

User Guidelines



Room Display 4 & 5 (RD4 & RD5) & Room Display
Center (RDC)

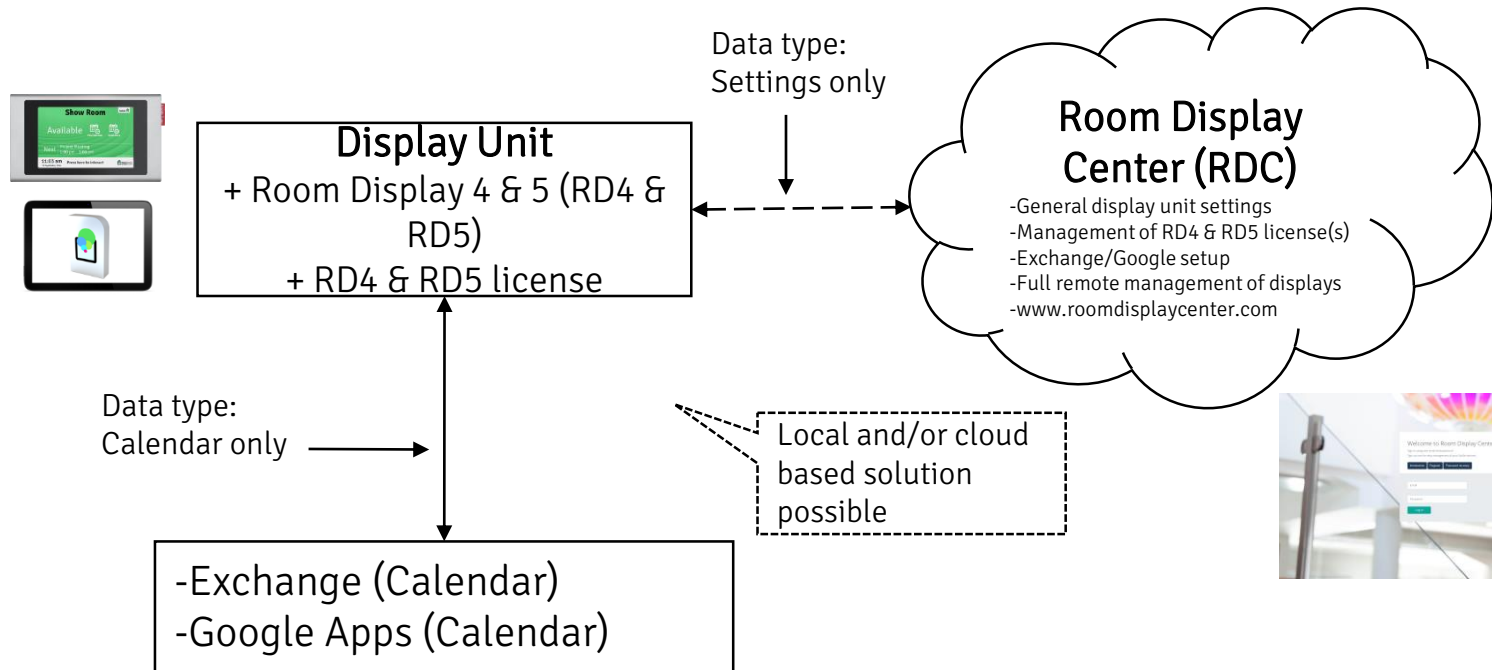
GOGET AB, April, 2016

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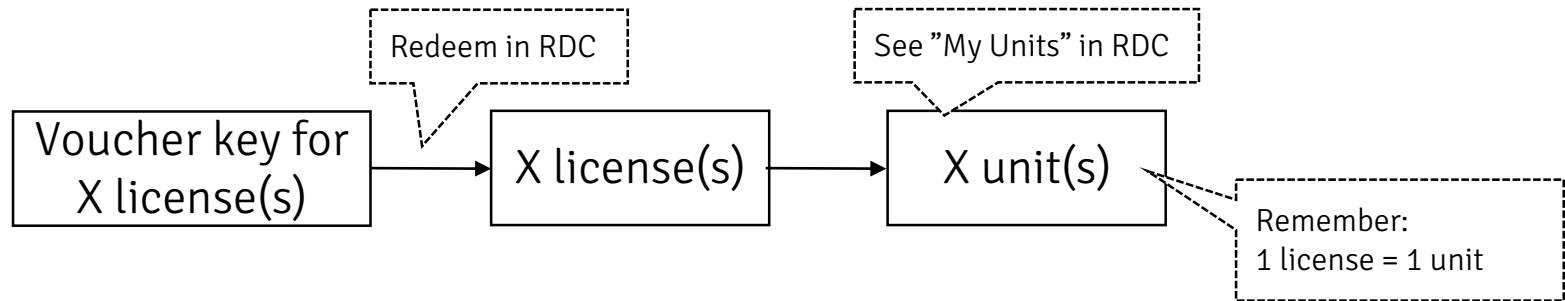
- **Overview** – how the different main components (Display unit – Web admin console - Calendar system) - are related/connected in the Room Display ecosystem.
- **Before you start** – what you need
- **Get started** – step by step user flow
- **Basics of Room Display Center** – a quick walk through of the most common and useful features/tools in RDC
- **Resources** – directions where to find User Guidelines, FAQ, Support & Troubleshooting

Overview – How it Works

Room Display 4 & 5 unit connected with Room Display Center



Before You Start – What You Need



To run the complete RD4 & RD5 system you need the following 4 steps to be "checked":

1. Exchange (2007, 2010, 2013, 2016, Office365) or Google Calendar (Apps)
2. Android based device (v 4.0 or newer)
3. Room Display 4 or 5 software installed. (Install from device's **web browser** and type in <https://www.roomdisplaycenter.com/download/roomdisplay4.apk>
<https://www.roomdisplaycenter.com/download/roomdisplay5.apk>)
4. RDC account -> Register at <http://www.roomdisplaycenter.com>
5. 1 valid RD4 or RD5 license per display unit. (Upon registration, you get one 14-day full trial license that will auto-expire and be deleted. Warning! If you have not purchased and clone the demo settings to a purchased license (unit), all settings will be removed permanently after 14-days)

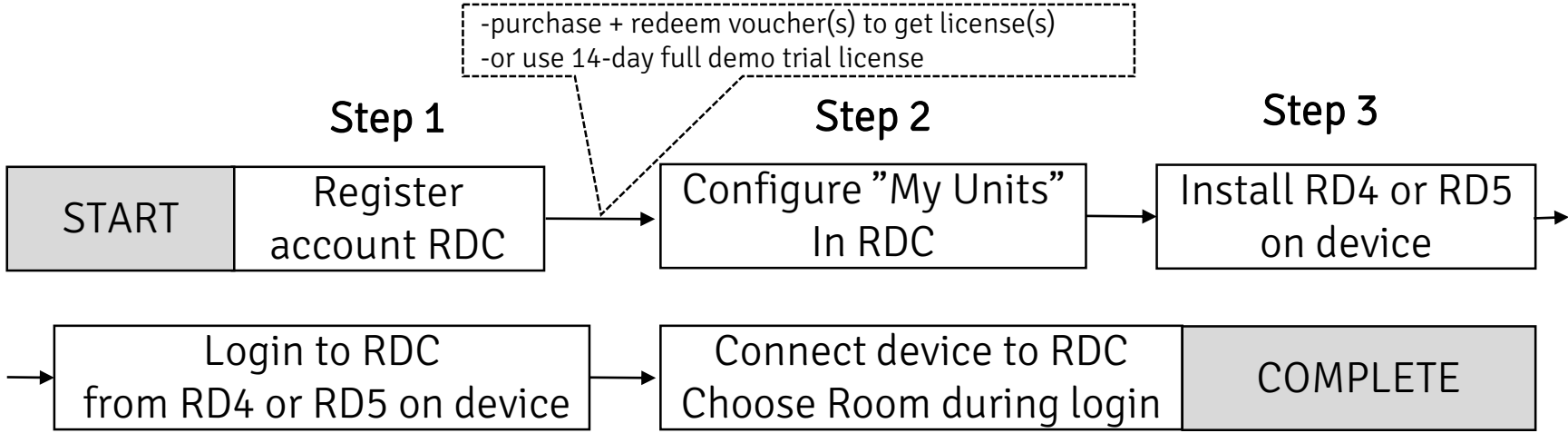
Delivery of license(s) will be in voucher key(s) -> you need to redeem voucher(s) in RDC

There are 2 main ways for receiving vouchers:

- Directly into RDC: In RDC, look under "My Vouchers".
- Receiving Voucher key eg via email. Copy/paste into RDC/Redeem Voucher

Get started – User Flow

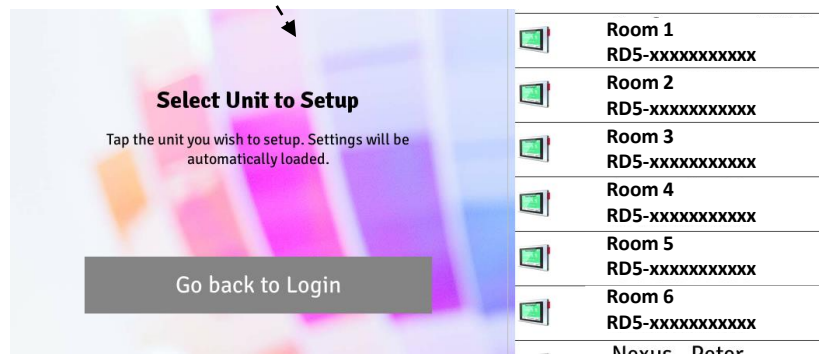
-purchase + redeem voucher(s) to get license(s)
-or use 14-day full demo trial license



Step 4

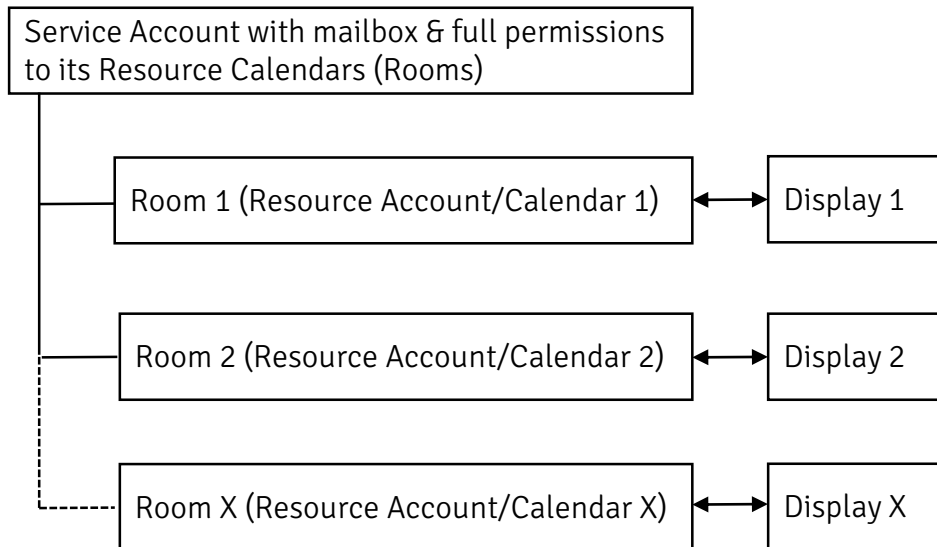


Step 5



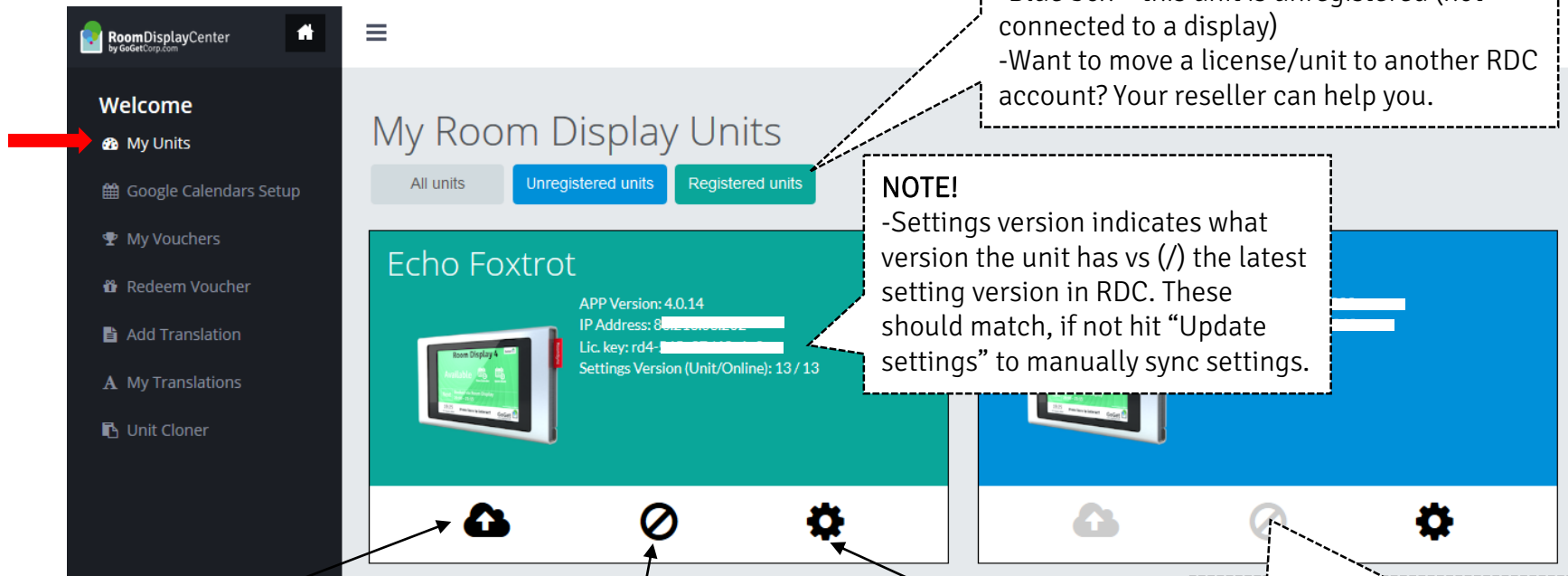
Basics – Exchange

Outline of proper Exchange configuration



Basics – Managing Unit(s)

This section refers to "My Units" in RDC



Legend:

- 1 box = 1 unit (license)
- Green box = this unit is registered (connected to a display)
- Blue box = this unit is unregistered (not connected to a display)
- Want to move a license/unit to another RDC account? Your reseller can help you.

NOTE!

- Settings version indicates what version the unit has vs (/) the latest setting version in RDC. These should match, if not hit "Update settings" to manually sync settings.

Update settings manually
This command pushes out settings to the unit

Unregister unit
This command disconnects the unit from RDC. This license can now be connected to another device

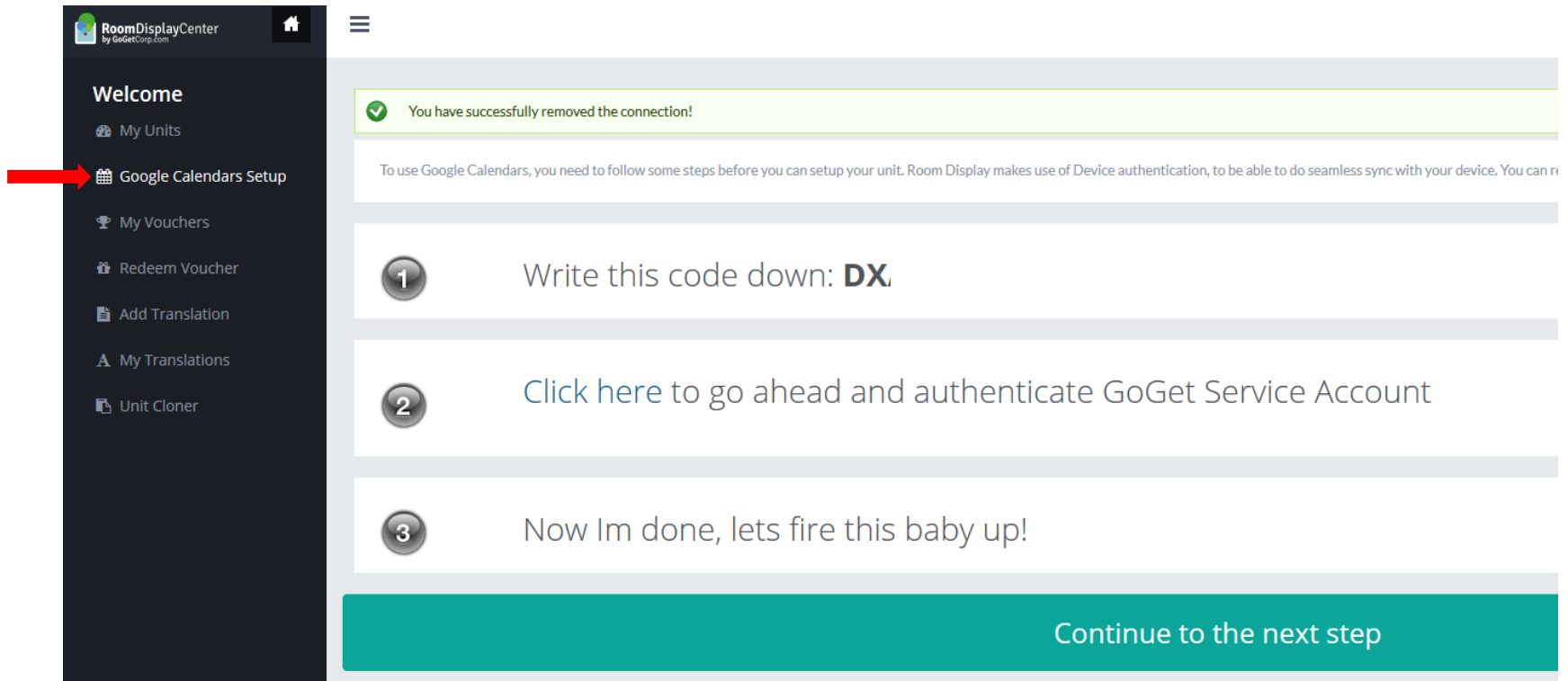
Settings
Go to unit settings

REMEMBER!

- You can only **connect** a unit to RDC from RD4 & RD5 on the display unit.
- You can **disconnect** a unit in RDC or on the device.

Basics – Connect Google Account

This section refers to "Google Calendars Setup"



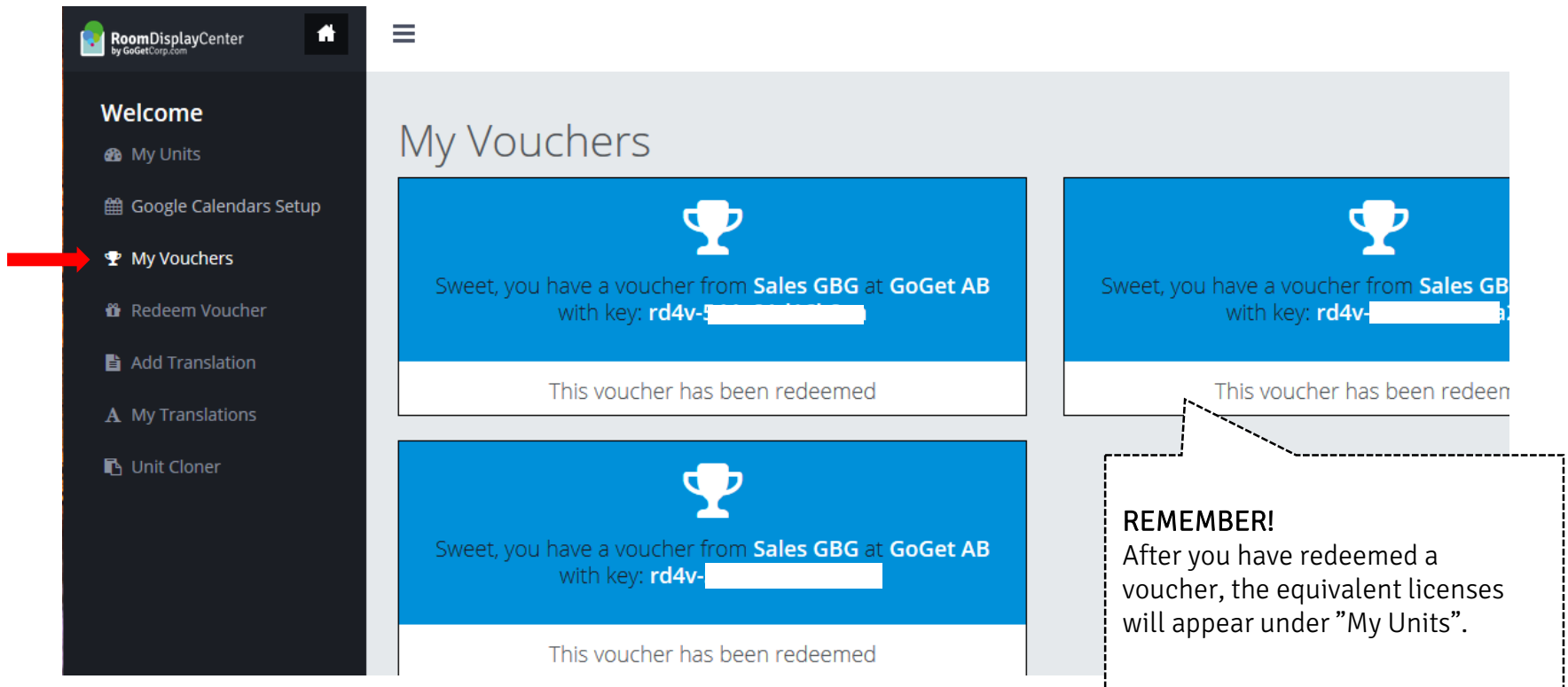
The screenshot shows the RoomDisplayCenter interface. On the left is a dark sidebar with a 'Welcome' header and several menu items: 'My Units', 'Google Calendars Setup' (highlighted with a red arrow), 'My Vouchers', 'Redeem Voucher', 'Add Translation', 'My Translations', and 'Unit Cloner'. The main content area features a green success message: 'You have successfully removed the connection!'. Below this is a text block explaining that Google Calendars setup requires device authentication. A three-step list follows: 1. 'Write this code down: **DX**.' 2. 'Click here to go ahead and authenticate GoGet Service Account' (with a blue link). 3. 'Now Im done, lets fire this baby up!'. At the bottom is a large teal button labeled 'Continue to the next step'.

Basics:

If you are running Google Apps (Calendars) this step connects the system with your Google account. If you do not complete this step, RD4 or RD5 will not work. The connection can be revoked.

Basics – See My Voucher(s)

This section refers to "My Vouchers"



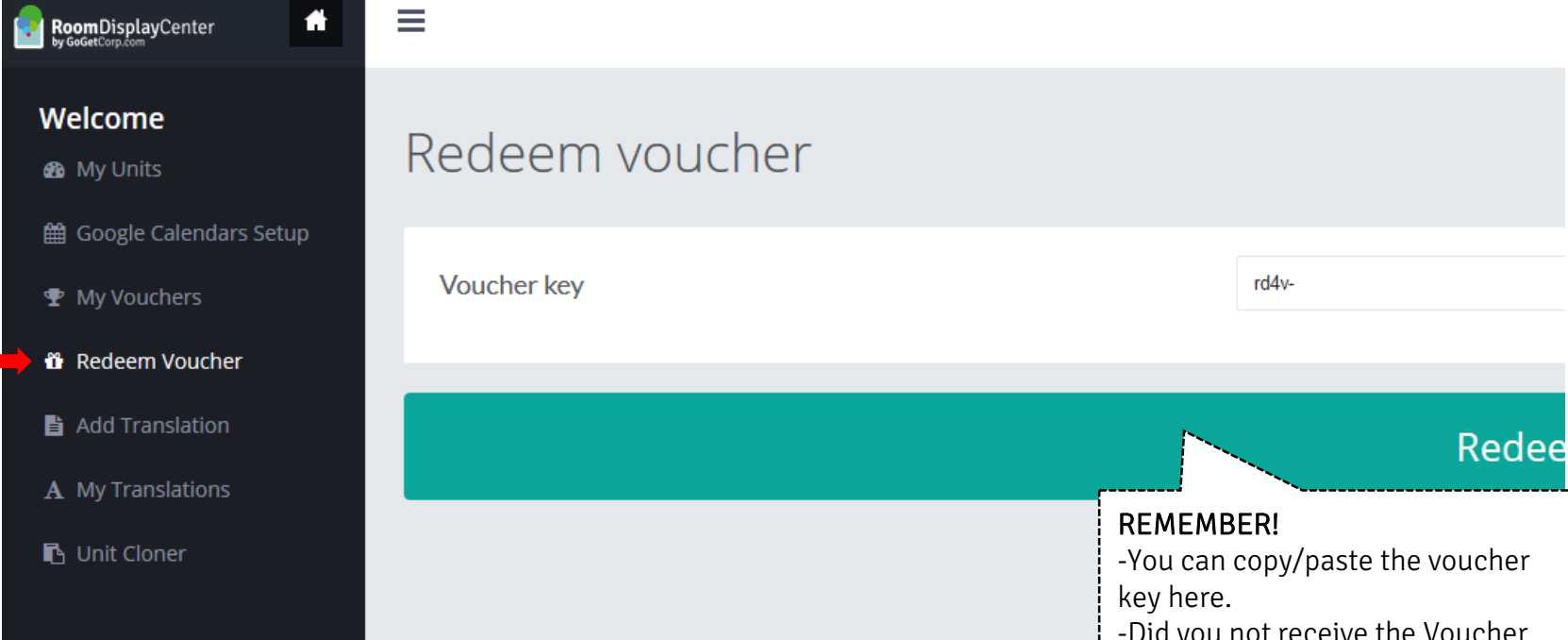
The screenshot shows the RoomDisplayCenter interface. On the left is a dark sidebar with a 'Welcome' section and a list of menu items: 'My Units', 'Google Calendars Setup', 'My Vouchers' (highlighted with a red arrow), 'Redeem Voucher', 'Add Translation', 'My Translations', and 'Unit Cloner'. The main content area is titled 'My Vouchers' and displays three voucher cards. Each card features a trophy icon, the text 'Sweet, you have a voucher from Sales GBG at GoGet AB with key: rd4v-...', and a redacted key. Below each card, it states 'This voucher has been redeemed'. A callout box on the right contains the text: 'REMEMBER! After you have redeemed a voucher, the equivalent licenses will appear under "My Units".'

Basics:

Here you can see your received/active vouchers. If you have received your voucher(s) directly into RDC, you will find it here to be redeemed.

Basics – See Redeem Voucher

This section refers to "Redeem Voucher"



The screenshot shows the RoomDisplayCenter interface. On the left, a dark sidebar contains a menu with the following items: Welcome, My Units, Google Calendars Setup, My Vouchers, Redeem Voucher (highlighted with a red arrow), Add Translation, My Translations, and Unit Cloner. The main content area is titled 'Redeem voucher' and features a 'Voucher key' input field containing the text 'rd4v-'. Below the input field is a large teal button labeled 'Redeem'. A callout box with a dashed border contains the following text:

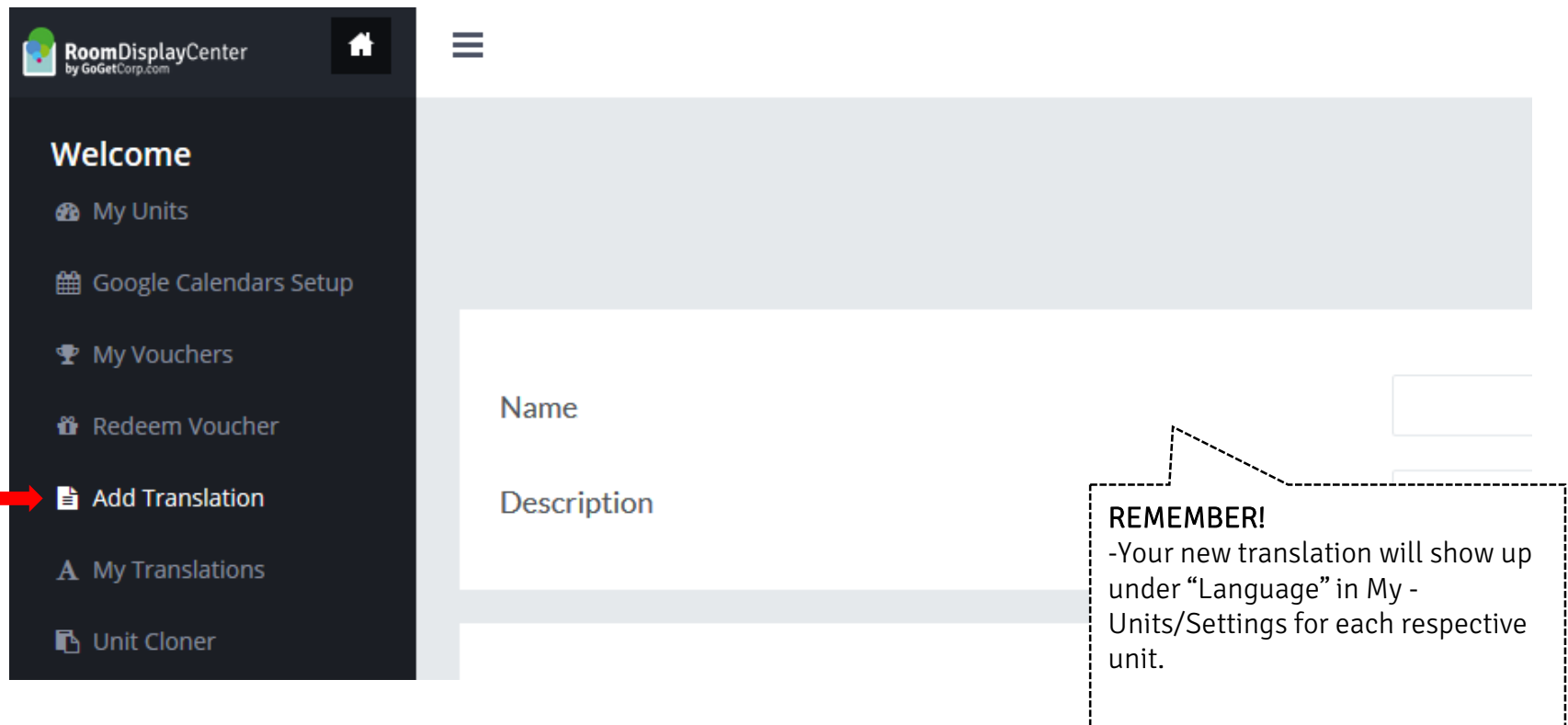
REMEMBER!
-You can copy/paste the voucher key here.
-Did you not receive the Voucher email? You may need to check your spam folder.

Basics:

Here you can redeem **any** voucher key **manually** by entering a voucher key received eg by email. This procedure is suitable if you need total flexibility regarding what voucher should go to what account.

Basics – Add Translation

This section refers to "My Translation"



The screenshot shows the RoomDisplayCenter interface. On the left, a dark sidebar menu contains the following items: Welcome, My Units, Google Calendars Setup, My Vouchers, Redeem Voucher, Add Translation (highlighted with a red arrow), My Translations, and Unit Cloner. The main content area is light gray and contains a form with two input fields: 'Name' and 'Description'. A dashed-line callout box on the right contains the following text:

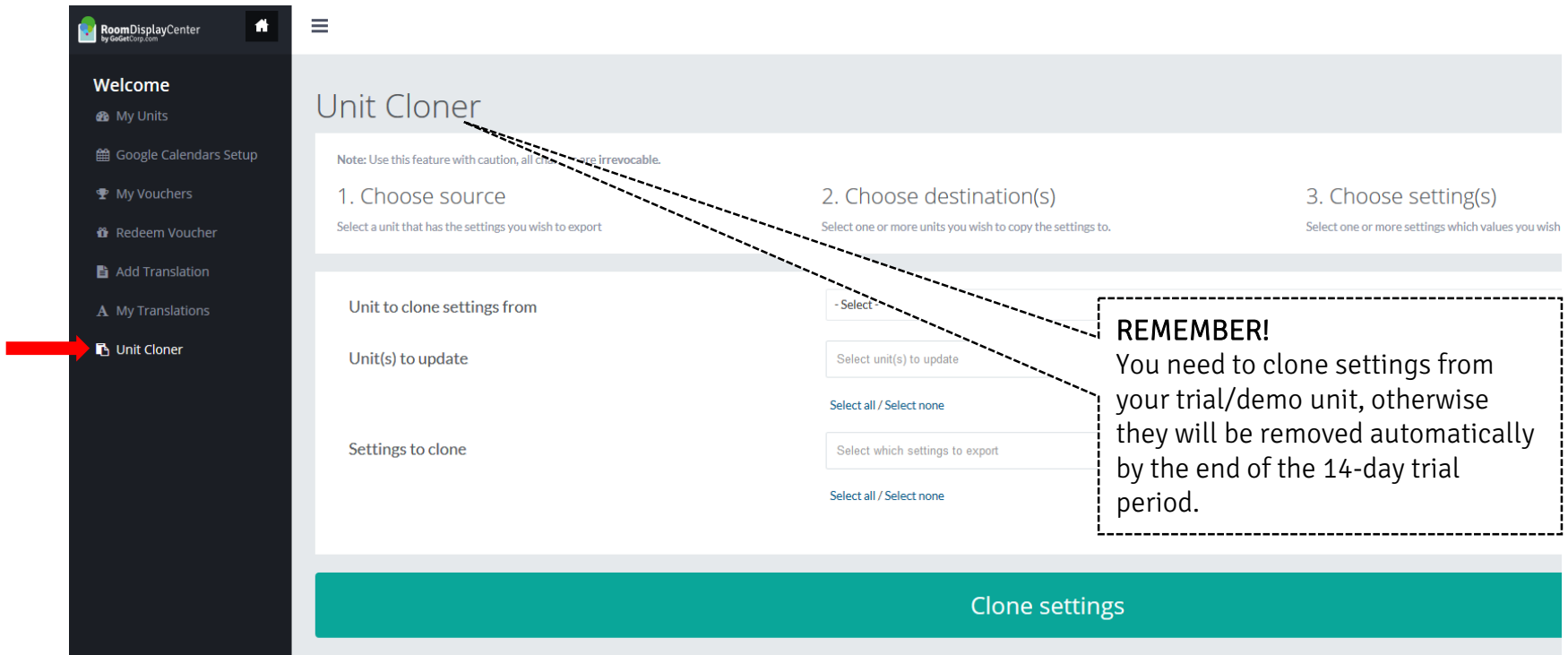
REMEMBER!
-Your new translation will show up under "Language" in My - Units/Settings for each respective unit.

Basics:

Here you can add your own/custom translation if your language is not yet available as "Default", or if you prefer to make custom changes.

Basics – Unit Cloner

This section refers to "Unit Cloner"



RoomDisplayCenter
by GoGet Corp

Welcome

- My Units
- Google Calendars Setup
- My Vouchers
- Redeem Voucher
- Add Translation
- My Translations
- Unit Cloner**

Unit Cloner

Note: Use this feature with caution, all changes are irrevocable.

- 1. Choose source**
Select a unit that has the settings you wish to export
- 2. Choose destination(s)**
Select one or more units you wish to copy the settings to.
- 3. Choose setting(s)**
Select one or more settings which values you wish

Unit to clone settings from:

Unit(s) to update:
[Select all / Select none](#)

Settings to clone:
[Select all / Select none](#)

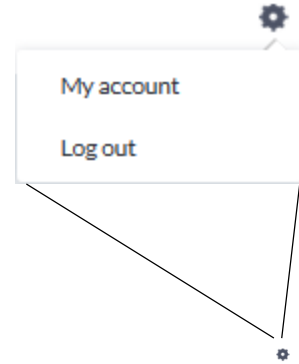
REMEMBER!
You need to clone settings from your trial/demo unit, otherwise they will be removed automatically by the end of the 14-day trial period.

Clone settings

Basics:

The purpose of this function is to facilitate and save time for the administrator, to copy common settings for multiple units. You can control what settings are to be cloned as well as source and destination units,

Basics – My Account




This section refers to "My Account"

Basics:

You can find My Account in the upper right-hand corner. Here you can change your User profile and activate "Remote Support".

Resources –User Guidelines, FAQ, Support & Troubleshooting

Extensive user guidelines, support and troubleshooting is available here:

- <https://www.gogetcorp.com/faqs/>
- <https://www.roomdisplaycenter.com>. You will find continuous help sections when you are logged into RDC. Just look for, and press: 

Other support resources include:

-Your Google Apps/Exchange Admin/IT service provider

-The Microsoft Remote Connectivity Analyzer (for EWS etc): <https://testconnectivity.microsoft.com>
(If you are running Exchange and have problems you must first pass this test)

Room Name 

Calendar Source 

Choose a source for the unit's calendar. You can select between Exchange and C
After selection settings for the specific source will be displayed.

IMPORTANT! Please go over the respective sections and verify your settings for Exchange (EWS etc) or Google Calendar (Apps) before you contact a reseller for support. Also, typos are common – please be careful.

Tips! (also in the FAQ)

- Do not use special characters in user names and passwords. Make sure your RDC account name has a mailbox
- If you experience problems (whatever the problem is) – check for RD4 & RD5 updates and/or reboot the unit. Run "Force Update" in RD4 & RD5.
- Make sure that the Service Account has full permission to all resource calendars
- Make sure that the Exchange Service Account is set to have a mailbox.
- Verify your Exchange settings (not for Google Apps users): <https://testconnectivity.microsoft.com>.
- If you are using Google Calendars (Apps) – do not forget to connect RDC with Google first, otherwise it won't work. See left panel in RDC.
- General remark: If settings are not updated directly on the device, be patient as some processes may take a couple of minutes to load completely. Eg for meeting updates, logo and background images
- You cannot login on two displays on 1 license at the same time. Log out on one device first.
- Typos are common – so please double-check.