TOUCHONE

Essential Setup

for firmware 11.00

16.10.2017

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 panels have the following functions:

- Show 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 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 panels are available in three different sizes: 5", 7" and 12". 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 so, for example, 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 any reservation suite unit, and settings shared within the Reservation Suite will be automatically applied to all units. Other settings (individual settings of each unit, e.g. 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. This guide describes the management of the reservation system through Essential Setup.
- 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 the touchONE-manager - On-premises Administration guide.

Network infrastructure requirements

For the proper functioning of the system 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).
- An open TCP port 80 (HTTP) and 443 (HTTPS) within the local network for the administration of touchONE units by means of Admin Web.
- An open TCP port 53128 and UDP port 33333 within the local network for communication between touchONE units. Communication between units 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), thanks to which reservation system

units in the file explorer can be made 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 touchONE units.
- CAT5 or higher LAN cables leading from an Ethernet switch to the place where you want to install touchONE units.
- All reservation system units included in the Reservation Suite must be plugged into the same LAN.
- The use of PoE (Power over Ethernet) of the Ethernet switches is recommended as it will simplify the necessary cabling. In case your switches do not support the PoE technology, use the enclosed PoE injectors and connect them between the Ethernet switch and the touchONE panel.
- The network card of touchONE panels supports speeds up to 100 Mbit/s. If you are using a faster LAN, set up ports intended for touchONE panels on your switch to auto negotiate or to 100 Mbit/s.

touchONE panels are connected to LAN using a single cable, which also provides power supply thanks to PoE (Power over Ethernet) technology.

Type	Standard	Class
touchONE-5-B	IEEE 802.3af	Class 0
touchONE-7-B, touchONE-7-M	IEEE 802.3af	Class 0
touchONE-12-B, touchONE-12-M	IEEE 802.3at	Class 4

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.

Settings

This document describes such settings of the reservation system using Essential Setup that are common for all types of supported servers. 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

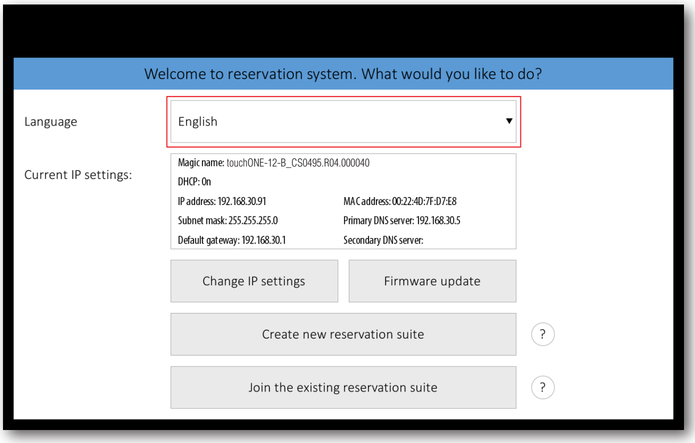
In order to set the touchONE system, it is necessary to:

1. Prepare accounts on the specific server using the guides above.
2. Configure the touchONE panels using the guides above as well as the following chapters.

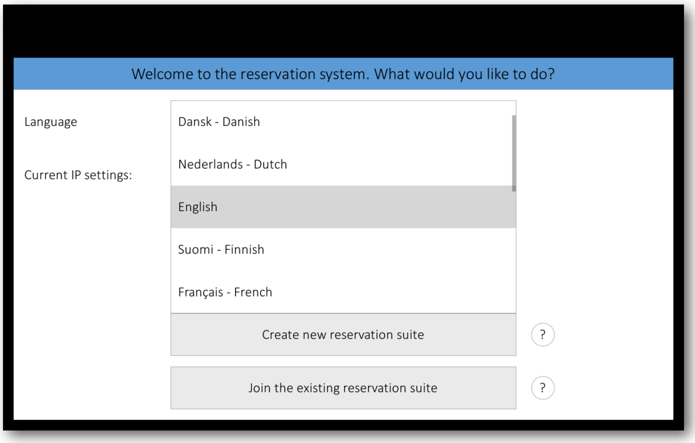
touchONE panels configuration

Settings after the first switching of the panel

After the touchONE panel is switched for the first time, the following screen will appear on it:



You can change the user interface language of the panel in “Language”. Touch the red-marked field and a list of available languages appears. Choose your preferred language.



In the default setting the panel is enabled to obtain the IP address and DNS servers using your network’s DHCP. Under the item “Current IP settings” you can check whether the assigned addresses correspond with your network. If this setting does not meet your requirements, you can change it according to the instructions in the chapter IP settings.

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 name and password serve for mutual identification of panels. The password is also used for accessing the panels’ settings.

Now you can create a new reservation suite just by tapping on “Create new reservation suite” or you can join the panel to the existing reservation suite by tapping “Join to existing reservation suite”. The following settings vary depending on the type of server. Follow the steps in the chapter touchONE panels configuration in guides dedicated to specific server type:

- touchONE - Setup Guide - Microsoft Exchange Server
- touchONE - Setup Guide - Microsoft Office 365
- touchONE - Setup Guide - G Suite

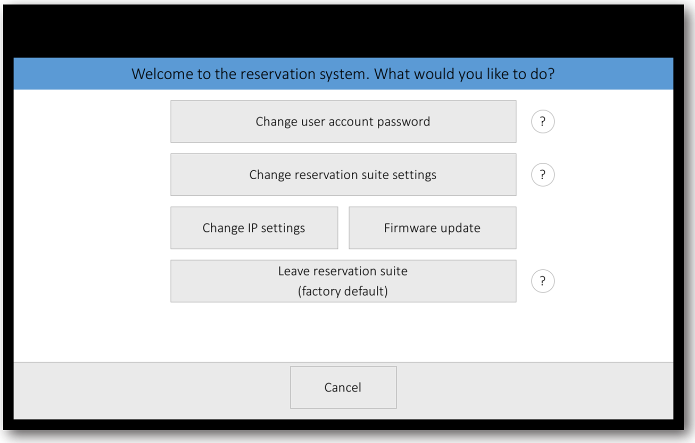
Change of panel settings

In case you need to change the configuration of a panel which is already set, connected to the reservation suite and in normal operation, tap and hold the upper left corner (where the room name is) for about 5 seconds until keyboard appears along with "Enter password" notice. Enter the password you have chosen during the creation of the reservation suite.

On the next screen, you can do the following:

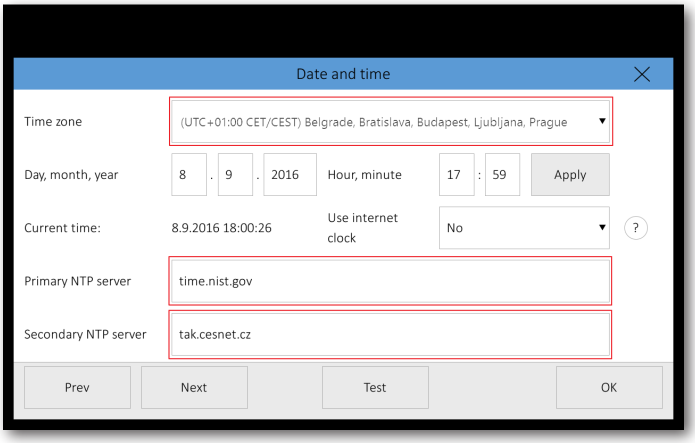
- "Change user account password". Here you can change password for user accounts used with Microsoft Office 365 or Microsoft Exchange Server. This option is not available for G Suite server.
- "Change IP settings". You can find more details in the chapter **IP settings**.
- "Change reservation suite settings". Here you can change accounts and detailed panel settings - see the text below.
- "Leave reservation suite (factory default)". With this option you can delete all user panel settings and restore the panel factory settings.
- "Firmware update".

Choose "Change reservation suite settings" on the this screen. Tapping "Next" will take you step-by-step through the settings screens ("Server settings – User account settings – Room settings") and then you get to detailed settings screens.



Detailed panel settings

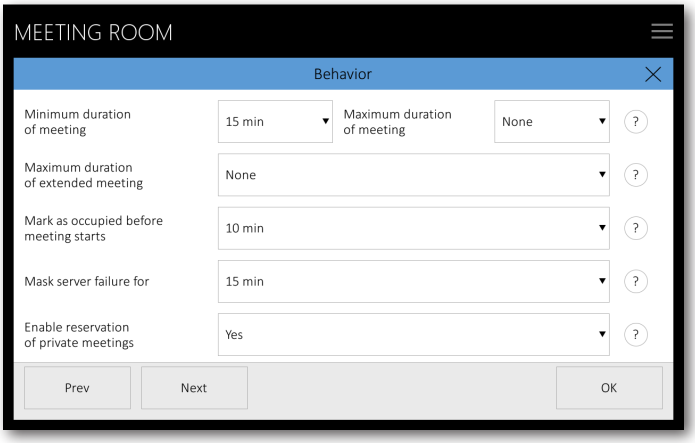
The first of the detailed panel settings pages relates to setting time and date.



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. This function is enabled in the default setting and we recommend keeping it that way ("Use internet clock" item is set to "Yes"). 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. The "Next" button will take you to reservation suite behavior settings screen.

Settings on this screen are shared by all units within the same reservation suite. It means that whatever you change here will be adopted by all the panels.



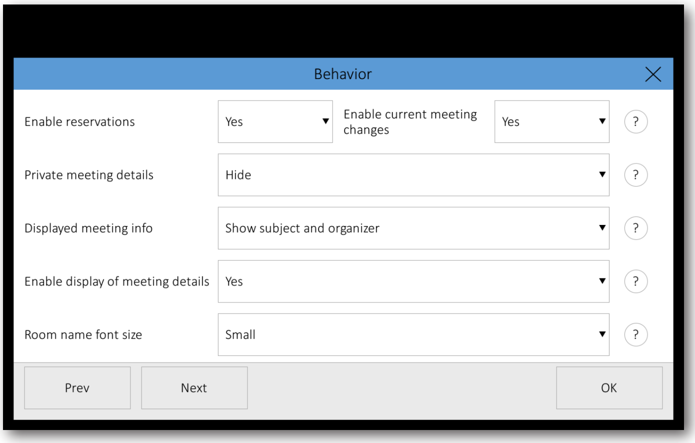
The items "Minimum duration of meeting" and "Maximum duration of meeting" allow you to set the limits for reservations made through a panel. The maximal duration is limited to the midnight of the given day. Default setting for the minimum time is 15 minutes and "None" for the maximum time. The item "Maximum 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.

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.

The "Enable reservation of private meetings" item enables you to set whether the option of labeling a new meeting as private is allowed when booking a new meeting. The default value is "Yes".

On the following screens you can set the behavior of individual panels, i.e. a change on one panel does not affect other panels.



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".

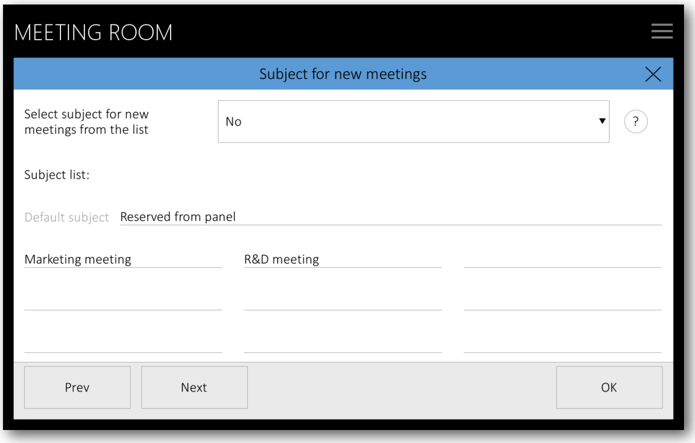
Scheduled meetings can be labeled as private. The "Private meetings details" item allows you to set whether on the panel you will see the full description and details of meetings labeled like that (option "Show") or just "Private meeting" label (option "Hide"). You can also choose "Hide except current 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".

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.

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".

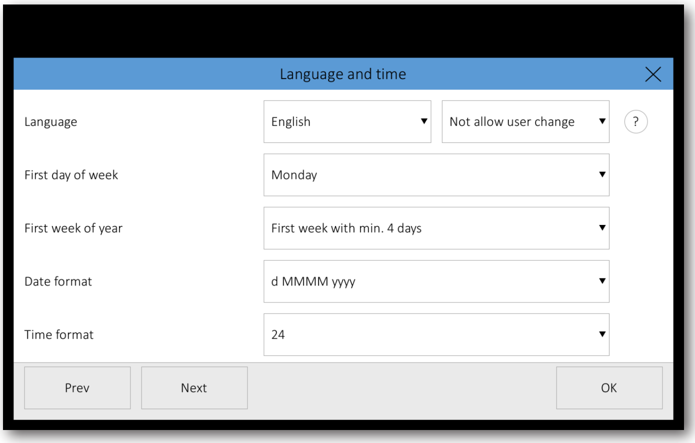
On the following screens you can set how the meeting subject will be entered when a new meeting is created.



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.

Settings on this screen are shared by all units within the same reservation suite. It means that whatever you change here will be adopted by all the panels.

The setting on the next screen is individual for each panel.



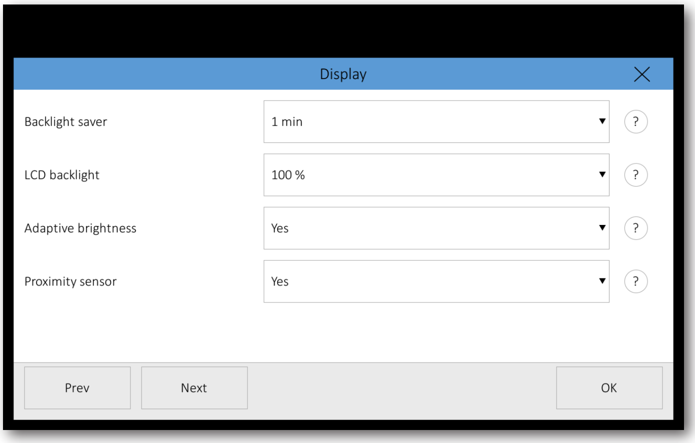
The “Language” item allows you to set the language of the panel’s user interface. Here you can also enable common users to change the language on the panel. If this is enabled, the options menu button will appear in the upper right corner and the user can change the language on the panel. Available options include changing panel language for 2 minutes, until the end of the current meeting or until the end of the day.

The “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”.

Panel display settings can be adjusted on the next screen. This setting is also individual for each display.



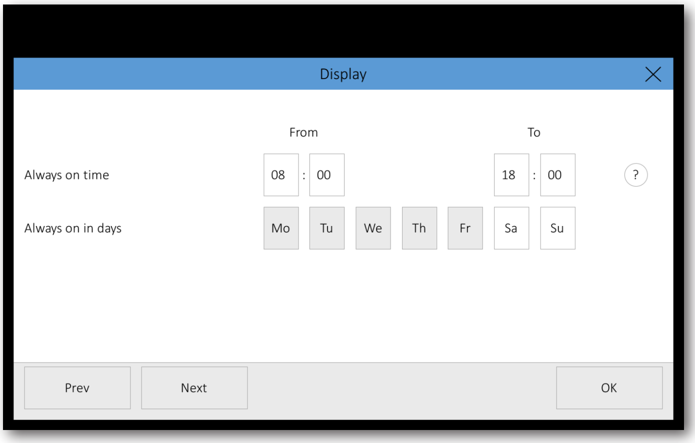
In “Backlight saver” you can set after how long the display illumination is turned off in case of panel inactivity. The default setting is “1 min”.

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”.

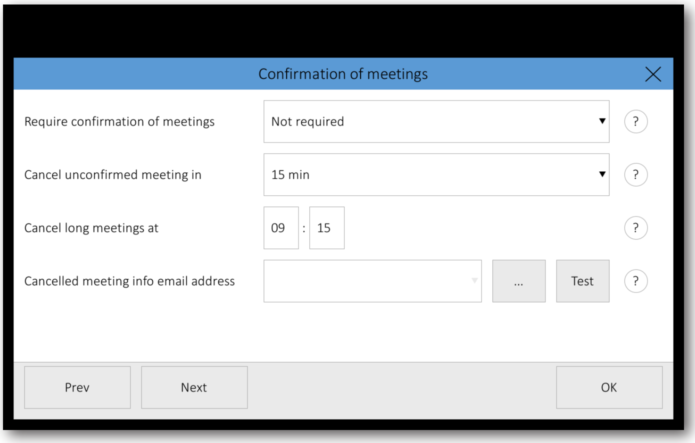
The “Proximity sensor” item allows you to set whether the display will be woken from screen-saving mode automatically using the sensor (option “Yes”) or manually by touching the screen (option “No”). The default setting is “Yes”.

The next screen allows you to 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 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 buttons "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.

On the following screens you can set meeting confirmation. 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.



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 AMof 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.

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. You can send a testing email by pressing “Test”.

Configuration can be ended and saved by pressing “OK”, or you can proceed to set up room support services.

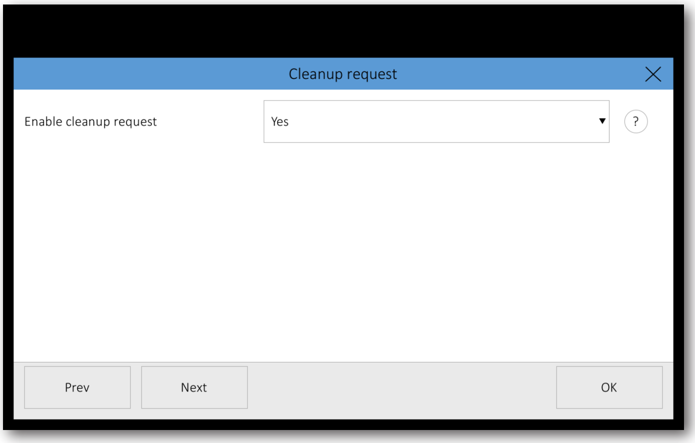
Setting up the room support services

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

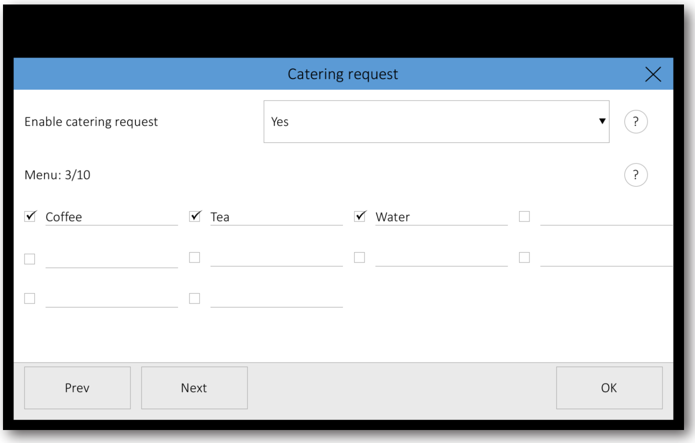
- Order room cleanup.
- Order catering.
- Send a request for repair to two various service departments. One of these, for example, may be the facility service department (dealing with malfunction of air-conditioning, lighting, ventilation etc.) and the other one the IT department (caring for the functionality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

If some of these reservation panel functions are enabled, you will see an 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 (see the page "Room support emails"). 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 chapter Using the room support services.

On the "Cleanup request" page in the item "Enable cleanup request" you can enable the function of ordering cleanup through the reservation system panel. This setup is individual for each panel of the reservation suite, i.e. cleanup requests may be enabled on some panels while on others this function may be disabled.

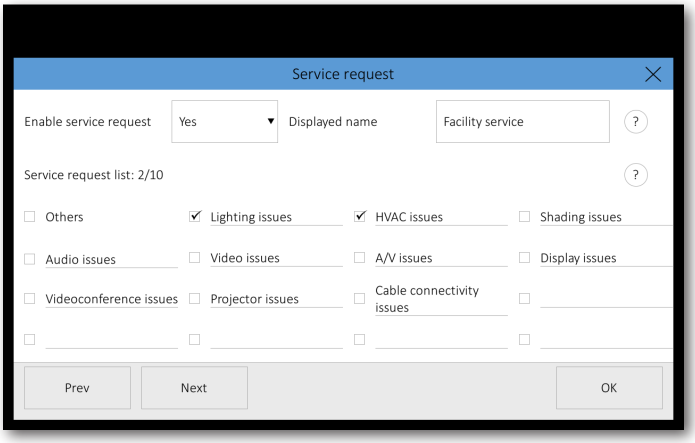


On the "Catering request" page in the item „Enable catering request" you can enable the function of ordering refreshments through the reservation system panel. This setup is individual for each panel of the reservation suite, i.e. catering requests may be enabled on some panels while on others this function may be disabled.



In the "Menu" section you can enter catering requests. You can edit them by clicking on respective items. You can enable or disable an item by using the checkbox to the left 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, i.e. when you change it on one panel, the changes will be effective on all the remaining panels of the reservation suite as well.

On the “Service request“ page in the item “Enable service request“ you can enable the function of ordering technical support through the reservation system panel. This setup is individual for each panel of the reservation suite, i.e. technical support requests may be enabled on some panels while on others this function may be disabled. Settings on this page relate to the first of the two possible support/service departments.

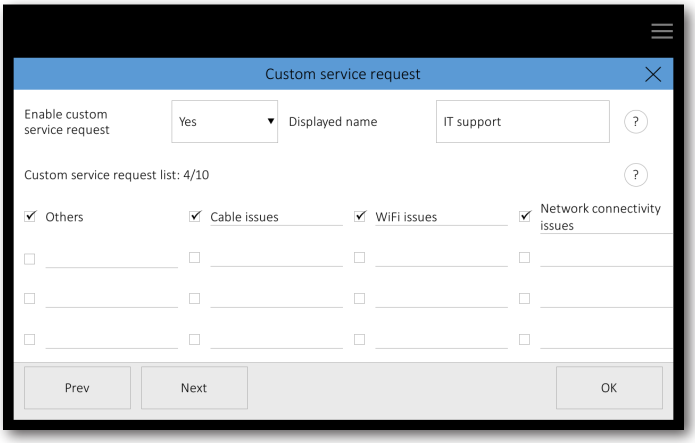


In the “Displayed name“ field you can edit the name of the service department that will be displayed in the user menu, e.g. “Facility service”.

In the “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.

By using checkboxes for respective items, you can select which interventions will be available for a given room. For example, “Air-conditioning issue“ is one of the items, but some rooms may not be equipped with air-conditioning. You can therefore use the checkbox to enable this function only where relevant. For each room, you can select up to 10 items from the list of available interventions. If you enable the item “Others”, the user will be asked to enter a description of the problem upon sending the request. The enabled support requests are shared throughout the room account, i.e. if a room has more entrances with a panel assigned to each, all the panels will display the same offer of possible interventions.

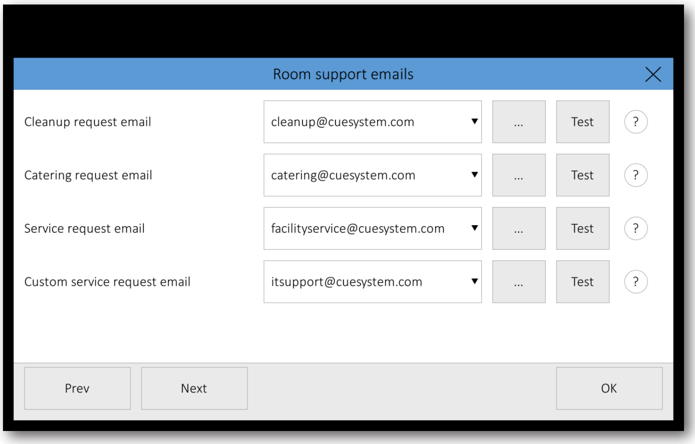
On the “Custom service request“ page in the item “Enable custom service request“ you can enable the function of ordering technical support from the other service department (out of two possible ones). This setup is individual for each panel of the reservation suite, i.e. custom service requests may be enabled on some panels while on others this function may be disabled. Others settings on the “Custom service request” page are the same as on the previous page “Service request”.



Others settings on the “Custom service request” page are the same as on the previous page “Service request”.

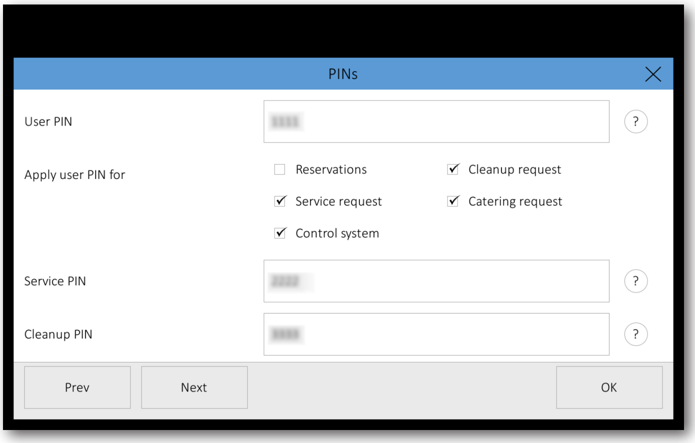
On the next page "Room support emails" you can set the email address to which the following requests will be sent:

- Cleanup ("Cleanup request email").
- Catering ("Catering request email").
- First service department ("Service request email").
- Second service department ("Custom service request email").



You can edit the email address after pressing "..." You can also select the address from the list of previously entered addresses by clicking on the drop-down listbox. By pressing "Test" you can send a testing email to the entered address and thus check its functionality.

On the "PINs" page 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.



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. Using checkboxes in the section "Apply user PIN for" you can state which functions will require the entering of PIN:

- "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.

Settings in the section "Apply user PIN for" are individual 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.

Service PIN should only be known to service department employees. 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. PIN is used for access to the page where a room can be indicated as cleaned.

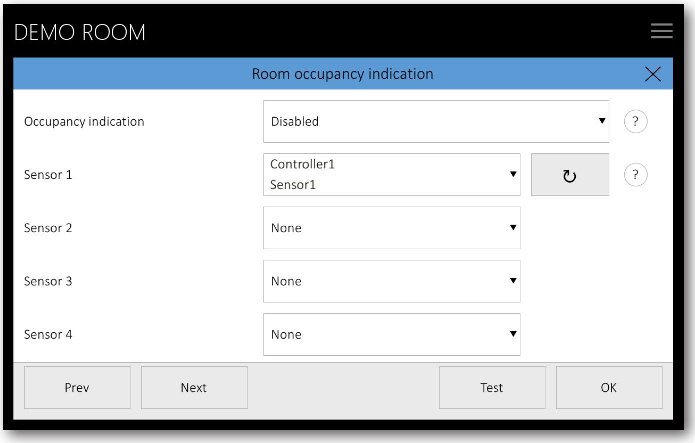
Configuration can be ended and saved by pressing "OK", or you can proceed to integrating the reservation system panels with the control system.

Setting up control system integration

The reservation system panels can be integrated with the CUE control system. Such integration enables the following functions:

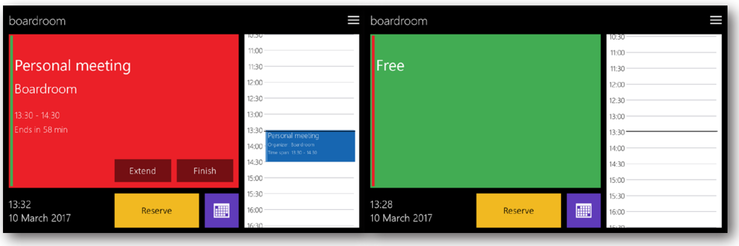
- Joining sensors that identify the presence of people in the room and indicating the state of occupancy on the reservation system panels.
- Displaying a control keypad used for commanding the control system.
- Forwarding information on room occupancy and currently running meetings to the control system. This enables the control system to carry out various automatic commands, such as regulating heating and air-conditioning depending on whether the room is free or occupied.
- Reserving a room and prolonging or ending meetings through the control system.

On the page "Room occupancy indication" you can set up the joining of room occupancy sensors and enable the displaying of information from these sensors on the panels. Sensor data can also be used to automatically confirm meetings. Room occupancy sensors have to be joined to the controller of the CUE control system and the **ReservationSystemOccupancySensorIntegration** applet has to be running in the controller program. Through this applet, the touchONE reservation system panels communicate with the controllers of the CUE control system, transferring data from room occupancy sensors. For more information on using the **ReservationSystemOccupancySensorIntegration** applet and joining the room occupancy sensors, see the Help section of the integrated development environment Cue Visual Composer.

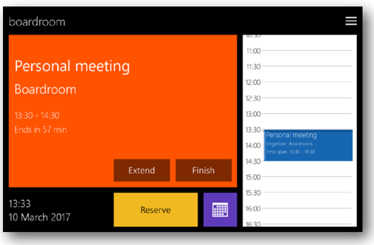


First of all, specify in the "Occupancy indication" item how you wish room occupancy to be displayed on the panel. The setup of the way of displaying information on room occupancy is shared by the whole control suite. The following options are available:

- "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.

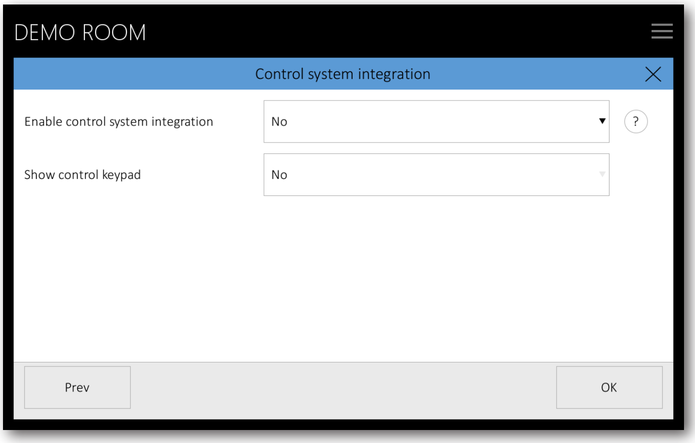


- "Orange area". If a meeting has been planned according to the calendar but nobody is in the room, the color of the main screen will change from red to orange.



In the fields Sensor 1 – Sensor 4 you can specify which occupancy sensors are used in a given room. There can be up to four sensors in one room from which occupancy information will be taken. In setting the sensors, the local network must involve a connected controller of the CUE control system with the **ReservationSystemOccupancySensorIntegration** applet. After pressing the button for sensor identification ("↻"), the panel will search for available sensors in the network and show them in a drop-down listbox. Sensors are identified by the magic name of the controller and the name of the sensor. If there are no sensors in certain rooms, select "None" in the fields Sensor 1 – Sensor 4. By pressing the "Test" button you can test communication with the controller to which sensors are attached.

By pressing "Next" you can proceed to the "Control system integration" page. 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.

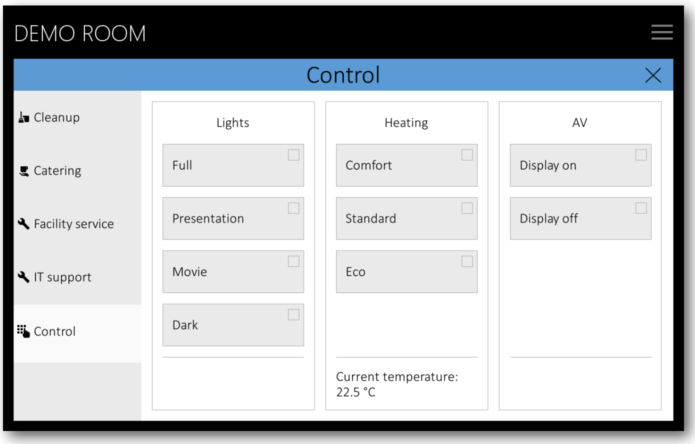


In the item "Enable control system integration" you can enable communication of the reservation system panel with the CUE control system. This makes it possible for reservation system panels to transfer information on room occupancy and currently running meetings to the control system.

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".

By pressing the "OK" button you can now end the panel configuration and save the settings.

The look of the keypad can be set up in the control system program and in the properties of the **ReservationSystemControlIntegration** applet. The following picture shows an example of a control keypad.



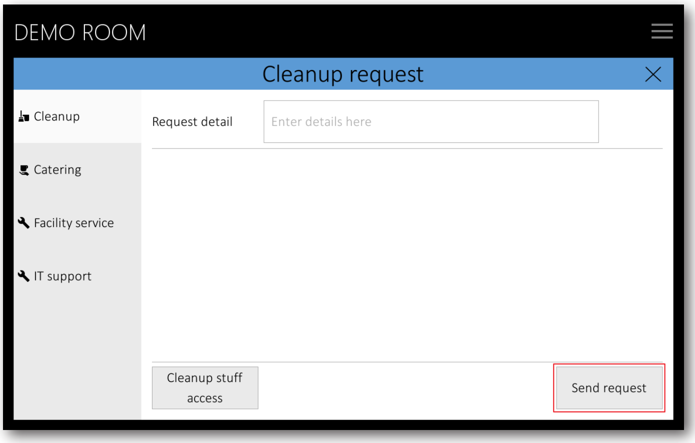
Using the room support services

If a service available for a given room is active, an options button will appear in the upper right corner of the panel.

When you press this button, a page with additional functions of the reservation system will be shown. On the left you can select the page with the required type of service:

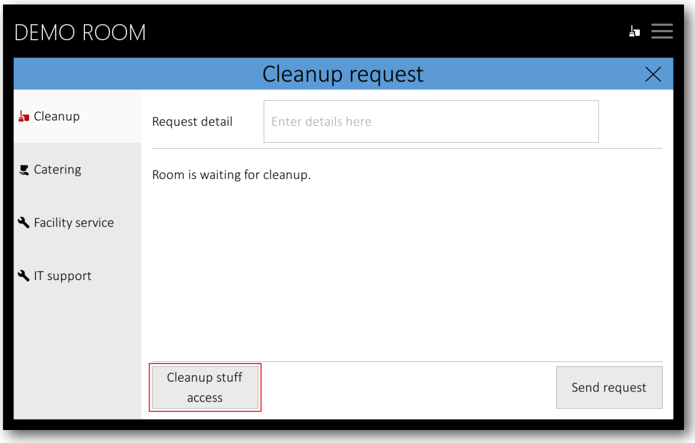
- "Cleanup".
- "Catering".
- Request for the first service department – displays the name of the first service department that you have entered the item "Displayed name", e.g. "Facility service".
- Request for the second service department – displays the name of the second service department that you have entered the item "Displayed name", e.g. "IT support".

On the "Cleanup" page, you can send a cleanup request by pressing "Send request". In the field "Request detail" you can enter any details concerning the requested cleanup.

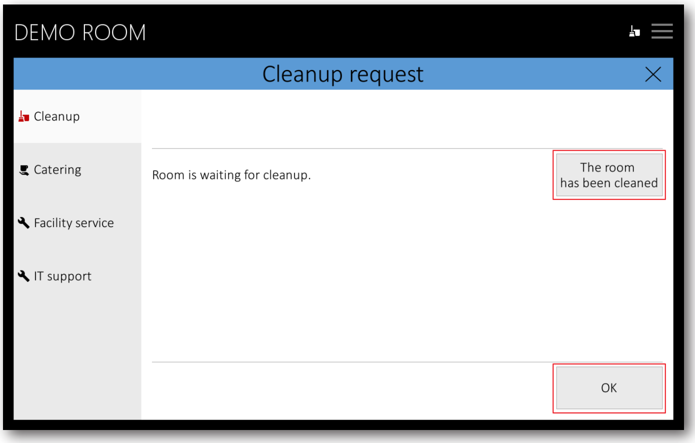


After the email is sent, an icon appears in the upper right corner indicating that the room is waiting for cleanup.

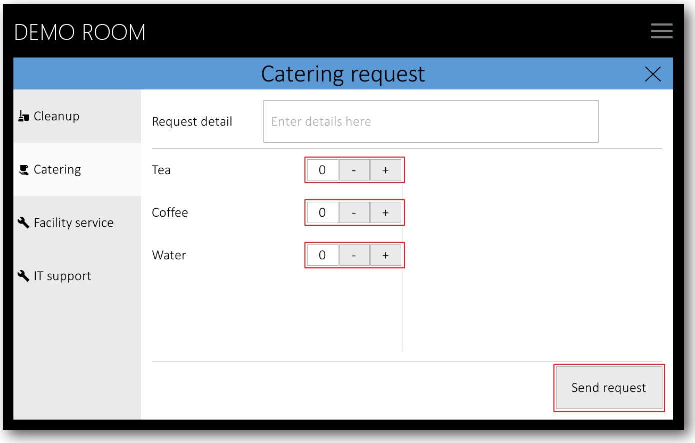
After the room has been cleaned up, the cleanup stuff has to press the "Cleanup stuff access" button.



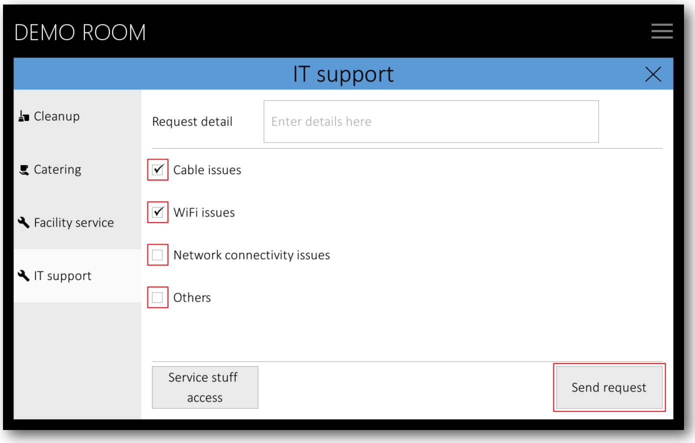
Now the cleanup stuff is asked to enter PIN for cleanup. After doing so, they get to the page where they set the room as cleaned by pressing "The room has been cleaned". This step deletes the icon indicating the room was waiting for cleanup. Leave the page by pressing "OK".



On the "Catering" page you can create and send a catering request. By pressing "+" and "- " next to each item you can specify the amount of requested refreshments. After clicking on the field with the number of items a numeric keypad will appear where you can directly set the requested number of items. In the field "Request detail" you can specify any details of your order. Send your email by clicking on "Send request".

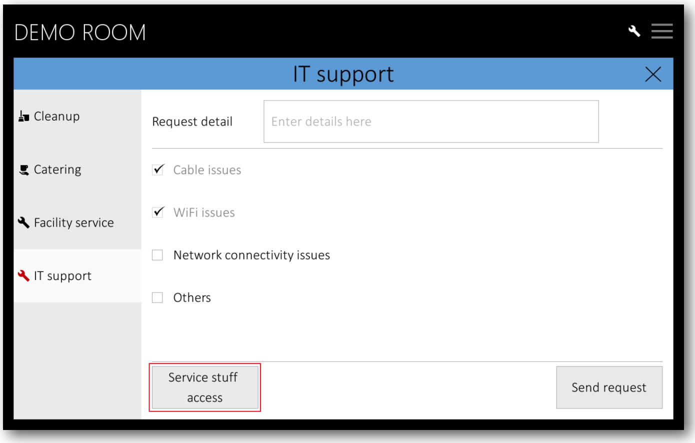


On the page for sending requests to technical support departments (in our example they are called "Facility service" and "IT support"), you can create a request addressed to the service department. Use checkboxes to indicate the problem/s that you wish to report. In the field "Request detail" you can specify any details of your request. If you use the option "Others", filling in the field "Request details" is mandatory. Send your email by clicking on "Send request".

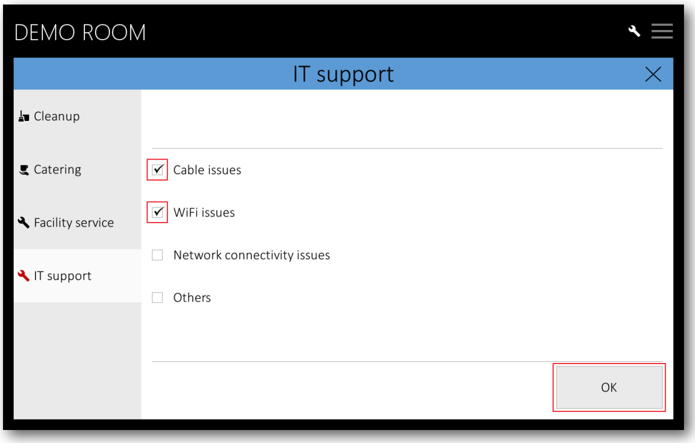


After the email is sent, an icon indicating that the room is waiting for repair will appear in the upper right corner.

After the service department solves the reported problem/s, technical support stuff have to press the "Service stuff access" button.

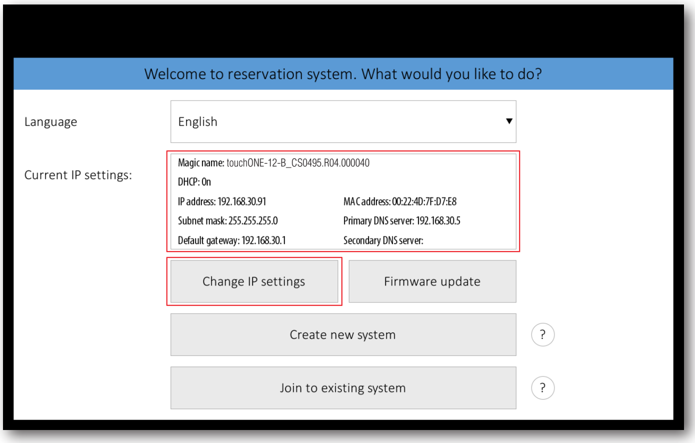


Now the service stuff is asked to enter PIN for service access. After doing so, they get to a page where checkmarks of repaired items can be removed. As soon as all reported problems are solved (i.e. no checkbox is active), the icon indicating the room was waiting for repair disappears. Leave the page by pressing "OK".

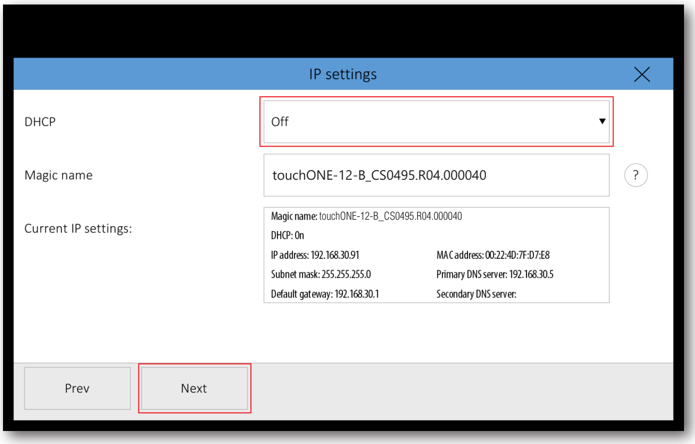


IP settings

If you need to change the IP address settings, tap the "Change IP settings" on the opening setup screen.



Turn off DHCP (dynamical distribution of IP addresses) on the following screen.

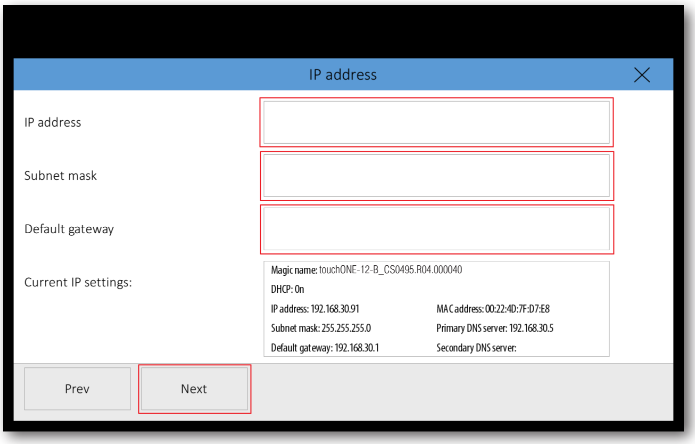


"Magic name" is a unique name of a unit used in communication between reservation suite units. It is factory-set and there is usually no need to change it. If you, however, need to change it, you must ensure the new name is unique in the specific local network.

The current setting is displayed in the "Current IP settings" field. If you make any changes in the settings, it is necessary to save them by restarting the panel so that the changes appear in this field.

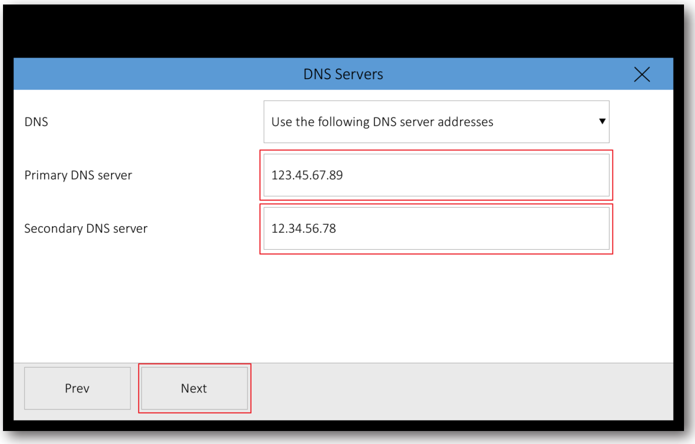
For changes in the settings, tap "Next".

On the next screen enter the IP address, Subnet mask and Default gateway of your network. Continue by tapping "Next".



Note: In case you have switched on DHCP, you can set alternate IP address in the identically named page. This page will be displayed instead of the page "IP address" if DHCP is On. This alternate IP address will be used in case of DHCP server failure.

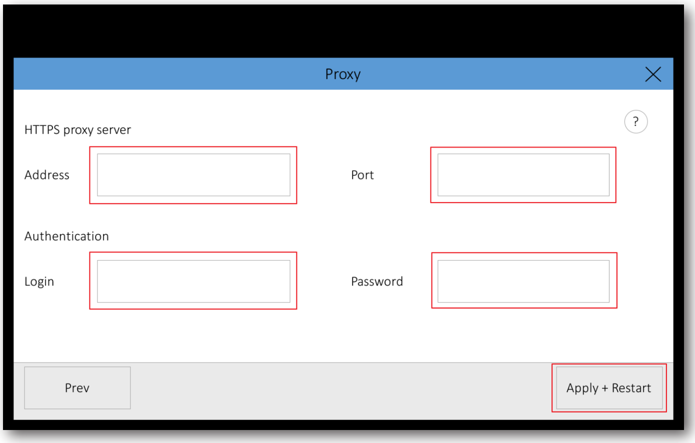
On the next screen enter the IP addresses of primary and secondary DNS servers. Continue by tapping "Next".



Note: In case you need the IP address to be assigned by DHCP but the addresses of DNS servers to be set manually, proceed as follows. On "IP settings" screen set DHCP to "On", and then on "DNS servers" screen change "Obtain DNS server automatically" to "Use the following DNS server address".

If DHCP is turned off, the only available option is "Use the following DNS server address", so the DNS servers' addresses need to be entered manually.

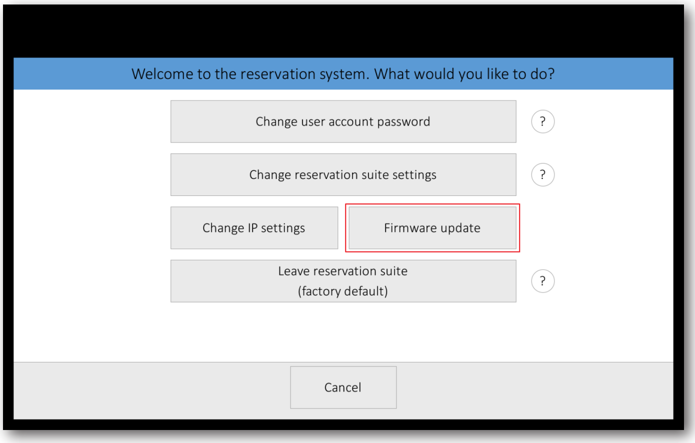
On the last screen, you can set up a proxy server if the proxy server is mandatory to access HTTPS servers on your network. Enter Address and Port of the proxy server. If the proxy server requires authentication, enter the credentials for the proxy server in the "Login" and "Password". Finish the settings by tapping "Apply + Restart". The panel will now restart and the new IP settings will be used.



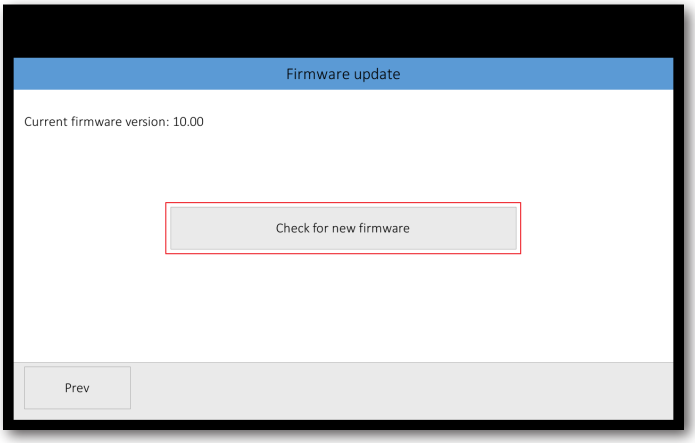
If your LAN is secured using 802.1X, you can configure this protocol with Admin Web. See chapter **IP Settings using Admin Web** for instructions.

Firmware update

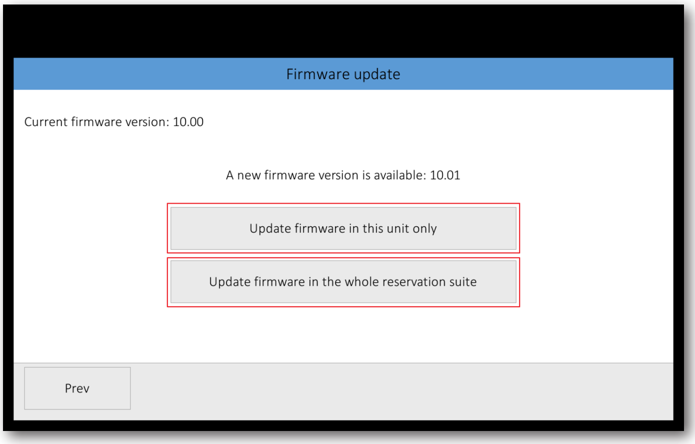
To check if newer firmware is available, tap the “Firmware update” button on the initial setup screen.



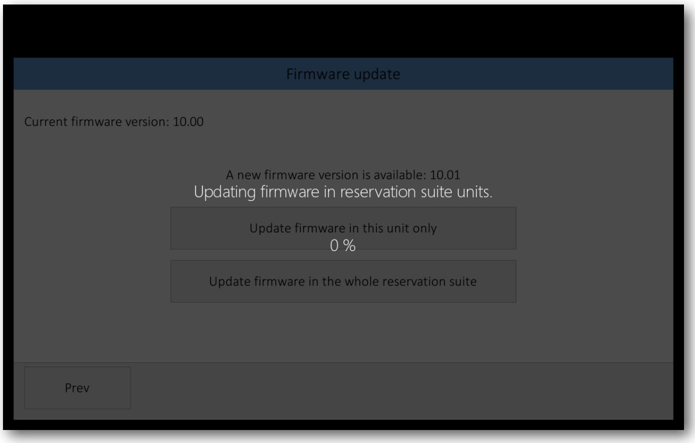
The next screen shows current firmware. To check if newer firmware is available (on my.cuesystem.com), press the “Check for new firmware” button.



If newer firmware is available, you will see the following screen. Here you can choose whether you want to update the firmware in this unit only or if you want to update the entire reservation suite by tapping the appropriate button.



Firmware update takes approximately 1 minute and then the unit is restarted. Do not shut down or disconnect the power (LAN) during the update, as this might damage the unit.



Configuration of touchONE panels through Admin Web

Some settings of touchONE panels can be accessed through the Admin Web pages. The following possibilities are offered:

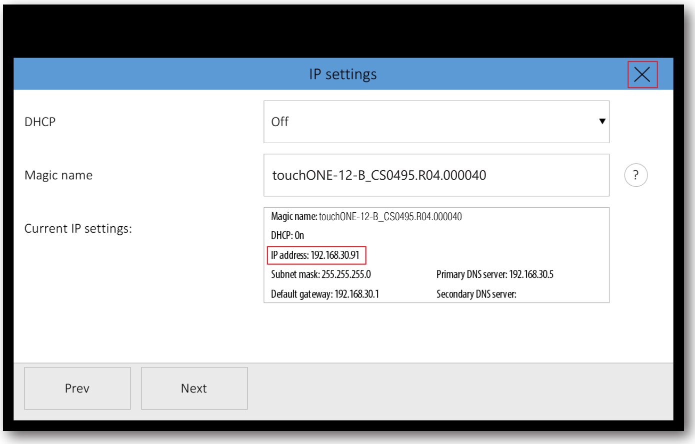
- Inserting a company logo
- Firmware upgrade
- Uploading G Suite certificate. This is described in the document **touchONE - Setup Guide - G Suite**. If you use Microsoft Office 365 or Microsoft Exchange Server, this option is not relevant.
- IP settings
- Date and time settings

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

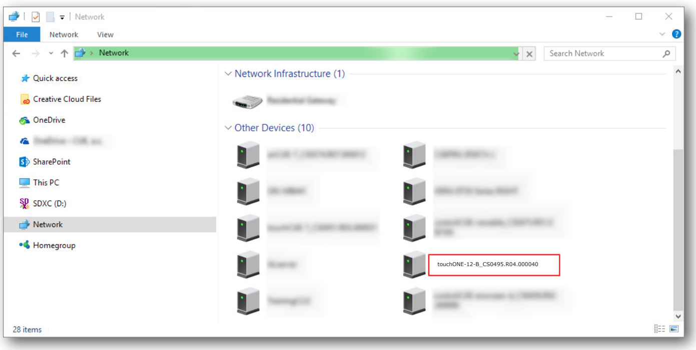
Accessing Admin Web

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

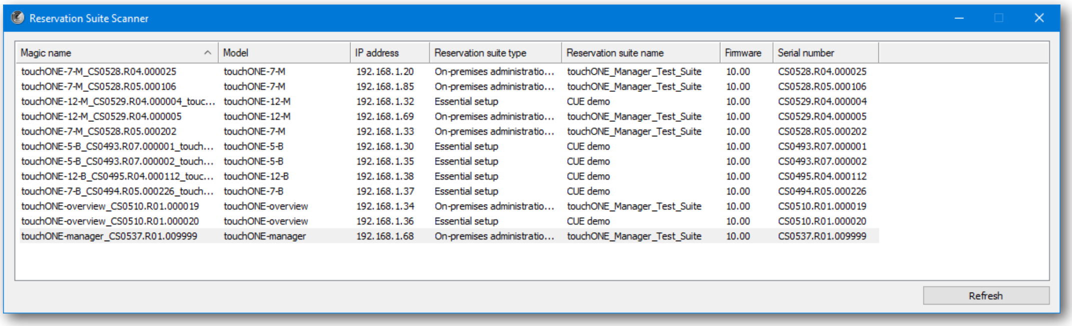
- Option 1: Run the Internet browser on your PC and type in the touchONE panel IP address. To find out this address, enter the setup screen of the touchONE panel (see the chapter **Detailed panel settings**) and press the Change IP settings button. On the following screen you will see the current IP address. You can close the setup screen on the panel without making any changes by tapping the cross in the corner.



- 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 panels of the touchONE systems can be found in the section “Other devices”. If you double click the desired touchONE panel, the internet browser will start running, the panel 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 panels, 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“.

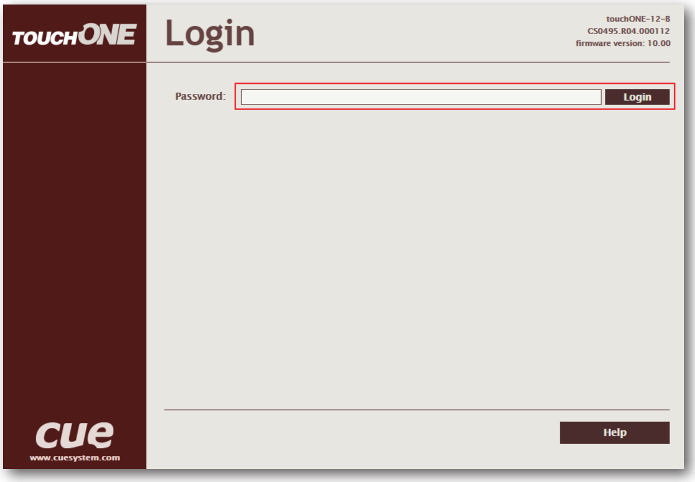


- Option 3: On a computer that is in the same LAN as your reservation suite, run Reservation Suite Scanner.exe, which you can download from www.touchone.eu. This application does not require installation. Reservation Suite Scanner searches the network and lists all reservation system units. Double clicking on the selected touchONE unit will launch the default web browser and open the Admin Web of that unit.



Login

You have to log in first to operate your touchONE panel via these Admin Web pages. Enter your reservation suite password into the “Password” box and click the “Login” button. Remember that the password is case sensitive. After entering the password you find yourself in the setup pages of Admin Web.

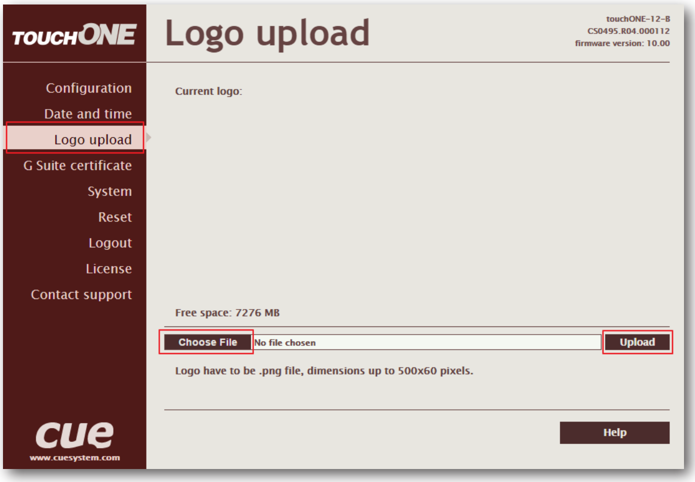


Inserting the company logo

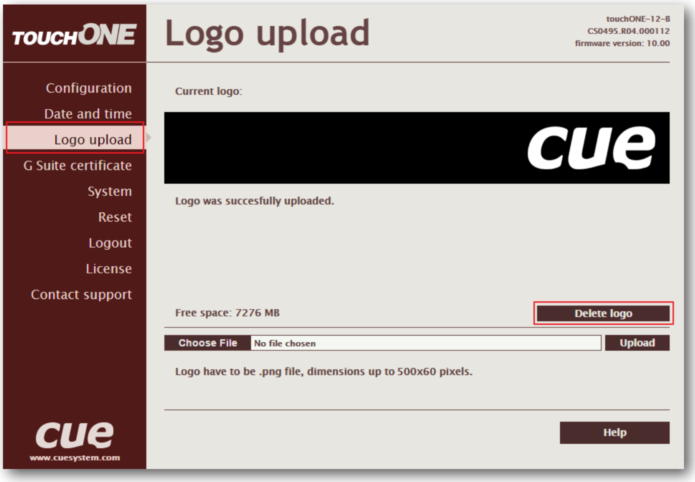
touchONE panels enable the user to insert a company logo in the upper right corner of the screen. The logo is inserted in the PNG (Portable Network Graphics) format. The design supports the transparency feature (alpha channel). Use the following sizes for the logo:

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

In the left column in the browser, select "Logo upload" and then 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. In the end click the "Upload" button.



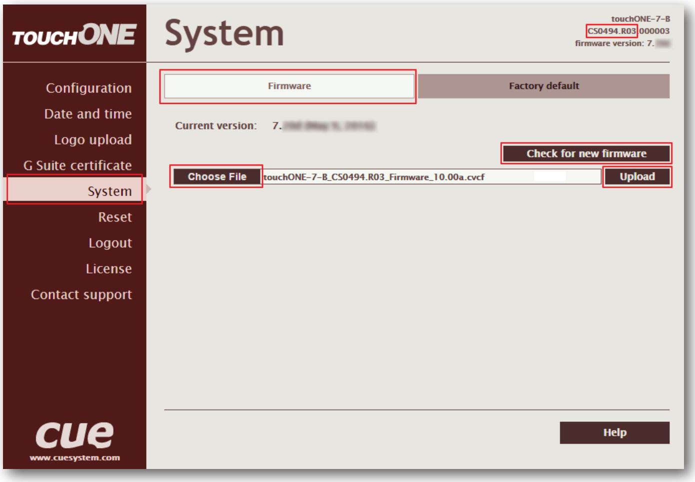
After the logo is uploaded, the following screen is shown. Here you can check the logo – at this moment it is shown both on the website and on the touchONE panel. If you want to delete the logo, click "Delete logo". If you want to change the logo, upload the new logo in the manner described above.



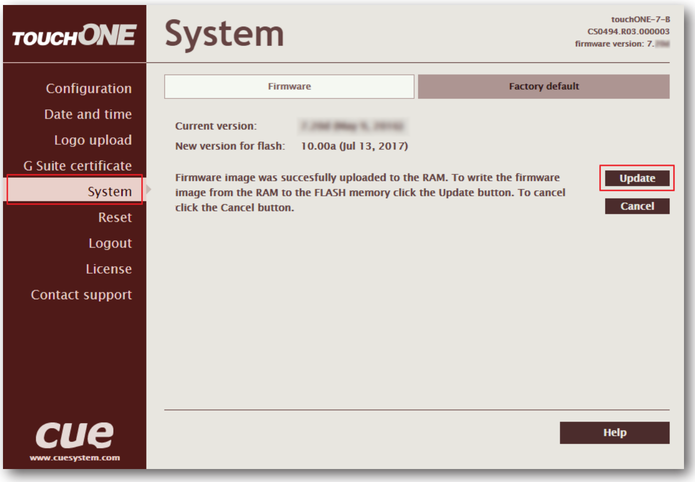
Firmware update

To upload more recent firmware to the touchONE panel, select the item "System" in the left column and then click on "Firmware" in the upper part of the screen. If your network is connected to the internet, you can check the availability of newer firmware on my.cuesystem.com server by clicking the button "Check for new firmware". The touchONE panel verifies whether newer firmware is available on the CUE website. If there is, it gets downloaded. Or, if you have the file with newer firmware (*.cvcf), click on "Choose file", select the file with firmware in your computer and click "Upload".

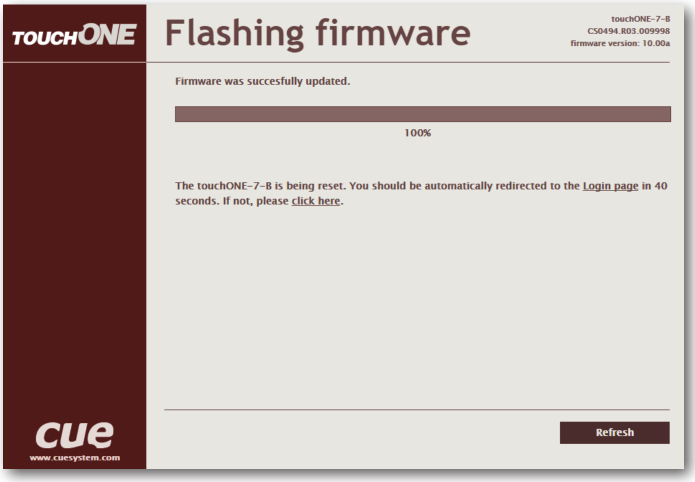
You can also download firmware files into your computer on the website http://www.touchone.eu/downloads.htm. The downloaded firmware file is the ZIP type and includes firmware for all touchONE units. Unzip the file into a suitable directory in your computer. The firmware files are in the CVCF format. 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-7-B, CS0494.R03**.000003. The firmware file has to correspond to the name and first two parts of the serial number. For example, to upgrade to firmware version 10.00a select the file **touchONE-7-B_CS0494.R03_Firmware_10.00a.cvcf** for the above-mentioned unit.



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

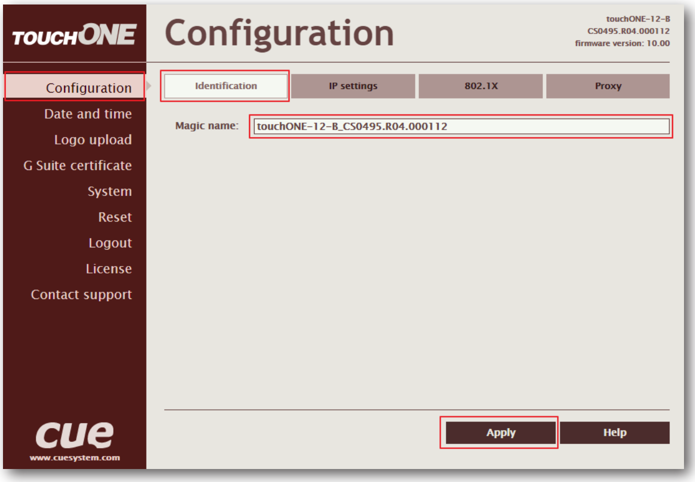


The firmware upgrade takes about one minute and then the panel restarts. Do not shut down or disconnect the power (LAN) during the update, as this might damage the unit. If upgrade has been successful, the following screen will come up.

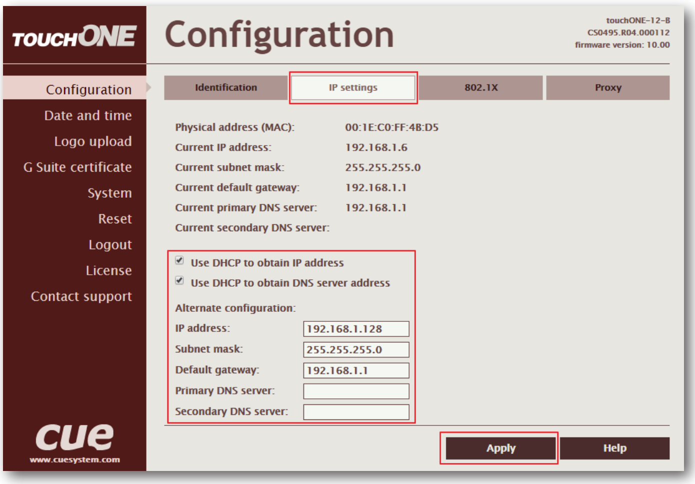


IP settings using Admin Web

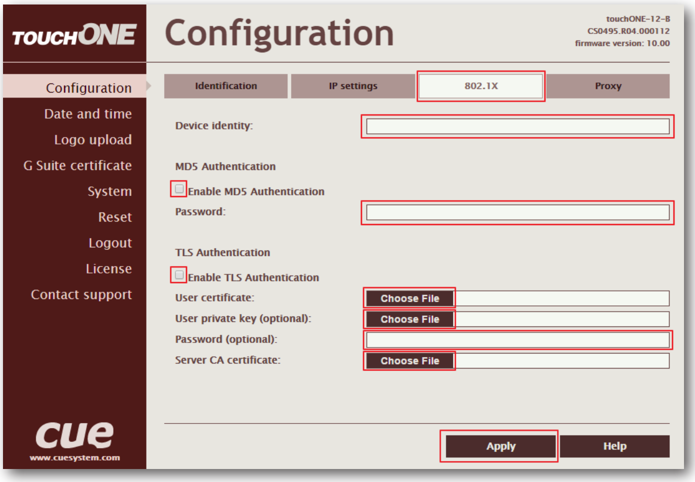
You can also change the IP setting through Admin Web. In the left part, choose "Configuration". If you select "Identification" in the upper left part, you can change the "Magic name" (see the chapter **IP settings**). All changes made in Admin Web need to be confirmed by clicking "Apply" before leaving the selected page, otherwise changes will not become effective.



To change IP addresses, choose "IP settings" in the upper part of the screen. Here you can change the setting of IP addresses same as in settings pages of the touch control of the touchONE panel (see the chapter **IP settings**). Be sure to click the "Apply" button for any changes to become effective. Then confirm the change with "Yes" button. The panel will now restart and the new IP settings will be used.



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.

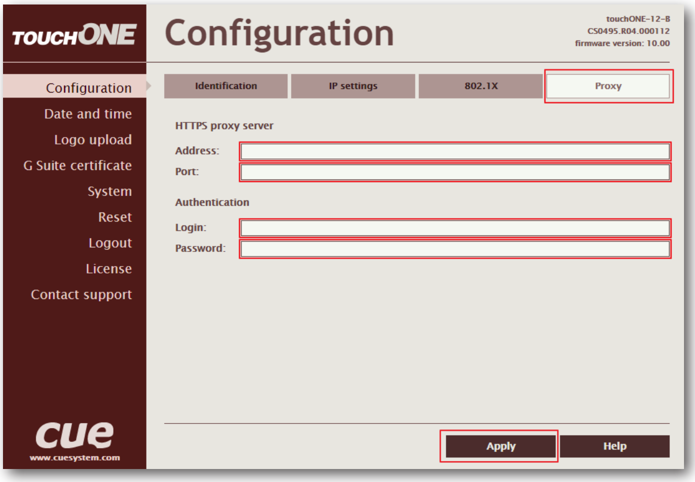
If you are useing MD5 authentication, check the appropriate checkbox and enter the password for MD5 authentication.

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 the "Login" and "Password". Finish the settings by tapping "Apply + Restart". The panel will now restart and the new IP settings will be used.



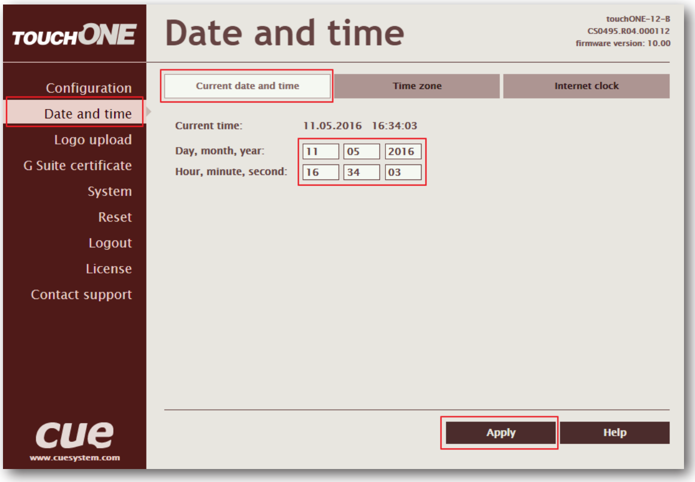
Enter Address and Port of the proxy server. If the proxy server requires authentication, enter the credentials for the proxy server in "Login" and "Password". Click "Apply" to save the changes.

Other settings available in Admin Web

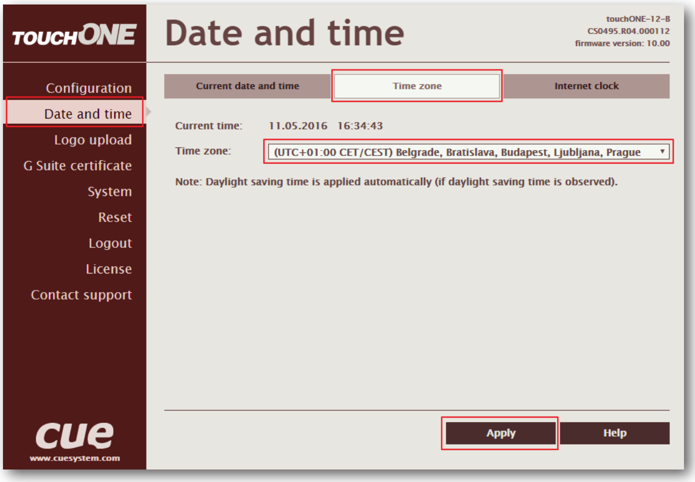
If you need to set the time of the panel, choose "Date and time" in the left half. To set the current time, click on "Current date and time" in the upper part of the screen. The current date, time and time zone are shown on the "Current time" line. The applicable boxes can be selected to enter changes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

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

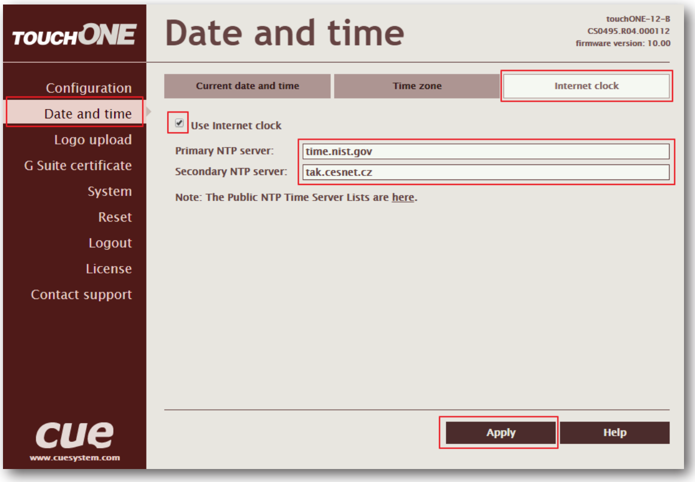
Be sure to click the "Apply" button for any changes to become effective.



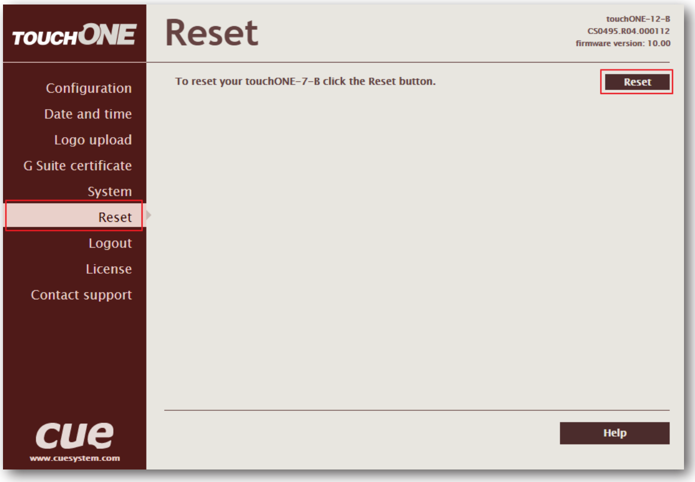
To set the time zone, choose "Time zone" in the upper part of the screen. The current date, time and time zone are shown on the "Current time" line. The Time zone box can be selected to enter changes to the time zone. Be sure to click the "Apply" button for any changes to become effective.



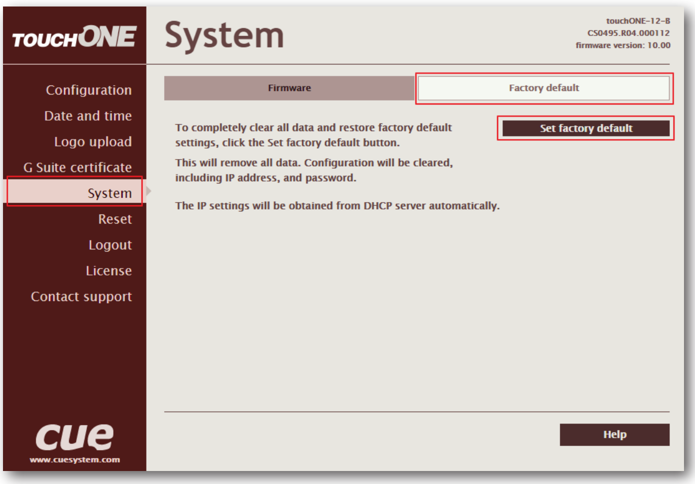
If you want to change the setting of the servers of the internet time, choose "Internet clock". This page is used for synchronization of the touchONE panel's date and time with the internet clock. Begin by selecting the check box for "Use Internet clock". Next, enter the IP addresses (or complete domain address names) of the primary and secondary NTP servers. Use the Primary NTP server and Secondary NTP server boxes for this purpose. Be sure to click the "Apply" button for any changes to become effective.



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



If you need to put the panel 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.