TOUCHONE

touchONE-manager On-premises administration

for firmware 11.00

17.10.2017

Contents

Introduction

Description

touchONE is a meeting room reservation system. The touchONE system touch panels are installed in front of the entrance to the room and show its state. The touchONE-manager unit makes it possible to manage centrally all reservation system units using web-browser.

The reservation system panels provide the following information:

- Showing whether the particular room is occupied or available, which is also indicated by background color (green for a free room and red for an occupied one).
- If the room is free, the panel shows the subsequent meeting on that day (in case it is scheduled) and the time remaining until its beginning.
- If the room is occupied, the panel shows the subject of the meeting, the organizer and the time remaining until its end.
- The panel enables the user to browse the calendar of the room and view the details of scheduled meetings.
- It is possible to reserve the room for the next available time in the calendar.
- If a meeting is in progress, it is possible to extend it or finish it (unless another even is scheduled afterwards).

The touchONE system cooperates with the following servers or services where the room calendars are saved:

- Microsoft Exchange Server 2007, 2010, 2013, 2016.
- Microsoft Office 365 subscription (any Business, Education, Enterprise or Government plan with support of resource/ room mailboxes; home and personal plans are not supported).
- G Suite, formerly Google Apps for Work, subscription (Google Apps Free edition, also known as Standard edition, is not supported).

It is therefore also possible to use the default applications of these services to make a reservation of a room (Outlook, web interface, mobile applications).

For easy administration of reservation system units, these units are linked to a group called **reservation suite**. Units connected to the same reservation suite share their settings, e.g. if you need to change the user account password, you can just do it on one panel and all the other ones within the same reservation suite will adopt the change automatically. The reservation suite can be managed in the following ways:

- Essential Setup: In this administration mode, you change the settings on each reservation suite unit, and settings shared within the Reservation Suite will be automatically applied to all units. Other settings (individual settings of each unit, eg. language, display brightness, etc.) must be done on each unit separately. All reservation system units included in the Reservation Suite must be plugged into the same LAN. The procedure for setting using Essential Setup is described in the touchONE - Essential Setup guide.
- On-premises Administration: In this way, the entire reservation suite is centrally managed through the web interface of the touchONE-manager unit. The touchONE-manager must be plugged into the same LAN as the other units of the Reservation Suite. TouchONE-manager also has other features, such as analytics and room utilization statistics. The procedure for setup using On-premises Administration is described in this guide.

Network infrastructure and other hardware requirements

For the proper functioning of the touchONE-manager unit it is necessary to ensure the following:

- Server access (Exchange Server, Office 365, G Suite) via HTTPS (TCP port 443). touchONE supports the following cryptographic standards for HTTPS access: SSL 3.0, TLS 1.0, TLS 1.1, TLS 1.2. Supported encrypting includes 3DES, AES-128 and AES-256.
- NTP (Network Time Protocol) servers access (UDP port 123).
- Functional DNS servers.
- Correctly set time zones for all required accounts (i.e. rooms).
- This unit has to be connected to the same LAN as the other units of the touchONE reservation suite.
- An open TCP port 80 (HTTP) and 443 (HTTPS) within the local network for the administration of touchONE panels by means of Admin Web.
- An open TCP port 53128 and UDP port 33333 within the local network for communication between touchONE panels. Communication between panels is encrypted using AES-256.
- An open UDP port 53 for communication with DNS server and for conversion of domain names to IP addresses.
- An open UDP ports 67 and 68 for communication with DHCP server and for IP address assignment, if DHCP is used.

- An open UDP port 1900. Opening this port is not mandatory, it is used to make the reservation system units visible in the Windows File Explorer. This port uses UPnP technology (Universal Plug and Play), which makes it possible to make the reservation system units in the file explorer visible as other network devices. This technology must also be enabled on a given computer.
- An open proxy server port if a proxy server is used to access HTTPS servers.
- Access the server my.cuesystem.com over HTTPS (TCP port 443). This access is not mandatory, it is used to update the firmware.
- Free LAN sockets on Ethernet switches for the touchONE-manager unit.
- CAT5 or higher LAN cables leading from an Ethernet switch to the place where you want to install the touchONE-manager unit.
- The network card of touchONE-manager unit supports speeds up to 1 Gbit/s. If you are using a faster LAN, set up ports intended for touchONE-manager unit on your switch to auto negotiate or to 1 Gbit/s.
- All units connected to on-premises administrated suite must have firmware 11 or later.

Check that no security programs or functions (such as firewalls, proxy servers, domains etc.) block straight HTTP/HTTPS communication between the touchONE units and servers with room calendars.

Configuration of reservation suite using On-premises Administration

The setup procedure

In order to set the touchONE system using On-premises administration, it is necessary to perform the following steps:

1. Prepare accounts on the Microsoft Office 365, Exchange 2007/2010/2013/2016 or G Suite. The procedure for setting up specific types of servers is described in the following documents.
    - touchONE - Setup Guide - Microsoft Exchange Server
    - touchONE - Setup Guide - Microsoft Office 365
    - touchONE - Setup Guide - G Suite
2. Do the basic setup of the touchONE-manager unit (IP settings, date and time).
3. Create a reservation suite in the touchONE-manager.
4. Set the servers, user and room accounts in the touchONE-manager.
5. Add touchONE units (panels, touchONE-overview) to the reservation suite configuration in the touchONE-manager.
6. Join touchONE units to this reservation suite.

The touchONE-manager unit is managed using the Admin Web pages. There you can do the following:

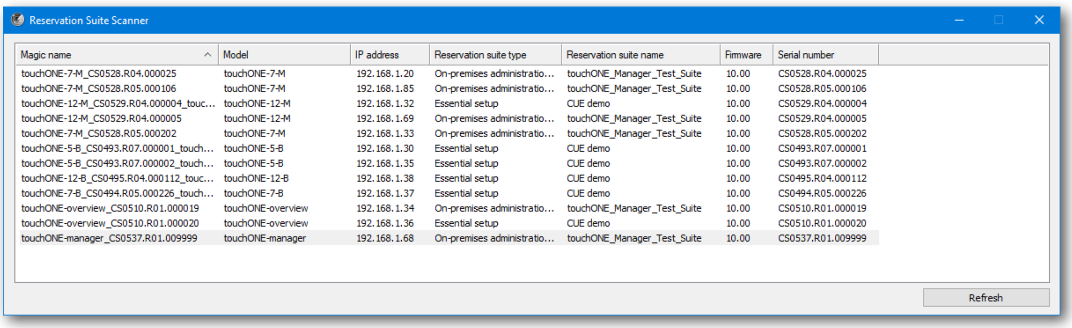
- Setup the touchONE-manager unit (IP address, date and time, etc.)
- Create a reservation suite
- Manage a list of servers, user and room accounts
- Manage list of touchONE units connected to the reservation suite
- Manage a company logo
- Manage room support services
- Setting up the touchONE units parameters (language, format of date and time, etc.)
- Firmware upgrade
- View the analytics of the room usage
- Etc.

The Admin Web pages are available in the English language only.

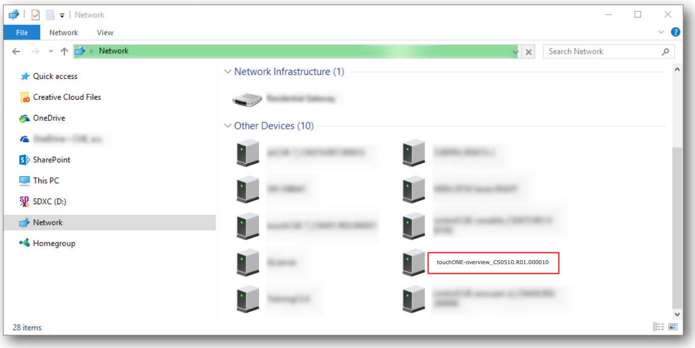
Accessing Admin Web

To access the Admin Web of touchONE units you need a computer with an internet browser. The computer must be connected to the same LAN network as the touchONE panels and touchONE-manager. The Admin Web pages can be opened in one of the following ways:

- Option 1: On a computer that is in the same LAN as your reservation suite, run Reservation Suite Scanner.exe, which you can download from www.touchone.eu. This application does not require installation. Reservation Suite Scanner searches the network and lists all reservation system units. Double clicking on the selected touchONE unit will launch the default web browser and open the Admin Web of that unit.



- Option 2: Run File Explorer on your computer and select "Network" in the left part of the screen. On the right you will see a list of devices found in your network. The units of the touchONE systems can be found in the section "Other devices". If you double click the desired touchONE unit, the internet browser will start running, the unit IP address will be entered automatically and the Admin Web of the given panel will open in the browser. To enable your computer to find the touchONE units, network identification has to be switched on your computer. In Windows 10 this can be done in the following manner: Start / Settings / Network & Internet. Then select Wi-Fi (if your computer has a wireless connection to the network) or Ethernet (if your computer is connected through a cable) in the left half of the screen. If you are connected by cable, click on your network connection in the right part. If you are using Wi-Fi, click on the item "Advanced options" below the list of available Wi-Fi networks. Then set the item "Make this PC discoverable" to "On").



- Option 3: Connect any monitor to the HDMI output of the touchONE-manager. Your monitor must be capable of displaying FullHD resolution (1920 x 1080). You will see the current IP settings on the monitor. In the "IP address" line, the current IP address is shown. Run the Internet browser on your PC and type in the touchONE-manager unit IP address.

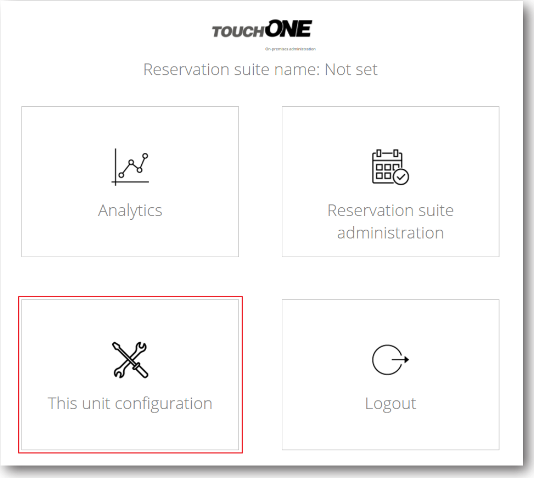
In the default setting, the unit is enabled to get the IP address and DNS servers using the DHCP of your network. Check whether the IP address, gateway and DNS servers correspond to your network. In the "DHCP" item you can check whether the IP address has been acquired through DHCP (On) or not (Off). If the setting is not suitable for you, it can be changed later – for description how to do this see the chapter Basic configuration of the touchONE-manager unit - IP Settings.

Login

If the touchONE-manager unit is joined to the reservation suite, you need to log in to gain access to Admin Web. Enter the reservation suite password where indicated and click on "Login" (Note that the password entry is case sensitive). This takes you to the Admin Web setup pages. If the touchONE-manager unit is not joined to the reservation suite, there is no need to log in and you find yourself right on the home page.

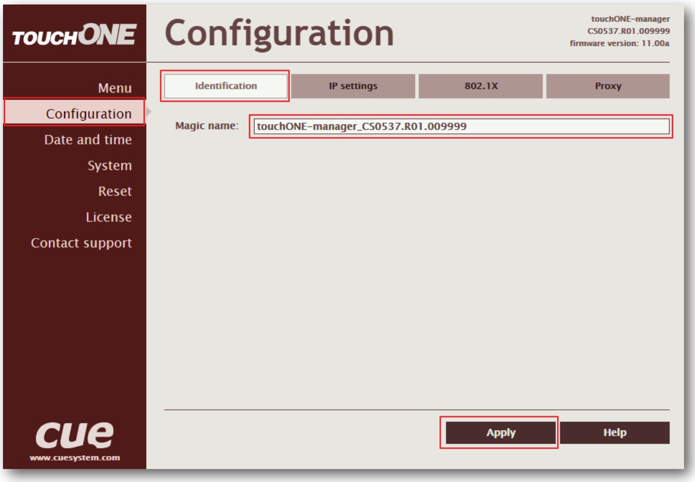
Basic configuration of the touchONE-manager unit

At first check IP settings and date and time settings of the unit. Click on the button "This unit configuration" placed on the home page.



IP settings

In the left part, choose "Configuration". If you select "Identification" in the upper left part, you can change the "Magic name". "Magic name" is a unique name of a unit used in communication between reservation suite units. It is factory-set and there is usually no need to change it. If you, however, need to change it, you must ensure the new name is unique in the specific local network.



All changes made in Admin Web need to be confirmed by clicking "Apply" before leaving the selected page, otherwise changes will not become effective.

To change IP addresses, select “IP settings” on top of the screen. The currently used setting is displayed in the upper part of the page.

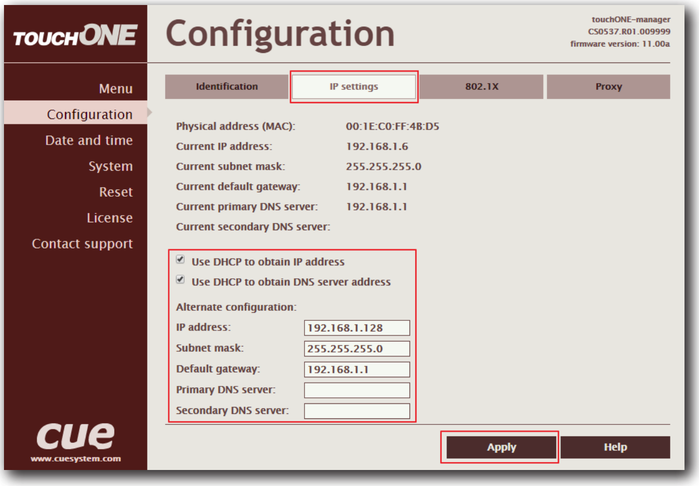
By the checkbox “Use DHCP to obtain IP address” you enable automatic assignment of an IP address through the DHCP server.

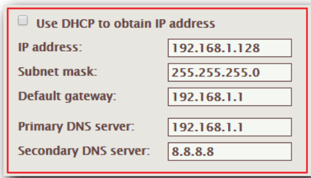
By the checkbox “Use DHCP to obtain DNS server address” you enable automatic setting of DNS server addresses through DHCP. If you do not enable the automatic assignment of DNS server addresses, you need to set them in the bars “Primary DNS server” or “Secondary DNS server”.

You can also enter the IP address, the subnet mask, the default gateway as well as the primary and secondary server DNS of your network.

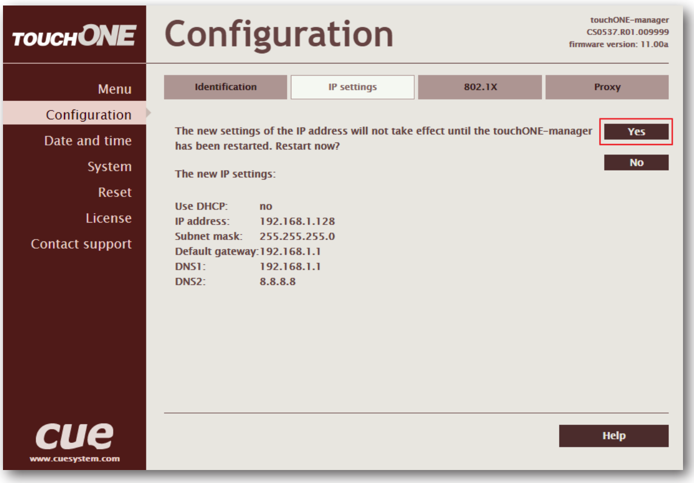
If the assignment of IP address through DHCP is enabled, the entered setting of the IP address, mask etc. is taken as alternate configuration, i.e. configuration used in case the DHCP server is not available. If you are not using DHCP to assign the IP address, all items (IP address, subnet mask, default gateway and the primary and secondary DNS servers) have to be set for your network.

To save changes, press the “Apply” button.

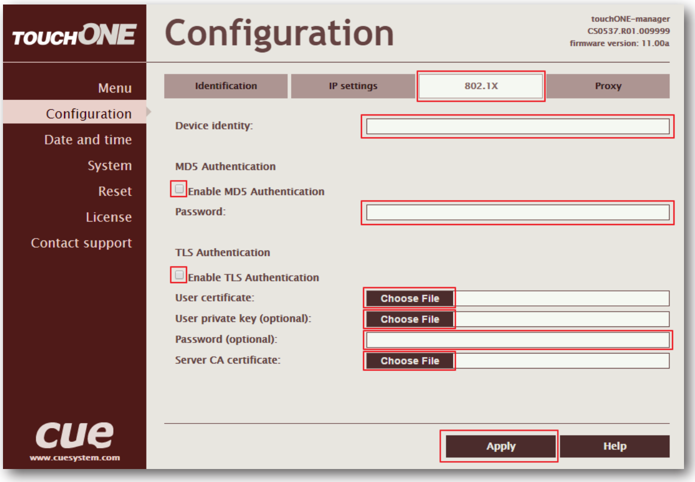




In changing the IP settings, you need to reset the touchONE-manager unit. Confirm the changes in the setup by clicking “Yes” on the next page. This will also initiate the reset.



If your LAN is secured using 802.1X, select the "802.1X" tab at the top. Supported authentication methods are MD5 and TLS.



Type "Device identity" in the appropriate box.

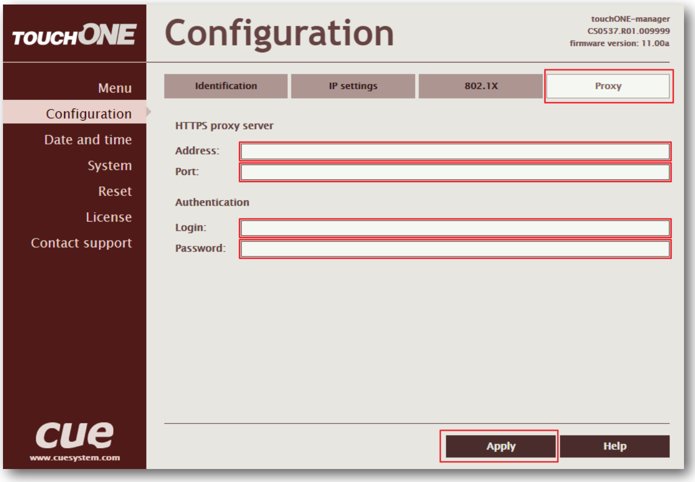
If you are useing MD5 authentication, check the appropriate checkbox and enter the password for MD5 authentication.

If you are using TLS authentication using certificate, check the appropriate checkbox. Then tap the "Choose file" button next to "User certificate", select the user certificate file and upload it. The following certificate types are supported: PKCS #12 and x509 (PEM, DER). You can also upload a private key file if the private key is not part of the user certificate. If the user certificate or private key is encrypted, enter the password to decrypt it in the "Password (optional)" box.

In the CA certificate entry, upload the Radius server CA Certificate.

Click "Apply" to save the changes.

If the proxy server is mandatory to access HTTPS servers on your network, select the "Proxy" tab on the top.



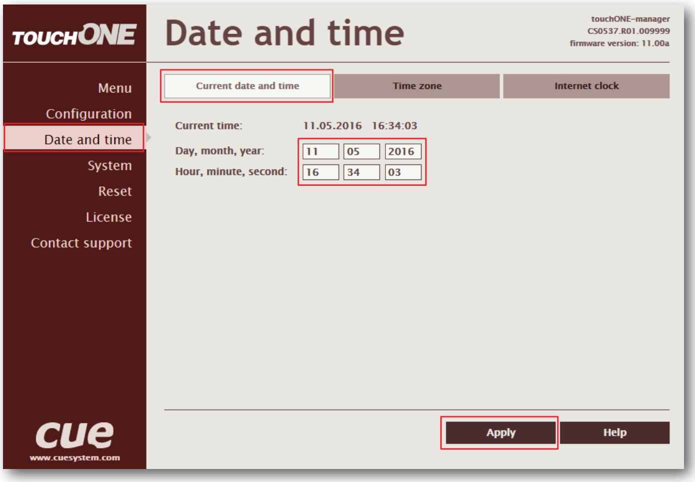
Enter Address and Port of the proxy server. If the proxy server requires authentication, enter the credentials for the proxy server in "Login" and "Password". Click "Apply" to save the changes.

Date and time settings

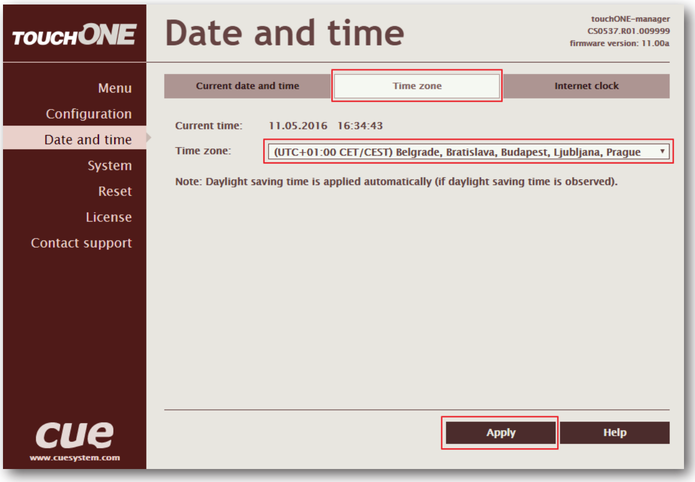
If you need to set the time of the unit, choose "Date and time" in the left half. To set the current time, click on "Current date and time" in the upper part of the screen. The current date, time and time zone are shown on the "Current time" line. The applicable boxes can be selected to enter changes to the:

- date: day/month/year
- time: hour/minute/second

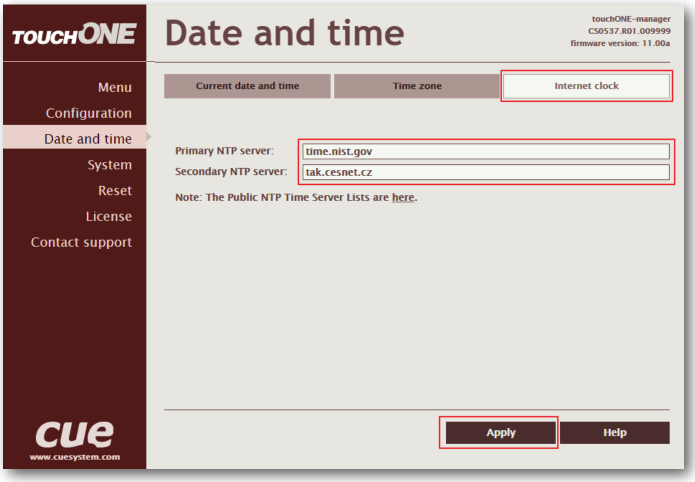
Be sure to click the "Apply" button for any changes to become effective.



To set the time zone, choose "Time zone" in the upper part of the screen. The current date, time and time zone are shown on the "Current time" line. The Time zone box can be selected to enter changes to the time zone. Be sure to click the "Apply" button for any changes to become effective.



The touchONE-manager unit requires automatic synchronization of its clock with the internet (NTP) servers. If you want to change the setting of the internet time servers, select "Internet clock". Here you can change the names or IP addresses of the primary NTP server and the secondary NTP server. The default setting of the servers is "time.nist.gov" and "tak.cesnet.cz". Be sure to click the "Apply" button for any changes to become effective.

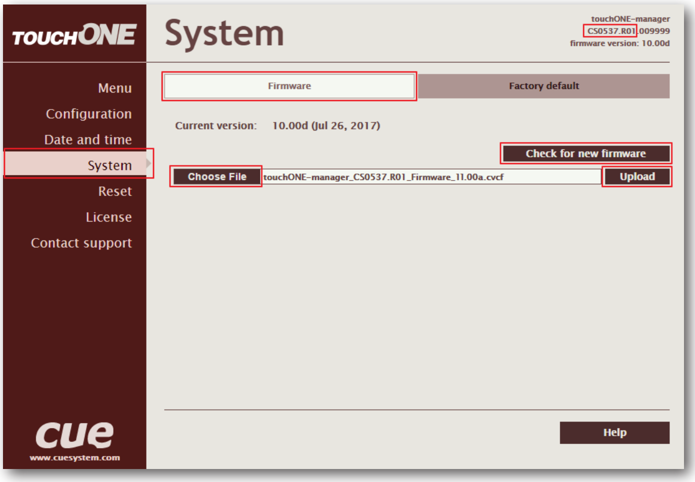


You can go back to the home page with the „Menu" button or you can continue with other settings as described below.

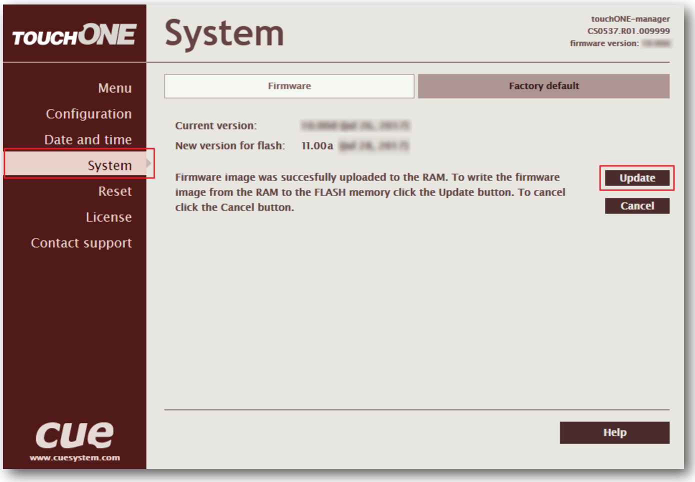
Upgrading firmware

To upload more recent firmware to the touchONE-manager unit, select the item "System" in the left column and then click on "Firmware" in the upper part of the screen. If your computer network is connected to the internet, you can check the availability of newer firmware by clicking the button "Check for new firmware". The touchONE unit verifies whether newer firmware is available on the CUE website. If there is, it gets downloaded.

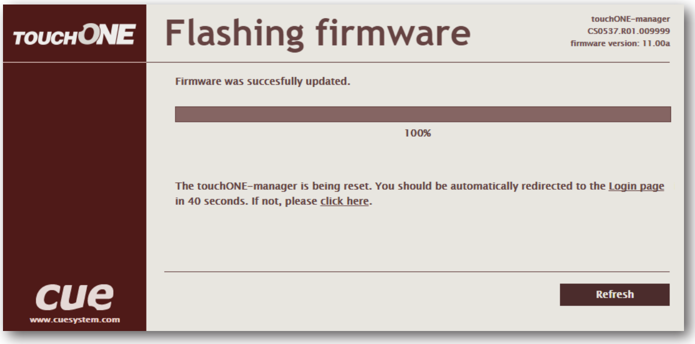
You can also download firmware files into your computer on the website http://www.touchone.eu/downloads.htm. The downloaded firmware file is the ZIP type and includes firmware for all touchONE units. Unzip the file into a suitable directory in your computer. The firmware files are in the CVCF format. Then press the button "Choose file", select the file with firmware for your touchONE unit and press "Upload". In selecting the right CVCF file, check the name and serial number of your unit in the upper right part of the web page, e.g. **touchONE-manager, CS0537.R01**.009999. The firmware file has to correspond to the name and first two parts of the serial number. For example, to upgrade to firmware version 11.00a select the file **touchONE-manager_CS0537.R01_Firmware_11.00a.cvcf** for the above-mentioned unit.



After the file with new firmware is uploaded into the unit, the following screen will come up. Apply new firmware by clicking "Update".

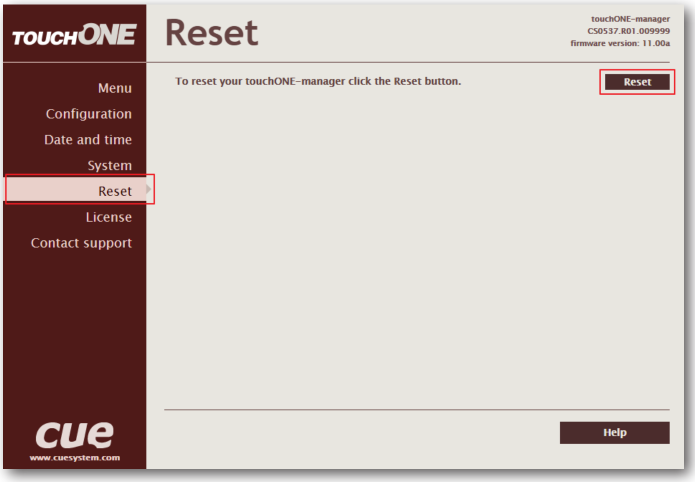


The firmware upgrade takes about one minute and then the unit restarts. Do not shut down or disconnect the power (LAN) during the update, as this might damage the unit. If upgrade has been successful, the following screen will come up.

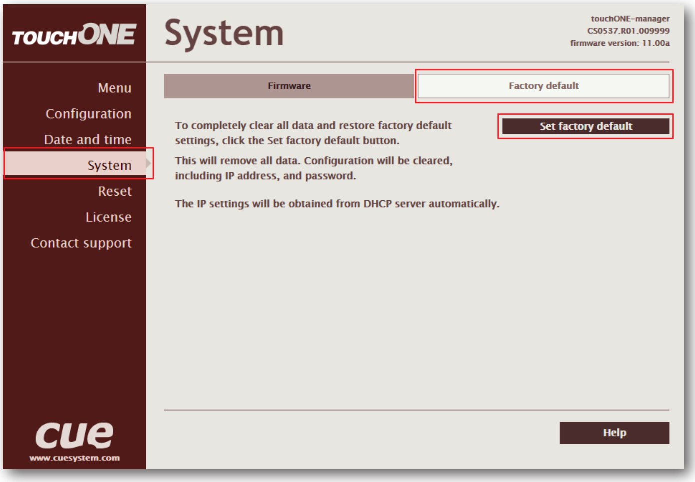


Other settings of the touchONE-manager unit

If you need to reset the unit, choose "Reset" in the left menu and then click "Reset" in the right part of the screen.



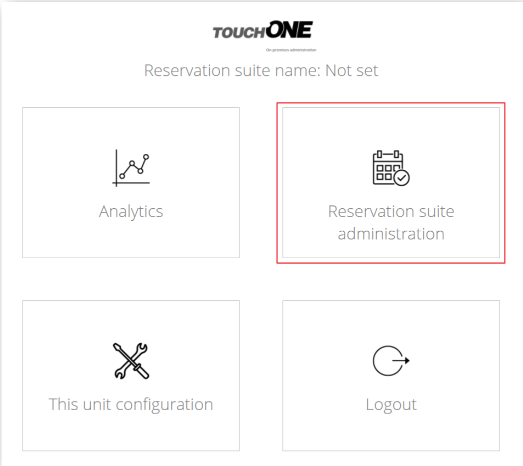
If you need to put the touchONE-manager unit into the factory default mode, delete all user settings and leave the reservation suite, choose "System" in the left menu, then "Factory default" in the upper part, and then click the button "Set factory default". Confirm the deletion by the "Yes" button or cancel it by the "Cancel" button.



If you choose "License" in the left menu, you will see a page describing the EULA software license. Selecting "Contact support" enables you to send an email message to CUE support through the email program in your computer.

Creating the reservation suite

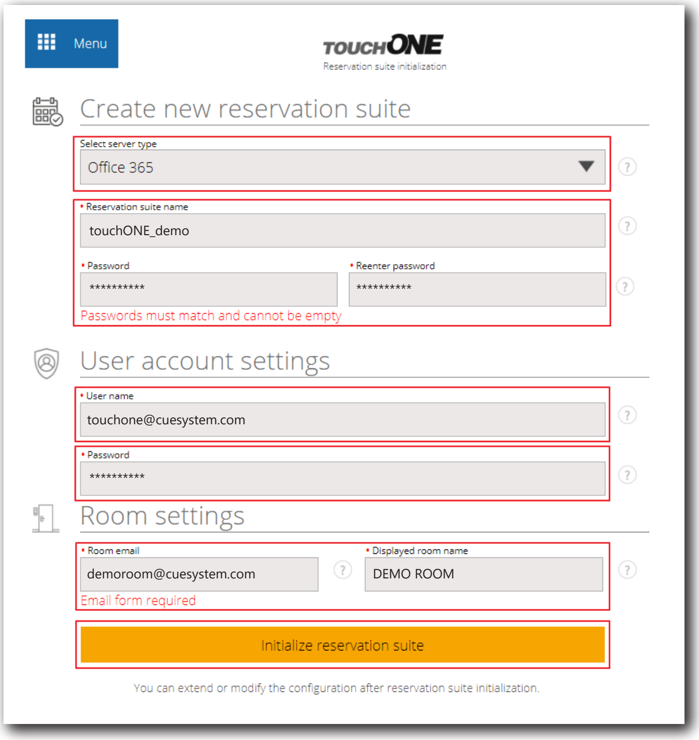
First it is necessary to create the reservation suite in the touchONE-manager unit. Click the "Reservation suite administration" button placed on the home page.



It will start the wizard for the reservation suite creation. Af first enter the reservation suite name and password. You need to confirm the password by entering it twice ("Password" and "Reenter Password"). The entered passwords must be identical. The reservation suite name and password serve for mutual identification of panels. The password is also used for accessing the units' settings. The next procedure varies depending on the type of used reservation server.

Microsoft Office 365

It the field "Select server type" choose "Office 365".

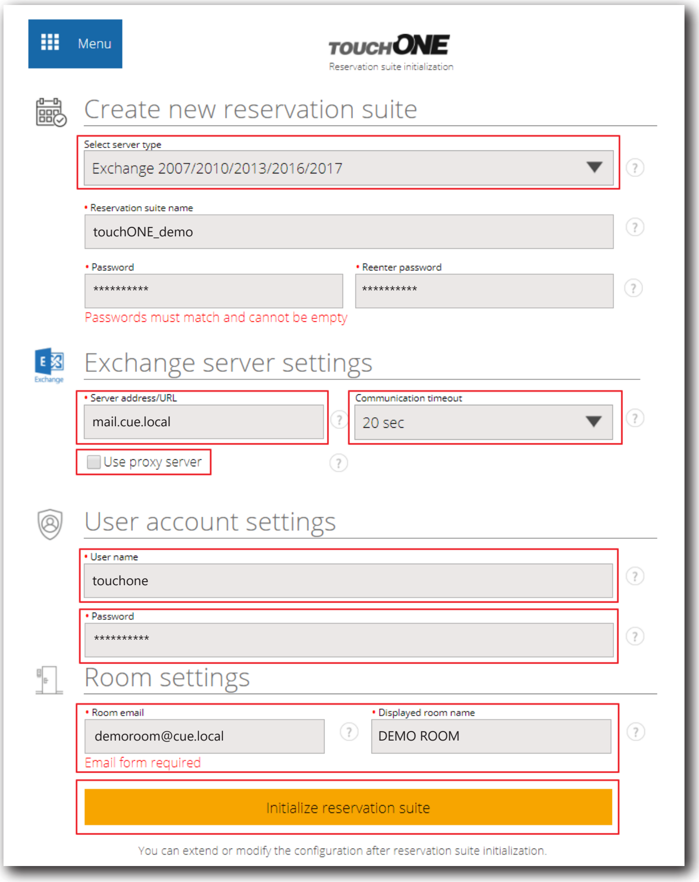


Enter the user account email (e.g. "touchone@cuesystem.com") and password in the section "User account settings". In the "Room settings" section enter room account email (e.g. "demoroom@cuesystem.com"). In the field "Displayed room name" you can enter the room name which will be shown in the upper left-hand corner of the touchONE panel.

You can now end this wizard by tapping "Initialize reservation suite".

Microsoft Exchange Server

It the field "Select server type" choose "Exchange 2007/2010/2013/2016".



Enter server address in the section "Exchange server settings", field "Server address/URL". You can either enter the public IP address (if the server is accessible at this address, e.g. "123.45.67.89"), the internal IP address in LAN network (e.g."192.168.1.2.), the local name of the server (e.g. "mail.cue.local") or the global name of the server (if there is a DNS record for it, e.g. "exchange.contoso.com"). In the "Communication timeout" item, enter the maximum time to wait for the server response. If the server does not respond by this time, it is evaluated as a communication error. If proxy server is required for the access to your exchange server, check the box "Use proxy server".

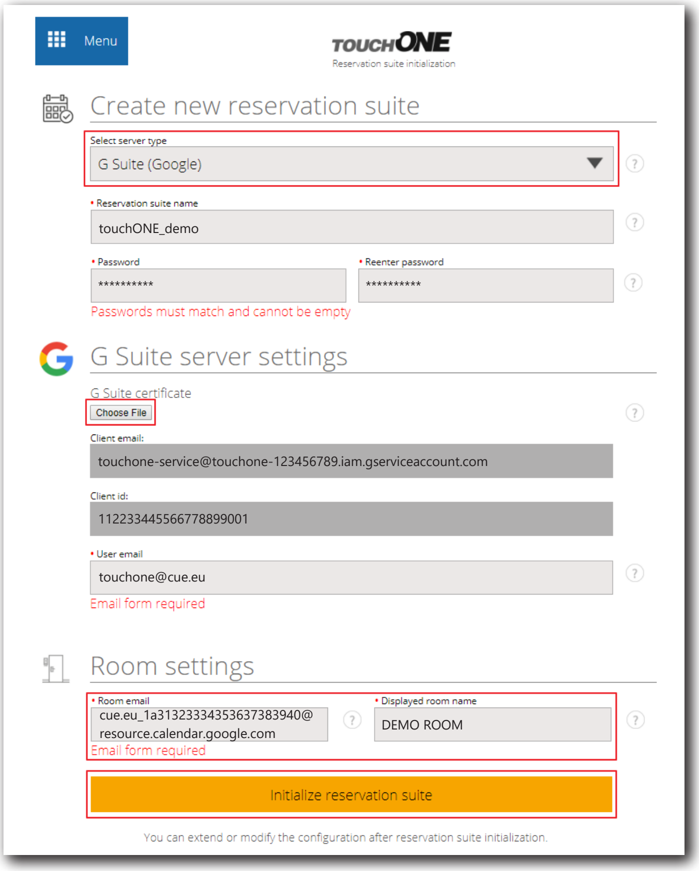
Enter the user account name (e.g. "touchone") and password in the section "User account settings". It is also possible that the user account will need to be entered in the domain/user_account format (e.g. "cue/touchone"), depending on the Exchange server settings.

In the "Room settings" section, enter room account email (e.g. "demoroom@cue.local"). The email has to be entered in the same format in which it was shown in the item User Logon Names / User Principal Name during the creating of the account, i.e. do not use the public email address (e.g. "~~demoroom@cuesystem.com~~") if this public address is not identical with the user logon name. In the field "Displayed room name" you can enter the room name which will be shown in the upper left-hand corner of the touchONE panel.

You can now end this wizard by tapping "Initialize reservation suite".

G Suite

It the field "Select server type" choose "G Suite (Google)".



At first you have to upload the G Suite certificate file (see the **touchONE - Setup Guide - G Suite / Creating a project**, step 12) to the unit. Click on "Choose file" in section "G Suite server settings", item "G Suite certificate". The standard dialogue window for the opening of files will come up. In your computer, select a JSON file with the certificate.

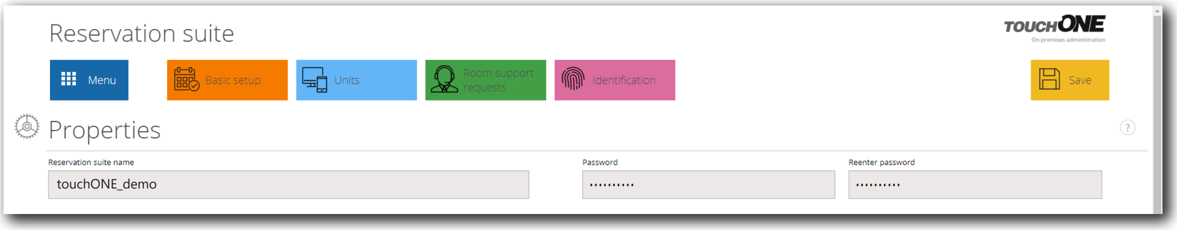
Now enter the user email (see the **touchONE - Setup Guide - G Suite / Creating a user account**, step 3).

In the "Room settings" section, enter room account email (see the **touchONE - Setup Guide - G Suite / Creating resource calendars**, step 7). In the field "Displayed room name" you can enter the room name which will be shown in the upper left-hand corner of the touchONE panel.

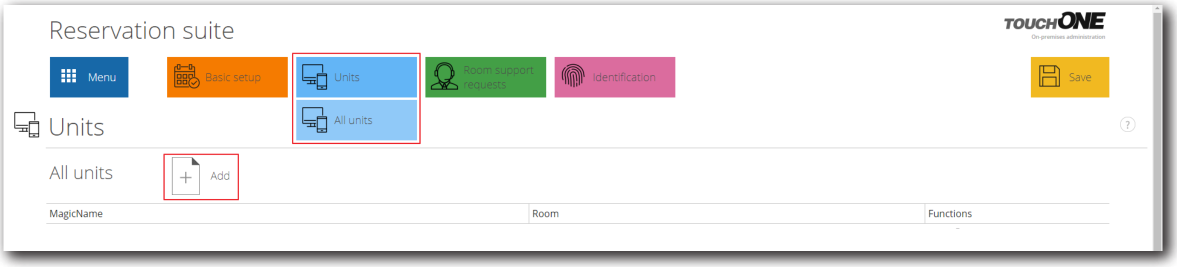
You can now end this wizard by tapping "Initialize reservation suite".

Adding the reservation system panels

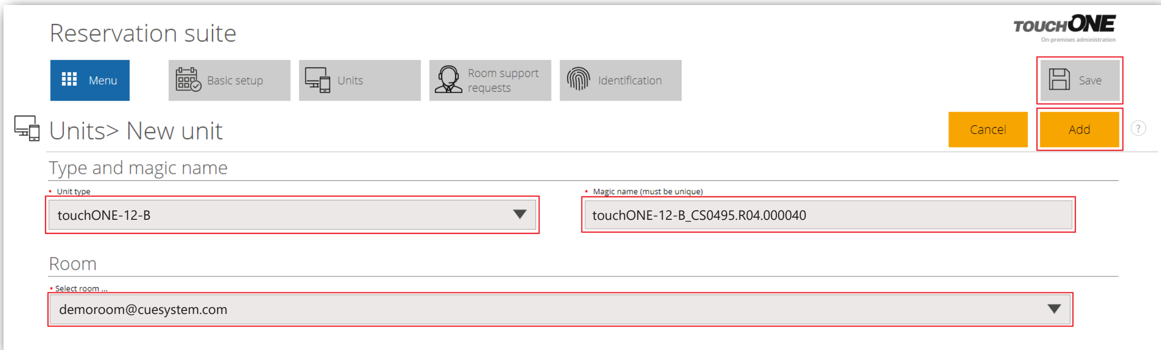
When you are creating a reservation suite, you will see the following page in the web browser.



Now, click on Units / All units / Add.



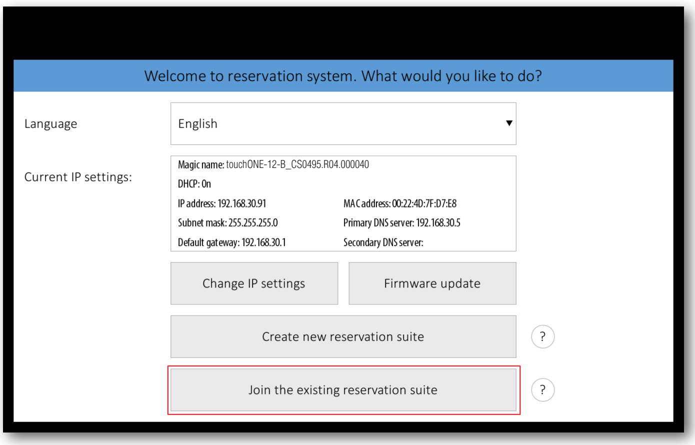
Dialog windows for the adding of a new unit will appear.



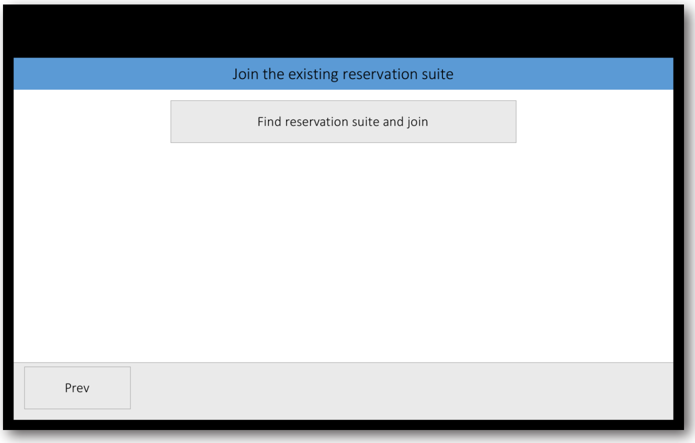
In the "Unit type" field, select the type of the reservation system panel. In the field "Magic name" type the magic name of the selected panel. In the "Room" field, select the room account used on the given panel. Then click "Add" and confirm changes with the "Save" button.

Once you create a new reservation suite and set the touchONE-manager for the first panel, you may join the panel to this suite. Connect the panel to your network. The opening screen will appear on the panel. You can change the language and IP settings now. Check also that panel has set the same magic name as was set in the previous step for the given panel in the touchONE-manager. Then tap "Join the existing reservation suite".

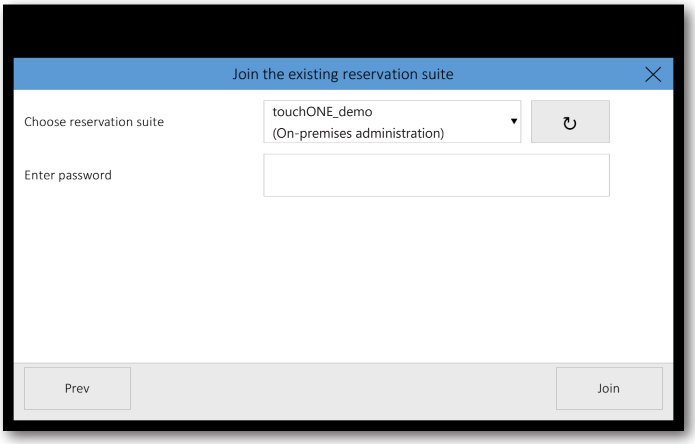
Note: In order to join a panel to the on-premises administrated reservation suite, the touchONE-manager needs to be switched on and connected to the same LAN.



On the next screen, press the "Find reservation suite and join" button.



On the next screen, choose which reservation suite you want to join to, in case you manage more of them ("Choose reservation suite" item), and enter the password ("Enter password" item) which you have chosen during the creation of the suite. Continue by tapping "Join".



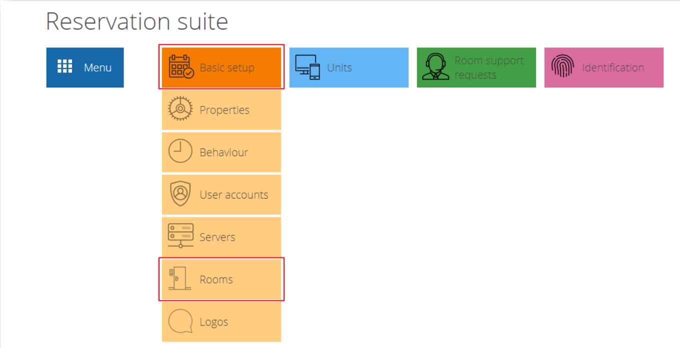
Now the panel will be connected to the on-premises administrated reservation suite. All settings on this panel you now can do using the touchONE-manager admin web.

Note: This is the only way of joining the existing reservation suite. Even if you create a new reservation suite with the same name and password, it will be considered a different one.

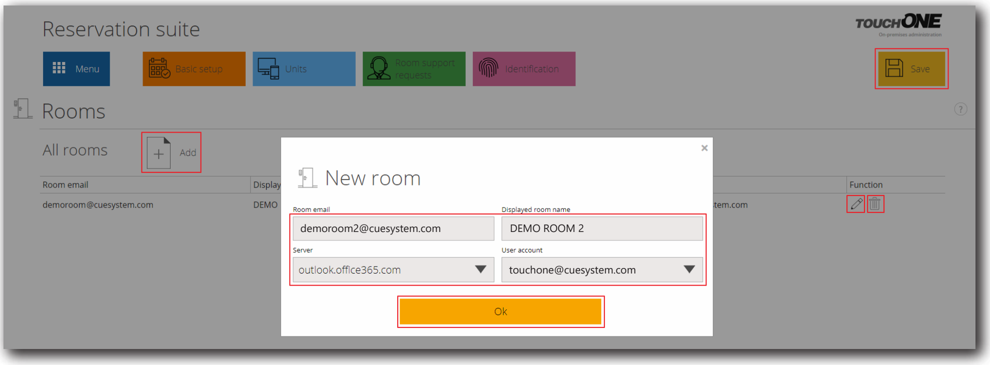
You can add other panels in the same way. In this case you have to prepare room accouts for these panels at first. The process of adding new rooms is described in the following chapter.

Adding other room accouts, user accounts and servers

If you need to add another room to your reservation suite, click on "Basic Setup / Rooms".



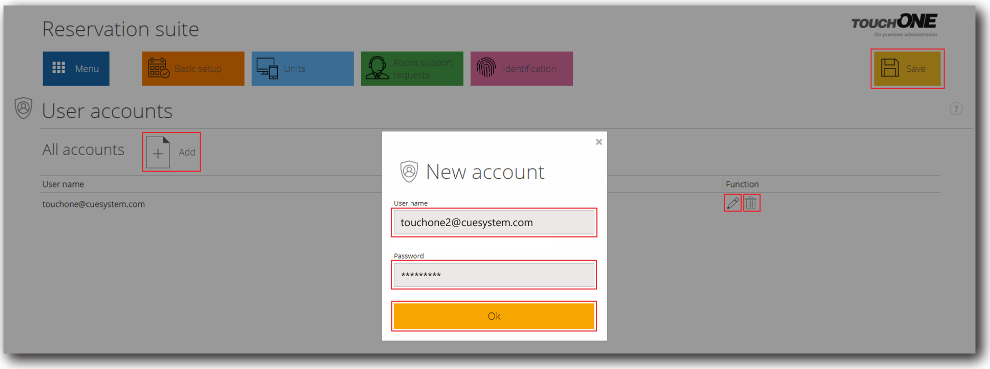
Now tap on "Add".



At first, enter another room email. In the field "Displayed room name" you can enter the room name which will be shown in the upper left-hand corner of the touchONE panel. In the "Server" field, select the server on which the room calendar is stored. In the "User account", select the user account used for the given room. The procedure for adding user accounts and servers is described below.

Confirm the new room account by tapping "OK". You can change the room parameters or delete the room using Edit and Delete buttons in the "Function" column. Tap "Save" to save changes and apply it to the whole reservation suite.

If you need to add another user account, click on "Basic setup / User accounts" and then tap "Add".

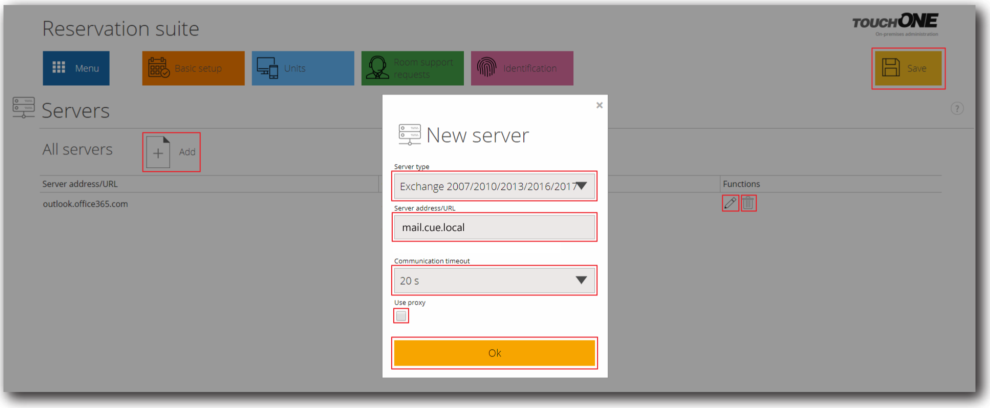


Now enter the new user name and password for this account. The user name format will depend on type of the server for which the user account is intended.

- Office 365: enter the user account email (e.g. "touchone2@cuesystem.com").
- Exchange server: enter the user account name (e.g. "touchone"). It is also possible that the user account will need to be entered in the domain/user_account format (e.g. "cue/touchone"), depending on the Exchange server settings.
- G Suite: this option is not relevant.

Confirm the new user account by tapping "OK". You can change the user account password or delete the account using Edit and Delete buttons in the "Function" column. Tap "Save" to save changes and apply it to the whole reservation suite.

If you need to add another server, click on "Basic setup / Servers" and then tap "Add".

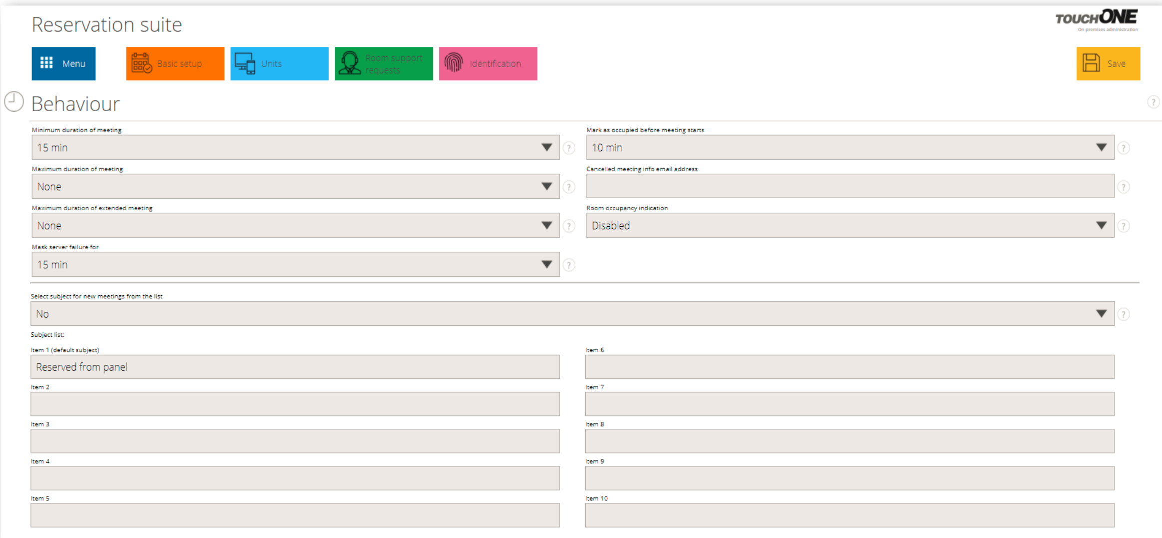


Now select server type. For the Exchange server enter the server address in the appropriate field. You can either enter the public IP address (if the server is accessible at this address, e.g. "123.45.67.89"), the internal IP address in LAN network (e.g."192.168.1.2.), the local name of the server (e.g. "mail.cue.local") or the global name of the server (if there is a DNS record for it, e.g. "exchange.contoso.com"). In the "Communication timeout" item, enter the maximum time to wait for the server response. If the server does not respond by this time, it is evaluated as a communication error. If proxy server is required for the access to your exchange server, check the box "Use proxy server".

Confirm the new server by tapping "OK". You can change server settings or delete the server with Edit and Delete buttons in the "Function" column. Tap "Save" to save changes and apply it to the whole reservation suite.

Settings of the reservation suite behavior

If you need to change the basic behavior common for the whole reservation suite, click on "Basic Setup / Behaviour".



The items "Minimum duration of meeting" and "Maximum duration of meeting" allow you to set the limits for reservations made through a panel. The maximal duration is limited to the midnight of the given day. Default setting for the minimum time is 15 minutes and "None" for the maximum time. The item "Maximum duration of extended meeting" allows you to limit the maximum length of meeting extended by means of the panel. The default value is "None", lasting until the end of the day at maximum.

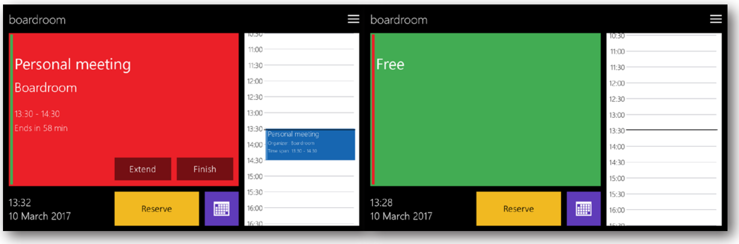
The "Mark as occupied before meeting starts" item allows you to set the time before the scheduled beginning of the meeting when the room will be marked red – i.e. occupied. For example, if this item is set to 10 minutes (as is the default setting) and the actual beginning of the meeting is at 10:00, the room will be marked as occupied from 09:50.

In the field "Cancelled meeting info email address" you can enter an email address for receiving information about automatically cancelled meetings that have not been confirmed on the reservation system panel (see the chapter **Setting up the confirmation of the meetings**).

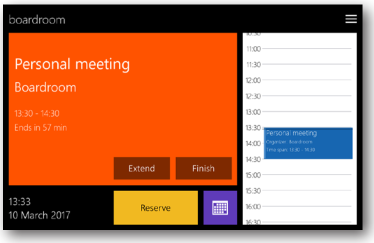
In the field "Room occupancy indication" select how you wish room occupancy to be displayed on the panel if occupancy sensors are integrated with the reservation suite. For more details, see the **touchONE_Essential_Setup** guide, the chapter **Setting up control system integration**.

The following options are available:

- "Red and green stripe". In this case, presence of people in the room is indicated by a vertical red stripe in the left part of the screen. Absence of people is indicated by a green stripe.



- "Orange area". If a meeting has been planned according to the calendar but nobody is in the room, the color of the main screen will change from red to orange.



The "Mask server failure for" item enables you to set the time for which there will be no error message shown on the panel in case of loss of communication with the server. It means that if the loss of communication period is shorter than the set time, no error message will be shown on the panel. In the course of such loss, the panel may not display up-to-date information. The default setting is 15 minutes.

While creating a new meeting, it is necessary to enter the subject of the meeting. Under "Select subject for new meetings from the list" you can select whether the subject of the meeting is selected from the list set on this page (option "Yes") or whether the user will type it using the keyboard (option "No"). The default setting is "No". In the "Subject list", fill up to ten possible meeting subjects. The first item on the list is the default subject of the meeting. This one is used even when the subject is entered using the keyboard. If you select a keyboard entry and the default meeting subject is not filled here, you will always need to enter the subject using the keyboard when booking a room.

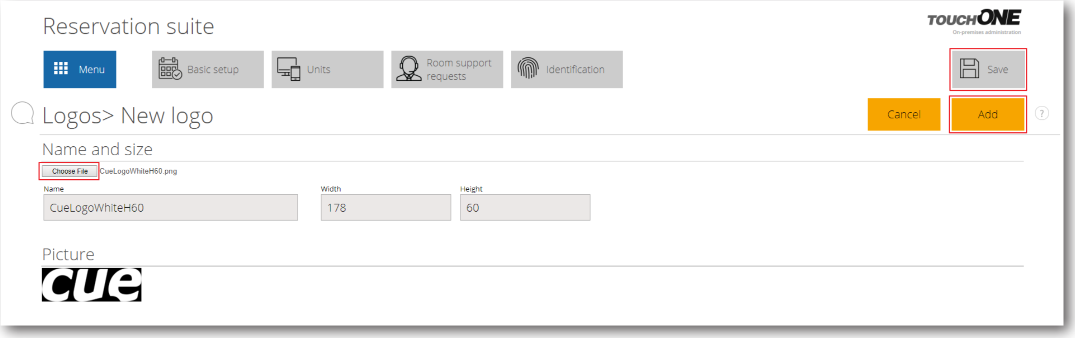
Tap "Save" to save changes and apply it to the whole reservation suite.

Inserting the company logo

touchONE units enable the user to insert a company logo in the upper right corner of the screen. The logo is inserted in the PNG (Portable Network Graphics) format. The design supports the transparency feature (alpha channel). Use the following sizes for the logo:

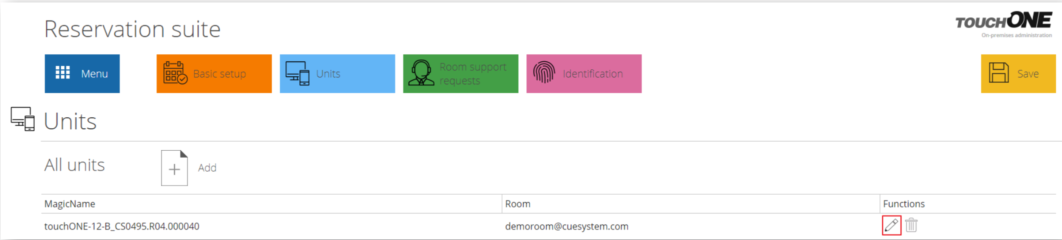
Type	Recommended height	Maximum height	Maximum width
touchONE-5-B	48 pixels	72 pixels	400 pixels
touchONE-7-B	60 pixels	100 pixels	500 pixels
touchONE-12-B	60 pixels	100 pixels	500 pixels
touchONE-overview	100 pixels	120 pixels	1000 pixels

At first, add your logo(s) to the logos stack. Here you can place up to 6 logo files. To add company logo to this stack, click on "Basic Setup / Logos / Add".

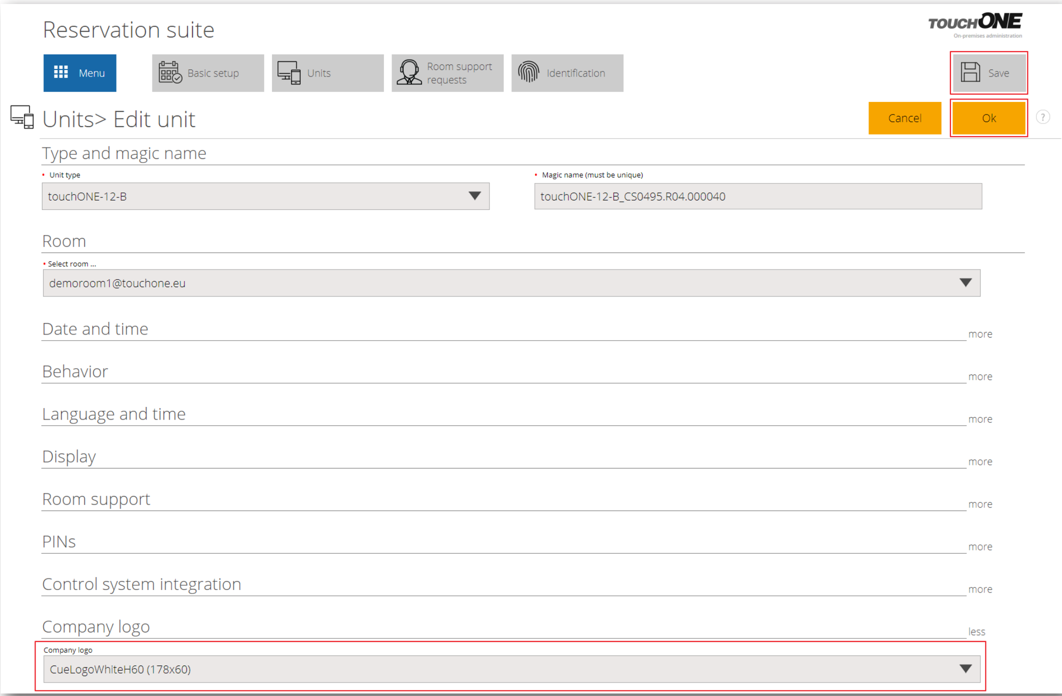


Click on "Choose file". The standard dialogue window for the opening of files will come up. In your computer, select a PNG file with the logo. Then click the "Add" button. Repeat this step to add all logos used in your reservation suite. On the end, tap "Save" to save changes.

Now you can select which logo will be displayed on each reservation suite unit. Click on "Units / All units". A list of all reservation suite units will be displayed.



Click on the Edit button of the selected unit. The page for detailed unit settings will be displayed. Scroll to the end of the page and tap "More" in the line "Company logo".



Here you can choose one of the logos placed on the logo stack. Then click the "OK" button. Repeat this step for all units where you want to display the logo. Tap "Save" to save changes and apply it to the whole reservation suite.

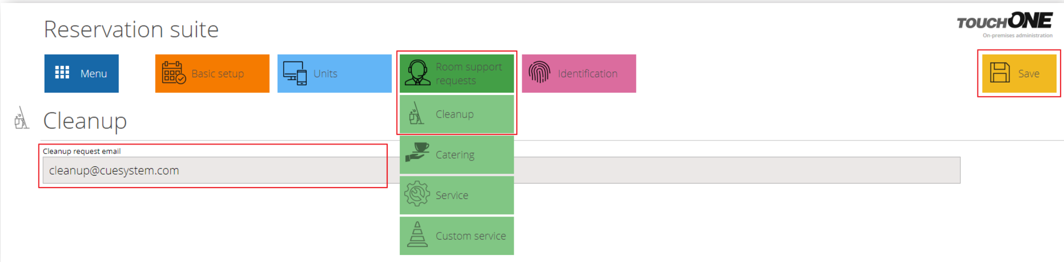
Setting up the room support services

Reservation system panels enable sending of room support requests. Through the panels you can:

- Order room cleanup.
- Order catering.
- Send a request for repair to two various service departments. One of these, for example, may be the facility service department (dealing with malfunction of air-conditioning, lighting, ventilation etc.) and the other one the IT department (caring for the functionality of computers, Wi-Fi connection, LAN and so on).

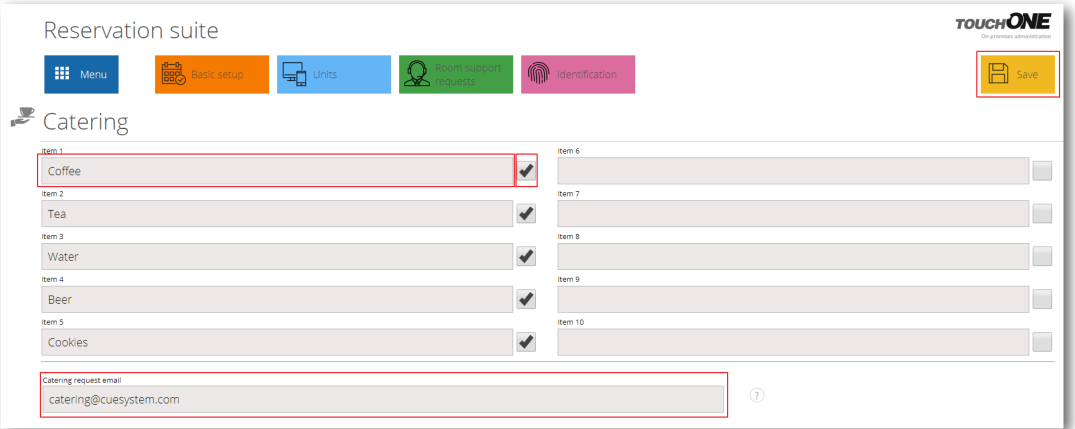
If some of these reservation panel functions are enabled, you will see the Options button in the upper right corner of the panel. From there you can send requests for room support, order catering, etc. Requests are sent to the email address you have entered for this purpose. If cleanup or support request is sent through the panel, an icon in the upper right corner indicates that the room is waiting for cleanup or repair. For more detailed description of how to use the services, see the touchONE_Essential_Setup guide, the chapter Using the room support services.

To set up the cleanup request, tap “Room support services / Cleanup”.



Here you can set the email address to which the cleanup requests will be sent. Tap “Save” to save changes.

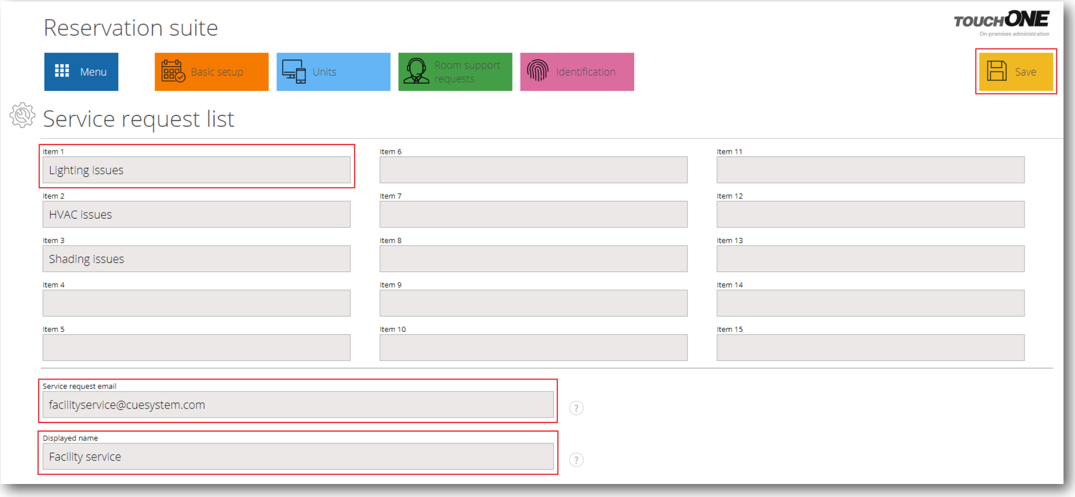
To set up catering requests, tap “Room support services / Catering”.



In the “Catering” section you can enter catering menu items. You can enable or disable an item by using the checkbox to the right of the item (you can for instance disable an item if it is temporarily unavailable). In such case you do not need to delete the whole item, but you can enable or disable it by using the checkbox. There can be a maximum of 10 items on the menu. The menu is shared by the whole reservation suite.

In the field “Catering request email” you can set the email address to which the catering requests will be sent. Tap “Save” to save changes.

To set up service requests, tap “Room support services / Service”. Settings on this page relate to the first of the two possible support/service departments.

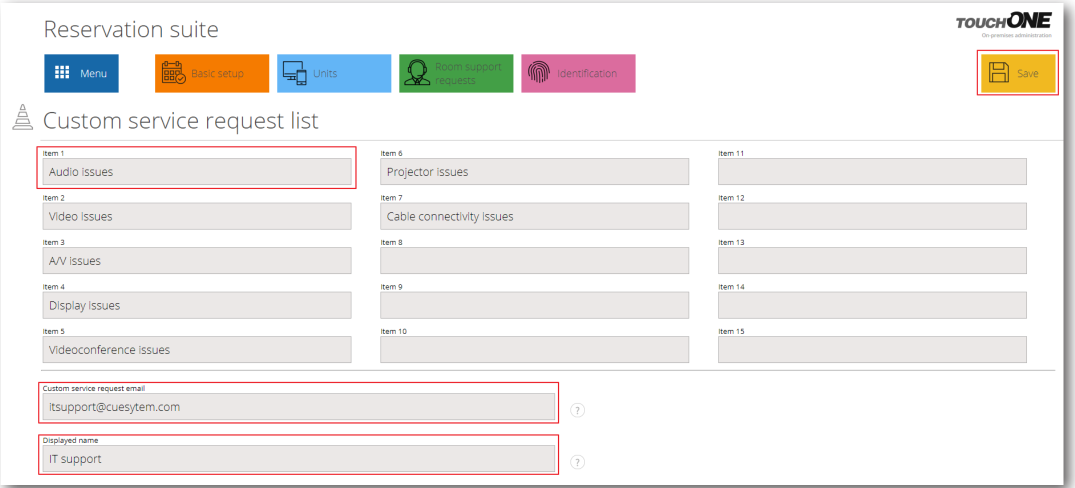


In the “Service request list” section you can edit the list of possible interventions available from the given service department. You can enter up to 15 items. The list is shared by the whole reservation suite.

In the “Displayed name” field you can edit the name of the service department that will be displayed in the user menu, e.g. “Facility service”.

In the field “Service request email” you can set the email address to which the service requests will be sent. Tap “Save” to save changes.

To set up custom service requests, tap “Room support services / Custom service”. Settings on this page relate to the second of the two possible support/service departments.

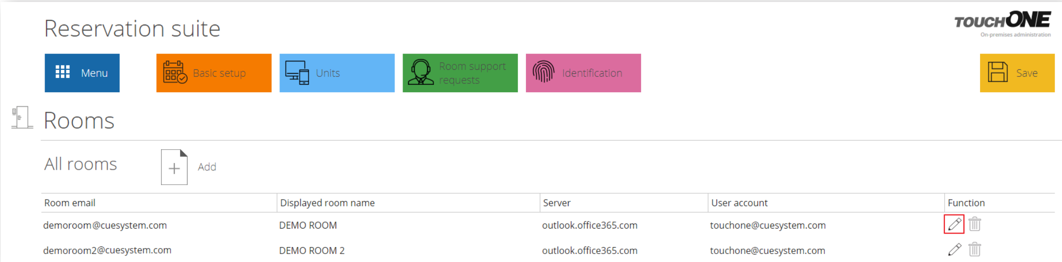


In the “Custom service request list” section you can edit the list of possible interventions available from the given service department. You can enter up to 15 items. The list is shared by the whole reservation suite.

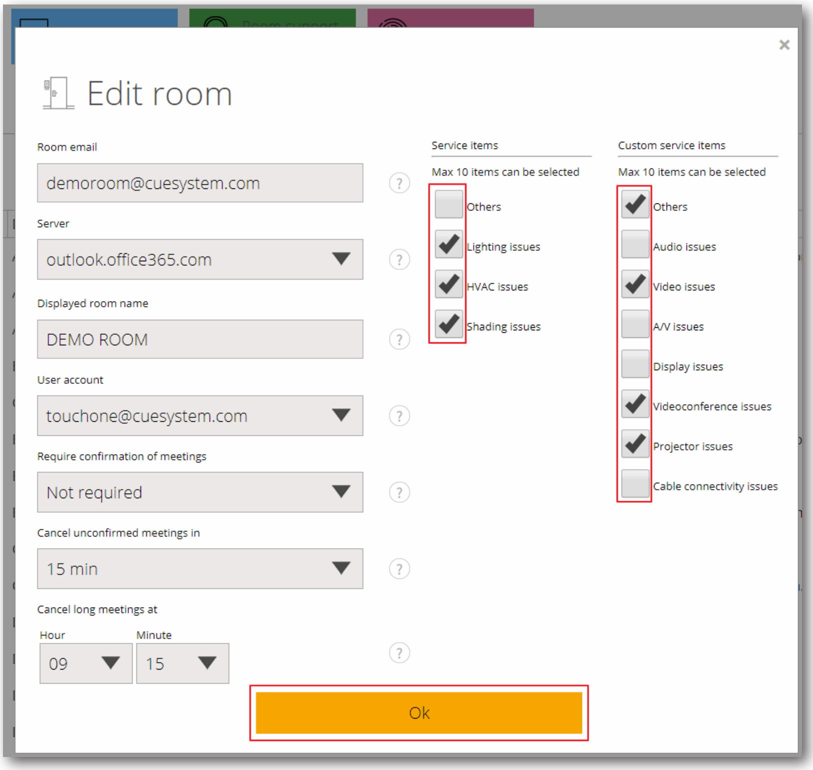
In the “Displayed name” field you can edit the name of the service department that will be displayed in the user menu, e.g. “IT support”.

In the field “Custom service request email” you can set the email address to which the custom service requests will be sent. Tap “Save” to save changes.

Now you have to select which interventions will be available for each room. For example, “Air-conditioning issue” is one of the items, but some rooms may not be equipped with air-conditioning. You can therefore enable this function only where relevant. For each room, you can select up to 10 items from the list of available interventions. Select “Basic Setup / Rooms” and then tap the Edit button of the room to be set.

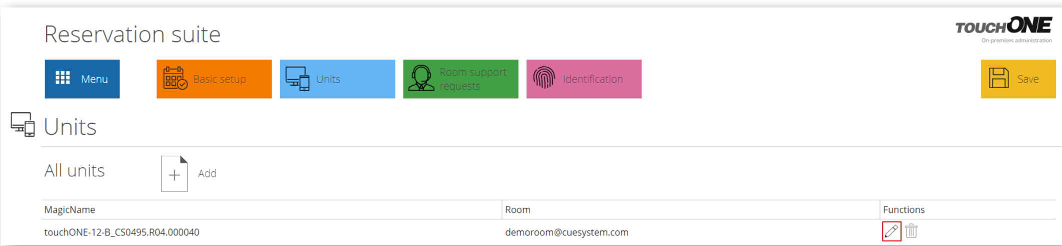


It will open the “Edit room” window.

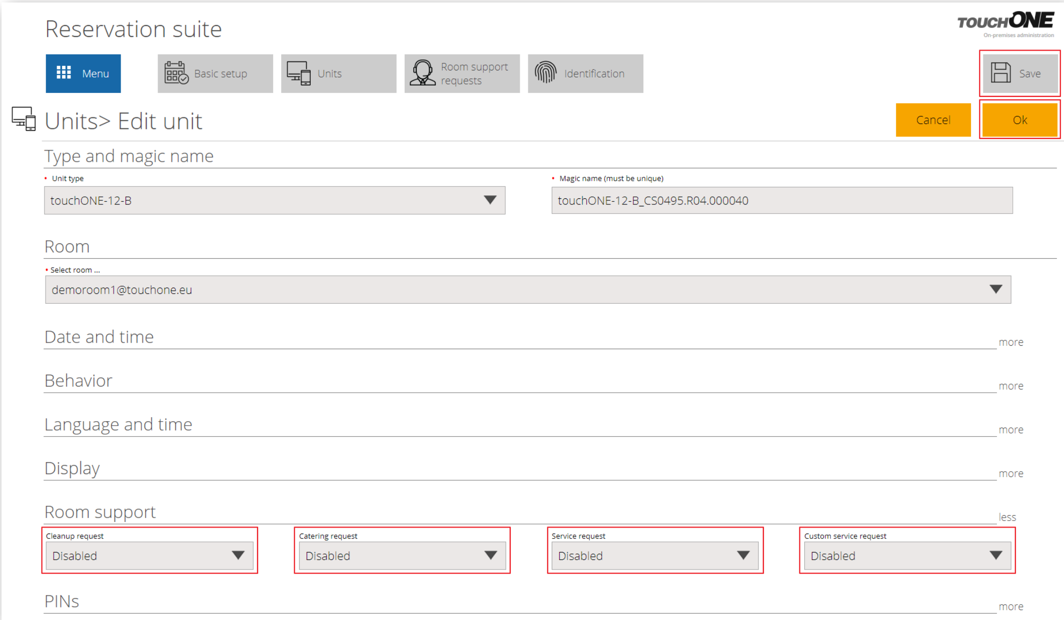


By using checkboxes for respective items in the areas “Service items” and “Custom service items”, you can select which interventions will be available for a given room. Tap “OK” to apply changes in the given room. Repeat this step for all rooms. Then tap “Save” to save changes.

Lastly, it is necessary to set which support services will be available on each reservation system panel. This setup is individual for each panel of the reservation suite, i.e. catering requests may be enabled on some panels while on others this function may be disabled. Click on “Units / All units”. A list of all reservation suite units will be displayed.



Click on the Edit button of the selected unit. The page for detailed unit settings will be displayed. Then tap “more” in the line “Room support”.



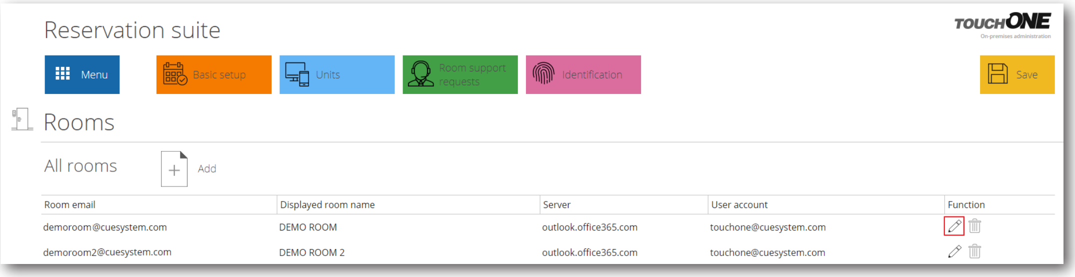
In the items “Cleanup request”, “Catering request“, “Service request“ and “Custom service request“ you can enable the relevant support services through the reservation system panel.

Then click the “OK” button. Repeat this step for all units. Tap “Save” to save changes and apply it to the whole reservation suite.

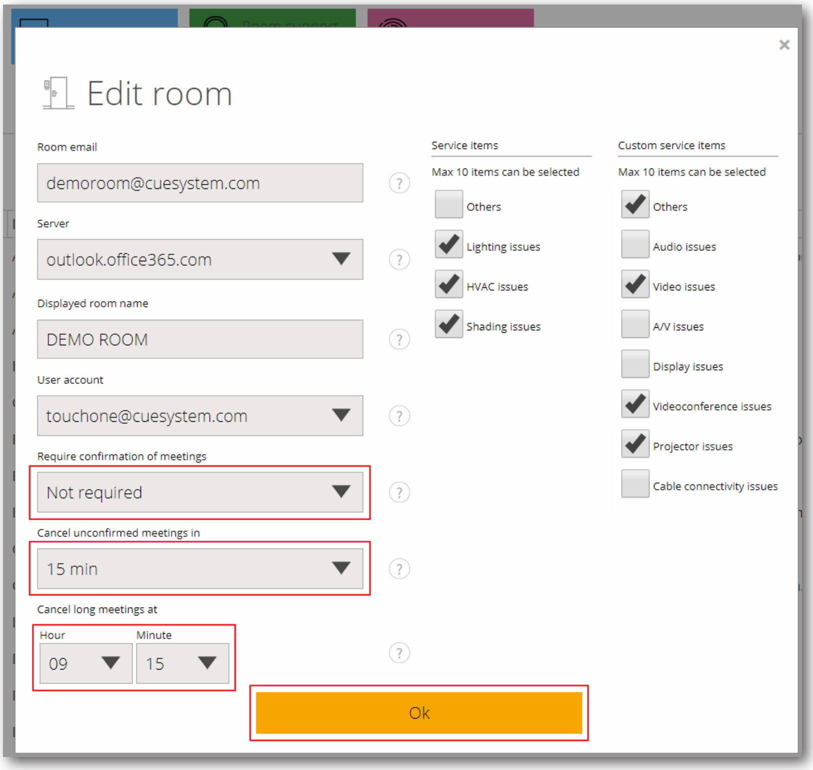
Setting up the confirmation of the meetings

Meeting confirmation is a function of the reservation system which makes it mandatory to confirm a previously planned meeting. Confirmation is possible through a dialog box on the panel, using information from occupancy sensors (detection of the presence of people in the room), or a combination of both. When combining both confirmation modes, the meeting is confirmed by whichever of the two events occurs first (either the presence of persons in the room or confirmation by a dialog box on the panel). If it is not confirmed that the meeting will take place, the meeting is automatically cancelled. Five minutes before cancelling the meeting, the system sends an email to the user reminding them of the necessity to confirm the meeting on the panel. This setting is individual for each room.

To set the meeting confirmation function, select "Basic Setup / Rooms" and then tap the Edit button of the room to be set.



It will open the "Edit room" window.



In the item "Require confirmation of meetings", activate the function by selecting "By dialogue box on the panel", "By occupancy sensors" or "By occupancy sensors or dialog box". If you do not require confirmation, choose „Not required ". The default setting is „Not Required ".

Meetings fall into two categories according to duration:

Common meeting is a meeting taking place within a limited period of time during one day:

- Example: A meeting from 10:00 AM to 3:00 PM

A long meeting - this category includes all-day meetings, meetings that last more than one day or unusually long meetings. These are characterised by the following criteria:

- They begin at 12:00 AM of the current day or earlier
- They end after the time set for cancelling long meetings of the current day
- Example 1: the meeting starts at 12:00 AM of the previous day and ends at 12:00 AM of the following day
- Example 2: the meeting starts at 12:00 AM of the current day and ends at 2:00 PM of the current day (the time of cancelling a long meeting has been set to 9:15 AM in this example)

In the item "Cancel unconfirmed meeting in" set the period of time after the beginning of the current meeting at which the meeting, unless confirmed, will be cancelled.

- Example: the period of time for the cancellation of a common meeting is set to 15 min. The meeting starts at 10:30 AM. If the meeting is not confirmed on the panel by this time, the organiser of the meeting gets an email at 10:40 AM with a warning about cancellation. If the meeting is not confirmed by 10:45 AM, it will automatically be cancelled at 10:45 AM.

In the item "Cancel long meetings at" set the time of the day (i.e. from midnight on) by which long meetings have to be confirmed.

- Example 1: The meeting starts at 10:00 AM on the previous day and ends at 11:59 PM on the current day. The time of cancelling long meetings is set to 8:20 AM. If the meeting is not confirmed, the organiser gets an email at 8:15 AM. If the meeting is not confirmed by 8:20 AM of the current day, it will automatically be cancelled at 8:20 AM.
- Example 2: The meeting lasts from 12:00 AM of the current day to 10:00 PM of the following day. The time for the cancellation of long meetings is set to 9:15 AM. The organiser gets an email at 9:10 AM. If the meeting is not confirmed by 9:15 AM of the current day, the beginning of the meeting is at this moment shifted to 12:00 AM of the following day (see below for exceptions).

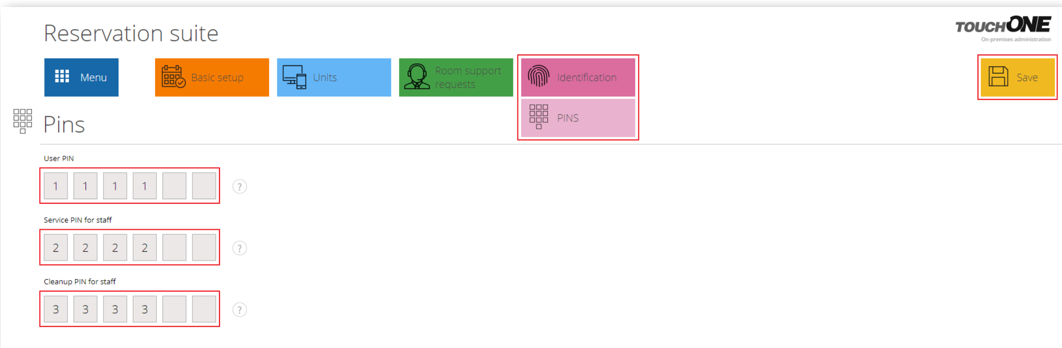
Exceptions - meeting confirmation has the following exceptions:

- If you reserve a room from the panel and the meeting starts within 15 min from the moment of the reservation, the meeting does not need to be confirmed (it is considered confirmed).
- Meetings that last several days must be confirmed every day.
- Meetings that end later than the current day do not get cancelled, but their beginning is shifted to 12:00 AM of the following day, i.e. the room is made free only for the current day.

Then click the "OK" button. Repeat this step for all rooms. Tap "Save" to save changes and apply it to the whole reservation suite.

Setting up PINs

You can set PINs for access to some of the reservation panel functions. PIN is a number comprising 4-6 characters. If you do not wish to use access through PINs, leave the fields with PIN value blank. PINs are shared by the whole reservation suite. If you need to setup PINs, select "Identification / PINS".



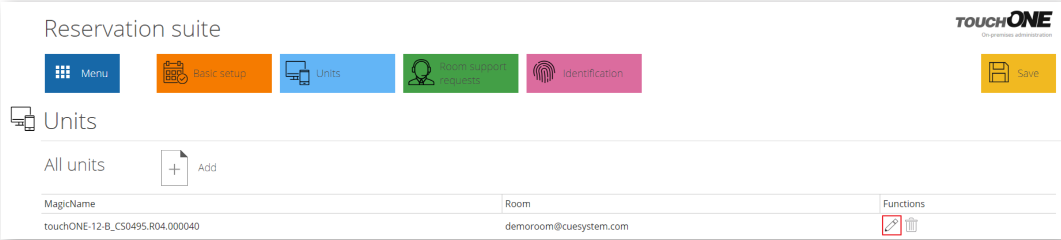
User PIN is used to restrict access to some basic functions of the reservation system. For example, it can be used to enable all employees (who know the user PIN) to access all available functions while visitors (not knowing the user PIN) will be able to access only those functions that do not require the PIN.

Service PIN should only be known to service department employees. This PIN is the same for both service departments and is used to access the page where reported service problems can be deleted.

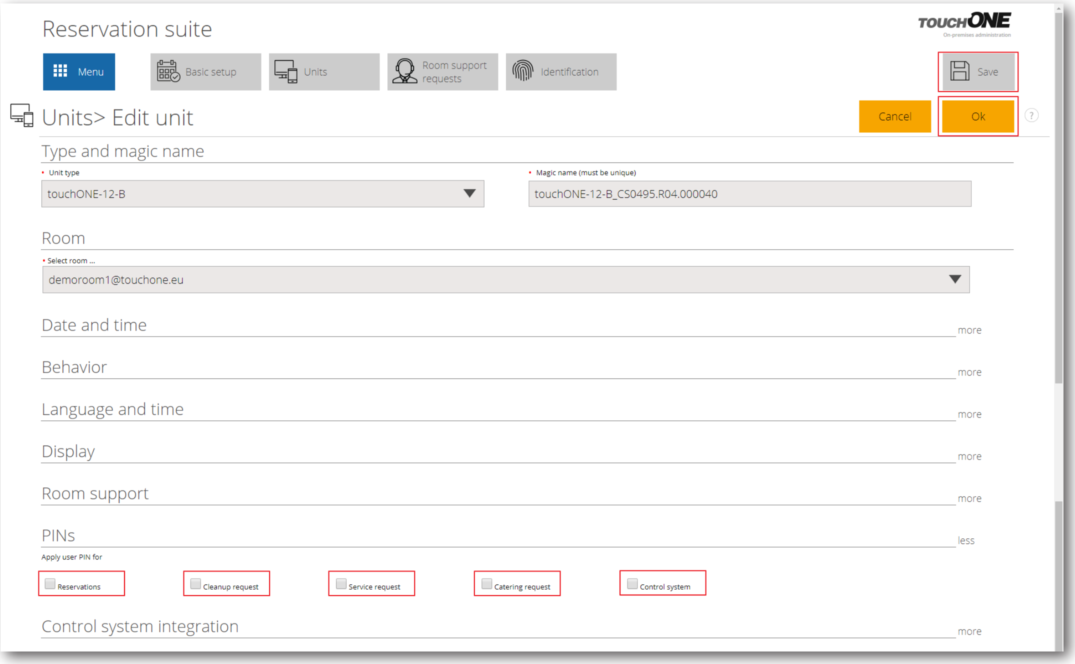
Cleanup PIN should only be known to cleanup employees. This PIN is used for access to the page where a room can be indicated as cleaned.

After settings the PINs, tap "Save" to save changes and apply it to the whole reservation suite.

Now you can set which functions will require entering the user PIN. This is unique for each panel. This enables you, for example, to require PIN only in panels situated in the public parts of the building whereas panels situated in the parts of the building reserved only for employees will not require PIN. Click on “Units / All units”. A list of all reservation suite units will be displayed.



Click on the Edit button of the selected unit. The page for detailed unit settings will be displayed. Then tap “More” in the line “PINs”.



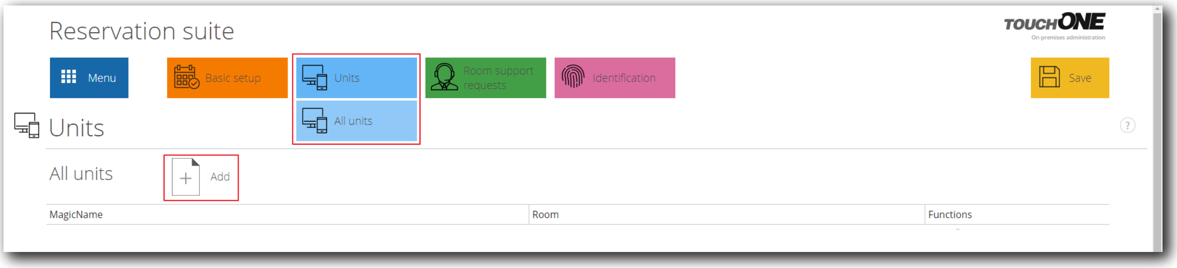
Using checkboxes in the section “PINs / Apply user PIN for”, you can state which functions will require the entering of PIN on the given panel:

- “Reservations“ - user PIN will be required to reserve a room and prolong or end an event.
- “Cleanup request“ - user PIN will be required to order cleanup.
- “Service request“ - user PIN will be required to order technical support (common for both service departments).
- “Catering request“ - user PIN will be required to order catering.
- “Control system” - user PIN will be required to enter the operation screen of the control system.

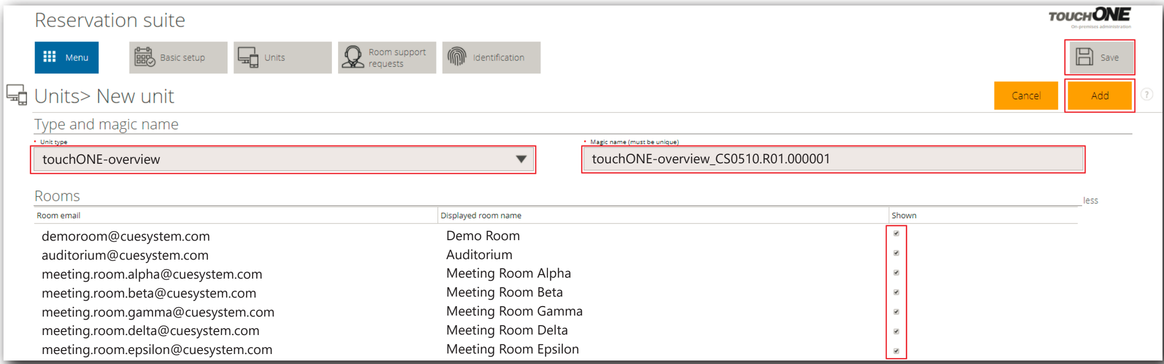
Then click the “OK” button. Repeat this step for all units. Tap “Save” to save changes and apply it to the whole reservation suite.

Adding and setup the touchONE-overview unit

If you need to add the touchONE-overview unit to the reservation suite, click on “Units / All units / Add”.



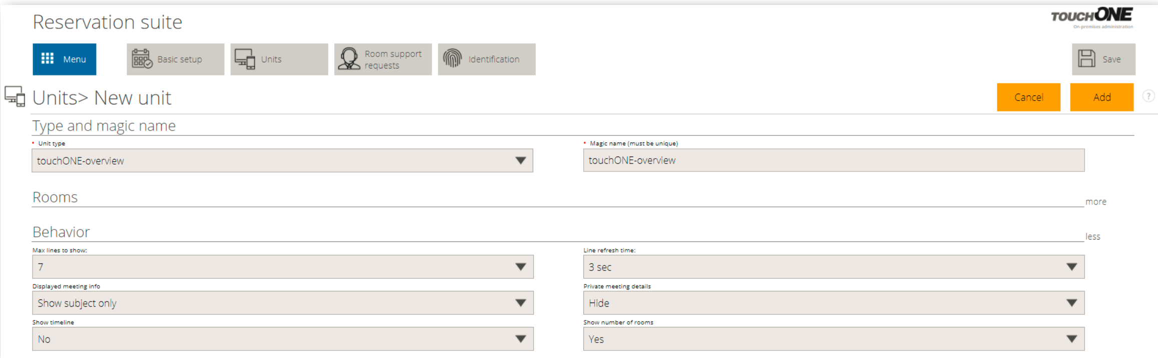
Dialog windows for the adding of a new unit will appear.



In the “Unit type” field, select “touchONE-overview”. In the field “Magic name”, type the magic name of the touchONE-overview unit.

In the “Rooms” field you will find a list of all the rooms in the given reservation suite. In the “Shown” column, use a checkmark to indicate for each room whether it will be displayed or not.

In the “Behavior” field, you will find more detailed display settings.



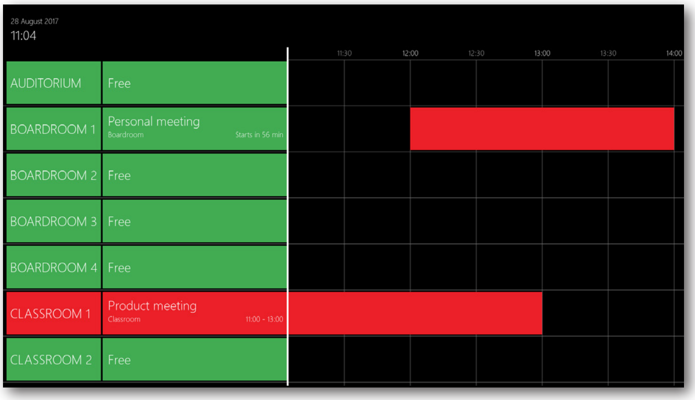
It offers the following options:

- *Max lines to show*: this indicates the maximum number of rooms (lines) shown on the display. The number has to be within the range 7 – 14. If you wish to display more rooms, the list of rooms will scroll.
- *Line refresh time*: if the list of rooms scrolls, here you can set the interval for which the scrolling will stop between two shifts by one line. The options are 3, 5, 7, 10, 15 and 20 seconds.
- *Displayed meeting info*: here you can set how meeting information is displayed on the panel. You can choose to view both the subject and the organizer, only the subject or only the organizer. The default option is to display both the subject and the organizer.
- *Private meeting details*: planned meetings can be marked as private in the calendar. In this item you can select whether in meetings marked this way the full description and details will be shown (the “Show” option) or whether people will see only

the indication "Private meeting" (the "Hide" option). You can also select "Hide except current meeting". In this case details will be shown only for the current or the immediately following private meeting whereas details of other planned private meetings will be hidden. The default value is "Hide".

- *Show timeline*: the display may either show the current or next meeting only (the "No" option), or a timeline with current and future meetings may also be displayed (the "Yes" option). The default value is "No".
- *Show number of rooms*: here you can set whether the total number of free and occupied rooms will be displayed in the upper left corner of the screen. The default value is "Yes".

A display showing the current or next meeting and the total number of free ond occupied rooms.



A display showing the current or next meeting and th timeline; total number of rooms is not allowed.

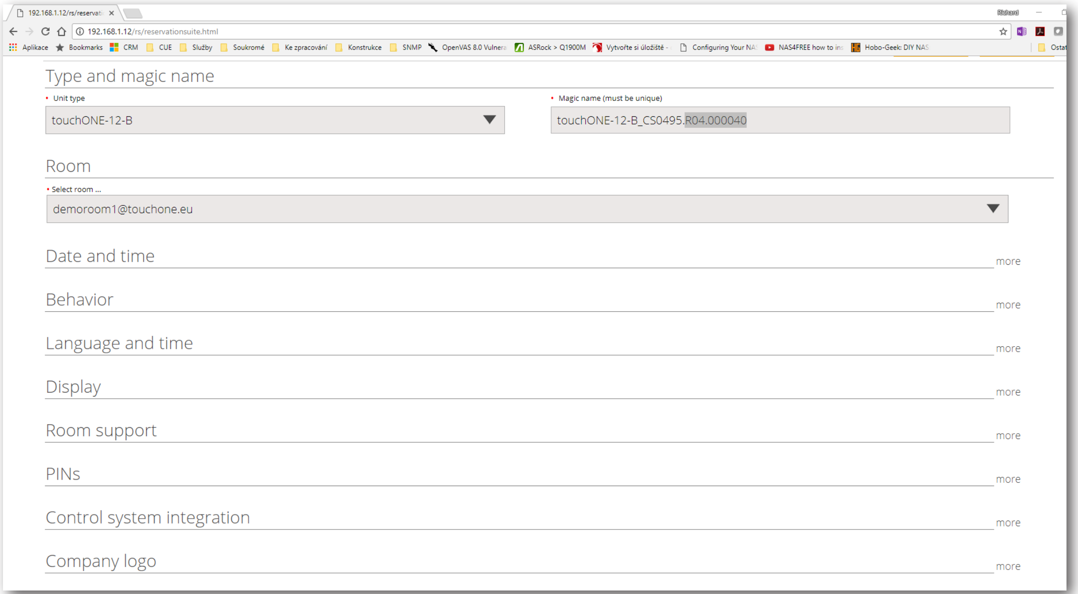
Then click "Add" and confirm changes with the "Save" button.

Now you have to join the touchONE-overview unit to the reservation suite using the touchONE - SetupGuide - touchONE-overview / Joining the unit to the reservation suite.

The next available settings (Date and time, Language and time, Company logo) are common to all reservation system units and are described in the following chapter.

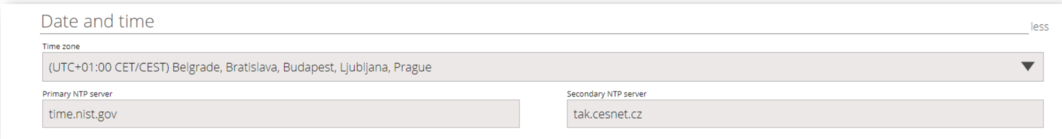
Detailed settings of the reservation system units

In the "Units" menu you can also change other detailed unit settings. Click on "Units / All units". A list of all reservation suite units will be displayed. Click on the Edit button of the selected unit. The page for detailed unit settings will be displayed. Each line represents one group of parameters to set. Then tap "More" in the selected group.



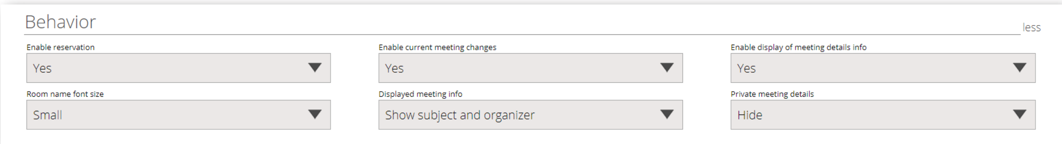
In the line "Room" you can change the room account used on the given panel.

Date and time



You can choose your time zone here and the panel will automatically change summer and winter time according to the rules in the specific zone. Setting the time correctly is essential for the right operation of the reservation panel. The panel enables synchronizing its clock with internet time (NTP) servers. Time (NTP) servers are pre-set to "time.nist.gov" and "tak.cesnet.cz" but if it does not suit you, you can change it to any NTP servers you prefer by tapping the relevant field.

Behavior



The "Enable reservations" item allows you to set whether or not room reservations can be made from the specific panel (if not, the "Reserve" button is hidden). The default setting is "Yes".

The "Enable current meeting changes" item allows you to set whether or not it is possible to extend or finish the current meeting (if not, the "Extend" and "Finish" buttons are hidden). The default setting is "Yes".

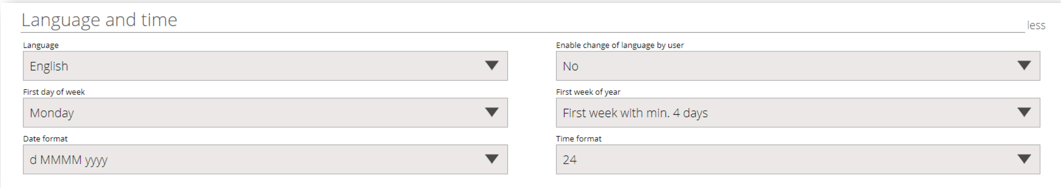
Under "Enable display of meeting details" you can enable or disable the display of the meeting details window by tapping the appointment in calendar., Meeting details window displays the appointment details incl. subject and organizer. If you want to view the details of meetings in this way, select "Yes", otherwise select "No". The default is "Yes". Note: Private meetings information is displayed according to the option "Private meetings details".

The “Room name font size” item allows you to set the font size of the room name in the upper left corner of the panel. The default setting is “Small”.

Under “Displayed meeting info”, you can set how meeting information is displayed on the panel. You can choose to view both the subject and the organizer, only the subject or only the organizer. The default option is to display both the subject and the organizer. If you press the appointment in the calendar, a meeting details window will be displayed incl. subject and organizer (if the meeting is not private). You can disable the meeting details display in this way using the “Enable display of meeting details” option.

Scheduled meetings can be labeled as private. The “Private meetings details” item allows you to set whether on the panel you will see the full description and details of meetings labeled like that (option “Show”) or just “Private meeting” label (option “Hide”). You can also choose “Hide except current meetings”. In this case details will be shown only for the current or upcoming private meeting and details of other meetings will be hidden. The default setting is “Hide”.

Language and time



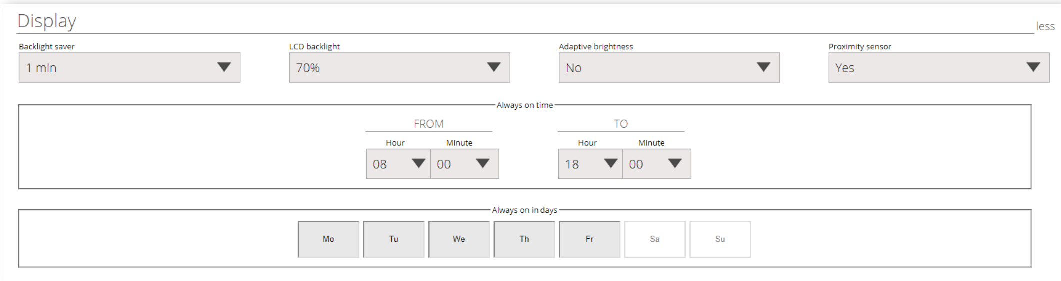
The “Language” item allows you to set the language of the panel’s user interface. Here you can also enable common users to change the language on the panel in the item “Enable change of language by user”. If this is enabled (“Yes”), the options menu button will appear in the upper right corner and the user can change the language on the panel. Available options include changing panel language for 2 minutes, until the end of the current meeting or until the end of the day. The default setting is “No”.

The “First day of week” and “First week of year” items determine the way monthly calendar will be displayed – i.e. which day of the week is displayed as the first and how weeks are numbered. The default setting is “Monday” and “First week with min. 4 days”.

In “Date format” choose whether you want the date shown in “d MMMM yyyy” format (for example, “26 February 2016”) or in “MMMM d yyyy” format (for example, “February 26, 2016”). The default setting is “d MMMM yyyy”.

In “Time format” choose whether you want the time shown in 24-hour or 12-hour (12 AM/PM) format. The default setting is “24”.

Display



In “Backlight saver” you can set after how long the display illumination is turned off in case of panel inactivity. The default setting is “1 min”.

The “LCD backlight” item allows you to set the brightness of the display from 0% to 100%. The default setting is “70%”.

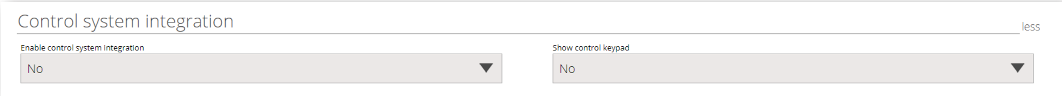
In “Adaptive brightness” you can set whether or not the brightness of the display is regulated depending on the surrounding lighting. The default setting is “No”.

The “Proximity sensor” item allows you to set whether the display will be woken from screen-saving mode automatically using the sensor (option “Yes”) or manually by touching the screen (option “No”). The default setting is “Yes”.

In the sections “Always on time” and “Always on in days” you can set times and days when the panel will be constantly switched on. The screensaver will, therefore, not be active during those periods of time. These periods of time are usually set for your ordinary working hours and working days when the panels are constantly switched on; at other times screensaver is used. Here you can set the time (“Always on time”), from when (“From”) until when (“To”), the panel will be constantly switched on. Use the day buttons in “Always on in days” to set the days when the panel will be switched on at given times. The default setting is that the panel is switched on from 08:00 to 18:00 from Monday to Friday.

Control system integration

Here you can set in which way the touchONE reservation system panel will communicate with the CUE control system. In order for the reservation system panel to communicate with the control system, the **ReservationSystemControlIntegration** applet has to be running within the program of the controller or the control system touchpanel. Through this applet, the touchONE reservation system panels communicate with the CUE control system units. For more information on using the **ReservationSystemControlIntegration** applet, see the Help section of the Cue Visual Composer integrated development environment.



In the item "Enable control system integration" you can enable communication of the reservation system panel with the CUE control system. This makes it possible for reservation system panels to transfer information on room occupancy and currently running meetings to the control system.

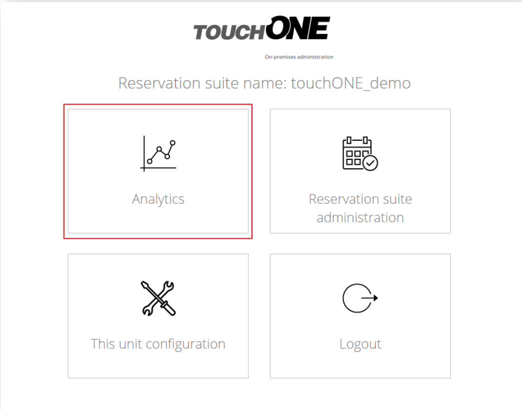
In the item "Show control keypad" you can enable the displaying of the control keyboard on the reservation system panel. The user can then activate the keypad by pressing the Options button in the upper right corner of the screen and then selecting "Control".

When you finish the detailed room settings, tap the "OK" button. Repeat this step for all units. When you finish setting up all units, tap "Save" to save changes and apply it to the whole reservation suite.

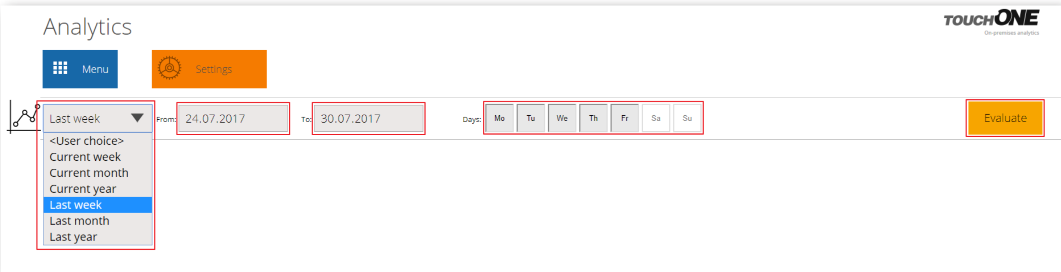
Using Analytics

Analyzing the statistics of room usage is one of the main features of the touchONE-manager unit. With it you will get decision-making data regarding the efficiency of room usage, which can help you to plan the appropriate numbers and types of rooms.

To access Analytics, tap the "Analytics" button placed on the home page.

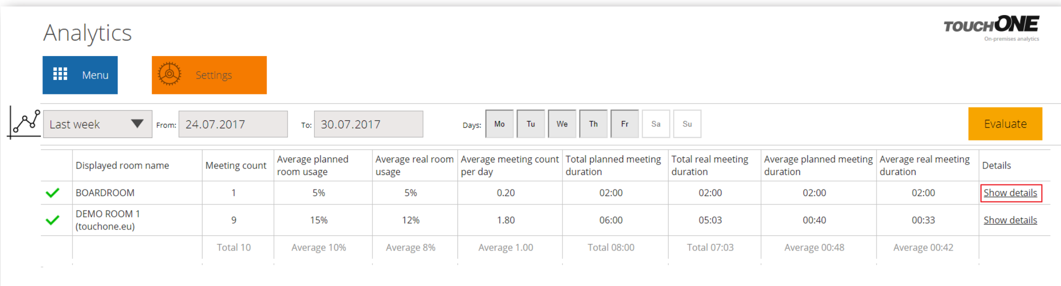


It will open the page with Analytics functions.

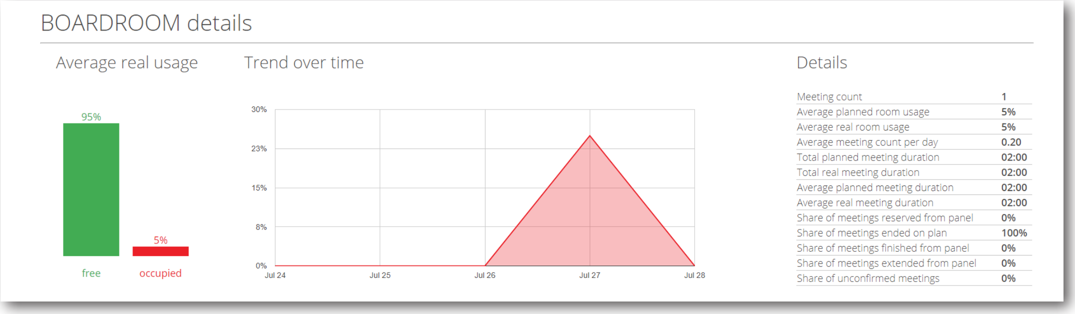


In the leftmost field you can select the time period for obtaining statistics data. Here you can select some predefined time periods ("Current week", "Last month"etc.) or, if you select "User choise", you can set the custom time period defined in the items "From" and "To". You can also use a day filter. In this case only statistic data from selected days will be evaluated (for example just from working days, as shown in the picture above). Then tap "Evaluate".

At that point, the touchONE-manager will read data from all units and display the basic analytics table.



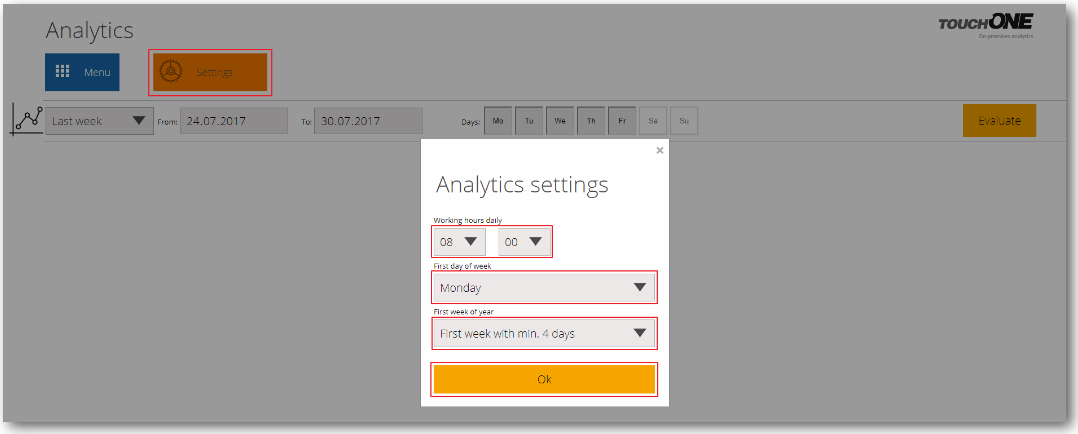
If you click "Show details", you will see some other parameters and the trend-over-time graphs.



The following parameters are evaluated:

Name	Description	Unit
Meeting count	the total number of meeting in a given time period	-
Average planned room usage	100 * sum of planned duration of all meetings / (working hours per day * number of days)	%
Average real room usage	100 * sum of real duration of all meetings / (working hours per day * number of days)	%
Average meeting count per day	the total number of meetings in a given time period / number of days	-
Total planned meeting duration	the sum of planned duration of all meetings	hour:min
Total real meeting duration	the sum of real duration of all meetings	hour:min
Average planned meeting duration	the sum of planned duration of all meetings / the total number of meetings in a given time period	hour:min
Average real meeting duration	the sum of real duration of all meetings / the total number of meetings in a given time period	hour:min
Share of meetings reserved from panel	100 * number of meetings created using reservation system panels / the total number of meetings in a given time period	%
Share of meetings ended on plan	100 * total number of meetings finished as planned / the total number of meetings in a given time period	%
Share of meetings finished from panel	100 * total number of meetings finished earlier from reservation system panels / the total number of meetings in a given time period	%
Share of meetings extended from panel	100 * total number of meetings extended using reservation system panels / the total number of meetings in a given time period	%
Share of unconfirmed meetings	100 * total number of unconfirmed meetings canceled automatically by reservation system panels / the total number of meetings in a given time period	%

If you tap the "Settings" button, you can set some parameters for analytics evaluation.



In the item "Working hours daily" you can select the daily working time for a calculation of the room usage in percent. This value states how many working hours a day is considered 100%. The "First day of week" and "First week of year" items enable you to customize your calendar habits – i.e. which day of the week is displayed as the first and how weeks are numbered. The default setting is "Monday" and "First week with min. 4 days". Tap "OK" to confirm changes.