



# Kiosk Administrator Guide

**Version: 1.14**

Add-On Products  
Roms Hule 8 – 7100 Vejle – Denmark  
Phone: +45 7944 7000 Fax: +45 7944 7001

Mail: [info@add-on.com](mailto:info@add-on.com)  
Internet: [www.add-on.com](http://www.add-on.com)



No parts of this publication may be reproduced in any form or by any means or used to make any derivative such as translation, transformation, or adaptation without the permission from Add-On Products.

# Table of contents

---

Table of contents .....	2
CHAPTER 1.	3
Introduction.....	3
Background .....	3
Overview .....	3
CHAPTER 2.	4
Setup Kiosk screens .....	4
Settings in Kiosk Screens section.....	4
Kiosk Screen Details .....	5
Notifications On Arrival .....	6
Images and background .....	6
Time out limits .....	7
Font and Style .....	8
Text.....	10
Button .....	12
Contact Name Details.....	13
Compose Kiosk URL with specific time zone .....	14
Settings in Visitors section .....	15
Handling private appointments .....	16
CHAPTER 3.	17
Set up Kiosk screens to work with different platforms .....	17
CHAPTER 4.	18
Set up printer for Kiosk feature.....	18
CHAPTER 5.	22
Appendices.....	22
Appendix A – Privacy Mode feature .....	22
Company name .....	22
Department Name/Email to.....	23

## CHAPTER 1.

# Introduction

---

## Background

The background for this solution, was a request to develop a solution for visitor registration. With this solution, the visitor is able to register himself on the screen. He can also send a request in case he is not in the visitor list or he is delivering mails or packages. In both situations, an email is sent to a distribution list for notification.

## Overview

Kiosk Screen is a feature of the Resource Central system, which enable end user to register himself on a Kiosk screen (if he is a visitor) as well as request service (if he is not in the visitor list or he is delivering mails or packages).

This document is created to describe how the Administrator can setup in order that Kiosk screen can work normally for the aforementioned purpose.

CHAPTER 2.

# Setup Kiosk screens

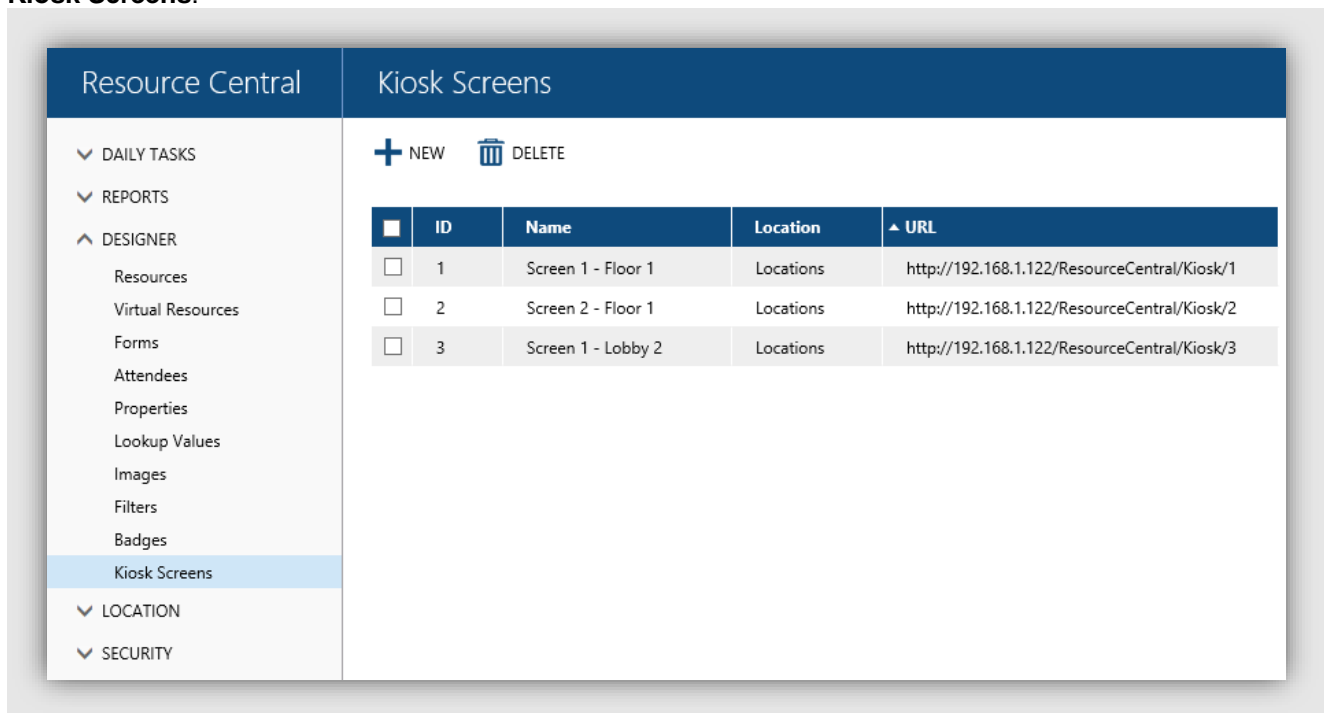
The Kiosk Screen function is controlled by a parameter named: **Visitor.UseKioskScreen**.

This function also works under the influence of 2 parameters: **Visitors.Undeparted.AutoChange** and **Visitors.Undeparted.Interval**.

For more details about these parameters, please refer to *RC Parameter Guide*.

## Settings in Kiosk Screens section

After the function is enabled, Kiosk Screen panel can be accessed by going to **RC backend** → **Designer** → **Kiosk Screens**:



**Figure 1.** List of Kiosk screens

Button	Description
New	Create a new Kiosk screen
Delete	Delete the selected screen

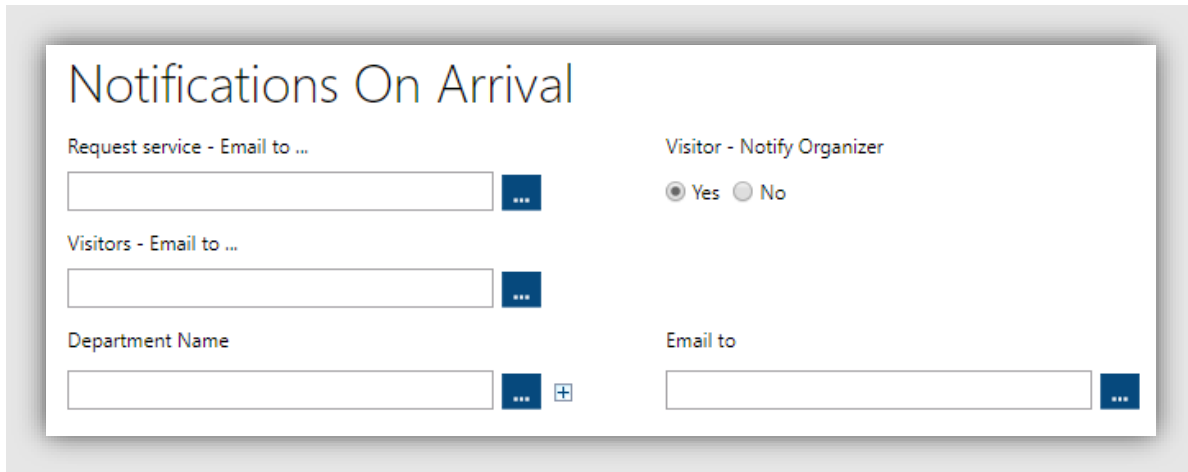
Click **[New]** to create a Kiosk screen. Its details are divided into the following sections:

Kiosk Screen Details

Figure 2. Kiosk Screen Details

Field name	Description
Screen ID	ID established for this Kiosk screen
Name	Name of the Kiosk screen
Location	Location of the Kiosk screen
Badge	Badge selected for the screen, which will be use when visitor uses the self-registration feature or checks in for an existing meeting
Check Out function	Control the availability of [ <b>Check Out</b> ] button on the screen
Company Name	Enter company name <b>Note:</b> This is only available when Privacy Mode is enabled Refer to <a href="#">this section</a> for more details.
Privacy Mode	Enable this function to ask visitor to enter a registration code when checking in. The registration code will be sent to the visitors by email, when the meeting is created. Refer to <a href="#">this section</a> for more details about this function.
Kiosk Mode	Type of listing in Kiosk screen
Screen size	Enter Height and Width of the Kiosk screen
Printer Name	Select Printer. This printer must be installed/shared on Resource Central web server. See chapter 4 on Printer setup
Default language	Language selected for the screen by default

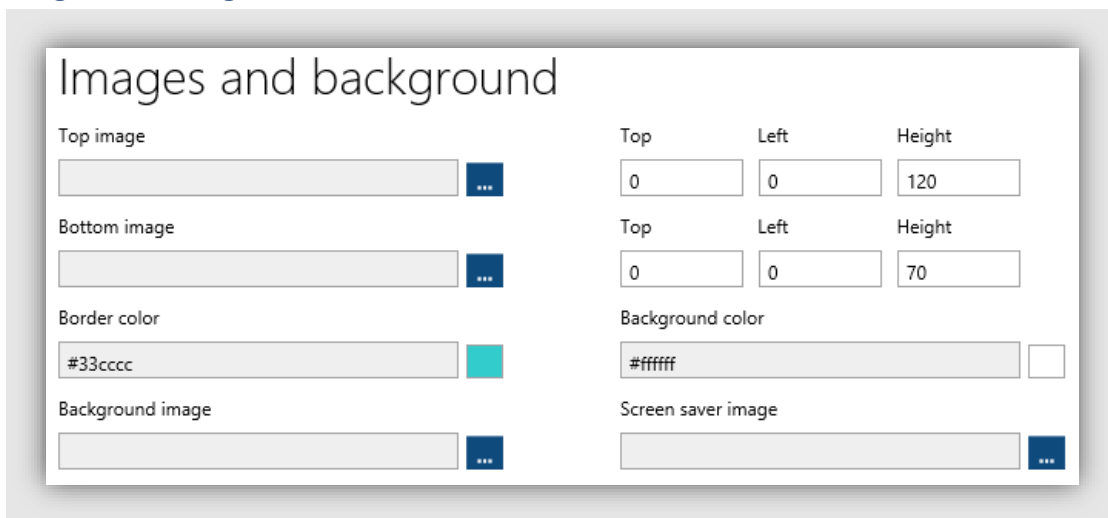
### Notifications On Arrival



**Figure 3. Notifications On Arrival**

Field name	Description
Request service – Email to ...	Select person to send email to when the visitor request service
Visitors – Email to ...	Select person to send email to when the visitor registers “Arrived”
Visitors – Notify Organizer	Select <b>Yes</b> to send email to Organizer when the visitor registers “Arrived”
Department Name	Enter name of the department that receives arrival notification. This department name will be simultaneously applied for ‘Email to’ field. You can select existing name by clicking [...] button or fill in manually. <b>Note:</b> This is only available when Privacy Mode is enabled. Refer to <a href="#">this section</a> for more details.
Email to	Select email address that receives arrival notification. You can select existing email addresses by clicking [...] button or fill in manually. <b>Note:</b> This is only available when Privacy Mode is enabled. Refer to <a href="#">this section</a> for more details.

### Images and background



**Figure 4. Images and background**

Field name	Description
Top image	Select image to be displayed at the top of the Kiosk screen
Bottom image	Select image to be displayed at the bottom of the Kiosk screen
Border color	Select color for the border of the Kiosk screen
Background image	Select image for the background of the Kiosk screen. The original image size will be remained.
Background color	Select color for the background of the Kiosk screen
Screen saver image	Select image to be displayed as screen saver. The original image size will be remained.  NOTE: if "Return to screen saver after" is set to 0 the screen saver is disabled.

### Time out limits

Figure 5. Time out limits

Field name	Description
Return to listing after	Will return to the listing page when screen is inactive for the set period
Return to default language	Will return to the selected default language when screen is inactive for the set period
Return to screen saver after	Will return to the screen saver when screen is inactive for the set period  NOTE: if it is set to 0 the screen saver is disabled

## Font and Style

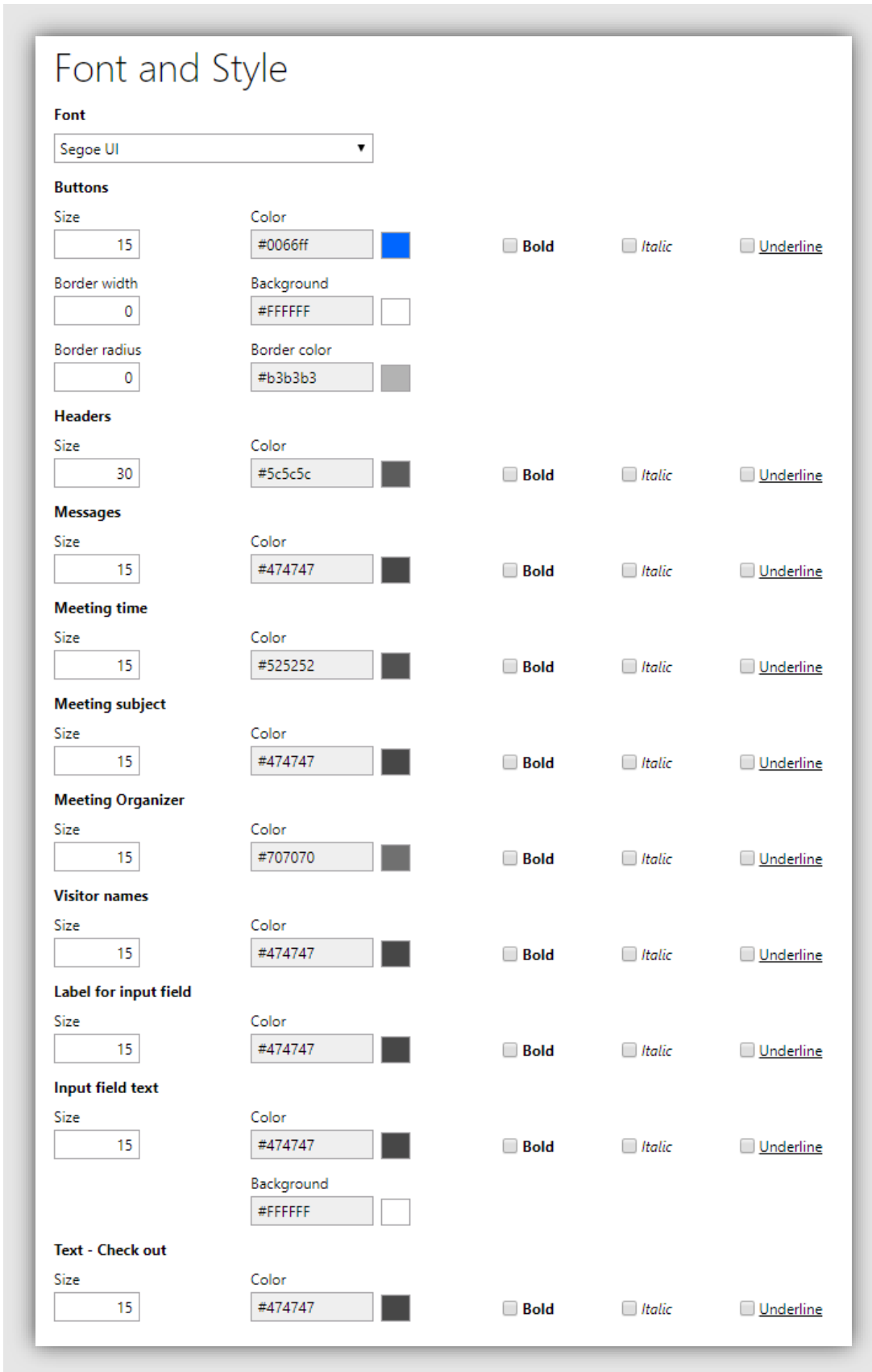


Figure 6. Font and Style



Select fonts and styles for the texts on the Kiosk screen. These selections will be applied on the screen as shown on the following example:

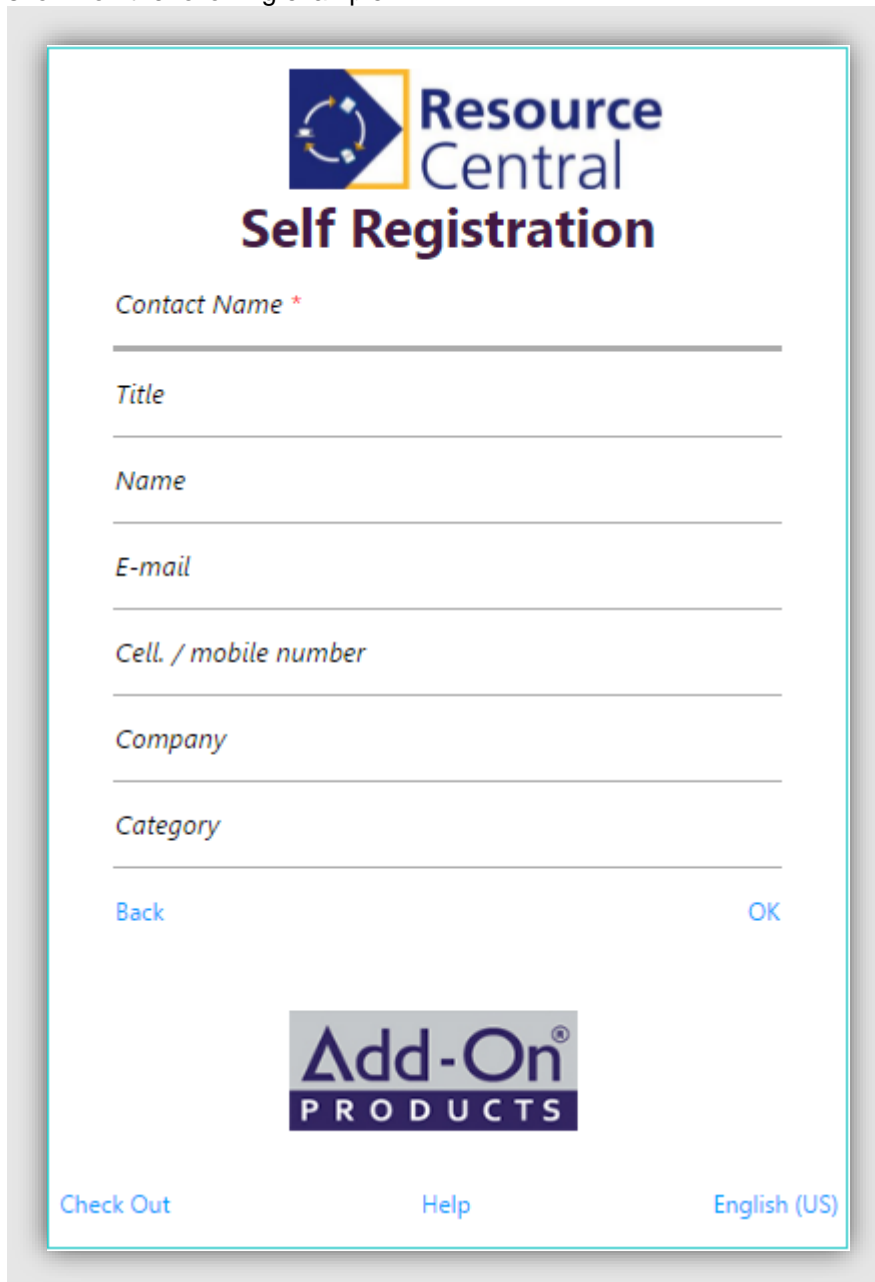


Figure 7. Kiosk screen

### How to configure the button

The 'Buttons' section in **Font and Style** allows you to configure button appearance.

Field name	Description
Size	Size of the button
Border width	Thickness of the button border
Border radius	The round level of the button corner
Color	Color of the button text

Background	Background color of the button
Border color	Color of the button border

**NOTE:** The 'Border radius' field is designed to configure the button corner. If the value of this field is 0 then the button corner is squared. The greater this value gets, the more rounded the button corner becomes.

*Border radius = 0*

*Border radius = 7*

My name is not on the list

My name is not on the list

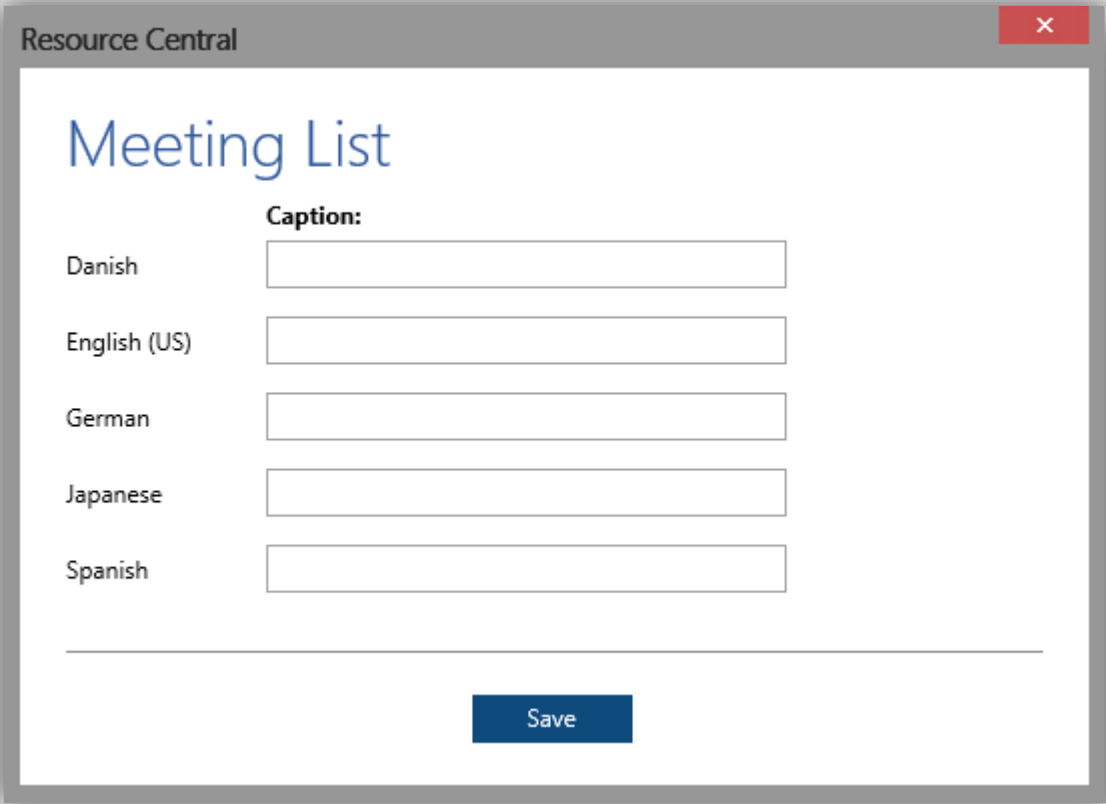
### Text

The screenshot shows a configuration window titled "Text" with two columns of settings. Each setting consists of a text input field and a "Language" button.

- Headline - Meeting List:** Meeting List
- Headline - Visitor List:** Visitor List
- Headline - Meeting details:** Meeting details
- Headline - Welcome:** Welcome
- Headline - Check out:** Check out
- Headline - Please Wait:** Please wait
- Headline - Self Registration:** Self registration
- Headline - Privacy Mode:** Your Privacy Mode
- Headline - Confirm Code:** Enter your code
- Headline - Marketing Dept.:** Marketing Dept.
- Message - Welcome:** You are now registered. Please wait, someone will be here shortly - to welcome you.
- Text - Check out:** To check out an arrived visitor
- Message - Check Out:** Check out successfully. You have checked out from the event.
- Message - Help:** A notification has been sent. Please wait here.

Figure 8. Text

In the text box, you can fill in the **default text** which allows you to customize the different kiosk screens to your needs. If you click [**Language**] button next to each text box, a new window is displayed, in which you can fill in the translations for the selected text:



Resource Central

## Meeting List

**Caption:**

Danish

English (US)

German

Japanese

Spanish

[Save](#)

**Figure 9. Customized translations**

E.g. In the above figure, you can input translation for 'Meeting List' in 5 languages. When a language is selected in "Default Language" field (Kiosk Screen Details section), the corresponding translation in this window is selected and displayed on the screen. If there is no translation for the selected language, the **default text** is selected.

**NOTE:** The number of languages displayed in this list is controlled in **Resource Central Manager** → **General** → **Languages**.

After the Kiosk screen function is enabled, there will be a new column named 'Customized texts' in Languages section as shown in the following figure.

Check on the corresponding languages in 'Customized texts' column to enable multi-language captions and texts.

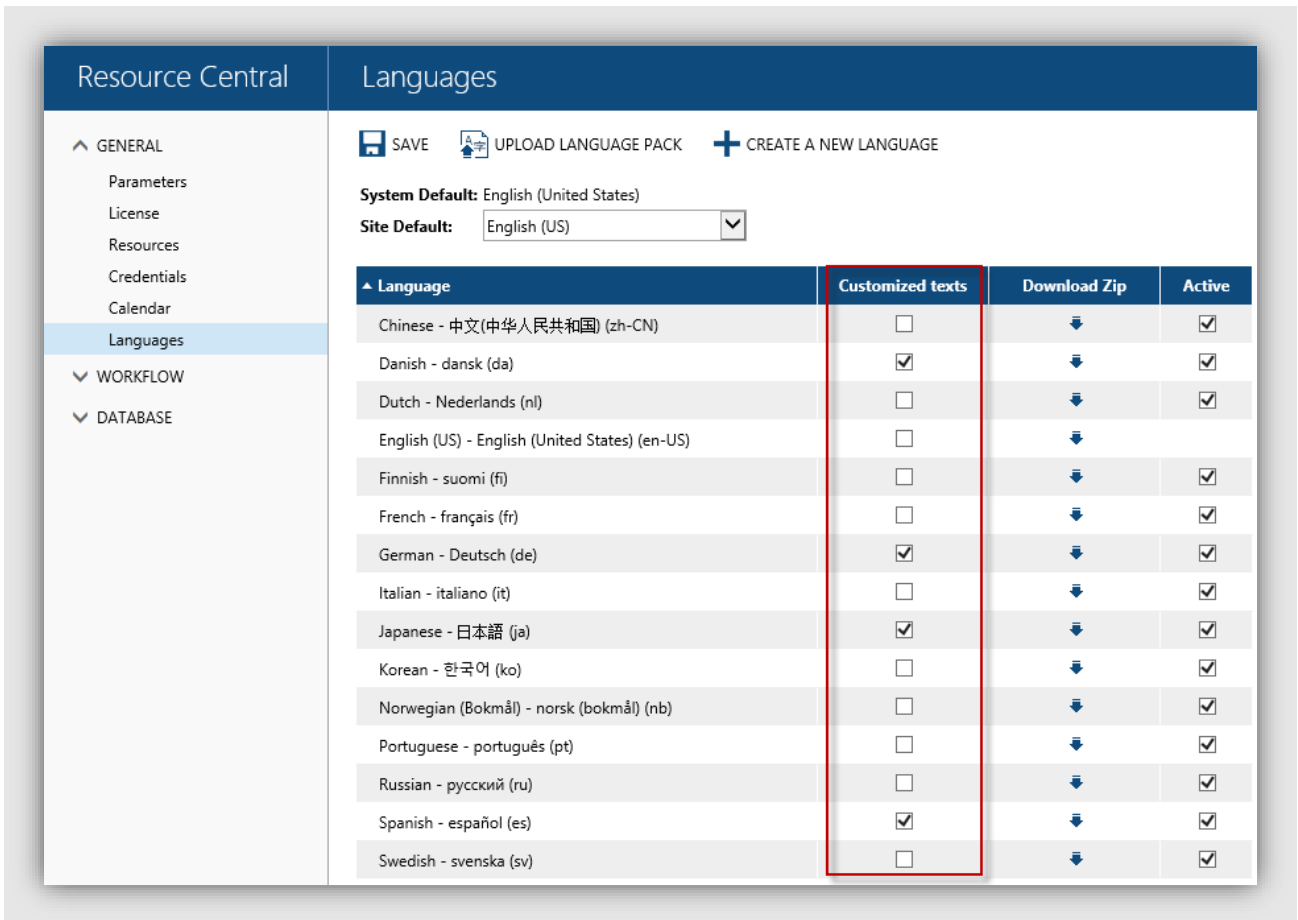


Figure 10. Languages section

### Button

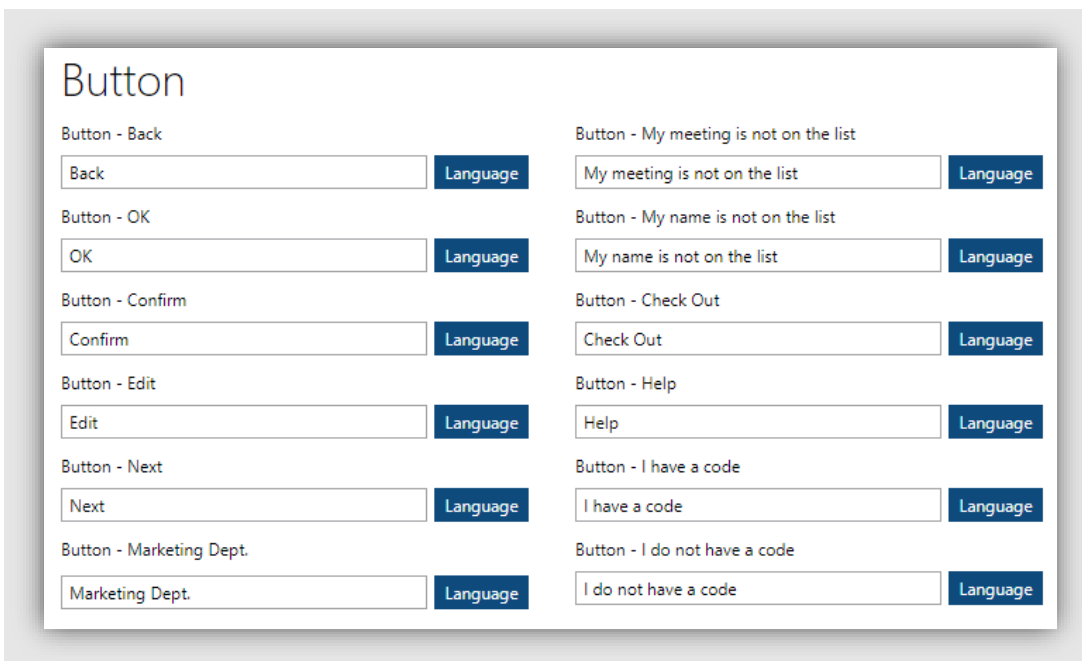


Figure 11. Button

Similar to **Text** section, you can fill in the default **button label** as you wish. If you click **[Language]** button next to each text box, a new window is displayed, in which you can fill in the translations for the selected button label.

After filling in all necessary details, click **[Save]** to finish. Go back to the Kiosk Screen List, you can see the one you have just created with assigned URL.

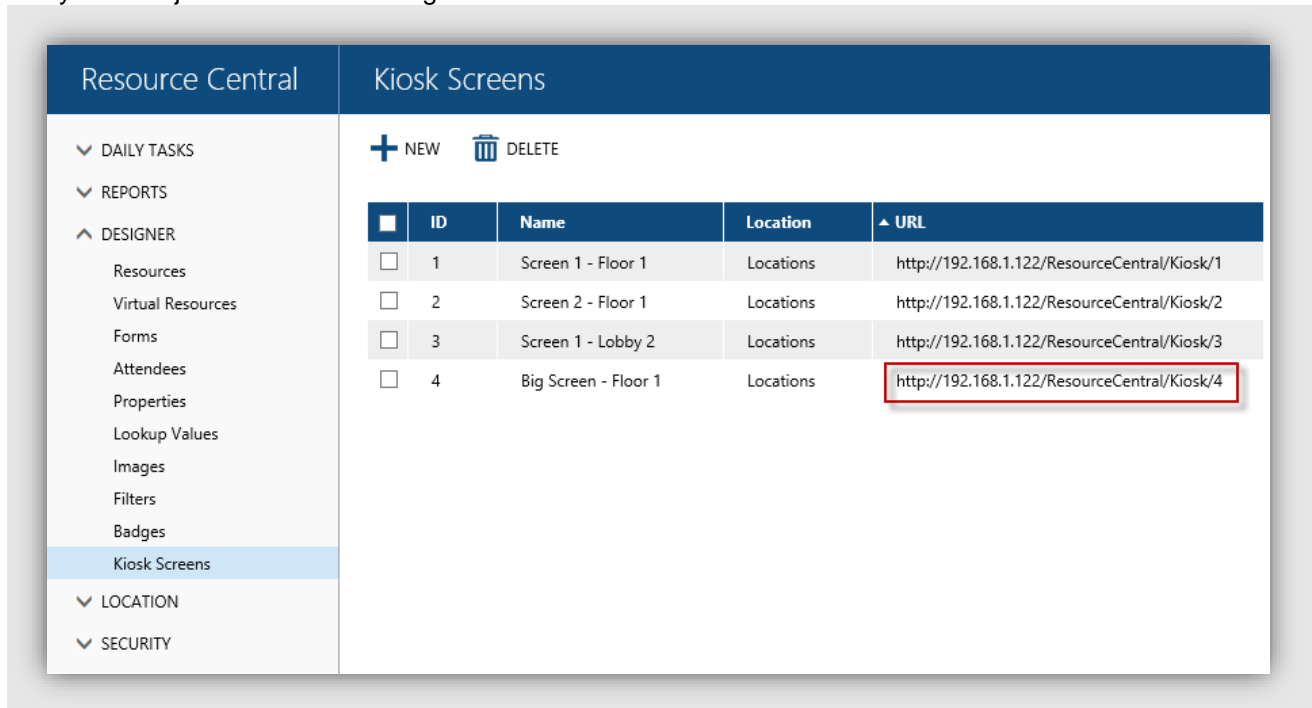


Figure 12. Kiosk Screen List

### Contact Name Details

In this section, you can select what properties can be displayed together with a contact name.

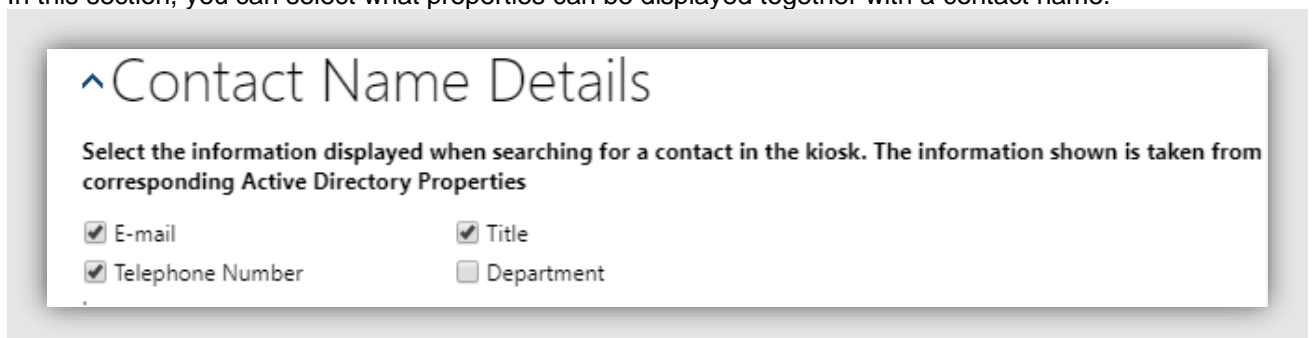
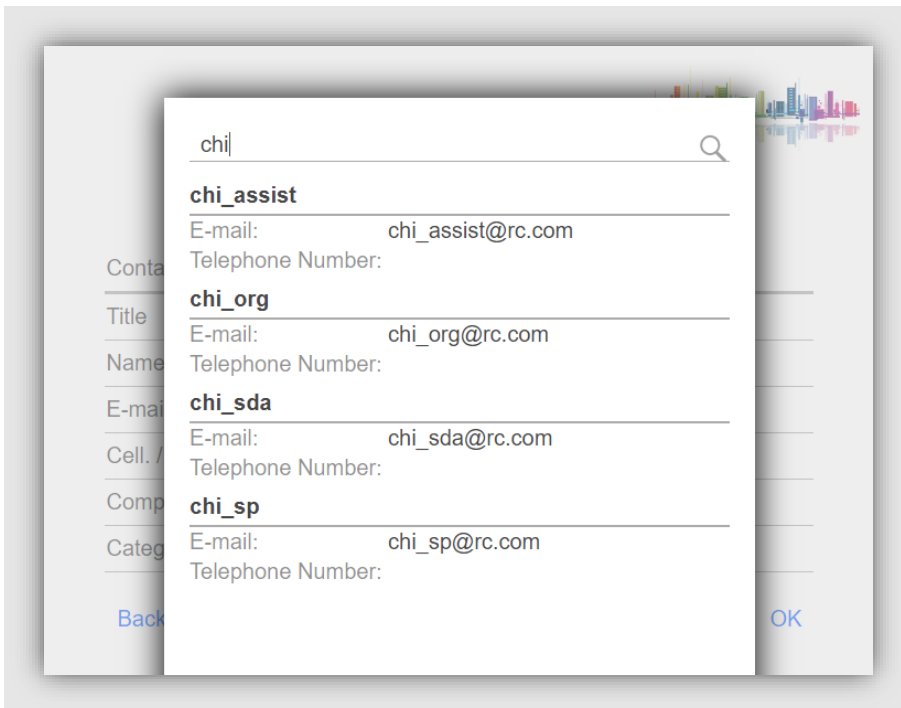


Figure 13. Contact Name Details

The properties selected here will be displayed when you search for a contact in the kiosk.



**NOTE:**

- If 'Title' is selected, you can select at most 2 other properties.
- If 'Title' is NOT selected, you cannot select more than 2 properties at the same time.

### Compose Kiosk URL with specific time zone

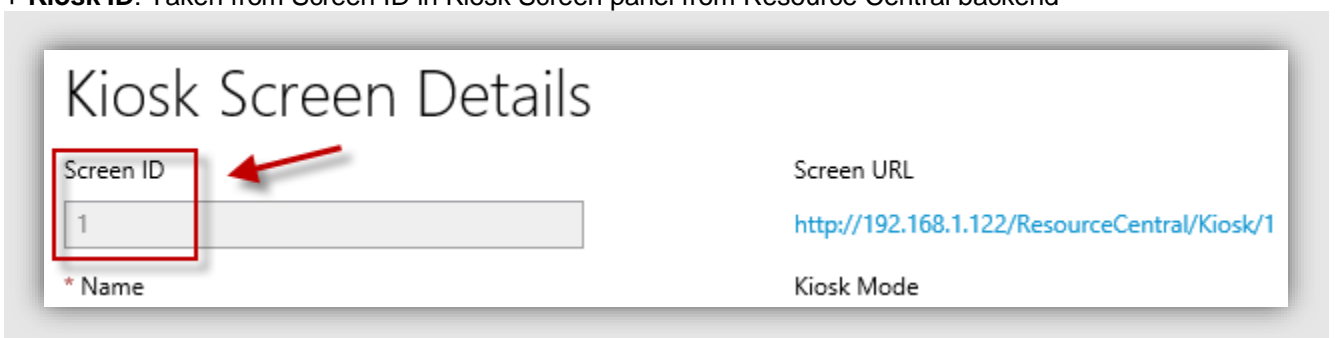
When time zone of client is different from server's, you might want to set time zone for the Kiosk screen on client side.

**Kiosk URL** has the following format:

<RC URL>/Kiosk/<Kiosk ID>/<Time Zone ID>

In which:

+ **Kiosk ID:** Taken from Screen ID in Kiosk Screen panel from Resource Central backend



+ **Time zone ID:** Taken from the list of time zones:

[https://msdn.microsoft.com/en-us/library/ms912391\(v=winembedded.11\).aspx](https://msdn.microsoft.com/en-us/library/ms912391(v=winembedded.11).aspx)

For example:

A Kiosk URL might be like this:

***http://192.168.1.176/ResourceCentral/Kiosk/1/Central%20European%20Standard%20Time<sup>1</sup>***

In which:

1 = Kiosk ID

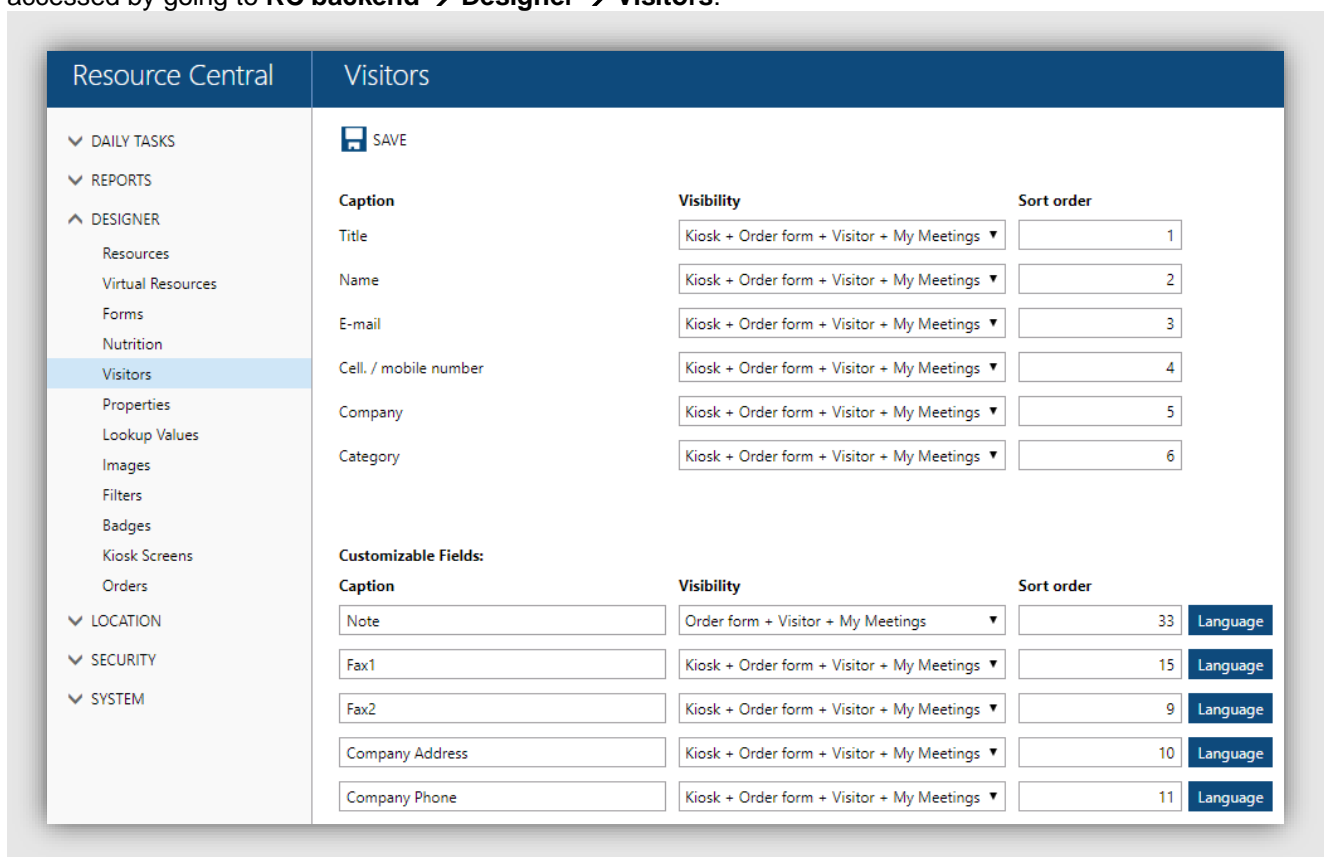
Central European Standard Time = Time zone ID

**NOTE:** If server side (backend) and client side (kiosk screen) use the same time zone, it is not necessary to enter Time zone name to the URL, e.g. ***http://192.168.1.176/ResourceCentral/Kiosk/1***

## Settings in Visitors section

In Visitors section, you are able to decide the sort order and visibility of the fields. Also, you can add custom fields.

After the Kiosk Screens function is enabled, there will be a new tree node named “Attendees” which can be accessed by going to **RC backend → Designer → Visitors**:



**Figure 14. Visitors settings**

In this panel, you can decide the sort order and visibility of the fields, and add custom fields as well.

E.g. In Visibility column, you can decide where the caption is displayed (Kiosk, Order form, or Visitor section, or all of them).

To add customizable fields you can fill in caption, select visibility areas and sort order. You can also enable multi-language for the caption by clicking the corresponding [Language] button. See [Text](#) section for more details.

<sup>1</sup> %20 is URL representation of a space

Click [**Save**] to finish.

## Handling private appointments

Private meetings and their visitors are excluded from the kiosk screen if Exchange is configured correctly. For more information on setting of Resource Scheduling for the Exchange resource(s) see the knowledge base article in the below link (to be filled later):

***KB 0217 - How to handle private appointments in Resource Central***



## CHAPTER 3.

## Set up Kiosk screens to work with different platforms

---

For more details about how to set up Kiosk screen on Windows device, please refer to the following Knowledge Base Article (KB): **KB 0138 – Set up Internet Explorer 11 in Kiosk mode on Windows 8.1**

In other platforms like Android and iOS, kiosk applications are needed to work with this Kiosk solution. We have completed the testing on SureFox, a secure browser that supports this Kiosk solution on Android, iOS and Windows devices. Refer to this KB for more details: **KB 0215 – Set up SureFox in Kiosk mode**

Please note that there are a variety of different kiosk applications that can do the same as Surefox, that might fit your needs better on solution features or prices. We are not as such recommending Surefox but it was chosen out of convenience as it supports both Android and iOS. Add-On Products kiosk solution has been tested on Surefox and it will fulfil the basic needs for a kiosk solution. So please do investigate the market before purchasing your kiosk application as there are many other suppliers.

## CHAPTER 4.

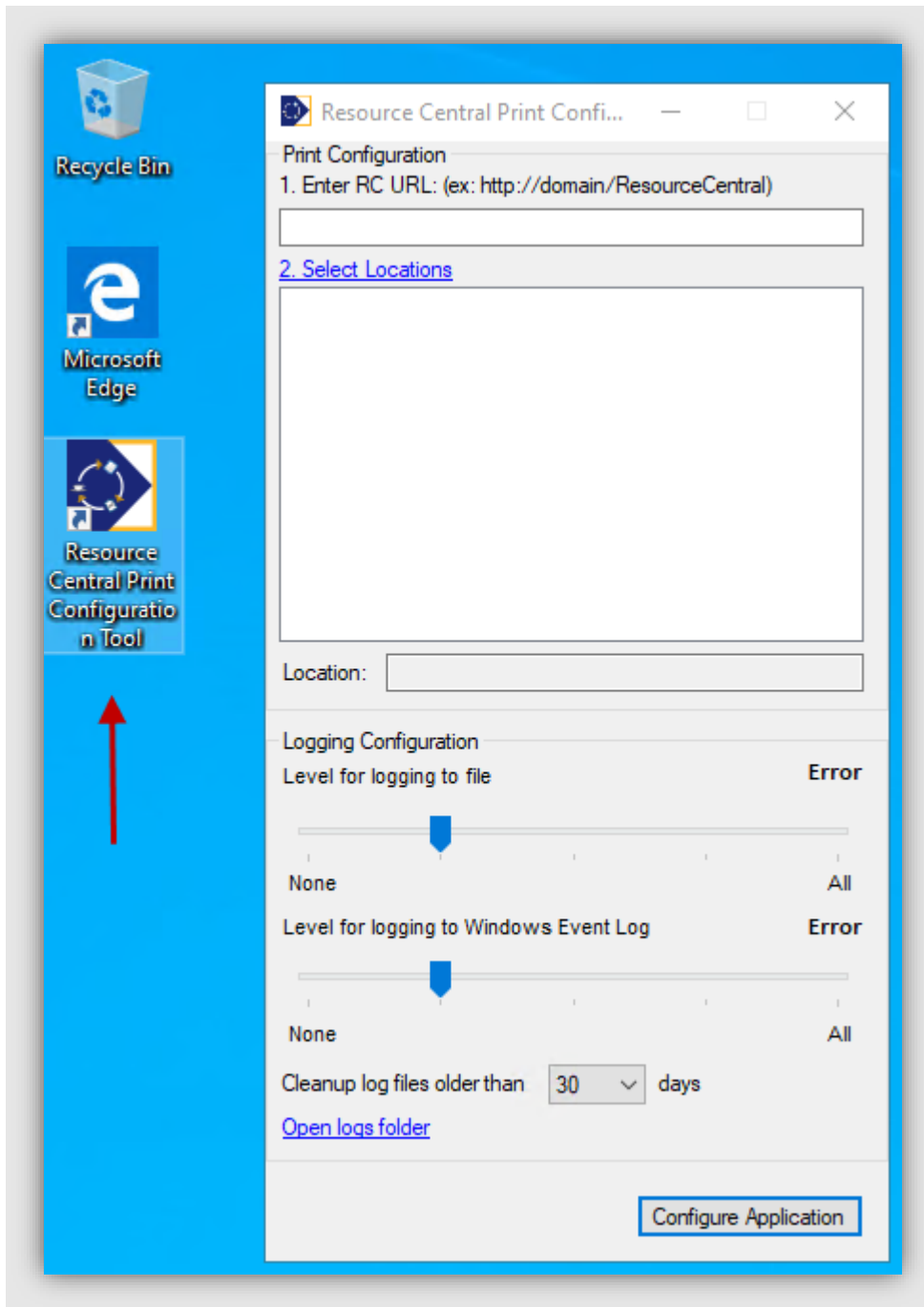
## Set up printer for Kiosk feature

---

In order to connect Resource Central with a printer on external unit like a kiosk station or a local computer, a tool has been built to facilitate the printing service. This service will expose all local or network printers associated with the computer to Resource Central Kiosk print. One or more of these printing services can be installed depending on the printer infrastructure.

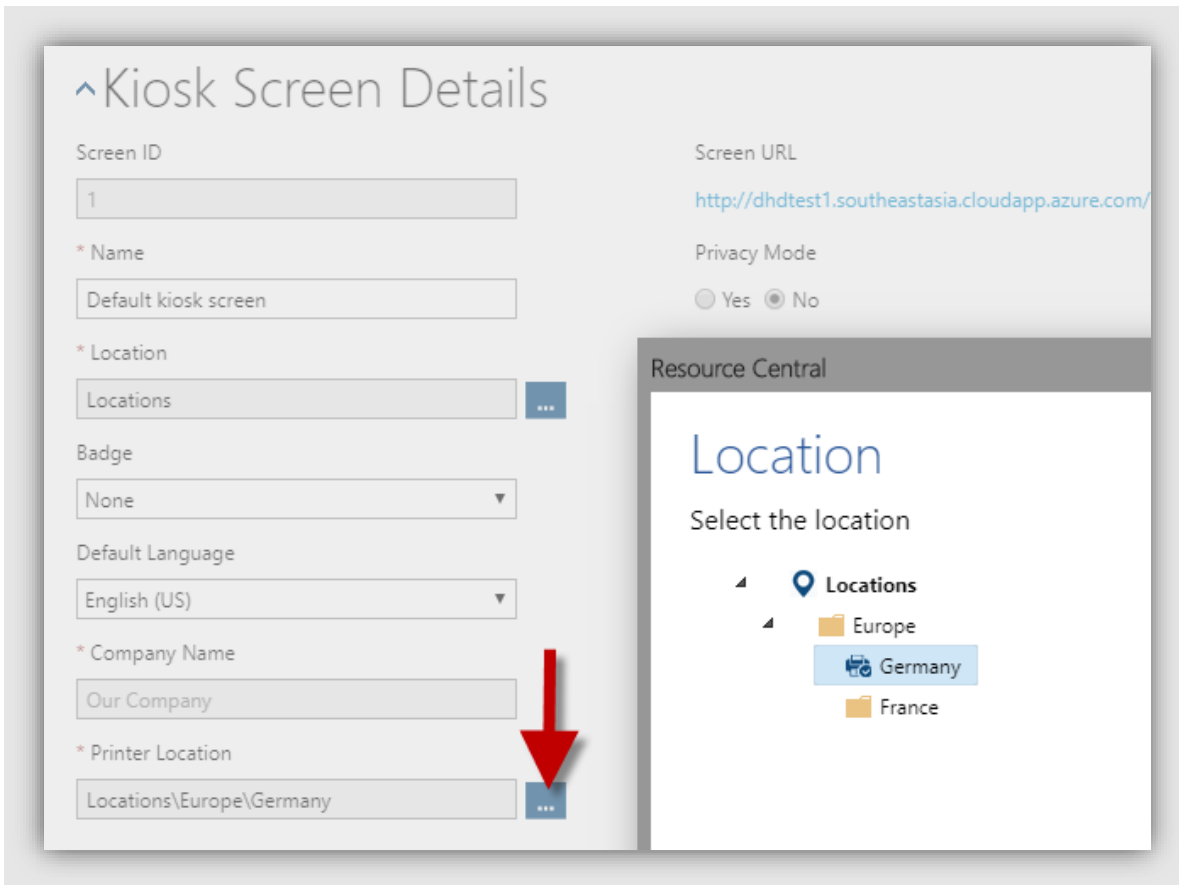
The tool **Resource Central Printing Service** must be installed on the computer associated with the printer. After the installation, the tool Resource Central Print Configuration can be launched from your desktop.

**NOTE:** The service is running on a local system account, and hence any changes you make to print preferences (margins etc.) must be made for default settings and not for the logged in user. You can access printing defaults under “printer properties → Advanced → Printing Defaults...” for the specific printer in control panel in Windows.

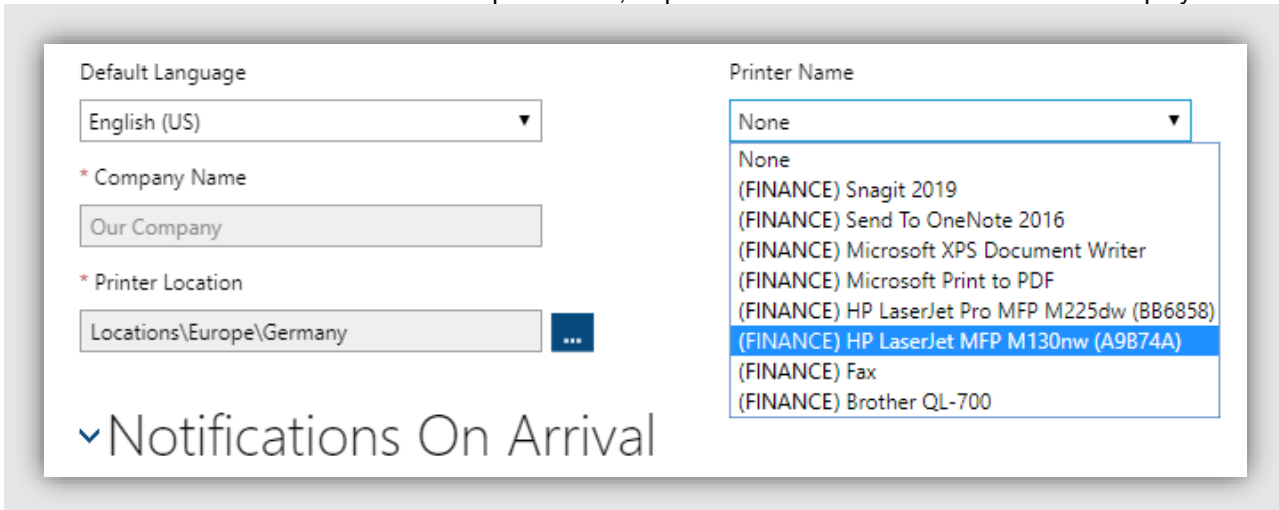


Follow these steps to set up printer:

1. Open RC Print Configuration tool and enter necessary information:
  - a. Enter RC URL
  - b. Select a location
  - c. Configure loggingThen click [**Configure Application**] button.
2. Go to **RC backend** → **Kiosk Screens**. Open an existing Kiosk screen or create a new one.
3. Select **Printer Location**. Any location with printers will have a **Printer** icon next to it.



4. Select **Printer Name** from the drop-down list, all printers from the selected location are displayed here.



5. Click [**Save**] to finish.

**NOTE:** On Kiosk screen details, you can select **Yes** for 'Fit to paper' option if you want the size of the printed badge to fit the size of the print paper.

The screenshot shows the 'Resource Central' application interface. On the left is a navigation menu with the following items: DAILY TASKS, REPORTS, DESIGNER, Resources, Virtual Resources, Forms, Nutrition, Visitors, Properties, Lookup Values, Images, Filters, and Badges (which is currently selected). The main content area has a dark blue header with the text 'Resource Central'. Below the header are three action buttons: '+ NEW', a trash can icon labeled 'DELETE', and a printer icon labeled 'PRINT'. Below these buttons is a table with the following data:

<input type="checkbox"/>	▲ Name	Is Default
<input type="checkbox"/>	Badge1	1
<input type="checkbox"/>	Badge2	0
<input type="checkbox"/>	Badge3	0
<input type="checkbox"/>	Badge4	0
<input type="checkbox"/>	Visionline kiosk badge	0

## CHAPTER 5.

# Appendices

## Appendix A – Privacy Mode feature

The following appendix will describe how to setup company name in the registration email and how to add additional buttons to the privacy screen.

The two specific options to configure are:

- Company Name
- Department Name/Email to

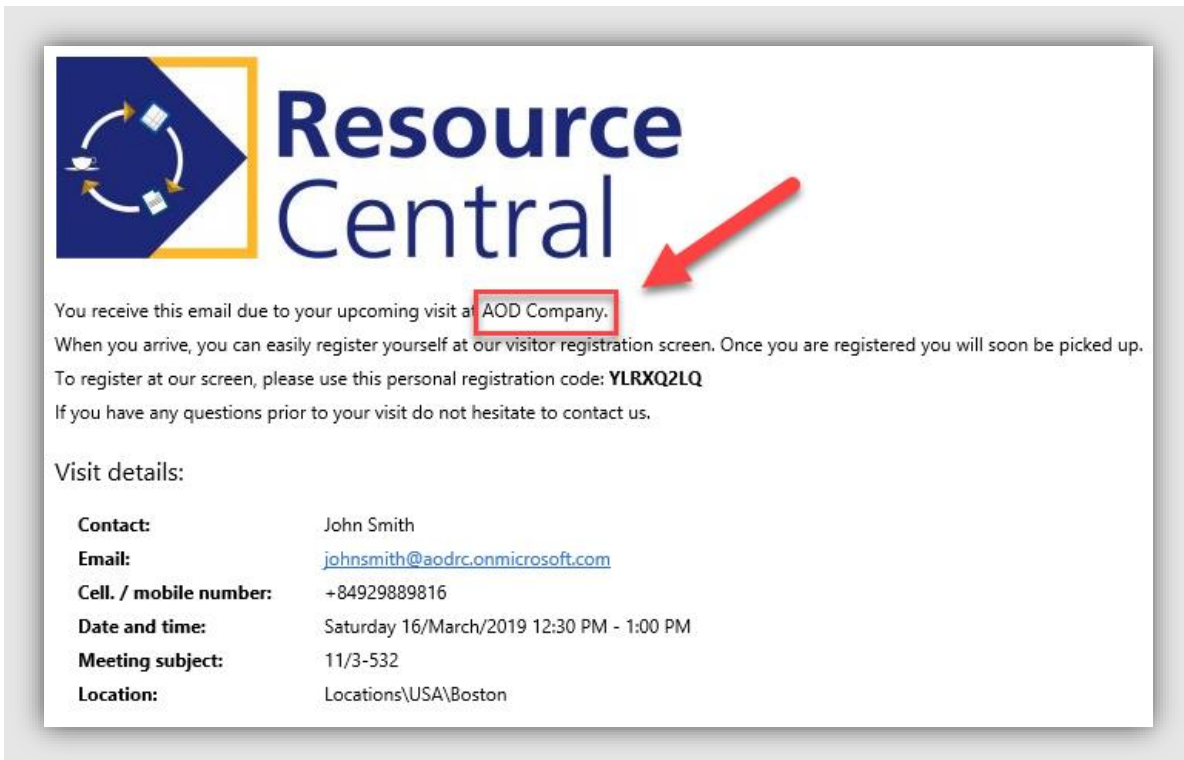
The screenshot shows a configuration interface titled "Notifications On Arrival". It contains several input fields and options:

- A field labeled "\* Company Name" containing the text "AOD Company". This field is highlighted with a red box.
- A field labeled "Request service - Email to ..." with a blue menu icon to its right.
- A field labeled "Visitors - Email to ..." with a blue menu icon to its right.
- A field labeled "Department Name" with a blue menu icon and a plus sign to its right. This field is highlighted with a red box.
- A field labeled "Email to" with a blue menu icon to its right. This field is also highlighted with a red box.
- A section labeled "Visitor - Notify Organizer" with radio buttons for "Yes" (selected) and "No".
- A dropdown menu labeled "Send via" with "SMS" selected.

Figure 15. Enabled Privacy Mode

### Company name

What you type in Company Name field will be displayed in the email sent to the visitor:

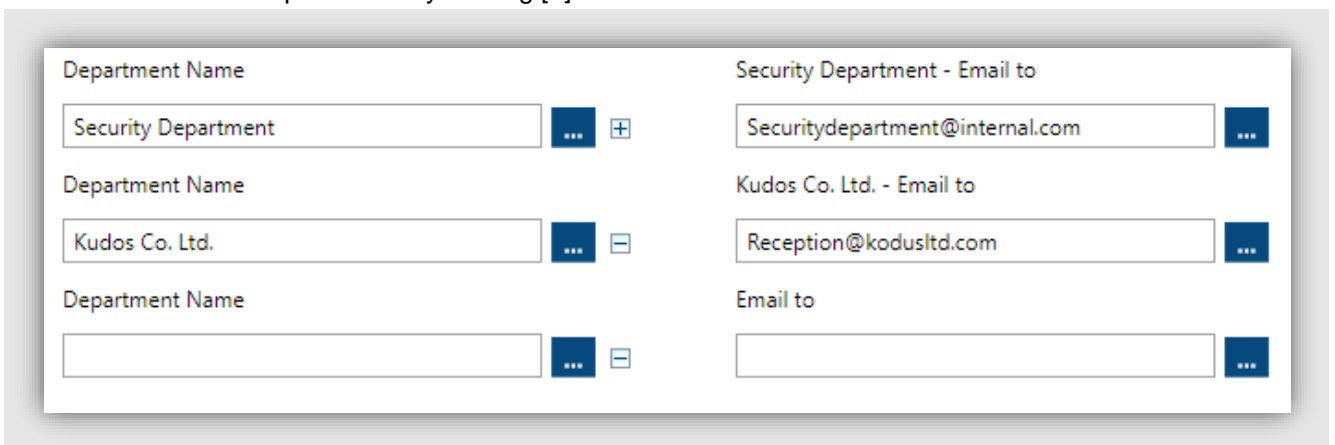


**Figure 16. Email sent to visitor**

**Department Name/Email to**

**Department Name** and **Email to** can be used to add additional buttons, for example, for an internal department or external company that visitors are there to meet. Adding an external company could be useful if this company uses the same entrance as your company and would like to have their visitors use the Kiosk as well.

The **Department Name** can be selected from the configured departments (by clicking [...] button) or typed into the field. The corresponding **Email to** field holds the email-address that will receive the visitor arrival emails. You can add several departments by clicking [+] button:

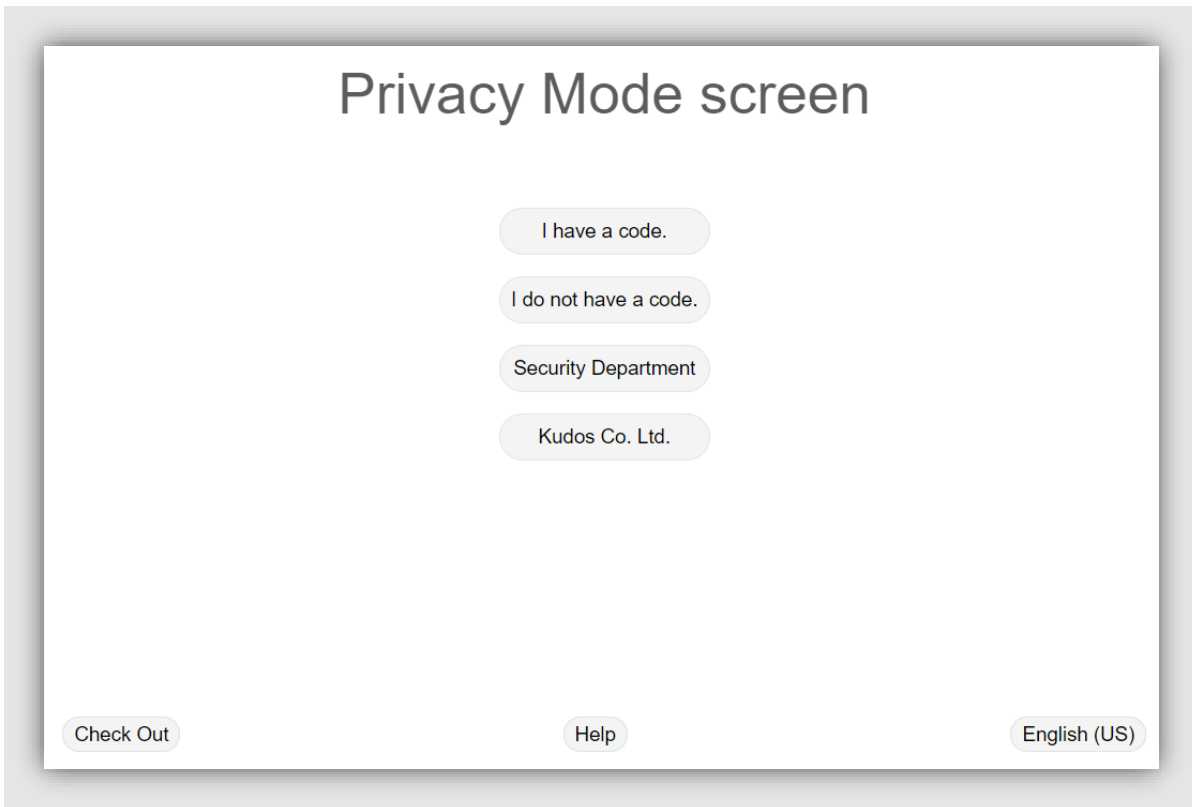


**Figure 17. Department and relevant email**

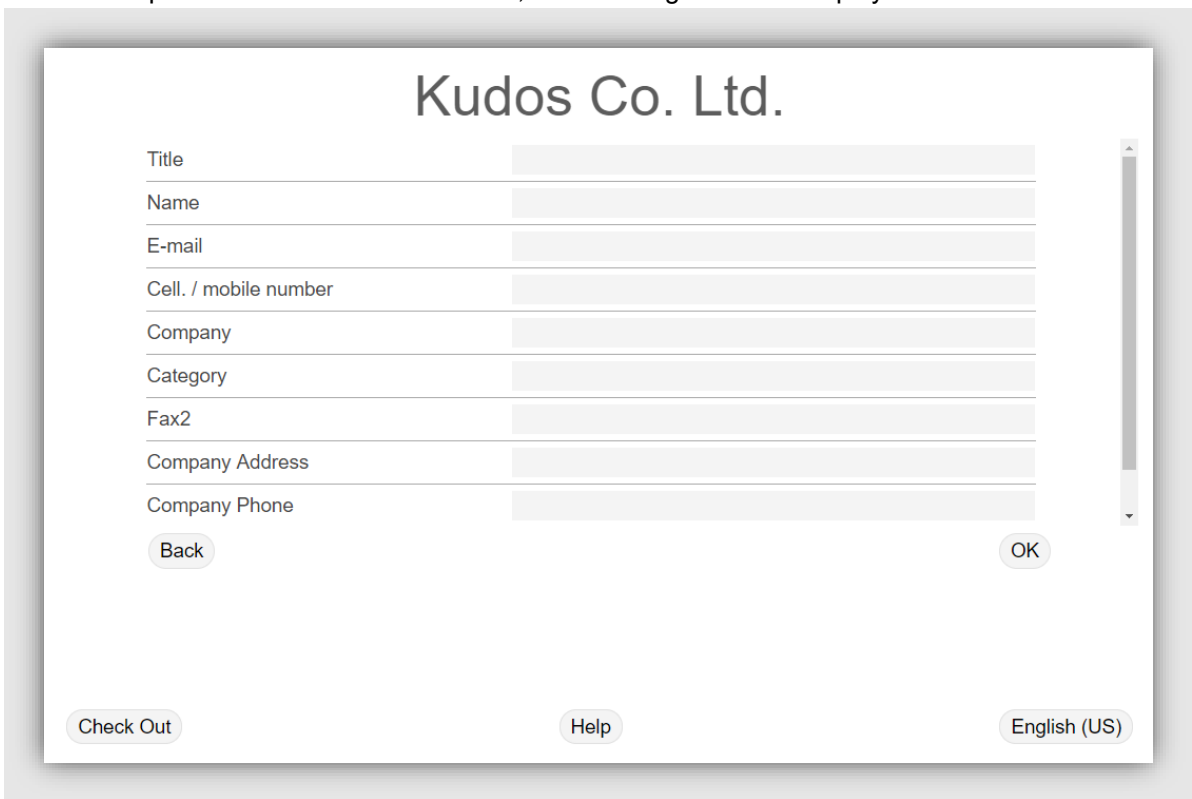
You can configure layout of the default privacy buttons like all other buttons in the Kiosk.

The departments will receive notifications on visitor's arrival sent to the registered email addresses.

This is a kiosk screen with **Privacy Mode** turned on, one department and an external company:

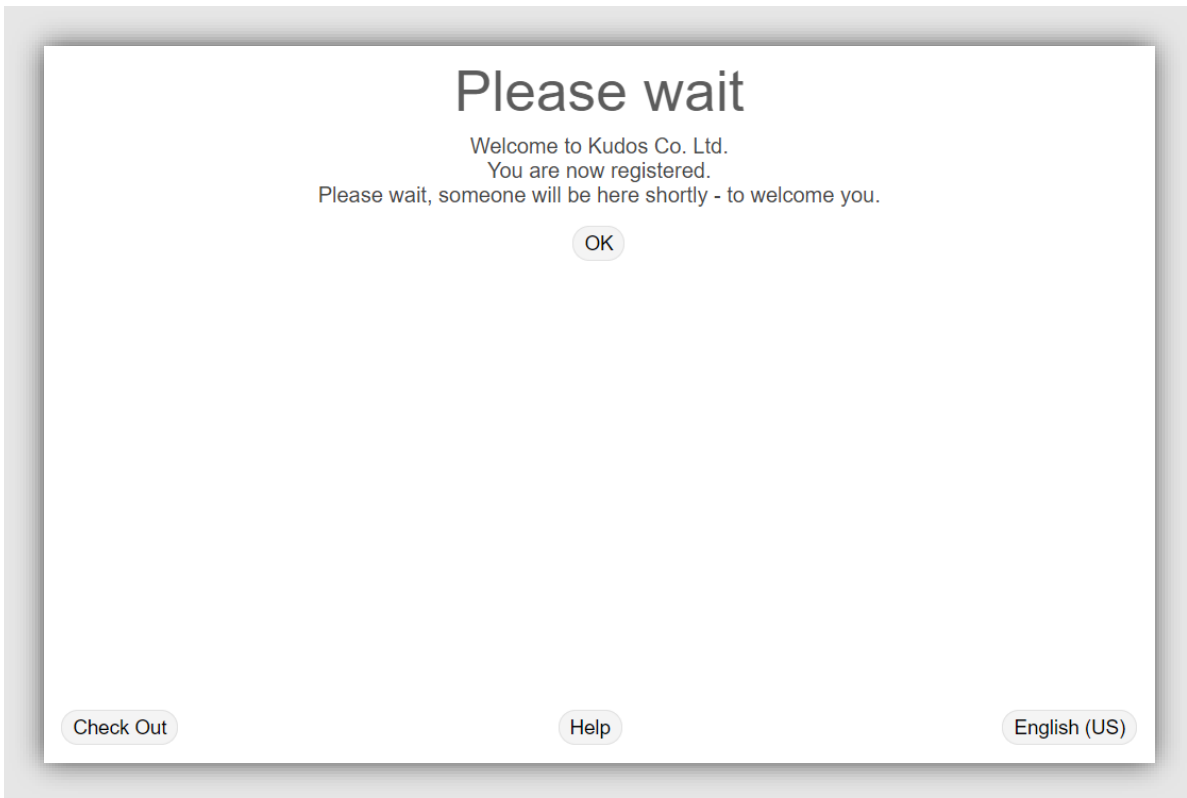


If the visitor pushes “Kudos Co. Ltd.” button, the following screen is displayed:



After filling in necessary information, clicking [OK] button will bring up the following screen:





If the visitor selects "I have a code" option, the following screen shows up for him to enter the code:

