

Operating Instructions

Resident Parcel Box

ESV1.09.25



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Brief description

The **info terminal** (display) is a touch panel operating unit and serves as a display and control unit for the Ernst Schweizer AG parcel box system.

Info terminal device overview

Front view

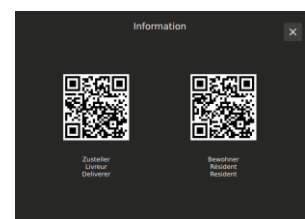
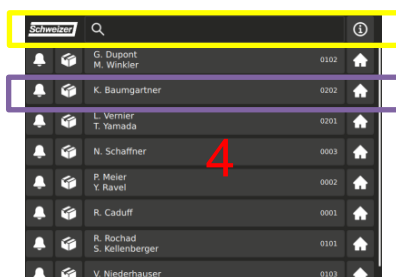


1. Loudspeaker (only with bell)
2. Camera (only with bell)
3. Microphone (only with bell)
4. Info terminal



1. Loudspeaker (only with bell)
2. Camera (only with bell)
3. Microphone (only with bell)
4. Info terminal

Info terminal layout



QR code for quick guides for residents and delivery staff



General mode of operation

How the parcel box system from Ernst Schweizer AG works

If you receive a parcel, you can collect it from the parcel box system. An info terminal (display) is installed on this parcel box, and you can operate it with your finger.

How your parcel is placed in the parcel locker

1. The parcel carrier taps on the parcel symbol on the display next to your name.
2. They can now see which parcel lockers are still free and choose the desired one.
3. They put your parcel inside and close the parcel locker.
4. A **green symbol** will appear next to your name on the house symbol, indicating that **a parcel is waiting for you!**
5. You will also receive an **email** informing you about the parcel.

How to collect your parcel:

1. Tap on the **house symbol** next to your name on the display.
2. Enter your **confidential PIN**.
3. Then you can:
 - open the parcel locker,
 - open the front door (option)
 - change your name.
 - change your PIN.

Important: If you do not collect your parcel

If you do not collect your parcel promptly, the system will remind you twice. If you still do not collect it, the **property management or caretaker** will be informed. They will ensure that the parcel locker is free again.

One more note

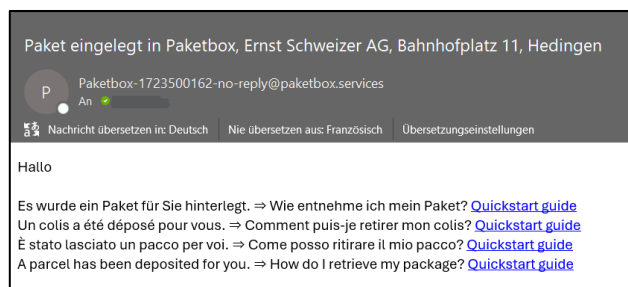
You can also use the parcel box for returns or collections with Swiss Post's "**pick@home**" service. The postal worker then simply uses the consignment number from your online order as a code to open the locker.

Mechanical Interior Release

Safety Opening

The parcel compartments in sizes L and XL are equipped with a mechanical interior release, which can be easily operated by individuals inside the parcel compartment if needed.

Email notifications



Note: If a valid email address is stored, the resident will receive notification as soon as a parcel locker has been opened in their name.

Message 0 immediately upon delivery

Reminder 1 48 hours after message 0

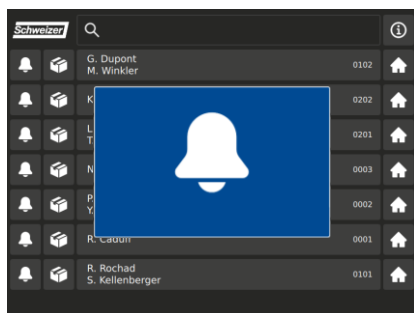
Reminder 2 24 hours after reminder 1

24 hours after reminder 2, the box administrator is requested by email to empty this parcel locker, and the resident is informed simultaneously in a final email.



Note: If the system has an active API interface (e.g. for connecting Allthings or Streamnow), some functions are deactivated. To edit these functions, please contact your property management company if necessary.

Information symbols on the display



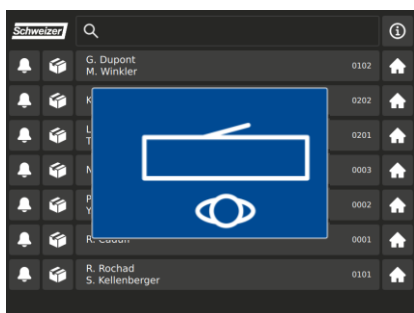
Bell symbol, confirmation that it is ringing



Speech symbol, when the speech channel is open



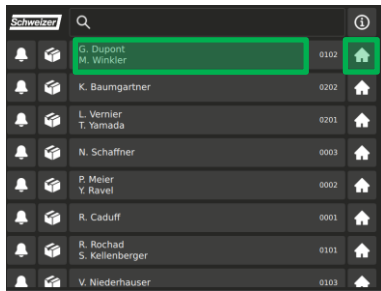
Door opener symbol, the door can be opened (the door opener buzzes)



Parcel locker position indicator

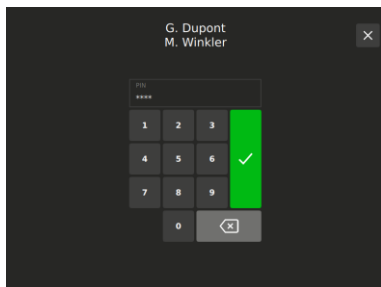
For parcel boxes that have lockers on both sides, the notice shows whether the selected locker is at the front or rear.

Settings



Press the house button next to your name

Note: (Search for the name using the search field (magnifying glass) **or** search the list of names by scrolling)



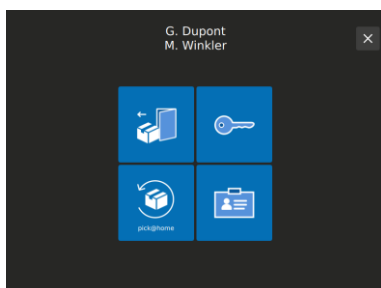
Enter PIN 1234
Confirm PIN with tick

Note: The function locks for approx. 2 minutes in the event of multiple incorrect entries (e.g. due to repeatedly pressing the Enter key)



Note: The first time you use it, you will be asked to select a new 4 to 6-digit PIN

Enter a new 4 to 6-digit PIN
Confirm new PIN with tick

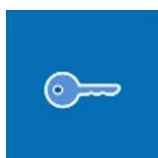


The residents menu opens



Parcel removal symbol

See page 10, collect parcels



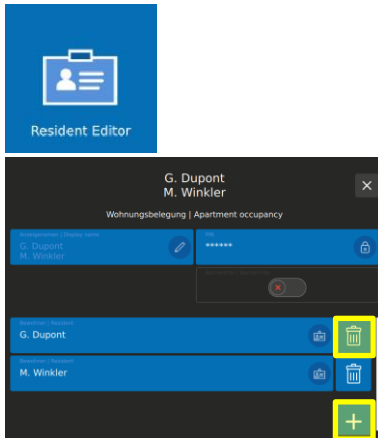
Key symbol

Press this symbol to open the front door (option)
For safety reasons, the menu will close immediately.



pick@home symbol

See page 11, pick@home





Resident Editor

Tap to edit the following:

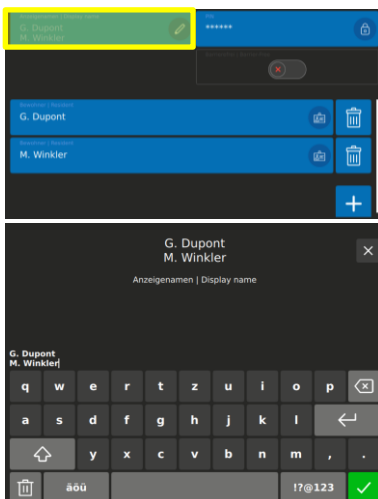
- Display name
- PIN
- Residents
- Email address

Note:

 Remove residents

 Add residents

API note: not editable with API interface

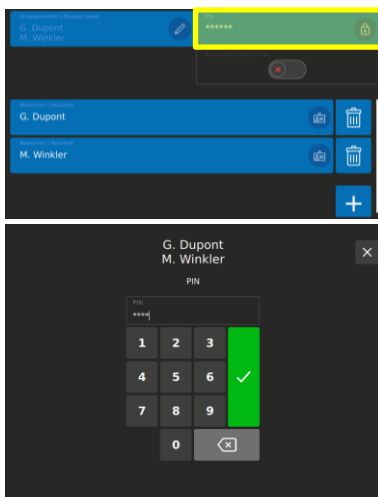


Edit display name

Note: The display name is the name shown on the display of the parcel box system.

Tap the stylus to change the display name

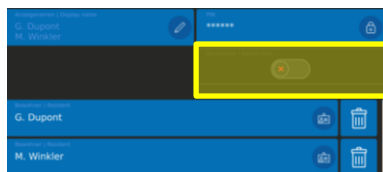
Change the display name



Changing the PIN

Tap the padlock symbol to change the PIN

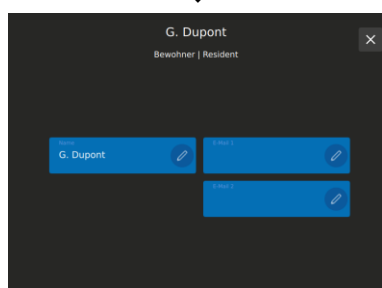
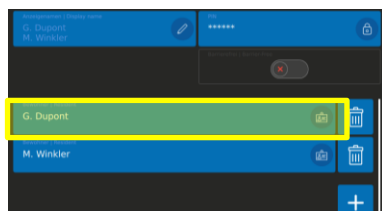
Enter the new 4 to 6-digit PIN
Confirm new PIN with tick



Barrierefrei | Barrier-Free

This selection only enables parcel lockers that are easily accessible for users with limitations.

API note: not editable with API interface



Name and email address

To change the name, tap the stylus in the *Name* field

To change the email address, tap the stylus in the *Email* field

Note: You can store a maximum of two email addresses per resident

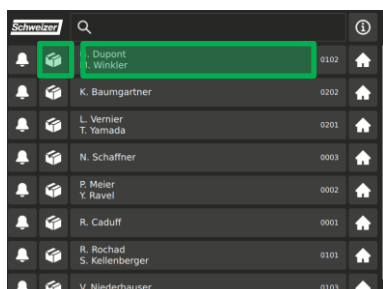


API note: If your parcel box system has an API interface, the **name and email cannot** be edited.

However, you can also choose whether the resident should be notified by parcel box email and/or Allthings/Streamnow

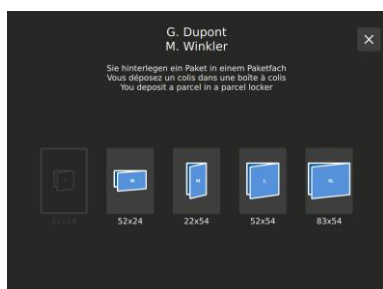
Parcel delivery

Delivery (by delivery staff (post office, Planzer, etc.))



Press the parcel symbol next to your own name

Note: Search for the name using the search field (magnifying glass) **or** search list of names by scrolling



The parcel locker selection menu opens

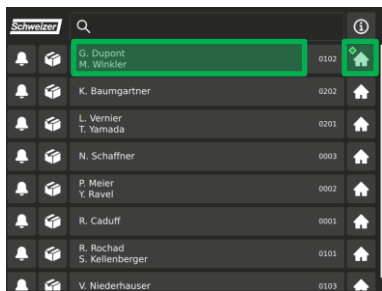
Select the desired parcel locker size

The desired parcel locker opens
The parcel can be deposited. Close the parcel locker door

Note: different sizes are available, depending on the system.
Parcel lockers that cannot be selected (grey) are occupied

Parcel removal

Removal (by residents)

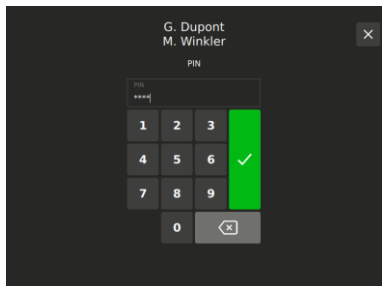


Press the house button next to your name

(Search for the name using the search field (magnifying glass) or search the list of names by scrolling)

Note: Icon with green rhombus = parcel

 deposited



Enter your personal PIN
Confirm PIN with tick

Note: If the wrong code is entered several times (e.g. by repeatedly pressing the Enter key with the wrong code), the symbol locks for approx. 2 minutes



The residents menu opens



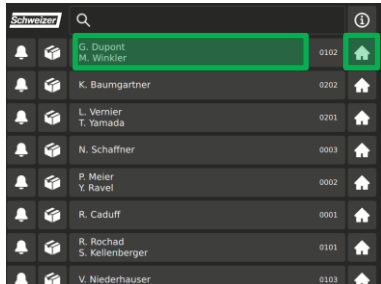
Press the **parcel removal symbol**

The parcel lockers that have been selected for you open (parcel(s) stored)

Remove parcel(s) and close the parcel locker door(s)

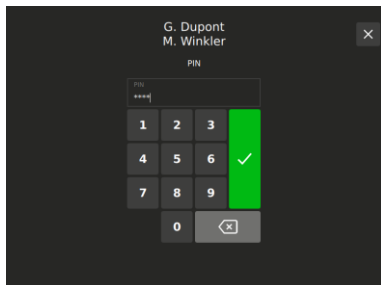
Send parcels with pick@home

Thanks to the pick@home function, parcels can be sent from the parcel box. The consignment must be registered online with Swiss Post and deposited in the parcel locker. The postal worker receives a message that a parcel is ready for dispatch and collects it on the next trip.



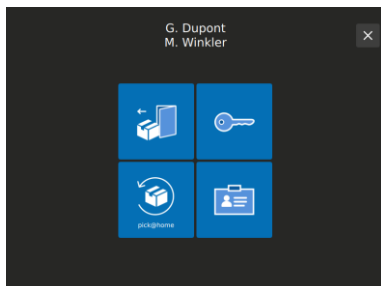
Press the house button next to your name

Note: Search for the name using the search field (magnifying glass) or scroll through the list of names



Enter your personal PIN
Confirm PIN with tick

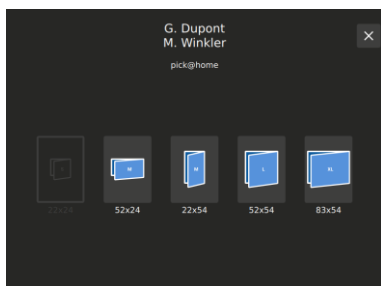
Note: If the wrong code is entered several times (e.g. by repeatedly pressing the Enter key), the house symbol locks for approx. 2 minutes



The residents menu opens



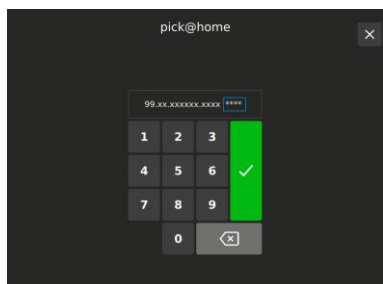
Press the **pick@home** symbol



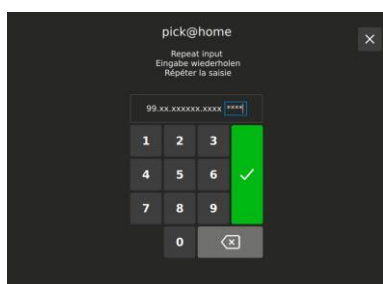
The parcel locker selection opens

Select the desired parcel locker size

Note: The dimensions of the parcel lockers can be found below the respective parcel locker symbol (dimensions in cm)



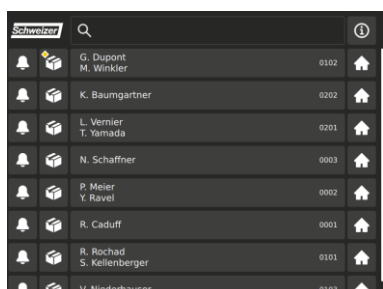
Enter the last 4 digits of the pick@home consignment number (see shipping label)



To confirm, enter the last 4 digits of the pick@home consignment number (see shipping label) **again**

The desired parcel locker opens
Insert the parcel and close the parcel locker door

Note: To cancel, wait until the screensaver appears (approx. 2 minutes)



Icon with yellow rhombus = ready for pick@home



PIN factory settings, code list

User	Codes	Date	Signature
"Resident" PIN	Factory code: 1 2 3 4 (resident replaces factory code with 4 to 6-digit PIN)		
Changed			
Changed			
Changed			
Changed			
Changed			
Changed			
Changed			

Cleaning

Clean the screen and aluminium plate of the info terminal with a dry or slightly damp cloth. Remove heavier soiling with a mild household cleaner.

- **Avoid water ingress at all costs!**
- **Do not use any harsh cleaning agents or lubricants (oxide or plastic-dissolving) or abrasive products!**

Service

- **If you have any questions, please contact your responsible parcel box administration** (usually property management or facility management)