



CONCIERGE

User Guide:

Room Booking Display Panels:

- ACMG10
- ACMG15

Room Booking Media Players:

- ACMGMP

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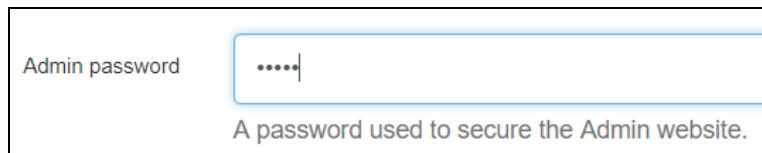
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ABOUT THIS GUIDE

Thank you for purchasing a Room Booking Display Panel or Player from Concierge Displays. The primary purpose of this guide is to provide some quick-start steps to get you up and running in the shortest time possible, however it does include some advanced configuration and ongoing general usage information.

Remember that you can access up-to-date help at any time by clicking in a form field (blue-outlined box shown below). This will reveal additional notes and metadata under the field.



The image shows a screenshot of a form field. On the left, the text 'Admin password' is displayed. To its right is a text input field containing five dots and a vertical cursor. The input field is highlighted with a blue border. Below the input field, a tooltip or help text is visible: 'A password used to secure the Admin website.'

Many of the settings listed here cover the built-in “skin” provided. Alternative “skins” will expose a different set of options due to the dynamic settings hierarchy.

1. POWERING ON

The panel can be powered via Power-Over-Ethernet (PoE) or using a DC power-supply (supplied with international power-socket adaptors).

The player can be powered using a DC power-supply (supplied with international power-socket adaptors).

For the player, ensure you have connected a display via the HDMI output. Please also connect a USB mouse if a touch-screen is not being used.

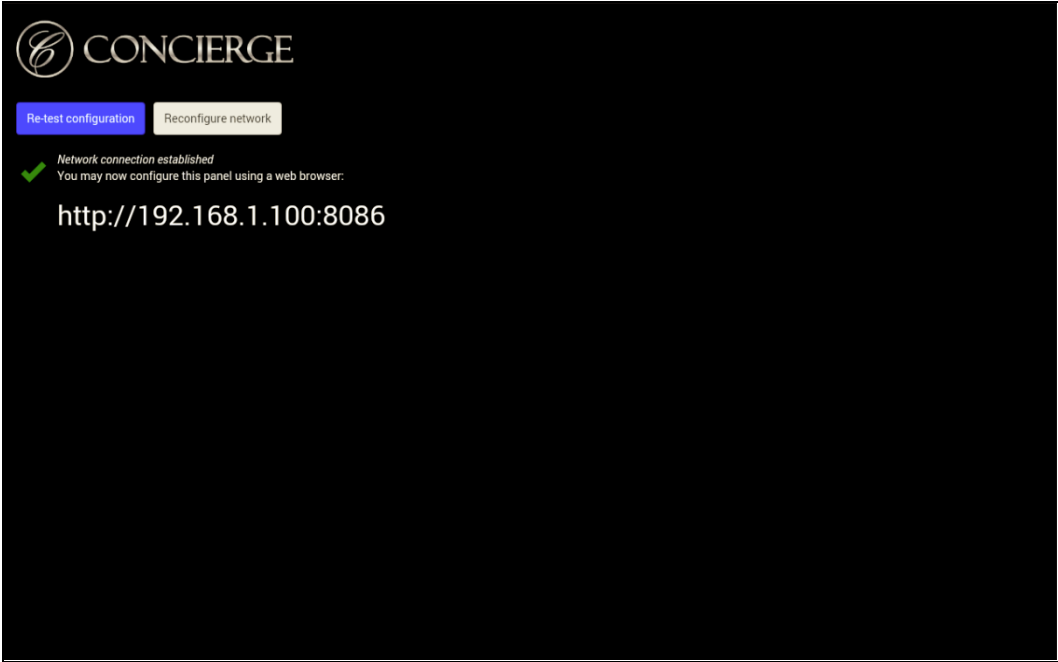
Once power is provided, a progress indicator will be shown on the screen indicating that the panel is booting up.

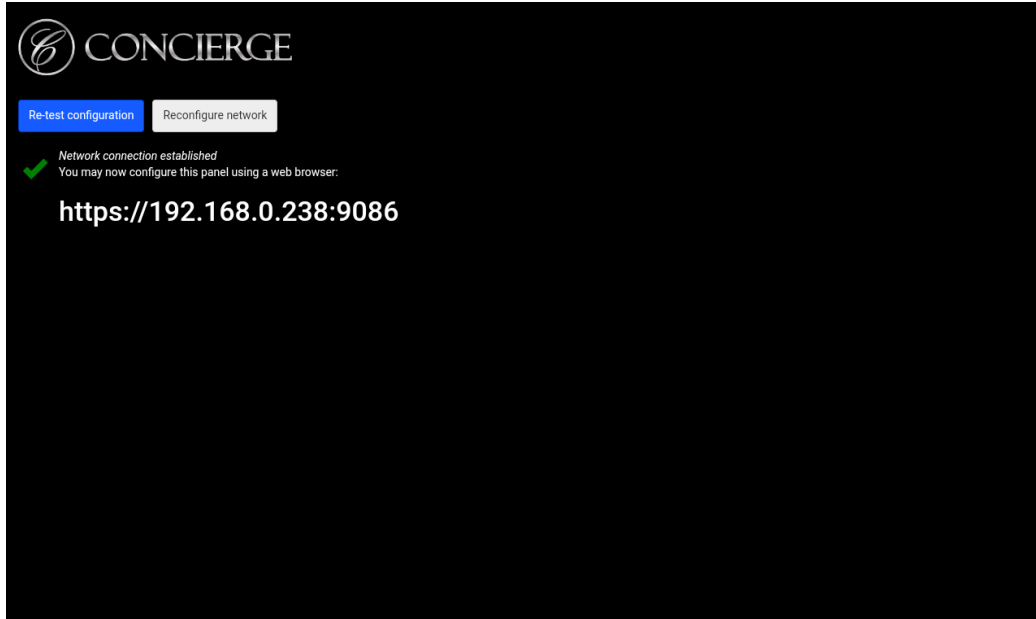
2. THE INSTALLATION SCREEN

2.1. AUTOMATIC VERSUS MANUAL NETWORK INSTALLATION

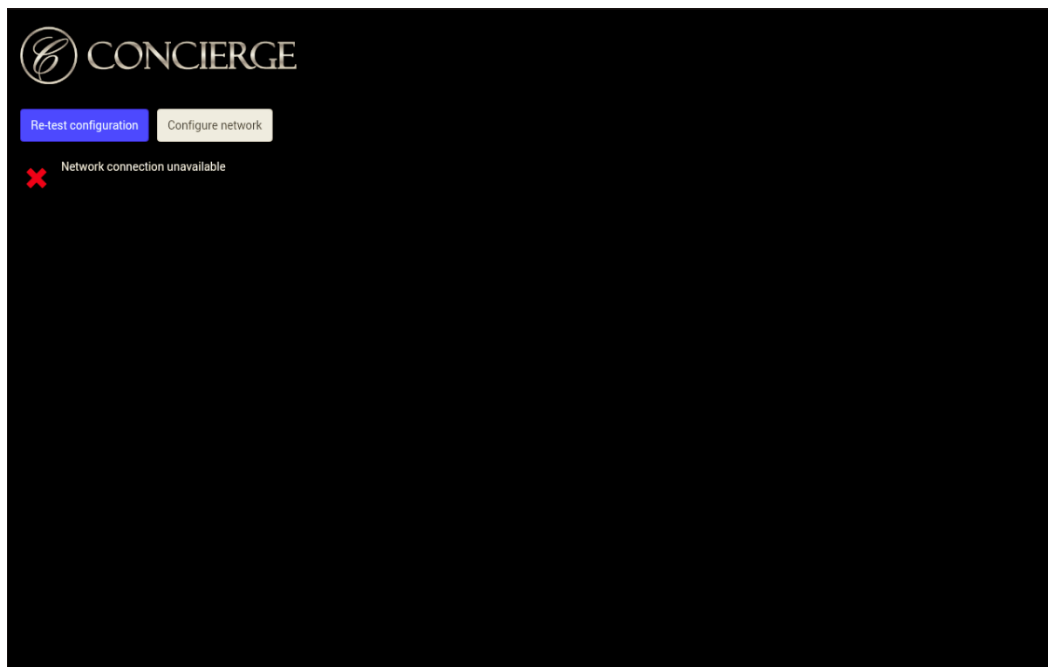
During boot-up, you will briefly see a Splash Screen with some details like the Concierge IP address. You will then see the **Installation screen** (below).

If your network provides automatic configuration you should see this success message :
The default I.P. address will be either Http or Https.






If your network does not provide automatic configuration (e.g. no DHCP) you will see a cross icon with an error message. Use the touch-screen to press the *Configure network* button.

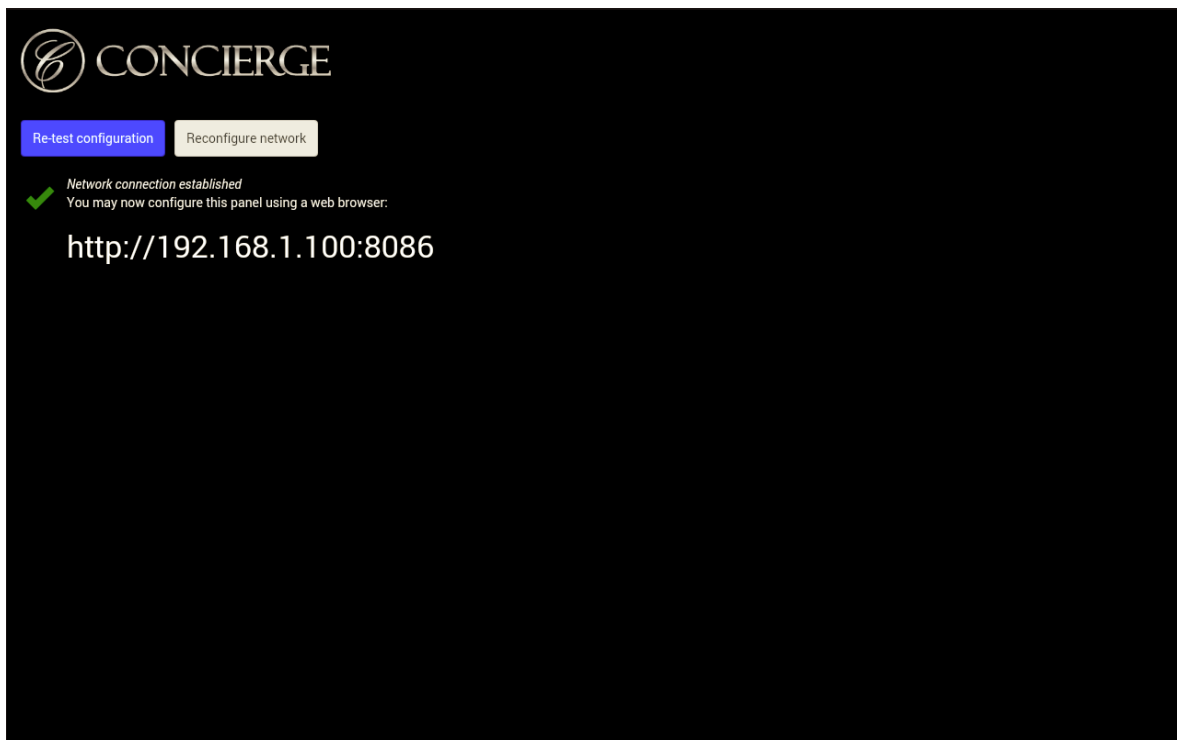
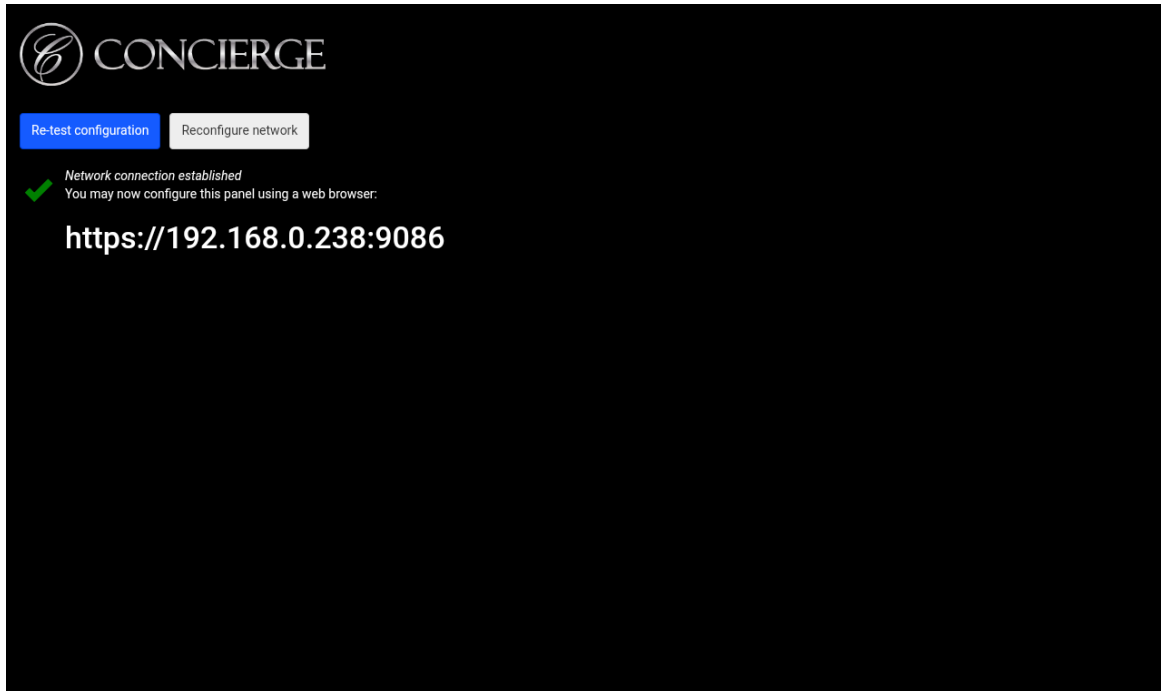


2.2. MANUAL NETWORK INSTALLATION

After you have pressed *Configure network*, a special menu will appear to allow wired-Ethernet options or Wi-Fi to be configured. Once network settings have been entered, use the back 

button at the bottom of the screen to have the network connection tested again, or press *Re-test configuration*.

When the network connection has been successfully tested, the screen will look like this:



The rest of the configuration is done remotely.

You are now ready to configure Concierge using the Admin website, which is accessed using a browser and the URL displayed. You may use your desktop, phone or any other device/tablet. If you wish to return to the Installation Screen at any time during your use of the Concierge Admin website simply press the *Reset Config* button under the **Configuration** tab.

The Admin website is described in more detail in the next section.

2.3. UPDATE NETWORK SETTINGS

To update the network settings at any time, press the top RIGHT corner of the screen and hold for 10 seconds. Select *Basic Setting* and enter the panel's password, the default password is **admin**.

3. THE ADMIN WEBSITE

3.1. ACCESSING THE ADMIN WEBSITE

Configuration of all other aspects of the Concierge software is done through its Admin website.

Simply open any web browser and enter one of the following address:

http://ipaddress_of_panel:8086

https://ipaddress_of_panel:9086

The last part of the address (the last 4 digits after the colon) is the relevant port number.

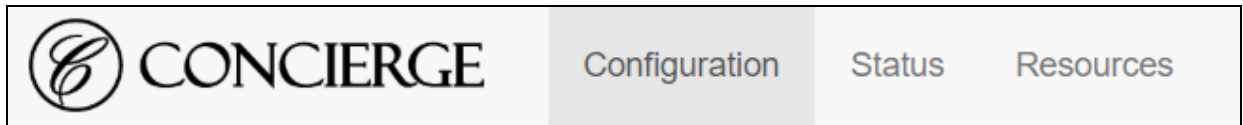
NOTE:

Concierge will reveal its IP address temporarily on boot-up when the Splash Screen appears. The default username/password is *admin/admin*. It's recommended you choose your own.

With HTTPS, you may see "Your connection is not private" messages because the panel uses private SSL certificates. This is a safe method, click "Advanced" and "Proceed" to access the admin page.

3.2. NAVIGATING THE ADMIN WEBSITE

Configuring Concierge should be straightforward - most steps are self-explanatory or explained within the user interface. Not all fields need to be filled in on first use but, at a bare minimum, it is important that the correct *Time zone* is chosen.



A brief overview of the three main menus follows.

The **Configuration** menu provides general config options related to resource booking, time zone setting, logo and colour selection, display orientation setting, etc.

The **Status** menu includes a screenshot of the current contents of the display panel and some up-to-date activity information eg. number of admin site requests, number of front-end requests.

The **Resources** menu includes a list of resource addresses with extra information like specifications and descriptions.

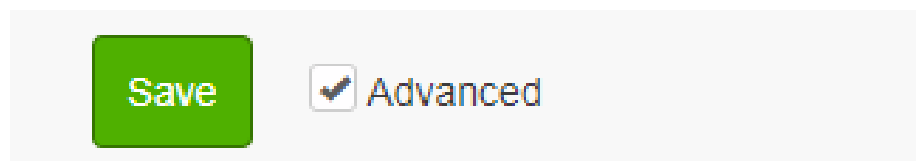
You're ready to add a resource (or resources) that connect to some of the most common booking systems.

3.3. NAVIGATING THE CONFIGURATION MENU



A quick reference guide describing the fields in the **Configuration** menu follows. The entries appear in the order in which they are listed.

Please note that you will have to check the *Advanced* check box next to the *Save* button at the bottom of the **Configuration** menu to see all these options.



The alternating colours at the side of menu sections are designed to make them easier to distinguish from each other.

Field	Description	Entry type
Admin password	A password used to secure the Admin website.	Text
Label	A general-purpose label used to distinguish one panel/player from others.	Text
Time server	Location of a time server that supports NTP (Network Time Protocol), e.g. pool.ntp.org or ntp-c.colorado.edu	Text
Time zone <i>requires reboot</i>	Time zone in the format 'Country/City e.g. 'Australia/Melbourne'. Should be specified for time-zone sensitive calculations and automatic daylight-savings adjustment. NOTE: The panel/player will need to be rebooted after saving for these changes to be applied.	Drop-down menu selection
Base skin	A base skin for the panel. Your selection will typically depend on the number of resources that need to be displayed. Select between <i>Room booking</i> (low density, for when just a few are shown) and <i>Summary</i> (high density, suitable for lists/views that span across pages).	Drop-down menu selection

<p>Custom skin package or logo URL</p>	<p>A URL pointing to a ZIP package containing a complete skin or just a stand-alone PNG file to be used as the logo. The ZIP package / PNG file can be updated at any time and will be pulled down and extracted automatically. Once downloaded, it will remain cached even during off-line periods. See https://conciergedisplays.co/display-skins/ for skin templates.</p>	<p>Text</p>
<p>Display orientation</p>	<p>An orientation setting selected from four options: <i>Portrait, Landscape, Reverse portrait</i> and <i>Reverse landscape</i>.</p>	<p>Drop-down menu selection</p>
<p>Concierge Companion website <i>advanced</i></p>	<p>The <i>Concierge Companion website</i> sub-area is where you set Companion-specific configuration. The <i>Check-in address</i> field holds the http server POST endpoint address. The <i>Group</i> field allows you to enter a group/network name for general identification purposes.</p>	<p>Text</p>
<p>Proxy <i>advanced</i></p>	<p>The <i>Proxy</i> sub-area holds HTTP/HTTPS proxy-specific configuration, including a <i>Password</i>.</p>	<p>Text</p>
<p>EWIS <i>advanced</i></p>	<p>The <i>EWIS</i> sub-area holds emergency warning and intercommunication fields</p>	<p><i>UDP Port, Clear after:</i> Up/down arrows number selection.</p>

	<p>and includes a <i>Categories</i> subsection.</p> <p><i>UDP port</i>: Concierge will listen on a port and receive packets with data in the form %TOKEN% %message%. %message% is optional. Use port 0 to disable EWIS integration.</p> <p><i>Clear after</i>: How many minutes to wait until the EWIS state is cleared (back to normal).</p> <p>The <i>Categories</i> subsection within the <i>EWIS</i> sub-area allows you create <i>Token</i> entries by pressing the + icon. A Token string is entered in the <i>Token</i> field. The <i>Page</i> field points to a page that is loaded when the token is matched.</p>	<p><i>Categories</i> contains up/down arrow buttons that allow you to change the position of <i>Token</i> elements in the display list, a plus (add) icon to add elements, a bin (delete) icon to delete elements, and Text fields.</p>
SSL advanced	<p>The <i>SSL</i> sub-area holds HTTPS-specific configuration. It allows you to determine whether all SSL certificates are accepted.</p>	<p>Check box</p>
Style	<p>The <i>Style</i> sub-area contains 2 text fields that accept URLs pointing to additional content. The various colour bars (eg. <i>Offline colour</i>) are clickable fields that bring up a colour palette, allowing the user to change the colour</p>	<p>Text, Check box, Clickable field opening new window</p>

	<p>settings. The <i>Style</i> sub-area includes a check box allowing you to hide the Concierge logo.</p>	
<p>Booking resource defaults advanced</p>	<p>See section 3.4. <i>Adding Resources in the Configuration Menu</i> for in-depth information about adding booking resources, including defaults.</p> <p>The <i>Booking resource defaults</i> sub-area contains 3 sub-sections: <i>Instant booking subjects</i>, <i>Room features</i> and <i>Concierge functions</i>.</p>	<p>Text, check box, drop-down menu selection, Up/down arrow time selection, Up/down arrow number selection</p> <p><i>Instant booking subjects</i> contains arrow buttons that allow you to change the order in which elements will be displayed, and a bin (delete) icon to delete elements.</p>
<p>Booking resources</p>	<p>See section 3.4. <i>Adding Resources in the Configuration Menu</i> for in-depth information about adding booking resources, including defaults.</p> <p>The <i>Booking resources</i> sub-area contains 3 sub-sections: <i>Instant booking subjects</i>, <i>Room features</i> and <i>Concierge functions</i>. These sections will recur for each of the 4 (up to 4) resources you can add.</p> <p>Note that after you have added 4 resources you are encouraged to use <i>Booking resource defaults</i></p>	<p>Text, check box, drop-down menu selection, Up/down arrow time selection, Up/down arrow number selection</p> <p><i>Instant booking subjects</i> contains arrow buttons that allow you to change the order in which elements will be displayed, and a bin (delete) icon to delete elements.</p> <p>Individual resource entries in <i>Booking resources</i> also contain their own up/down buttons that allow you to reorder them. Remember that the alternating colours (blue and orange) at the side of the entries are designed to make them easier to distinguish from each other.</p>

<p>Technical <small>advanced</small></p>	<p>The <i>Technical</i> sub-area holds technical settings that are almost always left untouched. You may only need to understand <i>Allow remote browsing</i>. When enabled, this helpful functionality allows you to display the panel contents on additional screens/displays. For more information see 5.2.6. <i>Display the Panel in a Browser (Remote Browsing)</i>.</p> <p>The <i>Technical</i> sub-area contains a <i>Network / Wi-Fi watchdog config</i> subsection.</p>	<p>Text, Check box, Up/down arrows number selection</p>
<p>Power control <small>advanced</small></p>	<p><i>Power control</i> allows you to control any automatic power-off settings (eg. after-hours powering-off). It contains 3 fields and no sub-areas/sub-sections.</p>	<p><i>Disable after hours power off function</i>: check box</p> <p><i>Power off timeout, Power off gap</i>: Up/down arrows number selection</p>

3.4. CHANGING THE LOGO OR SKIN

Changing the logo or skin is something you may want to do soon after your first boot-up. Remember that some settings in the guide assume a standard skin is being used i.e. changing to a custom skin may create some anomalies in the Admin website and alter the available fields.

The *Base skin* and *Custom skin package or logo URL* fields are located toward the top of the **Configuration** menu (see below).



Admin password	<input type="password" value="....."/>
Label	<input type="text"/>
Time server	<input type="text" value="pool.ntp.org"/>
Time zone (requires reboot)	<input type="text" value="America/New_York"/>
Base skin	<input type="text"/>
Custom skin package or logo URL	<input type="text"/>
Display orientation	<input type="text"/>

Custom skin package or logo URL allows you to change the logo/skin by specifying a URL. Once the logo/skin has been downloaded to the panel/player, it will remain in place until a new URL is specified. It's best for the logo to be supplied as PNG format.

View the display skins library and their custom skin package URL on the Concierge Website, <https://conciergedisplays.co/display-skins/> Simply copy and paste the URL into the section above.

If you have **Concierge Companion** available, you may upload the logo/skin to the Companion site and use the URL provided. Please follow the instructions in the next section.

UPLOADING A SKIN FROM THE COMPANION WEBSITE

1. Log in to your Companion site and navigate to *Upload*. Credentials will be email to upon registration.
2. Press *Browse* and select the logo/skin to use.
3. Press the *Upload* button and your file will be uploaded. You will then be given the URL to use in your configuration.

3.5. ADDING RESOURCES IN THE CONFIGURATION MENU

Adding resources is a key task that you should master soon after first boot-up. The steps vary depending on whether you are using Microsoft or Google-based accounts (see the next 2 subsections *3.4.1. Microsoft Exchange-based Accounts* and *3.4.2. Google-based Accounts*).

3.5.1. MICROSOFT EXCHANGE-BASED ACCOUNTS

Please note:

Microsoft support for EWS (Exchange Web Services) connections to Office365 is being deprecated from October 2022. Please use the Microsoft or Azure connector types instead.

3.5.1.1. MICROSOFT AUTHENTICATION VIA EWS

To begin adding a resource, navigate to the **Configuration** menu and scroll down to *Booking resources*. Click the + icon on the far right-hand side of the submenu title. A form with input fields will appear.



When using Microsoft Office365 or in-house Exchange accounts please complete the *Booking resources* section as follows.

1. Enter a *Title* for the resource (eg. “Meeting Room 1”).
2. Set the *Connector type* to “EWS” (Exchange Web Services) using the drop-down menu.
3. Enter the *Connector address*. If using Office365, please use the prefilled address:

<https://outlook.office365.com/EWS/Exchange.asmx>

If using an in-house Exchange server, you will need to use a custom *Connector address*. Please consult your IT administrator for this information.

4. Enter the *Connector username* & *Connector password*. These should be the same credentials used to access the mailbox or resource calendars, or to gain access to any Outlook Web portals.

Booking resources	
Title	Meeting Room 1
Connector type	EWS
Connector address	https://outlook.office365.com/EWS/Exchange.asmx
Connector username	roombookingsystem@company.com
Connector password	*****
Connector resource address	meetingroom1@company.com

5. (Optional) Enter the *Connector resource address*.

Commonly “bookable” resources at your company should have associated accounts set up in Microsoft Exchange (consult your IT department if you are unsure about this). For such resources, the *Connector resource address* will be used. This field should contain an SMTP address ([name@company.domain](#)).

NOTE: Ideally, *Connector resource address* should be a resource account and not a user account, to avoid possible issues with double booking.

6. Save the configuration using the *Save* button at the bottom of the admin website:



3.5.1.2. MICROSOFT AUTHENTICATION

Connecting to Microsoft Outlook Calendar with Microsoft Identity Platform (a.k.a Azure User authentication).

1. Create a new booking resource using Microsoft Outlook Calendar. Connector type must be set to “Microsoft”. Title should be unique.

Booking resources

Title

MS 1

Connector type

Microsoft

2. Enter the address of the resource you want to read/write on. If empty, default calendar naming **“Calendar”** (C = uppercase) will be used.


Connector resource address

3. Then click the “Save” button.

Save Advanced

4. Copy the device code and click the “Authenticate here” button. Do not click “All Done” yet, this is clicked after the complete authentication process.

Microsoft authentication

Authenticate here  Copy URL to clipboard

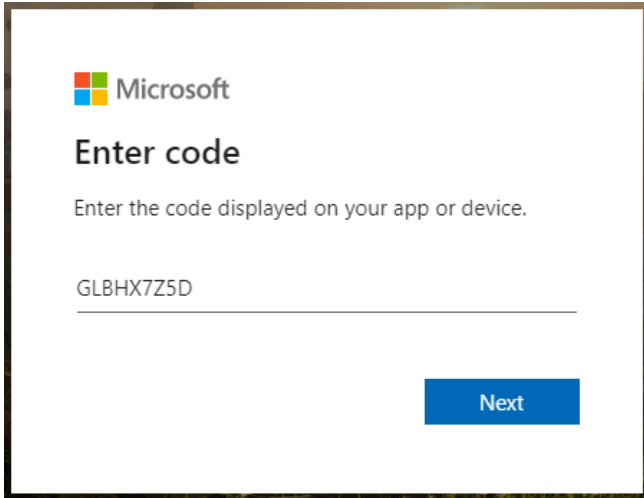
Redirect to authentication page

HU9JJN8KH Device Code

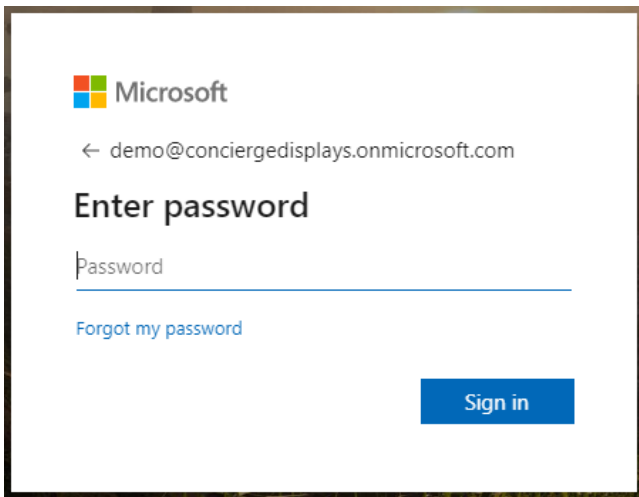
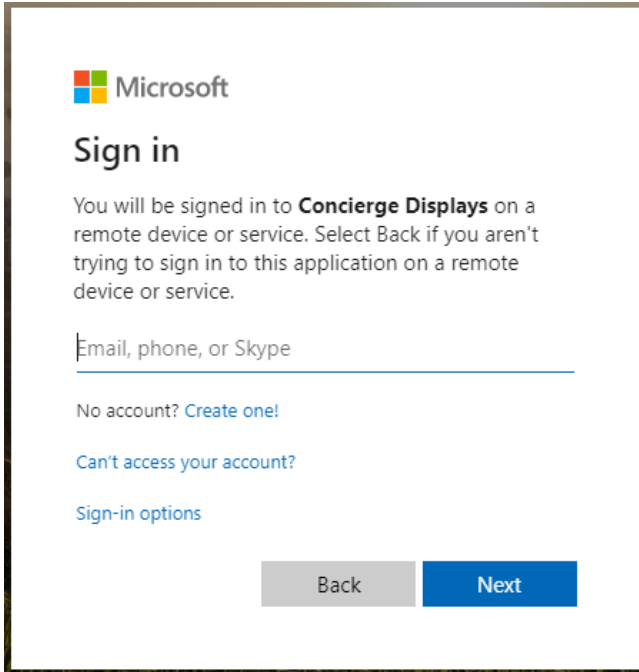
Refresh device code

All Done Click after authentication


5. Enter Device Code. Press next.




6. Sign into your Microsoft account.







7. A consent screen will pop up. You will need to click "Yes" or "Accept" to allow Concierge to access Calendar information. See examples: Left - personal account, Right - work account. *Note : The contents on screen are subject to change, depending on situations.*

 Microsoft


morimori.ysmoon@gmail.com

 **Let this app access your info?**
license.conciergedisplays.com.au

Concierge Displays needs you to confirm its permission to:


-  **Read your profile**
Concierge Displays will be able to read your profile.
-  **Read your calendars**
Concierge Displays will be able to read events in your calendars.
-  **Have full access to your calendars**
Concierge Displays will be able to read, update, create and delete events in your calendars.
-  **Maintain access to data you have given Concierge Displays access to**
Allows Concierge Displays to see and update the data you gave it access to, even when you are not currently using the app. This does not give Concierge Displays any additional permissions.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

 Microsoft

demo@conciergedisplays.onmicrosoft.com

Permissions requested

 **Concierge Displays**
license.conciergedisplays.com.au


This application is not published by Microsoft or your organization.

This app would like to:

- ✓ Sign you in and read your profile
- ✓ Read all users' basic profiles
- ✓ Read your calendars
- ✓ Have full access to your calendars
- ✓ Maintain access to data you have given it access to

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

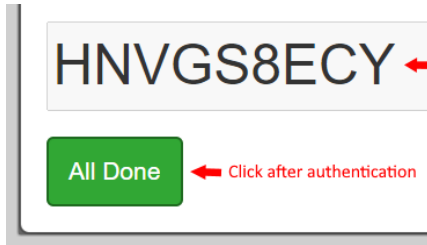
8. All done. Go back to the Concierge panel's admin page.

 Microsoft

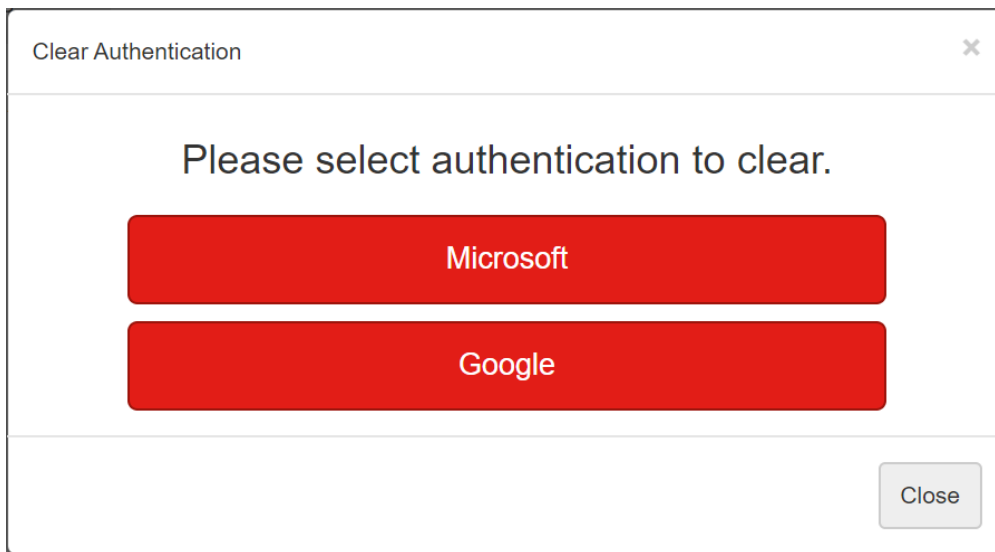
All done!

[You're now signed in to Concierge Displays. You can now safely close this window.](#)

9. Click the “All Done” button. Then the popup will disappear.



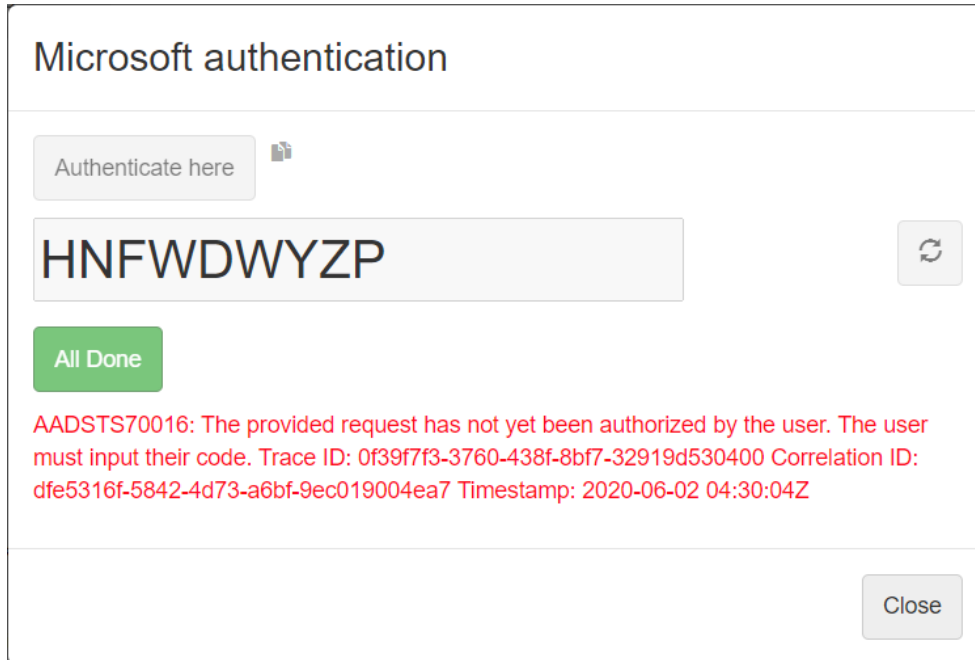
10. To clear authentication press ‘Clear Authentication’. This is done when you need to log in with other accounts. This step will clear all authentication for Microsoft.



Common Error cases

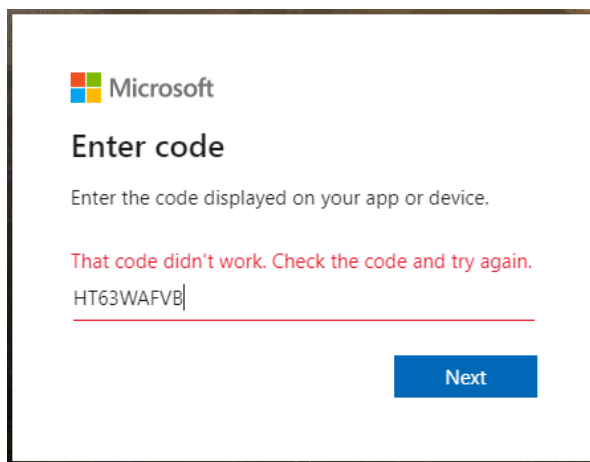
So as to re-authenticate, click the “Close” button and “Save” button at the bottom. Then you can see the popup without an error message.

- 1) The “All Done” button clicked even though the user was not authenticated.



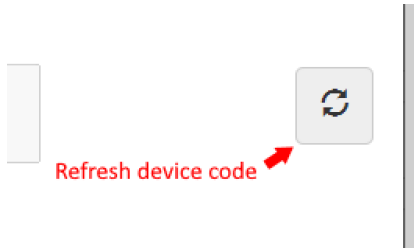
The screenshot shows a Microsoft authentication dialog box. At the top, it says "Microsoft authentication". Below that is a button labeled "Authenticate here" with a small icon. Underneath is a text input field containing the code "HNFWDWYZP" and a "Refresh" button to its right. A green "All Done" button is positioned below the input field. A red error message is displayed: "AADSTS70016: The provided request has not yet been authorized by the user. The user must input their code. Trace ID: 0f39f7f3-3760-438f-8bf7-32919d530400 Correlation ID: dfe5316f-5842-4d73-a6bf-9ec019004ea7 Timestamp: 2020-06-02 04:30:04Z". At the bottom right, there is a "Close" button.

- 2) The device code is invalid or expired.

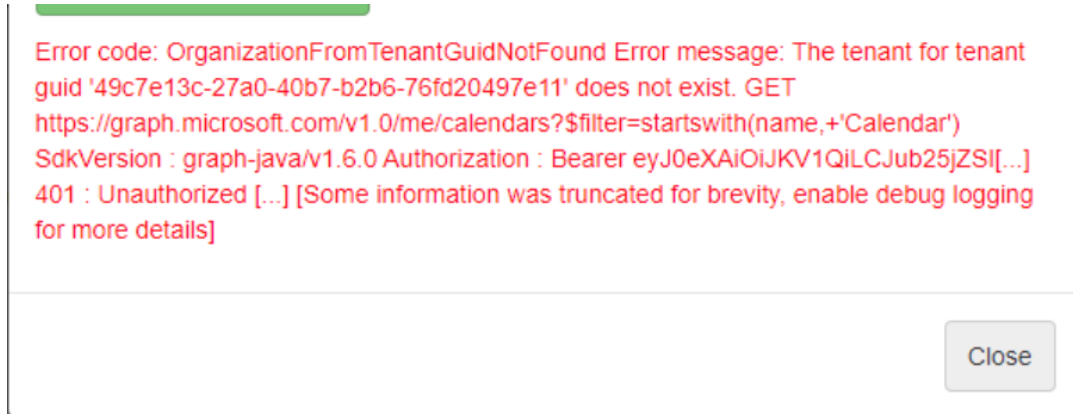


The screenshot shows the Microsoft "Enter code" screen. It features the Microsoft logo at the top left. The heading "Enter code" is followed by the instruction "Enter the code displayed on your app or device." Below this, a red error message states: "That code didn't work. Check the code and try again." A text input field contains the code "HT63WAFVB|". A blue "Next" button is located at the bottom right of the screen.

Please click the “Refresh” button to get a new device code.



- 3) It is not possible to get access to the calendar of the user.
ex> no available subscription to Office365 (work/school accounts)



3.5.1.3. MICROSOFT AUTHENTICATION VIA AZURE APP

Note:

Domain Admin permissions are required to use this connector type.

1. Log in to the Azure Portal:
<https://portal.azure.com/>
2. Open the “App Registrations” service.
3. Click “New registration”.
4. Give the application a name, eg. “Concierge”
5. Select the option:
“Accounts in this organizational directory only (... only - Single tenant)”
6. Leave “Redirect URI” blank.
7. Click “Register”.
8. In the overview page that appears, make a note of these two values:
 - a. Application (client) ID
- and -
 - b. Directory (tenant) ID

9. Click “API permissions”.
10. Add the following permission for “Microsoft Graph”:

Calendars.ReadWrite - Type: *Application*

Note: Adding this permission will require admin approval.

+ Add a permission ✓ Grant admin consent for [REDACTED]

API / Permissions name	Type	Description	Admin consent requ...	Status
▼ Microsoft Graph (1)				
Calendars.ReadWrite	Application	Read and write calendars in all mailboxes	Yes	✔ Granted for [REDACTED]

11. Click “Certificates & secrets”
12. You can choose to use either “Client secrets” or “Certificates”.

Note: Client secrets have a maximum expiry period of 24 months. Concierge will need to be reconfigured with the new secrets when they expire. Certificates can have any expiry period required (eg. 10 years).

Client Secret

- a. Click “New client secret”.
- b. Give it a name, and click “Add”.
- c. Make a note of Value.

Note: The value will only be shown once. It will not be viewable again after creation.

Certificate

- a. Generate a new certificate. You can use OpenSSL to generate one, or your own preferred tool. To generate using OpenSSL, valid for 10 years:

```
openssl req -x509 -nodes -days 3650 -newkey rsa:2048 -keyout
./azureapp.key -out ./azureapp.crt
```

- b. Click “Upload Certificate” and upload the public key (.crt file).
- c. Make a note of the Thumbprint.
- d. Make a note of the contents of the private key (.key file). It should start with “-----BEGIN PRIVATE KEY-----” and end with “-----END PRIVATE KEY-----”.

13. On the Concierge panel admin page, create a new booking resource. Connector type must be set to “Azure”. Title should be unique.
14. (Optional) Enter the Connector resource address (meeting room calendar address).

15. Enter the details into the “Azure” section of the Concierge configuration page. If you do not have this section, please ensure the firmware has been updated.

Azure ▼

Application (Client) ID

3f[REDACTED]

Client secret (or private key)

.....

Certificate thumbprint (required if certificate is used, otherwise should be blank!)

20C8[REDACTED]

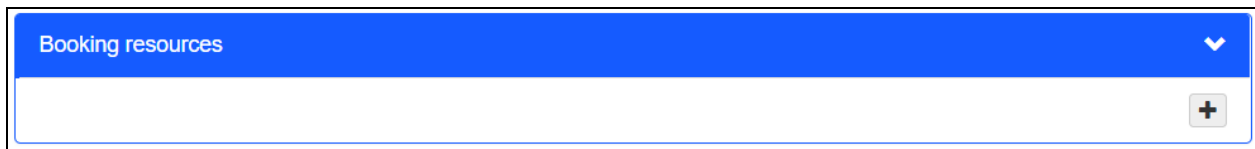
Tenant ID

fe68[REDACTED]

Advanced

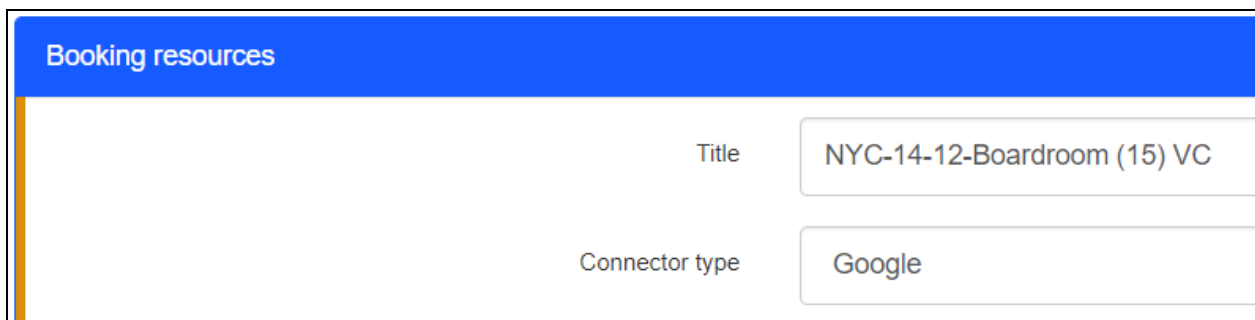
3.5.2. GOOGLE-BASED ACCOUNTS

To begin adding a resource, navigate to the **Configuration** menu and scroll down to *Booking resources*. Click the + icon on the far right-hand side of the submenu title. A form with input fields will appear.



When using Google-based accounts please complete the *Booking resources* section as follows.

1. Enter a *Title* for the resource (eg. "NYC-14-12-Boardroom (15) VC").
2. Set *Connector type* to "Google" using the drop-down menu.

A screenshot of a form titled "Booking resources" in a blue header. The form has two input fields. The first field is labeled "Title" and contains the text "NYC-14-12-Boardroom (15) VC". The second field is labeled "Connector type" and contains the text "Google".

3. Enter the *Connector resource address*. This needs to be the calendar ID of the specific Google calendar associated with this configuration. For example: company.com_3335303337363332353937@resource.calendar.google.com

For detailed instructions about how to find this calendar ID see the next subsection 3.4.2.1 *Accessing Your Google Calendar ID*.

4. Leave the rest of the fields blank and click *Save*.

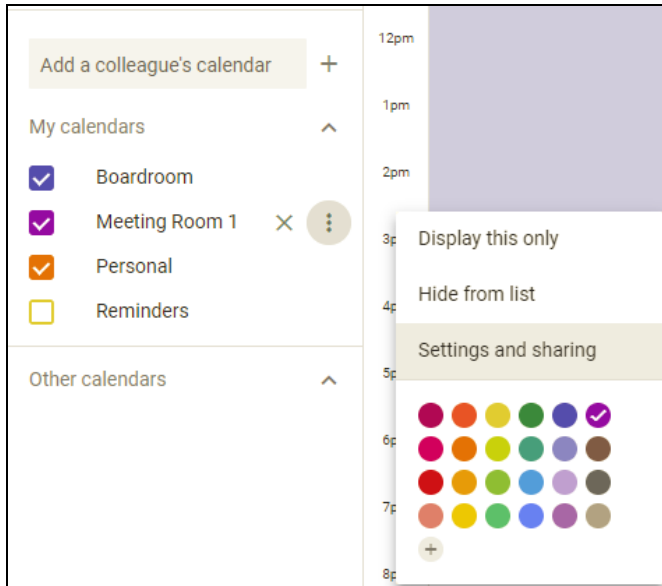


5. After you've saved successfully, follow the instructions in 3.4.2.2. *Authenticating Google Apps*.

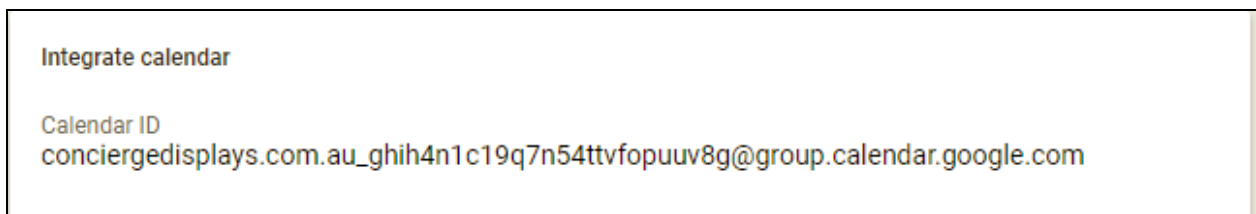
3.5.2.1. ACCESSING YOUR GOOGLE CALENDAR ID

The *Connector resource address* field in the Concierge admin website needs to be filled with your Google Calendar ID. Please access your Calendar ID using the following steps.

1. Go to <https://calendar.google.com>



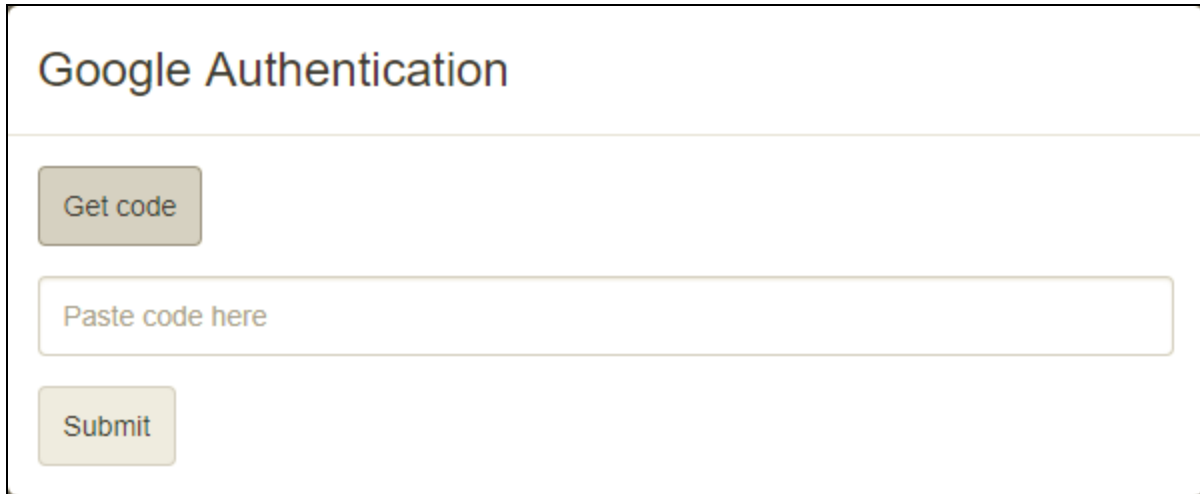
2. Select the relevant element under *My Calendars* (eg. *Meeting Room 1*).
3. Select *Settings and sharing*.
4. Copy your Calendar ID and paste it into *Connector resource address* in the Concierge admin website.



The configuration can now be saved using the *Save* button at the bottom of the admin website. Proceed to the next section to complete authentication.

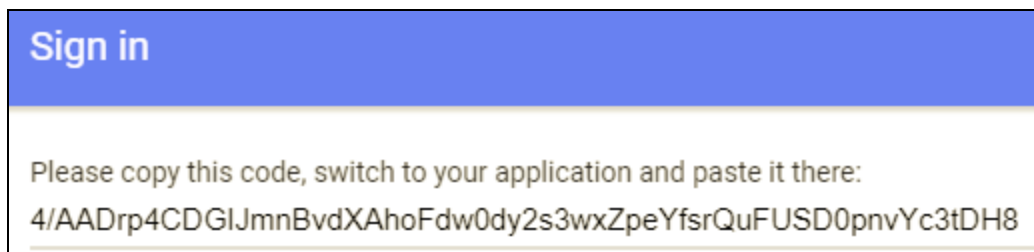
3.5.2.2. AUTHENTICATING GOOGLE APPS

Once the configuration is saved, Google App authentication is required. Select *Get code* in the next window and follow the Google-specific instructions to authorise Concierge.



The screenshot shows a web interface for Google Authentication. At the top, the text "Google Authentication" is displayed. Below this, there is a button labeled "Get code". Underneath the button is a text input field with the placeholder text "Paste code here". At the bottom of the form is a button labeled "Submit".

Google will provide you with a sign in-code. Copy and paste it into the *Paste code here* field.



The screenshot shows a "Sign in" dialog box. The header is blue with the text "Sign in" in white. Below the header, the text reads "Please copy this code, switch to your application and paste it there:" followed by the code "4/AADrp4CDGIJmnBvdXAhoFdw0dy2s3wxZpeYfsrQuFUSD0pvnYc3tDH8".

If the above combination of settings has been entered properly, Concierge will display the occupancy status of the room and operate using a sensible set of parameters.

If you wish to clear Google authentication simply press the *Clear Authentication* button under the **Configuration** tab in the admin website.

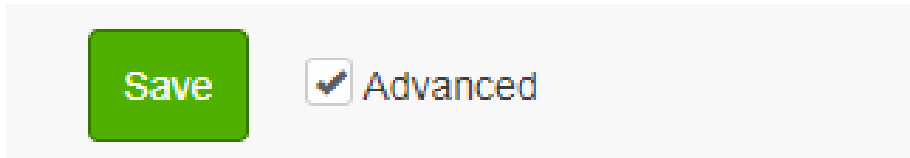


The screenshot shows three red buttons with white text. From left to right, they are labeled "Clear Google Authentication", "Reset config", and "Reboot".

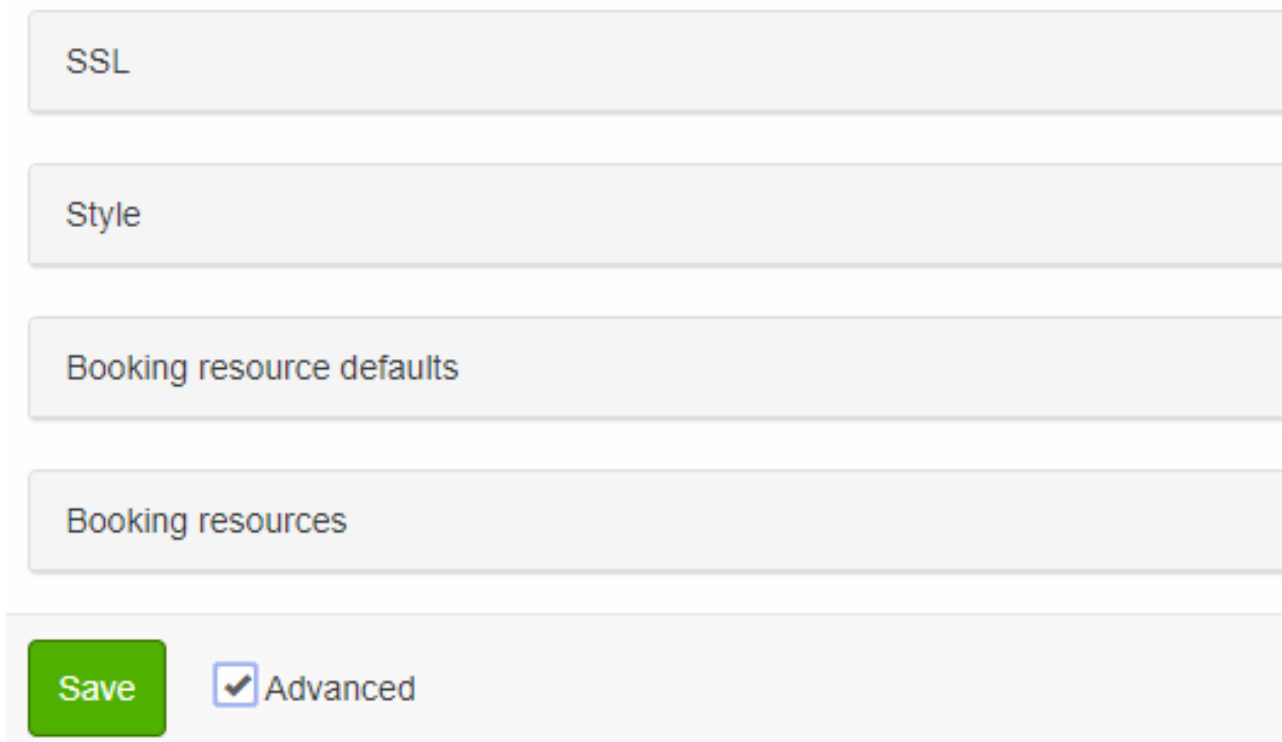
Please note that this button will only be visible after a Google authentication has been completed – it is not part of the standard toolbar.

3.5.3 WORKING WITH BOOKING RESOURCE DEFAULTS

To begin working with *Booking resource defaults* in the Concierge admin website, check the *Advanced* check box next to the *Save* button, at the bottom of the **Configuration** menu.



Several new sections, including *Booking Resource Defaults*, will appear in the **Configuration** menu (see below).



The moment you have more than one resource, you are better off putting it in defaults. The standard *Booking resources* section will only allow you to enter a maximum of 4 resources, so please make good use of *Booking resource defaults*.

It is important to understand the hierarchy system between the two sections. While use of *Booking resource defaults* is encouraged due to the limit of 4 entries in the standard *Booking resources* section, a new entry in *Booking resources* will override an existing entry in *Booking resource defaults*.

3.5.4. NAVIGATING BOOKING RESOURCES (AND DEFAULTS) WITHIN THE CONFIGURATION MENU

A quick reference guide describing key fields in the *Booking resources* and *Booking resource defaults* sub-sections under the **Configuration** menu follows.

The information below assumes use of standard skin.

Field	Description
Title	A title for the resource. Choose something appropriate for the display panel.
Counter ID	A data key normally derived from the <i>Title</i> . Some exceptions apply (for more information see the available metadata by clicking within text box field).
Connector type <small>advanced</small>	The Calendar connector type to use. Choose between the following: <ul style="list-style-type: none"> • <i>EWS</i>: Microsoft Exchange Server or Office365 • <i>Google</i>: Google GSuite or gmail • <i>Stand-alone</i>: local only (no backend) • <i>SQL</i>: SQL server7 • Scientia Publish • NFS • Microsoft: Azure Active Directory(or Office365)
Connector address	The connector URL or connection string (For 'EWS' or 'SQL'). <ul style="list-style-type: none"> • Office365 : 'https://outlook.office365.com/EWS/Exchange.asmx' • SQL : 'jdbc:jtds:sqlserver://SERVER_IP:1433/Calendar' • Scientia Publish : 'https://scientia-publish-trial.azurewebsites.net/broker/api' • NFS : 'https://wscloud1.nfsonline.net/AU-DemoWebserviceAPI' • Microsoft : this field is not used
Connector username	The connector username (e.g. "user@domain.com" or "domain\user") (required for 'EWS'), can use "ignore" for 'Stand-alone' or 'Google'. For Microsoft , this field is not used.

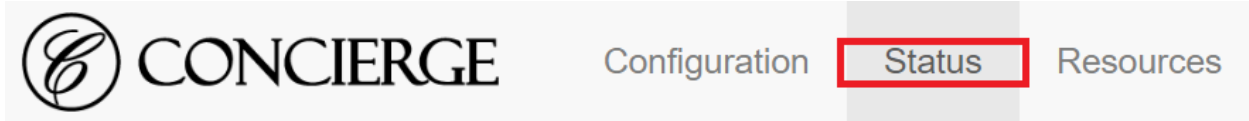
Connector password	The connector password (For 'EWS', 'SQL' or if applicable. For 'Scientia Publish', treated as the API key if no username specified). For Microsoft , this field is not used.
Connector resource address	Optional mailbox SMTP address (EWS) if username is not mapped to unique mailboxes (Often used by resource accounts). <ul style="list-style-type: none"> • Google : the calendarID (see calendar settings, e.g. a resource account might be domain.com.au_34333532373534362d363235@resource.calendar.google.com). • SQL : include the value of the 'resource' field. • Microsoft : blank or SMTP address of resource account
Alternative calendar	A calendar folder to use instead of the standard mailbox 'Calendar' folder (use display name) (EWS only).
Connector options	Any advanced connector-specific options. For SQL use JSON string incl. the 'getStatement', 'deleteStatement', 'updateStartStatement', 'updateEndStatement' using resource, id, subject, from, to, privacy and location fields.

Exclusion filter (subject) <small>since rev. 1003</small>	A filter defined using a regular expression (see 'regex examples' online). It can exclude/filter out bookings with certain subjects (evaluated in lower-case). For example, "^cancelled: ^deleted: ^moved: ^removed:" will filter out all bookings with those given prefixes.
Start of booking window	The default start of the booking window. Important for determining and displaying availability information (default is 8 AM).
Meeting titles	Functionality that allows you to control how meeting titles are displayed for this resource i.e. show only the Subject or only the Organiser.
Room features <small>since rev. 816</small>	A simple summary of the room's features. <i>Speakers</i> : The room has speakers <i>VC</i> : The room has a Video Conference system <i>Projector</i> : The room has a projector <i>Whiteboard</i> : The room has a whiteboard

	<p><i>LCD</i>: The room has an LCD display</p> <p><i>Wireless Mic</i>: The room has a wireless microphone</p>
Minimum gap	The default minimum gap to use when none is specified (default is 5, must not be negative).
'Book now' subject	The default 'BookNow' subject when none is specified.
Instant booking subjects	The instant booking subjects list.
Private meeting titles <i>advanced</i>	A setting that allows you to specify a different title to use for a meeting, useful in cases where confidentiality is an issue. Use a single space to use a blank title. Normally Concierge will hide the booking information of privately flagged meetings.
Concierge functions	<p><i>Disallow Cancel Now</i>: Disables the <i>Cancel Now</i> functionality for this resource</p> <p><i>Disallow Room Feature Reporting</i>: Disables the <i>Room Feature Reporting</i> functionality for this resource.</p> <p><i>Disallow Finish Now</i>: Disables the <i>Finish Now</i> functionality for this resource</p> <p><i>Disallow Extend</i>: Disables the <i>Extend Now</i> functionality for this resource</p> <p><i>Disallow Book Now</i>: Disables the <i>Book Now</i> functionality for this resource</p> <p><i>Hide Timeline</i>: Hides the <i>Timeline</i> bar for this resource.</p> <p><i>Disallow Book Future</i>: Disables the <i>Book Future</i> functionality for this resource</p>
Capacity indicator	The capacity of the room. This iconography set supports 4, 6, 8, 10, 12, 16 & 20 person rooms.
Show private fields	Normally Concierge hides the booking information of privately flagged meetings. Use this setting to override that behaviour and reveal the information. Use a single space to use a blank title (otherwise '(title suppressed)' will be used).
End booking window	The default start of the booking window. Important for determining and displaying availability information (default is 6 PM).
Local changes only	A setting that enables you to allow changes (<i>Extend</i> , <i>Finish</i> , <i>Cancel</i>) to locally made bookings only.

"Automatic mode"	A method to use when a meeting is not confirmed and automatic cancellation takes place: 1) 'Finish' by truncating the end OR 2) Completely delete the meeting instance OR 3) disable automatic cancellation (default).
Booking resolution	The default booking block resolution (in minutes) to use when 'BookNow' is called (default is 15, must be positive).
Confirmation period	If an automatic cancellation mode is active, controls the period after which automatic cancellation takes place (in minutes; default 5).
Booking block	The default booking block (in minutes) to use when 'BookNow' is called (default is 30).
Minimum booking block	The default minimum block allowed (in minutes) to be booked (default is 5).

3.6. NAVIGATING THE STATUS MENU



The three sub-areas under the **Status** tab are *Screenshot*, *Status* and *Activity*.

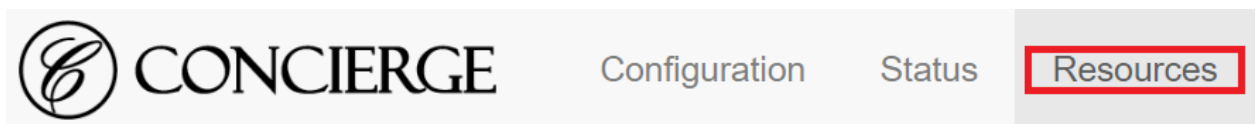
The *Screenshot* section contains a screenshot showing the current state of the small pane. You may need to refresh your browser to see the latest version.

The *Status* section shows any faults that have been reported. The *Clear* button can be used to clear them.

The *Activity* section includes dynamic technical counters and other panel usage metrics. For example, there are counters providing information about the number of ungraceful shutdowns, multi-layer Booking Connector issues, Connector queries, etc.

The screenshot shows the Concierge interface with the 'Status' tab selected. At the top, there are navigation tabs for 'Configuration', 'Status', and 'Resources'. Below the tabs, the 'Screenshot' section displays a thumbnail of a meeting availability screen with a green background and the word 'Meeting' in white. Below this, the 'Status' section shows a 'Projector Failure' alert with a 'Clear' button. The 'Activity' section lists various system events with their counts: Admin Site requests (271), Front-end requests (158), Connector queries (70), SNTP synchronisation successes (3), Config saves (2), Skin package checks (2), Panel starts (1), and Ungraceful shutdowns (1).

3.7. NAVIGATING THE RESOURCES MENU (SCIENTIA CONNECTORS ONLY)



The **Resources** section contains one sub-area, *Resource addresses*, with a list of read-only fields. It is designed to be used in conjunction with connectors for Scientia Publishing only.

The fields will be blank until you pull down some resources for Scientia Publishing entries. In other words, you must have added a *Booking resources* or *Booking resources default* entry with a *Scientia Publish* connector in **Configuration** (see below).

Booking resources

Title

Meeting Room 1

Connector type

EWS

EWS
Google
Stand-alone
SQL
Scientia Publish

The *Name*, *Address*, *Specifications* and *Description* fields contain the corresponding information stored by Scientia. The *Source* field will always read “Scientia Publish”.

The *Address* field will look something like “84cad693-d7c5-0ca8-16b9-becf0066af9e” and must be used as the *Connector address* entry for a Scientia booking in the **Configuration** menu.

The *Name* field (eg. “AL_AlfredCtr/Lv5_CompLab [14]”) will reflect what is recorded in the *Description* field (eg. “AL_Alfred Centre, Computer Lab, Level 5”).

Specifications will contain additional resource information like room capacity.

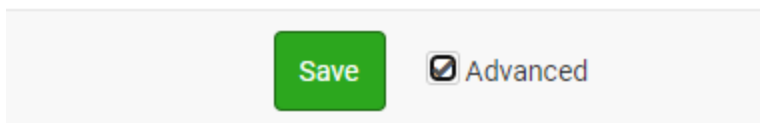
For more information please see *5.1. Scientia Publishing (since rev. 1120)*.

3.8. ENABLING THE QR CODE FEATURE FOR CONTACTLESS CONTROL

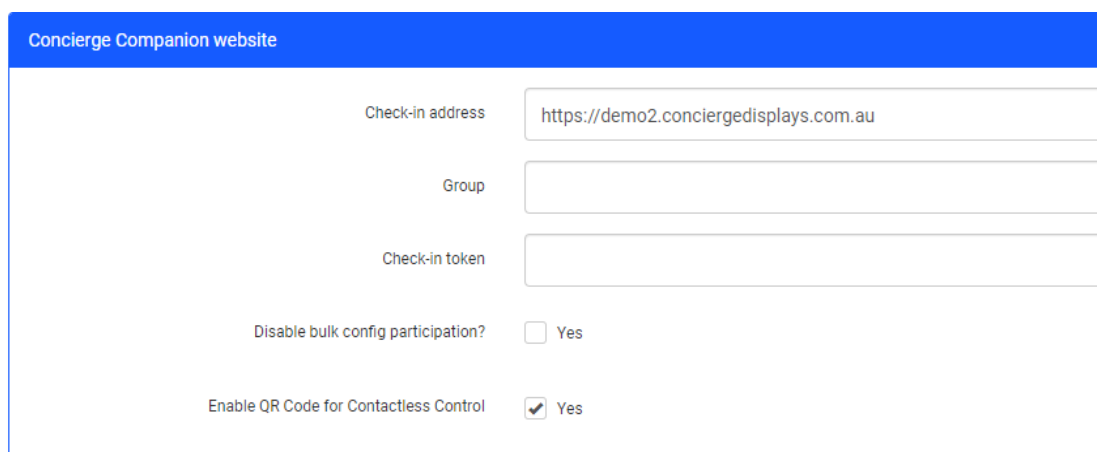
Concierge Companion registration is required for QR code functionality. The device must also have up to date firmware. Check <https://conciergedisplays.co/downloads/> for recent updates.


The feature is completely browser-based and uses your phone's Wi-Fi or mobile 4G network. The IT friendly feature is secure and designed with maximum network interoperability in mind.

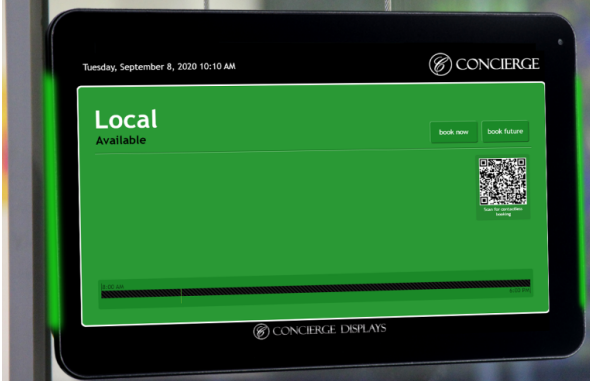
1. Power on your device. Access your device's Admin website. (See *Section 3.1. Accessing the Admin Website* for more information).
2. On the **Configuration** page, press **Advanced**, then press **Save** :



3. Press **Concierge Companion website**, tick enable **QR Code**. Note, the Check-in address should be filled with a Concierge Companion Management server URL. The Companion page should also reflect the value to allow the QR code feature.

A screenshot of a web form titled "Concierge Companion website". The form has a blue header bar with the title. Below the header, there are several input fields and checkboxes. The "Check-in address" field contains the URL "https://demo2.conciergedisplays.com.au". The "Group" and "Check-in token" fields are empty. There are two checkboxes: "Disable bulk config participation?" which is unchecked, and "Enable QR Code for Contactless Control" which is checked. A green "Save" button is visible at the bottom left of the form area.

4. Click  .
5. The setup is complete. The feature requires no additional app or server configuration. Check the screen for QR code feature.



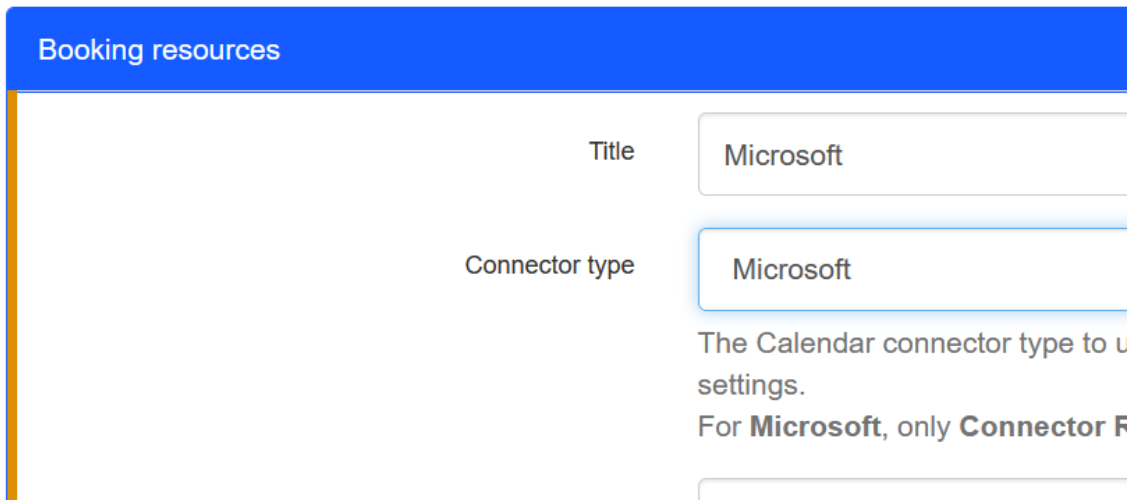
See Section 4.4.1 for using QR code.

3.9. NFC FEATURE WITH MICROSOFT AS A RESOURCE

Use the Concierge panel with NFC authentication with Microsoft identity as a resource. The device must have up to date firmware to use the feature. Check <https://conciergedisplays.co/downloads/> for recent updates.

Constraints for using the NFC feature:

- 1) Only for 'Microsoft' as the resource (a.k.a Azure Active Directory)



- 2) Only for Work and School accounts.

To enable the NFC follow the below steps:

1. Go to your panel's Admin website. Press NFC and tick Generate Users list.

NFC

Generate Users List Yes

Generate Users List which is from Azure (Microsoft)

Users package

2. Enter the below URL for Users package.

<http://localhost:8085/REST/usersList?authProvider=azure>

NFC

Generate Users List Yes

Users package

For simple user mapping, a JSON package can be uploaded containing a map of 'tags' : 'userinfo' ('id', 'user', 'role').

- For Microsoft Identity platform / connector resources, use <http://localhost:8085/REST/usersList?authProvider=azure>
- in Connector Options use { "userIdentityFieldName": "pager" } or designated field.

3. Tick Advanced.

4. Press Booking resource defaults. Please specify a field name for User Identity.

E.g.> { "userIdentityFieldName": "pager" }

Connector options

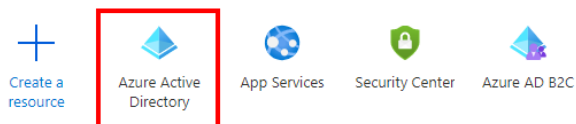
Any advanced connector-specific options. For SQL use JSON string incl. the 'getStatement', 'deleteStatement', 'updateStartStatement', 'updateEndStatement' using resource,id,subject,from,to,privacy,location fields.

5. Press Save to apply changes.

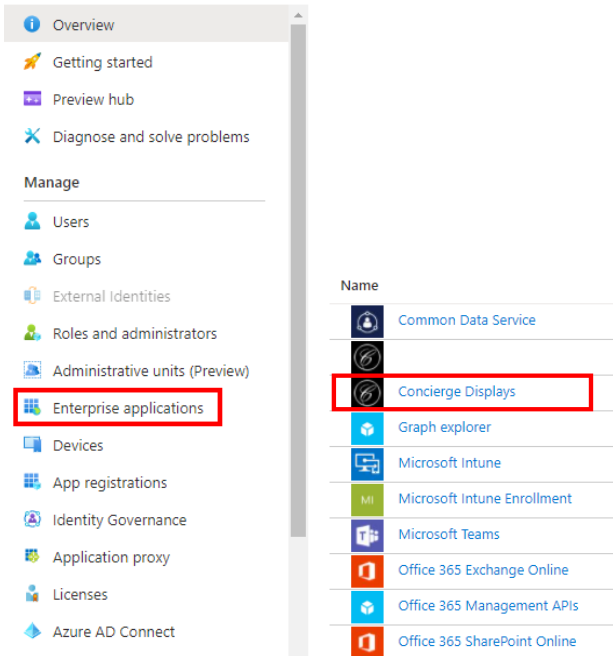
USEFUL LINKS FOR MICROSOFT AZURE TENANT ADMINISTRATORS

1) Azure Portal : <https://portal.azure.com>

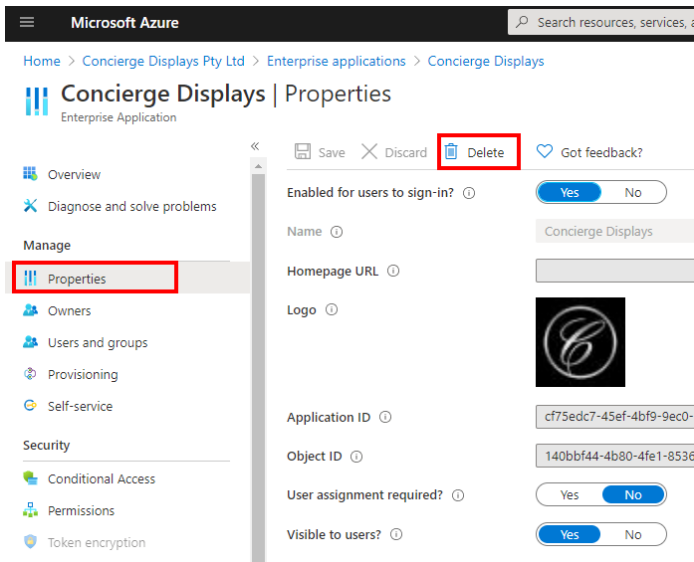
Azure services



On the Enterprise application tab, tenant administrators can see our application “Concierge Displays” registered if users of the tenant successfully authenticate.



To remove tenant wide consent, Tenant Administrators can delete the application on the Properties tab.



2) Add custom data to User resource using open extension

It should be handy to copy a restricted field with open extension and allow apps to get access to it with basic scope.

<https://docs.microsoft.com/en-us/graph/extensibility-open-users>

- 3) What to do if the resource mailbox's calendar shows the organizer's name instead of the subject in an Exchange Server environment?

<https://stackoverflow.com/questions/40113444/microsoft-graph-users-id-events-doesnt-return-event-body>

<https://docs.microsoft.com/en-us/exchange/troubleshoot/calendars/calendar-shows-organizer-name>

To solve this issue, the tenant users should change Exchange configuration. It takes time to be effected after a configuration update.

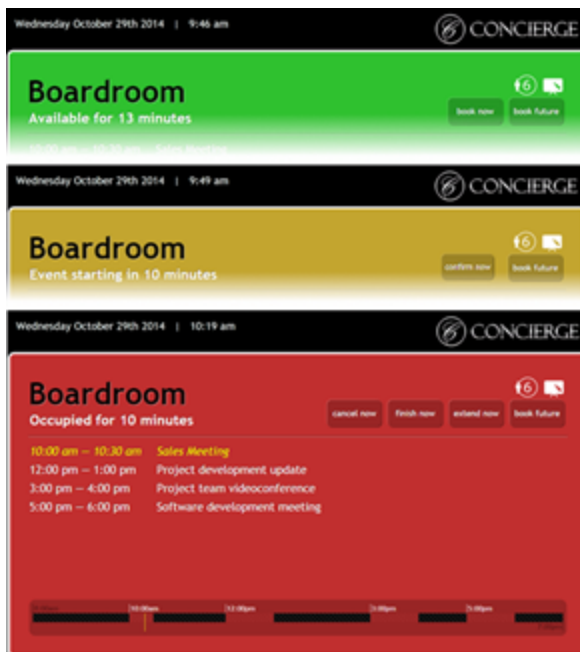
<https://medium.com/meeting-room-365/issue-display-shows-organizers-name-instead-of-subject-731f4cf414ac>

4. THE PANEL (END-USER EXPERIENCE)

The Concierge panel allows end users to access abundant information and valuable functionality at a click. Key displays include the *Room Status* display, the *Room Features* display and the *Timeline*. The function of the various panel buttons is described in *4.4 Interactive Features*.

In section 4 you will also learn how to book into the future and how to reset the panel.

4.1. ROOM STATUS











The Title of a room is shown at the top of the panel. Its status (e.g. *Event starting in 15 mins*) is written clearly under the title. Room statuses are also indicated via colour-coding. Upcoming bookings for the day, with start and finish times, are listed.

4.2 ROOM FEATURES

Room Features display that allows end users to clearly see a room's features e.g. capacity and presence of elements like a whiteboard or wireless microphone. It is shown in the top right-hand corner of the pane.

The table below is an example only and not an exhaustive list of features Concierge can show in your organisation's *Room Features* display.

	Room capacity		Projector available
	Wireless microphone available		Whiteboard available
	Audio system and speakers available		LCD available
	Video conferencing available		Conference phone available

4.3 THE TIMELINE

The *Timeline* is the horizontal bar on the pane (see below). It provides a simple visual representation of the bookings for the working day. The red blocks indicate when the room is booked, and the current time is indicated by the yellow vertical line.



The *Timeline* booking window can be configured from the *Booking resource defaults* from the *Admin Website*

Start of booking window

End booking window

The LCD screen will turn OFF outside the timeline’s set times. The *Power Setting* can be configured in the *Advanced* setting for the *Admin Website*.

Power control

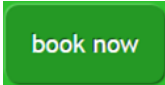

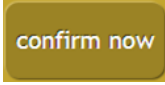
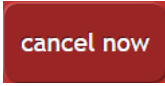
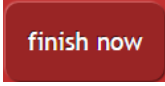
Disable after hours power off function Yes

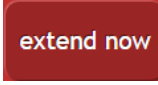
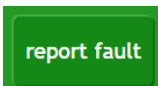

Power off timeout

Power off gap

4.4 INTERACTIVE FEATURES

A table summarising the function of panel buttons follow. All these buttons are clickable via the touch screen.

	Clicking <i>Book Now</i> will prompt Concierge to create a new booking in the room’s calendar. Concierge will check to see if there is an overlap with future bookings and will not allow a new booking to override that. The <i>Book Now</i> button is only visible if the room is available at the current time as indicated on the <i>Timeline</i> .
	<i>Book Future</i> can be used to create simple bookings any time into the future (see 4.5 <i>Booking into The Future</i> for more information).
	<i>Confirm Now</i> will show shortly before and after a booking is about to commence. If <i>Confirm Now</i> is not pressed, Concierge will assume no one is attending and automatically free up the room.
	<i>Cancel Now</i> removes the current booking from the room’s calendar, freeing up the room.
	<i>Finish Now</i> ends the current booking immediately, freeing up the room. Note that <i>Finish Now</i> keeps a record of the booking in the calendar (unlike <i>Cancel Now</i> , which removes all trace of it).

	<p><i>Extend Now</i> extends the current booking for an additional period (if the time specified does not overlap with future bookings) or until the next booking.</p>
	<p><i>Report Fault</i> allows end-users to report faults with the enabled features. (see 4.6 <i>Booking into The Future</i> for more information).</p>
	<p>SCANNABLE- The <i>QR code</i> allows you to mirror the meeting room display on your smartphone for a frictionless workflow. Scan the QR code with your smartphone and book the room through your personal device. (See Section 3.8. <i>Enabling the QR code feature</i> and Section 4.4.1 <i>Using the QR code</i> for more information).</p>

All Interactive Features can be turned on or off from the Admin Website.

Concierge functions

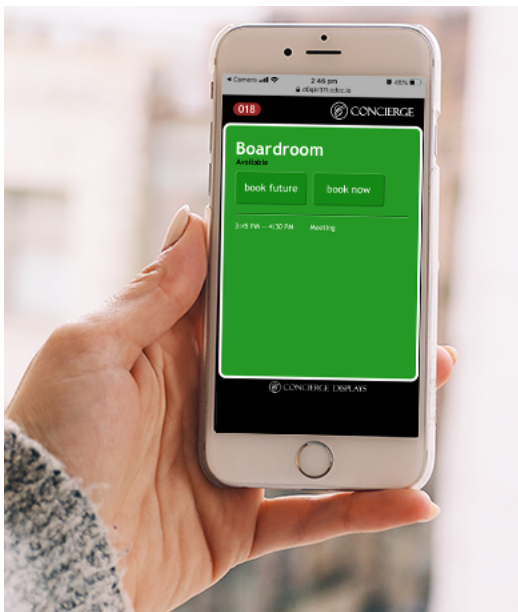
- Disallow Book Future
 Yes
- Allow custom subjects
 Yes
- Disallow Room Feature Reporting
 Yes
- Allow room feature fault report description
 Yes
- Disallow Book Now
 Yes
- Disallow Cancel Now
 Yes
- Disallow Finish Now
 Yes
- Disallow Extend
 Yes
- Hide Timeline
 Yes

4.4.1. USING THE QR CODE FEATURE FOR CONTACTLESS CONTROL

1. Use your **smartphone's camera to capture** the disposable QR code. Point the camera at the QR code to be scanned. Please note, once you have scanned the QR code, a new QR code will be securely generated.




1. Click on the **URL pop up to view and book** the room's display.
2. Enjoy all the features available on the physical display. Such as **booking now, future, cancelling a booking and more**. You will have a one minute window to complete the actions, there is a countdown on the top left hand corner.



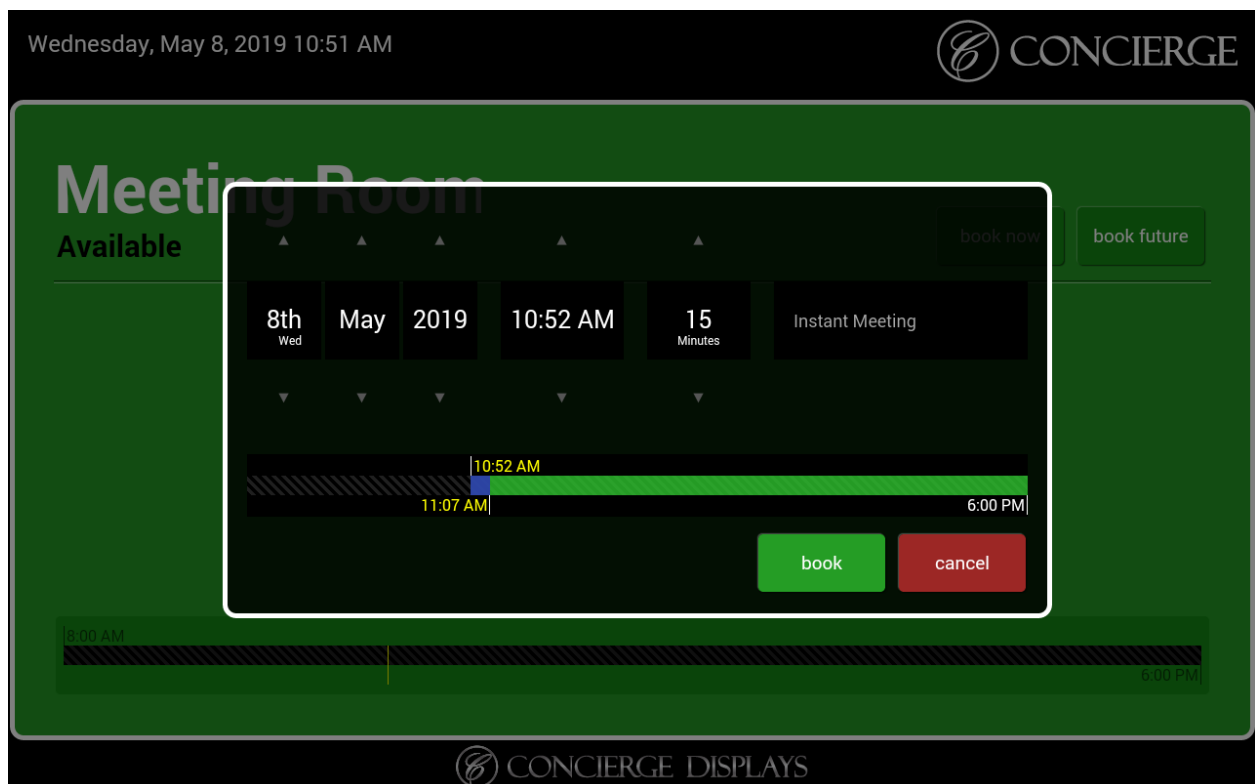
3. The device will then reflect the update.

4.5 BOOKING INTO THE FUTURE

This section provides more information about the important *Book Future* functionality introduced in *4.4 Interactive Features*. It describes in more detail what end users will see after they press

the  button.

When users press *Book Future* a new window with *Day, Month, Year, Time* and *Meeting Length* fields will appear. Concierge makes it easy to scroll through the available timeslots and bookings lengths based on set booking parameters and pre-set subjects using the *Up & Down* buttons (see below).



4.5.1. REPORTING CUSTOMISING BOOKING SUBJECT

To customise the text in the booking subject. First you must turn on *Allow Custom Subjects*. This can be found in in the *Booking Resource* under *Concierge Functions*.

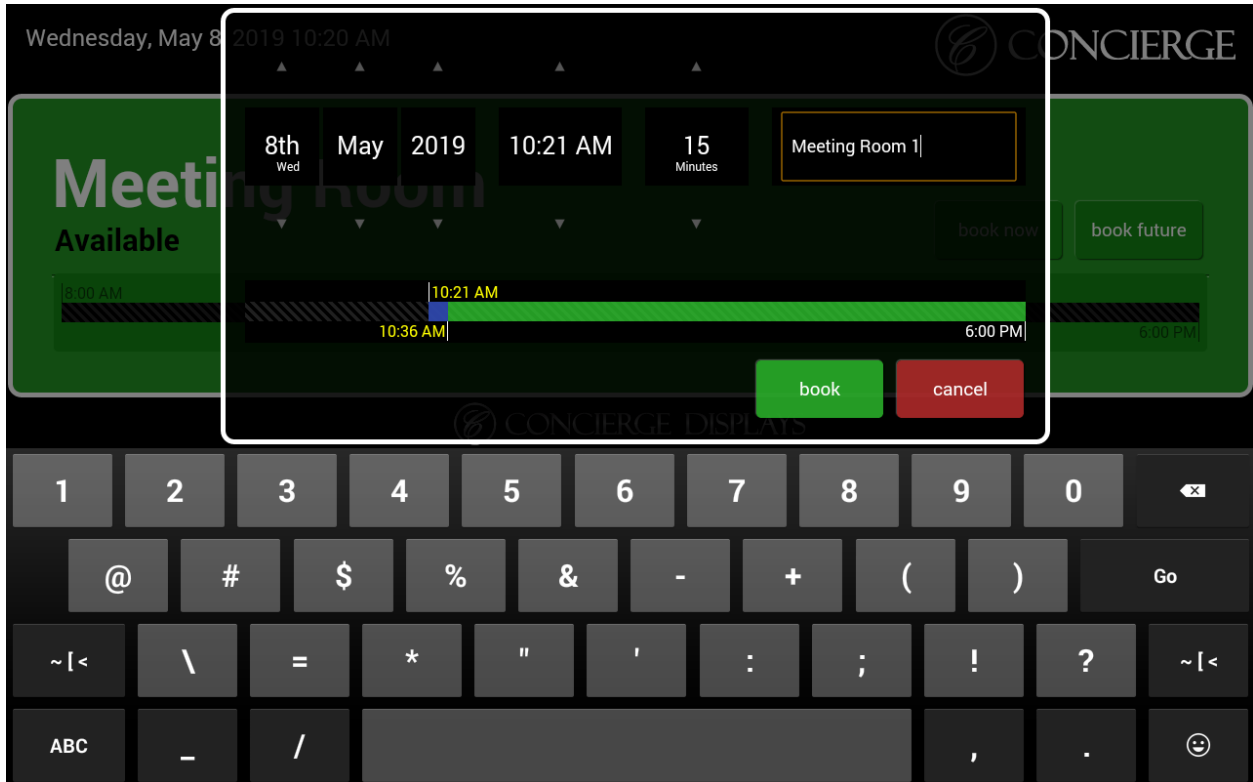
Concierge functions

Disallow Book Future Yes

Allow custom subjects Yes

Allow users to enter future booking subjects using an on-screen keyboard

Touching the screen within the text box will open the panel keyboard (see below).

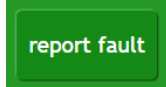


Enter a name for the booking here. This could be your name, your team's name, a meeting agenda summary, or anything else you choose.

Note that this screen also includes a *Timeline* showing room availability.

4.6 REPORT FAULT

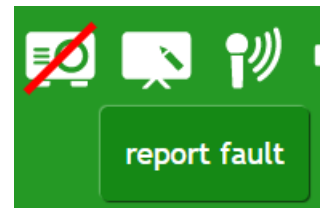
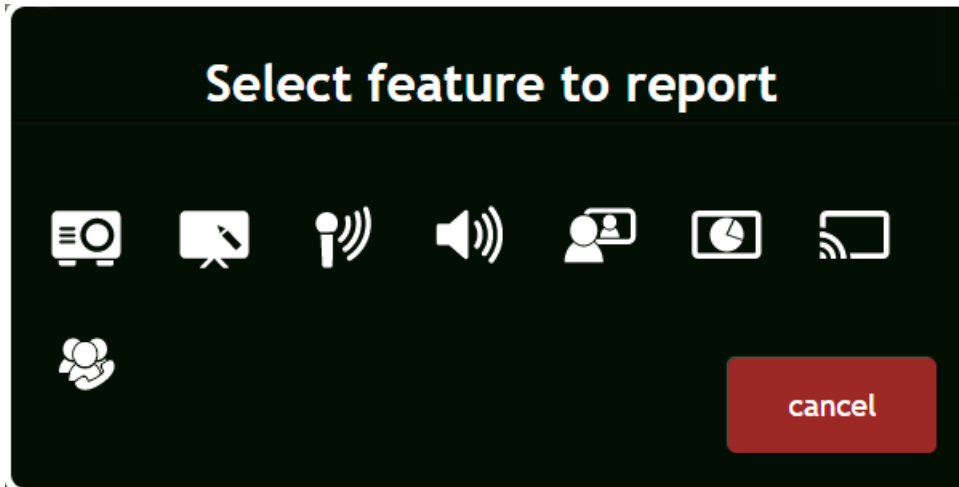
This section provides more information about the important *Report Fault* functionality introduced in *4.4 Interactive Features*. It describes in more detail what end users will see after they press



the button. Please note, **Companion is required for this function to operate.**

4.6.1 REPORTING A FAULT

When users press *Report Fault* a new window with all the available room features in will appear.

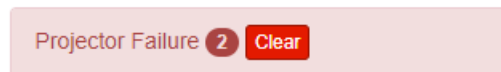


Select which room features the issue relate to. This will put a strike through the feature on the displays screen.

4.6.2 CLEARING A FAULT

Clear faults from the **Status** page of the Admin Website or by holding the feature icon for 10 seconds.

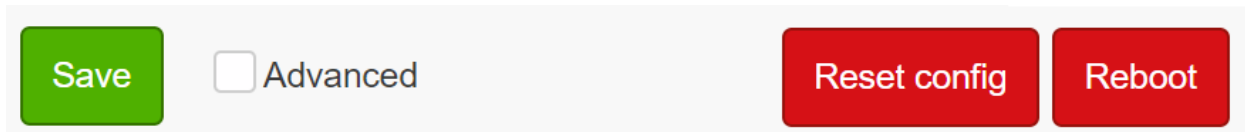
Status



4.7 REBOOTING THE PANEL

To reboot at any time, press the top LEFT corner of the screen and hold for 10 seconds.

Alternatively, you can press the *Reboot* button at the bottom of the **Configuration** menu (Admin website users only).



4.8 PERFORMING A FACTORY RESET

If you require to reset the panel use the following steps:

1. Power off the panel.
2. A) With the white bracket present, insert a small screwdriver or paper clip into the obvious hole on the back of the panel in the top-right OR
B) Without the white bracket present, use your fingers to press the microswitch in the back of the panel in the top-right
3. Power on the panel.
4. Some yellow text will eventually appear on the screen and the factory-reset process will commence automatically.

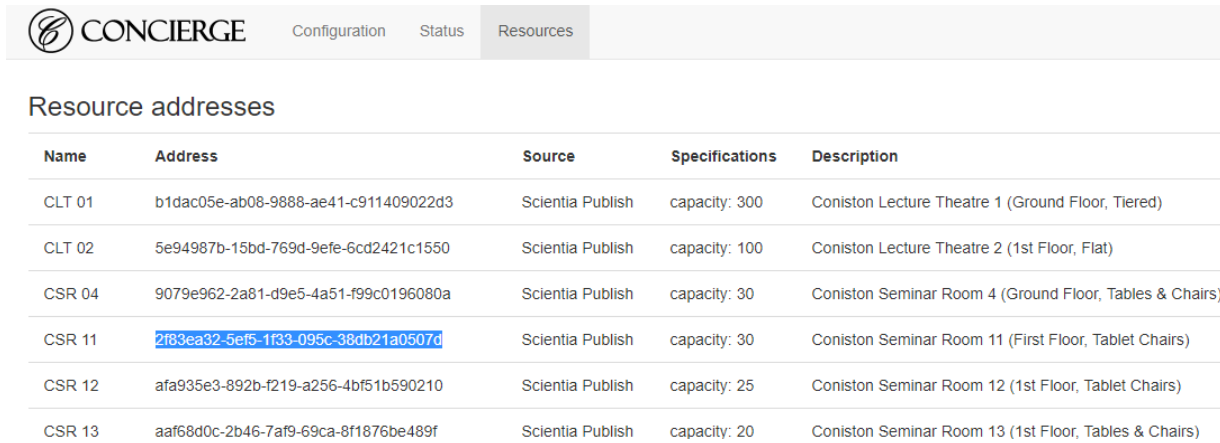
5. SPECIAL CONNECTORS

5.1. SCIENTIA PUBLISHING (since rev. 1120)

The *Connector Address* in **Configuration** must contain the web API endpoint address which will be provided by the system administrator. At time of writing, an online trial is available at: <https://scientia-publish-trial.azurewebsites.net/broker/api>

If the end-point is secured via a username, make sure *Connector username* and *Connector password* are filled in too.

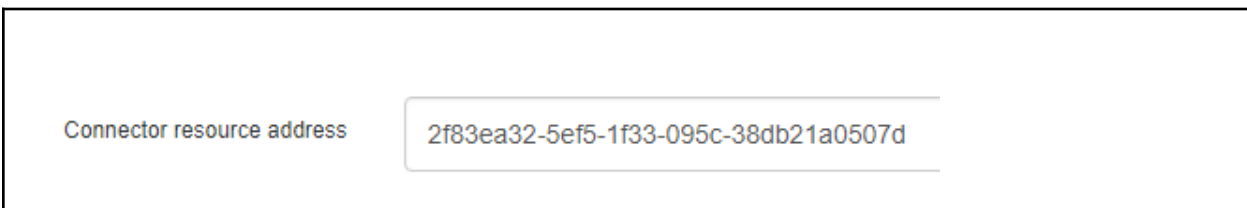
On first set up, leave the *Connector address* (it is called *Connector resource address* in the defaults menu) blank. This will instruct the connector to retrieve the list of resources. Depending on how large the list of resources is, a list will be available under the **Resources** tab:



The screenshot shows the Concierge interface with the 'Resources' tab selected. The table below lists resource addresses with columns for Name, Address, Source, Specifications, and Description.

Name	Address	Source	Specifications	Description
CLT 01	b1dac05e-ab08-9888-ae41-c911409022d3	Scientia Publish	capacity: 300	Coniston Lecture Theatre 1 (Ground Floor, Tiered)
CLT 02	5e94987b-15bd-769d-9efe-6cd2421c1550	Scientia Publish	capacity: 100	Coniston Lecture Theatre 2 (1st Floor, Flat)
CSR 04	9079e962-2a81-d9e5-4a51-f99c0196080a	Scientia Publish	capacity: 30	Coniston Seminar Room 4 (Ground Floor, Tables & Chairs)
CSR 11	2f83ea32-5ef5-1f33-095c-38db21a0507d	Scientia Publish	capacity: 30	Coniston Seminar Room 11 (First Floor, Tablet Chairs)
CSR 12	afa935e3-892b-f219-a256-4bf51b590210	Scientia Publish	capacity: 25	Coniston Seminar Room 12 (1st Floor, Tablet Chairs)
CSR 13	aaf68d0c-2b46-7af9-69ca-8f1876be489f	Scientia Publish	capacity: 20	Coniston Seminar Room 13 (1st Floor, Tables & Chairs)

Locate the correct room and copy the *Address* field into the *Connector resource address* field under the main **Configuration** tab. For example, using the online trial, for “Coniston Seminar Room 11” use the value “2f83ea32-5ef5-1f33-095c-38db21a0507d”.



The screenshot shows the 'Configuration' tab in the Concierge interface. The 'Connector resource address' field is highlighted with a red box and contains the value '2f83ea32-5ef5-1f33-095c-38db21a0507d'.

Hit **Save**, and the panel should load the events within that room/space.

5.2 ADVANCED PROCEDURES

5.2.1. CONFIGURATION EXPORT

Use the following command to export the full configuration of a panel/player:

```
> curl http://IP_ADDRESS:8086/REST/config -u admin:PASSWORD -o MY_CONFIG.JSON
```

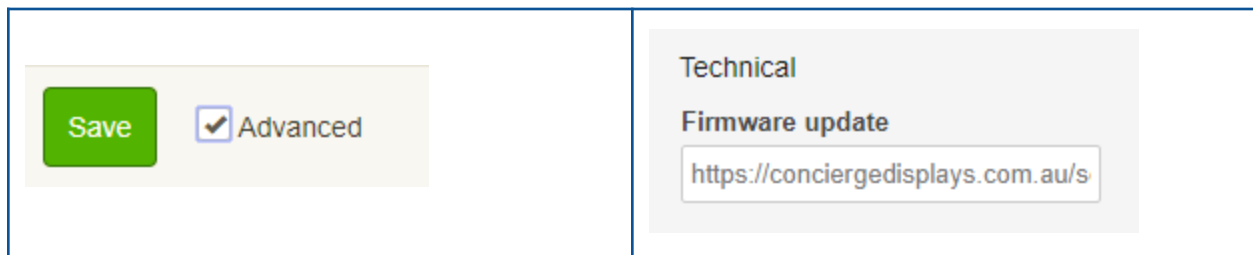
5.2.2 CONFIG IMPORT

Use the following command to import (push) a saved configuration:

```
> curl http://IP_ADDRESS:8086/REST/config/save -u admin:PASSWORD -H "Content-Type: application/json" -d @MY_CONFIG.JSON
```

5.2.3 SEMI-UNATTENDED UPDATE (SOFTWARE) SINCE REV. 420

Use the following Admin options or commands to trigger (push) an interactive software update:



```
> curl http://IP_ADDRESS:8086/REST/install?value=ADDRESS -u admin:PASSWORD -H "Content-Type: application/json"
```

An example value could be:

```
https://demo1companion.conciergedisplays.com.au/serve/conciergedisplays.v1.2.r928-iadea1.bin
```

Once triggered, an installation dialogue will appear on the panel/player that will need to be acknowledged.

5.2.4 FULLY UNATTENDED OTA (“OVER-THE-AIR”) UPDATE (FIRMWARE AND SOFTWARE) (SINCE REV. 922)

Use the following command to trigger (push) an OTA update:

```
> curl http://IP_ADDRESS:8086/REST/otaUpdate?address=ADDRESS -u admin:PASSWORD -H  
"Content-Type: application/json"
```

Once triggered, the panel/player will have the latest firmware and software applied to it and automatically reboot.

Examples:

`ota://conciergedisplays/latest` will update the panel/player according to the latest firmware and software available by Concierge Displays.

`ota://demo1companion.conciergedisplays.com.au/r922` will update the panel/player according to the revision 922 of software and firmware from a specific Companion Site (hosted internally or externally).

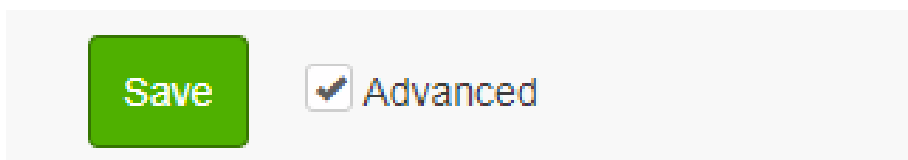
5.2.5 CURL APPLICATION

For the third-party application **curl**, see <https://curl.haxx.se>

5.2.6 DISPLAY THE PANEL IN A BROWSER (REMOTE BROWSING)

To display the panel on another screen, follow these steps:

1. Make sure the “Advanced” check box in the **Configuration** menu is checked.



2. Check “Allow remote browsing” in the *Technical* sub-area.
3. Save the configuration.
4. Enter the following address in your browser (Note: 8085 not 8086).

http://IP_ADDRESS:8085

5. Reboot the panel.



The panel contents should now be showing in the browser connecting to the 8085 port.