



# Kiosk and Room booking panel

Planon Software Suite

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# About this Document

## Intended Audience

This document is intended for *Planon Software Suite* users.

## Contacting us

If you have any comments or questions regarding this document, please send them to: [support@planonsoftware.com](mailto:support@planonsoftware.com).

## Document Conventions

### **Bold**

Names of menus, options, tabs, fields and buttons are displayed in bold type.



### *Italic text*

Application names are displayed in italics.

### CAPITALS

Names of keys are displayed in upper case.

## Special symbols

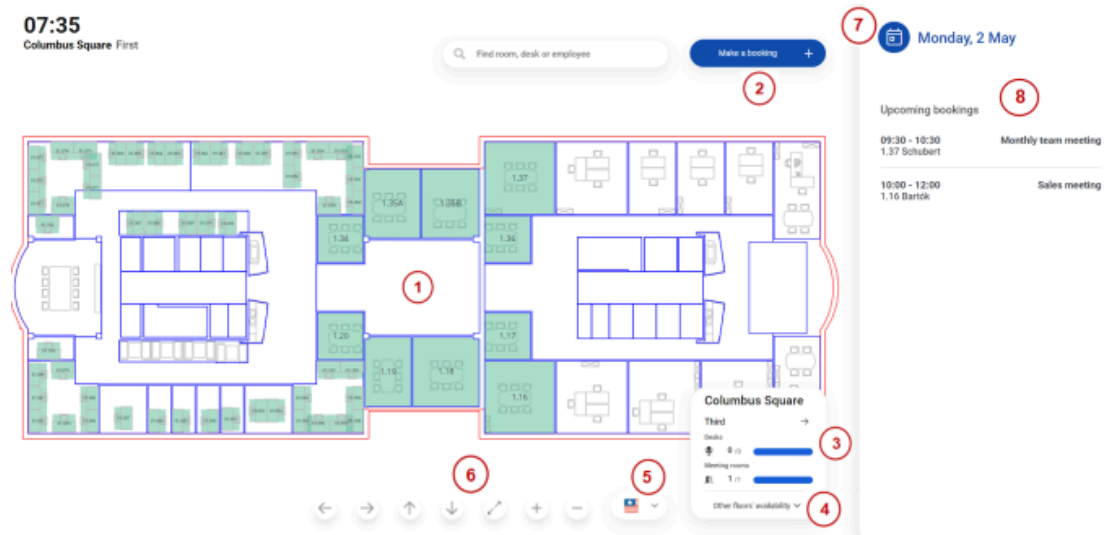
	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

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# Kiosk - an Overview


A **Kiosk** is a computer terminal placed at a central location in each floor of a building. A Kiosk can be used to view, add, edit or cancel reservations of meeting rooms and workspaces (flexible and fixed).



The Kiosk interface is described below:

## ComponentsDescription

- 1 The Kiosk displays an interactive CAD drawing of a floor in a property. The CAD drawing displays all the available/unavailable meeting rooms and workspaces on the floor.
- 2 The **Make booking** button enables you to make a booking. Select the desired date from the calendar. Then select the room you want to book. The available reservation units are shown in green.
- 3 The floor panel enables you to select a floor. The order of floors that is shown in the floor panel is based on the **Floor sequence** field and grouped by property.

 The **Floor sequence** field can be specified in Spaces & Workspaces . For more information, see [Floor fields](#).
- 4 Use the **Other floors' availability** panel to check the availability on other floors and to switch to another floor.
- 5 The language button enables you to change the default language displayed on the Kiosk.

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## ComponentsDescription

- 6** The navigation buttons enable you to move the CAD drawing on the Kiosk for a better view.
- You can zoom in and zoom out the CAD drawing and reset the zoom to return to the default size.
- 7** The calendar button enables you to select a date from the present week to the next 3 weeks. You can also tap on the displayed date and time to open the calendar.
- 8** You can directly see the list of upcoming and ongoing meetings by default when the setting **Show upcoming reservations by default** is enabled. For more information on the setting, see *Kiosk and RBP - Configuration Guide*.
- 

The reservation statuses of the reservation units and the color indicated on the Kiosk are given below:

---

Color	Reservation unit status
Blue	Current selection.
Green	Available for reservation.
Orange	Reserved and ready to be occupied.
Red	Occupied and a meeting is in progress.
White	Not available for reservation.

---

When you tap on a reservation unit or the calendar the **Timeline** opens on the right, allowing you to create reservations. A blue color **Filter block** is displayed to select the required time and duration. Based on the selection, the available reservation units are displayed in green.



Kiosk uses Property time zone and the working hours are derived from the applicable company calendar.


### Do not touch mode

The 'Do-not-touch mode' is available on the Kiosk. This mode disables the touch mode and shows upcoming meetings and availability of meeting rooms in an alternative interface. You can use this mode in situations where touching devices is not permitted, to prevent virus contamination. For more information on how to configure this mode, see [Kiosk definition fields](#). When this mode is enabled, the screen will look slightly different:

10:11  
Columbus Square First

 Please do not touch



 When the Kiosk server is offline, upgrading or restarting, the Kiosk screen will display the following notifications to inform users about the current status.

- when the server is offline: **This site can't be reached**
- when the server is upgrading: **Please wait. The environment is upgrading**
- when the server is restarting: **Page not found The requested webpage is not found. Click here to refresh page.**

# Working with Kiosk

Clicking on any of the available meeting rooms or workspaces on the Kiosk CAD drawing will allow you to view, add, edit or cancel a reservation of that space.

See the links below for more information:

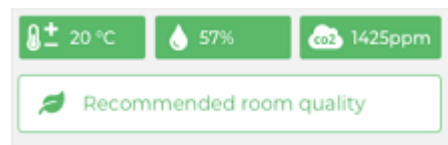
- [Creating a reservation on Kiosk](#)
- [Modifying a reservation on Kiosk](#)


When you select a room, you will see environmental information enabling you to select a suitable meeting room or workspace. Depending on the configuration, a minimum of 1 and a maximum of 3 environmental measurement values can be displayed on the Kiosk.

For more information on configuring the environmental measurements and their ranges, see [Kiosk definition fields](#).



If the measurement (derived from the sensors in the room) is within the acceptable range, the values are displayed in green, otherwise they will be displayed in orange. If all measurements are green, a banner is displayed saying that the room climate is according to standards.

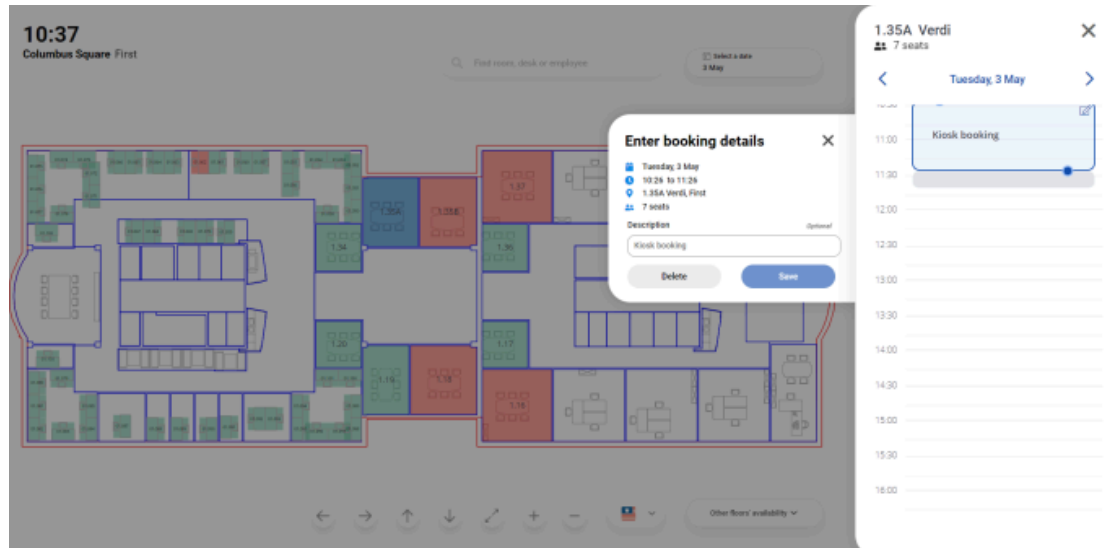


 The environmental information (measurement icons) is only displayed if relevant sensors are connected in the room.



# Creating a reservation on Kiosk

You can create reservations for meeting rooms and workspaces using Kiosk.




## Procedure

1. Click the Make a booking button.
2. Select a date.
3. Select a room.
4. On the timeline, click on the reservation. The Enter booking details pop-up appears.
5. On the pop-up, provide an appropriate description for the meeting.

Select the name of the person requesting the meeting. You can type in the name directly or you can enter a letter or code and select a person from the suggested names appearing in the pop-up. An on-screen keyboard is displayed to enter data.

**i** The code number is displayed as configured in the in the Kiosk settings > **No. of person code characters on display** field. For more information on this field, see *Kiosk definition fields*.


6. Tap Save. Your reservation is created.

The reservation is initially created for the default reservation time. You can, however, adjust the reservation's duration by dragging the  handles on the timeline.

A transition period (for example 15 minutes) is added to the start and end times of the reservation. The transition period is represented by the light gray bars at the top and bottom of the reservation period on the timeline.

# Modifying a reservation on Kiosk

## Procedure

1. On the timeline, tap on the reservation that you want to modify.
2. Drag the handles  available on the reservation to extend or shorten the reservation duration.
3. Tap Save.

Tap **Cancel** button if you want to remove the reservation.

# Showing the availability of spaces and workspaces in the floor plan


## Bookable spaces and workspaces

Bookable spaces and workspaces are defined as [reservation units](#). You can link a [measurement point](#) to a reservation unit if the availability should be determined by measurement point readings. If there is no measurement point linked to a reservation unit, then the availability is based on reservations and [non-bookable periods](#).

The possible availability statuses of a bookable (work)space are:

- **Available**
- **Soon to be occupied**
- **Occupied**

The availability status is indicated in the floor plan by colors. You can configure these colors in the [Kiosk settings](#).

 When you tap on a reservation unit in the floor plan, the timeline will appear at the top right of the screen, allowing you to easily make reservations. For more information, see [Creating a reservation on Kiosk](#).

## Non-bookable spaces and workspaces

The availability of non-bookable spaces and workspaces can also be shown in the Kiosk floor plan. The availability of non-bookable (work)spaces is based on [measurement point](#) readings. If no measurement point is linked to a (work)space, it is not shown in the Kiosk floor plan.

To show the availability of non-bookable (work)spaces in the floor plan, you must first do the following:

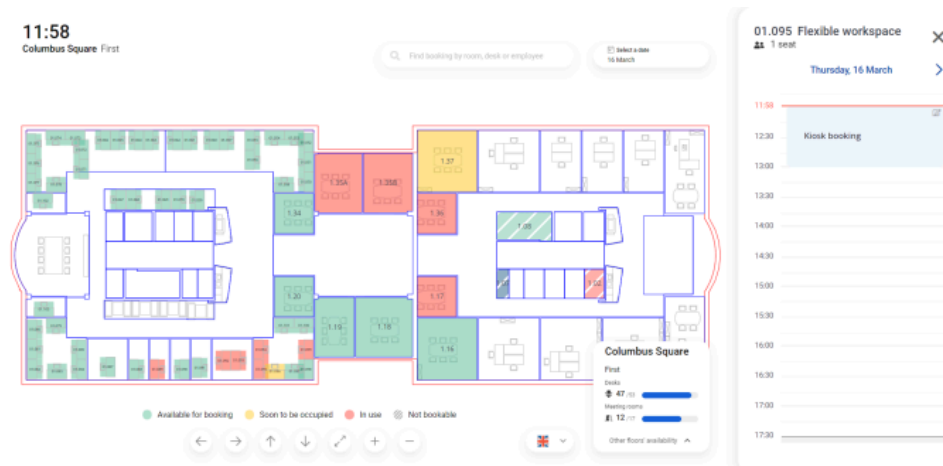
- Link a measurement point to the (work)space
- Set the measurement point option **Show in floor plan** to **Yes**
- Set the option **Use sensor data for availability** to **Yes**.

The possible availability statuses are:

- **Available**
- **Occupied**
- **Unknown**

The availability of non-bookable (work)spaces is shown by colors, in the same way as for bookable spaces and workspaces. You can configure these colors in the [Kiosk settings](#). The coloring of the **unknown** status (in blue) is hard-coded by Planon, you cannot change this.

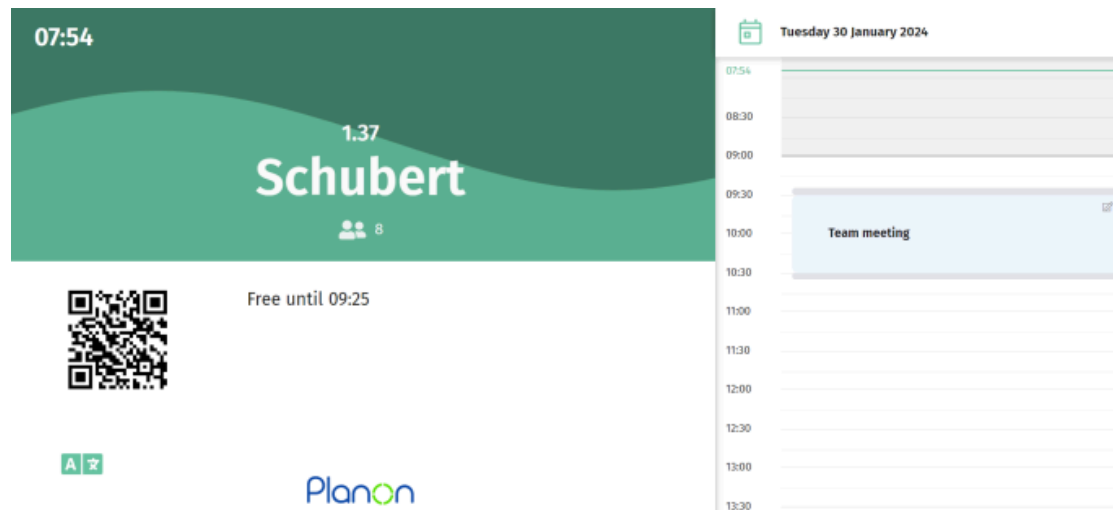
To distinguish between bookable and non-bookable (work)spaces, the non-bookable (work)spaces are colored with a hatch pattern.



**i** When you tap on a non-bookable (work) space on the floor plan, the details of the relevant space will be displayed in the top right corner of the screen.

# Room booking panel - An overview

The **Room booking panel** is a touch screen fixed next to the entrance of a meeting room. The Room booking panel can be used to view, add, edit or cancel a reservation of the room.



## Room information panel

The room information panel displays the following information:


- Room number
- Room name
- Available desk configuration
- Seating capacity
- Current time
- QR code for booking (if the **Show QR code** option is set to **Yes**; see [Kiosk definition fields](#))

Depending on the room reservation status, the colors of this panel change to green, orange and red.

## Action panel

The action panel allows you to access all possible actions that can be performed with the Room booking panel. For example, **Meet now**.




The  icon allows you to select the relevant language option for the Room booking panel. Default language is English.

## Time line

The time line is displayed on the right panel. It displays the present day and date on the top and current time. A duration of 15 minutes is the least reservation time.


The calendar button enables you to open the calendar and make a booking for the future.

 The number of future days displayed on the Room booking panel depends on the value selected in the **Number of advanced reservation days** field in **Reservations**.

 For more information see, *Reservations > Reservation unit fields*.

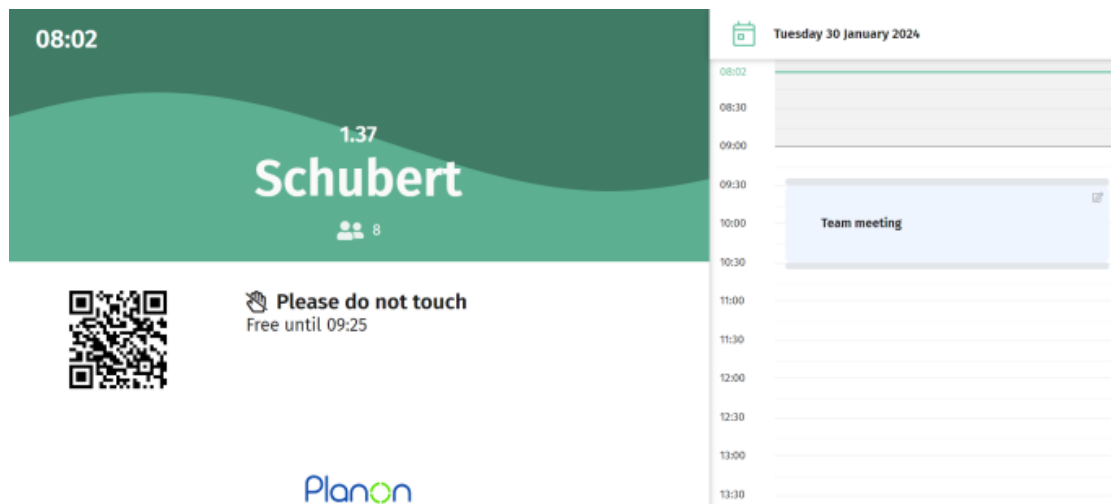


This button enables you to jump back to the present date.

 The working hours displayed on the Room booking panel time line are derived from the applicable company calendar.

### Do not touch mode

The 'Do-not-touch mode' is available on the Room booking panel. This mode disables the touch mode and shows a QR-code for booking. You can use this mode in situations where touching devices is not permitted, to prevent virus contamination. It is also possible to show a **Sanitized** icon, which indicates if the room has been sanitized since the last meeting. For more information on how to configure this mode, see [Kiosk definition fields](#). When the **Do not touch** mode is enabled, the screen will look slightly different:



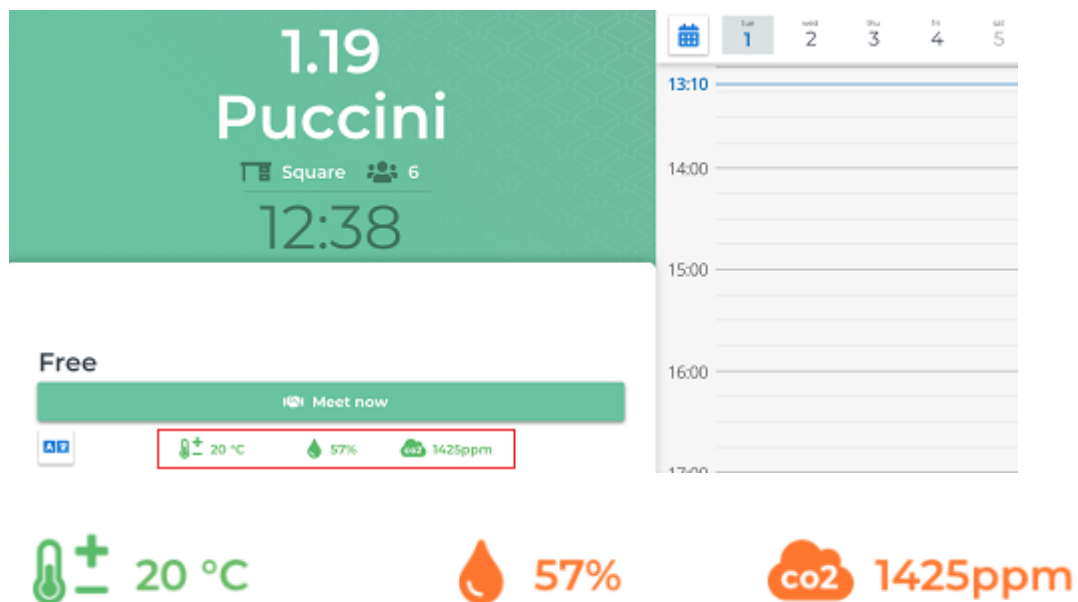
# Working with the Room booking panel

The first thing you notice when you approach the **Room booking panel** is the color it displays. The status of the room availability is indicated by the colors green, orange and red.

See the links below for more information:


- [Green room booking panel](#)
- [Orange room booking panel](#)
- [Red room booking panel](#)

Before booking an available (green) room, you can also consider the environmental factors displayed on the Room booking panel and assess if it is suitable or not. Depending on the configuration, a minimum of 1 and a maximum of 3 environmental measurement values can be displayed on the Room booking panel.

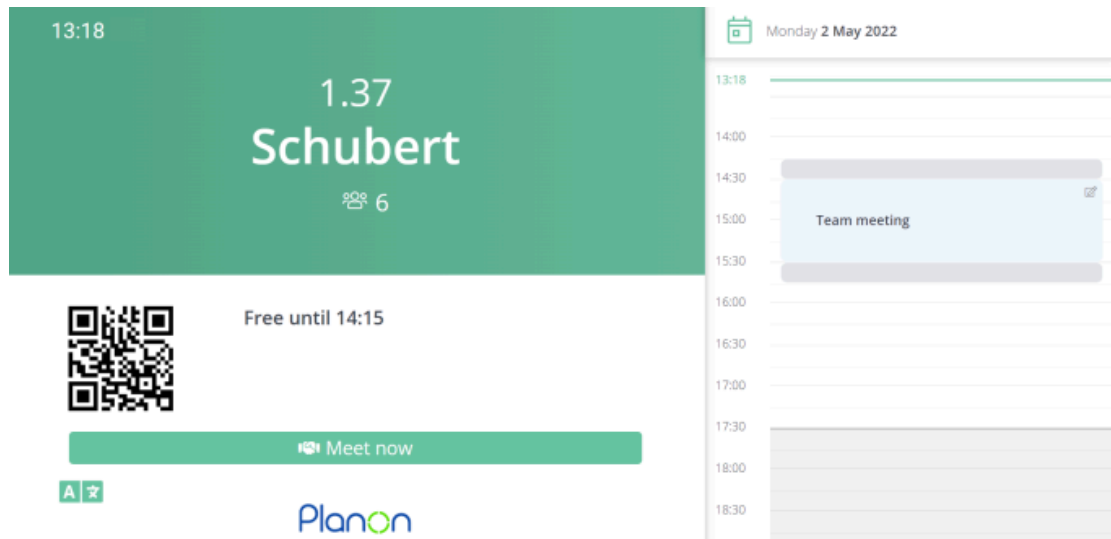


If the measurement (derived from the sensors in the room) is within the acceptable range, the values are displayed in green, else they will be displayed in orange.

For more information on configuring the environmental measurements and their ranges, see [Kiosk definition fields](#).

 The environmental information (measurement icons) is only displayed if relevant sensors are connected in the room.

# Green Room booking panel




Room status: Available for reservation.

Using the Room booking panel, you can make:

- A current reservation - Tap on the **Meet now** button to reserve the room for the current date and time. The reservation starts immediately with the duration of the default reservation time. For a current reservation, a transition period is marked after the meeting as the Meet now reservation starts immediately.

**i** If the button label **Meet now** does not apply to your Room booking set-up, you can change it to suit your requirements. For information on where and how to change the label text, see [Kiosk definition fields](#).

- A future reservation - Tap on the timeline to make a future reservation. For example, if the current time is 12:00 PM and if you want to make a reservation at 13:00 hours, tap on 13:00 hours on the timeline.

The reservation is created for the default reservation time. You can, however, also adjust the reservation duration by dragging the handles  on the panel. The default transition period (for example, 15 minutes) is added to the start and end times of the reservation. The transition period is represented by the light gray bars at the top and bottom of the reservation period on the timeline.

In the action panel, provide an appropriate description and select a requestor for the meeting. An on-screen keyboard is displayed to enter the data on the panel.

**i** When searching for a requestor, the code number is displayed as configured in the **No. of person code characters on display** field of the Kiosk settings. For more information on this field, see [Kiosk definition fields](#).

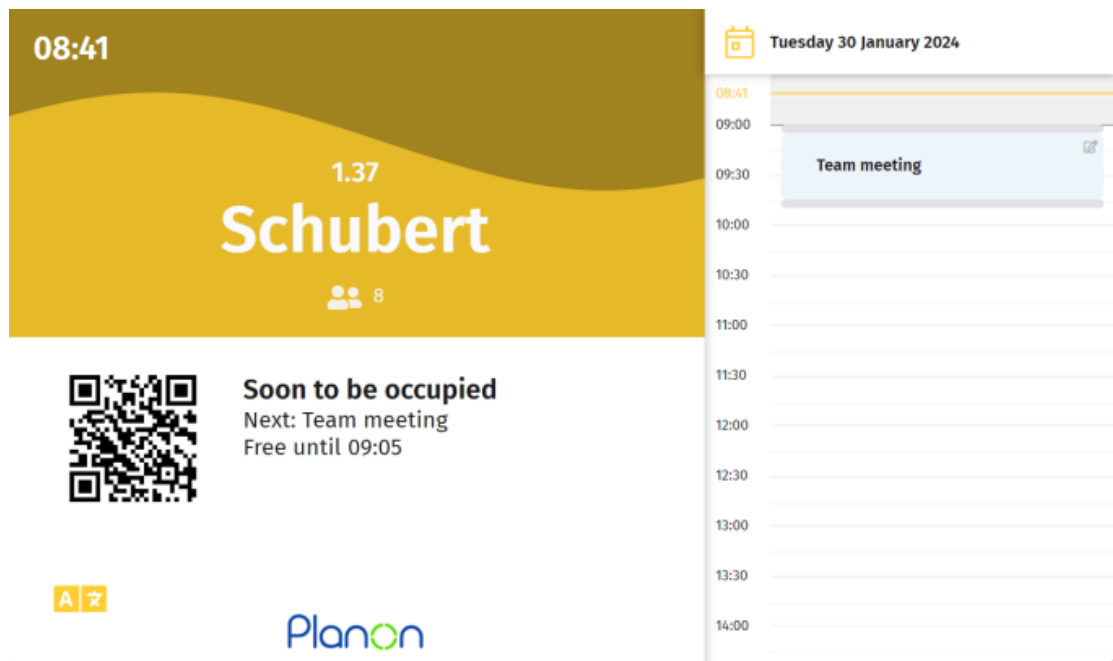
Tap **Save**. Your reservation is created.

Tap on the **Cancel** button, if you want to delete the reservation.

The reservation for a future meeting requires you to check in before entering the meeting room. The **Check in** button is displayed on the action panel only when the reservation begins.

**i** If the setting **Allow early check-in** is select to **Yes** in the Room booking panel settings, you can check in 15 minutes before the meeting starts. It is also possible to check-in during the transition period.

## Orange Room booking panel

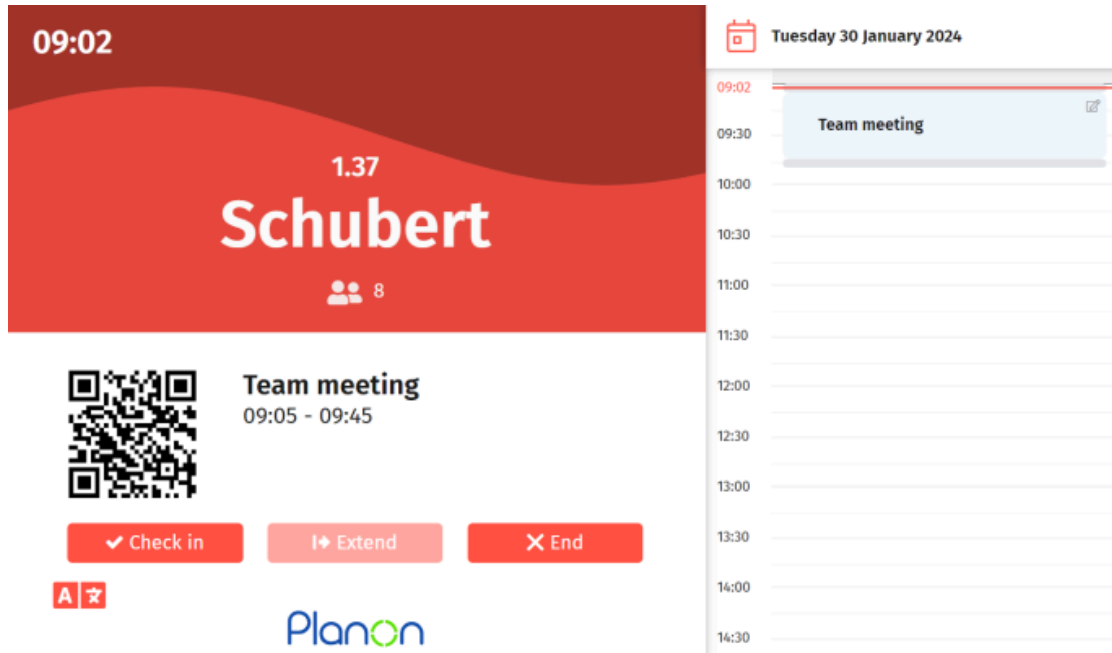


Room status: Room is reserved and is ready to be occupied in a few minutes.

The Room booking panel is displayed in orange 30 minutes before the start of the transition period of a reservation. You can, however, reserve the room for these 30 minutes using the **Meet now** button.

## Red Room booking panel





Room status: Indicates that either the transition period of the reservation or the actual reservation is in progress.

Here you can:

- End the reservation - The **End** button allows you to end the current reservation earlier than the specified end time.

Tap on the **Check out** button to end the reservation, the current reservation is terminated and the room becomes available immediately for reservation again.

**i** If the setting **Allow checkout after (minutes)** in the Room booking panel settings has a value, the **Check out** button will only be available after the specified time.

**i** If there are sensors installed in the room, the status of the room occupancy is detected and updated automatically based on the 'Agile Workplace Management' solution.

- Extend the reservation - The **Extend** button allows you to extend an ongoing reservation.

You can extend a meeting, only if you created the reservation.

Tap the **Extend** button and select from the three options:



The meeting will be extended accordingly.

# Kiosk and Room booking panel - Configuration

To get **Kiosk** and **Room booking panel** working, some configuration is required. The configuration involves [user account](#), [business objects and fields](#), [status transitions](#) and also [Kiosk and Room booking panel definitions](#).

End users can use these solutions to view, create, edit or delete reservations of a meeting room.

The Kiosk and the Room booking panel work in sync with the **Reservations** TSI in Planon ProCenter . Any changes made to a reservation are automatically reflected in the **Reservations** TSI and on the Kiosk/Room booking panel.



- The **Kiosk License** TSI enables you to get an overview of all the Kiosks and Room booking panels that are in use. When you configure a Kiosk or Room booking panel in **Planon Self-Service**, it is automatically added to the list in the **Kiosk licenses** TSI. This TSI also shows if all Kiosk floors and Room booking panel reservation units are licensed or not, depending on the license of the customer.
- The room booking panels are licensed per meeting room. If there are multiple panels for a meeting room, all those panels will have the same license. The licensing is checked per meeting room rather than per physical display.

# User account and authorization

Kiosk and Room booking panel clients require a user account to communicate with the Planon services. This user account needs to be authorized to read and/or write business objects, fields, statuses and status transitions.

## User account configuration

User account required for the Kiosk and/or Room booking panel uses the following business objects in Planon:

---

<b>Business object</b>	<b>System name</b>	<b>Actions</b>
<UD Person>	Person	Read only
Spaces	Space	Read only
<UD Room Reservation>	UsrReservationMeetingRoom	Add
<UD Flexible Workspace Reservation>	UsrReservationFlexibleWorkSpace	Add
Space units	ReservationSpaceUnit	Read only
Flexible workspaces	FlexibleWorkplace	Read only
Floor	Floor	Read only
Floor attributes	FloorAttributes	Read only
Property	Property	Read only

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## Business objects and fields

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<b>Business object</b>	<b>Display field name</b>	<b>System field name</b>
<UD Person>	Card Number	CardNumber
	Code	Code
	Surname	LastName

Business object	Display field name	System field name
<UD Reservation>	First name	FirstName
	Start date and time	BeginDateTime
	End date and time	EndDateTime
	Description	Description
	Requestor	InternalRequestorPersonRef
	Booking utilized	BookingUtilized
	Internally assigned by	InternalAssignedByPersonRef
Space unit/Flexible workspace	Code	Code
	Name	Name
	Number of people	MaximumPersonCount
	Num. of advance reservation days	NumOfAdvancedBookingDays
	Transition period in minutes	TransitionPeriod
	Type	SysReservationUnitType
	<UD Property>	Description
Code		Code
Floor	Description	Name
	Code	Code
Floor attributes	FM Drawing	CADViewerFMDrawingRef
Desk configuration	Description	Name
Space	Space number	Code



The field's properties **In use** and **In selection** must be set to **Yes** in *FieldDefiner*.

## Status transitions

---

<b>UD Business object</b>	<b>From status</b>	<b>To status</b>
<UD Room Reservation>	Booked	Cancelled
<UD FWP Reservation>	Booked	Cancelled
<UD Room Reservation>	<initial std res status>	<booked>
<UD FWP Reservation>	<initial std res status>	<booked>

---

# Kiosk and Room booking panel settings

A Web Configuration module that enables you to create the Kiosk and Room booking panel web definitions.



The Floor plans (CAD drawing) displayed on Kiosk are the .orj files specified in the Spaces & Workspaces > **Floor attributes** > **FM drawings** field. At **Floor attributes** you can also specify a background image in the **CAD background image** field. This image will be displayed beneath the CAD drawing on the Kiosk. You can use this image to display any additional information of the property on the Kiosk. For example, signs indicating elevators, stairs or restrooms.

## Configuring Kiosk and Room booking panel definitions

You can enable end users to view, add, edit or delete reservations via the Kiosk or Room booking panel touch screen. First you need to have a general definition and then you will be able to access the specific settings for **Kiosk** and **Room booking panel**.

### Procedure

1. Go to Kiosk > Settings.
2. On the action panel, click Add.
3. In the data section, complete the relevant fields. For a description of these fields, refer to Kiosk definition fields.
4. Click Save.

**A general definition is created on the Web definition panel.**


You can now configure specific settings for the Kiosk and Room booking panel, which are available within the general definition. For a description of these fields, refer to [Kiosk definition fields](#).


5. Click Save.

**The Kiosk and Room booking panel definitions are now ready to use.**

## Kiosk definition fields

Field	Description
<b>General settings</b>	
Default reservation duration	<p>Select a duration from the list to make it the default time span for reservations created in the Kiosk and Room booking panel. For example, if you select 30 minutes, reservations will by default be created for 30 minutes.</p>
Authentication mode	<p>This field allows you to choose the user access mode for the Kiosk and Room booking panel. Select either <b>Smart card</b> or <b>Manual lookup</b> mode.</p> <p>If you select <b>Smart card</b>, the Kiosk or Room booking panel identifies the smart card holders. Only they can create, modify or delete a reservation.</p> <p>If you select <b>Manual lookup</b>, all users can create, modify or delete a reservation.</p> <p>In both modes, users can view and search existing reservations.</p>
Std order meeting room	<p>Select a standard order that must be used to create reservations for meeting rooms.</p>
Std sub cleaning order	<p>Select a standard cleaning suborder that must be used to clean the meeting room after the meeting.</p> <p>The 'Do-not-touch mode' is available on the Kiosk and Room Booking Panel. This mode disables the touch mode and shows a QR-code for booking on the Room Booking Panel. You can use this mode in situations where touching devices is not permitted, to prevent virus contamination. It is also possible to show a 'Sanitized' icon, which indicates if the</p>

 If a standard order is linked to a reservation unit (see [Reservation unit fields](#)), Planon uses this standard order as the basis for the Kiosk reservations. If there is no standard order linked to a reservation unit, Planon uses the value you enter in the **Std order meeting room** field in the Kiosk settings.

Field	Description
Cleaning order statuses	<p>room has been sanitized since the last meeting.</p> <p>Select the status that the cleaning order must have in order to be considered as 'Sanitized'.</p>
Std order flexible workspace	<p>Select a standard order that must be used to create reservations for flexible workspaces.</p> <div data-bbox="737 583 1325 873" style="border: 1px solid blue; padding: 5px;"> <p> If a standard order is linked to a reservation unit (see <a href="#">Reservation unit fields</a>), Planon uses this standard order as the basis for the Kiosk reservations. If there is no standard order linked to a reservation unit, Planon uses the value you enter in the <b>Std order flexible workspace</b> field in the Kiosk settings.</p> </div>
Cancel status meeting room	<p>Select a user-defined cancellation status that must be assigned to canceled reservations in the Kiosk and Room booking panel.</p>
Cancel status flex workspace	<p>Select a status that must be assigned to a canceled reservation of a flexible workspace in Kiosk. For example, if you have selected the <b>Cancelled</b> status here, all canceled reservations will be given this status.</p>
No. of person code characters on display	<p>Select a number representing the number of characters of the requestor's code that must be displayed when searching for a person. The remaining characters will be masked. For example, if:</p> <ul style="list-style-type: none"> <li>• the requestor's code = 5 characters long: 00001, and</li> <li>• the selected field value = 2</li> </ul> <p>Then the display in Kiosk and Room booking panel is as follows: ***01</p>
Reservation statuses	<p>Select the status(es) for which the reservations should be displayed on the Kiosk and Room booking panel. For example, if you select the <b>Requested</b></p>



Field	Description
	status here, the reservations in the Requested status are displayed in the Kiosk and Room booking panel.
Code	Enter a code for the Kiosk definition.
Description	Enter a relevant description for the Kiosk definition.
Use sensor data for availability?	<p>Set this option to <b>Yes</b> to use sensor data to determine the availability of reservation units.</p> <p>The default setting is <b>No</b> for a newly configured Kiosk/Room booking panel. For all existing Kiosk/Room booking panel configurations, the default setting is <b>Yes</b>.</p>

### Translations

'Meet now' placeholder text	Enter the text you want to be displayed on the <b>Meet now</b> button in the <b>Kiosk</b> and <b>Room booking panel</b> . For example, if 'Meet now' is not relevant for your business, you can change it to 'Meet today'.
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### Environmental information

Show environmental information on	<p>Select the type of reservation unit (meeting rooms or workspaces) for which you want the environmental information to be displayed on the Kiosk and Room booking panel. You can choose from the following:</p> <ul style="list-style-type: none"> <li>• Meetings rooms and flexible workplaces</li> <li>• Only meeting rooms</li> <li>• Only flexible workplaces</li> </ul>
Environmental measurement 1-3	In these 3 environmental measurement fields, you can select the measurement options that you want to be displayed on the Kiosk and Room booking panel.

Field	Description
	<p>You can choose from the following measurements:</p> <ul style="list-style-type: none"> <li>• Carbon dioxide (ppm)</li> <li>• Noise (dB)</li> <li>• Humidity (%)</li> <li>• Light (lux)</li> <li>• Temperature (°)</li> </ul>
Show banner if all measurements are within range	Select <b>No</b> if you do not want the banner to be displayed on the Kiosk when all measurements are green for the selected reservation unit. By default <b>Yes</b> is selected and the banner is displayed.
Banner text	Enter the text to be displayed as a banner on the Kiosk when all measurements are green. Default value for the text is: 'Recommended room quality'.


### Environmental ranges

Carbon dioxide range from (ppm)	Enter the minimum value to define the acceptable carbon dioxide range in the selected reservation unit. The default value is 0.
Carbon dioxide range to (ppm)	Enter the maximum value to define the acceptable carbon dioxide range in the selected reservation unit. The default value is 1000.
Noise range from (dB)	Enter the minimum value to define the acceptable noise range in the selected reservation unit. Default is 0.
Noise range to (dB)	Enter the maximum value to define the acceptable noise range in the selected reservation unit. Default is 80.
Humidity range from (%)	Enter the minimum value to define the acceptable humidity range in the selected reservation unit. Default is 40.
Humidity range to (%)	Enter the maximum value to define the acceptable humidity range in the selected reservation unit. Default is 60.

Field	Description
Light range from (lux)	Enter the minimum value to define the acceptable light range in the selected reservation unit. Default is 500.
Light range to (lux)	Enter the maximum value to define the acceptable light range in the selected reservation unit. Default is 2000.
Temperature range from (degrees)	Enter the minimum value to define the acceptable temperature range in the selected reservation unit. Default is 18.
Temperature range to (degrees)	Enter the maximum value to define the acceptable temperature range in the selected reservation unit. Default is 23.


### Kiosk settings

Site URL	The URL of the Kiosk is populated automatically after saving the web definition. By clicking on the link, you can access the actual Kiosk interface.
----------	--


 To assign the URL to a particular floor on a property, append the URL with the property code and floor code, as follows:

```
../kiosk/ksk/BP/01/<property_code>/<floor_code>
```


*ksk* = kiosk, *BP* = name of the property set, *01* = kiosk case part setting code.


 You can also log in to Kiosk automatically, using basic authentication by adding a user name and password to the URL. The format for adding a user name and password to the URL is as follows: `https://<user_name>:<password>@<site_address>/kiosk/ksk/BP/01/<property_code>/<floor_code>`. Can result in this URL, for example: `https://kioskadmin:secret@planon-test.pdit.cloud/kiosk/ksk/BP/01/14/01`.


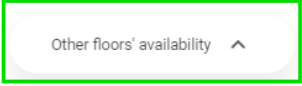
Fixed filter	Create a filter for the reservation units. This filter determines which Space units and workspaces are displayed on the Kiosk.
--------------	--

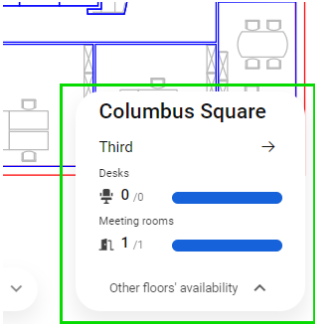
 For more information on filtering, refer to *Fundamentals*.

Field	Description
Refresh rate (secs)	<p>Specify the duration in seconds for the Kiosk to refresh (update) the page.</p> <p>The minimum and maximum values for the refresh rate are 10 and 900 seconds respectively. The default refresh rate is 120 seconds.</p>
Add reservations	<p>Select <b>Yes/No</b>. If you select <b>No</b>, users are not allowed to create reservations on the Kiosk. <b>Yes</b> is selected by default.</p>
Edit reservations	<p>Select <b>Yes/No</b>. If you select <b>No</b>, users are not allowed to edit existing reservations on the Kiosk. <b>Yes</b> is selected by default.</p>
Cancel reservations	<p>Select <b>Yes/No</b>. If you select <b>No</b>, users are not allowed to cancel reservations on the Kiosk. <b>Yes</b> is selected by default.</p>
Show requestor	<p>Select <b>Yes/No</b>. If you select <b>No</b>, the user / requestor's name is concealed from the Kiosk. <b>Yes</b> is selected by default.</p>
Show description	<p>Select <b>Yes/No</b>. If you select <b>No</b>, the description of the reservation is concealed on the Kiosk. <b>Yes</b> is selected by default.</p>
Custom label text	<p>Enter the custom text that you want to be displayed on the Kiosk. You can use this field to convey any information to the user. For example, the person to contact in case of problems. The maximum number of characters for the text is 120.</p>
Show upcoming reservations by default	<p>Select <b>Yes</b> to display the list of upcoming reservations on the Kiosk panel.</p>





 The refresh rate of Kiosk must be less than the session timeout of the Web servers.

 If both **Show requestor** and **Show description** fields are set to **No**, the room reservation displays the status **Reserved** on the Kiosk.


Field	Description
Upcoming reservation data	<p>Select the type of reservation units you want to have displayed in the upcoming reservations list. You can choose from:</p> <ul style="list-style-type: none"> <li>• Space unit and flexible workspace reservations</li> <li>• Space unit reservations</li> <li>• Flexible workspace reservations</li> </ul>
Floors	<p>Select the floors that must be made available on the Kiosk.</p>
Do-not-touch mode on	<p>Set this option to <b>Yes</b> to disable the touch mode. The 'Do-not-touch mode' is available on the Kiosk and Room Booking Panel. This mode disables the touch mode and shows a QR-code for booking on the Room Booking Panel. You can use this mode in situations where touching devices is not permitted, to prevent virus contamination.</p>
Do not touch mode scroll speed	<p>Here you can set the scroll speed of the list with upcoming meetings when you use the 'Do-not-touch' mode.</p>
Floor panel mode	<p>Use this setting to indicate how the floor panel in the Kiosk should be displayed by default.</p> <ul style="list-style-type: none"> <li>• Choose <b>Collapsed</b> to collapse the floor panel.</li> </ul>   <ul style="list-style-type: none"> <li>• Choose <b>Current floor</b> to show information about the selected floor.</li> </ul>

Field	Description
	
	<p><b>i</b> In both modes, you can expand the floor panel by clicking on it. When the floor panel is expanded, multiple floors are displayed and you can scroll through them.</p>
<h3>Coloring</h3>	
Color for 'Available'	Choose the color in which the Kiosk displays the <b>Available</b> occupancy status of a reservation unit. The default color is: RGB 102, 195, 161.
Color for 'Soon to be reserved'	Choose the color in which the Kiosk displays the <b>Soon to be reserved</b> occupancy status of a reservation unit. The default color is: RGB 255, 206, 48.
Color for 'Occupied'	Choose the color in which the Kiosk displays the <b>Occupied</b> status of a reservation unit. The default color is: RGB 255, 82, 69.
Color for 'Selected'	Choose the color in which the Kiosk displays selected reservation units. The default color is: RGB 15, 112, 187.
	<p><b>i</b> You can choose to change the default colors displayed for every status. If you change a color, a <b>Reset to default color</b> button is displayed in case you want to restore the default color.</p>
Color transparency (0 - 100)	Enter the transparency (alphanumerical value) of the colors displayed on the reservation units' floor plan.
Show color legend	Select <b>Yes</b> to display a legend for the occupancy colors.


Field	Description
<b>Room Booking Panel settings</b>	
Site URL	<p>The URL of the Room booking panel is populated automatically after saving the web definition. By clicking on the link, you can access the actual Room booking panel interface.</p> <div data-bbox="737 527 1325 1308" style="border: 1px solid black; padding: 5px;"> <p> To assign the URL to a particular meeting room, append the URL with the meeting room code, as follows:  <code>../kiosk/rbp/BP/01/&lt;room-code&gt;</code>  <i>rbp</i> = room booking panel, <i>BP</i> = name of property set, <i>01</i> = kiosk case part setting code.</p> <p>If the room code is not unique, you can use the property code before the room code to identify the room based on the property. The URL will look like this: <code>../kiosk/rbp/BP/01/&lt;property-code&gt;/&lt;room-code&gt;</code></p> <p> You can also login to the Room booking panel automatically, using basic authentication by adding the user name and password to the URL. The format for adding the user name and password to the URL is as follows: <code>https://&lt;user_name&gt;:&lt;password&gt;@&lt;site_address&gt;/kiosk/rbp/BP/01/&lt;room_code&gt;</code> For example, <code>http://rbpadmin:secret@planon-test.pdit.cloud/kiosk/rbp/BP/01/01</code>.</p> </div>
Person filter	<p>Create a filter for the <b>Personell</b> business object. When searching for persons on the Room booking panel, this filter determines who will be displayed there.</p> <div data-bbox="737 1472 1325 1591" style="border: 1px solid black; padding: 5px;"> <p> For improved performance, Planon recommends using this setting instead of the standard Planon authorization filters.</p> </div>
Refresh rate (secs)	<p>Specify the duration in seconds for the Room booking panel to refresh (update) the page.</p> <p>The minimum and maximum values for the refresh rate are 30 and 900 seconds respectively. The default refresh rate is 60 seconds.</p>

Field	Description
Allow early check-in	<p> When a large number of panels are involved (300+), Planon recommends to set this setting to a minimum of 60 seconds to avoid performance overhead.</p> <p> The refresh rate of the Room booking panel must be less than the session timeout of the Web servers.</p> <p>Click <b>Yes</b> to enable the user to check-in to the meeting room 15 minutes before the actual meeting starts.</p>
Allow checkout after (minutes)	<p> The check-in functionality is used in combination with the Planon scheduler that keeps track of reservations. If the scheduler detects that a reservation has not been checked-in after a specific time (from the start time of the reservation), it will cancel the reservation automatically and make the reservation unit available/green again. In order to determine if a reservation has been utilized or not, the scheduler will look at the value in the field <b>Booking utilized in Reservations</b> (this value is set to <b>Yes</b> when users checks in).</p> <p> The booking utilized fields can be configured in <i>Field Definer &gt; Orders &gt; Business object settings &gt; Reservations</i></p> <p>Select the duration to define the availability of <b>Check-out</b> button for the user after a meeting is started. The duration can be selected from a range between 0 to 15 minutes.</p>
Add reservations	<p>Select <b>Yes/No</b>. If you select <b>No</b>, users are not allowed to create reservations when tapping on the Room booking panel time line. <b>Yes</b> is selected by default.</p>
Cancel reservations	<p>Select <b>Yes/No</b>. If you select <b>No</b>, users are not allowed to cancel reservations on the Room booking panel. <b>Yes</b> is selected by default.</p>
Edit reservations	<p>Select <b>Yes/No</b>. If you select <b>No</b>, users are not allowed to edit existing</p>




Field	Description
Show requestor	<p>reservations on the Room booking panel. <b>Yes</b> is selected by default.</p> <p>Select <b>Yes/No</b>. If you select <b>No</b>, the user/requestor name is concealed on the Room booking panel. <b>Yes</b> is selected by default.</p> <div data-bbox="737 489 1325 709" style="border: 1px solid #00aaff; padding: 5px;"> <p> On the Room booking panel, when you select a reservation, the <b>Requestor</b> name is derived from the <b>Internally assigned by</b> field in the Reservations TSI. If the <b>Internally assigned by</b> field is empty, then the name in the <b>Requestor</b> field will be displayed.</p> </div>
Show description	<p>Select <b>Yes/No</b>. If you select <b>No</b>, the description of the reservation is concealed from the Room booking panel. <b>Yes</b> is selected by default.</p> <div data-bbox="737 873 1325 1024" style="border: 1px solid #00aaff; padding: 5px;"> <p> If both <b>Show requestor</b> and <b>Show description</b> fields are set to <b>No</b>, the room reservation displays the status <b>Reserved</b> on the Room booking panel.</p> </div>
Custom label text	<p>Enter the custom text that you want to be displayed on the Room booking panel. You can use this field to display user information. For example, a contact person or number they can call in case of problems. The maximum text length is 120 characters.</p>
Device type	<p>Select the relevant option to disable / enable device functionality that is supported by a device, such as LED lights.</p> <ul style="list-style-type: none"> <li>• <b>Default</b> - No extra functionality.</li> <li>• <b>IAdea series</b> - Controls the colors of LED lights on the device to indicate occupancy.</li> </ul>
Use legacy app	<p>Use this setting to switch between the old and new app for Kiosk and Room Booking Panel.</p>

Field	Description
Do-not-touch mode on	Set this option to <b>Yes</b> to disable the touch mode. The 'Do-not-touch mode' is available on the Kiosk and Room Booking Panel. This mode disables the touch mode and shows a QR-code for booking on the Room Booking Panel. You can use this mode in situations where touching devices is not permitted, to prevent virus contamination.
Show QR code	Set this option to <b>Yes</b> to show a QR code on the Room Booking Panel also when you are <u>not</u> using the 'Do-not-touch mode'.
QR code error correction	Set the error correction level either to <b>Low, Medium, Quartile or High</b> .

 It is recommended to select **Medium**, because codes generated at the medium level can be scanned faster by the apps and are suitable for office environments. If there is a need to create QR codes for industrial places, select the **High** error correction level. This allows codes to be scanned even if they are partly covered. The scanning, however, will be slower if this setting is used.

## Coloring

Color for 'Available'	Choose the color in which the Room booking panel displays the <b>Available</b> occupancy status of a reservation unit. The default color is: RGB 102, 195, 161.
Color for 'Soon to be reserved'	Choose the color in which the Room booking panel displays the <b>Soon to be reserved</b> occupancy status of a reservation unit. The default color is: RGB 255, 206, 48.
Color for 'Occupied'	Choose the color in which the Room booking panel displays the <b>Occupied</b> status of a reservation unit. The default color is: RGB 255, 82, 69.

 You can choose to change the default colors displayed for every status. If you change a color, a **Reset to default color** button is

---

Field	Description
<b>Cached data</b>	displayed in case you want to restore the default color.
Get cached data	Select <b>Yes</b> to get the data from cache. If you select <b>No</b> , Room booking panels get the occupancy information directly from the database. This will impact the performance considerably when a large number of panels are running concurrently. It is always recommended to have this setting to <b>Yes</b> unless a small number of panels are used (up to 30).

---

# Languages

The Kiosk and Room booking panel retrieve languages from the user account. The current selected language on the Kiosk and Room booking panel is the language selected in Planon account.

# Calendars and office hours

Kiosk and Room booking panel includes a scrollable timeline for the entire day. The office hours and working days displayed are derived from the calendar attached to the reservation unit. If no calendar is linked to the reservation unit, the calendar linked to the property is used. If no calendar is linked to the property, the global calendar is used.



The number of advance reservation days displayed on Kiosk and Room booking panel can be selected in the **No. of advance reservation days** field in **Reservations**.

# Card reader

Kiosk and Room booking panel support card readers with keyboard emulation. The following devices are recommended:

- RF IDEas pcProx Enroll HID iCLASS ID# Pearl USB Reader
- RFID Multi-ISO Reader with Keyboard Emulation

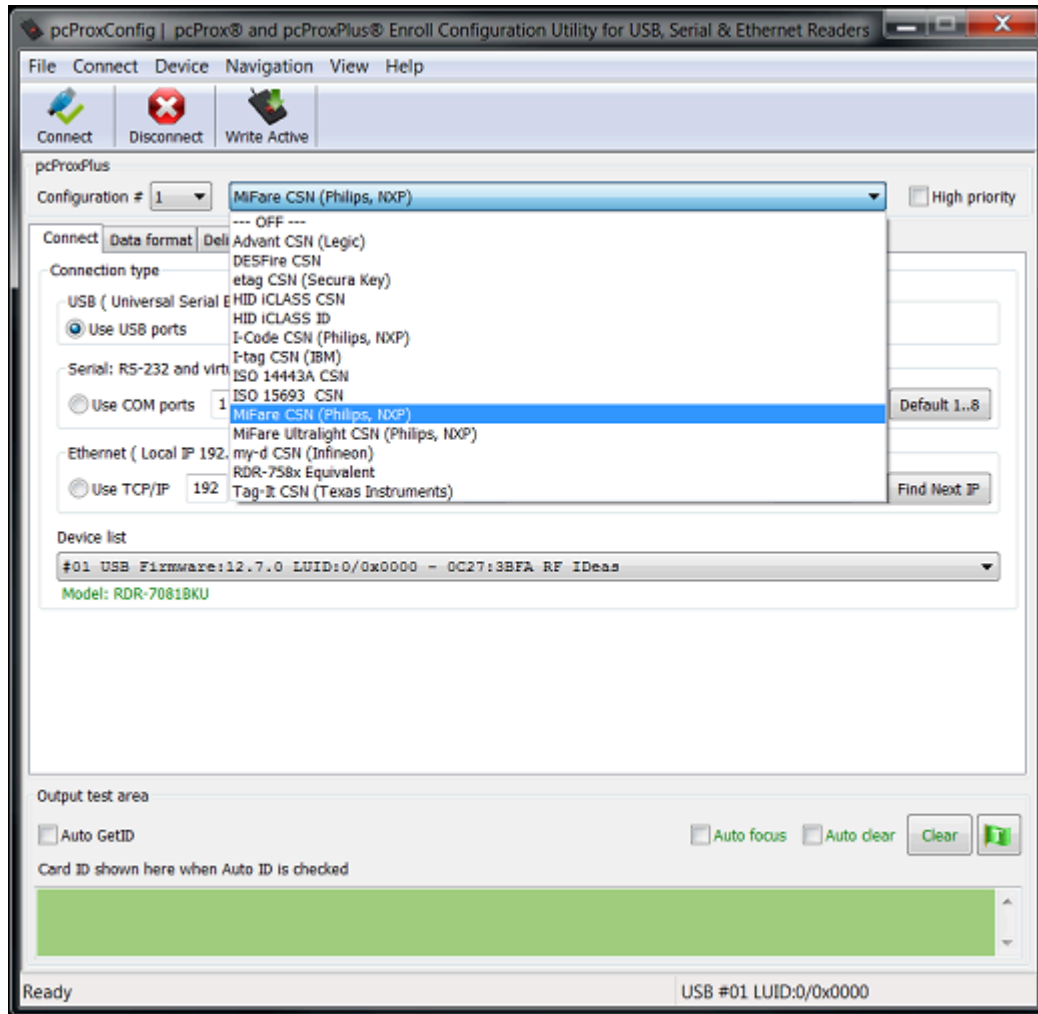
Card readers with keyboard emulation provide an easy way to transfer data from card to computer. Typically, these readers use USB connectivity and work on 32-bit and 64-bit operating systems.

## **1. Device installation**

Insert the card reader in any of the available USB ports on the Kiosk computer. The operating system will detect the device and install the drivers automatically.

## **2. Configuration**

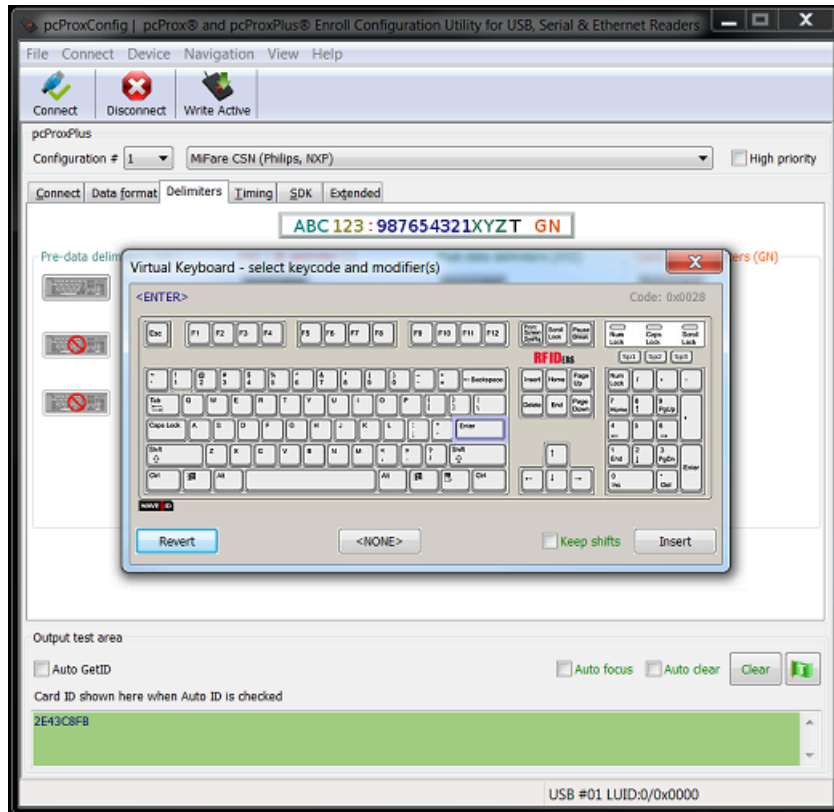
Card reader manufacturers provide configuration software to configure the device to read specific types of cards (i.e. MiFare, HID iCLASS, DESFire):



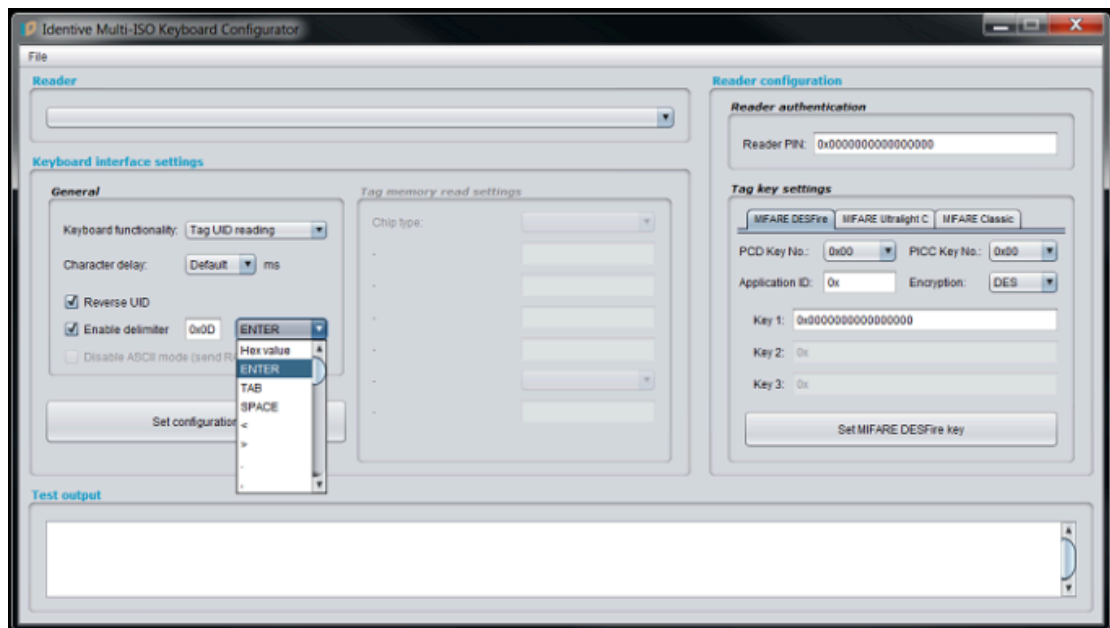
*Configuration tool for the RF IDEas pcProx card reader – Selecting the card type*

**Selecting the termination keystroke (required)**

When the device reads a card, it sends data to the computer through the keyboard buffer, so if the data to be sent is "ABC123", the reader will literally "type" the characters "A" "B" "C" "1" "2" "3" and terminate the sequence with one final keystroke, which is often "ENTER". This is called the "termination stroke" and should be configurable. For the Kiosk and Room Booking Panel, "ENTER" must be the termination stroke.



Configuration tool for the RF IDEas pcProx card reader – Selecting the termination keystroke



Configuration tool for the Identive Multi-iso Reader card reader - Termination keystroke

### 3. Testing the card reader device



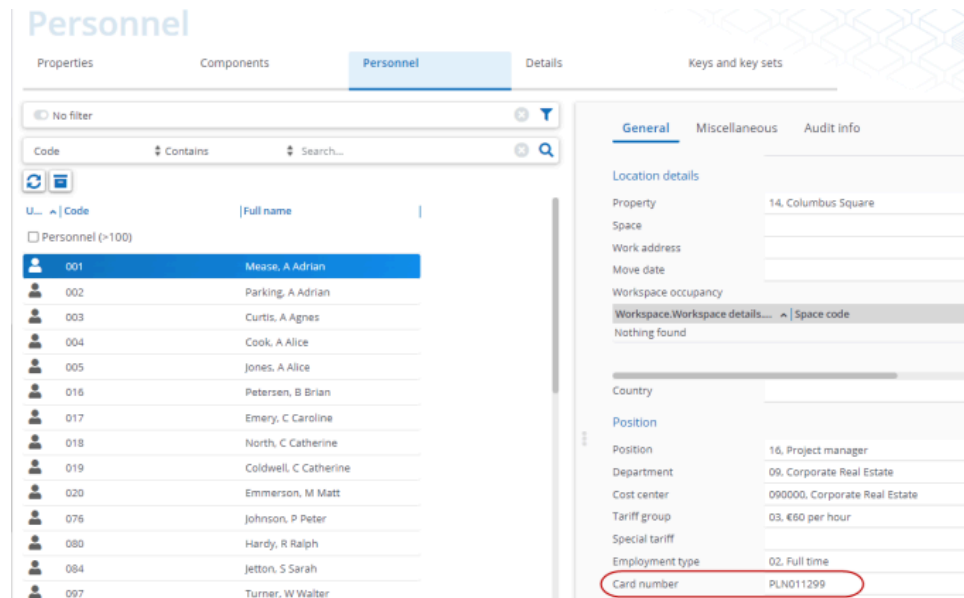
To test if the device is working properly:

- Open a text editor (e.g. Windows Notepad).
- Hold the card against the reader.
- Verify by typing a text in the text editor.

#### 4. Configuring and testing the card reader for use in the Kiosk

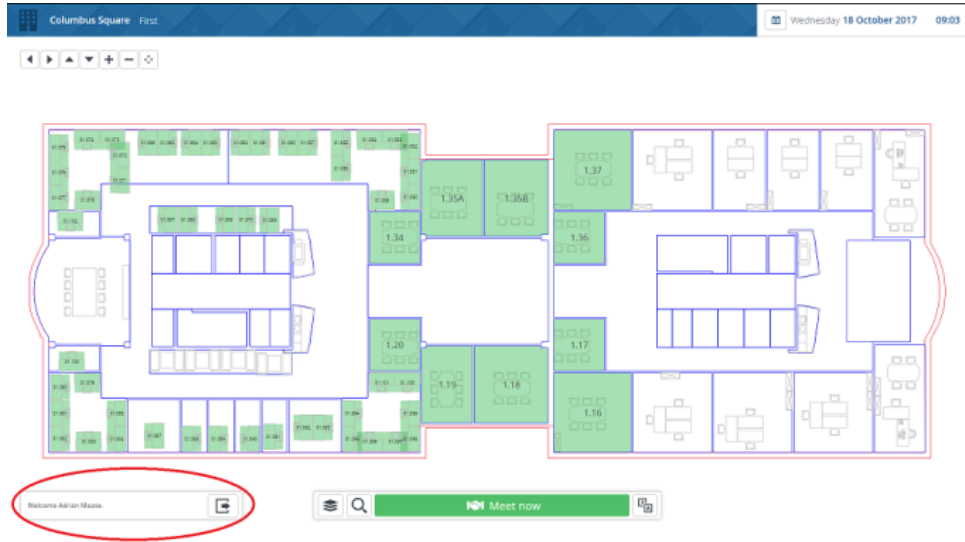
- **4.1 Linking the card ID to a person in Planon**

The card's code, for example "PLN011299" must be identical to the value of the field **Card number** (system name **CardNumber**) in Personnel .

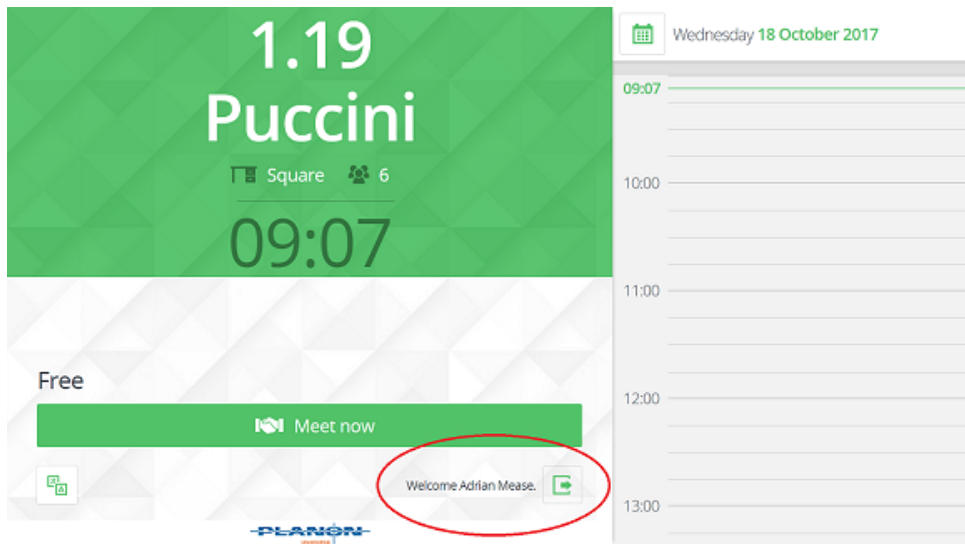


- **4.2 Testing the card reader in the Kiosk**

- Make sure the setting **Identification mode** in Kiosk settings is set to **Smart card**.
- Open the Kiosk app.
- Hold the card against the reader.
- The person's name is displayed, as in the following image:



The Room Booking Panel will also display the person's name:



# Setting up the Kiosks


## Hardware and browser requirements

For the hardware and browser requirements of both the Kiosk and Room Booking Panel client machines, refer to [Planon Supported Configurations](#).

## Custom Kiosk view

By default, Kiosk displays CAD drawings to fit the whole floor plan in view (fully zoomed-out). However, it is possible to set a custom view (zooming & panning) and save it as the default view (i.e. a view that shows a zoomed-in portion of the floor plan).

To rotate the drawing, click the right mouse button on the drawing. To save the view, use the toolbar buttons (Zoom in/out, Move left/right/up/down) to set the desired view and press **CTRL + S** on the keyboard of the client machine. To restore the original view (zoomed-out floor plan), press **CTRL + R** on the keyboard.

 To use these keyboard shortcuts, a physical keyboard connected to client computer is required. To rotate a drawing, a mouse connected to the computer is required.

## Lockdown browser and kiosk software

To avoid unintended usage of Kiosk and Room booking panel, Planon suggests using Lockdown browser along with Kiosk software. Lockdown browser prevents end users from accessing context menus, navigating to URLs, closing the browser, and other manipulations which can pose a security risk.

Kiosk software can also be configured to perform a scheduled page refresh (F5) by the web browser using a configured URL. As a result, Kiosk and Room booking panel devices do not need to be manually refreshed one by one when errors occur.

To use these features, it is necessary to have Kiosk software and Lockdown browser. Planon currently recommends using **SiteKiosk** from Provisio Software. For information on installation and configuration of this software, visit the following link: .

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