

QUICK START GUIDE

RoomWizard Analytics Console.

Steelcase

Information in this document is subject to change without notice. Reproduction in any manner without written permission of Steelcase Corporation is forbidden. Steelcase Corporation reserves the right to make changes in product design, or detail, and to discontinue any product or material without notice. RoomWizard is a trademark of Steelcase, Inc. All other registered trademarks and trademarks used herein are the property of their respective owners.

Order number 12-0000507
©2017 Steelcase Inc.
All rights reserved.

CONTENTS

| | |
|--|----|
| Welcome | 3 |
| Understand Your Space | 3 |
| About This Manual | 3 |
| Setup of the RoomWizard Analytics Console | 4 |
| Installation | 4 |
| Preliminary Configuration | 4 |
| RoomWizard Groups | 4 |
| Group Name | 5 |
| Room Name | 6 |
| Using the RoomWizard Analytics Console | 7 |
| Select the date range | 7 |
| Connecting RoomWizards | 8 |
| Exporting Graph Data CSV format file | 9 |
| Analyze Reports | 11 |
| Report Overview | 12 |
| How to create Custom Groups | 13 |
| Additional notes regarding “Custom Groups” | 16 |
| Troubleshooting RoomWizard Analytics Console | 16 |
| Reset Option | 17 |
| Warranty | 18 |
| Technical Support | 18 |

Welcome

Understand Your Space

The RoomWizard Analytics Console makes it easy to better understand your space. The console is free to download, simple to use, and focuses on 5 key reports. Each report provides insight and data into the utilization of a room, group of rooms, or all rooms enabling you to maximize the value of your real estate.

About This Manual

This Quick Start Guide describes how to use the RoomWizard Analytics Console, to allow you to better understand your space.

Setup of the RoomWizard Analytics Console

Installation

The Analytics console needs to be copied onto your Windows System.
Hardware requirements are minimal, less than 50MB of disk space and 100MB of free RAM.

Preliminary Configuration

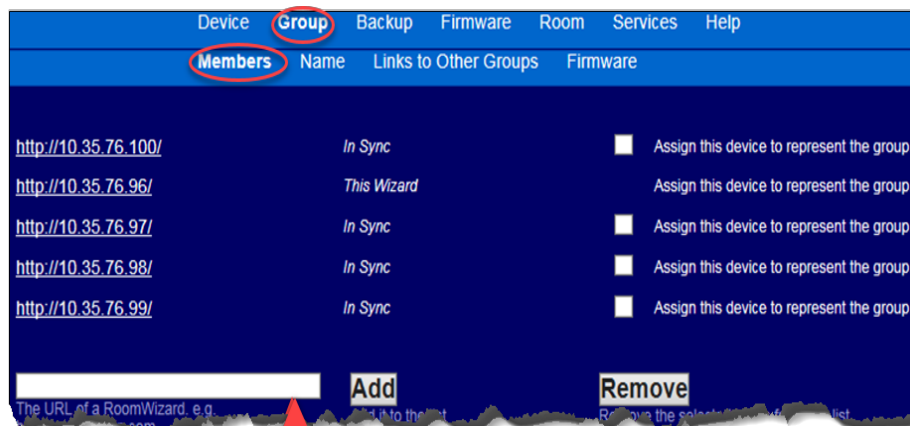
The RoomWizard Analytics Console requires the RoomWizards to be configured in the Admin Pages prior to starting the RoomWizard Analytics Console. The steps below describe the three configurations necessary for the RoomWizard Analytics Console to function properly.

RoomWizard Groups

Steps for creating RoomWizard Group Members:

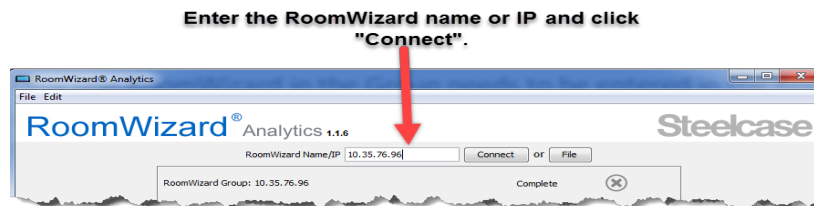
1. Open a browser
2. Enter the RW IP
3. Go to Admin Pages >Group> Members
4. Add the RoomWizards to the Group. This step is mandatory and will need to be completed.

Example: Below five RoomWizards are added to a “Group”. See picture below for reference. This is described in more detail on Pages 7-8.



Enter the RoomWizard name or IP address here.

Only one member of the RoomWizard Group needs to be accessed directly by the RoomWizard Analytics Console. This RoomWizard will gather meeting data for all RoomWizards that are **Group Members**. See picture below for reference.

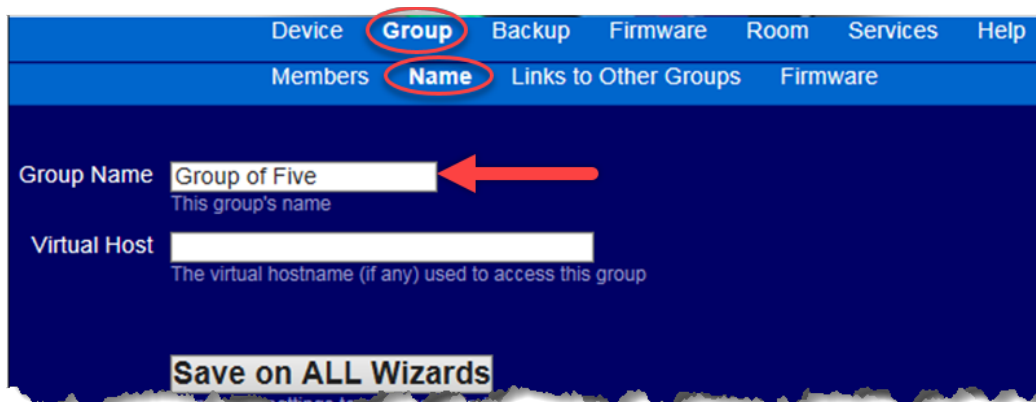


Group Name

Steps for how to change the default "Group Name"

1. Open a browser
2. Enter the RW IP
3. Go to Admin Pages >Group>Name

The Group -> Name Admin Page is used to assign names for each Group created. This allows the name of the Group to appear in the dropdown box in the RoomWizard Analytics Console. In this example a Group name called "Group of Five" is assigned to the five RoomWizards Grouped together in the previous step. See picture below for reference.

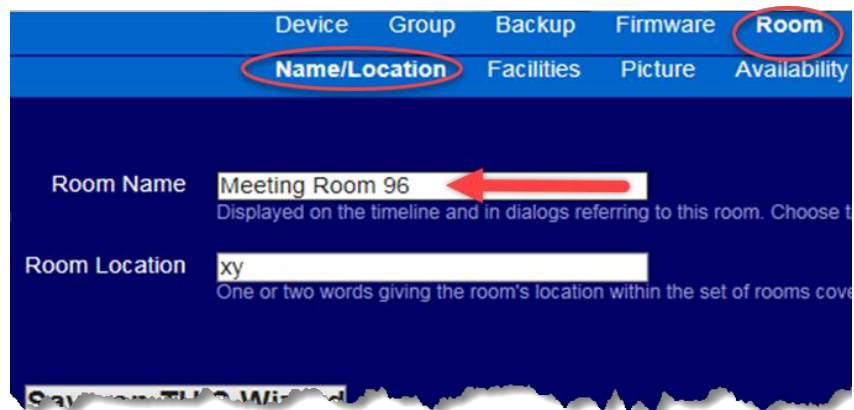


Room Name

Steps for changing the default Room Name:

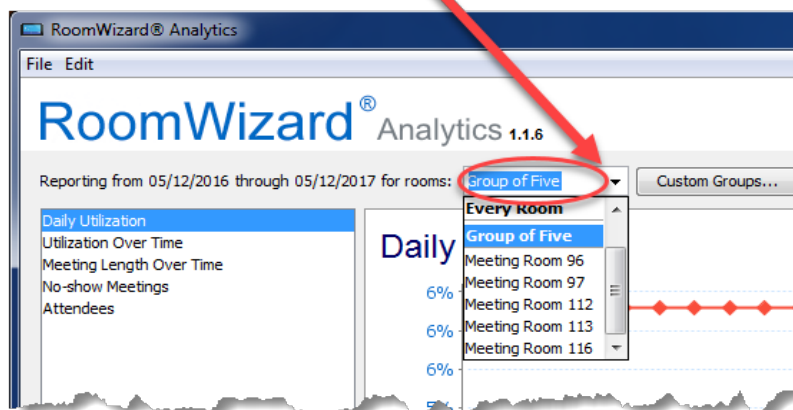
1. Open a browser
2. Enter the RW IP
3. Go to Admin Pages >Room> Name\Location

All RoomWizard “Room Names” are defaulted as “**Meeting Room**”. To avoid confusion as to which room is which, each RoomWizard should be given a unique Room Name. See picture below for reference.

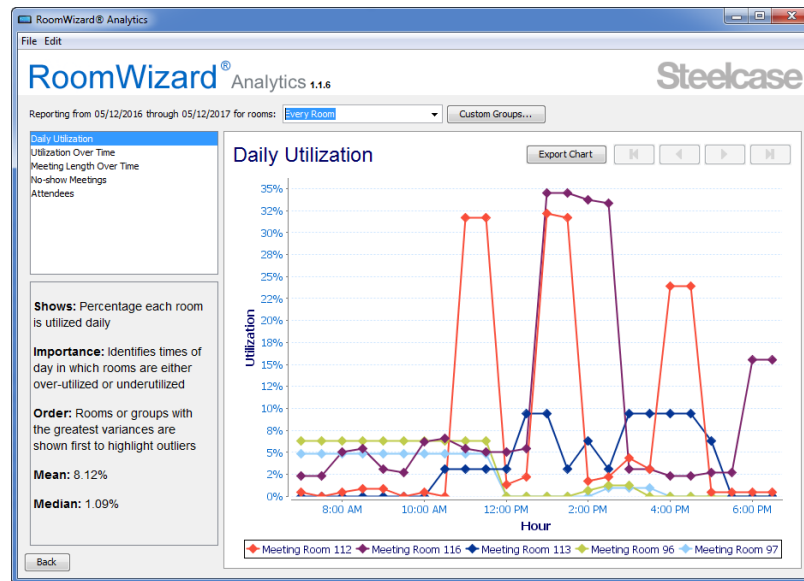


After the steps above are completed, the selected RoomWizards and their associated Group can be displayed as shown below based on the configurations completed previously in the Admin Pages.

Select the drop down to see the RoomWizard and members of that group.

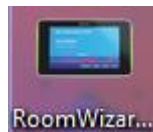


Sample of the resulting graph appears below:



Using the RoomWizard Analytics Console

Double click on the RoomWizard Analytics application icon to start the program.



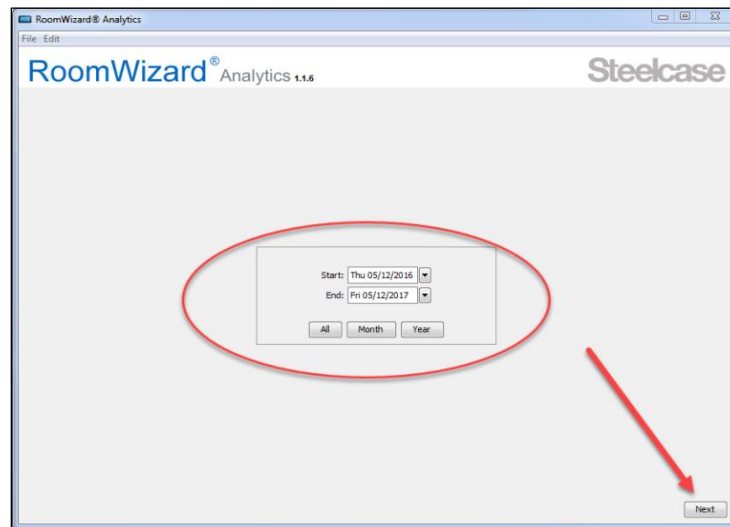
Select the date range

When the RoomWizard Analytics Console starts, a dialog box appears that prompts the user to select a date range. See steps below:

1. Select date range the default date range is set to one year.
2. Clicking the **"All"** button sets the date range to two years.
3. Clicking the **"Month"** button sets the date range to a month.
4. Clicking the **"Year"** button sets the date range to a year.
5. Select any of the options above and click the **"Next"** button in the lower

right corner to advance.

Note: It is not recommended to have a date range larger than two years though this is allowed. Additionally, the start date cannot be a future date.



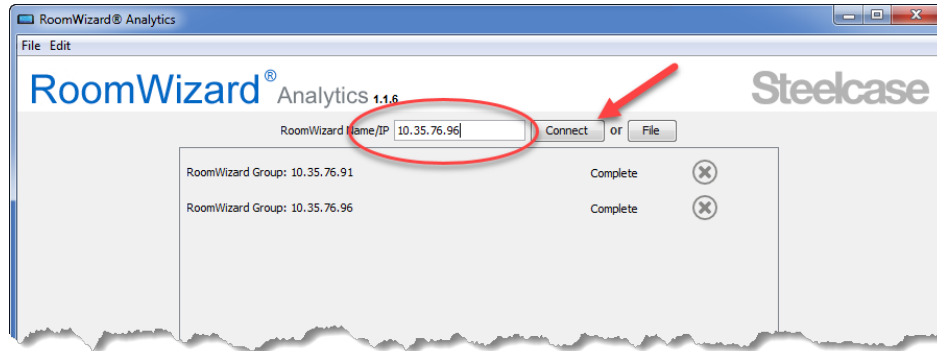
Connecting RoomWizards

The RoomWizard Analytics Console can connect to any RoomWizard or Group of RoomWizards on your network by DNS Name or IP Address. Your PC must be connected to the same network as your RoomWizards.

1. Enter the hostname or IP address of any RoomWizard on your network.
2. Click the **“Connect”** Button as shown below.

Note: Connecting to a single RoomWizard will pull data from all RoomWizards within that Group. RoomWizard Groups are configured using the administration Admin Pages.

Example: RoomWizard **10.35.76.96** will pull data for the other RoomWizards in the Group created in the previous step. Observe that multiple RoomWizards and their Group members can connect to the RoomWizard Analytics Console.



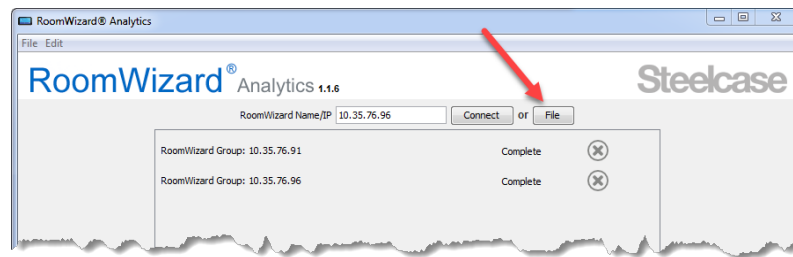
Exporting Graph Data CSV format file

RoomWizard enables you to export all or a subset of reservation data to the desktop of your computer. You can export a full audit trail of meeting information compatible with the RoomWizard Analytics Console for creating usage reports. The reports can be saved in CSV files that have a record of meetings scheduled on each individual RoomWizard. These files can then be uploaded to the RoomWizard Analytics Console to populate the Graphs. The data from the RoomWizard CSV files can be uploaded using the **“File”** button.

CSV format files from the RoomWizard unit (s) are obtained by doing the following steps:

1. Go to the RoomWizard Admin Pages.
2. Click **Setup > Room > Usage**.
3. Choose **“Export all reservations”**.
4. Select **“Export file for reporting”** to export a file compatible with the RoomWizard Analytics Console.
5. Select **“CSV”** to use the data file with the RoomWizard Analytics Console.
6. You can export a **“Single unit”** or **“All the units in this Group”**.

- Now click File in the RoomWizard Analytics Console and upload the “CSV” files to the console to generate the usage Graph.

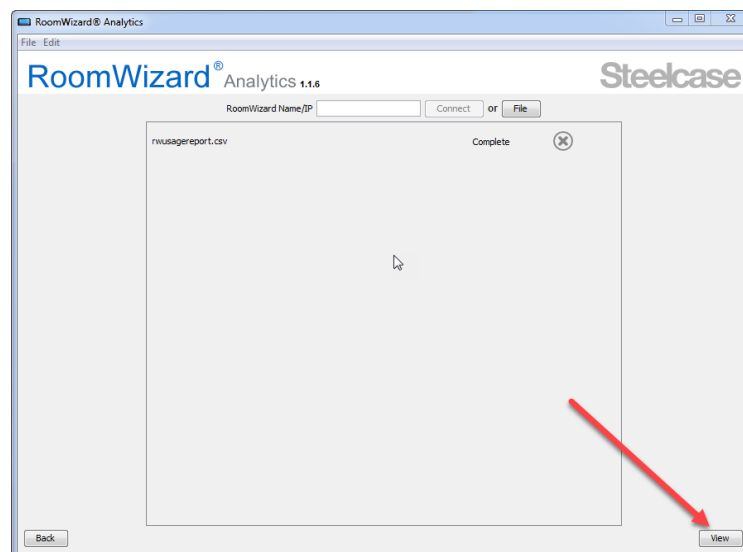


- Browse to the location where the “CSV” file was stored or saved.



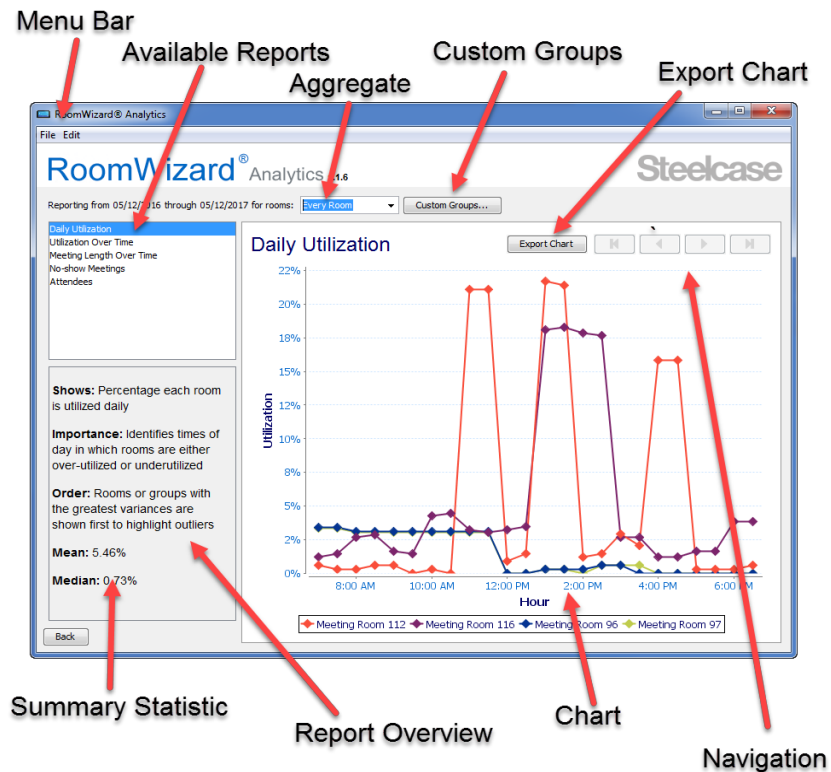
Select "File" and browse to the file location and click "Open"

- Click the “View” button in the lower right corner to advance.



Note: The load time will vary based on the network speed, quantity of RoomWizards in the Group, and the date range selected.

Analyze Reports



Menu Bar: File and Edit: Save the chart as an image file, export data to a CSV file, print graph, quit, and copy chart.

Available Reports: Select the report to view.

Aggregate: Select to view “All Rooms”, “Every Group”, “Every Room”, “New Group” or individual groups or rooms. “All Rooms” shows the aggregated data of all RoomWizards in the data set. “Every Group” compares the different groups included in the data set. “All Rooms” compares the individual RoomWizards within the data set.

Custom Groups: Create custom Groups to analyze desired sets of RoomWizards. Custom Groups can be saved and used in the future to make weekly, monthly, or

yearly reporting easier. These groups are NOT the same as the groups from between RoomWizards. These groups are user defined to help in organizing reports within the RoomWizard Analytics Console.

Export Chart: Export a PNG file to drop into presentations.

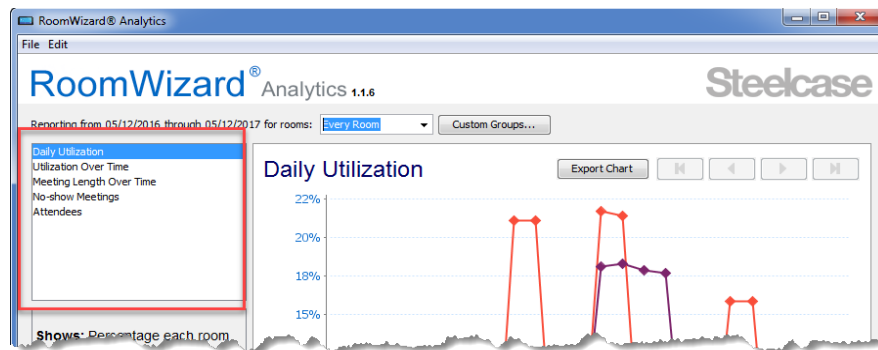
Summary Statistics: Automatically calculates the mean and median of the data set.

Report Overview: Explains what each report shows, why the report is an important, and the logic behind the order the rooms are shown on the chart.

Chart: Shows a visual representation of the data set. The image can be exported as a PNG file.

Navigation: Move forward and backward to view data for different RoomWizard or groups of RoomWizards. The order of the RoomWizards listed is explained in the Report Overview box. Only five RoomWizards can be displayed on a main Graph page at a time. To view other RoomWizards in the Group, click the arrows next to the Export Chart.

Report Overview



Daily Utilization: Shows the percentage of time each room is utilized on average daily. This report can be used to identify times of day and rooms that are over-utilized or underutilized.

Utilization Over Time: Shows the percentage each room is occupied over time. This report can be used to identify months or weeks that are over-utilized or underutilized.

Meeting Length Over Time: Shows the average meeting length over time. This report demonstrates how rooms are being used as the location, size, furniture,

and technology in the room can influence the length of scheduled meetings.

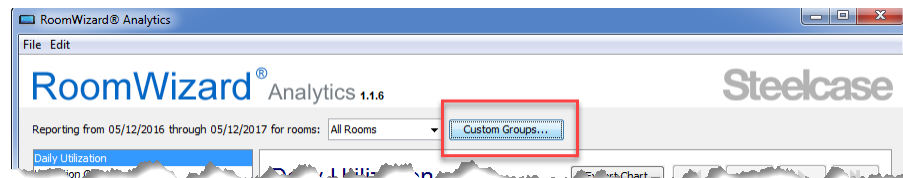
No-show Meetings: Shows the percentage of “no-show” meetings. Often meetings are scheduled but no one shows up. RoomWizard can automatically release these reservations and capture how often they occur. This statistic is only available if the RoomWizards in the report have the “**Start**” Button enabled.

Attendees: Shows the average number of attendees in a meeting. Often small groups meet in large rooms which results in inefficient utilization.

How to create Custom Groups

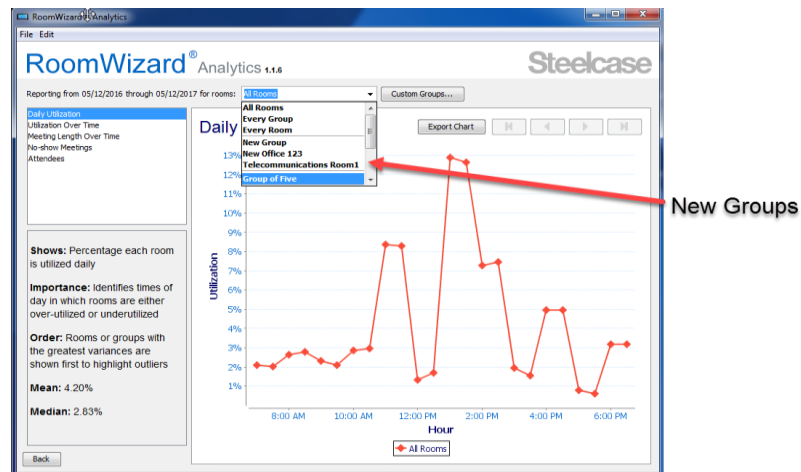
The Analytics Console is built in with the default drop down options: All Rooms, Every Group, Every Room. Additionally, the Analytics Console is built in with the customized drop down options described below.

Custom Groups: These Groups are created entirely within the RoomWizard Analytics Console. Creating Custom Groups is not necessary if Groups and Group Names were already created within the RoomWizard Admin Pages. This feature provides the ability to create Groups after they’ve been created in the Admin Pages to further subdivide Groups.

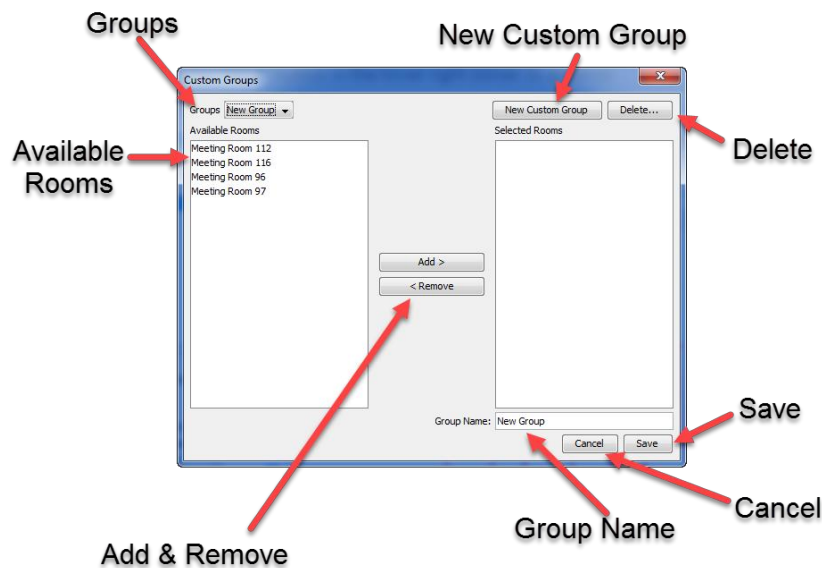


Available Rooms: Is a room with a RoomWizard device already configured to work with the RoomWizard Analytics Console.

Group Name: Shows the average meeting utilization for each Group created in the RoomWizard Admin Page. For instance, the Group called **“Group of Five”** was created above on the Group Members Tab and this Group Name was migrated into the RoomWizard Analytics Console along with all the RoomWizards currently in that Group.



See Pages 4 and 5 for additional details. Here you can change the group name; the new group will appear when it has been saved in the dropdown under “Groups”



New Custom Group: click the button this will opens the same dialog box with the “Group Name”

New Group (2) as shown below **“Group Name”**

Add: individual RoomWizards can be added to the Group by clicking the “Add” button.

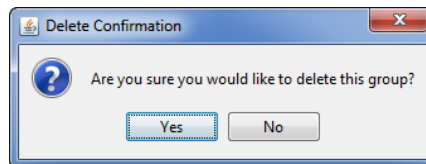
Remove: individual RoomWizards to the Group by clicking the “Add” and “Remove” buttons to add or remove a RoomWizard or a member.

Save: Saves the Group name and members.

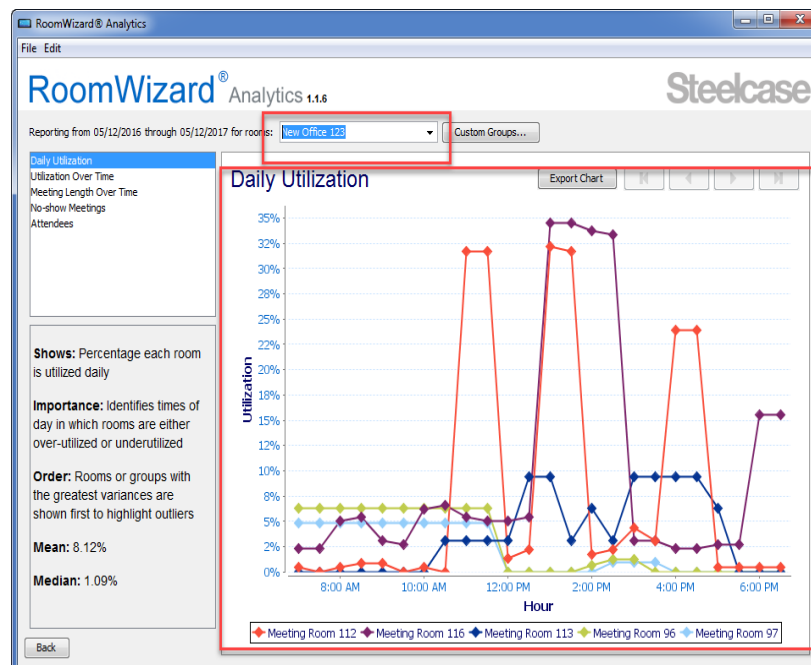
Cancel: cancels the current changes and exits the Custom Group window.

Selected Rooms: RoomWizards that are part of the new Custom Group.

Delete: Button Brings up a dialog box: Are you sure you would like to delete this group? If choose “Yes” the group will be deleted if choose “No” the dialog box will be close and the group will continue to be listed. Once clicked the following dialog box below appears:



View the Graph of the RoomWizards in the Custom Group. The Graph below appears for all RoomWizards in the “Custom Group”. Observe that the new Group now appears in the dropdown box. These Groups are used in addition to the Groups created on the Admin Pages.



Additional notes regarding “Custom Groups”

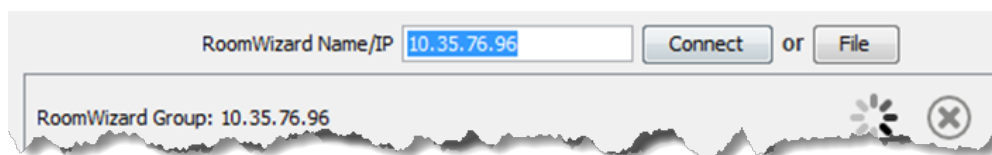
1. RoomWizards added to Custom Groups will appear in the Graphs for the Custom Group. They will not appear in the Dropdown box below the Custom Group as they do for Groups created within the RoomWizard Admin Pages.
2. RoomWizards can be members of multiple Groups, though it is recommended each RoomWizard is only a member of one Group created in the Admin Pages and one Custom Group.
3. The Custom Group contains one default Group called New Group. Please note that if the default Group is deleted it will reappear when the Custom Groups feature is reopened. One Group will always exist under Custom Groups.
4. All Groups, whether created in the Webpages or under the Custom Groups option, should each have a unique name to avoid overlapping and potentially misleading information.

Troubleshooting RoomWizard Analytics Console

This section describes how to troubleshoot potential issues that may occur while running Analytics Console.

Time to process meetings: RoomWizard Analytics Console functions by pulling meeting data over the network from the CSV files of individual RoomWizards and Groups of RoomWizards. When meeting data is processed in Analytics the RoomWizard and all RoomWizards affiliated with it will spin until marked as complete. This may be a time-consuming process. See picture below for reference. The time it takes to process all meeting data is dependent on four variables:

1. The number of RoomWizards in a Group.
2. The capture duration selected on the first page of the RoomWizard Analytics Console.
3. The number of meetings that are present in the CSV file of each RoomWizard.
4. The types of meetings that the RoomWizard is utilizing (Classic Mode, various Connector Modes).



If users observe the process duration taking a long time, try creating smaller Groups and shorter capture durations if possible.

The Graphs fail to collect data for all scheduled meetings: Since the RoomWizard Analytics Console is pulling meeting data directly from the RoomWizards, it will be limited by the

maximum allowable size of the CSV file that the RoomWizard can process. For instance, if a RoomWizard can only obtain a maximum of 1000 meetings from a CSV file on a RoomWizard with 1500 meetings scheduled, the RoomWizard will fail to display 500 meetings on the CSV file. These omitted meetings will thus not be displayed in the RoomWizard Analytics Console. To get around this issue shorter capture dates of two years or less are recommended on heavily utilized RoomWizards.

The Graphs calculations appear misleading: The RoomWizard Analytics Console is pulling meeting data from the RoomWizard for all days including weekends. The RoomWizard Analytics Console however will only program meeting data during a normal business week, thus omitting weekend meetings in the calculations. For this reason, if weekend meetings are present in the CSV file this could lead to misleading Graphs representing a higher percentage usage than expected.

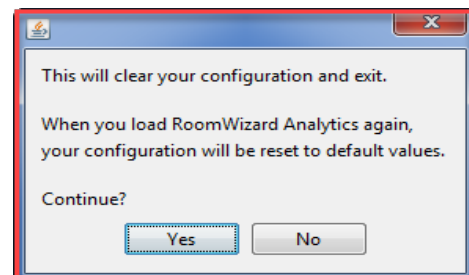
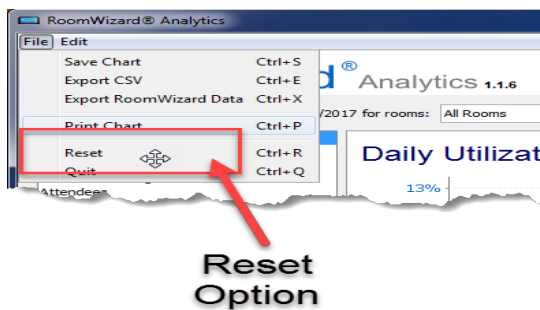
Analytics does not load correctly: If Analytics does not open correctly the Java version might need to be updated. In addition, the utility might not be running in compatibility mode for the operating system it is using. Right click the RoomWizard Analytics Console and select Properties. Verify that it is running in Compatibility mode for the operating system.

The Graphs do not update dynamically after new meetings are created: Since the RoomWizard Analytics Console is pulling meeting data from static CSV files, the Graphs themselves are static. Therefore, meeting data cannot be updated automatically without resetting the RoomWizard Analytics Console or changing the capture dates. Please see section below regarding the Reset Button.

Reset Option

This option is found on the main menu:

1. **“File> Drop down> Reset”** Clicking this option will close the RoomWizard Analytics Console and remove all CSV references. It resets the RoomWizard Analytics Console to manufacturing default settings. The user will need to reconfigure Analytics console entirely when this option is selected.



Warranty

This software is provided as-is, with no warranty of any kind. Steelcase shall not be liable for consequential or incidental damages arising from any product defect including without limitation any liability for products not being available for use or for lost data or software.

Technical Support

If you have questions or difficulties with the installation, please call Steelcase Technical Support. In the Americas, contact Steelcase USA Technical Support:

- Phone: 1.888.783.3522 Support available in English and Spanish
- Monday through Friday technical support
- Email: techsupport@steelcase.com

In EMEA, contact Steelcase Europe

- Phone: 00800 2000 4000 - DACH, France, Benelux, UK & Ireland
- +49 8031 405-111 - All Other EMEA Countries

Monday through Friday, 8:00 to 17:00 Central European Time

- Email: lineone-en@steelcase.com (English)
lineone-da@steelcase.com (German)
lineone-fr@steelcase.com (French)

In APAC, contact Steelcase Asia Pacific

- Phone: +60 3 2027 6161 Support available in English and Mandarin
- Monday through Friday, 8:00 to 17:00 KL Time
- Email: apac.techsupport@steelcase.com