Customer Display Terminal

User Manual for Storage Commander

Empower Software Technologies

leading self-storage software since 1998

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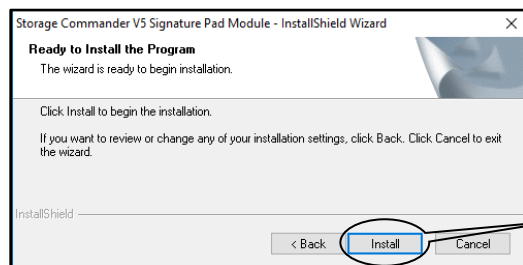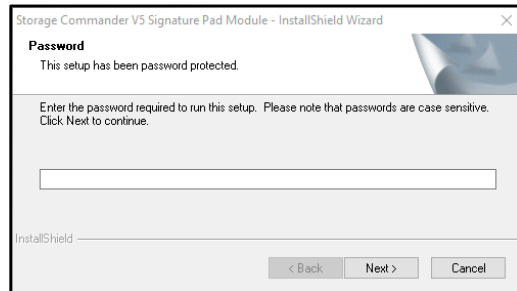# Installing the Customer Display Terminal

Please do not plug the Customer Display Terminal into the computer until the installation program instructs you to do so.

Getting Started

Contact technical support when you are ready to install the Customer Display Terminal either through our website www.storagecommander.com/getsupport or by calling us toll free 877.672.6257.

Running the setup program

When the installation program is started, you will be asked for a password to proceed. Enter the password that was included in the shipping documentation to continue.

Click on the Install button to start the installation process.
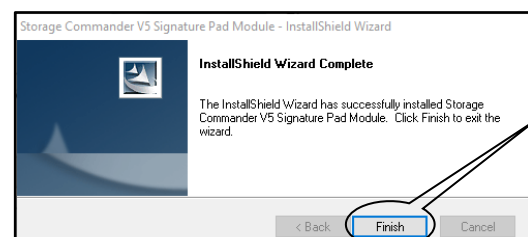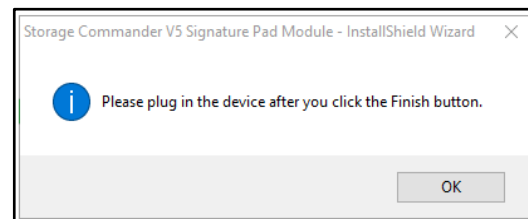
After clicking the FINISH button, you can plug the Customer Display Terminal into a USB port on your computer.
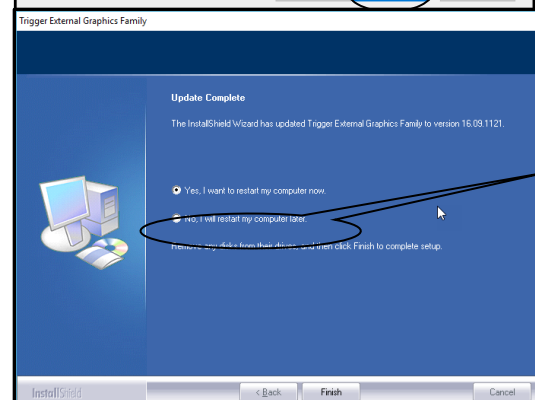
The computer will need to be re-started in order for the Customer Display Terminal drivers to be loaded.

Configuring the Customer Display Terminal

After the Customer Display Terminal has been installed, the next step is to configure the functions that are available in this device.

Start by clicking on the **Screen Settings** button, this opens the **Customer Signature Settings Window**. From this window you can select which computer screen will be used for the display monitor by clicking on the down arrow in the **Select Screen** list box.

Click here to enable the Customer Display Terminal.

Click here to open the screen settings control panel.

Click here to select which screen the Customer Display Terminal is connected to.

Use the **TEST** button to identify the screen you have selected.

In the Options section select what information items will be displayed on the Customer Display Terminal. A breakdown of each option is detailed below.

When not in active use, the Customer Display Terminal can be configured to run a slide show highlighting unique benefits and features of your facility. See Slide Show setup in the following section.

Enabling the Customer Display Terminal Screen

Clicking on the down arrow in the **Select Screen** list box will show you all the displays currently connected and running on your computer. In almost all cases you will see two displays listed, Display 1 is typically your primary computer monitor, Display 2 will be the newly installed Customer Display Terminal. To test this and verify that display 2 is indeed the Customer Display Terminal, select **Display 2** from the list of available displays and click on the Test button. A message "**Display 2**" should be seen on the Customer Display Terminal. If this message is displayed on another monitor go back to the Select Screen list box and choose another display, repeat this step until the message is displayed on the Customer Display Terminal. Proceed to the Options and Slide Show sections to complete the setup.

Options Selection

The Options section allows you to setup the level of interaction available on the Customer Display Terminal. Placing a check mark next to the associated options will enable those options. A description of each option follows:

Image Slide Show

The Image Slide Show is an added feature allowing you to create a roiling advertising / information presentation that runs continuously on the Customer Display Terminal.

Adding Slides to the Slide Show

Add the Slide Show graphic files in to the **C:/Empower/Customer Display Terminal Slide Show** folder. Once the Slide Show graphics have been added to the folder click on the Select button to open the **Browse For Folder** window, from here locate and select the

C:/Empower/Customer Display Terminal Slide Show. Click on the **OK** button to close the Customer Signature Settings Window and start the slide show.

The time duration for each slide can be controlled by entering a display time into the Slide Show Display Time field.

Supported graphic formats:

BMP

JPG

PNG

Setting Up Signature Feature

Place a check mark in the **Confirm and Sign Contract** check box to turn on the signature capture feature.

With his option selected customer signatures and initials will be digitized and added to the move in contract, and stored in the customer's history for reprinting at a later date.

Note: For information on how to integrate digitized signatures into your move in contract, see setting up contracts for digitized signatures.

Display Transaction Data

Selecting this option allows the customer to see all purchased items (Rent, Tax, Fees & Merchandise) that comprise the current transaction.

Current Transaction
Displays items that have been added during the payment process.

Past Due
Displays charges posted to the account prior to the payment process.

Summary
Displays a breakdown of individual account totals affected by the payment transaction.

This screen is displayed on the Customer Display Terminal when entering the **Payment** screen (payments) or **Billing Information Screen** (Move In).

Add Signature to Insurance Agreement

Place a check mark in the **Insurance Selection** check box to turn on the signature capture feature when adding insurance to the customer account.

Adding Signature to Credit Card Receipt

Place a check mark in the **Credit Card Signatures Selection** check box to turn on the signature capture feature when selecting credit card as the payment type.

Using the Customer Display Terminal

## Adding a Signature to the Move In Contract

A signature is added to the move in contract in the last screen of the move in process.

From the Receipt Window click on the **Sign Contract** button to bring up a copy of the move in contract on the Customer Display Terminal.

Click in the Sign Contract button to open the contract on the Customer Display Terminal.
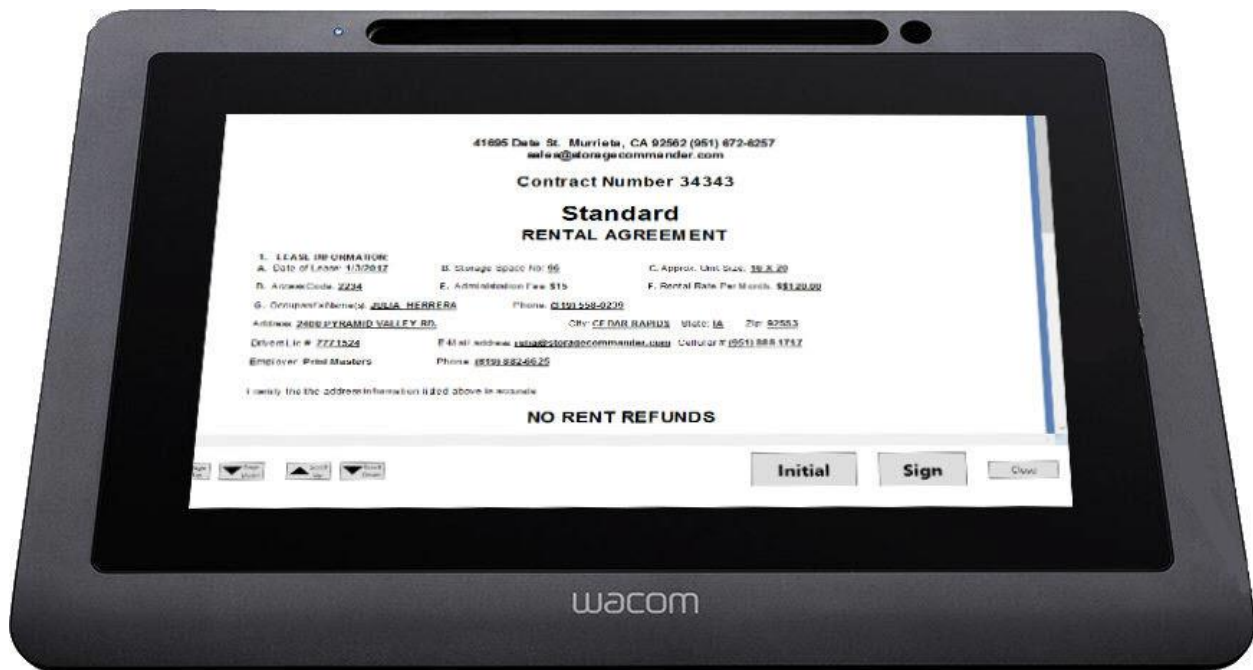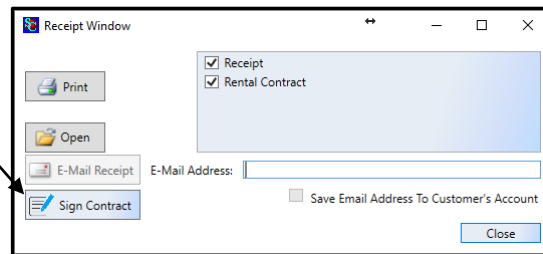
Have the customer press the **Sign** button. This will open a signature box where the customer will sign their name, after which the customer will press the OK button to transfer the signature into the contract.
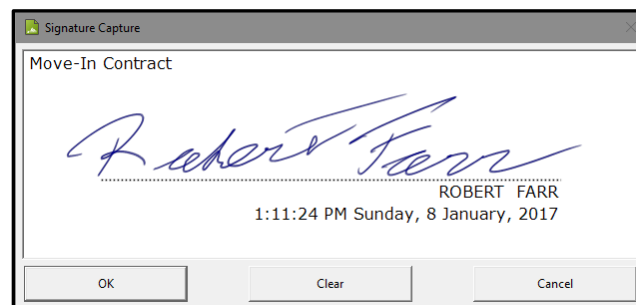
Only use the pin supplied with the device.

Increasing the pressure on the pin will make the signature bolder.

Use the Clear button to erase the signature and start over.

Adding a Signature to a Credit Card Receipt

After the credit card has been scanned and all information has been entered into the appropriate fields, click on the CC Signature button to open the credit card signature window.

A window will now open on the Customer Display Terminal showing the credit card information and the amount that will be charged to their credit card.

If the information and charge are correct, the customer can use the pin to select the Signature button to proceed to the signature window. If the information is not correct the customer can use the pin to select the Cancel button to return to the payment screen.

Only use the pin supplied with the device.

Increasing the pressure on the pin will make the signature bolder.

Use the Clear button to erase the signature and start over.

Adding Signature Fields to Move In Contracts and Credit Card Receipts

In order to add a signature field to a move in contract or credit card receipt, you must have security privileges to access the Configuration Manager program and be able to open and edit Notices.

Open the **Configuration Manager** and select **Notices** from the **Company Setup** group.

To add a signature field to an existing move in contract, select the contract from the list of available move in contracts.
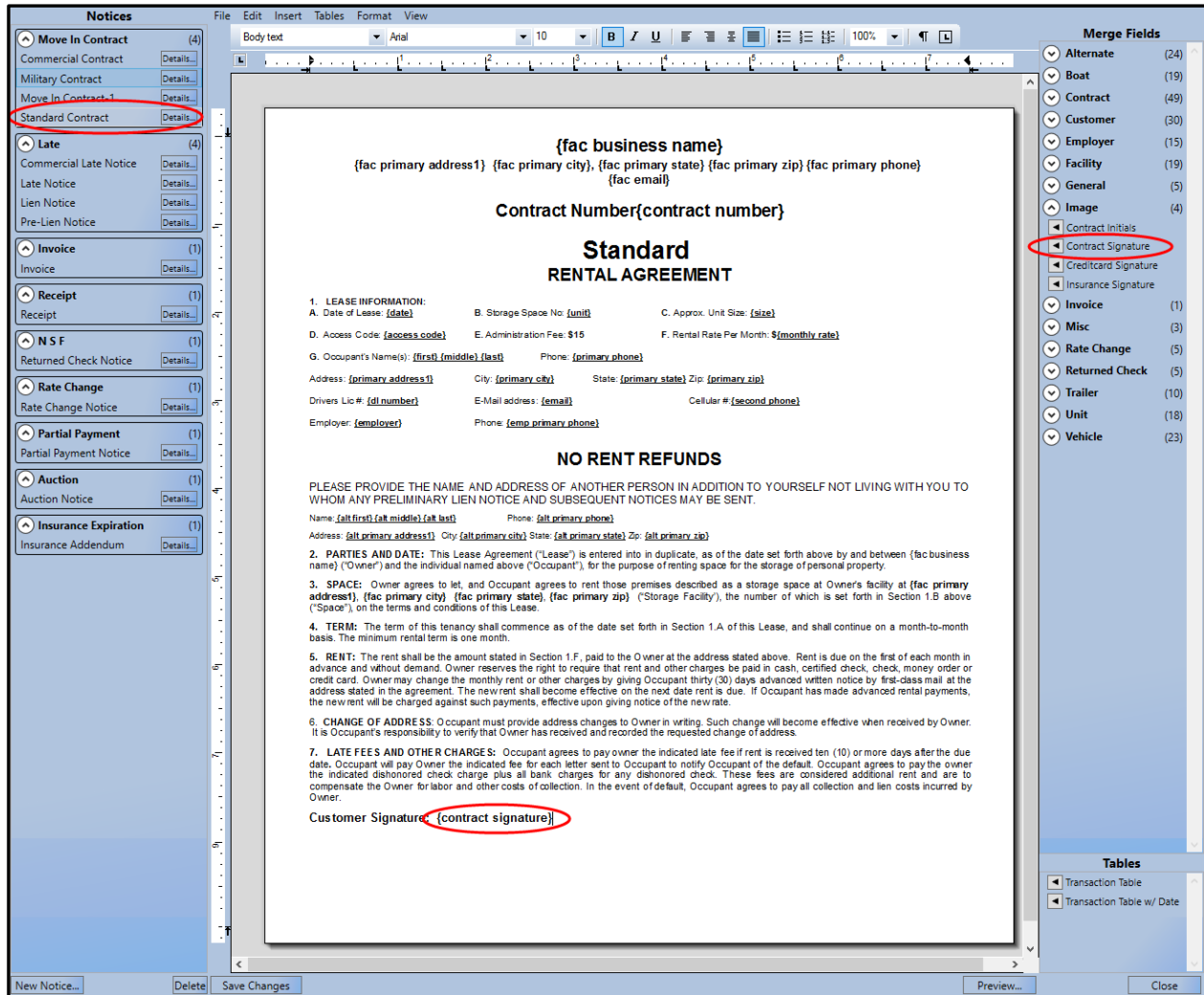
Position the cursor within the document where you would like to place the signature.

From the Merge Fields panel open the Image section and select Contract Signature. The digitized signature will be placed in this location and saved to a copy of the move in contract associated to the customer.

Use the same procedure for assigning signature to Insurance documents, or to the Credit Card receipt.

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