USER MANUAL

IN-SESSION ROOM MODERATOR

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SPECIFICATIONS: IN-SESSION ROOM MODERATOR

Connectors	(1) RJ-45, (1) HDMI, (1) USB 2.0, (1) USB 2.0 OTG, (1) 3.5mm Audio, (1) Antenna Male, (1) SD Card, (1) Barrel Plug
Display Type	HDMI output
Resolution	1920 x 1080p
Indicators	(1) Power LED
Interface	Reset Button
Power	5-VDC power input jack
Enclosure	Metal chassis, fanless
Installation	Desktop
Dimensions	4.64" H x 3.97" W x 0.99" D (11.8 x 10.1 x 2.52 cm); Protrudes 0.39" (0.1 cm)
Weight	1.1 lb. (0.5 kg)

CHAPTER 2: INTRODUCTION

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2.1 DESCRIPTION

IN-SESSION is a meeting room reservation system. The IN-SESSION system touch panels (RS-TOUCH7-W, RS-TOUCH7-M, RS-TOUCH12-W, RS-TOUCH12-M) are installed in front of the entrance to the room and show its state. The RS-MODERATOR unit makes it possible to centrally manage all reservation system panels using a web browser.

The reservation system panels show the following information:

- Show whether the particular room is occupied or available, which is also indicated by background color (green for free room and red for occupied one).

- If the room is free, the panel shows the following meeting on that day (in case it is scheduled) and time remaining until its beginning.

- If the room is occupied, the panel shows the subject of the meeting, the organizer and time remaining until the end of it.

- The panel enables 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 there is anything arranged afterwards).

The IN-SESSION 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 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. The procedure for setting using Essential Setup is described in the RS-TOUCH7 manual.

- On-premises Administration: In this way, the entire reservation suite is centrally managed through the web interface of the RS-MODERATOR manager unit. The RS-MODERATOR unit must be plugged into the same LAN as the other units of the Reservation Suite. RS-MODERATOR also has other features, such as analytics and room utilization statistics. The procedure for setup using On-premises Administration is described in this manual.

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2.2 NETWORK INFRASTRUCTURE AND OTHER HARDWARE REQUIREMENTS

For the proper functioning of the system it is necessary to ensure the following:

◆ The unit has to be connected to the same LAN as the touch panels of the IN-SESSION reservation suite

◆ Server access (Exchange Server, Office 365, G Suite) via HTTP (TCP port 80) and HTTPS (TCP port 443).

◆ 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 the server 443 (HTTPS) within the local network for the administration of IN-SESSION units via Admin Web.

◆ An open TCP port 53128 and UDP port 33333 within the local network for communication between IN-SESSION 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), which enables reservation system units in the file explorer to 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.

◆ Free LAN sockets on Ethernet switches for each RS-VIEWER unit.

◆ CAT5 or higher LAN cables leading from an Ethernet switch to the place where you want to install the RS-VIEWER unit.

◆ The network card of the RS-MODERATOR unit supports speeds up to 1 Gbit/s. If you are using a faster LAN, set up ports intended for RS-MODERATOR unit on your switch to auto negotiate or to 1 Gbit/s.

◆ IN-SESSION 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.

◆ All units conected to the RS-MODERATOR must have firmware 10 or later.

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

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CHAPTER 3: CONFIGURATION USING RS-MODERATOR

3.1 SETUP PROCEDURE

To set the IN-SESSION system using the RS-MODERATOR on-premises administration, follow these steps:

Prepare an account 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.

- IN-SESSION Room Scheduler - Setup Guide - Microsoft Exchange Server
- IN-SESSION Room Scheduler - Setup Guide - Microsoft Office 365
- IN-SESSION Room Scheduler - Setup Guide - G Suite

The RS-MODERATOR is managed using the Admin Web pages. There you can do the following:

- Set up the RS-MODERATOR unit (IP address, date and time, etc.)
- Create the reservation suite
- Manage the list of servers, user and room accounts
- Manage the list of IN-SESSION units connected to the reservation suite
- Manage a company logo
- Manage room support services
- IP settings
- Date and time settings
- Set up the IN-SESSION 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.

3.2 ACCESSING ADMIN WEB

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

- Option 1: 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 IN-SESSION systems can be found in the section "Other devices". If you double-click the desired IN-SESSION 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 IN-SESSION 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").

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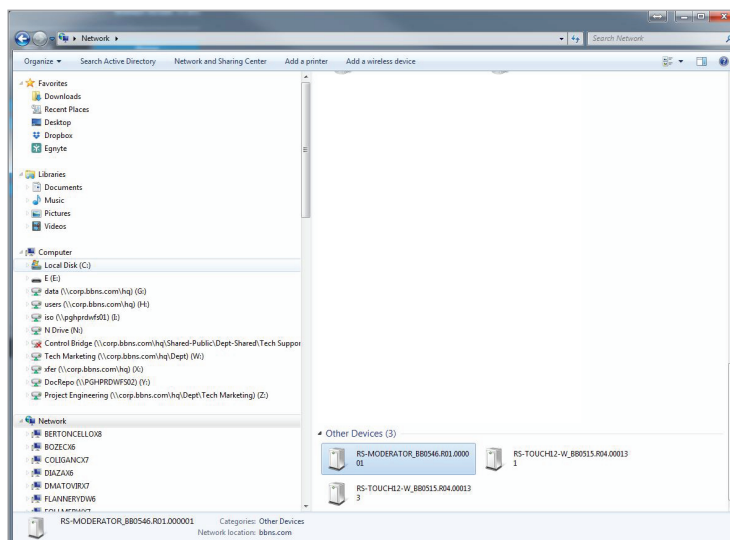1.877.877.2269

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FIGURE 3-1. ADMIN WEB SCREEN

◆ Option 2: Connect any monitor to THE HDMI output of the RS-MODERATOR. The monitor must be able to display Full HD resolution (1920 x 1080). You will see current IP settings on the monitor:

In the default setting, the panel is enabled to get the IP address and DNS servers using the DHCP of your network. In the "IP address" line, the current IP address is shown. 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 IP Settings chapter. Run the Internet browser on your PC and type in the RS-MODERATOR unit's IP address.

3.3 LOGIN

If the RS-MODERATOR 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 RS-MODERATOR unit is not joined to the reservation suite, there is no need to log in and you find yourself right on the setup pages. If you want to change the IP address setting, continue according to the info in Section 3.4.1, IP Settings. If not, proceed to the next chapter.

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3.4 BASIC CONFIGURATION OF THE RS-MODERATOR

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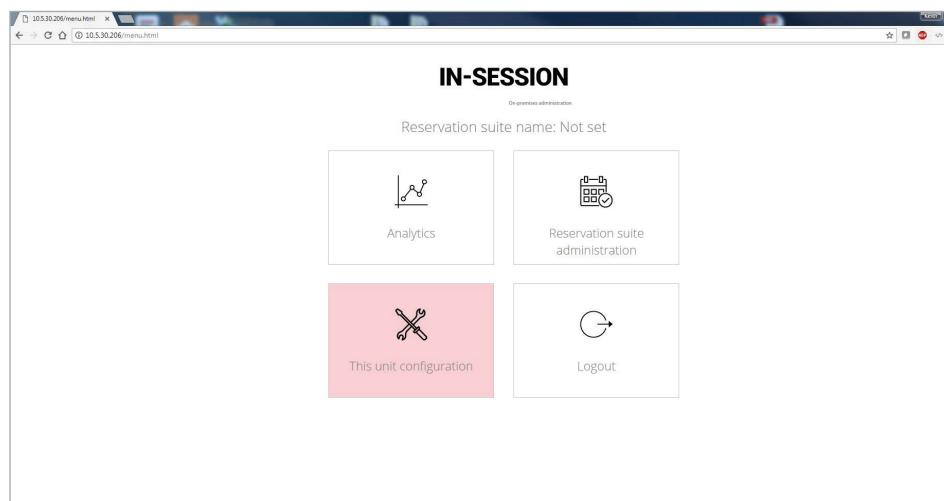

FIGURE 3-2. THIS UNIT CONFIGURATION BUTTON

3.4.1 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 the changes will not become effective.
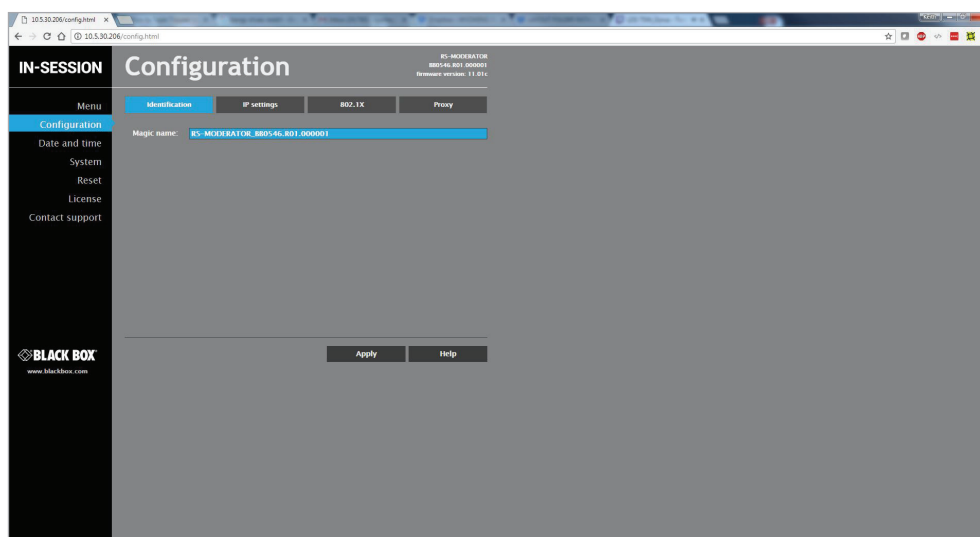

FIGURE 3-3. CONFIGURATION SCREEN, MAGIC NAME

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.

Check the "Use DHCP to obtain IP address" box to enable automatic assignment of an IP address through the DHCP server.

Check the "Use DHCP to obtain DNS server address" box to 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.
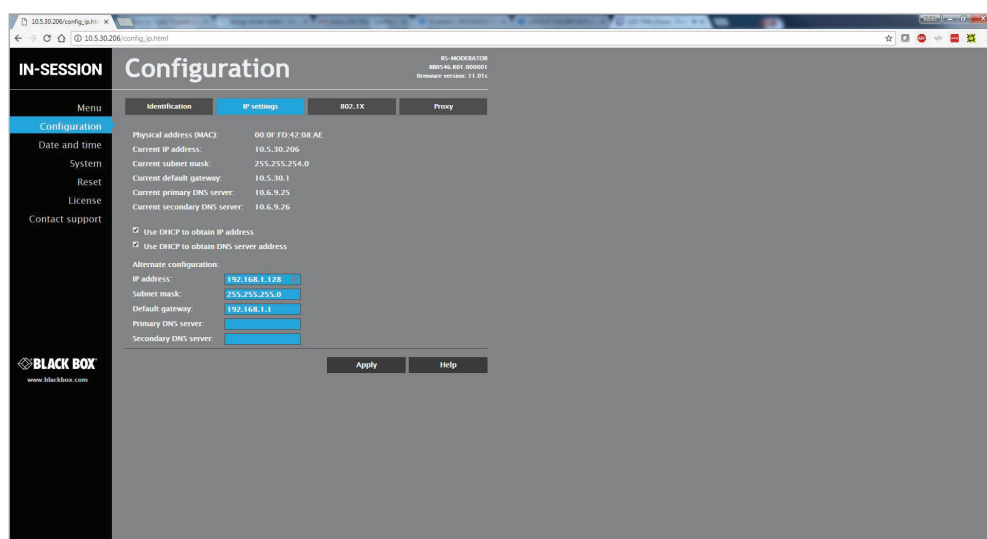
To save changes, press the "Apply" button.

FIGURE 3-4. CONFIGURATION SCREEN, IP SETTINGS

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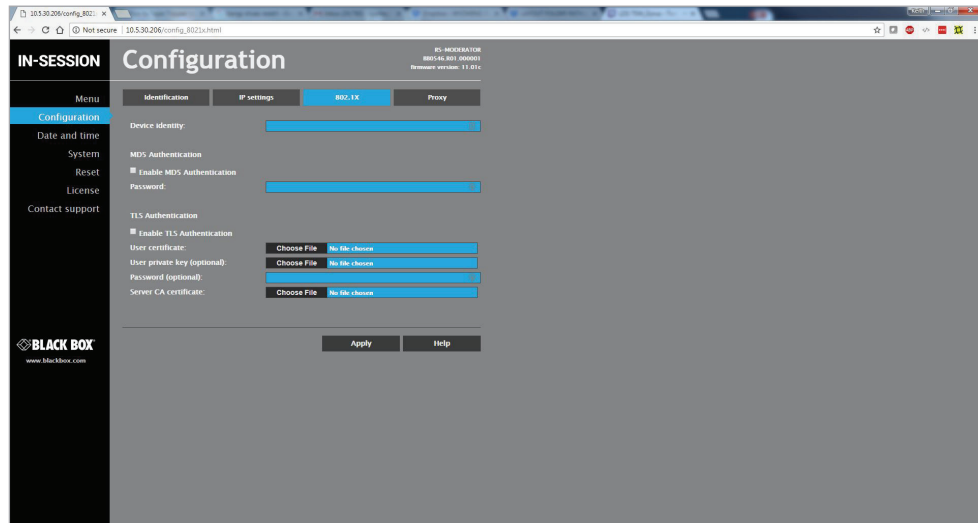

FIGURE 3-5. CONFIGURATION SCREEN, 802.1X

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 a 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.
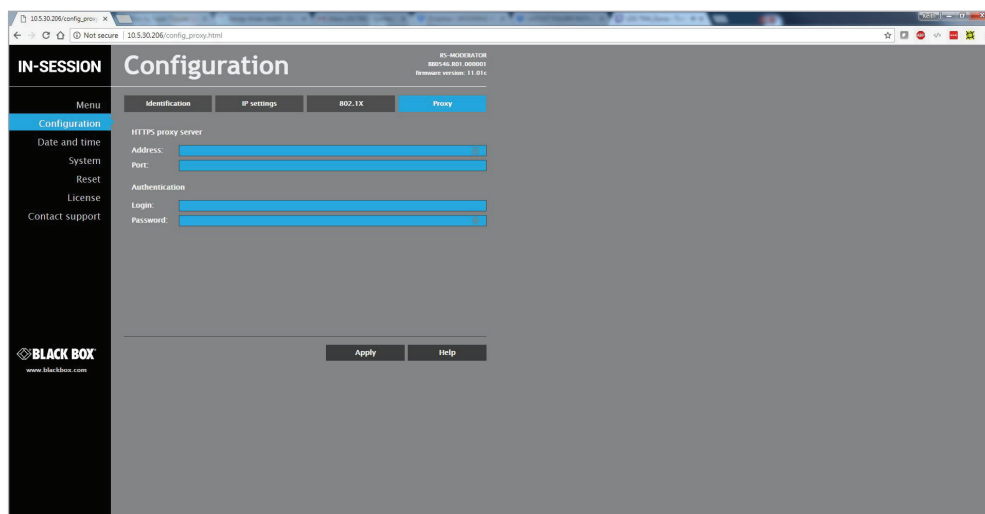

FIGURE 3-6. CONFIGURATION SCREEN, PROXY

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Enter the 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.

3.4.2 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

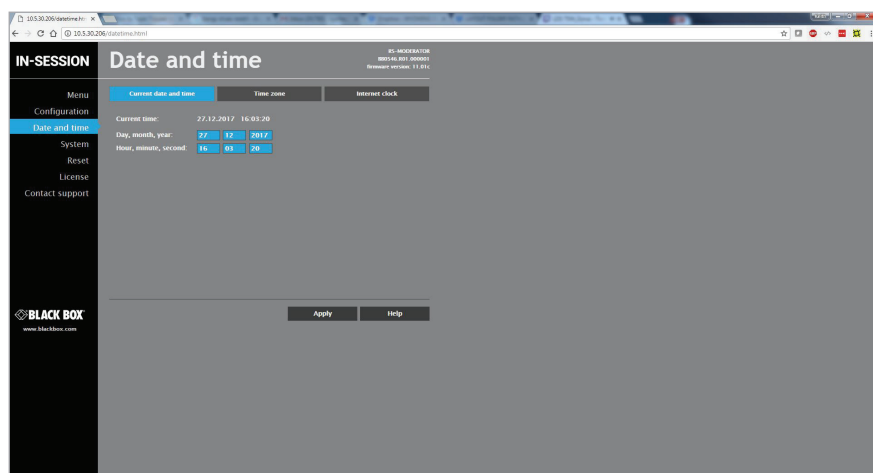Be sure to click the "Apply" button for any changes to become effective.

FIGURE 3-7. CURRENT DATE AND TIME SCREEN

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.
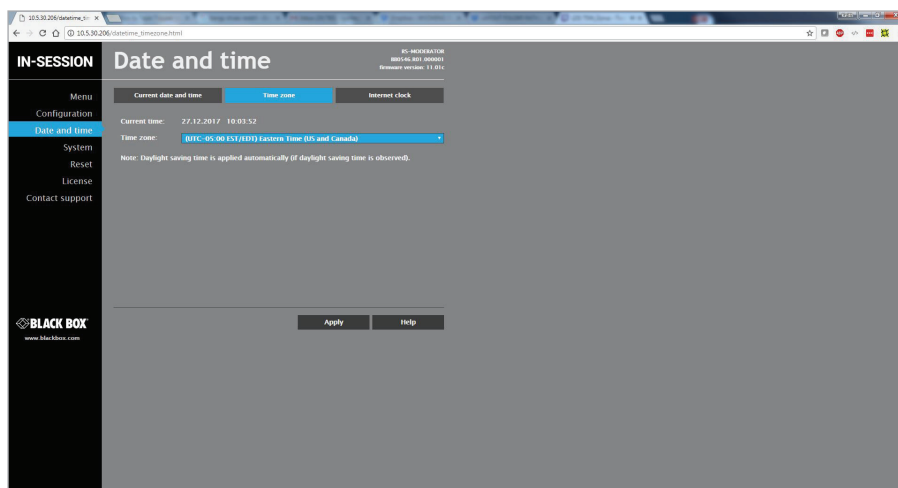

FIGURE 3-8. TIME ZONE SCREEN

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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 IN-SESSION 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.
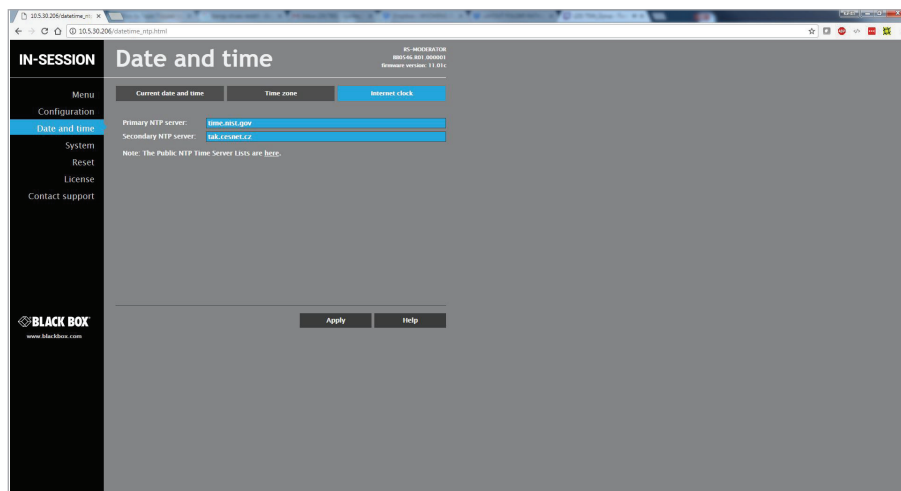

FIGURE 3-9. INTERNET CLOCK SCREEN

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

3.4.3 UPGRADING FIRMWARE

To upload more recent firmware to the RS-MODERATOR unit, contact Black Box Technical Support at 877-877-2269 or info@blackbox.com
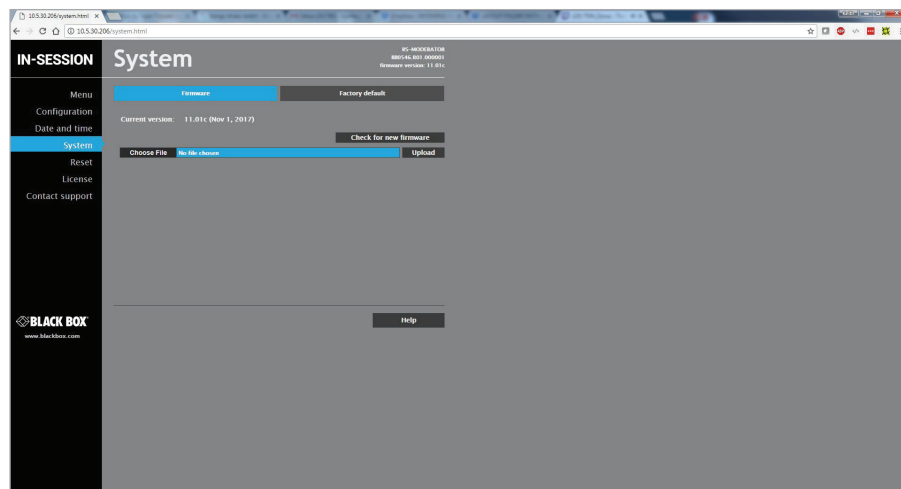

FIGURE 3-10. SYSTEM, CHOOSE FIRMWARE FILE SCREEN

Apply new firmware by clicking "Update."

The firmware upgrade takes about one minute and then the unit restarts.

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3.4.4 OTHER SETTINGS OF THE RS-MODERATOR

If you need to reset the unit, choose "Reset" in the left menu and then click "Reset" in the right part of the screen.
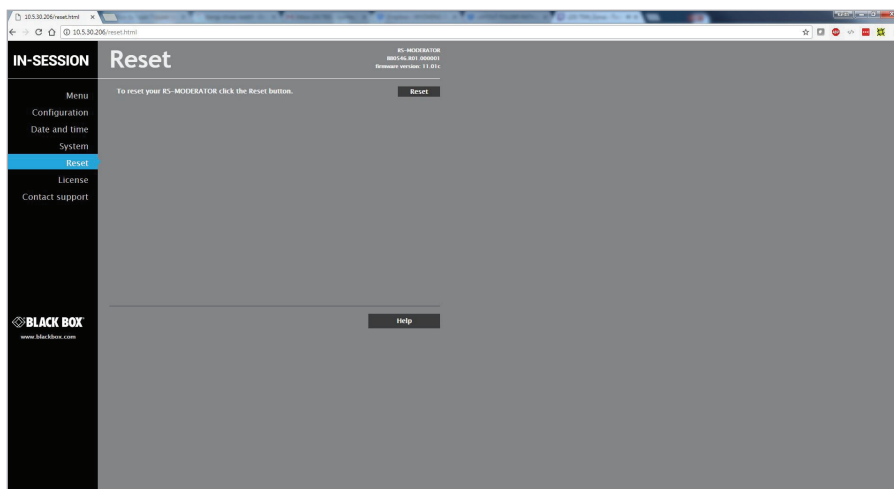
FIGURE 3-11. RESET SCREEN

If you need to put the RS-MODERATOR unit into the factory default mode and delete all user settings, 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 clicking the "Cancel" button.
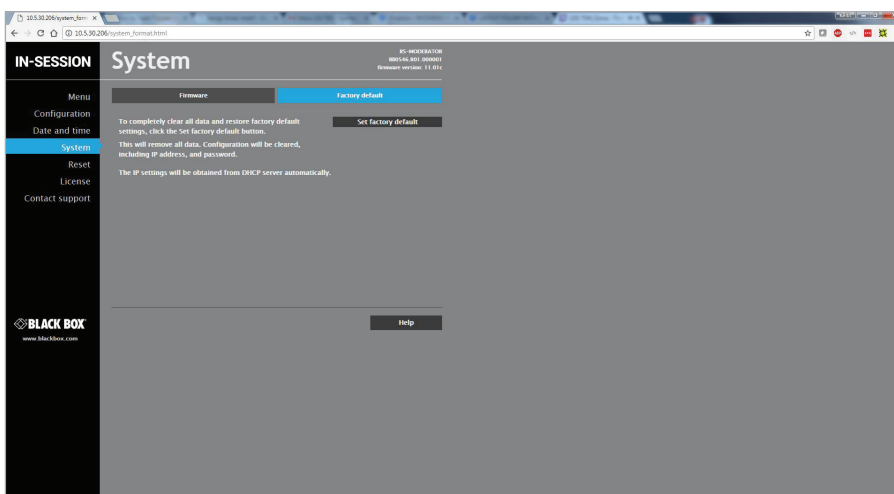
FIGURE 3-12. FACTORY DEFAULT SCREEN

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 Black Box Technical Support through the email program in your computer.

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3.5 CREATING THE RESERVATION SUITE

First, you need to create the reservation suite in the RS-MODERATOR unit. Click on the "Reservation suite administration" button on the home page.
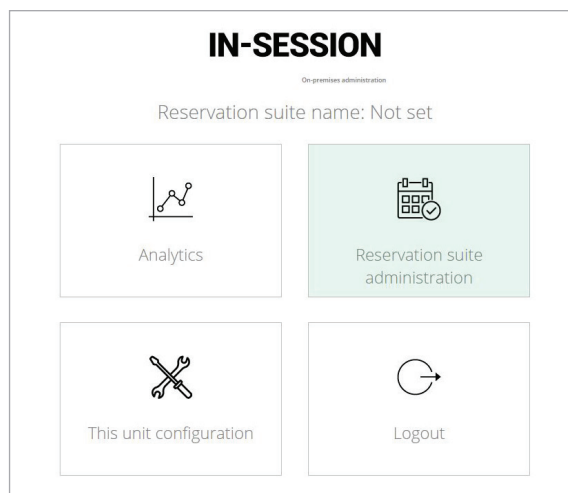

FIGURE 3-13. SELECT RESERVATION SYSTEM ADMINISTRATION

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

3.5.1 MICROSOFT OFFICE 365
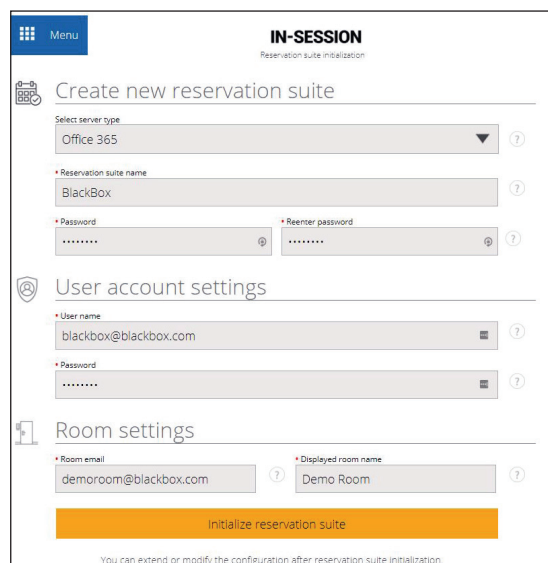
In the "Select server type" field, choose "Office 365."

FIGURE 3-14. CREATE NEW RESERVATION SUITE USING MICROSOFT OFFICE 365
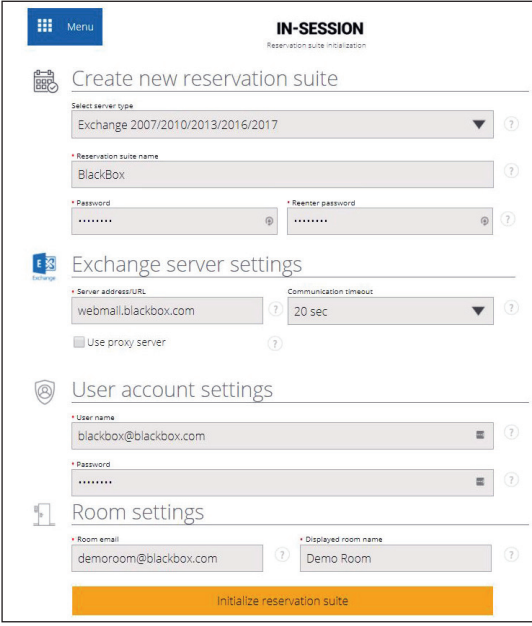
Enter the user account email (e.g. "IN-SESSION@blackbox.com") and password in the section "User account settings." In the "Room settings" section, enter room account email (e.g. "demoroom@blackbox.com"). In the field "Room displayed name," you can enter the room name that will be shown in the upper left-hand corner of the IN-SESSION panel.

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

3.5.2 MICROSOFT EXCHANGE SERVER

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

FIGURE 3-15. CREATE NEW RESERVATION SUITE USING MICROSOFT EXCHANGE SERVER

Enter the server address in the "Exchange server settings" section, "Server address/URL" 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.blackbox.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 a proxy server is required for the access to your exchange server, check the box "Use proxy server."

Enter the user account name (e.g. "IN-SESSION") and password in the section "User account settings". You might also need to enter the user account in the domain/user_account format (e.g. "blackbox/IN-SESSION"), depending on the Exchange server settings.

In the "Room settings" section enter room account email (e.g. "demoroom@blackbox.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 creation of the account, i.e. do not use the public email address (e.g "demoroom@blackbox.com) if this public address is not identical with the user logon name. In the "Room displayed name" field, you can enter the room name that will be shown in the upper left-hand corner of the IN-SESSION panel.

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

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3.5.3 G. SUITE

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

At first you have to upload the G Suite certificate file (see the IN-SESSION - Setup Guide - G Suite / Creating a project) to the unit. Click on "Choose file" in section "G Suite server settings", item "G Suite certificate". The standard dialog 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 IN-SESSION - Setup Guide - G Suite / Creating a user account).

In the "Room settings" section, enter the room account email (see the IN-SESSION - Setup Guide - G Suite / Creating a resource calendar). In the field "Room displayed name," you can enter the room name that will be shown in the upper left-hand corner of the IN-SESSION panel.

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

3.6 ADDING THE RESERVATION SYSTEM PANELS

When you create reservation suite, you will see following page in the web browser.
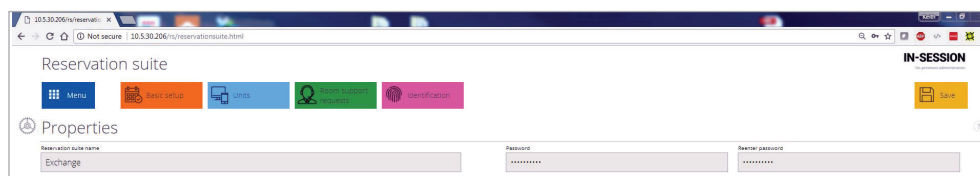
FIGURE 3-16. RESERVATION SUITE PAGE

Now, click on Units/All units/Add.
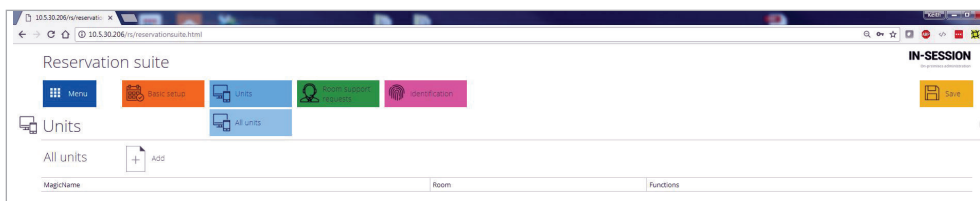
FIGURE 3-17. ADD ALL UNITS

A dialog window for adding a new unit will appear.

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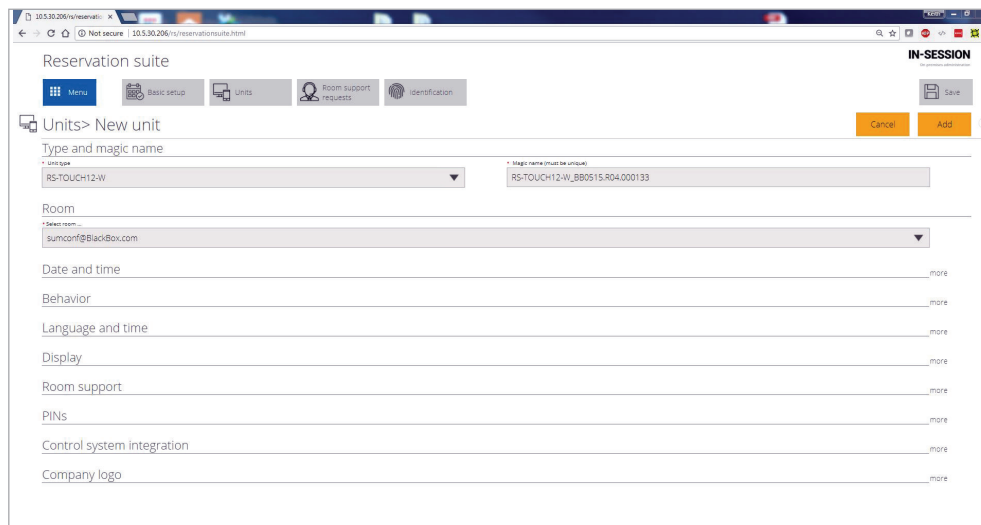
FIGURE 3-18. ADD NEW UNIT SCREEN

In the "Unit type" field, select the type of reservation system panel. In the "Magic name" field , 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 RS-MODERATOR 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 the panel has set the same magic name as was set in the previous step for given panel in the RS-MODERATOR. Then tap "Join the existing reservation suite."

NOTE: To join a panel to the on-premises administrated reservation suite, the RS-MODERATOR unit needs to be switched on and connected to the same LAN.
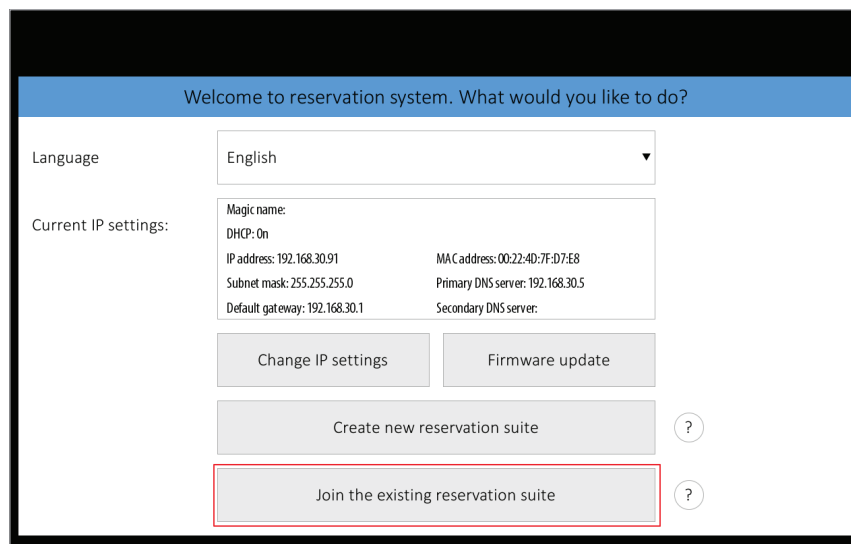
FIGURE 3-19. WELCOME SCREEN

On the next screen, press the "Find reservation suite and join" button.
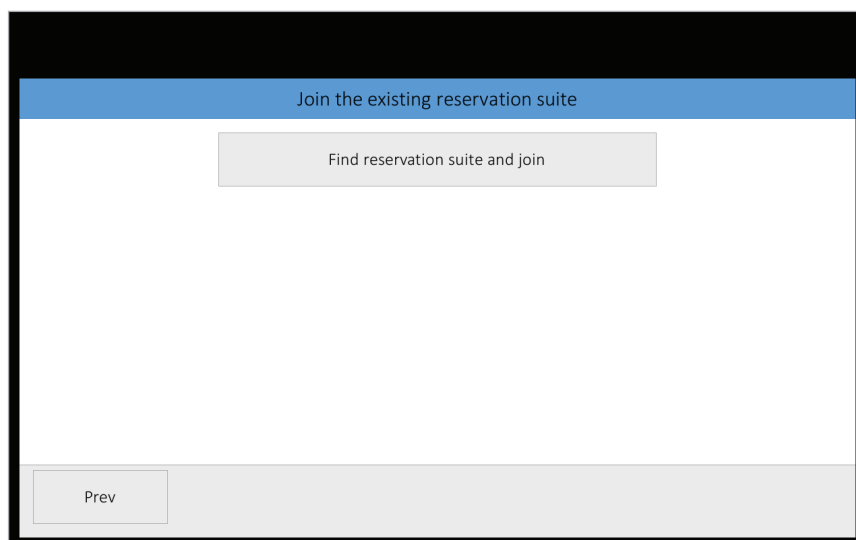
FIGURE 3-20. FIND RESERVATION SUITE SCREEN

On the next screen, choose which reservation suite you want to join to, in case you manage more of them ("Choose reservation suite"), and enter the password ("Enter password") you have chosen during the creation of the suite. Continue by tapping "Join."
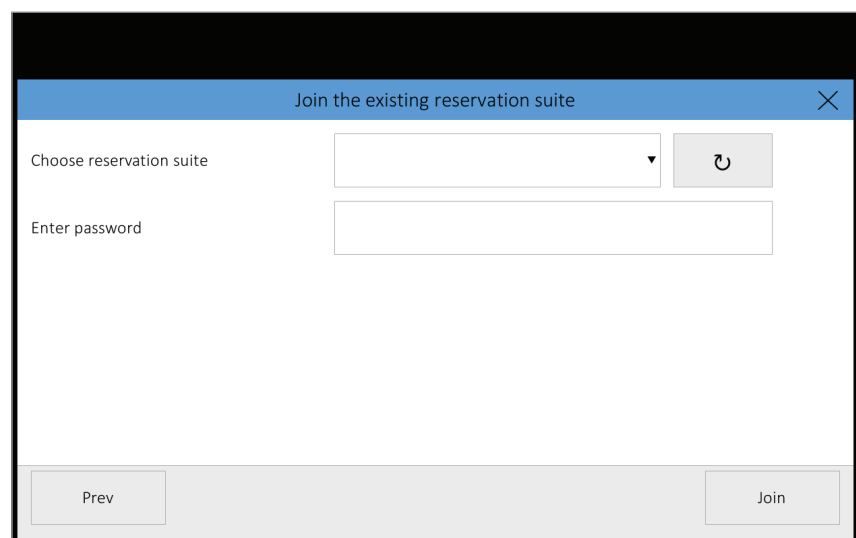
FIGURE 3-21. SELECT RESERVATION SUITE TO JOIN

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

NOTE: This is the only way of joining an 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 with the same way. In this case, you have to prepare room accouts for this panels at first. Adding new rooms is described in the following section.

3.7 ADDING ANOTHER ROOM ACCOUNT, USER ACCOUNTS AND SERVERS

If you need to add another room to your reservation suite, click on "Basic Setup/Rooms".
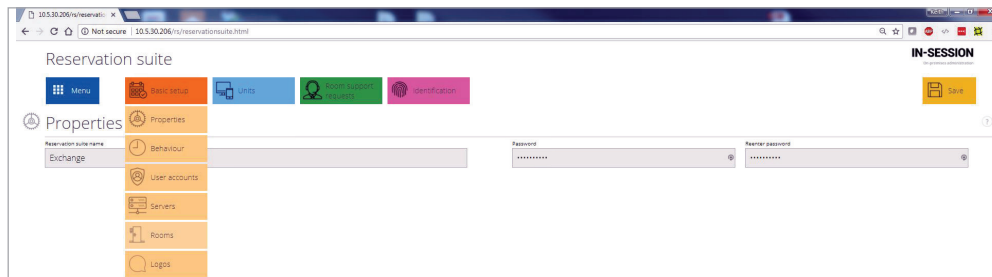
FIGURE 3-22. BASIC SETUP, ROOMS SCREEN

Now tap on "Add."
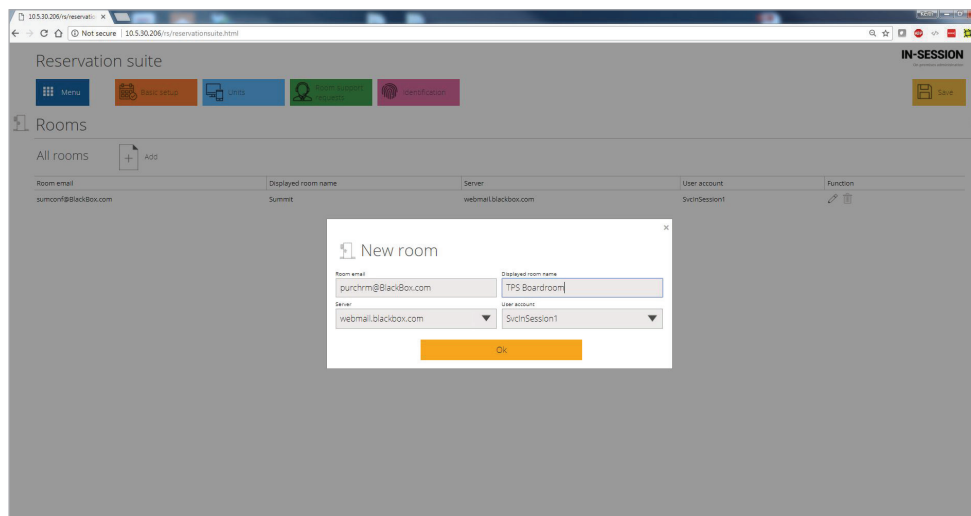
FIGURE 3-23. ADD NEW ROOM SCREEN

First, enter another room email. In the field "Room displayed name," you can enter the room name that will be shown in the upper left-hand corner of the IN-SESSION panel. In the "server" field, select the server on which the room calendar is stored. In the "user account" field, select the user account used for the given room. The procedure for adding user accounts and servers is described next.

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

If you need to add another user account, click on "Basic setup/User accounts" and then tap "Add".
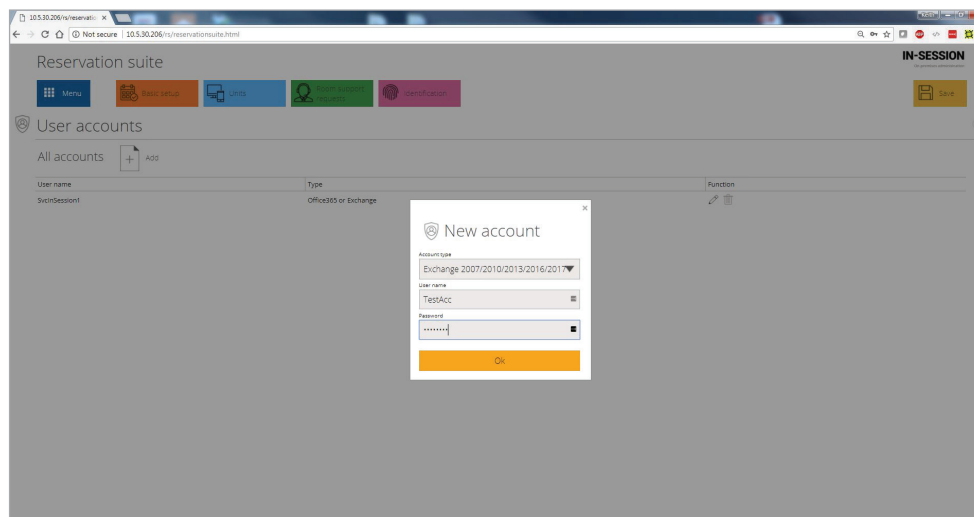
FIGURE 3-24. ADD NEW ACCOUNT SCREEN

Now enter a new user name and password for this account. The User name format depends on server type, to which the user account is dedicated.

- Office 365: enter the user account email (e.g. "IN-SESSION@blackbox.com").

- Exchange server: enter the user account name (e.g. "IN-SESSION"). It is also possible that the user account will need to be entered in the domain/user_account format (e.g. "blackbox/IN-SESSION"), 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 the edit and delete buttons in the "Function" column. Tap "Save" to save changes and apply it in the whole reservation suite.

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

FIGURE 3-25. ADD NEW SERVER SCREEN

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Now select server type. For 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 a LAN network (e.g."192.168.1.2.), the local name of the server (e.g. "mail.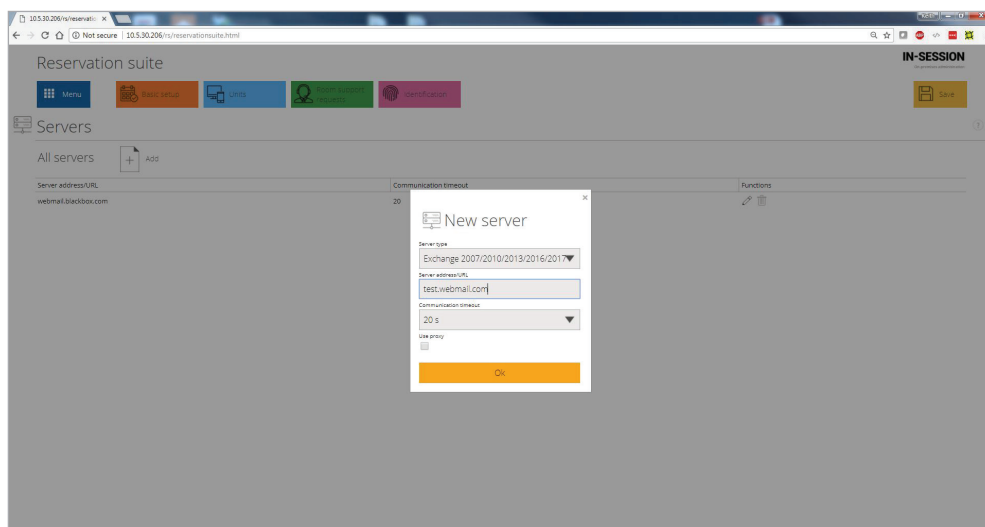blackbox.local") or the global name of the server (if there is a DNS record for it, e.g. "exchange.contoso.com"). In the "Communication timeout" item, enter the maximum time to wait for the server response. If the server does not respond by this time, it is evaluated as a communication error. If proxy 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 the server settings or delete the server with the edit and delete buttons in the "Function" column. Tap "Save" to save changes and apply it to the whole reservation suite.

3.8 SETTINGS OF THE RESERVATION SUITE BEHAVIOR

If you need to change the basic behavior common for the whole reservation suite, click on "Basic Setup/Behavior."
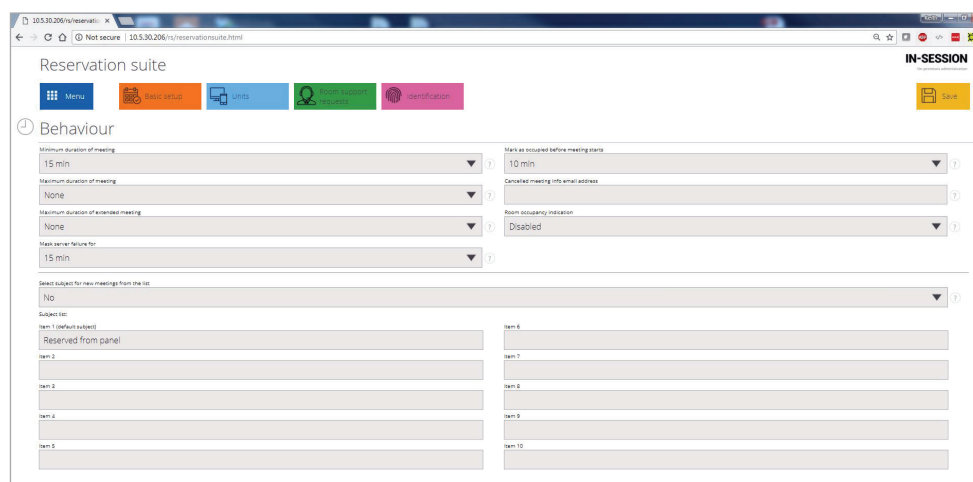
FIGURE 3-26. BEHAVIOR SCREEN

While creating a new meeting, you need to enter the subject of the meeting. You can set the default subject of meetings in "Default subject for new meetings," for example "Reserved from a panel." If the default subject is not set, it needs to be entered every time a new meeting is created.

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 midnight of the given day. The default setting for the minimum time is 15 minutes and "None" for the maximum time. Item "Maximum duration of extended meeting" allows you to limit the maximum length of a meeting extended via 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 "Cancelled meeting info email address" field, you can enter an email address for receiving information about automatically cancelled meetings that have not been confirmed on the reservation system panel.

In the "Room occupancy indication" field, 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 RS-TOUCH7 manual, Setting up control system integration section.

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The following options are available:

◆ Red and green stripe: In this case, the presence of people in the room is indicated by a vertical red stripe in the left part of the screen. The absence of people is indicated by a green stripe.
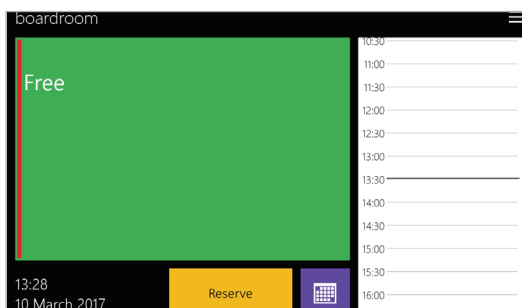
FIGURE 3-27.

◆ 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.
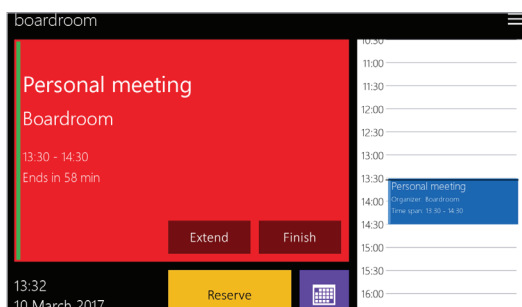
FIGURE 3-28.

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.

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

3.9 INSERTING THE COMPANY LOGO

IN-SESSION 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:

TABLE 2-2. MODE STATUS LEDS

TYPE	RECOMMENDED HEIGHT	MAXIMUM HEIGHT	MAXIMUM WIDTH
RS-TOUCH7	60 pixels	100 pixels	500 pixels
RS-TOUCH12	60 pixels	100 pixels	500 pixels
RS-VIEWER	100 pixels	120 pixels	1000 pixels

First, add your logo(s) to the logos stack. Here you can place up to 6 logo files. To add a company logo to this stack, click on "Basic Setup/Logos/Add."
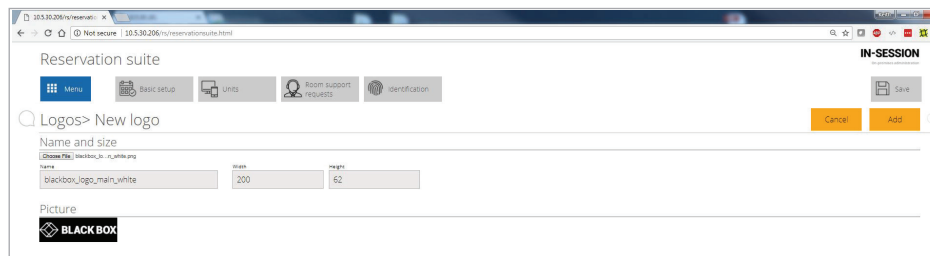
FIGURE 3-29. INSERTING LOGO

Click on "Choose file." The standard dialog 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. At the end, tap "Save" to save changes.

Now you can select what logo will be displayed on each reservation suite unit. Click on "Units/ ll units". A list of all reservation system units will be displayed.
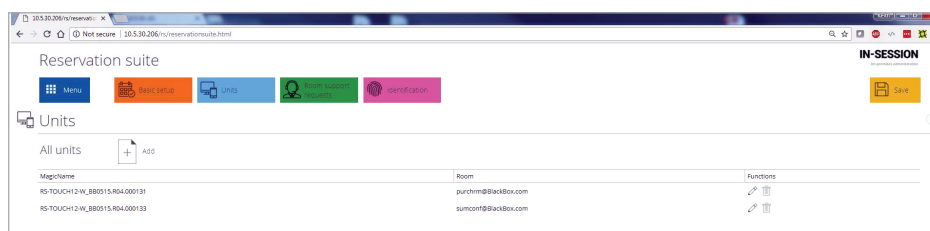
FIGURE 3-30. LOGOS DISPLAYED ON RESERVATION UNITS

Click on the edit button of the selected unit. A detailed unit settings page will be displayed. Scroll to the end of the page and tap on "more" in the "Company logo" line.
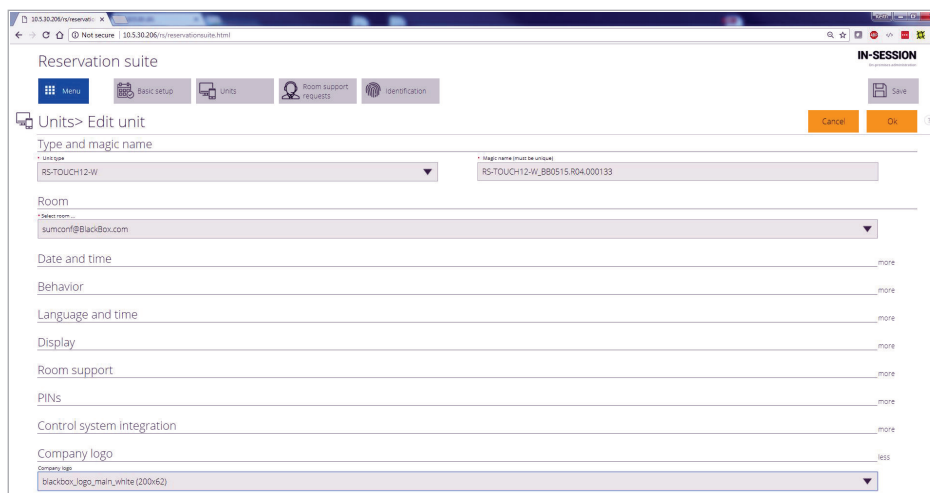
FIGURE 3-31. EDIT LOGO SCREEN

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

3.10 SETTING UP THE ROOM SUPPORT SERVICES

The 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 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. 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 RS-TOUCH7 manual, Using the room support services section.

To set up a cleanup request email, tap "Room support services/Cleanup."
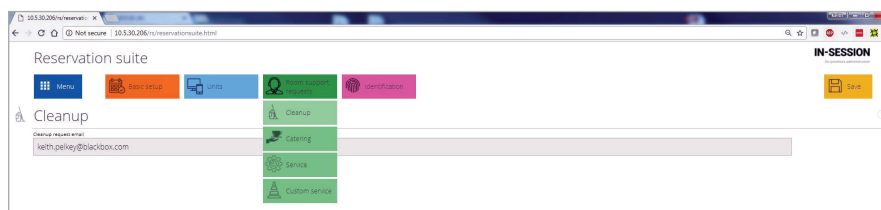
FIGURE 3-32. SET UP CLEANUP REQUEST

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

To setup catering requests, tap "Room support services / Catering."
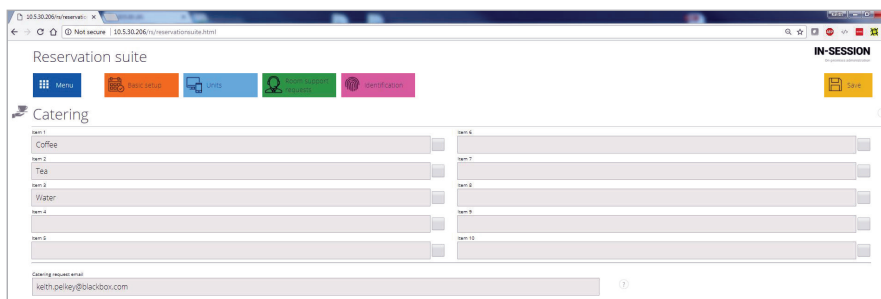
FIGURE 3-33. SET UP CATERING REQUEST

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). 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.

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.

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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.
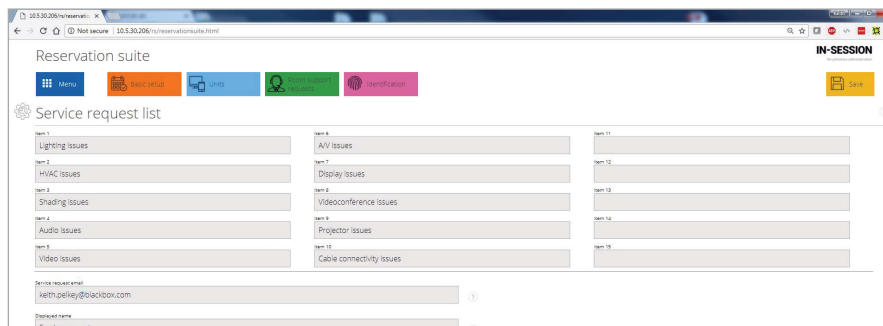
FIGURE 3-34. SET UP SERVICE REQUEST

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

To set up a custom service request, tap "Room support services/Custom service." Settings on this page relate to the second of the two possible support/service departments.
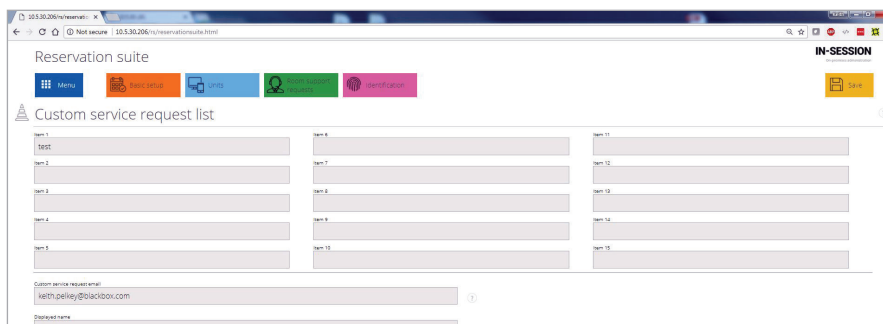
FIGURE 3-35. SET UP CUSTOM SERVICE REQUEST

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 "Custom service request email" field, 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 on edit button of the room to be set.
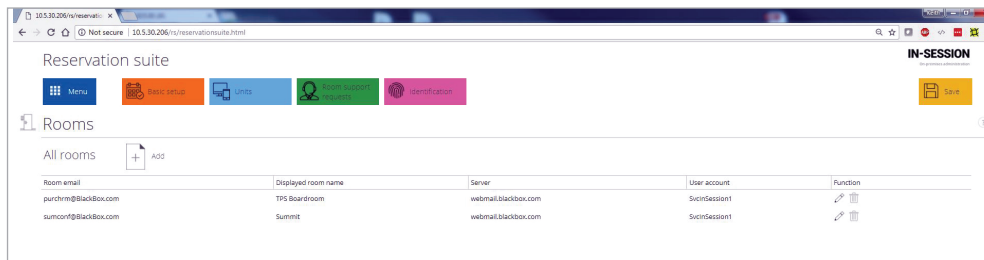
FIGURE 3-36. SELECT ROOM INTERVENTIONS

It will open the "Edit room" window.
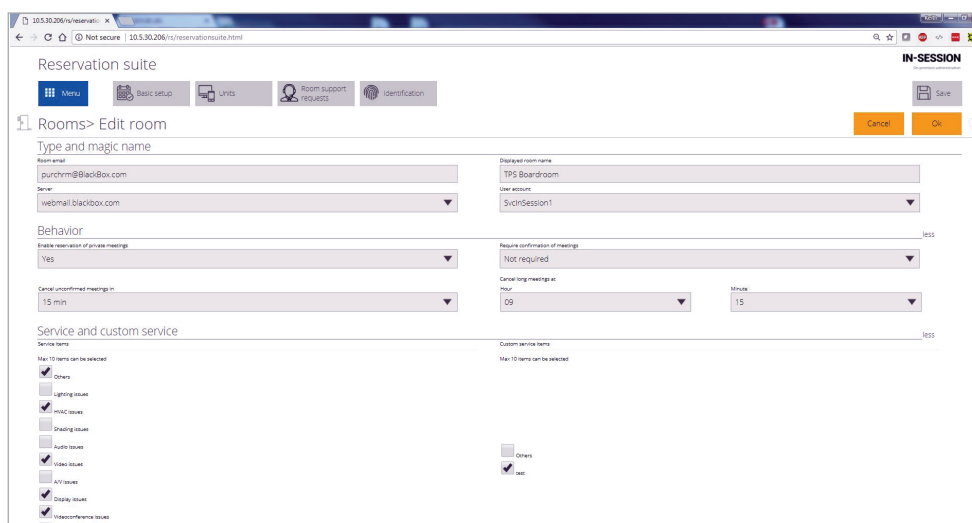
FIGURE 3-37. EDIT ROOM WINDOW

By using checkboxes for respective items in area "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.

Finally, you need to set what 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 system units will be displayed.
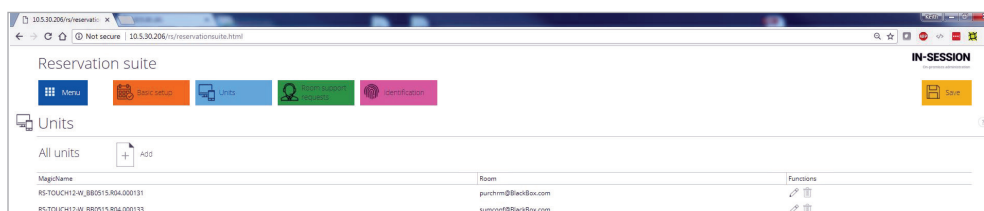
FIGURE 3-38. LIST OF RESERVATION SYSTEM UNITS

Click on the edit button of the selected unit. A detailed unit settings page will be displayed. Then tap on "more" in the "Room support" line.

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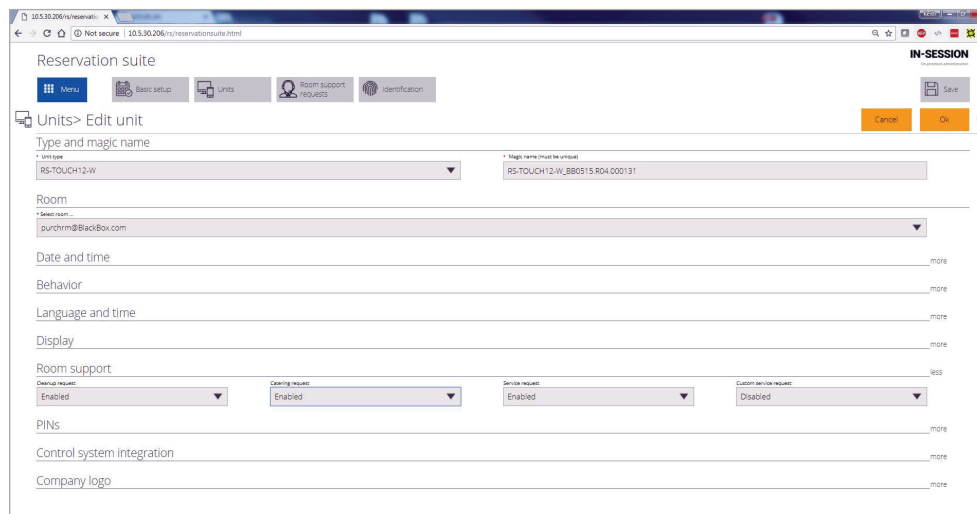
FIGURE 3-39. UNIT SETTINGS FOR ROOM SUPPORT

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 in the whole reservation suite.

3.11 SETTING UP THE CONFIRMATION OF THE MEETINGS

Meeting confirmation is the 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 him of the need 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 on the edit button of the room to be set.
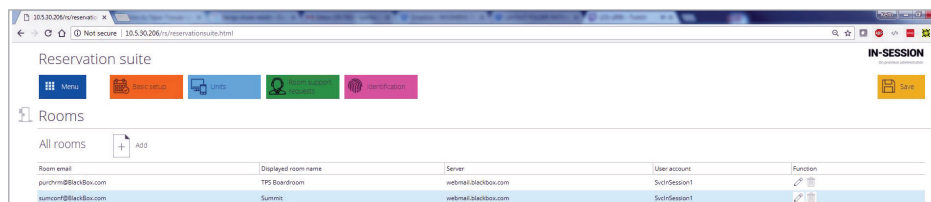
FIGURE 3-40. SET MEETING CONFIRMATION

It will open the "Edit room" window.
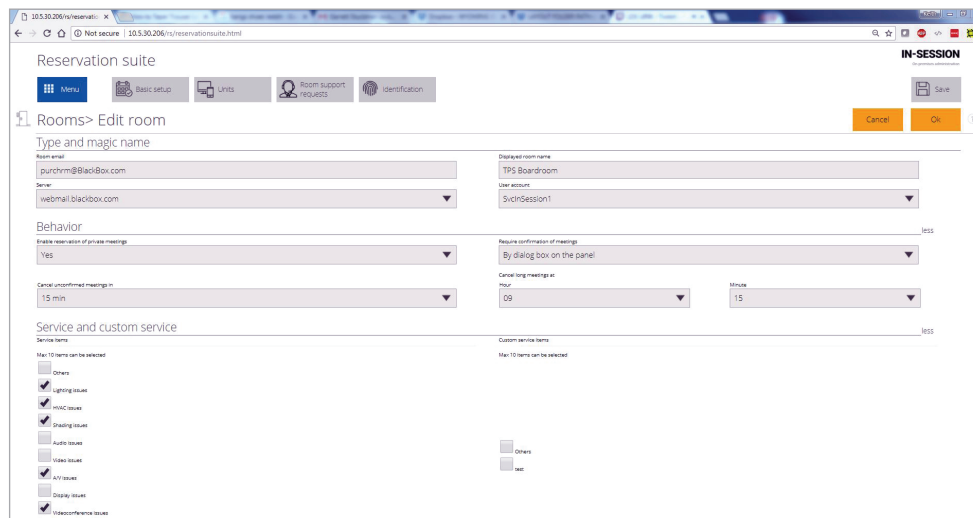
FIGURE 3-41. EDIT ROOM WINDOW

In the "Require confirmation of meetings" item, activate the function by selecting "By dialog 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 to 15:00

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

 ◆ They begin at 0.00 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 00.00 of the previous day and ends at 0.00 of the following day

 ◆ Example 2: the meeting starts at 0.00 of the current day and ends at 2 p.m. of the current day (the time of cancelling a long meeting has been set to 9.15)

In the "Cancel unconfirmed meeting in" item, 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. If the meeting is not confirmed on the panel by this time, the organizer of the meeting gets an email at 10.40 with a warning about cancellation. If the meeting is not confirmed by 10.45, it will automatically be cancelled at 10.45.

In the "Cancel long meetings at" item, 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 on the previous day and ends at 23.59 on the current day. The time of cancelling long meetings is set to 8.20. If the meeting is not confirmed, the organizer gets an email at 8.15. If the meeting is not confirmed by 8.20 of the current day, it will automatically be cancelled at 8.20.

 ◆ Example 2: The meeting lasts from 0.00 of the current day to 10 p.m. of the following day. The time for the cancellation of long meetings is set to 9.15. The organiser gets an email at 9.10. If the meeting is not confirmed by 9.15 of the current day, the beginning of the meeting is at this moment shifted to 0.00 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.

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◆ Meetings that end later than the current day do not get cancelled, but their beginning is shifted to 0.00 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 in the whole reservation suite.

3.12 SETTING UP PINS

You can set PINs for access to some of the reservation panel functions. PIN is a number of 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."
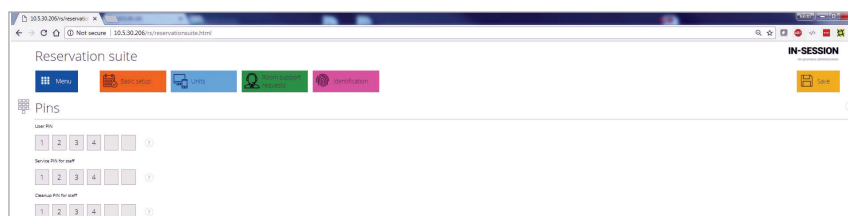
FIGURE 3-42. SET UP PINS

A 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 will not require the PIN.

A 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.

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

Now you can set the functions that will require entering the user PIN. It is 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 a PIN. Click on "Units/All units." A list of all reservation system units will be displayed.
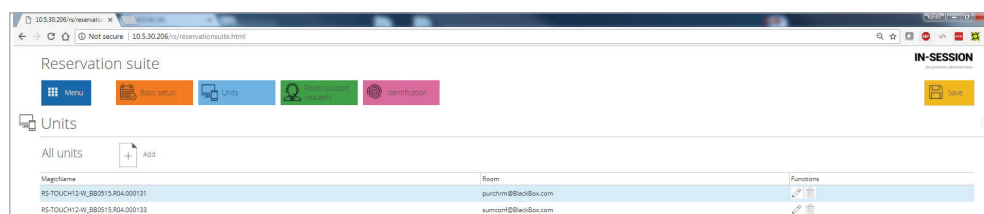
FIGURE 3-43. LIST OF RESERVATION SYSTEM UNITS

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Click on the edit button of the selected unit. A detailed unit settings page will be displayed. Then tap on "more" in the "PINs" line.
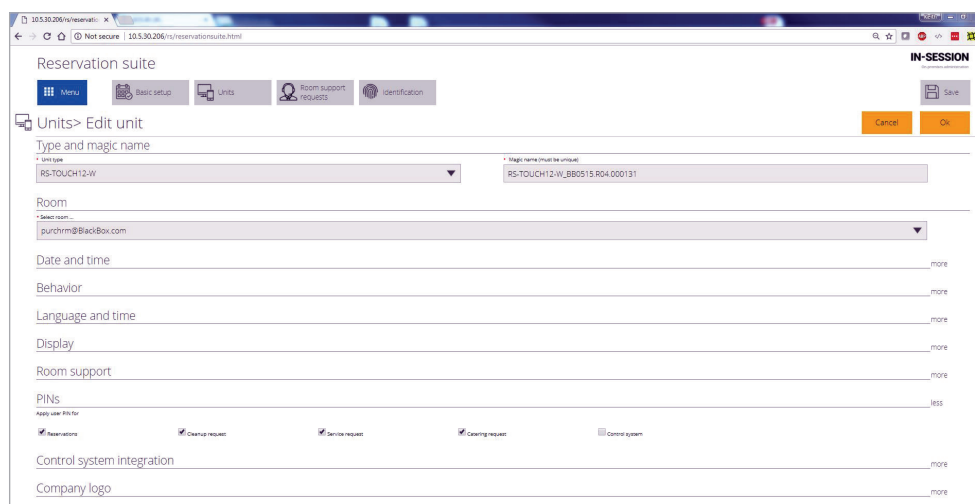
FIGURE 3-44. UNIT SETTINGS PAGE

By using checkboxes in the "PINs" section , you can state which functions will require you to enter a 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.

3.13 DETAILED SETTINGS OF THE RESERVATION SYSTEM PANELS

In "Units" menu, you can also change other detailed panel settings. Click on "Units/All units." A list of all reservation system units will be displayed. Click on the edit button of the selected unit. A detailed unit settings page will be displayed. Each line represents one group of parameters to set. Then tap on "more" in the selected group.
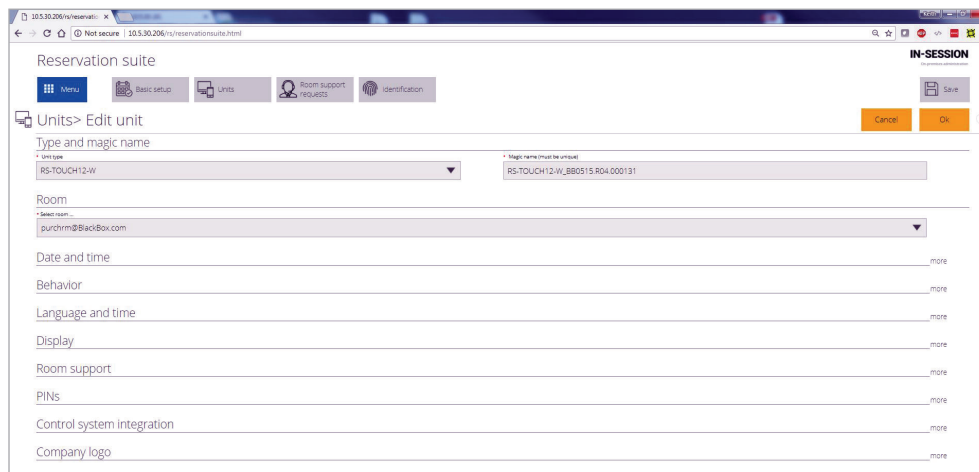
FIGURE 3-45. EDIT UNITS PAGE

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

3.13.1 DATE AND TIME
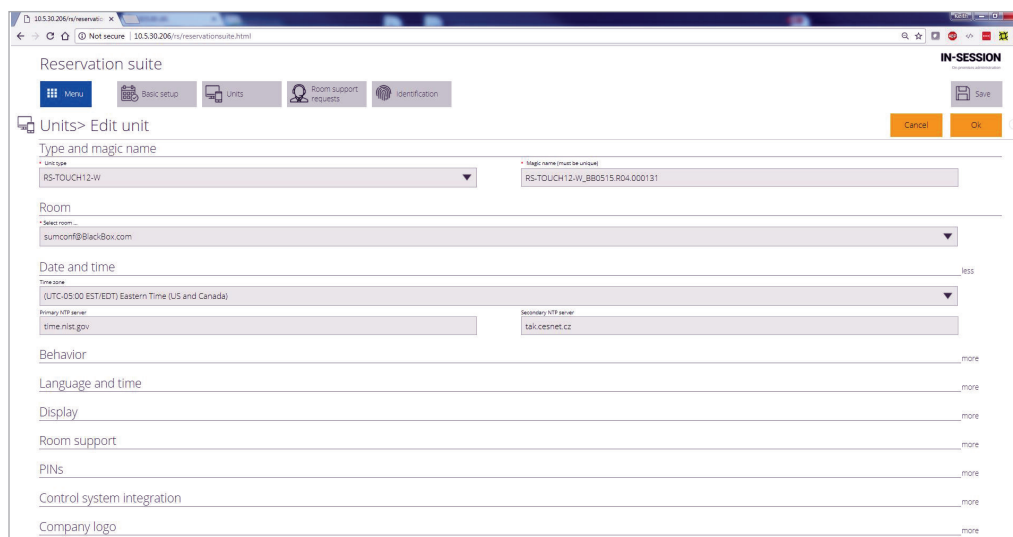
FIGURE 3-46. DATE AND TIME SCREEN

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.

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3.13.2 BEHAVIOR
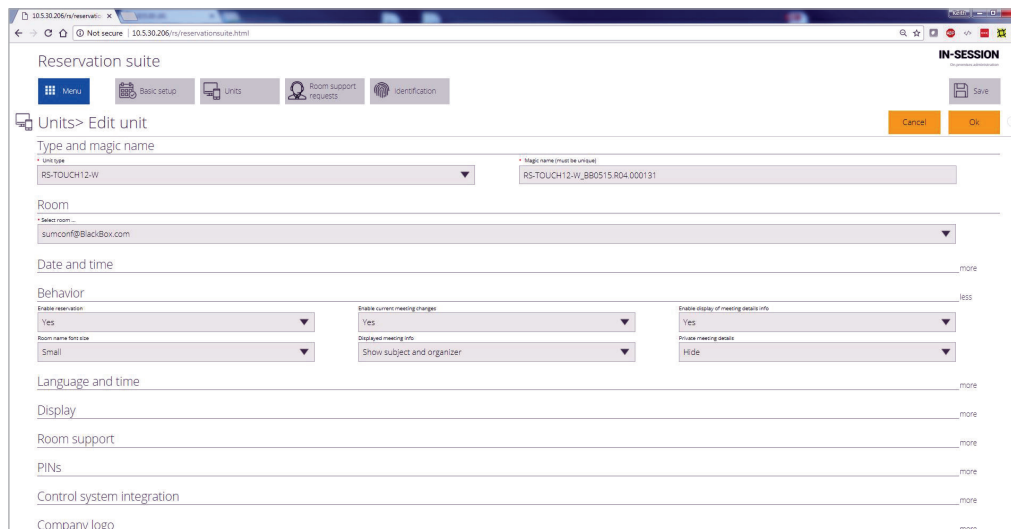
FIGURE 3-47. BEHAVIOR SCREEN

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 the calendar. The meeting details window displays the appointment details, including 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 meeting 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, including 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."

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3.13.3 LANGUAGE AND TIME
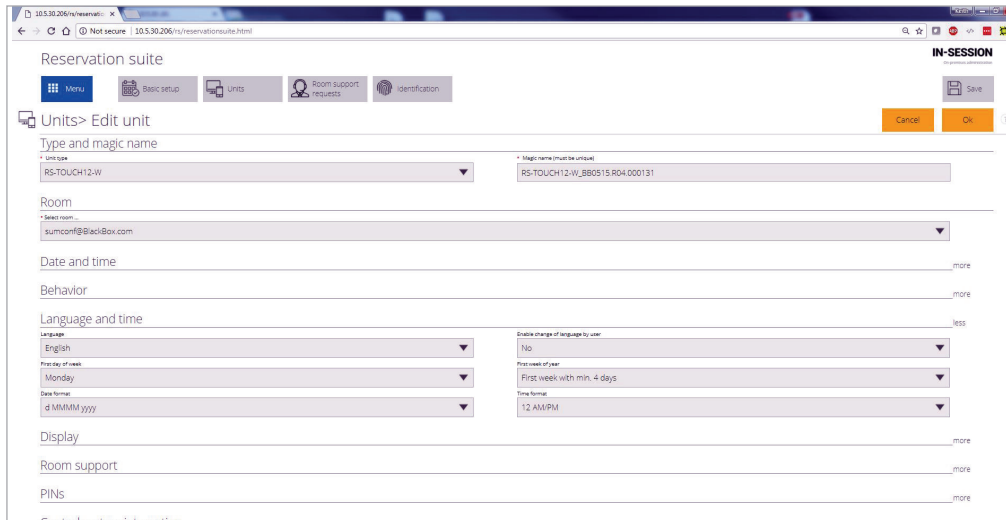
FIGURE 3-48. LANGUAGE AND TIME SCREEN

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 "Language user change" item. 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 "First day of week" and "First week of year" items determine the way the monthly calendar will be displayed—i.e. which day of the week is 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".

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3.13.4 DISPLAY

FIGURE 3-49. DISPLAY SCREEN

In "Backlight saver, " you can set after how long the display illumination is turned off in case of panel's inactivity. The default setting is "1 min".
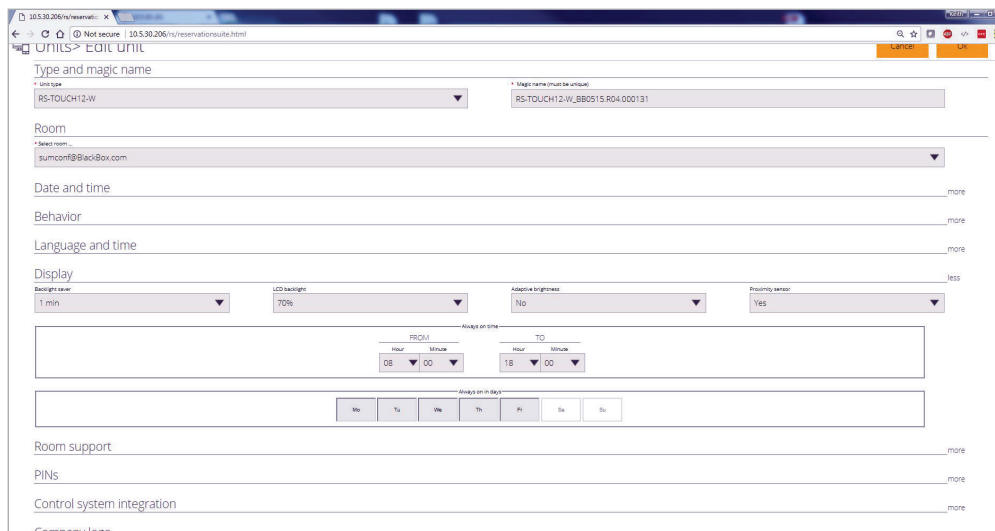
The "LCD backlight" item allows you to set the brightness of the display from 0% to 100%. The default setting is "70%".

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 "Always on time" and "Always on in days" sections, you can set the time 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, while otherwise, a 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.

3.13.5 CONTROL SYSTEM INTEGRATION

Here you can set in which way the IN-SESSION reservation system panel will communicate with the Black Box 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 IN-SESSION reservation system panels communicate with the Black Box control system units. For more information on using the **ReservationSystemControlIntegration** applet, see the Help section of the IN-SESSION Visual Composer integrated development environment.
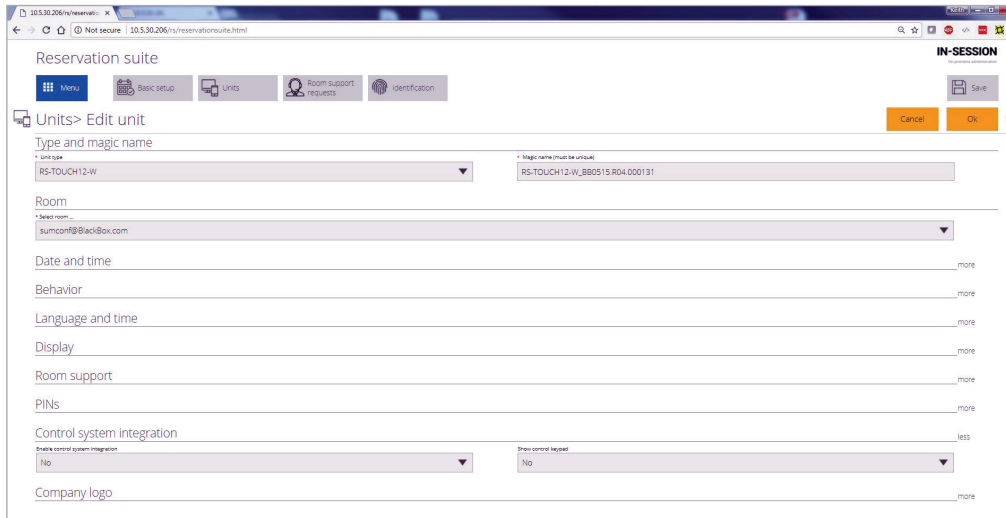
FIGURE 3-50. CONTROL SYSTEM INTEGRATION SCREEN

In the "Enable control system integration" item, you can enable communication of the reservation system panel with the Black Box 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 "Show control keypad" item, 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 set all units, tap "Save" to save changes and apply it to the whole reservation suite.

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CHAPTER 4: USING ANALYTICS

Analyzing statistics of the room usage is one of the main features of the RS-MODERATOR unit. With it, you will get decision-making data regarding efficiency of the room usage, which can help you to plan really needed number and types of rooms.

To access Analytics, tap the button "Analytics" on the home page.
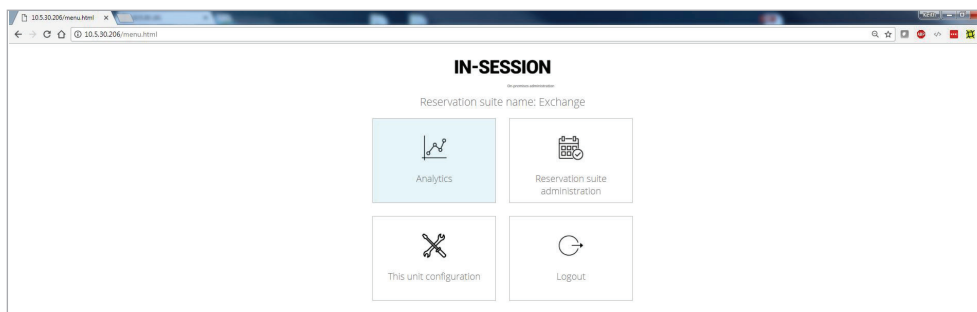
FIGURE 4-1. ANALYTICS BUTTON

It will open the page with Analytics functions.
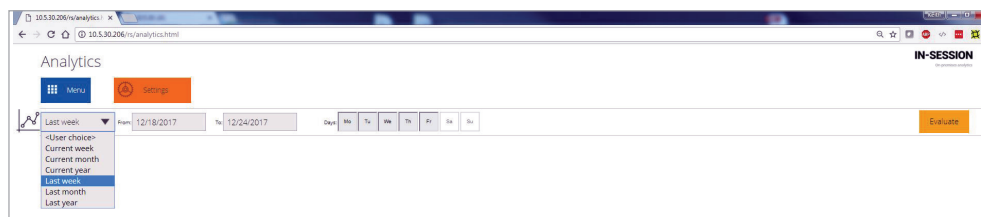
FIGURE 4-2. ANALYTICS PAGE

In the left most 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 will use "User choice," you can set the custom time period defined in items "From" and "To." You can also use the day filter. In this case, statistics data just from selected days will be evaluated (for example, just from working days). Then tap "Evaluate."

Then, the RS-MODERATOR will read data from all units and display a basic analytics table.

CHAPTER 4: USING ANALYTICS

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FIGURE 4-3. BASIC ANALYTICS PAGE

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

FIGURE 4-4. SHOW DETAILS PAGE

CHAPTER 4: USING ANALYTICS

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The following parameters are evaluated.

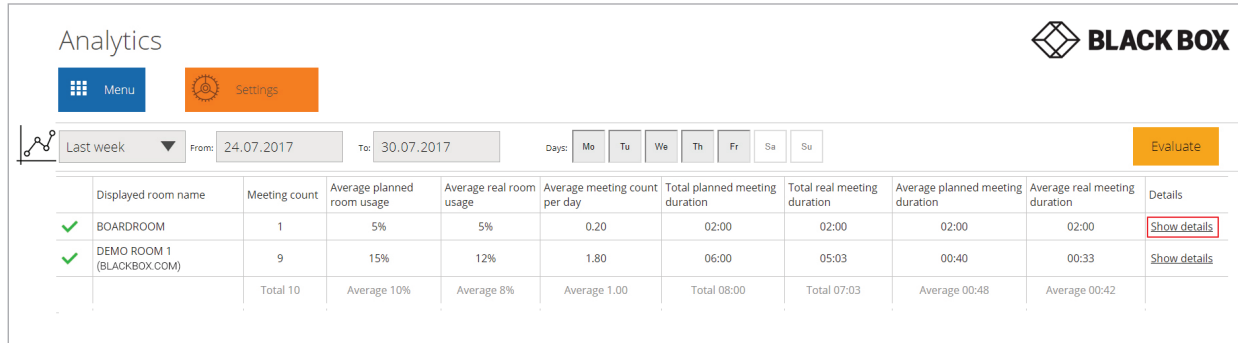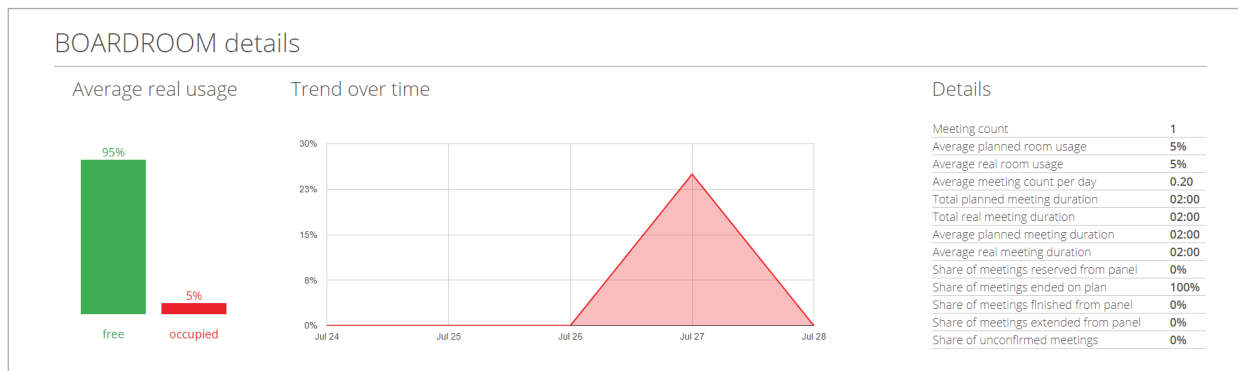## TABLE 4-1. DETAILED PARAMETERS

NAME	DESCRIPTION
Meeting count	Total number of meetings in a given time period
Average planned room usage	100 x sum of the planned duration of all meetings/(working hours per day x number of days)
Average meeting count per day	Total number of meetings in a given time period/number of days
Average planned room usage	100 x sum of the planned duration of all meetings/(working hours per day x number of days)
Total planned meeting duration	Sum of planned duration of all meetings
Total real meeing duration	Sum of real duration of all meetings
Average planned meeting duration	Sum of planned duration of all meetings/ Total number of meetings in a given time period
Average real meeting duration	Sum of real duration of all meetings/ Total number of meetings in a given time period
Share of meetings reserved from panel	100 x total number of meetings created using reservation system panels/total number of meetings in a given time period
Share of meetings ended on plan	100 x total number of meetings finished as planned/total number of meetings in a given time period
Share of meetings finished from panel	100 x total number of meetings finished earlier than resevation system panels/total number of meetings in a given time period
Share of unconfirmed meetings	100 x total number of unconfirmed meetings canceled automatically by reservation system panels/total number of meetings in a given time period

If you tap the "Settings" button, you can set some parameters for analytics evaluation.
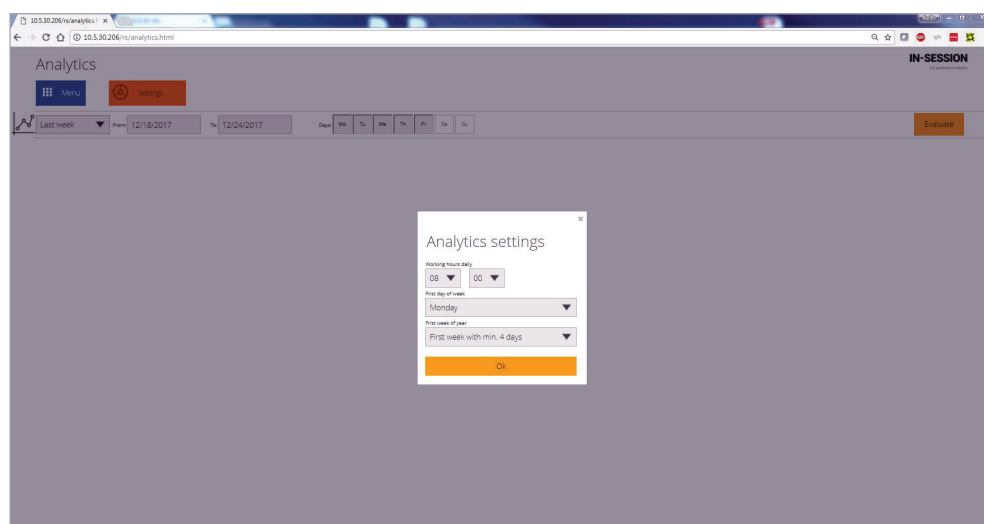
FIGURE 4-5. SETTINGS BUTTON

In the item "Working hours daily," you can select the daily working time for calculation of the room usage in percent. This value means how many working hours in a day is 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 the first and how weeks are numbered. The default setting is "Monday" and "First week with min. 4 days." Tap "Save" to confirm changes.

CHAPTER 5: TECHNICAL SUPPORT

5.1 CONTACTING BLACK BOX

If you determine that your RS-MODERATOR is malfunctioning, do not attempt to alter or repair the unit. It contains no user-serviceable parts. Contact Black Box Technical Support at 877-877-2269 or info@blackbox.com.

Before you do, make a record of the history of the problem. We will be able to provide more efficient and accurate assistance if you have a complete description, including:

- the nature and duration of the problem.
- when the problem occurs.
- the components involved in the problem.
- any particular application that, when used, appears to create the problem or make it worse.

5.2 SHIPPING AND PACKAGING

If you need to transport or ship your RS-MODERATOR:

- Package it carefully. We recommend that you use the original container.
- If you are returning the unit, make sure you include everything you received with it. Before you ship for return or repair, contact Black Box to get a Return Authorization (RA) number.

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APPENDIX A: REGULATORY INFORMATION

A.1 FCC STATEMENT

This equipment has been found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded cables must be used with this equipment to maintain compliance with radio frequency energy emission regulations and ensure a suitably high level of immunity to electromagnetic disturbances.

All power supplies are certified to the relevant major international safety standards.

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APPENDIX A: REGULATORY INFORMATION

A.2 NOM STATEMENT

1. Todas las instrucciones de seguridad y operación deberán ser leídas antes de que el aparato eléctrico sea operado.

2. Las instrucciones de seguridad y operación deberán ser guardadas para referencia futura.

3. Todas las advertencias en el aparato eléctrico y en sus instrucciones de operación deben ser respetadas.

4. Todas las instrucciones de operación y uso deben ser seguidas.

5. El aparato eléctrico no deberá ser usado cerca del agua—por ejemplo, cerca de la tina de baño, lavabo, sótano mojado o cerca de una alberca, etc.

6. El aparato eléctrico debe ser usado únicamente con carritos o pedestales que sean recomendados por el fabricante.

7. El aparato eléctrico debe ser montado a la pared o al techo sólo como sea recomendado por el fabricante.

8. Servicio—El usuario no debe intentar dar servicio al equipo eléctrico más allá a lo descrito en las instrucciones de operación. Todo otro servicio deberá ser referido a personal de servicio calificado.

9. El aparato eléctrico debe ser situado de tal manera que su posición no interfiera su uso. La colocación del aparato eléctrico sobre una cama, sofá, alfombra o superficie similar puede bloquea la ventilación, no se debe colocar en libreros o gabinetes que impidan el flujo de aire por los orificios de ventilación.

10. El equipo eléctrico deber ser situado fuera del alcance de fuentes de calor como radiadores, registros de calor, estufas u otros aparatos (incluyendo amplificadores) que producen calor.

11. El aparato eléctrico deberá ser connectado a una fuente de poder sólo del tipo descrito en el instructivo de operación, o como se indique en el aparato.

12. Precaución debe ser tomada de tal manera que la tierra fisica y la polarización del equipo no sea eliminada.

13. Los cables de la fuente de poder deben ser guiados de tal manera que no sean pisados ni pellizcados por objetos colocados sobre o contra ellos, poniendo particular atención a los contactos y receptáculos donde salen del aparato.

14. El equipo eléctrico debe ser limpiado únicamente de acuerdo a las recomendaciones del fabricante.

15. En caso de existir, una antena externa deberá ser localizada lejos de las lineas de energia.

16. El cable de corriente deberá ser desconectado del cuando el equipo no sea usado por un largo periodo de tiempo.

17. Cuidado debe ser tomado de tal manera que objectos liquidos no sean derramados sobre la cubierta u orificios de ventilación.

18. Servicio por personal calificado deberá ser provisto cuando:
    A: El cable de poder o el contacto ha sido dañado; u
    B: Objectos han caído o líquido ha sido derramado dentro del aparato; o
    C: El aparato ha sido expuesto a la lluvia; o
    D: El aparato parece no operar normalmente o muestra un cambio en su desempeño; o
    E: El aparato ha sido tirado o su cubierta ha sido dañada.

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APPENDIX B: DISCLAIMER/TRADEMARKS

B.1 DISCLAIMER

Black Box Corporation shall not be liable for damages of any kind, including, but not limited to, punitive, consequential or cost of cover damages, resulting from any errors in the product information or specifications set forth in this document and Black Box Corporation may revise this document at any time without notice.

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