

**TOUCHONE**

# Setup Guide touchONE-overview

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for firmware 11.00

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# 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-overview unit makes it possible to join a large display that will show the states of several rooms at once, e.g. at receptions. The display connected to the touchONE-overview unit shows the following information:

- Room name and information on occupancy. The state of the room is indicated by colours (green for a free room, red for an occupied room).
- If the room is free, the display shows the next meeting on the given day (if such a meeting is planned) and the period of time in which it will start.
- If the room is occupied, the display shows the subject of the meeting as well as its starting and ending times.
- If the timeline mode is enabled, the display shows a timeline with future meetings for the next few hours.
- It is possible to show up to 14 rooms at once on the display. If more rooms need to be displayed, the list of rooms will scroll.
- Current date, time as well as the number of free and occupied rooms are shown on the display. It is also possible to add a company logo to the panel.

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 touchONE-overview unit through Essential Setup. If you want to use the touchONE-overview unit with Essential Setup, there has to be at least one touchONE panel through which you will set the respective room accounts.
- **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 and other hardware 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).
- This unit has to be connected to the same LAN as the other units of the touchONE reservation suite.
- Display with HDMI input, which is capable to display signal with resolution FullHD (1920x1080 pixels).
- An open TCP port 80 (HTTP) and the server 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 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), 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 each touchONE-overview unit.
- CAT5 or higher LAN cables leading from an Ethernet switch to the place where you want to install the touchONE-overview unit.
- The network card of touchONE-overview unit supports speeds up to 1 Gbit/s. If you are using a faster LAN, set up ports intended for touchONE-overview unit on your switch to auto negotiate or to 1 Gbit/s.

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 explains how to join the touchONE-overview unit to the existing reservation suite and how to set it up. The procedure for creating a reservation suite and for setting up specific types of servers is described in the following documents:

- [touchONE - Essential Setup](#) or [touchONE-manager On-premises Administration](#)
- [touchONE - Setup Guide - Microsoft Exchange Server](#)
- [touchONE - Setup Guide - Microsoft Office 365](#)
- [touchONE - Setup Guide - G Suite](#)

In order to set the touchONE-overview unit using Essential Setup, it is necessary to:

1. Prepare accounts on the specific server using the guides above.
2. Configure the touchONE panels using the guides above.
3. Configure the touchONE-overview unit using this guide.

In order to set the touchONE-overview unit using On-premises Administration, it is necessary to:

1. Prepare accounts on the specific server using the guides above.
2. Create reservation suite configuration using touchONE-manager Admin Web.
3. Configure the reservation suite using [touchONE-manager On-premises Administration](#) guide.
4. Add touchONE -overview to the list of reservation suite units in the touchONE-manager and configure it using [touchONE-manager On-premises Administration](#) guide.
5. Join the touchONE-overview unit to the reservation suite using this guide.

# Basic configuration of the touchONE-overview unit

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

- Joining the unit to the reservation suite
- IP settings
- Firmware upgrade

If you use Essential Setup, you can also use the Admin Web pages to set the following features:

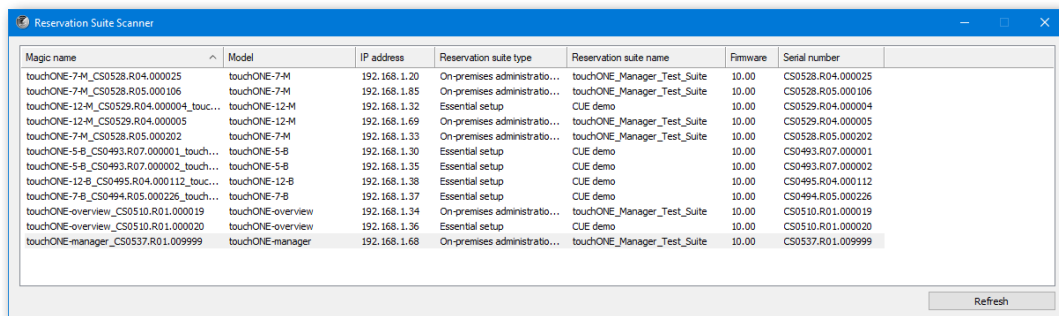
- Choosing which rooms will be shown on the display
- Inserting a company logo
- Date and time settings
- Setting up the display parameters (language, format of date and time, etc.)
- Uploading G Suite certificate. This is described in the document **touchONE - Setup Guide - G Suite**. If you use Microsoft Office 365 or Microsoft Exchange Server, this option is not relevant.

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

## Accessing Admin Web

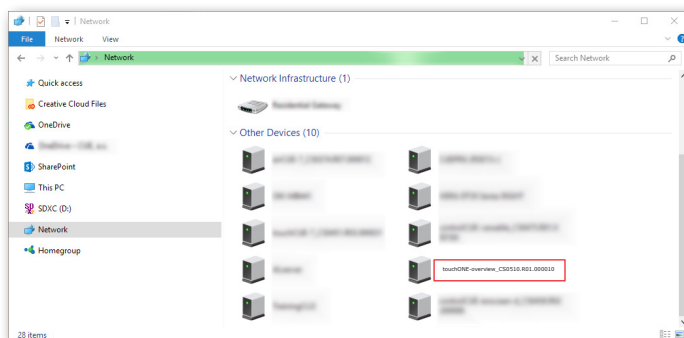
To access the Admin Web of touchONE units you need a computer with an internet browser. The computer must be connected to the same LAN network as the touchONE units. The Admin Web pages can be opened in one of the following ways:

- 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](http://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.

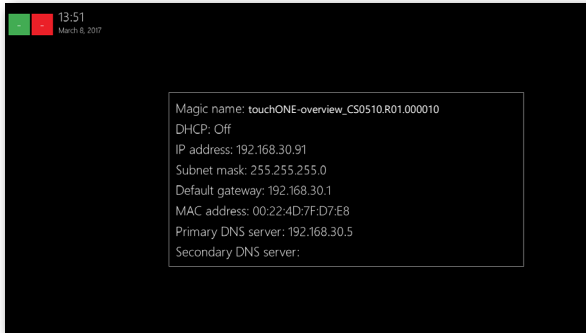


Magic name	Model	IP address	Reservation suite type	Reservation suite name	Firmware	Serial number
touchONE-7-M_CS0528.R04.000025	touchONE-7-M	192.168.1.20	On-premises administrato...	touchONE_Manager_Test_Suite	10.00	CS0528.R04.000025
touchONE-7-M_CS0528.R05.000106	touchONE-7-M	192.168.1.85	On-premises administrato...	touchONE_Manager_Test_Suite	10.00	CS0528.R05.000106
touchONE-12-M_CS0529.R04.000004_touc...	touchONE-12-M	192.168.1.32	Essential setup	CUE demo	10.00	CS0529.R04.000004
touchONE-12-M_CS0529.R04.000005	touchONE-12-M	192.168.1.69	On-premises administrato...	touchONE_Manager_Test_Suite	10.00	CS0529.R04.000005
touchONE-7-M_CS0528.R05.000202	touchONE-7-M	192.168.1.33	On-premises administrato...	touchONE_Manager_Test_Suite	10.00	CS0528.R05.000202
touchONE-5-B_CS0493.R07.000001_touch...	touchONE-5-B	192.168.1.30	Essential setup	CUE demo	10.00	CS0493.R07.000001
touchONE-5-B_CS0493.R07.000002_touch...	touchONE-5-B	192.168.1.35	Essential setup	CUE demo	10.00	CS0493.R07.000002
touchONE-12-B_CS0495.R04.000112_touc...	touchONE-12-B	192.168.1.38	Essential setup	CUE demo	10.00	CS0495.R04.000112
touchONE-7-B_CS0494.R05.000226_touch...	touchONE-7-B	192.168.1.37	Essential setup	CUE demo	10.00	CS0494.R05.000226
touchONE-overview_CS0510.R01.000019	touchONE-overview	192.168.1.34	On-premises administrato...	touchONE_Manager_Test_Suite	10.00	CS0510.R01.000019
touchONE-overview_CS0510.R01.000020	touchONE-overview	192.168.1.36	Essential setup	CUE demo	10.00	CS0510.R01.000020
touchONE-manager_CS0537.R01.009999	touchONE-manager	192.168.1.68	On-premises administrato...	touchONE_Manager_Test_Suite	10.00	CS0537.R01.009999

- 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 unit 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: After the first switching of the unit, the following screen will appear on the connected display:

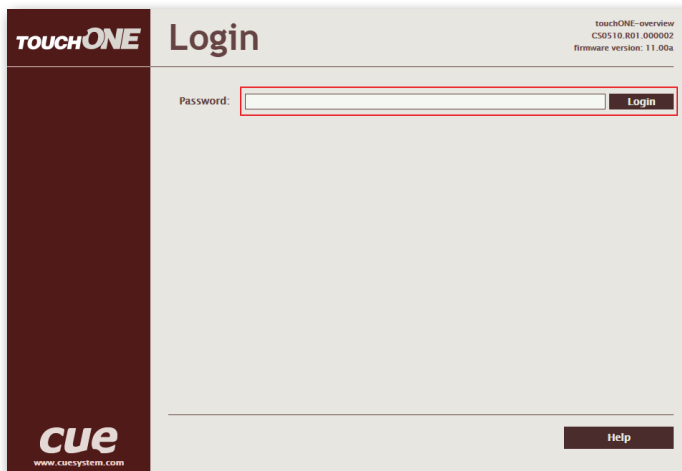


In the "IP address" line, the current IP address is shown. Run the Internet browser on your PC and type in the touchONE-overview unit IP address.

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 **IP Settings**.

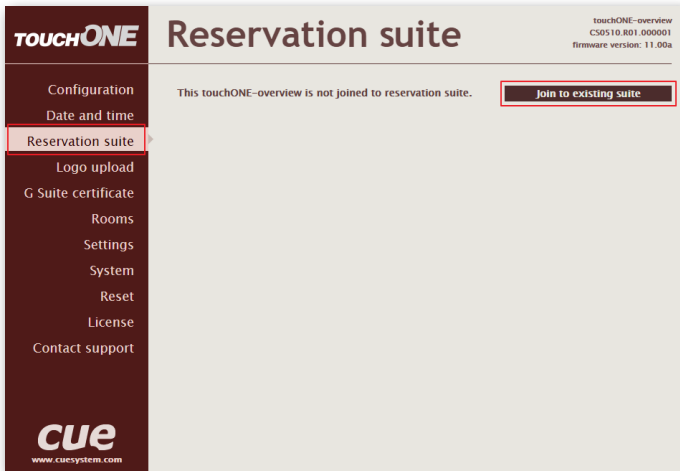
## Login

If the touchONE-overview 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-overview unit is not joined to the reservation suite, there is no need to log in and you find yourselves right on the setup pages. If you want to change the IP address setting, continue according to the info in the chapter **IP Settings**. If not, proceed to the next chapter.

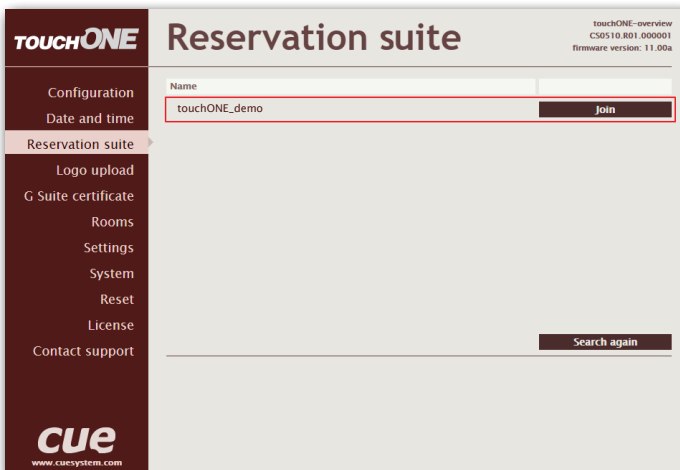


## Joining the unit to the reservation suite

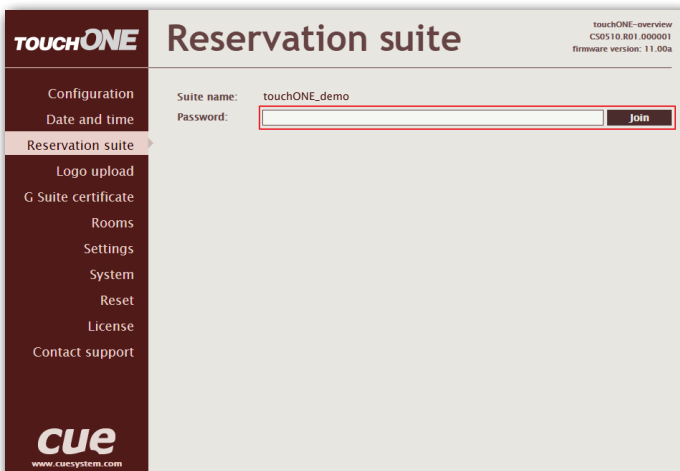
First it is necessary to join the touchONE-overview unit to the existing reservation suite. In the left menu, select "Reservation suite" and then click on "Join to existing suite".



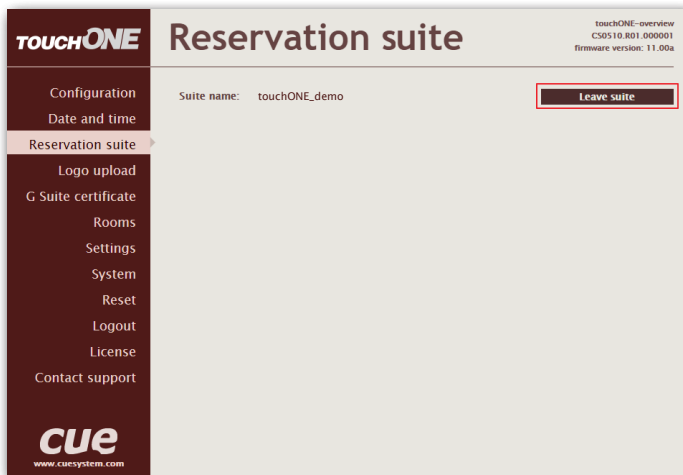
Now decide which reservation suite you want to join (if you run more than one suite) and click "Join", or you can again search for available reservation suites by clicking "Search again".



In the field indicated, enter the password you have chosen when creating the reservation suite. Then join the touchONE-overview unit to the selected reservation suite.

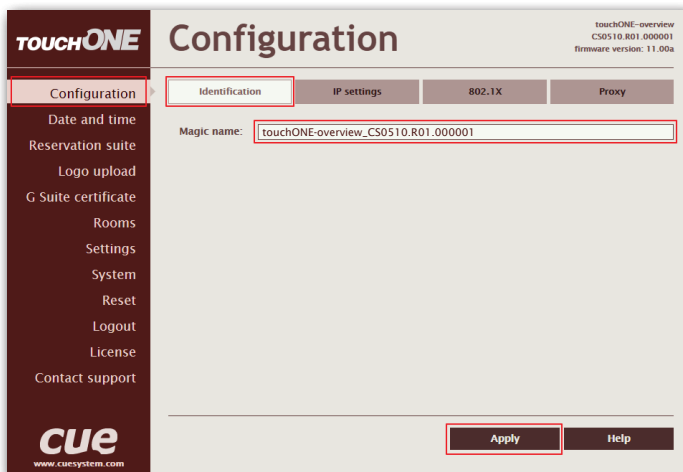


After joining the system, the following page will come up. This is where you can, if needed, disconnect the unit from the reservation suite by clicking on "Leave suite".



## IP settings

Using the Admin Web, you can change the IP settings. In the left menu, choose "Configuration". If you choose "Identification", you can change the "Magic name", which is the unique name of a unit used in communication between reservation suite units. It is factory-set and in most cases needs not be changed. If you do need to change it, you have to make sure the new name is unique within the given local network.



All changes made through the Admin Web have to be confirmed by pressing the Apply button before leaving the page, otherwise changes will not be saved.

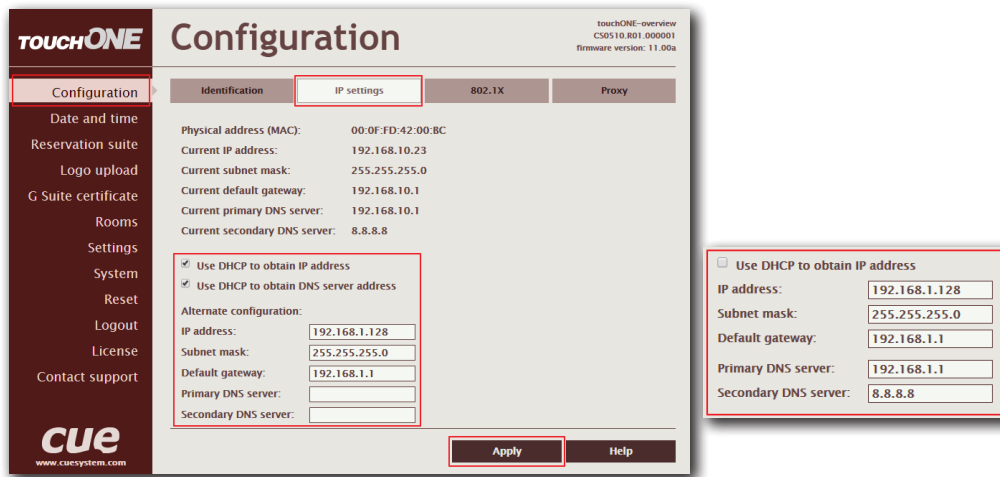


To change IP addresses, select "IP settings" on top of the screen. The currently used setting is displayed in the upper part of the page. By checkbox "Use DHCP to obtain IP address" you enable automatic assignment of an IP address through the DHCP server. By checkbox "Use DHCP to obtain DNS server address" 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".

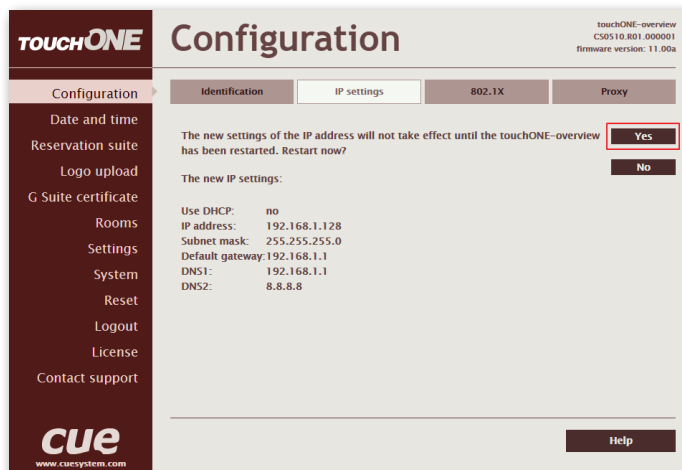
You can also enter the IP address, the subnet mask, the default gateway as well as the primary and secondary server DNS of your network.

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-overview 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 using 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.

## 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.

**TOUCHONE** Date and time touchONE-overview  
CS0510.R01.000002  
firmware version: 11.00a

Configuration **Current date and time** Time zone Internet clock

**Date and time**

Reservation suite  
Logo upload  
G Suite certificate  
Rooms  
Settings  
System  
Reset  
Logout  
License  
Contact support

Current time: 06.12.2016 15:15:04  
Day, month, year: 06 12 2016  
Hour, minute, second: 15 15 04

**Apply** **Help**

**cue**  
www.cuesystem.com

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.

**TOUCHONE** Date and time touchONE-overview  
CS0510.R01.000002  
firmware version: 11.00a

Configuration **Current date and time** **Time zone** Internet clock

**Date and time**

Reservation suite  
Logo upload  
G Suite certificate  
Rooms  
Settings  
System  
Reset  
Logout  
License  
Contact support

Current time: 06.12.2016 15:15:16  
Time zone: (UTC+01:00 CET/CEST) Belgrade, Bratislava, Budapest, Ljubljana, Prague

Note: Daylight saving time is applied automatically (if daylight saving time is observed).

**Apply** **Help**

**cue**  
www.cuesystem.com

The touchONE-overview 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.

**TOUCHONE** Date and time touchONE-overview  
CS0510.R01.000002  
firmware version: 11.00a

Configuration **Current date and time** Time zone **Internet clock**

**Date and time**

Reservation suite  
Logo upload  
G Suite certificate  
Rooms  
Settings  
System  
Reset  
Logout  
License  
Contact support

Primary NTP server: time.nist.gov  
Secondary NTP server: tak.cesnet.cz

Note: The Public NTP Time Server Lists are [here](#).

**Apply** **Help**

**cue**  
www.cuesystem.com

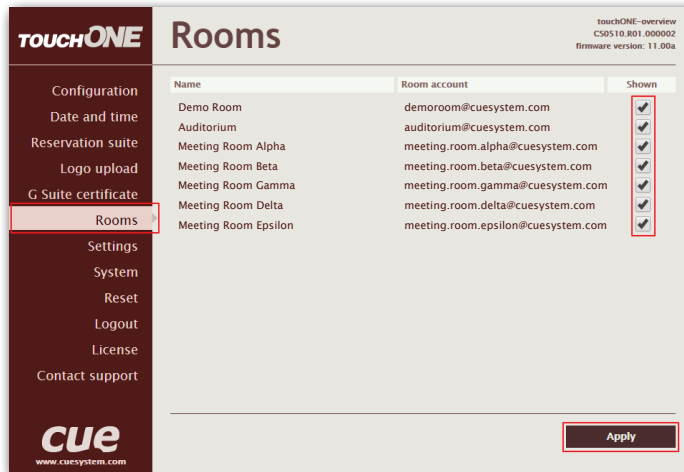
If you are using Essential Setup, continue with the settings using this guide. The procedure for setup using On-premises Administration is described in the touchONE-manager - On-premises Administration guide.

# Essential Setup

## Choosing the rooms to be displayed

Now you can specify in the unit which rooms will be shown on the connected display. In the left menu, choose "Rooms". On this page you 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.

All changes made in the Admin Web have to be confirmed by pressing the "Apply" button before leaving the page, otherwise they will not be saved.

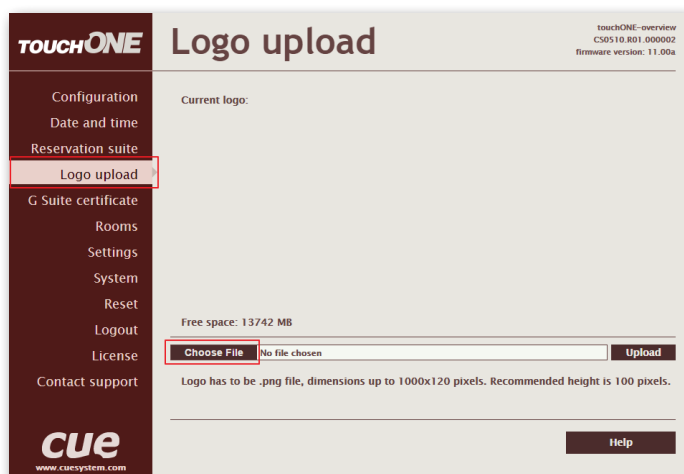


## Inserting the company logo

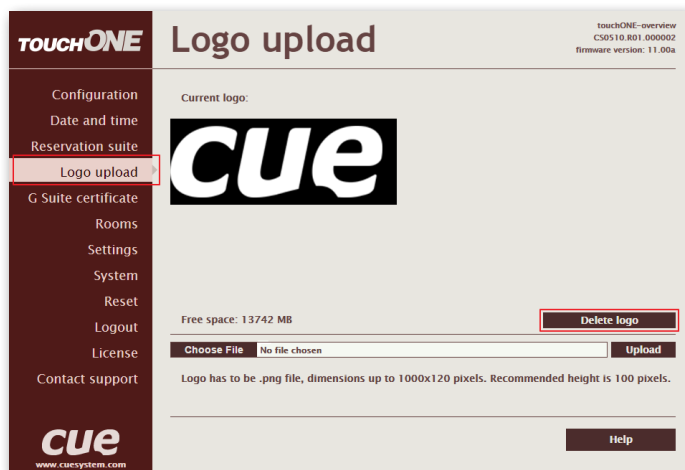
touchONE-overview unit enables the user to insert a company logo in the upper right corner of the screen. The logo is inserted in the PNG (Portable Network Graphics) format. The design supports the transparency feature (alpha channel). Use the following sizes for the logo:

Type	Recommended height	Maximum height	Maximum width
touchONE-overview	100 pixels	120 pixels	1000 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.

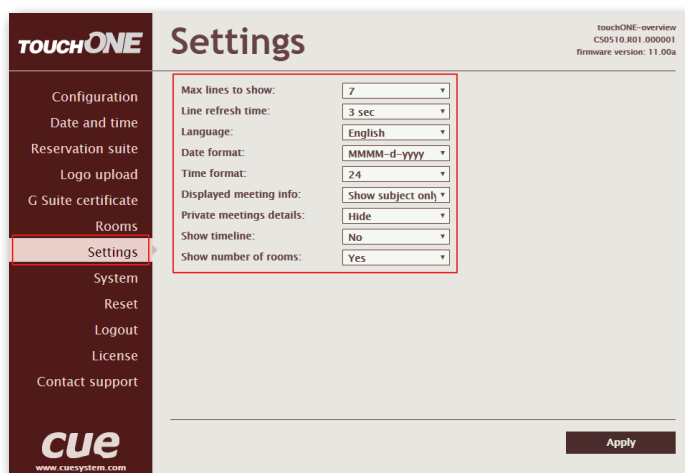


After the logo is uploaded, the following screen is shown. Here you can check the logo – at this moment it is shown both on the website and on the display. If you want to delete the logo, click “Delete logo”. If you want to change the logo, upload the new logo in the manner described above.



## Display settings

For more detailed room display settings, choose the item “Settings” in the left menu.



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.
- “Language”: here you can set the language in which the room list will be shown on the display.
- “Date format”: here you can set the desired format of date. Options include MMMM-d-yyyy (e.g. March 4, 2017) or d-MMMM-yyyy (e.g. 4 March 2017).
- “Time format”: here you can choose whether you want time to be shown in the 24-hour format or the 12-hour format (12 AM/PM).
- “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”.

Room	Status	Meeting
AUDITORIUM	Free	
BOARDROOM 1	Free	Personal meeting   Boardroom 12:00 - 14:00
BOARDROOM 2	Free	
BOARDROOM 3	Free	
BOARDROOM 4	Free	
CLASSROOM 1	Free	Product meeting   Classroom 11:00 - 13:00
CLASSROOM 2	Free	

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

Room	Status	Timeline
AUDITORIUM	Free	
BOARDROOM 1	Personal meeting Boardroom Starts in 15 min	12:00 - 14:00
BOARDROOM 2	Free	
BOARDROOM 3	Free	
BOARDROOM 4	Free	
CLASSROOM 1	Product meeting Classroom 11:00 - 13:00	11:00 - 13:00
CLASSROOM 2	Free	

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

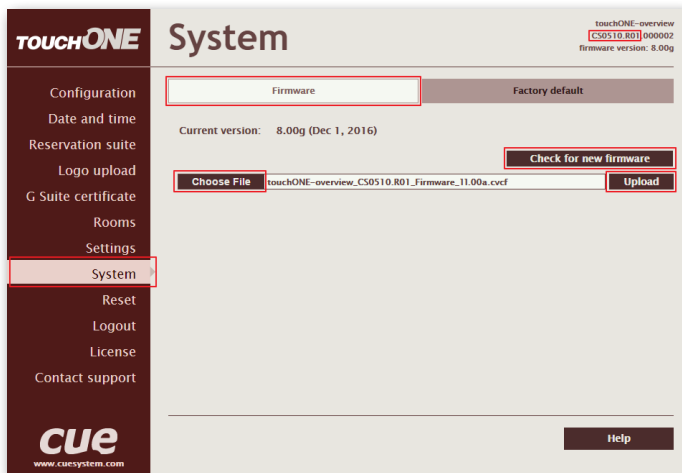
To save changes, press the “Apply” button before leaving.

# Other settings of the touchONE-overview unit

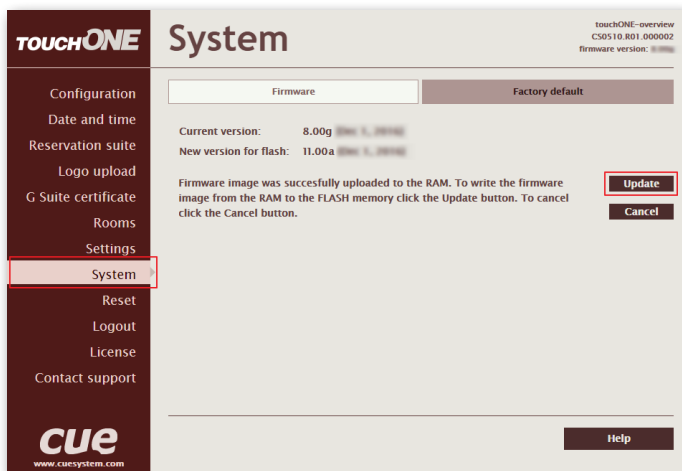
## Upgrading firmware

To upload more recent firmware to the touchONE-overview 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.

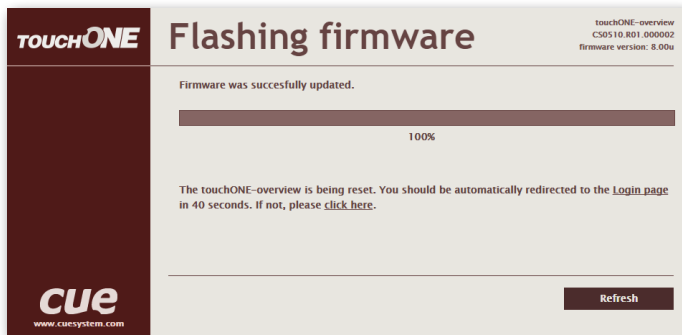
You can also download firmware files into your computer on the website <http://www.touchone.eu/downloads.htm>. The downloaded firmware file is the ZIP type and includes firmware for all touchONE units. Unzip the file into a suitable directory in your computer. The firmware files are in the CVCF format. 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-overview, CS0510.R01.000002**. 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-overview\_CS0510.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".

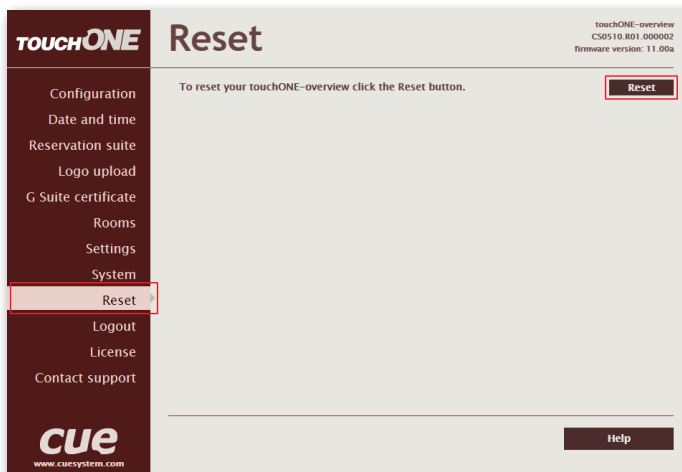


The firmware upgrade takes about one minute and then the unit restarts. Do not shut down or disconnect the power (LAN) during the update, as this might damage the unit. If upgrade has been successful, the following screen will come up.



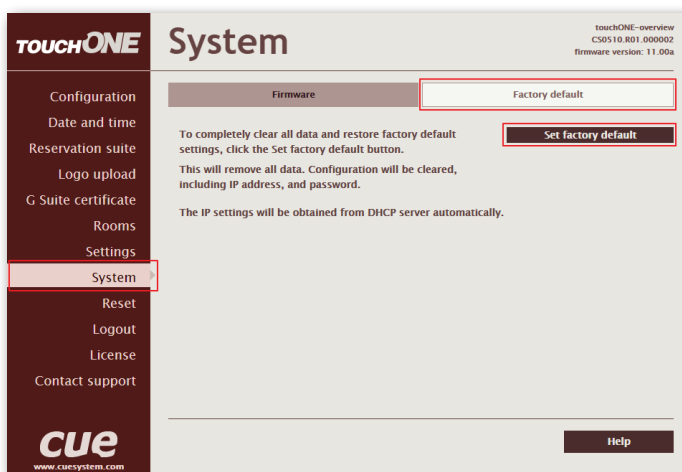
## Reset

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



## Factory default

If you need to put the touchONE-overview 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 programme in your computer.