

User's Guide

0K01590.1 Well-Contact Suite Basic kit - Client

BUILDING AUTOMATION



Vimar end-user license contract

VIMAR SPA located in Marostica (VI), Viale Vicenza n. 14 (http://www.vimar.com), sole owner of the software named "Software Well-Contact Suite Basic", through this contract grants the license of use of the aforementioned program.

VIMAR SPA shall not be held liable for any damage caused by improper use of the aforementioned software, in particular for direct or indirect damage to persons, property, and/or animals due to economic loss that may occur as a result of the use of the software.

VIMAR SPA reserves the right to make any changes to improve the function of the aforementioned software without advance notice.

It is prohibited to modify, translate, adapt, or create applications based on the aforementioned software, without previous written consent from VIMAR.

The user must verify the suitability of the program to his needs, and interpret the results to verify the consequences of the choices of design made.

All risks concerning the results and performance of the program are assumed by the user.

VIMAR SPA holds the exclusive property right of the software.

Unauthorized duplication of the program is prohibited.

It is expressly forbidden to modify, translate, fit, change, disassembly in any way or to create by-products from the software.

The user is to be held responsible not to eliminate any information of the software relevant to the Copyright.

The software are protected under the Copyright laws in force in Italy and foreseen by the International treaties, therefore, any activity realized in contrast with what is stated above, will be prosecuted at the right place.

VIMAR SPA shall not be held liable for DELL branded products supplied together with the "Well-Contact Suite Basic Software". These products are subject to the manufacturer's warranty, so in the event of non-conformity or failures, users should contact DELL's customer service.

VIMAR SPA Viale Vicenza, 14 36063 Marostica VI - Italy http://www.vimar.com

Microsoft, Windows, Vista and Media Center are Microsoft Corporation trademarks in the USA and/or other countries.



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 Plus system access cards management	. 17
Introduction	. 17
Access card creation	. 17
Revoking the validity of an access card	. 17
The "Reservations" subsection	. 18
The timeline in days view	. 18
Button bar to set the Planner view	. 19
Group of buttons to select the Planner view	. 19
Group of buttons to enable the highlighting of bookable room/environment occupation	. 19
Button bar	. 21
Command buttons	. 22
"Undo Operation" button	. 22
"Delete Reservation" button.	. 22
"Confirm Reservation" button.	. 22
Change reservation buttons	. 22
Change "reservation beginning" buttons	. 23
Change "reservation ending" buttons	. 23
The wove builton	. 24
Notes concerning the movement of a reservation	20
Werkensee	. 20
Workspace	. 21
	. 20
	. 20 29
Booking	. 20 28
Colump with the room numbers	. 20
	. 23
Status column of the "current availability" of the rooms	. 00
The "Rearrangement and Availability of the Boom" window	. 32
Finding a room with particular characteristics	. 02
The timeline in hours view	
The view in hours of a specific bookable room/environment.	. 39
Thee limitation of the bookable time in the hourly timeline and hourly for a specific environment views	. 39
The "Customer Detail" window	. 41
Area of "navigation" or selection of the Well-Contact Suite software sections	43
Customer data/reservation area	44
Status of the customer (Customer Detail and Reservations section)	45
Customer personal data	46
Summary table of the data that can be set for the customer	54
Autocomplete for the customer's last name	55
Client data recovery from archive	56
Creating a client with a name already in the database	57
Data of the reservations associated with the customer	. 58
The list of reservations associated with the customer	. 58
The "Add reservation" to the customer button.	. 61
The "Delete reservation" to the customer button.	. 61
List of access cards created for the customer	. 62
List of access cards associated with the customer.	. 62
The "Add Access Card" button	. 63
The "Delete access card" button	. 63
Duplicate card creation	. 64
Automatic creation of cards	. 64



The "Check-in" button	64
The "Check-out" button	65
The "Lock Access" button	66
The "Unlock Access" button	67
The "Delete Reservations and Card" button	68
Selected card details area	69
Status bar of the card	69
Room access	70
Grant a card rights to access another room	70
Denv a card rights to access another room	70
Common areas access	70
Grant a card rights to access a common area	70
Denvia card rights to access a common area	70
Crant a card rights to access a common areas	/ 1
	/ 1
Deriy a caro rights to access all continion areas	72
Setting access times for common areas	72
	72
The defined (or default) time frames	73
	78
"Write Card" button (The writing in advance of the card)	80
The "Replace Card" button	82
Icon to activate the configuration menu	85
The "Customers" subsection	86
The customers list	86
The customers status (in the customers list)	87
"Active Customers" list	87
Sorting the list	89
Viewing customer details	89
"Archived Customers" list	89
Sorting the list	90
Viewing customer details	90
The "New Client" button	91
The "Remove selected" button	91
The customers list view editing buttons	91
The button for selecting the "Active Clients"	91
The button for selecting the "Archived Clients"	92
The button for searching clients	92
Searching customers in the Active customers list	92
Searching customers in the Archived customers list	94
The "Card List" subsection	96
The list of cards	96
Selecting the row corresponding to a card	98
The "Card Detail" button	98
The "Activate Card" button	100
Managing a reservation	104
Introduction	104
Creating a new reservation	104
Creating a reservation from the planner ("Reservation" subsection)	104
Creating a reservation from the "Customer Detail" window	105
The check-in procedure	105
ntroduction	105
Programming the access card at check-in	106
Programming the card in advance.	107
The check-out procedure	107
"Lockina" customer access	108
"Unlocking" customer access	111
THE SUPERVISION SECTION	
	112
The "Zone Management" sub-section	110



Show or hide sections of the "Rooms" and "Public Areas"	
Rooms	
Introduction	
The summary view (All)	
The description of the symbol representing the room in the view "All"	
Access to the detail view of the room	
The thermostats view (Temperature)	
The description of the symbol representing the room in the view "Temperature"	
Access to the detail view of the room	
The windows opening status view (Windows)	
The description of the symbol representing the room in the "Windows" view	
Access to the detail view of the room	
The clean room status view (Cleaning)	
The description of the symbol representing the room in the view "Cleaning"	
The view of the presence in the room status	
The description of the symbol representing the room in the view "Presence"	127
Access to the detail view of the room	128
Detail view of the thermostat	129
The device status view	135
The control of the devices	137
The window for setting the Wall-Contact Plus system thermostat	130
The "Statue" namel	130
The "Sattings" panel	140
The "Fanceil encod advanced management" panel	
	140
The "Destars Default" page	144
The window for acting the Wall Contrast Dlug avetam diamar (Code 01529, Code 01544)	140
The window for setting the Well-Contact Plus system diminer (Code 01556, Code 01544)	
Common Areas	
Introduction	
I ne thermostats view (Temperature)	
Access to the detail view of the common area	
The windows opening status view (windows)	
The description of the symbol representing the common area in the view "Windows"	
Access to the detail view of the common area	
The clean room status view (Cleaning)	
The description of the symbol representing the common area in the "Cleaning" view	
Access to the detail view of the common area	
Detail view of the common area	
Technical Areas	
Introduction	
The overall view of all technical areas	
Access to the detail view of the technical area	
The detail view of the technical area	
Custom Environments	
Introduction	
The overall view of all custom environments	
Access to the detail view of the custom environment	
Detail view of the custom environment	
Zone Masters	
Introduction	
The overall view of all zone masters	
Access to the detail view of the zone masters	
Detail view of a zone master	
Sending a Command to a virtual On/Off device	
Sending a Command to a virtual thermostat	
Functions Masters	
Introduction	
The overall view of all functions masters	



Access to the detail view of the functions masters	
Detail view of a functions master	
Sending a Command to a virtual On/Off device	
Sending a Command to a virtual thermostat	
The scenarios	
Introduction	
The overall view of all scenarios	
Access to the detail view of the scenario	
Detail view of the scenario	
The "Events List" subsection	172
Sorting out data presented in the lists	
The "Access" list	
The "Presence" list	
The "Login" list	
The "Commands" list	
The button for searching in the events list	
Search in Events-Access list	
Search in Events-Presence list	
Search in Events-Login list	
Search in Events-Commands list	
THE ADMINISTRATION SECTION	
Introduction	
The "Staff" subsection	
The staff list	
The "Active Staff" list	
Sorting the list	
Viewing a staff member details	186
The "Staff Archive" list	186
Sorting the list	187
Viewing a staff member details	187
Navination area	188
The button for selecting the list of active customers	180
The button for selecting the staff archive	180
The button to seecing the list of the currently active staff	190
The "Demove selected" button	109
The "New Staff" button	101
The "Staff Datail" subsection	
Ine Stan Detail Subsection of the Well Context Suite activery actions	
Stall Uala alea	
Stall status (Stall Detail Section)	
Stall personal data	
Summary table of the data that can be set for the stain	
Data of the room associated with the stall	
Assigned rooms status	
List of access cards created for the stall	
List of access cards associated with the staff.	
The "Add Access Card" button	
The "Delete access card" button	
Duplicate card creation	
The "Back to Staff List" button	
The "Revoke Access" button	
The "Lock Access" button	
The "Unlock Access" button	
The "Job List" button	
Job List	
Selected card details area	
Status bar of the card	010
Room access	



Deny a card rights to access another room	
Grant a card rights to access all rooms	
Deny a card rights to access all rooms	
Common areas access	
Grant a card rights to access a common area	
Deny a card rights to access a common area	215
Grant a card rights to access all common areas	215
Deny a card rights to access all common areas	215
Setting access times for common areas	215
Type of card	216
"Write Card" button	217
"Write Card" button	219
Icon to activate the configuration menu	
THE ALARMS/MESSAGES SECTION	
Introduction	
Alarm warning	
Introduction	
Displaying of a pop-up "Alert".	
Highlighting of the "Alarms/Messages" button.	
Adding of the alarm to the list of active alarms.	
The change of status of environment representation in the "Supervision" section	
The alarm signaling in the summary view	
The alarm signaling in the environments detail view	
The "Active Alarms" list	
Sorting the list	
Viewing an active alarm details	
The "Alarm Detail" button	
Area of "navigation" or selection of the Well-Contact Suite software sections	
The "Alarm Archive" list	
Sorting the list	
Viewing an archived alarm details	
The "Alarm Detail" button	
The "Export List" button	
Area of "navigation" or selection of the Well-Contact Suite software sections	
Displaying of the alarm detail window.	
Active alarm detail window	
Archived alarm detail window	
EXITING THE SOFTWARE: LOGOUT	
Exiting the Well-Contact Suite Software	
Change User	
Exit window	
MANAGING A WELL-CONTACT PLUS SYSTEM WITH VIMAR NFC/RFID ELECTRONIC READERS	239
Introduction	
Functions	
Booking management	





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.

Wimar Wimar Well-Contact Suite Ywell-Contact Suite Basic Tools	- -		
▲ Back			
Search programs and files]	Shut down 🕨	
🔕 😂 🚞 🖸		1. 😪	- Fh

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

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



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

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

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

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

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

For access to the Well-Contact Suite software by a user is necessary for a user to have been previously created by the administrator of the system.

Each user is assigned two pieces of data necessary for access to the software (login data): User and Password.



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



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

User: username ⁽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 run. When you push the "Login" button, after a few seconds the following window will appear:

7	*	Admir	nistrate										Well-C	ontact Sui	ite v.1.3.0.5	5							
r F	Plan	ner																					Reception
elect	t Colu	imns							April 2011									May	2011				Reservations
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8	
	U0		101	-												_							
			201						_														Clients
			202																				Card List
†																						_	
Ť																						_	
Î																							
Ì																							
Ì																							
				_																			
									_														
4			-																				
			-	-																			
			-																				
			-	-					_							_							
			-																				Reception
			-	_					-							_					_	_	Supervision
			-																				Administration
1			4										-									•	Alarms / Messages
5	U Ope	Jndo eration	n 🛱	Rese	elete rvation				<	Start	>	<	End	>				< ^ >	Move	Ê.	Cor Reser	nfirm vation	Logout
	18	A		_	_		_	_							_	0726	6028- <u>0</u> 98	C-4F4F-8	115-0520	EBDOEB43	3 11/3/1	30.0.21	1/04/2011 11:50:44 Perpopi

⁽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).



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

8	-	Admir	nistrato	r 🏭									Well-Co	ntact Suit	e v.1.4.0.0								
U																							
1	Plar	nner																					Reception
Sele	ect Col	umns		Augus	t 2011								Sep	otember 2	011								Reservations
	C1	C2		30 Tue	31 Wed	1 Thu	2 Fri	3 Sat	4 Sun	5 Mon	6 Tue	7 Wed	8 Thu	9 Fri	10 Sat	11 Sun	12 Mon	13 Tue	14 Wed	15 Thu	16 Fri	17	
			101									_											
			102							_								-					Clients
			103							_		_				_				_			Card List
	_											_										_	
-																						_	
										_		_								_			
-						_		_		_		_	_							_	_		
	İ																						
	1																						
							_			-				1		_							
	1		-							_					_	_			_	_			
		+								-			-				_	1			_		
-																							
-	-							_	_	_						_		_			_		
-			-					_		_										_			
-		Ļļ																					Reception
-										_			-					_	_				Supervision
-										_				_							_		oupervision
			4																				Administration
-	_	Undo		L D	elete								Fred C							2.4	Cont	firm	Alarms / Messages
X	Op	peration	n	Reser	rvation				<	Start	>	<	End	>				€ ↓ ≯	Move	EV.	Reserv	ation	Logout
*	. 18	A																					Device connection broken

After clicking it, this menu will appear

	Select Langua	ge		
VIMAR				
Select the langua	age to use			
	🔘 Italian	English		
X Cancel]		<	Confirm

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.

Ŗ	-	Admir	nistrato	r uz									Well-Co	ontact Suit	te v.1.3.0.5	i							
1	Plar	nner		_		_			_						_				_	_			Reception
Sele	ect Col	umns							April 201	L								May	2011				Reservations
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8	
	00		201						_														
			201	-					-														Clients
-			202	-																			Card List
-				-																			
				-					-													_	
				-																		_	
				_																			
				_																			
				_																			
				_					_														
				_																			
_			-	_					_														
_			-	_																			
_			-	-																			
_			-																				
_			-	-																			
-				-					-													_	Reception
-				-																	_		Supervision
-				-																			Administration
	·		•																			•	Alarms / Messages
×	Op	Jndo eratior	n 🖡	X D Rese	elete rvation				<	Start	>	<	End	>				<^^>>	Move	Ê.	Co Rese	nfirm rvation	Logout
*	5 L.	A ,		-	-		-	-							-	C726	6028-A9E	C-4F4E-8	115-C52D	EBDOFB4	3 11/3/:	1 30.0 21	/04/2011 11:50:44 Response

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):



-	Admir	nistrator										Well-Co	ntact Suit	e v.1.3.0.5								
Pla	nner																				Reception	_
ect Col	lumns							April 2011									May	2011			Reserv	ations
C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8		
Do		101																			E.	
		201																			Clie	ents
	$\left \right $	202	_					_							_				_		Card	List
	İ																					
																			_			
-								_											_			
																			-			
																				_		
																					Reception	
																					Supervision	
		4																		•	Administrat	ion
	Undo		5 D	elete				1	Start	5	1	End	>				<i>(</i> ^->	Move	23/4	Confirm	Alarms / Me	essages
Op	peration	n F	Rese	rvation					Junt								*		PA.	Reservation	Logout	

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).

⁽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.

Ŗ	*	Admini	strator										Well-Co	ontact Sui	te v.1.3.0.!	5						
1	Plar	nner																				Reception
Sele	t Colu	umns							April 201	1								Ma	2011			Reservations
	C1	C2	404	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8	
	00		201	-					-	_		_	-	-		_		_		_		
			201	0														-		_		Clients
F																						Card List
									_													
_																						
									_					_		_				_		
_									_													
				-					_			_	_	_		_				_		
-									_				_	_		_						
-									-								_	_		_		
-																				_		
				-					-													
				-																		
									-								_		-			
																1						Reception
																						Supervision
																						Administration
																					Þ	Alarms / Messages
×	Op	Undo eration		Rese	elete rvation				<	Start	>	<	End	>				<	Move	Ň.	Confirm Reservation	Logout
¥. 1	L	4,														C726	6028-A98	8C-4F4E-8	115-C52DE	BDOFB43	11/3/1 30.0 21	./04/2011 11:50:44 Response 🌄

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.



R	*	Admir	nistrato	r 🚮									Well-Co	intact Suit	e v.1.3.0.5								
<u></u>	Plar	ner																				Reception	
Selec	t Colu	umns							April 2011									Мау	2011			Reserv	ations
	C1	C2	101	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8		
			201																			Circ	-
0			202																				iits
																						Card	List
									_														
				_																			
-				_	<u> </u>				_										_				
_				_	<u> </u>																		
-				_	-																		
-				-	-				_														
-				_	<u> </u>				_			_								_			
-				_																			
-				_																_			
-				-	-																		
H				-								_				_		_		_			
-									_											_			
-																						Reception	
-																						Supervision	
																						Administrati	ion
			4																		+	Alarms / Me	ssages
×	Op	Jndo eratior	n 🖹	K Rese	elete ervation				<	Start	>	<	End	>				€ →	Move	R.	Confirm Reservation	Logout	
¥. S	. 11.	A.,	- Alexandre	_				_	_			_			_	C7266	6028-A9B	C-4F4E-8	115-C52DE	EBDOFB43	3 11/3/1 30.0 21	/04/2011 11:50:44	4 Response

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.

R	*	Admin	istrato										Well-Co	ontact Suit	te v.1.3.0.5	5							
M	Plan	ner																					Reception
Selec	t Colu	imns							April 201	1								May	2011				Reservations
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8	
	Do		101																				
•			201																				Clients
•			202		-				_					_								_	Card List
				_					_											_		-	
					-																	-	
													1							_			
				_					_				_	_						_		_	
					-				_				_			_						_	
-					-																		
-																_						_	
					<u> </u>								_										
																	_					_	
-					<u> </u>				_				_										
																							Reception
-																							Supervision
																							Administration
		2																				•	Alarms / Messages
×	Ope	Undo eration	B	Rese	elete				<	Start	>	<	End	>				*	Move	Ň	Reserv	firm vation	Logout
*	R	A .,														C7266	5028-A9E	C-4F4E-8	115-C52D8	BDOFB43	3 11/3/1	30.0 21	/04/2011 11:50:44 Response 🍍



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.

```
😤 🌷 🦺 🔥 C7266028-A9BC-4F4E-8115-C52DEBD0FB43 12/0/4 26.3 09/04/2010 18.08.11 Write "
```

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
Ŀ	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.
L _S	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.								
4	Connection Problems	Communication problems with the service that deals with the management of alarms.								

16B50118-4CF0-4681-BDFC-7C4B6EF2A72F 12/2/2 0.0 29/03/2011 14:50:32 Response

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

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

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



The following picture shows the "Bus Monitor" list.

Bus Monitor	
VIMAR	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/3 0 01/04/2011 09:35:33 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/2 0 01/04/2011 09:35:29 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:35:21 Write	=
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/64 0 01/04/2011 09:35:15 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:35:15 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 5/0/10 0 01/04/2011 09:34:52 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:34:51 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/4 0 01/04/2011 09:34:48 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:34:45 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/3 0 01/04/2011 09:34:33 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/2 0 01/04/2011 09:34:29 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:34:21 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/64 0 01/04/2011 09:34:15 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:34:15 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/1/3 25.0 01/04/2011 09:33:53 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 5/0/10 0 01/04/2011 09:33:52 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:33:51 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/4 0 01/04/2011 09:33:48 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/0/4 21.1 01/04/2011 09:33:47 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 0 01/04/2011 09:33:45 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/1/4 25.0 01/04/2011 09:33:36 Write	
F1652361-2E3B-46BC-805C-F29576C7193B 12/7/3 0 01/04/2011 09:33:33 Write	
Exit	

• Indicator of the status of communication with KNX bus.

This indicator may take the following status:

Icon	Status	Description
	OK Connection	The communication between the Well-Contact Suite software and the KNX bus is taking place properly.
=00= ⓒ	Connection in pro- gress	The Well-Contact Suite software is trying to connect to the (hardware) interface via the KNX bus.
## <mark>\$</mark>	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
11	The PMS interface is activated and the PMS interface management service is working properly.
B	The PMS interface is activated but the PMS interface management service is not working properly.
No icon	The PMS interface is not available.



The Reception section

Introduction

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

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

NOTE: the contents of this manual for the room also applies to environments, referred to as "Bookable environments" which are not actual rooms, but are in any case environments which can be booked and in this sense behave in exactly the same way as rooms. E.g.: Meeting rooms, tennis courts,... This aspect takes on more meaning from version 1.20 of Well-Contact Suite, where the possibility of making bookings for bookable rooms/environments with a minimum duration of 15 mins has been introduced, as described further herein.

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

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

Well-Contact Plus system access cards management

Introduction

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

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

Access card creation

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

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

Only after having successfully completed this operation, the card allows access to the desired areas.

Revoking the validity of an access card

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

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

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



The "Reservations" subsection

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

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

ion Reservations
Clients
Clients
Clients
Clients
Card List
ion
ision
stration

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

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

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

The timeline in days view

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

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

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



Button bar to set the Planner view

Administrator 🔡 Wel-Contact Suite v.1.21.0,0 - Default																											
M	Pla	nner				-																					Reception
Sele	t Colu	imns											Jun	e											July		Reservations
	C1	C2		11 Tue	12 Wed	13 Thu	14 Fri	15 Sat	16 Sun	17 Mon	18 Tue 1	9 Wed	20 Thu	21 Fri	22 Sat	23 Sun	24 Mon	25 Tue 2	6 Wed 2	27 Thu	28 Fri	29 Sat 3	0 Sun 1 N	lon 2 Tue	3 Wed	4 Thu	
									_	_		_	_	_							_						
-			201						_	_		_	_	_				_			_						Clients
			202							-			_	-				_			_						Card List
			301						_	_		_	_					_		_	-						
			1001						_	_		_	_				_	_			_						
			Fyt gate						-	_		-	_	-				_		_	-						
			SR12345678	-	-		_		_	_	_	_	_						_	_	_			_			
							-			-			-	-				_									
					-				_	_		-	-	_							-						
									_	_		_	_								_						
									1	_			_	-							_						
									_	_		_	_							_	_						
				_			_			_	_	_	_							_					_		
				-	-		_			_	_	_	_	_			_			_	_		_	_			
									_	_	_	_								_	_			_	_		
-							_			_		_	_	_			_	_		_	_		-				Reception
																											Supervision
			4																							•	Administration
×	L	Indo	14	Delete								(st	art	> <	End	>							¢.)	Move	34	Confirm	Alarms
*	Op	eration		Reservati	on																363	38BE2-714	8-4506-988	8-1208880	2B47C 0/0	Reservation	2:18:1 12/06/2019 12:18:00

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

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

Group of buttons to select the Planner view

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

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

The button highlighted in orange indicates the currently active view.

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

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

Button to enal occupation of	ble the timeline in days view of the planner, without highlighting the boxes according to the hourly the bookable room/environment. This is the default setting of Well-Contact Suite.
Button to disp pation of the on a backgrou The colours u	blay the timeline in days view of the planner, highlighting the boxes according to the hourly occu- bookable room/environment. When this function is active, the boxes representing the days take and colour that depends on the status of hourly occupation of the bookable room/environment. sed take on the following meanings:
Colour	Rule
	There is at least one booking, for this bookable room/environment, that occupies part of the day (not completely). Time slots of 15-minute multiples are still available for at least another booking.
	All the hours available in the day, for this room, are occupied by bookings. No bookings can be
	made for this room on this day.

The button is highlighted in orange when it is active.



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

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

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

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





Button bar

P) 2	Admi	nistrato	r 🔤 🖻									Well-Co	intact Suit	te v.1.3.0.5	5						
-	' Pla	nner																				Reception
Sel	ect Col	lumns							April 2011									May	2011			Reservations
	C1	C2 C	101	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8	
	D	Sup	102	_																		
	м	XL	201																			
																						Card List
_	_															_				_		
-														_		_				_		
-	-								_	_						_		_		-		
_																						
-	_			_										_		_	_		_	_		
H				-			_									_				_		
										_												
	İ																					
-									_							_				_		
-																				_		
-																						Reception
																						Supervision
																						Administration
		the de	•																		•	Alarms / Messages
X	O	ondo peratio	n 🛱	Rese	rvation				<	Start	>	<	End	>				<~,>	Move	Ř.	Reservation	Logout
×.		4															C72660	28-A9BC-	4F4E-8115	-C52DEB	OFB43 12/7/1 0	0 21/04/2011 12:09:43 Write 📸

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

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

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

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

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



Command buttons

Ŗ	-	Admir	nistrato	or and									Well-Co	ontact Suit	e v.1.3.0.5	i						
-	Plar	nner																				Reception
Sel	ect Colu	umns							April 2011									May	2011			Reservations
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8	
) s	с	101	_					_							_				_		
		Sup	102						_													Clients
			201									-				_						Card List
									_	_		_	_			_		-		-		
																						-
_																						Reception
_																	_					Supervision
																						Administration
		Jndo		di D	elete				1				End							2.6	Confirm	Alarms / Messages
×	Op	eratio	n 🎼	X Rese	rvation				<	Start	/	1	crid	/				***	Move	EV.	Reservation	Logout
*	31	4,															C72660	28-A9BC-	4F4E-811	5-C52DEB	DOFB43 12/7/1	0 21/04/2011 12:09:43 Write 👻

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

"Undo Operation" button

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

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

"Delete Reservation" button.

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

"Confirm Reservation" button.

This button lets you confirm the entry of the reservation (as a pair room/period) or reservations (entered during the same session and to be associated with the same customer) to take the next step of creating a reservation, or associating the pair room/period to a customer. If you are entering a new reservation pushing the "Confirm Reservation" button, the "customer detail" window will be displayed, from which you can enter the data of the customer to be associated with the pair room/period (or pairs rooms/periods) created in the window of the planner. When editing a reservation previously entered, pressing the button "Confirm Reservation" will display the "customer detail" window of the customer associated with the reservation itself.

Change reservation buttons

The buttons to edit the reservation are shown in the picture below and are described in detail in the following chapters. They are useful for facilitating the editing of the duration of a reservation and for moving the reservation (editing the association with the room and possibly also the first day of the reservation) if you use the Well-Contact software suite via touch screen.



8	-	Admir	nistrato	r ag									Well-Co	intact Suit	e v.1.3.0.5										
0																									
-	Plar	nner																					Reception		
Sel	ect Col	umns							April 201	1								May	2011				Reser	vations	
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8	LAIL,		
	s	С	101	-					_							_			_	_		_			
		sup	201						-							-	-	_	_	_			Cli	ents	
		~	201															_					Car	d List	
-	1																	_				-			
																						_			
									_								_					_			
																		_				_			
_									_									_	_						
_																						_			
				_					_													_			
																							Reception		
_																							Supervision		
-									-													-	Administra	tion	
			4																			•	Alamas / 20		
×		Jndo		ý Di	elete				<	Start	>	<	End	>				<^,>	Move	12/	Confi	rm	Alarms / M	essages	
**	Op C	eration		Rese	rvation							•	_	-			C72660	78-4980-	4F4F-8145	-052058	Reserva	0/7/1.0	21/04/2011 12	09:43 Write	

Change "reservation beginning" buttons

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

- The "<" button allows you to anticipate the beginning of the reservation of a day with every button press.
- The ">" button allows you to delay the beginning of the reservation of a day with every button press.
- To move the beginning of a reservation via the described buttons ⁽⁵⁾, proceed as follows:
 - 1. Select the reservation whose beginning you want to change.
 - 2. Press "<" (to anticipate) or ">" (to delay) till you have reached the desired day.

Change "reservation ending" buttons

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

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

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

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

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

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

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



The "Move" button

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

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



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



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

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

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

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



Following the example described in the previous paragraph, after selecting your reservation and pressing the "Move" button, you will have to press the planner in correspondence of the point given by the intersection of the column identified by March 21 2011 and the row that identifies room 201. The following picture describes the identification of the end point of the movement just described.

P	& A	dminis	trator	36										Well-Co	ontact Sui	te v.1.3.0.5	1							
er Pl	ann	ner			_																			Reception
Select C	olum	nns								April 201:	L								May	2011			_	Reservations
C	1 (C2		20 Wed	21	hu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8	
D	o C	: :	101																					
D D	s	up :	102					Smith																Clients
M	X	L (201		Q	H																		Condition
			_			_	Dest	inatio	n poir	it of th	e rese	rvatio	n											Card List
	+		_			_				_														
	+		-		_	-				_														
_	+		-		-	+				-														
	+		-		_	+				-														
	+		-		-	+				-														
	+		-		-	+																		
	+		-		-	+				-														
	+		-		-	+																		
	+		-		-	+				-														
_	+		-			+									_									
	+		-		-	+																		
	+		-		_	+																		
	+		-			+				-														
_	+		-		_	+																		
	+		-		_	+									_									
	+		-			+		_							_									
	_					+																	_	
	+		-			+									_									Reception
	+					+										_							_	Supervision
_	+				_	+																_		Administration
1	1	4																					•	Alarms / Messages
X,	Un Oper	ido ation	Å	Reser	elete rvati	on				<	Start	>	<	End	>				\Leftrightarrow	Move	Ň	Co Rese	nfirm rvation	Logout
																		7266020	4080.00	45 0115 0	EaDERCH	1000	17/2 45	1 21/04/2011 11/50/20 W

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





Notes concerning the movement of a reservation

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

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

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

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

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

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

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

1. Check-out of the room/suite A (the customer can no longer enter with the cards he owns).

2. Creation of the reservation for the room/suite B: the cards previously created and activated for the room/suite A are kept.

3. Check-in of the reservation of the room/suite B (the customer can now enter to the room/suite B with the cards with he previously had access to the room/ suite A).

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



Workspace

Ę	9	Adm	inistrato	or and									Well-Co	ontact Suit	e v.1.3.0.5							
-	/ Pla	Innei	ŗ																			Reception
Se	elect Co	lumns							April 2011			_						May	2011		_	Reservations
		C2	101	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8	
		Sup	101																			
	Вм	XL	201																	_		Clients
																						Card List
_																						
-		_		-																		
-	_																					
-	_																					
-																						
_				_																		
-				-																		
-	_	-		-																		
-				-																		Reception
F									-											-		Supervision
																						Administration
			4	-			_	_							_						•	Alarms / Messages
X	٢.	Undo	on 🖡	K Rese	elete rvation				<	Start	>	<	End	>				<^,>	Move	R.	Confirm Reservation	Logout
*	S. 1	. 4															C72660	28-A9BC-	4F4E-8115	-C52DEB	DOFB43 12/7/:	L 0 21/04/2011 12:09:43 Write

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

The table representing the planner has the following properties:

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



Entering a reservation period for a room

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

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

The creation of a reservation requires the following steps:

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

Ŗ	*	Admi	inistrator						
₽ſ.	Plan	ner							
Sele	ct Colu	umns							April 201
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon
	Do		101						
•			102		Tem	ip 2			
			201						

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

- 2. You can change the day of departure of the customer (the ending of the reservation), using the mouse or the buttons on the "button bar" at the bottom of the window of the planner, as described in the chapter *Reservation editing buttons*.
- 3. You can associate a customer with more than one reservation (intended as a pair room/period). The reservations to be associated with the same customer can be created during the same reservation creation session.

To add more reservations for a customer during the same session of reservation creation from planner, repeat steps 1. and 2. until you get the reservations you want, to be associated with the same customer.

Bear in mind that even after you have completed the process of making a reservation and associating it to a customer, you can still add further reservations for the same customer.

4. After completing the definition of the pairs room/period to be associated with a particular customer, you must press the "Confirm Reservation" button to exit the planner window and go to the "customer detail" window, which will be described in the chapter *The "Customers" sub-section.*

Booking a suite

Introduction

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

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

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

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

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

Booking

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

Notes:

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



Column with the room numbers

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

R	*	Admir	nistrato	r 🔤									Well-Co	ontact Suit	e v.1.3.0.5	5						
	Plan	ner																				Reception
Sele	ct Colu	mns							April 2011									May	2011			Reservations
	C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8	
•	s	с	101																			
	D	Sup	102											_								Clients
	M	XL	201						-							_			_			Card List
										_												
																				_		
-			-																	_	_	
-	-									_												
										_										_	_	
-										_									_	_		
-																						
																						Reception
																						Supervision
			4																			Administration
Y	ι	Jndo	2	5 D	elete				1	Start	>	1	End	>				<i>(</i> *)	Move	23/4	Confirm	Alarms / Messages
***	Op	eration		A Rese	rvation												072600	W 100	AEAE 0145	EV.	Reservation	Logout

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

From version 1.20 of Well-Contact Suite:

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



Rooms parameters columns

The rooms parameters column display customization information defined through the "Rooms settings configuration" window. These columns are shown in the picture below.

Ŗ	*	Admin	nistrato	er and									Well-Co	ontact Suit	e v.1.3.0.5	5							
-	Plan	ner																					Reception
Sele	t Colu	Imns							April 201	1								May	2011				Reservations
	C1	C2	101	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8	
	э D	Sup	101	-																			
	м	XL	201																				Clients
																							Card List
				_				_	_													_	
-				_					_					_		_		_		_		_	
-									-							-							
									_							_						_	
				-					_							_						_	
-																							
																						_	Pasantian
																							Reception
																							Supervision
			4																				Administration
×	U	Jndo		5 D	elete				1	Start	>	6	End	>				<^>>	Move	10	Cont	firm	Alarms / Messages
*	Ope	eration		Rese	rvation												072650	· ·	AFAE OF		Reserv	ation	Logout

The groups of parameters that can be set are four, but in the planner two columns of parameters can be displayed simultaneously, (the others, however, are used in the search procedure, as described below).

The choice of the parameters columns of the rooms to be displayed simultaneously in the planner is made from the configuration window activated by the "Select Columns" button.

The window for setting the groups of parameters to be displayed in the two groups of columns available in the planner is shown in the following picture.

Selecte	ed Columns
C4	
C3	
C2	
Pade	
Beds	
•	Evit
	EARC



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

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

Ŗ	-	Admin	nistrato	or and									Well-Co	intact Suit	e v.1.3.0.5	;							
<u>.</u>	Plar	nner																				Reception	
Sele	ct Col	umns							April 201	L								May	2011			Rese	rvations
	C1	C2	101	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat 8	LAII	
	э D	Sup	101	_					_					_			_						
ľ	м	XL	201																	_		C	lients
Ľ																				_		Ca	rd List
-																							
_																							
_									_	_		_				_							
									_														
									_			_											
_									_			_				_					_		
				-					_	_		_				_				_			
-	-								_													Reception	
																						Supervisio	n
																						Administr	ation
			4																		•	Alarms / A	Accessor
X	0	Undo		×	elete				<	Start	>	<	End	>				< <u>^</u> →	Move	2	Confirm		ressages
* .		A		ere nese	avacion												072650	28-4980-	4F4F-8115	-05205	BDOFB43 12/7/1	0.21/04/2011.1	2:09:43 Write

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

Graphical symbol	Status	Description
_	Room available immediately (at least) for tonight.	The room is available (at least) for tonight and can be assigned immediately to the customer. The status of the room is "clean room" ⁽⁸⁾ . The status of the minibar is "Checked" ⁽⁹⁾ .
=	Room available (at least) for tonight, but currently not deliverable to the customer.	 The room is available (at least) for tonight but is not delivered instantly to the customer because of one (or more) of the following reasons: the room must still be cleaned (if the cleaning is handled by the Well-Contact Suite software). the status of the minibar has still to be checked (if the checking is handled by the Well-Contact Suite software). The room will still be delivered to the customer for the night, after the necessary operations on the room have been completed.
_	Room not available (at least) for tonight.	The room is not available (at least) for tonight, because it is occupied by another customer.
8	Room available (at least) for tonight, but currently not deliverable to the customer.	The room is not available (at least) for tonight because it is under maintenance.

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

This window is described in the next chapter.

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

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



The "Rearrangement and Availability of the Room" window

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

to clean	Cleaned
Minibar	
to check	checked
Notes	10
Maintenance	
X Add Mai	ntenance period

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

• Status of cleanliness of the room.

The current status of cleanliness is displayed by the button highlighted in orange.

To set the cleanliness status of the room press the correspondent button: "to be cleaned" or "clean".

• Status of checking of the minibar.

The current status checking of the minibar is displayed by the button highlighted in orange. To set the checking status of the minibar, press the corresponding button "to be checked" or "checked".

Maintenance Status

You can add maintenance periods for the rooms, making them unavailable to customers. The state of "maintenance" of a room is represented in the planner through some kind of gray reservation.

To add a maintenance period to a room, press "Add maintenance period", as shown in the picture below.



Rearrangement an	d Avail							
Bedroom								
🏂 to clean	Not cleaned							
Minibar								
to check	checked							
Notes								
	▲ ▼							
Maintenance								
Add Maintenance period								
Exit	V Ok							

The following dialog for setting the maintenance period appears.

Main	ntenance perio	od		
Period from 01	/04/2011	• to	02/04/2011	L v
Start time	time 11	÷	minutes	0 ‡
End time	time 9	* *	minutes	30 🗘
5 Exit			✓	Add

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

VIMAR N	laintenan	ce peri	od						
Period from	4/21/20	11	- to	4/22/20)11 -				
Start time	Start time April, 2011							۲	
End time		Sun	Mon	Tue	Wed	Thu	Fri	Sat	
6		27	28	29	30	31	1	2	
		3	4	5	6	7	8	9	
		10	11	12	13	14	15	16	
		17	18	19	20	21	22	23	
		24	25	26	27	28	29	30	
		1	2	3	4	5	6	7	



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

Ma	intenance perio	d
Period from 0	1/04/2011 -	• to 02/04/2011 •
Start time	time 11 🗘	minutes 0 🌲
End time	time 9 🌲	minutes 30 🗘
5 Exit		Add

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

-	Administrator											
	🚔 Planner											
	Selec	t Col	umns							April		
		C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 N		
	8	s	с	101								
	٢	D	Sup	102								
	٢	м	XL	201				Smith				

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

- Select the gray rectangle indicating the maintenance period. The rectangle takes on the color orange (typical of the selected items).
- Press the "Delete Reservation" button.
- Notes. The "Notes" field is an editable text box that allows you to enter comments for the staff of the accommodation. The input text is only visible from this window.

To enter comments:

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

To delete comments previously entered:

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

Finding a room with particular characteristics

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

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

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




which is on top right of the planner.



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

Search Room	
VIMAR	
Beds Any Value	•
C1 Any Value	-
C2 Any Value	-
C3 Any Value	-
C4 Any Value	-
Period from01/04/2011	• to 02/04/2011 •
Check in time time 11	minutes 0 ‡
Check out time time 9	minutes 30 ⁺
Cancel	Search

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

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

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

The search parameters that can be set are listed below:

• Beds. Represents the number of beds in the room.

Left-click the correspondent field and set the desired value via the menu.



	Search Room	_
VIMAR		
Beds	Any Value	*
C1	Any Value	
02	1 Any Value	
62	Any Value	
C4	Any Value	_
Period from	m01/04/2011 -	to 02/04/2011 -
Check in ti	me time 11 🗘	minutes 0 🌲
Check out tim	e time 9 🌻	minutes 30 🌲
X Ca	ncel	Search

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

	Search Room	
VIMAR		
Beds	Any Value	¥
C1	Any Value	*
C2	Any Value	
	M	
5	s	
C4	Any Value	×
Period fron	01/04/2011 -	to 02/04/2011 -
Check in tir	ne time 11 靠	minutes 0 🌲
Check out time	e time 9 🌲	minutes 30 🌲
X Ca	ncel	Search

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



	Search Room	_						
VINU								
Beds	Any Value	Ŧ						
C1	Any Value	Ŧ						
C2	Any Value	Ŧ						
C3	Any Value	Ŧ						
C4	Any Value	Ŧ						
Period from	4/21/2011	+ to	4/22/20	11 ,				
Check in	•		Ap	ril, 201	1			•
Check out	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
Y Car	27	28	29	30	31	1	2	
	3	4	5	6	7	8	9	
	10	11	12	13	14	15	16	
	17	18	19	20	21	22	23	
	24	25	26	27	28	29	30	
	1	2	3	4	5	6	7	

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

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

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

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

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

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

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

- "Cancel" button . Pressing this button closes the window to search for available rooms without any search.
- The "Search" button . Pressing this button starts the process of searching for available rooms that meet all the requirements set by the search window. The results are displayed in the workspace of the planner window, and contains only a list of the rooms that meet the search requirements. The other rooms of the accommodation which do not meet the search requirements are not displayed.

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





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

The timeline in hours view



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

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



The view in hours of a specific bookable room/environment



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

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

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

For each environment, you can enable and set the bookable time period, within a day, defined by the start time and end time. Where enabled, you can create an hourly booking only inside the bookable time period. If you try to create a booking outside the bookable time

period, a warning message is displayed and the booking is not created.

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

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

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

Hourly timeline view

1	Pla	nner	- 		0												
Selec	t Colu	imns											Thurso	lay 13 June	2019		
	C1	C2		03 AM	04 AM	05 AM	06 AM	07 AM	08 AM	09 AM	10 AM	11 AM	12 PM	01 PM	02 PM	03 PM	04 PM
0			101														
٠			102														
٥			201														
٠			202														
۰			301														
۰			1001														
۰			Ext gate														
0			SR12345678	1///	////		////	////									////



Hourly view for the specific environment



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

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

In terms of accesses to the environment, the booking behaves as if there were two bookings with a start and end in the bookable time.

This is because if the limitation of the bookable time is enabled for an environment, this limitation is in any case guaranteed

The following image represents this situation.



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



The "Customer Detail" window

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

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

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

Administrator	Well-Contact Suite v.1.21.0.0 - Default	
& Client		Reception
Title	· · · · · · · · · · · · · · · · · · ·	Reservations
Name	Street	Clients
Surname	Post Code Prov.	Card List
Notes	Company	Client Datail
Reservations Reservations Reservations Reservations		Cheft Detail
	Telephone ~	
	Mobile Telephone	
μ×,	Email *	
Et l	Fiscal code *	
EX	Identity card 🔹	
	ک	Back to Client List
Access to Bedroom/B.E. Access to Common Areas	Name	ard code:
	Surname	 Reception
	Notes	Supervision
* =		Administration
		Alarms
		Write Card Logout
\$ \$ L 4 9	363388E2-7148-4506-9888-12D88802847C ()/0/2 Wednesday 17:17:1 12/06/2019 17:16:59 🔭

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



B & Ac	dministrator 🚟	1	Vell-	Contact Suite v.	1.17.0.0	- Default			
m.									
🎥 Clien	t [Booked]								Reception
Title	Sig.			-			Reservations		
Name	Mario			Street	Verdi 1	2			Climate
Surname	Rossi			Post Code	64321		Prov.	RO	Clients
Notes				City	Città de	l Sig. Ross	i		Card List
			-	Company					Client Detail
Reservations	End Check in Hour Check out	Hour Auto Check Ou	t						
Lett.	102 09/04/2018 11:00 10/04/2018	9:30		Telephone					
	201 09/04/2018 11:00 10/04/2018	9:30		Mobile Teleph	one 🔻	0123456	5789		
⊢×				Fax	-	0123456	5789		
F+				Email	Email rossi@mailrossi.it				
<u> </u>	1 2			Fiscal code	•				
EX				Other	*				
. ¥ Remov	reservations						5	-	
 -	nd cards						<i>₽</i> ₹	Check-In	
📄 Card	1 [Not Recorded]]
Access to	Bedroom	Access to Com	mon	Areas					Reception
	102 Room 102	ate	E	External gate		۲			Supervision
	201 Room 201	do	•	Corridor					Administration
									Alarms
							e i i i i i i i i i i i i i i i i i i i	Write Card	Logout
🐝 S. J. A.							C34C9D03-A22E-4EE0-8B97-6	53E491A5DAE 6/1	/2 0 09/04/2018 11:49:32 📆 🧳

The window "Customer Detail" is divided as follows:

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

The following chapters describe the above areas in detail.



Adi	ministrator 🔤	Well-Contact Suite v1.3.0.2	
Lient	[Booked]		Reception
Title	Mr.		Reservations
Name	Mark	Street London Street	Clients
Surname	Brown	Post Code 64321 Prov.	
Notes		City Oxford	Card List
Perenvations		Company	Client Detail
	Image Check in Time Check out Time 101 05/04/2011 11/00 10/04/2011 00/20	Telephone Y	
jet j		Mobile Telephone + 1234567891	
	102 05/04/2011 11:00 10/04/2011 09:50	Fax - 1234567891	
		Email * m.brown@mail.com	
Et		Fiscal code 🔹	
FX		Identity card 👻	
E Remove	reservations id cards	k → Check-In	
Card	1 [Not Recorded]		
Access to Be	droom Common Areas		Reception
103	- 555		Supervision
101			Administration
			Alarms / Messages
		Write Card	Logout
* . L A		8A9040AF-49C9-4F5E-AF2D-D2C3FBBC6F50 4/0/3 0	1 05/04/2011 16:25:18 Write 📸

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.



Customer data/reservation area

Adi	ministrator						Well-Contact	Suite v.1.3.0.2				
Lient	[Booked]	_	_	_	_			_		_	_	Reception
Title	Mr.				-							Reservations
Name	Mark				Street	Lond	on Street					Clients
Surname	Brown				Post Code	6432	1 Prov.					
Notes					City	Oxfo	rd					Card List
					Company							Client Detail
Reservations	⊨ Check in	n Time	Check out	Time	Telephone	*						
ьt	101 05/04/2	011 11:00	10/04/2011	09:30	Mobile Telepho	ne 💌	1234567891					
	102 05/04/2	011 11:00	10/04/2011	09:30	Fax	*	1234567891					
⊨ ∽					Email	*	m.brown@mail.com					
Et		a l			Fiscal code	*						
		J			Identity card	*						
- <u>-</u>												
	reservations d cards									k >	Check-In	
Card	1 [Not Recor	ded]										
Access to Be	droom	Common A	reas									Reception
102	2	- 555		\bigcirc								Supervision
101												Administration
												Alarms / Messages
										E1	Write Card	Logout
15 3 L A									8A9040AF-49C9-4F5E-A	F2D-D2C3	FBBC6F50 4/0/3 0	05/04/2011 16:25:18 Write

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

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



* P Reception Lient [Booked] Mr. Title Reservations Name Mark Street London Street Clients Post Code Surname Brown Card List City Notes Company **Client Detail**
 Image
 Check in
 Time
 Check out
 Time

 101
 05/04/2011
 11:00
 10/04/2011
 09:30
 Reservations Telephone Mobile Telephone × 1234567891 Lati 102 05/04/2011 11:00 10/04/2011 09:30 ⊧×, et 2 1 Identity card 🔹 EX Remove reservations and cards Check-In Card 1 [Not Recorded] Access to Bedrooi on Areas Reception Com 555 \odot Supervision 101 Administration ₩Ξ Alarms / Messages Write Card Logout

Status of the customer (Customer Detail and Reservations section)

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

Customer status	Symbol graphical	Color reservation on the planner	Description
Booked		Smith	The customer made a reservation that was included in the database. Customer data has been entered into the database. The customer has not yet been checked in (for at least one of the rooms booked by the customer).
Check-In		Smith	The customer made a reservation that was included in the database. Customer data has been entered into the database. An access card (one or more access cards) has been created for the customer. The customer has been checked in (for at least one of the rooms booked by the customer). It's a customer who arrived at the hotel, was checked in and has not left the hotel yet (he has not been checked-out).
Authorized	*		Customer data has been entered into the database. The customer has not reserved any rooms but an access card (one or more cards) has been created (from the logical point of view) and activated to access common areas. It's a customer who arrived at the hotel, was checked in (or rather, the card has been activated for access to common areas) and they not left the hotel yet (they weren't checked out).
Locked		Smith	From the status of check-in, all rights of access to the rooms booked by the customer have been revoked. The cards that give access to the customer's rooms have not been deleted but they have been disabled (You can re-activate the cards with the operation of "unlock").
Archive		-	Customer data has been entered into the database, and at the moment. There are no reservations under their name. There are no active cards in their name. It is typically the condition of a customer who was previously a guest of the hotel, or that has made at least one reservation.



Customer personal data

8 & Admin	nistrator and		Well-Contact Suite v1.3.0.2	
U				
📲 Client [I	Booked]			Reception
Title N	Mr.	-		Reservations
Name	Mark	Street	London Street	Clients
Surname B	Brown	Post Code	64321 Prov.	Card List
Notes		City	Oxford	
Reservations		Company		Client Detail
	Image: Check in Time Check out Time 101 05/04/2011 11:00 10/04/2011 09:30	Telephone		
peti j	102 05/04/2011 11:00 10/04/2011 09:30	Mobile Telepho	ne • 1234567891	
		Fax	· 1234567891	
		Email	* m.brown@mail.com	
Et		Fiscal code		
EX I		Identity card		
and o	cards		Chec	k-In
Card 1	[Not Recorded]			
Access to Bedro	oom Common Areas			Reception
102	- 555			Supervision
101				Administration
				Alarms / Messages
			🗹 Write	Card Logout
*			8A00/0A5-/4000_/455-A57D_D2025880655	50.4/0/3.0.05/04/2011 16:25:18 Write **

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

• Customer data/reservation area

Here, you will find the following fields:

- Last name
- Name
- Title
- Notes

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

• "Extended" customer data area

- Here, you will find the following fields:
 - Street
 - Post Code
 - Prov. (Province)
 - City
 - Company



Telephone

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

-	
Street	London Street
Post Code	64321 Prov.
City	Oxford
Company	
Telephone	
Telephone	1234567891
Home Pho Office Pho	ne 1234567891
Email	m.brown@mail.com
Fiscal code	•
Identity card	·

Mobile Phone

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



-			
Street	London Stree	et	
Post Code	64321	Prov	
City	Oxford		
Company			
Telephone	-		
Mobile Telephor	12345	67891	
Mobile Tel	ephone 5	67891	
Personal Mobile Office Mobile Fiscal code			
Identity card	~		

• Fax

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

-						
Street	London Stre	et				
Post Code	64321]	Prov.			
City	Oxford					
Company						
Telephone	·					
Mobile Telephone × 1234567891						
Fax	12345	67891				
Fax	Fax h.brown@mail.com					
Personal Fax						
Office Fax						
Identity card ×						

• 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.



-					
Street	London Street				
Post Code	64321 Prov.				
City	Oxford				
Company					
Telephone	· ·				
Mobile Telephor	ie - 1234567891				
Fax	- 1234567891				
Email	m.brown@mail.com				
E-mail					
E-mail 2		=			
Office E-mail					

• (Fiscal Code.

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

-						
Street	Lond	on Stre	et			
Post Code	6432	1]		Prov.	
City	Oxfo	rd				
Company						
Telephone	-					٦
Mobile Telephor	ne 🔹	12345	67891			
Fax	-	12345	67891			
Email	-	m.bro	wn@mail	.com		
Fiscal code	_					
Fiscal cod						
VAT Numb						

• 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.



-	
Street	London Street
Post Code	64321 Prov.
City	Oxford
Company	
Telephone	• •
Mobile Telephor	ne 🔺 1234567891
Fax	· 1234567891
Email	- m.brown@mail.com
Fiscal code	•
Identity card	
ID Card	
Passport	
Driver's Li	cense
Other	



Picture

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

Street	Lond	on Street	t .			
Post Code	6432	21		F	Prov.	
City	Oxford					
Company						
Telephone	-					
Mobile Telepho	ne 👻	123456	7891			
Fax	-	123456	7891			
Email	-	m.brow	n@mail.	.com		
Fiscal code	-					
Identity card	-					

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

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

-						
Street	Lond	on Stre	et			
Post Code	6432	1]		Prov.	
City	Oxfo	rd				
Company						
Telephone	-					
Mobile Telephor	ne 🔹	12345	67891			
Fax	-	12345	67891			
Email	•	m.bro	wn@mai	l.com		
Fiscal code	•					
Identity card	•					



The window for the picture selection appears.

Open			-	
🚱 🔍 🖉 🕨 Computer 🕨 Windows7_OS (C:) 1	•		Search Windows7_0	OS (C:) 🔎
Organize 🔻 New folder			8= •	• 🔳 🔞
▲ ★ Favorites	Â	Name	Date modified	Туре
🥅 Desktop		🎍 assembly	05/04/2011 16:03	File folder
Downloads		Books	28/03/2011 18:23	File folder
💯 Recent Places		퉬 Intel	14/04/2010 19:14	File folder
WCS immagini wcs inglese		\mu mfg	14/04/2010 19:49	File folder
🐌 01591-top		🕌 PerfLogs	14/07/2009 04:37	File folder
🐌 01591-top Install e Config		🎉 Program Files	31/03/2011 15:55	File folder
🐌 01591-top Uso		퉬 swshare	28/03/2011 18:33	File folder
01591-top receptionist	-	SWTOOLS	28/03/2011 18:35	File folder
🎉 Linne guida -accorgimenti	-	🐌 Users	28/03/2011 18:35	File folder
🎉 MaterialePrecedentiManuali		\mu Windows	05/04/2011 13:59	File folder
 IDraties Documents IMusic IPrictures IVideos 				
4 🖳 Computer				
Windows7_OS (C:)				
b Stanovo_Recovery (Q:)	٣	•		+
File name:			✓ jpg (*.jpg) Open	← Cancel

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

NOTE:

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

-						
Street	Lond	on Stre	et			
Post Code	6432	21]		Prov.	
City	Oxfo	rd				
Company						
Telephone	-					
Mobile Telephor	ne 🔹	12345	67891			
Fax	-	12345	67891			
Email	-	m.bro	wn@mail	.com		
Fiscal code	-					
Identity card	-					



	ministrator da	Well-Contact Suite v.1.3.0.2		
				Decention
Client	t [Booked]			Reception
Title	Mr.	+		Reservations
- Marine	Mark			Clients
Notes	brown			Card List
Notes				Client Detail
Reservations	En Check in Time Check out Time			Cherre De tan
	101 05/04/2011 11:00 10/04/2011 09:30			
	102 05/04/2011 11:00 10/04/2011 09:30			
⊨×.				
E+				
EX				
	e reservations nd cards		k→ Check-In	
Card	1 [Not Recorded]			
Access to Be	edroom Common Areas			Reception
10	2 - 555 💽			Supervision
10	1			Administration
				Alarms / Mossagor
			Write Card	Langest
* 8 # 4			8490404F-4909-4F5F-4F2D-D203F8806F50 4/0/3 0	05/04/2011 16:39:25 Write
			0100101111000 1100 A 20 020010000100 4/0/0 0	00,0 ., 2011 20.05.25 WINC

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

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

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

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

Adi	Iministrator 🏭 Well-Contact Suite v.1.3.0.2	
Client	t [Booked]	Reception
Title	Mr. +	Reservations
Name	Mark	Clients
Surname	Brown	
Notes		
Reservations		Client Detail
_	Image Check on Time 101 05/04/2011 11:00 10/04/2011 09:30	
⊨iti	102 05/04/2011 11:00 10/04/2011 09:30	
⊧×		
E +		
EX		
Remove	e reservations nd cards	Check-In
Card	1 [Not Recorded]	
Access to Be	edroom Common Areas	Reception
102	2 -555 🕐	Supervision
101		Administration
		Alarms / Messages
		Write Card Logout
* S. I. A.	8A9040AF-49C9-4F5E-AF2D-D2C3F8	BC6F50 4/0/3 0 05/04/2011 16:41:48 Write



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



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

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

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



Autocomplete for the customer's last name

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

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

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

The situation is shown in the following picture.

👌 📥 Adı	ministrator 🏭				Well-Cor	ntact Suite V. 1. 5. 0.	0		
🎥 Client	[Booked]								Reception
Title				-					Reservations
Name				Street					Clients
Surname	Brl		- +	Post Code		Prov.			
Notes	Surname	Name	City	City					Card List
	Brown			Company					Client Detail
Reservations	Jhonson			Telephone	-				
le t				Mobile Telephor	ne 👻				
				Fax	-				
⊨ ×				Email	-				
				Fiscal code					
				Identity card					
EX									
								·	
							b Back to C	ient List	
Access to Bed									Reception
									Supervision
	ž	=							Administration
									Alarms / Messages
							Write	Card	Logout
* S.I.A)evice connection broken
									v



Client data recovery from archive

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

Ad	ministrator 🔤			Well-Contact Suite v. 1.5.0.0	
🔒 Client	е				Reception
Title				· · · · · · · · · · · · · · · · · · ·	Reservations
Name				Street	Clients
Surname	Brown			Post Code Prov.	
Notes	Surname Brown	Name	City	City	Card List
	Brown	Mark	London	Company	Client Detail
Reservations				Telephone 👻	
Let 1				Mobile Telephone	
				Fax -	
⊨-A				Email	
F+				Fiscal code 💉	
				Identity card	
				5	Back to Client List
Access to Be					Reception
					Reception
		_			Supervision
		j i i			Administration
		=			Alarms / Messages
					Write Card Logout
* S IL A.					Device connection broken



Creating a client with a name already in the database

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

Ad	ninistra	ator 🛄					V	/ell-Contact Suite v.1.5.0.0		
Client	[Arch	ived]								Reception
Title	Mr.					-				Reservations
Name	Mark					Street	Oxfo	rd Road	70 70	Clients
Surname	Brown	1			·• +	Post Code	E10	Prov.		
Notes						City	Lond	lon		Card List
Pacapustions			1	Language and the		Company				Client Detail
	202	Check in	Time	Check out	Time	Telephone	-	01234567		
⊨.ti	202	20/07/2012	11.00	30/07/2012	9.50	Mobile Telepho	ne 🝷	0123456789		
						Fax	_			
						Email	_	b.Mark@mail.uk		
5	1	3				Fiscal code	_			
FX						Identity card	-			
							_			
									Back to Client	Hiet
Access to Beo										Reception
										Supervision
		ž=								Administration
										Alarms / Messages
									Write Car	rd Logout
* * 1.4										Device connection broken 👸 🖉



Data of the reservations associated with the customer

	lministra	tor and						Well-Contac	t Suite v.1.3.0.2				
	t [Rool	kedl											Reception
Chem		keuj											
Name	Mr.					Street	Lond	lon Street					Reservations
	Mark					D LO L	642	D1 Brow					Clients
Surname	Brown					Post Code	0452						Card List
Notes						City	Uxid	and a					Client Date!!
Reservations	(lam)	Check in	Time	Check out	Time	Talanhana							Client Detail
	101	05/04/2011	11:00	10/04/2011	09:30	Telephone		4004567004					
⊨±1	102	05/04/2011	11:00	10/04/2011	09:30	Mobile Telephor	ne *	1234567891					
L.X	1					Fax		1234567891					
						Email	ľ	m.brown@mail.com					
Et						Fiscal code	-						
FX						Identity card	*						
										2			
	e reserva	tions									k >	Check-In	
Card	1 [Not	Recorded	1]]	
Access to Be	edroom	Co	- mmon A	reas									Percention
10	2	- 55	55										
10	1												Supervision
													Administration
													Alarms / Messages
												Write Card	Logout
* = L 4	,									8A9040AF-49C9-4F5E-	AF2D-D2C3	FBBC6F50 4/0/3 0	05/04/2011 16:25:18 Write

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

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

This area is represented in detail in the following picture.

Reservations	(and	Check in	Hour	Check out	Hour	Auto Check In	Auto Check Out
1. ±	101	13/06/2019	11:00	16/06/2019	09:30		
	201	13/06/2019	11:00	16/06/2019	09:30		
⊨×							

The list of reservations associated with the customer

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

k=1	Check in	Hour	Check out	Hour	Auto Check In	Auto Check Out
101	13/06/2019	11:00	16/06/2019	09:30		
201	13/06/2019	11:00	16/06/2019	09:30		



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

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

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

Reservations	(internet internet in	Check in	Time	Check out	Time
1	101	01/04/2011	11:00	06/04/2011	09:30
	102	01/04/2011	11:00	06/04/2011	09:30
⊨×					

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

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

The time (hours and minutes) of arrival representing the default general time of arrival, can be set from the "General" tab in the "General settings" window, which can be activated selecting "General Configuration Settings" from the "Settings" menu, (described in the chapter *General parameters configuration*). You can enter values other than the default left-clicking the "Check-in time" field on the desired reservation and entering the desired time using the setup window.

The situation is shown in the following picture.

Reservations	k=1	Check in	Time	Check out	Time
1	101	01/04/2011	11:00	06/04/2011	09:30
	102	01/04/2011	11:00	06/04/2011	09:30
⊧×,					

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



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

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

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

Check out. Date of departure of the guest (ending of reservation)
 Ta change this information, left click the field "Check out" related to the desired reservation, similarly

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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



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



Clien	t [Booked]					Reception
						Reservations
he	Mario	Street				Clients
ame	Rossi	Post Code		Prov.		
s	A	City				Card List
	·	Company				Client Detail
vations	Heni Check in Hour Check out Hour Auto Check in Auto Check Out	Telephone	e ×			
ьţ	102 12/06/2019 11:00 15/06/2019 09:50	Mobile Teleph	hone *			
. X		Fax	•			
(Free)		Email	•			
et		Fiscal cod	de ×			
FX		Other	•			
		he cards that			Check-In	
Remove	e reservations The Auto Check-in enables the access ONLY for t are in the REGISTERED status (previously writter All cards are REGISTERED.).			_	
Remove an Card	e reservations nd cards The Auto Check-in enables the access ONLY for t are in the REGISTERED status (previously writter All cards are REGISTERED. 1 [Active]).				
Removian Card	e reservations d cards The Auc Deck-in enables the access ONLY for and it cards are fit.0517ERD satus (previous) writter All cards are fit.0517ERD. I [Active] Befroom/8.E. Access to Common Areas).	Name		 Card code:	
Remov ar Card is to	e reservations of cards The Auto Deck-in enables the access ONLY for under the RefGSTERED satus (previously writter All cards are REGSTERED. 1 (Active) Refroem/%E. Access to Common Areas dor Corridor).	Name Surname		 Card code: 193	
Remov a Card	e reservations of cards The Auto Deck-in enables the access ONLY for a rel in the REGISTERD satus (previously writter All cards are REGISTERD as using (previously writter All cards are REGISTERD as using (previously writter All cards are REGISTERD as using (previously writter All cards are REGISTERD as using (previously writter) Access to Common Areas dor Corridor).	Name		Card code: 193	Reception
Remova Card	ereservations d cards The Auto Check-in enables the access ONLY for a ref in the RGSTERED satus (previously writter All cards are REGSTERED). 1 (Active) Bedroom/8.E Access to Common Areas dor Corridor). 	Name		Card code: 193	Reception Supervision
Remov a Card	ereservations d cards The Auto Check-in enables the access ONLY for a are in the RGSTERD status (previously writter All cards are REGSTERED. 1 [Active] Bedroom/B.E. Access to Common Areas dor Corridor). 	Name Surname Notes	i i i i i i i i i i i i i i i i i i i	Card code: 193	Reception Supervision Administration
Remov a Card ss to	e reservations d cards The Auto Check-in enables the access ONLY for a ref in the RGSTERD status (previously writter All cards are REGSTERED. I (Active) Bedroom//B.E. Access to Common Areas dor Corridor	•.	Name Surname Notes	, and the second	Card code: 193	Reception Supervision Administration Alarms

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

The "Add reservation" to the customer button.

Reservations	(internet	Check in	Time	Check out	Time
	101	01/04/2011	11:00	06/04/2011	09:30
E-1	102	01/04/2011	11:00	06/04/2011	09:30
⊧×					

Through the "Add reservation" button, you can create a new reservation (pair room/time) to be assigned to the customer. The reservation is later added to the reservations already on the list of customer's reservation.

Pressing the "Add reservation" button the planner window is displayed, where you can create the reservation (or reservations) to be added to the customer. After confirming the new reservation ("Confirm Reservation" button) you'll be redirected to the "Customer Detail" window.

The row corresponding to the newly created reservation will be added to the reservation list.

The "Delete reservation" to the customer button.

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

Through the "Delete reservation" button, you can delete the reservation selected from the reservations list. To delete a customer reservation from the list, follow these steps:

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

Reservations	(here)	Check in	Time	Check out	Time
	101	01/04/2011	11:00	06/04/2011	09:30
	102	01/04/2011	11:00	06/04/2011	09:30
⊨×					

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

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



List of access cards created for the customer

	ministra	ator and						Well-Contact	: Suite v.1.3.0.2			
Client	: [Boo	ked]										Reception
Title	Mr.					-						Reservations
Name	Mark					Street	Lond	on Street				Clinch
Surname	Brown	1				Post Code	6432	Prov.				Clients
Notes						City	Oxfo	rd				Card List
						Company						Client Detail
Reservations	(a=1	Check in	Time	Check out	Time	Telephone	-					
Lett.	101	05/04/2011	11:00	10/04/2011	09:30	Mobile Telephor	ne -	1234567891				
	102	05/04/2011	11:00	10/04/2011	09:30	Fax	-	1234567891				
⊨ ×						Email	-	m.brown@mail.com				
F+						Fiscal code	-					
	1					Identity card	-					
	reserva	itions									Check-In	
Card	1 [No	t Recorde	d]									
Access to Be	droom	C	ommon A	reas								Reception
102	2	- 5	55		\odot							Supervision
101	1											Administration
												Alarms / Messages
											Write Card	Losout
14 S. L										8A9040AF-49C9-4F5E-A	F2D-D2C3FBBC6F50 4/0/3 0	05/04/2011 16:25:18 Write

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

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

This area is represented in detail in the following picture.



List of access cards associated with the customer.

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





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

Graphical symbol	Status	Status description
1	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.
1	Registered Not Activated	The card was created at a logical level. The card has been programmed (physically) but has not yet been activated (the data concerning the access of the card has not yet been sent to the automation system). The access provided for this card is still not allowed.
1	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.
1	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 customer.

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

Pressing the "Add access card" button creates a new card with the same rights to access as the card selected from the list of customers access cards. It is, in effect, a "duplicate card" function. You can change the rights of access of the cards from the area reserved for the access cards details, as will be described in the chapter *Selected card details area*.

The "Delete access card" button



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

1. Deletes the card from the software database from a logical point of view

2. If the card has already been activated, informs all devices in the access control system that the deleted card no longer has any rights of access. It practically removes all rights of access on all access control system devices.

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



Duplicate card creation

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

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

Automatic creation of cards

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

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

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

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

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

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

The "Check-in" button

Adr	ministrator						Well-Contact	Suite v.1.3.0.2			
Se Client	[Booked]										Reception
Title	Mr										Reservations
Name	Mark				Street	Londo	on Street				
Surname	Brown				Post Code	64321	1 Prov.				Clients
Notes					City	Oxfor	d				Card List
					Company						Client Detail
Reservations	En Check in	n Time C	heck out	Time	Telephone	P					
	101 05/04/2	011 11:00 10	0/04/2011	09:30	Mobile Telephor	ne -	1234567891				
	102 05/04/2	011 11:00 10	0/04/2011	09:30	Fax	T	1234567891				
⊧×					Email	P	m.brown@mail.com				
F+		1			Fiscal code	P					
	1 2	J			Identity card	P					
Remove	reservations									Charle Is	
an 🖌	d cards									Check-III	
Card :	1 [Not Recor	ded]									
Access to Be	droom	Common Area	as								Reception
102	:	- 555		0							Supervision
101											Administration
											Alarms / Messages
										Write Card	Logout
* . L 4									8A9040AF-49C9-4F5E-A	2D-D2C3F8BC6F50 4/0/3 0	05/04/2011 16:25:18 Write 📆

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

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



The check-in procedure performs the following operations:

- 1. Programming of the access card (or access cards) that has been created (at a logical level) for the customer.
 - NOTE: If the access cards associated with the customer have been programmed in advance (via the cards programmer), the programming phase of the cards will not be carried out and the check-in will go to the next step.
- 2. Activation of the cards associated with the customer.
- 3. Changing the status of the customer. The customer status should switch from "Booked" to "Checked in".

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

The "Check-out" button

Adi	ministrat	or an						Well-Contact Suite v.1.3.0.2			
Client	[Chec	k-In]									Reception
Title	Mr.					-					Reservations
Name	Mark					Street	Will	iam Road			Clients
Surname	Brown					Post Code	6432	Prov.			
Notes						City	Lond	on			Card List
						Company					Client Detail
Reservations	ja-aj	Check in	Time	Check out	Time	Telephone	-				
Lt	101	05/04/2011	11:00	10/04/2011	09:30	Mobile Telephon	ne 👻	123456789123			
	201	05/04/2011	11:00	10/04/2011	09:30	Fax	-	123456789123			
F-2						Email	-	m.brown@mail.com			
F+						Fiscal code	-				
						Identity card	-				
Acces	s Block									Check-Out	
Access to Be											Reception
											Supervision
		¥≡									Administration
											Alarms / Messages
										Replace Card	Logout
*									8490404F-49C9-4F5F-	AF2D-D2C3EBBC6E50 4/0/3 0	05/04/2011 17:10:55 Write

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

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

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

The check-out procedure performs the following operations:

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

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

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

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

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



The "Lock Access" button

Adı	ministrator and	Well-Contact Suite v1.3.0.2	
In Client	Chack Inl		Reception
A Client	(Check-Inj		
Title	Mr.		Reservations
Wallie	Mark	Street William koad	Clients
Surname	Brown	Post Code 64321 Prov.	Card List
Notes		City London	
Reservations		Company	Client Detail
	101 05/04/2011 11:00 10/04/2011 09:30	Telephone Y	
le tr	201 05/04/2011 11:00 10/04/2011 09:30	Mobile Telephone 123456789123	
LX		Fax 123430/89123	
		Eiscal rode	
EX			
Acces:	s Block	Check-O	ut
Access to Be			Reception
			Supervision
			Administration
			Alarms / Messages
		Replace G	Logout
* * & L &		8A9040AF-49C9-4F5E-AF2D-D2C3F8BC6F50	4/0/3 0 05/04/2011 17:10:55 Write 🖏

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

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

NOTE: It is not necessary to program the cards.

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

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



The "Unlock Access" button

Adr	ministrator da	Well-Contact Suite v13.0.2	
Client	[Locked]		Reception
Title	Mr.	· · · · · · · · · · · · · · · · · · ·	Reservations
Name	Mark	Street William Road	Clients
Surname	Brown	Post Code 64321 Prov.	
Notes		City London	Card List
Pasaryations		Company	Client Detail
Reservations	► Check in Time Check out Time	Telephone Y	
jesti (Mobile Telephone	
	201 05/04/2011 11:00 10/04/2011 09:30	Fax 123456789123	
		Email m.brown@mail.com	
et		Fiscal code 🔽	
FX		Identity card 🕆	
			ล
Restore	accesses	Check-Out	
Access to Be			Reception
			Supervision
	×=		Administration
			Alarms / Messages
		Replace Card	Logout
* . IL A.		8A9040AF-49C9-4F5E-AF2D-D2C3FBBC6F50 5/0/10	0 05/04/2011 17:13:18 Write

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

NOTE: It is not necessary to program the cards.

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



The "Delete Reservations and Card" button

Adı	ministrator					Well-Contac	t Suite v.1.3.0.2			
Client	[Booked]									Reception
Title	Mr.									Reservations
Name	Mark			Street	Lond	on Street				
Surname	Brown			Post Code	6432	1 Prov				Clients
Notes				City	Oxfo	rd				Card List
				Company						Client Detail
Reservations	⊨ Check i	n Time Check out	Time	Telephone	P					
L.t.	101 05/04/	2011 11:00 10/04/201	1 09:30	Mobile Telepho	ne	1234567891				
Feel	102 05/04/	2011 11:00 10/04/201	09:30	Fax	T	1234567891				
⊨×				Email	P	m.brown@mail.com				
F+		3		Fiscal code	-					
				Identity card	-					
Remove	reservations								Chack in	
F an	nd cards								Check-III	
Card	1 [Not Reco	rded]								
Access to Be	droom	Common Areas								Reception
102	2	- 555	0							Supervision
101										Administration
										Alarms / Messages
									Write Card	Logout
* 3 L A								8A9040AF-49C9-4F5E-	AF2D-D2C3FBBC6F50 4/0/3 0	05/04/2011 16:25:18 Write

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

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

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

The same operations can be carried out manually, using the "Delete Reservation" and "Delete access card" buttons located close to the reservations and access cards lists. Using the "Delete Reservations and Card" button is still faster and more convenient when you have to erase all data related to the reservations of a customer.

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



Selected card details area

Adi	ministr	ator and					Well-Cont	act S	uite v.1.21.0.0	Default			
🞥 Client	[Boo	oked]											Reception
Title									. ·				Reservations
Name	Mari	0							Street				Clients
Surname	Ross	i .							Post Code			Prov.	
Notes								-	City				
Reservations		1	1.000		1			-	Company				Client Detail
	101	Check in	Hour	Check out	Hour	Auto Check	In Auto Check Out		Telephon	-			
⊧ti	101	12/06/2019	11:00	13/06/2019	09:30				Mobile Telep	none 👻			
- ×									Fax	-			
									Email	-			
Et									Fiscal coo	e -			
EX									Other	-			
	reserv d card	ations s									J	Check-In	
Card	1 [No	ot Register	ed]										
Access to	Bedro	om/B.E.			Ac	cess to C	ommon Areas			Name		Card code:	
	101	Room 101					dor Corridor		\odot	Surname		518539	Presenting
-	102	Room 102			_					Notes	· · · · · · · · · · · · · · · · · · ·		Supervision
					6								Supervision
													Administration
											6	Write Card	Alarms
*. S. B. A.							_		_	_			Device connection ok

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

The data is grouped into the following sub-areas:

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

Status bar of the card

💳 Ca	rd 1 Active]		
Access to	Bedroom		Common Areas	
	101		- 555	۲
	102			
	6			

This area displays the status of the selected access card.

The possible status of an access card is described in detail in the chapter List of access cards created for the customer .



Room access



This area displays the list of rooms that can be accessed with the selected card.

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

In the room access list are displayed all the rooms that have been associated with the customer and are in the list of reservations of the customer detail window.

As mentioned above, if a customer is associated with more pairs room/period (booked rooms), the Well-Contact Suite software automatically creates (from a logical point of view, in the database) a card for each booked room, which allows access only to the related room.

However, you can grant the customer's cards privileges to access the other booked rooms. This choice can be made selectively for each card. This way you can, for example, allow card 1 to access room 101 and room 102, but allow card 2 to access only room 102.

Grant a card rights to access another room

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

Deny a card rights to access another room

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

Common areas access



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

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

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

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

Example: Mr. Smith has booked two rooms, 101 and 102, and is granted access to the common area "Pool".

Checkout for room 101 is scheduled for August 10, while checkout for room 102 is scheduled for August 12. Mr. Rossi will be granted access to the common area "Pool" until August 10.

Grant a card rights to access a common area

In green are shown the common areas which can be accessed, while the white color indicates the common the areas which can't.

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



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


Deny a card rights to access a common area

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

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



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

Ca	rd 1 Active]		
Access to	Bedroom	Common Areas	
	101	- 555	
	102		
	8		
			Replace Card

The revoking of access rights to the room is completed.

Grant a card rights to access all common areas

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

Ca	Card 1 Active]				
Access to	Bedroom		Common Areas		
	101		- 555		
	102	×=			
					Replace Card

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



Deny a card rights to access all common areas

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

Ca	rd 1 Activ	/e]				
Access to	Bedroom		Common Areas			
	101		- 555			
	102	~	· · · · · · · · · · · · · · · · · · ·			
		*=				
				6	C .	Doplace Card
					5	Replace Card

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

Setting access times for common areas

Introduction

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

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

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

💳 Ca	📻 Card 1 Active]						
Access to	Bedroom		Common Areas]			
	101		- 555				
	102	×=					
		*					
				Rep Rep	lace Card		

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

VIMAR	Defining Time Fran	nes
Defined Time Frames	Custom Frame	
All		
New Frame	Change Frame	Delete Frame
E xit		Confirm

The window to set the time frames includes two tabs:

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



The defined (or default) time frames

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

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

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

• List of defined time frames.

VIMAR	Defining Time Frames	
Defined Time Frames	Custom Frame	
All		
New Frame	Change Frame	Delete Frame
S Exit		Confirm
S Exit		Confirm

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

Defining Time Frames
Defined Time Frames Custom Frame
All
Time Swimming Pool - (8:00-20.00)
Time Swimming Pool - every day (8:00 - 20:00)
New Frame Change Frame Delete Frame
Exit Confirm
S Exit



• The "New Frame" button

VIMAR	Defining Time Frame	25
Defined Time Frames	Custom Frame	
All		
New Frame	Change Frame	Delete Frame
S Exit		Confirm

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.

VIMAR	Defining Time Frames
Defined Time Fra	mes Time Frame Defined
Monday	Frame Name
Tuesday	000 100 200 300 400 500 600
Wednesday	600 700 800 900 1000 1100 1200
Thursday	
Friday	1200 1300 1400 1500 1600 1700 1800
Saturday	1800 1900 2000 2100 2200 2300 2400
Sunday	Cancel Confirm
E xit	Confirm

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



• After doing all these operations and verifying the correct time frame setting, press the "Confirm" button, as shown in the picture below.

WIMAR	Defining Time Frames						
Defined Time Fra	mes Time Frame Defined						
Monday	Frame Name 2001 - every day (8:00 - 20:00)						
Tuesday							
Wednesday	600 700 800 900 1000 1100 1200						
Thursday	1200 1300 1400 1500 1600 1700 1800						
Friday							
Sunday							
	Cancel Confirm						
S Exit	Confirm						



• The "Edit Frame" button

VIMAR	Defining Time Fran	nes
Defined Time Frames	Custom Frame	
All		
New Frame	Change Frame	Delete Frame
5 Exit		Confirm

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.

VIMAR	[Defining	Time	Frame	S		
Defined Time Frames Time Frame Defined							
Monday	Fran	ne Name	vool -	every o	lay (8:0	0 - 20:0	00)
Tuesday	000	100	200	300	400	500	600
Wednesday	600	700	800	900	1000	1100	1200
Thursday	1200	1300	1400	1500	1600	1700	1800
Friday	1 900	1000	2000	2,100	2200	2200	2.400
Supday	1800	1900	2000	2100	2200	2500	2400
Sunday		Cance	el		Conf	irm	
E xit					\checkmark	Co	onfirm
S Exit					\checkmark	Cc	onfirm



• The "Delete Frame" button.

VIMAR	Defining Time Fran	nes
Defined Time Frames	Custom Frame	
All		
New Frame	Change Frame	Delete Frame
5 Exit		Confirm

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

To delete a default time frame proceed as follows:

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

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

Example:

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

Let's also suppose the times of access to the pool follow a predetermined weekly schedule: swimming pool opens every day from 8:00 to 22:00. Let's also suppose the same opening time of the pool is valid for all the hotel guests.

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

The time frame will look as in the picture below:

VIMAR	[Defining	Time	Frame	S		
Defined Time Fran	nes 1	Fime Fr	ame [Define	d		
Monday	Fran	ne Name	vool ·	every o	day (8:0	0 - 20:0	00)
Tuesday	000	100	200	300	400	500	600
Wednesday	600	700	800	900	1000	1100	1200
Thursday	1200	1300	1400	1500	1600	1700	1800
Friday	1800	1900	2000	2100	2200	2300	2400
Sunday					T		
		Cance	2		Cont	tirm	
S Exit					\checkmark	Co	onfirm



The custom time frame

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

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

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

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

VIMAR	Defining Time Fram	nes
Defined Time Frames	Custom Frame	
All		
New Frame	Change Frame	Delete Frame
5 Exit		✔ Confirm
<u></u>		

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

The window shown in the picture below appears.

VIMAR	[Defining	g Time	Frame	S		
Defined Time Fram	ies C	Custon	n Fram	e			
Monday							
Tuesday	000	100	200	300	400	500	600
Wednesday	600	700	800	900	1000	1100	1200
Thursday Friday	1200	1300	1400	1500	1600	1700	1800
Saturday	1800	1900	2000	2100	2200	2300	2400
Sunday							
5 Exit					~	Co	onfirm



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

Defined Time Frames Custom Frame Monday	VIMAR	Defining	g Time I	Frames	S		
Monday Tuesday 000 100 200 300 400 500 600 Wednesday 600 700 800 900 1000 1200	Defined Time Frames	Custom	n Frame	2			
Tuesday 000 100 200 300 400 500 600 Wednesday 600 700 800 900 1000 1200	Monday						
Wednesday 600 700 800 900 1000 1100 1200	Tuesday 00	0 100	200	300	400	500	600
	Wednesday 60	0 700	800	900	1000	1100	1200
1200 1200 1400 1500 1600 1700 1800	Thursday	00 1200	1 400	1,500	1600	1 700	1900
Friday	Friday	1500	1400	1500	1000	1700	1800
Saturday 1800 1900 2000 2100 2200 2300 2400	Saturday 18	00 1900	2000	2100	2200	2300	2400
Sunday	Sunday						
Exit Confirm	E xit				~	Co	onfirm

This time frame will be stored for that specific access.

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



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

Ca	ard 1 [Not Re	corded]		
Access to	Bedroom	Common Area	as	
	101	- 555	\odot	
	102			
				Write Card

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

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

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

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

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

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

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

Adi	ministrator 🚟					Well-Contac	t Suite v.1.3.0.2				
Se Client	[Check-In]										Reception
Title	Mr.			-							Reservations
Name	Mark			Street	Willia	am Road]				Clients
Surname	Brown			Post Code	6432	1 Prov					
Notes				City	Londo	on					
Reservations	hert Chack in	Time Check out	Time	Company							Client Detail
	101 05/04/20	011 11:00 10/04/201	11 09:30	Mobile Telephone		123456789123					
는 파	201 05/04/20	011 11:00 10/04/201	11 09:30	Fax	-	123456789123					
⊨×,				Email		m.brown@mail.com					
F+		1		Fiscal code							
		J		Identity card	•						
<u>د</u>											
Acces	s Block								>	Check-Out	
Card	1 [Not Recor	ded]]	
Access to Be	droom	- Common Areas									Reception
101	1	- 555	۲								Supervision
201											Administration
											Alarms / Messages
									es i	Write Card	Logout
** * L 4		Į]		_			8A9040AF-49C9-4F5E-A	F2D-D2C3F	BBC6F50 4/0/3 0	05/04/2011 17:19:55 Write "

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





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



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

ERROR: Card writing
Error initializing the card!!! Insert a new card and Restart the Writing.

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

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

💳 Ca	rd 1[Re	gister]		
Access to	Bedroom		Common Areas	;
	101		- 555	۲
	102			
		≈=		

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



The "Replace Card" button

Ca	rd 2 [Reg	gister]		
Access to	Bedroom		Common Areas	
	101		- 555	
	102			
		*=		
				Replace Card

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

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

The previous card is disabled.

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

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

To replace a card, proceed as follows:

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

2. Insert a card into the card programmer.

The writing procedure permanently erases all data on the card, which will be replaced by the current ones.

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



Adr	ministra	tor and							Wel	ll-Contact	Suite v.1.3	.0.2			
Lient	[Che	:k-In]													Reception
Title	Mr.					-									Reservations
Name	Mark					Street	willi	am Roa	d						Clients
Surname	Brown					Post Code	6432	1		Prov.					
Notes						City	Londo	on							Card List
Descentions						Company	L								Client Detail
Reservations	k=	Check in	Time	Check out	Time	Telephone	-								
⊧±i	202	05/04/2011	11.00	06/04/2011	09.50	Mobile Telepho	ne 👻	12345	6789123						
						Fax	-	12345	6789123			_			
(Fice)		-				Email	-	m.brov	vn@mail.co	om					
Et	1					Fiscal code	-					_			
EX						Identity card	*								
	s Block													Check-Out	
	STOCK													Check Out	
Card 🗆	1 Acti	ve]													
Access to Be	droom	Co	ommon A	reas											Reception
202	2	- 5	55		\mathbf{O}										Supervision
		≋ ∎													Administration
															Alarms / Messages
														Replace Card	Logout
🛎 🔍 📙 🗛							_	_			_	_	8A9040AF-49C9-4F5E-A	2D-D2C3FBBC6F50 5/0/10 0) 05/04/2011 17:29:18 Write 🍍

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.



Card writing
Card writing successfully completed!!!

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



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

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

Optional personal details of the card holder

Card	1 [No	ot Registered]							
Access to	Bedroo	om/B.E.	Access to	Comm	on Areas		Name		Card code:
	101	Room 101		dor	Corridor	٢	Surname		518539
	102	Room 102					Notes		
								.	
)						

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

Card code

Card	1 [No	ot Registered]							
Access to	Bedroo	om/B.E.	Access to	Comm	on Areas		Name		Card code:
	101	Room 101		dor	Corridor	\odot	Surname		518539
	102	Room 102					Notes	A	
								-	
			*						

The internal card code is displayed in the highlighted area.



Icon to activate the configuration menu

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

Adr	ninistrator ala	Well-Contact Suite v.1.3.0.2		
An olivert	(Declard)			Recention
Client	[Воокеа]			Reception
Title	Mr.	+		Reservations
Name	Mark			Clients
Surname	Brown			Card List
Notes				
Reservations	here Chark in Time Chark out Time			Client Detail
	101 05/04/2011 11:00 10/04/2011 09:30			
Filt	102 05/04/2011 11:00 10/04/2011 09:30			
⊨×,				
F+				
	reservations d cards		k→ Check-In	
Card 1	L [Not Recorded]			
Access to Bee	droom Common Areas			Reception
102	- 555			Supervision
101				Administration
				Alarms / Messages
			Write Card	Logout
* S. I. A.			8A9040AF-49C9-4F5E-AF2D-D2C3F8BC6F50 4/0/3 0	05/04/2011 16:39:25 Write



The "Customers" subsection

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

Well-Contact Suite v.1.3.0.7									10
Activ	ve Clients								Reception
Bedroom	*	Mr./Ms.	Name	Surname	Check in	Check out	Status		Reservations
101	*	Mr.	Paul	Smith	26/4/2011	4/5/2011	Check-In	1	
102		Mr.	Jhon	Brown	25/4/2011	26/4/2011	Outgoing	0	Clients
101		Mr	Robert	Smith	24/4/2011	25/4/2011	Not arrived	2	
201		Mr.	John	Brown	24/4/2011	25/4/2011	Overtime	1	Card List
201		Mr.	Martin	Ghor	26/4/2011	27/4/2011	Incoming	1	
102		Ms	Kate	Moss	27/4/2011	28/4/2011	Reservated	1	
		Mr	Clint	Eastwood			Authorized	1	
									Reception
									Supervision
									Administration
									Alarms / Messages
							<u></u>	New Client	Logout
¥5 € L. (6					C7266	028-A9BC-4F4E-8115-C52DEB	OFB43 12/7/4 0	0 26/04/2011 14:09:10 Write 👸

From the Customers window you can see the following areas:

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

The customers list

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

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

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

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

This is because, depending on the status of the customer (active or archived), it makes sense to consider some of the data rather than other types. The "Active" or "Archived" customers can be selected pressing the buttons to choose the category of customers to view, located under the button for choosing the "Customers" sub-section of the "Reception" section. These buttons are described in the chapter *Buttons for toggling the customers list view*.

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



The customers status (in the customers list)

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

The customers status changes automatically, depending on the operations carried out in the Reception section of the Well-Contact Suite software. In the customers list, aside from each status previously described, further information regarding the date checks on the reservation itself, is added. The customers list displays, then, the following statuses, some of which are "sub-statuses" of those displayed in the "Reservations" and "Customer Detail" subsections (which will be identified as "Reservation Statuses").

	Potential customers status								
Status	Status color	Reserva- tion Status	Description	Displayed in the list:					
Booked		Booked	The customer made a reservation that was included in the database. Customer data has been entered into the database. The customer has not yet been checked in (for at least one of the rooms booked by the customer).	Customers Active					
Coming Soon		Booked	The customer is in a state of "Booked" and their arrival at the hotel is planned for the current day.	Customers Active					
Not Arrived		Booked	The customer p is in a state of "Booked" and although the day of his alleged arrival (first day of the reservation) is already past, they have not been checked- in yet. This situation is made known by the software through a warning message that asks the user whether or not to keep the reservation.	Customers Active					
Check-In		Check-In	The customer made a reservation that was included in the database. Customer data has been entered into the database. An access card (one or more access cards) has been created for the customer. The customer has been checked in (for at least one of the rooms booked by the customer). It's a customer who arrived at the hotel, was checked in and has not left the hotel yet (he has not been checked-out).						
In Check out		Check-In	The customer is currently in a check-in status and the last day of the reservation coincides with the current day, we expect the customer to be checked out.	Customers Active					
Overtime		Check-In	The customer is currently in a check-in status and the last day of the reserva- tion has passed without the check-out. This situation is made known by the software through a warning message.	Customers Active					
Authorized		Authorized	Customer data has been entered into the database. The customer has not reserved any rooms but an access card (one or more cards) has been created (from the logical point of view) and activated to access common areas. It's a customer who arrived at the hotel, was checked in (or rather, the card has been activated for access to common areas) and they have not left the hotel yet (they weren't checked out).	Customers Active					
Locked		Locked	From the status of check-in, all rights of access to the rooms booked by the customer have been revoked. The cards that give access to the customer's rooms have not been deleted but they have been disabled (You can re-activate the cards with the operation of "unlock").	Customers Active					
Archive		Archive	Customer data has been entered into the database, and at the moment: • There are no reservations under their name. • There are no active cards in their name. It is typically the condition of a customer who was previously a guest of the hotel, or that has made at least one reservation.	Customers Archive					

"Active Customers" list

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

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



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



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

Administrator 🔀 Well-Contact Suite v1.3.0.7									11
Activ	ve Clients	_						_	Reception
Bedroom	*	Mr./Ms.	Name	Surname	Check in	Check out	Status 👻	8	Reservations
101	*	Mr.	Paul	Smith	26/4/2011	4/5/2011	Check-In	1	
102		Mr.	Jhon	Brown	25/4/2011	26/4/2011	Outgoing	0	Clients
101		Mr	Robert	Smith	24/4/2011	25/4/2011	Not arrived	2	
201		Mr.	John	Brown	24/4/2011	25/4/2011	Overtime	1	Card List
201		Mr.	Martin	Ghor	26/4/2011	27/4/2011	Incoming	1	
102		Ms	Kate	Moss	27/4/2011	28/4/2011	Reservated	1	
		Mr	Clint	Eastwood			Authorized	1	
									Reception
									Supervision
									Administration
									Alarms / Messages
							S ±	New Client	Logout
*. S. L.	₽.					C726602	28-A9BC-4F4E-8115-C52DEBD	OFB43 12/7/4 C) 26/04/2011 14:09:10 Write

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

• Room. Room number associated with the customer.

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



Sorting the list

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

Viewing customer details

From the customers list you can switch to the customers detail view (that displays personal data, reservations associated and access cards assigned), pressing (left-clicking) the corresponding row in the customers list.

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

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

This alert message is shown in the picture below.



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

Informazione	23
The room(s) reservation(s) have expired and have b	een removed!!!
OK	

Press "OK" to proceed with the operation.

Here follows a message warning that the customer was moved from the "Active" to the "Archived" customers list.

Delete R	eservation!!!
1	The only reservation from the client was canceled brownThe Client will be moved to the Archive!!!
	ОК

Press "OK" to complete the operation.

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

"Archived Customers" list

The "Archived Customers" list shows all the customers with the "Archived" status, or the list of customers whose data was included in the Well-Contact Suite software but don't have an "Active" status.

Typically, these are the customers who stayed at the accommodation or who have made a reservation.

To view the Archived customers, select the button shown in the picture below, under "Customers" section in the "Reception" section.

Reception							
	Reservations						
	Clients						
	Card List						



The following picture shows the archived customers window.

👌 🛓 Adm	iinistrator		Well-Co	ntact Suite v. 1.6. 3.0			
							1
Client /	Archive						Reception
Mr./Ms.	Name	Surname	Check in	Check out	Last	Remove	Reservations
Mr.	Robert	Smith					Clients
Mr.	Frank	Brown				V	
Mrs.	Rose	Jones					
							Card List
							Reception
							Supervision
							Administration
					Bamoua		Alarms / Messages
					selected	New Client	Logout
*							Device connection broken

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

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

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

Sorting the list

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

Viewing customer details

From the list of active customers you can switch to the detail view of the customer (left) clicking the corresponding row on the customers list. To return to the customers list (left) click the "Customers" button of the "Reception" section.



Adn 📩 Adn	ninistrator 🚮		Well-Co	ontact Suite v. 1.6. 3.0			
Client	Archive						Reception
Mr./Ms.	Name	Surname	Check in	Check out	Last	Remove	Reservations
Mr.	Robert	Smith					Climb
Mr.	Frank	Brown				V	
Mrs.	Rose	Jones					
							Card List
							Reception
							Supervision
							Administration
					Remove		Alarms / Messages
					selected selected	New Client	Logout
🛸 💐 🛃 📥				8A!	9040AF-49C9-4F5E-AF2	D-D2C3FBBC6F50 4/0/3 (0 06/04/2011 08:41:59 Write "

The "New Client" button

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

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

- Note: When inserting the last name of a new client, the "Cancel" button is displayed on bottom left, which allows instant cancellation of the reservation.
 - If you do this, the name on the reservation will be deleted, that is not saved to the Software.

The "Remove selected" button

Pressing the "Remove selected" button, one or more names can be removed from the client archive. The "Remove selected" button becomes active after selecting one or more entries in the list by pressing the corresponding check -box in the "Remove" column. The check-box in the description cell of the "Delete" column allows you to select/deselect all entries in the list.

The customers list view editing buttons

As seen in previous chapters, in the area below the "Clients" 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 Client" window
- The button for viewing the "Archived Client" window
- The button for searching customers

The button for selecting the "Active Clients"

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





The button for selecting the "Archived Clients"

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



The button for searching clients

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

Searching customers in the Active customers list

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

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



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

P * *	Administrator 🔠 Well-Contact Suite v.1.3.0.7								
Active Clients								Reception	
Bedroom	*	Mr./Ms.	Name	Surname	Check in	Check out	Status 👻	8	Reservations
101	*	Mr.	Paul	Smith	26/4/2011	4/5/2011	Check-In	1	
102		Mr.	Jhon	Brown	25/4/2011	26/4/2011	Outgoing	0	Clients
101		Mr	Robert	Smith	24/4/2011	25/4/2011	Not arrived	2	
201		Mr.	John	Brown	24/4/2011	25/4/2011	Overtime	1	
201		Mr.	Martin	Ghor	26/4/2011	27/4/2011	Incoming	1	Card List
102		Ms	Kate	Moss	27/4/2011	28/4/2011	Reservated	1	
		Mr	Clint	Eastwood			Authorized	1	

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

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





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

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

R 🔺	Administrato	r ala			Well-Co	ontact Suite v.1.3.0.2			
Acti	ve Client	s							Reception
Bedroom	*	Mr./Ms.	Name	Surname	Check in	Check out	Status	8	Reservations
101		Mr.	Jack	Roberts	5/4/2011	6/4/2011	Outgoing	1	Clients
									Card List
									·
									Reception
									Supervision
									Administration
									Alarms / Messages
								New Client	Logout
🖏 💐 📙 /	•					8	A9040AF-49C9-4F5E-AF2D-0	02C3FBBC6F50 5/0/10 0	0 06/04/2011 09:01:16 Write

Notes:

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

	Administrator 📲 Well-Contact Suite v1.3.0.2										
Activ	Active Clients										
Bedroom	*	Mr./Ms.	Name	Surname	Check in	Check out	Status	8	Reservations		
101		Mr.	Jack	Roberts	5/4/2011	6/4/2011	Outgoing	1			
		1	1	1	1	1			Clients		
									Card List		



Searching customers in the Archived customers list

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

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



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

Adi	ministrator		Well	l-Contact Suite v.1.3.0.2							
Client	222 Client Archive										
Mr./Ms.	Name	Surname	Check in	Check out	Last	Status	Reservations				
Mr.	Mark	Brown	05/04/2011	06/04/2011	102	Archive					
Mr.	Jack	Burns	05/04/2011	06/04/2011	102	Archive	Clients				
	1	1	1	1	1		Card List				

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

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

		Search		
Surname	Johns			
5	Exit		Q	Search

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



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

P	Administrator		We	II-Contact Suite v.1.3.0.2			
	ant Archive						Reception
Cire							
Mr./Ms.	Name	Surname		Check out	Last	Status	Reservations
wir.	Mark	Brown	05/04/2011	06/04/2011	102	Archive	Clients
							Card List
							·
							Reception
							Supervision
							Administration
							Alarms / Messages
						New Client	Logout
端 💐 👢	4				8A9040AF-49C9-4F	5E-AF2D-D2C3FBBC6F50 5/0/10 0	06/04/2011 08:49:16 Write 🍍

Notes:

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

Ad	ministrator		Wel	I-Contact Suite v.1.3.0.2							
Client	Client Archive										
Mr./Ms.	Name	Surname	Check in	Check out	Last	Status	Reservations				
Mr.	Mark	Brown	05/04/2011	06/04/2011	102	Archive					
						,	Clients				
							Card List				



The "Card List" subsection

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

Admir	nistrator			Well-Contac	t Suite v.1.3.0.1		
📹 Cards fo	or the Check	-In					Reception
Card No.		Mr./Ms.	Surname	Name	Accesses		Reservations
1	1 🗖	Mr.	Johns	Mark	202,		Clients
1	1 🖻	Mr.	Brown		201,		
	3 🖻	Mr.	Smith	Paul	201,		Card List
							Reception
							Supervision
							Administration
							Alarms / Mossages
Card Deta	ail					Activate Card	Lesout
							Logout

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

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

The list of cards

The cards list(access cards) consists of a table whose rows list all cards that have yet to be activated (but which may have already been programmed). Let us remember, for an access card to be operational (allowing required access), the following operations must be carried out successfully:

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

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

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





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

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

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

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

Selecting the row corresponding to a card

You can select a card from the list by pressing (left clicking) any point of a row corresponding to the card you want to select. The row will become blue. As will be described below, the selection of a card will be used in the procedures of activation (and possibly programming) or visualization of the detailed data of a card.

The "Card Detail" button

👌 🏜 Administ	rator			Well-Contact Suite v.1.3.0.1								
	Cards for the Check-In											
Cards for t	ne Check-In) 		l news								
		Mr.	Johns	Mark	Accesses		Reservations					
1		Mr	Brown	mark	202,		Clients					
3		Mr.	Smith	Paul	201		Card List					
							Reception					
							Supervision					
							Administration					
							Alarms / Messages					
Card Detail						Activate Card	Logout					
\$\$ \$ L &					F1652361-2E3B-46BC-805C-1	F29576C7193B 5/0/10 0	01/04/2011 14:35:52 Write					



Pressing "Card Detail" you can see all the configuration data for the selected card. To do this, proceed as follows:

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

Adm	Administrator 🔀 Well-Contact Suite v.1.3.0.1										
📹 Cards f	🛁 Cards for the Check-In										
Card No.	•	8	Mr./Ms.	Surname	Name	Accesses	Reservations				
	1	8	Mr.	Johns	Mark	202,					
	1	8	Mr.	Brown		201,	Clients				
	3		Mr.	Smith	Paul	201,	Card List				

2. Press the "Card Detail" button

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

Adr	ministrator				Well-Contact Suite v.1.3.0.2		
Se Client	[Check-In]						Reception
Title	Mr.				-		Reservations
Name	Jhon				Street		Clients
Surname	Brown				Post Code Prov.		Card list
Notes					City		
Reservations	Les Check in	Time	Check out	Time	Company		Client Detail
	101 05/04/2	011 11:00	06/04/2011	09:30	Mobile Telephone		
F					Fax Y		
⊨×,					Email Y		
Et					Fiscal code 🔹		
FX					Identity card 🔹		
Access	s Block				<u>ه</u>	Check-Out	
Card 🗄	1 [Register]						
Access to Be	droom	Common A	reas				Reception
101	L	- 555		۲			Supervision
	S						Administration
							Alarms / Messages
						Replace Card	Logout
🐝 💐 📙 🗛					8A9040AF-49C9-4F5E-AF2D-D2	2C3FBBC6F50 12/7/4 0	06/04/2011 09:03:01 Write 📸



The "Activate Card" button

Administrator 🔢 Well-Contact Suite v.1.3.0.1									
Cards for	r the (Check-In						Reception	
Card No.		8	Mr./Ms.	Surname	Name	Accesses		Reservations	
1		8	Mr.	Johns	Mark	202,		Clientr	
1		8	Mr.	Brown		201,		Cilents	
3		8	Mr.	Smith	Paul	201,		Card List	
								Pacation	
								Reception	
								Supervision	
								Administration	
								Alarms / Messages	
Card Detail							Activate Card	Logout	
\$ \$ L 4						F1652361-2E3B-46BC-805C-	F29576C7193B 5/0/10 0	01/04/2011 14:35:52 Write "	

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

To do this, proceed as follows:

1. Select the row in the list corresponding to the card you want to activate.

The row is highlighted in blue.

👵 📥 Admi	🔁 🚣 Administrator 🄢 Well-Contact Suite v1.3.0.1						
						Pacantian	
Cards for the Check-In					Reception		
Card No.	•	8	Mr./Ms.	Surname	Name	Accesses	Reservations
	1	8	Mr.	Johns	Mark	202,	
	1	8	Mr.	Brown		201,	Clients
	3	8	Mr.	Smith	Paul	201,	Card List

2. Press the "Activate Card" button

You are guided through the activation of the card. You may have the following cases

a. You reach the "Card List" window by pressing the "Check-In" button from the "Customer Details" window, without previously writing the card (via the "Write Card" button).

In this case, in the list of cards to activate, the card (or cards) associated with the customer whose check-in is required ("not registered" status) appears.

Proceed as follows:

- Insert a card into the card programmer (all data on the card will be deleted).
- Select the card you want to activate and press "Activate Card" (or double-click the row corresponding to the card you want to activate). The card writing process (programming) will start and then the card will be activated.

The end of the card writing procedure (after which you can remove the card from the programmer) is indicated by the following message:





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

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



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

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

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

Proceed as follows:

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

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

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

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

To use this feature, proceed as follows:

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



• The following warning dialog appears.

Card Programming and Activation						
WARNING!!! The card you are trying to program/activate belongs to a client who is not in a check-in status. Enter the task you want to run						
Cancel Go to Client Detail Program/Activate Card						

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

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

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

?	Card Prog	gramming and Activati	ion		
WARNING!!! The card you are trying to program/activate belongs to a client who is not in a check-in status.					
			7		
×	Cancel	Go to Client Detail	Program/Activate Card		

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

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



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

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



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



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

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



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

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

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





Managing a reservation

Introduction

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

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

The customer data must be entered from the "Customer Details" sub-section of the "Reception" section in the Well-Contact Suite software. Refer to chapter *The* "*Customer Detail*" window.

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

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

Creating a new reservation

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

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

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

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

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

Each card will allow access only to the associated room.

For example:

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

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

4. If necessary, customize the cards access data as required:

- a. Add access rights to any common areas
- b. Change the time frames for access to any common areas
- c. Add access rights to other rooms associated with the customer

5. If necessary, you can create duplicates of the cards created and customized in the previous steps

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



Creating a reservation from the "Customer Detail" window

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

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

adi 🕹 🕹 Adi	ministrator	Well-Contact Suite v.1.3.0.2			
📲 Client	[Archived]		Reception		
Title	Ms.	· · · · · · · · · · · · · · · · · · ·	Reservations		
Name	Stefany	Street	Clients		
Surname	Smith	Post Code Prov.			
Notes		City	Card List		
		Company	Client Detail		
Reservations	Feel Check in Time Check out Time	Telephone 🔻			
patr.		Mobile Telephone			
		Fax v			
⊨×i		Email			
E+		Fiscal code 👻			
=		Identity card 👻			

The window with the planner appears ("Reservations" subsection of the "Reception" section), where you can create the pair (or pairs) room/period. After completing this operation, press the button "Confirm Reservation" to confirm the settings on your planner. After confirming the inclusion of reservations, you'll be redirected to the "Customer Detail" window and the reservation (or reservations) included in the

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

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

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

Each card will allow access only to the associated room.

For example:

- a. the card 1 will allow access to room 101
- b. the card 2 will allow access to room 102
- c. the card 3 will allow access to room 103
 - Note: The order of the association room/card depends on the order of the rooms in the reservation list.

3. If necessary, customize the cards access data as required:

- a. Add access rights to any common areas
- b. Change the time frames for access to any common areas
- c. Add access rights to other rooms associated with the customer

4. If necessary, you can create duplicates of the cards created and customized in the previous steps

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

The check-in procedure

Introduction

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

- · Switches the status of the customer to "checked in."
- · Switches the status of the checked in rooms to "checked in."

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

• Start the procedure of whiting and activating the cards that allow access to the rooms associated with the customer and have them taken the checked in status.



Notes

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

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

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

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

(Check-In						
0	Confirm or Change the rooms for the Check-In						
	~		Reservation Status				
	✓ 102 to start						
	~	101	to start				
	Cancel Check-In Confirm						

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

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

-	Check-In		
Unable to 0 Another re: room in qu	Check-In the Ro servation is in e estion	oom 101 !!! check-in state	for the
		~	Ok

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

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

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

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

Programming the access card at check-in

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

THIS IS THE RECOMMENDED PROCEDURE


Programming the card in advance.

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

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

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

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

The check-out procedure

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

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

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

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

(?-		Check-Out					
	Confirm or Change the rooms to unlock							
	~	•	Reservation Status					
		dro	until 7/4/2011					
		m C	until 7/4/2011					
		m D	until 7/4/2011					
	Cancel Check-Out							

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

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

Check-Out								
~		Reservation Status						
~	dro	until 7/4/2011						
~	m C	until 7/4/2011						
~	m D	until 7/4/2011						
	Cancel							

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



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

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

This condition is shown in the following picture.

- A	Administrator 🔚	Well-Contact Suite v.1.3.0.2	
Clien	nt[Locked]		Reception
Title	Mr.		Reservations
Name	Paul	Street	Clients
Surname	Smith	Post Code Prov.	Cilents
lotes		City	Card List
		Company	Client Detail
eservations	S lewi Check in Time Check out Time	Telephone	
ьt	101 06/04/2011 11:00 09/04/2011 09:30	Mobile Telephone	
		Fax 🗸	
FR		Email	
Ft		Fiscal code	
		Identity card 🗸	
	Ber	fore carrying out any Check-Out/Remove Access must unlock the customer / user / staff	
Restor	1 [Locked]	Check-Out	
care to	Bedroom Common Areas		
10	01 - 555		
			Supervision
	l i i i i i i i i i i i i i i i i i i i		Administration
	2		Alarms / Messages
		Replace Card	Logout
S. IL 4	6	8A9040AF-49C9-4F5E-AF2D-D2C3FBBC6F50 4/0/3 (06/04/2011 09:20:28 Write

"Locking" customer access

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

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

Such a function is provided for situations when the administrator of the hotel wants to withdraw (temporarily) all access rights granted to a customer. The operation of "Locking access" for a customer and related function of "Unlocking access" does not require the programming of the customer card (or cards), so it can be done even when the cards are still in the hands of the customer.

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



<u> </u>			
👷 Client	[Check-In]		Reception
itle	Mr.	· · · · · · · · · · · · · · · · · · ·	Reservations
lame	Paul	Street	Clients
iurname	Smith	Post Code Prov.	
lotes		City	
eservations		Company	Client Detail
	Image: Check in Time Check out Time 101 05/04/2011 11:00 09/04/2011 09:30	Telephone *	
⊨±i	101 00,04,2011 11.00 05,04,2011 05.00	Mobile Telephone	
$ _{n} \times$		Fax *	
(Feed)		Email	
Et		Fiscal code *	
F X		Identity card *	
Acces:	s Block	• • •	neck-Out
ccess to Be			Reception
			Supervision
	ž		Administration
			Alarms / Morrago
			Alaritis / Wessages

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

Adı	ministrator and	Well-Contact Suite v.1.3.0.2	
	flocked]		Reception
Title	Mr.	•	Reservations
Name	Paul	Street	Clientz
Surname	Smith	Post Code Prov.	
Notes		City	Card List
Perervations		Company	Client Detail
Reservations	Image: Check in Time Check out Time 101 05/04/2011 11:00 09/04/2011 09:30	Telephone	
⊨±i	101 00/04/2011 11:00 05/04/2011 05:50	Mobile Telephone	
I×		Fax Y	
F=1			
Et			
E ×			
		·	
Restore	accesses	Check-Out	
📻 Card	1 [Locked]		
Access to Be	common Areas		Reception
101	- 555 💽		Supervision
	ĕ≡		Administration
			Alarms / Messages
		Replace Card	Logout
*\$ \$ L 4		8A9040AF-49C9-4F5E-AF2D-D2C3F8BC6F50 12/7/2 (06/04/2011 09:28:29 Write 🐮

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



Administrator 🛗 Well-Contact Suite v.1.3.0.7									
Activ	Active Clients								
Bedroom	*	Mr./Ms.	Name	Surname	Check in	Check out	Status	8	Reservations
101		Mr.	Paul	Smith	26/4/2011	4/5/2011	Blocked	1	
									Clients

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

	ð,	*	Admi	nistrato	r 📷	Well-Contact Suite v.1.3.0.5																			
P	<u> </u>	Plai	nner											Reception											
	Selec	t Col	umns			April 2011 May 2011									Reservatio	ons									
		C1	C2		20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	1 Sun	2 Mon	3 Tue	4 Wed	5 Thu	6 Fri	7 Sat	8		
	٢	s	C	101																				l≓"	
	٢	D	Sup	102		Smi	th																	Clients	
	•	м	XL	201																					
																								Card List	t

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



"Unlocking" customer access

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

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

Ad	Iministrator	Well-Contact Suite v1.3.0.2	
Client	t[Locked]		Reception
Title	Mr.	·	Reservations
Name	Paul	Street	Clients
Surname	Smith	Post Code Prov.	
Notes		City	Card List
		Company	Client Detail
Reservations	End Check in Time Check out Time	Telephone	
⊨±i	101 06/04/2011 11:00 09/04/2011 09:30	Mobile Telephone	
		Fax 👻	
E-S		Email 👻	
et		Fiscal code 🔻	
=×		Identity card 👻	
<u> </u>			
Restore	accesses	Check-Out	
Access to Be			Reception
			Supervision
	3		Administration
			Alarms / Messages
		Replace Card	Logout
🐝 🔍 📙 🗛		8A9040AF-49C9-4F5E-AF2D-D2C3FBBC6F50 4/0/3 0	06/04/2011 09:31:45 Write "

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



The Supervision section

Introduction

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

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

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

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

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

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

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

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

Zone Manageme	ent - All									
Bedrooms		Common Area	5	т	echnical	Areas	Cu	Custom Environments		
								Hotel		
r 1										
1	102		110							
le thermo Double thermo	Double thermo	Double thermo	Double ti	nermo Double	thermo	Double thermo	Double thermo	D		
	21.0 (1)	21.0 (1)	21.0	3 20,2	۹	21.0 (1)	21.0 (1)			
11	Verdi		🛔 Verdi				,	4		
. 2										

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.

Vell-Contact Suite v.1.3.0.2									
Zone Manage	ement - All					🔛 🔂	Supervision		
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management		
	Hotel								
oor 1						*			
01							List of Events		
4.9 0.0 (1)									
oor 2						*			
01 202									
4.8 24.9 8.0 ≪ 20.0									
nith Gore						^			
nroments not assoc	lated with areas					^			
							Reception		
							Supervision		
							Administration		
							Alarms / Messages		
							Logout		
S. L. A.					8A9040AF-49C9-4F5E-A	F2D-D2C3FBBC6F50 4/0/3 1	1 07/04/2011 15:38:40 Wr		



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.

Administrator	33		W	ell-Contact Suite v.1.3.0.2			
Zone Manage	ment - All		_	_			Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				8° 🖾 🕰
Floor 1						*	
101							List of Events
24.9 20.0 (*)							
Floor 2						*	
201 202							
24.8 24.9 18.0 © 20.0							
Enviroments not associa	ated with areas					*	
							Reception
							Supervision
							Administration
							Alarms / Messages
							Logout

Possible thematic views can be seen in the following table:

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

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

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

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



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

Administrator	35 J	_	W	ell-Contact Suite v.1.3.0.2			
Zone Manager	nent - All					E (1)	Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				
Floor 1						*	
101 24.9 20.0 (1)							List of Events
Eloor 2						*	
201 202 24.8 24.9 18.0 20.0 Smith Gore							
Enviroments not associa	ted with areas					*	
							Reception
							Supervision
							Administration
							Alarms / Messages
* • • • •							Logout
***					8A9040AF-49C9-4F5E-/	AF2D-D2C3F8BC6F50 4/0/3	1 07/04/2011 15:38:40 Write

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

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



• *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.

Administrator	B		We	ell-Contact Suite v.1.3.0.2			
Zone Managem	nent - All						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				
Floor 1						*	
101 24.9 20.0 ⊕ Brown							List of Events
Floor 2						*	
201 202 24.8 24.9 18.0 20.0 Smith Gore							
Enviroments not associate	ed with areas					*	
							Reception
							Administration
							Alarms / Messages
							Logout
** * L &					8A9040AF-49C9-4F5E-AF	2D-D2C3F88C6F50 4/0/3 1	07/04/2011 15:38:40 Write 🐮

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

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

• Area including the buttons for the activation of the "thematic views" of the elements contained in the zones. For some areas you can choose to view only certain devices or certain features of the environment.

The Well-Contact Suite Software includes certain "thematic views" that are generally used for the supervision of automation system within the hospitality or service industry.

In the event that the administrator of the system requires more views you can create custom views using the "Custom environments".



Administrator	#		We	Il-Contact Suite v.1.3.0.2			
Zone Manager	ment - All						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				8° 🖾 🎝
Floor 1						*	
101							List of Events
20.0 () Brown							
Floor 2						*	
201 202							
24.8 24.9 18.0 © 20.0							
Enviroments not associa	ited with areas					*	
							Reception
							Supervision
							Administration
							Alarms / Messages
* * *					84904045-4909 1555	AF2D-D2C3F8806F50.4/0/3.1	Logout

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

Rooms

Introduction

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

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

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

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

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



The summary view (All)

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

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

Administrator	- 33		Wel	I-Contact Suite v.1.3.0.2			
Zone Manage	ment - All						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				8° 🔟 🗘
Floor 1						*	
101							List of Events
24.9 20.0 (*)							
Floor 2						\$	
201 202							
24.8 24.9 18.0							
Enviroments not associa	ated with areas					*	
							Bernsting
							Supervision
							Administration
							Alarms / Messages
							Logout
\$\$ \$ L A					8A9040AF-49C9-4F5E-A	F2D-D2C3FBBC6F50 4/0/3 1	07/04/2011 15:38:40 Write 🍡

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

As anticipated, in the summary view (All) for the representation of the rooms is used a symbol that sums up the status of the main features of the room. The appearance of the symbol is not customizable and some of the statuses to be displayed may not appear because in this specific system such feature is not present or has not been configured correctly.



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

• Top horizontal bar

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

Symbol	Data	Description			
	Environment number.	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.			
	Name of the Alarms	It is a text field that displays the name of the room (if you have entered it during the configuration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button (123).			
	Room Alarms	If an alarm event occurs, associated with the room, you'll see an icon for the type of alarm that occurs. If multiple alarm events occur simultaneously, only one symbol is displayed, starting from the one indicating the most serious alarm (depending on the level assigned, during the configuration, to the specific alarm). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear. The following alarm symbols are provided: • • • • Request for assistance from the customer • • • • • • • • • • • • • • • • • • •			
ND	Preconditioning state active	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.			

• Right vertical bar

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

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

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

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

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

A thermostat	Two thermostats	Three thermostats
202 Smith Battroom 23.8 ♥ 28.0 €	201 Smith Bathroom 23.8 28.0 Smith	202 Smith Bathroom Bedroom 23.8 ♥ 28.0 € 25.0 28.0

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

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





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



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



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



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



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

Graphical symbol	Thermostat Mode
٢	Comfort
٢	Standby
\diamond	Economy
*	Anti-freeze
R	Too Hot Alarm
off	OFF

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

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

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



Access to the detail view of the room

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

The thermostats view (Temperature)

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

Administrator	*		We	II-Contact Suite v.1.3.0.2			
Zone Manager	ment - Temperatur	e					Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel		<u>^</u>		8. 🖾 😨
Floor 1						*	🛃 All
101 Room 101							List of Events
22.9 👏							
Smith a							
Floor 2						*	
201 202 Room 201 Room 2	02						
22.9 22.9 18.0							
10.0 (10.0	¢.						
Enviroments not associa	ited with areas					*	
							Reception
							Supervision
							Administration
							Logout
* * & # &					8A9040AF-49C9-4F5E-A	F2D-D2C3FBBC6F50 4/0/3 1	07/04/2011 15:38:40 Write 🔭

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

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



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

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

• Top horizontal bar

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

Symbol	Data	Description			
	Room number	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.			
	Name of the Alarms	It is a text field that displays the name of the room (if you have entered it during the configura- tion of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button (
	Room Alarms	If an alarm event occurs, associated with the room, you'll see an icon for the type of alarm that oc If multiple alarm events occur simultaneously, only one symbol is displayed, starting from the indicating the most serious alarm (depending on the level assigned, during the configuration, the specific alarm). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of sev alarm will appear. The following alarm symbols are provided: • • • • Request for assistance from the customer • • • • • • • • • • • • • • • • • • •			
Ð	Preconditioning state active	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.			

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

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

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

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



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



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



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





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



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

Graphical symbol	Thermostat Mode
٢	Comfort
٢	Standby
\diamond	Economy
*	Anti-freeze
R	Too Hot Alarm
off	OFF

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

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

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



Access to the detail view of the room

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

The windows opening status view (Windows)

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

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

Administrator		We	I-Contact Suite v.1.3.0.2			
Zone Management - Windows						Supervision
Bedrooms Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
		Hotel		·		8° 🔟 🗘
Floor 1					*	🔥 All
101 Room 101						List of Events
Smith a						
Floor 2					\$	
201 Room 201 Room 202						
Enviroments not associated with areas					\$	
						Reception
						Supervision
						Administration
						Alarms / Messages
* \$ # A				8A9040AF-49C9-4F5E-AI	F2D-D2C3F88C6F50 4/0/3 1	07/04/2011 15:38:40 Write

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

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



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

• Top horizontal bar

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

Symbol	Data	Description		
	Room number	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.		
	Name of the Alarms	It is a text field that displays the name of the room (if you have entered it during the configura- tion of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button $\binom{122}{14m}$.		
		If an alarm event occurs, associated with the room, you'll see an icon for the type of alarm that occurs. If multiple alarm events occur simultaneously, only one symbol is displayed, starting from the one indicating the most serious alarm (depending on the level assigned, during the configuration, to the specific alarm).		
sos		Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear.		
<u>A A A</u>		The following alarm symbols are provided:		
M 🛄	Room	 Provide the second secon		
1! max	Alattis	• Alarm		
1. A.		• 🙆 : Technical alarm		
		• 🛛 : Intrusion Alarm		
		Elooding danger alarm		
		• 👬 : Temperature is too high alarm		
		• 🖬 : Temperature is too low alarm		
		A		
ND		The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on		
	Preconditioning state active	the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.		

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

This area is shown in the following picture.



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

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

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

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



Access to the detail view of the room

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

The clean room status view (Cleaning)

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

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

Administrator 🔚 Well-Contact Suite v.1.3.0.1	
🛃 Zone Management - Cleaning	Supervision
Bedrooms Common Areas Technical Areas Custom Environments Zone Master Functions Master Scenarios	Zone Management
Hotel	8° 🖸 🏠
Floor 1	* 🛃 All
101 Rom 301	List of Events
A	
Smith	
Floor 2	*
201 202 Room 201 Room 202	
Enviroments not associated with areas	*
	Reception
	Supervision
	Administration
	Alarms / Messages
F1652361-2E38-468C-805C-F29576C71938 12/	7/2 0 01/04/2011 16:09:29 Write 😁

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

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

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



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

• Top horizontal bar

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

Symbol	Data	Description		
	Room number	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.		
	Name of the Alarms	It is a text field that displays the name of the room (if you have entered it during the configuration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button ($\begin{bmatrix} 13\\ 1000 \end{bmatrix}$).		
		If an alarm event occurs, associated with the room, you'll see an icon for the type of alarm that occurs.		
		If multiple alarm events occur simultaneously, only one symbol is displayed, starting from the one indicating the most serious alarm (depending on the level assigned, during the configuration, to the specific alarm).		
sos		Only after the higher priority alarm event has been solved, the symbol of the next (in terms of sever- ity) alarm will appear.		
		The following alarm symbols are provided:		
	Room Alarms	Sequest for assistance from the customer		
41		• Area Alarm		
11 Dia		• 🛆 : Technical alarm		
		• 🖾 : Intrusion Alarm		
		III : Flooding danger alarm		
		• 👬 : Temperature is too high alarm		
		Image: Temperature is too low alarm		
		Le Service in room request alarm		
		The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on		
N	Preconditioning state active	the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of		
	State active	the installer manual.		

• Area of the symbol of the room to clean status

This area is shown in the following picture.



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

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

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

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

Access to the detail view of the room

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



The view of the presence in the room status

It is the view where each room is represented by a symbol that sums up the status of presence in the room. This information is provided by the pocket transponder reader, which is installed inside the room. The system is able to detect the presence of a customer or staff member.

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

Administrator	33		We	II-Contact Suite v.1.3.0.1			
Zone Manager	ment - Presence						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				
Floor 1						\$	
101 Room 101							List of Events
Smith							
Floor 2	_					*	
201 202 Room 201 Room 2	202						
27							
Enviroments not associa	ated with areas					\$	
							Reception
							Supervision
							Administration
							Alarms / Messages
\$\$ \$.I . A					F1652361-2E3B-46BC-80	C-F29576C7193B 12/7/4 0	01/04/2011 16:18:56 Write

The description of the symbol representing the room in the view "Presence"

As anticipated, in the "Presence" view, for the representation of the rooms is used a symbol that sums up the status of presence of customers or staff members.

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



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

• Top horizontal bar

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

Symbol	Data	Description			
	Room number	It is the room number. Please note that for the proper functioning of the Well-Contact software you'll need to configure all room numbers during the configuration of the Well-Contact Suite software.			
	Name of the Alarms	It is a text field that displays the name of the room (if you have entered it during the configura- tion of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button ([123]).			
	Room Alarms	If an alarm event occurs, associated with the room, you'll see an icon for the type of alarm curs. If multiple alarm events occur simultaneously, only one symbol is displayed, starting from indicating the most serious alarm (depending on the level assigned, during the configuration specific alarm). Only after the higher priority alarm event has been solved, the symbol of the next (in terms of alarm will appear. The following alarm symbols are provided:			
ND	Preconditioning state active	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.			

• Area of the symbol of the presence in the room

This area is shown in the following picture.



Here follows a table with the description of the possible statuses shown in that area.

Symbol	Data	Description
	Customer pres- ence in the room	If the customer is in the room, you'll see the "Customer in he Room" symbol. The "customer in the room" information is given by the pocket transponder reader located inside the room.
Customer pres- ence in the room + "Do Not Disturb"		The customer is in the room and has pressed the button to report the condition "Do Not Disturb."
27	Presence of Staff in the room	If the presence of room service staff is detected, you'll see the "service staff in the room" symbol. The "service staff in the room" information is given by the pocket transponder reader located inside the room when it detects a card of the Well-Contact system that's different from the "customer" type.

• Bottom horizontal bar. In this area, if the room is assigned to a customer (in either one of the statuses: "Booked", "Checked-In, " "Locked"), you'll receive the last name of the customer.

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

Access to the detail view of the room

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



Detail view of the thermostat

It is the view representing the environment "room" in detail.

As mentioned previously, in the description of the "summary thematic views" of the rooms, you'll reach the detail view of a room selecting (left-clicking) the related summary symbol seen in any of the thematic views described in the previous chapters.

From the detail view of a room you can then go to the detail view of the next and previous room through the "previous" and "next" buttons, as will be described below.

The detail view window of a room appears as shown in the picture below:



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

• Title bar. It consists of the top of the window.





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

"Do not disturb" icon status. The icon appears only if the customer has activated the "Do not disturb" v	varning.
--	----------

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

• "Cleaning" status icon. The icon appears only if the customer has activated the "Cleaning" warning.

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

Selecting the icon of the cleanliness of the room status leads to the window for the setting of the room status, shown in the picture below and described in the chapter **The "Tidying up and room availability" window.**

• Status icon "preconditioning". The corresponding icon appears when the "Preconditioning" function is activated on the camera.

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



Bedroom	
🏂 to clean	Not cleaned
Minibar	
to check	checked
Notes	
	-
Evit	- Ok

• Status icon of checking of the minibar. This icon shows the state of checking of the minibar, using the symbols described below:

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

Selecting the icon of the checking of the minibar status leads to the window for the setting of the room status, shown in the picture below and described in the chapter The "Tidying up and room availability" window.

Bedroom	
🏂 to clean	💱 cleaned
Minibar	
to check	checked
Notes	
	-
5 Exit	V Ok

• Alarms status icon. This icon shows the status of alarms currently active in the room:



Graphical symbol	Description
	It is currently active at least an alarm associated with the room ⁽¹⁰⁾ 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.
į	There are currently no active alarms associated with the room.

• Workspace. It consists of the central area of the window and represents the room, with the graphical symbols of the devices contained therein, through which you can see the status of the device and you can send commands to the devices provided with this feature (those provided by the specific device). The management of the devices in the room through the related graphical symbols is described in the chapters **Devices status display** and **Devices control**.

The appearance of the detail view of the room is shown in the picture below.



During the configuration you can change the background of the workspace, customizing it by importing an image, to make it easy and fast to interact with the devices in the room.

Even the graphical symbols of the devices, their size and position can be customized during the configuration.

• Lower button bar It consists of the bottom of the window.

This area contains a set of buttons, some of which are visible or not, depending on the privileges of the users logged in to the Well-Contact Suite software.

⁽¹⁰⁾ In order for the alarm status of a device to be associated with a room and then displayed in the same representation, it is necessary for the alarm to have been associated with the related environment during the configuration. Otherwise, the alarm will be shown in every case but will not be associated with any particular environment.





Below is the description of these buttons:

• Group of buttons to switch to the detail view of the previous or next room.



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

• Button to return to the summary view. Through this button you can leave the detail view of the room and return to the summary view of all the rooms, from where you left to go to the detail view.

E.g. If you reached the detail view of the room selecting the room from the summary (thematic) view of the thermostats, by pressing the "Summary" button you'll return to the summary thematic view of the thermostats.



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

Thermostat 24.0 № 25.0 €			Ŷ	Room light room A					[k Ø	Reception Supervision Administration
🚓 Move	Modify	Reload from ETS Config.			<	Previous View	Next View	>	Þ	Summary	Logout
18 18 IB A						F165236	1-2E3B-46BC-8	05C-F2	9576C7	1938 4/0/3 0	01/04/2011 16:45:22 Write "



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

Area for the "navigation" or selection of the Well-Contact Suite software sections. It consists of the right area of the window. It contains the
buttons for selecting the sections and related subsections of the Well-Contact Suite software.
This area, as described above, is common to all windows of the software (except for the "ETS Configuration" window).



• Icon to activate the configuration menu.

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





The device status view

In the detail view of the room, the devices (or the individual features of a device) are displayed by graphical symbols, through which you can see the status of the device (or of the individual features).

The view of the status of a device (in the detail window of the room) depends on the type of device:

- On/off type devices. For all devices whose state is given by one of two values On, Off (or, equivalently, Active/Inactive,...), the status of the device is provided through the variation of the look of the corresponding icon.
 NOTE: You can change the look of the icons associated with the state of On or Off through the setup process, including the activation of the text field with the description of the device.
- Thermostat type devices. For all the devices of the thermostat type (Well-Contact Plus system) in the detail view of the room a graphical symbol is displayed, which summarizes the main data through the same numerical values and through the color of the icon (the same data used in the summary thermatic view).

	Thermostat				
Л	24.0	1			
	25.0	۲			

You can distinguish the following parts:

• Description. This area displays the description of the thermostat.

	Thermo	stat
<u> </u>	24.0	1
	25.0	۲

Thermostat data

	Thermostat	
Л	24.0	(
	25.0	۲

This area displays the main data of the thermostat.

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

	Thermostat	
Л	24.0	\mathbb{W}
	25.0	۲

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

	Thermostat	
Л	24.0	1
	25.0	۲

• 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.

Therm		ostat	
A	24.0	N	
	25.0	۲	

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



	Thermostat	
Л	24.0	1
	25.0	۲

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

Graphical symbol	Thermostat Mode
۲	Comfort
٢	Standby
\diamond	Economy
*	Anti-freeze
R	Too Hot Alarm
off	OFF

• Icon of the thermostat.



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

Symbol thermostat	Mode of Operation	Description	
Thermostat 24.0 ♥) 20.0 ♥	Comfort	The thermostat is operating in <i>Comfort</i> mode.	
Thermostat 22.7 №) 20.0 <)	Standby	The thermostat is operating in <i>Standby</i> mode.	
Thermostat 24.0 ♥) 18.0 ♦)	Economy	The thermostat is operating in <i>Economy</i> mode.	
Thermostat 23.8< ♥ 5.0 ↔	OFF/Protection	The thermostat is operating in <i>OFF/Protection</i> mode.	

- Dimmer type devices. For all dimmer type devices (related to Code 01544 8-channel DALI KNX gateway of the Well-Contact Plus system), the status of the device is provided through variation of the corresponding icon with two possible states: Off and On (indicates a brightness percentage greater than 0%). Each configured channel of the device has a corresponding icon.
- Rolling shutter type devices. For all rolling shutter type devices, the status of the device is provided through variation of the corresponding icon with two possible states:

01525 10	The rolling shutter is not completely down (not fully closed).
D1525 100	The rolling shutter is completely down (fully closed).

Each configured channel of the device has a corresponding icon.



The control of the devices

The Well-Contact Suite software allows you to send commands to devices, allowing a complete interaction with the devices of the automation system. To control a device, left-click the icon of the device.

• Konnex On/off type devices. For all devices whose state is given by one of two values On, Off (or, equivalently, Active/Inactive,...), the status of the device is provided through the variation of the look of the corresponding icon. Left-clicking the icon of the device, you'll send the command set during the configuration.

Examples:

For an address that must control an actuator (e.g. to switch on and off a light), every click sends a command to change the status: switching from On to Off and vice versa.

For an address that must trigger an electric lock, each click will always send the command On (to be managed by a dedicated device for controlling an electric lock)

• Konnex group type Devices/Addresses (of different type from the On/Off). Depending on the type of device (group object/address) a window is displayed with the control options offered by the specific device type (Konnex group object/address).

Thermostat type devices. For all the devices of the thermostat type (of the Well-Contact Plus system), left-clicking the correspondent graphical symbol, you'll open the window for the management of the thermostat of the Well-Contact Plus system.
 This window gives you complete control of the features of the thermostat.

All the features of the thermostat have been divided into panels, grouped according to their possible frequency of use.

Then follows the window to set up the thermostat, as it appears right after activation; the most commonly used two panels are displayed: the Status panel and the Settings panel (related to the current seasonal mode).

Thermostat room C			
$\overline{}$			
Status			1
23.9	°C Measured temperature	Current Operation	OFF / Protection
5.0	°C Current Setpoint	Current Fancoil Speed	0
0.0	°C User Offset	Current Seasonal mode	Heating
Settings [H	eating]		3
20.0	°C Setpoint Comfort Op	perating mode	OFF / Protection 🔹
18.0	°C Setpoint Standby	Seasonal mode of	HEATING -
15.0	C Setpoint Economy	operation	
5.0	C Setpoint Protection	Change Displaye	ed Seasonal Mode
Fancoil spe	ed advanced management		\$
Disabling			*
Restore de	fault		3
5	xit		

The window panels can be "expanded" (making them visible and usable) or "collapsed" (making them invisible and unusable) acting, respectively, on the "expand" (🕉) and "collapse" (🏡) icons that appear on the right of the title bar of the panel.



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

	Thermos	tat room C		
Status				*
23.9 °C	Measured temperature	Current Operation	OFF / Protection	
5.0 °C	Current Setpoint	Current Fancoil Speed	0	
0.0 °C	User Offset	Current Seasonal mode	Heating	
Settings [Hea	ting]			\$
20.0 °C	Setpoint Comfort Op	perating mode	OFF / Protection	-
18.0 °C	Setpoint Standby	Seasonal mode of	HEATING	*
15.0 °C	Setpoint Economy	operation		
5.0 °C	Setpoint Protection	Change Displaye	ed Seasonal Mode	
Fancoil speed	l advanced management			¥
Disabling				∻
Restore defa	ult			×
5 Exit	t			

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



• Dimmer type devices. For all dimmer type devices (Code 01538, Code 01544) clicking the relevant graphic symbol with the left mouse button opens the dimmer management window, which includes the main communication objects (for status display and control).

01544 DALI Gateway 8-fold			
35 %	6		
On	Off		
Exit			

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

• Rolling shutter type devices. For all rolling shutter type devices, clicking the relevant graphic symbol with the left mouse button opens the rolling shutter management window, which includes the main communication objects (for status display and control).



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

The window for setting the Well-Contact Plus system thermostat

As mentioned previously, the window for setting the Well-Contact Plus system thermostat is divided into panels that can be "expanded" or "collapsed". Here are described all the panels of that window.

The "Status" panel

	Thermostat room C		
Status			*
23.9	°C Measured temperature	Current Operation	OFF / Protection
5.0	°C Current Setpoint	Current Fancoil Speed	0
0.0	°C User Offset	Current Seasonal mode	Heating
Settings	[Heating]		*
Fancoil s	peed advanced management		*
Disabling			*
Restore	default		*



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

- Measured temperature. Value of the temperature measured by the thermostat, expressed in the current unit of measurement (°C/°F).
 Note: All temperature values that appear in the windows of the Well-Contact suite software are expressed in the unit of measurement set through the configuration menu. Refer to the chapter General parameters configuration.
- Current Setpoint. Value of the temperature set on the thermostat (setpoint) for the current operating mode.
- User Offset. Offset value set by the user via the buttons on the thermostat.
- Current Operation. Operating mode of the thermostat. The operational procedures provided for the thermostat of the Well-Contact Plus system are listed below:
- Comfort
- Stand-By
- Economy
- Off/Protection
- Current Fancoil Speed. The currently active speed for the management of fancoil is displayed.
- Current Seasonal trends. The active seasonal mode is displayed: Heating or Air Conditioning.
- Current Seasonal trends. The active

Note: From the "Status" window you cannot change the parameter values represented in it.

The "Settings" panel

	Thermostat room C					
$\mathbf{}$						
Status				∻		
Settings [Hea	iting]			\$		
20.0 °C	Setpoint Comfort	Operating mode	OFF / Protection	Ŧ		
18.0 °C	Setpoint Standby	Seasonal mode of	HEATING	Ŧ		
15.0 °C	Setpoint Economy	operation				
5.0 °C	Setpoint Protection	Change Displayed Seasonal Mode				
Fancoil speed	l advanced manageme	nt		×		
Disabling				×		
Restore defa	ult			∻		

Through the "Settings" panel you can change the main parameters of operation of the Well-Contact system thermostat. Below is the description of the parameters set in this panel:

- Comfort Setpoint It is the value of the temperature set for the Comfort mode, in the seasonal mode displayed in the title bar of the panel (in the picture, "Heating").
 - When the window appears, the current setting is read.
 - You can change the value by positioning the cursor over the number field and typing in the desired value.

The command with the new value is sent to the device:

- by clicking a spot outside the range of the number field
- exiting the number field by pressing the "TAB" key on your keyboard
- pressing the "EXIT" button from the thermostat parameter setting window
- Standby Setpoint. It is the value of the temperature set for the Standby mode, in the seasonal mode displayed in the title bar of the panel (in the picture "Heating").

When the window appears, the current setting is read.

You can change the value by positioning the cursor over the number field and typing in the desired value.

The command with the new value is sent to the device:

- by clicking a spot outside the range of the number field
- exiting the number field by pressing the "TAB" key on your keyboard
- pressing the "EXIT" button from the thermostat parameter setting window.



• Economy Setpoint. It is the value of the temperature set for the Economy mode, in the seasonal mode displayed in the title bar of the panel (in the picture "Heating").

When the window appears, the current setting is read.

You can change the value by positioning the cursor over the number field and typing in the desired value.

The command with the new value is sent to the device:

- by clicking a spot outside the range of the number field
- exiting the number field by pressing the "TAB" key on your keyboard
- pressing the "EXIT" button from the thermostat parameter setting window.
- Off/Protection Setpoint. It is the value of the temperature set for the Protection mode, in the seasonal mode displayed in the title bar of the panel (in the picture, "Heating").

When the window appears, the current setting is read.

You can change the value by positioning the cursor over the number field and typing in the desired value.

The command with the new value is sent to the device:

- by clicking a spot outside the range of the number field
- exiting the number field by pressing the "TAB" key on your keyboard
- pressing the "EXIT" button from the thermostat parameter setting window.
- Operating mode. Allows you to set, through a pull-down menu, one of the operating modes of the thermostat:
 - Comfort
 - Stand-By
 - Economy
 - Off/Protection
- Seasonal mode of operation. Allows you to set, through a pull-down menu, one of the two possible operating modes of the thermostat:
 - Heating
 - Air conditioning
- The "Change Seasonal Mode Displayed" button. Displays the panel "Settings" of the other seasonal mode (compared to the one currently displayed). The setting of the seasonal mode displayed (not necessarily the one set on the thermostat) is visible in the title bar of the panel, as shown in the following picture

(M)	Thermostat room C					
Status					×	
Settings	[Heating]				~	
20.0	°C Setp	oint Comfort	Operating mode	OFF / Protection	*	
18.0	°C Setp	oint Standby	Seasonal mode of	HEATING	-	
15.0	°C Setp	oint Economy	operation			
5.0	°C Setp	oint Protection	Change Displayed Seasonal Mode			
Fancoil speed advanced management						
Disabling					*	
Restore	default				×	

You can then set the parameters in this panel for the current seasonal mode as well as for the non-active seasonal mode. The parameters sent to the thermostat related to the non-active seasonal mode will be stored on the thermostat and made operational when the related seasonal mode will be made active.



The "Settings" panel

The KNX touchscreen thermostat by Vimar 02952 allows neutral zone control of 4-pipe systems.

If the ETS project and Well-Contact Suite have been properly configured, the thermostat setting screen will appear as shown in the following figure.

Setting	s [Neutral zone]		\$
		Operating mode	Comfort 🗸
24	°C Setpoint Comfort	1 °C Neutral zon	e differential Comfort
20	°C Setpoint Standby	1 °C Neutral zon	e differential Standby
12	°C Setpoint Economy	1 °C Neutral zon	e differential Economy
8	°C Setpoint Protection	1 °C Neutral zon	e differential Protection

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

The "neutral zone" is the temperature zone between the setpoint for heating and the setpoint for cooling.

The Well-Contact Suite software lets you set these values, more simply, by defining the desired temperature and the differential of the neutral zone (half the range of the neutral zone).

The setpoint for heating is actually given by the setpoint temperature value minus the neutral zone differential value. Likewise, the setpoint for cooling is given by the setpoint temperature value plus the neutral zone differential value.

For further clarification on the operation of the control via the neutral zone of a 4-pipe system, please refer to the technical documentation of the thermostat 02952.

The setting window includes:

- Dropdown menu for setting the mode of operation (Comfort, Standby, Economy, Protection).
- Fields for entering the setpoint and neutral zone differential values for all the modes of operation provided for by the thermostat.


The "Fancoil speed advanced management" panel

	Thermostat room C				
Status		¥			
Settings [Heating]		∻			
Fancoil speed advanced manag	ement	\$			
◯ Fancoil speed automatic m	anagement				
○ Force fancoil speed 0					
○ Force fancoil speed 1					
○ Force fancoil speed 2					
○ Force fancoil speed 3					
Undo Overrides	No action	-			
Disabling	Disabling No action				
Restore default Cancel forcing at checkout Restore Default values according to master					

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

- Setting of the fancoil speed. This configuration is set by a group of radio buttons (mutually exclusive settings) that includes the following settings, of which, in a given time, may be active. One setting automatically excludes the others.
 - Fancoil speed automatic management This setting enables the automatic management of the fancoil speed by the thermostat. This is the default setting and guarantees the best results of climatic comfort in most situations.
 - Force fancoil 0 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to 0, disabling the automatic management of the fancoil speed by the thermostat.
 - Force fancoil 1 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to v1, disabling the automatic management of the fancoil speed by the thermostat.
 - Force fancoil 2 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to v2, disabling the automatic management of the fancoil speed by the thermostat.
 - Force fancoil 3 speed Through this setting it is possible to "force" the fancoil speed of the thermostat to v3, disabling the automatic management of the fancoil speed by the thermostat.

The settings to override the fancoil speed remain active:

- Until the next setting of the fancoil speed of from the same panel or manually via the buttons on the thermostat (if enabled)
- Until the next check-out of the customer who currently occupies the room (if "Cancel overrides at the check-out" IS ENABLED)
- Until the next restore of the default data, if a default has been defined by a functions master (assuming the set value as default).
- Undo Overrides. Through these settings, you can define when and how the fancoil speed overrides carried out beforehand have to be canceled. This parameter can be set using a pull-down menu, which includes the following possible settings:
 - No action. This is the default value. No override is canceled automatically by the Well-Contact Plus software
 - Cancel overrides at the check-out. By this setting, the Well-Contact Plus software will cancel any "overrides" of the thermostat fancoil speed possibly carried out during the stay of the customer, after the check-out. If enabled, the Well-Contact Plus software will set the automatic management of the thermostat fancoil speed at the check-out.
 - Restoring default values according to the master. By this setting you can decide how to manage the fancoil speed exactly as it's set on the functions
 master that represents the default settings of the thermostat (if the thermostat in question has been associated with a functions master by default during the "ETS Configuration" procedure).



The "Disable" panel

	Thermostat ro	om C		
Status			*	
Settings [Heating]			*	
Fancoil speed advanced manage	ement		×	
Disabling			\$	
Disable temperature adjustment Disable fancoil speed 1				
Disable fancoil speed adjustment				
		Disable fancoil speed 3		
Undo Disabling	No action	1	•	
Restore default	No action	- line at about		
	Restore Defa	ault values according to master		

Through the "Disable" panel you can disable some settings of the thermostat. Also this panel allows to cancel any disabling operation. The following commands are available:

- Disabling the operations done on the thermostat "locally". These settings allow you to disable the configurations that can be performed via the buttons on the thermostat. In particular:
 - Disable temperature adjustment. By selecting this box you can disable the possibility for the customer to change the temperature set for the "Comfort" operating mode. If enabled, pressing the thermostat buttons to change the setpoint of the Comfort mode, will not produce any changes. These thermostat buttons are rendered non-operational.
 - Disable fan coil speed adjustment. By selecting this box you can disable the possibility for the customer to change the fancoil speed. If enabled, pressing the thermostat buttons to change the fancoil speed, will not produce any changes. These thermostat buttons are rendered non-operational.
- Disabling cancellation. Through these settings, you can define when and how to cancel the disabling operations carried out beforehand. This parameter can be set using a pull-down menu, which includes the following possible settings:
 - No action. This is the default value. No disabling operation is canceled automatically by the Well-Contact Suite software
 - Cancel disabling operations at the check-out. By this setting, the Well-Contact Suite software will cancel any disabling operations of the thermostat possibly carried out during the stay of the customer, after the check-out. If enabled, the Well-Contact Suite software cancels all the disabling operations at the check-out.
 - Restoring default values according to the master. By this setting you can decide how to manage the disabling operations exactly as they're set on the functions master that represents the default settings of the thermostat (if the thermostat in question has been associated with a functions master by default during the "ETS Configuration" procedure).



The "Restore Default" panel

	Thermost	at room C	
Status			*
Settings [Heating]			*
Fancoil speed advanced n	nanagement		*
Disabling			*
Restore default			*
Default Values	Operating mode	Seasonal mode of operation	
Heating			Air conditioning
°C Setpoint Co	mfort	Setp	ooint Comfort °C
°C Setpoint Sta	andby	Setp	°C C
°C Setpoint Ec	onomy	Setpo	oint Economy °C
°C Setpoint Pr	otection	Setpoi	nt Protection °C

Through the "Restore default" panel you can:

• Reset default setpoint settings at customer's check-out Enabling this field, the Well-Contact Suite software will alter the values of the setpoint of the thermostat in question, using the values stored on the functions master associated with the thermostat in question as default at the check-out (if the thermostat in question has been associated with a functions master by default during the "ETS Configuration" procedure).

Enabling this feature, regardless of the setpoint value changes made at the customer's request, the Well-Contact Suite software will restore all of the thermostat setpoints (using the default set by the system administrator).

In the text field, the possible default functions master associated with the thermostat, which cannot be changed, is indicated.

- Enable thermostat management via associated masters Enabling this field allows the Well-Contact Suite software to change the values of the thermostat parameters in response to an "implementation" of one of the masters associated with that thermostat (if the thermostat in question has been associated with at least one master (in control) during the "ETS Configuration" procedure).
- Default Values. This section shows the values of the parameters of any functions master associated by default. The values are immutable (can only be changed through the specific functions master's configuration window).



The window for setting the Well-Contact Plus system dimmer (Code 01538, Code 01544)

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

01544 DALI Gateway 8-fold				
35 %	35 %			
On	Off			
E xit				

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	On	Button for switching on the dimmer. The yellow color of the button indicates the current status of the dimmer.
OFF command	Off	Button for switching off the dimmer. The yellow color of the button indicates the current status of the dimmer.

The window for setting the Well-Contact Plus system rolling shutter

The figure below shows the detail window of the rolling shutter in its "full" configuration relative to the "curtain with blinds" operational mode. (depending on the configuration of the device, some components are not shown).



The following display and control components are included:

Operation	Subject	Description
Up/Down	< >	Buttons for opening (ascent) and closing (lowering) the shutter. A press of the button will start opening or closing the blinds (depending on the button pressed) which ends at the achievement of full opening or closing of the blind (or the at configured value) or by pressing the STOP button.
STOP	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 posi- tion 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 slats of the blind.

Common Areas

Introduction

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

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

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

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

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



The thermostats view (Temperature)

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

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

Administrator	88		We	II-Contact Suite v.1.3.0.2			
Zone Manage	ment - Temperature	1					Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
	,,		Hotel				
Floor 1						*	List of Events
swimm.pool							
21.6 24.2							
Enviroments not associ	ated with areas					*	
							Perantian
							Supervision
							Administration
							Alarms / Messages
							Logout

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

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



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

• Top horizontal bar

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

Symbol	Data	Description		
	Environment number.	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 environ- ment	It is a text field that displays the name of the environment (if you have entered it during the con- figuration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button (
SOS A A A A A A A A A A A A A	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 • • • • • • • • • • • • • • • • • • •		
Ň	Preconditioning st ate active	• Era: Service in room request alarm The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.		

· Area of the summary symbols of the thermostats in the common area

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

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

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



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

25.6	۲
20.0	۲

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

25.6	۲
20.0	۲



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



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



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

Graphical symbol	Thermostat Mode
۲	Comfort
٠	Standby
\diamond	Economy
*	Anti-freeze
R	Too Hot Alarm
off	OFF

Access to the detail view of the common area

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



The windows opening status view (Windows)

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

Zone Manage	ment - Windows						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Managemer
			Hotel				8°C 🔟 1
or 1						*	List of Events
5 nm.pool							
1							
ments not associ	ated with areas					*	
							Reception
							Supervision
							Administration



The description of the symbol representing the common area in the view "Windows"

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

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

• Top horizontal bar

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

Symbol	Data	Description
	Environment number.	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 environ- ment	It is a text field that displays the name of the environment (if you have entered it during the con- figuration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button (
Sos Artino Arti	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 sever- ity) alarm will appear. The following alarm symbols are provided: • • • • • • • • • • • • • • • • • • •
ND	Preconditioning state active	The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera. Note: for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

· Area of the summary symbols of the thermostats in the common area

This area is shown in the following picture.



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

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

Access to the detail view of the common area

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



The clean room status view (Cleaning)

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

Administrator	23		Wel	I-Contact Suite v.1.3.0.2			
Zone Manage	ment - Cleaning						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
			Hotel				8° 🖸 🕰
Floor 1						\$	List of Events
swimm.pool							
43							
Enviroments not associ	ated with areas					*	
							Reception
							Supervision
							Administration
							Alarms / Messages
*					F1652361-2F3B-468C-80	5C-F29576C71938 12/7/3 (Logout

The description of the symbol representing the common area in the "Cleaning" view

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

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



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

• Top horizontal bar

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

Symbol	Data	Description
	Environment number.	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 environ- ment	It is a text field that displays the name of the environment (if you have entered it during the configu- ration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button (
SOS AN A Max Ala Ala Ala	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 sever- ity) alarm will appear. The following alarm symbols are provided: • • • • • • • • • • • • • • • • • • •
	Preconditioning	EVALUATE: Service in room request alarm The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated on the camera.
ND.	state active	Note : for the description of the function and its configuration, refer to chapter "Preconditioning" of the installer manual.

Area of the symbol of the common area to clean status

This area is shown in the following picture.



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

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

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

Access to the detail view of the common area

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



Detail view of the common area

It is the view representing the environment "common area" in detail.

As mentioned previously, in the description of the "summary thematic views" of the common areas, you'll reach the detail view of a common area selecting (left-clicking) the related summary symbol seen in any of the thematic views described in the previous chapters.

From the detail view of a common area you can then go to the detail view of the next and previous common area through the "previous" and "next" buttons.

The detail view window of a common area appears as shown in the picture below:



As for the use of this window, follow the considerations made during the description of the detail view of the rooms. Then, refer to the chapter The detail view of the room for the description of the detail view of the common areas.



Technical Areas

Introduction

The Well-Contact Suite software provides the ability to display a representation of the technical areas of a structure. The symbols representing the common areas, take a color depending on the status of the room. The following table lists the possible statuses of a technical area, in the zones view, with their descriptions.

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

The overall view of all technical areas

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

Administrator			We	ell-Contact Suite v.1.3.0.2			
Zone Manage	ment - Technical Are	as					Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
800							8° 🖪 😩
central termic							All
							List of Events
							Reception
							Supervision
							Alarms / Messages
							Logout
\$\$ \$ L &					F1652361-2E3B-46BC-80	05C-F29576C7193B 4/0/64 0	04/04/2011 11:01:02 Write 🔭



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

• Top horizontal bar

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

Symbol	Data	Description
	Environment number.	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 environ- ment	It is a text field that displays the name of the environment (if you have entered it during the con- figuration of the Well-Contact Suite software). This data can be displayed or hidden using the "Show optional description" button (
		If an alarm event occurs, associated with the environment, you'll see an icon for the type of alarm that occurs.
	Environment Alarms	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).
sos		Only after the higher priority alarm event has been solved, the symbol of the next (in terms of severity) alarm will appear.
A \Lambda		The following alarm symbols are provided:
M 🖾		 Provide the second secon
i!		• Alarm
11 🚑		• 🛆 : Technical alarm
		• 🛃 : Intrusion Alarm
		Elooding danger alarm
		• 👬 : Temperature is too high alarm
		Temperature is too low alarm
		e
		The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated
Ð	Preconditioning state active	on the camera. Note : for the description of the function and its configuration, refer to chapter "Preconditioning" of the inst aller manual.

Access to the detail view of the technical area

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



The detail view of the technical area

It is the view representing the environment "technical area" in detail.

As mentioned previously, in the description of the summary view of the technical areas, you'll reach the detail view of a technical area selecting (left-clicking) the related summary symbol.

From the detail view of a technical area you can then go to the detail view of the next and previous technical area through the "previous" and "next" buttons.

The detail view window of a technical area appears as shown in the picture below:



As for the use of this window, follow the considerations made during the description of the detail view of the rooms. Then, refer to the chapter The detail view of the room for the description of the detail view of the technical areas.



Custom Environments

Introduction

The Well-Contact Suite software provides the ability to create windows containing sets of devices of the automation system, regardless of the actual physical location of the device.

These windows are called "custom environments."

The symbols representing the custom environments, take a color depending on the status of the room.

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

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

The overall view of all custom environments

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

Bedrooms Common Areas Technical Areas Custom Environments Zone Master Supervision Technical Areas Custom Environments Zone Master Scenarios Technical Areas Custom Environments Zone Master Functions Master Scenarios Technical Areas Custom Environments Zone Master Functions Master Scenarios Technical Areas Custom Environments Zone Master Functions Master Scenarios Technical Areas Custom Environments Zone Master Functions Master Scenarios Technical Areas Custom Environments Zone Master Functions Master Scenarios Technical Areas Custom Environments Zone Master Functions Master Scenarios Technical Areas Technical Areas Custom Environments Zone Master Technical Areas Custom Environments Zone Master Stational Areas Technical Areas Technical Areas Technical Areas Technical Areas	
Bedrooms Common Areas Technical Areas Custom Environments Zone Master Functions Master Scenarios Zone M 900 term 101-102 Image: Common Areas Image: Common Areas	'n
900 term 101-102	lanagement
	A 1
	All
	of Events
Reception	
Supervisio	n
Administra	ation
Alarms / N	Aessages
Logout	



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.

Symbol	Data	Description
	Environment number.	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 environ- ment	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 (
		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).
	Environment Alarms	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:
M [2]		 Provide the second secon
i! max		• Ann Sire Alarm
1. 2 4		• 🛆 : Technical alarm
		• 🛃 : Intrusion Alarm
		Elooding danger alarm
		• 👬 : Temperature is too high alarm
		• 🖬 : Temperature is too low alarm
		• 🏜 : Service in room request alarm
		The symbol of the "Preconditioning" appears when the "Preconditioning" function is activated
R	Preconditioning state active	on the camera. Note : for the description of the function and its configuration, refer to chapter "Preconditioning" of the inst aller manual.

Access to the detail view of the custom environment

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



Detail view of the custom environment

It is the view representing the environment "custom environment" in detail.

As mentioned previously, in the description of the summary view of the custom environments, you'll reach the detail view of a custom environment selecting (left-clicking) the related summary symbol.

From the detail view of a custom environment you can then go to the detail view of the next and previous custom environment through the "previous" and "next" buttons.

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



As for the use of this window, follow the considerations made during the description of the detail view of the rooms.

Then, refer to the chapter The detail view of the custom environment for the description of the detail view of the technical areas.



Zone Masters

Introduction

The Well-Contact Suite software provides the ability to create virtual environments containing virtual devices (associated with real devices of the same type), to facilitate the control of a set of devices (of the same type) to be controlled in the same way.

Such environments are called "zone masters". For a detailed description of the "Zone Master" refer to the chapters "Functions Master" and "Zone Master".

The overall view of all zone masters

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



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

Administrator	D		Wel	-Contact Suite v.1.3.0.2				
Zone Management - Zone Master								
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management	
North bedroom	South bedroo	3m					List of Events	
							Reception	
							Supervision	
							Alarms / Messages	
							Logout	
÷5,5,16,46							Device connection broken 👸	

Access to the detail view of the zone masters

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

Detail view of a zone master

It is the view representing the "zone master" in detail.

As mentioned previously, in the description of the summary view of the zone master, you'll reach the detail view of a zone master selecting (left-clicking) the related summary symbol.

From the detail view of a zone master you can then go to the detail view of the next and previous zone master through the "previous" and "next" buttons.





The detail view window of a zone master appears as shown in the picture below:

To the detail view of a zone master you can give the appearance of a real room, though it's actually a virtual room. The room contains symbols of the devices, which are also associated with a virtual set of real devices (of the same type) belonging to the real rooms.

Operating a virtual device, you're actually operating all devices associated with it: the Well-Contact Suite software sends the command the user gives to the virtual device to all real devices associated with it.

In that regard, please note that after giving an order to a virtual device, the commands to the real devices are sent from the Well-Contact Suite software in a sequence, respecting the time interval between a command and the next, as set during the configuration.

Until the completion of the procedure of sending of commands to all devices associated with the virtual device, you cannot send a command to a master. If you try to send such a command to a master before the execution of a previous command is completed, you'll see the following warning message.



In this case, you'll have to wait before sending a subsequent command to the master. The symbols on the virtual devices (which are functions masters) are similar to those on the real devices with one major difference:

The symbols on the virtual devices (functions masters) cannot display the status. This is because they are associated with a set of real devices that could have a different status from one another.

The main purpose of the masters, however, is to send the same commands to a consistent set of devices, regardless of their status.

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



Sending a Command to a virtual On/Off device

Proceed as follows:

- 1. Left click with the graphical symbol that identifies the virtual device (functions master) that represents the real devices you want to give the same command to.
- 2. A window from which you can issue the command appears. This window displays the available commands for that type of virtual device (the same as for the real devices it represents).

Here is an example of a window used to send a command to a virtual device (functions master).

Nev	v MF Light ON-OFF	
Turn on	Turn Off	
5 Exit		

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.



	Tern	nostato			
Settings					\$
Operating mode		Comfort			-
Seasonal mode of operation		HEATING			*
Heating			Air condi	tioning	
20,0 °C Setpoint Comfort		5	Setpoint Comfort	15,0	°C
35,0 °C Setpoint Standby		5	Setpoint Standby	15,0	°C
35,0 °C Setpoint Economy	1	S	etpoint Economy	15,0	°C
35,0 °C Setpoint Protectio	on	Set	point Protection	15,0	°C
Fancoil speed advanced manage	ment				\$
O Gestione automatica velocit	à fancoil				
🔘 Forza velocità fancoil O					
Forza velocità fancoil 1					
🔘 Forza velocità fancoil 2					
🔘 Forza velocità fancoil 3					
Undo Overrides	No action				Ŧ
Disabling					\$
🔲 Disable temperature adjust	ment	🔲 Disable fa	ncoil speed 1		
Disable fancoil speed adjus	tment	🔽 Disable fa	ncoil speed 2		
		👿 Disable fa	ncoil speed 3		
Undo Disabling	Restore Def	ault values acco	rding to master		Ŧ
Calcel			€	Enter	

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

Please note that the changes made to the data in the thermostat functions master setup window are saved in the Well-Contact Suite database when entering data in the text fields or settings made via the drop-down menus.

This allows you to:

- Saving your settings so you can later send them to the real thermostats associated with them.
- Saving the new settings so they can be used as the default for the real thermostats associated with them, that have been assigned that functions master as "default".
- b. The "Enter" button This button allows you to send to the real thermostats the settings made or at least the settings currently displayed in the functions master window.

IMPORTANT. Please note the following very important notes.

• Pressing the "Enter" button ALL the commands in the setup window of the master are sent to the associated (and activated) thermostats.

The commands are sent to thermostats at real time intervals (using the settings in the window for the creation and configuration of the master).

If you have associated many thermostats with the functions master, it can take several minutes for all commands to be sent to all associated (and activated) thermostats.



If you try to run a functions master's commands while running a previous functions master, the following message appears:



In this case, you'll have to wait before sending a subsequent command to the master.

• In order for the commands to be sent from the functions master to a real thermostat associated, it is necessary that "Enable thermostat management through associated masters" is enabled the real thermostat's window.

Otherwise, even if that real thermostat has been associated with a functions master during its creation and configuration, when you press the "Run" button from the window of the associated functions master, no command will be sent to that real thermostat.

- A real thermostat can be associated, as for commanding, to multiple functions master.
- A real thermostat can be associated with A SINGLE functions master to restore the default data.

3. Making the desired commands.

Functions Masters

Introduction

The Well-Contact Suite software provides the ability to create virtual devices (associated with real devices of the same type), to facilitate the control of a set of devices (of the same type) to be controlled in the same way.

Such environments are called "functions masters".

For a detailed description of the functions masters refer to the chapters "Functions Master" and "Zone Master".

The overall view of all functions masters

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



The symbol represents the name of functions master in the "title bar", as defined during the configuration.



The following picture shows the overall view of all functions masters

Administrator	3		We	II-Contact Suite v.1.3.0.2			
Zone Managem	ent - Function Mas	ster					Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
All termostats	North Termo	South te	ermostats				List of Events
							Supervision
							Administration
							Alarms / Messages
							Logout
\$\$ \$. I. 4							Device connection broken

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 (leftclicking) 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).



New	MF Light ON-OFF	
Turn on	Turn Off	
Exit		
		_

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.

	New MF The	ermostat			
Settings					\$
Economy -	Operating mode	Seasonal mode of operation	HEATING		-
Heating			Air condi	tioning	
20.0 °C Setpoint Co	mfort	Setp	oint Comfort	26.0	°C
20.0 °C Setpoint Sta	ndby	Setp	oint Standby	27.0	°C
18.0 °C Setpoint Eco	onomy	Setpo	int Economy	29.0	°C
7.0 °C Setpoint Pro	otection	Setpoir	nt Protection	30.0	°C
Fancoil speed advanced m	anagement				^
 Fancoil speed automat Force fancoil speed 0 Force fancoil speed 1 Force fancoil speed 2 Force fancoil speed 3 Undo Overrides 	No action				•
Disabiing					~
Disable temperature a	adjustment	Disable fanco	il speed 1		
Disable fancoil speed	adjustment	Disable fancoil speed 2			
		Disable fanco	II speed 3		
Undo Disabling	No action				-
Cancel	(}	Enter	~	Save	

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" button This button exits the functions master control window without sending commands to the associated thermostats.
 Please note that the changes made to the data in the thermostat functions master setup window are saved in the Well-Contact Suite database when entering data in the text fields or settings made via the drop-down menus.
 This allows you to:
 - Saving your settings so you can later send them to the real thermostats associated with them.
 - Saving the new settings so they can be used as the default for the real thermostats associated with them, that have been assigned that functions master as "default".
- b. The "Enter" button This button allows you to send to the real thermostats the settings made or at least the settings currently displayed in the functions master window.

IMPORTANT. Please note the following very important notes.

• Pressing the "Run" button ALL the commands in the setup window of the master are sent to the associated (and activated) thermostats.

The commands are sent to thermostats at real time intervals (using the settings in the window for the creation and configuration of the master).

If you have associated many thermostats with the functions master, it can take several minutes for all commands to be sent to all associated (and activated) thermostats.

If you try to run a functions master's commands while running a previous functions master, the following message appears:

ſ	Another functions master is already running!!! Try again later
	OK

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
 - 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.

Dimr	ner1
	52
Turn On	Turn Off
S Exit	

The command is sent to the dimmers associated with the function master at the time of action on the virtual Dimmer object (pressing the buttons or releasing the slider cursor). The commands are not stored in the software database and there are no default values when the widget is opened (the cursor position is always 0%).

The scenarios

Introduction

The Well-Contact Suite software provides the ability to create scenarios to facilitate the control of a set of devices.

A scenario is a sort of "snapshot" of the devices paired during configuration.

Activating a scenario (which must have been previously created) all the commands that were provided during the configuration are sent to the devices associated with it.

The list of commands that make up a scenario is sent sequentially in the same order and timing as defined during the configuration of the scenario.

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



The overall view of all scenarios

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



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

Zone Manager	ment - Function Mast	ter					Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
nermo · HEATING	Thermo - AIR CONI	O Gym - Lights ON	Gym - Lights OFF				8°C 🖂 🎝
	8	8	8 .				
							List of Events
							Reception
							Supervision
							Administration
							Alarms / Messages
							Logout
							Device connection brok

Access to the detail view of the scenario

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

Detail view of the scenario

It is the view representing the scenario in detail.

As mentioned previously, in the description of the summary view of the scenarios, you'll reach the detail view of a scenario selecting (left-clicking) the related summary symbol.

The appearance of the detail view of a scenario is shown in the picture below.



To activate the scenario, press the button "Enable".

To exit the window without activating the scenario press "Exit".



The "Events List" subsection

To access the "Events List" sub-section, go to the "Supervision" section (by pressing the "Supervision" button) and then press the "Events List" button. Through this subsection, you can view, and possibly export to MS Excel file format (.xls), the set of events that the Well-Contact Suite software is able to store.

To facilitate the consultation of all data, it has been divided into several categories, displayed in the respective list

Possible events list can be seen in the following table:

Symbol	List Name	Description
s.	Accesses	In this list is the environments access data, sent by transponder readers.
>• •	Presence of	In this list is the presence in the room data, sent by pocket transponder readers.
→	Login	In this list is the Well-Contact Suite software access data.
	Commands	In this list are the commands that the Well-Contact Suite software sent to the automation system.
Q	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.

📮 🛓 Administrator 🔡			Well-Contact Suite	v.1.3.0.2				
🕞 Events List - Access								Supervision
Date and Time	Result	Environment	Device	Card Code	NCard	Owner		Zone Management
04/04/2011 14:44:45	~	Room A	Reader room B	597550	8	8 Smith Mark		List of Events
04/04/2011 14:44:40	 	Room A	Reader room B	597550	3	3 Smith Mark		
04/04/2011 14:44:39	 	Room A	Reader room B	597550	8	3 Smith Mark		🥑 🐱 🖳
04/04/2011 14:44:35	 	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:44:34	×	Room A	Reader room B	597550	6	3 Smith Mark		Z Z
04/04/2011 14:44:33	×	Room A	Reader room B	597550	5	8 Smith Mark		
04/04/2011 14:44:32	×	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:44:24	 	Room A	Reader room B	597550	5	8 Smith Mark	1	
04/04/2011 14:44:20	 	Room A	Reader room B	597550	3	8 Smith Mark	1	
04/04/2011 14:44:17	 	Room A	Reader room B	597550	6	3 Smith Mark	=	
04/04/2011 14:44:13	 	Room A	Reader room B	597550	3	8 Smith Mark	1	
04/04/2011 14:44:10	 	Room A	Reader room B	597550	8	3 Smith Mark	1	
04/04/2011 14:44:07	~	Room A	Reader room B	597550	3	8 Smith Mark	1	
04/04/2011 14:44:05	 	Room A	Reader room B	597550	3	3 Smith Mark	1	
04/04/2011 14:44:02	 	Room A	Reader room B	597550	5	8 Smith Mark	1	
04/04/2011 14:43:58	 	Room A	Reader room B	597550	3	3 Smith Mark	1	
04/04/2011 14:43:55	×	Room A	Reader room B	597550	3	8 Smith Mark	1	
04/04/2011 14:43:52	×	Room A	Reader room B	39263	(?????	1	
04/04/2011 14:43:48	×	Room D	Reader room D	597550	5	3 Smith Mark		
04/04/2011 14:43:48	×	Room C	Reader room C	597550	5	8 Smith Mark		
04/04/2011 14:43:47	 	Room A	Reader room B	597550	3	3 Smith Mark		
04/04/2011 14:43:44	 	Room A	Reader room B	597550	5	8 Smith Mark		
04/04/2011 14:43:11	 	Room A	Reader room B	597550	3	8 Smith Mark	1	Reception
04/04/2011 14:43:10	×	Room D	Reader room D	597550		3 Smith Mark		Supervision
04/04/2011 14:43:06	~	Room A	Reader room B	597550	3	8 Smith Mark		Administration
04/04/2011 14:43:03	~	Room A	Reader room B	597550		3 Smith Mark	-	Alarms / Messages
						Export Lis	t	Logout
\$\$ \$ 4					F1652361-2	E3B-46BC-805C-F29576C7193B 12/7	/3 0	04/04/2011 14:45:14 Write 🍍

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

• Title bar. It consists of the top of the window.

The left side is where the text description of the active event list is displayed.



Administrator			Well-Contact Suite	v.1.3.0.2				
<u>т</u>								
👸 Events List - Access								Supervision
Date and Time	Result	Environment	Device	Card Code	NCard	Owner		Zone Management
04/04/2011 14:44:45	~	Room A	Reader room B	597550	:	B Smith Mark		List of Events
04/04/2011 14:44:40	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:39	~	Room A	Reader room B	597550	:	3 Smith Mark		1 🔁
04/04/2011 14:44:35	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:34	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:33	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:32	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:24	~	Room A	Reader room B	597550	:	B Smith Mark		
04/04/2011 14:44:20	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:17	~	Room A	Reader room B	597550	:	B Smith Mark	1	
04/04/2011 14:44:13	~	Room A	Reader room B	597550	:	B Smith Mark		
04/04/2011 14:44:10	~	Room A	Reader room B	597550		3 Smith Mark		
04/04/2011 14:44:07	~	Room A	Reader room B	597550		5 Smith Mark		
04/04/2011 14:44:05	~	Room A	Reader room B	597550	:	B Smith Mark		
04/04/2011 14:44:02	~	Room A	Reader room B	597550		B Smith Mark		
04/04/2011 14:43:58	~	Room A	Reader room B	597550	:	8 Smith Mark		
04/04/2011 14:43:55	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:43:52	×	Room A	Reader room B	39263		2 ?????		
04/04/2011 14:43:48	×	Room D	Reader room D	597550	:	3 Smith Mark		
04/04/2011 14:43:48	×	Room C	Reader room C	597550	:	B Smith Mark		
04/04/2011 14:43:47	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:43:44	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:43:11	~	Room A	Reader room B	597550		3 Smith Mark		Reception
04/04/2011 14:43:10	×	Room D	Reader room D	597550	:	3 Smith Mark		Supervision
04/04/2011 14:43:06	~	Room A	Reader room B	597550		3 Smith Mark		Administration
04/04/2011 14:43:03		Room A	Reader room B	597550		3 Smith Mark	-	Alarms / Messages
						Export L	ist	Logout
5.5.L.A.					F1652361-2	2E3B-46BC-805C-F29576C7193B 12	7/3 0	0 04/04/2011 14:45:14 Write 🔭

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

Administrator			Well-Contact Suite	v.1.3.0.2				
Events List - Access								Supervision
Date and Time	Result	Environment	Device	Card Code	NCard	Owner	-	Zone Management
04/04/2011 14:44:45	~	Room A	Reader room B	597550	5	8 Smith Mark		
04/04/2011 14:44:40	~	Room A	Reader room B	597550	8	3 Smith Mark		List of Events
04/04/2011 14:44:39	~	Room A	Reader room B	597550	8	3 Smith Mark		9 🐱 🖳
04/04/2011 14:44:35	~	Room A	Reader room B	597550	ŝ	3 Smith Mark		
04/04/2011 14:44:34	 	Room A	Reader room B	597550	8	3 Smith Mark		
04/04/2011 14:44:33	~	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:44:32	 	Room A	Reader room B	597550	8	3 Smith Mark		
04/04/2011 14:44:24	~	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:44:20	 	Room A	Reader room B	597550	8	3 Smith Mark		
04/04/2011 14:44:17	~	Room A	Reader room B	597550	8	3 Smith Mark	=	
04/04/2011 14:44:13	~	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:44:10	~	Room A	Reader room B	597550	8	3 Smith Mark		
04/04/2011 14:44:07	~	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:44:05	 	Room A	Reader room B	597550	8	3 Smith Mark		
04/04/2011 14:44:02	~	Room A	Reader room B	597550	5	3 Smith Mark		
04/04/2011 14:43:58	 	Room A	Reader room B	597550	8	3 Smith Mark		
04/04/2011 14:43:55	 	Room A	Reader room B	597550	3	3 Smith Mark		
04/04/2011 14:43:52	×	Room A	Reader room B	39263	(\$5555		
04/04/2011 14:43:48	×	Room D	Reader room D	597550	3	3 Smith Mark		
04/04/2011 14:43:48	×	Room C	Reader room C	597550	3	8 Smith Mark		
04/04/2011 14:43:47	 	Room A	Reader room B	597550	3	3 Smith Mark		
04/04/2011 14:43:44	~	Room A	Reader room B	597550	3	3 Smith Mark		
04/04/2011 14:43:11	~	Room A	Reader room B	597550	5	3 Smith Mark		Reception
04/04/2011 14:43:10	×	Room D	Reader room D	597550	3	3 Smith Mark		Supervision
04/04/2011 14:43:06	~	Room A	Reader room B	597550	5	3 Smith Mark		Administration
04/04/2011 14:43:03	<u> </u>	Room A	Reader room B	597550	3	3 Smith Mark	•	Alarms / Messages
						Export List		Logout
😓 😓 📙 📣 🕴 F1652361-2638-468C-805C-F29576C71938 12/7/3 0 04/04/2011 14:45:14 Write "5								

• 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.



Administrator 🕞 Events List - Access Supervision NCard Zone Manager Reader room B Reader room B Reader room B Room A Room A Smith Mark 04/04/2011 14:44:45 597550 ~ List of Events Smith Mark 04/04/2011 14:44:40 597550 ~ ~ **9** 💀 🖻 Reader room B 597550 Smith Mark 04/04/2011 14:44:35 ~ oom A **D** Reader room B Reader room B Reader room B Reader room B 597550 597550 Smith Mark Smith Mark Smith Mark 04/04/2011 14:44:34 04/04/2011 14:44:33 toom A toom A toom A ~
04/04/2011 14:44:32 597550 Smith Mark 04/04/2011 14:44:24 ~ loom A 597550 Reader room B Reader room B Reader room B Reader room B Reader room B loom A 597550 Smith Mark 04/04/2011 14:44:20 ~ Smith Mark 04/04/2011 14:44:17 loom A **~** Smith Mark 04/04/2011 14:44:13 loom A 597550 ~ 04/04/2011 14:44:10 ~ Room A 597550 Smith Mark 597550 Smith Mark 04/04/2011 14:44:07 ~ Room A Reader room B Reader room B Reader room B Reader room B Smith Mark Smith Mark Smith Mark oom A oom A oom A 04/04/2011 14:44:05 ~ 97550 04/04/2011 14:44:02 < 04/04/2011 14:43:58 597550 04/04/2011 14:43:55 ~ oom A 597550 Smith Mark Reader room B Reader room D Reader room C 04/04/2011 14:43:52 × loom A 39263 oom D Smith Mark Smith Mark 97550 04/04/2011 14:43:48 × 597550 04/04/2011 14:43:48 × Reader room B Smith Mark 597550 Reader room B 597550 Smith Mark 04/04/2011 14:43:44 ~ toom A Reader room B Reader room D Reader room B 597550 Smith Mark Reception 04/04/2011 14:43:11 loom A ~ 597550 Smith Mark 04/04/2011 14:43:10 Supervisio × 597550 mith Mark Administration Reader room B ~ Alarms / Messages Export List Logout 5 S. I. A.

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).

Date and Time 04/04/2011 14:44:45 04/04/2011 14:44:40 04/04/2011 14:44:39 04/04/2011 14:44:35 04/04/2011 14:44:34 04/04/2011 14:44:33	Result	Environment Room A Room A Room A Room A	Device Reader room B Reader room B Reader room B	Card Code 597550 597550	NCard	Owner 3 Smith Mark		Zone Management
04/04/2011 14:44:45 04/04/2011 14:44:40 04/04/2011 14:44:39 04/04/2011 14:44:35 04/04/2011 14:44:34 04/04/2011 14:44:33	> > > > > >	Room A Room A Room A Room A	Reader room B Reader room B Reader room B	597550 597550		3 Smith Mark		
04/04/2011 14:44:40 04/04/2011 14:44:39 04/04/2011 14:44:35 04/04/2011 14:44:34 04/04/2011 14:44:33	> > > > > >	Room A Room A Room A	Reader room B Reader room B	597550				Unit of Friday
04/04/2011 14:44:39 04/04/2011 14:44:35 04/04/2011 14:44:34 04/04/2011 14:44:33	 	Room A Room A	Reader room B			3 Smith Mark		
04/04/2011 14:44:35 04/04/2011 14:44:34 04/04/2011 14:44:33 04/04/2011 14:44:33	 	Room A		597550	:	3 Smith Mark		9 😔 🖳
04/04/2011 14:44:34 04/04/2011 14:44:33 04/04/2011 14:44:32	~		Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:33		Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:22	 ✓ 	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44.52	~	Room A	Reader room B	597550		3 Smith Mark		
04/04/2011 14:44:24	~	Room A	Reader room B	597550		3 Smith Mark		
04/04/2011 14:44:20	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:17	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:13	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:10	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:44:07	~	Room A	Reader room B	597550		3 Smith Mark		
04/04/2011 14:44:05	~	Room A	Reader room B	597550		3 Smith Mark		
04/04/2011 14:44:02	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:43:58	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:43:55	~	Room A	Reader room B	597550		3 Smith Mark		
04/04/2011 14:43:52	×	Room A	Reader room B	39263		0 ?????		
04/04/2011 14:43:48	×	Room D	Reader room D	597550		3 Smith Mark		
04/04/2011 14:43:48	×	Room C	Reader room C	597550	:	3 Smith Mark		
04/04/2011 14:43:47	~	Room A	Reader room B	597550		3 Smith Mark	i	
04/04/2011 14:43:44	~	Room A	Reader room B	597550	:	3 Smith Mark		
04/04/2011 14:43:11	~	Room A	Reader room B	597550		3 Smith Mark		Reception
04/04/2011 14:43:10	×	Room D	Reader room D	597550		3 Smith Mark		Supervision
04/04/2011 14:43:06	~	Room A	Reader room B	597550	:	3 Smith Mark		Administration
04/04/2011 14:43:03		Room A	Reader room B	597550		3 Smith Mark	-	Alarms / Messages



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

Save As					×
😋 🔵 🗢 🏝 🕨 Computer	▶ Windows7_OS (C:) ▶		✓ ✓ Search	h Windows7_OS (C:)	Q
Organize 🔻 New folde	r				0
⊿☆ Favorites	Name	Date modified	Туре	Size	
🧮 Desktop	퉬 Books	28/03/2011 18:23	File folder		
🗼 Downloads	퉬 Intel	14/04/2010 19:14	File folder		
Recent Places	퉬 mfg	14/04/2010 19:49	File folder		
🍌 WCS immagini wcs i	퉬 PerfLogs	14/07/2009 04:37	File folder		
퉬 01591-top	퉬 Program Files	31/03/2011 15:55	File folder		
퉬 01591-top Install e C	퉬 swshare	28/03/2011 18:33	File folder		
퉬 01591-top Uso	SWTOOLS	28/03/2011 18:35	File folder		
鷆 MaterialePrecedenti	퉬 Users	28/03/2011 18:35	File folder		
	퉬 Windows	28/03/2011 18:35	File folder		
Comments Music Music P → Network Windows7_OS(C:) Windows7_OS(C:) P → Lenovo_Recovery (C P ← Network					
File name: Export	WCS				•
Save as type: Excel V	Vorkbook (*.xls)				_
Alide Folders			Sa	Cance	:

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

Administrator			Well-Contact Suite	v.1.3.0.2				
Events List - Access							Supervision	
Date and Time	Result	Environment	Device	Card Code	NCard	Owner	Tone Manage	ement
04/04/2011 14:44:45	~	Room A	Reader room B	597550		8 Smith Mark		inche
04/04/2011 14:44:40	~	Room A	Reader room B	597550	1	8 Smith Mark	List of Eve	ents
04/04/2011 14:44:39	~	Room A	Reader room B	597550	3	8 Smith Mark	9 🐱)
04/04/2011 14:44:35	 	Room A	Reader room B	597550		8 Smith Mark		
04/04/2011 14:44:34	~	Room A	Reader room B	597550	5	8 Smith Mark		
04/04/2011 14:44:33	~	Room A	Reader room B	597550	6	8 Smith Mark		
04/04/2011 14:44:32	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:44:24	~	Room A	Reader room B	597550	8	8 Smith Mark		
04/04/2011 14:44:20	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:44:17	~	Room A	Reader room B	597550	8	8 Smith Mark		
04/04/2011 14:44:13	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:44:10	 	Room A	Reader room B	597550	8	8 Smith Mark		
04/04/2011 14:44:07	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:44:05	~	Room A	Reader room B	597550	8	8 Smith Mark		
04/04/2011 14:44:02	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:43:58	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:43:55	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:43:52	×	Room A	Reader room B	39263	(55555		
04/04/2011 14:43:48	×	Room D	Reader room D	597550	5	8 Smith Mark		
04/04/2011 14:43:48	×	Room C	Reader room C	597550	3	8 Smith Mark		
04/04/2011 14:43:47	~	Room A	Reader room B	597550	5	8 Smith Mark		
04/04/2011 14:43:44	~	Room A	Reader room B	597550	3	8 Smith Mark		
04/04/2011 14:43:11	~	Room A	Reader room B	597550	5	8 Smith Mark	Reception	
04/04/2011 14:43:10	×	Room D	Reader room D	597550	3	8 Smith Mark	Supervision	
04/04/2011 14:43:06	~	Room A	Reader room B	597550	3	8 Smith Mark	Administration	n
04/04/2011 14:43:03	~	Room A	Reader room B	597550	1 3	Smith Mark	Alarms / Messa	ages
						Export List	Logout	
\$ \$!! &	_				F1652361-2	E3B-46BC-805C-F29576C7193B 12/7/	3 0 04/04/2011 14:45:1	14 Write "

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 related to the access event. This is the environment where the transponder reader that sent the located.					
Device	Description of the transponder reader that sent the data.				
Card Code	It is the code that identifies the card (access card).				
NCard	It is the index of the card assigned to the customer. As described above, in fact, if a customer has been assigned multi- ple 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

🔒 Events List - Pres	ence								Supervi	ision	
Start	▲ End	Result	Environment	Device	Card Code	NCard	Owner		Zon	e Manager	ment
04/04/2011 14:43:05	04/04/2011 14:43:11	~	Room A	Holder room B	597550	3	Smith Mark		List of Event		
04/04/2011 14:43:13	04/04/2011 14:43:34	×	Room A	Holder room B	597550	3	8 Smith Mark			IST OF EVEN	
04/04/2011 14:43:46	04/04/2011 14:43:49	×	Room A	Holder room B	597550	3	8 Smith Mark		-	→• €	2
04/04/2011 14:43:50		×	Room C	Holder room C	597550	3	8 Smith Mark		F		
04/04/2011 14:43:57	04/04/2011 14:44:03	×	Room A	Holder room B	597550	3	8 Smith Mark			<u> 1</u>	
04/04/2011 14:44:04	04/04/2011 14:44:18	~	Room A	Holder room B	597550	з	8 Smith Mark				
04/04/2011 14:44:19	04/04/2011 14:44:33	~	Room A	Holder room B	597550	3	8 Smith Mark				
04/04/2011 14:44:42	04/04/2011 14:44:47	~	Room A	Holder room B	597550	3	8 Smith Mark				
04/04/2011 14:53:07		×	Room A	Holder room B	239104	2	Brown Robert	=			
04/04/2011 14:53:13		×	Room A	Holder room B	239104	2	8 Brown Robert				
04/04/2011 14:53:17		×	Room A	Holder room B	239104	2	Brown Robert				
04/04/2011 14:53:21		×	Room A	Holder room B	239104	2	8 Brown Robert				
04/04/2011 14:53:26		×	Room A	Holder room B	239104	2	Brown Robert				
04/04/2011 14:53:41		×	Room A	Holder room B	239104	2	8 Brown Robert				
04/04/2011 14:53:44		×	Room A	Holder room B	239104	2	Brown Robert				
04/04/2011 14:53:48		×	Room A	Holder room B	239104	2	8 Brown Robert				
04/04/2011 14:53:52		×	Room A	Holder room B	239104	2	Brown Robert				
04/04/2011 14:53:56		×	Room A	Holder room B	239104	2	8 Brown Robert				
04/04/2011 14:53:59		×	Room A	Holder room B	239104	2	Brown Robert				
04/04/2011 14:54:03		×	Room A	Holder room B	239104	2	8 Brown Robert				
04/04/2011 14:54:07		×	Room A	Holder room B	239104	2	2 Brown Robert				
04/04/2011 14:54:43		×	Room A	Holder room B	39263	0	\$\$\$55				
04/04/2011 14:54:45		×	Room A	Holder room B	39263	0	?????		Recepti	ion	
04/04/2011 14:54:57		×	Room A	Holder room B	39263	0	25555		Superv	ision	
04/04/2011 14:54:59		×	Room A	Holder room B	39263	0	?????		Admini	stration	
04/04/2011 14:55:02			Room A	Holder room B	39263		22222	-		1	

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 customer. As described above, in fact, if a customer has been assigned multi- ple cards, these are determined by a sequential index (starting with #1).					
Owner	Full Name of the customer who has been assigned the card that was read by a transponder reader.					



The "Login" list

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

🗓 Events List - L	ogin						Supervision
gin	Logout	PC-Name	Level	Username	User Name	User's Last Name	Zone Manageme
/04/2011 15:11:15		LENOVO-MINI3	Administrator	Admin			the of French
04/2011 15:08:51	04/04/2011 15:10:37	LENOVO-MINI3	Administrator	Admin			List of Events
04/2011 15:06:51	04/04/2011 15:08:34	LENOVO-MINI3	Administrator	Admin			1 2
04/2011 14:38:09	04/04/2011 15:05:42	LENOVO-MINI3	Administrator	Administrator			
04/2011 10:24:46	04/04/2011 14:37:42	LENOVO-MINI3	Administrator	Administrator			
4/2011 09:52:31	04/04/2011 10:24:19	LENOVO-MINI3	Administrator	Administrator			
4/2011 09:52:11		LENOVO-MINI3	Administrator	System	System Services	System Services	
4/2011 08:53:32		LENOVO-MINI3	Administrator	Administrator			
							Reception
							Reception Supervision Administration

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

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

Note: The login list can also display access by the Well-Contact Suite Software services which begin at computer startup. These accesses are performed by the user with username "System", name "System Services" and last name "System Services".


The "Commands" list

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

🕞 Events List -	Commands							Supervision
Date and Time	Address	Value	Description	Scenario	PC-Name	Username	Result	Zone Managemer
04/04/2011 14:59:38	2/0/2	34043840	Reader server confirm		LENOVO-MINI3	System	 	1 Int of Durants
4/04/2011 14:58:00	2/1/2	34043840	Holder server confirm		LENOVO-MINI3	System	 	List of Events
4/04/2011 14:57:57	2/1/2	34043860	Holder server confirm		LENOVO-MINI3	System	~	9 20
4/04/2011 14:57:55	2/1/2	34043840	Holder server confirm		LENOVO-MINI3	System	 	
4/04/2011 14:57:47	2/1/2	34043860	Holder server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:57:45	2/0/2	34043840	Reader server confirm		LENOVO-MINI3	System	 	
4/04/2011 14:57:45	2/1/2	34043840	Holder server confirm		LENOVO-MINI3	System	 	
4/04/2011 14:57:41	2/0/2	34043840	Reader server confirm		LENOVO-MINI3	System	 	
4/04/2011 14:57:39	2/1/2	34043860	Holder server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:57:37	2/0/2	34043840	Reader server confirm		LENOVO-MINI3	System	 	
4/04/2011 14:57:16	3/1/2	340438FFFFFF0	Reader access data ro		LENOVO-MINI3	Administrator	~	
4/04/2011 14:57:15	3/2/2	340438FFFFFF0	Holder access data ro		LENOVO-MINI3	Administrator	~	
4/04/2011 14:57:12	3/2/2	597550000000	Holder access data ro		LENOVO-MINI3	Administrator	~	
4/04/2011 14:57:12	3/1/2	597550000000	Reader access data ro		LENOVO-MINI3	Administrator	 	
4/04/2011 14:56:40	2/0/2	23910400	Reader server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:56:36	2/1/2	03926300	Holder server confirm		LENOVO-MINI3	System	 	
4/04/2011 14:56:34	2/0/2	03926300	Reader server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:56:33	2/1/2	03926300	Holder server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:56:31	2/0/2	03926300	Reader server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:56:30	2/0/2	03926300	Reader server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:56:28	2/0/2	23910400	Reader server confirm		LENOVO-MINI3	System	~	
4/04/2011 14:56:24	0/0/3	1234	PlantCode		LENOVO-MINI3	Administrator	~	
4/04/2011 14:56:21	0/0/2	Monday 14:56:	Time		LENOVO-MINI3	Administrator	~	Reception
4/04/2011 14:56:19	0/0/1	04-04-2011	Date		LENOVO-MINI3	Administrator	~	Supervision
4/04/2011 14:55:13	2/1/2	03926300	Holder server confirm		LENOVO-MINI3	System	~	Administration
4/04/2011 14:55:11	2/1/2	03926300	Holder server confirm		LENOVO-MINI3	Svstem	v	Alarms / Messages

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

Parameter Name (column)	Description
Date and Time	Date and time of command sending.
Address	Group address to which the command was sent.
Value	Value of the command.
Description	Description of the group address to which the command was sent.
Scenario	Indicates whether the command sent is part of a scenario.
PC-Name	Name of the computer from which the command was sent.
Username	Username of the user who was logged in to the Well-Contact software suite at the time of the command.
Outcome	Outcome of the command: X= The command was not sent successfully V = The command was sent successfully



The button for searching in the events list

Using this button, you can search in each of the sub-sections of the events list. Pressing "Search the List" activates the search procedure in the events list currently displayed.



Search in Events-Access list

1. Select the Events-Access list

2. Press the search button This window appears

	Search for Events
VIMAR	
Device	Define Delete
Card Code	
Owner	
Date from	30/08/2011 · to 01/09/2011 ·
Result	Positive Vegative
Environment	All
5 Exit	Search

DEVICE: Clicking on the button "Define" displays the tree structure of the configured devices, where you can select the appropriate device for the search; clicking "Delete" will delete the selection

CARD CODE: you can enter the code of the card to search

OWNER: you can enter the name and/or last name of the owner of the card

DATE: you can enter the period to search

RESULT: You can perform a search if the outcome of the command linked to the device is not successful (negative), or if the outcome of the command linked to the device is successful (positive), or in both cases (positive and negative)

ENVIRONMENT: you can enter the environment to search



Search in Events-Presence list

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

	Search for Events
VIMAR	
Device	Define Delete
Card Code	
Owner	
Date from	04/09/2011 • to 06/09/2011 •
Туре	Presence Beginning Presence End
Result	Positive Vegative
Environment	All
5 Exit	Search

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

 $\ensuremath{\textbf{OWNER}}\xspace$ you can enter the name and/or last name of the owner of the card

DATE: you can enter the period to search

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

RESULT: You can perform a search if the outcome of the command linked to the device is not successful (negative), or if the outcome of the command linked to the device is successful (positive), or in both cases (positive and negative)

ENVIRONMENT: you can enter the specific environment to search



Search in Events-Login list

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

	Search for Events	
VIMAR		
Username		
PC Name		
Date / Time from Type	30/08/2011 ▼ to 01/09/2011 ✓ LogIn ■ LogOut	▼
S Exit		Search

 $\ensuremath{\textbf{USERNAME}}$: you can enter the Username to search

PC NAME: you can enter the Pc Name to search

DATE: you can enter the period to search

TYPE: If LogOut isn't set, the search is performed on all customers/staff members; if LogOut is set, the search is performed only on customers/staff members who have exited the program.



Search in Events-Commands list

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

	Search for Events	
VIMAR		
Username		
PC Name		
Group address	Define	Delete
Scenario	All	
Date / Time from	30/08/2011 • to 01/09/2011 •	
S Exit	C	Search

USERNAME: you can enter the Username to search

PC NAME: you can enter the Pc Name to search

ADDRESS/OBJECT: clicking the button "Define" displays the tree structure of the configured addresses, where you can select the appropriate address for the search; clicking "Delete" will delete the selection

SCENARIO: you can enter the scenario to search

DATE: you can enter the period to search



The Administration section

Introduction

From the Administration section, you can manage the staff of the accommodation.

The main functions performed by this section are listed below and are described in detail in the following chapters.

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

The Administration section includes two subsections:

- The "Staff" subsection. In this subsection are the lists of the "active" staff and that of the staff historical archive, and it also allows for a search in the same lists
- The "Staff Details" subsection provides access to staff records in the lists of the "Staff" subsection.

The "Staff" subsection

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

👌 🚣 Admin 🚟	The fast	Well-Contact Sui	te v.1.3.0.2			
(†)						_
🖉 Active Staff	F					Administration
Mr./Ms.	Name	Surname	Function		8	Personal
Mss.	Rose	Jhonson	Maintenance		2	0 % ()
Miss.	Lisa	Roberts	Administrator		1	
						Reception
						Supervision
						Administration
						Alarms / Messages
					New Staff	Logout
\$ € J , 6 F1552561-2E38-468C-805C-F29576C71938 4/0/3 1 04/04						

From the Staff window you can see the following areas:

- The staff list
- The "New Staff" button
- The "Export List" push button. If the list contains at least one element, there is the "Export List" push button, by pressing which you can export the contents of the displayed list in xls format.
- The navigation area (choice of the section and subsection of the Well-Contact Suite software). In the subsection are the following buttons:
- The button for selecting the "Active Staff"
- The button for selecting the "Staff Archive"
- The button for searching the staff



The staff list

The staff list consists of a table whose rows represent the staff members (one row for each staff member) and whose columns display the main staff data. In the following picture is highlighted the section that displays such list within the staff window.

Admin 🏭 Well-Contact Suite v1.3.0.2							
Active Staff						Administration	
Mr./Ms.	Name	Surname	Function		8	Personal	
Mss.	Rose	Jhonson	Maintenance				
Miss.	Lisa	Roberts	Administrator				
						Reception	
						Supervision	
						Administration	
					Cile	Alarms / Messages	
					C. New Staff	Logout	
\$\$ \$ U \$			F:	1652361-2E3B-46BC-805C	-F29576C7193B 4/0/	3 1 04/04/2011 15:21:28 Write 🌄	

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 of the Active Staff, select the button shown in the picture below, under the "Staff" section in the "Administration" section.

Administration
Personal
2 2 2

The list of active staff is shown in the picture



Ť	Called				
Active S	Staff				Administration
Ir./Ms.	Name	Surname	Function	8	Personal
ISS.	Rose	Jhonson	Maintenance	2	
liss.	Lisa	Roberts	Administrator	1	2 2 2
					Reception
					Supervision
					Administration
					Alarms / Messages
				New Staff	Logout

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

- Title
- Name
- Last name.
- Function. Note on the possible function or assigned duties.
- Card Number of active cards assigned.

Sorting the list

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

Viewing a staff member details

From the list of active customers you can switch to the detail view of the staff (left) clicking the corresponding row on the list. To return to the staff list (left) click the "Staff" button of the "Administration" section.

The "Staff Archive" list

The list contains all active staff members of who are not in possession of an active card.

Therefore, to this list belong the staff members:

- Who were included in the Well-Contact Suite software database but there's still no active cards (access cards) available for them.
- Who were part of the active customers list whose cards have later been disabled (access card) (or access cards).



To view the Active Staff, select the button shown in the picture below, under the "Staff" section in the "Administration" section.



The archived staff list is shown in the picture

👌 👗 Admi	nistrator 🚟		Well-Contact Suite v. 1.6. 3.0					
🎥 Staff Ar	chive							Administration
Mr./Ms.	Name	Surname	Function		8	Remov	re 🗖	Personal
Mr.	Mark	Taylor	Service			1		
Mr.	Steven	Williams	Maintenance			1		či či či
Mrs.	Alicia	Roberts	Assistant			1		
								Reception
								Supervision
								Administration
				6 ×	Remove	64		Alarms / Messages
				Éî	selected	Ċ,	New Staff	Logout
端 💐 🎩 🕭 👘				-	_	_	_	Device connection broken 🚏

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

- Title
- Name
- Last name.
- Function. Note on the possible function or assigned duties.
- Card Number of active cards assigned.

Sorting the list

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

Viewing a staff member details

From the list of archived customers you can switch to the detail view of the staff (left) clicking the corresponding row on the list. To return to the staff list (left) click the "Staff" button of the "Administration" section.



Navigation area

Admin	and then	Well-Contact Sui	te v.1.3.0.2				
Active Staff							Administration
Mr /Ms	Name	Surname	Eunction				Perronal
Mss.	Rose	Jhonson	Maintenance			2	
Miss.	Lisa	Roberts	Administrator			1	2 2 2
							Becention
							Competition
							Supervision
							Administration
					5	New Staff	Alarms / Messages
					6,	New Staff	Logout
\$\$ \$ L 4				F1652361-2E3B-46BC-805C	-F295760	71938 4/0/3 1	04/04/2011 15:21:28 Write 📸

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

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



Admin 🔠	the fait of the second s	Well-Contact Sui	te v.1.3.0.2	_		
Active Staff	ŧ					Administration
Mr./Ms.	Name	Surname	Function		8	Personal
Mss.	Rose	Jhonson	Maintenance		2	
Miss.	Lisa	Roberts	Administrator		1	
						Becation
						Reception
						Supervision
						Administration
						Alarms / Messages
					New Staff	Logout
\$\$ \$ L &				F1652361-2E3B-46BC-805	C-F29576C7193B 4/0/3	1 04/04/2011 15:21:28 Write 📸

The button for selecting the list of active customers



The button for selecting the staff archive



The button to search the list of the currently active staff





Pressing the search button you can search the list of the staff members that are active at that time (in the picture a search in the active staff list is started), from the window shown in the picture below.

👌 🚣 Admin 🔡	and the second se	Well-Contact Su	ite v.1.3.0.2			
🖉 Active Staf	f					Administration
Mr./Ms.	Name	Surname	Function		8	Personal
Miss.	Lisa	Roberts	Administrator		1	
Mss	Rose	Jhonson	Maintenance		1	čí čí ്
		Search Surname Exit	Search			Reception
						Administration
						Alarms / Messages
					New Staff	Logout
🐝 🔍 🎩 🗛			F16	52361-2E3B-46BC-805C-F	29576C7193B 15/1/1 1	04/04/2011 15:40:23 Write 📸

Enter the last name to search in the staff list and press the "Search" button.

To cancel the search press the "Exit" button.

The search procedure ends with the display of the search results in the staff list. The staff members that meet the search criteria will be displayed. To return to the full staff list, press the button to view the desired list (active or archived staff).



Adminis	trator		Well-Contact Suite v. 1.6.3.0			
<u>т</u> –						
🖉 Staff Arch	ive					Administration
Mr./Ms.	Name	Surname	Function	8	Remove	Personal
Mr.	Mark	Taylor	Service	1	L	
Mr.	Steven	Williams	Maintenance	1	L	
Mrs.	Alicia	Roberts	Assistant	1	L	
						Reception
						Supervision
						Administration
				K Remove	CH Handler	Alarms / Messages
				er selected	S New Staff	Logout
🖐 🛼 🎩 🗛 👘						Device connection broken

The "Remove selected" button

Pressing the "Remove selected" button, one or more names can be removed from the personal archive.

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

The "New Staff" button

The "New Staff" button, shown in the picture 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.
- \bullet 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)

Admin 🔡	Well-Contact Suite v.1.3.0.2	
		0 deviaistantian
Personal		Administration
Title	· · · · · · · · · · · · · · · · · · ·	Personal
Name	Street	Personal Detail
Surname	Post Code Prov.	
Notes	City	
	Function	
rooms	Telephone	
	Mobile Telephone	
	Fax	
	Email	
Ft	Fiscal code 👻	
	Identity card 👻	
		Back to Personal
		List
Access to Bedroom Common Areas		Reception
	Turn of and Malakanana	Supervision
×= ×=	Type of caru Maintenance *	Administration
		Replace Card
		Logout
TO TO 10 40	F1652361-2E3B-46BC-80	15C-F29576C7193B 4/0/3 1 04/04/2011 15:42:32 Write " 🦉

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



A A	dmin 🚟		Well-Contact Sui	te v.1.3.0.2			- 8 - 8
M	and						
📲 Staff	[Active]					A	Administration
Title	Miss.	-					Personal
Name	Lisa	Street	London Street				Personal Detail
Surname	Roberts	Post Code	123456 Prov				
Notes		City	Oxford				
Analasad		Function	Administrator				
rooms		Telephone	·				
		Mobile Telepho	one 🔺 123456789123				
		Fax	• 123456789123				
		Email	✓ I.rose@swnet.en				
Et		Fiscal code	·				
=×		Identity card	· ·				
<u>ت</u>							
Acces	ss Block				1 R	emove accesses	
Card	1 Active]						
Access to B	edroom Common Areas					F	Reception
10	555 - swimm.pool	Type of card	Administrator			s	Supervision
*=	³³ ₹					P	Administration
20						P	Alarms / Messages
m					S	Replace Card	Logout
** * L 4					F1652361-2E3B-46BC-805C-F2957	76C7193B 4/0/3 1 04	4/04/2011 15:48:32 Write 📸

The window "Customer Detail" is divided as follows:

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

The following chapters describe the above areas in detail.



Admin 🔠	Well-Contact Suite v.1.3.0.2	
2 Staff [Active]		Administration
Title Miss.		Personal
Name	Street London Street	Personal Detail
Surname Roberts	Post Code 123456 Prov.	
Notes	City Oxford	
	Function Administrator	
Assigned rooms	Telephone Y	
	Mobile Telephone v 123456789123	
	Fax - 123456789123	
	Email - Lrose@swnet.en	
	Fiscal code 🔻	
	Identity card 👻	
Access Block	Remove accesses	
Card 1 Active]		
Access to Bedroom Common Areas		Reception
101 555 - swimm.pool	Type of card Administrator	Supervision
		Administration
		Alarms / Messages
	Replace Card	Logout
\$\$ \$ U 4	F1652361-2E38-46BC-805C-F29576C7193B 4/0/3 1	04/04/2011 15:48:32 Write

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

Adı	min da			Well-Contact Sui	te v.1.3.0.2	_	_	
📲 Staff [[Active]							Administration
Title	Miss.	-				1		Personal
Name	Lisa	Street	Londo	on Street				Personal Detail
Surname	Roberts	Post Code	1234	56 Prov				
Notes		City	Oxfor	rd				
Accimed		Function	Admi	nistrator				
rooms		Telephone	-					
		Mobile Telephor	ne 👻	123456789123				
		Fax	*	123456789123				
		Email	-	I.rose@swnet.en				
Et		Fiscal code	-					
FX		Identity card	*					
[
Acces	s Block Jobs List		_				Remove accesses	
Card	1 Activej							
Access to Be	Common Areas							Reception
		Type of card	Ad	Iministrator -				Supervision
*=								Administration
								Alarms / Messages
							Replace Card	Logout
\$\$ \$ L &						F1652361-2E3B-46BC-8	05C-F29576C7193B 4/0/3 1	04/04/2011 15:48:32 Write 📸

In this area there are details on the staff member, the possible assignment of the rooms (for room service staff) and associated cards, grouped into four sub-areas:

- Staff member status
- Personal data.
- Details of assigned rooms (for room service staff).
- List of assigned access cards.



Staff status (Staff Detail section)

Adr	min ala		Well-Contact Suite v.1.3.0.2		
Staff [[Active]	_			Administration
Title	Miss.				Personal
Name	Lisa	Street	London Street		
Surname	Roberts	Post Code	123456 Prov.		
Notes		City	Oxford		
		Function	Administrator		
Assigned rooms		Telephone			
		Mobile Telepho	ne × 123456789123		
		Fax	+ 123456789123		
		Email	→ I.rose@swnet.en		
F+		Fiscal code	•		
		Identity card			
Access	s Block			Remove accesses	
	Les the second				
Card	1 Active]				
Access to Be	common Areas				Reception
101	1 555 - swimm.pool	Type of card	Administrator -		Supervision
333					Administration
202					Alarms / Messages
m				Replace Card	Logout
* 3 L A			F16	52361-2E3B-46BC-805C-F29576C7193B 4/0/3 1	04/04/2011 15:48:32 Write

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



Staff personal data

Adr	min and	-		Well-Contact Suite v.1.3.0.2		-	
2 Staff [Active						Administration
Title	Miss.						Personal
Name	Lisa		Street	London Street			Deveral Date?
Surname	Roberts		Post Code	123456 Prov.			Personal Detail
Notes			City	Oxford			
			Function	Administrator			
Assigned rooms			Telephone	•			
			Mobile Telepho	one * 123456789123			
			Fax	· 123456789123			
			Email	 I.rose@swnet.en 			
Ft			Fiscal code	*			
			Identity card				
Access	s Block	Jobs List				Remove accesses	
Card :	1 Active]						
Access to Be	droom	Common Areas					Reception
101	1	555 - swimm.pool	Type of card	Administrator			Supervision
333			, pe or card				Administration
202							Alarms / Messages
m D						Replace Card	Logout
3. S. B. A.					F1652361-2E38-	46BC-805C-F29576C7193B 4/0/3 1	04/04/2011 15:48:32 Write 🔭

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

• "Main" data area

Here, you will find the following fields:

- Last Name
- Name
- Title
- Notes

IMPORTANT: In order to enter the card of a staff member you need to fill the field "Last Name".

• "Extended" data area

Here, you will find the following fields:

- Address
- Post code
- Prov. (Province)
- City

- Function. In this field you can indicate the function or task of the person in the accommodation.

- Telephone

You can set up to a maximum of three phone numbers, selectable via the drop-down menu that appears when you click the "Telephone" button.

- Mobile

You can set up to a maximum of three cellphone numbers, selectable via the drop-down menu that appears when you click the "Mobile" button. - Fax

You can set up to a maximum of three fax numbers, selectable via the drop-down menu that appears when you click the "Fax" button.

- E-mail

You can set up to a maximum of three e-mail addresses, selectable via the drop-down menu that appears when you click the "E-mail" button.

- Fiscal Code

You can set both the fiscal code and the VAT number, selectable via the drop-down menu that appears when you click the "Fiscal Code" button.



- ID Card

You can set data for Identity Card, Passport, Driver's License or any other identification document, selectable via the drop-down menu that appears when you click the "ID Card" button.

- Photos

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

-			
Street	Lond	on Street	
Post Code	6432	1 Pro	v.
City	Oxfo	rd	
Company			
Telephone	-		
Mobile Telephor	ne 🔹	1234567891	
Fax	-	1234567891	
Email	-	m.brown@mail.com	
Fiscal code	-		
Identity card			

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

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

-						
Street	London Street					
Post Code	6432	1]		Prov.	
City	Oxfo	rd				
Company						
Telephone	-					
Mobile Telephor	ne 🝸	12345	67891			
Fax	-	12345	67891			
Email	-	m.bro	wn@mail	.com		
Fiscal code	*					
Identity card	-					



• The window for the picture selection appears.

Open	and a local		x
🚱 🛇 🗢 🚢 🕨 Computer 🕨 Windows7_OS (C:) •	✓ 4 Search Windows7_OS (C:)	٩
Organize 💌 New folder		8= 👻 🚺	0
▲ 🔆 Favorites	Name	Date modified Type	
🧮 Desktop	Books	28/03/2011 18:23 File fold	der
🗽 Downloads	퉬 Intel	14/04/2010 19:14 File fold	der
🔠 Recent Places	\mu mfg	14/04/2010 19:49 File fold	der
WCS immagini wcs inglese	PerfLogs	14/07/2009 04:37 File fold	der
퉬 01591-top	퉬 Program Files	31/03/2011 15:55 File fold	der
퉬 01591-top Install e Config	iswshare	28/03/2011 18:33 File fold	der
퉬 01591-top Uso	SWTOOLS	28/03/2011 18:35 File fold	der
퉬 MaterialePrecedentiManuali	Users	28/03/2011 18:35 File fold	der
	Windows	28/03/2011 18:35 File fold	der
4 🥽 Libraries			
Documents			
🖻 🎝 Music			
Pictures			
Videos			
4 🖳 Computer			
Windows7_OS (C:)			
Elenovo_Recovery (Q:)			
Þ 🙀 Network			
	٠ (m	T	•
File name:		✓ jpg (*.jpg)	•
		Open 🔽 Cance	1

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

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

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

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



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

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

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



Data of the room associated with the staff

	dmin 🔤			Well-Contact Suite v1.3.0.2	-	
2 Staff	[Active]					Administration
Title	Miss.					Personal
Name	Lisa	Street	Lond	on Street		Personal Detail
Surname	Roberts	Post Code	1234	IS6 Prov.		
Notes		City	Oxfo	rd		
		Function	Adm	inistrator		
rooms		Telephone				
		Mobile Telepho	ne -	123456789123		
		Fax	~	123456789123		
		Email		I.rose@swnet.en		
Et		Fiscal code				
EX		Identity card				
- <u>-</u>						
â Acces	ss Block				Remove accesses	
Card	1 Active]					
Access to B	edroom Common Areas					Reception
10	01 555 - swimm.pool 🕐	Type of card	۵	dministrator -		Supervision
*=	33	i pe on curo				Administration
20						Alarms / Messages
					Replace Card	Logout
* * * *				CASE AND CAS	10/01 1000 0000 0000 0000 1/0/0	

In this area you can enter the "assigned" rooms or rooms of "responsibility" of a staff member, of which you want to manage the "job list" (which will be described later).

To assign rooms to a staff member whose "job list you want to manage, follow these steps.

1. Left click the area of the assigned rooms, as shown in the picture below.

Admin 🚟		Well-Contact Suite v.1.3.0.2		
Staff [Active]				Administration
Title Miss.	-			Personal
Name Lisa	Street	London Street		Personal Datail
Surname Roberts	Post Code	123456 Prov.		T CTSONDI DECUN
Notes	City	Oxford		
	Function	Administrator		
Assigned rooms	Telephone			
	Mobile Telephor	123456789123		
	Fax	* 123456789123		
	Email	- I.rose@swnet.en		
	Fiscal code			
	Identity card			
Content of the second s			Remove accesses	
Card 1 Active]				
Access to Bedroom Common Areas				Reception
101 555 - swimm.pool 🕐				Supervision
333 3	Type of card	Administrator		Administration
202				Alarms / Messages
8 m D 8 8 1			Replace Card	Lesout
			51552351-2538-4580-8050-52575074095-4/0/2 1	04/04/2011 15:48:32 Write



The window for the assigned rooms selection appears. The window shows a tree with the structure of the accommodation, divided by building, floor, rooms.

To expand the branches of the tree, select the '+' symbol, while to collapse the branches select the symbol '-'.

To assign the rooms belonging to a particular branch to a staff member, select the corresponding branch.

This makes it possible to make selections quickly.

The selected (assigned) branches are highlighted in green, while those non-assigned are white.

E.g. To select all the rooms on a floor, select the name of the related plan.

To select all the hotel rooms except one: select the name of the hotel (all branches are highlighted in green) and then exclude the desired room selecting it (the color of the room will be white).

2. Select the rooms to assign to the staff member.

The selection window will look as shown in the following picture.

Bedrooms Access
- Floor 1
- 🔽 💶 Room A
Floor 2
Room C
🛨 Exit 🗸 Ok

In the picture were selected:

a. All of the hotel's first (all the rooms on the first floor).

b. The room "Room C" on the second floor of the hotel.

3. Press "Confirm" to confirm the room assignment, or press "Exit" to cancel the operation.

4. After performing the assignment, the list of assigned rooms will look as shown in the picture below.



Assigned rooms status

The appearance of the assigned rooms changes according to the state of cleanliness and the need to check the minibar. Here follows a table with the description of the possible status of the assigned rooms.

Symbol color	Parameter Name (column)	Description
	Work to do	The assigned room needs tidying up or the content of the minibar should be checked
	No work to do	The assigned room does not need any work, neither tidying up nor checking of the content of the minibar.
	Maintenance	The room is under maintenance



The following picture shows the appearance of two assigned rooms that do not require any intervention from the staff.



The following picture shows the appearance of two assigned rooms that do not require any intervention from the staff (either tidying up or checking the minibar).



List of access cards created for the staff

Adm	nin ala	Well-Contact Suite v1.3.0.2	
	a - et 1		Administration
	Activej		Administration
Title	Miss.		Personal
Name	Lisa	Street London Street	Personal Detail
Surname	Roberts	Post Code 123456 Prov.	
Notes		City Oxford	
Antiput		Function Administrator	
rooms		Telephone ×	
		Mobile Telephone 👻 123456789123	
		Fax 🔻 123456789123	
		Email - I.rose@swnet.en	
E+		Fiscal code 🔹	
		Identity card 👻	
EX			
Access	Block	Remove accesses	
Card 1	Active]		
Access to Bed	Iroom Common Areas		Reception
101	555 - swimm.pool	The first Allerting	Supervision
333		Type or card Automisuator	Administration
202			Alarms / Messages
m D		Replace Card	Logout
** * L &		F1652361-2E38-468C-805C-F29576C71938 4/0/3 1	04/04/2011 15:48:32 Write 👸

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

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



This area is represented in detail in the following picture.



List of access cards associated with the staff.

The list of cards associated with the staff looks as shown below.



It includes all the access cards currently associated to the staff.

The cards associated with a staff member are numbered starting from 1.

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

Graphical symbol	Status	Status description
1	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.
1	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.
1	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. In practice removes all rights of access on all access control system devices.

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

Duplicate card creation

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

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

2. Press the "Add Access Card" button

The newly created card will be a duplicate of the selected card in the sense that it has the same rights of access.



The "Back to Staff List" button

This button, which appears only until at least one of the staff member cards has been activated, allows you to return to the staff list.

Adr	min ala	Well-Contact Suite v.1.3.0.2	
Staff [Archived		Administration
Title	Miss		Perconal
Name	lica	Street London Street	Personal
Surname	Poherts	Post Cade 123456 Prov.	Personal Detail
Notes		City Oxford	
		Function Administrator	
Assigned	333 101	Telephone	
rooms		Mobile Telephone × 123456789123	
		Fax + 123456789123	
		Email Lrose@swnet.en	
F+		Fiscal code ×	
		Identity card	
e		Back to Personal	
- C 23 10	JUS LIST		
Card 1	1 [Not Recorded]		
Access to Bee	droom Common Areas		Reception
101	1 555 - swimm.pool	Type of card Service -	Supervision
333			Administration
202			Alarms / Messages
m D		Write Card	Logout
3 3 L 4		F1652361-2E38-46BC-805C-F29576C71938 4/0/64 0	04/04/2011 16:08:02 Write



The "Revoke Access" button

Ad	Imin 20	-			Well-Contact Su	uite v.1.3.0.2		
<u> </u>								
📲 Staff	[Active]							Administration
Title	Miss.							Personal
Name	Lisa		Street	London St	reet			Personal Detail
Surname	Roberts		Post Code	123456	Prov	v.		
Notes			City	Oxford				
Annineed			Function	Administr	ator			
rooms	333 101		Telephone	_				
			Mobile Telepho	ne - 123	456789123			
			Fax	- 123	456789123			
			Email	 ✓ I.ros 	se@swnet.en			
Et			Fiscal code	-				
=×			Identity card	-				
<u>ب</u>								
								
Acces	s Block	Jobs List					Remove acce	ises
Card	1 Active]							
Access to Be	edroom	Common Areas						Reception
10	1	555 - swimm.pool	Turne of such	Samia				Supervision
33	3		Type of card	Service				Administration
20	2							Alarms / Messages
	D						Replace Ca	rd Logout
1 S. I. A.							F1652361-2E3B-46BC-805C-F29576C7193B 4/(0/64 0 04/04/2011 16:08:02 Write

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

- 1. Deletes all the rights of access to the rooms and common areas selected during the revoke access procedure.
- 2. The staff member switches to the "Archived" status.

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



The "Lock Access" button

Ad	min 🚟			Well-Contact Suite	/1.3.0.2	_	
🎝 Staff	[Active]						Administration
Title	Miss.		-				Personal
Name	Lisa		Street	London Street			Personal Detail
Surname	Roberts		Post Code	123456 Prov.			
Notes			City	Oxford			
Andread			Function	Administrator			
rooms	333 101		Telephone				
			Mobile Telepho	ne - 123456789123			
			Fax	* 123456789123			
			Email	- I.rose@swnet.en			
Et			Fiscal code				
EX			Identity card				
Acces	s Block	Jobs List				Remove accesses	
Card	1 Active]						
Access to Be	edroom	Common Areas					Reception
10:	1	555 - swimm.pool) Type of corr	Satvica			Supervision
333	³ 🔀		Type of care	Service			Administration
202	2						Alarms / Messages
m (Replace Card	Logout
					F165236	1-2E3B-46BC-805C-F29576C7193B 4/0/64 0	1 0 04/04/2011 16:08:02 Write 📆

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

NOTE: It is not necessary to program the cards.

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



The "Unlock Access" button

Adi	Imin ula		Well-Contact Suite v1.3.0.2		
2 Staff [[Locked]				Administration
Title	Miss.	-			Personal
Name	Lisa	Street	London Street		Personal Detail
Surname	Roberts	Post Code	123456 Prov.		
Notes		City	Oxford		
		Function	Administrator		
Assigned rooms	333 101	Telephone			
		Mobile Telepho	ne - 123456789123		
		Fax	× 123456789123		
		Email	→ I.rose@swnet.en		
F+		Fiscal code			
		Identity card			
Pestore					
				Remove decesses	
Card	1 [Locked]				
Access to Be	edroom Common Areas				Reception
101	1 555 - swimm.pool	Type of card	Service		Supervision
333	3				Administration
202	2				Alarms / Messages
m				Replace Card	Logout
* 8 L A			F1652361-2E3	B-46BC-805C-F29576C7193B 4/0/64 0	04/04/2011 16:14:02 Write

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

NOTE: It is not necessary to program the cards.



The "Job List" button

Ad	imin ula	Well-Contact Suite v.1.3.0.2	
2 Staff	[Active]		Administration
Title	Miss.	·	Personal
Name	Lisa	Street London Street	Personal Detail
Surname	Roberts	Post Code 123456 Prov.	· crona octai
Notes		City Oxford	
		Function Administrator	
Assigned rooms	333 101	Telephone Y	
		Mobile Telephone + 123456789123	
		Fax + 123456789123	
		Email - I.rose@swnet.en	
E+		Fiscal code 🛛 👻	
		Identity card 🕆	
Acces	ss Block	· حِطَ	Remove accesses
Card	1 Active]		
Access to Be	edroom Common Areas		Reception
10	1 555 - swimm.pool 🕐		Supervision
33	3	type of card Service	Administration
20	2		
i i mi	D		Replace Card
			Logout
20.			Replace Card Logout
36 8 L A		F1652361-2E3B-46BC-805C-F2957	6C7193B 12/7/4 0 04/04/2011 16:11:51 Write 🔭

Pressing this button a window appears that contains a table whose rows display the rooms assigned to the staff member (if you have assigned some of the rooms), which need tidying up and/or checking the minibar. This list, as will be described, can be printed or exported to MS Excel (.xls) to be, for example, delivered to the person concerned for the organization of

the work involved.



Job List

P)	Admin 🔡	fast.	-	Well-Contact Suite v.1.3.0.2	-				
ر م	obs List								Administration
Bedroo	m	Cleaning	Minibar	Notes					Personal
333		16							lobs List
101		16	aل	Put in the fridge tow bottle of natural water					1003 Elst
									Reception
									Supervision
									Administration
									Alarms / Messages
25	Back to Personal					Print List	6	Export List	Logout
	I. A.			F	1652361-2	E3B-46BC-8050	C-F29576	C7193B 4/0/3 :	L 04/04/2011 16:18:32 Write

As anticipated, the job list consists of a table whose rows display the rooms assigned to the staff member in charge, while the columns include the following fields:

Parameter Name (column) Description					
Room Room number assigned to the staff member					
Cleaning up	If the symbol appears in this column means that the room needs tidying up.				
Minibar	If the symbol appears in this column means that the minibar in the room needs checking.				
Notes	Text field available to the manager of the accommodation to add notes for the staff member.				

At the bottom of the job list window there are three buttons, with the following functions.

Button	Description
Back to Detail	Exits the job list window and returns to the staff member detail.
Print List	Allows to print the job list. Pressing the button you'll see the preview of the print, which can then be sent to the printer.
Export List	Allows you to export the job list to MS Excel (.xls). Pressing the button you'll see the window to set the file name and choose the destination folder.



Selected card details area

Adı	ministrator 🔐		Well-Contact Suite v.1.17.0.0 - Del	fault				
📲 Staff [[Archived]				Administration			
Title	Mrs.				Personal			
Name	Louise		Street		Personal Detail			
Surname	Smith		Post Code	Prov.				
Notes		-	City					
			Function Responsabile Am	ministrativa				
Assigned environments			Telephone					
			Mohile Telenhone					
			Fav					
			Email x					
Et	P		Eiscal code					
			Other					
Jo Jo	obs List			Back to Per	rsonal			
Card	1 [Not Recorded]							
Access to	Bedroom	Access to Commo	n Areas	Type of card	Recention			
	101 Room 101	ate	External gate	Administrator -	Supervision			
	102 Room 102	dor	Corridor 🕐	Expiration date	Supervision			
*	201 Room 201	3		11/04/2028 23:59	Administration			
:=	202 Room 202				Alarms			
	•			Write C	ard Logout			

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

The data is grouped into the following sub-areas:

- Status bar of the card
- Room access
- Common areas access
- Expiry date of card
- Type of card
- "Write Card" button



Status bar of the card

Ca	Card 1 [Not Recorded]								
Access to	Bedroom		Common Areas						
*	333 202	*		Type of card	Service -				
					Write Card				

This area displays the status of the selected access card.

The possible status of an access card is described in detail in the chapter List of access cards created for the staff.

Room access

Ca	rd 1 [Not	t Recor	ded]			
Access to	Bedroom		Common Areas			
	101		555 - swimm.pool			
~	333			Type of card	Service 👻	
*=	202	*=				
		:=				
						Write Card

This area displays the list of rooms that can be accessed with the selected card.

The rooms that can be accessed are highlighted in green.

In the room access list are displayed all the rooms that have been associated with the staff member and are in the list of reservations of the staff detail window.

Grant a card rights to access another room

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

Deny a card rights to access another room

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

Grant a card rights to access all rooms

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

Ca	Card 1 Active]									
Access to	Bedroom 101 333 202	¥ Z	Common Areas	Type of card	Service -					
					Write Card					

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



Deny a card rights to access all rooms

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

Ca	rd 1 Acti	ve]					
Access to	Bedroom		Common Areas				
	101		555 - swimm.pool	\bigcirc			
~	333	~-		lannand	Type of card	Service	
×=	202	*=					
8		=					Welto Card
							Write Card

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

Common areas access

Ca	Card 1 [Not Recorded]								
Access to	Bedroom		Common Areas						
	101		555 - swimm.pool						
×=	333	×=		Type of card	Service -				
*	202	*=							
					Write Card				

This area displays the list of "common areas" of the accommodation, set in the Well-Contact Suite software, which can be accessed with the selected card.

The common areas that can be accessed are highlighted with the color green (such as the common area 555 in the picture above), while all areas that cannot be accessed with the card are in white.

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

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

Grant a card rights to access a common area

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



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


Deny a card rights to access a common area

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

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

Car	d 1 Activ	/e]				
Access to	Bedroom 101 333 202		Common Areas	Type of card	Service -	Write Card

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

Ca	rd 1 Activ	re]					
Access to	Bedroom		Common Areas	-			
×=	333	×=		Type of	fcard	Service ~	
	202						Write Cord
							Write Card

The revoking of access rights to the room is completed.

Grant a card rights to access all common areas

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

Ca	rd 1 Activ	/e]				
Access to	Bedroom 101 333	×=	Common Areas	Type of card	Service -	
	202					Write Card

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

Deny a card rights to access all common areas

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

Ca	rd 1 Activ	ve]				
Access to	Bedroom 101 333 202	>> •• ••	Common Areas	Type of card	Service -	Write Card

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

Setting access times for common areas

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



Type of card

The Well-Contact system provides seven types of cards (or rather seven types of users) that can be handled by the access control system. The transponder readers recognize the type of user assigned to the read card, and the Well-system provides the management of these different types of users.

Below is a table with these types of users:

- Customer
- Service
- Maintenance
- Installer
- Security
- Assistant
- Administrator

The descriptions are indicative and not related to any particular function.

There are still seven types of users that can be distinguished by the transponder readers.

The following picture shows the menu through which you can set the type of user for the card assigned to the staff member.

Ca	Jobs List	ot Recor	ded]			Client Service Maintenance Installer	5	Back to Personal List	
Access to	Bedroom		Common Areas			Security Assistant			Reception
	101		555 - swimm.pool	\odot	Type of card	Administrator Service			Supervision
×=	333	≈ ≡							Administration
	202								Alarms / Messages
							E	Write Card	Logout
\$\$ \$\$!!	4						F1652361-2E3B-46BC-805C-F29576C7	7193B 12/2/3 0.0 04/	04/2011 16:40:14 Response 📸

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

Ca	rd 1 Acti	ve]					
Access to	Bedroom		Common Areas				
	101		555 - swimm.pool				
	333			" Type of card	Service		
*=	202	*=					
:=		:=					
							Vrite Card

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

Pressing this button you can write (or store) the data related to the card on a real card and initiate the activation of the card itself (sending access data to the automation system).

Unlike what happens with the "Write Card" button from the customer detail window, pressing the "Write Card" button from the staff detail window starts the following procedure:

1. Writing of the card through the card programmer.

2. If the previous writing of the card has been concluded successfully, start the activation process of the card itself, sending the card access data to the automation system.

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

- 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.

Adr	min ala	Well-Contact Suite v1.3.0.2	
Staff [Archived]		Administration
Title	Mss.	· · · · · · · · · · · · · · · · · · ·	Personal
Name	Lisa	Street	
Surname	Roberts	Post Code Prov.	Personal Detail
Notes		City	
		Function Maintenance	
Assigned rooms	333 101 202	Telephone Y	
		Mobile Telephone	
		Fax Y	
		Email 🔻	
F+		Fiscal code 👻	
		Identity card 👻	
	she liet	🛻 Back to Personal	
Les 20		List	
Card 1	1 [Not Recorded]		
Access to Be	droom Common Areas		Reception
101	555 - swimm.pool	Type of card Maintenance *	Supervision
333			Administration
202			Alarms / Messages
		Write Card	Logout
端 💐 🎩 🗛		F1652361-2E38-468C-805C-F29576C71938 15/2/1	L 04/04/2011 16:43:40 Write 🍍



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



3. If the procedure of writing the card ends in a positive way, for some users the following window appears. The window closes automatically without the need for any intervention.



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

	ERROR: Card writing
Error initiali	zing the card!!!
Insert a new	/ card and
Restart the	Writing.

4. If writing ends in a positive way, the Well-Contact Suite software shows the new status of the card: "Enabled" as shown in the picture below (Card detail title bar). The card is operational.

Ca	rd 1 [No	t Recor	ded]		
Access to	Bedroom		Common Areas		
	101		555 - swimm.pool		
~	333	~		Type of card	Service •
*	202	* =			
8 🚍		:=			
					Replace Card



"Write Card" button

Ca	rd 1 [Not Re	corded]		
Access to	Bedroom 101 333 202	Common Areas	Type of card	Service *

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.

Adi	Imin 🔤	Well-Contact Suite v.1.3.0.2	
Le Staff I	[Active]		Administration
Title	Mss		Personal
Name	Lisa	Street	
Surname	Roberts	Post Code Prov.	Personal Detail
Notes		City	
		Function Maintenance	
Assigned rooms	333 101 202	Telephone 🔹	
		Mobile Telephone ×	
		Fax Y	
		Email ×	
F+		Fiscal code 🔻	
		Identity card 👻	
Acces:	s Block	Remove accesses	
💳 Card	1 Active]		
Access to Be	edroom Common Areas		Reception
101	1 555 - swimm.pool	Type of card Service	Supervision
333	3		Administration
202	2		Alarms / Messages
		Replace Card	Logout
		F1652361-2F3B-468C-805C-F29526C7193B 3/2/3 999206FFFFF040415FF	04/04/2011 16:49:07 Write

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



Card writing	
Scripture Card in progress	
THE SAME	

3. If the procedure of writing the card ends in a positive way, for some users the following window appears. The window closes automatically without the need for any intervention.

Card writing
Card writing successfully completed!!!

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.

ERROR: Card writing	
Error initializing the card!!! Insert a new card and Restart the Writing.	

4. If writing ends in a positive way, the Well-Contact Suite software proceeds with the activation of the card. After this the new card will be operational and the previous card will be deactivated.



Icon to activate the configuration menu

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

Adr	min ala	Well-Contact Suite v1.3.0.2	
📲 Staff [Active]		Administration
Title	Mss.		Personal
Name	Lisa	Street London Street	Personal Detail
Surname	Roberts	Post Code 123456 Prov.	
Notes		City Oxford	
		Function Maintenance	
Assigned rooms		Telephone *	
		Mobile Telephone 🕤 123456789123	
		Fax - 123456789123	
		Email · I.rose@swnet.en	
F+		Fiscal code 🛛 👻	
		Identity card 👻	
Access	s Block	Remove accesses	
Card :	1 Active]		
Access to Be	droom Common Areas		Reception
101	555 - swimm.pool	Time of Fard Service	Supervision
333			Administration
202			Alarms / Messages
		Replace Card	Logout
* 3 B A		F1652361-2E3B-46BC-805C-E29576C7193B 4/0/64 0	04/04/2011 16:52:02 Write



The Alarms/Messages section

Introduction

From the "Alarms/Messages" section you can view and manage the alarms generated by the Well-Contact automation system.

- The main functions performed by this section are listed below and are described in detail in the following chapters.
- Viewing the list of "active" alarms and archived alarms.
- Viewing the detail data of the alarms included in the "active" and archived alarms list.
- Changing the signaling of an alarm: The alarms detail window.

The "Alarms/Messages" section includes two lists:

• The "Active Alarms" list.

• The "Staff Archive" list.

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

Alarm warning

Introduction

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

- Displaying of a pop-up "Alert".
- Highlighting of the "Alarms/Messages" button.
- Adding of the alarm to the list of active alarms.

Displaying of a pop-up "Alert".

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

This window, normally remains visible (with a slight transparency) for about eight seconds and then disappears.

If you move the mouse over the window, the window remains indefinitely visible and decreases in transparency. The next image shows an example of this window displaying two alarm events, with the software Well-Contact Suite minimized.



Well-Contact Suite Basic	
last program	
	ALARM Allarm Technical alarm room A
	ALARM Allarm Technical alarm room A
Recycle Bin	ALARM Allarm Technical alarm room A
🚱 🌽 📜 💐 👫	 16:55 04/04/2011

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



Recycle Bin	Well-Contact Suite Basic Last program		
	Recycle Bin		ALARM Allarm Technical alarm room A

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.

	Tecnical Alarm - 201	
VIMAR		
Room C:		
Tecnical alarm in p	progress	
Recommended Size	c .	
Call the tecnical m	aintenance	
Operator Comment		
		
Solve later		Alarm resolved

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.

Administrator	#		Wel	I-Contact Suite v.1.3.0.2			
Zone Manager	ment - All						Supervision
Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
,		n	Hotel				8° 🖭 🏠
Floor 1						*	
101							List of Events
24.8							
smith							
Floor 2						*	
201 2	02 🗠						
24.3 29.0	4.6 7.0 (2)						
Gore Bi	rown						
Enviroments not associa	ited with areas					*	
							Basantian
							Supervision
							Administration
							Alarms / Messages
							Logout
\$\$ \$ L A					F1652361-2E3B-46BC-8	05C-F29576C7193B 4/0/3 1	04/04/2011 17:22:53 Write 🍍

This button is shown until all alarms in the list of active alarms are solved.



Adding of the alarm to the list of active alarms.

- The Well-Contact Suite Software manages two lists of alarms:
- The active alarms list. This is the list of alarms that have not yet been "solved".
- The active alarms list. This is the list of alarms that have already been solved and are stored as historical data.

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

The change of status of environment representation in the "Supervision" section

As noted when describing the supervision section, if an alarm event has been linked to a particular environment during the configuration, when an alarm occurs the alarm status of the environment is highlighted.

The alarm signaling in the summary view

In the environments summary view, the alarm status of a specific environment is highlighted in the color of the symbol that represents the environment. In particular, if there is an alarm level 1 or 2, the symbol representing the environment takes on the color red, while if there is an alarm level 3 or 4 (and alarms type 1 or type 2 are not active at the same time and in the same environment), the symbol representing the environment will take on the color orange. The following picture shows the situation with an alarm of type 1 in room 201 (red) and an alarm type 3 in room 101 (orange).

i Zone Management - All iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii	Administrato	r 🔠		Wel	I-Contact Suite v.1.3.0.2			
Section Common Areas Technical Areas Cuttom Environments Zone Matter Functions Master Scenarios Hotel	Zone Manage	ement - All						Supervision
Hotel Hotel Hotel Hotel Hotel Hotel Reception Environments not associated with areas	Bedrooms	Common Areas	Technical Areas	Custom Environments	Zone Master	Functions Master	Scenarios	Zone Management
Floor 1			JI	Hotel				8° 🖸 🏠
101 List of Events 24.3	Floor 1						*	
24.8 x Smith 202 201 202 23.0 24.3 27.0 20 Gore 27.0 Sore 27.0 Gore 27.0 Sore 27.0 Gore 27.0 Sore 20.0 Sore 20.0 Reception Supervision Administration 20.0 Alarms / Message Logout	101							List of Events
Reception Supervision Administration Marms / Messag Income	24.8							
Floor 2 24.3 24.6 27.0 300 300 300 300 300 300 300 300 300 3	smith							
201 202 A 24.3 24.6 27.0 C A Brown Environments not associated with areas	Floor 2						*	
24.3 24.6 27.0 ▲ Gore Brown Brown ★ Environments not associated with areas ★ Environments not ass	201	202 🛆						
22.1.0 Core 27.1.0 Core Brown Brown Core Core Environments not associated with areas Core Core Reception Supervision Administration Core Core Core re Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core Core	24.3	24.6						
Enviroments not associated with areas	29.0 🔿 🕶 . Gore E	27.0 🔇 🛀						
Reception Supervision Administration Marms / Messag Logout	Enviroments not associ	iated with areas					\$	
Reception Supervision Administration Messag Logout								
Reception Supervision Administration Alarms / Messag Logout								
Reception Supervision Administration Mainistration Logout								
Reception Supervision Administration Alarms / Messag Logout								
Reception Supervision Administration Alarms / Messag Logout								
Reception Supervision Administration Alarms / Messag Logout								
Supervision Administration Alarms / Messag Logout								Reception
Administration Alarms / Message Logout								Supervision
Alarms / Messag Logout								Administration
Logout								Alarms / Message
								Logout



The alarm signaling in the environments detail view

In the detail view of an environment, the "alarm in progress" status is displayed on the left side of the title bar, in the area reserved for displaying the environment status.

The following picture shows the display of an alarm in a room.





The "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.

P 4	Administrator		Well-Contact Suite v.1.3.0.6	Te
	ive Alarms			Alarms / Messages
	Date and Time	Area	Event	
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201	
SOS	4/22/2011 2:33:32 PM	Room C	Support Request - 201	
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101	
	rm Detail			Reception Supervision Administration Alarms / Message Logout
🐝 🎭 🎚	4		CFC12B04-6137-4581-866A-8511B01126C5 12/7/2 6	기 0 22/04/2011 14:34:07 Write "

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.



- P	Administrator		Well-Contact Suite v1.3.0.6	14
🔒 Act	ive Alarms			Alarms / Messages
	Date and Time	Area	Event	
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201	
sos	4/22/2011 2:33:32 PM	Room C	Support Request - 201	
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101	
	rm Detail		CFC12804-6187-4581-8664-8511801126C5 12/7/2 6C	Reception Supervision Administration CM Alarms / Messages Logout 22/04/2011 14:34:07 Write

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

- Alarm icon. Icon associated with an alarm event, defined during the configuration.
- Date and Time Date and time when the alarm event occurred.
- Area. Environment or area where alarm occured, if defined during the configuration.
- Event. Description of the alarm event, defined during the configuration.



Sorting the list

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

Viewing an active alarm details

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

The "Alarm Detail" button

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

B	Administrator		Well-Contact Suite v1.3.0.6	
🔒 Act	ive Alarms			Alarms / Messages
•	Date and Time	Area	Event	
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201	
SOS	4/22/2011 2:33:32 PM	Room C	Support Request - 201	
	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101	
				Reception
				Supervision
				Administration
				Alarms / Messages
Ala	rm Detail			Logout
*	4		CFC12B04-6137-4581-866A-8511B01126C5 12/7/2 60	22/04/2011 14:34:07 Write



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

R •	Administrator		Well-Contact Suite v1.3.0.6	10
Acti	ve Alarms			Alarms / Messages
	Date and Time	Area	Event	
	4/22/2011 2:33:31 PM	Room C	Technical Alarm - 201	
SOS	4/22/2011 2:33:32 PM	Room C	Support Request - 201	
⚠	4/22/2011 2:33:34 PM	Room A	Technical Alarm - 101	
				Reception Supervision Administration Alarms / Messages
Alar	m Detail			Logout
₩, 8, L,	A ,		CFC12B04-6137-4581-866A-8511B01126C5 12/7/2 60) 22/04/2011 14:34:07 Write 📸

This area contains buttons that can be accessed through the various sections and subsections of the Well-Contact Suite software. At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are.

It is an area that appears in all windows "in use" of the software, except the "ETS Configuration" dialog. At the bottom of this area there are buttons that allow you to switch to other parts of the Well-Contact Suite software: Reception, Supervision, Administration, Alarms/Messages, and Logout.

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



The "Alarm Archive" list

An alarm event is considered "closed" after the "Solve Alarm" button has been pressed in the related detail window. The "solution" of an alarm is allowed only to users of the Well-Contact software who have been granted such privilege.

To access the list of "Archived Alarms", go to "Alarms/Messages" (pressing the "Alarms/Messages" button) and then press the button in the list of archived alarms, as shown in the picture below.



The archived alarm list is shown in the following picture.

							T
🗛 🗛	larms Archive						Alarms / Messages
	Date and Time 👻	Area	Event	Solution Date and Time	Responsible	PC Name	
SOS	04/04/2011 17:43:34		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:43:30	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
sos	04/04/2011 17:43:28		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:41:58	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:41:57		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:06	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:04	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:16	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:13	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:25:43	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Reception
⚠	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Supervision
⚠	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Administration
\wedge	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Alarms / Messag
(1) A	larm Detail					Export List	Logout
					51650061 050D 4		

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.



P	Administrator			Well-Contact Suite v.1.3.0.2			
	arms Archive						Alarms / Messages
	Date and Time 💌	Area	Event	Solution Date and Time	Responsible	PC Name	
sos	04/04/2011 17:43:34		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:43:30	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
sos	04/04/2011 17:43:28		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:41:58	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
<u> </u>	04/04/2011 17:41:57		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:06	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:04	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:16	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:27:13	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:25:43	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
⚠	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Reception
⚠	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Supervision
⚠	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Administration
\wedge	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Alarms / Messages
	arm Detail					Export List	Logout
×, , I	🗞 🕏 🎚 🗞						

In the following picture is highlighted the section that displays such list within the archived 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.
- Event. Description of the alarm event, defined during the configuration.
- Date and Time of Solution Date and time when the manager has declared an alarm solved pressing the "Alarm solved" button in the alarm detail window.
- Responsible Name of the user of the software which declared the alarm event "solved".
- PC Name Name of the computer from which the manager declared the alarm event "solved".

Sorting the list

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

Viewing an archived alarm details

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



The "Alarm Detail" button

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

R ·	Administrator			Well-Contact Suite v.1.3.0.2			
🔂 A	larms Archive						Alarms / Messages
	Date and Time 🔹	Area	Event	Solution Date and Time	Responsible	PC Name	
SOS	04/04/2011 17:43:34		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:43:30	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
sos	04/04/2011 17:43:28		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:41:58	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:41:57		Allarme Technical alarm room A	04/04/2011 17:45:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:06	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
-	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:05	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:28:04	Room C	alarm	04/04/2011 17:46:02	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:16	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	J
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:15	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:14	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:27:13	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:25:43	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Reception
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Supervision
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Administration
	04/04/2011 17:25:42	Room C	alarm	04/04/2011 17:39:59	Administrator	LENOVO-MINI3	Alarms / Messages
<u>(1</u> A	larm Detail					Export List	Logout
×, , I	🖧 💐 🦺 🔥 F1652361-2E3B-46BC-805C-F29576C7193B 4/0/3 1 04/04/2011 17:51:53 Write 🐩						

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:

🖲 🗢 Computer	 Windows/_OS (C:) 		▼ ♦ Search	Windows7_OS (C:)	
Organize 👻 New folde	r			≡ ▼	(
🔆 Favorites	Name	Date modified	Туре	Size	
Nesktop	Books	28/03/2011 18:23	File folder		
\rm Downloads	intel 👔	14/04/2010 19:14	File folder		
🔛 Recent Places	퉬 mfg	14/04/2010 19:49	File folder		
퉬 WCS immagini wcs	PerfLogs	14/07/2009 04:37	File folder		
퉬 01591-top	퉬 Program Files	31/03/2011 15:55	File folder		
퉬 01591-top Install e C	퉬 swshare	28/03/2011 18:33	File folder		
퉬 01591-top Uso	퉬 SWTOOLS	28/03/2011 18:35	File folder		
🎉 MaterialePrecedenti	퉬 Users	28/03/2011 18:35	File folder		
	Windows	28/03/2011 18:35	File folder		
🧊 Libraries					
Documents					
🎝 Music					
Pictures					
😸 Videos					
🖳 Computer					
🏭 Windows7_OS (C:)					
😵 Lenovo_Recovery (Ç					
🗣 Network					
File name: Export	WCS				
Save as type: Excel V	/orkbook (*.xls)				



To proceed with the export of the list:

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

The "Remove selected" button

Pressing the "Remove Selected" you can remove one or more items from the archive alarms.

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

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

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

At any time (except when using the "ETS Configuration" dialog), you can know the section and subsection of the Well-Contact Suite software where you are. It is an area that appears in all windows "in use" of the software, except the "ETS Configuration" dialog.

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

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

Displaying of the alarm detail window.

The alarm detail window can have two aspects, depending on whether it is related to an active alarm or an archived alarm.

Active alarm detail window

An active (not yet solved) alarm detail window is shown in the picture below.

	Tecnical Alarm - 201
VIMAR	
Room C:	
Tecnical alarm	in progress
Recommended	Size:
Call the tecnic	al maintenance
Operator Com	nent:
	•
Solve later	Alarm resolved

It displays detailed information about the alarm:

- Environment where the alarm occurred.
- Descriptive text that has been assigned, during configuration, to the specific alarm event.
- Possible descriptive text related to the action or actions which must be taken when this alarm event takes place (defined during the configuration of the alarm).
- Text field where the manager can add notes that will be stored in the Well-Contact Suite Software archive.
- "Solve later" button This button closes the alarm detail window not changing the status of the alarm, which remains "active".
- "Alarm Solved" button Pressing this button generates the following events:
- Editing of the alarm status, toggling from "active" to "solved" and then "archived alarm".
- Switching of the alarm from the list of active alarms to the alarm archive.
- If defined during the configuration, sends the command to reset the alarm condition, as defined during the configuration.



Archived alarm detail window

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

Tecnical Alarm - 201	
VIMAR	
Room C:	
Tecnical alarm in progress	
Recommended Size:	
Call the tecnical maintenance	
Operator Comment:	
	•
	-
Solve later	Alarm resolved

It displays detailed information about the alarm:

- Environment where the alarm occurred.
- Descriptive text that has been assigned, during configuration, to the specific alarm event.
- Possible descriptive text related to the action or actions which must be taken when this alarm event takes place (defined during the configuration of the alarm).
- Possible notes that were added before the alarm was solved.
- The "Exit" button This button closes the window of the archived alarm.



Exiting the software: Logout

Administrator			Well-Contact Suite v.1.3.0.2		
Active Alarms					Alarms / Messages
Date and Time	Area	Event			
					Reception
					Supervision
					Administration
					Alarms / Messages
Alarm Detail					Logout
3. S. L. A.				F1652361-2E3B-46BC-805C-F29576C7193B 4/C)/64 0 04/04/2011 18:05:23 Write 👸

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:

Change	Jser - Logout
VIMAR	Change User Logout
X Delete	



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 - Logout
VIMAR	Change User
X Delete	

Change User

To change the user press the "Change User " button, as shown in the picture below.

Change User - Logout					
VIMAR	Change User	← Logout			
X Delete					

Exit window

To close the logout dialog without leaving the software or switch user, press the "Cancel" button, as shown in the picture below.





Managing a Well-Contact Plus system with Vimar NFC/RFID electronic readers

Introduction

From version 1.14, the Well-Contact Suite software can manage Well-Contact Plus systems using Vimar NFC/RFID transponder card pockets compatible with CISA Electronic Solutions for Hotels (art. 14468.1) or those compatible with AGB Electronic Solutions for Hotels (art. 14468), with the appropriate compatible binary inputs.

Pockets 14468 and 14468.1 recognise that clients (Guest) or staff (Staff) are in the room depending on the type of card inserted.

IMPORTANT: the card programming for access to the rooms is managed by the AGB systems (in systems with Vimar art. 14468) and CISA (in systems with Vimar art. 14468.1) and not by Well-Contact Suite.

Functions

Well-Contact Suite manages rooms with NFC/RFID pockets in a very similar manner to the management of rooms with Vimar KNX transponder pockets, with a few differences and limitations due to the specific information provided by the NFC/RFID pockets (via digital input).

The major difference derives from the fact that the cards are not created and written by the Well-Contact Plus system and it is not possible to link a specific card to a client, but only to distinguish the type of card: Guest or Staff.

The following functions are available:

· Display of presence in the room, providing information on the type of card inserted in the NFC/RFID pocket: Guest or Staff.

The presence in the room of the two types of user is represented by a different colour of the room representation in the supervisor views and by the icon in the bottom right-hand corder of the room object.

The colour used to represent a room in which a Guest (Client) card is inserted depends on the fact that the room is, at that moment, booked out to a client in the Well-Contact Suite planner.

The following colours are used to represent a room with a card inserted:

- Grey: Staff present in the room.
- Pale blue (Cyan): Guest present in the room or no booking for the room at that moment.
- Pale green: Guest present in the room and a booking made for a client at that moment. In this case, the room representation will also show the surname of the client associated to the current booking for that room.
- Inclusion of the card present in the NFC/RFID pocket in the "List of Events Presence".
 - The following data is provided for each room presence time interval:
 - Start: Date and time the card was inserted in the pocket.
 - End: Date and time the card was removed from the pocket.
 - Room: room ID text.
 - Device: NFC/RFID pocket reader ID text.
 - Owner: card owner ID: "Staff" for Staff cards, "Guest" for client cards without booking, the client name for the Guest cards and presence of a current booking.
- If the room bookings are also entered in Well-Contact Suite, the following functions are also available:
 - Management of room pre-conditioning.
 - Check-out scenario performance.
 - Information on the name of the client in the room supervisor summary views, when a Guest card is entered in the pocket.
 - Remember that the client name displayed in the Well-Contact Suite supervisor pages when a Guest card is inserted in the pocket is that of the client associated to the current booking for that room.

NOTE: as access to the rooms and the communal areas is not managed by the Well-Contact Plus system, the Well-Contact Suite software cannot provide a log of the accesses.

Booking management

As explained above, the card programming for access to the rooms is not directly managed by Well-Contact Suite.

Well-Contact Suite in any case provides the possibility to enter bookings and client sheets to manage the room pre-conditioning, offer the possibility to run a client check-out scenario and provide information on the client surname in the room supervisor views.

Although the accesses and the room presences are not controlled by the KNX devices in the Vimar Well-Contact Plus system, the bookings are managed via Well-Contact Suite in practically the same way. The only difference is the card activation.

Creating a booking, the Well-Contact Suite software in any case creates logical cards. The cards must however not be programmed or activated.

The check-in procedure is in any case concluded in the page with the list of cards relating to the booking, without having to activate the cards (which is on the other hand necessary if the accesses are managed via the KNX transponder readers in the Well-Contact Suite system).

