

Room Scheduling


Room Scheduling System


Room Agent™ Room Booking Software and TouchLink® Scheduling Panels



Safety Instructions


Safety Instructions • English


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Instrukcje bezpieczeństwa • Polska


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Conventions Used in this Guide

Notifications

The following notifications are used:

ATTENTION:

- Risk of property damage.
- Risque de dommages matériels.

NOTE: A note draws attention to important information.

TIP: A tip provides a suggestion to make working with the application easier.

Software Commands

Commands are written in the fonts shown here:

`^AR Merge Scene, ,Op1 scene 1,1 ^B 51 ^W ^C`

`[01] R000400300004000080000600 [02] 35 [17] [03]`

NOTE: For commands and examples of computer or device responses mentioned in this guide, the character “Ø” is used for the number zero and “O” represents the capital letter “o.”

Computer responses and directory paths that do not have variables are written in the font shown here:

`Reply from 208.132.180.48: bytes=32 times=2ms TTL=32`

`C:\Program Files\Extron`

Variables are written in slanted form as shown here:

`ping xxx.xxx.xxx.xxx -t`

`SOH R Data STX Command ETB ETX`

Selectable items, such as menu names, menu options, buttons, tabs, and field names are written in the font shown here:

From the **File** menu, select **New**.

Click the **OK** button.

Extron Glossary of Terms

A glossary of terms is available at <http://www.extron.com/technology/glossary.aspx>.

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Introduction

- [About this Guide](#)
- [About the Room Scheduling System](#)
- [Features](#)

About this Guide

This guide contains installation, configuration, and operating information for the Extron Room Scheduling System, consisting of the Room Agent Room Booking Software and compatible Extron TouchLink Scheduling panels and TouchLink Pro touchpanels. The guide also provides guidelines for configuring supported calendar servers, CollegeNET 25Live®, EMS Software™, Google™ Calendar™, Microsoft® Exchange™, Microsoft Office 365™, and Rendezvous by NFS to work with Room Agent software.

About the Room Scheduling System

Room Agent software uses Extron TouchLink Scheduling Panels and compatible TouchLink Pro touchpanel as full-feature room booking appliances that conveniently display meeting information and availability for rooms (see figure 1).

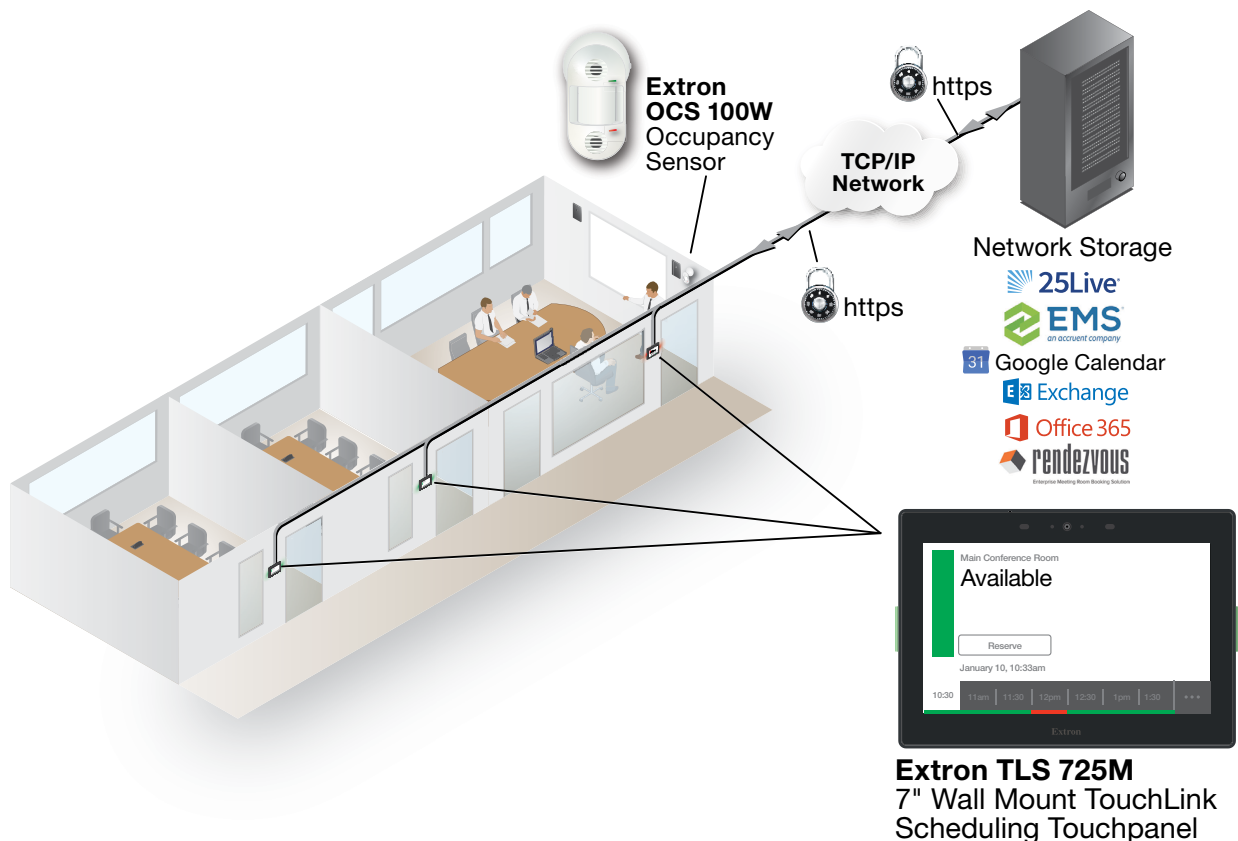


Figure 1. Typical Extron Room Scheduling System Application

Compatible panels include the following models:

- | | | |
|----------------|----------------|----------------|
| • TLS 520M | • TLS 725M | • TLS 1022T |
| • TLS 525M | • TLS 725M NC | • TLS 1022M |
| • TLS 525M NC | • TLP Pro 720M | • TLS 1025M |
| • TLP Pro 520M | • TLP Pro 720T | • TLS 1025M NC |

NOTES:

- The TLS models shown above ship with the latest firmware for the scheduling system. No firmware update is required.
- The TLP Pro models shown above are included for legacy completeness only. Existing panels in your system can be updated with scheduling firmware but are no longer recommended as dedicated scheduling units.

With Room Agent, one or more panels can be connected directly to and become clients of 25Live, EMS , Google Calendar, Microsoft Exchange, Office 365, and Rendezvous by NFS. The network traffic generated by panel and server communication is minimal.

As clients, the panels require no special programming. Users can book a room from any device connected to the room calendar, including their mobile devices or a connected panel.

Room Agent software, installed on a computer with network access, allows system administrators to set up the Extron TouchLink Scheduling panels as room scheduling appliances by filling in the required fields that correspond with areas of the user interface. Customization options allow a variety of fields to be shown or hidden, depending on user preference.

Booking a room from the panel is as easy as tapping the **Reserve** button on the panel. The intuitive interface also provides at-a-glance room availability and a timeline view of the status of the room for half a day (see figure 2). In addition to the customizable panel interface, bright LEDs within the bezel provide at-a-glance room availability status from down the hall.

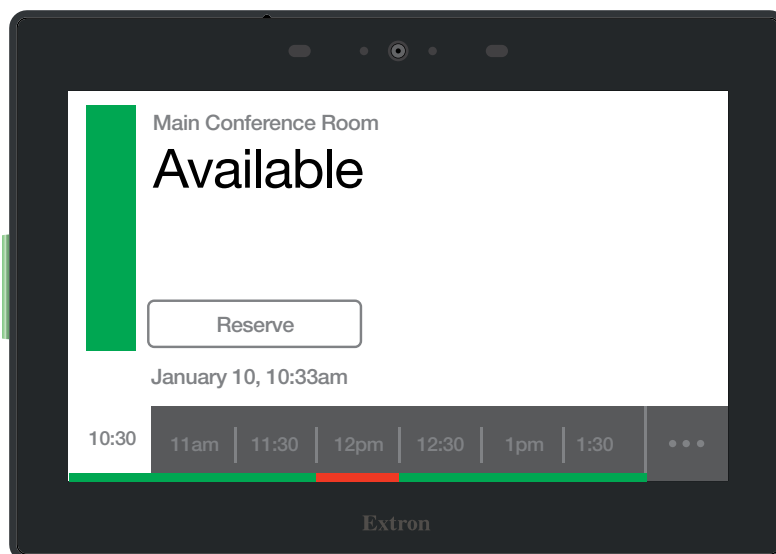


Figure 2. Typical Room Display on a TLS 725M Scheduling Panel

Extron TouchLink Schedulers seamlessly tie to most popular third-party calendar servers without complicated setup or programming. Simply connect the panel to your computer, open the free Room Agent software, and fill in the required user interface fields. You can make on-demand reservations from the panel, computer, or any smartphone or tablet that connects to AdAstra, 25Live, EMS , Google Calendar, Microsoft Exchange, Office 365, and

Rendezvous by NFS. Customization options allow fields to be shown or hidden, depending on user preference.

System Benefits

The Room Scheduling System can be integrated into any network and requires minimal network bandwidth for communication between each panel and the room calendar server. Benefits of being room calendar server clients, communicating directly with the room calendar server, include:

- **Ensures the security of information** — Each panel maintains a separate connection to a dedicated resource calendar that is assigned to the room associated with the panel through 25Live, EMS , Google Calendar, Microsoft Exchange, Office 365, and Rendezvous by NFS. Each resource calendar has a unique username and password that the panel uses to connect to the server. Administrators can manage the information of each room scheduling panel using tools, accounts, and privileges provided by their scheduling calendar console.
- **Simplifies system management** — This direct communication simplifies user access management for the administrator, and does not require any middleware or additional products to be placed on the network.
- **Eliminates a single point of failure** — The Room Scheduling System requires no middleware or intermediate server between the panels and the calendar server, eliminating the possibility of a single point of failure.

Security Overview

- All communications between the Room Agent software and the panels, and between the panels and the calendar room server are encrypted.
- Each conference room is assigned a unique room mailbox. This mailbox is restricted so that it cannot be used for interactive log-ons (the ability to send or receive e-mail).
- As part of the Room Agent software configuration process, the administrator enters the authentication information for each room. These values are sent as part of the configuration file to the panel (see **Communication Settings window** on page 19). No other user ids or passwords are used.
- The software encrypts the account data. If a password is displayed on the user interface it is obscured, and any sensitive information is encrypted when stored on the administrator PC.
- Administrators can choose to save the panel configurations, including the account credentials, on their PCs in a password-protected file.

NOTE: The protected configuration files include the authentication data for each account. Use discretion when allowing access to these files.

- All panels are password protected. The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.

NOTE: If the device is reset to default settings, the password is the default password configuration. The default password is extron (for either admin or user).

- The system administrator can change the panel password from the configuration software.

Network Traffic

The traffic generated on the network consists of requests for data and responses from the room calendar server. Communications occur at regular intervals, such as when requesting meetings, sending meeting invitations, or when administrators retrieve an activity file for a room from the panel. Panel configuration, typically completed once during the initial setup of the system, also produces traffic on the network. The panel provides options to create an ad hoc meeting, extend a meeting, end a meeting, and confirm a meeting using the **Check-In** button, provided that these options were made available to the user when the administrator configured the panel.

Compatible Panels

The following Extron panel models are compatible with the Room Agent software:

- **TLS 520M and TLP Pro 520M Panels** — A 5-inch (measured diagonally), wall-mounted panel with an 800x480 capacitive glass touchscreen.
 - **Dimensions** — Enclosure: 5.43" W x 3.74" H x 1.64" D
(13.8 cm W x 9.5 cm H x 4.2 cm D)
Faceplate: 6.31" W x 4.61" H (16.0 cm W x 11.7 cm H)
 - **Mounting options** —
 - The panel can be mounted in a wall.
 - The panel can be mounted on a non-porous surface, such as a conference room window with the optional Extron SMB 1 Low Profile Surface Mount Box and GMK 1 Glass Mount Kit.
- **TLS 525M Scheduling Panel** — A 5-inch (measured diagonally), wall-mounted panel with an 800x480 capacitive glass touchscreen.
 - **Dimensions** — Enclosure: 6.08" W x 4.03" H x 1.22" D
(15.4 cm W x 10.2 cm H x 3.1 cm D)
 - **Mounting options** —
 - The panel can be mounted in a wall with an optional RWM 1 Recessed Wall Mount Kit.
 - The panel can be mounted on a non-porous surface, such as a conference room window with the optional Extron SMK 1 Surface Mount Kit.
- **TLS 725M Scheduling Panel** — A 7-inch (measured diagonally), wall-mounted panel with a 1024x600 capacitive touchscreen.
 - **Dimensions** — 7.24" W x 5.05" H x 1.20" D
18.39 cm W x 12.83 cm H x 3.05 cm D
 - **Mounting options** — The panel can be mounted on a non-porous surface, such as a conference room window with the optional Extron SMK 2 Low Profile Surface Mount Kit. It can be mounted to a wall with the optional RWM 2 Recessed Wall Mount Kit.
- **TLS 1022M Scheduling Panel** — A 10.1-inch (measured diagonally), wall-mounted panel with a 1024x600 capacitive touchscreen.
 - **Dimensions** — 7.58" H x 10.51" W x 0.80" D
(193 mm H x 267 mm W x 20 mm D)
 - **Mounting** — The panel can be mounted in a wall.

- **TLS 1022T Scheduling Panel** — A 10.1-inch (measured diagonally), wall-mounted panel with a 1024x600 capacitive touchscreen.
 - **Dimensions** — 7.58" H x 10.51" W x 0.80" D
(193 mm H x 267 mm W x 20 mm D)
 - **Mounting** — The panel can be mounted outside a conference room by removing the base and using an optional Extron LPVM-1 Low Profile VESA Mount.
- **TLS 1025M Scheduling Panel** — A 10.1-inch (measured diagonally) wall mounted panel with a 1280x800 capacitive touchscreen.
 - **Dimensions** — 6.84" H x 10.13" W x 1.26" D
(174 mm H x 257 mm W x 32 mm D)
 - **Mounting** — The panel can be mounted on a non-porous surface, such as a conference room window with the optional Extron SMK 3 Low Profile Surface Mount Kit. It can be mounted to a wall with the optional RWM 2 Recessed Wall Mount Kit.
- **TLP Pro 720M Touchpanel** — A 7-inch (measured diagonally), wall-mounted panel with an 800x480 resistive glass touchscreen.
 - **Dimensions** — 6.9" H x 8.7" W x 0.5" D
(17.5 cm H x 22.1 cm W x 1.3 cm D)
 - **Mounting** — The panel can be mounted in a wall.
- **TLP Pro 720T Touchpanel** — A 7-inch (measured diagonally) panel with an 800x480 resistive glass touchscreen.
 - **Dimensions** — 6.1" H* x 7.5" W x 7.3" D
(15.5 cm H* x 19.0 cm W x 18.6 cm D)
(*Maximum height includes the base, which is discarded for optional rack mounting.)
 - **Mounting** — The panel can be mounted outside a conference room by removing the base and using an optional Extron LPVM-1 Low Profile VESA Mount.

All panels can receive power and communication over a single Ethernet cable. Power over Ethernet (PoE) eliminates the need for a local power supply. PoE requires a PoE injector, which is sold separately.

Features

- Make on-demand reservations from the panel, computer, or any smartphone or tablet that connects to the calendar server.
- Make meeting rooms available as soon as a scheduled meeting ends.
- Deploy a single panel, or multiple panels with similar settings very easily.
- Room Agent software provides easy integration with Microsoft Exchange 2007, 2010, 2013, and 2016, as well as Office 365 for convenient scheduling right from Outlook.
- No annual subscription or maintenance fees.
- Each TouchLink panel model communicates directly with the calendar server.
- All communication between the panel and the calendar server is encrypted and secure.
- Two bright LED indicators make it easy to see if a room is occupied or available even from down the hall.
- Two color themes, custom loaded background images, and transparency controls provide personalized branding options.

- Power over Ethernet - PoE allows the room scheduling panel to receive power and communication over a single Ethernet cable, eliminating the need for a local power supply.
- Multi-language support – Extron Room Scheduling supports a number of different languages. See [Supported Languages](#) on page 81 for a complete list.
- **Check in** button confirms attendance for the scheduled meeting and retains the reserved status of the room, even if the start of the meeting is delayed.
- Optimize meeting room usage by automatically releasing an inactive room using occupancy sensors with TLS 520M, TLS 525M, TLS 725M, TLP Pro 520M, and TLS 1025M panels
- Customizable date and time formats with a preview showing how the user interface will look on the panel.
- Customizable room availability hours allow you to select the start and end times for the availability of a room.
- View details of the meetings scheduled for the day.
- Each panel now captures and retains a downloadable scheduling activity file that provides Exchange information as well as information input directly on the panel.
- Exchange auto-discovery streamlines system setup.
- Room Agent software can handle all panel firmware updates.

Panel Overview

This section provides an overview for **Overview** operating the scheduling system from the distributed scheduling panels. It is presumed that you have installed and configured the Extron Room Agent software and the desired calendar server. See the following sections if necessary:

- **Room Agent Installation and Configuration** beginning on page 11
- **AdAstra Configuration** beginning on page 22
- **CollegeNET 25Live configuration** beginning on page 24
- **Microsoft Environment Setup** beginning on page 59
- **Google Calendar Environment Setup** beginning on page 66
- **EMS Environment Setup** beginning on page 70
- **NFS Calendar Environment Setup** beginning on page 78

Overview

Once the system is installed and configured, you can use a scheduling panel (see figure 3) to check the availability of the associated room and to reserve a room now or in the future. The display is highly customizable with the Room Agent software (see **Layout tab** on page 46), so your panels may not exactly resemble the sample displays shown below.

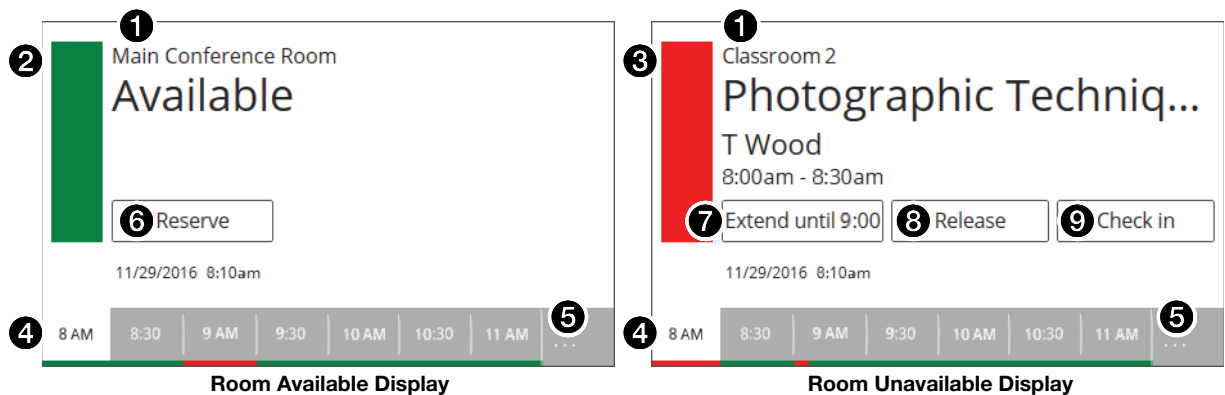


Figure 3. Typical Room Scheduling System Panel Displays

- 1 **Data fields** (see the next page)
- 2 **Room available (green) flag** (see the next page)
- 3 **Room unavailable (red) flag** (see the next page)
- 4 **Timeline** (see the next page)
- 5 **Full day (...) button** (see page 9)
- 6 **Reserve button** (see page 9)
- 7 **Extend button** (see page 9)
- 8 **Release button** (see page 10)
- 9 **Check in button** (see page 10)

- ❶ **Data fields** (see [figure 3](#) on the previous page) — Five fields, of various type sizes, each of which can display a variety of informational messages, defined using the Room Agent software (see [Layout tab](#) on page 46). Four fields are above and one is below the position of the **Reserve** button (❹, the **Room Available** display shown in figure 3) or **Extend** button (❺, the **Room Unavailable** display) on the panel. Each field can be left blank or can display any one of the following:

- The room name
- The meeting subject
- The meeting organizer (full name or first initial and last name)
- The meeting duration
- The current date, time, or both, displayed in a variety of formats (such as 12-hour or 24-hour time)

NOTE: With Google, Microsoft Exchange, or Office 365 calendars, there is an option to create private meetings. For these meetings, the subject title defaults to **Private Meeting** and the meeting organizer is hidden.

- ❷ **Room available (green) flag** — Indicates the room is free for the selected block of time (see the [Timeline](#) [❹]). When the room is free, the **Reserve** (❹) button may also be displayed (if it is programmed to appear using the Room Agent software, see [Layout tab](#)).

Green LEDs on the panel bezels provide at-a-glance room availability status from down the hall.

- ❸ **Room unavailable (red) flag** — Indicates the room is reserved for the selected block of time (see the [Timeline](#) [❹]). When the room is reserved, the **Extend** (❺), **Release** (❽), and **Check in** (❾) buttons may also be displayed (if they are programmed to appear using the Room Agent software, see [Layout tab](#)).

Red LEDs on the panel bezels provide at-a-glance room availability status from down the hall.

NOTE: These indicators reflect the reservation only, not if the actual scheduled meeting has taken place.

- ❹ **Timeline** — Indicates a 4-hour span of time, in half-hour increments, starting from the current half hour. The panel displays the controls and indicators for a selected half-hour block. Unless you have selected a different block, the current half hour is the time block displayed. The bottom edge displays the availability of the room for the entire 4 hours; green is free, red is reserved.

The block selected (white) is usually the current half-hour. To select a different block of time for a proximately 5 seconds, touch the desired half-hour increment. The other panel controls, such as **Reserve** (❹) and **Release** (❽), are displayed for the selected block of time, whether the current or future half hour block.

NOTE: The timeline increments are half-hour blocks, but the display of availability and unavailability along the bottom edge is not limited to half hours. See the brief meeting in the 9:00 block on the **Room Unavailable** display in [figure 3](#).

- ⑤ **Full day (· · ·) button** (see [figure 3](#) on page 7) — Touch this button to display a timeline of the full day availability for approximately 5 seconds (see [figure 4](#)). You can set the starting and end time of the timeline.



Figure 4. Today's Availability Display

Touch on the **Today's Availability** timeline ([figure 4](#), ①) to temporarily pop up an inset ([figure 5](#), ①) showing just the availability of a block of time. This inset has no controls within it, but the scroll left (◀) and scroll right (▶) buttons (②) on either side of the inset allow you to step the time that is displayed in the inset backward and forward.

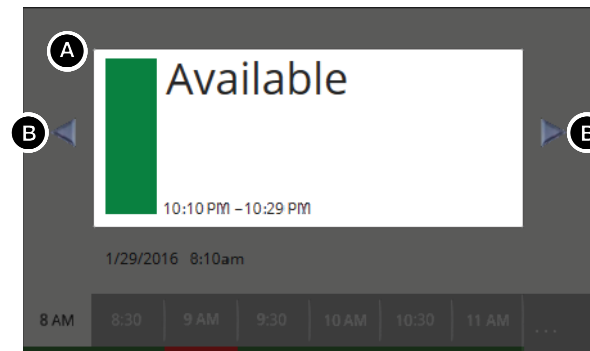


Figure 5. Today's Availability Inset Display and Scroll Buttons

NOTE: If the panel has no connection with the calendar server, the **Full day** button is displayed in red (· · ·) and the timeline that pops up displays no meaningful data.

- ⑥ **Reserve button** (see [figure 3](#)) — This button appears on the room available display when two conditions are met:
- The room is available in the selected 30-minute block on the timeline (see [Timeline](#) on the previous page).
 - The button is programmed to appear using the Room Agent software (see [Layout tab](#) on page 46).

Touch the button to reserve the room for the selected 30-minute block. The panel displays the **Room unavailable (red) flag** (see the previous page) for the selected 30-minute block and the meeting subject field, if enabled (see [Layout tab](#)) displays the walk-up **Subject** message. The default message is “adHoc,” but this can be changed.

- ⑦ **Extend button** — This button appears on the room unavailable display when two conditions are met:
- The room is available directly after the unavailability selected on the [Timeline](#). The available block can be:
 - The selected 30-minute block if the unavailability is less than 30 minutes.
 - The 30-minute block directly after the selected block if the unavailability is in a full 30-minute block.
 - The button is programmed to appear using the Room Agent software (see [Layout tab](#)).

Touch the button to extend the reservation until the next top or bottom of the hour (X:00 or X:30) for the selected 30-minute block.

8 Release button (see [figure 3](#) on page 7) — This button appears on the room unavailable display when two conditions are met:

- The room is unavailable in the selected 30-minute block on the timeline (see [Timeline](#) on page 8).
- The button is programmed to appear using the Room Agent software (see [Layout tab](#) on page 46).

Touch the button to release the reservation. The panel displays the **Room available (green) flag** (see page 8) for the selected 30-minute block and the meeting subject field, if enabled (see [Layout tab](#)) displays the message **Available**.

9 Check in button — This button appears on the room unavailable display when two conditions are met:

- The room is unavailable in the selected 30-minute block on the [Timeline](#).
- The button is programmed to appear using the Room Agent software (see [Layout tab](#)).

How long **Check in** can be displayed, before and after the scheduled start of the meeting, can be programmed using the Room Agent software.

Touch the button to confirm that the room is taken.

If the button is **not** touched, and depending on the programming, the panel:

- Automatically releases the room
- Hides the **Check in** button
- Does nothing

Room Agent Installation and Configuration

NOTES: This manual assumes that one or more panels are already installed, cabled, and ready to serve as room booking appliances.

- [Installation](#)
- [Configuration](#)
- [Show Available Network Adapters](#)
- [Update Firmware](#)

Installation

The Room Agent software is available at no charge at www.extron.com.

Minimum System Requirements

- **CPU** — Intel® Core 2 Duo or equivalent processor
- **Operating System** — Windows® 7, Windows 8.1, or Windows 10
- **Memory** — 4 GB of RAM
- **Hard disk space** — 500 MB of available hard disk space
- **Display Resolution** — 1280 x 768 minimum
- **Network connection** — A data transfer rate of 10 Mbps. **Recommended:** 100 Mbps.
- **Microsoft .NET Framework 4.5.1**

Install the Software

The Room Agent software, version 1.8 or newer, is available on the Extron website. Download and install the program as follows:

NOTES:

- Steps 1 through 6 are also used to download a firmware update package.
- This procedure was written using Microsoft® Internet Explorer®. Depending on the browser you use, some steps or indications may be different.

1. Visit the website www.extron.com and momentarily rest the cursor over the **Download** tab (see figure 6, ①). The Find Software & Downloads links appear.

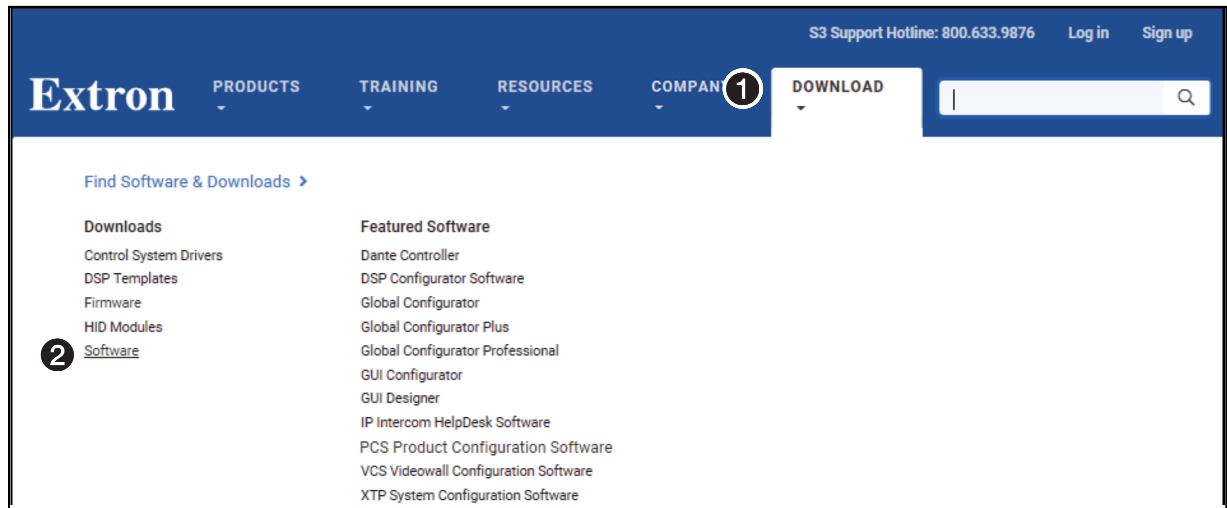


Figure 6. Downloading a Software Package

2. Click the **Software** link (②). The main download page opens (see figure 7).

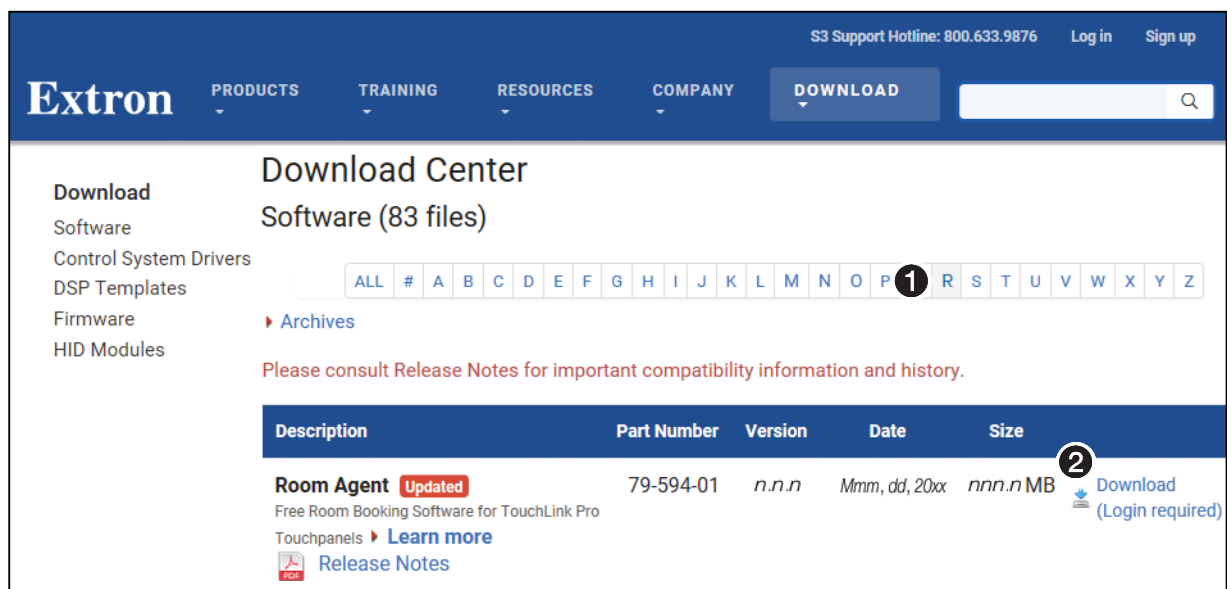


Figure 7. Downloading from the Main Download Page

3. Click the **R** filtering letter (see figure 7, ①) to jump to the nearest page of downloads.

4. Click **Download** for Room Agent to download (see [figure 7](#), ② on the previous page). The Log in dialog box appears (see figure 8).

The image shows the Extron website's login and sign-up interface. On the left, there's a 'Not an insider? We invite you to become one.' section with a list of benefits for 'Extron Insiders' and a 'Sign up' button labeled ②. On the right, the 'Log in to Extron.com' section has a prompt 'If you already have an account, log in here:'. It contains an 'E-Mail' field (①), a 'Password' field, a 'Keep me logged in' checkbox (③), and a 'Log in' button (⑤). Below this is a 'Forgot your password?' section with an 'E-Mail' field (④) and a 'Retrieve Password' button. A note at the bottom of the login section says '(Make sure cookies are turned on to skip login next time)'. The footer of the page lists 'Extron CLASSROOM' and 'Extron AV SYSTEMS DESIGN'.

Figure 8. Log in Dialog Box

5. Enter the **E-Mail address** and **Password** associated with your Extron website account (①).

TIPS:

- Click **Sign up** (②) to obtain website credentials.
- Click **Keep me logged in** (③) to eliminate steps 5 and 6 in future downloads.
- Enter your registered email address and click **Retrieve Password** (④) if you have forgotten your credentials.

6. Click **Log in** to copy the software to the computer (⑤).
7. If your browser asks you to confirm that you want to continue, click **Run** or make a similar confirmation (see figure 9, ①).

The image shows a Windows security warning dialog box. The text reads: 'Do you want to run or save ExtronRoomAgent_1xrxn.exe (xxx MB) from extron.com?'. Below this, there's a warning icon and the text 'This type of file could harm your computer.' At the bottom right, there are three buttons: 'Run' (labeled ①), 'Save', and 'Cancel'.

Figure 9. Download Warning and Confirmation

NOTE: Figure 9 may appear different or may not appear at all, depending on your Web browser choice and its security settings.

8. Follow the on-screen instructions. By default, the installation creates the following folder and group folder. It places the entries shown below into correct group folders and on the PC desktop:

- **Folder** — C:\Program Files\Extron\Extron Room Agent

NOTE: C:\Program Files(x86)\... for 64-bit Windows OS.

- **Group folder** — Extron Electronics\Extron Room Agent
 - Room Agent Help
 - Room Agent Quick Help
 - Room Agent
 - Uninstall Room Agent

Configuration

Before you start the Room Agent software:

1. Ensure all the panels have been mounted and are connected to the network.
2. Ensure you know whether AdAstra, 25Live, EMS , Google Calendar, Microsoft Exchange, Office 365, or Rendezvous by NFS is to be the calendar server and the network location of the server.
3. Ensure that you know the IP addresses of all the panels in the system (especially those that are not on the same subnet as the control PC).
4. Ensure that you know the passwords for all the panels.

NOTES:

- The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.
- If the device is reset to default settings, the password will be the default password configuration. The default password is **extron**.

Start the Program

NOTE: See also [System Communications Overview](#) on page 80.

Start the Extron Room Agent software by double-clicking the desktop icon or as follows:

1. Click **Start > All Programs > Extron Electronics > Extron Room Agent > Extron Room Agent**.

The Room Agent software opens in the Panel Management view (the **Panel Management** tab selected) (see figure 10).

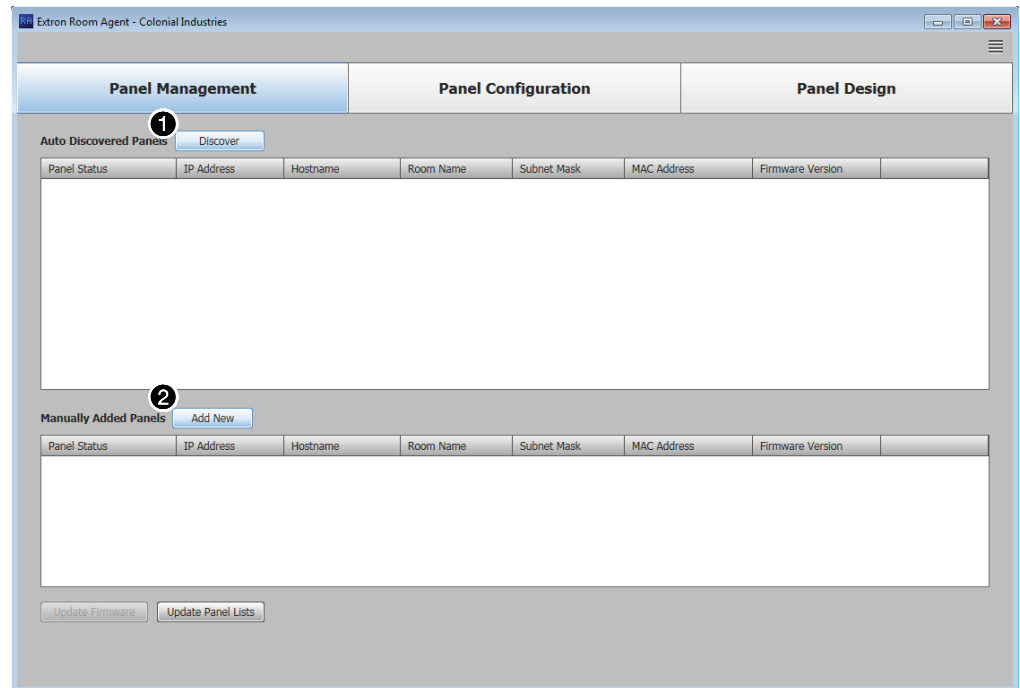


Figure 10. Room Agent Startup — Panel Management View

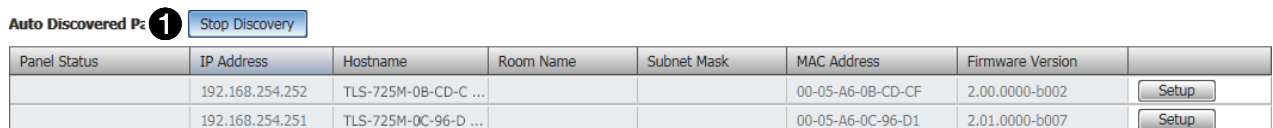
Automatically Discover Panels

Automatically discover panels that are on the same subnet as the computer running the Room Agent software as follows:

NOTE: Any panels not on the same subnet as the computer running Room Agent must be added using the **Manually Add Panels** pane (see “Manually Add Panels”).

1. If Panel Management view is not currently displayed, click the **Panel Management** tab.
2. Click the **Discover** button above the **Auto Discovered Panels** pane (see [figure 10](#), ① on the previous page).

The **Discover** button becomes the **Stop Discovery** button. Panels that are located on the same subnet are automatically discovered and displayed (see [figure 11](#)).



Panel Status	IP Address	Hostname	Room Name	Subnet Mask	MAC Address	Firmware Version	
	192.168.254.252	TLS-725M-0B-CD-C ...			00-05-A6-0B-CD-CF	2.00.0000-b002	Setup
	192.168.254.251	TLS-725M-0C-96-D ...			00-05-A6-0C-96-D1	2.01.0000-b007	Setup

Figure 11. Auto Discovered Panels Pane

NOTES:

- **TLS scheduling panels** ship with scheduling firmware installed. Extron recommends using firmware version 1.12.0001.b001 or higher.
- **TLP Pro touchpanels** ship with control firmware installed. Room Agent requires that scheduling panels run different, scheduling, firmware, version 2.03.0000-b001 or higher to connect to them.
- **For either family of panel models**, if you receive the message **Cannot connect to this device**, click **OK** in the message dialog box, **STOP HERE** and update the panel firmware (see [Update Firmware](#) on page 54, beginning at step 5).

3. When all of the panels are displayed, click the **Stop Discovery** button to end the search (see [figure 11](#), ①).

Manually Add Panels

Manually add panels that are on a different subnet than the computer running the Room Agent software as follows:

1. If Panel Management view is not currently displayed, click the **Panel Management** tab.
2. Click the **Add New** button above the **Manually Added Panels** pane (see [figure 10](#), ②). The **Add New Panel** dialog box opens (see [figure 12](#)).

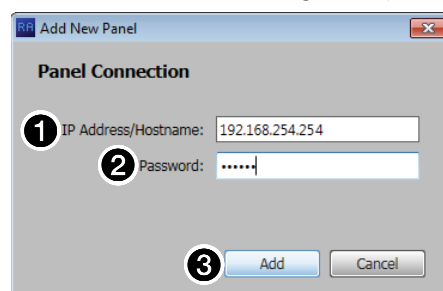


Figure 12. Add New Panel Dialog Box

3. Enter the IP address of the desired panel in the **IP Address/Hostname:** field (see [figure 12](#), ① on the previous page).

4. If the panel is password protected, enter the password in the **Password:** field (2).

NOTES:

- The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.
- If the device is reset to default settings, the password is the default password configuration. The default password is **extron**.

5. Click the **Add** button (3). Room Agent searches for the requested panel and, if found, adds it to the **Manually Added Panels** pane (see figure 13).

NOTES:

- **TLS scheduling panels** ship with scheduling firmware installed. Extron recommends using firmware version 1.12.0001.b001 or higher.
- **TLP Pro touchpanels** ship with control firmware installed. Room Agent requires that scheduling panels run different, scheduling, firmware, version 2.03.0000-b001 or higher to connect to them.
- **For either family of panel models**, if you receive the message **Cannot connect to this device**, click **OK** in the message dialog box, **STOP HERE** and update the panel firmware (see [Update Firmware](#) on page 54, beginning at step 5).

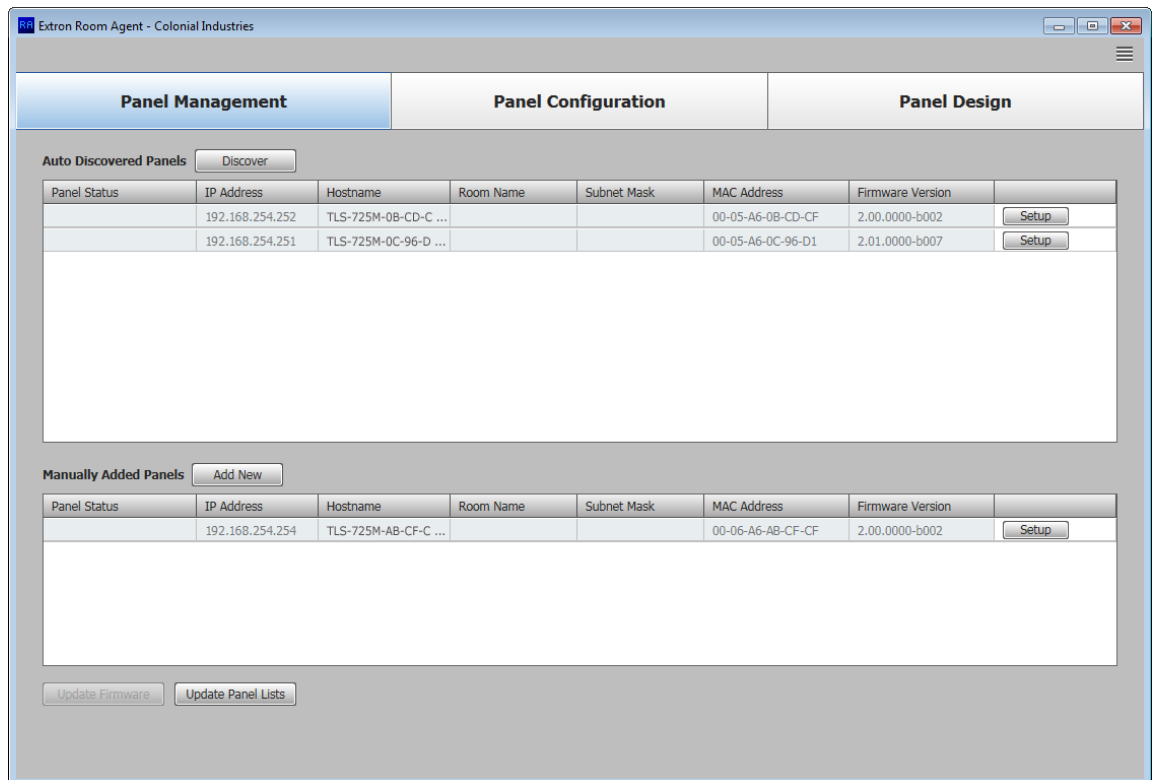


Figure 13. Panel Management View with Panels Assigned

Panel Management Tab

Connect to the panel

Each panel requires setup as follows:

1. Click the **Setup** button for the panel to be set up.



NOTE: The  button deletes a panel from the list.

The Panel Connection dialog box opens (see figure 14).

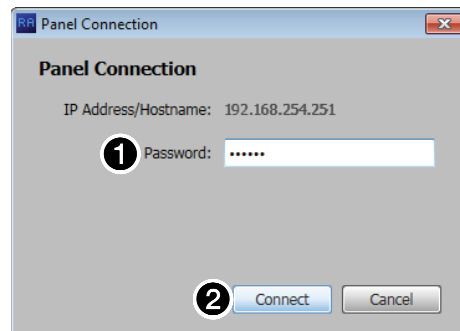


Figure 14. Panel Connection Dialog Box

2. If applicable, enter a password in **Password** block (see figure 14, **1**).

NOTES:

- The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.
- If the device is reset to default settings, the password will be the default password configuration. The default password is **extron**.

3. Click the **Connect** button (**2**).

The Room Agent connects to and synchronizes with the panel. Once synced, Room Agent displays the **Device Management** window with either the **Communication Settings** tab (see [figure 15](#) on the next page) or **General Settings** tab (see [figure 16](#) on page 20) selected.

Communication Settings window

The **Communication Settings** tab on the **Device Management** window (see figure 15) provides a set of tools for managing the following internet settings of the connected panel:

Room Name: Jamestown

Communication Settings | 12 General Settings

1 MAC Address: 00-05-A6-0B-CD-CF

2 IP Address: 192.168.254.254

3 Subnet Mask: 255.255.240.0

4 Hostname: TLS-725M-AB-CF-CF

5 Default Gateway: 192.168.112.100

6 DNS: 192.168.0.2

7 ☐ DHCP

8 ☒ Change Touch Panel Password

9 New Password:

10 Confirm Password:

11 OK Cancel

Figure 15. Device Management Window, Communications Settings

- | | |
|--------------------------------|--|
| 1 MAC Address (displayed only) | 5 Default Gateway |
| 2 IP Address | 6 DNS (Domain Name System) server |
| 3 Subnet Mask | 7 DHCP (Dynamic Host Configuration Protocol) |
| 4 Hostname | |

When the **DHCP** checkbox (see figure 15, 7) is selected, only the **Hostname** can be edited. All other settings (other than DHCP itself) are displayed only and unavailable for editing. To edit all settings (other than the **MAC address**), **DHCP** must be deselected (unchecked).

NOTE: If you configure the panels with a static IP address and you use a host name for the exchange server, ensure that you provide the DNS server address.

The **Communication Settings** tab also allows users to change the password of the panel.

NOTES:

- The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.
- If the device is reset to default settings, the password will be the default password configuration. The default password is **extron**.

Change the password as follows:

1. Select the **Change Touch Panel Password** checkbox (8).
2. Enter the new password in the **Password** (9) and **Confirm Password** (10) fields.

Once you have made all desired changes available from the **Communication Settings** tab, click either the **OK** button (11, the **Device Management** window closes) or the **General Settings** tab (12, then general settings are displayed, see figure 16 on the next page).

General Settings window

The **General Settings** tab on the **Device Management** window (see figure 16) provides a set of tools for managing display, time, and audio settings of the connected panel.

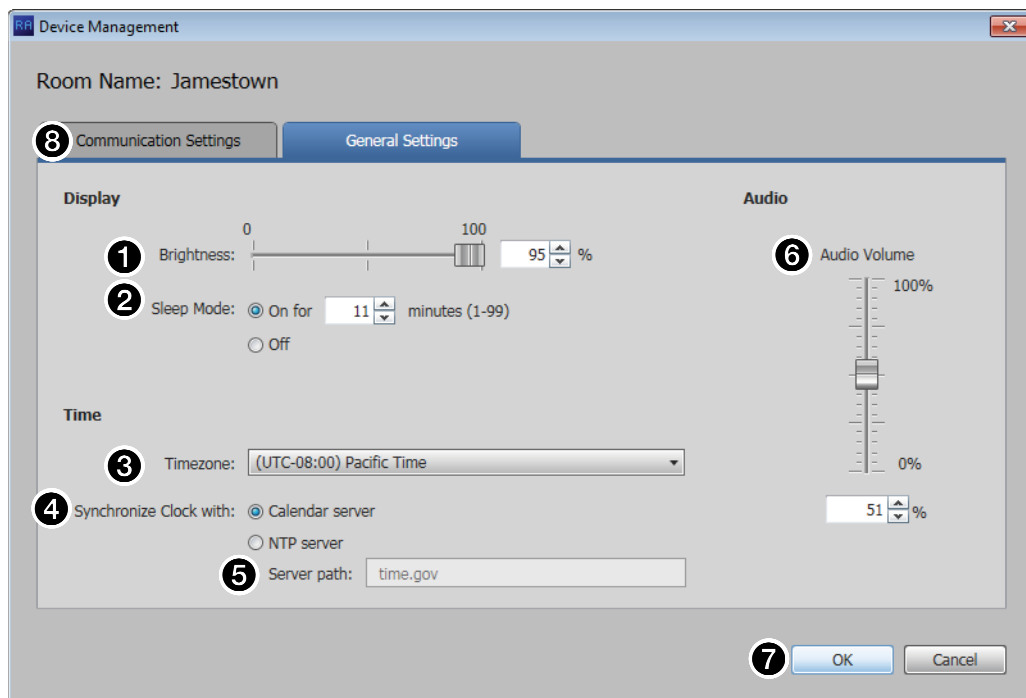


Figure 16. Device Management Window, General Settings

- 1 Display Brightness** — Set the panel illumination brightness, from **0** to **100** (percent) using this fader control.
- 2 Display Sleep Mode** — Toggle Sleep mode **On** and **Off** by selecting the appropriate radio button. If Sleep mode is **On**, use the **Minutes** field to specify between **1** and **99** minutes.
- 3 Timezone** — Use the drop-down list to select the appropriate time zone.
- 4 Synchronize Clock with** — Toggle the clock synchronization source between the **Calendar server** and **NTP** (Network Time Protocol — a networking protocol for clock synchronization between computer systems) by selecting the appropriate radio button.

NOTE: If you select **NTP**, specify the path to the NTP server in the **Server path:** field (**5**).

- 5 Server path:** (available only if NTP is selected in **4**) — Specify a path for the NTP server.
- 6 Audio Volume** — Set the panel audio volume, from **0** to **100** (percent) using this fader control.

Once you have made all desired changes available from the **General Settings** tab, click either the **OK** button (**7**, the **Device Management** window closes) or the **Communication Settings** tab (**8**, then communication settings are displayed, see [figure 15](#) on the previous page).

Panel Configuration Tab

The **Panel Configuration** window (see figure 17) provides a set of tools for selecting among the supported calendar servers and managing the settings of the selected server.

NOTE: Until you designate the calendar server for your system, only the **Select a Calendar Type** drop-down list (❶) is available for selection.

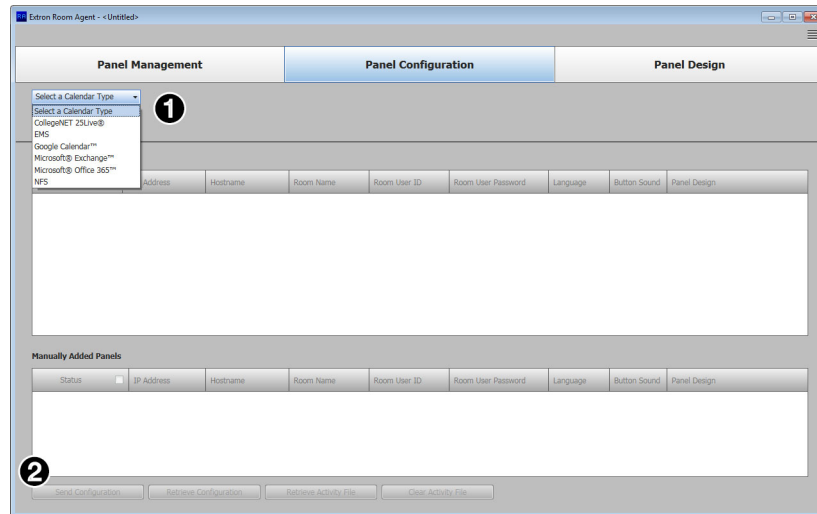


Figure 17. Panel Configuration Window, Initial View

Click the **Select a Calendar Type** drop-down list (❶) and select among the choices shown in figure 17. The appearance and available selections of the **Panel Configuration** tab vary depending on the selection.

The function of the **Configuration** and **Activity** buttons (❷) is common to all Calendar Type selections. See [Common Panel Configuration tab functions](#) on page 42.

After selecting a Calendar type, the column headings and other options that are available depend on the calendar selected.

- If you selected **AdAstra**, see [AdAstra Configuration](#) on the following page.
- If you selected **CollegeNET 25Live**, see [CollegeNET 25Live configuration](#) on page 24.
- If you selected **EMS**, see [EMS configuration](#) on page 26.
- If you selected **Google Calendar™**, see [Google Calendar configuration](#) on page 29.
- If you selected **Microsoft® Exchange™**, see [Exchange configuration](#) on page 33.
- If you selected **Microsoft® Office 365™**, see [Office 365 configuration](#) on page 40.
- If you selected **Rendezvous by NFS**, see [Rendezvous by NFS configuration](#) on page 41.

AdAstra Configuration

NOTE: To run the Ad Astra calendar type, the touchpanels must have firmware version 1.12.0001-b001 (or later) installed.

Figure 18. Selecting the Ad Astra Calendar

If you select Ad Astra (see figure 18, ❶), you must:

1. Select a Protocol (**http://** or **https://**) (❷).
2. Enter the name of the Ad Astra Server (❸).
3. Select the SSL Certificate preference (**Trusted CA Signed SSL Certificate (Default)** or **No Verification of SSL Certificate**) (❹).

The following column headings are available:

Auto Discovered Panels										
Status	IP Address	Hostname	Room Name	User Name	Password	Customer Name	Space Name	Event Type	Language	Button Sound

Figure 19. Room Agent Column Headings with Ad Astra

- **Status** — Use this check box to select individual panels for configuration.
- **IP Address** — This cell contains the IP address of the touchlink panel.
- **Host Name** — The host name is a fully qualified domain name that uniquely identifies the computer. It is required for the computer to communicate with other devices on the network.
- **Room Name** — This is the name that appears on the touchscreen, once it is configured.
- **User Name** — This is the user name that is used to log into the Ad Astra web interface.
- **Password** — This is the password that is used to log into the Ad Astra web interface.
- **Customer Name** — This is listed on the Ad Astra web page. In the Main menu bar, select **Settings > People**.

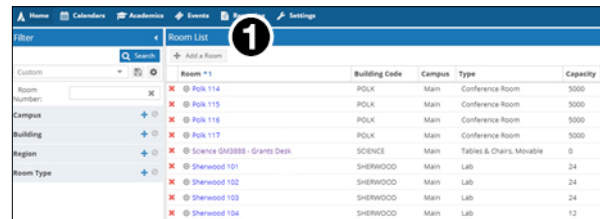
From the **People List** (❶), select the required name. This is the **Customer Name** and should be copied and pasted to ensure it is an exact match.

Name	Primary Responsibility
Aaby, Ty	Instructor
Aasness, Albert	Customer Contact
Abanto, Wes	Instructor
Abaya, Dana	Instructor
Abdelsayed, Dennis	Customer Contact
Abdoo, Janae	Customer Contact
Abduirahem, Milton	Instructor
Abebe, Use	Instructor
Abrahamian, Thurman	Instructor
Abson, Leatrice	Customer Contact

Figure 20. Ad Astra People List

- **Space Name** — This is listed on the Ad Astra web page. In the Main menu bar, select **Settings** > **Rooms**.

From the **Room List** (1), select the required name. This is the **Room Name** and should be copied and pasted to ensure it is an exact match.

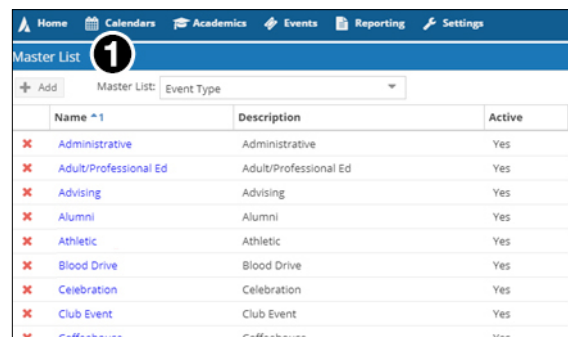


Room Name	Building Code	Campus	Type	Capacity
Room 114	POLK	Main	Conference Room	5000
Room 115	POLK	Main	Conference Room	5000
Room 116	POLK	Main	Conference Room	5000
Room 117	POLK	Main	Conference Room	5000
Science (S40388) - Grants Desk	SCIENCE	Main	Tables & Chairs, Movable	0
Shenwood 101	SHENWOOD	Main	Lab	24
Shenwood 102	SHENWOOD	Main	Lab	24
Shenwood 103	SHENWOOD	Main	Lab	24
Shenwood 104	SHENWOOD	Main	Lab	12

Figure 21. Ad Astra Room List

- **Event Type** — This is listed on the Ad Astra web page. In the Main menu bar, select **Events** > **Event Types**.

From the **Master List** (1), select the required name. This is the **Event Type** and should be copied and pasted to ensure it is an exact match.



Name	Description	Active
Administrative	Administrative	Yes
Adult/Professional Ed	Adult/Professional Ed	Yes
Advising	Advising	Yes
Alumni	Alumni	Yes
Athletic	Athletic	Yes
Blood Drive	Blood Drive	Yes
Celebration	Celebration	Yes
Club Event	Club Event	Yes
Coffeehouse	Coffeehouse	Yes

Figure 22. Ad Astra Master List

Language — Select an option from the Language drop-down list. By default, the language is **English**.

- **Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
 - **Panel Design** — The layout of the panel can be configured using the **Panel Design** tab. You can select one of the saved panel design files from this drop-down list.
4. After verifying that the information is correct, select one or more panels and click **Send Configuration**.

CollegeNET 25Live configuration

When you select **CollegeNET 25Live** (see [figure 17](#), **1** on the previous page), the **Panel1 Configuration** window displays the settings necessary to configure the panels for 25Live (see [figure 23](#)).

Status	IP Address	Hostname	Room Name	User ID	User Password	Space Name	Event Type	Language	Button Sound	Panel Design
<input checked="" type="checkbox"/>	192.168.254.252	TLP-Pro-725M-1...	Art History 103	Manet	*****	ART-102A	Ad Hoc	English	Off	DefaultTLPTemplate
<input type="checkbox"/>	192.168.254.251	TLP-Pro-725M-1...	Science Lab 2	Sagin	*****	LAB 2	Ad Hoc	English	Off	DefaultTLPTemplate

Figure 23. Panel Configuration Window, CollegeNET 25Live View

Connect to the server

Connect to the server by entering your 25Live server name in the **Server** field (**1**).

NOTE: This value is the full URL of the address you use to log in to your regular CollegeNET 25Live account and has the format:
`https://25live.collegenet.com/<college-name>`.

Configure panels

Configure the panels for 25Live as follows:

1. Select (check) one or more **Status** checkboxes (see [figure 23](#), **2**).
2. Enter the following settings by clicking in the required field and typing the desired value:
 - 3 Room Name** — Enter the name that is displayed on the touchpanel.
 - 4 User ID** and **5 User Password** — Enter the ID and password for an account that has access to the 25Live webservice link. This is typically an administrator account.

Status	<input checked="" type="checkbox"/>
--------	-------------------------------------

- ⑥ **Space Name** (see [figure 23](#) on the previous page) — Enter the name that is displayed as the meeting information on the touchpanel. It must match exactly the Space Name setup up on the 25Live server.

The Space Name field must match exactly the name set up on the 25Live server. Check the name by searching for the **Formal Name** (see [figure 24](#), ①) in the **Locations** section of 25Live:




	Name	Formal Name	Categories
 	 ARTS103	Daly Center Practice Rm.3	Key Card Access Only, S25 Rooms, West Campus , Wheelchair Accessible

Figure 24. CollegeNET 25Live Space Name

- ⑦ **Event Type** (see [figure 23](#)) — Enter the appropriate name for the event type to be used by the touchpanel. These are created in the 25Live server. Certain **Event Types** in 25Live can have requirements, such as head counts, features, or registrations, that are not applicable to ad hoc events. The requirements for these events are not recognized by Room Agent.

An **Event Type** that properly coordinates with Room Agent, cannot have any requirements beyond the **Space Name** and an organizer.

Ad hoc is a suggested default **Event Type**, but you can create your own on the 25Live server.

Verify the options in the 25Live webpage.

- Select the **Events** tab (see [figure 25](#), ①).
- Select the **Types EDIT** link (②).

A list of Event Types is displayed.

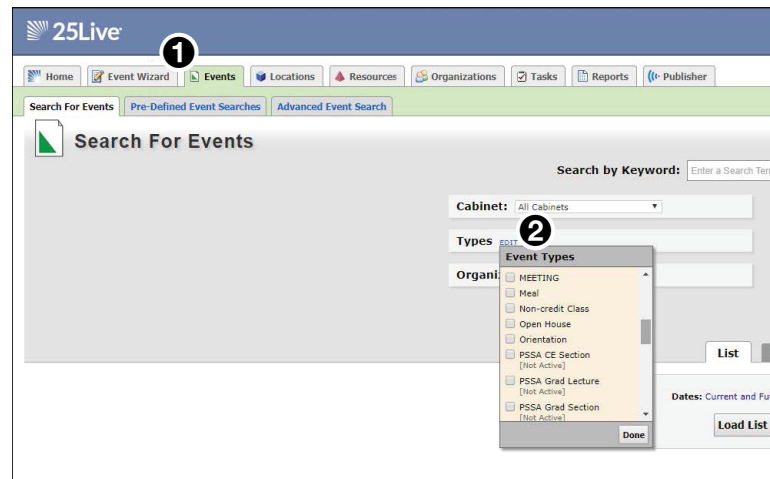


Figure 25. CollegeNET 25Live Event Types

- Select the required options from the drop-down lists:
 - Language** (see [figure 23](#)) — Select the preferred language from the **Language** drop-down list. For a list of languages available, see [Supported Languages](#) on page 81. By default, the language set to **English**.
 - Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
 - Panel Design** — The layout of the panel can be configured using the **Panel Design Tab** (see page 45). You can select one of the saved panel design files from this drop-down list.

EMS configuration

When you select **EMS** (see [figure 17](#), ① on page 21), the **Panel Configuration** window displays the settings necessary to connect to the panels and configure them for EMS (see [figure 26](#)).

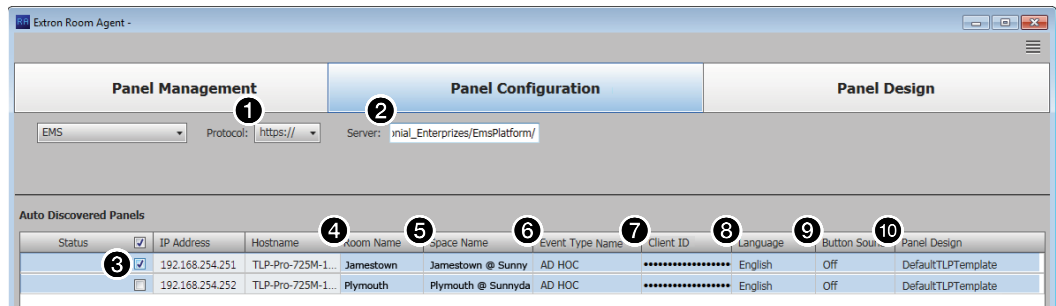


Figure 26. Panel Configuration Window, EMS View

Connect to the server

1. If necessary, click the **Protocol** drop-down list and select between **https://** (secure) and **http://** (unsecure), as determined by your configuration (see [figure 26](#), ①).
2. Connect to the server by entering your EMS server name in the **Server** field (②).

NOTE: Typically `http://<your_server_name>/EmsPlatform`.

Configure panels

Configure the panels for EMS as follows:

1. Select (check) one or more **Status** checkboxes (③).
2. Enter the following settings by clicking in the required field and typing the desired value:
 - ④ **Room Name** — Enter the name that is displayed on the touchpanel.
 - ⑤ **Space Name** — This must be the same as the space listed in the EMS server. The exact space name can be found using the EMS Desktop Client.

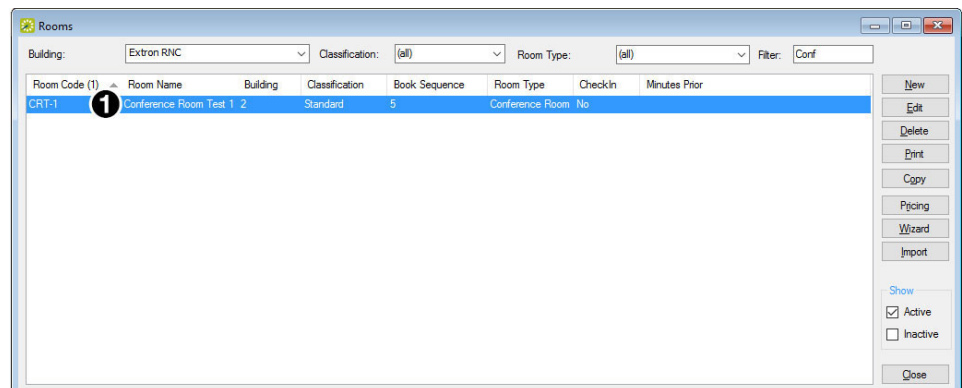


Figure 27. EMS Space Name

NOTE: The list of rooms must be created by the EMS administrator prior to appearing in the EMS Desktop Client. If there are any issues getting a Room Name, please contact your EMS administrator.

- a. Open the EMS Desktop Client.
 - b. Select **Configuration**.
 - c. Select **Facilities**.
 - d. Click **Rooms**.
 - e. In the **Rooms** popup, enter filter options (for example the building name) to shorten the list of room names. The correct **Space Name** should appear in the Room Name column (see [figure 26](#), **1** on the previous page).
- 5 Event Type Name** (see [figure 26](#)) — This is the event type to be used for ad hoc meetings booked on behalf of the scheduling panel. The EMS server requires a template name or Event Type, when a new meeting is booked. This information can be obtained from the EMS Desktop Client.

NOTE: The list of Event Types must be created by the EMS administrator prior to appearing in the EMS Desktop Client. If there are any issues getting an Event Type, please contact your EMS administrator.

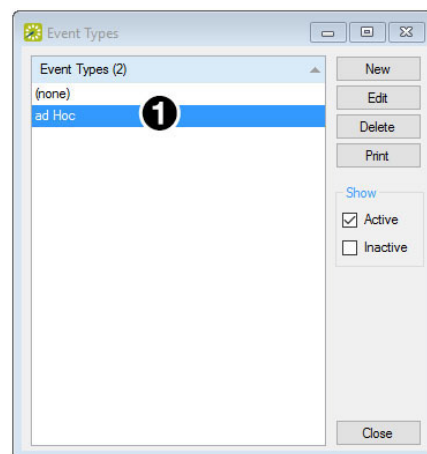


Figure 28. EMS Event Types

- a. Open the EMS Desktop Client.
- b. Select **Configuration**.
- c. Select **Other**.
- d. Click **Event Types**.

The **Event Types** popup lists the event types that can be used on the server. In this example, **ad hoc** is the appropriate **Event Type** name (see [figure 28](#), **1**).

- 6 **Client ID** (see [figure 26](#) on page 26) — This is a unique client ID generated by EMS to use the API. It grants a secure point for the panels to communicate with the server.

NOTE: You may use the default EMS Web Application ID or a new client can be created in the administrator console. The new client must be created by an EMS administrator.

1. Log in to the administrator console.

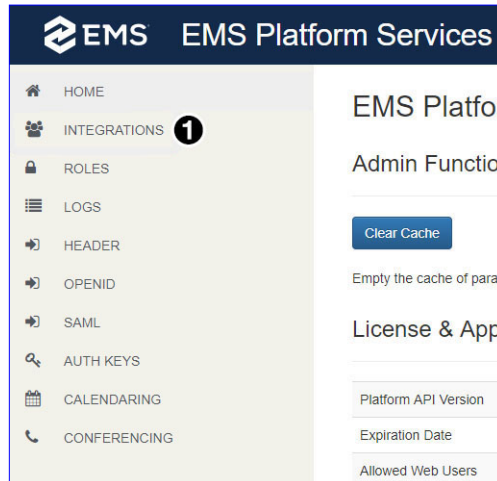


Figure 29. EMS Administrator Console

2. Select **Integrations** (see [figure 29](#), 1).



Figure 30. EMS Admin Clients

3. Select the appropriate web client. In this example, the default is shown (see [figure 30](#), 1).

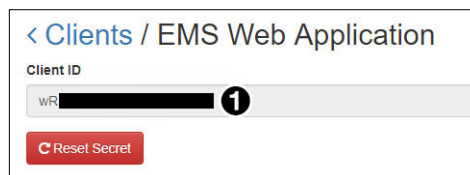


Figure 31. EMS Client ID

The client ID listed (see [figure 26](#), 1) is the one required by Room Agent.

3. Select the required options from the drop-down lists:

- ⑧ **Language** (see [figure 26](#) on page 26) — Select the preferred language from the **Language** drop-down list. For a list of languages available, see [Supported Languages](#) on page 81. By default, the language set to **English**.
- ⑨ **Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
- ⑩ **Panel Design** — The layout of the panel can be configured using the [Panel Design Tab](#) (see page 45). You can select one of the saved panel design files from this drop-down list.

Google Calendar configuration

When you select **Google Calendar™** the **Panel Configuration** window displays the settings necessary to configure the panels for Google Calendar (see figure 27). If you select Google Calendar, you can have multiple devices using the same calendar or multiple calendars.

NOTE: When you use Google, Microsoft Exchange, or Office 365 calendars, you can create private meetings. For these meetings, the subject title defaults to Private Meeting and the meeting organizer is hidden.

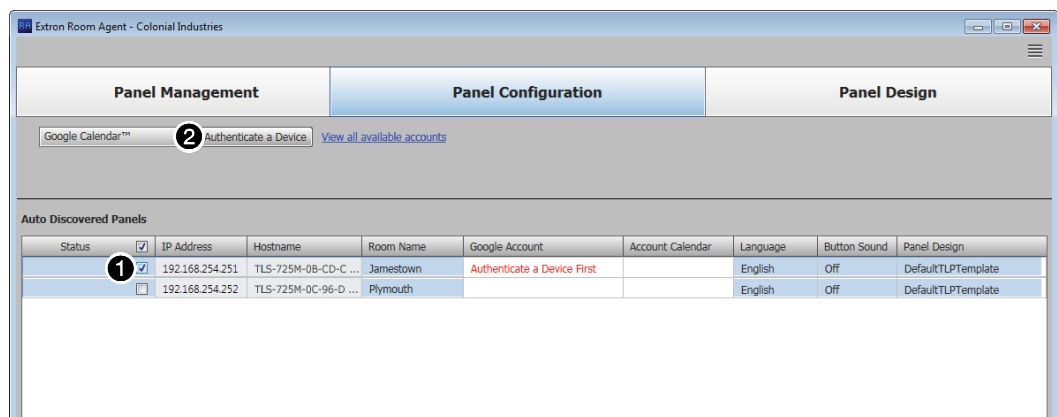


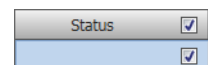
Figure 32. Panel Configuration Window, Google Calendar View

Configure panels

NOTE: You must have downloaded a JSON file to configure panels for Google Calendar (see [Download the JSON File](#) on page 66).

Configure the panels for Google Calendar as follows:

1. Select (check) one or more **Status** checkboxes (see figure 27, ①).
2. Click **Authenticate a Device** (②) to connect to the calendar that will be associated with that panel. The **Authenticate a Device to Google** dialog box opens (see [figure 33](#) on the next page).



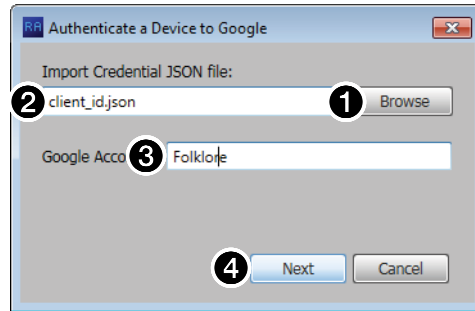


Figure 33. Authenticate a Device to Google Dialog Box

3. Click **Browse** (1). The Open dialog box opens (see figure 29).

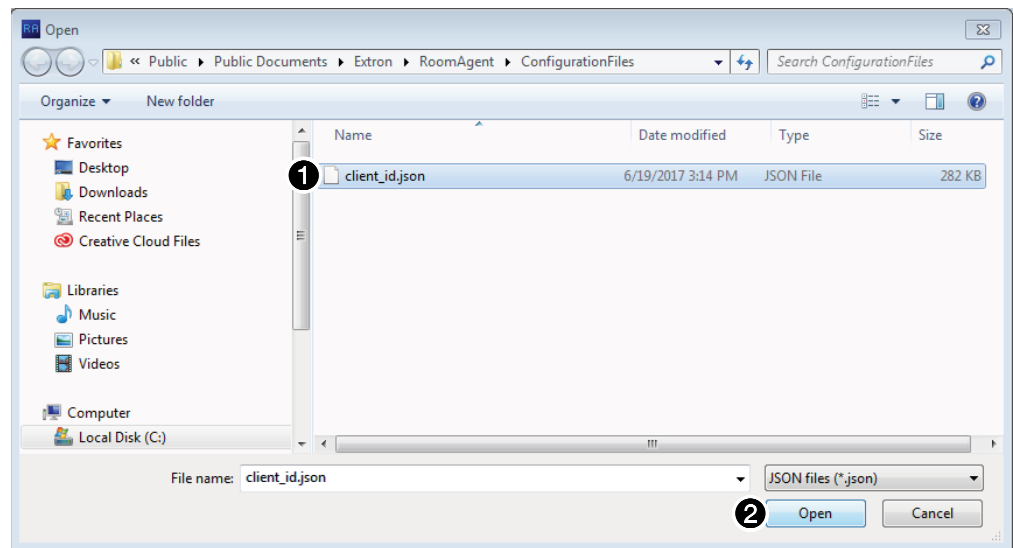


Figure 34. Open Dialog Box

4. Navigate to the folder where you saved the JSON file. Select the file (1).
5. Click **Open** (2). The **Authenticate a Device to Google** dialog box returns to the top with the JSON file entered in the **Import Credential JSON File** field (see figure 28, 2).
6. Enter a value in the **Google Account** field (3).

NOTE: You can enter anything for the **Google Account**, such as an e-mail address or a meaningful name. The software uses this value as an identifier to keep track of Google accounts.

7. Click **Next** (4). The **Authenticate a Device to Google** dialog box closes.
The Room Agent software retrieves a user code and prompts you to enter the code on

a Google Web page (see figure 35).

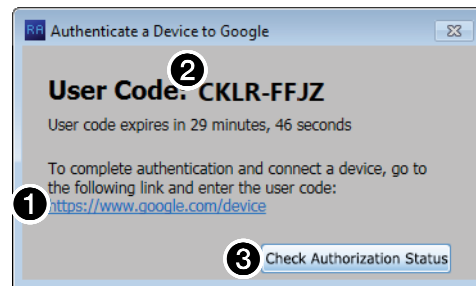


Figure 35. User Code Dialog Box

NOTE: The **Check Authorization Status** button (③) is not available for selection until after you have authenticated the device in step 9.

8. Click on the link (①). Room Agent opens a separate browser window to the Google Device page.
9. Follow the steps on the Google Device page to authenticate the device. When the Google Device page prompts for it, enter the **User Code** provided (②).

NOTE: The **Product Name** that you enter during Google calendar environment setup (see [step 12](#) on page 68) is the name that appears on the Google Device page.

10. The **Check Authorization Status** button in the Room Agent **User Code** dialog box is now enabled (③). Click that button.

The Room Agent software checks the authorization status. Assuming no errors, it reports **Complete!** (see figure 31).

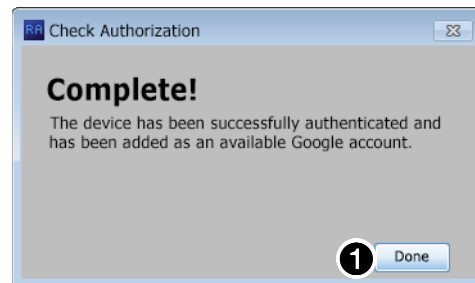


Figure 36. Completion Dialog Box

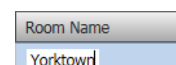
11. Click **Done**.

The Room Agent software appends the name of the **Import Credential JSON File**, entered in step 5, to the end of the **Google Account**, entered in step 6, and displays the new value in the **Google Account** field of the **Panel Configuration** window (see [figure 37](#), ①, on the next page).

The **Panel Configuration Window** displays other fields appropriate for Google Calendar configuration.

12. For the direct entry **Room Name** (②) setting:

- a. Click in the field.
- b. Type the desired value.
- c. Type the keyboard <Tab> key to exit the field.



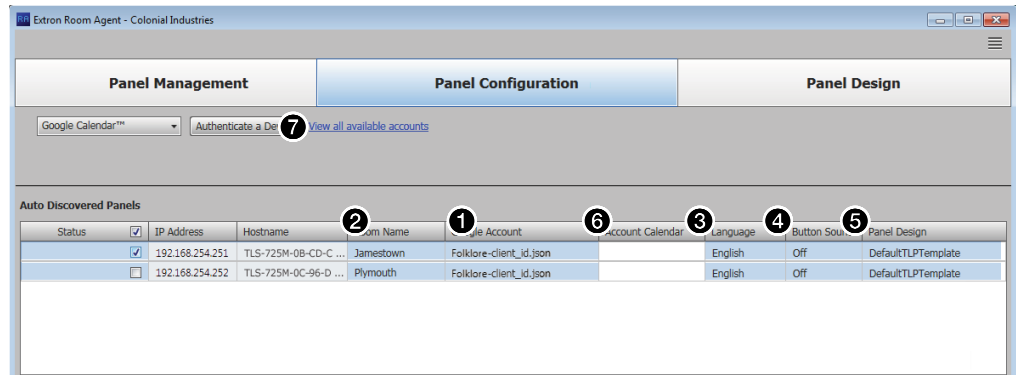


Figure 37. Panel Configuration Window, Google Calendar View, Continuation

13. Select the required options from the drop-down lists (see figure 37):

- ③ **Language** — Select the preferred language from the **Language** drop-down list. For a list of languages available, see [Supported Languages](#) on page 81. By default, the language is set to **English**.
- ④ **Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
- ⑤ **Panel Design** — The layout of the panel can be configured using the [Panel Design Tab](#) (see page 45). You can select one of the saved panel design files from this drop-down list.

14. Observe the **Account Calendar** field (⑥). The field shows the individual calendar from the Google account. For GSuite Resource calendars, this should be the Resource Name. If this field is left empty, Room Agent defaults to the calendar owner address.

NOTES:

- The Google Administrator typically assigns each room a calendar and opens access to all users that are allowed to book the rooms.
- For GSuite User Accounts, the "Meeting Organizer" name corresponds to the Google+ profile name. If the Google+ profile has not been set up, only the organizer e-mail is displayed.

15. If required, click **View all available accounts** (⑦).

The Google Connected Device dialog box opens, showing the status of all of the Google accounts that provide calendars (see figure 38).

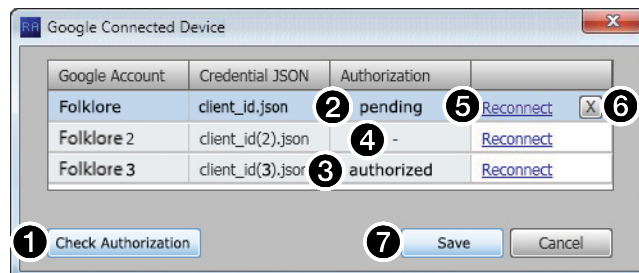


Figure 38. View All Accounts Dialog Box

NOTE: The **Google Account** field is the value entered in [step 6](#) on page 30.

Click **Check Authorization** to poll the authorization status for all Google accounts (see **figure 38**, **1**, on the previous page). The possible authorization status are:

- **pending (2)**— The Google authorization for this account has been started but not yet approved.
- **authorized (3)**— This account is authorized for Google Calendar.

NOTE: Before you start the authorization process, the indicated status is - **(4)**.

Click **Reconnect (5)** to retrieve the user code and verification. This is similar to the device authentication procedure, **step 7** through step 11, beginning on page 30.

Click **✕ (6)** to delete a selected account.

When any changes have been made, the **Save** button **(7)** becomes available. Click it to save the list of Google accounts.

Exchange configuration

NOTES:

- When you use Google, Microsoft Exchange, or Office 365 calendars, you can create private meetings. For these meetings, the subject title defaults to Private Meeting and the meeting organizer is hidden.
- Room Agent provides an additional feature when you use the Microsoft Exchange or Microsoft Office 365 calendar. In the Panel Design **Layout tab** (see page 46), the drop-down lists contain an additional Custom Field option, which displays up to 50 characters from the body of the meeting invitation.

When you select **Microsoft® Exchange™** (see figure 39, **1**), the **Panel Configuration** window displays the settings necessary to connect to the panels and configure them for Microsoft Exchange. (You may also commonly hear this referred to as “Exchange On Premises” or “on Prem”.)

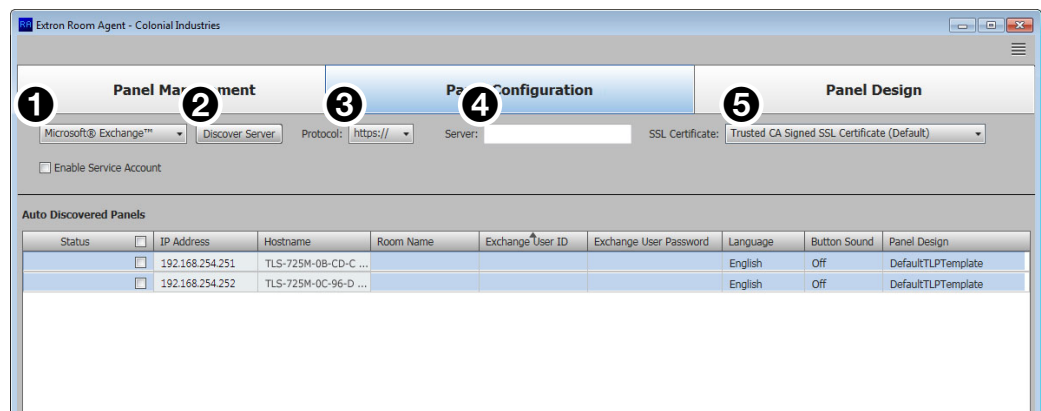


Figure 39. Panel Configuration Window, Exchange View

Connect to the server

Connect to the Microsoft Exchange server as follows (see figure 35):

1. If necessary, click the **Protocol** drop-down list and select between **https://** and **http:// (3)**.

NOTE: **https://** is the correct selection for virtually all applications.

2. Click the **Discover Server** button (see [figure 39](#), ②, on the previous page). The Auto Discover Microsoft Exchange Server dialog box opens (see figure 40).

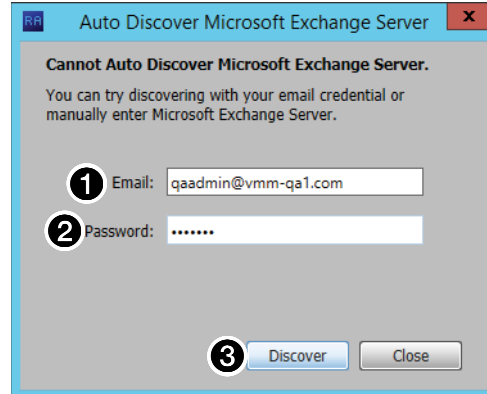


Figure 40. Auto Discover Dialog Box

3. Enter your **Email** credentials (①) and the **Password** (②).
4. Click the **Discover** button (③). Room Agent finds the calendar server and fills in the **Server** field (see [figure 39](#), ④, on the previous page). Room Agent is connected to the server.
5. **If necessary**, change the **SSL Certificate** drop-down list selection (⑤):
 - **Trusted CA Signed SSL Certificate** — Directs Room Agent to validate that certificates are signed by one or more trusted Certificate Authorities. **This is the correct selection for most applications.**
 - **No Verification of SSL Certificate** — Bypasses the validation. Use this selection if the connecting Exchange server is using self-signed SSL certificates.

NOTE: Consult the Exchange administrator for the connecting server if you are unsure about which is the correct selection.

Configure panels

Configure the panels for Exchange as follows (see figure 41):

Figure 41. Panel Configuration

NOTE: The **Enable Service Account** checkbox (see figure 41, ①) allows one or more service accounts to be used to configure the panels. See [Use service accounts](#) beginning on the next page to configure and use service accounts.

1. Select (check) one or more **Status** checkboxes (②).
2. For the direct entry settings, **Room Name** (③), **Exchange User ID** (Exchange credentials, ④), and **Exchange User Password** (⑤):

NOTES:

- If service accounts are enabled, the **Exchange User ID** and **Exchange User Password** columns are titled **Service Account** and **Room Resource Account** (see [figure 42](#) on the next page).
- The **Exchange User ID** requires the User Principal Name (UPN, the name of a Windows network user in an e-mail address format) for the room resource user ID. The UPN **must** have an SMTP e-mail address assigned to it.

- a. Click in the desired field.
 - b. Type the desired value.
 - c. Type the keyboard <Tab> key to exit the field.
3. Select the required options from the drop-down lists (see figure 41):
 - ⑥ **Language** — Select the preferred language from the **Language** drop-down list. For a list of languages available, see [Supported Languages](#) on page 81. By default, the language set to **English**.
 - ⑦ **Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
 - ⑧ **Panel Design** — The layout of the panel can be configured using the [Panel Design Tab](#) (see page 45). You can select one of the saved panel design files from this drop-down list.

Use service accounts

The Room Agent software can use the service account functions of the Exchange and Office 365 "impersonation" feature as a single point to manage the configuration of multiple panels. One example of this application is a facility where passwords are changed every few months; rather than change the password on multiple panels, an administrator can change the password of one service account tied to multiple panels.

Enable and add service accounts

1. If necessary, access the Exchange server **Active Directory Users and Computers** window or the Office 365 **Admin center** page and create one or more service accounts with valid e-mail addresses.

NOTE: The service account requires the UPN, the name of a Windows network user in an e-mail address format. The UPN **must** have an SMTP e-mail address assigned to it.

2. On the Room Agent software **Panel Configuration** page, select the **Enable Service Account** checkbox (see figure 42, ①). The **Service Account Manager** button appears (②). The **Exchange User ID** and **Exchange User Password** columns become **Service Account** (③) and **Room Resource Account** (④).

Figure 42. Enable Service Accounts

NOTE: Figure 42 shows **Microsoft® Exchange™** selected. When **Microsoft® Office 365™** is selected, the options available are identical.

3. Click the **Service Account Manager** button (②). The **Service Account Manager** dialog box opens with the **Assign Service Account** tab selected (see figure 43, ①, on the following page).

Figure 43. Add Service Accounts

4. Enter a valid **Service Account Email** address (2).
5. Enter the **Service Account Password** (3).

TIP: The **Service Account Password** field is normally masked (•••). Select the **Show Password** checkbox (4) to see the password characters as you type.

6. Click **Add** (5). The Add Service Account area displays the message **Service Account** has been added and is ready to be assigned to panels. The account is added to the **Service Account** drop-down list (6).
7. Repeat steps 4 through 6 to add more service accounts.

Assign service accounts —

1. If necessary, click the **Assign Service Account** tab (see figure 44, ❶).

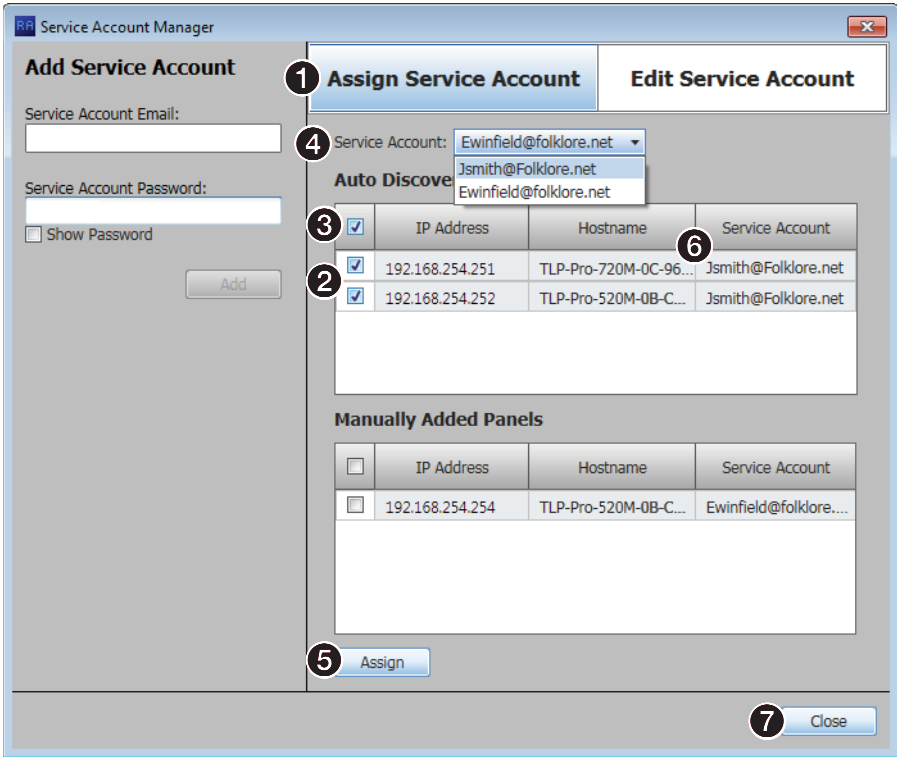


Figure 44. Assign Service Accounts

2. Select one or more panel **IP Address** checkboxes (❷).

TIP: Select either the **Auto Discovered Panels** or **Manually Entered Panels** checkbox (❸) to select all panels in that pane.

3. Select the desired service account among the entries in the **Service Account** drop-down list (❷).
4. Click **Assign** (❹). The selected Service Account is assigned to the designated panels (❸).
5. Repeat steps 2 through 4 to assign other service accounts to other panels.
6. Click **Close** (❺). The **Service Account Manager** dialog box closes and the Room Agent software returns to the **Panel Configuration Window** displayed. For the panels with service accounts that are enabled, the normal **Exchange User ID** and **Exchange User Password** columns are titled **Service Account** and **Room Resource Account** (see figure 45).

Service Accounts Not Enabled	Status	<input checked="" type="checkbox"/>	IP Address	Hostname	Room Name	Exchange User ID	Exchange User Password
		<input checked="" type="checkbox"/>	192.168.254.251	TLS-725M-0C-96-D ...	Jamestown	Jamestown@vmm-...	*****
Service Accounts Enabled	Status	<input checked="" type="checkbox"/>	IP Address	Hostname	Room Name	Service Account	Room Resource Account
		<input checked="" type="checkbox"/>	192.168.254.251	TLS-725M-0C-96-D ...	Jamestown	Ewinfield@folklor-...	Jamestown@vmm-...

Figure 45. Display With Service Accounts Enabled and Not Enabled

7. For each panel, enter the e-mail address used as the fully qualified room resource in the **Room Resource Account** column (❶).

Edit a service account password —

1. If necessary, open the Service Account Manager dialog box (see [Enable and add service accounts](#), steps 2 and 3, beginning on page 36).
2. Click the **Edit Service Account** tab (see figure 46, ❶).

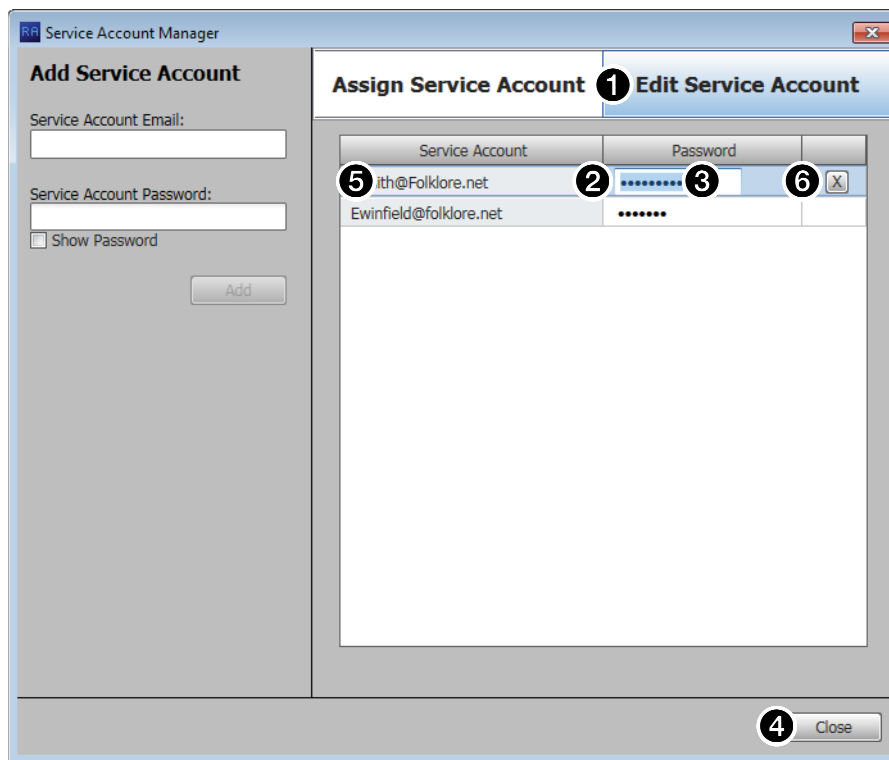


Figure 46. Edit Passwords

3. Double-click in the **Password** field for the service account to be edited (❷).
4. Highlight the password and type a new value (❸).
5. Type the keyboard <Enter> key.

TIPS:

- The **Password** field is normally masked (•••). Delete the existing password to activate the **Show** feature to see the password characters as you type.
- Click **Show** to toggle between **Show** and **Hide**.
- After you type <Enter>, the **Password** field is again masked.

6. Click **Close** (❹).

Delete a service account password —

1. If necessary, open the Service Account Manager dialog box (see [Enable and add service accounts](#), steps 2 and 3, beginning on page 36).
2. Click the **Edit Service Account** tab (see figure 26, ❶).
3. Double-click in the **Password** field for the service account to be deleted (❷).
4. Select (click) a service account (❺).
5. Click **Delete** (ⓧ) button (❻).
6. Click **Close** (❹).

Office 365 configuration

When you select **Microsoft® Office 365™**, the **Panel Configuration** window displays the settings necessary to configure the panels for Microsoft Office 365 (see figure 47).

NOTES:

- When you use Google, Microsoft Exchange, or Office 365 calendars, you can create private meetings. For these meetings, the subject title defaults to **Private Meeting** and the meeting organizer is hidden.
- Room Agent provides an additional feature when you use the Microsoft Exchange or Microsoft Office 365 calendar. In the Panel Design **Layout tab** (see page 46), the drop-down lists contain an additional Custom Field option, which displays up to 50 characters from the body of the meeting invitation.

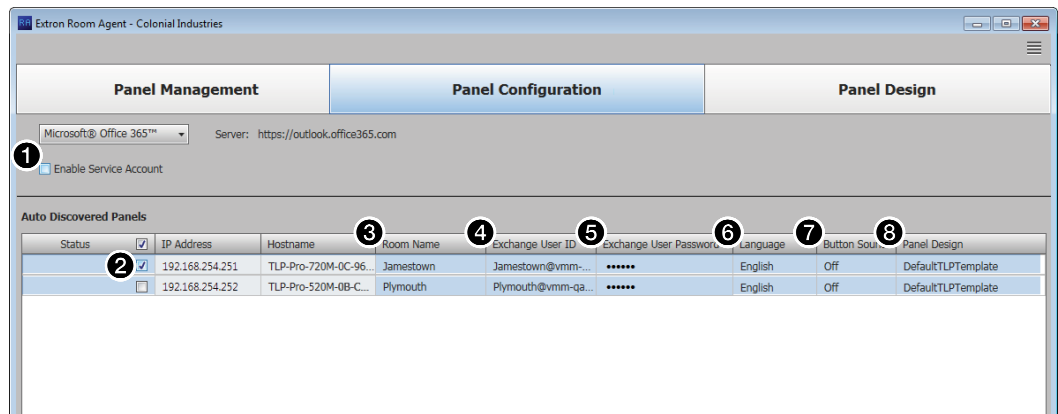


Figure 47. Panel Configuration Window, Office 365 View

NOTE: The **Enable Service Account** checkbox (see figure 47, ①) allows one or more service accounts to be used to configure the panels. See **Use service accounts** beginning on page 36 to configure and use service accounts.

Connect to the server

Connection to the panels is made automatically, through the Office 365 server.

Configure panels

Configure the panels for Office 365 as follows:

1. Select (check) one or more **Status** checkboxes (see figure 47, ②).
2. For the direct entry settings, **Room Name** (③), **Exchange User ID** (Exchange credentials, ④), and **Exchange User Password** (⑤):

NOTES:

- If service accounts are enabled, the **Exchange User ID** and **Exchange User Password** columns are titled **Service Account** and **Room Resource Account**.
- The **Exchange User ID** requires the User Principal Name (UPN, the name of a Windows network user in an e-mail address format) for the room resource user ID. The UPN **must** have an SMTP e-mail address assigned to it.

- a. Click in the desired field.
- b. Type the desired value.
- c. Type the keyboard <Tab> key to exit the field.

Room Name
Yorktown

3. Select the required options from the drop-down lists:

- ⑥ **Language** (see [figure 47](#) on the previous page) — Select the preferred language from the **Language** drop-down list. For a list of languages available, see [Supported Languages](#) on page 81. By default, the language set to **English**.
- ⑦ **Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
- ⑧ **Panel Design** — The layout of the panel can be configured using the [Panel Design Tab](#) (see page 45). You can select one of the saved panel design files from this drop-down list.

Rendezvous by NFS configuration

If you select **NFS** (①), you must select a protocol (**http://** or **https://**) (②), and enter the name of the NFS server in the Server field (③).

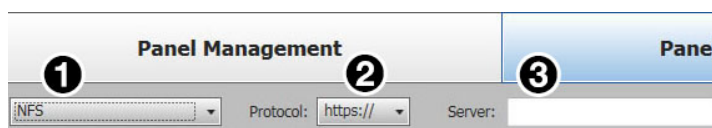


Figure 48. Panel Configuration Window, NFS View

The following column headings appear in the lists of panels:

Auto Discovered Panels											
Status	<input type="checkbox"/>	IP Address	Hostname	Room Name	User Name	Password	User ID	Resource Name	Language	Button Sound	Panel Design

Figure 49. Panel Configuration — NFS

- **Status** — Use this check box to select individual panels for configuration.
- **IP Address** — This cell contains the IP address of the touchlink panel.
- **Host Name** — The host name is a fully qualified domain name that uniquely identifies the computer. It is required for the computer to communicate with other devices on the network.
- **Room Name** — This is the name that appears on the touchscreen, once it is configured.
- **User Name** — this is the user name for an account with access to the NFS server. It is typically an administrator account.

NOTE: The password and User ID are both provided by an NFS administrator. These are API credentials that may be the same as the web page login credentials but this is not required.

- **Password** — this is the password for the account with access to the NFS server.
- **User ID** — this is a field assigned to the user by NFS and required for booking events from a panel. The User ID can be a name, such as “Extron User” or it can be an email address.
- **Resource Name** — this field must match exactly the name set up on the NFS server. To find the resource name, see [Finding an Existing Resource](#) on page 78.

To add a new resource, see [Creating a New Resource](#) on page 78.

Select the required options from the drop-down lists:

- **Language** — Select an option from the **Language** drop-down list. For a list of languages available, see [Supported Languages](#) on page 81. By default, the language is **English**.

- **Button Sound** — Select an option from the **Button Sound** drop-down list. The options are **Off** and **On**. Button sound provides audible feedback when buttons are pressed on the touchpanel. By default, it is set to **On**.
- **Panel Design**— The layout of the panel can be configured using the **Panel Design** tab. You can select one of the saved panel design files from this drop-down list.

After verifying that the information is correct, select one or more panels and click **Send Configuration**.

Common Panel Configuration tab functions

Send and retrieve the configuration

The send and receive configuration functions push and pull configurable settings between the Room Agent software and one or more panels.

Send or receive one or more configurations as follows:

1. Select (check) one or more **Status** checkboxes.
2. Click the **Send Configuration** button to send the Room Agent settings to the panels and implement them in the panels.

— or —

Click the **Retrieve Configuration** button to fetch configurable settings from one or more panels and embed them in the Room Agent settings and fields.

Status	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Send Configuration (1)

Retrieve Configuration (1)

TIP: Or, easily retrieve the configuration for a single panel by right-clicking the panel in the **Status** column and then clicking the pop-up **Retrieve Configuration** button.

Status	
	Retrieve Configuration
	Retrieve Template for Design

The Room Agent software reports that the **Status** is in progress (⚙️) and then reports either **Config Sent.** or **Config Retrieved.**

Retrieve and clear the activity file

Each panel maintains an activity file, a log of scheduling information; such as the meeting subject, meeting organizer, booking date, meeting date and starting time, and duration; among other data for the assigned room. The activity file can be retrieved and written to the PC running the Room Agent software as an Microsoft Excel spreadsheet or cleared (erased) from the panel. You can use data analytics tools to transform this activity data to create usage reports.

NOTE: The panel has 4 Mb of activity file memory. The number of entries varies depending on the size of each entry, but may number in the hundreds. When the memory becomes full, the newest entries overwrite the oldest. There is **no** notification when the memory becomes full.

Retrieve or clear one or more activity files as follows:

1. Select (check) one or more **Status** checkboxes.
2. Click the **Retrieve Activity File** button to fetch the schedule log and from one or more panels and save it in a spreadsheet. The Room Agent software opens the **Panel Activity File** dialog box (see figure 45).
Proceed to step 4.

— or —

Click the **Clear Activity File** button to erase the schedule log from one or more panels.

For the clear operation, the Room Agent software reports that the **Status** is in progress (🌀) and then reports **Cleared**. and **All panel activity logs have been cleared successfully**.

3. Click **OK** to exit the clear operation.
4. Enter a name for the retrieved activity file (❶).

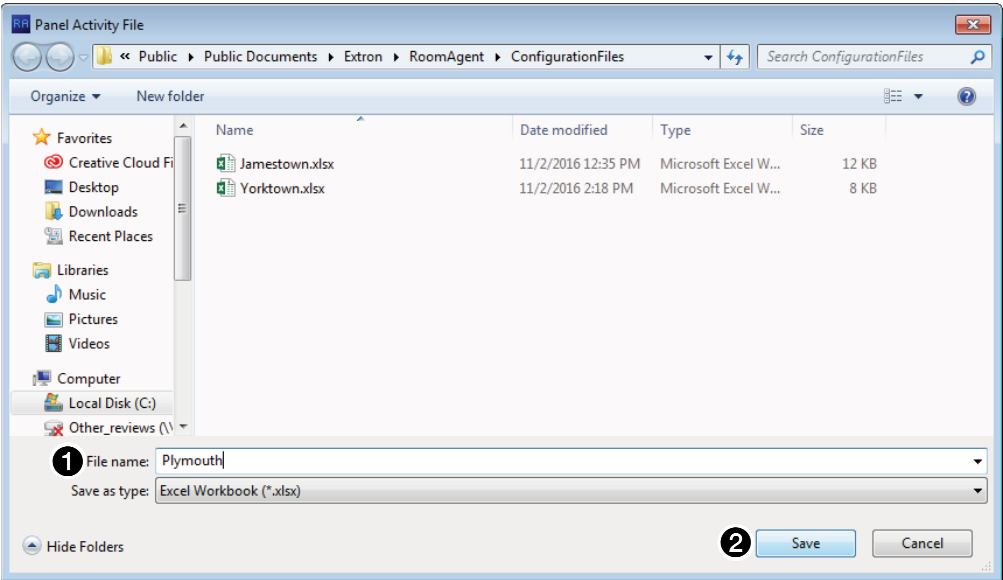


Figure 50. Panel Activity File

5. Click **Save** (❷). The Room Agent software saves the file. It reports that the **Status** is in progress (🌀) and then reports **Activity retrieved**. and **All activities have been retrieved successfully**.

Retrieve a template

Templates allow you to create a number of customized panel appearances. Templates are selectable using the **Panel Design** menu in the **Panel Configuration** window (see [figure 23, ⑦](#) on page 24 for an example). Templates can be created using a variety of tools in the **Panel Design** window (see [Panel Configuration Tab](#) on page 21) and saved in the template pane (see [Templates pane](#) on page 53).

You can retrieve the template assigned to a panel, for example to use as a starting point for designing a new panel layout, as follows:

1. Right-click the panel in the **Status** column (see [①](#), at right).
2. Click the pop-up **Retrieve Template for Design** button ([②](#)). The **Retrieve Template** dialog box opens (see [figure 51](#)).

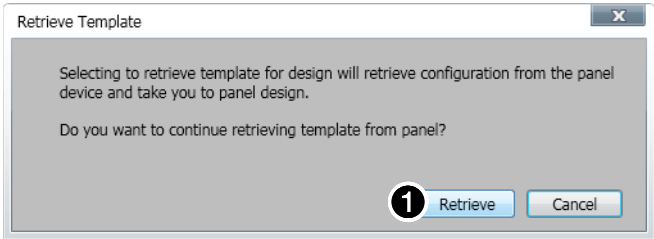
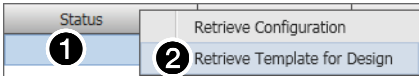


Figure 51. Retrieve Template Dialog Box

3. Click **Retrieve** ([①](#)). Room Agent software displays the **Retrieving Template ...** activity indicator while it loads the template and then automatically jumps to the **Panel Design** window (see [Panel Configuration Tab](#) on page 21).



Panel Design Tab

The **Panel Design** window (see figure 52) provides tools for customizing the appearance and function of the connected panels. The window consists of the design pane (❶, see **Design pane**, on the next page), the preview pane (❷, see **Preview pane** on page 53), and the **Templates** pane (❸, see **Templates pane** on page 53).

NOTE: The preview pane contains hardcoded, **sample**, entries. The layout and appearance of this pane change to reflect changes in the design pane, but, other than the date and time, the contents, such as “**Main Conference Room**”, do not change.

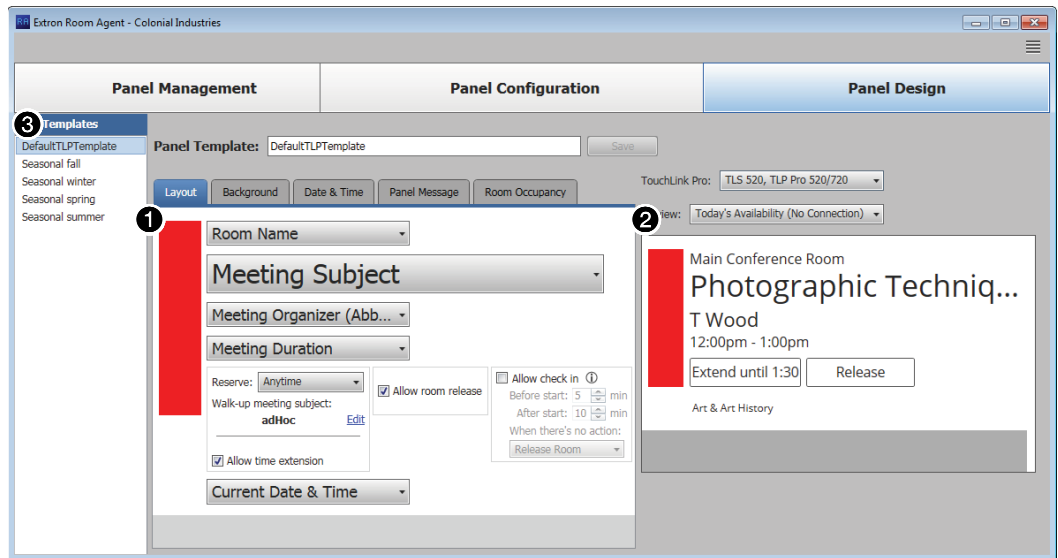


Figure 52. Panel Design Window, Layout Tab Selected

Design pane

Layout tab

If necessary, click the **Layout** tab (see figure 53, ❶) to make changes to the following:

- The arrangement of the fields on the display
- Whether or not you can locally (on the panel):
 - Reserve the room
 - Release the room
 - Extend the meeting time

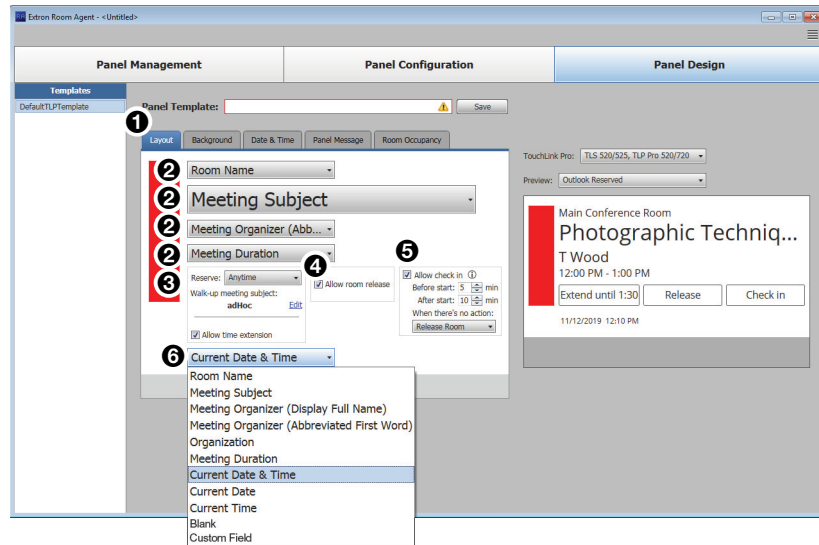


Figure 53. Panel Design Pane, Layout Tab

- ❷ **Data field drop-down lists** — These five menus are positioned within the pane to correspond to data positions on the panels and in the preview pane (see figure 50, ❷). All menus contain the same options (❸). Select among the options to choose the data displayed in the corresponding position. Watch the preview pane to see how your selections affect the appearance of a panel. Selecting **Blank** causes no data in the associated position.

NOTES:

- When you use Google, Microsoft Exchange, or Office 365 calendars, you can create private meetings. For these meetings, the subject title defaults to Private Meeting and the meeting organizer is hidden.
- **Custom Field** is available only when Office 365 or Microsoft Exchange selected as the calendar type. It displays up to 50 characters from the body of the meeting invitation.
- **Organization** is available for selection only when you have selected **CollegeNET 25Live** on the **Panel Management** page. **Organization** causes the panel to display the organization associated with the booked meeting, such as **Arts & Art History** in the preview pane.

- ③ **Reserve: drop-down list** (see [figure 53](#) on the previous page)— Use this drop-down list to select whether the **Reserve** button appears on the panel and how it functions. The **Reserve** button allows user to book the room locally, on the panel itself. **Anytime** allows you to reserve any half-hour segment displayed on the panel.

Reserve: Anytime

- Anytime
- Current time only
- Never

Subject field — This field shows the meeting subject displayed on the panel when a room is reserved from the panel. **adHoc** is the default subject. Change the meeting subject as follows:

1. Click the **Edit** link (see figure 49, ①).

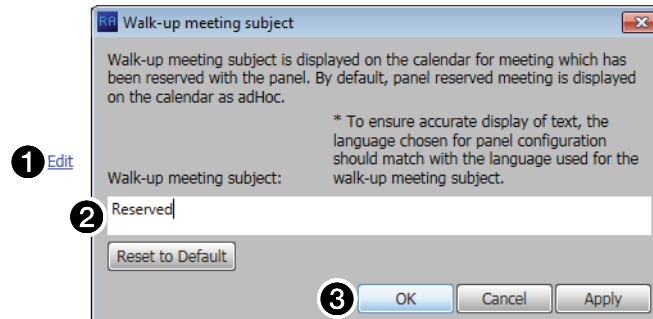


Figure 54. Walk-up Meeting Subject Dialog Box

2. Type the new subject name in the **Walk-up meeting subject:** field (②).
3. Click **OK** (③).

- ③ **Allow time extension checkbox** (see [figure 53](#),) — Check and uncheck this box to select whether the **Extend until** button appears on the panel. **Extend until** extends the reservation of a room in half-hour increments **IF** no previously scheduled reservation exists in the extension period. The **Extend until** button does not appear if there is a conflict.

☒ Allow time extension

- ④ **Allow room release checkbox** — Check and uncheck this box to select whether the **Release** button appears on the panel. **Release** frees up a room, for example if the meeting ends early.

☒ Allow room release

- ⑤ **Allow check in checkbox** — Check and uncheck this box to select whether the **Check in** button appears on the panel for a scheduled meeting. **Check in** disappears from a panel once it is pressed.

☒ Allow check in

If checked, additional controls appear on the panel to control how the **Check in** button functions.

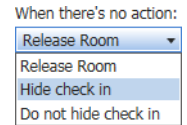
Before start and After start fields — Use the scroll buttons or type a value into these fields to define how long the **Check in** button appears.

Before start: min
After start: min

- **Before start:** controls how many minutes the **Check in** button displays before the scheduled start of a meeting.
- **After start:** controls how many minutes the **Check in** button appears after the scheduled start of the meeting.

When there's no action drop-down list (see [figure 53](#), [5](#), on page 46)—
Select among the options to choose how the **Check in** button and room reservation behave when no action is taken.

- **Release room** — The scheduling software releases the room when the **After start:** time has expired.
- **Hide check in** — The scheduling software hides the **Check in** button on the panel and releases the room when the **After start:** time has expired.
- **Do not hide check in** — The panel continues to display the **Check in** button until it is pressed.



Background tab

If necessary, click the **Background** tab (see [figure 55](#), [1](#)) to make changes to the following:

- The color theme (dark or light) of the panel display:
- Any background image
- The opacity of any background image

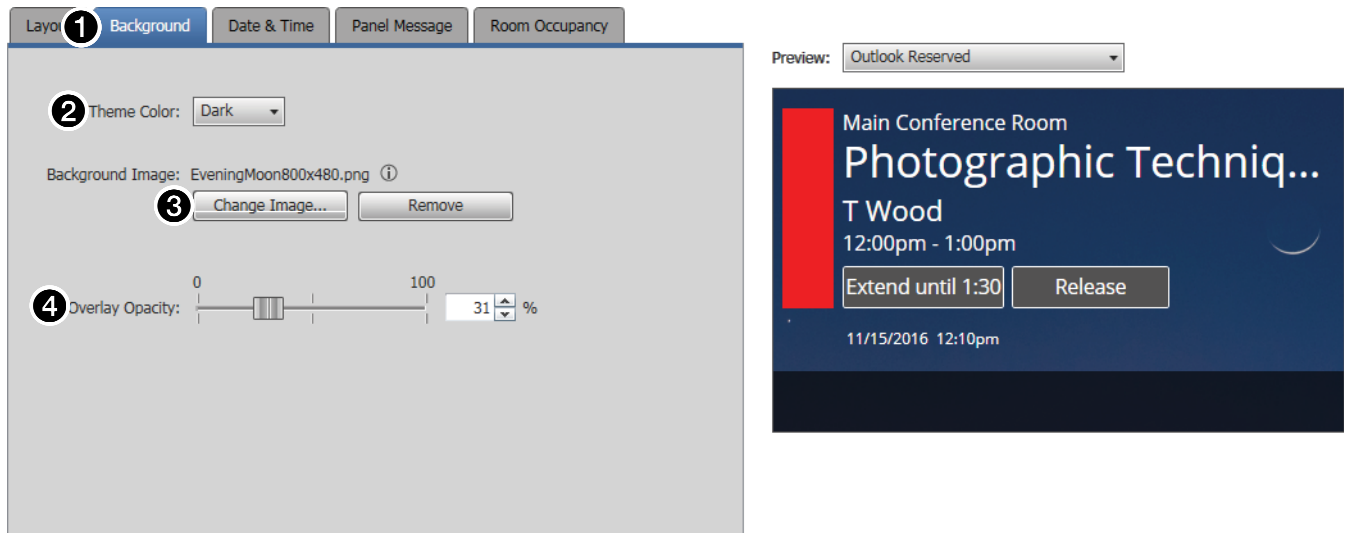
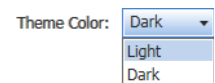


Figure 55. Panel Design Pane, Background Tab and Preview Pane

- 2 Theme color: drop-down list** — Use this drop-down list to select either **Light** (black text on a light background) or **Dark** (white text on a dark background).



③ **Background image:** (see [figure 55](#) on the previous page) —

- **Change Image... button** — Click to open a dialog box to assign a background image (see [figure 53](#) and the following procedure).
- **Remove button** — Click to clear any assigned background image.

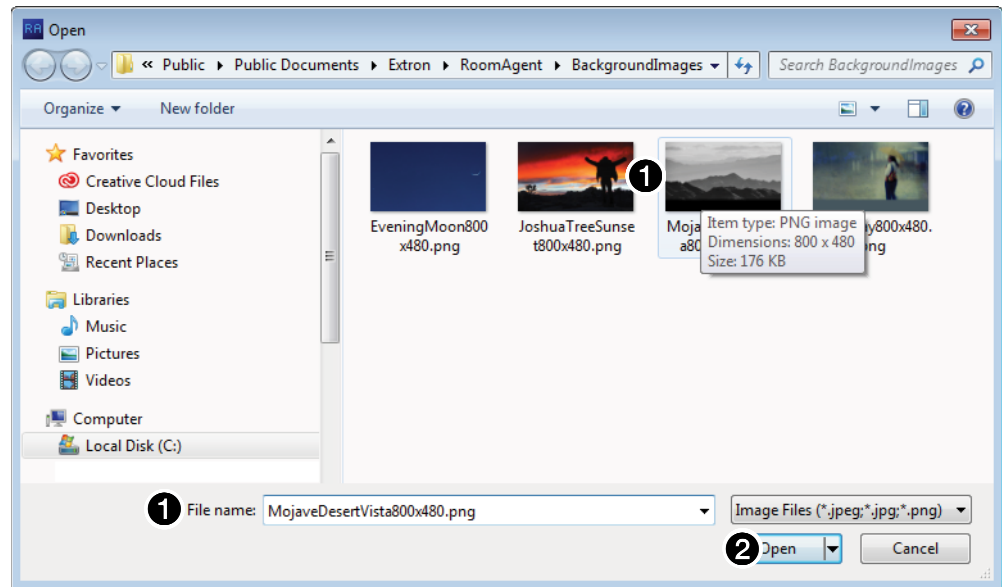


Figure 56. Open Dialog Box and Assign a Background Image

Assign or change a background image as follows:

NOTE: Room Agent software and the scheduling system support image files with the following traits only:

- JPEG or PNG format
- 800x480 resolution
- 8-bit color

1. Click the **Change Image...** button (see [figure 55](#), ③ on the previous page). The **Open** dialog box opens.
 2. Navigate to the folder where you saved the background image file. Select the file (see [figure 51](#), ①).
 3. Click **Open** (②). The **Open** dialog box closes and the newly assigned background image is displayed in the preview pane (see [figure 55](#)).
- ④ **Overlay Opacity** (see [figure 55](#))— Click and drag this fader control or type a value directly in the field to set the opacity of any displayed background image.

Date & Time tab

If necessary, click the **Date & Time** tab (see figure 57, ❶) to make changes to the date and time format.

Layout Background ❶ Date & Time Panel Message Room Occupancy

Time Format

❷ Time: 12-Hour

Room Availability Format

❸ Start time: 6:00 AM

❹ End time: 9:00 PM (15 hours)

Date Format

❺ ☒ Short date: ❹ M/d/yyyy

❻ ☐ Long date: ❼ MMMM dd, yyyy

What the notations mean:
d, dd = day; ddd, dddd = day of week; M = month; y = year

Figure 57. Panel Design Pane, Date & Time Tab

- ❷ **Time Format, Time: drop-down list** — Use this drop-down list to select among **12-Hour** (1:30 PM, for example), **24-Hour US** (13:30), and **24-Hour International** (13.30).
- ❸ **Room Availability Format, Start time: drop-down list** — Use this drop-down list to select the start time of room availability display, in half-hour increments.
- ❹ **Room Availability Format, End time: drop-down list** — Use this drop-down list to select the end time of room availability display, in half-hour increments. The menu also shows the quantity of time the room availability is displayed.
- ❺ **Date Format radio buttons** — Use these radio buttons to select the format to display on the panel. After you select either **Short date** or **Long date**, the associated drop-down list (see ❹ and ❼) becomes available for selection.
- ❹ **Short date: drop-down list** — Use this drop-down list, available when the **Short date** radio button is selected, to select among short date (in which the month is represented by a numeral) display formats.
- ❼ **Long date: drop-down list** — Use this drop-down list, available when the **Long date** radio button is selected, to select among long date (in which the month is spelled out) display formats, such as day month year or month day year and whether to include the day of the week.

Panel Message tab

If necessary, click the **Panel Message** tab (see figure 58, ❶) to make changes to the message displayed when the panel has no connection to the calendar server.

Layout Background Date & Time ❶ Panel Message

Panel message is displayed on Today's Availability view. This message appears when panel device has no connection with the calendar server.

* To ensure accurate display of text, the language chosen for panel configuration should match with the language used for the message.

Panel message: ❷ This panel device currently has no connection with the calendar server.

❸ Reset to Default ❹ Clear All

Figure 58. Panel Design Pane, Panel Message Tab

- ❷ **Panel message: field** — Type in the panel message to be displayed.
- ❸ **Reset to Default button** — Click to return the default panel message (displayed in figure 55).
- ❹ **Clear All button** — Click to clear the panel message.

Room Occupancy tab

NOTES:

- This screen is always selectable and behaves as described, but only TLS 520M, TLS 725M, and TLS 1025M scheduling panels, and TLP Pro 520M touchpanels have the digital I/O connectors necessary to connect the OCS 100 Occupancy Sensors.
- See [Occupancy Sensor Configuration](#) on page 73 for an overview of connecting the occupancy sensors to compatible panels.

If necessary, click the **Room Occupancy** tab (see figure 59, ❶) to access the settings for rooms equipped with occupancy sensors.

Figure 59. Panel Design Pane, Room Occupancy Tab

❷ **Allow room occupancy sensor for meeting checkbox** — Check and uncheck this box to enable and disable the use of room occupancy sensors to determine if a meeting has started. If checked, additional controls (see 2a through 2c) become available to control how the sensors function.

2a **Disable sensor field** — Use the scroll buttons or type a value into this field to disable the sensors for longer meetings.

2b **When room is inactive field** — Use the scroll buttons or type a value into this field to set a time of room inactivity after the scheduled start time, after which the room **may** be released for another meeting (as defined in 2c). This field may not contain 0 minutes.

NOTE: This counter begins after the sensor has changed state to indicate the room is unoccupied.

2c **When room is inactive drop-down list** — Use this drop-down list to select between **Take no action** (leave the room reserved) and **Release room** (make the room available for other users).

③ **Sensor Output Type radio button** (see [figure 59](#) on the previous page) — Select one of these radio buttons to denote how the occupancy sensor is wired to the TLS 520M, TLS 725M, or TLS 1025M scheduling panel or TLP Pro 520M touchpanel:

- **Control**
- **Relay - NC (Normally Closed)**
- **Relay - NO (Normally Open)**

Preview pane

The preview pane (see [figure 60](#), ①) shows the effects of changes that you make using the controls within the panel design pane.

NOTE: The preview pane contains hardcoded, **sample**, entries. The layout and appearance of this pane change to reflect your changes in the design pane, but, other than the date and time, the content, such as “Main Conference Room”, do not change.

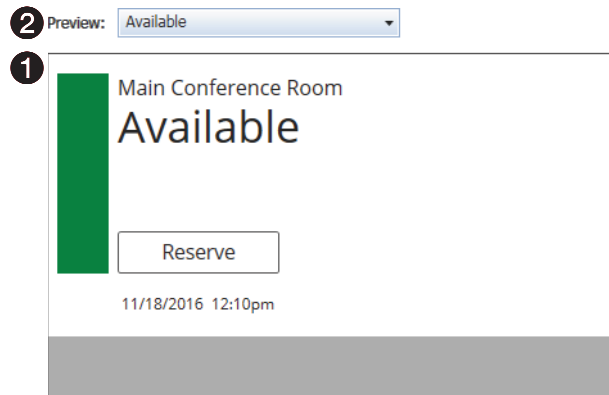
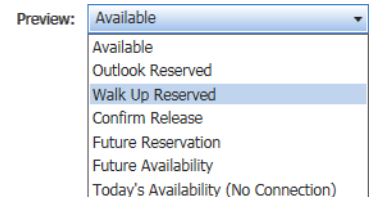


Figure 60. Preview Pane and Drop-down list

② **Preview: drop-down list** — The **Preview:** drop-down list lets you select among various display possibilities so that you can further refine the appearance of panels in all of these circumstances.



Templates pane

Templates, such as the default **DefaultTLPTemplate**, which is the default that is installed as part of the Room Agent installation, allow you to create a number of customized panel appearances. Each panel in a system can have its own template, assigned on the **Panel Configuration** window. Select the templates on the **Templates** pane (see [figure 61](#)).



Figure 61. Templates Pane and Drop-down list

- To assign the appearance of a displayed template to the panels, double-click a displayed template (❶).
- To delete a template, click the ✕ (❷).
- To add a new template:
 - Type a name in the **Panel Template:** field (❸).
 - Click the **Save** button (❹).

Show Available Network Adapters

Room Agent can show you all of the network interfaces available on the computer for you to use in communications and allow you to select the active one. Type <Ctrl>+<Shift>+<F2> to open a dialog box displaying the available controllers (see figure 62).

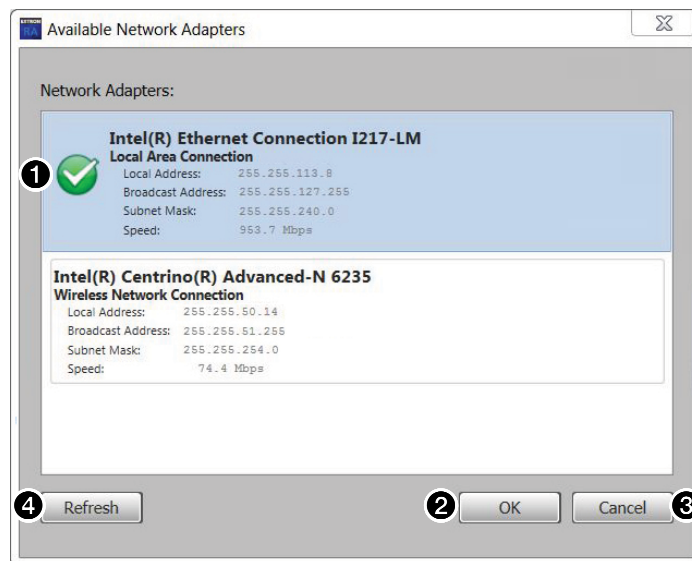


Figure 62. Available Network Controllers Dialog Box

Select a network controller as follows:

1. Click the desired controller (❶).
2. Click **OK** (❷).

To close the dialog box without selecting the controller, click **Cancel** (❸).

To refresh the view, click **Refresh** (❹).

Update Firmware

To use version 1.10 of the Room Agent software, ensure that the touchpanels have the following version of the firmware:

- Extron recommends that all TLS panels use firmware version 1.12.0001-b001 or later.
- TLP Pro panels require version 2.11.0002-b001 or later.

NOTE: The latest firmware for all compatible panels is automatically downloaded onto your PC when you install the Room Agent software. New versions of Room Agent software may have new firmware that supports new features.

Update panel firmware for any reason as follows:

NOTE: Whenever you download a new version of Room Agent software, you should update firmware to take advantage of the any new features the software provides.

1. Click the **Setup** button for a panel to be updated.



NOTE: The  button deletes a panel from the list.

The **Panel Connection** dialog box opens (see figure 63).

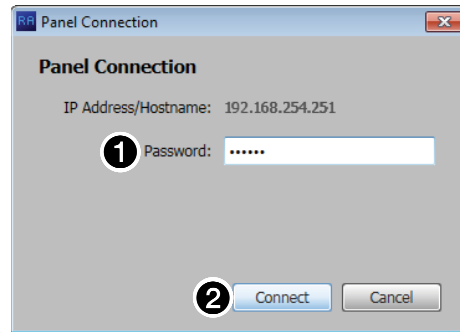


Figure 63. Panel Connection Dialog Box

2. If applicable, enter a password in **Password** field (1).

NOTES:

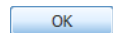
- The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.
- If the device is reset to default settings, the password will be the default password configuration. The default password is **extron**.

3. Click the **Connect** button (2).

NOTE: This step and this connection are necessary to send a firmware file to the panel.

The Room Agent software connects to and synchronizes with the panel. Once synced, Room Agent displays the **Device Management** window with either the **Communication Settings** tab (see [figure 15](#) on page 19) or **General Settings** tab (see [figure 16](#) on page 20) selected.

4. Click **OK**. The **Device Management** window closes and the **Panel Configuration** window is displayed (see [figure 59](#)).



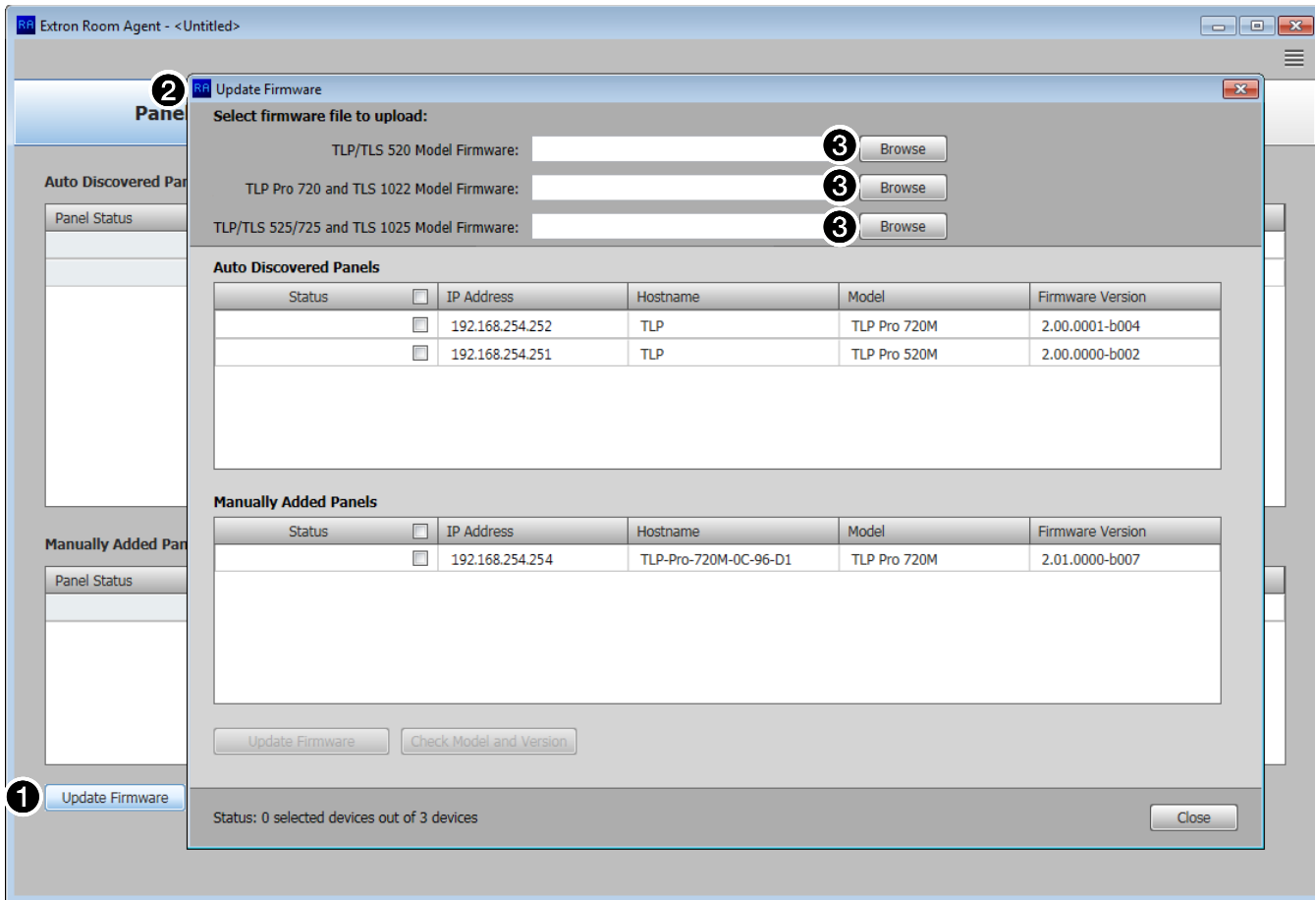


Figure 64. Firmware Update

5. Click the **Update Firmware** button (❶). The Update Firmware window opens (❷).
6. Click the **Browse** button for the desired model (❸):
 - **TLP/TLS 520 Model Firmware**
 - **TLP Pro 720 and TLS 1022 Model Firmware**
 - **TLP/TLS 525/725 and TLS 1025 Model Firmware**

The Open Firmware File dialog box opens in the appropriate folder for the firmware (see [figure 65](#) on the next page).

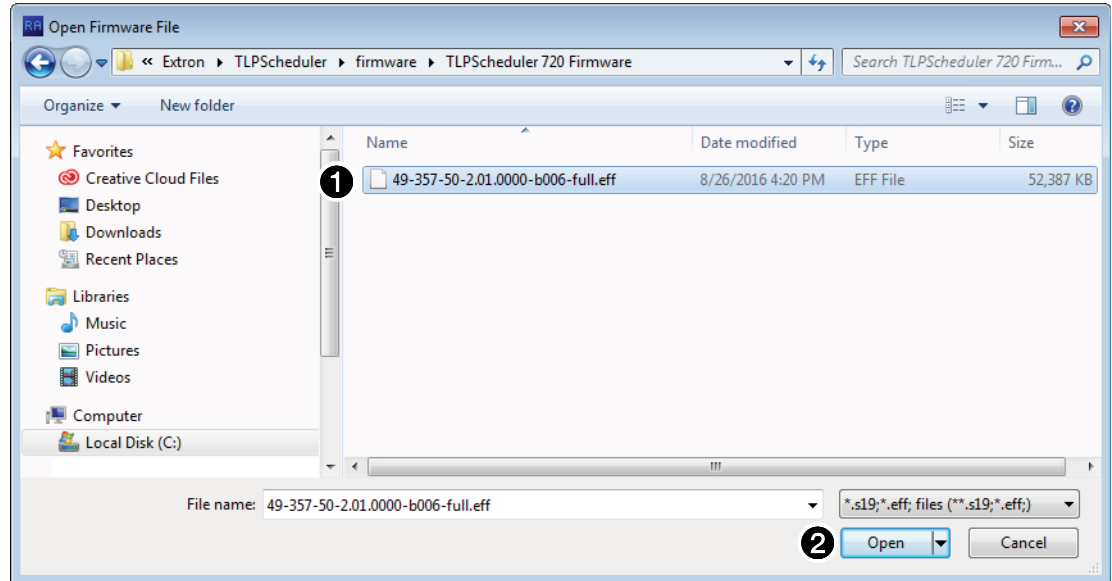


Figure 65. Firmware File Selection

7. Select the file (see figure 65, ①).
8. Click **Open** (②). The Update Firmware window returns to the top with the firmware file selected (see figure 66, ①).

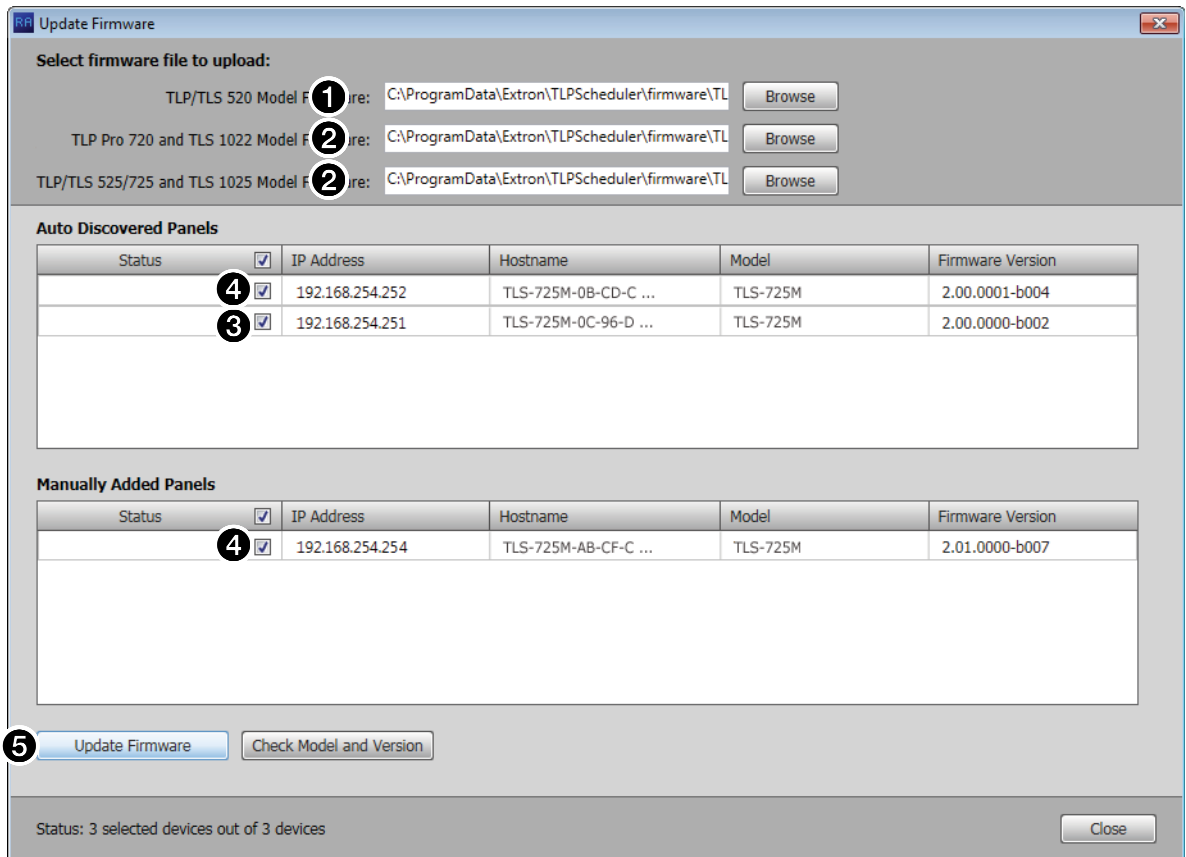


Figure 66. Selecting Firmware Files and Panels

9. If desired, repeat **steps 2 through 4** beginning on page 55 for other panel types. The Update Firmware window returns to the top with the firmware file selected (②).

10. Select one or more checkboxes for the panels that you want to update (see [figure 66](#), [3](#) and [4](#) on the previous page). Ensure that you have the correct firmware file selected for the panels you select.
11. Once firmware files and panels are selected, the **Update Firmware** button becomes available for selection ([5](#)). Click this button. The **Status** column reports the status of the update (see [figure 62](#)). When the **Status** is **Updated**, the update is complete.

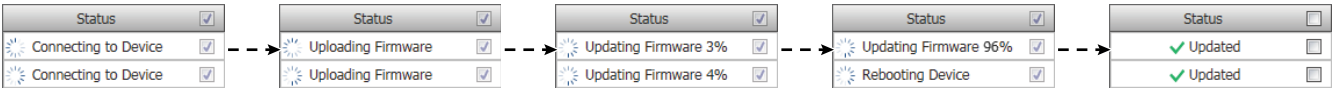


Figure 67. Firmware Update Status Flow

12. Click the **Close** button to return to the Panel Management view (see [figure 13](#) on page 17). Room Agent reports **Panel Info Updated** in the **Panel Status** column.

Panel Status
Panel Info Updated
Panel Info Updated

Microsoft Environment Setup

This section provides guidance for an experienced IT person to set up the Room Scheduling System in a Microsoft environment (Office 365 and Exchange). Topics include:

- [Platform Versions](#)
- [Before You Begin](#)
- [Set up the Room Scheduling System in the Microsoft Environment](#)

The Extron Room Scheduling System works within the Microsoft environment (Exchange and Office 365) by tying compatible panels to room mailboxes. This tie allows Microsoft Outlook users to view the availability of a room and reserve it. This section guides system administrators through linking the Scheduling System to the Rooms.

Platform Versions

The Extron Room Scheduling System works with cloud-based Microsoft Office 365 as well as the following Microsoft Exchange versions maintained on the premises of your facility:

- Exchange 2007, Service Pack 1
- Exchange 2010
- Exchange 2013
- Exchange 2016

In Exchange servers, the Room Scheduling System uses the Exchange Web Services (EWS) protocol to tie in to the server room mailboxes; no plugins or additional software are required on the server.

The Room Scheduling System subscribes to the room mailboxes. The EWS protocol includes push notifications. The server pushes change notifications to the Room Scheduling System whenever calendar changes occur.

Before You Begin

Complete all of the following steps before starting to set up the Room Scheduling System:

- ☐ Ensure all of the desired panels are installed in the appropriate locations (see [Panel Installation Overview](#) beginning on page 83).
- ☐ Ensure that all rooms are listed in the Exchange server (Exchange on premises) or Exchange online (Office 365).
- ☐ Compile a list of the following for all panels designated as room scheduling devices and all rooms.
 - ☐ **Panel IP addresses** — Each panel in the system requires a unique IP address. The default address for all compatible panels is 192.168.254.251. Visit www.extron.com and see the applicable panel user guides, to assign unique IP addresses to each panel.
 - ☐ **Panel passwords** — All panels are password protected. The factory configured passwords for all accounts on this device have been set to the device serial number. Passwords are case sensitive.

NOTE: If the device is reset to default settings, the password resets to the default password configuration, which is **extron** (for either **admin** or **user**).

- ☐ **Exchange User IDs** — The Exchange User ID requires the User Principal Name (UPN, the name of a Windows network user in an SMTP e-mail address format) for the room resource user ID. The UPN **must** have an SMTP e-mail address assigned to it.
 - Abbreviated Exchange User IDs (aliases) will not work.
 - See [Verify the Exchange User ID is the UPN \(Exchange\)](#) on the next page or [Verify the Exchange User ID is the UPN \(Office 365\)](#) on page 63 if you are not certain that your Exchange User IDs are UPNs.
- ☐ **Room passwords**

Verify the Exchange User ID is the UPN (Exchange)

NOTE: The guidelines in this section are intended for IT professionals only. Installers or integrators attempting to follow these guidelines should do so only in close coordination with the IT department of the organization where the Room Scheduling System is to be installed.

Verify the UPN as follows:

1. Access the Exchange server **Active Directory Users and Computers** window.

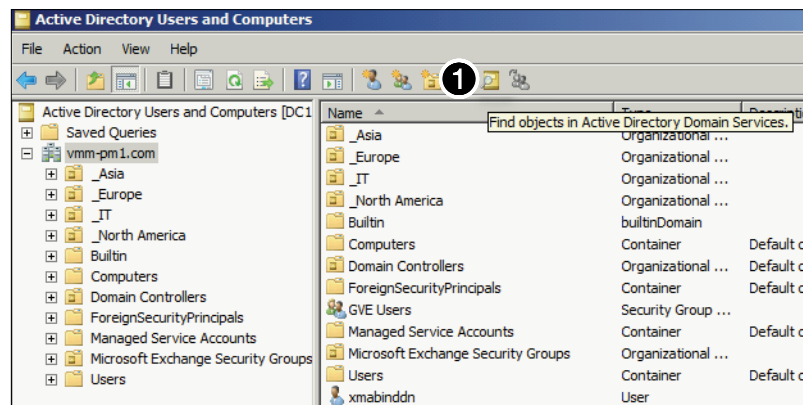


Figure 68. Active Directory

2. Click the **Find object** (🔍) icon (see figure 68, ①). The **Find Users, Contacts, and Groups** dialog box opens (see figure 69).

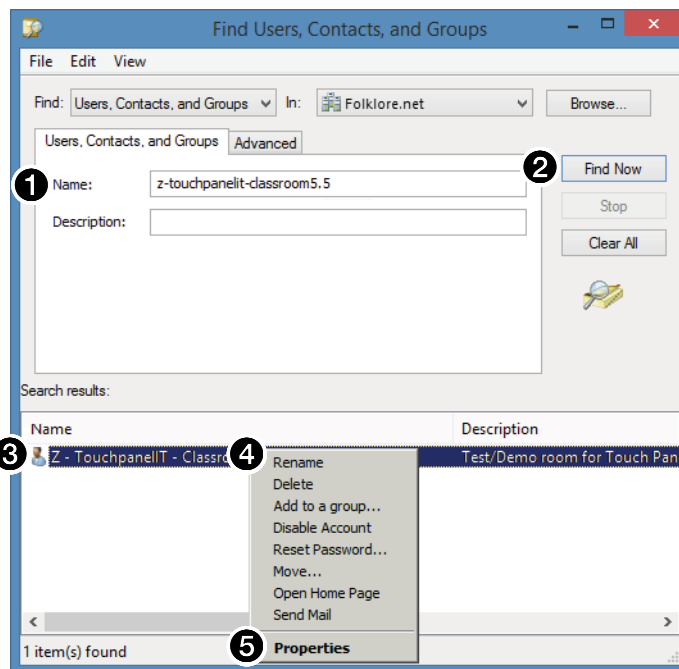


Figure 69. Find Users, Contacts, and Groups Dialog Box

3. Enter the name of the room to be verified in the User, Contacts, and Groups **Name** field (①).
4. Click **Find Now** (②). The **Search results:** pane displays the room (③).
5. <Right-click> the room in the **Search results:** pane (④) and click **Properties** (⑤).

The **Properties** dialog box opens (see figure 70).

Z - TouchpanelIT - Classroom 5.5 Properties

Published Certificates | Member Of | Password Replication | Object | Security

Environment | Sessions | Remote control

Remote Desktop Services Profile | COM+ | UNIX Attributes

1 General | Address | Account | Profile | Telephones | Organization

Z - TouchpanelIT - Classroom 5.5

First name: Initials:

Last name:

Display name:

Description:

Office:

Telephone number: Other...

2 E-mail:

Web page: Other...

OK **3** Cancel Apply Help

Figure 70. E-mail Address Displayed on the General Tab

6. If necessary, click the **General** tab (**1**). The general properties for the room are displayed.
7. Note the room e-mail address shown (**2**). This value is the UPN, the value used as the **only** valid Exchange User ID for this room in the Room Scheduling System.
8. Click **Cancel** to exit the display (**3**).
9. Repeat steps 3 through 8 for each desired room.

TIP: Write down the UPNs of all rooms for setting up the Room Scheduling System.

Verify the Exchange User ID is the UPN (Office 365)

NOTES:

- The guidelines in this section are intended for IT professionals only. Installers or integrators attempting to follow these guidelines should do so only in close coordination with the IT department of the organization where the Room Scheduling System is to be installed.
- This information is correct as of June 2017. However, this site is not controlled by Extron and may change.

Verify the UPN as follows:

1. Access the Office 365 **Admin center** page (see figure 71).

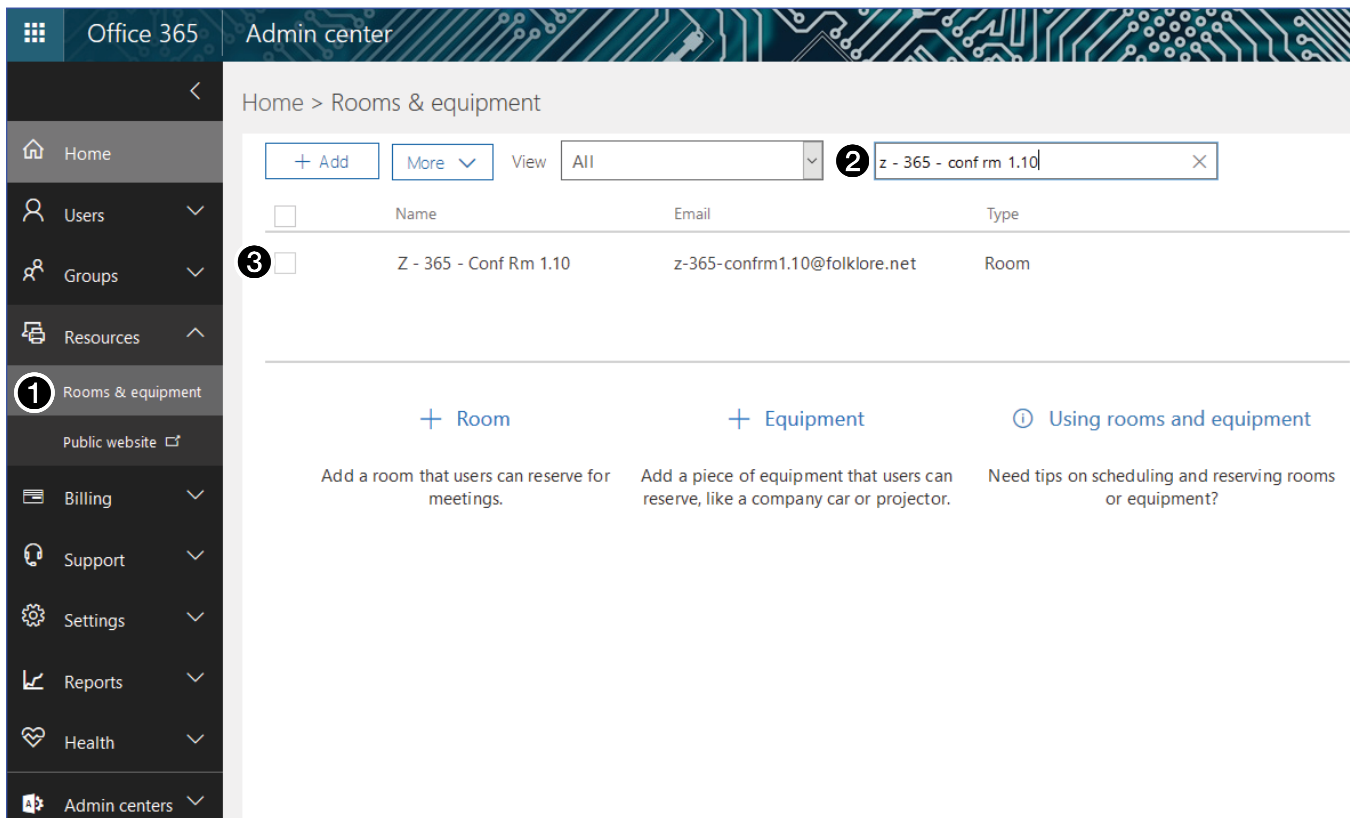


Figure 71. Active Directory

2. Click **Resources > Rooms & equipment** (1). The Home > Rooms & Equipment pane displays.
3. Enter the room name in the Room field (2) and type <Enter> on the keyboard. The room information appears (3).
4. Click on the room information (3). The dialog box for the selected room opens (see [figure 72](#) on the next page).

Z - 365 - Conf Rm 1.10
Room

[Delete mailbox](#)

Name: Z - 365 - Conf Rm 1.10 [Edit](#)

Email: **1** z-365-confm1.10@folklore.net

Capacity

Location

Phone number

Automatic processing: On [Edit](#)

Delegates

Exchange settings: [Edit Exchange settings](#)

2 [Close](#)

Figure 72. Room Information Dialog Box

5. Note the room e-mail address shown (**1**). This value is the UPN, the value used as the **only** valid Exchange User ID for this room in the Room Scheduling System.
6. Click **Close** to exit the display (**2**).
7. Repeat steps 2 through 6 for each desired room.

TIP: Write down the UPNs of all rooms for setting up the Room Scheduling System.

Set up the Room Scheduling System in the Microsoft Environment

Perform the following operations to set up the Room Scheduling System:

- ☐ Start the Room Agent software as an administrator (see [Start the Program](#) on page 15).
- ☐ Discover any panels that are on the same subnet as the computer running Room Agent software (see [Automatically Discover Panels](#) on page 16).
- ☐ Manually add any panels from a different subnet than the computer that is running Room Agent software (see [Manually Add Panels](#) on page 16).
- ☐ Perform the following for **each** panel in the system:
 - ☐ Connect to the panel (see [Connect to the panel](#) on page 18).
 - ☐ Verify or change settings (internet variables and password) on the **Communication Settings** tab (see [Communication Settings window](#) on page 19).

NOTE: If you change any settings but the **Hostname**, the panel disconnects and you must rediscover or manually find it again. A better approach is to set these values ahead of time using the on-screen menus of the panel (visit www.extron.com and see the applicable panel user guides).

- ☐ Verify or change settings (panel appearance, time, and audio clicks) on the **General Settings** tab (see [General Settings window](#) on page 20).

- ☐ Select the calendar server, Microsoft Exchange or Microsoft Office 365 (see [Panel Configuration Tab](#) on page 21).
- ☐ **If you selected Microsoft Exchange above**, configure the Room Agent software to connect with the panels through the Exchange server (see [Exchange configuration](#) on page 33).

NOTE: For Microsoft Office 365, connection is made automatically through the Office 365 server.

- ☐ Customize the appearance of your panels as desired. See the following:
 - [Layout tab](#) on page 46
 - [Background tab](#) on page 48
 - [Date & Time tab](#) on page 50
 - [Panel Message tab](#) on page 51
- ☐ Configure one or more panels (see [Configure panels](#) on page 35 [for Microsoft Exchange] or [Configure panels](#) on page 40 [for Microsoft Office 365]).

NOTES:

- The two "Configure panels" procedures linked above are identical; you can refer to either.
- The IP Address and Hostname variables are set when you discover or manually add panels.
- The only values that you must enter are the Exchange User ID and the Exchange User Password.
- The **Panel Design** menu includes the **DefaultTLPTemplate**, which is the default that is installed as part of the Room Agent software, as well as any templates that you have created and saved (see [Templates pane](#) on page 53).

- ☐ Send the configuration to selected panels (see [Send and retrieve the configuration](#) on page 42).

Google Calendar Environment Setup

This section provides guidance for an experienced IT person to set up the Room Scheduling System in a Google Calendar environment. Topics include:

- [Download the JSON File](#)
- [Set up the Room Scheduling System in the Google Environment](#)

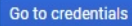
Download the JSON File

NOTE: The guidelines in this section are intended for IT professionals only. Installers or integrators attempting to follow these guidelines should do so only in close coordination with the IT department of the organization where the Room Scheduling System is to be installed.

The Room Scheduling System integrates the Google Calendar of your organization into the Room Scheduling System. To do this, you need to download the JSON file as follows:

NOTES:

- The following procedure assumes that you already have a Google account with the necessary administrative rights.
- The screen images in this procedure were created using the Google Chrome™ browser. Your screen images may appear different.
- This information is correct as of June 2017; however, this site is not controlled by Extron and may change.

1. Open a browser on the computer where Room Agent is installed.
2. Log into your Google account.
3. Access the Google Developers Console for a Google Calendar API (<https://console.developers.google.com/flows/enableapi?apiid=calendar>).
4. From the drop-down list, select **Create a Project** and click **Continue**.  The Google Calendar API show the **Go to Credentials** button.
5. Click **Go to Credentials**. The Credentials page opens (see [figure 73](#) on the next page).

API Manager Credentials

Dashboard
Library
Credentials

Add credentials to your project

1 Find out what kind of credentials you need
We'll help you set up the correct credentials
If you wish you can skip this step and create an **API key**, **client ID**, or **service account**

1 Which API are you using?
Determines what kind of credentials you need.
Google Calendar API

2 Where will you be calling the API from?
Determines which settings you'll need to configure.
Choose...

3 What data will you be accessing?
☒ User data
Access data belonging to a Google user, with their permission
☐ Application data
Access data belonging to your own application

4 What credentials do I need?

2 Get your credentials

Cancel

Figure 73. Determine Credentials Needed

6. From the Which API are you using? drop-down list, select **Calendar API** (1).
7. From the Where will you be calling the API from? drop-down list, select **Other UI (e.g. Windows, CLI tool)** (2).
8. From the What data will you be accessing? drop-down list, select **User data** (3).
9. Click **What Credentials do I need** (4). The Add Credentials page opens (see figure 74).

API Manager Credentials

Dashboard
Library
Credentials

Add credentials to your project

✓ Find out what kind of credentials you need
Calling Google Calendar API from a UI-based platform

2 Create an OAuth 2.0 client ID
Name
Other client 1
Create client ID

3 Set up the OAuth 2.0 consent screen

4 Download credentials

Cancel

Figure 74. Add Credentials

10. Enter a name and click **Create Client ID** (see [figure 74](#), ❶, on the previous page). The **OAuth 2.0 Consent** fields open (see figure 75).

✓ Create an OAuth 2.0 client ID
Created OAuth client 'GVE Test'

3 Set up the OAuth 2.0 consent screen

Email address ❶
new-service-account-test@api

Product name shown to users ❷
Product name

More customization options

❸ Continue

Figure 75. Set up OAuth fields

11. Enter the **Email address** used to access the Google Calendar (❶).
12. Enter a **Product Name shown to users** (❷). This name appears on the Google Device page during the Google Calendar setup (see [step 9](#) on page 31).
13. Click **Continue** (❸). Your **Client ID** is shown in the **Download credentials** area (see figure 76, ❶).

4 Download credentials

❶ Client ID 88238291948-nvq3epdrphtqi71eadt4h9k1f5h212k.apps.googleusercontent.com

Download this credential information in JSON format. This is always available for you on the credentials page.

❷ Download I'll do this later

❸ Done Cancel

Figure 76. Download JSON file

14. Click **Download** (❷) to save the JSON file. This file is required to authenticate the device during configuration (see [Google Calendar configuration](#) on page 29).
15. Click **Done** (❸).

Set up the Room Scheduling System in the Google Environment

Perform the following operations to set up the Room Scheduling System:

- ☐ Start the Room Agent software as an administrator (see [Start the Program](#) on page 15).
- ☐ Discover any panels that are on the same subnet as the computer running Room Agent software (see [Automatically Discover Panels](#) on page 16).
- ☐ Manually add any panels from a different subnet than the computer that is running Room Agent software (see [Manually Add Panels](#) beginning on page 16).
- ☐ Perform the following for **each** panel in the system:
 - ☐ Connect to the panel (see [Connect to the panel](#) on page 18).
 - ☐ Verify or change settings (internet variables and password) on the **Communication Settings** tab (see [Communication Settings window](#) on page 19).

NOTE: If you change any settings but the **Hostname**, the panel disconnects and you must rediscover or manually find it again. A better approach is to set these values ahead of time using the on-screen menus of the panel (visit www.extron.com and see the applicable panel user guides).

- ☐ Verify or change settings (panel appearance, time, and audio clicks) on the **General Settings** tab (see [General Settings window](#) on page 20).
- ☐ Select the Google Calendar server, (see [Panel Configuration Tab](#) on page 21).
 - ☐ Configure the Room Agent software to connect with the panels through the Calendar server (see [Google Calendar configuration](#) on page 29).
- ☐ Customize the appearance of your panels as desired. See the following:
 - [Layout tab](#) on page 46
 - [Background tab](#) on page 48
 - [Date & Time tab](#) on page 50
 - [Panel Message tab](#) on page 51
- ☐ Configure one or more panels (see [Configure panels](#) on page 29).
 - ☐ Authenticate the device to Google (identify the JSON credentials).
 - ☐ Enter a valid Google account name.

NOTES:

- The IP Address and Hostname variables are set when you discover or manually add panels.
- The Room Agent software appends the name of the **Import Credential JSON File** to the end of the **Google Account** and displays the new value in the **Google Account** field.
- The **Panel Design** menu includes the **DefaultTLPTemplate**, which is the default that is installed as part of the Room Agent software, as well as any templates that you have created and saved (see [Templates pane](#) on page 53).

- ☐ Send the configuration to selected panels (see [Send and retrieve the configuration](#) on page 42).

EMS Environment Setup

This section provides guidance for an experienced IT person to set up the Room Scheduling System in an EMS environment. Topics include:

- [Prerequisites](#)
- [Setup](#)
- [Creating a Web Administrator](#)

Prerequisites

- **EMS Version** — Must be version 44 or higher.
- **EMS Platform Services API** — This API must be installed.
- **EMS Web Administrator** — A knowledgeable person must have the Web Administrator role to obtain client application information.
- **EMS Desktop Administrator Account** — The installer must have Administrator privileges (see [Creating a Web Administrator](#) on page 75).

Setup

NOTE: Extron recommends the Google Chrome browser for all EMS Web operations.

Verify the Version

NOTE: For help with installing or updating the EMS Platform Service API, contact your EMS support representative.

Acquire the EMS version as follows:

1. Open a browser on the EMS server.
2. Access the EMS platform. The EMS platform displays a message with the EMS Platform status and version number (see figure 77).

NOTE: Typically `http://<your_server_name>/EmsPlatform`.

EMS Platform Services Status	
Connection Status Connected	
1 API Version	44.1.26000.421
Server Version	44.1.0.0

Figure 77. EMS Status Message

3. Verify that the API Version and Server Version (1) are 44 or higher. If your versions are older, contact your EMS representative to upgrade the API.

Get a Client ID

Room Agent software requires a Client ID be assigned to each touchpanel to grant the panel permission to access the EMS calendar details. The EMS Platform Service API, running on the EMS server is the source of the Client ID.

You can use a single client for all touchpanels or create multiple clients that are each associated with a subset of panels.

NOTE: For help with installing or updating the EMS Platform Service API, contact your EMS support representative.

Acquire the Client ID as follows:

1. Open a browser on the EMS server.
2. Access the admin portal via the EMS platform.

NOTE: Typically `http://<your_server_name>/EmsPlatform/admin/`.

The EMS platform services sign-in page opens (see figure 78).

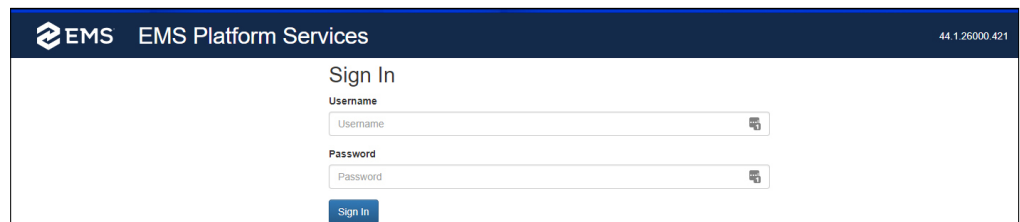


Figure 78. EMS Platform Sign-in Page

3. Enter the Username and Password for an authorized administrator (see [Creating a Web Administrator](#) on page 75).
4. Click **Sign In**. The EMS Platform Services API opens to the Admin Functions page (see figure 79).



Figure 79. EMS Platform Admin Functions Page

5. Click **Integrations** (1) to open the Clients page (see figure 80).



Figure 80. EMS Platform Service Clients Page

6. Decide if you are going to:
 - Use an existing client (click that **Client** [see [figure 80](#), ① on the previous page] and proceed to step 9).
 - Create a new client by clicking **New Integration Client** (②). The Clients/New page opens (see [figure 81](#)). Proceed to step 7.

Figure 81. EMS Client Services/New Page

7. To create a new client (you selected ②, in step 6) —
 - a. Configure the new client as recommended by your EMS representative.

NOTE: It is beyond the scope of this guide to make specific recommendations as to the configuration of EMS clients. **However**, for the touchpanels to be able to make Ad Hoc bookings, you need to select **Allow this client to book without Everyday User Templates and ignore Booking Rules** (①).
 - b. Click **Save Client**(②). The Clients/New page closes and the Clients page reopens (see [figure 80](#)).
 - c. Continue to step 9.
8. Select (click) the desired **Client** (see [figure 80](#), ①).
9. Observe the **Clients/EMS Admin** window for the selected client (see [figure 82](#), ①). Write down, or use the computer copy function to copy, the **Client ID**. This is the **case-sensitive** value that you enter (or use the computer paste function) in the **Client ID** field in Room Agent software (see [Configure panels](#) on page 26).

Figure 82. Sample EMS Platform Clients/EMS Admin Page

Verify Room Name

NOTE: It is beyond the scope of this guide to document the EMS Desktop application beyond the requirements of verifying the room name.

Room names identify which touchpanel is associated with which EMS room. Verify a room name as follows:

1. Open the EMS Desktop application and log in as an administrator, with the appropriate permissions. The application opens to the **Main Menu** (see figure 83).

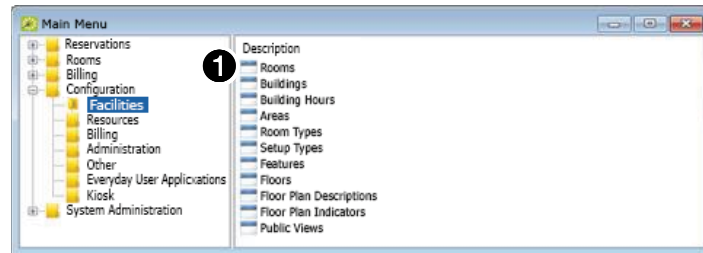
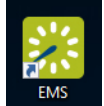


Figure 83. Main Menu

2. Click **Configuration > Facilities > Rooms** (1). The Rooms window opens to the top level (no building is selected) (see figure 84).

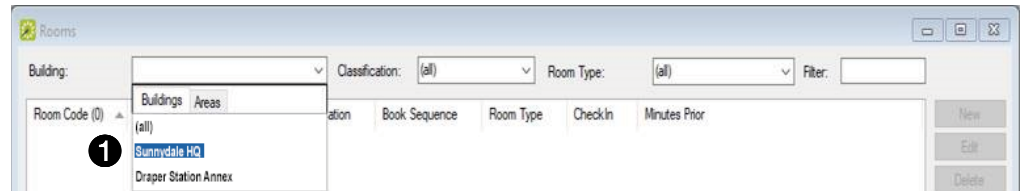


Figure 84. Rooms Window, Top Level

3. In the Building drop-down menu, select the building in which the room that you want to verify is located (1). The application lists the rooms for that building (see figure 85).

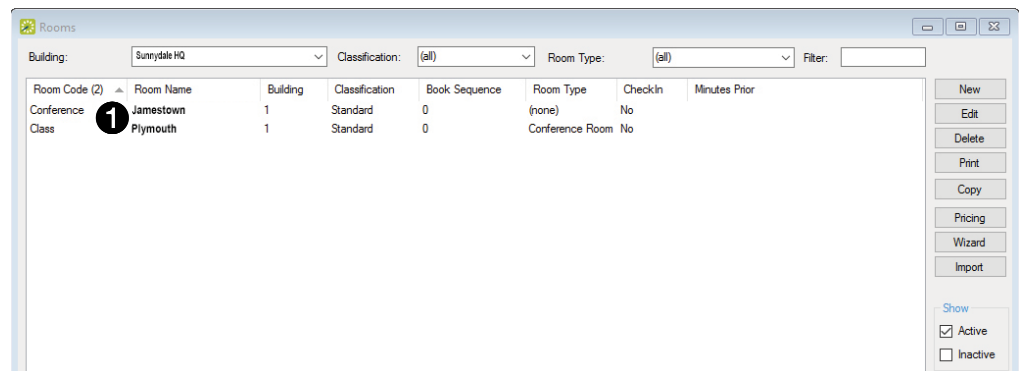


Figure 85. Rooms Window, Rooms Shown

4. Observe the Rooms window for the desire room (1). Write down, or use the computer copy function to copy, the **Room Name**. This is the **case-sensitive** value that must match the value in the **Room Name** field in Room Agent software (see [Configure panels](#) on page 26).

Verify or Create an Event Type

For Room Agent software to be able to correctly handle Ad Hoc events in the EMS environment, an event type must exist in EMS. Verify an event type exists as follows:

1. Open the EMS Desktop application and log in as an administrator, with the appropriate permissions. The application opens to the **Main Menu** (see figure 86).

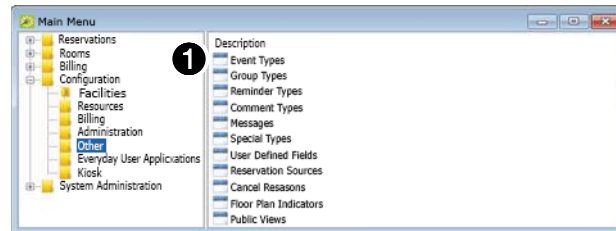


Figure 86. Main Menu

2. Click **Configuration > Other > Event Types** (1). The Event Type window opens (see figure 87).

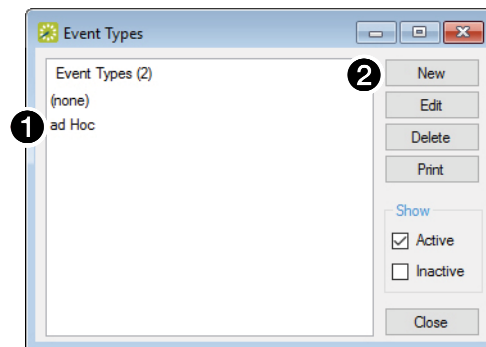


Figure 87. Event Types Window

3. Verify that an event type appears in the Event Types window (1).
4. If no event type exists, or if you want to create a new type, click **New** (2). The Event Type dialog box opens (see figure 88).

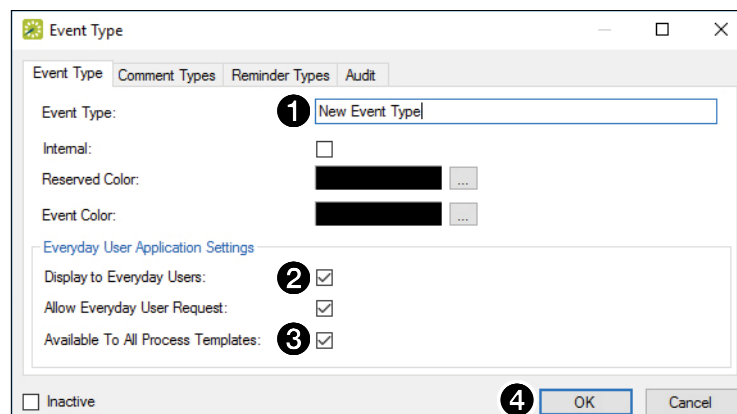


Figure 88. Event Types Dialog Box, Creating a New Event Type

5. Enter a name in the Event Type field (1).
6. Check **Display to Everyday Users** (2) and **Available to All Process Templates** (3).

7. Click **OK** (see [figure 88](#), ④ on the previous page). The **Event Type** dialog box closes and the display returns to the **Event Type** page (see [figure 87](#) on the previous page).
8. Write down the **Event Type** in the window (see [figure 87](#), ①). This is the **case-sensitive** value that must match the value in the **Event Type** field in Room Agent software (see [Configure panels](#) on page 26).

Creating a Web Administrator

A Web administrator role is required to log into the EMS administrator portal to create client IDs. Create a Web Administrator as follows:

1. Open the EMS Desktop application and log in as an administrator, with the appropriate permissions. The application opens to the **Main Menu** (see [figure 89](#)).

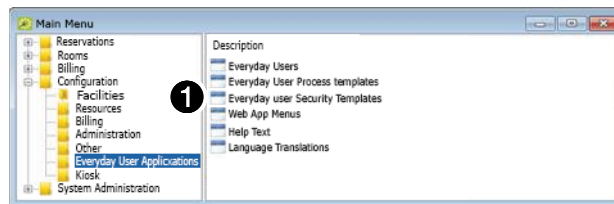
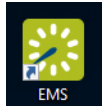


Figure 89. Main Menu

2. Click **Configuration > Everyday User Applications > Everyday Security Templates**. The **Everyday User Security Templates** dialog box opens (see [figure 90](#)).

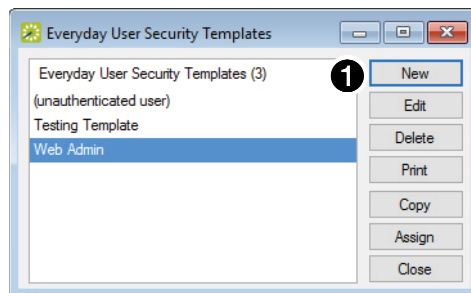


Figure 90. Everyday User Security Templates Dialog Box

3. Click **New** (①). A security template dialog box opens (see [figure 91](#)).

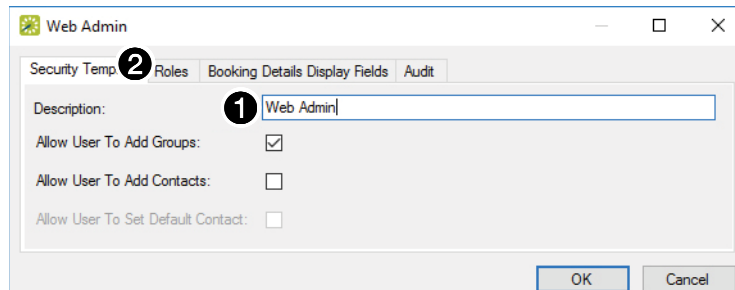


Figure 91. Security Template Dialog Box

4. Enter a description for the security template (①).
5. Click the **Roles** tab (②). The **Web Admin** dialog box opens (see [figure 92](#) on the next page).

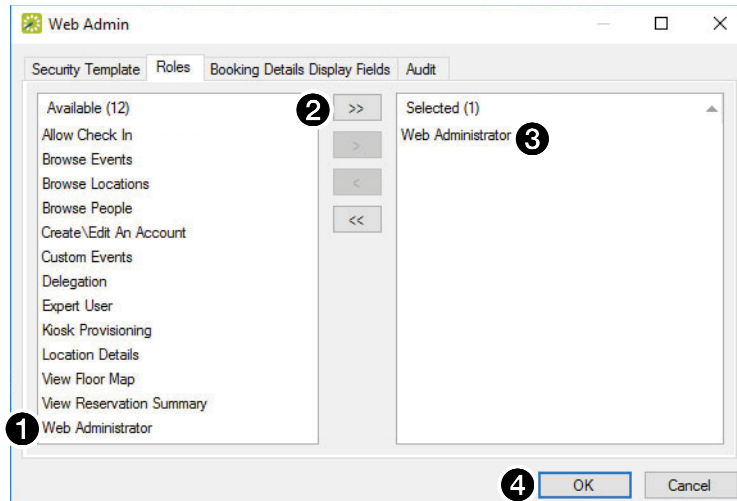


Figure 92. New Template Dialog Box

6. Click Web Administrator in the left field (❶) and click the Move Right button (>>, ❷) to insert it into the right field.
7. Move any other necessary roles to the right field.
8. Click OK (❸).

Set up the Room Scheduling System in the EMS Environment

Perform the following operations to set up the Room Scheduling System:

- ☐ Start the Room Agent software as an administrator (see [Start the Program](#) on page 15).
- ☐ Discover any panels that are on the same subnet as the computer running Room Agent software (see [Automatically Discover Panels](#) on page 16).
- ☐ Manually add any panels from a different subnet than the computer that is running Room Agent software (see [Manually Add Panels](#) beginning on page 16).
- ☐ Perform the following for **each** panel in the system:
 - ☐ Connect to the panel (see [Connect to the panel](#) on page 18).
 - ☐ Verify or change settings (internet variables and password) on the **Communication Settings** tab (see [Communication Settings window](#) on page 19).

NOTE: If you change any settings but the **Hostname**, the panel disconnects and you must rediscover or manually find it again. A better approach is to set these values ahead of time using the on-screen menus of the panel (visit www.extron.com and see the applicable panel user guides).

- ☐ Verify or change settings (panel appearance, time, and audio clicks) on the **General Settings** tab (see [General Settings window](#) on page 20).
- ☐ Connect to the EMS server (see [Connect to the server](#) on page 24).
- ☐ Customize the appearance of your panels as desired. See the following:
 - [Layout tab](#) on page 46
 - [Background tab](#) on page 48
 - [Date & Time tab](#) on page 50
 - [Panel Message tab](#) on page 51

- ☐ Configure one or more panels (see [Configure panels](#) on page 26).

NOTE: The **Panel Design** menu includes the **DefaultTLPTemplate**, which is the default that is installed as part of the Room Agent software, as well as any templates that you have created and saved (see [Templates pane](#) on page 53).

- ☐ Send the configuration to selected panels (see [Send and retrieve the configuration](#) on page 42).

NFS Calendar Environment Setup

This section provides guidance for an experienced IT person to set up the Room Scheduling System in a Rendezvous by NFS environment. Topics include:

- [Finding an Existing Resource](#)
- [Creating a New Resource](#)

Finding an Existing Resource

Rendezvous by NFS refers to rooms as "resources". The name that is entered in the Resource Name field of Room Agent must match exactly the name that has been set up on the NFS server. To find an existing Resource name, follow these instructions:

1. Log in to the NFS server.

NOTE: You will need an administrator account to log in to the NFS server.

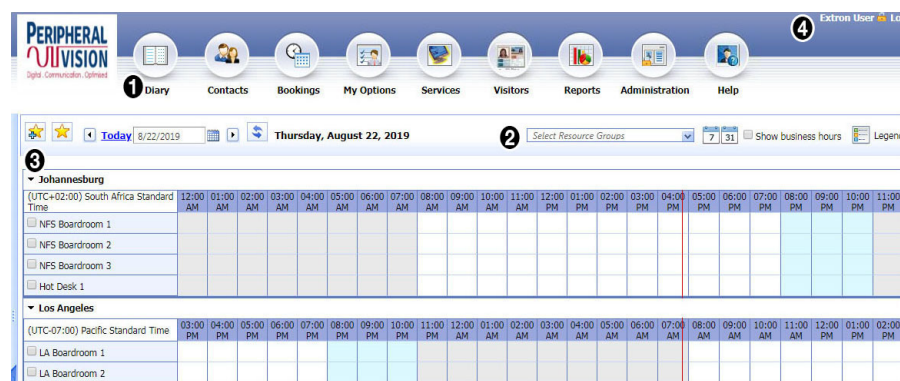


Figure 93. Resource List

2. Click **Diary** (see figure 93, ①).
3. Select a resource group from the drop-down list (②).
4. A list of resources is shown (③).

TIP: Copy and paste the resource name into Room Agent to ensure that it matches exactly.

Creating a New Resource

To find an existing Resource name, follow these instructions:

1. Log in to the NFS server.

NOTE: You will need an administrator account to log in to the NFS server.

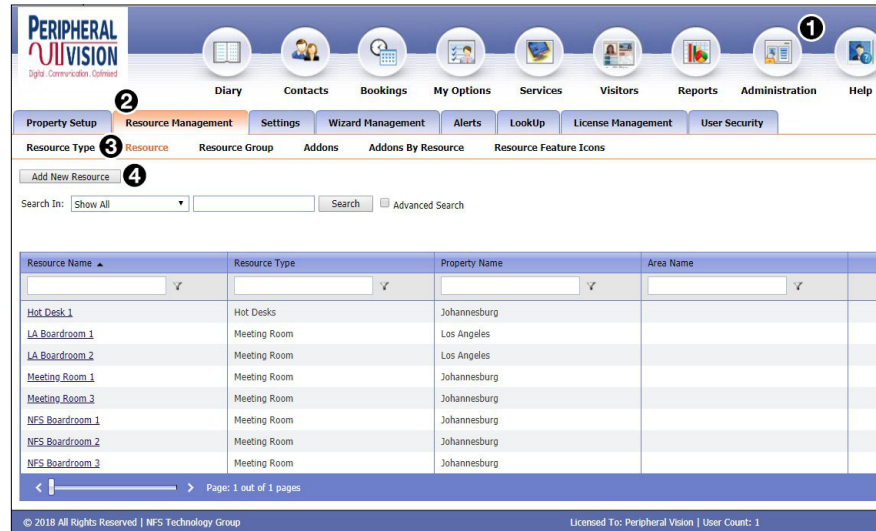


Figure 94. Resource List

2. Click **Administration** (see figure 94, ①).
3. Click the **Resource Management** tab (②).
4. Click **Resource** (③).
5. Click **Add New Resource** (④).
6. Provide the required information.

Reference Information

This section provides a central location for additional Room Scheduling System information, including:

- [System Communications Overview](#)
- [Supported Languages](#)
- [Occupancy Sensor Configuration](#)
- [Panel Installation Overview](#)

System Communications Overview

The following table is a summary of ports and protocols used by the Extron Room Scheduling System.

Port	Protocol	Service	Description
80	TCP	HTTP	Used by panel and redirects to TCP port 443
123	UDP	NTP	Used by panel for NTP Service
443	TCP	HTTPS	Bidirectional communication between the panel and the calendar server
4502	UDP	Discovery	Used by Room Agent software to discover panels on the local subnet
4503	TCP	SSH	Internal system messaging between the panel and the Room Agent software
4522	TCP	SFTP	Initiated from the Room Agent software, used when retrieving an activity file from the panel and upgrading firmware
5353	UDP	mDNS	Multicast DNS

Figure 95 diagrams the general communications flow for the Extron Room Scheduling System.

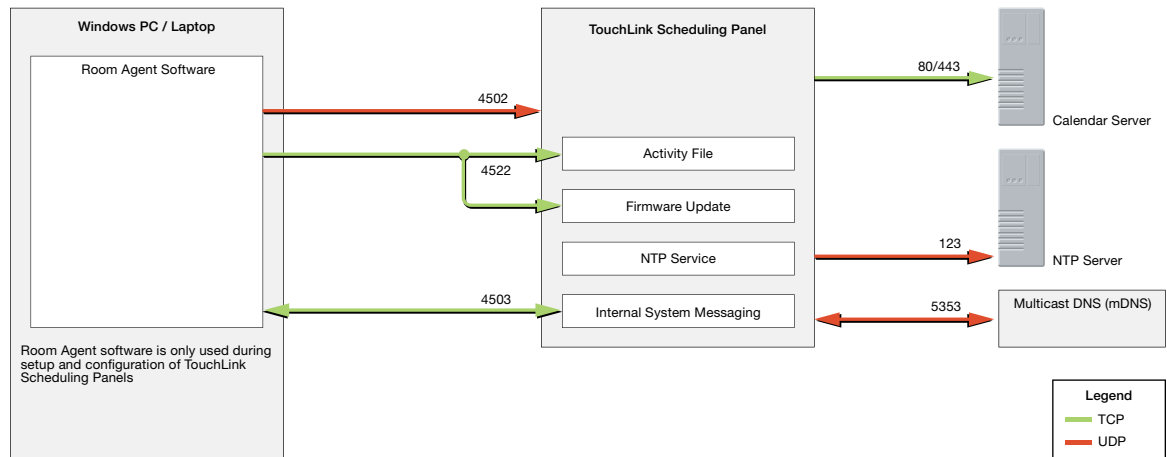


Figure 95. Room Scheduling Communication Flow Diagram

Supported Languages

As of Room Agent software release 1.7.1, the software supports scheduling panel displays in the following languages:

- English
- Chinese (traditional)
- Dutch
- Hebrew
- Norwegian
- Serbian
- Thai
- Arabic
- Croatian
- Finnish
- Italian
- Polish
- Slovenian
- Turkish
- Catalan
- Czech
- French
- Japanese
- Portuguese
- Spanish
- Vietnamese
- Chinese (simplified)
- Danish
- German
- Korean
- Russian
- Swedish

Occupancy Sensor Configuration

TLS 520M, TLS 525M, TLP Pro 520M, TLS 725M, and TLS 1025M panels have digital I/O connectors necessary to connect room occupancy sensors. Figure 91 shows how to wire the sensors to the panels and configure the panels.

NOTES:

- Figure 96 shows the Extron OCS 100C (ceiling) Occupancy Sensors. OCS 100W (wall) sensors are wired identically. If you use other sensors, check the connections and wiring in the documentation for your sensors.
- Figure 96 is a configuration drawing only and does not show power to the sensors.

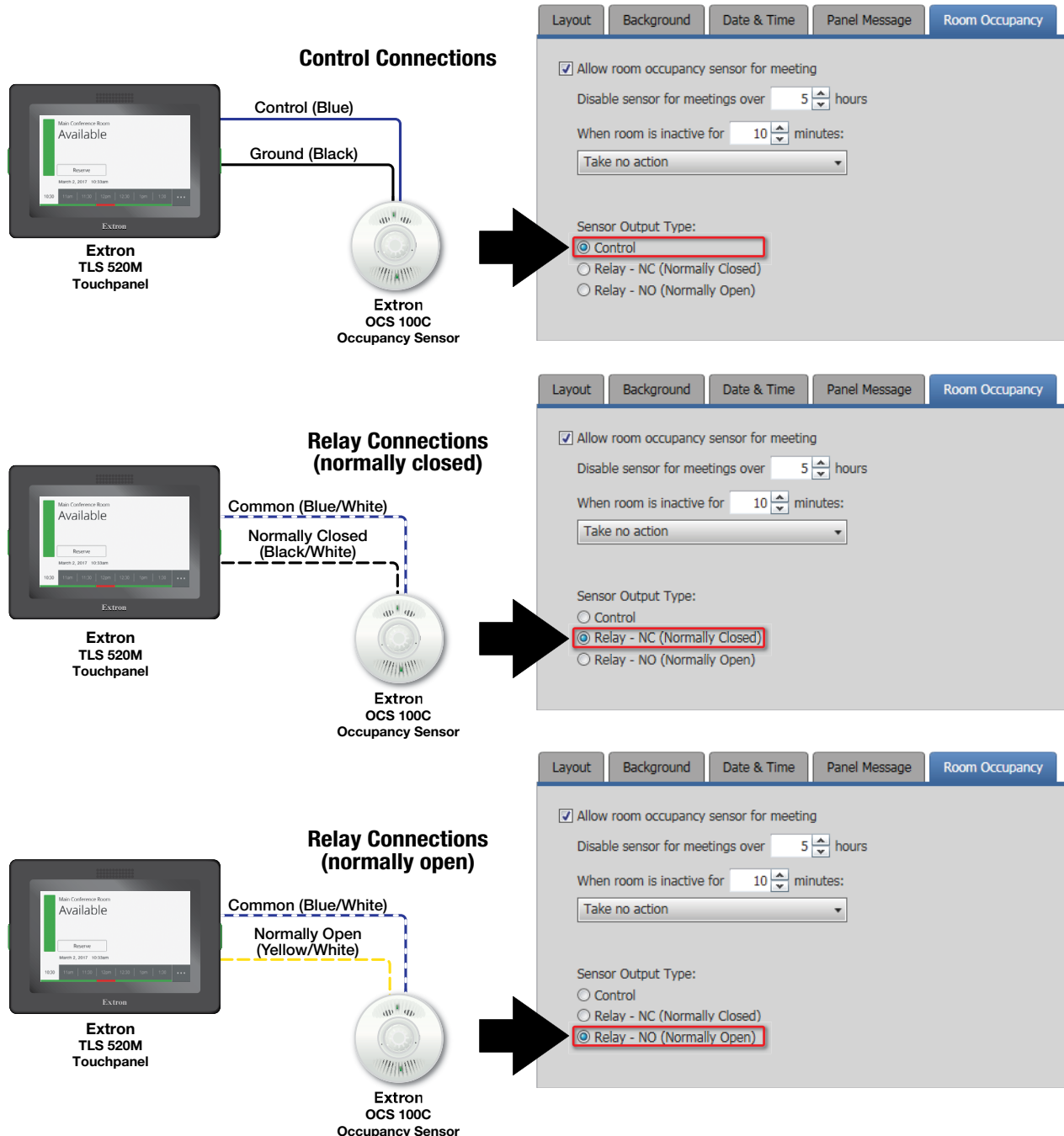


Figure 96. Occupancy Sensor Connection and Panel Configuration

Panel Installation Overview

The Extron panel models have the following mounting capabilities:

- **TLS 520M and TLP Pro 520M Panels** —
 - Mountable in a wall
 - Mountable on a non-porous surface, such as a conference room window with the optional Extron SMB 1 Low Profile Surface Mount Box and GMK 1 Glass Mount Kit
- **TLS 525M Scheduling Panel** —
 - Mountable in a wall with an optional RWM 1 Recessed Wall Mount Kit
 - Mountable on a non-porous surface, such as a conference room window with the optional Extron SMK 1 Surface Mount Kit
- **TLS 725M Scheduling Panel** —
 - Mountable in a wall with the optional RWM 2 Recessed Wall Mount Kit.
 - Mounted on a non-porous surface, such as a conference room window with the optional Extron SMK 2 Low Profile Surface Mount Kit
- **TLS 1022M AND TLP Pro 720M Panels** — Mountable in a wall
- **TLS 1022T AND TLP Pro 720T Panels** — Mountable to a two-gang, UL-certified junction box; a two-gang mud ring; or directly into or onto any solid surface, such as brick, wood, masonry, or drywall (with an optional Extron LPVM-1 Low Profile VESA Mount)
- **TLS 1025M Scheduling Panel** —
 - Mountable in a wall with the optional RWM 2 Recessed Wall Mount Kit.
 - Mounted on a non-porous surface, such as a conference room window with the optional Extron SMK 3 Low Profile Surface Mount Kit

All panels can receive power and communication over a single Ethernet cable. Power over Ethernet (PoE) eliminates the need for a local power supply. PoE requires a PoE injector, which is sold separately.

ATTENTION:

- The following guidelines are overviews only. For complete panel installation instructions and safety guidelines, visit www.extron.com and see the applicable panel user guides.
- Les consignes suivantes n'offrent qu'une description succincte. Pour accéder aux consignes complètes d'installation et de sécurité des écrans tactiles, consultez les manuels d'installation pertinents sur www.extron.com.

Wall Mounting

Mount the panel directly into drywall as follows:

ATTENTION:

- Do not install the panel in a fire resistant rated wall or partition assembly.
- Veuillez ne pas installer les écrans tactiles dans un mur protégé par un dispositif coupe-feu ou dans une cloison.
- All structural steps and electrical installation must be performed by qualified personnel in accordance with local and national building codes and electrical codes.
- Toute étape structurelle et installation électrique, doit être effectuée par un personnel qualifié, conformément aux codes du bâtiment, aux codes incendie et sécurité, et aux codes électriques, locaux et nationaux.

- ☐ **(TLS 525M)** Obtain an optional Extron RWM 1 Recessed Wall Mount Kit.
- ☐ **(TLS 725M)** Obtain an optional Extron RWM 2 Recessed Wall Mount Kit.
- ☐ Use the cut-out template (available from www.extron.com) to mark the wall at a suitable location.
- ☐ Use a drywall saw or jigsaw to cut away the hole.
- ☐ Route the cables, leaving enough slack to connect them to the back of the panel.
- ☐ Plug the cables into the rear panel connectors.
- ☐ Install the panel.

Window Mounting (TLS 520M, TLS 525M, TLS 725M, TLP Pro 520M, and TLS 1025M)

Mount the panel to a conference room window or other non-porous surface as follows:

- ☐ **(TLS 520M, TLP Pro 520M)** Obtain an optional Extron SMB 1 Low Profile Surface Mount Box and a GMK 1 Glass Mount Kit.
- ☐ **(TLS 525M)** Obtain an optional Extron SMK 1 Low Profile Surface Mount Kit.
- ☐ **(TLS 725M)** Obtain an optional Extron SMK 2 Low Profile Surface Mount Kit.
- ☐ **(TLS 1025M)** Obtain an optional Extron SMK 3 Low Profile Surface Mount Kit.
- ☐ Decide where to place the panel and clean the glass surface.
- ☐ Affix the adhesive patch included with the glass mount kit.
- ☐ Affix the glass mount kit plate to the adhesive patch.
- ☐ Mount the surface mount box to the glass mount kit.

NOTE: If required, drill a hole in the side of the surface mount box to run cables and raceway from the side of the mounting kit.

- ☐ **(TLS 520M, TLP Pro 520M)** Secure the surface mount box to the glass mount kit.
- ☐ Secure the wallplate adapter to the surface mount kit.
- ☐ Run cables through the cable cutout and connect them to the back panel of the panel.

NOTE: If required, mount an adhesive raceway (not provided) to run the cables.

- ☐ Press the panel onto the wallplate adapter. Four catches hold it in place.

VESA Mounting (TLS 1022T, TLP Pro 720T)

- ☐ Remove the back and base covers from the panel.
- ☐ If necessary, cut the zip tie holding the twisted pair cables to the panel base and remove the cables.
- ☐ Remove the four spanner drive security screws holding the hinges to the panel.
- ☐ Lift the panel away from the base.
- ☐ If necessary, connect the cables and use a zip tie to secure them to the back of the panel.
- ☐ Secure a VESA D 75 mm mount kit to the back of the panel. Follow the instructions provided with the mounting kit.

IEEE 802.1X Certificates

IEEE 802.1X is a standard that enables port-based network access control via an authentication server. The protocol requires that all devices must be authenticated before gaining privileges to access the secure part of the network.

The Extron implementation of 802.1X supports PEAP - MSCHAPV2 and EAP - TLS methods of authentication. This section of the guide details the [Certificate File Requirements](#) (see the next page) and the [Private Key File Requirements](#) (see the next page) to be used in the system.

Extron provides resources for learning about 802.1X implementation:

- The Extron 802.1X Technology Reference Guide, available from www.extron.com, is the primary resource for background information, system planning, topology, and how to set up these systems.
- The Toolbelt Help file provides detailed step-by-step information on using the software to set up 802.1X for TouchLink Pro control systems and on troubleshooting.
- The 802.1X Primer white paper, also available from www.extron.com, provides a general overview of the protocol and its use within a control system.

NOTES:

- You must run Toolbelt as an administrator.
- Machine certificates require a private key file, which can be encrypted.

Certificate File Requirements

PEM (Privacy-enhanced Electronic Mail) file types are ASCII encoded, and they are the required format for 802.1X authentication for the TouchLink Pro control systems. DER (Distinguished Encoding Rules) file types are binary encoded and can typically have several file extension variations, such as .crt and .cer.

NOTE: DER encoded files (files with .der, .crt, or .cer extensions that are encoded in DER binary format) must be converted to a PEM encoded file type (.pem) before being used for authentication.

DER encoded certificates must be converted to PEM encoding using a third-party tool. Contact your IT administrator for more information on required tools.

To create the 802.1X security certificate for uploading to Extron TouchLink Pro control systems, ensure that the certificate file meets the following requirements:

- It contains X.509 certificate information.
- It contains a private key (for machine certificates only).
- It is PEM encoded.
- It has a file extension that is .crt or .pem
- Its file name consists of the following types of valid characters:
 - Alphanumeric (A-Z, a-z, 0-9) characters
 - Some special characters (colon [:], underscore [_], and hyphen [-])

NOTE: Spaces are not permitted anywhere in the name.

Private Key File Requirements

Private key files are required only when employing machine certificates. Follow these requirements for creating a private key:

- Its file name consists of the following types of valid characters:
 - Alphanumeric (A-Z, a-z, 0-9) characters
 - Some special characters (colon [:], underscore [_], and hyphen [-])
- It has a file extension that is .key or .pem.
- It can have optional encryption (via password or passphrase).

Extron Warranty

Extron Electronics warrants this product against defects in materials and workmanship for a period of three years from the date of purchase. In the event of malfunction during the warranty period attributable directly to faulty workmanship and/or materials, Extron Electronics will, at its option, repair or replace said products or components, to whatever extent it shall deem necessary to restore said product to proper operating condition, provided that it is returned within the warranty period, with proof of purchase and description of malfunction to:

**USA, Canada, South America,
and Central America:**

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1230 South Lewis Street
Anaheim, CA 92805
U.S.A.

Asia:

Extron Asia Pte Ltd
135 Joo Seng Road, #04-01
PM Industrial Bldg.
Singapore 368363
Singapore

Japan:

Extron Electronics, Japan
Kyodo Building, 16 Ichibancho
Chiyoda-ku, Tokyo 102-0082
Japan

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Extron Europe
Hanzeboulevard 10
3825 PH Amersfoort
The Netherlands

China:

Extron China
686 Ronghua Road
Songjiang District
Shanghai 201611
China

Middle East:

Extron Middle East
Dubai Airport Free Zone
F13, PO Box 293666
United Arab Emirates, Dubai

Africa:

Extron South Africa
3rd Floor, South Tower
160 Jan Smuts Avenue
Rosebank 2196, South Africa

This Limited Warranty does not apply if the fault has been caused by misuse, improper handling care, electrical or mechanical abuse, abnormal operating conditions, or if modifications were made to the product that were not authorized by Extron.

NOTE: If a product is defective, please call Extron and ask for an Application Engineer to receive an RA (Return Authorization) number. This will begin the repair process.

USA: 714.491.1500 or 800.633.9876

Asia: 65.6383.4400

Europe: 31.33.453.4040 or 800.3987.6673

Japan: 81.3.3511.7655

Africa: 27.11.447.6162

Middle East: 971.4.299.1800

Units must be returned insured, with shipping charges prepaid. If not insured, you assume the risk of loss or damage during shipment. Returned units must include the serial number and a description of the problem, as well as the name of the person to contact in case there are any questions.

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