INSTRUCTION MANUAL

ACB-2110
ACB-2107

ACENDO BOOK
10" & 7" SCHEDULING TOUCH PANELS

Meeting Room 1a

AVAILABLE

3:39 PM
Monday, February 15
Ad-Hoc Meeting
Project meeting

Meeting Room 1a

OCCUPIED

BOOK ROOM
IMPORTANT SAFETY INSTRUCTIONS

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

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

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

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

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

COPYRIGHT NOTICE

AMX© 2017, all rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of AMX. Copyright protection claimed extends to AMX hardware and software and includes all forms and matters copyrightable material and information now allowed by statutory or judicial law or herein after granted, including without limitation, material generated from the software programs which are displayed on the screen such as icons, screen display looks, etc. Reproduction or disassembly of embodied computer programs or algorithms is expressly prohibited.

LIABILITY NOTICE

No patent liability is assumed with respect to the use of information contained herein. While every precaution has been taken in the preparation of this publication, AMX assumes no responsibility for error or omissions. No liability is assumed for damages resulting from the use of the information contained herein. Further, this publication and features described herein are subject to change without notice.

AMX WARRANTY AND RETURN POLICY

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

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

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

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

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

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

WARNING: This product is intended to be operated ONLY from the voltages listed on the back panel or the recommended, or included, power supply of the product. Operation from other voltages other than those indicated may cause irreversible damage to the product and void the products warranty. The use of AC Plug Adapters is cautioned because it can allow the product to be plugged into voltages in which the product was not designed to operate. If the product is equipped with a detachable power cord, use only the type provided with your product or by your local distributor and/or retailer. If you are unsure of the correct operational voltage, please contact your local distributor and/or retailer.

WARNING: Avoid exposure to extreme heat or cold.

FCC AND CANADA EMC COMPLIANCE INFORMATION:

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

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

EU COMPLIANCE INFORMATION:


WEEE NOTICE:

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

ENVIRONMENTAL:

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

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

## Acendo Book Scheduling Panels
- Overview ................................................................. 9
- ACB-2110 ..................................................................... 9
- ACB-2107 ..................................................................... 11
  - Supported Scheduling Systems ................................. 12

## Configuring Acendo Book Touch Panels
- Initial Panel Configuration (Scheduling Panel Setup Wizard) ............................................ 12
- Accessing the SETTINGS Window .................................................................................. 13
- Configuring Scheduler Settings ....................................................................................... 13
- Configuring Touch Panel Settings ................................................................................... 13
- Powering Off the Panel ................................................................................................. 13
- Cleaning the Touch Panel .............................................................................................. 13

## Installation
- Overview ......................................................................... 14
- A Note About Wall and Rack Installation ................................................................. 14
  - Installation Recommendations ............................................................................. 15
- Mounting Options ....................................................................................................... 15
- Power Over Ethernet .................................................................................................... 15
- Plastic Backbox ........................................................................................................... 15
  - STEP 1: Install the Plastic Backbox ....................................................................... 16
  - STEP 2: Insert Connectors on the Touch Panel ................................................... 18
  - STEP 3: Secure the Touch Panel To the Backbox .................................................. 18
    - UPPER TABS FIRST ....................................................................................... 18
    - LOWER TABS - Gently Snap Into Place ......................................................... 18
  - Removing the ACB-2110/701 Panel from the Backbox ........................................ 19
- Installation Dimensions ............................................................................................... 20
  - ACB-2110 Dimensions ......................................................................................... 20
  - ACB-2107 Dimensions ........................................................................................... 21

## Using the Scheduling Panel Setup Wizard
- Overview ........................................................................... 22
- Setup Wizard: Step 1 - OVERVIEW ............................................................................ 22
  - Using the On-Screen Keyboard/Keypad ............................................................... 22
- Setup Wizard: Step 2 - NETWORK ........................................................................... 23
- Setup Wizard: Step 3 - CALENDAR .......................................................................... 24
  - Calendar Types .................................................................................................... 24
    - Microsoft Exchange .......................................................................................... 24
    - SSL Validation Schemes .................................................................................. 25
  - Office 365 ............................................................................................................. 25
  - Google Calendar .................................................................................................. 26
# Table of Contents

**SYSTEM - Reset and Update**
- Device Reset ....................................................................................................................... 61
- Update Manager ......................................................................................................................... 61

**Acendo Book Scheduling Panels - User Guide** ................................................................. 66

**Overview** .............................................................................................................................. 66
- Room Available Page ................................................................................................................. 66
- Room Occupied Page ................................................................................................................. 66

**Scheduling an Ad-Hoc Meeting** ......................................................................................... 67

**Scheduling a Meeting for Later** ......................................................................................... 68

**Browse Rooms for Scheduling** ......................................................................................... 69
- Browse Rooms Button ................................................................................................................. 69

**Viewing/Editing Meeting Details** ....................................................................................... 70
- Editing Meeting Details ................................................................................................................. 71
- Editing Meeting Times .................................................................................................................. 71
- Deleting a Meeting From the Calendar ....................................................................................... 72

**Appendix A: Troubleshooting** ......................................................................................... 73

**Overview** .............................................................................................................................. 73
- Configuring Delegation (Exchange 2010) .................................................................................. 76
- Using Exchange Admin Center (EMC) ........................................................................................ 76
- Using PowerShell ......................................................................................................................... 77

**Appendix B: Configuring Acendo Book Panels for**

**Microsoft Exchange & Office 365** ..................................................................................... 78

**Overview** .............................................................................................................................. 78

**Acendo Book Service Account** ............................................................................................ 78
- Microsoft Exchange / Office 365: Username and Calendar Email IDs ........................................ 78
- Microsoft Exchange / Office 365: Certificate Validation ........................................................... 79
- Microsoft Documentation ............................................................................................................. 79

**Configuring Exchange To Hide/Show Meeting "Organizer", "Title" and "Details"** .............. 79
- Microsoft Documentation ............................................................................................................. 79
- Privacy Flag .................................................................................................................................. 79
Appendix C: Creating Room Mailboxes ..............................................................80
 Overview.......................................................................................................................80
  Creating a New Room Mailbox: Exchange 2010..........................................................80
    Additional Documentation............................................................................................80
  Creating a New Room Mailbox: Exchange 2013 and Exchange 2016.........................80
    Additional Documentation............................................................................................80
  Creating a New Room Mailbox: Office 365.................................................................81
    Additional Documentation............................................................................................81

Appendix D: Configuring Google Resources ............................................................82
  Overview.......................................................................................................................82
  1) Create Resources.....................................................................................................82
  2) Share Resource Calendars With Administrator.........................................................84
  3) Share Service Calendars With Room Manager Account............................................85
  4) Ensure Calendar Is Set To Deny Conflicts................................................................86
Acendo Book Scheduling Panels

Overview

The **ACB-2110**, 10” Acendo Book Scheduling Panel (FG4221-10) and The **ACB-2107**, 7” Acendo Book Scheduling Panel (FG4221-07) are standalone touch panels that integrate directly with popular room scheduling software like Microsoft Exchange, Office 365 and Google Calendar without additional system hardware requirements. The user interface background color and built-in room availability bars change between red and green to show room availability so users can easily locate and book an available room directly from the panel and, if that room is currently booked, users can quickly locate the nearest available room or the next available time with ease.

Leveraging the style and cost-efficiency of our award winning Modero S Series Touch Panel, Acendo Book Scheduling Panels include SmoothTouch™ Technology, a brilliant full-color high-resolution display, wide viewing angle of screen and availability bar LEDs, and a low profile design for a subtle aesthetic. The ACB-2110/2107 can be mounted on any flat surface, including glass or stone, inside or outside a conference room or classroom.

Acendo Book Scheduling Panels are easy to install using a one-time, panel-based configuration wizard, to get the panel operational in a matter of minutes with minimal training.

**NOTE:** For end-user instructions on using the Acendo Book panels once they are installed and configured, refer to the **Acendo Book Scheduling Panels - User Guide** section on page 66.

### ACB-2110

The **ACB-2110**, 10” Acendo Book Scheduling Panel is shown in FIG. 1:

![ACB-2110, 10” Acendo Book Scheduling Panel](image)

**FIG. 1** ACB-2110, 10” Acendo Book Scheduling Panel

<table>
<thead>
<tr>
<th>ACB-2110 Product Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIMENSIONS (HWD): 6 13/16&quot; x 10 1/16&quot; x 2&quot; (174 mm x 255 mm x 51 mm)</td>
</tr>
<tr>
<td>WEIGHT:</td>
</tr>
<tr>
<td>• 1.95 lbs (.885 Kg), with back box</td>
</tr>
<tr>
<td>• 1.5 lbs (.680 Kg), without back box</td>
</tr>
<tr>
<td>POWER CONSUMPTION:</td>
</tr>
<tr>
<td>• Full-On: 14.5 W (max)</td>
</tr>
<tr>
<td>• Typical: 7.5 W</td>
</tr>
<tr>
<td>• Standby: 4.7 W</td>
</tr>
<tr>
<td>• Shutdown: 0.8 W</td>
</tr>
<tr>
<td>EXTERNAL POWER SUPPLY REQUIRED:</td>
</tr>
<tr>
<td>Optimal performance requires use of one of the following AMX PoE power supplies (not included):</td>
</tr>
<tr>
<td>• PS-POE-AF-TC, PoE Injector, 802.3AF Compliant (FG423-83)</td>
</tr>
<tr>
<td>• NXA-ENET8-2POE, Gigabit PoE Ethernet Switch (FG2178-63)</td>
</tr>
</tbody>
</table>
### Touch Screen Display
- **Display Type**: TFT Active Matrix Color LCD with Fringe Field Switching (FFS) - Wide Viewing Angle Technology
- **Display Size (WH)**: Landscape: 9.1" x 5.9" (230 mm x 149 mm), 10.8" (274 mm) diagonal
- **Viewable Area (WH)**: Landscape: 8.5" x 5.4" (217 mm x 136 mm), 10.0" (256 mm) diagonal
- **Resolution**: Landscape: 1280x800
- **Aspect Ratio**: Landscape: 16:9
- **Brightness**: 350 cd/m²
- **Contrast Ratio**: 800:1
- **Color Depth**: 16.7M colors
- **Illumination**: LED
- **Touch Overlay**: Resistive

### Viewing Angle
85°/85°/85°/85° (Up/Down/Left/Right)

### Memory
- **SDRAM**: 1 GB
- **Flash**: 16 GB

### Communications
- **Ethernet**: 10/100 Mbits/s (full duplex) Auto MDI-X, RJ-45 connector. Supported IP and IP-Based Protocols: UCP, TCP, ICMP, DHCP.

### Front Panel Components
- **Room Status LEDs**: 2 red/green LEDs on either side of the panel indicate the current room status (green = available, red = occupied). Note that these LEDs can be disabled via options on the Room setup page (see the Setup Wizard: Step 6 - ROOM section on page 31).
- **Recessed Settings pushbutton** (located on the left top edge) provides access to the SETTINGS window. To open the SETTINGS window, use a paper-clip or similar tool to press and hold the pushbutton for 5 seconds. See the Accessing the SETTINGS Window section on page 13 for details.

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

### Regulatory
- **FCC Part 15 Class B**
- **AUS/NZ**
- **EN 55032:2012/AC:2013 Class B**
- **CISPR32:2015**
- **Brazil InMetro**
- **IEC/EN-60950**
- **KN32 Class B**
- **CAN-ICES-3(B)/NMB-3(B)**
- **UL 60950-1**
- **RoHS/WEEE compliant**

### Optional Accessories
- **MXSA-REM-TL**, Panel Removal Tool (FG5968-99)
- **MSA-AMK2-10**, Any Mount Kit for 10.1" Modero S Series and Acendo Book Touch Panels (FG2265-36)
- **MSA-MMK2-10**, Multi Mount Kit, 10.1" Modero S Series and Acendo Book Touch Panels (FG2265-21)
- **PS-POE-AF-TC**, PoE Injector, 802.3AF Compliant (FG423-83)
- **NXA-ENET8-2POE**, Gigabit PoE Ethernet Switch (FG2178-63)
- **CB-MSA-10**, Rough-In Box and Cover Plate for 10.1" Modero S Series Wall Mount Touch Panel (FG2265-08)
- **MSA-RMK-10**, Rack Mount Kit for 10" Modero S Series Wall Mount Touch Panel (FG2265-14)
- **MXA-CLK**, Modero X/S Series Cleaning Kit (FG5968-16)
**ACB-2107**

The ACB-2107, 7” Acendo Book Scheduling Panel is shown in FIG. 2:

**FIG. 2** ACB-2107, 7” Acendo Book Scheduling Panel

### ACB-2107 Product Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DIMENSIONS (HWD):</strong></td>
<td>4 7/8” x 7 3/8” x 2 1/4” (123.9 mm x 187.5 mm x 58 mm)</td>
</tr>
<tr>
<td><strong>WEIGHT:</strong></td>
<td></td>
</tr>
<tr>
<td>• 1.05 lbs (.680 Kg), with back box</td>
<td></td>
</tr>
<tr>
<td>• 0.8 lbs (.363 Kg), without back box</td>
<td></td>
</tr>
<tr>
<td><strong>POWER CONSUMPTION:</strong></td>
<td></td>
</tr>
<tr>
<td>• Full-On: 11 W (max)</td>
<td></td>
</tr>
<tr>
<td>• Typical: 7.5 W</td>
<td></td>
</tr>
<tr>
<td>• Standby: 4.5 W</td>
<td></td>
</tr>
<tr>
<td>• Shutdown: 0.7 W</td>
<td></td>
</tr>
<tr>
<td><strong>EXTERNAL POWER SUPPLY REQUIRED</strong></td>
<td></td>
</tr>
<tr>
<td>Optimal performance requires use of one of the following AMX PoE power supplies (not included):</td>
<td></td>
</tr>
<tr>
<td>• PS-POE-AF-TC, PoE Injector, 802.3AF Compliant (FG423-83)</td>
<td></td>
</tr>
<tr>
<td>• NXA-ENET8-2POE, Gigabit PoE Ethernet Switch (FG2178-63)</td>
<td></td>
</tr>
<tr>
<td><strong>TOUCH SCREEN DISPLAY</strong></td>
<td></td>
</tr>
<tr>
<td>• Display Type: TFT Active Matrix Color LCD with Fringe Field Switching (FFS) - Wide Viewing Angle Technology</td>
<td></td>
</tr>
<tr>
<td>• Display Size (WH): Landscape: 7.3&quot; x 4.8&quot; (186 mm x 122 mm), 8.8&quot; (222 mm) diagonal</td>
<td></td>
</tr>
<tr>
<td>• Viewable Area (WH): Landscape: 6.05&quot; x 3.54&quot; (154 mm x 90 mm), 7.0&quot; (178 mm) diagonal</td>
<td></td>
</tr>
<tr>
<td>• Resolution: Landscape: 1024x600</td>
<td></td>
</tr>
<tr>
<td>• Aspect Ratio: Landscape: 16:9</td>
<td></td>
</tr>
<tr>
<td>• Brightness: 400 cd/m²</td>
<td></td>
</tr>
<tr>
<td>• Contrast Ratio: 800:1</td>
<td></td>
</tr>
<tr>
<td>• Color Depth: 16.7M colors</td>
<td></td>
</tr>
<tr>
<td>• Illumination: LED</td>
<td></td>
</tr>
<tr>
<td>• Touch Overlay: Resistive</td>
<td></td>
</tr>
<tr>
<td><strong>VIEWING ANGLE</strong></td>
<td>89°/89°/89°/89° (Up/Down/Left/Right)</td>
</tr>
<tr>
<td><strong>MEMORY</strong></td>
<td></td>
</tr>
<tr>
<td>• SDRAM: 1 GB</td>
<td></td>
</tr>
<tr>
<td>• Flash: 16 GB</td>
<td></td>
</tr>
<tr>
<td><strong>COMMUNICATIONS</strong></td>
<td>Ethernet: 10/100 Mbits/s (full duplex) Auto MDI-X, RJ-45 connector. Supported IP and IP-Based Protocols: UCP, TCP, ICMP, DHCP.</td>
</tr>
<tr>
<td><strong>FRONT PANEL COMPONENTS</strong></td>
<td></td>
</tr>
<tr>
<td>• Room Status LEDs: 2 red/green LEDs on either side of the panel indicate the current room status (green = available, red = occupied). Note that these LEDs can be disabled via options on the Room setup page (see the Setup Wizard: Step 6 - ROOM section on page 31).</td>
<td></td>
</tr>
<tr>
<td>• Recessed Settings pushbutton (located on the left top edge) provides access to the SETTINGS window. To open the SETTINGs window, use a paper-clip or similar tool to press and hold the pushbutton for 5 seconds. See the Accessing the SETTINGS Window section on page 13 for details.</td>
<td></td>
</tr>
<tr>
<td><strong>CONNECTIONS</strong></td>
<td></td>
</tr>
<tr>
<td>• Ethernet: 10/100 port, RJ-45 connector</td>
<td></td>
</tr>
<tr>
<td>• USB: (1) USB host 2.0, type A port</td>
<td></td>
</tr>
<tr>
<td>• Power: PoE (Power over Ethernet), 802.3af, class 0</td>
<td></td>
</tr>
</tbody>
</table>
Supported Scheduling Systems

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

<table>
<thead>
<tr>
<th>Supported Scheduling Systems</th>
<th>Microsoft Exchange</th>
<th>Office 365</th>
<th>Google Calendar</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Exchange 2010 SP3 (Microsoft Exchange Server 2010 Service Pack 3)</td>
<td>Office 365 Business Premium and Exchange Online (Plan 1)</td>
<td>Google Apps for Work</td>
</tr>
<tr>
<td></td>
<td>Exchange 2013 CU11 (Cumulative Update 11 for Exchange Server 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Exchange 2016 RTM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Configuring Acendo Book Touch Panels

Initial Panel Configuration (Scheduling Panel Setup Wizard)

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

The Scheduling Panel Setup Wizard is automatically launched the first time the Acendo Book panel is powered up. This wizard steps you through the process of configuring network/communications settings for the touch panel, and presents required configuration options for the selected calendar system. See the Using the Scheduling Panel Setup Wizard section on page 22 for details on initial setup and configuration.
Accessing the SETTINGS Window

Scheduler Settings and Advanced Settings are both accessed via the SETTINGS window on the Acendo Book panel.

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

Alternatively, a long press of the room name (5 seconds minimum), will also invoke the SETTINGS window.

Acendo Book touch panels have two sets of configuration options: Scheduler Settings, and Advanced Settings:

NOTE: Scheduler Settings and Advanced Settings are both password-protected. The default Administrator password is "1988". The Administrator password can be changed via options in the Security Setup page - see Changing the Administrator Password on the Panel on page 33 for details.

Configuring Scheduler Settings

While the initial configuration for Acendo Book panels is managed via the Scheduling Panel Setup Wizard (FIG. 3 on page 12), most of the settings made in the Scheduling Panel Setup Wizard can be edited via the Scheduler Settings pages.

Press SCHEDULER SETTINGS in the SETTINGS window to open the Scheduler Settings pages. Refer to the Scheduler Settings section on page 36 for details.

Configuring Touch Panel Settings

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

Press ADVANCED SETTINGS in the SETTINGS window, and enter the Administrator password to access the panel's on-board Settings menu. Refer to the Advanced Settings section on page 43 for information on viewing/edit touch panel-specific options.

Powering Off the Panel

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

Press POWER OFF to power down the panel.

Cleaning the Touch Panel

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

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

Overview

Acendo Book Scheduling (wall mount) Touch Panels can be installed via several mounting options:

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

A Note About Wall and Rack Installation

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

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

FIG. 7 Heat convection in rack-mounted devices

In FIG. 7, the diagram displays an AMX device in a typical rack mounting, with full air circulation around the front and back of the device. In this case, the main concern is with heat building up between components, possibly to levels that may affect device operation.
**Installation Recommendations**
During any installation, a lack of ventilation may produce conditions that may adversely affect the device’s operation. In these circumstances, special care must be made to make sure that temperatures within enclosed areas do not exceed the device’s maximum rated temperature.

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

**Mounting Options**
Acendo Book Scheduling Panels can be installed via several mounting options:

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

**Power Over Ethernet**
Power for Acendo Book Scheduling Panels is supplied via Power Over Ethernet (PoE), utilizing an AMX-certified PoE injector such as the PS-POE-AF-TC PoE Injector (FG423-83). The incoming Ethernet cable should be connected to the RJ-45 port on the ACB-2110/2107.

**Plastic Backbox**
Acendo Book Scheduling Panels come with a clear plastic Backbox. This Backbox can be used to mount the touch panel into most standard wall materials. The Backbox can also be used to mount the panel into other mounting options.

---

**FIG. 8** ACB-2110 Backbox (Front View)

**FIG. 9** ACB-2107 Backbox (Front View)
NOTE: For typical mounting surfaces, such as drywall, use the locking tabs as the primary method for securing the Backbox to the surface. For thin walls or solid surfaces, use mounting screws (not included).

**STEP 1: Install the Plastic Backbox**

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

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

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

The templates are marked to ensure that the touch panel and Backbox are properly aligned.

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

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

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

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

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

5. Extend the Locking Tabs by tightening the Locking Tab screws until snug.
   - FIG. 12 and FIG. 13 show the Locking Tabs on the ACB-2110 and ACB-2107 Backboxes:

   ![FIG. 12 ACB-2110 Backbox - Locking tab and locking tab screws (X4)](image1)

   ![FIG. 13 ACB-2107 Backbox - Locking tab and locking tab screws (X2)](image2)

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

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

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

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

**STEP 3: Secure the Touch Panel To the Backbox**

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

**UPPER TABS FIRST**

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

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

**LOWER TABS - Gently Snap Into Place**

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

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

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

   - Observe the decal that is placed on the touch panel (glass surface) to avoid pressing the glass in the wrong places, which could result in damage to the panel.

**FIG. 14** Engaging the top edge of the panel with the top hooks on the Backbox

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

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

3. Reconnect the terminal Ethernet and USB to their respective locations on either the Ethernet port.
Removing the ACB-2110/701 Panel from the Backbox

The tabs on the bottom edge of the Backbox lock down the ACB-2110 and must be unlatched in order to remove the touch panel from the Backbox. To do this, you'll need a thin probe such as a straightened paper clip, or the (optional) MXSA-REM-TL Bezel Removal Tool:

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

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

![FIG. 16 ACB-2110/Backbox assembly](image1)

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

![FIG. 18 ACB-2110/BACKBOX ASSEMBLY (RELEASING THE BOTTOM EDGE OF THE PANEL)](image2)

- **Note:** To avoid damaging the panel, always pull on the plastic bezel - do not pull on the glass.
- **Note:** Hold the panel to prevent it from falling once the bottom edge is free.
NOTE: Always pull on the frame of the touch panel. NEVER pull on the glass edge.

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

Installation Dimensions

ACB-2110 Dimensions

- Detailed specifications drawings for the ACB-2110 are available to download from www.amx.com.
**ACB-2107 Dimensions**

![Diagram of ACB-2107](image)

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

**FIG. 20 ACB-2107**
- Detailed specifications drawings for the ACB-2107 are available to download from www.amx.com.
Using the Scheduling Panel Setup Wizard

Overview

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

NOTE: The Scheduling Panel Setup Wizard will be launched again if "Factory Data Reset" or "Reset Settings" is performed on the panel (via Advanced Settings options; see SYSTEM - Reset and Update on page 61 for details).

- Press the Next button in each Wizard page to save changes and proceed to the next page.
- Note that these settings can be changed later via the Settings pages (see the Scheduler Settings section on page 36 for details).

Setup Wizard: Step 1 - OVERVIEW

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

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

Using the On-Screen Keyboard/Keypad

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

Press to close the on-screen keyboard

FIG. 21  Scheduling panel Setup Wizard - Overview page

FIG. 22 On-Board Keyboard (Network page)
Note that if the selected field requires numeric entry, the on-screen keypad is opened instead. The example in FIG. 23 shows the cursor in the *IP Address* field, and the on-screen keypad displayed:

![On-Board Keypad (Network page)](image)

**Setup Wizard: Step 2 - NETWORK**

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

![Setup Wizard: Step 2 - NETWORK](image)

### Setup Wizard - NETWORK page options

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| **DHCP/Static**    | Select how to assign an IP Address to this panel:  
| DHCP              | DHCP (default setting): Select this option to use DHCP to automatically assign an IP address to the panel. Note that when DHCP is selected, the other fields on this page are disabled.  
| Static            | Static: Select to manually configure the IP address for this panel using the fields provided on this page.  
| **IP Address**     | Enter a valid IP Address for this panel.  
| **Subnet Mask**    | Enter a valid Subnet Mask address for this panel (as required).  
| **Gateway**        | Enter a valid Gateway address for this panel (as required).  
| **Hostname**       | Enter a valid Hostname for this panel (as required).  
| **DNS Server 1**   | Enter a valid DNS Server #1 address for this panel (as required).  
| **DNS Server 2**   | Enter a valid DNS Server #2 address for this panel (as required).  
| **Domain Name**    | Enter a valid Domain Name for this panel (as required).  
| **MAC Address**    | This read-only field provides the MAC Address associated with this panel.  
| **Proxy Setup**    | Press to configure this scheduling panel to connect to a proxy server (only if necessary), via options in the Proxy Settings page. For information on Proxy Settings, refer to the *Proxy Setup* section on page 38.  

Press to move the cursor to the next editable field  
Press to close the on-screen keypad
Fill in these fields and press Next to proceed (press Back to return to the OVERVIEW page).

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

**Setup Wizard: Step 3 - CALENDAR**
Use the options in the CALENDAR page to configure the scheduling panel’s connection to the scheduling system (FIG. 25):

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

**Microsoft Exchange**
To configure the Acendo Book Panel for use with Microsoft Exchange:

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

![Microsoft Exchange Calendar Configuration Settings](image)
Using the Scheduling Panel Setup Wizard

2. Fill in these fields and press **Verify** to verify that the scheduling panel can connect to the scheduling system using the information currently entered on this page. The panel will indicate if the connection attempt was successful (FIG. 27):

![FIG. 27 CALENDAR SERVER (Verify) - Connection Successful/Connection Error]

If the panel indicates that the connection attempt was unsuccessful, review all Calendar settings and retry.

3. Press **Next** to proceed (press **Back** to return to the NETWORK page).

**NOTE:** For more information, see Appendix B: Configuring Acendo Book Panels for Microsoft Exchange & Office 365 on page 78.

### SSL Validation Schemes

<table>
<thead>
<tr>
<th>Strict</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes hostname validation</td>
<td>no hostname validation</td>
</tr>
<tr>
<td>do not allow “certificate has expired”</td>
<td>allows “certificate has expired”</td>
</tr>
<tr>
<td>do not allow “root certificate to be untrusted/self-signed”</td>
<td>allows “root certificate to be untrusted/self-signed”</td>
</tr>
<tr>
<td>do not allow “certificate signature is invalid”</td>
<td>allows “certificate signature is invalid”</td>
</tr>
</tbody>
</table>

### Office 365

To configure the Acendo Book Panel for use with Office 365:

1. In the **Setup Wizard: Step 3 - Calendar** page, select **Office 365** (FIG. 28) to invoke the following configuration settings:

![FIG. 28 Office 365 Calendar Configuration Settings]

**NOTE:** For more information, see Appendix B: Configuring Acendo Book Panels for Microsoft Exchange & Office 365 on page 78.
2. Fill in these fields and press Verify to verify that the scheduling panel can connect to the scheduling system using the information currently entered on this page.

3. Press Next to proceed (press Back to return to the NETWORK page).

NOTE: For more information, see Appendix B: Configuring Acendo Book Panels for Microsoft Exchange & Office 365 on page 78.

Google Calendar

To use Google calendar with Acendo Book, a Google Services account must be available. Refer to the Appendix D: Configuring Google Resources on page 82 for details.

To configure the Acendo Book Panel for use with Google calendar:

1. In the Setup Wizard: Step 3 - Calendar page, Select Google Calendar (FIG. 29) to invoke the Add option:

   ![FIG. 29 Google Calendar Configuration Settings]

2. Press Add to invoke the Google sign-in page (FIG. 30):

   ![FIG. 30 Google Sign-In Page]

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

4. When prompted to allow Acendo Book to manage your calendars, review the terms described, and press Allow to proceed (FIG. 31):

   ![FIG. 31 Allow Acendo Book to manage Google calendars]
5. The SELECT CALENDAR window presents a listing of all Acendo Book panel-equipped rooms that are associated with Google calendar. Press to select a Calendar/Room to use as the source of scheduling information for this panel (FIG. 32):

![SELECT CALENDAR Window indicating a sample list of Calendars/Roo](image)

**FIG. 32** SELECT CALENDAR Window indicating a sample list of Calendars/Rooms

6. This selection closes the SELECT CALENDAR window, and displays an updated CALENDAR page, indicating the current Google Username and the Calendar/Room associated with this panel (FIG. 33):

![CALENDAR Page indicating Google Username and selected Calendar](image)

**FIG. 33** CALENDAR Page indicating Google Username and selected Calendar

7. Fill in these fields and press **Verify** to verify that the scheduling panel can connect to the scheduling system using the information currently entered on this page.

8. Press **Next** to proceed (press Back to return to the NETWORK page).

**NOTE:** These settings can be changed later if necessary, via the CALENDAR Settings page (see Viewing/Editing Calendar Settings on page 39).
Setup Wizard: Step 4 - LOCALIZATION

Use the options in the LOCALIZATION pages to select a language and time zone to be displayed on this panel (FIG. 34):

![Setup Wizard - LOCALIZATION page options](image)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>Indicates the current language setting for this panel (default = English). To change languages, press the Language Edit button. This invokes the SELECT LANGUAGE window (see FIG. 35). Press to select a language.</td>
</tr>
<tr>
<td>Time Zone</td>
<td>Indicates the current time zone setting for this panel (default = GMT). To change the time zone setting, press the Time Zone Edit button. This invokes the SELECT TIME ZONE window (see FIG. 35). Press to select the appropriate time zone.</td>
</tr>
<tr>
<td>Time Format</td>
<td>Indicates the current time display setting for this panel (default = 12-hour). To change the time display to 24-hour format, press the 24-hour button.</td>
</tr>
<tr>
<td>Date Format</td>
<td>Indicates the current date display setting for this panel (default = Month-Date). To change the date display to Month-Date format, press the Month-Date button.</td>
</tr>
<tr>
<td>Default Meeting Length</td>
<td>This setting specifies how many times each hour this panel can indicate separate meetings. The default setting is 15 minutes, in which case this panel can schedule up to 4 meetings in an hour. To change the default meeting increment setting, press either the 30 mins or 60 mins button. • With 30 mins selected, this panel can schedule a meeting every 30 minutes. • With 60 mins selected, this panel can schedule a meeting every 60 minutes.</td>
</tr>
<tr>
<td>Default Meeting Increment</td>
<td>Indicates the current default meeting length setting for this panel (default = 30 minutes). To change the default meeting length setting, press either the 15 mins or 60 mins button.</td>
</tr>
</tbody>
</table>

![SELECT LANGUAGE and SELECT TIMEZONE dialogs](image)

Fill in these fields and press Next to proceed (press Back to return to the CALENDAR page).
NOTE: These settings can be changed later if necessary, via the LOCALIZATION Settings page (see Viewing/Editing Localization Settings on page 39).

Setup Wizard: Step 5 - GROUP

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

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

NOTE: All Acendo Book scheduling panels in a Group must have firmware version 1.1.x or higher. Scheduling panels running version 1.0.x will not show availability information correctly; a room listed in the Available Rooms page (after pressing Browse Rooms) will be listed as "NOT AVAILABLE".

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

Note that when this page is opened, Master is selected by default. Therefore the configuration options presented are specific to configuring this panel as a Master (FIG. 36):

![FIG. 36 Setup Wizard: Step 5 - GROUP page](image)

Press the Info icon next to Master and Member buttons to open the GROUP MASTER/MEMBER window, which provides a summary of how scheduling panels relate to Groups (FIG. 37):

![FIG. 37 Group page (GROUP MASTER/MEMBER Information window)](image)

<table>
<thead>
<tr>
<th>Setup Wizard - GROUP page options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Master/Member</strong></td>
</tr>
<tr>
<td><strong>Master Configuration</strong></td>
</tr>
<tr>
<td><strong>Master IP/Hostname</strong></td>
</tr>
<tr>
<td><strong>Username</strong></td>
</tr>
<tr>
<td><strong>Password</strong></td>
</tr>
</tbody>
</table>
Creating a Scheduling Group

Creating a Group entails configuring one Acendo Book panel to be the Master panel, and configuring other panels to be Member panels:

Configuring the Master Panel

Only one Acendo Book panel can be assigned as the Master panel. If there only one Acendo Book panel, then it must be configured as the Master (see FIG. 36 on page 29).

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

Configuring Member Panels

Once an Acendo Book panel has been configured as the Master panel, up to 49 Acendo Book panels can be configured as Members of the Master panel’s Group:

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

Once a Group has been configured, users can browse other Acendo Book panels in the Group for availability, and reserve a meeting on any available panel in the Group. See the Browse Rooms for Scheduling section on page 69 for details.

NOTE: These settings can be changed later if necessary, via the GROUP Settings page (see Viewing/Editing Group Settings on page 41).
Setup Wizard: Step 6 - ROOM

Use the options in the ROOM pages to set room-level options for this panel (FIG. 39):

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

NOTE: These settings can be changed later if necessary, via the ROOM Settings page (see Viewing/Editing Room Settings on page 42).

Changing the Logo Image

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

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

The LOGO IMAGE PREVIEW window provides a preview of the selected image (FIG. 40):

NOTE: The custom logo image window is 375 x 165 (pixels). Acendo Book Panels will automatically scale the uploaded image down to fit in the window. For best results the downloaded logo should be at least 375 x 165 pixels and have a similar aspect ratio (~2.2).

Press Preview to preview the specified image. The LOGO IMAGE window provides a preview of the selected logo, as it will appear on both the Available (green) and Occupied (red) backgrounds (FIG. 41):
3. Press **Add** to upload the specified image.
   Note that if the image file fails to load, the panel will prompt you to verify that the image URL is correct (FIG. 42):

   ![FIG. 41 Setup Wizard: Step 6 - Room page (LOGO IMAGE PREVIEW window showing an example logo image)](image1)

   In this case, verify the URL and try again.

   When an image is successfully uploaded, it is displayed next to **Logo Image** (FIG. 44):

   ![FIG. 42 Setup Wizard: Step 6 - Room page (LOGO IMAGE PREVIEW window showing an example logo image)](image2)

   ![FIG. 43 Setup Wizard: Step 7 - ROOM page (indicating an uploaded Logo Image)](image3)

   Once a logo image has been uploaded, a Delete button is provided on this page. Press **Delete** to delete the current custom logo image.

   ![FIG. 44 Setup Wizard: Step 7 - ROOM page (indicating an uploaded Logo Image)](image4)
Setup Wizard: Step 7 - SECURITY

Use the options in the SECURITY page to configure the security settings for this panel (FIG. 45):

![Setup Wizard - SECURITY page options](image)

**Setup Wizard - SECURITY page options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator Password</td>
<td>Press to change the Administrator password that is required to access Scheduler Settings, and Advanced (touch panel) Settings on this panel (default = 1988).</td>
</tr>
<tr>
<td>Require Meeting PIN Code</td>
<td>When enabled, the PIN code will be required to reserve a meeting, edit Meeting Time/Details and Delete Meeting. Press to enable this option (default = disabled).</td>
</tr>
<tr>
<td>Meeting PIN Code</td>
<td>Enter the 4-digit PIN code that will be required to reserve, edit or delete a meeting on this panel, only if the Require Meeting PIN Code option (above) is enabled.</td>
</tr>
<tr>
<td>Read Only Mode</td>
<td>Press to toggle this option (default = disabled). When enabled, all fields on the Room page are displayed, but are read-only. In this case, users will be able to see all meetings and reservation details, but will not be allowed to reserve, edit or delete meetings on this panel.</td>
</tr>
<tr>
<td>Privacy Mode</td>
<td>Press to toggle this option (default = disabled). When in Privacy Mode, information considered to be private is hidden and immutable on this panel. See the Privacy Mode section on page 34 for details. Note: If a meeting is booked outside of an Acendo Book panel (i.e. directly via the scheduling system software), then the subject line of the meeting will be replaced with the Private Meeting Subject text (default = “Private Meeting”). The default Private Meeting Subject text can be edited if desired (see page 34).</td>
</tr>
<tr>
<td>Private Meeting Subject</td>
<td>Press to enter the text that will be used as the meeting subject displayed for private meetings. The text entered here provides the meeting subject for all types of private meetings: • It will be used when Privacy Mode is enabled on the Acendo Book panel. • Will be used when a meeting is marked as Private by the calendar server (Exchange/Office 365/Google).</td>
</tr>
<tr>
<td>Finish</td>
<td>Press to exit the Setup Wizard (see Exiting the Scheduling Panel Setup Wizard on page 35).</td>
</tr>
</tbody>
</table>

**Changing the Administrator Password on the Panel**

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

1. Press the Administrator Password text field in the SECURITY page to invoke an on-screen keyboard.
2. Enter the new password and press Done.
Setting a Meeting PIN Code
The Meeting PIN Code is a 4-digit PIN code that will be required in order to reserve a meeting, edit meeting details or delete a meeting on this panel, only if the Require Meeting PIN Code option is enabled (FIG. 46):

To set a Meeting PIN Code:
1. Press the Meeting PIN Code field in the SECURITY page to invoke an on-screen keypad.
2. Enter the new 4-digit PIN.
3. The keypad automatically closes when 4 digits are entered.

Privacy Mode
When the Acendo Book panel is in Privacy Mode, information considered to be private is hidden (and immutable) on the Acendo Book panel's interface.

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

Privacy Mode: Meetings Scheduled from Mail/Web Client
If a meeting is booked directly via the scheduling system software, then the subject line of the meeting will be replaced with the Private Meeting Subject text (default = "Private Meeting").
- Meeting subject is replaced with the Default Private Meeting Subject text, as defined in the SECURITY page (see Editing the Private Meeting Subject Message Text below).
- If the meeting is selected, no organizer or details are shown.

NOTE: Acendo Book panels use Exchange, Office 365 or Google "privacy" flag. A meeting marked as private will behave the same way the global Acendo Book "Privacy Mode" behaves. In order for the Acendo Book panel to be able to read the privacy mode flag in Exchange and Office 365, the Exchange server must set the room’s “-RemovePrivateProperty” to $false. By default, this is set to $true.

Editing the Private Meeting Subject Message Text
1. Press inside the Privacy Mode field to edit the Private Meeting Subject message text.
2. Press Done to save changes and close the on-screen keyboard.

NOTE: These settings can be changed later if necessary, via the SECURITY Settings page (see Viewing/Editing Security Settings on page 42).
Exiting the Scheduling Panel Setup Wizard

Press the Finish button on the Setup Wizard: Step 7 - Security page to close the Scheduling Panel Setup Wizard (FIG. 47):

When the SETUP WIZARD is closed, the Room page for this panel is displayed (FIG. 48):

- Note that the settings made in the Scheduling Panel Setup Wizard can be changed via the Scheduler Settings pages. Refer to the Scheduler Settings section on page 36 for details.
- For information on using Acendo Book panels to schedule meetings, refer to the Acendo Book Scheduling Panels - User Guide section on page 66.
Scheduler Settings

Overview

Most of the settings made in the Scheduling Panel Setup Wizard (see page 22) can be viewed and edited via the Scheduler Settings options, as described below.

**NOTE:** Refer to the Advanced Settings section on page 43 for information on viewing/edit touch panel-specific options.

Accessing the Scheduler Settings Pages

1. Press and hold the pushbutton on the top of the touch panel for 5 seconds to invoke the SETTINGS window (FIG. 49):

   ![SETTINGS window - SCHEDULER SETTINGS](image)

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

2. Press SCHEDULER SETTINGS. These settings are password-protected. Enter the Administrator password for the scheduling system in the ENTER PASSWORD field (FIG. 50):

   ![Administrator Login window](image)

   - The default password is **1988**.
   - This password is configured in the Security page of the Setup Wizard - see **Setup Wizard: Step 7 - SECURITY** on page 33.

3. Press Submit. If the password entered was valid, the SETTINGS pages are opened (FIG. 51):

   ![SETTINGS Pages (Network Settings page shown)](image)

   - The SETTINGS pages provide the ability to view/edit the Scheduler Settings on this panel.
   - Note that these pages are presented in a similar fashion to the pages in the Scheduling Panel Setup Wizard - the initial Settings page presented is the Network Settings page (shown in FIG. 51).
4. Press any of the buttons along the top of the page to access each Settings page.

Viewing/Editing Network Settings

1. Press **Network** to view the current Network settings for this panel (FIG. 52):

![NETWORK Settings page](image)

*FIG. 52 SETTINGS Page - Network*

2. Press **Edit** to open the NETWORK Settings page, to edit the current settings as required (FIG. 53):

![NETWORK Settings page](image)

*FIG. 53 NETWORK Settings page*

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary.

4. Press **Next** to jump to the next editable field on this page. The fields on the NETWORK Settings page are described on page 23.

   **NOTE:** The example in FIG. 53 shows all fields enabled. This is because with "Static" selected, all network information must be manually entered. When DHCP is selected, only the "Hostname" field is enabled for editing.

5. Press **Proxy Setup** to enable/disable the Proxy option and configure Proxy Settings and Account Information as required, in the **Proxy Settings** page. By default Proxy is disabled on RMBK panels. Refer to the **Proxy Setup** section on page 38 for details.

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

   **NOTE:** The panel’s Network settings can be also be edited via Advanced Settings (see CONNECTIONS - Ethernet on page 50).

Changing the IP Address on the Acendo Book Panel

Select either **DHCP** or **Static** at the top of the NETWORK Settings page.

- Note that by default, **DHCP** is selected (and the remaining addressing options on this page are disabled).
- If **Static** is selected, the fields on this page are enabled and must be filled in manually.
Proxy Setup
Press the Proxy Setup button on the NETWORK Settings page (see FIG. 53 on page 37) to access the Proxy Settings page (FIG. 54):

**FIG. 54** Proxy Settings page
Use the options in the Proxy Settings page to enable/disable the Proxy option and configure Proxy Settings and Account Information as required.

**NOTE:** By default Proxy is disabled on RMBK panels.

<table>
<thead>
<tr>
<th>Proxy Settings page options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SERVICE CONTROLLER</strong></td>
<td></td>
</tr>
<tr>
<td>Proxy Switch</td>
<td>Push this button to enable or disable Proxy support on this panel. Note that by default, the Proxy Switch is set to &quot;OFF&quot;, indicating that proxy support is disabled. If this panel will connect to a proxy server, press this button to toggle the Proxy Switch to &quot;ON&quot; (enabled). Note that when the Proxy Switch is set to ON, the proxy configuration options on this page are disabled. These options can only be set when the Proxy Switch is set to OFF.</td>
</tr>
<tr>
<td><strong>PROXY SETTINGS</strong></td>
<td></td>
</tr>
<tr>
<td>Auto Setting</td>
<td>When enabled, this panel will automatically retrieve the proxy settings from a PAC (proxy auto-config) file on the proxy server. To use this option, a valid PAC file must reside on the proxy server. Press this option to enable using a PAC file for proxy settings. A blue checkmark in the Auto Setting option indicates that this option is enabled. Note that when this option is enabled, the remaining PROXY SETTINGS on this page are disabled, since manual entry is not needed.</td>
</tr>
<tr>
<td>Host</td>
<td>Press to manually enter the Host (IP Address) of the proxy server.</td>
</tr>
<tr>
<td>Port</td>
<td>Press to manually enter the Port number on the proxy server that will be used for this RMBK panel.</td>
</tr>
<tr>
<td>Proxy Type</td>
<td>Press to select the Proxy Type used on the proxy server to which this RMBK panel will connect. The options are HTTP/HTTPS (the default setting), SOCKS4 and SOCKS5.</td>
</tr>
<tr>
<td><strong>ACCOUNT INFORMATION</strong></td>
<td></td>
</tr>
<tr>
<td>Enable Authentication</td>
<td>If this panel will connect to a secured proxy server (one that requires a Proxy Username and Proxy Password in order to connect), press this option to enable the User and Password options described below. Note that by default, the Enable Authentication option is set to &quot;OFF&quot;. A blue checkmark in the Enable Authentication option indicates that this option is enabled. Note that when this option is enabled, the remaining ACCOUNT INFORMATION options on this page are enabled.</td>
</tr>
<tr>
<td>User</td>
<td>If the Enable Authentication option is selected, press this option to enter the Proxy User name required by the server.</td>
</tr>
<tr>
<td>Password</td>
<td>If the Enable Authentication option is selected, press this option to enter the Proxy Password required by the server.</td>
</tr>
<tr>
<td>NTLM Authentication</td>
<td>If this panel will connect to a NTLM/NTLM2 secured proxy server (one that uses NT LAN Manager authentication methods), press this option to enable the Domain option described below. Note that by default, the NTLM Authentication option is set to &quot;OFF&quot;.</td>
</tr>
<tr>
<td>Domain</td>
<td>If the NTLM Authentication option is selected, press to enter the Domain name required for proxy server.</td>
</tr>
</tbody>
</table>
Viewing/Editing Calendar Settings
1. In any SETTINGS page, press Calendar to view the current Calendar settings for this panel (FIG. 55):

![FIG. 55 SETTINGS Page - Calendar](image)

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

![FIG. 56 CALENDAR Settings page](image)

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press Next to jump to the next editable field on this page. The fields on the CALENDAR Settings page are described on page 24.

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

More Information
- See Appendix B: Configuring Acendo Book Panels for Microsoft Exchange & Office 365 on page 78.
- See Appendix D: Configuring Google Resources on page 82.
- See Appendix A: Troubleshooting on page 73.

Viewing/Editing Localization Settings
1. In any SETTINGS page, press Localization to view the current Localization settings for this panel (FIG. 57):

![FIG. 57 SETTINGS Page - Localization](image)

2. Press Edit to open the LOCALIZATION Settings page, to edit the current settings as required (FIG. 58).

![FIG. 58 LOCALIZATION Settings page](image)

3. Press Save to save changes and close the LOCALIZATION Settings page. The fields on the LOCALIZATION Settings page are described on page 28.

**NOTE:** The panel’s Localization settings can be also be edited via Advanced Settings (see SYSTEM - Date & Time on page 52 and SYSTEM - Language & Input on page 53).
Changing the Language Displayed On the Acendo Book Panel
1. Open the SCHEDULER SETTINGS - Localization Page.
2. Press Edit to access the LOCALIZATION Settings page.
3. Press the Edit button next to Language to access a listing of all languages that can displayed on this Acendo Book Panel, in the SELECT LANGUAGE window (FIG. 59):

   ![FIG. 59 SELECT LANGUAGE window](image1)

   *NOTE:* Press anywhere outside the SELECT LANGUAGE window to close the window without making a selection.

4. Press Save in the LOCALIZATION Settings page to save this change.

Changing the Timezone Displayed On the Acendo Book Panel
1. Open the SCHEDULER SETTINGS - Localization Page.
2. Press Edit to access the LOCALIZATION Settings page.
3. Press the Edit button next to Timezone to access a listing of all time zones that can displayed on this Acendo Book Panel, in the SELECT TIMEZONE window (FIG. 60):

   ![FIG. 60 SELECT TIMEZONE window](image2)

   *NOTE:* Press anywhere outside the SELECT TIMEZONE window to close the window without making a selection.

4. Press Save in the LOCALIZATION Settings page to save this change.

Changing the Time Format Displayed On the Acendo Book Panel
1. Open the SCHEDULER SETTINGS - Localization Page.
2. Press Edit to access the LOCALIZATION Settings page.
3. Next to Time Format, press to select either 12HR (default setting) or 24 HR time format.

4. Press Save in the LOCALIZATION Settings page to save this change.

Changing the Date Format Displayed On the Acendo Book Panel
1. Open the SCHEDULER SETTINGS - Localization Page.
2. Press Edit to access the LOCALIZATION Settings page.
3. Next to Date Format, press to select either Month-Date (default setting) or DATE-MONTH date format.
4. Press Save in the LOCALIZATION Settings page to save this change.

**Changing the Default Meeting Length Displayed On the Acendo Book Panel**
1. Open the SCHEDULER SETTINGS - Localization Page.
2. Press Edit to access the LOCALIZATION Settings page.
3. Next to Default Meeting Length, press to select 15 mins, 30 mins (default setting) or 60 mins.
4. Press Save in the LOCALIZATION Settings page to save this change.

**Changing the Default Meeting Length Increment Displayed On the Acendo Book Panel**
1. Open the SCHEDULER SETTINGS - Localization Page.
2. Press Edit to access the LOCALIZATION Settings page.
3. Next to Default Meeting Length Increment, press to select 15 mins (default setting), 30 mins or 60 mins.
4. Press Save in the LOCALIZATION Settings page to save this change.

**Viewing/Editing Group Settings**
1. In any SETTING page, press Group to view the current Group settings for this panel (FIG. 61):

   ![FIG. 61 SETTINGS Page - Group](image)

2. Press Edit to open the GROUP Settings page, to edit the current settings as required (FIG. 62).

   ![FIG. 62 GROUP Settings page](image)

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

4. Press Save to save changes and close the GROUP Settings page.
Viewing/Editing Room Settings

1. In any SETTINGS page, press Room to view the current Room settings for this panel (FIG. 61):

2. Press Edit to open the ROOM Settings page, to edit the current settings as required (FIG. 62).

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

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

Viewing/Editing Security Settings

1. In any SETTINGS page, press Security to view the current Room settings for this panel (FIG. 61):

2. Press Edit to open the SECURITY Settings page, to edit the current settings as required (FIG. 62).

3. Press on any enabled field and use the on-screen keyboard or keypad to edit these fields as necessary. Press Next to jump to the next editable field on this page. The fields on the SECURITY Settings page are described on page 33.

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

Overview

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

NOTE: Refer to the Scheduler Settings section on page 36 for information on viewing/editing Scheduler-specific options.

Accessing the Advanced Settings Pages

1. Press and hold the pushbutton on the top of the touch panel for 5 seconds (see FIG. 4 on page 13) to invoke the SETTINGS window (FIG. 67):

   FIG. 67 SETTINGS window - ADVANCED SETTINGS

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

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

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

Using the Advanced Settings Menu

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

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

Advanced Settings Menu Options

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

<table>
<thead>
<tr>
<th>Advanced Settings Menu Options</th>
<th>Page Name</th>
<th>Description</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFO (initial view)</td>
<td>Device Info</td>
<td>Displays basic panel information, such as available memory and screen resolution dimensions.</td>
<td>page 44</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
<td>Provides control of basic panel functions, including rebooting or shutting down the panel.</td>
<td>page 45</td>
</tr>
<tr>
<td>DEVICE</td>
<td>Sound</td>
<td>Allows adjustment of volume levels and panel sounds settings.</td>
<td>page 46</td>
</tr>
<tr>
<td></td>
<td>Display</td>
<td>Provides controls for basic functions of the panel display, including brightness.</td>
<td>page 47</td>
</tr>
<tr>
<td></td>
<td>VNC</td>
<td>Enables/disables and configures VNC server functionality on the panel.</td>
<td>page 49</td>
</tr>
<tr>
<td>CONNECTIONS</td>
<td>Ethernet</td>
<td>Allows configuration of Ethernet communication settings with the panel.</td>
<td>page 50</td>
</tr>
<tr>
<td>SYSTEM</td>
<td>Date &amp; Time</td>
<td>Allows setting and adjusting of time and date information on the panel.</td>
<td>page 52</td>
</tr>
<tr>
<td></td>
<td>Language &amp; Input</td>
<td>Controls the language used by the Advanced Settings menu, as well as the keyboard input used for data entry.</td>
<td>page 53</td>
</tr>
<tr>
<td></td>
<td>Security</td>
<td>Allows setting or changing the admin password for this panel as well as managing CA Certificates.</td>
<td>page 57</td>
</tr>
<tr>
<td></td>
<td>Reset and Update</td>
<td>Allows resetting and updating of panel settings and firmware.</td>
<td>page 61</td>
</tr>
<tr>
<td></td>
<td>Diagnostics</td>
<td>Displays the current processor temperature, provides access to panel logs.</td>
<td>page 65</td>
</tr>
</tbody>
</table>
NOTE: The DEVICE, CONNECTIONS, ACCOUNTS, and SYSTEM pages are password-protected. The default Administrator password is "1988", and can be changed via the options in the SECURITY page - see Changing the Administrator Password on the Panel on page 33 for details.

Opening Advanced Settings pages

1. Select the appropriate page from the Advanced Settings menu.
2. In the Password keypad, enter the Administrator password and select OK.
   
   NOTE: The default password is "1988".

Closing the Advanced Settings menu

To close the Advanced Settings menu and return to the panel’s scheduling pages, select the Return icon at the bottom of the Advanced Settings window (see FIG. 68).

INFO - Device Info

The INFO - Device Info page (FIG. 68) displays basic panel information, such as available memory and screen resolution dimensions (read-only).

![INFO - Device Info page](FIG. 68)

INFO - Device Info page options

<table>
<thead>
<tr>
<th>DEVICE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Device IP</td>
<td>Displays the panel’s IP address.</td>
</tr>
<tr>
<td>Device Type</td>
<td>Displays the panel model.</td>
</tr>
<tr>
<td>Serial Number</td>
<td>Displays the specific serial number value assigned to the panel.</td>
</tr>
<tr>
<td>Version</td>
<td>Displays the current version of the panel’s firmware.</td>
</tr>
<tr>
<td>MAC Address</td>
<td>Displays the panel’s MAC address.</td>
</tr>
<tr>
<td>Resolution</td>
<td>Displays the panel’s screen height and width in pixels.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MEMORY AND FILES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory</td>
<td>Displays the amount of memory available on the panel.</td>
</tr>
<tr>
<td>File System</td>
<td>Displays the amount of MicroSD card memory available on the panel.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MISC</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Up Time</td>
<td>Displays the time elapsed since the panel was last started.</td>
</tr>
<tr>
<td>Legal Information</td>
<td>Select this entry to open the Legal Information window, which displays information on intellectual property notices and information on copyright concerns.</td>
</tr>
</tbody>
</table>
INFO - Maintenance

The INFO - Maintenance page (FIG. 69) provides control of basic panel functions, including rebooting or shutting down the panel.

![INFO - Maintenance page](image)

**INFO - Maintenance page options**

| Reboot: | Select this entry to open the Reboot window. |
| Shutdown: | Select this entry to open the Shutdown window. |

**Rebooting the Panel**

1. In the Maintenance page, select **Reboot**. This opens the Reboot window (FIG. 70).

![Reboot](image)

**FIG. 70** Reboot window

2. Press **OK** to reboot.

To return to the Maintenance page without rebooting, press **Cancel (or press outside the Reboot window)**.

**Shutting Down the Panel**

1. In the Maintenance page, select **Shutdown**. This opens the Shutdown window (FIG. 71):

![Shutdown](image)

**FIG. 71** Shutdown window

2. Press **OK** to shut down the panel.

To return to the Maintenance page without shutting down the panel, press **Cancel (or press outside the Shutdown window)**.
DEVICE - Sound

The Sound page (FIG. 72) allows adjustment of volume levels and panel sounds settings.

Adjusting Volumes

In the Sound page, press Volumes icon (FIG. 73) to open the Volumes window (FIG. 73):

![FIG. 73 Sound page - Volumes window](image)

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

Press OK to save changes and close the Volumes window.

To return to the Sound page without saving changes, press outside the Volumes window.

Selecting a Default Notification Sound

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

1. In the Sound page, under SYSTEM SOUNDS, select Default Notification Sound. This opens the Default notification sound window (FIG. 74):

![FIG. 74 Default Notification Sound window](image)

2. Choose a sound from the presented list: selecting a new sound will play it once. The sound will only be audible if the Notifications slide bar in Volumes is not muted.

3. Press OK to set the selected sound as the Default Notification Sound.
Advanced Settings

47 Acendo Book Scheduling Touch Panels - Instruction Manual

To return to the Sound page without making any changes, press Cancel (or press outside the Default Notification Sound window).

**DEVICE - Display**

The Display page (FIG. 75) controls the basic functions of the panel display, including the panel brightness, display timeout settings and touch calibration.

---

** DEVICE - Display page options**

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brightness:</td>
<td>Sets the display brightness and contrast levels of the panel. See Adjusting Panel Brightness on page 47 for details.</td>
</tr>
<tr>
<td>Display Timeout:</td>
<td>Indicates the length of time that the panel can remain idle before the display automatically powers down. Select the Display Timeout setting. Range = 30 seconds, 1, 5, 10, 30 minutes, 1, 2, 4 and 8 hours. The default setting is 8 hours. Set the timeout value to None to disable Display Timeout mode. See the Adjusting Display Timeout on page 48 for details.</td>
</tr>
<tr>
<td>Calibration Test:</td>
<td>Select this to open the Calibration Test page. See Calibration Test on page 48 for details.</td>
</tr>
<tr>
<td>Calibrate:</td>
<td>Select to open the Calibrate window, to manually calibrate the panel. See Calibrate on page 49 for details.</td>
</tr>
</tbody>
</table>

---

### Adjusting Panel Brightness

1. In the Display page, select **Brightness** to open the **Brightness** window (FIG. 76).
2. Use the slide bar for manual adjustment of the panel's display brightness.

---

FIG. 74  Default Notification Sound window

FIG. 75  DEVICE - Display page
3. Press OK to save changes and close this window.

To return to the Display page without making any changes, press Cancel (or press outside the Brightness window).

**Adjusting Display Timeout**

1. In the Display page, select Display Timeout to open the Display Timeout window (FIG. 77).

![Display Timeout window](FIG. 77)

2. Select the time period that will pass before the panel enters sleep mode, or select None to keep the panel from shutting down its display. The default settings is 8 hours. When a timeout setting is selected, the Display Timeout window closes immediately, having applied the selected setting.

To return to the Display page without making any changes, press Cancel (or press outside the Display Timeout window).

**Calibration Test**

Acendo Book panels automatically self-calibrate on startup. The Calibration Test page may be used to verify the accuracy of that calibration. Select Calibration Test to open the Calibration Test page (FIG. 78):

![Calibration Test menu](FIG. 78)

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

To run a calibration test on the touch panel:

1. In the Display page, select Calibration Test.
2. Touch the screen to test the calibration.
3. For options when testing the calibration of the touch panel, select Options to open the Calibration Test Options window (FIG. 79).
   - Fade is the default setting: it causes the cursor to fade away after touching; press it again to retain all touches on the display screen. Select this option to disable the Fade feature.
   - Press Clear to clear the memory of previous touches. When finished, select Exit to return to the Calibration Test page.
4. When finished with the calibration test, select **Exit** to return to the **Display** page.

**Calibrate**

To manually calibrate the panel:
1. Select **Calibrate** to open the Calibrate window.
2. Follow the on-screen instructions.

**DEVICE - VNC**

An on-board VNC (Virtual Network Computing) server allows the panel to connect to any remote PC running a VNC client. Once connected, the client can view and control the panel remotely. The options on the VNC page (FIG. 80) allow you to enable or disable VNC server functionality on the panel.

**NOTE:** The VNC server takes snapshots of the display buffer and sends them via VNC at a low frame rate.

**Enabling VNC**

In the **VNC** page, press **Enable/Disable** to toggle VNC to **ON** (the default setting is **OFF**).
Configuring VNC Access

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

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

CONNECTIONS - Ethernet

The *Ethernet* page (FIG. 81) controls the configuration of settings for Ethernet communication with the panel.

FIG. 81 CONNECTIONS - Ethernet page

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

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

1. Press DHCP/Static to access the DHCP/Static options window (FIG. 82):

![FIG. 82 DHCP/Static window](image)

To return to the Ethernet page without making any changes, press Cancel (or press outside the DHCP/Static window).

2. Press Static to select to use Static IP information, and open the Static IP window (FIG. 83).

![FIG. 83 Static IP window](image)

3. Press any field in this window to open the on-screen keypad.

4. Enter the information for each field presented.
   - If the field accepts alphanumeric characters, a keyboard opens instead.
   - Press Next (in the on-screen keypad) to proceed to the next field.

5. When complete, press OK to save changes and return to the Static IP window. The new connection information is presented in the Ethernet page.
   - To return to the Ethernet page without making any changes, press Cancel (or press outside the Static IP window).

Entering a New Hostname

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

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

1. From the Ethernet page, select Hostname to open the Hostname window (FIG. 84).

![FIG. 84 Hostname window](image)

2. Enter the new hostname and press OK. The new hostname will now appear in the Hostname field.
   - To return to the Ethernet page without making any changes, press Cancel (or press outside the Hostname window).
SYSTEM - Date & Time

The Date & Time page (FIG. 85) allows setting and adjusting the NTP/time and date information on the panel.

![FIG. 85 SYSTEM - Date & Time page](image)

**SYSTEM - Date & Time page options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set NTP Server:</td>
<td>Date and time information is retrieved from an NTP Server. A default public NTP server is pre-configured on the panels. Press Set NTP Server option to manually specify a custom NTP Server (see below).</td>
</tr>
<tr>
<td>Select Time Zone:</td>
<td>Use the Select Time Zone window (FIG. 88) to select the current time zone.</td>
</tr>
</tbody>
</table>

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

**Manually Setting a Custom NTP Server**

1. In the Date & Time page, press Set NTP Server. This opens the Set NTP Server window (FIG. 86):

![FIG. 86 Set NTP Server window](image)

To return to the Date & Time page without making any changes, press Cancel (or press outside the Set NTP Server window).

2. Select Custom to invoke the NTP Server window (FIG. 87):

![FIG. 87 NTP Server window](image)

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

4. Press OK to save changes and close this window.

   To return to the Date & Time page without making any changes, press Cancel (or press outside the NTP Server window).
Manually Setting the Time Zone

1. Press **Select Time Zone** to open the Select Time Zone window (FIG. 88).

![Select Time Zone window](FIG. 88)

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

SYSTEM - Language & Input

The **Language & Input** page (FIG. 89) controls the language used by the **Settings** menu, as well as the keyboard input used for **Settings** menu field entries.

![Language & Input page](FIG. 89)

### Language & Input page options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language:</td>
<td>Select a language for the <strong>Settings</strong> menu. See Selecting the Panel’s Language on page 54 for details.</td>
</tr>
<tr>
<td>Spell Checker:</td>
<td>Enable this option to include an automatic spell checker in all <strong>Settings</strong> menu fields.</td>
</tr>
<tr>
<td>Personal Dictionary:</td>
<td>Lists all words saved in the panel’s personal dictionary file. See Personal Dictionary on page 54 for details.</td>
</tr>
<tr>
<td><strong>KEYBOARD &amp; INPUT METHODS</strong></td>
<td></td>
</tr>
<tr>
<td>Default:</td>
<td>Specify the default system keyboard. Refer to Changing Input Methods on page 55 for details.</td>
</tr>
<tr>
<td>System Keyboard:</td>
<td>Choose the keyboard matching the selected panel language, or another language-format keyboard. Refer to Changing Input Methods on page 55 for details.</td>
</tr>
<tr>
<td><strong>PHYSICAL KEYBOARD</strong></td>
<td></td>
</tr>
<tr>
<td>Generic:</td>
<td>Selects the format for a physical keyboard connected to the panel.</td>
</tr>
<tr>
<td>Auto-Replace:</td>
<td>Select this for automatic correction of commonly mistyped words.</td>
</tr>
<tr>
<td>Auto-Capitalization:</td>
<td>Select this for automatic capitalization of the first word in a sentence.</td>
</tr>
<tr>
<td>Auto-Punctuate:</td>
<td>Select this for automatic addition of a period when the space key is pressed twice.</td>
</tr>
</tbody>
</table>
Selecting the Panel’s Language

English is the default language for Acendo Book panels, but this may be changed at any time through the Language & Input page.

To change the panel’s language:

1. In the Language & Input page, press Language to open the Language window (FIG. 90).

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

Personal Dictionary

Acendo Book panels have automatic spell-checking capabilities. Additionally, words and phrases may be added to the panel’s personal dictionary:

1. In the Language & Input page, press Personal dictionary to open the Personal Dictionary window (FIG. 91).

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

3. Press in the field beneath PHRASE to open the Personal Dictionary keyboard, and enter the word or phrase (FIG. 92):
To add a shortcut for long or complex words, enter it in the **Shortcut** field.

If the word you add is in a language other than English, select the arrow in the lower right corner of the window to open the **Language** menu. This gives you the option of adding the word to the English dictionary, a dictionary for a language other than English, or for use across all languages. The **Language** page will automatically close after the language is selected.

To delete a word or phrase, select it in the **Personal dictionary** window and then press **Delete** in the upper right hand corner of the **Settings** menu.

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

**Changing Input Methods**

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

1. In the **Language & Input** page, under **KEYBOARD & INPUT METHODS**, press **Default** to open the **Choose Input Method** window (FIG. 93):

![FIG. 93 Choose Input Method window](image)

2. Press **Set up input methods** to open the **Keyboard Options** window (FIG. 94).

![FIG. 94 Keyboard Options window](image)

3. Press the **Settings icon** next to **System keyboard** to access the **System Keyboard Settings** page (FIG. 95):

![FIG. 95 System Keyboard Settings page](image)

  4. Edit these settings as desired, and press the return icon to close this page and return to the **Keyboard Options** window.

  5. Under **PHYSICAL KEYBOARD**, press **Generic** to open the **Choose Keyboard Layout** window (FIG. 96):

![FIG. 96 Choose Keyboard Layout window](image)

  6. Press **Set up keyboard layouts** to open the **Keyboard Layout** window (FIG. 97):
7. Select the desired keyboard layout(s).
   The selected layouts will be available for selection via the Choose Input Method window (select Default under KEYBOARD & INPUT METHODS to access).

8. Press the return icon to close the Keyboard Layouts window and open the Choose Keyboard Layout window (FIG. 98):

   ![Choose Keyboard Layout window](FIG. 98)

9. Select the desired layout (or press outside of the window to close the Choose Keyboard Layout window without changing the selection) to return to the Keyboard Options window (FIG. 94 on page 55).

**Changing the Pointer Speed**

1. Under MOUSE/TRACKPAD, press **Pointer Speed** to open the Pointer Speed window (FIG. 99):

   ![Pointer Speed window](FIG. 99)

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

The Security page (FIG. 100) sets the admin password for this panel, and allows for the management of CA certificates.

**Setting a Password for This Panel**

1. In the Security page, press **Set Password** to invoke the **Enter Password** dialog (FIG. 101):

   ![Enter Password dialog](FIG. 101)

2. Enter the new password in the first text field.
3. Enter the new password again in the second text field.
4. Press **OK** to close this dialog and save the new password.
Viewing Trusted CA Certificates (System/User)

1. In the Security page, under CREDENTIAL STORAGE, press Trusted Credentials to invoke the Trusted Credentials page (FIG. 101):

   FIG. 102 Trusted Credentials page - SYSTEM list

   The listing of trusted CA certificates is separated into two categories: System and User. The initial view of the Trusted Credentials page is the SYSTEM list (an example is shown in FIG. 102).

   **NOTE:** It may be necessary to scroll down to view the entire list.

   To view a listing of User-level certificates currently loaded on this panel, press USER in the Trusted Credentials page (FIG. 103):

   FIG. 103 Trusted Credentials page - USER list
Disabling and Enabling Trusted CA Certificates

System certificates that are currently enabled are indicated with a blue checkmark. Note that by default, all installed certificates are enabled, as indicated in FIG. 104:

To disable a system certificate, press to select a system certificate. This invokes the Security certificate details dialog for the selected certificate. An example is shown in FIG. 105:

FIG. 104 System CA Certificates list - indicating all security certificates are enabled

To disable a system certificate, press to select a system certificate. This invokes the Security certificate details dialog for the selected certificate. An example is shown in FIG. 105:

FIG. 105 Example Security certificate details dialog

To disable this system certificate, press the Disable button. The panel will prompt you to verify this action (press OK to proceed):

FIG. 106 Disabling a System Certificate

FIG. 107 shows an example of a disabled system certificate (FIG. 107):

FIG. 107 System CA Certificates list – indicating all security certificates are enabled
NOTE: Disabled system certificates can be enabled later; disabled system certificates are not cleared from the panel (see the Clearing Credentials section on page 60).

To enable a system certificate, select a disabled system certificate. This invokes the Security certificate details dialog for the selected certificate. An example is shown in FIG. 105:

![Example Security certificate details dialog (for a disabled system certificate)](image)

To enable this system certificate, press the Enable button. The panel will prompt you to verify this action (press OK to proceed):

![Enabling a System Certificate](image)

### Installing Certificates

System certificates can be installed to the panel via USB, using the Install From Storage option on the Security Settings page.

- System certificates can be used with Microsoft Exchange and Office 365 Calendar setups (see FIG. 25 on page 24).
- Supported certificate file extensions are: *.crt, *.pem and *.der.

1. Insert an external USB storage device into the USB port on the Acendo Book panel.

   **NOTE:** The USB port extends from the bottom of the panel (see FIG. 19 on page 20 and FIG. 20 on page 21).

2. In the Security page, under CREDENTIAL STORAGE (see FIG. 100 on page 57), press Install From Storage to invoke the Certificate File Browser page (FIG. 110):

![Certificate File Browser page](image)

### Clearing Credentials

To clear all security credentials (CA certificates) from this Acendo Book Panel:

1. In the Security page, press Clear Credentials.
2. The panel will prompt you to verify this action (FIG. 111):
Advanced Settings

3. Press **OK** to proceed (or press **Cancel** to return to the Security page without clearing credentials.

**SYSTEM - Reset and Update**

The *Reset and Update* page (FIG. 112) allows resetting and updating of panel settings and firmware, including installation of new firmware from an external drive.

![Reset and Update page](image1)

**FIG. 112** Reset and Update page

**Reset and Update page options**

<table>
<thead>
<tr>
<th>DEVICE RESET</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Factory Data Reset</strong></td>
<td>Erases all data on the panel and resets the panel back to its factory default settings. See <em>Factory Data Reset</em> on page 61 for details.</td>
</tr>
<tr>
<td><strong>Reset Settings</strong></td>
<td>Select to revert the panel back to its default settings, but does not erase all data from the panel. Note that the panel will be rebooted. See <em>Reset Settings</em> on page 62 for details.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UPDATE MANAGER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web Services</strong></td>
<td>Use this switch to toggle Update Manager Web Services on the panel. If this switch is on, the Update Manager will attempt to connect to the Update Manager Server (hosted on amx.com). If the switch is off, then the Update Manager will not attempt to connect to the Update Manager Server.</td>
</tr>
<tr>
<td><strong>Firmware Manager</strong></td>
<td>Select to open the <em>Firmware Manager</em> page. Use the options on this page to update the firmware on the panel. See the <em>Firmware Manager</em> section on page 62 for details.</td>
</tr>
</tbody>
</table>

**Factory Data Reset**

To reset the panel to its factory defaults and remove all data stored in the panel (including user pages):

1. Under **DEVICE RESET**, press **Factory Data Reset** to open the *Factory Data Reset* window (FIG. 113).
To return to the Reset and Update page without making any changes, press Reset and Update.

2. To erase all data from the panel, press Reset Device.

**NOTE:** The Scheduling Panel Setup Wizard will be launched again if a Factory Data Reset is performed on the panel (see page 22).

**Reset Settings**

To reset the Settings values to their default values:


2. The panel will prompt you to verify this action (FIG. 114):

![FIG. 114 Reset Settings prompt window](image)

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

**NOTE:** The Scheduling Panel Setup Wizard will be launched again if a Reset Settings is performed on the panel (see page 22).

**Enable/Disable Web Services**

This option enables/disables Web Services on this Acendo Book panel (FIG. 115):

![FIG. 115 UPDATE MANAGER - Web Services option](image)

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

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

**Firmware Manager**

Select Firmware Manager under UPDATE MANAGER in the Reset and Update page to access the Firmware Manager page (FIG. 116):

![FIG. 116 Firmware Manager page](image)
Reverting to Factory-Installed Firmware

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

1. From the Firmware Manager window, select UPDATE next to Revert to Factory Firmware (FIG. 117):

   ![FIG. 117 Firmware Manager - Revert To Factory Firmware](image)

2. A System Message window is displayed that indicates the factory firmware version that will be installed, and prompting you to verify this action (FIG. 118):

   ![FIG. 118 System Prompt - Revert To Factory Firmware?](image)

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

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

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

Installing New Firmware From An External USB Stick

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

1. Download the latest Acendo Book panel firmware from www.amx.com and save it to a USB stick or other external drive with USB capability.

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

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

3. From the Firmware Manager window (FIG. 116 on page 62), select UPDATE next to Install Firmware from USB (FIG. 119):

   ![FIG. 119 Firmware Manager - Install Firmware from USB](image)

4. The KIT File Browser window presents a listing of firmware available on the USB stick (FIG. 120):

   ![FIG. 120 KIT File Browser window](image)

5. Select the KIT file to be installed.

6. The panel will prompt you to verify this action. Press OK to proceed (FIG. 121):
7. The panel will upload the new firmware (FIG. 122) and then reboot.

**FIG. 122** Update Progress display

**Install Firmware From Web**

This option provides the ability to download new panel firmware from AMX, and install it on the Acendo Book panel. If a firmware update is available for the panel, the *Install Firmware From Web* option is presented on the Firmware Manager page (see FIG. 116 on page 62), indicating the firmware version that is available to download from AMX and install on the Acendo Book panel.

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

To install new firmware to the panel from the web:

1. From the *Firmware Manager* window (FIG. 116 on page 62), select **UPDATE** next to **Install Firmware from Web** (FIG. 123):

   **FIG. 123** Firmware Manager - Install Firmware from Web

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

2. The panel will prompt you to verify this action - Press **OK** to proceed with the update (FIG. 124):

   **FIG. 124** System Prompt - Install Firmware From Web

3. The progress of the download is indicated on the *Firmware Manager* page (FIG. 125).

   **FIG. 125** Firmware Manager page - Install Firmware From Web (in progress)

   **NOTE:** *Press the Refresh icon to refresh the information on this page, if necessary.*

4. The firmware update will begin the install process (FIG. 126):

   **FIG. 126** Firmware Update - Preparing Firmware

5. After copying the firmware package to the staging location, the panel will reboot and complete the firmware installation process (FIG. 127):
Using AMX System Recovery

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

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

SYSTEM - Diagnostics

The Diagnostics page (FIG. 128) displays the current processor temperature and provides access to panel logs.

![Diagnostics Page](image)

**FIG. 128** Diagnostics page

The Logs window chronicles all previous connections between the panel and the network. To access the Logs window, select Logs in the Diagnostics page.
Overview

This section describes using Acendo Book Touch Panels that have been installed and configured. In this section, “Room” refers to the Room associated with a Acendo Book panel.

Room Available Page

If the Room is currently available, the Room Available page is displayed (FIG. 129):

FIG. 129  Room Page - AVAILABLE

When the Room Available Page is displayed, the Room Status LEDs light green, unless the LEDs have been disabled via the "Room Status LED" option in the Room setup page (see the Viewing/Editing Room Settings section on page 42).

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

Room Occupied Page

If the Room is currently in use for a scheduled meeting, the Room Occupied page is displayed.

The information and options displayed are identical to the ROOM AVAILABLE page - the only difference is the red color scheme (FIG. 130):

FIG. 130  Room page - OCCUPIED

When the Room Occupied Page is displayed, the Room Status LEDs light red, unless the LEDs have been disabled via the "Room Status LED" option in the Room setup page (see the Viewing/Editing Room Settings section on page 42).
Scheduling an Ad-Hoc Meeting

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

1. In the Room Available page, press **BOOK ROOM** (FIG. 131):

![BOOK ROOM button](FIG. 131 BOOK ROOM button)

2. This invokes the BOOK ROOM page. Use the options in this page to change the default settings, as desired. By default, ad-hoc meetings are set to start immediately, and last for 30 minutes (FIG. 132):

![BOOK ROOM page](FIG. 132 BOOK ROOM page)

   - Use the **Book for** Up/Down arrows to adjust the duration of the meeting (if necessary).
   - Use the **Start/End** Left/Right arrows to adjust the start time of the meeting (if necessary).

3. Press **Reserve** to reserve this room for the time allotted.

4. If prompted, enter the **Meeting PIN Code** (FIG. 133):

![ENTER PIN CODE](FIG. 133 ENTER PIN CODE)

   - **Note**: The Meeting PIN Code is only required if the "Meeting PIN Code" option is enabled in the Security setup page. The Meeting PIN Code is set on the Security Setup page as well (see page 33 for details).

5. Press **Submit** to reserve the meeting.

6. Once the meeting has been added to the calendar, the Room page is changed to indicate that it is currently OCCUPIED (FIG. 134):

![Room page (OCCUPIED)](FIG. 134 Room page (OCCUPIED))
Scheduling a Meeting for Later

To schedule a meeting for later in the day:

1. In the Room page, press BOOK ROOM (FIG. 135):

   ![BOOK ROOM button](FIG. 135)

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

2. This invokes the BOOK ROOM page. Use the options in this page to change the default settings, as desired. By default, meetings are set to last for 30 minutes (FIG. 132):

   ![BOOK ROOM page](FIG. 136)

   **FIG. 136** BOOK ROOM page

   3. Press Add Meeting Details to open the ADD MEETING DETAILS page (FIG. 137):

   ![ADD MEETING DETAILS page](FIG. 137)

   **FIG. 137** ADD MEETING DETAILS page

   4. Press Reserve to reserve the meeting as specified.

   5. If prompted, enter the Meeting PIN Code (FIG. 138):

   ![ENTER PIN CODE](FIG. 138)

   **FIG. 138** ENTER PIN CODE

   **Note:** The Meeting PIN Code is only required if the “Meeting PIN Code” option is enabled in the Security setup page. The Meeting PIN Code is set on the Security Setup page as well (see page 33 for details).

   6. Press Submit to reserve the meeting.

   7. Once the meeting has been added to the calendar, it is represented on the Room page (FIG. 139):
Browse Rooms for Scheduling

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

**BROWSE ROOMS Button**

- The BROWSE ROOMS button is always displayed on panels that are configured as a Member panel of a Scheduling Group (see Viewing/Editing Group Settings on page 41 for details on Scheduling Groups).
- If the device is configured as the Master panel of a Scheduling Group, the BROWSE ROOMS button is automatically removed if no Member panels have communicated with the Master panel for 5 minutes.

1. In the Room page, press **BROWSE ROOMS** (FIG. 140):

2. The AVAILABLE ROOMS page displays a list of the other Acendo Book panels in the Scheduling Group that are available for booking immediately.

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

   The example in FIG. 141 shows that there are several other Acendo Book panels in the group, three of which are available for booking right now:
Note that the AVAILABLE ROOMS page uses color coding to indicate which rooms in the group are currently available for booking (AVAILABLE NOW in green). Rooms that are unavailable at the moment indicate when they will be available for booking (AVAILABLE IN XX MIN in red). Rooms that are unavailable the rest of the day are listed as NOT AVAILABLE (in red).

3. Press one of the rooms in the list to reserve or schedule a meeting in that room. This invokes the BOOK ROOM page (FIG. 142). Use the options in this page to set the meeting duration, start/end times, add meeting details, and reserve the room for the specified time:

![BOOK ROOM page](image)

**FIG. 142** BOOK ROOM page

- **Book for**: Use the up/down arrow buttons to adjust the length of the meeting reservation (default = 15 minutes).
- **Start/End**: Use the left/right arrow buttons to set the Start and End time of the meeting reservation (based on the specified Book for value).
- **Add Meeting Details**: Press to open the ADD MEETING DETAILS page to enter a **Subject** and **Comments** for the meeting (FIG. 143):

![ADD MEETING DETAILS page](image)

**FIG. 143** ADD MEETING DETAILS page

---

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

- **Press RESERVE** to add this meeting to the selected panel’s schedule.

### Viewing/Editing Meeting Details

Press on any scheduled meeting on the Room Page to open the MEETING DETAILS page for the selected meeting (FIG. 144):

![MEETING DETAILS page](image)

**FIG. 144** MEETING DETAILS page
This page indicates the current Title, Start/End Times and Comments associated with the selected meeting. The buttons along the bottom of this page allow you edit the selected meeting’s Meeting Details, Start/End Time, as well as to delete this meeting from the calendar.

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

**Editing Meeting Details**

1. In the MEETING DETAILS page, press **Edit Meeting Details** to open the EDIT MEETING DETAILS page (FIG. 145):

   ![FIG. 145 EDIT MEETING DETAILS page](image)

2. Press inside the first text field to edit the **Meeting Title** text via the on-screen keyboard.
3. Press inside the second text field to edit the **Meeting Details** text via the on-screen keyboard.
4. Press **Save** to save changes.
5. If prompted, enter the **Meeting PIN Code** in the ENTER PIN CODE page (FIG. 146):

   ![FIG. 146 ENTER PIN CODE page](image)

   *Note: The Meeting PIN Code is only required if the “Meeting PIN Code” option is enabled in the Security setup page. The Meeting PIN Code is set on the Security Setup page as well (see page 33 for details).*

6. Press **Submit** to return to the Room page.

Edits made for the selected meeting are reflected in the updated calendar.

**Editing Meeting Times**

1. In the MEETING DETAILS page, press **Edit Meeting Time** to open the EDIT MEETING TIME page (FIG. 147):

   ![FIG. 147 EDIT MEETING TIME page](image)

2. Press **Save** to save changes.
3. If prompted, enter the *Meeting PIN Code* in the ENTER PIN CODE page (FIG. 148):

![ENTER PIN CODE page](image)

**FIG. 148** ENTER PIN CODE page

4. Press **Submit** to return to the Room page.

Edits made for the selected meeting are reflected in the updated calendar.

### Deleting a Meeting From the Calendar

1. In the MEETING DETAILS page, press **Delete** to open the DELETE MEETING (FIG. 149):

![DELETE MEETING page](image)

**FIG. 149** DELETE MEETING page

2. Press **OK** to proceed.

3. If prompted, enter the *Meeting PIN Code* in the ENTER PIN CODE page (FIG. 150):

![ENTER PIN CODE page](image)

**FIG. 150** ENTER PIN CODE page

4. Press **Submit** to return to the Room page.

The selected meeting is removed from the updated calendar (FIG. 151):

![Room page](image)

**FIG. 151** Room page

*Note: The Meeting PIN Code is only required if the "Meeting PIN Code" option is enabled in the Security setup page. The Meeting PIN Code is set on the Security Setup page as well (see page 33 for details).*
Appendix A: Troubleshooting

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

<table>
<thead>
<tr>
<th>Acendo Book Scheduling Panels - Troubleshooting Topics</th>
<th>Problem</th>
<th>Possible Solution(s)</th>
</tr>
</thead>
</table>
| NO CALENDAR SERVER CONNECTION DETECTED - Username and Password | Please check Username and Password. Contact Administrator to restore connection. Customer Support: 555-624-0000 | • Calendar Settings - Review the current Calendar settings (Username with domain, Password and Room account with domain). See Viewing/Editing Calendar Settings on page 39, and verify that the settings are correct.  
  • Service Account Properties and Configuration - Review the Google Service account configuration. See Appendix D: Configuring Google Resources on page 82. |

NO CALENDAR SERVER CONNECTION DETECTED - SSL Certificate Time Validation

- SSL Certificate time validation error
- Contact Administrator to restore connection.
- Chris: 222-252-2525

This error indicates that the SSL certificate did not pass the date/time validation check, typically because the time on the Acendo Book Scheduling Panel is incorrect - this can cause the certificate to appear to have expired. Check the current date/time. Time is displayed in the top right corner of each Advanced Settings page. If the time is incorrect, check the Set NTP Server setting:
  • If Default is selected, verify that the current network configuration is allowing NTP through the firewall.
  • If Custom is selected, verify that:
    - the specified URL is valid
    - the specified NTP server is online
    - the current network configuration is allowing NTP through the firewall

Exchange: Intermittent issues connecting to calendar server
SSH logs show "The request failed. The server cannot service this request right now. Try again later."

Exchange throttling parameters may need to be adjusted.
### Acendo Book Scheduling Panels - Troubleshooting Topics (Cont.)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution(s)</th>
</tr>
</thead>
</table>
| Exchange: Meeting Reservation Not Indicated on the Panel (No Error Message) When reserving a meeting (in Exchange), the meeting never shows up on the Acendo Book panel, and the panel is not indicating an error. | **1) Creating a Service Account**  
This simply a user account. The following command creates the service account for the room:  
```powershell
New-Mailbox -Alias <alias> -Name <name> -FirstName <first> -LastName <last> -DisplayName <name> -UserPrincipalName <UPN> -ResetPasswordOnNextLogon $false
```  
**2) Creating a Room Delegate**  
The following command creates the new mailbox for the room:  
```powershell
New-Mailbox -Name <name> -Alias <alias> -UserPrincipalName <UPN> -FirstName <first> -LastName <last> -DisplayName <name> -Room
```  
The following command sets the various parameters for the previously created mailbox:  
```powershell
Set-CalendarProcessing -Identity <alias> -DeleteComments $false -DeleteSubject $false -DeleteNonCalendarItems $false -AddOrganizerToSubject $false -TentativePendingApproval $false -AutomateProcessing AutoAccept -AllowRecurringMeetings $true -BookingWindowInDays 1080 -AllRequestOutOfPolicy $false -AddNewRequestsTentatively $false -ProcessExternalMeetingMessages $true
```  
**NOTE 1:** In the case you want to set the ability to allow conflicting meeting requests to a room resource, you can use the `AllowConflicts` parameter with the `Set-CalendarProcessing` command.  
The `AllowConflicts` parameter specifies whether to allow conflicting meeting requests. Valid input for this parameter is `$true` or `$false`. The default value is `$false`.  
**NOTE 2:** In the scenario that you do not want the recurring meetings rejected when they have an end date beyond the booking window; you will need to change the `AllowConflicts` parameter to `$false`.  
- When the `AllowConflicts` parameter is `$true`, a recurring meeting request is automatically declined if the meetings start on or before the date specified by the `BookingWindowInDays` parameter, and the meetings extend beyond the specified date.  
- When the `AllowConflicts` parameter is `$false`, a recurring meeting request is automatically accepted if the meetings start on or before the date specified by the `BookingWindowInDays` parameter, and the meetings extend beyond the specified date. However, the number of meetings is reduced so meetings won’t occur after the specified date.  
- When `BookingWindowInDays` is 0, an end date isn’t enforced for any recurring meetings.  
- When `BookingWindowInDays` is greater than 0 and `EnforceSchedulingHorizon` is `$true`, the recurring meeting request is automatically declined if the end date is greater that the value specified by `BookingWindowInDays`.  
- When `BookingWindowInDays` is greater than 0 and `EnforceSchedulingHorizon` is `$false`, the end date of a recurring meeting is automatically truncated to the value specified by `BookingWindowInDays`. The following command will change the default behavior:  
```powershell
Set-CalendarProcessing -Identity <alias> -BookingWindowInDays 181 -EnforceSchedulingHorizon $false
```  
**See Also:**  
- Configuring Delegation (Exchange 2010) on page 76  
- Using Exchange Admin Center (EMC) on page 76  
- Using PowerShell on page 77  
**3) Configure the Room to Auto Accept**  
The `AutomateProcessing` parameter enables or disables calendar processing on the mailbox, and `AutoUpdate` sets it so that only the Calendar Attendant processes meeting requests and responses.  
```powershell
Set-CalendarProcessing -Identity <alias> -AutomateProcessing AutoAccept
``` |
<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exchange/Office 365: Conflicting Meetings Indicated at Incorrect Time</strong>&lt;br&gt;If a meeting is scheduled for a time that has already been reserved for a given room, it is a Conflicting Meeting.</td>
<td>If conflicts are allowed (in Exchange/Office 365), then conflicting meetings may be indicated at a time other than what was requested by the user. To disable conflicts in Exchange/Office 365, verify that the AllowConflicts property is set to False for the room with which the Acendo Book panel is associated. Once disabled, conflicting meetings will be declined by the scheduling system.</td>
</tr>
<tr>
<td><strong>Exchange/Office 365: The Meeting Subject shown on Acendo Book indicates the organizer of the meeting instead of the meeting subject</strong></td>
<td>In order for the Acendo Book panel to be able to read the privacy mode flag, the Exchange resource’s “-AddOrganizerToSubject” has to be set to $false. By default, this is set to $true.</td>
</tr>
<tr>
<td><strong>Exchange/Office 365: Private meeting flag not detected by Acendo Book panel</strong></td>
<td>the Exchange resource’s “--RemovePrivateProperty” has to be set to $false. By default, this is set to $true.</td>
</tr>
<tr>
<td><strong>Exchange/Office 365: Private meeting flag not updated when private flag is changed from checked to unchecked.</strong></td>
<td>To change meeting from private to &quot;visible&quot;, delete the meeting and re-enter it.</td>
</tr>
<tr>
<td><strong>&quot;Master Connection Error&quot; Displayed</strong>&lt;br&gt;If the Master panel goes offline for any reason, the Master panel as well as all Member panels in the Scheduling Group display the Master Connection Error message.</td>
<td>Check the connection status of the Master panel and verify that the network configuration. For example, has the Username, Password or IP Address of the Master Panel been changed? Once the Master panel is connected to the network, the Member panels should recover automatically.</td>
</tr>
<tr>
<td><strong>(Google): Meetings Are Not Indicated on Room Page</strong></td>
<td>Verify that the Auto-accept invitations that do not conflict property is selected for the room with which the Acendo Book panel is associated. See Appendix D: Configuring Google Resources on page 82 for details.</td>
</tr>
<tr>
<td><strong>&quot;Browse Rooms&quot; Button Is Not Displayed On the Group Master</strong>&lt;br&gt;If the master device does not have a Browse Rooms button, then a Member panel has not checked in with the Master panel in the last 5 minutes.</td>
<td>Verify that the Member panels are online and configured with the Scheduling Group Master panel’s IP, username, and password.</td>
</tr>
<tr>
<td><strong>The panel is locked, and the admin password has been lost or forgotten</strong></td>
<td>If the administrator forgets the Administrator password, the panel can be reset to return the password to the default value (“1988”) via the Factory Data Reset option. Note: In this event, all panel settings will be lost. Refer to the Using AMX System Recovery section on page 65 for details.</td>
</tr>
</tbody>
</table>
## Configuring Delegation (Exchange 2010)

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

1. In the **Resource Policy** tab of the mailbox Properties dialog, click **Add**
2. Select the user that will become a delegate of the Room Mailbox (FIG. 152):

   ![Mailbox Properties dialog - Resource Profiles tab](image)

   FIG. 152 Mailbox Properties dialog - Resource Profiles tab

Delegates also need Editor access to the calendar and free/busy folder of the mailbox itself so that they can manage meeting requests. There are two ways to achieve this:

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

   The following example uses Option #2:

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

   The delegate `rmsservice` can now manage room bookings.

   The example in FIG. 153 indicates a meeting that is still unconfirmed, waiting for `rmsservice` to approve or reject it:

   ![Unconfirmed Meeting indicated (waiting for rmsservice to approve or reject)](image)

   FIG. 153 Unconfirmed Meeting indicated (waiting for rmsservice to approve or reject)

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

### Using Exchange Admin Center (EMC)

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

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

**Using PowerShell**

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

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

```powershell
Set-CalendarProcessing -Identity "Room222" -ResourceDelegates "ed@contoso.com", "ayla@contoso.com", "tony@contoso.com"
```
Appendix B: Configuring Acendo Book Panels for Microsoft Exchange & Office 365

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

Acendo Book Service Account
The Acendo Book Service Account on the Exchange or Office 365 server must meet the following requirements:
- The account must have an associated Exchange Mailbox.
- The account information entered here must match the account information for the Acendo Book Service Account (as entered in the CALENDAR Settings page (see page 39).
- The account must have rights to add, modify, and cancel/delete appointments in each Exchange Room Mailbox with which Acendo Book will synchronize. This may be accomplished via any of the following three methods:
  - Delegate access to the mailbox.
  - Impersonate the mailbox owner using Exchange Impersonation.
  - Assign full-access permissions to the mailbox.

Microsoft Exchange / Office 365: Username and Calendar Email IDs
The Exchange 2010/2013/2016 or Office 365 Server has a unique Username for each user and a unique Calendar Email ID for each room. The Username and Calendar Email ID is entered for each room in the CALENDAR Settings page (see FIG. 56 on page 39).

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

NOTE: The Calendar Email ID field is the only field that is unique to each room: "Server URL", "username", and "password" are the same across all rooms in the system (FIG. 154):

SETTNGS

Calendar Server: Office 365
Username: JaneDoe@acme.onmicrosoft.com
Password: 12admin34
Calendar Email ID: ConfRoom1@acme.onmicrosoft.com
Certificate Validation: Strict

Calendar Server, Username and Password fields are the same for all rooms in the Exchange or Office 365 deployment

Calendar Email ID and Certification Validation is unique for each room

FIG. 154 SETTINGS > Calendar page (showing sample Calendar information - Exchange/Office 365)
Microsoft Exchange / Office 365: Certificate Validation

The Exchange 2010/2013/2016 or Office 365 Server has a unique User Name for each user and a unique Calendar Email ID for each room. The Username and Calendar Email ID is entered for each room in the CALENDAR Settings page (see FIG. 56 on page 39).

Microsoft Documentation

The following links provide access to online Microsoft documentation regarding each of these methods for each supported Server OS:

| Exchange 2010 | Set a Delegate on a Resource Mailbox:  

| Exchange 2013, Office 365 | Delegating Permissions:  
(go to Create a room mailbox > Use the EAC to create a room mailbox)  
*Note: If you selected the option requiring that booking requests are sent to delegates, use this section to select delegates.  
• To add a delegate, click Add. On the Select Delegates page, select a user, click Add, and then click OK to return to the New room mailbox page.  
• To remove a delegate, select the user and then click Remove.  
Assigning Full-Access Permissions:  
Configuring Impersonation:  

| Exchange 2016, Office 365 | Delegating Permissions:  
(go to Create a room mailbox > Use the EAC to create a room mailbox)  
*Note: If you selected the option requiring that booking requests are sent to delegates, use this section to select delegates.  
• To add a delegate, click Add. On the Select Delegates page, select a user, click Add, and then click OK to return to the New room mailbox page.  
• To remove a delegate, select the user and then click Remove.  
Assigning Full-Access Permissions:  
Configuring Impersonation:  

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

For Exchange 2010, see information under Resource Information in the Use the EMC to configure resource mailbox properties section:


Exchange 2013, 2016 and Exchange Online require the use of Exchange cmdlets to change the room mailbox properties.

The cmdlet of interest is the Set-CalendarProcessing which will allow you to configure what information Exchange provides to the Acendo Book panel.

Set-CalendarProcessing parameters of particular significance:

• AddOrganizerToSubject  
• DeleteComments  
• DeleteSubject

Microsoft Documentation

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


Privacy Flag

Acendo Book panels use Exchange, Office 365 or Google "privacy" flag. A meeting marked as private will behave the same way the global Acendo Book "Privacy Mode" behaves (see the Privacy Mode section on page 34).

In order for the Acendo Book panel to be able to read the privacy mode flag in Exchange and Office 365, the Exchange server must set the room's "-RemovePrivateProperty" to $false. By default, this is set to $true.
Appendix C: Creating Room Mailboxes

Overview

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

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

Creating a New Room Mailbox: Exchange 2010

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

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

Additional Documentation

For more detailed information on creating a room mailbox, creating a room list and changing room mailbox properties in Exchange 2010, refer to the Microsoft® article "Managing Resource Mailboxes and Scheduling":


Note that this article also provides instructions on using the Exchange Management Shell to create room mailboxes and room lists.

Creating a New Room Mailbox: Exchange 2013 and Exchange 2016

1. Log in to the Exchange Admin Center (EAC):
   - https://<ip address of Exchange server>/ecp
   - or -
   - https://<host name of Exchange server>/ecp
   - Provide your credentials to log into Exchange.
   - The Exchange Admin Center opens in your browser window.
2. Under Recipients, select Resources.
3. In the Resources page toolbar, click the Add (+) button then select Room mailbox to open the New Room Mailbox dialog.
4. Fill in the fields, and click Save to create the new mailbox and close the New Room Mailbox dialog.
   - NOTE: The only required fields in this dialog are Room name and Email address.
   - The new room should now be included in the list of Resources (on the Resources page).
5. Select the new mailbox and click Edit to open the Room Mailbox dialog. Use the options in this dialog to configure the new room mailbox.
7. Under Booking requests, verify that Accept or decline booking automatically is selected (the default setting).
8. Click Save to save changes and close the New Room Mailbox dialog.

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

For more detailed information on creating a room mailbox, creating a room list and changing room mailbox properties in Exchange 2013, refer to the Microsoft® article “Create and manage room mailboxes”:


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


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

**Creating a New Room Mailbox: Office 365**

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

2. Under **Recipients**, select **Resources**.

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

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

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

6. Select **Booking Delegates**.

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

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

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

**Additional Documentation**

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


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

Overview
This section provides instructions for configuring Google resources to work correctly with Acendo Book panels. These instructions make the following assumptions:

- A Google Business Service account is available
- A Room Administrator account has been created that will be shared with each resource

The process of configuring Google resources for use with Acendo Book panels entails the following:

1. Create Resources (see below)
2. Share resource calendars with administrator - see page 84
3. Share service calendars with room administrator account - see page 85
4. Ensure calendar is set to deny conflicts - see page 86

1) Create Resources

1. Log in to the Google Admin Console using the credentials for the Administrator account for Google Apps for Business used by Acendo Book (FIG. 155):

   ![Google Admin Console Login Screen](image)

   FIG. 155  Google Admin Console Login Screen

2. In the Admin Console, select Apps (FIG. 155):

   ![Admin console](image)

   FIG. 156  Google Admin Console (detail)

3. In the Apps page, select Google Apps (FIG. 157):

   ![Apps](image)

   FIG. 157  Google Admin Console - Apps Page (detail)

Note that your Google Admin Console user interface may vary slightly from the illustrations provided here, based on your specific software version. The concepts described in this section apply to all supported versions of Google for Business.
4. In the Google Apps page, select Calendar (FIG. 158):

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

**FIG. 158** Google Admin Console - Google Apps Page (detail)

5. In the Calendar page, select Resources (FIG. 159):

![Google Admin Console - Calendar Page (detail)](image)

**FIG. 159** Google Admin Console - Calendar Page (detail)

6. In the Resources pane, select Create a new resource (FIG. 160):

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

**FIG. 160** Google Admin Console - Calendar Page - Resources Pane (detail)

7. Define the Resource Name, Resource Type and Description (FIG. 161):

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

**FIG. 161** Google Admin Console - Calendar Page - Resources Pane (Create a new resource)
8. Save changes.

2) Share Resource Calendars With Administrator

1. From the Resources list, select the resource just created and copy the resource email address (FIG. 162):

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

**FIG. 162** Google Admin Console - Calendar Page - Resources Pane (Copy new resource email address)

2. In the Google toolbar, select the Apps icon (FIG. 163):

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

**FIG. 163** Google Admin Console Toolbar - Apps Icon

3. In the Apps window, select the Calendar app (FIG. 164):

![Google Apps - Calendar](image)

**FIG. 164** Google Apps - Calendar

4. In the Calendar, share the new resource calendar by selecting Add a Coworkers Calendar under Other Calendars (FIG. 165):

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

**FIG. 165** Google Calendar - Other Calendars > Add a Coworkers Calendar

5. In the Add Coworkers Calendar window, paste the email address for the resource (in the Contact Email field) and select Add (FIG. 166):
6. The resource calendar should now show up in the list of calendars under My Calendars (see "Room 101" in FIG. 167):

3) Share Service Calendars With Room Manager Account

1. Share the room administrator account with the resource calendar by selecting Share this Calendar for the resource calendar in the My Calendars list (FIG. 168):

2. In the Room Details - Share This Calendar page, paste the Room Manager account email address in the Person field (FIG. 169):

3. Under Permission Settings, select Make changes AND manage sharing (FIG. 170):
4. Select **Add Person** (FIG. 171):

![Add Person](image)

**FIG. 171** Google Calendar > Room Details > Share This Calendar > Permission Settings > Add Person

5. Click **Save**. At this point, Google will prompt you to verify these changes. Select **OK** to proceed (FIG. 172):

![Message From Webpage](image)

**FIG. 172** Google Calendar - Message From Webpage

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

1. Right-click on the new calendar resource, and select **Calendar Settings** (FIG. 173):

![Calendar Settings](image)

**FIG. 173** Google Calendar - Calendar Settings option

2. In the **Calendar Details page - Auto-accept invitations** section, verify that **Auto-accept invitations that do not conflict** is selected (FIG. 174):

![Auto-accept invitations](image)

**FIG. 174** Calendar Details page > Auto-accept invitations > Auto-accept invitations that do not conflict

3. Save changes.