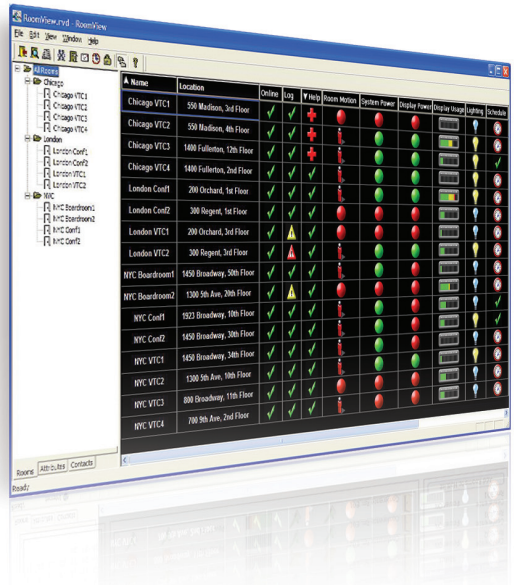
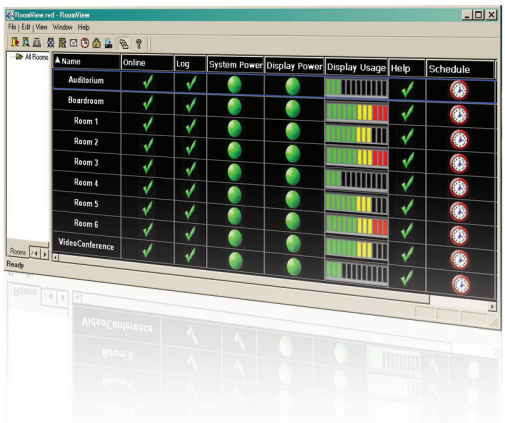
RoomView® Express

Remote Help Desk and Resource Management Software



Empowering software for the professional AV manager, RoomView is like having a full-time technician for every room campus-wide. Knowledge is power, and RoomView provides AV managers the intelligence to more effectively and efficiently do their jobs.



Crestron RoomView Express is a powerful AV asset management software tool that enables you to keep track of all the rooms in your facility. While connected to each room, RoomView displays system and projector power status, lamp life, alerts and other vital statistics. This graphic-rich interface empowers AV managers to intelligently manage and support every room.

Without RoomView, support staffs must roam hallways to check room status, manually view and record projector lamp life, provide in-person help to users, and turn off systems one by one at the end of each day.

Monitor and Manage
From the main screen of RoomView, instantly see the status and vital statistics of every room. At a glance, determine projector lamp life and room occupancy. Completely customizable, RoomView lets you view and control any system attribute—power, volume, source, lights, room temperature and more.

Logging and Reporting
While viewing rooms in real-time is advantageous, the ability to analyze data collected over time in invaluable. RoomView logs every change and the time at which it occurred. Determining room usage or most common sources is easy with the built-in reporting tool.

Help Desk
Provide more effective technical support with RoomView. From any room, presenters can call for help from a touch panel, keypad, or other user interface. Help messages popup in RoomView alerting technicians that aid is needed. Quickly provide assistance or notify presenters that help is on the way with a simple chat window that is displayed on the touch panel.

Remote Control
With RoomView, AV managers can take complete control of any room, right from the help desk. A window within RoomView Express displays a room's virtual touch panel. Instead of having to run across campus, provide help within seconds remotely from anywhere on or off site. Increase response time and customer satisfaction with less staff.

Alerts
Sometimes the most difficult problems to troubleshoot are the ones that cannot be seen. RoomView is your watchdog for hundreds of rooms. Maybe a projector is overheating, or a DVD player is randomly shutting off. Problems like these sometimes require hours of time in the room. RoomView buys you time and helps makes problem solving easier.

Email Notifications
Away from your desk? RoomView can send you alerts via email. Know when a room is occupied and powered on or if a touch panel was disconnected. Replace projector lamps when they've reached critical levels. Already walking the campus? Get emails when users request help, saving the back-and-forth trips to and from the help desk.

Event Scheduling
The days of room-sweeps are over. RoomView can power up and power down on schedule, eliminating the need for personal visits to each space. Save money and energy by ensuring that projectors aren't left on after hours.

Assets
Keep track of equipment with the asset manager. Know when devices require maintenance, where they're located, and when its time for replacement. Email alerts also inform the appropriate parties of service contract expiration and full product depreciation.

Broadcast Messaging
With RoomView Express, administrators can quickly and effectively send important messages to every room with a RoomView Connected™ projector. A simple click broadcasts fire, safety, weather notifications and more to hundreds of rooms instantly. Broadcast messages are displayed over the material shown on the screen—from sources like computers, DVDs and more—clearly alerting everyone in the room.

RoomView Connected™ Projector Support
Projectors with Crestron inside already connect directly to RoomView Express. Built-in network connectivity provides instant status and remote technical support so your class or meeting is never interrupted. Broadcast messaging ensures a safe environment. Instructors can send an urgent memo to the main office, and administrators can alert presenters in every room with just one click.

Schedule all the projectors throughout the facility to turn off at the end of the day, saving energy and preserving lamps. All this power and peace of mind is included in many of your favorite brands, including Acer, BenQ, Dell, InFocus, Mitsubishi and Viewsonic, at no additional cost. See the growing list of compatible RoomView Connected projectors.

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KEY FEATURES

- > *Real-time facility-wide monitoring and management of AV devices and systems*
- > *Customizable graphical interface with easy-to-read status icons*
- > *Display status of virtually any attribute like projector lamp hours, lights, audio levels, room occupancy, and temperature*
- > *Track device usage with the built-in logging and reporting tool*
- > *Receive remote help requests via the in-room touch panel or keypad*
- > *Chat live with teachers or presenters to help quickly resolve issues*
- > *Take control over any room for remote support or system testing*
- > *Instant notification of help requests, service reminders, device failures, device removal or theft*
- > *Email alerts provide notification away from the help desk*
- > *Schedule daily events like shutting down all projectors to preserve lamp life*
- > *Manage assets: assign devices to rooms, track and schedule maintenance and lifespan, register serial numbers, and keep track of maintenance contracts*

SPECIFICATIONS

Software

Maximum Connected Rooms/Devices: Up to 250 rooms/control systems (for more capacity, use RoomView Server Edition)
Logins: Supports multiple users with password login; restricts user access to assigned rooms
Database: Supports Access, SQL and Sybase databases; database can be shared across simultaneously running instances of RoomView Express
Logging: Windows event log; support for integration with 3rd party applications

PC Requirements

PC running Windows XP/Vista/7

Crestron Control System Requirements

Control System: 2-Series control system(s) with C2ENET-1 or C2ENET-2 card; or X-Series control system(s) with CNXENET+ card[1]

Control Program: SIMPL Windows program for each control system to be monitored

RoomView Connected™ Requirements

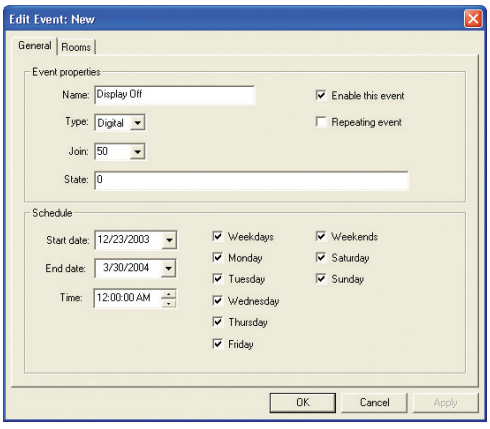
See RoomView Connected projector list for compatible devices that connect to RoomView Express without a Crestron control system

Notes:

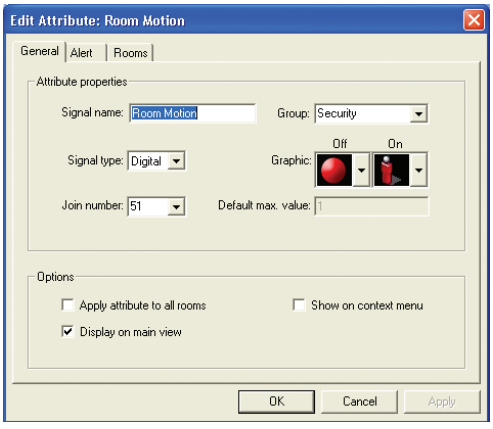
1. X-Series generation CUZ limitations may cause some features not to work.

Maximum connected rooms impacted by network performance and computer system running RoomView Express. For applications with more than 250 rooms, Crestron recommends RoomView Server Edition software. RoomView Express is free of charge for up to 25 rooms. Contact your Crestron sales rep or consult price list for full software license pricing information.

Main Screen



Edit Event



Edit Attributes

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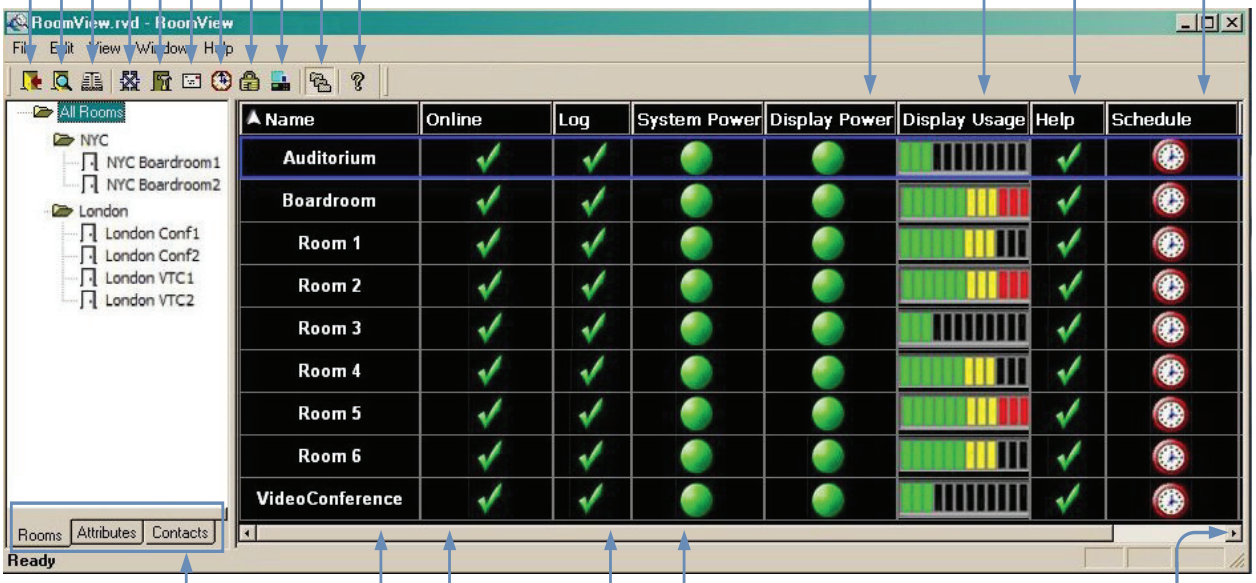
Scheduled Event
RoomView Express makes **scheduling of recurring or one time events easy**. Setting RoomView to automatically power down at midnight throughout the week can save valuable projector lamp and ensure security inside the facility.

Help Alert
Real-time Interactive Help Desk requests are sorted to come to the top. The Help Desk then has the ability to respond with an automatic message or instant message the room with exact procedures.

Display Usage

Display Power
Check on/off status of display power and system power. View a bar graph to **monitor the percentage of available projector lamp life** and set an alert to notify the services department when a replacement lamp should be ordered before he lamp fails.

About License Information
View Groups
Edit Assets
Edit Users
Edit Events
Edit Contacts
Edit Rooms
Edit Attributes
View Log
Find Room
Log Off



Select View by Rooms, Attributes, or Contacts
RoomView Express gives you the ability to simultaneously **view more than 250 rooms from a single screen.** Customize RoomView to view by room name, locations, and group.

Room Name and Location (sortable)

Online Status

Event Log
Automatically generates log files, reports and charts to analyze ROI and budget allocation. Track device usage, call statistics, and user history.

System Power

Additional Customized Attributes Available
RoomView Express gives you the ability to **add an unlimited number of attributes/ columns** as you need. Customize parameters to monitor any signal available from the control system's SIMPL program including motion, lighting, audio levels, temperature, video sync, phone number dialed or whether or not a video-conference or audio call is active.

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