



Manual VIRTU SERVICE POINT



ONLINE SERVICES



VIDEOPHONE
SERVICES



PRINTING,
COPYING AND
SCANNING

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Welcome to Virtu service point

Virtu service points are local residents' places for electronic services. Here, you can use videophone services, use the Internet and print/copy/scan documents. The manual includes the instructions to use the service point.

TV

Computer with touch screen

Table microphone

Multifunctional printer



Appliance trolley

Web cam

Document camera

Mouse, keyboard and bar code scanner

PROBLEMS?

In the manual, you'll find instructions to solve various problems.

If necessary, please call Arctic Connect Oy's HELPDESK 0600 399 330 (1,26 €/min) or send e-mail to helpdesk@arctic-connect.com.



Data security and privacy at Virtu service point

Using the Internet

You can delete the Internet browsing history with one click. This is to ensure that others are not able to see what websites were visited before.

Videophone services

During the remote connection, the image and the voice are transferred encrypted in the data network.

Using the services

You can use many services in the service point, such as therapy services, or you can participate in remote education. You can use service points without the fear of being branded.

Booking the service point

You can book the service point in the electronic calendar without signing in. When booking the service point, you do not need to report the reason for the booking. The electronic calendar sends out a notification about the booking to the municipal contact person and to the person who made the booking.

Scanning for e-mail

Exiting the scanning program deletes all scanned files from the computer. This is to prevent others from seeing what documents were processed and where they were sent.

Room

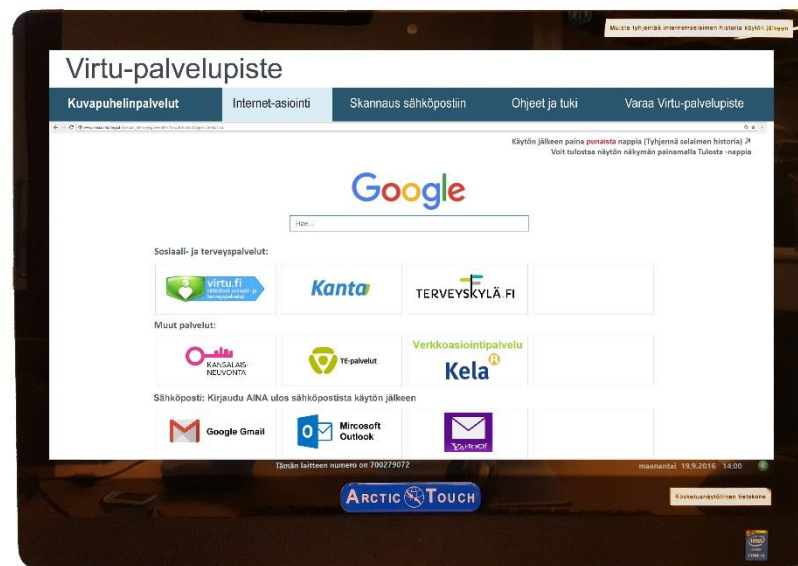
The service point rooms are private, and the door can be closed.

Internet services

You can use Internet on the Virtu service point. You can, for example, read your e-mails, pay in the online bank and write applications.

WHAT DO I DO?

- 1 Go to the Internet services tab.
- 2 Search for the required with the search engine or write the web address in the address bar and press Enter.
- 3 You can always go back in the website by pressing the arrow.
- 4 Finally, press the **red** Clear browser history button to delete the visited websites from the computer's memory.



PROBLEMS?

Problem: The mouse and the keyboard do not work properly.

Solution: Ask for new batteries from the municipal support person.

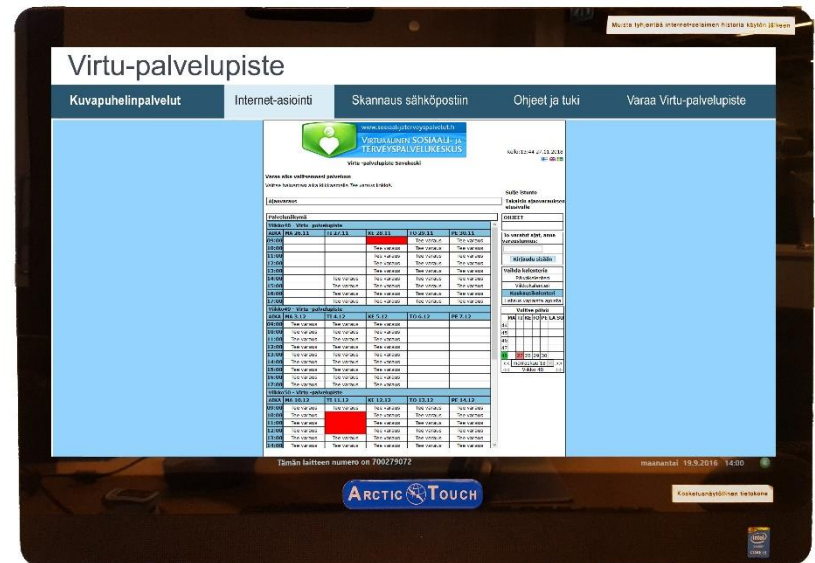
If necessary, please call Arctic Connect Oy's HELPDESK 0600 399 330 (1,26 €/min) or send e-mail to helpdesk@arctic-connect.com.

Booking Virtu service point

You can book Virtu service point in the electronic calendar. You can always book it by calling and in some places, also by e-mail. When you book the service point in the electronic calendar, you do not need to identify yourself or share the reason for the booking. The electronic calendar sends out a notification about the booking to the municipal contact person. The booking details can be viewed only by the contact person and the administrator of the system.

WHAT DO I DO?

- 1 Go to the Internet services tab and select Book Virtu service point.
- 2 Click your preferred date and time and press Book text. Fill in your details. Required information includes name and phone number.
- 3 Finally, press Send, which sends out a notification about the booking to the municipal contact person. The booked appointment is shown in red in the calendar.



PROBLEMS?

In technical issues, please call Virtu support in **040 668 5863**. The phone service is open in work days from 9 am to 3 pm. The cost for the call is the normal mobile phone charge, we do not charge for an additional service fee.

Attaching enclosures in electronic applications (1/4)

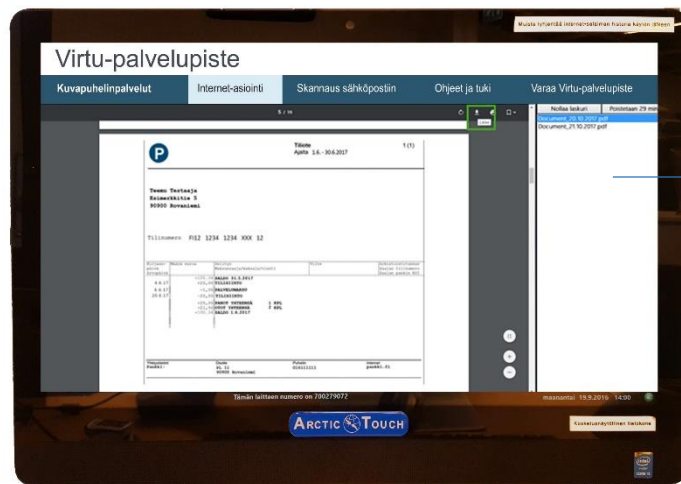
The enclosures are attached by loading them in the Virtu service point's Downloaded files folder, from where they will disappear automatically in 0.5 hours (30 minutes). You can also delete the files yourself after they are attached in the application.

Files can be attached:

- by saving the file from an Internet-based service, e.g. a bank account statement from online bank
- by scanning a paper in electronic form and saving it, e.g. a paper invoice
- from a memory stick.

WHAT DO I DO WHEN I WANT TO ATTACH A FILE FROM THE INTERNET?

- 1 Select the Internet services tab and open the service from where the attachment file will be retrieved, e.g. online bank.
- 2 Press Print page in the website. This converts the data in the screen into PDF files.
- 3 When the file is opened in PDF form, click Load. This saves the file temporarily enabling it to be attached in the application.



Downloaded files are shown here.



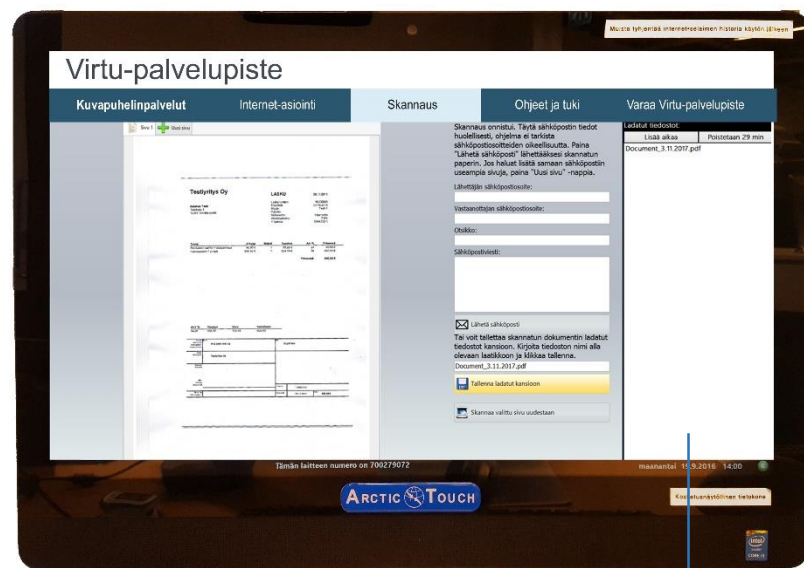
Attaching enclosures in electronic applications (2/4)

At Virtu service point, you can scan a paper, which means converting it in electronic form. A scanned paper, for example a paper invoice, can be attached in an electronic application or in another electronic service.

WHAT DO I DO WHEN I WANT TO ATTACH A PAPER DOCUMENT?

- 1 First, the paper needs to be converted in electronic form, that is scanned. Please see the instructions for scanning on page 13.
- 2 Name the scanned file and press Save into Downloaded folder, which temporarily saves the file.
- 3 You can go to Internet services tab and attach the scanned paper for example in the e-mail or Kela application.

The files disappear by pressing Delete button or automatically in half an hour. You are able to increase the time by pressing Add time button.



Downloaded files are shown here.



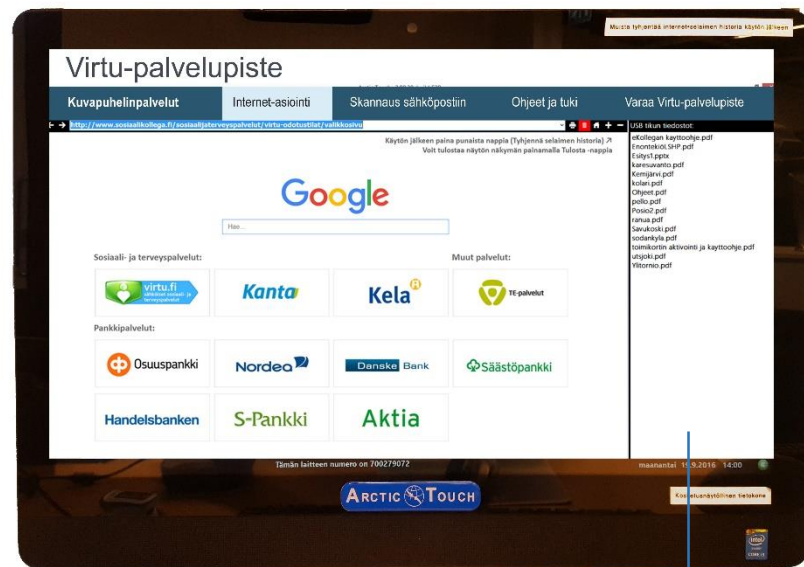
Attaching enclosures in electronic applications (3/4)

At Virtu service point, you can open a memory stick and attach a file from there to an electronic application.

WHAT DO I DO WHEN I WANT TO ATTACH A FILE FROM THE MEMORY STICK?

- 1 Insert the memory stick (USB stick) in the USB port at the side of the touch screen.
- 2 The files in the memory stick are shown at the side of the screen.
- 3 Remove the memory stick from the USB port of the touch screen after attaching the file.

The files disappear when you remove the memory stick from the USB port. However, they are still saved in the memory stick.



The files of the memory stick are shown here.



Attaching enclosures in electronic applications (4/4)

AN EXAMPLE OF ATTACHING AN ENCLOSURE IN KELA APPLICATION ON MESSAGES PAGE

- 1 Download your file from the Internet, scan a paper or insert a memory stick in the touch screen. Go to Internet services tab and open Kela website.
- 2 Press Go to services, select Personal customers and identify yourself. This can be performed with your online bank credentials, mobile ID or an identity card with chip.
- 3 If you have filled out an electronic application at the same time, you are able to save the enclosures of the application or select Messages and press Send a message or an enclosure.

Select the most appropriate subject for your message from the box

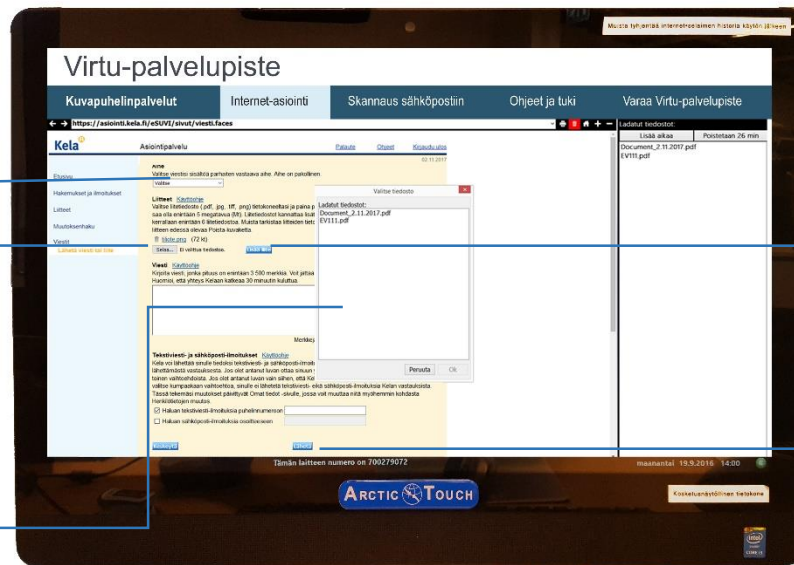
3.1

Press Browse

3.2

Select the enclosure in the box and press OK

3.3



3.4

Confirm the attachment by pressing Attach an enclosure button

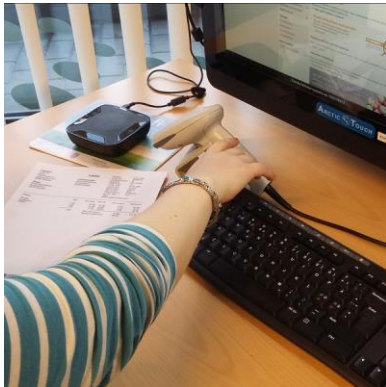
3.5

Finally, press Send

How to use the bar code scanner

A bar code scanner is an electronic scanner for reading paper bar codes. Using the scanner for online bank payments saves you time and effort. Thanks to the scanner, you are able to transfer data, such as the reference number and the due amount of the invoice. The online banks vary by the bank, which means that also the bar code scanning is performed a little differently depending on the bank. Usually, you'll be able to find it in "New payment" and "Activate bar code scanner".

WHAT DO I DO?



1 Log in to your online bank and select using bar code scanner from the options of your bank.



2 Hold the bar code scanner and point it towards the bar code at the paper invoice.



3 Press the trigger on the scanner and move the red light on top of the bar code.

PROBLEMS?

Problem: The bar code scanner does not transfer data when paying the invoice.

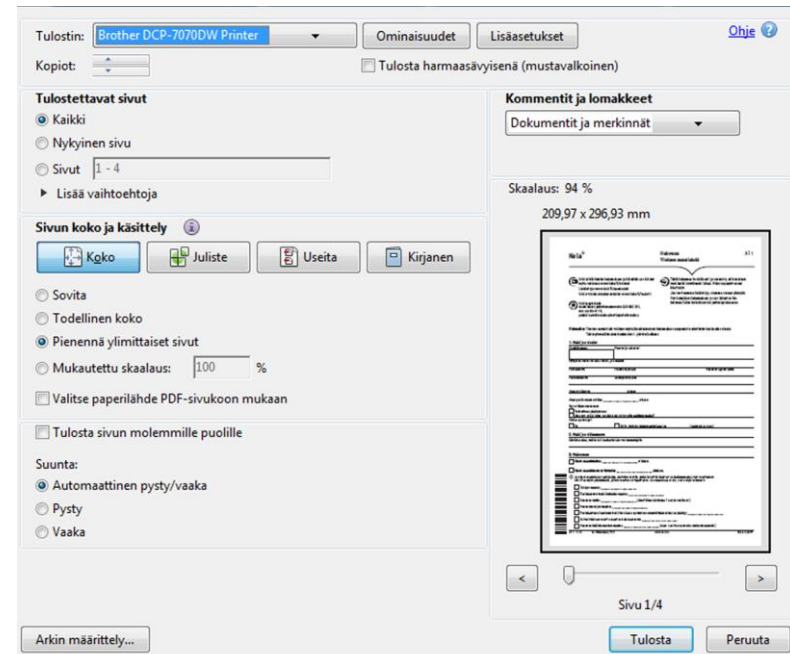
Solution: Ensure that the lighting is appropriate when scanning the bar code. Too dim or too bright lights might have an effect on the scanner. You can also bring the scanner closer and/or further away from the bar code.

Printing

At Virtu service point, you are able to use the multifunctional printer in order to print forms and other content from the Internet.

WHAT DO I DO?

- 1 Select your document for printing.
- 2 Press the Print button on the website, which opens the printer settings.
- 3 Ensure that the settings are according to the settings in the adjoining image.
- 4 Make necessary changes in the printing settings and press Print button.



PROBLEMS?

Problem: The printer does not react.

Solution: Turn the printer on by pressing the power button at the right side.

Problem: The printer makes a sound but does not print

Solution: Add paper in the printer by pulling the handle in front of the printer.

Printing pdf-files from e-mail

At Virtu service point, you are able to use the multifunctional printer to print pdf files from the e-mail.

WHAT DO I DO?

- 1 Go to the Internet services tab and open your e-mail, Gmail for example. Open the message, to which the pdf file is attached.
- 2 Open the attachment by pressing Load. This saves the file temporarily in the Downloaded files folder, The folder is shown in the side bar.
- 3 Double click the file in order to open it in the pdf reader.
- 4 Press the Print button of the pdf reader to open the printer settings. Make necessary changes in the printing settings and press Print button.
- 5 When you have printed the file, close the pdf reader by pressing the X at the top right corner (Close). **NOTE!** **Your e-mail is opened underneath the pdf reader.**
- 6 Finally, check out of your e-mail account.

Scanning for e-mail

At Virtu service point, you are able to scan with the multifunctional printer, that is to convert the paper to electronic form. The scanned paper will be sent to yourself or in the e-mail address provided. You can scan the paper and temporarily save it in the computer, if you are about to attach it to an electronic application. See the instructions for this on pages 6-9.

WHAT DO I DO?

- 1 Open the cover of the multifunctional printer. For scanning, place the paper on the glass image/text side down and close the cover.
- 2 On the computer, go to the Scanning tab and press "Start scanning" button.
- 3 Wait for the data to be read on the multifunctional printer.
- 4 Fill in the details for the e-mail address and send the scanned paper to the e-mail recipient.



PROBLEMS?

Problem: The multifunctional printer does not work.

Solution: Turn the multifunctional printer on by pressing the power button at the right side.

Copying

At Virtu service point, you are able to copy papers.

WHAT DO I DO?

- 1 Open the cover of the multifunctional printer and place the paper for copying on the glass image/text side down.
- 2 Close the cover and press Start in the multifunctional printer.



Green Start button

PROBLEMS?

Problem: The multifunctional printer does not react.

Solution: Turn the printer on by pressing the power button at the right side.

Problem: The printer makes a sound but does not print

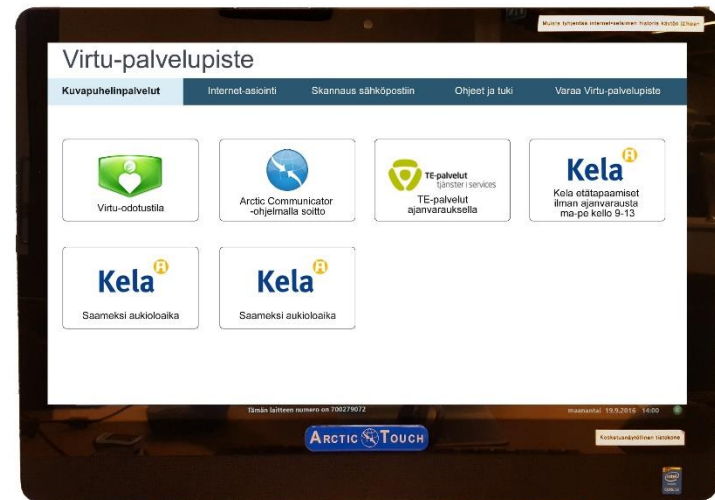
Solution: Add paper in the printer by pulling the handle in front of the printer.

Videophone services

Videophone service means remote meeting with a remote video connection. At Virtu service point, you are able to use different kinds of videophone services. They can be performed by using different programmes.

VARIOUS VIDEOPHONE SERVICES

- Some of the videophone services require a booking in advance. This way the employee usually reserves the room for you. Examples would be remote controls for a child with asthma or a remote meeting with the TE services.
- Some of the videophone services are so called low-threshold services, which means that you need to book the service point for you and also the appointment for the professional worker. An example would be an online clinic of a sex therapist.
- Some of the videophone services are so called online services. This means that you need to book the service point for you, but you do not need to book an appointment for the worker. An example would be an online meeting with Kela customer service advisor.



Use the buttons on the screen to access remote meetings. Read more instructions in the manual or follow the instructions on the screen.

Using the table microphone

The table microphone repeats your voice to the videophone participants and you'll be able to hear their voice in the speaker. You can adjust the table microphone by pushing the icons on the side.



PROBLEMS?

Problem: The speaker does not make any sound even though the blue light is on.

Solution: Increase the volume.

Problem: The speaker does not make any sound, others cannot hear you, the lights are off.

Solution: Insert the power cord of the table microphone in the USB port at the left side of the screen.

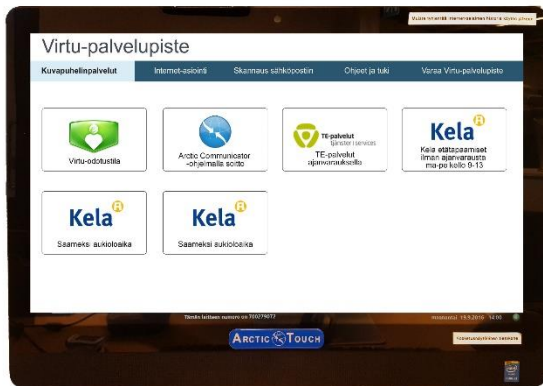
Problem: Others cannot hear your voice and a red light is on.

Solution: Disengage the mute function by pushing the mute button on the table microphone.

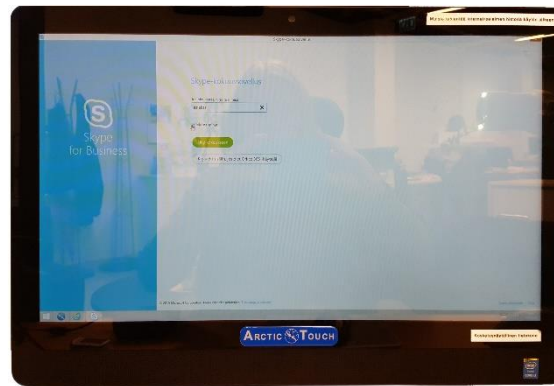
Remote meeting with TE services (part 1/2)

An employee of the TE services has sent you an appointment in advance and booked the Virtu service point for you.

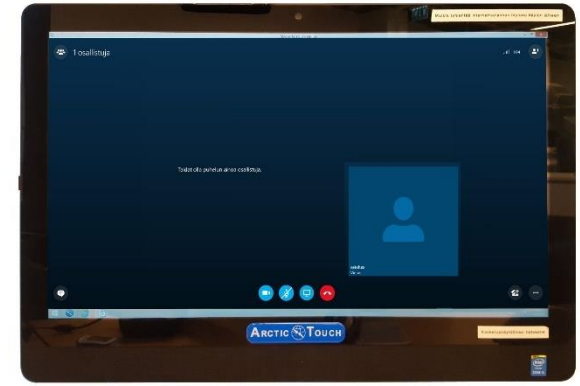
WHAT DO I DO?



1 Select videophone services tab and press TE services button on the screen.



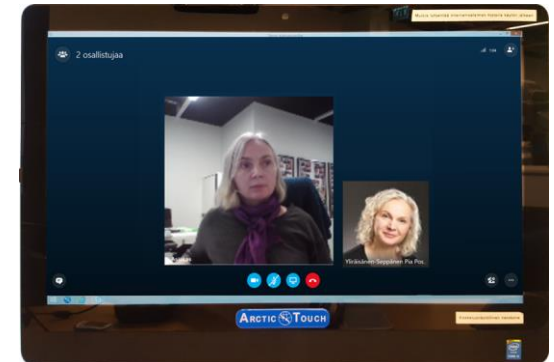
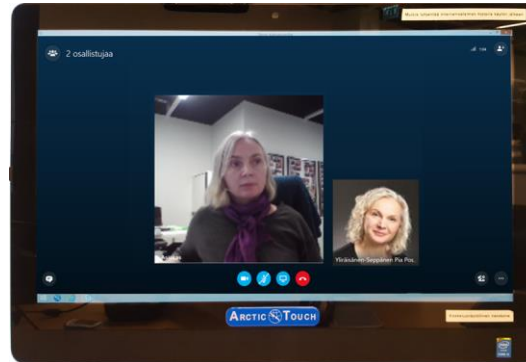
2 Fill in your name and press Join the meeting.



3 Wait for the TE services employee to join the shared remote meeting.



Remote meeting with TE services (part 2/2)



4

Start your own video and turn the microphone off from mute.

5

You are able to discuss with the TE services employee

6

End the remote meeting by pressing the red button.

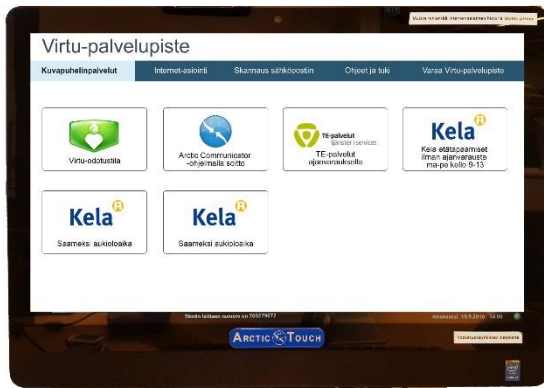
PROBLEMS?

If necessary, customer service for TE services is available in Työlinja customer service.
Tel. 0295 020 700

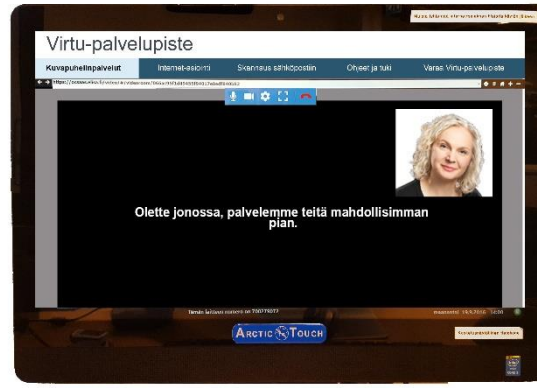
Online meeting with Kela customer service advisor (part 1/2)

Kelan customer service advisor's online meeting is open from Monday to Friday at 9 am to 3 pm. Services in Northern Sami and Skolt Sami are open on Tuesdays and Thursdays at 9 to 11 am.

WHAT DO I DO?



1 Select videophone services tab and press Kela icon on the screen.



2 Wait for the advisor to allow you access to the remote meeting.



3 Now you are able to discuss with the advisor.

See further information on the buttons on the following page



Online meeting with Kela customer service advisor (part 2/2)

Here are the explanations and instructions for the buttons of the programme.

Microphone

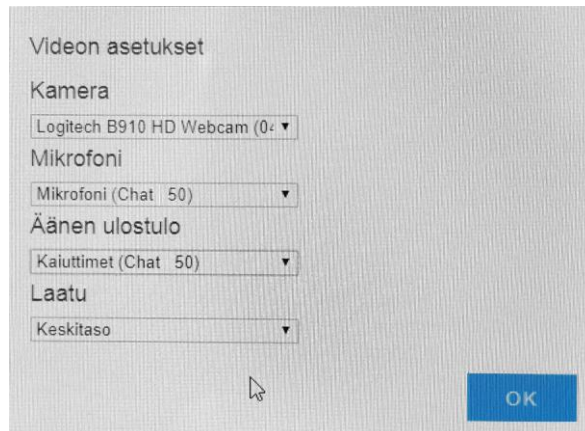
If there is a line on the icon, click it with the mouse and turn the mute off.

Camera

If there is a line on the icon, click it with the mouse and turn on the video function.

Settings

If the sounds or the video function do not work, check that the settings are according to the reference picture.

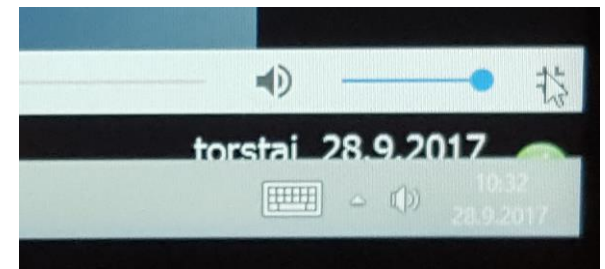


Red receiver

When you want to end the online meeting, press here to disconnect.

Full screen mode


If you want the video to be shown in full screen mode, press here. If you want to return to normal view after that, press the button at the bottom right corner.



Arctic Communicator: showing websites to videophone service participants

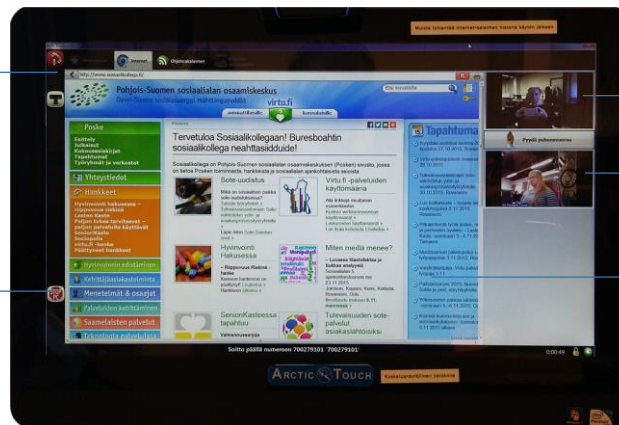
When the videophone services are executed with Arctic Communicator, you are able to show the remote meeting participants websites. This way, others see the same website but only you are able to open links or move to the next page.

WHAT DO I DO?

- 1 During the videophone call, press  button at the left side. After that you are able to search for the desired website in the Internet.
- 2 You can change the website by typing another address on the address row of the browser or by clicking the links.
- 3 When you have shown the necessary things, press the red Stop PC button at the left side to return to simple videophone connection.

Browser's address row

Stop PC button



Your picture

The picture of the other participant of the remote connection

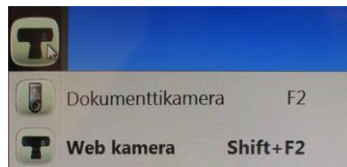
The website shown during the remote connection.

Arctic Communicator: showing paper to videophone service participants

When the videophone services are executed with Arctic Communicator, you are able to show the remote meeting participants papers. A document camera is a digital camera designed for filming papers. It takes video image of the paper and shows it to the participants of the videophone call. You are able to write on the paper, for example when filling in a form, and the document camera shows the changes to the videophone call participants.

WHAT DO I DO?

- 1 Turn the light of the document camera on by turning the light switch to ON position and place and paper underneath the light.
- 2 On the screen, press the icon of a black camera and select Document camera from the alternatives. Now the paper under the document camera is shown to the participants of the videophone call.



- 3 When you have seen the paper and want to continue, change Web camera instead of the document camera. Now the participants of the remote meeting are able to see the picture of you.



Document camera

PROBLEMS?

If necessary, please call Arctic Connect Oy's HELPDESK 0600 399 330 (1,26 €/min) or send e-mail to helpdesk@arctic-connect.com.