Reception for TEOS

Installation & User Manual

Document revision 1.5

Overview

Thank you for purchasing these products and solutions. This document will explain how to install, use and manage the Reception visitor management solution for TEOS.

Requirements

- Please refer to TEOS Release note to verify the version of apps needed in the devices
- Compatible TEM-AL(1,3,5)Y license (recommended to use TEB-15XP and TEB-22XP)
- Outside the network, Manage for TEOS needs to have a public domain name
- Badges can be done from cloud using printers compatible with email to print method
- Pogo pin camera and pogo pin QR code (for picture printing in badge and for QR code scan) are the only accessories tested together with the 15XP and 22XP tablets, other USB camera or QR code are not tested and cannot be warranty to work with TEOS

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1. Reception for TEOS Solution

Reception for TEOS as added a new feature from version 2.0, where a security pin code for the sign-in and sign out has now been implemented. This workflow comes on top of the first workflow which is based on the research of the employee by the visitor.

Reception for TEOS workflows

WORKFLOW 1 (SECURED)
PIN Code registration method, sent by the employee to visitor

Workflow requires the employee to send by mail an invitation (using a reception email address) where the visitor will receive a 4-digit pin code and/or a QR Code to authenticate when arriving in employee building. A notification (mail/SMS) will be sent directly to the employee. And the record of the sign-in will be added into TEOS Analytics

Mail, SMS (Spryng) and Certificate (https mandatory) for the integration of Reception add-in are provided by the customer

WORKFLOW 2 (SEARCH)
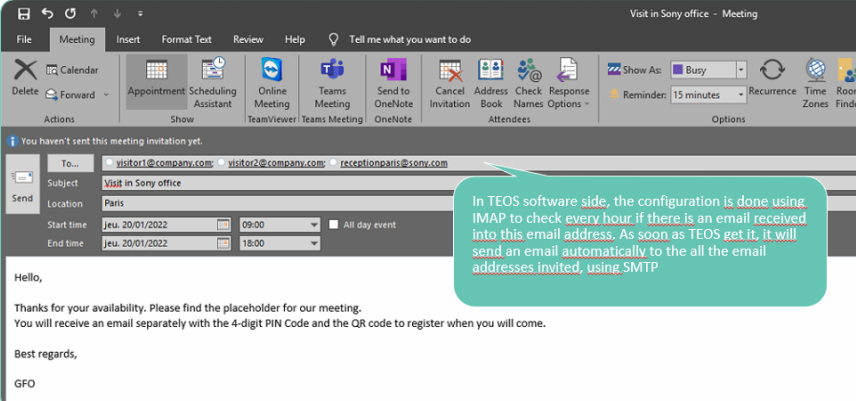Register and Search for Employee

Simplified option where the visitor with an appointment is directly in front of the tablet interface. Just registering his name and search for the employee he is visiting.

If the visitor has no appointment, then TEOS will send a notification to the reception person (default email or phone number configured in TEOS).

User workflow: Secured guest check-in - Generate the PIN Code

Open Outlook, **go to your agenda,** open a slot an click and invite on top of your visitors the reception by adding reception email address

To get this 4-digit code the visitor must receive an invitation/mail from the collaborator to do the sign-in. In TEOS software side, the configuration is done using IMAP to check every hour if there is an email received into this email address. As soon as TEOS get it, it will send an email automatically to the all the email addresses invited, using SMTP

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From version 2.2 of TEOS, when using the PIN code method, a new workflow has been included when the visitor as no appointment, a 4-digit PIN code automatically generated by TEOS is shown in the tablet and can be printed. The data is #checkoutcode# which is visible in a new page added under the reception workflow.
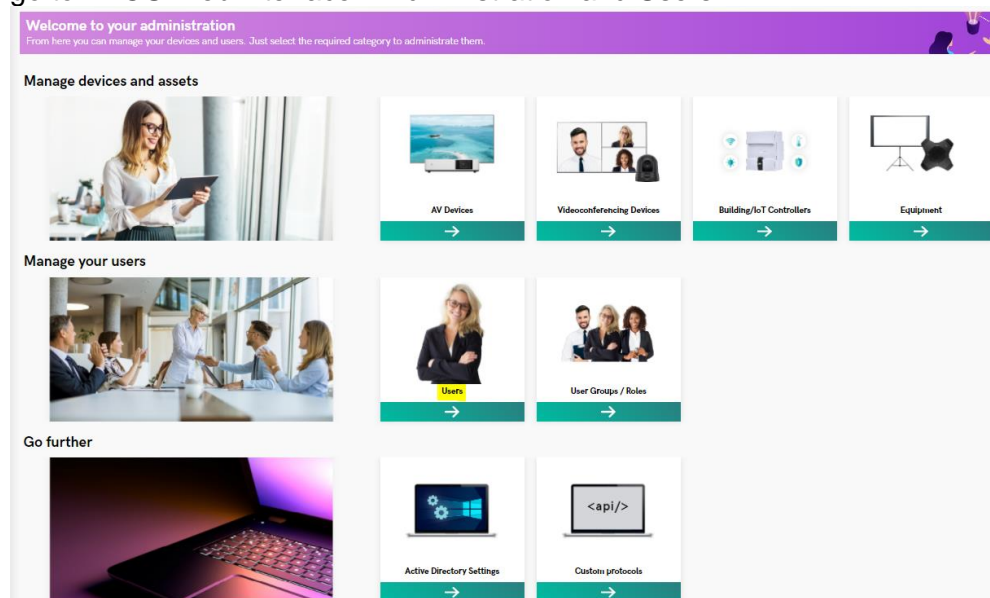New templates are available with this option.
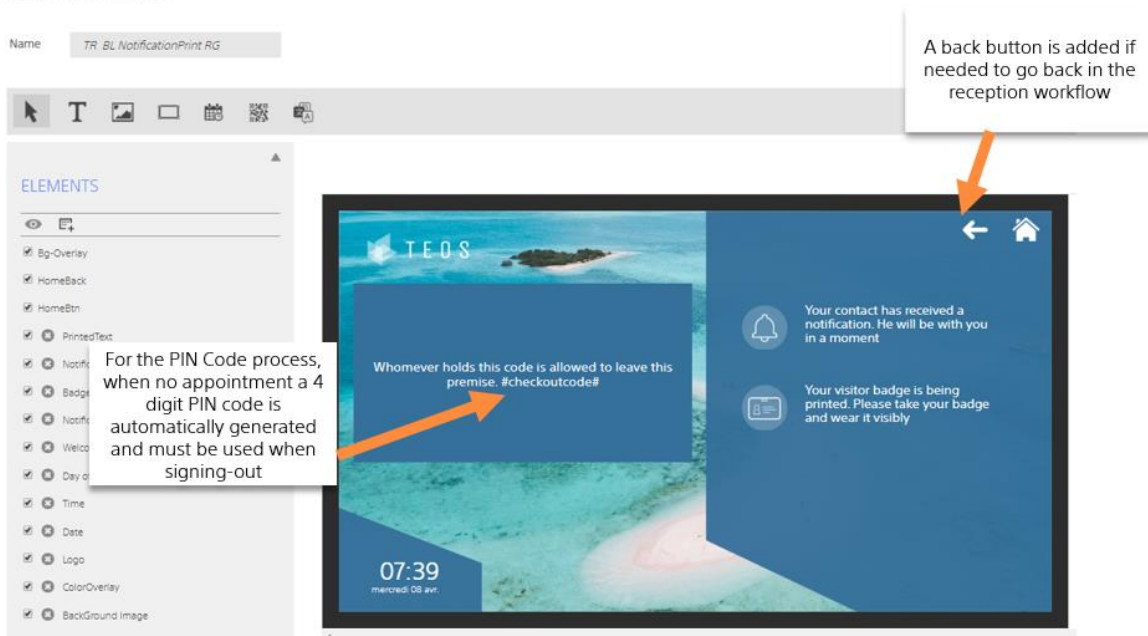
2. Creating users for authentication

2.1. Using TEOS User tab

To use the Outlook Add-in, the user will use an employee license and need to be identified within TEOS, for that he will need to have an account under users. To create a user account, go to TEOS Web interface > Administration and Users.

Click "Add new user"

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Define the user name, email address (should be the same as O365 email address) and password (mandatory). You can add change the language by default, define a phone number for the user (if using the reception option with SMS Service), the role of the user is linked with the User group, with profiles by default or customized groups to only access to a specific section of TEOS.
Device Localization will give also the rights to the user created to see the different meeting rooms for example.

2.2. Using Active Directory (only on premise)

Active directory synchronization will allow you to use a centralized point to create users and just synchronize the data with TEOS. This method is very useful for more simplicity on the user management and for a faster user creation. Please refer to the document Manage for TEOS – how to use AD.

2.3. Using Azure AD

Azure AD, like the Active directory synchronization will allow you to use a centralized point to create users and just synchronize the data with TEOS. This method is very useful for more simplicity on the user management and for a faster user creation. Please refer to the document Manage for TEOS – how to setup Azure AD.

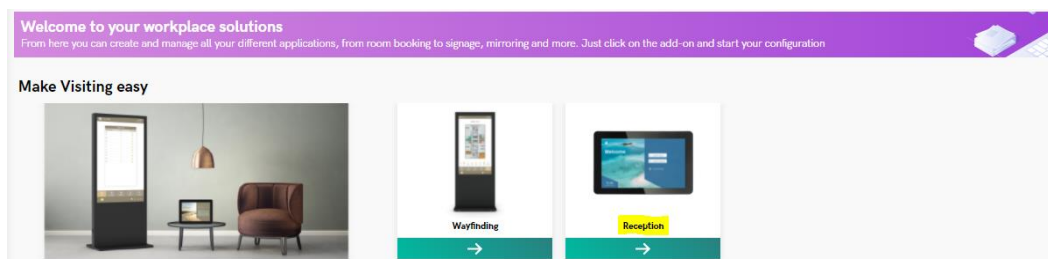# 3. Creating Reception for TEOS Interface

This section explains how to configure create and configure a reception Solution.
Open your Manage for TEOS interface and go to Workplace Solutions. Open "Reception" and click on "Add new Reception".

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3.1. **Choosing Reception for TEOS template**

Insert a name for the Reception Solution and select a template.
The templates with "no pin required" are corresponding to the workflow 1
The templates without are corresponding to the workflow 2.
You can select if you want to show an agreement page customizable as the template
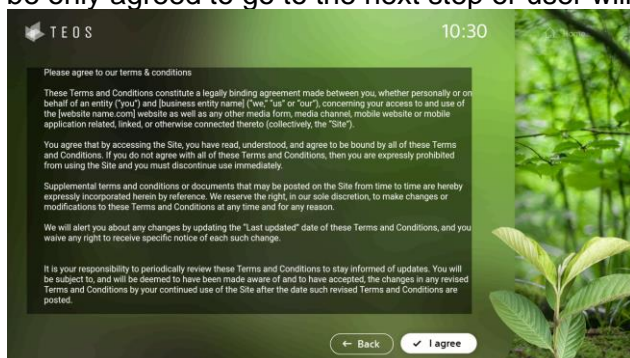

3.2. **Use agreement page**

Terms and conditions are inserted by the administrator in TEOS Manage platform. They can be only agreed to go to the next step or user will come back to the welcome page

This page will be shown if the checkbox "use agreement page" is checked on TEOS platform and if the visitor is also selecting before in the question "Have you visited us before" no. The terms and condition can only be agreed, or user come back in the previous page. The tracking of the visitor agreement is not done in TEOS.

3.3. **Use tenant page**

By configuring under site management > Tenant management different companies, and enabling the feature under the reception itself, the virtual reception will show a first page will request to select what tenant is visited. A central IMAP email address will be used for all the tenants of the building which will allow the visitor to follow the secured process.

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This page will be shown just after the first page when visitor decides to sign-in or sign-out
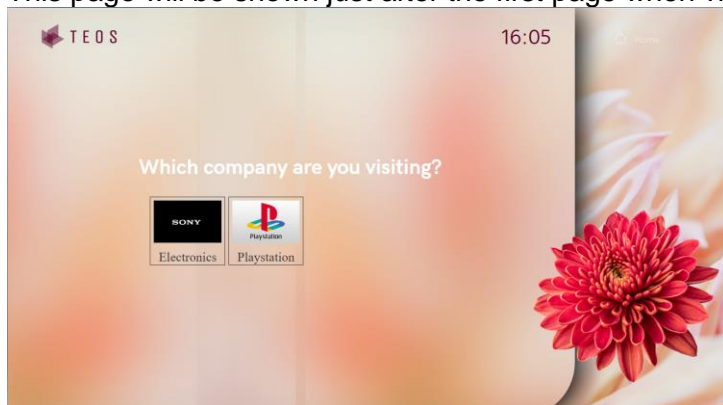
For the visitor the process will be transparent. Dedicated statistics for tenants will be shown

3.4. Use camera

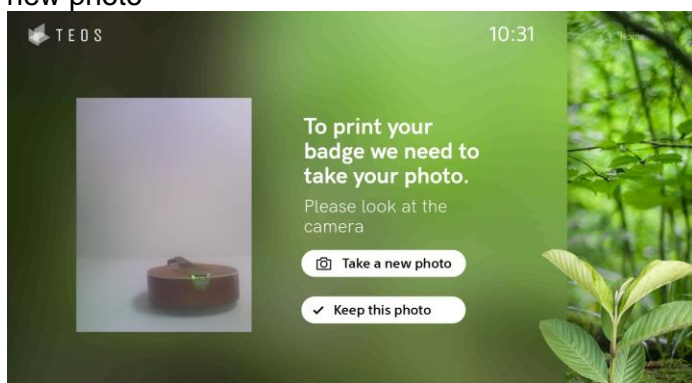This page/option is activable from TEOS Manage panel. On device side you need to have a pogo pin camera. Thanks to this option a visitor can take his photo which will be then printed in badge. On the interface he can take his photo and keep it to go to the next page or take a new photo

3.5. Use questionnaire

Question is an additional page which can be created where the TEOS administrator can put any type of questions with a checkbox, radio button or textbox type of feedback with on top the possibility to give feedbacks to the visitor and which is recording in an excel file the responses from visitors. Without responding completely to the questionnaire, the visitor will not be able to go to the next page.
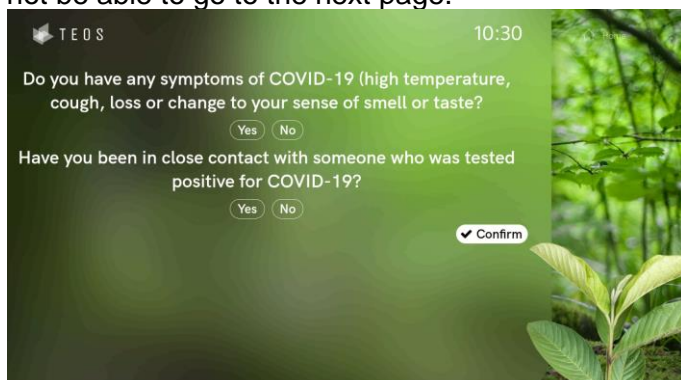
The questionnaire can be completely setup within the reception and pressing on

questionnaire button. Questionnaires

Add then a new questionnaire.

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After creating and giving a name, it can be selected in the reception solution

3.6. **Using the notification options**

Define next the notification available:
- Badge email address (email address defined to send to the printer email service)
- Printing badge template (can be created and edited in "Content creation> printing badges")
- "Send SMS notification" (when enable send an SMS using the configuration in "Server Management > Settings> Reception for TEOS settings and with the additional provider Spryng for SMS service)
- Send badge to visitor will send the badge by mail to the visitor
- Send SMS notification to enable the SMS service with the reception (integration of SMS is done within server management > settings and explain lower)
- Default SMS number, when the visitor has no appointment, the notification will be sent here
- Send email notification, use the SMTP server configuration in Server Management> Settings E-mail configuration to setup the server used to send the notification automatically.
- Default email, when the visitor has no appointment the notification will be sent here

The next part is showing the generic email description when the employee is sending the invitation using Reception for TEOS add-in. This text can be customized as well as the

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reminder email.

With the introduction of the QR code from version 3.1 the different variable elements are:

- [GuestName]
- [EmployeeName]
- [QRCode]
- [AutomaticCode]
- [ParkingSpot]

3.7. Email attachments
You can add up to 2 attachments in the invitation email sent by TEOS with the PIN code and QR code, it can be for example the plan to visit the company.

3.8. Email monitoring
With the Email monitoring option, an employee will have to simply use the email address inserted in this menu and adding the visitor in his invite (done in the agenda area when creating a new appointment) and every 15 minutes TEOS will automatically pickup the emails and treat them by taking all the visitor email address, the date and time of the appointment and will automatically send the invite email address.

3.9. Email monitoring with OAuth2.0 (From TEOS 3.2)

From version 3.2 of TEOS, IMAP synchronization can be used with OAuth2.0 method.
For IMAP to work, add this URL for the authentication under your https://portal.azure.com
Azure portal to be able to allow TEOS **https://teoshostname/designer/pages/imaptoken.aspx**

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With the following permission in the TEOS under the Azure application for TEOS

IMAP.AccessAsUser.All	Delegated	Read and write access to mailboxes via IMAP.

Under Azure Active Directory, go to App registrations

Go to your TEOS dedicated application and go to authentication, under authentication insert:
https://yourteoshostname/designer/pages/imaptoken.aspx and save

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Go after to permissions and add the IMAP.AccessAsUser.All permission

Go then to your TEOS tenant (make sure your Azure details with tenant ID, client ID and secret key are inserted under server management) and go to workplace solutions > reception and in the reception created for your usage. Select Office 365

When clicking Office 365, you will be redirected to Microsoft authentication. Use your target email address which will receive the reception emails.

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You can test IMAP credentials directly with a button for it. You need also when using the virtual reception with emails to add to TEOS server under server management > settings > E-mail configuration and add the reception e-mail settings for SMTP too

3.10. Enabling multilanguage in your Wayfinding solution

Within the Reception interface, you can give the possibility to your users to change the language of the interface.12 different languages are available (English, Dutch, German, French, Italian, Polish, Spanish, Hebrew, Portuguese)

The translations are done in the platform, go back in Reception solutions under workplace solutions and click on the button "translations" in order to add the translated text and change the pictures based on your language. You must select languages to have the "translations" option to fill.

Fill the translated field with the sentence in the language you selected. You can also change the images for the buttons and for the logos in the language you want.

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The selection of the language is done directly in the Reception interface. You can assign the language selection to the image/logo you want. After saving, go back to your Reception solution, select the pages where you want to change the language selection or add it.

Images/flags of the languages needs to be changed in the translation tab as shown upper.

3.11.   Enabling screensaver in your Wayfinding solution

When there is no action into the Reception interface, you can enable an option that will show a signage content or a survey. Select your content and define the idle time before showing the content. Content can disappear with a touch interruption

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Save your configuration.

4. User flows

From 3.1 version of TEOS virtual reception has been improved. The recommended workflow is the secured workflow which required the employee which invite his visitor

4.1. **Secure workflow with any type of mailbox with appointment invite**

Open your mailbox, **go to your agenda,** open a slot, and click and invite on top of your visitors the reception by adding reception email address.

The visitor receives a mail with the 4-digit PIN code and/or QR code

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1

Receive your **email invitation** from the **host** with the **4-digit security code**

→

2

When arriving at the reception, select **"sign in"**

If the tablet has a QR Code reader accessory, you only have to scan the QR code you received and nothing else will be required to do on the interface

→

3

Select if you have already visited the company or not

This function if it is enabled by the administrator will allow to provide after responding to this question to go to the Terms and conditions. (option that can be enabled or disable)

*Orange color for optional workflow (selectable by administrator)

4

Read and accept **T&Cs** if applicable

Terms and conditions are inserted by the administrator in TEOS Manage platform. They can be only agreed to go to the next step or user will comeback to the welcome page

→

5

Insert your name and your **license plate number (optional)**

If license plate monitoring needs to be done, TEOS Manage administrator can remove on the design of the page the option. Designs are fully customisable

→

6

Respond to a questionnaire created by TEOS Manage admin (option)

This page/option is activable from TEOS Manage panel. The TEOS Manage admin can create a question with radio buttons, text boxes and check boxes

7

Take a picture that will be after attached to the badge printed (optional)

This page/option is activable from TEOS Manage panel. On device side you need to have a pogo pin camera

→

8

Insert the 4 digit PIN code **when you have an appointment, a notification is then sent to your contact**

If license plate monitoring needs to be done, TEOS Manage administrator can remove on the design of the page the option. Designs are fully customisable

→

9

If you have no appointment, you can search for an employee and put a purpose of visit

This configuration comes with the designs by default, the administrator can change it to send automatically when you have no appointment a notification to the default contact

SONY

10 → **11**

You can search for an employee and put a purpose of visit

When leaving the office, sign out from the same reception tablet

When you press "continue" on the previous step, you will get a checkout code, if there is a printer it is added in the badge, if not you need to keep it for the checkout

It is important to sign out in order for the company to for the company to have accurate data on the occupancy and for security purpose

4.2. Unsecure workflow with visitor searching for employee (not recommended)

1 → **2** → **3**

When arriving at the reception, select 'sign in'

Select if you have already visited the company or not

Read and accept T&Cs if applicable

If the tablet has a QR Code reader accessory, you only have to scan the QR code you received and nothing else will be required to do on the interface

This function if it is enabled by the administrator will allow to provide after responding to this question to go to the Terms and conditions. (option that can be enabled or disable)

Terms and conditions are inserted by the administrator in TEOS Manage platform. They can be only agreed to go to the next step or user will comeback to the welcome page

*Orange color for optional workflow (selectable by administrator)

SONY

4

Insert your name and your
license plate number (optional)

If license plate monitoring needs to be done, TEOS Manage administrator can remove on the design of the page the option. Designs are fully customisable

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Respond to a questionnaire created by TEOS Manage admin (option)

This page/option is activable from TEOS Manage panel. The TEOS Manage admin can create a question with radio buttons, text boxes and check boxes

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Take a picture that will be after attached to the badge printed (optional)

This page/option is activable from TEOS Manage panel. On device side you need to have a pogo pin camera

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If license plate monitoring needs to be done, TEOS Manage administrator can remove on the design of the page the option. Designs are fully customisable

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If you have no appointment, you can search for an employee and put a purpose of visit

This configuration comes with the designs by default, the administrator can change it to send automatically when you have no appointment a notification to the default contact

9

you can search for an employee and put a purpose of visit

When you press "continue" on the previous step, you will get a checkout code, if there is a printer it is added in the badge, if not you need to keep it for the checkout. Check out process is the same as for secured mode

5. Create a badge and select a printer

A badge can be printed. For that the printer needs to be added to the Windows Server where Manage for TEOS is installed. TEOS takes the Windows printer list. The printer can be selected in the Workplace Solution > Reception for TEOS.
You can create a badge template and add it into your Reception interface.
For that, go to Content Creation> Printing Badge and create a new one. You first need to create a resolution for the Badge if it is not done already.

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Insert #COMPANYNAME# in your text if you want it to be replaced by the company name
Insert #VISITORNAME# in your text if you want it to be replaced by the visitorname
Insert #CONTACTNAME# in your text if you want it to be replaced by the name of the person who gets the visit
Insert #PINCODE# in your text if you want it to be replaced by the pincode the person gets to check out
Insert #PICTURE# in your text if you want it to be replaced by the pincode the person gets to check out

In the Badge designer you can add Image, text, date and time, rectangle and QR code fields.
In Reception tab you can select the printer and Badge you want to use.

5.1. **Configure the SMS notification**

In the Reception for TEOS Workflow, when the visitor arrives and signs-in, the host can receive an email or an SMS, or both. For the configuration of the SMS provider and SMS information, go to server management and settings. You will be able in Reception for TEOS settings to choose the SMS provider and the SMS content to send to the employee. The phone numbers are used base on the AD user synchronization or by just adding manually users in TEOS.

Check the box " send SMS notification" in Reception for TEOS interface in Workplace Management. A default SMS number (reception number for example) can be added as well.

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Send sms notification ☑

Default sms number

[   ]

The available variables coming for the user sign in are:
[EmployeeName]
[GuestName]
[VisitReason]

You can then create a sentence like:
Hello [EmployeeName] your visitor [GuestName] has arrived. [VisitReason]

Guests sign-in solution settings ⑦

SMS Provider	Spryng
SMS content to employee	Hello [EmployeeName] your visitor [GuestName] has arrived. [VisitReason]

You can test has well if the connection with Spryng service is working and the number of credits available

General

SMS Provider	Spryng ⌄	
Username	TEOS_PSE	
Password	••••••••••	Test

Connection with services successful: your current sms credit is 136

5.2. **Configure email notifications**

In Reception for TEOS Workflow, when the visitor arrives and sign-In, the collaborator can receive a mail or and SMS, or both. For the configuration of the Email SMTP details and sender email, go to server management and settings. You will be able In Email Configuration settings to Choose the SMS provider and the SMS content to send to the employee. The Phone numbers are used base on the AD user synchronization or by just adding manually users in TEOS.

E-mail configuration
On this page you can set-up your e-mail account to use in TEOS, to send and receive e-mails.

General e-mail settings		Reception e-mail settings	
Host	smtp.gmail.com	Host	smtp.gmail.com
Port	587	Port	587
SSL	☑	SSL	☑
Username	pse92800@gmail.com	Username	pse92800@gmail.com
Password	••••••	Password	••••••

Check the box " send Email notification" In Reception for TEOS Interface in Workplace Management. A default Email address (reception email for example) can be added as well.

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6.   Assign Reception for TEOS to a device

This section will explain how to configure the devices and how to assign the Reception for TEOS solution to a device.

6.1. **Preparation of Professional Tablet**

In order to use Reception for TEOS into a Tablet, you will have to install both Signage for TEOS Player App and TEOS Control App version, please refer to the latest release Note of the latest Manage for TEOS Version to verify what app version is needed. To do so, please follow the manuals:

- Professional Tablets for TEOS - Installation & User Manual 1.3.pdf

Both documents can be found in https://teos.solutions/resouces under technical documentations

6.2. **Add a Tablet to TEOS (main usage)**

14.1 When using TEOS on premise

Go to Manage for TEOS Interface > Administration > Device management. You have different methods to add devices: from an excel Import, from auto discovery option or adding It manually.

We will add in this case manually a new device, for that press on "add device"

- a) Insert the room or device name
- b) Select "display" as device type
- c) Select Sony as device brand
- d) Model will be automatically field
- e) **Insert the IP address of the device**
- f) Select the license type
- g) Add the device into a device group (create before a group in site configuration)
- h) Press **save**

Make sure your device is linked to the device group (meeting room type).

Note: If the device Is not reachable via network, or you don't have license for It, you will get a message on top of this tab. If the device Is connected and the configuration done, you must be able to see It in green in both power status and behavior status.

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AV Devices
On this page you can add and manage AV devices such as displays, projectors or tablets and control them remotely, check their content, status and much more.

|	Name	Device model	IP Address	Status	Behaviour status	Device type	License type	Localization
	Dave 10" Tablet	Sony TEB-10SLB	☁ Cloud: d_CF0AB1	? ●	? Unknown	Tablet	Tablet	Dave House Ground Floor
	Dave 7" Tablet	Sony APPC-7XPL	☁ Cloud: d_4F3FC4	? ●	? Unknown	Tablet	Tablet	Dave Bedroom
	Dave Home Bravia	Sony KD-49XH8096	☁ Cloud: d_F230FC	? ●	? Unknown	Display	Meeting Room	Dave Lounge
	Gurpreet's meeting room 2 First floor	Sony APPC-10SLB	☁ Cloud: d_A905F8	On ●	Room Booking	Tablet	Meeting Room	Gurpreet Meeting Room 2 (First floor)
	Gurpreet's meeting room 1 Ground floor	Sony TEB-10SLB	☁ Cloud: d_713CE7	On ●	Room Booking	Tablet	Meeting Room	Gurpreet Meeting Room 1 (Ground floor)
	Gurpreet Desk booking tablet	Other TD-0350	☁ Cloud: d_329712	? ●	? Unknown	Tablet	Tablet	Gurpreet's Desk 1
	Gurpreet's 43" Bravia	Sony FW-43BZ35F	☁ Cloud: d_24D5A0	On ●	External input	Display	Signage	Gurpreet's Open space
	Gurpreet's player	Other AAV-X96-Max+	☁ Cloud: d_6A5061	On ●	Presentation	Player	Signage	Gurpreet's Open space

By pressing to the virtual remote, TEOS will do a first adb request to your device. **Device will after ask to allow the connection (debugging), for a security measure** which needs to be done when the ADB connection is setup for the first time, you need to authorize the RSA key from the TEOS server, once this is accepted and saved into the local configuration file the connection can be setup at any time when the display is online.
You will have to accept the connection by Manage for TEOS to be able to see the snapshot from the screen.

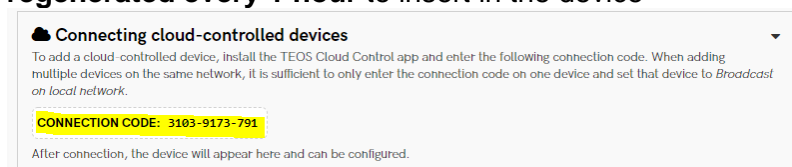🖉 Edit   🗑 Delete   📱 Execute command   ↻ Update screen
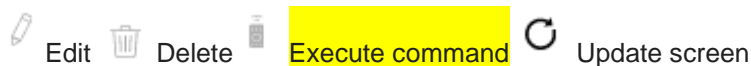
When trying to install a new App in TEOS via Site Management > Service management, and in the device press test ADB, TEOS is doing the same request to the device.
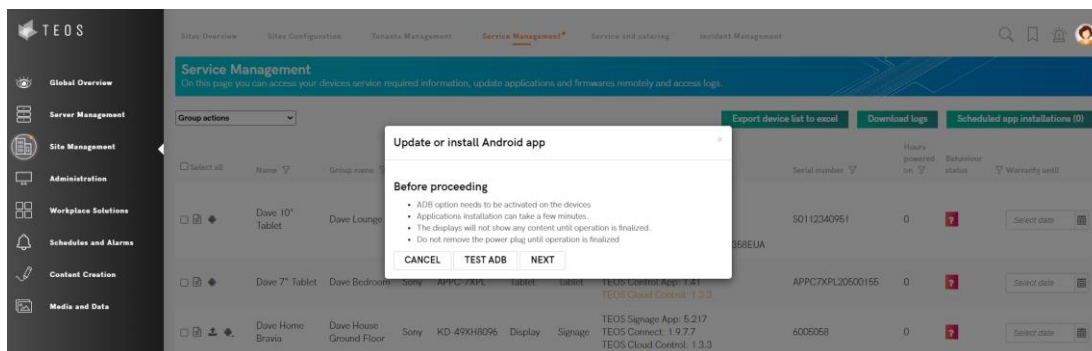

## 14.2 When using TEOS on Cloud (from version 3.0)

Go to your Manage for **TEOS CLOUD Interface** > Administration > Device management.
We will add in this case manually a device to the cloud, for that press on the drop-down button on "Connecting cloud-controlled devices" to see the password **automatically regenerated every 1 hour** to insert in the device

☁ **Connecting cloud-controlled devices** ▼
To add a cloud-controlled device, install the TEOS Cloud Control app and enter the following connection code. When adding multiple devices on the same network, it is sufficient to only enter the connection code on one device and set that device to *Broadcast on local network*.

CONNECTION CODE: 3103-9173-791

After connection, the device will appear here and can be configured.
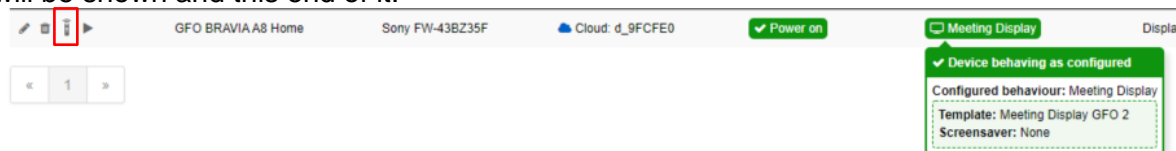
Now from the device, make sure it is connected to the internet. Open the app Cloud Control for TEOS (version 1.4.2 minimum) and insert the password, press connect.

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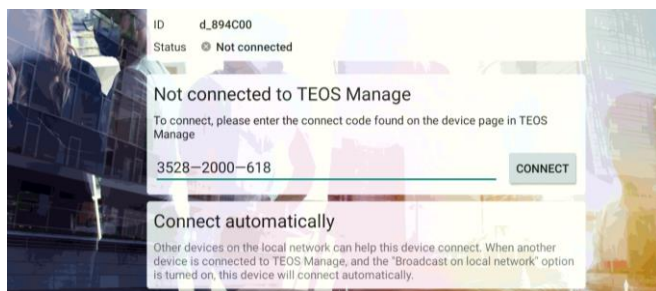
The device will then connect to your cloud account without any additional action.
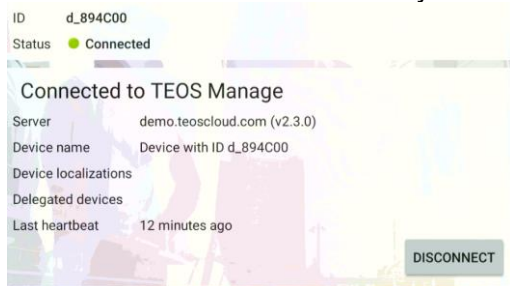
The ID shown in the device will appear in the AV device list after a refresh of the page and will be shown and this end of it.

You can then setup it by clicking on the edit button:

     i)   Insert the room or device name
     j)   Select "tablet" as device type
     k) Select Sony as device brand
     l)   Model will be automatically field
     m) Select the license type
     n)   Add the device into a device group (create before a group in site configuration)
     o)   Press **save**

6.3. **Link Reception for TEOS with your tablet**

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