Conference Room AV
888-999-3759

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AMX RMBK-701 7" RoomBook Wall Mounted Room Scheduling Touch Panel
INSTRUCTION MANUAL

AMX ROOMBOOK
SCHEDULING TOUCH PANELS

RMBK-1001, RMBK-701
IMPORTANT SAFETY INSTRUCTIONS

1. READ these instructions.
2. KEEP these instructions.
3. HEED all warnings.
4. FOLLOW all instructions.
5. DO NOT use this apparatus near water.
6. CLEAN ONLY with dry cloth.
7. DO NOT block any ventilation openings. Install in accordance with the manufacturer’s instructions.
8. DO NOT install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. DO NOT defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wider blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. PROTECT the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. ONLY USE attachments/accessories specified by the manufacturer.
12. USE ONLY with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. UNPLUG this apparatus during lightning storms or when unused for long periods of time.
14. REFER all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. DO NOT expose this apparatus to dripping or splashing and ensure that no objects filled with liquids, such as vases, are placed on the apparatus.
16. To completely disconnect this apparatus from the AC Mains, disconnect the power supply cord plug from the AC receptacle.
17. Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
18. DO NOT overload wall outlets or extension cords beyond their rated capacity as this can cause electric shock or fire.

The exclamation point, within an equilateral triangle, is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electrical shock to persons.

ESD Warning: The icon to the left indicates text regarding potential danger associated with the discharge of static electricity from an outside source (such as human hands) into an integrated circuit, often resulting in damage to the circuit.

WARNING: To reduce the risk of fire or electrical shock, do not expose this apparatus to rain or moisture.
WARNING: No naked flame sources - such as lighted candles - should be placed on the product.
WARNING: Equipment shall be connected to a MAINS socket outlet with a protective earthing connection.

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AMX WARRANTY AND RETURN POLICY

The AMX Warranty and Return Policy and related documents can be viewed/downloaded at www.amx.com.
ESD WARNING

To avoid ESD (Electrostatic Discharge) damage to sensitive components, make sure you are properly grounded before touching any internal materials.

When working with any equipment manufactured with electronic devices, proper ESD grounding procedures must be followed to make sure people, products, and tools are as free of static charges as possible. Grounding straps, conductive smocks, and conductive work mats are specifically designed for this purpose.

Anyone performing field maintenance on AMX equipment should use an appropriate ESD field service kit complete with at least a dissipative work mat with a ground cord and a UL listed adjustable wrist strap with another ground cord.

WARNING: Do Not Open! Risk of Electrical Shock. Voltages in this equipment are hazardous to life. No user-serviceable parts inside. Refer all servicing to qualified service personnel.

Place the equipment near a main power supply outlet and make sure that you can easily access the power breaker switch.

WARNING: Avoid exposure to extreme heat or cold.

FCC AND CANADA EMC COMPLIANCE INFORMATION:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and 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 it is not installed and used in accordance with the instruction manual, it 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.

CAN ICES-3 (A)/NMB-3(A)

EU COMPLIANCE INFORMATION:


You may obtain a free copy of the Declaration of Conformity by visiting http://www.amx.com/techcenter/certifications.asp.

WEEE NOTICE:

This appliance is labeled in accordance with European Directive 2012/19/EU concerning waste of electrical and electronic equipment (WEEE). This label indicates that this product should not be disposed of with household waste. It should be deposited at an appropriate facility to enable recovery and recycling.

ENVIRONMENTAL:

This device is designed and evaluated under the condition of non-tropical climate; it can only be used in locations in non-tropical climate areas. Using the device in tropical climate areas could result in a potential safety hazard.

This device is designed and evaluated under the condition of altitude below 2000 meters above sea level; it can only be used in locations below 2000 meters above sea level. Using the device above 2000 meters could result in a potential safety hazard.
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AMX RoomBook Scheduling Touch Panels

Overview

The RMBK-1001, 10.1” AMX RoomBook Scheduling Touch Panel (FG2265-40) and RMBK-701, 7” AMX RoomBook Scheduling Touch Panel (FG2265-37) are standalone touch panels that integrate directly with popular room scheduling software like Microsoft Exchange, Office 365 and Google Calendar without additional system hardware requirements. The user interface background color and built-in room availability bars change between red and green to show room availability so users can easily locate and book an available room directly from the panel and, if that room is currently booked, users can quickly locate the nearest available room or the next available time with ease.

Leveraging the style and cost-efficiency of our award winning Modero S Series Touch Panel, AMX RoomBook Scheduling Touch Panels include SmoothTouch™ Technology, a brilliant full-color high-resolution display, wide viewing angle of screen and availability bar LEDs, and a low profile design for a subtle aesthetic. The RMBK-1001/701 can be mounted on any flat surface, including glass or stone, inside or outside a conference room or classroom.

AMX RoomBook panels are easy to install using a one-time, panel-based configuration wizard, to get the panel operational in a matter of minutes with minimal training.

NOTE: For end-user instructions on using the AMX RoomBook panels once they are installed and configured, refer to the AMX RMBK Scheduling Panels - User Guide section on page 59.

RMBK-1001

The RMBK-1001, 10.1” AMX RoomBook Scheduling Touch Panel is shown in FIG. 1:

![FIG. 1 RMBK-1001, 10.1” AMX RoomBook Scheduling Touch Panel](image)

<table>
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<th>RMBK-1001 Product Specifications</th>
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<tr>
<td><strong>WEIGHT:</strong></td>
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<tr>
<td><strong>POWER CONSUMPTION:</strong></td>
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<td></td>
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<tr>
<td><strong>EXTERNAL POWER SUPPLY REQUIRED</strong></td>
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</table>

AMX RoomBook Scheduling Touch Panels - Instruction Manual
## RMBK-1001 Product Specifications (Cont.)

### TOUCH SCREEN DISPLAY
- Display Type: TFT Active Matrix Color LCD with Fringe Field Switching (FFS) - Wide Viewing Angle Technology
- Display Size (WH): Landscape: 9.1" x 5.9" (230 mm x 149 mm), 10.8" (274 mm) diagonal
- Viewable Area (WH): Landscape: 8.5" x 5.4" (217 mm x 136 mm ), 10.0" (256 mm) diagonal
- Resolution: Landscape: 1280x800
- Aspect Ratio: Landscape: 16:9
- Brightness: 350 cd/m2
- Contrast Ratio: 800:1
- Color Depth: 16.7M colors
- Illumination: LED
- Touch Overlay: Resistive

### VIEWING ANGLE
- 85°/85°/85°/85° (Up/Down/Left/Right)

### MEMORY
- SDRAM: 1 GB
- Flash: 16 GB

### COMMUNICATIONS
- Ethernet: 10/100 Mbits/s (full duplex) Auto MDI-X, RJ-45 connector. Supported IP and IP-Based Protocols: UCP, TCP, ICMP, DHCP, SSH (support the use of inbound SSH (Secure Shell) protocol communications when the SSH feature is enabled).

### FRONT PANEL COMPONENTS
- Room Status LEDs: 2 red/green LEDs on either side of the panel indicate the current room status (green = available, red = occupied). Note that these LEDs can be disabled via options on the Room setup page (see the Setup Wizard: Step 6 - ROOM section on page 29).
- Recessed Settings pushbutton (located on the left top edge) provides access to the SETTINGS window. To open the SETTINGS window, use a paper-clip or similar tool to press and hold the pushbutton for 5 seconds. See the Accessing the SETTINGS Window section on page 12 for details.

### CONNECTIONS
- Ethernet: 10/100 port, RJ-45 connector
- USB: (1) USB host 2.0, type A port
- Power: PoE (Power over Ethernet), 802.3af, class 0

### CERTIFICATIONS
- FCC Part 15 Class A
- C-Tick CISPR 22 Class A
- CE EN 55022 Class A and EN 55024
- IEC/EN-60950
- UL 60950-1
- RoHS/WEEE compliant

### OPTIONAL ACCESSORIES
- MXSA-REM-TL, Panel Removal Tool (FG5968-99)
- MSA-AMK2-10, Any Mount Kit for 10.1" Modero S Series and AMX RoomBook Touch Panels (FG2265-36)
- MSA-MMK2-10, Multi Mount Kit, 10.1" Modero S Series and AMX RoomBook Touch Panels (FG2265-21)
- PS-POE-AF-TC, PoE Injector, 802.3AF Compliant (FG423-83)
- NXA-ENET8-2POE, Gigabit PoE Ethernet Switch (FG2178-63)
- CB-MSA-10, Rough-In Box and Cover Plate for 10.1" Modero S Series Wall Mount Touch Panel (FG2265-08)
- MSA-RMK-10, Rack Mount Kit for 10" Modero S Series Wall Mount Touch Panel (FG2265-14)
- MXA-CLK, Modero X/S Series Cleaning Kit (FG5968-16)
RMBK-701

The RMBK-701, 7” AMX RoomBook Scheduling Touch Panel is shown in FIG. 2:

![RMBK-701, 7” AMX RoomBook Scheduling Touch Panel](image)

### RMBK-701 Product Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DIMENSIONS (HWD):</strong></td>
<td>4 7/8” x 7 3/8” x 2 1/4” (123.9 mm x 187.5 mm x 58 mm)</td>
</tr>
<tr>
<td><strong>WEIGHT:</strong></td>
<td>• 1.05 lbs (.680 Kg), with back box</td>
</tr>
<tr>
<td></td>
<td>• 0.8 lbs (.363 Kg), without back box</td>
</tr>
<tr>
<td><strong>POWER CONSUMPTION:</strong></td>
<td>• Full-On: 11 W (max)</td>
</tr>
<tr>
<td></td>
<td>• Typical: 7.5 W</td>
</tr>
<tr>
<td></td>
<td>• Standby: 4.5 W</td>
</tr>
<tr>
<td></td>
<td>• Shutdown: 0.7 W</td>
</tr>
<tr>
<td><strong>EXTERNAL POWER SUPPLY</strong></td>
<td>Required Optimal performance requires use of one of the following AMX PoE power supplies (not included):</td>
</tr>
<tr>
<td><strong>REQUIRED</strong></td>
<td>• PS-POE-AF-TC, PoE Injector, 802.3AF Compliant (FG423-83)</td>
</tr>
<tr>
<td></td>
<td>• NXA-ENET8-2POE, Gigabit PoE Ethernet Switch (FG2178-63)</td>
</tr>
<tr>
<td><strong>TOUCH SCREEN DISPLAY</strong></td>
<td>• Display Type: TFT Active Matrix Color LCD with Fringe Field Switching (FFS) - Wide Viewing Angle Technology</td>
</tr>
<tr>
<td></td>
<td>• Display Size (WH): Landscape: 7.3” x 4.8” (186 mm x 122 mm), 8.8” (222 mm) diagonal</td>
</tr>
<tr>
<td></td>
<td>• Viewable Area (WH): Landscape: 6.05” x 3.54” (154 mm x 90 mm), 7.0” (178 mm) diagonal</td>
</tr>
<tr>
<td></td>
<td>• Resolution: Landscape: 1024x600</td>
</tr>
<tr>
<td></td>
<td>• Aspect Ratio: Landscape: 16:9</td>
</tr>
<tr>
<td></td>
<td>• Brightness: 400 cd/m2</td>
</tr>
<tr>
<td></td>
<td>• Contrast Ratio: 800:1</td>
</tr>
<tr>
<td></td>
<td>• Color Depth: 16.7M colors</td>
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<tr>
<td></td>
<td>• Illumination: LED</td>
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<tr>
<td></td>
<td>• Touch Overlay: Resistive</td>
</tr>
<tr>
<td><strong>VIEWING ANGLE</strong></td>
<td>89°/89°/89°/89° (Up/Down/Left/Right)</td>
</tr>
<tr>
<td><strong>MEMORY</strong></td>
<td>• SDRAM: 1 GB</td>
</tr>
<tr>
<td></td>
<td>• Flash: 16 GB</td>
</tr>
<tr>
<td><strong>COMMUNICATIONS</strong></td>
<td>Ethernet: 10/100 Mbits/s (full duplex) Auto MDI-X, RJ-45 connector. Supported IP and IP-Based Protocols: UCP, TCP, ICMP, DHCP, SSH (support the use of inbound SSH (Secure Shell) protocol communications when the SSH feature is enabled)</td>
</tr>
<tr>
<td><strong>FRONT PANEL COMPONENTS</strong></td>
<td>• Room Status LEDs: 2 red/green LEDs on either side of the panel indicate the current room status (green = available, red = occupied). Note that these LEDs can be disabled via options on the Room setup page (see the Setup Wizard: Step 6 - ROOM section on page 29).</td>
</tr>
<tr>
<td></td>
<td>• Recessed Settings pushbutton (located on the left top edge) provides access to the SETTINGS window. To open the SETTINGS window, use a paper-clip or similar tool to press and hold the pushbutton for 5 seconds. See the Accessing the SETTINGS Window section on page 12 for details.</td>
</tr>
<tr>
<td><strong>CONNECTIONS</strong></td>
<td>• Ethernet: 10/100 port, RJ-45 connector</td>
</tr>
<tr>
<td></td>
<td>• USB: (1) USB host 2.0, type A port</td>
</tr>
<tr>
<td></td>
<td>• Power: PoE (Power over Ethernet), 802.3af, class 0</td>
</tr>
</tbody>
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Supported Scheduling Systems

AMX RoomBook Scheduling Panels support the following scheduling systems: Microsoft Exchange, Office 365 and Google Calendar. The following table indicates the specific versions of each scheduling system that was tested and verified:

<table>
<thead>
<tr>
<th><strong>Supported Scheduling Systems</strong></th>
<th><strong>Microsoft Exchange</strong></th>
<th><strong>Office 365</strong></th>
<th><strong>Google Calendar</strong></th>
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<td></td>
<td>Exchange 2010 SP3</td>
<td>Office 365 Business Premium and Exchange Online (Plan 1)</td>
<td>Google Apps for Work</td>
</tr>
<tr>
<td></td>
<td>Exchange 2013 CU11</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exchange 2016 RTM</td>
<td></td>
<td></td>
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</table>

Configuring AMX RoomBook Touch Panels

Initial Panel Configuration (Scheduling Panel Setup Wizard)

The initial configuration for AMX RoomBook panels is easily accomplished using the Scheduling Panel Setup Wizard (FIG. 3):

![Scheduling Panel Setup Wizard](image)

**FIG. 3** Scheduling Panel Setup Wizard

The Scheduling Panel Setup Wizard is automatically launched the first time the AMX RoomBook panel is powered up. This wizard steps you through the process of configuring network/communications settings for the touch panel, and presents required configuration options for the selected calendar system. See the Using the Scheduling Panel Setup Wizard section on page 21 for details on initial setup and configuration.
Accessing the SETTINGs Window

**Scheduler Settings and Advanced Settings** are both accessed via the SETTINGS window on the AMX RoomBook panel.

To invoke the SETTINGS window, use a paper-clip or similar tool to press and hold the recessed **Settings** pushbutton located on the top edge of the panel (left side - see FIG. 4) for 5 seconds.

![推动按钮 - 位于面板上边缘（左侧）](image)

**FIG. 4** Pushbutton - Located on the top edge of the panel (left side)

**NOTE:** Alternately, A long press of the room name (5 seconds minimum), will invoke the SETTINGS window.

AMX RoomBook touch panels have two sets of configuration options: **Scheduler Settings**, and **Advanced Settings**:

**NOTE:** **Scheduler Settings and Advanced Settings** are both password-protected. The default Administrator password is "1988". The Administrator password can be changed via options in the Security Setup page - see Changing the Administrator Password on the Panel on page 31 for details.

Configuring Scheduler Settings

While the initial configuration for AMX RoomBook panels is managed via the **Scheduling Panel Setup Wizard** (FIG. 3 on page 11), most of the settings made in the Scheduling Panel Setup Wizard can be edited via the **Scheduler Settings** pages.

Press **SCHEDULER SETTINGS** in the SETTINGS window to open the **Scheduler Settings** pages. Refer to the **Scheduler Settings** section on page 34 for details.

Configuring Touch Panel Settings

**ADVANCED SETTINGS** are used to configure settings for the touch panel itself. Touch panel-specific settings can be viewed and edited via the **ADVANCED SETTINGS** option.

Press **ADVANCED SETTINGS** in the SETTINGS window, and enter the Administrator password to access the panel's on-board **Settings** menu. Refer to the **Advanced Settings** section on page 39 for information on viewing/edit touch panel-specific options.

Powering Off the Panel

Note that the SETTINGS window also provides the option to gracefully power down the touch panel.

Press **POWER OFF** to power down the panel.

Cleaning the Touch Panel

When cleaning the device, do not directly spray the device with cleaning fluid. Instead, spray the cloth and then apply the cloth to the touch screen.

**CAUTION:** Do NOT use abrasives of any type to clean the device, as abrasives may permanently damage or remove the device's finish.
Installation

Overview

AMX RoomBook Scheduling (wall mount) Touch Panels can be installed via several mounting options:

- Use the included clear plastic Backbox to attach the panel to most standard wall materials.
- Other optional AMX mounting solutions include the MSA-MMK-xx Multi Mount Kit, the MSA-AMK-xx Any Mount Kit, and the CB-MXSA-xx Rough-In Box. Refer to the Quick Start Guide included with each mounting kit for instructions.

A Note About Wall and Rack Installation

Some products are installed in areas of differing temperature and cooling methodologies. These include products installed in walls, racks, cabinets, etc. Those areas may have different temperatures and/or cooling approaches that must be taken into consideration to maintain the product within the specified operating temperature.

FIG. 6 shows an AMX device installed in a wall with a filled volume (such as with insulation or concrete), as well as with a closed volume (such as between studs in an otherwise finished wall). The diagram shows how heat generated by the device or other devices may have no way to escape, and may build up to levels that may affect device operation.

FIG. 7, the diagram displays an AMX device in a typical rack mounting, with full air circulation around the front and back of the device. In this case, the main concern is with heat building up between components, possibly to levels that may affect device operation.

FIG. 6
Heat convection in filled or closed volume, limited or no convection

T1, T2 < T0pMax
T1, T2 > T0pMin

FIG. 7
Heat convection in rack-mounted devices

T1, T2, T3, T4 < T0pMax
T1, T2, T3, T4 > T0pMin
**Installation Recommendations**

During any installation, a lack of ventilation may produce conditions that may adversely affect the device’s operation. In these circumstances, special care must be made to make sure that temperatures within enclosed areas do not exceed the device’s maximum rated temperature.

**NOTE:** While the outside temperature of the device may be at or below its maximum operating temperature, special care must be taken before and during installation to ensure that the maximum operating temperature is not exceeded within wall or rack installation spaces.

**Mounting Options**

AMX RoomBook Scheduling Touch Panels can be installed via several mounting options:

- Use the included clear plastic Backbox to attach the panel to most standard wall materials.
- Other optional AMX mounting solutions include the MSA-MMK2-07/10 Multi Mount Kits, and the MSA-AMK2-07/10 Any Mount Kits, and CB-MXSA-07/10 Rough-In Boxes. Refer to the Quick Start Guide included with each mounting kit for instructions.

**Power Over Ethernet**

Power for AMX RoomBook Scheduling Touch Panels is supplied via Power Over Ethernet (PoE), utilizing an AMX-certified PoE injector such as the PS-POE-AF-TC PoE Injector (FG423-83). The incoming Ethernet cable should be connected to the RJ-45 port on the RMBK-701/1001.

**Plastic Backbox**

AMX RoomBook Panels come with a clear plastic Backbox. This Backbox can be used to mount the touch panel into most standard wall materials. The Backbox can also be used to mount the panel into other mounting options.

---

**FIG. 8** RMBK-1001 Backbox (Front View)

**FIG. 9** RMBK-701 Backbox (Front View)
**NOTE:** For typical mounting surfaces, such as drywall, use the locking tabs as the primary method for securing the Backbox to the surface. For thin walls or solid surfaces, use mounting screws (not included).

**STEP 1: Install the Plastic Backbox**

Use the included Installation Template to determine the placement of the Backbox in the mounting surface. The outside edges of the template are the same dimensions as the touch panel, which allows you to troubleshoot possible conflicts with wall edges, doors, and other potential obstacles.

**NOTE:** Prepare the area by removing any screws or nails from the drywall before beginning the cutout process.

- **MXD-1001-L** - Template, Backbox, 10.1” Touch Panel, Modero S Series (68-2265-03)

1. After ensuring proper placement, cut an opening in the mounting surface for the Backbox, using the included Installation Template as a guide.

**NOTE:** When installing the Backbox, make sure that the assembly is in the correct position and in the correct place. Once the locking tabs are extended and locked into place, removing the Backbox may be difficult without having access to the back of the wall or causing damage to the wall.
NOTE: Consider making the actual cutout opening slightly smaller than the provided dimensions. This provides a margin of error if the opening needs to be expanded. Too little wall material removed is always better than too much.

2. Thread the incoming cables (Ethernet and Micro-USB) from their terminal locations through the surface opening, leaving enough slack in the wiring to accommodate any re-positioning of the panel.

3. Remove the Backbox knockouts and thread incoming cables through the knockout holes.

4. Gently push the Backbox into the mounting surface.
   - This Backbox uses two Locking Tabs to secure the Backbox to the wall. For typical mounting surfaces, such as drywall, the locking tabs are the primary method for securing the Backbox to the wall.
   - To ensure a stable installation, the thickness of the wall material must be a minimum of .50 inches (1.27cm) and a maximum of .875 inches (2.22cm). The mounting surface should also be smooth and flat. For thin walls or solid surfaces, use mounting screws (not included) - see FIG. 8.

5. Extend the Locking Tabs by tightening the Locking Tab screws until snug.
   - FIG. 12 and FIG. 13 show the Locking Tabs on the RMBK-1001 and RMBK-701 Backboxes:

   ![FIG. 12 RMBK-1001 Backbox - Locking tab and locking tab screws (X4)](image1)

   ![FIG. 13 RMBK-701 Backbox - Locking tab and locking tab screws (X2)](image2)

CAUTION: The maximum recommended torque to screw in the locking tabs on the plastic Backbox is 5 IN-LB [56 N-CM]. Excessive torque on the tab screws can strip out the locking tabs or damage the Backbox.

- Extend the Locking Tabs only AFTER the Backbox is inserted into the wall.
- When installing the Backbox, make sure that it is positioned correctly.
- The Backbox is clear to allow visual confirmation that the tabs have been extended and are gripping the wall, as well as in assisting with removal if necessary.
STEP 2: Insert Connectors on the Touch Panel

1. Before installing the touch panel into the Backbox, connect the Ethernet and USB cables to the rear of the panel.
2. Remove power at the terminal end before continuing with the installation.

**NOTE:** Do not disconnect the connectors from the touch panel. The panel must be installed with the connectors attached before being inserted into the mounting surface.

STEP 3: Secure the Touch Panel To the Backbox

The Backbox uses notches and tabs on the front edges (top and bottom) to secure the panel into place. Follow the steps below to install the panel into the Backbox, starting the upper edge of the touch panel:

**UPPER TABS FIRST**

1. Center the top edge of the touch panel against the upper outside edge of the Backbox and latch the top of the panel onto the Backbox top-hooks (FIG. 14):

2. Gently press the top edge of the touch panel into place to engage the panel’s notches and the top-hooks on the Backbox.

**LOWER TABS - Gently Snap Into Place**

1. Swing the bottom edge of the touch panel into position until it rests against the lower outside edge of the Backbox.

   **NOTE:** If a gap is observed between the panel and the Backbox, or binding is felt while locking down the panel, stop and verify there are no cables in the way. Do not force the panel into position, or the touch screen or the panel electronics may be damaged.

2. Gently press the bottom edge of the panel gently but firmly and ONLY IN THE PLACES INDICATED BELOW until the tabs click into place to secure the panel (FIG. 15):

   **FIG. 15** SNAPPING THE BOTTOM EDGE OF THE PANEL INTO THE BACKBOX

3. Reconnect the terminal Ethernet and USB to their respective locations on either the Ethernet port.
Removing the RMBK-1001/701 Panel from the Backbox

The tabs on the bottom edge of the Backbox lock down the RMBK-1001 and must be unlatched in order to remove the touch panel from the Backbox. To do this, you'll need a thin probe such as a straightened paper clip, or the (optional) MXSA-REM-TL Bezel Removal Tool:

**NOTE:** The (optional) MXSA-REM-TL, Bezel Removal Tool (FG5968-99) provides a convenient method to release these clips. The Bezel Removal Tool makes it easy to locate the appropriate release points for each panel size. Refer to the MXSA-REM-TL Quick Start Guide for details.

1. With a thin probe, carefully press straight into the access holes on the bottom of the bezel (near the center of the bottom tabs) to disconnect the two bottom clips (FIG. 16, FIG. 17).

2. Grasp the bottom of the panel and pull gently outward until the side of the panel is free of the snap. Use your other hand to stabilize the front of the touch panel (FIG. 18):

   - **NOTE:** Always pull on the frame of the touch panel. NEVER pull on the glass.

3. With the bottom edge of the panel free, carefully lift up and out to release the tabs on the top edge of the panel.
Installation Dimensions

RMBK-1001 Dimensions

Notes:
Dimensions in parenthesis are in millimeters
Additional detailed installation and product drawings are available to view/download at www.amx.com

FIG. 19 RMBK-1001

- Detailed specifications drawings for the RMBK-1001 are available to download from www.amx.com.
RMBK-701 Dimensions

Notes: Dimensions in parenthesis are in millimeters. Additional detailed installation and product drawings are available to view/download at www.amx.com.

FIG. 20 RMBK-701

- Detailed specifications drawings for the RMBK-701 are available to download from www.amx.com.
Using the Scheduling Panel Setup Wizard

Overview
AMX RoomBook Scheduling Panels are easy to set up using the Scheduling Panel Setup Wizard - a one-time, panel-based configuration wizard to get the panels operational in a matter of minutes with minimal training. The Scheduling Panel Setup Wizard is automatically launched the first time the AMX RoomBook panel is powered on. This section describes each of the screens presented in the Scheduling Panel Setup Wizard.

NOTE: The Scheduling Panel Setup Wizard will be launched again if "Factory Data Reset" or "Reset Settings" is performed on the panel (via Advanced Settings options; see SYSTEM - Reset and Update on page 53 for details).

- Press the Next button in each Wizard page to save changes and proceed to the next page.
- Note that these settings can be changed later via the Settings pages (see the Scheduler Settings section on page 34 for details).

Setup Wizard: Step 1 - OVERVIEW
The Overview page presents a summary of the steps that entail the Scheduling Panel Setup Wizard (FIG. 21):

![Scheduling panel Setup Wizard - Overview page](FIG. 21)

Review this information and press Next to proceed (to the Network page).

Using the On-Screen Keyboard/Keypad
When each Setup Wizard page opens, the cursor is automatically placed in the first editable text field on the page and the on-screen keyboard or keypad is opened to allow editing of the active field. The example in FIG. 22 shows the NETWORK page with the cursor in the Hostname field (the first and only editable field in this example) and the on-screen keyboard displayed:

![On-Board Keyboard (Network page)](FIG. 22)

Press to close the on-screen keyboard

Note that if the selected field requires numeric entry, the on-screen keypad is opened instead. The example in FIG. 23 shows the cursor in the IP Address field, and the on-screen keypad displayed:
Setup Wizard: Step 2 - NETWORK

Use the options in the NETWORK page to configure the scheduling panel’s connection to the network (FIG. 24):

- DHCP/Static: Select how to assign an IP Address to this panel:
  - DHCP (default setting): Select this option to use DHCP to automatically assign an IP address to the panel. Note that when DHCP is selected, the other fields on this page are disabled.
  - Static: Select to manually configure the IP address for this panel using the fields provided on this page.

- IP Address: Enter a valid IP Address for this panel.
- Subnet Mask: Enter a valid Subnet Mask address for this panel (as required).
- Gateway: Enter a valid Gateway address for this panel (as required).
- Hostname: Enter a valid Hostname for this panel (as required).
- DNS Server 1: Enter a valid DNS Server #1 address for this panel (as required).
- DNS Server 2: Enter a valid DNS Server #2 address for this panel (as required).
- Domain Name: Enter a valid Domain Name for this panel (as required).
- MAC Address: This read-only field provides the MAC Address associated with this panel.

Fill in these fields and press Next to proceed (press Back to return to the OVERVIEW page).

NOTE: These settings can be changed later if necessary, via the NETWORK Settings page (see Viewing/Editing Network Settings on page 35).
Setup Wizard: Step 3 - CALENDAR

Use the options in the CALENDAR page to configure the scheduling panel’s connection to the scheduling system (FIG. 25):

**Calendar Types**

Use the Calendar Type Selection options at the top of the CALENDAR page to specify the scheduling system that this panel will use. This selection will invoke configuration settings specific to the selected Calendar type, as described below:

**Microsoft Exchange**

To configure the AMX RoomBook Panel for use with Microsoft Exchange:

1. In the Setup Wizard: Step 3 - Calendar page, select Microsoft Exchange to invoke the following configuration settings (FIG. 26):

   - **Server URL**: Enter the full URL for the scheduling server. Example syntax:
     - `https://<EXCHANGE_SERVER_HOSTNAME>/EWS/Exchange.asmx`
   - **Username**: Enter the Username (including domain) required to login to the scheduling server (as required).
     - Example: “JaneDoe@acme.onmicrosoft.com”.
   - **Password**: Enter the Password required to login to the scheduling server (as required).
   - **Calendar Email ID**: Enter the Email ID (including domain) used by the scheduling service. Example: “ConfRoom1@acme.onmicrosoft.com”

2. Fill in these fields and press Next to proceed (press Back to return to the NETWORK page).

**NOTE:** For more information, see Appendix A: Configuring RoomBook Panels for Microsoft Exchange & Office 365 on page 67.
Office 365
To configure the AMX RoomBook Panel for use with Office 365:

1. In the Setup Wizard: Step 3 - Calendar page, select Office 365 (FIG. 27) to invoke the following configuration settings:

<table>
<thead>
<tr>
<th><strong>Office 365 Calendar Configuration Settings</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Username</strong></td>
</tr>
<tr>
<td><strong>Password</strong></td>
</tr>
<tr>
<td><strong>Calendar Email ID</strong></td>
</tr>
</tbody>
</table>

2. Fill in these fields and press Next to proceed (press Back to return to the NETWORK page).

**NOTE:** For more information, see Appendix A: Configuring RoomBook Panels for Microsoft Exchange & Office 365 on page 67.

Google Calendar
To use Google calendar with AMX RoomBook, a Google Services account must be available. Refer to the Appendix C: Configuring Google Resources on page 71 for details.

To configure the AMX RoomBook Panel for use with Google calendar:

1. In the Setup Wizard: Step 3 - Calendar page, Select Google Calendar (FIG. 28) to invoke the Add option:

2. Press Add to invoke the Google sign-in page (FIG. 29):

3. In the Google Sign-In Page, enter your Google Service account login information and press Next.

4. When prompted to allow AMX RoomBook to manage your calendars, review the terms described, and press Allow to proceed (FIG. 30):
5. The SELECT CALENDAR window presents a listing of all AMX RoomBook panel-equipped rooms that are associated with Google calendar. Press to select a Calendar/Room to use as the source of scheduling information for this panel (FIG. 31):

6. This selection closes the SELECT CALENDAR window, and displays an updated CALENDAR page, indicating the current Google Username and the Calendar/Room associated with this panel (FIG. 32):

7. Review this information, and select Cancel or Save:
   - Press Cancel to discard changes and return to the Setup Wizard - CALENDAR page.
   - Press Next to save changes and proceed.

NOTE: These settings can be changed later if necessary, via the CALENDAR Settings page (see Viewing/Editing Calendar Settings on page 36).
Setup Wizard: Step 4 - LOCALIZATION

Use the options in the LOCALIZATION pages to select a language and time zone to be displayed on this panel (FIG. 33):

**FIG. 33** Setup Wizard: Step 4 - LOCALIZATION

**Setup Wizard - LOCALIZATION page options**

| Language | Indicates the current language setting for this panel (default = English). To change languages, press the Language Edit button. This invokes the SELECT LANGUAGE window. Press to select a language. |
| Time Zone | Indicates the current time zone setting for this panel (default = GMT). To change the time zone setting, press the Time Zone Edit button. This invokes the SELECT TIME ZONE window. Press to select the appropriate time zone. |
| Time Format | Indicates the current time display setting for this panel (default = 12-hour). To change the time display to 24-hour format, press the 24-hour button. |
| Date Format | Indicates the current date display setting for this panel (default = Month-Date). To change the date display to Month-Date format, press the Month-Date button. |
| Default Meeting Length | This setting specifies how many times each hour this panel can indicate separate meetings. The default setting is 15 minutes, in which case this panel can schedule up to 4 meetings in an hour. To change the default meeting increment setting, press either the 30 mins or 60 mins button. • With 30 mins selected, this panel can schedule a meeting every 30 minutes. • With 60 mins selected, this panel can schedule a meeting every 60 minutes. |
| Default Meeting Increment | Indicates the current default meeting length setting for this panel (default = 30 minutes). To change the default meeting length setting, press either the 15 mins or 60 mins button. |

Fill in these fields and press Next to proceed (press Back to return to the CALENDAR page).

**NOTE:** These settings can be changed later if necessary, via the LOCALIZATION Settings page (see Viewing/Editing Localization Settings on page 36).
**Setup Wizard: Step 5 - GROUP**

AMX RoomBook touch panels can be configured either as a **Master** or a **Member** of a Scheduling Panel Group. Members of a Group communicate with the Master panel, which enables panels to browse the schedules of all Member panels in the same Group. This provides users with the ability to schedule a meeting in any room included in the Scheduling Panel Group, from any panel in the Group. For example, when a room is occupied, users can browse other rooms and schedule a meeting in any of the rooms in the Group.

Use the options in the **GROUP** page to configure this panel as either the Master, or a Member of a Scheduling Panel Group. Note that there can be only one Master panel for a Group. If there is only one stand-alone AMX RoomBook panel, then it must be configured as a Master.

**NOTE:** Up to 49 AMX RoomBook panels can be configured as Members of a Master panel’s Group (for a total of 50 panels including the Master). However, note that when configuring Scheduling Groups, smaller Room Groups typically have quicker responsiveness for "Browse Rooms" requests.

Note that when this page is opened, **Master** is selected by default. Therefore the configuration options presented are specific to configuring this panel as a Master (FIG. 34):

**FIG. 34** Setup Wizard: Step 5 - GROUP page

Press the **Info** icon next to Master and Member buttons to open the GROUP MASTER/MEMBER window, which provides a summary of how scheduling panels relate to Groups (FIG. 35):

**FIG. 35** Group page (GROUP MASTER/MEMBER Information window)

<table>
<thead>
<tr>
<th><strong>Setup Wizard - GROUP page options</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Master/Member</td>
</tr>
<tr>
<td><strong>Master Configuration</strong></td>
</tr>
<tr>
<td>Master IP/Hostname</td>
</tr>
<tr>
<td>Username</td>
</tr>
<tr>
<td>Password</td>
</tr>
<tr>
<td>Clear Members</td>
</tr>
<tr>
<td><strong>Member Configuration</strong></td>
</tr>
<tr>
<td>Master IP/Hostname</td>
</tr>
<tr>
<td>Username</td>
</tr>
<tr>
<td>Password</td>
</tr>
</tbody>
</table>
Creating a Scheduling Group
Creating a Group entails configuring one AMX RoomBook panel to be the Master panel, and configuring other panels to be Member panels:

Configuring the Master Panel
Only one AMX RoomBook panel can be assigned as the Master panel. If there only one AMX RoomBook panel, then it must be configured as the Master.

1. In the **Setup Wizard: Step 5 - GROUP** page, select Master.
2. Enter a Username and Password for this panel. These credentials will be required for the Member panels to communicate with the Master panel.
3. Press Next to proceed to the ROOM page.

Configuring Member Panels
Once an AMX RoomBook panel has been configured as the Master panel, up to 49 AMX RoomBook panels can be configured as Members of the Master panel’s Group:

1. In the **Setup Wizard: Step 5 - GROUP** page, select Member.
2. Enter the IP or Hostname of the Master panel.
3. Enter the Username and Password for the Master panel.
4. Press Next to proceed to the ROOM page.

Once a Group has been configured, users can browse other AMX RoomBook panels in the Group for availability, and reserve a meeting on any available panel in the Group. See the **Browse Rooms for Scheduling** section on page 62 for details.

**NOTE:** These settings can be changed later if necessary, via the **GROUP Settings page** (see **Viewing/Editing Group Settings** on page 37).
Setup Wizard: Step 6 - ROOM

Use the options in the ROOM pages to set room-level options for this panel (FIG. 38):

<table>
<thead>
<tr>
<th>Setup Wizard - ROOM page options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Name</td>
</tr>
<tr>
<td>Default Meeting Subject</td>
</tr>
<tr>
<td>Support Contact Name</td>
</tr>
<tr>
<td>Support Contact Phone</td>
</tr>
<tr>
<td>Room Status LED</td>
</tr>
<tr>
<td>Logo Image</td>
</tr>
</tbody>
</table>

Fill in these fields and press Next to proceed (press Back to return to the GROUP page).

NOTE: These settings can be changed later if necessary, via the ROOM Settings page (see Viewing/Editing Room Settings on page 37).

Changing the Logo Image

The Main Room page on each scheduling panel includes a graphic window for a logo. The logo image can be changed via the Logo Image option in the Room page:

1. In the Setup Wizard: Step 6 - ROOM page, select Add.
2. In the LOGO IMAGE WINDOW, enter a URL to an image file and press Upload to upload the selected file to the panel.

The LOGO IMAGE PREVIEW window provides a preview of the selected image (FIG. 39):

Press Preview to preview the specified image. The LOGO IMAGE window provides a preview of the selected logo, as it will appear on both the Available (green) and Occupied (red) backgrounds (FIG. 40):
3. Press **Add** to upload the specified image.

Note that if the image file fails to load, the panel will prompt you to verify that the image URL is correct (FIG. 41):

![Image failed to upload, please verify the image URL is correct](FIG. 41)

In this case, verify the URL and try again.

When an image is successfully uploaded, it is displayed next to **Logo Image** (FIG. 42):

![Setup Wizard: Step 7 - ROOM page (indicating an uploaded Logo Image)](FIG. 42)

**NOTE:** Once a logo image has been uploaded, a **Delete** button is provided on this page. Press **Delete** to delete the current custom logo image.
Setup Wizard: Step 7 - SECURITY

Use the options in the SECURITY page to configure the security settings for this panel (FIG. 43):

![Setup Wizard: Step 7 - SECURITY page](image)

**Setup Wizard - SECURITY page options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator Password</td>
<td>Press this field to change the Administrator password that is required to access Scheduler Settings and Advanced (touch panel) Settings on this panel (default = 1988).</td>
</tr>
<tr>
<td>Require Meeting PIN Code</td>
<td>Press to toggle this option (default = enabled). When enabled, the PIN code will be required to:</td>
</tr>
<tr>
<td></td>
<td>• Reserve a meeting</td>
</tr>
<tr>
<td></td>
<td>• Edit Meeting Time</td>
</tr>
<tr>
<td></td>
<td>• Edit Meeting Details</td>
</tr>
<tr>
<td></td>
<td>• Delete Meeting</td>
</tr>
<tr>
<td>Meeting PIN Code</td>
<td>Enter the 4-digit PIN code that will be required to reserve, edit or delete a meeting on this panel, only if the Require Meeting PIN Code option (above) is enabled.</td>
</tr>
<tr>
<td>Read Only Mode</td>
<td>Press to toggle this option (default = disabled). When enabled, all fields on the Room page are displayed, but are read-only. In this case, users will be able to see all meetings and reservation details, but will not be allowed to reserve, edit or delete meetings on this panel.</td>
</tr>
<tr>
<td>Privacy Mode</td>
<td>Press to toggle this option (default = disabled). When in Privacy Mode, information considered to be private is hidden and immutable on this panel. See the Privacy Mode section on page 32 for details. Note: If a meeting is booked outside of an AMX RoomBook panel (i.e directly via the scheduling system software), then the subject line of the meeting will be replaced with the Private Meeting Subject text (default = &quot;Private Meeting&quot;). The default Private Meeting Subject text can be edited if desired (see page 32).</td>
</tr>
<tr>
<td>Finish</td>
<td>Press to exit the Setup Wizard (see Exiting the Scheduling Panel Setup Wizard on page 33).</td>
</tr>
</tbody>
</table>

**Changing the Administrator Password on the Panel**

The Administrator password is required to access the AMX RoomBook panel’s SCHEDULER SETTINGS and ADVANCED SETTINGS pages. The default Administrator password is 1988. It is recommended to change this password:

1. Press the Administrator Password text field in the SECURITY page to invoke an on-screen keyboard.
2. Enter the new password and press Done.

**Setting a Meeting PIN Code**

The Meeting PIN Code is a 4-digit PIN code that will be required in order to reserve a meeting, edit meeting details or delete a meeting on this panel, only if the Require Meeting PIN Code option is enabled. To set a Meeting PIN Code:

1. Press the Meeting PIN Code field in the SECURITY page to invoke an on-screen keypad.
2. Enter the new 4-digit PIN.
3. The keypad automatically closes when 4 digits are entered.
Privacy Mode
When the AMX RoomBook panel is in Privacy Mode, information considered to be private is hidden (and immutable) on the AMX RoomBook panel’s interface.

Note that Privacy Mode works differently when displaying meetings that were booked from an AMX RoomBook panel, versus meetings booked outside of an AMX RoomBook panel (i.e directly via the scheduling system’s Mail/Web client software):

Privacy Mode: Meetings Scheduled from an AMX RoomBook Panel
- When a booking is made, the user cannot define meeting details (subject, message body).
- After reservation is made, meeting is displayed on the RoomBook panel with Default Meeting Subject (defined in Room Settings Page).
- If the meeting is selected, no organizer or details are shown and the user is unable to edit the meeting details.

Privacy Mode: Meetings Scheduled from Mail/Web Client
- Meeting subject is replaced with the Default Private Meeting Subject text, as defined in the SECURITY page (see Editing the Private Meeting Subject Message Text, below).
- If the meeting is selected, no organizer or details are shown.

Editing the Private Meeting Subject Message Text
1. Press the Privacy Mode option to enable Privacy Mode on this panel. When this option is enabled, the Private Message Subject field is invoked (FIG. 44):

   ![Security page - Private Meeting Subject text](image)

   **FIG. 44** Security page - Private Meeting Subject text

2. Press inside this field to edit the Private Meeting Subject message text.
3. Press Done to save changes and close the on-screen keyboard.

  **NOTE:** These settings can be changed later if necessary, via the SECURITY Settings page (see Viewing/Editing Security Settings on page 38).
Exiting the Scheduling Panel Setup Wizard

Press the Finish button on the Setup Wizard: Step 7 - Security page (see FIG. 43 on page 31) to close the Scheduling Panel Setup Wizard and open the Room page for this panel (FIG. 45):

- Note that the settings made in the Scheduling Panel Setup Wizard can be changed via the Scheduler Settings pages. Refer to the Scheduler Settings section on page 34 for details.
- For information using AMX RoomBook touch panels to schedule meetings, refer to the AMX RMBK Scheduling Panels - User Guide section on page 59.
Scheduler Settings

Overview

Most of the settings made in the Scheduling Panel Setup Wizard (see page 21) can be viewed and edited via the Scheduler Settings options, as described below.

NOTE: Refer to the Advanced Settings section on page 39 for information on viewing/edit touch panel-specific options.

Accessing the Scheduler Settings Pages

1. Press and hold the pushbutton on the top of the touch panel for 5 seconds to invoke the SETTINGS window (FIG. 46):

   ![Settings Window](FIG. 46 SETTINGS window - SCHEDULER SETTINGS)

   **NOTE:** Alternatively, press and hold the room name for approximately 5 seconds to open the Settings window.

2. Press SCHEDULER SETTINGS. These settings are password-protected. Enter the password for the scheduling system in the Administrator Login window (FIG. 47):

   ![Administrator Login Window](FIG. 47 Administrator Login window)

   **NOTE:** This password is configured in the Security page of the Setup Wizard - see Setup Wizard: Step 7 - SECURITY on page 31.

3. Press Submit. If the password entered was valid, the SETTINGS pages are opened (FIG. 48):

   ![Settings Pages](FIG. 48 SETTINGS Pages (Network Settings page shown))

   Press to access the Settings pages

   Press to edit the current settings
The SETTINGS pages provide the ability to view/edit the Scheduler Settings on this panel.

Note that these pages are presented in a similar fashion to the pages in the Scheduling Panel Setup Wizard - the initial Settings page presented is the Network Settings page (shown in FIG. 48).

4. Press any of the buttons along the top of the page to access each Settings page.

**Viewing/Editing Network Settings**

1. In any SETTINGS page, press **Network** to view the current Network settings for this panel (FIG. 49):

![FIG. 49 SETTINGS Page - Network](image)

2. Press **Edit** to open the NETWORK Settings page, to edit the current settings as required (FIG. 50).

![FIG. 50 NETWORK Settings page](image)

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press **Next** to jump to the next editable field on this page. The fields on the NETWORK Settings page are described on page 22.

   **NOTE:** The example in FIG. 50 shows all fields enabled. This is because with "Static" selected, all network information must be manually entered. When DHCP is selected, only the "Hostname" field is enabled for editing.

4. Press **Save** to save changes and close the NETWORK Settings page.

   **NOTE:** The panel's Network settings can be also be edited via Advanced Settings (see CONNECTIONS - Ethernet on page 46).
**Viewing/Editing Calendar Settings**

1. In any SETTINGS page, press **Calendar** to view the current Calendar settings for this panel (FIG. 51):

   ![FIG. 51 SETTINGS Page - Calendar](image)

2. Press **Edit** to open the CALENDAR Settings page, to edit the current settings as required (FIG. 52).

   ![FIG. 52 CALENDAR Settings page](image)

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press **Next** to jump to the next editable field on this page. The fields on the CALENDAR Settings page are described on page 23.

4. Press **Save** to save changes and close the CALENDAR Settings page.

**More Information**

- See Appendix A: Configuring RoomBook Panels for Microsoft Exchange & Office 365 on page 67.
- See Appendix C: Configuring Google Resources on page 71.
- See Appendix D: Troubleshooting on page 76.

**Viewing/Editing Localization Settings**

1. In any SETTINGS page, press **Localization** to view the current Localization settings for this panel (FIG. 53):

   ![FIG. 53 SETTINGS Page - Localization](image)

2. Press **Edit** to open the LOCALIZATION Settings page, to edit the current settings as required (FIG. 54).

   ![FIG. 54 LOCALIZATION Settings page](image)

3. Press **Save** to save changes and close the LOCALIZATION Settings page. The fields on the LOCALIZATION Settings page are described on page 26.

**NOTE:** The panel’s Localization settings can also be edited via Advanced Settings (see **SYSTEM - Date & Time** on page 48 and **SYSTEM - Language & Input** on page 49).
Viewing/Editing Group Settings

1. In any SETTINGS page, press Group to view the current Group settings for this panel (FIG. 55):

![Group Settings](FIG. 56)

2. Press Edit to open the GROUP Settings page, to edit the current settings as required (FIG. 56).

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press Next to jump to the next editable field on this page. The fields on the GROUP Settings page are described on page 27.

4. Press Save to save changes and close the GROUP Settings page.

Viewing/Editing Room Settings

1. In any SETTINGS page, press Room to view the current Room settings for this panel (FIG. 55):

![Room Settings](FIG. 57)

2. Press Edit to open the ROOM Settings page, to edit the current settings as required (FIG. 56).

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press Next to jump to the next editable field on this page. The fields on the ROOM Settings page are described on page 29.

4. Press Save to save changes and close the ROOM Settings page.
Viewing/Editing Security Settings

1. In any SETTINGS page, press Security to view the current Room settings for this panel (FIG. 55):

   ![Settings Page](image1)

   FIG. 59 SETTINGS Page - Room

2. Press Edit to open the SECURITY Settings page, to edit the current settings as required (FIG. 56):

   ![Security Settings](image2)

   FIG. 60 SECURITY Settings page

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press Next to jump to the next editable field on this page. The fields on the SECURITY Settings page are described on page 31.

4. Press Save to save changes and close the SECURITY Settings page.
Advanced Settings

Overview

AMX RoomBook panels present all panel configuration information via the touch panel’s on-board Advanced Settings menu. Select Advanced Settings in the Settings menu to access the Advanced Settings menu.

NOTE: Refer to the Scheduler Settings section on page 34 for information on viewing/editing Scheduler-specific options.

Accessing the Advanced Settings Pages

1. Press and hold the pushbutton on the top of the touch panel for 5 seconds (see FIG. 4 on page 12) to invoke the SETTINGS window (FIG. 61):

![Press to view/edit touch panel configuration options](image)

FIG. 61 SETTINGS window - ADVANCED SETTINGS

NOTE: Alternatively, a long press of the room name (5 seconds minimum), will invoke the Settings window.

2. Press ADVANCED SETTINGS to access the Panels Settings menu.

NOTE: The panel will prompt you to enter the Administrator Password before opening protected Advanced Settings pages. The default Administrator password is “1988”.

Using the Advanced Settings Menu

Many of the entries in the Advanced Settings menu are read-only. Information on the Device Info page (the initial view) will update when modified on subsequent pages.

Not all items on a Advanced Settings page are visible on screen at one time, and scrolling up and down to see them may be necessary. In the case of long Settings pages, a scroll bar appears momentarily when a new menu appears, and allows you to gauge current position and length of the menu.

The information on each Settings page appears in white under the main category title. Press the text to edit that field. Gray text indicates that the option associated with that category is disabled for editing. This may be altered with changes in connectivity (connecting a USB stick to the panel, for instance) or changes to other pages within the menu.

Advanced Settings Menu Options

The Advanced Settings Menu is separated into four main pages: INFO, DEVICE, CONNECTIONS, and SYSTEM:

<table>
<thead>
<tr>
<th>Advanced Settings Menu Options</th>
<th>Description</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INFO (initial view)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Device Info</td>
<td>Displays basic panel information, such as available memory and screen resolution dimensions.</td>
<td>page 40</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Provides control of basic panel functions, including rebooting or shutting down the panel.</td>
<td>page 41</td>
</tr>
<tr>
<td><strong>DEVICE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sound</td>
<td>Allows adjustment of volume levels and panel sounds settings.</td>
<td>page 42</td>
</tr>
<tr>
<td>Display</td>
<td>Provides controls for basic functions of the panel display, including brightness.</td>
<td>page 43</td>
</tr>
<tr>
<td>VNC</td>
<td>Enables/disables and configures VNC server functionality on the panel.</td>
<td>page 45</td>
</tr>
<tr>
<td><strong>CONNECTIONS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethernet</td>
<td>Allows configuration of Ethernet communication settings with the panel.</td>
<td>page 46</td>
</tr>
<tr>
<td><strong>SYSTEM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date &amp; Time</td>
<td>Allows setting and adjusting of time and date information on the panel.</td>
<td>page 48</td>
</tr>
<tr>
<td>Language &amp; Input</td>
<td>Controls the language used by the Advanced Settings menu, as well as the keyboard input used for data entry.</td>
<td>page 49</td>
</tr>
<tr>
<td>Reset and Update</td>
<td>Allows resetting and updating of panel settings and firmware, including installation of new firmware from an external drive.</td>
<td>page 53</td>
</tr>
<tr>
<td>Diagnostics</td>
<td>Displays the current processor temperature, provides access to panel logs.</td>
<td>page 58</td>
</tr>
</tbody>
</table>
NOTE: The DEVICE, CONNECTIONS, ACCOUNTS, and SYSTEM pages are password-protected. The default Administrator password is “1988”, and can be changed via the options in the SECURITY page - see Changing the Administrator Password on the Panel on page 31 for details.

Opening Advanced Settings pages
1. Select the appropriate page from the Advanced Settings menu.
2. In the Password keypad, enter the Administrator password and select OK.

Closing the Advanced Settings menu
To close the Advanced Settings menu and return to the panel’s RoomBook pages, select the Return icon at the bottom of the Advanced Settings window (see FIG. 62).

INFO - Device Info
The INFO - Device Info page (FIG. 62) displays basic panel information, such as available memory and screen resolution dimensions (read-only).

FIG. 62 INFO - Device Info page

<table>
<thead>
<tr>
<th>Device Info page options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DEVICE</strong></td>
<td></td>
</tr>
<tr>
<td>Device IP</td>
<td>Displays the panel’s IP address.</td>
</tr>
<tr>
<td>Device Type</td>
<td>Displays the panel model.</td>
</tr>
<tr>
<td>Serial Number</td>
<td>Displays the specific serial number value assigned to the panel.</td>
</tr>
<tr>
<td>Version</td>
<td>Displays the current version of the panel’s firmware.</td>
</tr>
<tr>
<td>MAC Address</td>
<td>Displays the panel’s MAC address.</td>
</tr>
<tr>
<td>Bluetooth Address</td>
<td>Displays the panel’s Bluetooth address.</td>
</tr>
<tr>
<td>Resolution</td>
<td>Displays the panel’s screen height and width in pixels.</td>
</tr>
<tr>
<td><strong>MEMORY AND FILES</strong></td>
<td></td>
</tr>
<tr>
<td>Memory</td>
<td>Displays the amount of memory available on the panel.</td>
</tr>
<tr>
<td>File System</td>
<td>Displays the amount of MicroSD card memory available on the panel.</td>
</tr>
<tr>
<td><strong>MISC</strong></td>
<td></td>
</tr>
<tr>
<td>Up Time</td>
<td>Displays the time elapsed since the panel was last started.</td>
</tr>
<tr>
<td>Legal Information</td>
<td>Select this entry to open the Legal Information window, which displays information on intellectual property notices and information on copyright concerns.</td>
</tr>
</tbody>
</table>
INFO - Maintenance

The INFO - Maintenance page (FIG. 63) provides control of basic panel functions, including rebooting or shutting down the panel.

Rebooting the Panel

1. In the Maintenance page, select Reboot. This opens the Reboot window (FIG. 64).

   FIG. 64 Reboot window

   2. Press OK to reboot.

Shutting Down the Panel

1. In the Maintenance page, select Shutdown. This opens the Shutdown window (FIG. 65):

   FIG. 65 Shutdown window

   2. Press OK to shut down the panel.
**DEVICE - Sound**

The *Sound* page (FIG. 66) allows adjustment of volume levels and panel sounds settings.

![DEVICE - Sound page](FIG. 66)

**Sound page options**

<table>
<thead>
<tr>
<th>Volumes</th>
<th>Press to open the Volumes window, which provides options to adjust volume for Music, video, games and other media as well as Notifications and Alarms. See the Adjusting Volumes section on page 42 for details.</th>
</tr>
</thead>
</table>

**DEVICE SOUNDS**

| Default Notification Sound: | Select this entry to choose a default notification sound from the menu provided. See Selecting a Default Notification Sound section on page 42. |
| Audio: | Displays the current audio options. The current and only option is “Internal Audio”. |

**Adjusting Volumes**

In the *Sound* page, select the *Volume* icon (FIG. 67) to open the *Volumes* control window (FIG. 67):

![DEVICE - Sound page - Volume Control window](FIG. 67)

Use these volume controls to adjust all of the available volume controls on the panel.

**Selecting a Default Notification Sound**

To select a particular sound to be the default notification sound for all panel functions:

1. In the *Sound* page, under SYSTEM SOUNDS, select *Default notification sound*. This opens the Default notification sound window.
2. Choose a sound from the presented list: selecting a new sound will play it once. The sound will only be audible if the *Notifications* slide bar in *Volumes* is not muted.
3. Once you select the preferred sound, press **OK** to save it. If you wish to return to the *Sound* page without making any changes, press **Cancel**.
**DEVICE - Display**

The *Display* page (FIG. 68) controls the basic functions of the panel display, including the panel brightness.

![DEVICE - Display page](image)

**Display page options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brightness:</td>
<td>Sets the display brightness and contrast levels of the panel. See Adjusting Panel Brightness on page 43 for details.</td>
</tr>
<tr>
<td>Display Timeout:</td>
<td>Indicates the length of time that the panel can remain idle before the display automatically powers down. Select the Display Timeout setting. Range = 15, 30 seconds, 1, 5, 10, 30 minutes, 1, 2, 4 and 8 hours. Set the timeout value to None to disable Display Timeout mode. See the Adjusting Display Timeout on page 44 for details.</td>
</tr>
<tr>
<td>Calibration Test:</td>
<td>Select this to open the Calibration Test page. See Calibration Test on page 44 for details.</td>
</tr>
<tr>
<td>Calibrate:</td>
<td>Select to open the Calibrate window, to manually calibrate the panel. See Calibrate on page 45 for details.</td>
</tr>
</tbody>
</table>

**Adjusting Panel Brightness**

1. In the *Display* page, select **Brightness** to open the *Brightness* window (FIG. 69).

![Brightness window](image)

2. Use the sliderbar for manual adjustment of the panel’s display brightness.

3. Press **OK** to save changes and close this window (or select **Cancel** to return to the *Display* page without saving any changes).
Adjusting Display Timeout

1. In the Display page, select **Display Timeout** to open the **Display Timeout** window (FIG. 70).

![FIG. 70 Display Timeout menu](image)

2. Select the time period that will pass before the panel enters sleep mode, or select **None** to keep the panel from shutting down its display. The default setting is **30 Minutes**.

3. Press **OK** to save changes and close this window (or select **Cancel** to return to the **Display** page without saving any changes).

Calibration Test

AMX RoomBook panels automatically self-calibrate on startup. The **Calibration Test** page may be used to verify the accuracy of that calibration. Select **Calibration Test** to open the **Calibration Test** page (FIG. 71):

![FIG. 71 Calibration Test menu](image)

**NOTE:** *In order to ensure a correct calibration upon starting, the panel display should not be touched while the panel is booting.*

To run a calibration test on the touch panel:

1. In the **Display** page, select **Calibration Test**.

2. Touch the screen to test the calibration.

3. For options when testing the calibration of the touch panel, select **Options** to open the **Calibration Test Options** window (FIG. 72).
   - **Fade** is the default setting: it causes the cursor to fade away after touching; press it again to retain all touches on the display screen. Select this option to disable the Fade feature.
   - **Press Clear** to clear the memory of previous touches. When finished, select **Exit** to return to the **Calibration Test** page.

![FIG. 72 Calibration Test Options window](image)

4. When finished with the calibration test, select **Exit** to return to the **Display** page.
Calibrate

To manually calibrate the panel:

1. Select **Calibrate** to open the Calibrate window (FIG. 73):

   ![Calibration window](FIG. 73 Calibration window)

2. Follow the on-screen instructions.

DEVICE - VNC

An on-board VNC (Virtual Network Computing) server allows the panel to connect to any remote PC running a VNC client. Once connected, the client can view and control the panel remotely. The options on the VNC page (FIG. 74) allow you to enable or disable VNC server functionality on the panel.

![VNC page](FIG. 74 VNC page)

**VNC page options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable/Disable:</td>
<td>Press to toggle on/off the VNC server on the panel (default = enabled)</td>
</tr>
<tr>
<td>Timeout:</td>
<td>Sets the length of time (in minutes) that the panel can remain idle, detecting no cursor movements, before the VNC session is terminated. (default = 15 minutes).</td>
</tr>
<tr>
<td>Password:</td>
<td>Enter the VNC Authentication session password required for VNC access to the panel.</td>
</tr>
<tr>
<td>Port:</td>
<td>Use this field to enter the number of the port used by the VNC Web Server. Note that this field is enabled only while VNC is disabled (default = 5900).</td>
</tr>
<tr>
<td>Current Connections:</td>
<td>Displays the number of users currently connected to this panel via VNC (read-only).</td>
</tr>
<tr>
<td>Maximum Connections:</td>
<td>Displays the maximum number of users that can be simultaneously connected to this panel via VNC. Press this field to increase the number allowed to connect to this panel. (default = 2).</td>
</tr>
</tbody>
</table>

**NOTE:** The VNC server takes snapshots of the display buffer and sends them via VNC at a low frame rate.
**Enabling VNC**
In the VNC page, press Enable/Disable to toggle VNC to ON (the default setting is OFF).

**Configuring VNC Access**
In the VNC page, use the options under VNC SERVER to configure various aspects of VNC access on the panel:

- Press Timeout to specify a timeout period for VNC connections, in the Timeout window. Press OK to save changes.
- Press Password to assign the password to be required to establish a VNC connection, in the Password window. By default, no VNC password is set. Press OK to save changes.
- Press Port to specify the port to be used by the VNC Web Server, in the Port window. This option is not available if VNC is currently enabled. Press OK to save changes.
- Press Maximum Connections to set the maximum number of users that can be simultaneously connected to this panel via VNC. Press OK to save changes.

**CONNECTIONS - Ethernet**
The Ethernet page (FIG. 75) controls the configuration of settings for Ethernet communication with the panel.

**FIG. 75 Ethernet page**

<table>
<thead>
<tr>
<th>Ethernet page options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DHCP/Static</strong></td>
<td>Sets the panel to either DHCP or Static communication modes.</td>
</tr>
<tr>
<td></td>
<td>• DHCP is an IP Address assigned to the panel by a DHCP server. If DHCP is selected, the other Network Connection fields are disabled (see below).</td>
</tr>
<tr>
<td></td>
<td>• Static IP is a permanent IP Address assigned to the panel. If Static IP is selected, the other Network Connection fields are enabled.</td>
</tr>
<tr>
<td><strong>IP Address</strong></td>
<td>Displays the IP address for this panel. If DHCP is enabled, this field will be disabled.</td>
</tr>
<tr>
<td><strong>Subnet Mask</strong></td>
<td>Displays the subnetmask for this panel. If DHCP is enabled, this field will be disabled.</td>
</tr>
<tr>
<td><strong>Gateway</strong></td>
<td>Displays the gateway address for this panel. If DHCP is enabled, this field will be disabled.</td>
</tr>
<tr>
<td><strong>Hostname</strong></td>
<td>Displays the hostname for this panel.</td>
</tr>
<tr>
<td><strong>Domain</strong></td>
<td>Displays a name to the panel for DNS look-up. If DHCP is enabled, this field will be disabled.</td>
</tr>
<tr>
<td><strong>Primary DNS</strong></td>
<td>Displays the address of the primary DNS server used by this panel for host name lookups. If DHCP is enabled, this field will be disabled.</td>
</tr>
<tr>
<td><strong>Secondary DNS</strong></td>
<td>Displays the secondary DNS address for this panel. If DHCP is enabled, this field will be disabled.</td>
</tr>
<tr>
<td><strong>MAC Address</strong></td>
<td>This unique address identifies the Ethernet connection in the panel (read-only).</td>
</tr>
</tbody>
</table>
**Setting Static IP Information**

When using DHCP settings for a panel, the DHCP server will automatically populate almost all of the Ethernet page fields, with the exception of Hostname. When setting the panel for Static, however, this information must be entered manually. To enter the network connection information:

1. Press DHCP/Static to access the DHCP/Static options window (FIG. 76):

![FIG. 76 DHCP/Static window](image)

2. Press Static to select to use Static IP information, and open the Static IP window (FIG. 77).

![FIG. 77 Static IP window](image)

3. Press any field in this window to open the on-screen keypad.
4. Enter the information for each field presented.
   - If the field accepts alphanumeric characters, a keyboard opens instead.
   - Press Next (in the on-screen keypad) to proceed to the next field.
5. When complete, press OK to save changes and return to the Static IP window. The new connection information is presented in the Ethernet page.

**Entering a New Hostname**

In order to facilitate DNS lookup of the panel, you should set a new hostname for the panel.

To add a new hostname, or to change an existing one:

1. From the Ethernet page, select Hostname to open the Hostname window (FIG. 78).

![FIG. 78 Hostname window](image)

2. Enter the new hostname and press OK.

The new hostname will now appear in the Hostname field.
SYSTEM - Date & Time

The Date & Time page (FIG. 79) allows setting and adjusting the NTP/time and date information on the panel.

**FIG. 79** Date & Time page

<table>
<thead>
<tr>
<th>Date &amp; Time page options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Set NTP Server:</strong></td>
</tr>
<tr>
<td>Date and time information is retrieved from an NTP Server. A default public NTP server is pre-configured on the panels. Press Set NTP Server option to manually specify a custom NTP Server (see below).</td>
</tr>
<tr>
<td><strong>Select Time Zone:</strong></td>
</tr>
<tr>
<td>Use the Select Time Zone window (FIG. 82) to select the current time zone.</td>
</tr>
</tbody>
</table>

**NOTE:** The network configuration must allow the AMX RoomBook Scheduling panel to communicate with the specified NTP Server (default or custom) in order for RoomBook to function.

**Manually Setting a Custom NTP Server**

1. In the Date & Time page, press **Set NTP Server**. This opens the Set NTP Server window (FIG. 80):

   **FIG. 80** Set NTP Server window

2. Select **Custom** to invoke the NTP Server window (FIG. 81):

   **FIG. 81** NTP Server window

3. Press **Set NTP server** to enter the IP address of the NTP Server to use (via the on-screen keyboard).

4. Press **OK** to save changes and close this window.
Manually Setting the Time Zone

1. Press **Select Time Zone** to open the **Select Time Zone** window (FIG. 82).

2. Select the time zone desired. The window will automatically close and return to the **Date & Time** page.

SYSTEM - Language & Input

The **Language & Input** page (FIG. 83) controls the language used by the **Settings** menu, as well as the keyboard input used for **Settings** menu field entries.

**Language & Input page options**

- **Language:** Select a language for the **Settings** menu. See *Selecting the Panel's Language* on page 50 for details.
- **Spell Checker:** Enable this option to include an automatic spell checker in all **Settings** menu fields.
- **Personal Dictionary:** Lists all words saved in the panel’s personal dictionary file. See *Personal Dictionary* on page 50 for details.

**KEYBOARD & INPUT METHODS**

- **Default:** Specify the default system keyboard. Refer to *Changing Input Methods* on page 51 for details.
- **System Keyboard:** Choose the keyboard matching the selected panel language, or another language-format keyboard. Refer to *Changing Input Methods* on page 51 for details.

**PHYSICAL KEYBOARD**

- **Generic:** Selects the format for a physical keyboard connected to the panel.
- **Auto-Replace:** Select this for automatic correction of commonly mistyped words.
- **Auto-Capitalization:** Select this for automatic capitalization of the first word in a sentence.
- **Auto-Punctuate:** Select this for automatic addition of a period when the space key is pressed twice.

**MOUSE/TRACKPAD**

- **Pointer Speed:** Provides the ability to adjust the speed of the cursor on the panel. Refer to *Changing the Pointer Speed* on page 53 for details.
Selecting the Panel's Language

English is the default language for AMX RoomBook panels, but this may be changed at any time through the Language & Input page. To change the panel's language:

1. In the Language & Input page, press Language to open the Language window (FIG. 84).

![Language Selection window](FIG. 84 Language Selection window)

2. Choose a language from the list shown. To return to the default language without making any changes, select Language & input at the top of the window to close the window.

Personal Dictionary

AMX RoomBook panels have automatic spell-checking capabilities. Additionally, words and phrases may be added to the panel's personal dictionary:

1. In the Language & Input page, press Personal dictionary to open the Personal Dictionary window (FIG. 85).

![Personal Dictionary window](FIG. 85 Personal Dictionary window)

2. Press the Add button in the upper right hand corner of the page to open the Personal dictionary entry window.

3. Press in the field beneath PHRASE to open the Personal Dictionary keyboard, and enter the word or phrase (FIG. 86):
To add a shortcut for long or complex words, enter it in the Shortcut field.

- If the word you add is in a language other than English, select the arrow in the lower right corner of the window to open the Language menu. This gives you the option of adding the word to the English dictionary, a dictionary for a language other than English, or for use across all languages. The Language page will automatically close after the language is selected.
- To delete a word or phrase, select it in the Personal dictionary window and then press Delete in the upper right hand corner of the Settings menu.

4. Press Done to close the keyboard and add the specified word or phrase to the panel’s dictionary.

**Changing Input Methods**

While a standard English keyboard is the default input language, you may also change the input method, such as choosing a Dvorak keyboard. To change the keyboard layout:

1. In the Language & Input page, under KEYBOARD & INPUT METHODS, press Default to open the Choose Input Method window (FIG. 87):

2. Press Set up input methods to open the Keyboard Options window (FIG. 88).

3. Press the Settings icon next to System keyboard to access the System Keyboard Settings page (FIG. 89):
4. Edit these settings as desired, and press the return icon to close this page and return to the Keyboard Options window.

5. Under PHYSICAL KEYBOARD, press **Generic** to open the Choose Keyboard Layout window (FIG. 90):

6. Press **Set up keyboard layouts** to open the Keyboard Layout window (FIG. 91):

7. Select the desired keyboard layout(s). The selected layouts will be available for selection via the Choose Input Method window (select **Default** under KEYBOARD & INPUT METHODS to access).

8. Press the return icon to close the Keyboard Layouts window and return to the Choose Keyboard Layout window (FIG. 92):

9. Select the desired layout.
Changing the Pointer Speed
1. Under MOUSE/TRACKPAD, press **Pointer Speed** to open the Pointer Speed window (FIG. 93):

![Pointer Speed window](FIG. 93)

2. Use the slide bar to choose the preferred speed.
3. Press **OK** to save changes and close this window.

SYSTEM - Reset and Update
The Reset and Update page (FIG. 94) allows resetting and updating of panel settings and firmware, including installation of new firmware from an external drive.

![Reset and Update page](FIG. 94)

<table>
<thead>
<tr>
<th>Reset and Update page options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DEVICE RESET</strong></td>
</tr>
<tr>
<td>Factory Data Reset</td>
</tr>
<tr>
<td>Reset Settings</td>
</tr>
<tr>
<td><strong>UPDATE MANAGER</strong></td>
</tr>
<tr>
<td>Web Services</td>
</tr>
<tr>
<td>Firmware Manager</td>
</tr>
</tbody>
</table>
Factory Data Reset
To reset the panel to its factory defaults and remove all data stored in the panel (including user pages):
1. Under DEVICE RESET, press Factory Data Reset to open the Factory Data Reset window (FIG. 95).

FIG. 95 Factory Data Reset window

To return to the Reset and Update page without making any changes, press Reset and Update.
2. To erase all data from the panel, press Reset Device.

NOTE: The Scheduling Panel Setup Wizard will be launched again if a Factory Data Reset is performed on the panel (see page 21).

Reset Settings
To reset the Settings values to their default values:
2. The panel will prompt you to verify this action (FIG. 96):

FIG. 96 Reset Settings prompt window

3. Press Yes to proceed. To return to the Reset and Update page without saving any changes, press No.

NOTE: The Scheduling Panel Setup Wizard will be launched again if a Reset Settings is performed on the panel (see page 21).

Enable/Disable Web Services
This option enables/disables Web Services on this RMBK panel (FIG. 97):

FIG. 97 UPDATE MANAGER - Web Services option

Web Services allow to RMBK panel to connect to the Update Manager server, to receive automatic firmware updates from www.amx.com. BY default, this option is enabled (ON).

To disable Web Services on this panel, toggle this option to OFF.
**Firmware Manager**

Select Firmware Manager under UPDATE MANAGER in the Reset and Update page to access the Firmware Manager page (FIG. 98):

![Firmware Manager](image)

**FIG. 98** Firmware Manager page

**Reverting to Factory-Installed Firmware**

In certain circumstances, it may be necessary to uninstall the current firmware on a panel and return it to the original factory default firmware. To reset the panel to its original factory firmware:

1. From the Firmware Manager window, select UPDATE next to Revert to Factory Firmware (FIG. 99):

![Firmware Manager - Revert To Factory Firmware](image)

**FIG. 99** Firmware Manager - Revert To Factory Firmware

2. A System Message window is displayed that indicates the factory firmware version that will be installed, and prompting you to verify this action (FIG. 100):

![System Prompt - Revert To Factory Firmware?](image)

**FIG. 100** System Prompt - Revert To Factory Firmware?

3. Select OK to install the previous firmware version and Cancel to return to the Firmware Manager.

4. If you choose OK, the panel will reboot and restart with the factory installed firmware.

**NOTE:** Resetting the panel to its original factory firmware will remove all updates made to the Settings menu since that version.

**Installing New Firmware From An External USB Stick**

To install new firmware to the panel from a USB stick:

1. Download the latest RMBK panel firmware from [www.amx.com](http://www.amx.com) and save it to a USB stick or other external drive with USB capability.

   **NOTE:** The firmware can be saved at the root directory, or be saved in a folder in the USB stick directory. The folder name is not case sensitive.

2. Insert the USB stick into an available USB port. This may require disassembling wall-mounted panels to access the USB ports if a USB extension was not already installed.

3. From the Firmware Manager window (FIG. 98 on page 55), select UPDATE next to Install Firmware from USB (FIG. 101):

![Firmware Manager - Install Firmware from USB](image)

**FIG. 101** Firmware Manager - Install Firmware from USB

4. The KIT File Browser window presents a listing of firmware available on the USB stick (FIG. 102):
5. Select the KIT file to be installed.

6. The panel will prompt you to verify this action. Press **OK** to proceed (FIG. 103):

![FIG. 103 Verify Firmware Installation](image)

7. The panel will upload the new firmware (FIG. 104) and then reboot.

![FIG. 104 Update Progress display](image)

**Install Firmware From Web**

This option provides the ability to download new panel firmware from AMX, and install it on the AMX RoomBook panel.

If a firmware update is available for the panel, the *Install Firmware From Web* option is presented on the Firmware Manager page (see FIG. 98 on page 55), indicating the firmware version that is available to download from AMX and install on the AMX RoomBook panel.

**NOTE:** If this option is not included on the Firmware Manager page, this panel already has the most recent firmware.

To install new firmware to the panel from the web:

1. From the *Firmware Manager* window (FIG. 98 on page 55), select **UPDATE** next to *Install Firmware from Web* (FIG. 105):

![FIG. 105 Firmware Manager - Install Firmware from Web](image)

**NOTE:** Press **README** to view any notes associated with the selected firmware file (press **Close** to close the **README** window).

2. The panel will prompt you to verify this action - Press **OK** to proceed with the update (FIG. 106):

![FIG. 106 System Prompt - Install Firmware From Web](image)

3. The progress of the download is indicated on the *Firmware Manager* page (FIG. 107).
4. The firmware update will begin the install process (FIG. 108):

5. After copying the firmware package to the staging location, the panel will reboot and complete the firmware installation process (FIG. 109):

Using AMX System Recovery

During a normal firmware upgrade, if a RMBK panel is unable to boot all the way, AMX System Recovery can be used to try to reset system data or re-install firmware. To initiate system recovery:

1. Power up the panel while holding the Sleep/Settings button.
2. Release the button 3 seconds after seeing the AMX boot logo, and wait a few seconds for recovery mode to begin.
3. A text screen titled "AMX System Recovery" is displayed, presenting the following options:
   - Reboot Device
   - Factory Data Reset
   - Revert to Factory Firmware
   - Install Firmware from USB
4. Navigate the menu options by pressing the Sleep/Settings button.
   To select an item, press and hold the Sleep/Settings button for 2 or more seconds. Alternatively, if the panel has a USB keyboard plugged in at bootup, use the Up/Down arrows and Enter keys to navigate the menus.
   - Select Reboot Device to reboot the panel.
   - Select Factory Data Reset and then select Yes on the confirmation window to erase all of the user data (settings, application data, user pages) on the panel.
   - Select Revert to Factory Firmware and then select Yes on the confirmation window for the system to extract the factory firmware (this can take a minute) and then automatically initiate a firmware upgrade as usual.
   - Select Install Firmware from USB for a new menu to come up, where the user can navigate the files on the USB drive. Selecting the "/../" entry will take the user back to the previous directory. Entries with a trailing "/*" on the name are directories, and selecting a directory will bring up a new menu with the contents of that directory shown. All other entries will be "*.kit" files. Selecting a KIT file and selecting Yes on the confirmation screen will extract the firmware (this can take a minute) and then automatically initiate a firmware upgrade as usual.
**SYSTEM - Diagnostics**

The *Diagnostics* page (FIG. 110) displays the current processor temperature, provides access to panel logs, and toggles SSH functionality.

![Diagnostics page](image)

**Diagnostics page options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td>Displays the current temperature of the panel in Celsius.</td>
</tr>
<tr>
<td>Logs</td>
<td>Select this option to display the panel logs.</td>
</tr>
</tbody>
</table>

The *Logs* window chronicles all previous connections between the panel and the network. To access the *Logs* window, select *Logs* in the *Diagnostics* page.
Overview
This section describes using RMBK Touch Panels that have been installed and configured. In this section, "Room" refers to the Room associated with a RMBK touch panel.

Room Available Page
If the Room is currently available, the Room Available page is displayed (FIG. 111):

When the Room Available Page is displayed, the Room Status LEDs light green, unless the LEDs have been disabled via the "Room Status LED" option in the Room setup page (see the Viewing/Editing Room Settings section on page 37).

NOTE: Room Status may not be shown if a custom logo is in use.

Room Occupied Page
If the Room is currently in use for a scheduled meeting, the Room Occupied page is displayed.
The information and options displayed are identical to the ROOM AVAILABLE page - the only difference is the red color scheme (FIG. 112):

When the Room Occupied Page is displayed, the Room Status LEDs light red, unless the LEDs have been disabled via the "Room Status LED" option in the Room setup page (see the Viewing/Editing Room Settings section on page 37).
Scheduling an Ad-Hoc Meeting

If the room is available, an ad-hoc meeting can be scheduled to start immediately:

1. In the Room Available page, press BOOK ROOM (FIG. 113):

   ![BOOK ROOM button](FIG. 113)

2. This invokes the BOOK ROOM page. Use the options in this page to change the default settings, as desired. By default, ad-hoc meetings are set to start immediately, and last for 30 minutes (FIG. 114):

   ![BOOK ROOM page](FIG. 114)
   - Use the Book for Up/Down arrows to adjust the duration of the meeting (if necessary).
   - Use the Start/End Left/Right arrows to adjust the start time of the meeting (if necessary).

3. Press Reserve to reserve this room for the time allotted.
4. If prompted, enter the Meeting PIN Code (FIG. 115):

   ![ENTER PIN CODE](FIG. 115)
   - Note: The Meeting PIN Code is only required if the "Meeting PIN Code" option is enabled in the Security setup page.
   - The Meeting PIN Code is set on the Security Setup page as well (see page 31 for details).

5. Press Submit to reserve the meeting.
6. Once the meeting has been added to the calendar, the Room page is changed to indicate that it is currently OCCUPIED (FIG. 116):
Scheduling a Meeting for Later

To schedule a meeting for later in the day:

1. In the Room page, press **BOOK ROOM** (FIG. 117):

   ![BOOK ROOM button](FIG. 117)

   **NOTE:** Meetings can be scheduled for a later time, regardless of whether the room is currently AVAILABLE or OCCUPIED.

2. This invokes the BOOK ROOM page. Use the options in this page to change the default settings, as desired. By default, meetings are set to last for 30 minutes (FIG. 114):

   ![BOOK ROOM page](FIG. 118)

3. Press **Add Meeting Details** to open the ADD MEETING DETAILS page (FIG. 119):

   ![ADD MEETING DETAILS page](FIG. 119)

4. Press **Reserve** to reserve the meeting as specified.
5. If prompted, enter the Meeting PIN Code (FIG. 120):

![FIG. 120 ENTER PIN CODE](image)

Note: The Meeting PIN Code is only required if the "Meeting PIN Code" option is enabled in the Security setup page. The Meeting PIN Code is set on the Security Setup page as well (see page 31 for details).

6. Press Submit to reserve the meeting.

7. Once the meeting has been added to the calendar, it is represented on the Room page (FIG. 121):

![FIG. 121 Room page](image)

**Browse Rooms for Scheduling**

If this panel is part of a Group, the BROWSE ROOMS option allows you to browse other AMX RoomBook panels in the same Scheduling Group to check for availability. Other panels/rooms in the Group that are available can be scheduled from any panel in the group.

**BROWSE ROOMS Button**

- The BROWSE ROOMS button is always displayed on panels that are configured as a Member panel of a Scheduling Group (see Viewing/Editing Group Settings on page 37 for details on Scheduling Groups).
- If the device is configured as the Master panel of a Scheduling Group, the BROWSE ROOMS button is automatically removed if no Member panels have communicated with the Master panel for 5 minutes.

1. In the Room page, press BROWSE ROOMS (FIG. 122):

![FIG. 122 BROWSE ROOMS button](image)
2. The AVAILABLE ROOMS page displays a list of the other AMX RoomBook panels in the Scheduling Group that are available for booking immediately.

   **NOTE:** Rooms in the Scheduling Group that are not available for booking at the current time will not show up in the AVAILABLE ROOMS list, even though they may be available later.

   The example in FIG. 123 shows that there are two other AMX RoomBook panels in the group available for booking right now:

   ![Meeting Room 1a](FIG. 123 BROWSE ROOMS button)

3. Press one of the rooms in the list to reserve or schedule a meeting in that room. This invokes the BOOK ROOM page (FIG. 124). Use the options in this page to set the meeting duration, start/end times, add meeting details, and reserve the room for the specified time:

   ![Meeting Room 2](FIG. 124 BOOK ROOM page)

   a. **Book for** - Use the up/down arrow buttons to adjust the length of the meeting reservation (default = 15 minutes).
   
   b. **Start/End** - Use the left/right arrow buttons to set the Start and End time of the meeting reservation (based on the specified Book for value).
   
   c. **Add Meeting Details** - Press to open the ADD MEETING DETAILS page to enter a **Subject** and **Comments** for the meeting (FIG. 125):

   ![Meeting Room 2](FIG. 125 ADD MEETING DETAILS page)

   **NOTE:** The Add Meeting Details option will not be available if Privacy Mode is enabled.

   d. Press **RESERVE** to add this meeting to the selected panel’s schedule.
Viewing/Editing Meeting Details

Press on any scheduled meeting on the Room Page to open the MEETING DETAILS page for the selected meeting (FIG. 126):

This page indicates the current Title, Start/End Times and Comments associated with the selected meeting. The buttons along the bottom of this page allow you edit the selected meeting’s Meeting Details, Start/End Time, as well as to delete this meeting from the calendar.

- If Privacy Mode is on, Meeting Organizer and Comments are not displayed,
- If Privacy Mode is on, the Edit Meeting Details button is not provided.
- If the meeting was NOT scheduled via the AMX RoomBook panel (i.e. directly via the Email/Web client software), the Edit Meeting Details, Edit Meeting Time and Delete buttons are disabled.

Editing Meeting Details

1. In the MEETING DETAILS page, press Edit Meeting Details to open the EDIT MEETING DETAILS page (FIG. 127):

2. Press inside the first text field to edit the Meeting Title text via the on-screen keyboard.
3. Press inside the second text field to edit the Meeting Details text via the on-screen keyboard.
4. Press Save to save changes.
5. If prompted, enter the Meeting PIN Code in the ENTER PIN CODE page (FIG. 128):
6. Press Submit to return to the Room page.
Edits made for the selected meeting are reflected in the updated calendar.

**Editing Meeting Times**

1. In the MEETING DETAILS page, press **Edit Meeting Time** to open the EDIT MEETING TIME page (FIG. 129):

2. Press Save to save changes.
3. If prompted, enter the **Meeting PIN Code** in the ENTER PIN CODE page (FIG. 130):

4. Press Submit to return to the Room page.
Edits made for the selected meeting are reflected in the updated calendar.
Deleting a Meeting From the Calendar

1. In the MEETING DETAILS page, press Delete to open the DELETE MEETING (FIG. 131):

   ![DELETE MEETING page](image1)

   **FIG. 131** DELETE MEETING page

2. Press OK to proceed.

3. If prompted, enter the Meeting PIN Code in the ENTER PIN CODE page (FIG. 132):

   ![ENTER PIN CODE page](image2)

   **FIG. 132** ENTER PIN CODE page

   Note: The Meeting PIN Code is only required if the "Meeting PIN Code" option is enabled in the Security setup page.

   The Meeting PIN Code is set on the Security Setup page as well (see page 31 for details).

4. Press Submit to return to the Room page.

   The selected meeting is removed from the updated calendar (FIG. 133):

   ![Room page](image3)

   **FIG. 133** Room page
Appendix A: Configuring RoomBook Panels for Microsoft Exchange & Office 365

Overview
This section provides information regarding setting up RoomBook panels to communicate with Exchange 2010/2013/2016 or Office 365 Servers.

RoomBook Service Account
The RoomBook Service Account on the Exchange or Office 365 server must meet the following requirements:
- The account must have an associated Exchange Mailbox.
- The account information entered here must match the account information for the RoomBook Service Account (as entered in the CALENDAR Settings page (see page 36).
- The account must have rights to add, modify, and cancel/delete appointments in each Exchange Room Mailbox with which RoomBook will synchronize. This may be accomplished via any of the following three methods:
  - Delegate access to the mailbox.
  - Impersonate the mailbox owner using Exchange Impersonation.
  - Assign full-access permissions to the mailbox.

Microsoft Exchange / Office 365: Username and Calendar Email IDs
The Exchange 2010/2013/2016 or Office 365 Server has a unique Username for each user and a unique Calendar Email ID for each room. The Username and Calendar Email ID is entered for each room in the CALENDAR Settings page (see FIG. 52 on page 36).

To configure each RoomBook user and room for use with Microsoft Exchange / Office 365:
- Enter the Username: Enter a valid name for a user with access rights that are appropriate for the room specified in the Calendar Email ID field (see below). The Username must include the fully qualified domain name
  Example: JaneDoe@acme.onmicrosoft.com
- Enter the Calendar Email ID: Enter the email address for a valid room. The Calendar Email ID must include the fully qualified domain name.
  Example: ConfRoom1@acme.onmicrosoft.com

NOTE: The Calendar Email ID field is the only field that is unique to each room: "Server URL", "username", and "password" are the same across all rooms in the system (FIG. 134):

![FIG. 134 SETTINGS > Calendar page (showing sample Calendar information - Exchange/Office 365)](image-url)
Microsoft Documentation
The following links provide access to online Microsoft documentation regarding each of these methods for each supported Server OS:

|--------------|--------------------------------------------------------------------------------------------------|
| Exchange 2013, Office 365 | Delegating Permissions: [Link](http://technet.microsoft.com/en-us/library/ii215781(v=exchg.150%29.aspx)  
(go to Create a room mailbox > Use the EAC to create a room mailbox)  
*Note:* If you selected the option requiring that booking requests are sent to delegates, use this section to select delegates.  
• To add a delegate, click *Add*. On the Select Delegates page, select a user, click *Add*, and then click *OK* to return to the New room mailbox page.  
• To remove a delegate, select the user and then click *Remove*. Assigning Full-Access Permissions: [Link](http://technet.microsoft.com/en-us/library/ii919240(v=exchg.150%29.aspx)  
(go to Create a room mailbox > Use the EAC to create a room mailbox)  
*Note:* If you selected the option requiring that booking requests are sent to delegates, use this section to select delegates.  
• To add a delegate, click *Add*. On the Select Delegates page, select a user, click *Add*, and then click *OK* to return to the New room mailbox page.  
• To remove a delegate, select the user and then click *Remove*. Assigning Full-Access Permissions: [Link](https://technet.microsoft.com/en-us/library/ii919240(v=exchg.160).aspx)  

Configuring Exchange To Hide/Show Meeting "Organizer", "Title" and "Details"

For Exchange 2010, see information under Resource Information in the *Use the EMC to configure resource mailbox properties* section: [Link](https://technet.microsoft.com/en-us/library/bb124255(v=exchg.141).aspx)

Exchange 2013, 2016 and Exchange Online require the use of Exchange cmdlets to change the room mailbox properties. The cmdlet of interest is the Set-CalendarProcessing which will allow you to configure what information Exchange provides RoomBook.

Set-CalendarProcessing parameters of particular significance:
- AddOrganizerToSubject
- DeleteComments
- DeleteSubject

Microsoft Documentation
The following links provide access to online Microsoft documentation that provide details needed to use the above mentioned cmdlet for each supported Server OS:

Appendix B: Creating Room Mailboxes

Overview
Exchange 2010, 2013, 2016 and Office 365 use Room Mailboxes to manage meeting room schedules. Each RoomBook location (meeting room) that will synchronize with the Microsoft scheduling application (Exchange / Office 365) must be represented by a Room Mailbox.

NOTE: Appropriate administrator access is required to perform these tasks.

Creating a New Room Mailbox: Exchange 2010

2. Under Recipient Configuration, right-click on Mailbox and select New Mailbox from the context menu. This selection opens the New Mailbox - Introduction dialog.
3. Select Room Mailbox, and click Next to proceed to the New Mailbox - User Type dialog.
4. Select either New User or Existing users:
   - New User - select this option to create a new user.
   - Existing users - select this option to assign an existing user that is not currently associated with an Exchange 2010 Mailbox.
5. Click Next to proceed to the New Mailbox - User Information dialog.
6. Fill in the user information fields in this dialog and click Next to proceed to the New Mailbox - Mailbox Settings dialog.
7. The default settings in this dialog are sufficient - click Next to proceed to the New Mailbox New Mailbox (Confirmation Summary) dialog.
   - Use this dialog to review the information entered.
   - To copy the summary information presented in this dialog, click CTRL+C.
8. Click New to create the new Mailbox, and proceed to the New Mailbox - Completion dialog.
9. Click Finish.
Repeat this process for each RMS Location that will synchronize with RMS.

Additional Documentation
For more detailed information on creating a room mailbox, creating a room list and changing room mailbox properties in Exchange 2010, refer to the Microsoft® article "Managing Resource Mailboxes and Scheduling":
Note that this article also provides instructions on using the Exchange Management Shell to create room mailboxes and room lists.

Creating a New Room Mailbox: Exchange 2013 and Exchange 2016

1. Log in to the Exchange Admin Center (EAC):
   https://<ip address of Exchange server>/ecp
   - or -
   https://<host name of Exchange server>/ecp
   a. Provide your credentials to log into Exchange.
   b. The Exchange Admin Center opens in your browser window.
2. Under Recipients, select Resources.
3. In the Resources page toolbar, click the Add (+) button then select Room mailbox to open the New Room Mailbox dialog.
4. Fill in the fields, and click Save to create the new mailbox and close the New Room Mailbox dialog.
   NOTE: The only required fields in this dialog are Room name and Email address.
   The new room should now be included in the list of Resources (on the Resources page).
5. Select the new mailbox and click Edit to open the Room Mailbox dialog. Use the options in this dialog to configure the new room mailbox.
7. Under Booking requests, verify that Accept or decline booking automatically is selected (the default setting).
8. Click Save to save changes and close the New Room Mailbox dialog.
Repeat this process for each RMS Location that will synchronize with RMS.
Additional Documentation
For more detailed information on creating a room mailbox, creating a room list and changing room mailbox properties in Exchange 2013, refer to the Microsoft® article "Create and manage room mailboxes":


For more detailed information on creating a room mailbox, creating a room list and changing room mailbox properties in Exchange 2016, refer to the Microsoft® article "Create and manage room mailboxes":


NOTE: These articles also provide instructions on using the Exchange Management Shell to create room mailboxes and room lists.

Creating a New Room Mailbox: Office 365

1. Log in to the Exchange Admin Center (EAC):
   https://outlook.office365.com/ecp/
   a. Provide your credentials to log into Office 365.
   b. The Exchange Admin Center opens in your browser window.

2. Under Recipients, select Resources.

3. In the Resources page toolbar, click the Add (+) button to open the New Room Mailbox dialog.

4. Fill in the fields, and click Save to create the new mailbox and close the New Room Mailbox dialog.
   NOTE: The only required fields in this dialog are Room name and Email address.

   The new room should now be included in the list of Resources (on the Resources page).

5. Select the new mailbox and click Edit to open the Room Mailbox dialog. Use the options in this dialog to configure the new room mailbox.


7. Under Booking requests, verify that Accept or decline booking automatically is selected (the default setting).

8. Click Save to save changes and close the New Room Mailbox dialog.

Repeat this process for each RMS Location that will synchronize with RMS.

Additional Documentation
For more detailed information on creating a room mailbox, creating a room list and changing room mailbox properties in Office 365, refer to the Microsoft® article "Create and manage room mailboxes":


Note that this article also provides instructions on using the Exchange Management Shell to create room mailboxes and room lists.
Appendix C: Configuring Google Resources

Overview
This section provides instructions for configuring Google resources to work correctly with AMX RoomBook panels.
These instructions make the following assumptions:
- A Google Business Service account is available
- A Room Administrator account has been created that will be shared with each resource
The process of configuring Google resources for use with AMX RoomBook panels entails the following:
1. Create Resources (see below)
2. Share resource calendars with administrator - see page 73
3. Share service calendars with room administrator account - see page 74
4. Ensure calendar is set to deny conflicts - see page 75

1) Create Resources
1. Log in to the Google Admin Console using the credentials for the Administrator account for Google Apps for Business used by AMX RoomBook (FIG. 135):

   ![Google Admin Console Login Screen](image)

   FIG. 135 Google Admin Console Login Screen

2. In the Admin Console, select Apps (FIG. 135):

   ![Google Admin Console - Apps Page](image)

   FIG. 136 Google Admin Console (detail)

3. In the Apps page, select Google Apps (FIG. 137):

   ![Google Apps](image)

   FIG. 137 Google Admin Console - Apps Page (detail)

Note that your Google Admin Console user interface may vary slightly from the illustrations provided here, based on your specific software version. The concepts described in this section apply to all supported versions of Google for Business.
4. In the Google Apps page, select Calendar (FIG. 138):

![Google Admin Console - Google Apps Page](image1)

**FIG. 138** Google Admin Console - Google Apps Page (detail)

5. In the Calendar page, select Resources (FIG. 139):

![Google Admin Console - Calendar Page](image2)

**FIG. 139** Google Admin Console - Calendar Page (detail)

6. In the Resources pane, select Create a new resource (FIG. 140):

![Google Admin Console - Calendar Page - Resources Pane](image3)

**FIG. 140** Google Admin Console - Calendar Page - Resources Pane (detail)

7. Define the Resource Name, Resource Type and Description (FIG. 141):

![Google Admin Console - Calendar Page - Resources Pane (Create a new resource)](image4)

**FIG. 141** Google Admin Console - Calendar Page - Resources Pane (Create a new resource)
8. Save changes.

2) Share Resource Calendars With Administrator

1. From the Resources list, select the resource just created and copy the resource email address (FIG. 142):

![Google Admin Console - Calendar Page - Resources Pane (Copy new resource email address)](image1)

FIG. 142 Google Admin Console - Calendar Page - Resources Pane (Copy new resource email address)

2. In the Google toolbar, select the Apps icon (FIG. 143):

![Google Admin Console Toolbar - Apps Icon](image2)

FIG. 143 Google Admin Console Toolbar - Apps Icon

3. In the Apps window, select the Calendar app (FIG. 144):

![Google Apps - Calendar](image3)

FIG. 144 Google Apps - Calendar

4. In the Calendar, share the new resource calendar by selecting Add a Coworkers Calendar under Other Calendars (FIG. 145):

![Google Calendar - Other Calendars > Add a Coworkers Calendar](image4)

FIG. 145 Google Calendar - Other Calendars > Add a Coworkers Calendar

5. In the Add Coworkers Calendar window, paste the email address for the resource (in the Contact Email field) and select Add (FIG. 146):
6. The resource calendar should now show up in the list of calendars under My Calendars (see "Room 101" in FIG. 147):

3) Share Service Calendars With Room Manager Account

1. Share the room administrator account with the resource calendar by selecting Share this Calendar for the resource calendar in the My Calendars list (FIG. 148):

2. In the Room Details - Share This Calendar page, paste the Room Manager account email address in the Person field (FIG. 149):

3. Under Permission Settings, select Make changes AND manage sharing (FIG. 150):
4. Select **Add Person** (FIG. 151):

![Google Calendar > Room Details > Share This Calendar > Permission Settings > Add Person](FIG. 151)

5. Click **Save**. At this point, Google will prompt you to verify these changes. Select **OK** to proceed (FIG. 152):

![Google Calendar - Message From Webpage](FIG. 152)

### 4) Ensure Calendar Is Set To Deny Conflicts

1. Right-click on the new calendar resource, and select **Calendar Settings** (FIG. 153):

![Google Calendar - Calendar Settings option](FIG. 153)

2. In the **Calendar Details** page - **Auto-accept invitations** section, verify that **Auto-accept invitations that do not conflict** is selected (FIG. 154):

![Calendar Details page > Auto-accept invitations > Auto-accept invitations that do not conflict](FIG. 154)

3. Save changes.
Appendix D: Troubleshooting

Overview
This section provides information to help address several potential issues relative to AMX RoomBook Scheduling panels and supported Scheduling services. Please check these topics before contacting AMX Technical Support.

Problem: NO CALENDAR SERVER CONNECTION DETECTED - Username and Password

Please check Username and Password.
Contact Administrator to restore connection.
Customer Support: 555-624-0000

FIG. 155 No Calendar Server Connection Detected - Please Check Username and Password

Possible Solutions
- Calendar Settings - Review the current Calendar settings (Username with domain, Password and Room account with domain). See Viewing/Editing Calendar Settings on page 36), and verify that the settings are correct.
- Service Account Properties and Configuration - Review the Google Service account configuration. See Appendix C: Configuring Google Resources on page 71.

Problem: NO CALENDAR SERVER CONNECTION DETECTED - SSL Certificate Time Validation

This error indicates that the SSL certificate did not pass the date/time validation check, typically because the time on the AMX RoomBook Scheduling Panel is incorrect - this can cause the certificate to appear to have expired. (FIG. 156):

Possible Solutions
- Verify that the current network configuration allows the panel to access the NTP Server specified on the panel.
NTP-related settings are made via Advanced Settings on the panel (see the Advanced Settings section on page 39). In the Settings menu, select SYSTEM > Date & Time to access the Set NTP Server and Select Time Zone settings (FIG. 157):

Check the current date/time. Time is displayed in the top right corner of each Advanced Settings page. If the time is incorrect, check the Set NTP Server setting:
- If Default is selected, verify that the current network configuration is allowing NTP through the firewall.
- If Custom is selected, verify that:
  - the specified URL is valid
  - the specified NTP server is online
  - the current network configuration is allowing NTP through the firewall
Problem (Exchange): Meeting Reservation Not Indicated on the Panel (No Error Message)

When reserving a meeting (in Exchange), the meeting never shows up on the RoomBook Scheduling Panel, and the panel is not indicating an error.

Possible Solution

The Exchange Administrator should create a Service Account and Room Delegate, and enable “Auto Accept” for meeting reservations from RoomBook, as described below:

1) Creating a Service Account

This simply a user account. The following command creates the service account for the room:

```
New-Mailbox -Alias <alias> -Name <name> -FirstName <first> -LastName <last> -Displayname <name> -UserPrincipalName <UPN> -ResetPasswordOnNextLogon $false
```

2) Creating a Room Delegate

The following command creates the new mailbox for the room:

```
New-Mailbox -Name <name> -Alias <alias> -UserPrincipalName <UPN> -FirstName <first> -LastName <last> -DisplayName <name> -Room
```

The following command sets the various parameters for the previously created mailbox:

```
Set-CalendarProcessing -Identity <alias> -DeleteComments $false -DeleteSubject $false -DeleteNonCalendarItems $false -AddOrganizerToSubject $false -TentativePendingApproval $false -AutomateProcessing AutoAccept -AllowRecurringMeetings $true -BookingWindowInDays 1080 -AllRequestOutOfPolicy $false -AddNewRequestsTentatively $false -ProcessExternalMeetingMessages $true
```

**NOTE 1:** In the case you want to set the ability to allow conflicting meeting requests to a room resource, you can use the AllowConflicts parameter with the Set-CalendarProcessing command.

- The AllowConflicts parameter specifies whether to allow conflicting meeting requests.
- Valid input for this parameter is $true or $false. The default value is $false.

**NOTE 2:** In the scenario that you do not want the recurring meetings rejected when they have an end date beyond the booking window, you will need to change the AllowConflicts parameter to $false:

- When the AllowConflicts parameter is $true, a recurring meeting request is automatically declined if the meetings start on or before the date specified by the BookingWindowInDays parameter, and the meetings extend beyond the specified date.
- When the AllowConflicts parameter is $false, a recurring meeting request is automatically accepted if the meetings start on or before the date specified by the BookingWindowInDays parameter, and the meetings extend beyond the specified date. However, the number of meetings is reduced so meetings won’t occur after the specified date.
- When BookingWindowInDays is 0, an end date isn’t enforced for any recurring meetings.
- When BookingWindowInDays is greater than 0 and EnforceSchedulingHorizon is $true, the recurring meeting request is automatically declined if the end date is greater than the value specified by BookingWindowInDays.
- When BookingWindowInDays is greater than 0 and EnforceSchedulingHorizon is $false, the end date of a recurring meeting is automatically truncated to the value specified by BookingWindowInDays. The following command will change the default behavior:

```
Set-CalendarProcessing -Identity <alias> -BookingWindowInDays 181 -EnforceSchedulingHorizon $false
```

Configuring Delegation (Exchange 2010)

The following example illustrates configuring a delegate that can manage scheduling for the Room Mailbox:

1. In the Resource Policy tab of the mailbox Properties dialog, click Add
2. Select the user that will become a delegate of the Room Mailbox (FIG. 158):
Delegates also need Editor access to the calendar and free/busy folder of the mailbox itself so that they can manage meeting requests. There are two ways to achieve this:

- **Option 1**: Grant an administrator Full Access Permissions to the Room Mailbox, open it in Outlook, and edit the Calendar and Mailbox permissions.
- **Option 2**: Grant the delegate Full Access Permissions to the Room Mailbox

The following example uses Option #2:

```
Add-MailboxPermission -Identity "Delegation Room 1" -User rmsservice -AccessRights FullAccess
```

The delegate `rmsservice` can now manage room bookings.

The example in FIG. 159 indicates a meeting that is still unconfirmed, waiting for `rmsservice` to approve or reject it:

![Unconfirmed Meeting](image)

**FIG. 159** Unconfirmed Meeting indicated (waiting for `rmsservice` to approve or reject)

After `rmsservice` approves the meeting the organizer (in this example - "Alan Reid") receives a message confirming acceptance.

**Using Exchange Admin Center (EMC)**

**NOTE:** You need to have permissions assigned before you can perform this procedure. To see what permissions are required, see the "Resource Mailbox Configuration Permissions" section in the Mailbox Permissions topic.

1. In the console tree, navigate to Recipient Configuration > Mailbox.
2. In the result pane, select the resource mailbox that you want to configure.
3. In the action pane, under the name of the resource mailbox, click Properties.
5. Under Specify delegates of this mailbox, perform the following:
   a. To add a resource delegate, click Add, and then select the recipient.
   b. To remove a resource delegate, select the delegate, and then click Remove.
6. To forward all meeting requests to the delegates listed, select the Forward meeting requests to delegates option.
7. Click Apply to save your changes, or click OK to save your changes and close the dialog.

**Using PowerShell**

**NOTE:** You need to have permissions assigned before you can perform this procedure. To see what permissions are required, see the "Resource Mailbox Configuration Permissions" section in the Mailbox Permissions topic.

The following example uses the primary SMTP address for Ed, Ayla, and Tony to set them as the delegates for the resource mailbox Room222:

```
Set-CalendarProcessing -Identity "Room222" -ResourceDelegates "ed@contoso.com","ayla@contoso.com","tony@contoso.com"
```

3) **Configure the Room to Auto Accept**

The AutomateProcessing parameter enables or disables calendar processing on the mailbox, and AutoUpdate sets it so that only the Calendar Attendant processes meeting requests and responses.

```
Set-CalendarProcessing -Identity <alias> -AutomateProcessing AutoAccept
```
**Problem (Exchange/Office 365): Conflicting Meetings Indicated at Incorrect Time**

If a meeting is scheduled for a time that has already been reserved for a given room, it is a *Conflicting Meeting*. If conflicts are allowed (in Exchange/Office 365), then conflicting meetings may be indicated at a time other than what was requested by the user (FIG. 160):

![FIG. 160 Conflicting Meeting indicated](image)

**Possible Solution**

Disable conflicts in Exchange/Office 365: verify that the *AllowConflicts* property is set to *False* for the room with which the AMX RoomBook panel is associated. Once disabled, conflicting meetings will be declined by the scheduling system.

**Problem: "Master Connection Error" Displayed**

If the Master panel goes offline for any reason, the Master panel as well as all Member panels in the Scheduling Group display the *Master Connection Error* message shown in FIG. 161:

![FIG. 161 Master Connection Error message](image)

**Possible Solutions**

Check the connection status of the Master panel and verify that the network configuration. For example, has the Username, Password or IP Address of the Master Panel been changed? Once the Master panel is connected to the network, the Member panels should recover automatically.
Problem (Google): Meetings Are Not Indicated on Room Page

Possible Solutions
Verify that the *Auto-accept invitations that do not conflict* property is selected for the room with which the AMX RoomBook panel is associated. See Appendix C: Configuring Google Resources on page 71 for details.

Problem: "Browse Rooms" Button Is Not Displayed On the Group Master

If the master device does not have a Browse Rooms button, then a Member panel has not checked in with the Master panel in the last 5 minutes.

Possible Solutions
Verify that the Member panels are online and configured with the Scheduling Group Master panel's IP, username, and password.