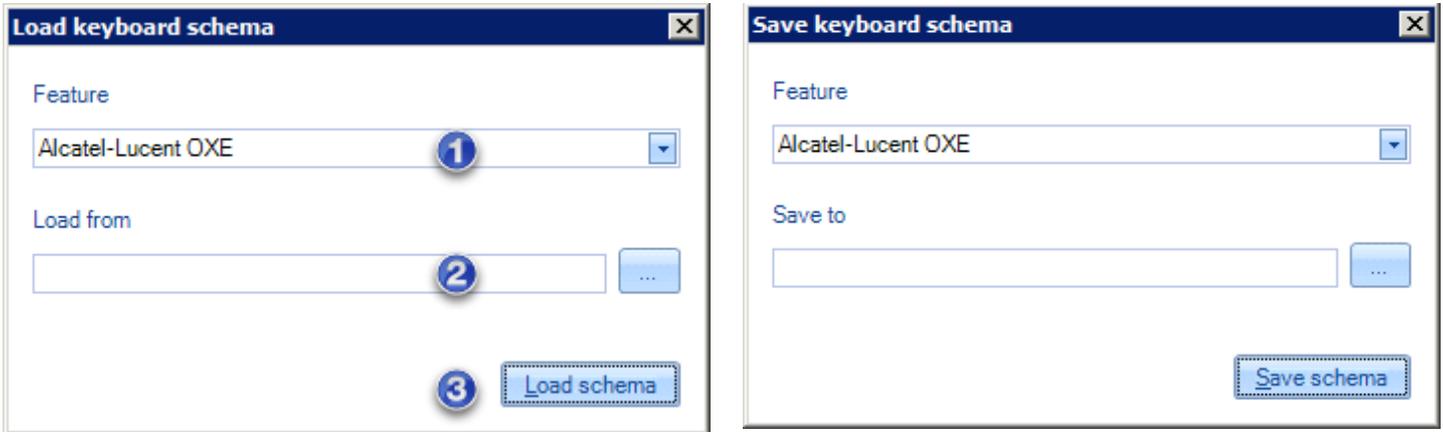
This is where you program keyboard shortcuts for various search paths, absence management, messages, etc.

Use the same procedure as programming keyboard shortcuts for call processing, but select "Tellus PAM" in the drop list.

Don't forget to save with OK!

Save and load keyboard shortcuts

You can save your keyboard shortcut settings as a file on the computer and then retrieve them if, e.g. several operators want the same settings.



1. Select Alcatel-Lucent OXE or Tellus PAM.
2. Choose location to save or load to/from.
3. Save or upload.

Call handling buttons

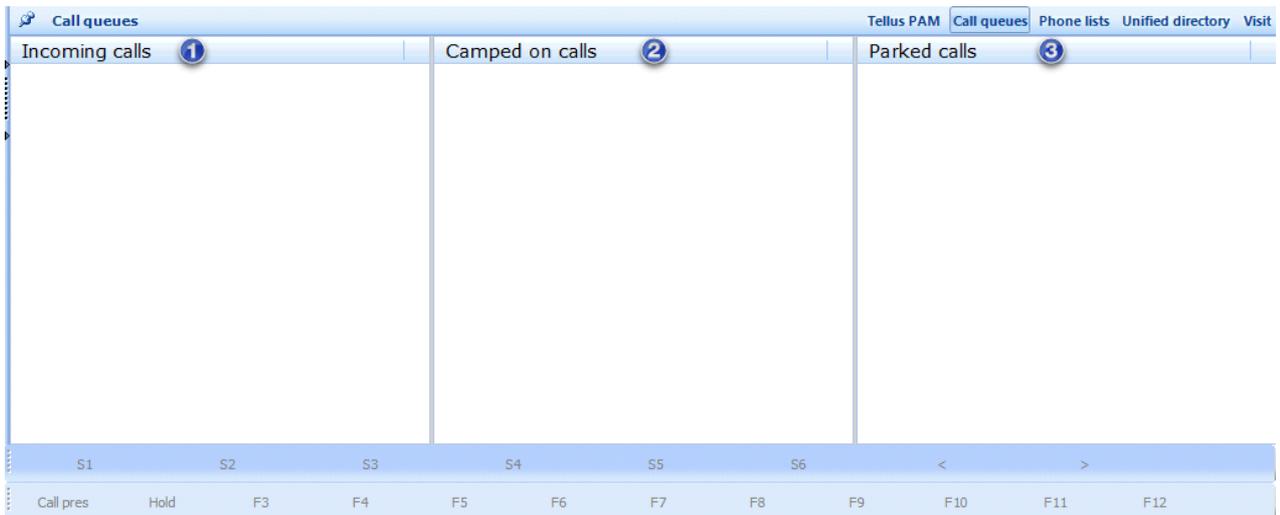
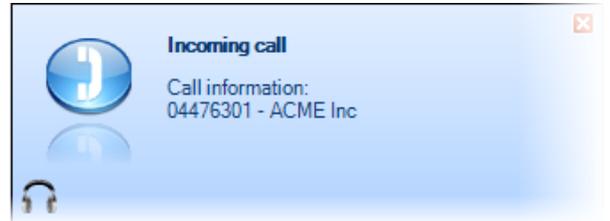
At the bottom of the operator console you will find some buttons that are used for the call handling process. To toggle between the different options, press the buttons and they will change appearance. The application needs to be in day mode for the buttons to be activated (1).

These buttons are described in page 6.

Call window and call handling

To call the operator's attention to incoming calls settings can be made to activate the queue side and display call alert. This is done under Settings→ More settings→ OmniPCX Enterprise→ Settings, described in greater detail on page 47.

When activated, the operator will receive a call alert in the lower right corner for five seconds. The queue pane will also be activated.

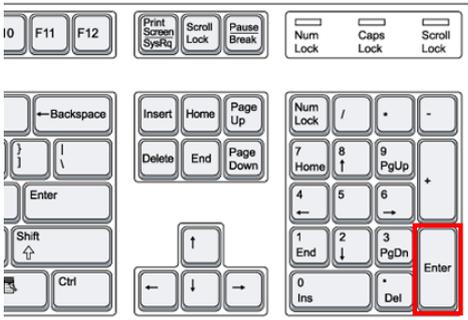


1. Incoming calls
2. Camped on calls
3. Parked calls

Answer incoming call

To answer an incoming call, double click on it in the incoming calls column (in the queue pane) or press the keyboard shortcut:

Answer the incoming call on the Alcatel-Lucent USB keyboard



Use the alphanumeric Enter.

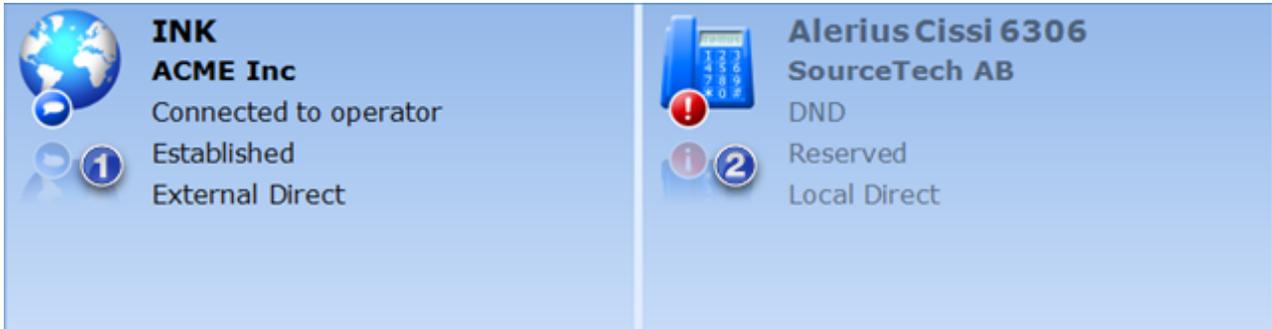
The call will be placed in the left call window.



Transfer calls

When you have an active call that you want to transfer to a Tellus user: search for the user and press on the phone number you want to transfer to. You can also press the key “F12” on the keyboard to send the active phone to the call window.

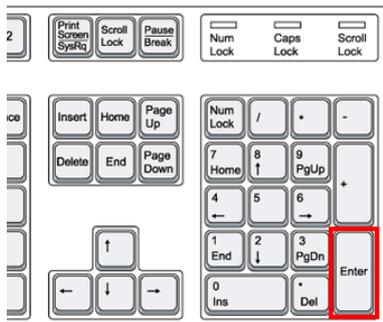
The new call will be shown in the right call window



The call in the left part has the symbol of a speech bubble that indicates that it is active.

In the other window we can see the text “Reserved” that shows that the extension is reserved by the operator and that means that no other call can come in between and make the extension busy.

Transfer the call using Alcatel-Lucent USB keyboard by pressing:

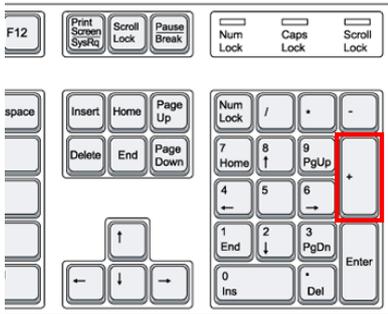


On the standard keyboard you use the numeric enter key.

Transfer a call with announcement/inquiry

If you want to call ahead and announce the call before you transfer, do as follows.

To announce the call using the Alcatel-Lucent USB keyboard:



To announce the call using a standard keyboard, use the plus key on the alphanumeric part of the keyboard.

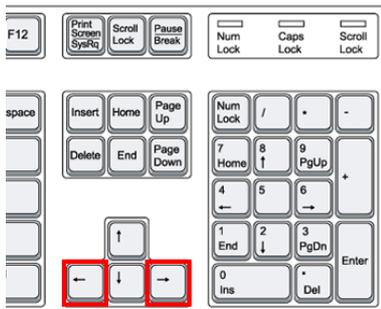
When you want to connect the two calls you use the keys for transfer call.

Toggle between calls

When you have two active calls, you might want to toggle between them. The symbols will tell you which call that is active right now.



To toggle when you are using the Alcatel-Lucent USB keyboard:

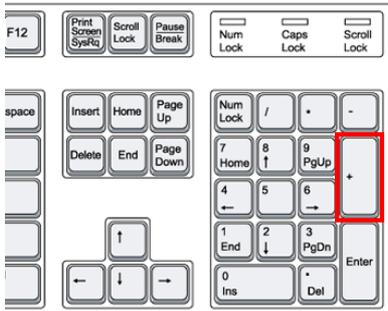


Use the arrow keys on a standard keyboard.

Dial an extension or external number

To call an extension, start by searching for them. Click on the phone number or press F12 to send the active phone to the call window. The call will now be reserved and placed in the left call window.

To ring the extension using the Alcatel-Lucent USB keyboard:



To ring the extension using the standard keyboard, press the plus key.

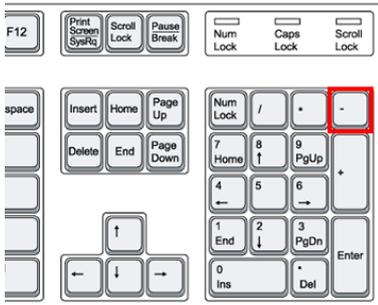
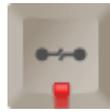
When the extension rings you can see that the text in the call window will change to “Ringing”.



To call an external number, you enter the number in the input field (the same field where you enter your regular search) and press the dial key on the Alcatel-Lucent USB keyboard and the numeric enter on the standard keyboard.

Release/End a call

To end a call using the Alcatel-Lucent USB keyboard:

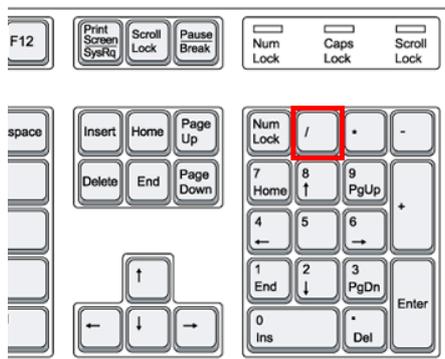


To end a call using the standard keyboard.

Cancel Inquiry

To hang up the inquiry call, i.e. to cancel the call in the right call window.

To cancel the call using the Alcatel-Lucent USB keyboard:



On the standard keyboard

Advanced call handling

In this section we will illustrate some advanced features such as intrude, override forwarded extensions sent DTMF etc.

In the applications lower part we can see a set of S-buttons. These buttons are dynamic which means that they have different functions depending on the call state etc. You can use these buttons by simply clicking on them with the cursor or use the S-buttons on the Alcatel-Lucent USB keyboard or pressing shift+the F-key with the same number on the standard keyboard.



Override forwarded extension

As an operator you have the right to override an forwarded extension. This means that you can, temporarily, ignore an absence message if you know that the person is available or if there is an emergency etc.

When you have searched for the person and pressed dial or F12 on your keyboard do as follows you press the S-button marked “Backwards” and then call the extension, as you normally would do.

On a standard keyboard the insert button will be mapped to the “Backwards” function.

Intrude

The operator has the ability to intrude an on going conversation if the system is configured with this operator right. If the extension you have dialed is busy in a conversation the text *Intrude* will be shown on one of the S-buttons.

To intrude: Click on the S-button marked *Intrude* or press the End-key if you are using a standard keyboard. To end the intrusion, press the S-button again.

Send tone

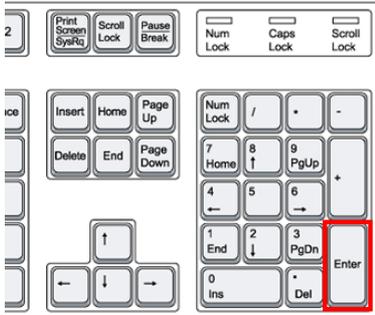
When the operator makes an outgoing external call, if they are answered by an Automated Attendant facility they need to press or click the S-key that displays *Send tone*. Once this has been activated the operator can go through the auto menu by selecting options on their keypad.

So, if you want to make choices in a menu, i.e. "press 1 for support, 2 for invoices etc., you first have to press the S-button *Send tone*. You can send numbers (0-9), star (*) and hash (#).

Put a call on hold

Sometimes you need to put a call on hold and then pick it up again.

When you want to put a call on hold using the Alcatel-Lucent USB keyboard:



On the standard keyboard you use the numeric enter.

To retrieve the call from the call queues you can double click on it or use the camp on key on the Alcatel-Lucent USB keyboard.



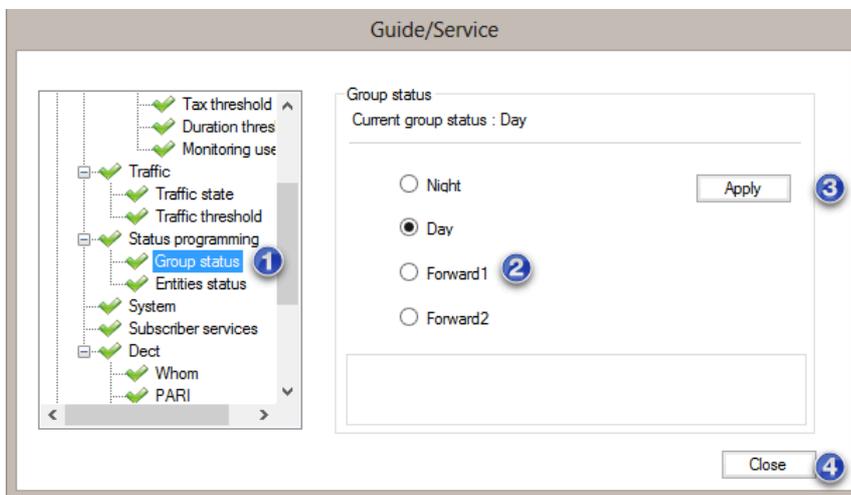
If you choose not to manually retrieve the call, it will automatically return to the incoming call list after a while (this time is set by your PBX technician).

Give an open line

The operator can provide a world open line to an extension that has a public network category that prevents this kind of call. When the operator is in an active conversation with the extension he or she can dial the trunk access (i.e. 0 or 00) and then press the transfer key.

Forward the operator group

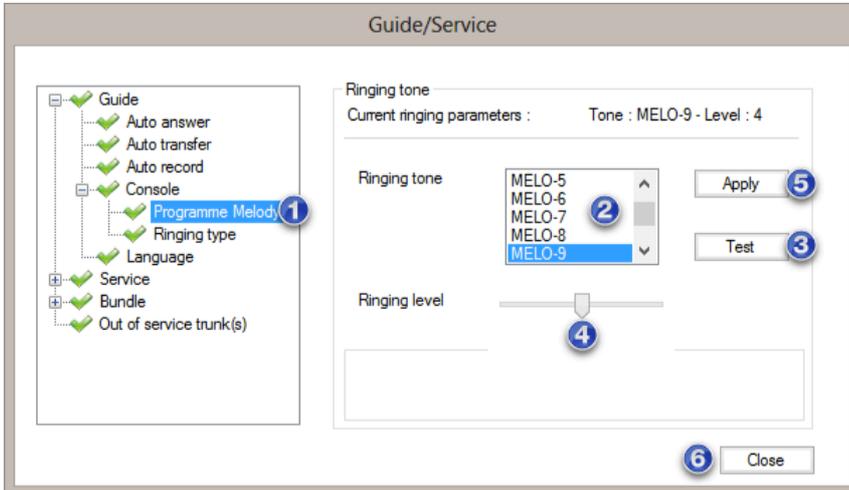
To be able to answer the calls to the operator to another phone set, a technician needs to configure this in the PBX. After that the operators can choose to forward the group by entering the service mode:



1. Double click on group status
2. Choose mode, Forward1 or Forward2.
3. Press Apply
4. Press Close

Change ring melody and volume

To change the ring melody and volume you need to enter the guide mode.

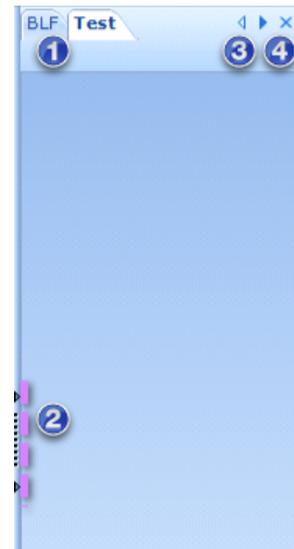


1. Double click on programme melody
2. Choose melody in the list.
3. Click on test to hear the melody.
4. Adjust the volume of the melody by using the slider.
5. Press Apply.
6. Close.

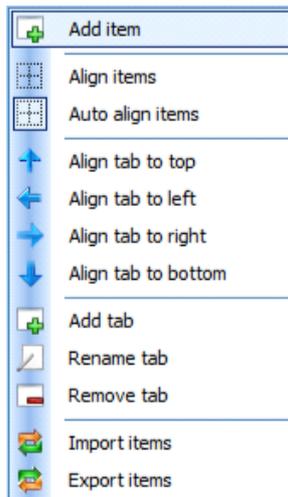
Busy Lamp Field

In order to get information on the user's availability and telephone status, Busy lamp tabs can be programmed. To begin with, tick *Enable BLF* under Settings-> More settings-> Application settings. A field labelled *BLF* (Busy Lamp Field) will appear on the right of the main window. The busy lamp tab can now be hidden and displayed with the broken purple line.

1. The tabs will appear here, the selected tab has a lighter colour than the other tabs.
2. Open and close the Busy Lamp Field by pressing the purple line.
3. If there is not enough room for the name of the tab you can browse to the right/left to read it.
4. Click on the X to delete the tab that is open.



When the BLF is opened you can right click anywhere in the tab to get the following options:



Using object

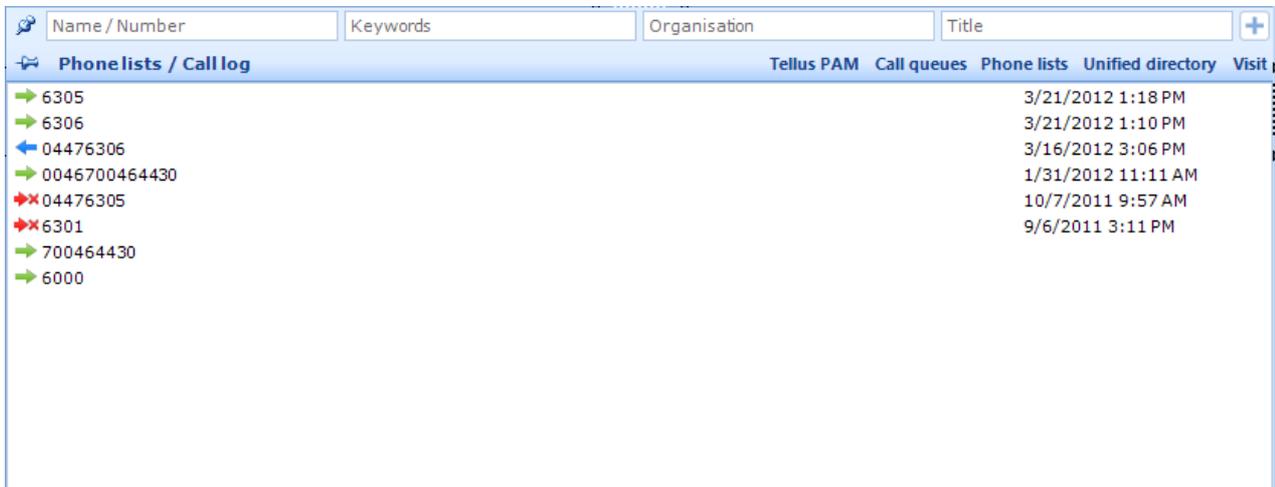


When you have added objects you can edit them by right click on the object you want to edit.

You can choose to dial the number by double click on the object or right click and choose the option "dial".

Phone lists

In the 4059EE you can see a list on the latest calls, you will find them under the page “Phone lists” in the display menu.



The screenshot shows a web interface for 'Phone lists / Call log'. At the top, there are search filters for 'Name / Number', 'Keywords', 'Organisation', and 'Title'. Below the filters is a navigation bar with tabs for 'Tellus PAM', 'Call queues', 'Phone lists', 'Unified directory', and 'Visit'. The main content area displays a list of phone numbers with their call status and times:

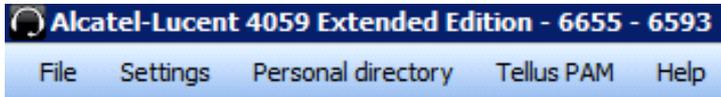
Phone Number	Call Status	Time
6305	Success (green arrow)	3/21/2012 1:18 PM
6306	Success (green arrow)	3/21/2012 1:10 PM
04476306	Failure (blue arrow)	3/16/2012 3:06 PM
0046700464430	Success (green arrow)	1/31/2012 11:11 AM
04476305	Failure (red arrow with X)	10/7/2011 9:57 AM
6301	Failure (red arrow with X)	9/6/2011 3:11 PM
700464430	Success (green arrow)	
6000	Success (green arrow)	

To save a number from the list, right click on it. The number will be saved in the “Personal directory”.

Settings

The application stores individual settings on the Tellus server in order to have a personal touch on any computer on which the program is installed. Site-specific settings are saved on the computer.

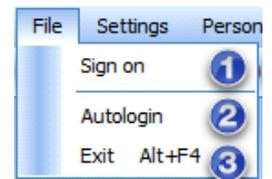
You find the settings under the different tabs in the menu row.



The tabs will be presented below.

File

1. Log on/off the application.
2. Click here to enable auto login, this means that you won't see the login dialog the next time you start the application.
3. Click here to exit the application.



Settings

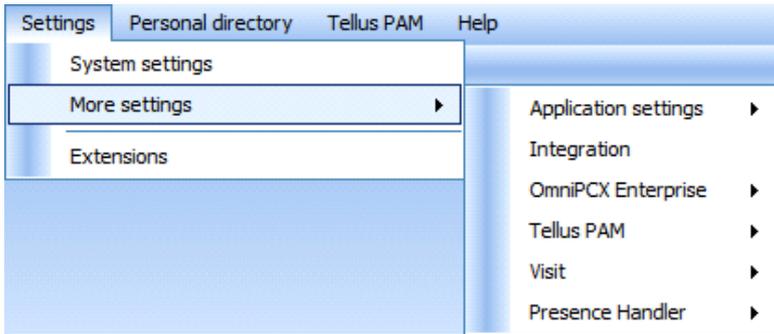
System settings

Indicates which call handler that should be used. Set by trained technician during installation.



NOTE! Modifying settings here could cause operator-specific settings such as keyboard shortcuts to disappear.

More Settings



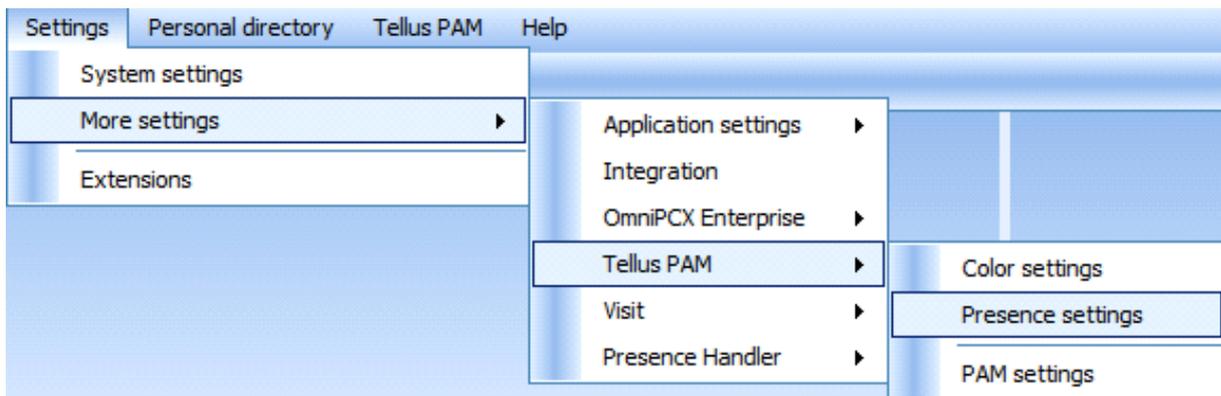
Application settings

Choose language, log level, keyboard mapping etc. More about keyboard shortcuts on page 20.

Integration

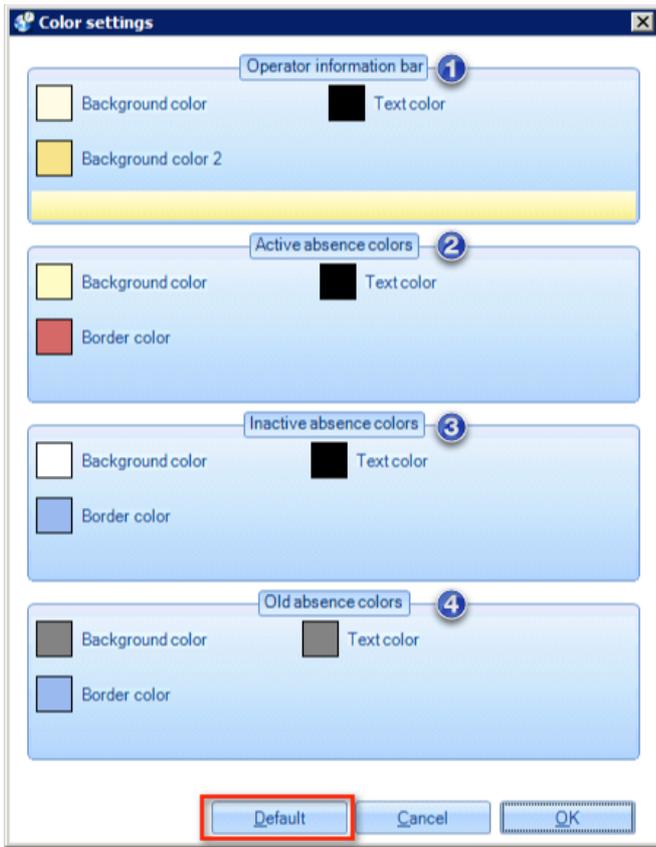
Tick the boxes for “Click to call” and “Click to search” to enable dial a call and search from other programs than Tellus.

Tellus PAM



Every operator can make her/his own settings for the appearance of the operator application.

Under colour settings you can set what colours you want in the application.



1. Colour on the operator information bar.
2. Colour on the active absence.
3. Colour on the inactive absence.
4. Colour on old absence.
5. Press OK to save.

To go back to the default colour settings, just press the button “Default”.

Under “Presence settings” you can set how many days ahead and how many hours back you want to show absences. For more information go to page 14.

Under PAM settings you can choose how to search in contacts, create your own message templates etc. More information about message templates on page 17.

Visit

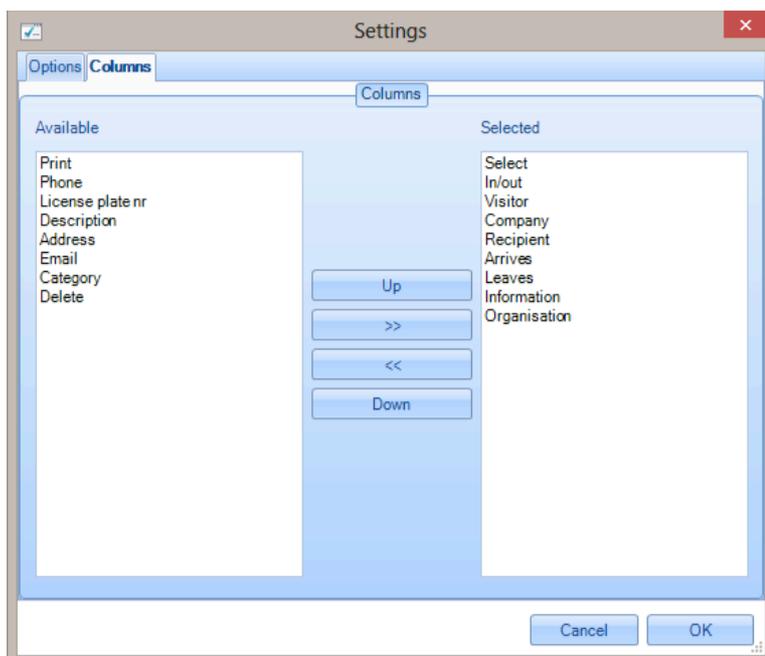
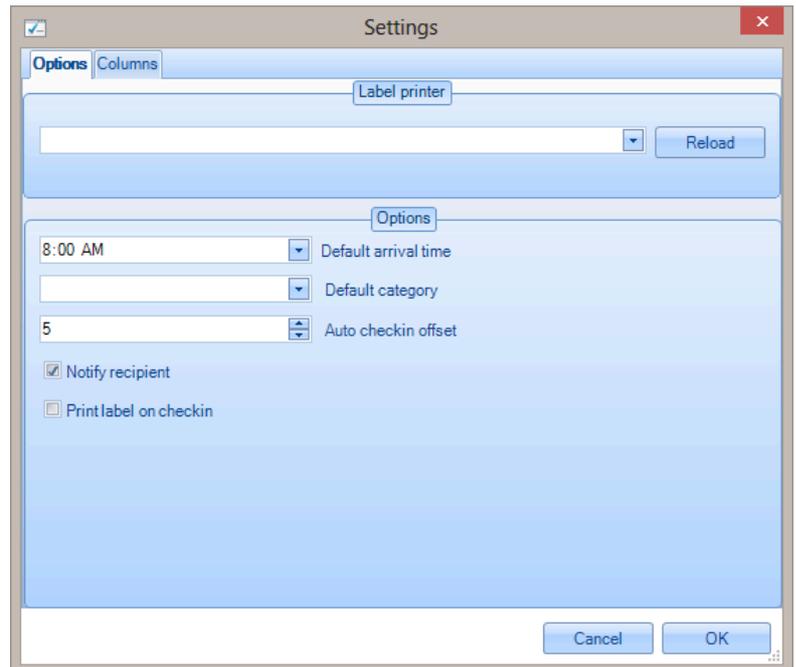
Settings for the visit client can be made in this menu.

Set the settings for the label printer in the first part of the dialog.

In the next part you can set the standard time for the visitors, set a default category etc.

Tick the box for “Notify the recipient” if you want the system to automatically send notifications to the recipient when the visit arrives.

Tick the next box if you want a label to be printed automatically when the visitor arrives.



Under the tab columns you can change what information that is displayed in the main window in the operator application. The information that is available is listed to the left and the information you have chosen is listed to the right.

To add more fields you mark the field in the left list and press the arrows that points to the right and use the other buttons to change the order of the fields.

Press OK to save.

MyTeamwork

In this menu you can set if Tellus should integrate with MyTeamwork.

AHL Flash



Server settings for certified Tellus engineers.

OmniPCX Enterprise

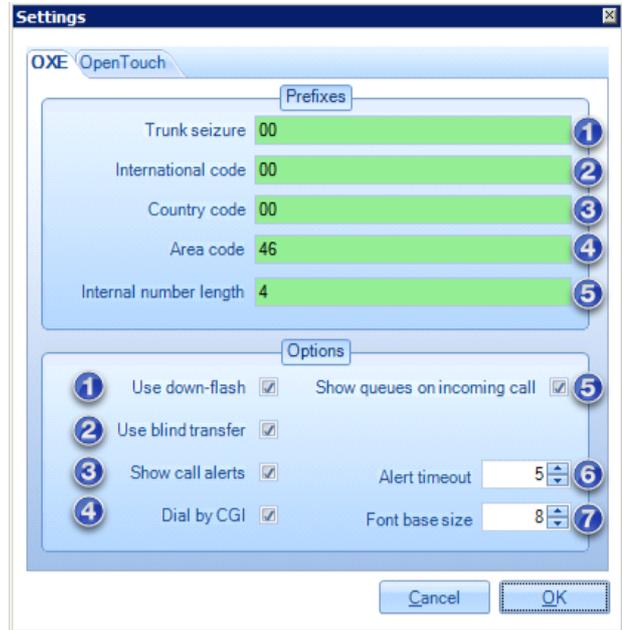
PBX call handling settings.

Prefix

1. The code you must dial to call external numbers.
2. The code you must dial to make international calls.
3. Country code
4. Area code
5. Length of internal number. If extensions have e.g. both three and four digits, choose the longest.

Options

1. Tick this to “clear” Tellus when the call is ended.
2. Tick this to use blind transfer.
3. Display call alerts
4. Tick this box if another application (i.e. 4760/8770) should be able to call through the 4059EE.
5. Shows call queues on incoming calls.
6. Number of seconds for call alert.
7. Set the font size.



Tellus PAM

In this menu you can see all today's sent messages and the operator information option.

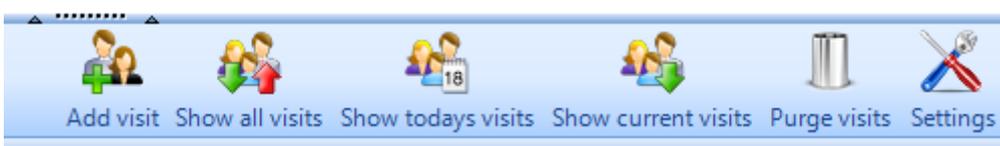
Help

In this menu you can see what version the application is, send log files etc.

Visit

In the visit management makes it easy for the operators to handle all visits to the organisation. Here the operator can choose to register a visitor or a group and the users can register their visits in the web client. When the visitor is checked in the recipient can be notified automatically by email or SMS.

At the bottom of the visit pane the following options will be found.



Add visit lets you register a new visit.

Show all visits displays all registered visits for today, both the expected and the ones that have not yet arrived.

Show todays visits displays all visits expected for today.

Show current visits, displays the visitors that are checked in at the moment.

Purge visits, will clear all checked out visitors from the lists.

Settings are the same as explained at page 42.

Add visits

Press “Add visit” and a new dialog will appear.

1. Click on the green plus to add visitor details.
2. Edit chosen visitor.
3. Remove chosen visitor.
4. Enter expected start and end time for the visit.
5. Enter additional information about the visit.
6. Search for the recipient of the visit.
7. Tick the box if the recipient should be notified when the visit is checked in.

Visitor details

Fill in the information about the user and press “Add”. If there is more than one visitor you can continue to add visitors without exiting the dialog. When all visitors are added to the visit, exit and save by pressing “OK”.

Visitor details

Visitor details

First name: Ulf

Surname: Wahlquist

Company: Wahlquist Interior

Phone number: 018-7878789

Email: ulf@wahlquist.com

Address: Dragarbrunnsgatan 10

License plate nr: ABC 123

Category: [dropdown]

Description: Food supplier

Buttons: Cancel, Add, OK

Proposed visitors

Select any of the proposed visitors or click Cancel to create a new based on your input.

Anders AI -
Ulf Wahlquist - Wahlquist Interior

Buttons: Cancel, Done

If the visitor has been registered in the system before, you will be proposed with a list that matches the name.

Check in/out visitors

When a visitor arrives they can register through the visit terminal or the operator can register them manually.

Select	In/out	Print	Visitor	Company	Arrives	Leaves
<input type="checkbox"/>			Julia Roberts	Hollywood	November 18 13:01	November 18 23:30
<input type="checkbox"/>			John Doe	ACME Inc	November 18 12:45	November 18 23:30
<input type="checkbox"/>			Bill Gates	Microsoft	November 18 12:45	November 18 23:30

You check in the visitor by pressing the yellow arrow next to their name in the result grid. Tick the boxes to check in/out multiple visitors.



The visitor has not yet arrived.



The visitor has been checked in.



The visitor has been checked out.

View visitor details

The screenshot shows the 'Visit' application interface. On the left, there is a list of visitors with columns for Select, In/out, Print, Visitor, Company, Arrives, and Leaves. A right-click context menu is open over the 'Produktionsmöte' entry, showing options: Open group, Info, In/out, Print, Edit, and Delete. On the right, the 'Recipient' details are displayed, including the name Cissi Alerius, address SourceTech, Vretenvägen 6, Solna, and arrival/leave times for 11/14/2012. A blue arrow points from the asterisk in the list to the 'Open group' option in the menu. Another blue arrow points from the asterisk to the 'Info' option. A third blue arrow points from the asterisk to the 'In/out' option. A blue circle with the number 1 is at the bottom left, and a blue circle with the number 2 is at the bottom right.

To edit or view information about a visitor you can right click on the name in the list and choose edit.

A group of visitors are represented by an asterisk* and you can choose to "open group" when you right click.

1. The asterisk shows that this is a group of visitors.
2. Here you can see the information about the visitor.
3. Here you can see all visitors that belong to the group.