VIMAR

User's Guide

01594

Well-Contact Suite Office Client Software.

BUILDING AUTOMATION

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Index

Software start up 7
Setting up the language *9*
The user interface 10
Introduction *10*
The display area of the state of operation of the software components *15*
The Reception section 17
Introduction *17*
Well-Contact system access cards management *17*
Introduction 17
Access card creation 17
Revoking the validity of an access card 17
The "User Detail" window. *18*
Area of "navigation" or selection of the Well-Contact Suite software sections 20
Area of user data/access validity 21
User status (User Detail section and access validity) 22
User personal data 23
Summary table of the data that can be set for the user 30
Period of validity of the access cards associated with the user 31
List of access cards created for the user 34
List of access cards associated with the user. 34
The "Add Access Card" button 35
The "Delete access card" button 35
Duplicate card creation 35
The "Back to Users List" button 36
The "Revoke Access" button 37
The "Lock Access" button 38
The "Unlock Access" button 39
Selected card details area 40
Status bar of the card 40
Environment access 41
Grant a card rights to access an environment 41
Deny a card rights to access an environment 41
Grant a card rights to access all environments 42
Deny a card rights to access all environments 42
Setting access times for environments 43
"Write Card" button 50
The "Replace Card" button 53
The "Users" subsection *56*
The users list 57
The users (in the Users list) status 57
The "Active Users" list 57
Sorting the list 58
Viewing user details 58
The "Users Archive" list 59
Sorting the list 60
Viewing user details 60
The “New User” button 60
The “Remove selected” button 60
The users list view editing buttons 60
The button for selecting the "Active Users" 61
The button for selecting the "Users Archive" 61
The button for searching users 61
Searching users in the active users list 61
Searching users in the Archived users list 62
The "Revoking Access" procedure *64*
"Locking" user access *64*
"Unlocking" user access *66*
The Supervision section 67
Introduction *67*

VIMAR

The "Zone Management" sub-section ... *67*
Show or hide sections of the "Rooms" and "Public Areas" ... *70*
Environments ... 71
Introduction ... 71
The thermostats view (Temperature) ... 71
Access to the detail view of the environment ... 73
The windows opening status view (Windows) ... 74
The description of the symbol representing the environment in the view "Windows" ... 74
Access to the detail view of the environment ... 75
Detail view of the custom environment ... 75
The device status view ... 80
The control of the devices ... 82
The window for setting the Well-Contact system thermostat ... 84
The "Settings" panel for thermostats with "neutral zone" control ... 86
The window for setting the Well-Contact Plus system dimmer and By-me Plus ... 90
The window for setting the Well-Contact Plus system rolling shutter and By-me Plus ... 90
The new "simplified" widget for thermostats in Vimar's Well-Contact Plus and By-me Plus systems ... 91
Introduction ... 91
The position of the new widget in the supervision page ... 93
The elements of the new "simplified" widget for Vimar thermostats ... 93
The thermostat status information provided by the simplified widget ... 95
The measured temperature ... 95
The thermostat operating mode ... 95
The current temperature setpoint value ... 96
The speed value of the fan coil system fan ... 96
The thermostat settings via the simplified widget ... 96
Temperature setpoint setting ... 96
Manual fan coil speed setting ... 97
Automatic fan coil speed setting ... 98
The seasonal mode setting and "Mid season" management page ... 99
Seasonal mode ... 99
Mid season management ... 99
Technical Areas ... 100
Introduction ... 100
The overall view of all technical areas ... 100
Access to the detail view of the technical area ... 101
The detail viewof the technical area ... 102
Custom Environments ... 103
Introduction ... 103
The overall view of all custom environments ... 103
Access to the detail view of the custom environment ... 104
Detail view of the custom environment ... 105
Zone Masters ... 106
Introduction ... 106
The overall view of all zone masters ... 106
Access to the detail view of the zone masters ... 106
Detail view of a zone master ... 106
Sending a Command to a virtual thermostat ... 108
Functions Masters ... 110
Introduction ... 110
The overall view of all functions masters ... 110
Access to the detail view of the functions masters ... 111
Detail view of a functions master ... 111
Sending a Command to a virtual On/Off device ... 111
Sending a Command to a virtual thermostat ... 112
Sending a Command to a virtual Rolling Shutter ... 114
Sending a Command to a virtual Dimmer ... 114
The scenarios ... 114
Introduction ... 114

Index

The overall view of all scenarios 115
Access to the detail view of the scenario 115
Detail view of the scenario..... 115
The "Events List" subsection 116
Sorting out data presented in the lists..... 119
The "Access" list 120
The "Presence" list 121
The "Login" list..... 122
The "Commands" list 123
The Administration section 124
Introduction 124
The "Staff" subsection..... 124
The staff list 129
The "Active Staff" list 129
Sorting the list 130
Viewing a staff member details 130
The "Staff Archive" list 131
Sorting the list 132
Viewing a staff member details 132
Navigation area 132
The button for selecting the list of active staff members 133
The button for selecting the staff archive 133
The button to search the list of the currently active staff 133
The “Remove selected” button..... 135
The “New Staff” button 135
The "Staff Detail" subsection 136
Area of "navigation" or selection of the Well-Contact Suite software sections 138
Staff data area 139
Staff status (Staff Detail section) 140
Staff personal data 141
Summary table of the data that can be set for the staff 144
List of access cards created for the staff 145
List of access cards associated with the staff. 145
The "Add Access Card" button 146
The "Delete access card" button..... 146
Duplicate card creation 146
The "Back to Staff List" button 147
The "Revoke Access" button 148
The "Lock Access" button 149
The "Unlock Access" button 150
Selected card details area 150
Status bar of the card 152
Environment access 152
Grant a card rights to access an environment 152
Deny a card rights to access an environment 152
Grant a card rights to access all environments..... 153
Deny a card rights to access all environments 153
Setting access times for common areas 154
Type of card 154
Expiration date 154
"Write Card" button 155
"Replace Card" button 157
The Alarms/Messages section 161
Introduction 161
Alarm warning 161
Introduction 161
Displaying of a pop-up "Alert". 161
Highlighting of the "Alarms/Messages" button. 164
Adding of the alarm to the list of active alarms. 165
The change of status of environment representation in the "Supervision" section 165

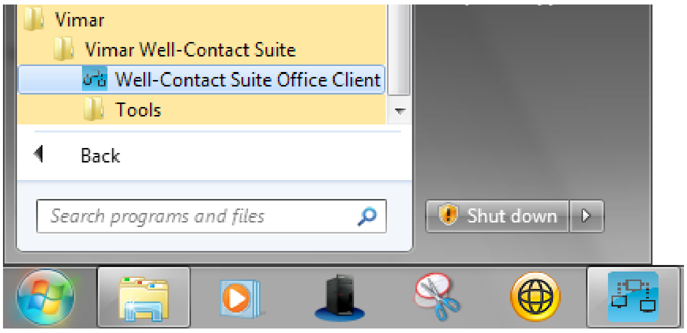
Index

The alarm signaling in the summary view 165
The alarm signaling in the environments detail view 166
The "Active Alarms" list 167
Sorting the list 168
Viewing an active alarm details 169
The "Alarm Detail" button 169
Area of "navigation" or selection of the Well-Contact Suite software sections 170
The "Alarm Archive" list 171
Sorting the list 172
Viewing an archived alarm details 172
The "Alarm Detail" button 173
The "Export List" button 174
The “Remove selected” button 174
Area of "navigation" or selection of the Well-Contact Suite software sections 175
Displaying of the alarm detail window. 176
Active alarm detail window 176
Archived alarm detail window 177
Exiting the software: Logout 178
Exiting the Well-Contact Suite Software 179
Change User........ 179
Exit window 179

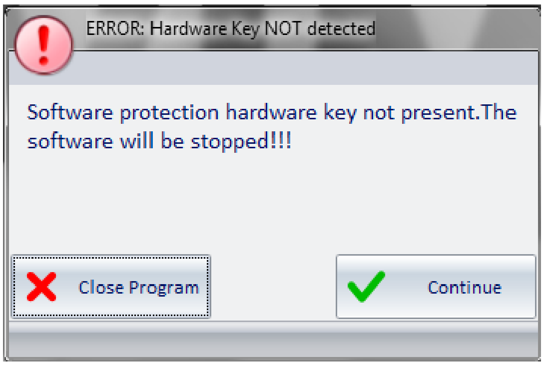
Software start up

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.



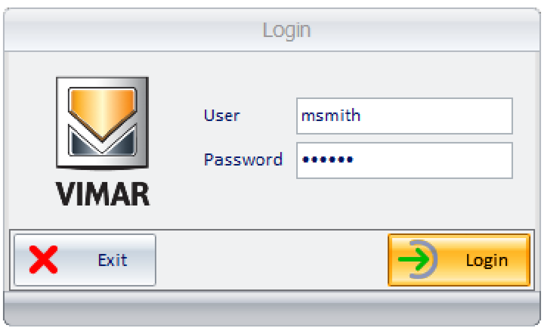
NOTE: For the operation of Well-Contact Suite software, the hardware key that came with the software itself must be plugged to the computer where it's been installed.
In the event that the Well-Contact Suite software does not detect the presence of a hardware key compatible with the software you are 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*.



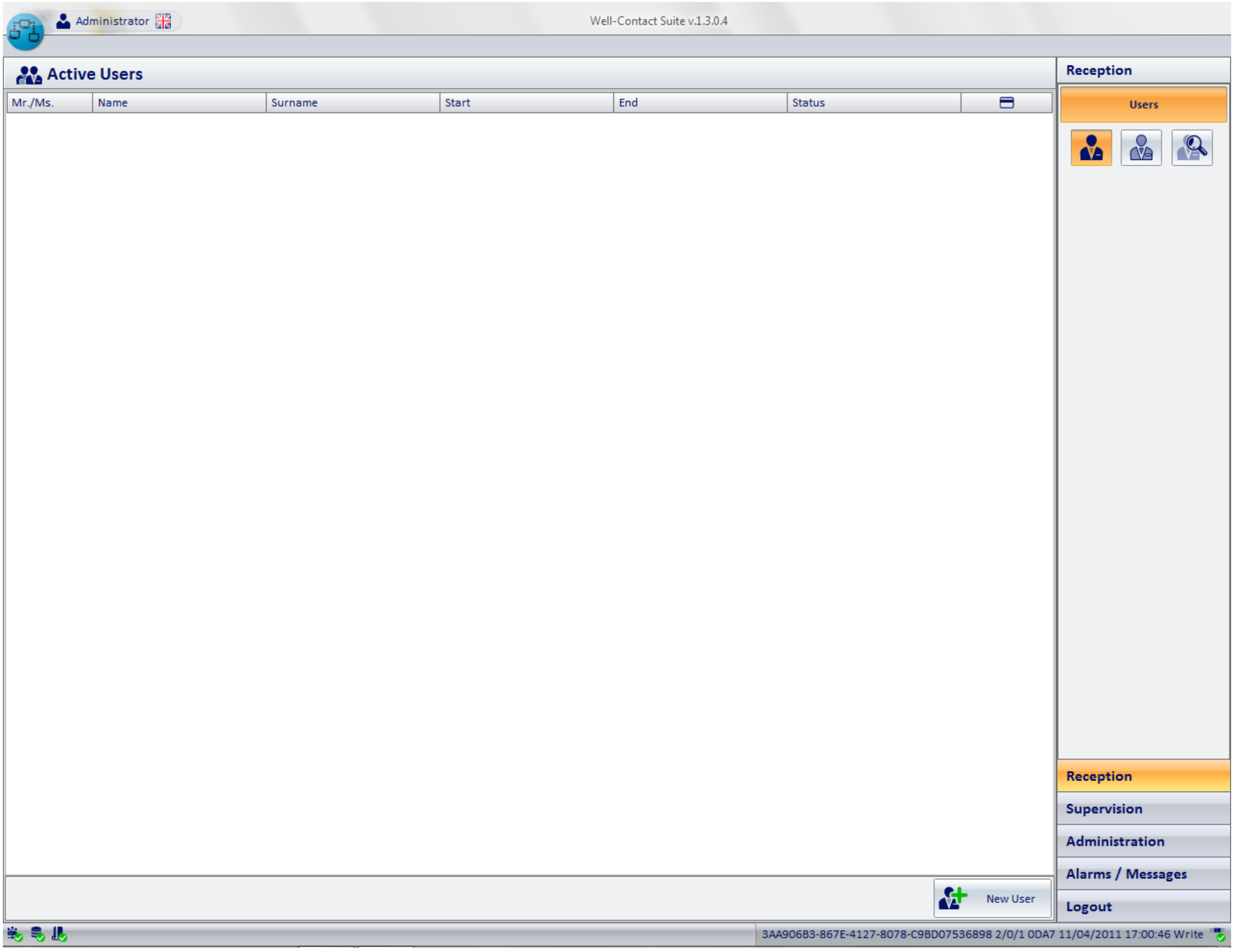
NOTE: If the Well-Contact Suite software has been configured to access other Well-Contact Suite servers, in the Login window, in addition to the User and Password fields, there is also the Server field, from which you can select the Well-Contact Suite server that you want to connect to.

Software start up

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

User: *username* [1]
Password: *password* [2]

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 not be.
When you push the "Login" button, after a few seconds the following window will appear:



[1]: 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).

[2]: 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).

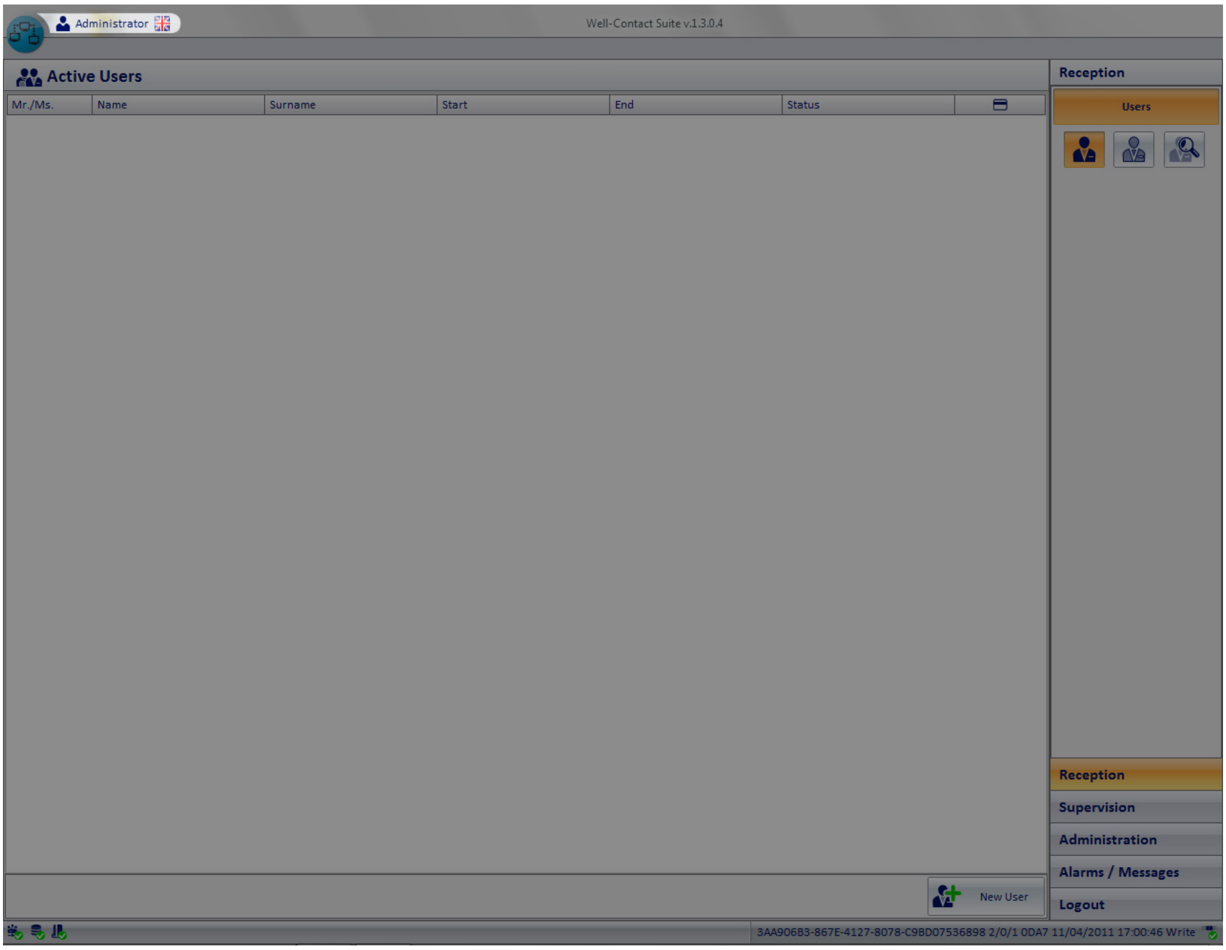
Software start up

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

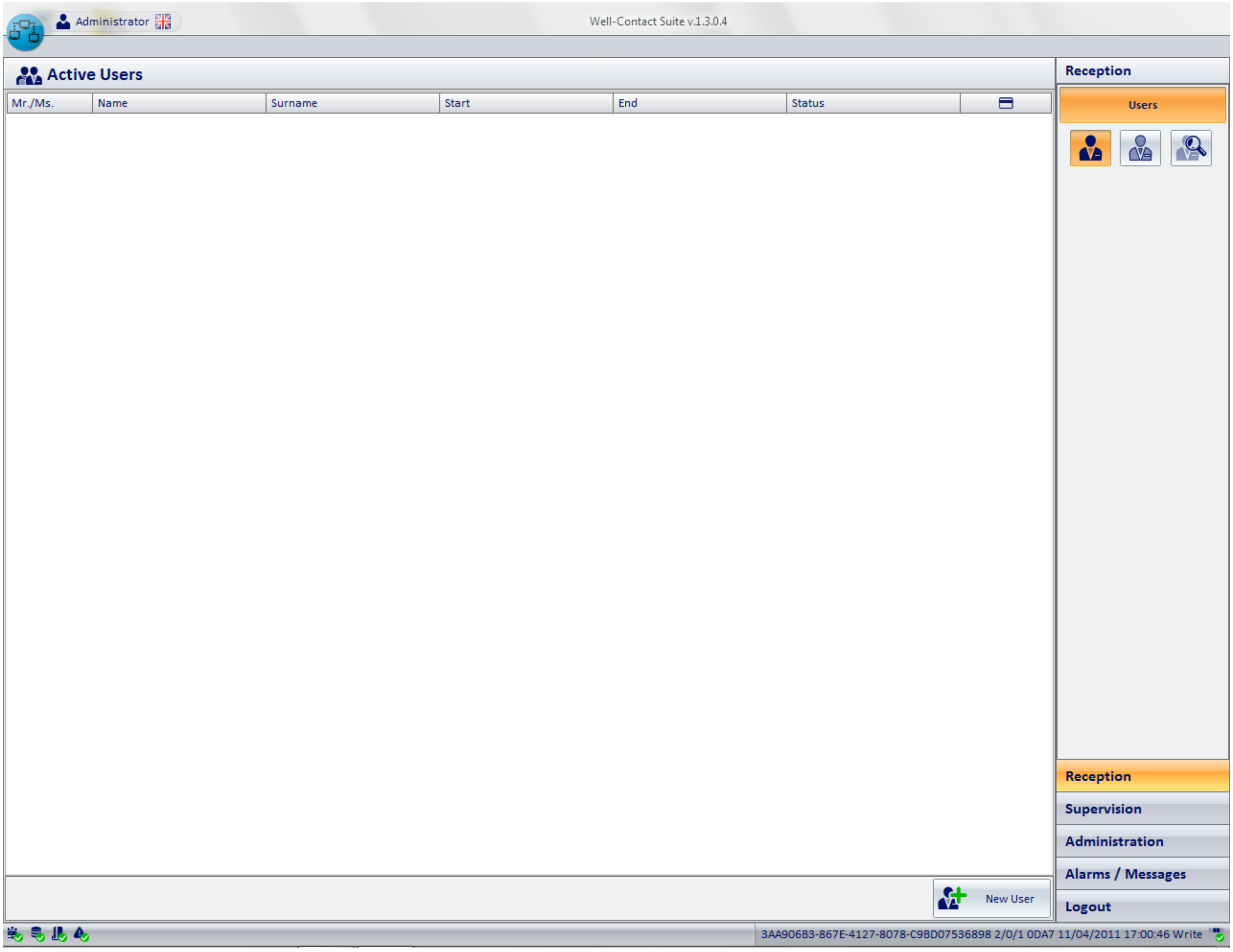
Pressing "Cancel" will reset the current language. If you want to change the language of the Well-Contact Suite software, simply click near the name of the desired language and press "Confirm". The change can be made from any screen, and will be in real time.

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

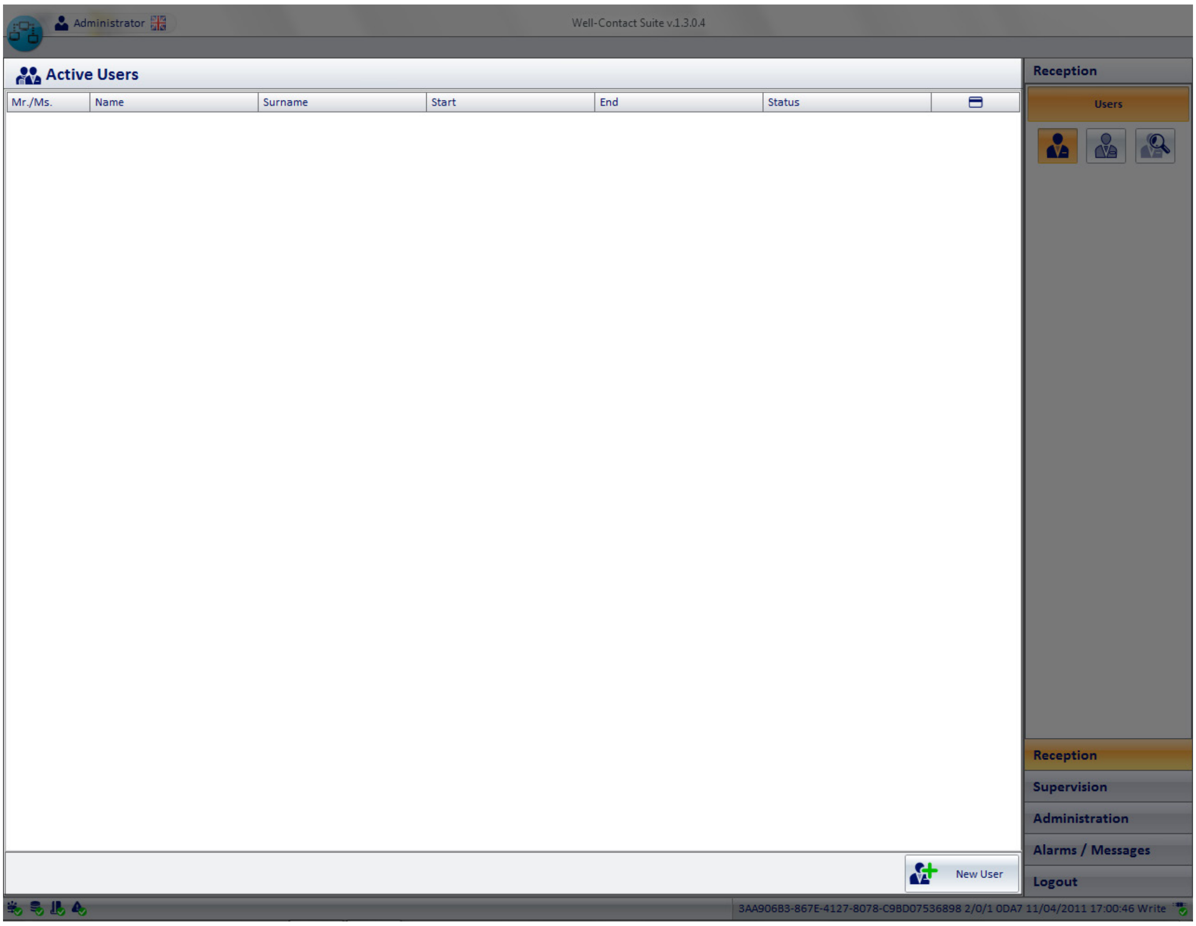
Introduction

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

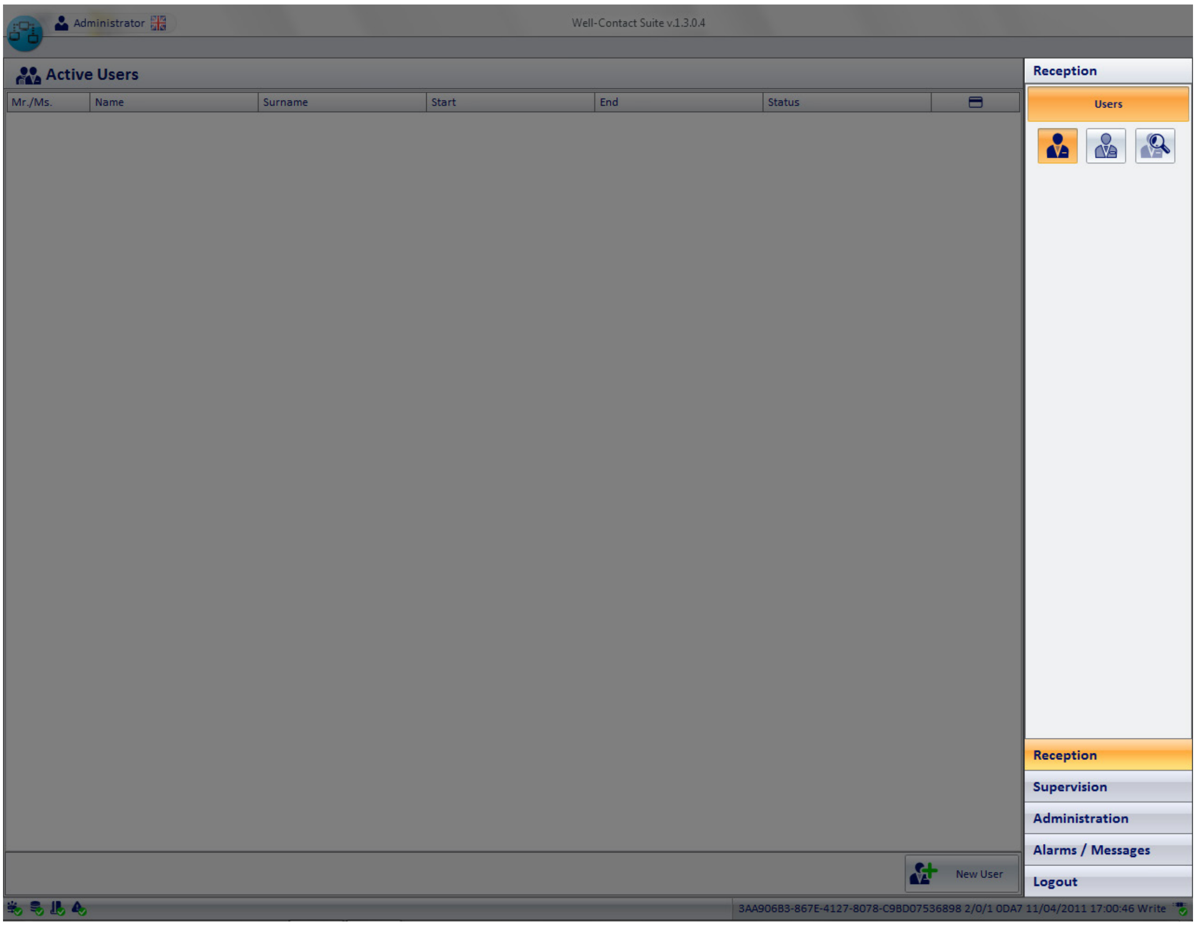


The user interface of the Well-Contact Suite software has the following areas:

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



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):



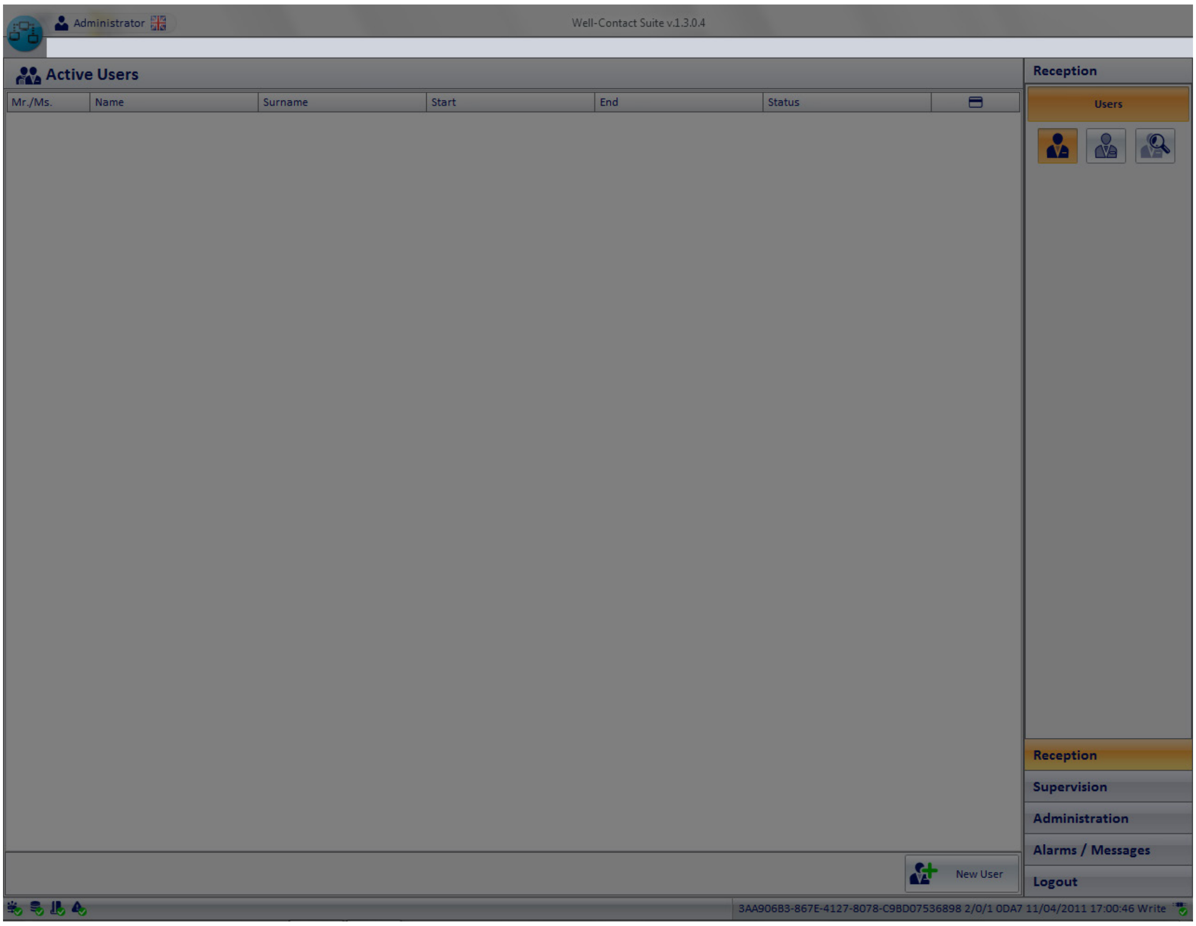
a. ***Area for the selection of the Well-Contact Suite software sections.***
It is represented by the bottom of the features area, and includes buttons that allow you to activate the related Well-Contact Suite software sections: Reception, Supervision, Administration, Alarms/Messages.
At the bottom of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

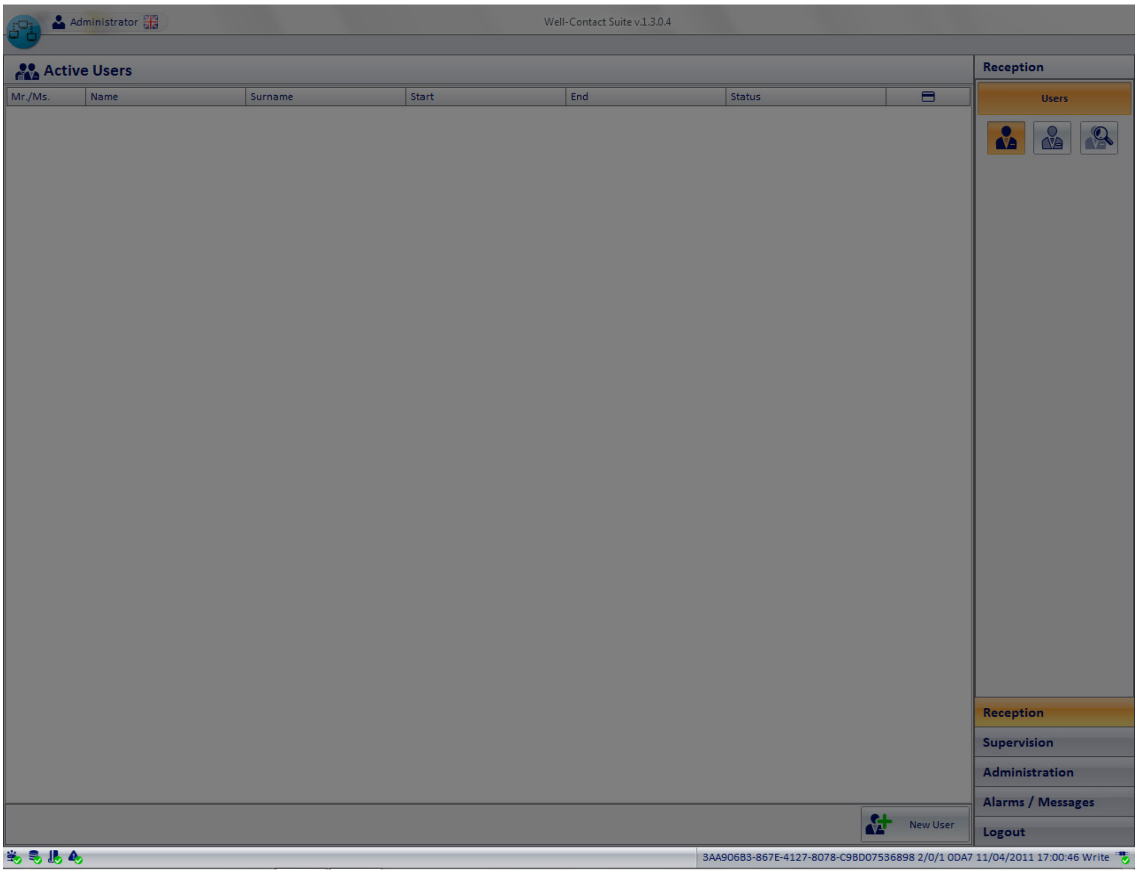
- Reception Section: Reservations, Customers, Card List
- Supervision Section: Zone Management, Events List.
- Administration section: Staff.
- Alarms/Messages Section.

3: This section has no subsections.

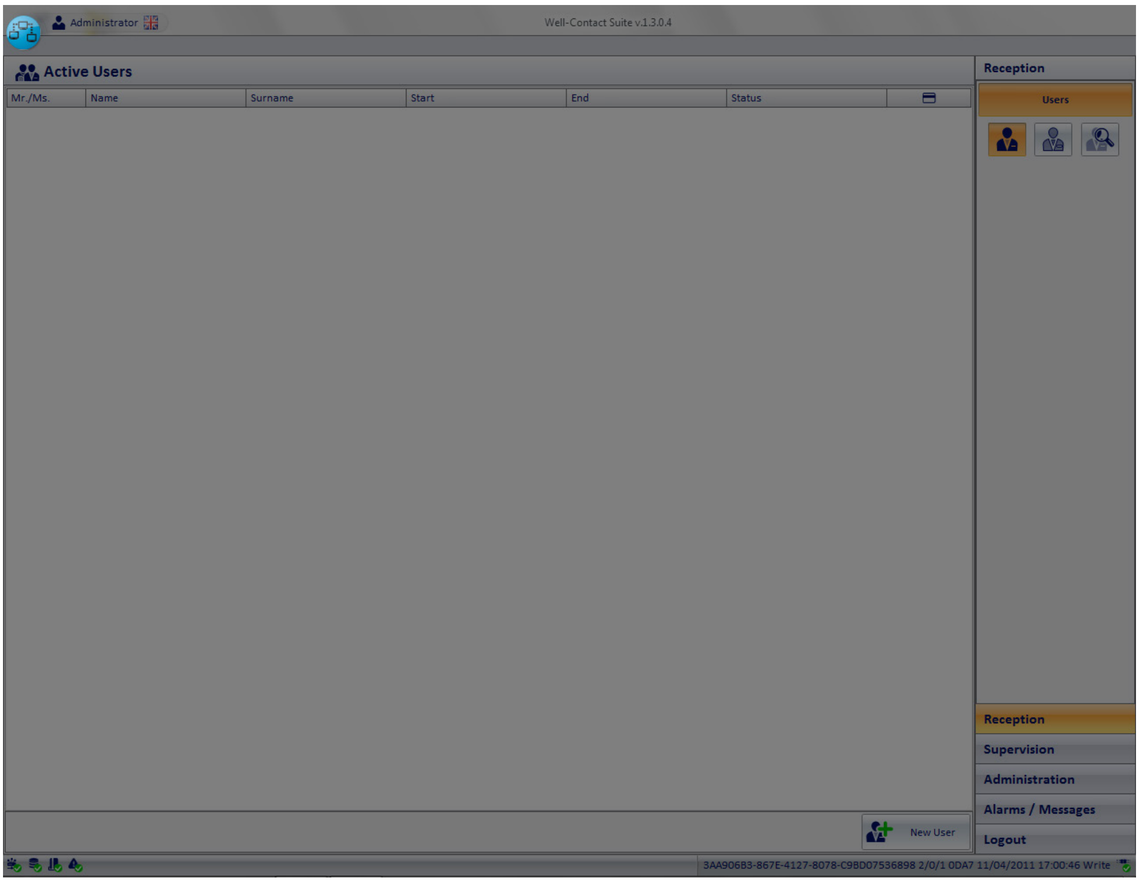
3. ***Area for setting any display parameters.***
   This area is used in some parts of the software to set certain display parameters of the data presented in the work area.



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 user interface

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.

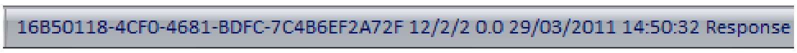
- **Indicator of the status of the capability of writing access cards**.
  This indicator may take the following status:

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.

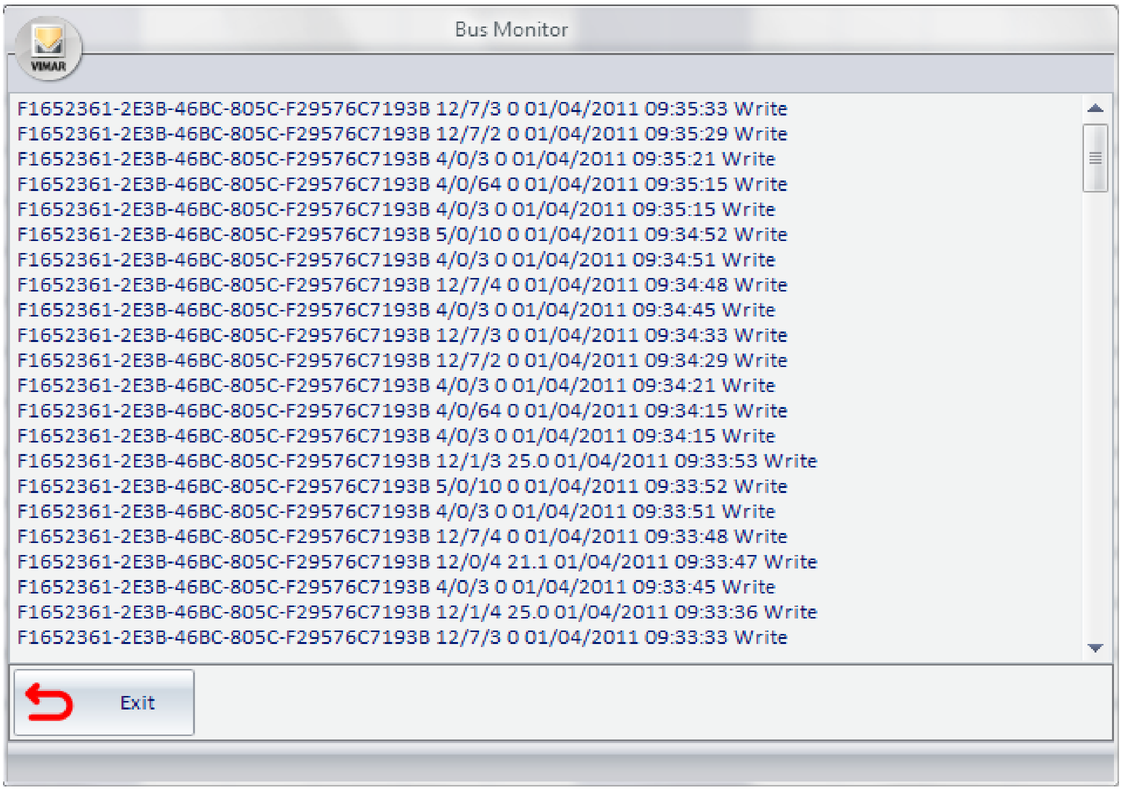
- **Status of communications between the software that manages the user interface and the part that deals with the management of alarms.**
  This indicator takes the following values:

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.

- **Displaying of the last telegram received from the KNX bus.**.
  With this indicator you can see the content of the last telegram sent from the KNX bus and received by the Well-Contact Suite software.



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 the 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:

- User data management: integration and modification of personal data of the users. Such management is accessed from the subsection "Users" of the "Reception" section of the Well-Contact Suite software.
- Access control (for the users) system cards management: design, programming, activation and deletion. Such management is accessed from the subsection "Users" of the "Reception" section of the Well-Contact Suite software.
  Note: The staff cards can be managed from the "Administration" section.

Well-Contact system access cards management

Introduction

The part of the Well-Contact 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 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 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: user 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 environments 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.

   Note: Steps 2 and 3 are executed in sequence and automatically in the Well-Contact Office Suite software, starting from the writing procedures and replacement of the cards.

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.

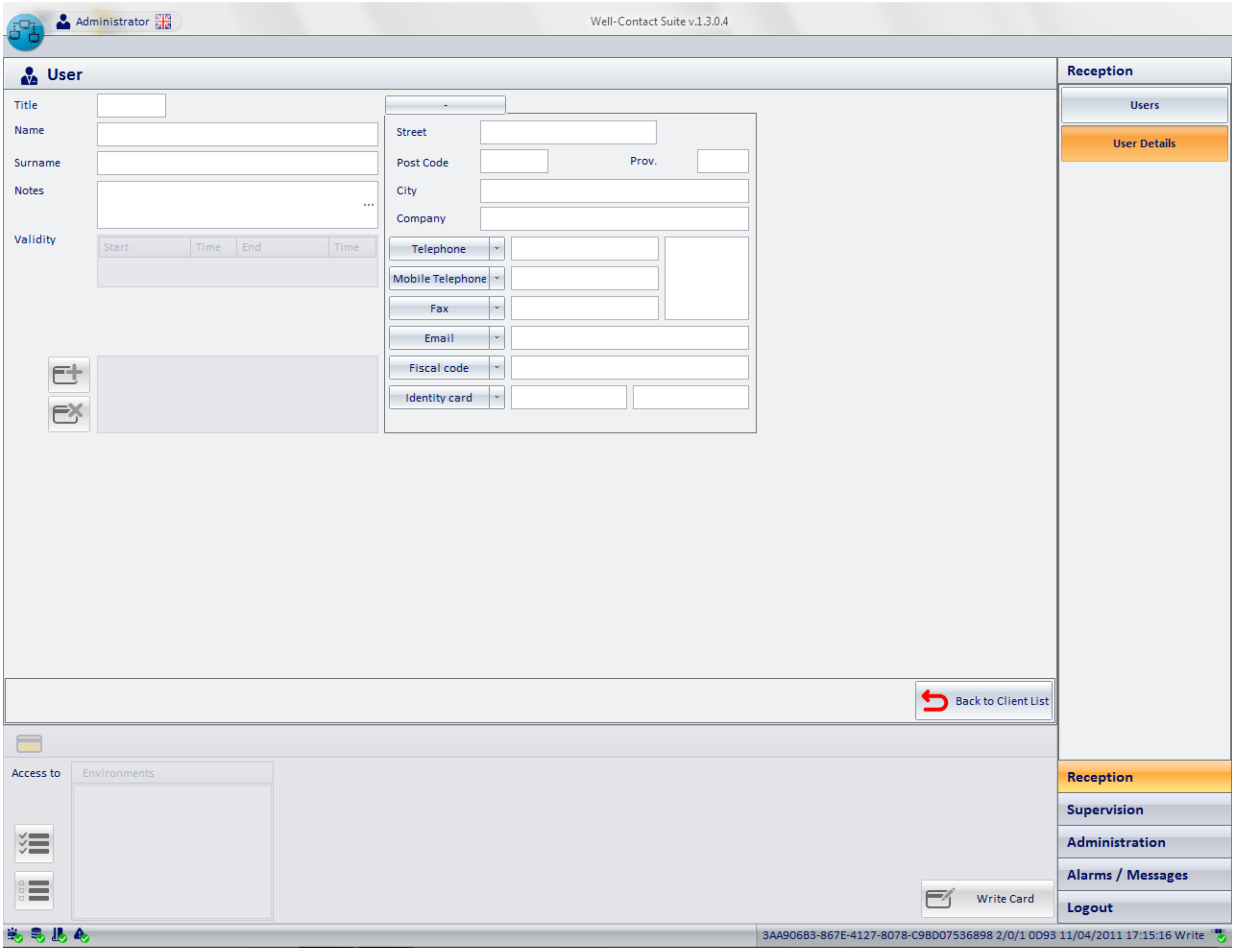
The Reception section

The "User Detail" window.

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

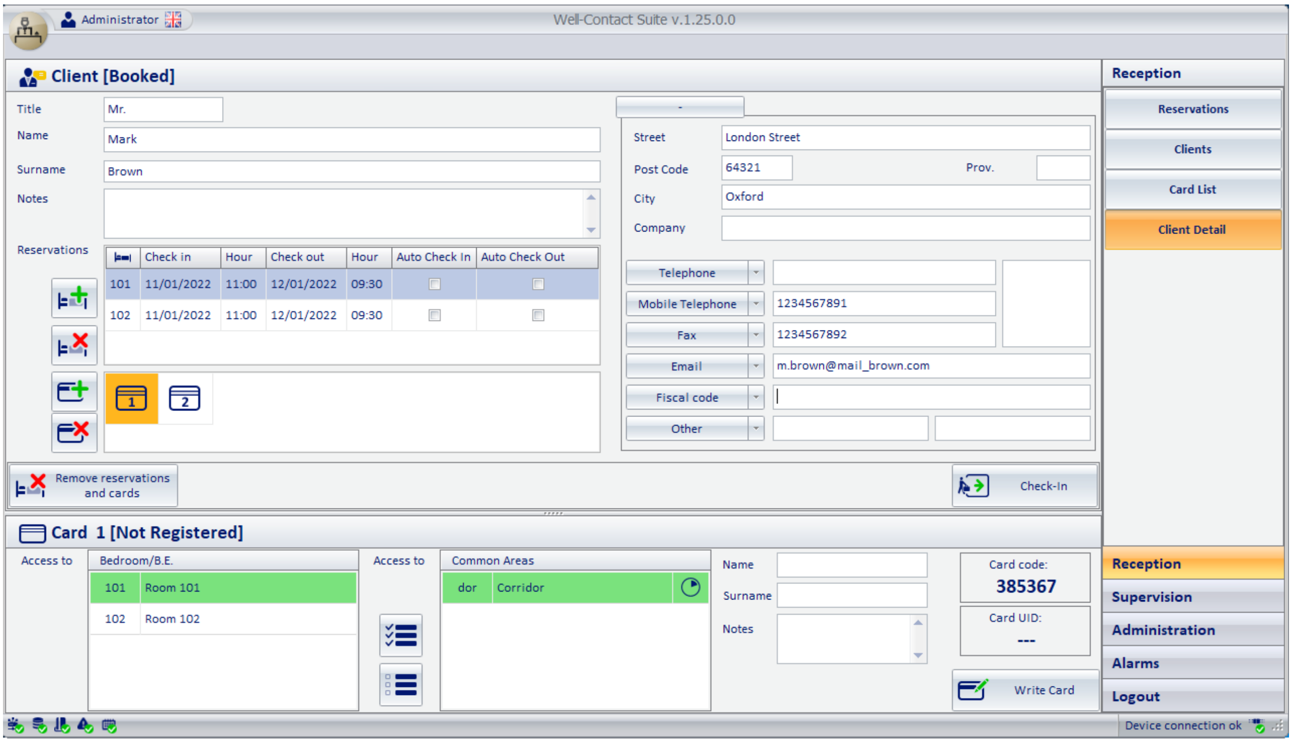
- Selecting (left-clicking or touching the touch screen) the row corresponding to the desired user in the customers list of the "Users" subsection.
- Pressing the "New User" button in the "Users" subsection.
- Inserting a card previously created and associated with a user into the programmer.

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



The Reception section

After entering a user's data and related access cards, the window looks as shown in the following picture.

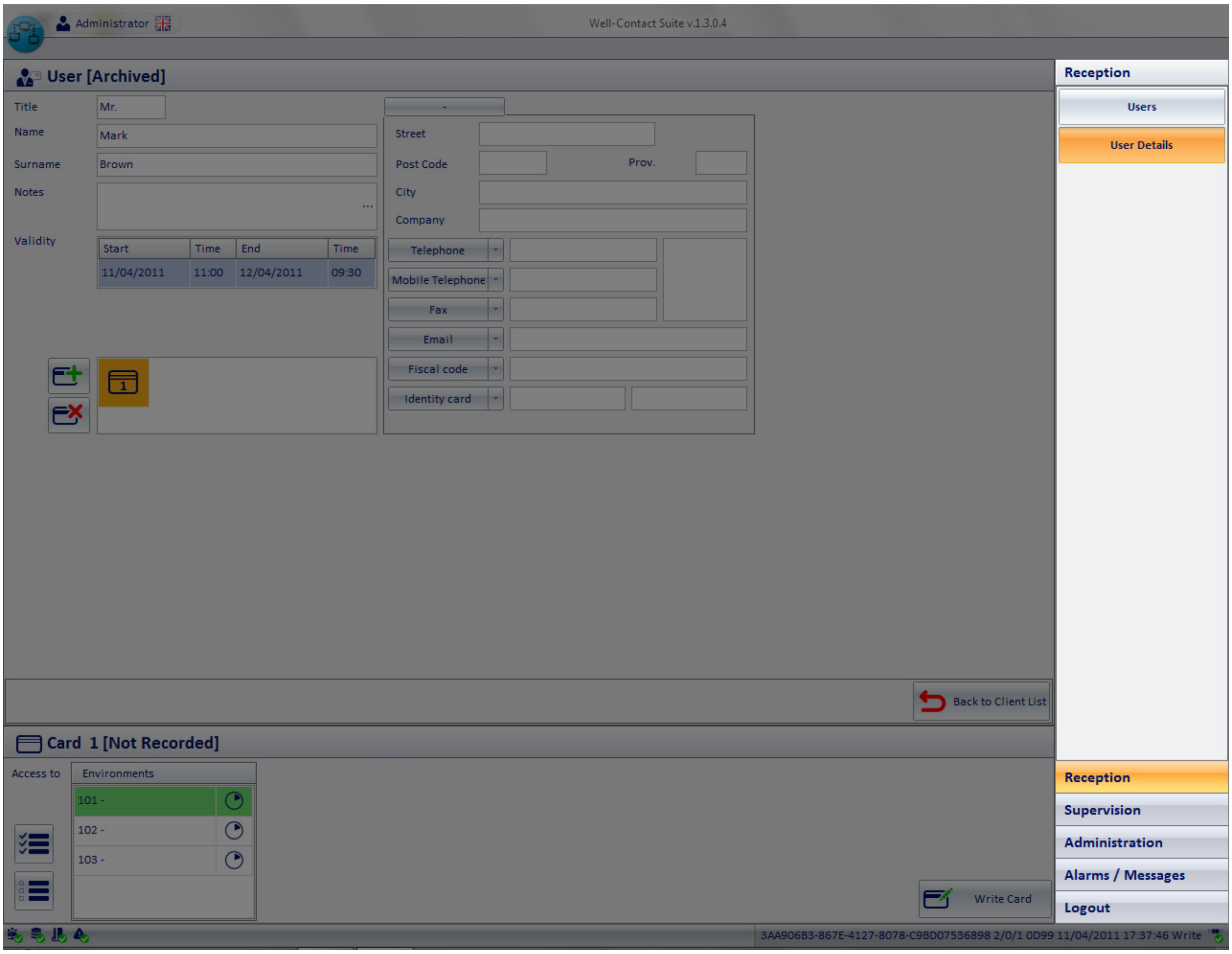


The window "User Detail" is divided as follows:

- Area for the "navigation" or selection of the Well-Contact Suite software sections.
- Area of the user data/period of access validity: user personal data, period of validity of the cards, list of access cards created for the user.
- Selected card details area.
- Icon to activate the configuration menu.

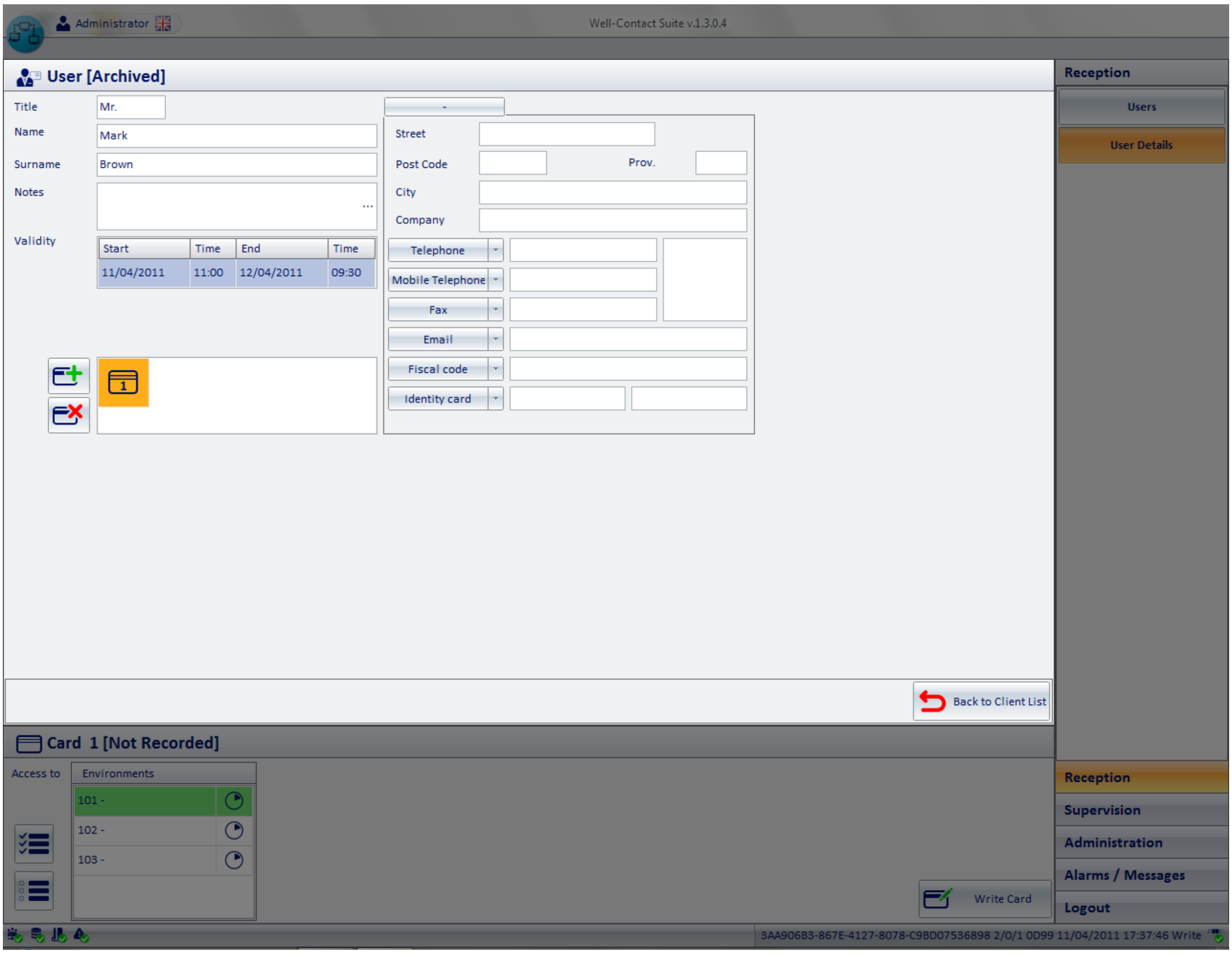
The following chapters describe the above areas in detail.

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

Area of user data/access validity

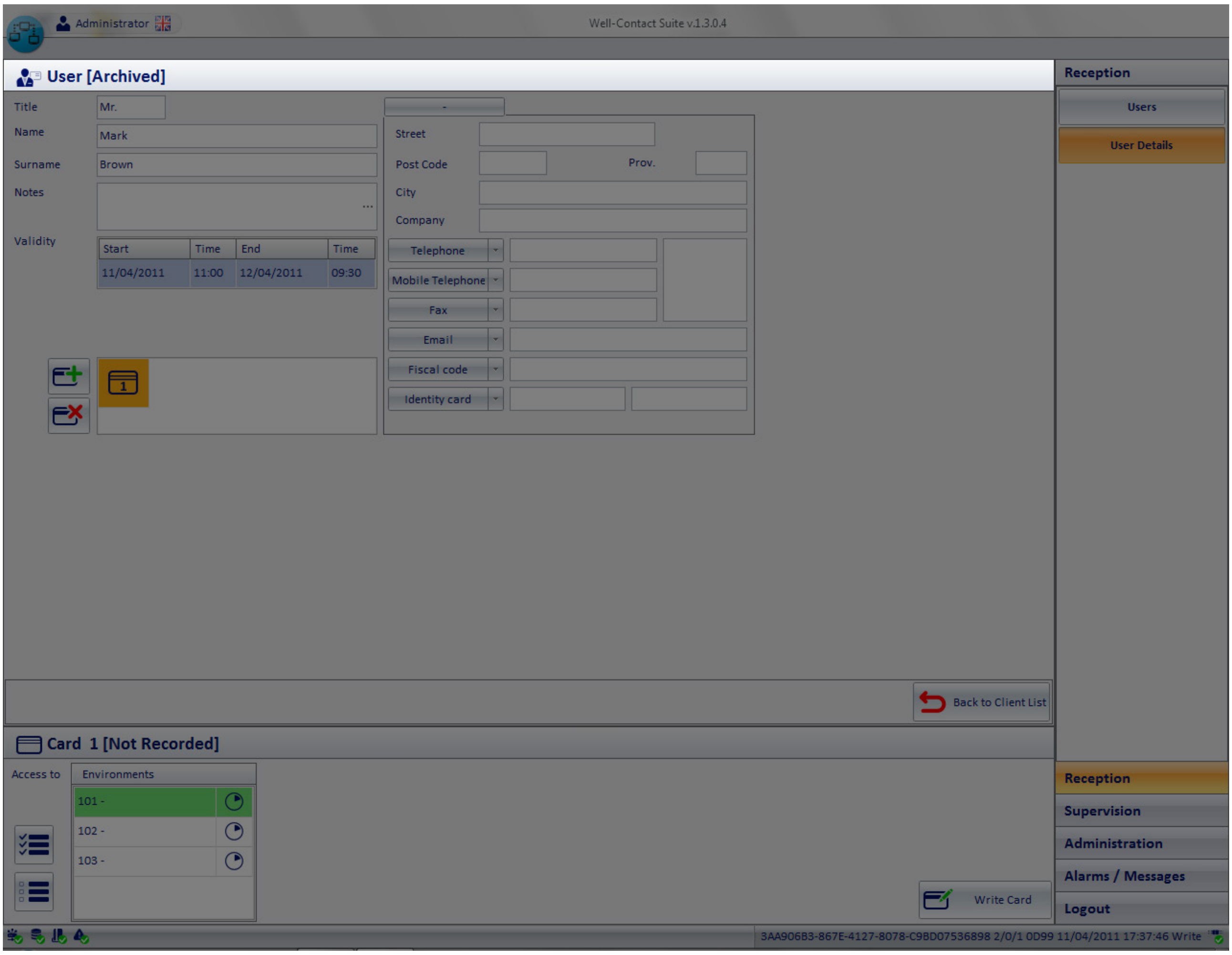


This area contains the information related to users, period of validity of access cards and associated cards, grouped into four sub-areas:

- User status
- User personal data
- Period of validity of the access cards associated with the user.
- List of access cards created for the user
- User status

The Reception section

User status (User Detail section and access validity)

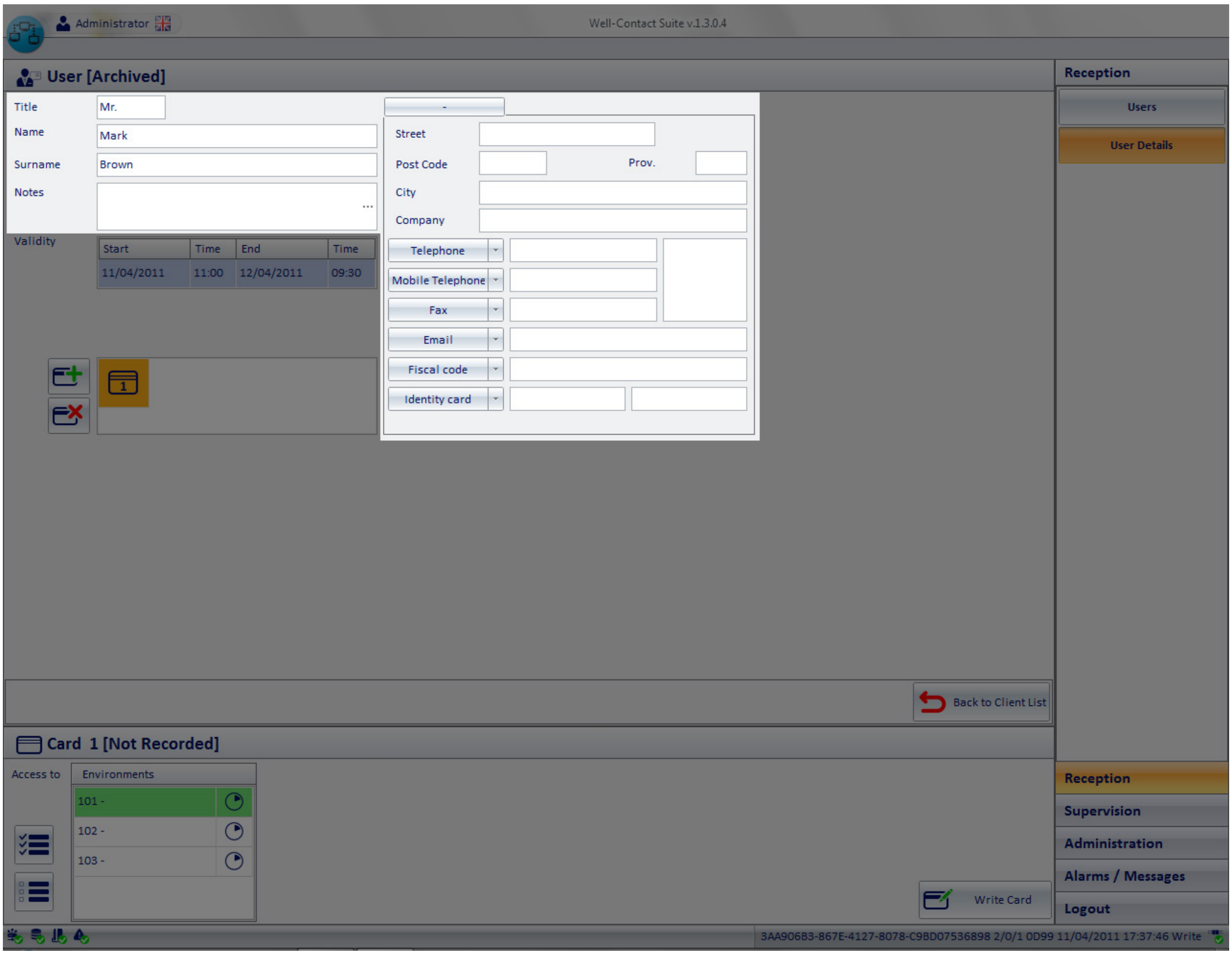


This area displays the status of the users referred to the validity of access they've been granted.
The user can take one of the statuses in the following table:

Status of the user	Graphical symbol	Description
Active		User data has been entered into the database. An access card (one or more access cards) has been created for the user. It is a user who currently has at least one active access card.
Locked		All rights of access conferred to the user during the creation the cards have been revoked. The user cards have not been deleted but they have been disabled (You can re-activate the cards with the operation of "unlock").
Archive		User data has been entered into the database, and at the moment: • There are no active cards in their name. • The user has not an Overtime status. It is the typical condition of a user who had at least one active card and then the access was revoked.

The Reception section

User personal data



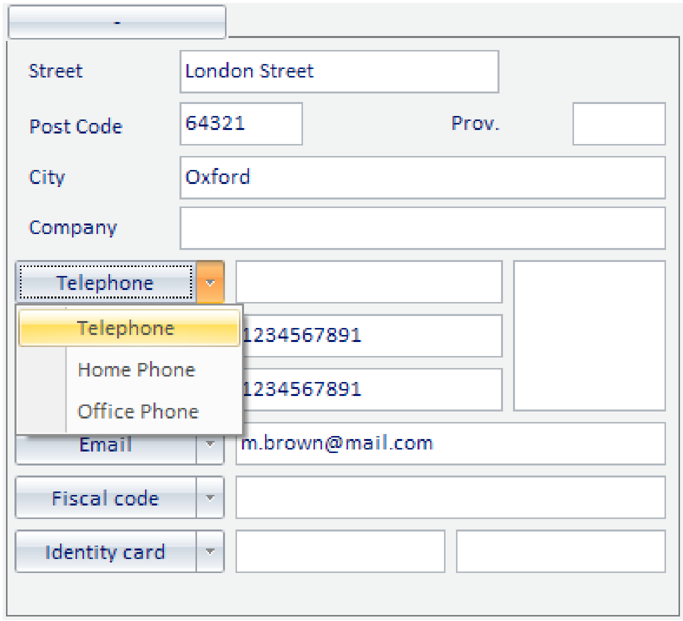
The picture displays the area of the window reserved for entering the user personal data. This area is also divided in two parts:

- ***"Main" user data area***.
  Here, you will find the following fields:
  - **Last name**
  - **Name**
  - **Title**
  - **Notes**

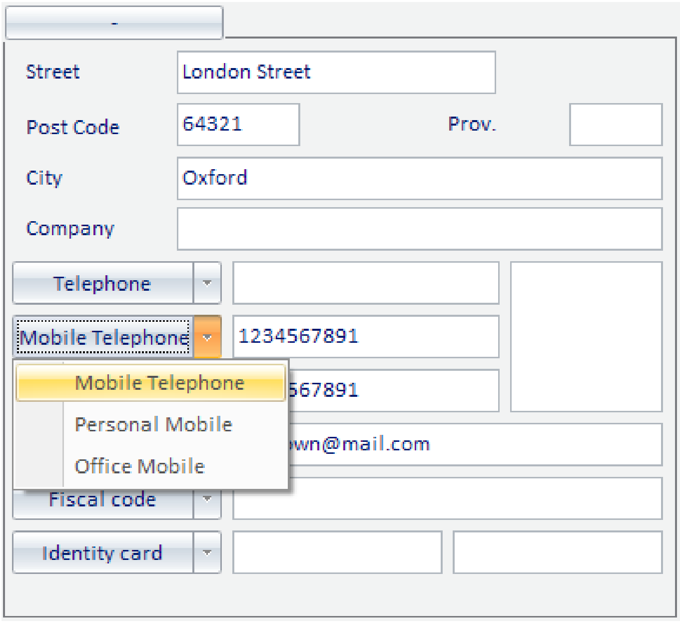
  IMPORTANT: In order to enter a reservation you need to fill the "Last Name" field.

- ***"Extended" user data area***.
  Here, you will find the following fields:
  - **Street**
  - **Post Code**
  - **Prov.** (Province)
  - **City**
  - **Company**

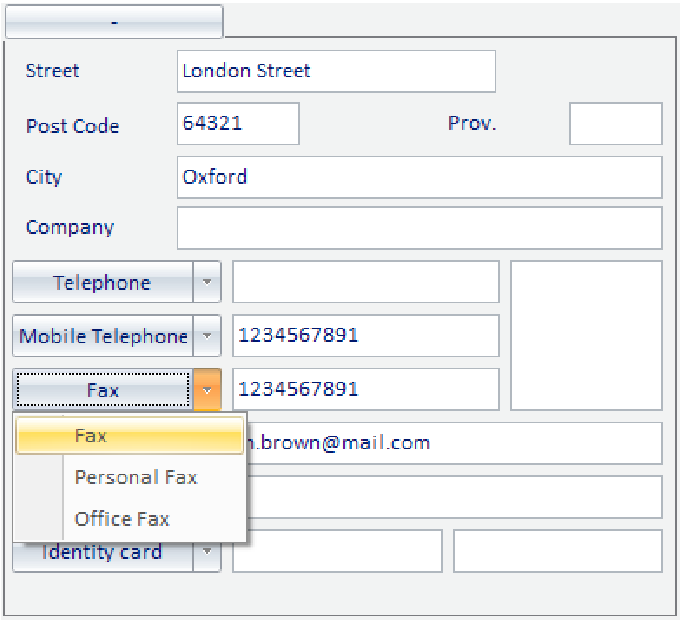
- **Telephone**
  You can set up to a maximum of three phone numbers, selectable via the drop-down menu shown in the following picture.



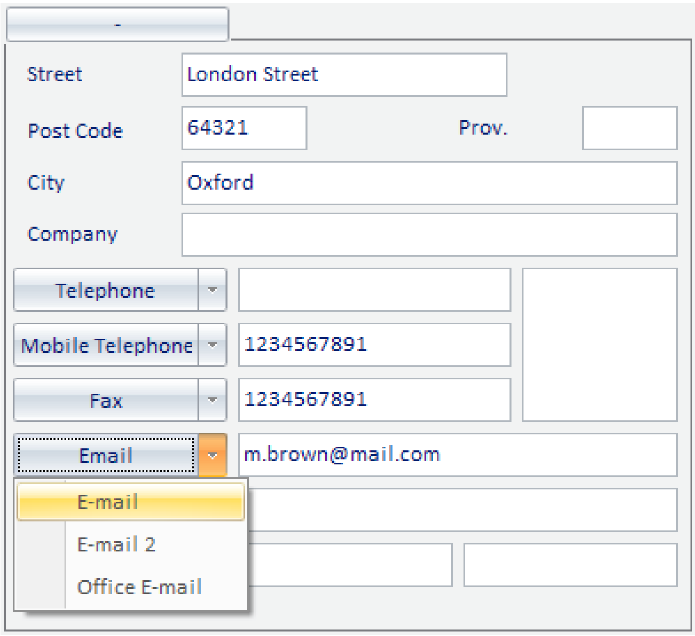
- **Mobile Phone**
  You can set up to a maximum of three cellphone numbers, selectable via the drop-down menu shown in the following picture.



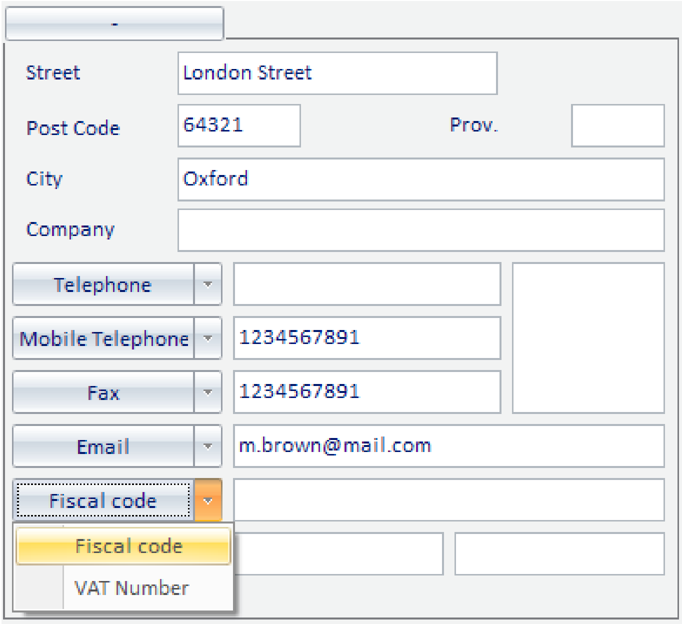
- **Fax**
  You can set up to a maximum of three fax numbers, selectable via the drop-down menu shown in the following picture.



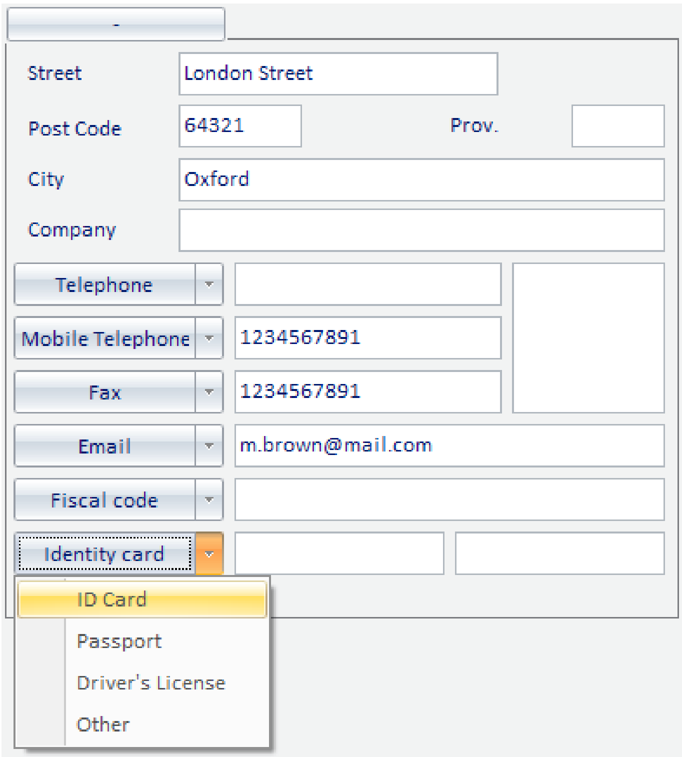
- **E-mail**
  You can set up to a maximum of three e-mail addresses, selectable via the drop-down menu shown in the following picture.



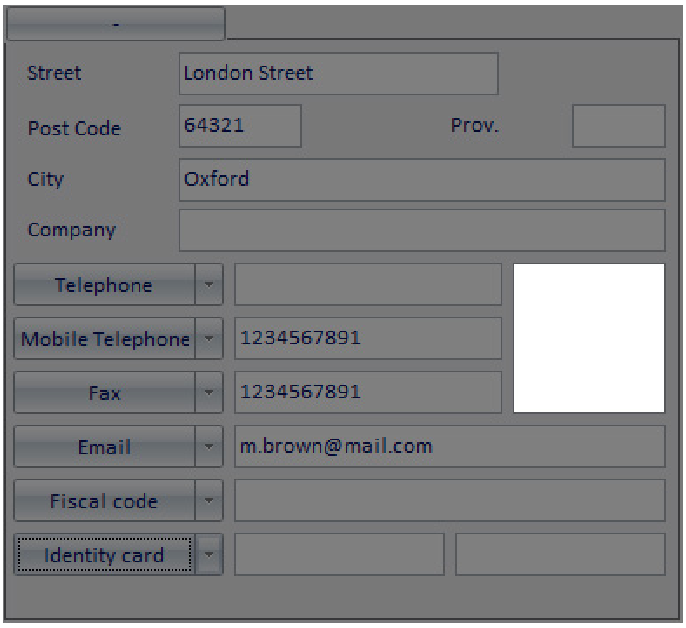
- **(Fiscal Code).**
  You can set both the fiscal code and the VAT number, selectable via the drop-down menu shown in the following picture.



- **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.

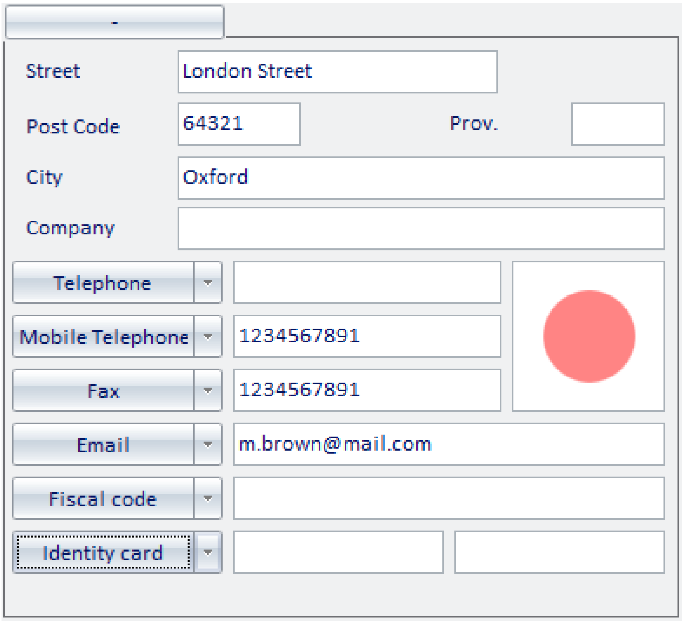


- **Picture**
  You can insert a picture of the customer that will be displayed in the space shown in the following picture.

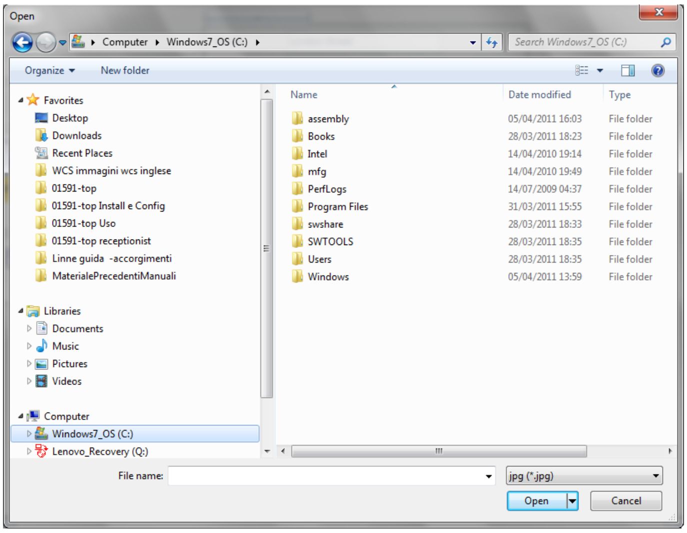


To insert a picture in this area, follow these steps:

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

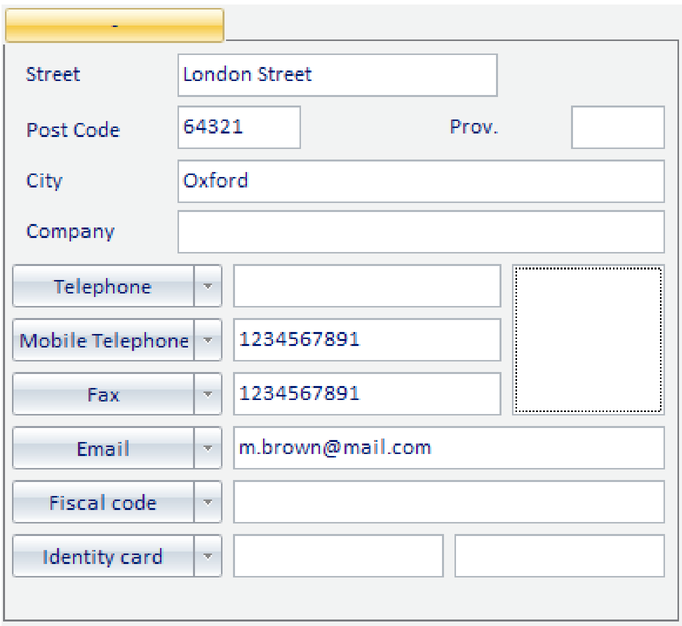


The window for the picture selection appears.

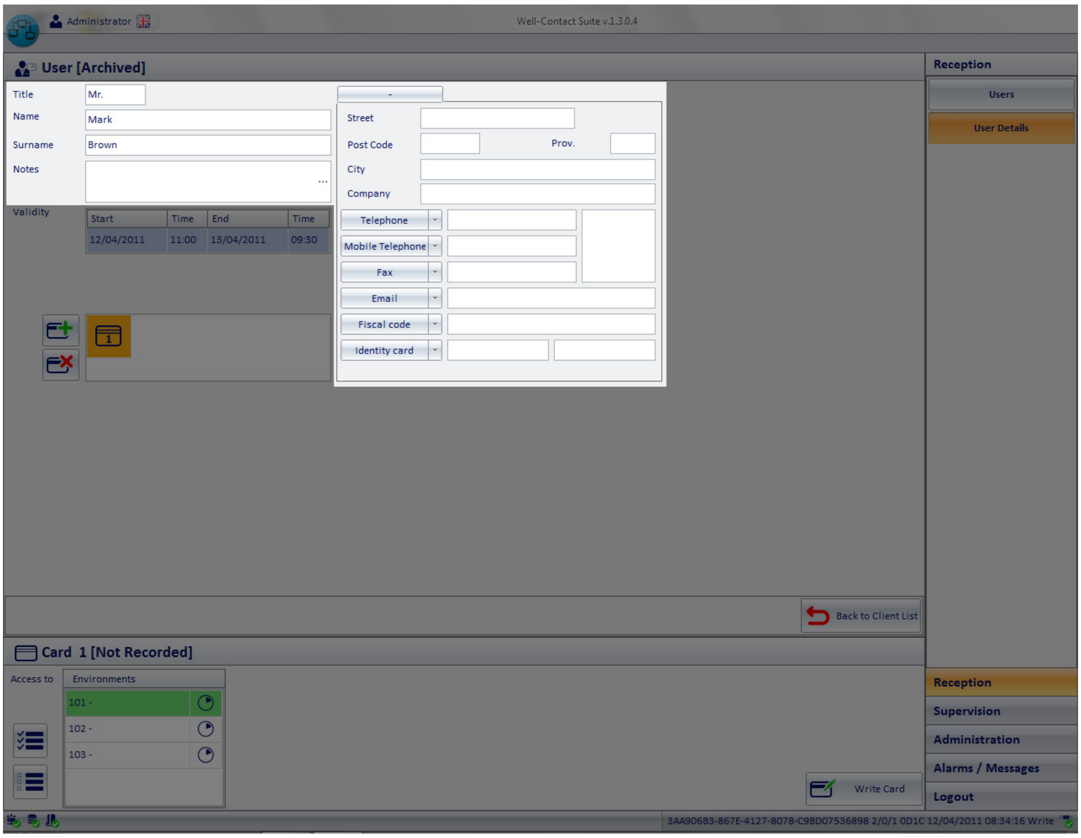


- Locate the photo on your computer and press the "Open" button, to set the desired picture.

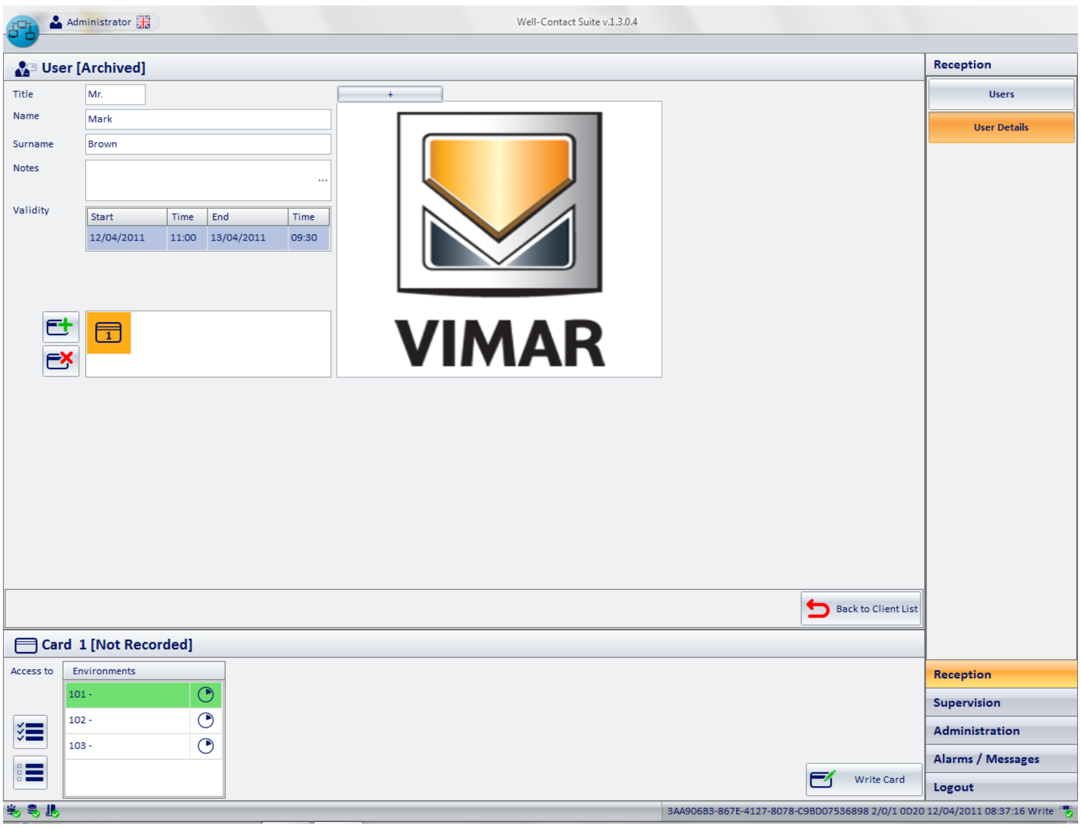
NOTE:
The area for the user "extended" data can be hidden (minimized) pressing the "**-**" button located above the same area.



After minimizing the extended data area, the user 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 *User 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.



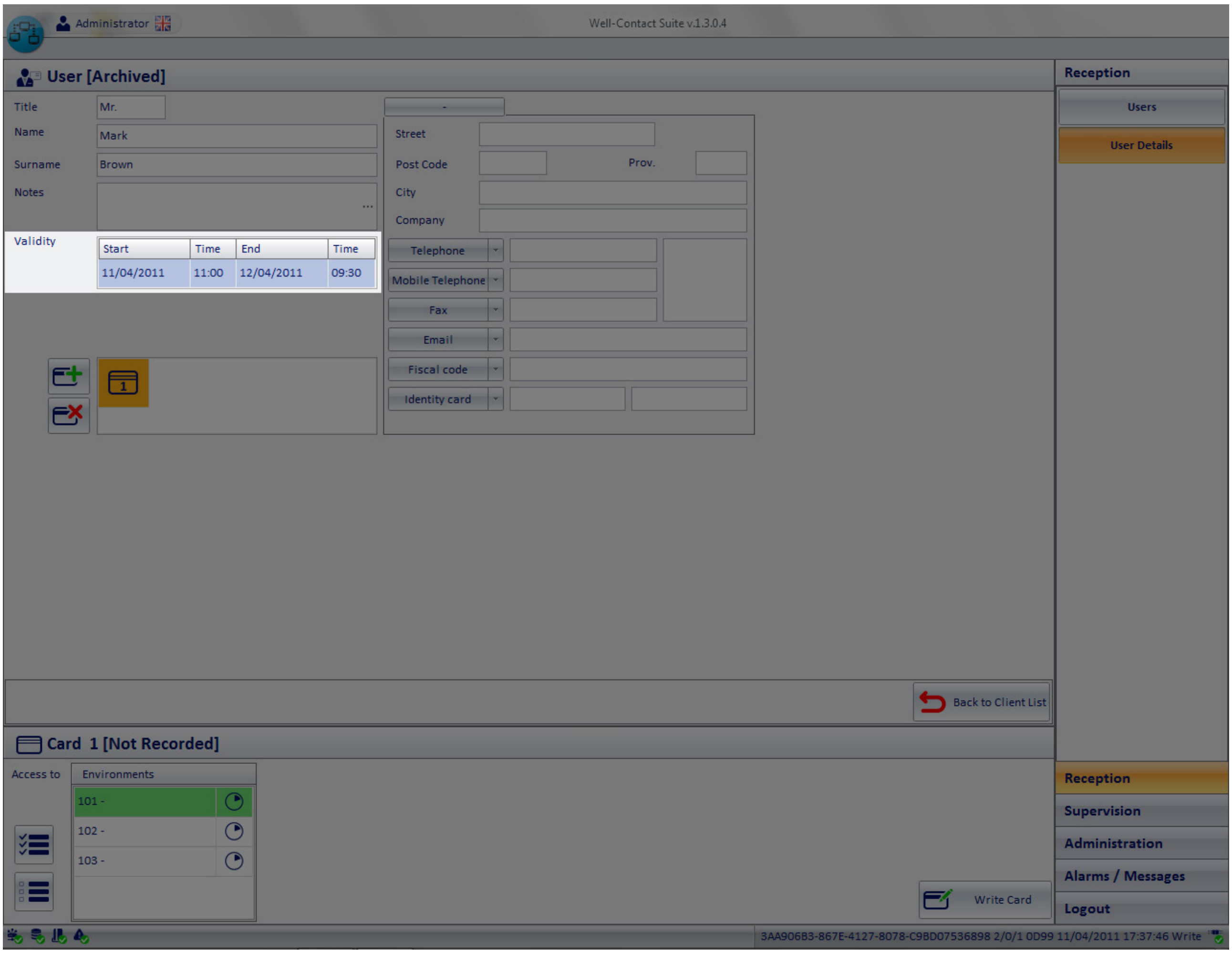
After being minimized, the area for the "extended" data can be made visible by pressing the "**+**" button located above the same area.

Summary table of the data that can be set for the user

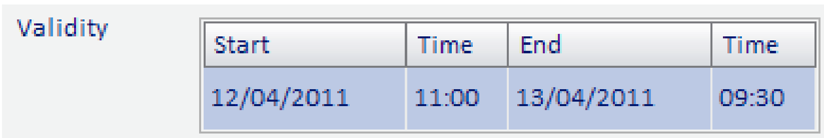
Here follows a summary table of all the user data that can be entered for each user.
Please remember the Last name is a required field.

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
Driver's License	"Extended" data area
Other	"Extended" data area
Picture	"Extended" data area

Period of validity of the access cards associated with the user

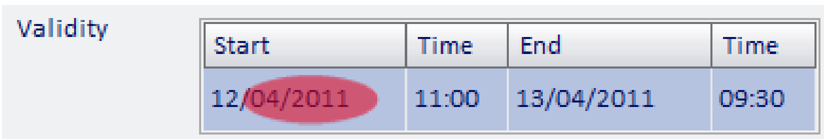


This area is represented in detail in the following picture.

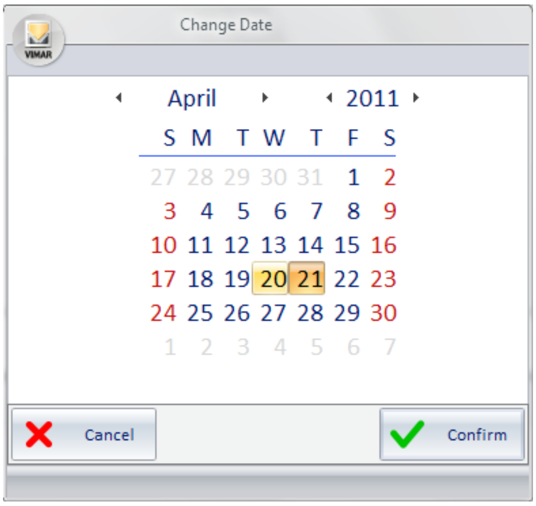


The columns in the table have the following meaning:

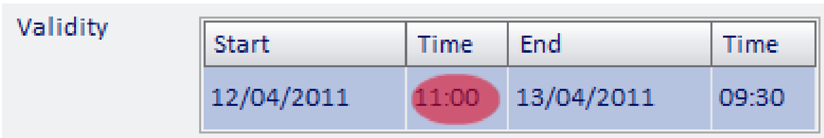
- ***Environment number.***
- ***Check-in*** Date of user arrival (or the beginning of validity)
  To change this information, left-click the field "Check-in", as shown in the following picture.



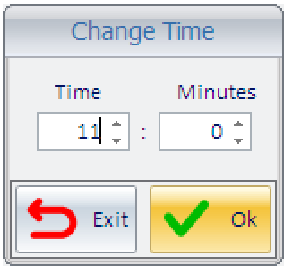
After selecting the location shown in the previous picture the window for setting the date (year, month and day) is displayed. Make the desired changes and press the "Confirm" button. The current day is displayed inside a dark orange box, while the day to be set is highlighted by a light orange box.



- ***(Check-in) time.*** Time of arrival of the user (time of the beginning of validity).
  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.

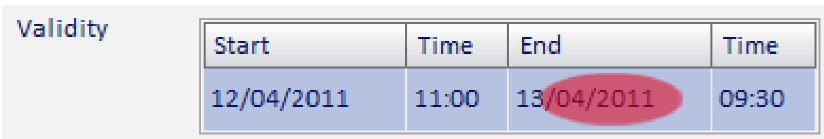


After selecting the location shown in the previous picture, the window to set the time is displayed, as shown in the following picture.

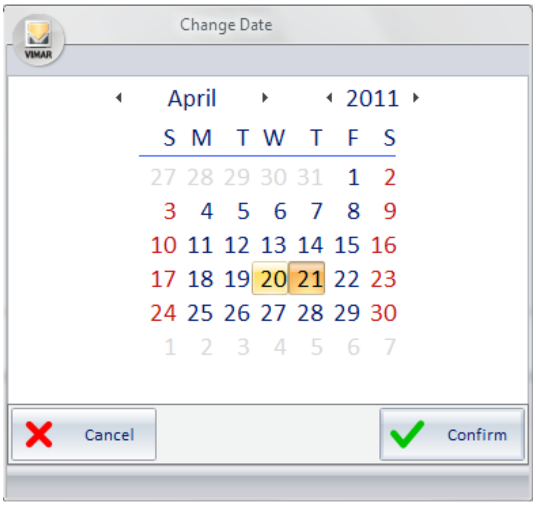


To change Hour and Minutes you can select the "up"/"down" arrows in the Hour and Minutes fields, or you can select the desired field and type in the desired value.
To confirm the time change, press "Ok", while to cancel the editing operation, press the "Exit" button.

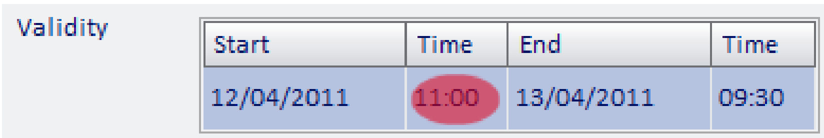
- ***Check out.*** Date of user departure (or the end of validity)
  To change this information, left-click the field "Check-out" related to the desired reservation, similarly to what we saw for editing the customer's day of arrival.



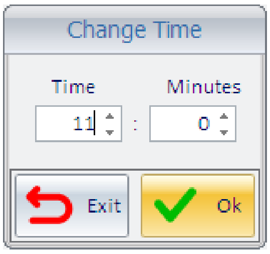
After selecting the location shown in the previous picture the window for setting the date (year, month and day) is displayed. Make the desired changes and press the "Confirm" button. The current day is displayed inside a dark orange box, while the day to be set is highlighted by a light orange box.



- (Check-out) time. Time of departure of the user (time of the end of validity).
  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 user's check-in time.

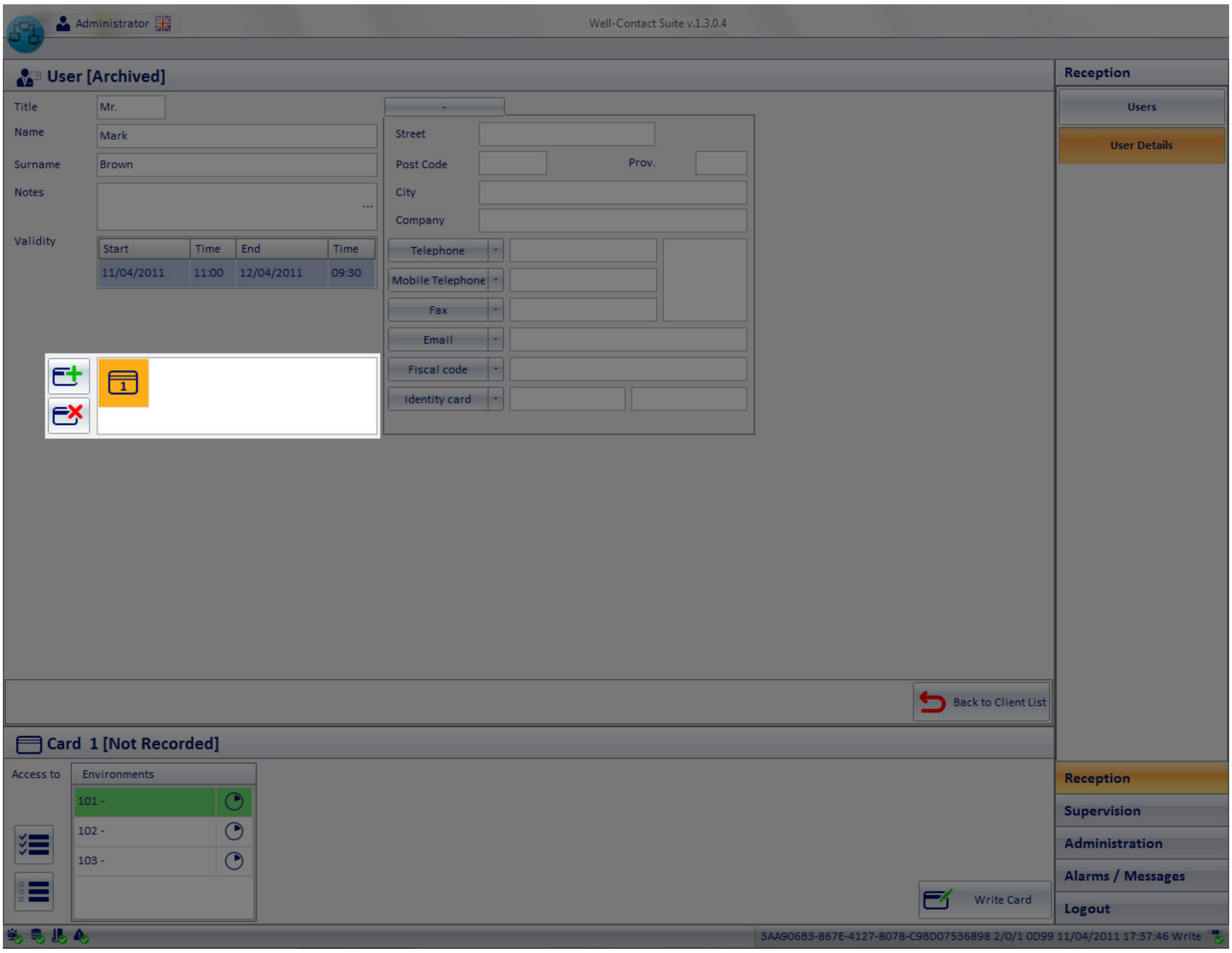


After selecting the location shown in the previous picture, the window to set the time is displayed, as shown in the following picture.



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.

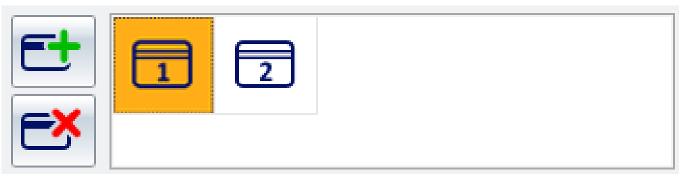
List of access cards created for the user



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

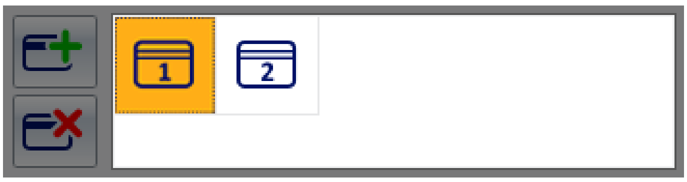
- List of access cards associated with the user.
- "Add access card" button for the (logical) creation of a new card for the user.
- "Delete access card" button to delete the selected card associated with the selected user.

This area is represented in detail in the following picture.



List of access cards associated with the user.

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

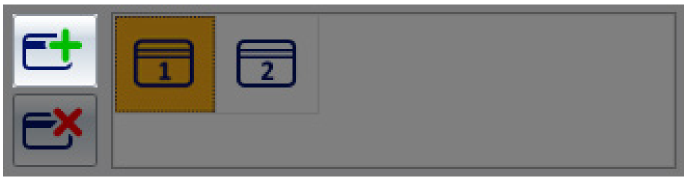


It includes all the access cards currently associated with the user.

The cards associated with a user are numbered starting from 1.
An access card may have different status, highlighted by different graphical symbols and described in the following table.

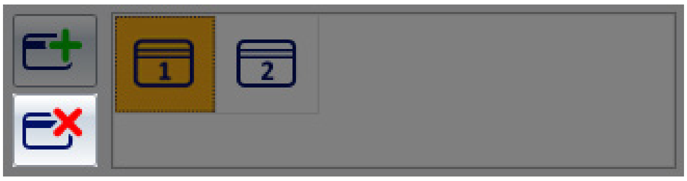
Graphical symbol	Status	Status description
	Not Recorded	The card was created at a logical level. It exist in the Well-Contact Suite software database but has not yet been programmed (physically) and it has not been activated (the data concerning the access of the card has not been sent to the automation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

The "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 user.
"Logical" point of view means that the card currently exists (with all rights of access and association with the user) 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 users 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 user.
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.

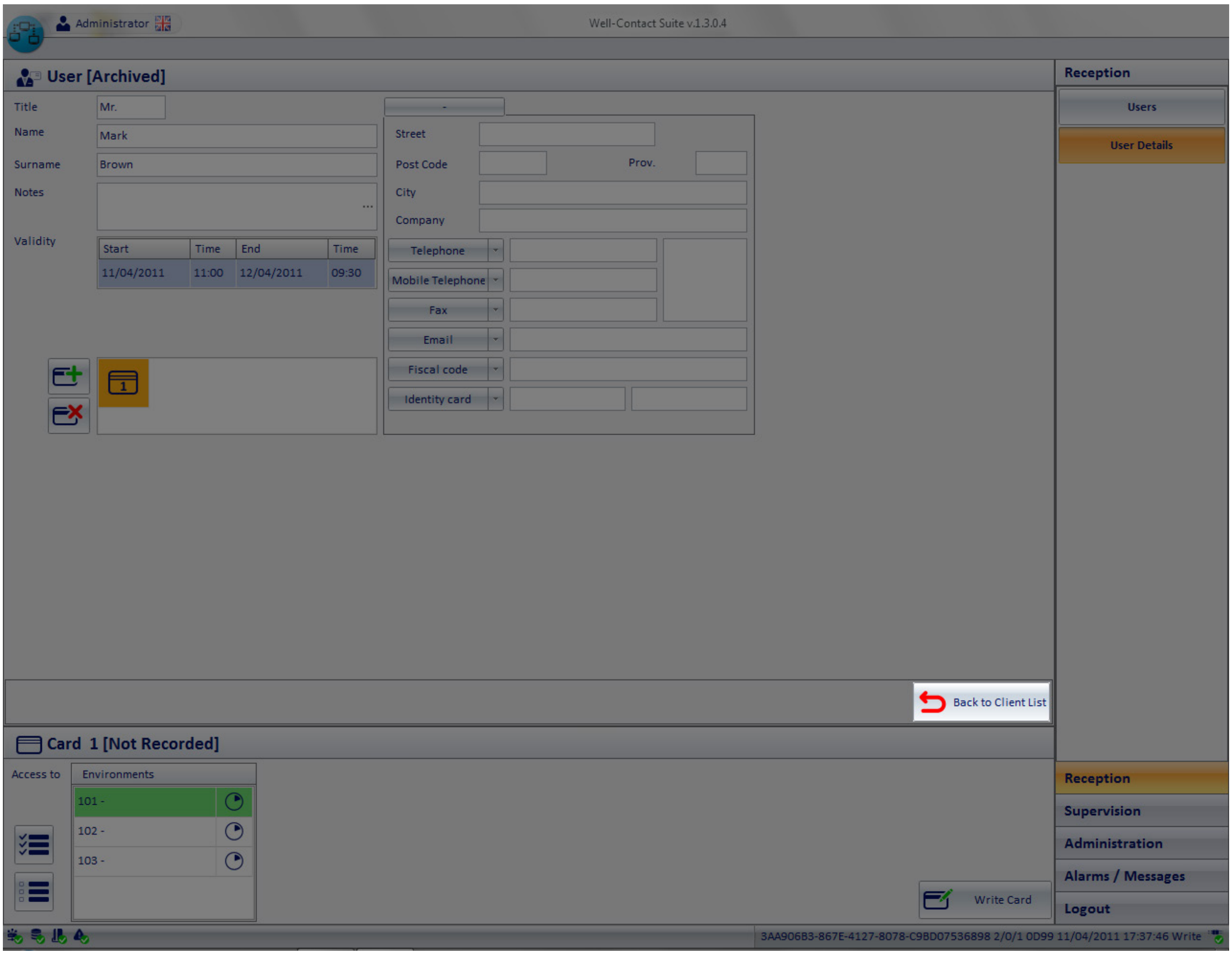
Duplicate card creation

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

1. Select the card you want to duplicate from the list of the access cards associated with the user. The selection is done left-clicking the graphical symbol corresponding to the card to duplicate.

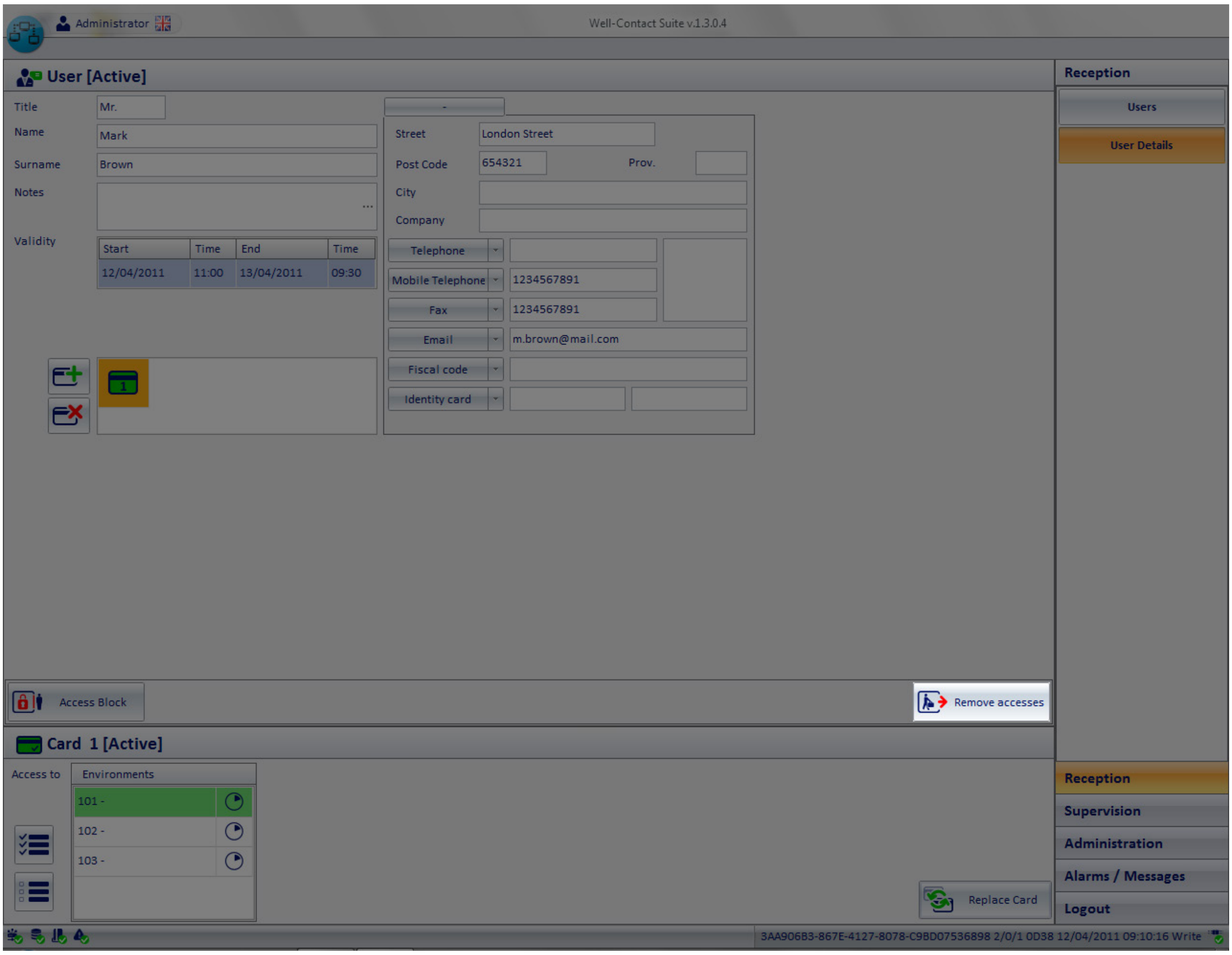
2. Press the "Add Access Card" button
   The newly created card will be a duplicate of the selected card in the sense that it has the same rights of access.

The "Back to Users List" button



The "Back to Users List" button allows you to switch between the detail view of a user to the list of users.

The "Revoke Access" button

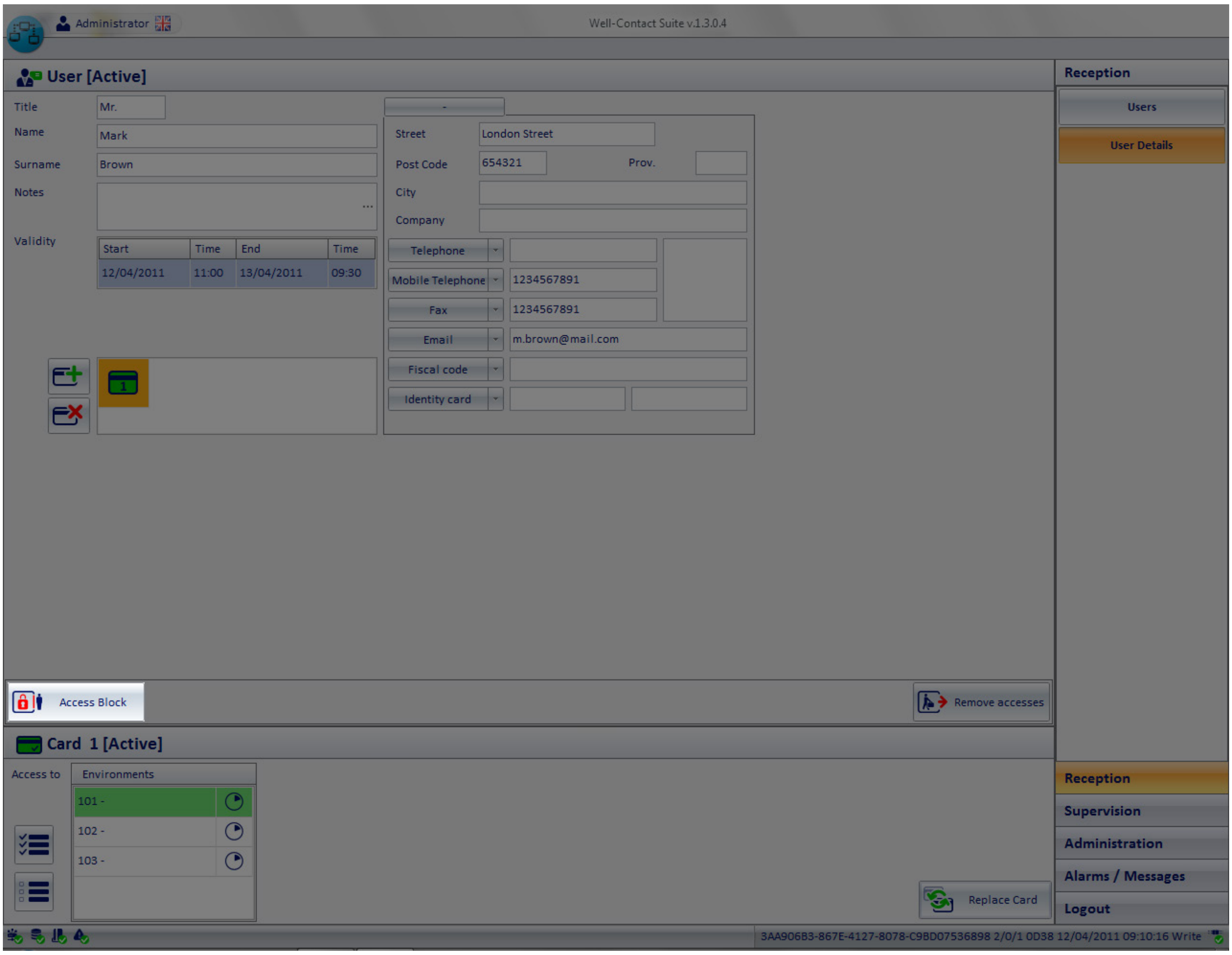


The "Revoke Access" button appears in the "User details" window only after at least one of the user cards has been created and activated.
This button must be pressed when the rights of access to the facility for the user are over and then you want to remove all access rights that were previously assigned.
The revocation of access removes all access rights of all cards assigned to the user.

<u>NOTE</u>: It is not necessary to program the cards. All cards rights of access rare deleted and the cards will no longer be operational.

The procedure for revoking access will be described in detail in the chapter **"Revoking access".**

The "Lock Access" button

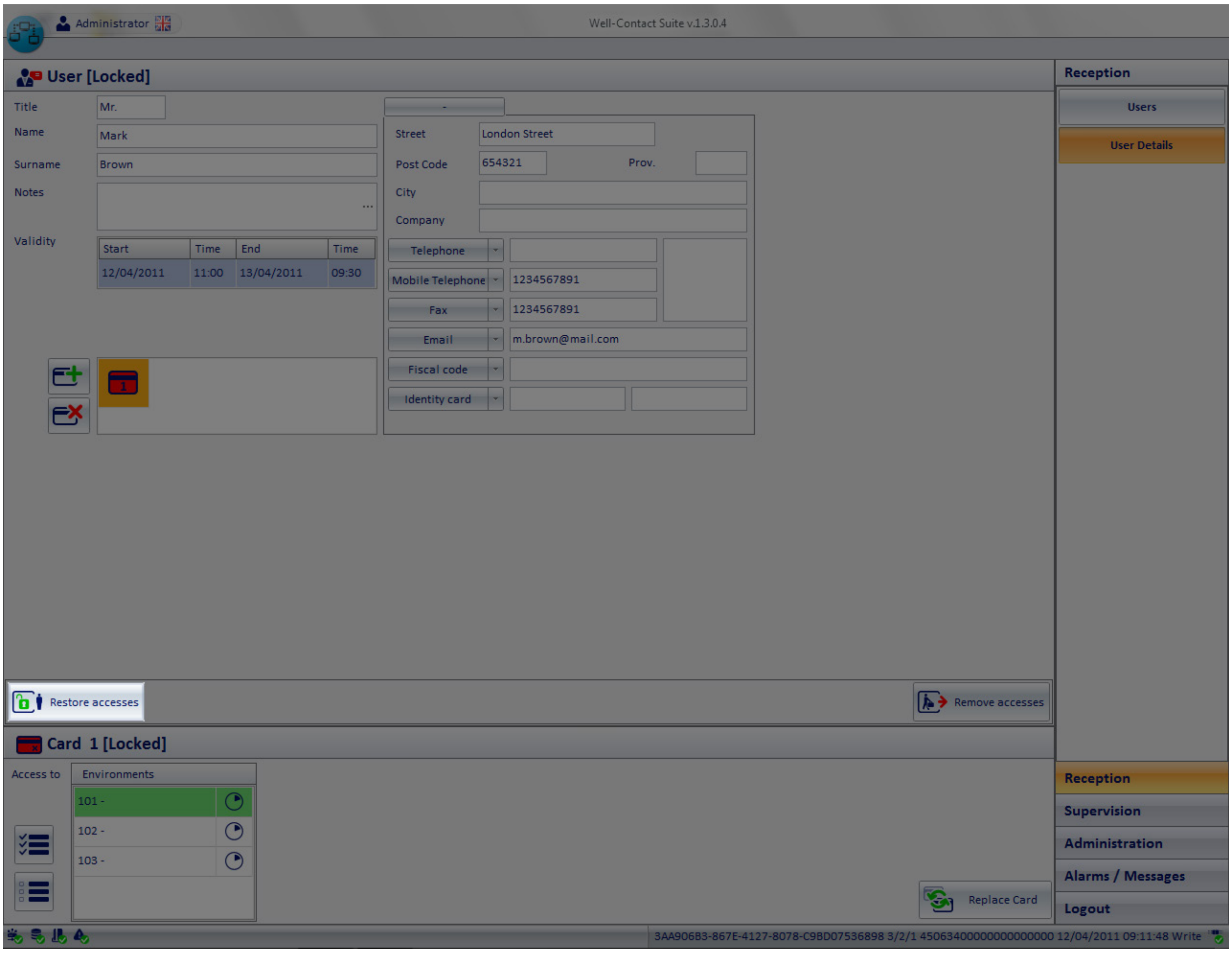


The "Lock Access" button appears in the "User details" window only after at least one of the user cards has been created and activated.
This button locks all access to the users. In other words, all rights of access of the cards associated with the user are temporarily revoked.

NOTE: It is not necessary to program the cards.

The access lock can be canceled pressing the "Unlock Access" button.
The procedure for locking access will be described in detail in the chapter *Unlocking access for a user*.

The "Unlock Access" button

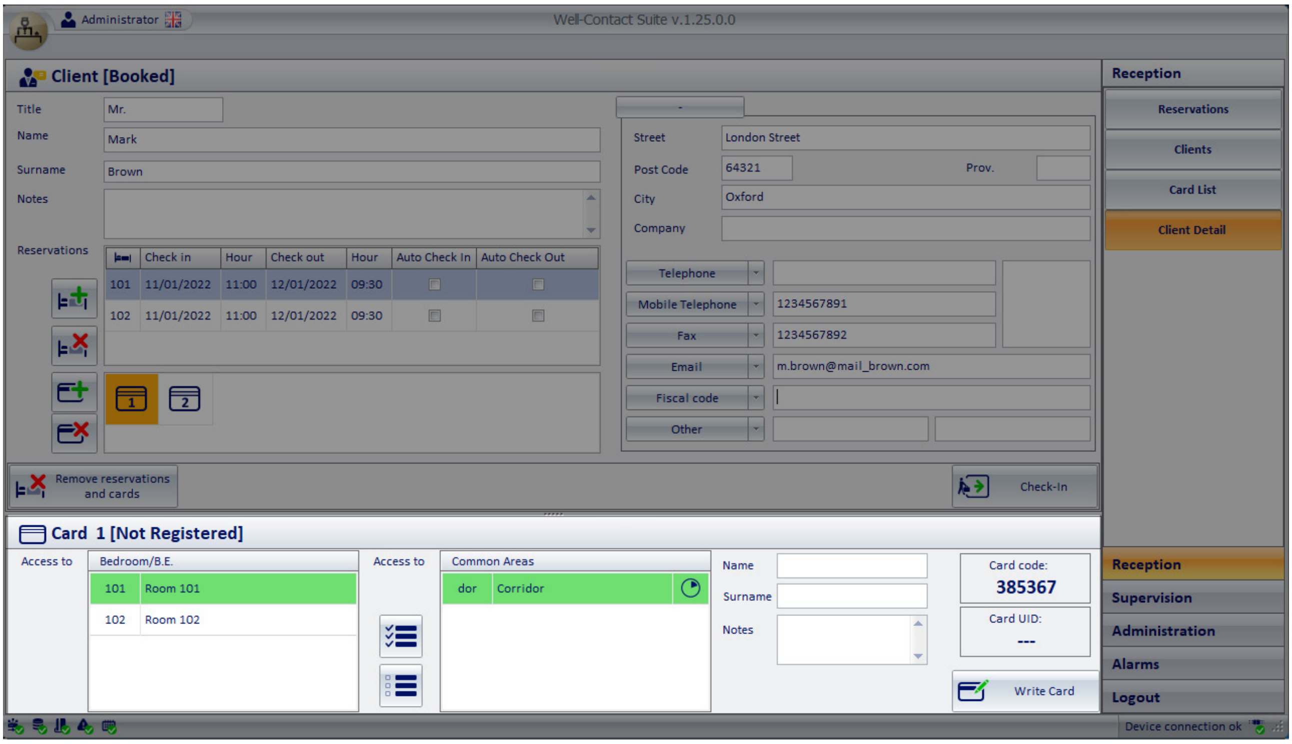


The "Unlock Access" button appears in the "User Details" window only after all the user access has been locked.
This button activates all access privileges previously revoked (temporarily) via the "Lock Access" button.

<u>NOTE</u>: It is not necessary to program the cards.

The procedure for unlocking access will be described in detail in the chapter *Unlocking access for a user*.

Selected card details area



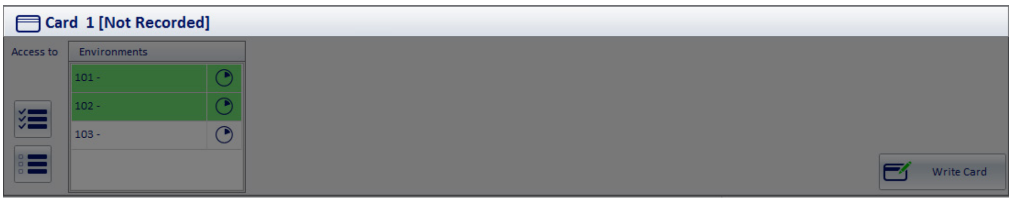
In the area for the selected card data, are grouped all the data referred to the card selected from the list of the card in the user data area (described in the chapter *List of access cards created for the user*).

The data is grouped into the following sub-areas:

- Status bar of the card
- Environment access
- "Write Card" button

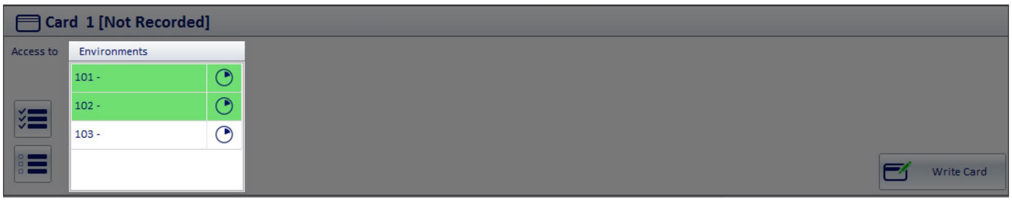
NOTE: the Card UID code will be displayed only after the card has been written (card programming). If the writing procedure is not correctly completed, try to extract and reinsert the card in the programmer: if the programmer detects correctly the inserted card, it emits a short beep.

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 user* .

Environment access



This area displays the list of environments that can be accessed with the selected card.
The environments that can be accessed are highlighted in green (such as environments 101 and 102 in the picture above).
You can assign user cards with different access privileges (e.g. card 1 allows access to the environment 101, while card 2 gives you access to the environment 101 and environment 102).

Grant a card rights to access an environment

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

After selecting the symbol of the new environment to be accessed by the card, the symbol is highlighted in green.

The adding of access rights to the environment is completed.

Deny a card rights to access an environment

In green are shown the environments which can be accessed with the selected card, while the white color indicates the environments that cannot be accessed with the card.
To revoke rights to access an environment, left click (only once) the box that shows the environment you want (the symbol of an environment that can be accessed with the card is shown in green) as shown in the following picture.

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

The denying of access rights to the environment is completed.

Grant a card rights to access all environments

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

After pressing this button, all the rows related to the environments are highlighted (green) as shown in the picture below.

Deny a card rights to access all environments

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

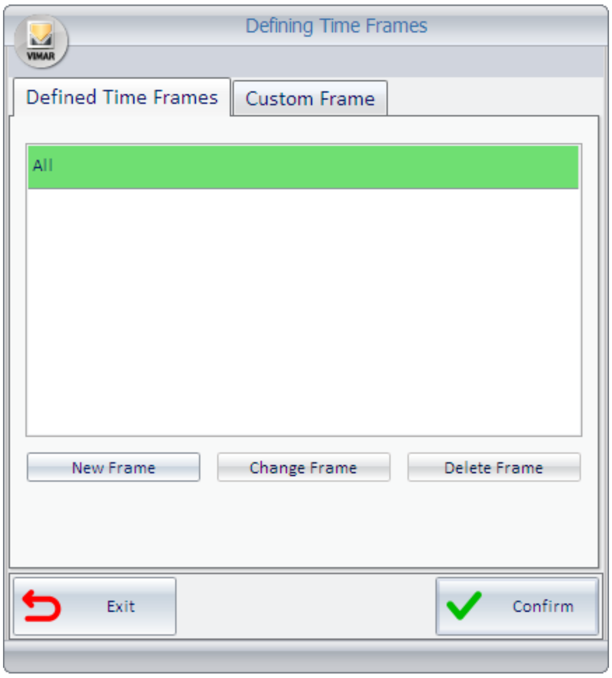
After pressing this button all the rows related to the environments will no longer be highlighted and will take the color white, as shown in the picture below.

Setting access times for environments

Introduction

You can set the time to access an environment 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 environment, 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.



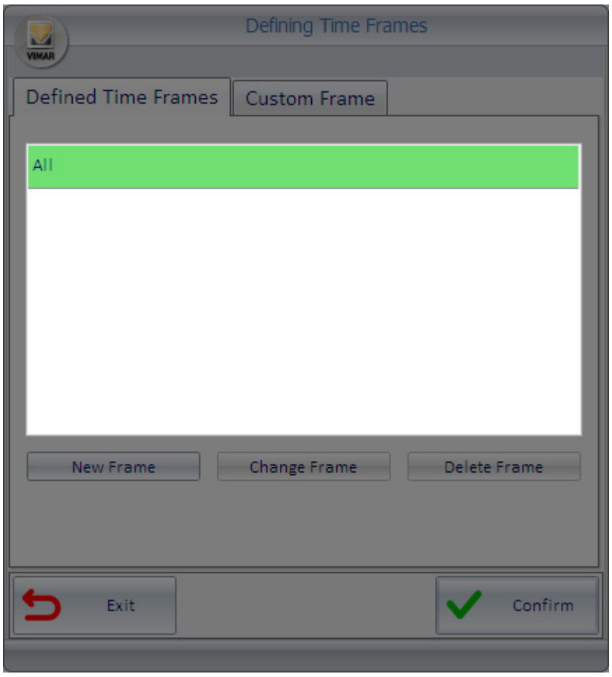
The window to set the time frames includes two tabs:

- 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 environments.

The defined (or default) time frames

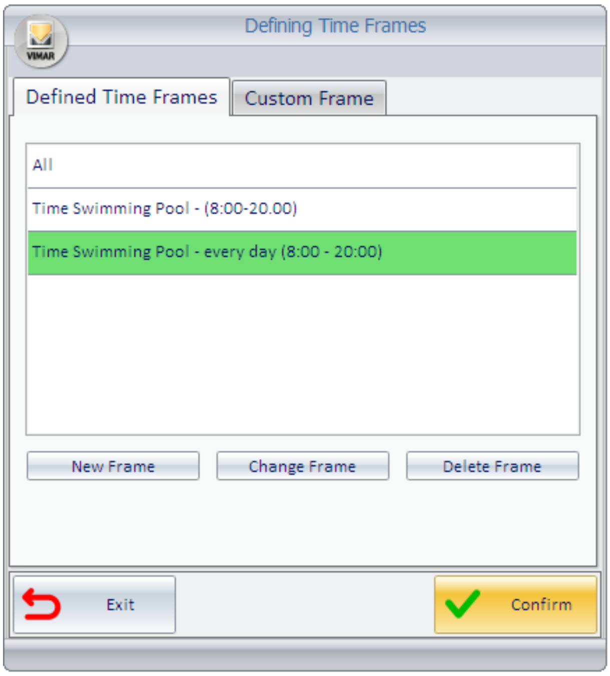
The Well-Contact Suite software allows you to define time frames that can be used to grant access to the environments at certain times, identifying them with a description (a name).
This speeds up the setting of the time frames to access the environments whenever the time frame doesn't have to be customized for each user, but it depends, for example, on the characteristics or on use of a specific environment.
The window "Definite Time Frames" is characterized by the following areas:

- ***List of defined time frames*** .

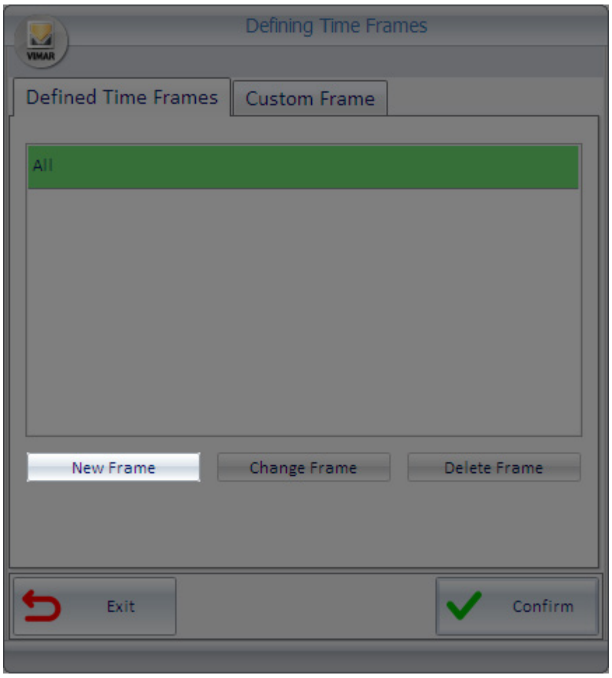


This area displays the time frames that have been previously defined.
Any default time frame can be identified by the description assigned to it.
We recommend that you associate each time frame with a default description that uniquely and clearly identifies it.
To associate a default time frame with 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

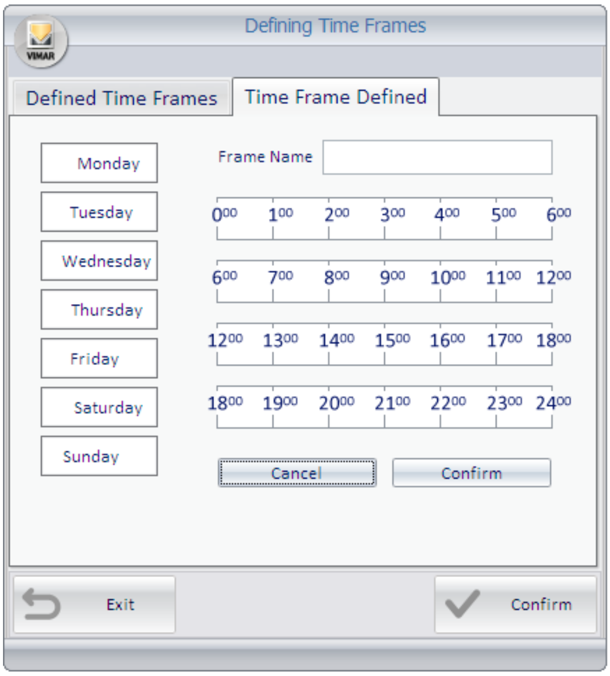


- ***The "New Frame" button***.



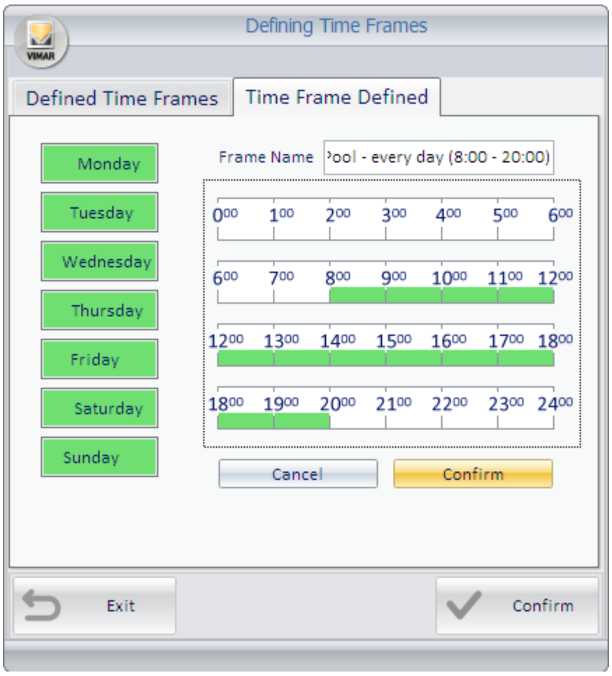
Creates a new default time frame.
To create a new default time frame proceed as follows:

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

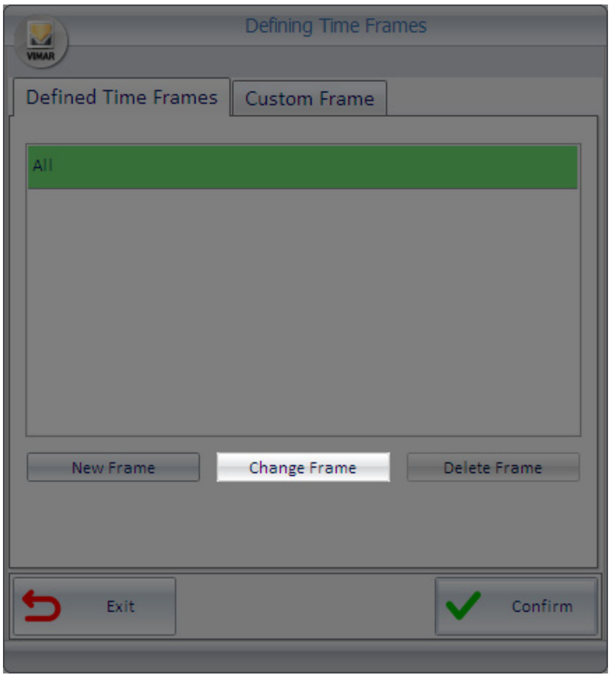


- Enter a description for the time frame in the input text field called "Frame Name".
- Define the time frame by selecting the hours when you want to allow access to the environment (left click the white rectangle that includes the desired time). The bottom part of the selected time is marked in green.
  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.

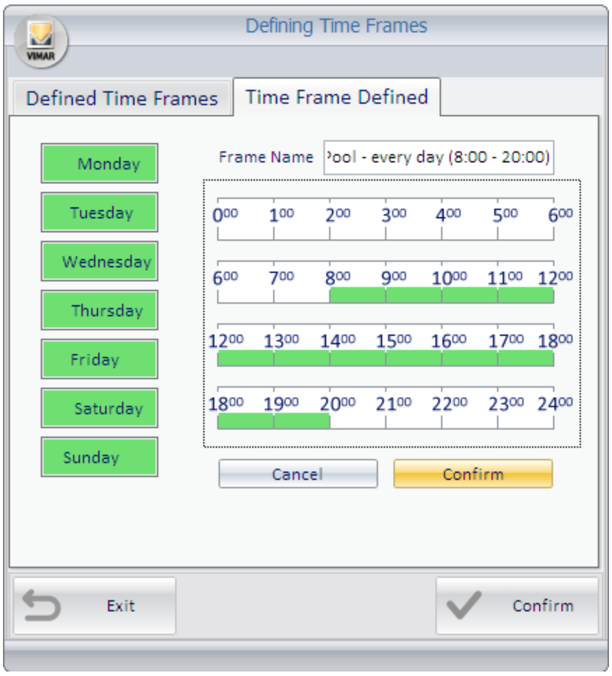


- ***The "Edit Frame" button***.

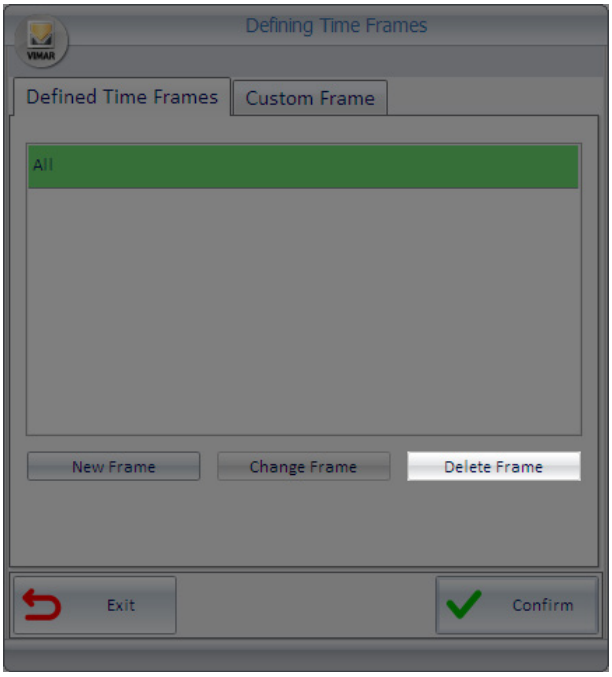


Allows you to change the default time frame, selected at that moment.
To change the configuration of a default time frame, proceed as follows:

- 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***.



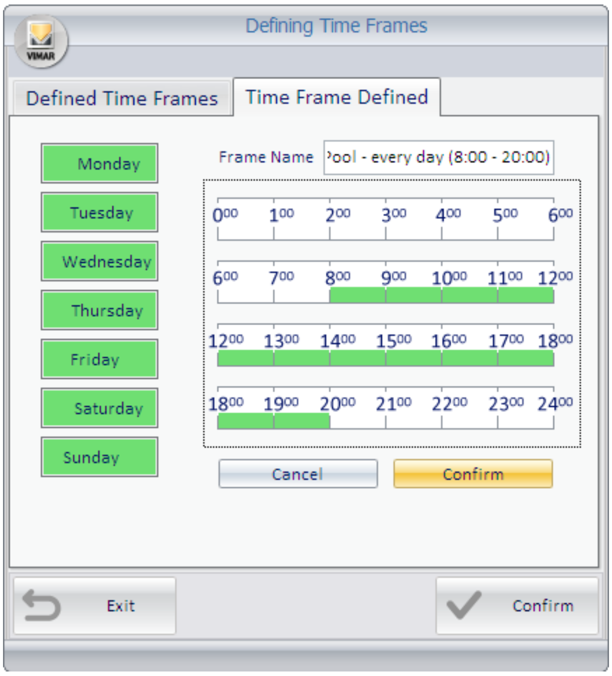
NOTE: The default time frame "All" cannot be eliminated.

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 20:00.
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 users.
The time frame will look as in the picture below:

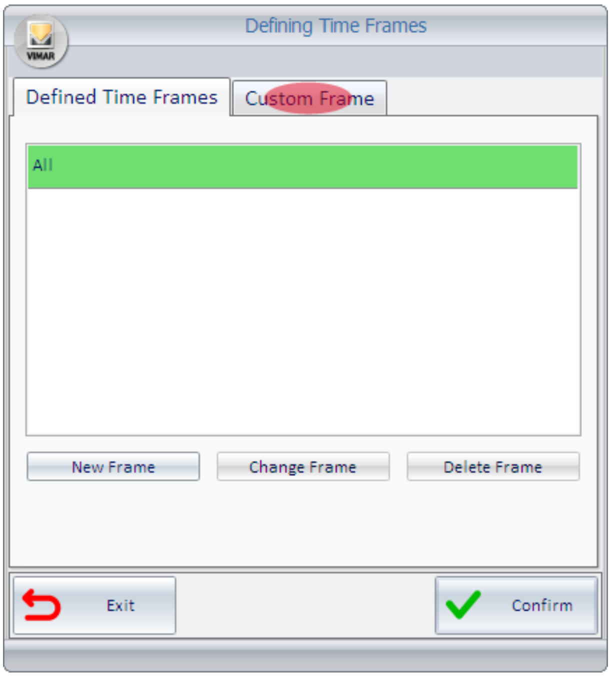


The custom time frame

If you wish to create a time frame for a user other than those associated with other users 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.

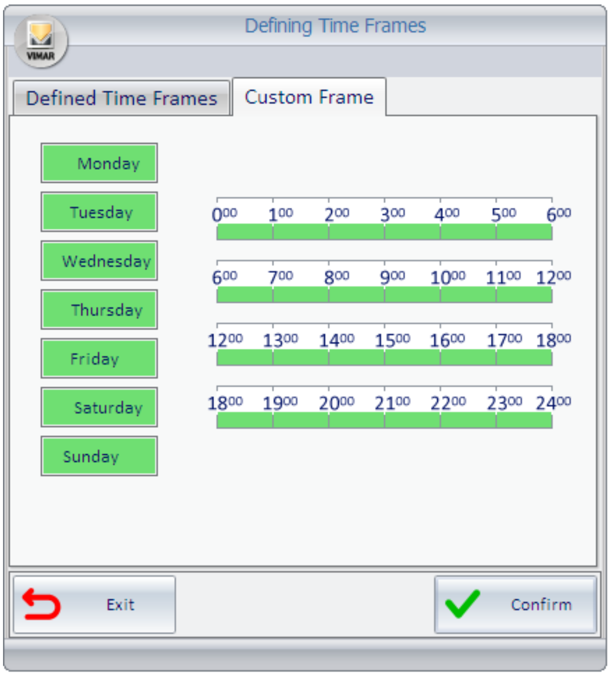
1. Select (left clicking it) the default time frame that is the closest to the custom time frame you want to create.

2. From the setup window of the time frames, select the "Custom Frame" tab.

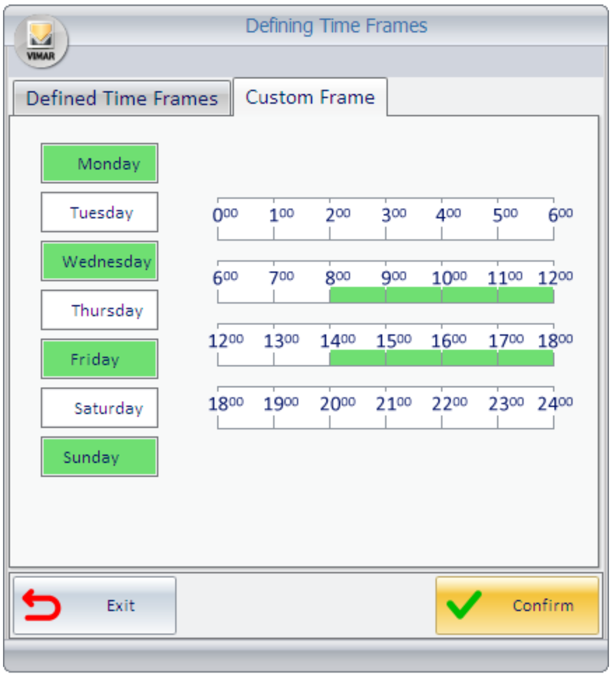


Note: remember that, initially, only the time frame "All" is there, by default.

The window shown in the picture below appears.

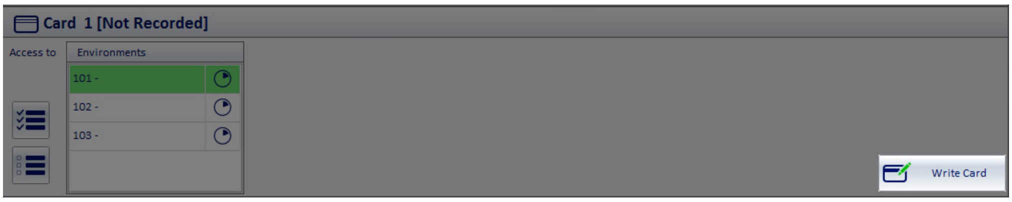


3. Make the desired settings and press the "Confirm" button.



This time frame will be stored for that specific access.
Then, accessing that card's time frame setting for that environment, the custom time frame that was previously set will be repeated.

"Write Card" button



In the area reserved to the card data is a button called "Write Card".
Pressing this button activates the procedure of writing and activating the selected card.
In terms of operations carried out by Well-Contact Suite software, this procedure can be divided into two phases that are executed in sequence:

1. Writing (programming) of the card. During this phase all the data required by the system for managing access control is written on the card.

2. Sending the card access data to the access control management system. During this phase all the data required by the system for managing access control is written on the card.

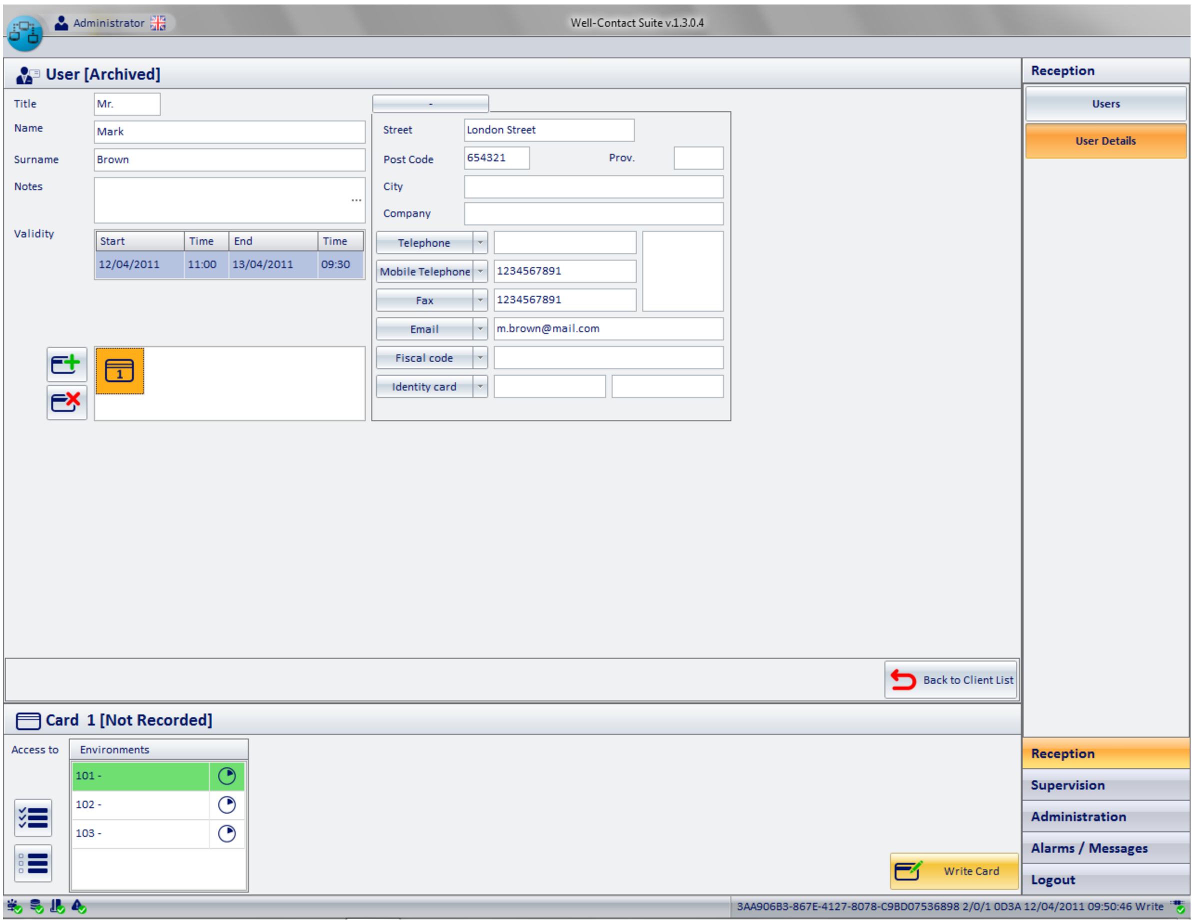
   Note: The data is sent on the bus only if the previous procedure of card writing ends successfully.
   The data can be sent to the system via the bus, only if a successful connection is established between the Well-Contact Suite software and the system itself.

On completion of this procedure, if both of the above phases are completed successfully, the card will allow access to the selected environments, at the configured time frames.

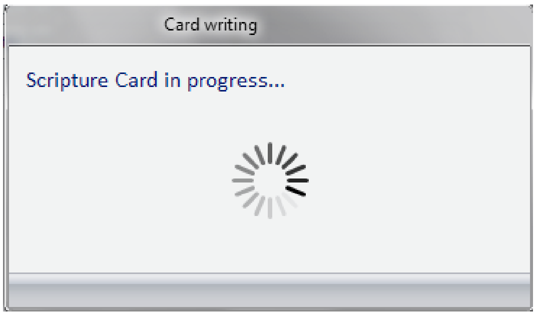
To start the procedure for writing and activating a user card, proceed as follows::

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.

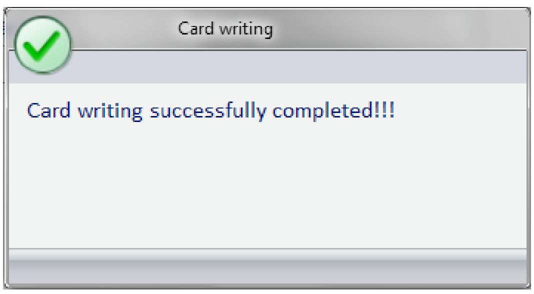
2. Select the card you want to write in advance from the list of cards associated with the user and then press the "Write Card" button in the detail area of the selected card, as shown in the following picture.



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

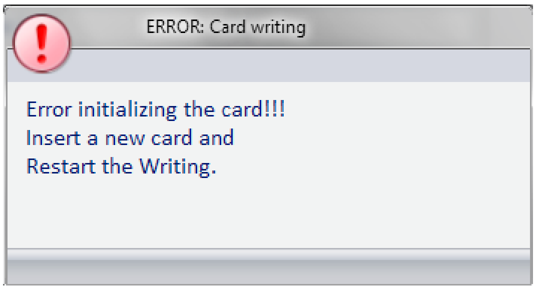


3. If the procedure of writing the card is successfully completed, for some users the following window appears. The window closes automatically without the need for any intervention.

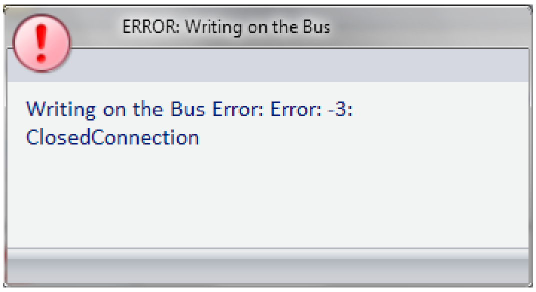


If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.

The Reception section



In this case, make sure you have correctly inserted the card into the programmer and repeat the procedure.
If the problem persists, contact the customer servIf the card writing is successful, the Well-Contact Suite software sends the data related to the access of the card to the automation system via the bus connection.
If the sending of the data via the bus is not successful you'll receive an error message with information on the type of error returned. If the sending of data to the bus is not successful, the Well-Contact Suite software will make up to a maximum of three attempts to write on the bus.
An example of error message related to the writing on the bus is shown in the following picture:



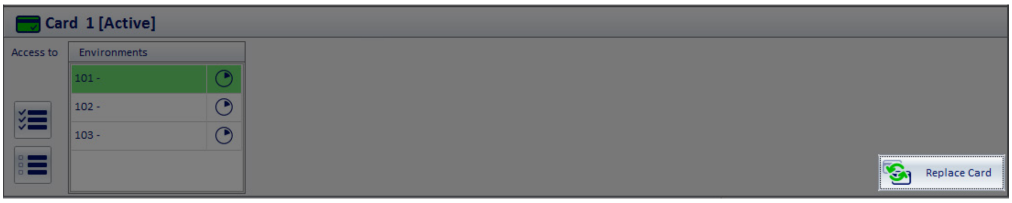
If the writing on the bus keeps returning an error, check:

a. The correct physical connection of the bus to the computer where the Well-Contact Suite Office software is installed, through the appropriate interface.

b. The correct configuration of the Well-Contact Suite software.

4. If writing procedure 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 "Replace Card" button

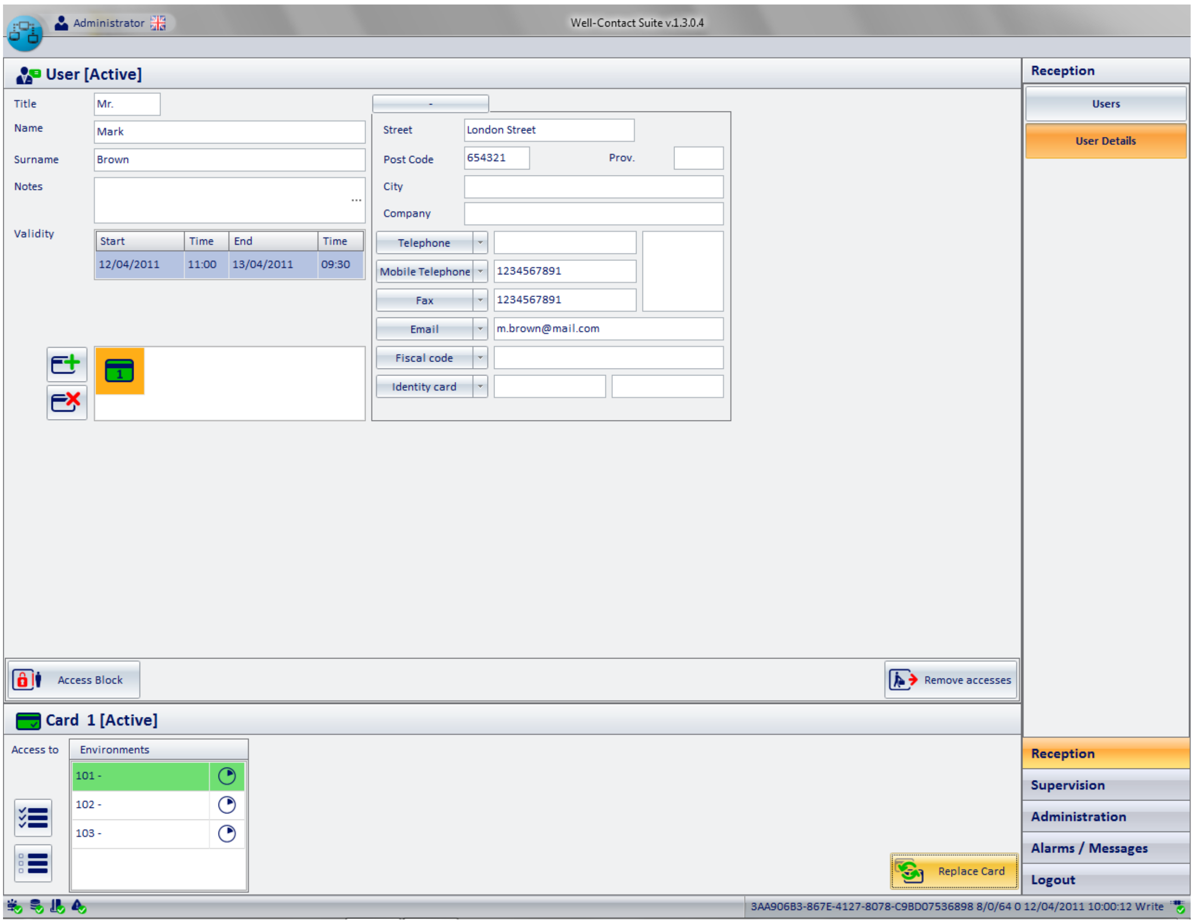


The "Replace Card" button allows you to activate the process of creating a card to replace a card previously activated and programmed, which has, then, the status of "Active".
The "Replace Card" button creates a new card with the same rights of access as the selected one.
The previous card is disabled.
This is useful if the user 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 user; the old card assigned to the customer will be inactive in any case. That way if someone finds the previous card of the user, they won't have access to any environment.
To replace a card, proceed as follows:

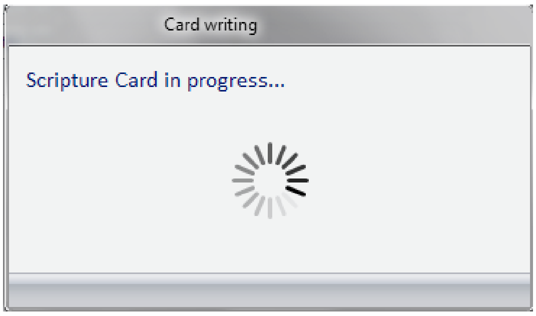
1. From the list of cards associated with the user, select the card you want to replace.

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.

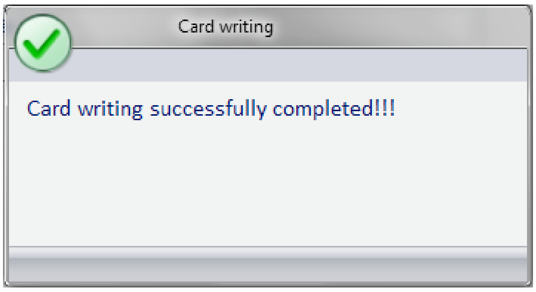
3. Press the "Replace Card" button as shown in the picture below.



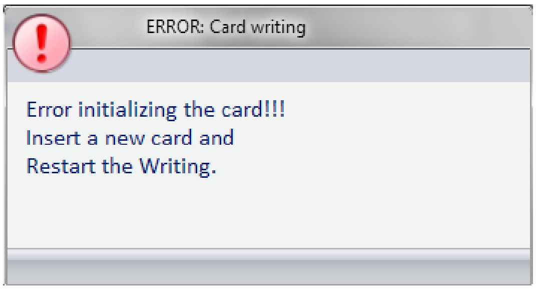
After pressing the "Replace Card" button, the writing begins, characterized by the appearance of the following window:



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.



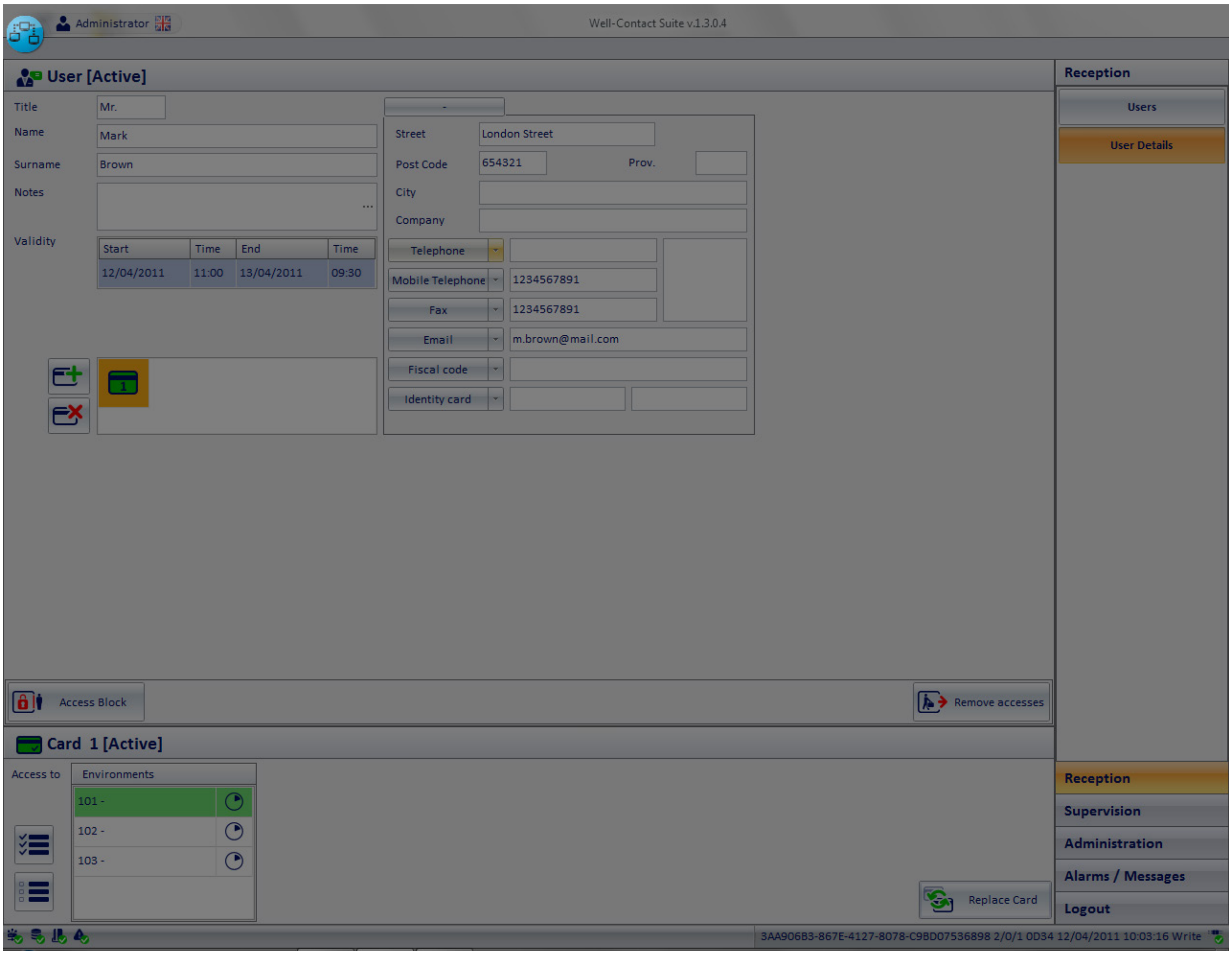
If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.



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.

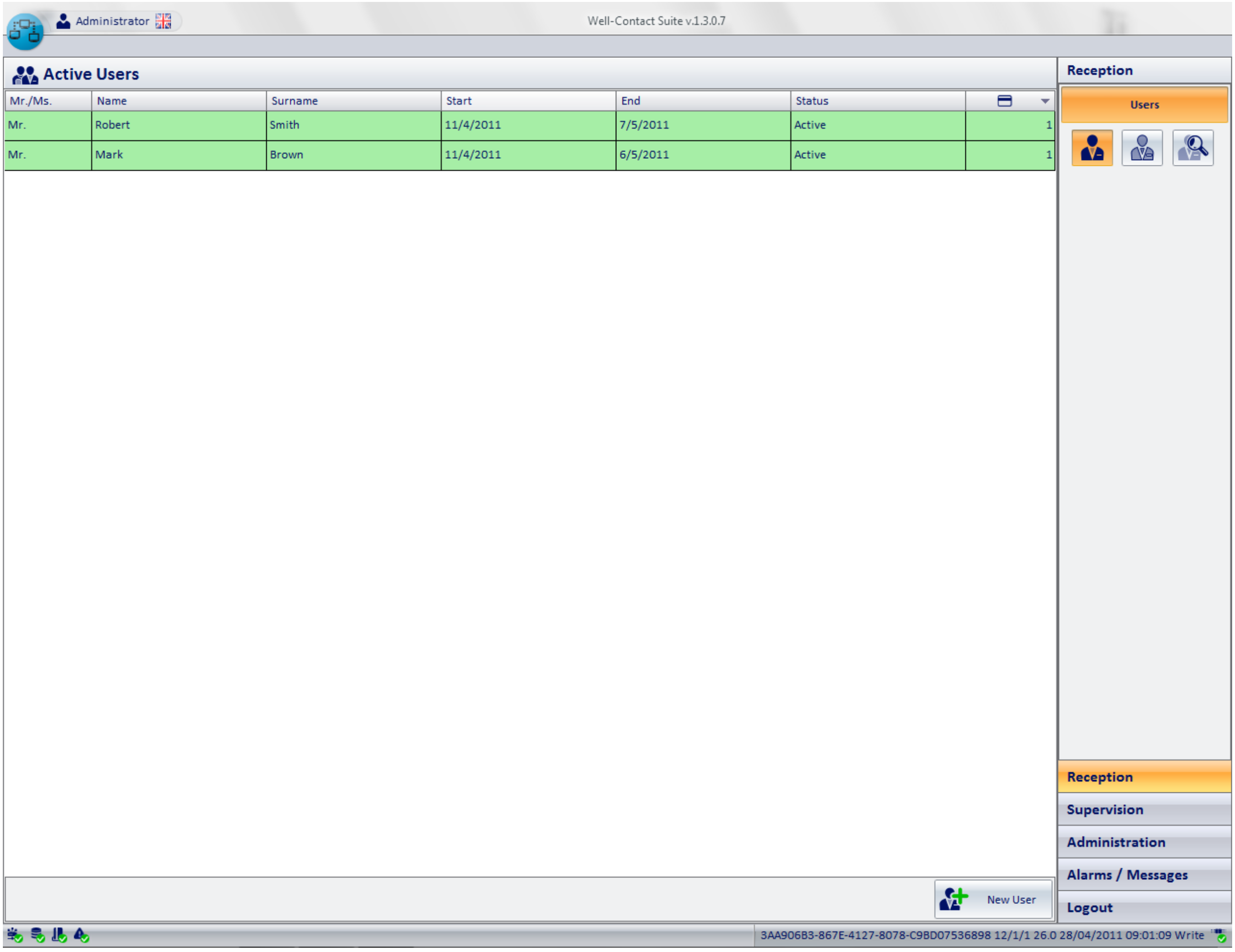
Icon to activate the configuration menu

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 "Users" subsection

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



From the Users window you can see the following areas:

- The users list
- The "New User" button.
- The button for selecting the "Active Users"
- The button for selecting the "Users Archive"
- The button to search for a user

The users list

The users list consists of a table whose rows represent the users (one row for each user) and whose columns display the main users data.
The section reserved for the users list may take two main aspects:

- List of "Active" users
- List of "Archived" users

The difference between the two views regards the users data represented by the columns of the table.
This is because, depending on the status of the user (active or archived), it makes sense to consider some of the data rather than other types.
The "Active" or "Archived" users can be selected pressing the buttons to choose the category of users to view, located under the button for choosing the "Users" sub-section of the "Reception" section. These buttons are described in the chapter Buttons for toggling the users 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 users (in the Users list) status

As mentioned above, the Well-Contact Suite software associates a status to every user that has been included in the software itself.
In the chapter *Users Status (User Detail section)* each possible status of a user based on the possession of at least one active access card, has been reported in a table.
The users status changes automatically, depending on the operations carried out through the Well-Contact Suite software.
In the users list, aside from each status previously described, further information regarding the date checks on the validity of the access cards assigned to the user.
In the users list are then shown the following statuses:

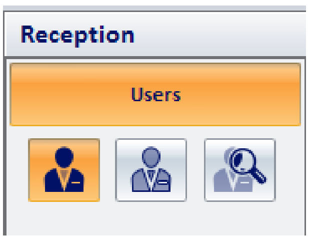
Possible users statuses			
Status	**Status color**	**Description**	**Displayed in the list:**
Active		User data has been entered into the database. For the user has been created and activated at least one card.	Active Users
Overtime		For the user has been created at least one card whose validity has expired (and thus does not allow the access for which it was created anymore) but the user has not yet been checked out. This situation is made known by the software through a warning message.	Active Users
Locked		From the "Active" status of check-in, all rights of access to the cards assigned to the user have been temporarily revoked. The cards that give access to the environments have not been deleted but they have been temporarily disabled (You can re-activate the cards with the operation of "unlock").	Active Users
Archive		Customer data has been entered into the database, and at the moment no active card has been assigned. It the typical condition of a user who was assigned an active access card which was later revoked. Or the user personal data have been included, but no card has yet been created.	User Archive

The "Active Users" list

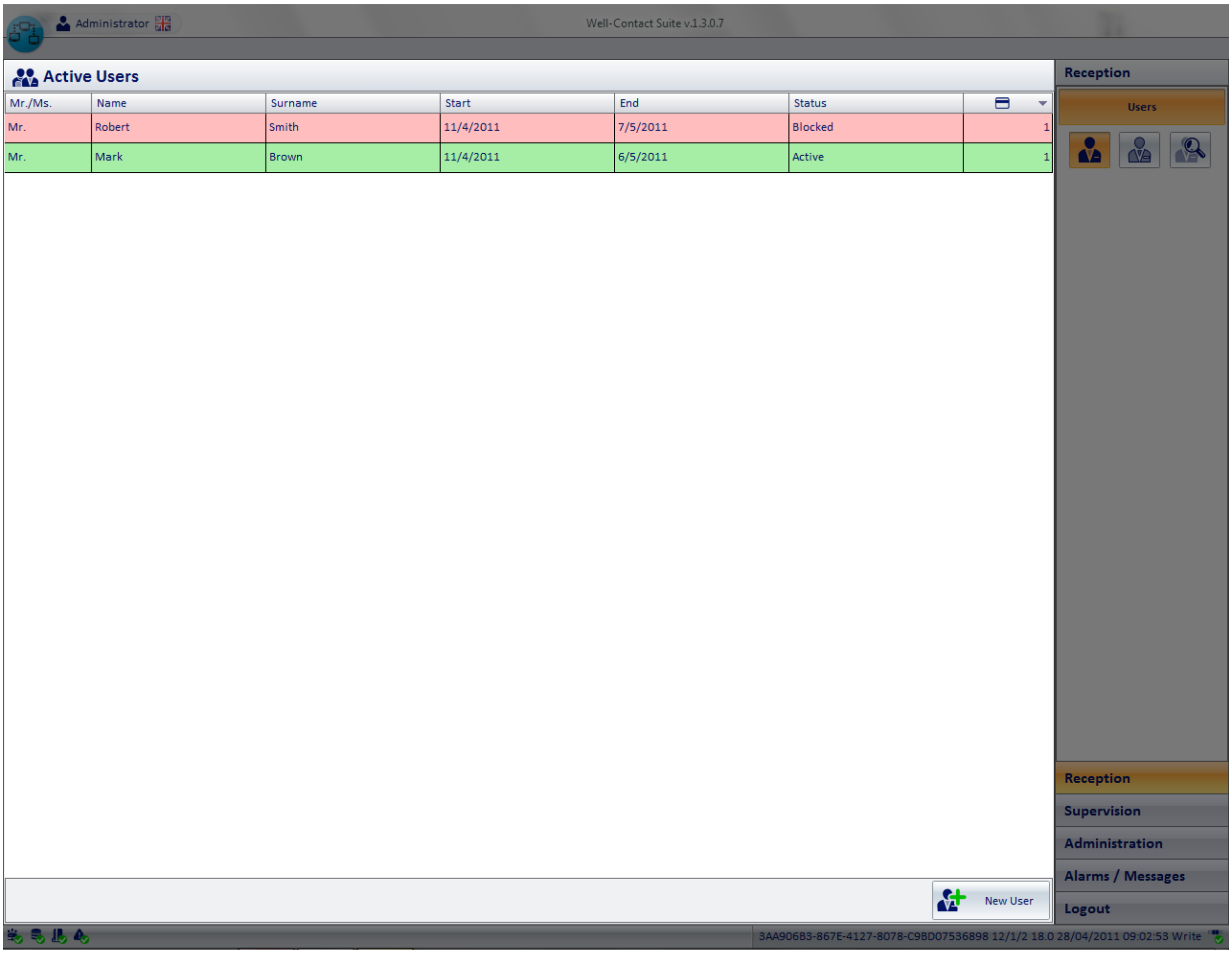
The "Active Users" list shows all the users currently having one of the following statuses:

- Active
- Locked

To view the Active users, select the button shown in the picture below, under the "Users" button in the "Reception" section.



Each user status in the Active users 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 users.



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

- ***Title.***
- ***Name.***
- ***Last name.***
- ***Start***. Beginning of validity of the access cards associated with the user.
- ***End***. End of validity of the access cards associated with the user.
- ***Status***. User status (see chapter *The users (in the Users list) status*).
- ***Number of assigned cards***. Number of access cards associated with the user.

Sorting the list

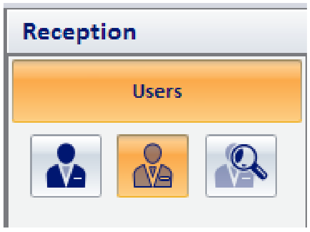
You can sort the list of users with reference to any of the columns of the table.
To sort based on a specific column data, (left) click the description box of the column.
For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

Viewing user details

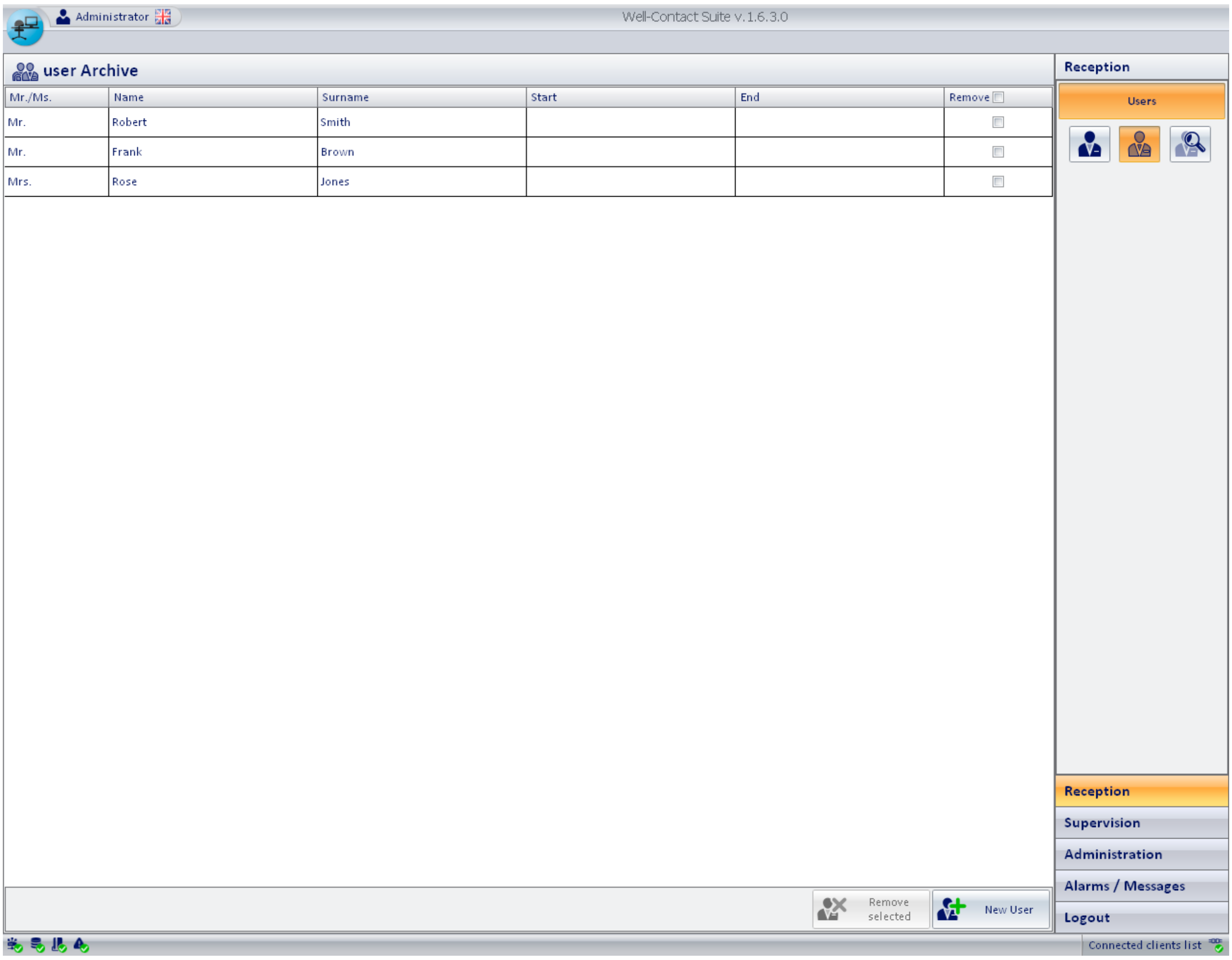
From the users list you can switch to the users detail view (that displays personal data and access cards assigned), pressing (left-clicking) the corresponding row in the users list.
To return to the users list (left) click the "Users" button of the "Reception" section.

The "Users Archive" list

The "Users Archive" list shows all the users with the "Archived" status, or the list of users whose data was included in the Well-Contact Suite software but don't have an "Active" status.
Typically, the users who have been previously assigned active access cards, or the users whose data has been entered but not yet associated with any active access card.
To view the Archived users, select the button shown in the picture below, under the "Users" button in the "Reception" section.



The following picture shows the archived users window.



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

- ***Title.***
- **Name.**
- ***Last name.***
- **Start**. Beginning of validity of the last access cards associated with the user.
- **End**. End of validity of the last access cards associated with the user.
- **Status**. User status (see chapter *The users (in the Users list) status*).

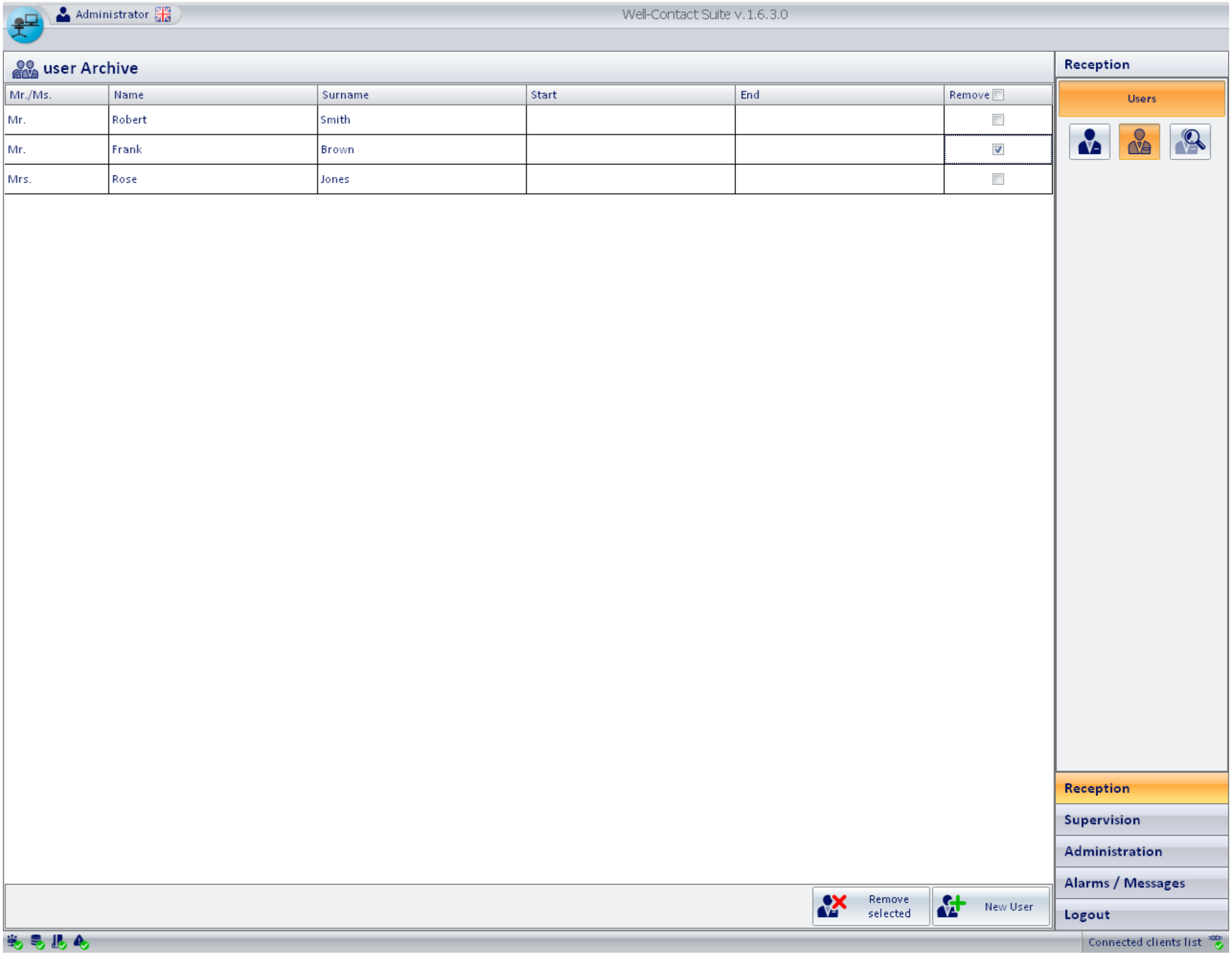
The Reception section

Sorting the list

You can sort the list of users 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 user details

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



The “New User” button

Pressing the "New User" button you can go to the subsection "User Detail" with a blank card to enter a new user's data.

Note: When inserting the last name of a new customer, 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 user 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 users list view editing buttons

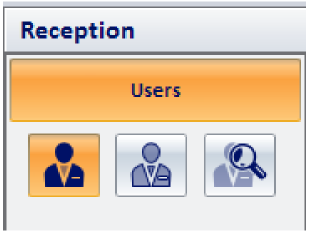
As seen in previous chapters, in the area below the "Users" button (which allows access to the homonymous subsection of the "Reception" section) there are three buttons which have the following functions (starting with the left button):

- The button for viewing the "Active Users" window
- The button for viewing the "Archived Users" window
- The button for searching users

The Reception section

The button for selecting the "Active Users"

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



The button for selecting the "Users Archive"

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

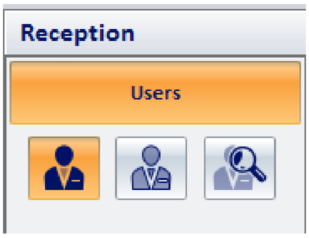
The button for searching users

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

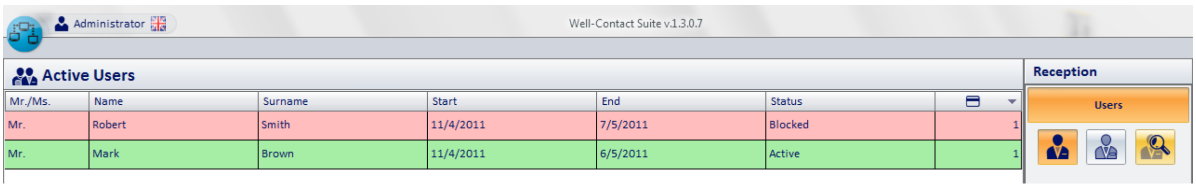
Searching users in the active users list

To search for users in the Active users list do the following:

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

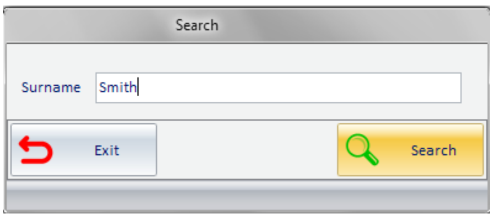


2. Press the search button as shown in the picture below.



A window for entering the last name of the user to search appears.

3. Enter the last name of the user 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.

The Reception section

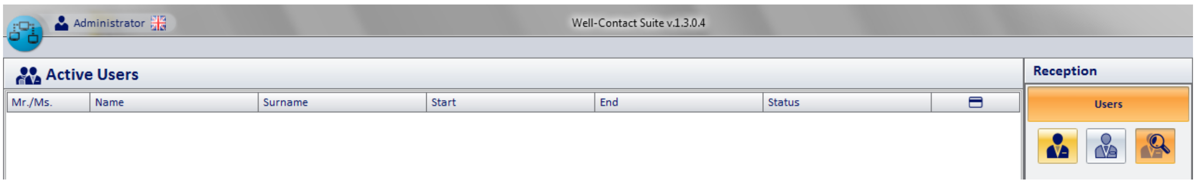
1. After pressing the "Search" button, the Well-Contact Suite software searches for the last name of the user in the selected list. The search ends with the display of the list of users that show the last name entered in the search window, in the "Last Name" field.

   Notes:

   a. If the search does not give positive results (there are no "Active" users in the database with the last name searched), the list will not contain any rows.

   b. If there are more users 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.

2. To return to view the entire list of "Active" users, press the button to select the "Active" users, as shown in the picture below.



Searching users in the Archived users list

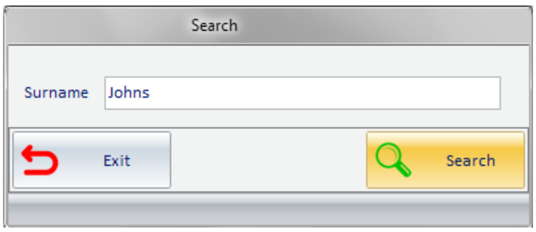
To search for users in the Archived users list do the following:

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

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

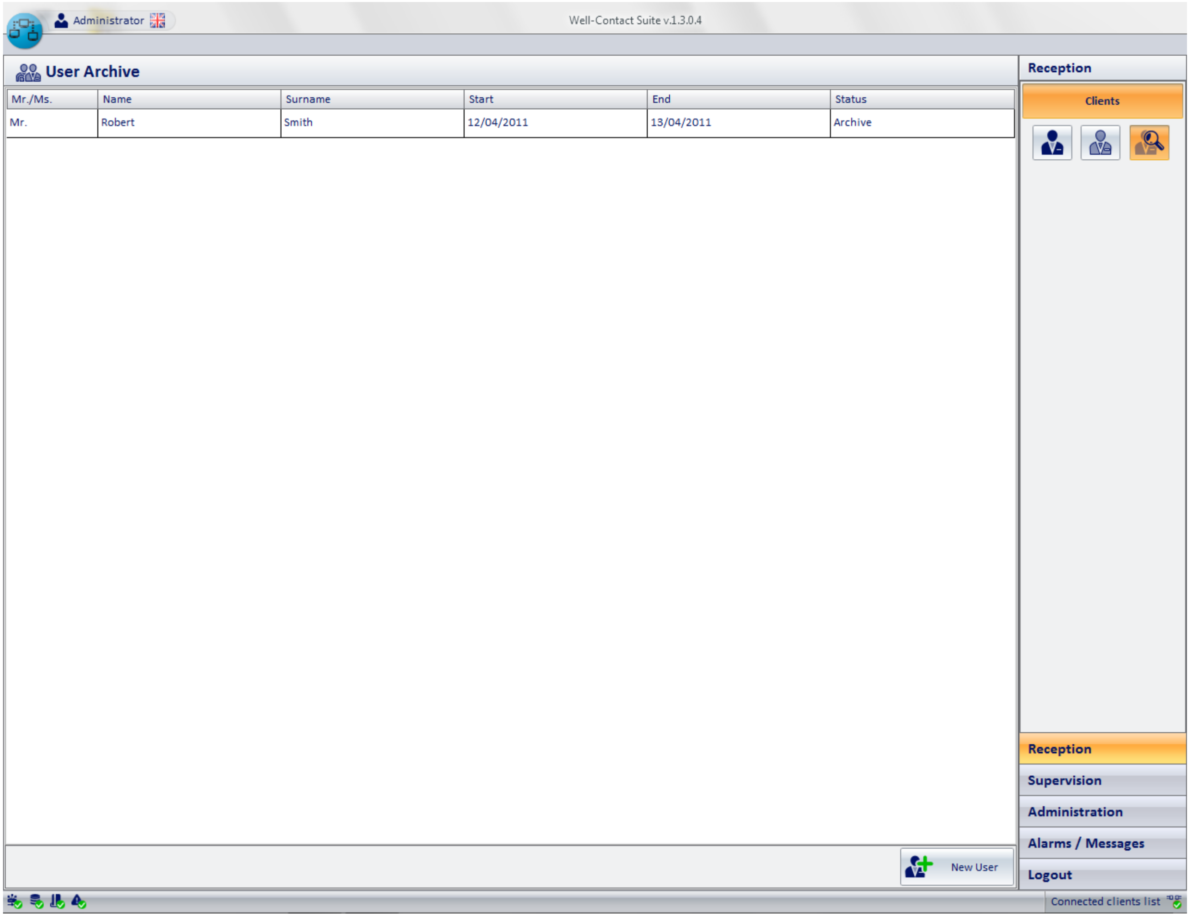
   A window for entering the last name of the user to search appears.

3. Enter the last name of the user 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.

4. After pressing the "Search" button, the Well-Contact Suite software searches for the last name of the user in the selected list. The search ends with the display of the list of users 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 "Archived" users in the database with the last name searched), the list will not contain any rows.

b. If there are more users 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.

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

The "Revoking Access" procedure

The revoking access procedure provided by the Well-Contact Suite software and launched by pressing the "Revoke Access" button from the "User Detail" window, follows these steps:

- Switches the status of the user to "Archived".
- Disables all the cards associated with the user.
  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.
  Access privileges relating to the cards associated with the user are deleted from the management system devices for access control.

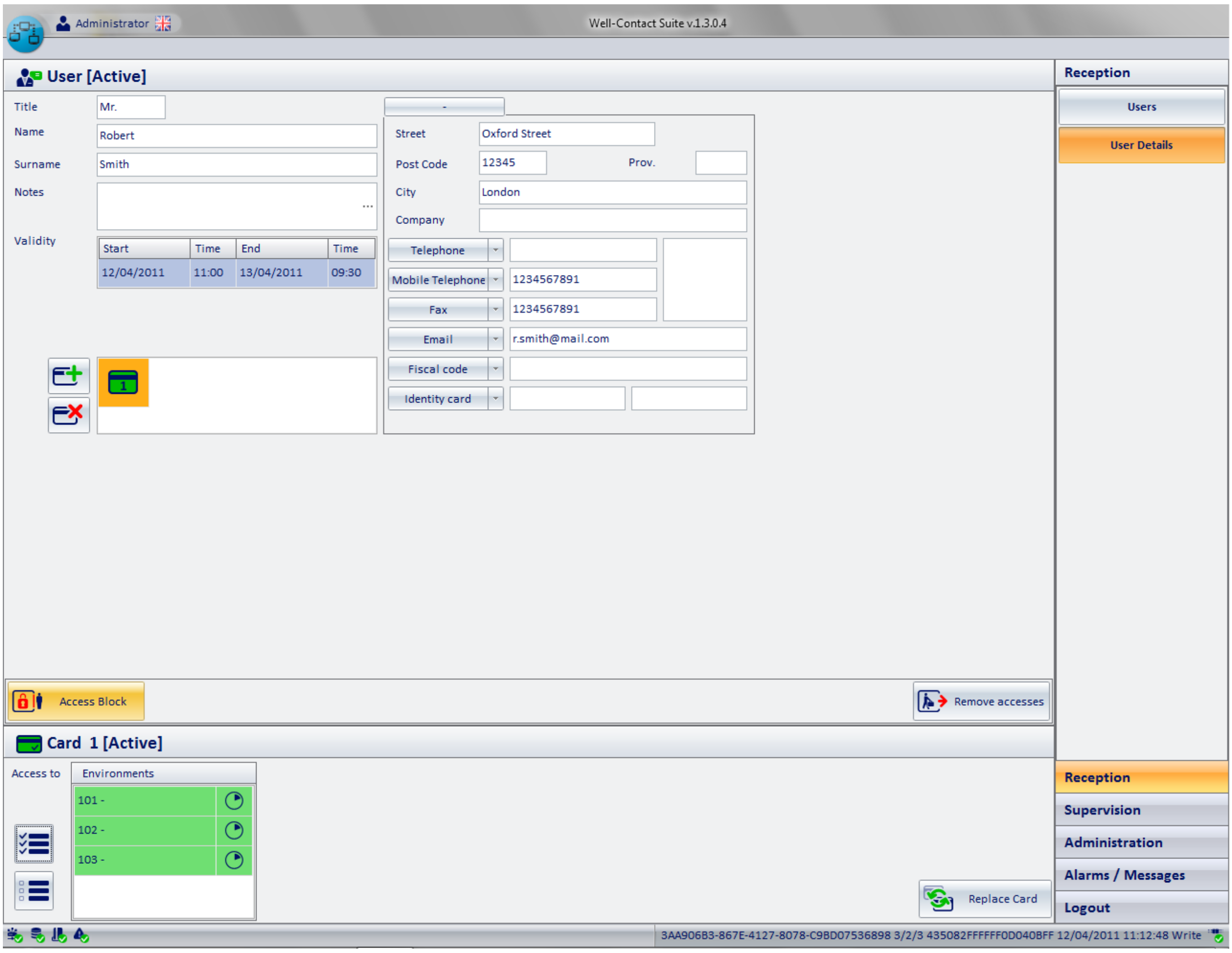
The procedure for revoking access ends with the display of the "User Archive" window, where the user whose access to the structure has been revoked appears.

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

"Locking" user access

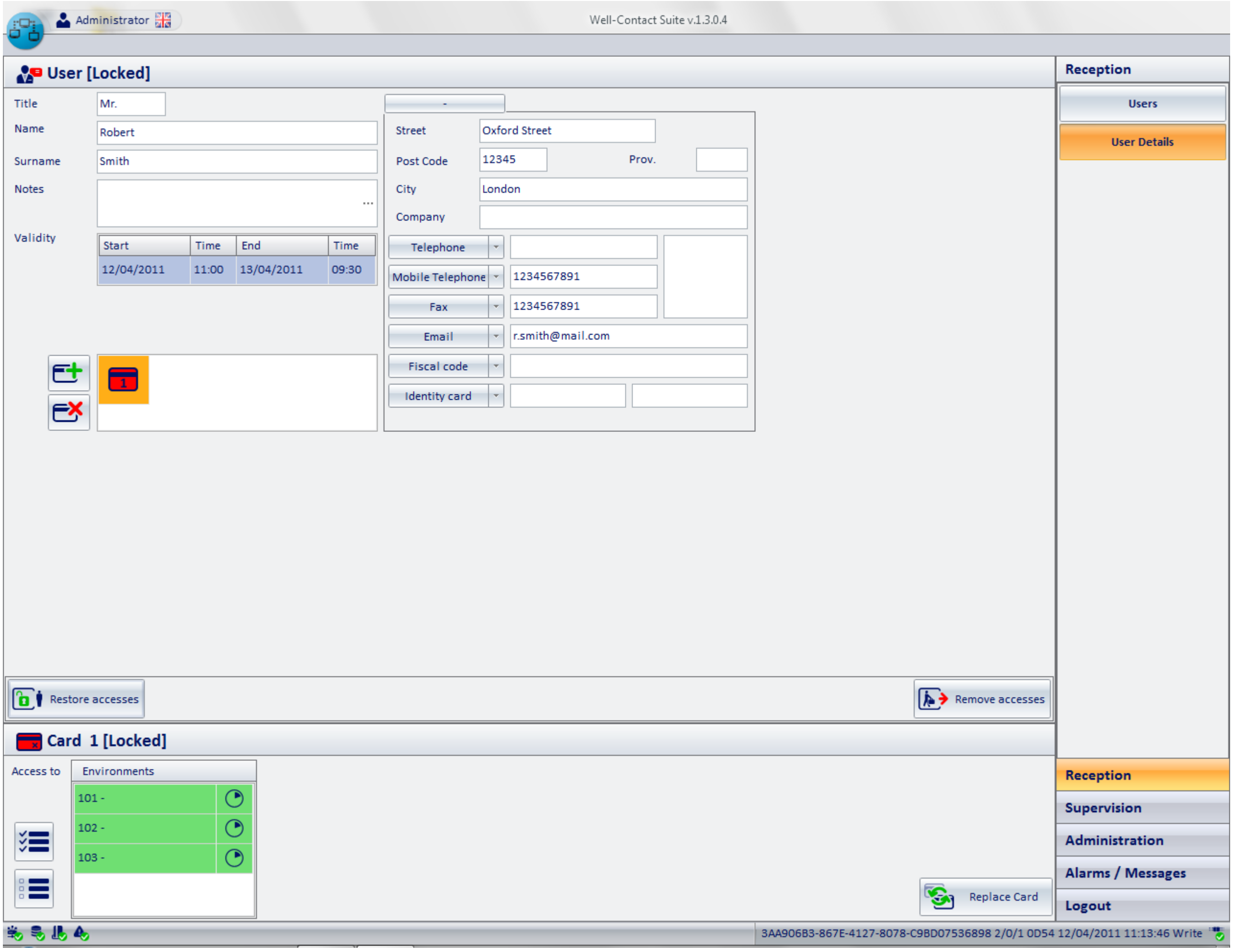
The Well-Contact Suite software provides a command to lock (temporarily, until it's "unlocked") all access to the environments associated with a user who is in the "Active" status.
Under this condition all the cards assigned to the user will be disabled (until they're "unlocked").
Such a function is provided for situations when the administrator of the facility wants to withdraw (temporarily) all access rights granted to a user.
The operation of "Locking access" for a user and related function of "Unlocking access" does not require the programming of the user card (or cards), so it can be done even when the cards are still in the hands of the user.

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

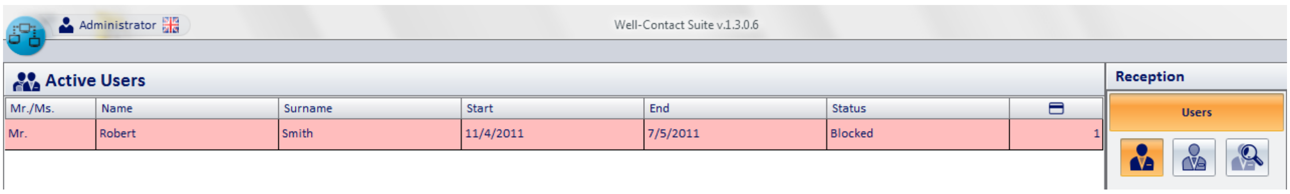


The Reception section

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



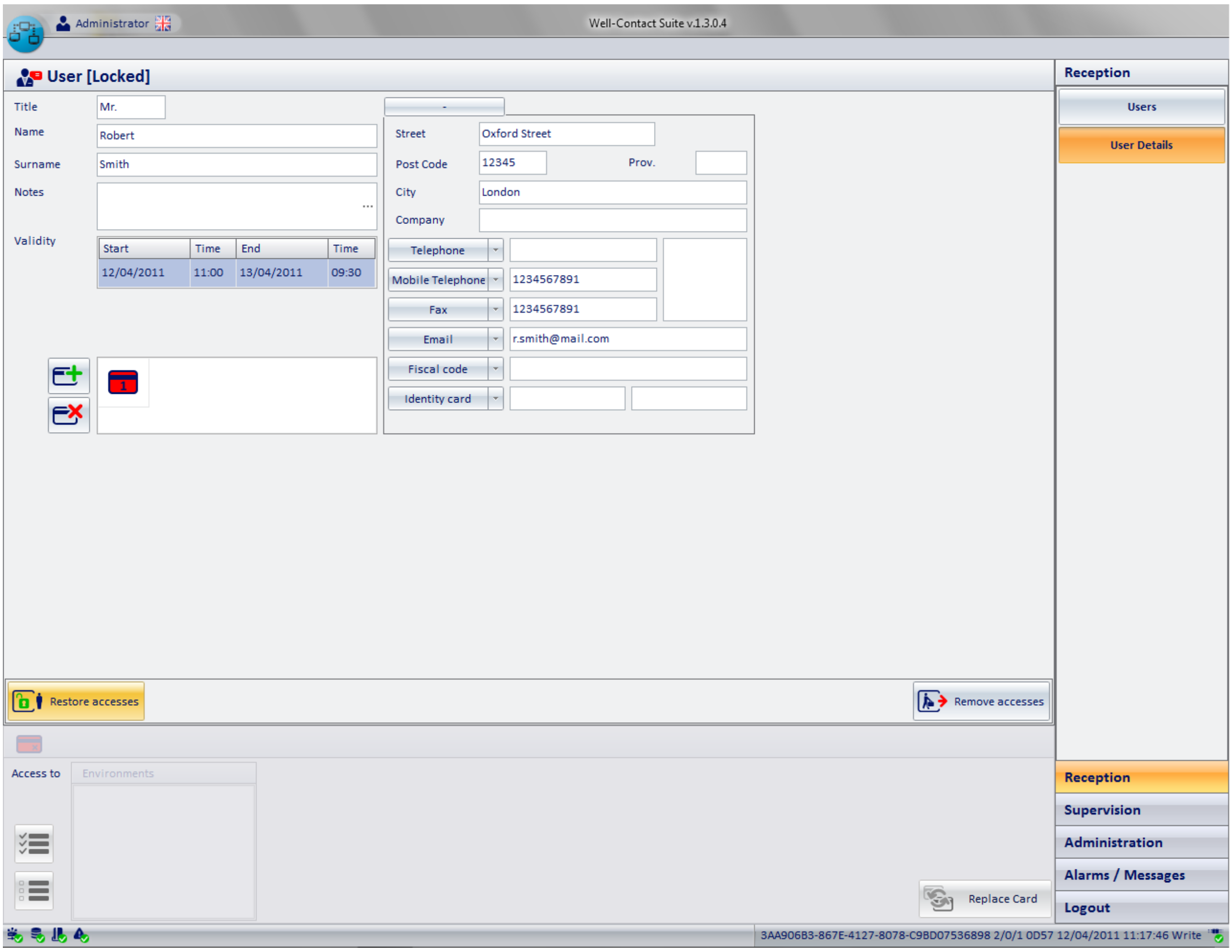
In the user list, a locked user will appear as shown in the picture below.



"Unlocking" user access

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

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



After the "unlocking" procedure, the "User Detail" window and user list take back the normal appearance provided for the "Active" status, 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
- "Functions Masters"
- "Zone Masters"

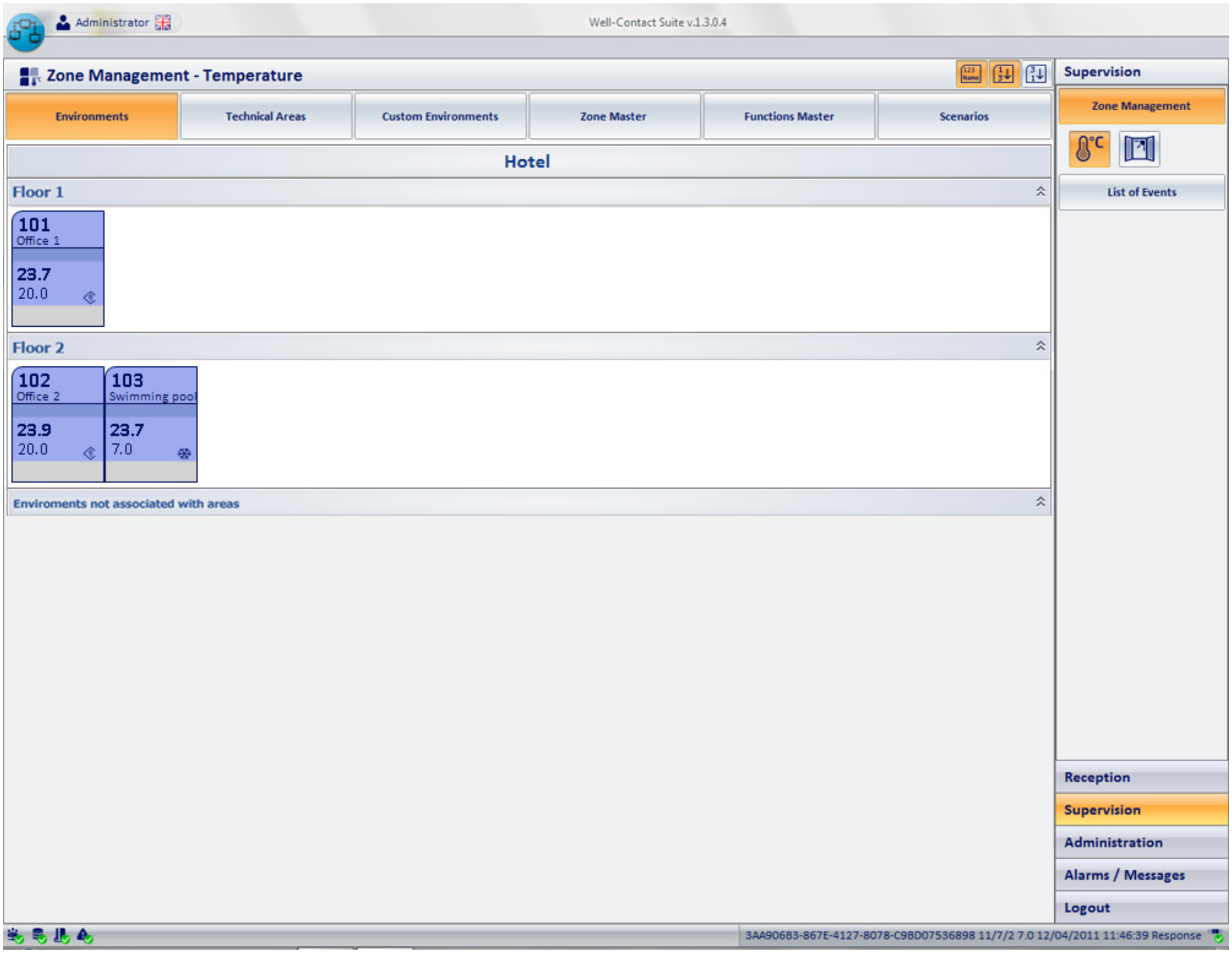
The "Supervision" section, in turn, is divided into two sub-sections, which are described in the following chapters:

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

N.B.: From version 1.27, Well-Contact Suite also enables the management of Thermostat, White dimmer actuator and Roller shutter actuator device types in Vimar’s By-me Plus system.

The "Zone Management" sub-section

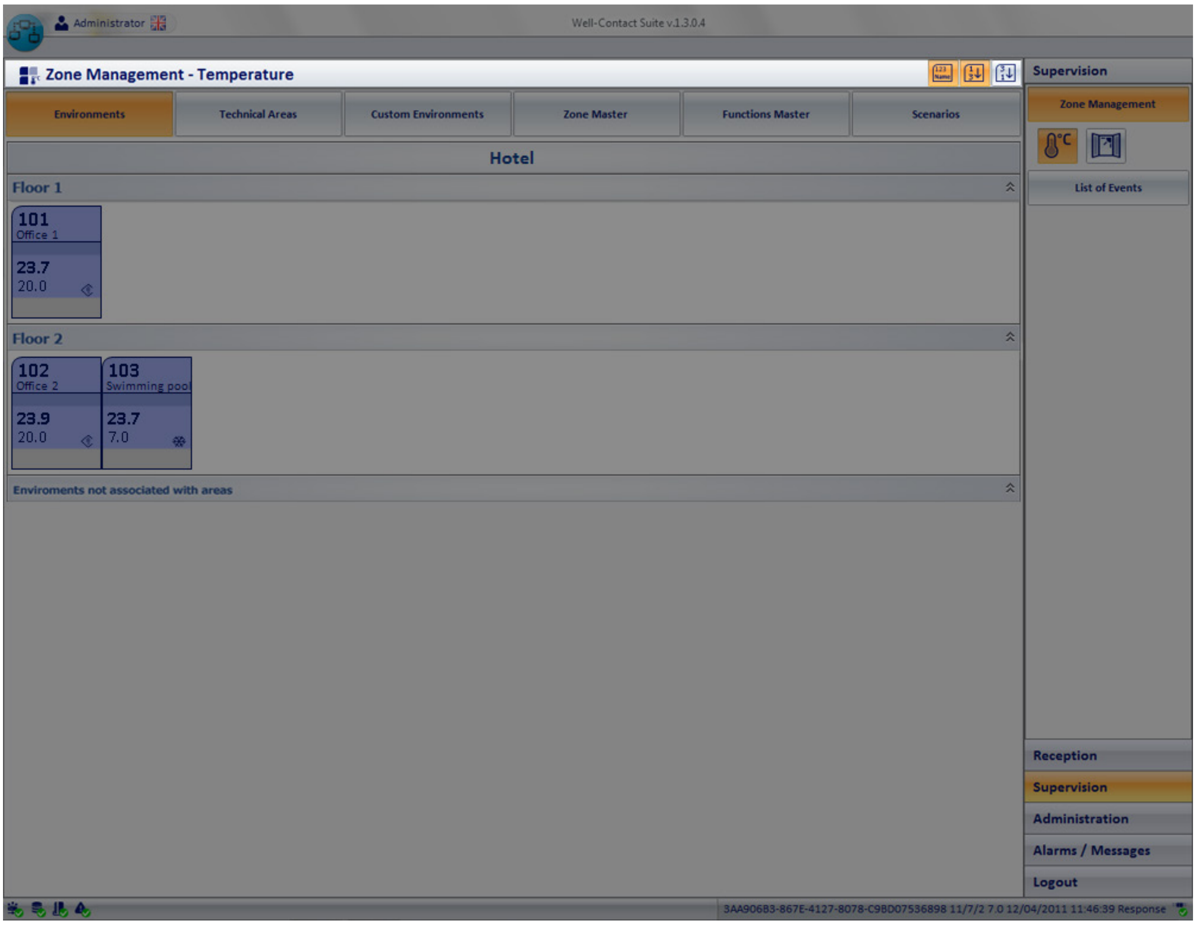
To access the "Zone Management" sub-section, go to the "Supervision" section (by pressing the "Supervision" button) and then press the "Zone Management" button.
The appearance of the "Zone Management" sub-section is shown in the picture below.



The Supervision section

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.



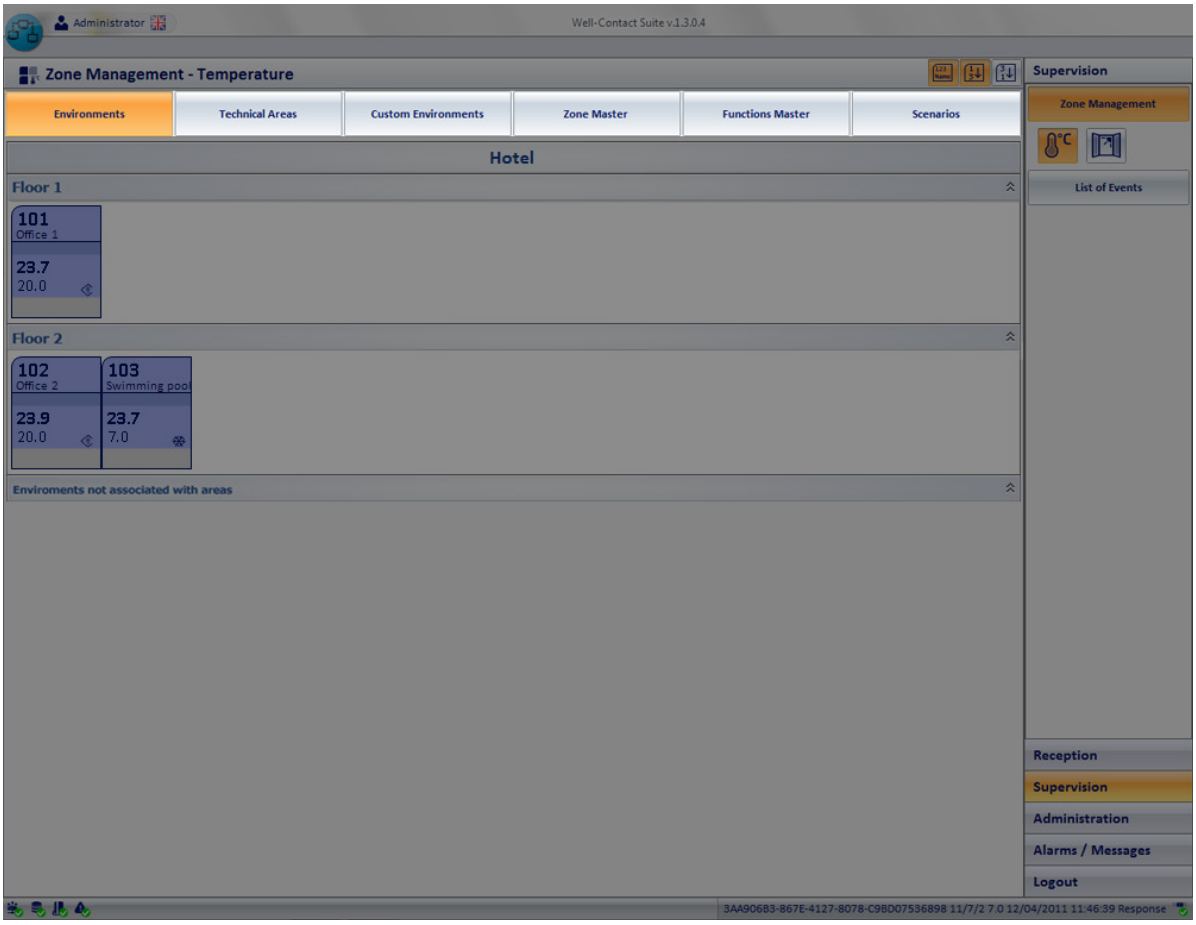
Possible thematic views can be seen in the following table:

Symbol in the Title	Title	Description
	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.

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

Graphical	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 environments.
	Ascending order	Sorts the elements of the area by the number assigned to the environment during the configuration, in ascending order.
	Descending order	Sorts the elements of the area by the number assigned to the environment during the configuration, in descending order.

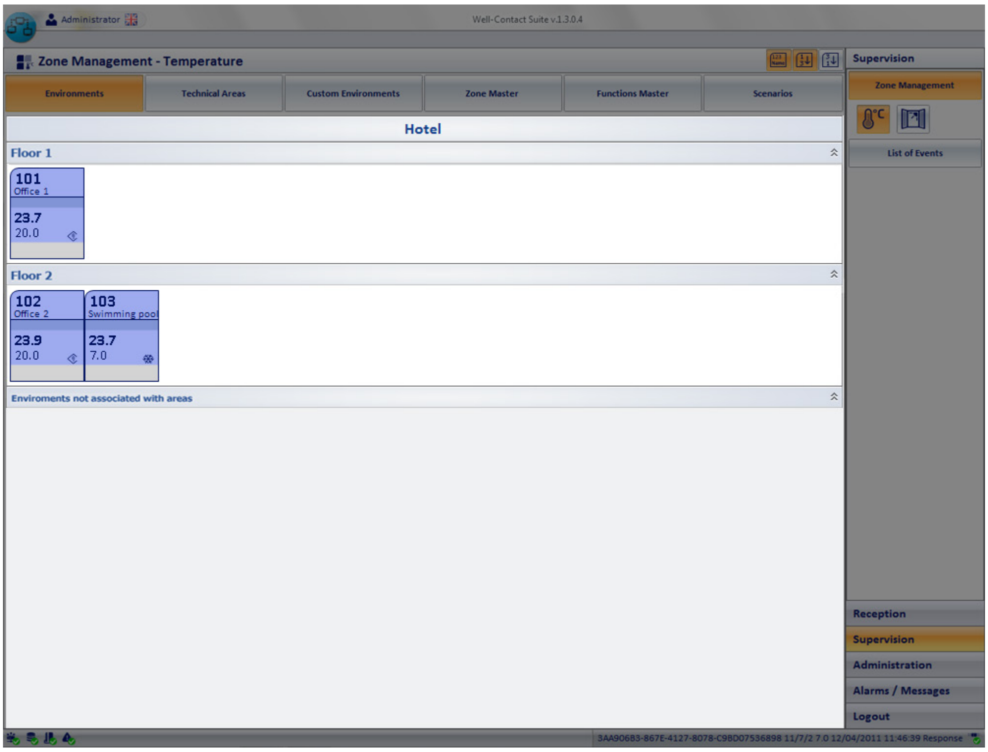
- ***Selection bar of the areas to be displayed.*** It consists of a "tab" list to select the set of areas to be managed.
  All areas are grouped according to common characteristics.



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

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

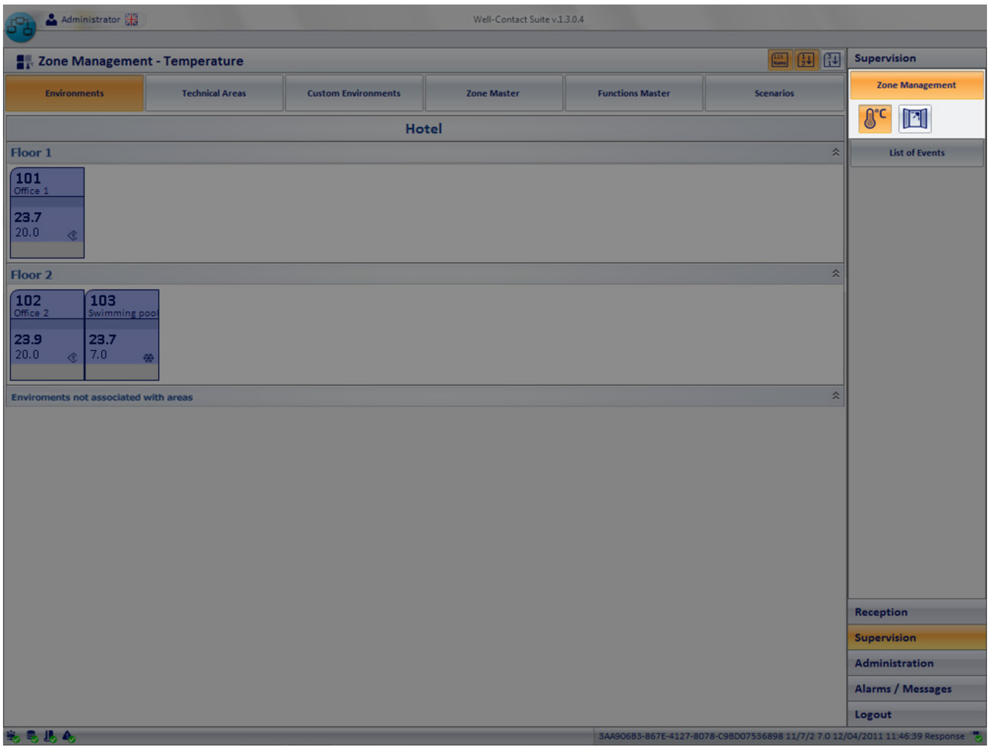
- ***Workspace.*** It is represented by a window where all the selected areas are placed in an orderly manner. Selecting (left clicking) a specific area, you can enter the detail view of the area.



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 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.

The Supervision section

Environments

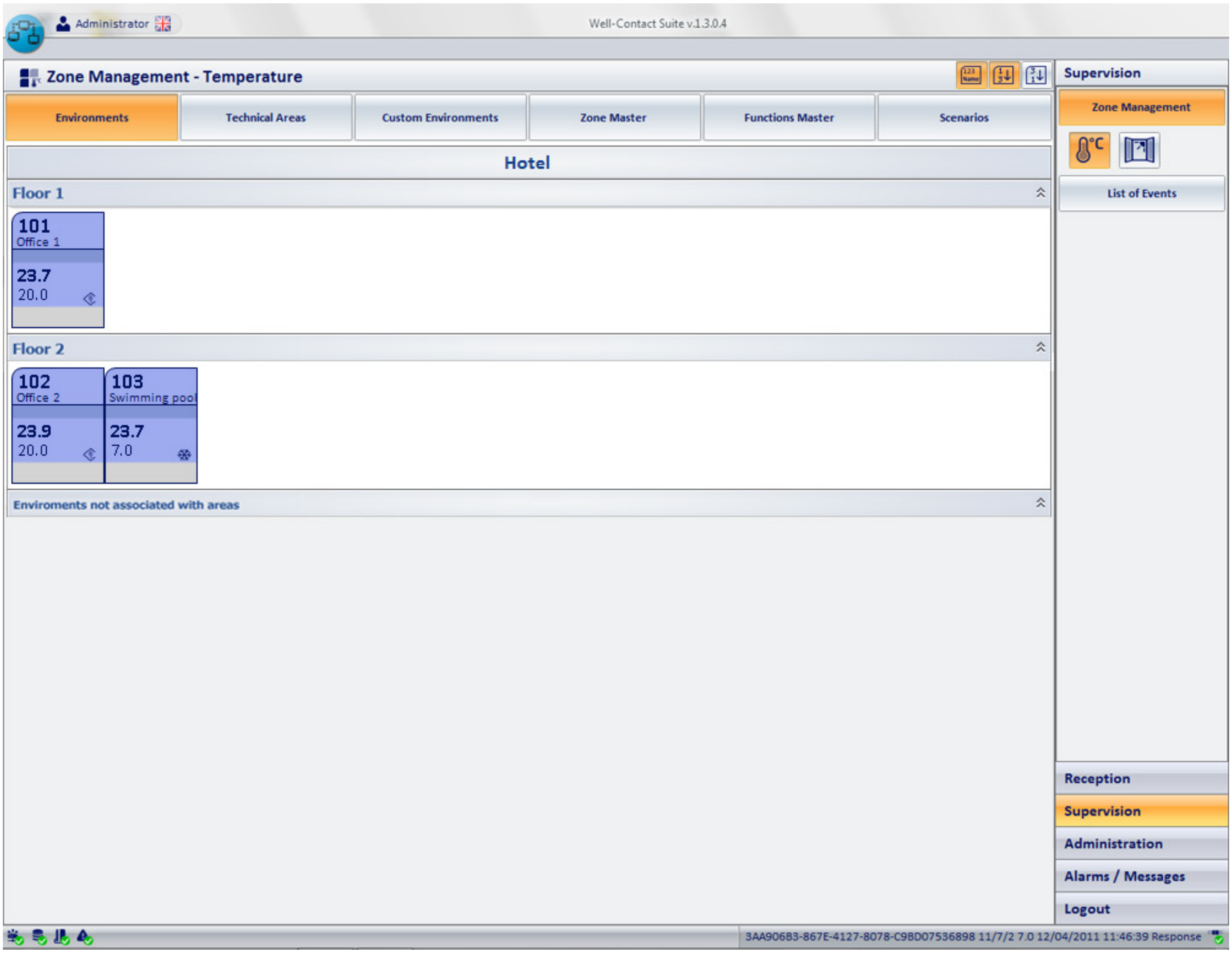
Introduction

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 environments of a facility.
These representations can be selected via the buttons to set "thematic views", as described above.
The symbols representing the environments, apart from the thematic view, take a color depending on the status of the environment.
The following table lists the possible statuses of an environment, in the zones view, with their descriptions.

color	Status	Description
	Environment in "normal condition"	View of the environment in "normal condition", in absence of alarms.
	Alarm in environment (level 1 or 2)	There was a level 1 or 2 alarm in the environment. The alarm is in the status of "unresolved".
	Alarm in 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 environment. The alarm is in the status of "unresolved".

The thermostats view (Temperature)

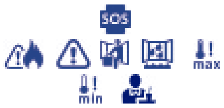
It is the view where each environment is represented by a symbol that sums up the status of the main features of the thermostat, or thermostats, which are inside it.
To select the summary view, press the "Temperature" button from the area including the buttons for setting "thematic views", as shown in the picture below.



In the "Temperature" view, for the representation of the environments 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.

Graphical	Data	Description
	Number of the environment	It's 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.
	Name of the environment	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 ( ).
	Alarms in the environment	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: • : Request for assistance from the customer • : Fire Alarm • : Technical alarm • : Intrusion Alarm • : Flooding danger alarm • : Temperature is too high alarm • : Temperature is too low alarm • : Service in room request alarm

- ***Area of the summary symbols of the thermostats in the common area***
  For each thermostat in the room is placed, in this area, the summary graphical symbol of Vimar's Well-Contact system's thermostat and, starting 1.27 of Well-Contact Suite version, also of the By-me plus system by Vimar (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 environment entering as many " thermostat modules" as the actual thermostats installed (and configured) in the environment.

  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 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 and for the thermostats in Vimar's By-me Plus system.

- **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
off	OFF

N.B.: the By-me thermostats envisage two operating modes: Automatic and Timed manual. These modes are used in residential systems. In the event that these thermostats are in one of the above operating modes, Well-Contact Suite still represents their status with a specific background colour and a specific operating mode icon. Please refer to the chapter entitled “The new “simplified” widget for thermostats in Vimar’s Well-Contact Plus and By-me Plus systems” for the related description. The colour and icon of the mode used in the “compact” widget are the same as those used in the “simplified” widget.

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

Graphical	Data	Description
	Presence of user card in a pocket reader	If a pocket transponder reader is installed in the environment (usually installed in hotel rooms to handle the "presence"of customers (or staff) in the room and usually not installed on tertiary sector's systems), it is possible to view the information related to the user card inserted in the pocket transponder.
	Presence of staff card in a pocket reader	If a pocket transponder reader is installed in the environment (usually installed in hotel rooms to handle the "presence"of users (or staff) in the room and usually not installed on tertiary sector's systems), it is possible to view the information related to the user card inserted in the pocket transponder.
	Do Not Disturb	Although it isn't generally used in the tertiary sector, if the device is configured with such function (using the KNX ETS3 software), you can view the "Do Not Disturb" information.

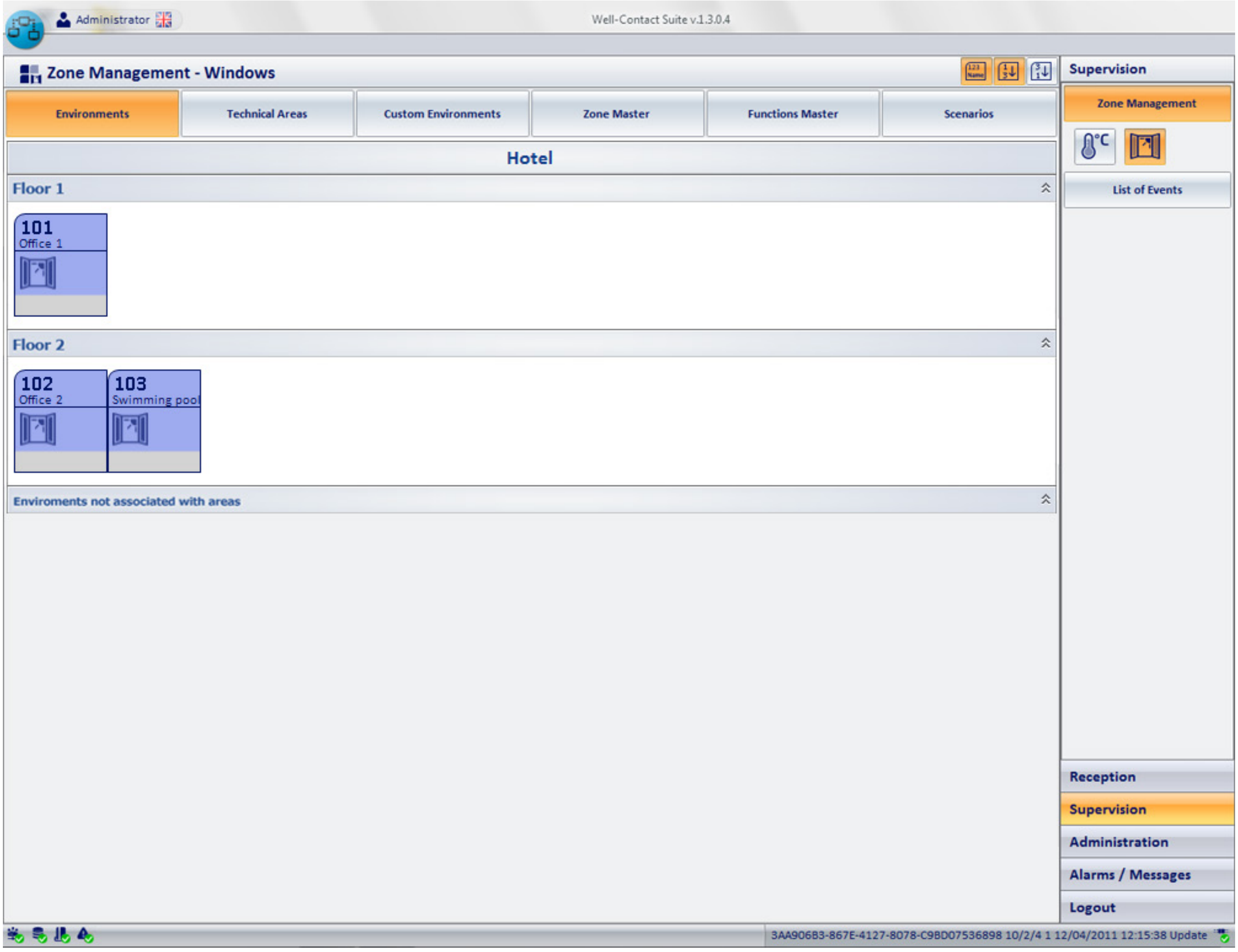
Note : In order for the above statuses to appear, it is necessary that the Well-Contact devices are configured correctly during the setup of the system through KNX ETS3 and, where required, during the next phase of the Well-Contact Suite software configuration.

Access to the detail view of the environment

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

The windows opening status view (Windows)

It is the view where each environment 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.



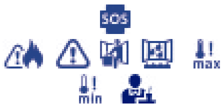
The description of the symbol representing the environment in the view "Windows"

As anticipated, in the "Windows" view, for the representation of the environments 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.

The Supervision section

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.

Graphical	Data	Description
	Environment number.	It's 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.
	Name of the environment	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 ( ).
	Environment Alarms	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: • : Request for assistance from the customer • : Fire Alarm • : Technical alarm • : Intrusion Alarm • : Flooding danger alarm • : Temperature is too high alarm • : Temperature is too low alarm • : Service in room request alarm

- ***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 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 KNX ETS3 and, where required, during the next phase of the Well-Contact Suite software configuration.

Access to the detail view of the environment

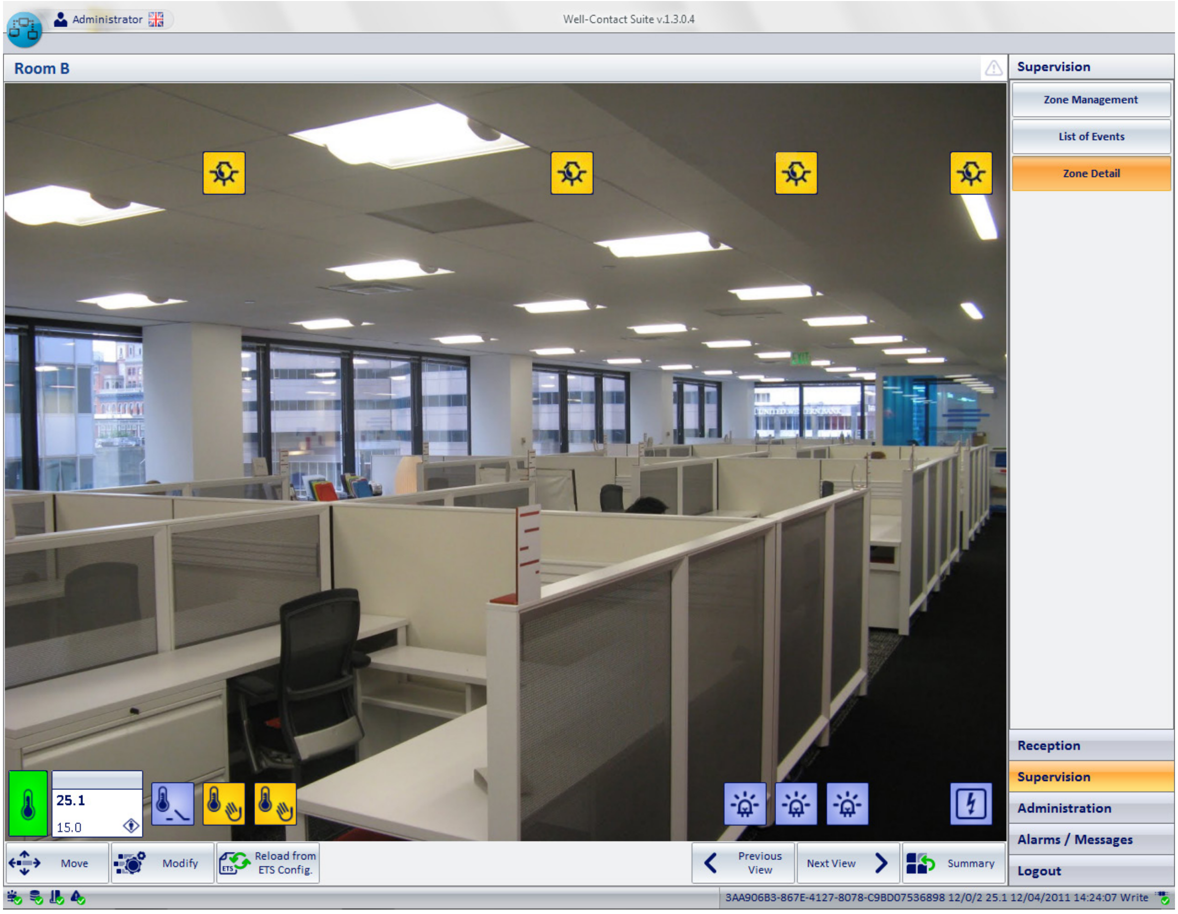
Selecting (left clicking) the symbol representing an environment, you'll access the "detail view" of the environment. The "detail view" of the environment is described in the chapter "*The detail view of the environment*".

Detail view of the custom environment

It is the view that represents the environment in detail, relating to the devices installed on the Well-Contact system.
As mentioned previously, in the description of the "summary thematic views" of the environments, you'll reach the detail view of an environment selecting (left-clicking) the related summary symbol seen in any of the thematic views described in the previous chapters.
From the detail view of an environment you can then go to the detail view of the next and previous environment through the "previous" and "next" buttons, as will be described below.

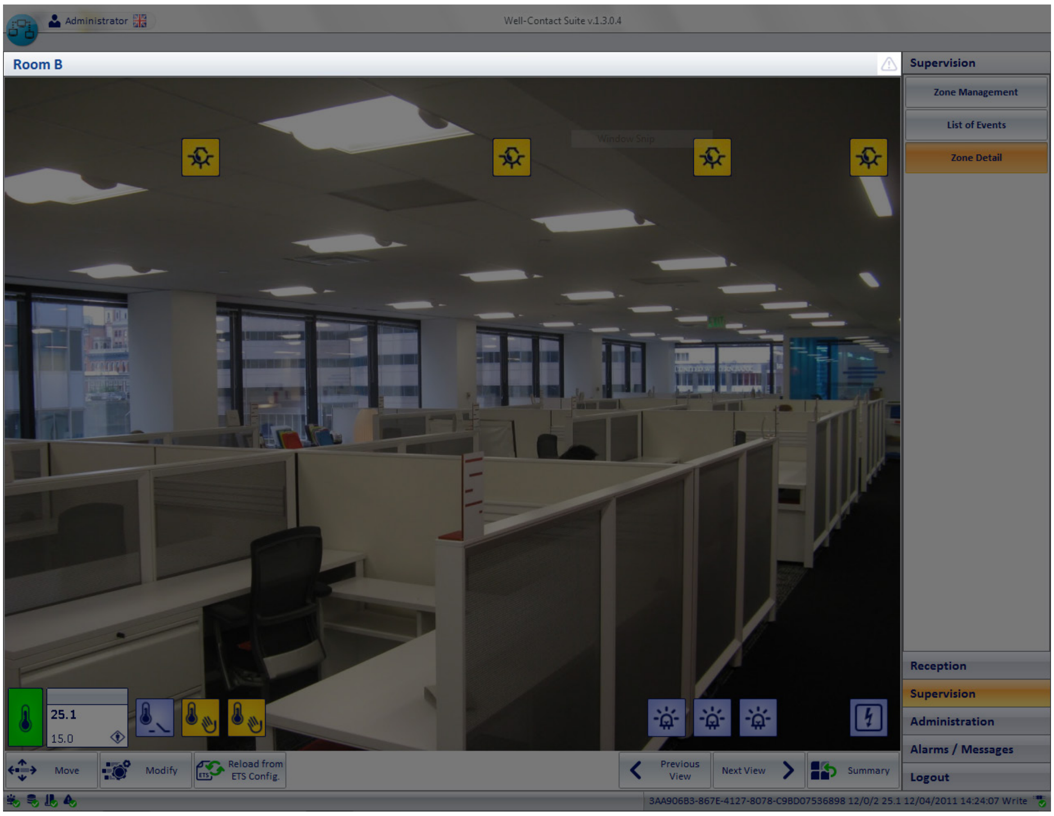
The detail view window of an environment appears as shown in the picture below:

The Supervision section



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

- ***Title bar.*** It consists of the top of the window.



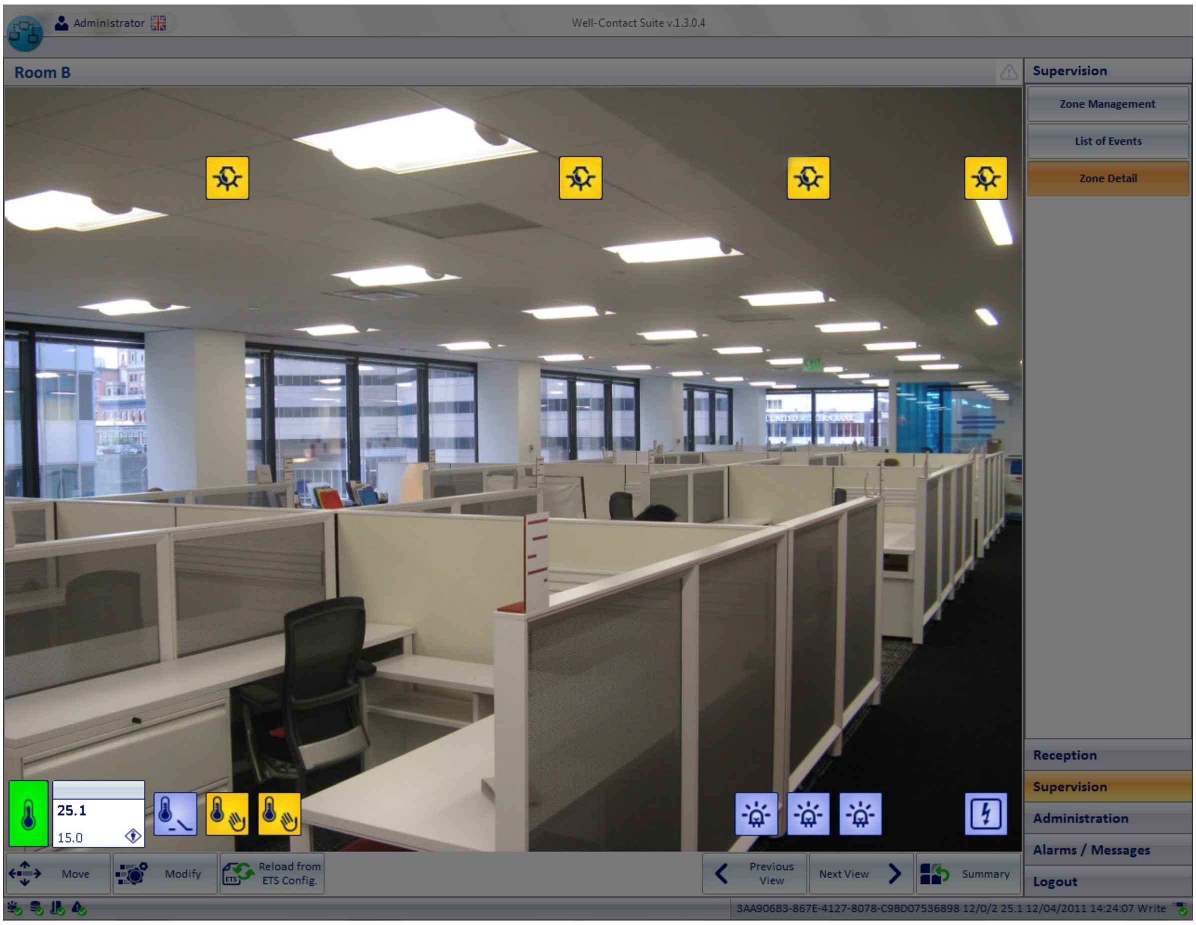
The Supervision section

The left side of the title bar displays the text description of the environment, while on the right there is the group of environment status icons, which are described below:

- ***Alarms status icon.*** This icon shows the status of alarms currently active in the environment:

Graphical symbol	Description
	It is currently active at least an alarm associated with the environment[1] 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 environment.

- ***Workspace.*** It consists of the central area of the window and represents the environment, 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 environment's work space is shown in the picture below.

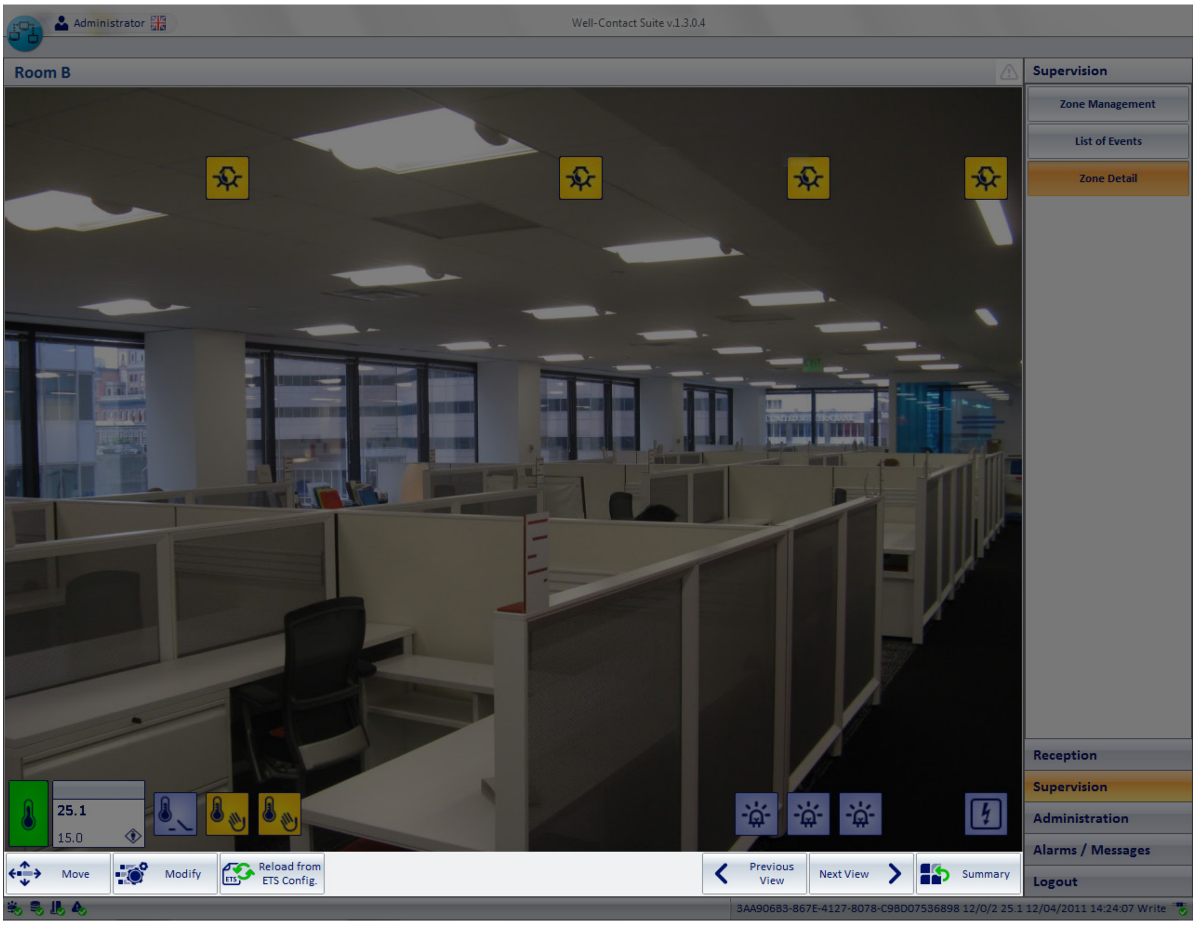


During the configuration you can change the background of the workspace, customizing it by importing an image, to make it easy and fast to interact with the devices in the room.
Even the graphical symbols of the devices, their size and position can be customized during the configuration.

[1]: In order for the alarm status of a device to be associated with an environment 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 any case but will not be associated with any particular environment.

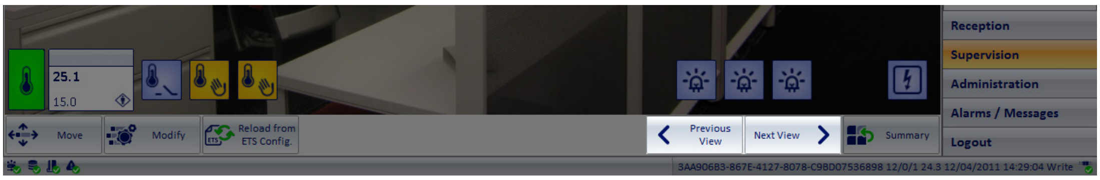
The Supervision section

- ***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.



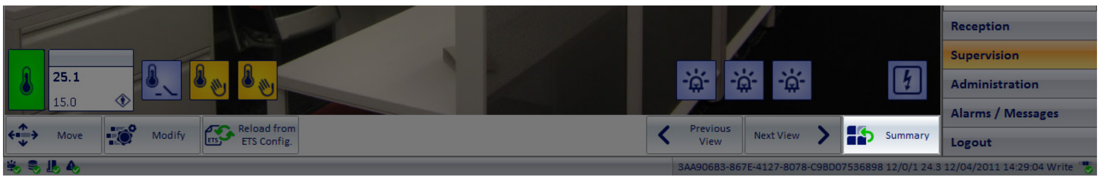
Below is the description of these buttons:

- **Group of buttons to switch to the detail view of the previous or next environment.**

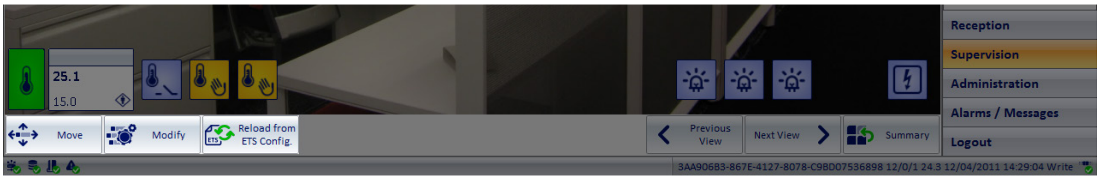


  Using these buttons you can switch to the detail view of the previous or next environment.

- **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.

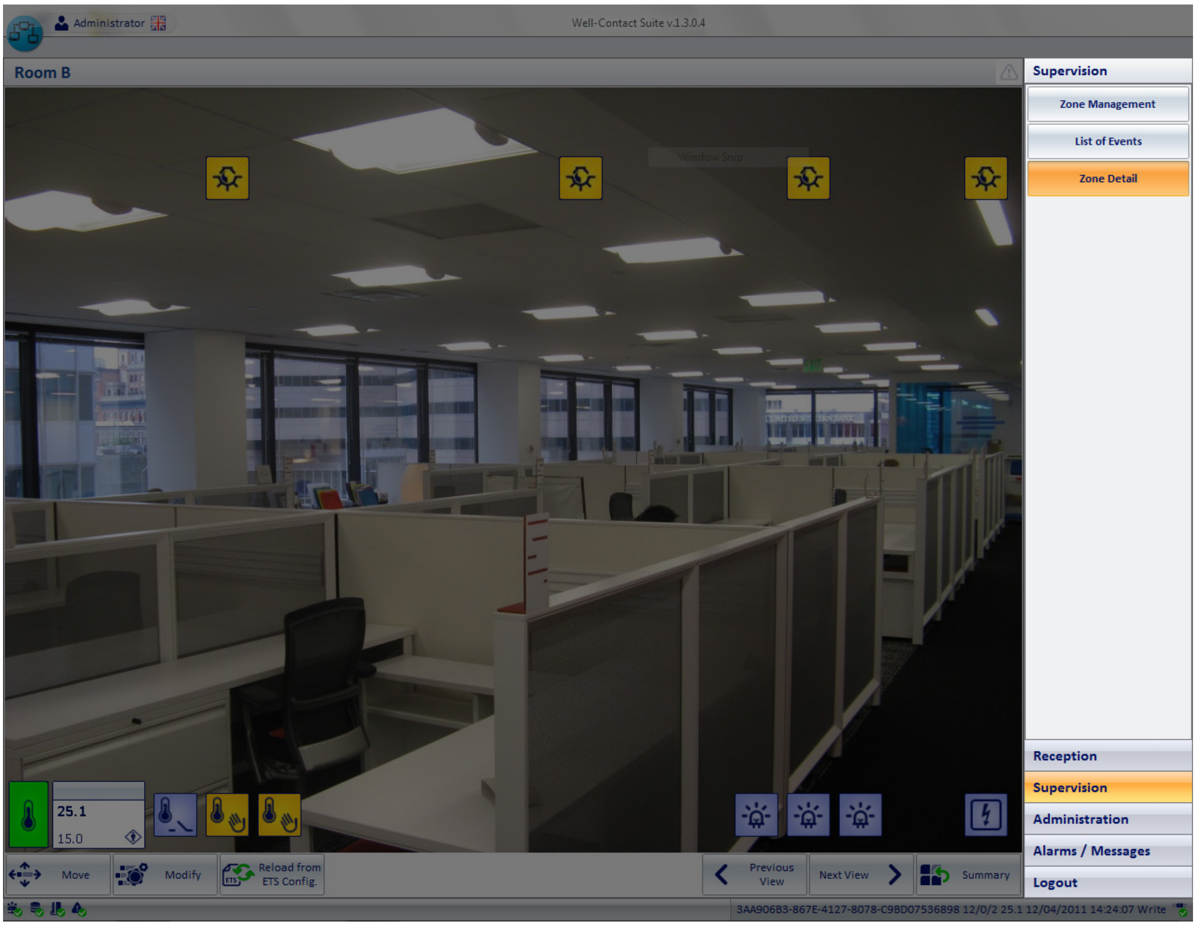


- **Configuration buttons.** These buttons allow you to change the appearance of the workspace, both for the window background, and the devices in the environment. For that part of the configuration, refer to the chapter *Graphical customization of the "detail view" of an environment*.

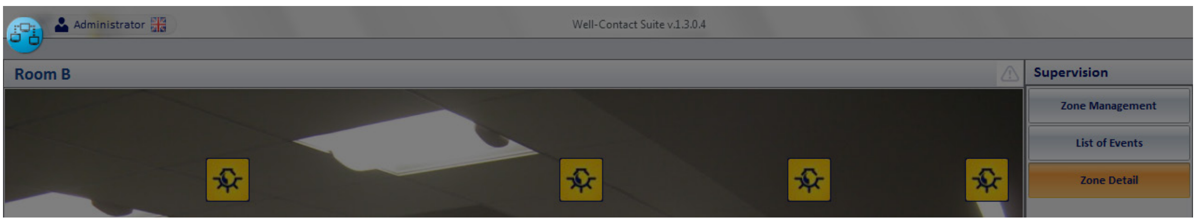


NOTE: These buttons are visible and can therefore be used only if the user is in possession of the required privileges, conferred by the system administrator.

- ***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

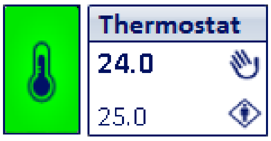
In the detail view of the environment, the devices (or the individual features of a device) are displayed by graphical symbols, through which you can see the status of the device (or of the individual features).
For the management of Vimar thermostats (KNX and By-me), from version 1.27 of Well-Contact Suite, a new graphic object (widget) has been added, which can be chosen as an alternative to the widget already present in previous versions of Well-Contact Suite, allowing you to display and edit the main operating data of Vimar thermostats. Refer to the chapter entitled “The new widget for the management of Vimar thermostats in the environment supervision page” for a detailed description.

The view of the status of a device (in the detail window of the environment) 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.

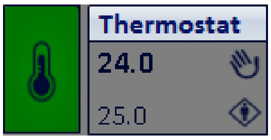
  NOTE: You can change the look of the icons associated with the state of On or Off through the setup process, including the activation of the text field with the description of the device.

- ***Thermostat type devices.*** For all the devices of the thermostat type by Vimar managed by Well-Contact Suite, 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).

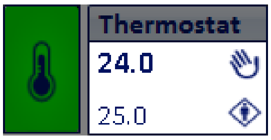


You can distinguish the following parts:

- **Description.** This area displays the description of the thermostat.

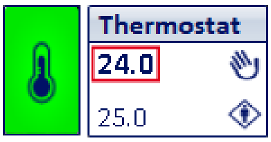


- **Thermostat data.**

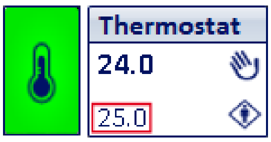


  This area displays the main data of the thermostat.

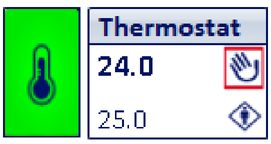
- **Measured temperature.** It is a numeric field that displays the temperature measured by the thermostat.



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



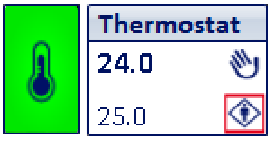
- **Manual setting status (local).** This field displays the symbol of a "hand" if you have made any changes to the set temperature and/or speed of the fancoil through the buttons on the thermostat, when in "Comfort" operating mode.
  NOTE: This information is not available for third-party KNX thermostats.



N.B.: this information is not available for third-party KNX thermostats and for thermostats in Vimar’s By-me Plus system.

The Supervision section

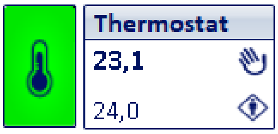
- **Operating mode of the thermostat.** This field displays a graphical symbol that identifies the operating mode of the thermostat.



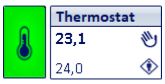
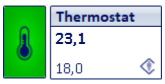
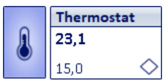
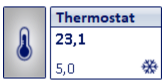
Here follows the table with the symbols displayed and the related operating modes of the thermostat.

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

- ***Icon of the thermostat.***



The background color indicates the current mode of the thermostat, and has the following meaning:

Symbol of the thermostat	Operating mode	Description
	Comfort	The thermostat is operating in Comfort mode.
	Standby	The thermostat is operating in Standby mode.
	Economy	The thermostat is operating in Economy mode.
	OFF/Protection	The thermostat is operating in OFF/Protection mode.

N.B.: the By-me thermostats envisage two operating modes: Automatic and Timed manual. These modes are used in residential systems. In the event that these thermostats are in one of the above operating modes, Well-Contact Suite still represents their status with a specific background colour and a specific operating mode icon. Please refer to the chapter entitled "The new "simplified" widget for thermostats in Vimar's Well-Contact Plus and By-me Plus systems" for the related description. The colour and icon of the mode used in the "compact" widget are the same as those used in the "simplified" widget.

- ***Dimmer type devices.*** For dimmer device types managed by Well-Contact Suite, the device status is provided by the change in the appearance of the corresponding icon, which has two possible statuses: Off and On (indicates a percentage on above 0%) and with the percentage value of the on status (this function depends on the type of device and on the related configuration).
- ***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:

	The rolling shutter is not completely down (not fully closed).
	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 of the automation system.
To control a device, left-click the icon of the device.

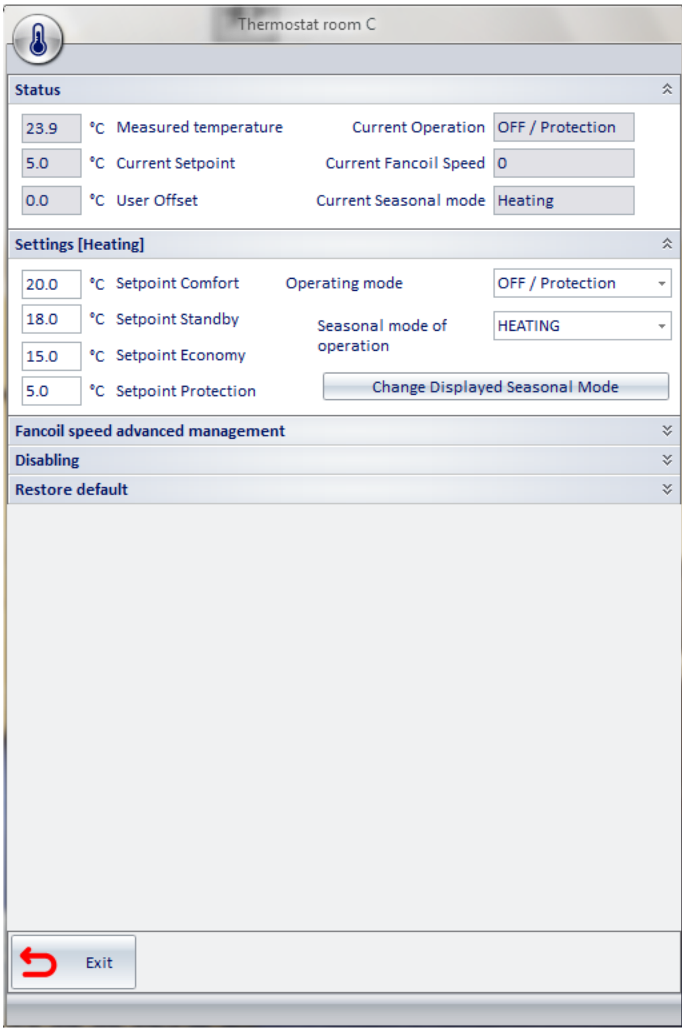
- ***Konnex On/off type devices.*** For all devices whose status is given by one of two values On, Off (or, equivalently, Active/Inactive,…), the status of the device is provided through the variation of the look of the corresponding icon and, if enabled, also by the description of the status itself.
  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).

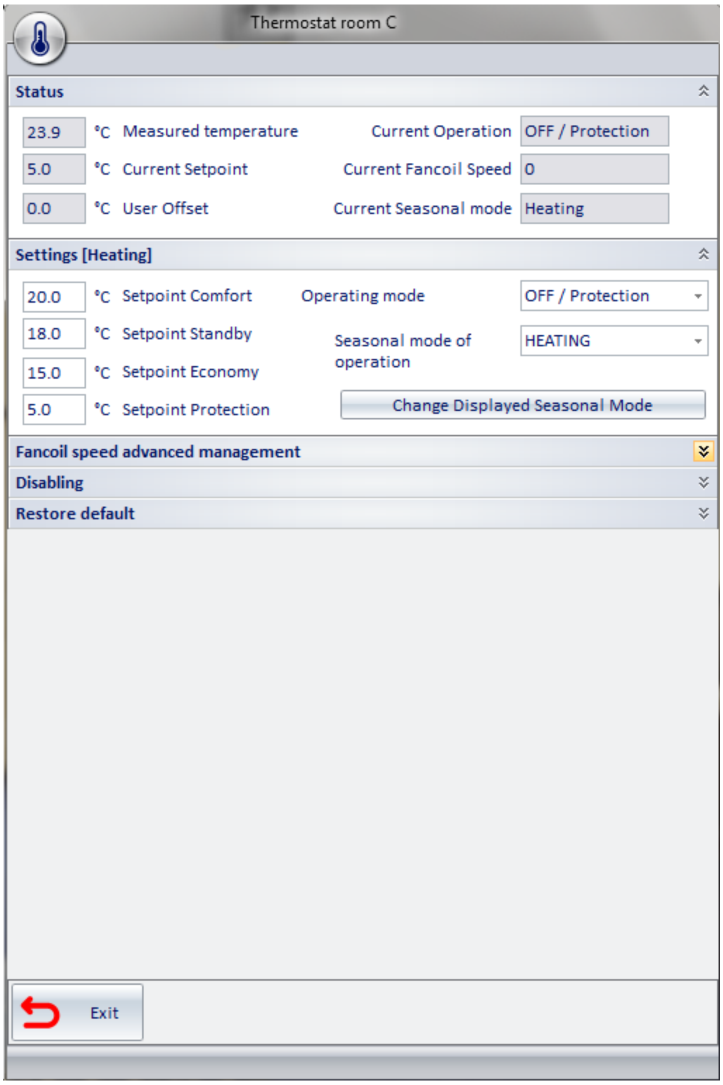
- ***Thermostat type devices.*** For the KNX thermostats in Vimar's Well-Contact Plus system, a complete thermostat management window is envisaged, which will be described below and can be accessed by left-clicking the "compact" widget of the thermostat, or by pressing the icon at the top right of the new "simplified widget" of the thermostat (introduced in version 1.27 of Well-Contact Suite). For the description of the "simplified widget", envisaged for both the thermostats in Vimar's Well-Contact Suite system and the thermostats in Vimar's By-web Plus system, please refer to the chapter entitled **"The new "simplified" widget for thermostats in Vimar's Well-Contact Plus and By-me Plus systems"** in this manual.
  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).



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.

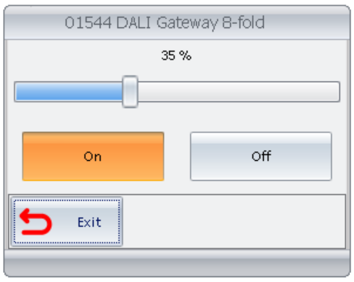
The Supervision section

The following picture displays the "expand" icon of the *Fancoil speed advanced management* panel.



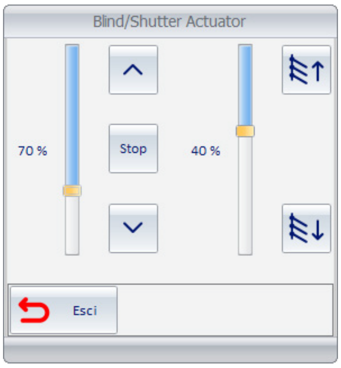
In the chapter *The window for setting the Well-Contact system thermostat*, the window for setting the Well-Contact Plus system thermostat is described in detail.

- ***Dimmer type devices***. For all dimmer type devices managed by Well-Contact Suite 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 T**he window for setting the Well-Contact Plus system dimmer**, the window for setting the Well-Contact Plus system dimmer is described in detail. From version 1.27 of Well-Contact Suite, the same widget can be used to manage the dimmers in Vimar's By-me Plus system.

- ***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).

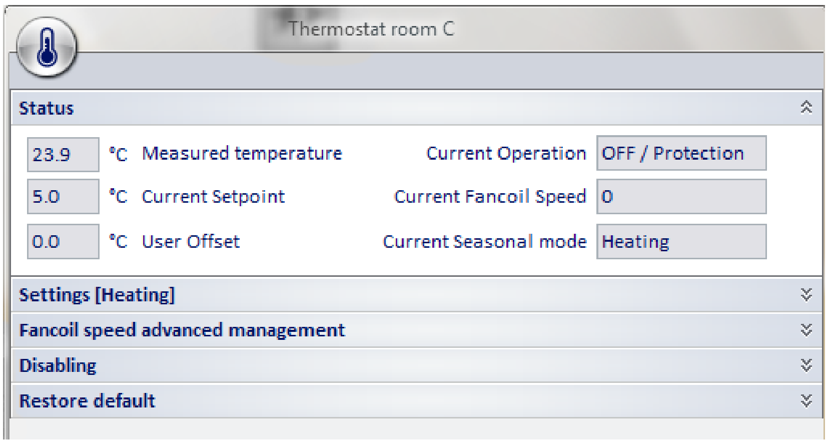


In the chapter **The window for setting the Well-Contact Plus system rolling shutters**, the window for setting the Well-Contact Plus system rolling shutters is described in detail. From version 1.27 of Well-Contact Suite, the same widget can be used to manage the roller shutter actuators in Vimar's By-me Plus system.

The window for setting the Well-Contact system thermostat

As mentioned previously, the window for setting the Well-Contact system thermostat is divided into panels that can be "expanded" or "collapsed".
Here are described all the panels of that window. The panels presented in the window and the functionalities displayed in the panels depend on the thermostat model and its ETS settings.

The "Status" panel



The Supervision section

This panel displays the values of the parameters of the thermostat status:

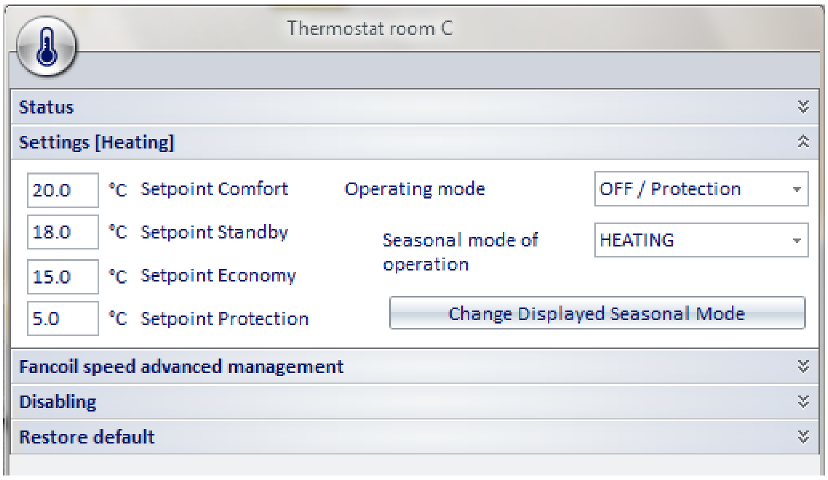
- ***Measured temperature.*** Value of the temperature measured by the thermostat, expressed in the current unit of measurement (°C/°F).

  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 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.*** 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.

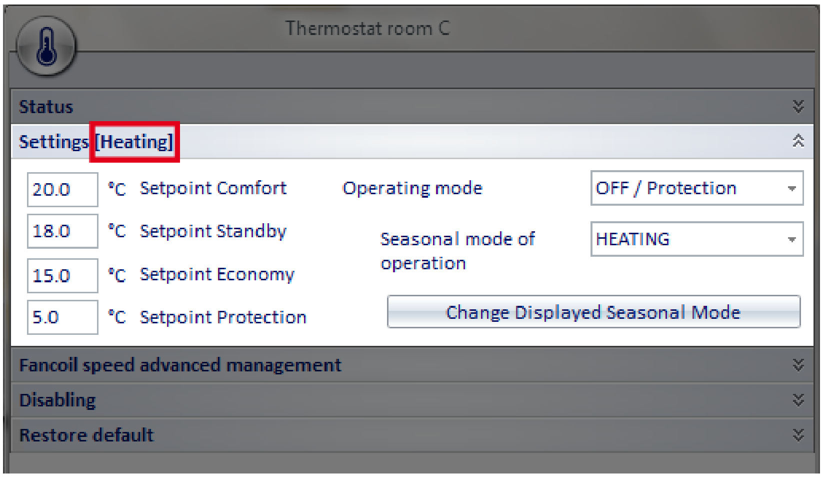
The "Settings" panel



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.

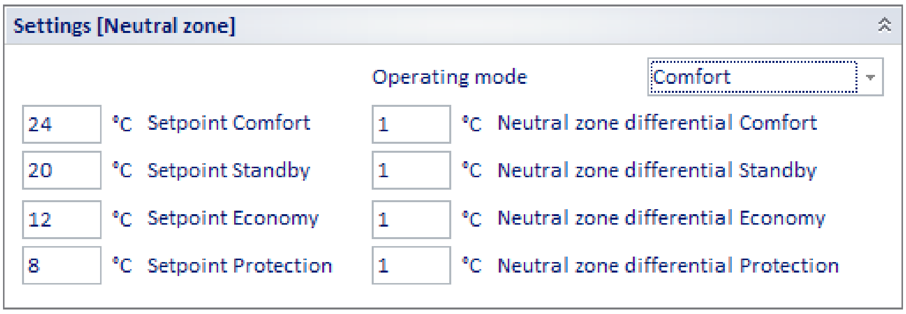
- ***Economy Setpoint.*** It is the value of the temperature set for the Economy mode, in the seasonal mode displayed in the title bar of the panel (in the picture "Heating").
  When the window appears, the current setting is read.
  You can change the value by positioning the cursor over the number 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***
  - ***Standby***
  - ***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 for thermostats with “neutral zone” control

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.

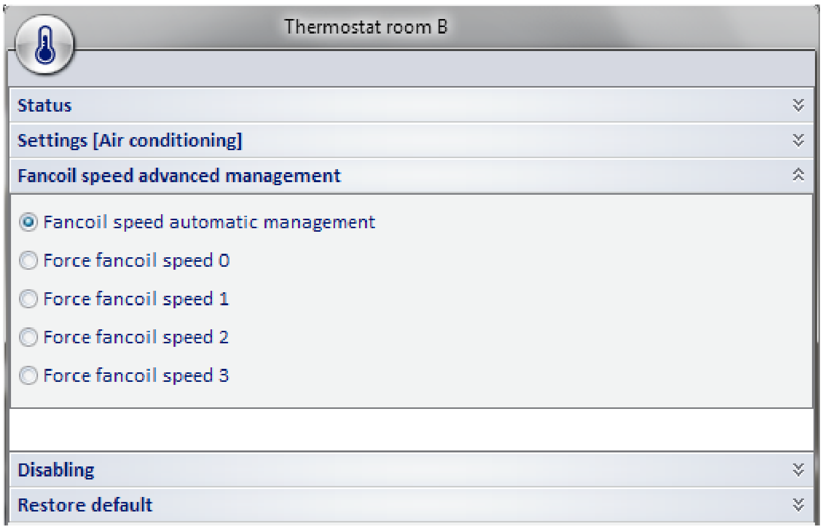


In the “neutral zone” control mode of a 4-pipe system, after setting the setpoint for the heating and cooling operating modes, the thermostat will automatically switch to heating or cooling according to the setpoint and the measured temperature.
The “neutral zone” is the temperature zone between the 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.

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

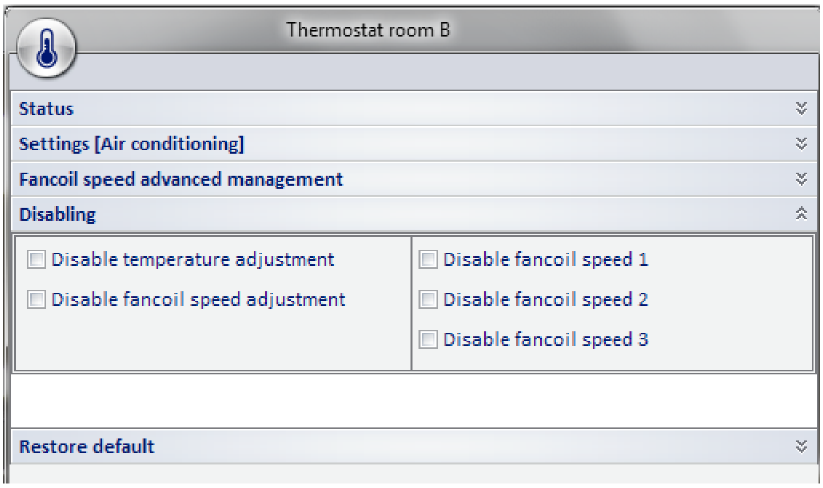


Through the "Fancoil speed advanced management" panel you can manually change the speed of the fancoil. The following commands are available:

- ***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 speed 0.*** 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 speed 1.*** 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 speed 2.*** 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 speed 3.*** 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 fancoil speed overrides stay active until the next setting of the fancoil speed from the same panel or manually via the buttons on the thermostat (if enabled).

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:

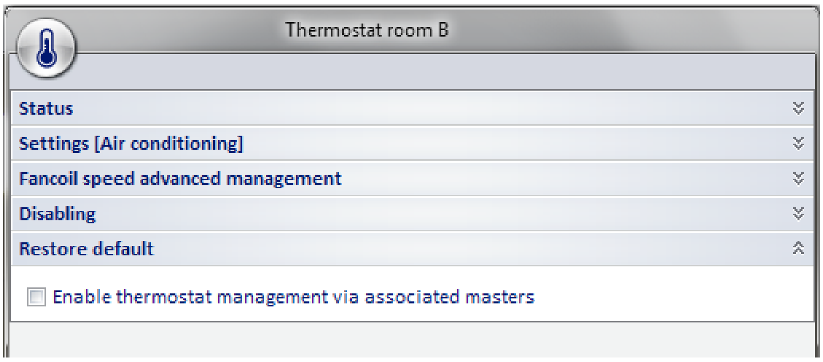
- ***Disabling the operations done on the thermostat "locally".*** These settings allow you to disable the configurations that can be performed via the buttons on the thermostat. In particular:
    - ***Disable temperature adjustment.*** By selecting this box you can disable the possibility for the user 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 user 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.

The "Mid season management" panel

Some Vimar KNX thermostats (eg art. 02972, 21814) give the "mid season" management (for a description of this feature, refer to the thermostat documentation).

If the ETS project and Well-contact Suite have been properly configured, it is possible to enable/disable this management and check its enabling status via the "Mid season management" panel of the thermostat widget.

The "Restore Default" panel

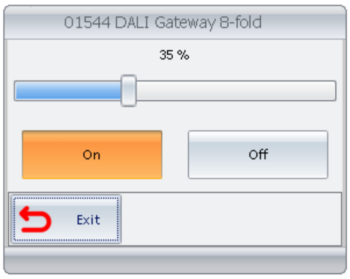


Through the "Restore default" panel you can:

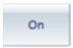
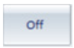
- ***Reset default setpoint settings at customer's check-out*** Enabling this field, the Well-Contact Suite software will alter the values of the setpoint of the thermostat in question, using the values stored on the functions master associated with the thermostat in question as default at the check-out (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 and By-me Plus

The figure below shows the detail window of the dimmer (based on the configuration of the device, some components are not shown).

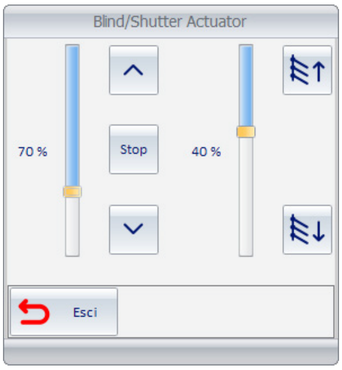


The following display and control components are included:

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 off 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 and By-me Plus

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		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). When the window is opened, the cursor is positioned at the value corresponding to the current position of the blind. A value of 0% indicates the blind fully open (fully up). A value of 100% indicates the blind fully closed (fully down).
Set slat rotation		Buttons for rotating the slats of the blind. Each press of the button corresponds to a rotation step of the slats in the chosen direction. 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.
Slat rotation percentage indicator	70%	Indicates the percentage of rotation of the slats. When the blind is moved by a command, this value is updated at the conclusion of the rotation of the slats.
Slat rotation percentage configuration		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). 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.

The new “simplified” widget for thermostats in Vimar’s Well-Contact Plus and By-me Plus systems

Introduction

In version 1.27 of Well-Contact Suite, a new “graphic object” hereinafter referred to as a *widget*) has been introduced for the management of Vimar thermostats (for the Well-Contact Plus and By-me Plus systems) in the environment supervision pages, which can be used as an alternative to that described in the chapter entitled “Device status display” (Thermostat device types) of this manual.
By installing version 1.27 (or later) of Well-Contact Suite, as the default setting, the new widget is used; you can however use the usual widget via a setting which affects all the thermostats in the system or a specific setting that allows you to choose the type of widget for each widget present in the environment supervision pages.

To make a “global” setting on all the thermostats, use the “Display simplified widget” check-box in the “Thermostats” panel of the “General Settings” window (Configurations->General Settings). For further details on this setting window, please refer to the “Thermostats” section of the “General parameter configuration” chapter in the Well-Contact Suite Installer Manual.

To make a specific setting on a certain thermostat present in a supervision page:

- Access the supervision page which contains the thermostat.
- Press the Edit push button to open the “Edit Supervision” window and select the “Thermostats” panel.
- Use the check-box in the “Simplified widget” column to enable or disable the use of the “simplified widget” of the thermostats present in the supervision page: if the check-box is enabled, then the simplified widget will be presented.

The new widget, which will subsequently be referred to as the “simplified widget” for the thermostat, stems from the need to provide as early as the environment supervision page a representation of the thermostat which enables you not just to display the main thermostat status data but also to make the main settings on the thermostat. The new widget should be considered as “simplified” compared to the widget for the “advanced” management of Vimar’s KNX thermostats, which can be used to manage multiple detailed functions of these thermostats (“advanced” thermostat management).

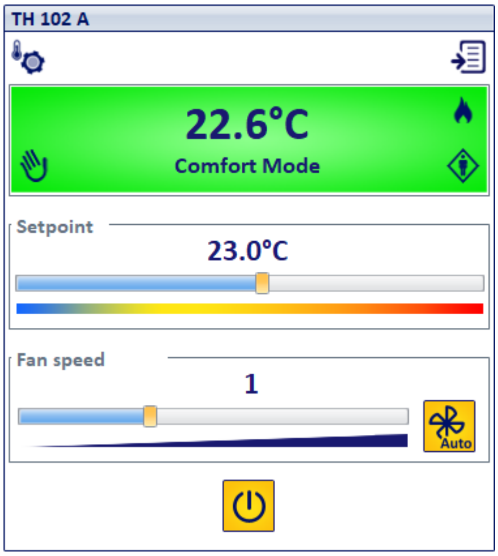
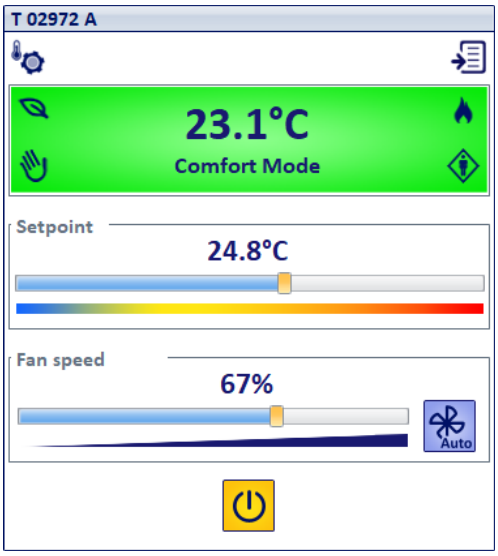
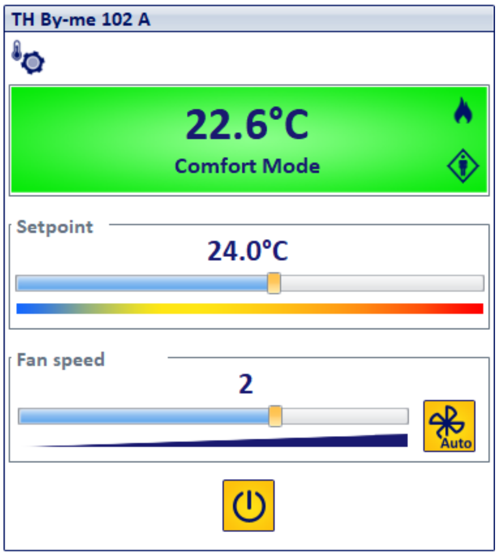
For the KNX thermostats in the Well-Contact Plus system, the widget for the “advanced” management of the thermostat still remains available (not available for the thermostats in Vimar’s By-me Plus system).

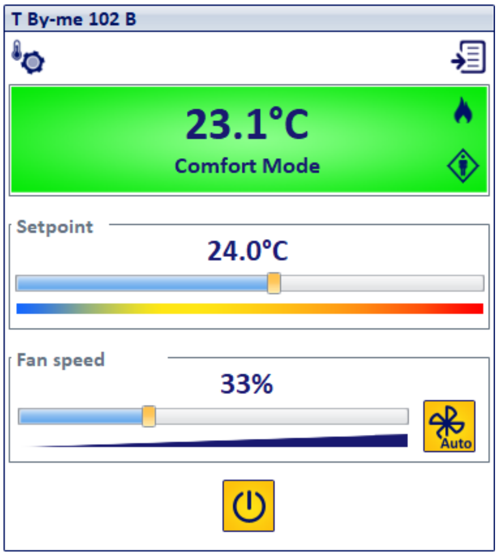
The same “simplified” widget (apart from a few small differences) is used both for the management of Vimar’s KNX thermostats as well as for those in Vimar’s By-me Plus system: these differences will be pointed out in the subsequent descriptions.

N.B.: The management, on the part of Well-Contact Suite, of the thermostats in Vimar’s By-me Plus system has been introduced from version 1.27 of Well-Contact Suite.

The Supervision section

The new widget is presented in the following images, for certain types of Vimar thermostats and various installation circumstances, as examples.

KNX thermostat in the Well-Contact Plus system with three-speed fan coil management.	
KNX thermostat in the Well-Contact Plus system with proportional fan coil management.	
Thermostat in the By-me Plus system with three-speed fan coil management.	

Thermostat in the By-me Plus system with proportional fan coil management.	

The position of the new widget in the supervision page

As for all widgets present in the environment supervision page, the position of the new thermostat widget can also be changed, using the related setting page accessible from the environment supervision page using the “Move” push button.

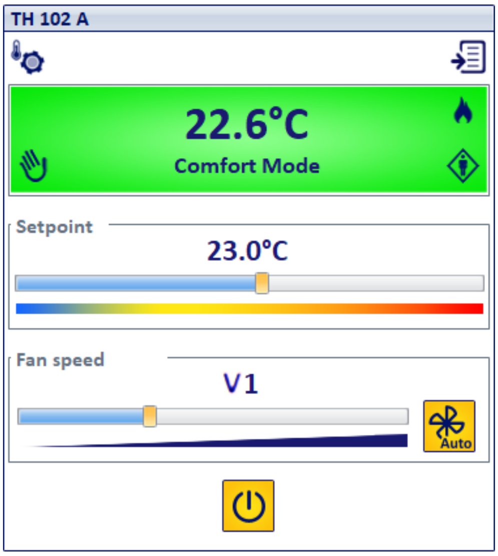
Unlike the other widgets present in the supervision page, the new thermostat widget cannot be resized.

By default, upon installation of version 1.27 (or later) of Well-Contact Suite, the default widget for the thermostats is the new “simplified” widget. However, the usual “compact widget” can still be used by making a global setting (which affects all the thermostats in the system) or a “specific” setting on the individual thermostat (please refer to the installer manual for details of these settings).

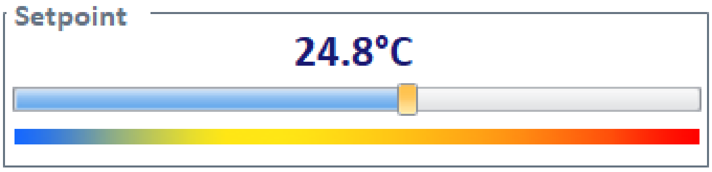
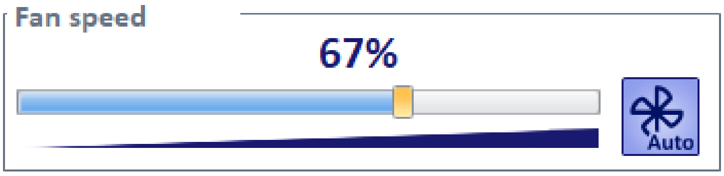
In the case of an update to version 1.27 (or later) of a previous version of Well-Contact Suite with a configured system, the new thermostat widgets will replace the “compact” widgets in their respective positions: due to the larger size of the new “simplified” widget (compared to the “compact” one), the new widget may take up the space occupied by other widgets (which does not happen when importing an ETS project). If this is the case, you may need to move some widgets to avoid overlapping; this task is facilitated by the fact that the new “simplified” widget of the thermostat is always displayed at a lower level than other types of widget and therefore all the widgets remain visible and can be moved to avoid any overlapping.

The elements of the new “simplified” widget for Vimar thermostats

Below is a description of all the elements present in the new “simplified” widget of the thermostat.



The Supervision section

	Upper description bar, which contains the name (description) of the thermostat.
	Icon to access the configuration page for managing the seasonal mode and for managing the “Mid season” (for thermostats which envisage this mode).
	Icon to access the “advanced” widget of Vimar’s KNX thermostats in the Well-Contact Plus system. N.B.: this function is not envisaged for the thermostats in Vimar’s By-me Plus system.
	Thermostat status panel. This panel includes the main thermostat operating status data: operating mode, measured temperature, seasonal mode, enabling of “Mid season” mode (for thermostats which envisage this function), the notification of the setpoint change or the fan coil speed on the part of the customer (only for Vimar’s KNX thermostats).
	Section for managing (status and control) the temperature setpoint of the thermostat.
	Section for managing (status and control) the fan coil: managing the fan speed and enabling the automatic/manual management of the fan coil. N.B.: the presence and the type of data in this section depend on the configuration of the system and of the thermostat.
	ON/OFF push button: designed to edit the operating mode of the thermostat, with toggle function. The ON and OFF statuses of the push button can be associated with two thermostat operating modes. **Push button ON status**: icon with yellow background. <u>When the push button is yellow, the operating mode associated with the push button ON status is set in the thermostat.</u> Press the push button to send the thermostat the control to set the operating mode associated with the push button OFF status. **Push button OFF status**:: icon with blue background. <u>When the push button is blue, an operating mode different from that associated with the push button ON status is set in the thermostat.*</u> Press the push button to send the thermostat the control to set the operating mode associated with the push button ON status. * Using only the ON/OFF push button to edit the thermostat operating mode (and if the same operating mode for the push button OFF status has been associated in all the simplified widgets of the same thermostat), when the icon is blue (push button OFF status), the thermostat is actually in the operating mode associated with the push button OFF status of that simplified widget. If this is not the case, the thermostat may be in any mode, but definitely different from that associated with the push button ON status (in any case the thermostat operating mode is provided by the widget).

The thermostat status information provided by the simplified widget

Most of the information about the thermostat status is provided by the status panel of the simplified widget, whereas the setpoint value of the current temperature and the speed of the fan coil (for systems which envisage the management thereof) are provided in the related dedicated sections of the widget.

The measured temperature

The value of the temperature is displayed:
• with a decimal digit;
• in the unit of measurement specified in the general settings of Well-Contact Suite.

The thermostat operating mode

This information is displayed simultaneously in various ways, the majority of which uses the same graphic elements also present in the compact widget of the thermostat.

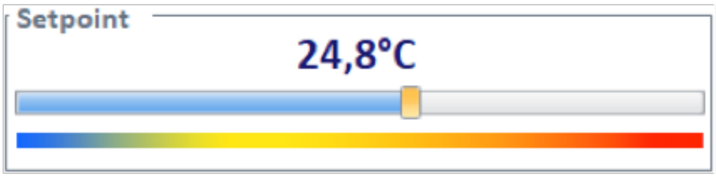
The following table includes the various operating modes of the Vimar thermostats managed by Well-Contact Suite using dedicated widgets, with an indication of the correspondence between the operating modes of Vimar's KNX thermostats in the Well-Contact Plus system and those of Vimar's thermostats in the By-me Plus system. Bear in mind that in Well-Contact Suite the operating modes of the By-me thermostats are indicated with those corresponding to Vimar's KNX thermostats.

Mode (Well-Contact Plus KNX system)	Mode (By-me Plus system)	Status panel colour	Icon corresponding to the compact widget	Graphic symbol (also present in the summary views of the environments)	Descriptive text
Comfort	Manual				Comfort Mode
Standby	Reduction				Standby mode
Economy	Absence				Economy Mode
Off/Protection	Protection (anti-freeze/too hot)				Off/Protection Mode
-	Automatic				Automatic Mode
-	Timed manual				Time Manual Mode

The Supervision section

The current temperature setpoint value

The value of the current temperature setpoint is displayed in the form of a numerical value (in blue) and via the position of the slider cursor present in the widget.



The value represents the status of the current temperature setpoint sent by the thermostat, via the bus, and received by Well-Contact Suite.

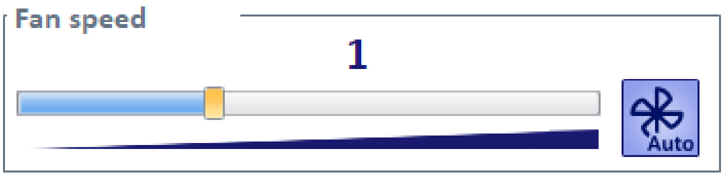
The coloured bar located underneath the slider indicates the direction of the slider: the lower temperature corresponds to the blue part (left), while the upper temperature corresponds to the red part (right).

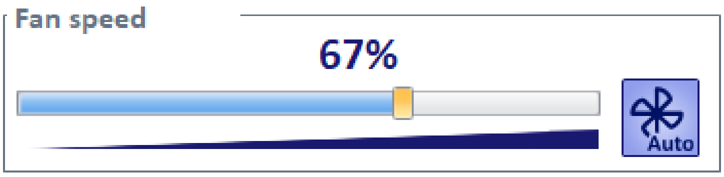
N.B.: the text of the numerical value is in red when it represents the setpoint value sent by Well-Contact Suite, after the position of the slider cursor has changed. The current setpoint value returns to blue the moment Well-Contact Suite receives confirmation from the thermostat that the setpoint has been changed.

The speed value of the fan coil system fan

The speed value of the fan in the fan coil system (where envisaged by the system) is displayed in the form of a numerical text value and via the position of the slider present in the widget.

Depending on the type of fan coil system used (three-speed system or proportional system), the appearance of the slider may appear as follows.





The icon on the right of the slider provides further information about the automatic or manual management of the fan coil speed.

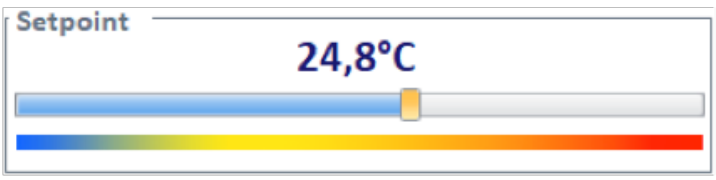
Icon	Meaning
	The automatic mode for managing the fan coil speed is active. The thermostat sets the speed of the fan according to the difference between the current temperature setpoint and the room temperature measured.
	The speed of the fan coil has been set manually, disabling the automatic management of the fan speed.

The statuses displayed represent the status values received from the device, via the bus.

The thermostat settings via the simplified widget

Temperature setpoint setting

The thermostat temperature setpoint is set by changing the position of the slider cursor in the Setpoint section.



The coloured bar located underneath the slider indicates the direction of the slider: the lower temperature corresponds to the blue part (left), while the upper temperature corresponds to the red part (right).

The position of the cursor can be changed as follows.

- **Moving the cursor using the mouse.** The setpoint change control is sent after the mouse button is released, once you have moved the cursor. The setpoint change resolution is 0.1°C. As the cursor moves, a numerical field simultaneously appears with an indication of the temperature setpoint value corresponding to the current position of the cursor.
  N.B.: in the event that the mouse settings prevent you from easily setting the specific desired setpoint (with a resolution of 0.1°C), you can obtain the desired value using the methods described in the following points.

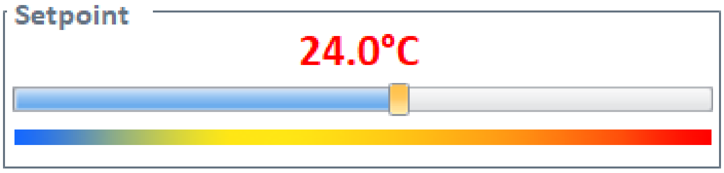
- **Scrolling the mouse, once you have positioned the mouse cursor over the area of the slider.**
  The setpoint change control is sent for every step of the mouse scroll rotation:
  - if you scroll the mouse up, the setpoint increases by 0.1°C;
  - if you scroll the mouse down, the setpoint decreases by 0.1°C.

  N.B.: the control is sent a few tenths of a second after the last change detected by the software.
- **Pressing the "arrow" keys on your keyboard, after selecting the area of the slider with your mouse.**
  The setpoint change control is sent every time the key is pressed:
  - each time the "up arrow"/"right arrow" keys are pressed, the setpoint value increases by 0.1°C;
  - each time the "down arrow"/"left arrow" keys are pressed, the setpoint value decreases by 0.1°C.

  N.B.: the control is sent a few tenths of a second after the last change detected by the software.
- **Pressing the "Page up"/"Page down" keys on your keyboard, after selecting the area of the slider with your mouse.**
  The setpoint change control is sent every time the key is pressed:
  - each time the "Page up" key is pressed, the setpoint value increases by 0.5°C;
  - each time the "Page down" key is pressed, the setpoint value decreases by 0.5°C.

  N.B.: the control is sent a few tenths of a second after the last change detected by the software.

After the setpoint change control has been sent, the setpoint value sent is displayed in red in the numerical field used to display the status of the current setpoint: the colour red indicates that the information displayed is that sent by Well-Contact Suite to the thermostat and the thermostat has not yet sent the setpoint status update. The moment Well-contact Suite receives the updated setpoint value from the thermostat, the value displayed becomes blue. So the value in blue always represents the value of the status which was sent by the thermostat, whereas the colour red indicates the setpoint value sent by Well-Contact Suite.



In the event that the setpoint value remains red for an indefinite time (more than a few seconds), there may be a system failure or an incorrect configuration (see note below): confirmation has not reached Well-Contact Suite, from the thermostat, that the setpoint has been changed.

IMPORTANT NOTE: for the KNX thermostat in the Well-Contact Plus system to send the current setpoint update on the bus, following a change to the setpoint received by Well-Contact Suite (or in any case from a message travelling along the KNX bus), the "Send on change" parameter (present in the parameters section of the thermostat configuration via ETS) must **NOT be set to Off:** **for the correct management via the simplified widget of Well-Contact Suite (and in general to benefit from the precise update of the setpoint) this parameter must be set to 0.1° ("Send on change").** In the event that the "Send on change" parameter is set to a value X above 0.1°C, a setpoint variation of at least X°C will be necessary before the thermostat can notify the setpoint change via the update of the "actual setpoint" datapoint.

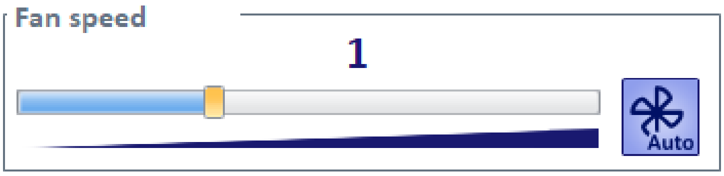
E.g. If the "Send on change" parameter has been set to 1°C and the Well-Contact Suite widget is used to set a new setpoint value that differs from the current one by 0.6°C (value below the value of 1°C of the "Send on change" parameter), the thermostat that receives the setpoint change message from Well-Contact Suite correctly changes the setpoint to the correct value (current value + 0.6°C) but it does not send the "current setpoint" update message on the bus: in this case the thermostat operation is correct but Well-Contact Suite, since it does not receive the updated "current setpoint" value, will leave the setpoint value sent in red.

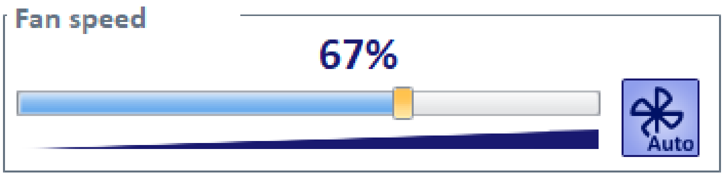
The setpoint value set in the thermostats in Vimar's Well-Contact Plus system and the user offset

Below is a technical note, for information purposes.
In the management of KNX thermostats in Vimar's Well-Contact Plus system, the change to the setpoint value set using this slider affects the setpoint value of the current operating mode (Comfort, Standby, Economy, Protection) of the current seasonal mode (Heating, Cooling). In the event that a change to the temperature setpoint has been made by the user directly on the thermostat, which is managed in the above-mentioned thermostats by a specific temperature setpoint offset parameter (which the thermostat takes into account for calculating the "current temperature setpoint"), the setpoint change via the simplified widget of the thermostat will return the "user offset" value to zero. This will be done in keeping with the user offset management present in Vimar's resent KNX thermostats in the Well-Contact Plus system.

Manual fan coil speed setting

The thermostat fan coil speed is set manually by changing the position of the slider cursor in the "Fan speed" section.

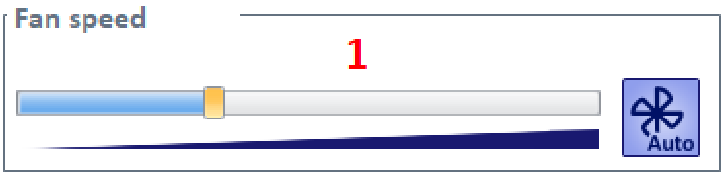




The position of the cursor can be changed as follows.

- **Moving the cursor using the mouse.** . The change control is sent the moment the mouse button is released, once you have moved the cursor. As the cursor moves, a numerical field simultaneously appears with an indication of the speed value corresponding to the current position of the cursor.
- **Scrolling the mouse, once you have positioned the mouse cursor over the area of the slider.**
  The change control is sent for every step of the mouse scroll rotation:
  - if you scroll the mouse up, the speed increases by one step (for three-speed management) or 1% (for proportional management);
  - if you scroll the mouse down, the speed decreases by one step (for three-speed management) or 1% (for proportional management).
- **Pressing the “arrow” keys on your keyboard, after selecting the area of the slider with your mouse.**
  The setpoint change control is sent every time the key is pressed:
  - each time the “up arrow”/“right arrow” keys are pressed, the speed increases by one step (for three-speed management) or 1% (for proportional management);
  - each time the “down arrow”/“left arrow” keys are pressed, the speed decreases by one step (for three-speed management) or 1% (for proportional management).
- **Pressing the “Page up”/“Page down” keys on your keyboard, after selecting the area of the slider with your mouse.**
  The setpoint change control is sent every time the key is pressed:
  - if you press the “Page up” key, the speed increases to its maximum value (for three-speed management) or 5% (for proportional management);
  - if you press the “Page down” key, the speed decreases to its minimum value (for three-speed management) or 5% (for proportional management).

After the fan coil speed change control has been sent, the value sent is displayed in red in the numerical field used to display the current status: the colour red indicates that the information displayed is that sent by Well-Contact Suite to the thermostat and the thermostat has not yet sent the fan coil speed status update. The moment Well-contact Suite receives the updated fan coil speed value from the thermostat, the value displayed becomes black. So the value in black always represents the value of the status which was sent by the thermostat, whereas the colour red indicates value sent by Well-Contact Suite to the thermostat.



The bar located underneath the slider indicates the direction of the slider: the lower speed value corresponds to the blue part, whereas the upper speed corresponds to the right.
In the event that the fan coil speed value remains red for an indefinite time, there may be a system failure: confirmation has not reached Well-Contact Suite, from the thermostat, that the fan coil speed has been changed.

Automatic fan coil speed setting

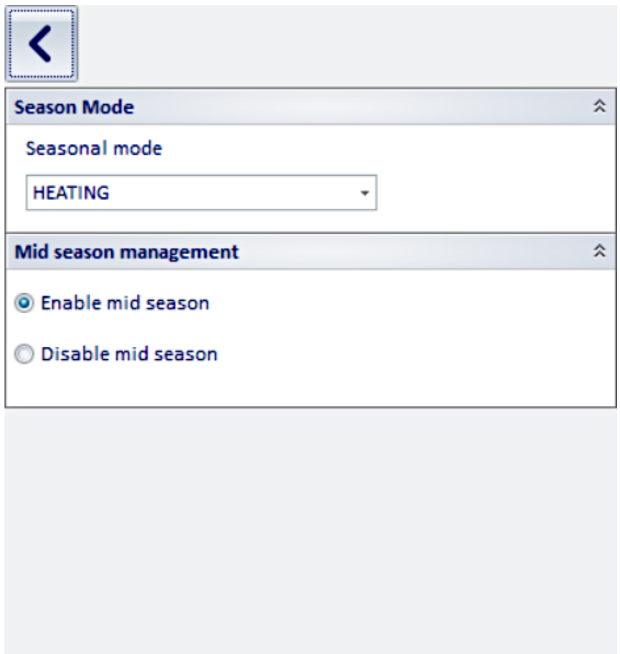
The icon on the right of the slider manages the automatic or manual setting of the fan coil speed.

Icon	Status	Control
	The automatic mode for managing the fan coil speed is active: the thermostat sets the speed of the fan according to the difference between the current temperature setpoint and the room temperature measured.	To switch from the active status (yellow icon = automatic fan coil management) to the manual management of the fan coil speed, simply change the position of the slider cursor (the change in the position of the slider disables automatic management). The icon becomes blue.
	Manual fan coil speed management is active. N.B.: some thermostats in the Well-Contact Plus system envisage the possibility of setting (during the device configuration phase) a maximum time to remain the “Manual fan coil setting” condition, after which the thermostat automatically returns to the automatic fan coil speed management.	You can switch from the disabled status (blue icon = manual fan coil speed management) to the automatic fan coil management by pressing the push button (which will become yellow).

NOTE:
The thermostats of the Vimar By-me-Plus system, when they control fan coil actuators (with three speeds or with percentage speed setting) do not allow the fan coil speed to be manually set to 0 (fancoil off). Only the thermostat can set to off the fancoil if the difference between the current setpoint and the measured temperature is such as to require the heating (or cooling) valve to close. In this condition (fancoil turned off by the thermostat) the thermostat does not accept manual fan speed modification commands (if a manual setting command is sent from Well-Contact Suite, the speed value in the widget will remain in red color to highlight this condition).

The seasonal mode setting and “Mid season” management page

Press the dedicated icon (shown below) present in the right of the upper bar to access the page containing the settings of the seasonal mode and the “Mid season” (where available) of the thermostat.I

Icon to access the settings page	Settings page
	

N.B.: when the settings page window is open, the only settings that can be made in Well-Contact Suite concern the thermostat settings page. No other settings are permitted until the page is closed by pressing the exit page push button.

Settings page exit push button of the simplified thermostat widget	

Seasonal mode

The current status of the setting is displayed in the “Seasonal mode” section text field. To edit this information, press the text field and select the desired seasonal mode from the drop-down menu.

Mid season management

The current status of the setting is highlighted by the enabled radio button. Select the corresponding radio button to change the setting.

Technical Areas

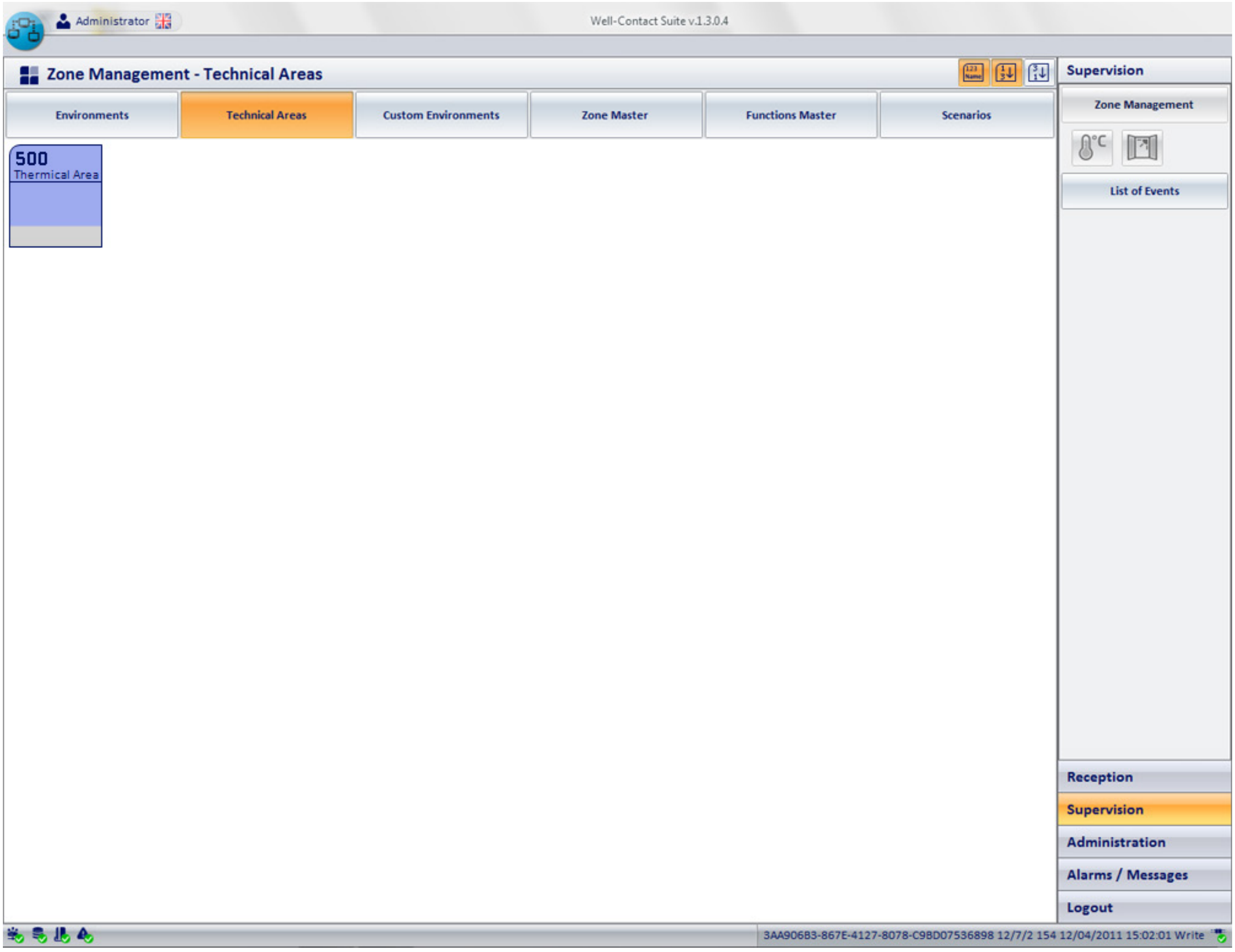
Introduction

The Well-Contact Suite software provides the ability to display a representation of the technical areas of a structure.
The symbols representing the technical areas, take a color depending on the status of the zone itself.
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".

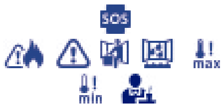
The overall view of all technical areas

It is the view where each technical area is represented by a graphical symbol.



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

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

Graphical	Data	Description
	Environment Number	It's 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.
	Name of the environment	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 (123 Name).
	Environment Alarms	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: • SOS : Request for assistance from the customer • : Fire Alarm • : Technical alarm • : Intrusion Alarm • : Flooding danger alarm • max : Temperature is too high alarm • min : Temperature is too low alarm • : Service in room request alarm

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 viewof 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 environments.
Then, refer to the chapter "*The detail view of the environment*" for the description of the detail view of the technical areas.

The Supervision section

Custom Environments

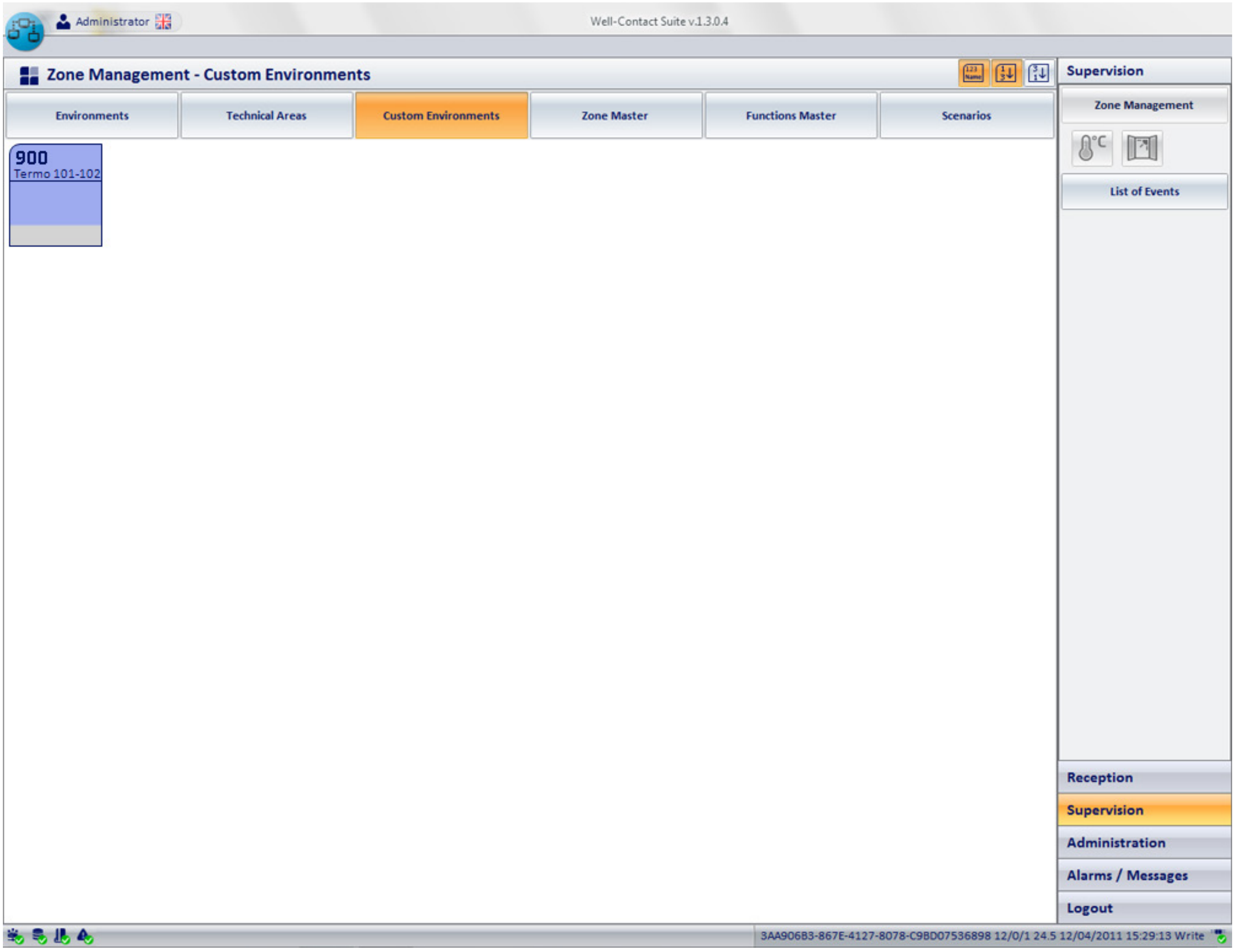
Introduction

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

color	Status	Description
(light blue)	Custom environment in "normal condition"	View of the custom environment in "normal condition", in absence of alarms.
(red)	Environment customized alarm (level 1 or 2)	There was a level 1 or 2 alarm in the custom environment. The alarm is in the status of "unresolved".
(orange)	Environment customized alarm (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 environment. The alarm is in the status of "unresolved".

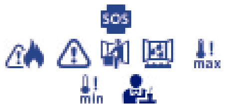
The overall view of all custom environments

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.

Graphical	Data	Description
	Number of the environment	It's 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.
	Name of the environment	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 ( ).
	Alarms in the environment	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: • : Request for assistance from the customer • : Fire Alarm • : Technical alarm • : Intrusion Alarm • : Flooding danger alarm • : Temperature is too high alarm • : Temperature is too low alarm • : Service in room request alarm

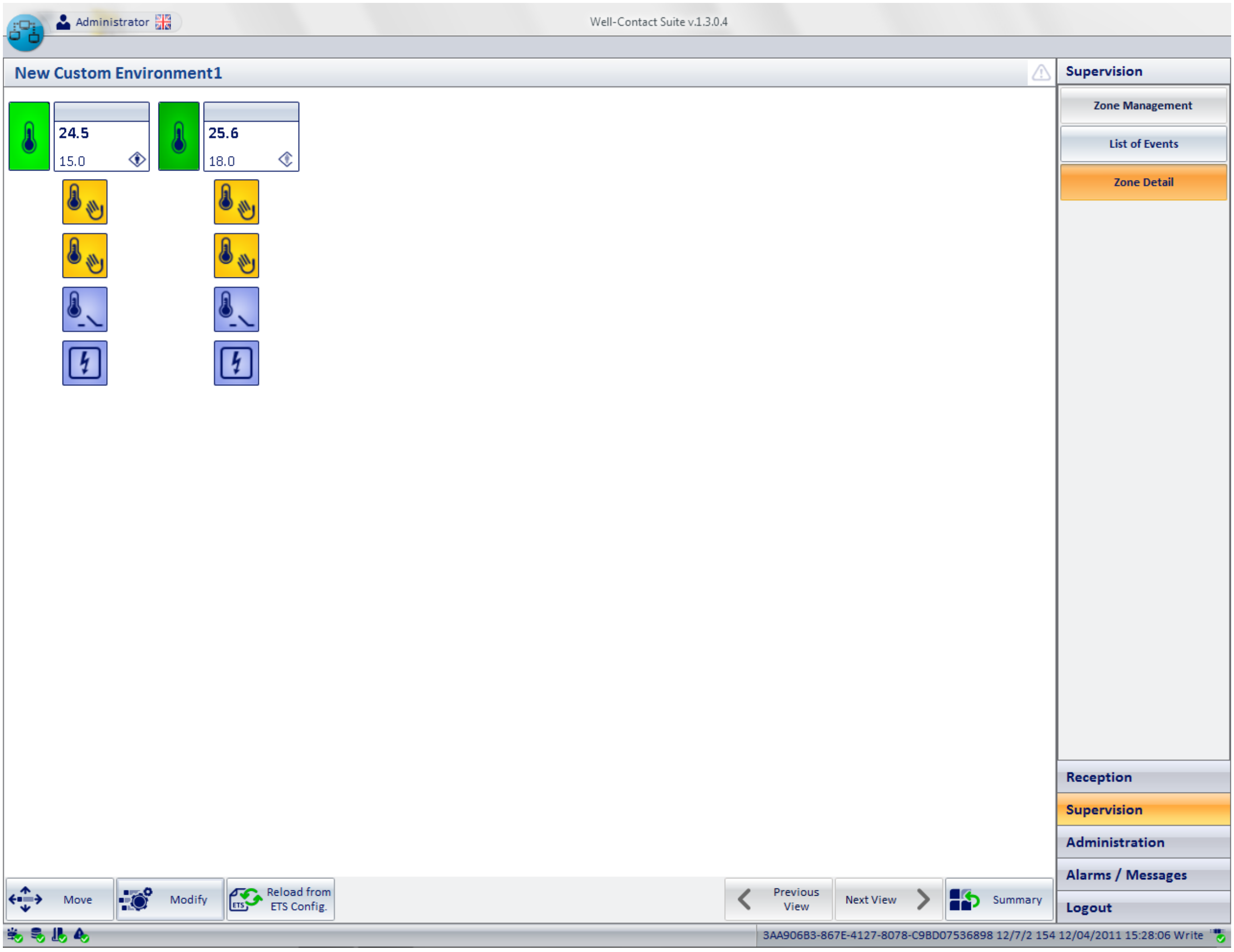
Access to the detail view of the custom environment

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 environments.
Then, refer to the chapter "The detail view of the environment" for the description of the detail view of the custom environments.

Zone Masters

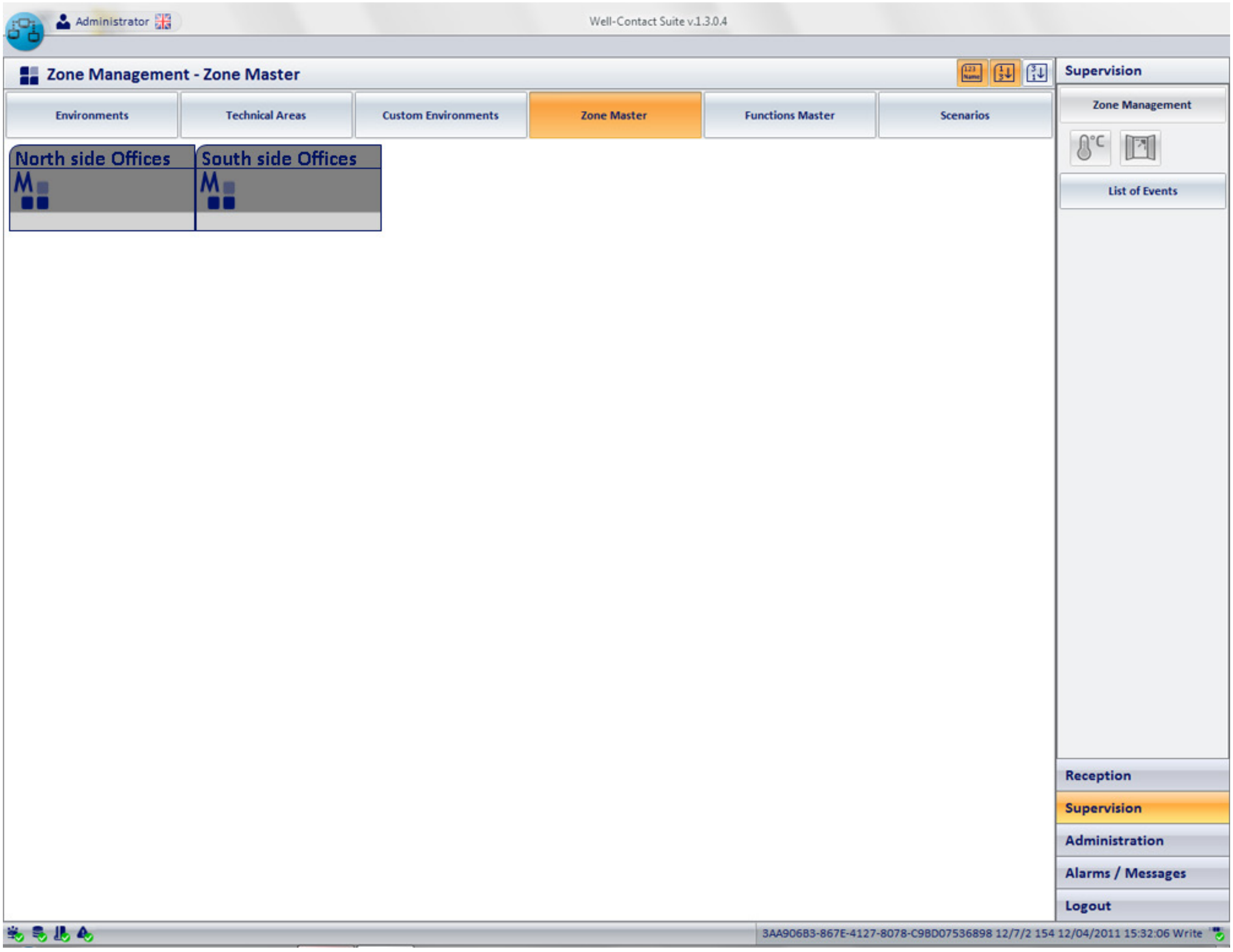
Introduction

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

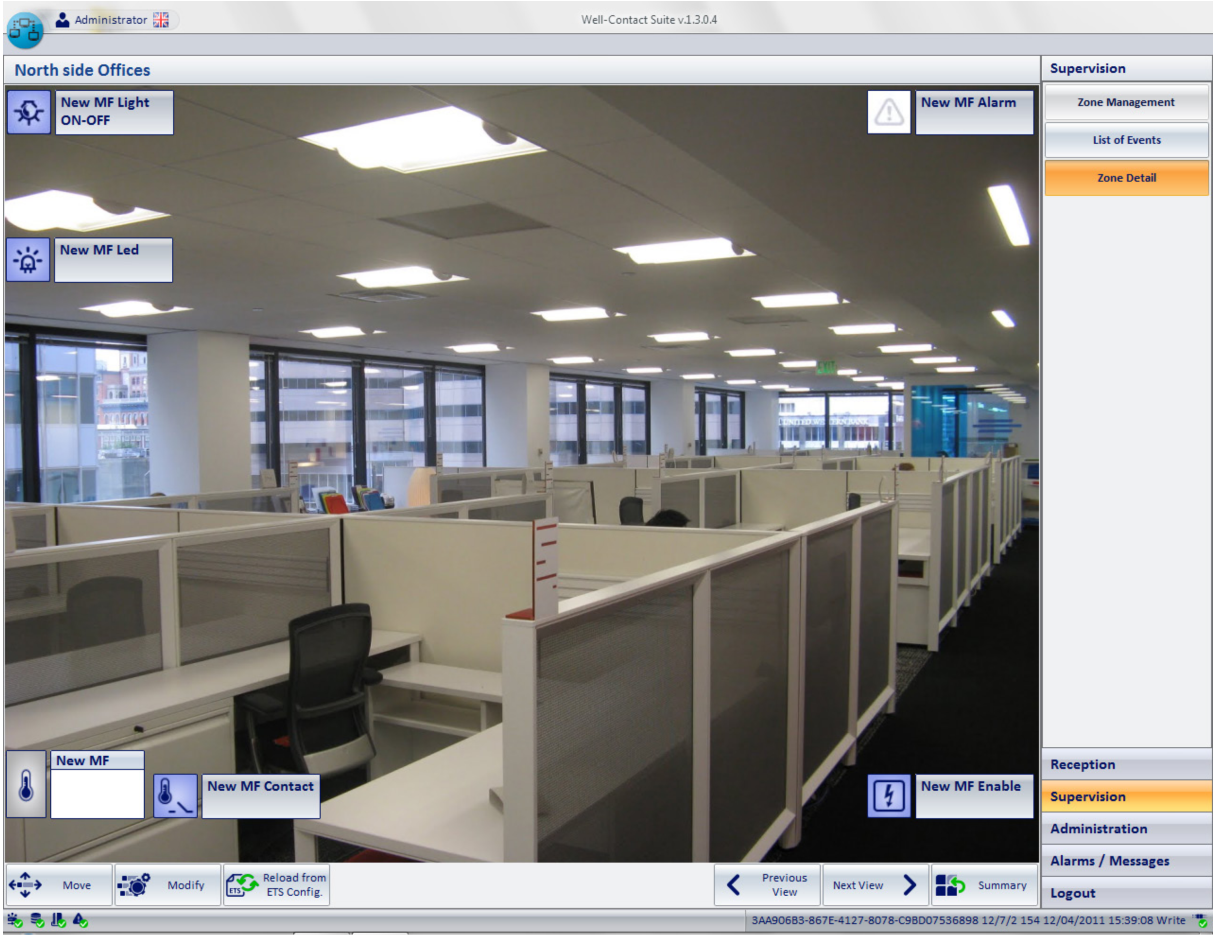
Selecting (left clicking) the symbol representing a zone master, you'll access the "detail view" of the zone master. The "detail view" of the zone master is described in the chapter *The detail view of the zone master*.

Detail view of a zone master

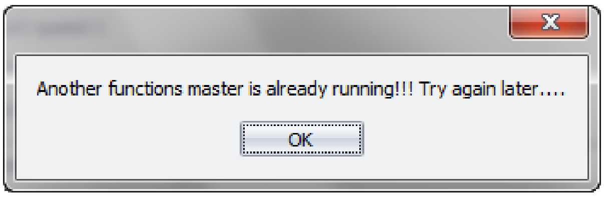
It is the view representing the "zone master" in detail.
As mentioned previously, in the description of the summary view of the zone master, you'll reach the detail view of a zone master selecting (left-clicking) the related summary symbol.
From the detail view of a zone master you can then go to the detail view of the next and previous zone master through the "previous" and "next" buttons.

The Supervision section

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 environment, though it's actually a virtual environment. The virtual environment contains symbols of the devices, which are also associated with a virtual set of real devices (of the same type) belonging to the real environments.
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.

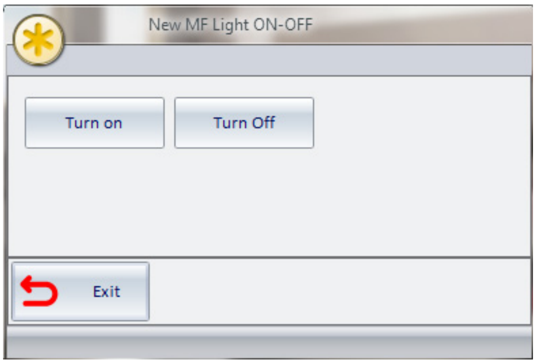
To send a command to a virtual device (functions master), select (left click) the graphical symbol that represents it, exactly as you would to control real devices.

The Supervision section

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).



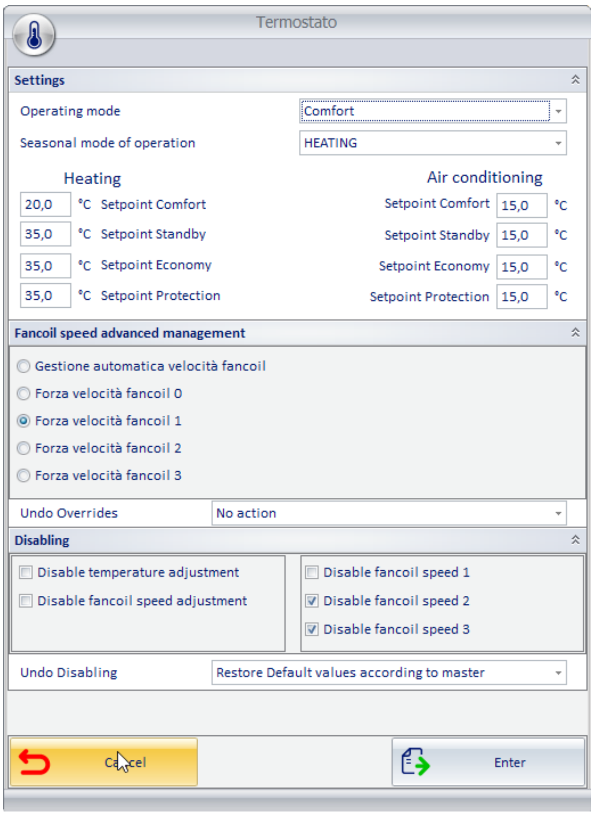
3. Press the button of the command you want to send.
To exit the window press "Exit".

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:

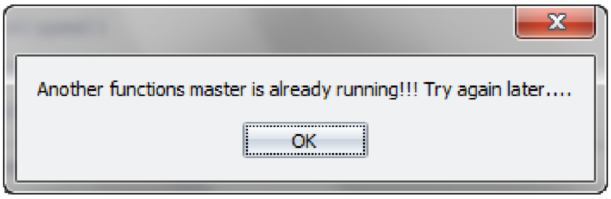
a. **"Cancel"** This button exits the functions master control window without sending commands to the associated thermostats.

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.

Functions Masters

Introduction

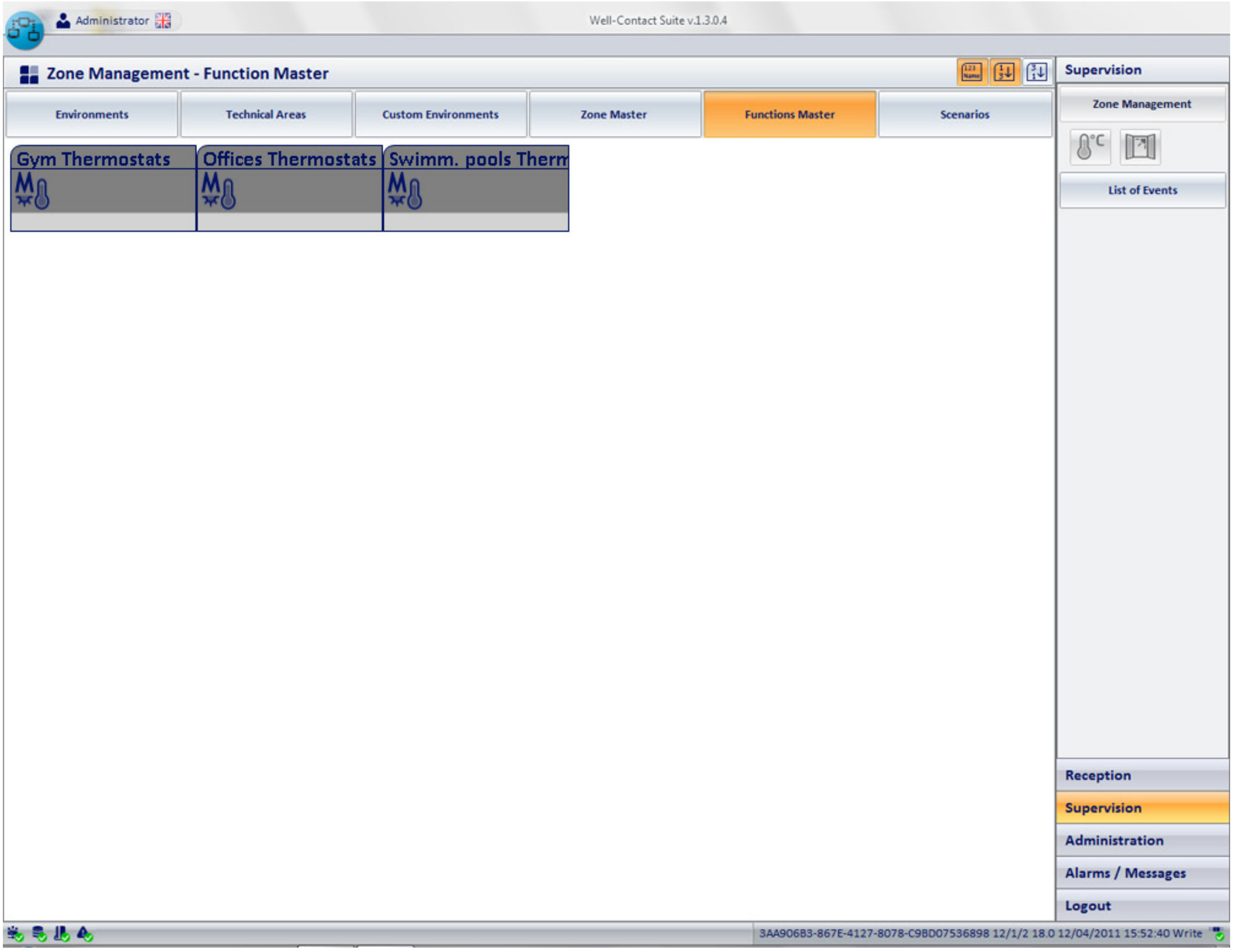
The Well-Contact Suite software provides the ability to create virtual devices (associated with real devices of the same type), to facilitate the control of a set of devices (of the same type) to be controlled in the same way.
Such environments are called "functions masters".
For a detailed description of the functions master, 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).

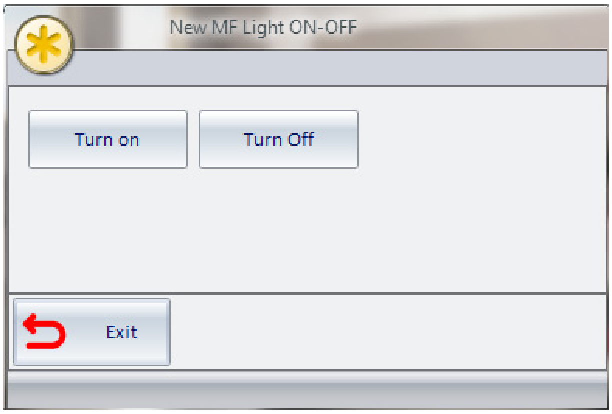
Sending a Command to a virtual On/Off device

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).



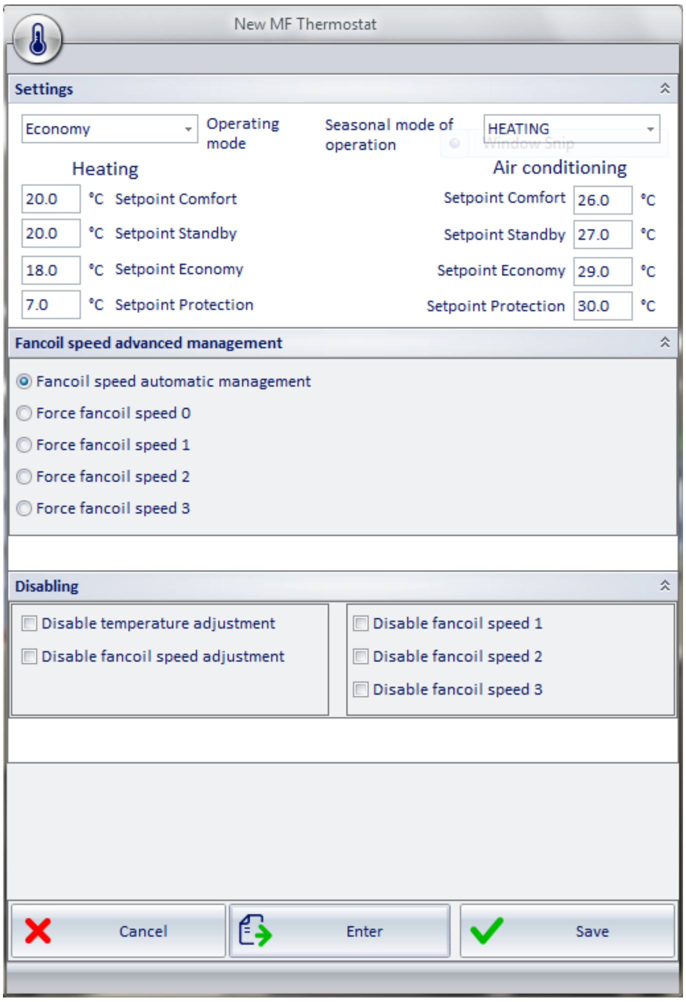
3. Press the button of the command you want to send.
   To exit the window press "Exit".

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

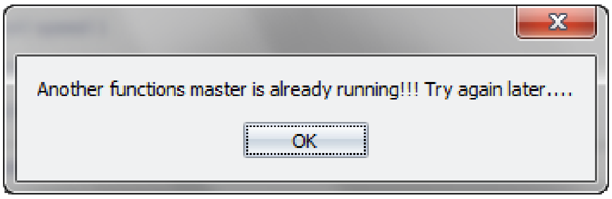
windows, but do not contain fields designed to display the status.
Consequently, for the description of the command fields of this window, refer to the thermostat one, as described in detail in the chapter *The thermostat setting window of the Well-Contact system.*
The first time you open the command 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.

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.

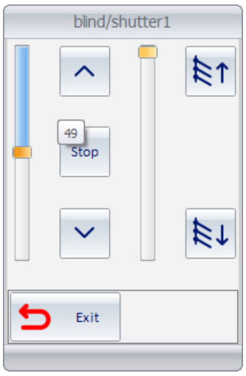
3. Making the desired commands.

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.



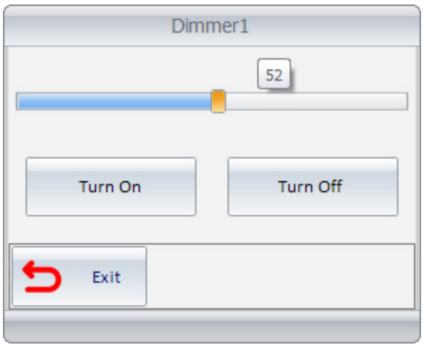
The command is sent to the shutter actuators associated with the function master at the time of action on the virtual Rolling Shutter object (pressing the buttons or releasing the slider cursor). The commands are not stored in the software database and there are no default values when the widget is opened (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

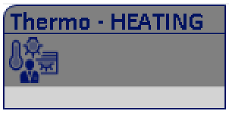
Introduction

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.

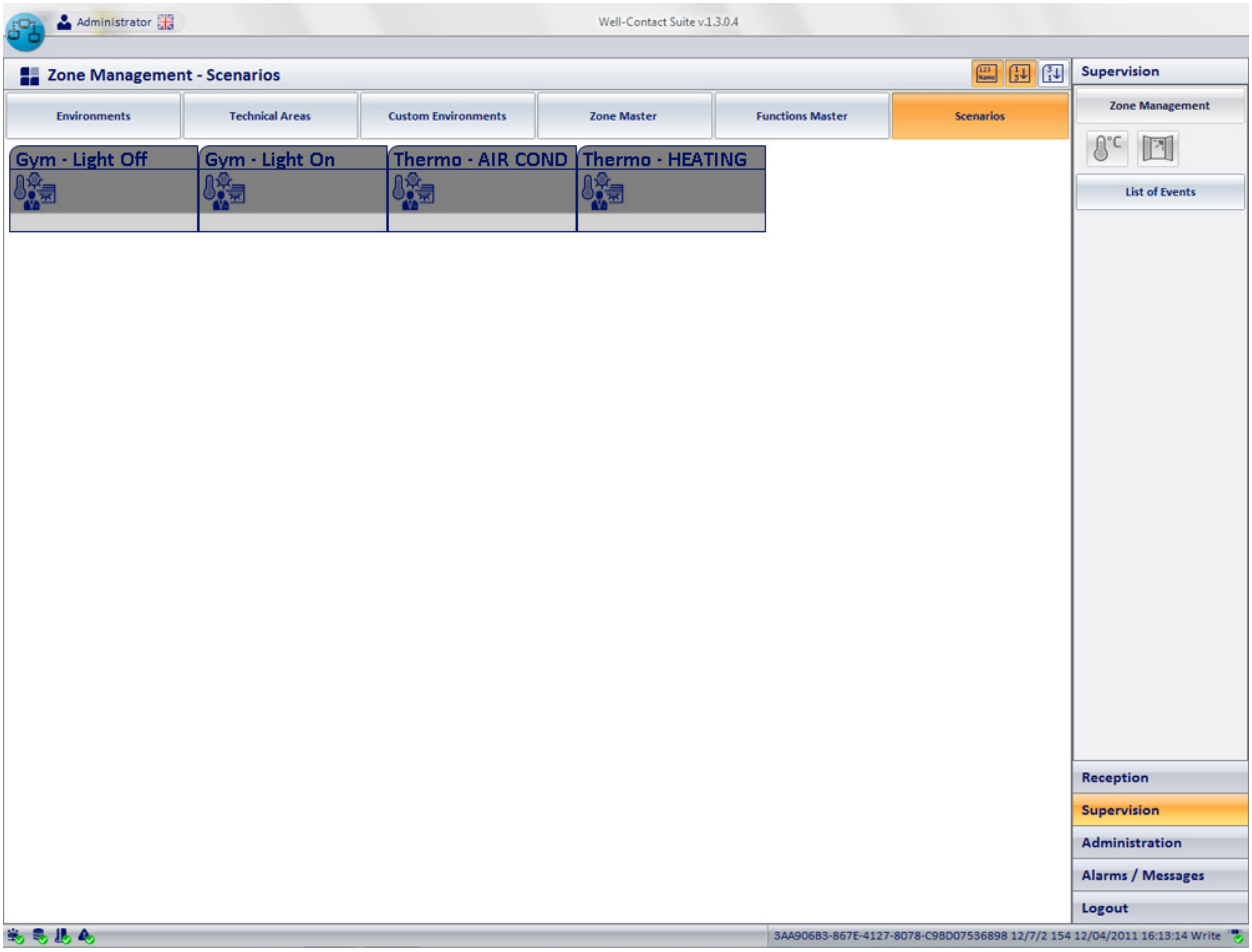
Note: the scenario, unlike the functions master, sends the commands defined during the configuration.
For a detailed description of the scenarios, see the chapter *The scenarios*.

The overall view of all scenarios

It is the view where each scenario is represented by a graphical symbol.



The symbol represents the name of the scenario in the "title bar", as defined during the configuration.
The following picture shows the overall view of all scenarios

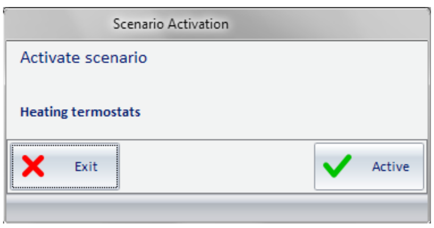


Access to the detail view of the scenario

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

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

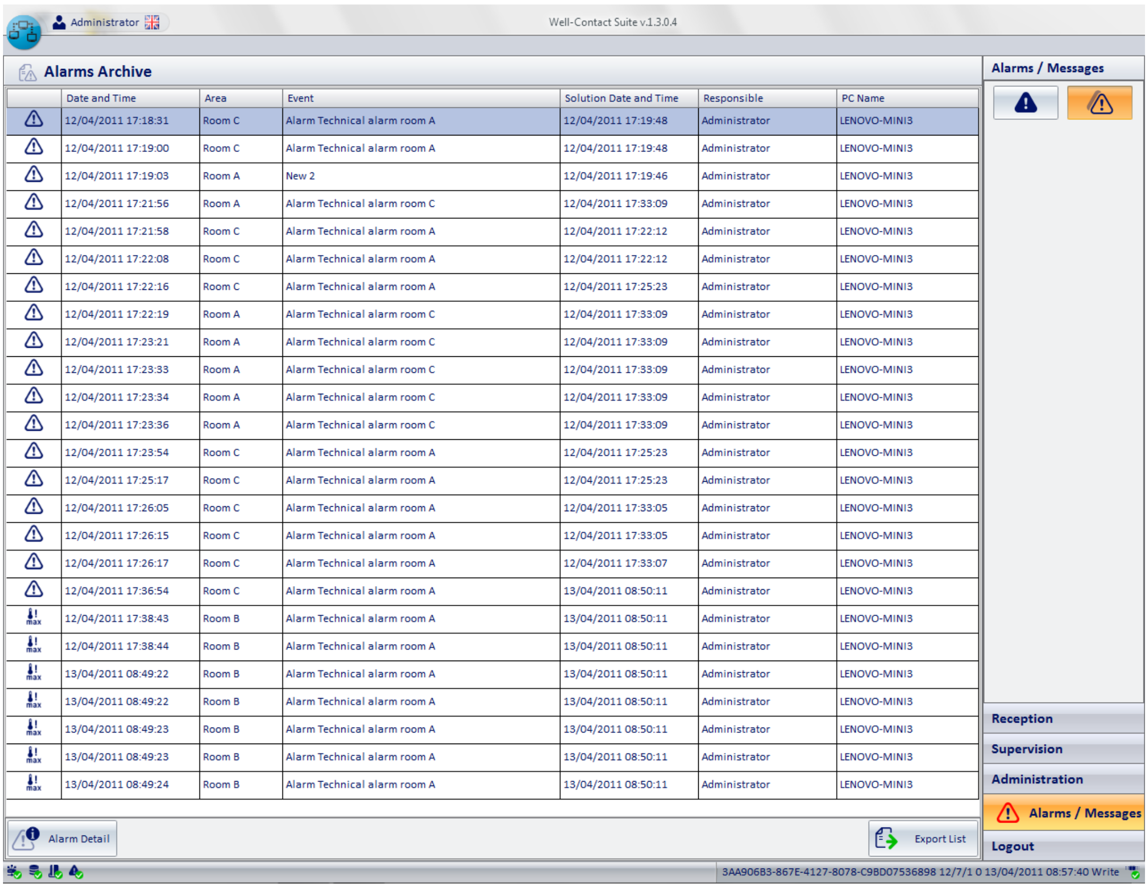
To access the "Events List" sub-section, go to the "Supervision" section (by pressing the "Supervision" button) and then press the "Events List" button. Through this subsection, you can view, and possibly export to MS Excel file format (.xls), the set of events that the Well-Contact Suite software is able to store.
To facilitate the consultation of all data, it has been divided into several categories, displayed in the respective lists.

Possible events list can be seen in the following table:

Graphical	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 environment 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.

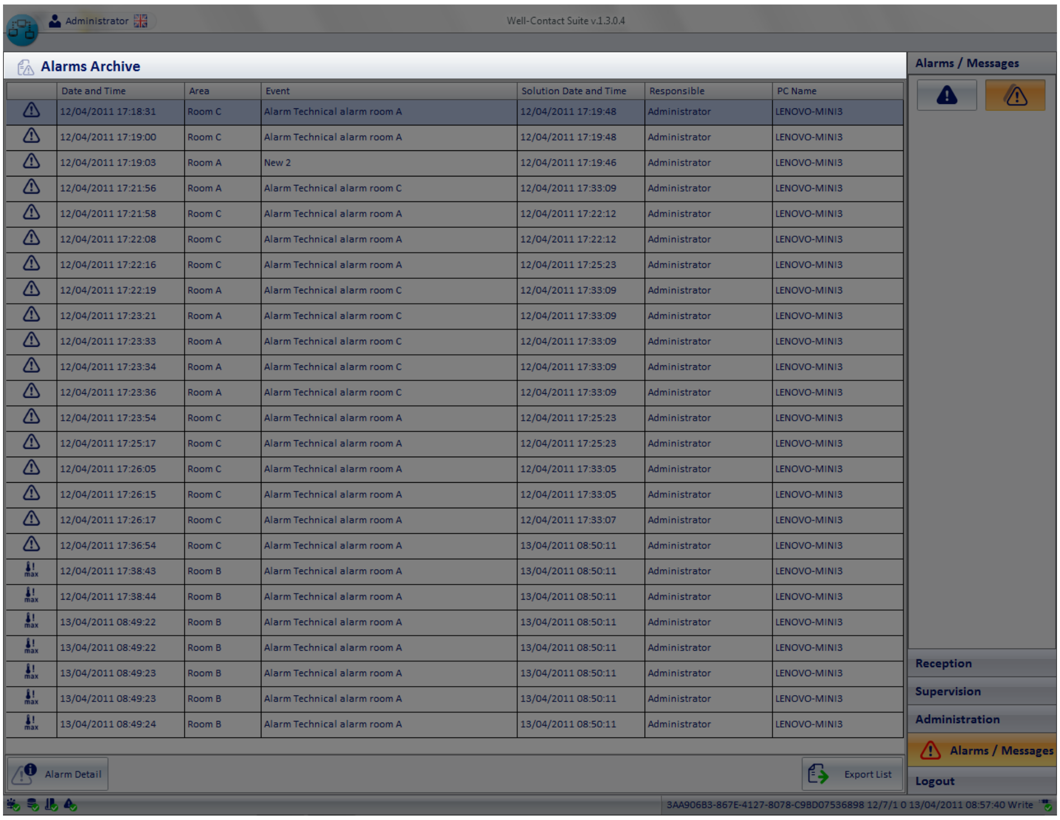
Note: from the configuration menu you can define the period after which the Well-Contact Suite software erases all stored data (events), allowing the system managers to maintain the history of such data for the selected period (refer to the chapter General parameters configuration - Log).

The appearance of the "Event List" sub-section is shown in the picture below.

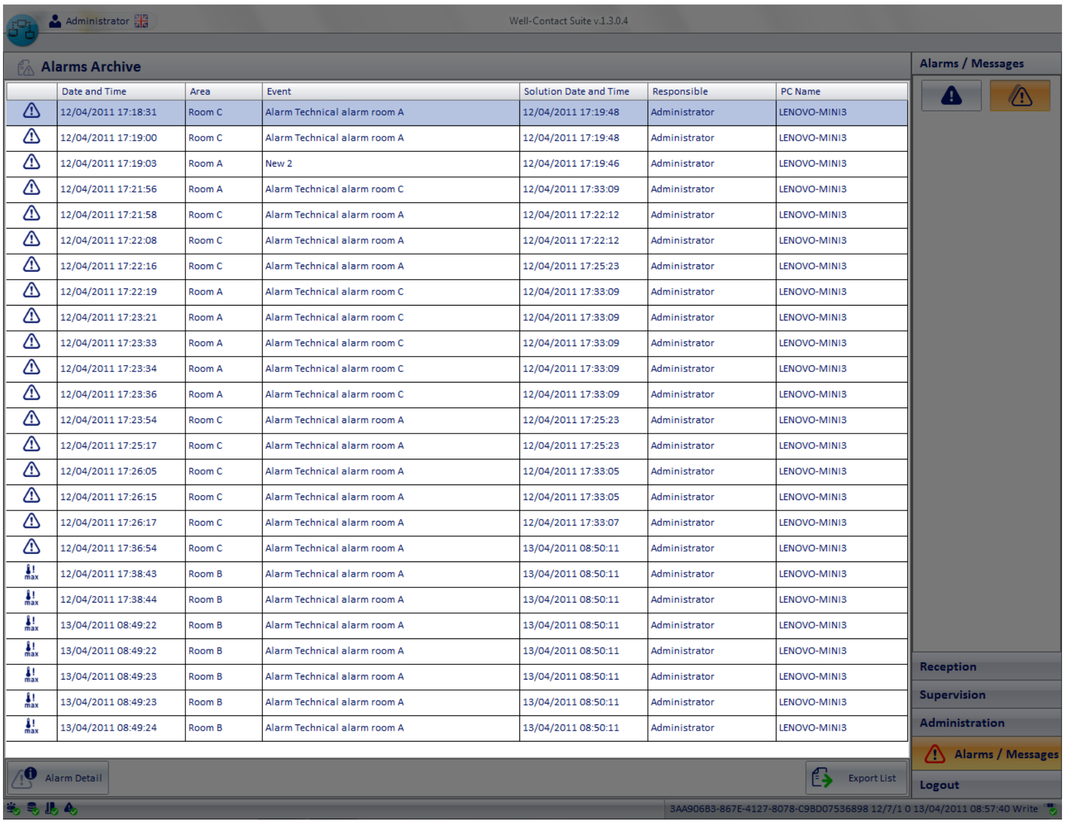


You can identify the following areas, which will later be described in detail:

- ***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.



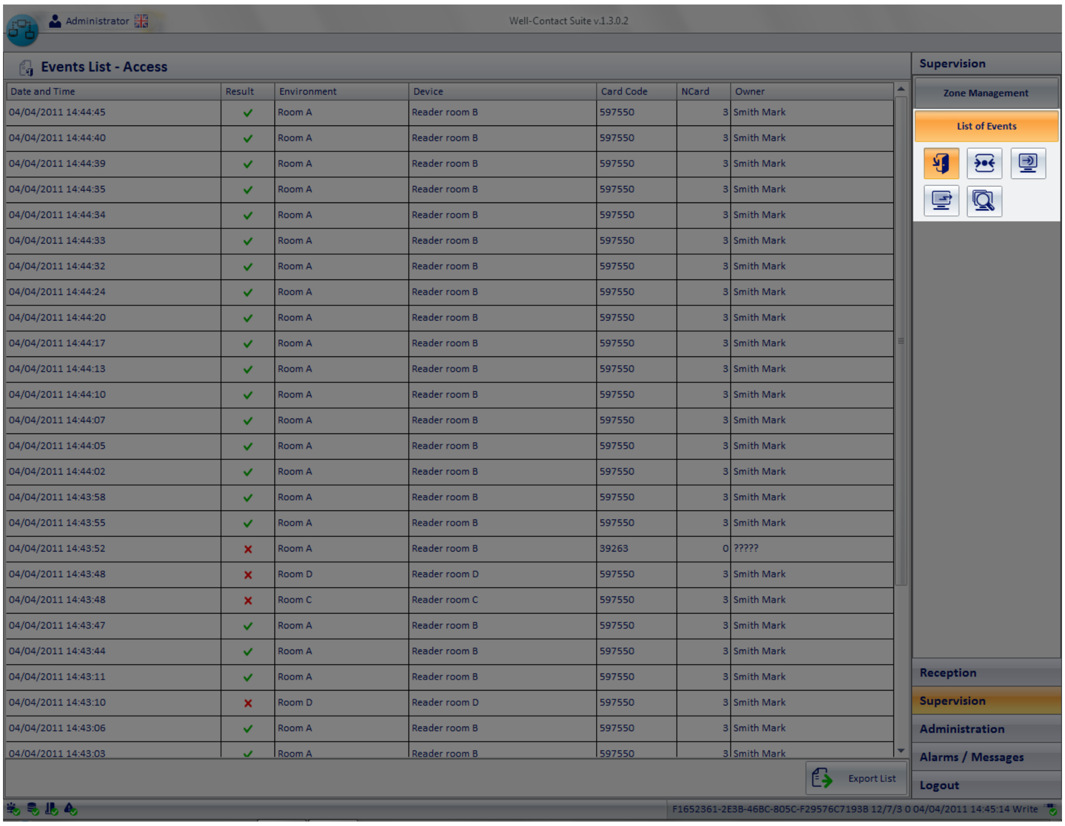
- ***Workspace.*** It is represented by a window that displays the list of active events.



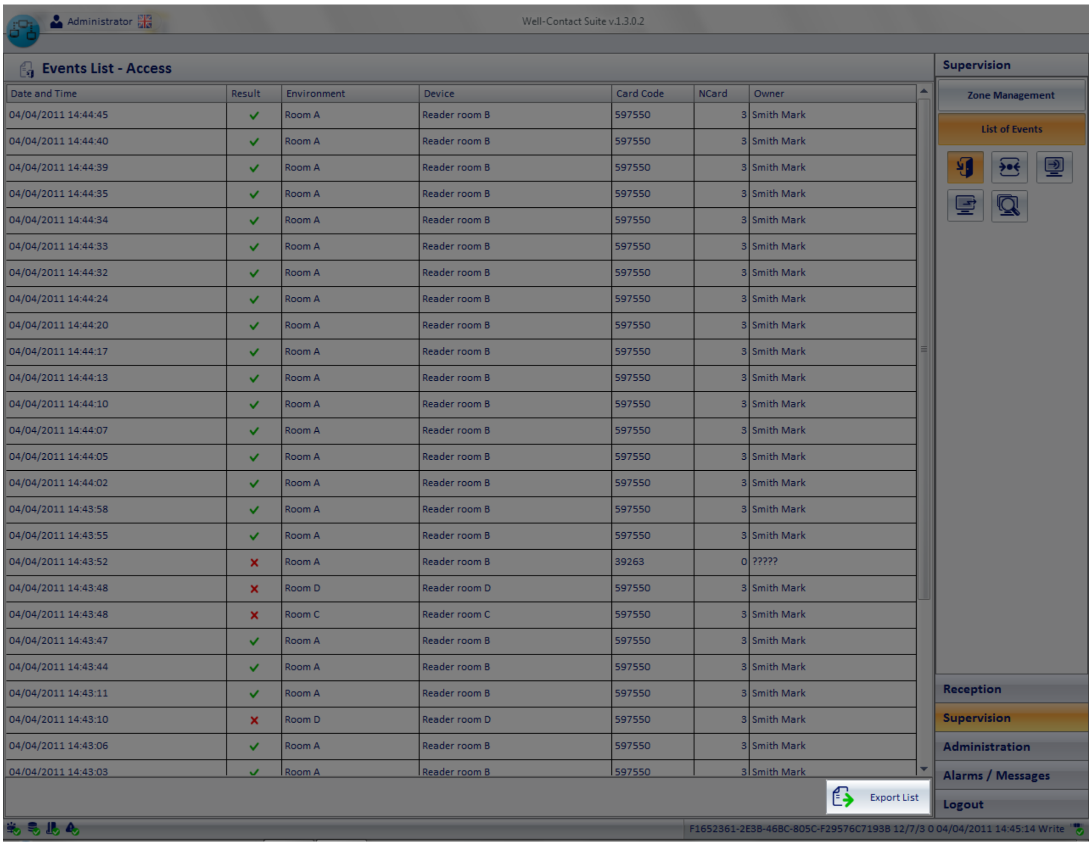
- ***Area with the buttons to select the event list.*** Through the buttons in this area you can select the list of events you want to view in your workspace.

The Supervision section

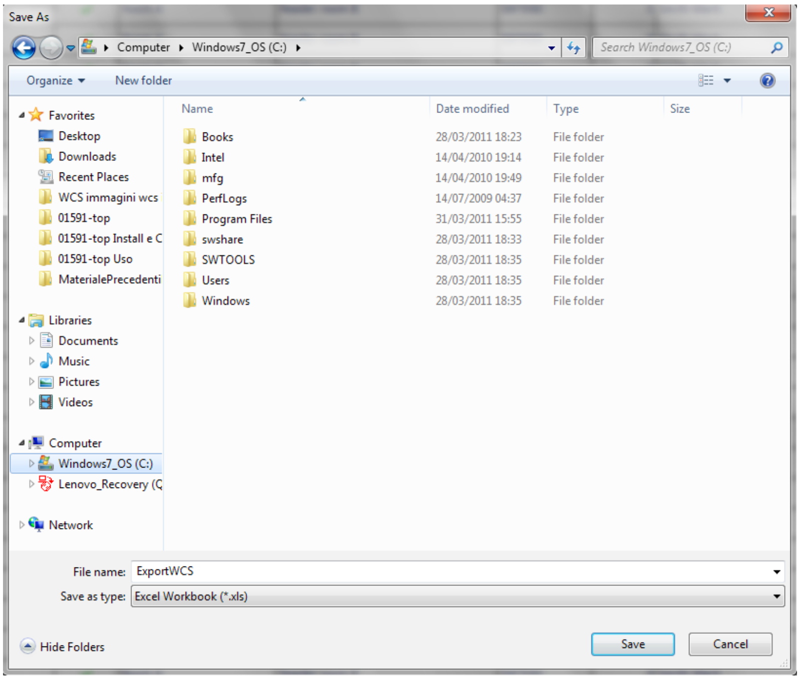
The events lists listed above are described in detail in the next few chapters.



- ***The "Export List" button.*** This button allows you to export the list of active events in an MS Excel file format (.xls).



- Pressing this button displays the window shown in the picture below.



To export the list of events:

a. Type a name for the file in the "File Name" field.

b. Select the folder where to save the file.

c. Press the "Move" button
To exit without exporting the events list, press the "Cancel" button.

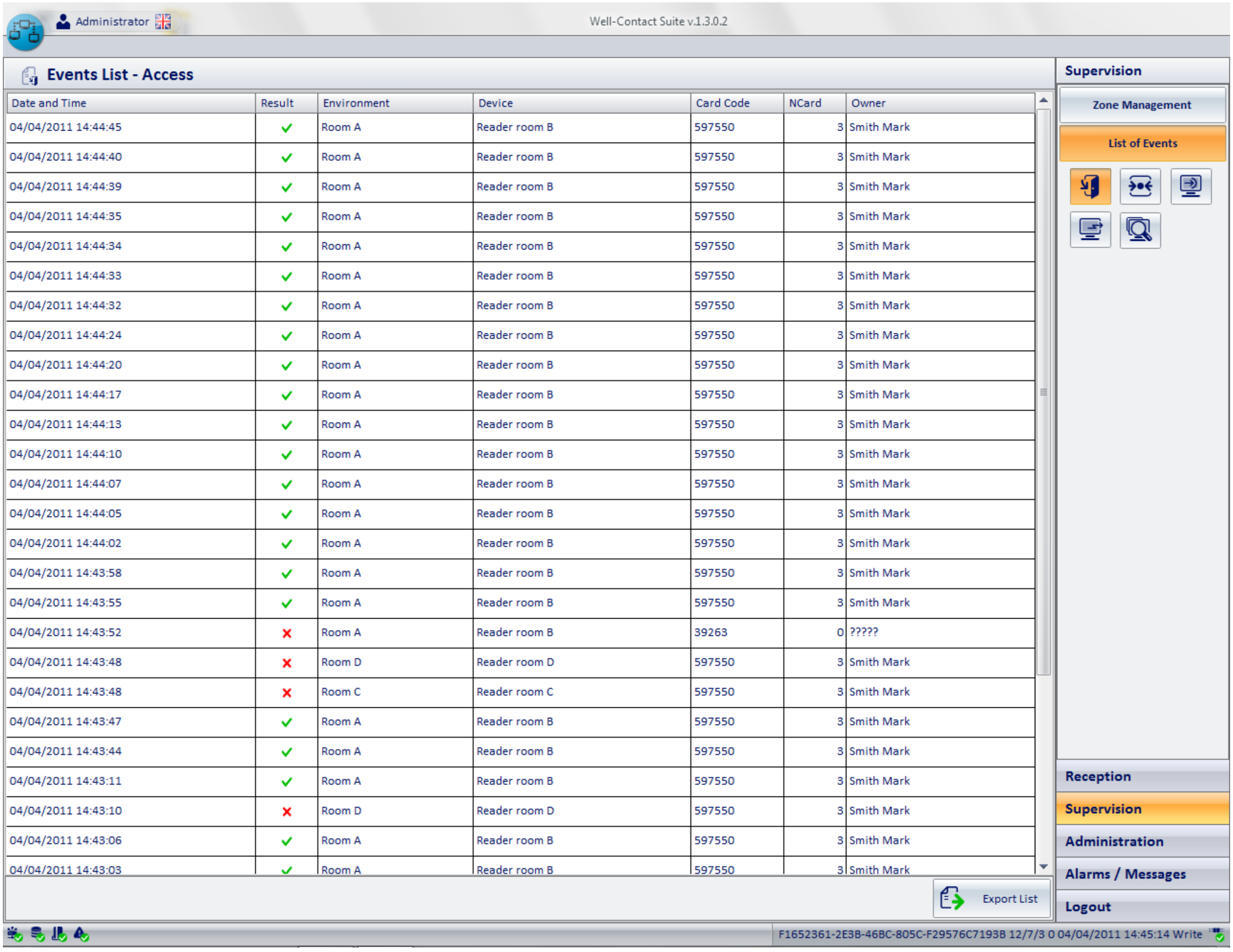
Here follows the detailed description of the event lists provided by the Well-Contact Suite software.

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.

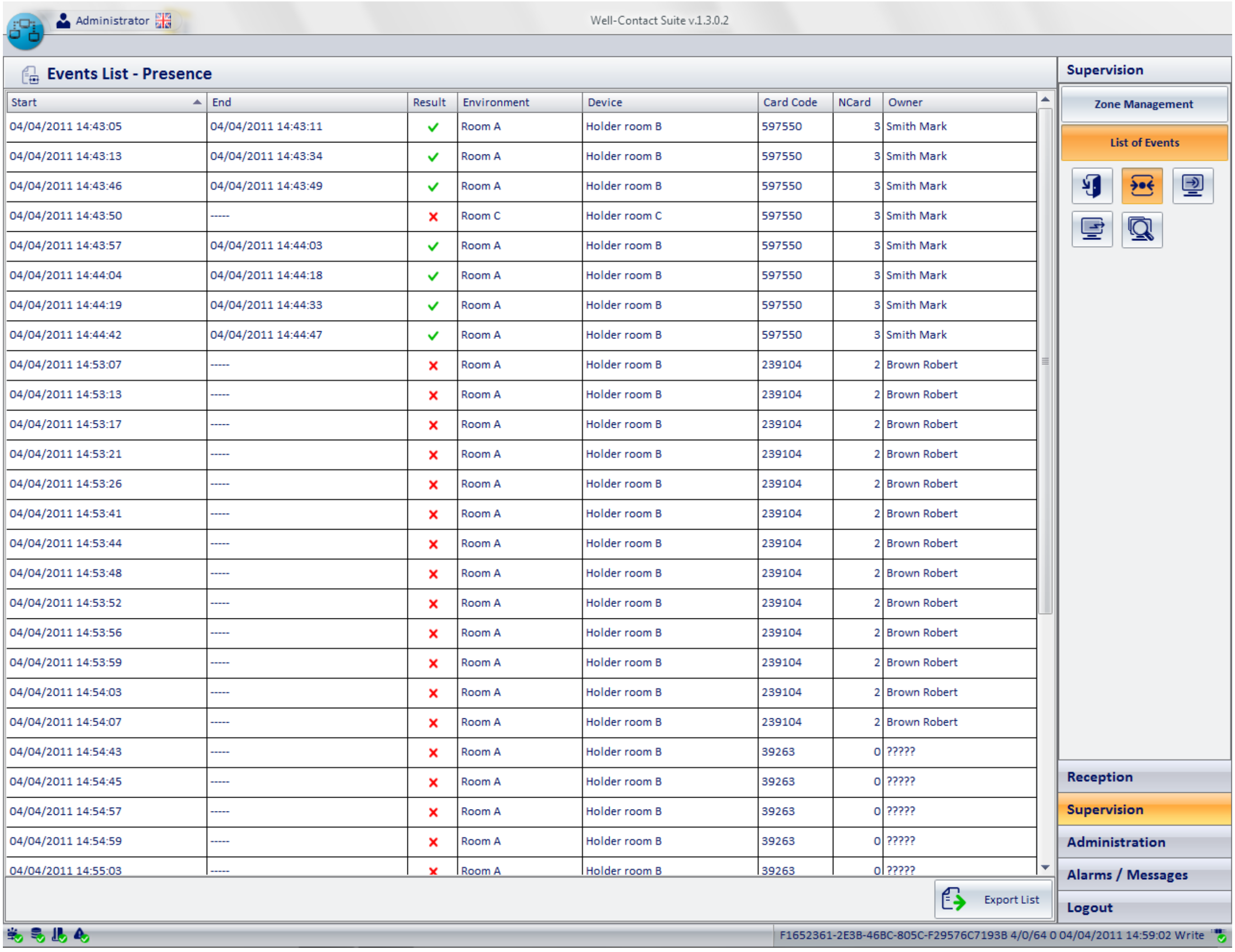


The parameters displayed for each item in the list are described in the description box for each column of the list, and are described in detail in the following table.

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 user. As described above, in fact, if a user 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.



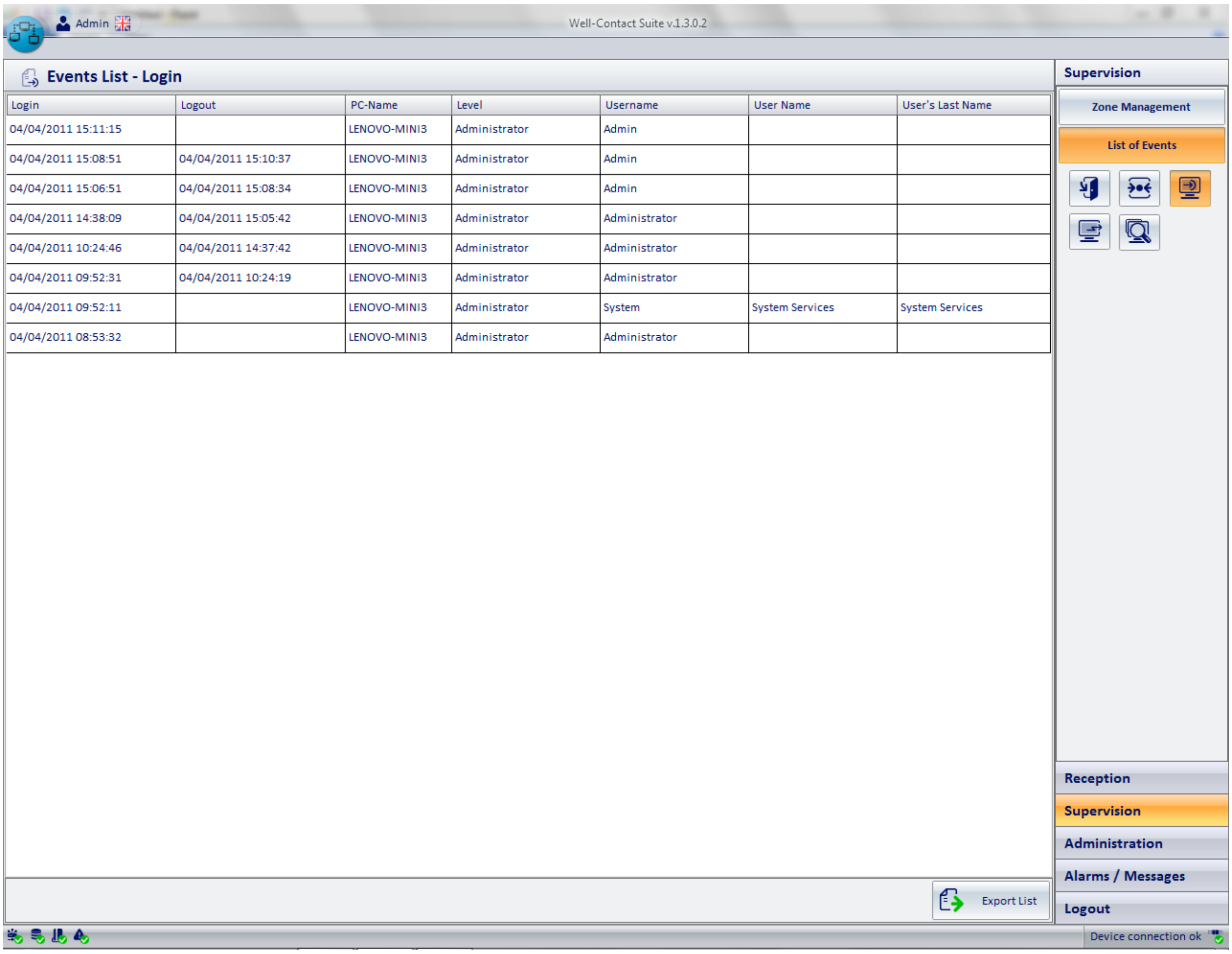
The parameters displayed for each item in the list are described in the description box for each column of the list, and are described in detail in the following table.

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 user. As described above, in fact, if a user 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 Supervision section

The "Login" list

This list, as anticipated previously, shows all the Well-Contact Suite software access data.



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.

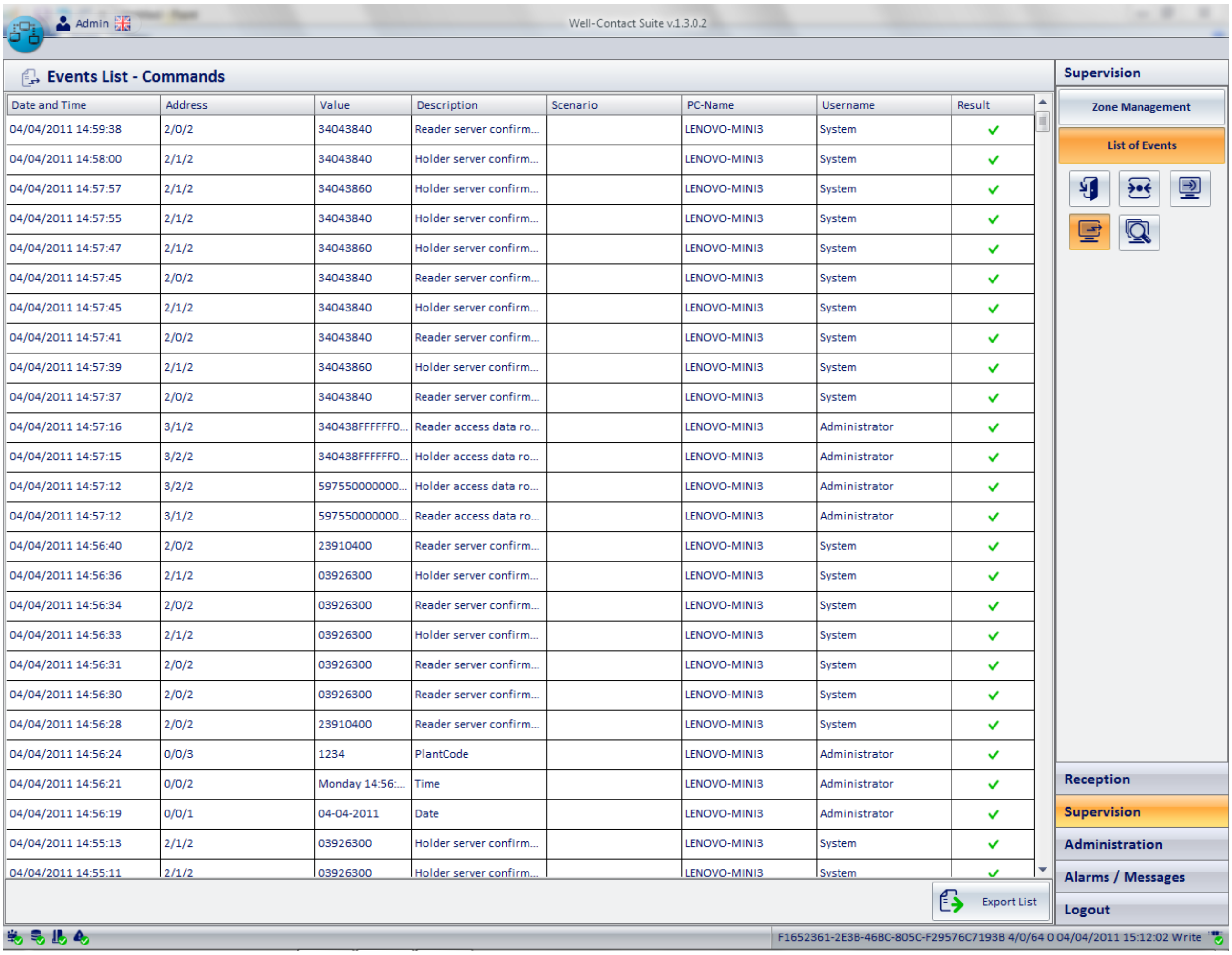
Parameter Name (column)	Description
Login	Date and time of the log in to the Well-Contact Suite software.
Logout	Date and time of the log out to the Well-Contact Suite software.
PC-Name	Name of the computer from which you accessed the Well-Contact Suite software.
Level	Level of the user who logged on 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 Supervision section

The "Commands" list

This list, as anticipated previously, shows all the commands sent from the Well-Contact Suite software to the automation 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 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.

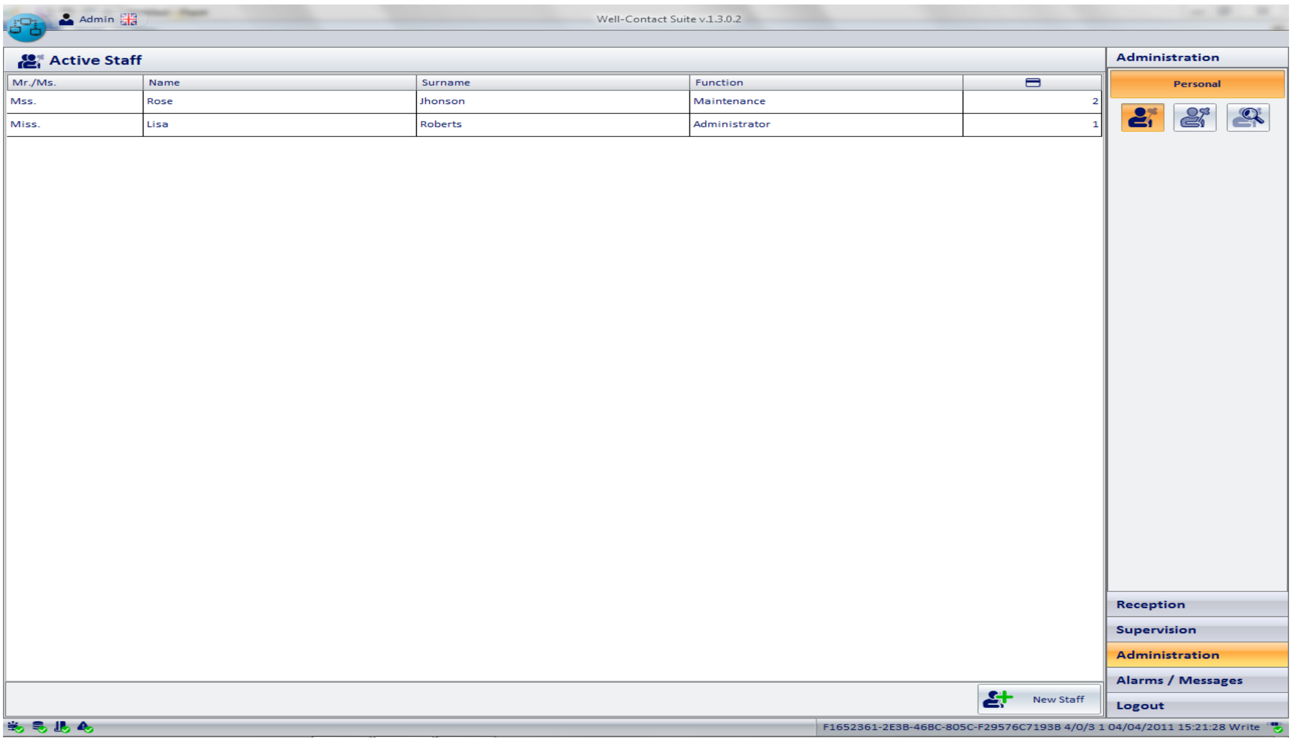
- Viewing the lists of "active" staff and the historical archive of staff.
- Searching the lists of the "Active staff" and "Staff Archive".
- Access the staff data sheets (both active and present in the archive):
    - Personal data
    - Data regarding the specific function of the person
    - Data 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.

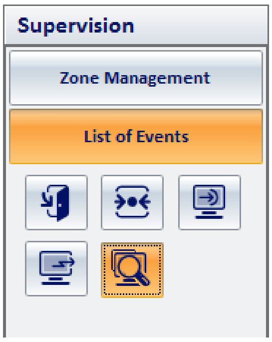


From the Staff window you can see the following areas:

- The staff list
- The "New Staff" button
- 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

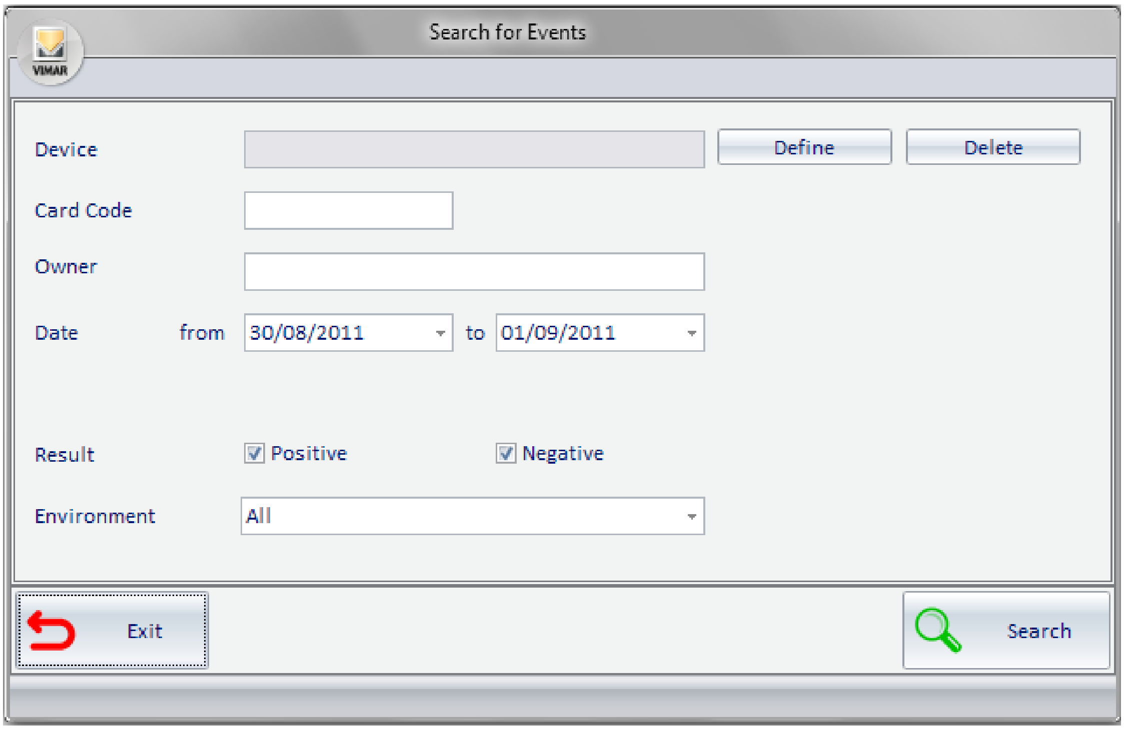
The button for searching in the events list

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

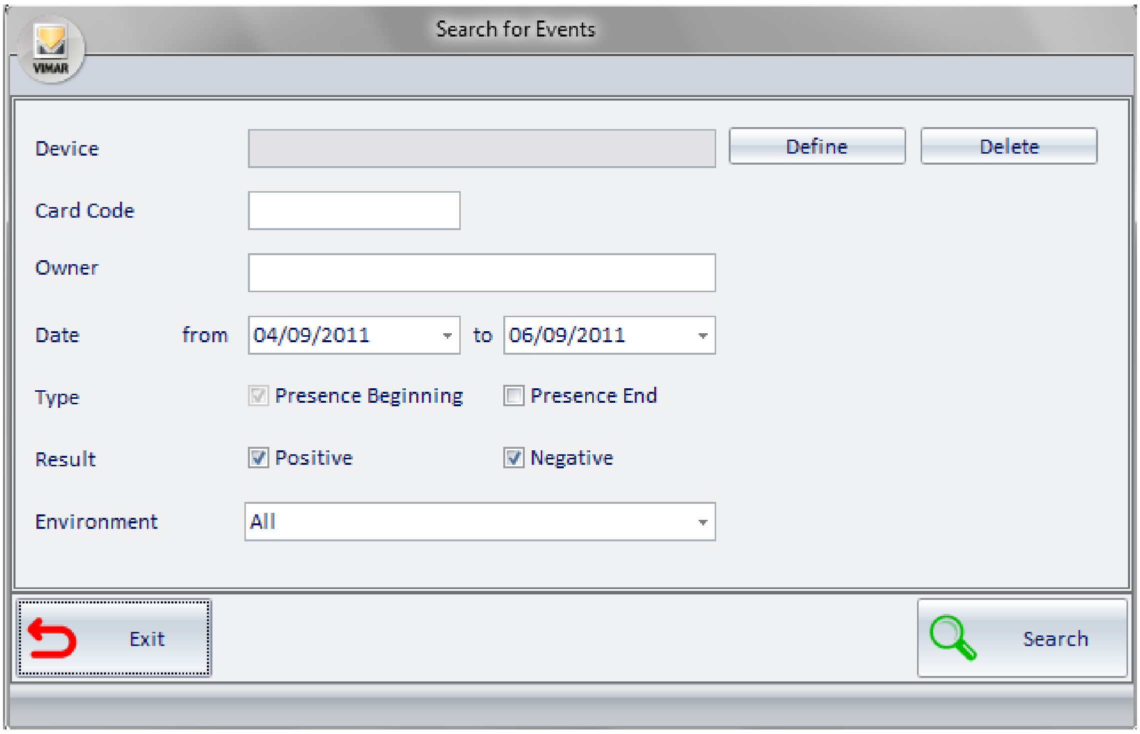
1. Select the Events-Access list
2. Press the search button This window appears



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

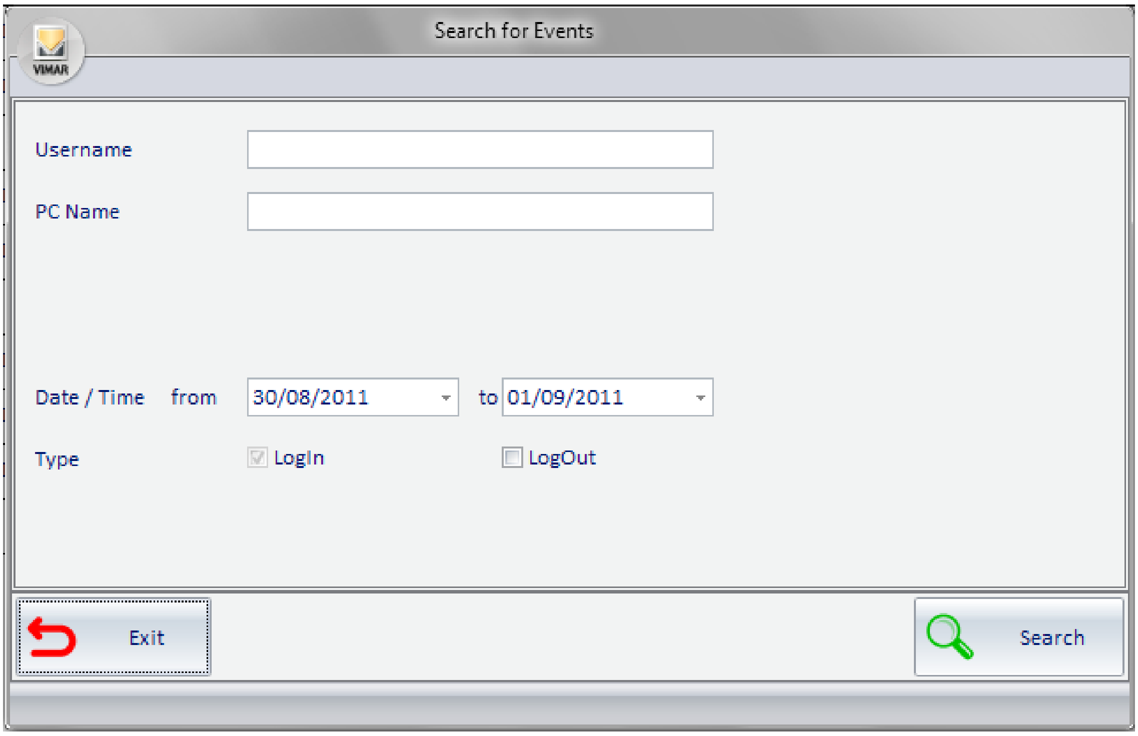
1. Select the Events-Presence list
2. Press the search button. This window appears



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 users/staff members who are no longer present in the room; if end presence isn't set, the search is performed on all users/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

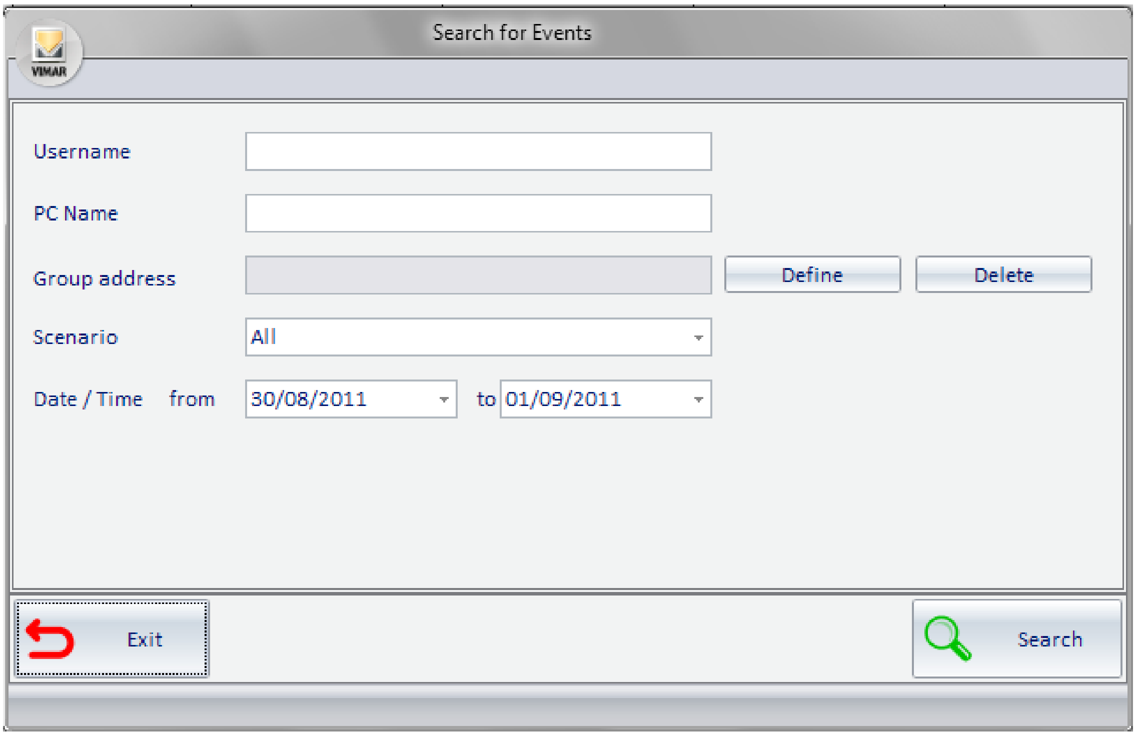
1. Select the Events-Login list
2. Press the search button. This window appears



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 users/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

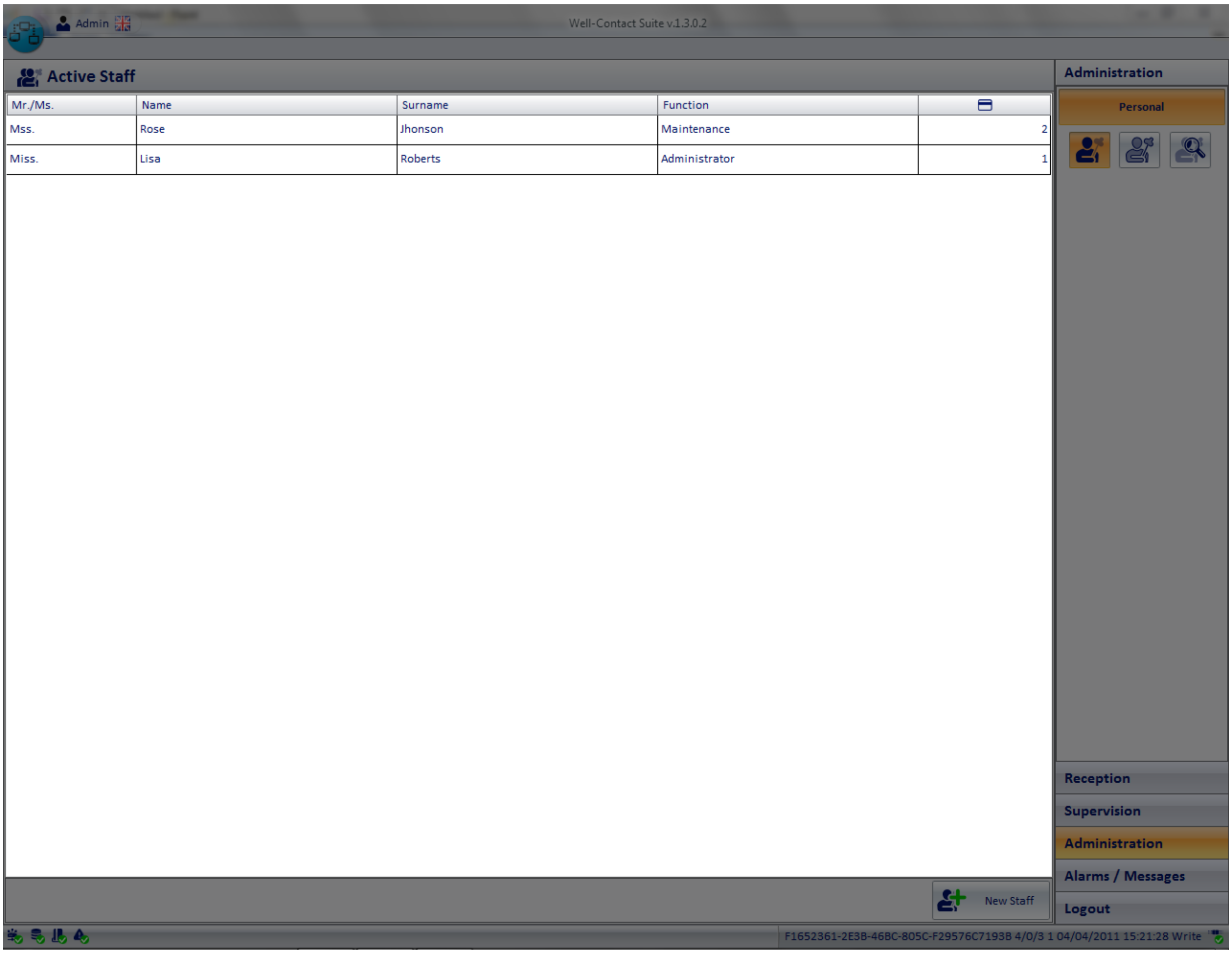


USERNAME: you can enter the Username to search
PC NAME: you can enter the Pc Name to search
ADDRESS/OBJECT: clicking the button "Define" displays the tree structure of the configured addresses, where you can select the appropriate address for the search; clicking "Delete" will delete the selection
SCENARIO: you can enter the scenario to search
DATE: you can enter the period to search

The Administration section

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.



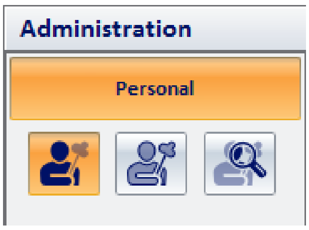
The section reserved for the staff list may take two main aspects:

- "Active Staff" list
- "Staff Archive" list

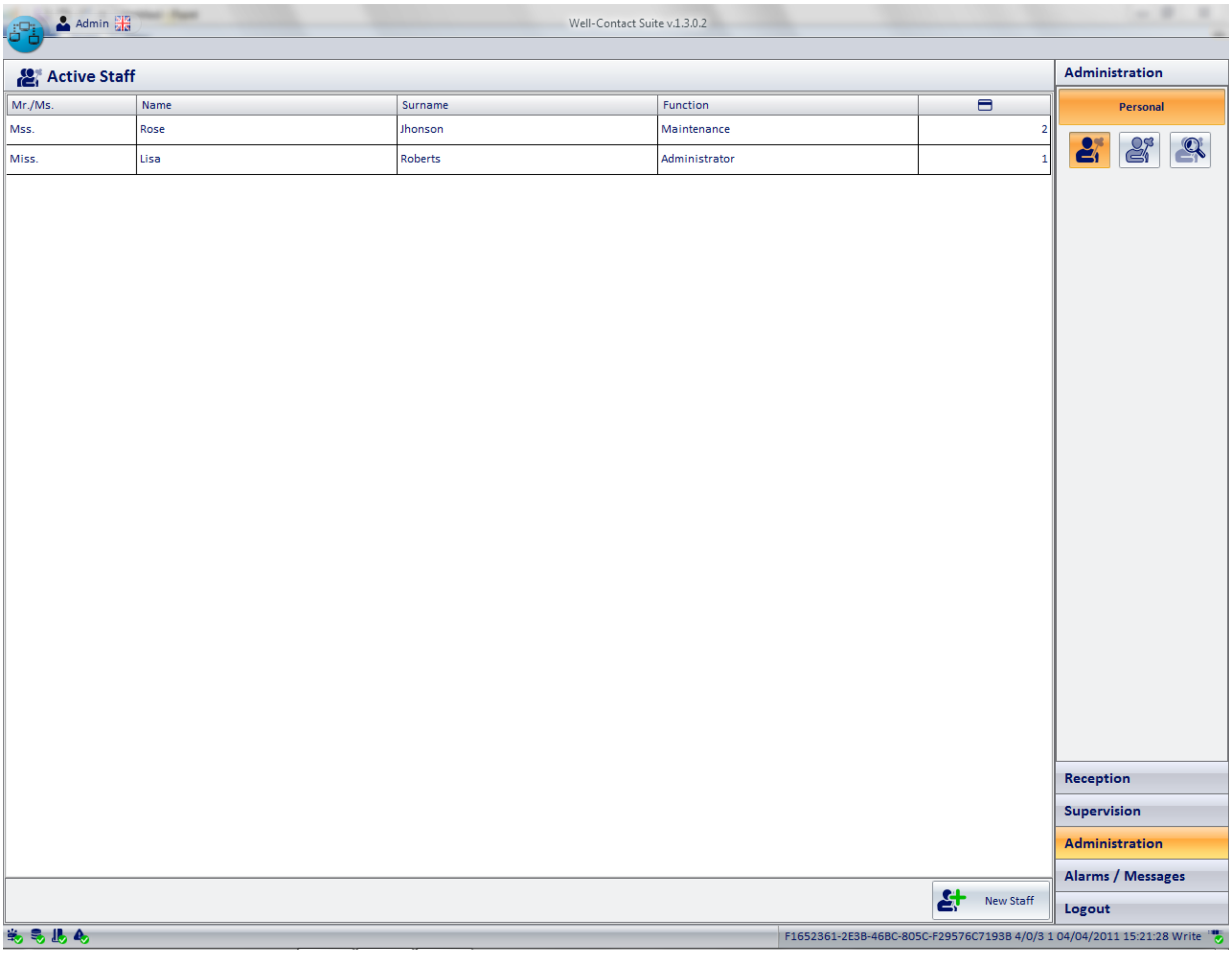
The "Active Staff" or the "Archive" can be viewed pressing the buttons for choosing the personal category to display, located under the button to choose the "Staff" sub-section of the "Administration" section.

The "Active Staff" list

The list contains all active staff members hat have been given at least one active card (at least one access card has been programmed and activated). To view 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.



- The columns of the table refer the main data of interest related to active users:
- ***Salutation***.
- ***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 staff members 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 users 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 Administration section

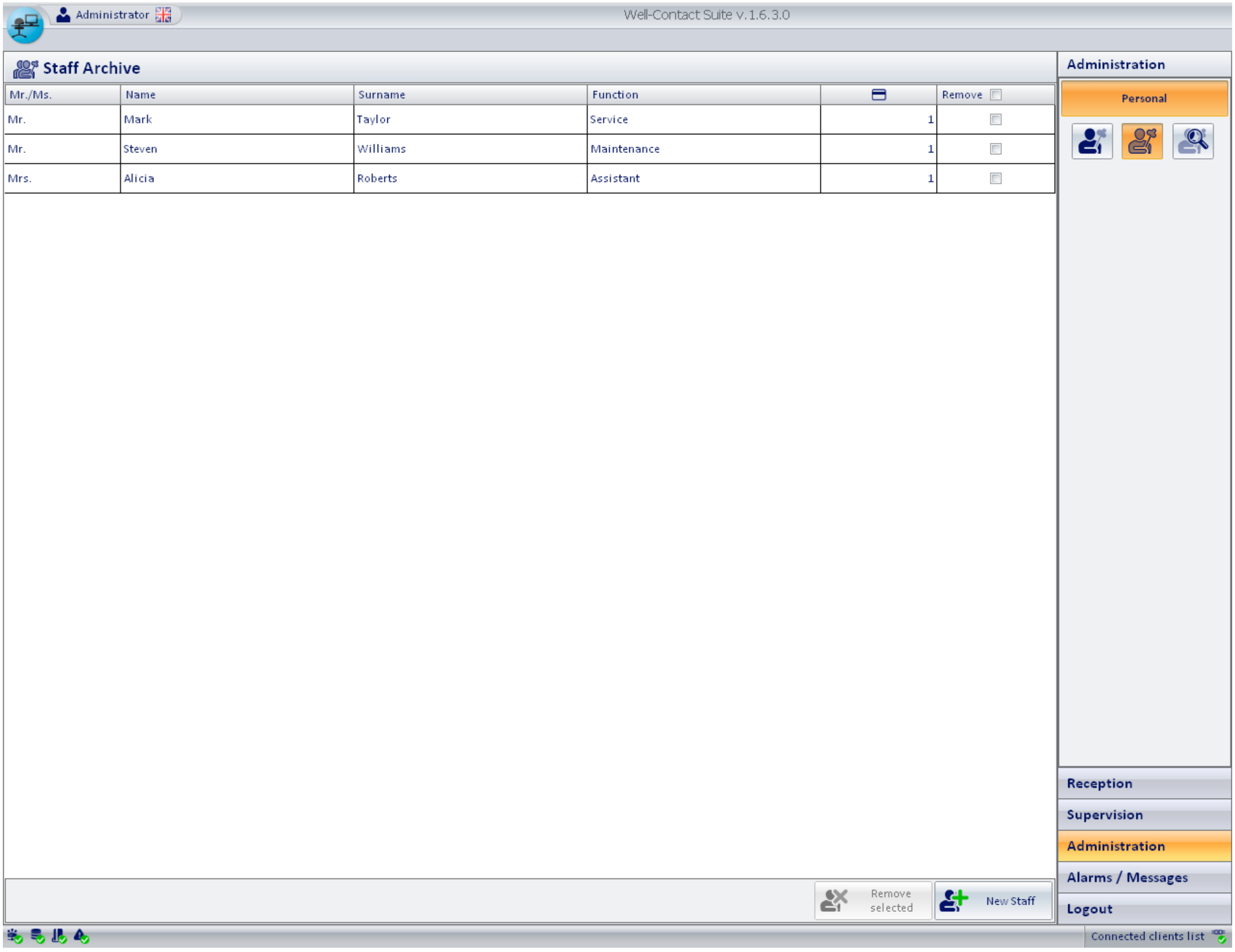
The "Staff Archive" list

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" staff members list whose cards have later been disabled (access card) (or access cards).

To view the "Staff Archive", 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 columns of the table refer the main data of interest related to active users:

- Title**.**
- ***Name.***
- Last name**.**
- ***Function***. Note on the possible function or assigned duties.
- ***Card***. Number of assigned cards not yet activated.

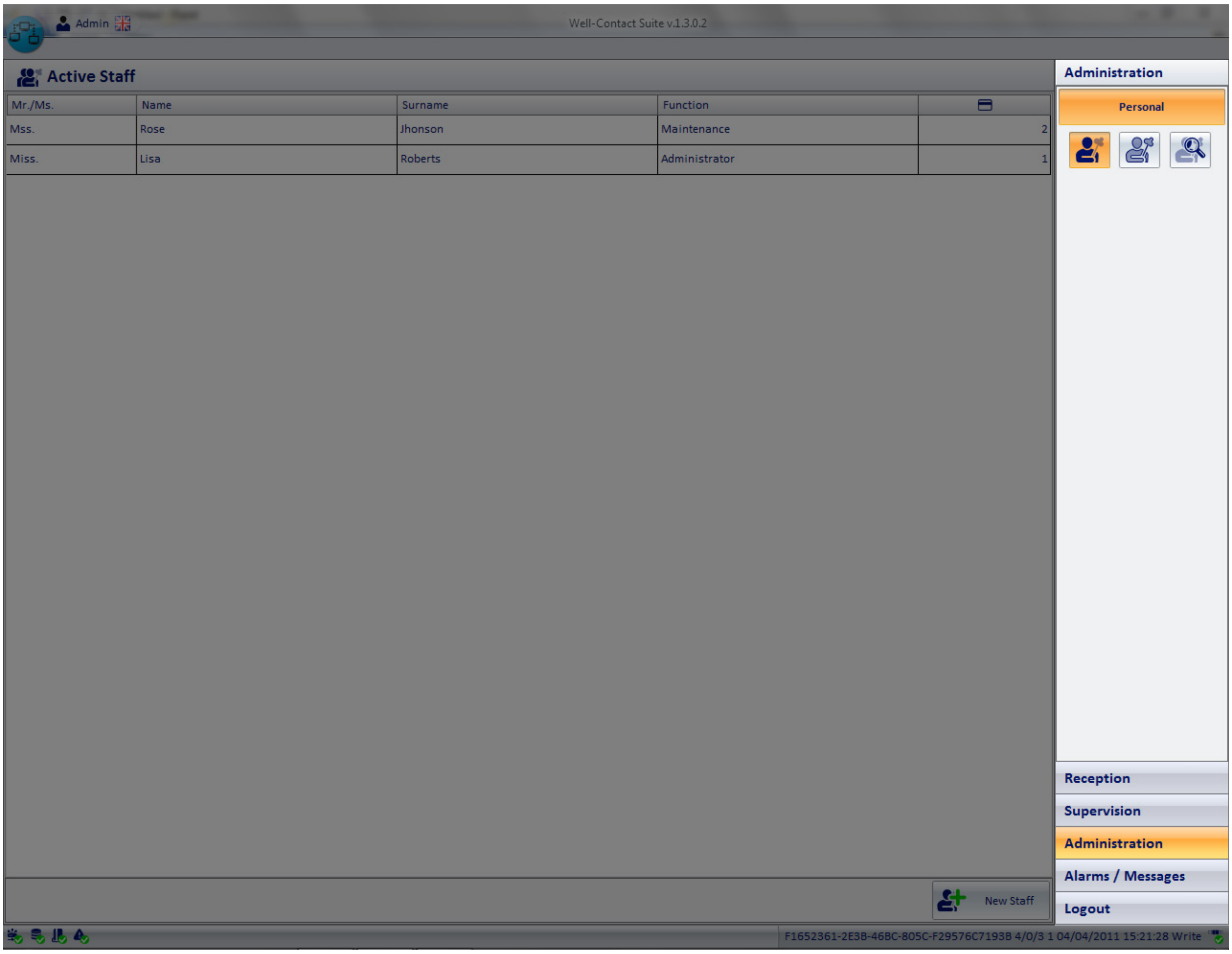
Sorting the list

You can sort the list of staff members 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.

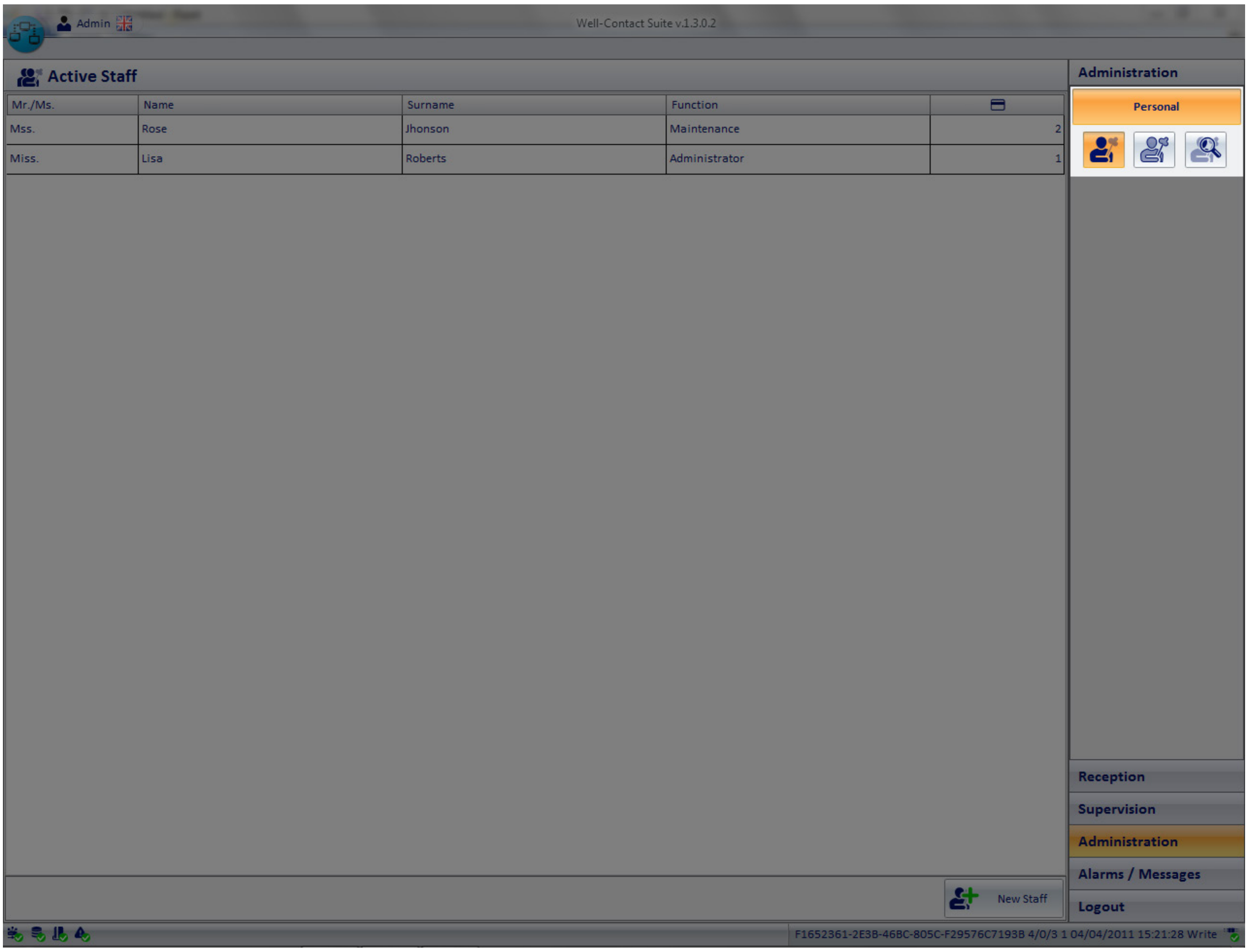
Navigation area



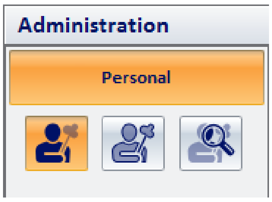
The navigation area includes, at the bottom, the buttons for selecting the section of the Well-Contact Suite software.

The Administration section

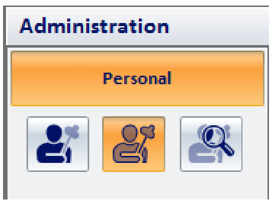
On top, however, there are buttons for navigating the selected subsection.



The button for selecting the list of active staff members

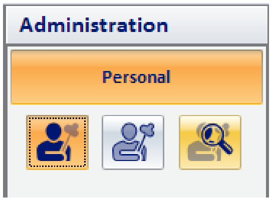


The button for selecting the staff archive

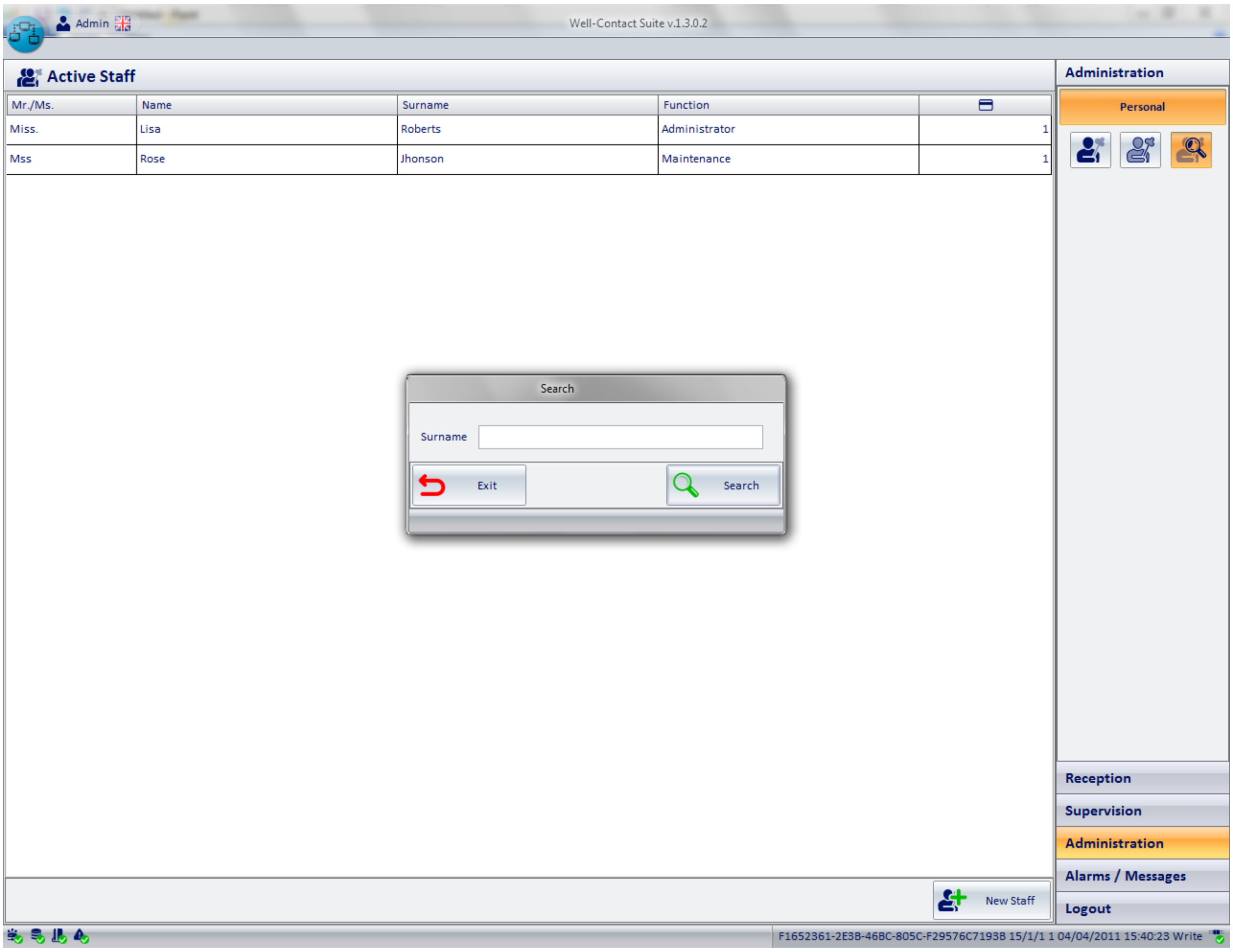


The button to search the list of the currently active staff

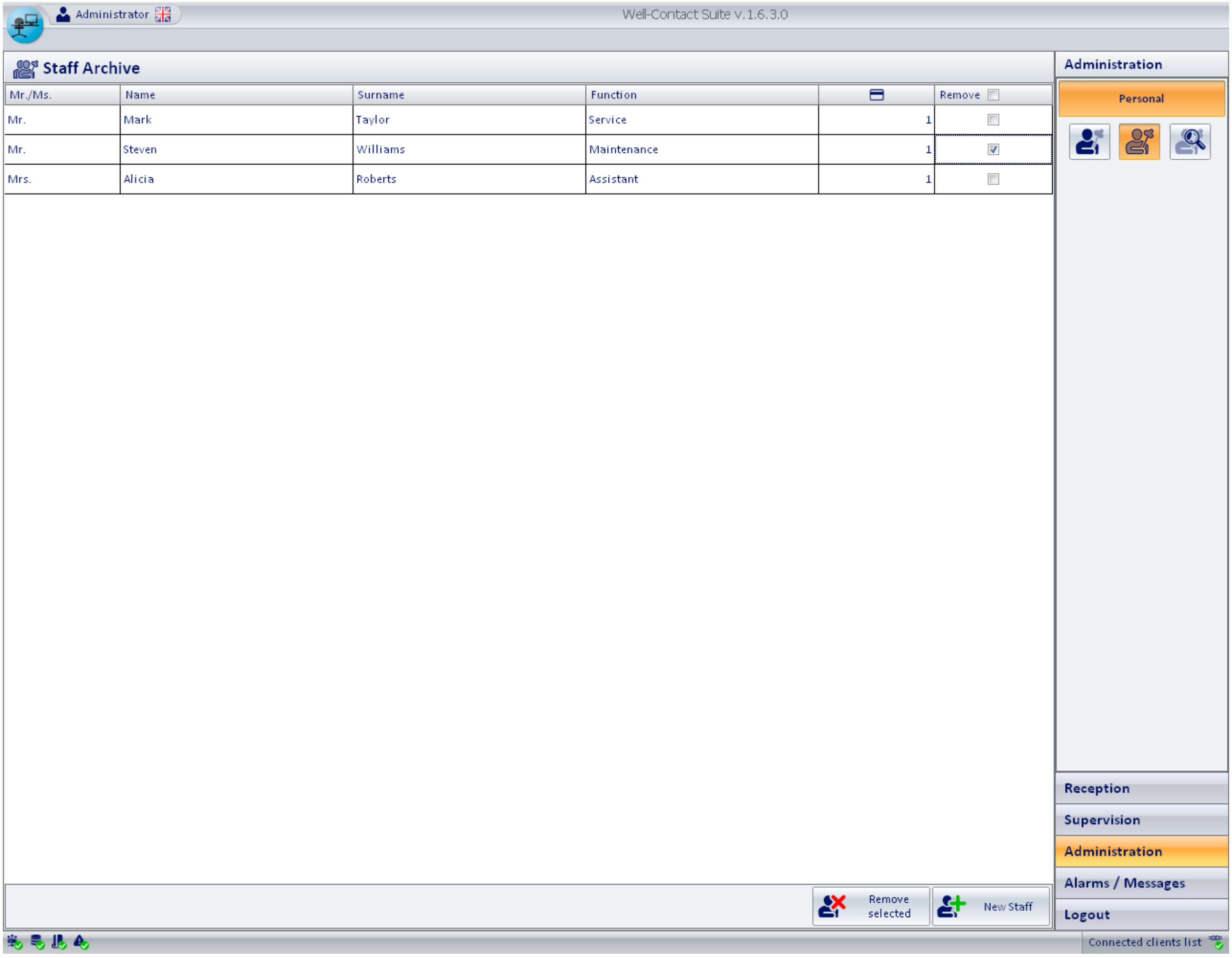
The Administration section



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.



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).



The “Remove selected” button

Pressing the “Delete selected” button, one or more names can be removed from the personal archive.
The “Delete 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 above, 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.

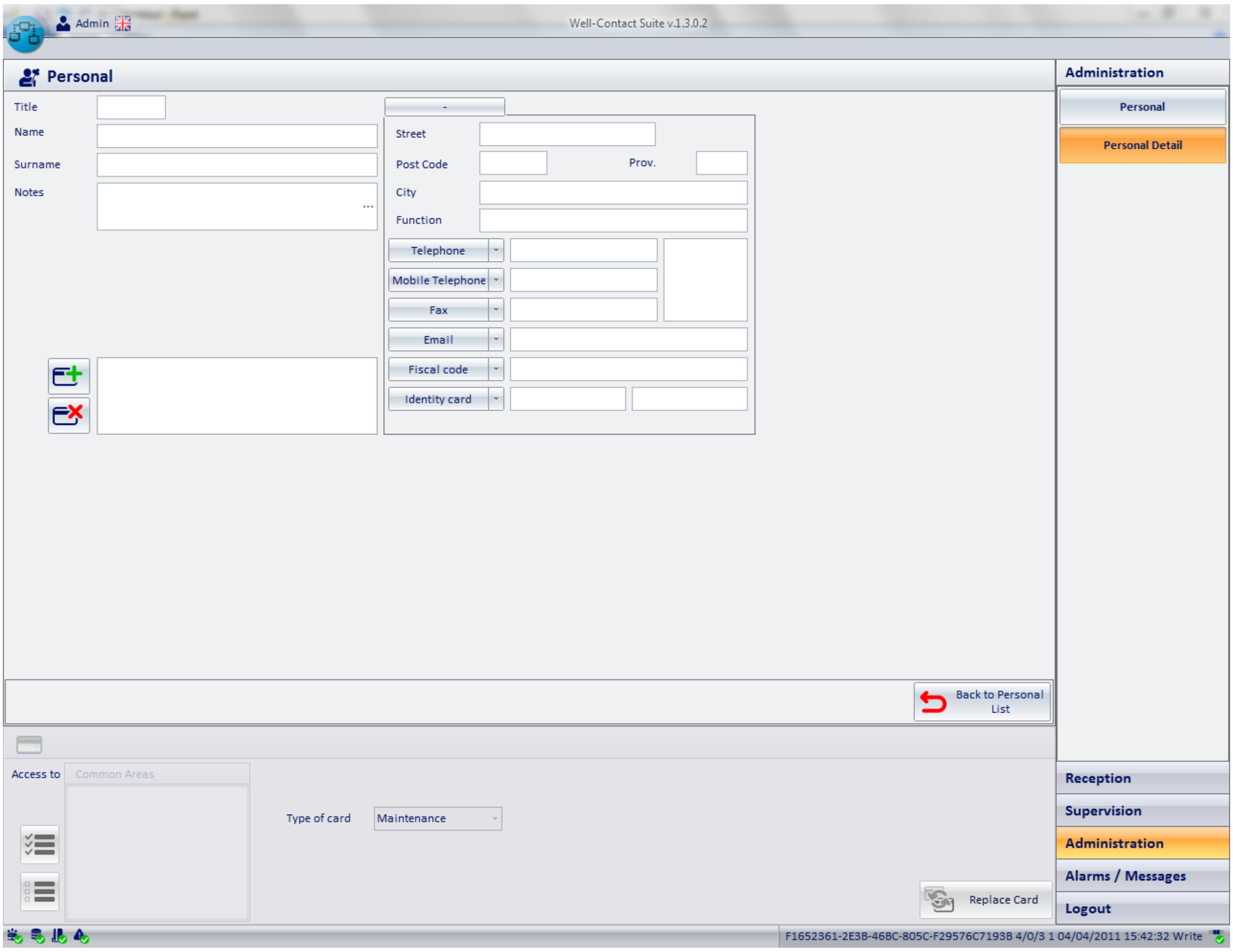
Note: When inserting the last name of a new staff member, the “Cancel” button is displayed on bottom left, which allows instant cancellation of the staff member data. If you do this, the name of the staff member will be deleted, that is not saved to the Software.

The "Staff Detail" subsection

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

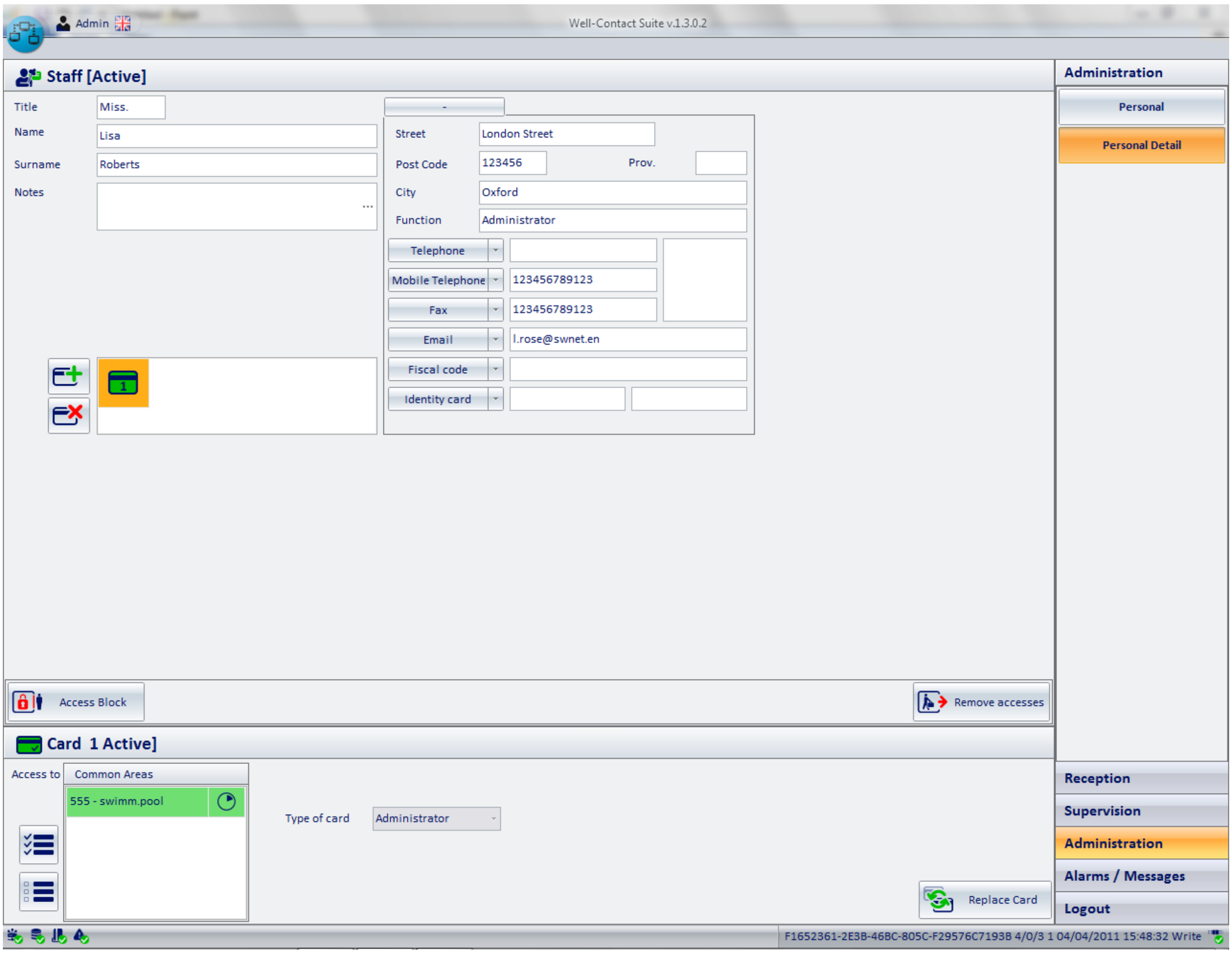
- Pressing the "New Staff" button from the "Staff" subsection.
- Left-clicking the button next to a row in the active staff list.
- Left-clicking the button next to a row in the archived staff list.

The "Staff Detail" window will look as shown in the picture below (if a new staff member is created)



The Administration section

After entering the staff member data, the window will look as shown in the following picture.

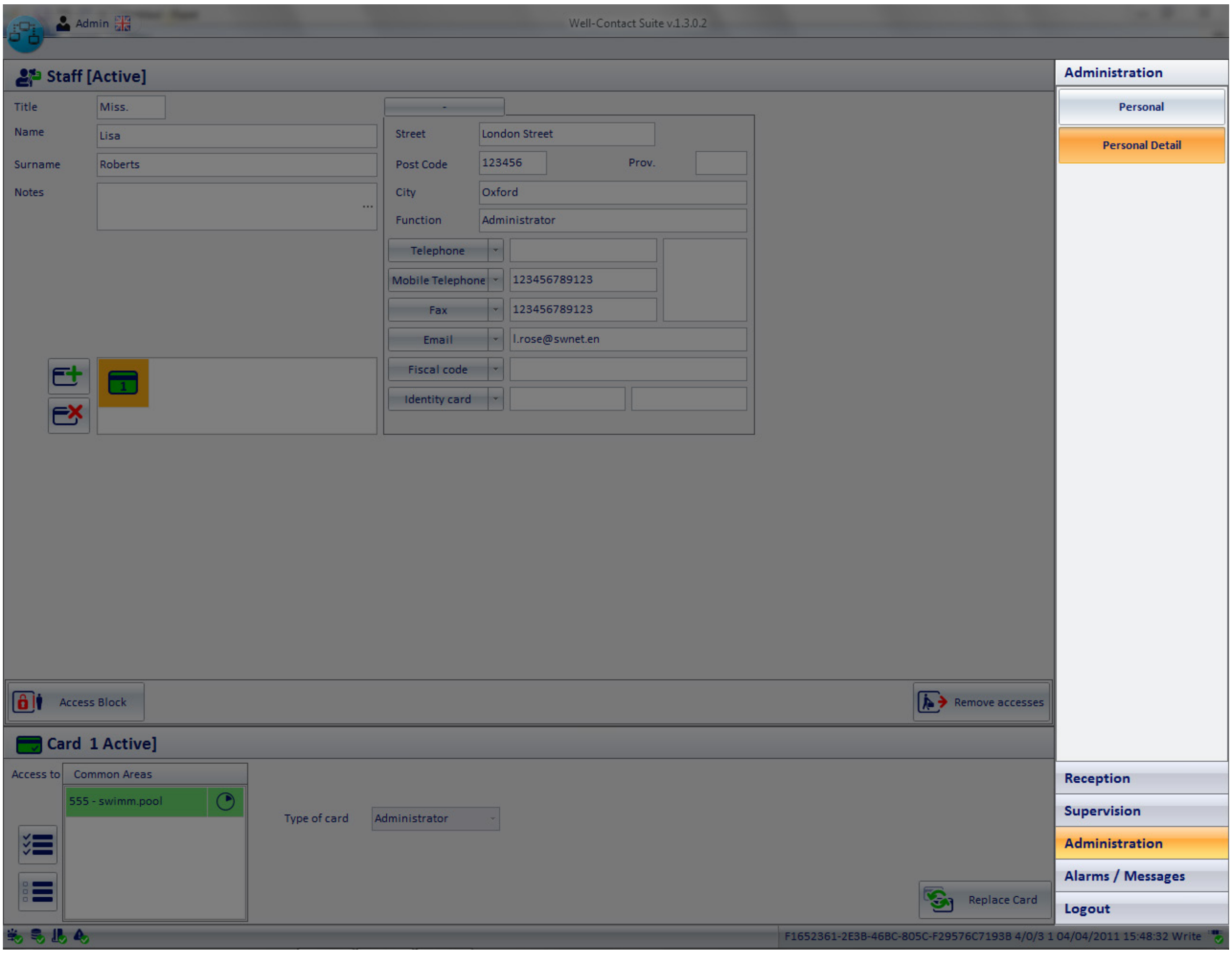


The "Staff Detail" window is divided as follows:

- Area for the "navigation" or selection of the Well-Contact Suite software sections.
- Area of staff data: personal data, list of assigned access cards.
- Selected card details area.
- Icon to activate the configuration menu.

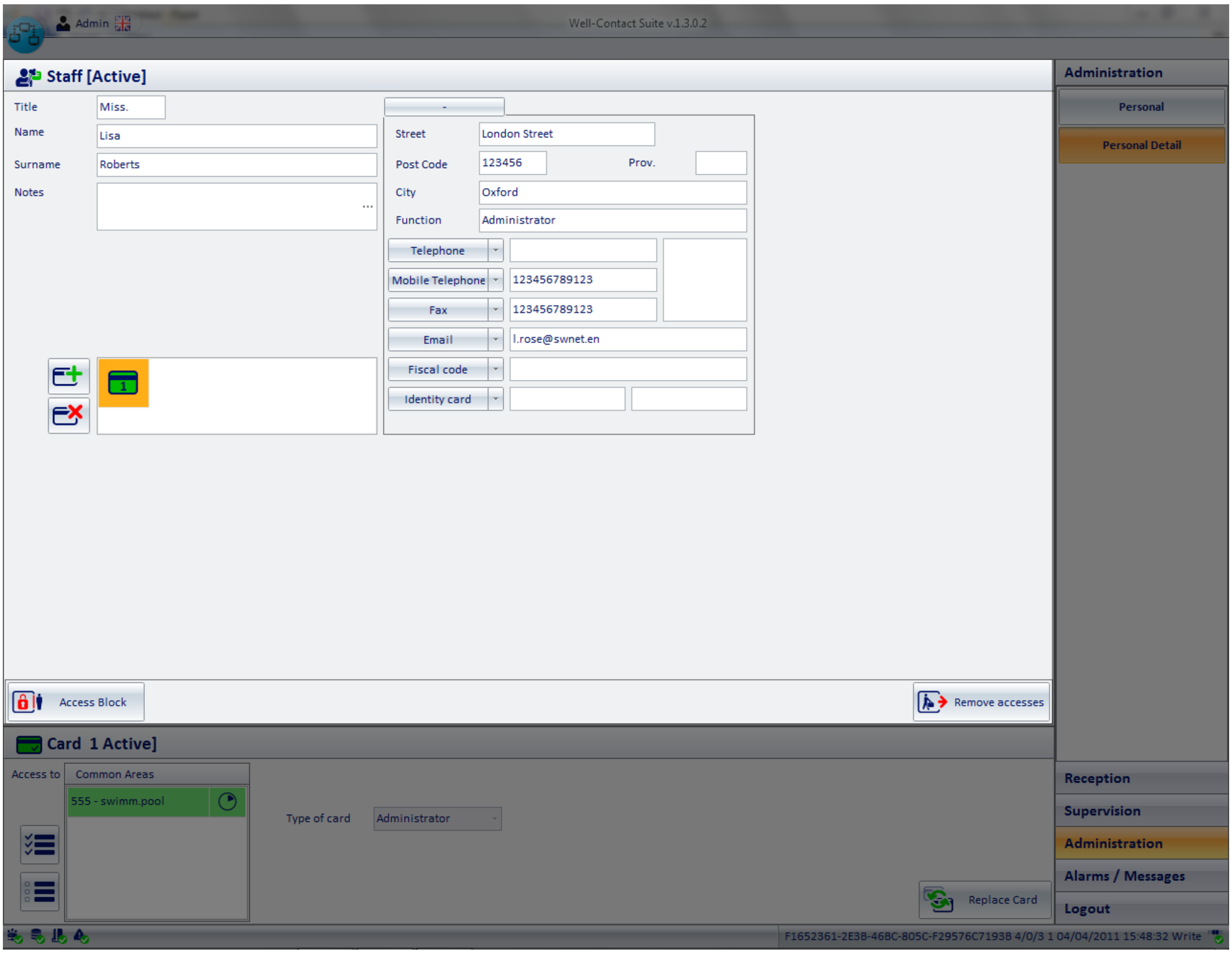
The following chapters describe the above areas in detail.

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.

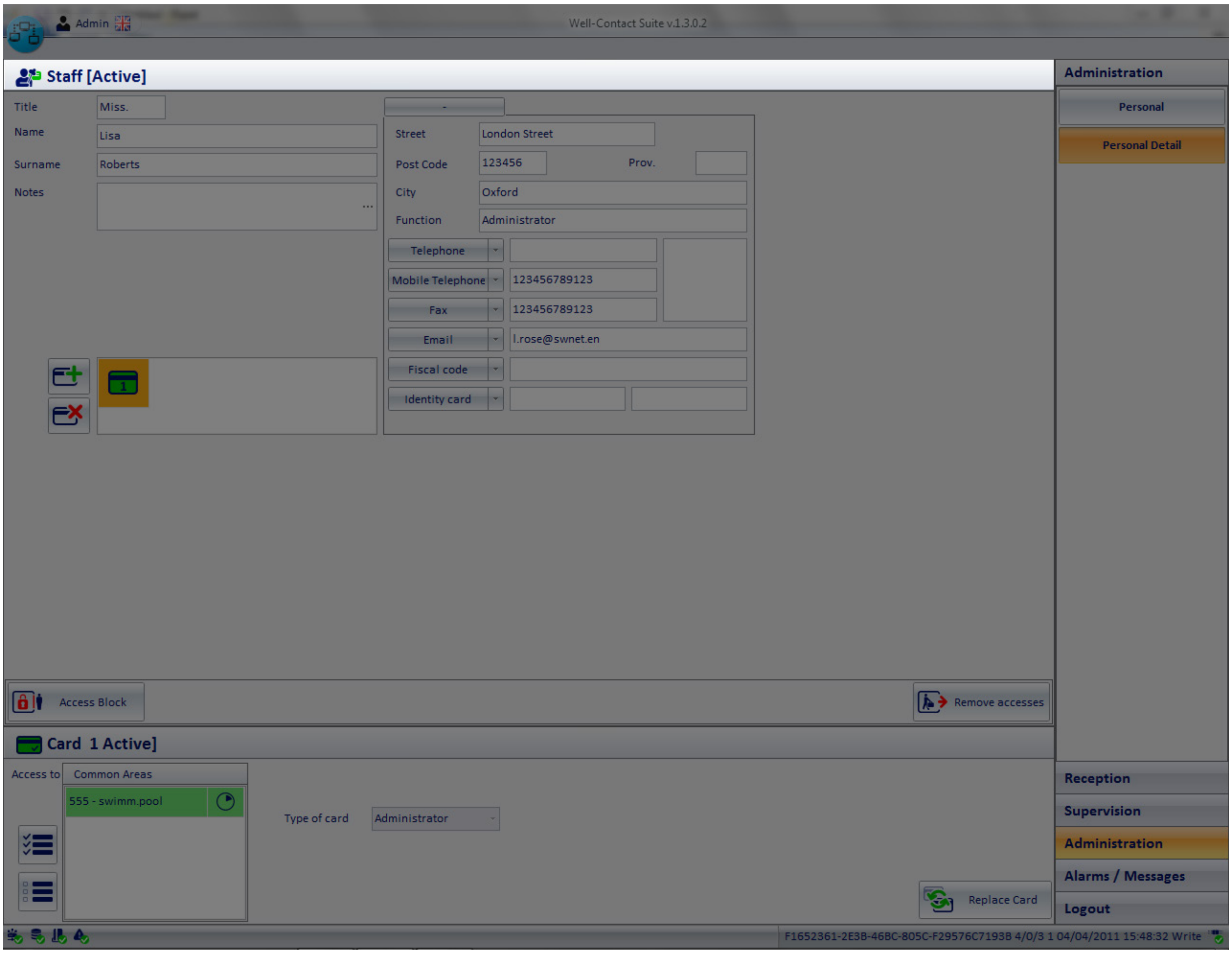
Staff data area



In this area there are the staff member and associated access cards details, grouped into three sub-areas:

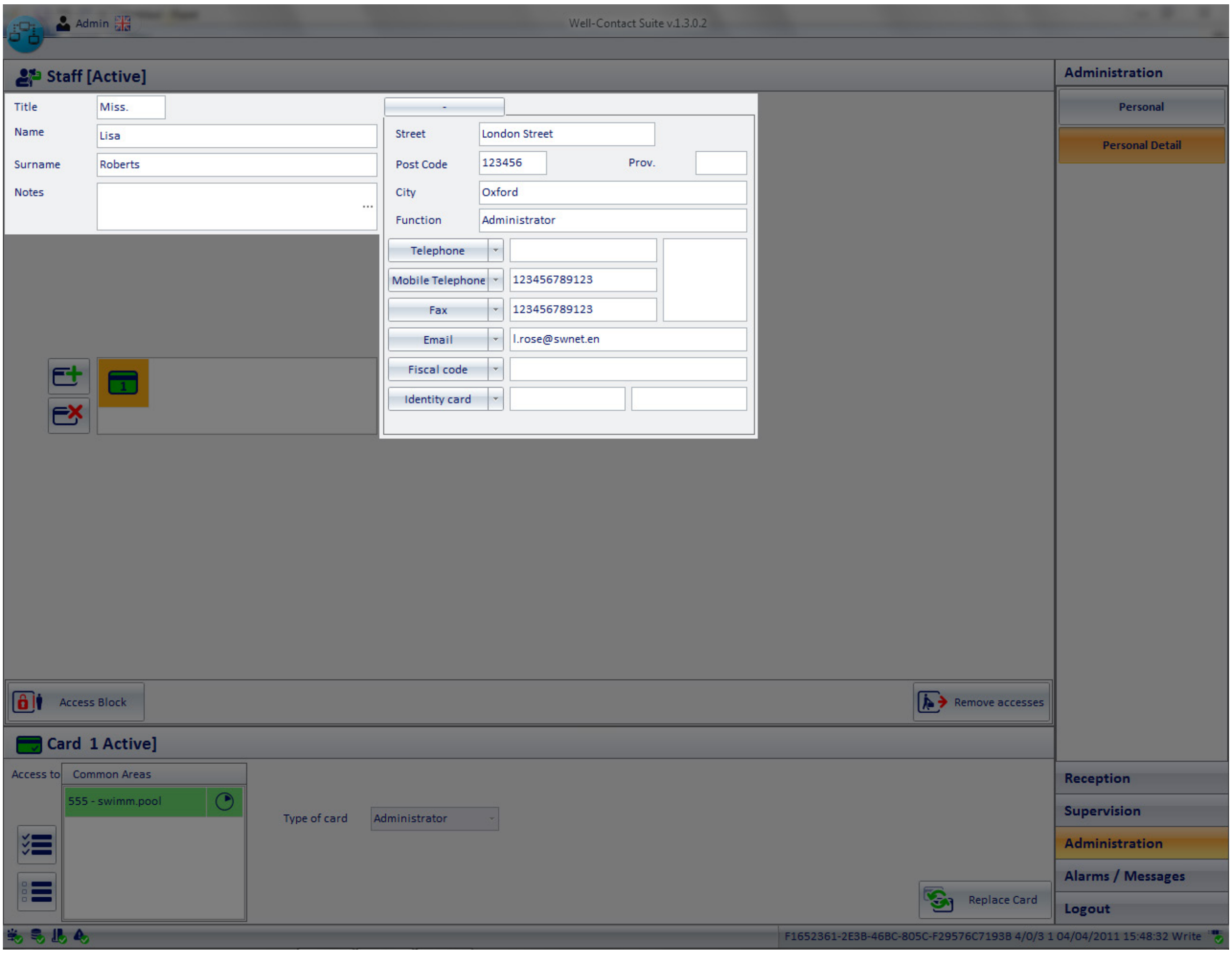
- Staff member status
- Personal data.
- List of assigned access cards.

Staff status (Staff Detail section)



This area displays the status of the staff members: active, archived, or locked.

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:

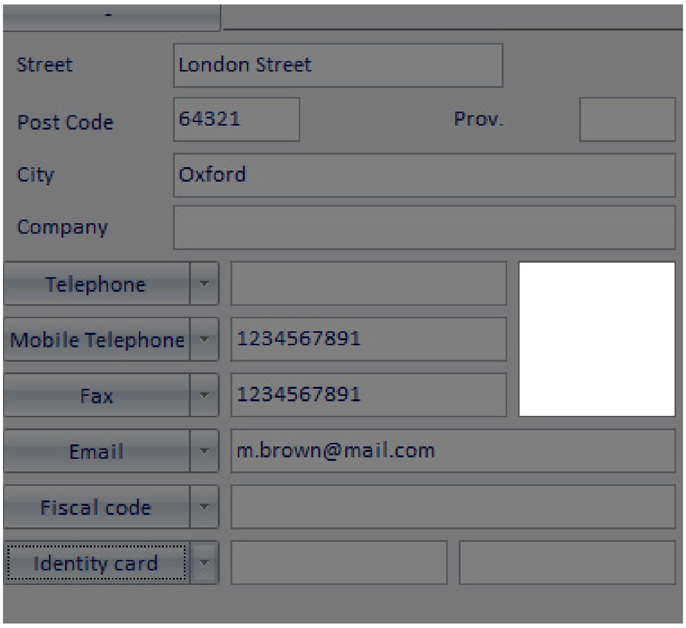
- ***"Main" data area***.
  Here, you will find the following fields:
  - **Last name**
  - **Name**
  - **Title**
  - **Notes**

  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:
  - **Street**
  - **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 Phone**
    You can set up to a maximum of three cellphone numbers, selectable via the drop-down menu that appears when you click the

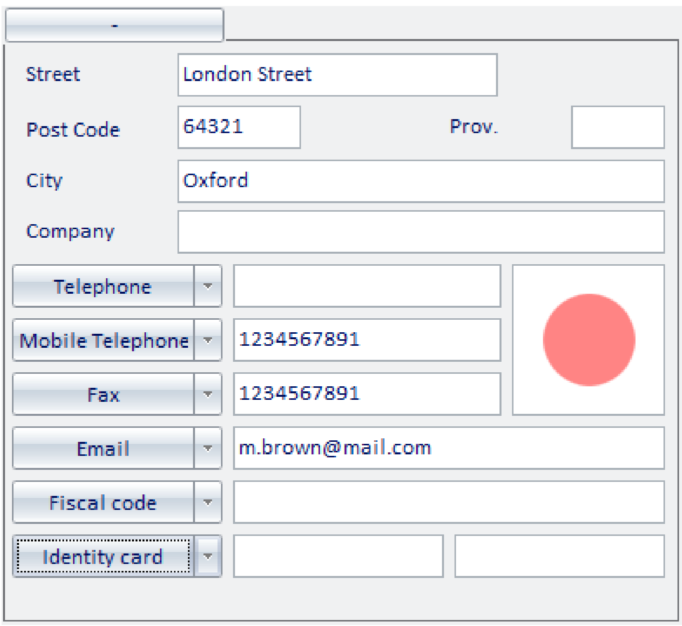
"Mobile" button.

- **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.
- **C. Identity**
  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.
- **Picture**
  You can insert a picture of the customer that will be displayed in the space shown in the following picture.

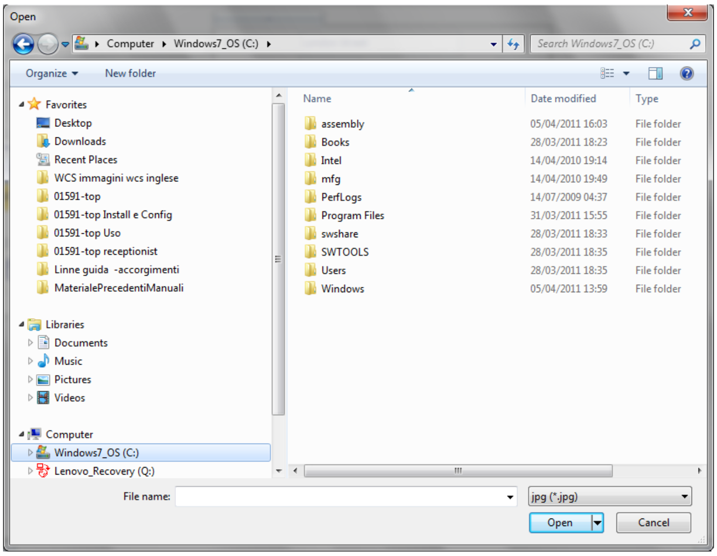


To insert a picture in this area, follow these steps:

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

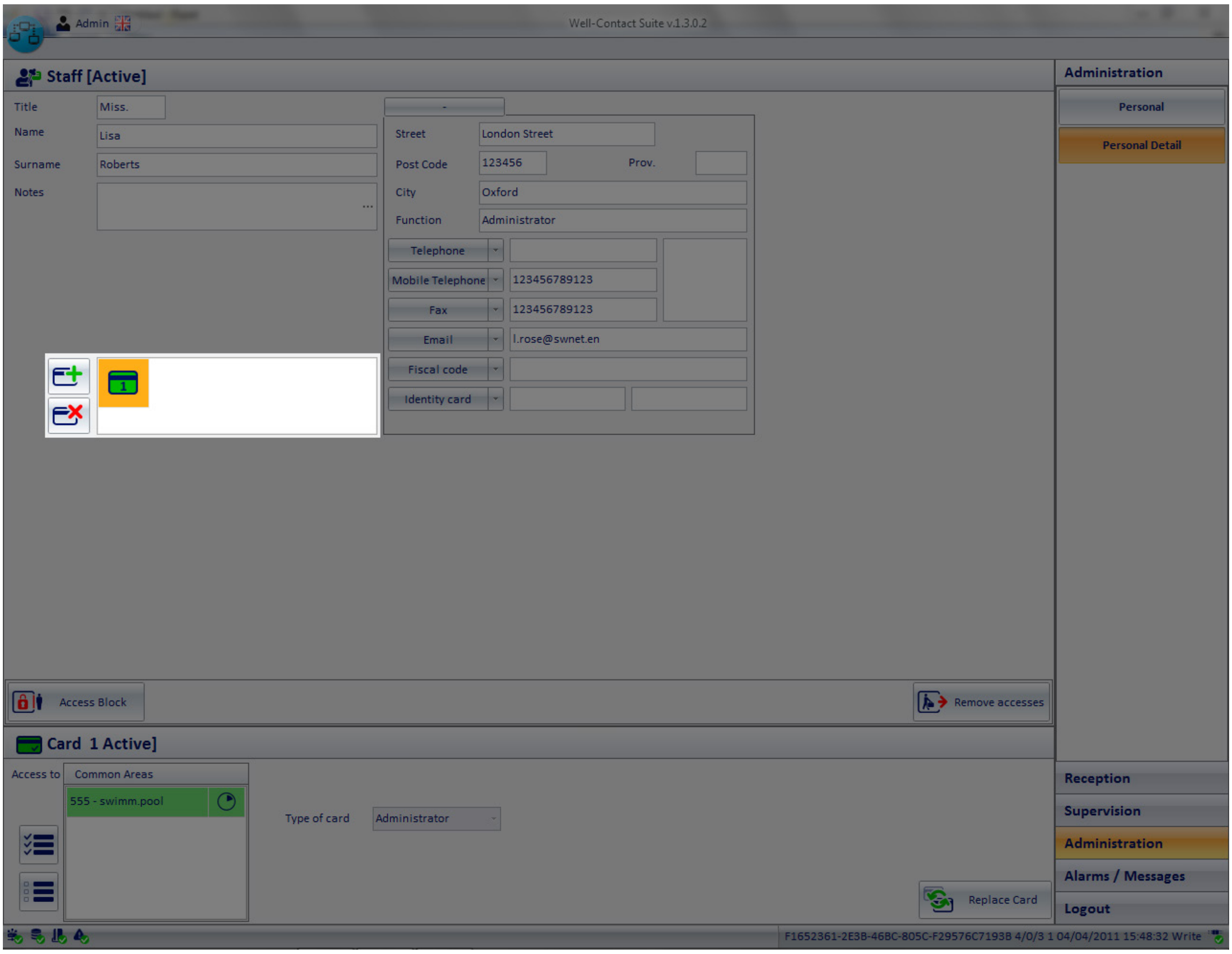
The Administration section

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

List of access cards created for the staff



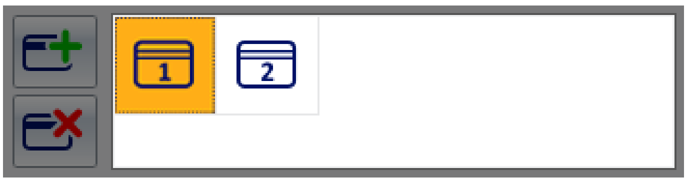
In the area shown in the picture above we can distinguish the following elements:

- 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.



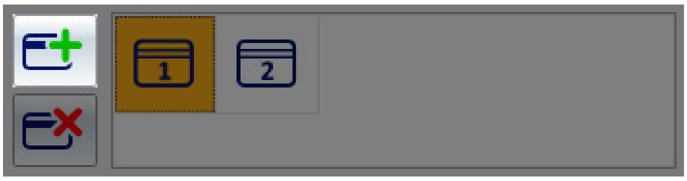
It includes all the access cards currently associated to the staff.
The cards associated with a staff member are numbered starting from 1.

The Administration section

An access card may have different status, highlighted by different graphical symbols and described in the following table.

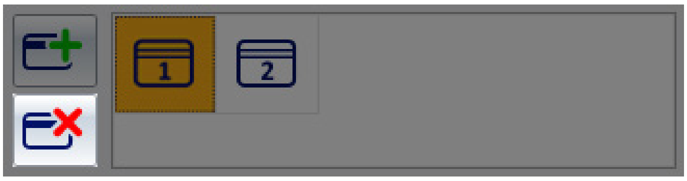
Graphical symbol	Status	Status description
	Not Recorded	The card was created at a logical level. It exist in the Well-Contact Suite software database but has not yet been programmed (physically) and it has not been activated (the data concerning the access of the card has not been sent to the automation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

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.
   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.

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:

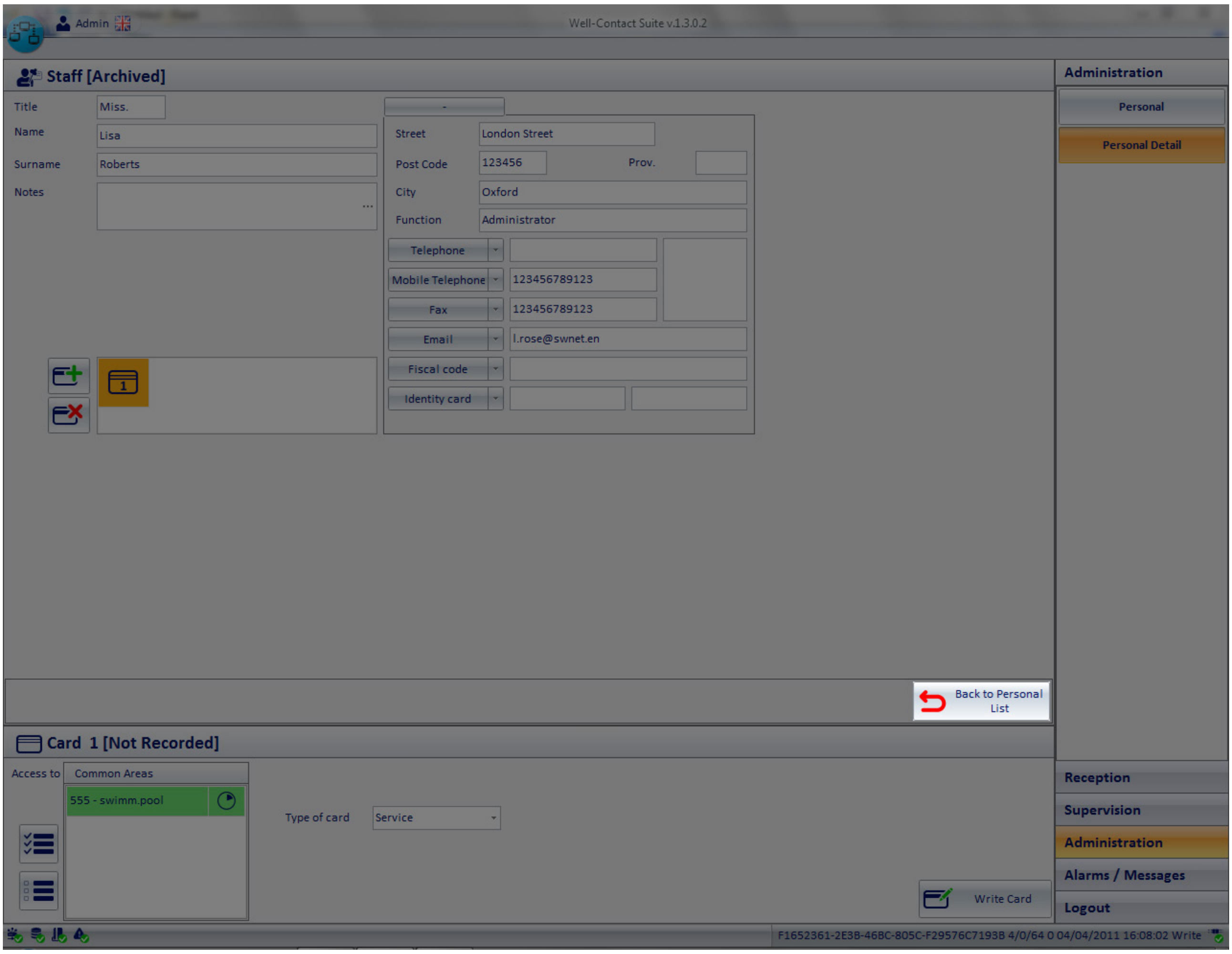
1. Select the card you want to duplicate from list of the access cards associated with the staff member. The selection is done left-clicking the graphical symbol corresponding to the card to duplicate.
2. Press the "Add Access Card" button
   The newly created card will be a duplicate of the selected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

NOTE: To activate a card, as will be described below, you must press the "Write Card" button from the detail area of this card.

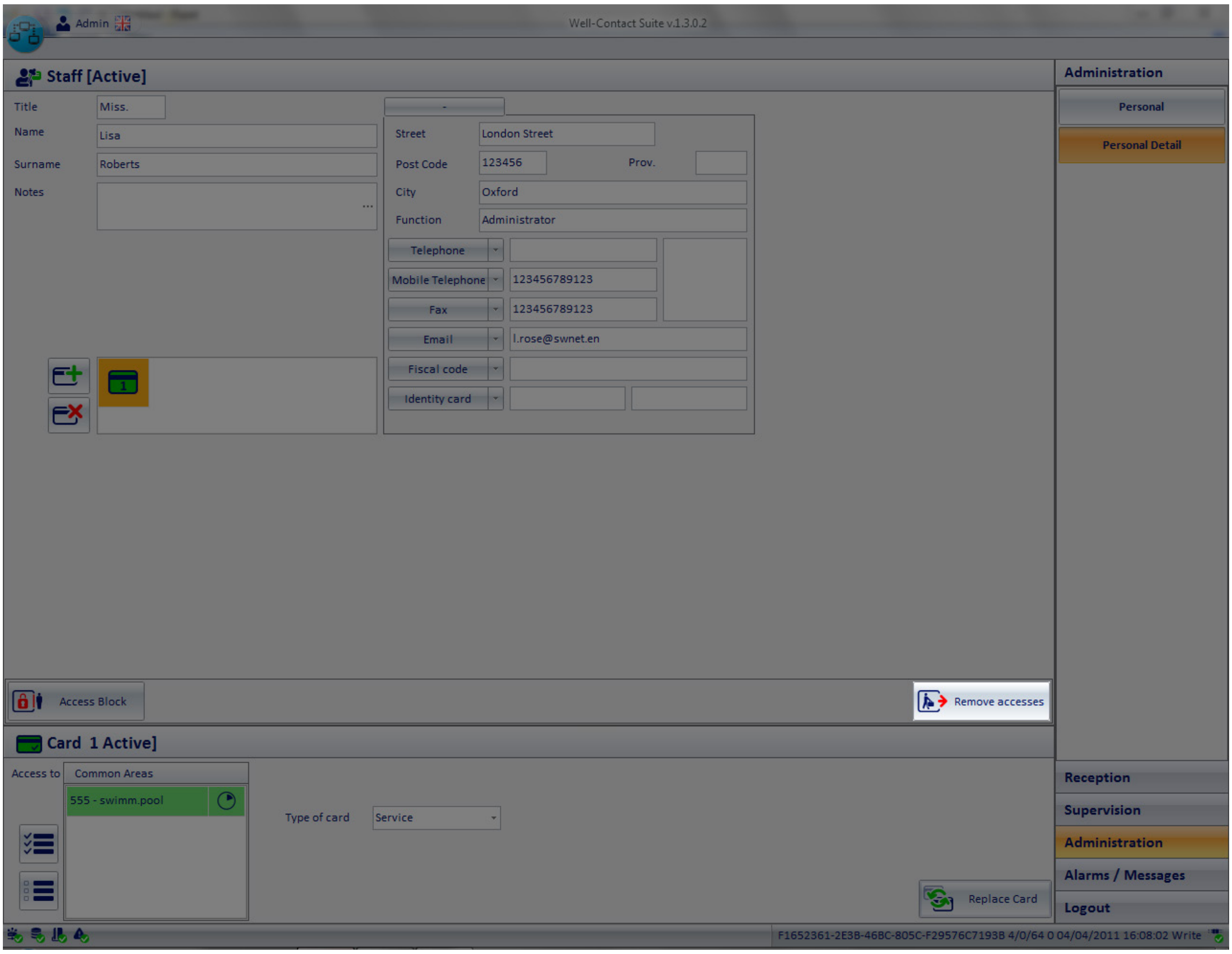
The Administration section

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 "Revoke Access" button



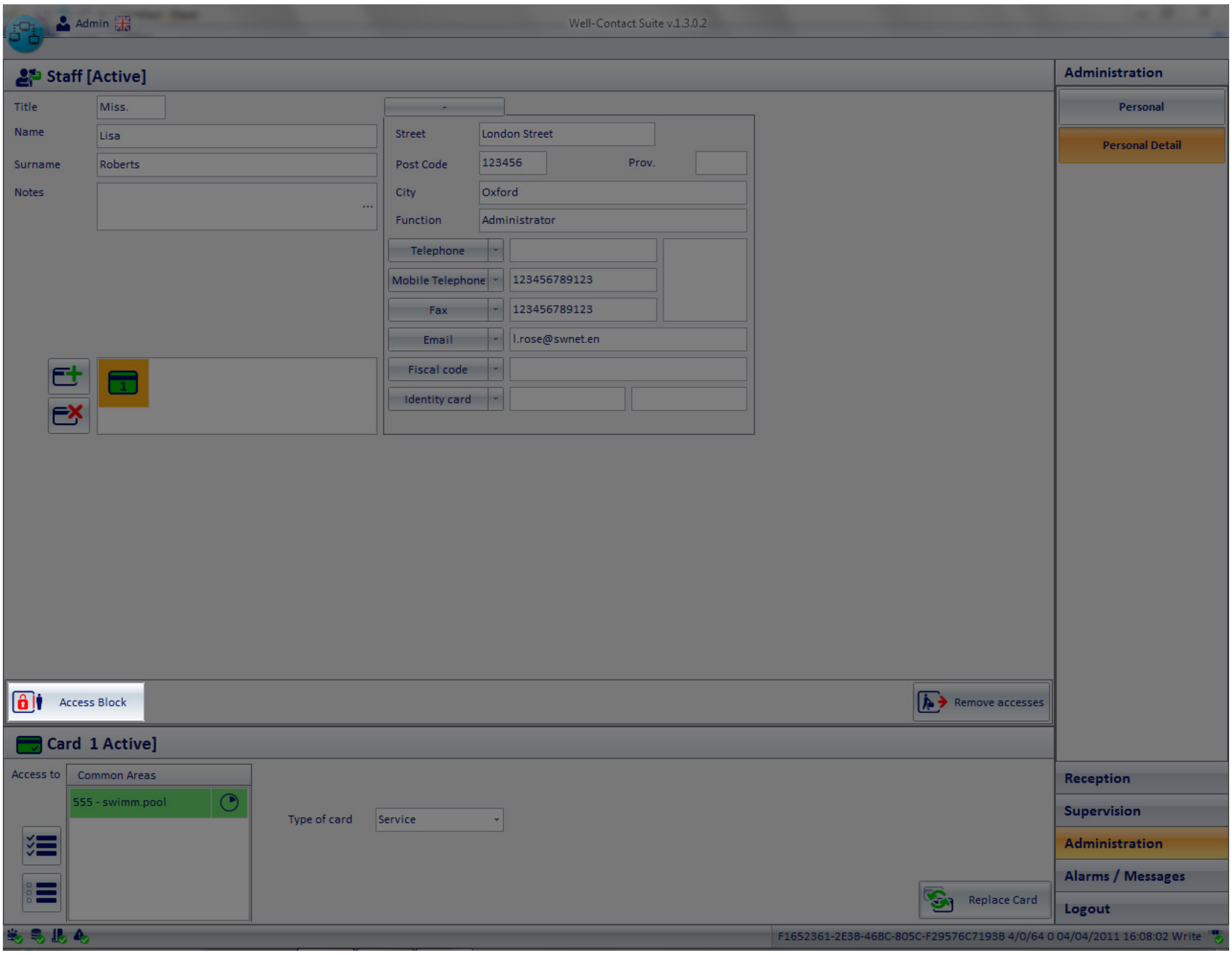
The "Revoke Access" button appears in the "Staff details" window only after at least one of the staff member cards has been created and activated.
This button starts the procedure for revoking access rights to all the cards assigned to the staff member and must be pressed when you want to remove all access rights that were previously assigned.
The revoke access procedure performs the following operations:

1. Removes all access rights to the environments selected during the creation of the access cards assigned to the staff member.

   NOTE: It is not necessary to program the cards. All cards rights of access related to the selected environments are deleted and the cards will no longer be operational.

2. The staff member switches to the "Archived" status.

The "Lock Access" button

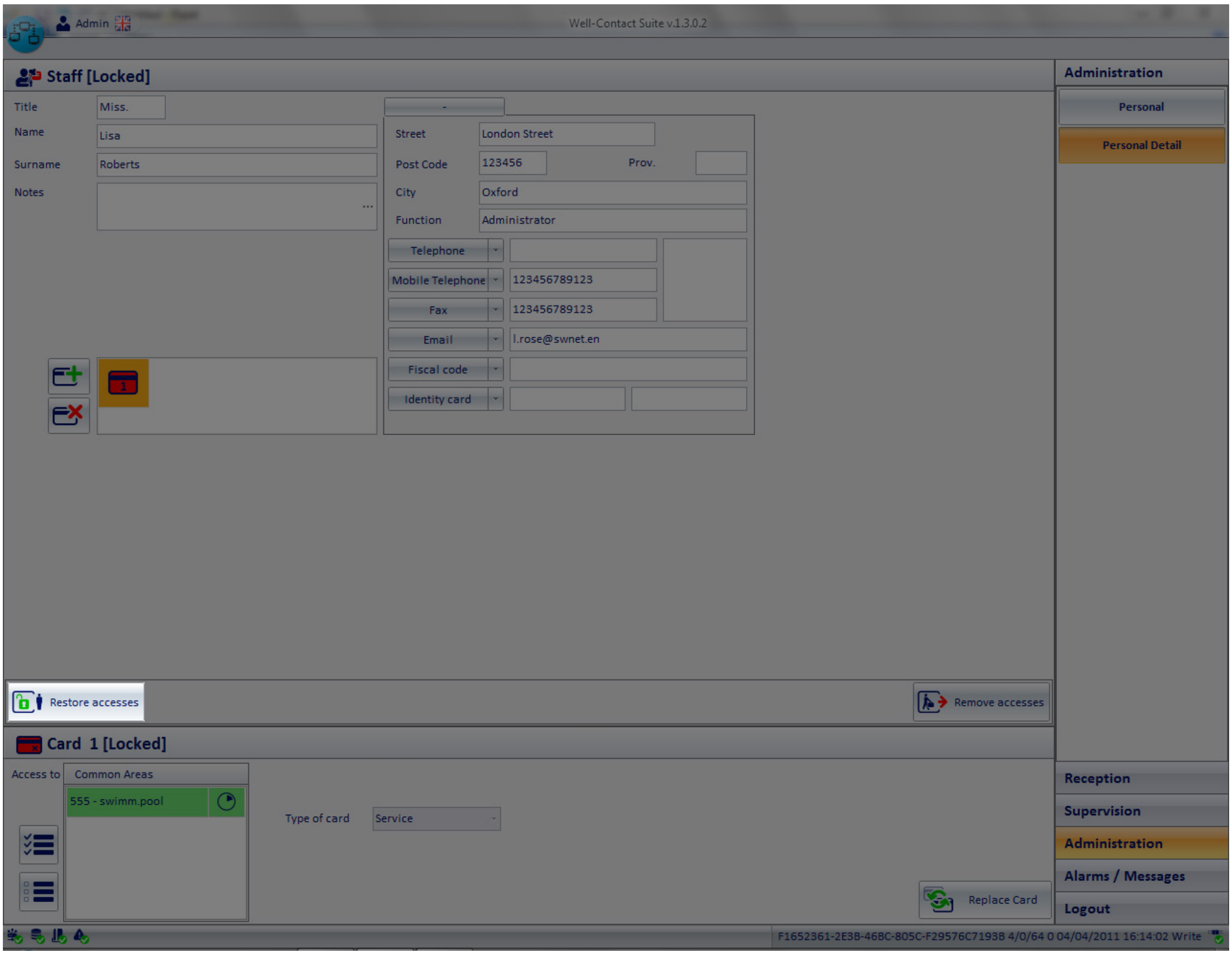


The "Lock Access" button appears in the "Staff details" window only after at least one of the staff member cards has been created and activated. This button locks all environment access. In other words, all rights of access of the cards associated with the staff member are temporarily revoked.

NOTE: It is not necessary to program the cards.

The lock access operation may be canceled by pressing the "Unlock Access" button, which appears after enabling the access locking procedure for that staff member.

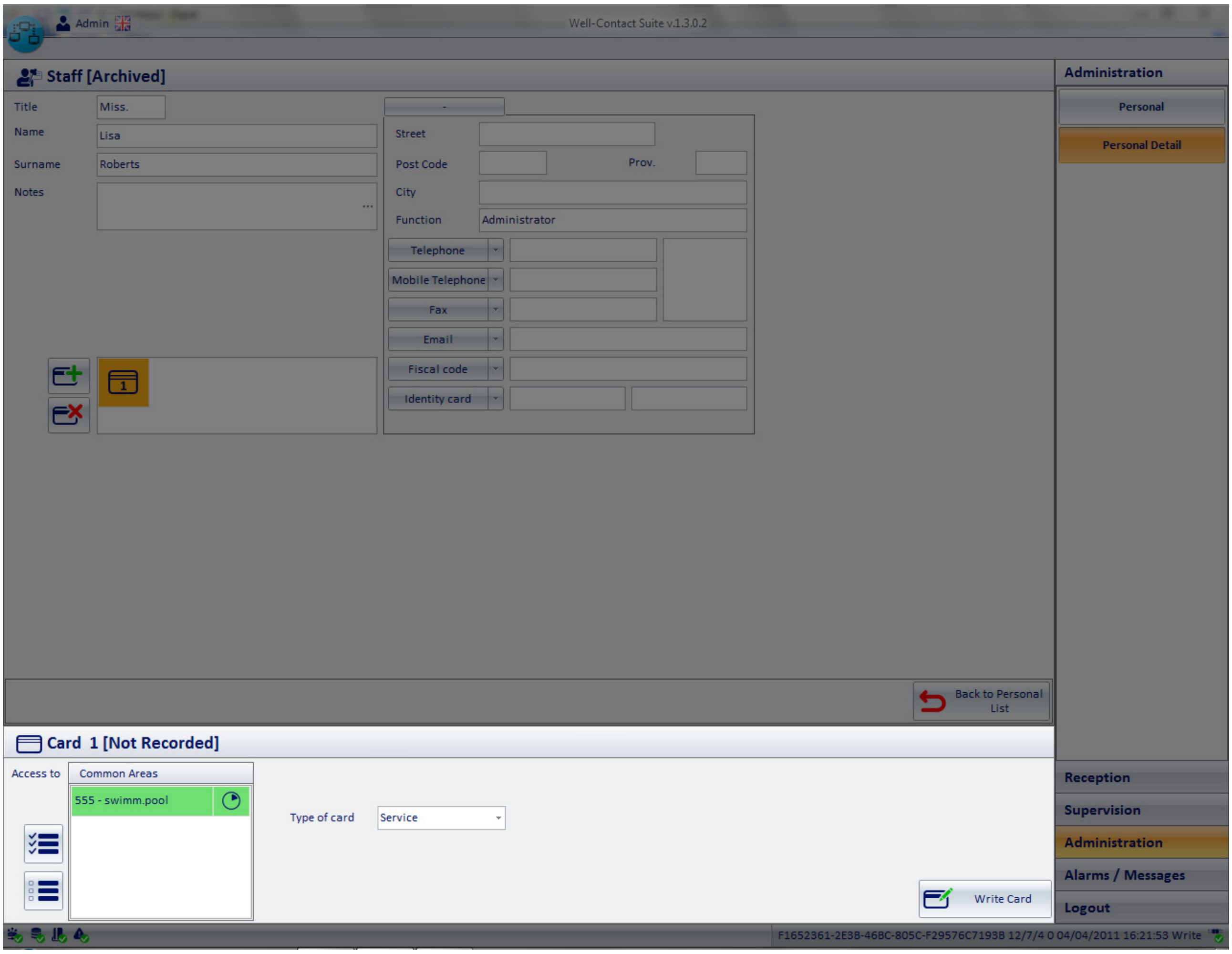
The "Unlock Access" button



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.

Selected card details area

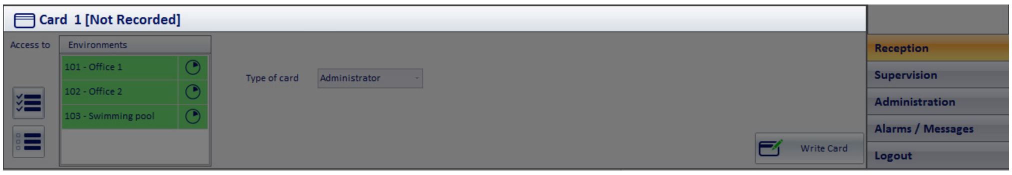


In the area for the selected card data, are grouped all the data referred to the card selected from the list of the card in the staff data area (described in the chapter List of access cards created for the staff).

The data is grouped into the following sub-areas:

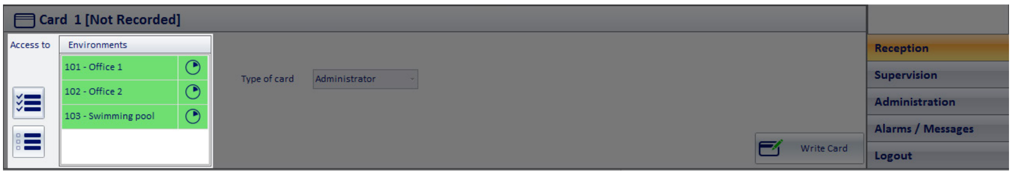
- Status bar of the card
- Environment access
- Type of card
- "Write Card" button

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* .

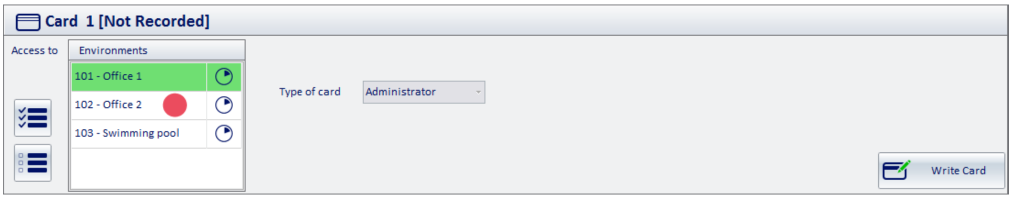
Environment access



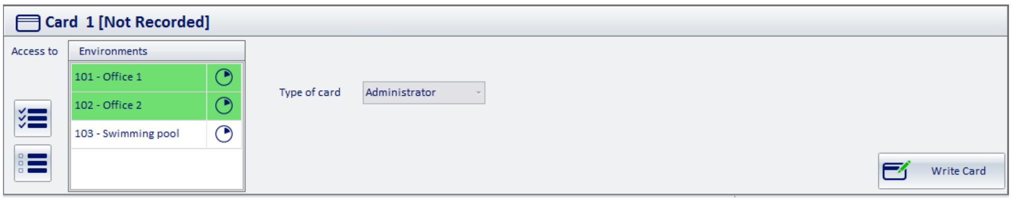
This area displays the list of the environments of the accommodation, set in the Well-Contact Suite software, which can (or will) be accessed with the selected card.
The environments that can be accessed are highlighted with the color green (such as the three environments in the picture), while all environments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

Grant a card rights to access an environment

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



After selecting the symbol of the new environment to be accessed by the card, the symbol is highlighted in green.
The adding of access rights to the environment is completed, as shown in the following picture.



Deny a card rights to access an environment

The Administration section

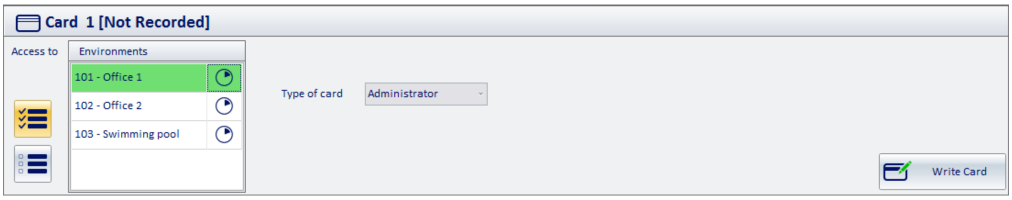
In green are shown the environments which can be accessed with the selected card, while the white color indicates the environments that cannot be accessed with the card.
To revoke rights to access an environment, left click (only once) the box that shows the environment you want (the symbol of an environment that can be accessed with the card is shown in green) as shown in the following picture.

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

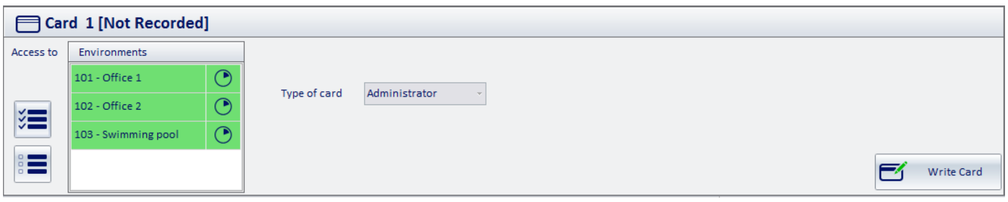
The denying of access rights to the environment is completed.

Grant a card rights to access all environments

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



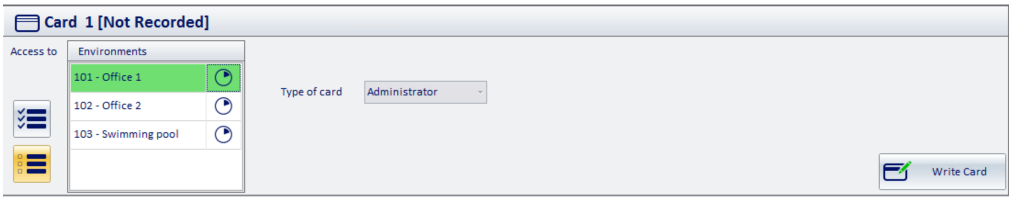
After pressing this button, all the rows related to the environments are highlighted (green) as shown in the picture below.



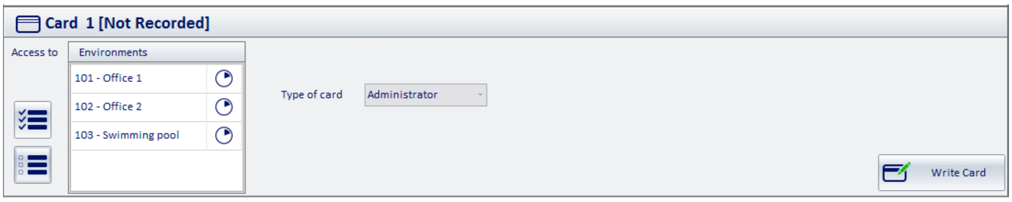
Deny a card rights to access all environments

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

The Administration section



After pressing this button all the rows related to the common areas will no longer be highlighted and will take the color white, as shown in the picture below.



Setting access times for common areas

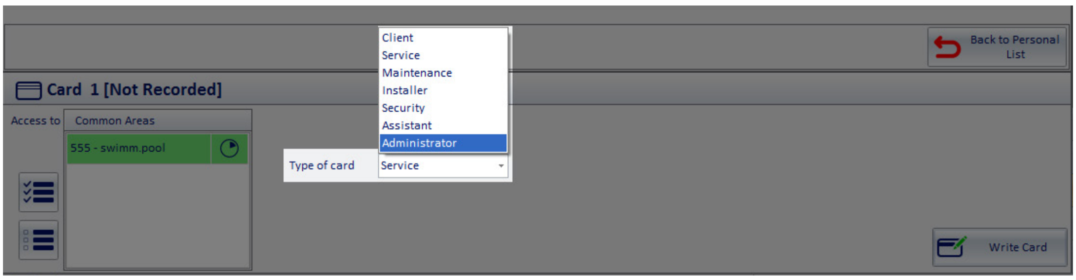
The access time to common areas for the staff is set in the same way as for users. Refer to the chapter "Setting access times for environments" of the "User Detail" subsection.

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-Contact system provides the management of these different types of users.
Below is a table with these types of users:

- User
- 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 transponders readers used by the Well-Contact system designers to create certain types of automation.
The following picture shows the menu through which you can set the type of user for the card assigned to the staff member.

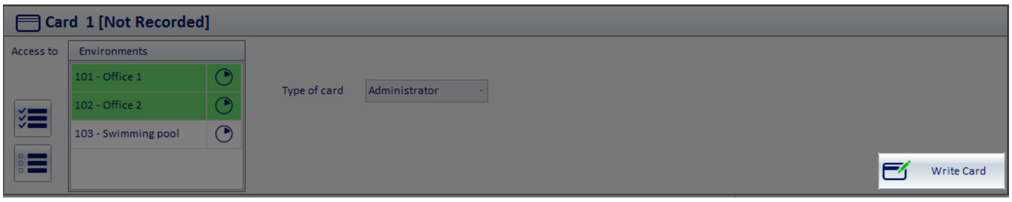


Expiration date

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, is set by default 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).

Pressing the "Write Card" button the following procedures are started in a sequence:

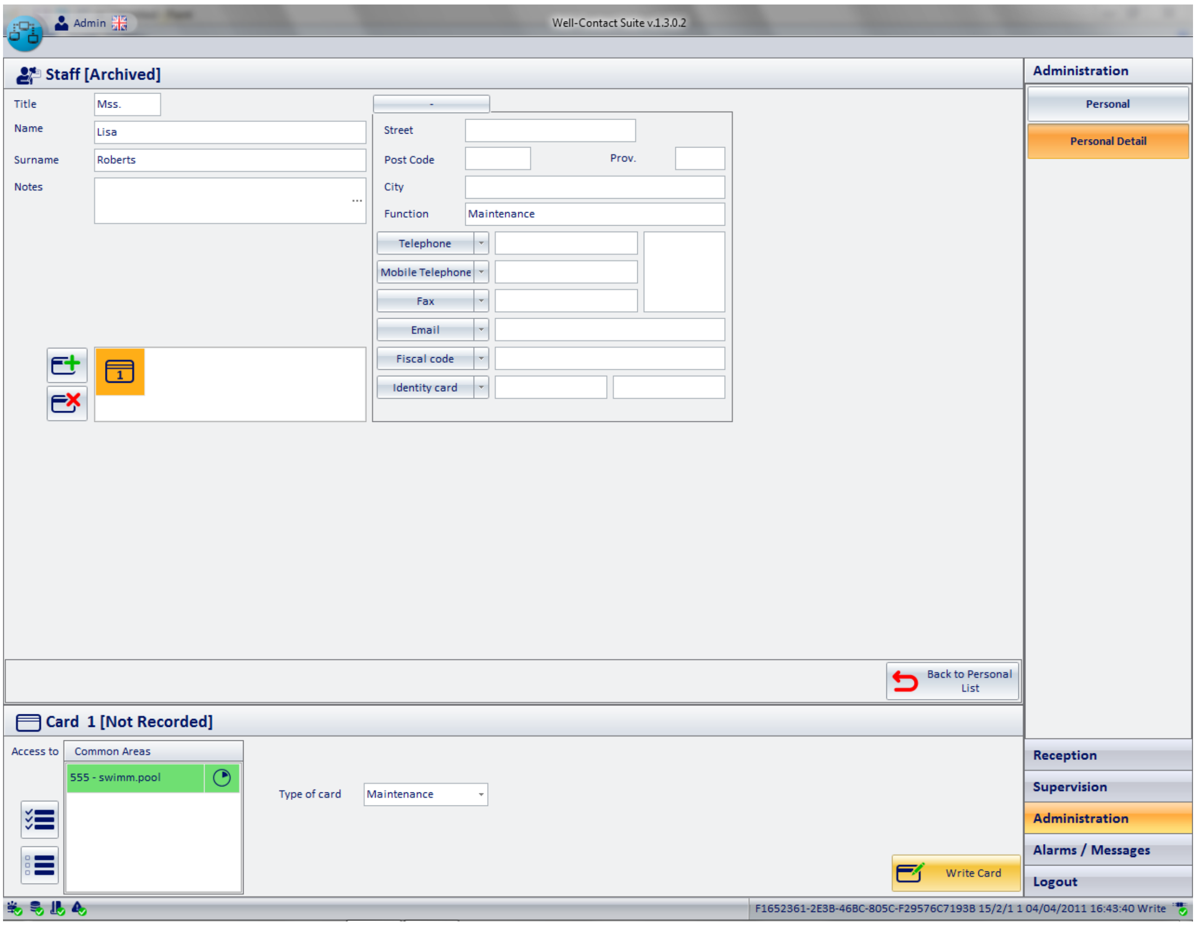
1. Writing (programming) of the card through the card programmer.

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.

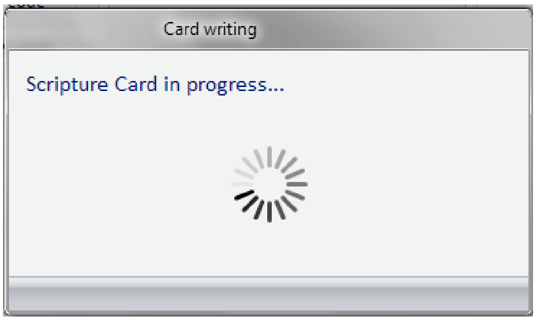
To create a card for an active staff member, proceed as follows:

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.

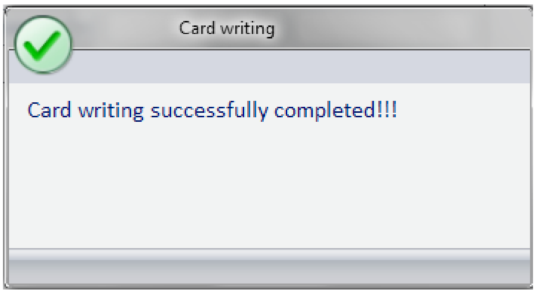
2. Select the card you want to write from the list of cards associated with the staff member and then press the "Write Card" button in the detail area of the selected card, as shown in the following picture.



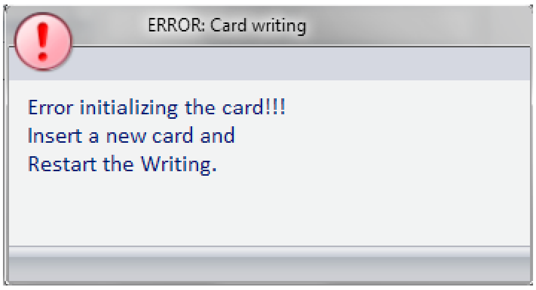
After pressing the "Write Card" button, the writing begins, characterized by the appearance of the following window:



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

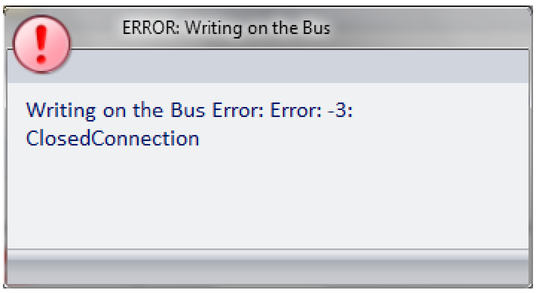


If the procedure of writing the card is not carried out properly, for example because a card is missing from the card programmer or due to a faulty card, the following window appears for a few seconds. The window closes automatically without the need for any intervention.



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 the problem persists, contact the customer servIf the card writing is successful, the Well-Contact Suite software sends the data related to the access of the card to the automation system via the bus connection.
If the sending of the data via the bus is not successful you'll receive an error message with information on the type of error returned. If the sending of data to the bus is not successful, the Well-Contact Suite software will make up to a maximum of three attempts to write on the bus.
An example of error message related to the writing on the bus is shown in the following picture:



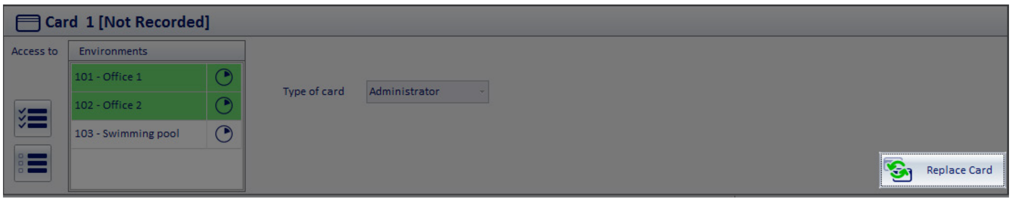
If the writing on the bus keeps returning an error, check:

a. The correct physical connection of the bus to the computer where the Well-Contact Suite Office software is installed, through the appropriate interface.

b. The correct configuration of the Well-Contact Suite software.

5. 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.

"Replace Card" button

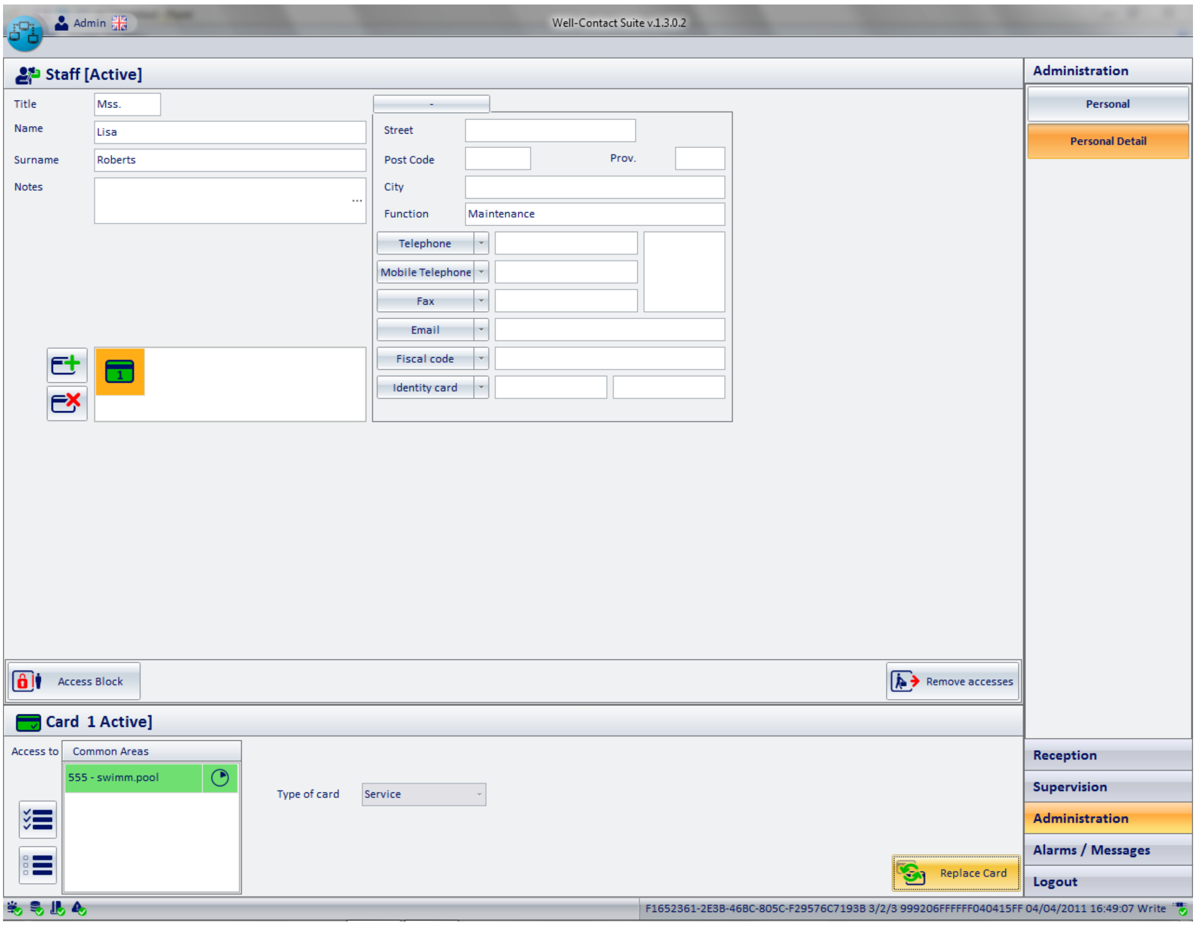


The "Replace Card" button allows you to activate the process of creating a card to replace a card previously created for the staff, which has, then, the status of "Active".
The "Replace Card" button creates a new card with the same rights of access as the selected one.
The previous card is disabled.
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:

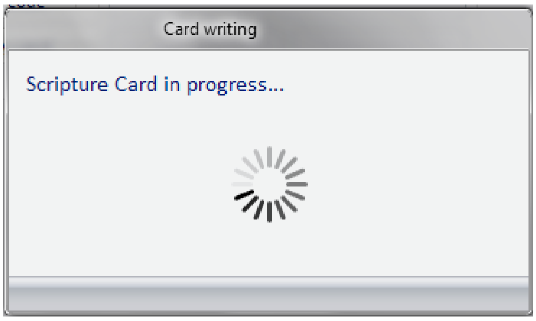
1. From the list of cards associated with the staff member, select the card you want to replace.

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.

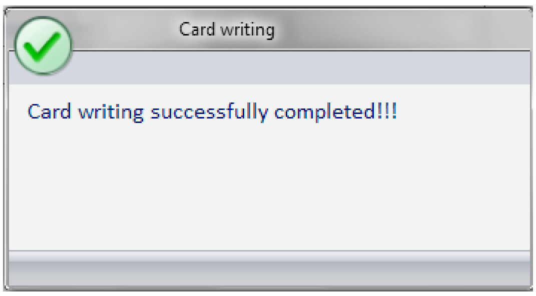
Press the "Replace Card" button as shown in the picture below.



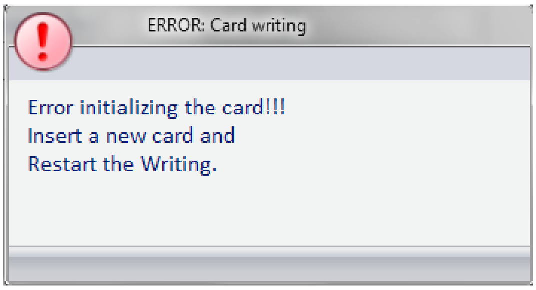
After pressing the "Replace Card" button, the writing begins, characterized by the appearance of the following window:



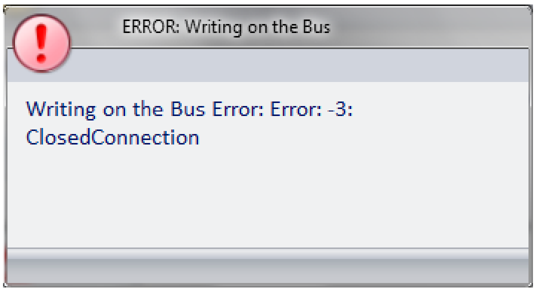
3. If the procedure of writing the card is successfully completed, for some users the following window appears. The window closes automatically without the need for any intervention.



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.



4. If the problem persists, contact the customer servIf the card writing is successful, the Well-Contact Suite software sends the data related to the access of the card to the automation system via the bus connection.
   If the sending of the data via the bus is not successful you'll receive an error message with information on the type of error returned. If the sending of data to the bus is not successful, the Well-Contact Suite software will make up to a maximum of three attempts to write on the bus. An example of error message related to the writing on the bus is shown in the following picture:



   If the writing on the bus keeps returning an error, check:

   a. The correct physical connection of the bus to the computer where the Well-Contact Suite Office software is installed, through the appropriate interface.

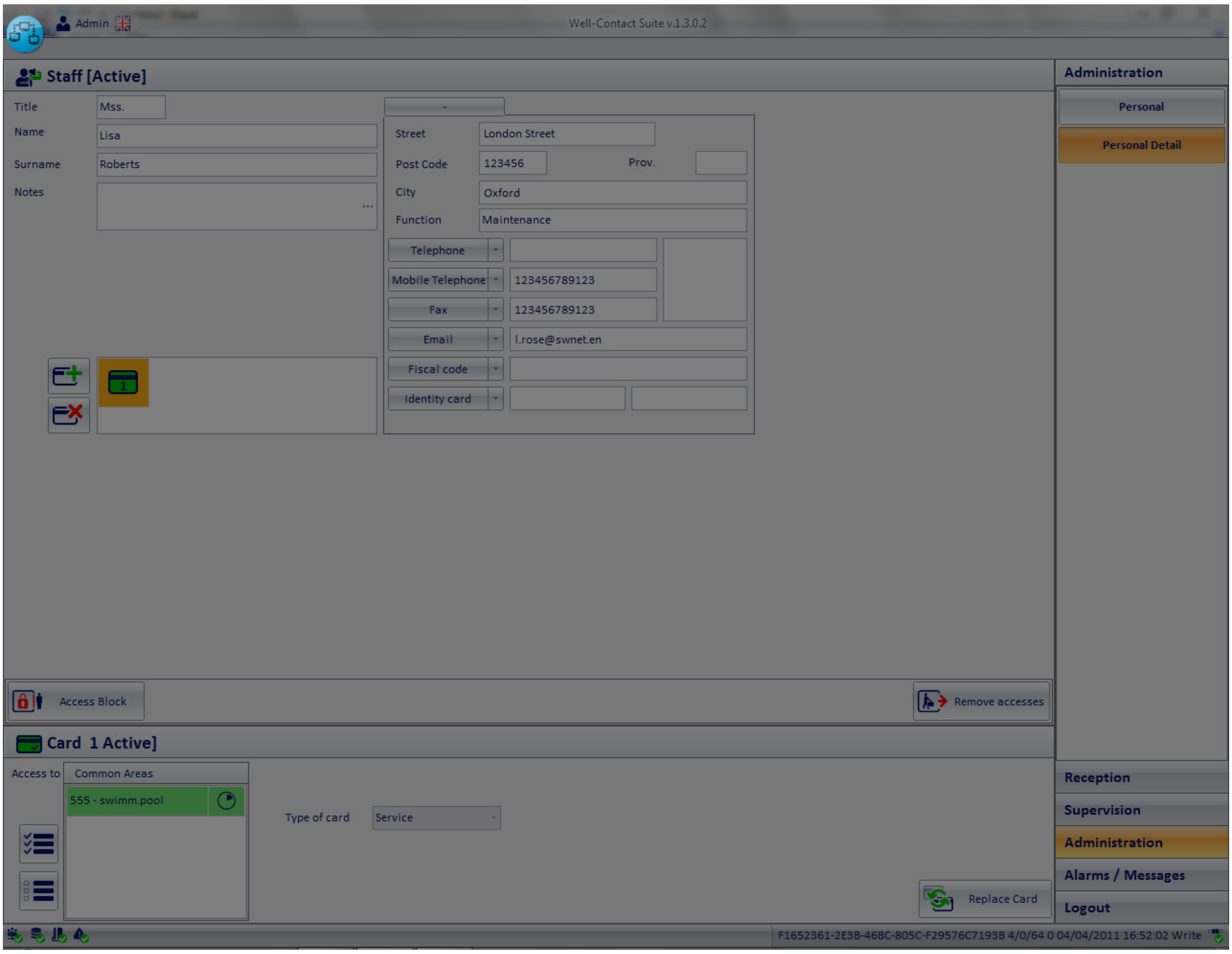
   b. The correct configuration of the Well-Contact Suite software.

4. After this, the new card will be operational and the previous card will be deactivated.

The Administration section

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 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 "Archived Alarms" 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

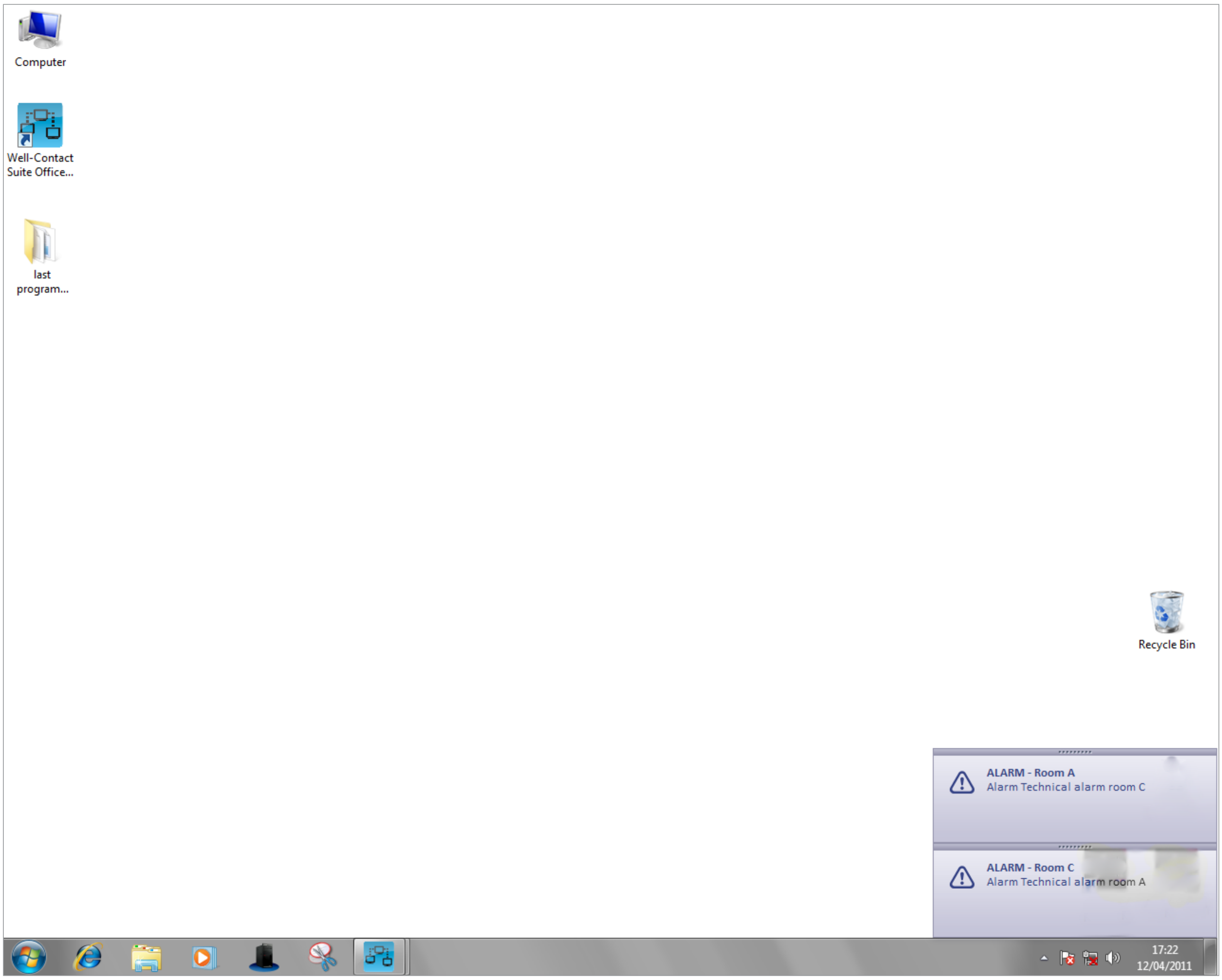
The Well-Contact Suite software provides several ways to display alarm events generated by the Well-Contact automation system.
Please note that the proper management of the alarms by the Well-Contact suite software, implies a correct configuration of the same.
Upon the occurrence of an alarm event, detected 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".

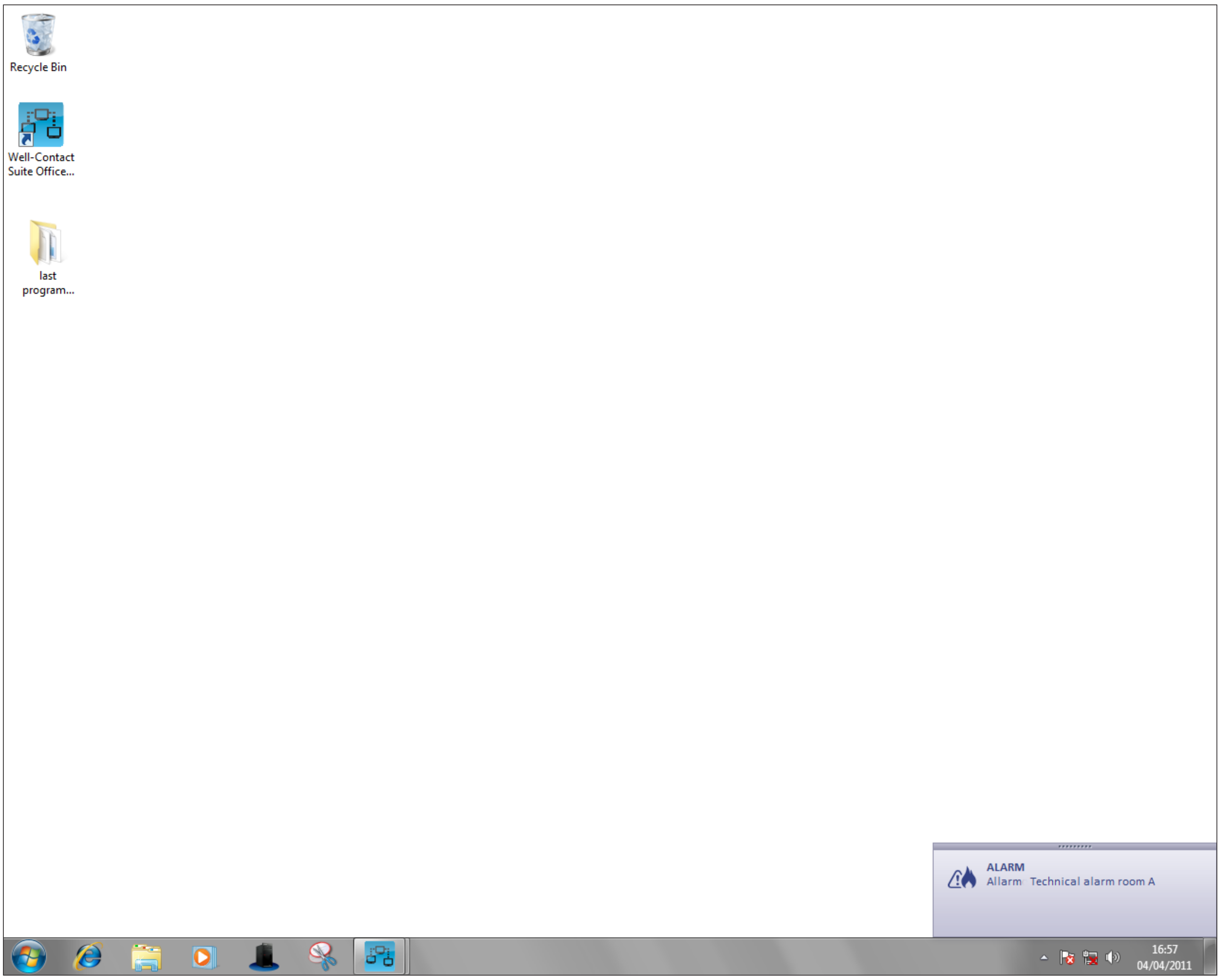
Upon the occurrence of an alarm event, the Well-Contact Suite software generates a pop-up Alert, which appears on the left of the screen. It is a window that is displayed in the foreground, even if the Well-Contact Suite software is minimized or covered by other applications.
This window, normally remains 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.

The Alarms/Messages section

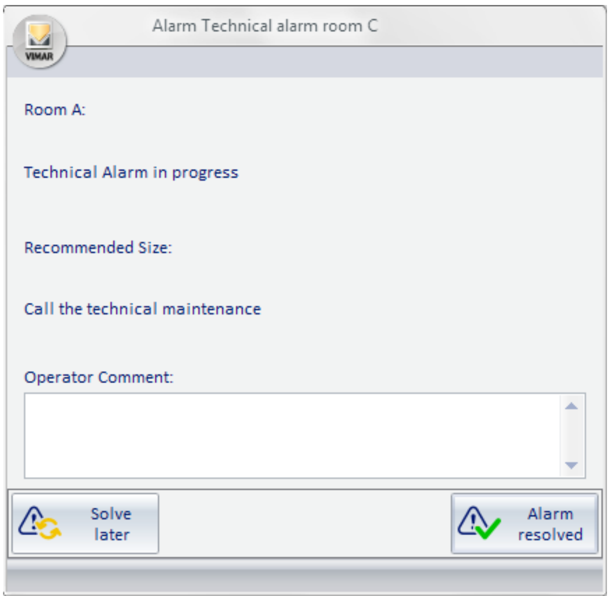


If you move the mouse over the description of the type of alarm, this is highlighted and you can select it left-clicking it.

The Alarms/Messages section



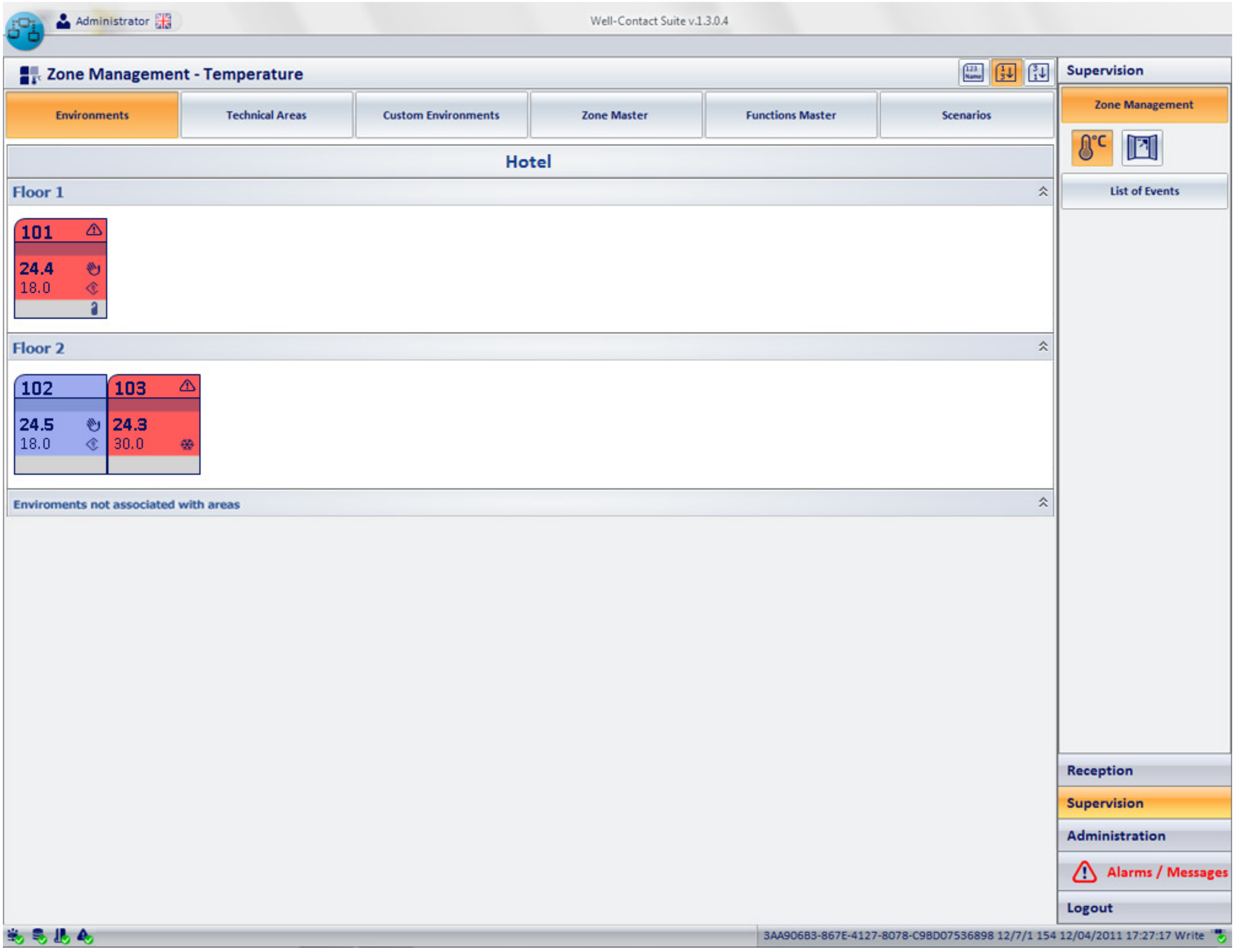
Left-clicking the highlighted text (in the same manner as links are usually highlighted), the alarm detail window appears, as shown in the picture below.



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.



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.

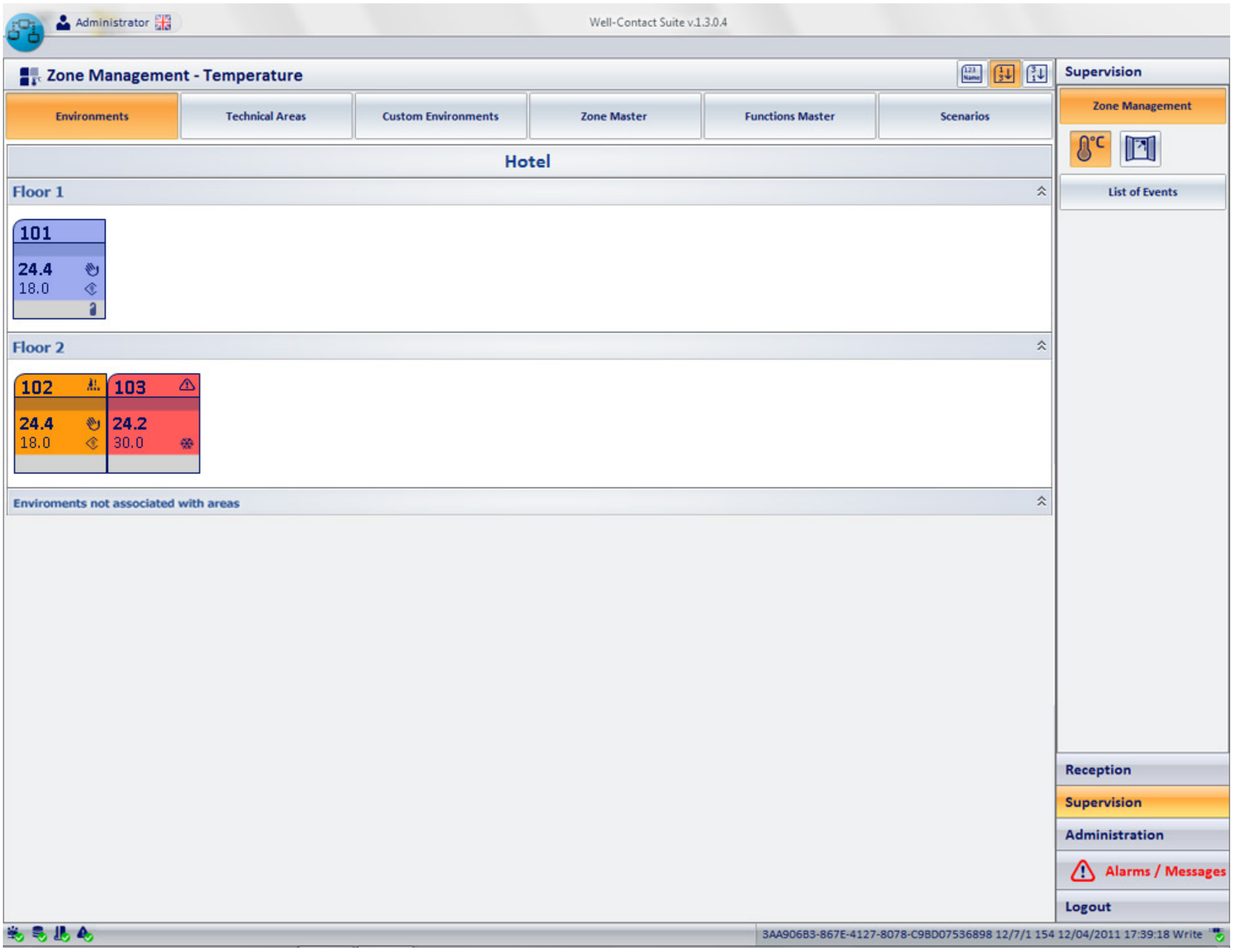
Upon the occurrence of an alarm event a new row in the table representing the active alarm list is created. On this list the alarm event continues until solved (after which it will be moved to the alarms archive).

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 2 in environment 103 - pool (red) and an alarm type 3 in environment 102 - Office 2 (orange).



The Alarms/Messages section

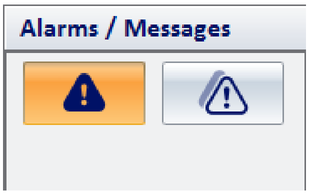
The alarm signaling in the environments detail view

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 an environment.

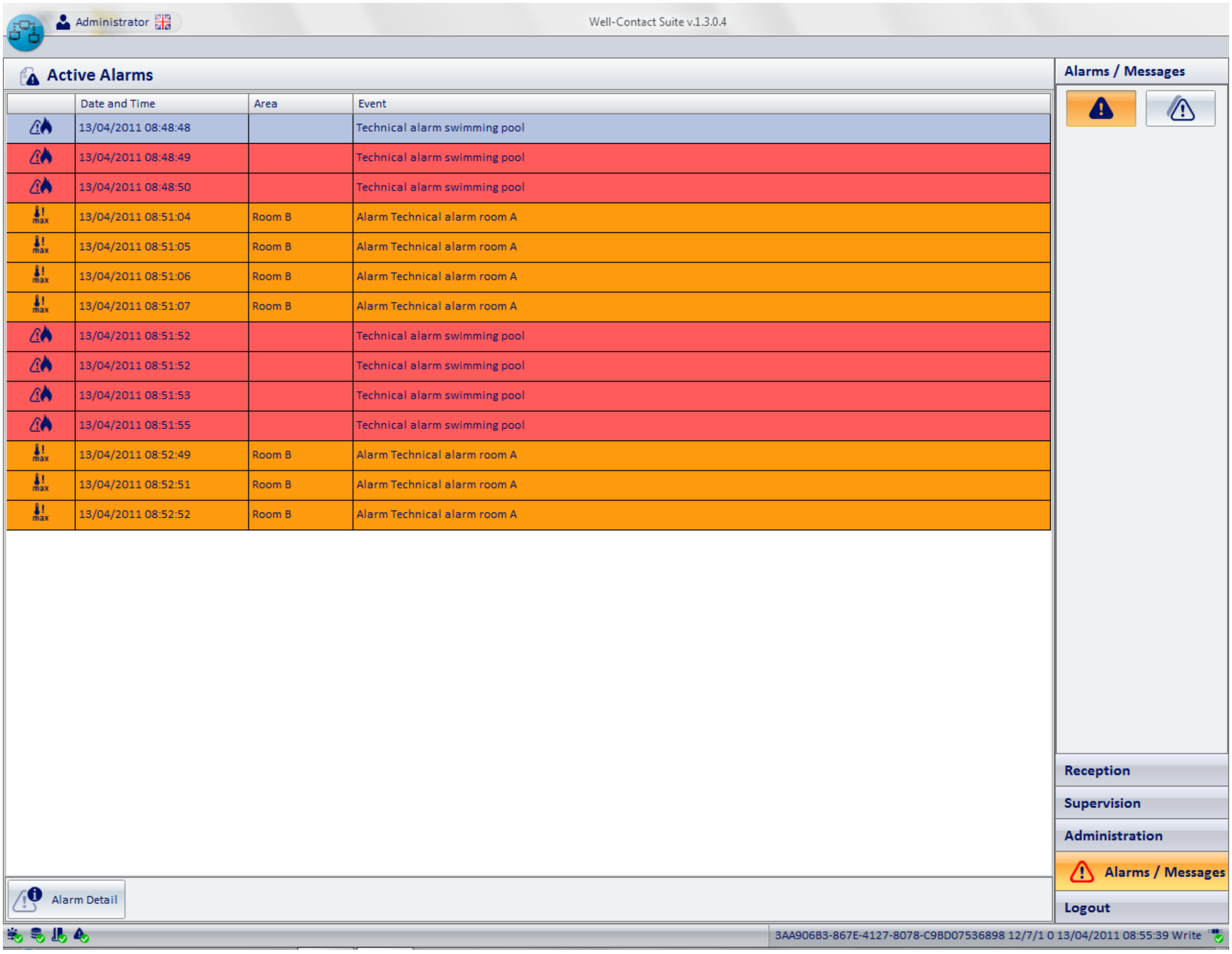
The "Active Alarms" list

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.



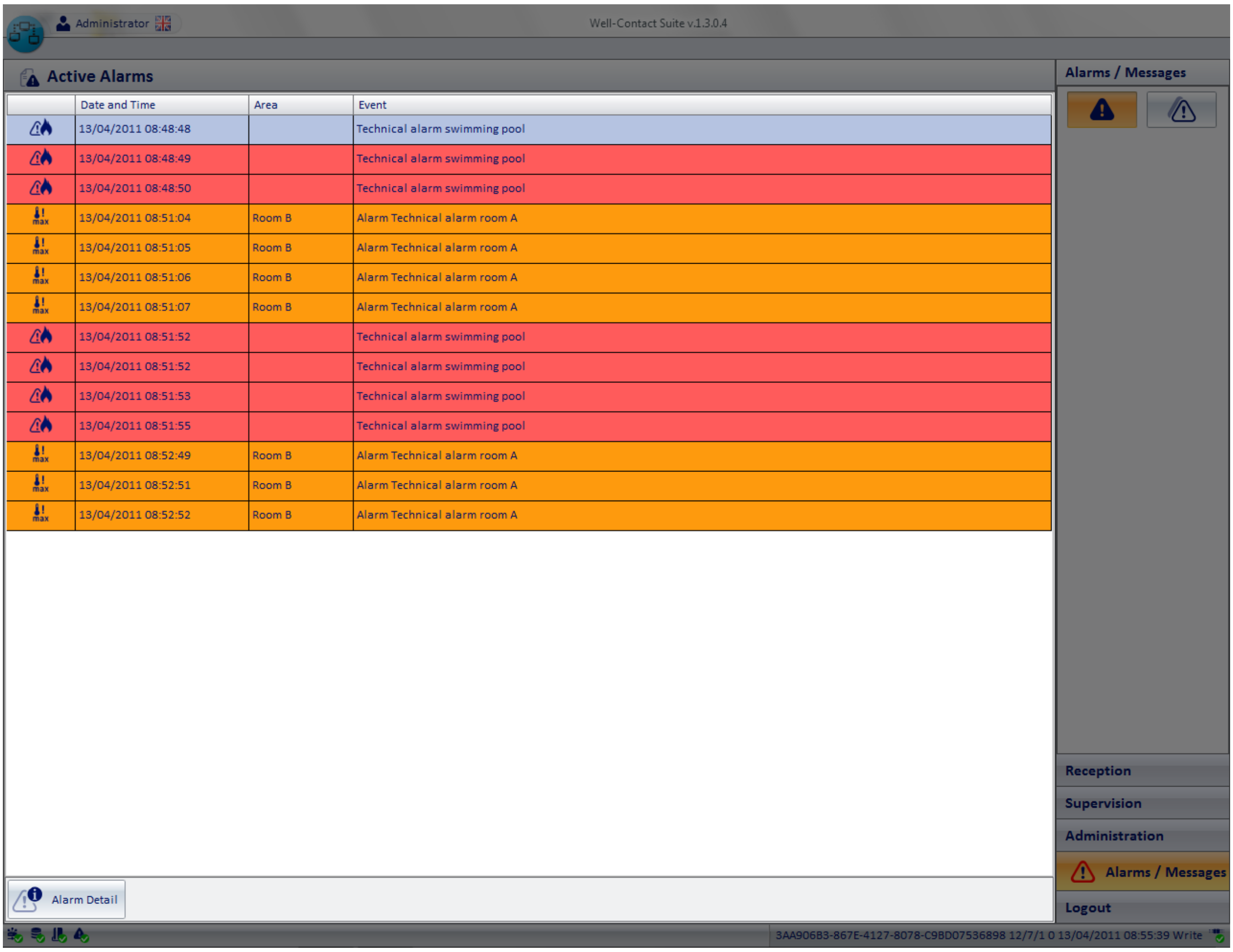
The list of active alarms is shown in the picture below.



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.

The Alarms/Messages section

In the following picture is highlighted the section that displays such list within the active alarms window.



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 occured, if defined during the configuration (as defined on ETS3 project).
- ***Event***. Description of the alarm event, defined during the configuration.

Sorting the list

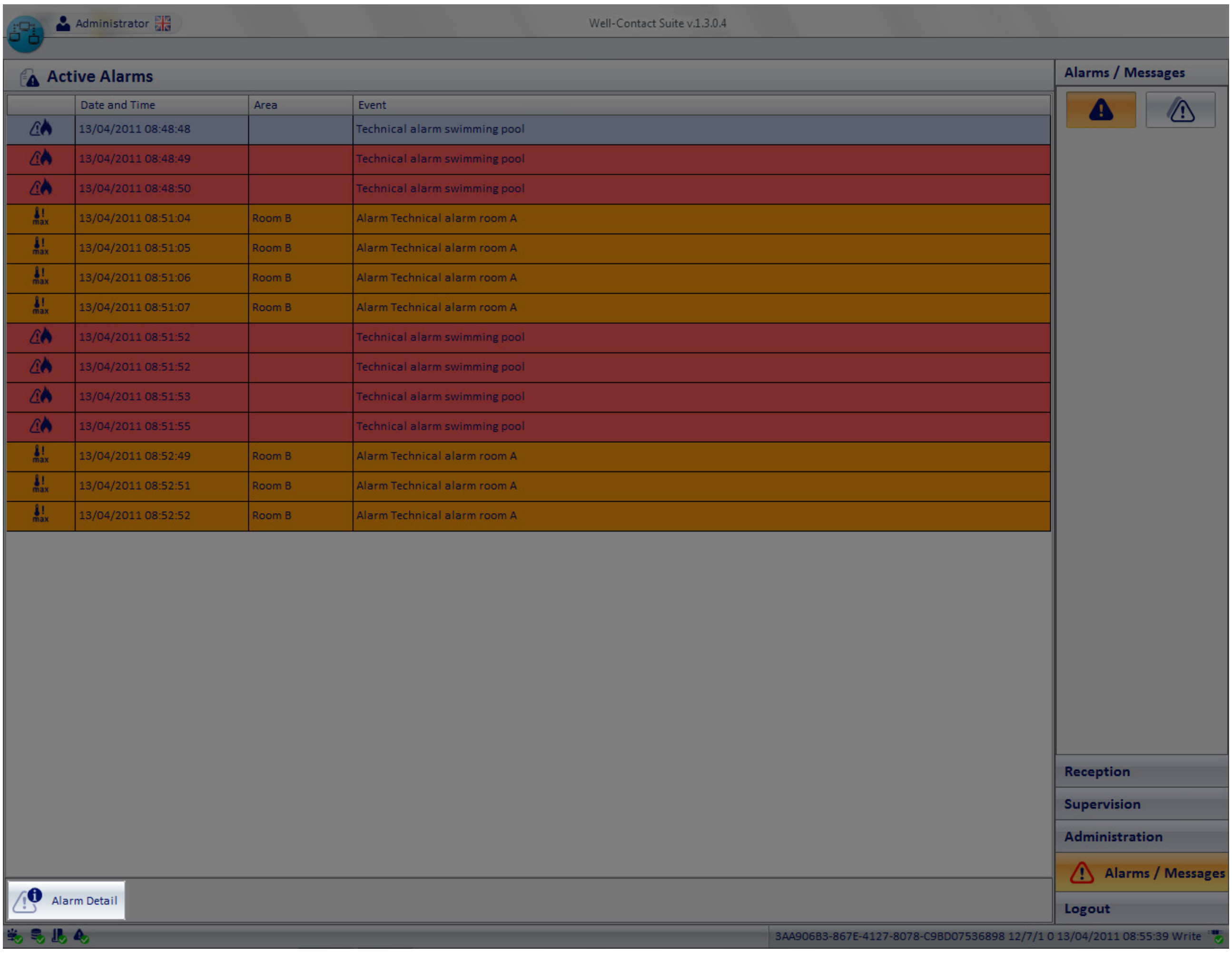
You can sort the list with reference to any of the columns of the table.
To sort based on a specific column data, (left) click the description box of the column.
For each click of the mouse, alternately, the list will be sorted in descending or ascending order.

Viewing an active alarm details

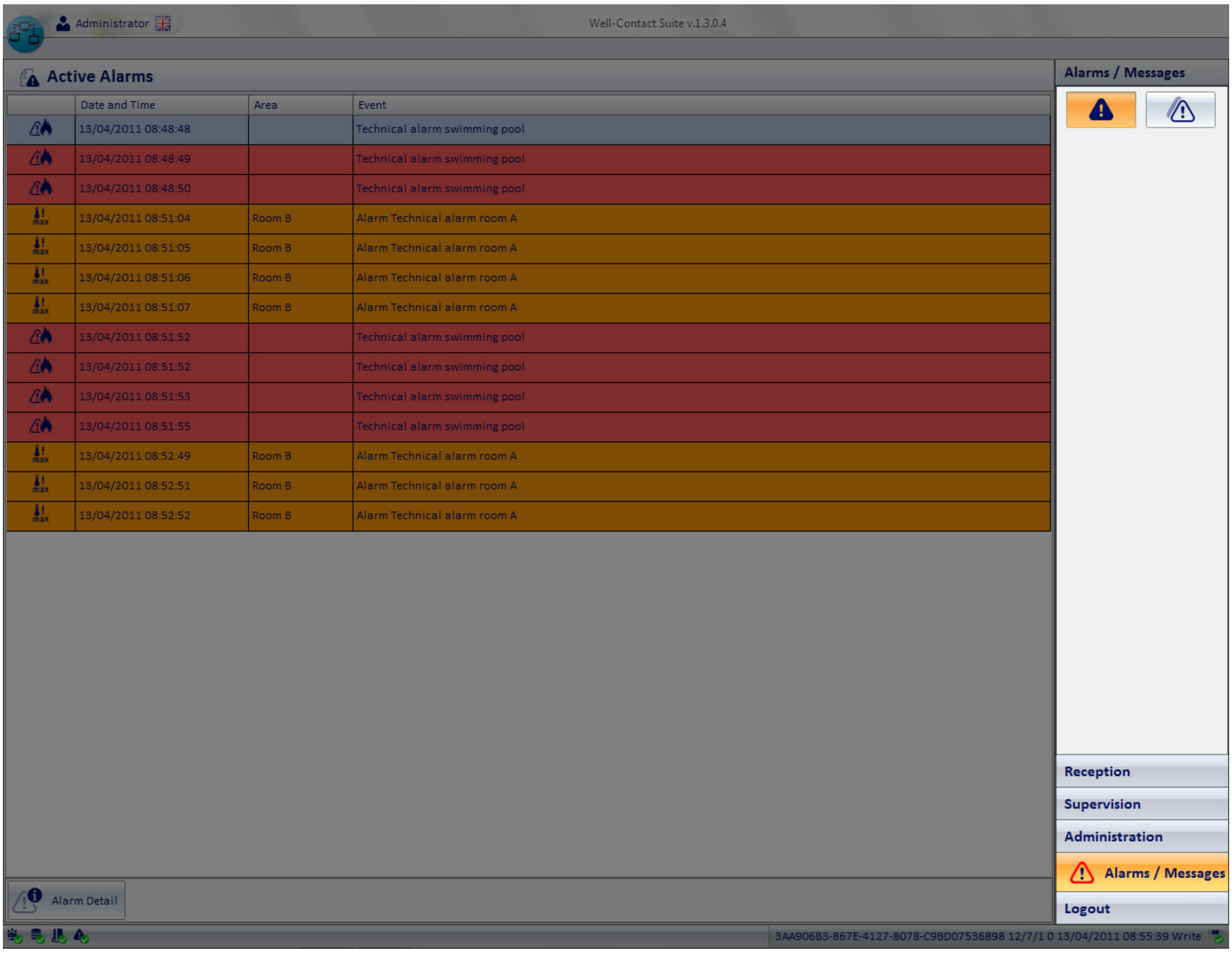
From the list of active alarms you can switch to the detail view of a specific alarm selecting (double clicking) the corresponding row in the list, or pressing (left clicking) the corresponding row in the list and then pressing the "Alarm detail" button. See the chapter *Alarm detail window*.

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*.



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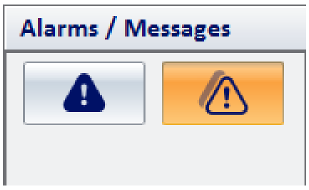
At the top of this area there are buttons that allow you to access the subsections of the currently selected section.

The Alarms/Messages section

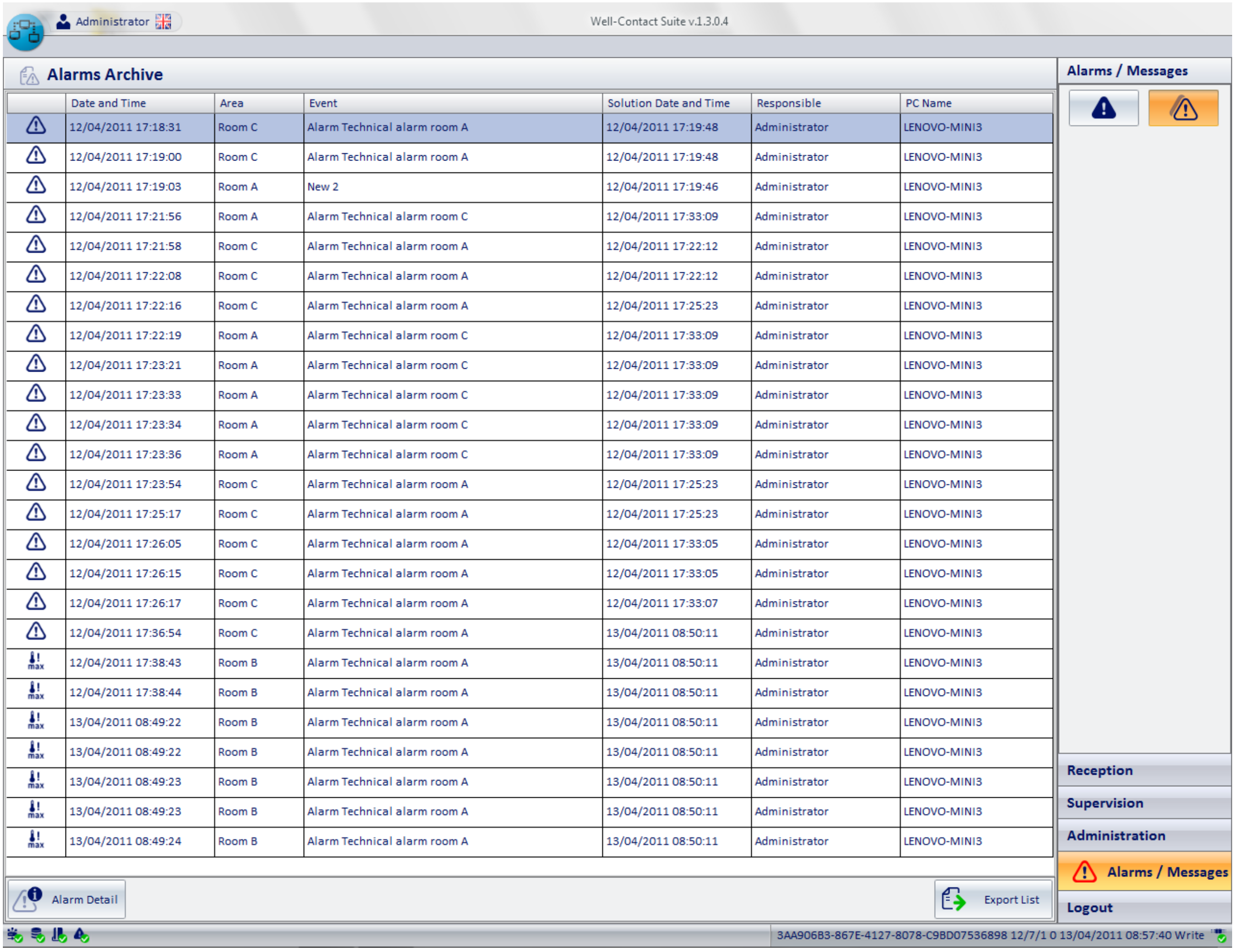
The "Alarm Archive" list

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.



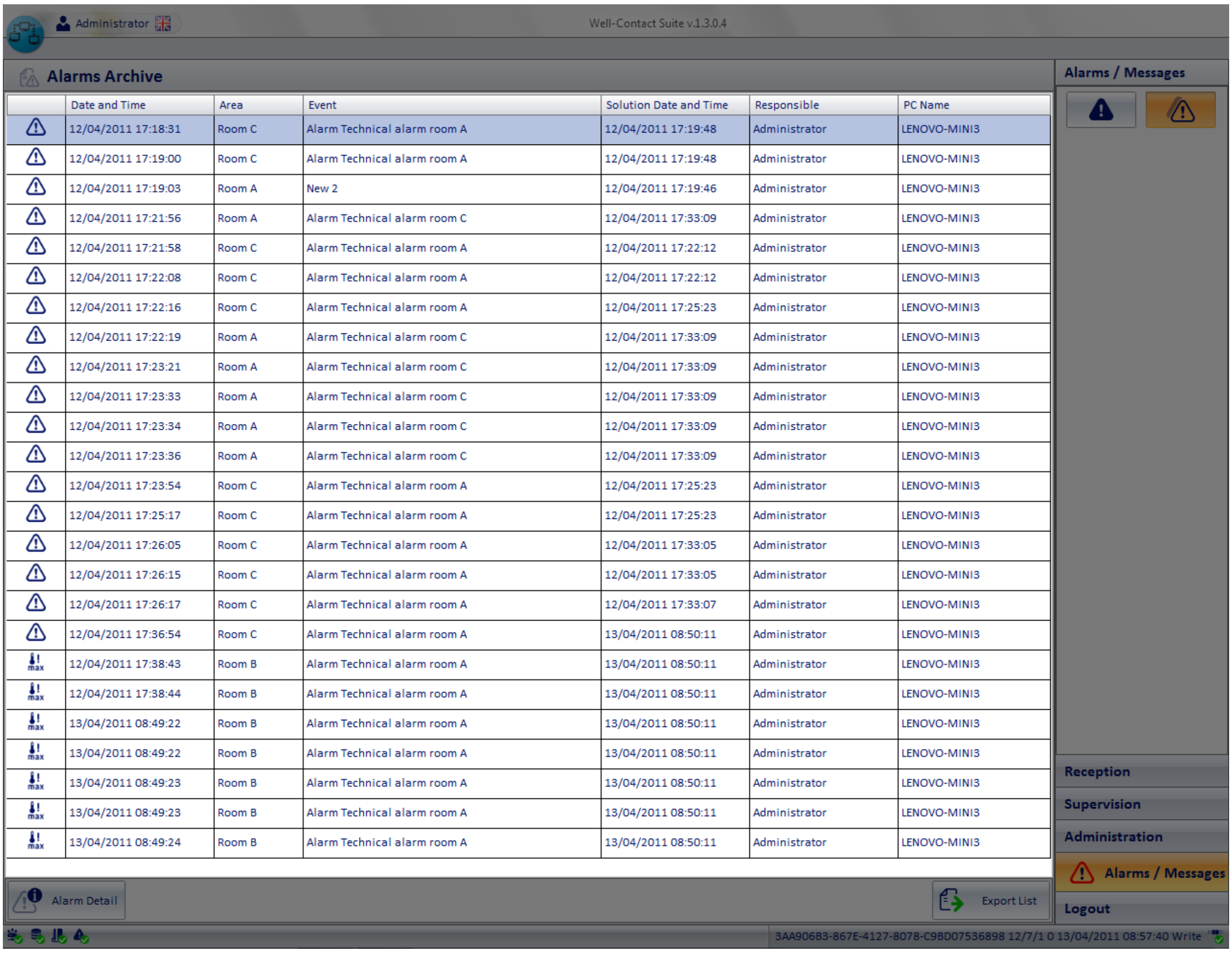
The archived alarm list is shown in the following picture.



Date and Time	Area	Event	Solution Date and Time	Responsible	PC Name
12/04/2011 17:18:31	Room C	Alarm Technical alarm room A	12/04/2011 17:19:48	Administrator	LENOVO-MINI3
12/04/2011 17:19:00	Room C	Alarm Technical alarm room A	12/04/2011 17:19:48	Administrator	LENOVO-MINI3
12/04/2011 17:19:03	Room A	New 2	12/04/2011 17:19:46	Administrator	LENOVO-MINI3
12/04/2011 17:21:56	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
12/04/2011 17:21:58	Room C	Alarm Technical alarm room A	12/04/2011 17:22:12	Administrator	LENOVO-MINI3
12/04/2011 17:22:08	Room C	Alarm Technical alarm room A	12/04/2011 17:22:12	Administrator	LENOVO-MINI3
12/04/2011 17:22:16	Room C	Alarm Technical alarm room A	12/04/2011 17:25:23	Administrator	LENOVO-MINI3
12/04/2011 17:22:19	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
12/04/2011 17:23:21	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
12/04/2011 17:23:33	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
12/04/2011 17:23:34	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
12/04/2011 17:23:36	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
12/04/2011 17:23:54	Room C	Alarm Technical alarm room A	12/04/2011 17:25:23	Administrator	LENOVO-MINI3
12/04/2011 17:25:17	Room C	Alarm Technical alarm room A	12/04/2011 17:25:23	Administrator	LENOVO-MINI3
12/04/2011 17:26:05	Room C	Alarm Technical alarm room A	12/04/2011 17:33:05	Administrator	LENOVO-MINI3
12/04/2011 17:26:15	Room C	Alarm Technical alarm room A	12/04/2011 17:33:05	Administrator	LENOVO-MINI3
12/04/2011 17:26:17	Room C	Alarm Technical alarm room A	12/04/2011 17:33:07	Administrator	LENOVO-MINI3
12/04/2011 17:36:54	Room C	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
12/04/2011 17:38:43	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
12/04/2011 17:38:44	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
13/04/2011 08:49:22	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
13/04/2011 08:49:22	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
13/04/2011 08:49:23	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
13/04/2011 08:49:23	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3
13/04/2011 08:49:24	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3

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.



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	12/04/2011 17:22:08	Room C	Alarm Technical alarm room A	12/04/2011 17:22:12	Administrator	LENOVO-MINI3
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	12/04/2011 17:23:21	Room A	Alarm Technical alarm room C	12/04/2011 17:33:09	Administrator	LENOVO-MINI3
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	13/04/2011 08:49:24	Room B	Alarm Technical alarm room A	13/04/2011 08:50:11	Administrator	LENOVO-MINI3

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 occured, 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.

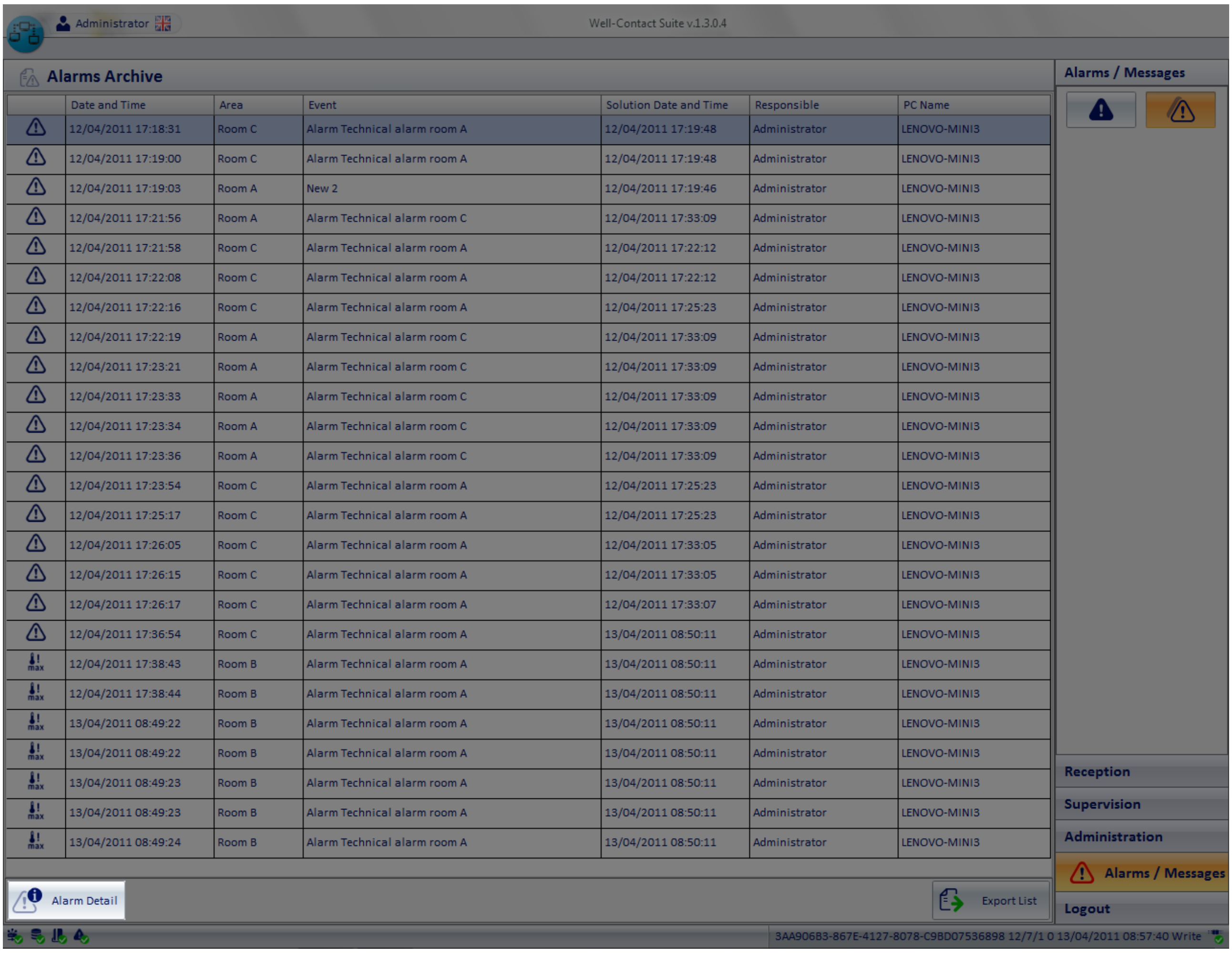
Viewing an archived alarm details

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 Alarms/Messages section

The "Alarm Detail" button

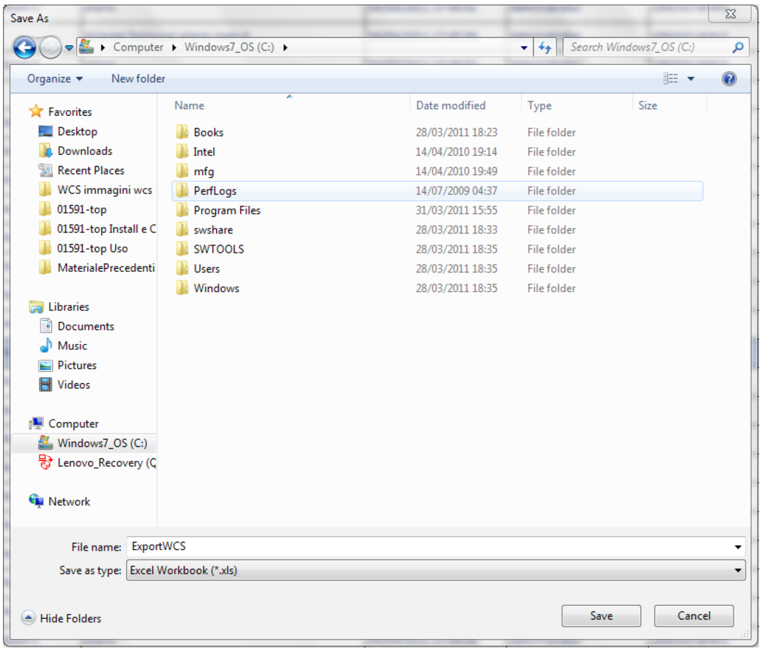
The "Alarm Detail" button opens the detail window of the alarm selected from the alarm list.
The detail window of the alarm is described in the chapter *Alarm detail window*.



The Alarms/Messages section

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:

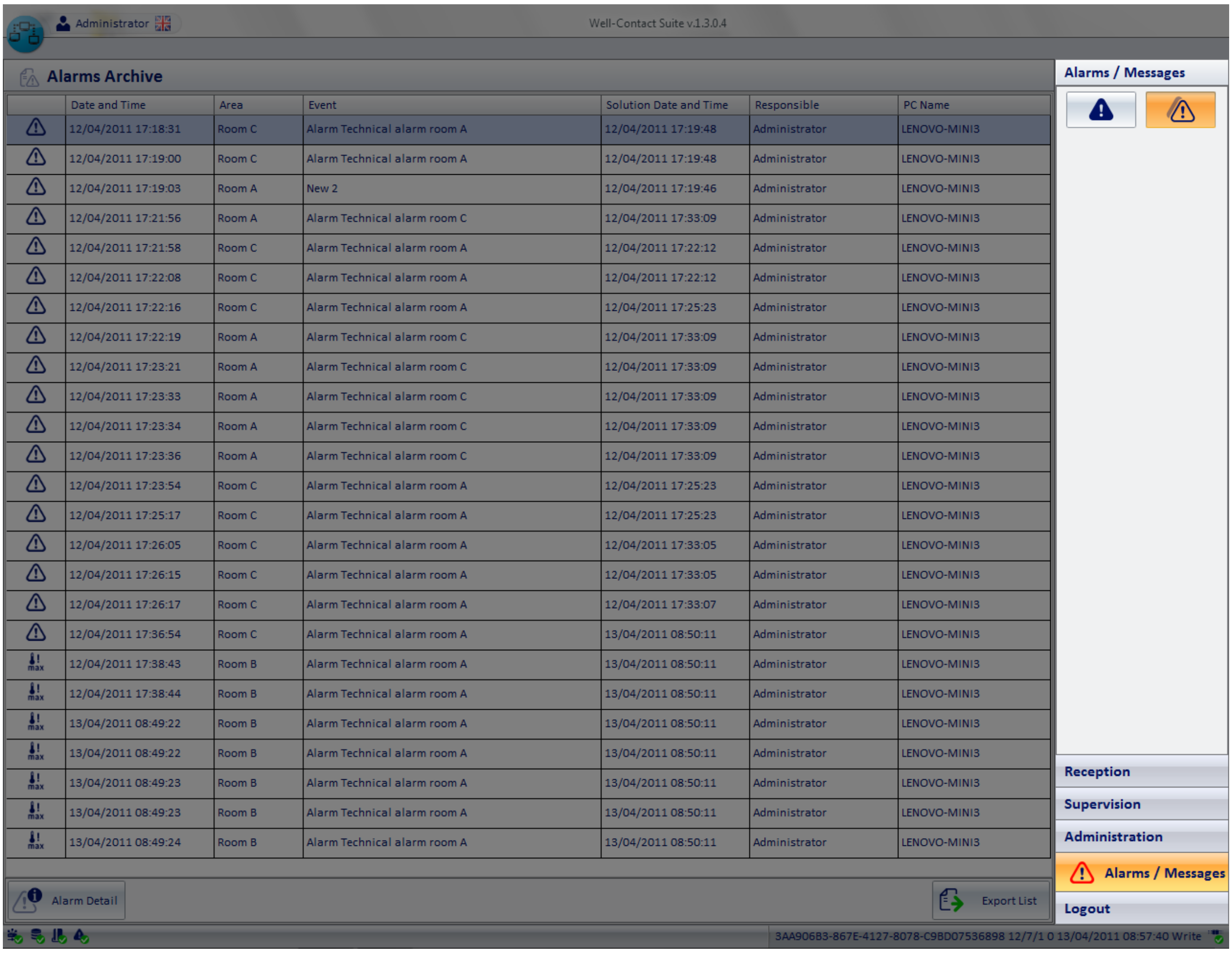
1. Name the file, filling the field "File Name".
2. Select the destination folder for the file to export.
3. Press "Save" to export the list, or Cancel to stop exporting the list and close the window.

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.



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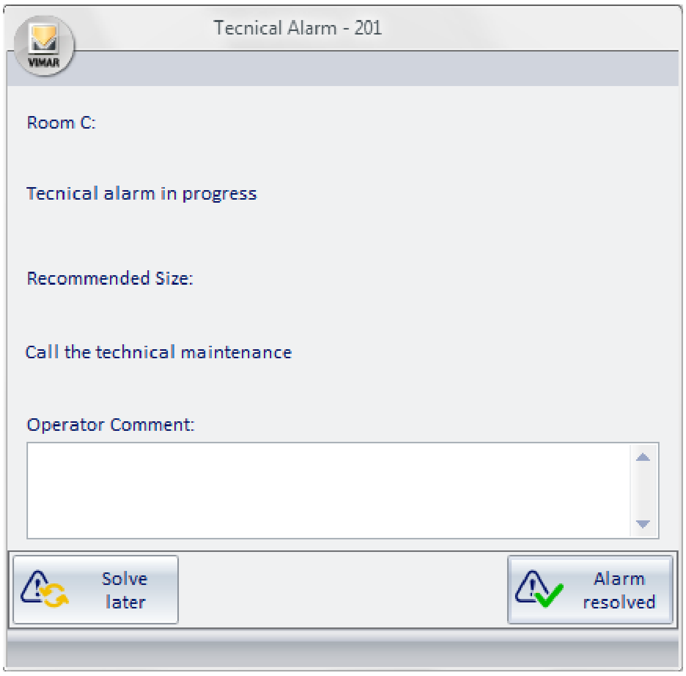
At the bottom of this area there are buttons that allow you to switch to other parts of the Well-Contact Suite software: Reception, Supervision, Administration, Alarms/Messages, and Logout.
At the top of this area there are buttons that allow you to access the subsections of the currently selected section.

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.

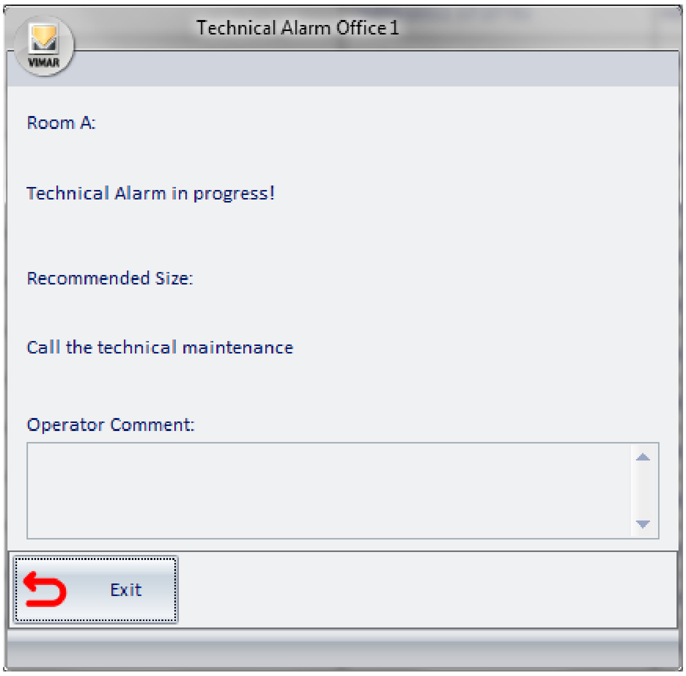


It displays detailed information about the alarm:

- Environment where the alarm occurred (as described in the ETS3 project).
- 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

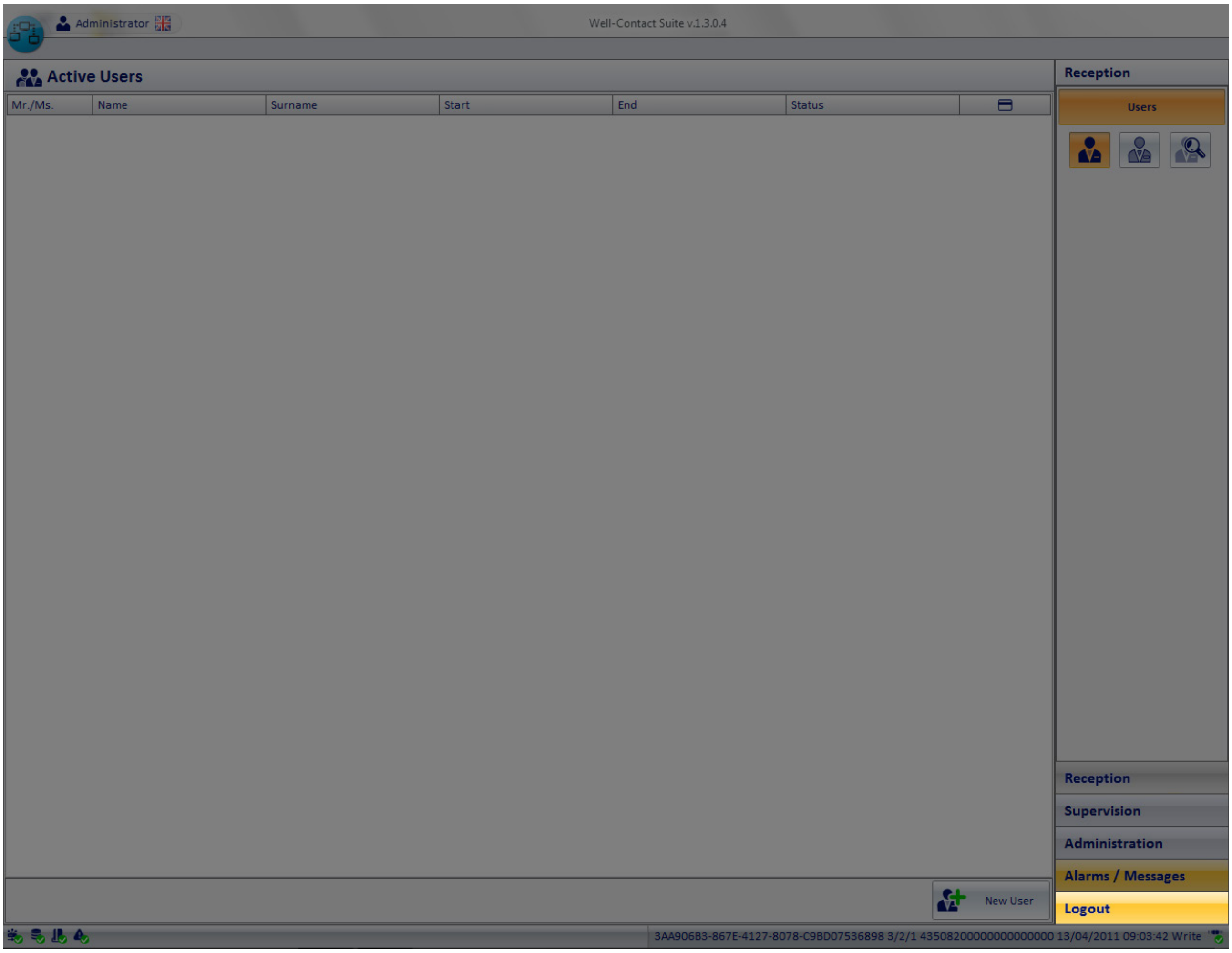
An archived (already solved) alarm detail window is shown in the picture below.



It displays detailed information about the alarm:

- Environment where the alarm occurred (as described in the ETS3 project).
- 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.

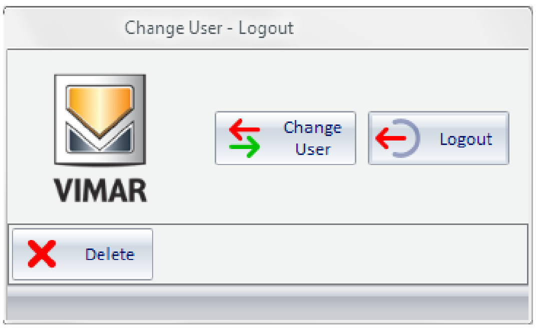
Exiting the software: Logout



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.

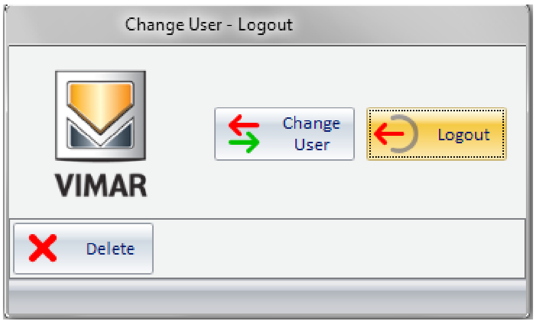
After pressing the "Logout" button the following window appears:



Exiting the software: Logout

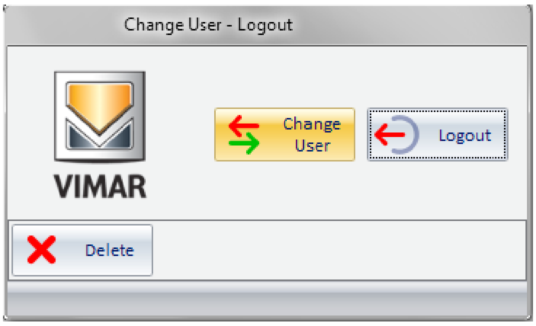
Exiting the Well-Contact Suite Software

To exit the Well-Contact Suite software press the "Logout" button, as shown in the picture below.



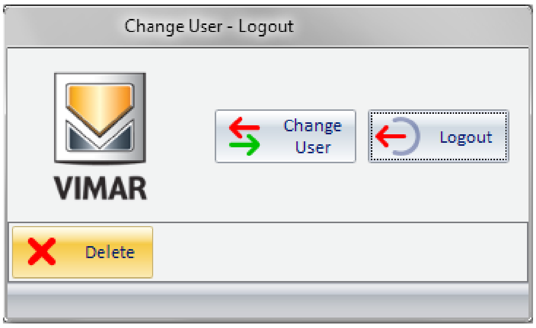
Change User

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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