


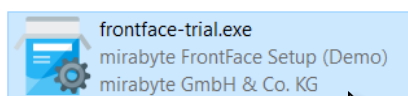
# Call-Up Systems for Waiting Rooms in Medical Offices, Public Administration, Service Desks or Shops: How it's done!



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 Event Source Plugin "**Remote Control**" (`RemoteControl.ffapx`) from the *FrontFace* Website:

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

**Remote Control (Trial Version)**  
The Remote Control Event Source Plugin allows you to directly start playlists ad hoc on your player PCs. You can also fill placeholders with appropriate values on the fly or display instant onscreen notifications on the screen. With this plugin you can e.g. make welcome messages for visitors appear instantly on the screen, as a visitor arrives or implement call-up systems, e.g. for waiting rooms. The included Remote Control App (EXE for Windows and also as HTML5 App for smart phones and tablets) allows you to control the player PC remotely from any PC or tablet or you can integrate your own systems/applications by using the RESTful Web service API that is also provided by this plugin. For more information, please see the included PDF manual!

Version: 4.0.3 [Read Manual](#) [Download Plugin](#)

<https://www.mirabyte.com/>

*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 the following steps.

## 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 hooked up 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.

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 to show the notifications. So far, you have already installed the *FrontFace Assistant* on your workstation PC in [step 1](#).

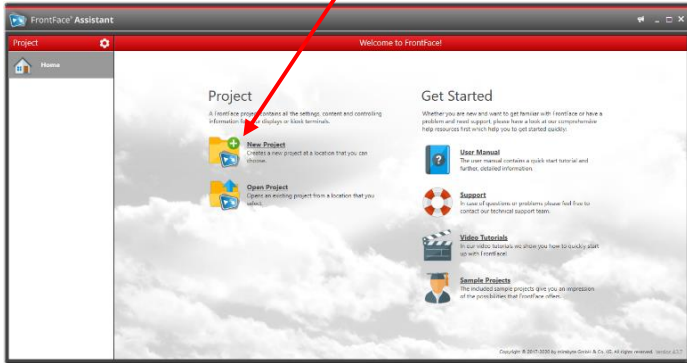
On the Player PC, please execute the installation package you just downloaded as well. During the installation process, select the installation option "*Install Player App only (for installation on a player PC)*." During the installation process, a network share is created automatically (please write 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, and 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."

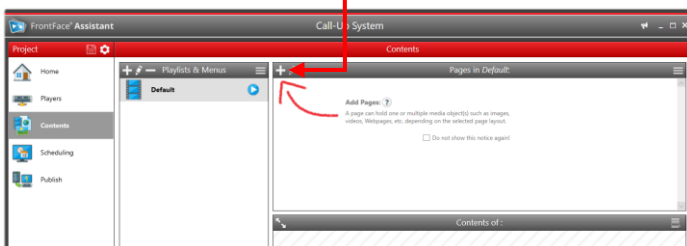
In the "Player" section of the Assistant, you must first enter the address of the network share of your player PC, which was created during the installation process in [step 2](#). This is usually:

\\NAME-OF-THE-PC\FrontFace

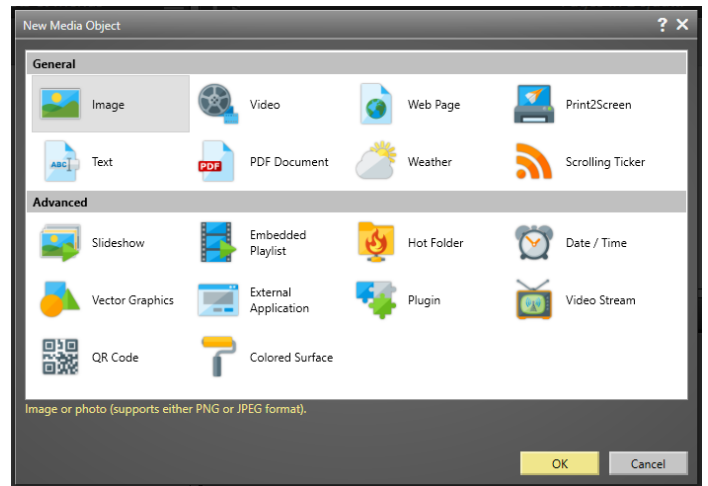
### 4 Creating a Default Playlist

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.

Now 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.

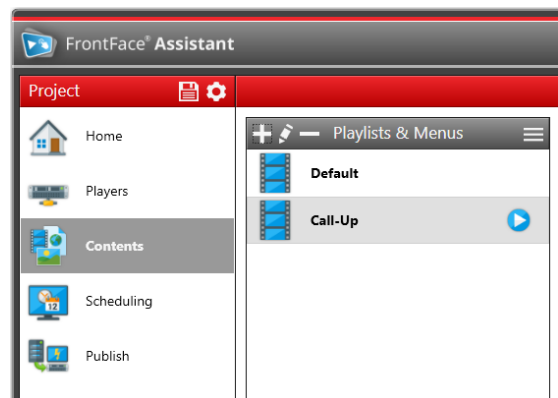
Following the same pattern, you can create further pages. For more details about creating playlists and design options, please see the *FrontFace* user manual.

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

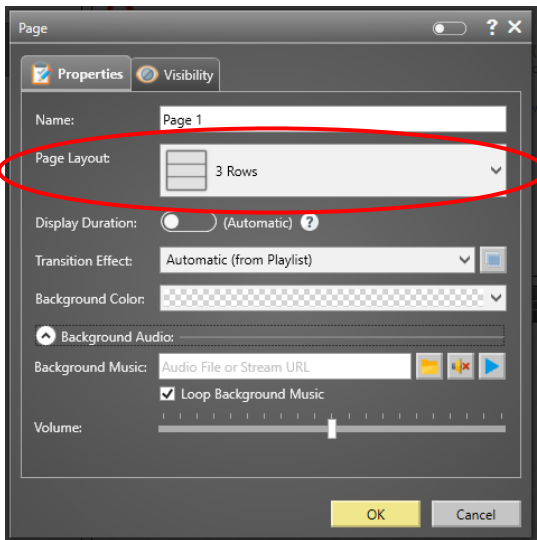
The way that *FrontFace* handles call-ups is to either display a completely different playlist (full screen) or an "overlay" with the notification text (in this case, the default playlist continues to run in the background). In this tutorial, we will show how to implement the "overlay" concept.

To do so, please create another playlist that contains a page with the notification text. Click on the "+" button above the "Playlists & Menus" list and name the playlist "Call-Up" and confirm with "OK."



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:

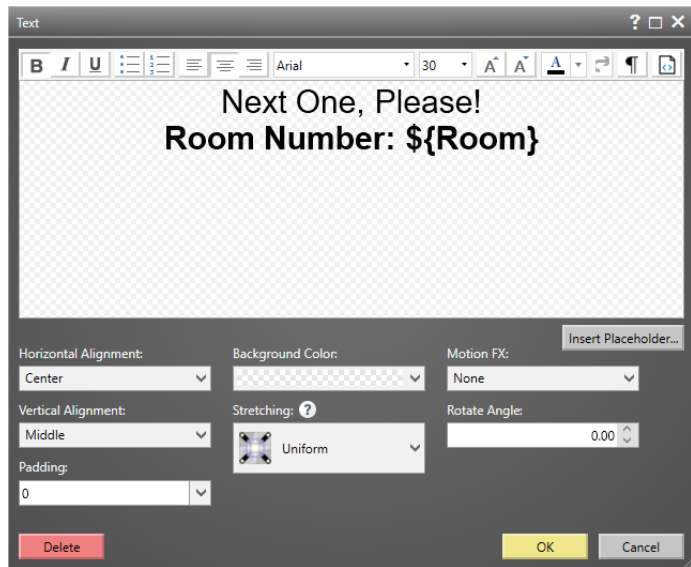


If you would like to highlight the notification with an audible signal (e.g., a bell or something similar), you can select an audio file (WAV or MP3) as "Background Music." The option "Loop Background Music" should not be selected in this case.

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.



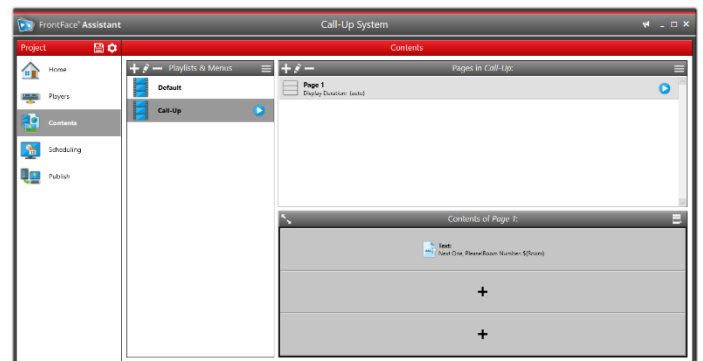
Write and format your notification text for the call-ups using the text editor, for example "Next One, Please!"

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 have to 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" and select e.g., "Black." Move the opacity slider (alpha) to a central position if you want a semi-transparent background. Then confirm by clicking "OK."

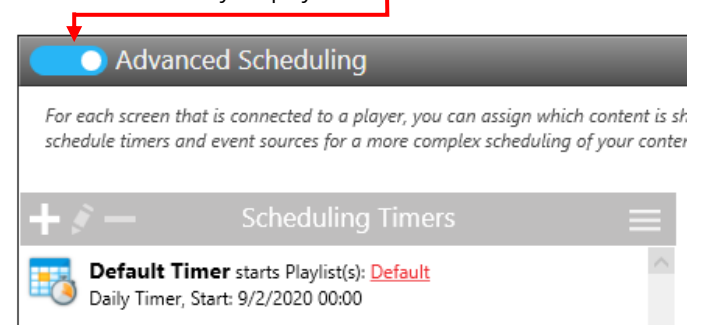
Now you have created both your default playlist and the call-up playlist for the popup notifications:



## 6 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**.

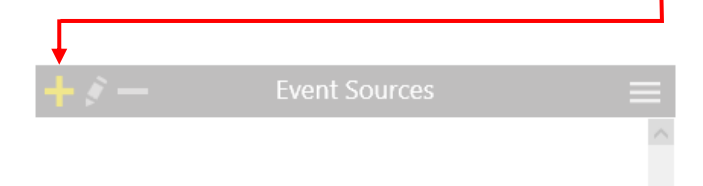
Go to "Scheduling" and activate the "Advanced Scheduling" for the screen connected to your player PC:



To ensure that your default playlist is always displayed, check that a "Daily Timer" is set from 00:00 to 23:59 and plays the "Default" playlist.

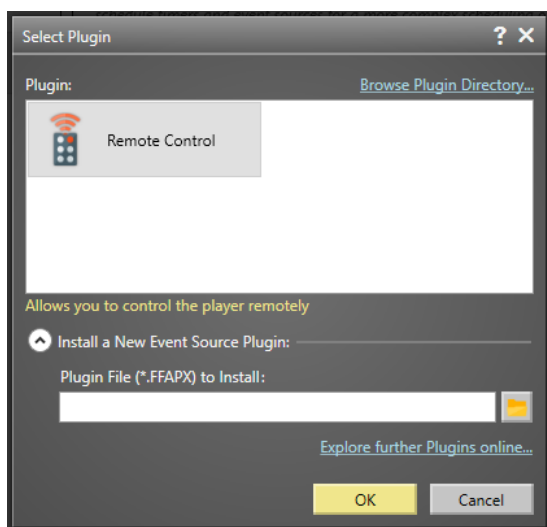
Timers are used to schedule playlists and can also have repeat patterns (e.g., "Daily").

Next, please add an "Event Source" by clicking on the "+" button in the "Event Sources" section.



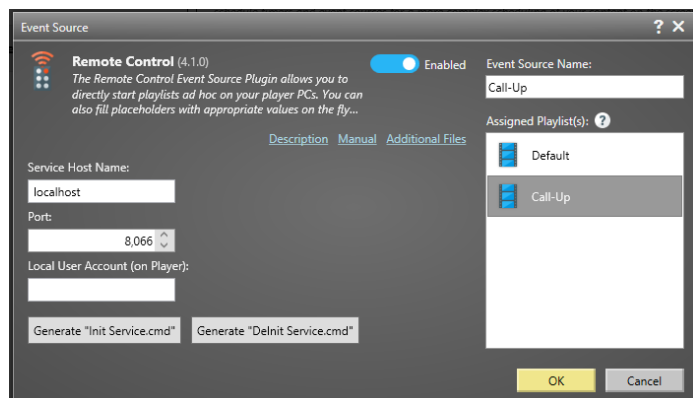
The dialog shows a list of all currently installed event source plugins, which is currently empty.

Click on "Install a New Event Source Plugin" and select the `.ffapx`-file of the **Remote Control** Plugin, which you have already downloaded in [step 1](#). After the plugin has been installed, it will appear in the list of available event source plugins:



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

Enter a name for this Event Source (e.g., "Call-Up") and select as "Assigned Playlist" the playlist you already created for displaying the notification in [step 5](#) ("Call-Up"):



Then enter as "Local user account (on player)" the name of the Windows user account (on the player PC) under which the *FrontFace Player App* is running.

Finally click on the "Generate *Init Service.cmd*" button and save the `FrontFace RCS Init.cmd` file, e.g., on a USB stick, so that you can run it later on the player PC (see [step 8](#)).

## 7 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.

## 8 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 (!).

Finally, you need to determine the IP address of the player PC. To do so, open the command prompt by pressing the `Win + R` keys on the keyboard and entering the command "cmd." Confirm with "OK." Now enter the command "ipconfig" and confirm hitting `Enter`. You can now see and write down your IP address in the entry "IPv4 Address."

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.

## 9 Installation and Configuration of the Remote Control App

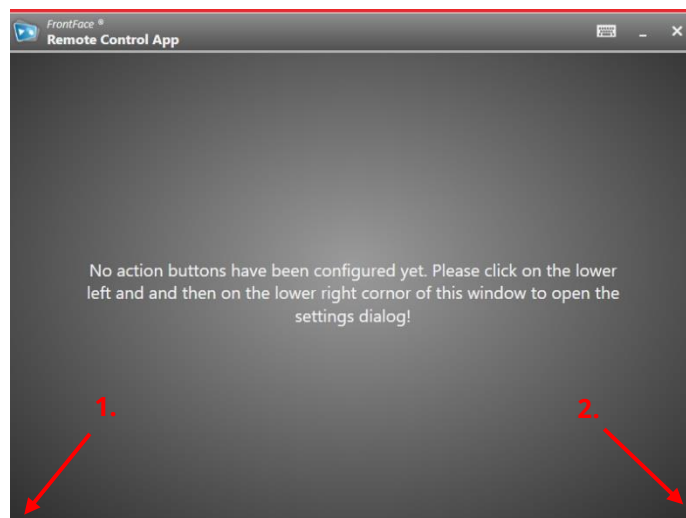
Now head back to the workstation PC to install the **Remote Control App**. The **Remote Control App** is a small application that is installed on the workstation PC or on any other PC in the local network that is used to conveniently trigger the call-up notifications on the player PC remotely.

You will find the **Remote Control App** in the "Scheduling" section of the *FrontFace Assistant*. Open the settings dialog of the event source plugin and click on "Additional Files."

Alternatively, you will find the file located in your project folder in `\Plugins\RemoteControl\Assets\FrontFace\RemoteControl App\Windows\`.

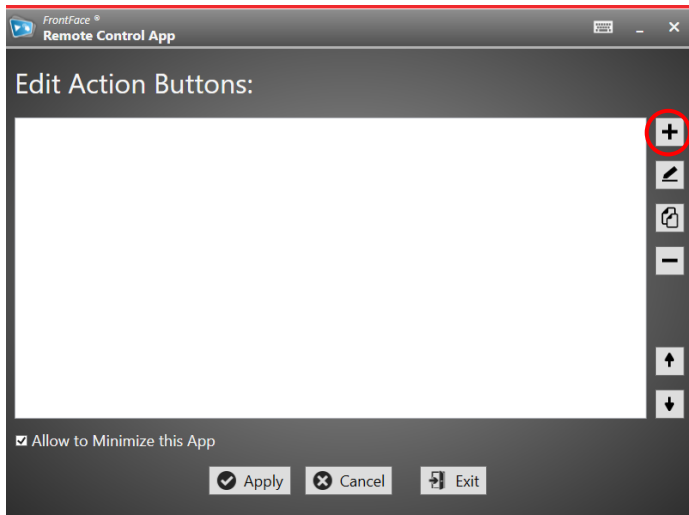
Copy the file `FrontFace RemoteControl.exe` to a location of your choice on the PC from which you want to "send" the notifications (e.g., the workstation PC).

Then start the app. A message appears that no action buttons have been configured yet:

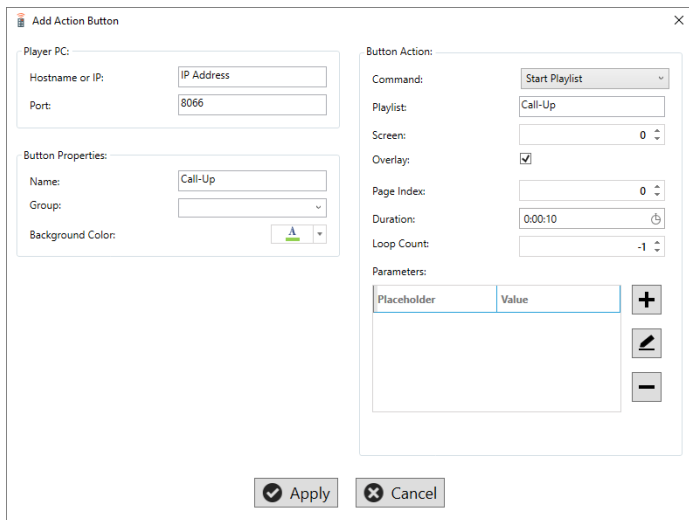


To create buttons, the "Admin" mode must be activated, first. Click in the lower left corner of the application window and then in the lower

right corner and confirm with "OK." Now you can add action buttons, edit existing action buttons, and copy or delete action buttons.



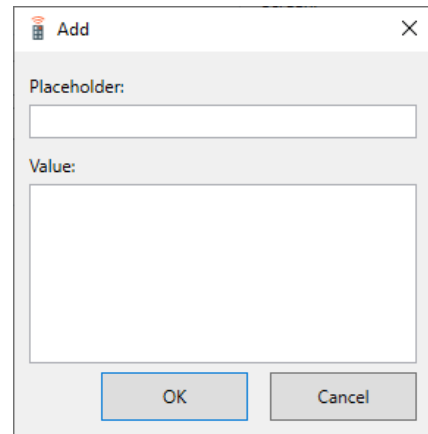
Please click on "+" button to add the first action button:



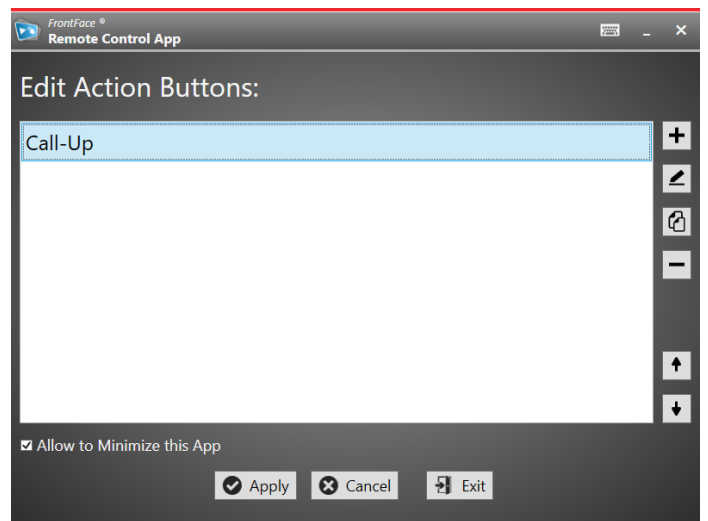
Enter the IP address of your player PC that you wrote down in [step 8](#) and define a caption for the button and a background color. Then select the command "Start Playlist" and enter the name of your notification playlist in the "Playlist" field (in this example: "Call-Up"). Please make sure that you enter the name of the playlist exactly (!) as defined in the *FrontFace Assistant*.

Then activate the "Overlay" option and set a "Duration" for displaying the notification (e.g., 30 seconds).

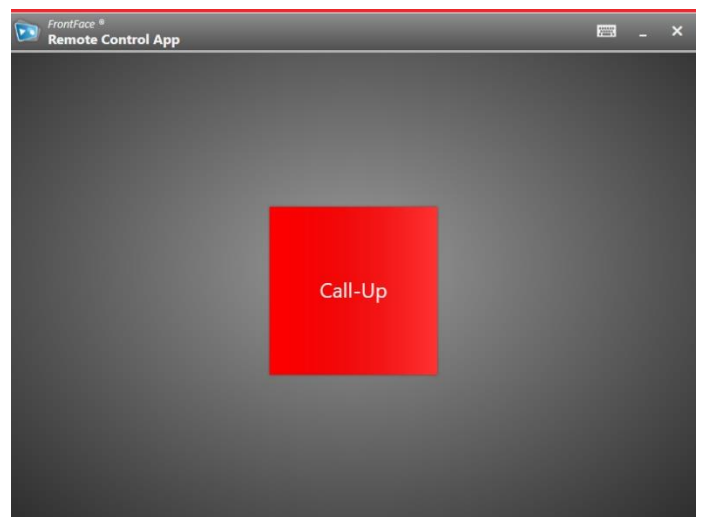
If you have defined any placeholders in the notification playlist, you need to create them here as well, by clicking on the "+" button in the "Parameters" section. Enter the name of the placeholder in the field "Placeholder" (e.g., "Name" or "Room"). Please make sure that you enter the name of the placeholder exactly (!) as specified in the *FrontFace Assistant*. Now you can either enter a value directly, which will then always be displayed, or you can leave the field "Value" blank. In that case, the placeholder will be queried interactively when the action button is clicked to trigger a call-up.



Finally click on "Apply" and you will then see the newly created action button in the list:



Another click on "Apply" closes the settings dialog, and you can now see the action button that will trigger the notification:



By clicking the action button, the notification (with placeholders and sound, if defined) will be displayed on the player PC for the defined period of time:



In the same way, you can create additional action buttons for different notifications and call-ups, or you can use commands like "Stop Playlist" or "Shut down Player PC." to add more functionality:



## 10 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/>

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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/>

