

**01591**  
Well-Contact Suite Top Software.

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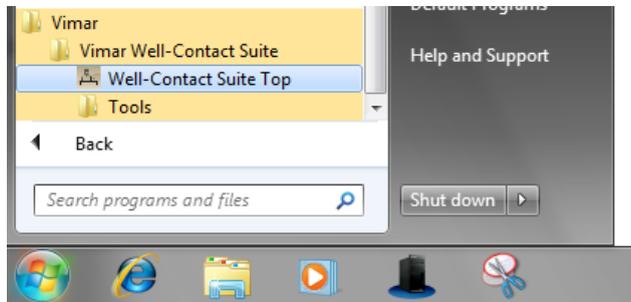


## Software start up

To start up the software double click the Well-Contact Suite software icon on the Windows desktop.

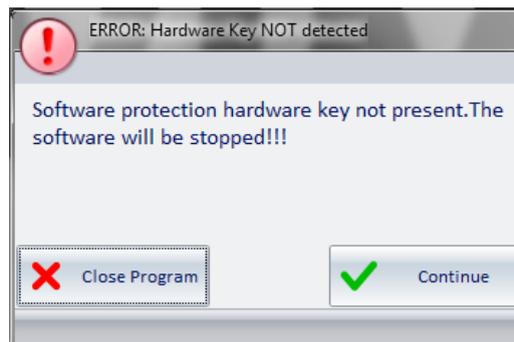


Alternatively you can use the link to the Well-Contact Suite software application, included in the Windows Programs menu, as shown in the picture below.



**NOTE:** For the operation of Well-Contact Suite software, the hardware key that came with the software itself must be plugged to the computer where it's been installed.

In the event that the Well-Contact Suite software does not detect the presence of a hardware key compatible with the software you are trying to run, an error message will appear as shown below.



Make sure you have correctly plugged the hardware key that came with the software to your system.

Pressing the "Close Program" button, the software will be closed.

Pressing the "Continue" button the software will check again the presence of the hardware key.

The "Continue" button is then used if you want the software to check the presence of hardware key again, after having verified the presence and the correct insertion of the key.

In the event that the hardware key is properly installed on your computer and is compatible with the software you are trying to run, the window for entering the user login information appears.

For access to the Well-Contact Suite software by a user is necessary for a user to have been previously **created** by the administrator of the system. Each user is assigned two pieces of data necessary for access to the software (login data): **User** and **Password**.



**NOTE:** If the Well-Contact Suite software has been configured to access other Well-Contact Suite servers, in the Login window, in addition to the User and Password fields, there is also the Server field, from which you can select the Well-Contact Suite server that you want to connect to.

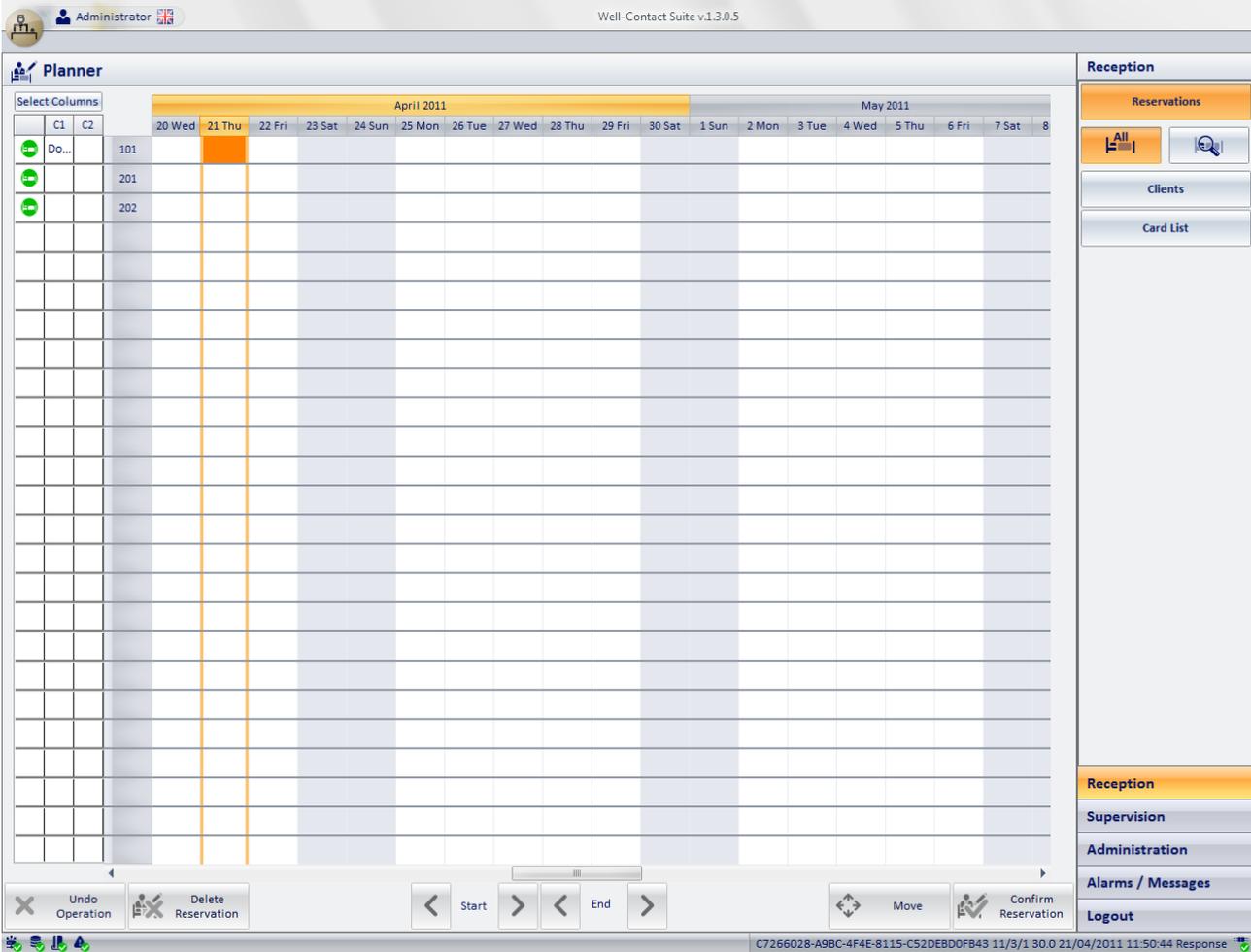
Enter your user information (in absence of such data ask your system administrator):

**User:**                    **username <sup>(1)</sup>**  
**Password:**            **password <sup>(2)</sup>**

After Entering the user data (user and password) press "Login" to access the Well-Contact Suite software.

Pressing the "Exit" button closes the login window, and the Well-Contact Suite software will be run.

When you push the "Login" button, after a few seconds the following window will appear:



<sup>(1)</sup> It is the user name that was created by the system administrator to allow for the use of the Well-Contact Suite software. Please note that the "User" field is not case sensitive, or does not take into account any capital letters in the alphanumeric string (This is in accordance with the operation of Windows).

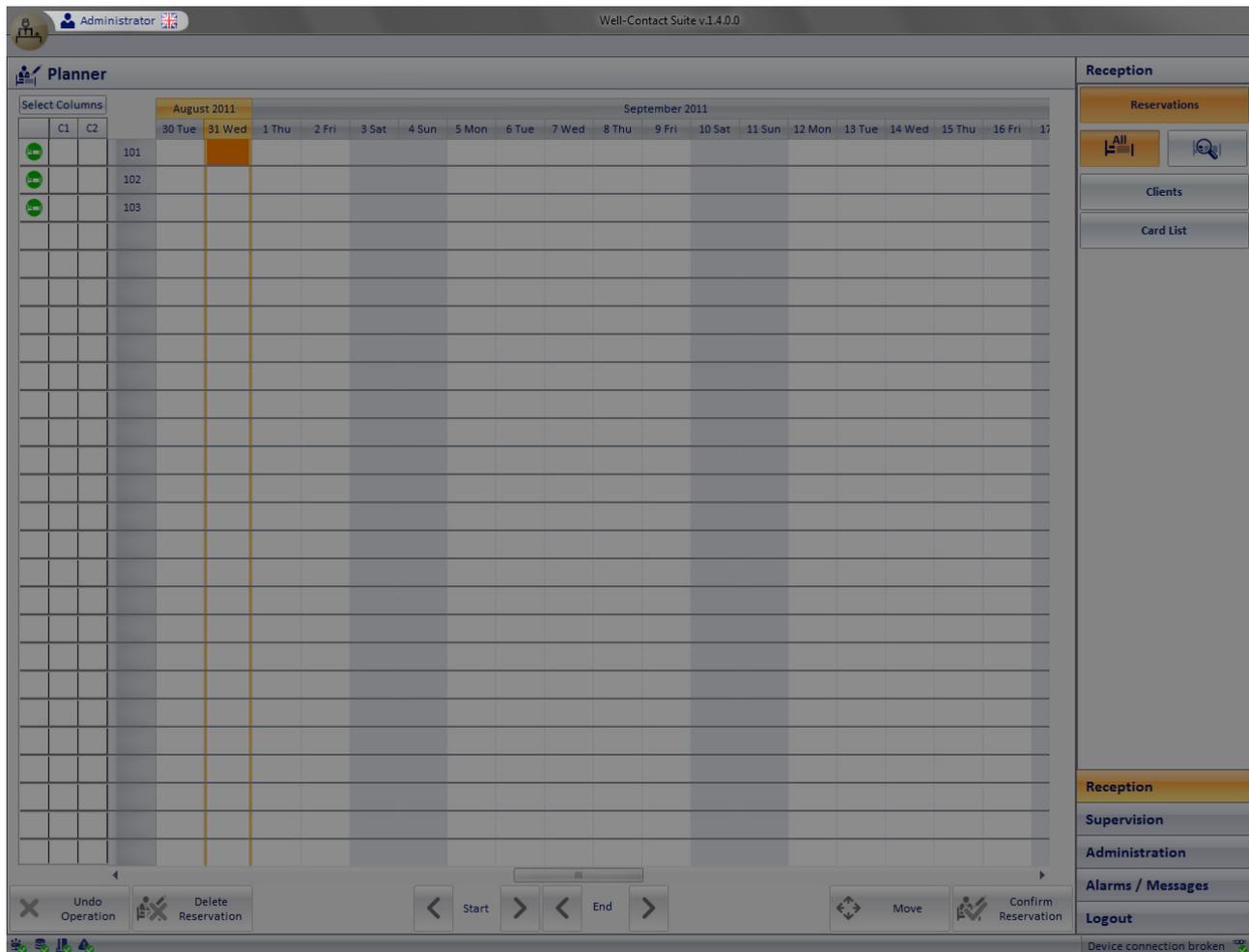
<sup>(2)</sup> For security reasons, the password characters are not displayed but are replaced by '•'. Please note that the "Password" field is not case sensitive, or does not take into account any capital letters in the alphanumeric string (This is in accordance with the operation of Windows).

## 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



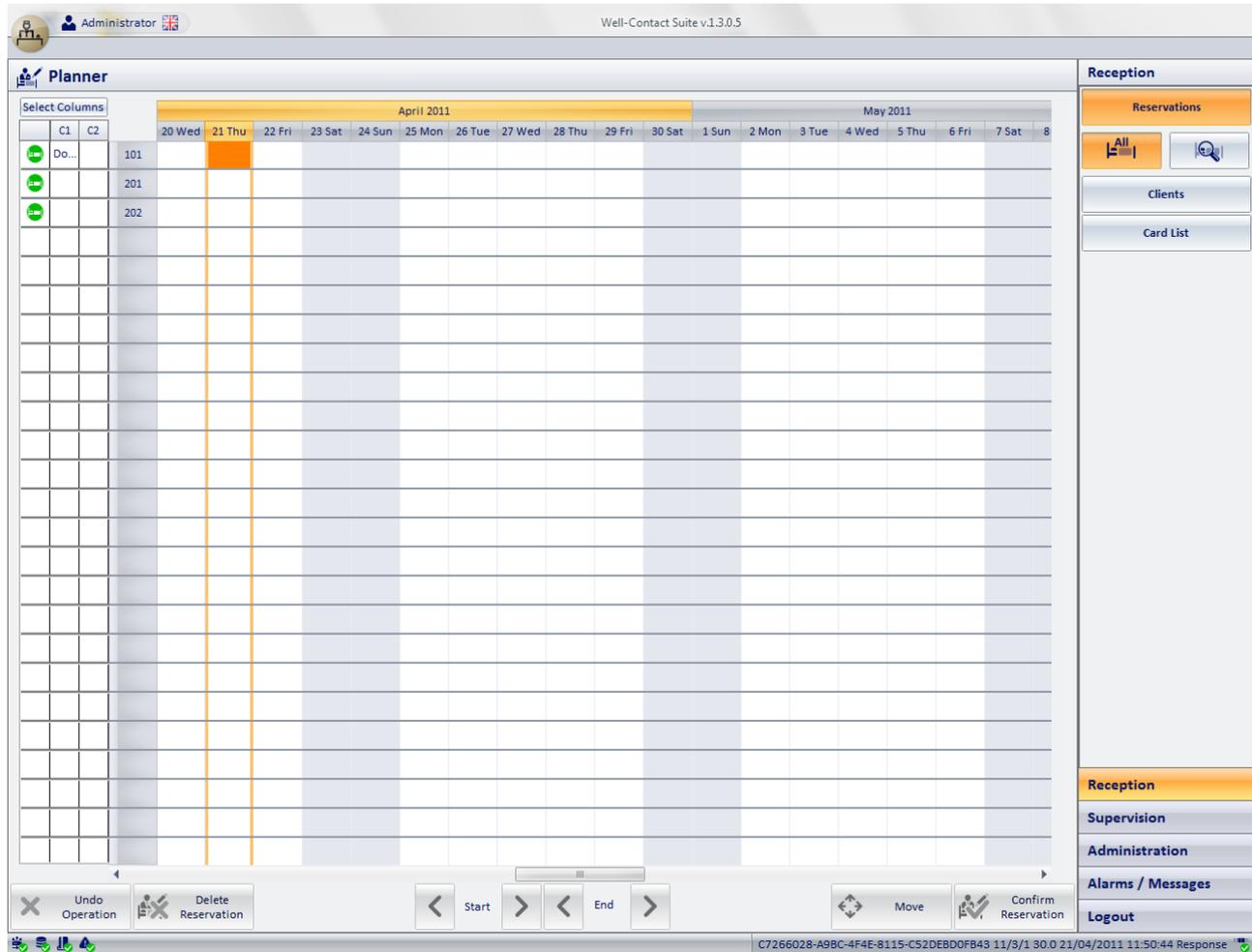
Pressing "Cancel" will reset the current language. If you want to change the language of the Well-Contact Suite software, simply click near the name of the desired language and press "Confirm". The change can be made from any screen, and will be in real time.

**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.**

## The user interface

### Introduction

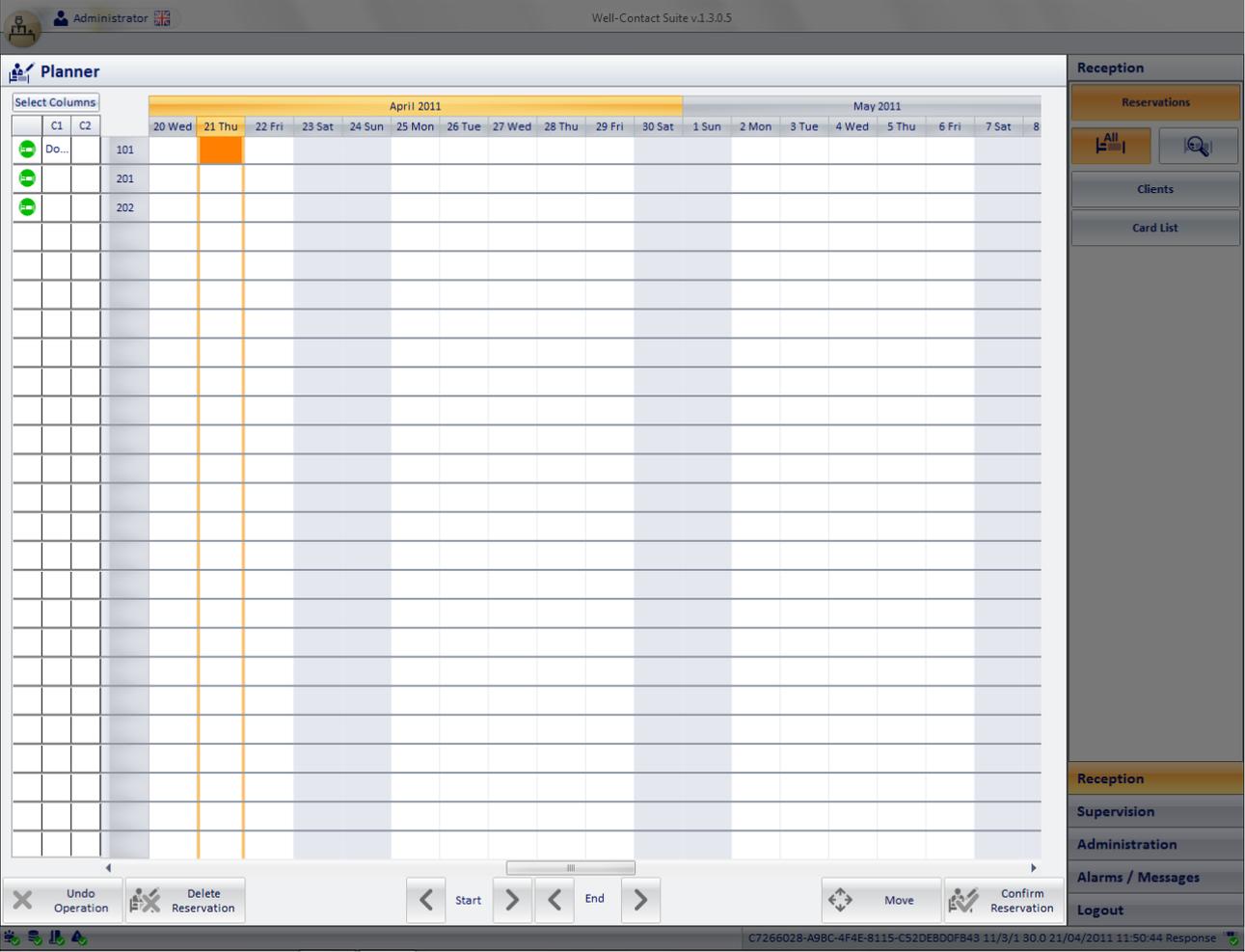
The Well-Contact Suite software, after the opening, is shown in the following picture.



The user interface of the Well-Contact Suite software has the following areas:

## 1. Workspace.

This area is used for carrying out the specific function of the Well-Contact Suite software.



The screenshot displays the 'Planner' interface of the Well-Contact Suite software. The main area is a calendar grid showing reservation slots for April and May 2011. The grid is organized by days of the week (20 Wed to 8 Sat) and reservation slots (rows). A reservation is highlighted in orange on April 21st (Thursday) for room 101. The interface includes a top navigation bar with 'Administrator' and 'Well-Contact Suite v.1.3.0.5'. On the right, there is a vertical sidebar with buttons for 'Reservations', 'Clients', and 'Card List'. At the bottom, there is a control bar with buttons for 'Undo Operation', 'Delete Reservation', 'Start', 'End', 'Move', and 'Confirm Reservation'.

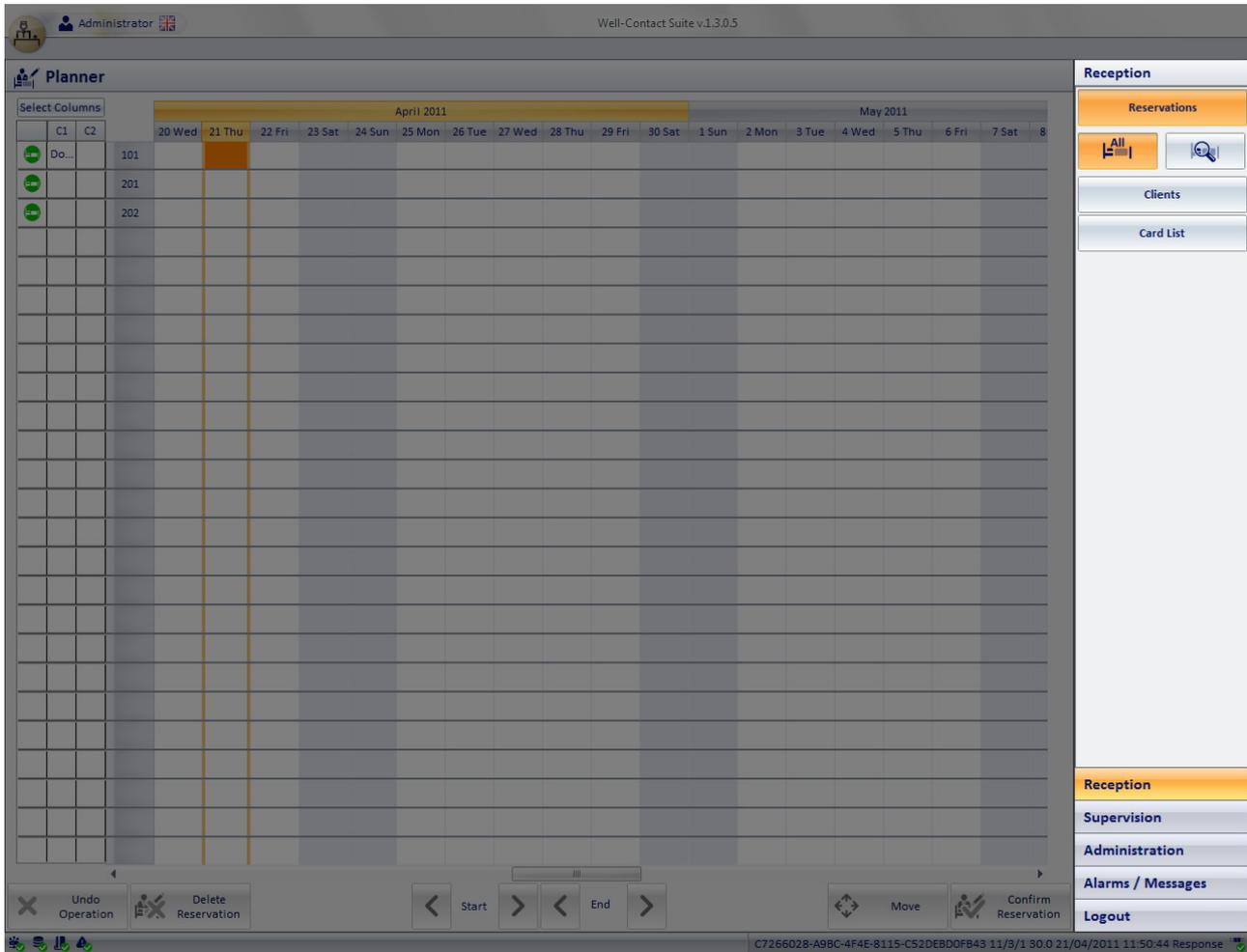
## 2. Area of choice of software functionality.

This is the area through which you can select and thus access the various functional sections of the Well-Contact suite software.

It is an area common to all windows "in use" of the software, except for the "ETS Configuration" dialog.

At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are.

It is further divided into the following areas (upper and lower):



a. **Area for the selection of the Well-Contact Suite software sections.**

It is represented by the bottom of the features area, and includes buttons that allow you to activate the related Well-Contact Suite software sections: Reception, Supervision, Administration, Alarms/Messages.

At the bottom of this area is the button to exit the software (or disconnect the current user to access as another user): "Logout" button.

b. **Selection area of the sub-section of the current section of the software.**

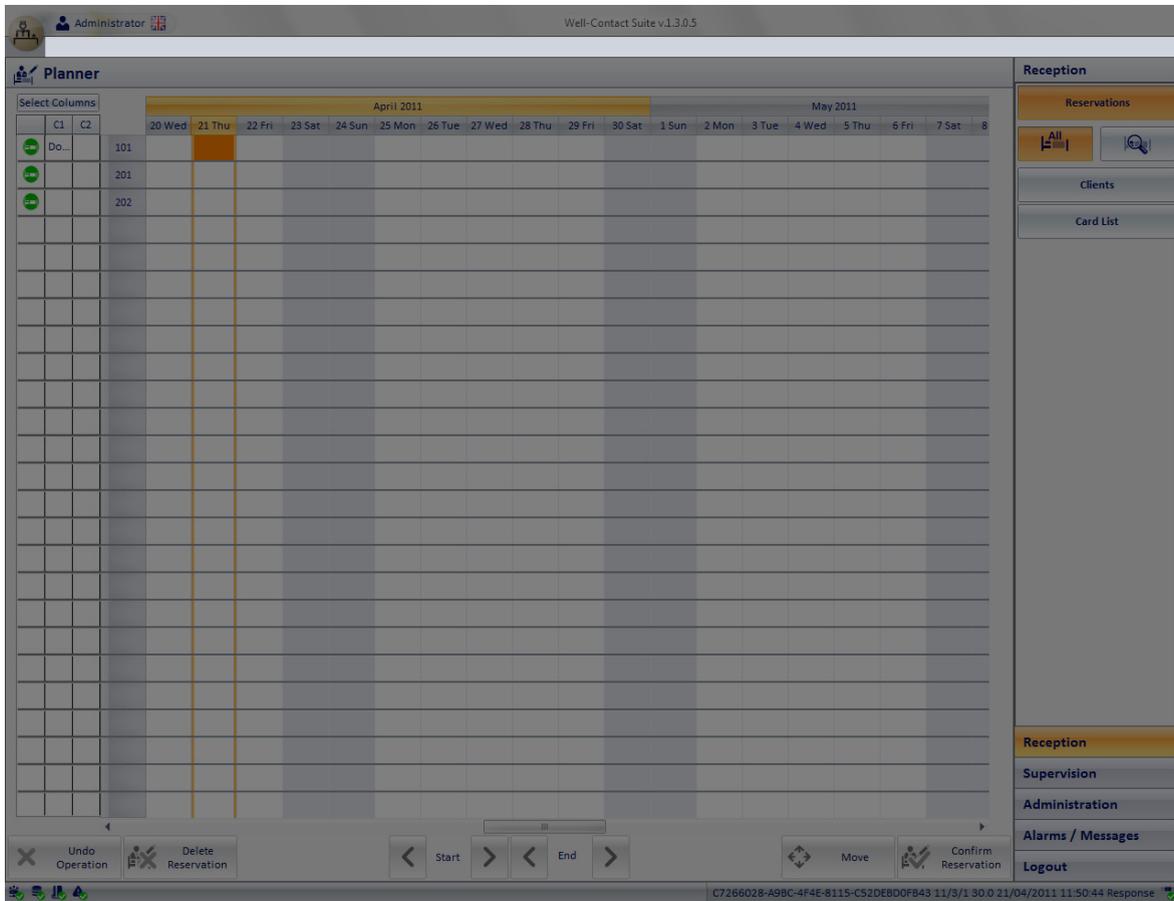
It is represented by the top of the feature selection area. Provides access to sub-sections of the functional sections of the Well-Contact Suite software. Here follows the list of subsections relating to the functional sections of the Well-Contact Suite software, which will be described in detail in the next few chapters.

- Reception Section: Reservations, Customers, Card List
- Supervision Section: Zone Management, Events List.
- Administration section: Staff.
- Alarms/Messages Section <sup>(3)</sup>.

<sup>(3)</sup> This section has no subsections.

### 3. Area for setting any display parameters.

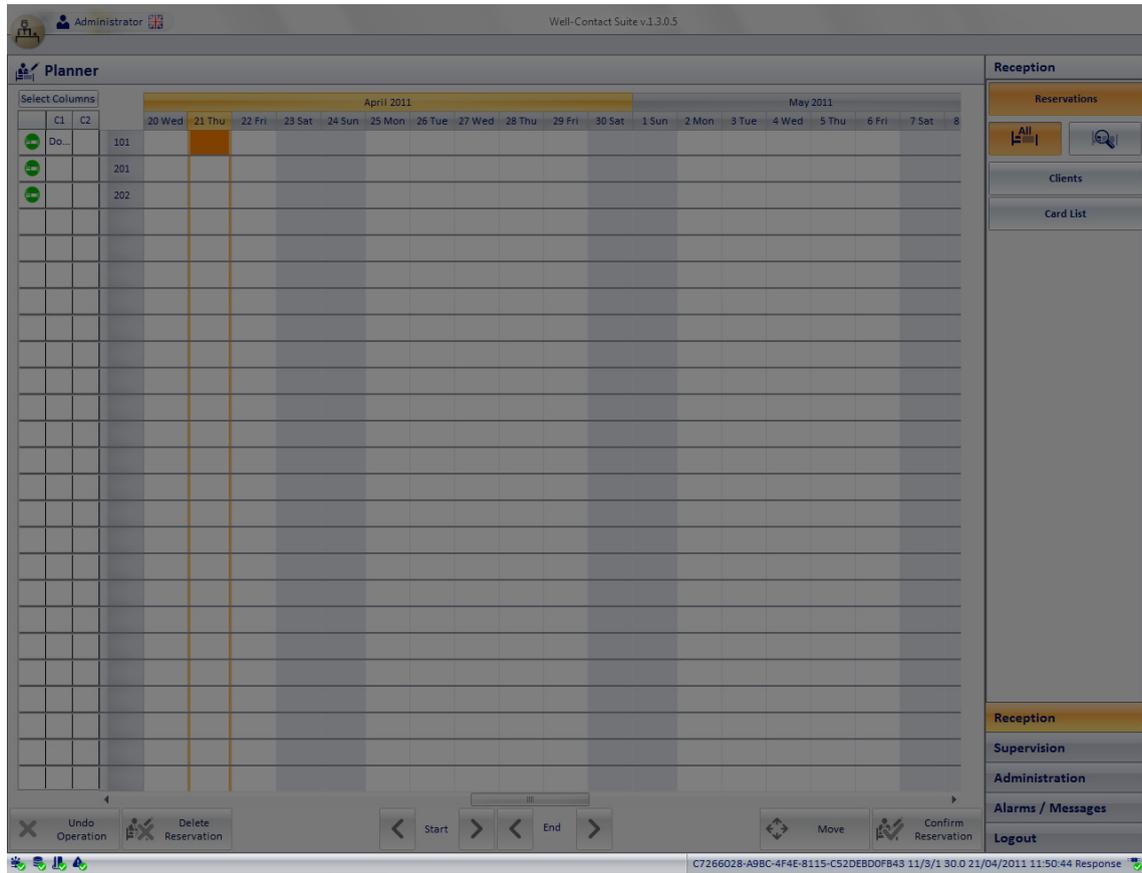
This area is used in some parts of the software to set certain display parameters of the data presented in the work area.



### 4. The display area of the state of operation of the software components

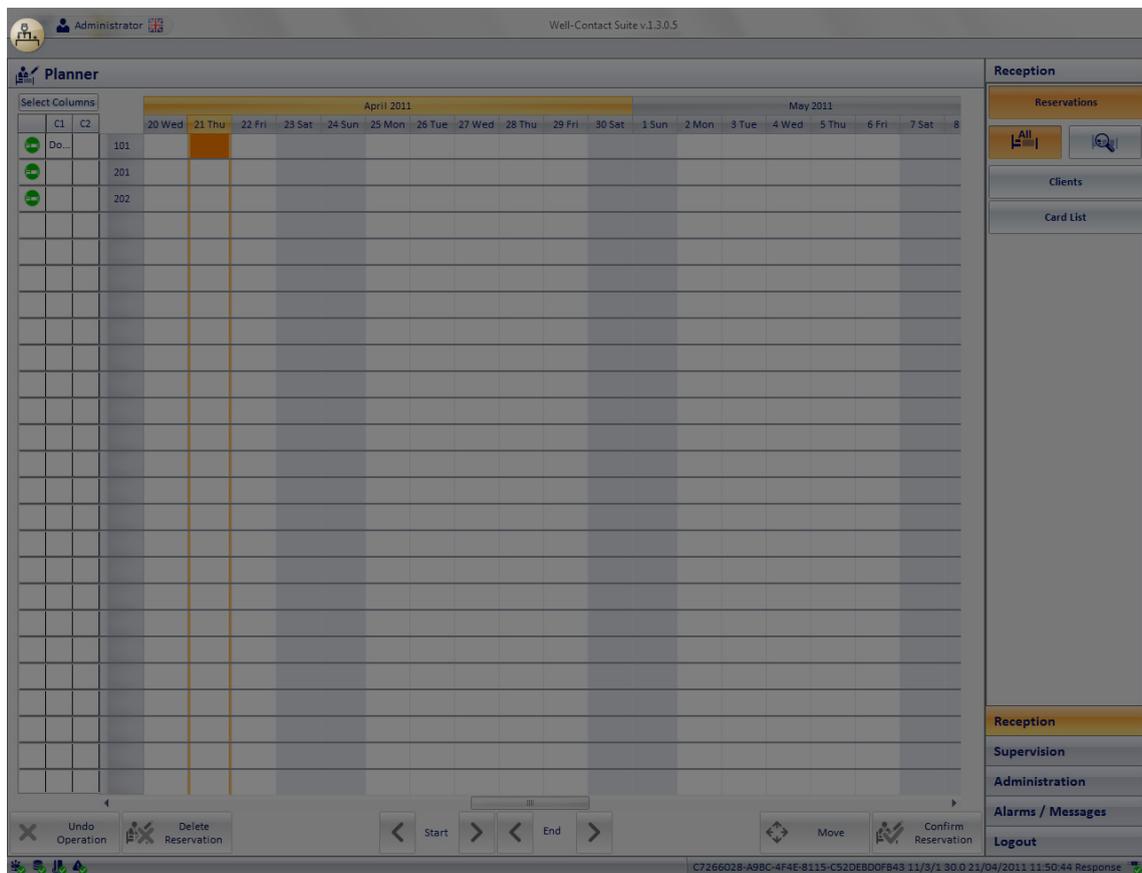
It consists of the bottom bar of the program window and contains the status indicators (indicators and text fields) of the Well-Contact Suite software components.

It is a very important part of the user interface and allows to immediately identify the operating status of the software and is one of the diagnostic tools of the Well-Contact Suite software.



**5. Icon to activate the configuration menu.**

Left-clicking the icon shown in the picture on top left of the Well-Contact Suite Software, you can access the configuration and utilities menu.



## The display area of the state of operation of the software components

As mentioned above, the area below the Well-Contact Software Suite window contains all the indicators about the operational status of the software.

This area will later be referred to as "status bar" (of the software).

The status bar of the software is visible in all the operational sections of the software, except during the "ETS Configuration" procedure.



The status bar, starting from the left, contains the following indicators:

- **Indicator of the status of communication between the software that manages the user interface and the part that deals with the management of services.**

This indicator may take the following status:

Icon	Status	Description
	OK Connection	The communication between the "server" and the "client" is taking place properly.
	Connection Problems	Communication problems between the "server" and the "client".

- **Indicator of the status of communication with the database.**

This indicator may take the following status:

Icon	Status	Description
	OK Connection	The communication with the database is taking place properly.
	Connection Problems	Communication problems with the database.

- **Indicator of the status of the capability of writing access cards.**

This indicator may take the following status:

Icon	Status	Description
	Cards writing feature OK	The card programmer's management is taking place properly.
	Cards writing feature partial	The software communicates with the software modules that manage the programmer but they do not communicate with the programmer.
	Cards writing feature inactive	The card programmer's management is inactive.

- **Status of communications between the software that manages the user interface and the part that deals with the management of alarms.**

This indicator takes the following values:

Icon	Status	Description
	OK Connection	Communication with the service that deals with the management of the alarms is occurring properly.
	Connection Problems	Communication problems with the service that deals with the management of alarms.

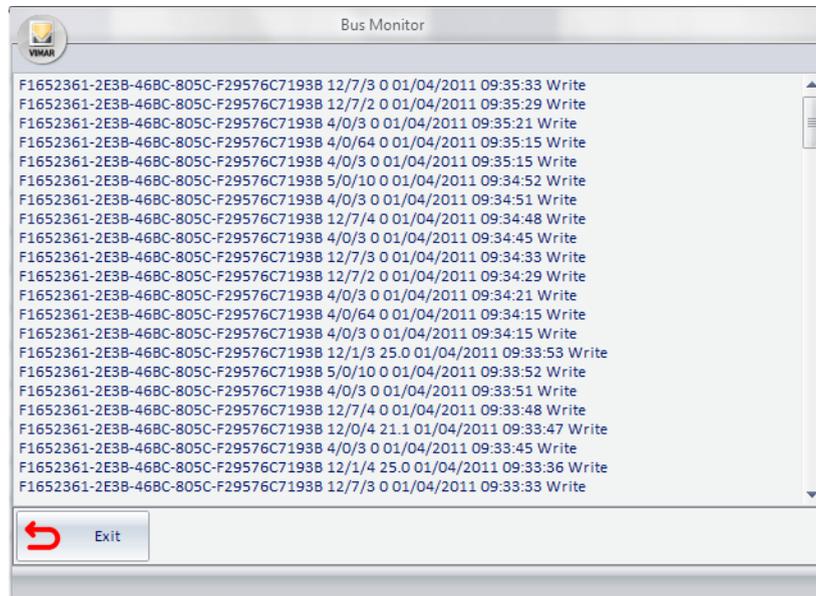
16850118-4CF0-4681-BDFC-7C4B6EF2A72F 12/2/2 0.0 29/03/2011 14:50:32 Response

This view is optional and can be enabled or disabled by configuration menu if you have the required privileges to access this section of the configuration menu (Settings -> Global Configuration Settings; "General" tab; "View the bus telegrams on the Status Bar" field)

This feature is especially useful during the installation and configuration of the system to verify the receipt of telegrams from the KNX bus.

Left-clicking the area where the last telegram received by the software is displayed, a window appears with a list that represents the history of the receipt of telegrams from the bus and received by the Well-Contact Suite software (to access this list you must have enabled the view of the last telegram received from the KNX bus).

The following picture shows the "Bus Monitor" list.



- **Indicator of the status of communication with KNX bus.**

This indicator may take the following status:

Icon	Status	Description
	OK Connection	The communication between the Well-Contact Suite software and the KNX bus is taking place properly.
	Connection in progress	The Well-Contact Suite software is trying to connect to the (hardware) interface via the KNX bus.
	Connection Problems	There are communication problems between the Well-Contact Suite software and the KNX.

- **Indicator of the status of communication with PMS.**

This indicator can assume the status explained below:

Icon	Status Description
	The PMS interface is activated and the PMS interface management service is working properly.
	The PMS interface is activated but the PMS interface management service is not working properly.
No icon	The PMS interface is not available.

---

## The Reception section

### Introduction

The Reception section of the Well-Contact Suite software allows the management of the following:

- Reservations management: creation, editing and deletion. Such management is accessed from the subsection "Reservation" of the "Reception" section of the Well-Contact Suite software.
- Customer data management: integration and modification of personal data of the customers. Such management is accessed from the subsection "Customers" of the "Reception" section of the Well-Contact Suite software.
- Access control system cards management: design, programming, activation and deletion. Such management is accessed from the subsections "Customers" and "Card List" of the "Reception" section of the Well-Contact Suite software.

**NOTE:** the contents of this manual for the room also applies to environments, referred to as "Bookable environments" which are not actual rooms, but are in any case environments which can be booked and in this sense behave in exactly the same way as rooms. E.g.: Meeting rooms, tennis courts...

This aspect takes on more meaning from version 1.20 of Well-Contact Suite, where the possibility of making bookings for bookable rooms/environments with a minimum duration of 15 mins has been introduced, as described further herein.

The process of making reservations for a room, which will be described in detail in the next few chapters, can be divided into the following steps:

1. Associating a period to a room. This is done through the planner (subsection *Reservations* of the Well-Contact Suite software), and results in the creation of a pair room/period.
2. Association of the pair room/period with a customer. This is done through the *Customers* sub-section of the Well-Contact Suite software.

### Well-Contact Plus system access cards management

#### Introduction

The part of the Well-Contact Plus system that takes care of access control consists of transponder readers (external and pocket ones), card programmer and cards themselves.

Access to an environment is granted only after approval by the transponder reader that oversees that area, of a valid card, or a card whose data (access type and access period) coincides with that on the reader.

#### Access card creation

From the standpoint of the Well-Contact Plus automation system management, with particular reference to access control management, to create a valid card that provides access to an area of the Well-Contact Plus system with a transponder reader, you must have completed the following steps:

- 1. Logical creation of the access card.** Through this procedure, you create all access data to be associated with the specific card.  
The data to be defined is summarized in the following list:
  - a. Access type to associate with the card: customer access, staff member access (service staff, maintenance staff, medical staff...)
  - b. Environments to which the card must give right of access. It consists of the list of rooms and common areas to which the card should allow access.
  - c. Access period. Represents the period of validity of the card.
- 2. Programming of the card.** This procedure, performed by the Well-Contact Suite software through the card programmer of the Well-Contact Plus system, writes on the card all data related to the access rights previously defined for the operation of "Logical creation of the access card".  
At the conclusion of this procedure, the access data are transferred to the card but the card is still not "active", or the programmed card does not yet allow access to the areas defined during the "Logical creation of the access card".
- 3. Activation of the card.** This procedure allows to make the validity of the card effective. It is carried out by the Well-Contact Suite software and does not require writing operations on the card.  
Only after having successfully completed this operation, the card allows access to the desired areas.

#### Revoking the validity of an access card

You can at any time revoke the access rights of a card. With this operation, the rights of access of that card to the desired environments (and then to the transponder readers that control such access) are revoked.

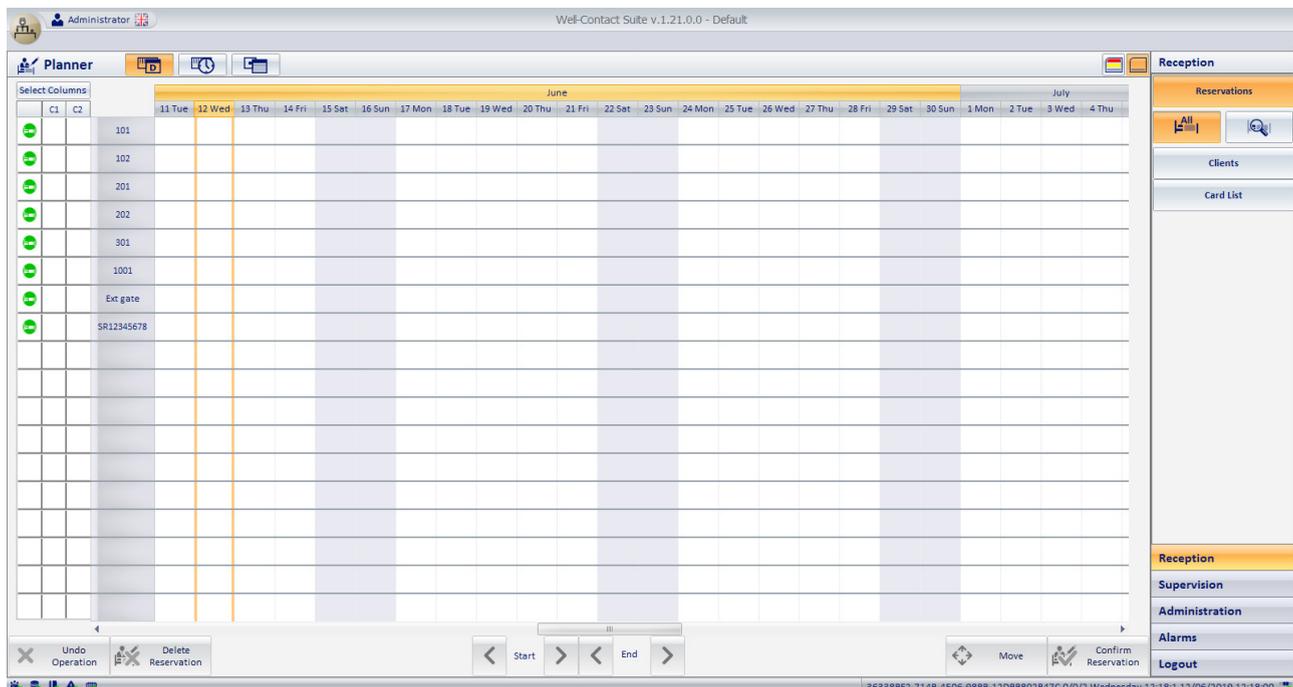
To revoke access rights of a card you do not physically need to reprogram the card itself, hence you can revoke the access rights even if you aren't physically in possession of the card.

This operation is carried out through the Well-Contact Suite software.

## The "Reservations" subsection

To access the "Reservations" subsection, go to "Reception" (pressing "Reception") and then press "Reservations".

The appearance of the "Reservation" subsection is shown in the picture below, as it was before entering any reservations.



In version 1.20 of Well-Contact Suite, in addition to the timeline in days view of the Planner, two new views in hours have been added, to facilitate the management of several hourly bookings on the same day.

The planner therefore envisages the following three views, which will be described in detail in the following chapters:

- The timeline in days view. This is the usual Planner view. This is the view for managing daily bookable room/environment bookings. The columns represent the days and the rows correspond to the bookable rooms/environments in the building.
- The timeline in hours view. This view is similar to the timeline in days, the only difference being that the time axis is divided into hours (with a sub-division into 15-minute intervals) instead of days. The columns represent the hours (divided into 15 minutes) and the rows correspond to the bookable rooms/environments in the building.
- The view in hours of a specific bookable room/environment. In this view, 5 days are displayed, divided into hours, along with the calendar to select the display period and the structure of the building to select the specific bookable room/environment.

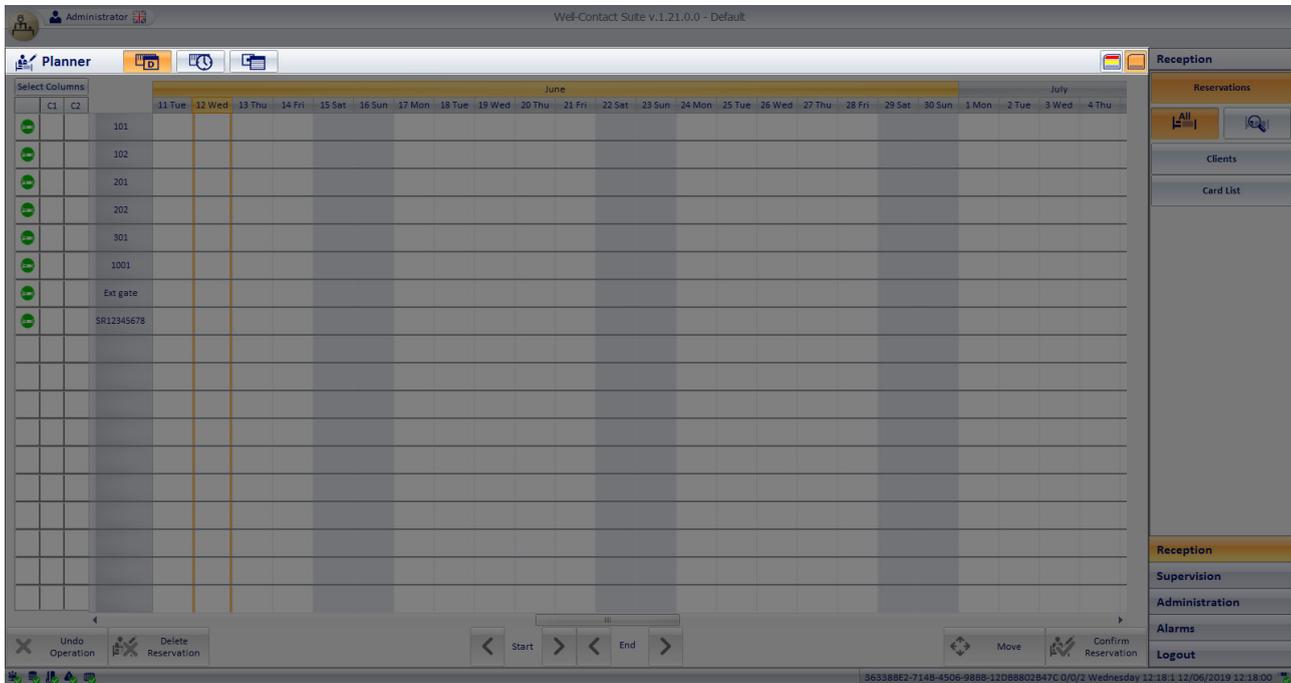
### The timeline in days view

The appearance is that of a typical Planner, and is characterized by the following areas, which will later be described in detail:

- **Button bar to set the Planner view.** This is the top bar where, from version 1.20 of Well-Contact Suite, you will find buttons to select the desired planner view (timeline in days, timeline in hours, view in hours for a specific room) and to enable the highlighting of bookable room/environment occupation. The latter buttons are only present in the timeline in days view of the planner.
- **Button bar.** It is represented by the bottom section of the window, where all the buttons used to create and edit a reservation are grouped. The buttons to move and edit the first and last days of the reservation have been expressly provided to facilitate such operations in the event that the Well-Contact Suite software is used with a touch screen.
- **Workspace.** It is represented by a table whose rows represent the room numbers and whose columns display the days of the week. This is the table where the corresponding periods of room reservations are entered and displayed.
- **Room numbers column.** This is the column that displays the room numbers, one room for each row of the planner <sup>(4)</sup>.
- **Rooms parameters columns.** This is the column that displays any rooms parameters whose definition and association with the rooms is described in the chapter *Room parameters configuration*.
- **Status column of the "current availability" of the rooms.** It is a column through which you can have an immediate view of the status of availability of rooms, with reference to the current day.
- **Search button of available rooms.** Through this button you can search for available rooms that meet customer needs: period, number of beds and any specific features required for the room.

<sup>(4)</sup> IMPORTANT: remember that for the Well-Contact Suite software to display the room numbers in this column during the ETS configuration you need to assign a number to "Environment Number". (see "Editing environment data")

## Button bar to set the Planner view



The button bar to set the Planner view, situated at the top of the Planner window, contains two groups of buttons:

- Group of buttons to select the Planner view.
- Group of buttons to enable the highlighting of bookable room/environment occupation (only present in the timeline in days view).

### Group of buttons to select the Planner view

It is situated on the left of the top Planner bar and it contains the following buttons.

	Button to select the timeline in days view. This is the usual Planner view. This is the view for managing daily bookable room/environment bookings.
	Button to select the timeline in hours view. It is one of the two views introduced with version 1.20 of Well-Contact Suite, where the possibility of creating hourly bookings was added.
	Button to select the view in hours of a specific bookable room/environment. It is one of the two views introduced with version 1.20 of Well-Contact Suite, where the possibility of creating hourly bookings was added. Press this button to activate the view in hours for the first room in the list of Well-Contact Suite. As described hereunder, you can switch to this view for a specific room (other than the first in the list) with a single click, directly from the two views described above.

The button highlighted in orange indicates the currently active view.

### Group of buttons to enable the highlighting of bookable room/environment occupation

This group of buttons is only present in the timeline in days view of the Planner and it is situated on the right of the top Planner bar and it contains the following buttons.

	Button to enable the timeline in days view of the planner, without highlighting the boxes according to the hourly occupation of the bookable room/environment. This is the default setting of Well-Contact Suite.						
	Button to display the timeline in days view of the planner, highlighting the boxes according to the hourly occupation of the bookable room/environment. When this function is active, the boxes representing the days take on a background colour that depends on the status of hourly occupation of the bookable room/environment. The colours used take on the following meanings: <table border="1" data-bbox="402 1814 1437 1995"> <thead> <tr> <th>Colour</th> <th>Rule</th> </tr> </thead> <tbody> <tr> <td></td> <td>There is at least one booking, for this bookable room/environment, that occupies part of the day (not completely). Time slots of 15-minute multiples are still available for at least another booking.</td> </tr> <tr> <td></td> <td>All the hours available in the day, for this room, are occupied by bookings. No bookings can be made for this room on this day.</td> </tr> </tbody> </table>	Colour	Rule		There is at least one booking, for this bookable room/environment, that occupies part of the day (not completely). Time slots of 15-minute multiples are still available for at least another booking.		All the hours available in the day, for this room, are occupied by bookings. No bookings can be made for this room on this day.
Colour	Rule						
	There is at least one booking, for this bookable room/environment, that occupies part of the day (not completely). Time slots of 15-minute multiples are still available for at least another booking.						
	All the hours available in the day, for this room, are occupied by bookings. No bookings can be made for this room on this day.						

The button is highlighted in orange when it is active.

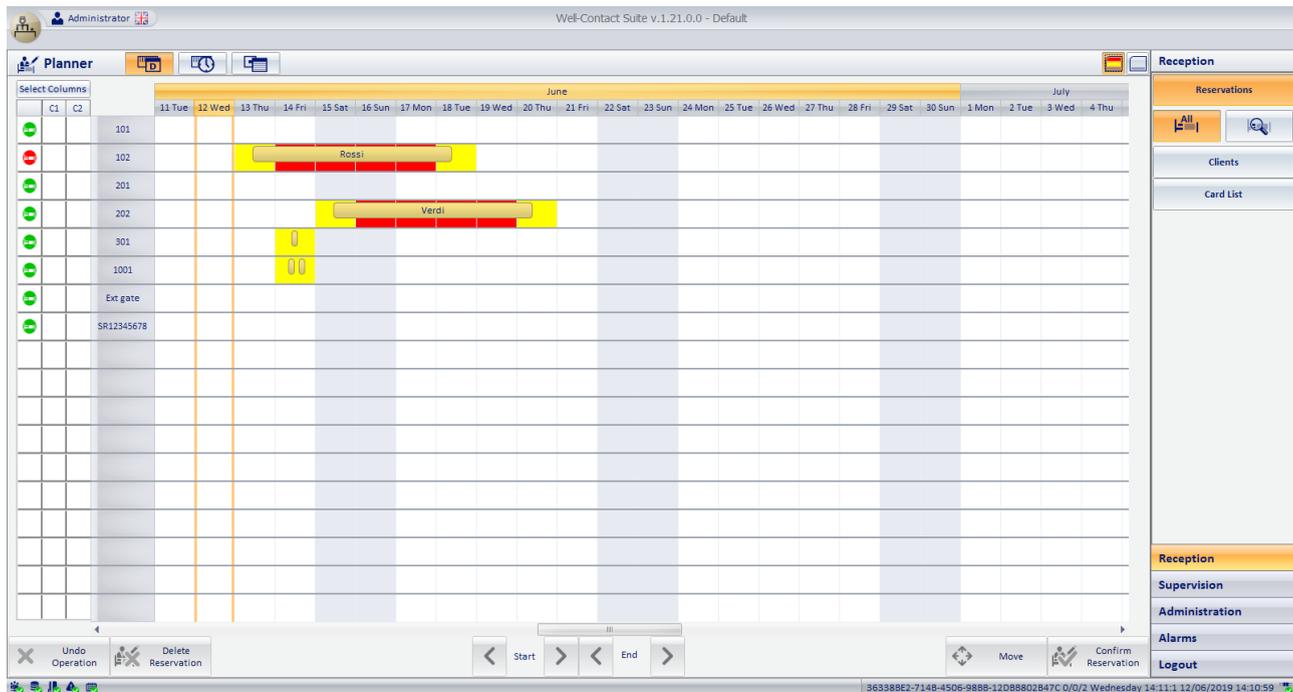
From version 1.20 of Well-Contact Suite hourly bookings of the bookable rooms/environments can be made. If there are multiple hourly bookings on a given day, for a bookable room/environment, in the timeline in days view, these bookings may not be all displayed, and even those that are displayed may be represented by a symbol whose dimensions and positions may not exactly match the duration and the exact end time of the bookings: this is due to the size of the box that represents the day in the hourly timeline view and to the minimum size of graphic objects that represent bookings.

So for the correct management of bookings, you need to use the two new views introduced specifically for the management of hourly bookings (hourly timeline view and daily view in hours for a specific bookable room/environment).

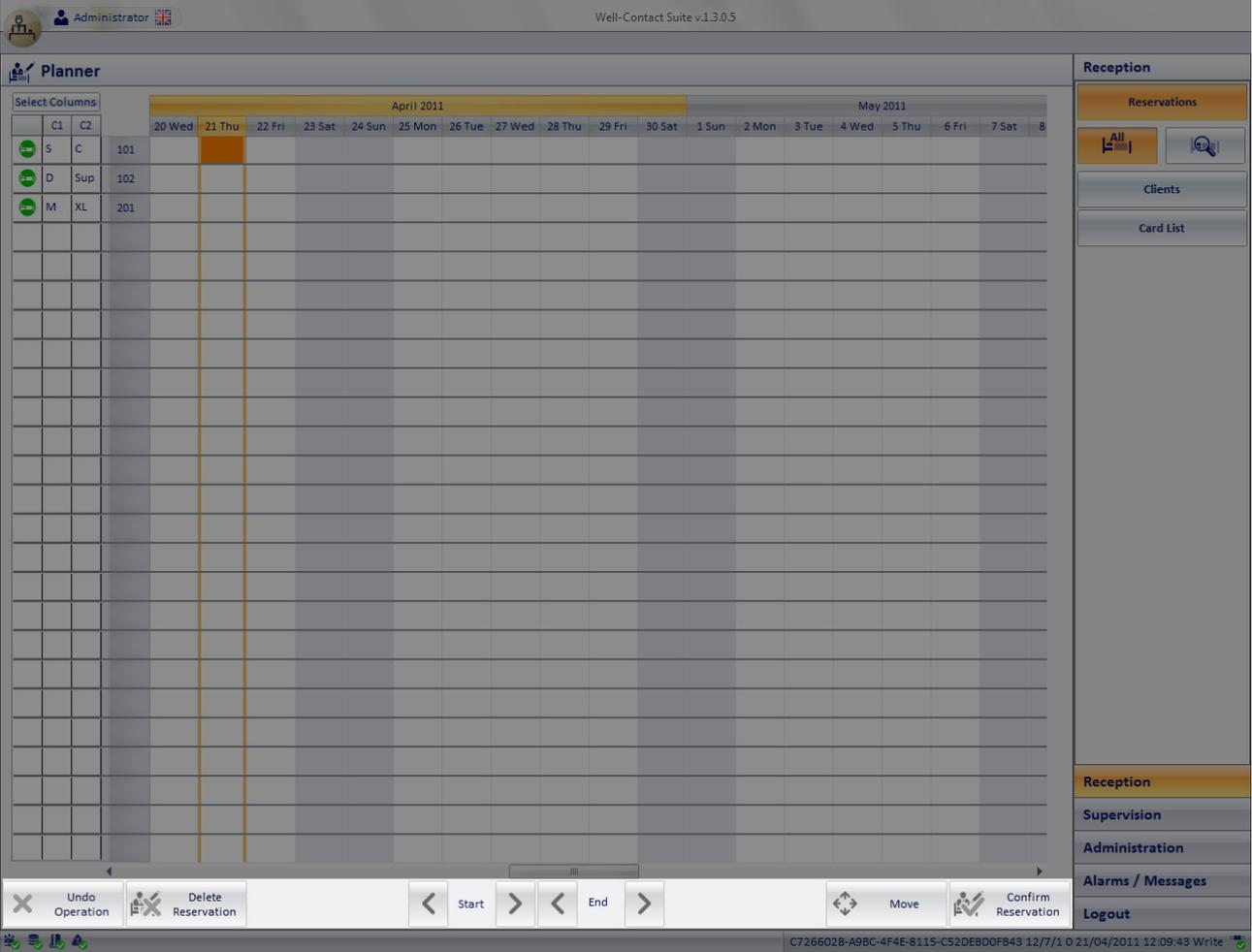
In any case, to make the degree of occupation - even partial - evident, of a day in the hourly view, the highlighting of the occupation status can be enabled.

This type of highlighting may prove useful only in those cases in which there are environments which can be booked by the hour on the premises.

The figure below shows a highlighting example.



## Button bar



The screenshot shows the VIMAR Planner interface. At the top, it displays 'Administrator' and 'Well-Contact Suite v.1.3.0.5'. The main area is a calendar grid for April and May 2011. The grid has columns for days of the week and rows for reservations. A sidebar on the right contains sections for 'Reception' (Reservations, Clients, Card List) and 'Administration' (Supervision, Administration, Alarms / Messages, Logout). At the bottom, there is a button bar with the following buttons: 'Undo Operation', 'Delete Reservation', 'Start', 'End', 'Move', and 'Confirm Reservation'.

The button bar, located at the bottom of the Planner window contains the following buttons:

- "Undo Operation" button
- "Delete Reservation" button.
- "Confirm Reservation" button.
- Buttons to change the first day of the reservation (arrival of the customer).
- Buttons to change the last day of the reservation (departure of the customer).
- "Move" button

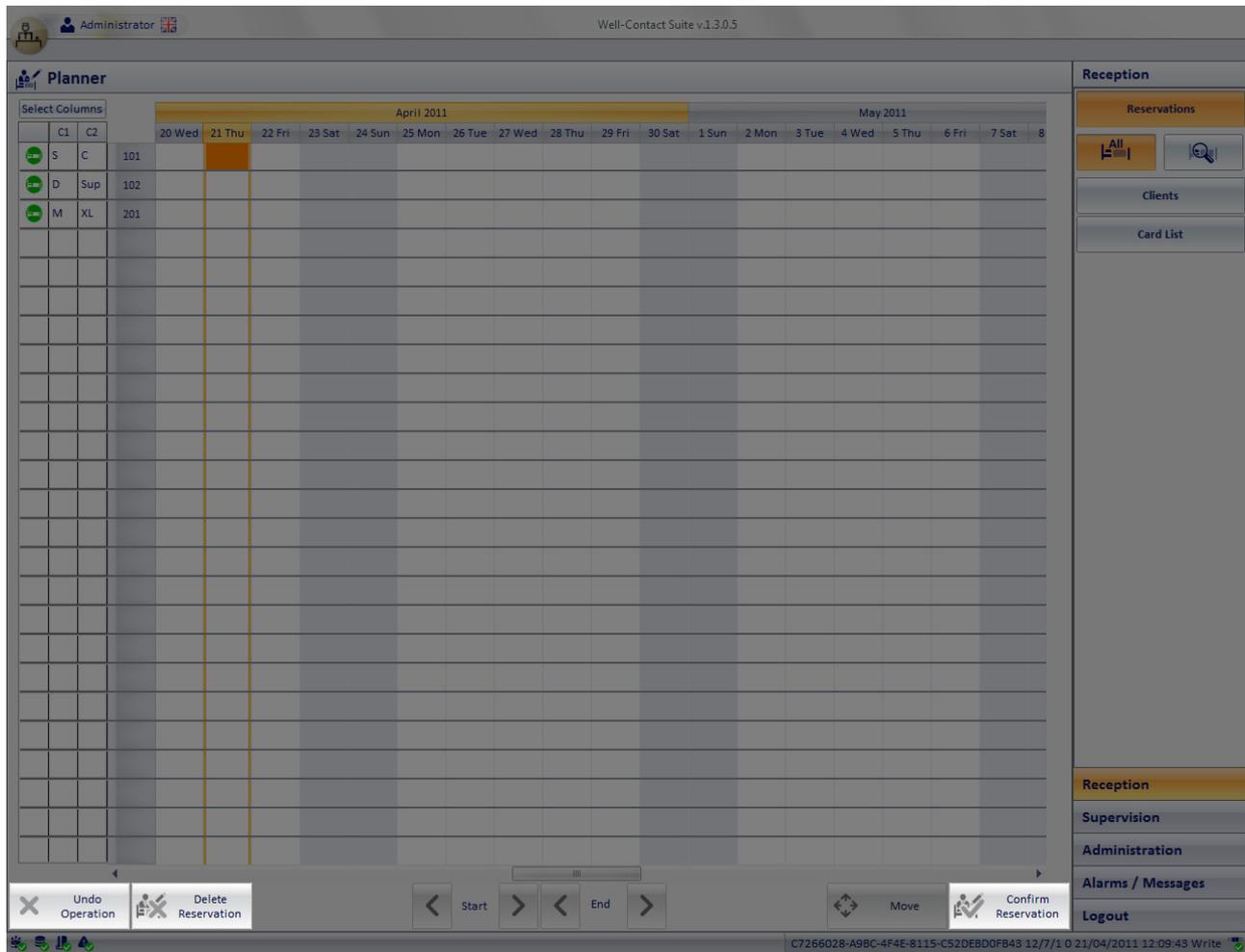
These buttons, when entering and editing the reservations can look as "active" (their appearance is in color) or "inactive" (their appearance is gray, no color), depending on the context of the moment.

They will be active only when the use of that button is enabled (or whenever you can use the feature enabled by that button), and will be inactive when using that particular button is not allowed (or whenever you cannot use the feature enabled by that button).

Below is a detailed description of the function of each button.

## Command buttons

Command buttons are shown in the picture below and are described in detail in the following chapters.



### **"Undo Operation" button**

This button allows you to cancel the last editing of a reservation, when you access the planner to modify a reservation previously entered, confirmed and already assigned to a customer (by entering at least the last name of the customer).

This button becomes active after you have made at least one change to an existing reservation.

### **"Delete Reservation" button.**

This button deletes the currently selected reservation from the planner (pair room/period) (left clicking it or by a touch on a touch screen).

This button becomes active after you have selected a reservation.

### **"Confirm Reservation" button.**

This button lets you confirm the entry of the reservation (as a pair room/period) or reservations (entered during the same session and to be associated with the same customer) to take the next step of creating a reservation, or associating the pair room/period to a customer.

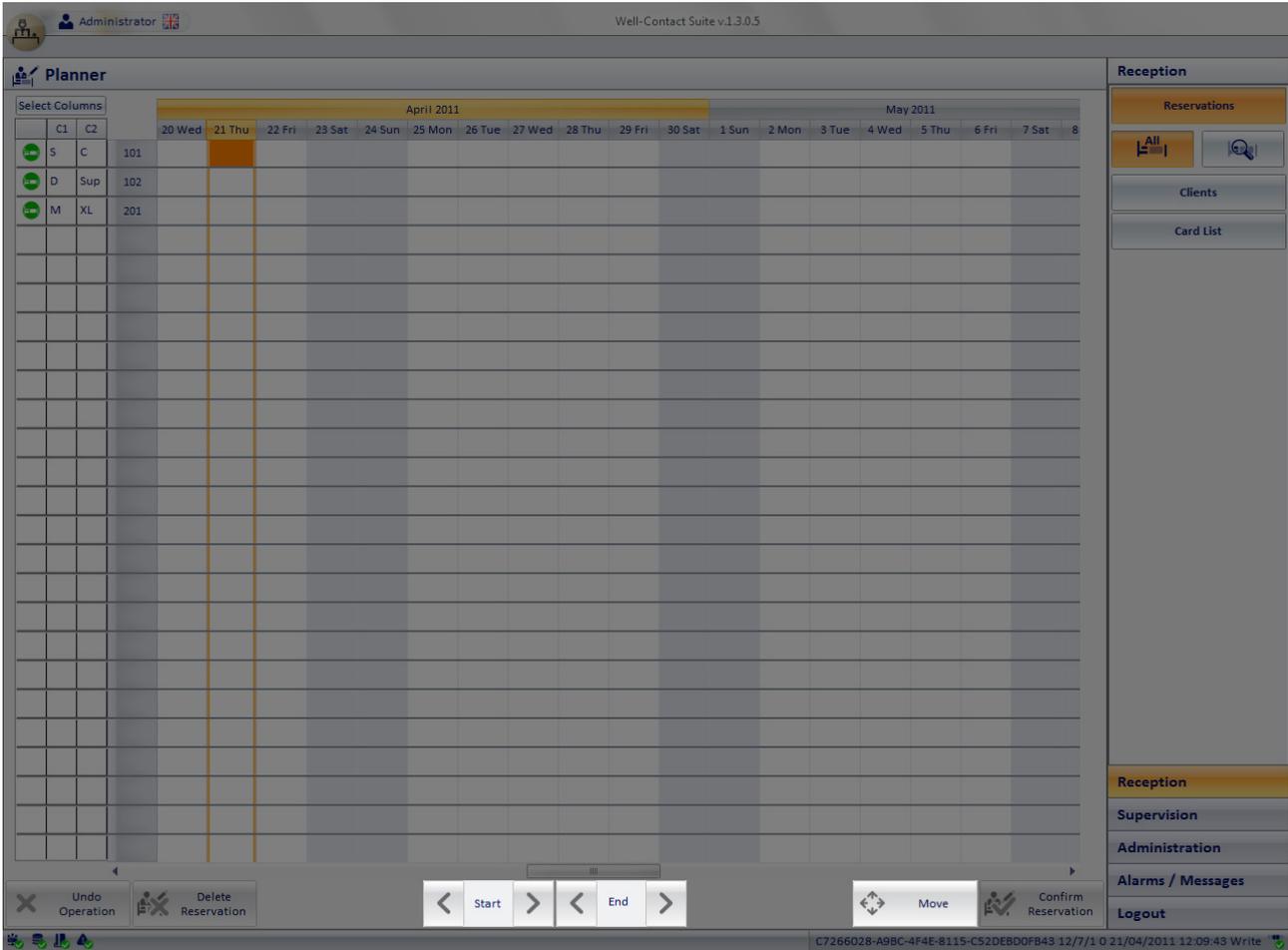
If you are entering a new reservation pushing the "Confirm Reservation" button, the "customer detail" window will be displayed, from which you can enter the data of the customer to be associated with the pair room/period (or pairs rooms/periods) created in the window of the planner.

When editing a reservation previously entered, pressing the button "Confirm Reservation" will display the "customer detail" window of the customer associated with the reservation itself.

## **Change reservation buttons**

The buttons to edit the reservation are shown in the picture below and are described in detail in the following chapters.

They are useful for facilitating the editing of the duration of a reservation and for moving the reservation (editing the association with the room and possibly also the first day of the reservation) if you use the Well-Contact software suite via touch screen.



### Change "reservation beginning" buttons

These buttons allow you to change the first day of the selected reservation (the day of arrival of the customer).

In particular:

- The "<" button allows you to anticipate the beginning of the reservation of a day with every button press.
- The ">" button allows you to delay the beginning of the reservation of a day with every button press.

To move the beginning of a reservation via the described buttons <sup>(5)</sup>, proceed as follows:

1. Select the reservation whose beginning you want to change.
2. Press "<" (to anticipate) or ">" (to delay) till you have reached the desired day.

### Change "reservation ending" buttons

These buttons allow you to change the last day of the selected reservation (the day of arrival of the customer).

In particular:

- The "<" button allows you to anticipate the ending of the reservation of a day with every button press.
- The ">" button allows you to anticipate the ending of the reservation of a day with every button press.

To move the ending of a reservation via the described buttons <sup>(6)</sup>, proceed as follows:

1. Select the reservation whose ending you want to change.
2. Press "<" (to anticipate) or ">" (to delay) till you have reached the desired day.

If an active card is present in the reservation, when the end date of the reservation is changed, WCS will automatically update the external transponder reader and the pocket transponder reader with the new date set.

<sup>(5)</sup> You can also change the first and last days of a reservation with the mouse, selecting the reservation by placing the mouse cursor over the reservation to be edited (the cursor turns into a horizontal double arrow) and dragging the edge until you reach the desired point (this procedure will be described in detail below).

<sup>(6)</sup> You can also change the first and last days of a reservation with the mouse, selecting the reservation by placing the mouse cursor over the reservation to be edited (the cursor turns into a horizontal double arrow) and dragging the edge until you reach the desired point (this procedure will be described in detail below).

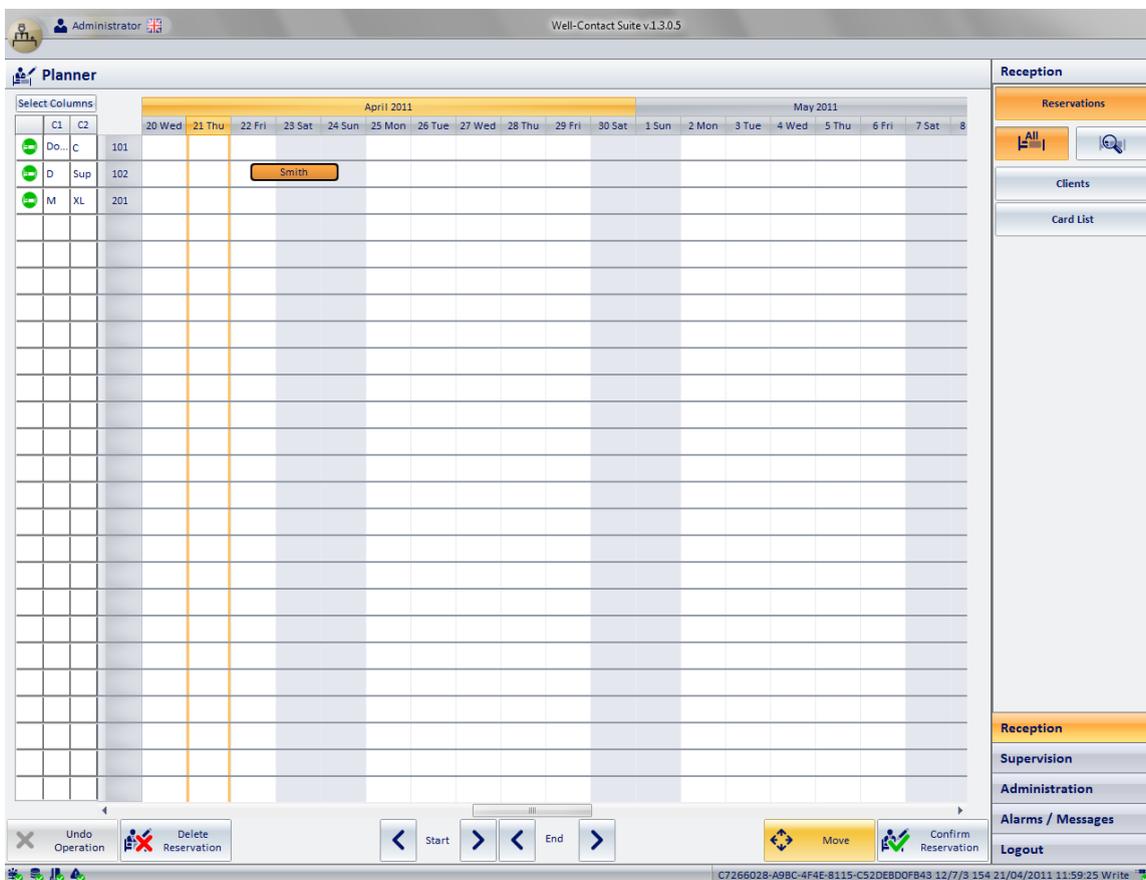
### The "Move" button

This button makes it easy and fast to move a reservation, both as regards the association of the room and the first day of the reservation. To move a reservation, proceed as follows:

1. Select the reservation you want to move (left click it or a touch it once on the touch screen).  
The reservation is highlighted in orange, as shown in the picture below.



2. Press the "Move" button. The button is highlighted (orange) and remains highlighted.



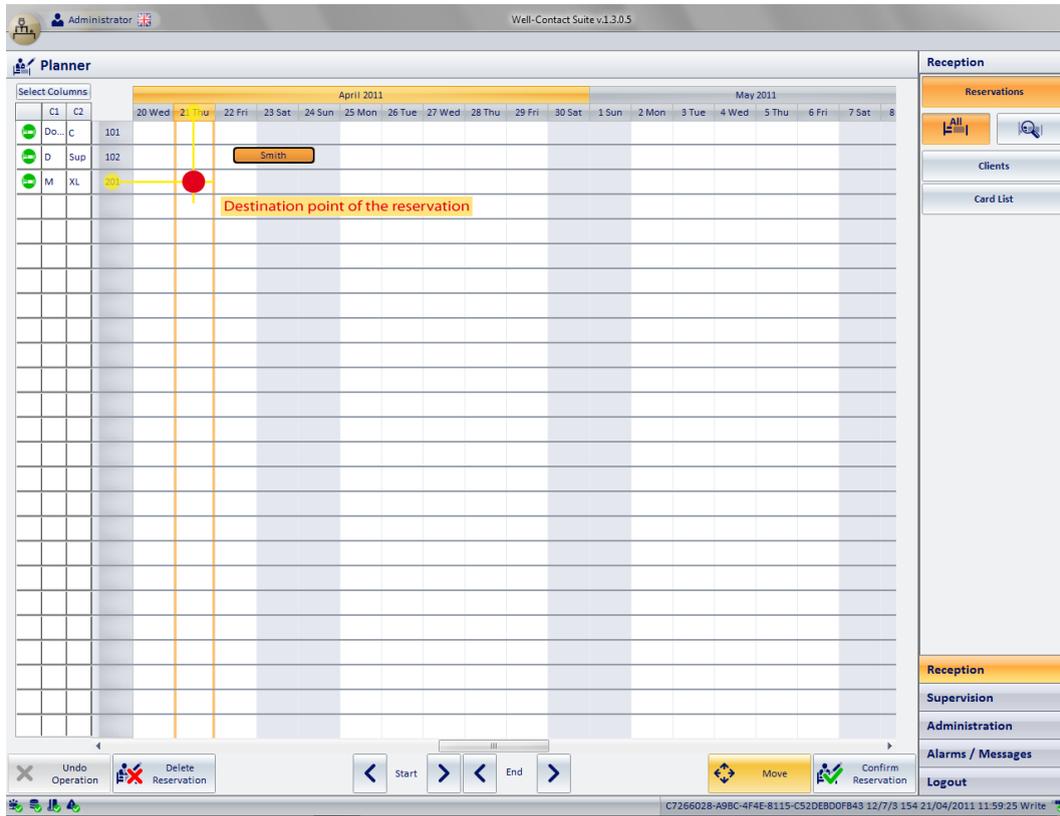
The picture shows the reservation by Mr. Rossi of Room 102 for two nights, from April 22 2011, which has to be moved to Room 201 from 21 April 2011.

3. Left click (only once) or touch the touch screen, in correspondence of the planner where you want to move the reservation (pair room/beginning of reservation).

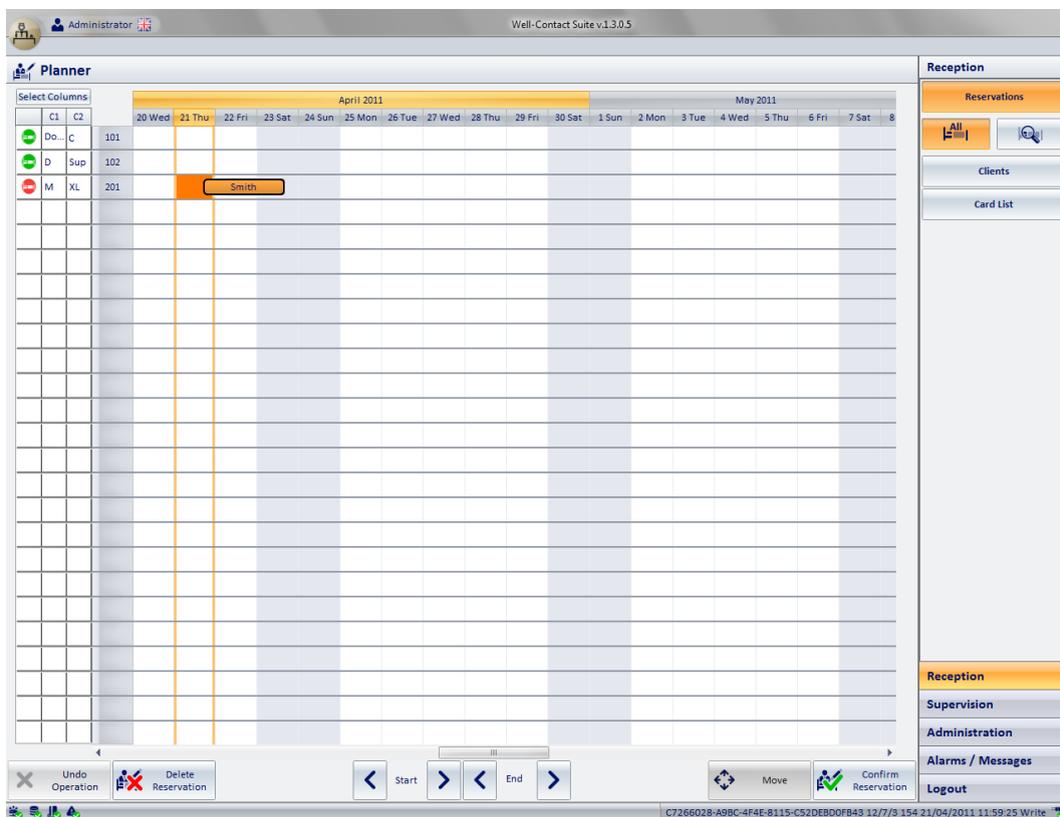
The reservation will be moved to the room corresponding to the row identified by the location indicated in the planner. The first day of the reservation will be moved to the column identified by the location indicated in the planner.

Following the example described in the previous paragraph, after selecting your reservation and pressing the "Move" button, you will have to press the planner in correspondence of the point given by the intersection of the column identified by April 21 2011 and the row that identifies room 201.

The following picture describes the identification of the end point of the movement just described.



The result of the movement is shown in the following picture.



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## Notes concerning the movement of a reservation

- You can also move a reservation via drag & drop, dragging the reservation to the desired point of the planner.
- From version 1.17 of Well-Contact Suite, the management of movement of reservations is available for both rooms and suites. The only constraint, related to the movement of the reservation, is that there is the availability of the room/suite for the necessary period.

room	->	room
room	->	suite
suite	->	room
suite	->	suite

(even if the suites consist of a different number of rooms)

## The movement of rooms/suites that are in check-in status

From version 1.17 of Well-Contact Suite it is possible to move a reservation even if it is in the check-in status. This allows you to move customers who are already in a room / suite, into another room / suite without the need to give new cards to customers. Up to version 1.16 of Well-Contact Suite, moving a customer to another room requires the need to reprogram the customer card (or create a new one) for access to the new room.

This type of movement provides only the possibility of moving the environment but not the period.

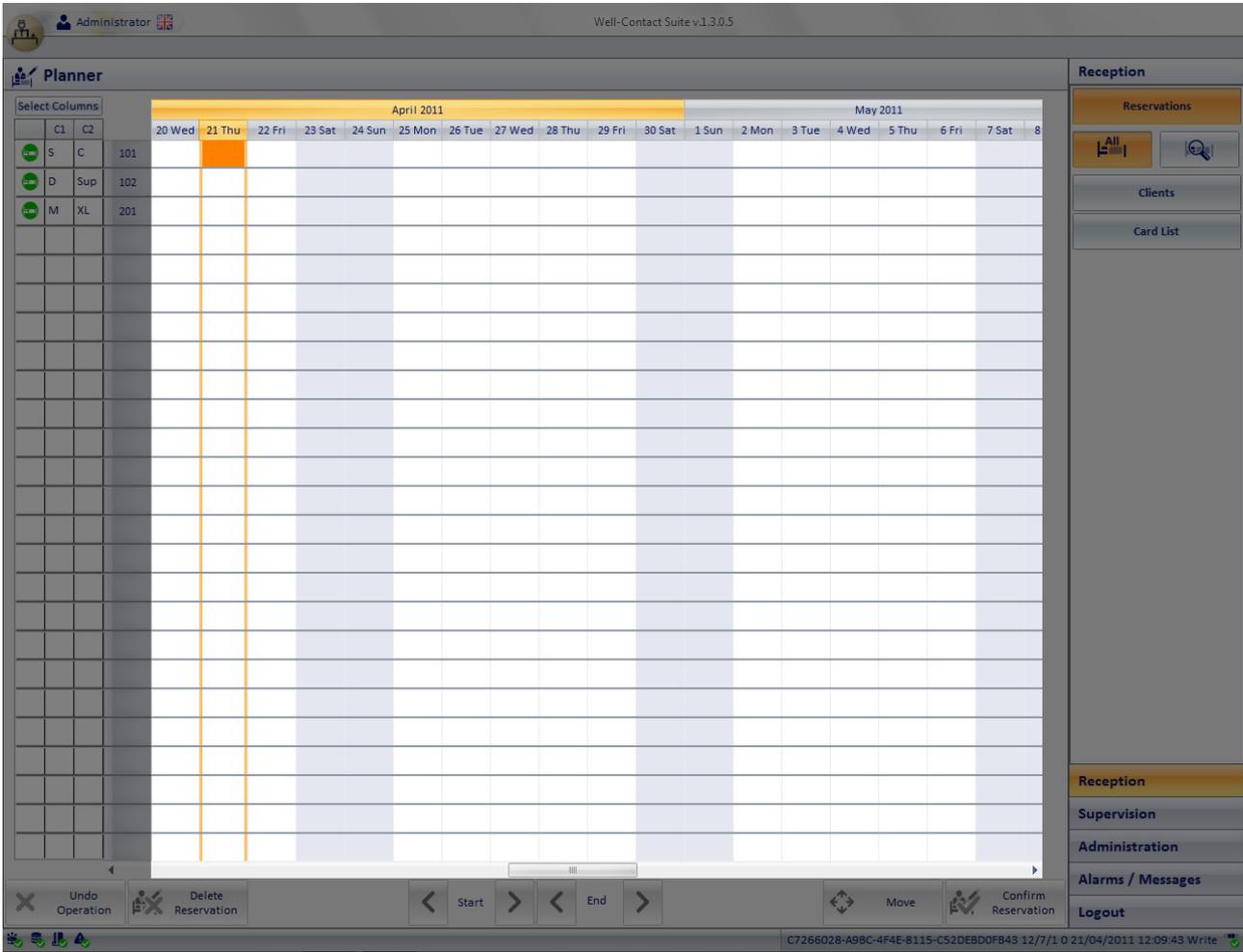
When performing the procedure for moving a room/suite A (in check-in status), in a room/suite B, the Well-Contact Suite software automatically performs the following operations:

1. Check-out of the room/suite A (the customer can no longer enter with the cards he owns).
2. Creation of the reservation for the room/suite B: the cards previously created and activated for the room/suite A are kept.
3. Check-in of the reservation of the room/suite B (the customer can now enter to the room/suite B with the cards with he previously had access to the room/suite A).

The creation of additional cards for the access to the room/suite B is allowed from the window of detail of the reservation for the room/suite B.

The elimination of cards for the access to the room/suite B is allowed from the window of detail of the reservation for the room/suite B.

## Workspace



The screenshot displays the VIMAR Planner workspace. At the top, it shows the user 'Administrator' and the version 'Well-Contact Suite v.1.3.0.5'. The main area is a calendar grid for April and May 2011. The grid has columns for each day of the week, with Saturday and Sunday highlighted in light blue. The current day, April 21st (Thursday), is highlighted in orange. The rows represent different rooms: S (101), D (102), and M (201). A sidebar on the right contains 'Reception' options: 'Reservations', 'Clients', and 'Card List'. At the bottom, there is a toolbar with buttons for 'Undo Operation', 'Delete Reservation', 'Start', 'End', 'Move', and 'Confirm Reservation'. The status bar at the very bottom shows a long alphanumeric string and the date/time: 'C7266028-A9BC-4F4E-8115-CS2DEBDOFB43 12/7/10 21/04/2011 12:09:43 Write'.

As already mentioned, the working area of the Reservation sub-section consists of a table whose rows represent the rooms and whose columns represent the day of the week.

The table representing the planner has the following properties:

- For each column, the day of the week is identified by the day of the month and by a compact description of the day of the week.
- All days of a month are grouped graphically by a rectangle with a description of the month and year.
- The columns corresponding to the days of the week Saturday and Sunday are displayed with a different color for easy reading of the planner.
- The column corresponding to the current day is highlighted by colored bands (in orange).
- The current month is highlighted using the color orange.
- You can scroll through the planner, in the time scale, using the scroll bar at the bottom of the area. You cannot scroll the planner to a later period than the current day.
- If the number of the rooms is higher than the maximum number of rows displayed simultaneously in the planner, the planner can be scrolled vertically using the vertical scroll bar that appears on the left.
- By default setting, a rotation of the mouse wheel in the planner workspace produces a horizontal scroll of the planner (time scale).  
If the number of the rooms is greater than the maximum number of rows that can be displayed simultaneously in the planner and you wish to use the mouse wheel to scroll the planner vertically, you need to enable the **"Set up vertical scroll of the planner"** checkbox. (Refer to the chapter "Set up vertical scroll of the planner" in the "Installation and configuration Manual").

### Entering a reservation period for a room

The reservation period for a room, as anticipated earlier, is defined by the day of arrival and departure of the customer.

Later, (from the Well-Contact Customer software sub-section) you will also be able to define the arrival and departure time of the customer.

The creation of a reservation requires the following steps:

1. 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.



A reservation for a period of one night is created by default from the day you double clicked. That reservation is temporarily named name "Tempn" (where n is an integer).

2. You can change the day of departure of the customer (the ending of the reservation), using the mouse or the buttons on the "button bar" at the bottom of the window of the planner, as described in the chapter *Reservation editing buttons*.
3. You can associate a customer with more than one reservation (intended as a pair room/period). The reservations to be associated with the same customer can be created during the same reservation creation session. To add more reservations for a customer during the same session of reservation creation from planner, repeat steps 1. and 2. until you get the reservations you want, to be associated with the same customer. Bear in mind that even after you have completed the process of making a reservation and associating it to a customer, you can still add further reservations for the same customer.
4. After completing the definition of the pairs room/period to be associated with a particular customer, you must press the "Confirm Reservation" button to exit the planner window and go to the "customer detail" window, which will be described in the chapter *The "Customers" sub-section*.

### Booking a suite

#### Introduction

The suite is understood as a set of two or more intercommunicating rooms that can be managed as a single room, in terms of booking, access, load/electricity activation, and HVAC control (only for Guest cards).

For service cards, room management does not take account of any suite configurations.

The suite appears in the planner like any other room, with its own number.

Here are some notes regarding the activation of the loads/electricity and HVAC of the suite:

- Inserting a valid customer card in the pocket reader of one of the rooms that make up the suite activates the loads/electricity and HVAC of all the rooms that make up the suite, as envisaged by the configuration of the system.
- If multiple cards have been created for the customer of the suite, and a valid card is inserted in more than one pocket inside the suite, to deactivate the loads/electricity and HVAC of the suite it is necessary for all the cards to be removed. In other words, the loads/electricity and HVAC of a suite remain active in all the rooms that make up the suite as long as at least one card is present in one of the pockets of the rooms that make up the suite.

#### Booking

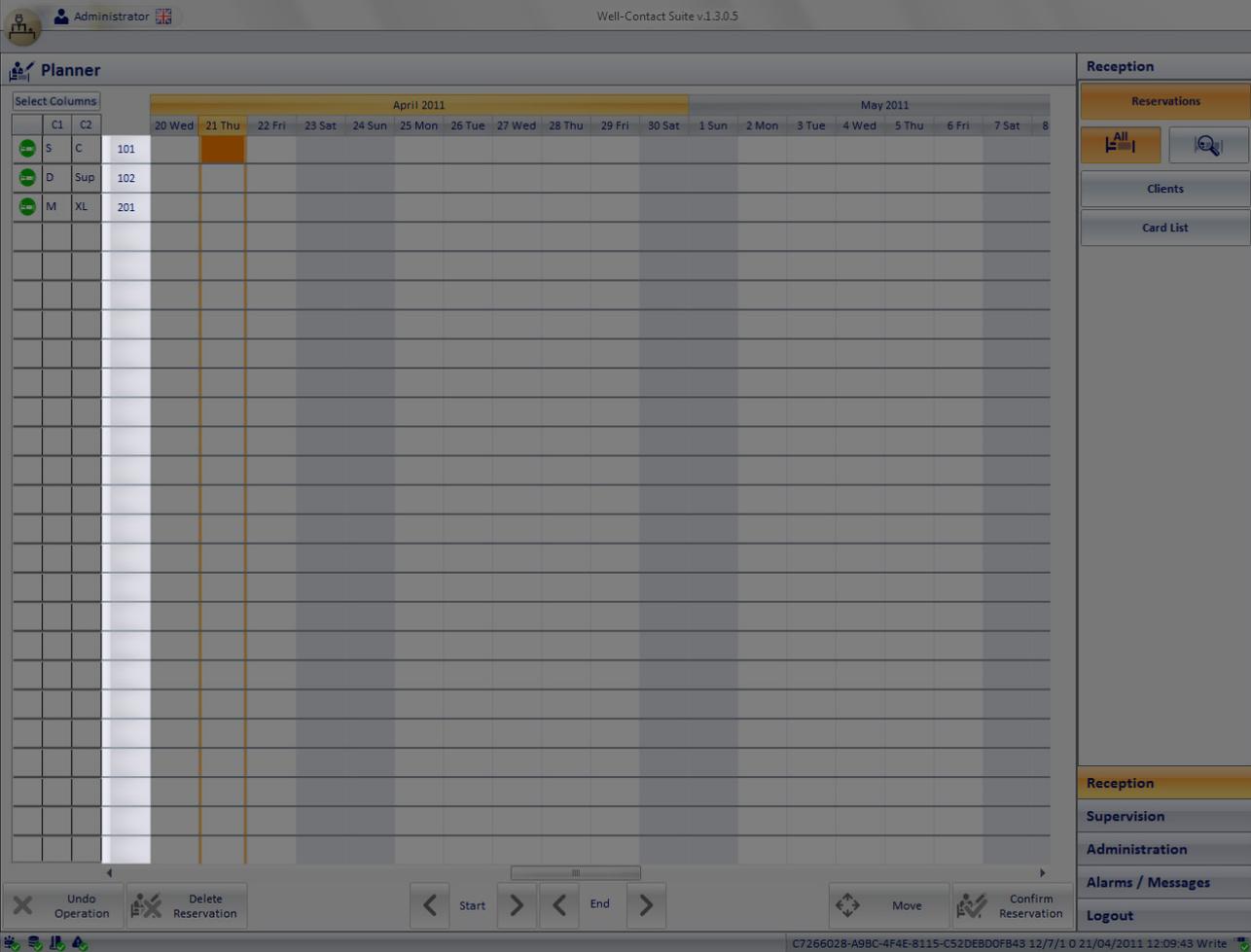
To create a suite booking, follow the same procedure described for creating a room.

Notes:

- A suite is bookable only if all the rooms that compose it are bookable.
- When a suite booking is created, the bookings of the rooms comprising the suite are automatically created as well. In this case, the bookings of the rooms that make up a suite cannot be changed individually.
- Clicking on the booking of a room that has been booked as a suite opens up the tab for the suite booking.
- The card created for a suite provides, by default, access to all the rooms that make up the suite. However, it is possible to modify the access rights of the cards.

## Column with the room numbers

The column with the room numbers is shown in the following picture.



The screenshot displays the 'Planner' interface of the Well-Contact Suite v.1.3.0.5. The main area is a calendar grid spanning from April 20, 2011, to May 8, 2011. A 'Select Columns' panel on the left side of the calendar shows the following configuration:

Column	Room Number
S	101
D	102
M	201
C	
Sup	
XL	

The right sidebar contains a 'Reception' menu with the following options: Reservations, Clients, Card List, Reception, Supervision, Administration, Alarms / Messages, and Logout. The bottom toolbar includes buttons for 'Undo Operation', 'Delete Reservation', 'Start', 'End', 'Move', and 'Confirm Reservation'.

Please note that for the room numbers to be displayed correctly in this column, it is necessary for the numbers to be entered for each room from the ETS configuration window, as described in the chapter *Changing environment data*.

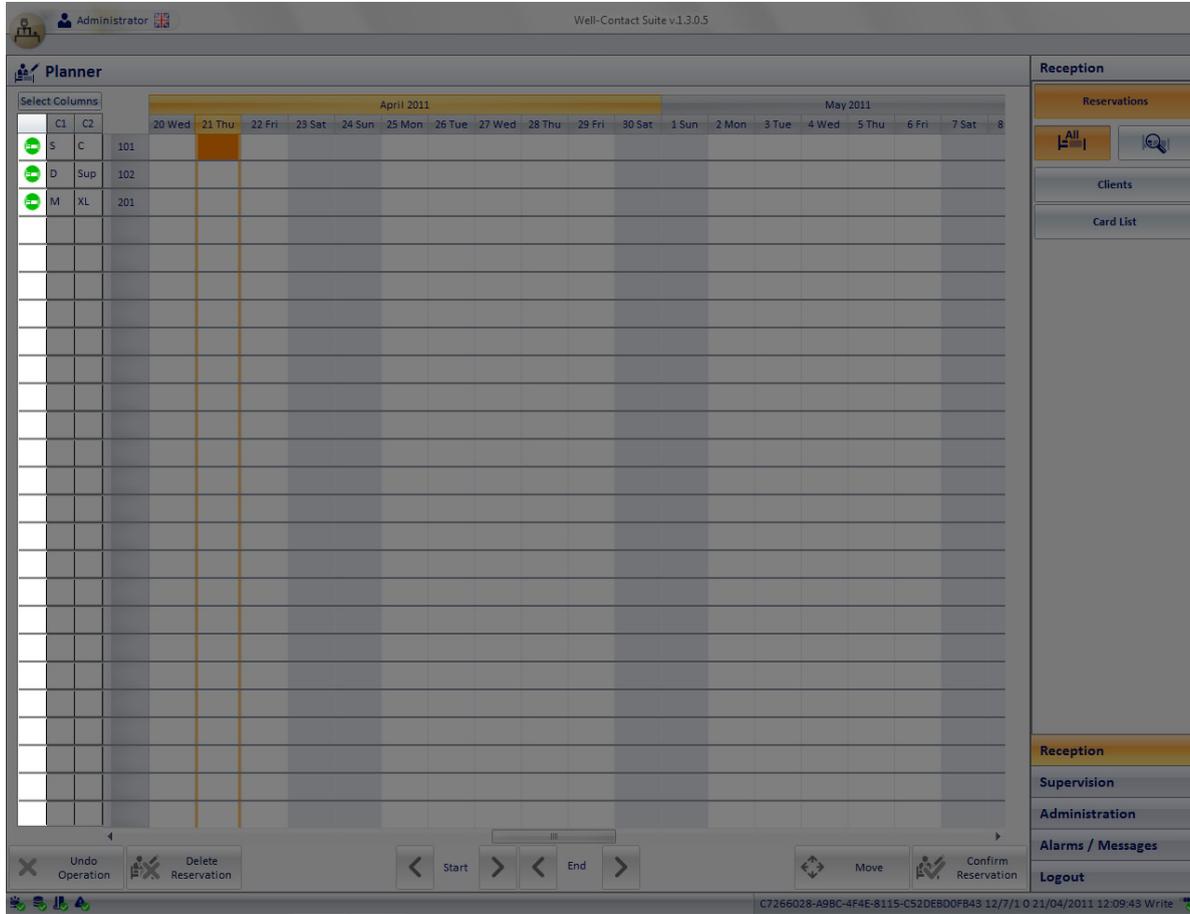
From version 1.20 of Well-Contact Suite:

- the maximum number of characters that can be used for this alphanumeric field goes from 4 to 10 and the width of this column has therefore increased.
- Left click on the field with the number of the room to access the view in hours of that specific bookable room/environment directly.



## Status column of the "current availability" of the rooms.

The status column of "current availability" of the rooms is shown in the following picture.



Through this column, you can quickly get information on current availability (for **at least** one night) of the rooms. In this column, every room is associated with a symbol (a sort of "traffic lights") that provides a clear indication on the status related to use of the room. The symbols used to provide this status are shown and described in the following table.

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" <sup>(8)</sup> . The status of the minibar is "Checked" <sup>(9)</sup> .
	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 correspondent to the status of a room, a window appears that lets you view and set the status of cleanliness, checking of the minibar and period of maintenance of a room.

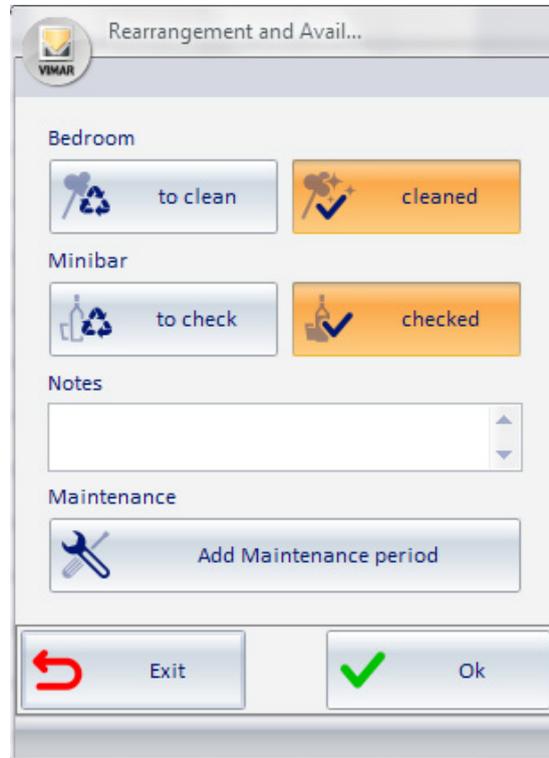
This window is described in the next chapter.

<sup>(8)</sup> This statement makes sense only if the room cleaning is handled by the Well-Contact Suite software.

<sup>(9)</sup> This statement makes sense only if the checking of the minibar is handled.

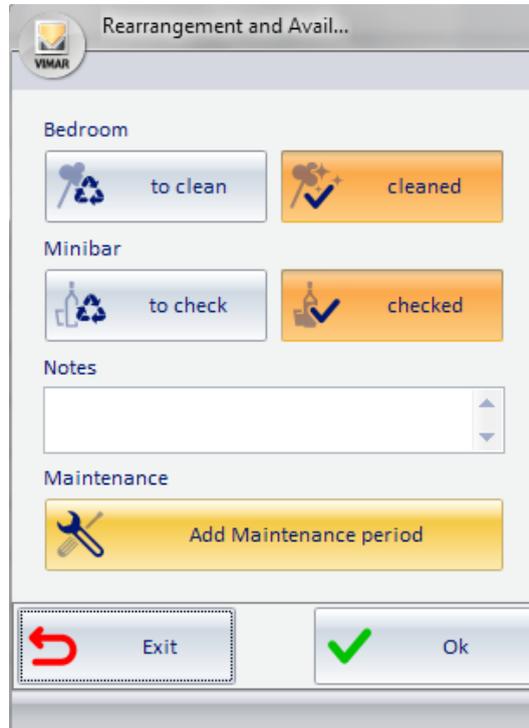
### The "Rearrangement and Availability of the Room" window

The "Rearrangement and Availability of the Room" window is shown in the following picture.

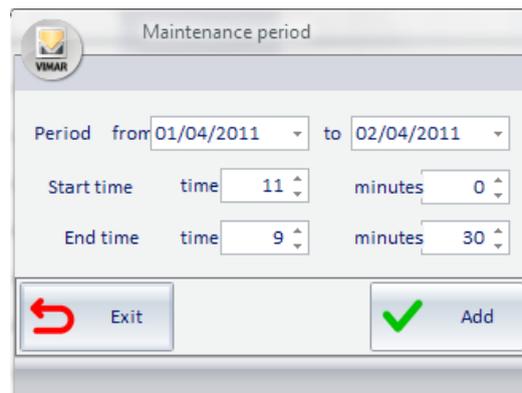


Through this window, you can view and set the following status:

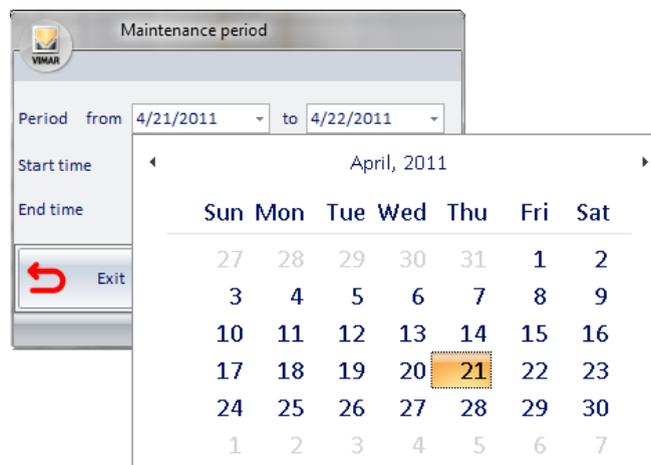
- **Status of cleanliness of the room.**  
The current status of cleanliness is displayed by the button highlighted in orange.  
To set the cleanliness status of the room press the correspondent button: "to be cleaned" or "clean".
- **Status of checking of the minibar.**  
The current status checking of the minibar is displayed by the button highlighted in orange.  
To set the checking status of the minibar, press the corresponding button "to be checked" or "checked".
- **Maintenance Status**  
You can add maintenance periods for the rooms, making them unavailable to customers. The state of "maintenance" of a room is represented in the planner through some kind of gray reservation.  
To add a maintenance period to a room, press "Add maintenance period", as shown in the picture below.



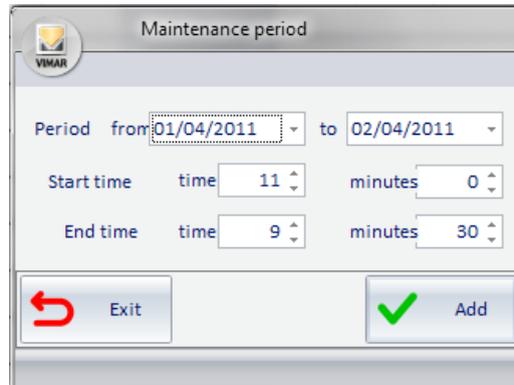
The following dialog for setting the maintenance period appears.



Select the fields "Start Date" and "End Date" to enter the first and last days of maintenance, as shown in the picture below.



After entering the maintenance periods, press the "Add" button, as shown in the picture below.



As mentioned previously, the planner displays a sort of gray reservation with the symbol  in the status column of the room, as shown in the picture below.



Select Columns			April					
	C1	C2	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 M
	S	C		101				
	D	Sup						
	M	XL				Smith		

To clear the maintenance status of a room, proceed as if you were to cancel a reservation, namely:

- Select the gray rectangle indicating the maintenance period. The rectangle takes on the color orange (typical of the selected items).
- Press the "Delete Reservation" button.

- **Notes.** The "Notes" field is an editable text box that allows you to enter comments for the staff of the accommodation. The input text is only visible from this window.

To enter comments:

- Select the field "Comments"
- Type in your text
- Confirm text by pressing "Ok"

To delete comments previously entered:

- Select the text to be deleted
- Delete the text by pressing "delete" ("del") or "backspace"
- Confirm text deletion by pressing "Ok"

## Finding a room with particular characteristics

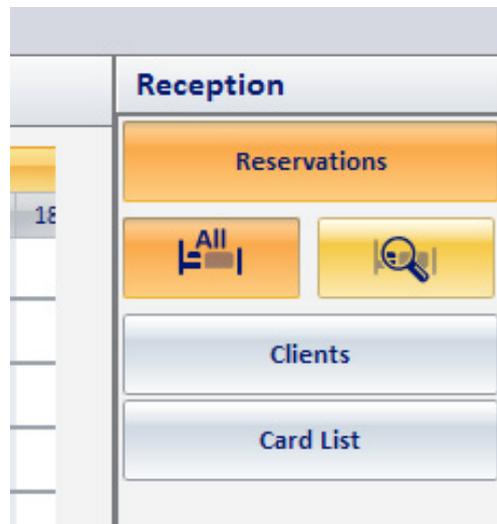
The Well-Contact Suite software provides a tool to search for an available room with the characteristics required by the customer:

- Maintenance period
- Number of beds
- Room type (defined by the optional parameters for room customization)

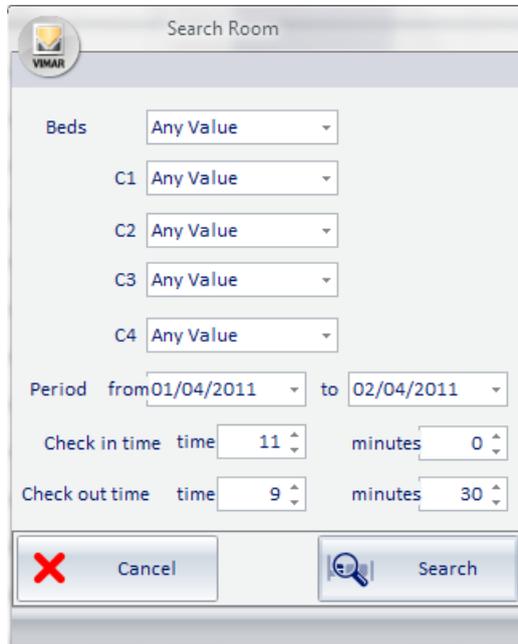
To search for a room, press the button that appears in the following picture



which is on top right of the planner.



After pressing this button the following window appears, through which you can enter the information related to the reservation requested by the customer.



The "Search Room" dialog box contains the following fields and controls:

- Beds:** A dropdown menu set to "Any Value".
- C1:** A dropdown menu set to "Any Value".
- C2:** A dropdown menu set to "Any Value".
- C3:** A dropdown menu set to "Any Value".
- C4:** A dropdown menu set to "Any Value".
- Period:** A date range from "01/04/2011" to "02/04/2011".
- Check in time:** A time field set to "11" and a "minutes" field set to "0".
- Check out time:** A time field set to "9" and a "minutes" field set to "30".
- Buttons:** A "Cancel" button with a red 'X' icon and a "Search" button with a magnifying glass icon.

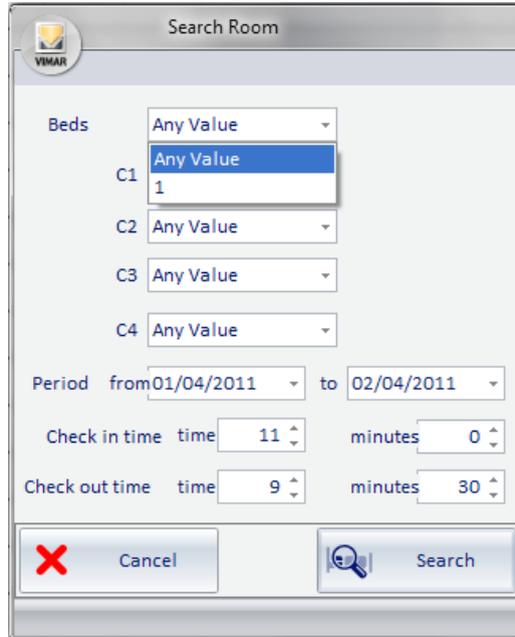
In the dialog "Room Search" you can enter the data related to the room you want to book.

The search is performed on all the available rooms of the accommodation. The results will display only the rooms that meet all the search parameters entered in the "Search Room" window.

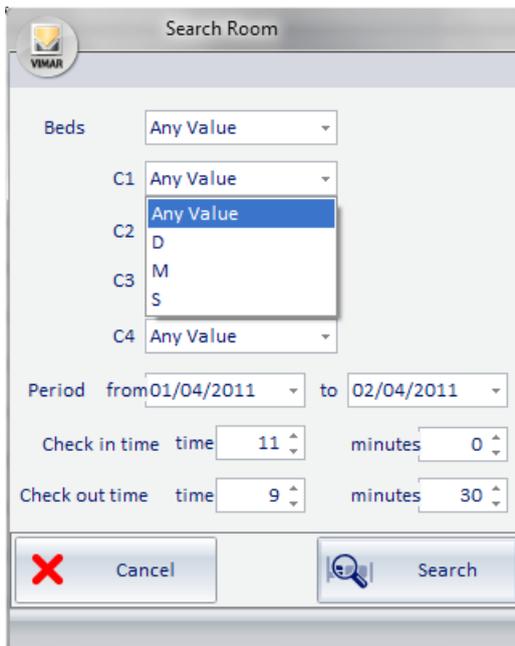
Keep in mind the only parameters that will be set are those entered for the rooms of accommodation from the "Rooms parameters configuration" window, described in the chapter *Rooms parameters configuration*.

The search parameters that can be set are listed below:

- **Beds.** Represents the number of beds in the room.  
Left-click the correspondent field and set the desired value via the menu.



- **C1.** Represents the group of optional parameters for the customization which are part of the group C1. Left-click the correspondent field and set the desired value via the menu.



- **C2** Represents the group of optional parameters for the customization which are part of the group C2. Left-click the correspondent field and set the desired value via the menu.
- **C3** Represents the group of optional parameters for the customization which are part of the group C3. Left-click the correspondent field and set the desired value via the menu.
- **C4** Represents the group of optional parameters for the customization which are part of the group C4. Left-click the correspondent field and set the desired value via the menu.
- **Period.** Represents the period of reservation of the room to be searched. Left-click the button corresponding to the fields related the beginning and ending of the reservation, by selecting the desired values from the menu.



The representation of the days of the month appears, from which you can change the month and year. After setting the month and year, select a date. Repeat the procedure for the ending of the booking period.

- **Check-in time.** For the search, the time (hours and minutes) of arrival representing the default general time of arrival, can set from the "General" tab in the "General settings" window, which can be activated selecting "General Configuration Settings" from the "Settings" menu, (described in the chapter *General parameters configuration*).

You can enter different values from the default ones using the appropriate fields (for the hour and minute, in steps of 15 minutes).

**IMPORTANT:** please note that the search for available rooms is done exactly for the entered period, including hour and minutes, and compared with those of any existing reservations.

- **Check-out time.** For the search, the time (hours and minutes) of departure representing the default general time of departure, can be set from the "General" tab in the "General settings" window, which can be activated selecting "General Configuration Settings" from the "Settings" menu, (described in the chapter *General parameters configuration*).

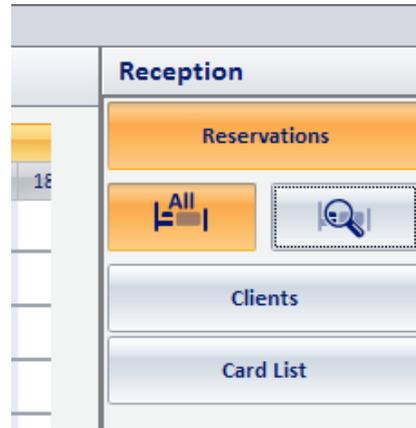
You can enter different values from the default ones using the appropriate fields (for the hour and minute, in steps of 15 minutes).

**IMPORTANT:** please note that the search for available rooms is done exactly for the entered period, including hour and minutes, and compared with those of any existing reservations.

- **"Cancel" button** . Pressing this button closes the window to search for available rooms without any search.

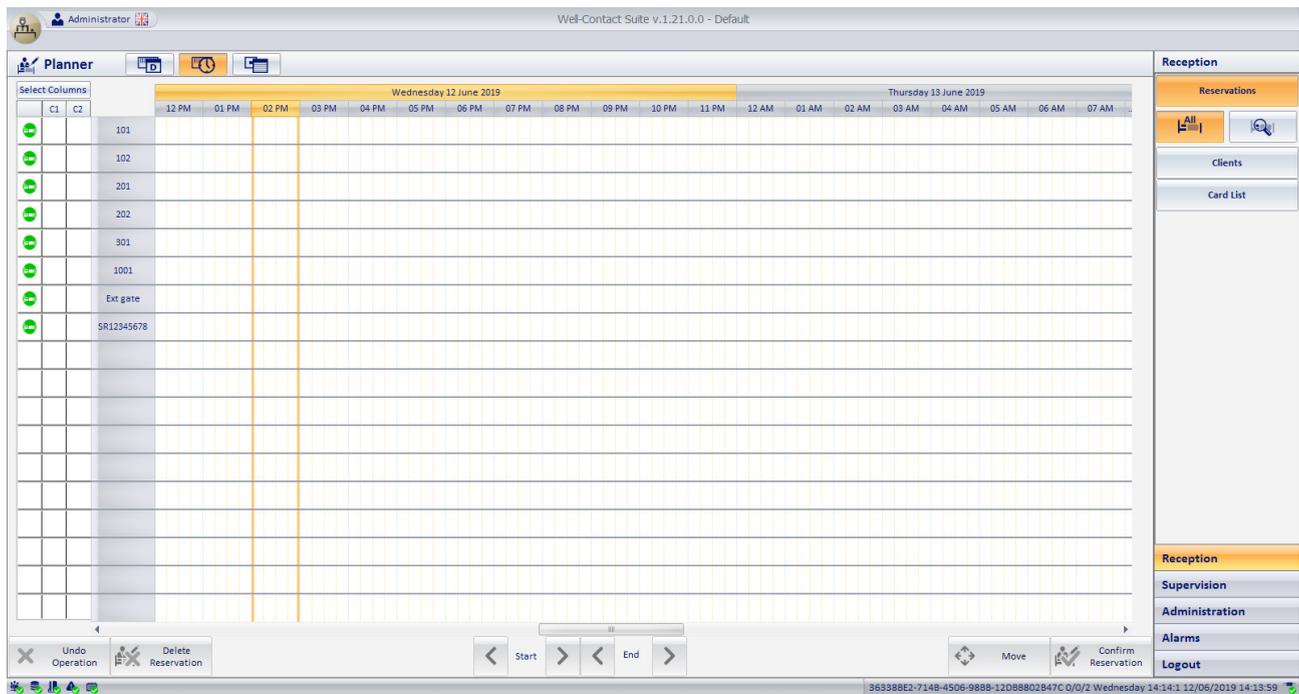
- **The "Search" button** . Pressing this button starts the process of searching for available rooms that meet all the requirements set by the search window. The results are displayed in the workspace of the planner window, and contains only a list of the rooms that meet the search requirements. The other rooms of the accommodation which do not meet the search requirements are not displayed.

From the list of rooms that meet the requirements you can select the one you want, through the procedure for making a reservation, as described above. After searching for the rooms and the display of the only rooms that meet the conditions set, you can go back to viewing all the rooms of the accommodation by pressing the "All" button, shown in the picture below.



The pressing of this button cancels any search filter previously applied.

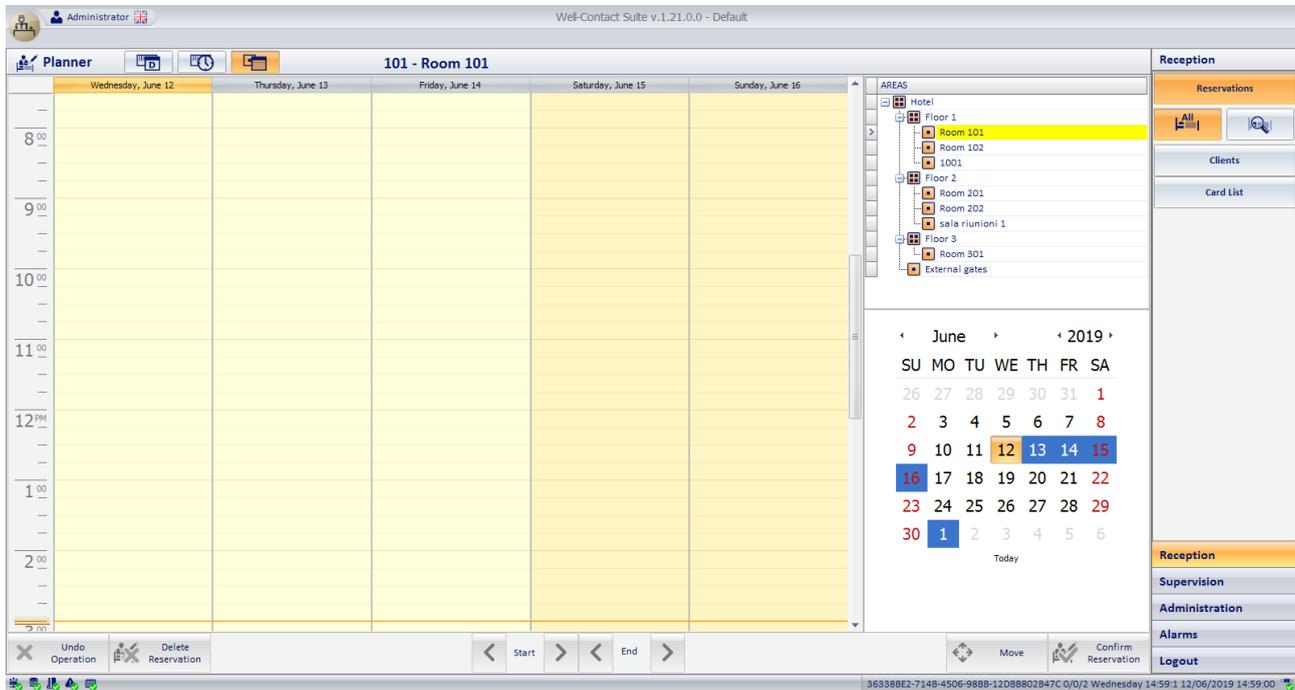
### ***The timeline in hours view***



In terms of booking management, this view behaves in the same as the timeline in hours, the only differences being:

- The columns of the Planner represent the hours of the day (divided into 15 minutes).
- Bookings of a minimum duration of 15 minutes can be made.
- More than one hourly booking can be made on the same day, for the same bookable room/environment.
- The group of buttons to enable the highlighting of the day's occupation is not present, since in this view all the hourly bookings are directly visible on the Planner.

## The view in hours of a specific bookable room/environment



This view has been introduced to improve the management of hourly bookings and it consists of the following areas:

- Workspace.** It is a diary-type view, where five consecutive days are simultaneously represented (in the columns) divided into hours (in the rows) and it relates to a specific environment, whose number and related description are featured in the top bar. The management of bookings (make, change, delete) is the same one used for the timeline views, but it makes it possible to have a more detailed view of the hourly bookings for a single environment. The current time is represented by an orange horizontal line.
- Environment selection tree.** This is the area (found at the top right of the view) containing the tree structure of the building, where you can select the environment whose hourly view you wish to view. The structure can be expanded by pressing the **+** symbols, or compressed by pressing the **-** symbols.
- Monthly view of the calendar.** This is the area (found at the bottom right of the view) containing the monthly view of the calendar, where you can select the period whose hourly view you wish to view. In the calendar, the current day is highlighted in orange, and the five days displayed in the workspace are represented in blue. The day you select from the calendar represents the first day displayed in the workspace. The month and year displayed can be modified by pressing the arrows on the side of the name of the month and year.

### The limitation of the bookable time in the hourly timeline and hourly for a specific environment views

For each environment, you can enable and set the bookable time period, within a day, defined by the start time and end time.

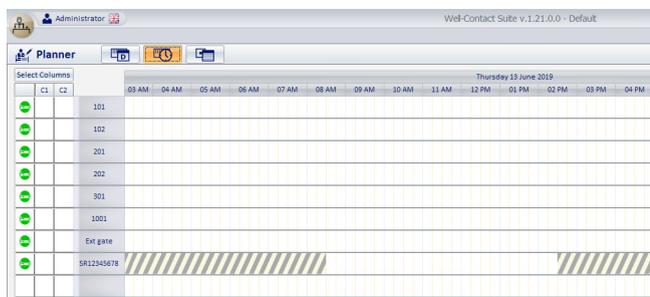
Where enabled, you can create an hourly booking only inside the bookable time period. If you try to create a booking outside the bookable time period, a warning message is displayed and the booking is not created.

Enabling and setting of the bookable time period can be done from the "Bookable time" tab in the "Room Settings Configuration" menu, as described in the Installer manual of Well-Contact Suite.

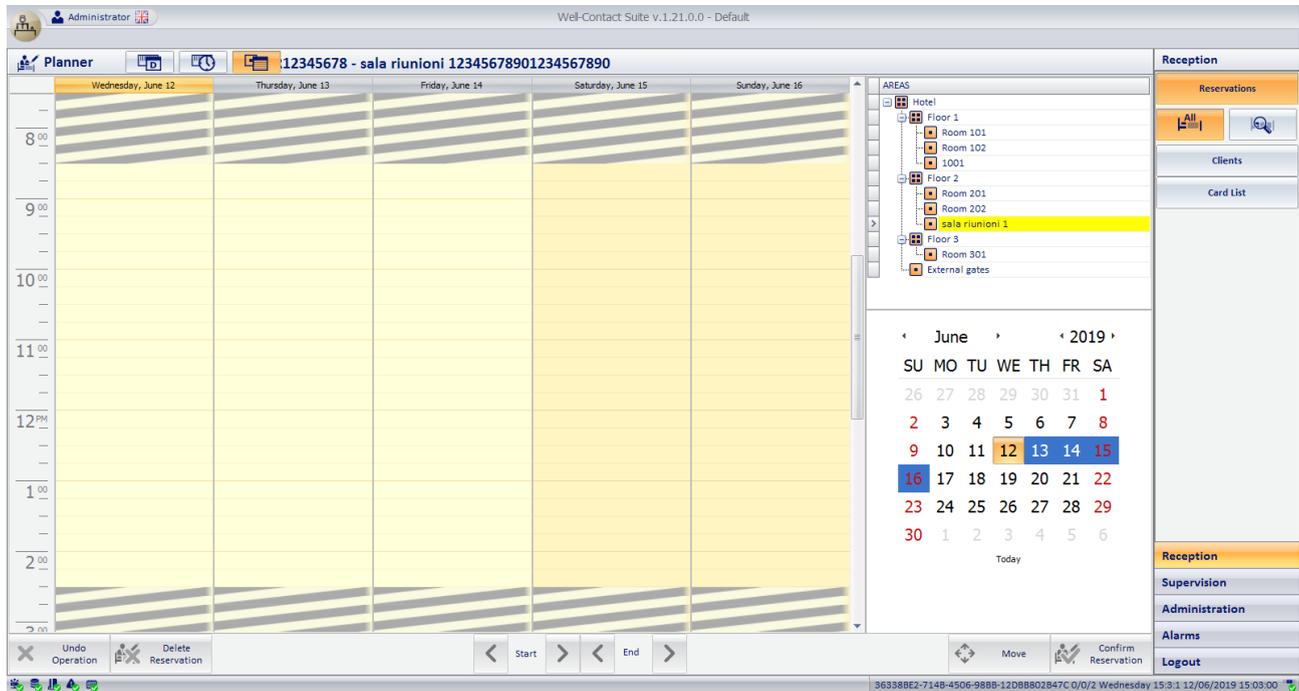
The periods during which hourly bookings cannot be created is highlighted, in the hourly timeline and hourly for a specific environment views, via the following graphic symbol: .

The following images show an example of the environment SR12345678, where the following bookable time has been set: from 8:30 to 14:30.

#### Hourly timeline view



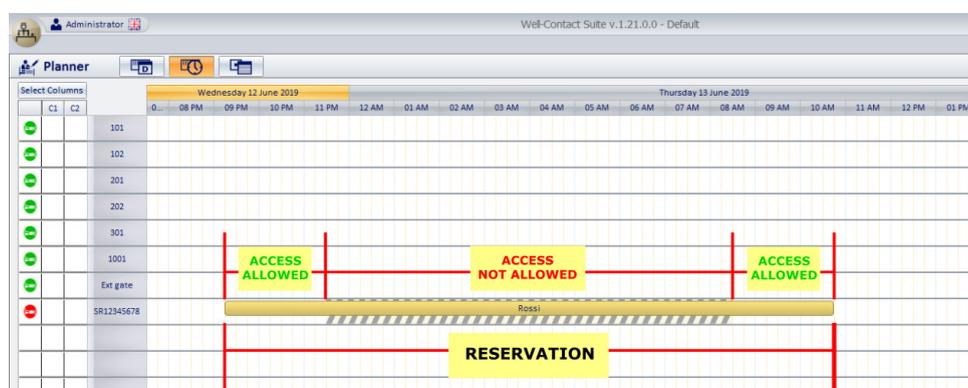
### Hourly view for the specific environment



Important notes about the management of bookings if the limitation of the bookable time has been enabled and set for an environment:

- As mentioned earlier, by double left clicking in the workspace of the hourly views, a booking is created that begins at the point where you press (start of the 15-min slot where you press) and lasts 1 hour by default.  
If the limitation of the bookable time is enabled and you double click on a point whose difference in time with the start of the “non-bookable” zone is less than an hour, a booking will nevertheless be created that starts at the chosen point and with a duration that will ensure you remain in the bookable time.
- Starting with a booking that ends closely with the start of the non-bookable time period, if you proceed with extending the booking to the right using the booking end time increase button, the booking will be extended by a first quarter of an hour of the subsequent bookable time. In this case, the booking is displayed with a single graphic object, even above the non-bookable time zone. This is to remind you that it is considered like a single booking but access to the environment during the non-bookable time is not permitted.  
In terms of accesses to the environment, the booking behaves as if there were two bookings with a start and end in the bookable time. This is because if the limitation of the bookable time is enabled for an environment, this limitation is in any case guaranteed

The following image represents this situation.



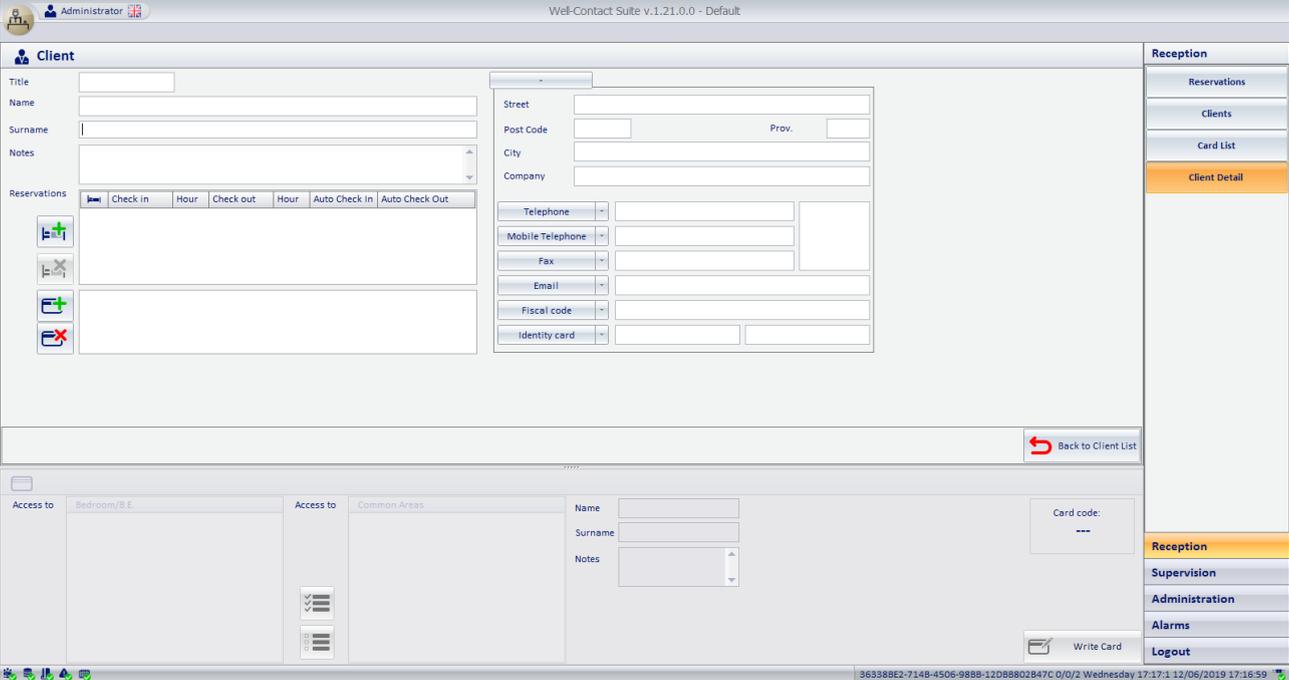
- A behaviour similar to that described in point 2 if the start of a booking is close, on the left, to a non-bookable period and the booking is extended using the button to move the start of the booking to the left.
- Starting with an existing booking, if you extend the booking period by using the mouse to drag the start or end of the booking to a time contained in the non-permitted booking zone, an error message is displayed and the modification does not take effect.
- Starting with an existing booking, if you extend the booking period by using the mouse to drag the start or end of the booking to a time contained in the permitted booking zone, the duration of the booking will be modified and the behaviour will be similar to that described in points 2. or 3 above, depending on whether you are postponing the booking end time or bringing forward the booking start time.

## The "Customer Detail" window

The "Customer Detail" window can be accessed in different ways:

- Pressing the "Confirm Reservation" button from the planner window, after creating or editing a reservation.
- Double-clicking a reservation in the planner window.
- Selecting (left-clicking or touching the touch screen) the row corresponding to the desired customer in the customers list of the "Customers" subsection.
- Pressing the "New Customer" button in the "Customers" subsection.
- Inserting a card previously created and associated with a customer into the programmer.

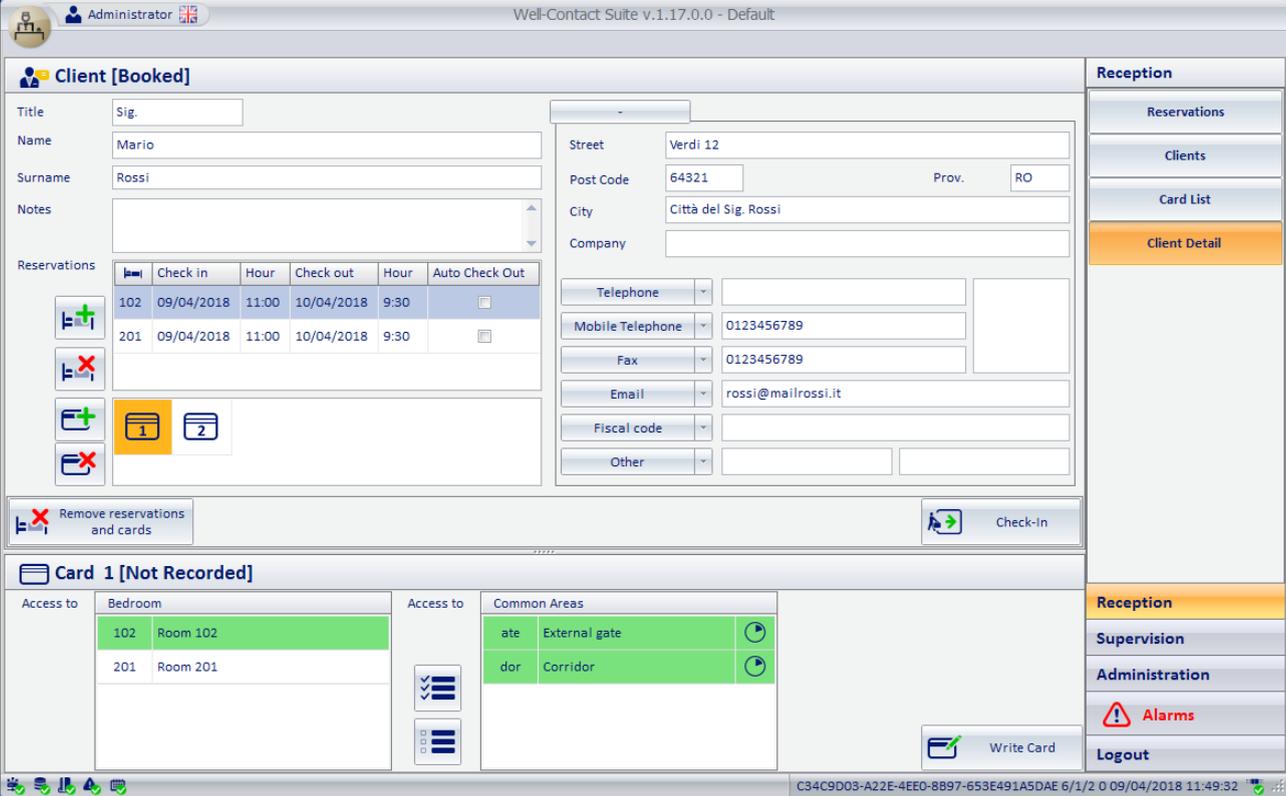
The "Customer Detail" window will look as shown in the picture below (if a new customer or a new reservation are created)



The screenshot displays the 'Client Detail' window within the 'Well-Contact Suite v.1.21.0.0 - Default' application. The interface is divided into several sections:

- Client Information:** Fields for Title, Name, Surname, Notes, Street, Post Code, City, and Company.
- Contact Information:** Fields for Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card.
- Reservations:** A table with columns for 'Check in', 'Hour', 'Check out', and 'Auto Check Out'. It includes icons for adding (+), deleting (-), and refreshing (circular arrow) reservations.
- Access Control:** Sections for 'Access to Bedroom/S.E.' and 'Access to Common Areas', each with a 'Name' and 'Surname' field.
- Card Management:** A 'Card code' field and a 'Write Card' button.
- Navigation:** A 'Back to Client List' button with a red arrow icon.
- Right Sidebar:** A vertical menu with buttons for 'Reception', 'Reservations', 'Clients', 'Card List', 'Client Detail' (highlighted in orange), 'Reception', 'Supervision', 'Administration', 'Alarms', and 'Logout'.
- System Information:** A status bar at the bottom right showing the ID '363388E2-714B-4506-9888-12D88802847C 0/0/2' and the date/time 'Wednesday 17:17:12/06/2019 17:16:59'.

After entering a customer's data and reservation, the window looks as shown in the following picture.



**Client [Booked]**

Title: Sig. Name: Mario Surname: Rossi

Street: Verdi 12 Post Code: 64321 Prov.: RO City: Città del Sig. Rossi

Reservations	Check in	Hour	Check out	Hour	Auto Check Out
102	09/04/2018	11:00	10/04/2018	9:30	<input type="checkbox"/>
201	09/04/2018	11:00	10/04/2018	9:30	<input type="checkbox"/>

Mobile Telephone: 0123456789 Fax: 0123456789 Email: rossi@mailrossi.it

**Card 1 [Not Recorded]**

Access to	Bedroom	Access to	Common Areas
	102 Room 102		ate External gate
	201 Room 201		dor Corridor

Reception sidebar: Reservations, Clients, Card List, Client Detail, Reception, Supervision, Administration, Alarms, Logout

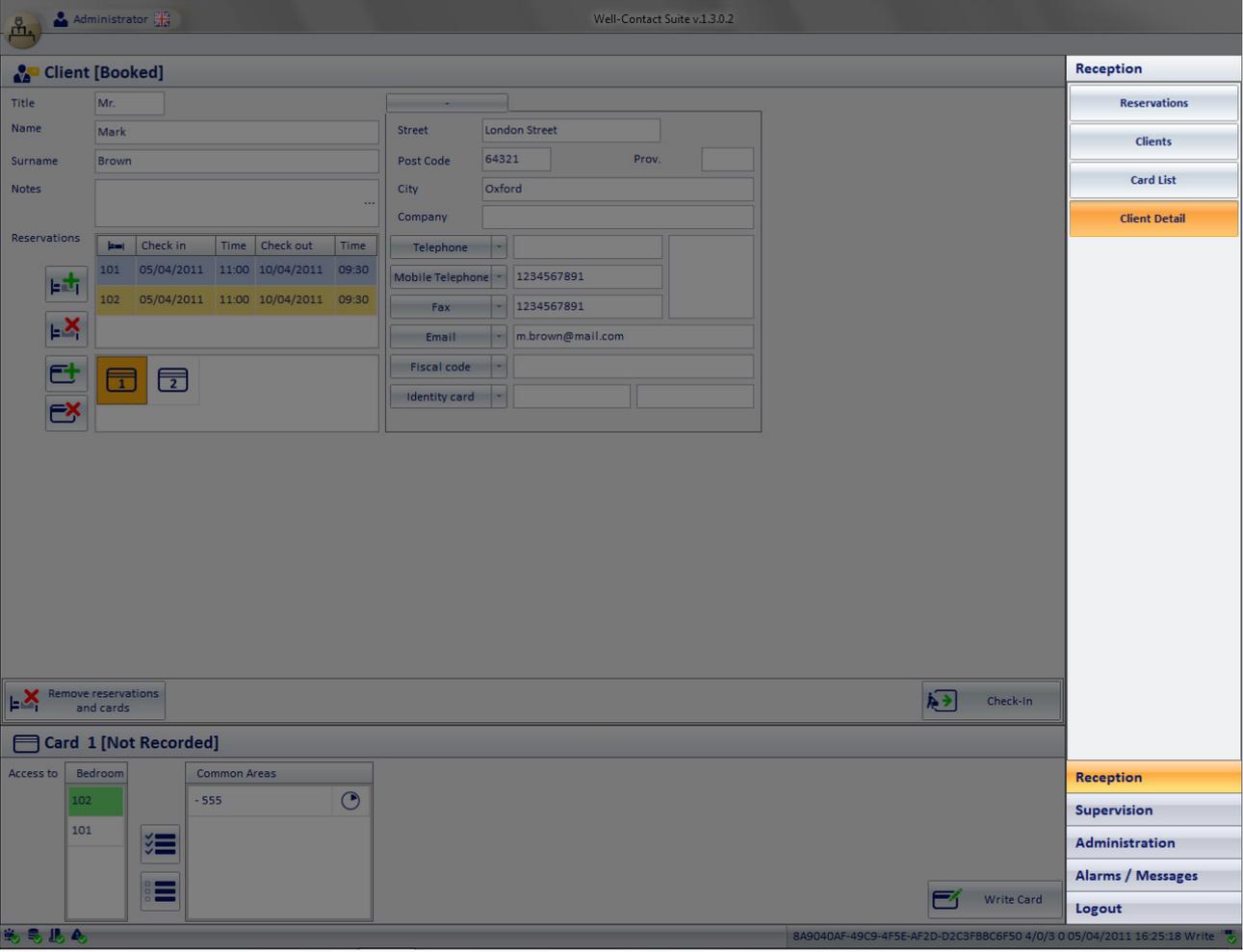
Status bar: C34C9D03-A22E-4EE0-8B97-653E491A5DAE 6/1/2 0 09/04/2018 11:49:32

The window "Customer Detail" is divided as follows:

- Area for the "navigation" or selection of the Well-Contact Suite software sections.
- Area of customer data/reservation: Personal data of the customer, booking details (pairs room/period), list of access cards created for the customer.
- Selected card details area.
- Icon to activate the configuration menu.

The following chapters describe the above areas in detail.

## Area of "navigation" or selection of the Well-Contact Suite software sections



The screenshot displays the 'Client [Booked]' interface. The top bar shows the user 'Administrator' and the version 'Well-Contact Suite v.1.3.0.2'. The main area is divided into a client information form and a reservations table. The client information includes fields for Title (Mr.), Name (Mark), Surname (Brown), Street (London Street), Post Code (64321), City (Oxford), and various contact details like Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card. The reservations table has columns for reservation ID, Check in, Time, Check out, and Time. Below the table are buttons for adding (+) and removing (-) reservations. A right-hand sidebar contains a navigation menu with 'Client Detail' highlighted. Below the main window, there is a 'Card 1 [Not Recorded]' section with access details and a 'Write Card' button. The bottom status bar shows system information: 8A9040AF-49C9-4F5E-AF2D-D2C3F8BC6F50 4/0/3 0 05/04/2011 16:25:18 Write.

This area contains buttons that can be accessed through the various sections and subsections of the Well-Contact Suite software.

At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are.

It is an area that appears in all windows "in use" of the software, except the "ETS Configuration" dialog.

At the bottom of this area there are buttons that allow you to switch to other parts of the Well-Contact Suite software: Reception, Supervision, Administration, Alarms/Messages, and Logout.

At the top of this area there are buttons that allow you to access the subsections of the currently selected section.

When the "Staff Detail" window is active, in the space reserved for the selection of the subsections of the Administration section, the "Staff Detail" also appears to highlight the active subsection.

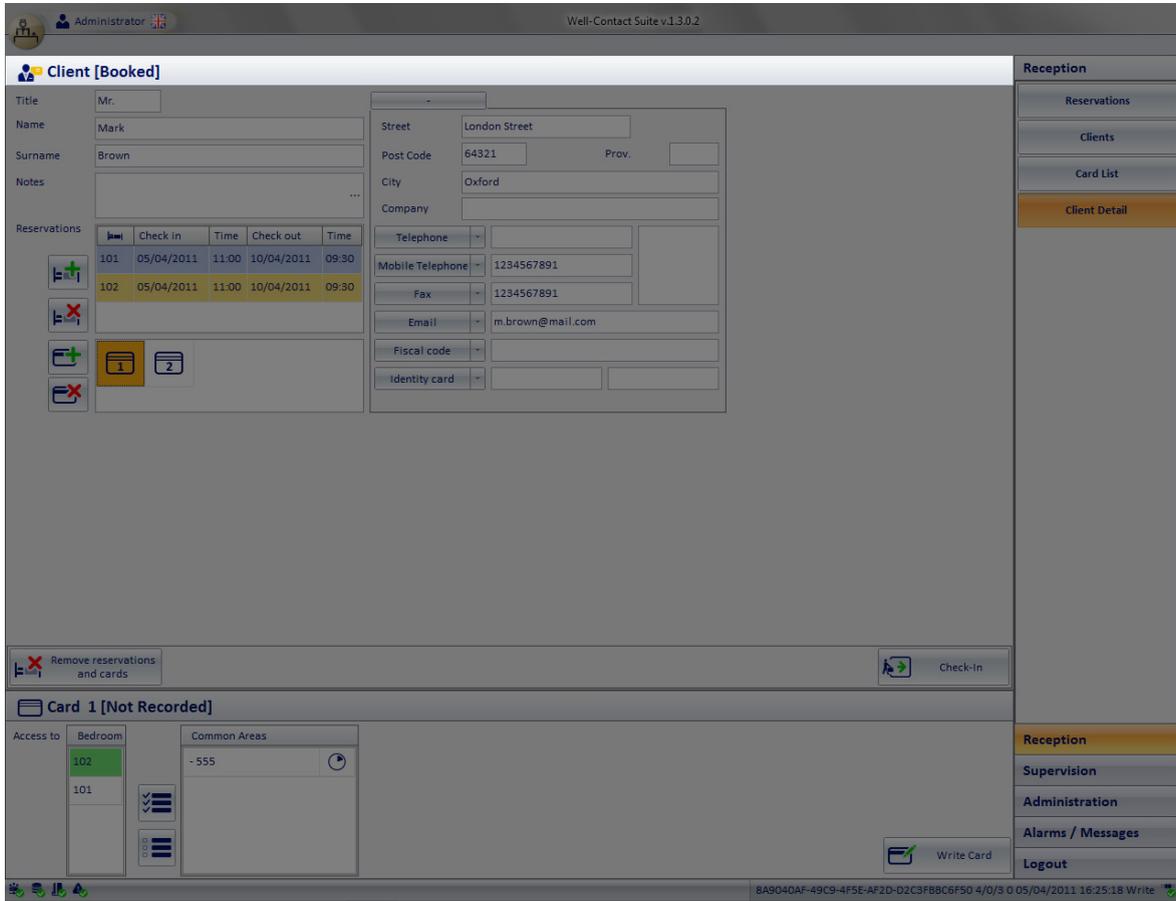
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## Customer data/reservation area

This area contains the information related to customers, reservations and associated cards, grouped into four sub-areas:

- Customer status
- Customer personal data.
- Data of the reservations associated with the customer.
- List of access cards created for the customer.

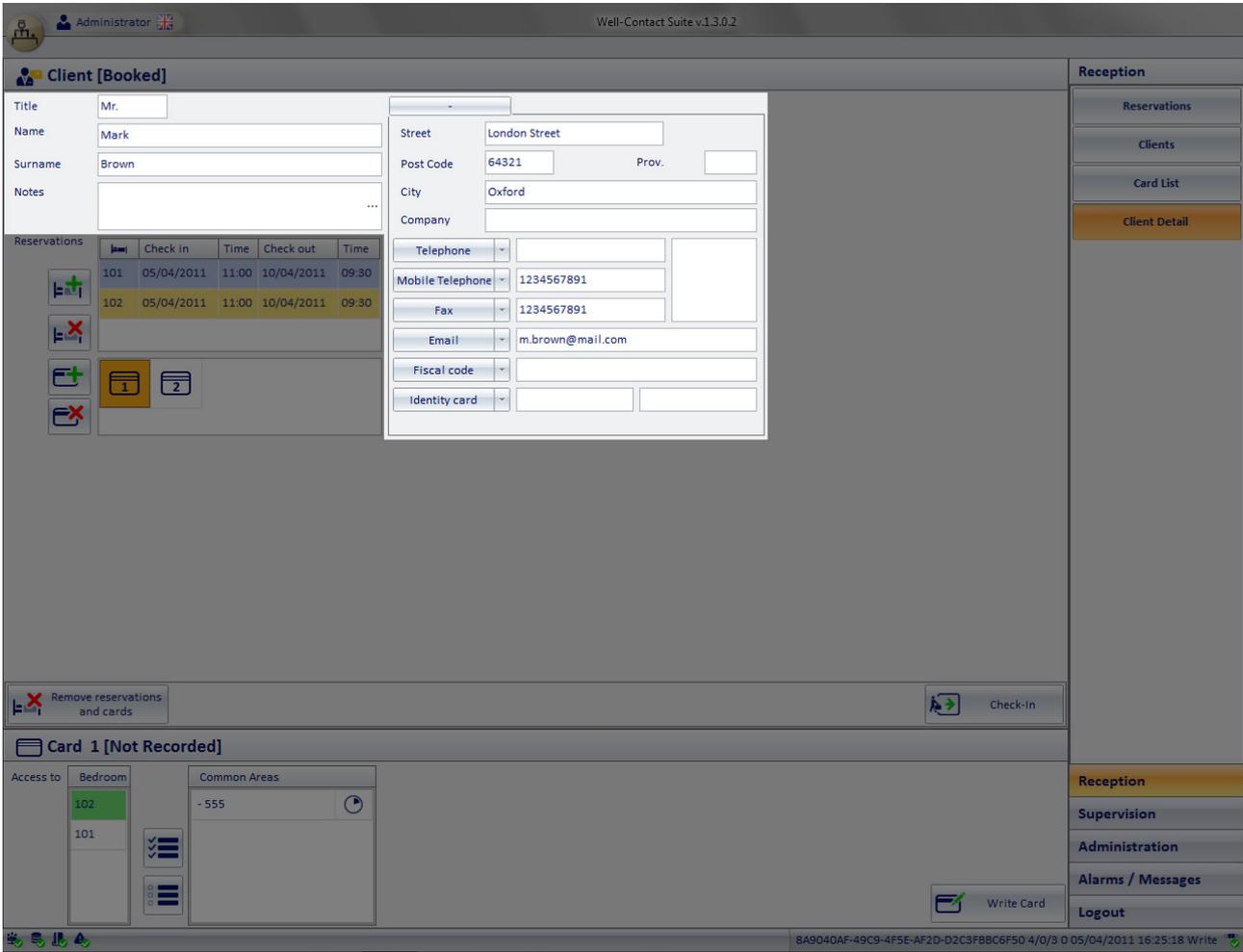
### Status of the customer (Customer Detail and Reservations section)



This area displays the status of the customer referred to the displayed reservation.  
The customer can take one of the statuses in the following table.

Customer status	Symbol graphical	Color reservation on the planner	Description
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).
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).
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).
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").
Archive		-	Customer data has been entered into the database, and at the moment. <ul style="list-style-type: none"> <li>• There are no reservations under their name.</li> <li>• There are no active cards in their name.</li> </ul> It is typically the condition of a customer who was previously a guest of the hotel, or that has made at least one reservation.

## Customer personal data



The screenshot displays the 'Client [Booked]' form in the Well-Contact Suite v1.3.0.2 software. The interface is divided into several sections:

- Client Information:** Fields for Title (Mr.), Name (Mark), Surname (Brown), and Notes.
- Reservations:** A table with columns for reservation ID, check-in date, check-in time, check-out date, and check-out time. Two reservations are listed for 05/04/2011.
- Extended Customer Data:** 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.
- Card Management:** A section for 'Card 1 [Not Recorded]' with fields for Access to (Bedroom 102, Common Areas -555) and a 'Write Card' button.
- Reception Panel:** A vertical sidebar on the right with buttons for Reservations, Clients, Card List, and Client Detail.
- System Controls:** Buttons for 'Remove reservations and cards' and 'Check-In' at the bottom.

The picture displays the area of the window reserved for entering the customer personal data. This area is also divided in two parts:

- **Customer data/reservation area**

Here, you will find the following fields:

- Last name
- Name
- Title
- Notes

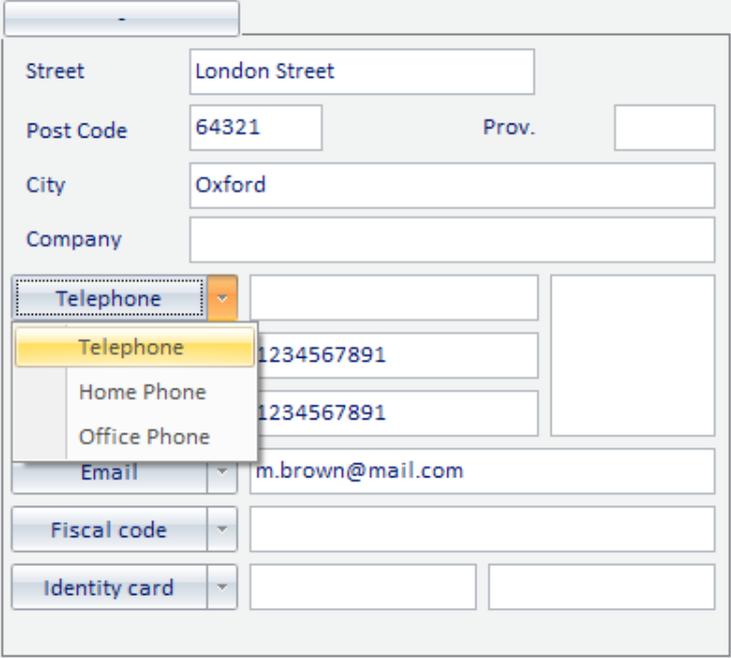
**IMPORTANT:** In order to enter a reservation you need to fill the "Last Name" field.

- **"Extended" customer data area**

Here, you will find the following fields:

- Street
- Post Code
- Prov. (Province)
- City
- Company
- Telephone

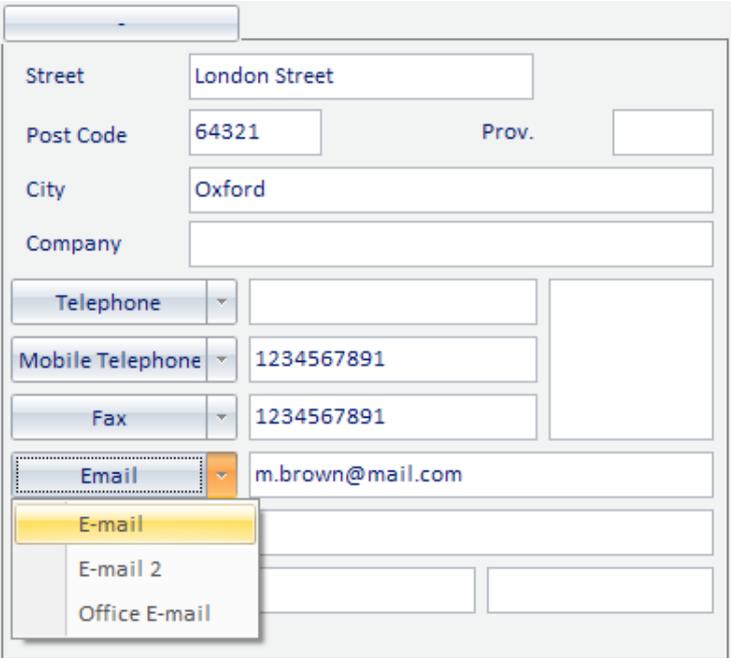
You can set up to a maximum of three phone numbers, selectable via the drop-down menu shown in the following picture.



A screenshot of a contact form with the following fields: Street (London Street), Post Code (64321), Prov. (empty), City (Oxford), Company (empty), Telephone (dropdown menu), Home Phone (1234567891), Office Phone (1234567891), Email (m.brown@mail.com), Fiscal code (dropdown), and Identity card (dropdown). The Telephone dropdown menu is open, showing options: Telephone (highlighted), Home Phone, and Office Phone.

- **Mobile Phone**

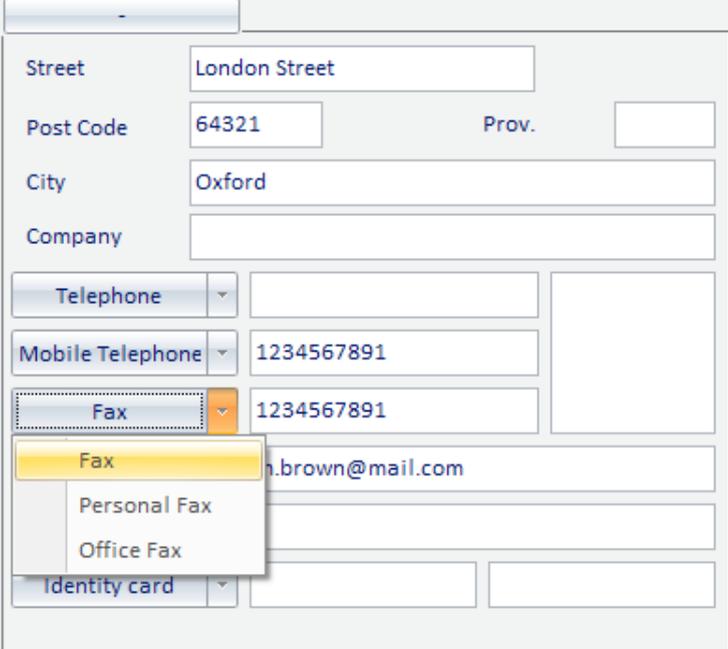
You can set up to a maximum of three cellphone numbers, selectable via the drop-down menu shown in the following picture.



A screenshot of a contact form with the following fields: Street (London Street), Post Code (64321), Prov. (empty), City (Oxford), Company (empty), Telephone (dropdown), Mobile Telephone (1234567891), Fax (1234567891), Email (dropdown menu), E-mail (dropdown menu), E-mail 2 (dropdown), and Office E-mail (dropdown). The Email dropdown menu is open, showing options: E-mail (highlighted), E-mail 2, and Office E-mail.

- **Fax**

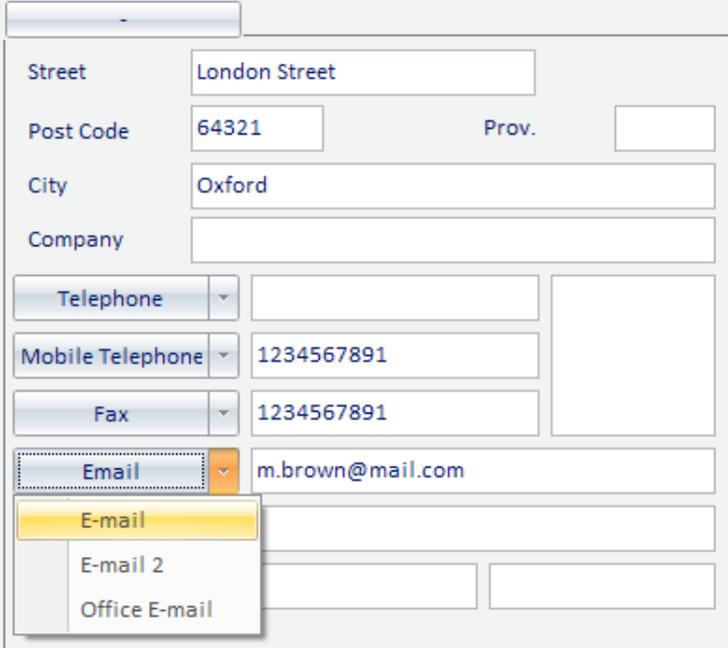
You can set up to a maximum of three fax numbers, selectable via the drop-down menu shown in the following picture.



The screenshot shows a form with the following fields: Street (London Street), Post Code (64321), Prov. (empty), City (Oxford), and Company (empty). Below these are three telephone-related fields: Telephone (empty), Mobile Telephone (1234567891), and Fax (1234567891). The Fax field has a dropdown menu open, showing options: Fax (selected), Personal Fax, Office Fax, and Identity card. An email field below contains m.brown@mail.com.

- **E-mail**

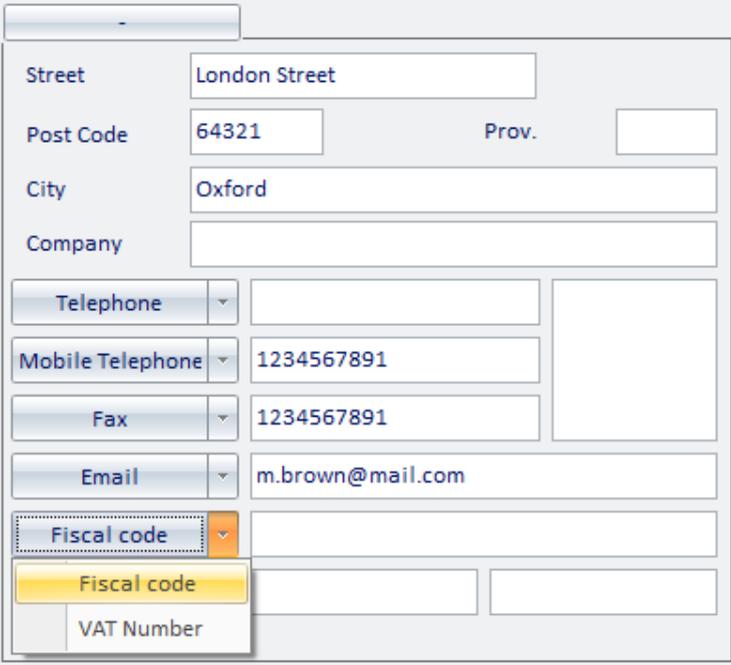
You can set up to a maximum of three e-mail addresses, selectable via the drop-down menu shown in the following picture.



The screenshot shows the same form as above, but with the Email field (m.brown@mail.com) selected. Its dropdown menu is open, showing options: E-mail (selected), E-mail 2, and Office E-mail.

- **(Fiscal Code.**

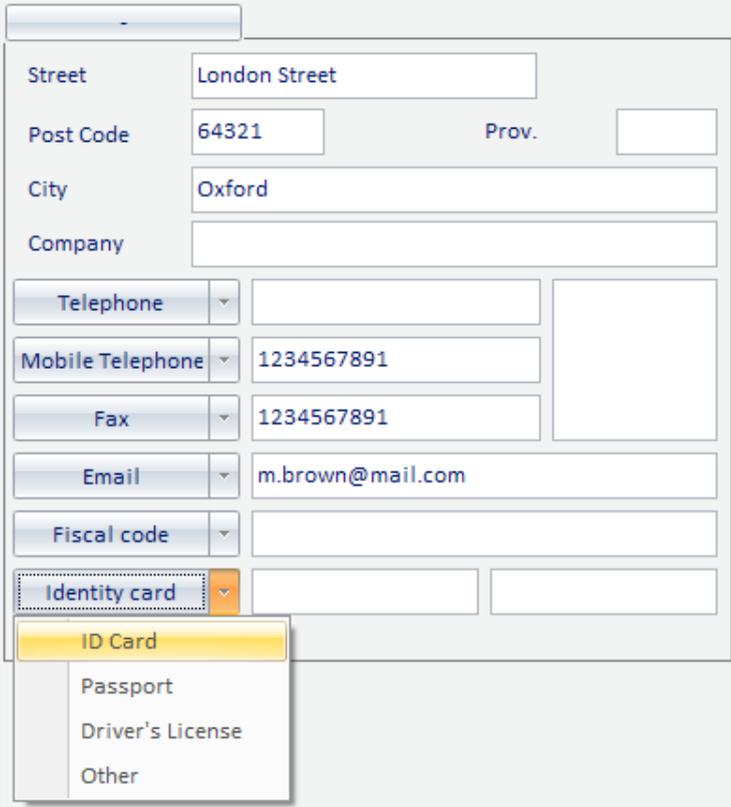
You can set both the fiscal code and the VAT number, selectable via the drop-down menu shown in the following picture.



A screenshot of a customer data form. The form contains the following fields: Street (London Street), Post Code (64321), Prov. (empty), City (Oxford), Company (empty), Telephone (empty), Mobile Telephone (1234567891), Fax (1234567891), Email (m.brown@mail.com), Fiscal code (empty), and VAT Number (empty). The 'Fiscal code' dropdown menu is open, showing options: Fiscal code (highlighted), and VAT Number.

- **C. Identity**

You can set the data of Identity Card, Passport, Driving License or any other identification document, selectable via the drop-down menu shown in the following picture.



A screenshot of a customer data form, identical to the one above. The 'Identity card' dropdown menu is open, showing options: ID Card (highlighted), Passport, Driver's License, and Other.

- **Picture**

You can insert a picture of the customer that will be displayed in the space shown in the following picture.

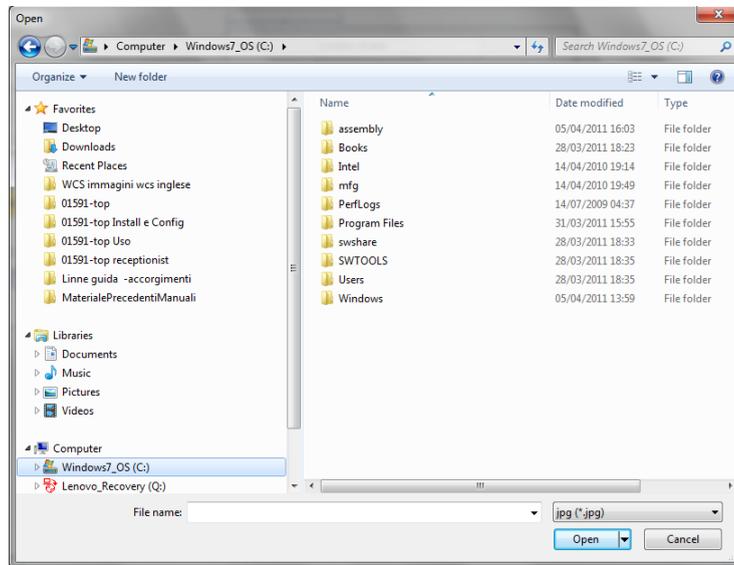
Street	London Street			
Post Code	64321	Prov.		
City	Oxford			
Company				
Telephone				
Mobile Telephone	1234567891			
Fax	1234567891			
Email	m.brown@mail.com			
Fiscal code				
Identity card				

To insert a picture in this area, follow these steps:

- (Left) click the area of the picture as shown in the following picture.

Street	London Street			
Post Code	64321	Prov.		
City	Oxford			
Company				
Telephone				
Mobile Telephone	1234567891			
Fax	1234567891			
Email	m.brown@mail.com			
Fiscal code				
Identity card				

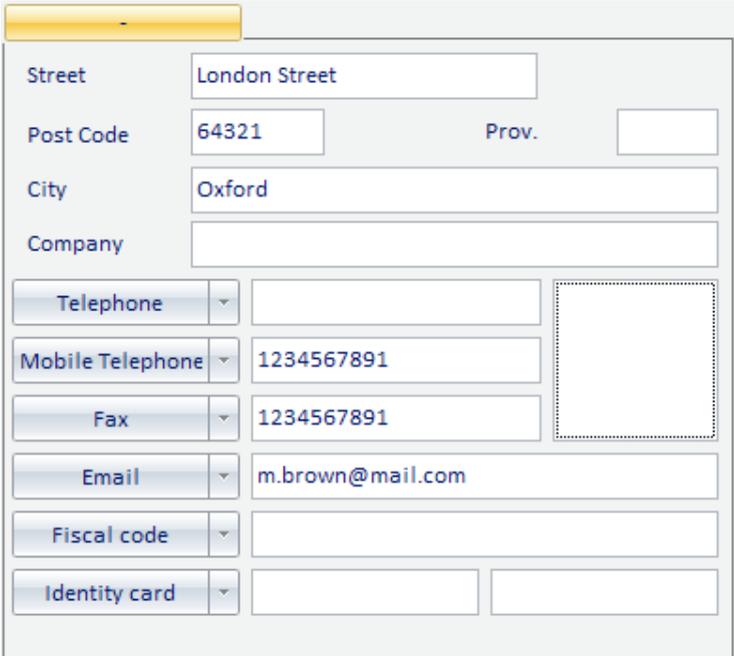
The window for the picture selection appears.



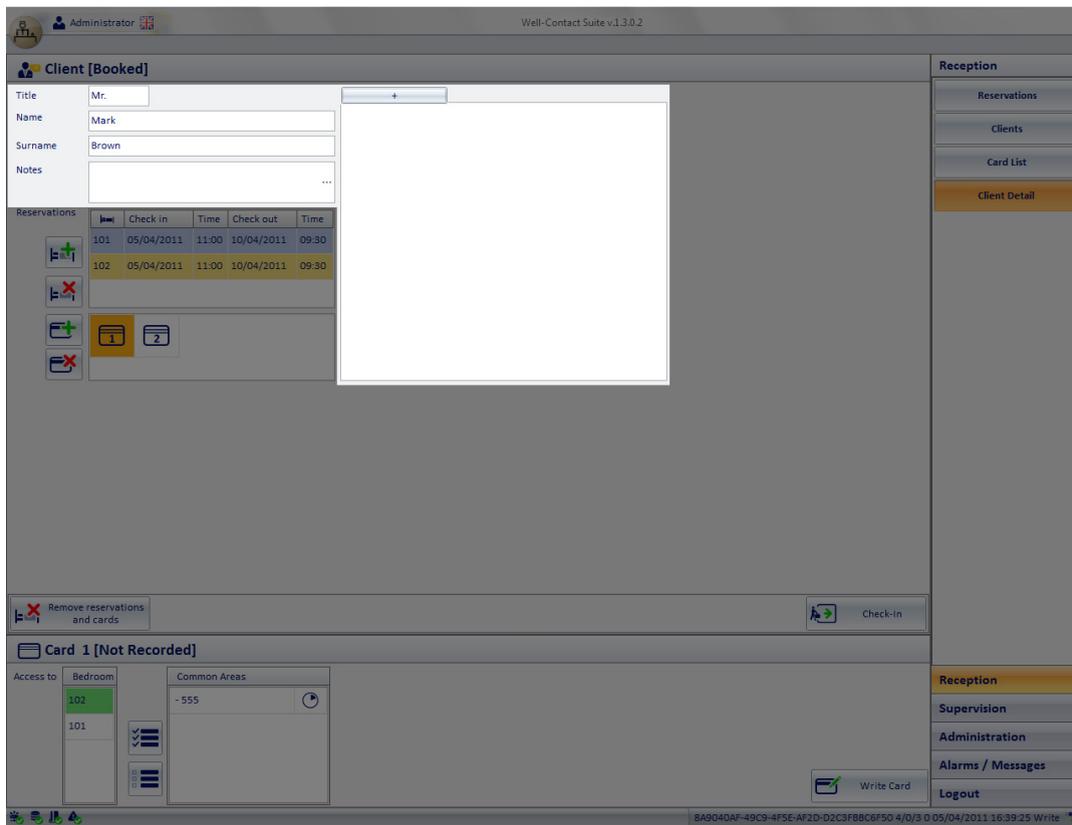
- Locate the photo on your computer and press the "Open" button, to set the desired picture.

**NOTE:**

The area for the customer "extended" data can be hidden (minimized) pressing the "-" button located above the same area.



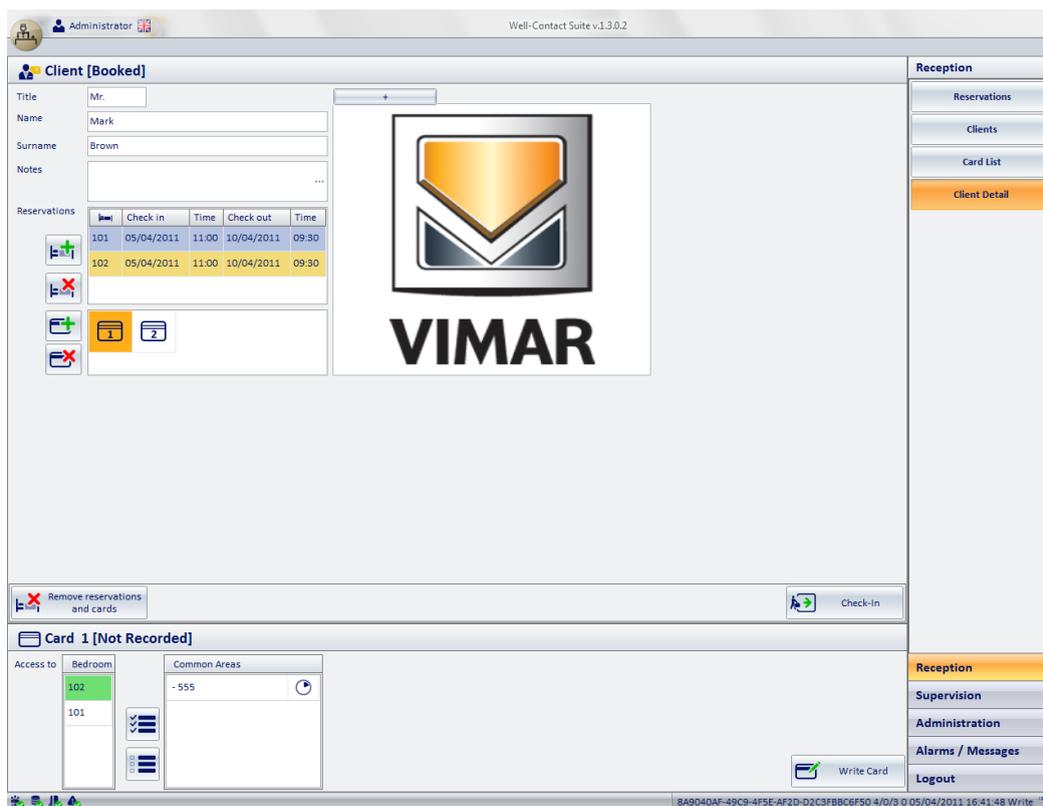
After minimizing the extended data area, the customer details area will look as shown in the picture below.



The space where extended data was displayed appears blank (by default), but you can use it to display a picture (unique for all customers), which can be set from the "General settings" window. You can access this configuration window from "General Settings Configuration" in the Configuration menu (refer to chapter *Customer Detail Background*).

This area can be used to display, for example, the logo of the accommodation.

After selecting an image to display in that area, it will look as the one shown in the picture below.



After being minimized, the area for the "extended" data can be made visible by pressing the "+" button located above the same area.



#### Summary table of the data that can be set for the customer

Here follows a summary table of all the customer data that can be entered for each customer.  
Please remember the Last name is a required field.

Data	Setting Area
Last name	"Main" data area
Name	"Main" data area
Title	"Main" data area
Notes	"Main" data area
Street	"Extended" data area
Post Code	"Extended" data area
Prov.	"Extended" data area
City	"Extended" data area
Company	"Extended" data area
Telephone	"Extended" data area
Home Phone	"Extended" data area
Office Phone	"Extended" data area
Mobile Phone	"Extended" data area
Personal Mobile	"Extended" data area
Office Mobile	"Extended" data area
Fax	"Extended" data area
Staff Fax	"Extended" data area
Office Fax	"Extended" data area
E-mail	"Extended" data area
E-mail 2	"Extended" data area
Office E-mail	"Extended" data area
Fiscal Code	"Extended" data area
VAT Number	"Extended" data area
ID	"Extended" data area
Passport	"Extended" data area

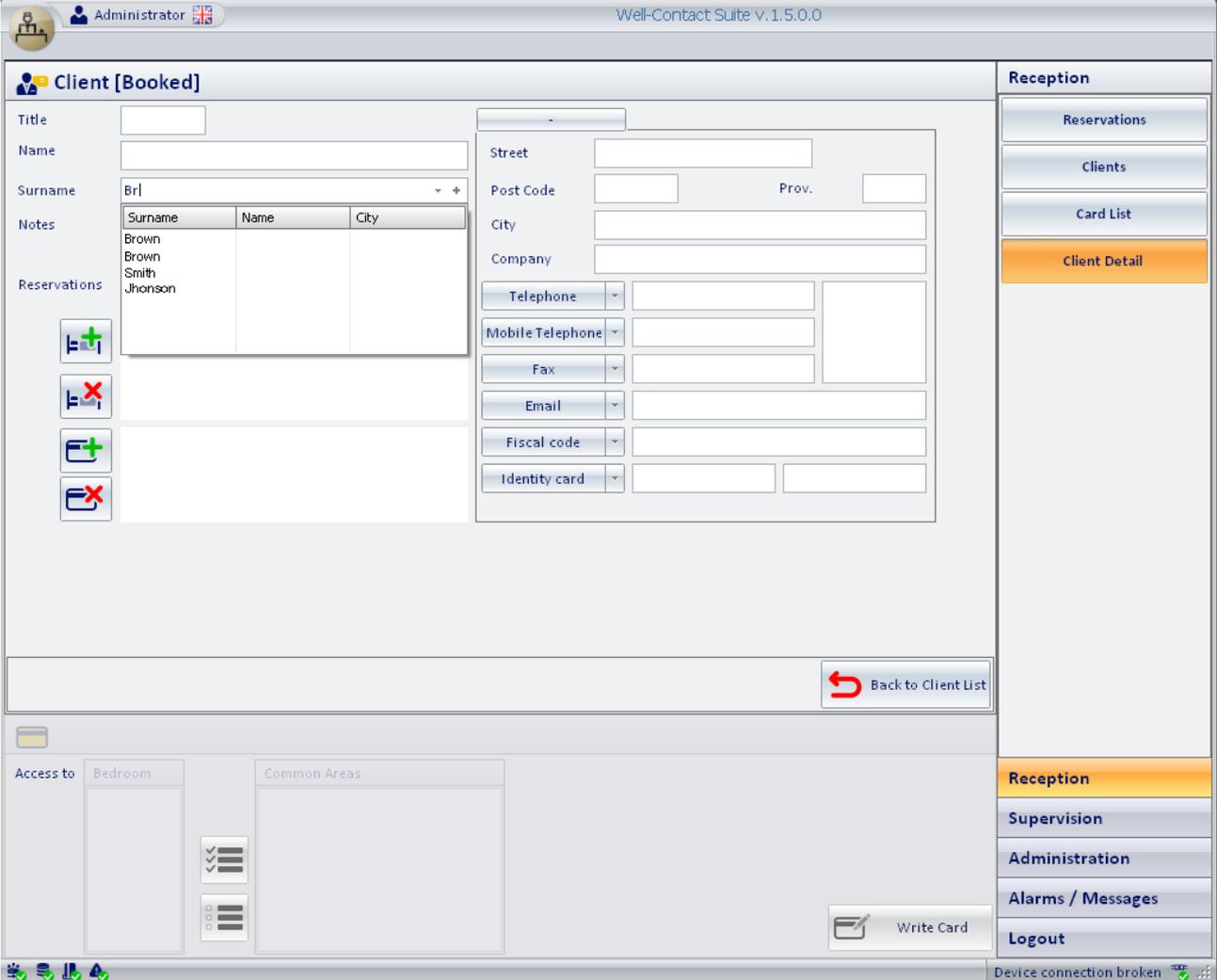
### Autocomplete for the customer's last name

The Last name field is equipped with an autocomplete function and a search in the Well-Contact Suite software database to facilitate the compilation of the data related to customers that are already in the software database.

When entering the customer's Last name, the software proposes the last names of the customers which begin with the characters currently entered in alphabetical order.

If the customer you are entering already exists in the database, simply select it (double click it) from the list to include all data pertaining to the customer, which are present in the Well-Contact Suite software database.

The situation is shown in the following picture.

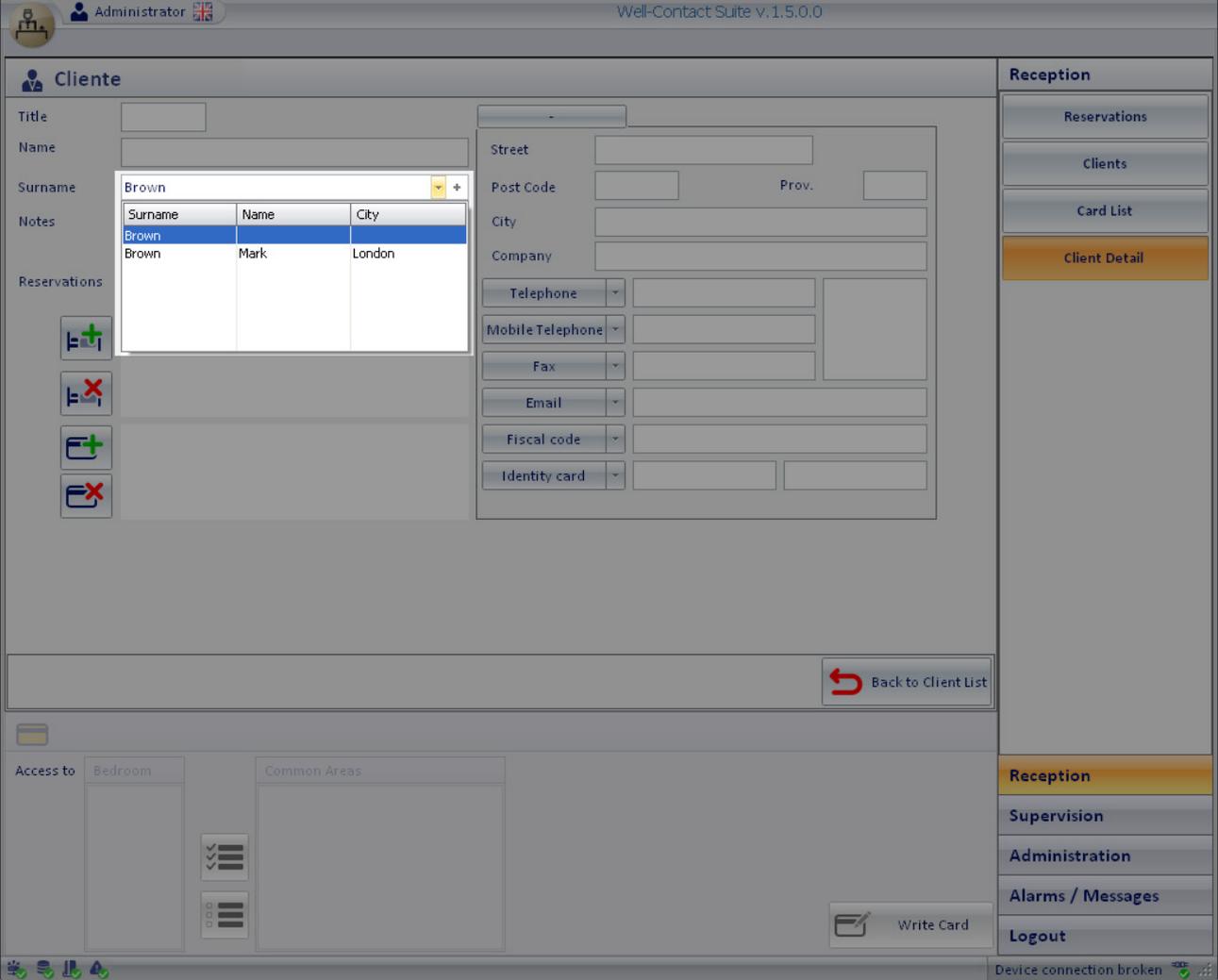


The screenshot displays the 'Client [Booked]' form in the Well-Contact Suite v.1.5.0.0 application. The interface is divided into several sections:

- Client Information:** Fields for Title, Name, Surname, Notes, Reservations, Street, Post Code, Prov., City, and Company.
- Autocomplete:** The Surname field contains 'Br|' and a dropdown menu lists suggestions: 'Surname', 'Name', 'City', 'Brown', 'Brown', 'Smith', and 'Jhanson'.
- Contact Information:** Fields for Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card.
- Navigation:** A 'Back to Client List' button with a red arrow icon.
- Access to:** Sections for 'Bedroom' and 'Common Areas' with associated controls.
- Right Sidebar (Reception):** A vertical menu with buttons for 'Reservations', 'Clients', 'Card List', 'Client Detail' (highlighted in orange), 'Reception' (highlighted in orange), 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'.
- Bottom Bar:** A 'Write Card' button and a status indicator 'Device connection broken'.

### Client data recovery from archive

Clicking on this button displays a list of all customers in the WCS database; to select a customer, simply double click it.

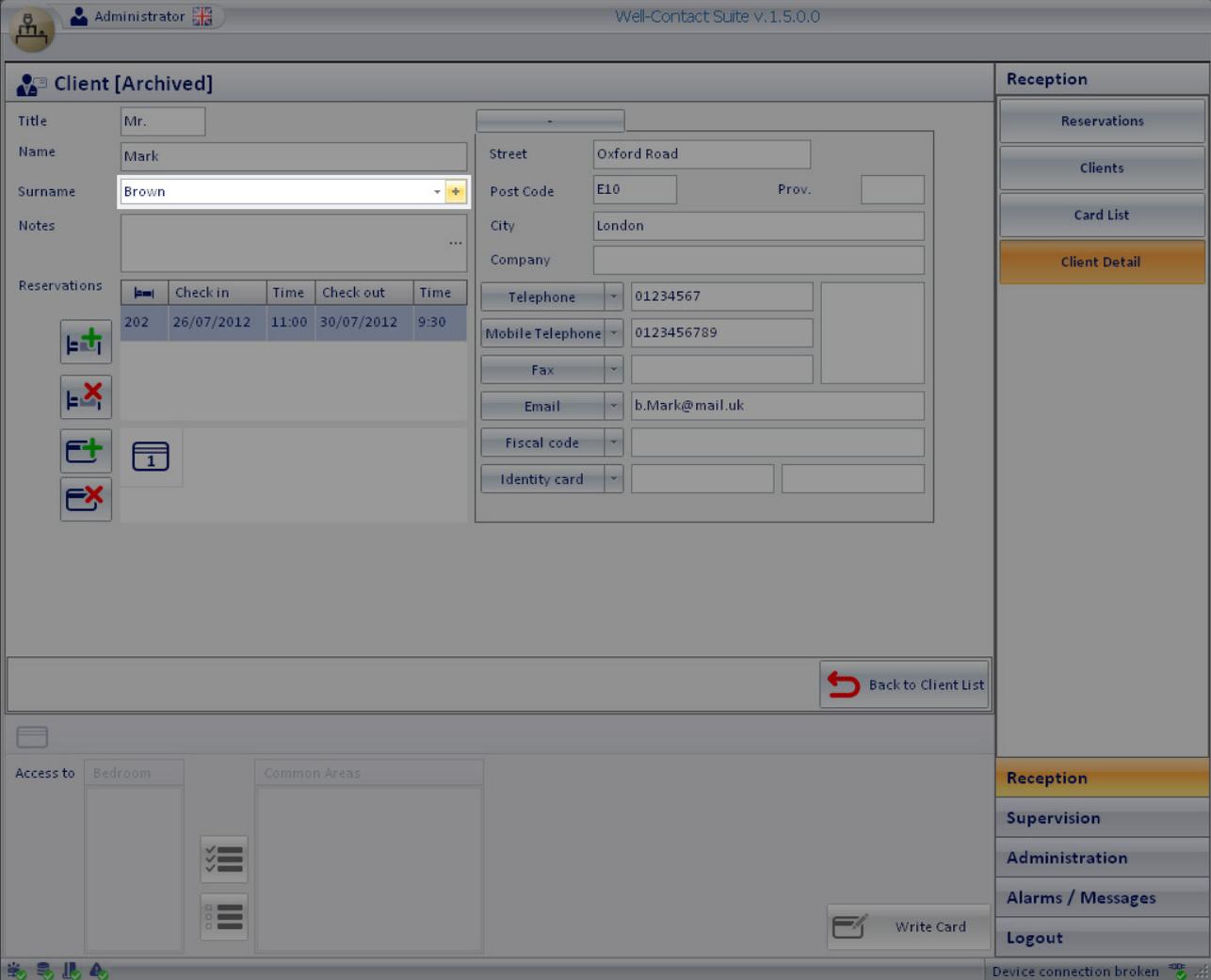


The screenshot shows the 'Cliente' (Client) management interface in the Well-Contact Suite v.1.5.0.0. The interface is divided into several sections:

- Client Information:** Fields for Title, Name, Surname (currently 'Brown'), Notes, Reservations, Street, Post Code, Prov., City, and Company.
- Contact Information:** Fields for Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card.
- Client Selection Table:** A table with columns 'Surname', 'Name', and 'City'. It lists 'Brown', 'Mark', and 'London'.
- Reception Panel:** A vertical sidebar on the right with buttons for 'Reservations', 'Clients', 'Card List', 'Client Detail' (highlighted), 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'.
- Access to:** A section at the bottom left with tabs for 'Bedroom' and 'Common Areas', and a 'Write Card' button.
- Navigation:** A 'Back to Client List' button with a red arrow icon.
- Status:** A 'Device connection broken' message at the bottom right.

### Creating a client with a name already in the database

If I enter the last name of a client who is already in the WCS database and I do not want to lose the data of that client, clicking on this button will create a client totally independent from the one already in the database.



The screenshot shows the 'Client [Archived]' form in the Well-Contact Suite v.1.5.0.0. The form is divided into several sections:

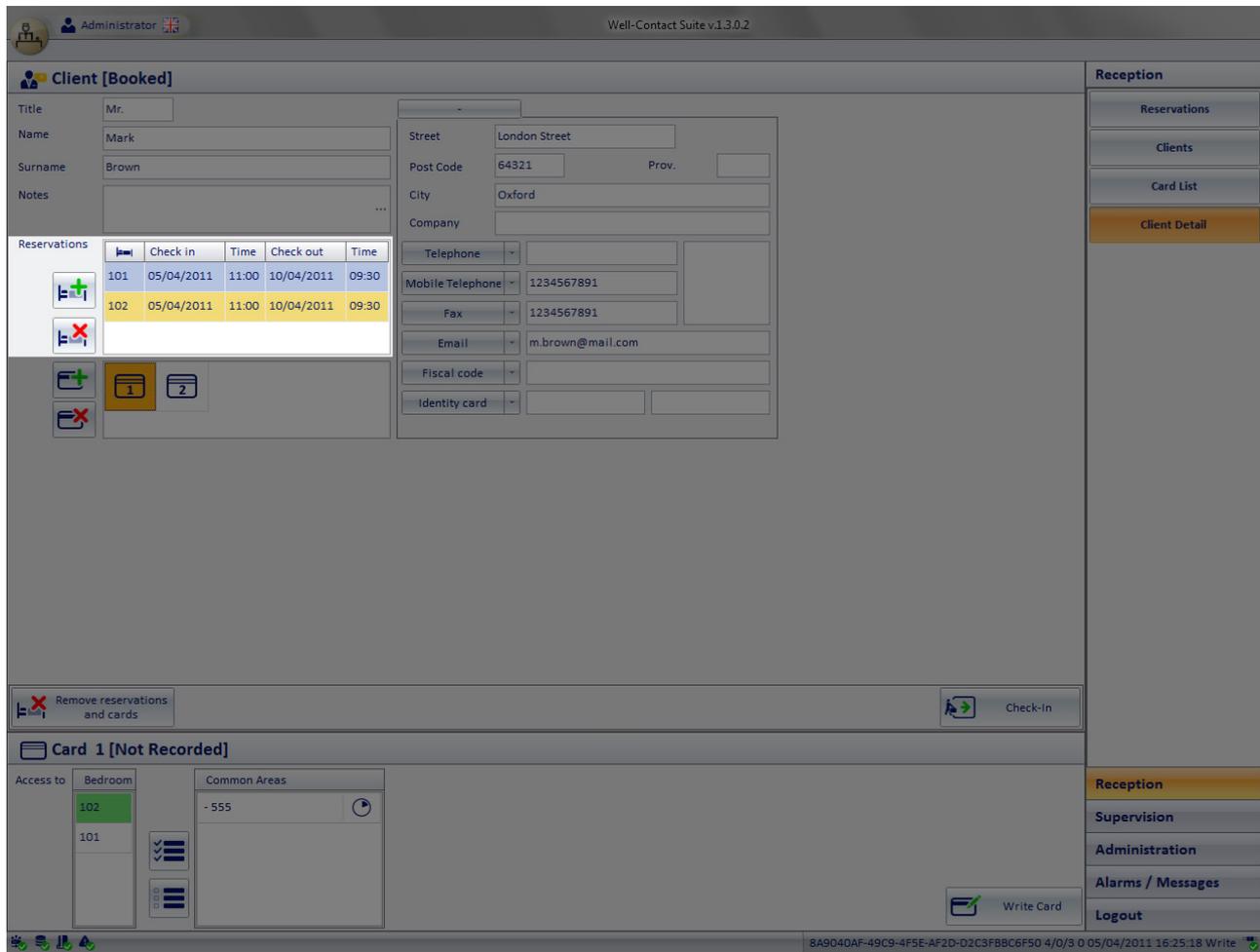
- Client Information:** Title (Mr.), Name (Mark), Surname (Brown), Notes, and Reservations table.
- Address and Contact:** Street (Oxford Road), Post Code (E10), City (London), Company, Telephone (01234567), Mobile Telephone (0123456789), Fax, Email (b.Mark@mail.uk), Fiscal code, and Identity card.
- Access Control:** Access to Bedroom and Common Areas.
- Buttons:** '+', '-', '+', '-' icons for reservations; 'Back to Client List' button; 'Write Card' button.

The right sidebar contains a navigation menu with the following items:

- Reception
  - Reservations
  - Clients
  - Card List
  - Client Detail** (highlighted)
- Supervision
- Administration
- Alarms / Messages
- Logout

At the bottom right, a status message reads 'Device connection broken'.

### Data of the reservations associated with the customer



The screenshot shows the 'Client [Booked]' interface. On the left, there is a 'Reservations' table with columns for room number, check-in date, check-in time, check-out date, and check-out time. Two reservations are listed for room 102 on 05/04/2011, both with a check-in time of 11:00 and a check-out time of 09:30 on 10/04/2011. Below the table are buttons for adding (+) and deleting (-) reservations. To the right of the reservations table is a form for contact information, including fields for Title, Name, Surname, Street, Post Code, City, Company, Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card. The contact information for 'Mark Brown' is partially filled in. At the bottom of the interface, there is a 'Card 1 [Not Recorded]' section with a 'Write Card' button. The right sidebar contains a 'Reception' menu with options for Reservations, Clients, Card List, Client Detail, Supervision, Administration, Alarms / Messages, and Logout.

In the area shown in the picture above we can distinguish the following elements:

- List of reservations (pairs room/period) currently associated to the customer
- "Add reservation" to the customer button. It allows for the creation of a new pair room/period associated with the customer
- "Delete reservation" for the customer button. Allows you to delete the selected reservation from the list of reservations associated with the customer.

This area is represented in detail in the following picture.

Reservations	Check in	Hour	Check out	Hour	Auto Check In	Auto Check Out
	101	13/06/2019	11:00	16/06/2019	09:30	<input type="checkbox"/>
	201	13/06/2019	11:00	16/06/2019	09:30	<input type="checkbox"/>

### The list of reservations associated with the customer

The list of reservations associated with the customers will look as shown below.

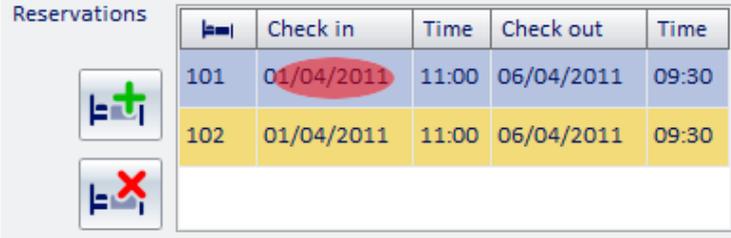
Check in	Hour	Check out	Hour	Auto Check In	Auto Check Out
101	13/06/2019	11:00	16/06/2019	09:30	<input type="checkbox"/>
201	13/06/2019	11:00	16/06/2019	09:30	<input type="checkbox"/>

Each row of the table corresponds to a reservation (pair room/period) currently associated with the customer.  
The columns in the table have the following meaning:

- **Room number**

- **Check-in** Date of arrival of the guest (beginning of reservation)

To change this information, left-click the field "Check-in" related to the desired reservation, as shown in the following picture.



	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

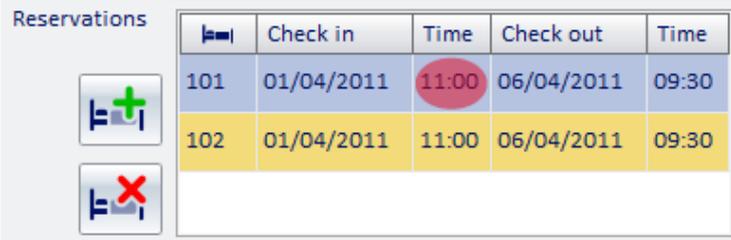
After selecting the location shown in the previous picture the window of the Planner is displayed. Make the desired change and press the "Confirm Reservation" button to return to the of the "Customer Detail" window.

- **(Check-in) time.** Time of arrival of the customer (time of the beginning of reservation).

The time (hours and minutes) of arrival representing the default general time of arrival, can be set from the "General" tab in the "General settings" window, which can be activated selecting "General Configuration Settings" from the "Settings" menu, (described in the chapter *General parameters configuration*).

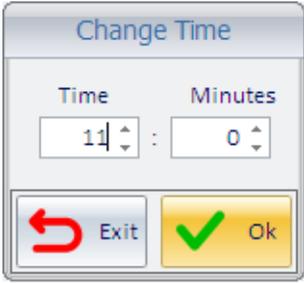
You can enter values other than the default left-clicking the "Check-in time" field on the desired reservation and entering the desired time using the setup window.

The situation is shown in the following picture.



	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

After selecting the location shown in the previous picture, the window to set the time is displayed, as shown in the following picture.



**Change Time**

Time	Minutes
<input style="width: 40px;" type="text" value="11"/>	<input style="width: 40px;" type="text" value="0"/>

↶ Exit
 ✓ Ok

To change Hour and Minutes you can select the "up"/"down" arrows in the Hour and Minutes fields, or you can select the desired field and type in the desired value.

To confirm the time change, press "Ok", while to cancel the editing operation, press the "Exit" button.

**IMPORTANT:** please note that the search for available rooms is done exactly for the entered period, including hour and minutes, and compared with those of any existing reservations.

- **Check out.** Date of departure of the guest (ending of reservation)

To change this information, left-click the field "Check-out" related to the desired reservation, similarly to what we saw for editing the customer's day of arrival.

- **(Check-out) time.** Time of departure of the guest (ending of reservation)

The time (hours and minutes) of departure representing the default general time of departure, can be set from the "General" tab in the "General settings" window, which can be activated selecting "General Configuration Settings" from the "Settings" menu, (described in the chapter *General parameters configuration*).

You can enter values other than the default left-clicking the "Check-out time" field on the desired reservation and entering the desired time using the setup window.

To change this value, proceed in a similar way to what was said for editing the customer's check-in time.

- **Auto Check Out.** Enabling automatic check-out of the room/bookable environment.

If this feature is enabled Well-Contact Suite performs the check-out operation of the room automatically, at the date and time of departure scheduled for that room, without asking the operator for confirmation.

**IMPORTANT:** the automatic check-out has exactly the effect of manual check-out carried out through the specific button on the reservation form (for the room on which it is enabled): the customer will no longer be able to access the room and the room reservation will be deleted.

When a reservation is created, the "Auto Check Out" parameter is set as the setting of the field "Default Setting for Automatic Check out" in the "General" window of the "General Settings" (Configuration -> General Settings) (Refer to the "Installation and configuration Manual"); you can however modify this parameter, for the specific environment, using the aforementioned "Auto Check Out" check-box.

**Note:** Changing of the "Default Setting for Automatic Check out" parameter, on the General Settings page, only affects reservations made after this change.

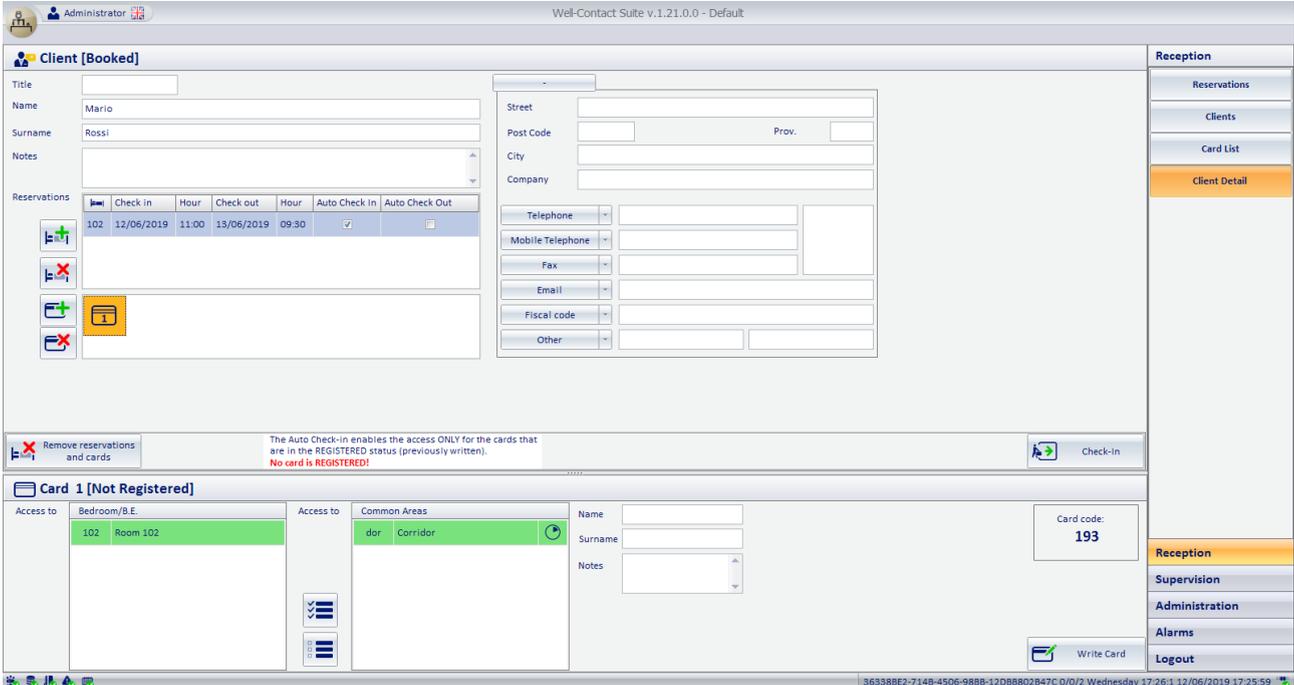
- **Auto Check In.** Enabling the automatic check-out of the bookable room/environment.

If this function is enabled, Well-Contact Suite performs the check-in operation into the room automatically, without prompting the operator's confirmation, at the expected date and time of arrival for that bookable room/environment, enabling the cards found in the "Registered" status (i.e. that have previously been written).

**NOTE:** the automatic check-in function has no effect if, at the time when automatic check-in is supposed to take place, the cards associated with the booking have not been previously written.

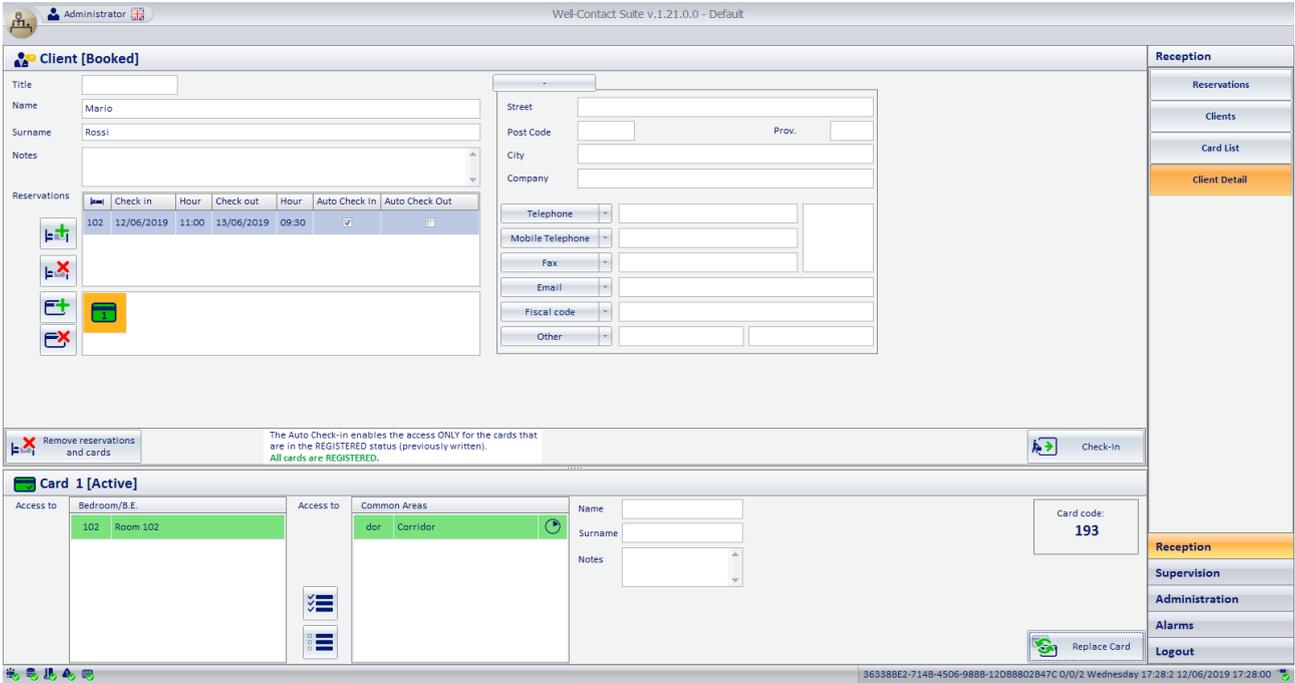
When the auto check-in for a booking is enabled, a warning message is displayed to inform the user of the write status of the cards associated with the booking for which the auto check-in was enabled.

The following image shows an example where the automatic check-in is enabled for a booking associated with a card that is in "Non registered" status (it has not been written yet).



The screenshot shows the 'Client [Booked]' management interface. The client's name is Mario Rossi. A reservation is listed for room 102, with a check-in on 12/06/2019 at 11:00 and a check-out on 13/06/2019 at 09:30. The 'Auto Check In' checkbox is checked. A warning message at the bottom of the reservation section reads: 'The Auto Check-in enables the access ONLY for the cards that are in the REGISTERED status (previously written). No card is REGISTERED!'. Below this, the 'Card 1 [Not Registered]' section shows access to 'Bedroom/B.E. 102 Room 102' and 'Common Areas dor Corridor'. The card code is 193. The interface includes a sidebar with navigation options like 'Reservations', 'Clients', 'Card List', and 'Client Detail', and a bottom status bar with the date and time: 'Wednesday 17:26:12 12/06/2019 17:25:59'.

The following image shows an example where the automatic check-in is enabled for a booking associated with a card that is in "Registered" status (it has already been written).



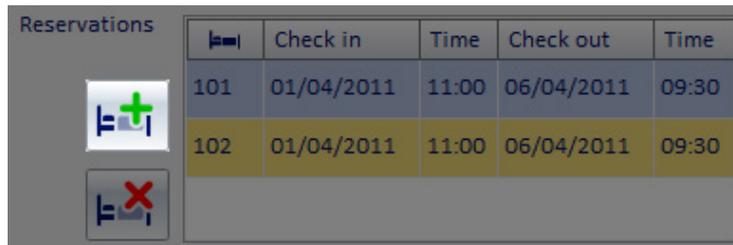
The screenshot shows the 'Client [Booked]' window in the VIMAR software. It includes a form for client details (Name: Mario Rossi), a reservations table, and a card management section. The reservations table is as follows:

Room	Check in	Hour	Check out	Hour	Auto Check In	Auto Check Out
102	12/06/2019	11:00	13/06/2019	09:30	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The card management section shows 'Card 1 [Active]' with access to 'Bedroom/B.E.' and 'Common Areas'. The card code is 193.

**IMPORTANT:** please note that the search for available rooms is done exactly for the entered period, including hour and minutes, and compared with those of any existing reservations.

The "Add reservation" to the customer button.

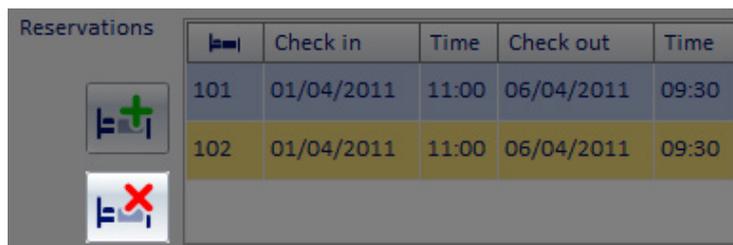


The screenshot shows the 'Reservations' table with two rows. The 'Add reservation' button (a green plus sign) is highlighted on the left side of the table.

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

Through the "Add reservation" button, you can create a new reservation (pair room/time) to be assigned to the customer. The reservation is later added to the reservations already on the list of customer's reservation. Pressing the "Add reservation" button the planner window is displayed, where you can create the reservation (or reservations) to be added to the customer. After confirming the new reservation ("Confirm Reservation" button) you'll be redirected to the "Customer Detail" window. The row corresponding to the newly created reservation will be added to the reservation list.

The "Delete reservation" to the customer button.



The screenshot shows the 'Reservations' table with two rows. The 'Delete reservation' button (a red minus sign) is highlighted on the left side of the table.

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

Through the "Delete reservation" button, you can delete the reservation selected from the reservations list.

To delete a customer reservation from the list, follow these steps:

1. Select the reservation you want to delete, (left) clicking one of the points shown in the following picture in correspondence of the "Room Number" field in the row of the desired reservation.

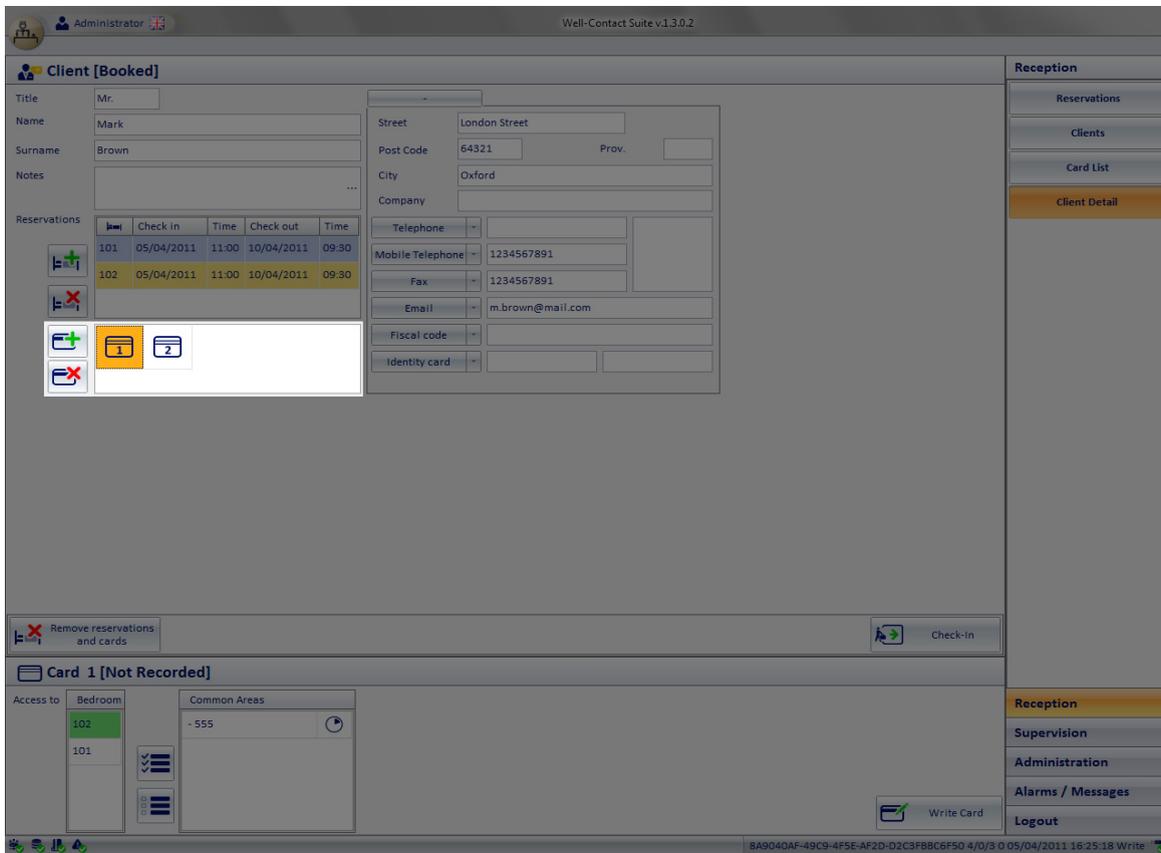
Reservations

	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

The row corresponding to the selected reservation is highlighted in blue.

2. Press the "Delete Reservation" button. The row corresponding to the reservation is deleted from the list of reservations associated with the customer.

### List of access cards created for the customer



The screenshot shows the 'Client [Booked]' section of the software. It includes a form for client details (Name, Surname, Address, Contact Info) and a 'Reservations' table. Below the reservations table, there are buttons for adding (+) and deleting (-) reservations, and a section for managing access cards. The 'Card 1 [Not Recorded]' section shows a list of access cards (1 and 2) and buttons for adding (+) and deleting (-) cards. A 'Write Card' button is also visible.

In the area shown in the picture above we can distinguish the following elements:

- List of access cards associated with the customer.
- "Add access card" button for the (logical) creation of a new card for the customer.
- "Delete access card" button to delete the selected card associated with the selected customer.

This area is represented in detail in the following picture.



### List of access cards associated with the customer.

The list of reservations associated with the customer will look as shown below.



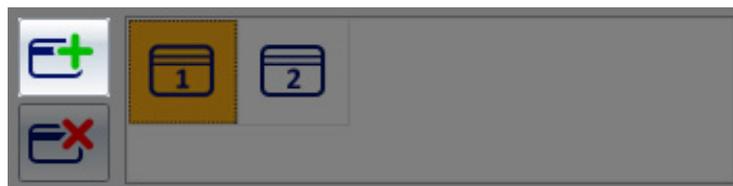
It includes all the access cards currently associated with the customer.

The cards associated with a customer are numbered starting from 1.

An access card may have different status, highlighted by different graphical symbols and described 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). <b>The access provided for this card is still not allowed.</b>
	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). <b>The access provided for this card is still not allowed.</b>
	Activated	The card was created at a logical level. The card has been programmed (physically). The card has been activated. <b>The access provided for this card is allowed.</b>
	Locked	It is a card that was active, but then all access initially scheduled for this card was locked. <b>All rights of access provided for this card have been revoked.</b>

#### The "Add Access Card" button



The "Add Access Card" button allows you to create (from a "logical" point of view) a new access card associated with the customer.

"Logical" point of view means that the card currently exists (with all rights of access and association with the customer) only in the software database, but the automation system still does not recognize the card and related access privileges.

Pressing the "Add access card" button creates a new card with the same rights to access as the card selected from the list of customers access cards.

It is, in effect, a "duplicate card" function. You can change the rights of access of the cards from the area reserved for the access cards details, as will be described in the chapter *Selected card details area*.

#### The "Delete access card" button



The "Delete access card" button allows you to "delete" the access card selected from the list of cards associated with the customer.

The "Delete" option does the following:

1. Deletes the card from the software database from a logical point of view
2. If the card has already been activated, informs all devices in the access control system that the deleted card no longer has any rights of access. It practically removes all rights of access on all access control system devices.

**NOTE:** The deleting operation does not require to reprogram the card. An access card can be deleted without being (physically) available.

The check-in procedure performs the following operations:

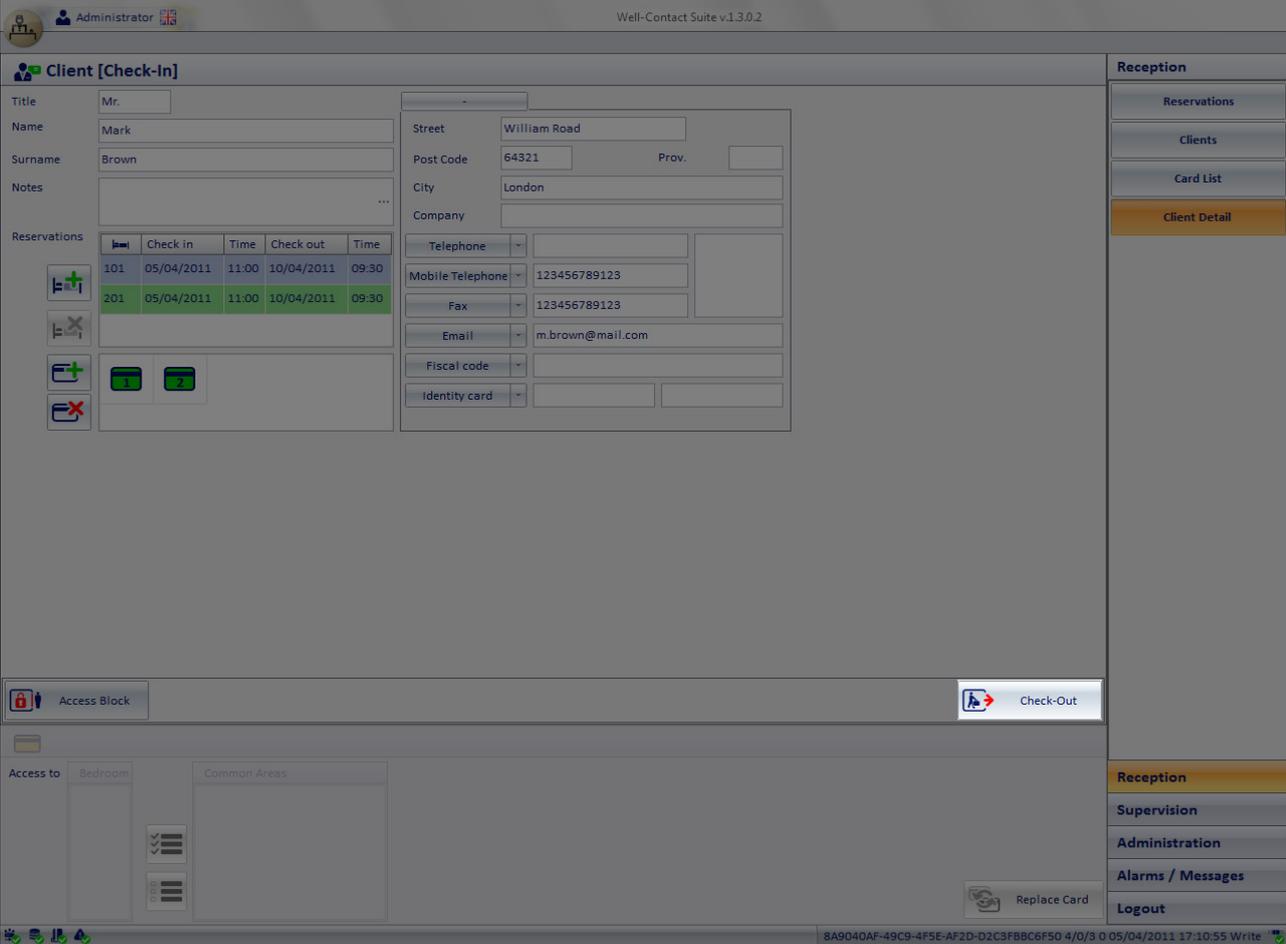
1. Programming of the access card (or access cards) that has been created (at a logical level) for the customer.

**NOTE:** If the access cards associated with the customer have been programmed in advance (via the cards programmer), the programming phase of the cards will not be carried out and the check-in will go to the next step.

2. Activation of the cards associated with the customer.
3. Changing the status of the customer. The customer status should switch from "Booked" to "Checked in".

The check-in procedure will be described in detail in the chapter *The check-in procedure*.

### The "Check-out" button



The screenshot shows the 'Client [Check-In]' window in the Well-Contact Suite v.1.3.0.2 software. The window is divided into several sections:

- Client Information:** Title (Mr.), Name (Mark), Surname (Brown), Notes, Street (William Road), Post Code (64321), City (London), Company, Telephone, Mobile Telephone (123456789123), Fax (123456789123), Email (m.brown@mail.com), Fiscal code, and Identity card.
- Reservations Table:**

Reservations	Check in	Time	Check out	Time
101	05/04/2011	11:00	10/04/2011	09:30
201	05/04/2011	11:00	10/04/2011	09:30
- Access Block:** A button with a lock icon and the text 'Access Block'.
- Check-Out:** A button with a person icon and the text 'Check-Out'.
- Access to:** A section with checkboxes for 'Bedroom' and 'Common Areas'.
- Replace Card:** A button with a card icon and the text 'Replace Card'.
- Reception Menu:** A vertical menu on the right side with options: Reservations, Clients, Card List, Client Detail (highlighted), Reception, Supervision, Administration, Alarms / Messages, and Logout.

The "Check-Out" button appears in the "Customer details" window only after the customer has been checked in or 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 remove all rights of access that were assigned by the check-in (rooms and/or common areas).

If the customer has been associated with more than one room, the check-out can also be applied to only one of them.

The check-out procedure performs the following operations:

1. Deletes all the rights of access to the rooms and common areas selected during the check-out.

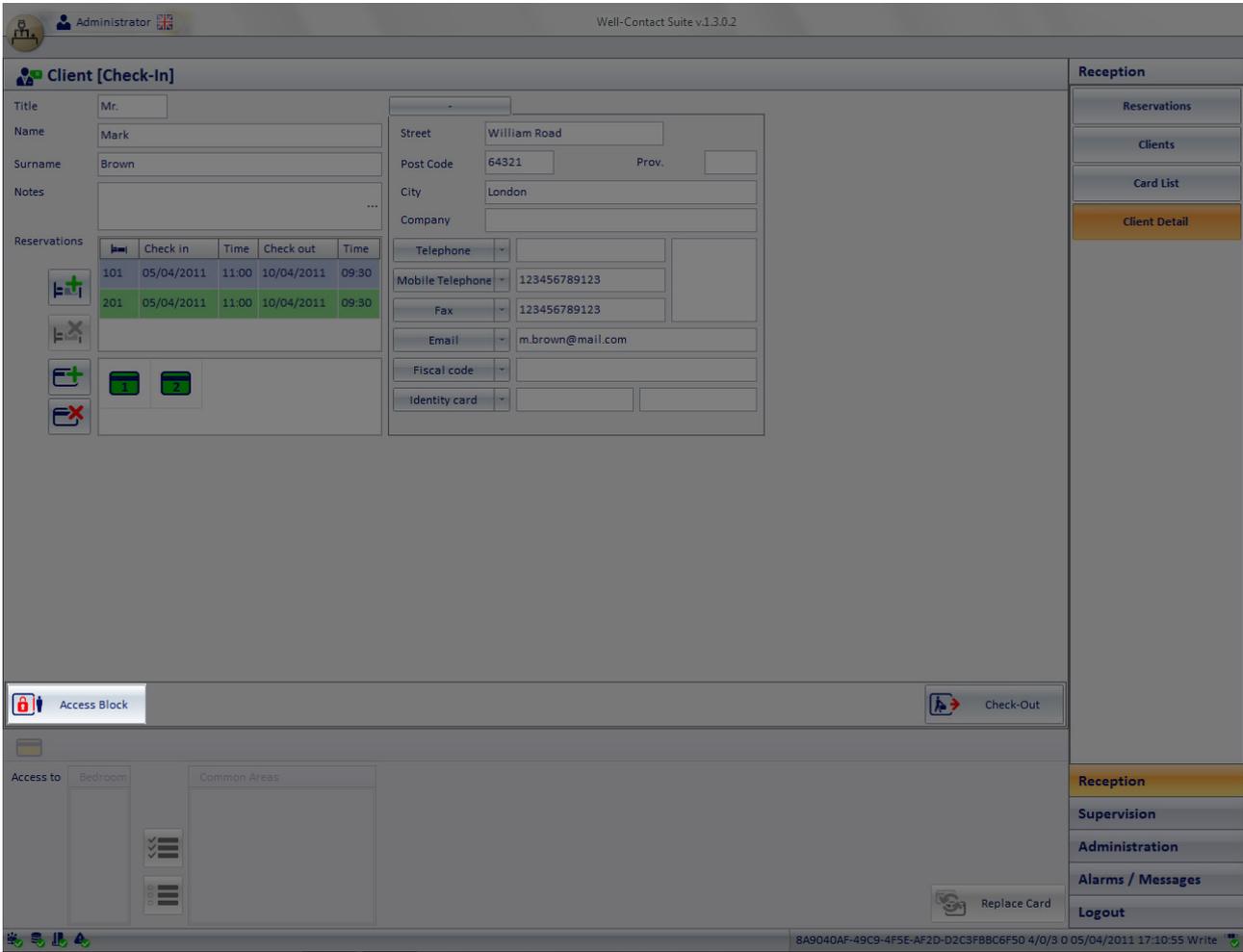
**NOTA:** It is not necessary to program the cards. All cards rights of access related to the selected rooms and common areas are deleted and the cards will no longer be operational.

2. The reservations for the rooms that you have chosen to check-out are removed from the planner.

If the check-out is carried out on all the rooms and common areas associated with the customer, the status of the customer is changed. The customer switches to the "Archived" status.

The check-out procedure will be described in detail in the chapter *The check-out procedure*.

## The "Lock Access" button



The screenshot shows the 'Client [Check-In]' window in the Well-Contact Suite v1.3.0.2 software. The window is divided into several sections:

- Client Information:** Title (Mr.), Name (Mark), Surname (Brown), Notes, Street (William Road), Post Code (64321), City (London), and Company.
- Reservations Table:**

Room	Check in	Time	Check out	Time
101	05/04/2011	11:00	10/04/2011	09:30
201	05/04/2011	11:00	10/04/2011	09:30
- Contact Information:** Telephone, Mobile Telephone (123456789123), Fax (123456789123), Email (m.brown@mail.com), Fiscal code, and Identity card.
- Access Control:** An 'Access Block' button (with a lock icon) is located in the bottom left of the client details section. A 'Check-Out' button (with a person icon) is in the bottom right.
- Access to:** A section for 'Bedroom' and 'Common Areas' with checkboxes for access control.
- Right Sidebar:** A vertical menu with options: Reservations, Clients, Card List, Client Detail (highlighted), Reception, Supervision, Administration, Alarms / Messages, and Logout.

The "Lock Access" button appears in the "Customer details" window only after the customer has been checked in or at least one card has been created and activated for the customer.

This button locks all access to the rooms reserved by the customer. In other words, all rights of access of the cards associated with the customer are temporarily revoked.

**NOTE:** It is not necessary to program the cards.

The lock access can be canceled pressing the "Unlock Access" button.

The procedure for locking access will be described in detail in the chapter *Locking access for a customer*.

## Duplicate card creation

To create the duplicate of a card for a customer, which is already present in the list of access cards associated with the customer, proceed as follows:

1. Select the card you want to duplicate from the list of the access cards associated with the customer. The selection is done left-clicking the graphical symbol corresponding to the card to duplicate.
2. Press the "Add Access Card" button  
The newly created card will be a duplicate of the selected card in the sense that it has the same rights of access.

## Automatic creation of cards

In order to make the operations carried out more often easier and simpler, the Well-Contact Suite software provides the automatic creation (from the logical point of view) of the access cards, according to the following rule.

When you enter the customer's last name (and then the association is created between the customer and their reservations) from the "Customer Detail" window (coming from the creation of reservations associated with the customer), as many cards as the reservations are created automatically.

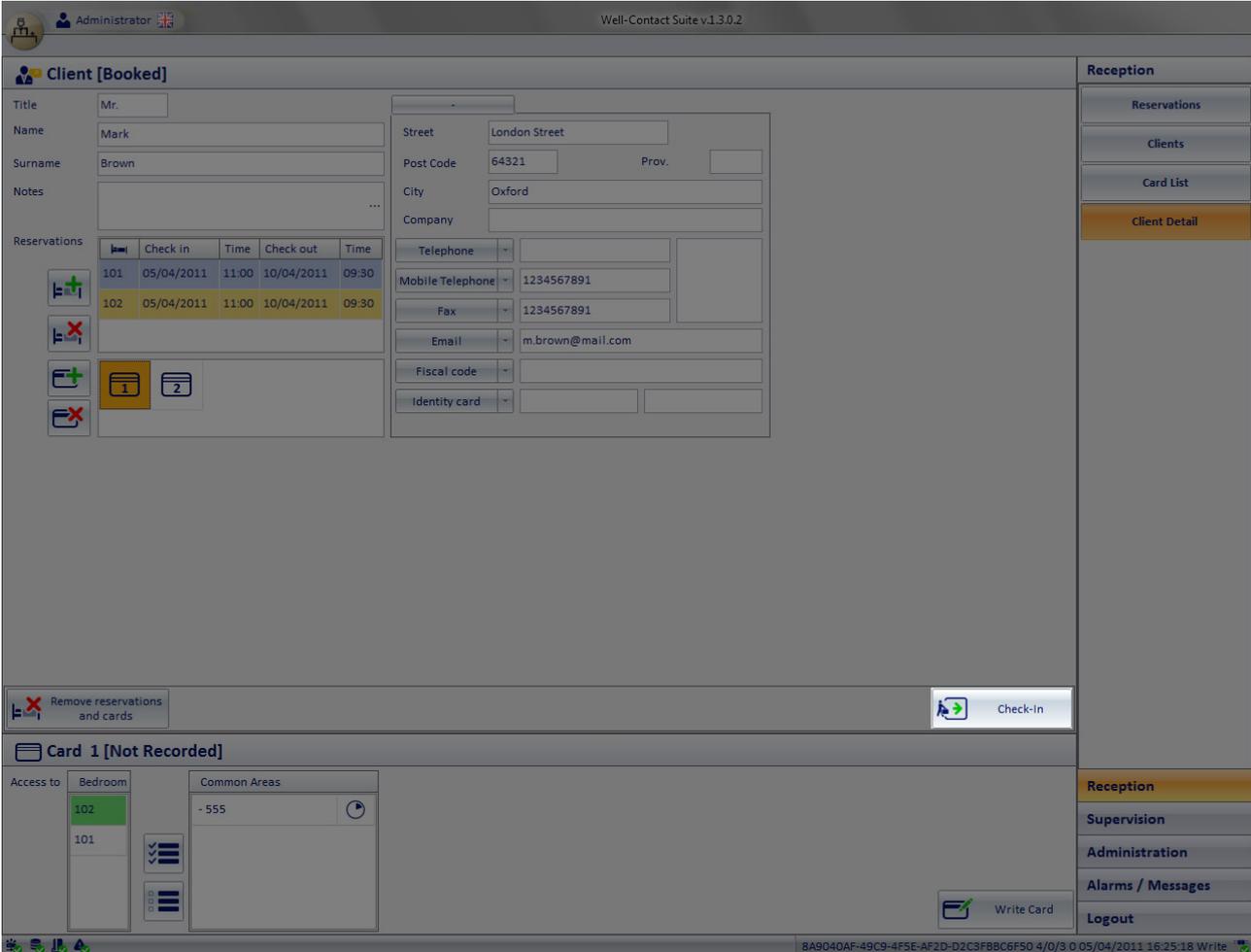
The cards created automatically allow access only to the room related to the reservation that generated it.

This is to ensure that for every room associated with the customer is created a card that guarantees exclusive access to it.

As we'll in the next chapter, a card can be granted access rights to the other rooms associated with the same customer at that time (see the chapter *Selected card details area*).

You can associate the cards with rights of access to the common areas, also setting access times (see the chapter *Selected card details area*).

## The "Check-in" button



The screenshot shows the 'Client [Booked]' window in the Well-Contact Suite v.1.3.0.2 software. The window is divided into several sections:

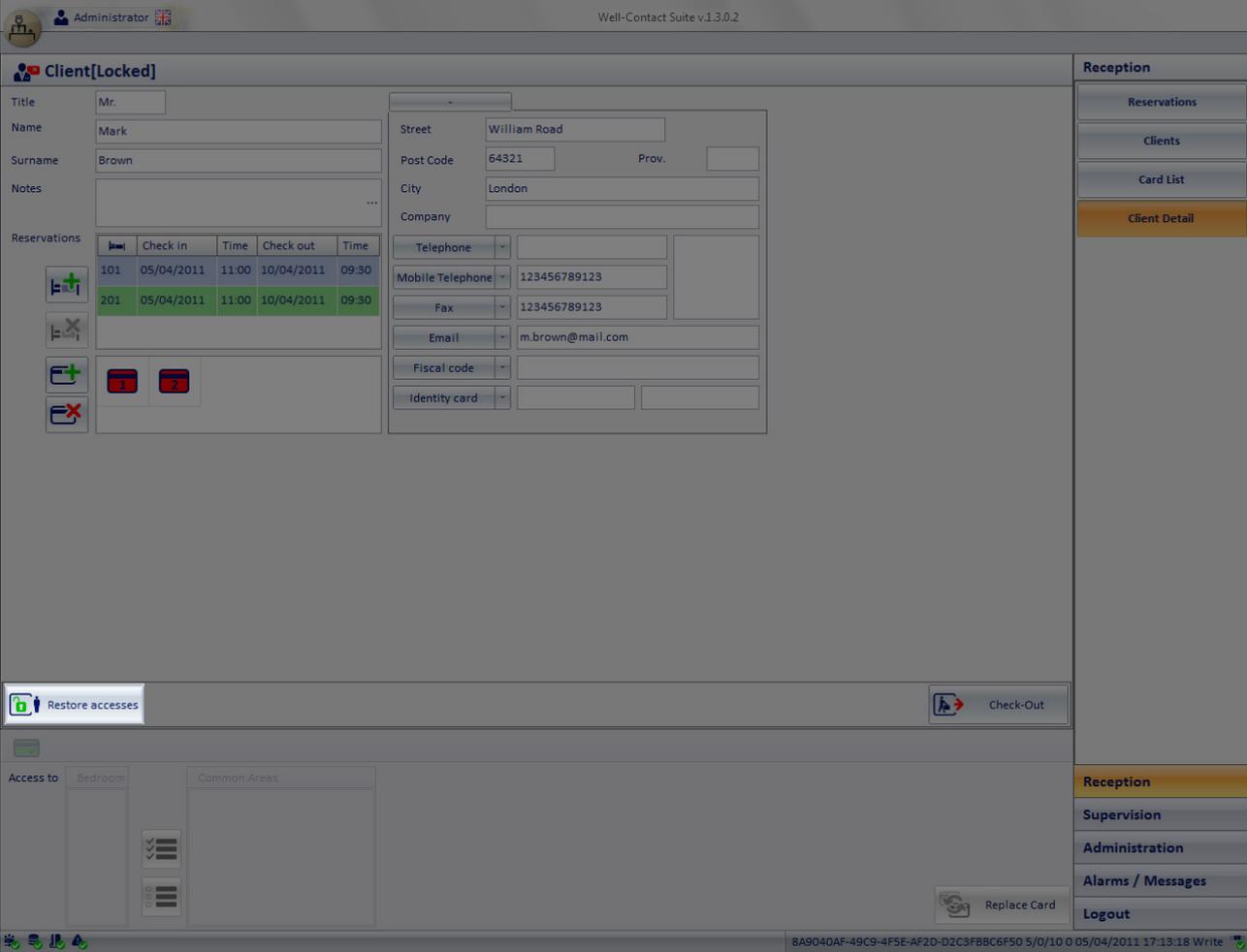
- Client Information:** Title (Mr.), Name (Mark), Surname (Brown), Notes, Reservations table, and contact details (Street: London Street, Post Code: 64321, City: Oxford, Company, Telephone, Mobile Telephone: 1234567891, Fax: 1234567891, Email: m.brown@mail.com, Fiscal code, Identity card).
- Reservations Table:**

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
- Buttons:** 'Remove reservations and cards' (with a red X icon) and 'Check-in' (with a green arrow icon).
- Card 1 [Not Recorded]:** Shows access to Bedroom (102) and Common Areas (- 555).
- Reception Panel:** A vertical sidebar on the right with buttons for Reservations, Clients, Card List, Client Detail, Reception, Supervision, Administration, Alarms / Messages, and Logout.

The "Check-in" button appears in the "Customer details" window only for the period between the creation of a reservation associated with that customer, and the 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.

### The "Unlock Access" button



The screenshot displays the 'Client[Locked]' window in the Well-Contact Suite v1.3.0.2. The window is divided into several sections:

- Client Information:** Title (Mr.), Name (Mark), Surname (Brown), Notes, Street (William Road), Post Code (64321), City (London), and Company.
- Reservations Table:**

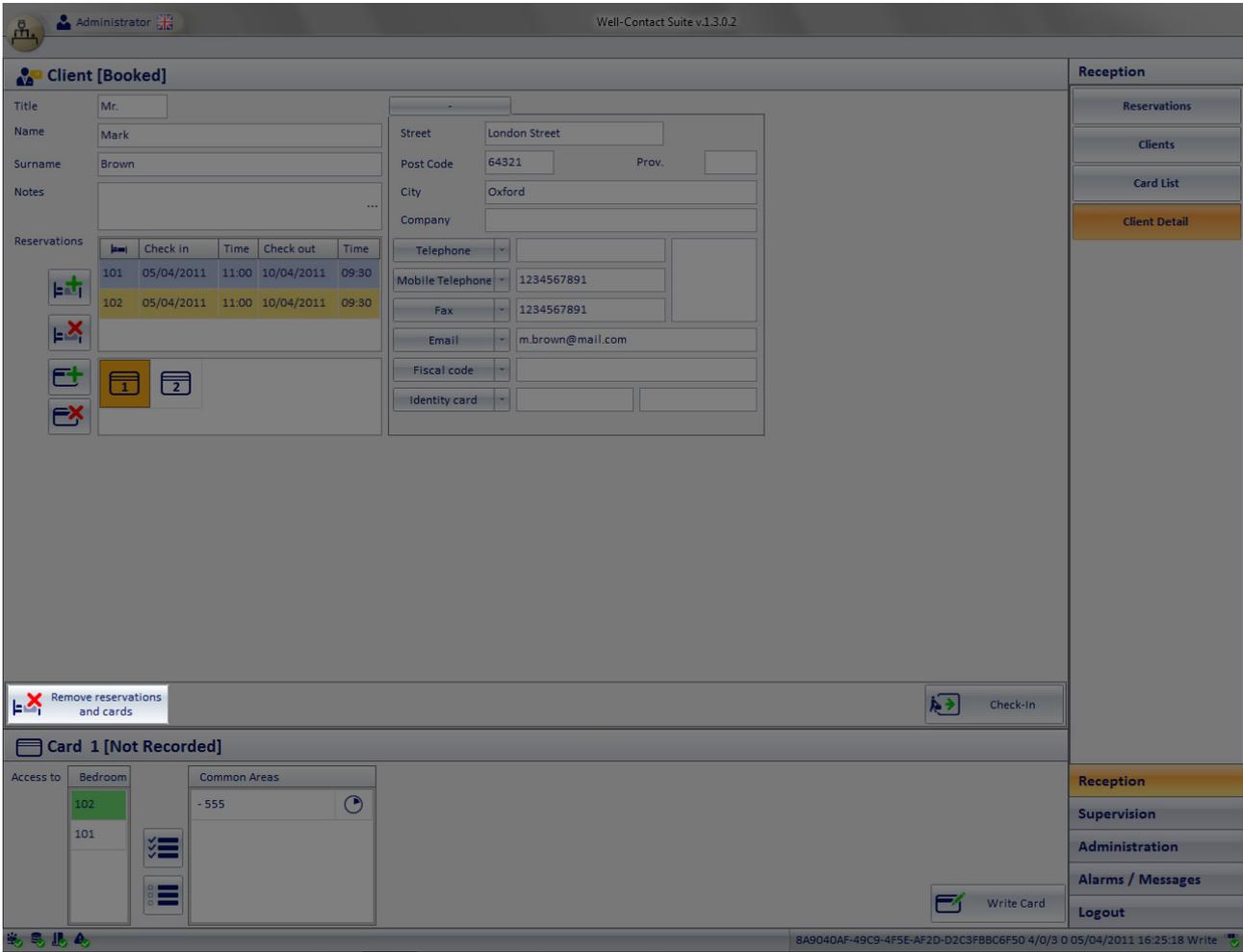
Room	Check in	Time	Check out	Time
101	05/04/2011	11:00	10/04/2011	09:30
201	05/04/2011	11:00	10/04/2011	09:30
- Contact Information:** Telephone, Mobile Telephone (123456789123), Fax (123456789123), Email (m.brown@mail.com), Fiscal code, and Identity card.
- Access Control:** A 'Restore accesses' button is located at the bottom left, and a 'Check-Out' button is at the bottom right.
- Reception Sidebar:** A vertical sidebar on the right contains buttons for 'Reservations', 'Clients', 'Card List', and 'Client Detail' (which is currently selected).
- Bottom Panel:** A 'Replace Card' button is visible in the bottom right corner.

The "Unlock Access" button appears in the "Staff Detail" window only after all the customer access has been locked. This button activates all access privileges previously revoked (temporarily) via the "Lock Access" button.

**NOTE:** It is not necessary to program the cards.

The procedure for locking access will be described in detail in the chapter *Unlocking access for a customer*.

### The "Delete Reservations and Card" button



The screenshot displays the 'Client [Booked]' management interface. The 'Remove reservations and cards' button is highlighted with a red box and a tooltip. Below the client details, the 'Card 1 [Not Recorded]' section shows access permissions for room 102 and common areas. A 'Write Card' button is also visible. The right sidebar contains navigation options like Reservations, Clients, Card List, and Client Detail.

This button, which is displayed for the period between the entering of the reservation (or reservations) of a customer and the check-in, allows you to delete all the booking information and access cards created (at a logical level).

The operations performed by the Well-Contact Suite software after you press this button that are:

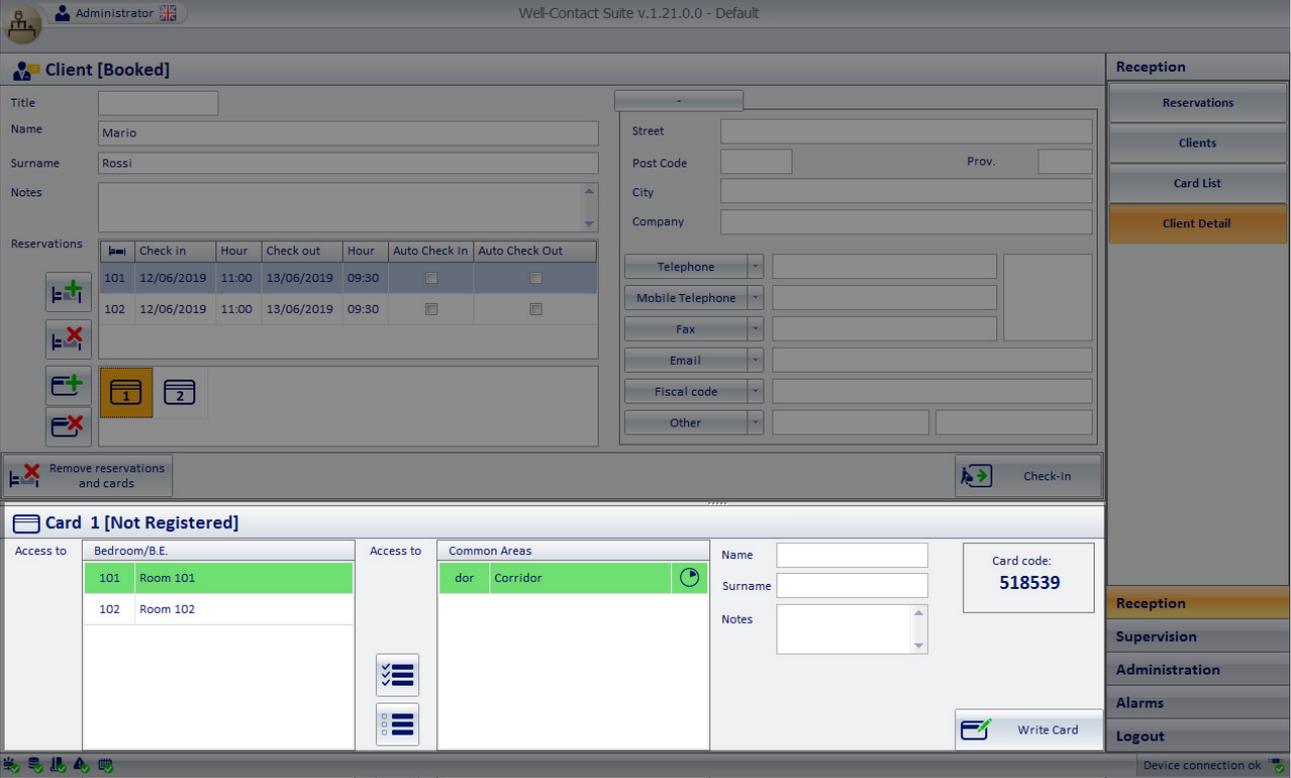
- Deletion of all reservations associated with the customer
- Deletion of all access cards created (at a logical level) for the customer

The same operations can be carried out manually, using the "Delete Reservation" and "Delete access card" buttons located close to the reservations and access cards lists.

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

**Note:** If the cards have already been programmed when deleting reservations and cards, you won't need to do further operations on the cards already written, using the programmer. These written cards, however, are not active and will not be usable. In fact, to allow access to areas for which it was created, an access card must be programmed (using the Well-Contact Plus System Card Programmer) and then must be "activated" by using the appropriate Well-Contact Suite software procedure.

## Selected card details area



The screenshot displays the 'Client [Booked]' and 'Card 1 [Not Registered]' sections of the software interface. The top bar shows the user as 'Administrator' and the version as 'Well-Contact Suite v.1.21.0.0 - Default'.

**Client [Booked] Section:**

- Title:** [Empty field]
- Name:** Mario
- Surname:** Rossi
- Notes:** [Empty text area]
- Reservations Table:**

Room	Check in	Hour	Check out	Hour	Auto Check In	Auto Check Out
101	12/06/2019	11:00	13/06/2019	09:30	<input type="checkbox"/>	<input type="checkbox"/>
102	12/06/2019	11:00	13/06/2019	09:30	<input type="checkbox"/>	<input type="checkbox"/>
- Address and Contact Fields:** Street, Post Code, Prov., City, Company, Telephone, Mobile Telephone, Fax, Email, Fiscal code, Other.

**Card 1 [Not Registered] Section:**

- Access to Bedroom/B.E.:**

101	Room 101
102	Room 102
- Access to Common Areas:**

dor	Corridor
-----	----------
- Name:** [Empty field]
- Surname:** [Empty field]
- Notes:** [Empty text area]
- Card code:** 518539
- Buttons:** Remove reservations and cards, Check-In, Write Card.

**Right Sidebar (Reception):**

- Reservations
- Clients
- Card List
- Client Detail** (Selected)
- Reception
- Supervision
- Administration
- Alarms
- Logout

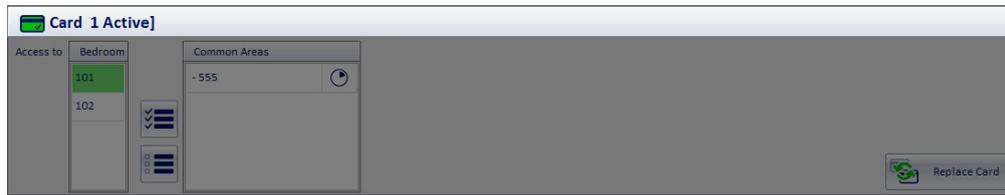
**Bottom Bar:** Device connection ok

In the area for the selected card data is grouped all the data referred to the card selected from the list of the card in the customer/reservation data area (described in the chapter *List of access cards created for the customer*).

The data is grouped into the following sub-areas:

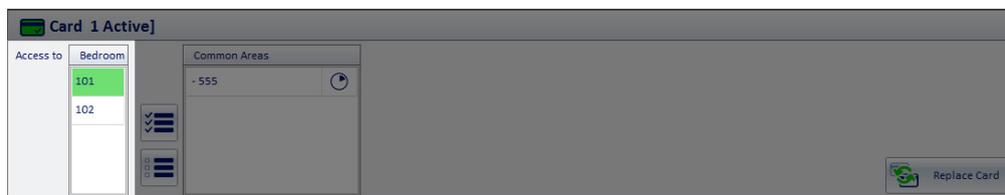
- Status bar of the card
- Room access
- Common areas access
- "Write Card" button
- Optional personal details of the card holder.
- Card code.

### Status bar of the card



This area displays the status of the selected access card.  
The possible status of an access card is described in detail in the chapter *List of access cards created for the customer*.

### Room access



This area displays the list of rooms that can be accessed with the selected card.  
The rooms that can be accessed are highlighted in green (such as room 101 in the picture above).  
In the room access list are displayed all the rooms that have been associated with the customer and are in the list of reservations of the customer detail window.

As mentioned above, if a customer is associated with more pairs room/period (booked rooms), the Well-Contact Suite software automatically creates (from a logical point of view, in the database) a card for each booked room, which allows access only to the related room.  
However, you can grant the customer's cards privileges to access the other booked rooms. This choice can be made selectively for each card.  
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.

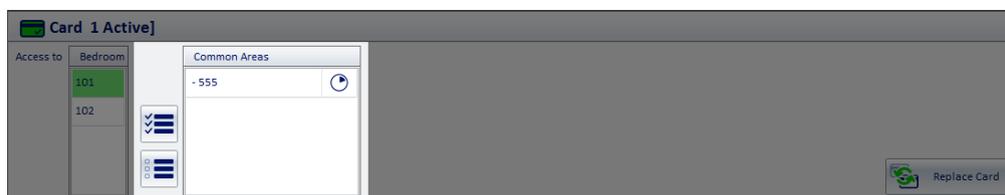
### Grant a card rights to access another room

To add rights to access a room, left click (only once) the box that shows the room number you want (the symbol of a room that cannot be accessed with the card is shown in white). After selecting the symbol of the new room to be accessed by the card, the symbol is highlighted in green.  
The adding of access rights to the room is completed.

### Deny a card rights to access another room

To revoke rights to access a room, left click (only once) the box that shows the room number you want (the symbol of a room that cannot be accessed with the card is shown in green). After selecting the symbol of the new room not to be accessed by the card, the symbol turns white.  
The revoking of access rights to the room is completed.

### Common areas access



This area displays the list of "common areas" of the accommodation, set in the Well-Contact Suite software, which can be accessed with the selected card.  
The common areas that can be accessed are highlighted with the color green (such as the common area 555 in the picture above), while all areas that cannot be accessed with the card are in white.

In addition to allowing the customer to access the rooms associated with them, in fact, you can provide the customer with access rights to the hotel's common areas which have been set in the Well-Contact Suite software.

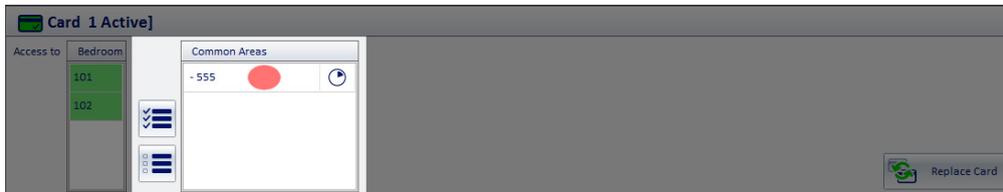
As already mentioned, the common areas are typically characterized by at least one transponder reader for access control (transponder reader).

### 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.

### Grant a card rights to access a common area

In green are shown the common areas which can be accessed, while the white color indicates the common the areas which can't.  
 To add rights to access a common area (configured in the Well-Contact Plus system), left click (only once) the box that shows the number of the common area you want (the symbol of a common area that cannot be accessed with the card is shown in white) as shown in the following picture.

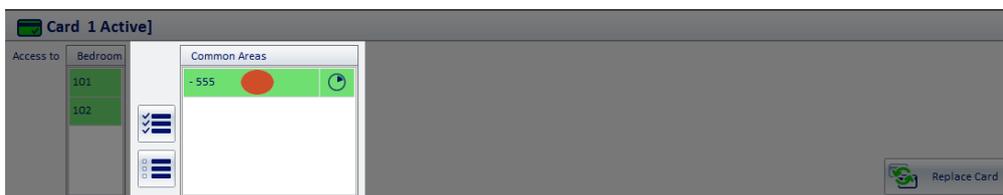


After selecting the symbol of the new room to be accessed by the card, the symbol is highlighted in green.  
 The adding of access rights to the common area is completed.

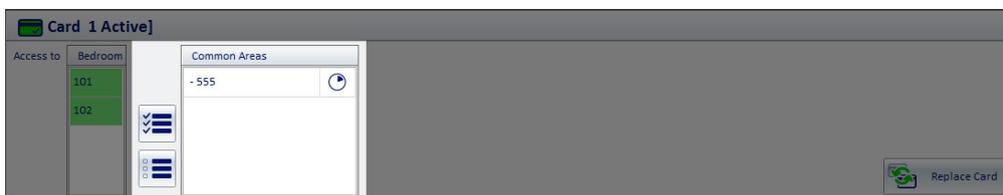
### Deny a card rights to access a common area

In green are shown the areas which can be accessed with the selected card, while the white color indicates the areas that cannot be accessed with the card.

To revoke rights to access a common area (configured in the Well-Contact Suite system), left click (only once) the box that shows the number of the common area you want (the symbol of a common area that cannot be accessed with the card is shown in green) as shown in the following picture.



After selecting the symbol of the common area not to be accessed by the card, this symbol is deselected and takes on the color white, as shown in the picture below.



The revoking of access rights to the room is completed.

### Grant a card rights to access all common areas

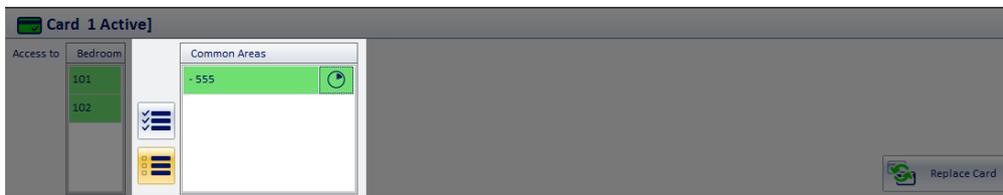
You can quickly and easily grant a card the right of access all common areas of the accommodation (configured in the Well-Contact Suite software).  
 To do this, left click (only once) the "Add access to all common areas" button highlighted in the following picture.



After pressing this button, all the rows related to the common areas are highlighted (green).

### Deny a card rights to access all common areas

You can quickly and easily deny a card the right of access all common areas of the accommodation (configured in the Well-Contact Suite software). To do this, left click (only once) the "Revoke access to all common areas" button highlighted in the following picture.



After pressing this button all the rows related to the common areas will no longer be highlighted and will take the color white.

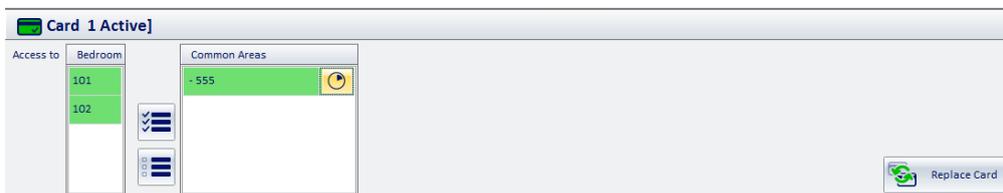
### Setting access times for common areas

#### Introduction

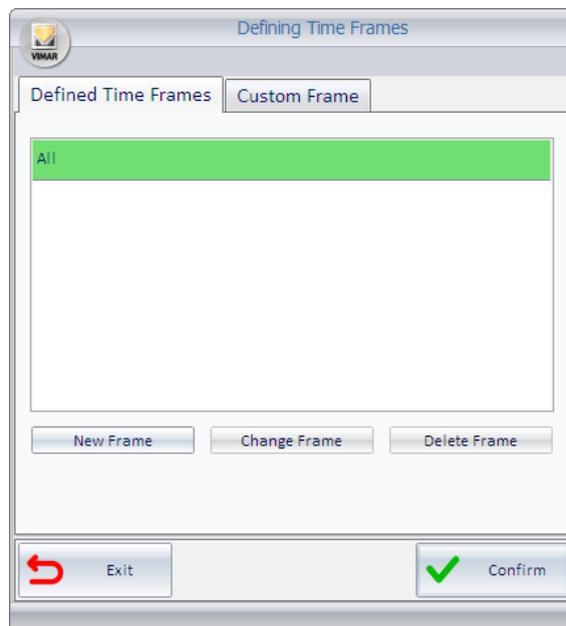
You can set the time to access a common area for a card that has been granted access to it.

The Well-Contact Suite software allows you to set, for each day of the week, daily time frames during the 24 hours, for a minimum of one hour, as will be described below.

To do this, left click (only once) the clock icon placed on the left of the row corresponding to the desired common area, as shown in the picture below.



After selecting (left-clicking) the said area, a window to set the time frames appears, as shown in the following picture.



The window to set the time frames includes two tabs:

- The "Defined Time Frames" tab. Allows you to manage the "Defined Time Frames" (or, rather, "default").
- The "Custom Frame" tab. Allows you to manage a time frame defined at that moment, which you do not want to use to access other common areas.

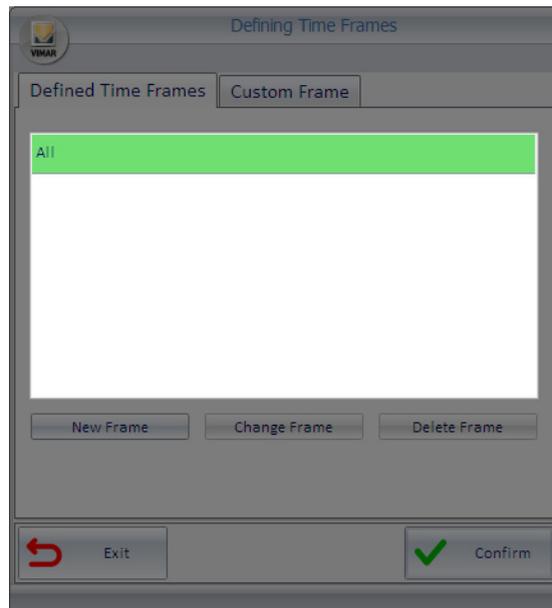
### The defined (or default) time frames

The Well-Contact Suite software allows you to define time frames that can be used to grant access to the common areas at certain times, identifying them with a description (a name).

This speeds up the setting of the time frames to access the common areas whenever the time frame doesn't have to be customized for each customer, but it depends, for example, on the characteristics or on use of a specific common area.

The window "Definite Time Frames" is characterized by the following areas:

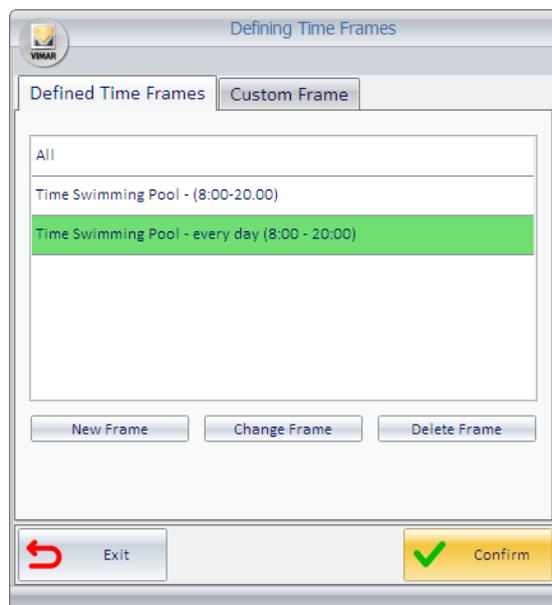
- *List of defined time frames.*



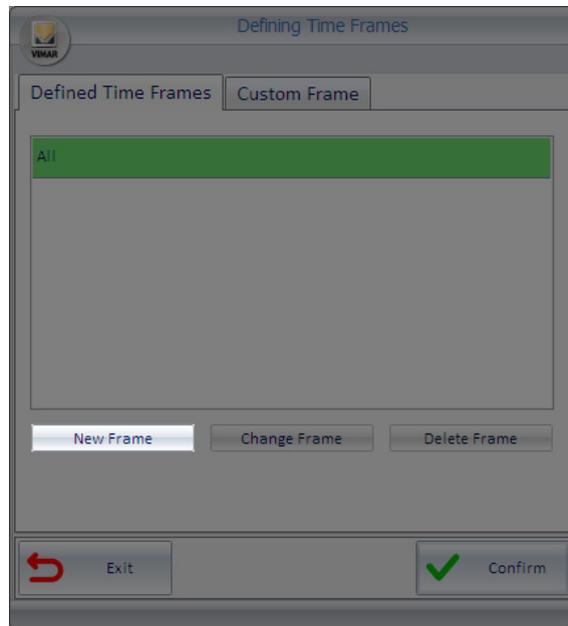
This area displays the time frames that have been previously defined.  
Any default time frame can be identified by the description assigned to it.

We recommend that you associate each time frame with a default description that uniquely and clearly identifies it.  
To associate a default time frame with a particular card (for access to a specific common area):

- From the list of predefined time frames, select the row corresponding to the time frame you want (left click it once).
- Press the "Confirm" button on bottom right of the "Defining Time Frames" window

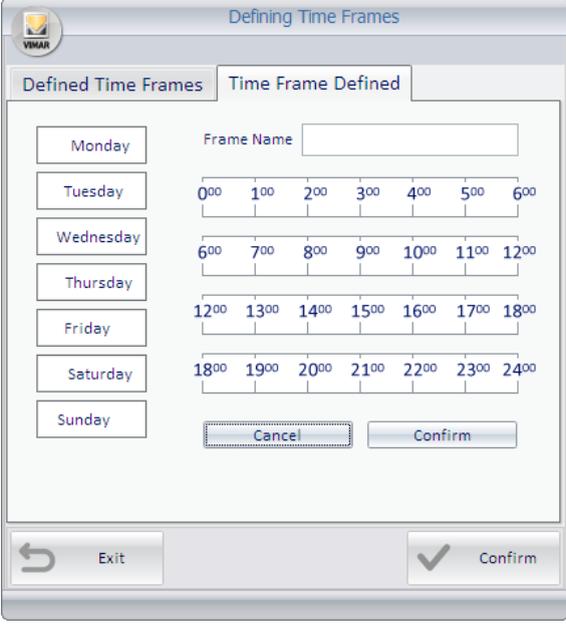


- The "New Frame" button



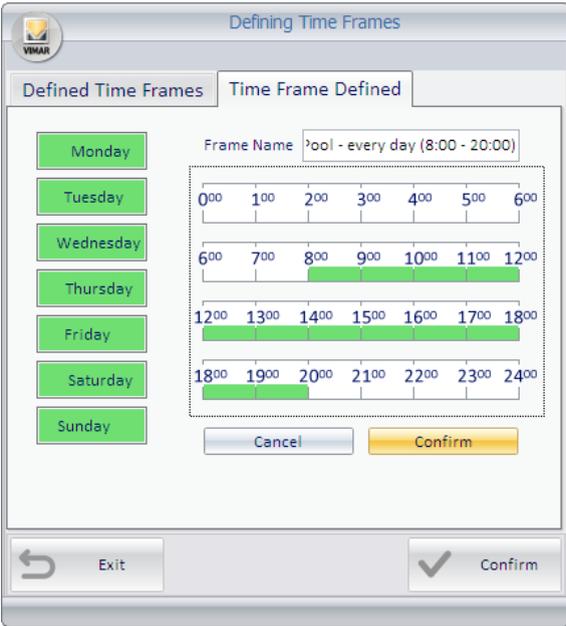
Creates a new default time frame.  
To create a new default time frame proceed as follows:

- Press the "New Frame" button.  
The following window to configure the time frame appears.



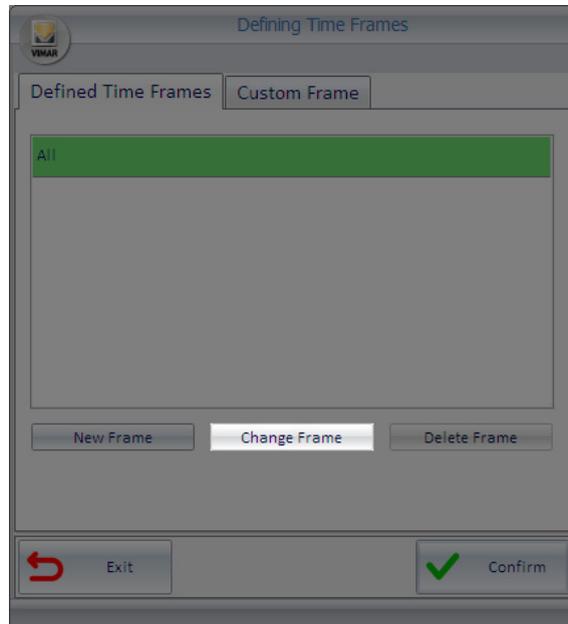
The screenshot shows a dialog box titled "Defining Time Frames" with two tabs: "Defined Time Frames" and "Time Frame Defined". The "Time Frame Defined" tab is selected. On the left side, there are buttons for each day of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. The "Frame Name" input field is empty. The main area contains a grid of time slots from 0:00 to 24:00 in one-hour increments. At the bottom of the grid, there are "Cancel" and "Confirm" buttons. At the very bottom of the dialog, there are "Exit" and "Confirm" buttons with icons.

- Enter a description for the time frame in the input text field called "Frame Name".
- Define the time frame by selecting the hours when you want to allow access to the common area (left click the white rectangle that includes the desired time). The bottom part of the selected time is marked in green.  
This must be repeated for all the hours that make up the time frame you want.  
Clicking the box corresponding to a highlighted hour you'll deselect it, excluding it from the definition of time frames you are configuring.
- Define on which days of the week the time frame defined in the preceding paragraph should be applied.  
To do this, select (left click the days of the week, on the left side of the window for the configuration of a default time frame).  
To exclude the application of the time frame to a previously selected weekday, reselect the day of the week itself: the green highlight will be deleted and the white color will be back.
- After doing all these operations and verifying the correct time frame setting, press the "Confirm" button, as shown in the picture below.



The screenshot shows the same dialog box as before, but now the "Frame Name" field contains the text "Pool - every day (8:00 - 20:00)". The time grid shows green highlights from 8:00 to 20:00 for all days of the week. The "Confirm" button at the bottom of the grid is highlighted in yellow. The "Exit" and "Confirm" buttons at the very bottom of the dialog are also visible.

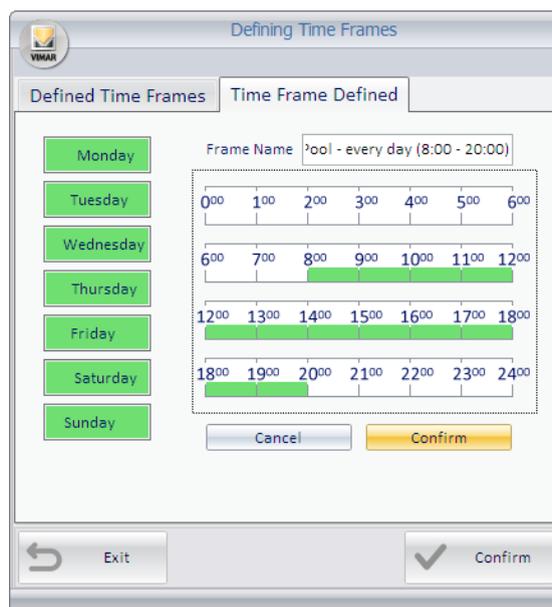
- The "Edit Frame" button



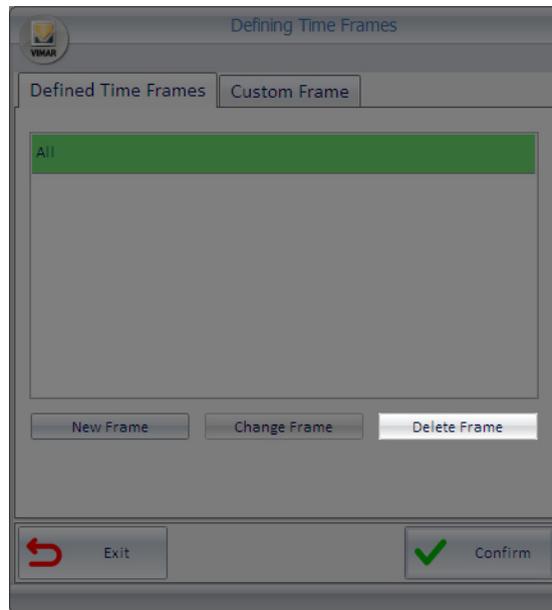
Allows you to change the default time frame, selected at that moment.

To change the configuration of a default time frame, proceed as follows:

- Select the time frame to edit from the list of default time frames (left clicking it).  
The selected time frame will be marked in green.
- Press the "Edit Frame" button. A window appears, with the settings of the time frame you want to edit.
- Make the changes in a similar manner as described for the creation of a new custom time frame (editing of name, time frame and application of the time frame to the days of the week).
- Complete the editing of the default time frames by pressing the "Confirm" button, as shown in the picture below.



- The "Delete Frame" button.



**NOTE:** The default time frame "All" cannot be eliminated.

To delete a default time frame proceed as follows:

- Select the time frame to delete from the list of default time frames (left clicking it). The selected time frame will be marked in green.
- Press the "Delete Frame" button. The selected frame is deleted and no longer appears in the list of predefined time frames.

By default the frame "ALL" is created, which allows access to the common areas at all hours of the day for every day of the week (Monday-Sunday). If you do not log in to the configuration section of the time frame, assigned the last time frame assigned for that specific common access.

**Example:**

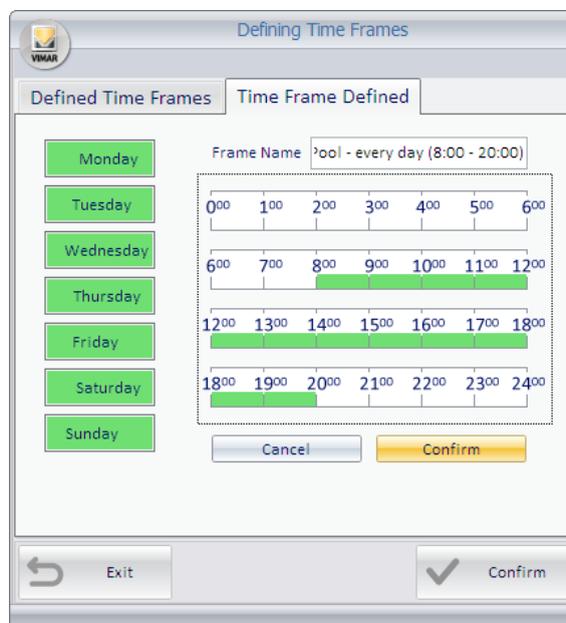
Let's suppose the accommodation has a swimming pool, whose entry is regulated by the Well-Contact system access control (presence of transponder readers on every gateway).

Let's also suppose the times of access to the pool follow a predetermined weekly schedule: swimming pool opens every day from 8:00 to 22:00.

Let's also suppose the same opening time of the pool is valid for all the hotel guests.

In this case, you can create a time frame associated with the pool, which will be called, for example, "Pool Time" and can be recalled quickly for the settings of all customers.

The time frame will look as in the picture below:



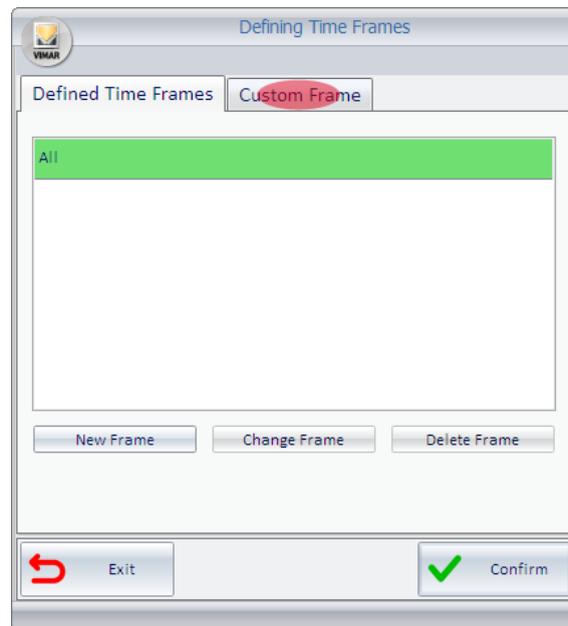
## The custom time frame

If you wish to create a time frame for a customer other than those associated with other customers and which should not be stored for future use, you can use the "Custom Time Frame" (which is, however, only valid for that card).

To reduce the number of steps to be taken, and to speed up the setting of a custom time frame, the definition of a custom time frame starts from the selection of a default time frame. You will choose the closest to the one you want to create.

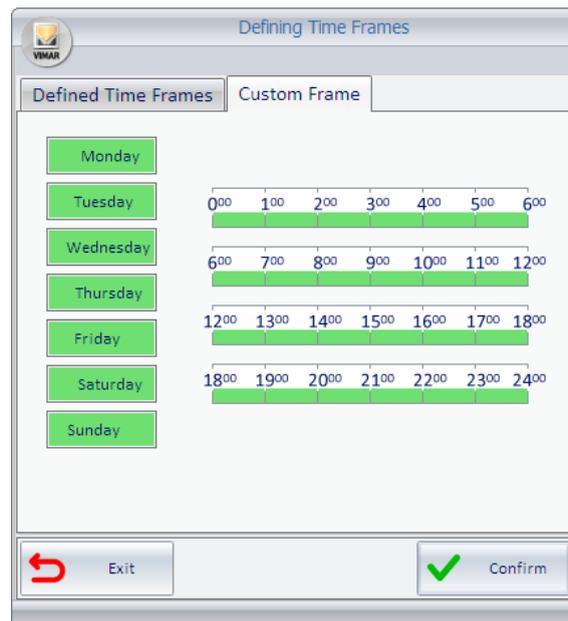
To set a custom time frame, follow the steps below.

1. Select (left clicking it) the default time frame that is the closest to the custom time frame you want to create.
2. From the setup window of the time frames, select the "Custom Frame" tab.

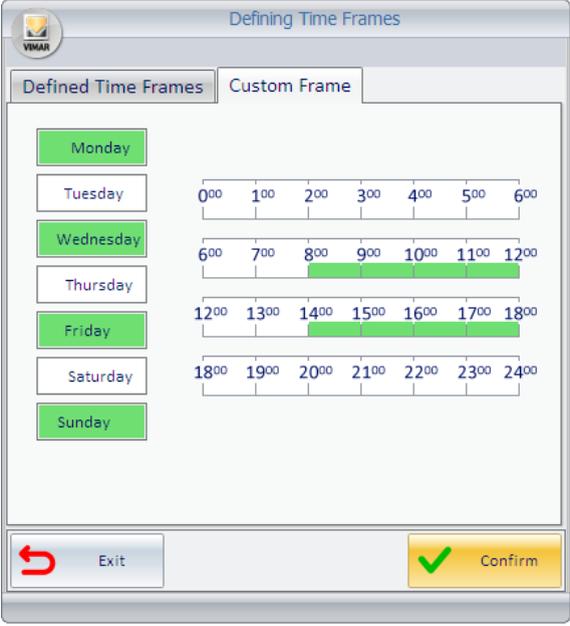


**Note:** the picture shows the initial condition (when no user-defined time-frame has been created yet) when only the default time frame "ALL" appears.

The window shown in the picture below appears.



3. Make the desired settings and press the "Confirm" button.

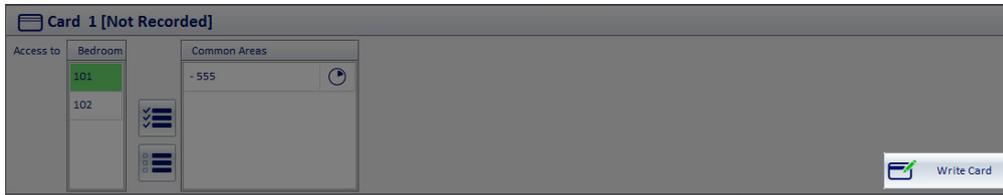


The screenshot shows a software interface titled "Defining Time Frames". It features two tabs: "Defined Time Frames" and "Custom Frame". The "Custom Frame" tab is selected. On the left side, there are seven buttons representing the days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. On the right side, there is a grid of time slots from 0:00 to 24:00 in one-hour increments. Green bars are placed over the time slots to indicate the active time frame for each day: Monday (0:00 to 6:00), Wednesday (8:00 to 12:00), and Friday (14:00 to 18:00). At the bottom of the window, there are two buttons: "Exit" (with a red arrow icon) and "Confirm" (with a green checkmark icon).

This time frame will be stored for that specific access.

Then, accessing that card's time frame setting for that common area, the custom time frame that was previously set will be repeated.

**"Write Card" button (The writing in advance of the card)**



In the area reserved to the card data is a button called "Write Card".

Pressing this button you can write (or store) the data related to the card on a card itself.

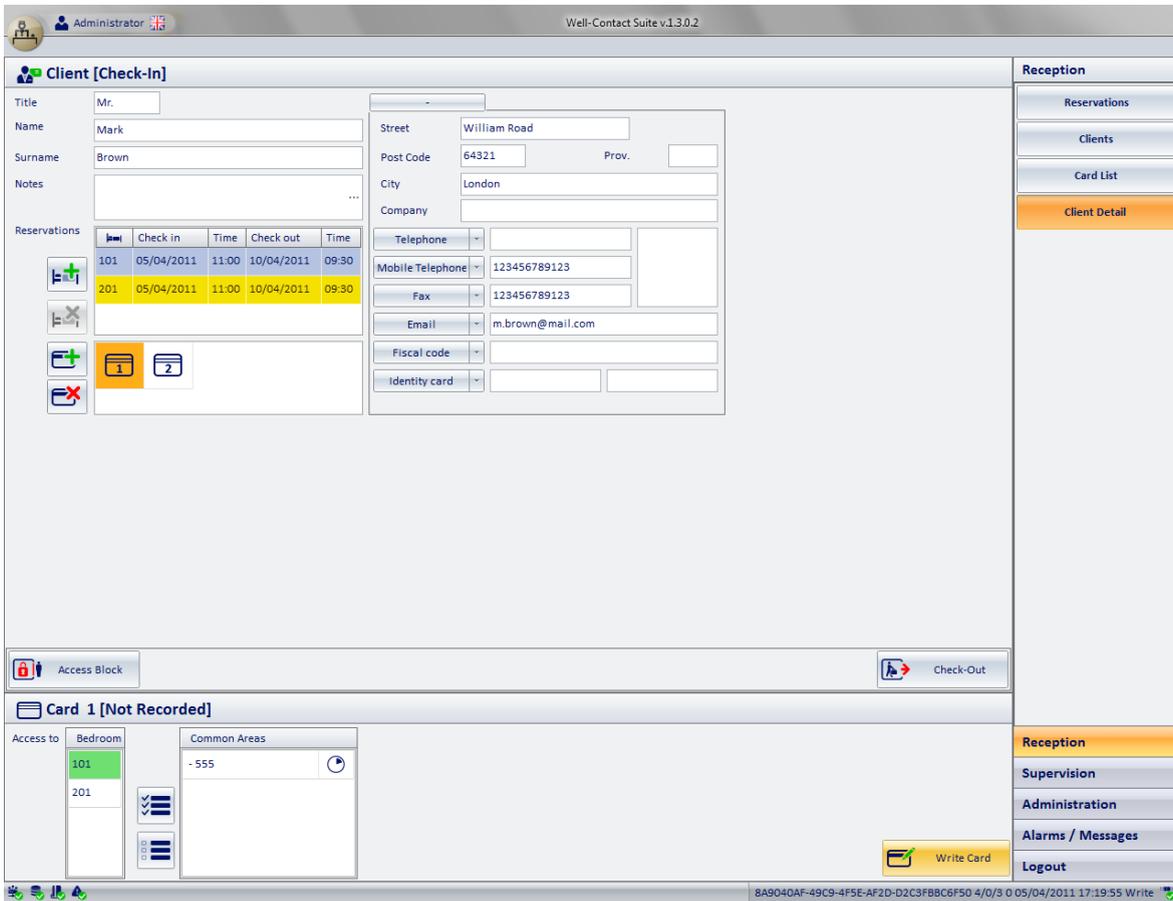
This button is only provided to write a card before the customer arrives at the hotel and then before the check-in procedure (which, remember, includes the card writing procedure).

After the writing of the card, the card itself won't be active until its activation, which is done through the check-in.

This helps avoiding that a card written for an upcoming customer can access the room where another customer who currently occupies the same room is staying.

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

1. Insert the card to be written (programmed) into the card programmer.  
**Note:** all data previously stored on the card will be deleted and replaced by new data.
2. Select the card you want to write in advance from the list of cards associated with the customer and then press the "Write Card" button in the detail area of the selected card, as shown in the following picture.

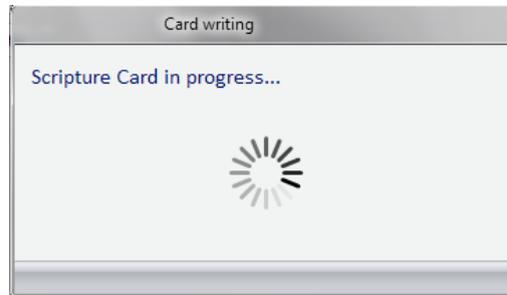


The screenshot shows the 'Client [Check-in]' interface. At the top, it says 'Administrator' and 'Well-Contact Suite v.1.3.0.2'. The main area is divided into several sections:

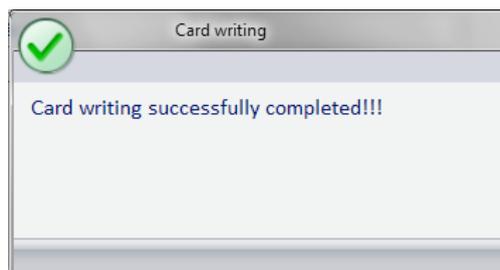
- Client Information:** Title (Mr.), Name (Mark), Surname (Brown), Notes, Street (William Road), Post Code (64321), City (London), Company.
- Reservations:** A table with columns for Check in, Time, Check out, and Time. Two reservations are listed: 101 (05/04/2011 11:00 to 10/04/2011 09:30) and 201 (05/04/2011 11:00 to 10/04/2011 09:30). Below the table are icons for adding (+), deleting (-), and printing (print icon) reservations.
- Contact Information:** Telephone, Mobile Telephone (123456789123), Fax (123456789123), Email (m.brown@mail.com), Fiscal code, Identity card.
- Access Control:** 'Access Block' button and 'Check-Out' button.
- Card 1 [Not Recorded]:** A smaller version of the card detail window shown in the previous image, with the 'Write Card' button highlighted in yellow.
- Reception Panel:** A vertical sidebar on the right with buttons for Reservations, Clients, Card List, Client Detail (highlighted in orange), Reception (highlighted in orange), Supervision, Administration, Alarms / Messages, and Logout.

At the bottom of the window, there is a system tray with the text '8A9040AF-49C9-4F5E-AF2D-D2C3FB8C6F50 4/0/3 0 05/04/2011 17:19:55 Write'.

After pressing the "Write Card" button, the writing begins, characterized by the appearance of the following window:



3. If the procedure of writing the card is successfully completed, for some users the following window appears. The window closes automatically without the need for any intervention.



If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.



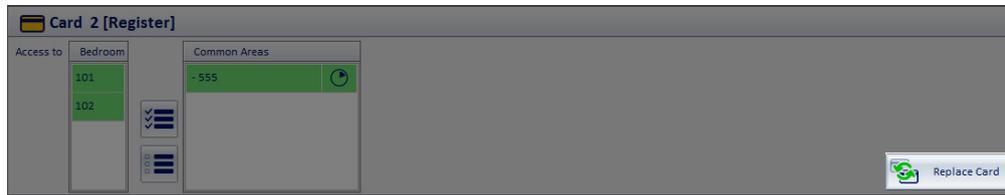
In this case, make sure you have correctly inserted the card into the programmer and repeat the procedure. If the problem occurs again contact the customer service.

4. If writing ends successfully, the Well-Contact Suite software shows the new status of the card: "Registered" as shown in the picture below (Card detail title bar).



As noted above, at this stage the card has been programmed physically, but, in order to be operational and allow access to the designated areas, the card activation procedure must first be completed. As stated above, this procedure does not require for the card to be inserted into the programmer and it must be carried out via Well-Contact Suite the software. Only after the activation, will the card allow access to the designated areas.

### The "Replace Card" button



The "Replace Card" button allows you to activate the process of creating a card to replace a card previously programmed, which has, then, the status of "Recorded".

The "Replace Card" button creates a new card with the same rights of access as the selected one.

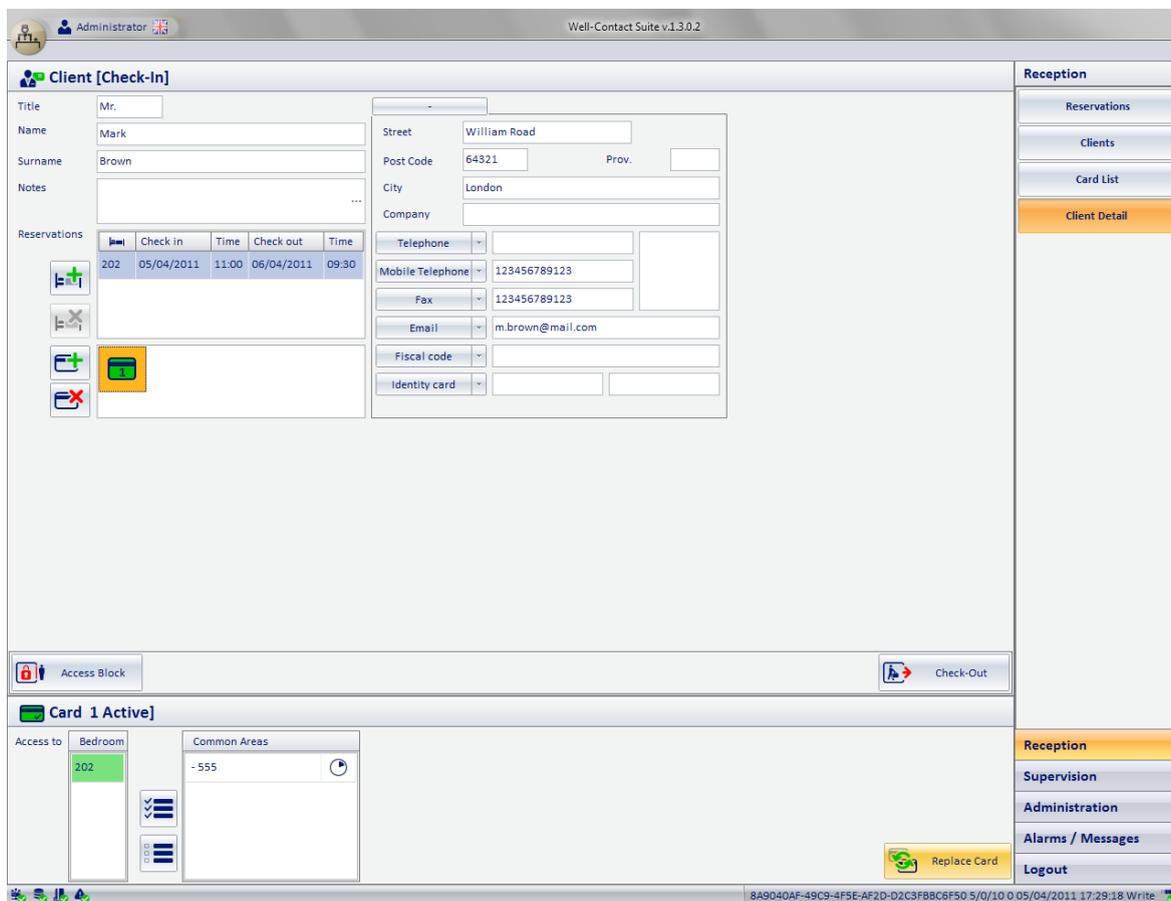
The previous card is disabled.

This is useful if the customer claims to have lost his card and asks for another one.

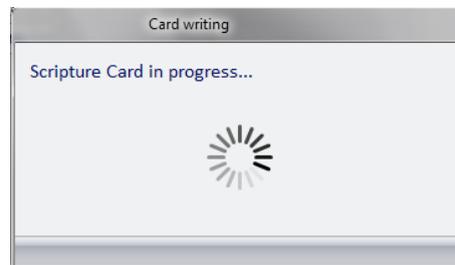
The newly created card will have the same rights of access as the one previously assigned to the customer; the old card assigned to the customer will be inactive in any case. That way if someone finds the previous card of the customer, they won't have access to any environment.

To replace a card, proceed as follows:

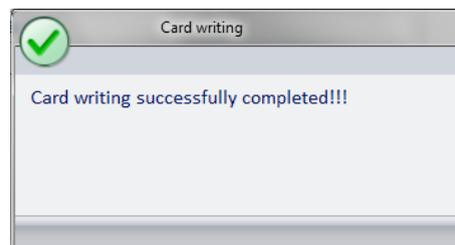
1. From the list of cards associated with the customer, select the card you want to replace.
2. Insert a card into the card programmer.  
The writing procedure permanently erases all data on the card, which will be replaced by the current ones.
3. Press the "Replace Card" button as shown in the picture below.



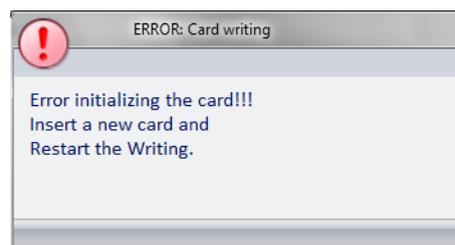
After pressing the "Replace Card" button, the writing begins, characterized by the appearance of the following window:



4. If the procedure of writing the card is successfully completed, for some users the following window appears. The window closes automatically without the need for any intervention.



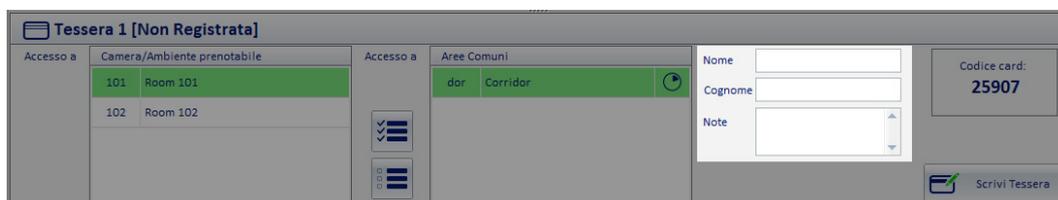
If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.



5. If writing ends successfully, if the card to replace had already been activated, the Well-Contact Suite software will proceed with the activation process. After this, the new card will be operational and the previous card will be deactivated.

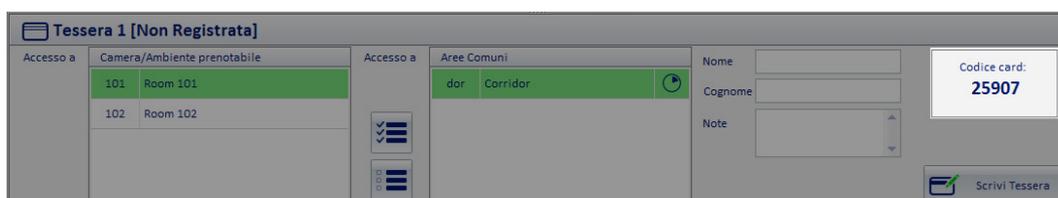
If the card you need to replace has a "Registered" status, the new card that replaces it will also have the status of "Registered" and you will need to activate it, through the proper procedure, so that it appears operational.

### Optional personal details of the card holder



If the booking of a bookable environment requires the creation of more than one access card (e.g. to access a meeting room) and you wish to make a note of the main personal details of the holders of each individual card, you can use the highlighted fields.

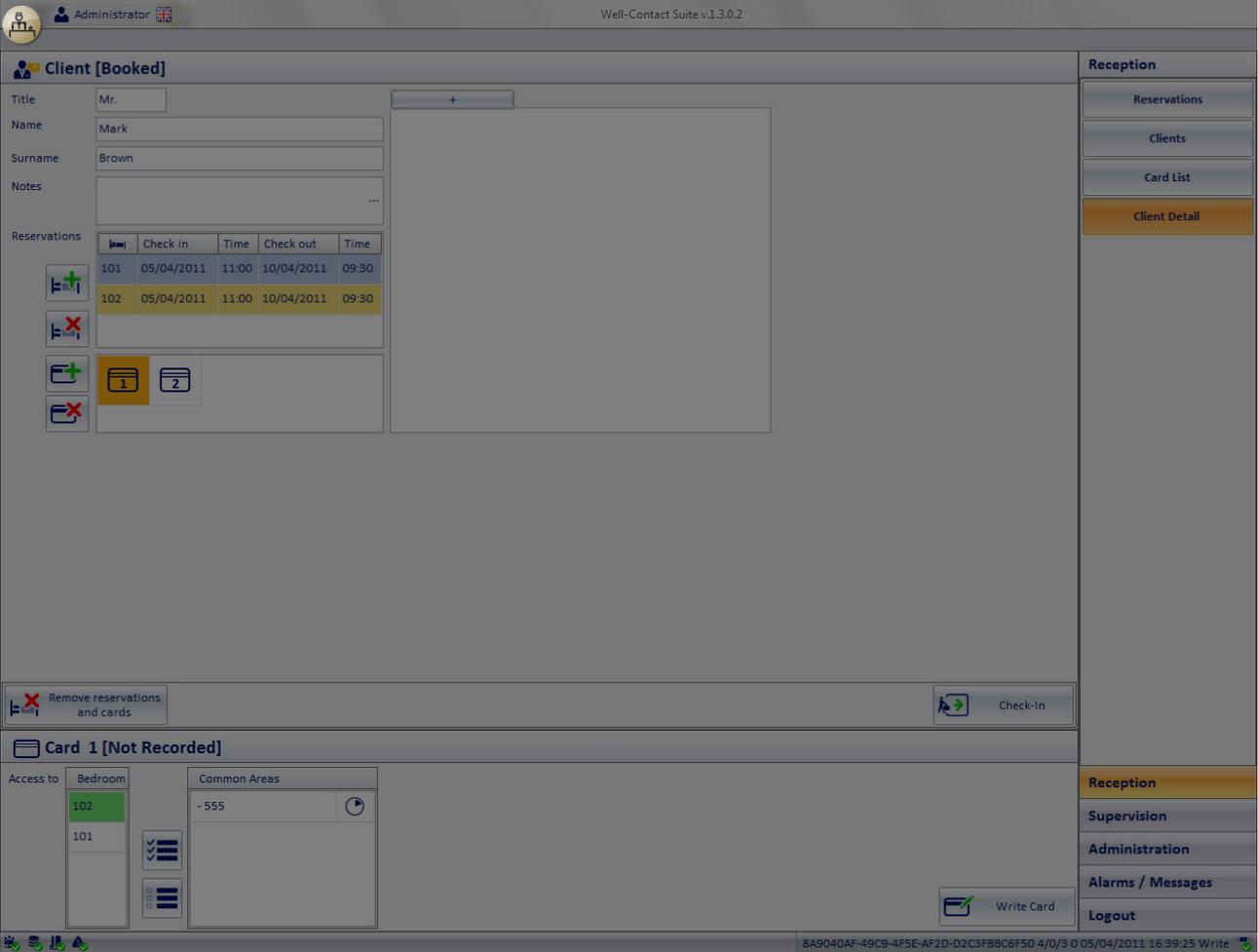
### Card code



The internal card code is displayed in the highlighted area.

## Icon to activate the configuration menu

Left-clicking the icon shown in the picture on top left of the Well-Contact Suite Software, you can access the configuration and utilities menu.



Administrator Well-Contact Suite v.1.3.0.2

**Client [Booked]**

Title: Mr. Name: Mark Surname: Brown

Reservations	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	

**Card 1 [Not Recorded]**

Access to: Bedroom (102, 101), Common Areas (- 555)

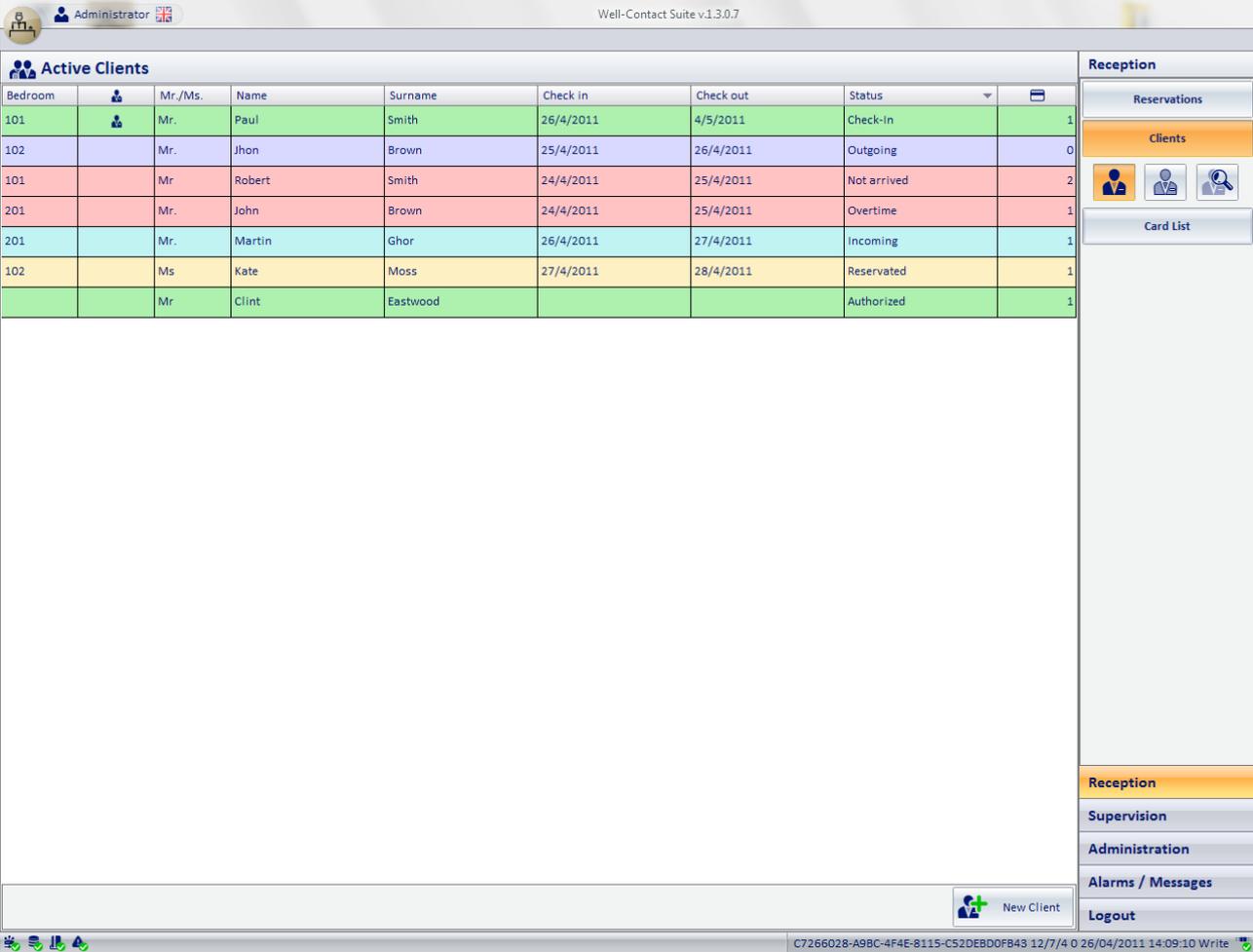
Reception: Reservations, Clients, Card List, Client Detail

Reception: Supervision, Administration, Alarms / Messages, Logout

8A9040AF-49C9-4F5E-AF2D-D2C3F8BC6F50 4/0/3 0 05/04/2011 16:39:25 Write

## The "Customers" subsection

To access the "Customers" subsection, go to "Reception" (pressing "Reception") and then press "Customers". The appearance of the "Customers" subsection is shown in the picture below.



Bedroom	Mr./Ms.	Name	Surname	Check in	Check out	Status	
101	Mr.	Paul	Smith	26/4/2011	4/5/2011	Check-in	1
102	Mr.	Jhon	Brown	25/4/2011	26/4/2011	Outgoing	0
101	Mr.	Robert	Smith	24/4/2011	25/4/2011	Not arrived	2
201	Mr.	John	Brown	24/4/2011	25/4/2011	Overtime	1
201	Mr.	Martin	Ghor	26/4/2011	27/4/2011	Incoming	1
102	Ms	Kate	Moss	27/4/2011	28/4/2011	Reserved	1
	Mr	Clint	Eastwood			Authorized	1

From the Customers window you can see the following areas:

- The customers list
- The "New Customers" button
- The button for selecting the "Active Customers"
- The button for selecting the "Archived Customers"
- The button to search for a customer

## The customers list

The customers list consists of a table whose rows represent the customers (one row for each customer) and whose columns display the main customers data.

The section reserved for the customers list may take two main aspects:

- "Active Customers" list
- "Archived Customers" list

The difference between the two views regards the customers data represented by the columns of the table.

This is because, depending on the status of the customer (active or archived), it makes sense to consider some of the data rather than other types.

The "Active" or "Archived" customers can be selected pressing the buttons to choose the category of customers to view, located under the button for choosing the "Customers" sub-section of the "Reception" section. These buttons are described in the chapter *Buttons for toggling the customers list view*.

**Note:** The "Export List" push button. Under the lists that contain at least one element there is the "Export List" push button, by pressing which you can export the contents of the displayed list in xls format.

### The customers status (in the customers list)

As mentioned above, the Well-Contact Suite software associates a status to every customer that has been included in the software itself. In the chapter *Customers Status (Customer Detail and Reservations section)* each possible status of a customer related to the reservation (or reservations) associated with them, has been reported in a table.

The customers status changes automatically, depending on the operations carried out in the Reception section of the Well-Contact Suite software. In the customers list, aside from each status previously described, further information regarding the date checks on the reservation itself, is added.

The customers list displays, then, the following statuses, some of which are "sub-statuses" of those displayed in the "Reservations" and "Customer Detail" subsections (which will be identified as "Reservation Statuses").

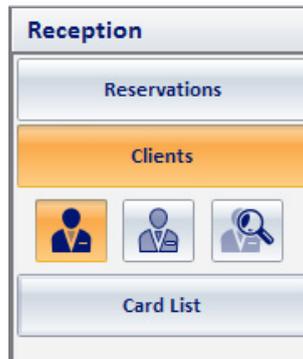
Potential customers status				
Status	Status color	Reserva-tion Status	Description	Displayed in the list:
Booked		Booked	The customer made a reservation that was included in the database. Customer data has been entered into the database. The customer has not yet been checked in (for at least one of the 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 have 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"> <li>• There are no reservations under their name.</li> <li>• There are no active cards in their name.</li> </ul> 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

### "Active Customers" list

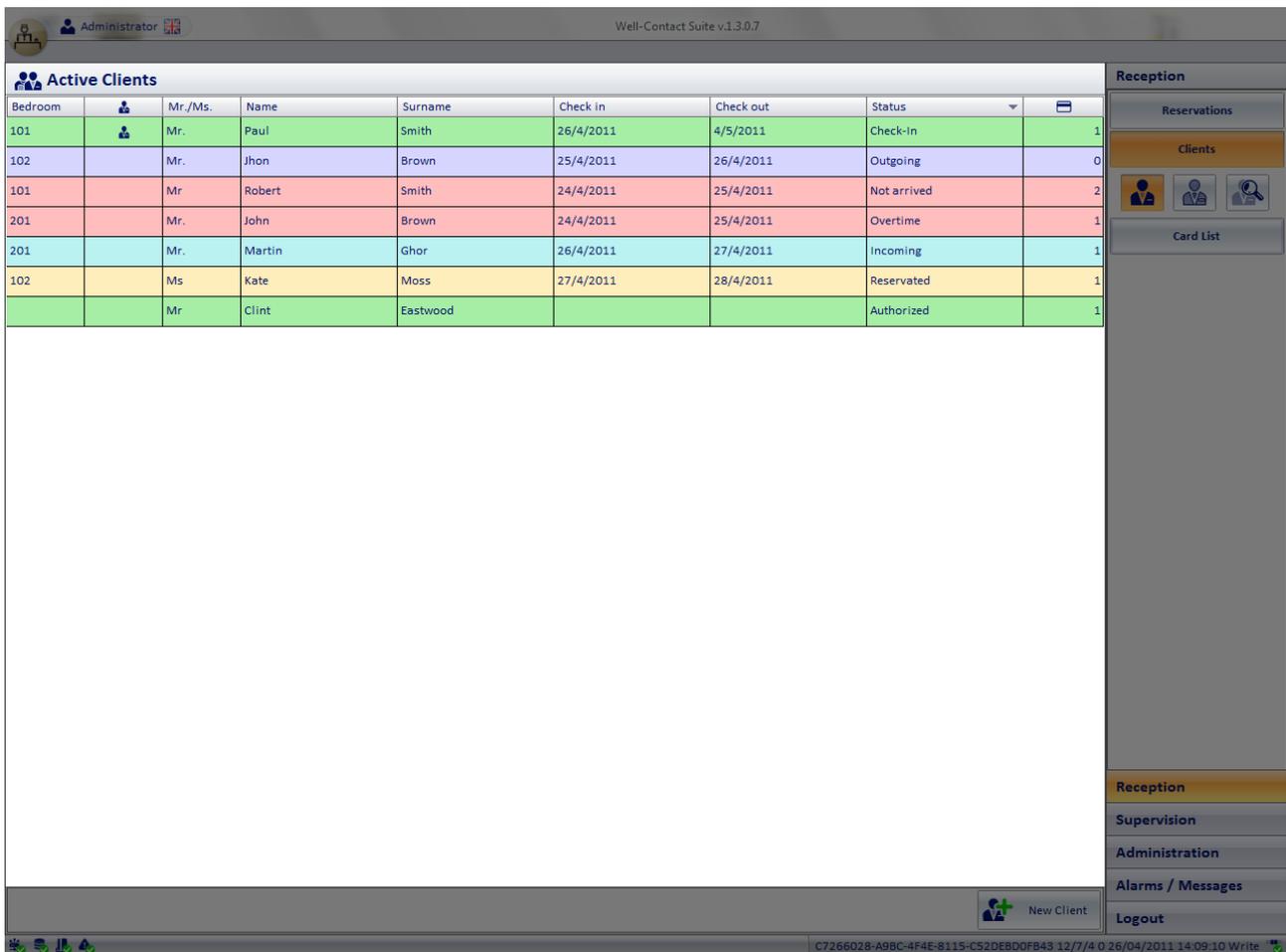
The "Active Customers" list shows all the customers currently having one of the following statuses:

- Booked
- Coming Soon
- Not Arrived
- Check-In
- Authorized
- Leaving
- Overtime
- Locked

If a customer has been associated with multiple rooms, the active customers list will display as many rows as the rooms associated with that customer. To view the Active customers, select the button shown in the picture below, under the "Customers" button in the "Reception" section.



Each customer status in the Active customers list is displayed in different colors to make the table immediately readable. The picture below shows the area of the window that contains the list of active customers.



Bedroom	Mr./Ms.	Name	Surname	Check in	Check out	Status	
101	Mr.	Paul	Smith	26/4/2011	4/5/2011	Check-in	1
102	Mr.	Jhon	Brown	25/4/2011	26/4/2011	Outgoing	0
101	Mr.	Robert	Smith	24/4/2011	25/4/2011	Not arrived	2
201	Mr.	John	Brown	24/4/2011	25/4/2011	Overtime	1
201	Mr.	Martin	Ghor	26/4/2011	27/4/2011	Incoming	1
102	Ms	Kate	Moss	27/4/2011	28/4/2011	Reserved	1
	Mr	Clint	Eastwood			Authorized	1

The columns of the table refer the main data of interest related to the active customers:

- **Room.** Room number associated with the customer.
- **Customer** presence in the room The presence of a symbol in this column (in correspondence of a room associated with the customer) indicates the customer is in the room (this information is provided by the pocket transponder reader).
- **Title.**
- **Name.**
- **Last name.**
- **Check in.** Date of arrival of the customer (as provided by the reservation).
- **Check out.** Date of departure of the customer (as provided by the reservation).
- **Status.** Status of the customer (see the chapter *The customers status (in the customers list)*).
- **Number of assigned cards.** Number of created access cards (at least from the logical point of view) associated with the customer.

### Sorting the list

You can sort the list of customers with reference to any of the columns of the table.  
 To sort based on a specific column data, (left) click the description box of the column.  
 For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

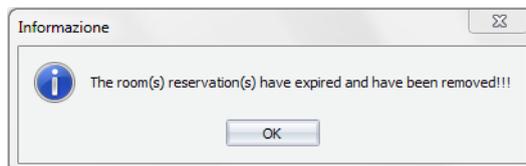
### Viewing customer details

From the customers list you can switch to the customers detail view (that displays personal data, reservations associated and access cards assigned), pressing (left-clicking) the corresponding row in the customers list.  
 To return to the customers list (left) click the "Customers" button of the "Reception" section.

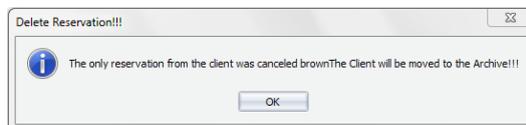
**Note:** If you access the customers detail of a customer who is in the "Not arrived" status, you will receive an alert message to delete the reservation if the customer has actually waived.  
 This alert message is shown in the picture below.



To delete the reservation click "Yes".  
 You will see the following notice of cancellation.



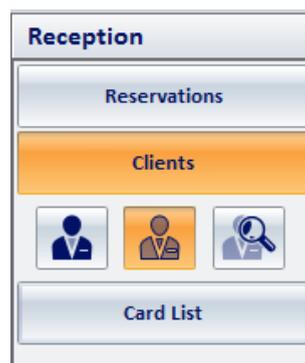
Press "OK" to proceed with the operation.  
 Here follows a message warning that the customer was moved from the "Active" to the "Archived" customers list.



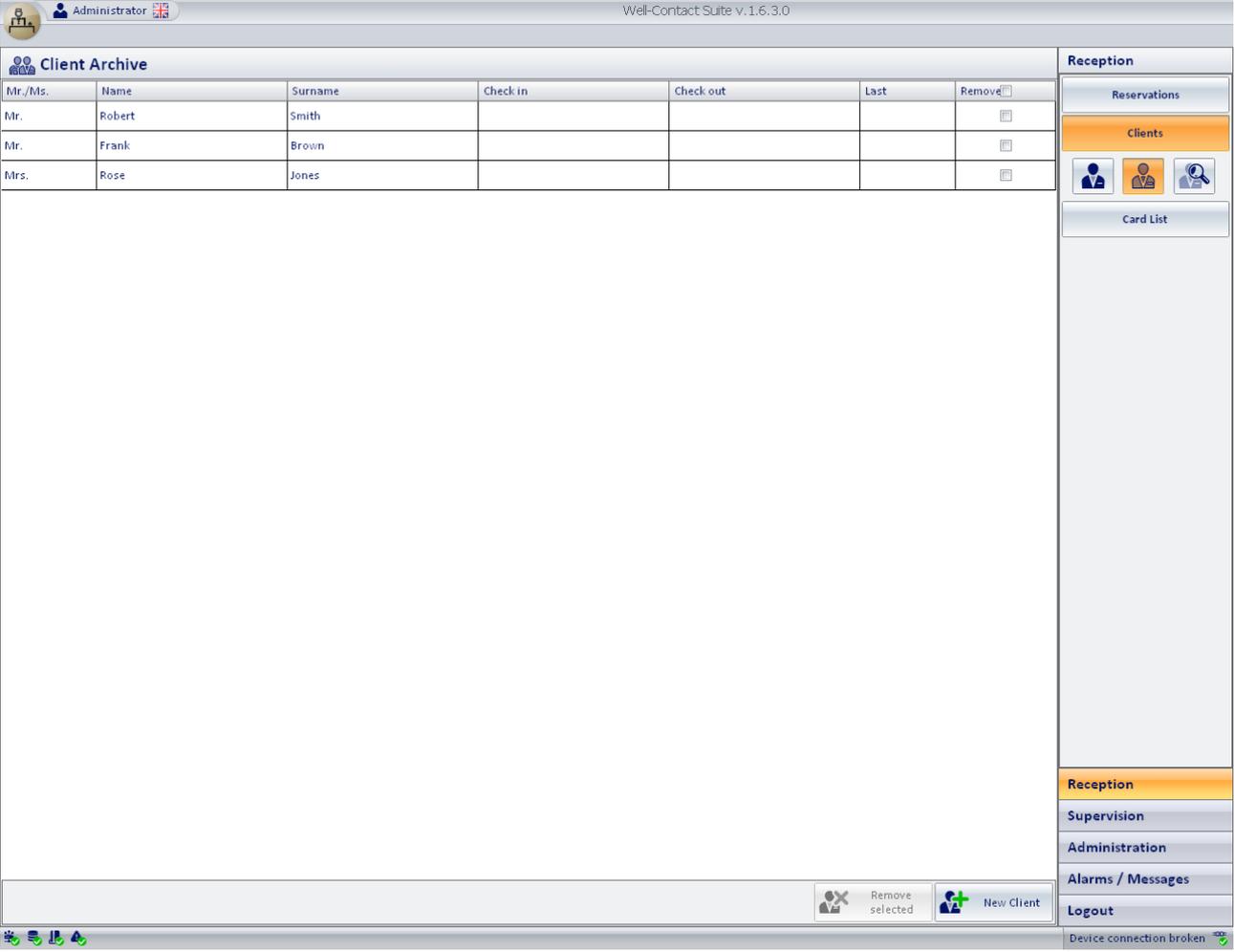
Press "OK" to complete the operation.  
 After completing the operation, a window is presented with details related to the customer in question.

### "Archived Customers" list

The "Archived Customers" list shows all the customers with the "Archived" status, or the list of customers whose data was included in the Well-Contact Suite software but don't have an "Active" status.  
 Typically, these are the customers who stayed at the accommodation or who have made a reservation.  
 To view the Archived customers, select the button shown in the picture below, under "Customers" section in the "Reception" section.



The following picture shows the archived customers window.



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

The columns of the table refer the main data of interest related to the archived customers:

- Title.
- Name.
- Last name.
- Check in. Date of arrival of the customer related to the latest stay at the accommodation.
- Check out. Date of departure of the customer related to the latest stay at the accommodation.
- Last. Room number of the last stay of the customer at the accommodation.
- Status. Status of the customer (see the chapter *The customers status (in the customers list)*).

**Note:** If the customer has been included in the Well-Contact Suite software, but has not yet been associated with at least one reservation, or if he has, but has been checked in, the fields related to the last reservation data will be empty (arrival date, departure date, room number).

### Sorting the list

You can sort the list of customers with reference to any of the columns of the table.

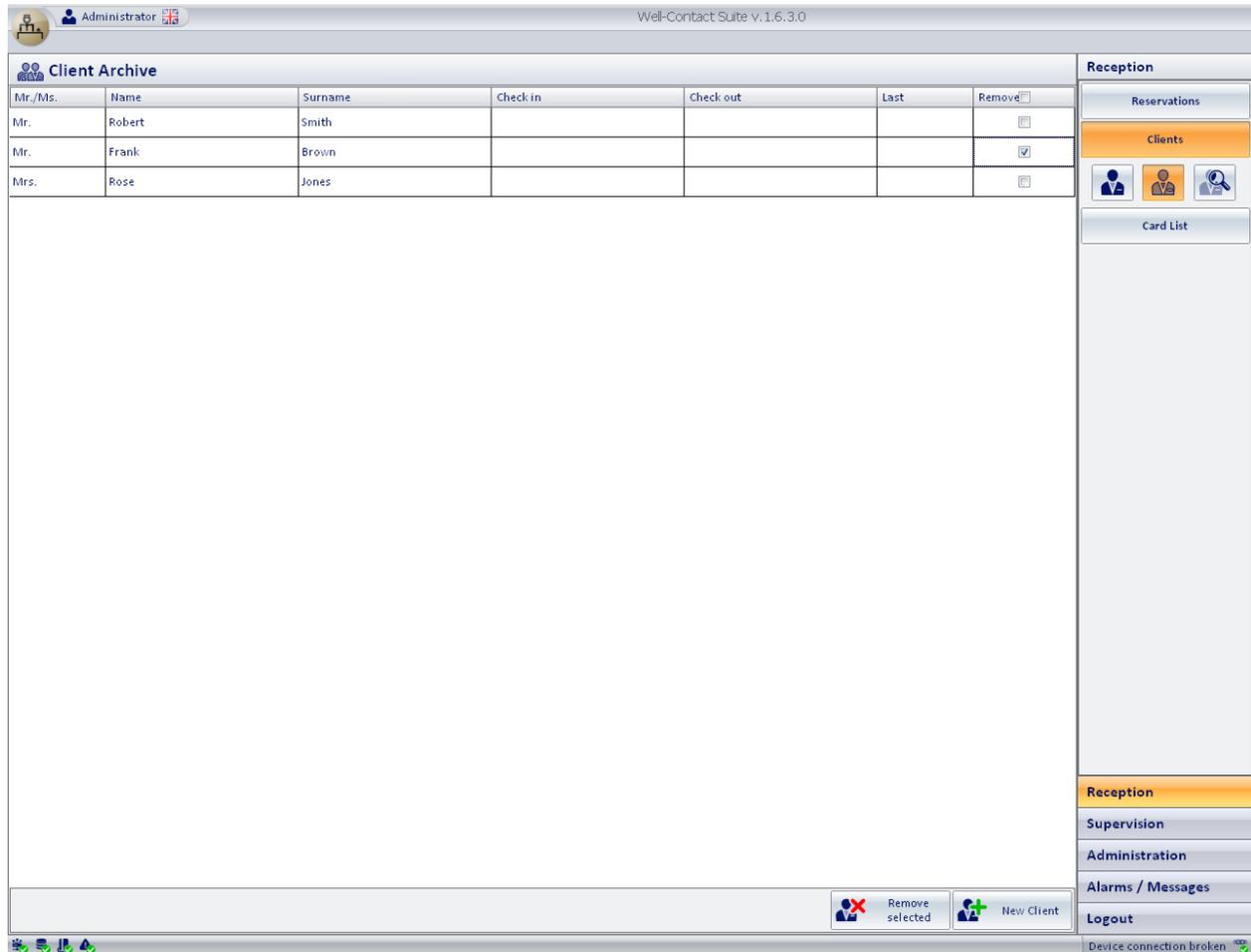
To sort based on a specific column data, (left) click the description box of the column.

For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

### Viewing customer details

From the list of active customers you can switch to the detail view of the customer (left) clicking the corresponding row on the customers list.

To return to the customers list (left) click the "Customers" button of the "Reception" section.



### 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.

### 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 customers list view editing buttons

As seen in previous chapters, in the area below the "Customers" button (which allows access to the homonymous subsection of the "Reception" section) there are three buttons which have the following functions (starting with the left button):

- The button for viewing the "Active Customer" window
- The button for viewing the "Archived Customer" window
- The button for searching customers

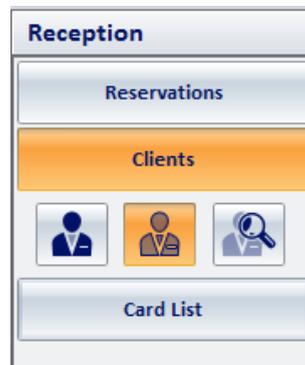
#### **The button for selecting the "Active Clients"**

As anticipated, the button shown in the following picture can activate the window with the list of active clients.



### The button for selecting the "Archived Clients"

As anticipated, the button shown in the following picture can activate the window with the list of archived clients.



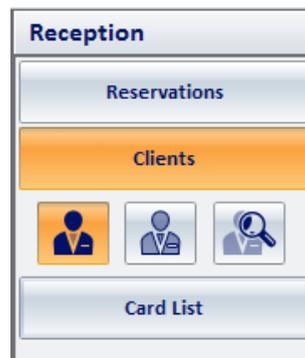
### The button for searching clients

Using this button you can search for a client, or, rather, search for customers with the same last name. You can choose whether to search the list of active or archived clients. Pressing "Client Search" activates the search procedure in the customers list currently displayed.

### Searching customers in the Active customers list

To search for customers in the Active clients list do the following:

1. Select the "Active" clients list by pressing the correspondent button, as shown in the picture below.



1. Press the search button as shown in the picture below.

Well-Contact Suite v.1.3.0.7								Reception
Active Clients								Reservations
Bedroom	Mr./Ms.	Name	Surname	Check in	Check out	Status		Clients
101	Mr.	Paul	Smith	26/4/2011	4/5/2011	Check-in	1	Card List
102	Mr.	Jhon	Brown	25/4/2011	26/4/2011	Outgoing	0	
101	Mr.	Robert	Smith	24/4/2011	25/4/2011	Not arrived	2	
201	Mr.	John	Brown	24/4/2011	25/4/2011	Overtime	1	
201	Mr.	Martin	Ghor	26/4/2011	27/4/2011	Incoming	1	
102	Ms	Kate	Moss	27/4/2011	28/4/2011	Reserved	1	
	Mr	Clint	Eastwood			Authorized	1	

A window for entering the name of the customer to search appears.

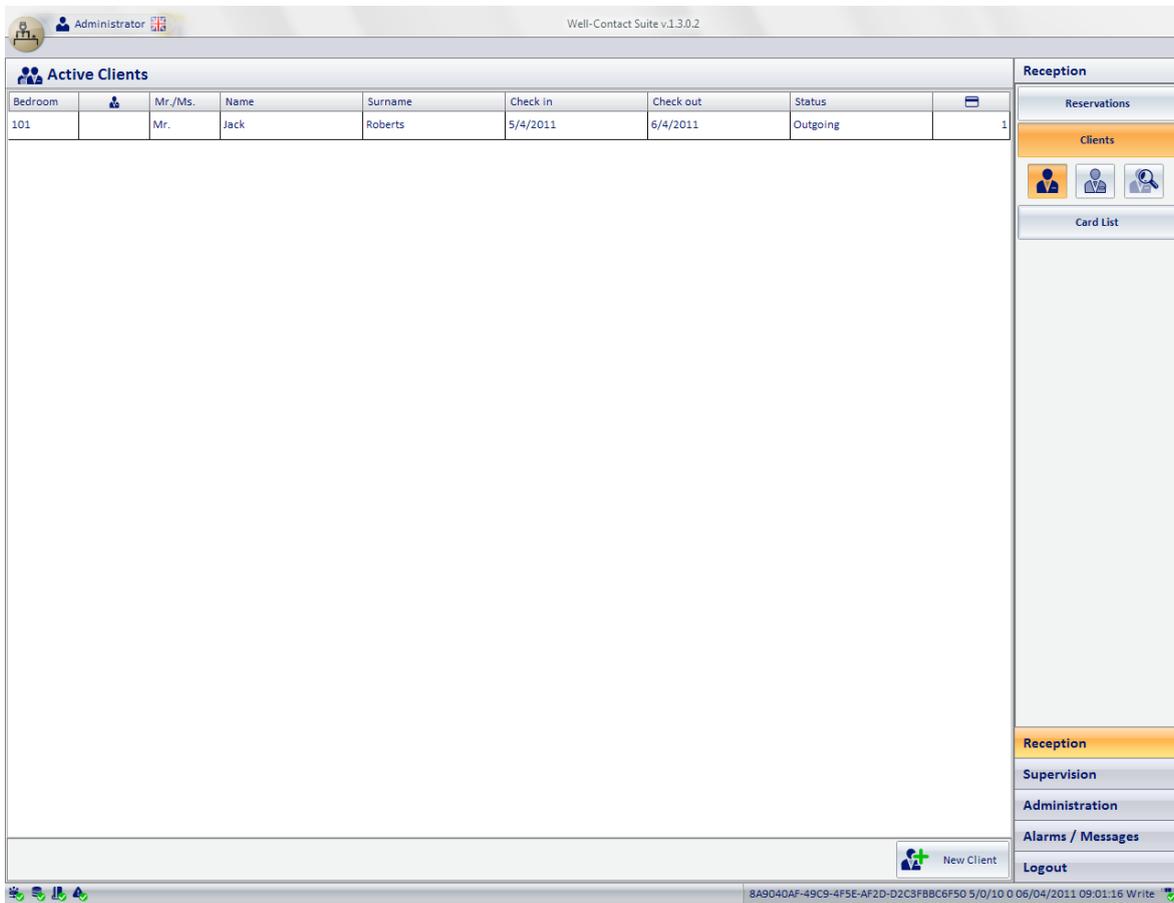
3. Enter the last name of the customer to search and press the "Search" button to start the search, as described in the following picture.

Search

Surname

Pressing the "Exit" button to cancel the search procedure.

4. After pressing the "Search" button, the Well-Contact Suite software searches for the last name of the customer in the selected list. The search ends with the display of the list of booked rooms that show the last name entered in the search window, in the "Last Name" field. This situation is shown in the following picture.



**Notes:**

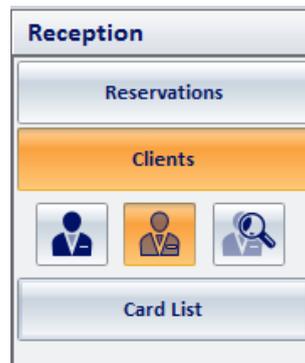
- a. If the search does not give positive results (there are no "Active" customers in the database with the last name searched), the list will not contain any rows.
  - b. If there are more reservations associated with the same customer (with the last name searched), or there are more customers with the same last name, the resulting search list will contain several rows. You can then use the available functions to sort the table to speed up the further stages of search.
5. To return to view the entire list of "Active" customers, (or, rather, the "Active" customers reservations), press the button to select the "Active" customers, as shown in the picture below.



### Searching clients in the Archived customers list

To search for customers in the Archived customers list do the following:

6. Select the "Archived" customers list by pressing the correspondent button, as shown in the picture below.

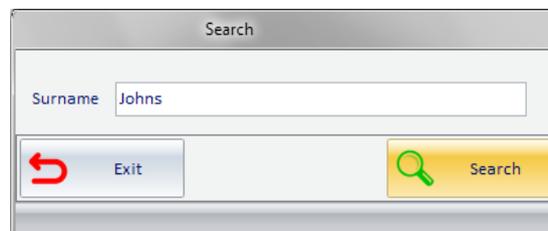


7. Press the search button as shown in the picture below.



A window for entering the name of the customer to search appears.

8. Enter the last name of the customer to search and press the "Search" button to start the search, as described in the following picture.



Pressing the "Exit" button to cancel the search procedure.

9. After pressing the "Search" button, the Well-Contact Suite software searches for the last name of the customer in the selected list. The search ends with the display of the list of booked rooms that show the last name entered in the search window, in the "Last Name" field. This situation is shown in the following picture.

Administrator Well-Contact Suite v.1.3.0.2

**Client Archive**

Mr./Ms.	Name	Surname	Check in	Check out	Last	Status
Mr.	Mark	Brown	05/04/2011	06/04/2011	102	Archive

**Reception**

- Reservations
- Clients**
- Card List
- Reception
- Supervision
- Administration
- Alarms / Messages
- Logout

New Client

8A9040AF-49C9-4F5E-AF2D-D2C3FBBC6F50 5/0/10 0 06/04/2011 08:49:16 Write

**Notes:**

- If the search does not give positive results (there are no "Archived" customers in the database with the last name searched), the list will not contain any rows.
- If there are more customers with the same last name, the resulting search list will contain several rows. You can then use the functions to sort the table to speed up the further stages of search.

10. To return to view the entire list of "Archived" customers, press the button to select the "Archived" customers, as shown in the picture below.

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**Client Archive**

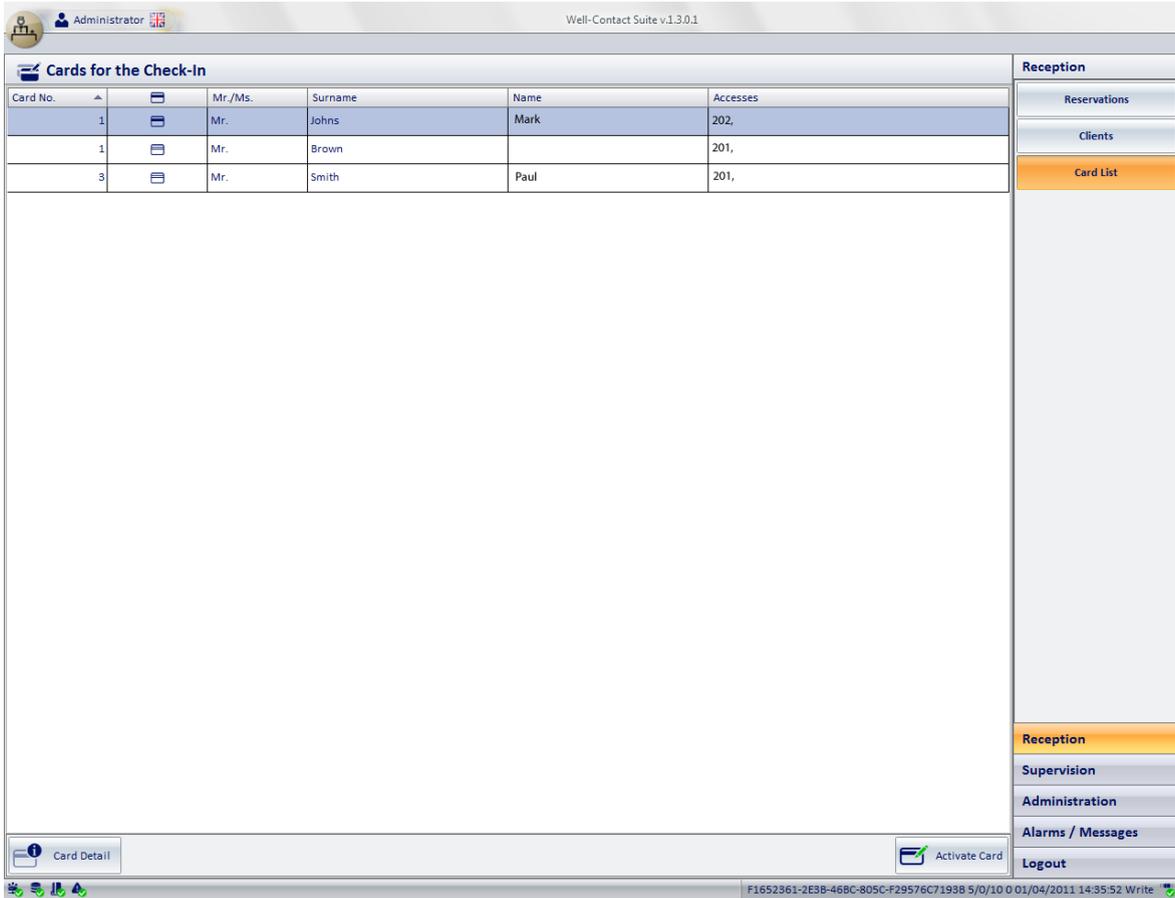
Mr./Ms.	Name	Surname	Check in	Check out	Last	Status
Mr.	Mark	Brown	05/04/2011	06/04/2011	102	Archive

**Reception**

- Reservations
- Clients**
- Card List

## The "Card List" subsection

To access the "Customers" subsection, go to "Reception" (pressing "Reception") and then press "Card List". The appearance of the "Card List" sub-section is shown in the picture below.



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

From the "Card List" window you can see the following areas:

- The list of cards (access cards)
- The "Card Detail" button
- The "Activate Card" button
- The "Export List" push button. If the list contains at least one element, there is the "Export List" push button, by pressing which you can export the contents of the displayed list in xls format.

## The list of cards

The cards list(access cards) consists of a table whose rows list all cards that have yet to be activated (but which may have already been programmed).

Let us remember, for an access card to be operational (allowing required access), the following operations must be carried out successfully:

- "Logical" configuration of the card through the "Customer Detail" subsection of the "Reception" section of the Well-Contact Suite Software.
- Programming of the card (writing of the card which must be inserted into the card programmer).
- Activation of the card. This operation, which does not require the insertion of the card into the programmer, consists of sending the card access data to all devices, by the Well-Contact Suite software.

The columns of the table show the main data of interest for the access cards to be activated (and possibly programmed):

- Card No. Represents the index of the card associated with the Customer. This number coincides with the index of the card in the list of cards associated with the customer, in the customer detail window.
- Card status. This column shows a graphical symbol that indicates the writing (programming) status of the card.

The following table shows the possible status values a card can take before it's fully operational (refer to the chapter *List of access cards created for the customer* for the description of all possible statuses of the cards).

Symbol	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). <b>The access provided for this card is still not allowed.</b>
	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). <b>The access provided for this card is still not allowed.</b>

**Note:** please note that only the cards that have yet to be activated appear in the list. After being activated, they disappear from the list above, and you can check their status from the list of cards associated with active customers, in the customers detail window.

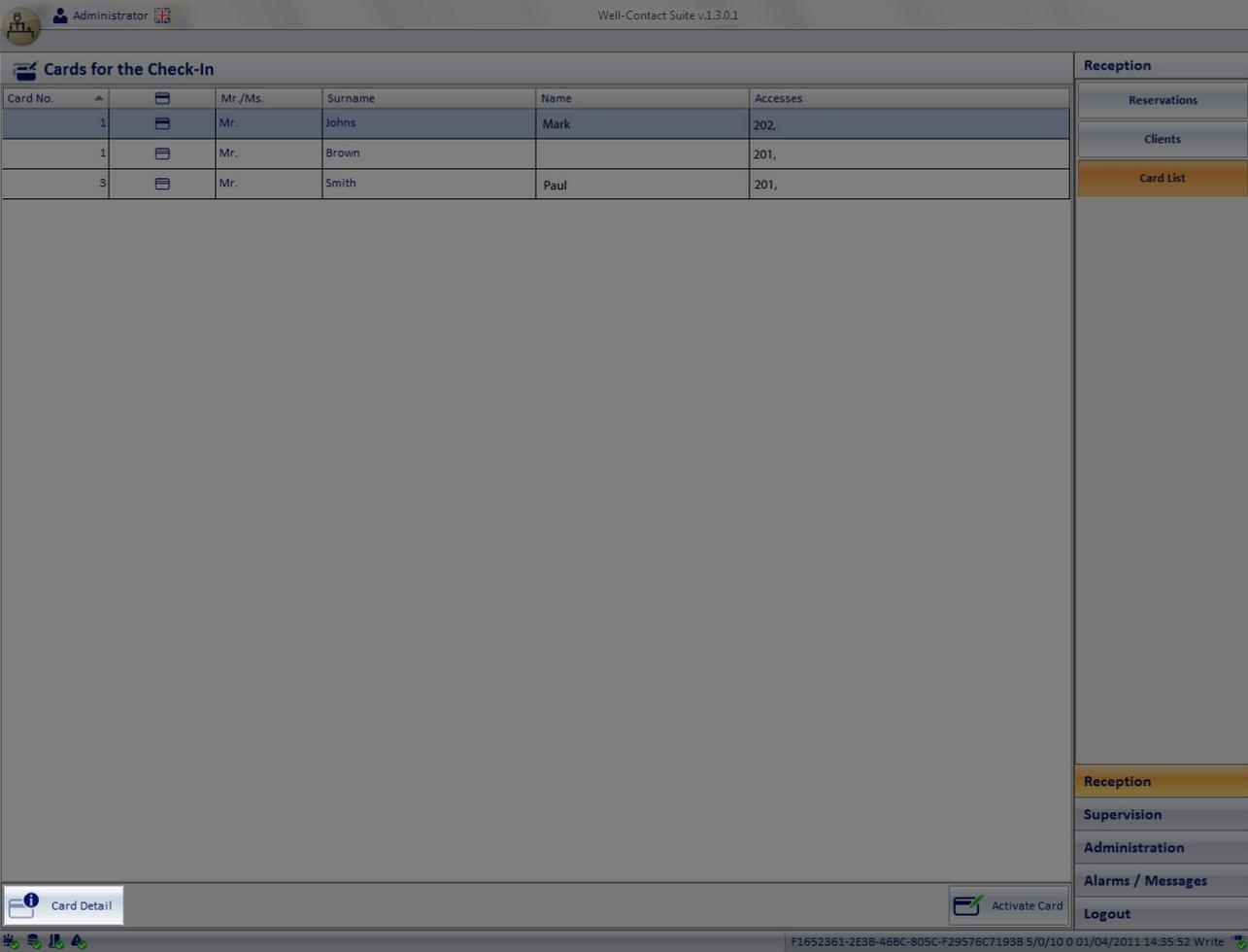
- Title. Title of the customer associated with the card.
- Last name. Last name of the customer associated with the card.
- Name. Name of the customer associated with the card.
- Accesses. List of the identification numbers of the environments the card can access.

### **Selecting the row corresponding to a card**

You can select a card from the list by pressing (left clicking) any point of a row corresponding to the card you want to select. The row will become blue.

As will be described below, the selection of a card will be used in the procedures of activation (and possibly programming) or visualization of the detailed data of a card.

## The "Card Detail" button



The screenshot shows the 'Cards for the Check-In' table with the following data:

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

The 'Reception' sidebar contains the following menu items: Reservations, Clients, Card List, Reception, Supervision, Administration, Alarms / Messages, and Logout. The 'Card Detail' button is located at the bottom left of the main content area.

Pressing "Card Detail" you can see all the configuration data for the selected card.

To do this, proceed as follows:

1. Select the row corresponding to the list of cards whose detailed configuration data you want to view.  
The row is highlighted in blue.



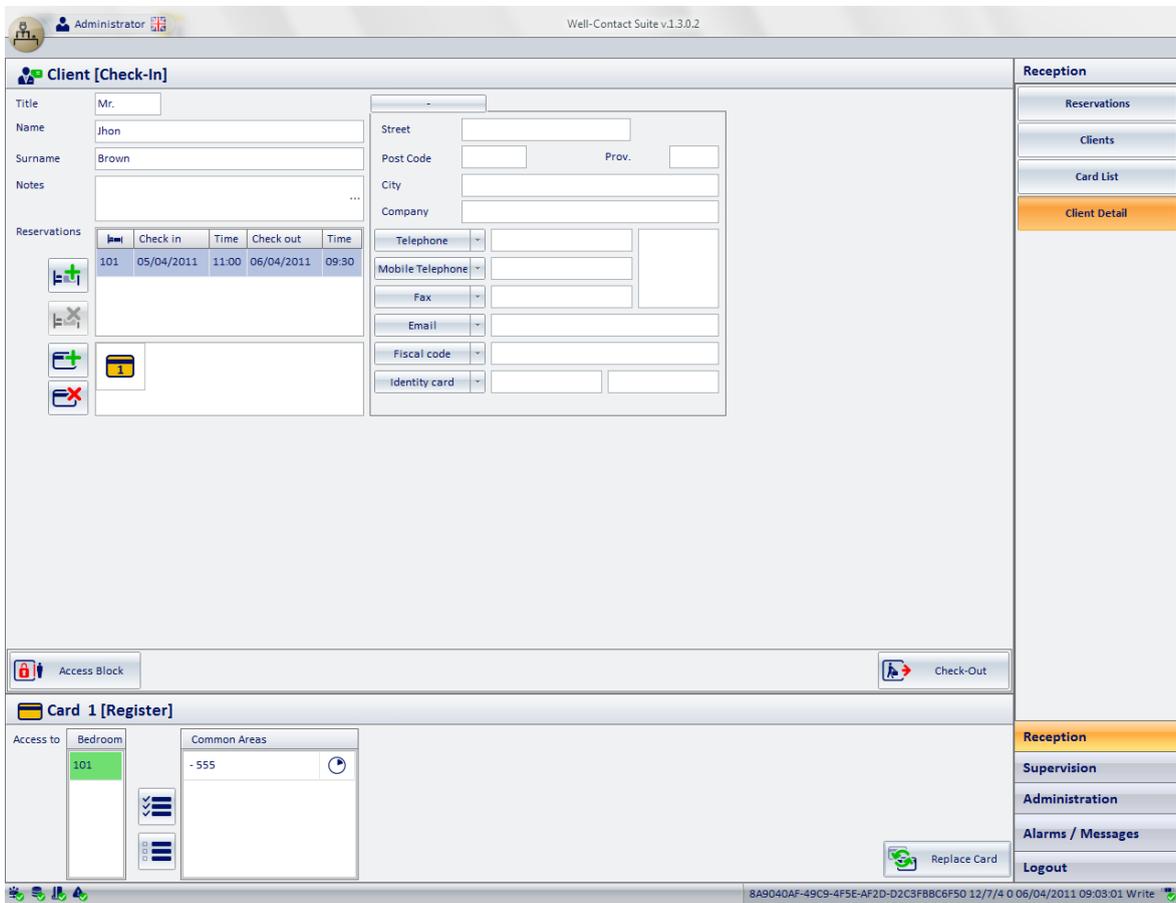
The screenshot shows the 'Cards for the Check-In' table with the first row highlighted in blue:

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

The 'Reception' sidebar contains the following menu items: Reservations, Clients, Card List.

2. Press the "Card Detail" button

The "Customer Details" window is displayed, where you can see all the configuration data of the card associated with the customer, as shown in the picture below.



**Client [Check-In]**

Title: Mr.

Name: Jhon

Surname: Brown

Notes:

Reservations	Check in	Time	Check out	Time
101	05/04/2011	11:00	06/04/2011	09:30

Street: \_\_\_\_\_

Post Code: \_\_\_\_\_ Prov.: \_\_\_\_\_

City: \_\_\_\_\_

Company: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Fiscal code: \_\_\_\_\_

Identity card: \_\_\_\_\_

Access Block: \_\_\_\_\_ Check-Out: \_\_\_\_\_

**Card 1 [Register]**

Access to: Bedroom 101

Common Areas: - 555

Replace Card: \_\_\_\_\_

Reception

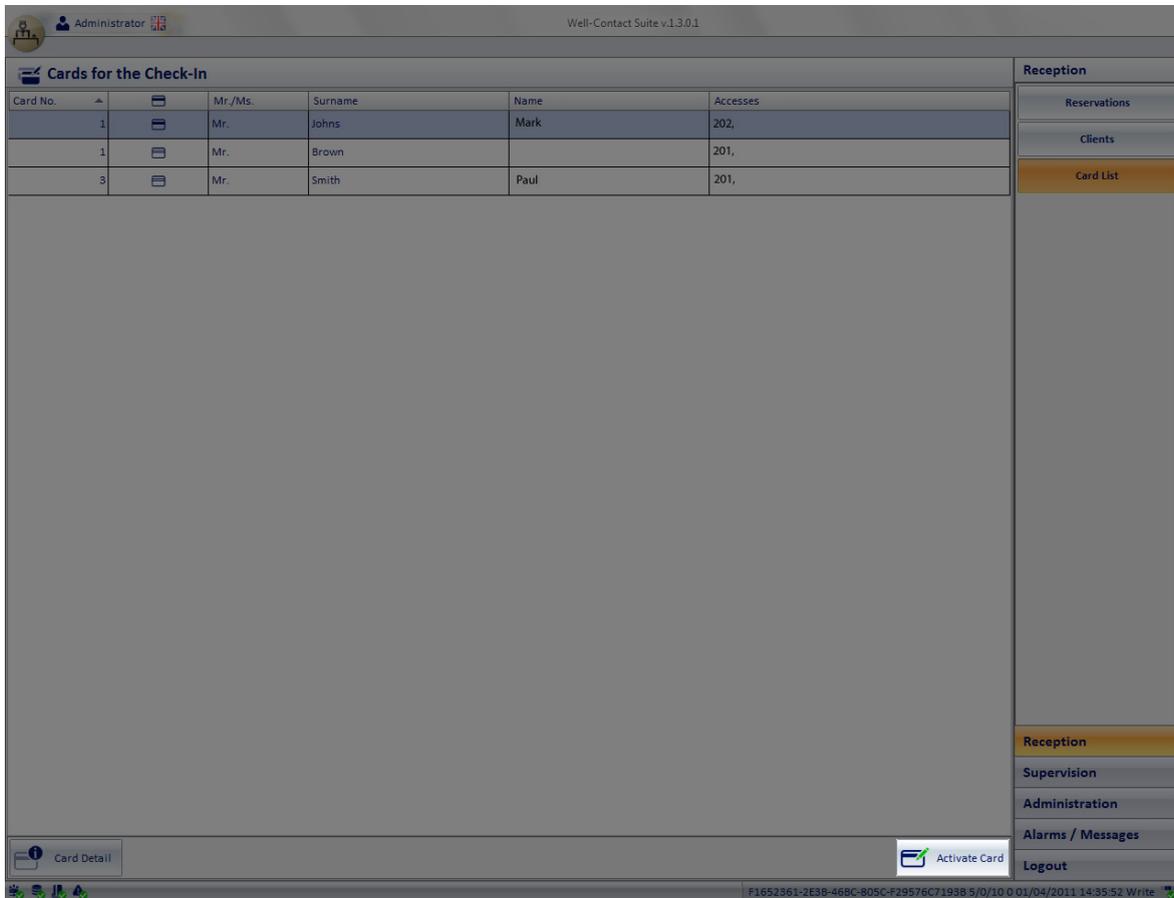
- Reservations
- Clients
- Card List
- Client Detail**

Reception

- Supervision
- Administration
- Alarms / Messages
- Logout

8A9040AF-49C9-4F5E-AF2D-D2C3FBBC6F50 12/7/4 0 06/04/2011 09:03:01 Write

## The "Activate Card" button



Pressing the "Activate Card" button activates (makes operational) the card selected.

To do this, proceed as follows:

1. Select the row in the list corresponding to the card you want to activate.  
The row is highlighted in blue.



2. Press the "Activate Card" button

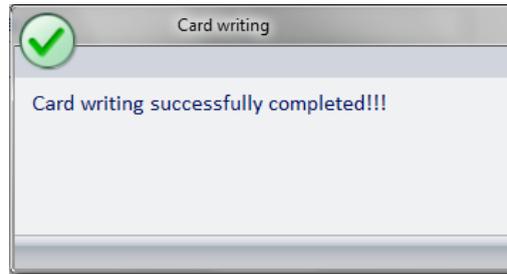
You are guided through the activation of the card.

You may have the following cases

- a. You reach the "Card List" window by pressing the "Check-In" button from the "Customer Details" window, without previously writing the card (via the "Write Card" button).  
In this case, in the list of cards to activate, the card (or cards) associated with the customer whose check-in is required ("not registered" status) appears.

Proceed as follows:

- Insert a card into the card programmer (all data on the card will be deleted).
- Select the card you want to activate and press "Activate Card" (or double-click the row corresponding to the card you want to activate).  
The card writing process (programming) will start and then the card will be activated.
- The end of the card writing procedure (after which you can remove the card from the programmer) is indicated by the following message:



After activating the card, the corresponding row in the list of cards to activate disappears.

If you have problems writing the card (for example, the card was not properly inserted into the programmer), the following picture appears.



In this case, make sure you have correctly inserted the card into the programmer and repeat the procedure. If the problem occurs again contact the customer service.

- b. You reach the "Card List" window pressing "Check-In" in the "Customer Details" window, after writing the cards (the cards must be at least two) using the "Write Card" button.

In this case, in the list of cards to activate, the cards associated with the customer whose check-in is required appear. The previously programmed cards take the "Registered, Not activated" status.

Proceed as follows:

- Select the card you want to activate and press "Activate Card" (or double-click the row corresponding to the card you want to activate). The card activation process will start (no need to insert the card into the programmer).

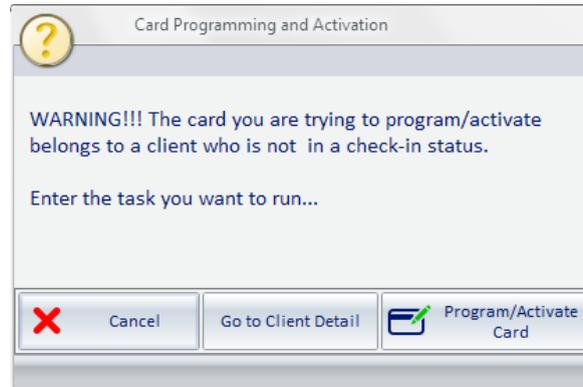
If the list also displays the cards associated with that customer, which have not yet been written, you must insert a card into the programmer, since the procedure will program the card and, consequently, activate it.

- c. You reach the "Card List" window pressing "Card List" (in the "Reception" subsections) and the customer has not been checked-in yet. In the cards list there are still all the cards that have already been "logically" created and stored in the Well-Contact Suite software database. This way, you can create and enforce at any time a card that opens the room of the customers even before the customer arrives, **so, it is a function to be used very carefully** since a card so created by-passes all the Well-Contact Suite software security checks to grant exclusive access to the customer's own room during the related reservation period.

**IMPORTANT: We strongly recommend you DO NOT USE this feature, provided only for special management of the accommodation.**

To use this feature, proceed as follows:

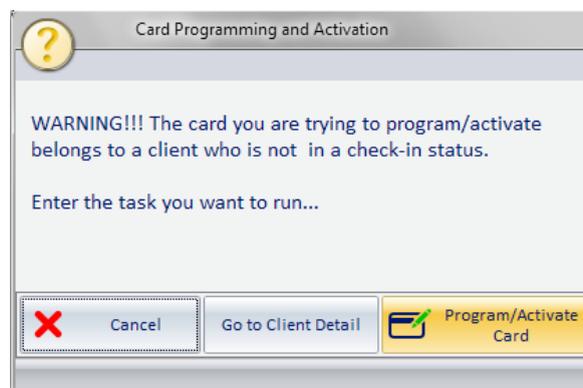
- If the card you want to activate has yet to be programmed (by inserting it into the card programmer), insert a Well-Contact system card into the card programmer (please note that all data on the card will be deleted and replaced by new one).
- Select the card you want to activate and press "Activate Card" (or double-click the row corresponding to the card you want to activate). The card activation process will start (no need to insert the card into the programmer).
- The following warning dialog appears.



The dialog warns you of the critical operation that is being carried out and requires further confirmation.

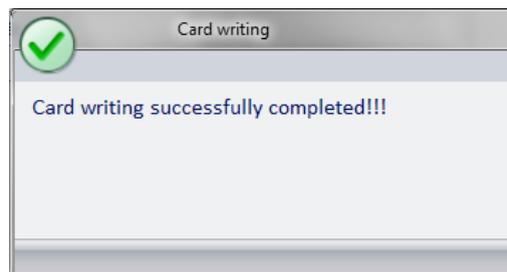
**CASE A: You want to activate the customer card in advance**

To proceed with the writing (if the card has not yet been programmed) and activation of the card select "Program/Activate Card", as shown in the picture below.



**NOTE:**The activation of a customer card **IN ADVANCE** does not change the status of the customer or the customer will not take the checked in status. To change the customer status to "checked in" it is essential to press the "Check-In" button located in the customer detail window.

If the card has not been previously programmed, a card has been inserted into the card programmer, and the card writing procedure has ended successfully, the following text box to confirm the card writing appears.



After activating the card, the corresponding row in the list of cards to activate disappears.

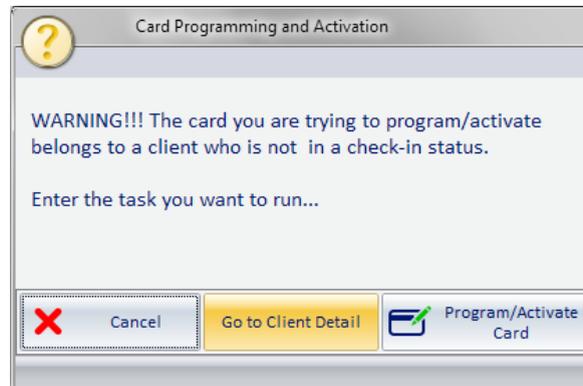
If you have problems writing the card (for example, the card was not properly inserted into the programmer), the following picture appears.



In this case, make sure you have correctly inserted the card into the programmer and repeat the procedure. If the problem occurs again contact the customer service.

**CASE B: You want to proceed with the standard check-in of the customer**

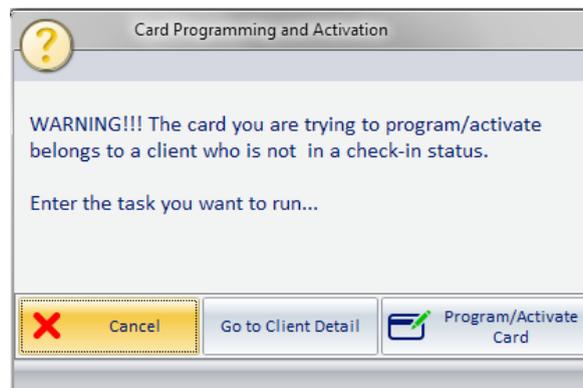
To proceed with the check-in of the customer (recommended), press "Go to Customer Detail" button, from which the check-in procedure can start, pressing "Check-In".



Remember, you can check in a customer only on the first day of reservation and only if the room associated with the arriving guests is free (all previous customers have been checked out). This is to ensure exclusive access to the room occupied by a customer during the reservation period.

**CASE C: You want to cancel the activation of the card in advance**

Press the "Cancel" button as shown in the picture below.



---

## Managing a reservation

### Introduction

As already noted above, a reservation is characterized by the following three elements:

- The pair (or pairs) room/reservation period requested by the customer.  
This element must be defined in the "Reservations" sub-section of the "Reception" section in the Well-Contact Suite software.  
Refer to the chapter *The "Reservations" subsection*.
- The data of the customer who has requested the room (or rooms).  
The customer data must be entered from the "Customer Details" sub-section of the "Reception" section in the Well-Contact Suite software.  
Refer to chapter *The "Customer Detail" window*.

Please note you can access the "Customer Detail" sub-section of the "Reception" section in the following ways:

- Pressing "Confirm Reservation" from the "Reservations" window of the "Reception" section (see the chapter *The "Reservations" subsection*).
- From the "Customers" subsection of the "Reception" section.  
Selecting the name of a customer from the customers list (active or archived) or creating a new one, using the dedicated button (see the chapter *The "Customers" subsection*).
- The access cards (or card) to be delivered to the customer to allow him access to the room (or rooms) they booked and any common areas.  
This data must be entered from the "Customer Details" sub-section of the "Reception" section in the Well-Contact Suite software.  
Refer to chapter *The "Customer Detail" window*.

### Creating a new reservation

You can follow essentially two ways to create a new reservation, based on personal preferences and which differ by the priority given to the creation of various elements that constitute a reservation.

#### Creating a reservation from the planner ("Reservation" subsection)

This method, in short, provides as the first phase the creation of the pair room/period and then provides the integration of customer data and access cards. Such procedure is described below.

1. Creation of the pair room/period (or pairs room/period) to be associated with the customer (whose data will be entered in the second step).  
To end the creation/modification of the pair room/period you must press the "Confirm Reservation" button.
2. Pressing the "Confirm Reservation" button automatically opens the window of the "Customer Details" subsection. In the list of reservations the pair room/period defined in step 1 is already included.  
Enter the customer data.
3. After entering at least the Last name of the customer, the Well-Contact Suite software automatically creates (from a logical point of view, for the moment only in the Well-Contact Suite software database) a card for each room associated with the customer. These access cards allow access only to associated room.

**E.g.** if you have associated three rooms with the customer (for example, the following rooms: 101, 102, 103) three access cards will be automatically created, numbered in sequence (1, 2, 3).

Each card will allow access only to the associated room.

For example:

- a. the card 1 will allow access to room 101
- b. the card 2 will allow access to room 102
- c. the card 3 will allow access to room 103

Note: The order of the association room/card depends on the order of the rooms in the reservation list.

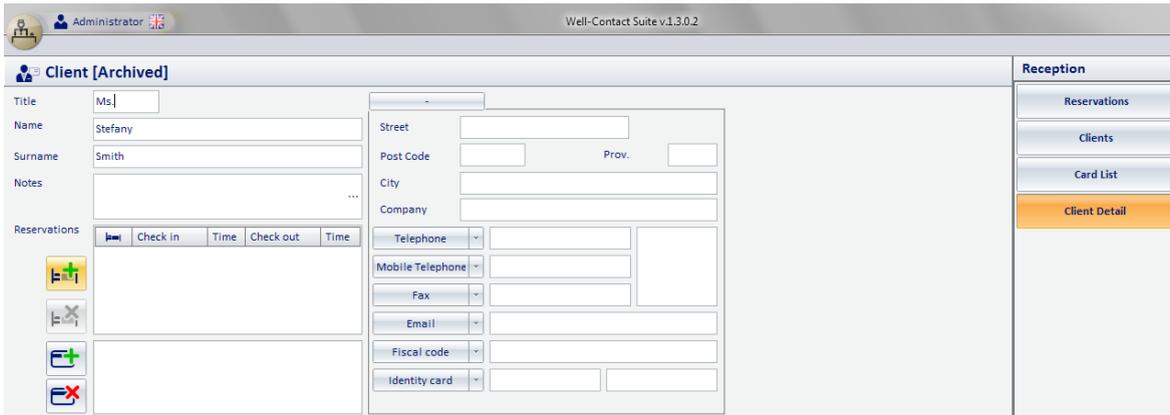
4. If necessary, customize the cards access data as required:
  - a. Add access rights to any common areas
  - b. Change the time frames for access to any common areas
  - c. Add access rights to other rooms associated with the customer
5. If necessary, you can create duplicates of the cards created and customized in the previous steps

**Note:** for a detailed description of the individual steps of the procedure please refer to previous chapters where the features of the different sections of the Well-Contact Suite software have been described in detail.

## Creating a reservation from the "Customer Detail" window

This method, in short, provides as the first phase the creation of the pair room/period and then provides the integration of customer data and access cards. Such procedure is described below.

1. Go to the "Customer Detail" sub-section starting from the "Customers" sub-section, by selecting a customer from the list or creating a new one pressing "New Customer".
2. Press the "Add Reservation" button from the "Reservations Data Book" section in the "Customer Detail" window, as shown below:



The window with the planner appears ("Reservations" subsection of the "Reception" section), where you can create the pair (or pairs) room/period.

After completing this operation, press the button "Confirm Reservation" to confirm the settings on your planner.

After confirming the inclusion of reservations, you'll be redirected to the "Customer Detail" window and the reservation (or reservations) included in the planner in step 2 will appear in the list of reservations.

The Well-Contact Suite software also automatically creates (from a logical point of view, for the moment only in the Well-Contact Suite software database) a card for each room associated with the customer. These access cards allow access only to associated room.

E.g. if you have associated three rooms with the customer (for example, the following rooms: 101, 102, 103) three access cards will be automatically created, numbered in sequence (1, 2, 3).

Each card will allow access only to the associated room.

For example:

- a. the card 1 will allow access to room 101
- b. the card 2 will allow access to room 102
- c. the card 3 will allow access to room 103

Note: The order of the association room/card depends on the order of the rooms in the reservation list.

3. If necessary, customize the cards access data as required:
  - a. Add access rights to any common areas
  - b. Change the time frames for access to any common areas
  - c. Add access rights to other rooms associated with the customer
4. If necessary, you can create duplicates of the cards created and customized in the previous steps

**Note:** for a detailed description of the individual steps of the procedure please refer to previous chapters where the features of the different sections of the Well-Contact Suite software have been described in detail.

## The check-in procedure

### Introduction

The check-in procedure provided by the Well-Contact Suite software and launched by pressing the "Check-in" button from the "Customer Detail" window, follows these steps:

- Switches the status of the customer to "checked in."
  - Switches the status of the checked in rooms to "checked in."
- If several rooms with different reservation periods not overlapping have been associated with the customer, you may be able to check in just a few of them.
- Start the procedure of writing and activating the cards that allow access to the rooms associated with the customer and have then taken the checked in status.

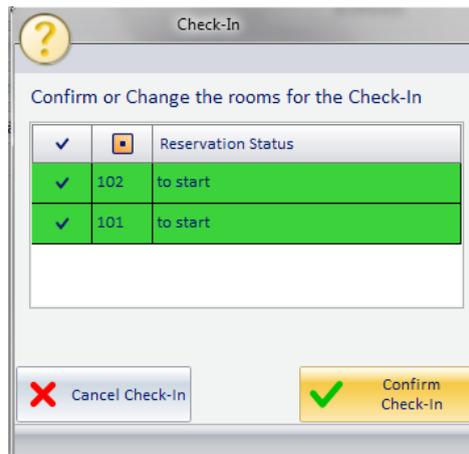
#### Notes

The check-in procedure for the room booked by a customer can only be done if all the following conditions are met:

- The current day coincides with the beginning of the reservation of the room made by that customer.
- The room you want to book is free. In case the room is still occupied by the previous customer you must first check out the previous customer.

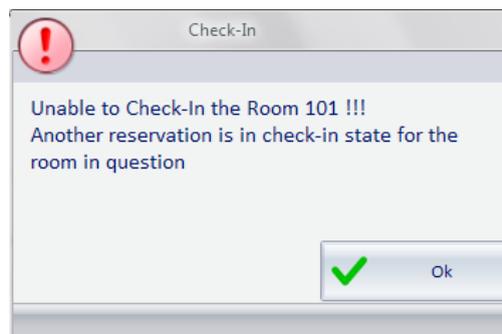
Below is the description of the sequence of operations performed after pressing the "Check-In button:

1. Displaying of the selection of rooms you want to check in.



This window lets you choose the rooms associated with the customer you want to check in. In this window are only the rooms for which the first day of the reservation corresponds to the current day.

To proceed, select the rooms you want to check in and press the "Confirm Check-in" button, as shown in the picture above. Where a room you want to check-in is occupied, you will receive the following error message:



You cannot check in that room unless the previous customer has been checked out.

2. The check-in procedure continues with the display of the "Card List" window, where the cards associated with the customer appear. Proceed with the activation of the cards you want, selecting the card and pressing the "Activate Card" button.

**Note:** if you are activating a card that has not yet been programmed, you must insert one into the Well-Contact Plus system's card programmer.

3. After pressing the "Activate Card" button, the procedure continues with the activation of the card, preceded, if necessary, by the writing of the same through the card programmer.

### Programming the access card at check-in

If the card associated with the room booked by the customer you are checking in has not previously been written (programmed), as will be described in the chapter *Programming the card in advance*, pressing the "Check-In" button before activating the card will start the programming procedure. The programming requires that a card is inserted into the Well-Contact Plus system's card programmer. All data previously written on the card will be deleted.

**THIS IS THE RECOMMENDED PROCEDURE**

## Programming the card in advance.

The Well-Contact Suite software provides the ability to program a card before the check-in, using the "Write Card" button in the card details area of the "Customer Detail" window.

The programming requires that a card is inserted into the Well-Contact Plus system's card programmer. All data previously written on the card will be deleted. The programmed card, while containing all data relating to the access privileges for the rooms provided, is still not active and will not grant access to the premises to which access is provided.

It will be activated during the check-in, pressing the "Check-In" button.

To activate the card (using the Check-In procedure), as mentioned above, it is not necessary for the card to be inserted into the programmer.

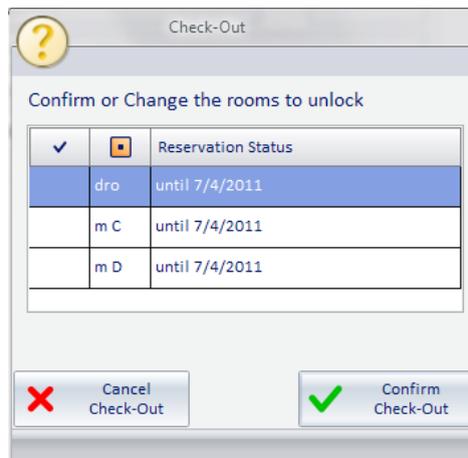
## The check-out procedure

The check-out procedure provided by the Well-Contact Suite software and launched by pressing the "Check-out" button from the "Customer Detail" window, follows these steps:

- Changes the status of the customer to "Archived" (if the customer has no other "active" reservations).
- Changes the status of the checked out rooms, making them "free".  
The reservation symbol will disappear from the planner of the "Reservations" window.
- Disables all the cards associated with the checked out rooms.  
The procedure for disabling the card does not require programming of the cards, and it is therefore not necessary to insert the card into the programmer.
- If "Reset the default value after check-out" in the supervision section has been set in relation to the thermostats in the room, during the default procedure, for all the room thermostats that have this feature enabled, the related default values will be set (refer to the part of this manual that describes the supervision of the Well-Contact Plus automation system).

Below is the description of the sequence of operations performed after pressing the "Check-In button":

1. Displaying of the selection of rooms you want to check out.



This window lets you choose the rooms associated with the customer you want to check out.

2. Choosing, by the user, of the room to check-out, followed by the pressing of the "Confirm Check-Out" button.

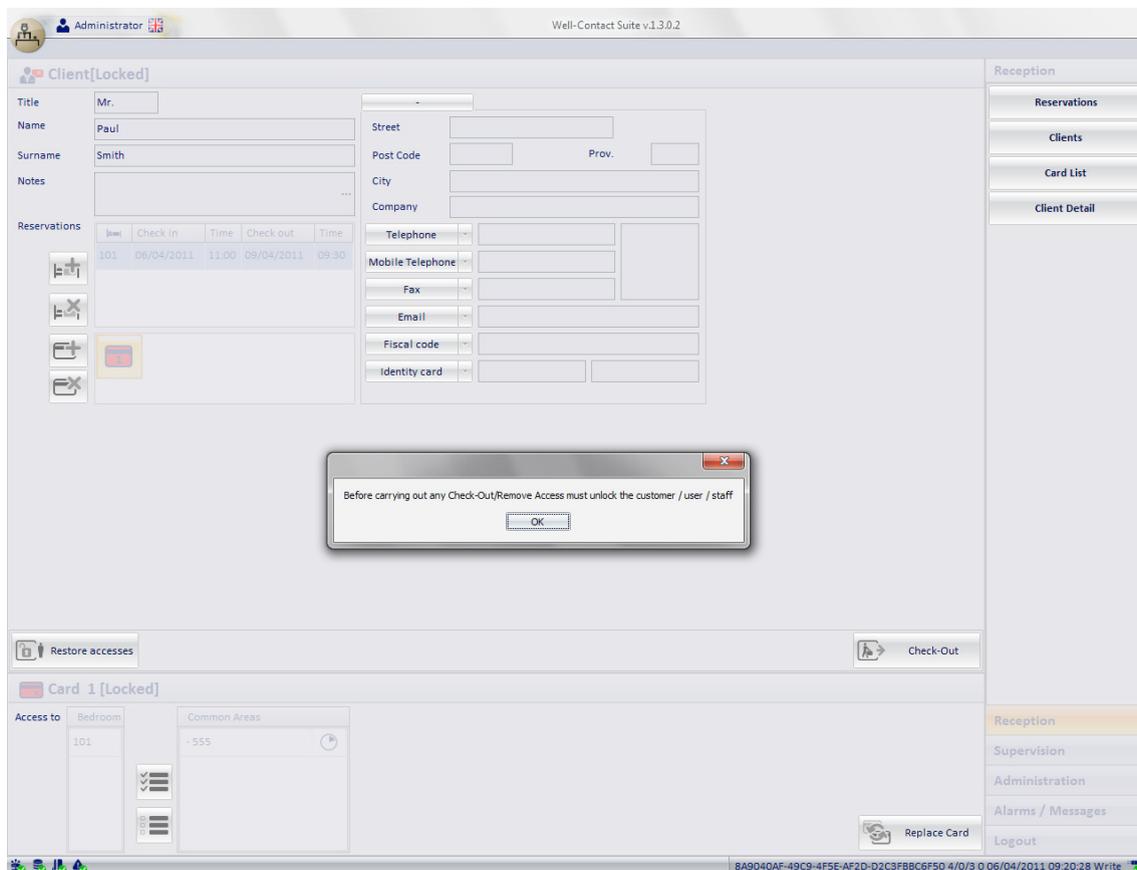


If you wish to cancel the check-out procedure, press "Cancel Check-Out."

- The check-out procedure ends displaying the "Customer Archive" window, which will show the customer that has been checked out (if the customer has no other active reservations).

Note: If you attempt to check out a customer that is in the "Locked" status, you will receive an error message asking you to "unlock" the customer before carrying out the procedure for the check-out.

This condition is shown in the following picture.



## "Locking" customer access

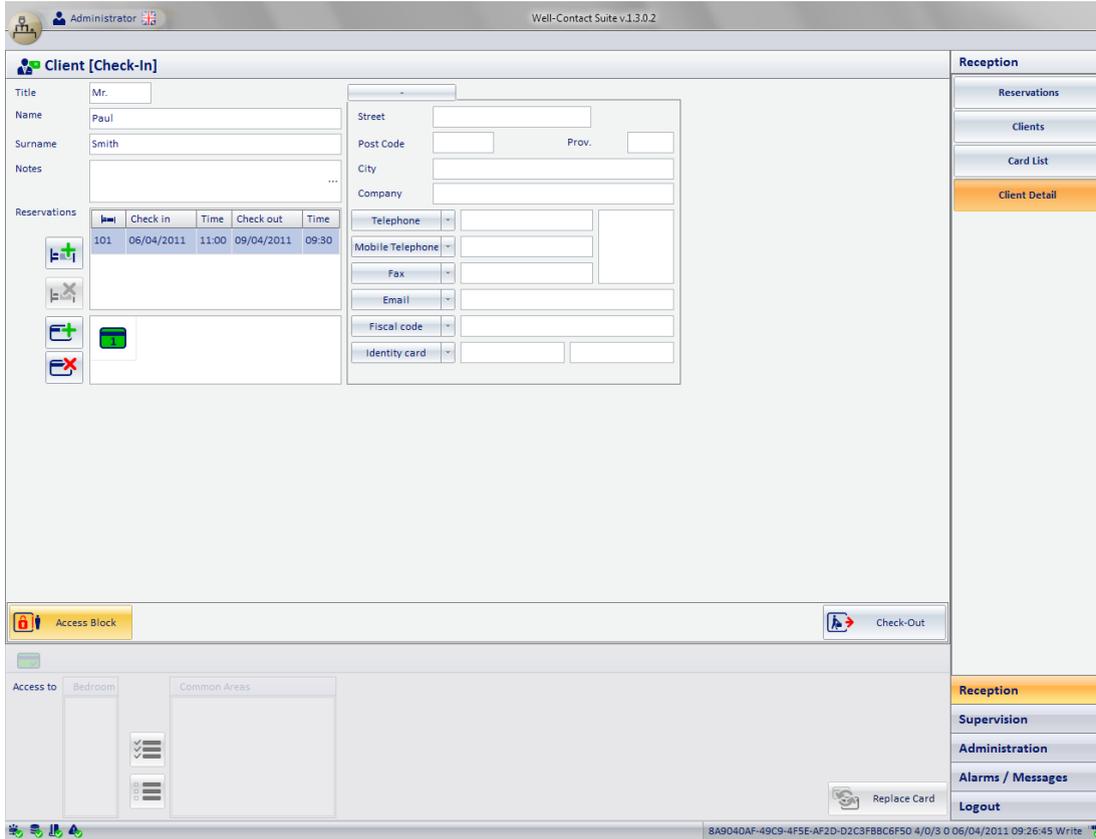
The Well-Contact Suite software provides a command to lock (temporarily, until it's "unlocked") all access to the rooms assigned to a customer who is in the "Checked in" status.

Under this condition all the cards assigned to the customer will be disabled (until they're "unlocked").

Such a function is provided for situations when the administrator of the hotel wants to withdraw (temporarily) all access rights granted to a customer.

The operation of "Locking access" for a customer and related function of "Unlocking access" does not require the programming of the customer card (or cards), so it can be done even when the cards are still in the hands of the customer.

Customer access is locked pressing the "Lock Access" button, as shown in the picture below:

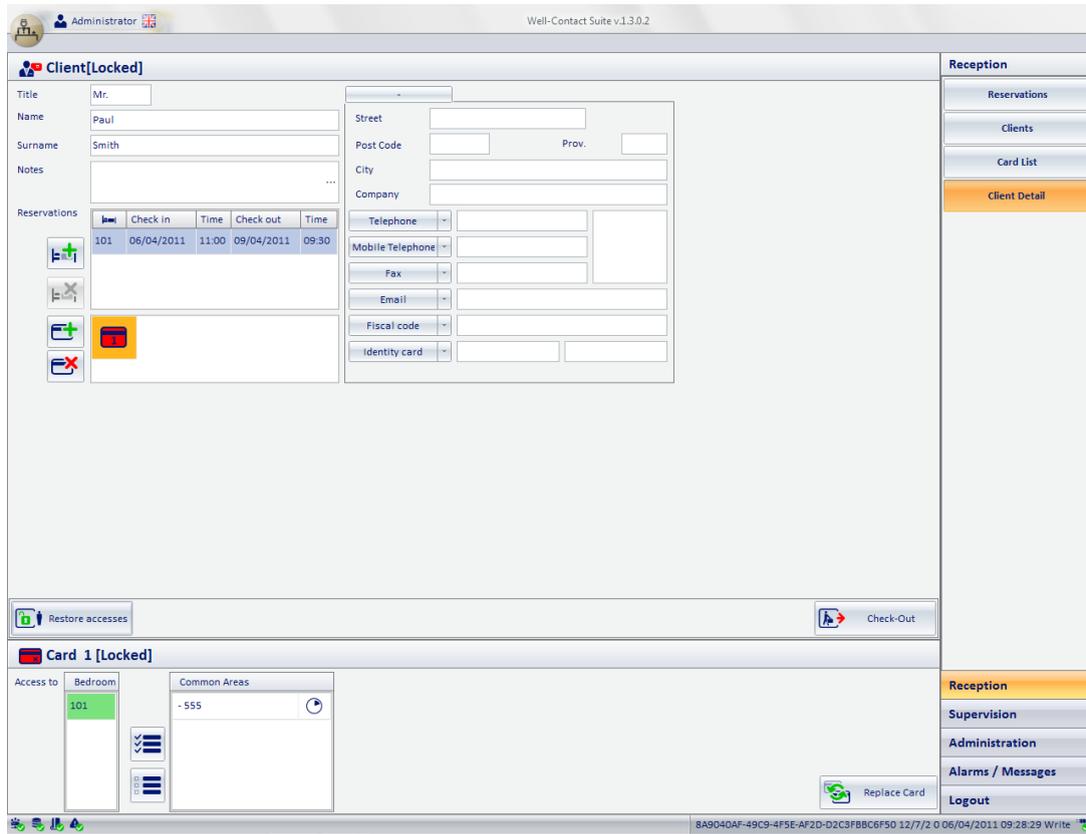


The screenshot shows the 'Client [Check-In]' window in the Well-Contact Suite v.1.3.0.2 software. The window is divided into several sections:

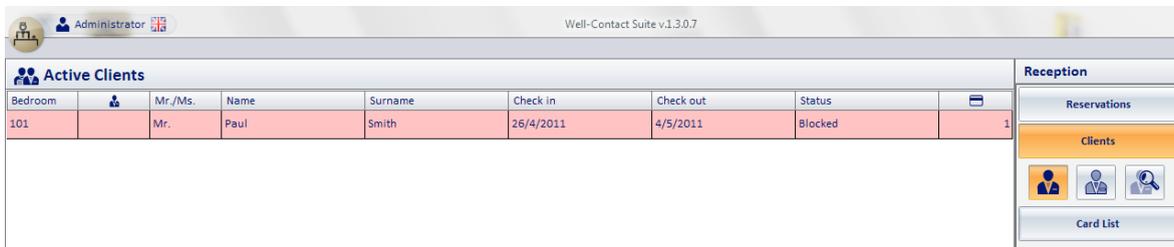
- Client [Check-In] Form:** Contains fields for Title (Mr.), Name (Paul), Surname (Smith), Notes, Street, Post Code, City, Company, Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card.
- Reservations Table:**

Reservations	Check in	Time	Check out	Time
101	06/04/2011	11:00	09/04/2011	09:30
- Access Block:** A button labeled 'Access Block' with a lock icon.
- Check-Out:** A button labeled 'Check-Out' with a check-out icon.
- Access to:** A section with 'Bedroom' and 'Common Areas' tabs and a list of access points.
- Replace Card:** A button labeled 'Replace Card' with a card icon.
- Right Sidebar:** A vertical menu with options: Reception, Reservations, Clients, Card List, Client Detail (highlighted), Reception, Supervision, Administration, Alarms / Messages, and Logout.

After the "locking" procedure, the "Customer Detail" window will look as in the picture below.



In the customer list, a locked customer will appear as shown in the picture below.



In the planner ("Reservations" window), the rooms associated with a "locked" customer look as in the picture below.

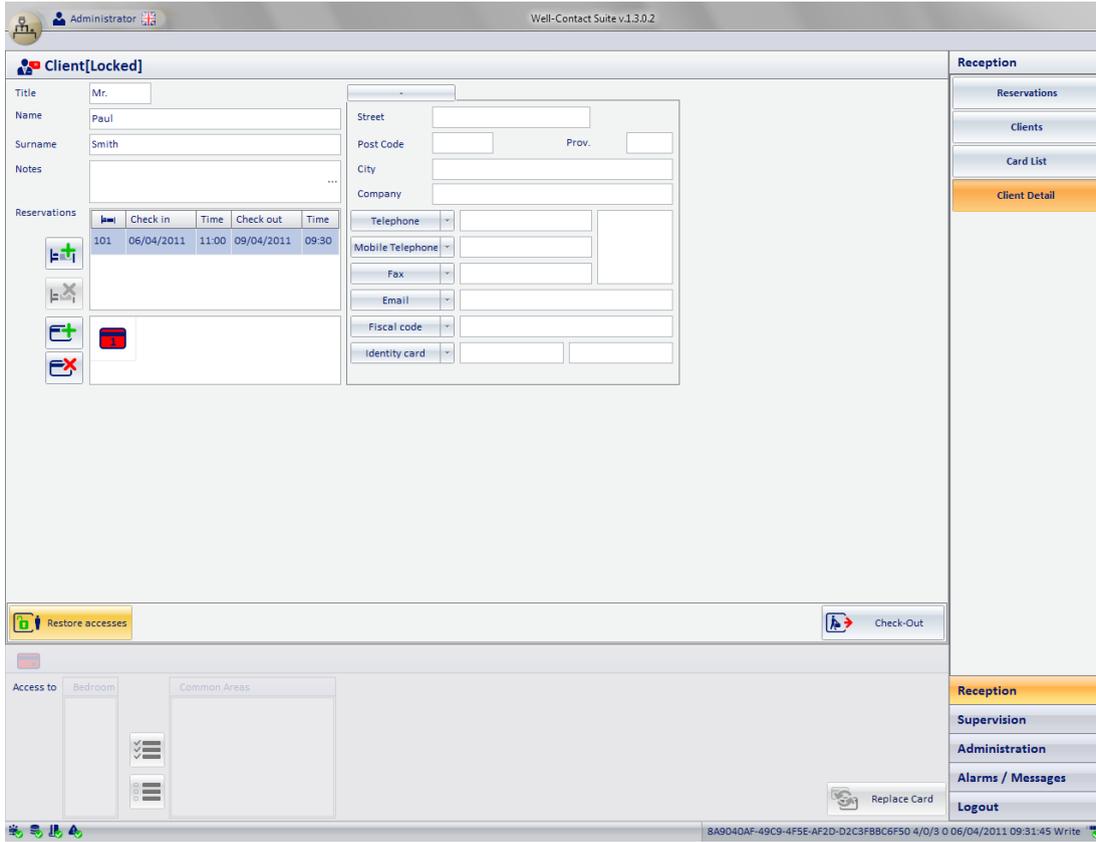


After the "unlocking" procedure, the "Customer Detail" window, planner, and customer list take back the normal appearance provided for the "checked in" status, the same as it was before the lockout.

## "Unlocking" customer access

"Unlocking" customer access will cancel the previous "locking" operation, resetting all the access rights originally granted to the customer and temporarily withdrawn by the "locking access" operation.

Customer access is unlocked pressing the "Unlock Access" button, as shown in the picture below:



The screenshot shows the VIMAR software interface. At the top, it displays 'Administrator' and 'Well-Contact Suite v.1.3.0.2'. The main window is titled 'Client[Locked]'. It contains a form for client details with fields for Title (Mr.), Name (Paul), Surname (Smith), Street, Post Code, Prov., City, Company, Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card. Below the form is a 'Reservations' table with columns for Check in, Time, Check out, and Time. The table shows one reservation for room 101 on 06/04/2011 from 11:00 to 09:30 on 09/04/2011. There are buttons for adding, deleting, and editing reservations. At the bottom of the window, there is a 'Restore accesses' button and a 'Check-Out' button. The interface also shows a sidebar with navigation options: Reception, Reservations, Clients, Card List, Client Detail, Reception, Supervision, Administration, Alarms / Messages, and Logout. The status bar at the bottom shows the user ID '8A9D40AF-49C9-4F5E-AF2D-D2C3FB8C6F5D' and the date/time '4/0/3 0 06/04/2011 09:31:45 Write'.

After the "unlocking" procedure, the "Customer Detail" window, planner, and customer list take back the normal appearance provided for the "checked in" status, the same as it was before the lockout.

## The Supervision section

### Introduction

The supervision Section of the Well-Contact Suite software allows for the management of the Well-Contact automation system, in terms of viewing (and using) the status of the devices in the Well-Contact system and their control. From a topological point of view, the whole system is divided into areas (or zones) commonly used to identify the different areas of a structure, according to the function of the same areas.

To control the Well-Contact system devices, in addition to the direct control of a single device, the Well-Contact Suite software enables the management of groups of devices via:

- Scenarios
- "Function Masters"
- "Zone Masters"

The "Supervision" section, in turn, is divided into two sub-sections, which are described in the following chapters:

- The "Zone Management" sub-section
- The "Events List" subsection

NOTE: If any suites (a set of interconnecting rooms that must be managed as a single room) are configured in the hotel, these are represented as a room that contains the devices of the rooms that compose it.

IMPORTANT: TO MANAGE THE ELECTRICITY/LOADS OF A SUITE CORRECTLY, THE WELL-CONTACT SUITE SOFTWARE MUST BE ACTIVE AND PROPERLY CONNECTED TO THE KNX BUS.

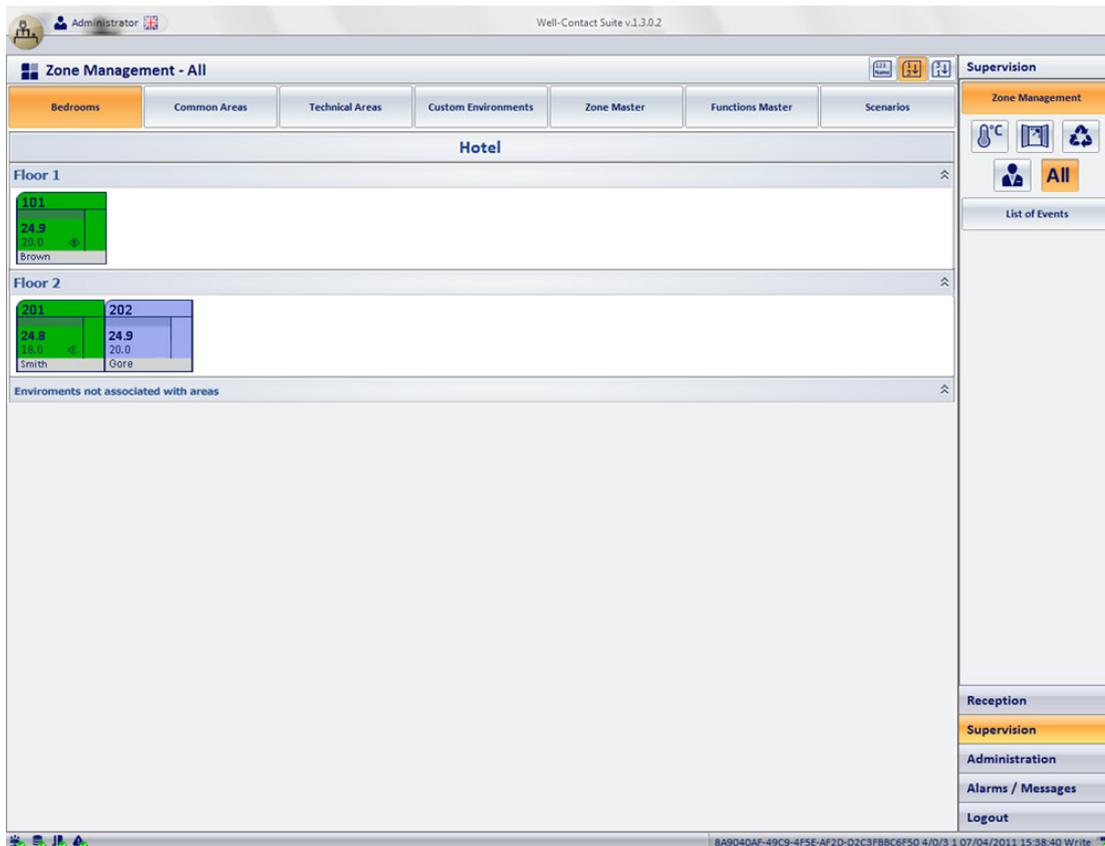
E.g. Suite 110 is given by the set of two rooms 101 and 102 and is represented as shown in the following figure.



### The "Zone Management" sub-section

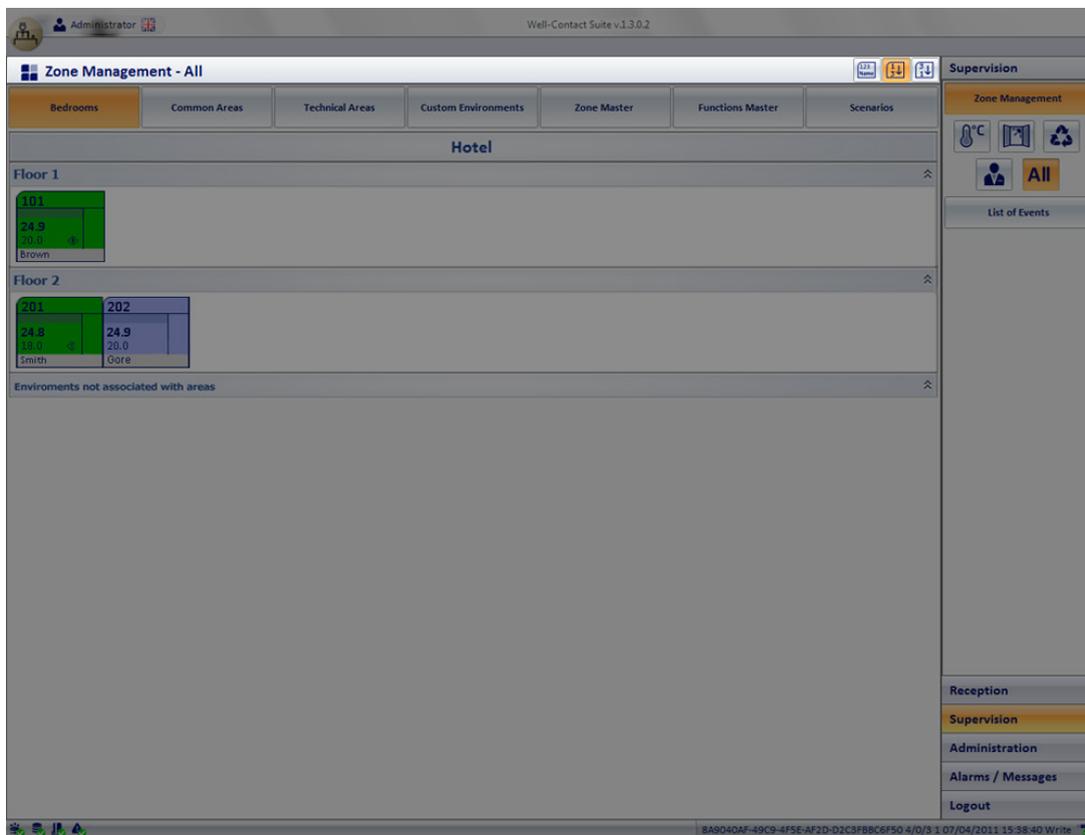
To access the "Zone Management" sub-section, go to the "Supervision" section (by pressing the "Supervision" button) and then press the "Zone Management" button.

The appearance of the "Zone Management" sub-section is shown in the picture below.



You can identify the following areas, which will later be described in detail:

- **Title bar.** It consists of the top of the window.  
The left side displays the description of the active "thematic" view, while on the right a few buttons for displaying the items in the workspace are located.



Possible thematic views can be seen in the following table:

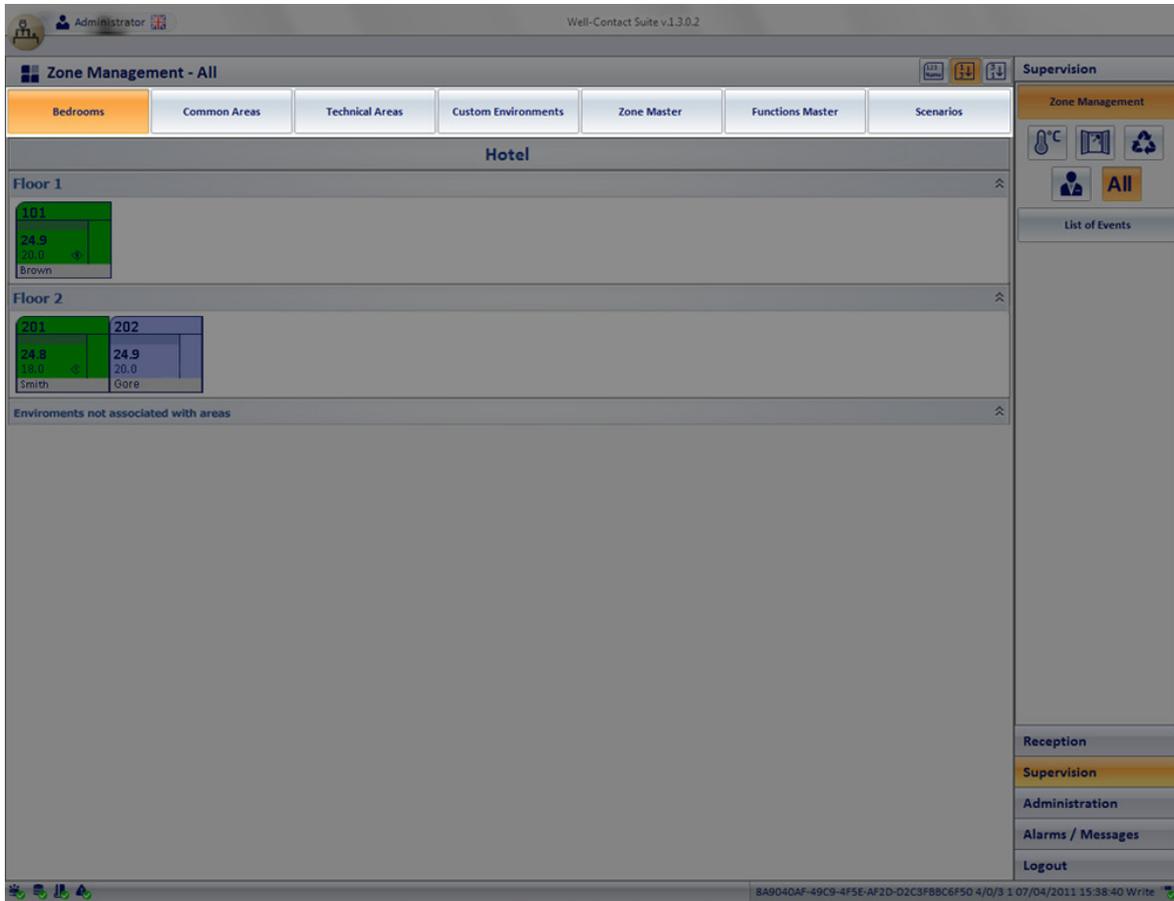
Symbol in the Title	Title	Description
	All	Every environment in the selected area is represented by a graphical symbol that shows the status of the main features of the devices installed in the environment itself. This view is not available for all selected areas.
	Temperature	Every environment in the 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.

Note: As will be described in detail below, the display of all the symbols summarizing the main features of the devices installed in the environment depends on the actual presence of the devices and the proper configuration of the same.

The buttons for setting the display options of the items in the workspace are described in the following table.

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.

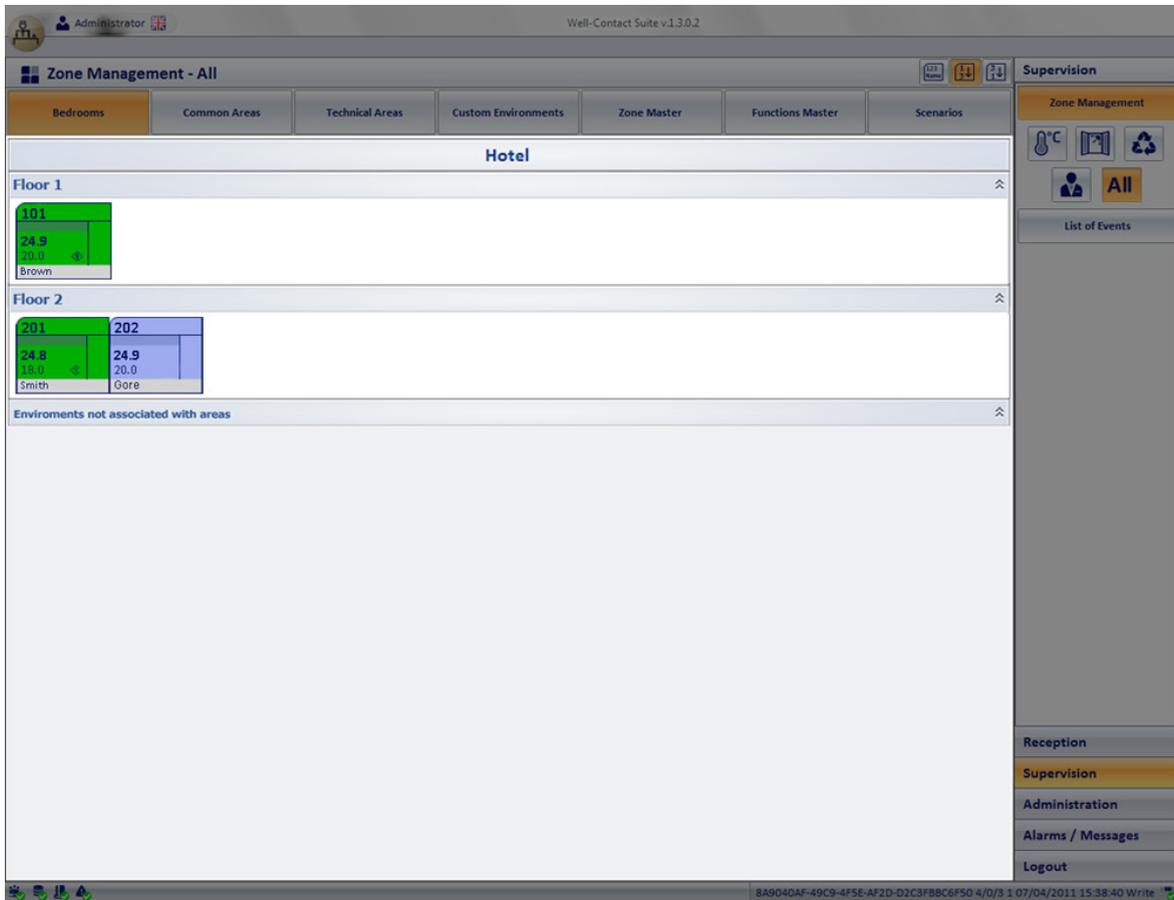
- **Selection bar of the areas to be displayed.** It consists of a "tab" list to select the set of areas to be managed. All areas are grouped according to common characteristics.



The following table lists the sets of areas shown in the bar above.

Title	Description
<b>Rooms</b>	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.
<b>Common Areas</b>	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..
<b>Technical Areas</b>	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..
<b>Customized Environments</b>	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..
<b>Zone Master</b>	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.
<b>Functions Master</b>	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.
<b>Scenarios</b>	These areas include all the scenarios that were created during the configuration. These are "virtual" zones.

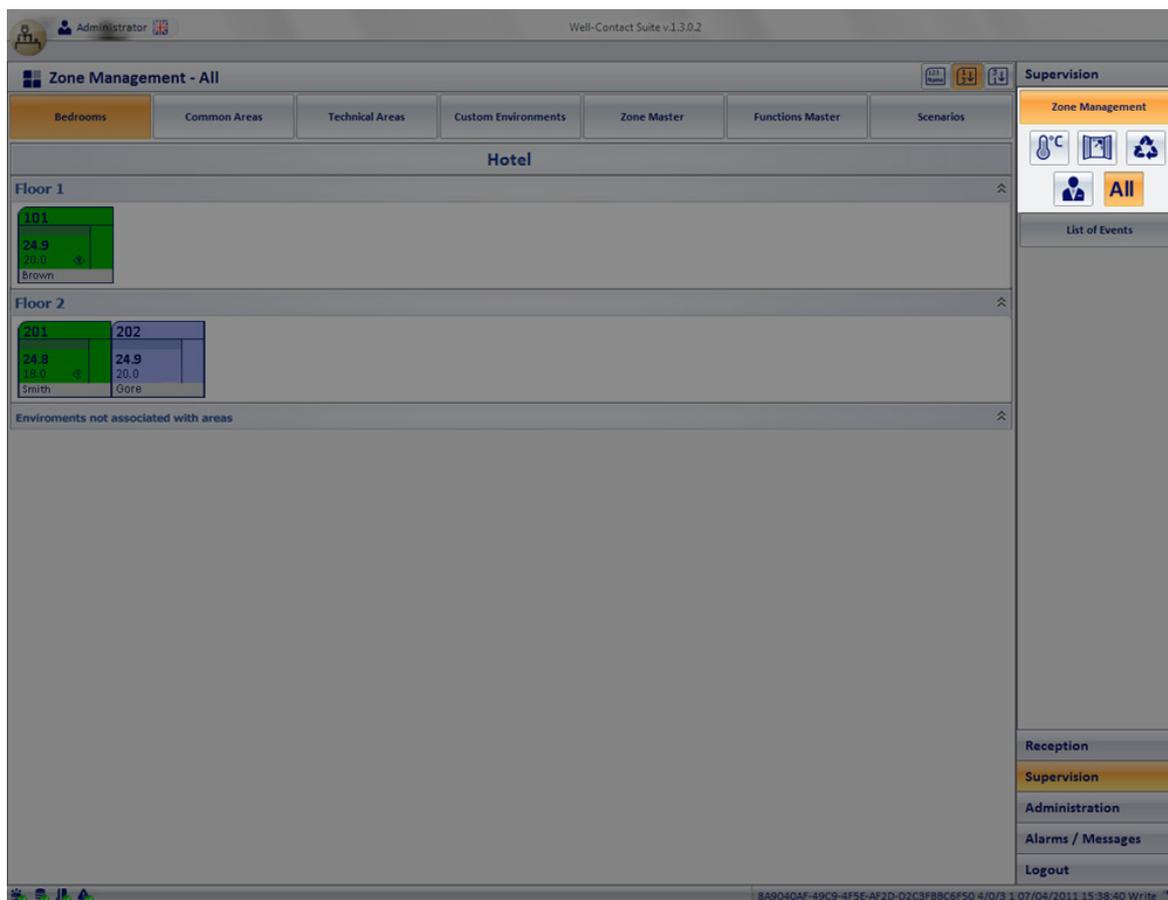
- **Workspace.** It is represented by a window where all the selected areas are placed in an orderly manner. Selecting (left clicking) a specific area, you can enter the detail view of the area.



### 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.

- **Area including the buttons for the activation of the "thematic views" of the elements contained in the zones.** For some areas you can choose to view only certain devices or certain features of the environment. The Well-Contact Suite Software includes certain "thematic views" that are generally used for the supervision of automation system within the hospitality or service industry. In the event that the administrator of the system requires more views you can create custom views using the "Custom environments".



Here follows the detailed description of the display of the zone groups, with the possible "thematic views" associated.

## Rooms

### Introduction

The Well-Contact Suite software provides, as already noted above, the ability to view summary symbolic representations of the main features of the automation system devices contained in the hotel rooms.

These representations can be selected via the buttons to set "thematic views", as described above.

The symbols representing the rooms, apart from the thematic view, take a color depending on the status of the room.

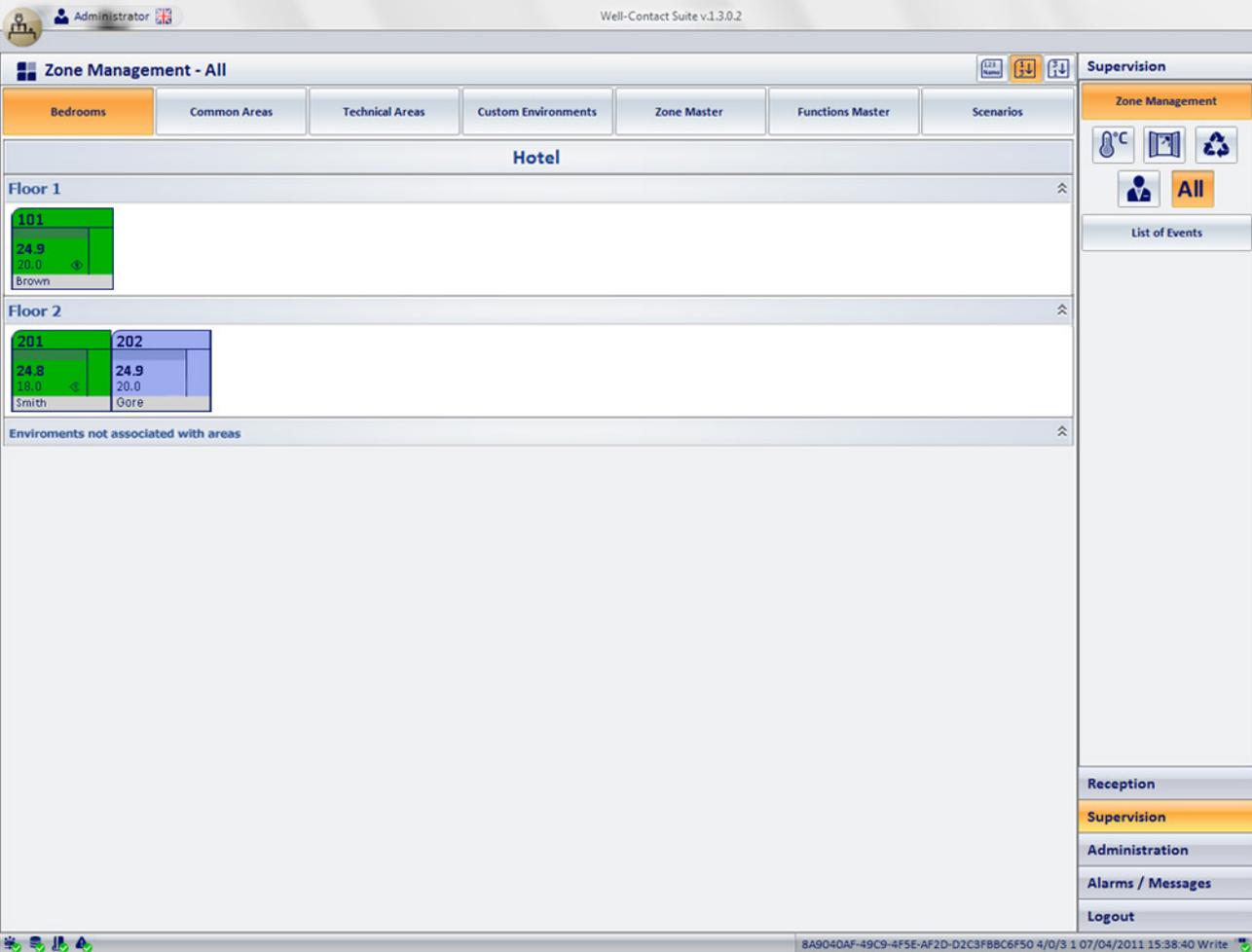
The following table lists the possible statuses of a room, in the zones view, with their descriptions.

color	Status	Description
	Free room	The room is not occupied and not booked (at least for the current night).
	Room not booked, client in room	The room is not booked but is occupied by a client (guest type card).
	Room not available	The room has currently one of the following reservation statuses: booked room, checked in room.
	Checked in room	The room has currently the following reservation status: checked in room (with customer inside the room).
	Maintenance or Staff in the room	The room is not available for customers, it was put under maintenance through the related option provided by the planner. The colour grey associated to the display of the "staff in the room" symbol indicates that at that moment there are staff in the room, not necessarily associated to a room maintenance period set in 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 summary view (All)

It is the view where each room is represented by a symbol that sums up the status of the main features of the same.

To select the summary view, press the "All" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the room in the view "All"

As anticipated, in the summary view (All) for the representation of the rooms is used a symbol that sums up the status of the main features of the room.

The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In summary graphical symbol of the room you can distinguish the following three areas:

• **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Room number</b>	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.
	<b>Name of the Alarms</b>	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  .
	<b>Room Alarms</b>	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). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: <ul style="list-style-type: none"> <li> : Request for assistance from the customer</li> <li> : Fire Alarm</li> <li> : Technical alarm</li> <li> : Intrusion Alarm</li> <li> : Flooding danger alarm</li> <li> : Temperature is too high alarm</li> <li> : Temperature is too low alarm</li> <li> : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

• **Right vertical bar**

This area shows the status of the data reported in the following table.

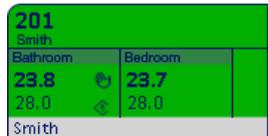
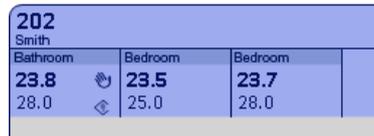
Symbol	Data	Description
	<b>Open room window status</b>	If at least one bedroom window is open, you'll see the "Open Window" symbol. The symbol does not appear if all the windows in the room are closed.
	<b>Room cleaning status</b>	The symbol "Room to clean" appears if the room has to be cleaned (if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

• **Area of the summary symbols of the thermostats in the room**

For each thermostat in the room is placed, in this area, the summary graphical symbol of Vimar's Well-Contact system's thermostat (or of the third-party KNX thermostat, if properly configured).

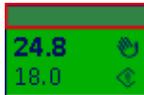
In the automatic mode, the Well-Contact Suite software composes the summary symbol of the room entering as many " thermostat modules" as the actual thermostat installed (and configured) in the room.

The following table shows examples with one, two and three thermostats (the graphical symbols of rooms with a larger number of thermostats will be created in a similar way).

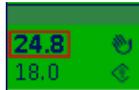
A thermostat	Two thermostats	Three thermostats
		

The summary representation of the Well-Contact system's thermostat provides the display the following information:

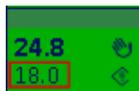
- **Description.** It is a text field that displays the description of the thermostat (if it was entered during the configuration). This field is very important if there is more than a thermostat in the room, to be able to distinguish them.



- **Measured temperature.** It is a numeric field that displays the temperature measured by the thermostat.



- **Set Temperatures** It is a numeric field that displays the set temperature.

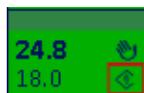


- **Manual setting status (local).** This field displays the symbol of a "hand" if you have made any changes to the set temperature and/or speed of the fancoil through the buttons on the thermostat, when in "Comfort" operating mode.

NOTE: This information is not available for third-party KNX thermostats.



- **Operating mode of the thermostat** This field displays a graphical symbol that identifies the operating mode of the thermostat.



Here follows the table with the symbols displayed and the related operating modes of the thermostat.

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

- **Bottom horizontal bar.** This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Customer's last name</b>	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.
	<b>Customer presence in the room</b>	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
	<b>Presence of Staff in the room</b>	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.
	<b>Do Not Disturb</b>	If the customer presses the button "Do Not Disturb", you'll see the sign "Do Not Disturb. "

**Note :** In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

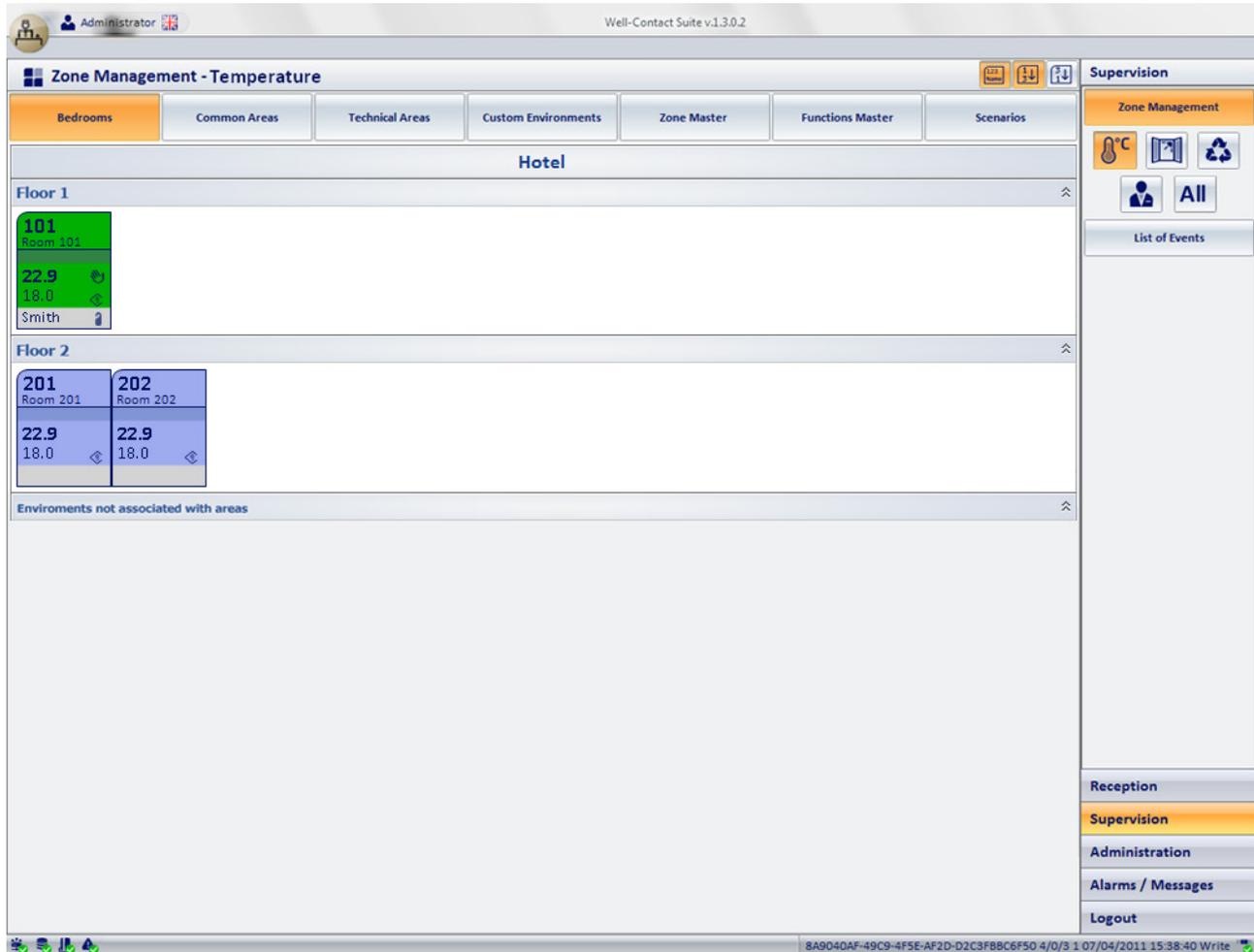
### Access to the detail view of the room

Selecting (left clicking) the symbol representing a room, you'll access the "detail view" of the room. The "detail view" of the room is described in the chapter **The detail view of the room**.

### The thermostats view (Temperature)

It is the view where each room is represented by a symbol that sums up the status of the main features of the thermostat, or thermostats, which are inside it.

To select the summary view, press the "Temperature" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the room in the view "Temperature"

As anticipated, in the "Temperature" view, for the representation of the rooms is used a symbol that sums up the status of the main features of the thermostat, or thermostats, which are inside it.

The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

• **Top horizontal bar**

This area shows the status of the data reported in the following table.

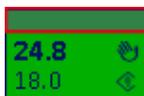
Symbol	Data	Description
	<b>Room number</b>	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.
	<b>Name of the Alarms</b>	It is a text field that displays 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 (  ).
	<b>Room Alarms</b>	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). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: <ul style="list-style-type: none"> <li> : Request for assistance from the customer</li> <li> : Fire Alarm</li> <li> : Technical alarm</li> <li> : Intrusion Alarm</li> <li> : Flooding danger alarm</li> <li> : Temperature is too high alarm</li> <li> : Temperature is too low alarm</li> <li> : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

• **Area of the summary symbols of the thermostats in the room**

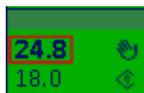
For each thermostat in the room is placed, in this area, the summary graphical symbol of Vimar's Well-Contact system's thermostat. In the automatic mode, the Well-Contact Suite software composes the summary symbol of the room entering as many " thermostat modules" as the actual thermostat installed (and configured) in the room.

The summary representation of the Well-Contact system's thermostat provides the display the following information:

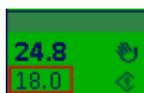
- **Description.** It is a text field that displays the description of the thermostat (if it was entered during the configuration). This field is very important if there is more than a thermostat in the room, to be able to distinguish them.



- **Measured temperature.** It is a numeric field that displays the temperature measured by the thermostat.



- **Set Temperature.** It is a numeric field that displays the temperature measured by the thermostat.

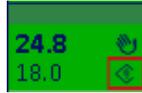


- **Manual setting status (local).** This field displays the symbol of a "hand" if you have made any changes to the set temperature and/or speed of the fancoil through the buttons on the thermostat, when in "Comfort" operating mode.

NOTE: This information is not available for third-party KNX thermostats.



- **Operating mode of the thermostat** This field displays a graphical symbol that identifies the operating mode of the thermostat.



Here follows the table with the symbols displayed and the related operating modes of the thermostat.

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

- **Bottom horizontal bar.** This area shows the data described in the following table.

Symbol	Data	Description
	<b>Customer's last name</b>	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.
	<b>Customer presence in the room</b>	If the customer is in the room, you'll see the "Customer in the Room" symbol. The "customer in the room" information is given by the pocket transponder reader located inside the room
	<b>Presence of Staff in the room</b>	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.
	<b>Do Not Disturb</b>	If the customer presses the button "Do Not Disturb", you'll see the sign "Do Not Disturb. "

**Note :** In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

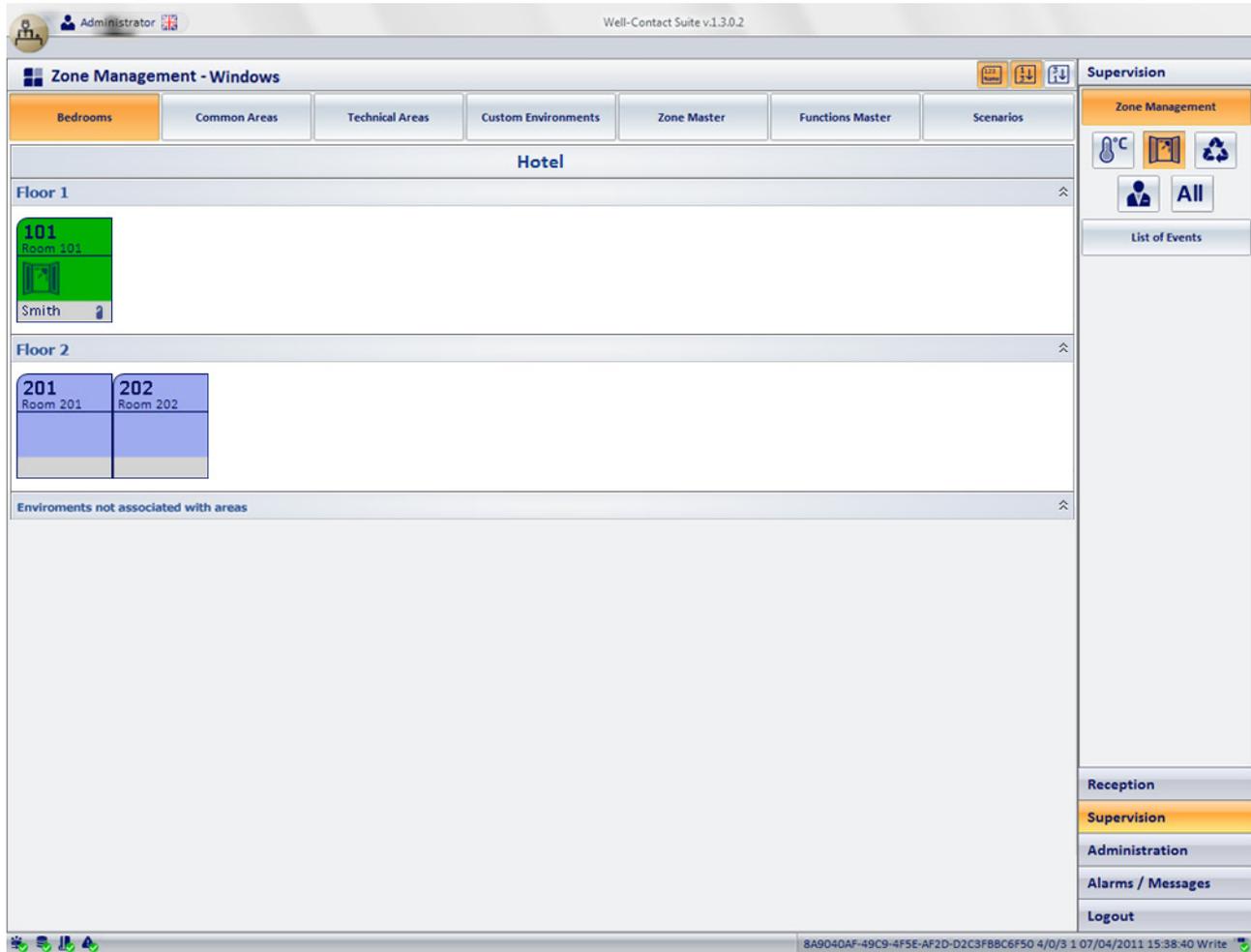
### Access to the detail view of the room

Selecting (left clicking) the symbol representing a room, you'll access the "detail view" of the room. The "detail view" of the room is described in the chapter **The detail view of the room**.

### The windows opening status view (Windows)

It is the view where each room is represented by a symbol that sums up the status of the opening of the windows.

To select the summary view, press the "Windows" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the room in the "Windows" view

As anticipated, in the "Windows" view, for the representation of the rooms is used a symbol that sums up the status of the opening of the windows. The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

• **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Room number</b>	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.
	<b>Name of the Alarms</b>	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 (  ).
	<b>Room Alarms</b>	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). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: <ul style="list-style-type: none"> <li> : Request for assistance from the customer</li> <li> : Fire Alarm</li> <li> : Technical alarm</li> <li> : Intrusion Alarm</li> <li> : Flooding danger alarm</li> <li> : Temperature is too high alarm</li> <li> : Temperature is too low alarm</li> <li> : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

• **Area of the symbol for the opening status of the windows in the room**

This area is shown in the following picture.



The symbol of an open window appears () if at least one of the windows in the room is open. No symbol appears if all the windows in the room are closed.

• **Bottom horizontal bar.** This area shows the data described in the following table.

Symbol	Data	Description
	<b>Customer's last name</b>	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.
	<b>Customer presence in the room</b>	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.
	<b>Presence of Staff in the room</b>	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.
	<b>Do Not Disturb</b>	If the customer presses the button "Do Not Disturb", you'll see the sign "Do Not Disturb. "

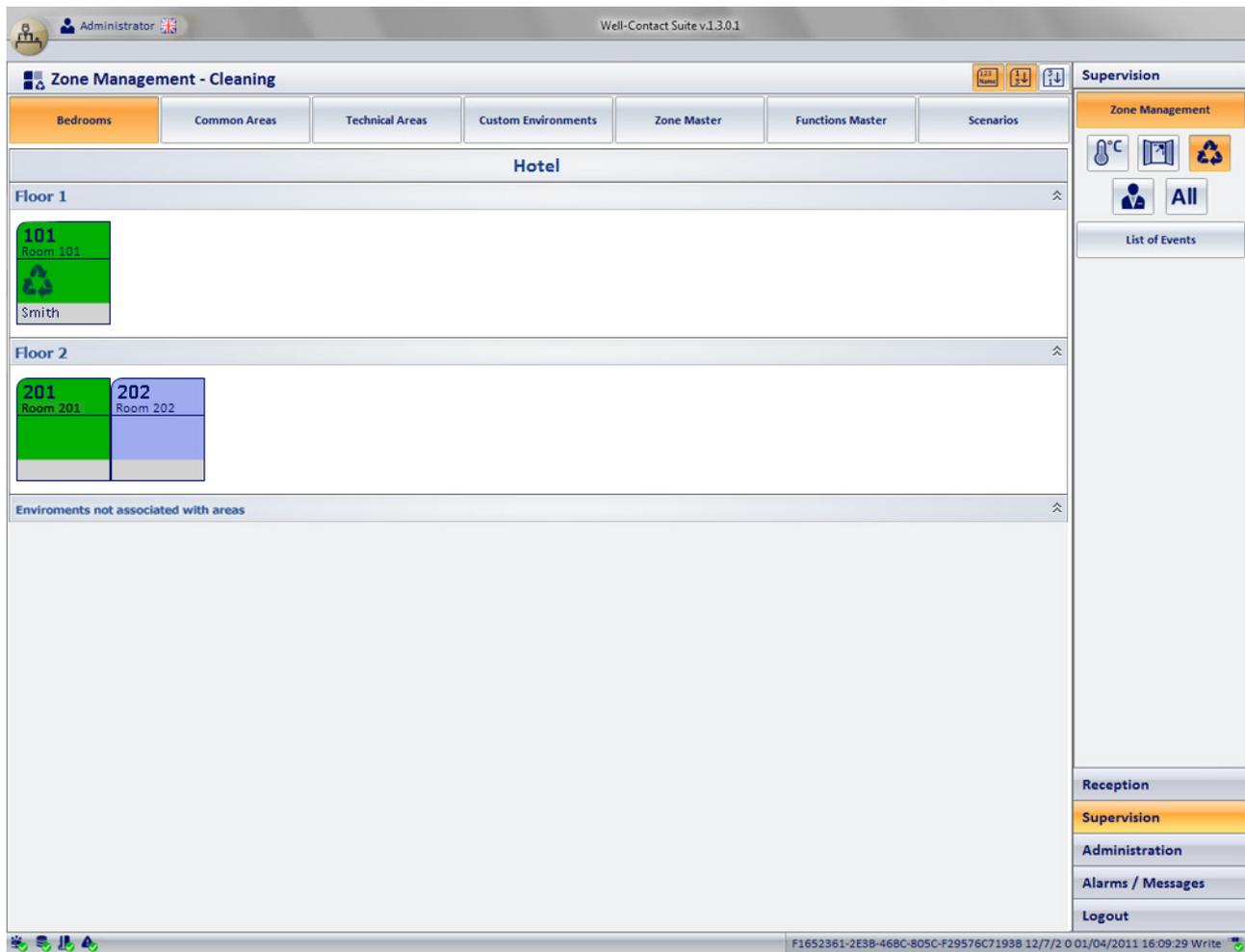
**Note :** In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

**Access to the detail view of the room**

Selecting (left clicking) the symbol representing a room, you'll access the "detail view" of the room. The "detail view" of the room is described in the chapter **The detail view of the room.**

### The clean room status view (Cleaning)

It is the view where each room is represented by a symbol that sums up the status of cleanliness. To select the summary view, press the "Cleaning" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the room in the view "Cleaning"

As anticipated, in the "Cleaning" view, for the representation of the rooms is used a symbol that sums up the status of cleanliness of the room, or the notification of the "room to clean" or "room to rearrange" status.

The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

• **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Room number</b>	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.
	<b>Name of the Alarms</b>	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 (  ).
	<b>Room Alarms</b>	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). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: <ul style="list-style-type: none"> <li> : Request for assistance from the customer</li> <li> : Fire Alarm</li> <li> : Technical alarm</li> <li> : Intrusion Alarm</li> <li> : Flooding danger alarm</li> <li> : Temperature is too high alarm</li> <li> : Temperature is too low alarm</li> <li> : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

• **Area of the symbol of the room to clean status**

This area is shown in the following picture.



The symbol of cleaning (or tidying up) appears () if the cleanliness status management detects this condition.

• **Bottom horizontal bar.** This area shows the data described in the following table.

Symbol	Data	Description
	<b>Customer's last name</b>	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.
	<b>Customer presence in the room</b>	If the customer is in the room, you'll see the "Customer in the Room" symbol. The "customer in the room" information is given by the pocket transponder reader located inside the room.
	<b>Presence of Staff in the room</b>	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.
	<b>Do Not Disturb</b>	If the customer presses the button "Do Not Disturb", you'll see the sign "Do Not Disturb. "

**Note :** In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

### Access to the detail view of the room

Selecting (left clicking) the symbol representing a room, you'll access the "detail view" of the room. The "detail view" of the room is described in the chapter **The detail view of the room**.

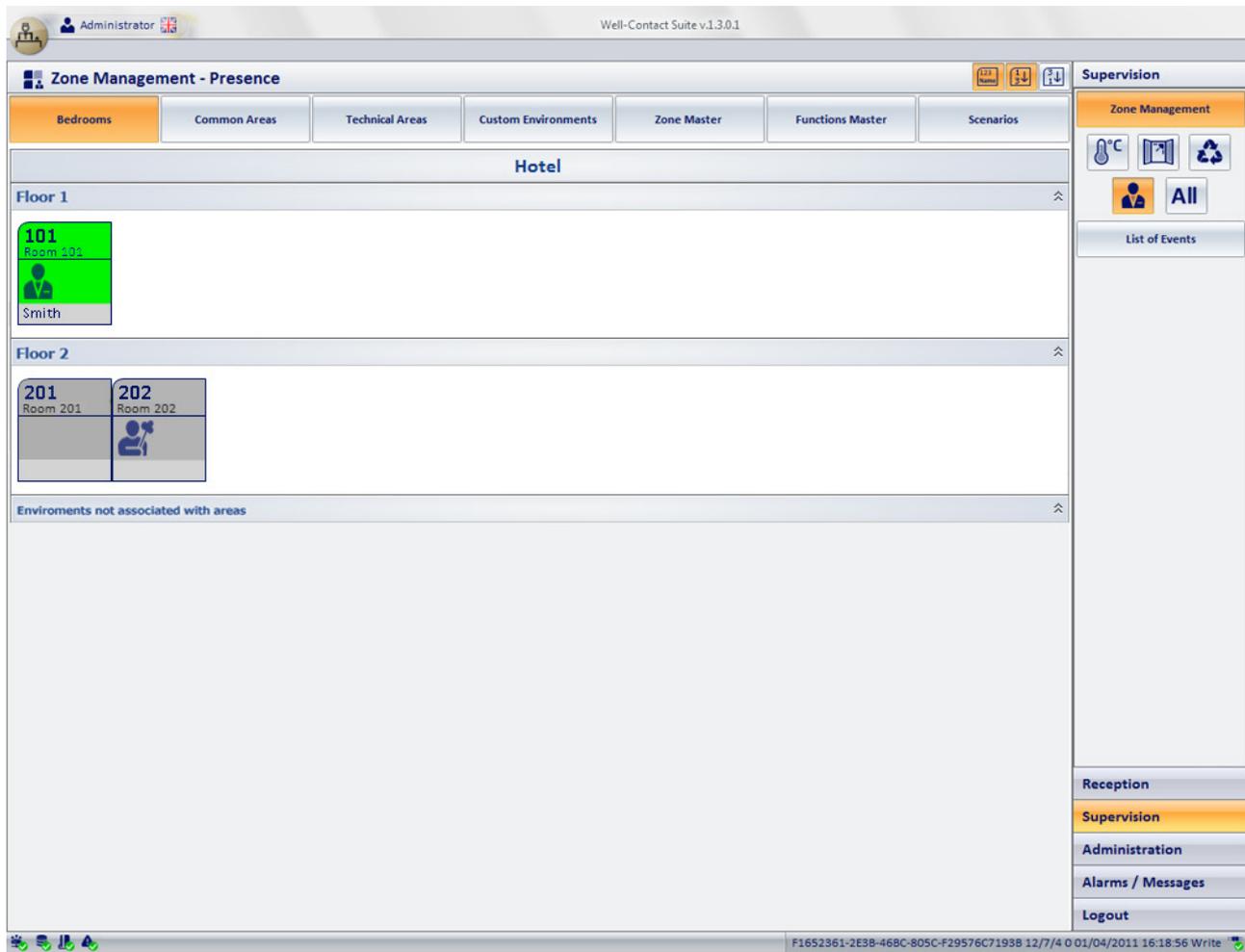
### The view of the presence in the room status

It is the view where each room is represented by a symbol that sums up the status of presence in the room.

This information is provided by the pocket transponder reader, which is installed inside the room.

The system is able to detect the presence of a customer or staff member.

To select the summary view, press the "Presence" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the room in the view "Presence"

As anticipated, in the "Presence" view, for the representation of the rooms is used a symbol that sums up the status of presence of customers or staff members.

The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

• **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Room number</b>	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.
	<b>Name of the Alarms</b>	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 (  ).
	<b>Room Alarms</b>	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). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: <ul style="list-style-type: none"> <li> : Request for assistance from the customer</li> <li> : Fire Alarm</li> <li> : Technical alarm</li> <li> : Intrusion Alarm</li> <li> : Flooding danger alarm</li> <li> : Temperature is too high alarm</li> <li> : Temperature is too low alarm</li> <li> : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

• **Area of the symbol of the presence in the room**

This area is shown in the following picture.



Here follows a table with the description of the possible statuses shown in that area.

Symbol	Data	Description
	<b>Customer presence in the room</b>	If the customer is in the room, you'll see the "Customer in the Room" symbol. The "customer in the room" information is given by the pocket transponder reader located inside the room.
	<b>Customer presence in the room + "Do Not Disturb"</b>	The customer is in the room and has pressed the button to report the condition "Do Not Disturb."
	<b>Presence of Staff in the room</b>	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.

- **Bottom horizontal bar.** In this area, if the room is assigned to a customer (in either one of the statuses: "Booked", "Checked-In", "Locked"), you'll receive the last name of the customer.

**Note :** In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

### Access to the detail view of the room

Selecting (left clicking) the symbol representing a room, you'll access the "detail view" of the room. The "detail view" of the room is described in the chapter: **The detail view of the room.**

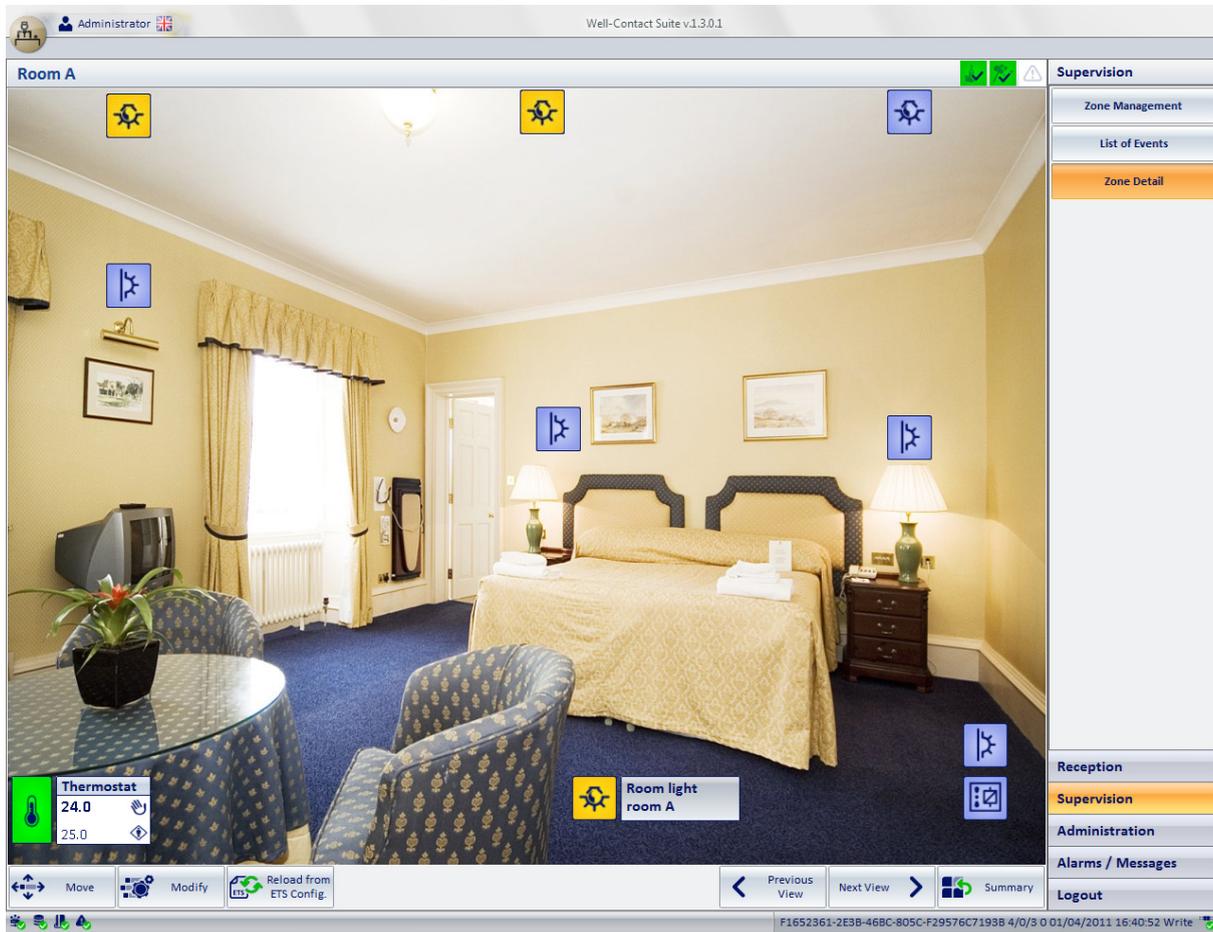
### Detail view of the thermostat

It is the view representing the environment "room" in detail.

As mentioned previously, in the description of the "summary thematic views" of the rooms, you'll reach the detail view of a room selecting (left-clicking) the related summary symbol seen in any of the thematic views described in the previous chapters.

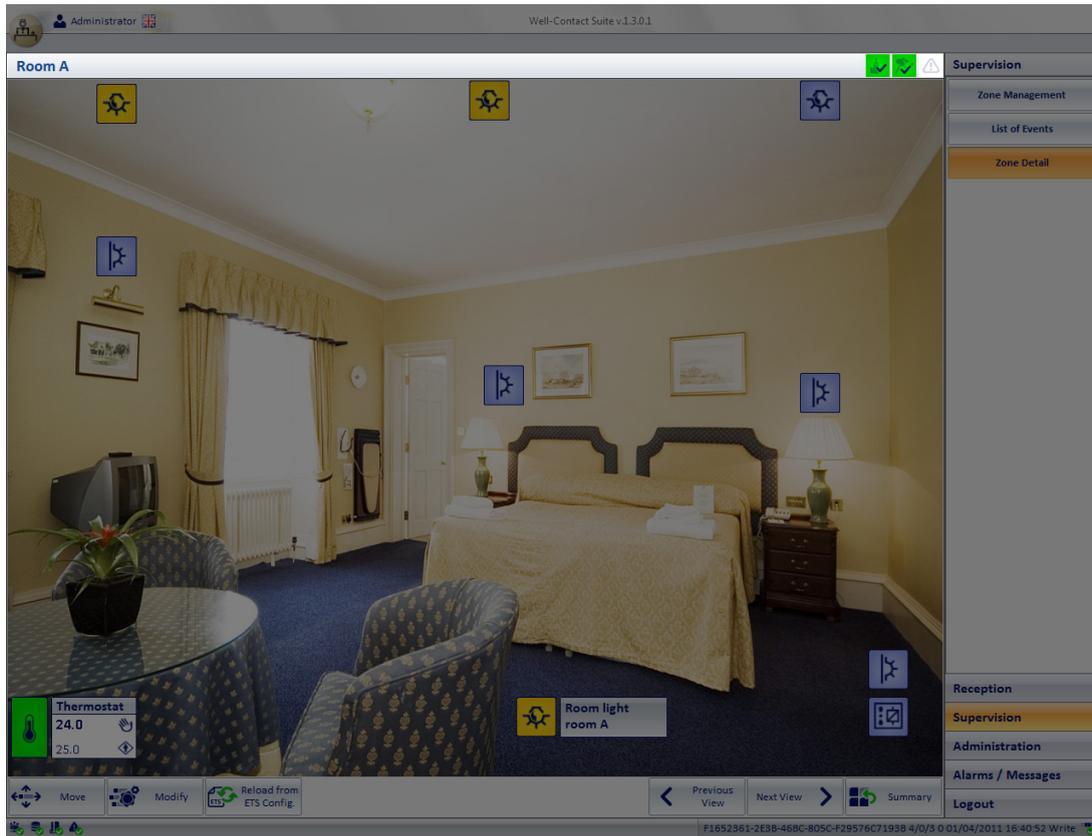
From the detail view of a room you can then go to the detail view of the next and previous room through the "previous" and "next" buttons, as will be described below.

The detail view window of a room appears as shown in the picture below:



You can identify the following areas, which will later be described in detail:

- **Title bar.** It consists of the top of the window.



The left side of the title bar displays the text description of the room, while on the right there is the group of room status icons, which are described below:

- **"Do not disturb" icon status.** The icon appears only if the customer has activated the "Do not disturb" warning.

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

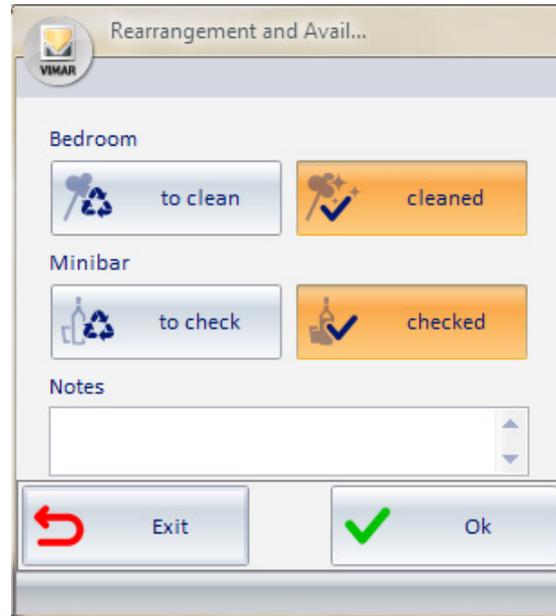
- **"Cleaning" status icon.** The icon appears only in the cleaning status icon.

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

Selecting the icon of the cleanliness of the room status leads to the window for the setting of the room status, shown in the picture below and described in the chapter **The "Tidying up and room availability" window.**

- **Status icon "preconditioning".** The corresponding icon appears when the "Preconditioning" function is activated on the camera.

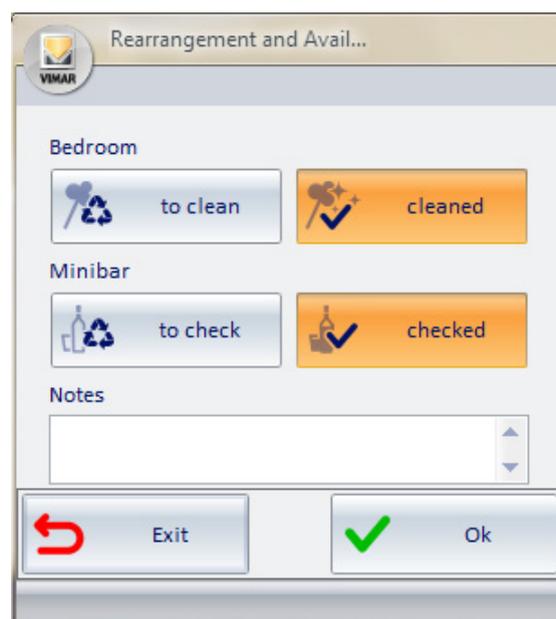
Graphical symbol	Description
	The preconditioning is not active in the room
	The preconditioning is active in the room



- **Status icon of checking of the minibar.** This icon shows the state of checking of the minibar, using the symbols described below:

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

Selecting the icon of the checking of the minibar status leads to the window for the setting of the room status, shown in the picture below and described in the chapter **The "Tidying up and room availability" window.**

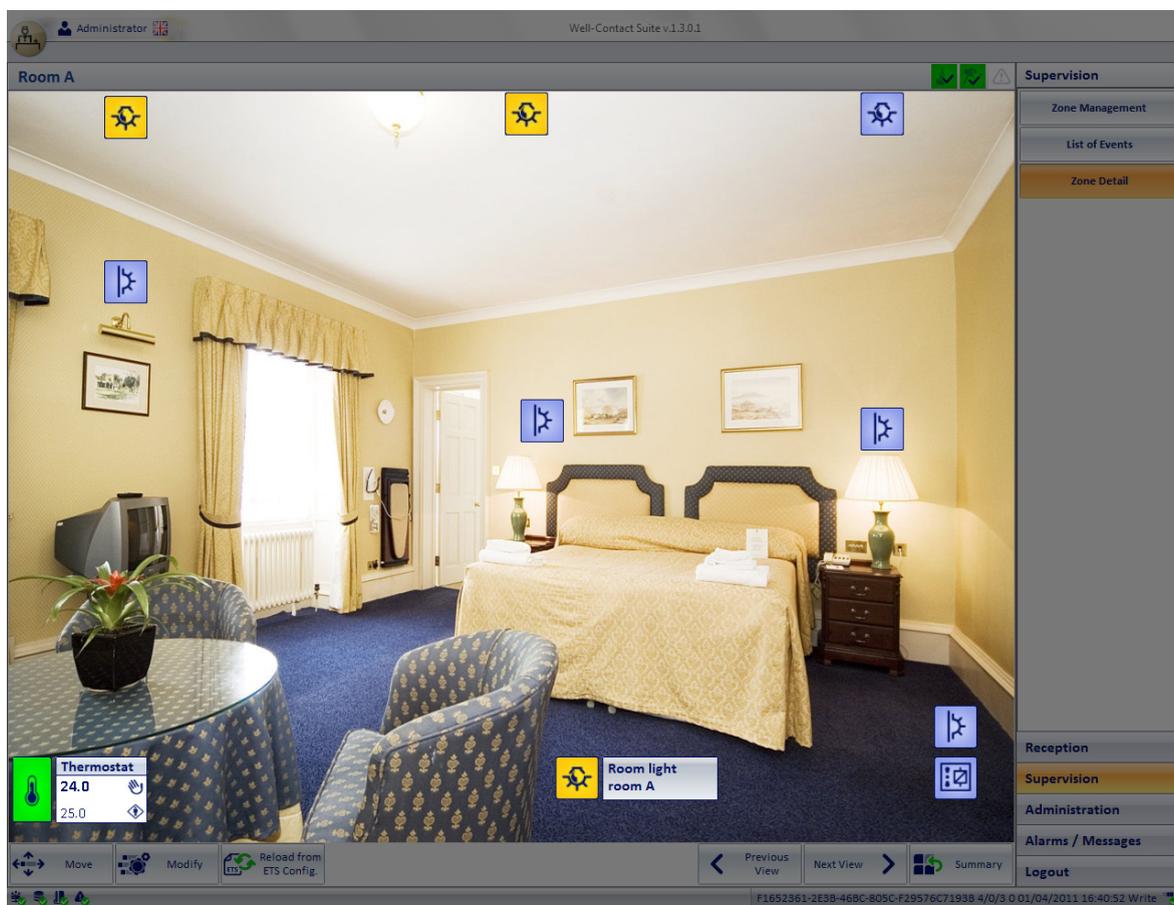


- **Alarms status icon.** This icon shows the status of alarms currently active in the room:

Graphical symbol	Description
	It is currently active at least an alarm associated with the room <sup>(5)</sup> 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.

- **Workspace.** It consists of the central area of the window and represents the room, with the graphical symbols of the devices contained therein, through which you can see the status of the device and you can send commands to the devices provided with this feature (those provided by the specific device). The management of the devices in the room through the related graphical symbols is described in the chapters **Devices status display** and **Devices control**.

The appearance of the detail view of the room is shown in the picture below.

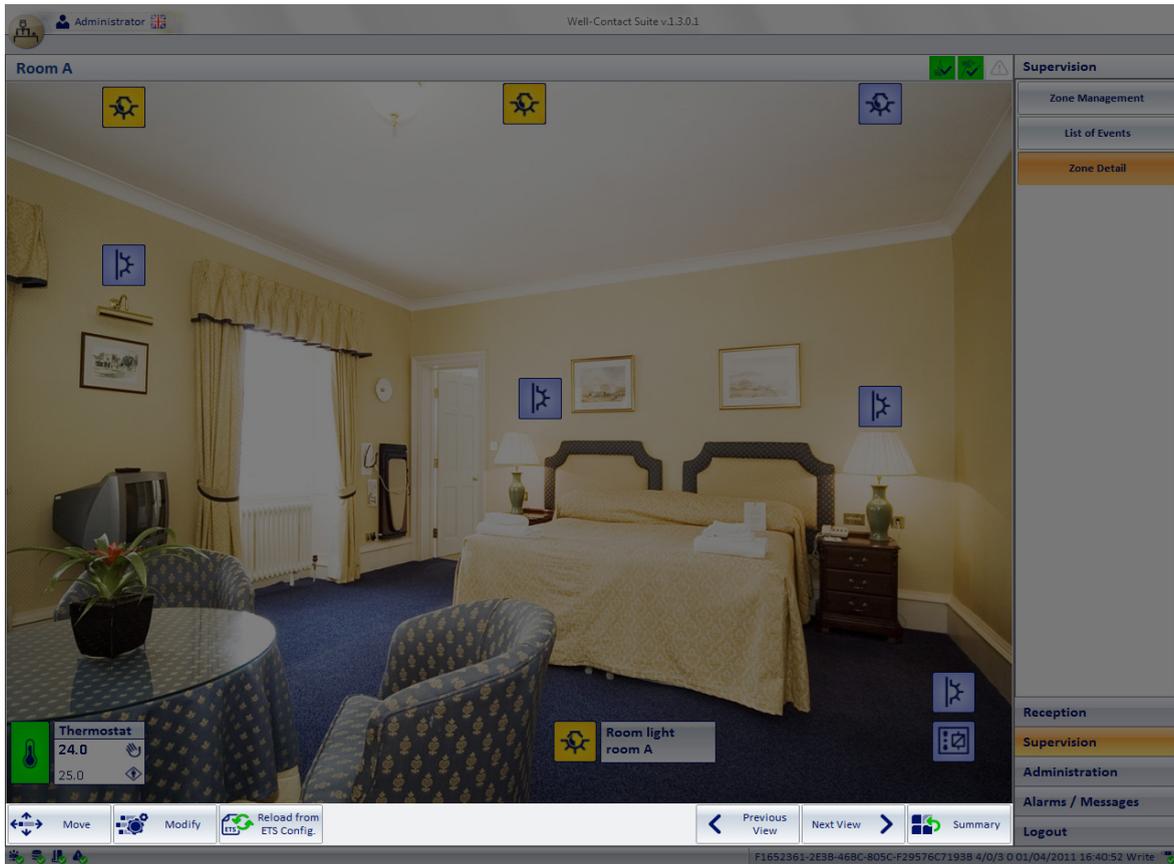


During the configuration you can change the background of the workspace, customizing it by importing an image, to make it easy and fast to interact with the devices in the room.

Even the graphical symbols of the devices, their size and position can be customized during the configuration.

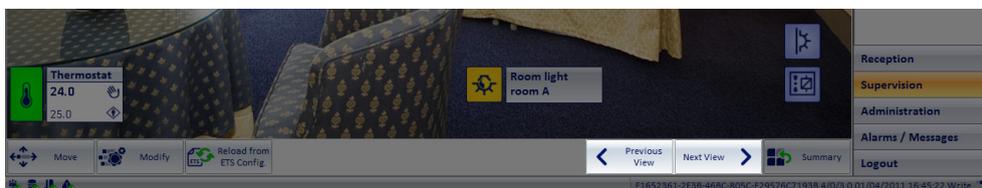
- **Lower button bar** It consists of the bottom of the window. This area contains a set of buttons, some of which are visible or not, depending on the privileges of the users logged in to the Well-Contact Suite software.

<sup>(10)</sup> In order for the alarm status of a device to be associated with a room and then displayed in the same representation, it is necessary for the alarm to have been associated with the related environment during the configuration. Otherwise, the alarm will be shown in every case but will not be associated with any particular environment.



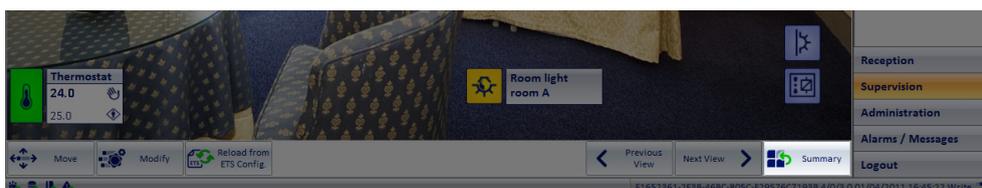
Below is the description of these buttons:

- Group of buttons to switch to the detail view of the previous or next room.

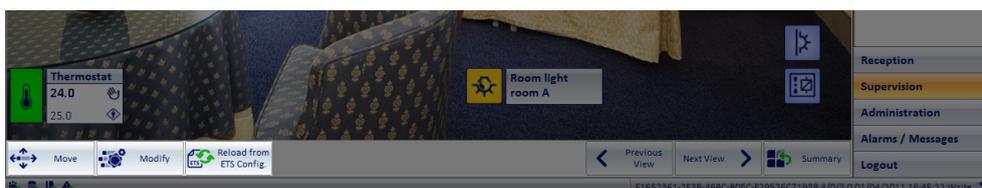


Using these buttons you can switch to the detail view of the previous or next room.

- **Button to return to the summary view.** Through this button you can leave the detail view of the room and return to the summary view of all the rooms, from where you left to go to the detail view.  
E.g. If you reached the detail view of the room selecting the room from the summary (thematic) view of the thermostats, by pressing the "Summary" button you'll return to the summary thematic view of the thermostats.

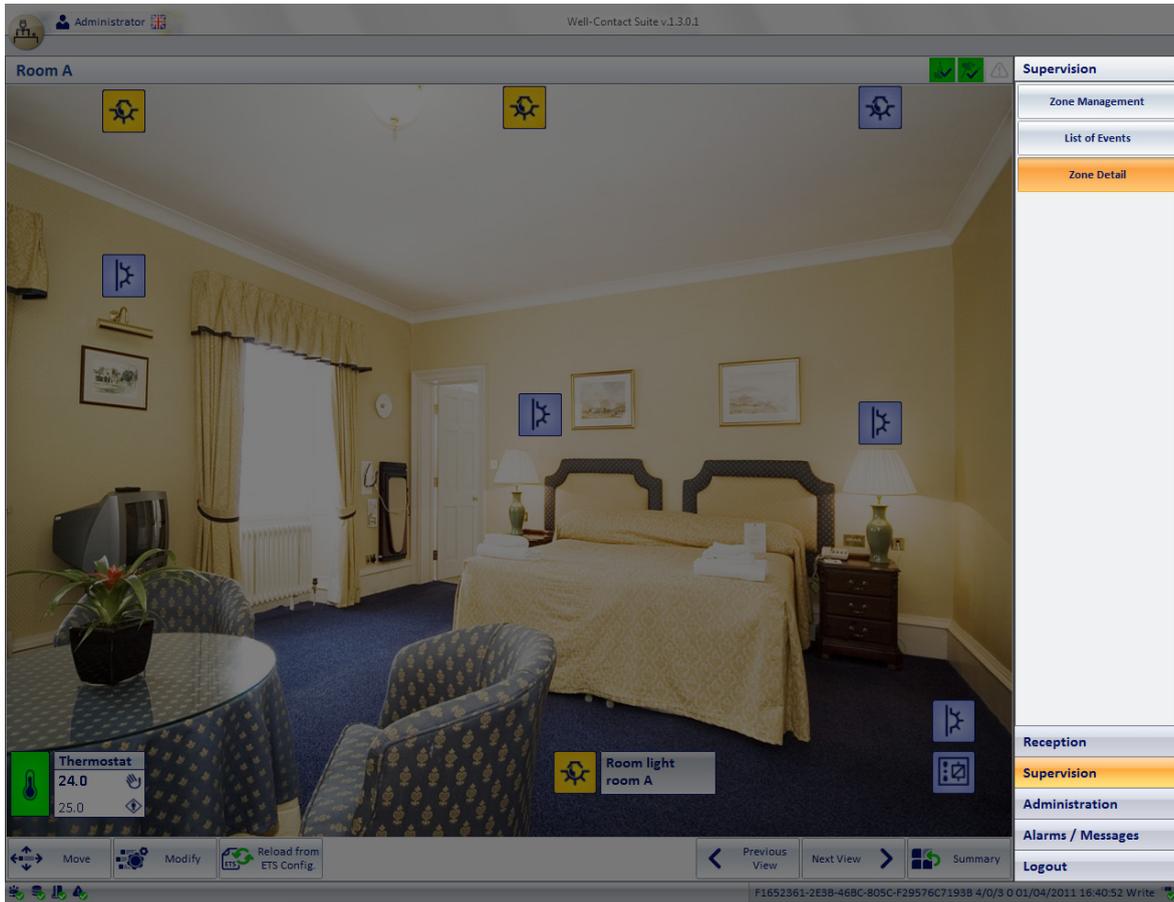


- **Configuration buttons.** These buttons allow you to change the appearance of the workspace, both for the window background, and the devices in the room. For that part of the configuration, refer to the chapter **Graphical customization of the "detail view" of an environment**.

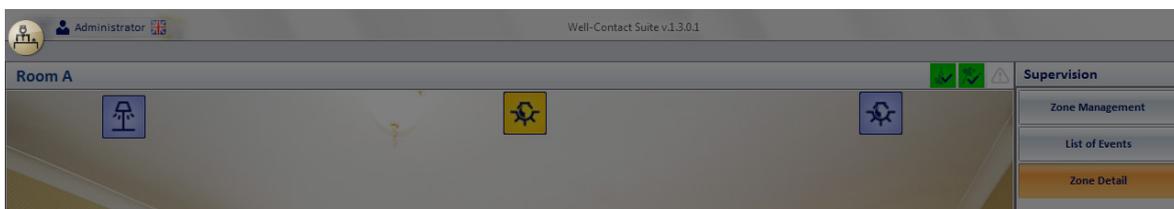


**NOTE:** These buttons are visible and can therefore be used only if the user is in possession of the required privileges, conferred by the system administrator.

- **Area for the "navigation" or selection of the Well-Contact Suite software sections.** It consists of the right area of the window. It contains the buttons for selecting the sections and related subsections of the Well-Contact Suite software. This area, as described above, is common to all windows of the software (except for the "ETS Configuration" window).



- **Icon to activate the configuration menu.** Left-clicking the icon shown in the picture on top left of the Well-Contact Suite Software, you can access the configuration and utilities menu.



## The device status view

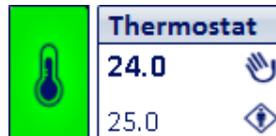
In the detail view of the room, the devices (or the individual features of a device) are displayed by graphical symbols, through which you can see the status of the device (or of the individual features).

The view of the status of a device (in the detail window of the room) depends on the type of device:

- **On/off type devices.** For all devices whose state is given by one of two values On, Off (or, equivalently, Active/Inactive,...), the status of the device is provided through the variation of the look of the corresponding icon.

NOTE: You can change the look of the icons associated with the state of On or Off through the setup process, including the activation of the text field with the description of the device.

- **Thermostat type devices.** For all the devices of the thermostat type (Well-Contact Plus system) in the detail view of the room a graphical symbol is displayed, which summarizes the main data through the same numerical values and through the color of the icon (the same data used in the summary thematic view).



You can distinguish the following parts:

- **Description.** This area displays the description of the thermostat.

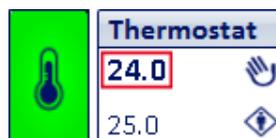


- **Thermostat data**

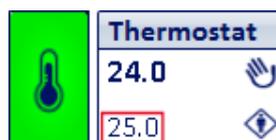


This area displays the main data of the thermostat.

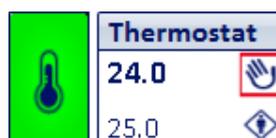
- **Measured temperature.** It is a numeric field that displays the temperature measured by the thermostat.



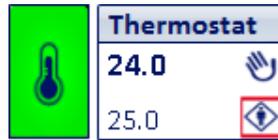
- **Set Temperature.** It is a numeric field that displays the set temperature.



- **Manual setting status (local).** This field displays the symbol of a "hand" if you have made any changes to the set temperature and/or speed of the fancoil through the buttons on the thermostat, when in "Comfort" operating mode.



- **Operating mode of the thermostat.** This field displays a graphical symbol that identifies the operating mode of the thermostat.



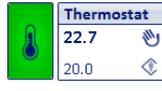
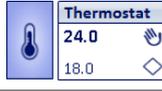
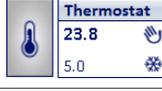
Here follows the table with the symbols displayed and the related operating modes of the thermostat.

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

- Icon of the thermostat.



The background color indicates the current mode of the thermostat, and has the following

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.

- **Dimmer type devices.** For all dimmer type devices, the status of the device is provided through variation of the corresponding icon with two possible states: Off and On (indicates a brightness percentage greater than 0%). Each configured channel of the device has a corresponding icon.
- **Rolling shutter type devices.** For all rolling shutter type devices, the status of the device is provided through variation of the corresponding icon with two possible states:

	01525 10	The rolling shutter is not completely down (not fully closed).
	01525 100	The rolling shutter is completely down (fully closed).

Each configured channel of the device has a corresponding icon.

## The control of the devices

The Well-Contact Suite software allows you to send commands to devices, allowing a complete interaction with the devices of the automation system. To control a device, left-click the icon of the device.

- **Konnex On/off type devices.** For all devices whose state is given by one of two values On, Off (or, equivalently, Active/Inactive,...), the status of the device is provided through the variation of the look of the corresponding icon. Left-clicking the icon of the device, you'll send the command set during the configuration.

Examples:

For an address that must control an actuator (e.g. to switch on and off a light), every click sends a command to change the status: switching from On to Off and vice versa.

For an address that must trigger an electric lock, each click will always send the command On (to be managed by a dedicated device for controlling an electric lock)

- **Konnex group type Devices/Addresses (of different type from the On/Off).** Depending on the type of device (group object/address) a window is displayed with the control options offered by the specific device type (Konnex group object/address).
- **Thermostat type devices.** For all the devices of the thermostat type (of the Well-Contact Plus system), left-clicking the correspondent graphical symbol, you'll open the window for the management of the thermostat of the Well-Contact Plus system. This window gives you complete control of the features of the thermostat. All the features of the thermostat have been divided into panels, grouped according to their possible frequency of use. Then follows the window to set up the thermostat, as it appears right after activation; the most commonly used two panels are displayed: the Status panel and the Settings panel (related to the current seasonal mode).



Status	
23.9 °C	Measured temperature
5.0 °C	Current Setpoint
0.0 °C	User Offset
Current Operation	OFF / Protection
Current Fancoil Speed	0
Current Seasonal mode	Heating

Settings [Heating]	
20.0 °C	Setpoint Comfort
18.0 °C	Setpoint Standby
15.0 °C	Setpoint Economy
5.0 °C	Setpoint Protection
Operating mode	OFF / Protection
Seasonal mode of operation	HEATING

Change Displayed Seasonal Mode

Fancoil speed advanced management

Disabling

Restore default

Exit

The window panels can be "expanded" (making them visible and usable) or "collapsed" (making them invisible and unusable) acting, respectively, on the "expand" (🔍) and "collapse" (🔍) icons that appear on the right of the title bar of the panel.

The following picture displays the "expand" icon of the *Fancoil speed advanced management* panel.



In the chapter **The window for setting the Well-Contact Plus system thermostat**, the window for setting the Well-Contact Plus system thermostat is described in detail.

- **Dimmer type devices.** For all dimmer type devices (Code 01538, Code 01544) clicking the relevant graphic symbol with the left mouse button opens the dimmer management window, which includes the main communication objects (for status display and control).



In the chapter **The window for setting the Well-Contact Plus system dimmer**, the window for setting the Well-Contact Plus system dimmer is described in detail.

- **Rolling shutter type devices.** For all rolling shutter type devices, clicking the relevant graphic symbol with the left mouse button opens the rolling shutter management window, which includes the main communication objects (for status display and control).

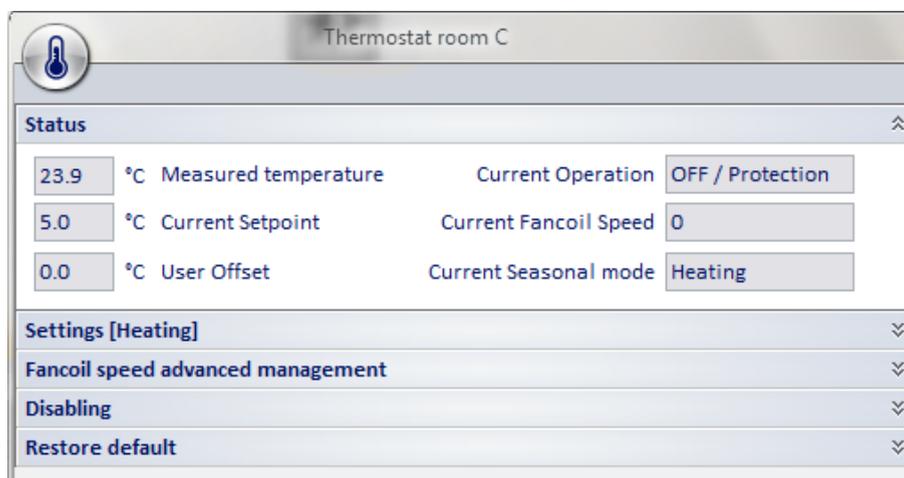


In the chapter **The window for setting the Well-Contact Plus system rolling shutters**, the window for setting the Well-Contact Plus system rolling shutters is described in detail.

### **The window for setting the Well-Contact Plus system thermostat**

As mentioned previously, the window for setting the Well-Contact Plus system thermostat is divided into panels that can be "expanded" or "collapsed". Here are described all the panels of that window.

#### **The "Status" panel**

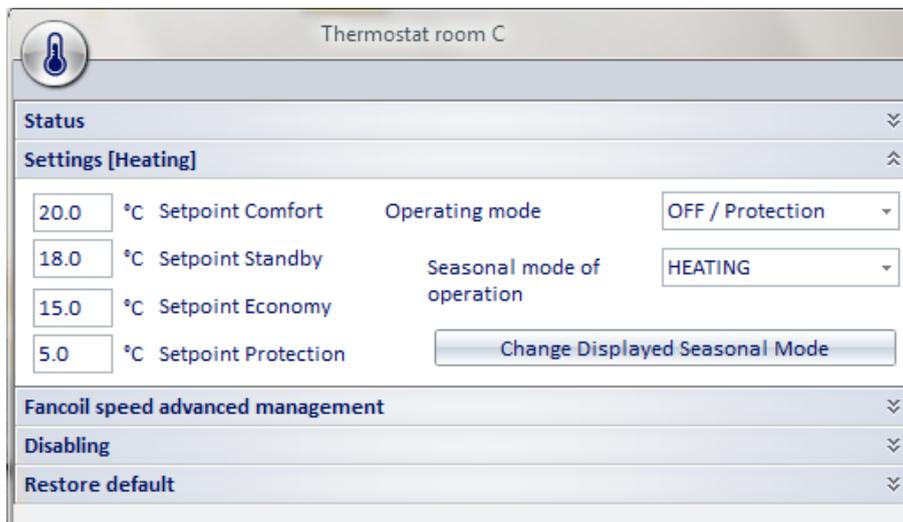


This panel displays the values of the parameters of the thermostat status:

- **Measured temperature.** Value of the temperature measured by the thermostat, expressed in the current unit of measurement (°C/°F).  
**Note:** All temperature values that appear in the windows of the Well-Contact suite software are expressed in the unit of measurement set through the configuration menu. Refer to the chapter **General parameters configuration**.
- **Current Setpoint.** Value of the temperature set on the thermostat (setpoint) for the current operating mode.
- **User Offset.** Offset value set by the user via the buttons on the thermostat.
- **Current Operation.** Operating mode of the thermostat. The operational procedures provided for the thermostat of the Well-Contact Plus system are listed below:
  - **Comfort**
  - **Stand-By**
  - **Economy**
  - **Off/Protection**
- **Current Fancoil Speed.** The currently active speed for the management of fancoil is displayed.
- **Current Seasonal trends.** The active seasonal mode is displayed: Heating or Air Conditioning.
- **Relative humidity (only for code 02952).** Shows the value of relative humidity measured (if required by the system configuration).

**Note:** From the "Status" window you cannot change the parameter values represented in it.

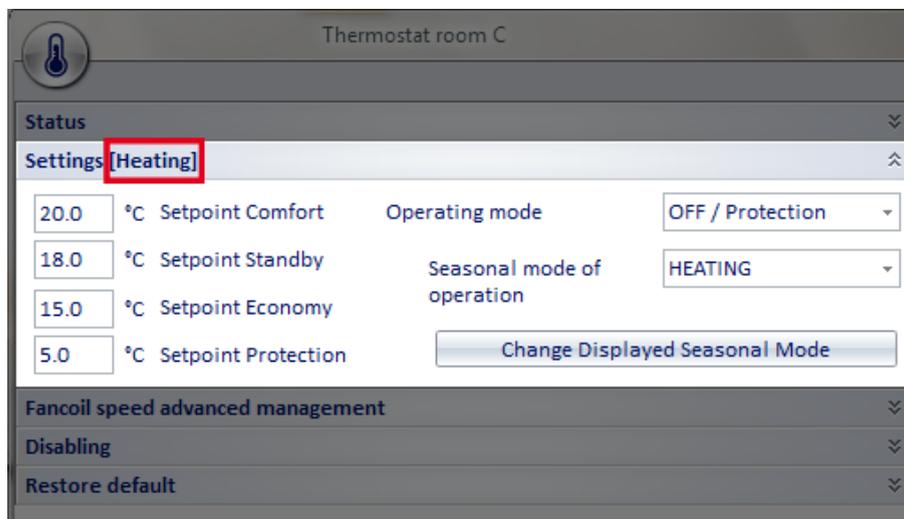
### The "Settings" panel



Through the "Settings" panel you can change the main parameters of operation of the Well-Contact system thermostat. Below is the description of the parameters set in this panel:

- **Comfort Setpoint** It is the value of the temperature set for the Comfort mode, in the seasonal mode displayed in the title bar of the panel (in the picture, "Heating").  
When the window appears, the current setting is read.  
You can change the value by positioning the cursor over the number field and typing in the desired value.  
The command with the new value is sent to the device:
  - by clicking a spot outside the range of the number field
  - exiting the number field by pressing the "TAB" key on your keyboard
  - pressing the "EXIT" button from the thermostat parameter setting window
- **Standby Setpoint.** It is the value of the temperature set for the Standby mode, in the seasonal mode displayed in the title bar of the panel (in the picture "Heating").  
When the window appears, the current setting is read.  
You can change the value by positioning the cursor over the number field and typing in the desired value.  
The command with the new value is sent to the device:
  - by clicking a spot outside the range of the number field
  - exiting the number field by pressing the "TAB" key on your keyboard
  - pressing the "EXIT" button from the thermostat parameter setting window.

- Economy Setpoint.** It is the value of the temperature set for the Economy mode, in the seasonal mode displayed in the title bar of the panel (in the picture "Heating").  
 When the window appears, the current setting is read.  
 You can change the value by positioning the cursor over the number field and typing in the desired value.  
 The command with the new value is sent to the device:
  - by clicking a spot outside the range of the number field
  - exiting the number field by pressing the "TAB" key on your keyboard
  - pressing the "EXIT" button from the thermostat parameter setting window.
- Off/Protection Setpoint.** It is the value of the temperature set for the Protection mode, in the seasonal mode displayed in the title bar of the panel (in the picture, "Heating").  
 When the window appears, the current setting is read.  
 You can change the value by positioning the cursor over the number field and typing in the desired value.  
 The command with the new value is sent to the device:
  - by clicking a spot outside the range of the number field
  - exiting the number field by pressing the "TAB" key on your keyboard
  - pressing the "EXIT" button from the thermostat parameter setting window.
- Operating mode.** Allows you to set, through a pull-down menu, one of the operating modes of the thermostat:
  - Comfort
  - Stand-By
  - Economy
  - Off/Protection
- Seasonal mode of operation.** Allows you to set, through a pull-down menu, one of the two possible operating modes of the thermostat:
  - Heating
  - Air conditioning
- The "Change Seasonal Mode Displayed" button.** Displays the panel "Settings" of the other seasonal mode (compared to the one currently displayed).  
 The setting of the seasonal mode displayed (not necessarily the one set on the thermostat) is visible in the title bar of the panel, as shown in the following picture

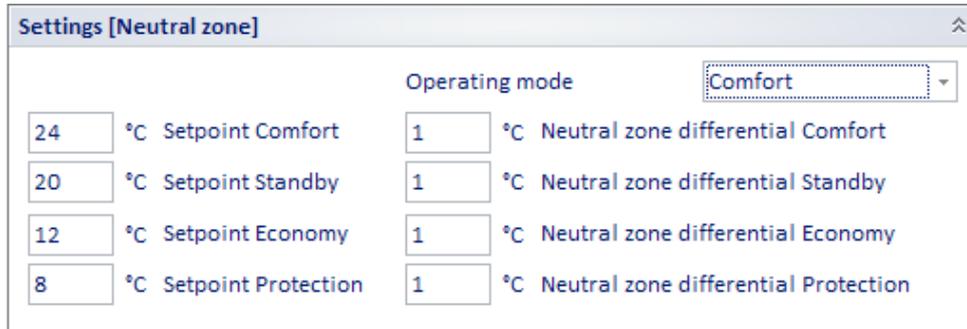


You can then set the parameters in this panel for the current seasonal mode as well as for the non-active seasonal mode. The parameters sent to the thermostat related to the non-active seasonal mode will be stored on the thermostat and made operational when the related seasonal mode will be made active.

## The “Settings” panel

The KNX touchscreen thermostat by Vimar 02952 allows neutral zone control of 4-pipe systems.

If the ETS project and Well-Contact Suite have been properly configured, the thermostat setting screen will appear as shown in the following figure.



Settings [Neutral zone]		Operating mode	
<input type="text" value="24"/>	°C Setpoint Comfort	<input type="text" value="1"/>	°C Neutral zone differential Comfort
<input type="text" value="20"/>	°C Setpoint Standby	<input type="text" value="1"/>	°C Neutral zone differential Standby
<input type="text" value="12"/>	°C Setpoint Economy	<input type="text" value="1"/>	°C Neutral zone differential Economy
<input type="text" value="8"/>	°C Setpoint Protection	<input type="text" value="1"/>	°C Neutral zone differential Protection

In the “neutral zone” control mode of a 4-pipe system, after setting the setpoint for the heating and cooling operating modes, the thermostat will automatically switch to heating or cooling according to the setpoint and the measured temperature.

The “neutral zone” is the temperature zone between the setpoint for heating and the setpoint for cooling.

The Well-Contact Suite software lets you set these values, more simply, by defining the desired temperature and the differential of the neutral zone (half the range of the neutral zone).

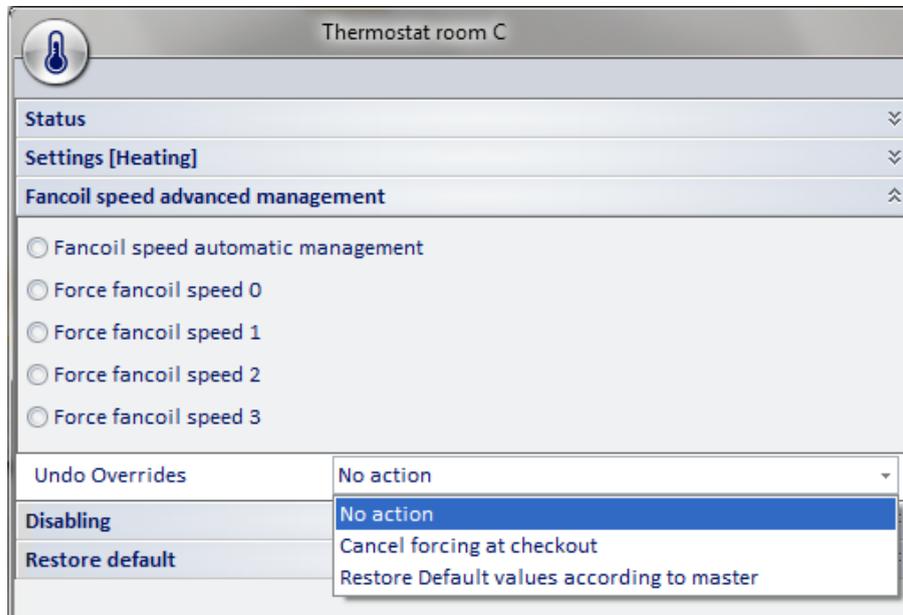
The setpoint for heating is actually given by the setpoint temperature value minus the neutral zone differential value. Likewise, the setpoint for cooling is given by the setpoint temperature value plus the neutral zone differential value.

For further clarification on the operation of the control via the neutral zone of a 4-pipe system, please refer to the technical documentation of the thermostat 02952.

The setting window includes:

- Dropdown menu for setting the mode of operation (Comfort, Standby, Economy, Protection).
- Fields for entering the setpoint and neutral zone differential values for all the modes of operation provided for by the thermostat.

## The "Fancoil speed advanced management" panel



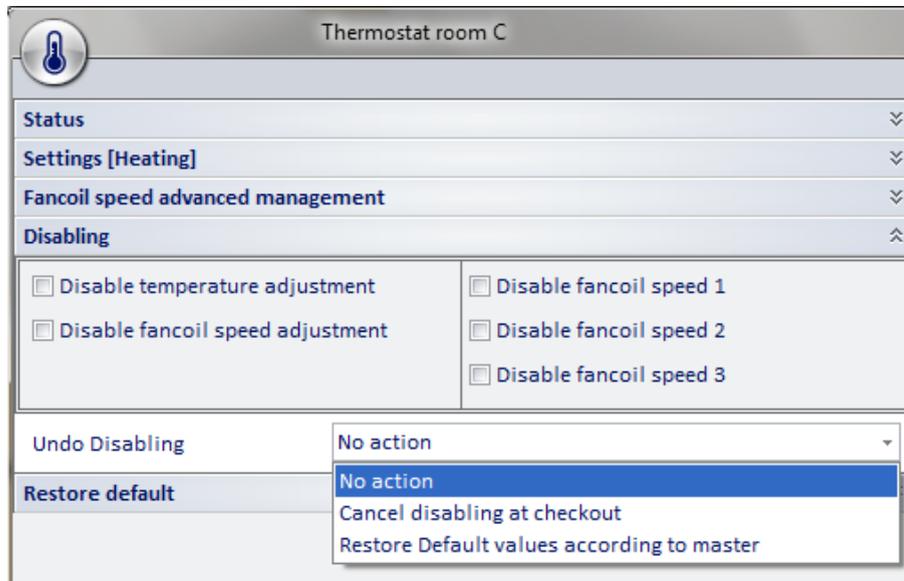
Through the "Fancoil speed advanced management" panel you can manually change the speed of the fancoil. The following commands are available:

- **Setting of the fancoil speed.** This configuration is set by a group of radio buttons (mutually exclusive settings) that includes the following settings, of which, in a given time, may be active. One setting automatically excludes the others.
  - Fancoil speed automatic management This setting enables the automatic management of the fancoil speed by the thermostat. This is the default setting and guarantees the best results of climatic comfort in most situations.
  - Force fancoil 0 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to 0, disabling the automatic management of the fancoil speed by the thermostat.
  - Force fancoil 1 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to v1, disabling the automatic management of the fancoil speed by the thermostat.
  - Force fancoil 2 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to v2, disabling the automatic management of the fancoil speed by the thermostat.
  - Force fancoil 3 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to v3, disabling the automatic management of the fancoil speed by the thermostat.

The settings to override the fancoil speed remain active:

- Until the next setting of the fancoil speed of from the same panel or manually via the buttons on the thermostat (if enabled)
  - Until the next check-out of the customer who currently occupies the room (if "Cancel overrides at the check-out" IS ENABLED)
  - Until the next restore of the default data, if a default has been defined by a functions master (assuming the set value as default).
- **Undo Overrides.** Through these settings, you can define when and how the fancoil speed overrides carried out beforehand have to be canceled. This parameter can be set using a pull-down menu, which includes the following possible settings:
    - No action. This is the default value. No override is canceled automatically by the Well-Contact Plus software
    - Cancel overrides at the check-out. By this setting, the Well-Contact Plus software will cancel any "overrides" of the thermostat fancoil speed possibly carried out during the stay of the customer, after the check-out. If enabled, the Well-Contact Plus software will set the automatic management of the thermostat fancoil speed at the check-out.
    - Restoring default values according to the master. By this setting you can decide how to manage the fancoil speed exactly as it's set on the functions master that represents the default settings of the thermostat (if the thermostat in question has been associated with a functions master by default during the "ETS Configuration" procedure).

## The "Disable" panel

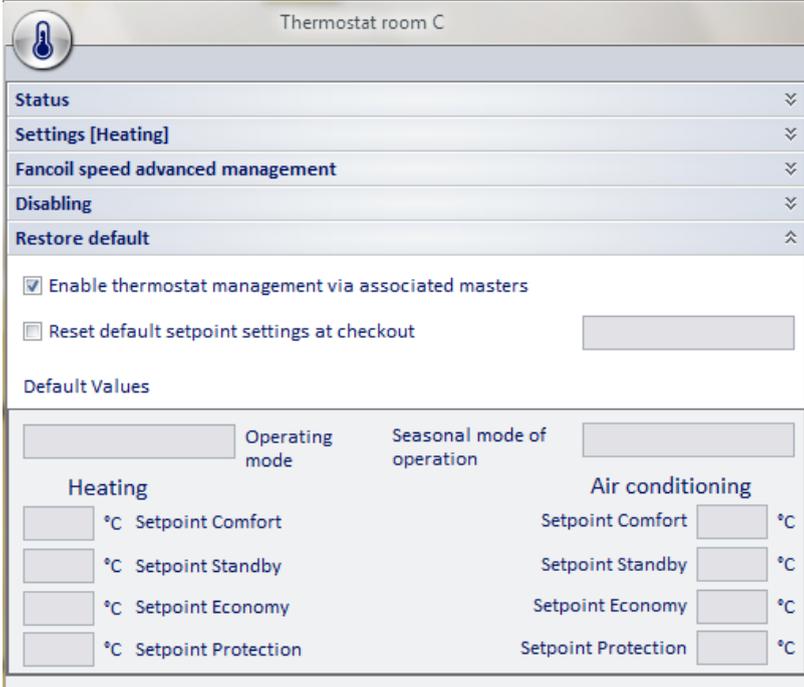


Through the "Disable" panel you can disable some settings of the thermostat. Also this panel allows to cancel any disabling operation.

The following commands are available:

- Disabling the operations done on the thermostat "locally". These settings allow you to disable the configurations that can be performed via the buttons on the thermostat. In particular:
  - Disable temperature adjustment. By selecting this box you can disable the possibility for the customer to change the temperature set for the "Comfort" operating mode. If enabled, pressing the thermostat buttons to change the setpoint of the Comfort mode, will not produce any changes. These thermostat buttons are rendered non-operational.
  - Disable fan coil speed adjustment. By selecting this box you can disable the possibility for the customer to change the fancoil speed. If enabled, pressing the thermostat buttons to change the fancoil speed, will not produce any changes. These thermostat buttons are rendered non-operational.
- Disabling cancellation. Through these settings, you can define when and how to cancel the disabling operations carried out beforehand. This parameter can be set using a pull-down menu, which includes the following possible settings:
  - No action. This is the default value. No disabling operation is canceled automatically by the Well-Contact Suite software
  - Cancel disabling operations at the check-out. By this setting, the Well-Contact Suite software will cancel any disabling operations of the thermostat possibly carried out during the stay of the customer, after the check-out. If enabled, the Well-Contact Suite software cancels all the disabling operations at the check-out.
  - Restoring default values according to the master. By this setting you can decide how to manage the disabling operations exactly as they're set on the functions master that represents the default settings of the thermostat (if the thermostat in question has been associated with a functions master by default during the "ETS Configuration" procedure).

## The "Restore Default" panel



Thermostat room C

**Status** ▾

**Settings [Heating]** ▾

**Fancoil speed advanced management** ▾

**Disabling** ▾

**Restore default** ▴

Enable thermostat management via associated masters

Reset default setpoint settings at checkout

**Default Values**

Operating mode		Seasonal mode of operation	
<b>Heating</b>		<b>Air conditioning</b>	
<input type="text"/> °C	Setpoint Comfort	Setpoint Comfort	<input type="text"/> °C
<input type="text"/> °C	Setpoint Standby	Setpoint Standby	<input type="text"/> °C
<input type="text"/> °C	Setpoint Economy	Setpoint Economy	<input type="text"/> °C
<input type="text"/> °C	Setpoint Protection	Setpoint Protection	<input type="text"/> °C

Through the "Restore default" panel you can:

- **Reset default setpoint settings at customer's check-out** Enabling this field, the Well-Contact Suite software will alter the values of the setpoint of the thermostat in question, using the values stored on the functions master associated with the thermostat in question as default at the check-out (if the thermostat in question has been associated with a functions master by default during the "ETS Configuration" procedure).  
Enabling this feature, regardless of the setpoint value changes made at the customer's request, the Well-Contact Suite software will restore all of the thermostat setpoints (using the default set by the system administrator).  
In the text field, the possible default functions master associated with the thermostat, which cannot be changed, is indicated.
- **Enable thermostat management via associated masters** Enabling this field allows the Well-Contact Suite software to change the values of the thermostat parameters in response to an "implementation" of one of the masters associated with that thermostat (if the thermostat in question has been associated with at least one master (in control) during the "ETS Configuration" procedure).
- **Default Values.** This section shows the values of the parameters of any functions master associated by default. The values are immutable (can only be changed through the specific functions master's configuration window).

### The window for setting the Well-Contact Plus system dimmer (Code 01538, Code 01544)

The figure below shows the detail window of the dimmer (based on the configuration of the device, some components are not shown).

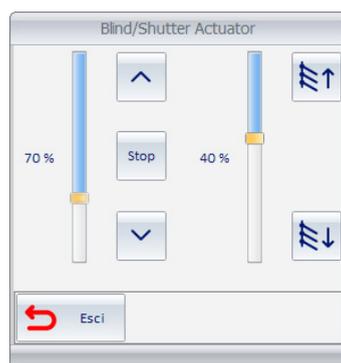


The following display and control components are included:

Operation	Subject	Description
Dimmer brightness	35%	Indicates the percentage of the current brightness of the dimmer. 0% indicates the OFF status. 100% indicates the maximum brightness.
Dimmer brightness percentage setting		Slider for setting the brightness of the dimmer. To set a specific brightness value you can click with the left mouse button on the desired location or drag (by pressing the left mouse button) the cursor to the desired position (moving the cursor displays the current position of the slider).
ON command		Button for switching on the dimmer. The yellow color of the button indicates the current status of the dimmer.
OFF command		Button for switching off the dimmer. The yellow color of the button indicates the current status of the dimmer.

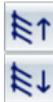
### The window for setting the Well-Contact Plus system rolling shutter

The figure below shows the detail window of the rolling shutter in its "full" configuration relative to the "curtain with blinds" operational mode. (depending on the configuration of the device, some components are not shown).



The following display and control components are included:

Operation	Subject	Description
Up/Down	 	Buttons for opening (ascent) and closing (lowering) the shutter. A press of the button will start opening or closing the blinds (depending on the button pressed) which ends at the achievement of full opening or closing of the blind (or the at configured value) or by pressing the STOP button.
STOP		When the curtain is moving, pressing this button stops the movement of the blind to the position reached when the button is pressed.
Blind height percentage indicator	40%	Indicates the percentage of opening of the blind. When the blind is moved by a command, this value is updated at the conclusion of the movement; A value of 0% indicates the blind fully open (fully up). A value of 100% indicates the blind fully closed (fully down).

Blind height percentage configuration		<p>Slider for setting the height of the blind. To set a specific height value you can click with the left mouse button on the desired location or drag (by pressing the left mouse button) the cursor to the desired position (moving the cursor displays the current position of the slider).</p> <p>When the window is opened, the cursor is positioned at the value corresponding to the current position of the blind.</p> <p>A value of 0% indicates the blind fully open (fully up).</p> <p>A value of 100% indicates the blind fully closed (fully down).</p>
Set slat rotation		<p>Buttons for rotating the slats of the blind.</p> <p>Each press of the button corresponds to a rotation step of the slats in the chosen direction.</p> <p>To reach the desired rotation of the slats, repeatedly press the button corresponding to the desired direction of rotation until it is reached. The angle of rotation provided by the single step depends on the configuration of the device.</p>
Slat rotation percentage indicator	70%	<p>Indicates the percentage of rotation of the slats.</p> <p>When the blind is moved by a command, this value is updated at the conclusion of the rotation of the slats;</p>
Slat rotation percentage configuration		<p>Slider for configuring the rotation of the slats of the blind. To set a specific rotation value you can click with the left mouse button on the desired location or drag (by pressing the left mouse button) the cursor to the desired position (moving the cursor displays the current position of the slider).</p> <p>When the window is opened, the cursor is positioned at the value corresponding to the current position of the rotation of the slats of the blind.</p>

## Common Areas

### Introduction

The Well-Contact Suite software provides, as already noted above, the ability to view summary symbolic representations of the main features of the automation system devices contained in the hotel common areas.

These representations can be selected via the buttons to set "thematic views", as described above.

The symbols representing the common areas, apart from the thematic view, take a color depending on the status of the room.

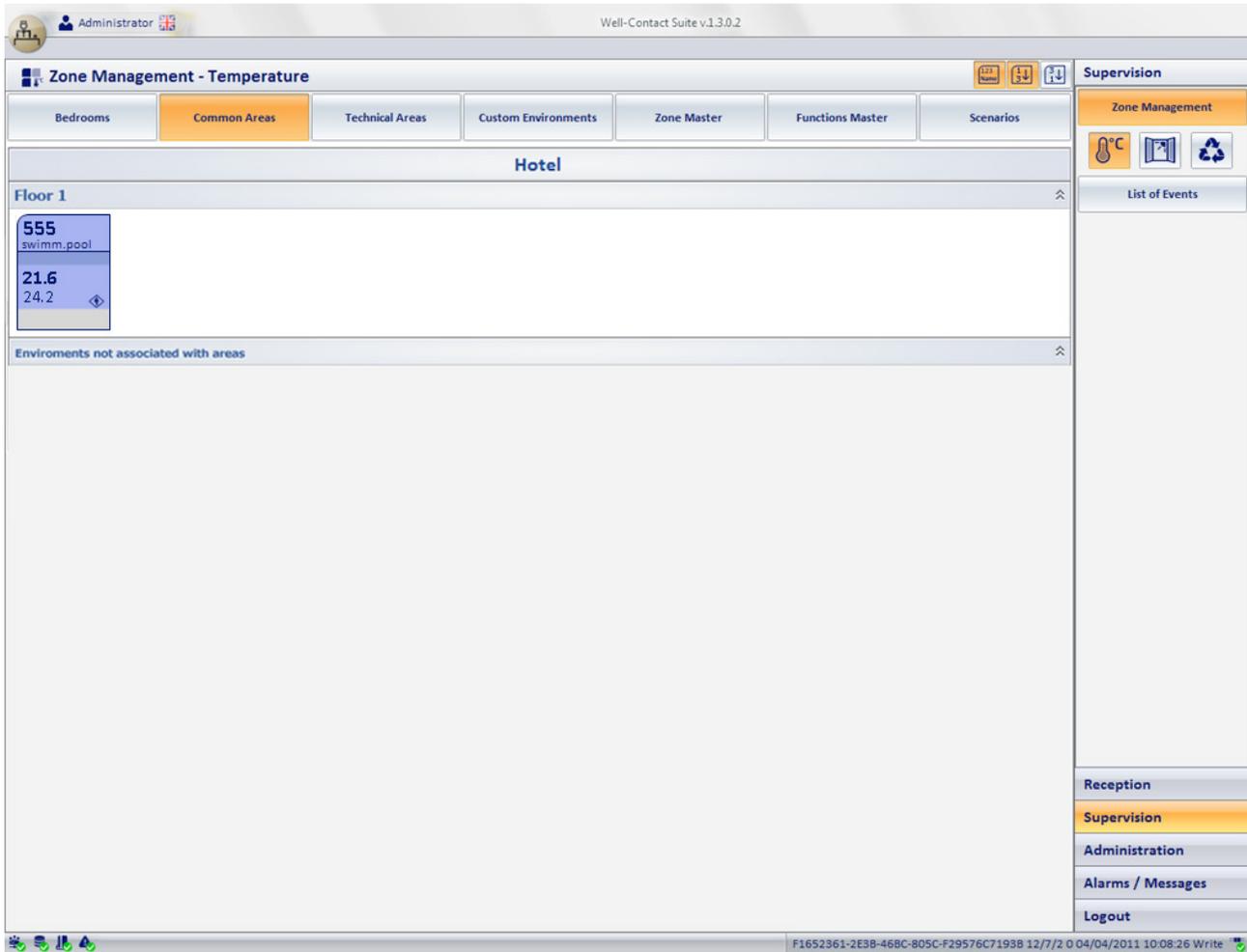
The following table lists the possible statuses of a common area, in the zones view, with their descriptions.

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".

### The thermostats view (Temperature)

It is the view where each common area is represented by a symbol that sums up the status of the main features of the thermostat, or thermostats, which are inside it.

To select the summary view, press the "Temperature" button from the area including the buttons for setting "thematic views", as shown in the picture below.



The screenshot displays the 'Zone Management - Temperature' interface. At the top, the user is logged in as 'Administrator' and the version is 'Well-Contact Suite v.1.3.0.2'. The main navigation bar includes 'Bedrooms', 'Common Areas' (selected), 'Technical Areas', 'Custom Environments', 'Zone Master', 'Functions Master', and 'Scenarios'. The central area is titled 'Hotel' and shows 'Floor 1'. A thermostat symbol for 'swimm.pool' is visible, displaying a current temperature of 21.6 and a range of 24.2. Below this, it states 'Enviroments not associated with areas'. The right sidebar, labeled 'Supervision', contains a 'List of Events' section and a menu with options: 'Reception', 'Supervision' (highlighted), 'Administration', 'Alarms / Messages', and 'Logout'. The bottom status bar shows the system ID 'F1652361-2E3B-468C-805C-F29576C71938' and the date/time '12/7/2011 10:08:26'.

As anticipated, in the "Temperature" view, for the representation of the common areas is used a symbol that sums up the status of the main features of the thermostat, or thermostat, which are inside it.

The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

- **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Environment number.</b>	The number of the environment. Please note that for the proper functioning of the Well-Contact software you'll need to configure all environments numbers during the configuration of the Well-Contact Suite software.
	<b>Name of the environment</b>	It is a text field that displays the name of the environment (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 (  ).
	<b>Environment Alarms</b>	If an alarm event occurs, associated with the environment, 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).  Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear.  The following alarm symbols are provided: <ul style="list-style-type: none"> <li>•  : Request for assistance from the customer</li> <li>•  : Fire Alarm</li> <li>•  : Technical alarm</li> <li>•  : Intrusion Alarm</li> <li>•  : Flooding danger alarm</li> <li>•  : Temperature is too high alarm</li> <li>•  : Temperature is too low alarm</li> <li>•  : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

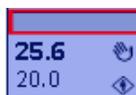
- **Area of the summary symbols of the thermostats in the common area**

For each thermostat in the environment is placed, in this area, the summary graphical symbol of the Vimar's Well-Contact Plus system's thermostat.

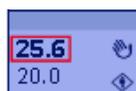
In the automatic mode, the Well-Contact Suite software composes the summary symbol of the environment entering as many " thermostat modules" as the actual thermostats installed (and configured) in the environment.

The summary representation of the Well-Contact Plus system's thermostat provides the display the following information:

- **Description.** It is a text field that displays the description of the thermostat (if it was entered during the configuration).  
This field is very important if there is more than a thermostat in the environment, to be able to distinguish them.



- **Measured temperature.** It is a numeric field that displays the temperature measured by the thermostat.



- **Set Temperature.** It is a numeric field that displays the set temperature.

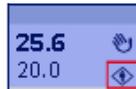


- **Manual setting status (local).** This field displays the symbol of a "hand" if you have made any changes to the set temperature and/or speed of the fancoil through the buttons on the thermostat, when in "Comfort" operating mode.

NOTE: This information is not available for third-party KNX thermostats.



- **Operating mode of the thermostat.** This field displays a graphical symbol that identifies the operating mode of the thermostat.



Here follows a table with the symbols displayed and the related operating modes of the thermostat

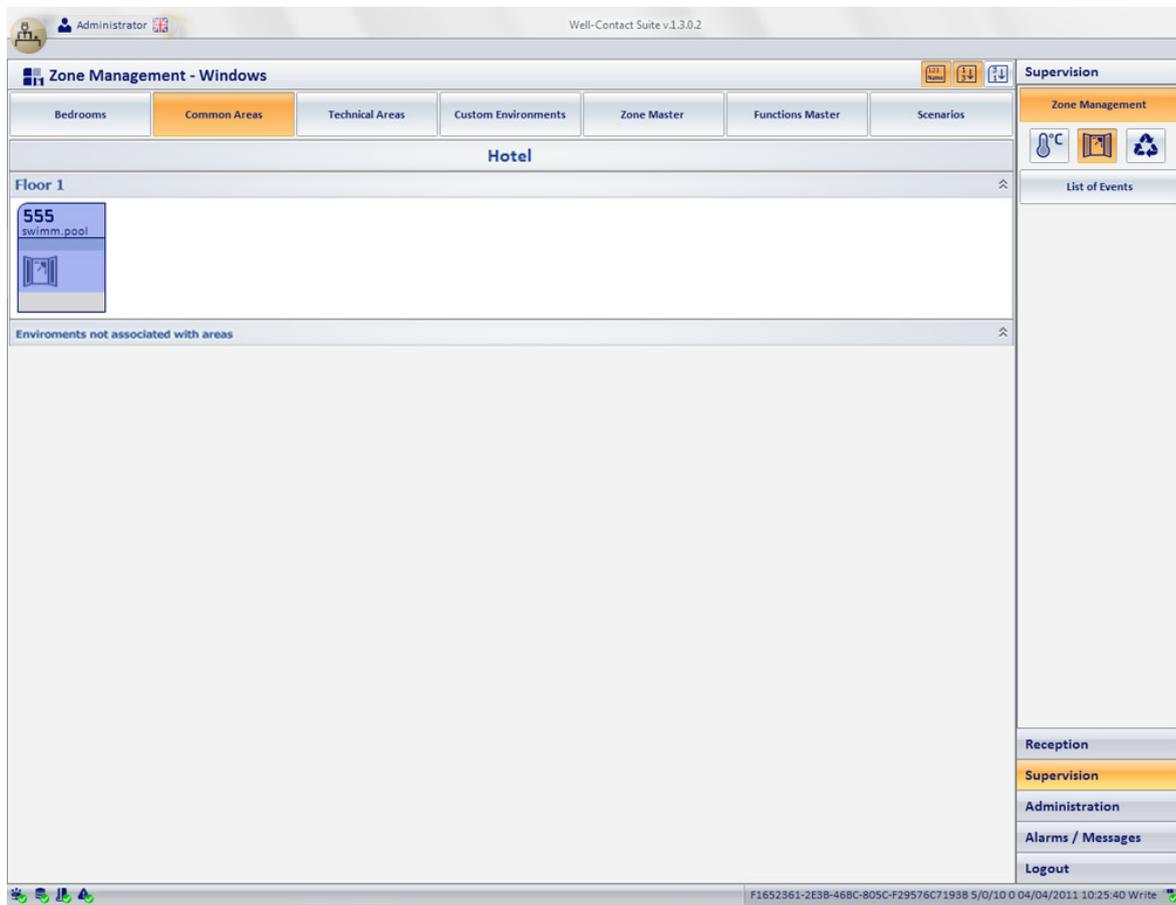
Graphical symbol	Thermostat Mode
	Comfort
	Standby
	Economy
	Anti-freeze
	Too Hot Alarm
off	OFF

#### Access to the detail view of the common area

Selecting (left clicking) the symbol representing a common area, you'll access the "detail view" of the common area. The "detail view" of the common area is described in the chapter The detail view of the common area.

### The windows opening status view (Windows)

It is the view where each common area is represented by a symbol that sums up the status of the opening of the windows. To select the summary view, press the "Windows" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the common area in the view "Windows"

As anticipated, in the "Windows" view, for the representation of the common areas is used a symbol that sums up the status of the opening of the windows. The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

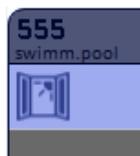
- **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Environment number.</b>	The number of the environment. Please note that for the proper functioning of the Well-Contact software you'll need to configure all environments numbers during the configuration of the Well-Contact Suite software.
	<b>Name of the environment</b>	It is a text field that displays the name of the environment (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 (  ).
	<b>Environment Alarms</b>	If an alarm event occurs, associated with the environment, 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).  Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear.  The following alarm symbols are provided: <ul style="list-style-type: none"> <li>•  : Request for assistance from the customer</li> <li>•  : Fire Alarm</li> <li>•  : Technical alarm</li> <li>•  : Intrusion Alarm</li> <li>•  : Flooding danger alarm</li> <li>•  : Temperature is too high alarm</li> <li>•  : Temperature is too low alarm</li> <li>•  : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the inst aller manual.

- **Area of the summary symbols of the thermostats in the common area**

This area is shown in the following picture.



The symbol of an open window appears () if at least one of the windows in the environment is open. No symbol appears if all the windows in the environment are closed.

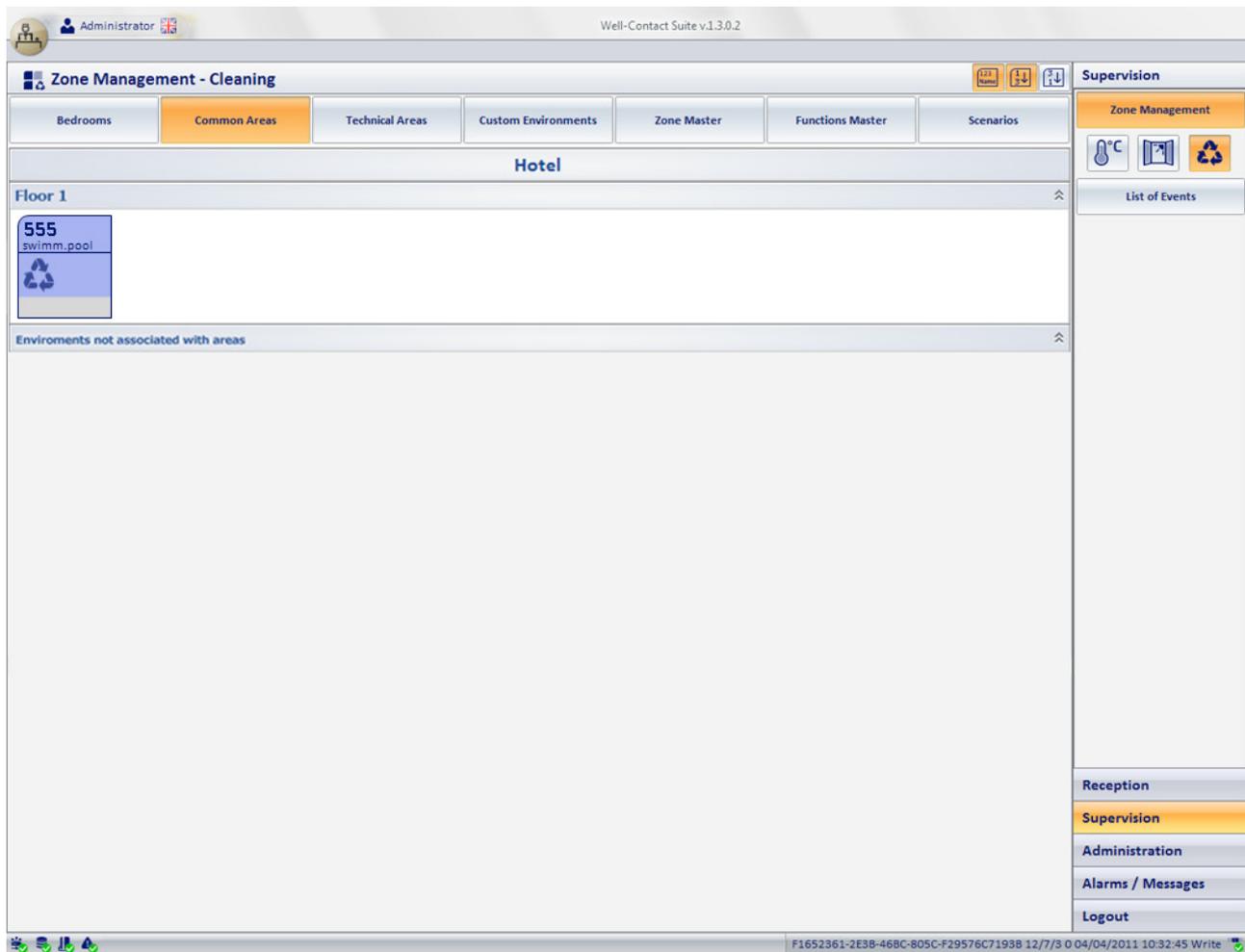
**Note:** In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

### Access to the detail view of the common area

Selecting (left clicking) the symbol representing a common area, you'll access the "detail view" of the common area. The "detail view" of the common area is described in the chapter The detail view of the common area.

### The clean room status view (Cleaning)

It is the view where each common area is represented by a symbol that sums up the status of cleanliness of the same. To select the summary view, press the "Cleaning" button from the area including the buttons for setting "thematic views", as shown in the picture below.



### The description of the symbol representing the common area in the "Cleaning" view

As anticipated, in the "Cleaning" view, for the representation of the common areas is used a symbol that sums up the status of cleanliness of the common area, or the notification of the "room to clean" or "room to rearrange" status.

The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.

In the graphical symbol you can distinguish the following three areas:

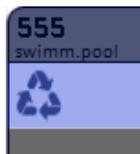
- **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Environment number.</b>	The number of the environment. Please note that for the proper functioning of the Well-Contact software you'll need to configure all environments numbers during the configuration of the Well-Contact Suite software.
	<b>Name of the environment</b>	It is a text field that displays the name of the environment (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 (  ).
	<b>Environment Alarms</b>	If an alarm event occurs, associated with the environment, 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). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: <ul style="list-style-type: none"> <li>•  : Request for assistance from the customer</li> <li>•  : Fire Alarm</li> <li>•  : Technical alarm</li> <li>•  : Intrusion Alarm</li> <li>•  : Flooding danger alarm</li> <li>•  : Temperature is too high alarm</li> <li>•  : Temperature is too low alarm</li> <li>•  : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the inst aller manual.

- **Area of the symbol of the common area to clean status**

This area is shown in the following picture..



The symbol of cleaning (or tidying up) appears () if the cleanliness status management detects this condition.

- **Bottom horizontal bar.** This area shows the data described in the following table.

Note : In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through ETS and, where required, during the next phase of the Well-Contact Suite software configuration.

### Access to the detail view of the common area

Selecting (left clicking) the symbol representing a common area, you'll access the "detail view" of the common area. The "detail view" of the common area is described in the chapter The detail view of the common area.

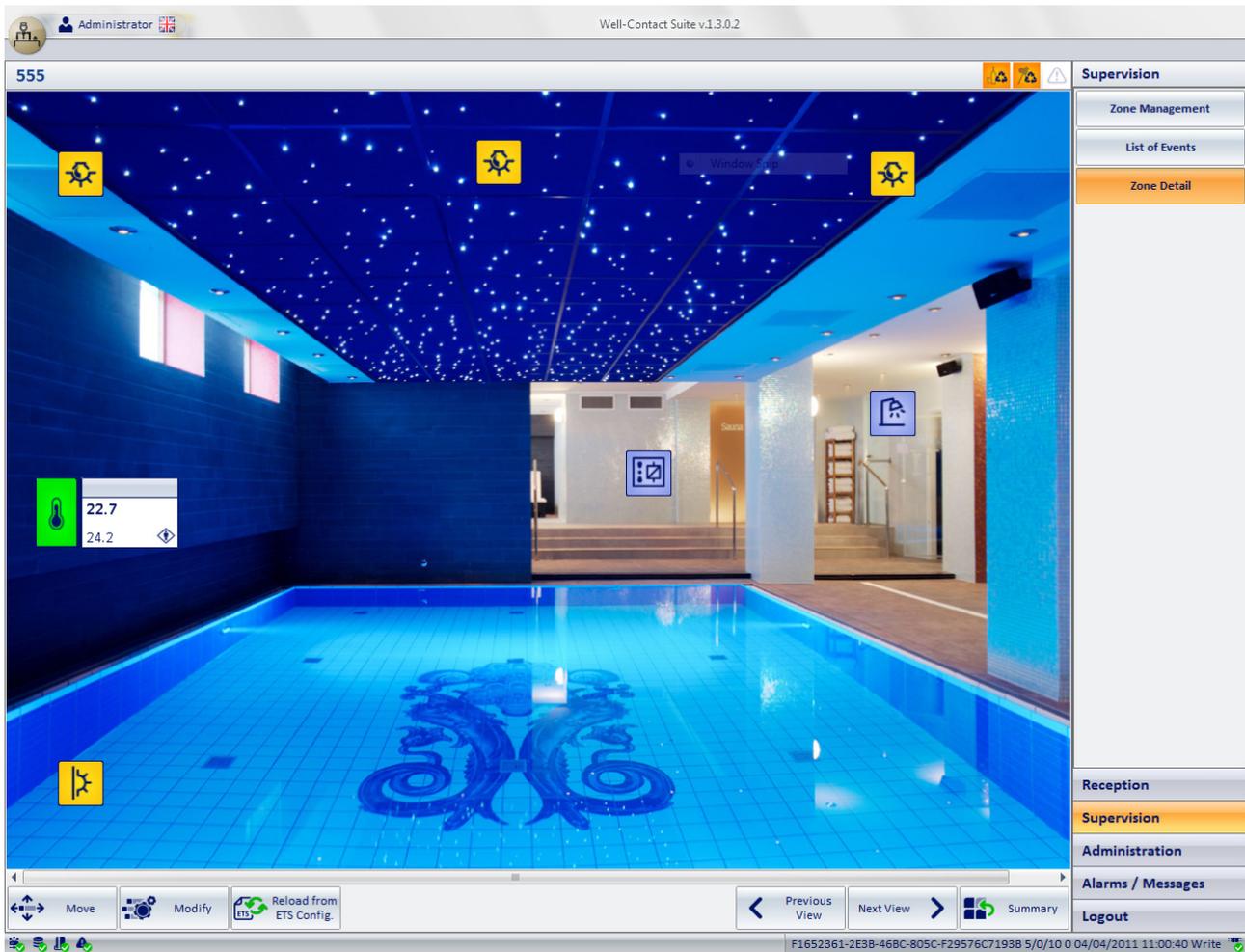
### Detail view of the common area

It is the view representing the environment "common area" in detail.

As mentioned previously, in the description of the "summary thematic views" of the common areas, you'll reach the detail view of a common area selecting (left-clicking) the related summary symbol seen in any of the thematic views described in the previous chapters.

From the detail view of a common area you can then go to the detail view of the next and previous common area through the "previous" and "next" buttons.

The detail view window of a common area appears as shown in the picture below:



As for the use of this window, follow the considerations made during the description of the detail view of the rooms. Then, refer to the chapter The detail view of the room for the description of the detail view of the common areas.

## Technical Areas

### Introduction

The Well-Contact Suite software provides the ability to display a representation of the technical areas of a structure.

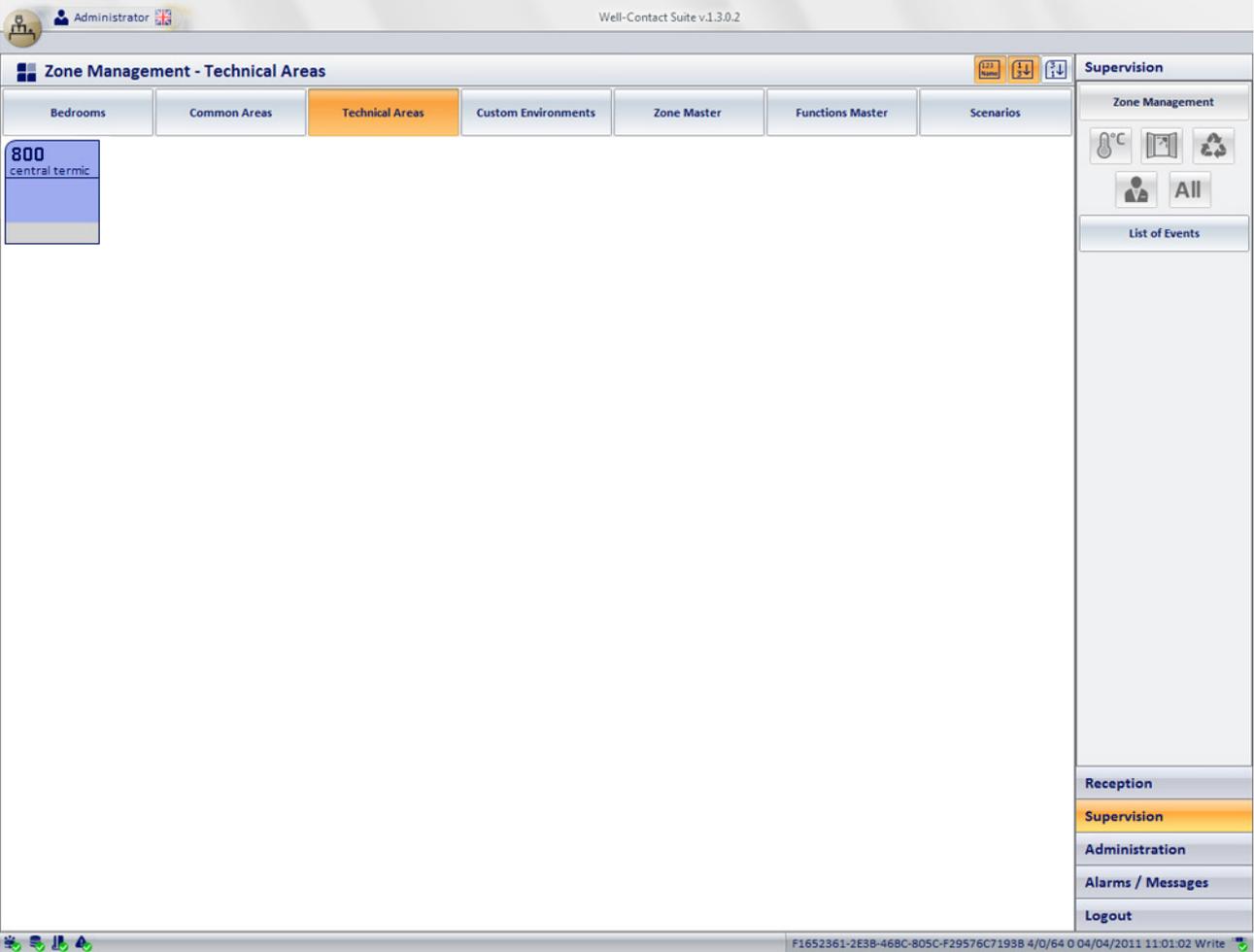
The symbols representing the common areas, take a color depending on the status of the room.

The following table lists the possible statuses of a technical area, in the zones view, with their descriptions.

color	Status	Description
	Technical Area in "normal condition"	View of the technical area in "normal condition", in absence of alarms.
	Alarm in technical area (level 1 or 2)	There was a level 1 or 2 alarm in the technical area. The alarm is in the status of "unresolved".
	Alarm in technical 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 technical area. The alarm is in the status of "unresolved".

### The overall view of all technical areas

It is the view where each technical area is represented by a graphical symbol.



The screenshot displays the 'Zone Management - Technical Areas' interface. At the top, the user is identified as 'Administrator' and the software version is 'Well-Contact Suite v.1.3.0.2'. The main navigation bar includes tabs for 'Bedrooms', 'Common Areas', 'Technical Areas' (which is currently selected and highlighted in orange), 'Custom Environments', 'Zone Master', 'Functions Master', and 'Scenarios'. On the left side, a single technical area is visible, represented by a blue square icon with the text '800 central termic'. The right-hand side of the interface features a 'Supervision' panel with sub-sections for 'Zone Management' (containing temperature, fan, and refresh icons), 'List of Events' (with a person icon and an 'All' button), and a vertical menu with options: 'Reception', 'Supervision' (highlighted in orange), 'Administration', 'Alarms / Messages', and 'Logout'. The bottom status bar shows the system ID 'F1652361-2E38-468C-805C-F29576C71938' and the date/time '4/0/64 0 04/04/2011 11:01:02 Write'.

In the graphical symbol you can distinguish the following three areas:

- **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Number of the environment</b>	The number of the environment. Please note that for the proper functioning of the Well-Contact software you'll need to configure all environments numbers during the configuration of the Well-Contact Suite software.
	<b>Name of the environment</b>	It is a text field that displays the name of the environment (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).
	<b>Environment Alarms</b>	<p>If an alarm event occurs, associated with the environment, you'll see an icon for the type of alarm that occurs.</p> <p>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"> <li>•  : Request for assistance from the customer</li> <li>•  : Fire Alarm</li> <li>•  : Technical alarm</li> <li>•  : Intrusion Alarm</li> <li>•  : Flooding danger alarm</li> <li>•  : Temperature is too high alarm</li> <li>•  : Temperature is too low alarm</li> <li>•  : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the inst aller manual.

### Access to the detail view of the technical area

Selecting (left clicking) the symbol representing a technical area, you'll access the "detail view" of the technical area. The "detail view" of the technical area is described in the chapter The detail view of the technical area.

### The detail view of the technical area

It is the view representing the environment "technical area" in detail.

As mentioned previously, in the description of the summary view of the technical areas, you'll reach the detail view of a technical area selecting (left-clicking) the related summary symbol.

From the detail view of a technical area you can then go to the detail view of the next and previous technical area through the "previous" and "next" buttons.

The detail view window of a technical area appears as shown in the picture below:



As for the use of this window, follow the considerations made during the description of the detail view of the rooms. Then, refer to the chapter The detail view of the room for the description of the detail view of the technical areas.

## Custom Environments

### Introduction

The Well-Contact Suite software provides the ability to create windows containing sets of devices of the automation system, regardless of the actual physical location of the device.

These windows are called "custom environments."

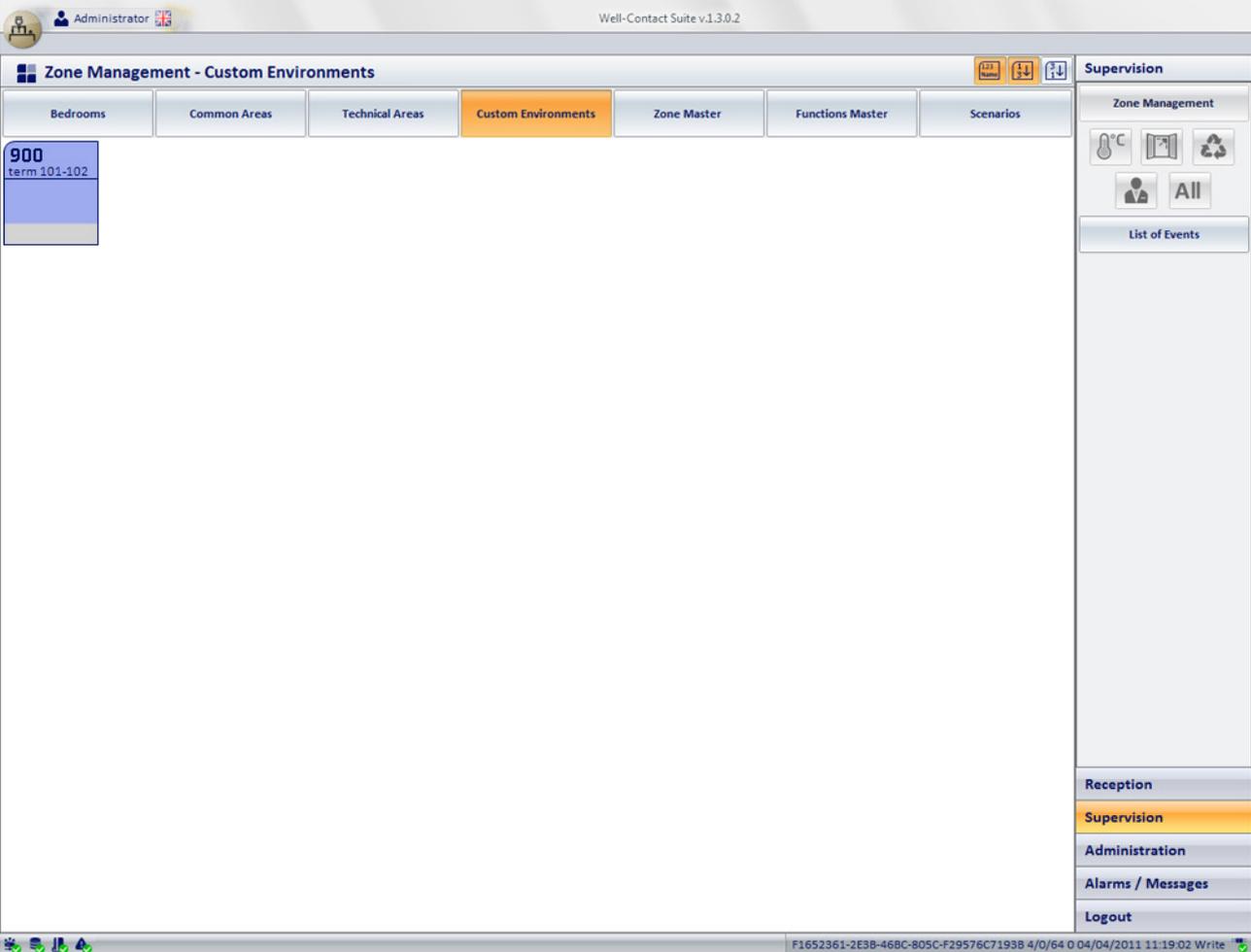
The symbols representing the custom environments, take a color depending on the status of the room.

The following table lists the possible statuses of a custom environment, in the zones view, with their descriptions.

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".

### The overall view of all custom environments

It is the view where each custom environment is represented by a graphical symbol.



In summary graphical symbol of the custom environment you can distinguish the following three areas:

- **Top horizontal bar**

This area shows the status of the data reported in the following table.

Symbol	Data	Description
	<b>Environment number.</b>	The number of the environment. Please note that for the proper functioning of the Well-Contact software you'll need to configure all environments numbers during the configuration of the Well-Contact Suite software.
	<b>Name of the environment</b>	It is a text field that displays the name of the environment (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 (  ).
	<b>Environment Alarms</b>	<p>If an alarm event occurs, associated with the environment, you'll see an icon for the type of alarm that occurs.</p> <p>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"> <li>•  : Request for assistance from the customer</li> <li>•  : Fire Alarm</li> <li>•  : Technical alarm</li> <li>•  : Intrusion Alarm</li> <li>•  : Flooding danger alarm</li> <li>•  : Temperature is too high alarm</li> <li>•  : Temperature is too low alarm</li> <li>•  : Service in room request alarm</li> </ul>
	<b>Preconditioning state active</b>	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. <b>Note:</b> for the description of the function and its configuration, refer to chapter "Preconditioning" of the inst aller manual.

### Access to the detail view of the custom environment

Selecting (left clicking) the symbol representing a custom environment, you'll access the "detail view" of the custom environment. The "detail view" of the custom environment is described in the chapter The detail view of the custom environment.

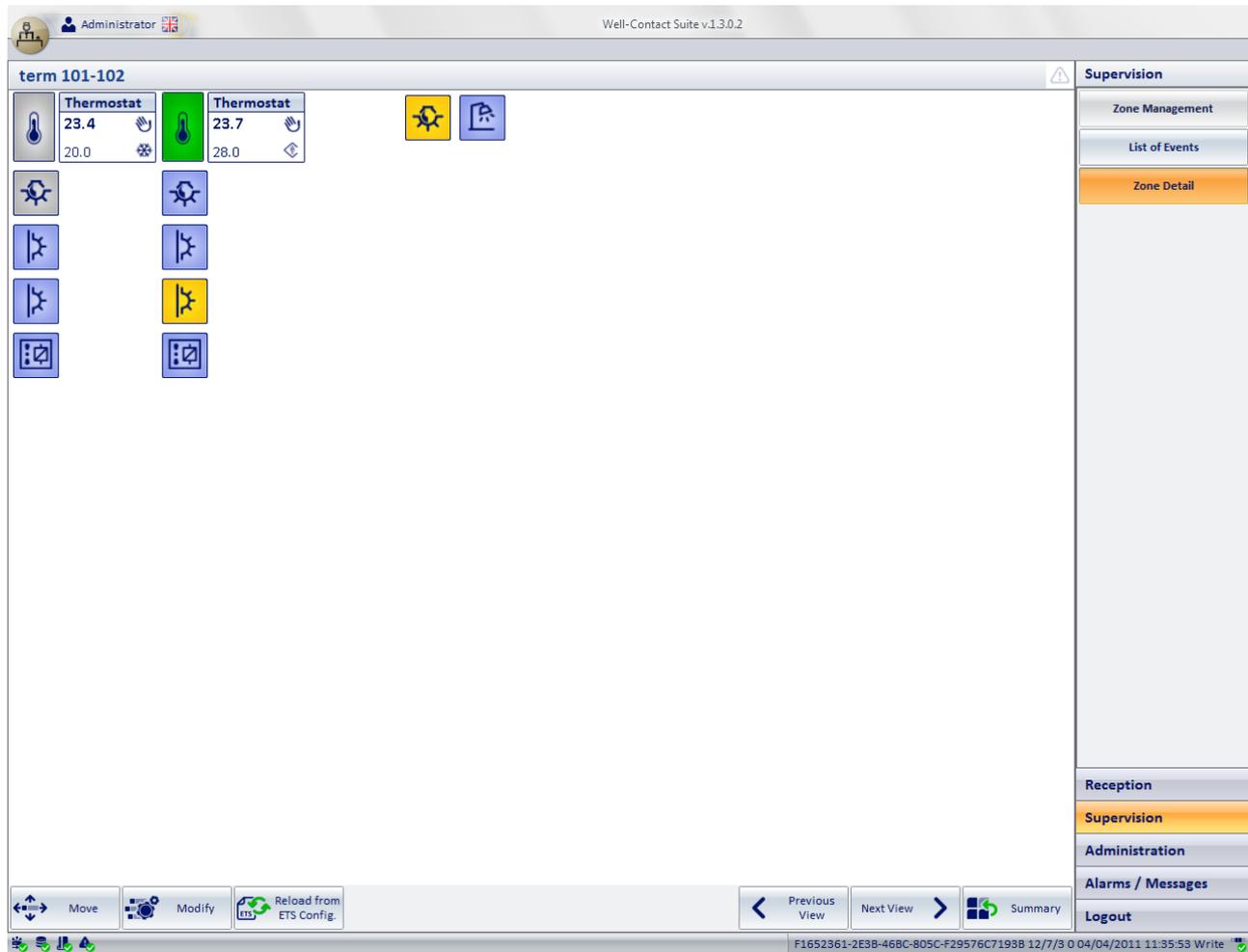
### Detail view of the custom environment

It is the view representing the environment "custom environment" in detail.

As mentioned previously, in the description of the summary view of the custom environments, you'll reach the detail view of a custom environment selecting (left-clicking) the related summary symbol.

From the detail view of a custom environment you can then go to the detail view of the next and previous custom environment through the "previous" and "next" buttons.

The detail view window of a custom environment appears as shown in the picture below:



As for the use of this window, follow the considerations made during the description of the detail view of the rooms.

Then, refer to the chapter The detail view of the custom environment for the description of the detail view of the technical areas.

## Zone Masters

### Introduction

The Well-Contact Suite software provides the ability to create virtual environments containing virtual devices (associated with real devices of the same type), to facilitate the control of a set of devices (of the same type) to be controlled in the same way.

Such environments are called "zone masters".

For a detailed description of the "Zone Master" refer to the chapters "Functions Master" and "Zone Master".

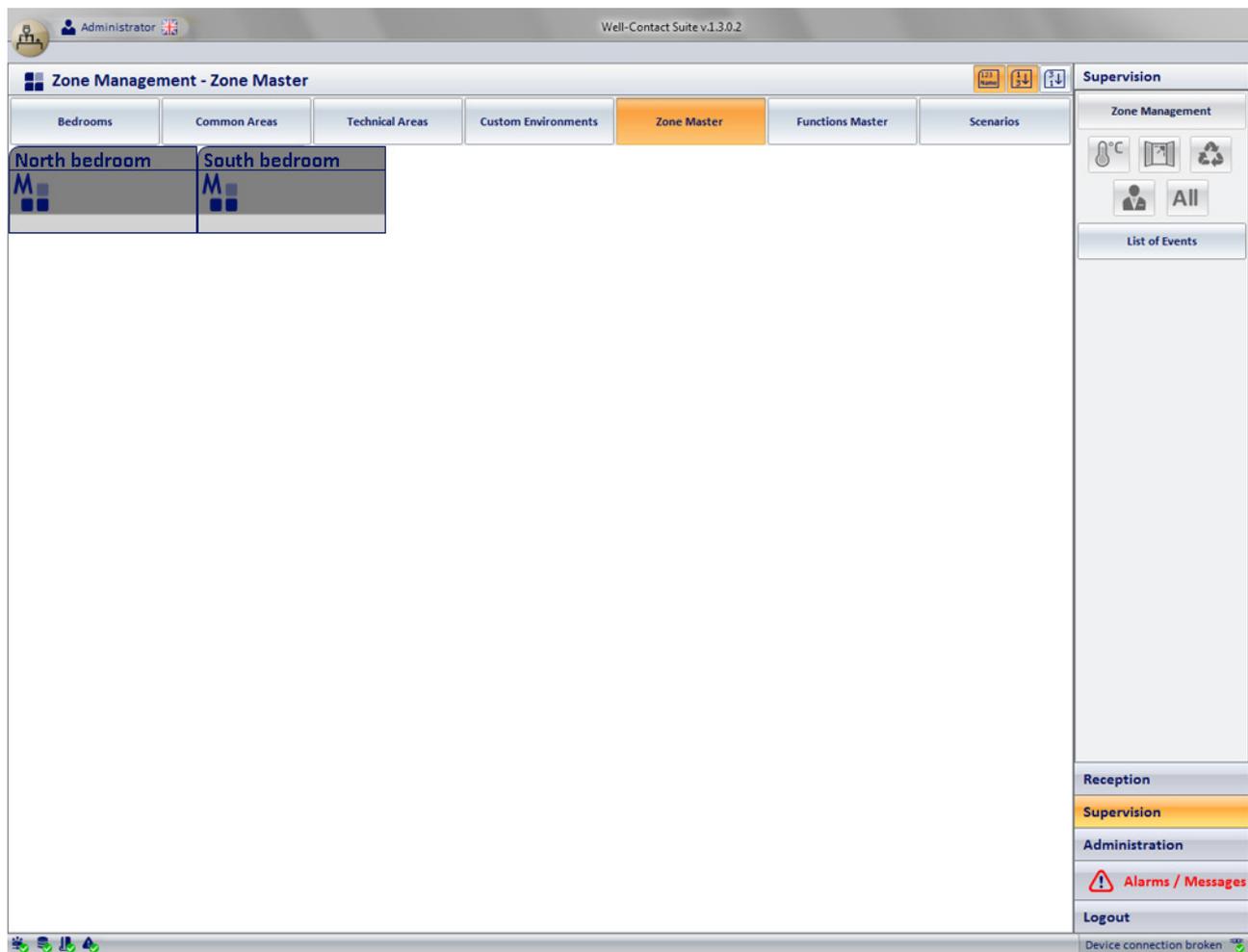
### The overall view of all zone masters

It is the view where each zone master is represented by a graphical symbol.



The symbol represents the name of zone master in the "title bar", as defined during the configuration.

The following picture shows the overall view of all zone masters



### Access to the detail view of the zone masters

Selecting (left clicking) the symbol representing a zone master, you'll access the "detail view" of the zone master. The "detail view" of the zone master is described in the chapter The detail view of the zone master.

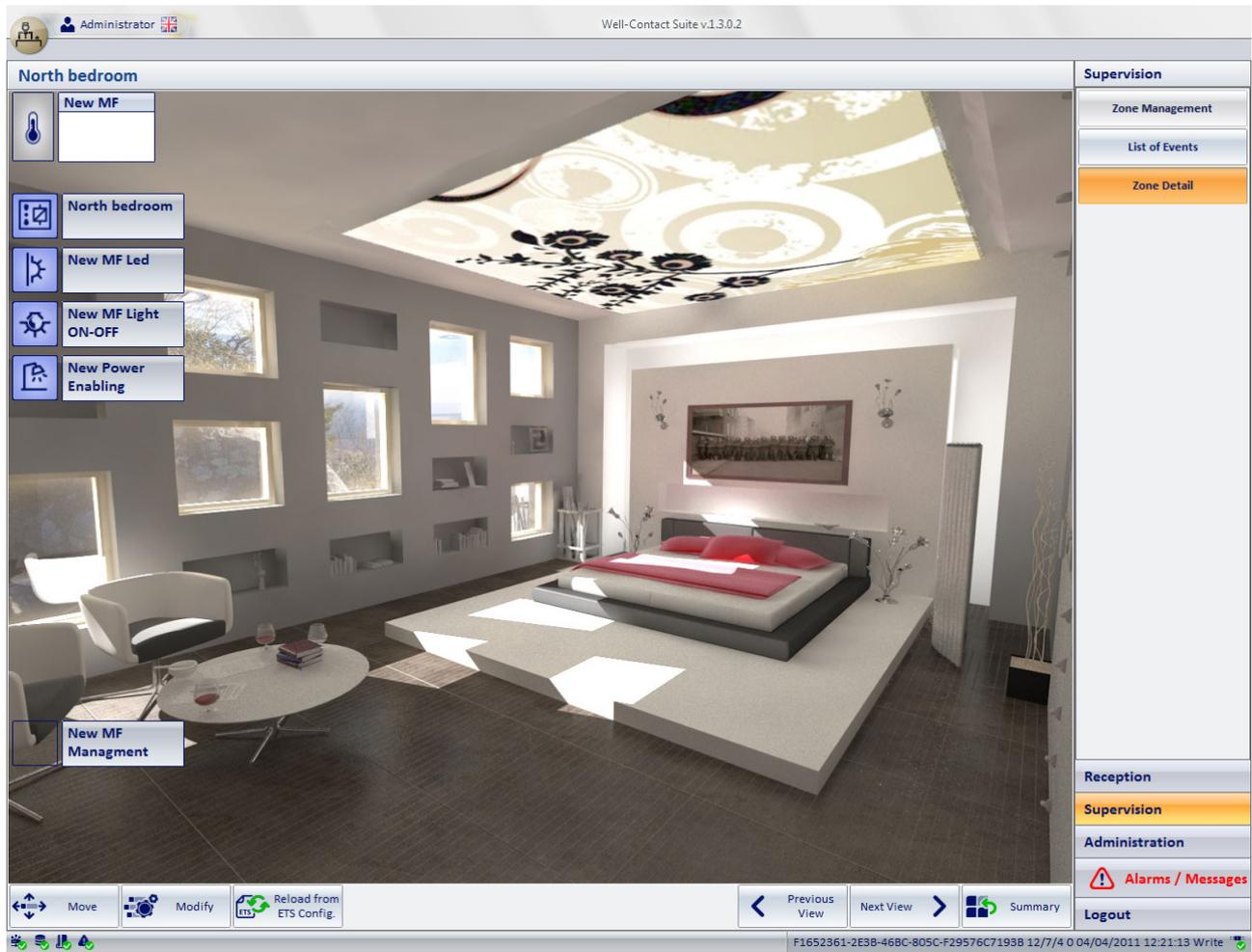
### Detail view of a zone master

It is the view representing the "zone master" in detail.

As mentioned previously, in the description of the summary view of the zone master, you'll reach the detail view of a zone master selecting (left-clicking) the related summary symbol.

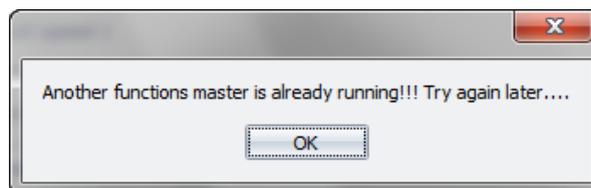
From the detail view of a zone master you can then go to the detail view of the next and previous zone master through the "previous" and "next" buttons.

The detail view window of a zone master appears as shown in the picture below:



To the detail view of a zone master you can give the appearance of a real room, though it's actually a virtual room. The room contains symbols of the devices, which are also associated with a virtual set of real devices (of the same type) belonging to the real rooms.

Operating a virtual device, you're actually operating all devices associated with it: the Well-Contact Suite software sends the command the user gives to the virtual device to all real devices associated with it. In that regard, please note that after giving an order to a virtual device, the commands to the real devices are sent from the Well-Contact Suite software in a sequence, respecting the time interval between a command and the next, as set during the configuration. Until the completion of the procedure of sending of commands to all devices associated with the virtual device, you cannot send a command to a master. If you try to send such a command to a master before the execution of a previous command is completed, you'll see the following warning message.



In this case, you'll have to wait before sending a subsequent command to the master.

The symbols on the virtual devices (which are functions masters) are similar to those on the real devices with one major difference:

The symbols on the virtual devices (functions masters) cannot display the status. This is because they are associated with a set of real devices that could have a different status from one another.

The main purpose of the masters, however, is to send the same commands to a consistent set of devices, regardless of their status.

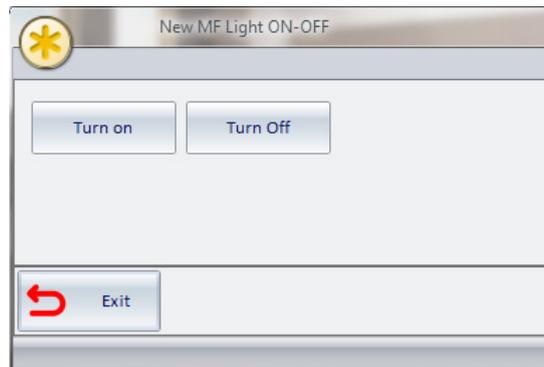
To send a command to a virtual device (functions master), select (left click) the graphical symbol that represents it, exactly as you would to control real devices.

### **Sending a Command to a virtual On/Off device**

Proceed as follows:

1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

Here is an example of a window used to send a command to a virtual device (functions master).



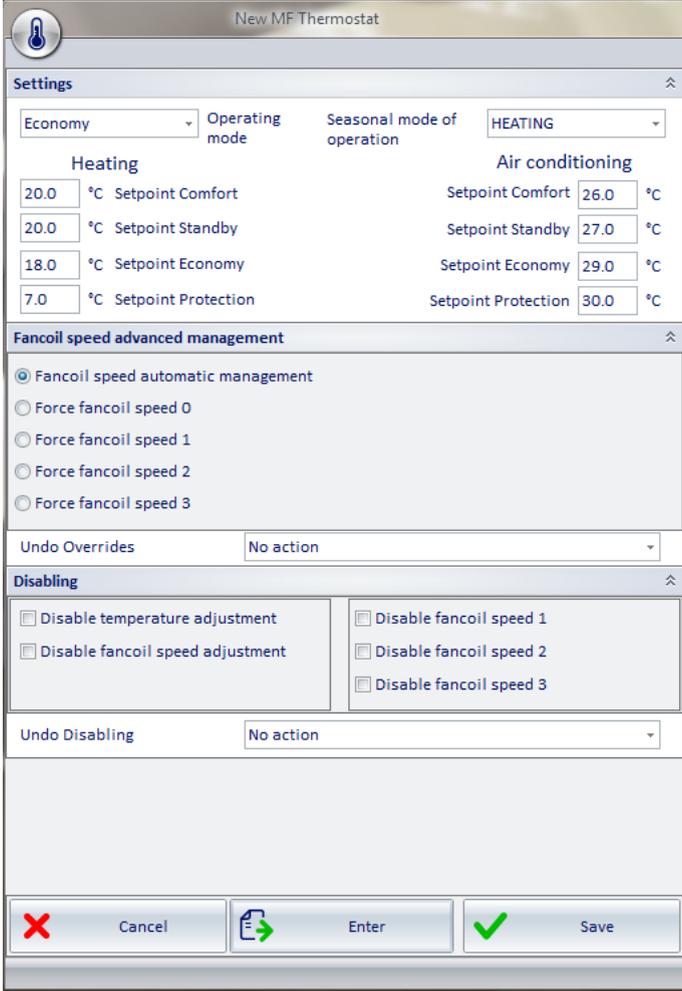
3. Press the button of the command you want to send.  
To exit the window press "Exit".

### **Sending a Command to a virtual thermostat**

Proceed as follows:

1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

The following picture shows the window for sending commands to a virtual device (functions master) of the thermostat-type.



As mentioned previously, the windows for sending commands to functions masters contain input fields required for the actual devices windows, but do not contain fields designed to display the status.

Consequently, for the description of the command fields of this window, refer to the thermostat one, as described in detail in the chapter The thermostat setting window of the Well-Contact system.

The first time you open the command window of a functions master of a thermostat, or at least if no changes were carried out and then saved. the numeric fields contain default values.

Below is the description of the buttons at the bottom of the window:

- "Undo Operation" button This button exits the functions master control window without sending or saving any changes made on the same fields.
- The "Save" button This button allows you to save all settings data of the current functions master. This command can be useful in the following two cases:
  - You want to save your settings so you can later send them to the real thermostats associated with them.
  - You want to save the new settings so they can be used as the default for the real thermostats associated with them, that have been assigned that functions master as "default".
- The "Run" button This button allows you to send to the real thermostats the settings made or at least the settings currently displayed in the functions master window.

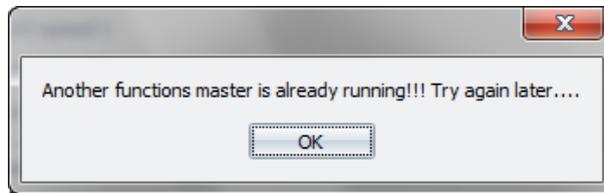
**IMPORTANT.** Please note the following very important notes.

- Pressing the "Run" button ALL the commands in the setup window of the master are sent to the associated (and activated) thermostats.

The commands are sent to thermostats at real time intervals (using the settings in the window for the creation and configuration of the master).

If you have associated many thermostats with the functions master, it can take several minutes for all commands to be sent to all associated (and activated) thermostats.

If you try to run a functions master's commands while running a previous functions master, the following message appears:



In this case, you'll have to wait before sending a subsequent command to the master.

- In order for the commands to be sent from the functions master to a real thermostat associated, it is necessary that "Enable thermostat management through associated masters" is enabled the real thermostat's window.

Otherwise, even if that real thermostat has been associated with a functions master during its creation and configuration, when you press the "Run" button from the window of the associated functions master, no command will be sent to that real thermostat.

- A real thermostat can be associated, as for commanding, to multiple functions master.
- A real thermostat can be associated with A SINGLE functions master to restore the default data.

3. Making the desired commands.

## Functions Masters

### **Introduction**

The Well-Contact Suite software provides the ability to create virtual devices (associated with real devices of the same type), to facilitate the control of a set of devices (of the same type) to be controlled in the same way.

Such environments are called "functions masters".

For a detailed description of the functions masters refer to the chapters "Functions Master" and "Zone Master".

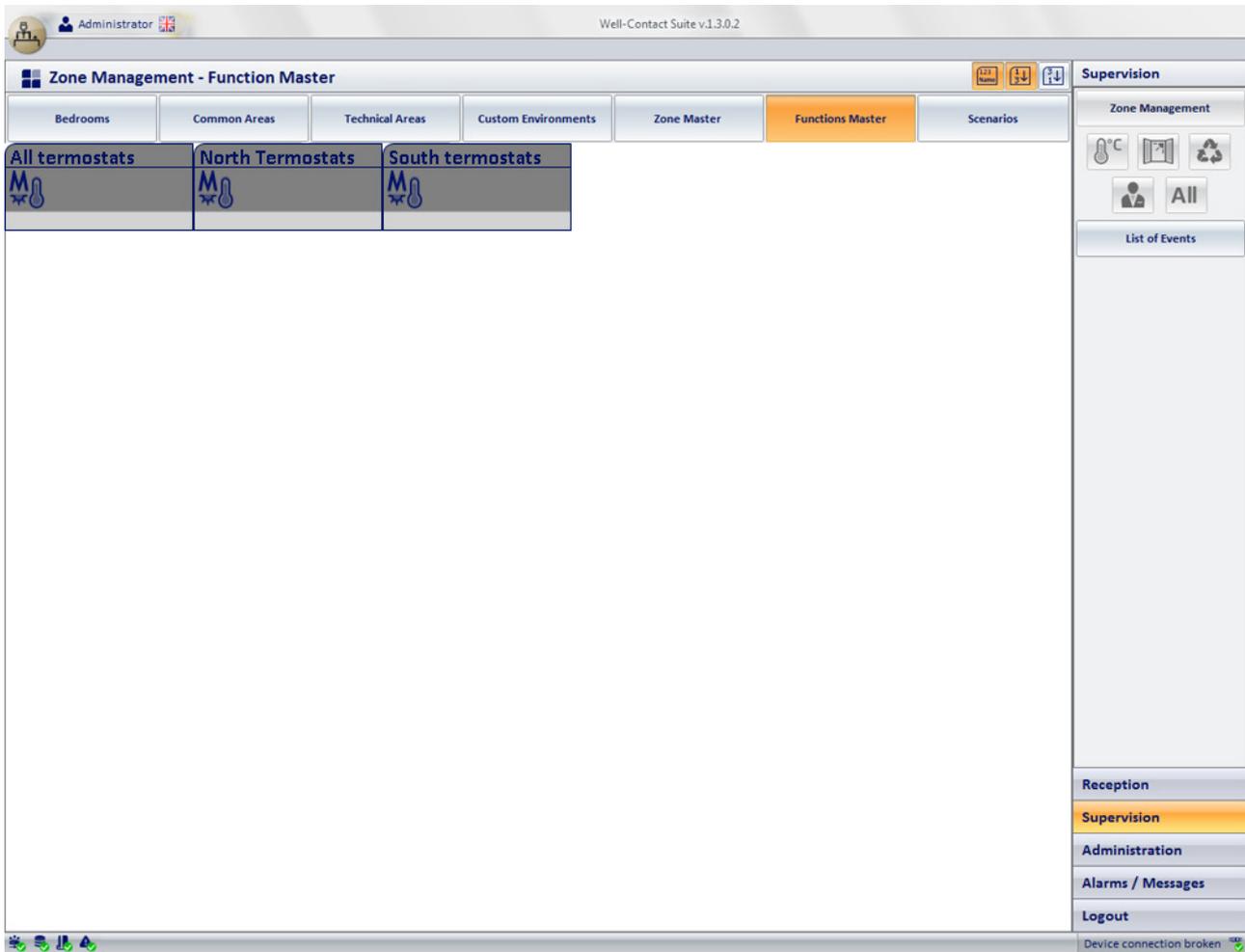
### **The overall view of all functions masters**

It is the view where each functions master is represented by a graphical symbol.



The symbol represents the name of functions master in the "title bar", as defined during the configuration.

The following picture shows the overall view of all functions masters



### Access to the detail view of the functions masters

Selecting (left clicking) the symbol representing a functions master, you'll access the "detail view" of the functions master. The "detail view" of the functions master is described in the chapter The detail view of the functions master.

### Detail view of a functions master

It is the view representing the "functions master" in detail.

As mentioned previously, in the description of the summary view of the functions master, you'll reach the detail view of a functions master selecting (left-clicking) the related summary symbol.

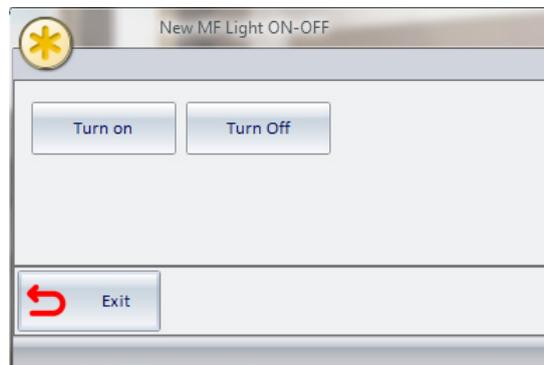
The appearance of the detail view of a functions master depends on the type of functions master (i.e. the type of real devices associated with it).

### Sending a Command to a virtual On/Off device

Proceed as follows:

1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

Here is an example of a window used to send a command to a virtual device (functions master).



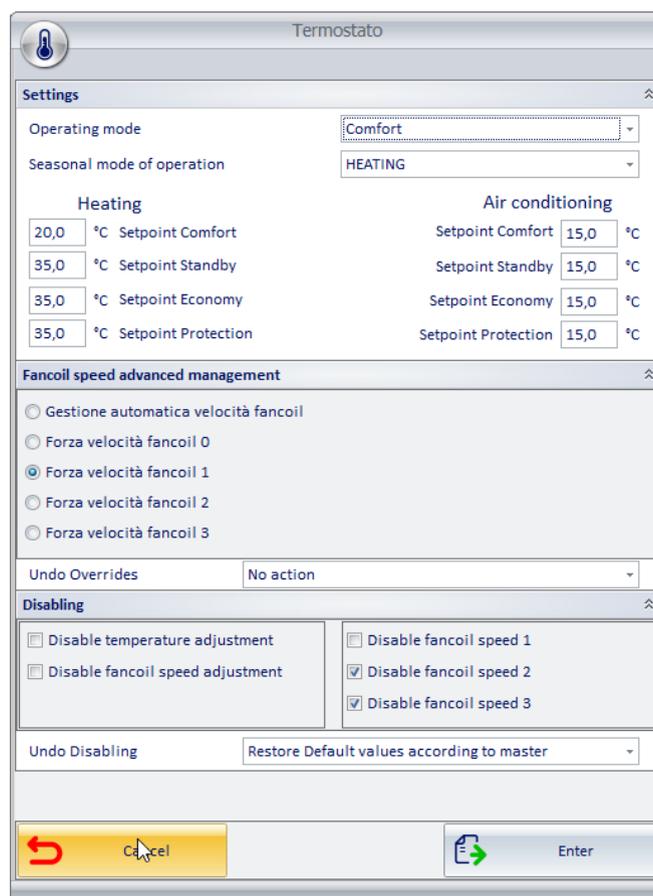
3. Press the button of the command you want to send. To exit the window press "Exit".

### Sending a Command to a virtual thermostat

Proceed as follows:

1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

The following picture shows the window for sending commands to a virtual device (functions master) of the thermostat-type.



As mentioned previously, the windows for sending commands to functions masters contain input fields required for the actual devices windows, but do not contain fields designed to display the status.

Consequently, for the description of the command fields of this window, refer to the thermostat one, as described in detail in the chapter The thermostat setting window of the Well-Contact system.

The first time you open the command window of a functions master of a thermostat, or at least if no changes were carried out and then saved. The numeric fields contain default values.

Below is the description of the buttons at the bottom of the window:

- a. **"Cancel"** This button exits the functions master control window without sending commands to the associated thermostats.

Please note that the changes made to the data in the thermostat functions master setup window are saved in the Well-Contact Suite database when entering data in the text fields or settings made via the drop-down menus.

This allows you to:

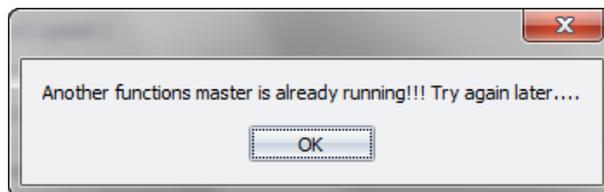
- Saving your settings so you can later send them to the real thermostats associated with them.
- Saving the new settings so they can be used as the default for the real thermostats associated with them, that have been assigned that functions master as "default".

- b. **The "Enter" button** This button allows you to send to the real thermostats the settings made or at least the settings currently displayed in the functions master window.

IMPORTANT. Please note the following very important notes.

- Pressing the "Enter" button ALL the commands in the setup window of the master are sent to the associated (and activated) thermostats. The commands are sent to thermostats at real time intervals (using the settings in the window for the creation and configuration of the master). If you have associated many thermostats with the functions master, it can take several minutes for all commands to be sent to all associated (and activated) thermostats.

If you try to run a functions master's commands while running a previous functions master, the following message appears:



In this case, you'll have to wait before sending a subsequent command to the master.

- In order for the commands to be sent from the functions master to a real thermostat associated, it is necessary that "Enable thermostat management through associated masters" is enabled the real thermostat's window. Otherwise, even if that real thermostat has been associated with a functions master during its creation and configuration, when you press the "Run" button from the window of the associated functions master, no command will be sent to that real thermostat.
- A real thermostat can be associated, as for commanding, to multiple functions master.
- A real thermostat can be associated with A SINGLE functions master to restore the default data.

3. Making the desired commands.

## Sending a Command to a virtual Rolling Shutter

Proceed as follows:

1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

The following picture shows the window for sending commands to a virtual device (functions master) of the Rolling Shutter type.



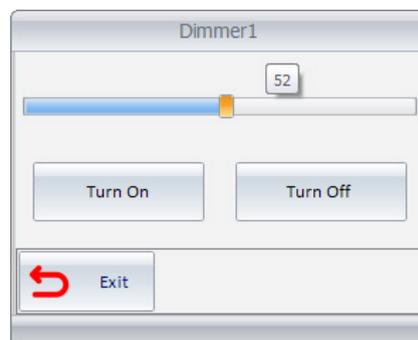
The command is sent to the shutter actuators associated with the function master at the time of action on the virtual Rolling Shutter object (pressing the buttons or releasing the slider cursor). The commands are not stored in the software database and there are no default values when the widget is opened (the cursor positions are always 0%).

## Sending a Command to a virtual Dimmer

Proceed as follows:

1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

The following picture shows the window for sending commands to a virtual device (functions master) of the Dimmer type.



The command is sent to the dimmers associated with the function master at the time of action on the virtual Dimmer object (pressing the buttons or releasing the slider cursor). The commands are not stored in the software database and there are no default values when the widget is opened (the cursor position is always 0%).

## The scenarios

### Introduction

The Well-Contact Suite software provides the ability to create scenarios to facilitate the control of a set of devices.

A scenario is a sort of "snapshot" of the devices paired during configuration.

Activating a scenario (which must have been previously created) all the commands that were provided during the configuration are sent to the devices associated with it.

The list of commands that make up a scenario is sent sequentially in the same order and timing as defined during the configuration of the scenario.

Note: the scenario, unlike the functions master, sends the commands defined during the configuration.

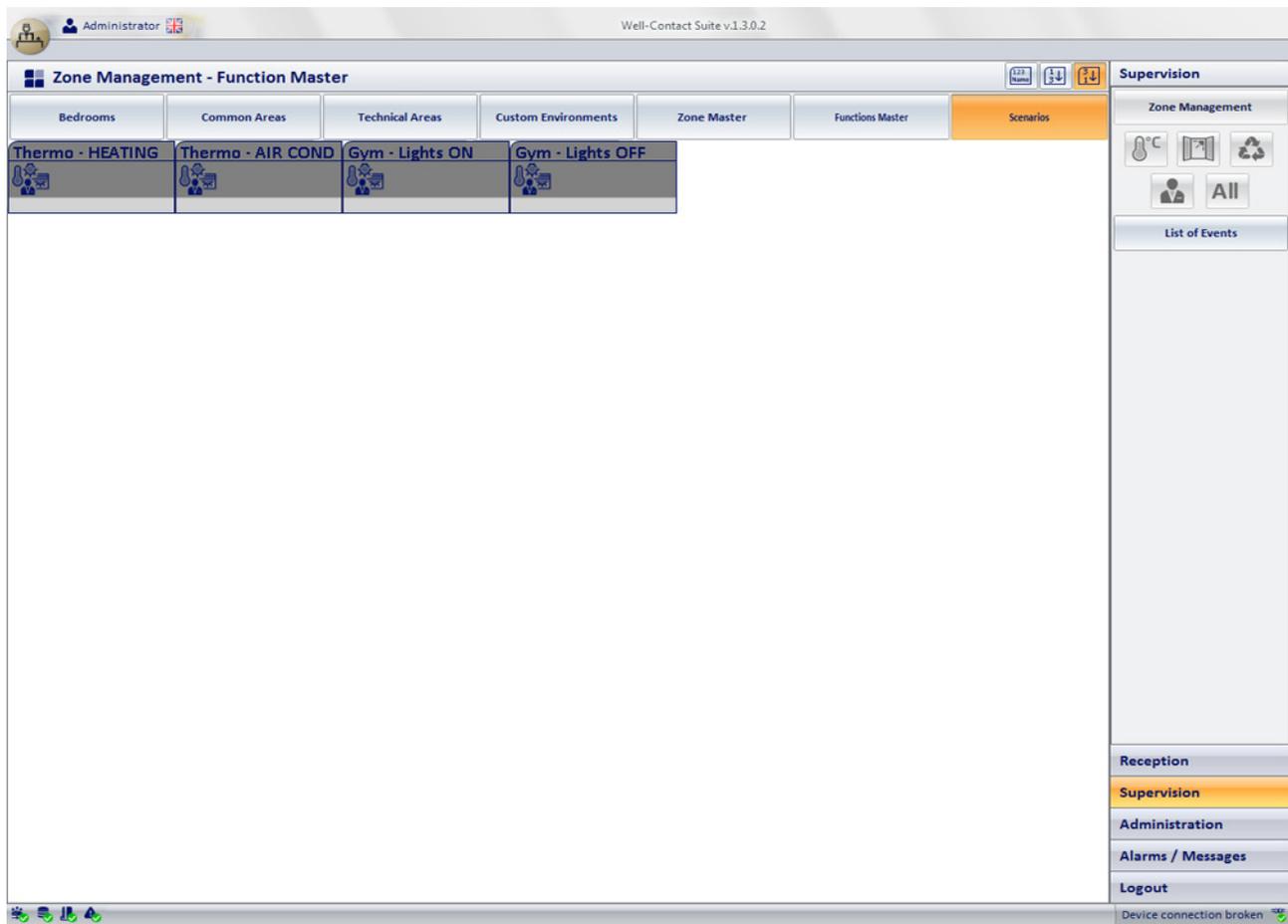
For a detailed description of the scenarios, see the chapter The scenarios.

### The overall view of all scenarios

It is the view where each functions master is represented by a graphical symbol.



The symbol represents the name of functions master in the "title bar", as defined during the configuration. The following picture shows the overall view of all functions masters



### Access to the detail view of the scenario

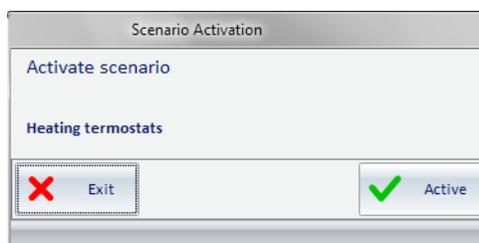
Selecting (left clicking) the symbol representing a scenario, you'll access the "detail view" of the scenario. The "detail view" the scenario is described in the chapter.

### Detail view of the scenario

It is the view representing the scenario in detail.

As mentioned previously, in the description of the summary view of the scenarios, you'll reach the detail view of a scenario selecting (left-clicking) the related summary symbol.

The appearance of the detail view of a scenario is shown in the picture below.



To activate the scenario, press the button "Enable".

To exit the window without activating the scenario press "Exit".

## The "Events List" subsection

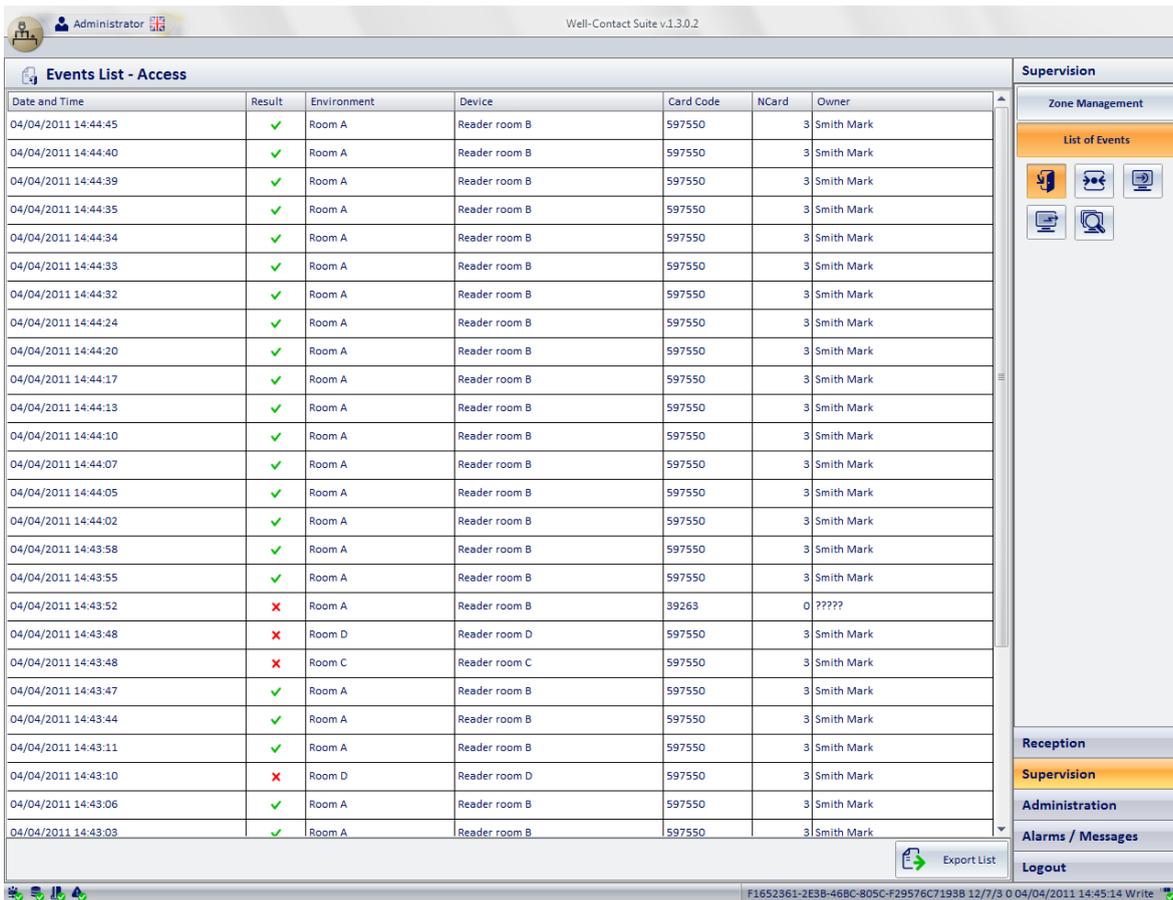
To access the "Events List" sub-section, go to the "Supervision" section (by pressing the "Supervision" button) and then press the "Events List" button. Through this subsection, you can view, and possibly export to MS Excel file format (.xls), the set of events that the Well-Contact Suite software is able to store. To facilitate the consultation of all data, it has been divided into several categories, displayed in the respective list

Possible events list can be seen in the following table:

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.

Note: from the configuration menu you can define the period after which the Well-Contact Suite software erases all stored data (events), allowing the system managers to maintain the history of such data for the selected period (refer to the chapter General parameters configuration - Log).

The appearance of the "Event List" sub-section is shown in the picture below.



The screenshot shows the 'Events List - Access' window with the following data:

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	39263	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

The interface also includes a sidebar with 'Supervision' options: Zone Management, List of Events, Reception, Supervision, Administration, Alarms / Messages, and Logout. An 'Export List' button is visible at the bottom right of the table.

You can identify the following areas, which will later be described in detail:

- **Title bar.** It consists of the top of the window. The left side is where the text description of the active event list is displayed.

Administrator Well-Contact Suite v.1.3.0.2

**Events List - Access**

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	39263	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

F1652361-2E3B-46BC-805C-F29576C7193B 12/7/3 0 04/04/2011 14:45:14 Write

**Supervision**

Zone Management

List of Events

Reception

Supervision

Administration

Alarms / Messages

Logout

- Workspace. It is represented by a window that displays the list of active events.

Administrator Well-Contact Suite v.1.3.0.2

**Events List - Access**

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	39263	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

F1652361-2E3B-46BC-805C-F29576C7193B 12/7/3 0 04/04/2011 14:45:14 Write

**Supervision**

Zone Management

List of Events

Reception

Supervision

Administration

Alarms / Messages

Logout

- Area with the buttons to select the event list. Through the buttons in this area you can select the list of events you want to view in your workspace.

The events lists listed above are described in detail in the next few chapters.

Events List - Access							Supervision
Date and Time	Result	Environment	Device	Card Code	NCard	Owner	Zone Management
04/04/2011 14:44:45	✓	Room A	Reader room B	597550	3	Smith Mark	List of Events [Icons]
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	39263	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	

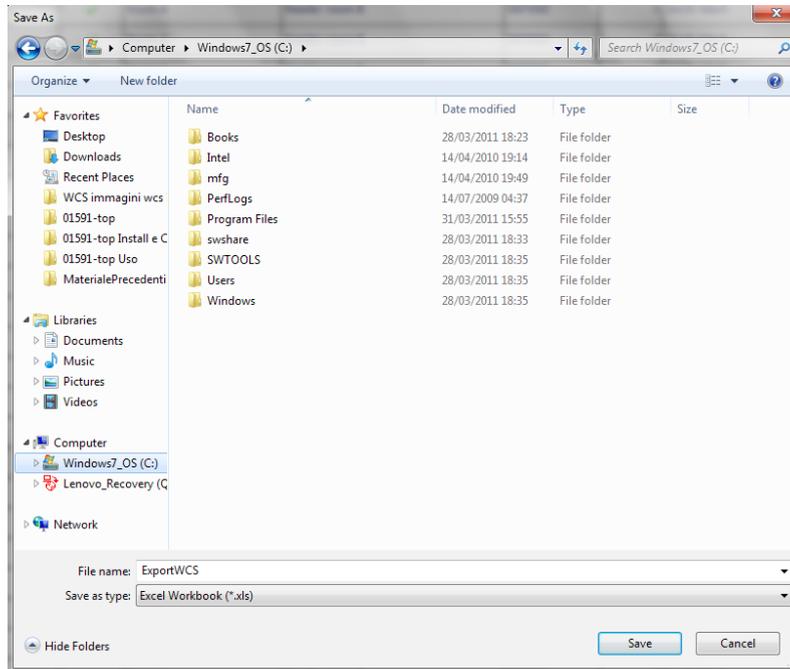
Export List

- The "Export List" button This button allows you to export the list of active events in an MS Excel file format (.xls).

Events List - Access							Supervision
Date and Time	Result	Environment	Device	Card Code	NCard	Owner	Zone Management
04/04/2011 14:44:45	✓	Room A	Reader room B	597550	3	Smith Mark	List of Events [Icons]
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	39263	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

Pressing this button displays the window shown in the picture below.



To export the list of events:

- Type a name for the file in the "File Name" field.
- Select the folder where to save the file.
- Press the "Move" button  
To exit without exporting the events list, press the "Cancel" button.

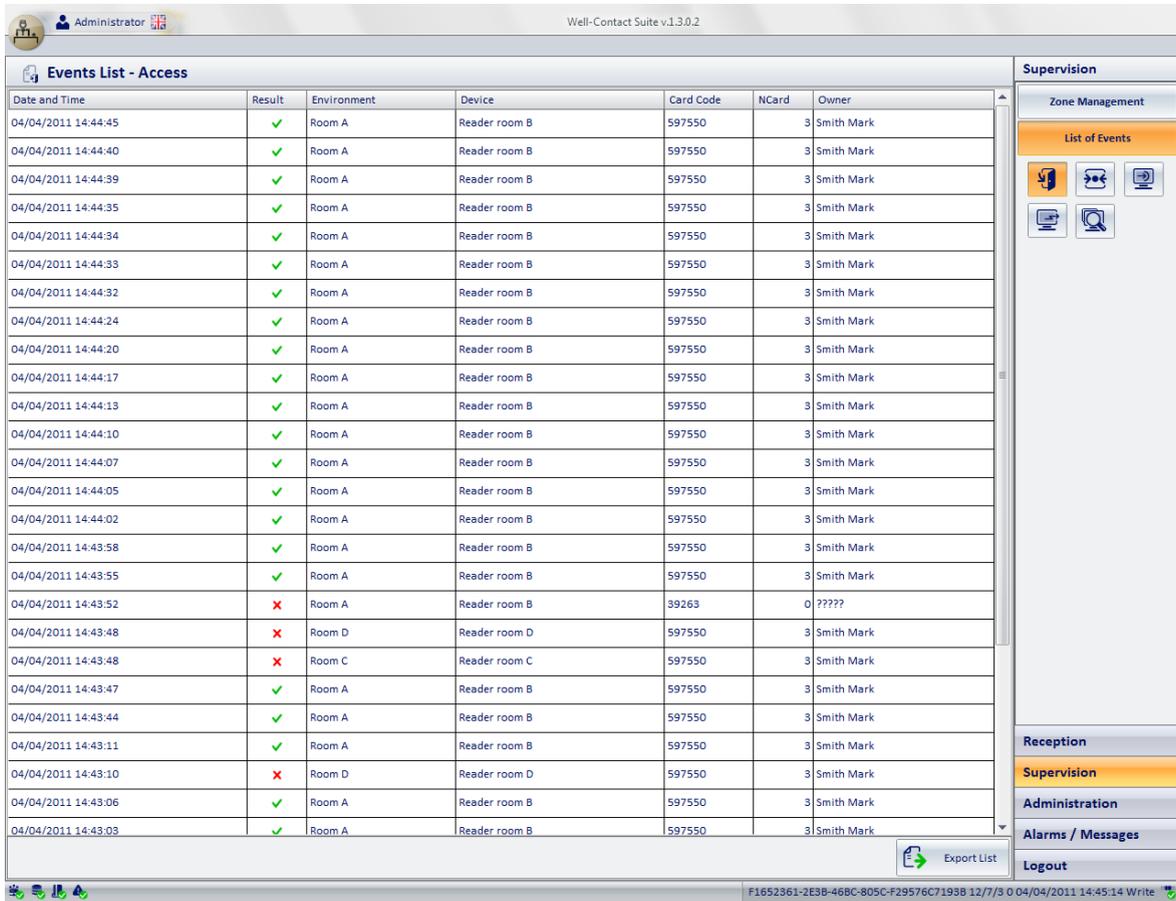
Here follows the detailed description of the event lists provided by the Well-Contact Suite software.

### **Sorting out data presented in the lists**

In all the lists displayed you can sort the data according to any of the parameters provided for that particular list. You can sort in "increasing" or "decreasing" order. You can toggle them (left) clicking the box that identifies the column name on top of the window.

## The "Access" list

This list, as anticipated previously, shows all the access data provided by a transponder reader.



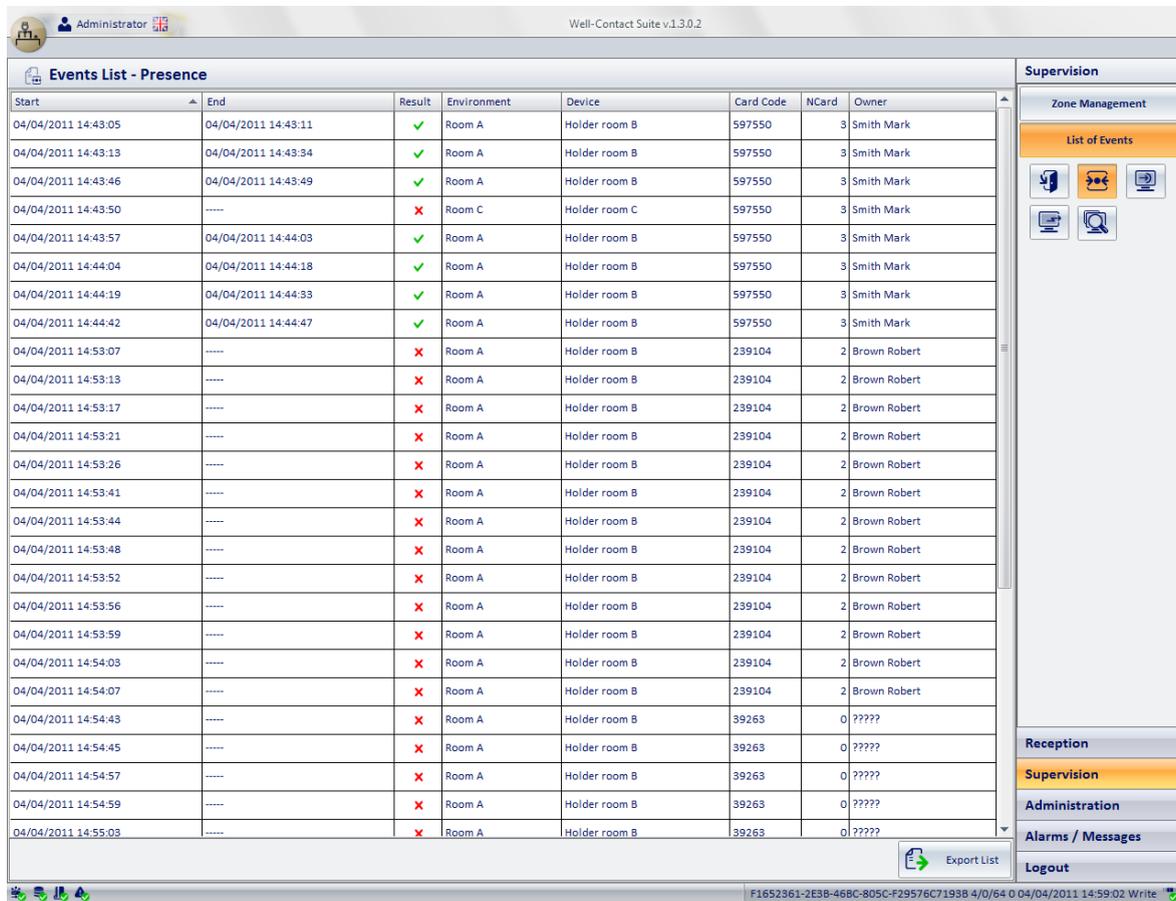
Date and Time	Result	Environment	Device	Card Code	NCard	Owner
04/04/2011 14:44:45	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:40	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:39	✓	Room A	Reader room B	597550	3	Smith Mark
04/04/2011 14:44:35	✓	Room A	Reader room B	597550	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	39263	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

The parameters displayed for each item in the list are described in the description box for each column of the list, and are described in detail in the following table.

Parameter Name (column)	Description
Date and Time	Date and time of access event
Outcome	Outcome of access: X = Access Denied V = Access Allowed
Environment	Environment related to the access event. This is the environment where the transponder reader that sent the data is located.
Device	Description of the transponder reader that sent the data.
Card Code	It is the code that identifies the card (access card).
NCard	It is the index of the card assigned to the customer. As described above, in fact, if a customer has been assigned multiple cards, these are determined by a sequential index (starting with #1).
Owner	Full Name of the customer who has been assigned the card that was read by a transponder reader.

## The "Presence" list

This list, as anticipated previously, shows all the access data provided by a pocket transponder reader.



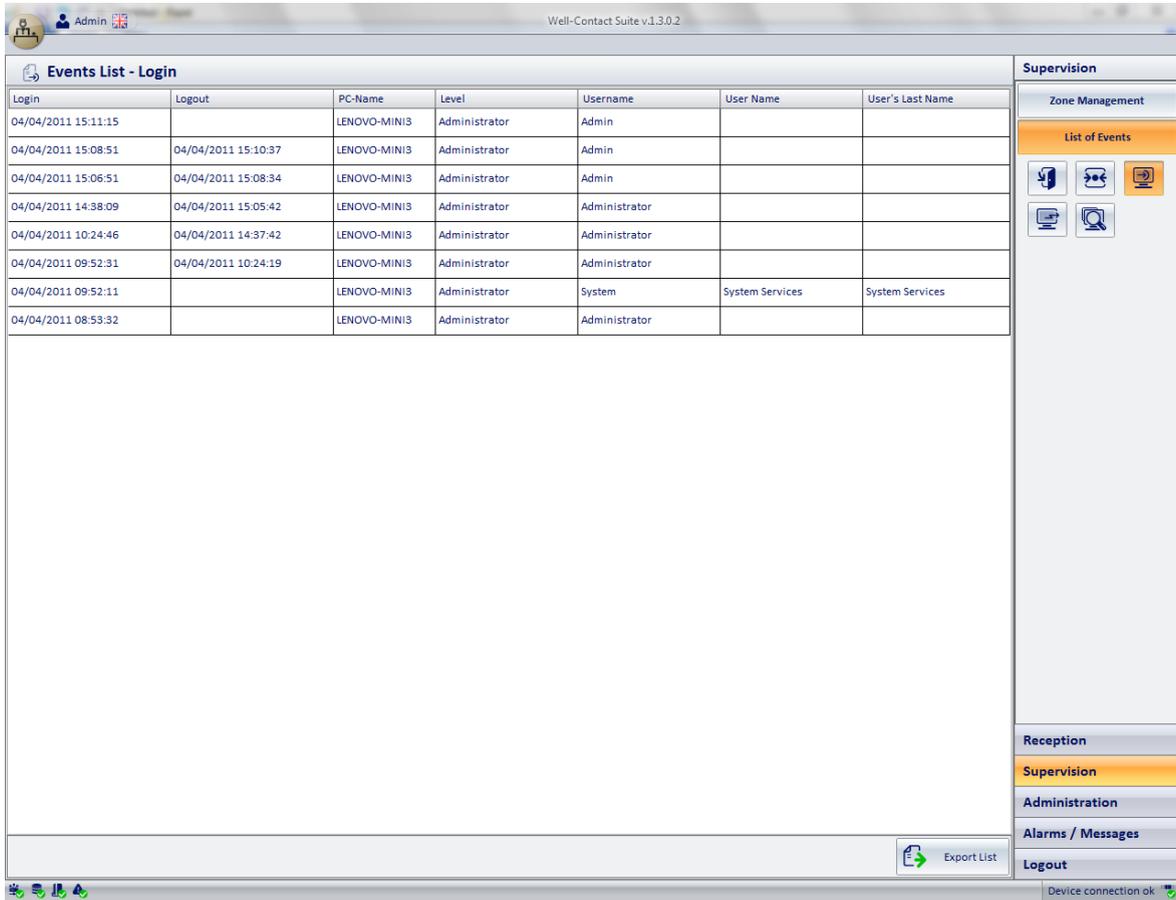
Start	End	Result	Environment	Device	Card Code	NCard	Owner
04/04/2011 14:43:05	04/04/2011 14:43:11	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:43:13	04/04/2011 14:43:34	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:43:46	04/04/2011 14:43:49	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:43:50	-----	✗	Room C	Holder room C	597550	3	Smith Mark
04/04/2011 14:43:57	04/04/2011 14:44:03	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:44:04	04/04/2011 14:44:18	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:44:19	04/04/2011 14:44:33	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:44:42	04/04/2011 14:44:47	✓	Room A	Holder room B	597550	3	Smith Mark
04/04/2011 14:53:07	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:13	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:17	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:21	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:26	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:41	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:44	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:48	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:52	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:56	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:53:59	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:54:03	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:54:07	-----	✗	Room A	Holder room B	239104	2	Brown Robert
04/04/2011 14:54:43	-----	✗	Room A	Holder room B	39263	0	?????
04/04/2011 14:54:45	-----	✗	Room A	Holder room B	39263	0	?????
04/04/2011 14:54:57	-----	✗	Room A	Holder room B	39263	0	?????
04/04/2011 14:54:59	-----	✗	Room A	Holder room B	39263	0	?????
04/04/2011 14:55:03	-----	✗	Room A	Holder room B	39263	0	?????

The parameters displayed for each item in the list are described in the description box for each column of the list, and are described in detail in the following table.

Parameter Name (column)	Description
Start	Date and time of the beginning of the presence (insertion of the card in a pocket transponder reader)
End	Date and time of the ending of the presence (insertion of the card in a pocket transponder reader)
Outcome	Result of card acceptance by the pocket transponder reader: X = Access Denied V = Access Allowed
Environment	Environment related to the access event. This is the environment where the transponder reader that sent the data is located.
Device	Description of the transponder reader that sent the data.
Card Code	It is the code that identifies the card (access card).
NCard	It is the index of the card assigned to the customer. As described above, in fact, if a customer has been assigned multiple cards, these are determined by a sequential index (starting with #1).
Owner	Full Name of the customer who has been assigned the card that was read by a transponder reader.

## The "Login" list

This list, as anticipated previously, shows all the Well-Contact Suite software access data.



Login	Logout	PC-Name	Level	Username	User Name	User's Last Name
04/04/2011 15:11:15		LENOVO-MINI3	Administrator	Admin		
04/04/2011 15:08:51	04/04/2011 15:10:37	LENOVO-MINI3	Administrator	Admin		
04/04/2011 15:06:51	04/04/2011 15:08:34	LENOVO-MINI3	Administrator	Admin		
04/04/2011 14:38:09	04/04/2011 15:05:42	LENOVO-MINI3	Administrator	Administrator		
04/04/2011 10:24:46	04/04/2011 14:37:42	LENOVO-MINI3	Administrator	Administrator		
04/04/2011 09:52:31	04/04/2011 10:24:19	LENOVO-MINI3	Administrator	Administrator		
04/04/2011 09:52:11		LENOVO-MINI3	Administrator	System	System Services	System Services
04/04/2011 08:53:32		LENOVO-MINI3	Administrator	Administrator		

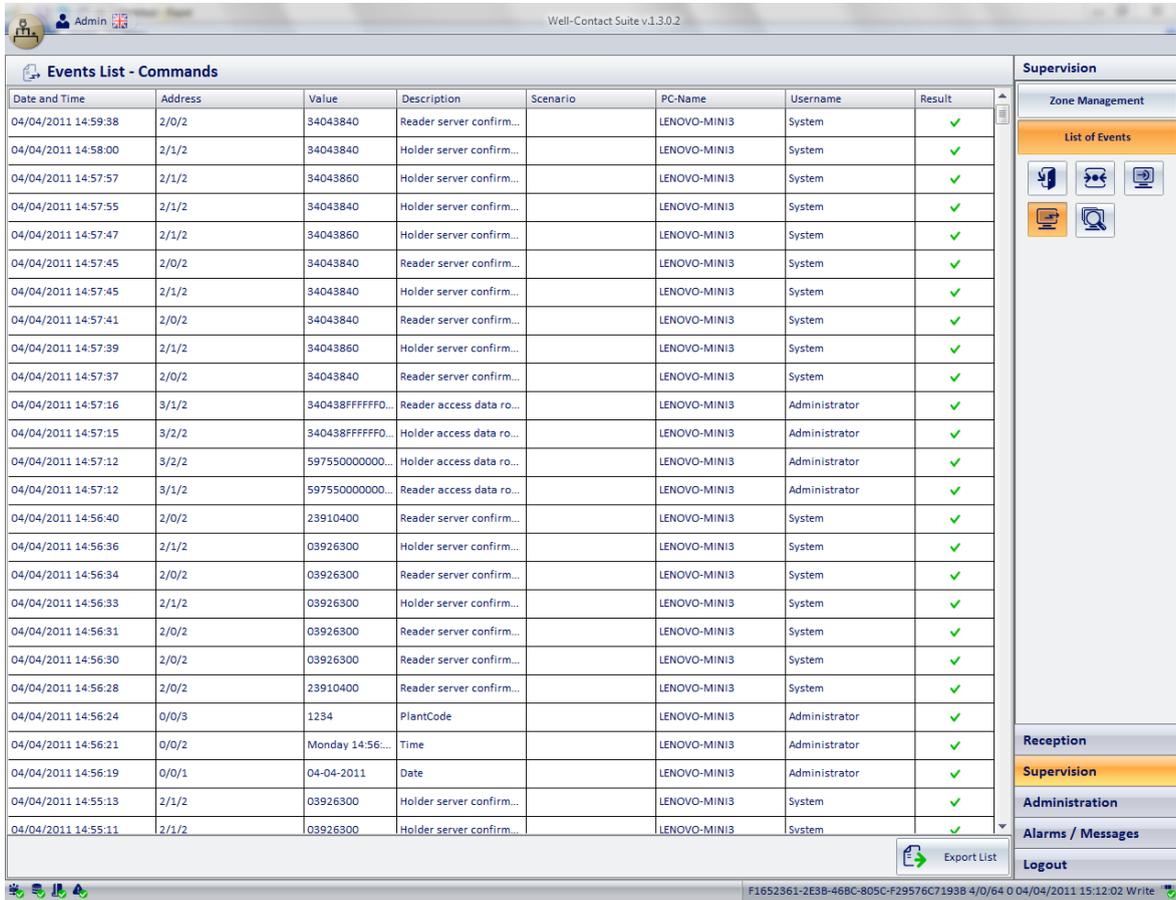
The parameters displayed for each item in the list are described in the description box for each column of the list, and are described in detail in the following table.

Parameter Name (column)	Description
Login	Date and time of the log in to the Well-Contact Suite software.
Logout	Date and time of the log out to the Well-Contact Suite software.
PC-Name	Name of the computer from which you accessed the Well-Contact Suite software.
Level	Level of the user who logged on to the Well-Contact Suite software.
Username	Username of the user who logged on to the Well-Contact Suite software.
User name	Name of the user who logged on to the Well-Contact Suite software.
User's Last Name	Last name of the user who logged on to the Well-Contact Suite software.

Note: The login list can also display access by the Well-Contact Suite Software services which begin at computer startup. These accesses are performed by the user with username "System", name "System Services" and last name "System Services".

## The "Commands" list

This list, as anticipated previously, shows all the commands sent from the Well-Contact Suite software to the automation system.



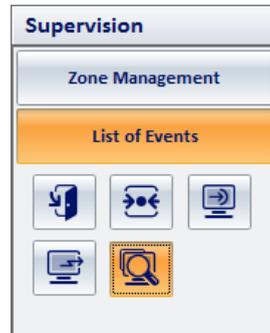
Date and Time	Address	Value	Description	Scenario	PC-Name	Username	Result
04/04/2011 14:59:38	2/0/2	34043840	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:58:00	2/1/2	34043840	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:57	2/1/2	34043860	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:55	2/1/2	34043840	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:47	2/1/2	34043860	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:45	2/0/2	34043840	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:45	2/1/2	34043840	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:41	2/0/2	34043840	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:39	2/1/2	34043860	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:37	2/0/2	34043840	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:57:16	3/1/2	340438FFFFFF0...	Reader access data ro...		LENOVO-MINI3	Administrator	✓
04/04/2011 14:57:15	3/2/2	340438FFFFFF0...	Holder access data ro...		LENOVO-MINI3	Administrator	✓
04/04/2011 14:57:12	3/2/2	597550000000...	Holder access data ro...		LENOVO-MINI3	Administrator	✓
04/04/2011 14:57:12	3/1/2	597550000000...	Reader access data ro...		LENOVO-MINI3	Administrator	✓
04/04/2011 14:56:40	2/0/2	23910400	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:36	2/1/2	03926300	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:34	2/0/2	03926300	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:33	2/1/2	03926300	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:31	2/0/2	03926300	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:30	2/0/2	03926300	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:28	2/0/2	23910400	Reader server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:56:24	0/0/3	1234	PlantCode		LENOVO-MINI3	Administrator	✓
04/04/2011 14:56:21	0/0/2	Monday 14:56:...	Time		LENOVO-MINI3	Administrator	✓
04/04/2011 14:56:19	0/0/1	04-04-2011	Date		LENOVO-MINI3	Administrator	✓
04/04/2011 14:55:13	2/1/2	03926300	Holder server confirm...		LENOVO-MINI3	System	✓
04/04/2011 14:55:11	2/1/2	03926300	Holder server confirm...		LENOVO-MINI3	System	✓

The parameters displayed for each item in the list are described in the description box for each column of the list, and are described in detail in the following table.

Parameter Name (column)	Description
Date and Time	Date and time of command sending.
Address	Group address to which the command was sent.
Value	Value of the command.
Description	Description of the group address to which the command was sent.
Scenario	Indicates whether the command sent is part of a scenario.
PC-Name	Name of the computer from which the command was sent.
Username	Username of the user who was logged in to the Well-Contact software suite at the time of the command.
Outcome	Outcome of the command: X= The command was not sent successfully V = The command was sent successfully

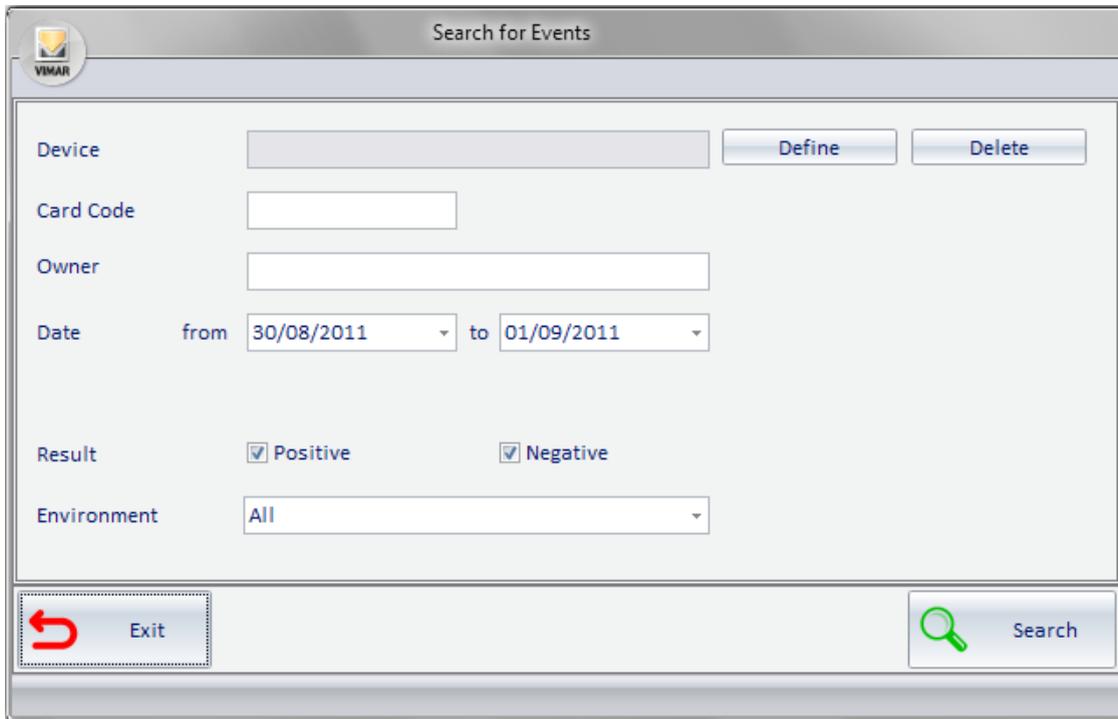
### The button for searching in the events list

Using this button, you can search in each of the sub-sections of the events list.  
Pressing "Search the List" activates the search procedure in the events list currently displayed.



### Search in Events-Access list

1. Select the Events-Access list
2. Press the search button This window appears



The "Search for Events" dialog box contains the following fields and controls:

- Device:** A text input field with "Define" and "Delete" buttons to its right.
- Card Code:** A text input field.
- Owner:** A text input field.
- Date:** Two date pickers labeled "from" and "to", with values "30/08/2011" and "01/09/2011" respectively.
- Result:** Two checkboxes labeled "Positive" and "Negative", both of which are checked.
- Environment:** A dropdown menu currently set to "All".
- Exit:** A button with a red arrow icon and the text "Exit".
- Search:** A button with a magnifying glass icon and the text "Search".

**DEVICE:** Clicking on the button "Define" displays the tree structure of the configured devices, where you can select the appropriate device for the search; clicking "Delete" will delete the selection

**CARD CODE:** you can enter the code of the card to search

**OWNER:** you can enter the name and/or last name of the owner of the card

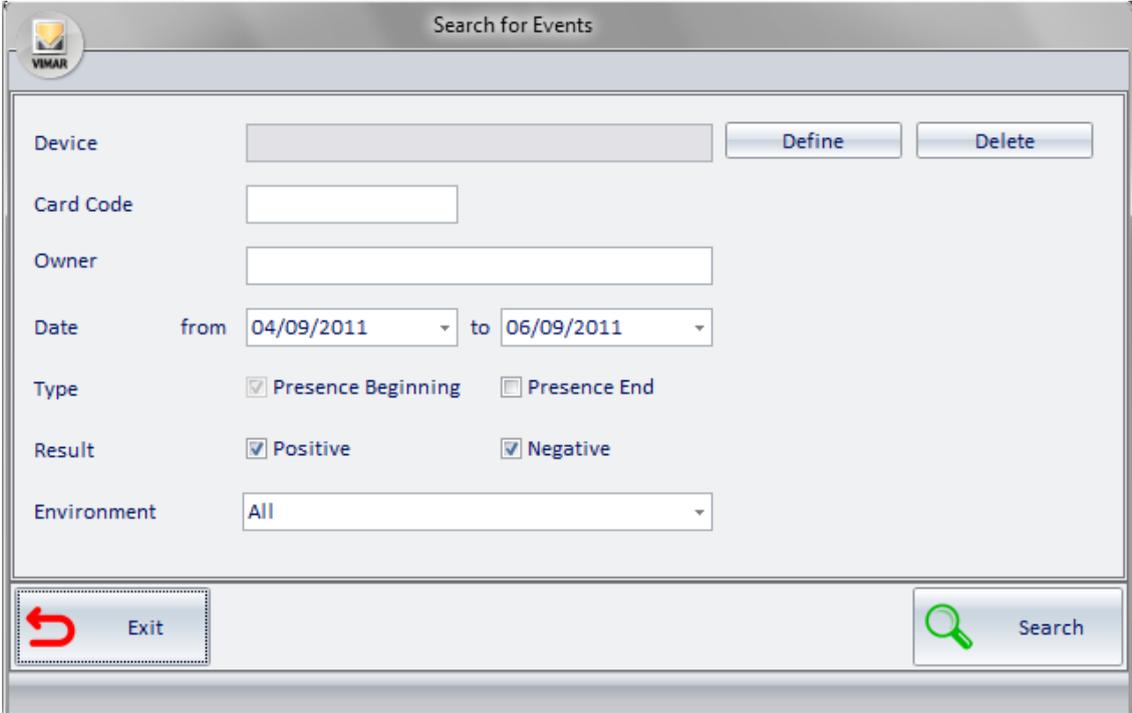
**DATE:** you can enter the period to search

**RESULT:** You can perform a search if the outcome of the command linked to the device is not successful (negative), or if the outcome of the command linked to the device is successful (positive), or in both cases (positive and negative)

**ENVIRONMENT:** you can enter the environment to search

### Search in Events-Presence list

1. Select the Events-Presence list
2. Press the search button. This window appears



**Search for Events**

Device

Card Code

Owner

Date from  to

Type  Presence Beginning  Presence End

Result  Positive  Negative

Environment

**DEVICE:** clicking the button "Define" displays the tree structure of the configured devices, where you can select the appropriate device for the search; clicking "Delete" will delete the selection

**CARD CODE:** you can enter the code of the card to search

**OWNER:** you can enter the name and/or last name of the owner of the card

**DATE:** you can enter the period to search

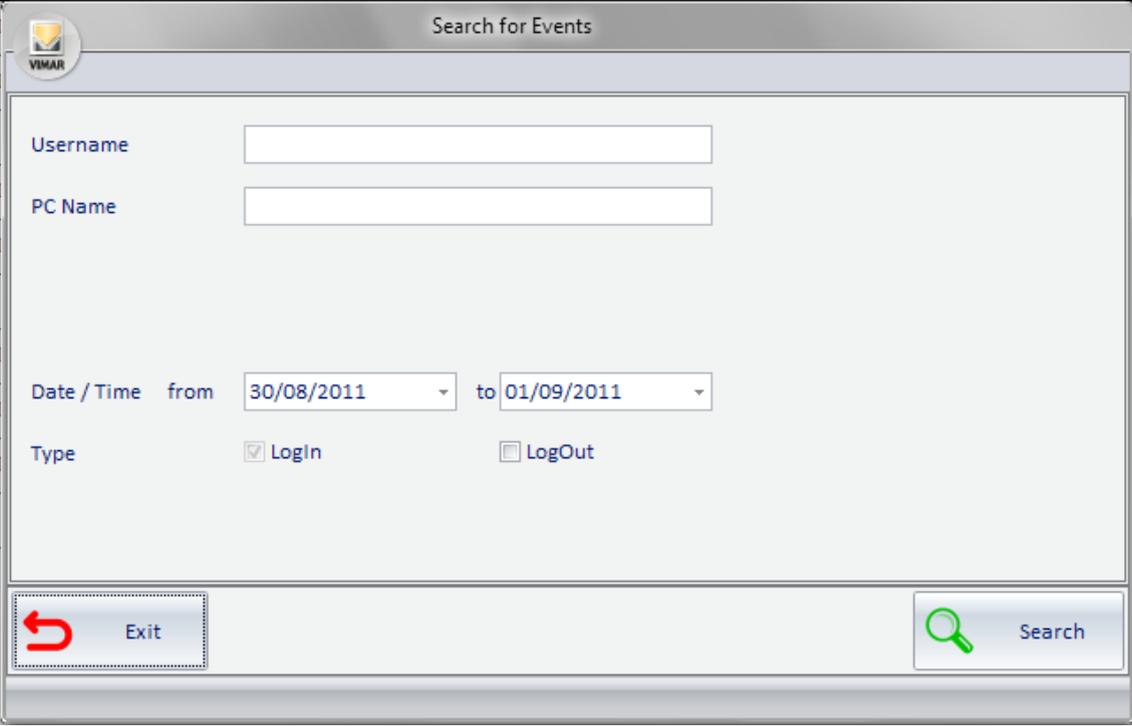
**TYPE:** If end presence is set, the search is performed on customers/staff members who are no longer present in the room; if end presence isn't set, the search is performed on all customers/staff members.

**RESULT:** You can perform a search if the outcome of the command linked to the device is not successful (negative), or if the outcome of the command linked to the device is successful (positive), or in both cases (positive and negative)

**ENVIRONMENT:** you can enter the specific environment to search

### Search in Events-Login list

1. Select the Events-Login list
2. Press the search button. This window appears



**Search for Events**

Username

PC Name

Date / Time from  to

Type  Login  Logout

 Exit  Search

**USERNAME:** you can enter the Username to search

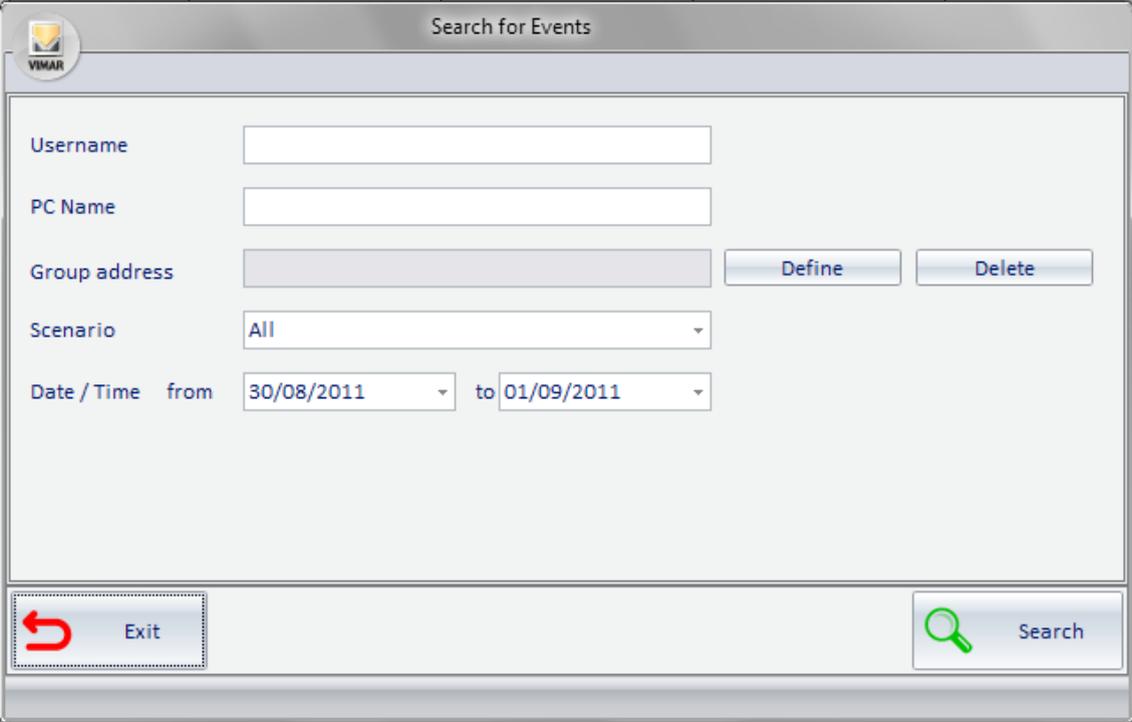
**PC NAME:** you can enter the Pc Name to search

**DATE:** you can enter the period to search

**TYPE:** If LogOut isn't set, the search is performed on all customers/staff members; if LogOut is set, the search is performed only on customers/staff members who have exited the program.

### Search in Events-Commands list

1. Select the Events-Commands list
2. Press the search button. This window appears



The screenshot shows a window titled "Search for Events" with the VIMAR logo in the top-left corner. The window contains the following fields and controls:

- Username:** A text input field.
- PC Name:** A text input field.
- Group address:** A text input field with "Define" and "Delete" buttons to its right.
- Scenario:** A dropdown menu currently showing "All".
- Date / Time:** Two dropdown menus labeled "from" and "to", with values "30/08/2011" and "01/09/2011" respectively.
- Exit:** A button with a red arrow icon and the text "Exit".
- Search:** A button with a magnifying glass icon and the text "Search".

**USERNAME:** you can enter the Username to search

**PC NAME:** you can enter the Pc Name to search

**ADDRESS/OBJECT:** clicking the button "Define" displays the tree structure of the configured addresses, where you can select the appropriate address for the search; clicking "Delete" will delete the selection

**SCENARIO:** you can enter the scenario to search

**DATE:** you can enter the period to search

## The Administration section

### Introduction

From the Administration section, you can manage the staff of the accommodation.

The main functions performed by this section are listed below and are described in detail in the following chapters.

- Viewing the lists of "active" staff and the historical archive of staff.
- Searching the lists of the "Active staff" and "Staff Archive".
- Access the staff data sheets (both active and present in the archive):
- Personal data
- Data regarding the specific function of the person
- Data cards (access cards) assigned to staff

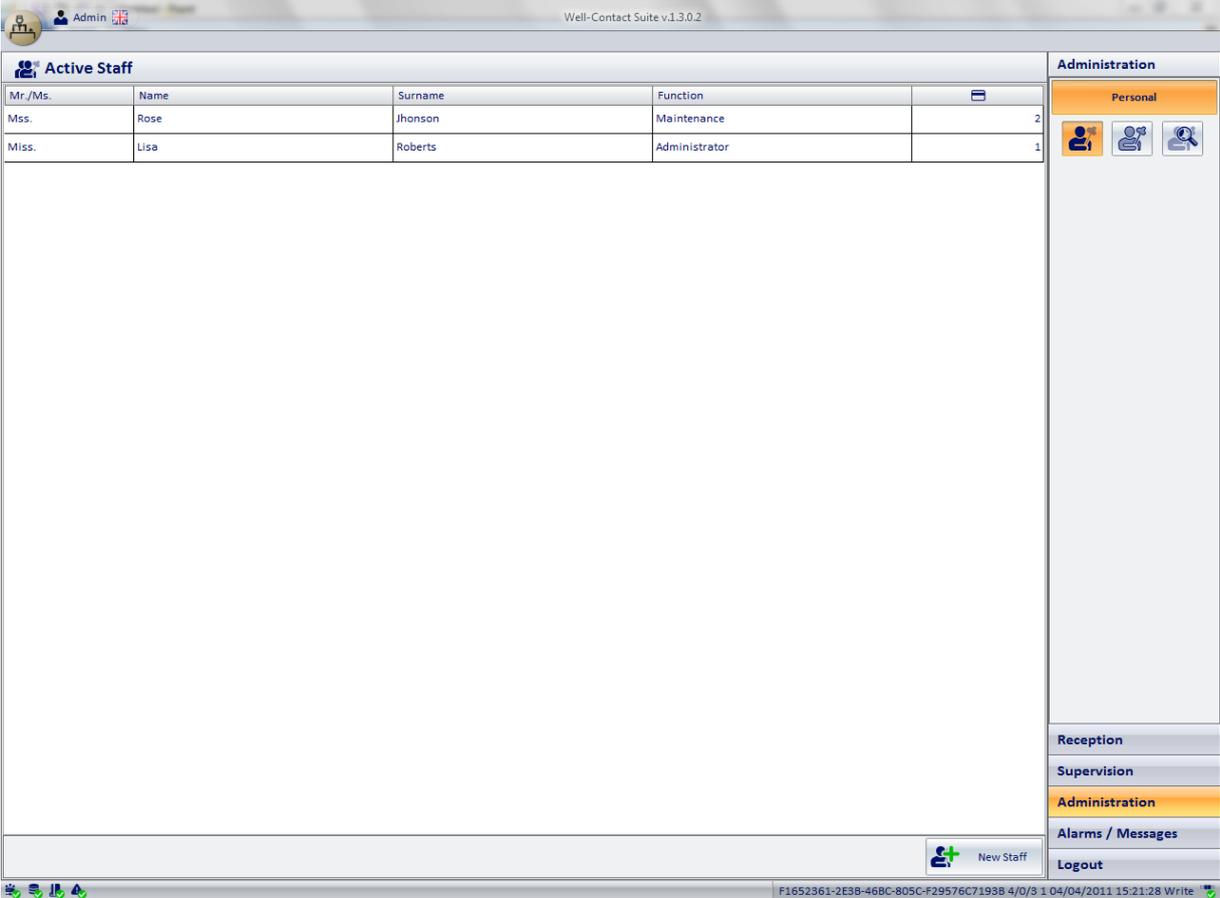
The Administration section includes two subsections:

- The "Staff" subsection. In this subsection are the lists of the "active" staff and that of the staff historical archive, and it also allows for a search in the same lists
- The "Staff Details" subsection provides access to staff records in the lists of the "Staff" subsection.

### The "Staff" subsection

To access the "Staff" subsection, go to "Administration" (pressing "Administration") and then press "Staff".

The appearance of the "Staff" sub-section is shown in the picture below.



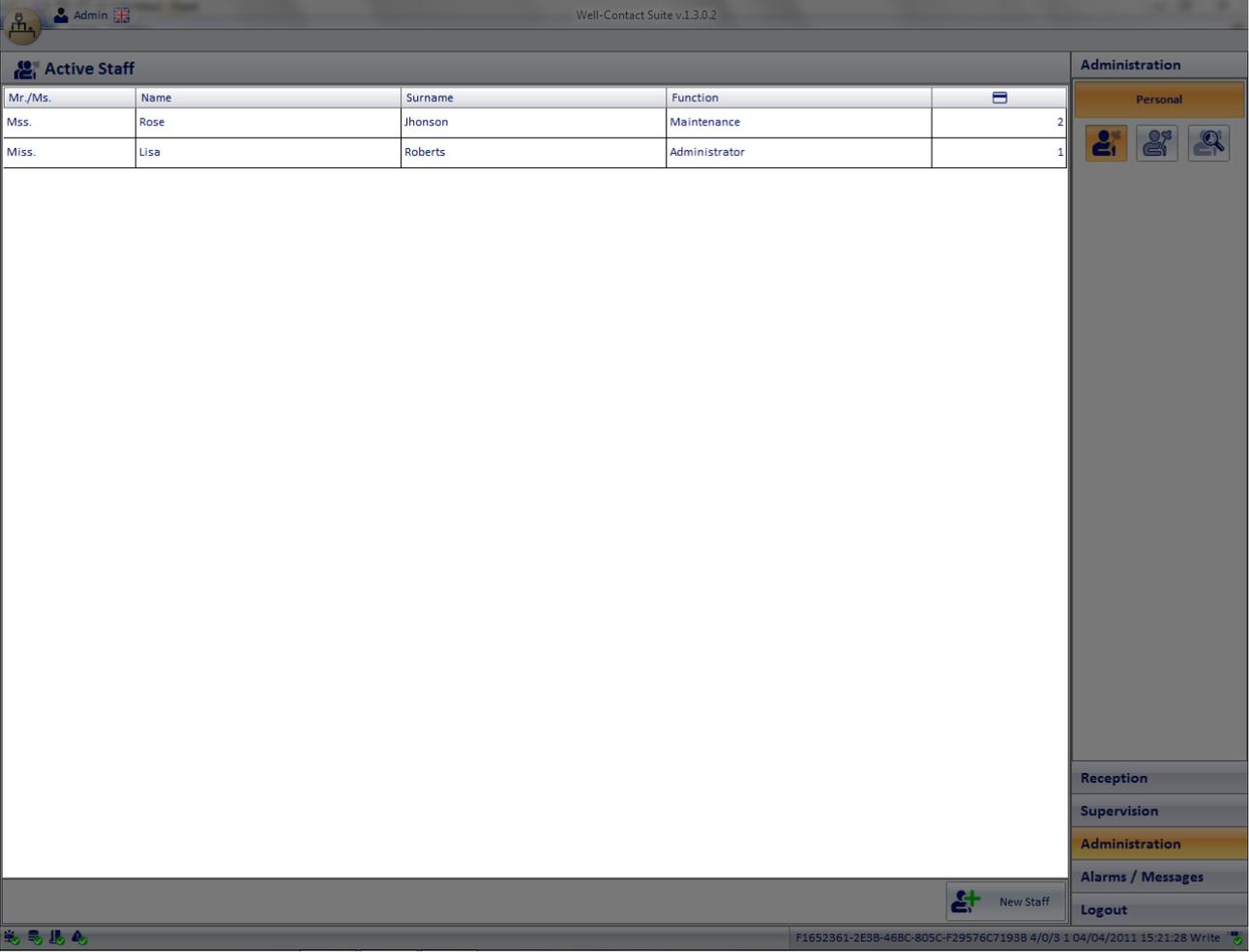
Mr./Ms.	Name	Surname	Function	
Mss.	Rose	Jhanson	Maintenance	2
Miss.	Lisa	Roberts	Administrator	1

From the Staff window you can see the following areas:

- The staff list
- The "New Staff" button
- The "Export List" push button. If the list contains at least one element, there is the "Export List" push button, by pressing which you can export the contents of the displayed list in xls format.
- The navigation area (choice of the section and subsection of the Well-Contact Suite software).  
In the subsection are the following buttons:
- The button for selecting the "Active Staff"
- The button for selecting the "Staff Archive"
- The button for searching the staff

## The staff list

The staff list consists of a table whose rows represent the staff members (one row for each staff member) and whose columns display the main staff data. In the following picture is highlighted the section that displays such list within the staff window.



Mr./Ms.	Name	Surname	Function	
Mss.	Rose	Jhonson	Maintenance	2
Miss.	Lisa	Roberts	Administrator	1

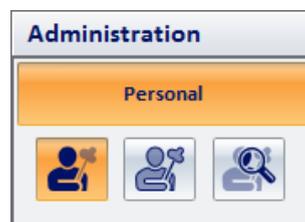
The section reserved for the staff list may take two main aspects:

- "Active Staff" list
- "Staff Archive" list

The "Active Staff" or the "Archive" can be viewed pressing the buttons for choosing the personal category to display, located under the button to choose the "Staff" sub-section of the "Administration" section.

### The "Active Staff" list

The list contains all active staff members that have been given at least one active card (at least one access card has been programmed and activated). To view of the Active Staff, select the button shown in the picture below, under the "Staff" section in the "Administration" section.



The list of active staff is shown in the picture

Admin  Well-Contact Suite v.1.3.0.2

### Active Staff

Mr./Ms.	Name	Surname	Function	
Ms.	Rose	Jhonson	Maintenance	2
Miss.	Lisa	Roberts	Administrator	1

### Administration

**Personal**

---

Reception

Supervision

**Administration**

Alarms / Messages

Logout

 New Staff

F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 1 04/04/2011 15:21:28 Write

The columns of the table refer the main data of interest to active customers:

- **Title**
- **Name**
- **Last name.**
- **Function.** Note on the possible function or assigned duties.
- **Card** Number of active cards assigned.

### Sorting the list

You can sort the list of customers with reference to any of the columns of the table.

To sort based on a specific column data, (left) click the description box of the column.

For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

### Viewing a staff member details

From the list of active customers you can switch to the detail view of the staff (left) clicking the corresponding row on the list.

To return to the staff list (left) click the "Staff" button of the "Administration" section.

### The "Staff Archive" list

The list contains all active staff members of who are not in possession of an active card.

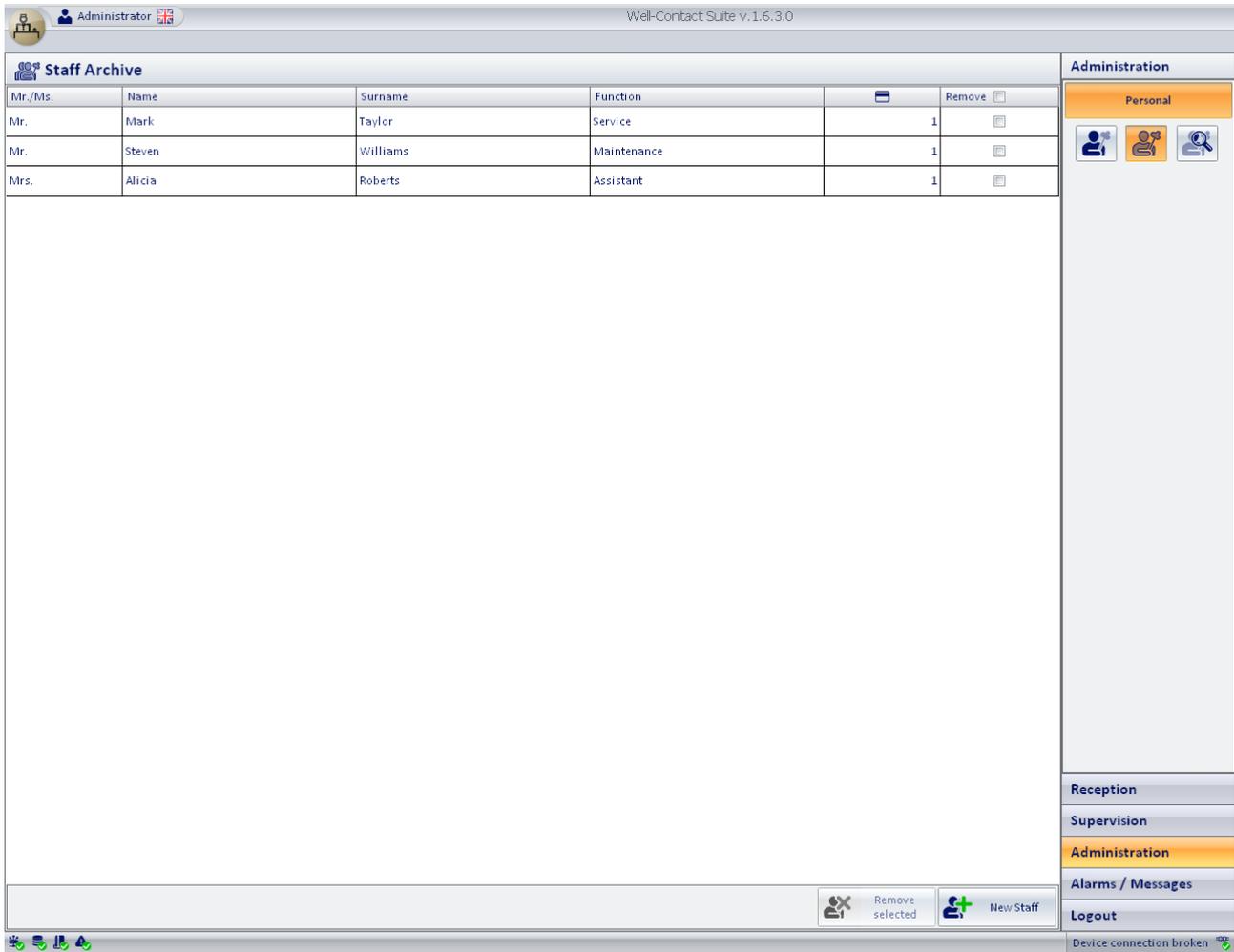
Therefore, to this list belong the staff members:

- Who were included in the Well-Contact Suite software database but there's still no active cards (access cards) available for them.
- Who were part of the active customers list whose cards have later been disabled (access card) (or access cards).

To view the Active Staff, select the button shown in the picture below, under the "Staff" section in the "Administration" section.



The archived staff list is shown in the picture



The screenshot shows the "Well-Contact Suite v.1.6.3.0" interface. The main window displays the "Staff Archive" table. The table has columns for "Mr./Ms.", "Name", "Surname", "Function", "Card Number", and "Remove". The "Remove" column contains a checkbox and a number "1". The table lists three staff members: Mark Taylor (Service), Steven Williams (Maintenance), and Alicia Roberts (Assistant). The right sidebar shows the "Administration" menu with "Personal" selected. At the bottom, there are buttons for "Remove selected" and "New Staff". A status bar at the bottom right indicates "Device connection broken".

Mr./Ms.	Name	Surname	Function	Card Number	Remove
Mr.	Mark	Taylor	Service	1	<input type="checkbox"/>
Mr.	Steven	Williams	Maintenance	1	<input type="checkbox"/>
Mrs.	Alicia	Roberts	Assistant	1	<input type="checkbox"/>

The columns of the table refer the main data of interest to active customers:

- **Title**
- **Name**
- **Last name.**
- **Function.** Note on the possible function or assigned duties.
- **Card** Number of active cards assigned.

### Sorting the list

You can sort the list of customers with reference to any of the columns of the table.

To sort based on a specific column data, (left) click the description box of the column.

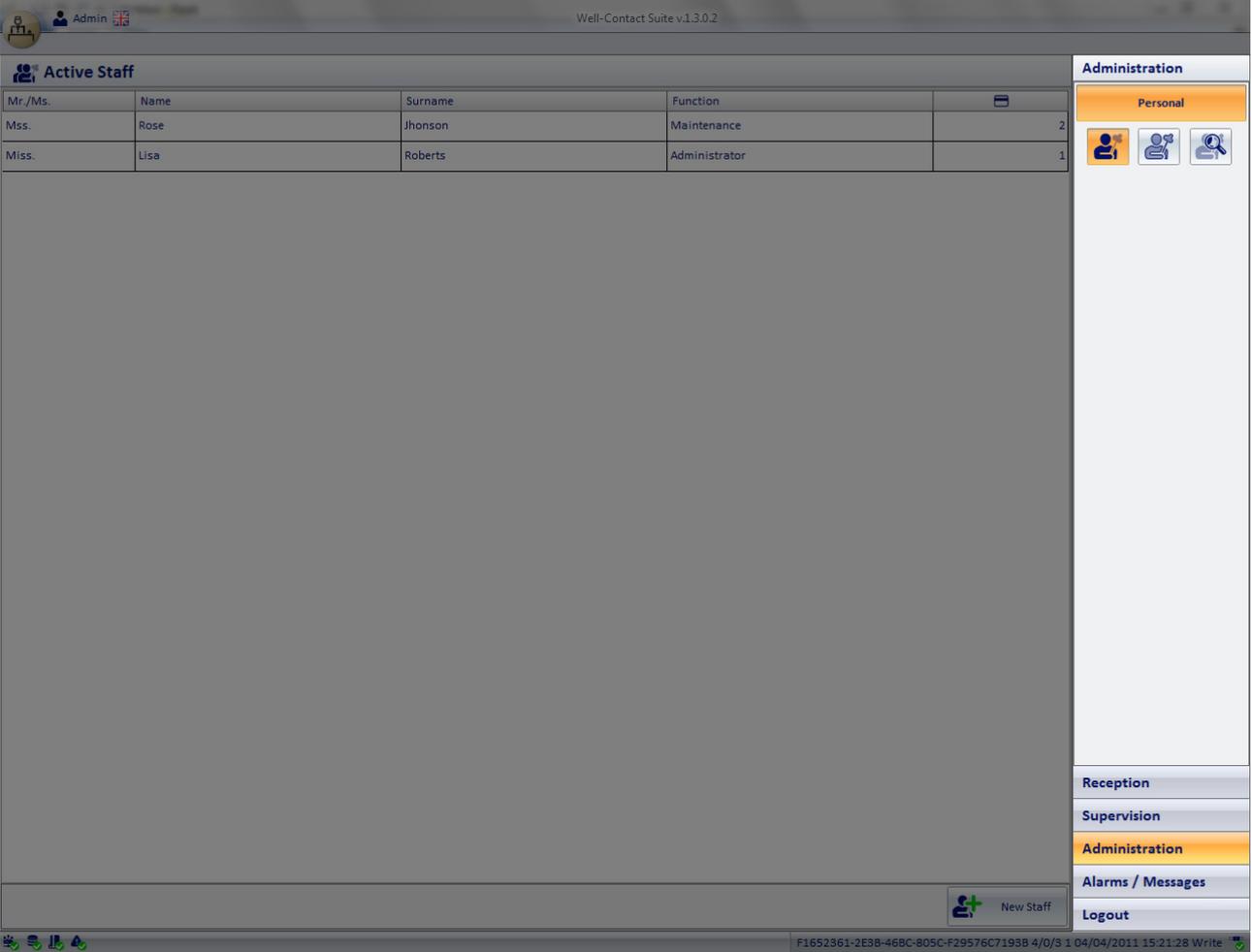
For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

### Viewing a staff member details

From the list of archived customers you can switch to the detail view of the staff (left) clicking the corresponding row on the list.

To return to the staff list (left) click the "Staff" button of the "Administration" section.

### Navigation area



Well-Contact Suite v.1.3.0.2

**Active Staff**

Mr./Ms.	Name	Surname	Function	
Ms.	Rose	Jhonson	Maintenance	2
Miss.	Lisa	Roberts	Administrator	1

**Administration**

Personal

Reception

Supervision

**Administration**

Alarms / Messages

Logout

New Staff

F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 1 04/04/2011 15:21:28 Write

The navigation area includes, at the bottom, the buttons for selecting the section of the Well-Contact Suite software.

On top, however, there are buttons for navigating the selected subsection.

Well-Contact Suite v.1.3.0.2

Admin

**Active Staff**

Mr./Ms.	Name	Surname	Function	
Ms.	Rose	Jhonson	Maintenance	2
Miss.	Lisa	Roberts	Administrator	1

**Administration**

**Personal**

Reception

Supervision

**Administration**

Alarms / Messages

Logout

New Staff

F1652361-2E5B-46BC-805C-F29576C7193B 4/0/3 1 04/04/2011 15:21:28 Write

The button for selecting the list of active customers



The button for selecting the staff archive



The button to search the list of the currently active staff



Pressing the search button you can search the list of the staff members that are active at that time (in the picture a search in the active staff list is started), from the window shown in the picture below.

Admin Well-Contact Suite v.1.3.0.2

### Active Staff

Mr./Ms.	Name	Surname	Function	
Miss.	Lisa	Roberts	Administrator	1
Mss	Rose	Jhonson	Maintenance	1

Search

Surname

↶ Exit
🔍 Search

**Administration**

**Personal**





---

**Reception**

**Supervision**

**Administration**

**Alarms / Messages**

**Logout**

 New Staff

F1652361-2E3B-468C-805C-F29576C7193B 15/1/1 1 04/04/2011 15:40:23 Write

Enter the last name to search in the staff list and press the "Search" button.  
 To cancel the search press the "Exit" button.  
 The search procedure ends with the display of the search results in the staff list. The staff members that meet the search criteria will be displayed.  
 To return to the full staff list, press the button to view the desired list (active or archived staff).

Administrator Well-Contact Suite v.1.6.3.0

**Staff Archive**

Mr./Ms.	Name	Surname	Function		Remove
Mr.	Mark	Taylor	Service	1	<input type="checkbox"/>
Mr.	Steven	Williams	Maintenance	1	<input checked="" type="checkbox"/>
Mrs.	Alicia	Roberts	Assistant	1	<input type="checkbox"/>

**Administration**

Personal

Reception

Supervision

**Administration**

Alarms / Messages

Logout

Remove selected New Staff

Device connection broken

### The "Remove selected" button

Pressing the "Remove selected" button, one or more names can be removed from the personal 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 "New Staff" button

The "New Staff" button, shown in the picture below, allows you to create a new card for a staff member in the Well-Contact Suite software database.

Pressing this button, the window of the subsection "Staff Detail" appears, where you can input the data referred to the new staff member.

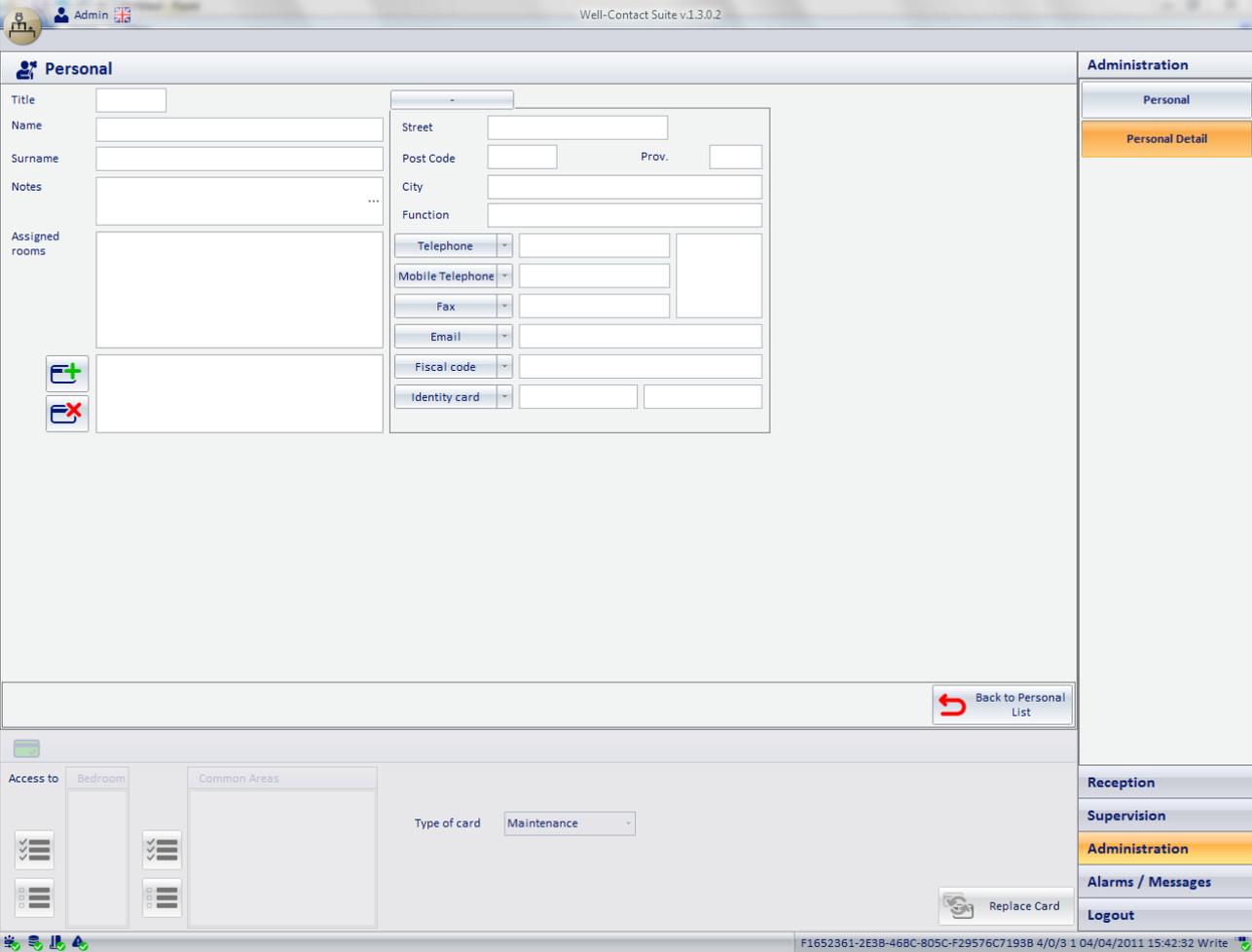
**Note:** When inserting the last name of a new staff member, the "Cancel" button is displayed on bottom left, which allows instant cancellation of the staff member data. If you do this, the name of the staff member will be deleted, that is not saved to the Software.

## The "Staff Detail" subsection

The "Staff Detail" window can be accessed in different ways:

- Pressing the "New Staff" button from the "Staff" subsection.
- Left-clicking the button next to a row in the active staff list.
- Left-clicking the button next to a row in the archived staff list.

The "Staff Detail" window will look as shown in the picture below (if a new staff member is created)



The screenshot shows the 'Staff Detail' window in the Well-Contact Suite v.1.3.0.2 application. The window is divided into two main sections: 'Personal' and 'Administration'.

**Personal Section:**

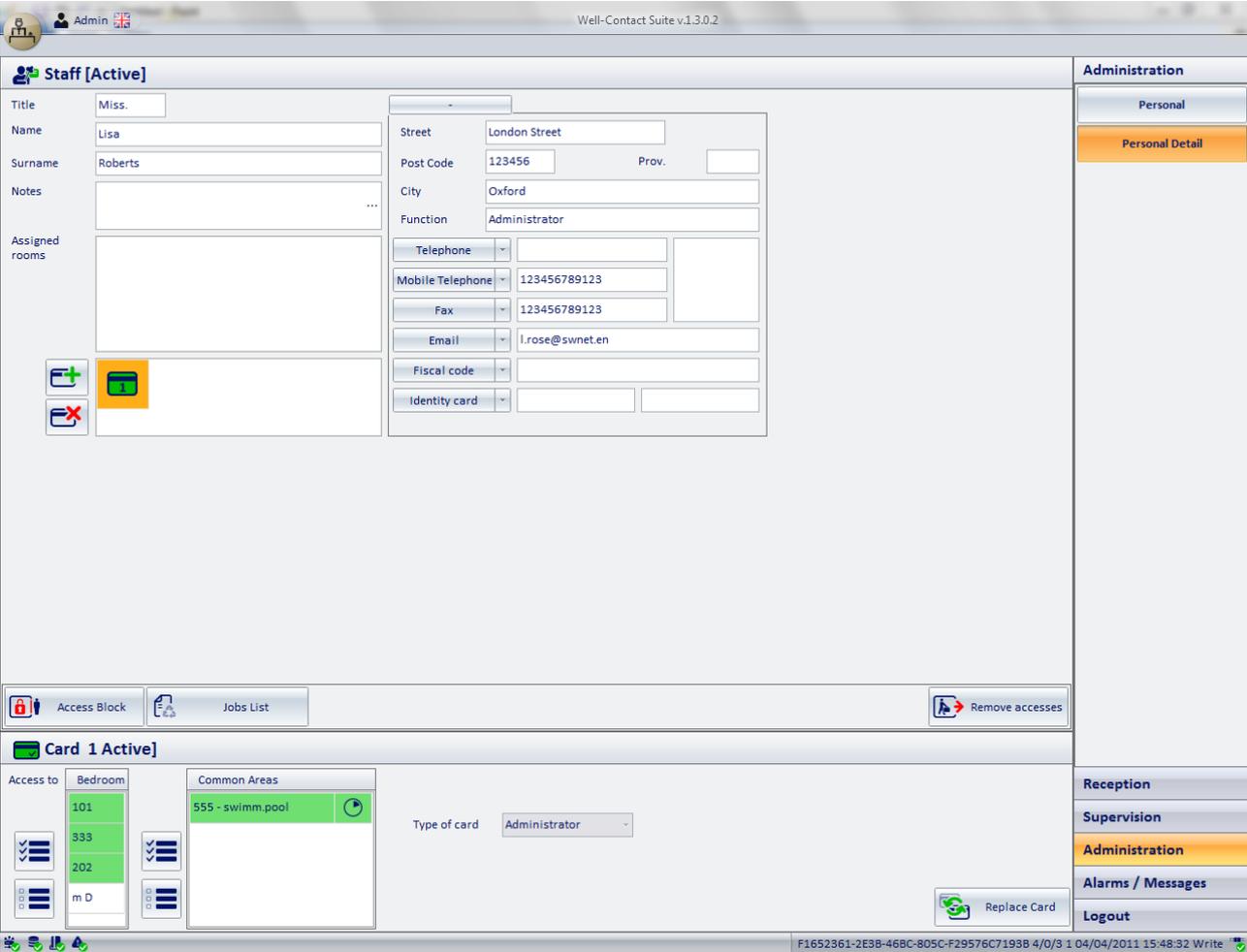
- Title:
- Name:
- Surname:
- Notes:
- Assigned rooms:
- Street:
- Post Code:  Prov.
- City:
- Function:
- Telephone:
- Mobile Telephone:
- Fax:
- Email:
- Fiscal code:
- Identity card:

**Administration Section:**

- Reception
- Supervision
- Administration (highlighted)
- Alarms / Messages
- Logout

Additional elements include a 'Back to Personal List' button and a 'Replace Card' button. The window title bar shows 'Well-Contact Suite v.1.3.0.2' and the user 'Admin'.

After entering the staff member data, the window will look as shown in the picture.



The screenshot shows the 'Staff [Active]' window in the Well-Contact Suite v1.3.0.2 software. The window is divided into several sections:

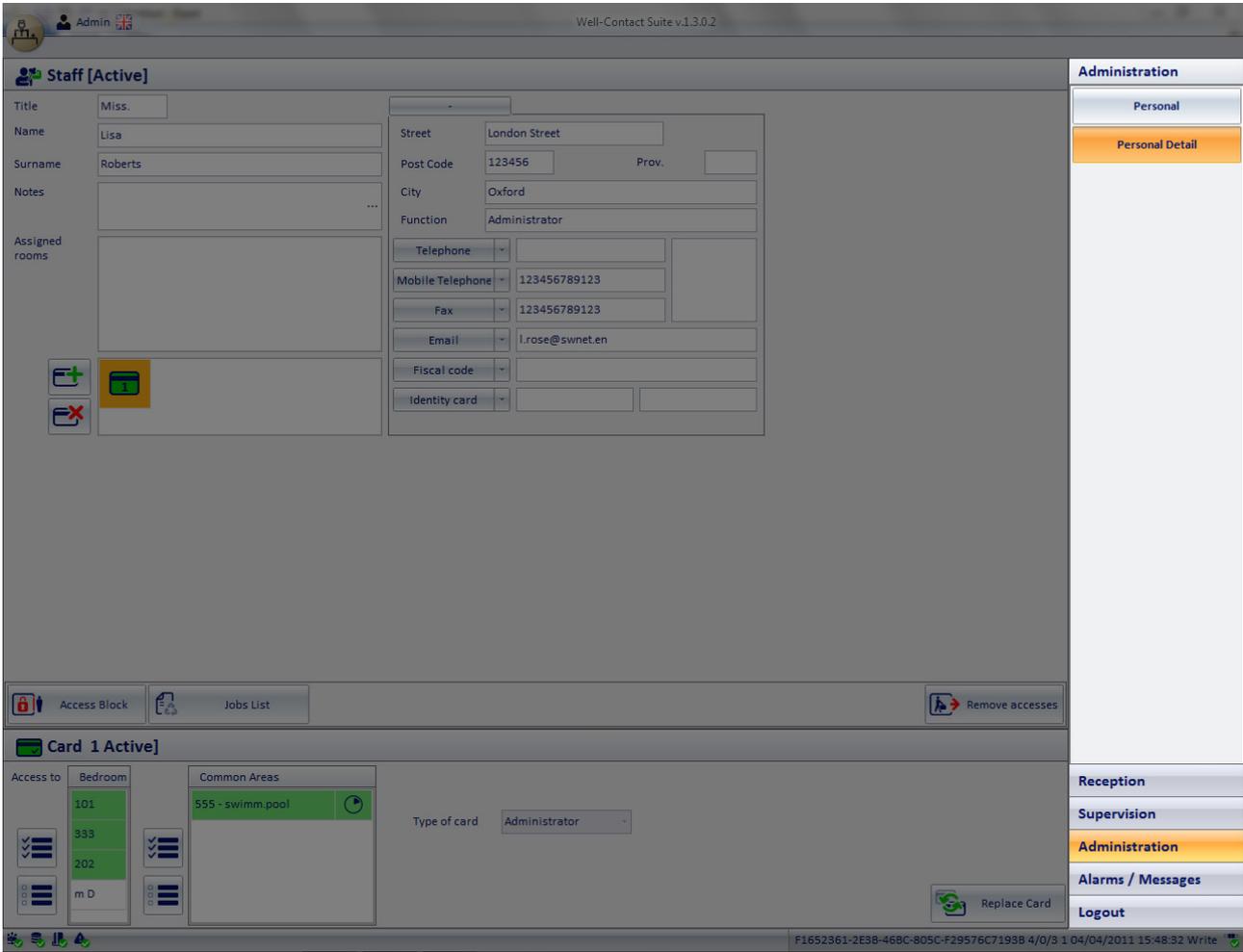
- Staff [Active] Section:**
  - Title:** Miss.
  - Name:** Lisa
  - Surname:** Roberts
  - Notes:** (Empty text area)
  - Assigned rooms:** (Empty list area)
  - Street:** London Street
  - Post Code:** 123456
  - City:** Oxford
  - Function:** Administrator
  - Telephone:** (Empty field)
  - Mobile Telephone:** 123456789123
  - Fax:** 123456789123
  - Email:** l.rose@swnet.en
  - Fiscal code:** (Empty field)
  - Identity card:** (Empty field)
- Administration Panel (Right Side):**
  - Personal
  - Personal Detail** (Selected)
  - Reception
  - Supervision
  - Administration** (Selected)
  - Alarms / Messages
  - Logout
- Card 1 Active Section:**
  - Access to:** Bedroom (101, 333, 202, m D) and Common Areas (555 - swimm.pool)
  - Type of card:** Administrator
  - Replace Card:** (Button)
- Bottom Bar:**
  - Access Block
  - Jobs List
  - Remove accesses

The window "Customer Detail" is divided as follows:

- Area for the "navigation" or selection of the Well-Contact Suite software sections.
- Area for the staff data: personal data, assigned room, list of assigned access cards.
- Selected card details area.
- Icon to activate the configuration menu.

The following chapters describe the above areas in detail.

## Area of "navigation" or selection of the Well-Contact Suite software sections



This area contains buttons that can be accessed through the various sections and subsections of the Well-Contact Suite software. At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are.

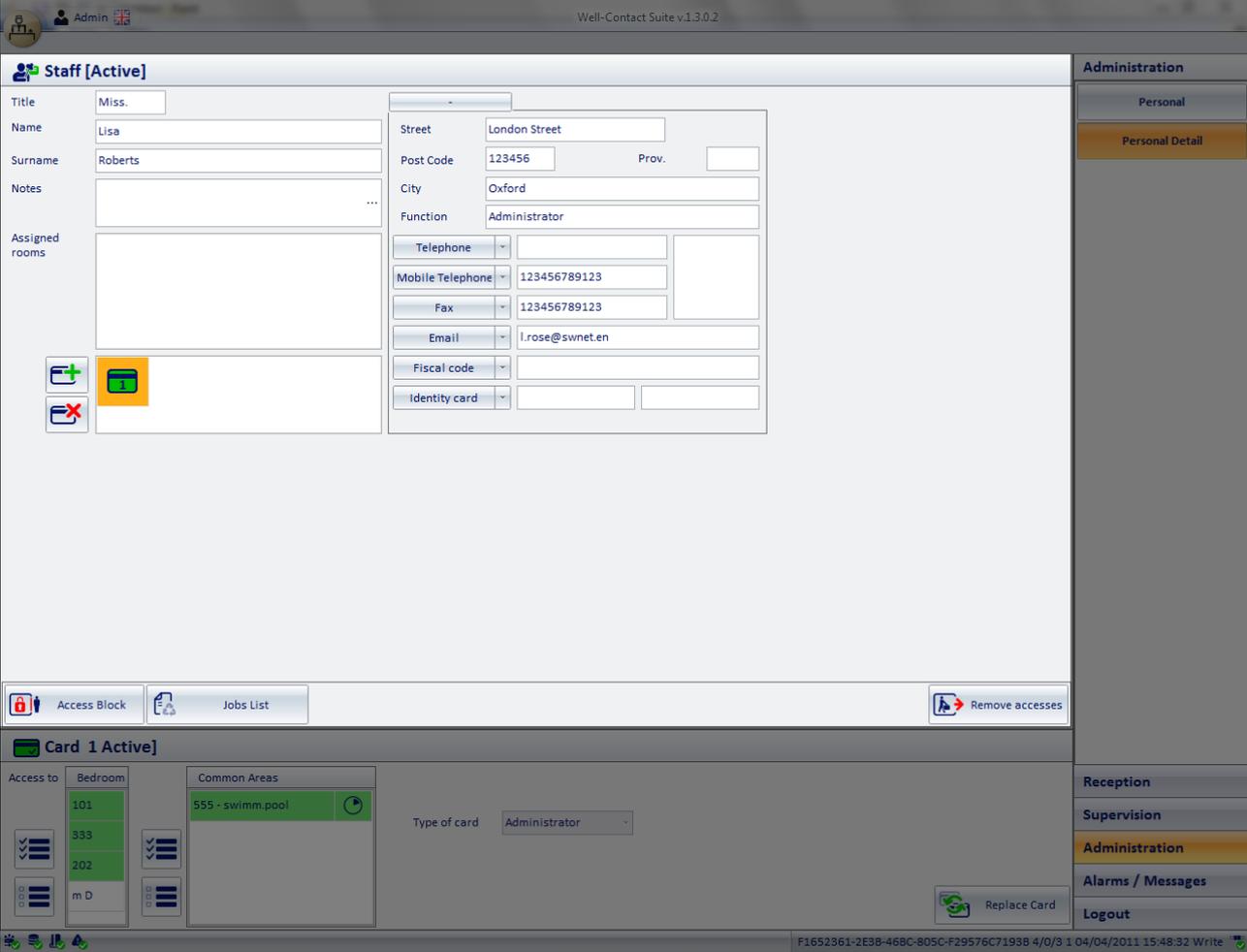
It is an area that appears in all windows "in use" of the software, except the "ETS Configuration" dialog.

At the bottom of this area there are buttons that allow you to switch to other parts of the Well-Contact Suite software: Reception, Supervision, Administration, Alarms/Messages, and Logout.

At the top of this area there are buttons that allow you to access the subsections of the currently selected section.

When the "Staff Detail" window is active, in the space reserved for the selection of the subsections of the Administration section, the "Staff Detail" also appears to highlight the active subsection.

## Staff data area



**Staff [Active]**

Title: Miss.

Name: Lisa

Surname: Roberts

Notes:

Assigned rooms:

Street: London Street

Post Code: 123456 Prov.:

City: Oxford

Function: Administrator

Telephone:

Mobile Telephone: 123456789123

Fax: 123456789123

Email: l.rose@swnet.en

Fiscal code:

Identity card:

Access Block Jobs List Remove accesses

**Card 1 Active**

Access to:

Bedroom: 101, 333, 202, m D

Common Areas: 555 - swimm.pool

Type of card: Administrator

Replace Card

Administration

Personal

Personal Detail

Reception

Supervision

Administration

Alarms / Messages

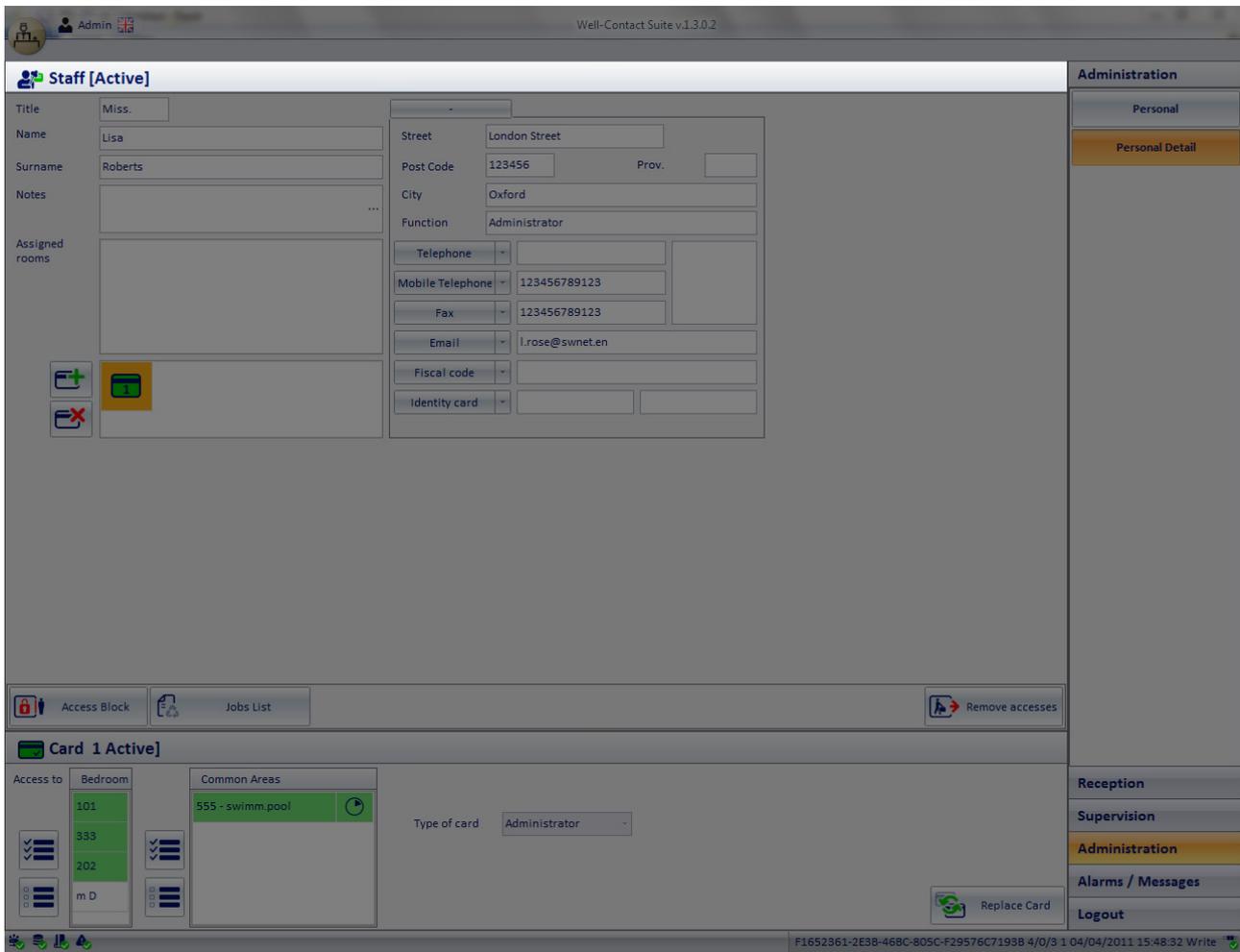
Logout

F1652361-2E38-46BC-805C-F29576C7193B 4/0/3 1 04/04/2011 15:48:32 Write

In this area there are details on the staff member, the possible assignment of the rooms (for room service staff) and associated cards, grouped into four sub-areas:

- Staff member status
- Personal data.
- Details of assigned rooms (for room service staff).
- List of assigned access cards.

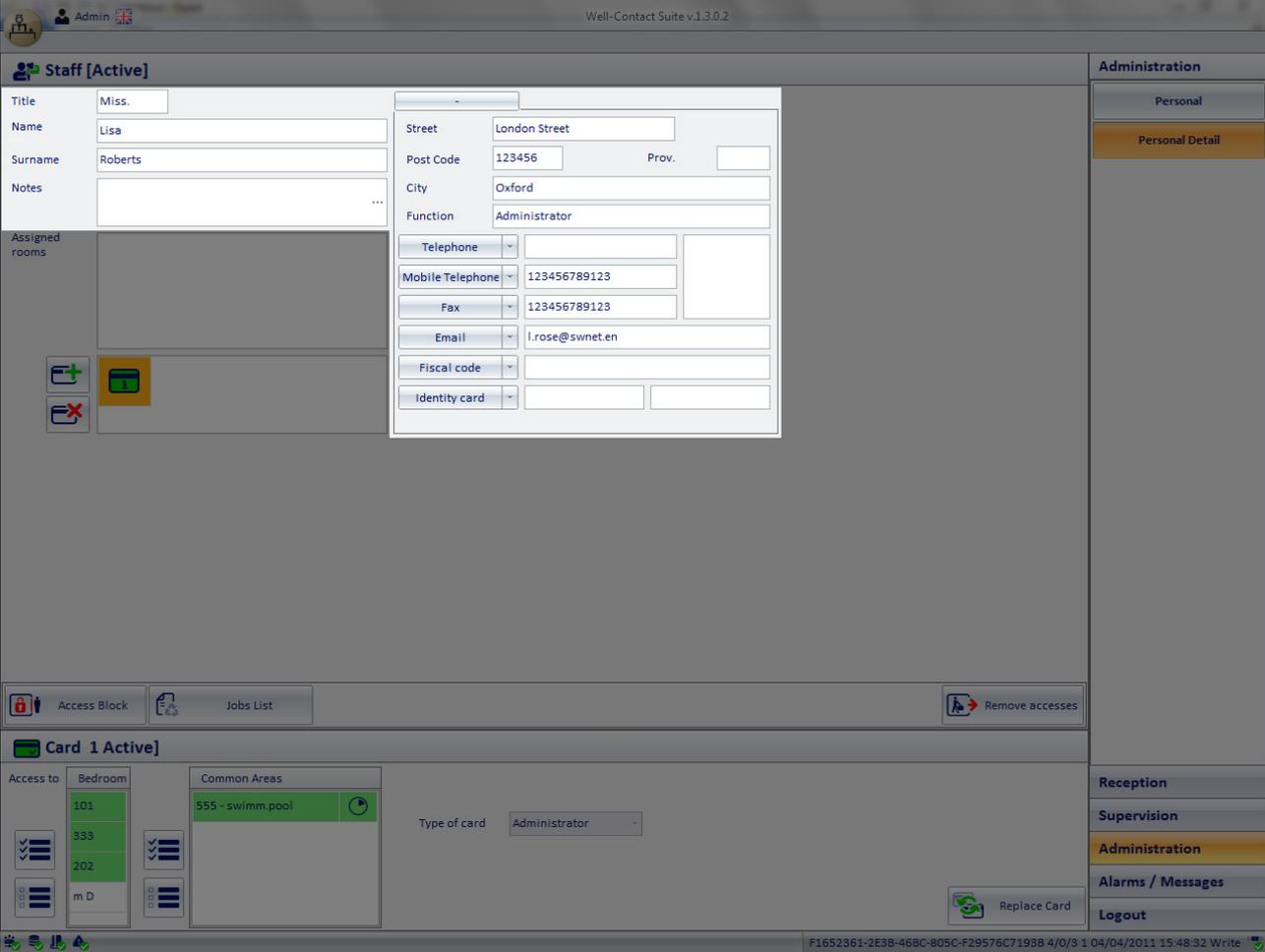
### Staff status (Staff Detail section)



The screenshot displays the 'Staff [Active]' section of the VIMAR interface. The main area is divided into two columns. The left column contains personal information: Title (Miss.), Name (Lisa), Surname (Roberts), Notes, and Assigned rooms. The right column contains contact and identification details: Street (London Street), Post Code (123456), City (Oxford), Function (Administrator), Telephone, Mobile Telephone (123456789123), Fax (123456789123), Email (l.rose@swnet.en), Fiscal code, and Identity card. Below this is a toolbar with 'Access Block', 'Jobs List', and 'Remove accesses' buttons. The bottom section, 'Card 1 Active', shows access permissions for 'Bedroom' (rooms 101, 333, 202, m D) and 'Common Areas' (555 - swimm.pool), with a 'Type of card' set to 'Administrator' and a 'Replace Card' button. A right-hand navigation menu includes 'Administration', 'Personal', 'Personal Detail', 'Reception', 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'. The footer shows system information: 'F1652361-2E58-46BC-805C-F29576C7193B 4/0/3 1 04/04/2011 15:48:32 Write'.

This area displays the status of the staff members: active or archived.

## Staff personal data



The picture displays the area of the window reserved for entering the personal data. This area is also divided in two parts:

- **"Main" data area**

Here, you will find the following fields:

- Last Name
- Name
- Title
- Notes

IMPORTANT: In order to enter the card of a staff member you need to fill the field "Last Name".

- **"Extended" data area**

Here, you will find the following fields:

- Address
- Post code
- Prov. (Province)
- City
- Function. In this field you can indicate the function or task of the person in the accommodation.
- Telephone  
You can set up to a maximum of three phone numbers, selectable via the drop-down menu that appears when you click the "Telephone" button.
- Mobile  
You can set up to a maximum of three cellphone numbers, selectable via the drop-down menu that appears when you click the "Mobile" button.
- Fax  
You can set up to a maximum of three fax numbers, selectable via the drop-down menu that appears when you click the "Fax" button.
- E-mail  
You can set up to a maximum of three e-mail addresses, selectable via the drop-down menu that appears when you click the "E-mail" button.

**- Fiscal Code**

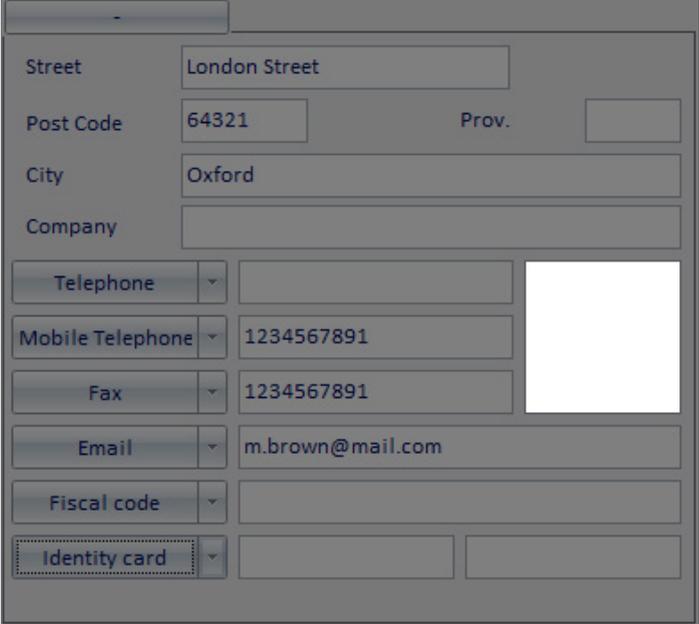
You can set both the fiscal code and the VAT number, selectable via the drop-down menu that appears when you click the "Fiscal Code" button.

**- ID Card**

You can set data for Identity Card, Passport, Driver's License or any other identification document, selectable via the drop-down menu that appears when you click the "ID Card" button.

**- Photos**

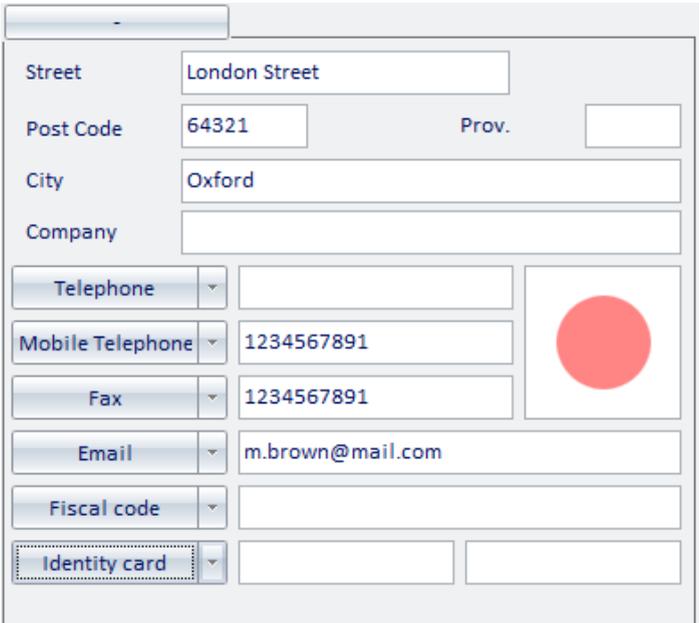
You can insert a picture of the customer that will be displayed in the space shown in the following picture.



A screenshot of a customer profile form. The form contains the following fields: Street (London Street), Post Code (64321), Prov. (empty), City (Oxford), Company (empty), Telephone (empty), Mobile Telephone (1234567891), Fax (1234567891), Email (m.brown@mail.com), Fiscal code (empty), and Identity card (empty). A large white square on the right side of the form is intended for a customer photo.

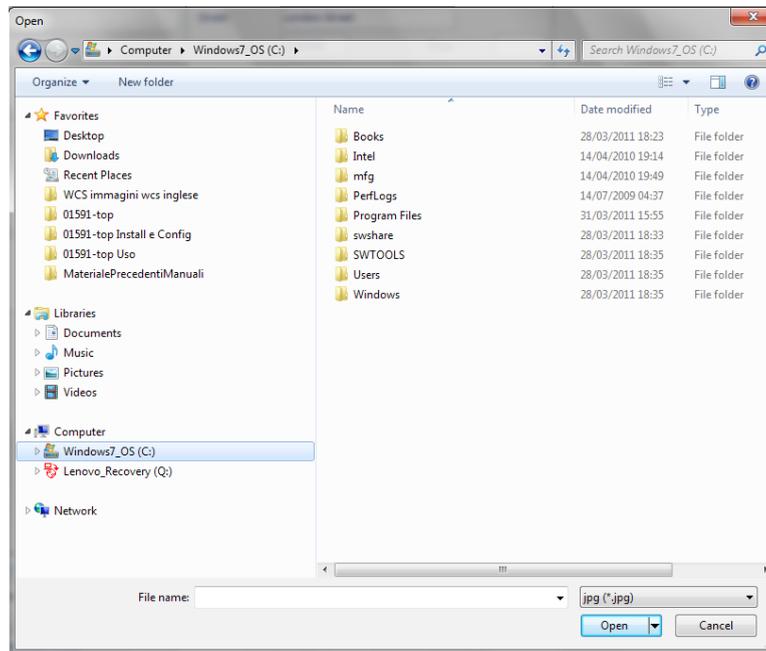
To insert a picture in this area, follow these steps:

- (Left) click the area of the picture as shown in the following picture.



A screenshot of the same customer profile form as above, but with a red circle overlaid on the white square photo area to indicate where to click to insert a picture.

- The window for the picture selection appears.



- Locate the photo on your computer and press the "Open" button, to set the desired picture.

NOTE: The area for the staff "extended" data can be hidden (minimized) pressing the "-" button located above the same area.

The space where extended data was displayed appears blank (by default), but you can use it to display a picture (unique for all staff members and customers), which can be set from the "General settings" window. You can access this configuration window from "General Settings Configuration" in the Configuration menu (refer to chapter Customer Detail Background).

This area can be used to display, for example, the logo of the accommodation.

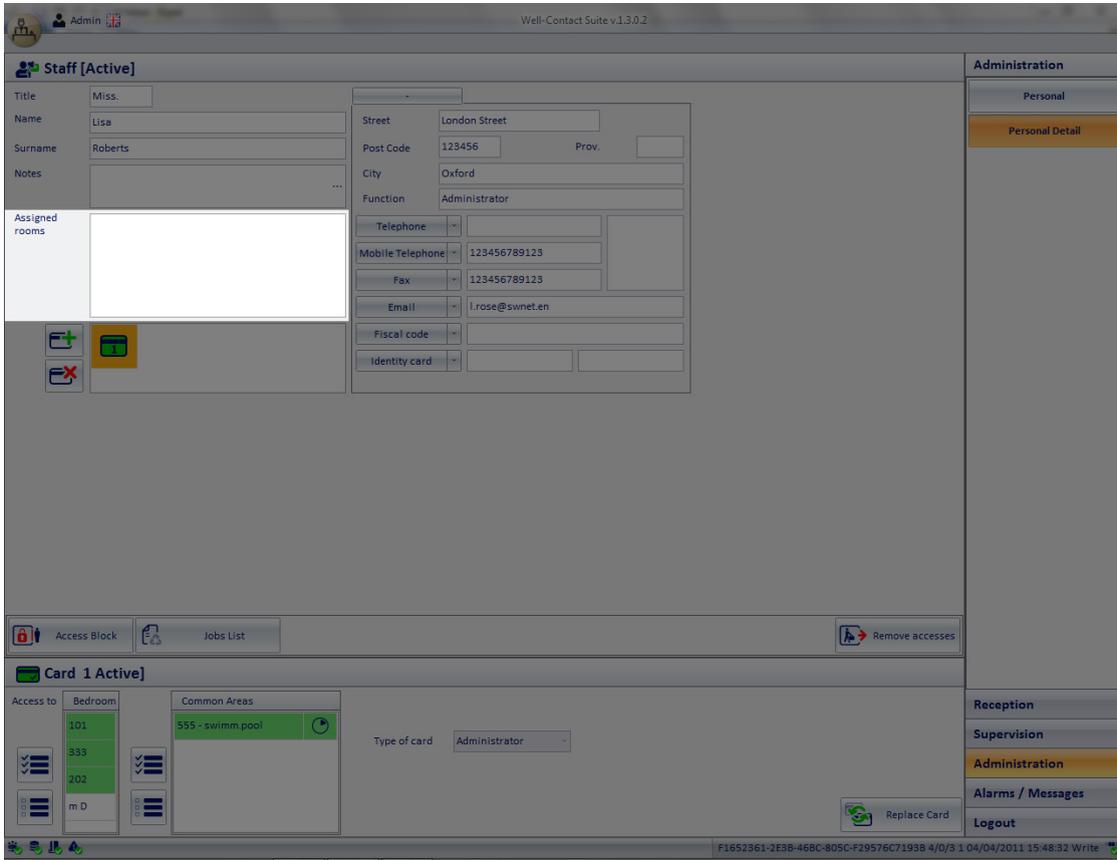
After being minimized, the area for the "extended" data can be made visible by pressing the "+" button located above the same area.

### Summary table of the data that can be set for the staff

Here follows a summary table of all the staff data that can be entered for each staff member.  
Please remember the last name is a required field.

Data	Setting Area
Last name	"Main" data area
Name	"Main" data area
Title	"Main" data area
Notes	"Main" data area
Street	"Extended" data area
Post Code	"Extended" data area
Prov.	"Extended" data area
City	"Extended" data area
Function	"Extended" data area
Telephone	"Extended" data area
Home Phone	"Extended" data area
Office Phone	"Extended" data area
Mobile Phone	"Extended" data area
Personal Mobile	"Extended" data area
Office Mobile	"Extended" data area
Fax	"Extended" data area
Staff Fax	"Extended" data area
Office Fax	"Extended" data area
E-mail	"Extended" data area
E-mail 2	"Extended" data area
Office E-mail	"Extended" data area
Fiscal Code	"Extended" data area
VAT Number	"Extended" data area
ID	"Extended" data area
Passport	"Extended" data area
Driver's License	"Extended" data area
Other	"Extended" data area
Picture	"Extended" data area

### Data of the room associated with the staff



The screenshot shows the 'Staff [Active]' management interface. The main area is divided into two sections: 'Assigned rooms' and 'Card 1 Active'.

**Staff [Active] Details:**

- Title: Miss.
- Name: Lisa
- Surname: Roberts
- Notes: ...
- Assigned rooms: (Empty list)
- Street: London Street
- Post Code: 123456
- City: Oxford
- Function: Administrator
- Telephone: (Empty)
- Mobile Telephone: 123456789123
- Fax: 123456789123
- Email: l.rose@swnet.en
- Fiscal code: (Empty)
- Identity card: (Empty)

**Card 1 Active Details:**

- Access to: Bedroom (101, 333, 202, m D), Common Areas (555 - swimm.pool)
- Type of card: Administrator
- Buttons: Access Block, Jobs List, Remove accesses, Replace Card

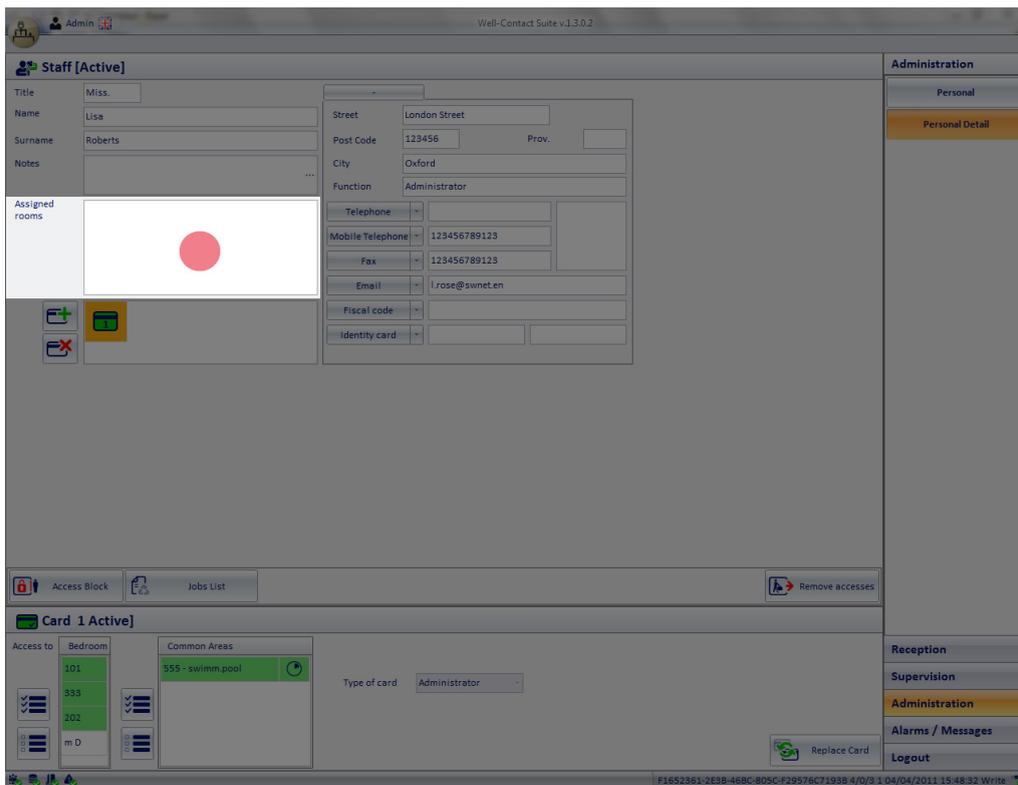
**Administration Panel (Right Side):**

- Personal
- Personal Detail
- Reception
- Supervision
- Administration
- Alarms / Messages
- Logout

In this area you can enter the "assigned" rooms or rooms of "responsibility" of a staff member, of which you want to manage the "job list" (which will be described later).

To assign rooms to a staff member whose "job list" you want to manage, follow these steps.

1. Left click the area of the assigned rooms, as shown in the picture below.



This screenshot is identical to the one above, but with a red circle highlighting the 'Assigned rooms' area in the staff profile section, indicating where to click to assign rooms.

The window for the assigned rooms selection appears. The window shows a tree with the structure of the accommodation, divided by building, floor, rooms.

To expand the branches of the tree, select the '+' symbol, while to collapse the branches select the symbol '-'.  
 To assign the rooms belonging to a particular branch to a staff member, select the corresponding branch.

This makes it possible to make selections quickly.

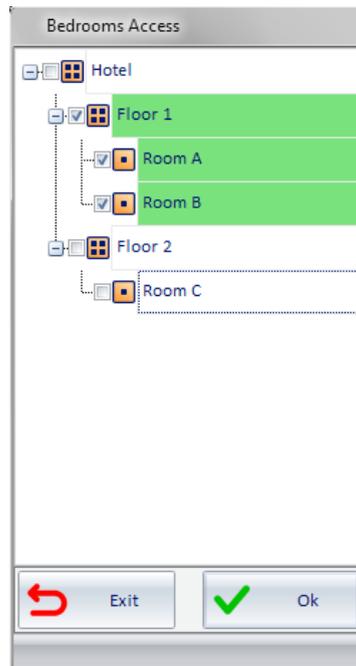
The selected (assigned) branches are highlighted in green, while those non-assigned are white.

E.g. To select all the rooms on a floor, select the name of the related plan.

To select all the hotel rooms except one: select the name of the hotel (all branches are highlighted in green) and then exclude the desired room selecting it (the color of the room will be white).

2. Select the rooms to assign to the staff member.

The selection window will look as shown in the following picture.



In the picture were selected:

- a. All of the hotel's first (all the rooms on the first floor).
- b. The room "Room C" on the second floor of the hotel.

3. Press "Confirm" to confirm the room assignment, or press "Exit" to cancel the operation.

4. After performing the assignment, the list of assigned rooms will look as shown in the picture below.

Assigned rooms	101	102				

### Assigned rooms status

The appearance of the assigned rooms changes according to the state of cleanliness and the need to check the minibar.

Here follows a table with the description of the possible status of the assigned rooms.

Symbol color	Parameter Name (column)	Description
	<b>Work to do</b>	The assigned room needs tidying up or the content of the minibar should be checked
	<b>No work to do</b>	The assigned room does not need any work, neither tidying up nor checking of the content of the minibar.
	<b>Maintenance</b>	The room is under maintenance

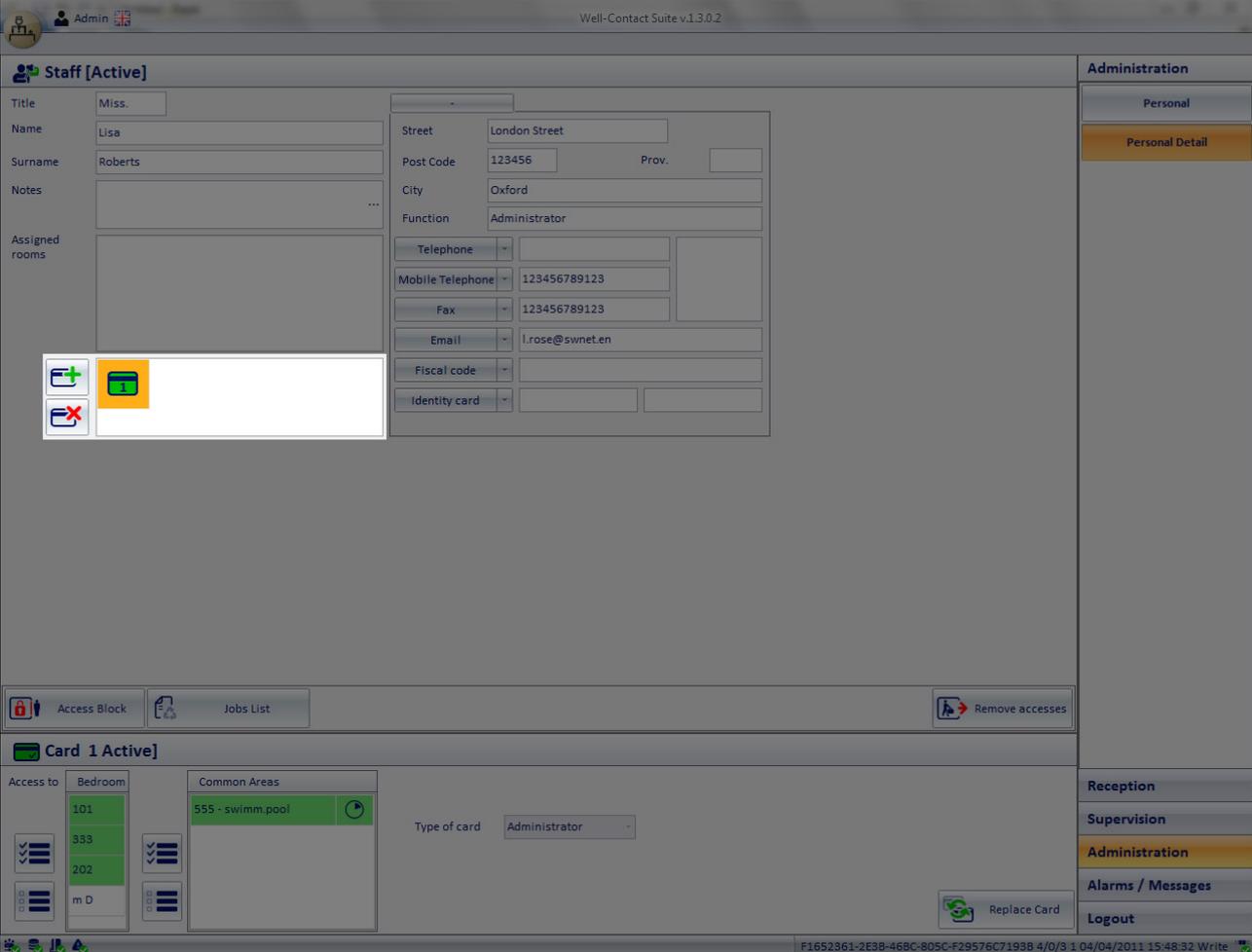
The following picture shows the appearance of two assigned rooms that do not require any intervention from the staff.

333	101						
-----	-----	--	--	--	--	--	--

The following picture shows the appearance of two assigned rooms that do not require any intervention from the staff (either tidying up or checking the minibar).

333	101						
-----	-----	--	--	--	--	--	--

### List of access cards created for the staff



The screenshot displays the 'Staff [Active]' management interface. The main area shows a form for staff member 'Lisa Roberts', an Administrator, with contact information and assigned rooms. A pop-up window shows a list of access cards with 'Add' (+) and 'Delete' (-) buttons. The bottom section shows 'Card 1 Active' with access permissions for 'Bedroom' (rooms 101, 333, 202, m D) and 'Common Areas' (555 - swimm.pool). The interface includes a sidebar with navigation options like 'Personal Detail', 'Reception', 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'.

In the area shown in the picture above we can distinguish the following elements:

- List of access cards associated with the staff member.
- "Add access card" button for the (logical) creation of a new card.
- "Delete access card" button to delete the selected card associated with the selected staff member.

This area is represented in detail in the following picture.



### List of access cards associated with the staff.

The list of cards associated with the staff looks as shown below.



It includes all the access cards currently associated to the staff.

The cards associated with a staff member are numbered starting from 1.

An access card may have different status, highlighted by different graphical symbols and described 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). <b>The access provided for this card is still not allowed.</b>
	Activated	The card was created at a logical level. The card has been programmed (physically). The card has been activated. <b>The access provided for this card is allowed.</b>
	Locked	It is a card that was active, but then all access initially scheduled for this card was locked. <b>All rights of access provided for this card have been revoked.</b>
	Expired	It was an active card, but the expiry limits (date and time) have been exceeded. <b>All access rights for this card have been revoked.</b> <b>It is however possible to make this card operational again by modifying expiry date and time (higher than the current ones): all access rights for this card will be restored until the new expiry date and time.</b>

### The "Add Access Card" button



The "Add Access Card" button allows you to create (from a "logical" point of view) a new access card associated with the staff member.

"Logical" point of view means that the card currently exists (with all rights of access and association with the staff member) only in the software database, but the automation system still does not recognize the card and related access privileges.

Pressing the button "Add access card" creates a new card with the same rights to access as the card selected from the list of staff access cards.

It is, in effect, a "duplicate card" function. You can change the rights of access of the cards from the area reserved for the access cards details, as will be described below.

### The "Delete access card" button



The "Delete access card" button allows you to "delete" the access card selected from the list of cards associated with the staff member.

The "Delete" option does the following:

1. Deletes the card from the software database from a logical point of view
2. If the card has already been activated, informs all devices in the access control system that the deleted card no longer has any rights of access.  
In practice removes all rights of access on all access control system devices.

NOTE: The deleting operation does not require to reprogram the card. An access card can be deleted without being (physically) available.

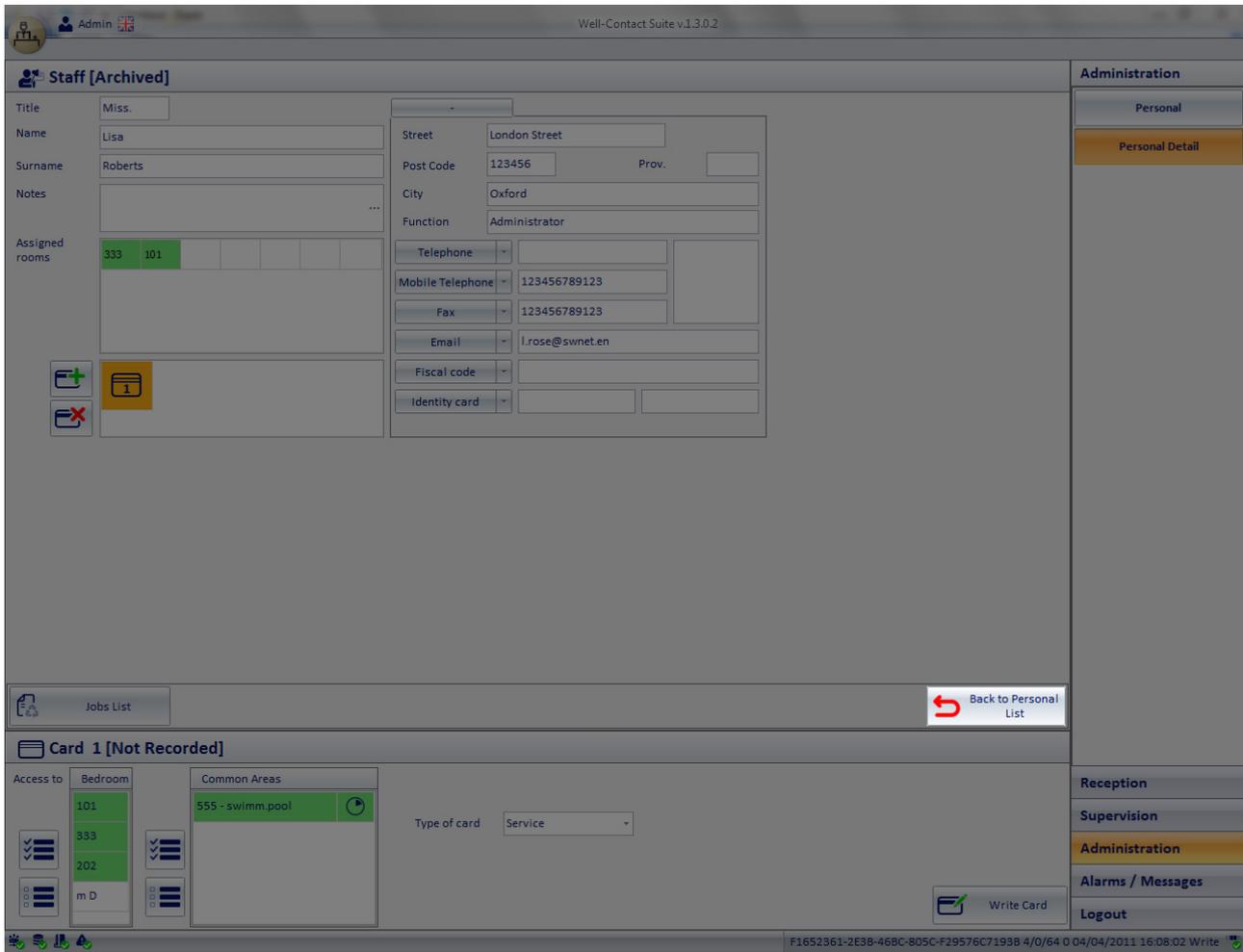
### Duplicate card creation

To create the duplicate card for a staff member, which is already present in the list of access cards associated with the staff member, proceed as follows:

1. Select the card you want to duplicate from list of the access cards associated with the staff member. The selection is done left-clicking the graphical symbol corresponding to the card to duplicate.
2. Press the "Add Access Card" button  
The newly created card will be a duplicate of the selected card in the sense that it has the same rights of access.

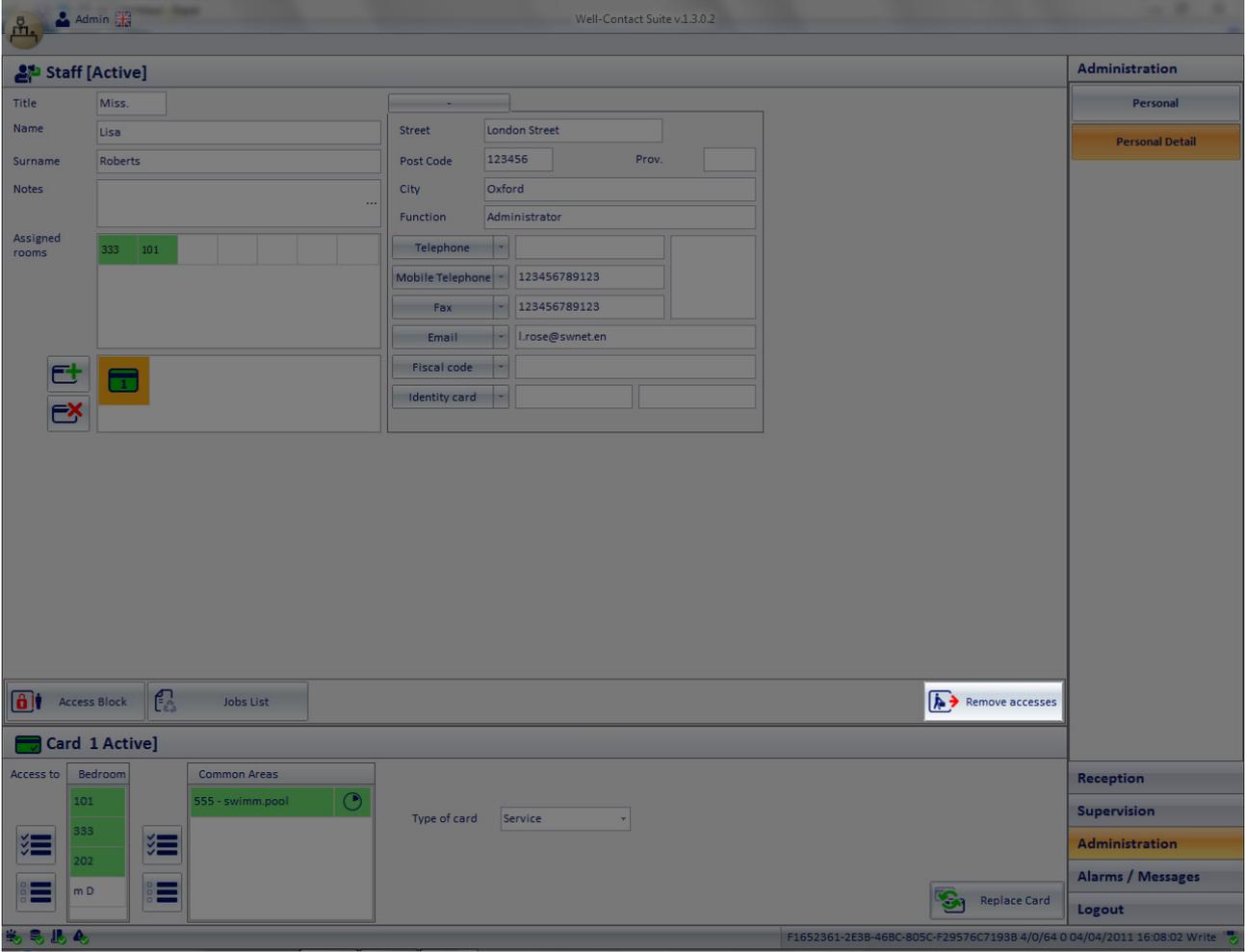
### The "Back to Staff List" button

This button, which appears only until at least one of the staff member cards has been activated, allows you to return to the staff list.



The screenshot displays the 'Well-Contact Suite v1.3.0.2' interface. At the top, the user is logged in as 'Admin'. The main area is titled 'Staff [Archived]' and shows a form for a staff member named Lisa Roberts. The form includes fields for personal details (Name, Surname, Notes), contact information (Street, Post Code, City, Telephone, Mobile Telephone, Fax, Email), and administrative data (Function, Fiscal code, Identity card). A table of 'Assigned rooms' shows rooms 333 and 101. A 'Jobs List' button is visible at the bottom left of the staff profile section. A 'Back to Personal List' button with a red arrow icon is located at the bottom right of the staff profile section. Below the staff profile, the 'Card 1 [Not Recorded]' configuration screen is shown, featuring 'Access to' sections for 'Bedroom' (rooms 101, 333, 202) and 'Common Areas' (555 - swimm.pool), along with a 'Type of card' dropdown set to 'Service' and a 'Write Card' button. On the right side, a vertical navigation menu includes 'Administration', 'Personal', 'Personal Detail', 'Reception', 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'. The bottom status bar shows the file path 'F:\652361-2E3B-46BC-805C-F29576C71938 4/0/64 0 04/04/2011 16:08:02 Write'.

## The "Revoke Access" button



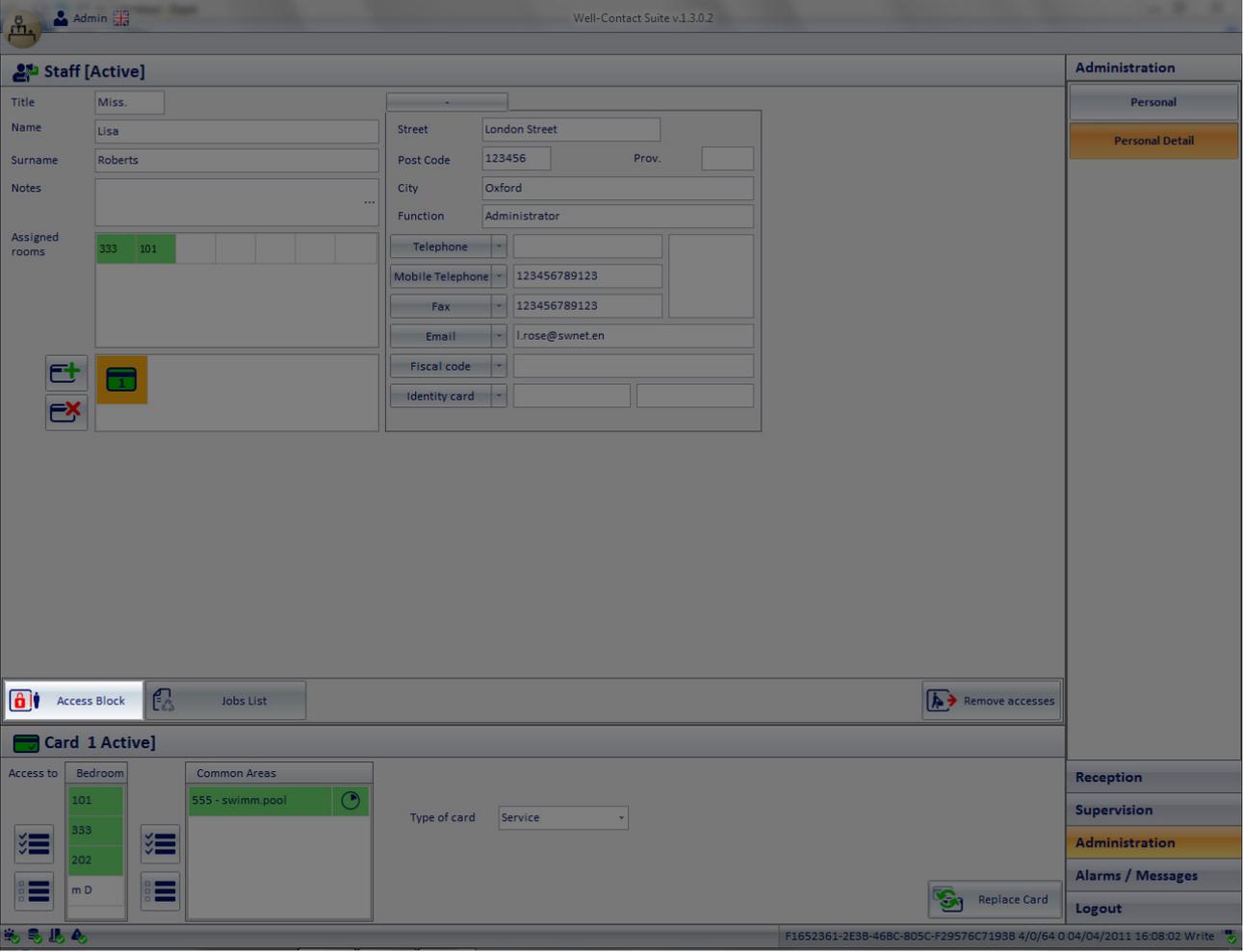
The screenshot displays the 'Well-Contact Suite v1.3.0.2' interface. The main window is titled 'Staff [Active]' and shows details for a staff member named Lisa Roberts. The details include personal information (Title: Miss., Name: Lisa, Surname: Roberts), contact information (Street: London Street, Post Code: 123456, City: Oxford, Function: Administrator, Telephone: 123456789123, Mobile Telephone: 123456789123, Fax: 123456789123, Email: l.rose@swnet.en), and assigned rooms (333, 101). A 'Revoke Access' button is visible in the bottom right corner of the staff details window. Below the staff details, there is a 'Card 1 Active' section showing access to rooms (101, 333, 202, m D) and common areas (555 - swimm.pool). A 'Replace Card' button is also present in this section. The interface includes a sidebar on the right with navigation options like 'Administration', 'Personal', 'Reception', 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'. The bottom status bar shows the system ID 'F1652361-2E3B-468C-805C-F29576C71938' and the date/time '4/0/04 0 04/04/2011 16:08:02 Write'.

The "Revoke Access" button appears in the "Staff details" window only after at least one of the staff member cards has been created and activated. This button starts the revoke access procedure and must be pressed when you want to remove all rights of access that were previously assigned. The revoke access procedure performs the following operations:

1. Deletes all the rights of access to the rooms and common areas selected during the revoke access procedure.
2. The staff member switches to the "Archived" status.

**NOTE:** It is not necessary to program the cards. All cards rights of access related to the selected rooms and common areas are deleted and the cards will no longer be operational.

### The "Lock Access" button



The screenshot shows the 'Staff [Active]' window in the VIMAR software. The window is divided into several sections:

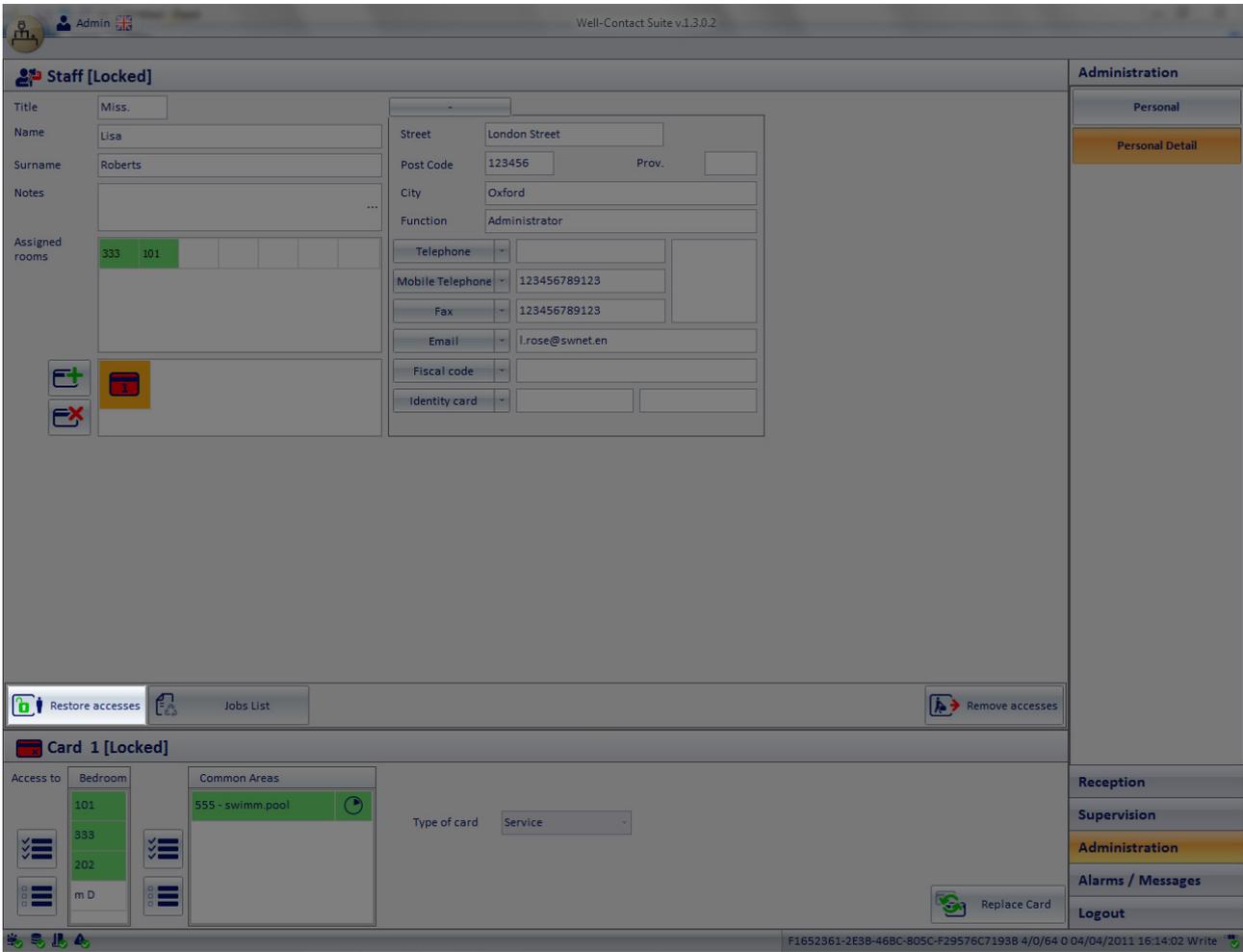
- Staff Details:** Personal information for Lisa Roberts, including title (Miss.), name, surname, street (London Street), post code (123456), city (Oxford), and function (Administrator). Contact details include telephone, mobile telephone, fax, email (l.rose@swnet.en), fiscal code, and identity card.
- Assigned rooms:** A table showing assigned rooms, with 333 and 101 highlighted in green.
- Buttons:** A 'Lock Access' button (represented by a padlock icon) is located in the bottom left of the staff details section. Other buttons include 'Jobs List' and 'Remove accesses'.
- Card 1 Active:** A section showing access permissions for a card. It lists 'Access to' for 'Bedroom' (rooms 101, 333, 202) and 'Common Areas' (555 - swimm.pool). The 'Type of card' is set to 'Service'.
- Administration Sidebar:** A vertical sidebar on the right contains navigation options: 'Administration', 'Personal', 'Personal Detail', 'Reception', 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'.

The "Lock Access" button appears in the "Staff details" window only after at least one of the staff member cards has been created and activated. This button locks all access to the rooms. In other words, all rights of access of the cards associated with the staff member are temporarily revoked.

NOTE: It is not necessary to program the cards.

The access lock can be canceled pressing the "Unlock Access" button.

### The "Unlock Access" button

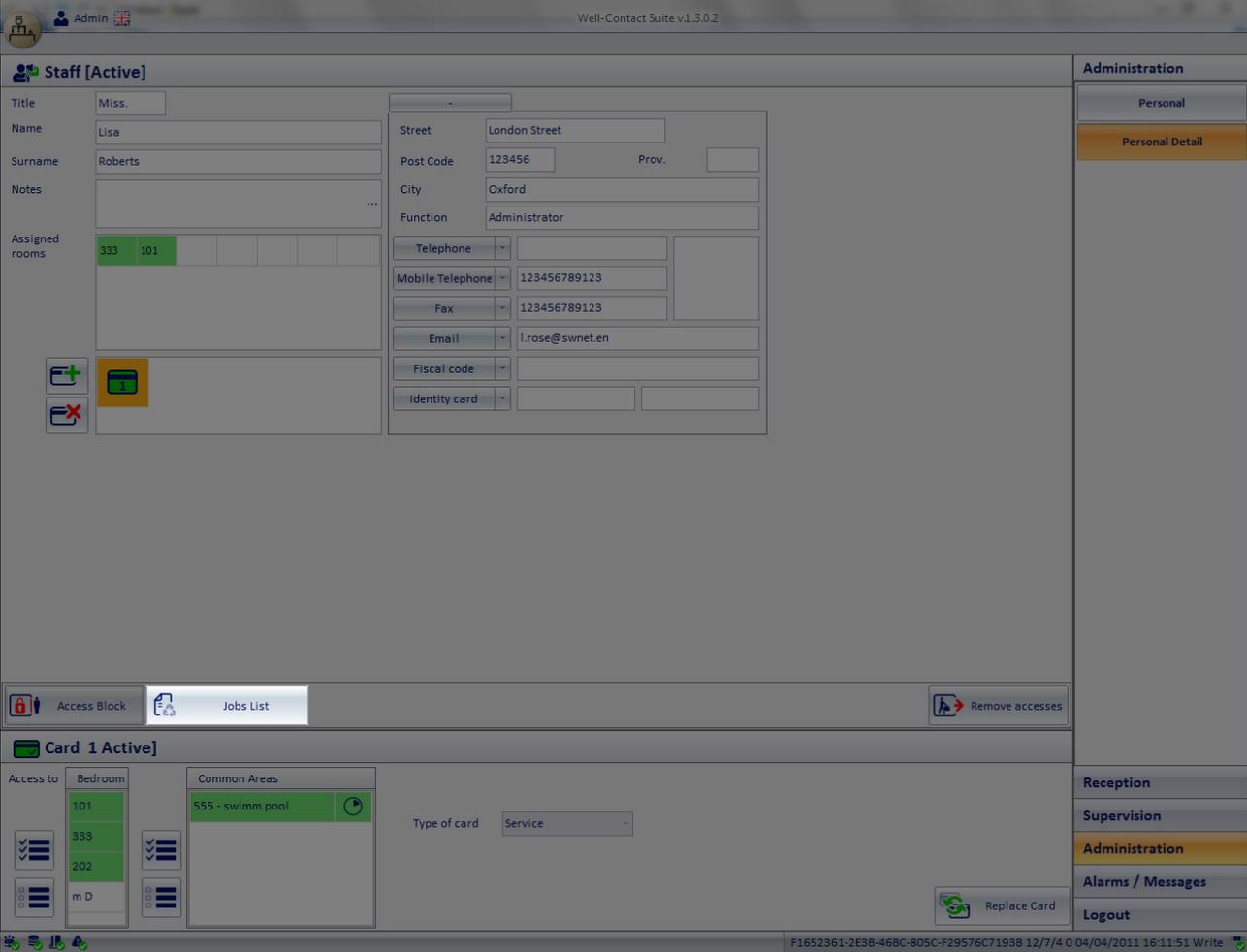


The screenshot displays the VIMAR software interface. At the top, the user is logged in as 'Admin' and the version is 'Well-Contact Suite v.1.3.0.2'. The main window is titled 'Staff [Locked]' and shows the details for a staff member named Lisa Roberts. The details include personal information (Title: Miss., Name: Lisa, Surname: Roberts), contact information (Street: London Street, Post Code: 123456, City: Oxford, Function: Administrator, Telephone: 123456789123, Mobile Telephone: 123456789123, Fax: 123456789123, Email: L.rose@swnet.en), and assigned rooms (333, 101). A red 'Unlock Access' button is visible in the bottom left corner of the 'Staff [Locked]' window. Below the 'Staff [Locked]' window, there is a 'Card 1 [Locked]' window showing access permissions for a service card. The card is assigned to 'Access to' rooms 101, 333, 202, and m D, and 'Common Areas' including '555 - swimm.pool'. The 'Type of card' is set to 'Service'. A 'Replace Card' button is visible in the bottom right corner of the 'Card 1 [Locked]' window. The interface also features a sidebar on the right with navigation options: Administration, Personal, Reception, Supervision, Administration, Alarms / Messages, and Logout. At the bottom of the interface, there are system icons and a status bar displaying the ID 'F1652361-2E38-46BC-805C-F29576C71938' and the date/time '4/0/64 0 04/04/2011 16:14:02 Write'.

The "Unlock Access" button appears in the "Staff Detail" window only after all the staff member access has been locked. This button activates all access privileges previously revoked (temporarily) via the "Lock Access" button.

NOTE: It is not necessary to program the cards.

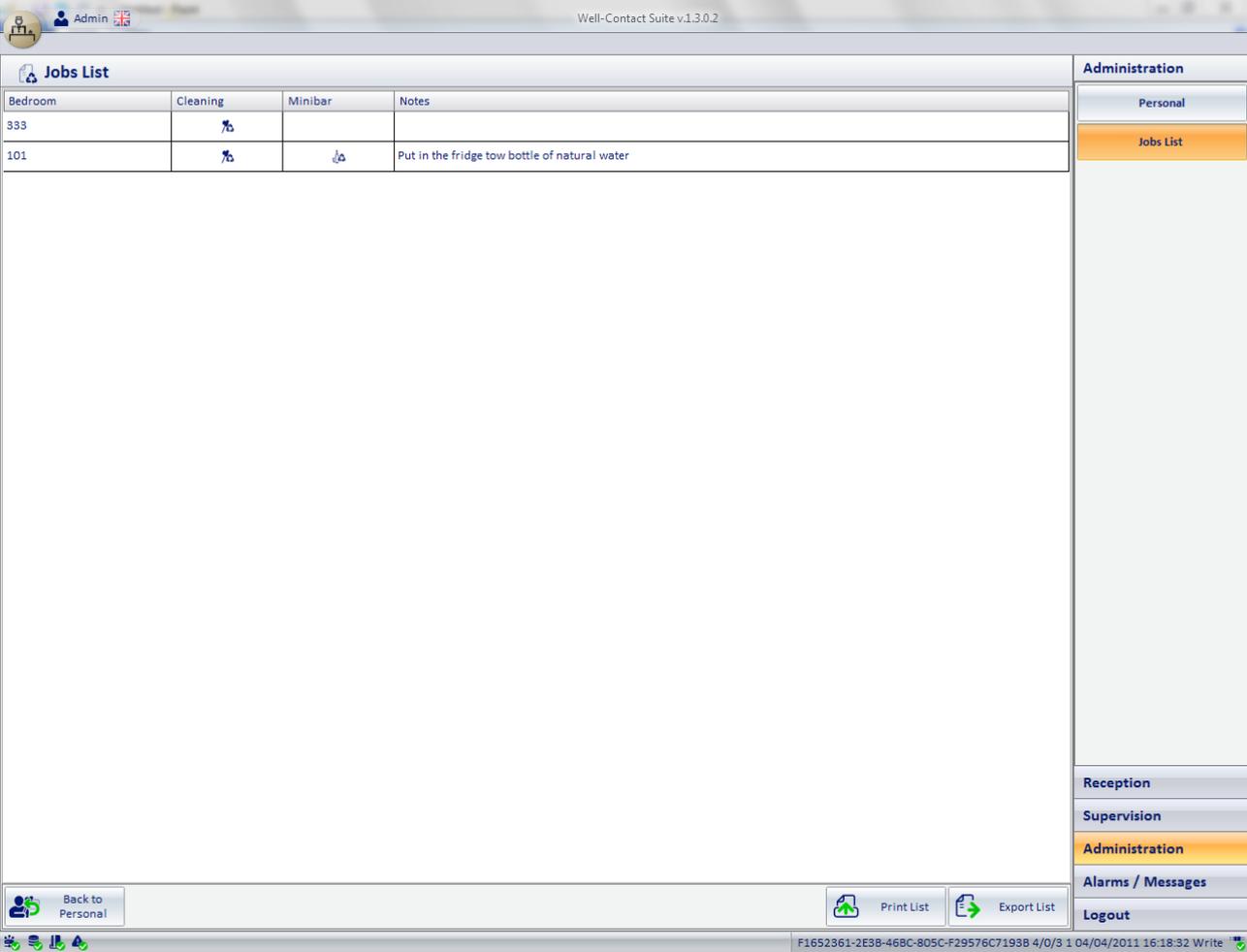
### The "Job List" button



The screenshot displays the VIMAR software interface. At the top, it shows the user 'Admin' and the version 'Well-Contact Suite v.1.3.0.2'. The main section is titled 'Staff [Active]' and shows the profile for 'Miss. Lisa Roberts'. Her contact details include 'London Street', 'Post Code 123456', 'City Oxford', and 'Function Administrator'. Her assigned rooms are listed as 333 and 101. A toolbar at the bottom contains buttons for 'Access Block', 'Jobs List' (highlighted), and 'Remove accesses'. The right sidebar shows a navigation menu with 'Administration' selected, and sub-items like 'Personal', 'Personal Detail', 'Reception', 'Supervision', 'Administration', 'Alarms / Messages', and 'Logout'. The bottom status bar shows a unique identifier and a timestamp: 'F1652361-2E38-46BC-805C-F29576C71938 12/7/4 0 04/04/2011 16:11:51 Write'.

Pressing this button a window appears that contains a table whose rows display the rooms assigned to the staff member (if you have assigned some of the rooms), which need tidying up and/or checking the minibar. This list, as will be described, can be printed or exported to MS Excel (.xls) to be, for example, delivered to the person concerned for the organization of the work involved.

## Job List



Bedroom	Cleaning	Minibar	Notes
333	☒		
101	☒	☒	Put in the fridge tow bottle of natural water

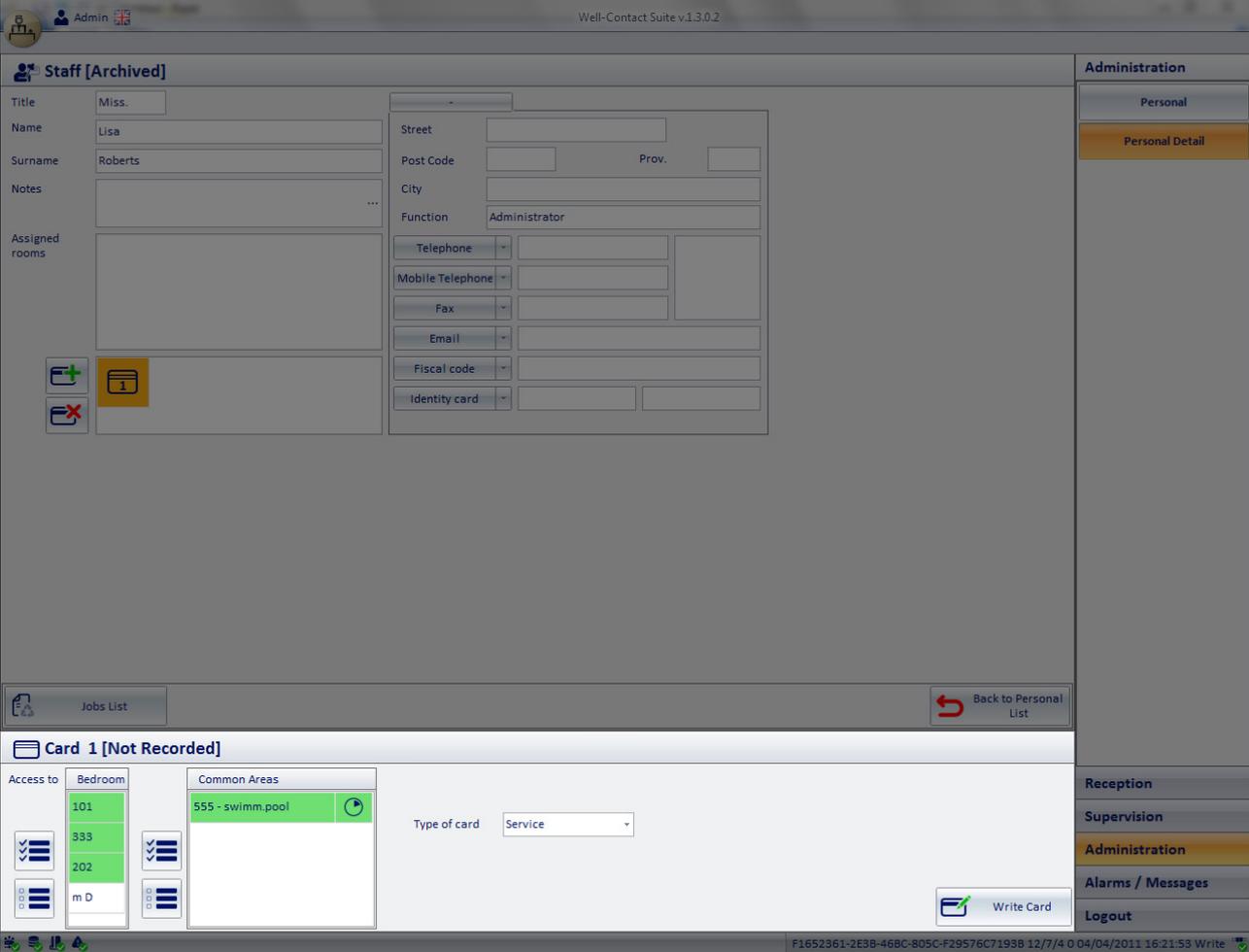
As anticipated, the job list consists of a table whose rows display the rooms assigned to the staff member in charge, while the columns include the following fields:

Parameter Name (column)	Description
<b>Room</b>	Room number assigned to the staff member
<b>Cleaning up</b>	If the symbol appears in this column means that the room needs tidying up.
<b>Minibar</b>	If the symbol appears in this column means that the minibar in the room needs checking.
<b>Notes</b>	Text field available to the manager of the accommodation to add notes for the staff member.

At the bottom of the job list window there are three buttons, with the following functions.

Button	Description
<b>Back to Detail</b>	Exits the job list window and returns to the staff member detail.
<b>Print List</b>	Allows to print the job list. Pressing the button you'll see the preview of the print, which can then be sent to the printer.
<b>Export List</b>	Allows you to export the job list to MS Excel (.xls). Pressing the button you'll see the window to set the file name and choose the destination folder.

## Selected card details area



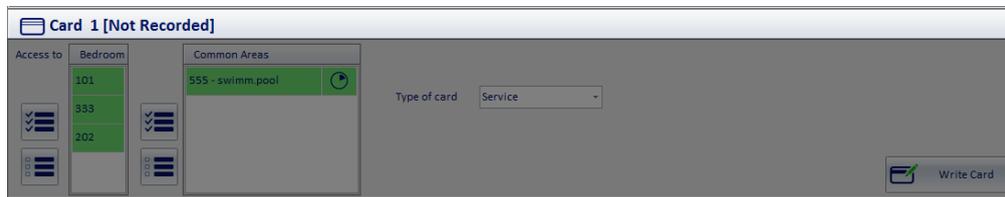
The screenshot displays the 'Staff [Archived]' management interface. The top section shows a form for staff details, including fields for Title (Miss.), Name (Lisa), Surname (Roberts), and various contact and identification fields like Telephone, Mobile Telephone, Fax, Email, Fiscal code, and Identity card. The function is set to 'Administrator'. A right-hand sidebar contains a navigation menu with 'Personal' and 'Personal Detail' highlighted. Below the staff details, there is a 'Jobs List' section with a 'Back to Personal List' button. The bottom section, titled 'Card 1 [Not Recorded]', shows access permissions for 'Bedroom' (rooms 101, 333, 202, m D) and 'Common Areas' (555 - swimm.pool). The 'Type of card' is set to 'Service', and a 'Write Card' button is visible. The system status bar at the bottom right shows the user ID 'F1652361-2E3B-46BC-805C-F29576C71938' and the date/time '12/7/4 0 04/04/2011 16:21:53'.

In the area for the selected card data, are grouped all the data referred to the card selected from the list of the card in the staff data area (described in the chapter List of access cards created for the staff).

The data is grouped into the following sub-areas:

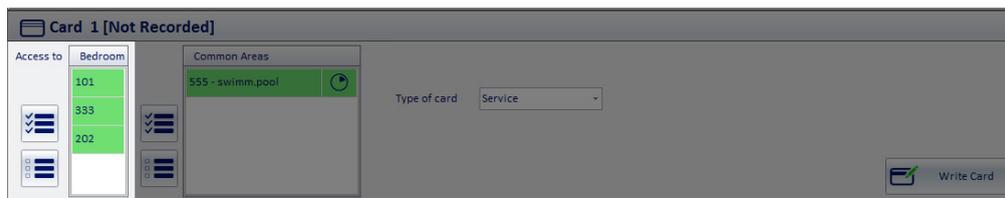
- Status bar of the card
- Room access
- Common areas access
- Expiry date of card
- Type of card
- "Write Card" button

### Status bar of the card



This area displays the status of the selected access card.  
The possible status of an access card is described in detail in the chapter List of access cards created for the staff.

### Room access



This area displays the list of rooms that can be accessed with the selected card.  
The rooms that can be accessed are highlighted in green.  
In the room access list are displayed all the rooms that have been associated with the staff member and are in the list of reservations of the staff detail window.

### Grant a card rights to access another room

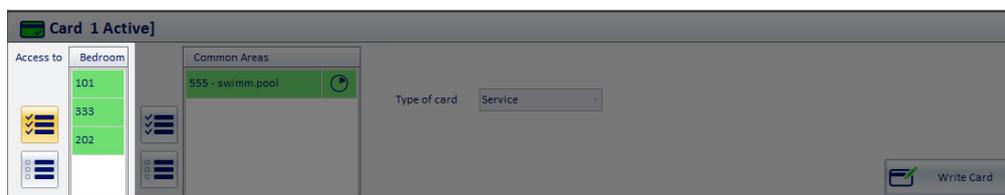
To add rights to access a room, left click (only once) the box that shows the room number you want (the symbol of a room that cannot be accessed with the card is shown in white). After selecting the symbol of the new room to be accessed with the card, the symbol is highlighted in green.  
The adding of access rights to the room is completed.

### Deny a card rights to access another room

To revoke rights to access a room, left click (only once) the box that shows the room number you want (the symbol of a room that cannot be accessed with the card is shown in green). After selecting the symbol of the new room not to be accessed with the card, the symbol is white.  
The revoking of access rights to the room is completed.

### Grant a card rights to access all rooms

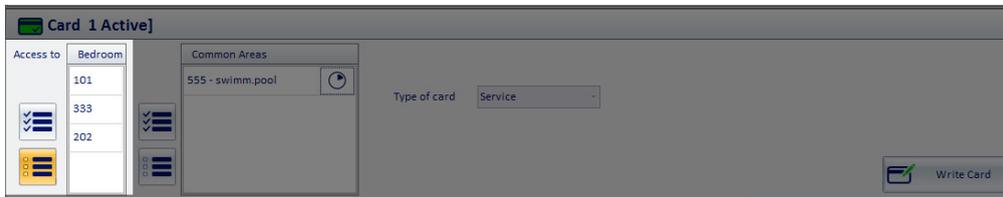
You can quickly and easily grant a card the right to access all rooms of the accommodation (configured in the Well-Contact Suite software).  
To do this, left click (only once) the "Add access for all rooms" button highlighted in the following picture.



After pressing this button, all the rows related to the rooms are highlighted (green).

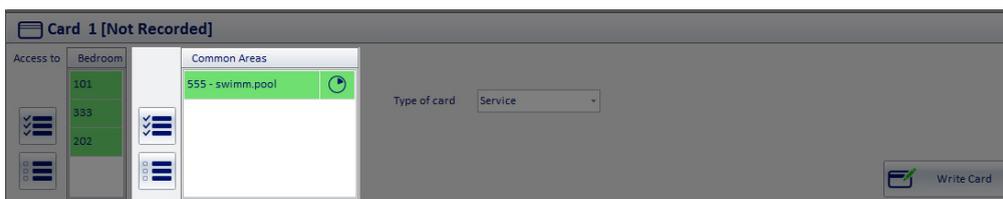
### Deny a card rights to access all rooms

You can quickly and easily deny a card the right to access all rooms of the accommodation (configured in the Well-Contact Suite software). To do this, left click (only once) the "Revoke access for all rooms" button highlighted in the following picture.



After pressing this button all the rows related to the common areas will no longer be highlighted and will take the color white.

### Common areas access



This area displays the list of "common areas" of the accommodation, set in the Well-Contact Suite software, which can be accessed with the selected card.

The common areas that can be accessed are highlighted with the color green (such as the common area 555 in the picture above), while all areas that cannot be accessed with the card are in white.

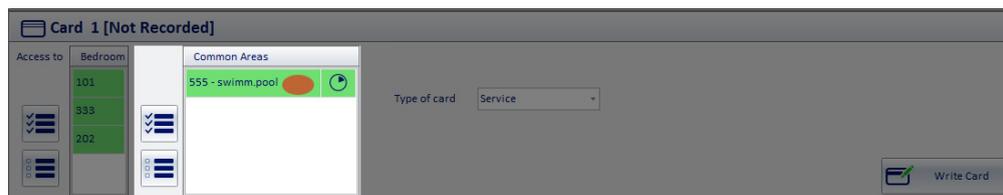
In addition to allowing the staff to access the room, in fact, you can provide access rights to the hotel's common areas which have been set in the Well-Contact Suite software.

As already mentioned, the common areas are typically characterized by at least one transponder reader for access control (transponder reader).

### Grant a card rights to access a common area

In green are shown the common areas which can be accessed, while the white color indicates the common the areas which can't.

To add rights to access a common area (configured in the Well-Contact Suite system), left click (only once) the box that shows the number of the common area you want (the symbol of a common area that cannot be accessed with the card is shown in white) as shown in the following picture.



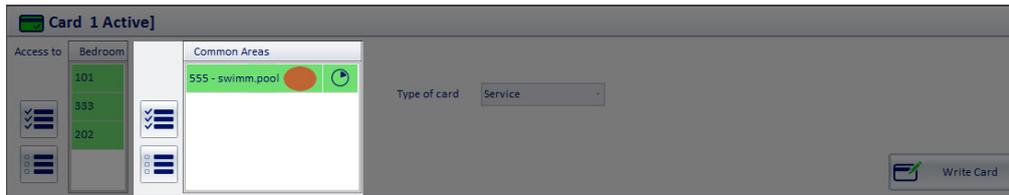
After selecting the symbol of the new room to be accessed with the card, the symbol is highlighted in green.

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

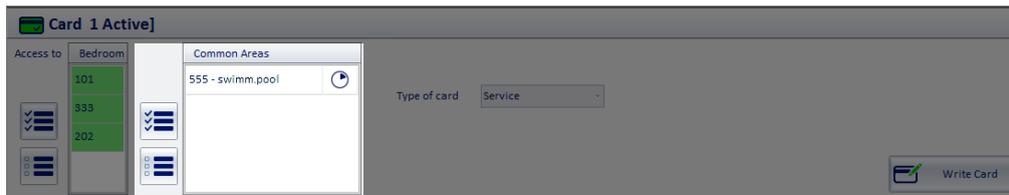
### Deny a card rights to access a common area

In green are shown the areas which can be accessed with the selected card, while the white color indicates the areas that cannot be accessed with the card.

To revoke rights to access a common area (configured in the Well-Contact Suite system), left click (only once) the box that shows the number of the common area you want (the symbol of a common area that cannot be accessed with the card is shown in green) as shown in the following picture.



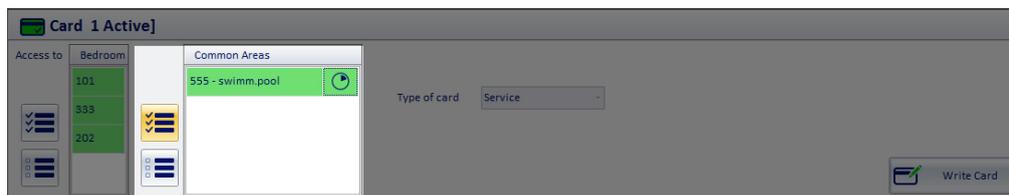
After selecting the symbol of the common area not to be accessed with the card, this symbol is deselected and takes on the color white, as shown in the picture below.



The revoking of access rights to the room is completed.

### Grant a card rights to access all common areas

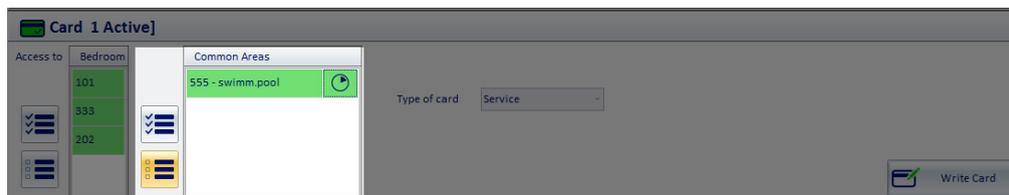
You can quickly and easily grant a card the right of access all common areas of the accommodation (configured in the Well-Contact Suite software). To do this, left click (only once) the "Add access for all common areas" button highlighted in the following picture.



After pressing this button, all the rows related to the common areas are highlighted (green).

### Deny a card rights to access all common areas

You can quickly and easily deny a card the right of access all common areas of the accommodation (configured in the Well-Contact Suite software). To do this, left click (only once) the "Revoke access for all common areas" button highlighted in the following picture.



After pressing this button all the rows related to the common areas will no longer be highlighted and will take the color white.

## Setting access times for common areas

The access time to common areas for the staff is set in the same way as for customers. Refer to the chapter Setting access times for common areas of the subsection "Customer Detail".

### Type of card

The Well-Contact system provides seven types of cards (or rather seven types of users) that can be handled by the access control system. The transponder readers recognize the type of user assigned to the read card, and the Well-system provides the management of these different types of users.

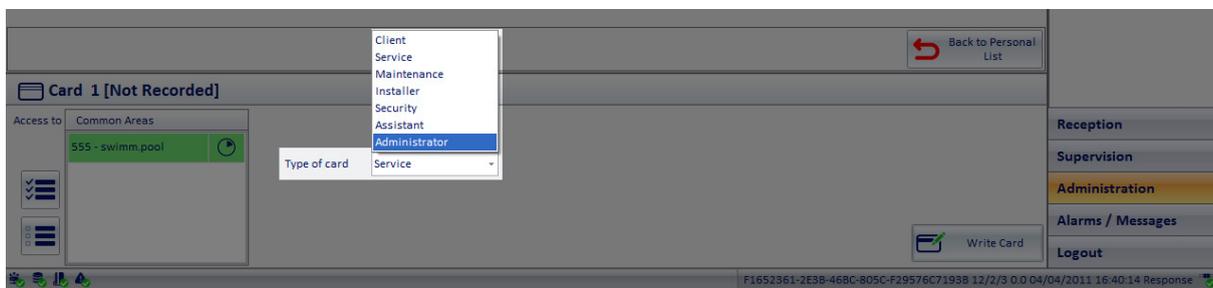
Below is a table with these types of users:

- Customer
- Service
- Maintenance
- Installer
- Security
- Assistant
- Administrator

The descriptions are indicative and not related to any particular function.

There are still seven types of users that can be distinguished by the transponder readers.

The following picture shows the menu through which you can set the type of user for the card assigned to the staff member.



### Expiration date

Using the date and time fields it is possible to set the expiration of the card.

Once the expiry limits have been exceeded, the Well-Contact Suite software revokes the access rights of the card and the status of the card becomes "expired".

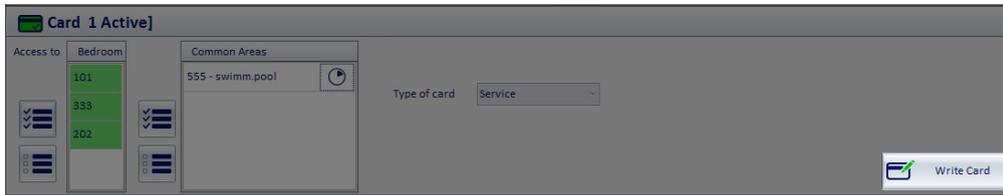
It is possible to make the expired card active again by setting an expiration date (date and time) following the current one: the change takes effect immediately and does not require rewriting the card.

When a new personal card is created, it is set by default with an expiration date of 10 years from the date of creation, but it can be changed.

It is however possible to change the expiration date and time of an active card at any time: the change takes effect immediately and does not require the rewriting of the card.

**IMPORTANT:** to manage card expiration, the Well-Contact Suite software must be operational and correctly connected to the KNX bus.

## "Write Card" button



In the area reserved to the card data is a button called "Write Card".

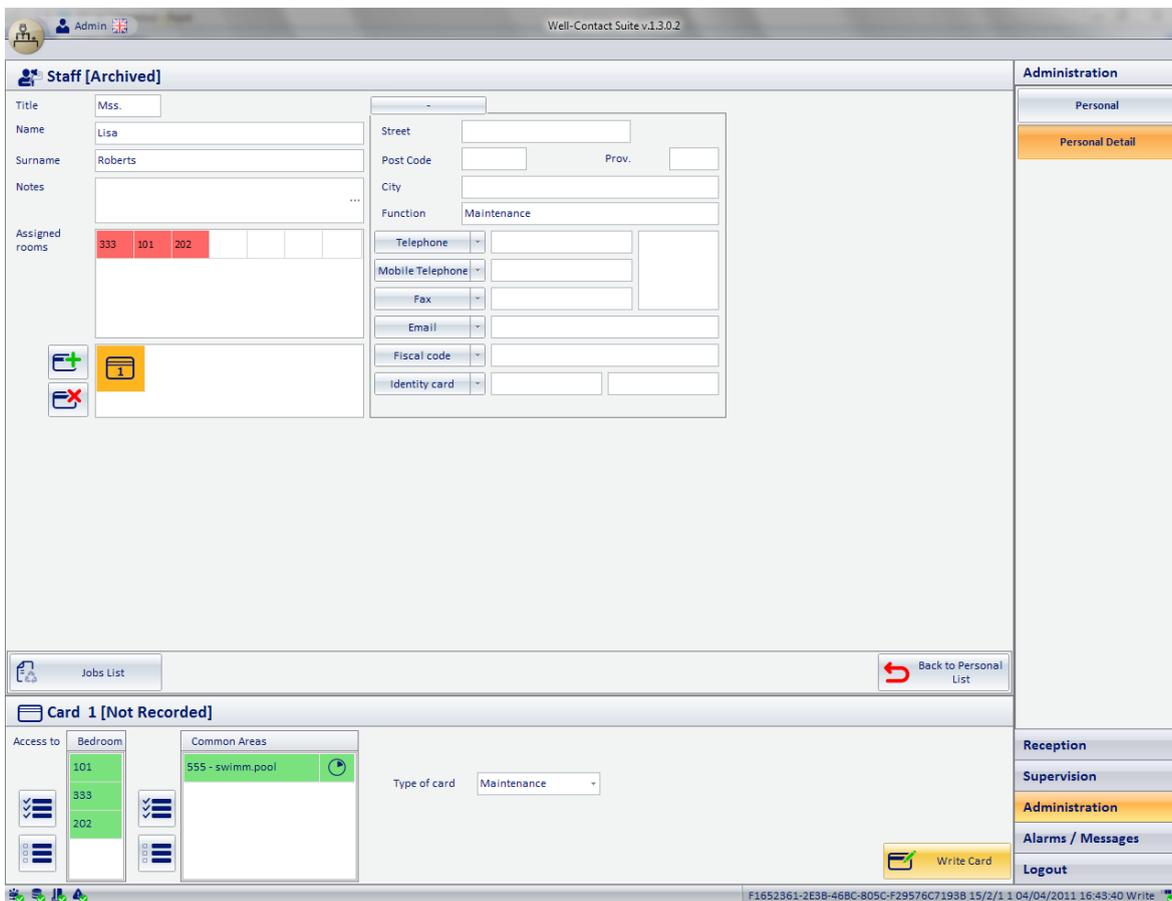
Pressing this button you can write (or store) the data related to the card on a real card and initiate the activation of the card itself (sending access data to the automation system).

Unlike what happens with the "Write Card" button from the customer detail window, pressing the "Write Card" button from the staff detail window starts the following procedure:

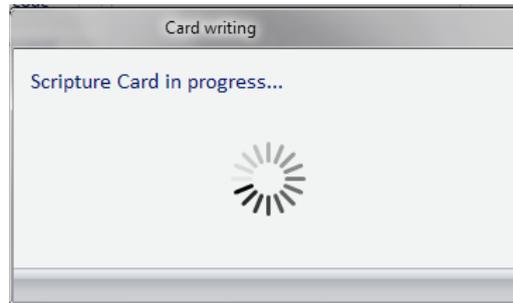
1. Writing of the card through the card programmer.
2. If the previous writing of the card has been concluded successfully, start the activation process of the card itself, sending the card access data to the automation system.

To create a card for an active staff member, proceed as follows:

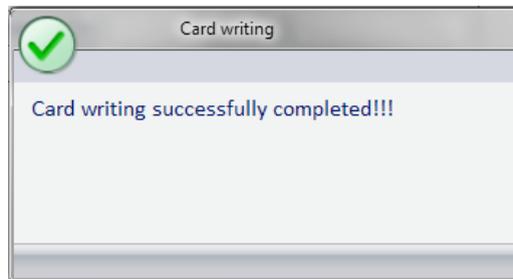
1. Insert the card to be written (programmed) into the card programmer.  
Note: all data previously stored on the card will be deleted and replaced by new data.
2. Select the card you want to write from the list of cards associated with the staff member and then press the "Write Card" button in the detail area of the selected card, as shown in the following picture.



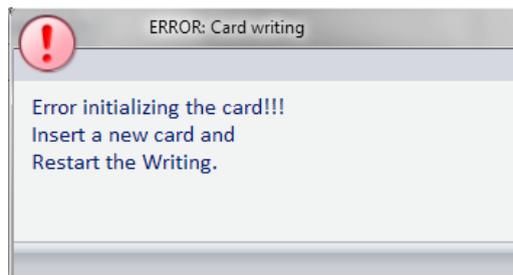
After pressing the "Write Card" button, the writing begins, characterized by the appearance of the following window:



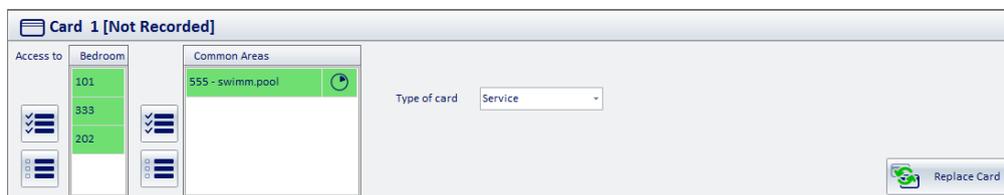
3. If the procedure of writing the card ends in a positive way, for some users the following window appears. The window closes automatically without the need for any intervention.



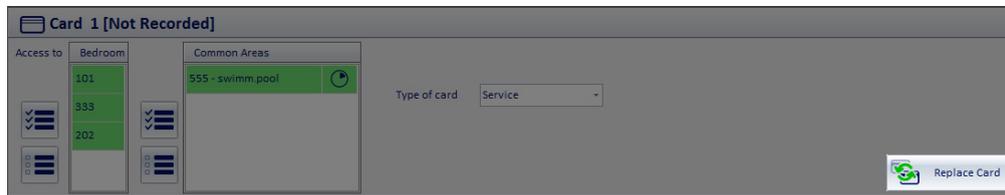
If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.



4. If writing ends in a positive way, the Well-Contact Suite software shows the new status of the card: "Enabled" as shown in the picture below (Card detail title bar). The card is operational.



## "Write Card" button



The "Replace Card" button allows you to activate the process of creating a card to replace a card previously created for the staff, which has, then, the status of "Active".

The "Replace Card" button creates a new card with the same rights of access as the selected one.

The previous card is disabled.

This is useful if the staff member claims to have lost his card and asks for another.

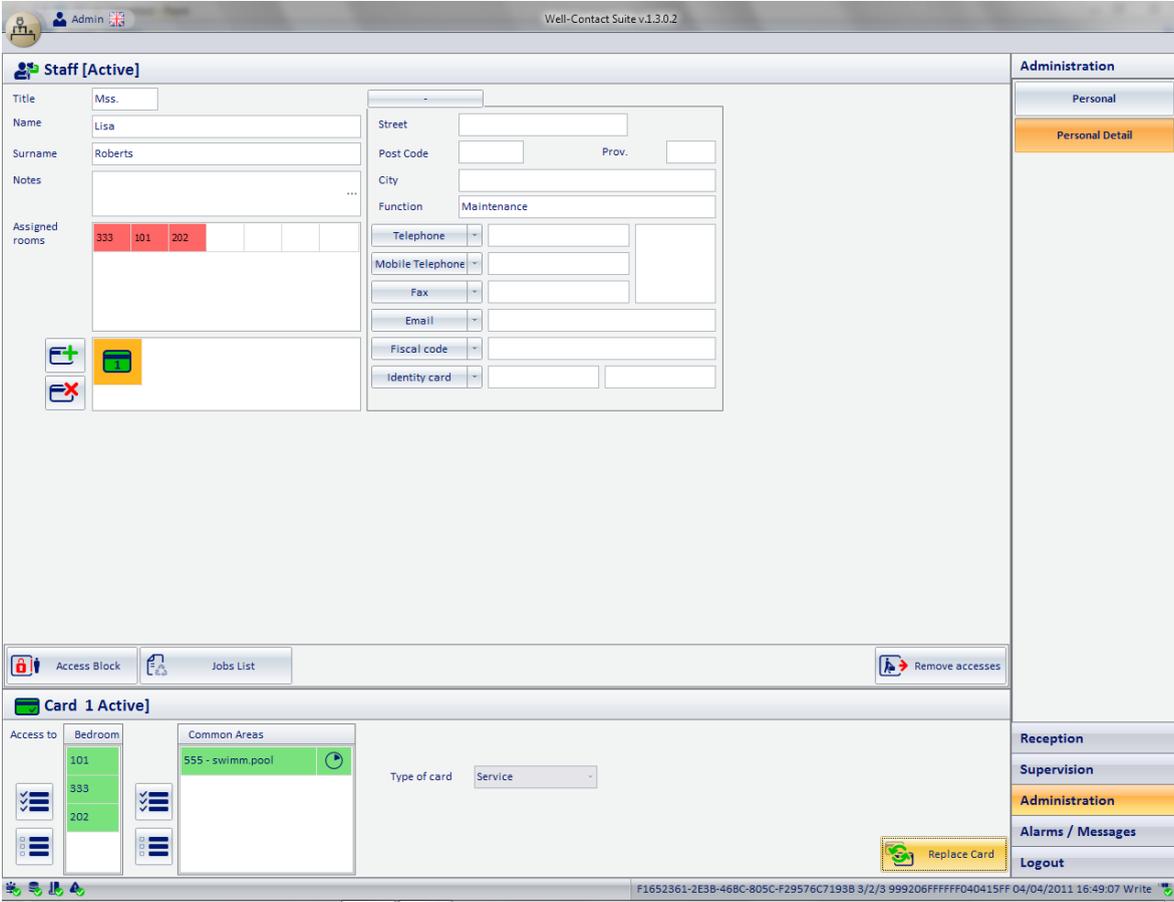
The newly created card will have the same rights of access as that previously assigned to the staff member; the old card assigned to the staff member will be inactive in any case. That way if someone finds the previous card of the staff member, they won't have access to any environment.

To replace a card, proceed as follows:

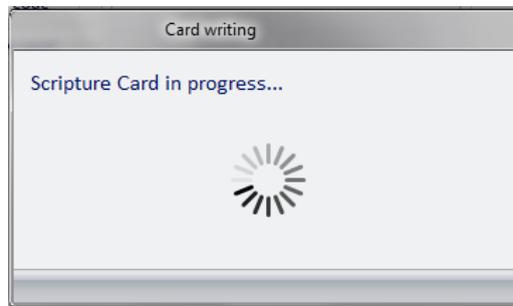
1. From the list of cards associated with the staff member, select the card you want to replace.
2. Insert a card into the card programmer.

The writing procedure permanently erases all data on the card, which will be replaced by the current ones.

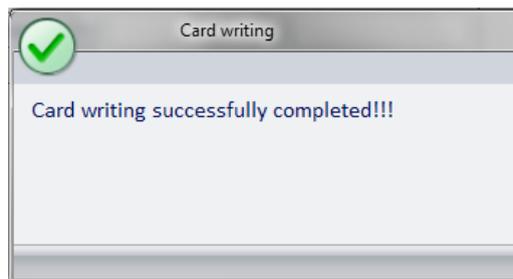
Press the "Replace Card" button as shown in the picture below.



After pressing the "Replace Card" button, the writing begins, characterized by the appearance of the following window:



3. If the procedure of writing the card ends in a positive way, for some users the following window appears. The window closes automatically without the need for any intervention.



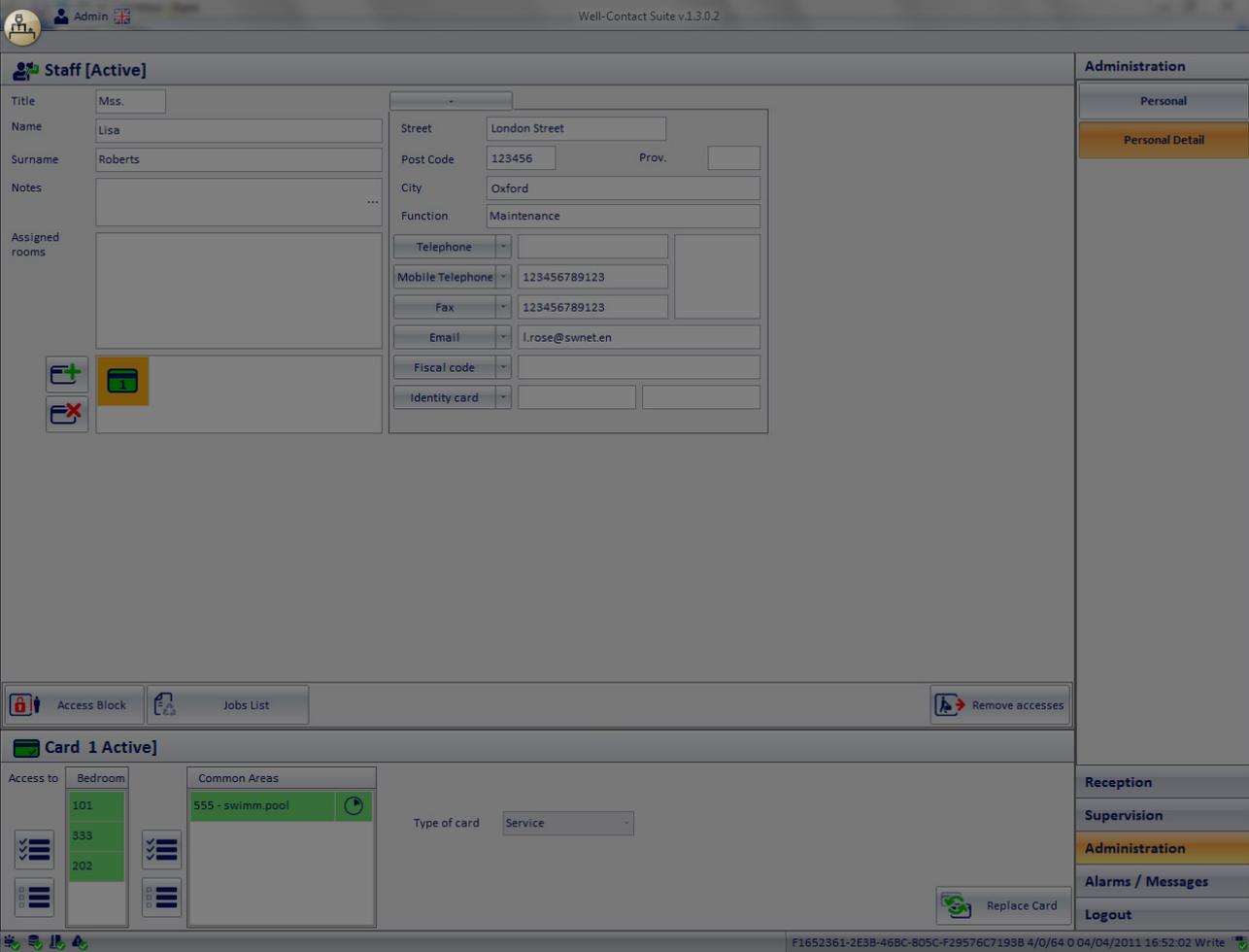
If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.



4. If writing ends in a positive way, the Well-Contact Suite software proceeds with the activation of the card. After this the new card will be operational and the previous card will be deactivated.

## Icon to activate the configuration menu

Left-clicking the icon shown in the picture on top left of the Well-Contact Suite Software, you can access the configuration and utilities menu.



The screenshot displays the 'Staff [Active]' configuration window in the Well-Contact Suite v.1.3.0.2 software. The interface is divided into several sections:

- Staff Profile:** Fields for Title (Mss.), Name (Lisa), Surname (Roberts), Street (London Street), Post Code (123456), City (Oxford), Function (Maintenance), Telephone, Mobile Telephone (123456789123), Fax (123456789123), Email (l.rose@swnet.en), Fiscal code, and Identity card.
- Administration Panel:** A vertical sidebar on the right with menu items: Personal, Personal Detail, Reception, Supervision, Administration (highlighted), Alarms / Messages, and Logout.
- Card Management:** A section at the bottom left for 'Card 1 Active', showing access to 'Bedroom' (rooms 101, 333, 202) and 'Common Areas' (555 - swimm.pool). It includes a 'Type of card' dropdown set to 'Service' and a 'Replace Card' button.
- Utility Buttons:** 'Access Block', 'Jobs List', and 'Remove accesses' buttons are located at the bottom of the main configuration area.

The system status bar at the bottom right shows the ID: F1652361-2E3B-46BC-805C-F29576C71938 4/0/64 0 04/04/2011 16:52:02 Write.

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## The Alarms/Messages section

### **Introduction**

From the "Alarms/Messages" section you can view and manage the alarms generated by the Well-Contact automation system. The main functions performed by this section are listed below and are described in detail in the following chapters.

- Viewing the list of "active" alarms and archived alarms.
- Viewing the detail data of the alarms included in the "active" and archived alarms list.
- Changing the signaling of an alarm: The alarms detail window.

The "Alarms/Messages" section includes two lists:

- The "Active Alarms" list.
- The "Staff Archive" list.

**Note:** The "Export List" push button. Under the lists that contain at least one element there is the "Export List" push button, by pressing which you can export the contents of the displayed list in xls format.

### **Alarm warning**

#### **Introduction**

The Well-Contact Suite software provides several ways to display alarm events generated by the Well-Contact automation system. Please note that the proper management of the alarms by the Well-Contact suite software, implies a correct configuration of the same. Upon the occurrence of an alarm event, detected by the Well-Contact Suite software, the following procedures start automatically:

- Displaying of a pop-up "Alert".
- Highlighting of the "Alarms/Messages" button.
- Adding of the alarm to the list of active alarms.

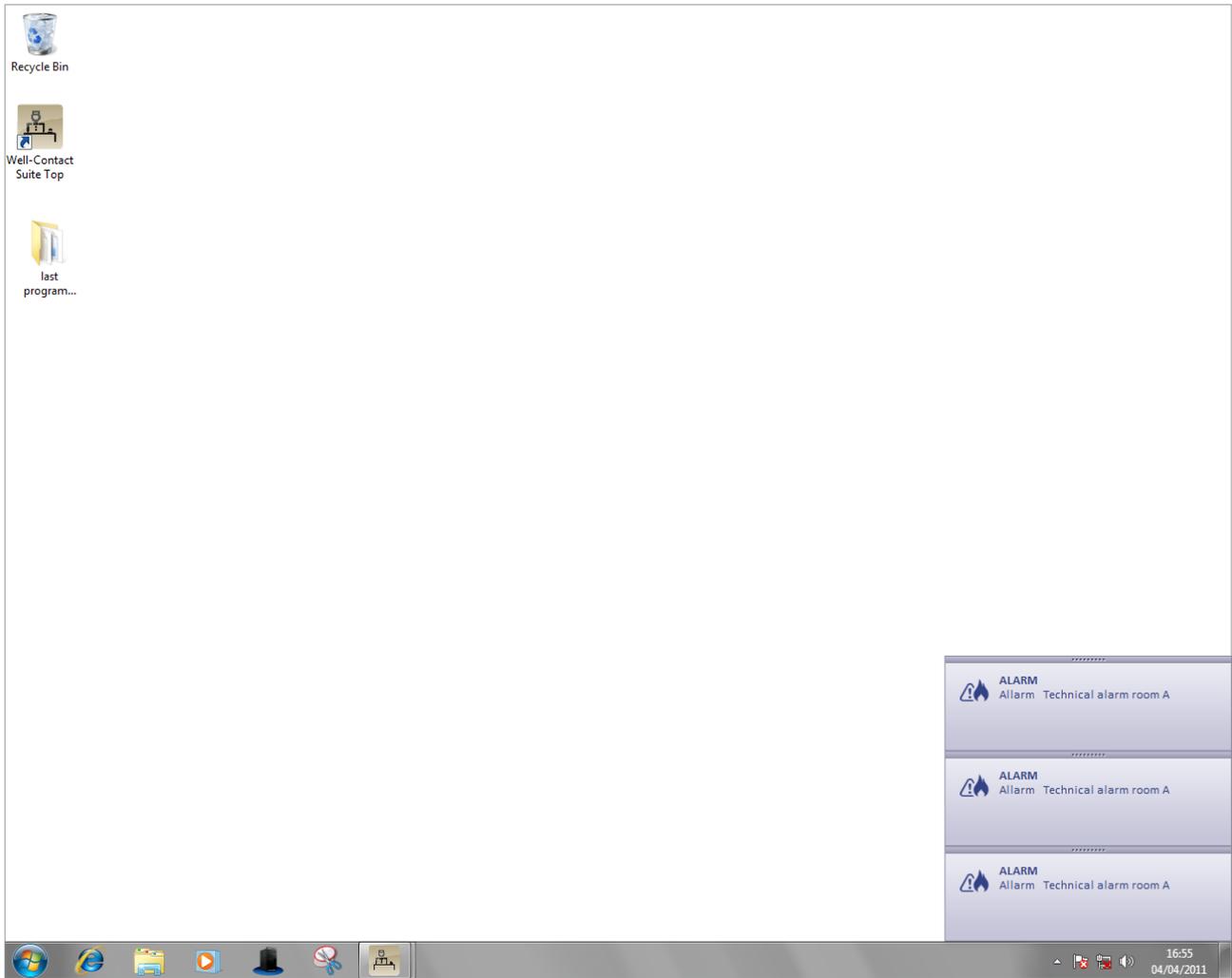
#### **Displaying of a pop-up "Alert".**

Upon the occurrence of an alarm event, the Well-Contact Suite software generates a pop-up Alert, which appears on the left of the screen. It is a window that is displayed in the foreground, even if the Well-Contact Suite software is minimized or covered by other applications.

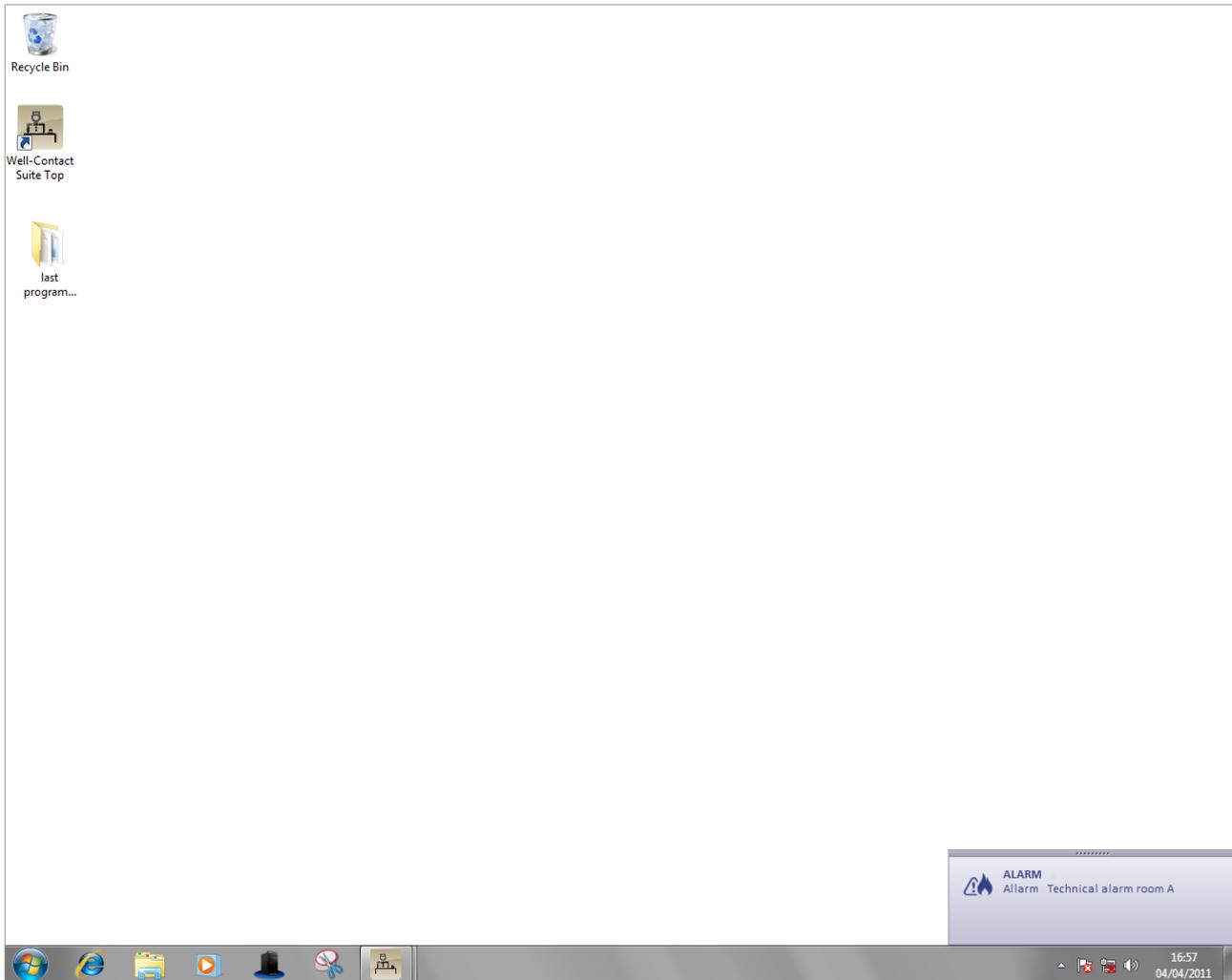
This window, normally remains visible (with a slight transparency) for about eight seconds and then disappears.

If you move the mouse over the window, the window remains indefinitely visible and decreases in transparency.

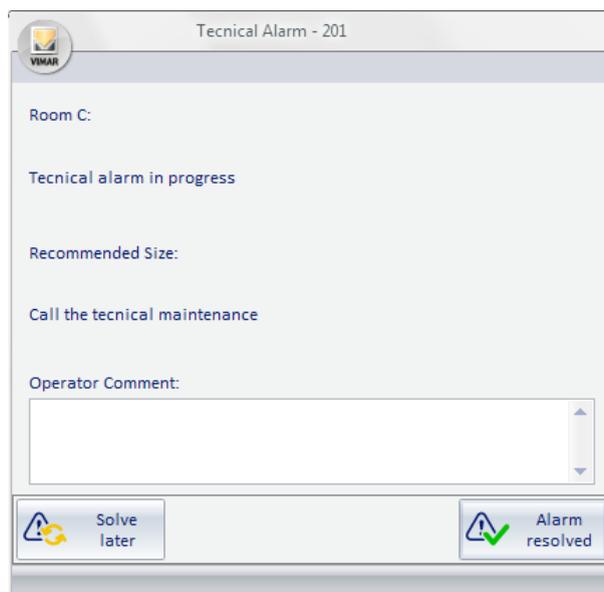
The next image shows an example of this window displaying two alarm events, with the software Well-Contact Suite minimized.



If you move the mouse over the description of the type of alarm, this is highlighted and you can select it left-clicking it.



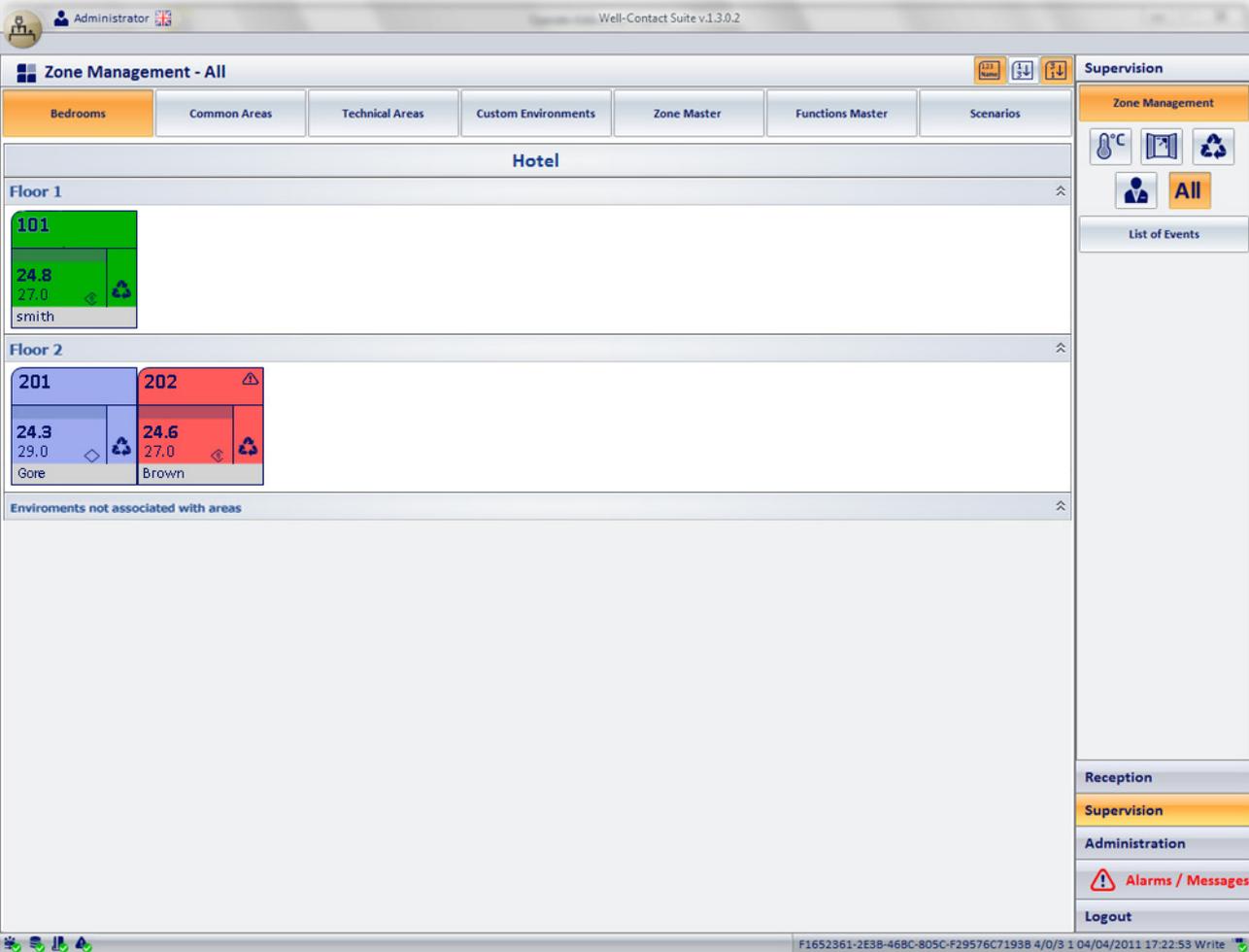
Left-clicking the highlighted text (in the same manner as links are usually highlighted), the alarm detail window appears, as shown in the picture below.



For a detailed description of this window, refer to the chapter The alarm detail window.

### Highlighting of the "Alarms/Messages" button.

Upon the occurrence of an alarm event, the button in the "Alarms/Messages" section is highlighted: the descriptive text of the button becomes red and an alert symbol appears, as shown in the picture below.



The screenshot displays the 'Zone Management - All' interface for a 'Hotel'. The main area shows 'Floor 1' and 'Floor 2'. Room 101 is highlighted in green, indicating a solved alarm. Room 201 is highlighted in blue, and room 202 is highlighted in red with a warning triangle icon, indicating an active alarm. The 'Supervision' sidebar on the right contains a navigation menu where the 'Alarms / Messages' button is highlighted in red and features a warning icon. Other buttons in the sidebar include 'Reception', 'Supervision', 'Administration', and 'Logout'. The status bar at the bottom shows the system ID 'F1652361-2E38-468C-805C-F29576C7193B' and the date/time '04/04/2011 17:22:53'.

This button is shown until all alarms in the list of active alarms are solved.

## Adding of the alarm to the list of active alarms.

The Well-Contact Suite Software manages two lists of alarms:

- The active alarms list. This is the list of alarms that have not yet been "solved".
- The active alarms list. This is the list of alarms that have already been solved and are stored as historical data.

Upon the occurrence of an alarm event a new row in the table representing the active alarm list is created. On this list the alarm event continues until solved (after which it will be moved to the alarms archive).

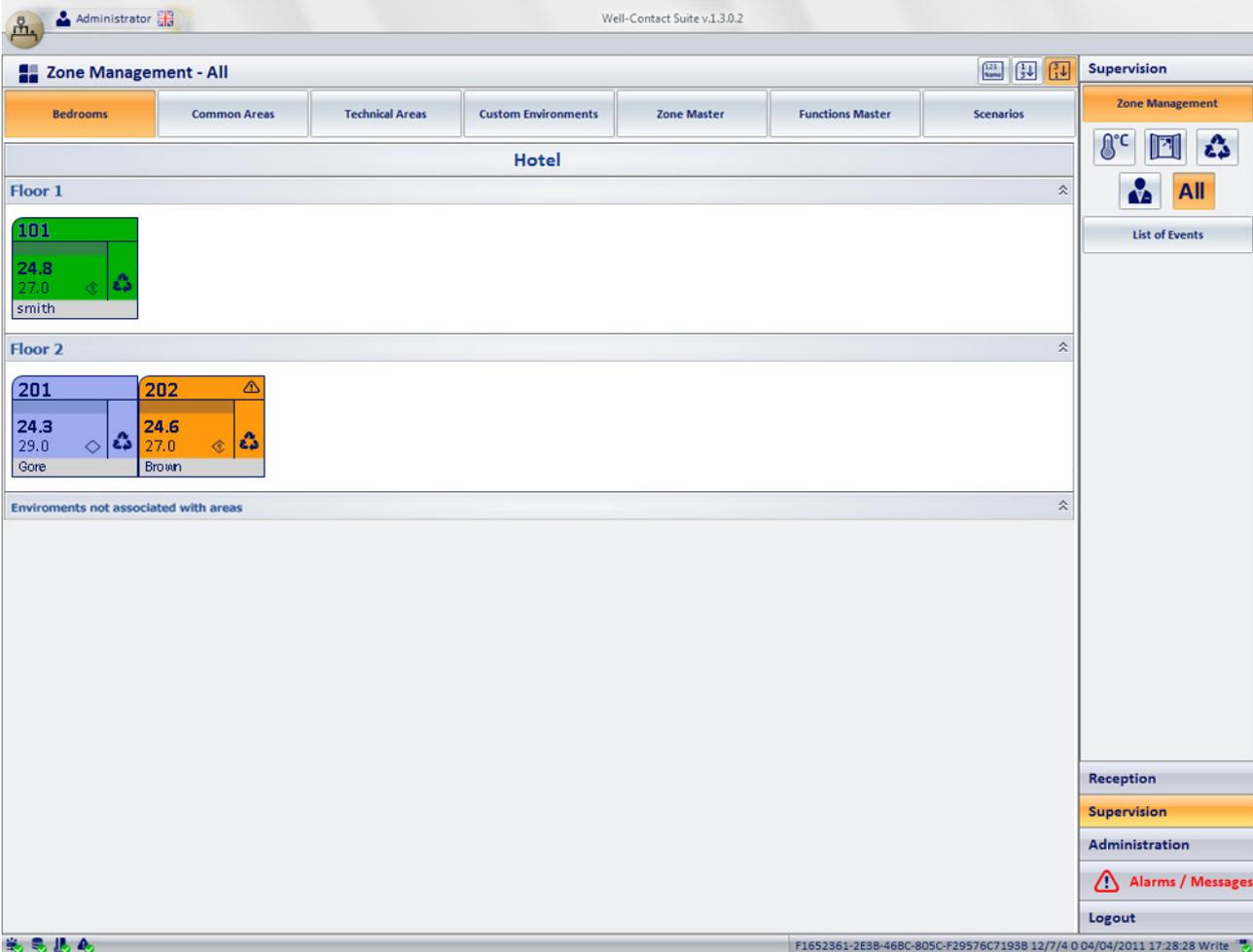
## The change of status of environment representation in the "Supervision" section

As noted when describing the supervision section, if an alarm event has been linked to a particular environment during the configuration, when an alarm occurs the alarm status of the environment is highlighted.

### The alarm signaling in the summary view

In the environments summary view, the alarm status of a specific environment is highlighted in the color of the symbol that represents the environment. In particular, if there is an alarm level 1 or 2, the symbol representing the environment takes on the color red, while if there is an alarm level 3 or 4 (and alarms type 1 or type 2 are not active at the same time and in the same environment), the symbol representing the environment will take on the color orange.

The following picture shows the situation with an alarm of type 1 in room 201 (red) and an alarm type 3 in room 101 (orange).



The screenshot shows the 'Supervision' section of the Well-Contact Suite v.1.3.0.2 software. The main area is titled 'Zone Management - All' and displays a 'Hotel' environment. The interface is divided into several sections:

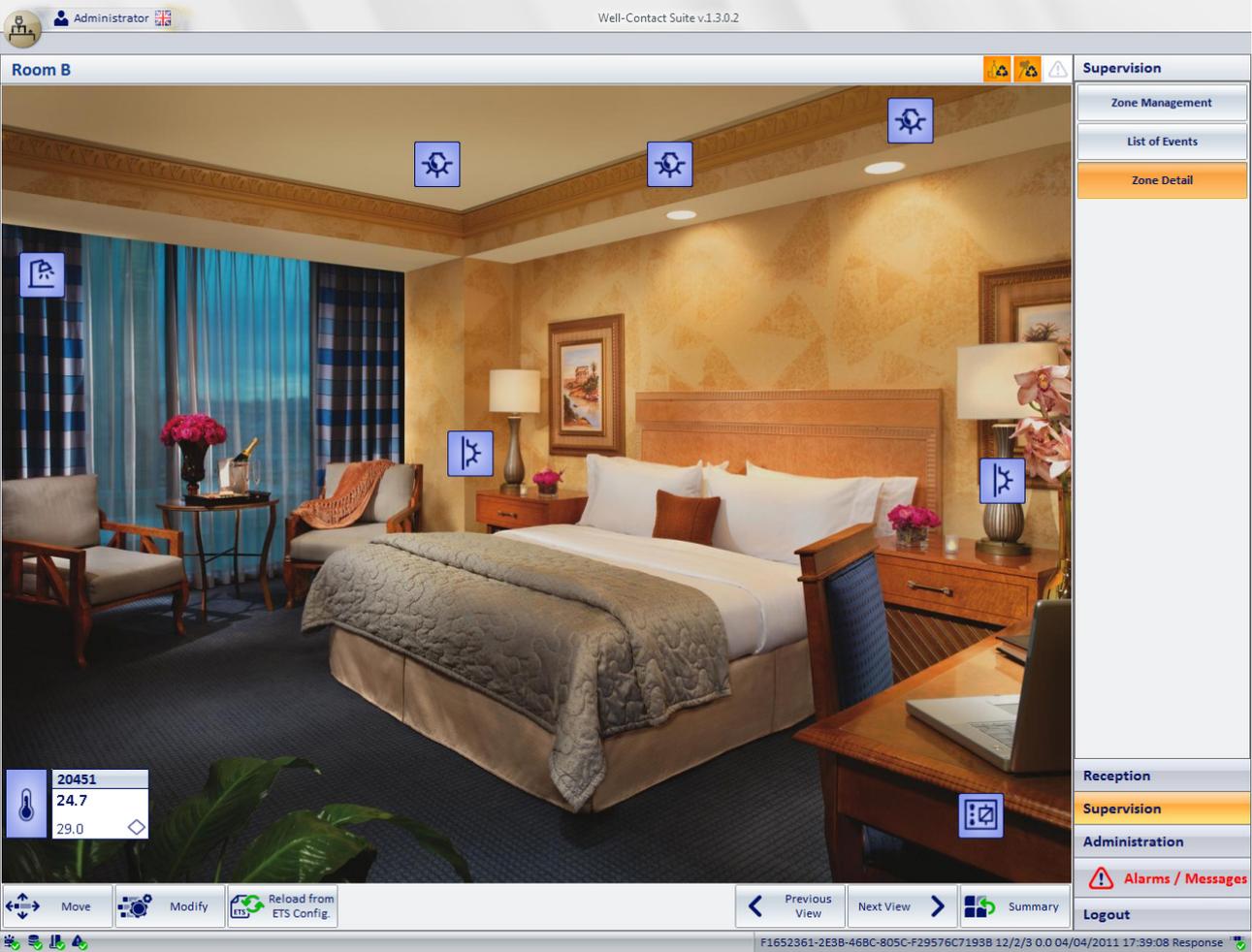
- Zone Management - All:** Contains tabs for Bedrooms, Common Areas, Technical Areas, Custom Environments, Zone Master, Functions Master, and Scenarios.
- Floor 1:** Shows room 101 with a green background, a temperature of 24.8, and a humidity of 27.0. The name 'smith' is listed below.
- Floor 2:** Shows rooms 201 and 202. Room 201 has a red background, a temperature of 24.3, and a humidity of 29.0. The name 'Gore' is listed below. Room 202 has an orange background, a temperature of 24.6, and a humidity of 27.0. The name 'Brown' is listed below.
- Environments not associated with areas:** A section below the floor displays, currently empty.
- Supervision Sidebar:** Contains icons for temperature, humidity, and refresh, a user icon, an 'All' button, and a 'List of Events' section.
- Bottom Navigation:** Includes buttons for Reception, Supervision (highlighted), Administration, Alarms / Messages (with a warning icon), and Logout.

The status bar at the bottom indicates the system ID 'F1652361-2E38-468C-805C-F29576C71938' and the date/time '12/7/4 0 04/04/2011 17:28:28 Write'.

### The alarm signaling in the environments detail view

In the detail view of an environment, the "alarm in progress" status is displayed on the left side of the title bar, in the area reserved for displaying the environment status.

The following picture shows the display of an alarm in a room.



The screenshot displays the VIMAR interface for 'Room B'. The main view shows a hotel room with several blue alarm icons overlaid on the ceiling and walls. A temperature display in the bottom-left corner shows a current temperature of 24.7 and a setpoint of 29.0. The interface includes a navigation sidebar on the right with options like 'Supervision', 'Reception', 'Administration', and 'Alarms / Messages'. The bottom status bar shows the system ID 'F1652361-2E38-46BC-805C-F29576C71938' and the date/time '12/2/3 0.0 04/04/2011 17:39:08 Response'.

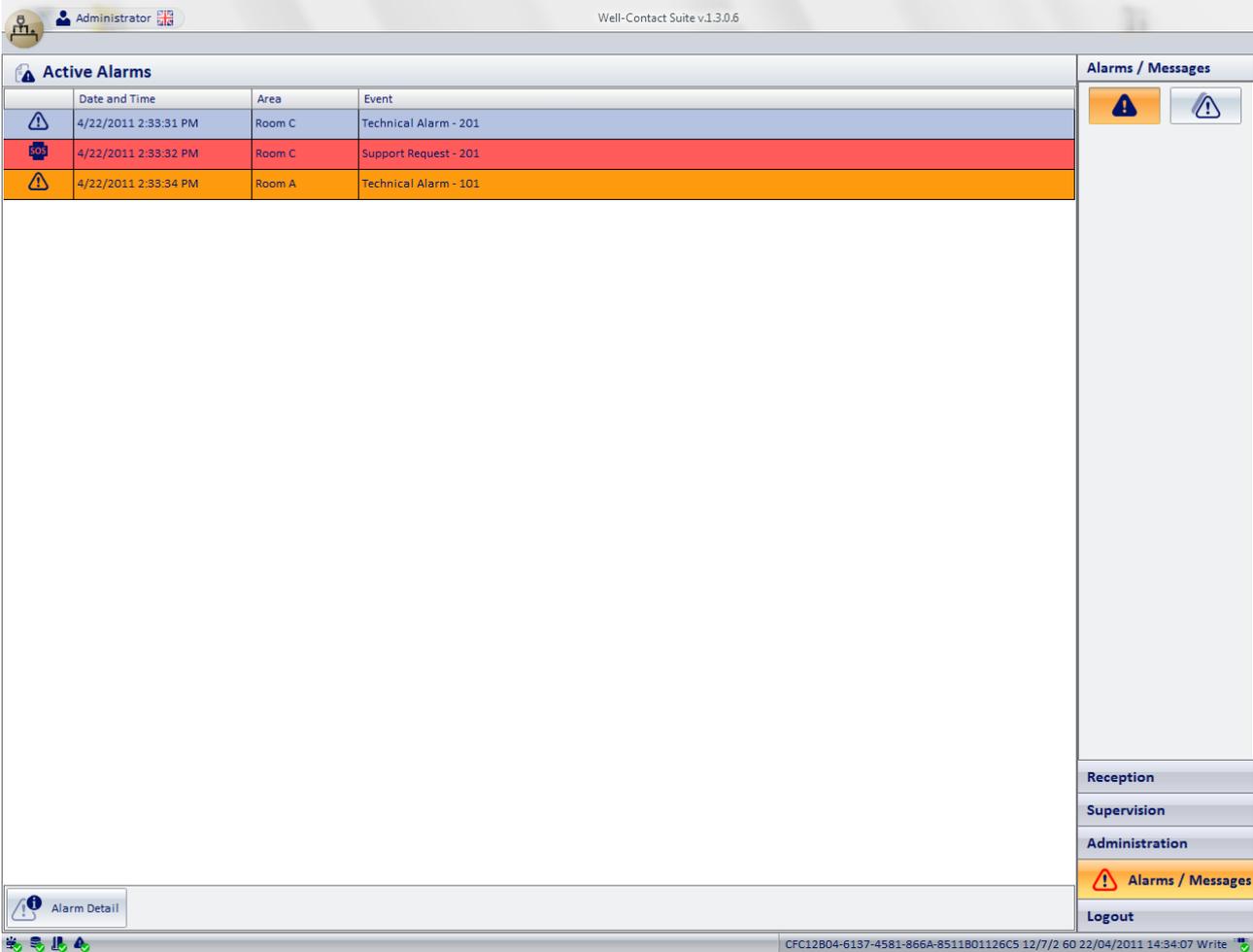
## The "Active Alarms" list

An alarm event is considered "active" until the "Solve Alarm" button in the detail window is pressed. The "solution" of an alarm is allowed only to users of the Well-Contact software who have been granted such privilege.

To access the list of "Active Alarms", go to "Alarms/Messages" (pressing the "Alarms/Messages" button) and then press the button in the list of active alarms, as shown in the picture below.



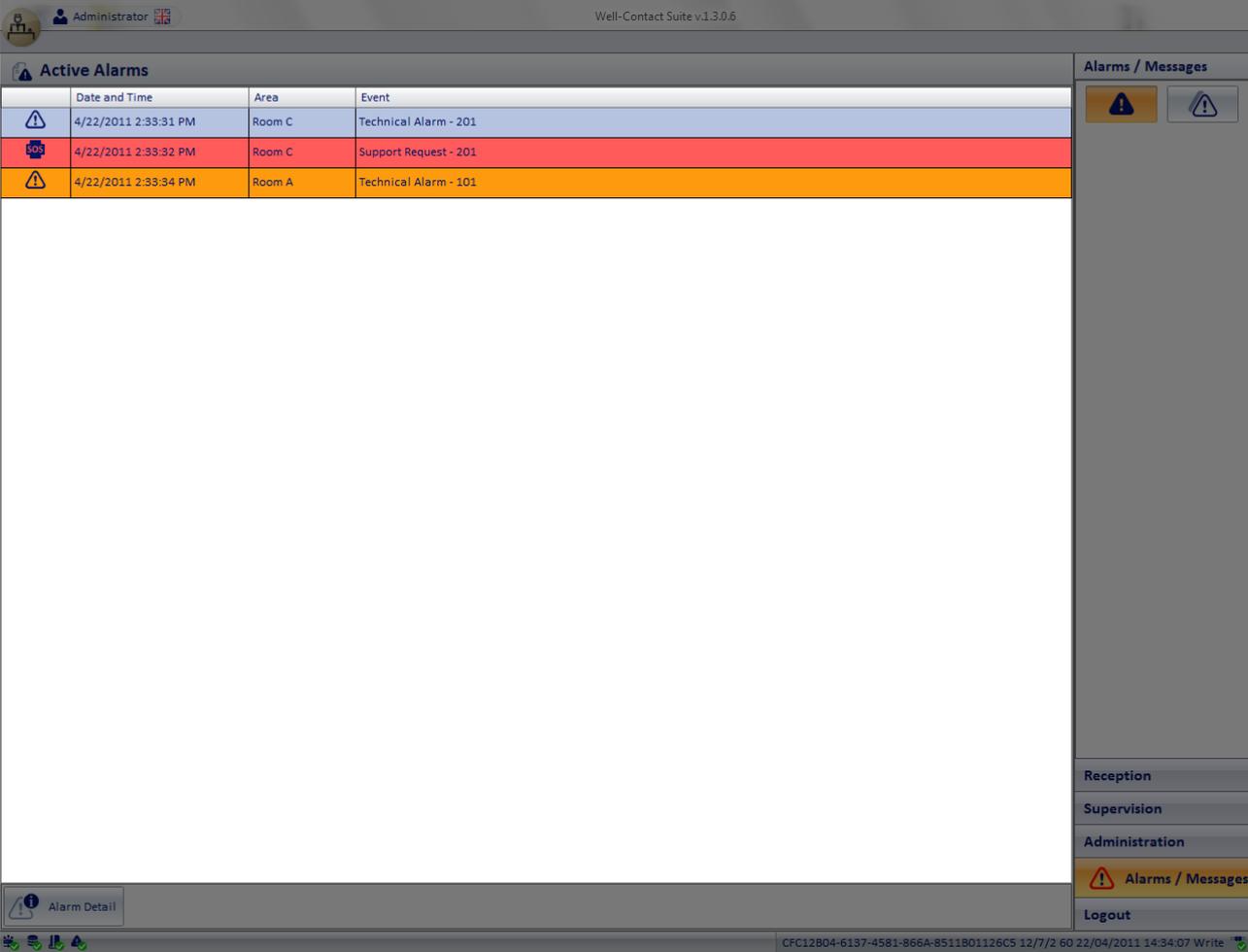
The list of active alarms is shown in the picture below.



	Date and Time	Area	Event
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201
	4/22/2011 2:33:32 PM	Room C	Support Request - 201
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101

The list of active alarms consists of a table whose rows represent the alarm events that are still active and whose columns display the main data related to the alarm.

In the following picture is highlighted the section that displays such list within the active alarms window.



Alarm Icon	Date and Time	Area	Event
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201
	4/22/2011 2:33:32 PM	Room C	Support Request - 201
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101

The columns of the table refer the main data of interest to active alarms:

- **Alarm icon.** Icon associated with an alarm event, defined during the configuration.
- **Date and Time** Date and time when the alarm event occurred.
- **Area.** Environment or area where alarm occurred, if defined during the configuration.
- **Event.** Description of the alarm event, defined during the configuration.

### Sorting the list

You can sort the list with reference to any of the columns of the table.

To sort based on a specific column data, (left) click the description box of the column.

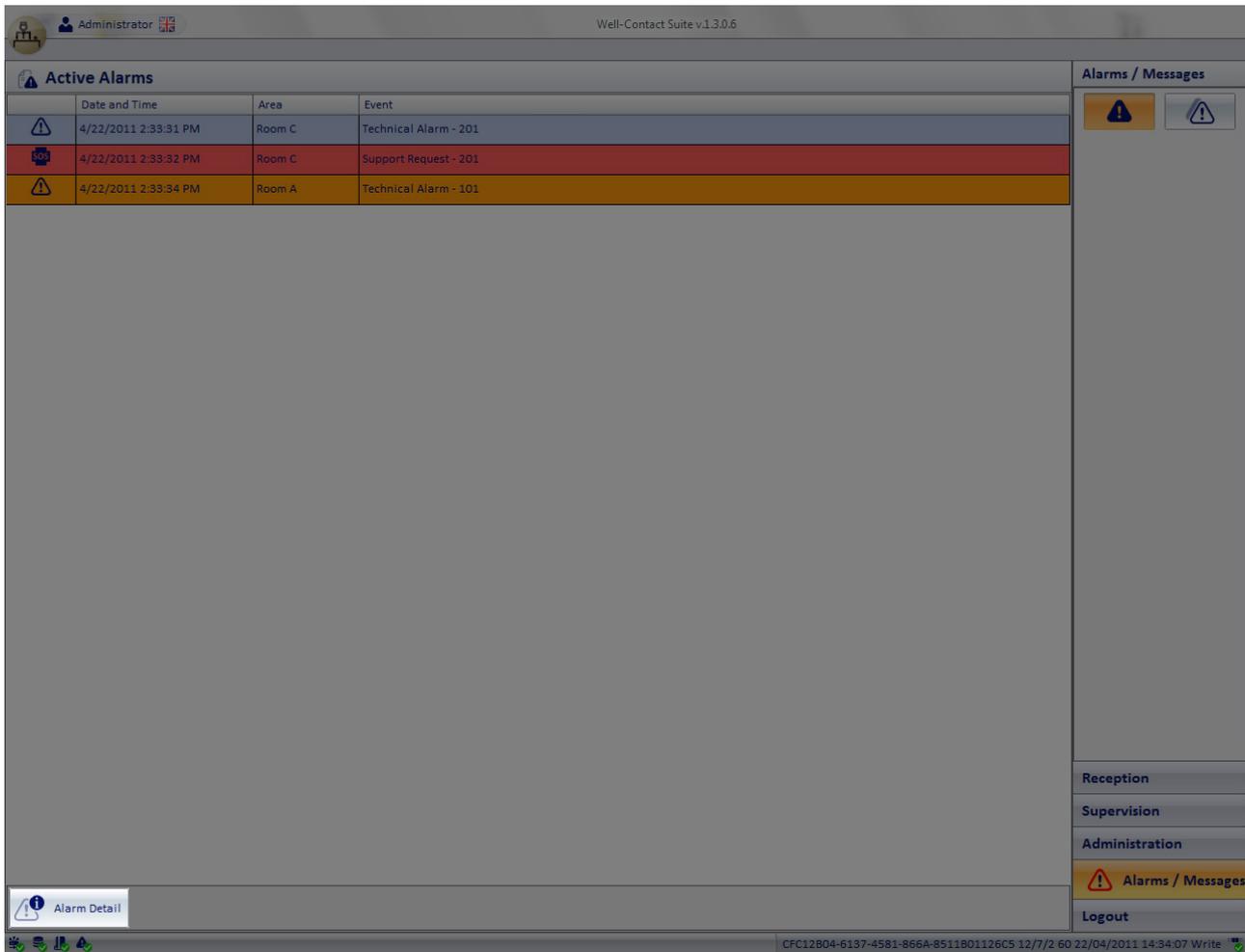
For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

### Viewing an active alarm details

From the list of active alarms you can switch to the detail view of a specific alarm selecting (double clicking) the corresponding row in the list, or pressing (left clicking) the corresponding row in the list and then pressing the "Alarm detail" button. See the chapter Alarm detail window.

### The "Alarm Detail" button

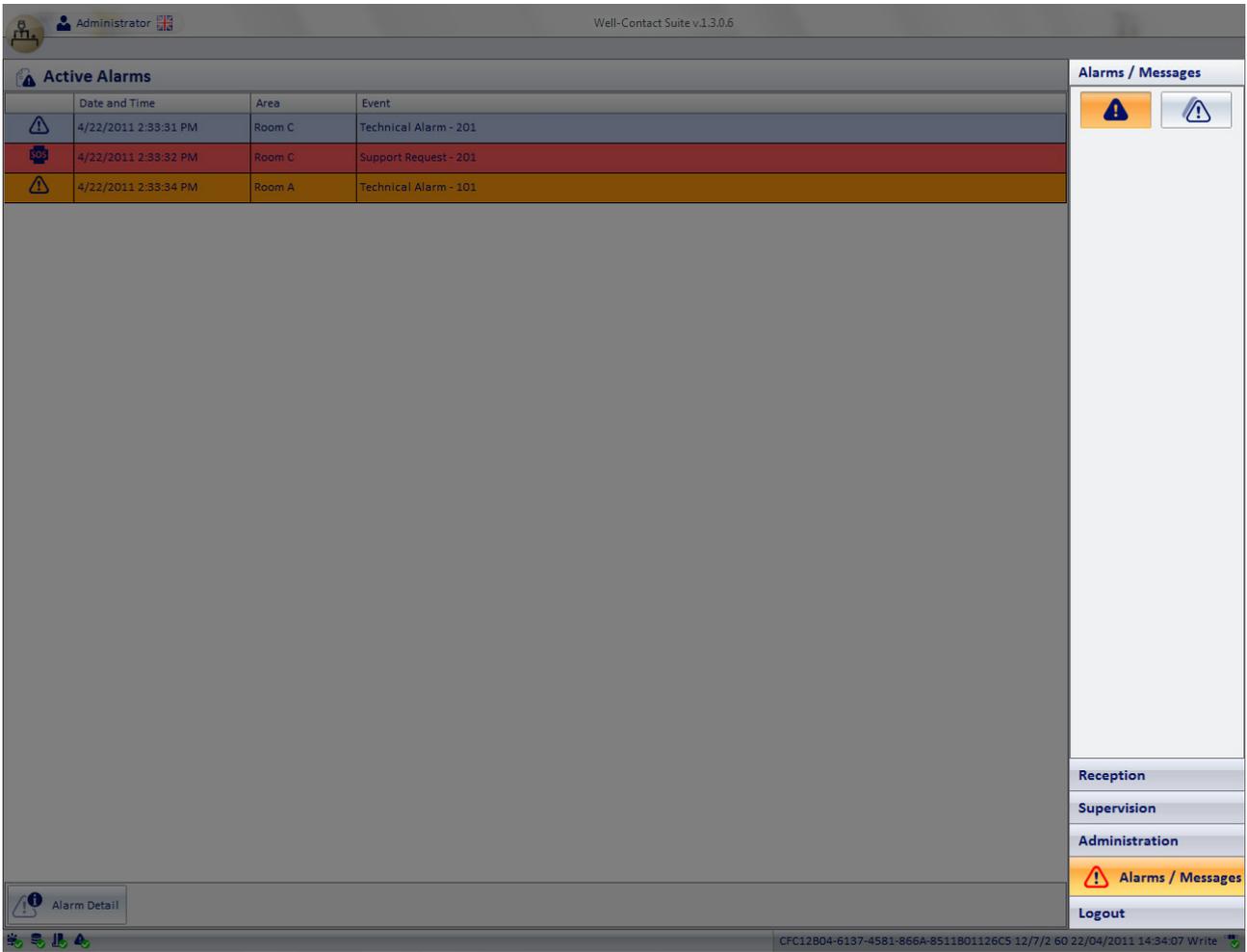
The "Alarm Detail" button opens the detail window of the alarm selected from the alarm list. The detail window of the alarm is described in the chapter Alarm detail window.



The screenshot shows the 'Active Alarms' section of a software interface. At the top, it displays the user 'Administrator' and the version 'Well-Contact Suite v.1.3.0.6'. The main area contains a table with three rows of active alarms. The first row is highlighted in blue, the second in red, and the third in orange. To the right of the table is a sidebar with navigation options: 'Reception', 'Supervision', 'Administration', 'Alarms / Messages' (highlighted), and 'Logout'. At the bottom left, there is an 'Alarm Detail' button. The bottom status bar shows a long alphanumeric string and the date/time '22/04/2011 14:34:07'.

	Date and Time	Area	Event
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201
	4/22/2011 2:33:32 PM	Room C	Support Request - 201
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101

Area of "navigation" or selection of the Well-Contact Suite software sections



The screenshot displays the 'Active Alarms' section of the Well-Contact Suite software. The interface includes a header with the user 'Administrator' and the version 'v.1.3.0.6'. Below the header is a table of active alarms:

	Date and Time	Area	Event
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201
	4/22/2011 2:33:32 PM	Room C	Support Request - 201
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101

To the right of the table is a vertical sidebar titled 'Alarms / Messages' containing two warning icons. Below this sidebar is a navigation menu with the following items: Reception, Supervision, Administration, **Alarms / Messages** (highlighted), and Logout. At the bottom left of the main area is an 'Alarm Detail' button. The status bar at the bottom right shows the system ID 'CFC12804-6137-4581-866A-8511801126C5' and the date/time '12/7/2 60 22/04/2011 14:34:07 Write'.

This area contains buttons that can be accessed through the various sections and subsections of the Well-Contact Suite software. At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are.

It is an area that appears in all windows "in use" of the software, except the "ETS Configuration" dialog.

At the bottom of this area there are buttons that allow you to switch to other parts of the Well-Contact Suite software: Reception, Supervision, Administration, Alarms/Messages, and Logout.

At the top of this area there are buttons that allow you to access the subsections of the currently selected section.

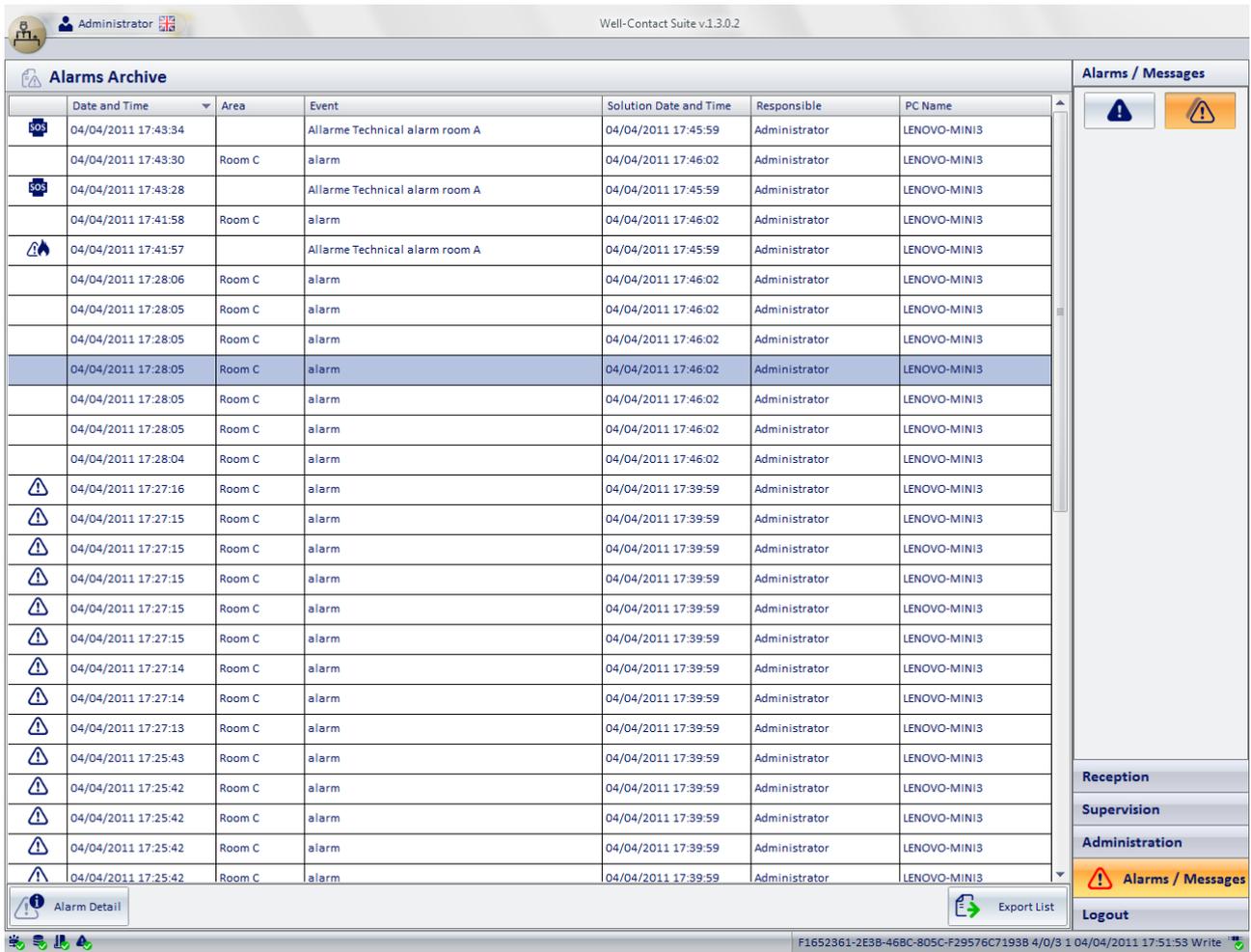
## The "Alarm Archive" list

An alarm event is considered "closed" after the "Solve Alarm" button has been pressed in the related detail window. The "solution" of an alarm is allowed only to users of the Well-Contact software who have been granted such privilege.

To access the list of "Archived Alarms", go to "Alarms/Messages" (pressing the "Alarms/Messages" button) and then press the button in the list of archived alarms, as shown in the picture below.



The archived alarm list is shown in the following picture.



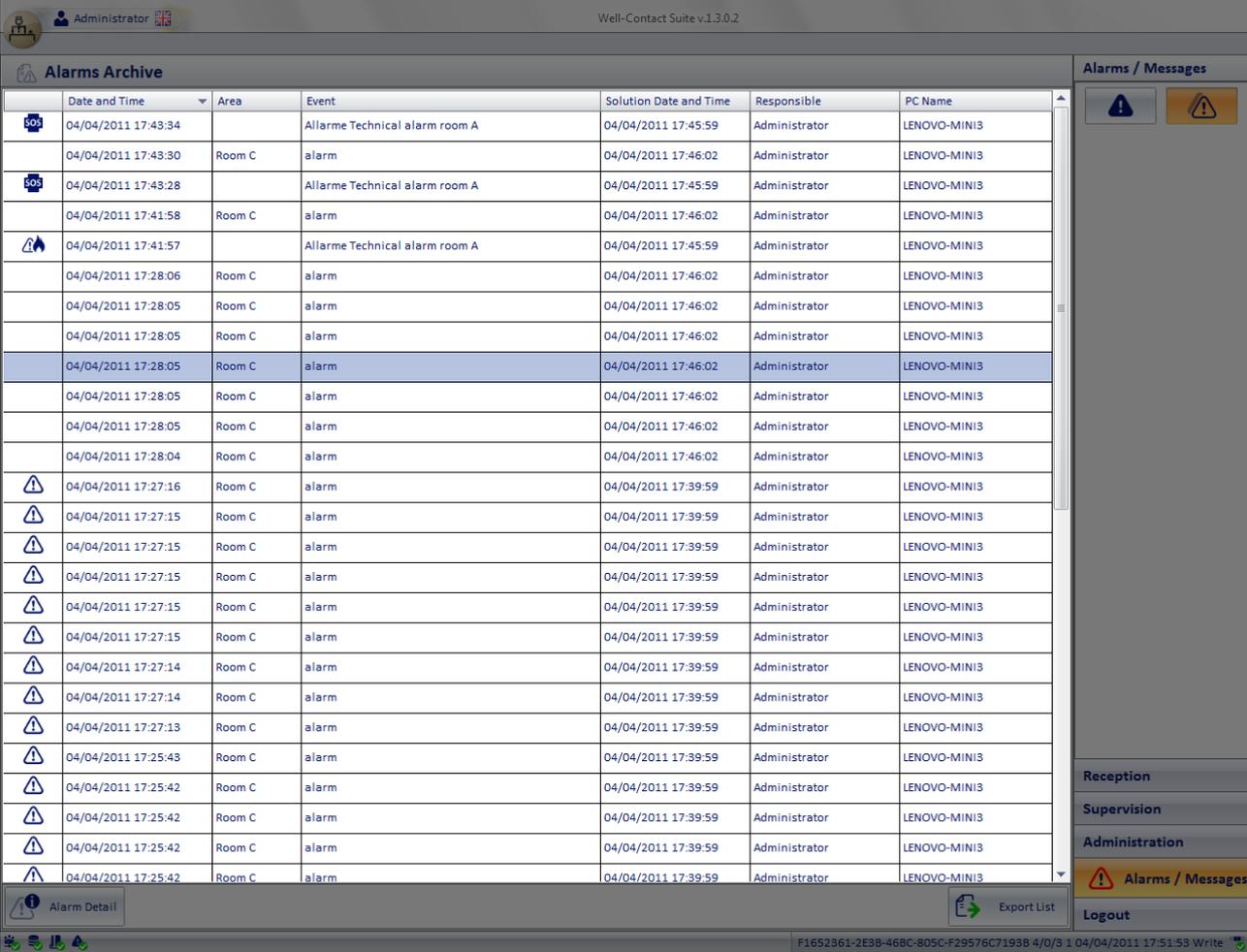
The screenshot displays the 'Alarms Archive' window with the following table:

Date and Time	Area	Event	Solution Date and Time	Responsible	PC Name
04/04/2011 17:43:34		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINIS
04/04/2011 17:43:30	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:43:28		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINIS
04/04/2011 17:41:58	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:41:57		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINIS
04/04/2011 17:28:06	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:28:04	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
04/04/2011 17:27:16	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:27:13	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:25:43	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS

The sidebar on the right contains the following menu items: Reception, Supervision, Administration, **Alarms / Messages**, and Logout.

The list of active alarms consists of a table whose rows represent the alarm events that have been solved and whose columns display the main data related to the alarm.

In the following picture is highlighted the section that displays such list within the archived alarms window.



	Date and Time	Area	Event	Solution Date and Time	Responsible	PC Name
	04/04/2011 17:43:34		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINIS
	04/04/2011 17:43:30	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:43:28		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINIS
	04/04/2011 17:41:58	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:41:57		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINIS
	04/04/2011 17:28:06	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:28:04	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINIS
	04/04/2011 17:27:16	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:27:13	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:25:43	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINIS

The columns of the table refer the main data of interest related to active alarms:

- **Alarm icon.** Icon associated with an alarm event, defined during the configuration.
- **Date and Time** Date and time when the alarm event occurred.
- **Area.** Environment or area where the alarm occurred, if defined during the configuration.
- **Event.** Description of the alarm event, defined during the configuration.
- **Date and Time of Solution** Date and time when the manager has declared an alarm solved pressing the "Alarm solved" button in the alarm detail window.
- **Responsible** Name of the user of the software which declared the alarm event "solved".
- **PC Name** Name of the computer from which the manager declared the alarm event "solved".

### Sorting the list

You can sort the list with reference to any of the columns of the table.

To sort based on a specific column data, (left) click the description box of the column.

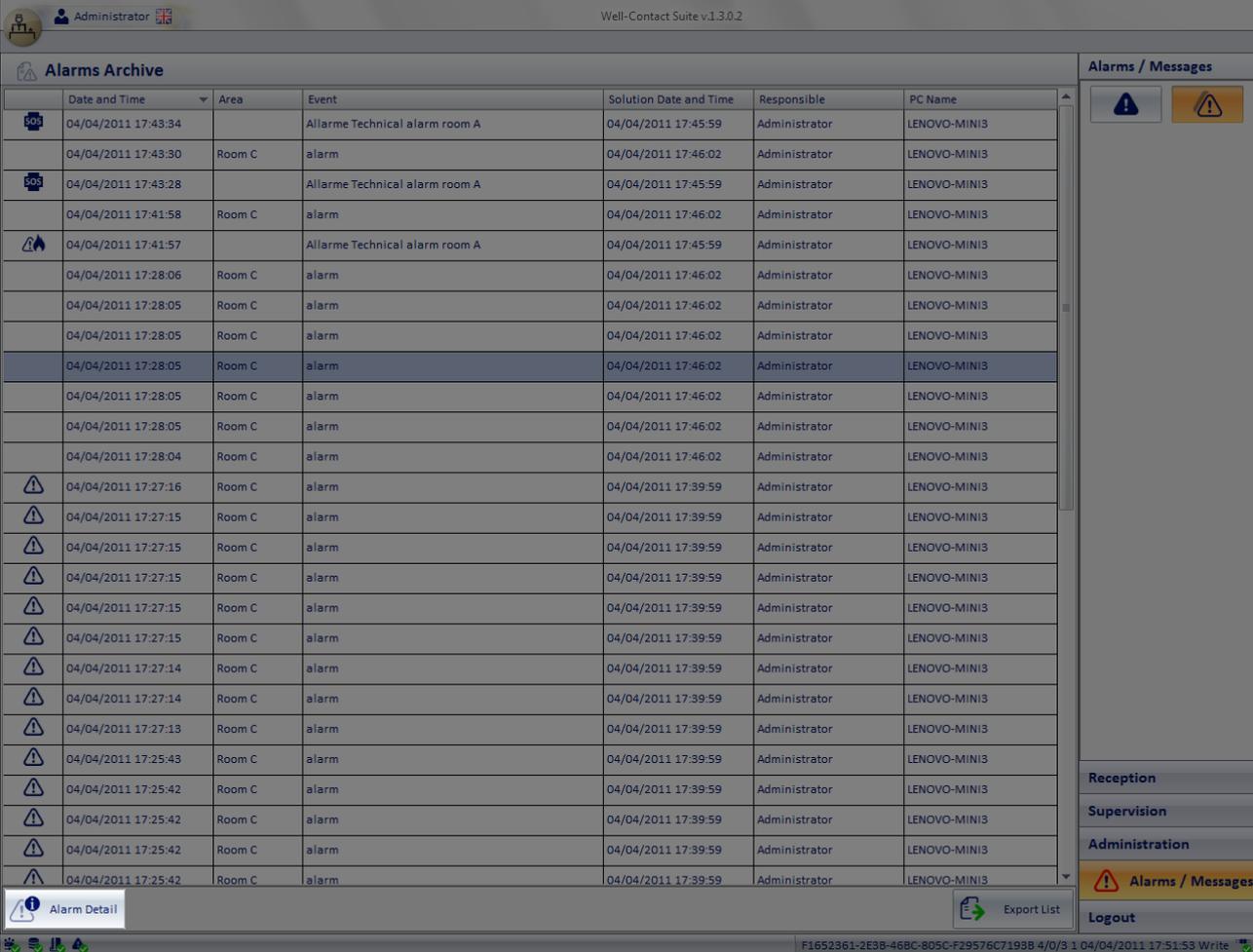
For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

### Viewing an archived alarm details

From the list of archived alarms you can switch to the detail view of a specific alarm selecting (double clicking) the corresponding row in the list, or pressing (left clicking) the corresponding row in the list and then pressing the "Alarm detail" button. See the chapter Alarm detail window.

### The "Alarm Detail" button

The "Alarm Detail" button opens the detail window of the alarm selected from the alarm list. The detail window of the alarm is described in the chapter Alarm detail window

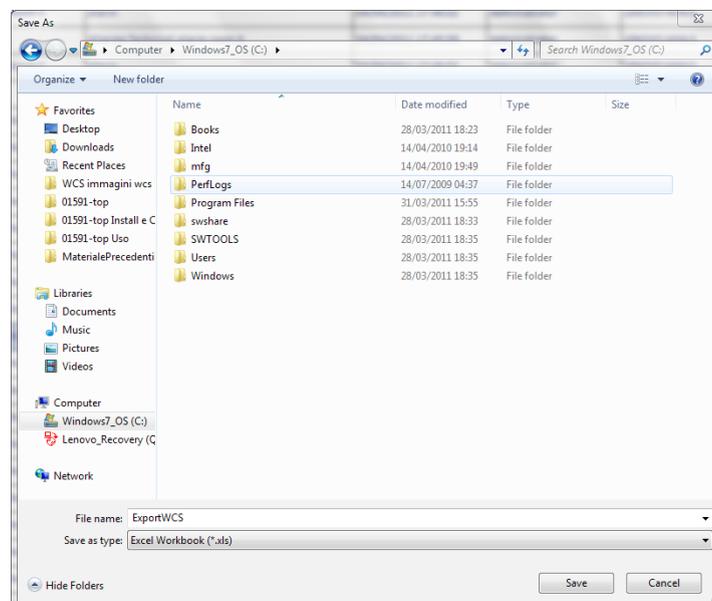


The screenshot shows the 'Alarms Archive' window in the 'Well-Contact Suite v.1.3.0.2' application. The main area contains a table with the following columns: Date and Time, Area, Event, Solution Date and Time, Responsible, and PC Name. The table lists multiple alarm events from April 4, 2011, with various times and locations (Room C). A sidebar on the right contains navigation buttons for 'Reception', 'Supervision', 'Administration', 'Alarms / Messages' (highlighted), and 'Logout'. At the bottom of the table, there is an 'Alarm Detail' button and an 'Export List' button.

Date and Time	Area	Event	Solution Date and Time	Responsible	PC Name
04/04/2011 17:43:34		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3
04/04/2011 17:43:30	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:43:28		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3
04/04/2011 17:41:58	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:41:57		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3
04/04/2011 17:28:06	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:28:04	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3
04/04/2011 17:27:16	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:27:13	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:25:43	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3
04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3

### The "Export List" button

The "Export List" button allows you to start the procedure to export the alarms archive to MS Excel (.xls file). After pressing the "Export List" button the following window appears:



To proceed with the export of the list:

1. Name the file, filling the field "File Name".
2. Select the destination folder for the file to export.
3. Press "Save" to export the list, or Cancel to stop exporting the list and close the window.

### 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.

### Area of "navigation" or selection of the Well-Contact Suite software sections

This area contains buttons that can be accessed through the various sections and subsections of the Well-Contact Suite software.

At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are. It is an area that appears in all windows "in use" of the software, except the "ETS Configuration" dialog.

At the bottom of this area there are buttons that allow you to switch to other parts of the Well-Contact Suite software: Reception, Supervision, Administration, Alarms/Messages, and Logout.

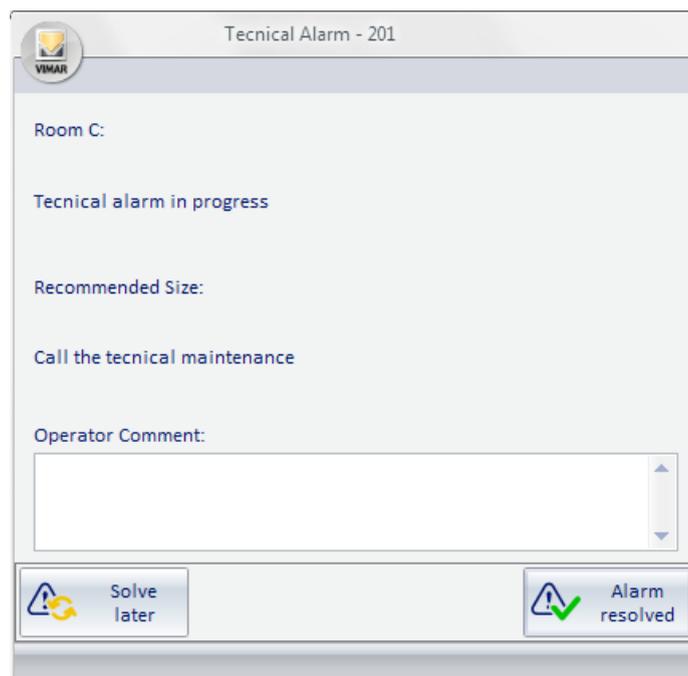
At the top of this area there are buttons that allow you to access the subsections of the currently selected section.

### Displaying of the alarm detail window.

The alarm detail window can have two aspects, depending on whether it is related to an active alarm or an archived alarm.

#### Active alarm detail window

An active (not yet solved) alarm detail window is shown in the picture below.

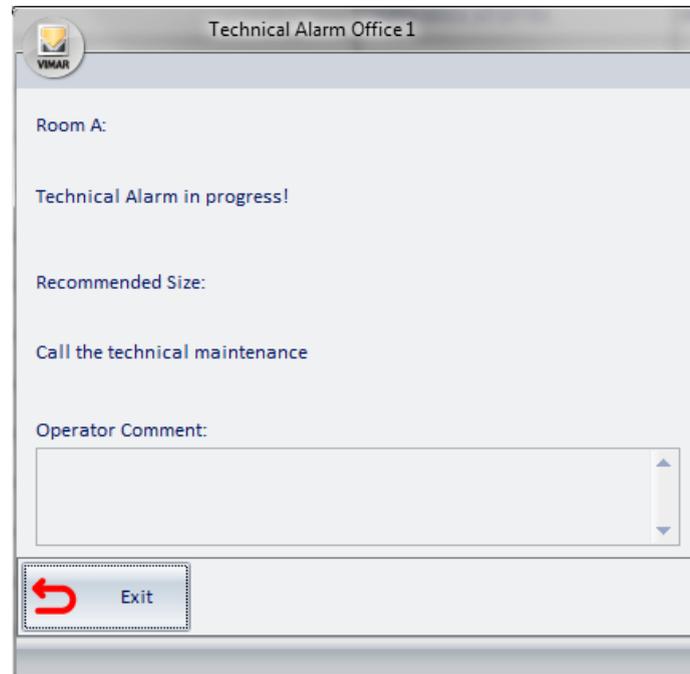


It displays detailed information about the alarm:

- Environment where the alarm occurred.
- Descriptive text that has been assigned, during configuration, to the specific alarm event.
- Possible descriptive text related to the action or actions which must be taken when this alarm event takes place (defined during the configuration of the alarm).
- Text field where the manager can add notes that will be stored in the Well-Contact Suite Software archive.
- "Solve later" button This button closes the alarm detail window not changing the status of the alarm, which remains "active".
- "Alarm Solved" button Pressing this button generates the following events:
  - Editing of the alarm status, toggling from "active" to "solved" and then "archived alarm".
  - Switching of the alarm from the list of active alarms to the alarm archive.
  - If defined during the configuration, sends the command to reset the alarm condition, as defined during the configuration.

## Archived alarm detail window

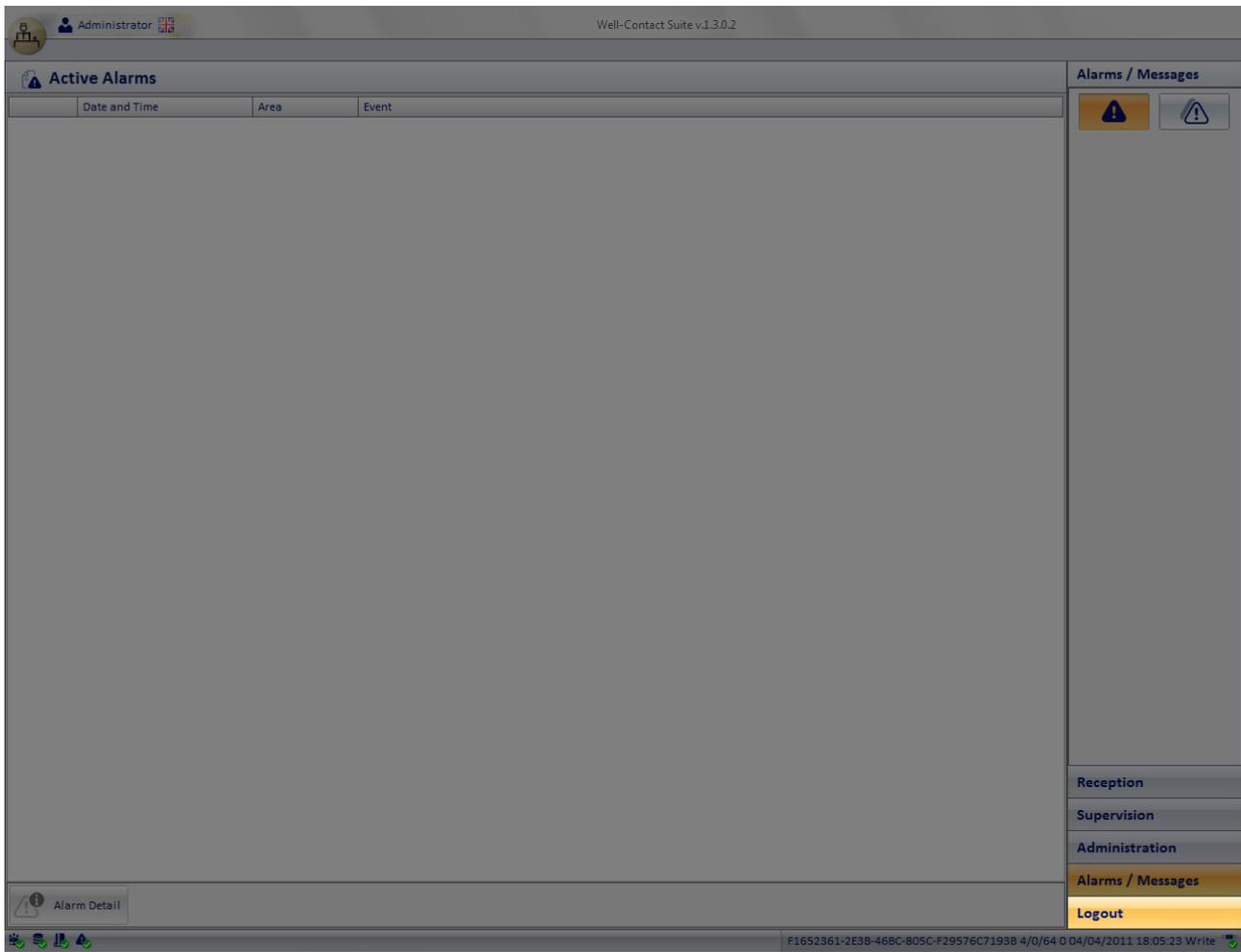
An archived (already solved) alarm detail window is shown in the picture below.



It displays detailed information about the alarm:

- Environment where the alarm occurred.
- Descriptive text that has been assigned, during configuration, to the specific alarm event.
- Possible descriptive text related to the action or actions which must be taken when this alarm event takes place (defined during the configuration of the alarm).
- Possible notes that were added before the alarm was solved.
- The "Exit" button This button closes the window of the archived alarm.

## Exiting the software: Logout



This button allows you to:

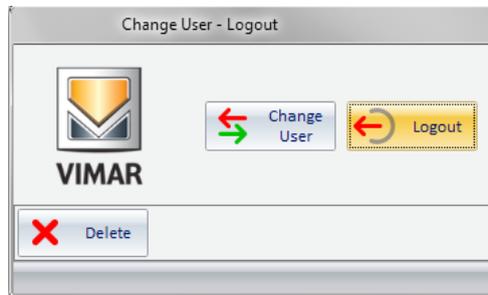
- Exit the Well-Contact Suite software
- Change active user Log out the current user and display the window for the access of a subsequent user.

After pressing the "Logout" button the following window appears:



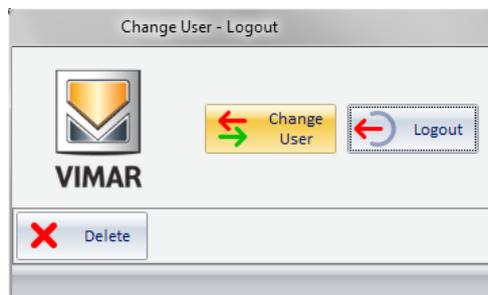
### **Exiting the Well-Contact Suite Software**

To exit the Well-Contact Suite software press the "Logout" button, as shown in the picture below.



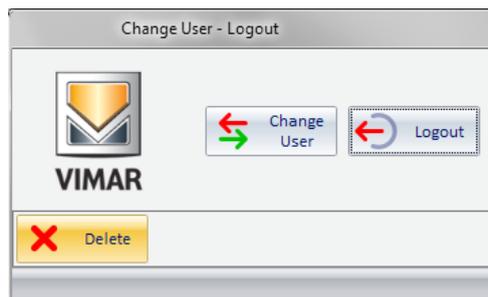
### **Change User**

To change the user press the "Change User" button, as shown in the picture below.



### **Exit window**

To close the logout dialog without leaving the software or switch user, press the "Cancel" button, as shown in the picture below.



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## Managing a Well-Contact Plus system with Vimar NFC/RFID electronic readers

### Introduction

From version 1.14, the Well-Contact Suite software can manage Well-Contact Plus systems using Vimar NFC/RFID transponder card pockets compatible with CISA Electronic Solutions for Hotels (art. 14468.1) or those compatible with AGB Electronic Solutions for Hotels (art. 14468), with the appropriate compatible binary inputs.

Pockets 14468 and 14468.1 recognise that clients (Guest) or staff (Staff) are in the room depending on the type of card inserted.

**IMPORTANT:** the card programming for access to the rooms is managed by the AGB systems (in systems with Vimar art. 14468) and CISA (in systems with Vimar art. 14468.1) and not by Well-Contact Suite.

### Functions

Well-Contact Suite manages rooms with NFC/RFID pockets in a very similar manner to the management of rooms with Vimar KNX transponder pockets, with a few differences and limitations due to the specific information provided by the NFC/RFID pockets (via digital input).

The major difference derives from the fact that the cards are not created and written by the Well-Contact Plus system and it is not possible to link a specific card to a client, but only to distinguish the type of card: Guest or Staff.

The following functions are available:

- Display of presence in the room, providing information on the type of card inserted in the NFC/RFID pocket: Guest or Staff.  
The presence in the room of the two types of user is represented by a different colour of the room representation in the supervisor views and by the icon in the bottom right-hand corner of the room object.  
The colour used to represent a room in which a Guest (Client) card is inserted depends on the fact that the room is, at that moment, booked out to a client in the Well-Contact Suite planner.  
The following colours are used to represent a room with a card inserted:
  - Grey: Staff present in the room.
  - Pale blue (Cyan): Guest present in the room or no booking for the room at that moment.
  - Pale green: Guest present in the room and a booking made for a client at that moment. In this case, the room representation will also show the surname of the client associated to the current booking for that room.
- Inclusion of the card present in the NFC/RFID pocket in the "List of Events - Presence".  
The following data is provided for each room presence time interval:
  - Start: Date and time the card was inserted in the pocket.
  - End: Date and time the card was removed from the pocket.
  - Room: room ID text.
  - Device: NFC/RFID pocket reader ID text.
  - Owner: card owner ID: "Staff" for Staff cards, "Guest" for client cards without booking, the client name for the Guest cards and presence of a current booking.
- If the room bookings are also entered in Well-Contact Suite, the following functions are also available:
  - Management of room pre-conditioning.
  - Check-out scenario performance.
  - Information on the name of the client in the room supervisor summary views, when a Guest card is entered in the pocket.  
Remember that the client name displayed in the Well-Contact Suite supervisor pages when a Guest card is inserted in the pocket is that of the client associated to the current booking for that room.

**NOTE:** as access to the rooms and the communal areas is not managed by the Well-Contact Plus system, the Well-Contact Suite software cannot provide a log of the accesses.

### Booking management

As explained above, the card programming for access to the rooms is not directly managed by Well-Contact Suite.

Well-Contact Suite in any case provides the possibility to enter bookings and client sheets to manage the room pre-conditioning, offer the possibility to run a client check-out scenario and provide information on the client surname in the room supervisor views.

Although the accesses and the room presences are not controlled by the KNX devices in the Vimar Well-Contact Plus system, the bookings are managed via Well-Contact Suite in practically the same way. The only difference is the card activation.

Creating a booking, the Well-Contact Suite software in any case creates logical cards. **The cards must however not be programmed or activated.**

The check-in procedure is in any case concluded in the page with the list of cards relating to the booking, **without having to activate the cards (which is on the other hand necessary if the accesses are managed via the KNX transponder readers in the Well-Contact Suite system).**







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