


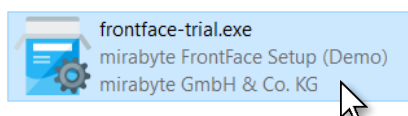
Call-Up Systems for Waiting Rooms in Medical Offices, Public Administration, Service Desks or Shops: How it's done!



With *FrontFace* you can display general information, entertainment, and news content on large digital screens in reception or waiting areas of doctor's offices, retail shops, civil offices, or administrative areas. But with the Remote Control Plugin extension you can also use *FrontFace* to individually call up, notify or greet customers, patients, or visitors! Regardless of whether a simple "The next person, please!" is sufficient or a personalized "Mr. Doe please proceed to room 2!" with an audible signal is preferred: With *FrontFace* you can easily implement your own, professional "call-up system"! The detailed steps are described in this tutorial.

1 Downloading and Installing *FrontFace*

First, please visit the *FrontFace* product website <https://www.mirabyte.com/en/frontface/> and click on the  button to download the trial version (or the full version if you have a license). After the download, run the installation package `frontface-trial.exe` on your workstation PC, and select the installation option "Full Installation (incl. *FrontFace Assistant*)."



Please also download the Service Plugin "**Remote Control**" (`RemoteControl12.ffapx`) from the *FrontFace* Website:

<https://www.mirabyte.com/en/frontface/download.html#plugins>

FrontFace can easily be extended by plugins to add additional functionality. The **Remote Control** Plugin, which is required for the call-up system, is such an extension. How the plugin is installed after downloading is explained in [step 7](#).

2 Installation of the Player PC

For this tutorial you need two PCs (a workstation PC and a so-called "player PC") that must be connected to the same network (LAN or Wi-Fi). The player PC is the PC that is connected to your large screen. The workstation PC is used to create the content and later also to trigger

the notifications of the call-up system that are to be displayed on the screen. Alternatively, you can also use the Android or iOS app for this!

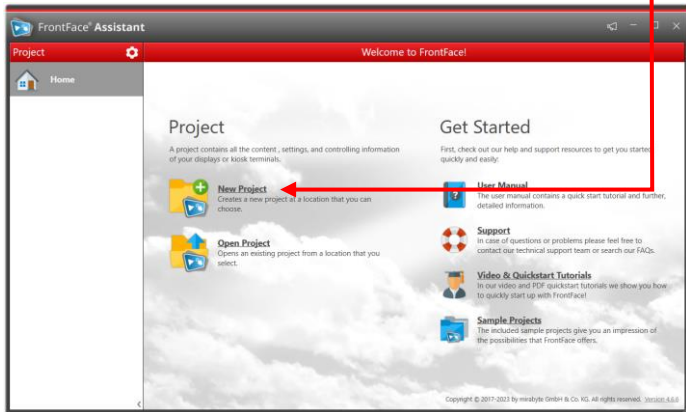
The *FrontFace* software consists of two components, the **FrontFace Assistant** for creating and configuring your projects and the **FrontFace Player App** for actually playing your content on the large screen and showing the notifications. So far, you have already installed the *FrontFace Assistant* on your workstation PC in [step 1](#).

On the Player PC, please execute the installation package you just downloaded as well. This time, please select the installation option "*Install Player App only (for installation on a player PC).*" During the installation process, a network share is created automatically (please write down the address!), which is used later to remotely update the player PC from your workstation PC using the *FrontFace Assistant*.

After having installed the *FrontFace Player App* on the player PC, you may also need to explicitly allow access to network shares in Windows system settings. How to do that is described in detail in our FAQ: <https://www.mirabyte.com/go/kb/68>

3 Creating a Project

Now head back to your workstation PC and open the "FrontFace Assistant" from the Windows start menu. Click on "New Project" on the home page of the application:



Enter a name for the project (e.g., "Call-Up System") and then select a suitable location on your hard disk to store the project, such as "Documents." As project type you should select "Digital Signage."

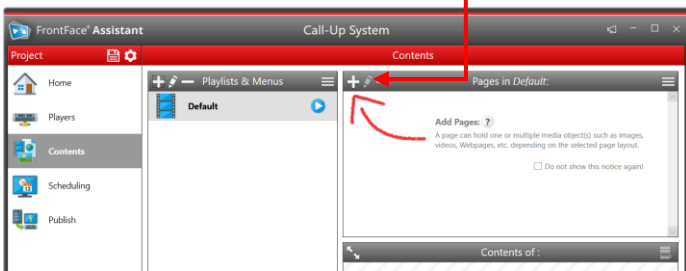
In the "Player" section of the Assistant, you must first enter the address of the network share of your player PC, which was created during the installation process in [step 2](#). This is usually:

\\NAME-OF-THE-PLAYER-PC\FrontFace

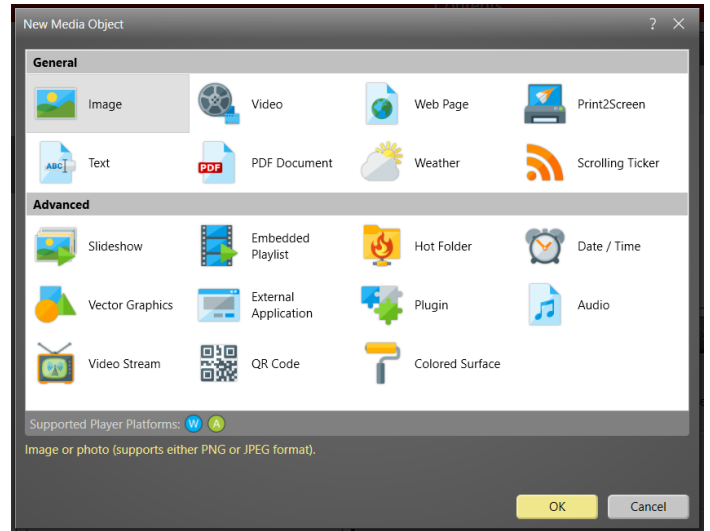
4 Creating a Default Playlist

To make sure that something appears on your screen even when there are no call-ups or notifications shown, first create a "Default Playlist." This playlist may contain things like news headlines, general information about your business or some photos or videos or whatever you like.

Head over to the "Contents" section. A playlist named "Playlist 1" has already been created. Double-click that entry and rename the playlist to "Default". Confirm with "OK" and then add a page to the playlist by clicking the "+" button above the list of pages:




Then, the settings dialog of the new page appears. Just click "OK" and in the next dialog, select the desired media object that you want to display on this page, e.g., a picture:



Of course, you can also select a different page layout and then add multiple media objects on the page.

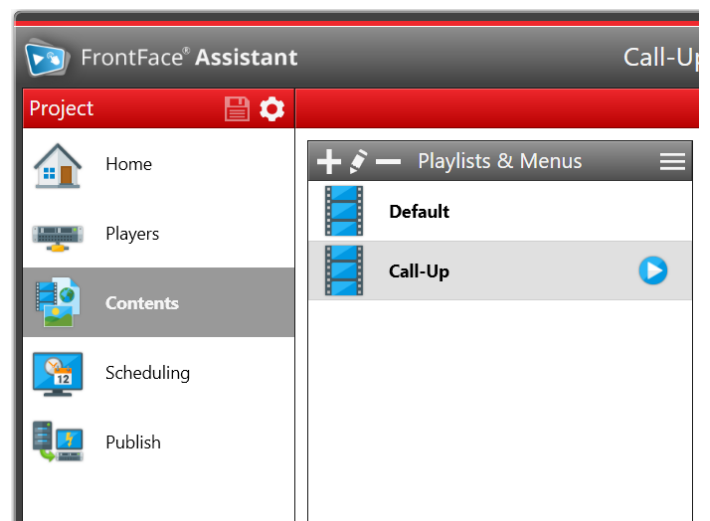
Following the same pattern, you can create further pages. For more details about creating playlists and design options, please see the *FrontFace* user manual.

If you would like to preview your playlist or a page (i.e., see the content as it will appear later on the player), just click the preview button of the playlist or page: 

5 Creating a Call-Up Playlist

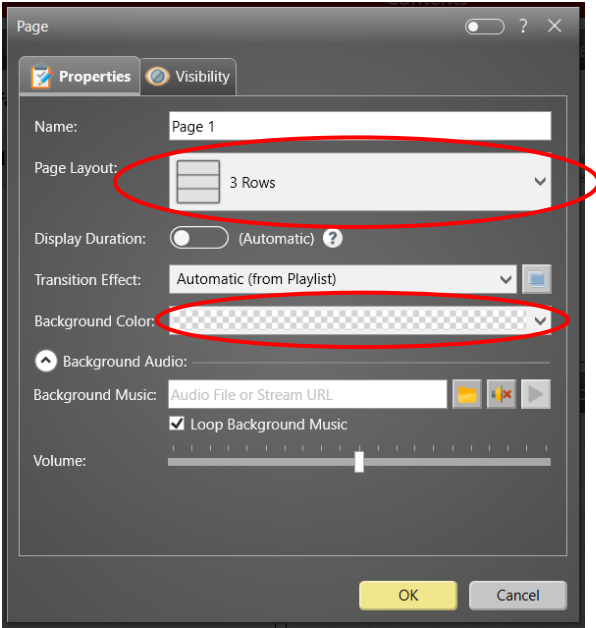
The way that *FrontFace* handles call-ups is to either display a completely different playlist (full screen) or an "overlay" with the notification text (in this case, the default playlist continues to run in the background). In this tutorial, we will show how to implement the "overlay" concept:

Please create another playlist that contains a page with the notification text. Click on the "+" button above the "Playlists & Menus" list and name the new playlist "Call-Up".



Then set the background color for the Playlist to "Transparent" () and confirm with "OK."

Now, add a single page to this playlist, select "3 Rows" as the page layout (from the drop-down list of available layouts) and set the background color to "Transparent" (☐), too:

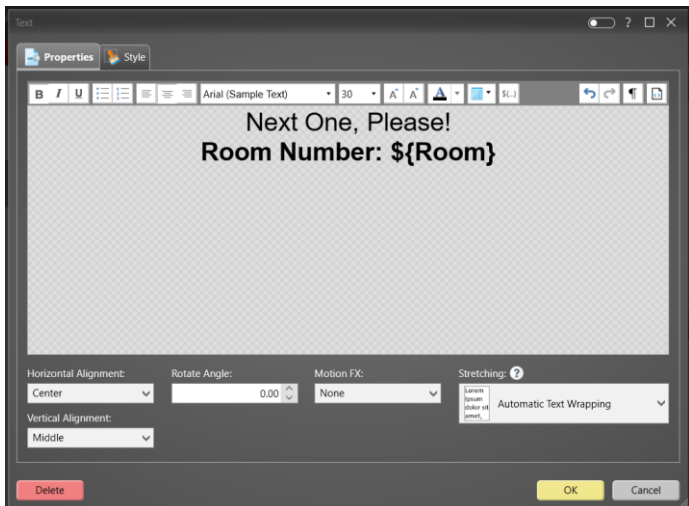


If you would like to highlight the notification with an audible signal (e.g., a bell or something similar), you can select an audio file (WAV or MP3) as "Background Music." The option "Loop Background Music" should not be selected in this case.

After confirming with "OK," the new page has been added to your playlist. In the "Contents of..." area, you now see the layout of the page consisting of three containers:



First click on the container that should contain the notification text (for example the top or the middle one) and select "Text" as the media object to add.



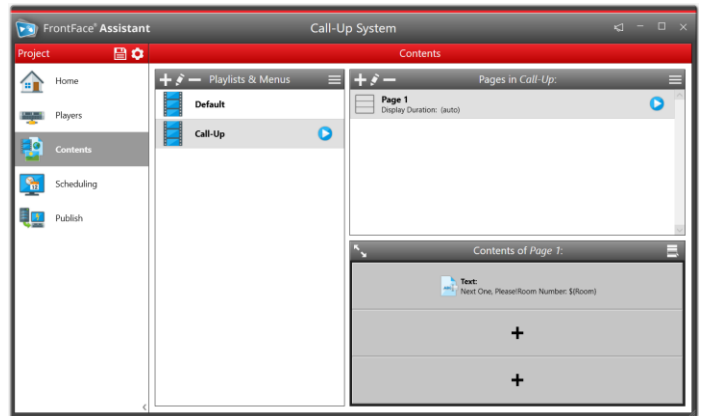
Write and format your notification text for the call-ups using the text editor, for example "Next One, Please!"

You can use placeholders for names or room numbers (for example, `${Name}` or `${Room}`) in the text. Placeholders may be inserted manually or by using the "Insert placeholder ..." button.

The placeholders will be queried later when the notification playlist is triggered and will be replaced with the values entered by the user. How you name the placeholders and how many you use is up to you - you just must use the syntax `${title}` for placeholders.

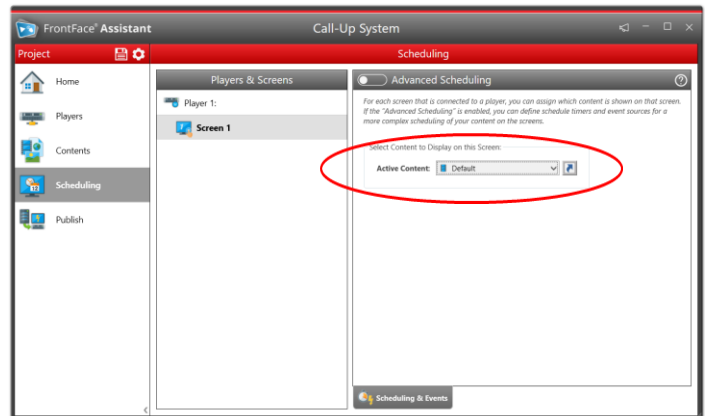
To ensure that the text is clearly visible to the user, a (semi-) transparent background color should be set that perfectly contrasts with the font color used. Click on "Background color" in the tab "Style" and select e.g., "Red." Move the opacity slider (alpha) to a central position if you want a semi-transparent background. Then confirm by clicking "OK."

Now you have created both your default playlist and the call-up playlist for the pop-up notifications:



6 Definition of Standard Timer

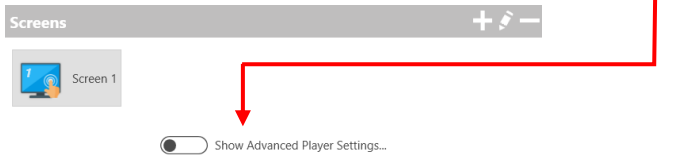
To ensure that your default playlist is always displayed, go to "Scheduling" and make sure that your "Default" playlist is selected under "Active Content".



7 Installation of the Remote Control Plugin

To later show the notifications on the player PC ad-hoc, an extension is required, the so-called **"Remote Control Plugin"**.

Go to *"Players"* and activate the *"Show Advanced Player Settings..."*:

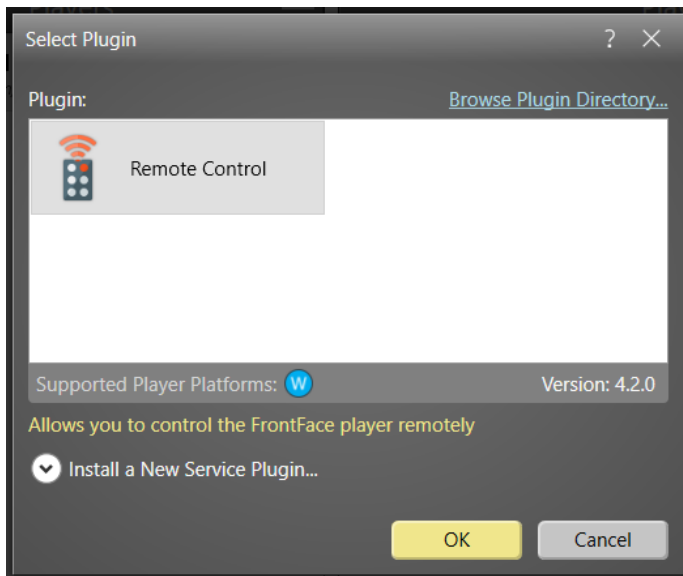


Next, please add a *"Service Plugin"* by clicking on the *"+"* button in the *"Services"* section.



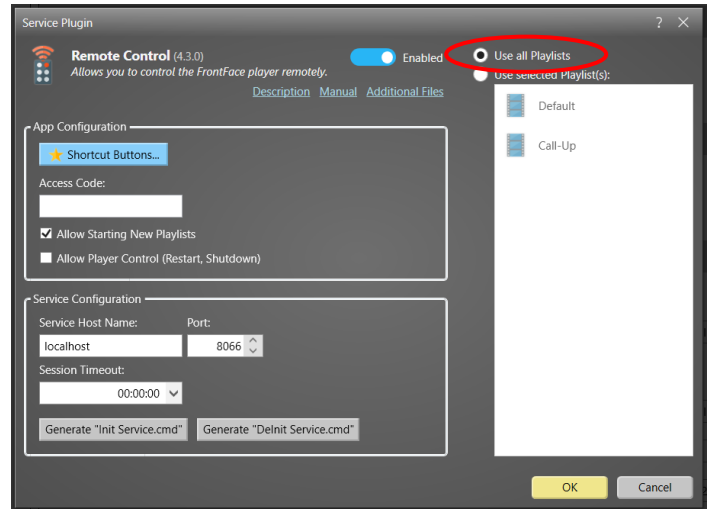
The dialog shows a list of all currently installed service plugins, which is currently empty.

Click on *"Install a New Service Plugin"* and select the file **RemoteControl2.ffapx**, which you have already downloaded in [step 1](#). After the plugin has been installed, it will appear in the list of available service plugins:



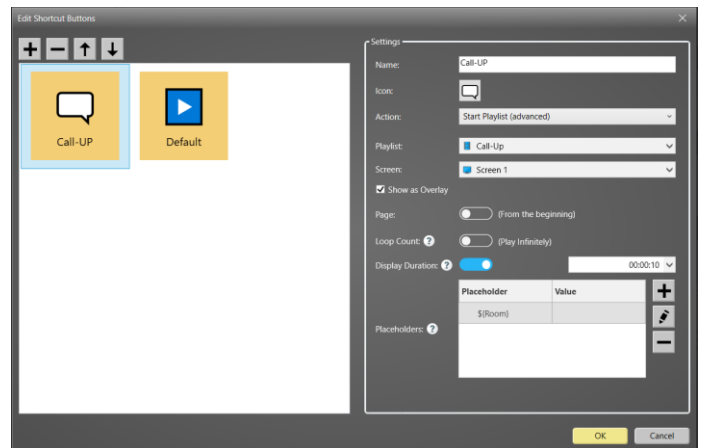
Select the *"Remote Control"* Plugin and confirm with *"OK."*

In the settings dialog of the plugin select *"Use all Playlists"*:



Optionally, you can enter an access code which serves as password for protecting the access of the remote control functionality. Leave the other settings *"Service Host Name"* and *"Port"* as they are.

You can use the *"Shortcut Buttons..."* button to configure quick access buttons in the app. These shortcut buttons are displayed in the app and can be used, for example, to start playlists (with and without querying placeholders) or for other functions.



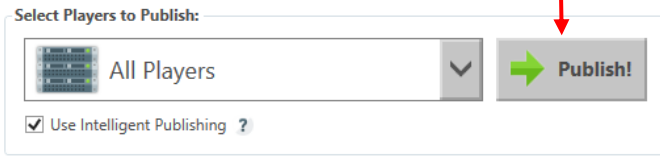
Add a button for *"Call-Up"* and select *"Start playlist (advanced)"* under Action. Select the playlist *"Call-Up"*. Then enable the *"Show as Overlay"* setting, specify the desired display duration for the call up, and add the placeholder.

You can already fill in the placeholders with (static) values or have the placeholders queried dynamically each time the call is triggered later. For example, for a placeholder $\${Name}$, either a shortcut button with the pre-programmed value "Mr. Miller" can be created, or a shortcut button where the name can be re-entered by the user each time it is triggered. In this case, the placeholder in the plugin's settings dialog must be left empty.

Finally click on the *"Generate Init Service.cmd"* button and save the generated **FrontFace RCS Init.cmd** file, e.g., on a USB stick, so that you can run it later on the player PC (see [step 9](#)).

8 Publishing the Content to the Player PC

Please go to the “Publish” section of the *FrontFace Assistant* and click on “Publish!” :



Now all the content, control information and the **Remote Control** plugin itself will be transferred automatically to your player PC.

9 Finish Installing the Player PC and Starting the Player App

Switch to your player PC and run the file **FrontFace RCS Init.cmd** that you previously saved on a USB stick with administrator rights (!).

The last step is to start the *FrontFace Player App* from the Windows start menu. The player is now ready for use and your default playlist is displayed.

10 Installation and Configuration of the Remote Control App

Now it is time to start the “Call-Up” playlist ad hoc and fill the included placeholders on the fly with text. Head back to the workstation PC to install the **Remote Control App** for Windows. The **Remote Control App** is available for **Windows**, **Android** and **iOS** and provides a convenient user interface for control.

Below we show how this works on Windows 10/11. If you prefer to use the Android or iOS app, please download it from the appropriate app stores. The app itself is completely identical on all platforms. Just make sure that your mobile device is on the same network as the player PC!

To install the **Remote Control App for Windows**, go the “Players” section of the *FrontFace Assistant* and again open the settings dialog of the plugin. Then click on “Additional Files.”

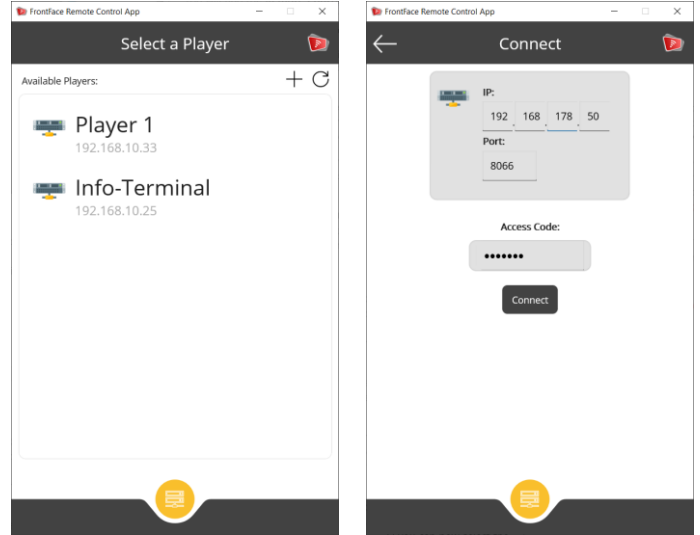
Alternatively, you find the installation file located in the following sub folder of your project folder:

```
\Plugins\RemoteControl2\Assets\FrontFace\RemoteControlApp\Windows\
```

Copy the file **FrontFace Remote Control App.msix** to a location of your choice on the PC from which you want to “send” the notifications (e.g., the workstation PC).

Install the app by double-clicking on the file and then start it. After starting the app for the first time, you may be asked for a permission to access the local network. This permission must be granted in order to use the app.

To control the player PC, you must first connect to it. The app usually automatically detects all player PCs that have the **Remote Control** plugin installed and that are on the same local network.

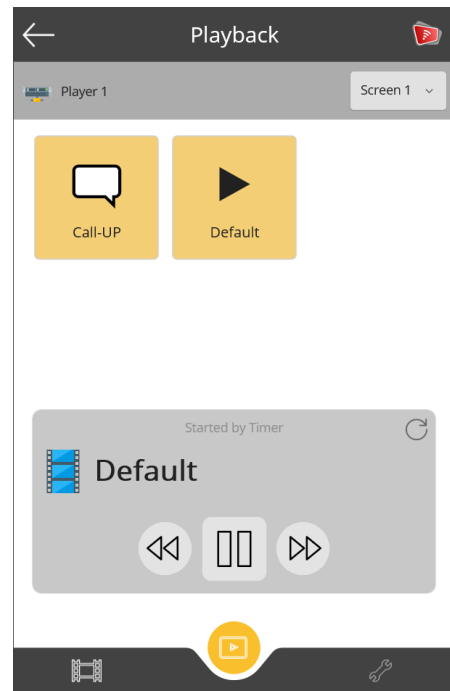


You can use the refresh button to start the search for player PCs again at any time. If a player PC is not found but can definitely be reached from the app, you can also use the “+”-button to manually establish a connection. In that case you must enter the IP address and the port.

If an access code was defined in the settings dialog of the Remote Control plugin in the *FrontFace Assistant*, you must enter it here as well to allow a successful connection.


After establishing the connection, the app will display the playlist that is currently playing on the player PC. This can be controlled using the corresponding buttons (e.g., pause or page forward/backward).

The configured shortcut buttons are also displayed on this page and can be clicked directly to trigger the configured action. As soon as you click on the shortcut button “Call-Up” and the playlist is started, you can now select the placeholder ($\{\text{Room}\}$) and enter the desired value.



Then the notification (with placeholders filled in and also sound, if defined) will be displayed on the player PC:




By using the  Icon at the bottom of the app you can also start any of the available playlists in case you have not defined a shortcut button for it.

11 What's next?

As you can see, you can easily and flexibly create a call-up system with *FrontFace*. Now that you have set up the basic system, you can refine your playlists and enhance their visual appearance and content.

For more information about the basic operation and installation of *FrontFace* and the capabilities that this software provides, please refer to the *FrontFace* user manual and the video tutorials available online at <https://www.mirabyte.com/go/frontface/>

If you have any technical questions about *FrontFace*, the featured Remote Control plugin or this tutorial, please feel  free to contact our support. Just visit our homepage to find out how to contact us: <http://www.mirabyte.com/en/support/>