



A MITEL  
PRODUCT  
GUIDE

# Mitel Virtual Reception

## CMG Visit Checkin New Online Help

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The **CMG Visit Checkin New** application is a self-service visitor registration solution that simplifies the checkin process at reception areas. Visitors can quickly enter their details, search for their host, and notify them of their arrival without receptionist assistance.

The application provides a modern and intuitive interface that can be configured to meet organizational needs. Administrators can manage visitor fields, categories, and languages, and enable optional features such as notifications (email/SMS) and badge printing.

All settings are managed through the built-in **Configuration panel**, removing the need to manually edit configuration files and making the system easy to maintain and adapt.

## Key Capabilities

- Visitor self-registration and host search
- Notifications via Email/SMS
- Badge and label printing
- Multilingual and configurable interface
- Centralized configuration through the UI

## CMG Visit Checkin New - Modernization Overview

The **CMG Visit Checkin New** application has been modernized to provide an improved user experience while maintaining compatibility with existing Mitel Visit and CMG services. The modernization focuses on enhancing usability, performance, and long-term maintainability without changing the core visitor registration workflows.

- **Platform Modernization**

The legacy Windows Forms–based application (built on **.NET Framework 4.8**) has been replaced with a modern **WPF application** developed using the latest **.NET platform (targeting .NET9)**. The application follows the **MVVM (Model-View-ViewModel)** design pattern, enabling clearer separation of concerns, improved testability, and easier future enhancements.

- **User Experience Enhancements**

The user interface has been redesigned to meet Mitel UX standards, providing a clean, user-friendly experience with improved layout and instant language switching.

- **Backend and Configuration Improvements**

The CMG Visit Checkin New application continues to integrate with existing backend services, including: **CMG User Information Service, Visitor Service, AnA (Authentication and Authorization)**.

The modernization introduces improved mechanisms for configuration handling, service communication, and asynchronous operations. Configuration changes can now be managed more effectively through the user interface and supporting configuration tools, reducing the need for manual file modifications while improving reliability and responsiveness.

This chapter contains the following sections:

- [Launching the Application](#)
- [Main Screen Overview](#)
- [Configuration](#)
- [Before You Begin](#)

This section explains how to launch the **CMG Visit Checkin New** application and provides an overview of the main screen used for visitor registration.

## 2.1 Launching the Application

When the **CMG Visit Checkin New** application launches, the main screen opens with the visitor registration form and host search panel. Application settings such as fields, labels, and languages are loaded automatically and can be updated through the Configuration screen or CMG Visit Configuration, without manually editing configuration files.

## 2.2 Main Screen Overview

After the **CMG Visit Checkin New** application is launched, the main screen displays the following areas:

### Header Area

Displays the current date and time along with a welcome message.

### Visitor Information Section

Contains fields for entering visitor details. Additional fields are shown based on the configured settings.

### Host Search Section



Allows visitors to search for and select the host they are visiting. Matching results are displayed as the visitor types.

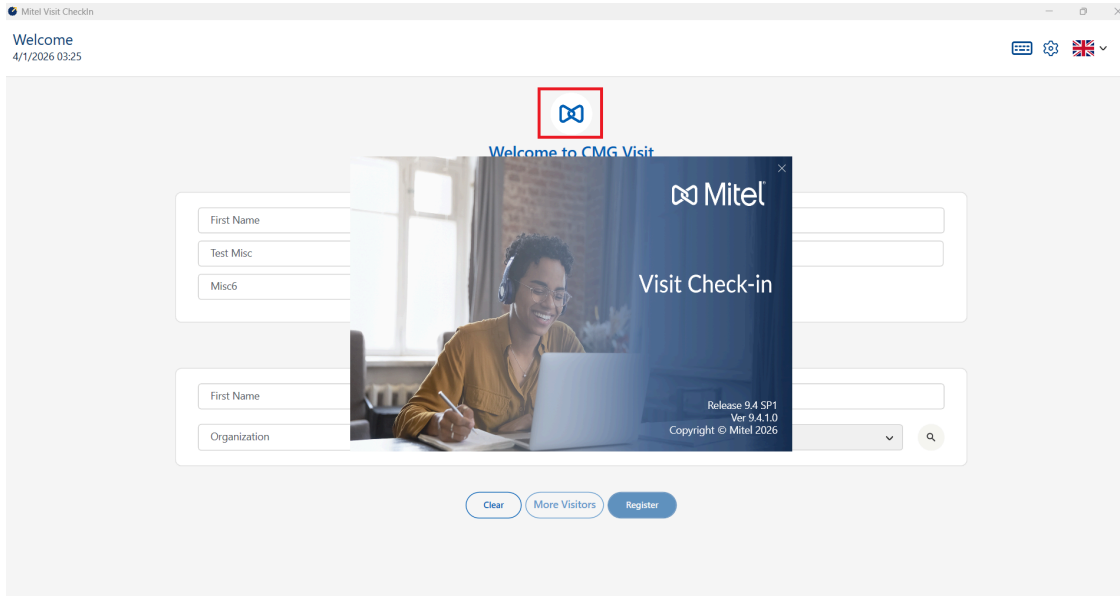
### Action Buttons

- **Clear** – Clears all entered visitor information
- **More Visitors** – Allows adding multiple visitors for the same host
- **Register** – Submits the visitor details to complete the checkin process

## Additional Icons (Top Bar)

The top bar includes the following icons:

- **Flag Icon (Language)**  – Allows users to change the application language. When a new language is selected, all labels and field values on the screen are updated accordingly.
- **Keyboard Icon**  – Opens the on-screen keyboard for entering information.
- **Mitel Icon (About)** – Opens the About page, which displays the application version.



- **Gear Icon (Configuration)**  – Opens the Configuration screen for managing application settings.

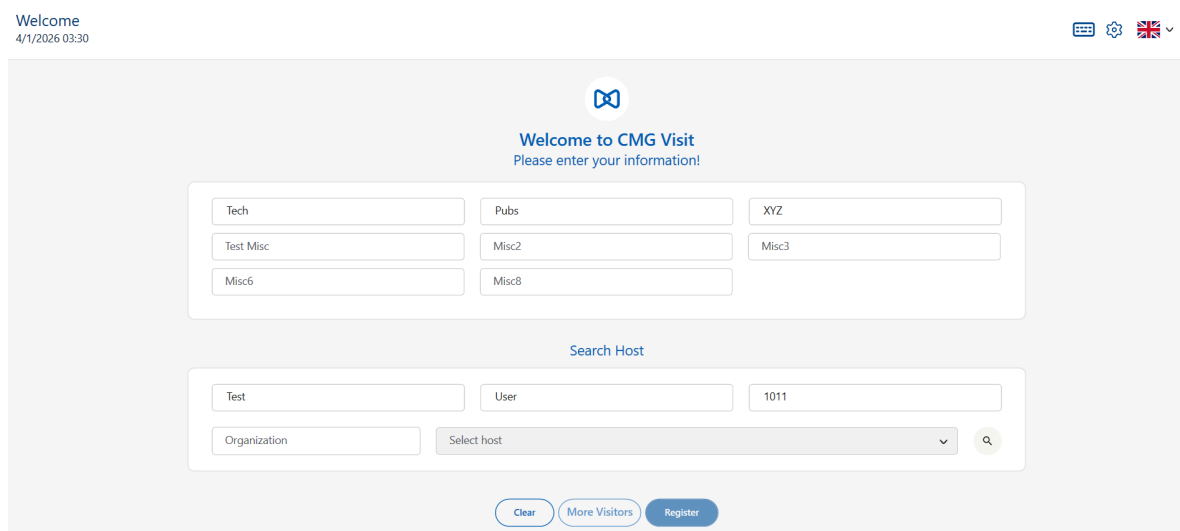

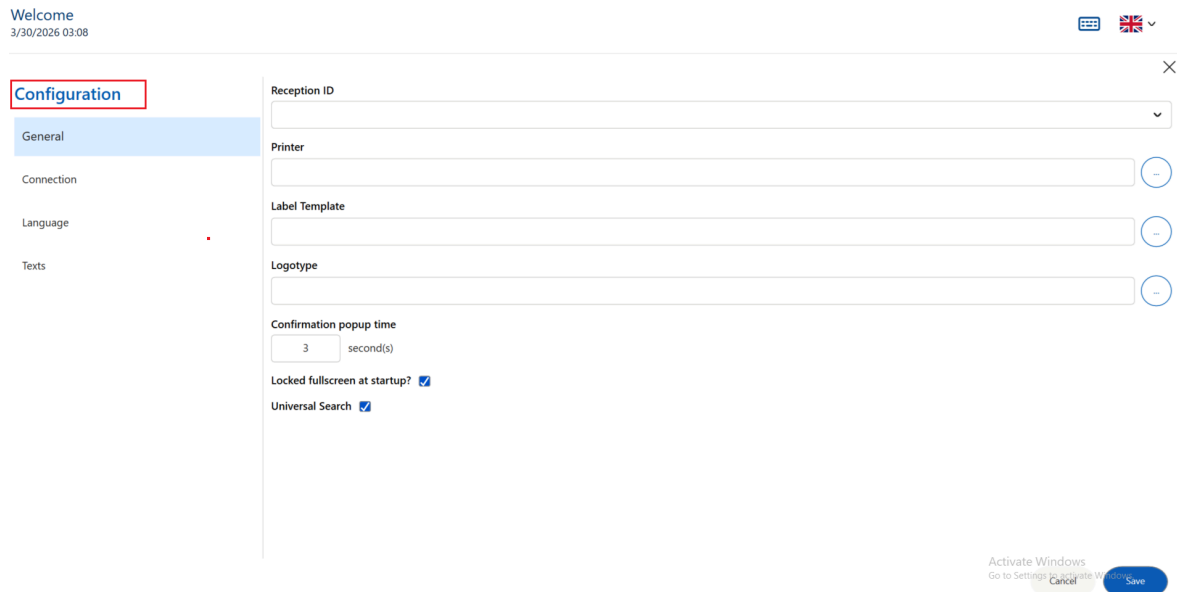


Figure 1: CMG Visit Checkin New main screen on startup

## 2.3 Configuration

A **Settings**  icon is located in the upper-right corner of the **CMG Visit Checkin New** application. Selecting this icon opens the **Configuration** window, which contains all configurable options for the application.



The Configuration window contains the following sections:

- General
- Connection
- Language
- Texts

Users can switch between these sections using the navigation panel on the left.

### 2.3.1 General

The **General** tab allows users to configure the basic settings required for visitor check-in.

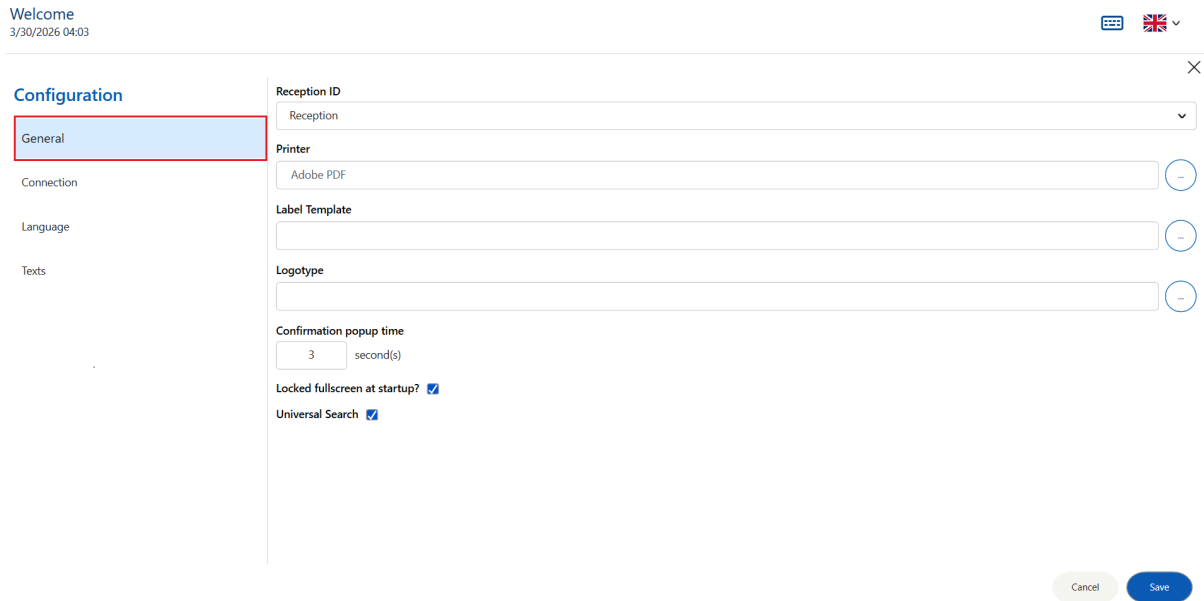


Figure 2: General settings

### Reception ID

This option selects the reception where the CMG Visit Checkin New client is used. The selected reception determines which reception manages the visitor registration and notification process.

### Printer

This option specifies the printer used for printing visitor badges. Users can select the required printer from the available list.

### Label Template

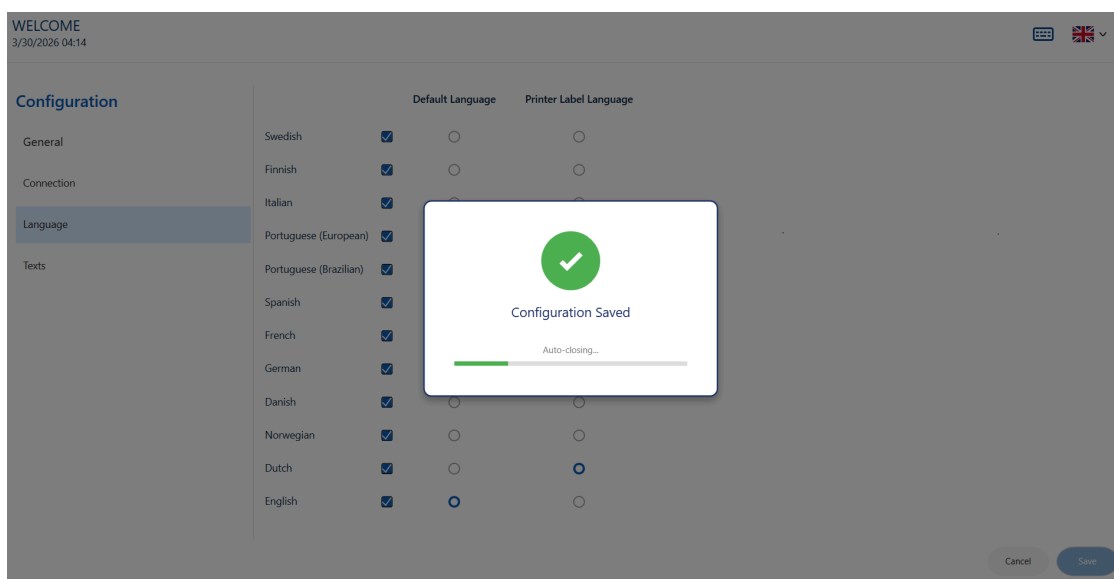
This option selects the label template used for printing visitor badges. The selected template defines the layout and information displayed on the badge.

### Logotype

The Logotype option allows administrators to configure a custom logo for the CMG Visit Checkin New application. The configured logo is displayed on the main application page.

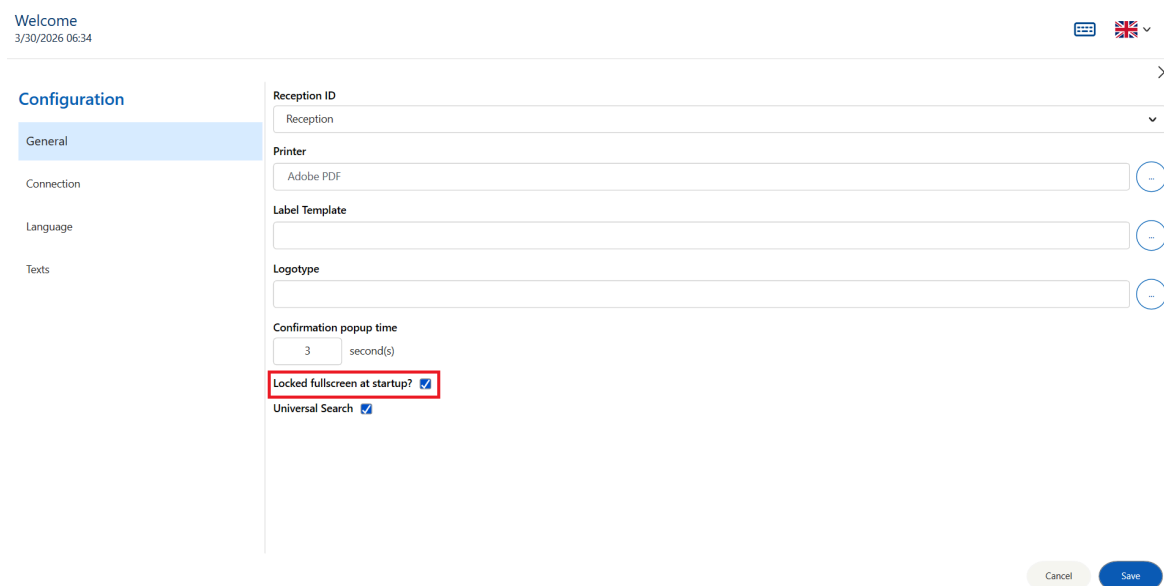
### Confirmation Popup Time

This option defines how long (in seconds) the confirmation message remains visible after a successful visitor registration or after saving configuration changes. For example, a value of **3 seconds** displays the confirmation message for three seconds.




## Locked fullscreen at startup

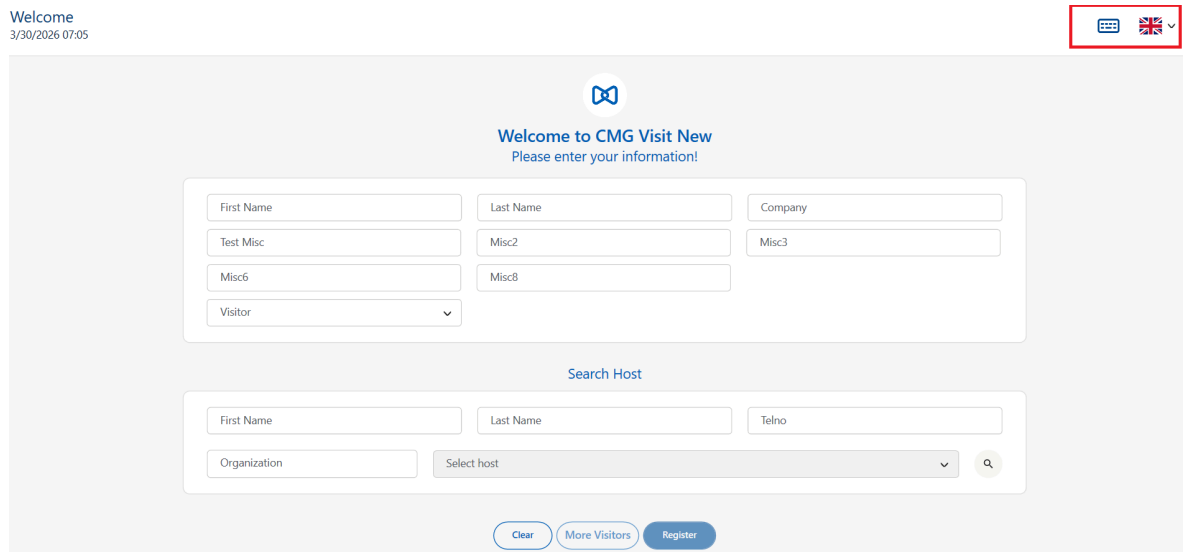
This option starts the **CMG Visit Checkin New** application in **full screen mode** and restricts access to configuration settings during operation.



When this option is enabled, the application launches in full screen mode. Users can press **F11** or **Alt + Enter** to toggle between full screen mode and normal view.

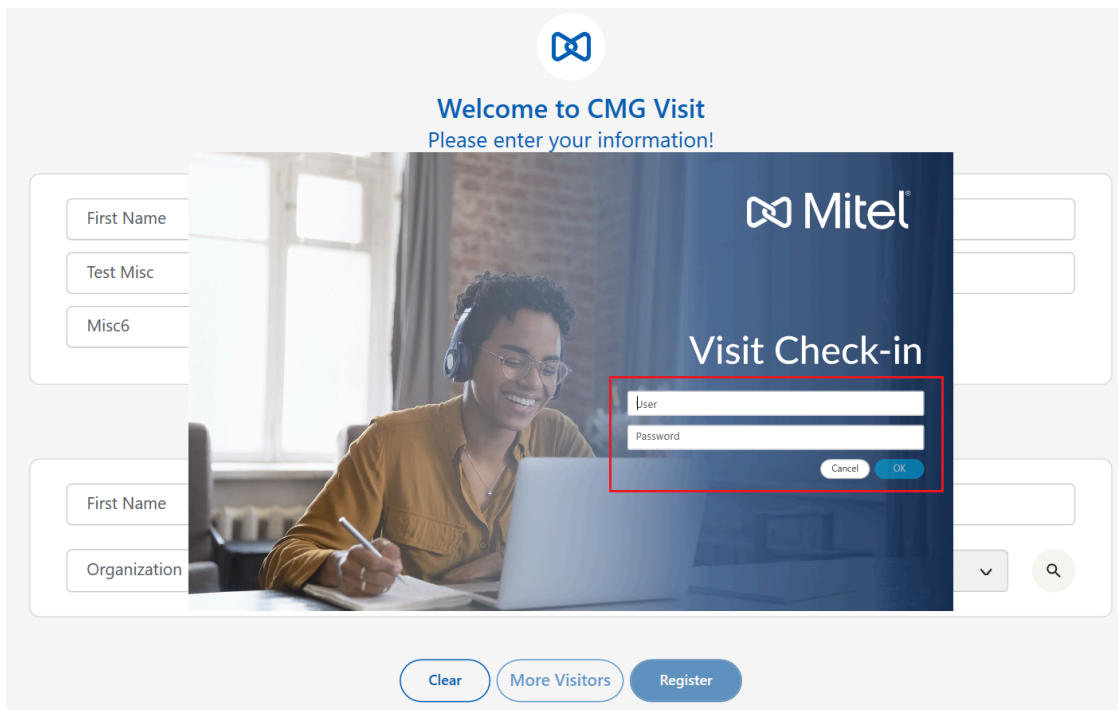
In full screen mode:

The **Configuration** (  ) icon is hidden, preventing access to application settings.



If a user attempts to exit full screen mode while this option is enabled:

- A **login popup** appears.
- The user must enter a valid **username and password** to exit full screen mode.



**Note:** This feature ensures restricted access to configuration settings when the application is deployed in public or unattended environments.

## Universal Search

This option enables or configures **Universal Search** for finding hosts. When enabled, the application can search for hosts using extended information beyond the standard search fields.

For more information about Universal Search functionality, configuration requirements, and usage, refer to the [Universal Search](#) section.

## 2.3.2 Connection

The **Connection** tab provides the service URLs and authentication settings required for the **CMG Visit Checkin New** application to communicate with backend services.

Configuration

General

Connection

Language

Texts

URLs

Visitor Services  
http://localhost/visitorservice/VisitorService.asmx

CMG User Service  
http://localhost/cmguiserinformationsservice/cmguuserservice.asmx

AnA Service  
http://localhost/nwana/AnaService.asmx

BluStar Web Service  
net.tcp://localhost:8002

AnA Settings

Username

Password

Domain

Cancel Save

Figure 3: Connection settings

### Service URLs

- **Visitor Service** – Used to register visitors and retrieve visit-related data.
- **CMG User Service** – Used to retrieve host (employee) information for the host search.
- **AnA Service** – Used for authentication and authorization.
- **BluStar Web Service** – Used to support Universal Search functionality.

### AnA Settings

- **Username** – Specifies the account used for service authentication.
- **Password** – Specifies the password for the authentication account.
- **Domain** – Specifies the authentication domain.

## 2.3.3 Language

The **Language** tab allows users to select and manage the languages used in the **CMG Visit Checkin New** application.

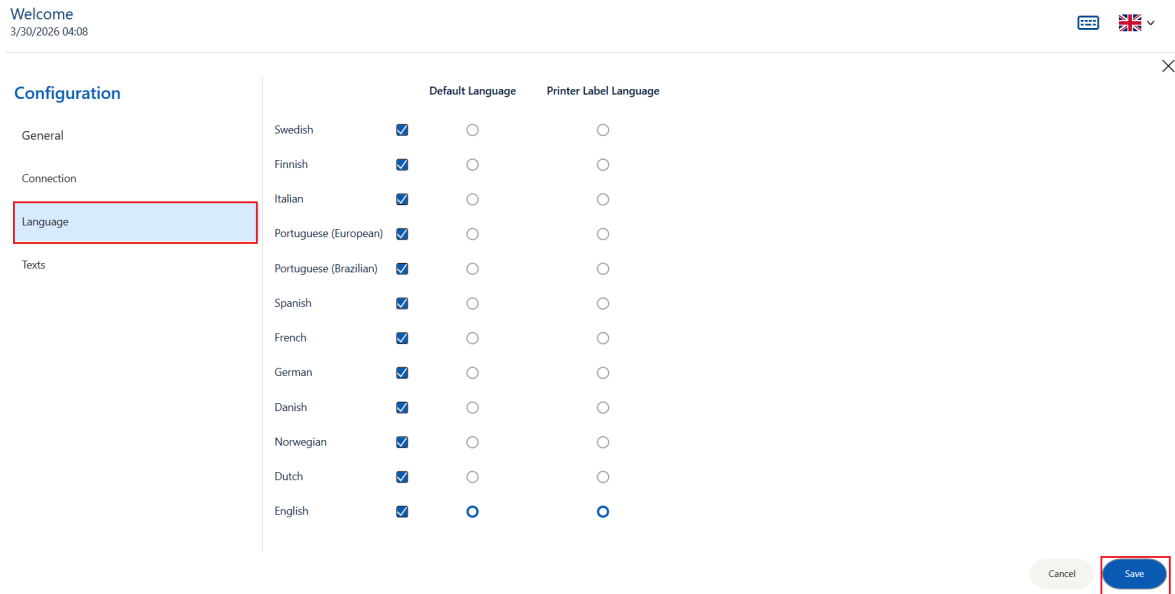


Figure 4: Language settings

For each configured language, the following options are available:

- 1. Default Language** – Sets the language displayed in the **CMG Visit Checkin New** application. Only one language can be selected as the default. When changed, the user interface updates immediately.
- 2. Printer Label Language** – Sets the language used for printing visitor badges. This language can be different from the user interface language, if required.
- 3.** Click **Save** to apply the changes.

**Supported languages include:** Swedish, Finnish, Italian, Portuguese, Spanish, French, German, Danish, Norwegian, Dutch, and English.

## 2.3.4 Texts

The **Texts** tab allows users to customize the messages displayed in the **CMG Visit Checkin New** application.

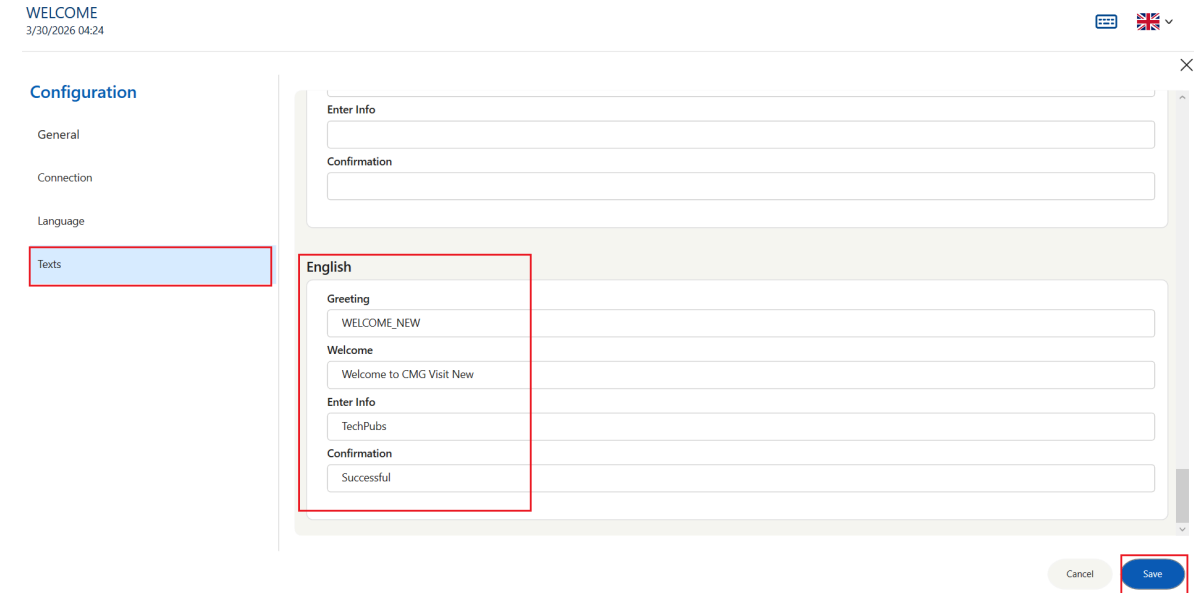
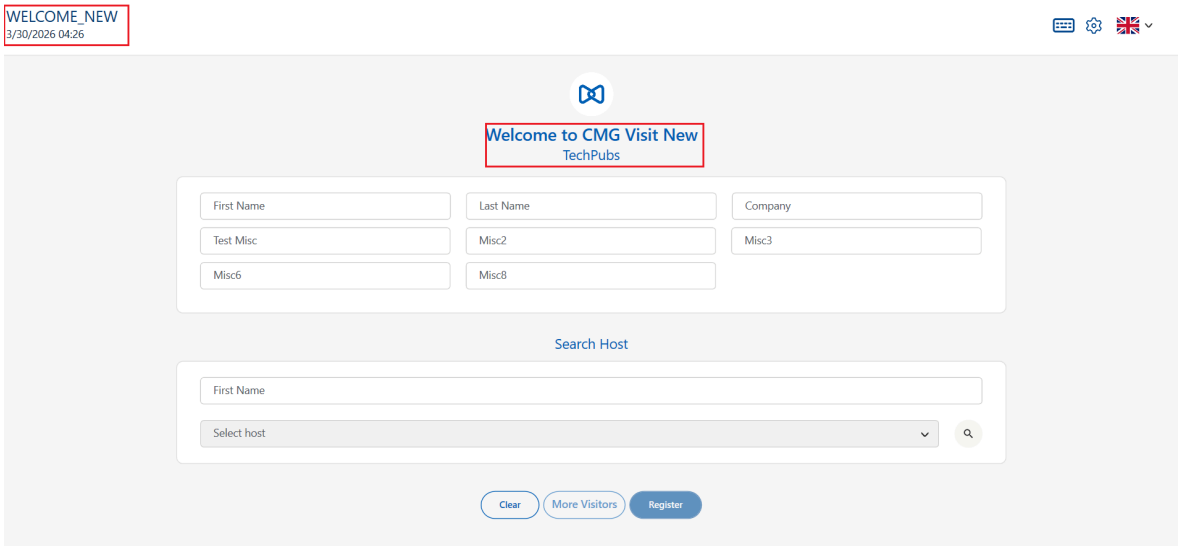


Figure 5: Texts Settings

For each supported language, the following text fields are available:

- **Greeting** – Displayed at the top of the checkin screen.
- **Welcome** – The initial message shown to users (for example, “Welcome to CMG Visit”).
- **Enter Info** – Instructions displayed above the visitor input fields.
- **Confirmation** – Message displayed in the confirmation popup after a successful registration.



Each text value can be customized separately for each language.

## 2.4 Before You Begin

Before registering visitors in the **CMG Visit Checkin New** application, ensure that the necessary visitor and host configurations are completed.

### Visitor-Related Settings

Visitor fields, categories, and other visitor-related settings used in the **CMG Visit Checkin New** application are configured in **CMG Visit Configuration**. Ensure that the required visitor configuration is completed before using the **CMG Visit Checkin New** application.

For more information, refer to the [Visit Configuration](#) chapter .

### Host Visibility Requirements (CMG Directory Manager)

For a host to appear in the **CMG Visit Checkin New** Host Search, the host record must be properly configured in the CMG Directory Manager. Ensure that the following requirements are met:

1. **Basic Details** – The host's **First Name**, **Last Name**, and **Telephone Number** must be entered.
2. **Visit Settings** – In the host record:
  - Select the **Settings** tab.
  - Select a **Reception**.
  - Enable the **Allow Visitor** option.
3. **Save Changes** – Ensure the host record is saved after making updates.

The screenshot displays the CMG Directory Manager interface. The 'Settings' tab is selected and highlighted with a red box. The interface shows various configuration options for a host record, including message systems, secret status, address, and visit settings. The 'Visit' section at the bottom is also highlighted with a red box, showing 'Reception' selected in the dropdown menu and the 'Allow visitor' checkbox checked.

Figure 6: Host Visit settings in CMG Directory Manager

If any of these requirements are missing, the host will not appear in the Host Search list in the **CMG Visit Checkin New** application.

# Visitor Registration

# 3

This chapter contains the following sections:

- [Register a New Visitor](#)
- [How to Search for a Host](#)
- [Universal Search](#)

This chapter explains how to register a visitor using the **new CMG Visit Checkin user interface**. The registration process starts with entering visitor details, followed by selecting a host, and using Universal Search, and completing the check-in.

## 3.1 Register a New Visitor

Visitor fields are configurable in the system. By default, the first three fields are mandatory. Additional fields, such as miscellaneous fields and the category field, are displayed based on the configuration.

The screenshot displays the 'Welcome to CMG Visit' registration page. At the top left, it says 'Welcome 3/30/2026 05:03'. At the top right, there are icons for chat, settings, and a language dropdown (UK flag). The main content area is titled 'Welcome to CMG Visit' and 'Please enter your information!'. A red box highlights a grid of input fields for visitor details: 'Tech', 'Pubs', 'XYZ', 'misc1', 'misc2', 'misc3', 'misc4', 'misc5', 'misc6', 'misc7', 'misc8', 'misc9', 'misc10', and a 'Category 3 french' dropdown. Below this is a 'Search Host' section with input fields for 'Last name', 'Telno', and 'Organization'. The 'Organization' field contains '6034 6034, 6034'. At the bottom, there are three buttons: 'Clear', 'More Visitors', and 'Register'. The 'More Visitors' and 'Register' buttons are also highlighted with a red box.

Figure 7: Registering a visitor — details and actions

Follow the steps below to register a new visitor.

1. Enter the visitor's details in the available fields.
2. Search for the host using the host's name, telephone number, or organization. You can also use the asterisk (\*) wildcard to display all hosts.
3. Select the appropriate host from the list.
4. Review the visitor and host details, then click **Register**.
5. If required, click **More Visitors** to add multiple visitors for the same host.

A confirmation popup appears after the visitor is successfully registered.

## 3.2 How to Search for a Host

After entering the visitor details, use the **Search Host** section to select the host whom the visitor is meeting. This section is displayed below the visitor information area on the main screen.

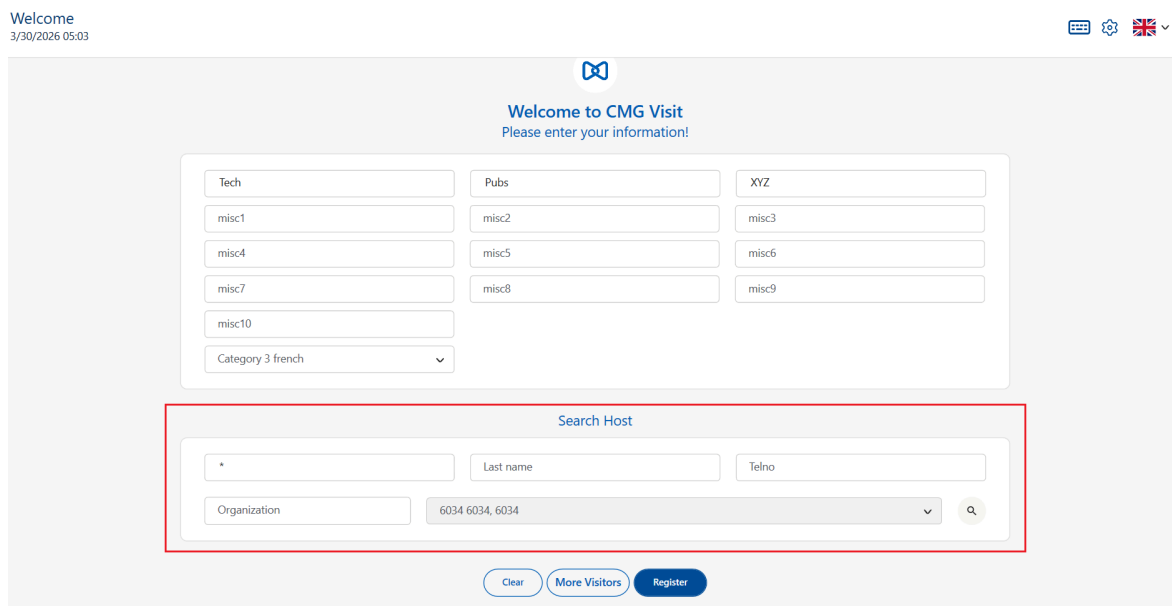


Figure 8: Host search — fields and results

To search for a host:

1. Enter the host’s **First Name**, **Last Name**, **Telephone Number**, or **Organization** in the search fields.
2. To display all available hosts, type an asterisk (\*) in any search field.
3. Select the required host from the **Select host** list.

**Note:**

Only hosts that are correctly configured in **CMG Directory Manager (CMG DM)** appear in the host list. The host must have a first name, last name, and telephone number entered, with **Allow Visitor** enabled and a **Reception** selected. For configuration details, see section [2.4 Before You Begin](#).

## 3.3 Universal Search

Universal Search allows the receptionist to search for hosts using extended information beyond the standard search fields such as **Name**, **Telephone Number**, and **Organization**. It searches additional fields stored in **CMG Directory Manager**, providing broader search results when enabled.

Welcome  
4/11/2026 03:37

Welcome to CMG Visit  
Please enter your information!

First Name Last Name Company  
Test Misc Misc2 Misc3  
Misc6 Misc8

Search Host

First Name  
Select host

Clear More Visitors Register

Universal Search can be configured through the following settings:

- **General Settings** – Enable or disable Universal Search.

Welcome  
3/30/2026 05:14

Configuration

General

Connection

Language

Texts

Reception ID  
Reception

Printer  
Adobe PDF

Label Template

Logotype

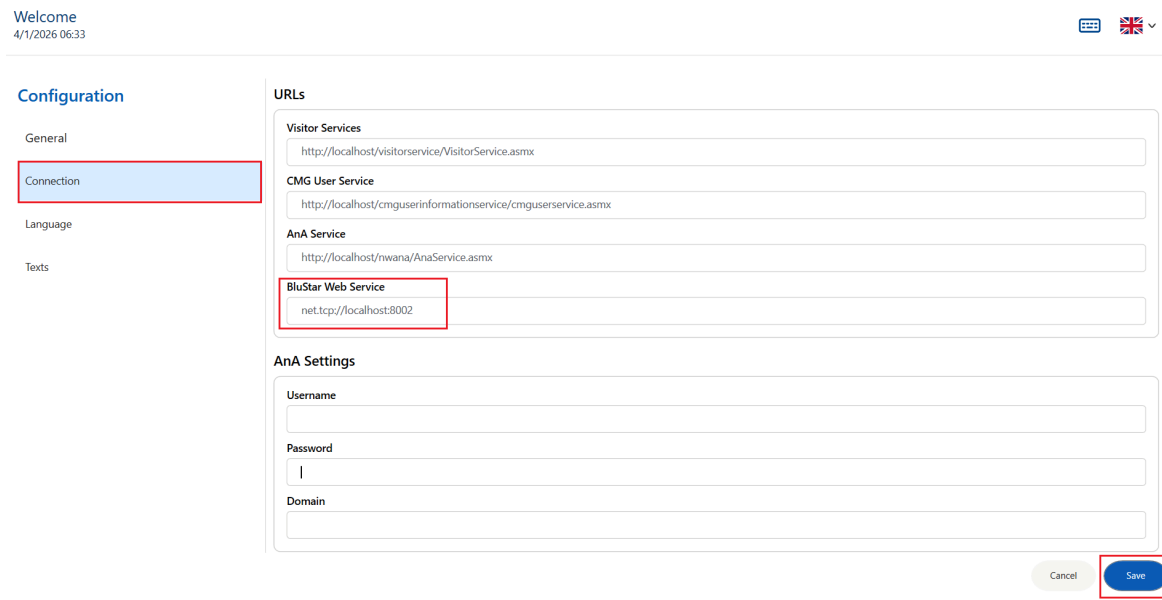
Confirmation popup time  
3 second(s)

Locked fullscreen at startup?

Universal Search

Cancel Save

- **Connection Settings** – Configure the **BluStar Web Service**, which performs Universal Search.



## Normal Search vs Universal Search

The following table shows when each type of host search is used in the **CMG Visit Checkin New** application.

Search Type	Description
Normal Search	Uses only the standard host fields such as <b>Name</b> , <b>Telephone Number</b> , and <b>Organization</b> .
Universal Search	Uses both the standard host fields and additional extended (miscellaneous) fields, allowing searches based on more host information and providing broader search results.

## Requirements for Universal Search

Universal Search works only when the required service configuration and host settings are correctly set up.

- **BluStar Web Service Configuration**

- **Universal Search** is enabled in the configuration.

This allows the service to process search requests beyond the standard host fields.

- Required extended (miscellaneous) fields are defined.

These fields determine which additional host attributes can be searched when Universal Search is used.

```

<AnUsername>BluStarWeb</AnUsername>
<AnPassword>AastraBSW90</AnPassword>
<ValidateServiceCalls>true</ValidateServiceCalls>
<ListenPort>8002</ListenPort>
<LogLevel>7</LogLevel>
<LogPath></LogPath>
<RootPath>C:\inetpub\wwwroot</RootPath>
<DaysToKeepLogs>10</DaysToKeepLogs>
<MaxLogSizeMB>100</MaxLogSizeMB>
<PresenceServerConnectionUdp>false</PresenceServerConnectionUdp>
<MiscMax>27</MiscMax>
<PhoneContextIsUserParameter>false</PhoneContextIsUserParameter>
<IsEncrypted>0</IsEncrypted>
<UseMICollab>false</UseMICollab>
<SubscriberTimeout>240</SubscriberTimeout>
<MICollabMasterUser></MICollabMasterUser>
<MICollabMasterPass></MICollabMasterPass>
<MICollabDomain></MICollabDomain>
<UniversalSearchEnabled>true</UniversalSearchEnabled>
<UniversalSearchRefreshMinutes>10</UniversalSearchRefreshMinutes>
<UniversalSearchFilter>
  <main_l_name>false</main_l_name>
  <main_t_name>false</main_t_name>
  <!-- Should the search look in tables lname/fname which has alternative spellings of names -->
  <lname>true</lname>
  <fname>true</fname>
  <main_telno>true</main_telno>
  <main_cordless>true</main_cordless>
  <main_icp1>false</main_icp1>
  <main_dep1>true</main_dep1>
  <main_dep2>true</main_dep2>
  <depdir_description>true</depdir_description>
  <depdir_org1>true</depdir_org1>
  <depdir_org2>true</depdir_org2>
  <depdir_misctext>false</depdir_misctext>
  <depdir_altdescription>false</depdir_altdescription>
  <subjdir_subject>true</subjdir_subject>
  <!-- Uncomment misc and specify which misc-fields to search in, separated by comma. Otherwise no misc-fields are searched -->
  <misc> 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30 </misc>
  <!-- Uncomment misc_reverse and specify which fields to search in reverse. If misc_reverse is included and empty, no fields are reversed and searchable. If misc_reverse is not Uncommented, all Misc. fields are reversed and searchable. -->
  <misc_reverse></misc_reverse>
</UniversalSearchFilter>

```

- **CMG Directory Manager (CMG DM)**

- Extended fields (Field1–Field30) contain values for the host record.

Universal Search uses these extended fields to find hosts based on additional information.

Workgroup	Field	Value
	Field2	1012
	Field4	1014
	Field6	1016
	Field8	1018
	Field12	1021
	Field14	1014
	Field17	1017
	Field1	1011
	Field3	1013
	Field5	1015
	Field7	1017
ReceptionID	Field13	1013
	Field16	1016

- The **Allow Visitor** is enabled for the host.

Hosts with this option disabled will not appear in any host search results.

# Visit Configuration

# 4

This chapter contains the following sections:

- [Fields](#)
- [Receptions](#)
- [Categories](#)
- [Parameters](#)
- [Layouts](#)

This chapter explains how **CMG Visit Configuration** controls the appearance and behavior of the **CMG Visit Checkin New** application. These settings are configured outside the application and must be managed by an administrator.

## 4.1 Fields

Visitor field labels displayed in the **Visit Check-In New** application are configured and managed in **CMG Visit Configuration**. This includes standard fields such as **First Name**, **Last Name**, and **Company**, as well as additional miscellaneous fields.

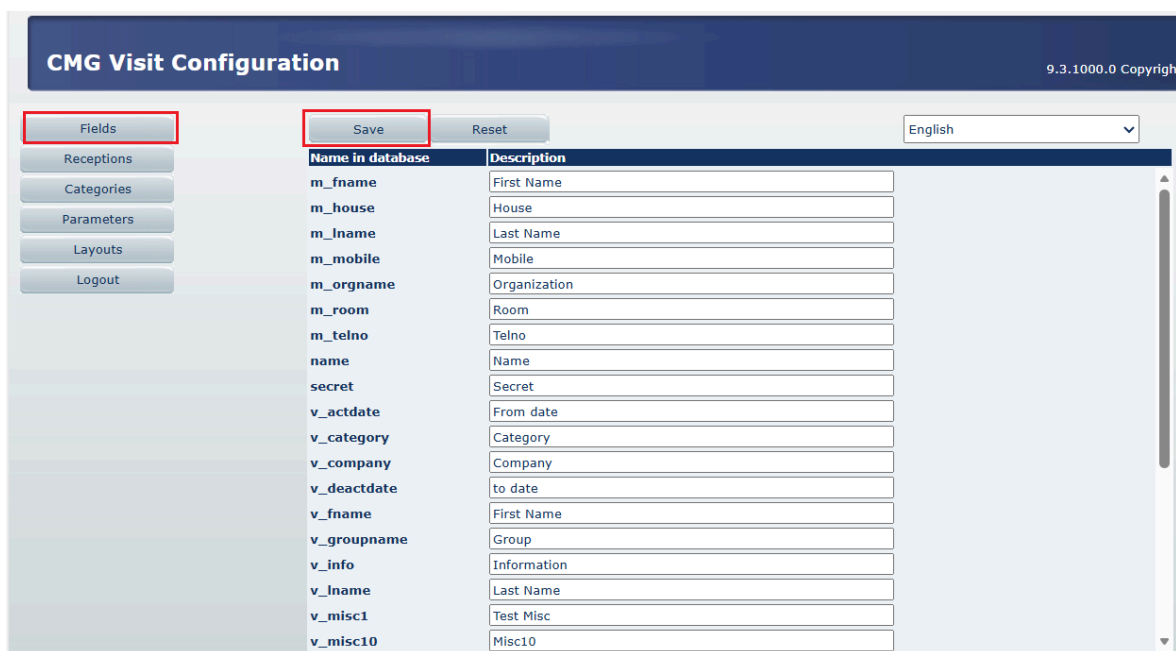


Figure 9: Fields

To configure visitor fields:

1. Open **CMG Visit Configuration**.
2. Select **Fields** from the left-side menu.
3. Select the field to update (for example, *v\_fname*, *v\_lname*, *v\_company*, or *v\_misc1–v\_misc10*).

4. Enter or modify the label text in the **Description** field.
5. Select the appropriate language, if applicable.
6. Click **Save** to apply the changes.

**Note:**

Any changes made in CMG Visit Configuration, such as updating field labels or translations, are applied immediately in the **Visit Check-In New** application.

## 4.2 Receptions

Receptions are configured in **CMG Visit Configuration** and are used by both **CMG Directory Manager** and the **CMG Visit Checkin New** application.

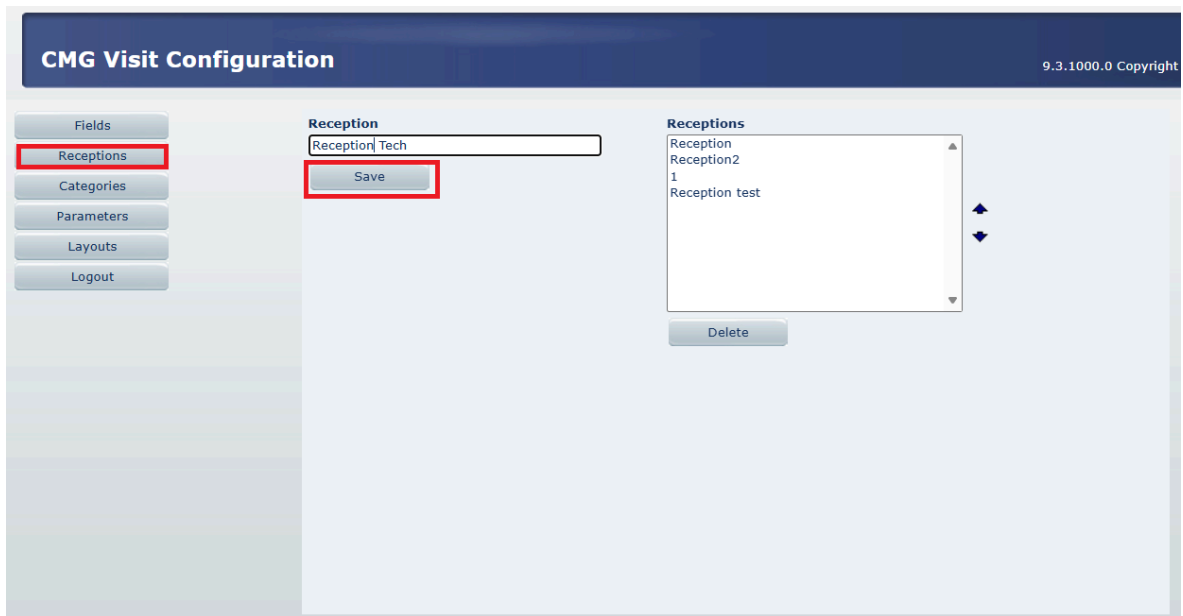


Figure 10: Receptions

To configure receptions:

1. Open **CMG Visit Configuration**.
2. Select **Receptions** from the left-side menu.
3. Enter the name of the reception.
4. Click **Save** to add the reception to the list.

Configured receptions are available for selection in both **CMG Directory Manager** and the **CMG Visit Checkin New** application.

**Note:** A host must be assigned to a reception in **CMG Directory Manager** to appear in the **Visit Check-In New Host Search**.

## 4.3 Categories

Visitor categories used in the **CMG Visit Checkin New** application, such as **Visitor**, **Interview**, or **Vendor**, are defined in **CMG Visit Configuration > Categories**. The Category list displayed in the **CMG Visit Checkin New** application is taken directly from this configuration.

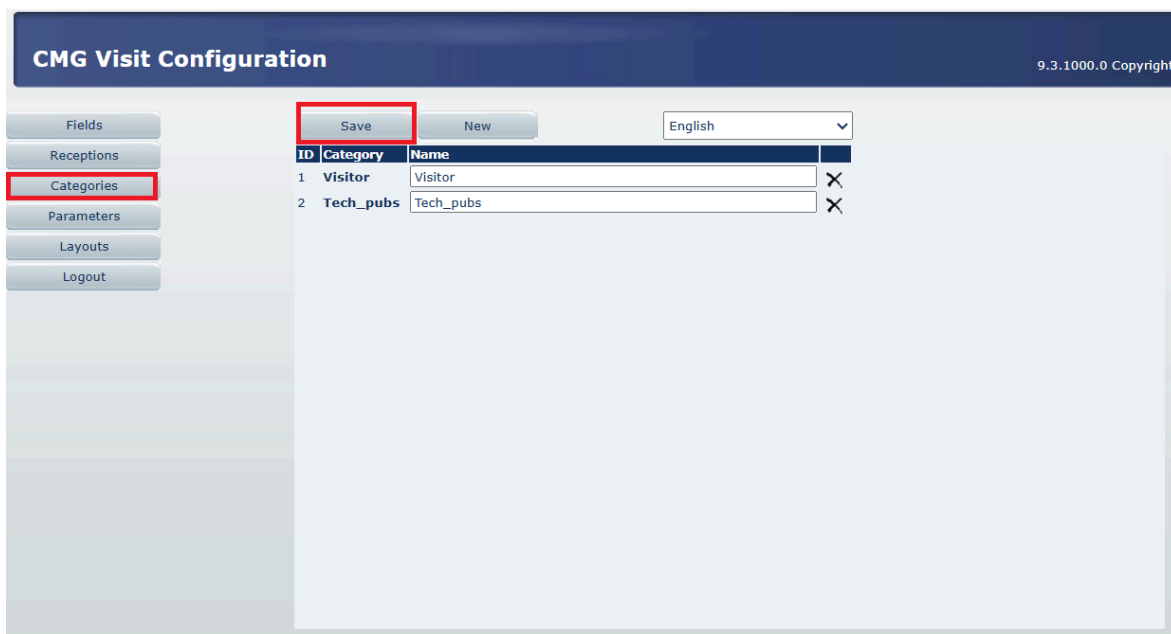


Figure 11: Categories

To configure categories:

1. Open **CMG Visit Configuration** and select **Categories**.
2. Click **New** to add a category, enter the category name, and click **Save**.
3. Select an existing category to modify or delete it as required.

Changes made in CMG Visit Configuration are reflected automatically in the **CMG Visit Checkin New** application.

**Note:**

The **Category** field is displayed only when more than one category is configured. If only one category exists, it is selected automatically and the field is hidden. Category names appear exactly as configured in CMG Visit Configuration.

### Category Field Behavior

- The **Category** field is displayed as a **drop-down list (combo box)** during visitor registration.
- The Category field is shown **only when more than one category** is configured.

Welcome  
3/30/2026 07:32

Welcome to CMG Visit  
Please enter your information!

First Name	Last Name	Company
Test Misc	Misc2	Misc3
Misc6	Misc8	
Visitor		

Search Host

First Name	Last Name	Telno
Organization	Select host	

Clear More Visitors Register

- If **only one category** exists, it is selected automatically and the Category field is hidden.

Welcome  
3/30/2026 07:24

Welcome to CMG Visit  
Please enter your information!

First Name	Last Name	Company
Test Misc	Misc2	Misc3
Misc6	Misc8	

Search Host

First Name	Last Name	Telno
Organization	Select host	

Clear More Visitors Register

- When **multiple visitors are added** using **More Visitors**, each visitor entry displays its **own Category selection**, allowing a different category to be chosen for each visitor.
- Category names appear **exactly as configured** in **CMG Visit Configuration**.

## 4.4 Parameters

The **Parameters** section controls key behaviors in the **CMG Visit Checkin New** application, such as notification settings, mandatory visitor fields, and how visitor data is handled.

To configure parameters:

1. Open **CMG Visit Configuration** and select **Parameters**.
2. Enable or disable the required options as needed, such as:
  - **AutoCheckinMode** – Enables automatic check-in of visitors.
  - **CaptionMode** – Displays last name and first name in a predefined format.
  - **CompanyMode** – Makes the company field mandatory.
  - **ExistingVisitor** – Checks if the visitor already exists in the system.
  - **HistoryMode** – Automatically fills host details based on previous visitor entries.
  - **HostCompanyMode** – Enables organization field in host search.
  - **HostTelnoMode** – Enables telephone number field in host search.
  - **LastNameRequired** – Makes the last name field mandatory.
  - **MailMode** – Enables email notifications.
  - **PrintMode** – Enables visitor badge printing.
  - **SMSMode** – Enables SMS notifications.
  - **UnKnownHost** – Allows visitor registration without selecting a host. A default host (configured here) is assigned .

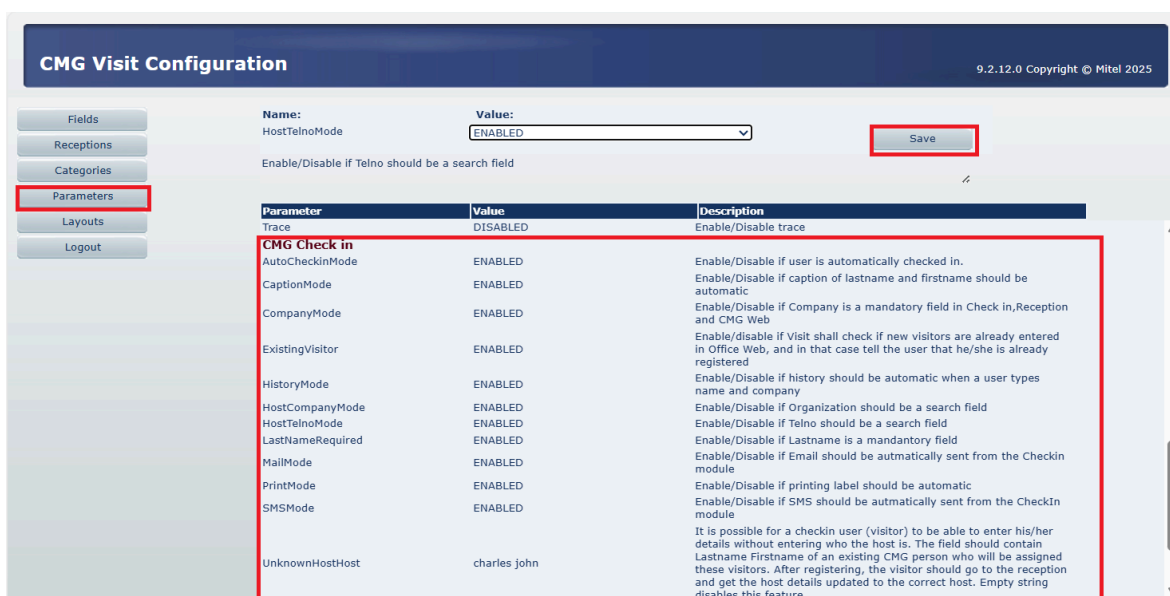


Figure 12: Parameters

3. Click **Save** to apply the changes.

**Note:**

Notification settings (Email, SMS, and Printing), along with certain visitor field behaviors, are controlled in **CMG Visit Configuration** and are not managed through the **CMG Visit Checkin New** application user interface.

## 4.5 Layouts

The **Layouts** section controls which visitor miscellaneous (misc) fields are displayed on the **CMG Visit Checkin New** screen. Up to ten misc fields can be configured and shown.

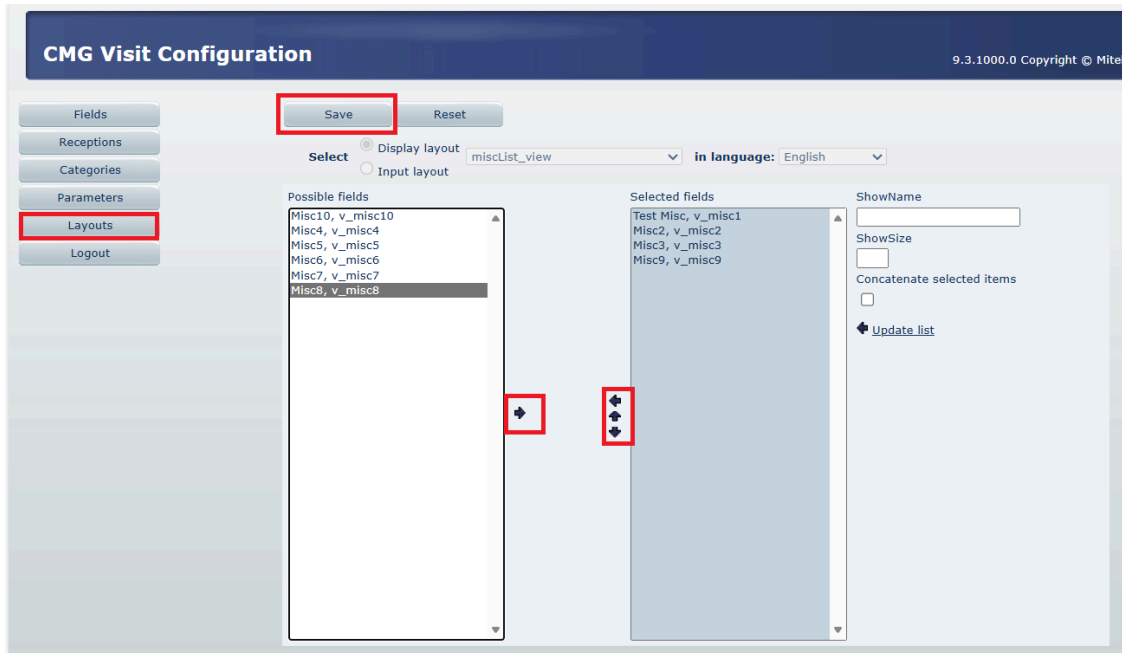


Figure 13: Layouts

To configure layouts:

1. Open **CMG Visit Configuration** and select **Layouts**.
2. Choose **Display Layout** and select **miscList\_view**, which is used by the **CMG Visit Checkin New** application.
3. Add or reorder misc fields using the arrow controls.
4. Click **Save** to apply the changes.

### **i** Note:

A maximum of ten misc fields can be displayed. Mandatory fields depend on the configuration; by default, the first three fields are mandatory.

# Log File Configuration

# 5

The **CMG Visit Checkin New** application generates log files to help administrators monitor application activity and troubleshoot issues.

Log settings are configured in the **appsettings.json** file.

To configure logging:

1. Open the **appsettings.json** file.

The file is located in the **Visit Check-In New** installation directory on the system where the application is installed.

2. Locate the **logConfiguration > logWriter** section.

3. Configure the following values as required:

- **logPath** – Specifies the folder where log files are stored (for example, C:\ProgramData\Mitel\Visit\Log\).



```
112     },
113     "logWriter": [
114     {
115         "@className": "Ineo.Logging2.FileWriter",
116         "@assemblyName": "Ineo.Logging2",
117         "@isLazy": "true",
118         "fileWriter": {
119             "logPath": "C:\\ProgramData\\Mitel\\Visit\\Log\\",
120             "logFilePrefix": "VisitCheckInNew",
121             "daysToKeepLogs": "10"
122         }
123     }
124 ]
```

- **logFilePrefix** – Specifies the prefix used for log file names.
- **daysToKeepLogs** – Specifies the number of days log files are retained.

4. Save the file after making the changes.

## **Note:**

For information about installing or removing the **CMG Visit Checkin New** application, refer to the following sections in the *Virtual Reception Installation and Configuration Guide*:

- [Installing CMG Visit Checkin New](#)
- [Uninstalling CMG Visit Checkin New](#)

# Keyboard shortcuts

# 6

The following table lists the keyboard shortcuts available in the **CMG Visit Checkin New** application and the actions they perform.

Shortcut	Action	Description
F11	Toggle full-screen mode	Switches the application between full-screen and normal display mode.
Alt + Enter	Toggle full-screen mode	Switches the application between full-screen and normal display mode.
Ctrl + Enter	Perform context-based action	Performs an action based on the currently open screen: <ul style="list-style-type: none"><li>• On the <b>Settings</b> page, saves configuration changes.</li><li>• On the <b>Visitor Registration</b> page, completes the visitor registration once all required details are entered.</li></ul>

