

# Signature™ @ Evolution on Gardiner



## Welcome to Signature™

Signature™ has been developed by Controlability Pty Ltd to meet the demand for a reliable, user-friendly technology package for apartment developments.

Signature™ offers a fully integrated system providing a range of security features, inter-apartment communications, convenience features and privacy. It operates from centralised server system, and common network infrastructure. In each apartment the 15” touch screen connects with the central system for information and intercom communications.

The entire system is protected by a secure firewall that separates your apartment from other apartments. It also protects the central equipment from external access from the Internet.

As soon as you move in you are ready to browse the Internet from a personal PC's or the touch screen using the provided broadband connection in your apartment.

Simply connect your computer to the network with a cat5e cable, and open your web browser. The Signature™ System makes it easy for you.

There are a variety of functions available through the Signature™ System.

They are categorised into six primary functions: Internet Access, Online Services, Metering, Access control, Intercom and Music. Each of these categories has a sub-section in this manual explaining its function and operation.

The Main screen also displays the local weather and time, and there is a screen saver that will automatically load after a short time.

To save power the screen will sleep after 5 minutes of inactivity, as soon as the screen is touched, the main screen will be displayed once more.

To navigate around the screen touch on the icons or buttons displayed, or alternatively use the keyboard supplied.

If you require instructions on a particular function touch the 'Help On' icon located on the left hand side of most screens. To exit the Help screen touch the 'Help Off' icon.

**To return at any time to the Main screen, touch the Evolution logo in the bottom left hand corner of each screen.**

We hope you enjoy using Signature™ - the Human Touch

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## **Internet**

This section features the range of Internet services that are available from the touch screen.

### **The Internet section includes:**

- A Web Browser. Browsing the Internet is an easy way to gain access to a variety of information quickly.
- E-mail. The equivalent of sending a letter electronically.
- Internet Metering. Signature monitors your usage of Internet over a period of time.



## **Internet Services**

The web browser, by default, is set to the google.com.au Home Page. Google is a search engine that will find web sites that contain a reference to the search terms your type in. This website will be loaded automatically when you access this screen.

### **To use the browser to view another website follow the steps below:**

- Using the mouse on the keyboard, Place the text cursor into the address box at the top of the screen
- Left click in this space to enable you to type text
- Use the Delete key to erase the address within the address box (in this case www.google.com.au)
- Type in the full address of the website you wish to visit.  
For example, www.some-website.com
- Using your trackpad left click on the Go/Search button **or** press the Enter key on your keyboard. The browser will load the page
- To return to the Home Page (**Google**) click on 'Home' (small icon of a house) on the top of the screen
- To browse another website, repeat steps 1-4 above

The Signature web browser is not able to access certain types of web pages, web pages that require higher levels of security and sites that store information on the local computer (Many bank sites will not allow the Signature browser to log in for this reason).

It cannot save web pages for future reference, or print pages.

**The browser is used in the system as a fast and easy way to locate information like business phone numbers, flight times and other convenience items.**

## **What is the Internet?**

The Internet is a worldwide network of interconnected computer systems. The Internet allows access to an array of information and services, such as Electronic Mail (E-mail) and the World Wide Web (www).



## **World Wide Web (www)**

The World Wide Web (www) is likened to an information super highway. It is a collection of electronic documents called Web Pages. Web pages contain information in the form of text, graphics, video, animation, sound, as well as other software programs.

Each web page has a specific address called a URL (Uniform Resource Locator). This must be typed into the address bar exactly or an error message will appear and the page will not be displayed.

The first page on a website, is generally termed the 'Home Page'. The Home Page indexes what you will find in the rest of the website, similar to a Contents page in a book. These web pages may contain links to other sites, called 'Hyperlinks' or 'Links'.

### **A link is identified by one of the items below:**

- Text. In some cases, not only will the text be underlined, but it may also be in a different colour from the rest of the text on the site. [Hyperlink](#)
- Hand. When you move your cursor over a word and it turns into a picture of a hand. This indicates that you can 'Click' on the item. 
- Button. A graphic image, such as a button, icon or picture. 
- URL. When you move your cursor over some text and a URL (website address) appears beside your cursor. [www.google.com](http://www.google.com)

## **Search Engines**

If you are looking for information but are unsure where to find it, a Search Engine can help. Search Engines enable you to look up and retrieve information, ranging from a Television Guide, to shopping on-line at your favourite store.

### **Two examples of Search Engines are:**

- [www.google.com.au](http://www.google.com.au)
- [www.yahoo.com.au](http://www.yahoo.com.au)

Search Engines retrieve all documents relating to the specified keywords you enter. The results are listed according to relevance to the keywords inputted.

## Helpful Information

Touching the screen or clicking (with your left mouse button) on a Hyperlink and switching from one web page to another, is known as browsing, it is helpful to know and utilise the buttons as listed below.

**These buttons are located on your browser toolbar (at the top of the screen):**

- Back. This will return you to the previous page.
- Forward. This will return you to the page you were at before you hit the Back button.
- Home. This will return you to the Home page. This page is preset to [www.google.com.au](http://www.google.com.au)
- Stop. Will cease loading the page.





## **Email**

Follow the steps below and use the mouse and the keyboard to navigate around the e-mail program.

### **Read an e-mail**

#### **To read e-mail, follow the steps below:**

- The Mailbox screen shows all e-mail messages received. The sender of the e-mail (under the 'From' column) is shown as a Hyperlink.
- Click the Hyperlink. This will take you to another screen showing you the e-mail message and the options available to you.
- Attachments can be seen listed under the Attachment heading and are also represented as a paperclip symbol at the end of the subject column (in the main Mailbox).
- After reading the e-mail, choose from the options available (located at the top and/or bottom of the screen). These options include: Reply, Delete or Return to Mailbox.

For security purposes the Signature™ System does not include any software applications that could open files that may be sent by email. Therefore it is not possible to view attachments from the Signature™ System.

If you have received an email with an attachment, you can do the following with it:

- Forward the email to your own personal email account. Then using your own personal computer you can open the attached file using the appropriate software.
- Delete the email and the attachment without viewing it.

The Signature™ System does not provide any form email anti virus to its end users. This is the responsibility of the resident/user to provide support and software for their own equipment. By using your own computer to open files sent by email, you are responsible for ensuring your system is up to date with software patches, anti virus, and other security measures.

## **Reply to an e-mail**

### **To reply to e-mail follow the steps below:**

- From the main e-mail screen open the e-mail (click on the senders name/refer above) and click on the Reply button
- Click in the Message Text Window. This will activate a cursor
- Using the keyboard type in the message
- When you have finished click on Send Mail. A new screen will appear indicating that the message has been sent. If for some reason the message was unable to be sent, a message will appear stating the problem. Correct the error (eg. e-mail address) and click on Send Mail
- Click on Return to Original E-mail or Return to Mailbox

## **Compose an e-mail**

### **To compose an e-mail follow the steps below:**

- From the main e-mail screen, click on Compose. This will lead to another screen
- Enter the recipients details (e-mail address) in the TO field. This must be typed in accurately or the message will not be received
- Enter an e-mail address in the CC and BCC field if desired
- Enter a subject for the e-mail if desired (eg. Lunch)
- Click in the Message Text Window and use the keyboard to type in the message
- Upon completion, click on Send Mail. A screen will appear stating if the message has been sent. If for some reason the message was unable to send, a message will appear stating the problem. Correct the error (eg. e-mail address) and click on Send Mail
- From here choose from the options available; eg. Return to compose email, Return to Mailbox

## **Delete an e-mail**

### **To delete an e-mail follow the steps below:**

- From the main Mailbox screen, click on the box beside the e-mail to be deleted. This will place a in the box
- Click on the 'Delete' button. A screen appears asking to confirm the deletion
- Click 'Delete Now' to delete the message
- Alternatively, to keep the message choose from the other options available, i.e. Return to original e-mail, Return to index/Mailbox
- The Mailbox screen will display all remaining messages

## **What is e-mail**

E-mail is a system that enables the sending and receiving of messages over a computer network.

To send and receive e-mails an e-mail address is needed.

Similar to typing a URL (web address) e-mail addresses are very specific, therefore, the correct spelling of the address itself is imperative.

### **An e-mail message can be broken down into the following:**

- TO - Address of the recipient.
- CC - Carbon Copy: Add any other recipients to whom you would like the message sent.
- BCC - Blind Carbon Copy: Recipients in the TO and CC field are unaware of recipients in this field.
- Subject - Usually a few words summarising what the e-mail is about.
- Body - This contains the message.

Sometimes, after sending a e-mail, an error message may be received. This may happen for a number of reasons. Some of these are listed below.

- The server is down or off line - this service is temporarily out of order
- The address of the recipient is incorrect
- The Inbox of the recipient is full
- The Inbox of the recipient has been suspended by the service provider

The system will keep trying to send the e-mail for a preset period of time. Once this time has elapsed an error message will be received.

Confidentiality is not guaranteed with e-mail. People can sometimes hack into your e-mails and read them. Because of confidentiality issues many people don't send credit card details or sensitive data via E-mail.



## **Internet Metering**

All Internet usage from within your home network is metered by the Signature™ System. This screen displays your usage as a graph.

### **To view your options:**

- View your Internet usage via monthly, weekly, daily, hourly or per minute options.
- To view your usage in another view - for instance monthly, touch or click on the graph.
- Continue click on the graph until the monthly view is displayed. Note the time and output scales along the axis of the graph. These change with the usage and times according to the view selected.
- When you have finished viewing your Utility Metering, touch the logo on the left hand side to return to the Main page.

Metering for your Internet usage will date back 6 months from the current date.

## **Online Services**

This section features the range of Online services provided as direct Internet links.

These include: **General Information, Dining and Local Information.**

- General Information provides a collation of useful goods, services and information.
- Local information links provide quick references for various information services in the local area.



## **Online Services**

A number of online services are listed on the General Information screen. Icons on the screen represent each of these services.

### **To view the website for any of these services:**

- Touch on the icon representing the service you wish to visit.
- The website of this option will appear. Browse the website as desired.
- To return to the main General Information screen touch on the General Information icon on the left of the screen.
- To return to the Main screen touch the logo in the bottom left-hand corner.

For information on browsing and navigating the Internet, refer to the Internet section in the guild.



## **Local Information**

A number of information services are listed on the Local Information screen. Icons on the screen represent each of these services.

### **To visit the website for any of these services:**

- Touch on the icon representing the service you would like more information on.
- The website of this service will appear. Browse the website, as desired.
- To return to the main Local Information screen, touch on the Information icon on the left of the screen.
- To return to the Main screen, touch the logo in the bottom left hand corner.

For information on browsing and navigating the Internet, refer to the Internet section in this guide.

## **Utility Metering**

This section features the range of utility metering services that is available from the touch screen.

**The metering section includes:**

- Gas Metering. Signature monitors your usage of gas.
- Cold Water Metering. Signature monitors your usage of cold water.



## Gas and Cold Water Metering

All usage of these services from within your home is metered by the Signature™ System. These screens display your usage as a graph.

The fundamentals of the metering pages are the same for each of these metered services.

### To view your metered services:

- There are three tabs to the left of the screen that select the metering views available.
- View graphs via monthly, weekly, daily, hourly or per minute options by touching on the graph to change the view.
- Continue to click on the graph until the desired view is displayed. Note the time and output scales along the axis of the graph. These change with the usage and times according to the view selected.
- When you have finished viewing your utility metering, touch the Hastings over Mindil logo on the left hand side to return to the Main page.

Metering for your usage will date back 6 months from the current date.

### Note:

These services are presented on the touch screen as a reference only.

The data collected by the signature system comes directly from the service meters for your apartment. These meters are standard tariff meters and have separate counters and displays used for billing purposes.

## **Intercom**

This section features the Intercom functions available through the Signature™ System.

The Intercom system allows two-way communication between the Lobby, Reception and apartments. Residents can see and hear visitors in the lobby, whereas visitors are limited to audio only.

It also allows access to the building for guests or deliveries using the intercom points and entering through the front foyer, car park, and loading bay.



## **Apartment Intercom System**

Follow the steps below to operate the Intercom System

### **Placing a call from your apartment**

#### **To make a call follow the steps below:**

- Select 'Intercom' from the main screen icons.
- Enter the number for the apartment or room you wish to call and press the 'Call' button.
- If the other party is available you will here the ring tone, and the 'Call' button will change to now read 'Disconnect'.
- Pressing 'Disconnect' at **ANY** time will cancel the call.
- Wait for the response.
- If the call is answered, you will hear the other party.
- Speak directly at your Touch screen. The microphone is located at the top of the display.
  
- If the call is not answered, your call will be automatically diverted to the voice mail system.
- Press 'Disconnect' at **ANY** time to cancel the call.
- After leaving a message, touch the 'Disconnect' button to end the call.
- If you choose not to leave a message, touch the 'Disconnect' button.

## **Incoming Call**

When the Intercom System receives a call it will emit a ringing sound, similar to a phone, and the screen will 'jump' to the 'Incoming Call' screen.

### **To respond to an incoming call follow the steps below:**

- The 'Incoming Call' screen will show you where the call is coming from.
- Touch on the 'Answer' button and the call is connected. You will now be able to speak to the other party.
- Speak directly at your Touch screen. The microphone is located at the top of the display.
- Press 'Disconnect' at **ANY** time to cancel the call.
- If the call is from the Foyer Intercom you will be able to see and hear the visitor, whereas the visitor will only have audio contact with you.
- If you are receiving a call from Reception or another apartment there will be audio only, you will see the number for the person calling you in place of the video picture.

## **Controlling building access.**

While you are in an intercom call you can unlock the building security so that visitors can access the floor for your apartment. This will terminate the call, and move the screen to see the foyer cameras.

### **To open the foyer doors, follow the steps:**

- When in a call, you will see the 'Open Foyer' button on the intercom screen.
- Touch the 'Open Foyer' button to open the front door.
- The intercom call will be **terminated**, and the touch screen will move to view the security cameras.

During this time the front door will open, and the elevator security will unlock for your floor for 5 minutes. The timing of the elevator security has been set to give your guest ample time to wait for an elevator car to arrive, and to access your floor.

### **Note:**

Access control functions available from the intercom screen are the same as those on the 'Access Control' screens. For more information regarding its operation refer to the 'Access Control' pages.

## **Messages**

If you have any voice messages from the intercom system a message will scroll across the bottom of the Main screen.

### **To retrieve your messages follow the steps below:**

- Touch on the Intercom icon.
- Touch on the 'Messages' button. Your messages will be listed chronologically- with the latest messages being displayed at the top of the list.
- To play the message, touch the 'Play' button.
- You may choose to keep or delete the message, by using the buttons on the screen.
- Once the messages have been played, the message alert on the Main screen ticker, will cease, thereby indicating there are no new messages

## **Access Control**

This section features the Access Control functions available through the Signature™ System.

The Access Control system allows the resident to give access to the building for guests or deliveries, by using the touch screen in the apartment.

It allows access to the building through the front foyer, car park, and loading bay and elevator.



## **Access Control System**

Follow the steps below to operate the Access Control System

**Access Control options include.**



**Front Door**



**Car Park**



**Loading Bay**

**To control access to an area, follow the steps below:**

- Select 'Access Control' from the main screen icons.
- You will see the three options on the screen. "Front Door Access", "Car Park Access", and "Loading Bay Access"
- By touching one of the access items, it will operate, and the screen will 'Jump' to view the security cameras. During this time the door or gate will open.

These functions also unlock the elevator security for your floor for 5 minutes. The timing of the elevator security has been set to give your guest ample time to wait for an elevator car to arrive, and to have access your floor.

**NOTE:**

While the elevator security is active, the elevators are still in normal operation, and may already be in use on other floors.

Your guest is still required to press the lift call button in the foyer, and to press the button for your floor once a lift car arrives.

Any one of the three lift cars could arrive to service your guest. Therefore the floor button in all three cars is unlocked for the full 5 minutes.

## **Music**

This section features the Music options available through the Signature™ System.

Signature™ will play music directly through the **Touch Screen**, via the built-in speaker system. Signature™ can also play music to any of the optional **Squeeze box** music devices connected to your home network.

### **Note:**

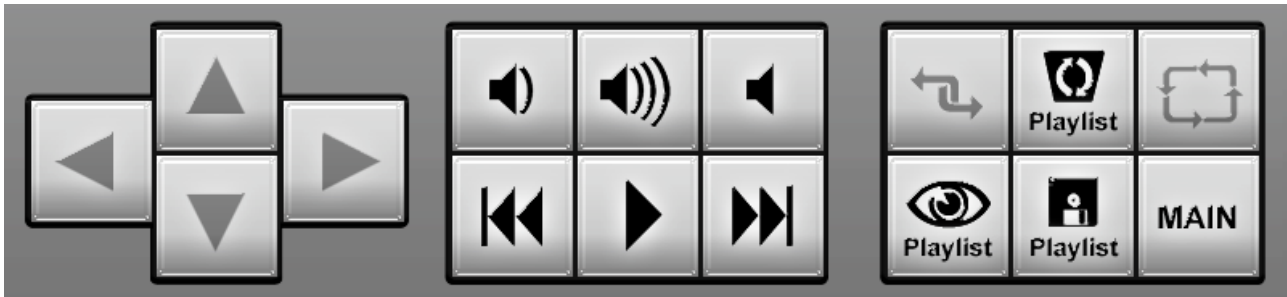
To include your music in the Common Music Library on the signature take your CD's to the Building Manager. They will be able to add it to the music collection, and return your CD's to you.

### **Style Player.**

The first way to play music from the system is quick and easy. It is called the 'Style Player'. By simply selecting the style of music you want, it will play continuously at random music from the provided library.

## Advanced Controls and Functions

Below is a summary of the main buttons used to operate the music player, and the networked music player.



### On the left:

Navigation Forward, Back, Up and Down.

These allow easy navigation between the music screens. Navigation with these buttons is only possible when the buttons are active on the screen.

### In the centre:

Volume Down, Volume Up and Mute

Previous track, Play, & Next track

- These buttons provide playing options

### On the right:

Shuffle and Repeat

- Shuffle 1 - plays all songs randomly.
- Shuffle 2 - plays Albums in random order.
- Shuffle off - no shuffle.
  
- Repeat 1 - repeats song only.
- Repeat 2 - repeats Play list.
- Repeat off - no repeat

Play list

- Recycle Bin, Saved Play lists, Save Play list.
- Use the Play list Recycle Bin to delete the current Play list you have on screen.
- Use Save Play list to save a current Play list to listen to at a later time.
- Use Saved Play lists to view the Play lists already saved.

Add & Remove

- Use the Add button to add a song/album to your Play list.
- Use the Remove button to remove items from your Play list

Escape & Main

- Use Escape to exit the screen you are on.
- Use Main to return you to the main music control screen



## **On screen music player, Playing Music**

In order to listen to Music, you need to create a play list, and add music to it. Choose music by browsing Albums, Artists, Genres, Songs or Play lists.

### **To create a Play list and navigate around the Music function, follow the steps below:**

- From the main Music screen browse music by touching the different categories (e.g. Browse by Album/Artist/Genre/Songs).
- Use the navigation buttons as required (eg. Up, Back, Forward).
- Viewing by Album will list alphabetically all albums in the music system.
- To the right of each album there is a + button.
- To add an entire Album to the Play list touch the + button beside the album name.
- To add individual tracks from an album, touch on the album name to display the list of tracks on that album, then touch the + button beside each title to add the individual tracks.
- When finished touch the Play button.
- Use the volume, navigation, shuffle and random options as desired.
- You may continue to add songs as the list is playing. These songs will be added to the end of your Play list.
- To view what songs are in your current Play list, touch the Current Play list button.
- Touch the Back or Main buttons to return to the main Music screen.

## Additional Options

Below is a summary of the more advanced functions of the music system.



### Save a current Play list

**To save your current Play list to listen to at another time, follow the steps below:**

- Touch Save Current Play list.
- Using the touch pad enter a name for the Play list.
- Use the Space, Delete and Lower Case icons as required.
- Touch the Save button. The screen will automatically return to the Main screen.
- Touch the Cancel button if you no longer want to save the play list. This will return you to the Main screen.



### Play from a saved Play list

You can select to play an entire pre-saved Play list.

**To play from your pre-saved Play list, follow the steps below:**

- From the main music screen touch the Browse Play list button (Touch the Home button to return to the Main screen, if necessary).
- Using the up and down buttons, scroll down the list to view the Play lists available.
- To play an entire Play list touch + beside the Play list name and touch Play.
- To play selected tracks from a saved Play list touch the Play list name. This will display a list of tracks in that Play list.
- Use the + button beside each title to add the tracks to your new Play list.
- When you have finished touch the Play button.
- Use the Back or Home button to return you to the main Music screen.



### Delete a Play list

**To delete a Play list follow the steps below:**

- From the main Music screen touch Browse Play lists to view all current Play lists available.
- Touch the Play list Recycle Bin button.
- Touch the name of the Play list you would like to delete.
- The screen will automatically refresh showing the remaining Play lists available.



## Shuffle and Repeat

Use these functions to change the way the system plays back your music selection.

Should you for example have a number of albums selected in a play list, you could have the player shuffle the songs played. The system will choose a song from a random from the albums, in the play list each time until it has played all the music.

If you wish to repeat an album or play list use the repeat function.

### The Shuffle button has 3 options:



- Shuffle 0 Plays music in order it was added to Play list
- Shuffle 1 Plays all songs randomly
- Shuffle 2 Plays songs in album order

### The Repeat button has 3 options:



- Repeat 0 No repeat
- Repeat 1 Repeat current song
- Repeat 2 Repeat the entire Play list

## **Networked music Player**

This section is the same as the default music player functions.

The main point of difference is that you must have a Squeeze box music Player connected to your apartment network first.

The Squeeze Box is an audio device that is connected to your home stereo, and allows the music from the server to be played in the home. The unit features an attractive display, advanced jukebox functions, access to Internet radio, and has a remote control.

More information about the Squeeze Box can be found on the Internet at the following address.

[www.slimdevices.com](http://www.slimdevices.com)

Squeeze Box units are available from Controlability Pty Ltd, on line, or from retail outlets.



### **Networked music player, Playing Music**

In order to use this function, you will require a Squeeze Box music player.

In order to listen to Music, you need to create a play list, and add music to it.  
Choose music by browsing Albums, Artists, Genres, Songs or Play lists

#### **To create a Play list and navigate around the Music function, follow the steps below:**

- From the main Music screen browse music by touching the different categories (e.g. Browse by Album/Artist/Genre/Songs). Use the navigation buttons as required (eg. Up, Back, Forward)
- Viewing by Album will list alphabetically all albums in the music system.
- To the right of each album there is a + button.
- To add an entire Album to the Play list touch the + button beside the album name.
- To add individual tracks from an album, touch on the album name to display the list of tracks on that album, then touch the + button beside each title to add the individual tracks.
- When finished touch the Play button
- Use the volume, navigation, shuffle and random options as desired.
- You may continue to add songs as the list is playing. These songs will be added to the end of your Play list
- To view what songs are in your current Play list, touch the Current Play list button.
- Touch the Back or Main buttons to return to the main Music screen.

## Additional Options

Below is a summary of the more advanced functions of the music system.



### Save a current Play list

**To save your current Play list to listen to at another time, follow the steps below:**

- Touch Save Current Play list.
- Using the touch pad enter a name for the Play list.
- Use the Space, Delete and Lower Case icons as required.
- Touch the Save button. The screen will automatically return to the Main screen.
- Touch the Cancel button if you no longer want to save the play list. This will return you to the Main screen.

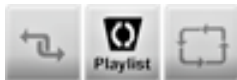


### Play from a saved Play list

You can select to play an entire pre-saved Play list.

**To play from your pre-saved Play list, follow the steps below:**

- From the main music screen touch the Browse Play list button (Touch the Home button to return to the Main screen, if necessary).
- Using the up and down buttons, scroll down the list to view the Play lists available.
- To play an entire Play list touch + beside the Play list name and touch Play.
- To play selected tracks from a saved Play list touch the Play list name. This will display a list of tracks in that Play list.
- Use the + button beside each title to add the tracks to your new Play list.
- When you have finished touch the Play button.
- Use the Back or Home button to return you to the main Music screen.



### Delete a Play list

**To delete a Play list follow the steps below:**

- From the main Music screen touch Browse Play lists to view all current Play lists available.
- Touch the Play list Recycle Bin button.
- Touch the name of the Play list you would like to delete.
- The screen will automatically refresh showing the remaining Play lists available.



## Shuffle and Repeat

Use these functions to change the way the system plays back you music selection.

Should you for example have a number of albums selected in a play list, you could have the player shuffle the songs played. The system will chose a song from a random from the albums, in the play list each time until it has played all the music.

If you wish to repeat an album or play list use the repeat function.

### The Shuffle button has 3 options:



- Shuffle 0 Plays music in order it was added to Play list
- Shuffle 1 Plays all songs randomly
- Shuffle 2 Plays songs in album order

### The Repeat button has 3 options:



- Repeat 0 No repeat
- Repeat 1 Repeat current song
- Repeat 2 Repeat the entire Play list

## **Music Background**

The Building Manager or Caretaker loads all music onto the main server. To have your music loaded onto the main server, please give your CD's to the Building Manager, who will copy the CD onto the server.

All music stored on the server is logged against your Tenant Profile and is removed from the system if you should leave the development.

All CD's loaded onto the Signature™ System are automatically stored in a Common Music Library.

Once your music has been compiled onto the server, you may access it and others CD's stored on the Music Library via your Touch screen.

In the event of an incoming Intercom call, the music will stop playing.

As soon as the Music screen is activated again, it will continue playing from the beginning of the track last played.

### **Notes:**

Due to licensing regulations, it is prohibited to download music from the Internet to store onto the Signature™ System.

Furthermore, once a resident vacates their apartment, any music loaded on the Signature™ System at their request will be removed from the Music Library automatically.

## References

This section features a range of additional references.

These include:

- A help guide to the foyer intercom system
- A help guide to the access control system
- General Information

Access Control.

This provides an overview of the Access Control features utilised by the Signature™ System. It provides information about access for visitors and vehicles.

Help Guide - Foyer Intercom System.

Visitors utilise the Foyer Intercom System to place calls to residents. The steps required by the visitor are listed here for information purposes.

General Information.

Information on the Signature™ System, including connection to a personal computer, general maintenance and troubleshooting is included in this section.

## **Access Control**

### **Overview**

The Signature™ System provides a range of Access Control features providing security for residents. The system is designed to limit access to the general public.

Access control is provided for both personnel and vehicles and includes:

### **Personnel Access**

- Main front door
- Lobby doors to all external areas
- Lift Control
- Games, Gymnasium and Function rooms
- External and internal car park entries

### **Vehicle Entry**

By both automatic and manual entry is available, either using the Long Range Car Tags or the resident prox cards or PIN access.

- Main car park gate (external access only)

## **Operation**

### **Personnel Access Keypads**

#### **Access Doors**

The Access Control system utilizes proximity cards or tags, and PIN numbers to access all doors. The 'Prox' cards are the same size as a credit card, and the tags fit neatly onto a key ring, both contain a small electronic chip. Each one is uniquely coded and can be individually activated or deactivated by the Signature™ Management System.

- The proximity detector is the rectangular black window on each keypad, at the access control points.

When a card or tag is placed close to the detector it will beep, the system reads its unique code. If the code represents an approved user, the detector will beep a second time and the door latch of the adjacent door is then activated. The access control system records the card number used and the time of access.

When a PIN number is entered, the keypad operates the system the same way as the proximity cards. PIN codes are set by the Signature™ Management System and can be changed at any time.

- The system also monitors each door to ensure that it is closed after entry and not left ajar or jammed in the open state.

In the event the door does not close properly with a preset time period the system will generate an alarm, and the door keypad will emit a beeping tone.  
Close the door to clear the alarm.

#### **Lifts**

The lift controls inside the lift car have been configured so that the lift buttons are normally disabled. Once a valid prox card or PIN is entered on the Prox/Keypad in the car, the Signature™ System will then enable the lift buttons for any floor that that resident has access to.

The resident then can press the button for their floor.

The button will be enabled for 5 seconds.

## Vehicle Entry

The external vehicle entry provides access for only resident's cars.

### It includes:

- An intercom point used for deliveries and guests.
- A standard Prox/Keypad for residents Cards or PIN numbers.
- A Long Range Proximity Reader for vehicle tags.

Once opened the gate will remain open for a set amount of time before closing again. The gate equipment, not the Signature™ System, controls the closing time.

There is also a beam detector across the gate to ensure it does not close onto a person or vehicle.

In addition to the proximity cards, the Signature™ System also provides a long range proximity tag (LRProx tags). These devices are similar to the standard proximity card however; they are an active device and include a battery.

LRProx tags have a much longer range that allows them to be remain in the car rather than having to be held close to the standard Prox detector.

Each vehicle tag is uniquely coded and can be activated or disabled from the Signature™ Management System.

An adhesive mounting clip is supplied with each tag.

The best location for the tag to be mounted is on the windscreen glass behind the driver's sun visor.

Place the tag about 5cm down from the top, and 5cm from the side of the vehicle body, this will increase the range of the tag. **If the tag is not placed in this location then it may not work effectively.**

**The tag WILL NOT work if in your hand, the glove box or centre console of the vehicle.**

Battery life of the tags is approximately 2 years.

The user should not attempt to change the battery. Please return the tag to the building manager for replacement. (Some cost may be incurred).

## **Intercom System**

The Signature Intercom system is connected between the main entry door, the external driveways, reception, the function room and all apartments.

The system is also linked with the cameras at the foyer and driveways.

When a visitor calls your apartment from the foyer, the touch screen automatically displays the image from the cameras at the foyer.

The apartment can then answer the call can then commence a conversation with the visitor and open the door.

The intercom at the driveway can call the reception desk and the apartments.

It is provided for delivery drivers, for use during business hours.

The function room, gymnasium, and games room have an IP phone that can be used to place or receive calls to the apartment screens.

The reception desk also has an intercom unit that can place or receive calls in the same manner as the apartment screens.

## Help Guide - Foyer Intercom System

This section shows the steps required for a visitor to use the Intercom System.

The Foyer Intercom System allows visitors to call a resident by either entering the resident's name (Alpha touch pad) or by entering the apartment number (Numeric touch pad).

Visitors only have audio contact to the resident, whereas the resident can see and hear the visitor in the lobby.

### Call by Resident Name

To call an apartment by entering the resident's name follow the steps below:

- Follow the prompts on the screen.
- Touch Call by Resident Name.
- Use the on-screen keyboard to enter the resident's surname. Entering each character will alphabetically select the closest matching entry from the list of names in the display window.
- Touch the resident's name in the list. This will automatically dial the resident's apartment. A new screen is displayed showing the visitor's image on the left hand side.
- The image is viewable to both the visitor and the resident
- To disconnect at any time, touch the Disconnect button
- Wait for a response.
- If the call is answered, you will be able to speak directly with the resident
- If the call is not answered, you can elect to leave a voice-mail message

### Call by Apartment Number

To call an apartment by number follow, the steps below:

- Follow the prompts on the screen.
- Touch Call by Number.
- Enter the apartment number by using the on-screen keypad eg. 2 4
- If a mistake is made, use the Clear button (to clear all numbers entered) or the Delete key (to clear the last number entered).
- Touch the Call button. A new screen is displayed showing the visitor's image on the left hand side. The image is viewable to both the visitor and the resident.
- Please note: To disconnect at any time, touch the Disconnect button.
- Wait for a response.
- If the call is answered, you will be able to speak directly with the resident.
- If the call is not answered, you can elect to leave a voicemail message.

### Leave a Message

To leave a message for a resident, follow the steps below:

- Touch and **HOLD** the Message button - this will become the red Recording button.
- Continue to hold the button as your message is sent immediately after you release the button.
- Begin your voice message.
- A picture of you will be sent with your voice message from the intercom camera.

## General Information

### Laptop and Computer Connections

Within your apartment, to connect your Computer or Laptop to the Internet, follow these steps:

- Decide what room you are going to connect the PC in.
- In your Star Serve™ box located in the laundry, make sure that the outlet in room you selected is connected to the network switch (a silver device inside the Star Serve™ box).
- If it is not connected, connect it with one of the blue network cables supplied and plugged into the network switch.
- Plug a network cable (cat5e or cat6 networking cable) into the outlet on the wall.
- Connect the other end to your PC or Laptop's network interface.
- The settings for your computers network connection should be set for DHCP, which will automatically configure the computer for access to the Internet.
- If your computer has not automatically connected, contact the Building Manager or Signature support team, who can ensure the network settings, are configured to use DHCP.

**Note:**

DHCP is the default setting for networking in Windows XP (Home and professional), MS Vista, Mac OSX, and Linux flavours.

If your system is used in an office, you may find that your system is configured differently. Our support staff can help you with connecting your home equipment.  
(See Support at the end of this document)

## **Keyboard**

The Signature™ System offers both touch screen control as well as a USB keyboard with a track pad. The keyboard is primarily for used entering text. However, some websites have very small icons and the use of the track pad is sometimes easier than using the touch screen.

### **Keyboard Operation**

When your system was commissioned, the keyboard was installed, plugged in, and tested.

The USB connector of the touch screen is located inside the keyboard door, on the underneath side of the screen, on the right hand side. It is difficult to see, and difficult to locate.

There should be no need to unplug it from the touch screen at any time.

If it is removed for any reason, the touch screen will continue to operate, but you will be unable to compose emails or navigate some web sites.

When connected the keyboard will operate like any standard keyboard.

## **Maintenance**

### **Touch screen**

To preserve the condition of your touch screen, wipe off all finger marks and dust accumulated on the screen, using a clean, lint-free cloth, lightly dampened with water.

This should be undertaken when there are sufficient marks visible or on a fortnightly basis.

Please ensure that you touch your screen with your fingers only. Do not pens or pencils to touch the screen, this will result in damage to the touch surface.

No other maintenance is required.

# Troubleshooting

## Touch Screens

If the touch screen is not responding follow the steps below:

- Check that the power is on.
- Check that all the cables are secure (wall, screen, switch, and network cables).
- Restart the unit using the power button.

## Resetting the touch screen

To restart the touch screen for any reason you will need to press the “power” button on the screen, or turn off the power circuit for the touch screen.

The power button is inside the Touch screen enclosure, you will need to use a paperclip to depress it. It is located at the bottom **right** of the enclosure near the right side speaker.

Powering off the touch screen:

- Using a straightened paper clip, insert it into the power-button hole, located on the front at the bottom **right** of the enclosure, near the right side speaker.
- When pressed the screen will power off.
- After 10 seconds press it again to turn on the screen.
- It will then start loading the Signature™ System.
- The system will take approximately 6 minutes to become operational. It is not operational until the unit is displaying the **screen saver picture**.
- Please refrain from trying to operate the system, until it has reached **screen saver picture**.

Alternatively, you can turn the power off at the switchboard then back on again.

The circuit number that the touch screen is connected has been written on a Controlability label, affixed to the inside of the switchboard. Switching off this circuit will turn off power to the touch screen and to other power outlets connected to that circuit.

## **USB Keyboard with track pad**

If the keyboard is not responding follow the steps below:

- Check that the USB cable is connected to the touchscreen.
- Contact the Building Manager or the Signature support team, if you are having further problems.

## **Network Switch**

Each apartment is fitted with a network switch. A switch is used to distribute network (internet) between many computers.

On the switch there should be one input light lit for each powered computer, plus one for the touch screen, and one for the incoming connection to the apartment.

Therefore in an apartment with **NO** home computer there should be two inputs connected, and two lights lit, indicating that the touch screen and the apartment are connected to the network.

If your touch screen stops working, or your PC is not connecting to the Internet, then you must check and reset the network switch in the apartment.

### **To reset the switch, follow the steps below:**

- Check that all the cables are connected properly.
- Turn the unit off using the power point.
- Wait a few seconds, and then turn it back on.
- When the unit powers up check to see if the lights are flashing.
- Test your computer again, or reboot the touch screen.

Contact the Building Manager or the Signature support team, if you are having further problems.

## **Internet**

There are many factors that may affect the network/internet connection in the apartment.

### **It may be due to:**

- **Regular system maintenance:** This will only affect the system for very short times, while the maintenance is being done.
- **Heavy Internet usage:** At times many users may be on the Internet at the same time. This may slow the Internet connection down a little. The system automatically adjusts the speed of Internet access to each apartment as more users use it. This happens very quickly, so the affects of this are minor.
- **Problems with the ISP (Internet Service Provider):** The incoming connection to the site may be interrupted. This is outside of the control of the Signature System, but would be a rare occurrence.

If you are not able to access the Internet within 1 hour of having checked your PC, and apartment system, please contact the Building Manager or the Signature support team.

## **E-mail**

Signature™ uses its own email servers inside of the development.

If you do not have your own mail account provided by an external provider, you can use the Signature™ mail server.

To send email from inside of the development using the Signature™ email server, your email application must first be configured to use it.

The Signature™ outgoing email server address is as follows:

**serv1.int.evo.controlability.net.au**

As a resident you are entitled to a personalised email account on the system.

For example: **john.smith@evo.controlability.net.au**

Please contact the building manager to arrange this.

Instructions for setting up your PC to use this account are provided when the account is created, and are delivered by email to your touch screen.

If you are experiencing problems sending or receiving E-mails to outside of the Signature System see below.

### **It may be for one of the following reasons:**

- Check your email settings on your PC. Are you using the correct mail server for INSIDE the Signature System?
- The external Email Server with your email provider is down. Please wait a short while before trying again. If you are not able to access email within 1 hour, contact the Building Manager or Signature support team.
- The address of the recipient is incorrect.
- The Inbox of the recipient is full.
- The receiving account may be disabled.

If after reviewing the above steps, the problem persists, contact the Building Manager, or the Signature™ support team.

## Support

Our skilled support team staff at Controlability Pty Ltd, maintains the Signature system.

Most services of the systems are monitored from off site and our team can reset, administer and monitor most functions from within our operations and control centre.

Occasionally there will be an error or fault with a piece of hardware that will require on site work. Our local technical staff in Darwin can attend the site on short notice if required.

We monitor daily the performance of your touch screen.

Every night between 2AM and 4 AM your screen will automatically restart its self,

This restart will refresh the system with any current software changes, bug fixes, or improvements.

Every week we perform system wide maintenance. At the end of the weekly maintenance, we will restart all touch screens. Normally this happens on Fridays before midday.

Should you have a problem with a touch screen the first thing that you should do is restart it by using the power button located on the front of the screen. This will refresh the system with the most current software.

Should you have a continuing problem with the system please contact the building manager, who can advise our support team of your particulars.

## Signature Support Details

### Email

**For general enquiries and support use the follow address:**

- [support@controlability.com.au](mailto:support@controlability.com.au)

### Phone

**For general enquiries and support use the follow numbers:**

Phone: (08) 8943 9989

Mobile: 0448 47 2000

Our after hours support number is available outside of business hours **ONLY** for urgent matters. Charges may be incurred for calls received out side of business hours.