timeacle

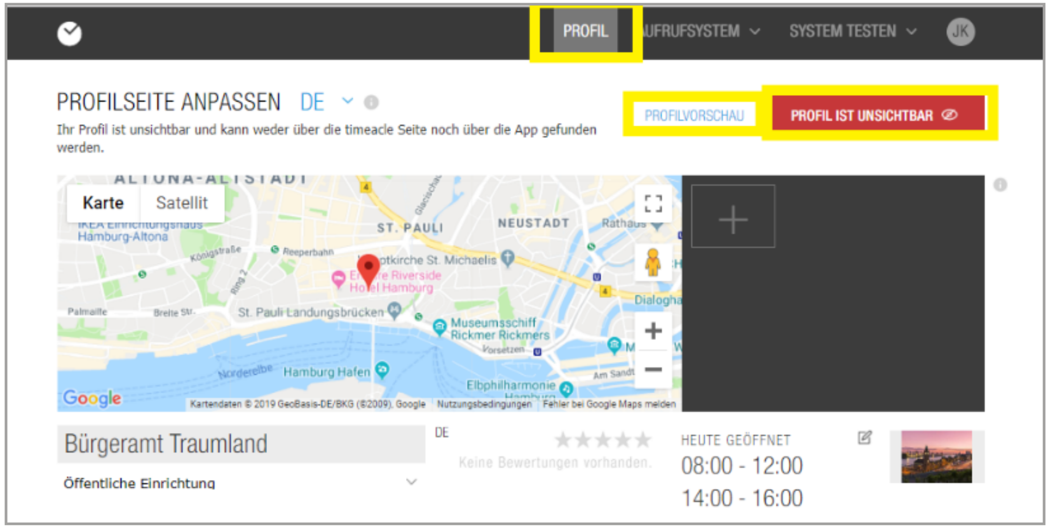
Manual

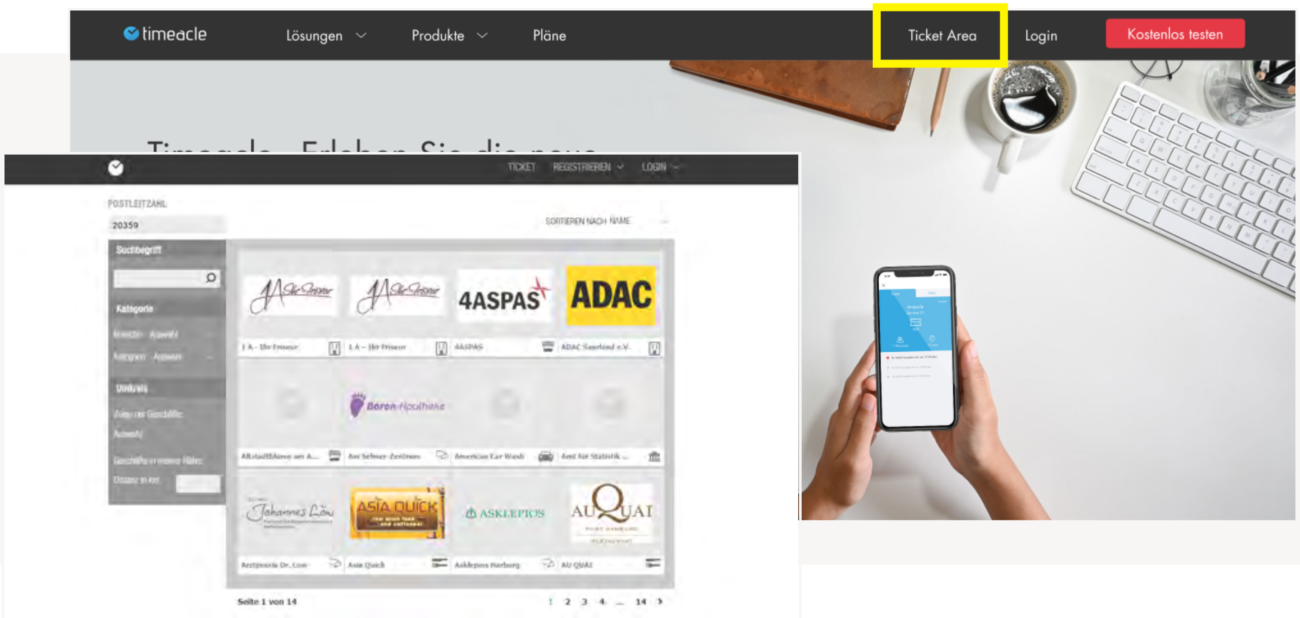
for the use of the call system of timeacle GmbH & Co.KG

Content

1 Set up Profile

After successfully logging in, you can configure the settings according to your preferences. You can customize your profile page in the Profile tab. Once you have made your changes, click on the **Profile is invisible** button to make your profile visible to your customers.





NOTE

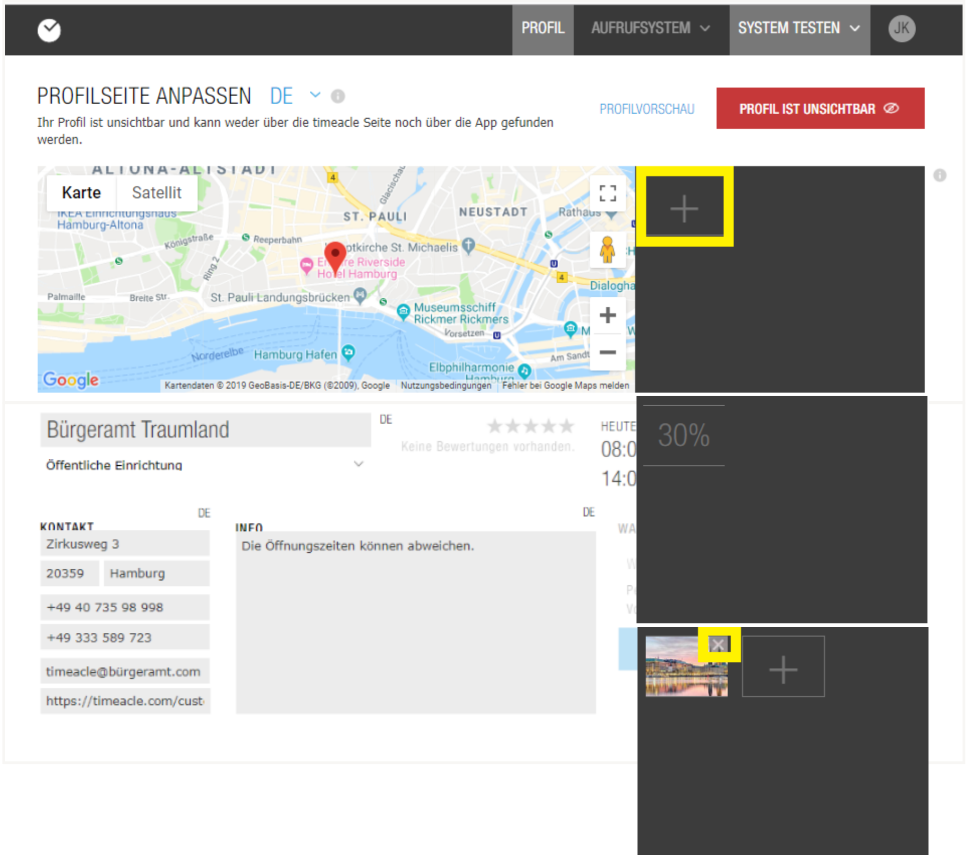
If you want to see the changes you have saved to your profile, click on the Profile Preview area in the top right corner. Another tab window will open in your browser. You will now see your profile as your customers see it.

1.1 Upload images

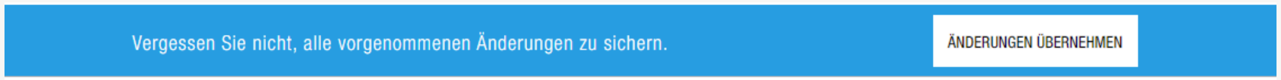
You can add images to your profile by clicking on the gray + in the right-hand field next to the map. You can upload up to 9 images of your choice, which will be displayed on your profile in a slideshow. You can check these under the profile preview.

Once you click on the +, a window will open where you can select the corresponding image file from your folder. By clicking on open, you confirm your selection and the image will be uploaded automatically.

If you want to delete an image file, click on the X displayed in the upper right corner of the respective image.



Be sure to click the **Apply Changes** button after each change, otherwise the entered data will ***not*** be applied.



1.2 Customize store name and category

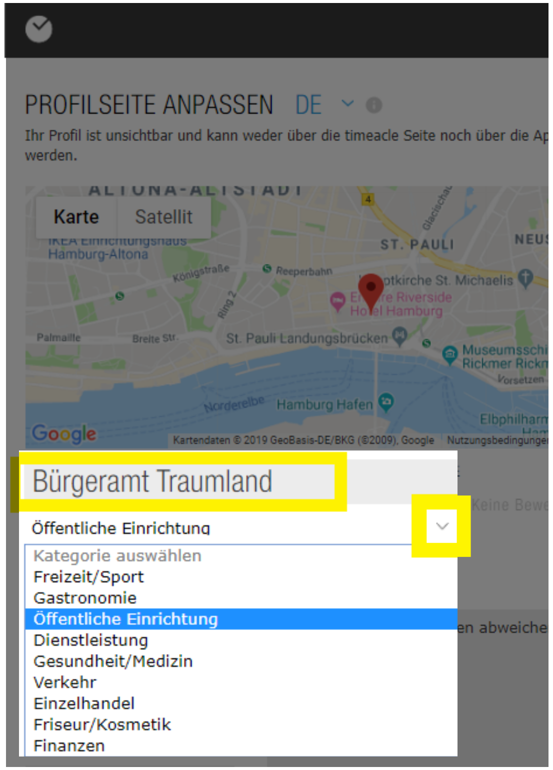
Below the map is a text field where you can enter your store or company name.

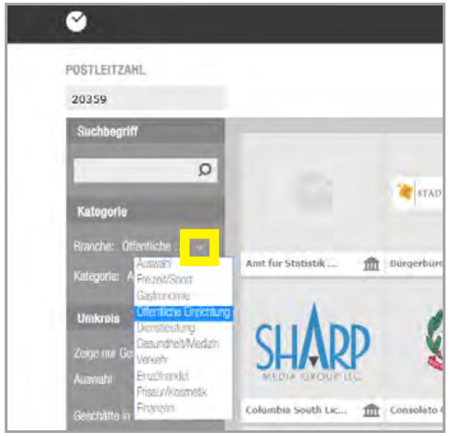
The name you enter is important for two reasons:

1. You will be displayed and found under this name in the profile search.

2. It is used to differentiate between settings if you administer more than one office/branch.

Below the store name, select the category/industry for your profile. Clicking on the downward-pointing arrow will bring up a selection of categories/industries from which you can choose one for your profile.





After entering your information, please click on **Apply changes.**

Specifying your category/industry makes it easier for your customers to find your profile on the online portal.

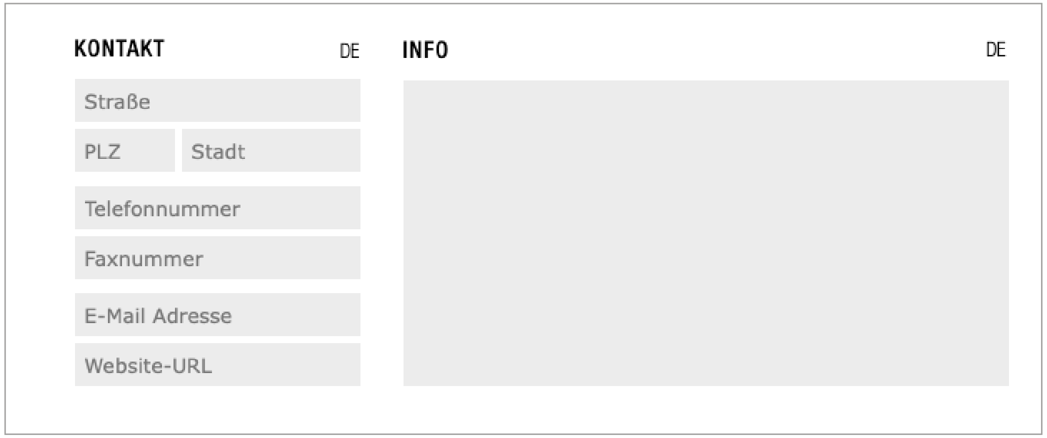
Categories / Industries

1.3 Contact details

In the contact field, you can enter your company‘s address, postal code, city, and telephone and fax numbers. Your address details will be verified by Google Maps and displayed on the map in your profile. This allows your customers to get a route suggestion from our timeacle app, which shows the route length in km (by car, on foot, or by public transport) and compares the approximate waiting time.

Please also provide your email address and website URL so that your customers can reach you via these channels.

On the right of the contact field is the info field, where you can add further information. The text is optional. For example, you can inform your customers about the services your organization offers.



1.4 Opening hours

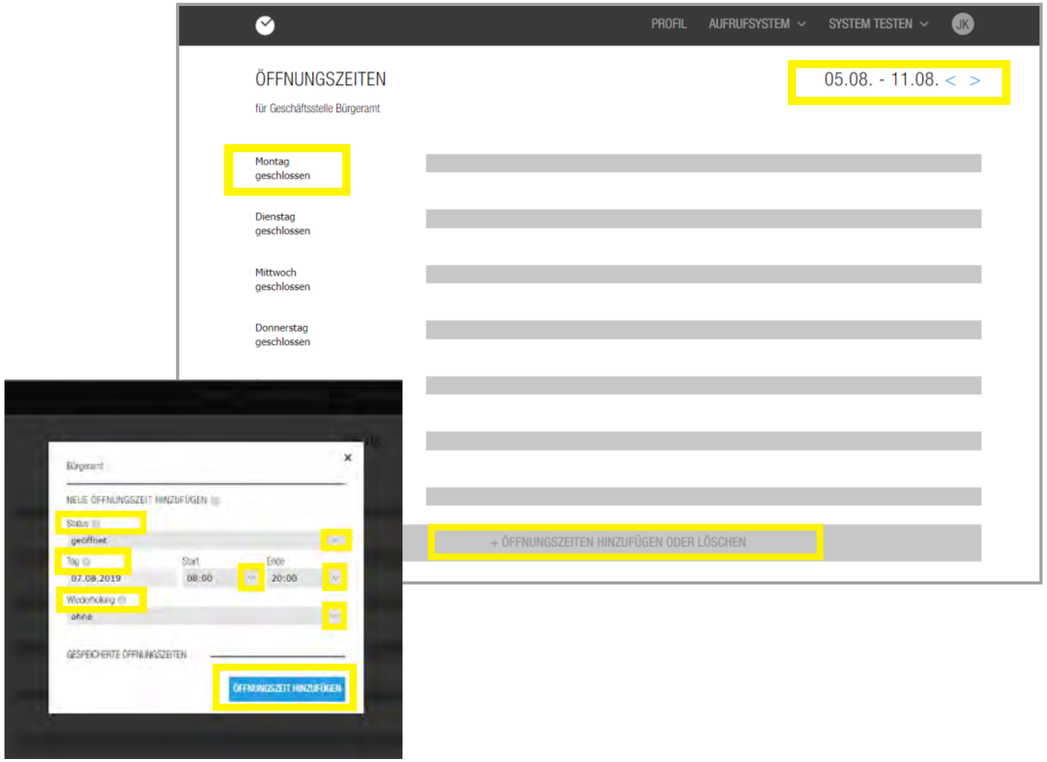
You can enter the business hours by clicking on the edit icon located below the image field. After clicking, you will be redirected to an edit page. On this page, you will see the days of the week on the left and the date of the week on the right.

Click on the + **Add or delete opening hours** button or on a weekday to add or delete the opening hours.

A small editing window will now open. Here you can add the opening hours of your company. Under Status, you can choose between open and closed by simply clicking on the downward arrow.

To set the opening hours for each day, click in the text field with the date. A small calendar will open where you can make your selection. Under Start, you can specify the time at which your company opens each day. Under End, you can specify the time at which your company closes.

Under Repeat, you can choose whether you want to set up daily (e.g., only on Monday, August 5, 2019), weekly (starting on Monday, August 5, 2019, and then every following Monday), or weekday (Mon–Fri) repeats for the day.



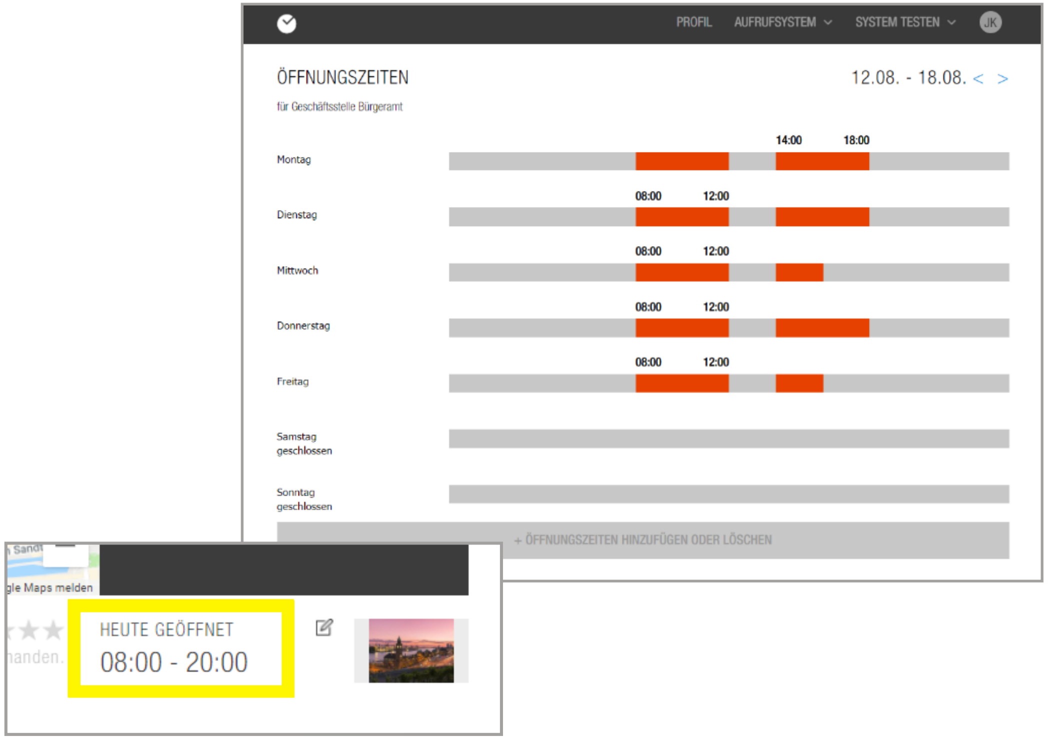
EXAMPLE

If you are open Mondays-Fridays from 08:00 a.m. to 12:00 p.m., then the repetition: every working day would be the best option for you, as you would not have to create each day individually for this period.

1.4 Opening hours

Once all opening hours have been entered, you will be shown the period for which the opening hours have been stored. As soon as you close the configuration window for your opening hours, you will see colored bars in the weekly view showing the times and days of the week for which your opening hours have been stored. If you do not specify any opening hours for certain days or times, the system will automatically display **Closed** for these.

You can view your configured profile under **Profile Preview.**



NOTE
If you want to set opening hours in the middle of the week, you must click on the next calendar week, as past days cannot be selected.

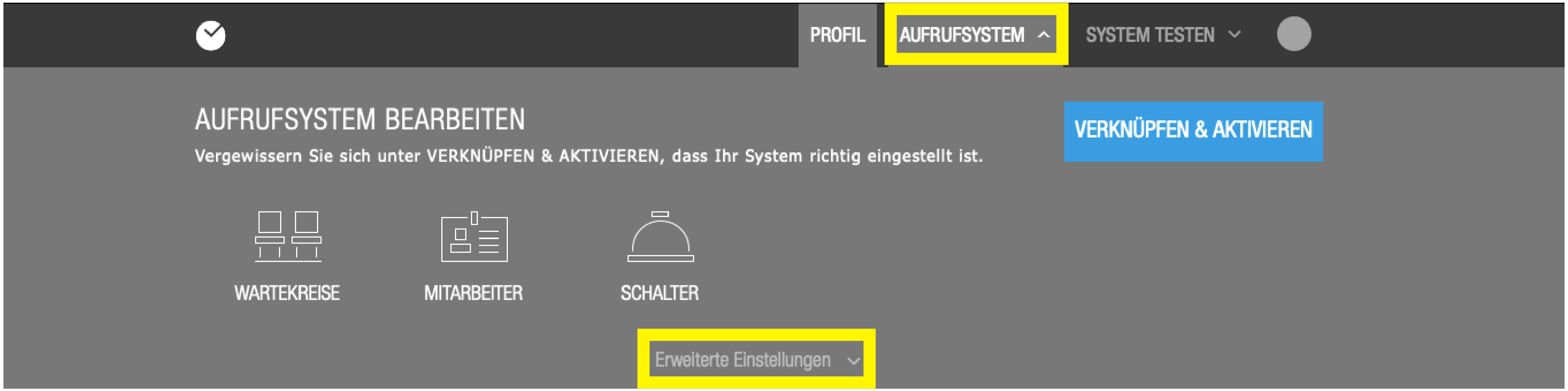
1.5 Add logo

To add your logo, click on the area to the right of the opening hours. Just like with image files, Windows Explorer will open, allowing you to select your logo file. Click on Open and the logo will be uploaded automatically.

2 Edit call system

Once you have set up your profile according to your preferences, you can make further settings in the Call System tab.

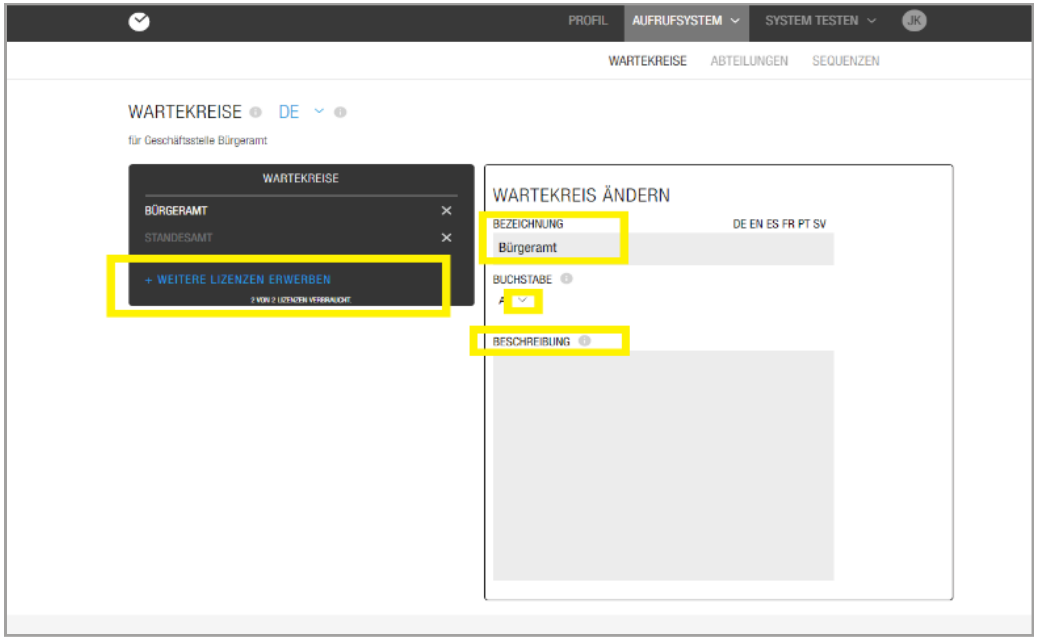
Queues, employees, and counters are displayed. Under **Advanced Settings**, you will find further options for services, content, designs, settings, and access.



2.1 Queues

To create a queue, go to Queues in the Call System menu. A queue is an area within your business that brings together customers/patients whose requests can be handled by the same employees or who have the same request, so that they form a common queue.

You can name your queue in the text field under Names. The letter is the waiting number designation for the respective queue on the tickets, which you can also choose freely. This lets your customer know which waiting area they are in and which counter they need to go to when their number is called. Under Description, you can add any information that is only visible to you.



NOTE
Please always register all customers who have an appointment here. Customers without an appointment should first be sent to the appointment scheduling desk.

EXAMPLE
An example of a queue is: Registration with the letter A

2.2 Purchase licenses

IIf you want to add more queues or operators, you must purchase new licenses under + Purchase additional licenses. As soon as you click on the button, a new page will open and you can select the licenses you need and add them to your shopping cart. You can purchase as many licenses as you want.

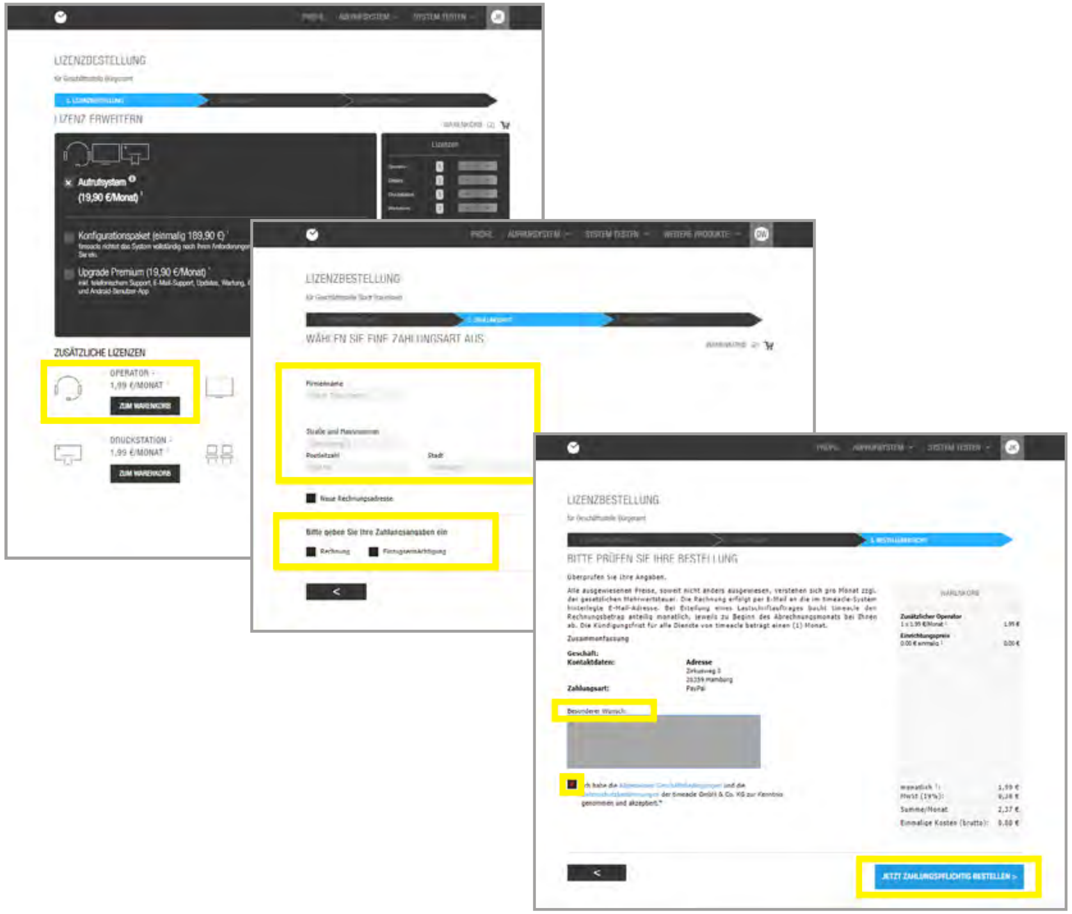
The button for adding licenses is located, for example, in the black box in the queue settings.

The following licenses can be purchased: - Queue - Printing station - Operator - Display

Once you have added the desired licenses to your shopping cart, click **Continue** and you will be redirected to the payment process.

You can choose between direct debit, purchase on account, or credit card as your payment method.

After making your selection, please click **Continue** to view your order overview and complete the purchase of the licenses. The licenses will be available to you immediately after your order confirmation.



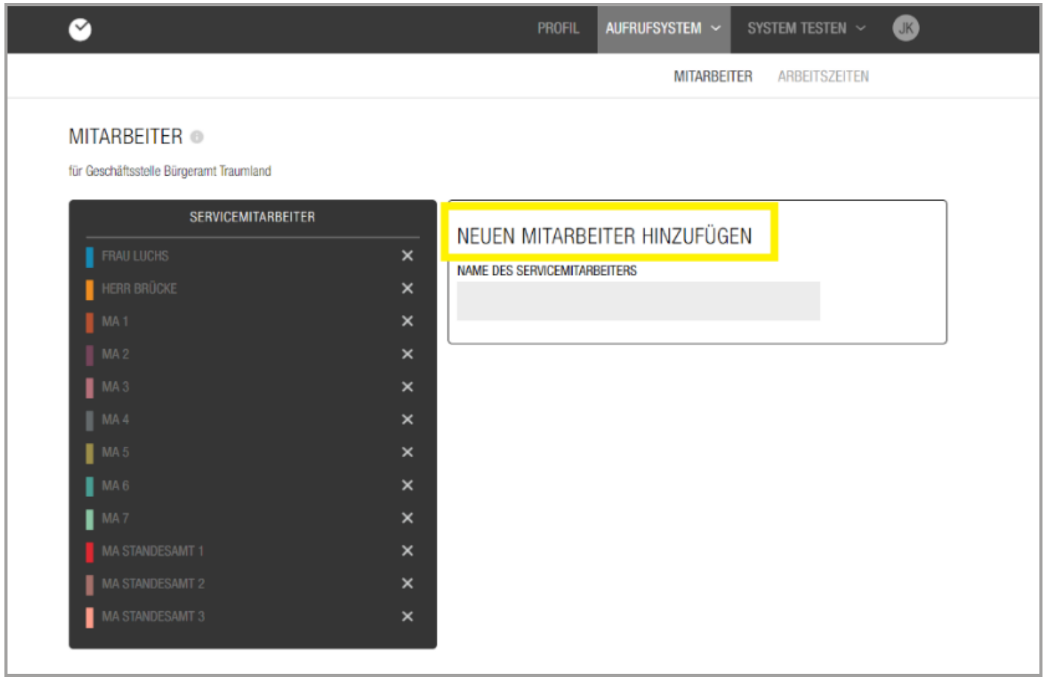
NOTE
If you indicated during registration that you would like to pay monthly by credit card, this option will be offered to you as a payment method. If you did not indicate this, payment by credit card will not be displayed. However, if you decide to pay by direct debit, please enter the account holder, IBAN, and BIC. The same applies to purchases on account; the billing address you specified during registration will be used. It is possible to specify an additional billing address.

2.3 Create employees

In the Call System menu under Employees, you can enter your employees and their working hours.

This information is important for correctly calculating waiting times and your appointment availability.

In the text field under **Add New Employee**, you can enter the name of the employee, which will then automatically appear in the black field on the left. If you want to remove an employee, click on the X in the black field.



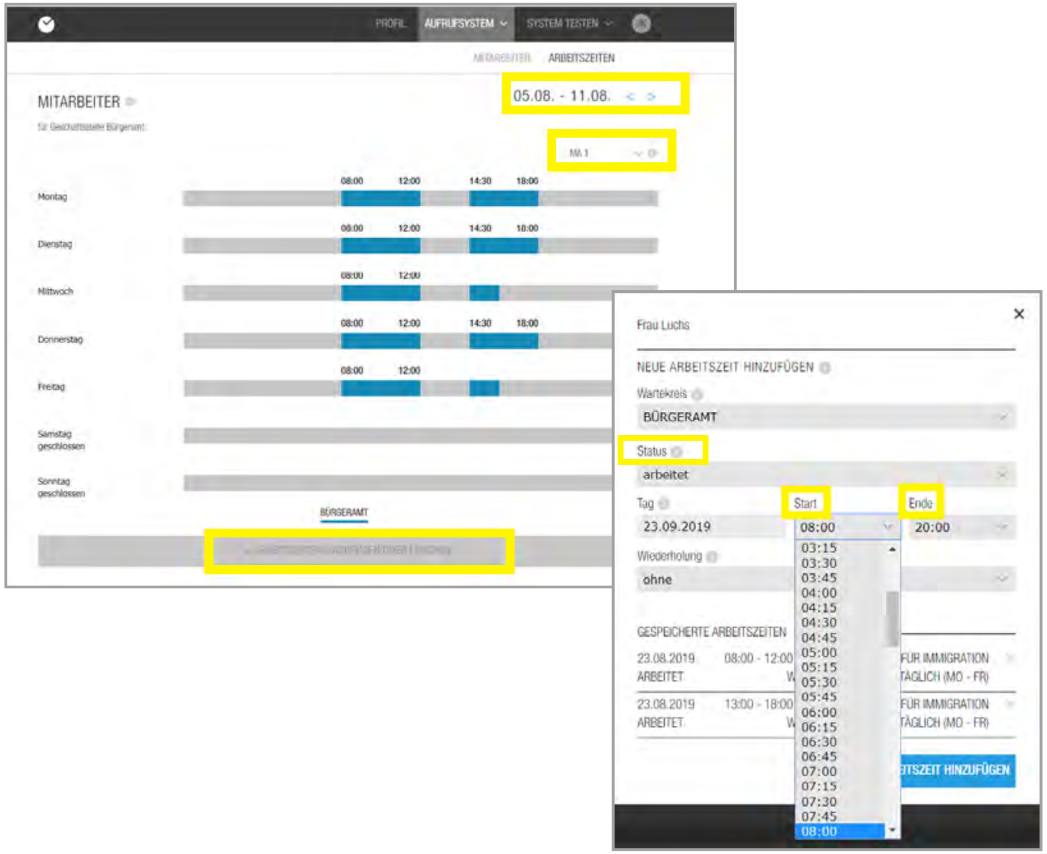
2.4 Add working hours

You can add the working hours of each individual employee. The setup is the same as for opening hours. To do this, simply click on Working hours. The corresponding employee is displayed in the top right-hand corner.

You can also select a different employee here. Click on + **Add or delete working hours** or on a weekday to edit the working hours. A small editing window will open where you can add the working hours of your company’s employees.

The working hours created here are decisive for calculating the waiting time, as they are the resources used by the system for its calculations.

Under Status, you can choose between open and closed. Simply click on the downward arrow and select one of these two options. If you want to select the days on which your employee is present or absent, click on the text field containing the date to open a small calendar in which you can make your selection.



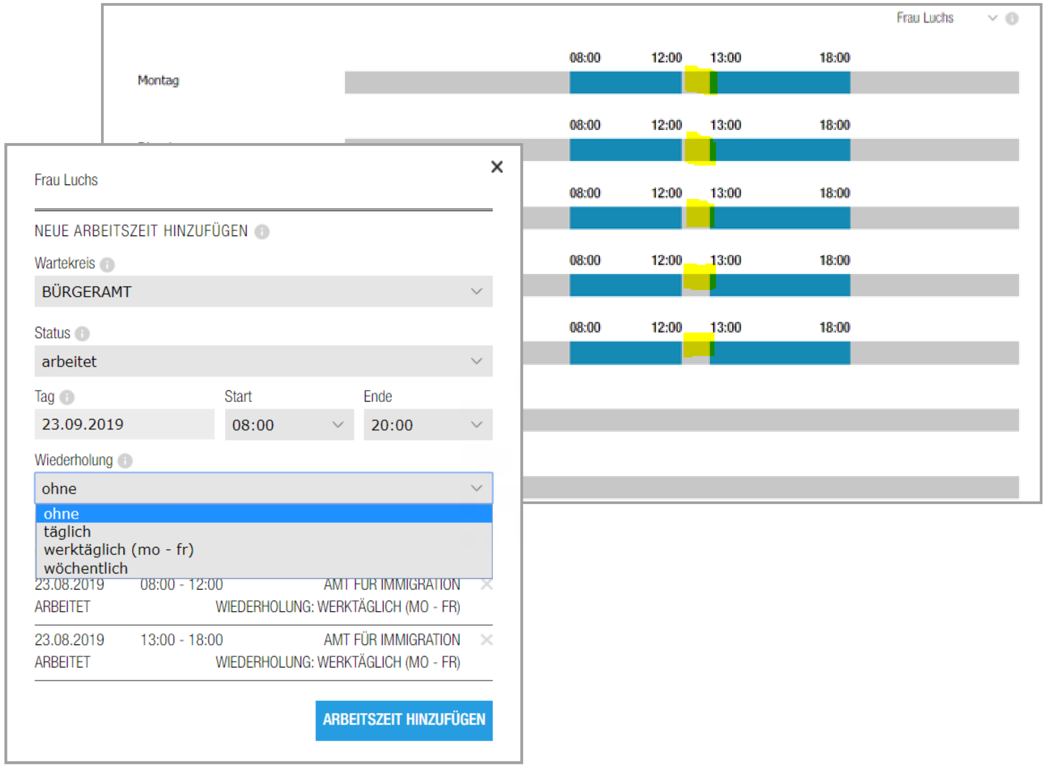
NOTE
The same rules apply to the setting of working hours in general and during the week as to opening hours.

2.4 Add working hours

Once you have added all working hours for each employee, click on the page where you can see the days of the week to exit the working hours editing field. You can now see the working hours entered for each employee. As soon as you click on the icon next to the weekly period, you can see possible repetitions of the working hours for the coming weeks.

If some or all employees are taking a break, you can also enter this in the system by clicking on the relevant employees and first entering the start of the working time and then the start of the break at the end. The break is indicated by a gap between the start and end of the break.

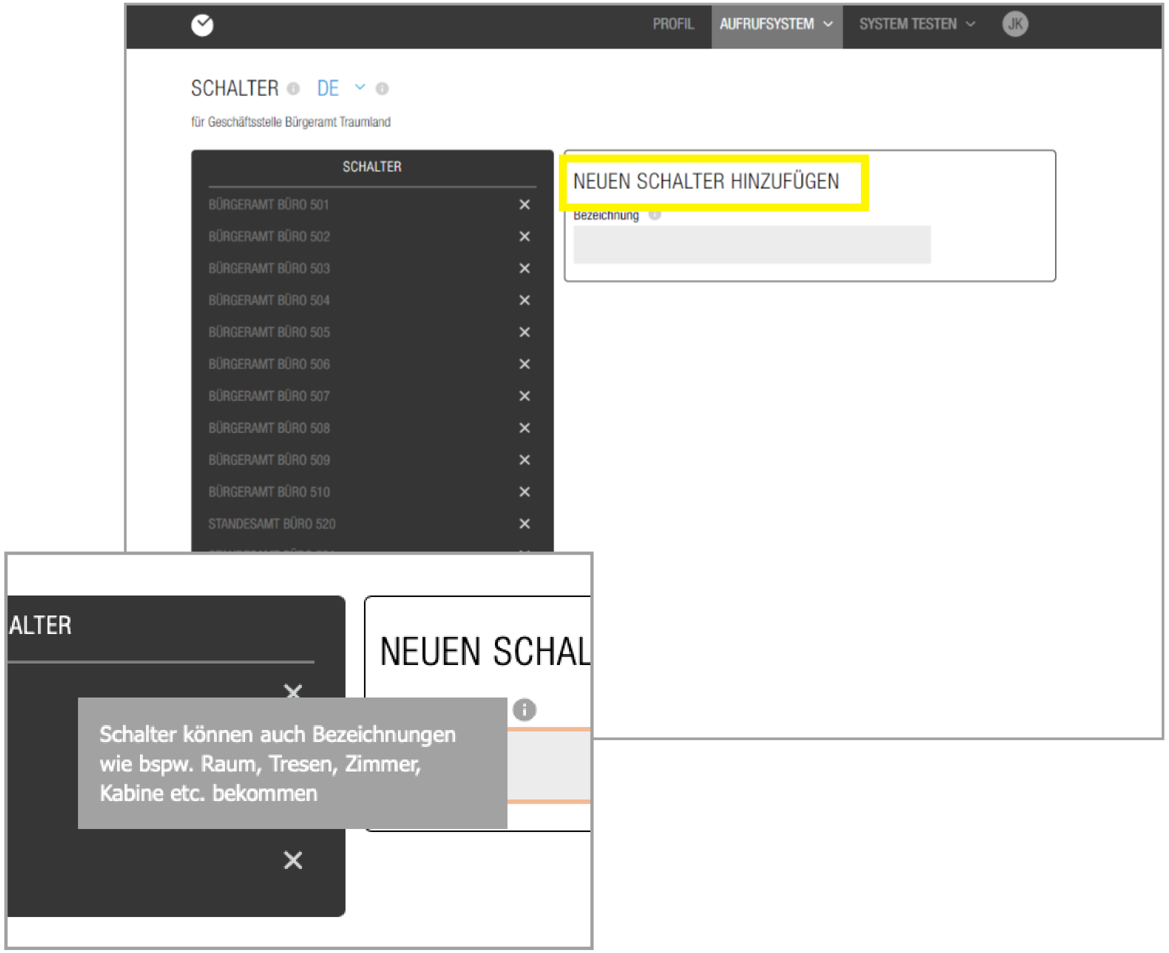
You can also enter your employees' vacations in the system. To do this, go to the relevant employee and click on a weekday. The editing window opens and you must now select Not working for the status. For the repetition, select weekdays (Mon–Fri). After you have selected the repetition, another field, End date, appears. Here, select the date until which the previously selected repetition should be valid in the small calendar that has opened. Here, you would then specify the last day of vacation. To save the change, click on **Add working time**



EXAMPLE

Employee Ms. Luchs works from 8:00 to 18:00 o´clock. She takes her break from 12:00 to 13:00 o´clock. To enter this into the system, enter 8:00 o´clock (start of work) as the start time and 12:00 o´clock (start of break) as the end. Now you need to enter another time window for Ms. Luchs, with a start time of 13:00 o´clock. (end of break) and an end time of 18:00 o´clock. (end of work). To set both from Monday to Friday, select "Weekdays" for the repeat option.

2.5 Create counters



A counter refers to, for example, the room to which you are called, e.g., room B1 at the municipal office or treatment room 1 in a doctor’s office.

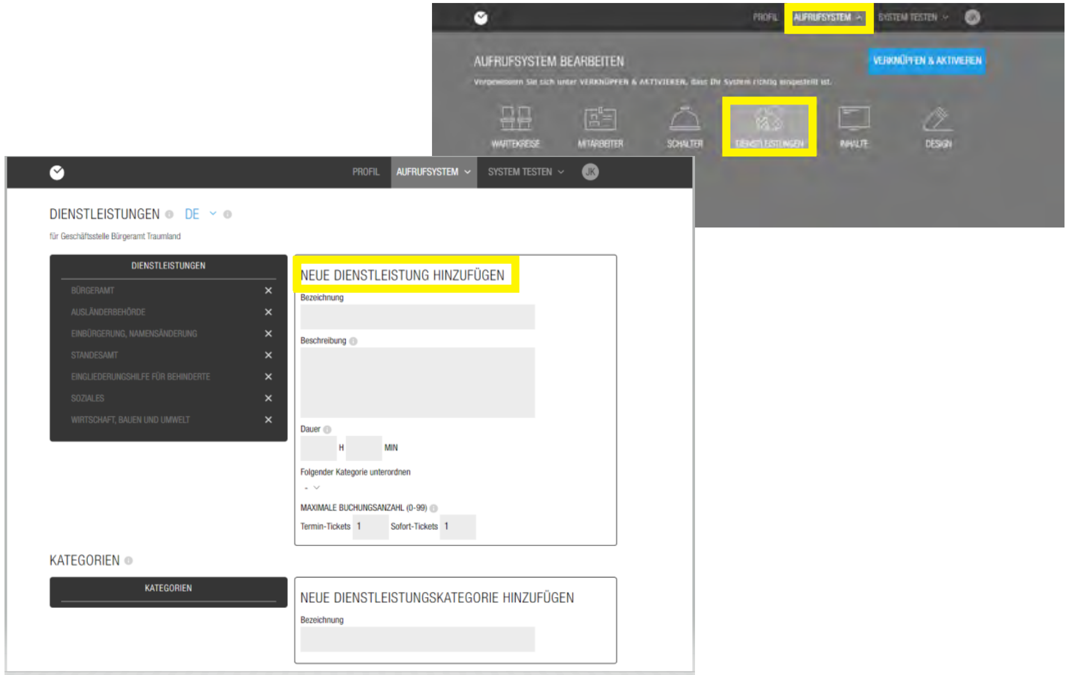
You can create new counters under **Add new counter**.

The counters you create are automatically added to the black field on the left. You can also delete counters there by clicking on the X.

After you have created counters, click on **Apply changes.**

2.6 Services

The services that can be selected when booking a ticket can also be defined in the menu under Call System. To do this, simply click on Advanced Settings and then on Services. Creating services allows you to calculate the expected waiting time precisely and also ensures that your employees know what the customer wants before the appointment.



Here, too, you have the option of naming and adding a service in the text field under **Add new service.**

Under the **Description** text field, you can enter additional information, such as conditions, fees, etc., which can be communicated to your customers. For the duration, enter the number of hours and minutes required to process the selected service.

The maximum number of bookings specifies the maximum number of times a service can be booked by the end customer per ticket.

Here you can select between a minimum of 0 services per ticket and a maximum of 99 services per ticket. This selection then applies to both the appointment ticket and the instant ticket.

The category groups the different services. This setting makes sense if you offer many services. To give your customers a better overview, group them, e.g., ID matters, registration matters, etc.

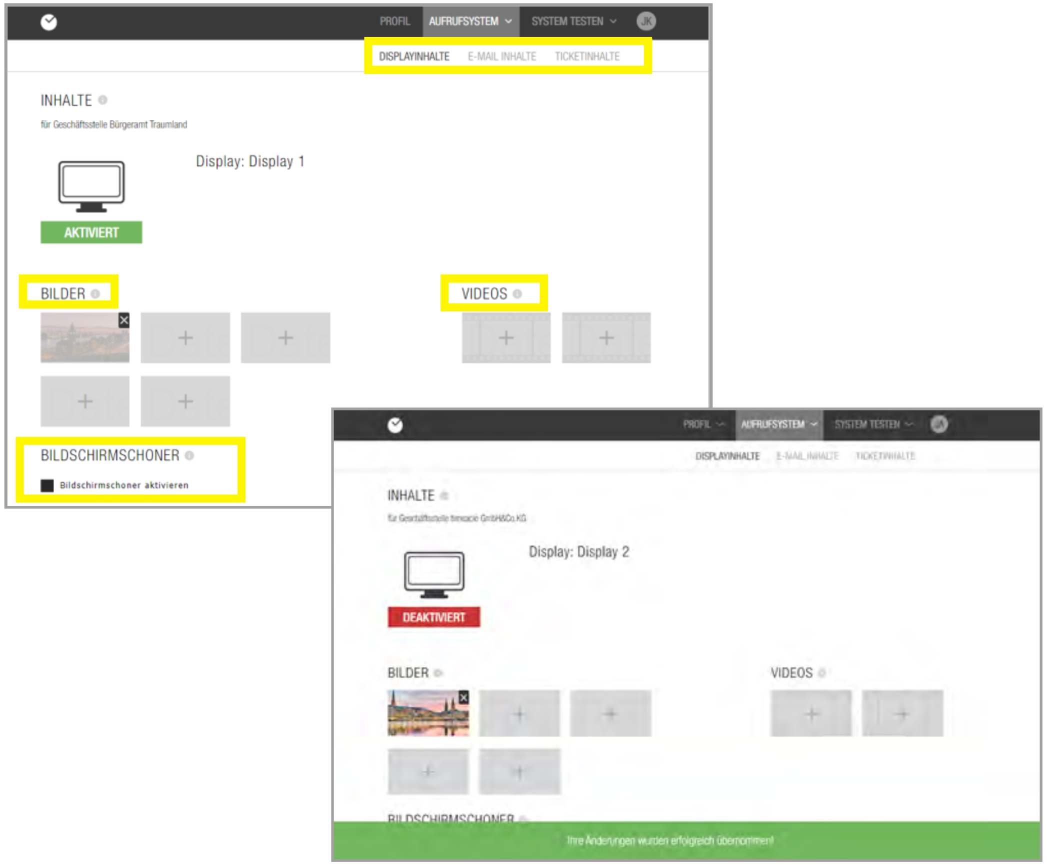
EXAMPLE
You would like to re-register your family of 4. If you have specified the maximum booking number as 1x for the re-registration service, the family must book 4 appointments instead of selecting the same service 4 times and booking one appointment.

2.7 Content

We separate content into different categories: Display, Mobile, and Ticket. Images, videos, and a news ticker can be content that shows up on the call screen in a waiting area. You can set content for the display, emails, and tickets. You can upload different content for the Pro Display. It'll show you if the content is activated for the call display. You can add and remove images. Uploading an image works the same way as Different content can be uploaded for each display. You will be shown whether the content is activated for the call display. You can add and remove images. Uploading an image works in the same way as uploading a profile picture. You also have the option of activating or deactivating uploaded images or videos. After uploading, the content is automatically activated and highlighted in color. When you click on the file, it turns gray and is deactivated on the corresponding surfaces.

Under the item "Screensaver," you can decide whether you want to activate it. The screen saver then displays the images and videos you have added in full screen mode when the queue is inactive. In the ticker, you have the option of entering text.

This text is information that is displayed at the bottom of the display after entry. Here you can enter and save up to 11 texts you have written yourself. In the External Feed sub-item, you can integrate the URL of another website, e.g., the feed from spiegel.de. However, you can either write your own text or use the news feed from another website. It is not possible to do both. We accept no liability or responsibility for the content used.



NOTE
You can post promotional videos, images, promotions, and offers, or upload department-specific images and videos. These will also be played on the call screen.

2.7 Content

If you want to check your uploaded content, go to Test System on the display. Another window will open. Here you will see the images and videos you have uploaded in a slideshow in the top right corner, and your ticker in the footer. The screen saver only becomes active when there is no activity in your queue.

For emails, you can compose a text that is visible to your customers, e.g., a signature. To do this, click on Display Content under Call System and then on Content **Email**. Here you can then write your personal footer text in the gray text field. For example, you can insert a signature that you want to send to your customers in every confirmation email for an appointment or ticket booking. This signature or text can be defined individually for each queue.

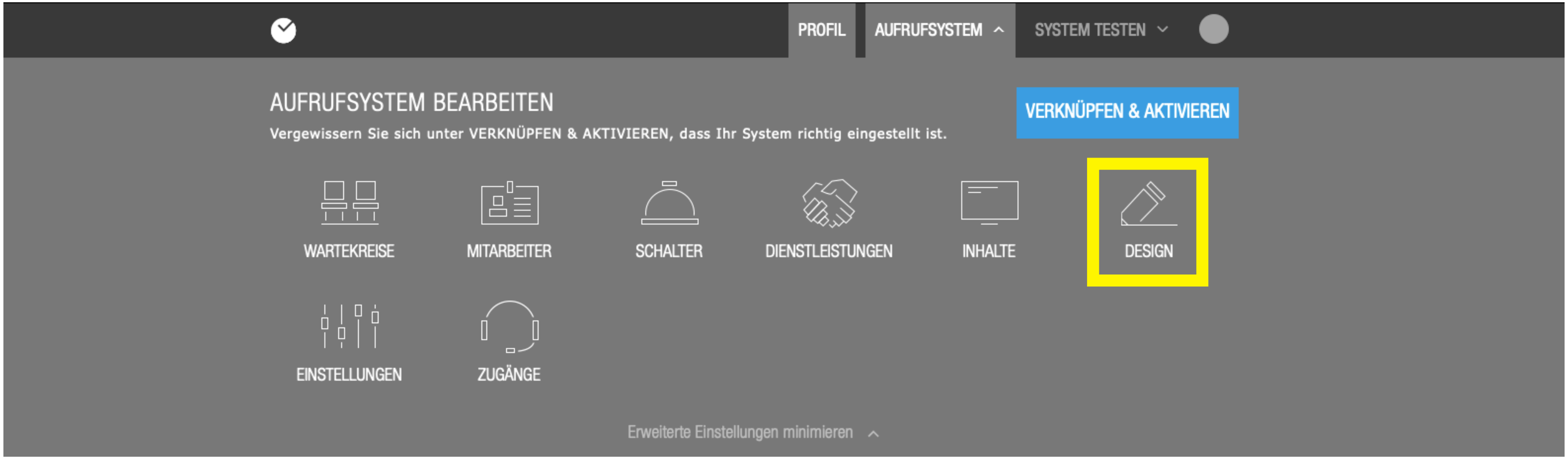
In the ticket content, you can write a text for the header and footer. This text can be a maximum of 80 characters long in the header and a maximum of 500 characters long in the footer. This text is displayed to your end customer when a ticket is printed or when an online ticket is issued. After entering the text in the right-hand area, you will automatically see a preview in the left-hand area. This text can be defined individually for each queue.

NOTE

We recommend that you include a welcome message at the top and a thank you message at the bottom.

2.8 Design

Customizing the design allows you to adapt the interface of your display or printing station to your preferences. After clicking on Design in the Call System tab, you will be taken to the corresponding editing page where you can make the desired changes.



2.9 Customize display and printing station

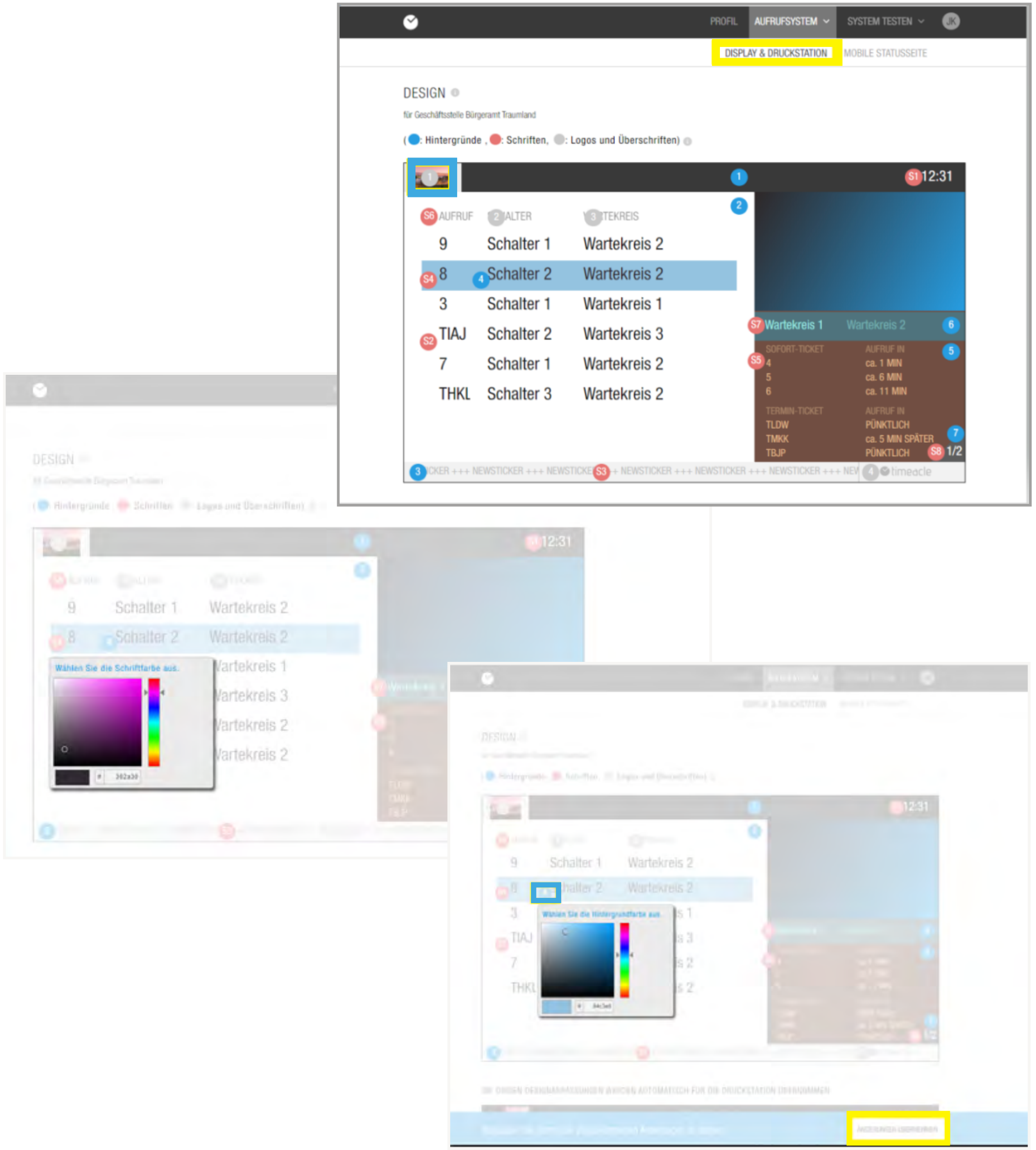
In the Design section, there is a **color legend** that shows which color represents which step in the change.

The color BLUE stands for changing the background, whose color can only be customized. The color **red** stands for changing the color or size of the font, and the color gray stands for changing logos and headings.

If you want to add a different logo, click on the corresponding edit point. A pop-up window will open, allowing you to select a logo stored on your computer.

If you want to customize the font color or font size, simply click on a red edit point. A small window will open where you can select the color and customize it as desired. Design your display with your company colors to generate a high recognition value. To do this, enter the color codes you want in the code field. The color will be applied automatically.

The font is specified by us. However, you can select the font size in pixels using the button. If you also want to change your background, simply click on a blue edit point. This will open a small window where you can select the background color. After each adjustment, click on **Apply changes** to save the adjustments. You can change and adjust your design as often as you like. However, the interface is usually only configured once.



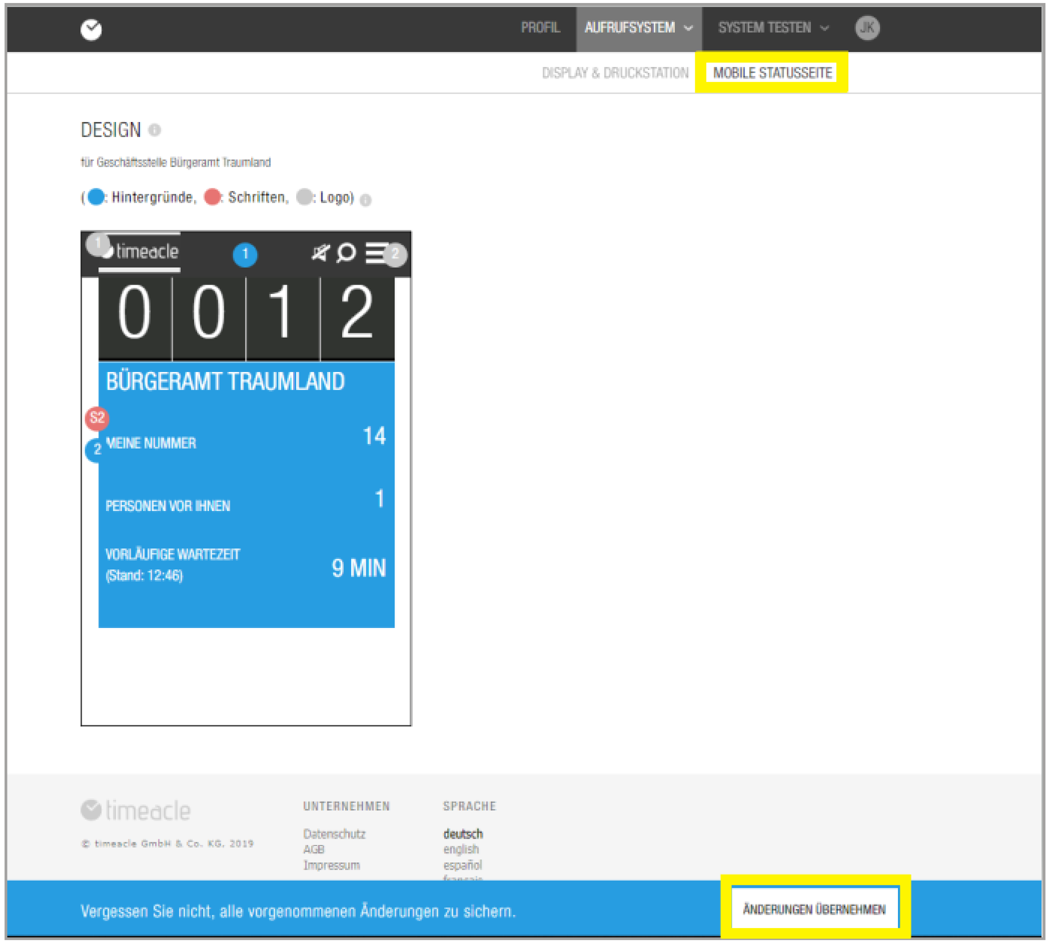
2.10 Customize mobile view

Once you have finished designing the displays and printing stations, you can now customize the mobile status page. To do this, simply click on **Mobile Status** to the right of Display & Printing Station under Call Systems.

Here, too, you will be redirected to the corresponding editing page. You will now see a mobile view that the end customer will see on their mobile phone in the future when they have booked a ticket. The end customer will see the ticket number, the numbers already called, the number of people ahead of them, and the estimated waiting time.

Here, too, you will find a color legend that highlights the editing fields in color. **Blue** stands for the color change of the background, **red** stands for the color change as well as the font sizes, and **gray** stands for the change of the logo and the adjustment of the icon color.

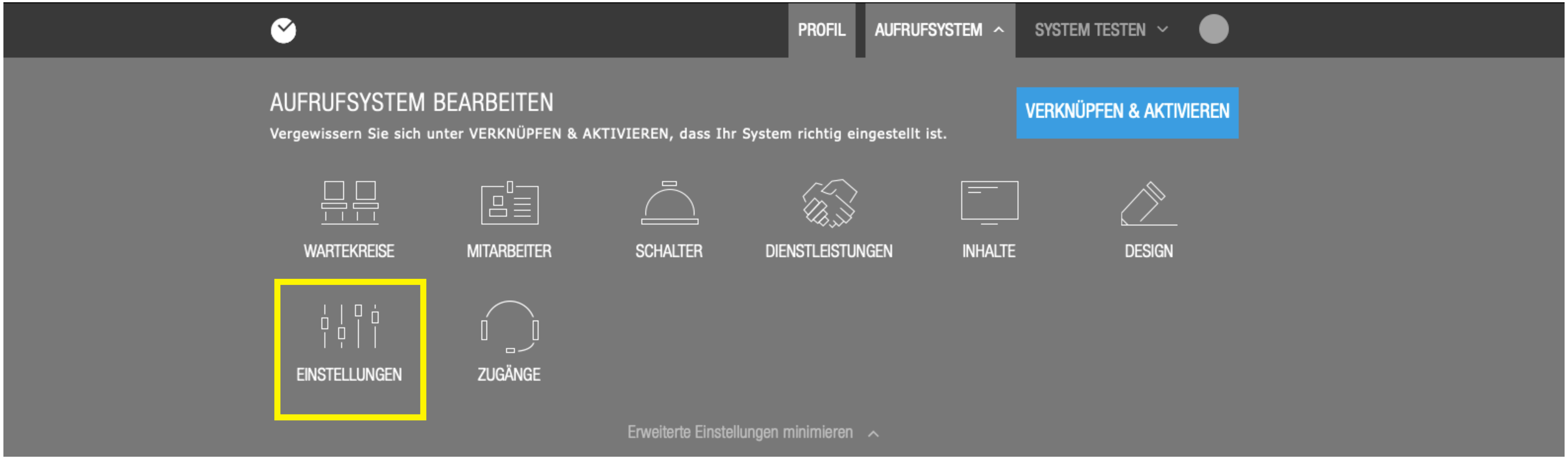
The procedure for changing the individual features is the same as for customizing the displays and printing stations. Please make sure to click on Apply changes after each adjustment to save them. We recommend using the same color schemes and fonts as on the display.



2.11 Settings

If you click on Settings in the tab **Call System**, you can adjust additional settings.

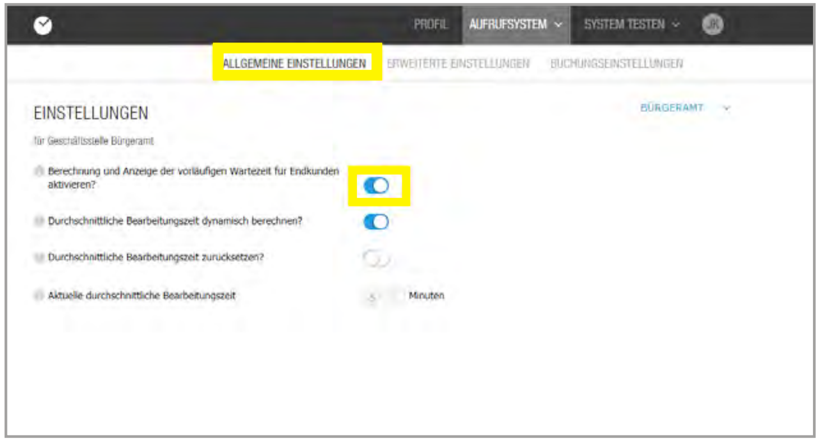
You have the following categories: General settings, which are stored globally for the entire call and appointment system. Advanced settings, which define each setting option for different interfaces, and booking settings, which only apply to your customers' bookings.



2.12 General settings

The first setting under **General settings**, which you can activate or deactivate depending on your usage, is: **Activate calculation and display of preliminary waiting time for end customers?** You can decide whether the preliminary waiting time for your customers should be displayed on an interface such as the printing station, the booking page, or the status page.

The second setting that can be made is: **Calculate average processing time dynamically?** If this function is activated, the timeacle system calculates the waiting time/processing time of your end customers dynamically, taking into account the queue that has been created. The system refers to data that has already been recorded and is already available from the past. This data consists of tickets that have already been called up and the past processing times for these tickets. If you deactivate this setting, the system will always calculate statically using a value that you can specify manually in the bottom line.



2.12 General settings

The selection option: **Reset average processing time?** Allows you to specify a manual processing time/waiting time for the end customer. If you want to specify a manual processing time, the system will use the manually entered processing time. It may happen that this processing time is not sufficient for your employees to complete the task.

If this happens, it can delay the waiting times of other end customers. This delay will affect the queues, and once a certain delay limit is reached, appointments or tickets that have already been booked can no longer be kept at the booked time. If you reset this function, the timeacle system will calculate the processing time automatically and dynamically again.

It can happen at any time that an employee cannot complete a ticket within the specified processing time of, for example, 30 minutes. In this case, the processing time for the next ticket would be shortened by the delayed processing time. This may result in an inappropriate waiting time being displayed to your end customer. Correct the average processing time of a ticket according to your available capacities.

The **current average processing time** that you entered manually indicates the average time it takes for an employee to process a ticket. If you set a processing time of 5 minutes, the employee should be able to process the ticket within these 5 minutes after it is called up in order to avoid a delay in the next ticket call.

2.13 Advanced settings

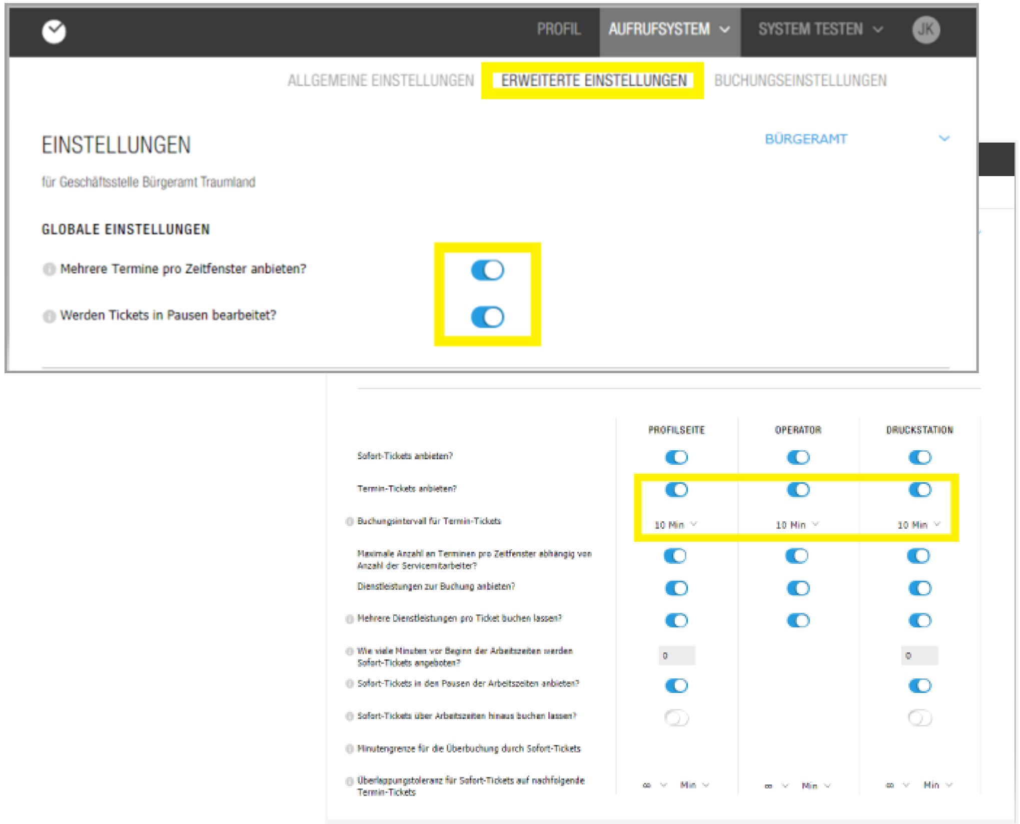
In **Advanced settings**, you can decide whether you want to offer only one or several appointments per time slot. This setting forms the basis for calculating the capacity for appointment booking. You can also activate in the settings whether tickets should be processed during a break or not. If you have activated this setting, your employee must process all tickets booked BEFORE the break during their break.

You should deactivate this function if you want your employees to take their breaks on time. You can also set whether you want to offer instant tickets and appointment tickets. You can select this setting for the profile page, the operator, and the printing station.

Activating the booking intervals for appointment tickets gives your customers the option of booking appointments at a specific interval, for example every 10 minutes (14:10, 14:20, 14:30, etc.). Set your desired interval by clicking on the down arrow and selecting a number of minutes.

Under the item: Maximum number of appointments per time slot depending on the number of service employees? You have the option of defining whether only as many appointments should be offered at the same time as there are employees in this queue who are listed as “working”. If you want to offer a certain number of appointments, deactivate this number and then enter a value in the window that appears.

If you deactivate this option, enter the number of appointments manually. Here, too, you can apply this to the profile page, the operator, and the printing station. It makes sense to activate this function as soon as one or more employees are on vacation or sick, because a fixed number of appointments per time slot simplifies coordination.



NOTE

If three employees are working at the same time, three appointments can be assigned during this time. You can always assign as many appointments as there are employees working. If you activate this setting.

2.13 Advanced settings

If you want your customers to be able to book multiple services for one appointment, activate the setting:**Have multiple services booked per ticket?**

With the following setting: **How many minutes before the start of working hours are instant tickets offered?** your customer has the option of getting a ticket even before the start of your working hours. To do this, you must enter the number of minutes in this setting and save it.

Activating the setting: **Offer instant tickets during breaks in working hours?** allows your customers to book an instant ticket during your employee's break. To do this, however, the breaks must first be entered in the system menu under Employees. This means that ticket issuance for end customers is not stopped during your employee's break, but the waiting time is adjusted accordingly when tickets are issued during a break. However, you can only activate this setting for the profile page and the printing station.

If you deactivate this setting, the system will only issue tickets for as long as you can process them before closing. This can also mean that, even though you are still open, no more tickets will be issued, as you would otherwise have to process tickets beyond your specified working hours.

However, if you want to deactivate this setting, the system will calculate the exact number of tickets that would have to be processed before closing time and would then stop issuing tickets after a certain period of time, for example 30 minutes before closing.

EXAMPLE

Your customer has already booked a ticket for his name change at the Residents' Registration Office. In addition, he would like to go to the Office for Foreigners' Affairs on the same day to apply for a visa. By activiating: **Allow multiple services to be booked per ticket?** your customer is able to add his service at the Office for Foreigners´Affairs to his already booked ticket.

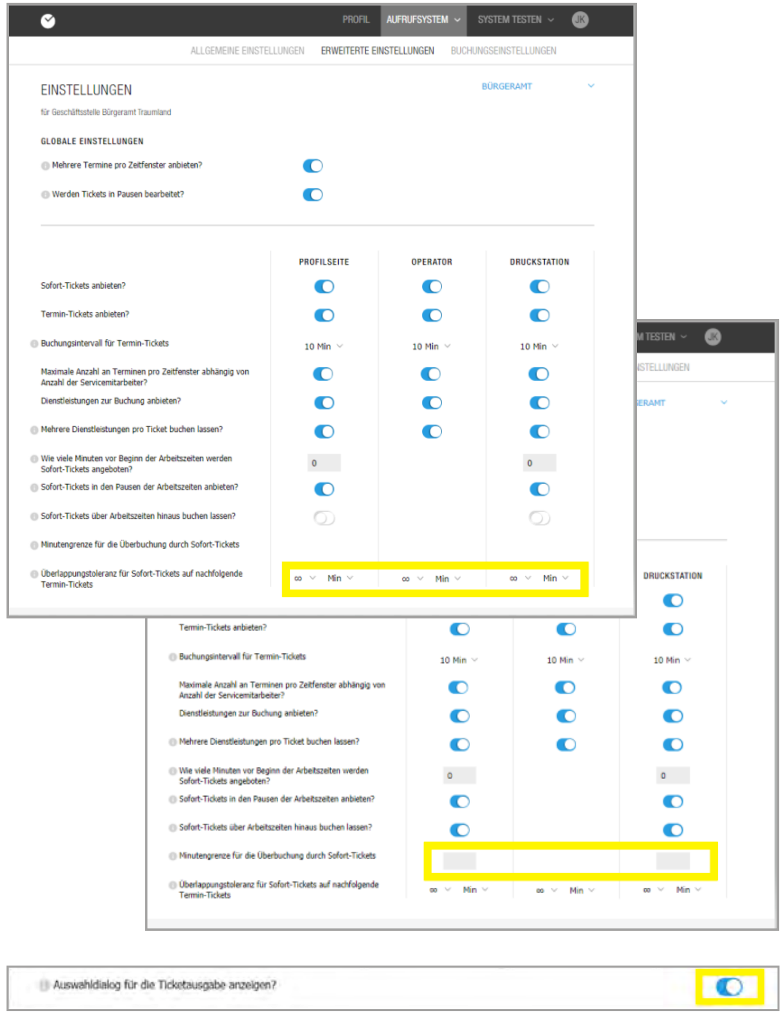
2.13 Advanced settings

In the section: **Minute limit for overbooking with instant tickets?** you can define a limit in minutes for booking instant tickets when you activate this setting. From the defined number of minutes before the end of working hours, the settings **Allow instant tickets to be booked beyond working hours?** are ignored and only instant tickets are issued, provided that the queue is not yet fully booked. This makes overbooking in minutes clear and controllable.

If you give your customers the option of booking an immediate ticket and an appointment ticket, it is possible that these two types of appointments may overlap. With an overlap tolerance of 0 minutes, your customer would only be called after another waiting customer with an appointment. This prevents your customer's appointment from being delayed by a certain waiting time. However, if there is a tolerance of 5 minutes or more, your customer can be called before the other waiting customer, provided that their ticket would delay the appointment by the value you have set. An infinite overlap tolerance means that immediate tickets are never called before an appointment ticket, regardless of their duration. However, this requires that the immediate ticket booking is made before the appointment time is reached.

To determine this overlap tolerance, select the infinity sign and enter the tolerance in minutes or as a percentage that specifies when an overlap should be prevented. The setting **Show selection dialog for ticket issuing** allows you to use the printing station in a more environmentally friendly manner.

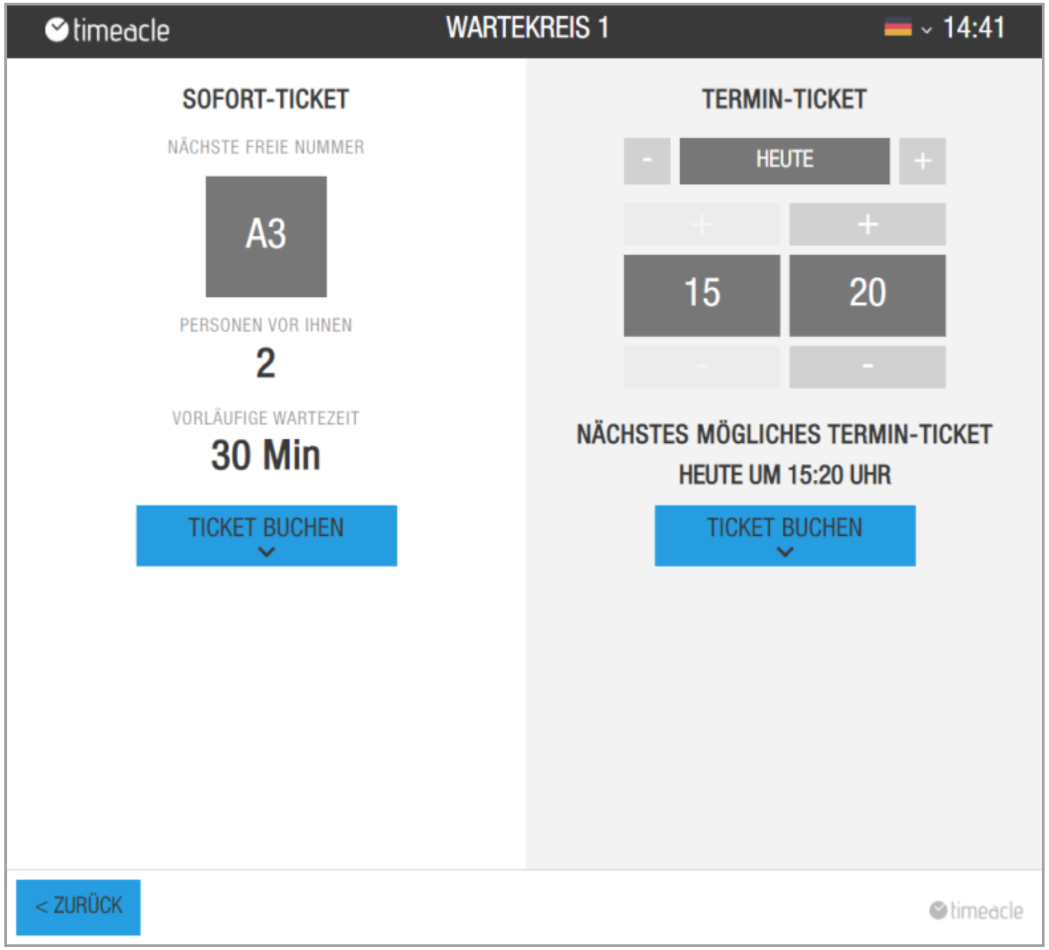
Your customers then have a choice of three alternatives for ticket booking: print ticket, scan ticket, or remember ticket number.



2.14 Selection option for instant tickets

The instant ticket displays the next available number, the number of people ahead of the customer, and the estimated waiting time.

As soon as the end customer clicks on **Book ticket,** a new window opens. There, they have the option to select the type of ticket booking. With the instant ticket, the end customer can choose between **scan ticket, print ticket,** and **save ticket.**

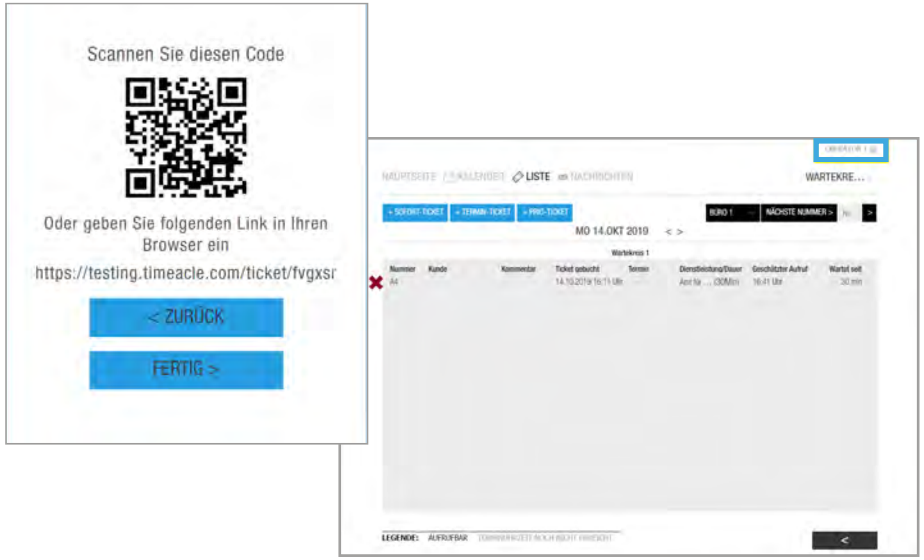


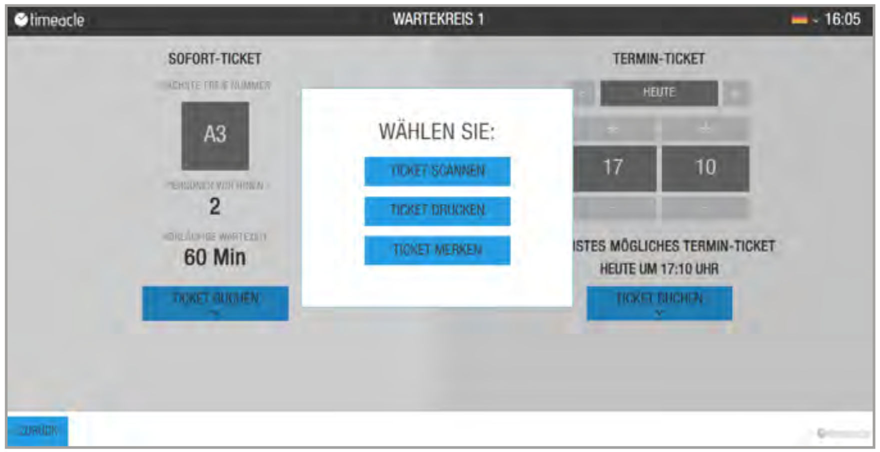
2.15 Selection option for ticket scanning

If the end customer chooses to scan the ticket, a window opens displaying the ticket with the corresponding QR code. This code must be scanned by the end customer using their mobile device (this requires a QR scan app or an iPhone, which already has this function).

Once the ticket has been scanned, the end customer will see their ticket on their mobile device with their call number, the number of people ahead of them, and the estimated wait time.

However, if your end customer decides to choose a different type of ticket booking, they can return to the selection screen by clicking the **Back** button.





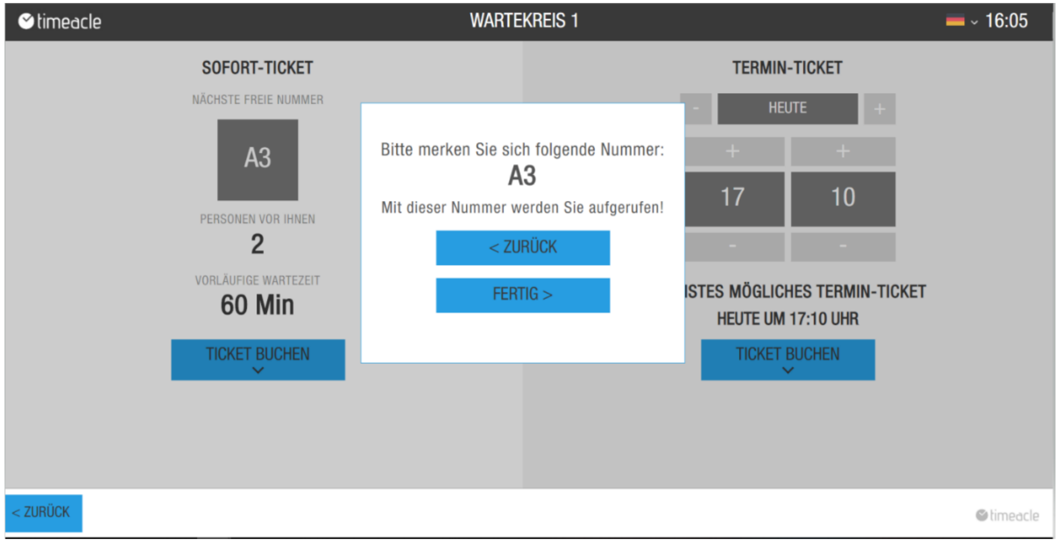
2.16 Selection option for ticket printing

If the end customer decides to print the ticket immediately, they can do so by clicking on **Print ticket.** As soon as the end customer clicks on Print ticket, the ticket is printed out by a local printing device. The printed ticket contains information about the queue, the customer's call number, the service, the date and time the ticket was printed, and the QR code.

2.17 Selection option for bookmarking a ticket

The function **Bookmark** Ticket allows your end customer to remember the Instant Ticket they have booked. This selection option is only available for Instant Tickets.

When selecting the Ticket option **Bookmark**, the end customer is asked to remember the number they will be called on.

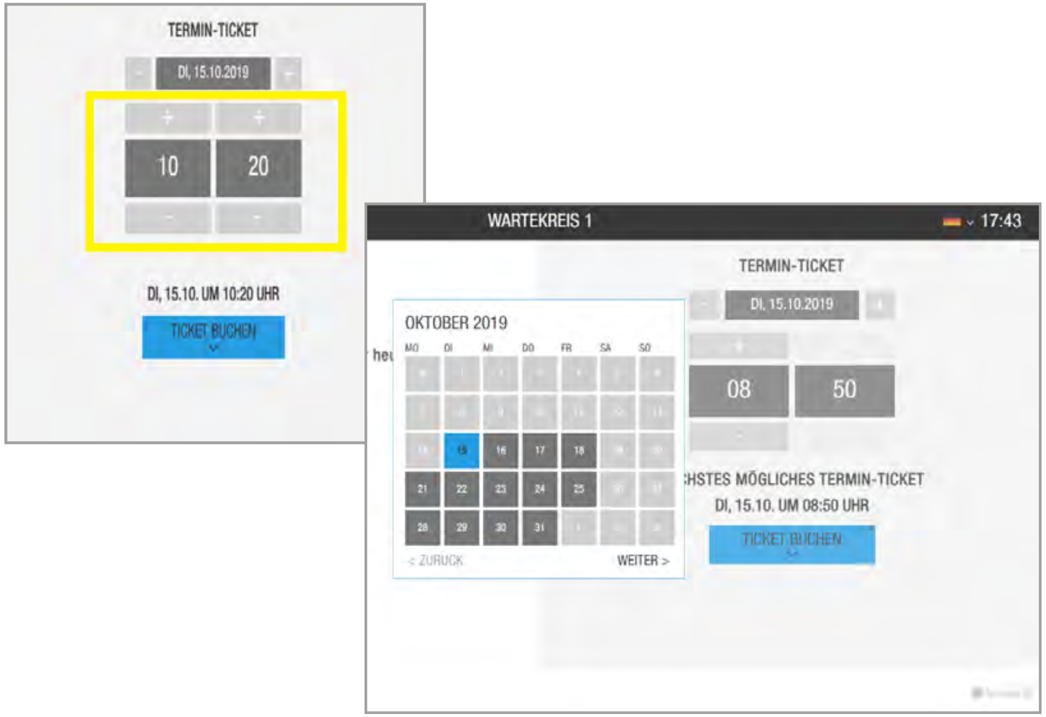


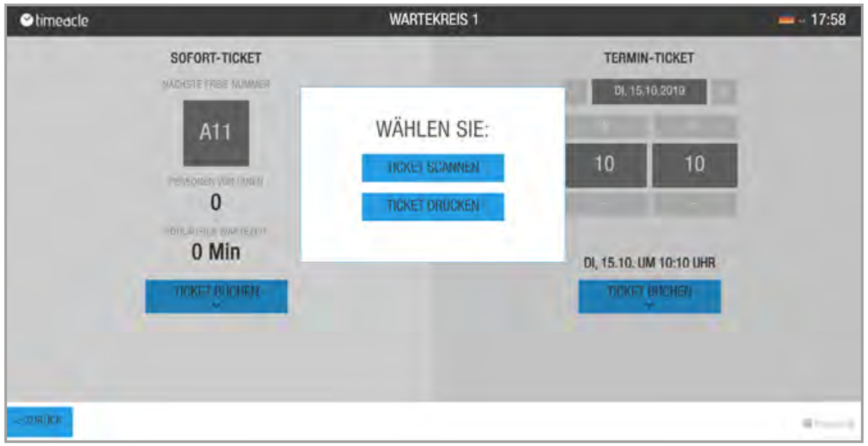
2.18 Selection option for appointment tickets

When selecting an appointment ticket, the end customer can choose between **scan ticket** and **print ticket.** The end customer can choose the day on which they would like to attend the appointment. To do this, they simply click on the + or - button. Clicking on the + or - opens a small calendar in which the end customer can make their selection. The customer can only book an appointment in the future. If this is several months away, your customer can simply click on Continue until they find the desired month for booking the appointment. In the second column, your end customer can select the desired time. They can choose the minutes and hours for the appointment by clicking on the + or - again. However, your end customer will only be shown freely available appointments that are calculated and offered by your configuration.

Once your customer has decided on the day and time, they must click on **book ticket**. Here, too, the selection option between **scan ticket** and **print ticket** opens. This works in exactly the same way as when booking an instant ticket.

You can test the different call-up views by opening a ticket via the live view of the printing station, booking it, and then clicking on “Test via system” on the operator.

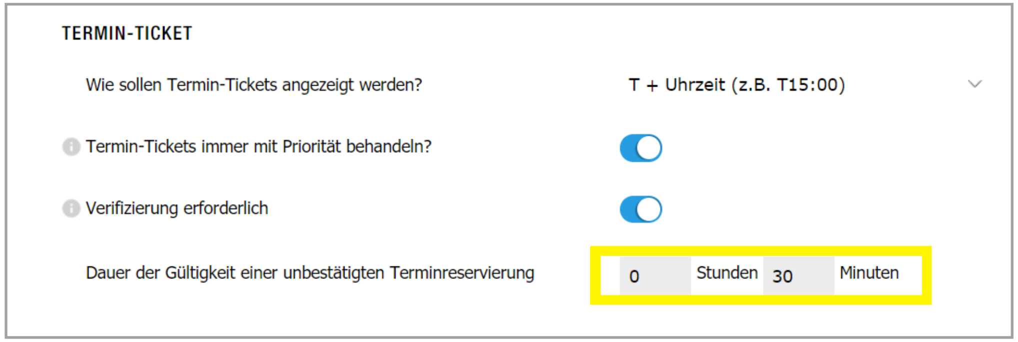




2.19 Booking settings

IIn the booking settings, you can specify how long before an appointment the customer is allowed to cancel it online. This information can affect the waiting time, because if an appointment is canceled, this appointment slot in the queue becomes available again. The free appointment slot is filled with another appointment if an appointment is booked, or the waiting time is recalculated by the system. To do this, simply enter the desired number of hours or minutes. You can decide which data your customer should send to you when booking. For example, title, last name, and phone number could be activated. These transmitted data records are visible to you in the operator interface, and your customer is shown which data is transmitted to you before each appointment or ticket booking.

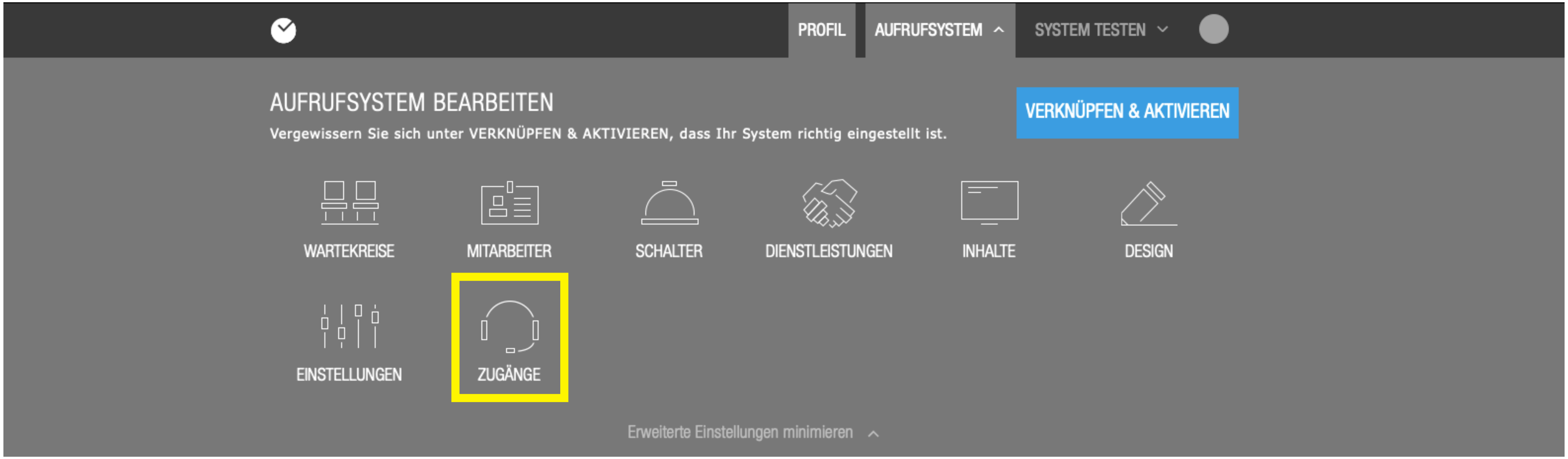
These are stored in the system and deleted on the same evening after the appointment has expired. Under the Appointment Ticket item, you can set whether you want to treat it as a priority. This means that your customer will be given priority over all other immediate tickets for a ticket that you treat as a priority. When the appointment time is reached, the booked appointment can be called up next.
Under the setting item: **Verification required**, you can activate whether or not your customer should receive a confirmation link after booking the appointment online. This must be confirmed or clicked on by the customer within a time specified by you. With this verification, your customers must confirm the email address they entered when booking the ticket once before the actual appointment booking, and this must be done for each booking. To do this, enter the desired validity period of an unconfirmed appointment reservation in hours or minutes.



NOTE
Further information on the transfer of data can be found at the bottom of the website under Privacy Policy at www.timeacle.com.

2.20 Access

The access settings allow you to create access for the operator, the display, and the printing station.



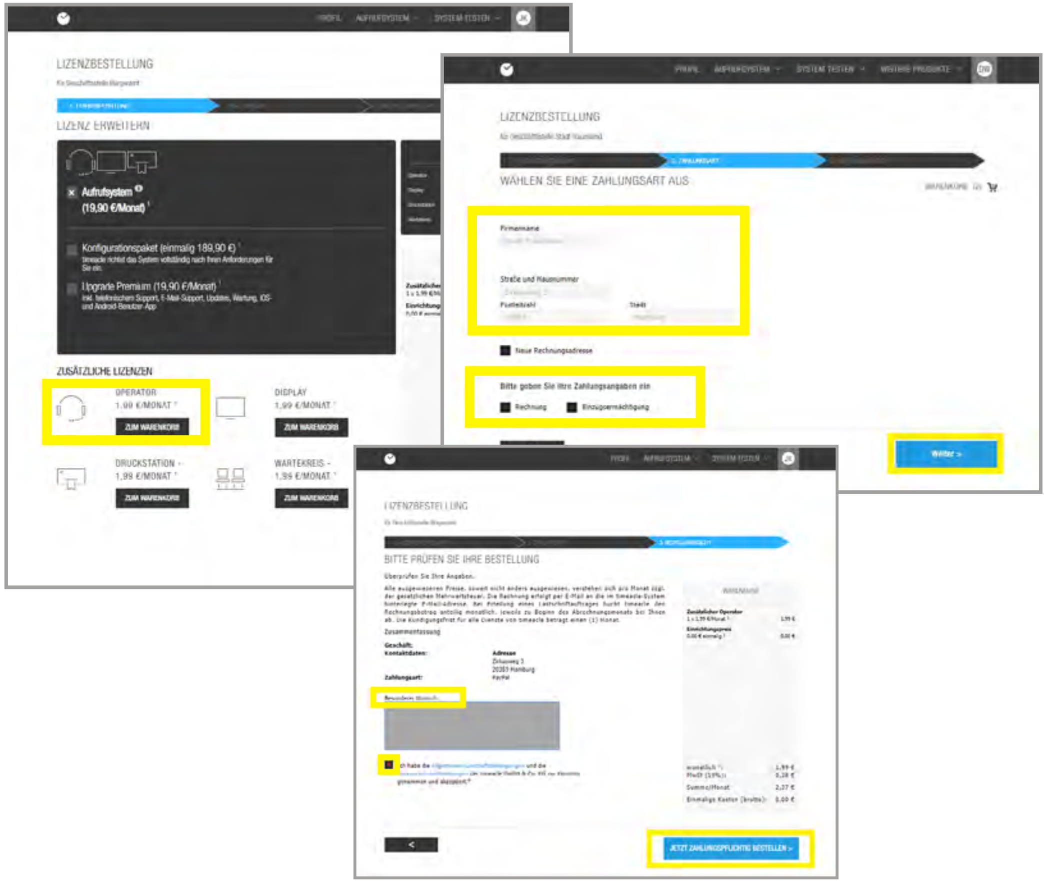
2.21 Operator access

Operators are your employees who are supposed to work in this system at the same time. Depending on your needs, you can purchase additional licenses and create additional operators on this settings page.

To do so, simply click on + in the black box **Purchase additional licenses** to purchase additional operator licenses. You will now be redirected to the license order page, where you can select which licenses you would like to purchase. Add as many licenses as necessary to the shopping cart and then click **Continue.**

After being redirected to the Payment Method page, select your desired **payment method**. Here, too, you can choose between purchase on account and direct debit. After making your selection, click **Continue** again.

You will see the order overview and have the option to complete the order. Please check your order carefully, including the business details, contact information, and your desired payment method. You also have the opportunity to enter any special requests here. Please accept the terms and conditions and then click on **Order now with payment.** You will now receive an order confirmation by email. You can now create all the licenses you have purchased and name them as you wish.



NOTE
Each additional license requires an email address and password to be assigned!

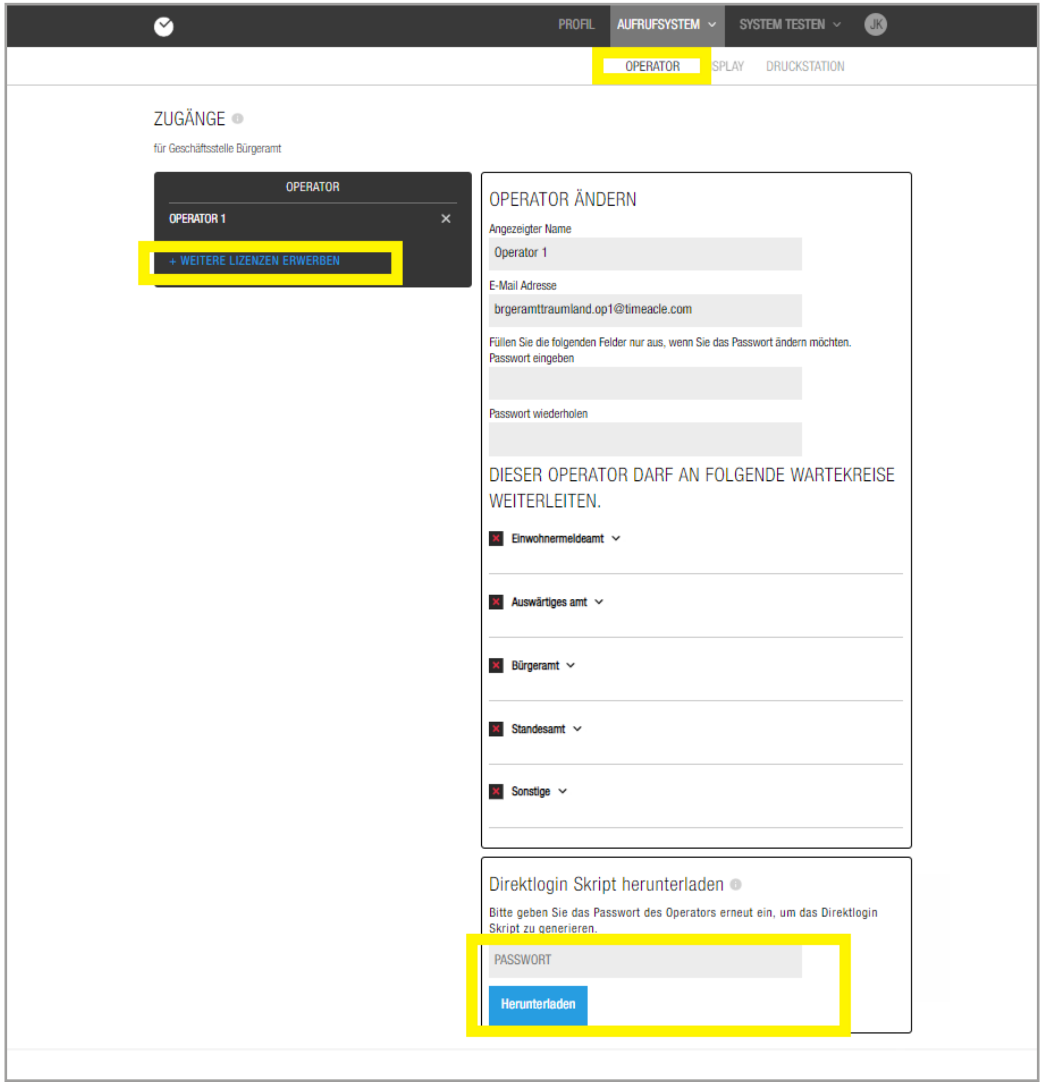
EXAMPLE
If you have 5 employees who make parallel calls or who are authorized to print tickets in parallel, you will need 5 operator licenses.

2.21 Operator access

If you want to create an operator, enter the operator name in the text field **Displayed Name.** This name will then be displayed under Test System (Chapter 3. Operator).

In the text field **Email Address,** enter the email address of the operator who will be handling customer calls. Enter a password and specify which queues the created operator is allowed to forward to.

If you want the operator access to take place in a direct login script, please add the operator's password to the text field and click **Download**.

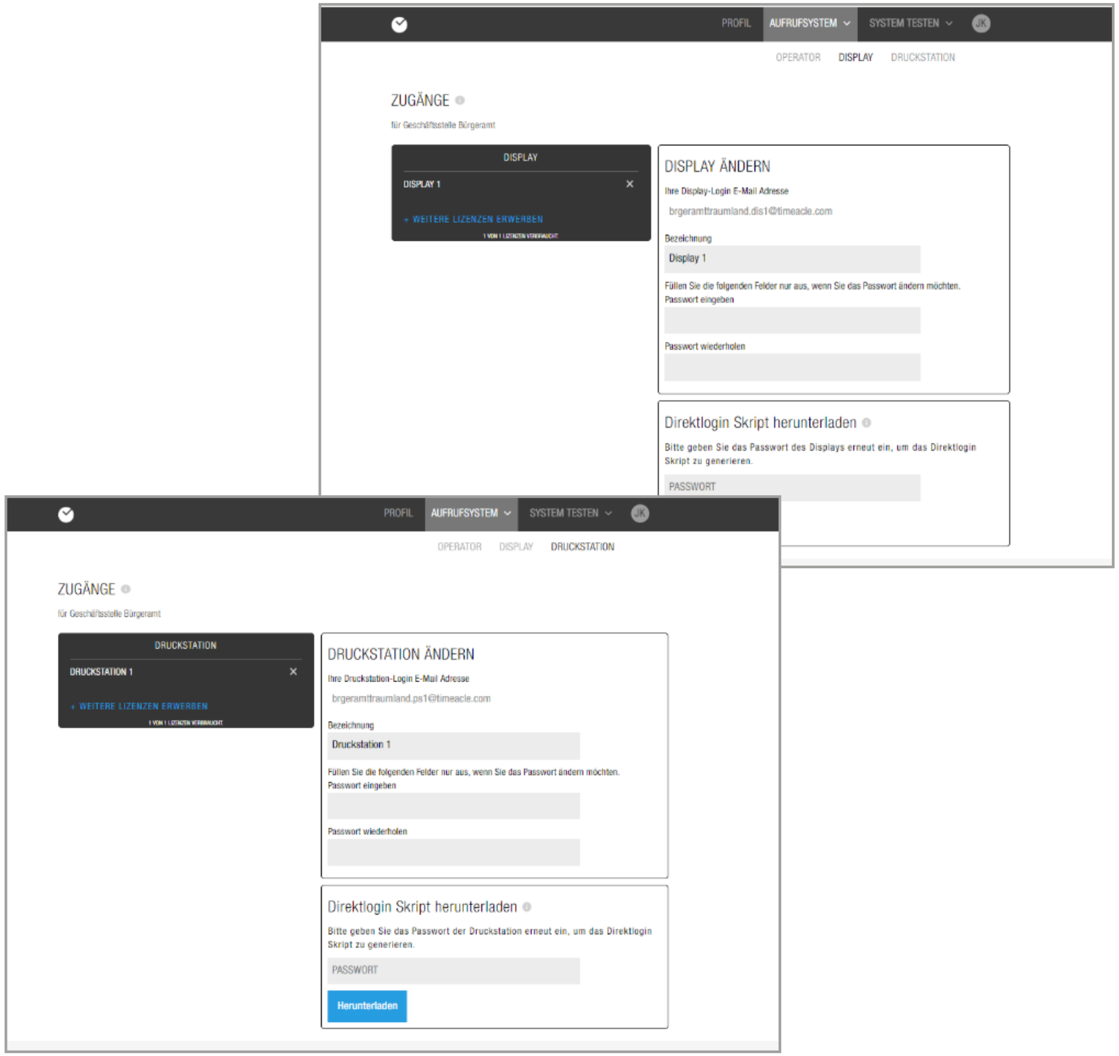


NOTE
With the direct login script, your employees can log in to the system directly by double-clicking on the downloaded file.

NOTE
Each license can be used only once, you can not use Each license can only be used once; you cannot use the created accounts twice in parallel, as these user accounts are linked.

2.22 Display and printing station access

The same procedure applies to both the display and the printing station as for the operator. Simply click on the DISPLAY or tab **Printing station** in Call Systems under Access. Here, too, you can purchase additional licenses as required, name them, set a new password, or download the direct login script.

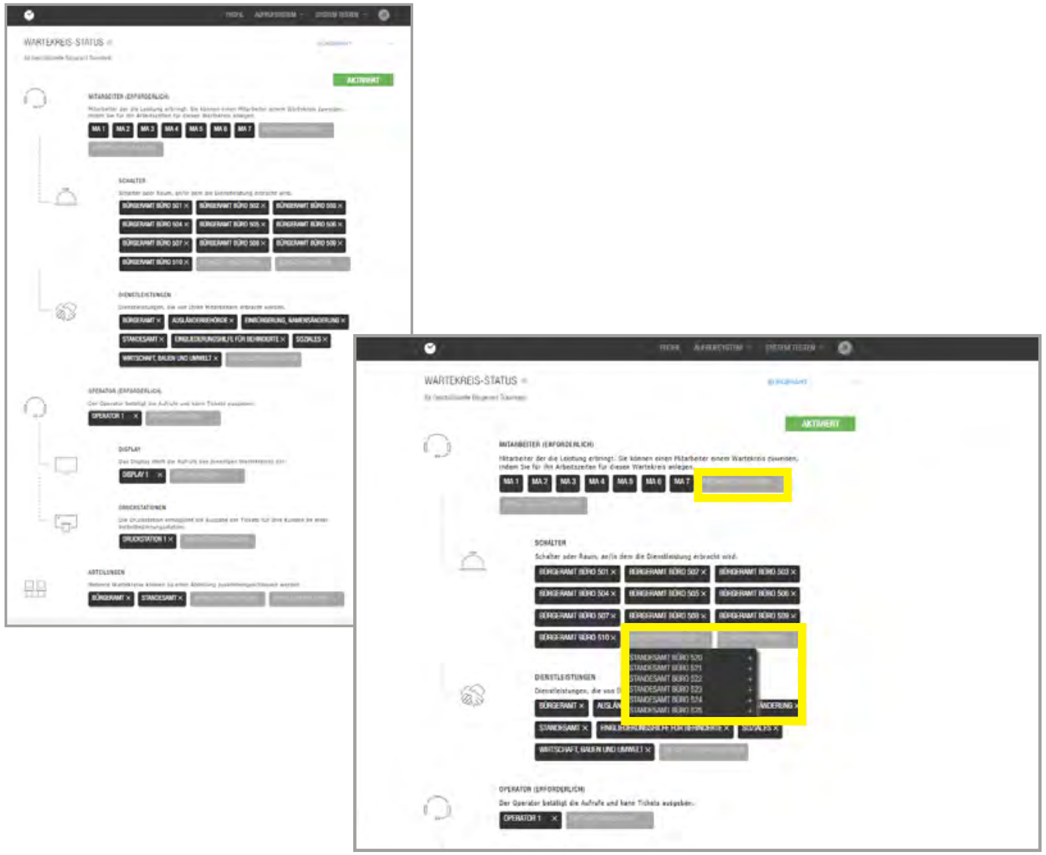


2.23 Create and activate link

Once you have made all the settings and adjustments under **Call System**, don't forget to click on **Link & Activate** to assign the created components to each other. You create connections between the queue and the associated operator, display, printing station, services, and counters.

After clicking on **Link & Activate**, simply click on the components you want to link to each other. To do this, click on the gray fields.

In this window, you can be redirected to create additional licenses if you are missing components. However, you can also select from components that have already been created.



NOTE
If you do not create a link, the system cannot recognize that a created employee has been assigned to a counter to provide a service there.

3 Test system

The last section of the system allows you, as the administrator, to test the system as you have set it up. To do this, simply click on **Test system** in the tab.

When you click on **Test system**, you can choose whether you want to test the settings as an operator, on the display, or on the printing station.

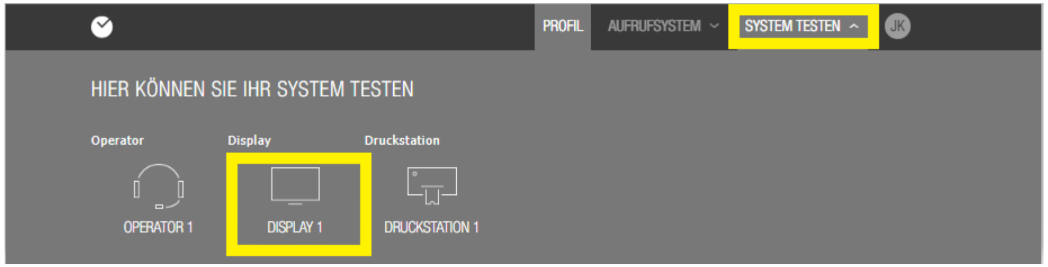
NOTE
There is a separate manual for the operator.

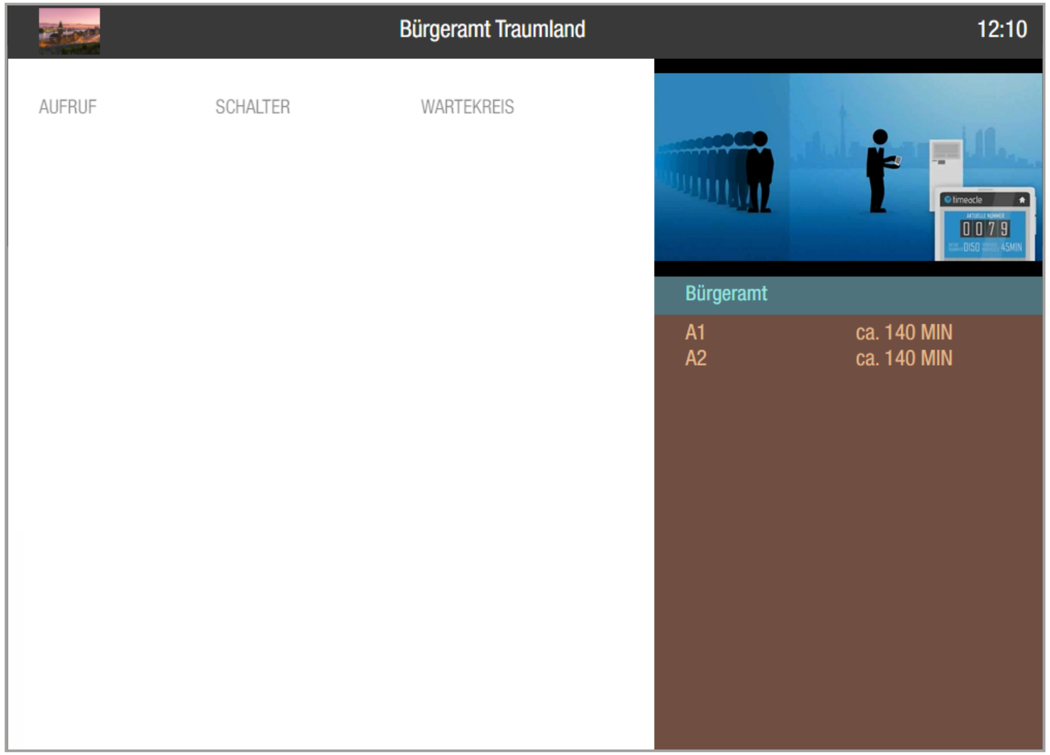
3.1 Test display

If you want to test the display, simply click on **Test system** and then choose DISPLAY. The display you have configured will be shown here. The display shows you both the customer's call number and the counter to which the customer is being called.

This allows you to check these components using the display. The queue shows you in which area your customer will be called.

On the right-hand side of the display view, you can see the waiting customers and the corresponding waiting time. In addition, you can see the news ticker you created in the footer.





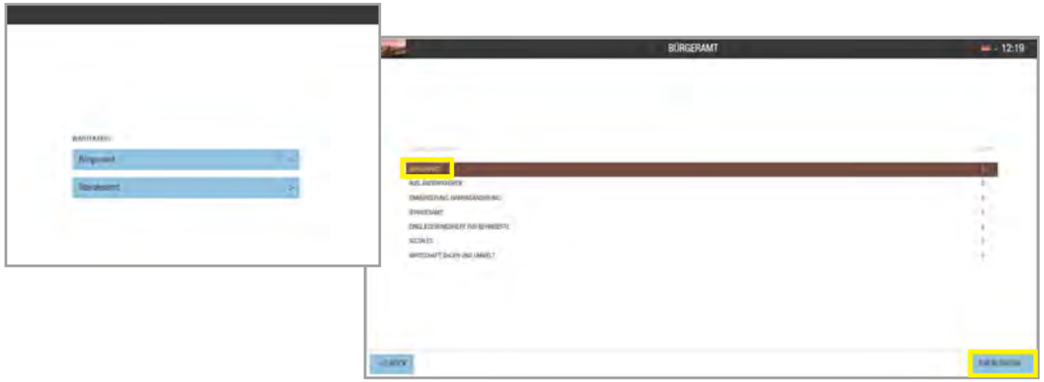
3.2 Test printing station

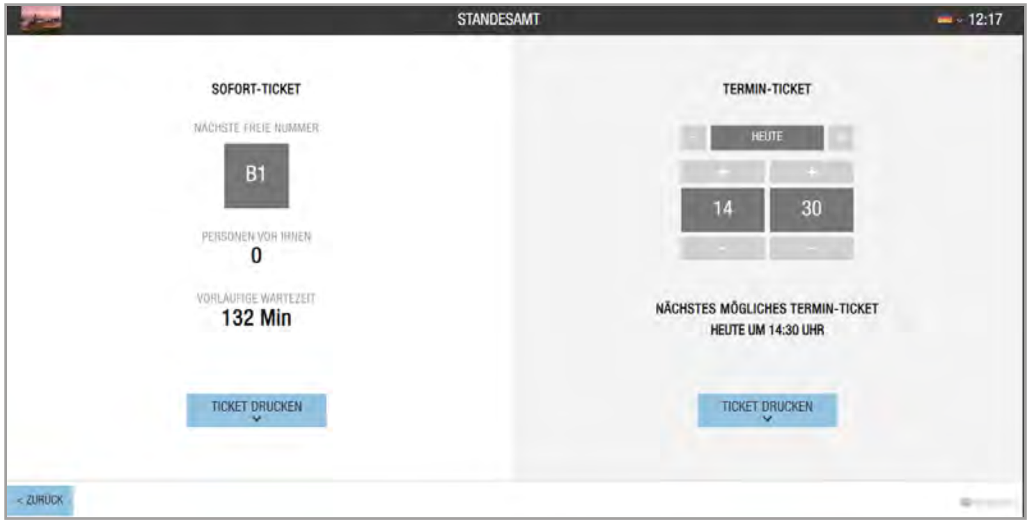
Finally, you can test your individual settings for the printing station. To do this, click on Printing station. Another window will open where you can see the queues you have created. As soon as you click on a queue, you will be redirected to the page where you can select a service, if you have stored any in the queue.

Once you have decided on a service, click on it. Your selection will be highlighted and you can click on **Book** at the bottom right. The immediate ticket will now appear on the left-hand side and the appointment ticket on the right-hand side.

The immediate ticket shows you the next available number, the number of people ahead of you, and the estimated waiting time. As soon as you click on the button with the next available number, you will be offered the option to print the ticket. The same option is also offered when you click on the **Print Ticket** button at the bottom.

With the appointment ticket, you can select a day and the time at which the appointment should be made. Under Appointment Ticket, you will also be shown when the next available appointment can be booked.





Once you have made all the necessary adjustments and settings, you can now start using your customized system.

However, if you have any questions, we are of course happy to help.

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