



Installation outline

Table 1. Preparation and installation of Visitor Central	
To prepare your Visitor Central Server computer, follow these steps in the order presented:	
A Visitor Central Server name cannot contain an underscore (_). The Server computer IP address should static.	
A.	Meet minimum recommended hardware and software requirements. Refer to your <i>Visitor Central User Manual</i> .
B.	Install one of the following operating systems and database types unless otherwise noted: <ul style="list-style-type: none"> • Windows 2003 Standard Edition Server <ul style="list-style-type: none"> - Microsoft SQL Server Standard Edition with a named instance of VCSQL - Microsoft SQL Service Pack 4 Note: Windows 2003 DOES NOT support any previous Service Pack. You MUST install Service Pack 4 before installing Visitor Central. • Windows 2000 Professional or Windows XP Professional <ul style="list-style-type: none"> - Microsoft MSDE and applicable patches. Note: VCSQL instance automatically installs with Visitor Central.
C.	Install Internet Explorer (6.1 or higher with applicable Service Pack).
D.	Install peripheral devices such as printers, cameras, scanner-type barcode reader, license scanner, and optional touch-screen monitor, as supported by GE. Verify that drivers are also installed. This avoids any future problems with communication ports. Note: A qualified service person, complying with all applicable codes, should perform all required hardware installation.
To install Visitor Central:	
A.	Insert the Visitor Central CD. We recommend that you perform the functions and installations in the sequence as displayed on the Visitor Central CD main menu. Note: If your monitor is 17 inches or less, we recommend that you set the resolution at 1024 by 768 for a more complete view of application windows.
B.	Install Visitor Central Server. Follow on-screen instructions. <ul style="list-style-type: none"> • Select database installation type as one of the following: <ul style="list-style-type: none"> - Microsoft SQL Server (Enter the password for the 'sa' user of the VCSQL instance.) - MSDE (Enter the password for the 'sa' user of the VCSQL instance.)
C.	License Visitor Central by calling 1-888-GESECURITY.
D.	Install Visitor Central Client. Follow on-screen instructions,.
E.	Start the application by entering this URL to launch the Web pages to configure Visitor Central: http://hostname:8080/vcserver where hostname equals the name of the computer that is hosting the Visitor Central application.
F.	If not already installed, install Java 2 Runtime from the Visitor Central Webtop home page.
G.	Note: This requirement is for imaging workstations only. If not already installed, install Java Media Framework (JMF).

Table 1. Preparation and installation of Visitor Central (continued)

To install Visitor Central Client:			
A.	Client information must be added to the Visitor Central Server database before Express Kiosk configuration. <ul style="list-style-type: none"> • Add Client information. (If this is an Express Kiosk workstation, it should have a static IP address.) • Click Save. 		
B.	Client operating systems can be Windows XP Professional or Windows 2000 Professional.		
C.	Client software can be installed on any computer with Web access to the Visitor Central Server computer or using the Visitor Central Installation CD. <p>Note: These items are required for imaging kiosks. Active links display on the Visitor Central Webtop home page after logon for your convenience in downloading and installation of the following:</p> <ul style="list-style-type: none"> • Java 2 Runtime version 1.4.2* • JMF imaging component* • Flash Plug-in* • Drivers License Scanner* • .Net Framework* <ul style="list-style-type: none"> * Automatically installs during Visitor Central client CD installation. <p>Note: The Visitor Central Server must be licensed before client installation so that VC Services can restart.</p>		
D.	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> To Install from CD: Insert the Visitor Central CD. Installation menu automatically launches. </td> <td style="width: 50%; vertical-align: top;"> To Install from Visitor Central Server: Navigate to the Visitor Central Server at http://hostname:8080/vcserver where hostname equals the name of the computer that is hosting the Visitor Central application. </td> </tr> </table>	To Install from CD: Insert the Visitor Central CD. Installation menu automatically launches.	To Install from Visitor Central Server: Navigate to the Visitor Central Server at http://hostname:8080/vcserver where hostname equals the name of the computer that is hosting the Visitor Central application.
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Contacting Customer Support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact Presales and Customer Support.

For Presales and Customer Support assistance, we provide customers with several options (see [Table 2](#)). Our Support phone number is available Monday through Friday, 8 a.m. to 7 p.m. Eastern Time. Protection plans are available for extended coverage.

	Presales	Customer Support
Phone:	1 800 428 2733	1 888 GE SECURITY (437 3287) Note: Be ready at the equipment before calling.
Fax	561 998 6160	561 998 6224
E-mail		rs-bctsupport@ge.com

Quick reference configuration tasks

Configuration tasks	
Create facilities.	<ul style="list-style-type: none"> • From the Configuration menu, select Facilities. • Enter a description for each facility. • Click Save.
Review the facility permission profiles.	<ul style="list-style-type: none"> • From the Control menu, select Operators, then Facility Permission Profile tab. • Make any necessary changes. • Click Save.
Review the system permission profiles.	<ul style="list-style-type: none"> • From the Control menu, select Operators, then System Permissions Profile tab. • Make any necessary changes. • Click Save.
Define Visitor Central operators with login capabilities.	<ul style="list-style-type: none"> • From the Control menu, select Operators, then Operators tab. • Define operators and assign them a permission such as system administrators, badge administrators, hosts, and attendants. • Click Save.
Review Employee records.	<ul style="list-style-type: none"> • From the Access menu, select People, then Personnel tab. • Add or edit records for employees that will be hosting visitors. • Click Save.
Configure the client workstations.	<ul style="list-style-type: none"> • From the Configuration menu, select Clients, then Client tab. • Identify the workstation and, if it is to be used for imaging, the type of device that will be used. • Click Save.
Create visitor types.	<ul style="list-style-type: none"> • From the Access menu, select Appointment, then Visitor Type tab. • Define visitor types, such as VIP, contractors, 1-day Visitor, 3-day Visitor. Use as many visitor types as needed to identify the various groups or persons visiting the facility. • Click Save.
Create watch lists.	<ul style="list-style-type: none"> • From the Access menu, select Appointment, then Watch List tab. • Define watch lists for VIPs or visitors banned from entering the facility. • Click Save.
Design badges for the various visitor types.	<ul style="list-style-type: none"> • From the Access menu, select Badges, then Badge Design tab. • Select or create a new badge design record. After you Save the record the Open Badge Designer button is activated. • Click Open Badge Designer to design your badge layout. Use different colors or badge orientation to distinguish visitor types. • Click Save.
Configure the kiosks.	<ul style="list-style-type: none"> • From the Configuration menu, select Facilities, then Kiosks tab. • Use the Facility drop-down list to associate a facility to your kiosk. Visitor Central limits one kiosk configuration per facility. • Add the company name, logo, text, and colors to customize the kiosk. Note: Be sure to include on-screen instructions to guide your visitors through each page. • Click Save.
Create Appointments	
Preregistration/ Administrator's Module	<ul style="list-style-type: none"> • Log in by clicking Pre-registration or Visitor Central button on the Visitor Central Webtop. • Create, modify, or delete appointments. • After saving the appointment, add visitors to the appointment.

Quick reference tasks

Workstation tasks	
Log on.	<ul style="list-style-type: none"> On the desktop open a browser that has a Java plug-in, for example, Internet Explorer. Enter the following URL: <code>http://hostname:8080/vcserver</code> where <code>hostname</code> is the name of the computer that is hosting the Visitor Central application. Click Visitor Central in the upper left corner of the screen. Enter a valid Login ID and password and click Log on.
Create visitors.	<ul style="list-style-type: none"> From the Access menu, select Appointment, then Visitor tab. Add the visitor's name and contact information to Visitor Central. If this person has visited previously, use the Search icon to locate their information and click Save.
Create appointments.	<ul style="list-style-type: none"> From the Access menu, select Appointments, then the Appointment, Schedule tab. Create an appointment with the date and time of the visitor's arrival and departure and click Save.
Assign the visitor to the appointment.	<ul style="list-style-type: none"> From the Access menu, select Appointments, then the Appointment, Invitee List tab. From the list of Available Visitors, select the appropriate name and click the left arrow and click Save.
Update appointment status when the visitor arrives.	<ul style="list-style-type: none"> From the Monitor menu, select Appointment Monitor. Select the appointment, right-click and select Change Status. Change the status from Pending to Arrived. Click OK.
Print the visitor's badge.	<ul style="list-style-type: none"> From the Monitor menu, select Appointment Monitor. To print a badge locate the visitor's name, right-click and select Print Badge. From the Page Setup dialog, make the necessary selections, and click OK to display the Print dialog. Click OK again.
Update appointment status when the visitor leaves.	<ul style="list-style-type: none"> From the Monitor menu, select Appointment Monitor. Select the appointment, right-click and select Change Status. Change the status from Arrived to Departed. Change the status to No Show if the visitor did not arrive, or Canceled if the appointment was canceled. Click OK.
Generate a report.	<ul style="list-style-type: none"> From the Report menu, select Reports. From the Select a Report Category list pane, select the category for this report and then select a report from the resulting list in the Select a Report list pane. From the toolbar, click Run. The results display in the View Results tab. Click Print to display the Print Preview page, which allows you to save the report as a PDF or print to a local printer.
Log off.	<ul style="list-style-type: none"> Save your data, select File, and Log off. Close the web browser.
Kiosk tasks	
Start the application.	<ul style="list-style-type: none"> On the desktop double-click the Kiosk Station icon. A password reminder displays to remind you how to exit the application. Click OK.
Check in.	<p>Enterprise kiosk</p> <ul style="list-style-type: none"> Follow the on screen instructions to check in. These screens have been customized for this particular site and may include instructions for checking in, updating your information, or capturing a photograph. Buttons, such as Previous or Next, can be activated by touch. Text to be entered must be entered using a keyboard. If multiple records exist for the name that you enter, a list displays from which you may select the correct entry. <p>Express kiosk</p> <ul style="list-style-type: none"> Direct the visitor to the Express Kiosk workstation. The visitor completes the entire transaction. The badge prints. Assist if visitor has problems or is banned from checking in. From Pre-Registration, click Status Changer to check visitor out when the visitor leaves.
Close/exit the application.	<ul style="list-style-type: none"> Press the F1 key. Enter the password: letmeout. Click OK.