



User's Guide

# RMS

Resource Management Suite®

(v3.3 or higher)



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# AMX Resource Management Suite (RMS)

## Overview

The AMX Resource Management Suite (RMS) is a line of software solutions designed for IT professionals, facility managers and meeting/classroom users looking for a way to manage, monitor and/or schedule up to 1,000 rooms and an unlimited number of assets.

Available as a complete solution exclusively from AMX, RMS fills the void between the most popular room scheduling systems and the automation/management of meeting room resources, including audio/visual and environmental systems. With the ability of a single RMS web-based console to interact with up to 1,000 separate NetLinx® systems, this AMX-exclusive state-of-the-art software package provides a comprehensive point of control and automation for facility and campus-wide operations and residential systems.

This easy-to-use software is also the perfect complement to any residential AMX system. Now home owners can "schedule and forget about" system events, receive pro-active notifications of maintenance and security issues, instantly message their dealer for service, and access it all over the Internet.

RMS is tailored to specifically meet the needs of seven key vertical markets.

- **ClassroomManager** for Education
- **ExhibitManager** for Museums
- **HomeManager** for Multi-Dwelling Units (MDUs) and Single-Family Residences
- **IntelligentManager** for Government
- **MeetingManager** for Corporate/Presentation Facilities
- **VenueManager** for Entertainment and Broadcasting
- **WorshipManager** for Houses of Worship

## Using This Document

This document is intended for the RMS end-user, and describes two basic aspects of using RMS software solutions:

- Using the options on the **Scheduling** page to view the application schedule, and create entries to the schedule.
- Using the options on the **RMS User Page** to sign in and out of RMS, set program preferences, enter User profile information, and set User Notification preferences.



NOTE

***The steps involved in configuring the Scheduling and RMS User pages are identical for all RMS solutions.***

For the purposes of this document, we will use *MeetingManager* in all screen images and examples. If you are using a different RMS solution (*ClassroomManager*, *ExhibitManager*, *HomeManager*, etc.), ignore references to "MeetingManager", with the understanding that the instructions described here apply to all RMS solutions.

Also, note that certain terms that are used in *MeetingManager* may be slightly different than the terms used in your particular RMS solution.

For example:

- Where *MeetingManager* uses the term "**Room**" for scheduling, *ClassroomManager* uses the term "**Classroom**" for obvious reasons.
- Where *MeetingManager* uses the term "**Appointment**", *ClassroomManager* uses the term "**Session**".

Again, this slight difference in terminology from one RMS solution to the next is designed to place each solution in a specific context for Users, but does not indicate any difference in functionality.

To illustrate this point, FIG. 1 shows the *Scheduling* page from several different RMS solutions. Note that the only difference between each solution is strictly in the terminology used:

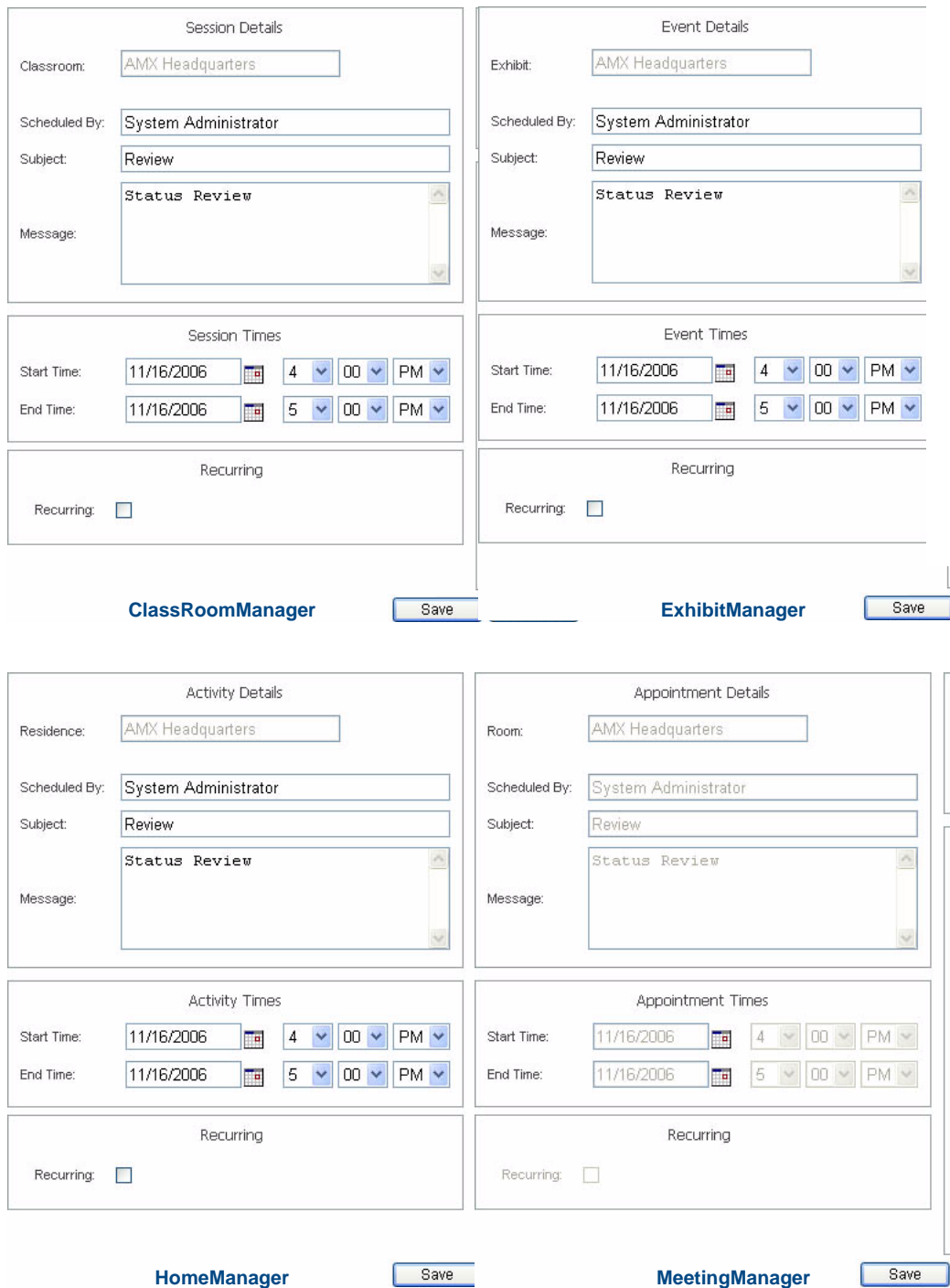


FIG. 1 Scheduling page (from several different RMS solutions)

# Scheduling Page

## Overview

The MeetingManager Scheduling page provides links to viewing the application schedule, creating an entry to the schedule, and access to the PDF version of the User's Guide.

## View Schedule Page

The MeetingManager Scheduling page provides links to viewing the schedule in either Day, Week or Month view.

## Day View Page

The Day view lists all appointments for the selected room on a particular date. Double clicking within the hour launches the *Add Appointment Page* section on page 6.

Day View	
• Select a room	A drop down list for all rooms available for schedule.
• Select Date	A navigation calendar that indicates the current date and allows you to select other dates by clicking. Appointments with a "lock" icon indicate that you do not have the proper permissions to access that appointment. Appointments with a "key" icon indicate password protection, and you must provide the correct password to access the appointment. <i>Today</i> brings you back to the current date.
• Room Information:	<ul style="list-style-type: none"> <li>• <i>Name</i> - The name of the room.</li> <li>• <i>Location</i> - The location of the room.</li> <li>• <i>Occupancy</i> - The maximum number of individuals held in this room.</li> <li>• <i>Timezone</i> - This is the time zone setting for the room.</li> <li>• <i>Equipment</i> - This is the equipment list for the room.</li> </ul>

## Opening Day view

1. Select *View Schedule > Day View* in the menu on the left side of the RMS application. This launches the *Day View Page* section on page 3.
2. You can change rooms by selecting them from the drop down menu, *Select a room*.
3. You can change the day in view by clicking on another day in the calendar under *Select Date*. Navigate back to the current day by clicking *Today*.
4. In the event there is an appointment for that room you will see the *Room Details*.
5. Mouse over the appointment to display *Duration, End Time, Start Time, Recurring, Scheduled By, Room Details, Location* and *Appointment Details*.
  - Appointments with a lock indicate you do not have proper permissions to view
  - Appointments with a key require a password.
6. Double click the appointment to edit.

## Week View Page

The Week view lists all appointments for the selected room for a particular 7 day period. Double-clicking on any day in the week will open the *Day View Page* section on page 3.

Week View	
• Select a room	A drop down list for all rooms available for schedule.
• Select Date	A navigation calendar that indicates the current date and allows you to select other dates by clicking. Appointments with a "lock" icon indicate that you do not have the proper permissions to access that appointment. Appointments with a "key" icon indicate password protection, and you must provide the correct password to access the appointment. <i>This Week</i> brings you back to the current week.
• Room Information:	<ul style="list-style-type: none"> <li>• <i>Name</i> - The name of the room.</li> <li>• <i>Location</i> - The location of the room.</li> <li>• <i>Occupancy</i> - The maximum number of individuals held in this room.</li> <li>• <i>Timezone</i> - This is the time zone setting for the room.</li> <li>• <i>Equipment</i> - This is the equipment list for the room.</li> </ul>

### Opening Week View

1. Select *View Schedule > Week View* in the menu on the left side of the RMS application. This launches the *Week View Page* section on page 4.
2. You can change rooms by selecting them from the drop down menu, *Select a room*.
3. You can change the week in view by clicking on another day in the calendar under *Select Date*.  
Navigate back to the current day by clicking *This Week*.
4. In the event there is an appointment for that room you will see the *Room Details*.
5. Mouse over the appointment to display *Duration, End Time, Start Time, Recurring, Scheduled By, Room Details, Location* and *Appointment Details*.
  - Appointments with a lock indicate you do not have proper permissions to view
  - Appointments with a key require a password.
6. Double click the appointment to edit.



## Month View Page

The Month view lists all appointments for the selected room for a particular 6 week period. Double-clicking on any day in the month will open the *Day View Page* section on page 3.

Month View	
• Select a room	A drop down list for all rooms available for schedule.
• Select Date	<p>A navigation calendar that indicates the current date and allows you to select other dates by clicking.</p> <p>Appointments with a "lock" icon indicate that you do not have the proper permissions to access that appointment. Appointments with a "key" icon indicate password protection, and you must provide the correct password to access the appointment.</p> <p><i>This Month</i> brings you back to the current month.</p>
• Room Information:	<ul style="list-style-type: none"> <li>• <i>Name</i> - The name of the room.</li> <li>• <i>Location</i> - The location of the room.</li> <li>• <i>Occupancy</i> - The maximum number of individuals held in this room.</li> <li>• <i>Timezone</i> - This is the time zone setting for the room.</li> <li>• <i>Equipment</i> - This is the equipment list for the room.</li> </ul>

### Opening Month View

1. Select *View Schedule > Month View* in the menu on the left side of the RMS application. This launches the *Month View Page* section on page 5.
2. You can change rooms by selecting them from the drop down menu, *Select a room*.
3. You can change the month in view by clicking on another day in the calendar under *Select Date*. Navigate back to the current day by clicking *This Month*.
4. Double click any day to change to *Day View Page* section on page 3.

## Add Appointment Page

The *Add Appointment* page allows you to create and schedule your own event. MeetingManager allocates the room for the designated time (FIG. 2).

Appointment Details

Room:

Scheduled By:

Subject:

Message: 

Status Review

Appointment Times

Start Time:

End Time:

Recurring

Recurring:

**FIG. 2** Add Appointment Page

Add Appointment	
• Room	A drop down list of rooms available for scheduling within the RMS application. <i>Search</i> allows you to find a room based upon your needs. See the <i>Room Search Page</i> section on page 12.
• Scheduled By:	A text field to provide the name of the meeting scheduler. This field is populated by the RMS application.
• Subject	The subject line for the meeting purpose.
• Message	A larger text field for any additional information pertaining to the meeting.

Add Appointment (Cont.)	
<ul style="list-style-type: none"> <li>• Start Time:</li> </ul>	<p>A text field for the date (mm/dd/yyyy) the meeting has been scheduled to start. Click on the calendar icon to select the date.</p> <p>The three drop down menus represent hour, minute, and designation for ante-meridiem vs. post-meridiem (AM/PM), in that order.</p>
<ul style="list-style-type: none"> <li>• End Time:</li> </ul>	<p>A text field for the date (mm/dd/yyyy) the meeting has been scheduled to end. Click on the calendar icon to select the date.</p> <p>The three drop down menus represent hour, minute, and designation for ante-meridiem vs. post-meridiem (AM/PM), in that order.</p>
<ul style="list-style-type: none"> <li>• Recurring:</li> </ul>	When checked, this option makes the meeting a recurring event.
<ul style="list-style-type: none"> <li>• Pattern:</li> </ul> <p><i>Daily</i></p>	<p>Makes the recurring scheduled meeting a daily pattern.</p> <ul style="list-style-type: none"> <li>• <b>Every __ days(s)</b> - text field for number of days between daily recurring meeting</li> <li>• <b>Every weekday</b> - executes the daily meeting only Monday - Friday</li> </ul>
<i>Weekly</i>	<p>Makes the recurring scheduled meeting a weekly pattern.</p> <ul style="list-style-type: none"> <li>• <b>Every __ week(s) on</b> - text field for number of weeks between weekly recurring meeting</li> </ul> <p>Select the day the weekly scheduled meeting is to occur. More than one day can be selected.</p>
<i>Monthly</i>	<p>Makes the recurring scheduled meeting a monthly pattern.</p> <ul style="list-style-type: none"> <li>• <b>Day __ of every __ month(s)</b> - the drop down menus allow you to set what day of the month the recurring meeting executes and how many months between each occurrence.</li> <li>• <b>The __ of every __ month(s)</b> - this setting allows you to pick either the first, second, third, fourth, or last day of each week, and the number of months between each occurrence.</li> </ul>
<i>Yearly</i>	<p>Makes the recurring scheduled meeting a yearly pattern.</p> <ul style="list-style-type: none"> <li>• <b>Every __ -</b> the drop down menus allow you to set the month and day the recurring meeting occurs.</li> <li>• <b>The __ of -</b> this setting allows you to pick either the first, second, third, fourth, or last of each week of a specified month.</li> </ul>
<ul style="list-style-type: none"> <li>• Lifetime:</li> </ul> <p><i>No end date</i></p>	The scheduled recurring meeting does not end.
<i>End after __ occurrences</i>	The scheduled recurring meeting ceases to run upon reaching the user defined parameter.
<i>End by:</i>	Either type the date the scheduled recurring meeting is to end or select the date from the calendar icon.
<ul style="list-style-type: none"> <li>• Automation Control</li> </ul> <p><i>Execution</i></p>	<ul style="list-style-type: none"> <li>• <b>Upon user confirmation at start of session</b> - The meeting coordinator must select to run preset at the time of the meeting from within the classroom.</li> <li>• <b>Automatically executes at the start of the session</b> - The preset runs at the Start Time of the meeting.</li> </ul>
<i>Control Event</i>	Drop down menu list of available control function macros in your selected classroom. This event executes based on the <i>Execution</i> designation.

Add Appointment (Cont.)	
<ul style="list-style-type: none"> <li>Panel Display</li> </ul> <p><i>Touch Panel Message:</i></p>	<p>Up to 5 lines of text. Type a welcome message as it is to be displayed on the pane in the classroom.</p> <p>The welcome message can provide your attendees with a warm greeting.</p> <p>This feature is only available if a panel is available for display.</p>
<p><i>Touch Panel Image</i></p>	<p>RMS supports custom image display for assisting in informing your attendees.</p> <p>The following formats are supported:</p> <ul style="list-style-type: none"> <li>BMP (Microsoft Windows Bitmap)</li> <li>JPG (Joint Photographics Experts Group)</li> <li>PNG (Portable Network Format)</li> <li>ICO (Microsoft Windows Icon)</li> <li>TIF (Tagged Image File Format)</li> <li>TGA</li> <li>PCX</li> <li>WBMP</li> <li>WMF (Microsoft Windows Metafile)</li> </ul> <p>This feature is only available if a G4 panel is available for display.</p>
<p><i>Upload Image</i></p>	<p>Clicking this link enables the file upload area of the page.</p> <ul style="list-style-type: none"> <li><b>Browse...</b> - Opens the file browse window.</li> <li><b>Upload</b> - Loads the image file to the session.</li> <li><b>Cancel</b> - Exits the Image Upload without loading an image.</li> </ul> <p>This feature is only available if a G4 panel is available for display.</p>

## RMS Appointment Details Page

The *RMS Appointment Details* page allows you to assign text and images to the appointment. MeetingManager executes any predefined Control Functions, if available, and provides welcome text to your attendees.

**FIG. 3** RMS Appointment Details page

RMS Appointment Details	
<ul style="list-style-type: none"> <li>Automation Control</li> </ul> <p><i>Execution</i></p>	<ul style="list-style-type: none"> <li><b>Upon user confirmation at start of appointment</b> - The meeting coordinator must select to run preset at the time of the meeting from within the room.</li> <li><b>Automatically executes at the start of the appointment</b> - The preset runs at the Start Time of the meeting.</li> </ul>
<p><i>Event</i></p>	<p>Drop down menu list of available control function macros in your selected room.</p> <p>This event executes based on the <i>Execution</i> designation.</p>
<ul style="list-style-type: none"> <li>Panel Display Text</li> </ul> <p><i>Display Text</i></p>	<p>Up to 5 lines of text. Type a welcome message as it is to be displayed on the pane in the room.</p> <p>The welcome message can provide your attendees with a warm greeting.</p> <p>This feature is only available if a panel is available for display.</p>

RMS Appointment Details (Cont.)	
Panel Display Image <i>Display Image</i>	RMS supports custom image display for assisting in informing your attendees. The following formats are supported: <ul style="list-style-type: none"> <li>• BMP (Microsoft Windows Bitmap)</li> <li>• JPG (Joint Photographics Experts Group)</li> <li>• PNG (Portable Network Format)</li> <li>• ICO (Microsoft Windows Icon)</li> <li>• TIF (Tagged Image File Format)</li> <li>• TGA</li> <li>• PCX</li> <li>• WBMP</li> <li>• WMF (Microsoft Windows Metafile)</li> </ul> This feature is only available if a G4 panel is available for display.
<i>Upload an Image</i>	Clicking this link enables the file upload area of the page. <ul style="list-style-type: none"> <li>• <b>Browse...</b> - Opens the file browse window.</li> <li>• <b>Upload</b> - Loads the image file to the appointment.</li> </ul> This feature is only available if a G4 panel is available for display.

### Creating an Appointment

1. Select *Add Appointment* in the menu on the left side of the RMS application to access the *Appointment* page.
2. In the **Room** drop down menu, select the room that will host the appointment or search for a room by clicking **Search**.  
See the *Conducting a Room Search* section on page 12.
3. Type a **Subject** for the appointment in the space provided.
4. Type a **Message** providing more information about the appointment in the larger text field.
5. Set the **Appointment Times** (*Start*, *End*, and whether it is a *recurring* appointment).  
If the appointment is recurring, set the *Pattern* and *Lifetime* of the appointment.
6. Click the **RMS Appointment Details** tab to access the *Appointment Details* page.
7. Set the **Automation Control** (if applicable) to set the preset to execute manually or automatically.  
Select the *Control Event* from the drop-down menu.
8. Enter **Display Text** in the fields provided (*optional*).  
These lines of text appear on the panels in the room at the time of the appointment.
9. Select a **Panel Display Image** from the drop-down menu, or click **Upload Image** (*optional*).  
If you select *Upload Image*, either type the path or browse to the file you wish to use. Click **Upload** to load the file.
10. Click **Save** (or *Cancel* to discard changes).

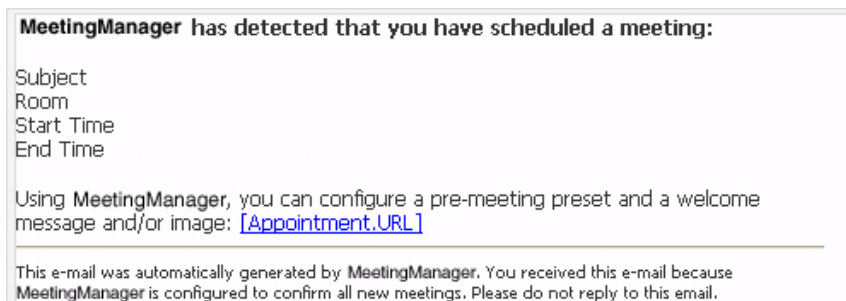
## Creating an Appointment With an External Scheduler

When used in conjunction with an external scheduling system (e.g. *Lotus Notes*), RMS must check the scheduling system for changes and updates.

RMS utilizes a trolling engine to log into the external scheduling system, check for new and updated appointments, and then sync those appointments within the RMS database.

All detected changes can then become notifications RMS sends to designated users.

1. Within your external scheduler, create a meeting (appointment).  
Your room selection is made at this time within the external scheduler.
2. Once RMS has detected the new appointment, an e-mail notification is sent to the appointment scheduler (see FIG. 4).  
Click on the provided *Appointment URL* to set presets, welcome messages, and welcome images, in the *Add Appointment* page (FIG. 4).



**FIG. 4** HTML Notification



NOTE

*The Add Appointment Page disables the Appointment Details, Appointment Times, and Recurring features, because these parts of the appointment can only be changed in the external scheduler. See the Add Appointment Page section on page 6 for more details.*

3. Set the *Automation Control* to specify whether the preset will execute manually or automatically (if applicable).  
Select the *Control Event* from the drop down menu.
4. Enter display text in the lines provided (*optional*).  
These lines of text appear on the panels in the room at the time of the appointment.
5. Select a panel display image from the drop-down menu, or click **Upload Image**. (*optional*).
  - If you selected *Upload Image*, either type the path or browse to the file you wish to use, and click **Upload**.
6. Click **Save** (or *Cancel* to discard changes).

## Touch Panel Pages

Included in the RMS SDK are touch panel files that allow the user to execute manual presets, send help and maintenance requests, extend the appointment, and view schedules.

### Room Search Page

The *Room Search* page allows you to search for a specific room or find one based on your appointment needs. Room searching is a feature of internal RMS scheduling.

Room Search	
• Room Name	The name of the room.
• Location	The location of the room
• Number of Seats Needed	This is the number of seats for the room.
• Prestige Level	Select the level from the drop down list. This is the prestige level for the room.
• Equipment Needed	This is the equipment listed for any room. You can select from a list of monitored devices or enter the names of the devices manually. All equipment items should be separated by a comma.
• Search for specific Date/Time	When checked, RMS will search for a room that meets your parameters within a window of time.
• Date Needed	Type the date the room is needed or click the calendar icon to select a date.
• Duration	The time in hours and minutes the room is needed.
• Search for specific time or search in a range of times <i>Start Time</i>	The desired start time for the appointment. The three following drop down menus represent hour, minute and designation for ante-meridiem vs. post-meridiem, in that order.
<i>Search By Range</i>	RMS searches the availability of a room based between the <i>Start</i> and <i>End</i> time range. The three drop down menus represent hour, minute and designation for ante-meridiem vs. post-meridiem, in that order.

### Room Search Results Page

Based on the criteria used in the *Room Search* page, choose the room to use from the list displayed on this page.

Room Search Results	
• Room	The name of the room.
• Location	The location of the room
• Prestige Level	Select the level from the drop down list. This is the prestige level for the room.
• Num of Seats Needed	This is the number of seats for the room.
• Option	Select - Selects the room for use within the appointment.

### Conducting a Room Search

1. Select *Add Appointment* in the menu on the left side of the RMS application. See the *Add Appointment Page* section on page 6.
2. Click the *Search* link to open the *Room Search* page.
3. Enter the room criteria in the spaces provided.
4. Click **Search**.
5. Find a room that fits your needs and allocate it to your appointment by clicking *Select*.



# RMS User Page

## Sign In Page

The Sign in page is the access page for MeetingManager.

The *Username* and *Password* are unique to each user.

### How Do I Sign In To RMS?

1. Type the URL of your RMS server into your web browser.
2. Type your *username* in the field provided.
3. Type your *password* in the field provided.
4. Click **Sign In**.

## Preferences Page

The Preferences page allows each user to customize aspects of their MeetingManager experience.

Preferences	
• Language	A drop down list of available translations for the MeetingManager application. MeetingManager detects the language of your browser and uses that unless otherwise specified.  Your language preference is stored at the RMS server level and it is no longer necessary to enable cookies on your browser.
• Home Page:	A drop down list of available MeetingManager application web pages that can be designated as the home page; this will be the first page loaded upon a successful login.
• Column Sorting:	Clicking <b>Reset All Data Grids</b> returns each table within MeetingManager to the default sort method.
• Scheduling View Hours:	A drop down list for the number of hours displayed in the scheduling view of MeetingManager.

### Setting the Default Language

1. Select *Settings > Preferences* in the menu on the left side of the RMS application. This launches the *Preferences Page* section on page 13.
2. Select your language from the drop down menu, *Language*. *Auto Detect* will use the language settings of your web browser.
3. Click **Save** to save the setting.

### Setting the Home Page

1. Select *Settings > Preferences* in the menu on the left side of the RMS application. This launches the *Preferences Page* section on page 13.
2. Select your home page from the drop down menu, *Language*. The home page is your default page upon sign in and any time you select *Home* on any RMS page.
3. Click **Save** to save the setting.

### Resetting Column Sorting

1. Select *Settings > Preferences* in the menu on the left side of the RMS application. This launches the *Preferences Page* section on page 13.
2. Click **Reset All Data Grids**.
3. Click **Save** to save the setting.

## Setting Scheduling View Hours

1. Select *Settings > Preferences* in the menu on the left side of the RMS application. This launches the *Preferences Page* section on page 13.
2. Select the block of hours from the drop down menu,
3. Click **Save** to save the setting.

## User Profile Page

The User Profile page allows the user to change personal information and designate how the RMS application interacts with them.

User Profile	
• Username:	This is your username in relation to logging into MeetingManager. This value is required.
• Account Enabled:	When this box is checked, a user is valid and can log into MeetingManager.
• Password:	This is the password associated with your user account, used at the time of login. This value is required.
• Confirm Password:	Retype password for confirmation. This value is required.
• First Name:	The first name of the user assigned to this account. This value is required.
• Last Name:	The last name of the user assigned to this account. This value is required.
• Phone	User's phone number.
• Mobile Phone:	User's mobile phone number.
• Fax:	User's fax number.
• Email 1, Email 2, Email 3, Email 4:	User's email address. The following drop down menu allows you designate the email address as the default account, send a plain text message, HTML message, or Pager Message. <b>Test</b> sends a message to the email address. When established, RMS will use the account to send notifications.
• Pager Provider:	A drop down list of pager providers. This option is only available if the RMS server has been configured to use Simple Network Paging Protocol (SNPP).
• Pager Number:	The number for contacting the pager with notifications.
• Notification Time Span:	
<i>Disable Notifications</i>	When selected, notifications are not sent to this user.
<i>Always Send Notifications</i>	When selected, all notifications are sent to this user.
<i>Only Send Notifications On:</i>	The RMS server will send notification only within the designated parameters. Place a check in the box next to the days of the week you would like to receive notifications.  <i>Start Time/End Time</i> - The three drop down menus represent hour, minute and designation for ante-meridiem vs. post-meridiem (AM/PM), in that order. Notifications are only sent between the start and end times.

## Editing your User Profile

1. Select *Settings > Profile* in the menu on the left side of the RMS application. This launches the *User Profile Page* section on page 14.
2. Change any of the fields but be sure to include all of the required information.
3. Click **Save** to save the setting.

## Changing your User Password

1. Select *Settings > Profile* in the menu on the left side of the RMS application. This launches the *User Profile Page* section on page 14.
2. Click the *Profile* tab at the top of the page.
3. Enter your new *Password* in the provided field.
4. *Confirm Password* in the provided field.
5. Click **Save** to save the setting.

## Setting User Notification Time Span

1. Select *Settings > Profile* in the menu on the left side of the RMS application. This launches the *User Profile Page* section on page 14.
2. Click the *Profile* tab at the top of the page.
3. In the section, *Notification Time Span*, select either *Disable Notifications*, *Always Send Notifications*, or *Only Send Notification On*. If you selected *Disable Notifications* or *Always Send Notifications*, no more information is needed and you can click **Save**.
4. If you selected *Only Send Notifications On*, set the sending parameters of the notification.
5. Click **Save** to save the setting.

## User Notifications Page

The User Notifications page is a listing of all notifications you are designated to receive. Additionally, you can create new notifications for yourself.

If the user is receiving notifications because they are a member of a user role that has been assigned a notification, they will see this in the notifications listing, but will not be able to edit it. This can only be changed by a user administrator via the *Management - Notifications Page* section of the RMS Administrator's Guide.

User Notifications	
• Group Name	The name of the group or groups receiving the selected notification.
• Room Name	The name of the room being monitored for the notification.
• Status Type	The type of status monitored for the notification.
• User	The username receiving the notification.
• Email	User's email address.
• Pager	The pager number for the user.
• Options	<ul style="list-style-type: none"> <li>• <i>Edit</i> - Launches the <i>Create New Notification Page</i>.</li> <li>• <i>Delete</i> - Deletes the selected notification.</li> </ul>

## Create New Notification Page

You can assign RMS to track status types for rooms and groups and then provide you with notifications.

Create New Notification	
• Enabled	When checked, the notification is active.
• Groups/Rooms	A drop down list of groups and rooms in the RMS system. Selecting one tracks it for the purposes of the notification. This field is required.
• Users	The username receiving the notification. This field is required.
• Status Type	<p>The type of status monitored for the notification.</p> <ul style="list-style-type: none"> <li>• <b>Control System Error</b> - This status type is triggered when the RMS server detects an error within the NetLinx master control system.</li> <li>• <b>Equipment Usage</b> - This status type is triggered when any monitored equipment is used.</li> <li>• <b>Help Request</b> - This status type is triggered when the RMS server reports receiving a help request.</li> <li>• <b>Maintenance</b> - This status type is triggered when the RMS server reports receiving a request for maintenance.</li> <li>• <b>Modified Appointment</b> - This status type is triggered when an existing appointment is modified for a room either through the internal scheduler or as detected by the RMS Scheduling manager for an external scheduling system.</li> <li>• <b>Network</b> - This status type is triggered when the network creates an error.</li> <li>• <b>New Appointment</b> - This status type is triggered when a new appointment is added for a room either through the internal scheduler or as detected by the RMS Scheduling manager for an external scheduling system.</li> <li>• <b>New NetLinx System</b> - This status type is triggered when a new NetLinx system connects to the RMS server.</li> <li>• <b>Not Assigned</b> - This status type is triggered when a detected NetLinx system has not been assigned.</li> <li>• <b>Room Communication Error</b> - This status type is triggered when the RMS server software encounters a problem communicating with a room within the RMS system.</li> <li>• <b>Security</b> - This status type is triggered when the RMS server reports a security parameter has been met.</li> <li>• <b>Server Status</b> - This status type is trigger when the RMS server software starts up.</li> <li>• <b>System Communication Error</b> - This status type is triggered when the RMS server software encounters a problem communicating with an external communication system, such as SMTP or SNPP. This field is required.</li> </ul>
• Emails & Pager	<ul style="list-style-type: none"> <li>• User's email addresses.</li> <li>• The pager number for the user.</li> </ul>

### Creating new User Notifications

1. Select *Settings > Notifications* in the menu on the left side of the RMS application. This launches the *User Notifications Page* section on page 15.
2. Click *Create New Template* to launch the *Create New Notification Page* section on page 16.
3. Place a check in the box, *Enabled*.
4. Select a room or group from the drop down list *Groups/Rooms*.
5. Select a *Status Type* to monitor from the drop down list.
6. Select the email and/or pager accounts the notification will use by placing a check in the box.
7. Click **Save** to save, **Cancel** to cancel.

## Sign Out Page

The Sign Out page confirms your selection to exit the MeetingManager application; select **Yes** or **No**.

### Signing Out of RMS

1. Select *Sign Out* in the menu on the left side of the RMS application.
2. Click **Yes** to confirm.



# RMS Touch Panel Pages

## Overview

Included within the RMS SDK are G4 touch panel pages for your RMS installation.

Based on NetLinX code configuration, the panel boots up as either a **RMS Welcome Page** or **In-Room Panel** page.

## RMS Welcome Page

The *RMS Welcome Page* (FIG. 5) is displayed on the panel outside of the meeting room.

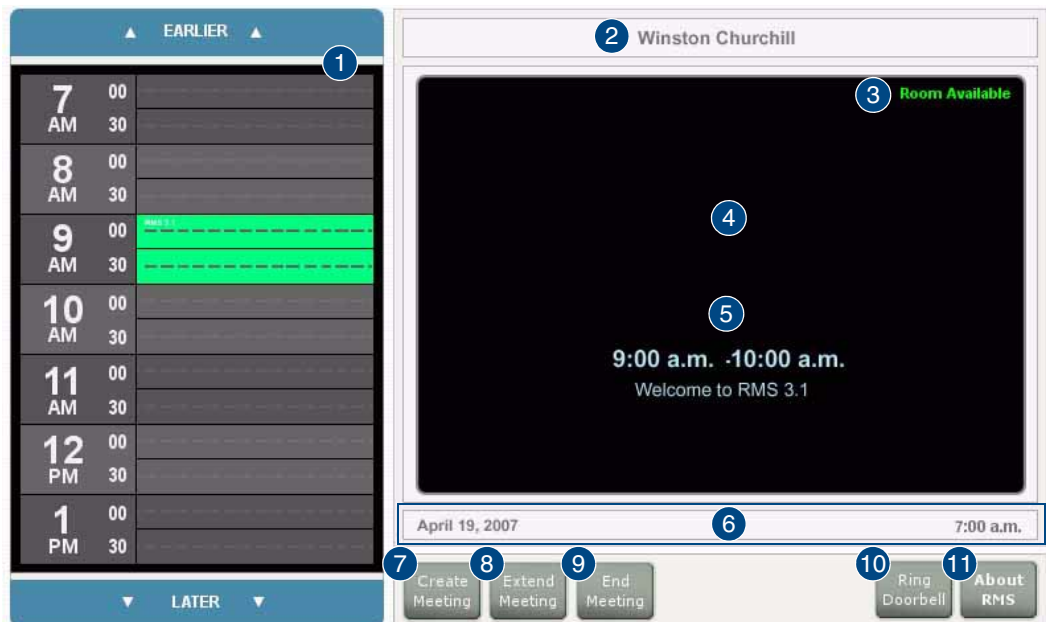


FIG. 5 RMS Welcome Page

RMS Welcome Page		
1	<b>Meeting room schedule</b>	The schedule for the meeting room. Navigate back and forward through the schedule using the <i>EARLIER</i> and <i>LATER</i> buttons at the top and bottom of the schedule. Select a reserved time to view its information.
2	<b>Meeting room name</b>	The name of the meeting room.
3	<b>Meeting room status</b>	The current status of the meeting room; <i>Room Available</i> or <i>Room In Use</i> .
4	<b>Welcome image</b>	If configured, a welcome image appears in this space.
5	<b>Meeting information</b>	The time span and welcome text of a meeting selected in the meeting room schedule.
6	<b>Date and time</b>	The current date and time.
7	<b>Create Meeting</b>	When available, create a meeting and reserve the room. Selecting this button launches the <i>RMS Meeting Request Dialog</i> section on page 20.

RMS Welcome Page (Cont)		
8	<b>Extend Meeting</b>	When available, extends the reserve time for the meeting room. RMS extends in increments of 15 minutes. <b>Note:</b> <i>Reoccurring meetings cannot be extended.</i>
9	<b>End Meeting</b>	Ends the meeting early and makes the room available to the schedule. <b>Note:</b> <i>Reoccurring meetings cannot end early.</i>
10	<b>Ring Doorbell</b>	Triggers a sound and/or a popup on the panel inside the room.
11	<b>About RMS</b>	Opens the <i>About RMS</i> popup.

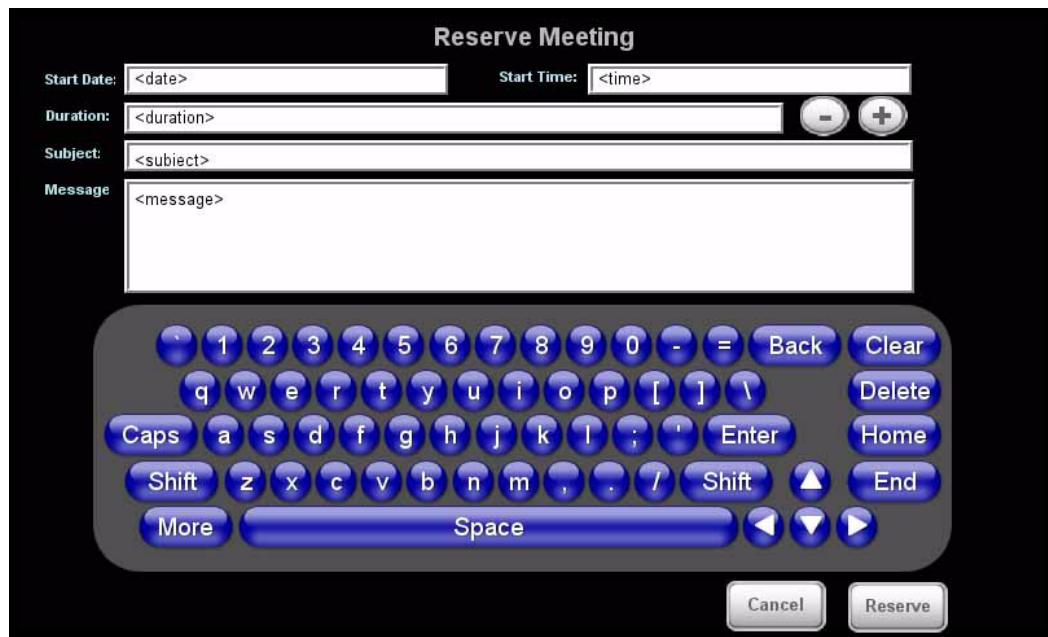
## RMS Meeting Request Dialog

When scheduling a meeting at the *Welcome* panel, it is typically necessary to provide the scheduler with information and parameters for the meeting.



*Meetings scheduled at the panel are non-repeating meetings only.*

Touch the fields to select them (FIG. 6).



**FIG. 6** RMS Meeting Request Dialog

RMS Meeting Request Dialog	
• Start Date	The start date for the meeting reservation.
• Start Time	The start time for the meeting reservation.
• Duration	The length of time the meeting reservation is to run. Press the + and - buttons to add and remove time respectively.
• Subject	Subject field for the meeting reservation. The subject is displayed in the scheduling information. Touch the field to select and use the keyboard at the bottom of the screen.



RMS Meeting Request Dialog (Cont.)	
• Message	Message field for the meeting reservation. The message is displayed on the panel and part of the scheduling information. Touch the field to select and use the keyboard at the bottom of the screen.
• Keyboard	On-screen keyboard for inputting text in designated fields.
• Cancel	Exits the <i>Reserve Meeting</i> dialog without creating a meeting.
• Reserve	Places the request for meeting reservation with the scheduling troller. <b>Note:</b> <i>In the event of a conflict, the request is denied.</i>

### Finding a Meeting In a Room's Schedule

1. Press the **EARLIER** and **LATER** buttons within the *Meeting room schedule* area.
2. Once you have located the meeting, press the meeting to see more information.

### Creating a Meeting At The Welcome Panel

1. Within the *Welcome* page, press **Create Meeting**. This launches the *RMS Meeting Request Dialog* section on page 20.
2. Set the following:
  - Duration
  - Subject

The *Message* field is not required for the scheduling troller but is a helpful field for users.

3. Press **Reserve**. You will then see one of the following (FIG. 7):
  - **Confirmed** - the meeting has been created.
  - **Unsuccessful** - the meeting has not been created.



FIG. 7 Reservation Confirmed, Reservation Unsuccessful Messages

4. Press **OK**.

## Extending a Meeting At The Welcome Panel

Within the *Welcome* page, press **Extend Meeting**. RMS extends the meeting in 15 minute increments. Both successful and failed extension attempts receive a message (FIG. 8).

- **Confirmed** - the meeting has been extended.
- **Unsuccessful** - the meeting has not been extended.



FIG. 8 Extension Confirmed, Extension Unsuccessful Messages

## Ending a Meeting Early At The Welcome Panel

1. In the *Welcome* page, press **End Meeting** to access the *Confirm Meeting End* dialog (FIG. 9):

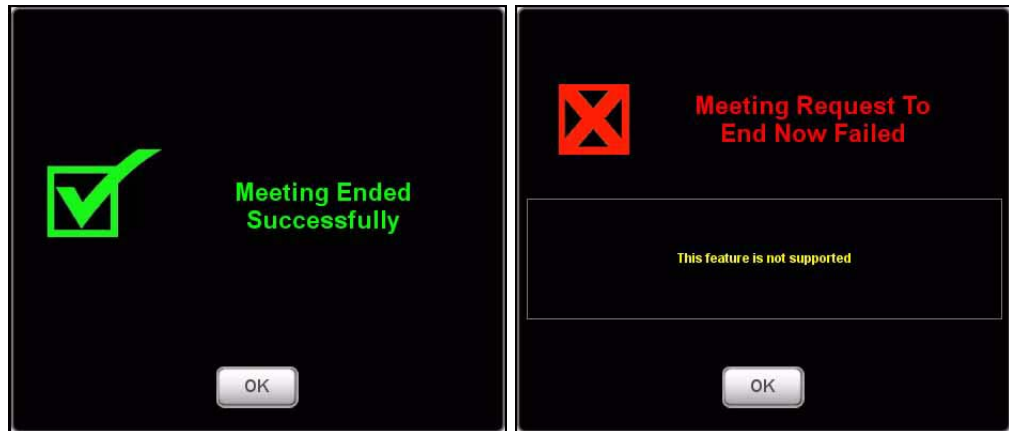


FIG. 9 Confirm Meeting End dialog

2. Press **Yes**.

Based upon your scheduling system's support of this feature, you will see one of the following messages (FIG. 10):

- **Confirmed** - the meeting has been ended.
- **Unsuccessful** - the meeting has not been ended.



**FIG. 10** End Confirmed, Request To End Failed Messages

### Ring the Doorbell

In the *Welcome* page, press **Ring Doorbell** to access the *Doorbell* dialog (FIG. 11) on the In-room panel, and generates a doorbell tone.



**FIG. 11** Doorbell



NOTE

*The ring doorbell button will be hidden if the meeting room has enabled Do Not Disturb (see the Setting The Meeting To "Please Do Not Disturb" section on page 28).*

## RMS In-Room Page

The *RMS In-Room Page* (FIG. 12) is displayed on the panel inside of the meeting room.

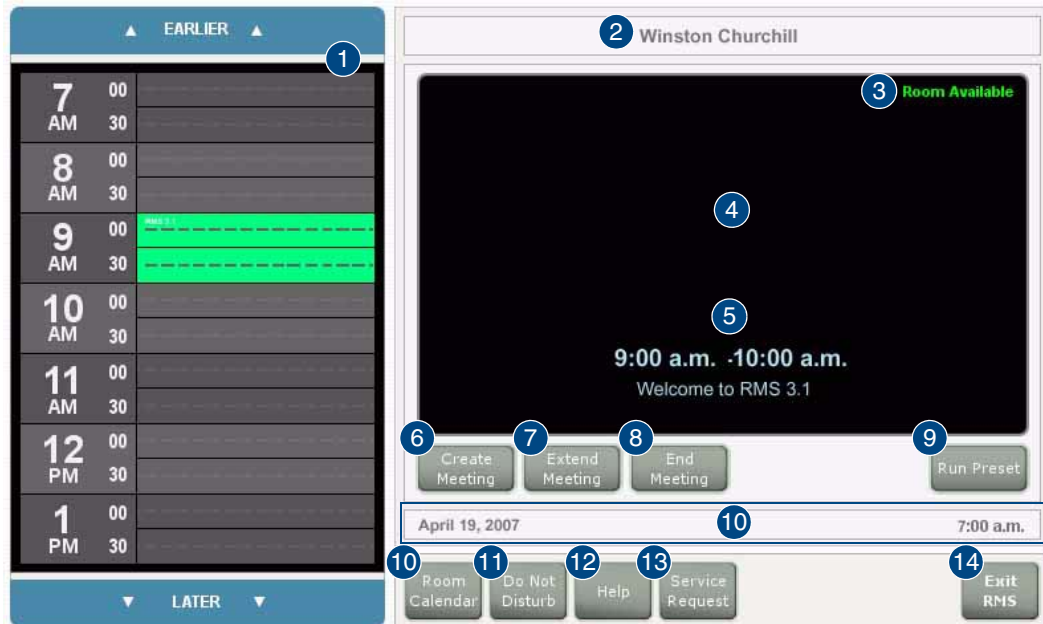


FIG. 12 RMS In-Room Page

RMS In-Room Page		
1	<b>Meeting room schedule</b>	The schedule for the meeting room. Navigate back and forward through the schedule using the <b>EARLIER</b> and <b>LATER</b> buttons at the top and bottom of the schedule. Select a reserved time to view its information.
2	<b>Meeting room name</b>	The name of the meeting room.
3	<b>Meeting room status</b>	The current status of the meeting room; <i>Room Available</i> or <i>Room In Use</i> .
4	<b>Welcome image</b>	If configured, a welcome image appears in this space.
5	<b>Meeting information</b>	The time span and welcome text of a meeting selected in the meeting room schedule.
6	<b>Create Meeting</b>	When available, create a meeting and reserve the room. Selecting this button launches the <i>RMS Meeting Request Dialog</i> section on page 20.
7	<b>Extend Meeting</b>	When available, extends the reserve time for the meeting room. RMS extends in increments of 15 minutes. <b>Note:</b> <i>Reoccurring meetings cannot be extended.</i>
8	<b>End Meeting</b>	Ends the meeting early and makes the room available to the schedule. <b>Note:</b> <i>Reoccurring meetings cannot end early.</i>
9	<b>Run Preset</b>	If the meeting was created on the Scheduling page of RMS, the user had the option of creating a preset. The preset option allows you to execute it automatically or by this button. See the <i>Creating an Appointment</i> section of the <i>RMS Administrator's manual</i> .
10	<b>Date and time</b>	The current date and time.

RMS In-Room Page (Cont.)		
11	<b>Room Calendar</b>	Launches the calendar popup for the room schedule. Reservations for the selected room are displayed here.
12	<b>Do Not Disturb</b>	Selecting this button displays a "Do Not Disturb" dialog on the RMS Welcome Page (FIG. 5 on page 19), and disables the doorbell feature.
13	<b>Help</b>	Launches the RMS <i>Help Request</i> dialog. <b>Note:</b> You must establish who receives the request.
14	<b>Service Request</b>	Launches the RMS <i>Service Request</i> dialog. <b>Note:</b> You must establish who receives the request.
15	<b>Exit RMS</b>	Exits the RMS panel pages.

### Finding a Meeting In a Room's Schedule

1. Press the **EARLIER** and **LATER** buttons within the *Meeting room schedule* area.
2. Once you have located the meeting, press the meeting to see more information.

### Creating a Meeting At The In-Room Panel

1. Within the *In-room* page, press **Create Meeting** to access the *RMS Meeting Request* dialog (FIG. 6 on page 20).
2. Set the following:
  - Start Date
  - Subject



NOTE

The **Message** field is not required for the scheduling troller but is a helpful field for users.

3. Press **Reserve**. You will then see one of the following (FIG. 13):
  - **Confirmed** - the meeting has been created
  - **Unsuccessful** - the meeting has not been created.



FIG. 13 Reservation Confirmed, Reservation Unsuccessful Messages

4. Press **OK**.

## Extending a Meeting At The In-Room Panel

In the *In-Room* page, press **Extend Meeting**.

RMS extends the meeting in 15 minute increments.

Both successful and failed extension attempts receive a message (FIG. 14):

- **Confirmed** - the meeting has been extended
- **Unsuccessful** - the meeting has not been extended.

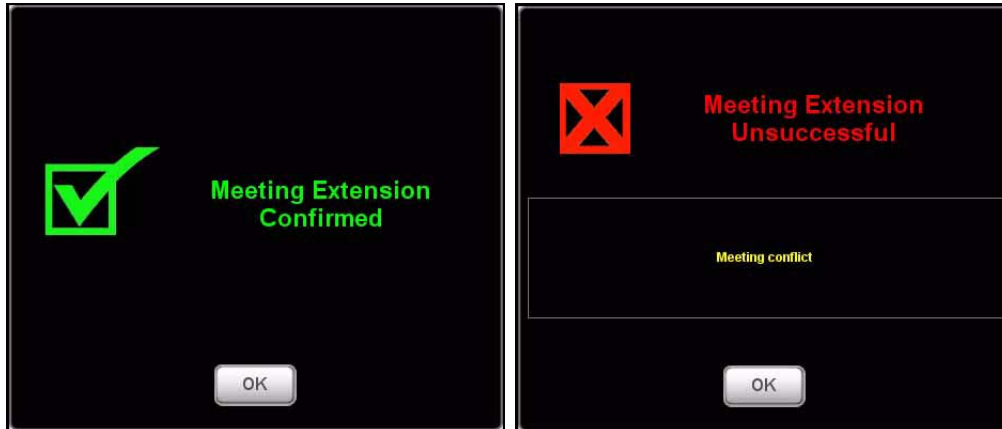


FIG. 14 Extension Confirmed, Extension Unsuccessful Messages

## Ending a Meeting Early At The In-Room Panel

1. Within the *In-room* page, press **End Meeting** to access the *Confirm Meeting End* dialog (FIG. 15):



FIG. 15 Confirm Meeting End dialog

2. press **Yes**.

Based upon your scheduling system's support of this feature, you will see one of the following messages (FIG. 16):

- **Confirmed** - the meeting has been ended.
- **Unsuccessful** - the meeting has not been ended.

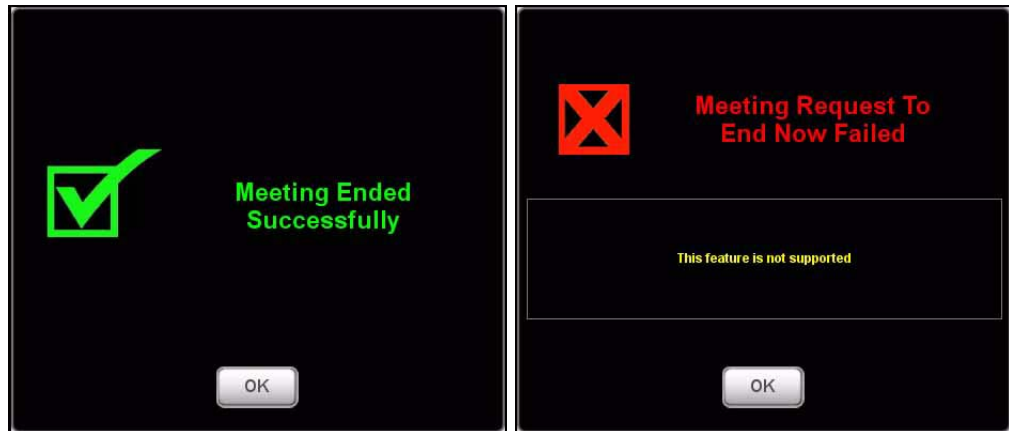


FIG. 16 End Confirmed, Request To End Failed Messages

### Executing a Meeting Preset

If a manually executed preset was created when the meeting was set, press **Run Preset**.

*See Also...*

- *Creating an Appointment* section in the *RMS Administrator's* guide.
- *Creating a New Macro* section in the *RMS Administrator's* guide.

### Using the Room's Calendar

1. Within the *In-room* page, press **Room Calendar** to access the *Room Calendar* dialog (FIG. 17).



FIG. 17 Room Calendar

2. The first drop down menu allows you to change months.  
Press the current month to access other months.
3. The second drop down menu allows you to change years.  
Press the current year to access other years.
  - Press any day in the calendar to view information for that room on that day.
  - You can return back to your current date at any time by pressing **Today**.
4. Press **OK** when you are finished with the calendar.

### Setting The Meeting To "Please Do Not Disturb"

Press the **Do Not Disturb** button to toggle the *Please Do Not Disturb* feature on and off.

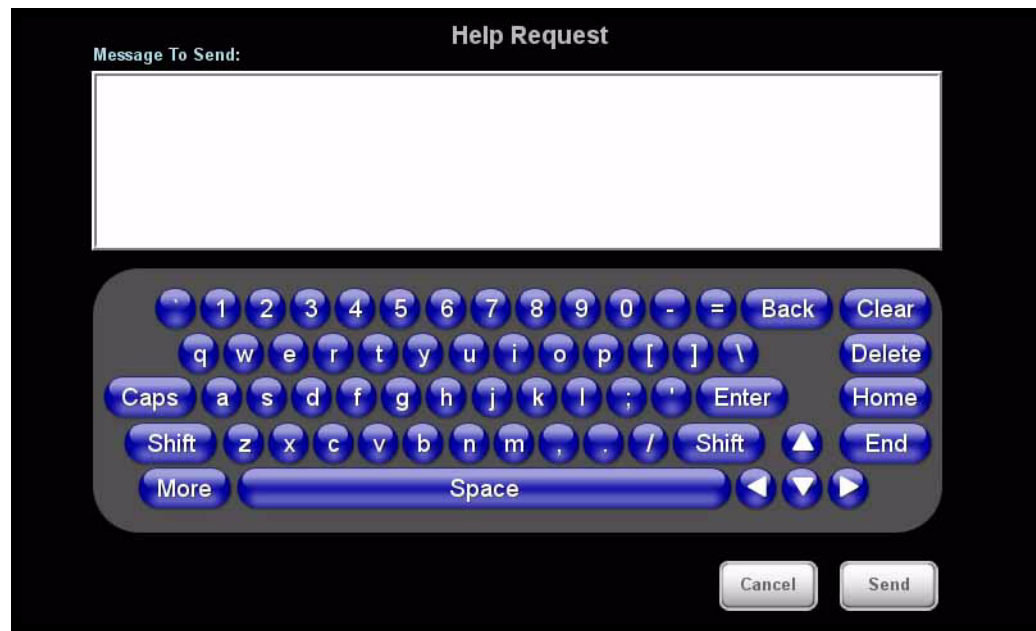
Enabling this feature places the **Please Do Not Disturb** message (FIG. 18) on the *Welcome* panel outside of the room, and disables the doorbell.



**FIG. 18** Do Not Disturb message

### Placing a Help Request

1. In the *In-room* page, press **Help** to access the *Help Request* dialog (FIG. 19).

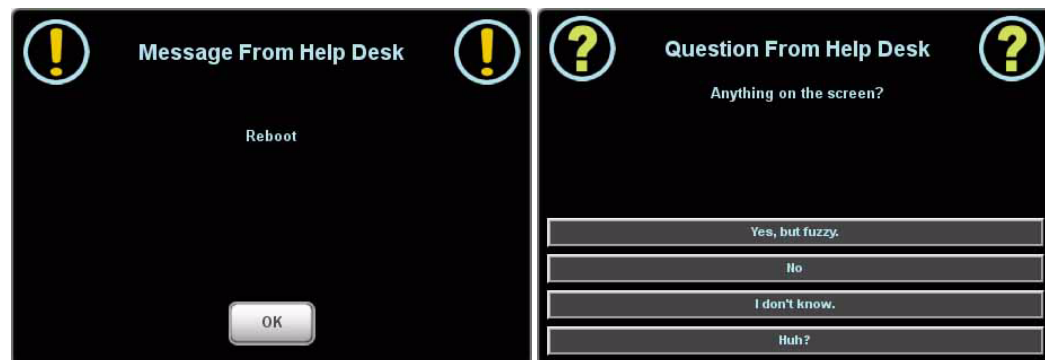


**FIG. 19** Help Request dialog

2. Type your message using the on-screen keyboard.
3. Press **Send**.

There are 2 responses you can expect from the Help Desk (FIG. 20):

- **Message from Help Desk** (Press **OK** to confirm)
- **Question from Help Desk** (Press your response to select)

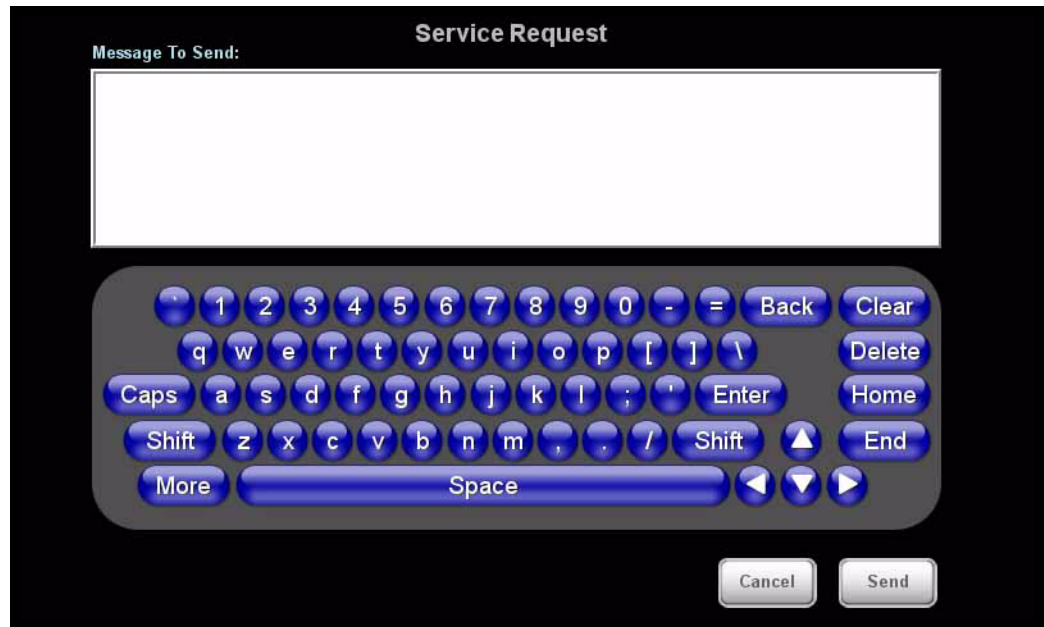


**FIG. 20** Message from Help Desk, Question From Help Desk Messages



## Placing a Service Request

1. In the *In-room* page, press **Service** to access the *Service Request* dialog (FIG. 21).



**FIG. 21** Service Request dialog

2. Type your message using the on-screen keyboard.
3. Press **Send**; RMS will confirm with you that the request has been sent.







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