

Hello
VISITORS



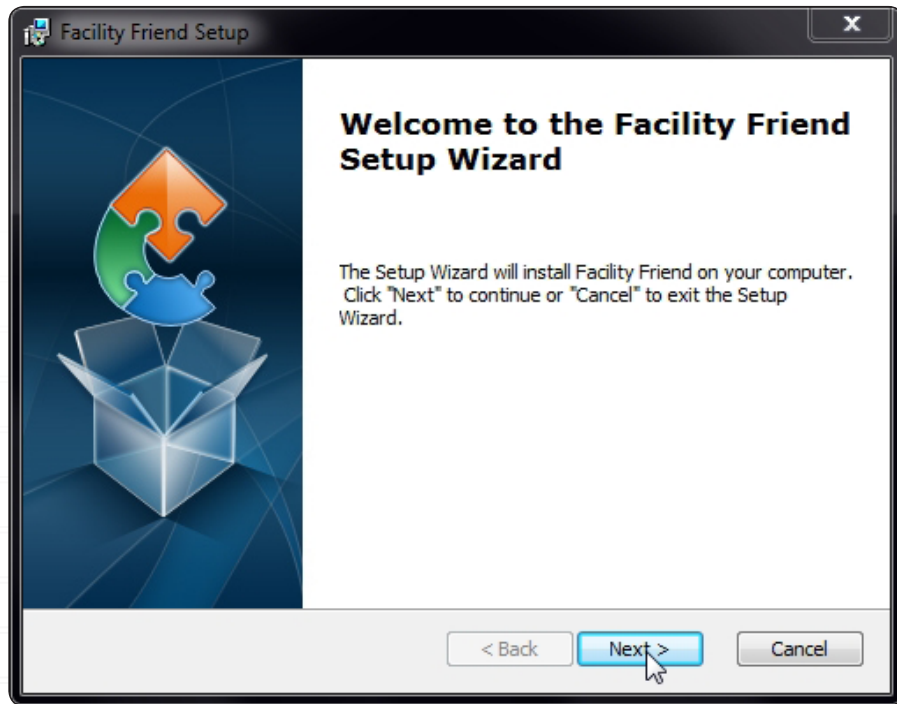
FACILITY FRIEND VISITOR MANAGEMENT & BADGING SOFTWARE

Quick Start Guide
(Single Site, Single Station)

INSTALLING THE SOFTWARE

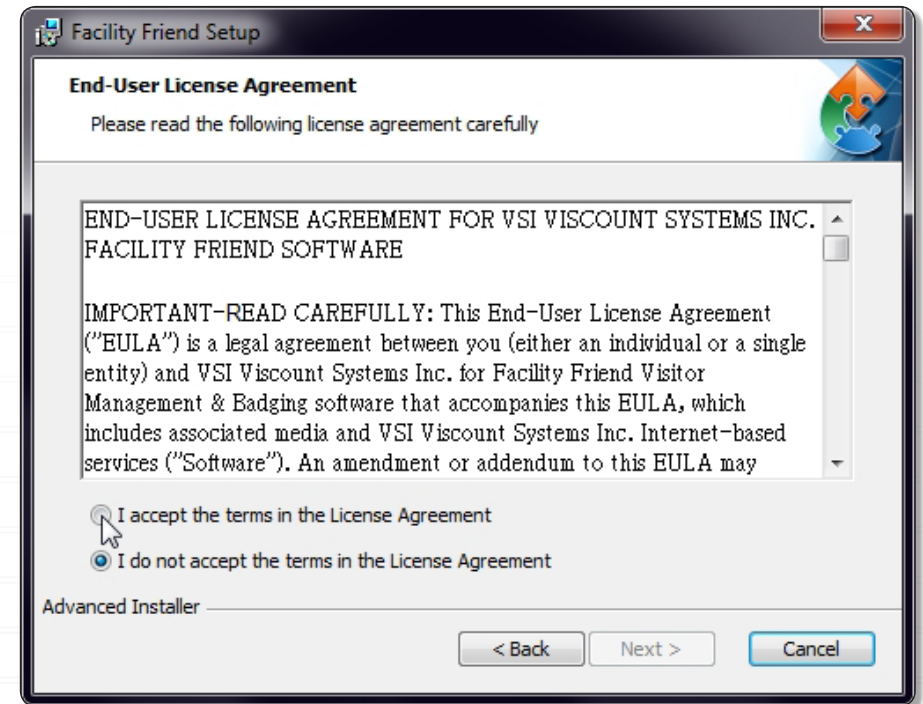
For Windows 2000, XP, Vista, and Windows 7

- 1 Click on the Setup.exe application file to start the installation wizard.



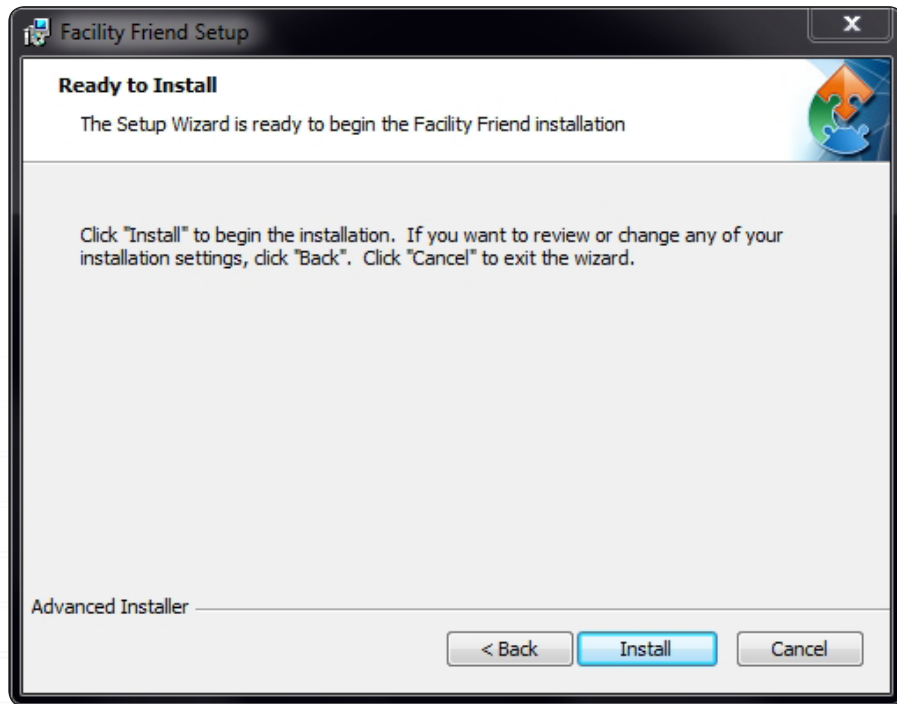
- 2 Click on the Next button to continue, as stated in the wizard.

- 3 Scroll through the End-User License Agreement and accept the terms.





- 4 Finally, click the Install button to proceed with the installation.



- 5 When the setup wizard completes the installation, click Finish and Facility Friend will launch automatically in your default browser.

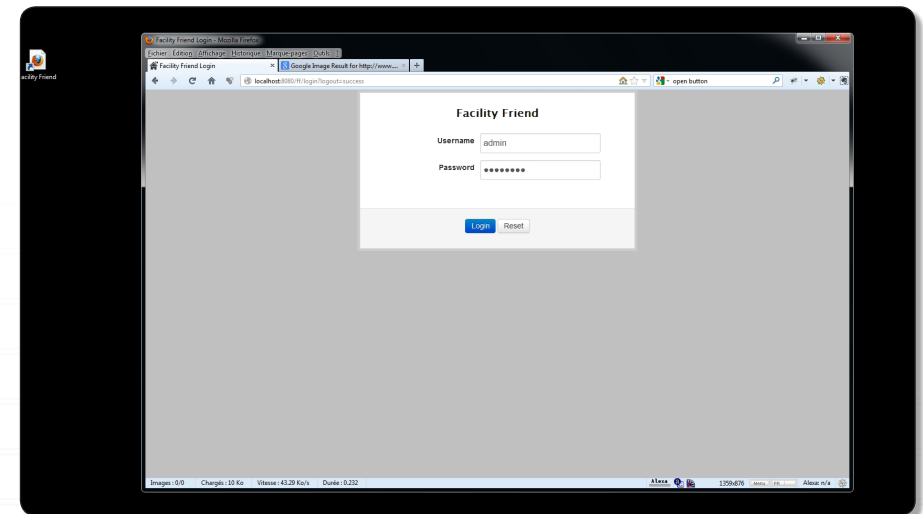
STARTING THE PROGRAM

For Windows 2000, XP, Vista, and Windows 7

- 1 Once the installation is complete, a Facility Friend icon will be placed on your desktop. Either click the desktop icon to open up your default browser, or choose Facility Friend from the Windows Start Menu => All Programs => Facility Friend.

Please wait, while Facility Friend initializes the database and prepares the web pages for the first time. This may take up to one minute to complete.

- 2 Bookmark the login page when it loads, for future use.
- 3 Click in the Username text box and type **admin**. The Password is **password**.
- 4 Click on the Login button, or press the Enter key.



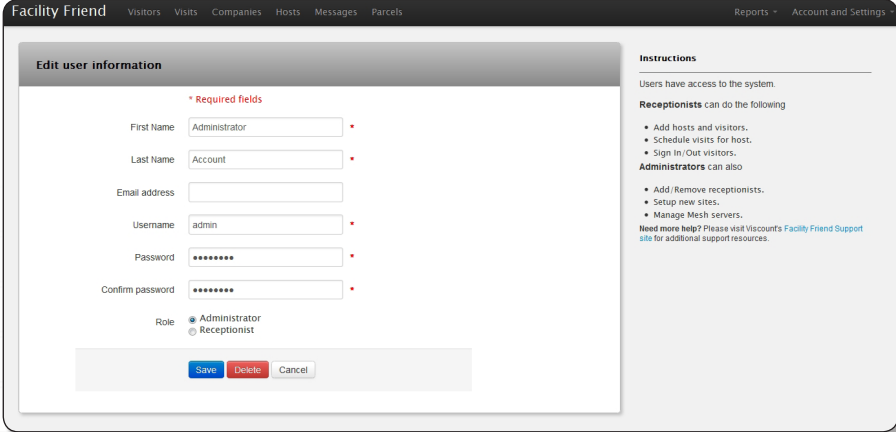
Changing the Admin Password

The default Admin password shown above should be changed immediately. This feature is located in the **Account and Settings** tab on the main menu bar.

- 1 Click on **Account and Settings**, and select **Users** from the drop down menu.
- 2 On the **Users** page, click on the name of the default account called **Admin**, to make changes to the user account.
- 3 You may choose to personalize the **First Name**, **Last Name**, and/or **Username** of the **Administrator** account, but definitely consider changing the password for this administrator account.

*The fields marked with a * are mandatory fields that must be entered.*

- 4 Click the  button when finished.



Facility Friend

Visitors Visits Companies Hosts Messages Parcels

Reports Account and Settings

Edit user information

* Required fields

First Name

Last Name

Email address

Username

Password

Confirm password

Role Administrator Receptionist

Instructions

Users have access to the system.

Receptionists can do the following

- Add hosts and visitors.
- Schedule visits for host.
- Sign In/Out visitors.

Administrators can also

- Add/Remove receptionists.
- Setup new sites.
- Manage Mesh servers.

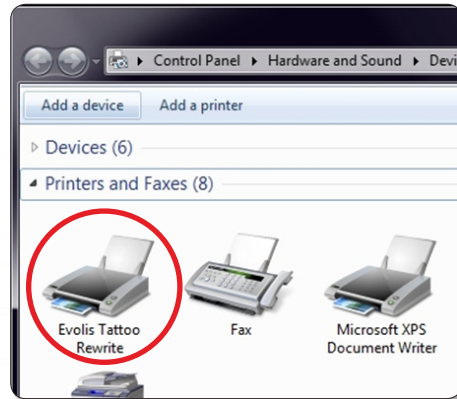
Need more help? Please visit [Viscount's Facility Friend Support site](#) for additional support resources.

CONFIGURING THE BADGING STATION

For Windows 2000, XP, Vista, and Windows 7

To set up a badging station:

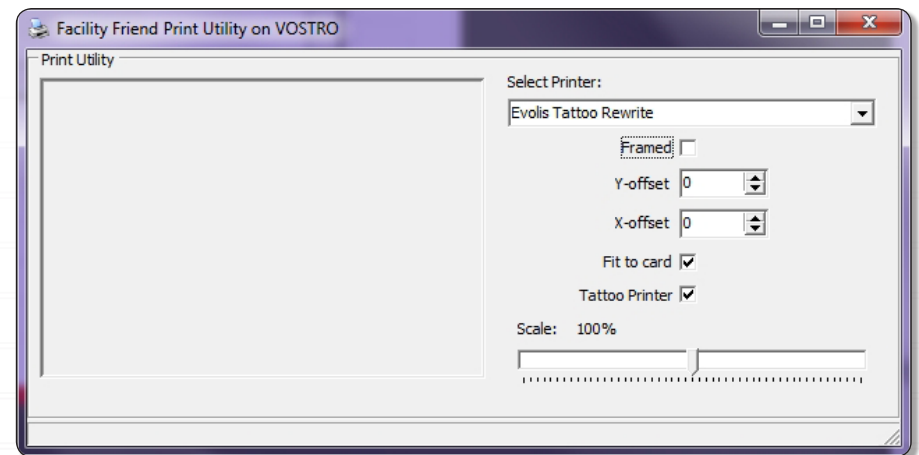
- 1 Connect the card printer to the Facility Friend server or workstation using the USB connection and install the necessary Windows driver. (Refer to the card printer installation guide for details.)



- 2 Open Devices and Printers to ensure that the printer is recognized as a Windows printer.
- 3 Ensure that the Facility Friend Printer Utility service, located in Start, All Programs, Facility Friend, is running in the taskbar.



- 4 Right click on the Print Utility tray icon, and open the GUI to ensure that the settings match those found in the following screen shot. This system utility must be started to print cards. (Refer to the Software User's Manual for specific details on each setting.)





- 5 Click on Account and Settings on the far right side of the Facility Friend menu bar, and select Site configuration.
- 6 Under Badging Stations, click on Local card printer to edit the settings, which are preconfigured for the current computer and operating system.

Facility Friend | Visitors | Visits | Companies | Hosts | Messages | Parcels | Reports | Account and Settings

Edit Badging Station

* Required fields

Name: Local Printer

Description: Local printer configuration

IP Configuration

Operating System: Windows

IP Address: 127.0.0.1

Port number: 1024

Version: 1.00

Save Delete Cancel

- 7 Click on Account and Settings on the far right side of the Facility Friend menu bar, and select User preferences. Ensure that the Badging Station chosen in preferences for this user is the same as the one that is configured.

Facility Friend | Visitors | Visits | Companies | Hosts | Messages | Parcels | Reports | Account and Settings

Update preferences for Administrator Account

Preferred language: English

Badging Station: Local Printer

Desktop utility: Web browser using Adobe Flash:

Camera capture:

Printer:

License Scanner:

Signature Capture:

Save Cancel

Instructions

Use the Check Box to select how you prefer to connect your hardware to your computer so that you can take pictures, print cards and capture signatures.

There are two methods.

1) WEB Browser Using Flash
The first method allows you to operate the system over the internet using a Standard WEB Browser. If your computer does not already have the latest Adobe Flash Player installed you will have to download and install it. Go to Adobe Flash Player for a free download of this product.

2) The Desktop Utility
The second method provides operation over a Local Network (LAN) or a Virtual Private Network (VPN). This would be used if you are connecting to your own server (not Viscount's server) to operate your copy of Facility Friend. Refer to Viscount Support support@viscount.com to download this supporting software.

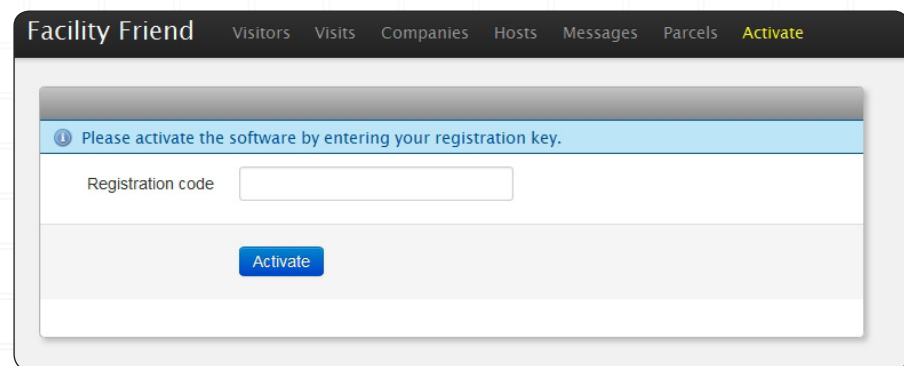
ACTIVATING THE SOFTWARE

Facility Friend must be activated after the trial period has expired. The product can be activated at any time by clicking Activate on the menu bar.

- 1 Click activate on the menu bar.
- 2 Enter the registration code exactly as it appears on the registration card or in the activation email.

The registration code format will be: 0000-0000-0000-0000

- 3 Click the Activate button to complete the activation process.



The screenshot shows the 'Facility Friend' software interface. The top navigation bar includes 'Visitors', 'Visits', 'Companies', 'Hosts', 'Messages', 'Parcels', and 'Activate'. A blue banner at the top of the main content area reads: 'Please activate the software by entering your registration key.' Below this banner is a text input field labeled 'Registration code'. At the bottom of the form is a blue 'Activate' button.