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USER'S GUIDE

RMS ENTERPRISE
TOUCH PANEL USER INTERFACE

G4 TOUCH PANELS

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Table of Contents

RMS Enterprise User Guide - G4 Panels

Overview

This document describes using the RMS Enterprise G4 touch panel pages for help and service requests, and provides instructions on using the Scheduling features of RMS. For details on RMS Enterprise G5 touch panel pages, refer to the *RMS Enterprise G5 Panels User Guide*.

RMS Enterprise Home Page

The initial page touch panel page for RMS Enterprise is shown in FIG. 1:

Press to open the Help Request Keyboard
Press to open the Service Request Keyboard
Press to open the Hotlist for this location
Press to open the main Scheduling page for this location
Press to open the "About RMS" page

FIG. 1 RMS Enterprise Home Page

The buttons on this page provide access to the following RMS functions:

RMS Enterprise Home Page - Command Buttons	
Help	Press to open the *Help Request Keyboard*. Use this function to send a request for user help. See *Sending a Help Request* on page 5 for details.
Service Request	Press to open the *Service Request Keyboard*. Use this function to send a request for technical assistance for this Location. See *Sending a Service Request* on page 6 for details.
View Hotlist	Press to view the *Hotlist* for this Location. See *Viewing the Hotlist* on page 7 for details.
Scheduling	Press to open the *Scheduling* page for this Location. The options in this page allow you to view and schedule meetings in this Location - see the *Scheduling Page - G4 Panels* section on page 9.
About RMS	Press to open the *About RMS* page – see page 8.

Sending a Help Request

Generally, *Help Requests* entail a request for User help.

1. Press the **Help** button on the home page to open the *Help Request Keyboard* (FIG. 2):

FIG. 2 Help Request Keyboard

2. Type the help request message.
3. Press **Send**.
4. RMS indicates that your help request has been submitted (FIG. 3):

FIG. 3 Help Request Submitted

5. Press **OK** to return to the home page.

There are 2 types of responses you can expect from the Help Desk:

- A *message* from Help Desk (Press OK to confirm)
- A *question* from Help Desk (Press your response to select)

Sending a Service Request

Generally, *Service Requests* entail a request for technical assistance.

1. Press the **Service Request** button on the home page to open the *Service Request Keyboard* (FIG. 4):
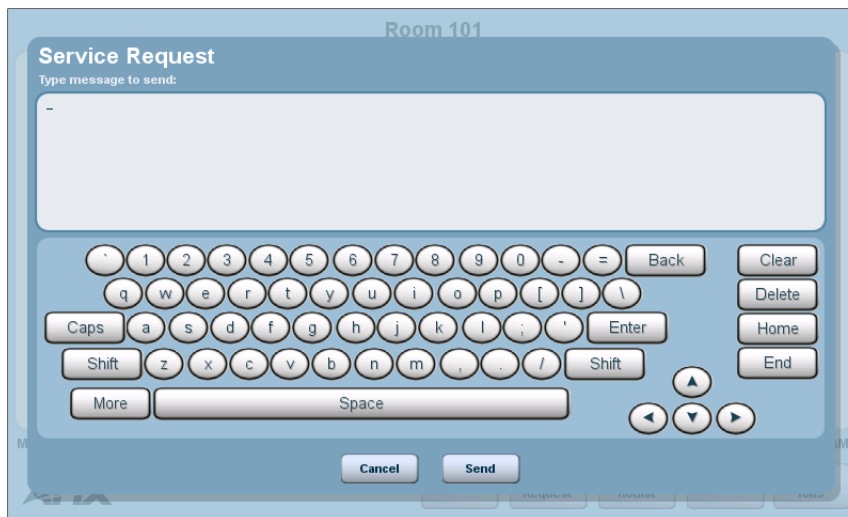
FIG. 4 Service Request Keyboard

2. Type the service request message.

3. Press **Send**.

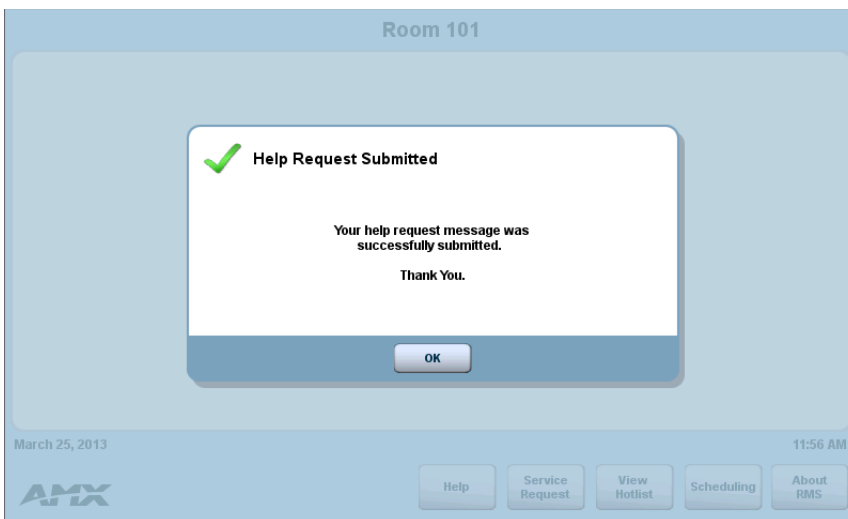4. RMS indicates that your service request has been submitted (FIG. 5):
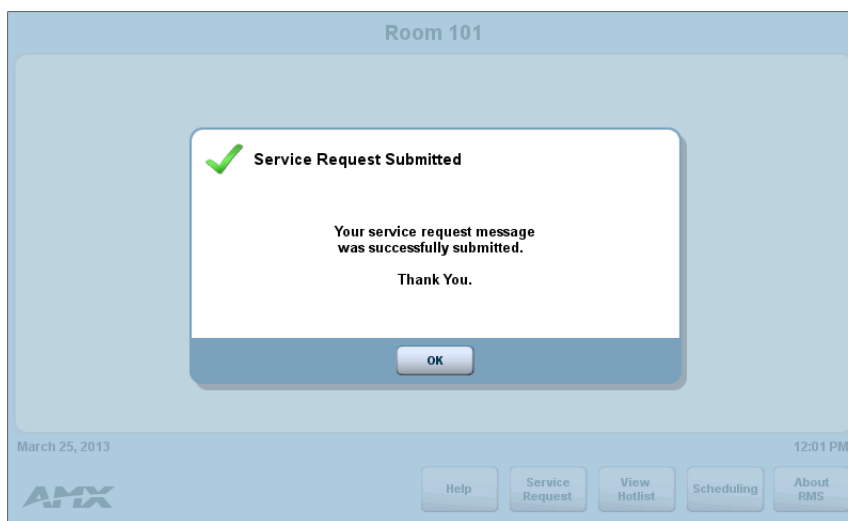
FIG. 5 Service Request Submitted

5. Press **OK** to return to the home page.

Viewing the Hotlist

The *Hotlist* is the main view of the exception-based reporting system. All items provide a link to resolve that particular item.

1. Press the **Hotlist** button on the home page to open the *Hotlist* for this Location (FIG. 6):
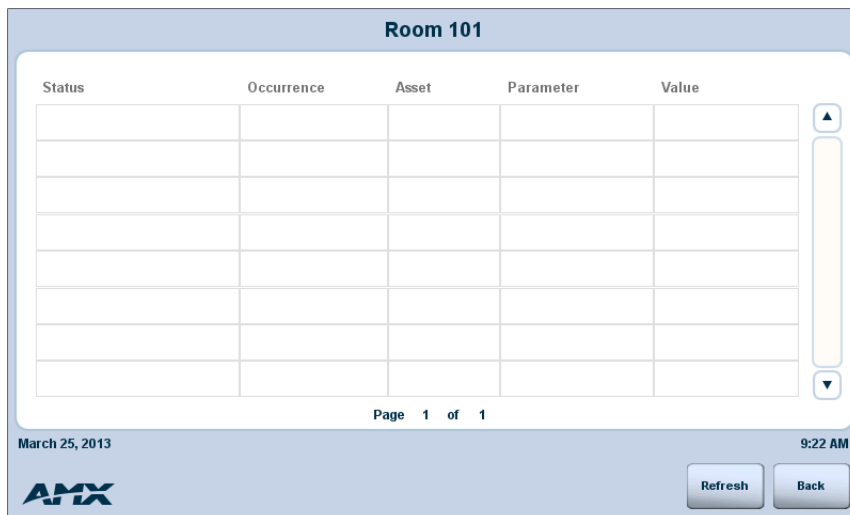
FIG. 6 Hotlist Page

2. Press **Refresh** to refresh the Hotlist records listing.

3. Press **Back** to return to the home page.

Using the Scheduling Page

Press the **Scheduling** button on the home page to open the main *Scheduling* page for this Location (FIG. 7):

FIG. 7 Main Scheduling page (External panel shown)

Use the options on this page to view and schedule meetings for this Location. Note that the page in FIG. 7 represents the External panel (see *Scheduling Options - "Internal panels" vs "External panels"* on page 9 for details).

There are two ways to reserve the room for a meeting: either begin the meeting immediately or schedule a meeting reservation for later, as described in the *Scheduling Page - G4 Panels* section on page 9.

Viewing the About RMS page

Press the **About RMS** button on the RMS Enterprise Home Page to access the *About RMS* page shown in FIG. 8:

FIG. 8 About RMS page

This page provides quick access to the current version numbers for the RMS Server, the RMS Client, and the RMS GUI.

Scheduling Page - G4 Panels

Overview

This section describes using the RMS Enterprise touch panel pages for a scheduling plug-in.

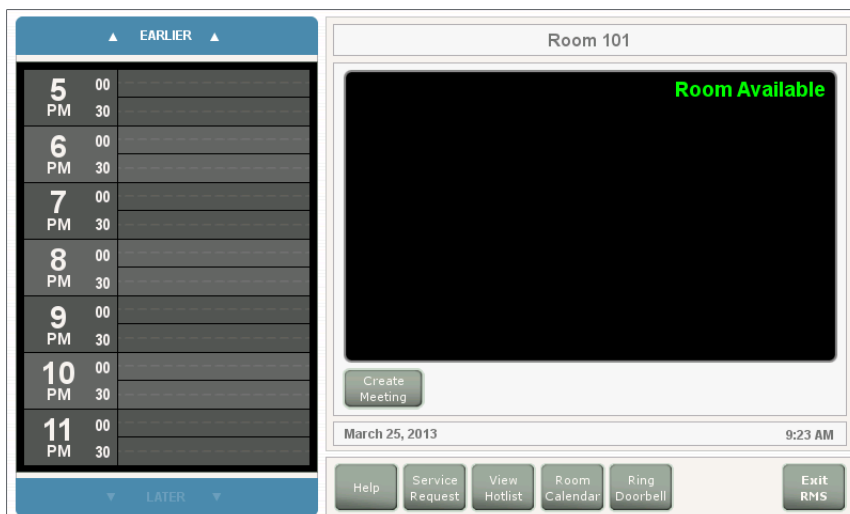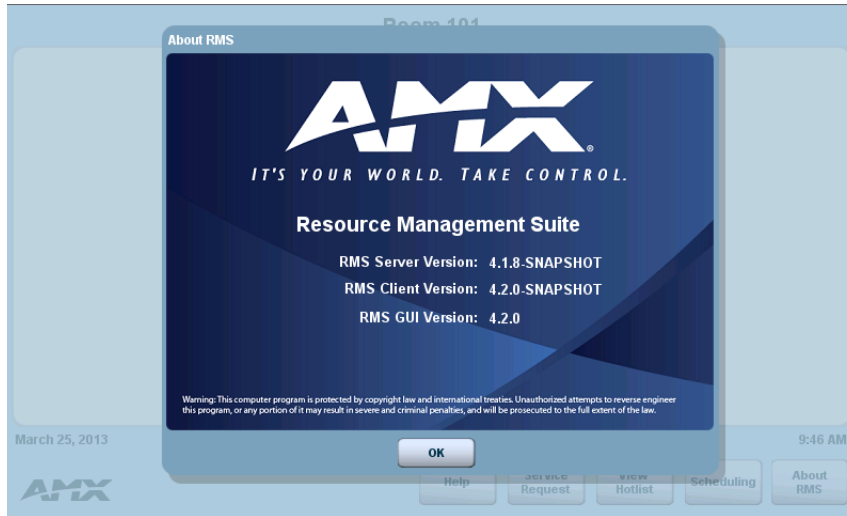Press the **Scheduling** button on the home page to open the main *Scheduling* page for this location (FIG. 9):

FIG. 9 Main Scheduling page

Use the options on this page to view and schedule meetings for this Location. There are two ways to reserve the room for a meeting: either begin the meeting immediately (see page 10) or schedule a meeting reservation for later (see page 13).

Notes on Scheduling

- Meetings scheduled at the panel are non-repeating meetings only.
- Due to the time required by the trolling service to update Locations and panels, please allow approximately 15 minutes for meetings booked from a scheduling application (such as Outlook or Lotus Notes) to show up on the touch panel's Scheduling page.

Scheduling Options - "Internal panels" vs "External panels"

Based on system configuration, each touch panel boots up as either an *External* or an *Internal* panel.

The term "External panel" refers to a touch panel that is physically located on the outside of it's associated Room. Likewise, the term "Internal panel" refers to a touch panel that is located inside the Room. Naturally, there are some minor differences in the panel pages shown on an "Interior" panel as compared to an External Panel for the same location. For example, only an External panel would need a button to ring a doorbell. In fact, the differences between *Internal* and *External* panels are limited to the command buttons presented along the bottom of the page:
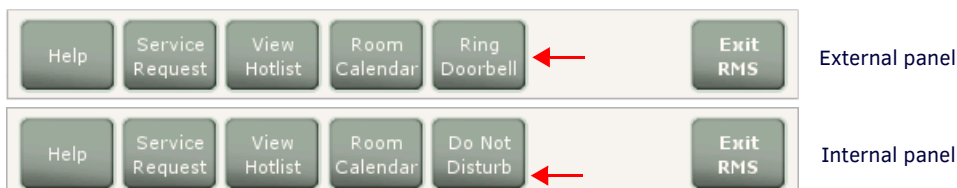

FIG. 10 Main Scheduling page

- Only external panels present the *Ring Doorbell* option (see page 16).
- Only internal panels present the *Do Not Disturb* option (see page 16).

Scheduling Page Command Buttons

Main Scheduling page - Command Buttons	
Help	Press to open the *Help Request Keyboard*. Use this function to send a request for user help. See *Sending a Help Request* on page 5. Note that this button is also available on the *Home* page (FIG. 1 on page 4).
Service Request	Press to open the *Service Request Keyboard*. Use this function to send a request for technical assistance for this Location. See *Sending a Service Request* on page 6. Note that this button is also available on the *Home* page (FIG. 1 on page 4).
View Hotlist	Press to view the *Hotlist* for this Location. See *Viewing the Hotlist* on page 7.Note that this button is also available on the *Home* page (FIG. 1 on page 4).
Room Calendar	Press to open the *Room Calendar* page, to view upcoming scheduled events for this Location (see *Viewing the Room Calendar* on page 15).
Ring Doorbell	*External Panels only* - Press to trigger a sound and/or a popup on the Interior panel. See *Ringing the Doorbell (External Panels Only)* on page 16 for details. Note that this function is disabled if the Interior panel has been set to "Do Not Disturb" mode (see page 16).
Do Not Disturb	*Internal Panels only* - Press to display the *Please Do Not Disturb* message on the Exterior panel, and disable the doorbell. See *Turning on "Do Not Disturb" mode (Internal Panels Only)* on page 16 for details.
Exit RMS	Press to close this page and return to the *Home* page (see FIG. 1 on page 4).

Scheduling a Meeting for Now

To schedule a meeting reservation to begin immediately in this location (only if the location status indicates "*Room Available*" as shown in FIG. 9):

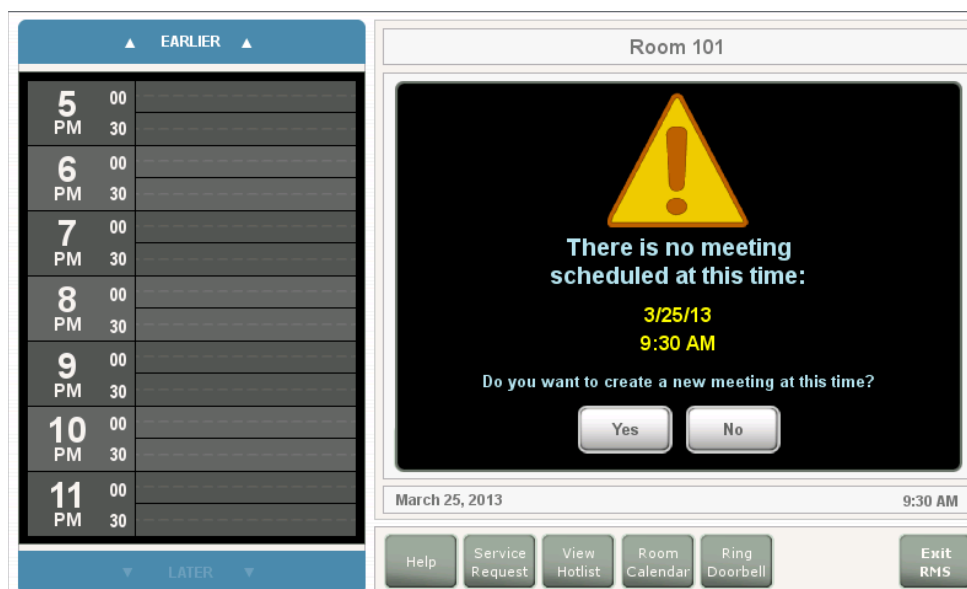1. Press **Create Meeting** to open the page shown in FIG. 11:

FIG. 11 Create a new Meeting (Now) page

2. Press **Yes** to open the *Reserve Meeting* page (FIG. 12):

FIG. 12 Reserve Meeting page

3. Use the options on this page to define the reservation's duration, as well as the Subject and a descriptive Message to describe the meeting (touch within each fields to select and edit):

Reserve Meeting Page Options	
Start Date	This read-only field indicates today's date. *Note: To schedule a meeting for a later time, see Scheduling a Meeting for Later on page 13.*
Start Time	This read-only field indicates the time at which this page was accessed. *Note: To schedule a meeting at a later time, see Scheduling a Meeting for Later on page 13.*
Duration	This read-only field indicates the meeting's duration. By default, all meetings are set for one hour. Use the minus and plus buttons to decrease or increase the duration time in 15-minute increments.
Subject:	Use the on-screen keyboard to enter a Subject for this meeting. This is the text that will be displayed on the touch panel in reference to this meeting.
Message	Use the on-screen keyboard to enter a descriptive message for this meeting. This message can be seen in the *Meeting Details* page. Note that while the Message field is not required for the scheduling troller, it can be helpful for users.
Cancel	Press to close this page without reserving a meeting.
Reserve	Press to reserve a meeting according to the information in this page.

4. Press **Reserve** to reserve the meeting. RMS will display a message to verify that the meeting has been requested (FIG. 13):

FIG. 13 Requesting Meeting Reservation page

5. Press **OK** (or wait several seconds) to close this page. At this point, RMS will indicate that the meeting has been reserved (FIG. 14):

FIG. 14 Meeting Reservation Confirmed page

Note that now that the meeting reservation has been confirmed:

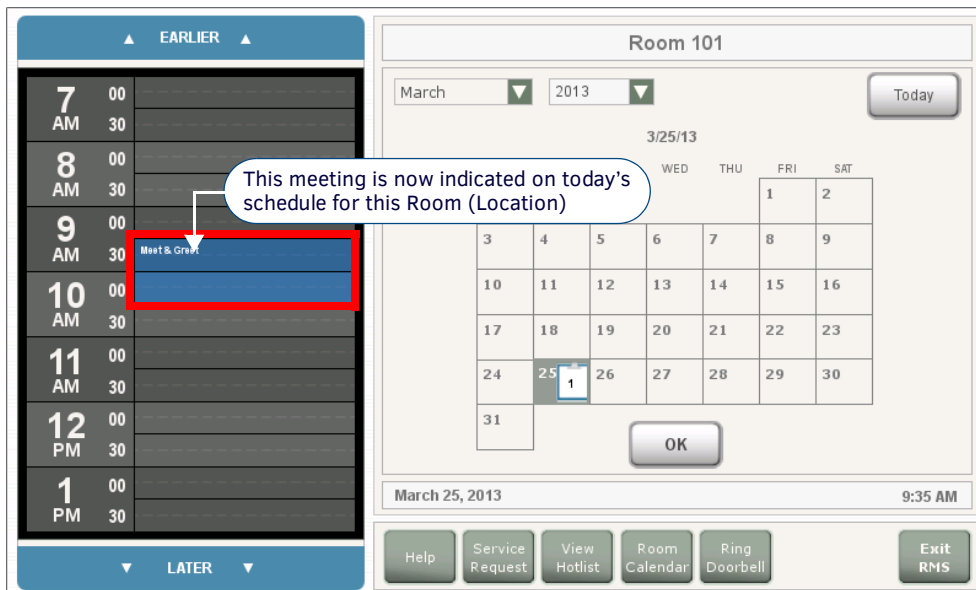a. The meeting is indicated on the room's schedule (FIG. 15):

FIG. 15 Room schedule (indicating a 9:30 "Meet & Greet" Meeting Reservation

b. The room status message changes to indicate that a meeting is currently in progress with the *Room In Use* message, as well as the subject and start/end times for the meeting reservation (FIG. 16):
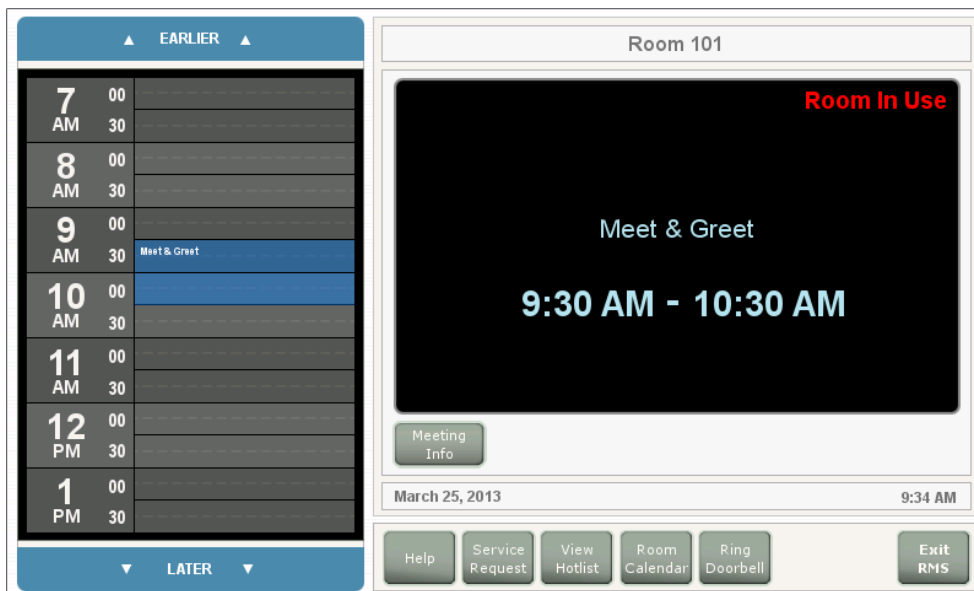
FIG. 16 Room Status Message – Room In Use

Scheduling a Meeting for Later

To schedule a new meeting reservation in this Location for a later time:

1.   In the room schedule, press on a time slot to specify the meeting's start time.

   ●   Use the *EARLIER* and *LATER* buttons to scroll up and down (from 12AM to 12PM).

   ●   Note that in the room schedule, you can select times in 15-minute blocks (FIG. 17):
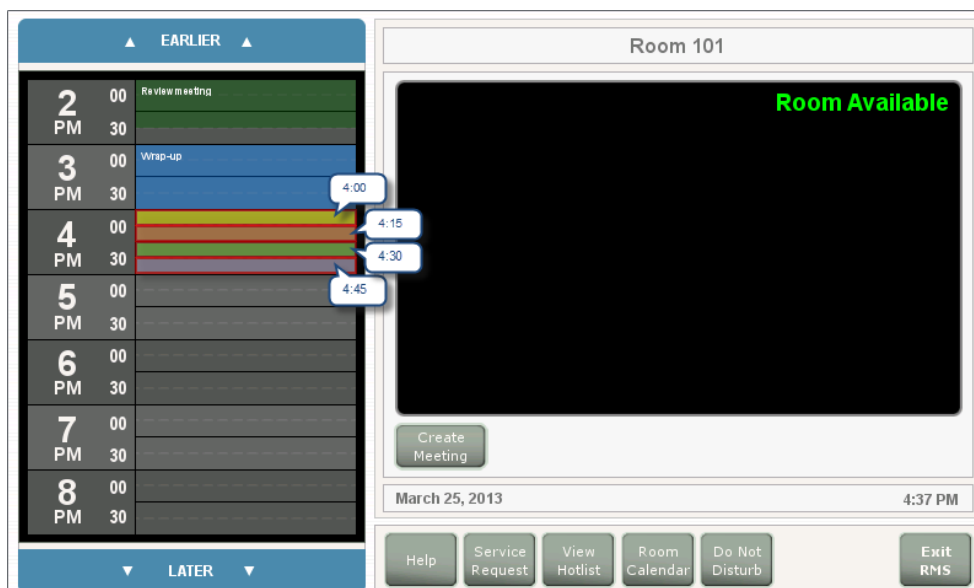

FIG. 17 Scheduling a start time for a new meeting reservation

2.   RMS will prompt you to start a new meeting at the selected time. The example in FIG. 18 shows that the selected meeting start time is *4:30PM*:
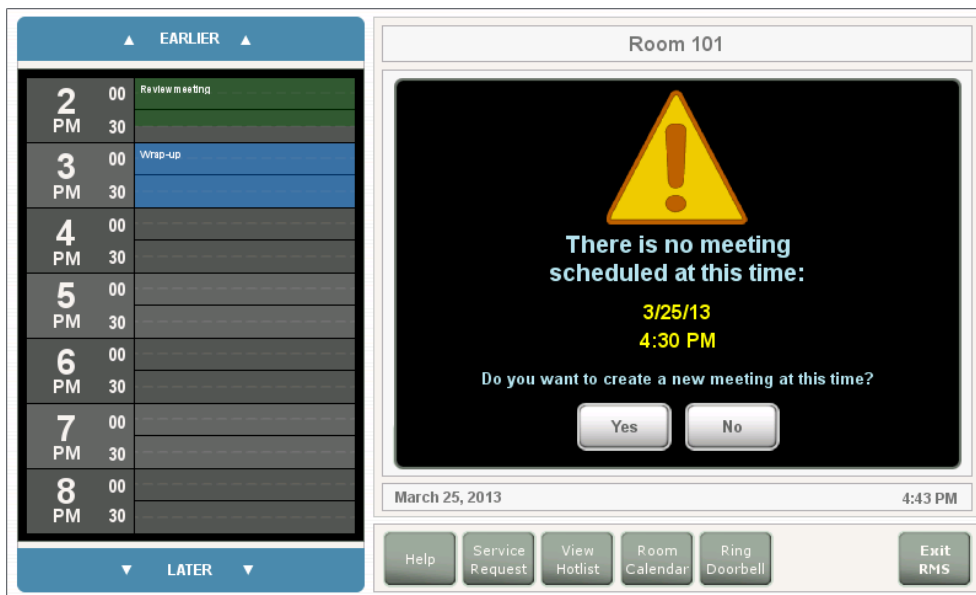
FIG. 18 Creating a new Meeting at a later time

3. Press **Yes** to open the *Reserve Meeting* page (see FIG. 12 on page 11). Use the options on this page to define the reservation's duration, as well as the Subject and a descriptive Message to describe the meeting (see the Reserve Meeting Page Options table on page 11).

4. Press **Reserve** to reserve the meeting. RMS will display a message to verify that the meeting has been requested (see FIG. 13 on page 11).

5. Press **OK** (or wait several seconds) to close this page. At this point, RMS will indicate that the meeting has been reserved (see FIG. 14 on page 12).

Note that now that the meeting reservation has been confirmed, the meeting is indicated on the room's schedule.

Other Scheduling / Meeting Options

The command buttons along the bottom of the Scheduling page offer access to several additional options:

NOTE: *The Help, Service Request, and View Hotlist buttons are also available on the Home page (see FIG. 1 on page 4), and are described in the previous section.*

Viewing the Room Calendar

To view the event schedule for a different day, press the **Room Calendar** button to open the calendar page, and select a date to view (FIG. 19).
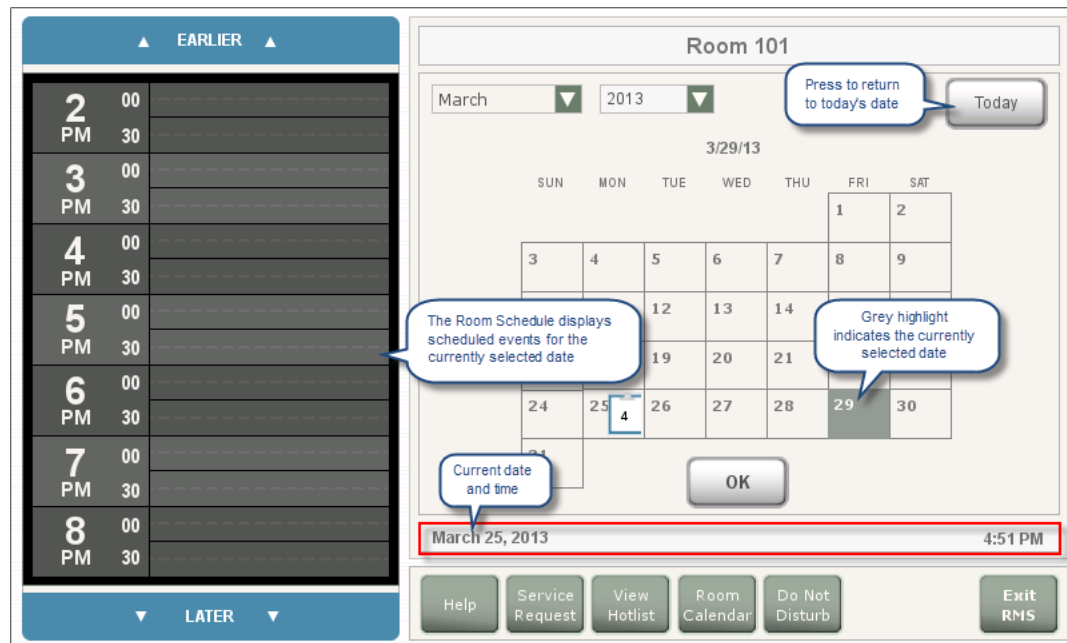

FIG. 19 Room Calendar page

When a date is selected in the Room Calendar, then the Room Schedule represents the events scheduled for the selected date. Press on a meeting in the calendar to view the meeting details as shown in FIG. 20.

Viewing Meeting Details

In the Room schedule, press on a meeting reservation to display details for that meeting (FIG. 20):
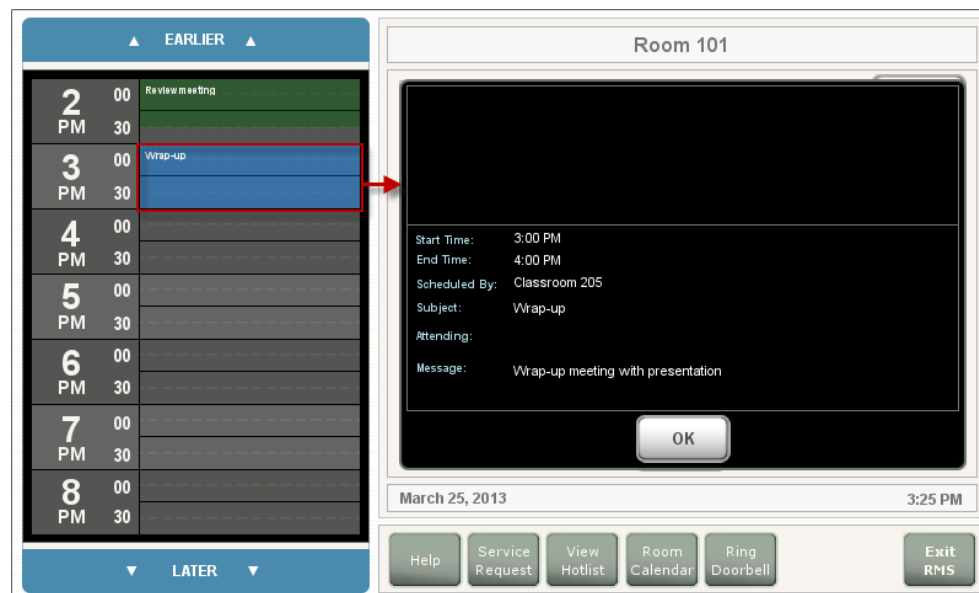

FIG. 20 Viewing Meeting Details

1. Press the EARLIER and LATER buttons to scroll through the schedule as needed.
2. Once you have located the meeting, press the meeting to view the meeting details.

Meeting details include the *Start* and *End Times*, *Scheduled By* (the name of the person or panel that scheduled the meeting), the *Subject* and (if the information is available) an *Attending* list and the meeting *Message*.

Ringing the Doorbell (External Panels Only)

1. On the external panel, press **Ring Doorbell**.
2. The doorbell sound is played and/or a message is displayed on the internal panel (FIG. 21):

FIG. 21 Ringing the Doorbell

NOTE: *The ring doorbell button will be hidden if the meeting room has enabled Do Not Disturb (see page 16).*

Turning on "Do Not Disturb" mode (Internal Panels Only)

1. On an internal panel, press **Do Not Disturb**.
2. The DO NOT DISTURB message is displayed on the external panel(s), and the *Ring Doorbell* button is disabled (FIG. 22):

FIG. 22 Do Not Disturb

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