VM-100

Visitor Badge & Management

User's Guide

Brother QL Label Printer Series

Be sure to read this guide before using the software. We recommend that you keep this guide nearby for future reference.

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1 Introduction

1-1. General Information

Compilation and Publication Notice

- Under the supervision of Brother Industries Ltd., this guide has been compiled and published, covering the latest product's descriptions and specifications.
- The contents of this guide and the specifications of this product are subject to change without notice.
- The actual windows and dialog boxes of the software and its operation may differ from those described in this manual. The names of people and companies used in this manual and software are fictional.
- Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.
- The screen images in this guide can differ depending on your Operating System (OS) or printer.
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- Each company whose software title is mentioned in this guide has a Software License Agreement specific to its proprietary programs.
- All other brand and product names mentioned in this User's Guide are registered trademarks of their respective companies.

1 Introduction

Symbols Used in this Guide

The symbols used throughout this guide are as follows:

NOTE

- This symbol shows information or directions that should be followed. If ignored, the result may be damage, or failed operations.

We strongly recommend that you read this guide carefully before using the Brother VM-100 software, and then keep it nearby for future reference.

We provide service & support for users who register their products on our website.
We recommend that you take this opportunity to register with us by visiting us at:

Online User Registration
http://www.brother.com/html/registration/

Online Support Page
http://solutions.brother.com/

NOTE: It is also possible to access the above sites from the online user registration page displayed at the end of the software installation. We look forward to your registration.

1-2. Safety Precautions

We recommend that you read all of these instructions prior to using this product, and save them for later reference. Follow all warnings and instructions marked on the product.

⚠ CAUTION	Tells you about procedures you must follow to prevent damage to the machine.

The symbols used in this guide are as follows:

❗	Mandatory action

To use this package safely

⚠ CAUTION

DK Roll (DK Label, DK Tape)

- ❗ Be careful not to drop the DK Roll.
- ❗ DK Rolls use thermal paper and thermal film. Both the label and print will fade with sunlight and heat. Do not use DK Rolls for outdoor use that requires durability.
- ❗ Depending on the area, material, and environmental conditions, the label may unpeel or become irremovable, the colour of the label may change or be transferred to other objects. Before applying the label, check the environmental condition and the material. Test the label by affixing a small piece of it to an inconspicuous area of the intended surface.

General Precautions

DK Roll (DK Label and DK Tape)

- Use only genuine Brother accessories and supplies (with DK LABEL, DK TAPE marks). Do not use any unauthorized accessories or supplies.
- If the label is attached to a wet, dirty, or oily surface, it may peel off easily. Before applying the label, clean the surface to which the label will be applied.
- DK Rolls use thermal paper and thermal film so that ultraviolet rays, wind, and rain may cause the colour of the label to fade and the ends of the label to peel off.
- Do not expose the DK Rolls to direct sunlight, high temperatures, high humidity, or dust. Store in a cool, dark place. Use the DK Rolls soon after opening the package.
- Scratching the printed surface of the label with your finger nails or metal objects, or touching the printed surface with hands dampened by water, sweat, or medicated cream, etc., can cause the colour to change or fade.
- Do not apply labels to any persons, animals, or plants.
- As the end of the DK Roll is designed to not adhere to the label spool, the last label may not be cut properly. If this happens, remove the remaining labels, insert a new DK Roll, and reprint the last label.
  Note: To account for this, the number of DK Labels included on each DK Roll may be more than indicated on the package.
- If a label is removed after being applied to a surface, a portion of the label may remain. Remove the remaining portion before attaching a new label.
- Some DK Rolls use permanent adhesive for their labels. These labels cannot be easily peeled off once attached.

CD-ROM and Software

- Do not scratch or subject the CD-ROM to high or low temperatures.
- Do not put heavy objects on the CD-ROM or apply force to the CD-ROM.
- The software contained on the CD-ROM is meant for use with the machine only. See the License on the CD for details. This software may be installed on multiple computers for use in an office, etc.

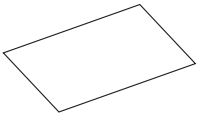
2 Getting started

2-1. Unpacking the VM-100 software

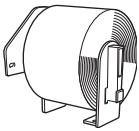
Check that the package contains the following before using the VM-100 software. If any item is missing or damaged, contact your Brother dealer.

CD-ROM

Software Installation Guide

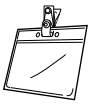


DK-Roll(x2)



Two rolls of DK-N55224, containing 54 mm x 30.48 m non-adhesive tape. The VM-100 templates are designed to be used with DK-N55224 paper rolls. However, if another type of DK media is installed, the template will be automatically scaled to fit.

Badge holders and clips(x12)



NOTE

- For the installation of the VM-100 software, please refer to the Software Installation Guide.
- You can also find the Software Installation Guide in the "Manual" folder of the CD-ROM.

3 Using the VM-100 Software

3-1. Introduction

VM-100 is software that can be used to easily manage visitors at a business, organization or school. The following operations can be performed with this software:

- Enter visitor information in advance and make reservations.
- On location, enter information for visitors without a reservation.
- Issue visitor badges.
- Include a message when making a reservation, and print the message.
- Take a photo of the visitor, and include the photo on the visitor badge.
- Manage the arrival and departure of visitors with the "sign in/sign out" feature.
- Issue a parking permit.
- In an emergency, display/print a list of visitors who have signed in.
- Allow visitors to issue themselves badges and sign in.

VM-100 Modes

The VM-100 software can run in three different modes.

Administrator Mode

This mode allows users to specify visitor information form settings, print settings, backup locations and frequencies, as well as register host information and user logins. Only users with Administrator permissions can log in to Administrator Mode.

Reception Mode

This mode is selected when a receptionist is greeting and signing in visitors. Within this mode, the receptionist can enter visitor information, sign in or sign out visitors, and issue visitor badges and parking permits. Only users with Administrator or Receptionist permissions can log in to Reception Mode.

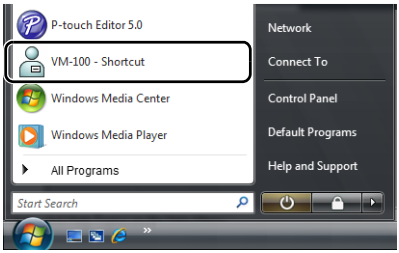
Self Check-in Mode

This mode allows visitors to enter their own information, sign in, and issue themselves a visitor badge. Only users with Administrator or Receptionist permissions can log in to Self Check-in Mode.

3-2. Launching the VM-100 Software

The VM-100 software can be started using any of the following three methods. **When starting the VM-100 software for the first time, the User must be logged in to their computer with Administrator privileges in order to execute this function.**

- From the Start menu, click the VM-100 icon.



- Double-click the VM-100 icon on the desktop.

- Click the shortcut icon on the Quick Launch bar.

When the application is started, the Login dialog box (page 15) appears.

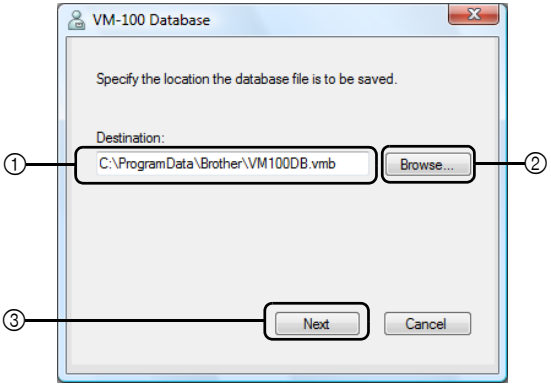
NOTE

- Follow the procedure described below when starting the application for the first time.

Initial startup operation (Specifying the database file path)

The database file contains host information as well as visitor logs. Users have the ability to save or "back up" these files to a specified location.

When the VM-100 software is started for the first time, the following dialog box appears. Follow the procedure described below to specify the location that database files are to be saved. Users will also be prompted to register a name and password for an administrator at this time. If no location is selected, the database files will be saved to the default location. If the database becomes corrupted, please refer to page 45.



NOTE

- If the database file is in a folder on a server and the administrator and receptionist are using different computers, specify the following settings on the administrator's computer. You can then install VM-100 on the receptionist's computer using only step 1.

1. Click in the "Destination:" box ① (illustration above), and then type the path to the database file. Otherwise, click ②, and then browse the computer for the location of the database file.

NOTE

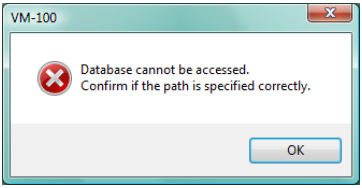
- If the database file has already been specified, the path to that file appears.
- To change the database file path, refer to page 36.

2. Click the **[Next]** button (③).

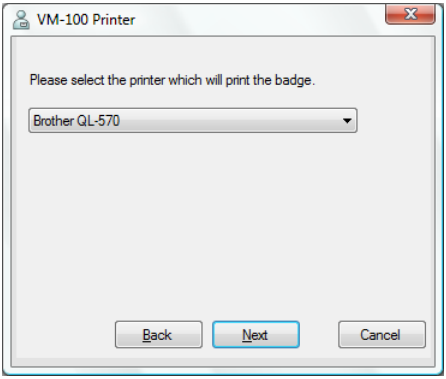
→ The VM-100 Administrator dialog box appears.

NOTE

- If the current database (*.vmb) file has been corrupted, the initial startup operation dialog box appears. Select a backup file (*.bmb) to restore the database. (page 71)

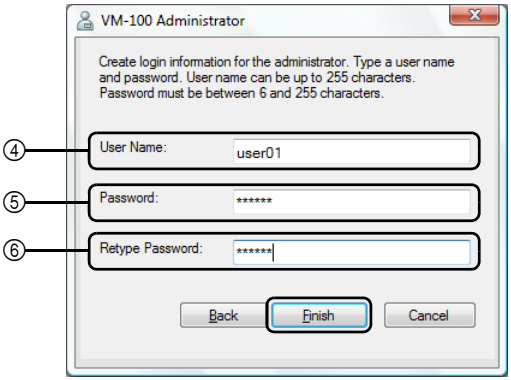


3. Select the desired model, and then click **[NEXT]**.



4. In ④, type the user name for the administrator (255 characters or less). In ⑤, type the password for the administrator (6 to 255 characters). In ⑥, retype the password.

5. Click the **[Finish]** button.



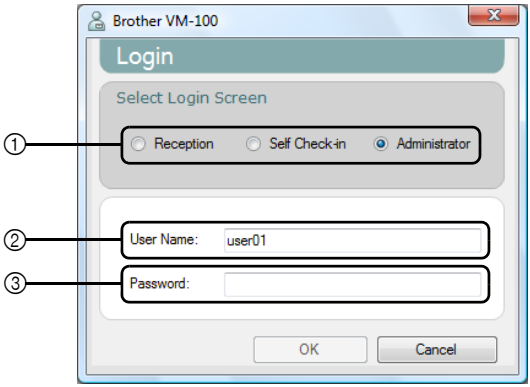
→ A database file is created and the administrator information is registered. Once complete, the Administrator Screen (page 17) appears.

NOTE

- The following settings can be specified from the Administrator Mode.
  - •Register login users.
  - •Register host information.
  - •Specify settings for the badge layout and the visitor information form.
- If the administrator login details have been forgotten, you will not be able to log in to your VM-100 database. Make sure the user name and password are kept in a safe place.
- If the administrator password has been forgotten and you cannot log in to the VM-100 software, delete the VM100DB.vmb file from the database folder (by default, it is stored in C:\Documents and Settings\All Users\Application Data\Brother\VM-100. For Windows Vista®, C:\ProgramData\Brother\VM-100). This will delete all your entered data and login details. Restart the VM-100 software, and the program will prompt you to reconfigure the database path and administrator login details.

3-3. Logging In

When VM-100 is started, the Login dialog box appears. Select the mode to be logged in to, and then type in the user name and password.



1. From ①, click the mode to log in to.

Reception: Select to enter the Reception Mode. Select this mode if a receptionist will sign in visitors and issue visitor badges. (page 47)

Self Check-in: Select to enter the Self Check-in Mode. Select this mode if visitors will log in and create badges themselves. (page 74)

Administrator: Select to enter the Administrator Mode. (page 17)

NOTE

- The mode selected during the previous login session is already selected.
- A user registered with Administrator permissions can log in to all modes (Reception, Self Check-in and Administrator Modes). A user registered with Receptionist permissions can only log in to Reception mode or Self Check-in mode.

2. In ②, type in the user name. In ③, type in the password.

3. Click the **[OK]** button.

→ The user is logged in to the selected mode.

3-4. Logging Out

The VM-100 software can be exited using the following methods described for each mode.

Administrator Mode

1. Click the **[×]** button at the right side of the title bar.

Reception Mode

1. Click the **[×]** button at the right side of the title bar.

NOTE

- If there is unsaved data in Reception mode, a confirmation message appears.

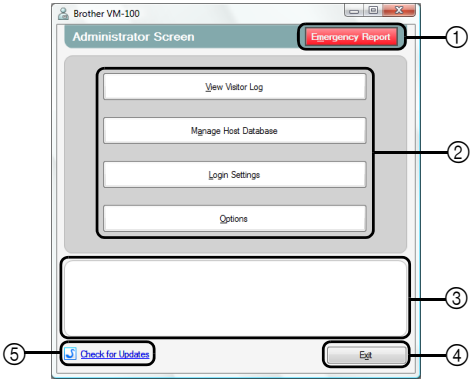
Self Check-in Mode

Refer to page 76.

4 Administrator Mode

4-1. Administrator Screen

When VM-100 is started in Administrator Mode, the Administrator Screen appears.



① Enables the administrator to display and print a list of visitors that have signed in. (page 44)

② Lists the different tasks available.
[View Visitor Log] button (page 37)
Click to display the visitor log and export its data.

[Manage Host Database] button (page 23)
Click to register new hosts, to change or delete registered information, or to import a database.

[Login Settings] button (page 18)
Click to register or delete users who can log in as an administrator or a receptionist.

[Options] button (page 29)
Click to specify the printer settings for the visitor badge layout, to establish the layout for entering visitor information and to select the locations and length of time that database information is stored.

③ Displays a general description for each button in ②.

④ Click to exit the Administrator Mode of VM-100.

⑤ Checks whether or not the current version is the most recent.

4-2. Initial Settings

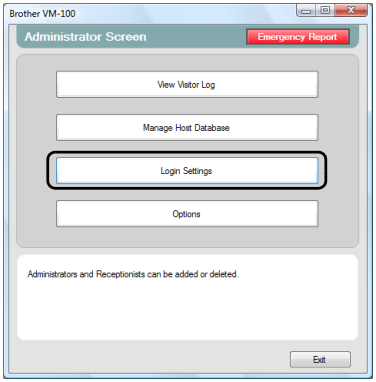
The administrator should first specify the necessary settings.

Editing login settings

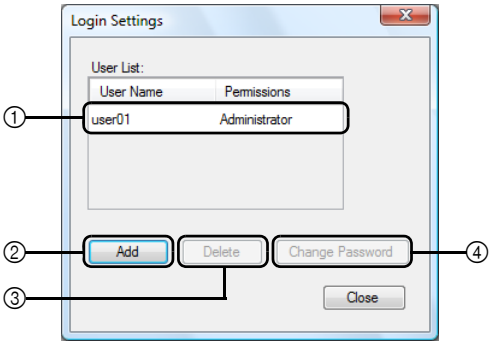
Users who can log in can be registered or deleted and their passwords can be changed.

Displaying the Login Settings dialog box

1. Click the **[Login Settings]** button in the Administrator Screen.



→ The Login Settings dialog box appears.



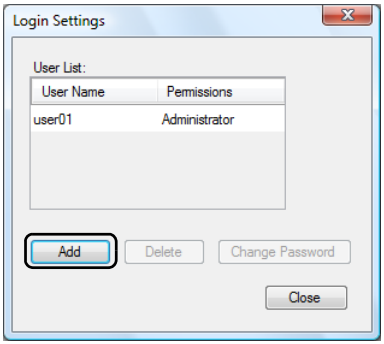
① Displays information on registered users.
② Click to add a new login user.
③ Click to delete a login user.
④ Click to change the password for a login user.

NOTE

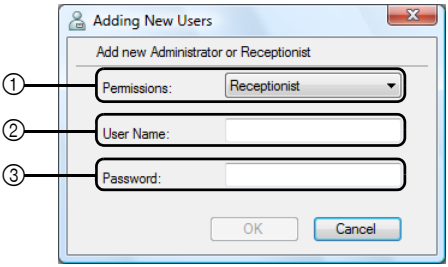
- Administrator: Users can log in to all modes (Administrator, Reception and Self Check-in Modes).
- Receptionist: Users can log in to Reception Mode and Self Check-in Mode.

Registering new users

1. Click the **[Add]** button in the Login Settings dialog box.



2. Type in the information for the user to be added.



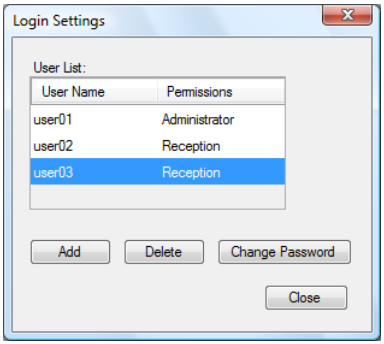
① Select "Receptionist" or "Administrator" as the user permissions.
② Type in the user name (255 characters or less).
③ Type in the password (6 to 255 characters).

3. Click the **[OK]** button.

→ The new user is registered.

Deleting users

1. In the Login Settings dialog box, select the user to be deleted.

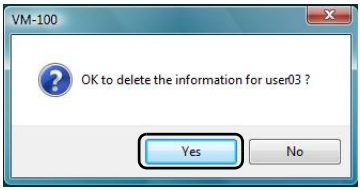


2. Click the **[Delete]** button.

NOTE

- It is not possible to delete all administrators. An error message will appear if you try to delete all administrators.

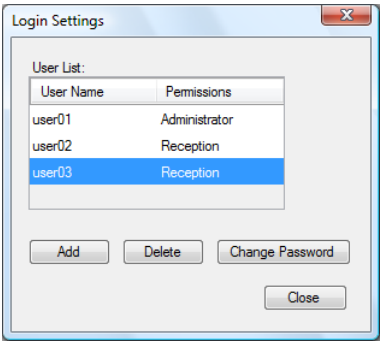
3. Click the **[Yes]** button.



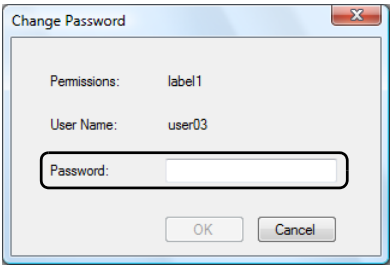
→ The selected user is deleted.

Changing the password

1. In the Login Settings dialog box, select the user whose password is to be changed.



2. Click the **[Change Password]** button.
3. Type in the new password (6 to 255 characters).

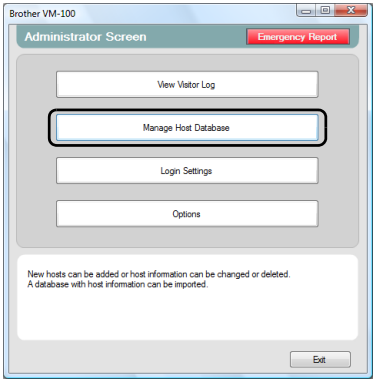


4. Click the **[OK]** button.
   → The password is changed.

Registering host information

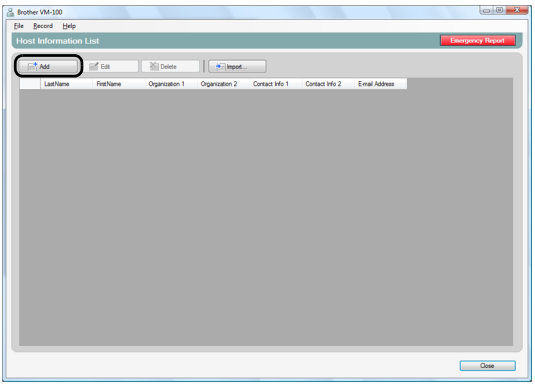
With the VM-100 software, users have the ability to register hosts (the person being visited) and import host information from a database.

1. Click the **[Manage Host Database]** button in the Administrator Screen.

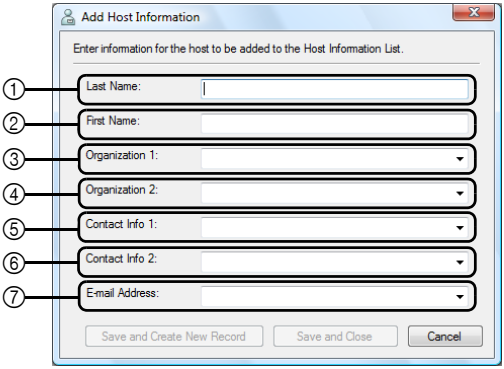


→ The Host Information List window appears.

2. Click the **[Add]** button.



3. Type in the information for the host to be added.



① Type in the last name.
② Type in the first name.
③ Type in or select the first organization entry (for example, company name).
④ Type in or select the second organization entry (for example, division name).
⑤ Type in or select the telephone number.
⑥ Type in or select the alternate telephone number (for example, mobile phone).
⑦ Type in or select the e-mail address.

NOTE

- No more than 255 characters can be entered into each text box.
- The 20 most recently entered entries appear as choices in the drop down menus for ③ through ⑦.

4. Click the **[Save and Close]** button.

→ The dialog box is closed, and the entered host information is added to the Host Information List window.

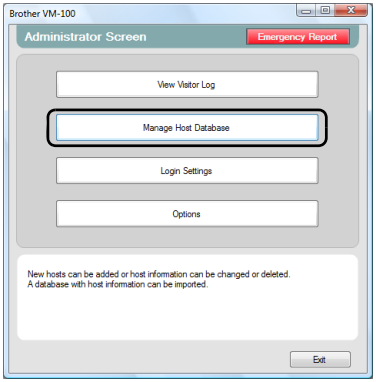
NOTE

- Clicking the **[Save and Create New Record]** button adds the entered host information to the Host Information List window. Then, an empty New Host Information dialog box appears so that an additional host can be added.

Importing host information

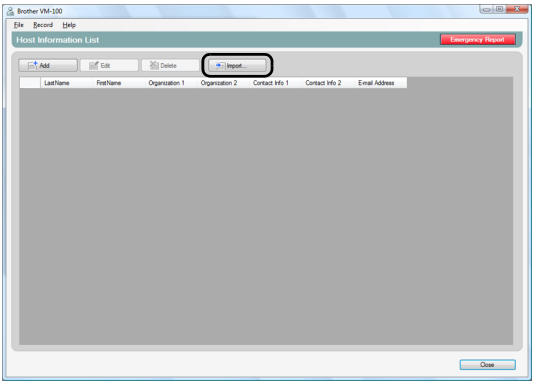
Host information can be imported. When importing host information, all existing information will be deleted so the database will contain only the imported information.

1. Click the **[Manage Host Database]** button in the Administrator Screen.

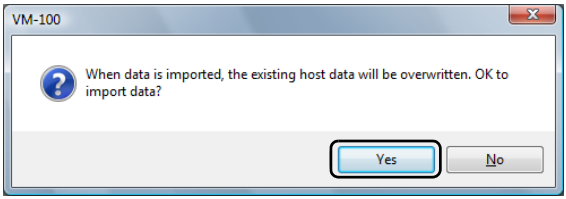


→ The Host Information List window appears.

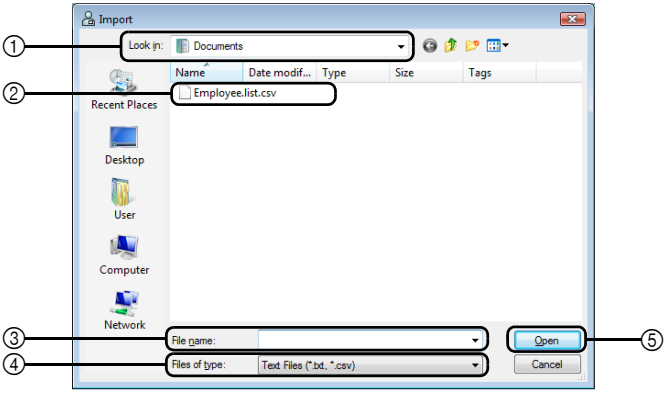
2. Click the **[Import...]** button.



3. Click the **[Yes]** button.

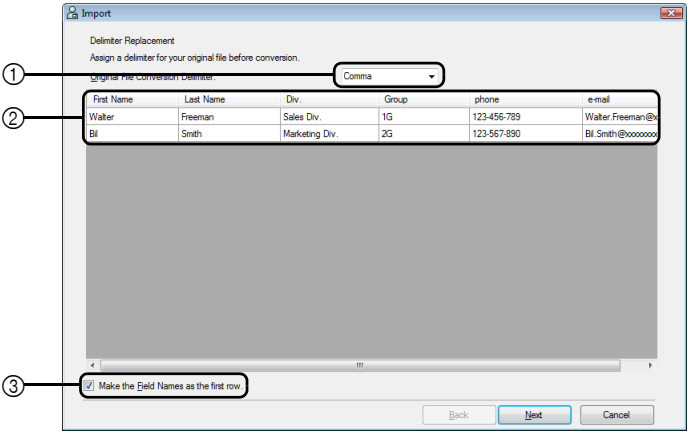


4. Specify the file containing the information to be imported.



① Specify the folder containing the file to be imported.
② Select the file containing the information to be imported.
③ Displays the name of the selected file.
④ Select the format of the file to be imported. CSV and text format files can be selected.
⑤ Click to import the selected file.

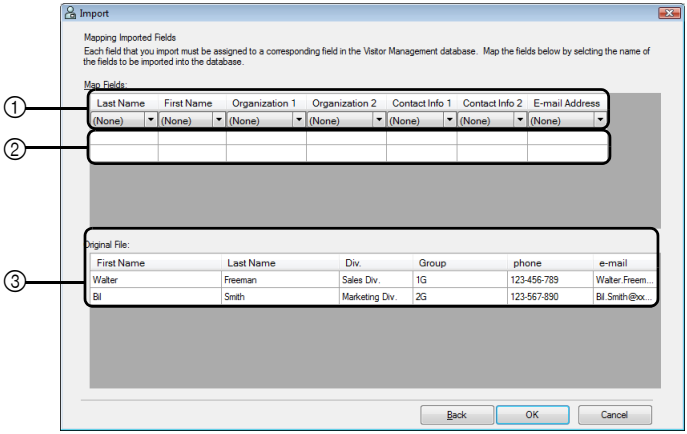
5. Select the delimiter character, and select whether or not the first line of text contains the field names.



① Select "Comma", "Tab", "Space" or "Semicolon" as the delimiter character in the file before it is converted.
② Displays a preview of the file as it will be converted.
③ Select this check box if the text is to be imported with the first line containing the field names and the field data starting with the second line. Clear this check box if the text is to be imported with the field data starting with the first line.

6. Click the **[Next]** button.

7. Specify how the fields in the file to be imported are assigned to the fields in the host database.



① The fields in the host database are shown in the first row. From the drop-down lists that appear in the second row, select the field from the file to be imported that is to be assigned to the field in the host database.

② Displays a preview of the contents of the host database after the file is imported. If "(None)" was not selected in ①, the data from the selected field is displayed.

③ Displays the data in the file to be imported. Only the columns of data from mapped fields (where "(None)" is not selected in ①) are displayed.

8. Click the **[OK]** button.

→ The file is imported with the specified settings, and the Host Information List window appears.

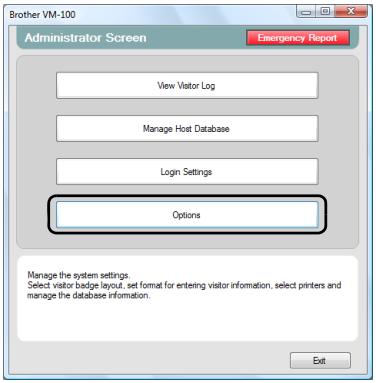
9. Click the **[Close]** button to return to the Administrator Screen.

Options

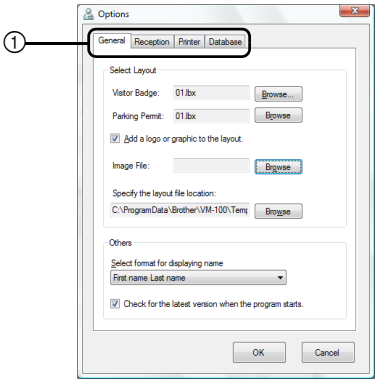
Settings can be specified for visitor badge layouts, printer settings, parking permits, visitor information forms as well as database locations and backup.

Displaying the Options dialog box

1. Click the **[Options]** button in the Administrator Screen.



→ The Options dialog box appears.



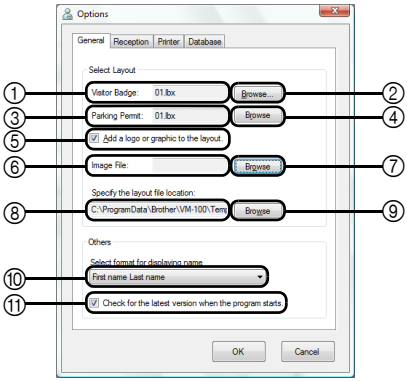
① Click the tab containing the parameters to be specified.

Layout settings ("General" tab)

The layouts for the visitor badges, parking permits and the format for displaying the names of visitors and hosts can be specified.

1. In the Options dialog box, click the "General" tab.

2. Specify the necessary settings.



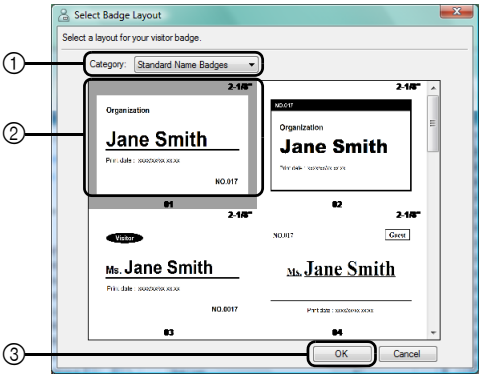
① Displays the name of the layout specified for visitor badges.
② Click to display a dialog box containing options for changing the layout of visitor badges. (page 31)
③ Displays the name of the layout specified for parking permits.
④ Click to display a dialog box containing options for changing the layout of parking permits. (page 31)
⑤ If a layout containing a logo has been selected, the logo file can be replaced. Select this check box to replace the logo in the visitor badge with the selected logo. (page 32)
⑥ Displays the file name for the replacement logo. This box is displayed in grey if check box ⑤ is cleared.
⑦ Click to display a dialog box for specifying the file for the replacement logo.
⑧ Displays the path to the folder containing custom layouts. (page 78)
⑨ Click to display a dialog box for selecting the folder for ⑧.
⑩ Select "Last name, First name", "First name Last name", "Last name First name" or "First name, Last name" as the format for displaying visitor names.
⑪ Check whether your VM-100 software is the latest version.

3. Click the **[OK]** button.

→ The specified settings for the various parameters are applied.

Specifying the layout for visitor badges and parking permits

If ② or ④, described in Step 2 were clicked, a dialog box for selecting a layout appears.



Select Badge Layout dialog box

① Select "Standard Name Badges", "Generic Badges" or "Photo Badges" as the layout category for visitor badges. The "My Badge" category is created when new badges are created. Newly created badges are saved in the "My Badge" category which can be found in the Select Badge Layout dialog box (page 78)

② Displays images of the layouts in the selected category. Select the image of the layout to be used for visitor badges by clicking the desired layout.

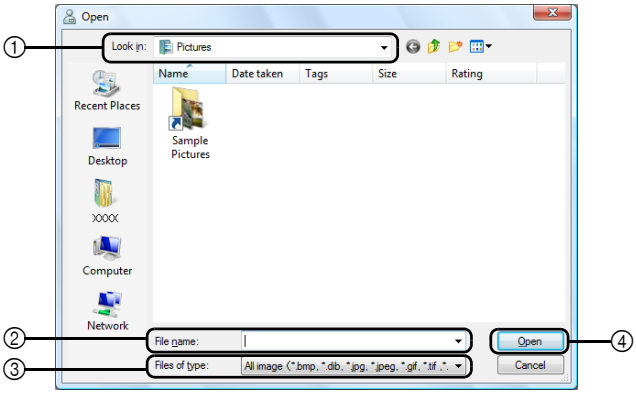
③ Click the **[OK]** button.

NOTE

- If a layout from the "Photo Badges" category is selected, but no photo was taken, a sample image is printed in the photo area. If a layout from the "Photo Badges" category has been selected, be sure to take a photo.
- In Self Check-in Mode, photos cannot be taken. If Self Check-in Mode is to be used, select a layout from a category other than the "Photo Badges" category.

Selecting a replacement logo

If ⑦, described in Step 2 is clicked, a dialog box appears so the file for the replacement logo can be specified.



① Select the folder containing the replacement logo.
② Specify the file name for the replacement logo.
③ Select "All image", "BitMap Files", "JPEG Files", "Gif", "TIFF", "Icon", "WindowsMetaFile" or "PNG" as the file format for the replacement logo.
④ Click to replace the logo.

NOTE

- If a badge containing a logo was selected, be sure to specify the logo or graphic. If the logo or graphic is not specified, a sample logo appears.

Settings for the visitor information form ("Reception" tab)

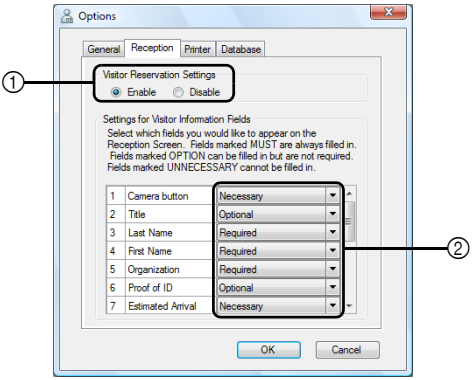
This setting controls which fields appear in the visitor information form and whether or not data input is possible.

NOTE

- You can specify the fields which will appear on the Reception Screen. To specify the items to be printed, refer to page 30.

1. In the Options dialog box, click the "Reception" tab.

2. Specify field settings for the visitor information form.



① Select whether to enable or disable the visitor reservation function.
The VM-100 software allows users to "Reserve" or "Pre-Register" visitors. With the reservation function, you can make a reservation before a visitor's arrival, thus making signing in much quicker and easier. If "Disable" is selected, the visitor reservation function will not be available, and the visitor information form appears as described below.

NOTE

- If you disable the reservation function, "Reserved" in the "View Visitor List" changes to "Pre-registered". If you print the visitor's badge without signing in, the visitor will be shown in the "Pre-registered" list.
- If you disable the reservation function, the **[Overwrite]** and **[Reserve]** buttons for editing visitor information are not available.
- If you disable the reservation function, the fields for estimated arrival date and time do not appear.

② Specify settings for the buttons and text fields in the visitor information form.
If "Required" is selected, the text box is framed in red, and the visitor information cannot be registered until data has been entered.

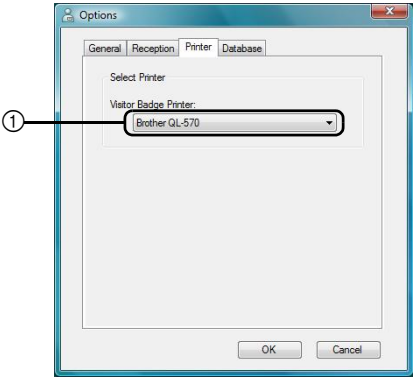
3. Click the **[OK]** button.
→ The specified settings for the various parameters are applied.

Printer settings ("Printer" tab)

The printer used for printing visitor badges and parking permits can be specified.

1. In the Options dialog box, click the "Printer" tab.

2. Specify the printer.



① Select a Brother QL label printer compatible with the VM-100 software as the printer for printing visitor badges, messages and parking permits. This is normally specified automatically when the application is started.

3. Click the **[OK]** button.

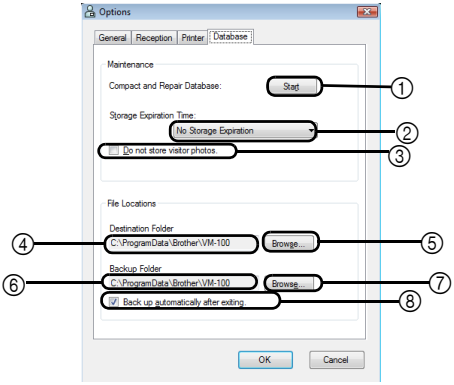
→ The printer is specified.

Database and backup settings ("Database" tab)

Settings for the location and length of time that database information is stored, as well as back up frequency can be specified. The User must be logged in to their computer with Administrator privileges in order to execute this function.

1. In the Options dialog box, click the "Database" tab.

2. Specify the necessary settings.



① Click "Start..." to optimize the database.
② Select "No Storage Expiration", "1 week", "1 month", "3 months", "6 months" or "1 year" as the length of time that visitor records are saved.
③ Select this check box to not save the photo taken in Reception Mode. If this is selected, the photo data is deleted when the visitor signs out.
④ Specify the path to the file of the VM-100 database. As a default, this is the path that was specified the first time that the application was started. (page 12)
⑤ Click to display a dialog box for selecting the folder when changing ④.
⑥ Specify the path to the folder used for backing up the VM-100 database. When backing up to the same folder, backup files older than the 10 most recent files are deleted.
⑦ Click to display a dialog box for selecting the folder when changing ⑥.
⑧ Select this check box to automatically back up when the application is exited. (The backup file is in the *.bmb format.)

NOTE

- If no folder is specified in ⑤ for the backup file, this check box cannot be selected.

3. Click the **[OK]** button.

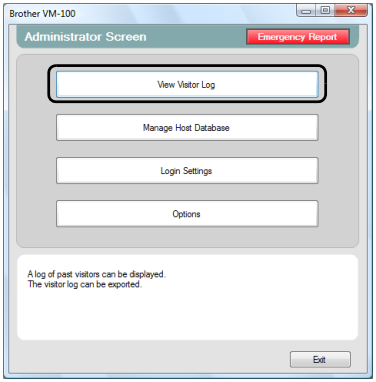
→ The database settings are applied.

4-3. List Management

Displaying the visitor log

A list of visitors who have signed out can be displayed. To display the information for visitors who have signed in, click the **[Emergency Report]** button.

1. Click the **[View Visitor Log]** button in the Administrator Mode dialog box.

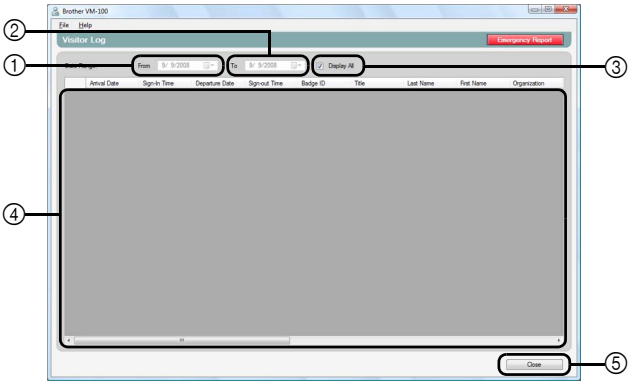


→ The Visitor Log window appears.

2. Specify the time period for the visitor information to be displayed.

NOTE

- Regardless of the specified display period, all information in the visitor log will remain in the database.



① Specify the start date for the display period.

NOTE

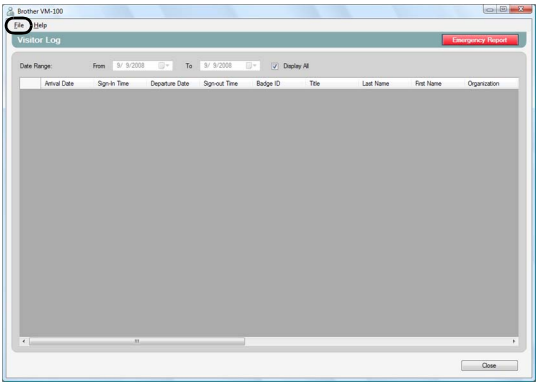
- If a start date later than the end date is specified, the end date is automatically set to the start date.

② Specify the end date for the display period.
③ Select this check box to display all information in the visitor log. If this is selected, settings cannot be specified for ① and ②.
④ Displays the information in the visitor log for the specified period.
⑤ Click to return to the Administrator Screen (page 17).

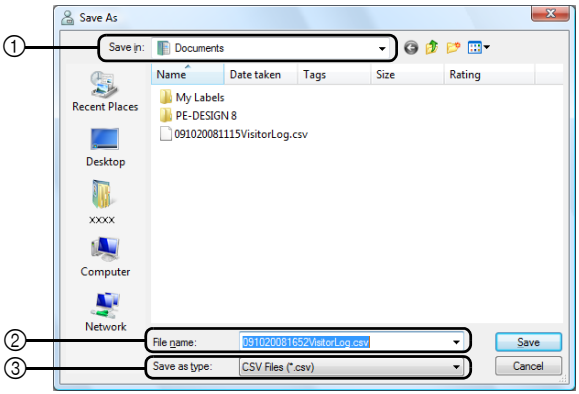
Exporting the visitor log

The data in the visitor log can be saved to a file in CSV format.

1. Select "File" on the tool bar and click "Export".



2. Specify the file name, file format and the location where the file is to be exported.



① Specify the location where the file is to be exported.
② Specify the name of the file to be exported.
③ Select the format of the file to be exported. Only CSV format can be selected.

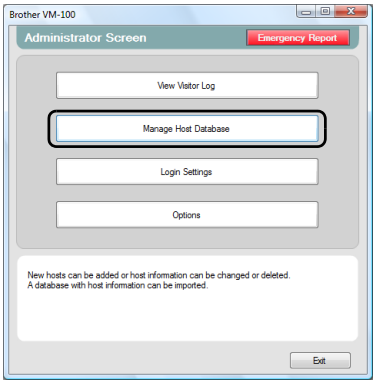
3. Click the **[Save]** button.

→ The file is exported with the specified contents.

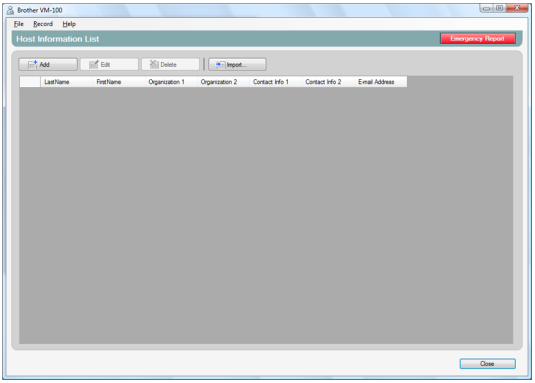
Displaying host information

Host information can be registered, edited or deleted. This registered information is accessed when a host search is performed while visitor information is being entered.

1. Click the **[Manage Host Database]** button in the Administrator Mode dialog box.



→ The Host Information List window appears.



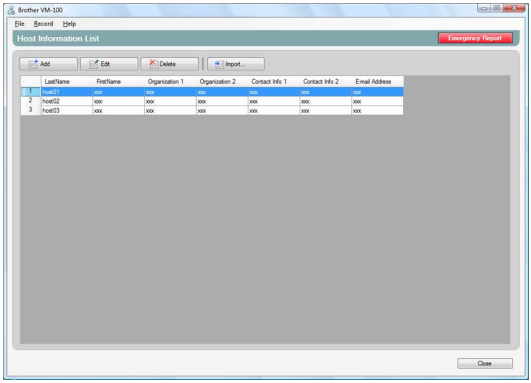
Adding

For details on adding host information, refer to "Registering host information". (page 23)

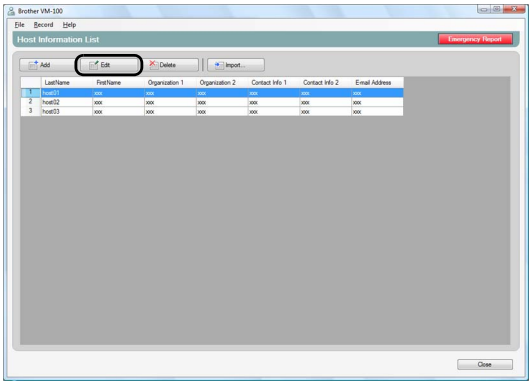
Editing

Registered host information can be edited.

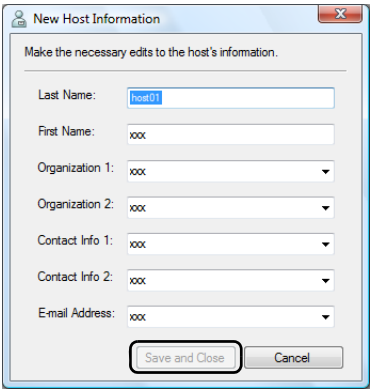
1. In the host information display area, select the host information to be edited.



2. Click the **[Edit]** button.



3. Edit the host information, and then click the **[Save and Close]** button.

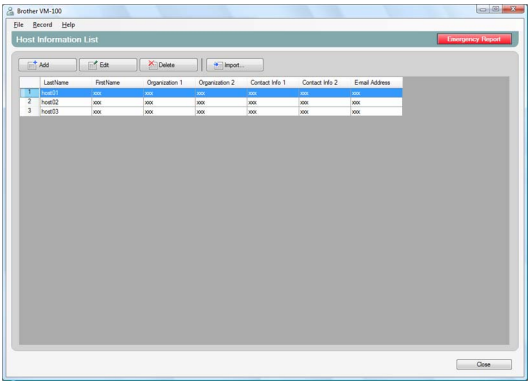


→ The dialog box is closed, and the edited host information is displayed in the Host Information List window.

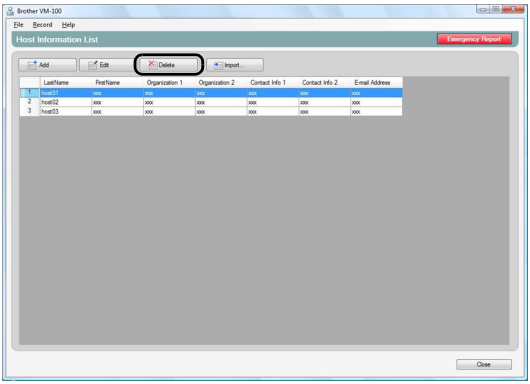
Deleting

Unnecessary host information can be deleted.

1. In the host information display area, select the host information to be deleted.



2. Click the **[Delete]** button.



3. Click the **[Yes]** button.

→ The dialog box is closed, and the selected host information is deleted from the Host Information List window.

4-4. Important Administrator Functions

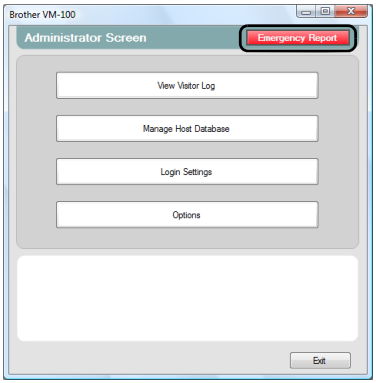
Printing emergency reports

In an emergency, an emergency report (a list of visitors who have signed in) can be displayed and printed. The emergency report contains the visitor's name, company name and destination as well as the host's name and organization. Emergency reports are printed on the printer selected as your PC's default printer. The PC used for printing visitor badges should also have a default printer using A4-size paper or larger attached.

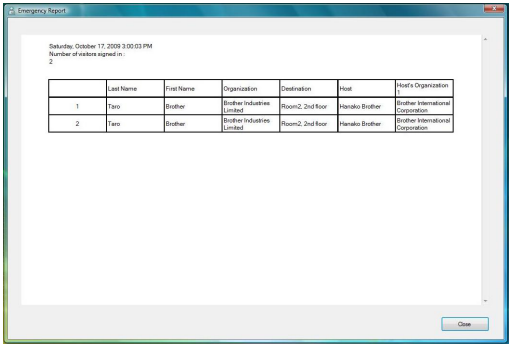
1. Click the **[Emergency Report]** button.

NOTE

- In Reception Mode, the emergency report can also be printed by clicking "Print Emergency Report" in the "File" menu.



→ The emergency report is displayed and printed.

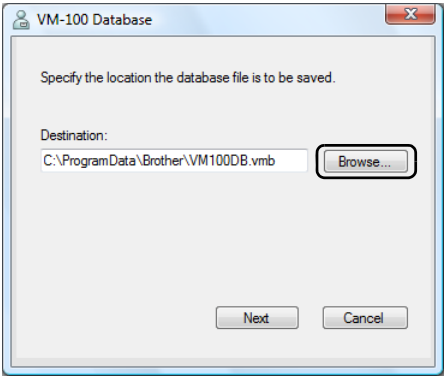


	Last Name	First Name	Organization	Destination	Host	Host's Organization
1	Taro	Brother	Brother Industries Limited	Room2, 2nd floor	Hanako Brother	Brother International Corporation
2	Taro	Brother	Brother Industries Limited	Room2, 2nd floor	Hanako Brother	Brother International Corporation

Restoring the backup file

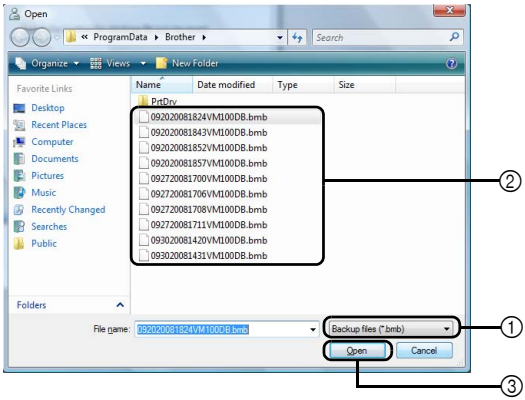
If the data becomes corrupted or if it cannot be accessed, the backup file can be used to restore the host file. When the VM-100 software is started, a message box appears. Clicking the **[OK]** button displays the VM-100 Database dialog box. Follow the procedure described below to restore the backup file.

1. In the VM-100 Database dialog box, click the **[Browse...]** button.



2. The BMB files are listed by date. Select the BMB file to be restored, and then click the **[Open]** button.

→ The VM-100 Database dialog box appears again, and the selected BMB file is indicated.



① From the drop-down list, select "Backup files (*.bmb)".
② The BMB files are listed. The numbers in the file name indicate the date that the information was backed up. Select the BMB file to be restored.
③ Click the **[Open]** button.

3. Click the **[Next]** button, and then click the **[Finish]** button in the next dialog box that appears.

→ The backup file with the selected date is restored.

5 Reception Mode

5-1. Receptionist Procedures

The receptionist can prepare for visitors by using two different methods:

1. The receptionist enters visitor information, issues badges, and signs in visitors as they arrive. The receptionist signs out visitors as they leave.
2. If a host provides the receptionist with visitor information prior to their arrival, the receptionist can pre-enter the required visitor information (make a reservation). The receptionist will then have the option of either printing the badge prior to the visitor's arrival (and simply signing them in upon arrival) or waiting for the visitor to arrive to print the badge and sign them in. When the visitor leaves, the receptionist signs the visitor out.

Making a reservation and signing in a visitor

1. Enter information in a visitor information form.
2. Click the **[Reserve]** button.
3. When the visitor arrives, select the visitor from the "Reserved"/ "Pre-registered" list.
4. Click the **[Sign In and Print Badge]** button to sign the visitor in and print the visitor badge.

NOTE

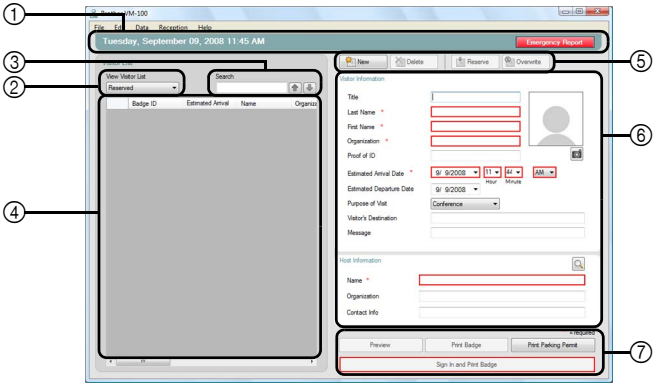
- To print a badge prior to visitor's arrival, select the visitor from the "Reserved"/"Pre-registered" list and click the **[Print Badge]** button. When visitor arrives, select the visitor badge ID from the list and click the **[Sign In]** button.

Signing out a visitor

1. Select the visitor information from the "Signed in" list and click the **[Sign Out]** button.

5-2. Reception Mode Window

The following items are available in the Reception Mode window.



① Displays the current date and time and the **[Emergency Report]** button (page 44).

② Enables users to choose selections from "View Visitor List" drop down menu.
Reserved: Displays the information for visitors who have reservations, but have not yet signed in. ("Reserved" list)
Signed in: Displays the information for visitors who have signed in, but not yet signed out. ("Signed in" list)
Signed out: Displays the information for visitors who have signed out. ("Signed out" list)

NOTE

- By changing the filter condition, the information displayed in the list and its order can be changed. (For example: When "Signed in" is selected, the sign-in date and time is displayed. When "Signed out" is selected, the sign-out date and time is displayed.)
- If the visitor reservation function is disabled in Administrator Mode (page 33), "Reserved" changes to "Pre-registered", and information is displayed for visitors whose badges have been printed, but who have not yet signed in ("Pre-registered" list).

③ Allows information in the visitor list (④) to be searched.

④ Visitor list - Displays the information for visitors registered in the database.
- The information displayed in this list can be updated by changing the "View Visitor List" condition ("Reserved" or "Pre-registered"/"Signed in"/ "Signed out") or visitor information.
- The visitor badge ID is assigned a number between 001 and 999, in order, when the badge is issued. The ID numbering returns to 001 after number 999 is assigned. "---" appears if the badge has not yet been issued.
- Clicking a column title sorts the list according to the information entered for that field.
- Dragging a borderline on either side of a column changes the width of the column.

⑤ Click to display an empty visitor information form, or to change, register or delete visitor information.

⑥ Enter visitor information, or edit existing visitor information. In addition, host information can be searched, and a photo can be taken of visitors.

⑦ Click to issue visitor badges, parking permits and to sign in or sign out visitors.

5-3. Entering Visitor Information

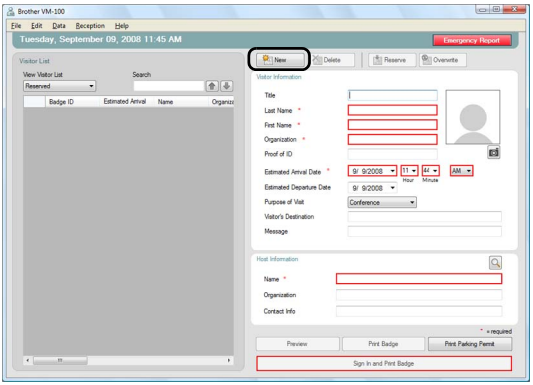
Information for visitors without a reservation can be entered on location.

NOTE

- To enter information in advance for visitors with scheduled appointments, refer to page 66.
- To enter information using that of visitors who have visited in the past ("Signed out"), refer to page 53.

Entering new visitor information

1. Click the **[New]** button.



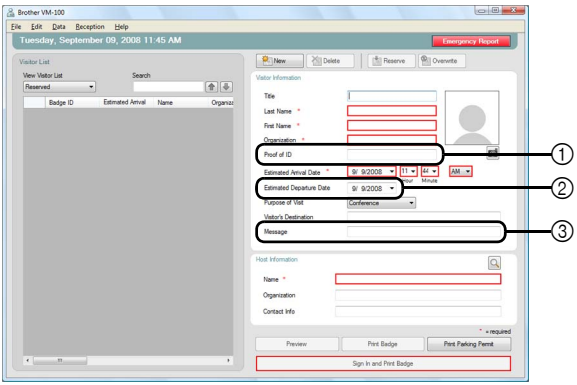
NOTE

- If displayed visitor information has not yet been saved, a message appears, requesting whether the visitor information should be erased. To save the information, click the **[Reserve]** button.

2. Type in the Visitor Information. Data must be entered into fields framed in red. If data is not entered, the visitor information cannot be registered.

NOTE

- The fields that appear differ depending on the settings selected in Administrator Mode.
- No more than 255 characters can be entered for each of the following fields.
  [Title], [Last Name], [First Name], [Organization], [Proof of ID], [Visitor's Destination], [Message]

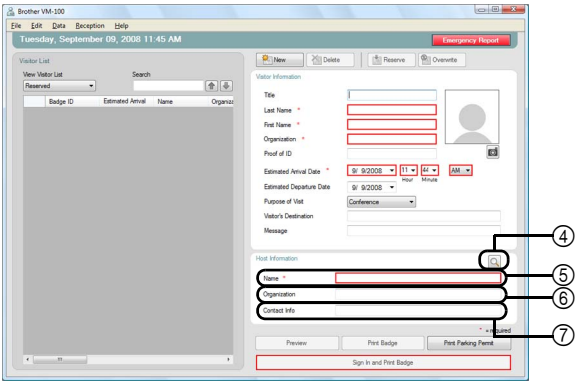


① Type the visitor's personal identification information (for example, driver's licence number or passport number).
② Enter the expected departure date.
③ Type in any message required for the visitor (for example, "Meeting room has been changed to 7B").

3. Type in the Host Information. Data must be entered into fields framed in red. If data is not entered, the visitor information cannot be registered.

NOTE

- No more than 255 characters can be entered for the following fields. [Name], [Organization], [Contact Info]
- The fields framed in red (mandatory fields) are established in Administrator Mode.



④ button
If the host information has already been registered, click this button to search the database in order to easily enter the host information. (page 55)

⑤ Type in the host's name (person being visited).
When information is entered, the database is searched for registered host names, and a list of possible matches appears. From this list, select a host name to automatically enter the host name, organization information and telephone numbers.

⑥ Enter the host's organization.
If a host name is found in the database search results, this appears in the format "Organization1/Organization2". If only one field was registered with the host, this appears in the format "Organization1".

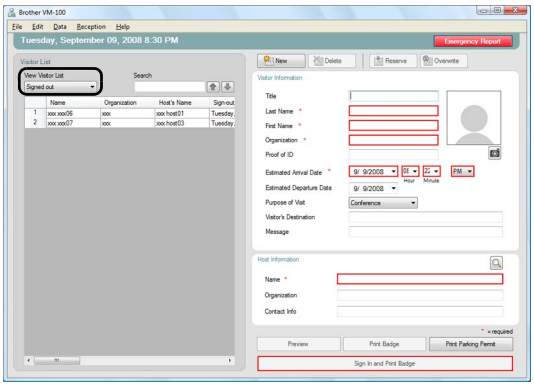
⑦ Enter the host's telephone numbers.
If a host's name is found in the database search results, this appears in the format "Phone1/Phone2". If only one field was registered with the host, this appears in the format "Phone1".

4. If required, take a photo of the visitor (page 57), sign them in (page 59) or issue their visitor badge (page 63).

Recalling visitor information from Previous Visits ("Signed Out")

Visitor information can easily be entered by using information of visitors who have visited in the past ("Signed out").

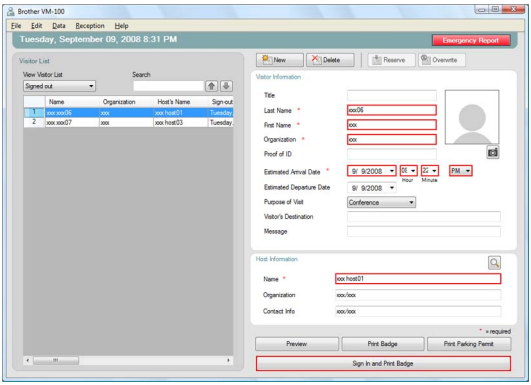
1. In the "View Visitor List", select "Signed out".



2. Select the visitor whose information is to be used.

NOTE

- A search can be performed by entering the visitor name in the search box.



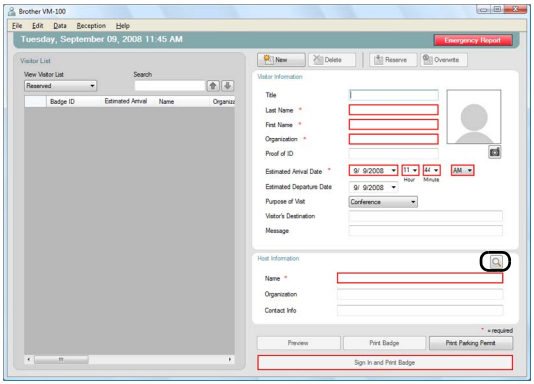
3. If necessary, edit the information in the visitor information form.

4. If necessary, take a photo of the visitor (page 57), sign them in (page 59) or issue their visitor badge (page 63).

Searching for host information

A host registered in the database can be searched for in order to easily enter the host information.

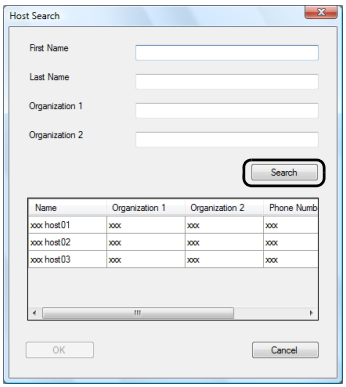
1. Click the button.



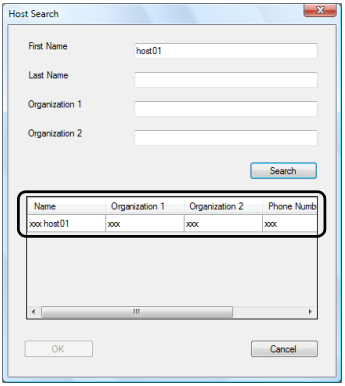
2. Type information in the "First Name", "Last Name", "Organization 1" or "Organization 2" text box, and then click the **[Search]** button.

NOTE

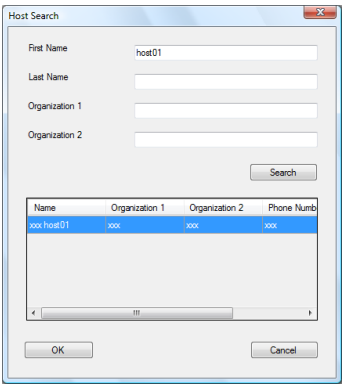
- No more than 255 characters can be entered for each field.



3. The host information is searched.



4. Select the host whose information is to be entered into the visitor information form.



5. Click the **[OK]** button.

→ The information for the selected host is entered into the visitor information form.

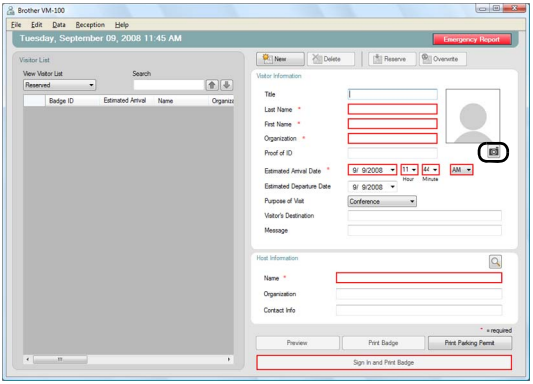
5-4. Including Visitor Photos on Badges

A photo can be taken and added to the visitor badges.

NOTE

- Depending on the settings specified in Administrator Mode, photographing may not be available.
- A web camera (not included with the VM-100) must be connected in order to take photos.
- For best results, photograph visitors with the light behind you.
- Due to many types of web cameras on the market Brother cannot guarantee all web cameras will work with the VM-100. For a list of recommended web cameras please visit our web site at http://www.brother.com.

1. In the visitor information form, click the button.



→ In the Camera View dialog box, the image from the camera (video image) appears.

2. Position the visitor in front of the camera so that their face is correctly framed, and then click the **[Take Photo]** button.

→ The visitor's photo is imported and appears on the screen. The **[Take Photo]** button changes to **[Retake Photo]**.

NOTE

- To take the photo again, click the **[Retake Photo]** button.

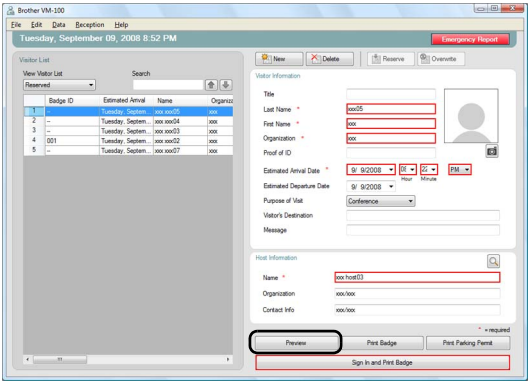
3. Click the **[Save]** button.

→ The photo is saved in the database.

5-5. Previewing Visitor Badges

To preview visitor badges before printing, follow the steps below.

1. Click the **[Preview]** button.



2. Preview the badge, and then click the **[Close]** button to close the dialog box.

NOTE

- To print the visitor badge without signing the visitor in, click the **[Print Badge]** button. To sign the visitor in, refer to page 59.

5-6. Signing In (Issuing Visitor Badges)/ Signing Out Visitors

Signing in

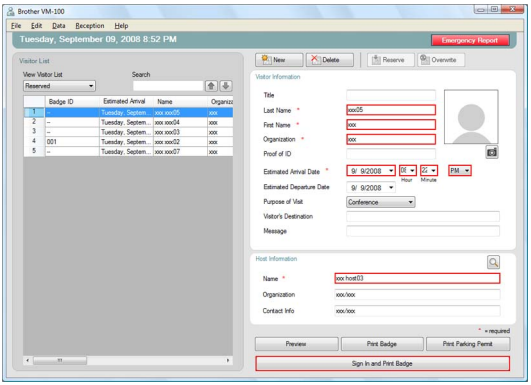
Visitor badges are issued at the same time that the visitor is signed in.

1. Perform one of the following operations.

- If a reservation has been made for the visitor, select the information for the visitor to be signed in from the "Reserved" list. (shown below).
- If a reservation has not been made for the visitor, but the visitor has visited in the past, select the information for the visitor to be signed in from the "Signed out" list (page 53).
- If a reservation has not been made for the visitor, enter the information for the visitor to be signed in the visitor information form (page 50).

NOTE

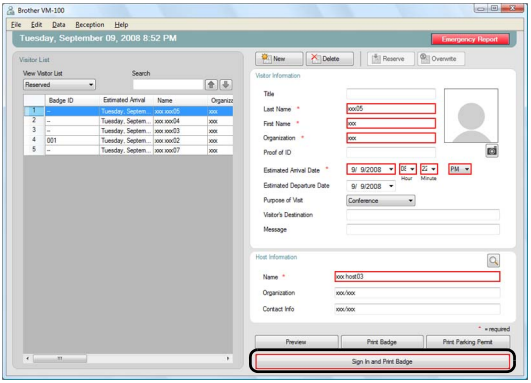
- A search can be performed by entering the visitor name in the search box.



2. Click the **[Sign In and Print Badge]** button.

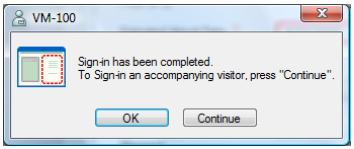
NOTE

- If the host is not registered, a confirmation message appears. Click the **[OK]** button to continue signing in. Click the **[Cancel]** button to return to Step 2. If multiple visitors are selected in Step 1, only the visitor information where an unregistered host was entered appears. Verify the Host Information.



3. If a message was entered with the visitor information, click the **[Yes]** button to print the message, or click the **[No]** button not to print the message.

4. To cancel out of adding information for a visitor who has been signed in, click the **[OK]** button. To sign in another visitor, click the **[Continue]** button.



NOTE

- Clicking the **[Continue]** button is convenient for adding information for accompanying visitors since all information for the signed-in visitor remains in the visitor information form except for the last name and first name.

5. If the **[Continue]** button was clicked in step 4, type in the information for the accompanying visitor, and then repeat steps 2 through 4 to sign in the visitor.

→ The visitor information is added to the "Signed in" list.
If the visitor was selected from the "Signed out" list, the visitor information is added to the database as a newly registered visitor.
If an expected departure date prior to the arrival date is specified, the departure date is set to the arrival date.

NOTE

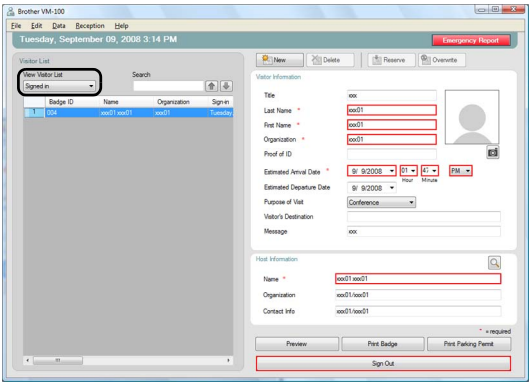
- If the visitor badge has already been printed, the visitor is simply signed in, and the badge is not printed.

Signing out

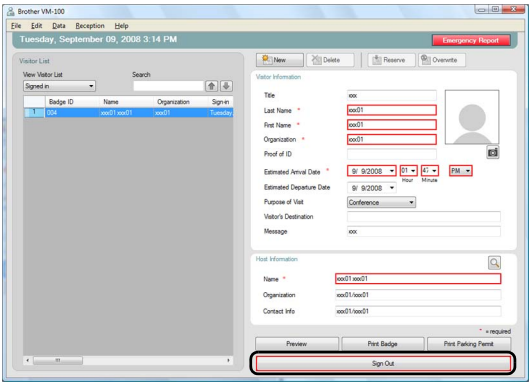
1. From the "Signed in" list, select the information for the visitor to be signed out.

NOTE

- A search can be performed by entering the visitor badge ID or name in the search box.



2. Click the **[Sign Out]** button.



3. Click the **[OK]** button.

→ The visitor is signed out, and the visitor information is added to the "Signed out" list.

5-7. Issuing Visitor Badges without Signing In

A visitor badge can be issued without signing in the visitor.

1. Perform one of the following operations.

- If a reservation has been made for the visitor, select the information for the visitor whose visitor badge is to be issued from the "Reserved" list (shown below).

NOTE

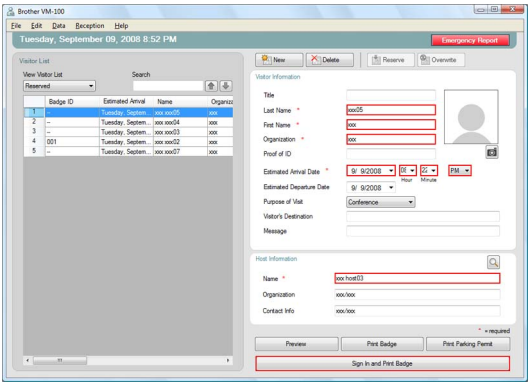
- A search can be performed by entering the visitor name in the search box.

- If a reservation has not been made for the visitor, but the visitor has visited in the past, select the information for the visitor whose visitor badge is to be issued from the "Signed out" list.

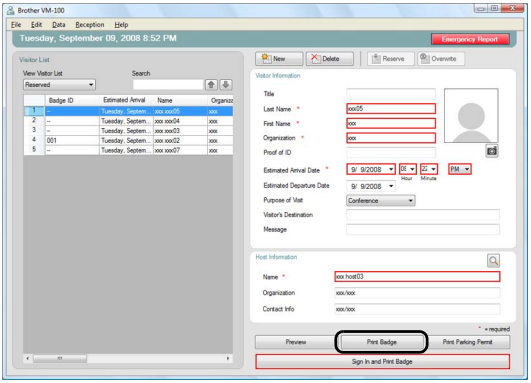
NOTE

- To select the information for multiple visitors, hold down the [Ctrl] key while clicking the visitor information.

- If a reservation has not been made for the visitor, enter the information for the visitor whose visitor badge is to be issued in the visitor information form (page 50).



2. Click the **[Print Badge]** button.



→ Sign-in confirmation dialog box appears.

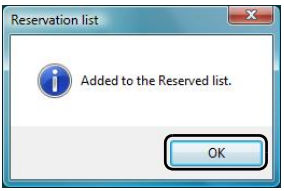
3. Click the **[No]** button.

→ A visitor badge is issued with the selected visitor information or with the information entered in the form. In addition, the visitor badge ID is entered in the "Reserved" or "Pre-registered" list. The visitor is not signed in.

NOTE

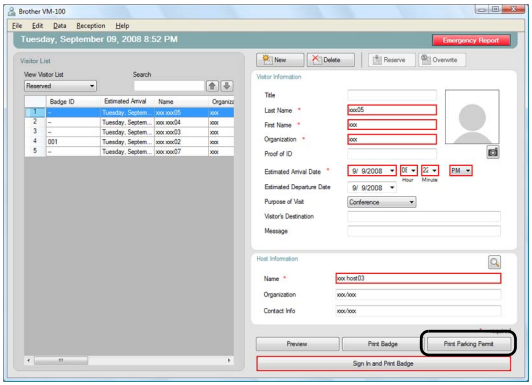
- If a visitor record with a previously assigned visitor badge ID is selected and the information is edited or the badge is reprinted, the visitor information is registered as a different record.

4. Click the **[OK]** button.



5-8. Issuing Parking Permits

1. Open the visitor record for whom the parking permit will be issued, and then click the **[Print Parking Permit]** button.



2. Type in the number.

NOTE

- If the settings in Administrator Mode have been set so that it is not necessary to enter a number, the parking permit is simply printed, and steps 2 and 3 can be skipped.

3. Click the **[Print]** button.

→ The parking permit is printed with the relevant information.

5-9. Making Visitor Reservations

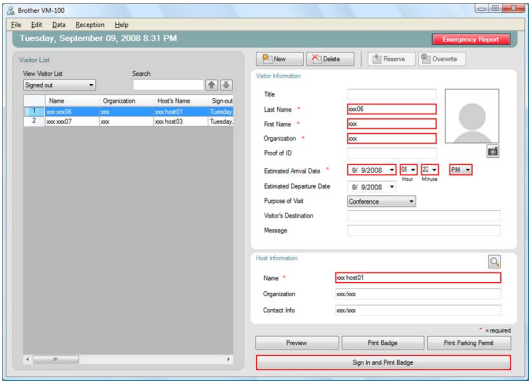
Visitor information can be entered in advance, and a reservation can be made for the visitor.

1. Perform one of the following operations.

- For a new visitor, enter the visitor information. (page 50)
- For a visitor who has visited in the past, select the information for the visitor who the reservation is to be made for from the "Signed out" list. (shown below)

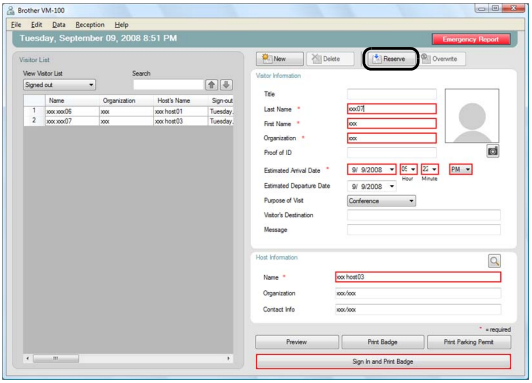
NOTE

- A search can be performed by entering the visitor name in the search box.
- If data has been entered in the "Message" text box, the message will also be printed when the visitor badge is printed.
- If the entered host information has not been registered in the host database, a confirmation message appears.



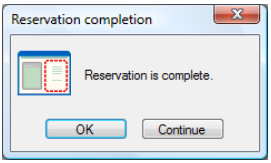
2. If necessary, edit the information in the visitor information form.

3. Click the **[Reserve]** button.



→ The entered or selected visitor information is added to the "Reserved" list.
→ If an expected arrival date prior to the current date is specified, the arrival date is set to the current date.
→ If an expected departure date prior to the expected arrival date is specified, the departure date is set to the arrival date.

4. To make reservations for multiple visitors, click the **[Continue]** button. Continue with step 5.
To finish making reservations, click the **[OK]** button to close the dialog box.



5. Edit the information in the visitor information form, and then click the **[Reserve]** button.

6. Repeat steps 4 and 5 until the information for all selected visitors is entered.

7. Click the **[OK]** button to close the dialog box.

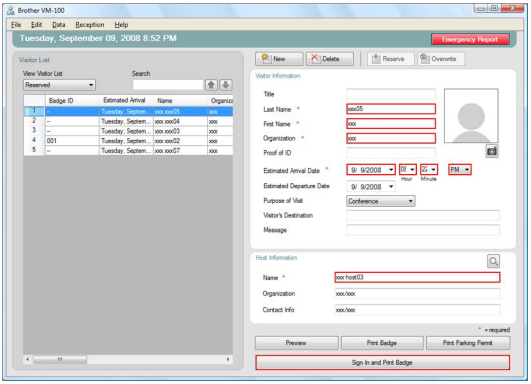
5-10. Editing Visitor Reservations

Reservation information can only be edited for visitors who have not yet been issued a visitor badge. Reservation information cannot be edited if the visitor has already been issued a badge.

1. From the "Reserved" list, select the visitor whose information is to be edited.

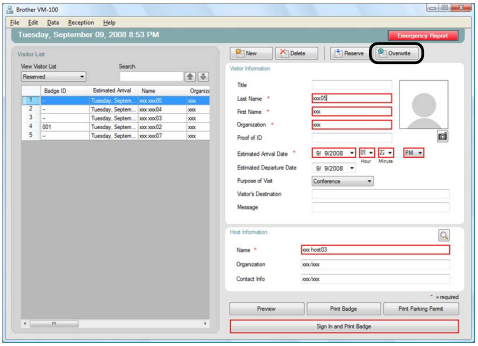
NOTE

- A search can be performed by entering the visitor badge ID or name in the search box.
- The visitor badge ID appears only for visitors who have been issued a badge.
- If a visitor record already assigned a visitor badge ID is selected and the information is edited or the badge is reprinted, the visitor information is registered as a different record.



2. Edit the visitor information.

3. Click the **[Overwrite]** button.



4. Click the **[Yes]** button.

→ The edited visitor information is saved and added to the "Reserved" list.

→ If an expected arrival date prior to the current date is specified, the arrival date is set to the current date.

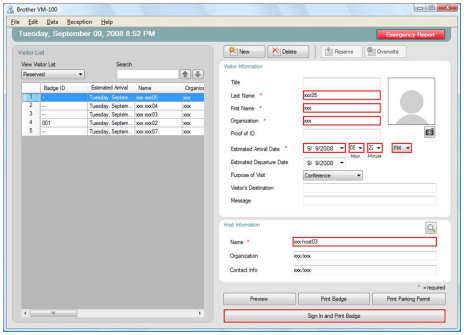
→ If an expected departure date prior to the expected arrival date is specified, the departure date is set to the arrival date.

5-11. Deleting Visitor Information

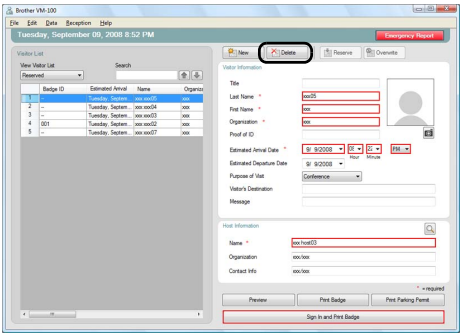
1. From the "Reserved" or "Signed out" list, select the visitor whose information is to be deleted.

NOTE

- A search can be performed by entering the visitor name in the search box.



2. Click the **[Delete]** button.



3. Click the **[Yes]** button.

→ The selected visitor information is deleted from the "Reserved" or "Signed out" list.

NOTE

- Information deleted from the "Signed Out" or "Reserved" lists are deleted from the window, but are not deleted from the visitor log.

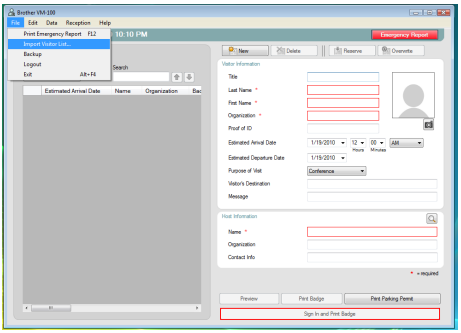
5-12. Printing Emergency Reports

In an emergency, an emergency report (list of visitors who have signed in and have not yet signed out) can be displayed and printed by clicking the **[Emergency Report]** button. The emergency report contains the visitor's name, company name and destination as well as the host's name and organization.
For details, refer to the procedure described in "Administrator Mode" (page 44).

5-13. Importing Visitor List

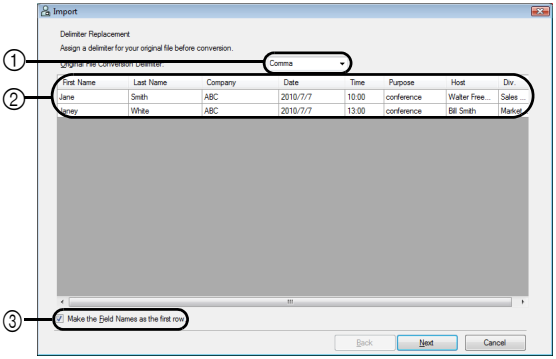
You can import a list of visitors. After importing, the information will be added to the existing Visitor List.

1. From the [File] menu, click [Import Visitor List…].



2. Specify the file containing the information to be imported. Select the format of the file to be imported, and then click [Open].

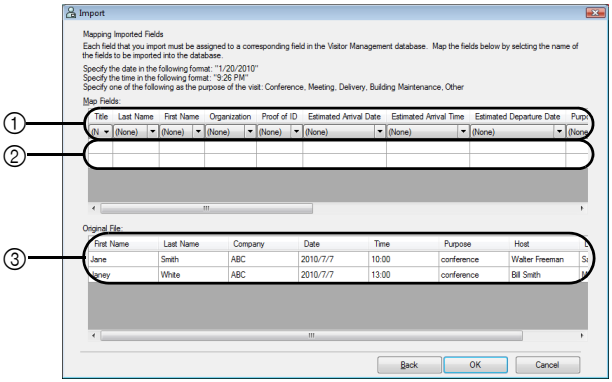
3. Select the delimiter character, and select whether or not the first line of text contains the field names.



① Select "Comma", "Tab", "Space" or "Semicolon" as the delimiter character in the file before it is converted.
② Displays a preview of the file as it will be converted.
③ Select this check box if the text is to be imported with the first line containing the field names and the field data starting with the second line. Clear this check box if the text is to be imported with the field data starting with the first line.

4. Click the [Next] button.

5. Specify how the fields in the file to be imported are assigned to the fields in the Visitor List.



① The fields in the Visitor List are shown in the first row. From the dropdown lists that appear in the second row, select the field from the file to be imported that is to be assigned to the field in the Visitor List.
② Displays a preview of the contents of the Visitor List after the file is imported. If "(None)" was not selected in ①, the data from the selected field is displayed.
③ Displays the data in the file to be imported. Only the columns of data from mapped fields (where "(None)" is not selected in ①) are displayed.

6. Click the [OK] button.

The file is imported with the specified settings, and the Reception Mode window appears.

5-14. Backing Up Visitor Information

Up to ten backup files can be created to store visitor information. Backup files older than the ten most recent files are deleted.

1. On the "File" menu, click "Backup".
→ A backup of the visitor information is created.

NOTE

- If the settings in Administrator Mode have been set to back up automatically, the data is backed up each time VM-100 is exited. (page 36)
- To restore the backup file when the database file is corrupted, refer to "Restoring the backup file" (page 45).

6 Self Check-in Mode

The Self Check-in Mode can be used by visitors to issue visitor badges and sign themselves in. The User must be logged in to their computer with Administrator privileges in order to execute this function.

6-1. Initial Screen of Self Check-in Mode

Log on to Self Check-in Mode. (page 15)
The following screen appears.
This screen also appears if the procedure times out while Self Check-in Mode is being used.

NOTE

- In Self Check-in Mode, photos cannot be taken. If Self Check-in Mode is to be used, prepare a badge that does not contain a photo.
- Visitors cannot be signed out when Self Check-in Mode is used. Visitor badges should be collected upon departure and held until a receptionist or administrator signs the visitors out using the Reception Mode.
- In Self Check-in Mode, the error message "Please contact an attendant or your host directly. We are sorry for the inconvenience" may appear. We recommend placing a sign beside the printer to notify users of the necessary contact information in case this error message appears.

① Displays various messages.
② Click this button to go to the next step.
③ Displays a sample visitor badge.
④ Click this button to exit. This operation is allowed only for administrators and receptionists.

6-2. Visitor Operations

Visitors follow the on-screen instructions to enter their name and company name. Depending on the settings specified in Administrator Mode, it may not be necessary to enter data in some fields. When the visitor clicks the **[PRINT]** button in the last screen, the visitor badge is issued and the visitor is signed in.
If no operation is performed for 30 seconds in any of the screens, the procedure times out. In this case, all entered data is erased, and the initial screen re-appears.

1. Click the **[ENTER]** button.

2. Enter the necessary information, and then click the **[NEXT]** button.

3. Check the badge contents, and then click the **[OK]** button.

4. Click **[PRINT]** to issue a visitor badge.

NOTE

- The items that are entered and the number of steps in the procedure differ depending on the settings specified in Administrator Mode.

6-3. Exiting Self Check-in Mode or Printing the Emergency Report

A password must be entered in order to exit Self Check-in Mode or print the emergency report. These operations can be performed only by users with Administrator or Receptionist permissions.

Unlocking

1. In the initial screen of the Self Check-in Mode, click .

2. Type in the user name and password.

NOTE

- If no operation is performed for 30 seconds while the application is unlocked, the application returns to the locked status.

3. Click the **[OK]** button.

→ The application is unlocked, and the [EXIT] and [Emergency Report] buttons appear.

① Click to exit the Self Check-in Mode, and display the Login dialog box.
② Click to print an emergency report. (page 44)

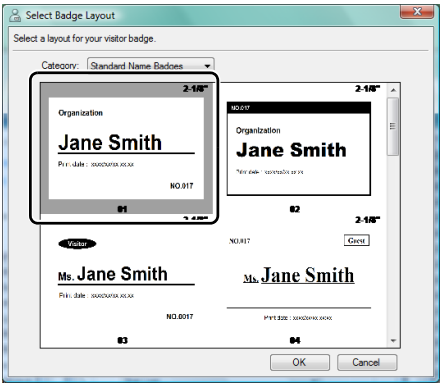
7 Customizing Layouts

Preset layouts can be edited and customized. The positions of items, sizes of logos and photos, and fonts can be changed, or items can be removed. To customize layouts, use P-touch Editor 5.0, which is included on the CD-ROM supplied with your QL label printer.

NOTE

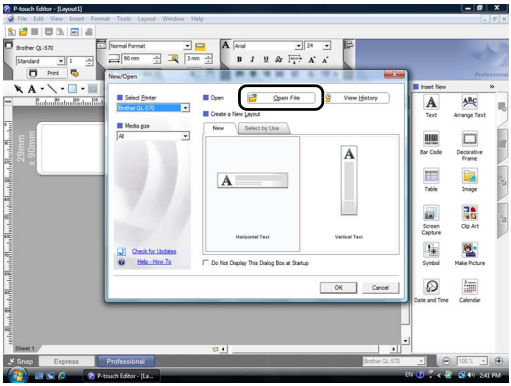
- Items cannot be edited to create additional input areas.

1. From the list of layouts, determine the file name for the layout to be edited. (page 29 - page 31)

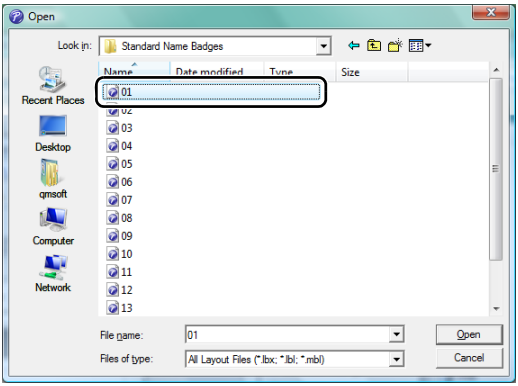


2. Click **[Start]** - **[All Programs]** - **[Brother P-touch]** - **[P-touch Editor 5.0]** to start P-touch Editor 5.0.

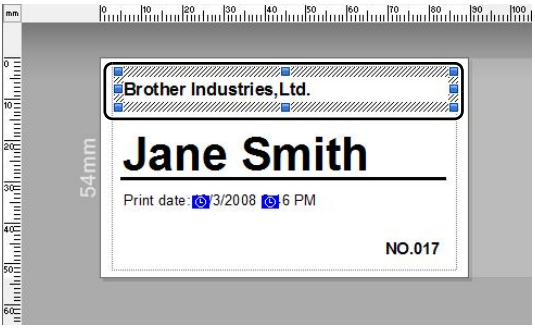
3. Click **[Open File]**.



4. Open the layout to be edited.
Browse to the folder at C:\Program Files\Brother\VM-100\Template\Badge, and then select the file with the name determined in step 1.



5. Within the layout area, select the item to be moved, and then drag it to the desired location.



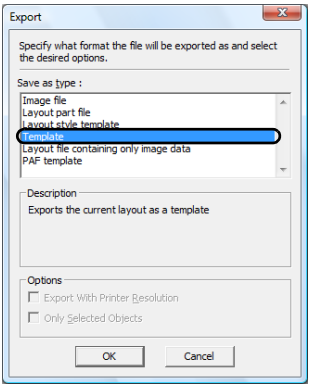
6. Select any items to be resized and then stretch to the desired size.

→You can also select any text object and change the font.

7. Save the edited layout as a new one.

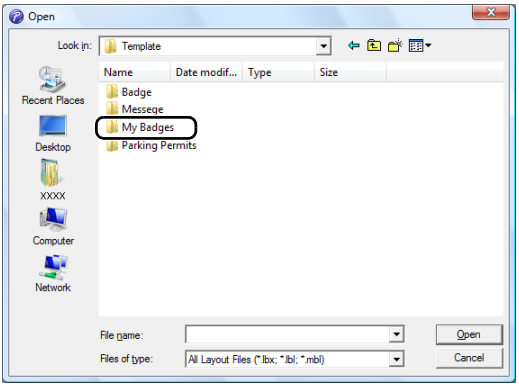
→Select "File" on the toolbar and click "Export".

8. Select "Template", and then click the **[OK]** button.



9. For Windows Vista®/Windows®7
In the "Save in" box, specify "C:\ProgramData\Brother\VM-100\Template\My Badges".

For Windows® XP
In the "Save in" box, specify "C:\Documents and Settings\All Users\Application Data\Brother\VM-100\Template\My Badges".



NOTE

- If the database file is on a server, save the template on the same server. In the "Specify the layout file location" box in the "General" tab of the Options dialog box of VM-100, select the folder specified here.

10. Click the **[Save]** button.
→ The edited layout is saved as a template in the specified folder.

8 Uninstalling VM-100

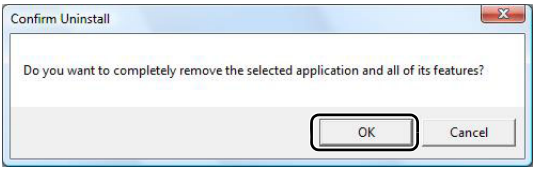
1. For Windows Vista®/Windows® 7
From the **[Control Panel]** - **[Programs]** - **[Programs and Features]**.
→ The **[Uninstall or change a program]** dialog box appears.

For Windows® XP
Click **[Start]** - **[Control Panel]** - **[Add or Remove Programs]**.
→ The **[Add or Remove Programs]** dialog box appears.

2. For Windows Vista®/Windows® 7
Choose **[Brother Visitor Badge & Management]**, and click **[Uninstall]**.

For Windows® XP
Choose **[Brother Visitor Badge & Management]**, and click **[Remove]**.

3. Click **[OK]**.



→ The uninstall operation starts. After the software is removed from your computer, the **[Maintenance Complete]** dialog box appears.

NOTE

- To uninstall P-touch Editor 5.0, select **[Brother P-touch Editor 5.0]** in Step 2.

9 Troubleshooting

	Problem	Possible cause	Page reference
Administrator Mode	The VM-100 software cannnot be started for initial use.	The User must be logged in to their computer with Administrator privileges in order to execute this function.	page 11
	The administrator password has been forgotten and you cannot log in to the VM-100 software.	Delete the VM100DB.vmb file from the database folder (by default, it is stored in C:\Documents and Settings\All Users\Application Data\Brother\VM-100. For Windows Vista®/Windows®7, C:\ProgramData\Brother\VM-100). This will delete all your entered data and login details. Restart the VM-100 software, and the program will prompt you to reconfigure the database path and administrator login details.	page 14
	How can I use VM-100 on multiple computers within the same business location?	To use the VM-100 software on multiple computers within the same business location, install the software on each computer and select a new database file location (page 12). You can export each visitor log as CSV format files to merge using Microsoft® Excel® (or similar software).	-
	The database file cannot be accessed.	The User must be logged in to their computer with Administrator privileges in order to execute this function. Is the path to the file correctly specified? If the file cannot be accessed even though the path to the file is correctly specified, the file may be corrupted. Use a backup file.	- page 36 page 45
	A logo cannot be specified when trying to replace the logo in the layout.	If the database file is on a server, save the logo file on the same server. If the database file is on a local computer, save the logo file on the same local computer.	page 36 page 78
	A custom layout cannot be selected.	Was the layout saved in an appropriate location? If the database file is on a server, save the custom layout on the same server.If the database file is on a local computer, save the custom layout on the same local computer.	page 36 page 78
	A custom layout cannot be printed cleanly.	Are there more items in the custom layout than in the original preset layout? With VM-100, the number of items in the layout cannot be increased. Edit the layout by moving or deleting items.	page 78
Reception Mode	The visitor badge was not printed.	Is a printer connected, and has it been turned on?	- -
		Was the DK roll installed in the printer?	-
		If a message has appeared in the lower-right corner of the window, follow the instructions that are indicated.	-
		Your printer driver may not be the latest version. Please download the latest printer driver at the Brother Solutions Center. http://solutions.brother.com/	-

9 Troubleshooting

	Problem	Possible cause	Page reference
Reception Mode	Reservations cannot be made. (The **[Reserve]** button is not available.)	Has the reservation function been turned off by the administrator?	page 33
		Have multiple visitors been selected in the list? Information can be saved for only one visitor at a time.	page 66 page 68
	Reservation information cannot be edited.	Reservation information cannot be edited for visitors who have been issued a visitor badge.	-
	Reservation information cannot be overwritten.	Has the reservation function been turned off by the administrator?	page 33
	The **[Delete]** button cannot be clicked.	Information for a visitor who is signed in cannot be deleted. Sign out the visitor, and then delete their information.	page 62 page 70
	The **[Overwrite]** button is not available.	Has the reservation function been turned off by the administrator?	page 33
		Have multiple visitors been selected in the list? Information can be saved for only one visitor at a time.	page 66 page 68
		Visitor information cannot be changed for visitors who have signed in or for whom a reservation has been made and whose badge has been printed. Make a new reservation with the new visitor information or sign in the visitor with the new information, and then delete the record and badge for the old visitor information.	page 66 page 68 page 70
	A visitor cannot be signed in.	Has information been entered for each required field?	page 50
	Data cannot be entered for the estimated arrival date and time.	Has the reservation function been turned off by the administrator?	page 33
	"----" appears as the host name in a list.	The specified host information has been deleted.	-
	The emergency report cannot be printed.	Is a printer connected, and has it been turned on? Is the printer driver installed on the computer sending the print command? Has the printer for printing the emergency report been set as the default printer? The emergency report can only be printed with the default printer.	-
Self Check-In Mode	A visitor cannot enter visitor information in Self Check-in Mode.	Confirm **[Options]** button - **[Reception]** tab - "Setting for Visitor Information Fields" of the Administrator Mode. Visitors will not be able to view or enter information for any categories where "Unnecessary" is selected. To add the category to the Visitor Information Fields, change the settings to "Necessary", "Required" or "Optional" to allow visitors to enter information.	page 33
	Task Manager can be accessed while in Self Check-in Mode.	To prevent unauthorized access to Task Manager, you should be logged in to Windows® as an Administrator.	-

10 Error Messages

Error Message	Remedy
Database cannot be accessed. Confirm if the path is specified correctly.	Check that the path to the file is correctly specified. If the file cannot be accessed even though the path to the file is correctly specified, the file may be corrupted. Use a backup file.
All data fields are empty.	Enter data in required fields.
Backup Directory does not exist.	• Confirm the location of the backup files set by the Administrator. • VM-100 software is unable to access the back up files. Please verify local/network connection. • Make sure that the currently logged in user can write to the backup database folder. Ask your computer administrator if unsure.
The password does not match.	Type in the password again. Confirm the password.
Incorrect password	Confirm the password.
The User Name entered has not been registered.	Confirm the user name.
A user with the same name already exists.	A user with the same name already exists in the database.
Backup File "file name" does not exist.	• Check that the path to the file has been correctly entered. • Type in the correct path to the desired backup file.
The user name contains invalid characters. User name cannot contain more than 255 characters and must contain alphanumeric characters.	The user name contains invalid characters. Specify a user name with alphanumeric characters.
The password contains invalid characters. Passwords must be between 6 and 255 characters and must contain alphanumeric characters.	The password contains invalid characters. Specify a password with alphanumeric characters.
This user is not authorized as an Administrator.	This user is not authorized to log on to Administrator Mode.
Cannot delete all administrators. Must have at least 1 administrator.	Be sure to leave at least one administrator.
Failed to export.	There may be no memory available. The folder may be write-protected. If this error still cannot be corrected, restart the application.
File type of the "file name" is unknown.	The file format of "file name" is incorrect.
To complete this function a compatible printer driver must be installed.	Install the printer driver.
Printer is not connected.	Connect a printer.
An invalid value has been entered. Enter the correct time.	Type in the correct time.
No Web camera is connected.	Connect a Web camera. Check that the driver for the Web camera is installed.

10 Error Messages

Error Message	Remedy
Visitor information matching the search conditions could not be found.	Check the search conditions.
Incorrect dates. End date cannot be prior to start date.	Check the end date and the start date.
A host with the same information already exists.	A host with the same information already exists in the database.
Badge template not found.	Verify that the Administrator has not moved or deleted the badge template.
Parking permit template not found.	Verify that the Administrator has not moved or deleted the parking permit template.
Please contact an attendant or your host directly. We are sorry for the inconvenience.	• Check the printer connections. • Check that the database file is located at the currently specified file path. If the database file is on a network computer, check that the network is running correctly. If the database still cannot be accessed, it may be corrupted; therefore, restore the backup file. (page 45) • Exit Self Check-in Mode, and then follow the instructions that appear in the lower-right corner of the window.
The estimated arrival date is in an unrecognised format. The data will be changed to today's date and imported.	Check the field has been assigned correctly. Check the date information is correct. The example format is displayed on the import screen. Check the field only includes date information
The estimated arrival time is in an unrecognised format. The data will be changed to 00:00 and imported.	Check the field has been assigned correctly. Check the time information is correct. The example format is displayed on the import screen. Check the field only includes time information
The estimated departure date is in an unrecognised format. The data will be changed to today's date and imported.	Check the field has been assigned correctly. Check the date information is correct. The example format is displayed on the import screen. Check the field only includes date information
The purpose of the visit is in an unrecognised format. The data will be changed to “Conference” and imported.	Check the field has been assigned correctly. Check the purpose of visit information is correct. The example format is displayed on the import screen. Check the field only includes purpose of visit information

11 Reference

11-1.Main Specifications

Operating environment

Items	Specifications
OS*1	Windows® XP SP2 or later/Windows Vista®/Windows® 7
Internet Explorer	Internet Explorer 6.0 or later
Interface	USB port (USB Spec. 1.1 or 2.0 protocol)
Hard Disk Space	More than 70 MB*2
Others	CD-ROM drive

*1 The computer should meet the Microsoft® recommendations for the installed OS.
*2 Required available space when installing the software with all of the options.

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