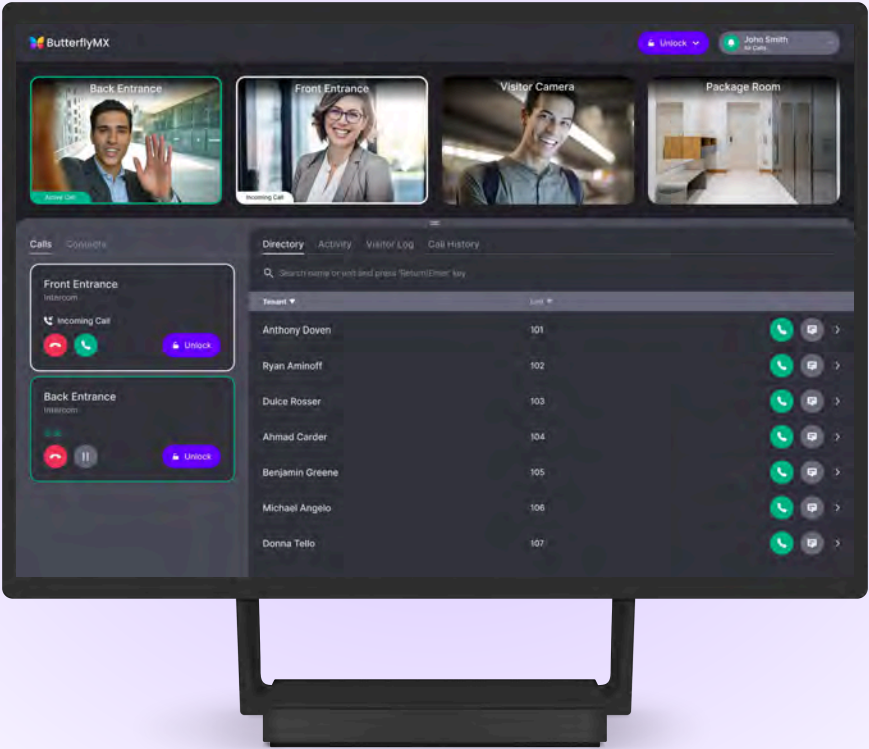


Front Desk Station

User Guide





The ButterflyMX Front Desk Station helps property staff manage visitor access while keeping a human touch at the heart of resident interactions.

Visibility & Security

- View live video feed from any entrance where a ButterflyMX Video Intercom is installed
- Receive video calls from visitors arriving at a ButterflyMX Video Intercom
- Browse and search activity logs from ButterflyMX access points throughout the property
- Listen and talk through the ButterflyMX Video Intercom without waiting for a call

Visitor Access Management

- Contact residents with video of their visitors before permitting them beyond the desk
- Scan and validate guests' proof of permission to enter in the form of a resident-issued Visitor Pass
- Unlock ButterflyMX-controlled doors with the push of a button, without leaving the front desk

Resident Communication

- Look up residents in the online directory, updated in real time via the ButterflyMX OS
- Call residents via their ButterflyMX mobile app
- Send quick messages to residents via SMS, email and/or in-app messaging according to the preferences they've set



Please note that every Front Desk Station has a unique configuration in the ButterflyMX OS. The screens shown in this document are illustrative only; your Front Desk Station's buttons may be in different positions or have different labels as appropriate to your property.

Getting Started

Hardware requirements

Front Desk Station can run on any modern computer (PC or Mac) that supports a camera. There's no need for a separate computer from staff's other daily tasks.

- A USB webcam is required for access log photo capture. You'll want to position the USB camera to point at visitors rather than yourself.
- A USB headset or handset is recommended to keep conversations private. You may prefer a Bluetooth-enabled headset for convenience and ease of movement if you need to step away from the desk.

Installation

The ButterflyMX team will send you a link to download an installation file for your computer. To receive your link, please contact support@butterflymx.com.

- On a live call, we'll supply you with a unique activation code.
- Once you enter the activation code, you're ready to launch!

Customization

You can work with your Client Success Manager or Support to adjust the configuration for which video feeds and unlocking options you'll see in your Front Desk Station and which ButterflyMX Video Intercoms allow users to place calls to the Front Desk Station. Then, you can further customize the interface on your computer, which is saved individually for each user.

- Mark specific video feeds or doors as favorites so they're shown first.
- Select frequent contacts so they're easy to find without a directory search.

Settings

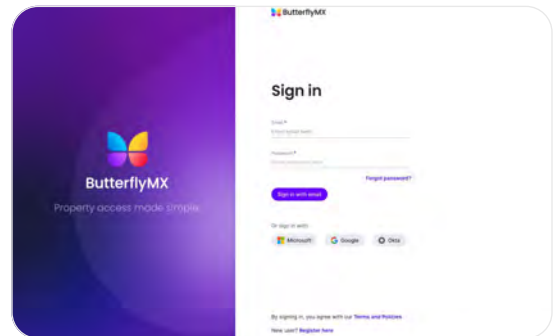
The settings window lets you choose which video camera to use for visitor photos, and which microphone and speakers to use for calls with residents.

Key Features

User account controls

A ButterflyMX user account is required to use the Front Desk Station. To sign in, use your associated email and password or one of the additional sign in options.

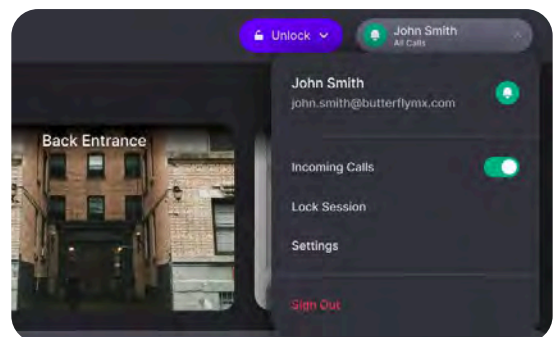
To sign out or switch to a different account, expand the account dropdown located at the top right of the Front Desk Station and click "Sign Out."



Controlling availability for calls

If you are temporarily unable to answer calls while you attend to other tasks, open the account menu at the top right of the Front Desk Station and turn off the toggle for "Incoming Calls."

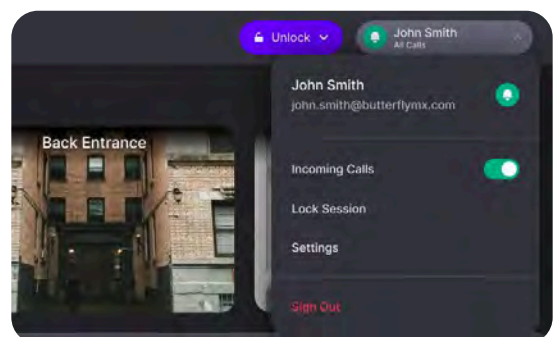
If no Front Desk Station for your property is currently online and accepting calls, the Video Intercom will call a fallback contact such as the property manager (if configured for that intercom) or else show a "Contact Unavailable" message to the visitor.



Lock session temporarily

If you're stepping away from your desk, you can lock the app temporarily with the "Lock Session" option. You'll be able to unlock the app using your 6-digit access PIN.

You can view or change your PIN from your account settings in the ButterflyMX OS or Mobile App.



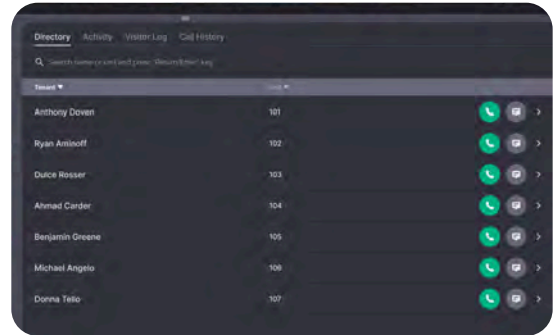
Key Features

Browsing the directory

Within the directory, a list of your building's residents will appear. (Commercial or mixed-use buildings may have both a company and tenant directory.)

You can scroll the list or use the search box to locate the resident you want to contact.

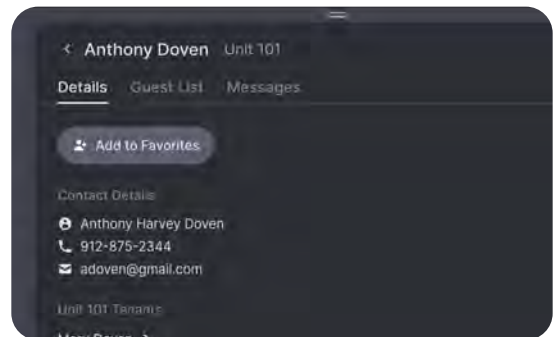
Once you find the resident, choose a contact button to call or message them, or click their name for more information.



Resident detail view

For each resident, you can see their contact details, a list of occupants of the same unit, and the unit's guest list — visitors who have been issued a Visitor Pass by that unit's residents.

To add a favorite contact, find that person in the directory, click on their name to view their details, and then click the “Add to Favorites” button. To remove a contact from favorites, click the “Remove” button.



Key Features

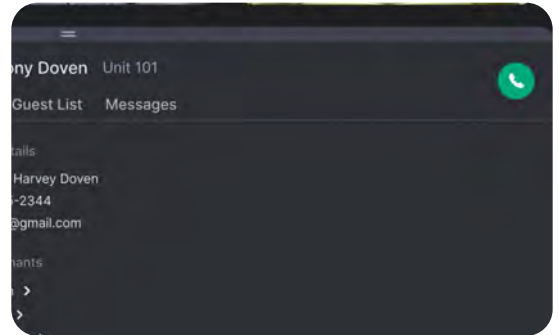
Calling a resident

Clicking the “Call” button in the resident’s details will attempt to reach them via their preferred contact method, as set up in their ButterflyMX profile.

If they have opted in for video calling through the ButterflyMX resident app, they will receive a video call from the Front Desk Station. The video will connect to the camera set up for the Front Desk Station, which should be pointed toward the visitor. The resident can accept the visitor by pressing a button on their phone or by giving verbal consent.

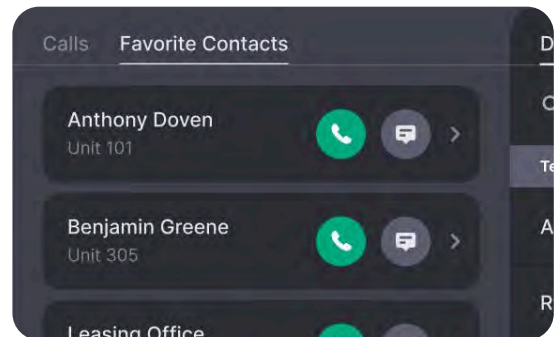
If the resident has not opted into video calling, they will receive a voice-only call instead. The resident can accept the visitor by pressing “9” on their phone or by giving verbal consent.

Both calling options will allow you to talk to the resident and hear their responses via the headset connected to your computer.



Using the contacts list

The Favorite Contacts tab is for people you expect to communicate with frequently, such as the leasing office or maintenance. You can message or call someone directly from this tab using the same controls as you'd find in the directory. If your contact answers a call via the ButterflyMX mobile app, they will see video from the Front Desk Station camera and be able to hear your voice via your headset microphone.



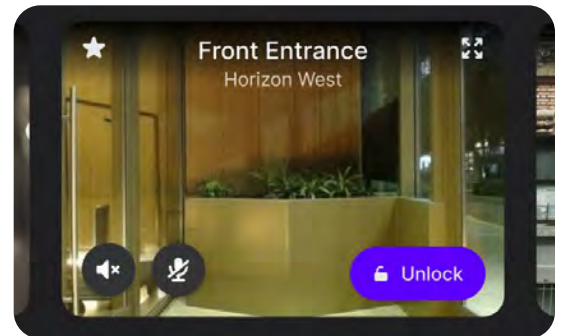
Key Features

Video feed interactions

Your Front Desk Station software will be configured to show video feeds from ButterflyMX Video Intercoms installed at your property.

Video feeds are normally shown in alphabetical order by intercom name. If you have a large number of intercoms, you may wish to organize the video feeds so you see the most important ones first. Click the star on a video feed to mark it as a favorite, bringing it to the front of the list. Click the star again to remove it from favorites.

You can show more or fewer videos at a time by expanding or collapsing the directory drawer. Click and hold your mouse on the drawer handle, drag it up or down to the desired position, and release your mouse.

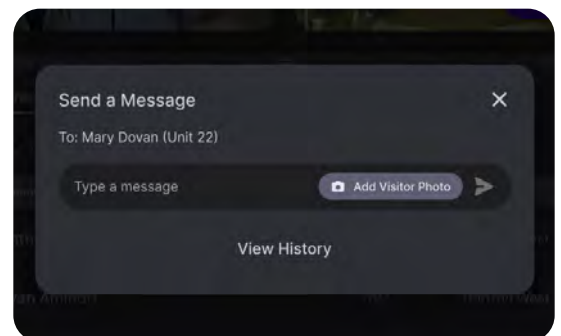


Sending a text message

Clicking the “Message” button for a resident will allow you to type and send them a short message. Optionally, you can attach a photo from the visitor camera to the message.

The resident will receive this message as a notification via the ButterflyMX resident app. They may also receive an SMS text message and/or an email, according to their preferences in their ButterflyMX profile.

You can also view the history of recent messages sent to this resident from the “messages” tab in the resident’s details.



Key Features

Answering a call from a visitor

Your Video Intercom may be configured with a button to call the Front Desk Station. If so, you will receive an incoming call notification when that button is pressed. If there are multiple Front Desk Station installations for your building, they will all receive the incoming call notification.

To answer a call, click the “Answer” button. You will be able to see and talk to the visitor, but they will not see you. Once you are satisfied that the visitor should be admitted, click the “Unlock” button to grant access. If the caller is someone you already recognize as a trusted visitor, you can unlock the door without answering the call.

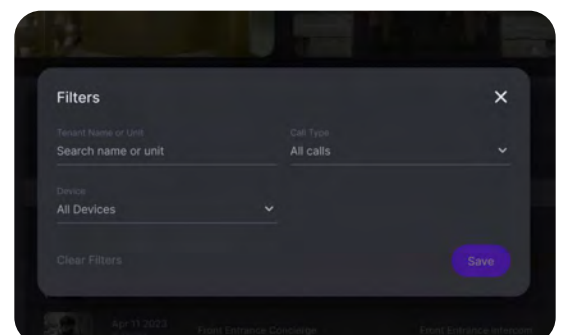
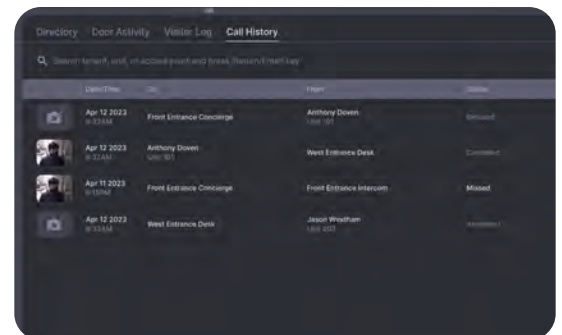
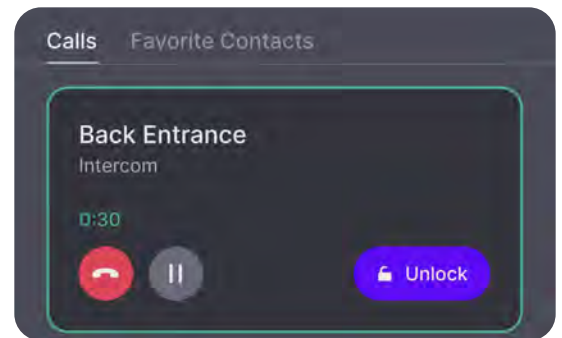
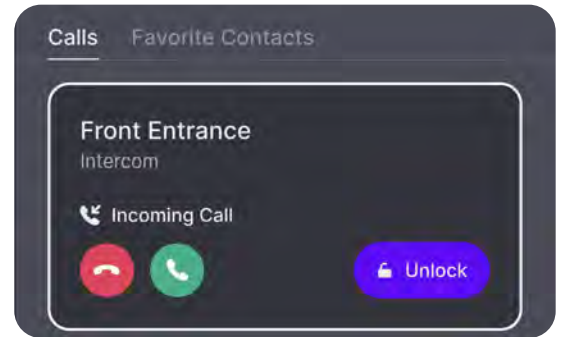
You can pause and resume calls in progress as needed, including to answer another incoming call or to place a call to a resident. All active calls will be listed on screen.

Viewing call history

The Call History tab shows recent calls involving your Front Desk Station – whether the calls were with residents or visitors. If your property has more than one Front Desk Station, activity for all of them will be included.

If there is a camera where the call was placed (either an intercom or a Front Desk Station), then a photo from that camera will be included. Click on that row in the call history to zoom in on the photo.

Use the filters to limit the calls shown by where they originated or which resident received them.



Key Features

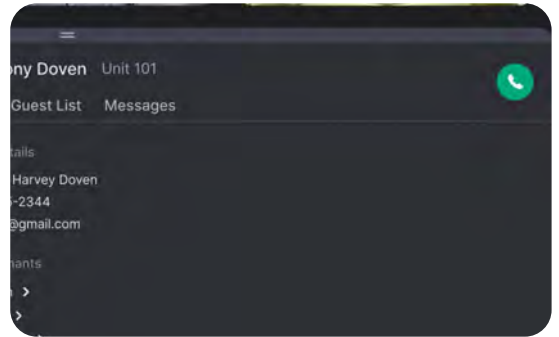
Creating a Visitor Pass

Choose the “Create Visitor Pass” button from the Guest List to create a Visitor Pass for a resident’s visitor.

Add the visitor’s name, contact information, and customize the pass settings to provide the appropriate level of access for their visit.

After entering all details, review the information and confirm to create the Visitor Pass. We will send an email or text to the visitor with their unique access credentials and instructions for entry.

Edit or revoke a Visitor Pass at any time directly from the Guest List, offering you the flexibility and control over property access.

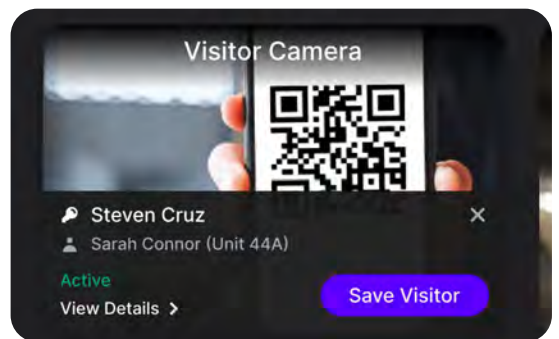


Scanning a visitor pass

If visitor passes are enabled at your building, your residents will be able to issue temporary or recurring access to their guests via an email or text message. Guests with visitor passes will arrive at your desk with a QR code to scan as proof that they are authorized to access your building.

To scan a visitor pass, first make sure the Front Desk Station's visitor camera is in view. Then, align the QR code with your camera.

The QR code will be scanned automatically as soon as it is properly aligned. You will see a message confirming whether the pass is valid, and you can click on the host's guest list for more details, such as which doors the visitor will have access to.



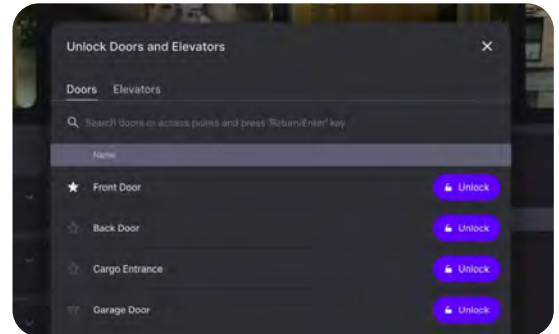
Key Features

Unlocking access points

The “Unlock” button at the top of the Front Desk Station leads to a pop-up where you can unlock any available door or elevator for your property. Typically, all ButterflyMX-controlled doors are available, but your property may be configured differently. Authorized staff at your property can work with the ButterflyMX Support team to make changes as needed.

Doors are normally listed in alphabetical order by name. If you have a large number of doors, you may wish to organize the list so you see the most frequently used doors first. Click the star to mark a door as a favorite, bringing it to the top of the list. Click the star again to remove it from favorites.

To unlock a door, find it in the list and click its “Unlock” button. It will unlock immediately. This action will be added to the door release logs available in the ButterflyMX OS and in the Front Desk Station itself. It will be attributed to the Front Desk Station.

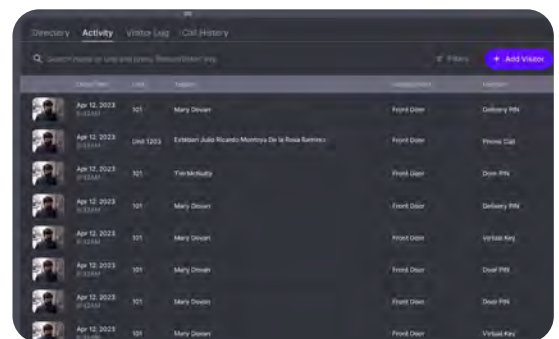


Viewing activity logs

The Activity tab shows recent door releases anywhere on your property that has ButterflyMX access control—whether via a Video Intercom, Keypad, or other ButterflyMX device. This activity updates in real time so you can see the latest as it happens.

If that access point has a camera, there will be a photo of the visitor. Click on that row in the activity log to zoom in on the photo.

Use the filters to limit the activity shown to a single access point or to search for a specific resident's activity.



Key Features

Logging visitors

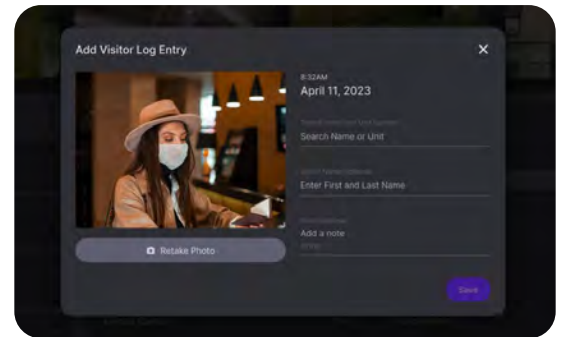
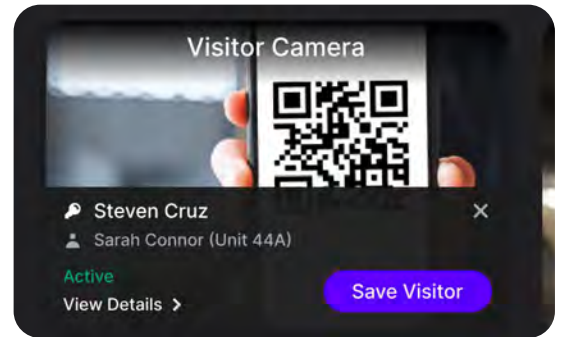
When you place a call or unlock a door from your Front Desk Station, timestamped entries are automatically added to the Calls or Door Releases logs in the ButterflyMX OS. These will include the photo captured by the visitor camera.

If it's enabled for your property, you can also add visitors to your property's Visitor Log. There are four ways to add them:

- After you scan a visitor pass, click the "Save Visitor" button in the key's detail card.
- After you end a call, click the "Save Visitor" button in the completed call's card.
- From a resident's guest list, choose the row for a specific guest, and then click the "Save Visitor" button below the guest details.
- From the Visitor Log screen, click the "Add Visitor" button above the log.

An "Add Visitor Log Entry" window will open, showing a photo captured by the visitor camera. If you just scanned a key or completed a call, some of the other details will be filled in automatically, including the resident responsible for this visitor. You can retake the photo if you want. Then update any remaining details and click Save.

Once the entry is saved, it will immediately appear on the Visitor Log screen. The Visitor Log is searchable by the resident's name.



Any Questions?

We're here to help! Contact support@butterflymx.com with a description of the issue and any relevant screenshot(s) if possible.