interact

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Multiroom Dashboard

Version 2.8, 2024-09-06

Table of Contents

the Multiroom Dashboard is a browser-based monitoring and control interface. It provides an intuitive overview of the venue's operations with real-time feedback from every room and remote access to room functions such as lighting and HVAC.

Dashboard functions are arranged into easily navigable pages and views:

Pulse – Analytics and insights.
Control Center – Guestroom monitoring and control, history & performance, alerts & health.
Reporting – Report creation and download.
Configuration – Profiles, API integrations, and system settings.
User Management – User accounts, profiles, and permissions.

Chapter 1. Getting Started

1.1. Activating the superadmin account

The first time you connect to the dashboard, you will be prompted to set up the superadmin account.

> The superadmin account should only be used for initial setup, and should be deleted after at least two Project Admin users have been created.
>
> This is especially important if using LDAP authentication - the superadmin account is not an LDAP user, so LDAP policies cannot be applied to it.

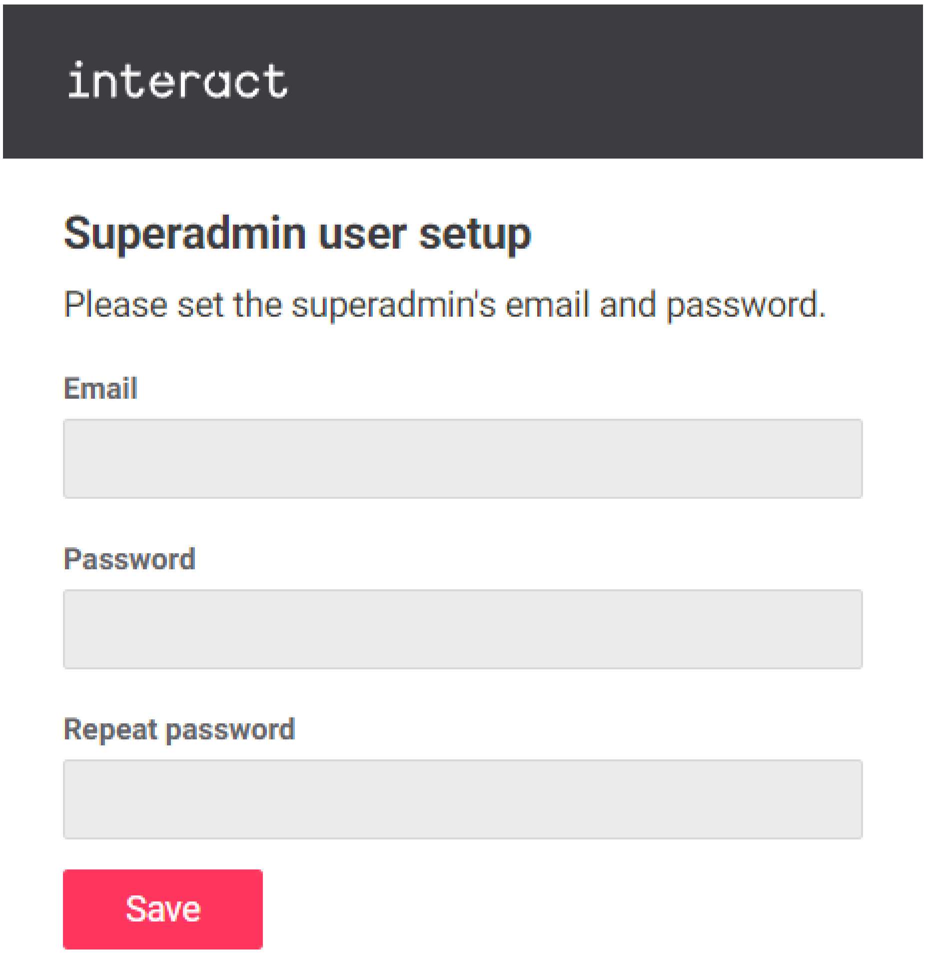
1. Open your web browser and navigate to the dashboard URL supplied by your network administrator.
2. When prompted, enter the email address of the dashboard administrator, and a suitable password:

   12 characters

   1 uppercase letter

   1 lowercase letter

   1 number: value
3. click Save.



1.2. Activating your account (standalone/email authentication only)

Account activation is not required for LDAP/S login services such as Microsoft Active Directory.
Your site administrator will advise which login method to use.

When your account is created, you will receive an activation email. Click the Create password button to open the password creation page in your browser.

interact

Welcome to Interact Hospitality

Hey [redacted],

[redacted] created an Interact Hospitality account for you.
In order to access your account, first you need to create a password.

Create password

Create a password before 18 Feb 2022.

If you think you got this e-mail by mistake, please ignore it or **contact us** to remove it from our database.

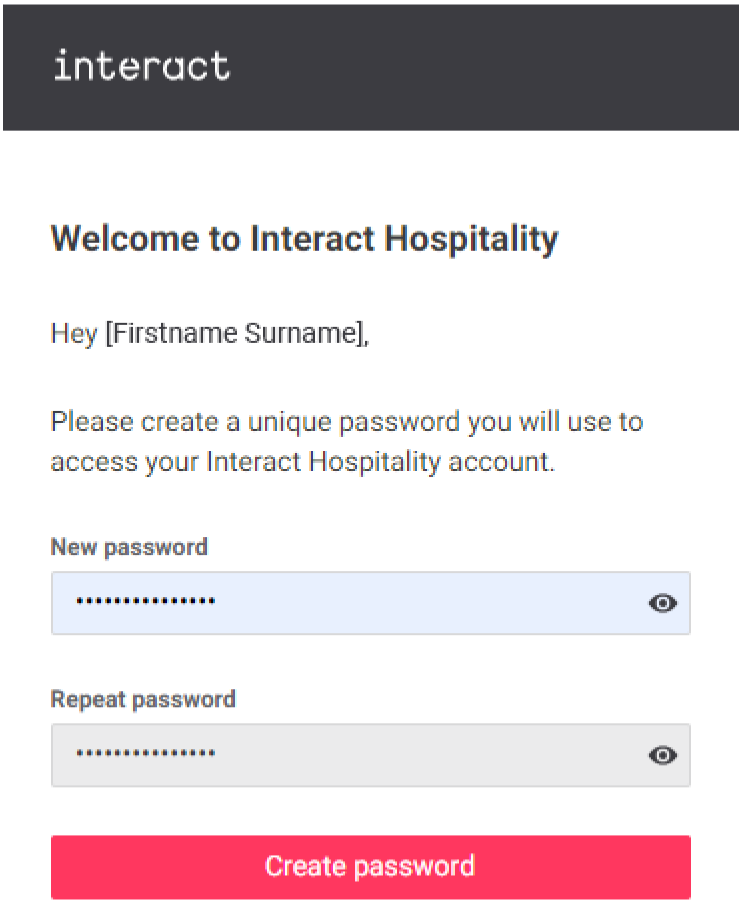
Thank you,

The Interact Hospitality team.

On the password creation page, enter a unique password with at least:

- 12 characters
- 1 uppercase letter
- 1 lowercase letter
- 1 number

Click the Create password button and you will be taken to the dashboard login screen.



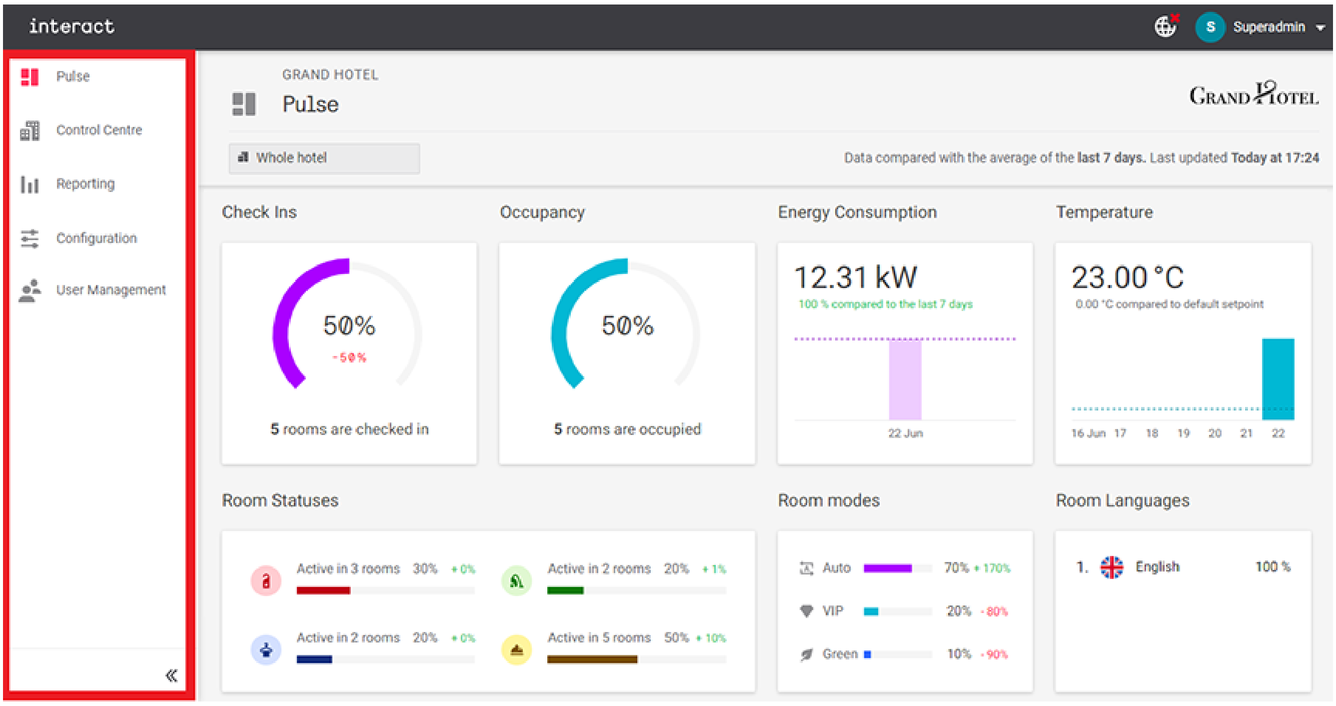
1.3. Logging in

Your company’s IT security policy may require a certificate to be installed on the client machine before you can access the Dashboard securely via https. If necessary, contact your network administrator for assistance.

Open your web browser and navigate to the dashboard URL.

Enter your email address and password, then click Log in.

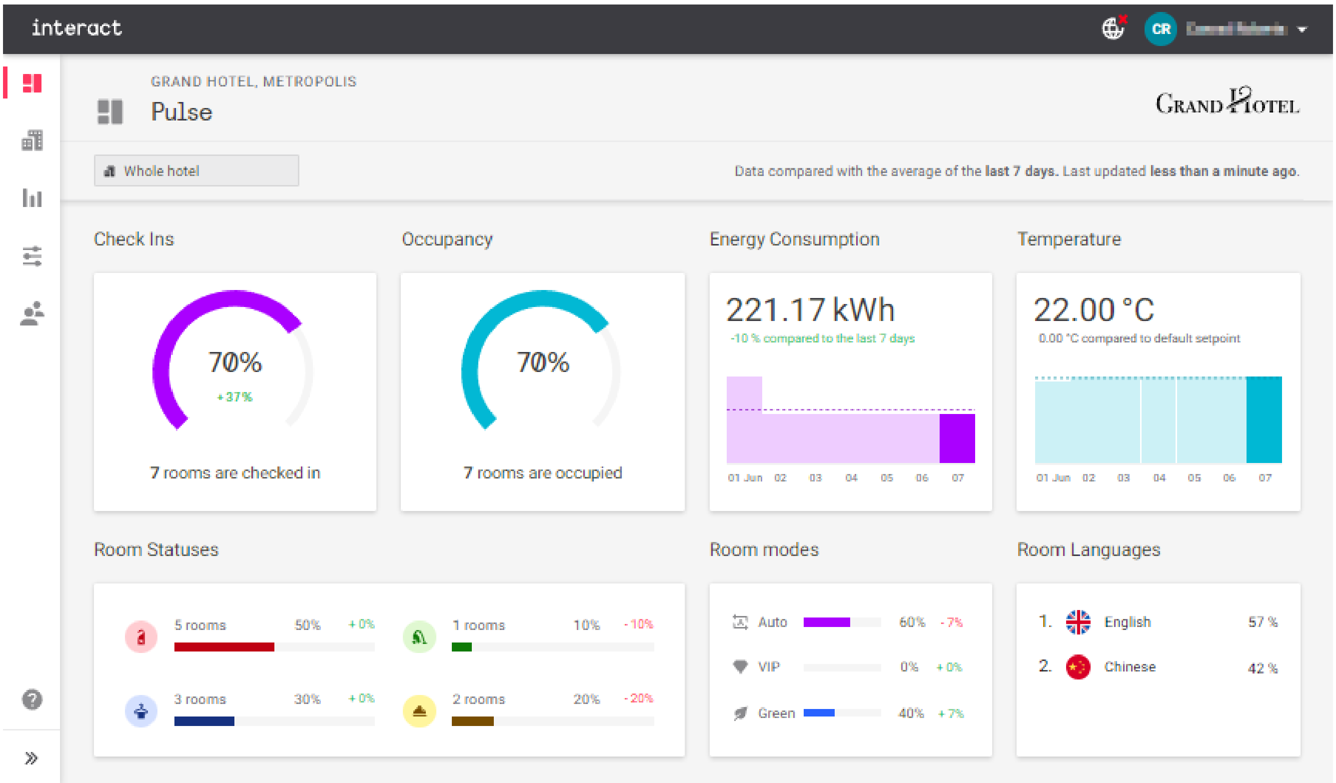
Once logged in, you can use the navigation bar on the left to access each section of the Dashboard.



Chapter 2. Pulse

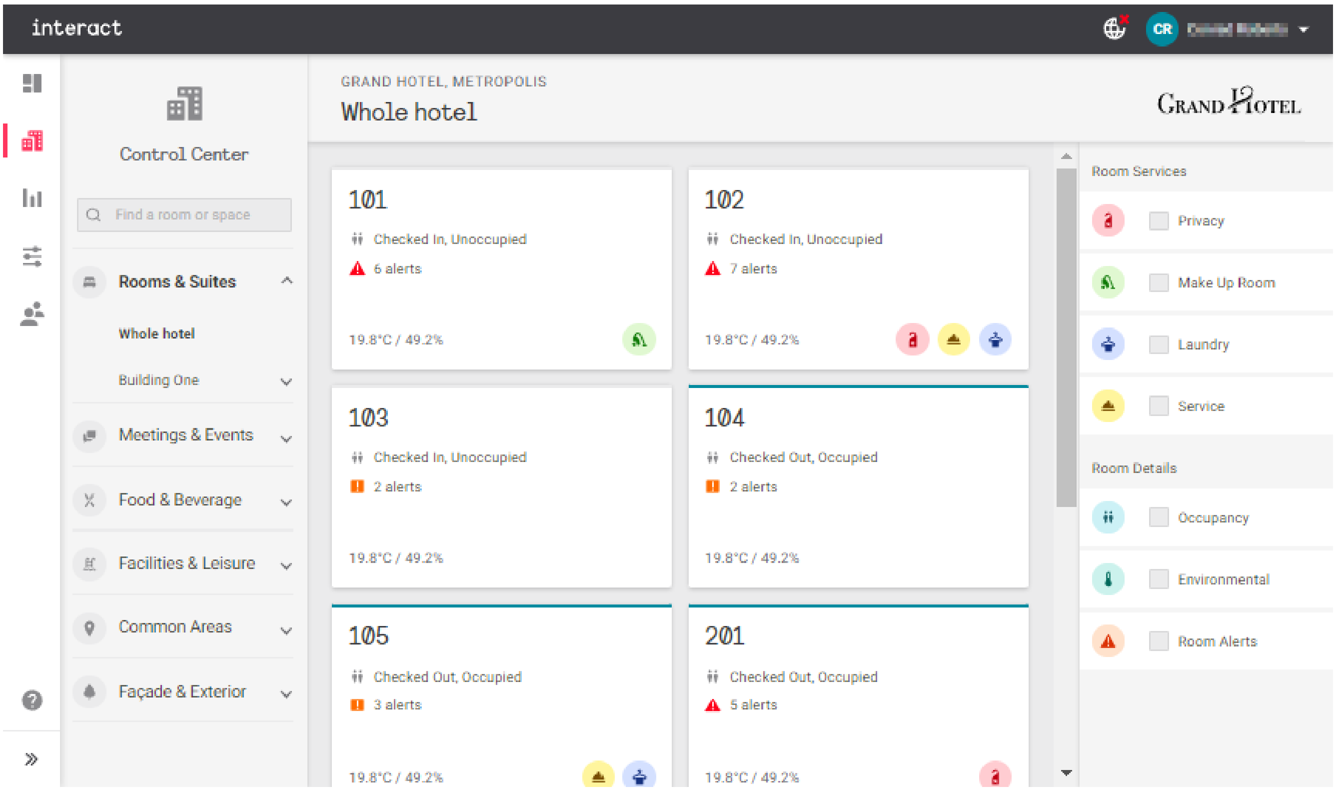
Pulse is the Dashboard’s homepage, providing an instant high-level overview of the most important metrics for your entire hotel, or an individual wing/tower. A selection of tiles illustrates trends and analytics including check-ins, occupancy, room statuses and environmental conditions.

The percentage indicator on each tile compares what is happening right now to a rolling seven-day average. This allows you to check on any sudden or notable changes in activity.



Chapter 3. Control Center

The Control Centre provides a real-time overview of rooms across the hotel, with **Floor View** and an in-depth **Room View** page for each room or venue.

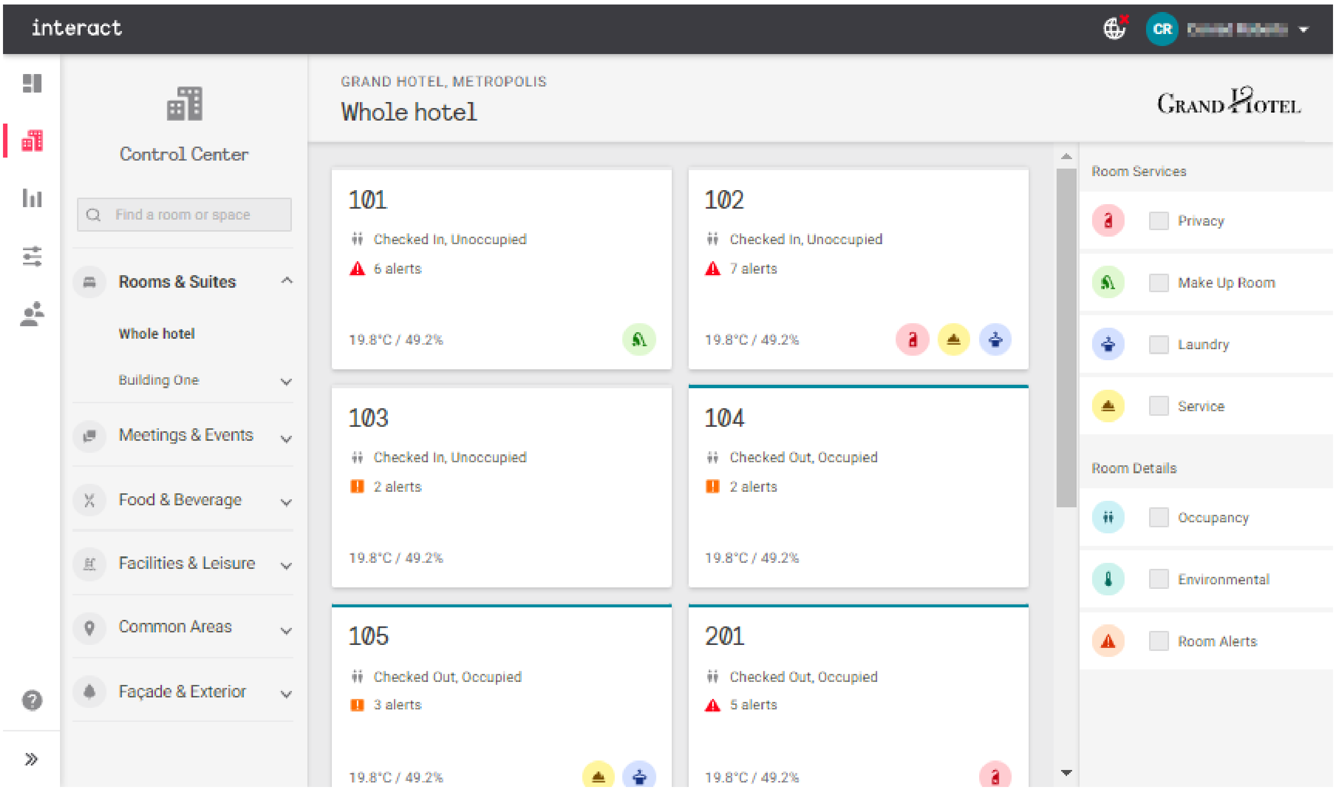


Room View refers to the same page type for all areas, including restaurants and outdoor facilities.

3.1. Building and Floor View

This view shows status tiles for each room in the selected building or floor, as well as venues and areas arranged by category.

- **Rooms & Suites:** View all rooms in the **Whole hotel**, or only rooms in a selected building, wing, or floor.
- **Meetings & Events:** Conference rooms, ballrooms, event halls, etc.
- **Food & Beverage:** Restaurants, bars, etc.
- **Common Areas:** Lobby, service corridors, etc.
- **Facilities & Leisure:** Guest facilities such as swimming pools and retail outlets.
- **Façade & Exterior:** Carparks, lawns, terraces, and other outdoor areas.



3.1.1. Filtering rooms

Select any combination of **Room Services** and **Room Details** filters on the right to view only the rooms that match your criteria, including optional duration thresholds for **Room Services** alerts.

Select any combination of filters on the right to view only the rooms/areas that match your criteria:

Room Services

Filter	Options	Rooms	Public Spaces
Privacy	Time elapsed	✓	
Make Up Room	Time elapsed	✓	
Laundry	Time elapsed	✓	
Service	Time elapsed	✓	

Room Details

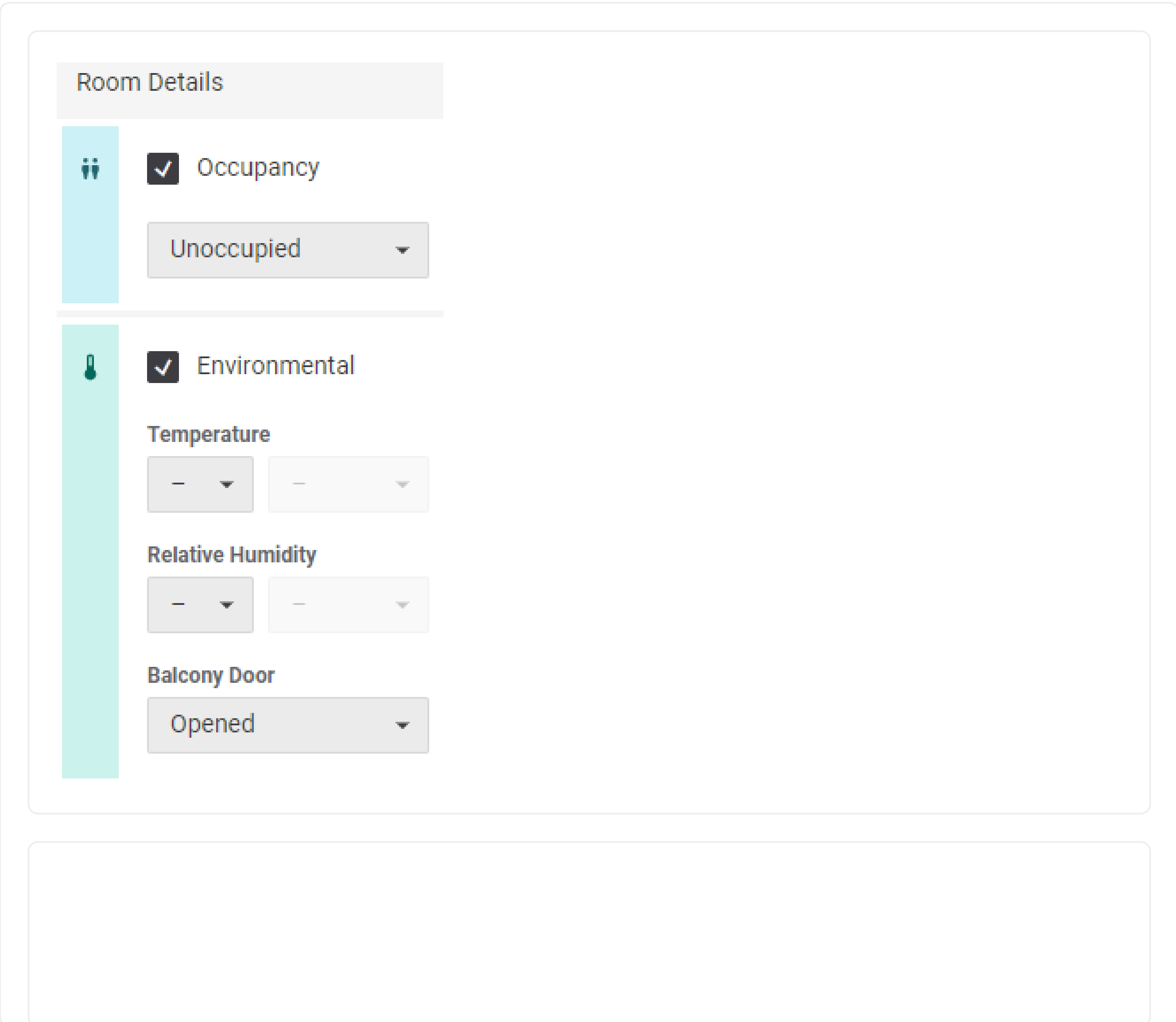
Filter	Options	Rooms	Public Spaces
Occupancy	Guest/Staff/Unoccupied	✓	
	Checked In/Out	✓	

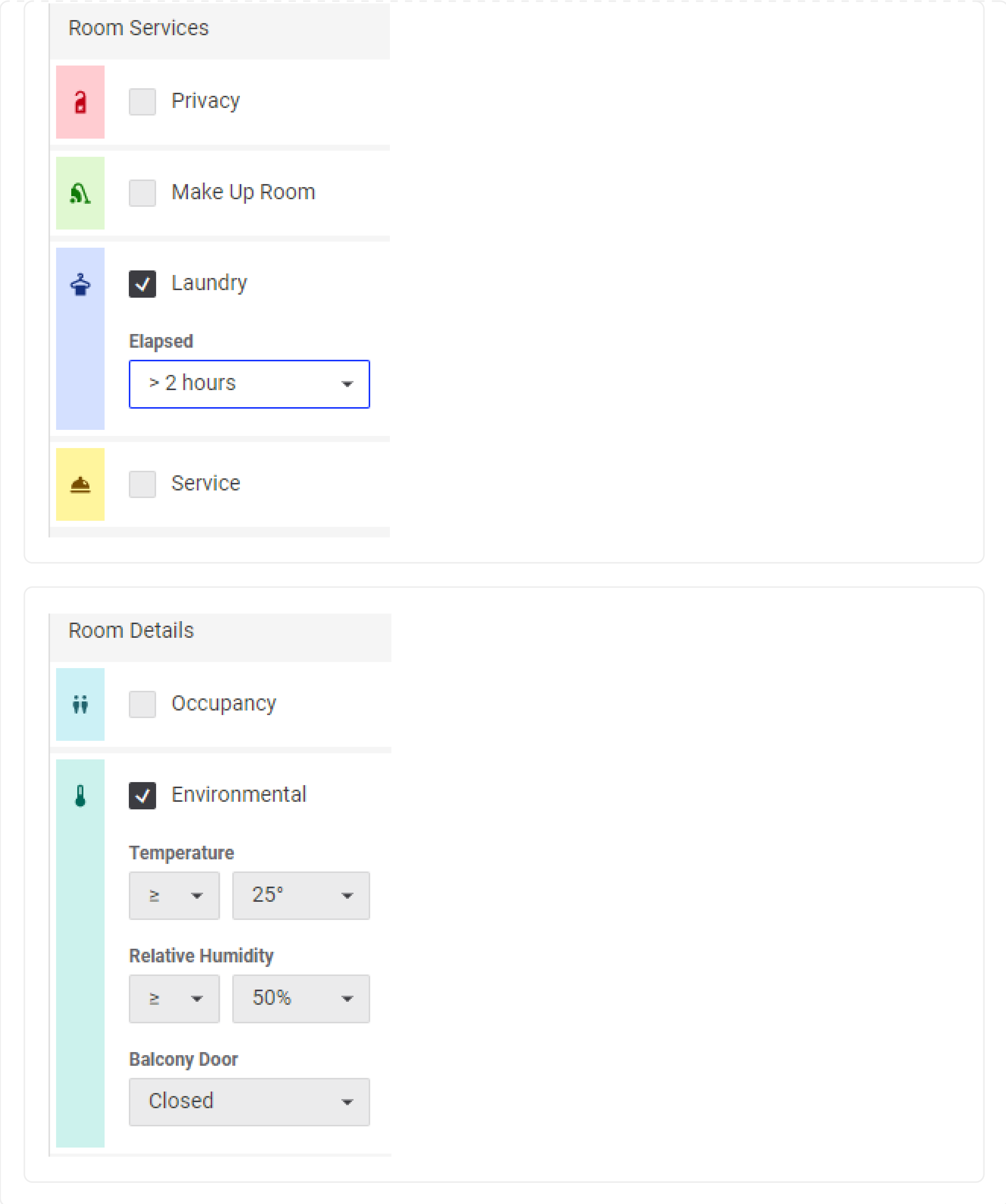
Filter	Options	Rooms	Public Spaces
Environmental	Temperature	✓	✓
	Relative Humidity	✓	✓
	Balcony Door Open/Closed	✓	✓
Room Alerts	With/Without	✓	✓
	Alert Type	✓	✓

Select any combination of room statuses and click the Apply filters button, or click Clear to cancel any active filters.

For example as shown below, you can view:

- Rooms left unoccupied with the balcony door open
- Rooms waiting on laundry pickup for over 2 hours
- Rooms where the temperature and humidity are both over a certain level





3.1.2. Viewing rooms

There are two ways to access Room View for a specific room or area:

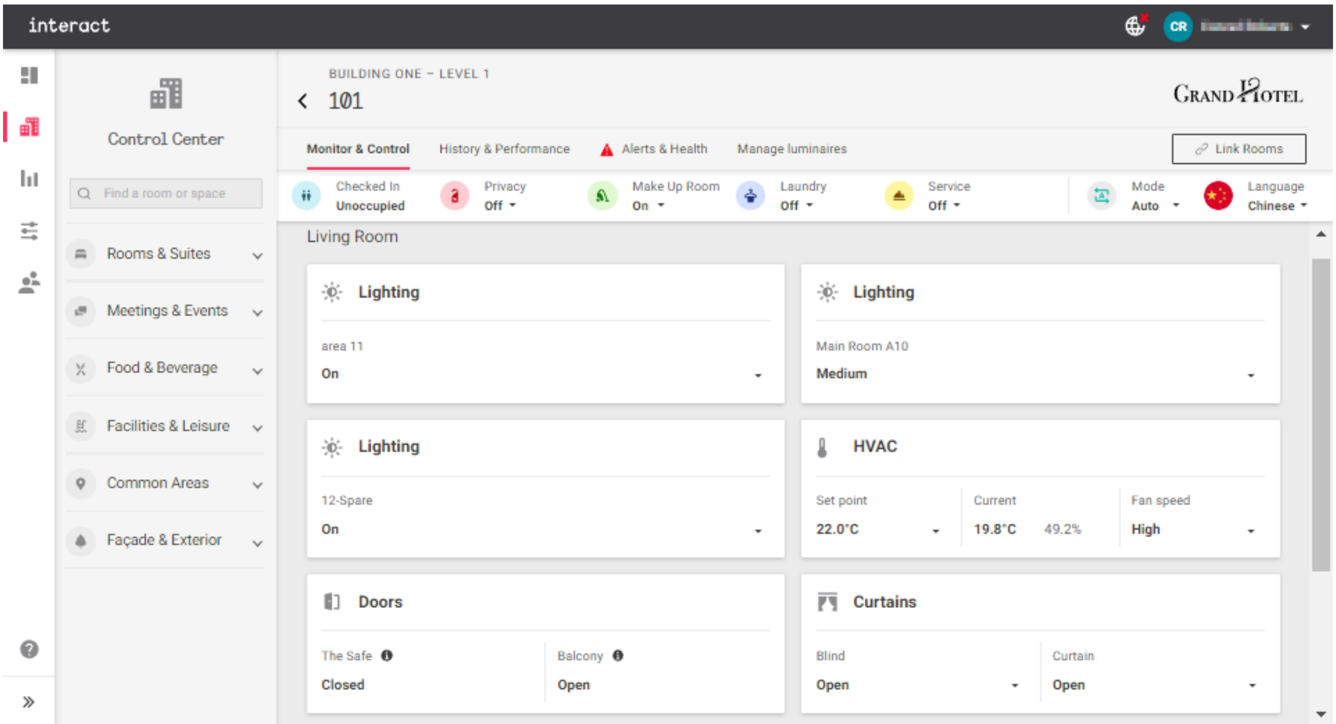
- Click on the room tile.
- Enter all or part of the room number or venue/area name into the search bar on the top left, then select the required match from the dropdown list.

The term 'Room View' applies to both guestrooms and public areas. However, certain features are only displayed where applicable (e.g., the room status bar for guestrooms, or schedules for public areas)

3.2. Room View

Room View gives detailed insights into the status and activity of a single room or suite, divided across the following tabs:

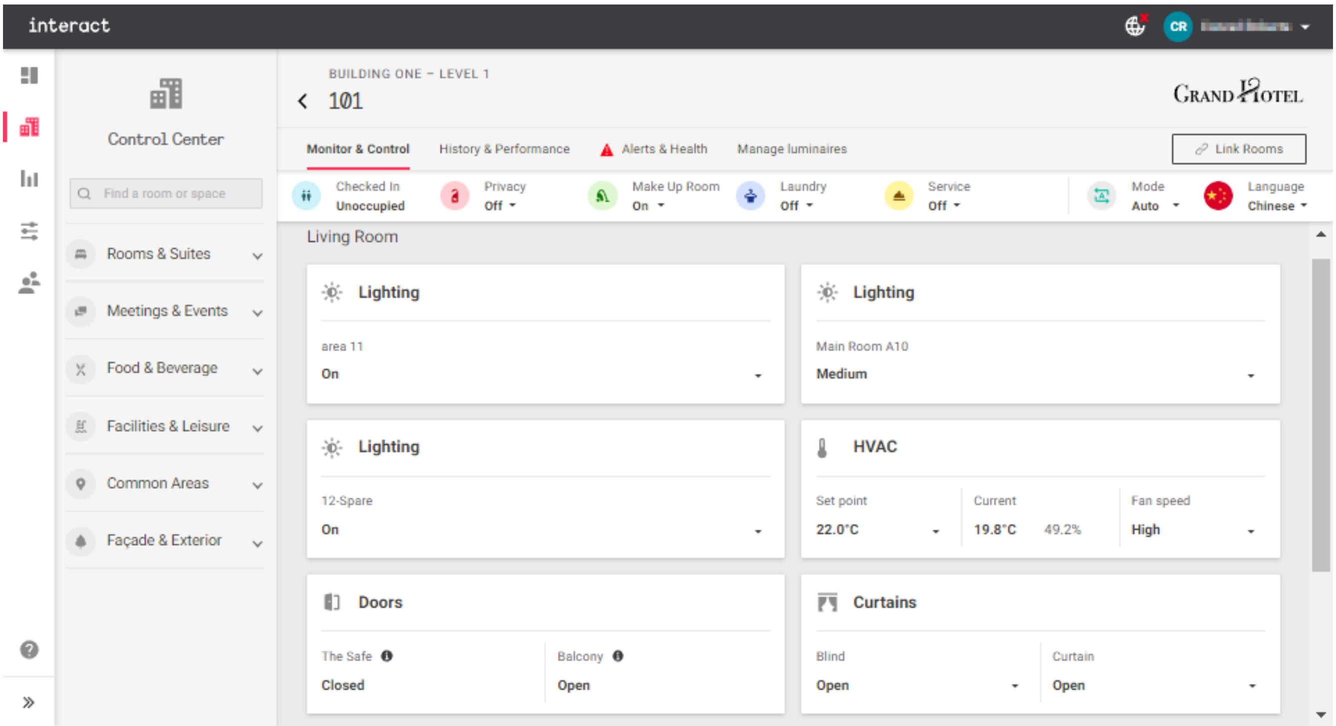
- Monitor & Control - View room status information and control in-room services and devices.
- History & Performance - Access environmental conditions, energy consumption, room status changes, and a downloadable event timeline.
- Alerts & Health - Check room alerts, zone alerts, and online/offline status of all connected devices in the room, including DALI luminaires.
- Manage Luminaires - Flash DALI luminaires in the room for easy identification, and pair them to the correct control channels. This tab is only shown for rooms with DALI lighting control.



3.2.1. Monitor & Control

This tab includes a room status bar and individual tiles for each available service connected to the system. In larger suites, service tiles may be divided into zones - bedroom, living room, etc.

Guestrooms and Suites



Room Status Bar

The room status bar includes:

- **Checked In/Out & Occupancy:** Based on data from the PMS and user activity in the room.
- **Room Status:** Click on each room status to turn it On/Off:

  Privacy

  Make Up Room

  Laundry

  Service

  Privacy and **Make Up Room** are mutually exclusive. Activating one automatically deactivates the other.

- **Mode:** Affects HVAC behavior and energy consumption:

  Auto: Normal operation

  Green: Activates a wider temperature setpoint tolerance of 2-3°C to save energy, enabling guests to actively reduce their energy consumption.

  VIP: Preserves the guest's selected HVAC settings even when the room is unoccupied. Reverts to *Auto* when guest checks out.

- **Language:** Changes the display language on all AntumbraDisplay interfaces in the room:

  Arabic

  Chinese

  English

  French

  German

Italian

Japanese

Mandarin

Spanish

Thai

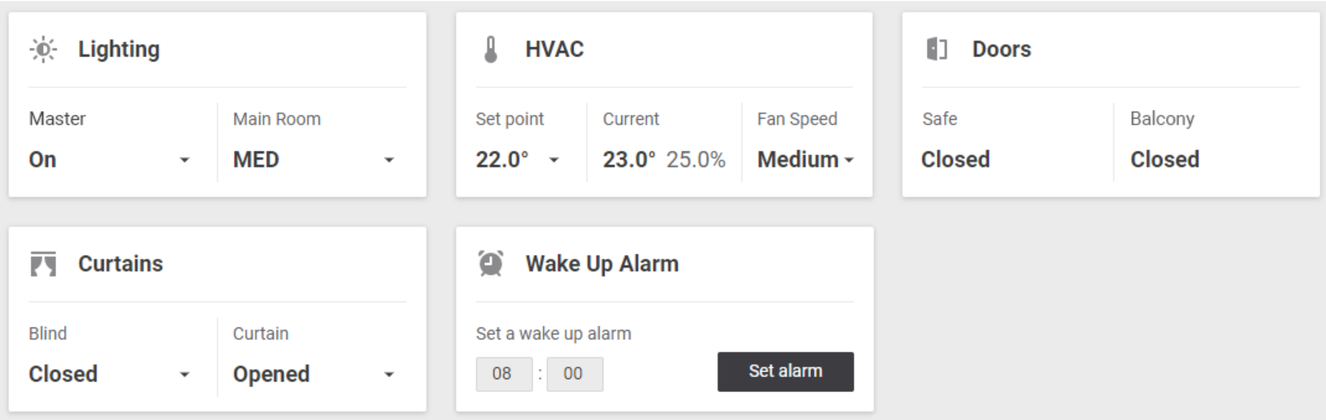
Vietnamese

The language may be automatically set by the PMS during check-in.

> The Room Status Bar is only shown in Room View for guestrooms and suites, not public areas.

Service Tiles

Service Tiles display the current state of each service in the room, with drop-down controls for authorized users. These tiles are created, labelled, and grouped automatically based on the original templates for each room type.



- **Lighting:** May include a simple On/Off toggle or a selection of lighting scenes
- **HVAC:** Temperature setpoint, current temperature and humidity, and fan speed
- **Doors:** Shows Open/Closed status for any doors in the room with a dry contact switch
- **Curtains:** Includes motorized curtains, blinds, and projector screens
- **Wake-Up Alarm:** Sets a time to trigger the room's *Sunrise* lighting sequence
  (If configured, this function may also forward the requested wake-up time to the PMS)

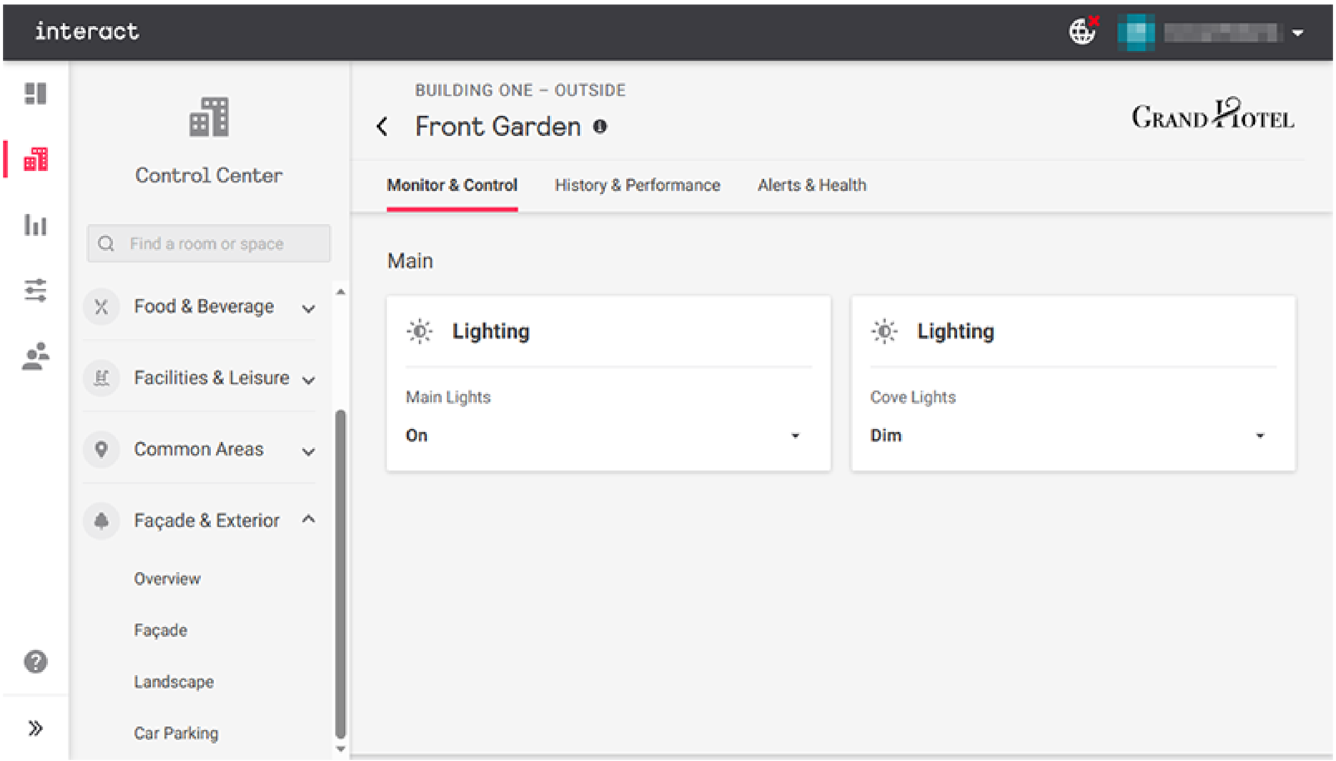
Public Areas

Floor Plan

If a public area is configured with a floor plan, the dashboard displays a toggle in the top right corner to switch views between the default **Grid** page and the the Floor Plan page.

Unscheduled

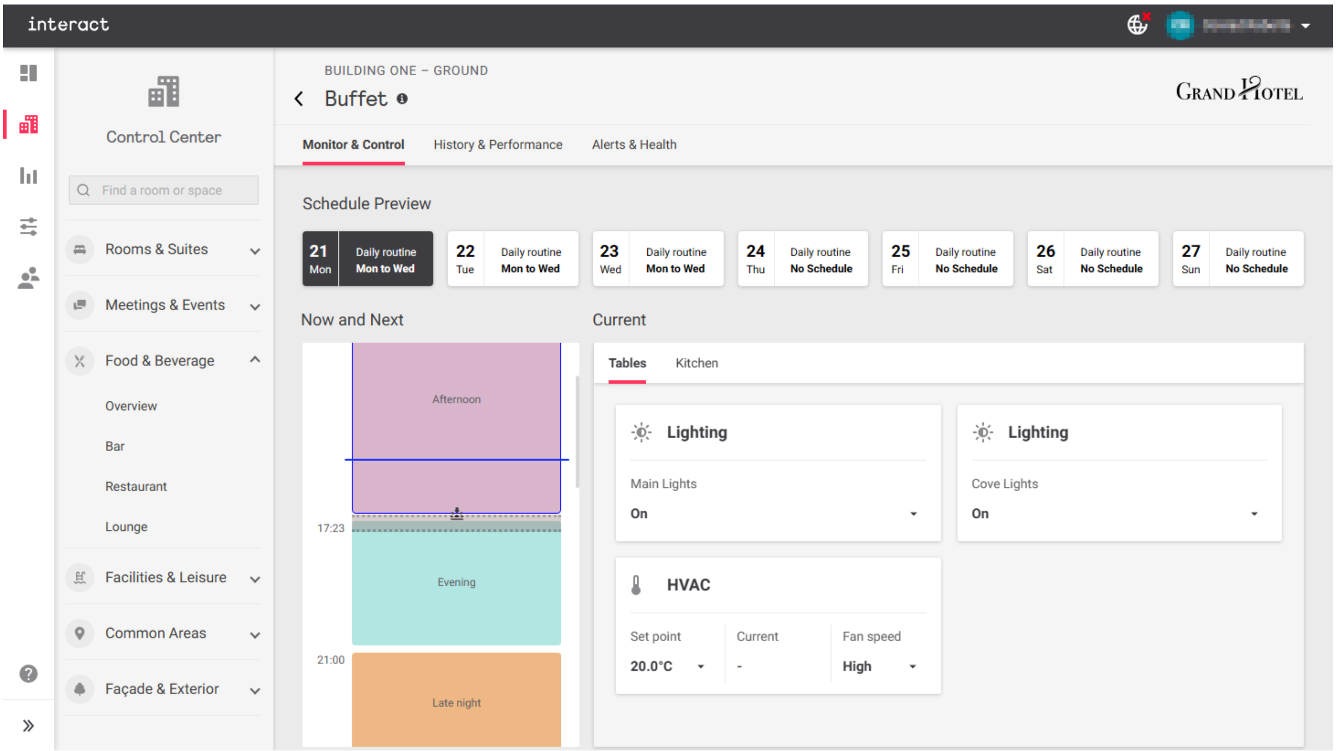
The Monitor & Control tab for public areas without schedules is similar to that of guestrooms, excluding guest-specific features such as the room status bar.



Scheduled

For public areas that have a schedule applied, this tab loads with three panels:

- **Schedule Preview** - Selectable tiles for the next 7 days.
- **Now and Next** - The current day's schedule, showing the active state.
- **Current** - Service tiles with the current status and controls for each service in the selected zone.

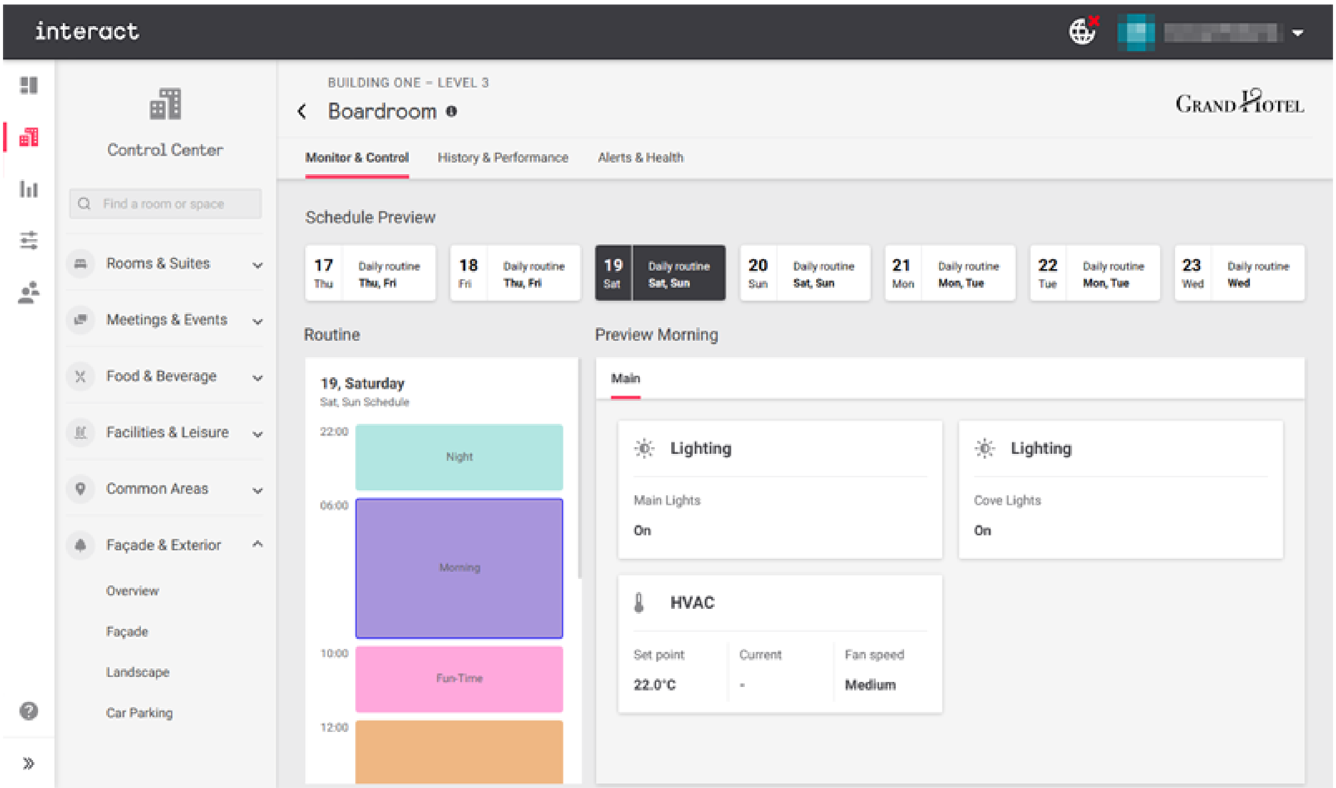


When you select an upcoming scheduled state, or an upcoming day from the **Schedule Preview** bar, this view updates to:

- **Routine** - The schedule for the selected day.

- **Preview** - Service tiles with their configured settings during the selected state.

Service tile controls are disabled in **Preview** mode, as these settings are managed by the public area profile.

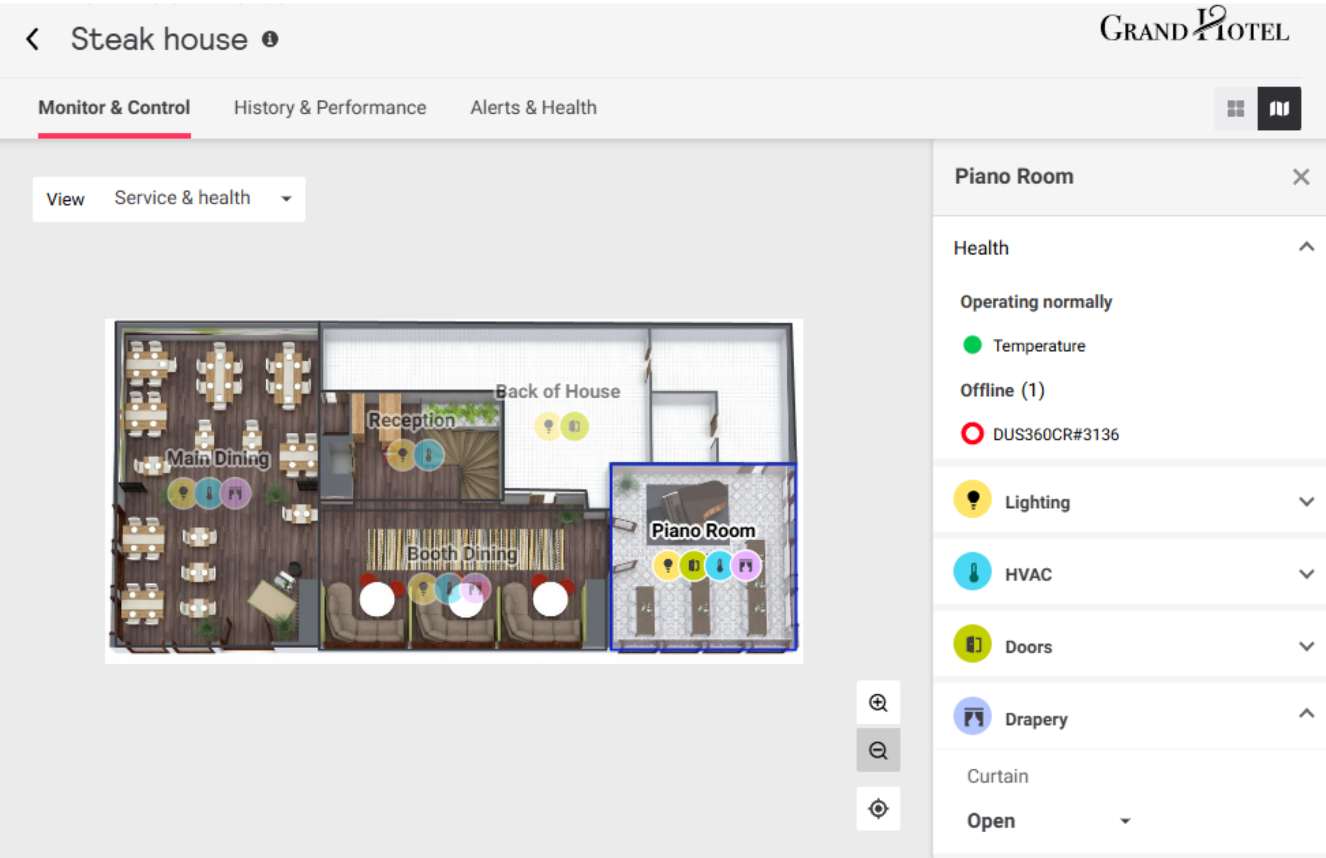


3.2.2. Floor Plan

This page shows a map of the public area, divided into zones, with icons representing services in each zone.

There are two selectable views:

Service & health



This view displays an icon for each zone’s controllable services:

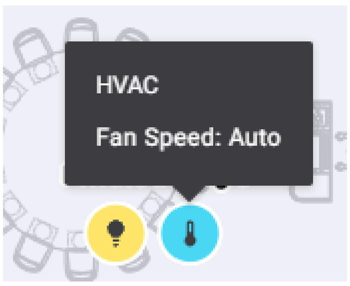
 **Lighting**

 **HVAC**

 **Drapery**

 **Doors**

Hover the mouse over a service icon to see its current status.

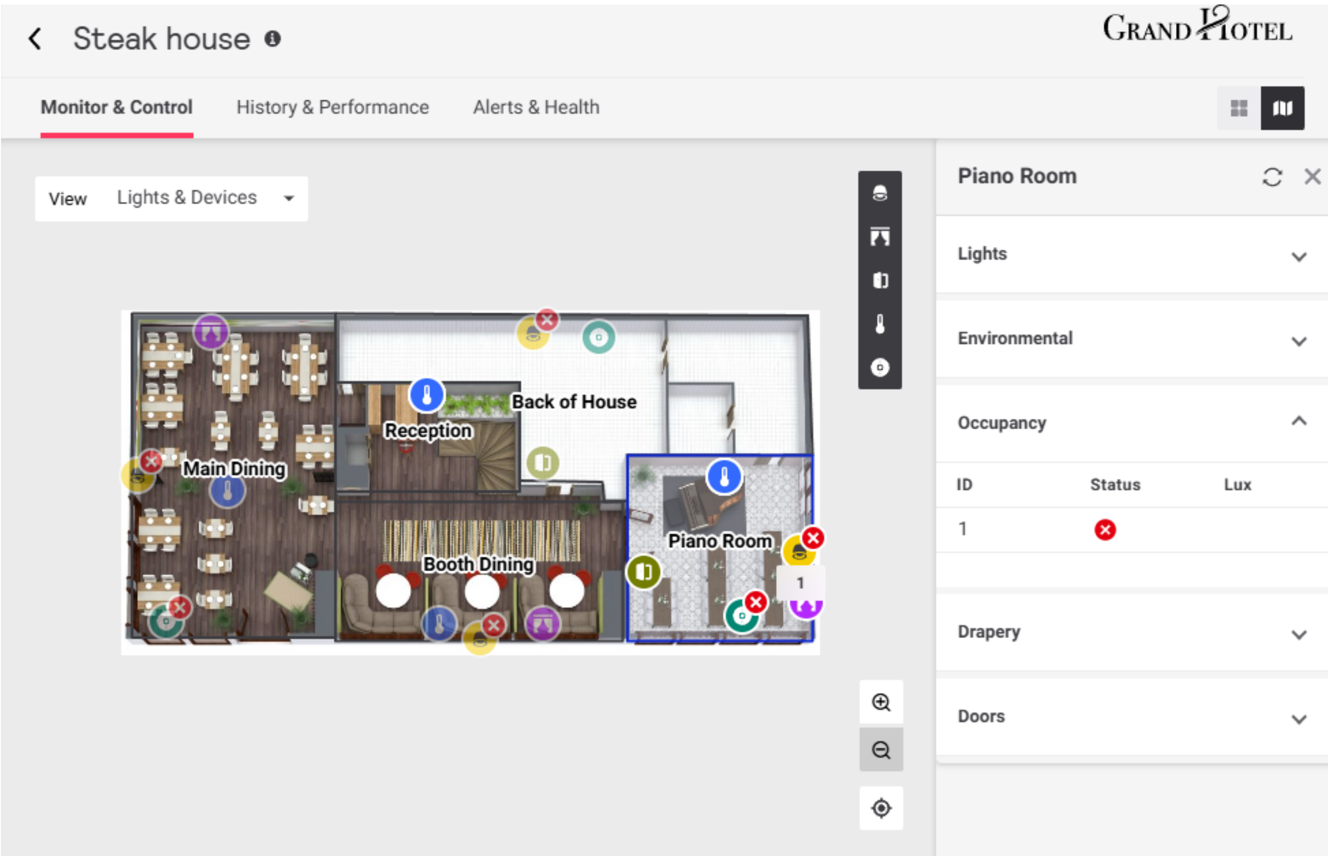


Click on a zone to select it and open the sidebar.

The sidebar includes expandable tiles with controls for each available service (see Service Tiles), as well as a **Health** tile that displays operational status alerts for connected devices and DALI luminaires in the zone that may require staff attention.

Click the ⌄ / ⌃ icons to toggle each tile as needed.

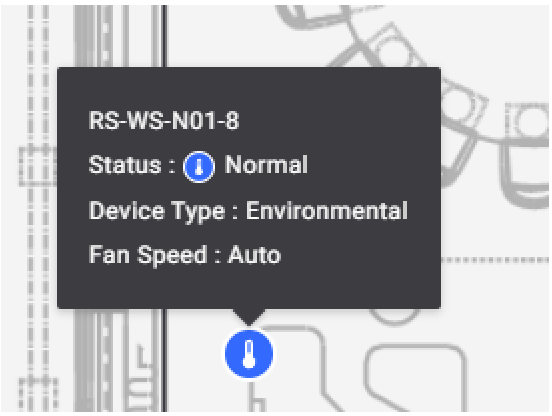
Lights & devices



This view displays icons representing the approximate location of light fixtures and sensors in each zone.

- **Lights**
- **Environmental** (temperature/humidity)
- **Occupancy** (motion sensor)
- **Drapery** (open/closed)
- **Doors** (open/closed)

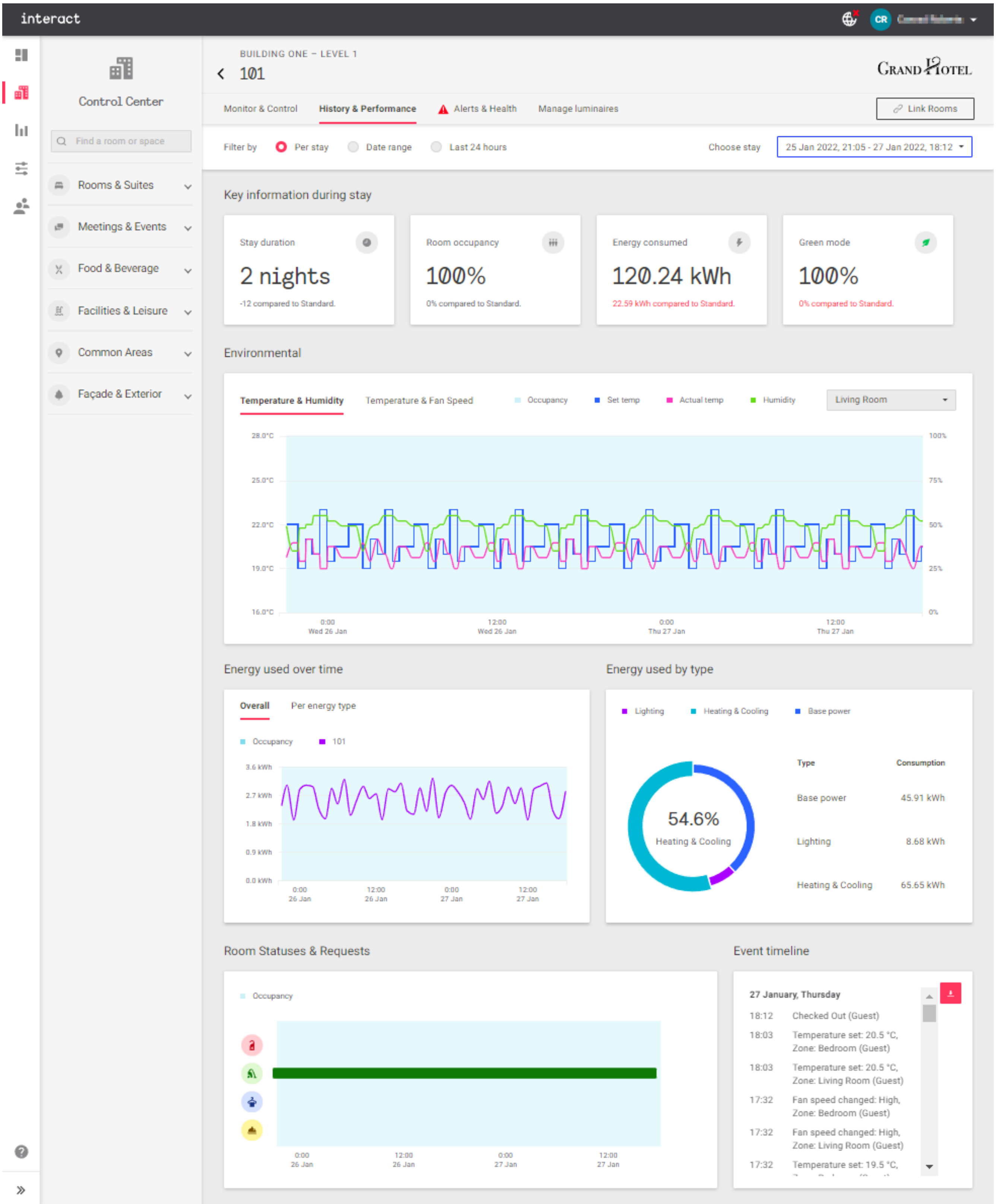
Hover the mouse over a device icon to see its current status.



Click on a zone to select it and open the sidebar. The sidebar includes expandable tiles that show the current status for lights and each device type. Click the ⌄ / ⌃ icons to toggle each tile as needed.

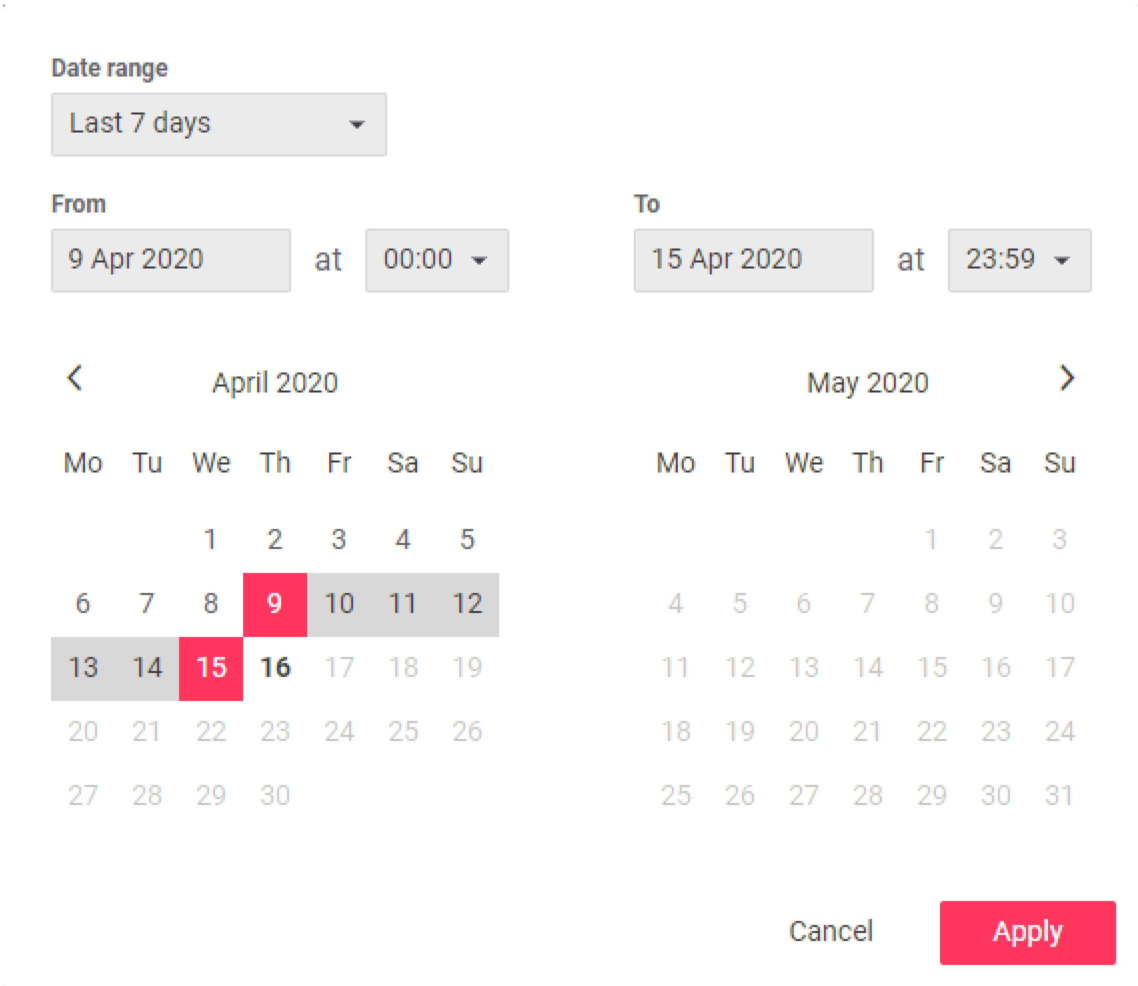
3.2.3. History & Performance

This tab includes changes in environmental conditions, room statuses and requests, and a detailed timeline of all system events in the room. Data can be viewed per guest stay, across a specified date range, or in real time. Real time data is updated every minute.



To download a copy of the **Events timeline**, click the button.

For **Per stay** and **Date range** reports, click the **Choose a stay/date** box on the right to open the date selection dialog box. Select the guest stay (not shown) or date range and click Apply to load the requested data.



Energy Reporting

All energy information provided by the Dashboard is **notional** only, meaning that it is calculated rather than measured or metered. Energy load estimates are entered during the commissioning process and combined with real-time monitoring of room events/activity, occupancy, and environmental conditions to calculate ongoing energy usage for each room.

The accuracy of notional energy reporting is dependent on the information provided during commissioning, and may differ from real-world measurements.

Where applicable, energy reporting is divided into three types:

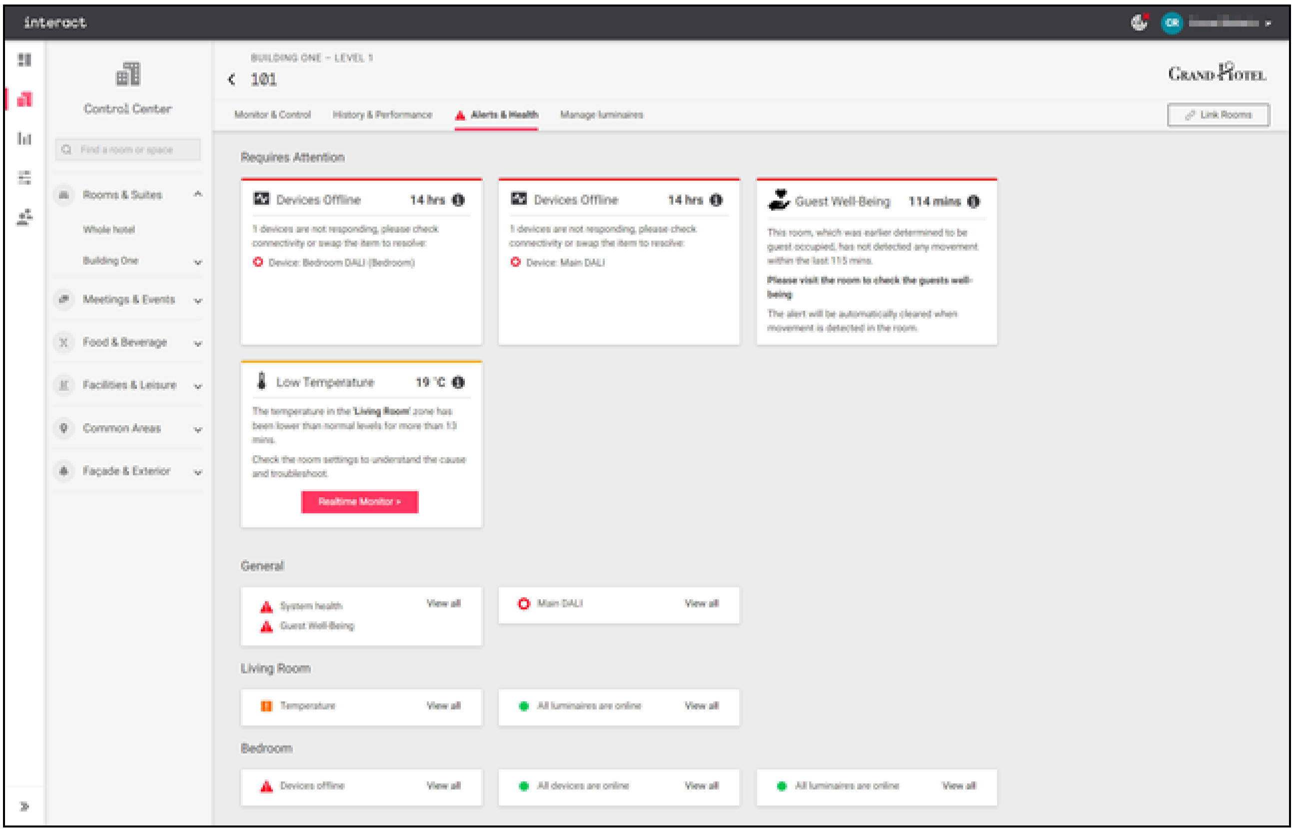
- **Lighting** uses the estimated max load, channel level, and run-time for each lighting circuit connected to a switched or dimmable channel.
- **Heating & Cooling** uses HVAC energy profiles, recorded run-times in each available mode, and real-time temperature monitoring.
- **Base power** combines two values:

  Fixed base power uses a combined total estimate for all non-controlled plug loads (such as the fridge, minibar, coffee machine, TV, etc.) in each check-in/occupancy state.

  Variable base power uses the estimated consumption and recorded run-time for each switched plug load controlled by the system.

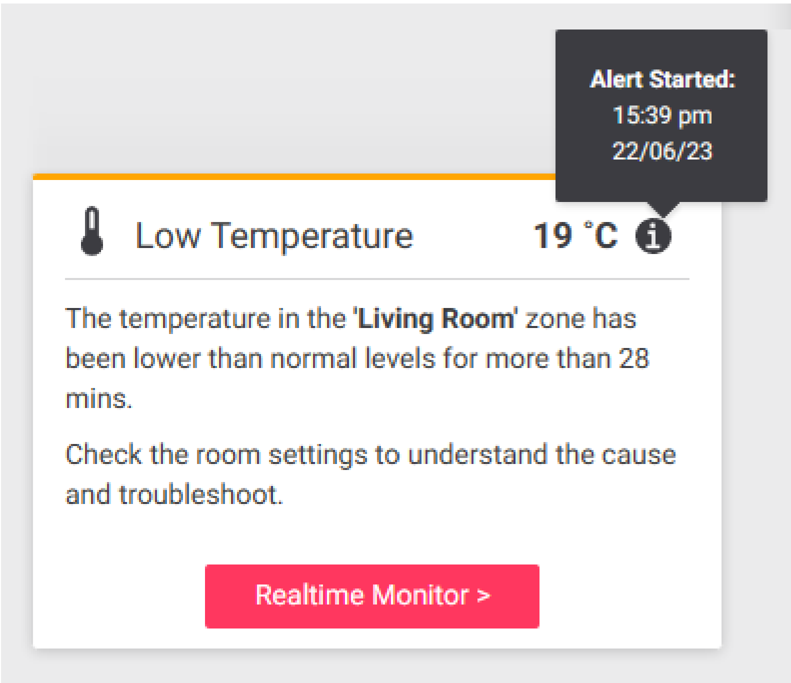
3.2.4. Alerts & Health

This tab shows the operational status of connected devices and DALI luminaires in the room, with grouped notifications for any issues that may require staff attention.



Requires Attention

Current alerts are shown in category tiles, along with relevant information and instructions to resolve the issue or clear the alert.



Tiles and icons are color-coded to indicate severity:

- **OK** - device/luminaire online and operating normally.
- **Warning** - exceeds normal range but no immediate risk.
- **Alert** - requires immediate attention.

Mouse over the ℹ icon to see when the alert was generated.

General / Zone Alerts

Statuses for the room and for each individual zone (living room, bedroom, etc.) are organized into separate tiles for alerts, devices, and DALI luminaires.

Click **View all** on each tile to see a full list of current issues and device/luminaire statuses.

Alert Types

- **Balcony/Entrance Door** - Door left open for an extended period.
- **Devices Offline** - One or more devices in the room are not responding.
- **FCU - Drip Tray Full/Filter Dirty** - HVAC/fan coil unit requires maintenance.
- **Guest Well-Being** - Room is guest-occupied but no movement is detected for an extended period (usually 24 hours). Staff should check the room in person and provide assistance if required. The alert clears automatically when motion is detected in the room.
- **Humidity** - Above or below configured thresholds.
- **Lamps Offline** - One or more paired DALI luminaire drivers are not responding.
- **Temperature** - Above or below configured thresholds.
- **Prolonged Room Status** - *Do Not Disturb*, *Make Up Room*, *Laundry Pickup*, or *Service Pickup* active for an extended period.
- **Soil Moisture** - Above or below configured thresholds.
- **Room Safe** - A guest has checked out while the room safe is still locked.
- **Water Leak** - Leak detected by a room sensor.

> You can view and manage alert types and settings in Configuration > Alert Definitions.

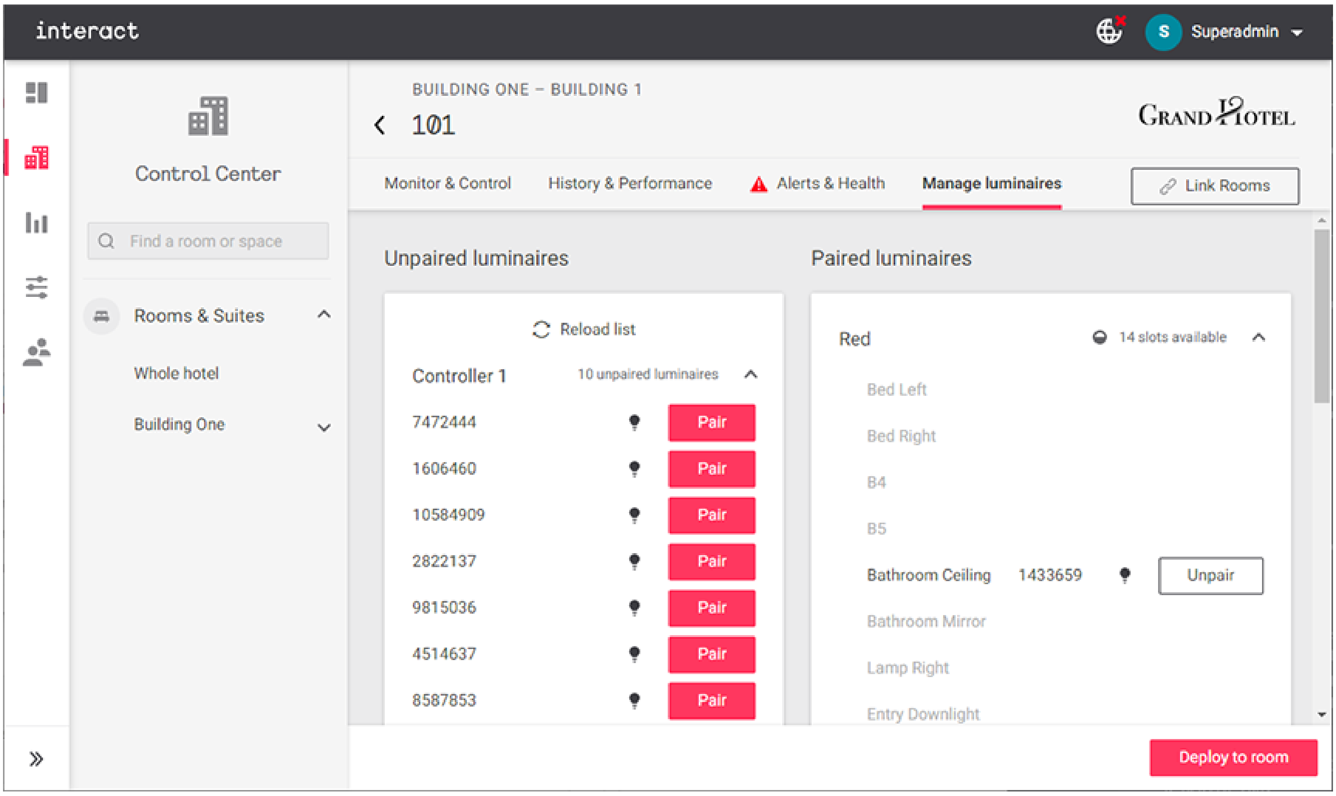
> If a linked room is unoccupied, guest well-being alerts for its occupied linked room(s) are delayed by the guest occupancy timeout period (usually 10-20 minutes). This timeout period is configured separately for each room profile. Refer to Room & Suite Profiles for more information.

3.2.5. Manage Luminaires

The **Manage luminaires** tab is only visible in rooms and locations with DALI controllers. **Unpaired luminaires** are displayed on the left, and control channels are displayed with their **Paired luminaires** (if any) on the right.

> If the channel list in **Paired luminaires** appears doubled up, you can clear DALI pairing from the room's DALI controller via the System Builder commissioning software. Refer to /GIT/interact-multiroom-dashboard/build/multiroom-dashboard/latest/index.html/str/2.8/commissioning_guide/on-site_configuration.html#clear_dali_addresses[Commissioning > On-Site Configuration > DALI Pairing] for more information.

> If a single paired DALI luminaire is offline and gets replaced, the system automatically pairs the new luminaire to the same channel.
> If multiple luminaires are offline, each replacement must be manually flashed/identified and paired as described below.



To refresh the list of available luminaires, click Reload list on the left.

Flashing

To flash a luminaire on and off, click the lightbulb symbol. This allows a person in the room to visually identify the luminaire so it can be paired to the correct channel.

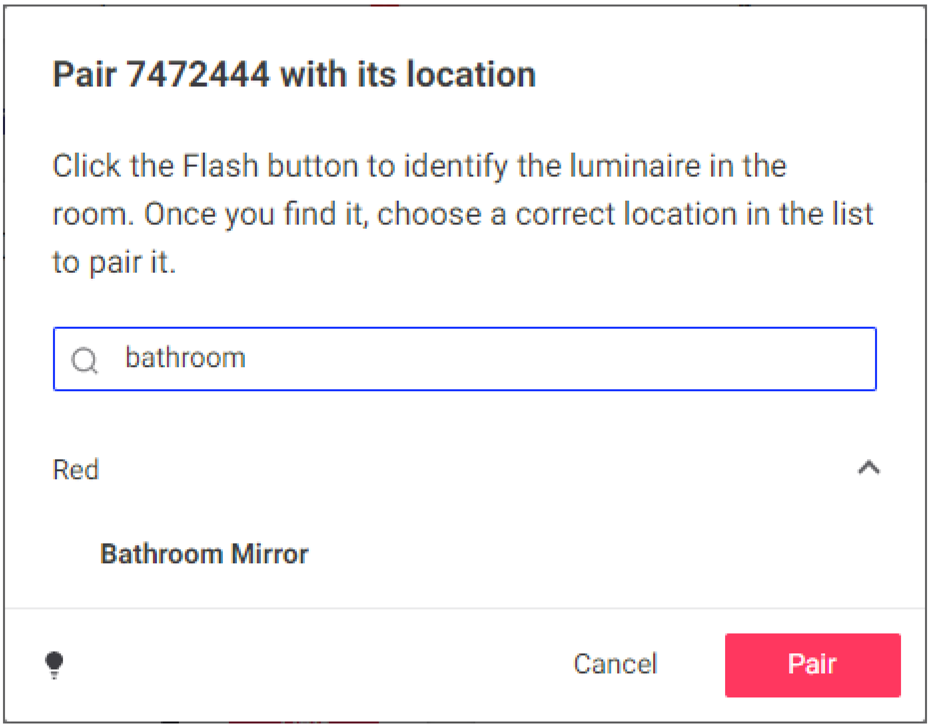
The luminaire will stop flashing automatically after a brief time, or you can click the progress indicator to stop it manually.

Pairing

Click the Pair button next to a luminaire to open the **Pair Luminaire** dialog.

Use the search bar to filter the list of available channels if necessary, then select the correct channel. You can also click the lightbulb symbol in the bottom left corner to flash the luminaire for confirmation without leaving the dialog box. Click the Pair button to complete the process.

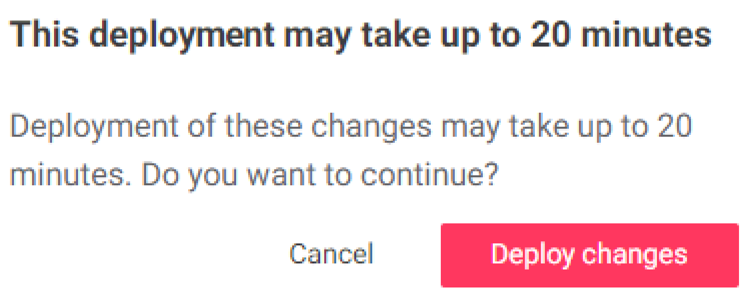
The paired luminaire is now shown next to its associated channel on the right. To remove a luminaire from a channel, click the Unpair button.



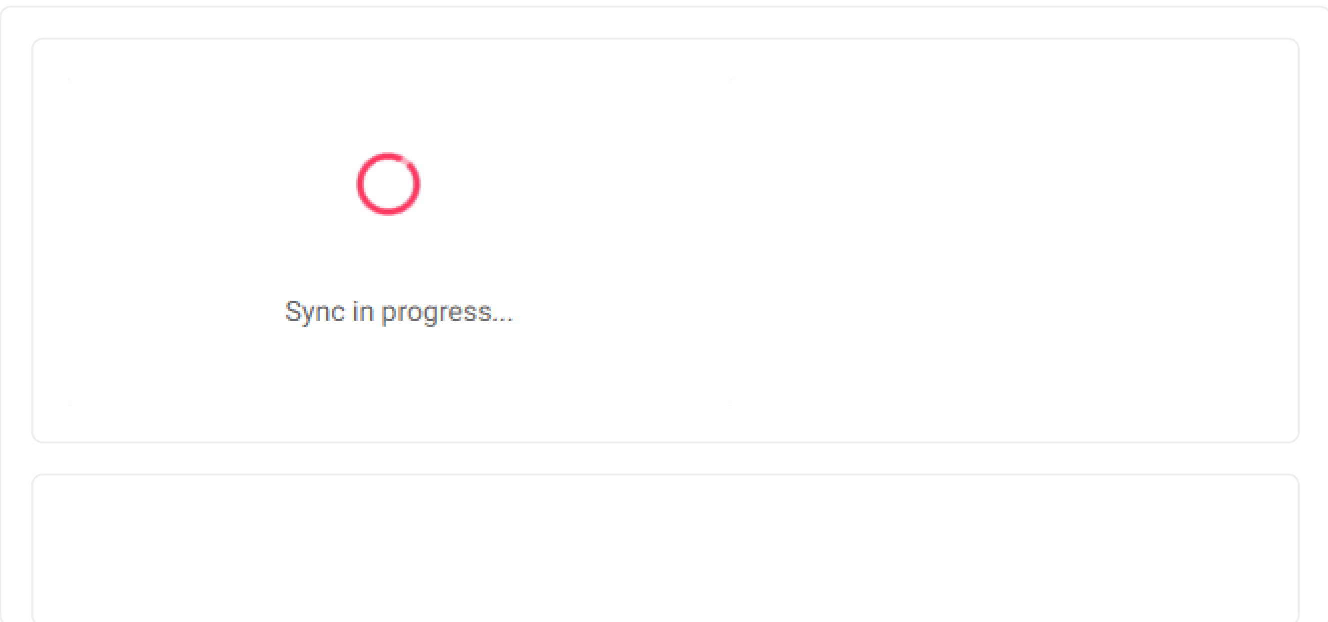
Deploying changes to the room

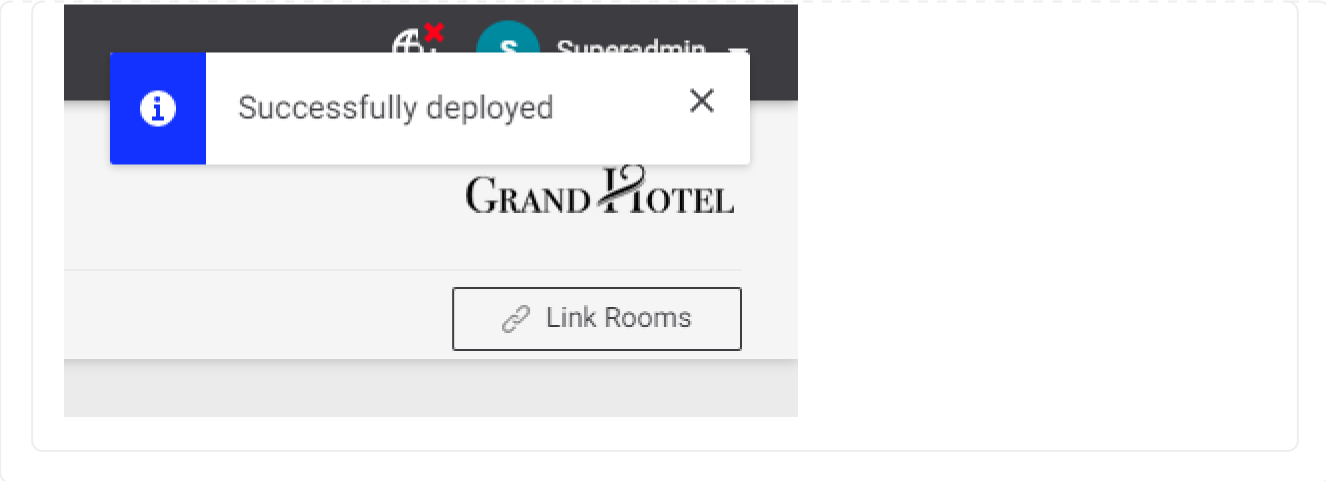
After creating the desired pairings for the room, click the Deploy to room button to open the **Deployment** dialog.

Click Deploy changes again to proceed.



Deployment may take several minutes, after which the **Manage luminaires** page automatically reloads. You can also manually refresh the page from your browser without interrupting the process.

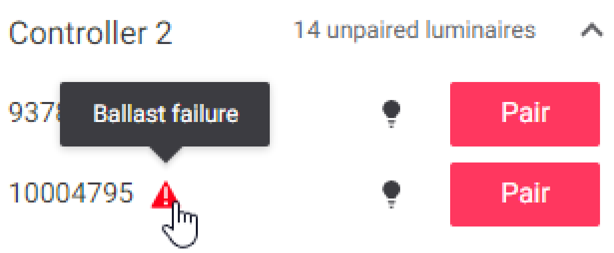




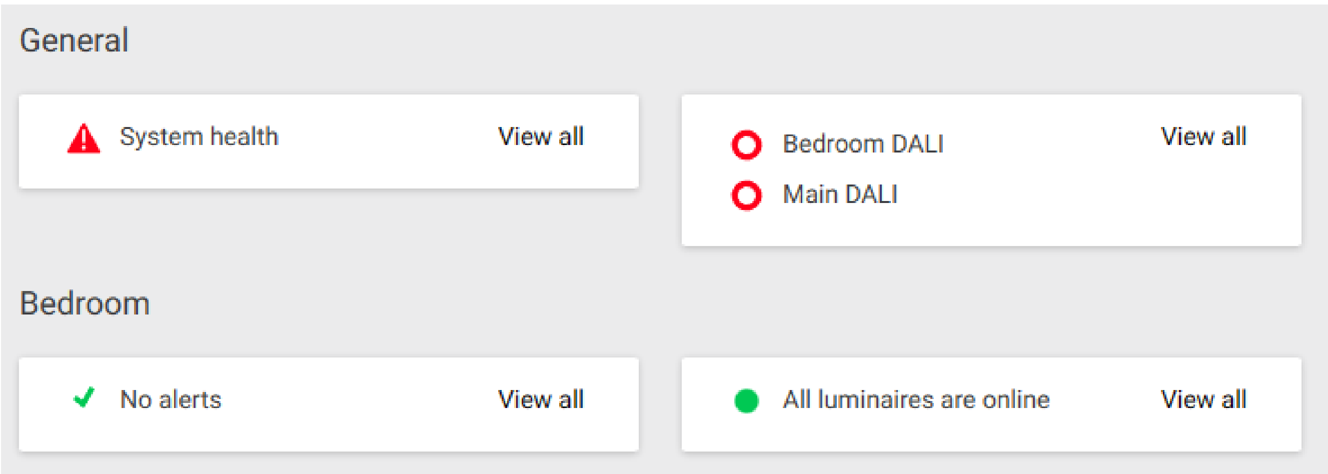
DALI driver/ballast and lamp errors

Ballast failure, *Lamp failure* and *Ballast offline* errors are indicated by an ⚠ error symbol.

Hover your cursor over the symbol to view the error type.



Offline DALI controllers and channel alerts are displayed along with those for all other devices and channels under the Alerts & Health tab.

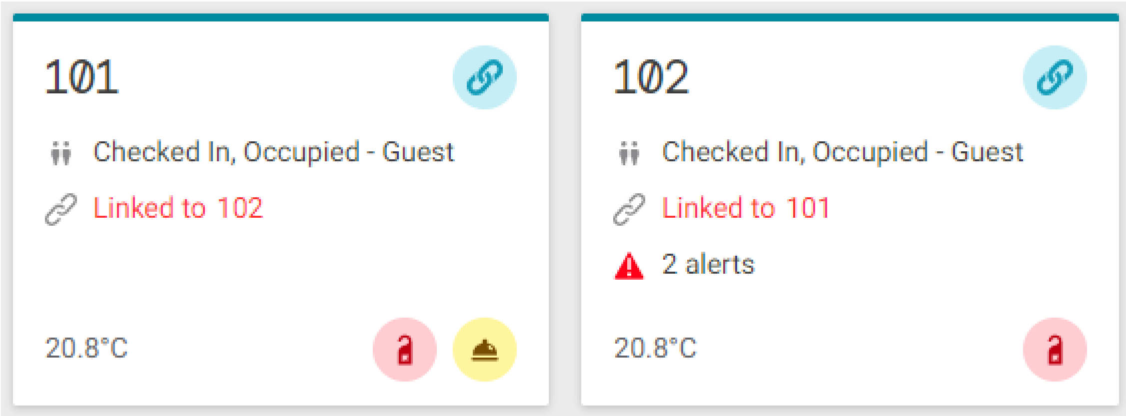


3.2.6. Linked Rooms

Two or more rooms with adjoining doors or shared lobbies can be linked together to synchronize functions including occupancy, room status, and doorbell sharing. The linking options for each room are configured during the commissioning process.

> Services such as lighting, HVAC, and blinds are still monitored and controlled individually for each room.

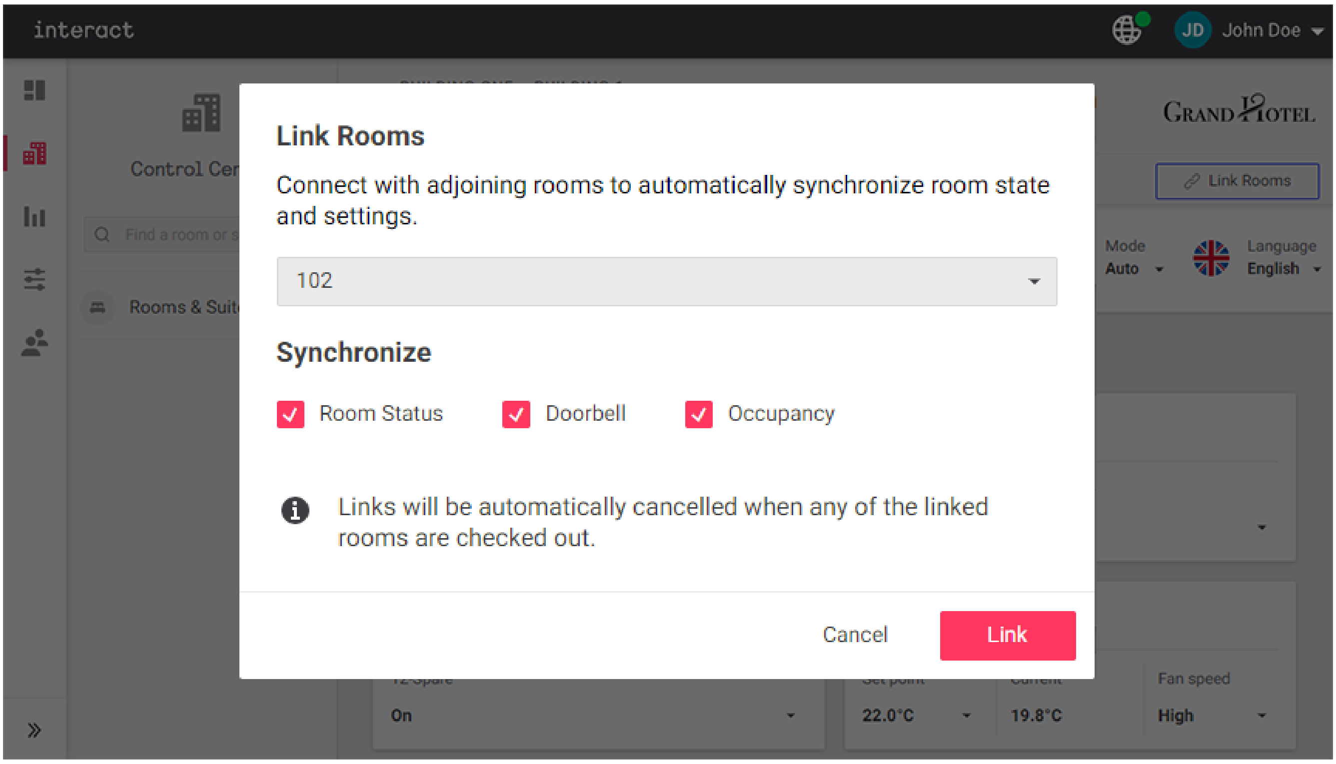
Linked rooms are marked in Building or Floor View with a 🔗 link icon and the room(s) they are linked to.



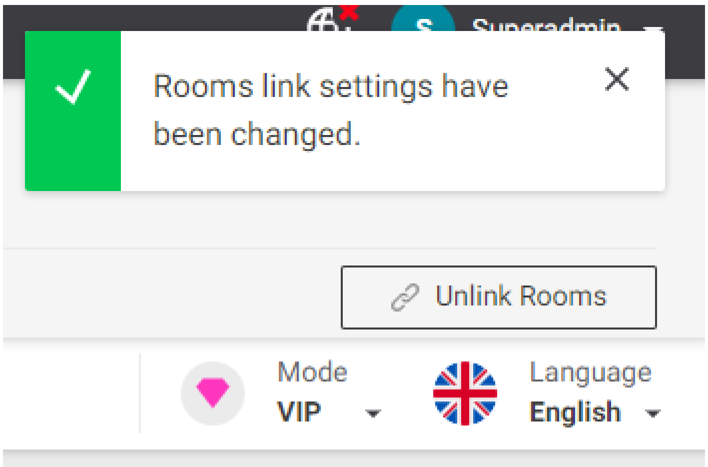
Linking rooms

In Room View, click the Link Rooms button to open the **Link Rooms** dialog.

Select the adjoining room (or set of rooms) and which functions to synchronize, then click the Link button.



A notification confirms that the room link is active, and the Unlink Rooms button is now displayed.

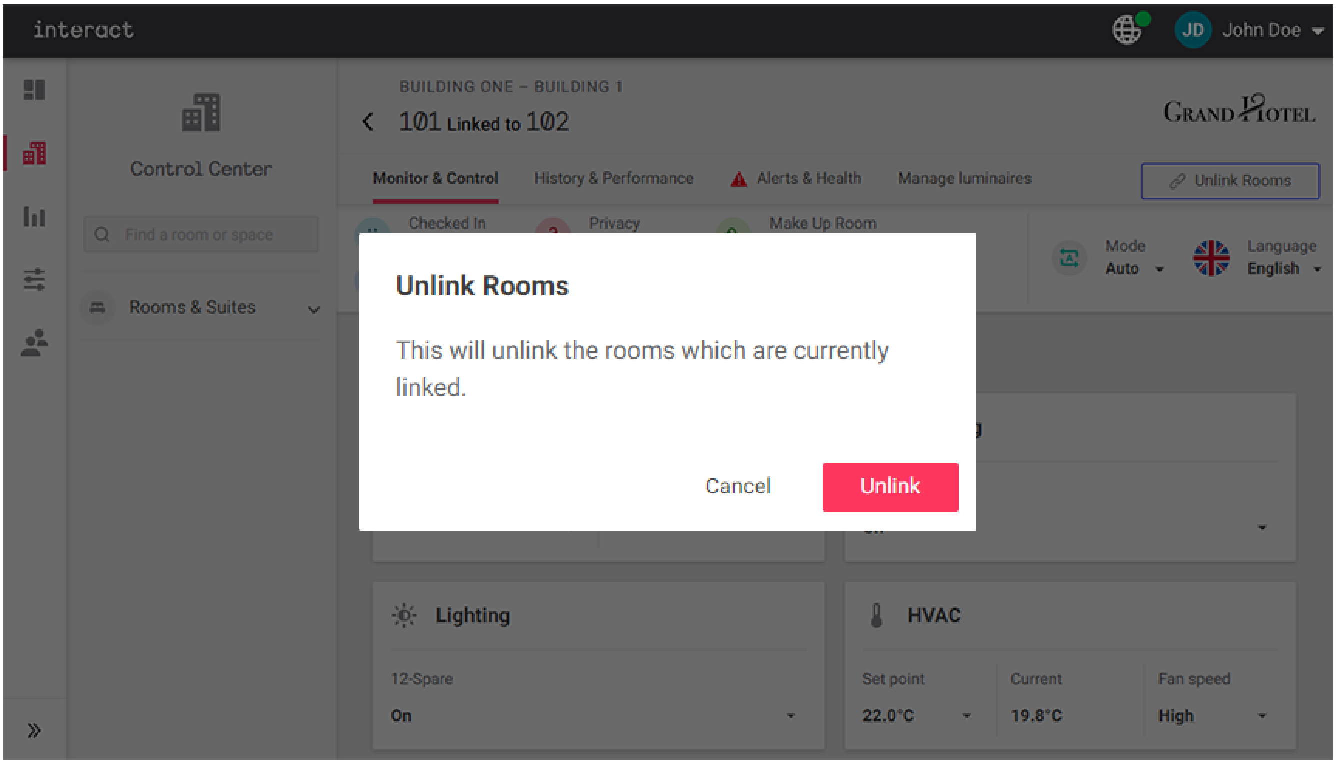


Unlinking rooms

Linked rooms are automatically unlinked at checkout, but can also be unlinked manually at any time.

In Room View for any of the linked rooms, click the 🔗 Unlink Rooms button.

In the **Unlink Rooms** dialog, click the Unlink button to confirm.



A notification confirms the change, and the 🔗 Link Rooms button is restored.

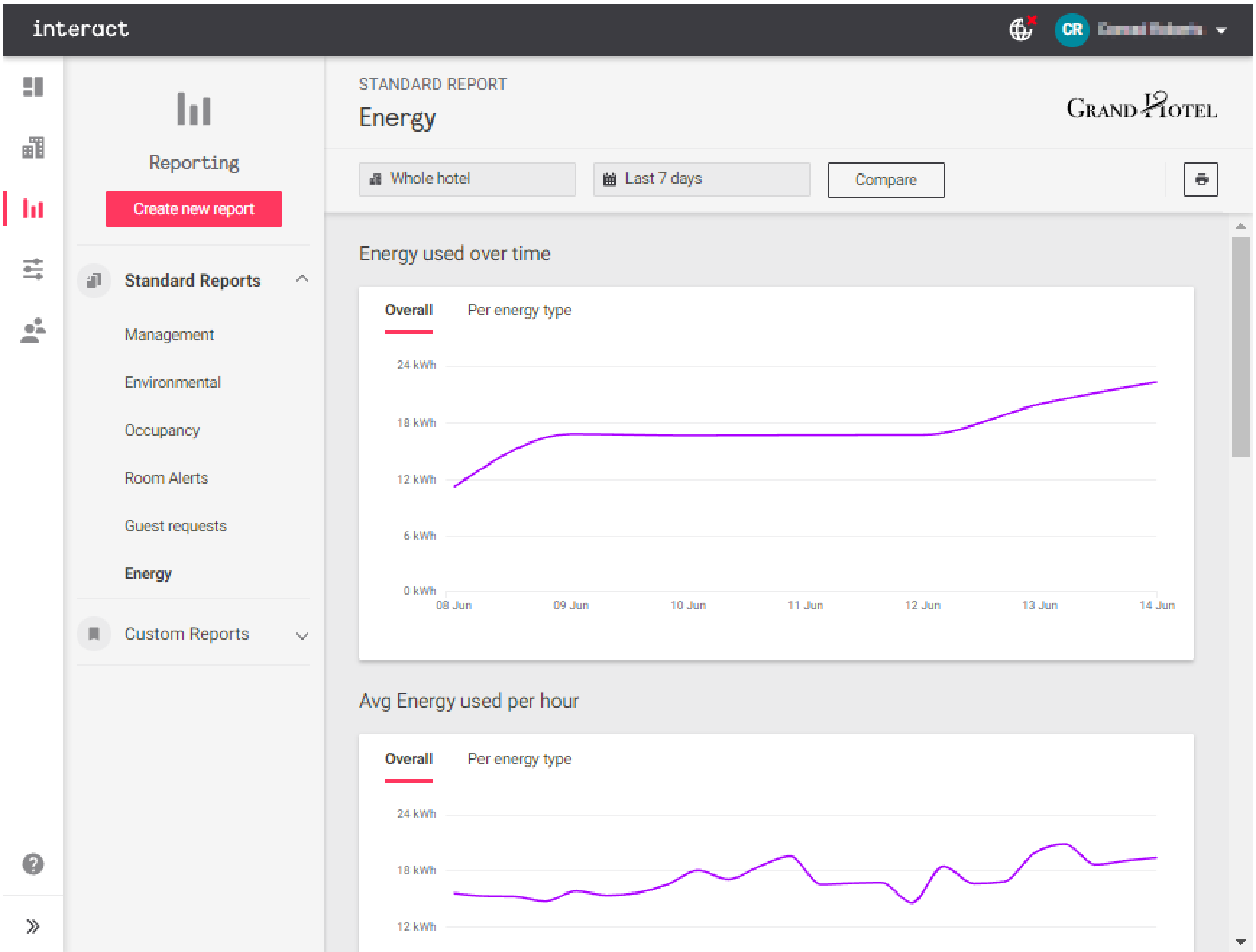
Chapter 4. Reporting

The Dashboard includes a variety of reports to view or save for future use:

- **Management:** Check-in and occupancy, room status, temperature, humidity, and room alerts
- **Environmental:** Temperature, humidity, fan speeds, balcony door use, and environmental averages per floor
- **Occupancy:** Daily and hourly averages, and room mode usage over the selected date range.
- **Room Alerts:** Daily and hourly system alert trends, system uptime for network gateways, PMS interface, and room devices.
- **Guest Requests:** Daily room status trends and average/peak times for room status duration.
- **Energy:** Notional energy consumption reporting across the entire site, as well as comparisons across services, room profiles, and individual rooms.

> *Energy Reporting*
>
> All energy information provided by the Dashboard is **notional** only, meaning that it is calculated rather than measured or metered. Energy load estimates are entered during the commissioning process and combined with real-time monitoring of room events/activity, occupancy, and environmental conditions to calculate ongoing energy usage for each room.
>
> **The accuracy of notional energy reporting is dependent on the information provided during commissioning, and may differ from real-world measurements.**
>
> Where applicable, energy reporting is divided into three types:
>
> - **Lighting** uses the estimated max load, channel level, and run-time for each lighting circuit connected to a switched or dimmable channel.
> - **Heating & Cooling** uses HVAC energy profiles, recorded run-times in each available mode, and real-time temperature monitoring.
> - **Base power** combines two values:
>
>   **Fixed base power** uses a combined total estimate for all non-controlled plug loads (such as the fridge, minibar, coffee machine, TV, etc.) in each check-in/occupancy state.
>
>   **Variable base power** uses the estimated consumption and recorded run-time for each switched plug load controlled by the system.

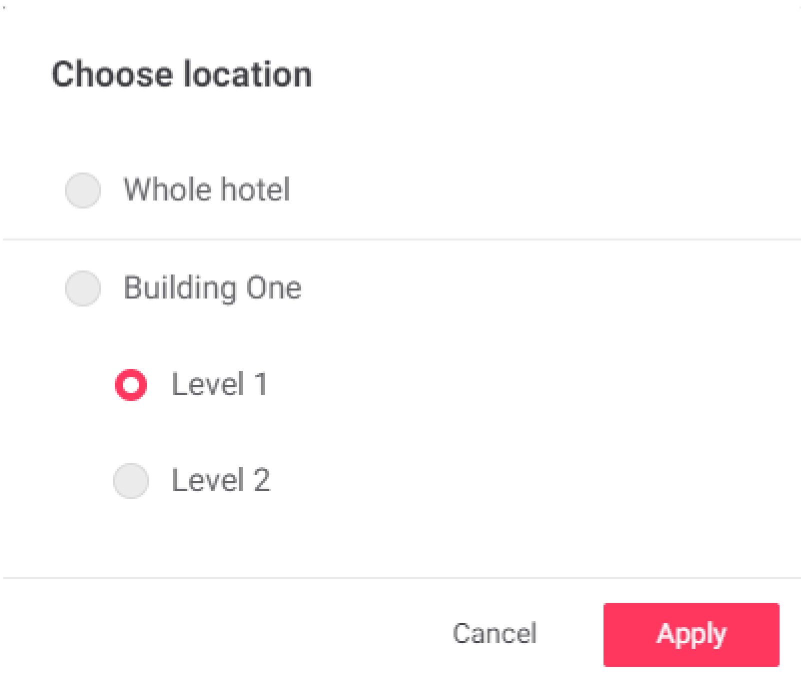
Click the **Print** button in the top right corner to print the report to hard copy or PDF for distribution.



4.1. Location

To run a report on a specific building, wing, or level, click on Whole hotel to open the **Choose location** dialog box.

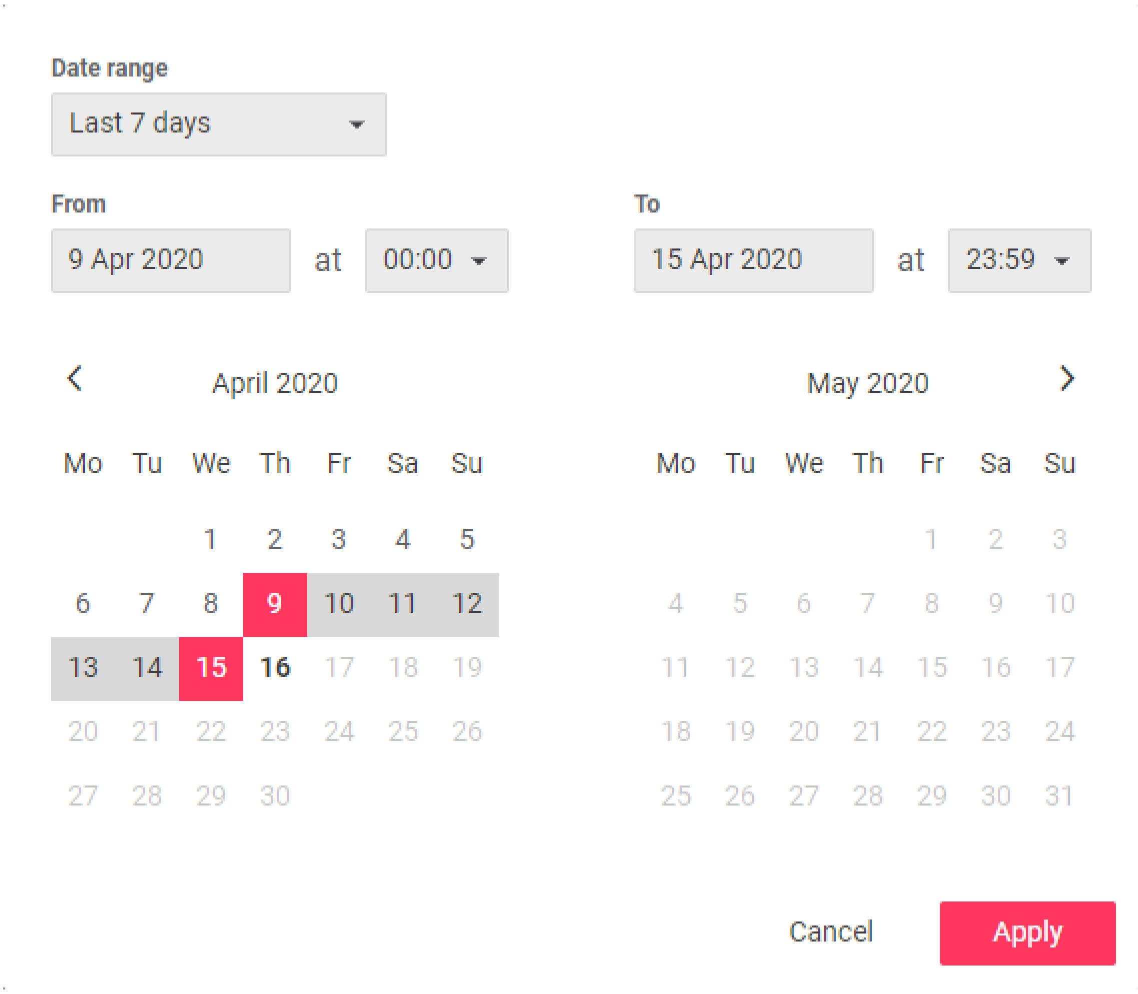
Select the location and click Apply.



4.2. Date Range

Click the Last 7 days box to open the **Date range** dialog box.

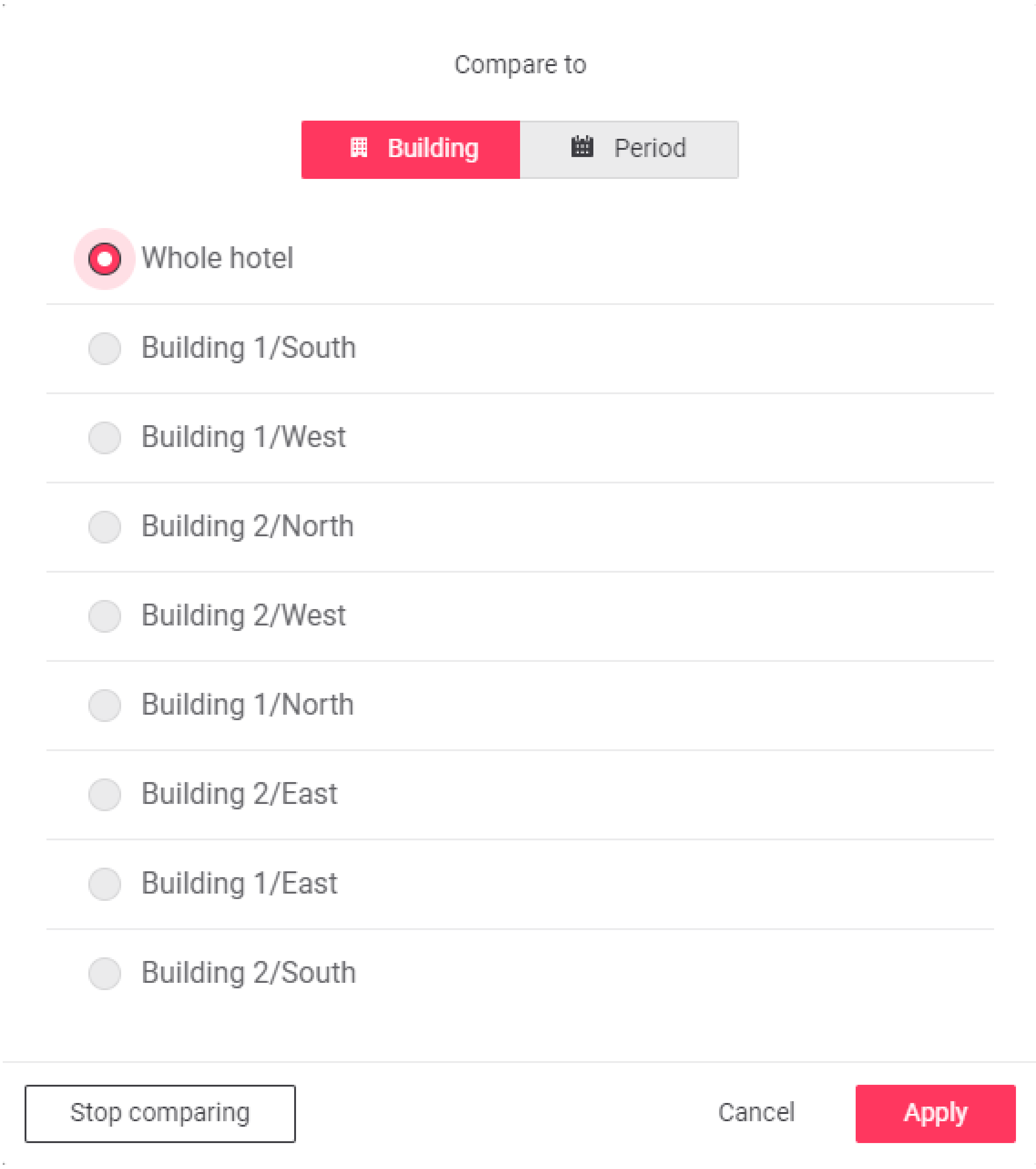
Select an option from the **Date range** dropdown, or specify a custom range on the calendar, and click Apply.

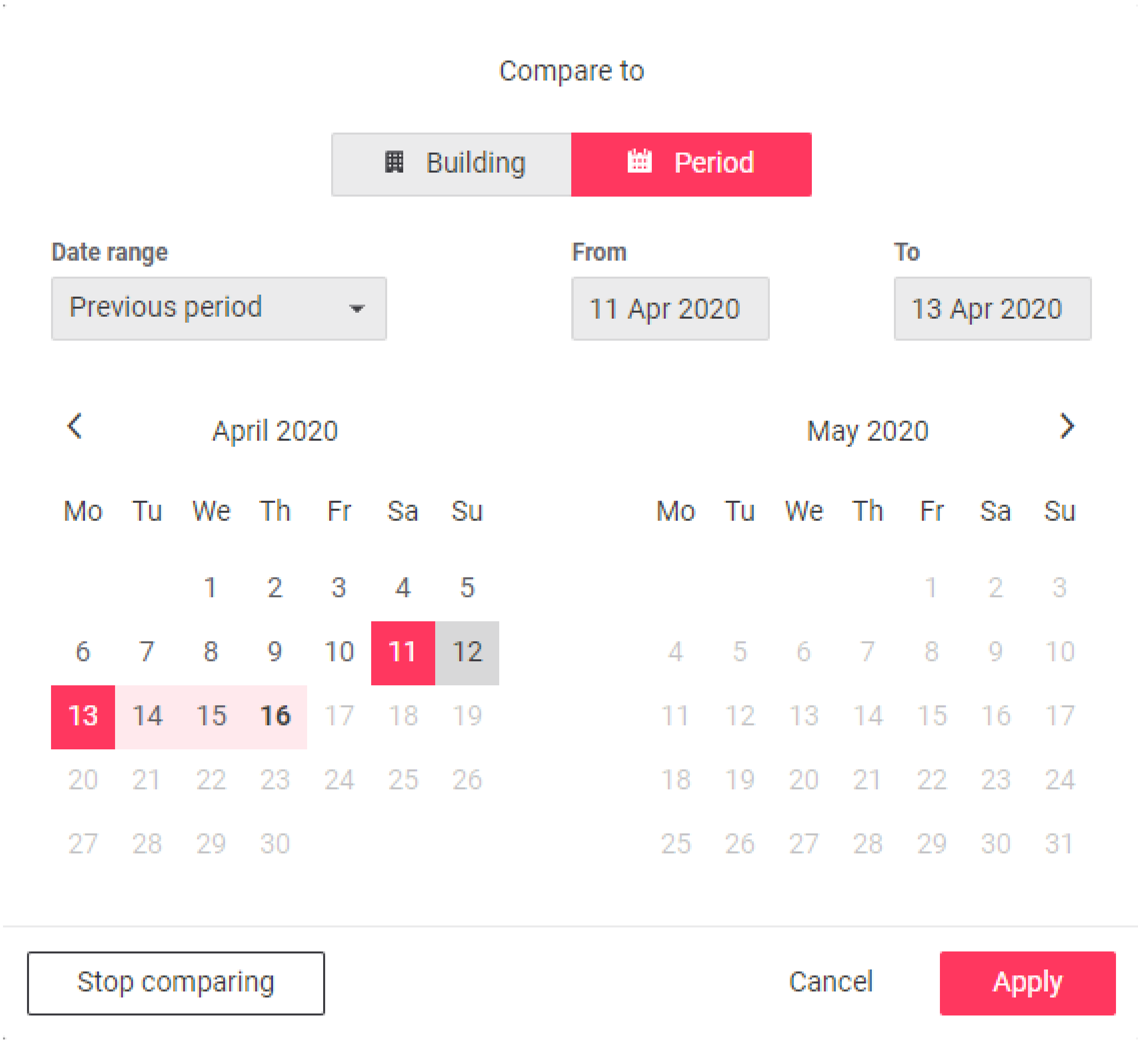


Chapter 5. Comparison Reports

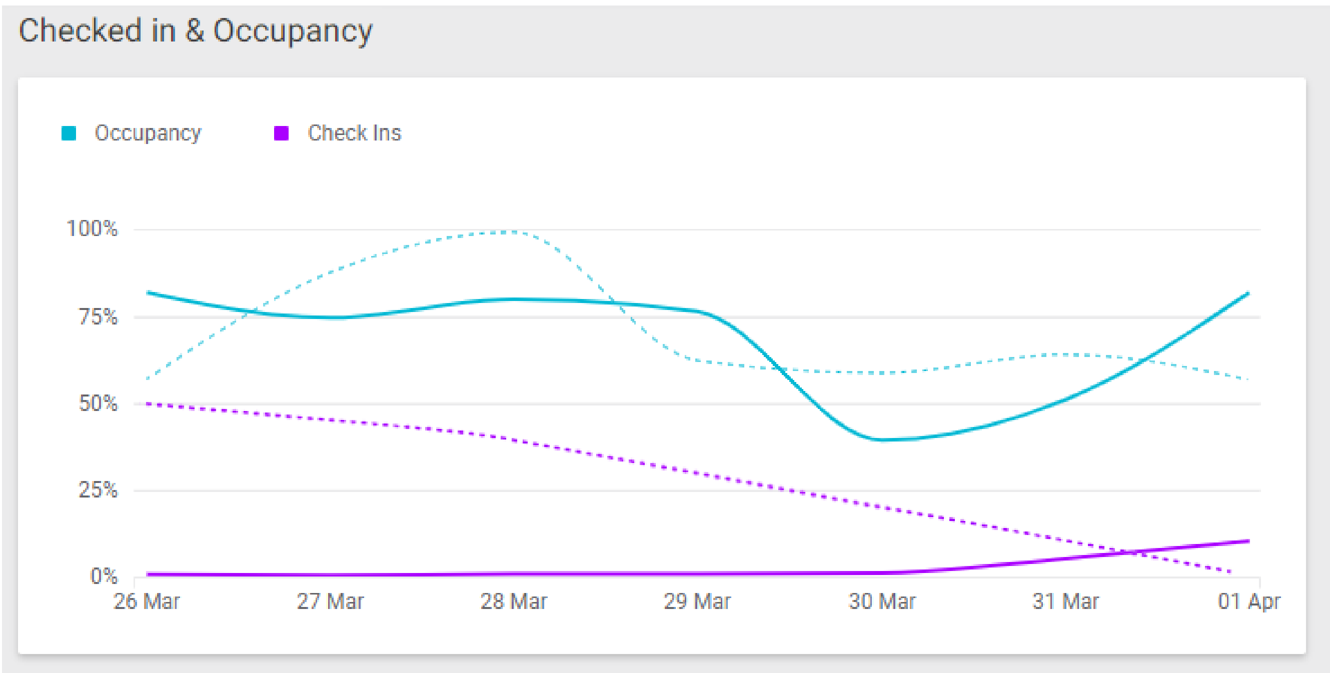
Click the Compare button to run a comparison report between two date ranges for the same location, or two locations for the same period.

In the **Compare to** dialog, select Building or Period, set the parameters for comparison, and click Apply.





Comparison reports show a solid line for the original selection and a dotted line for the comparison selection, as below:



To save the current report or comparison for future access, click Save.
Saved comparison reports are listed under **Custom Reports**.

Chapter 6. Creating Custom Reports

Custom reports enable you to compile and view selected metrics for a chosen date range, across the entire hotel or isolated to a specific location. You can also build custom comparison reports between any two date ranges or locations.

Available metrics include:

- **Environmental**

  Temperature & humidity

  Fan speed adjustments

  Balcony doors usage per hour

  Environmental data per floor

- **Energy**

  Energy used over time

  Energy used by type

  The best and worst performing rooms

  Energy used by room type

  Average energy used per hour

- **Occupancy**

  Checked in & occupancy

  Average occupancy over selected time

  Average occupancy per hour

  Occupancy types

- **Alerts and Health**

  Alerts volume over time

  Alerts volume per hour

  System uptime

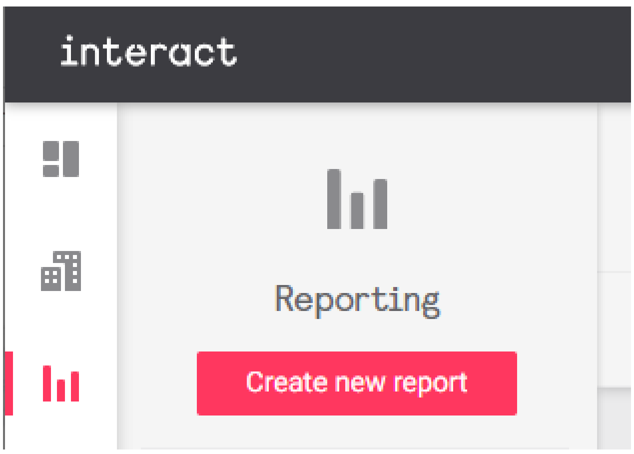
- **Room Statuses**

  Room status usage

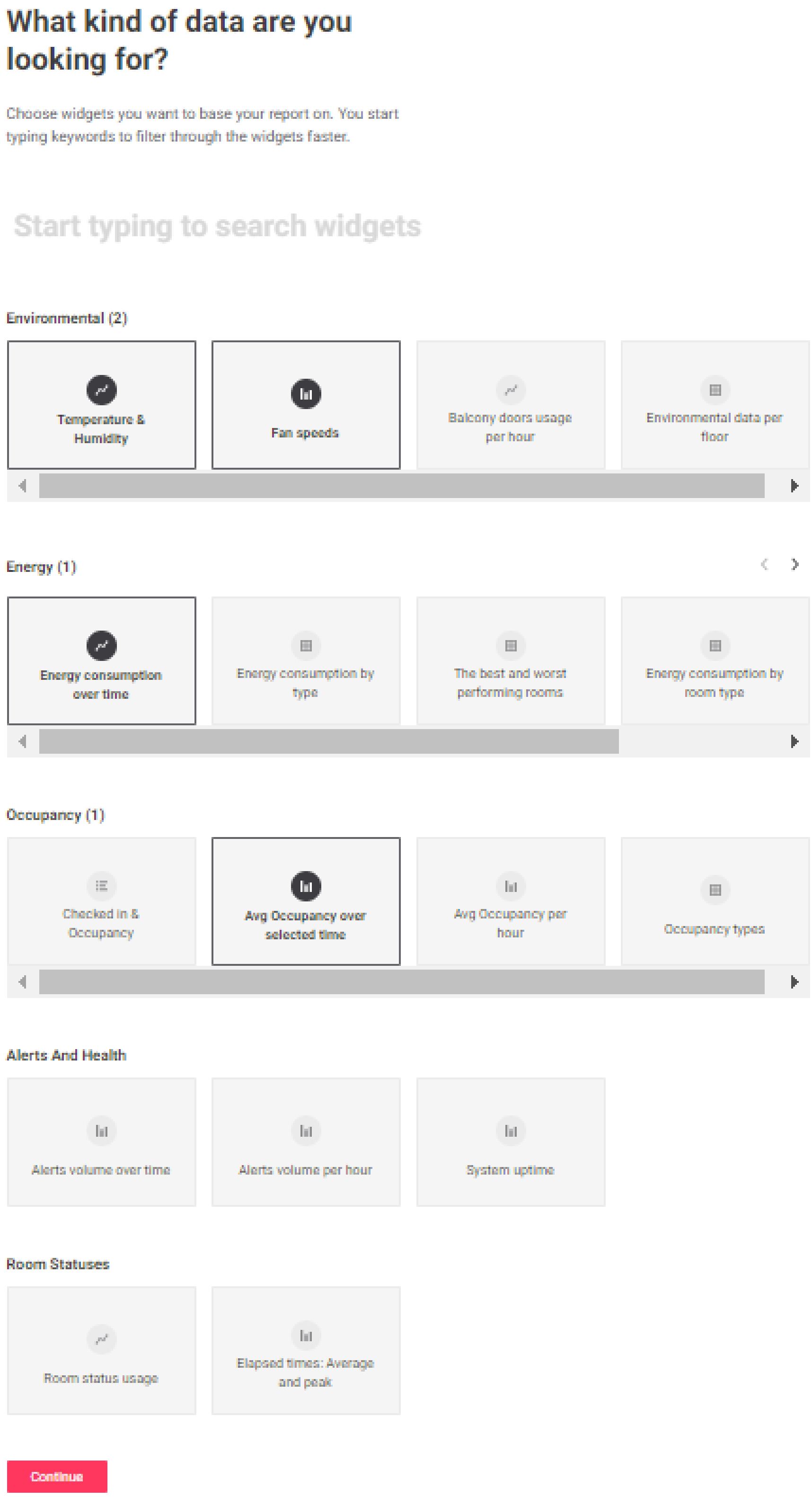
  Elapsed times: average and peak

Create a custom report:

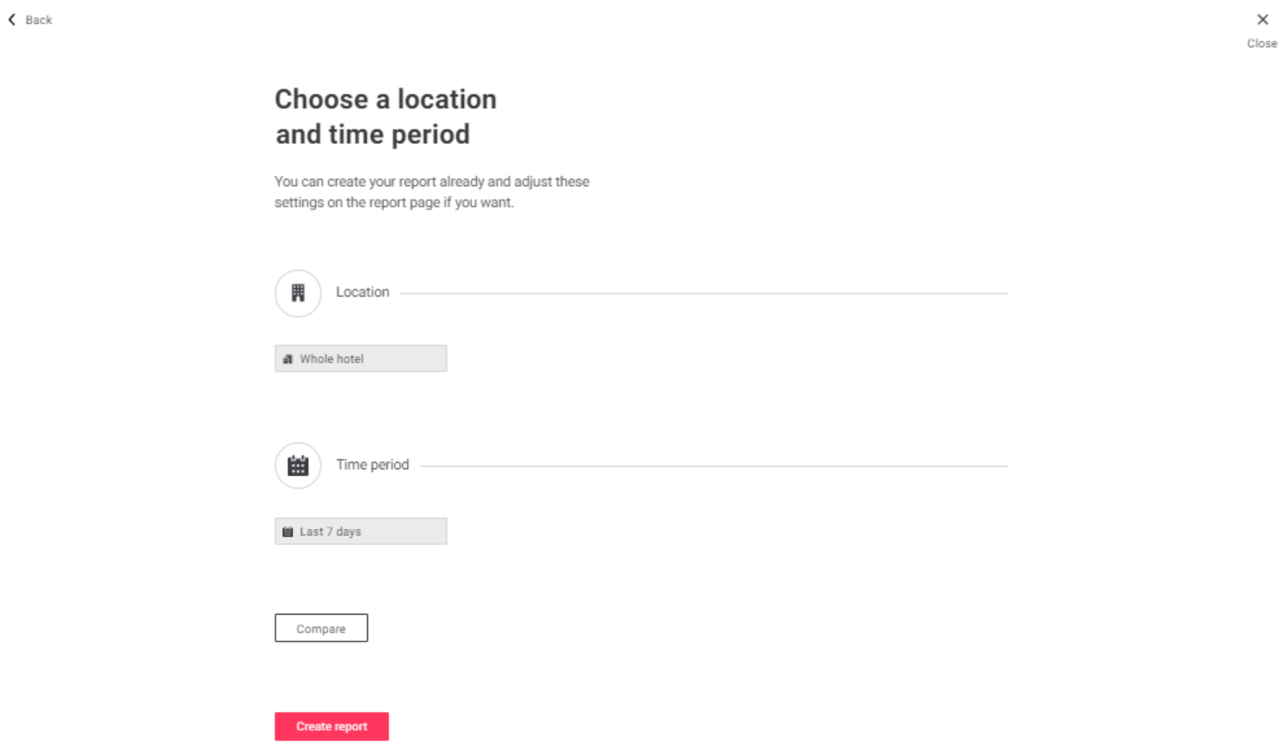
1. Click the Create new report button.



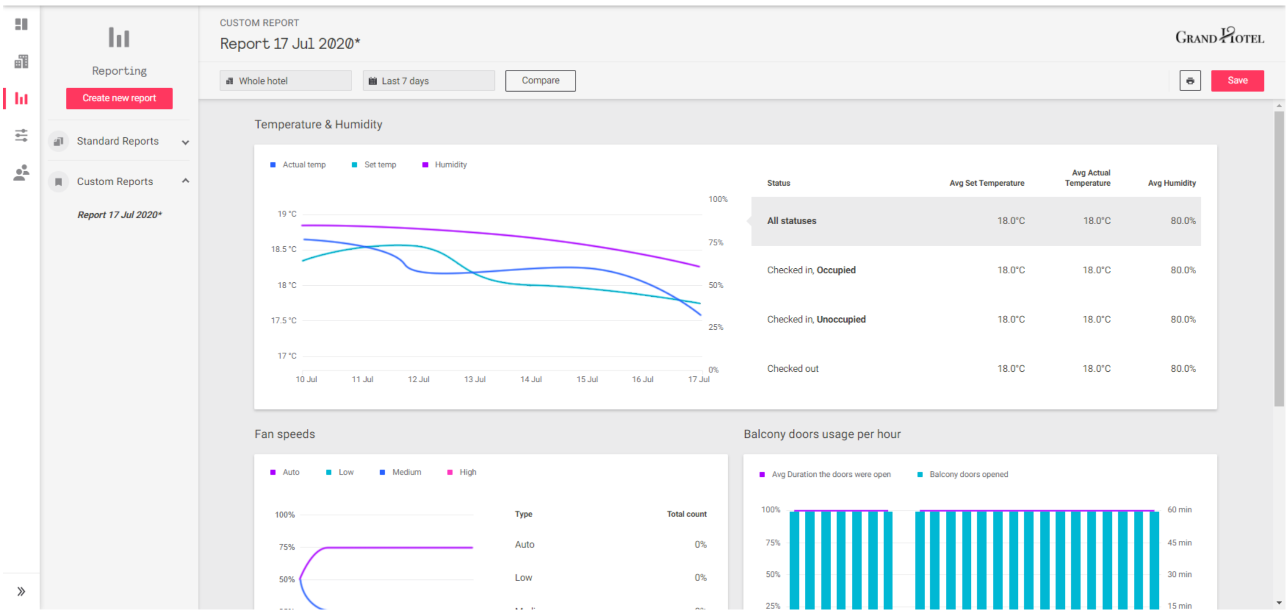
2. Select any combination of widgets, then click Continue.



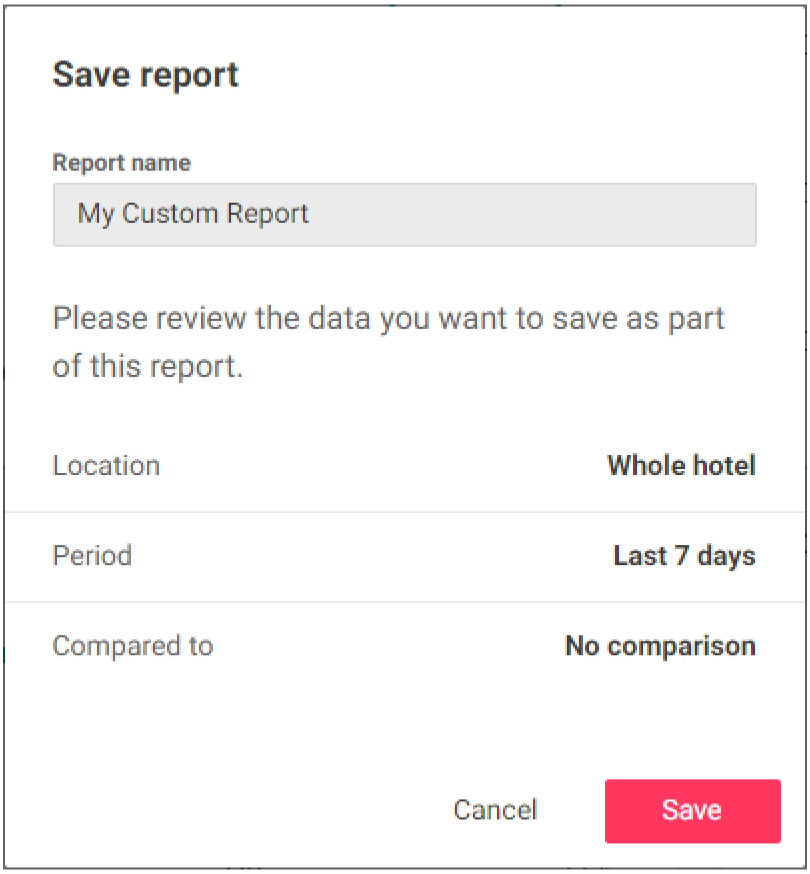
3. If desired, click Whole hotel to change the location and Last 7 days to change the time period. You can also click the Compare button to set up a comparison report as described in the previous section. Click the Create report button to continue.



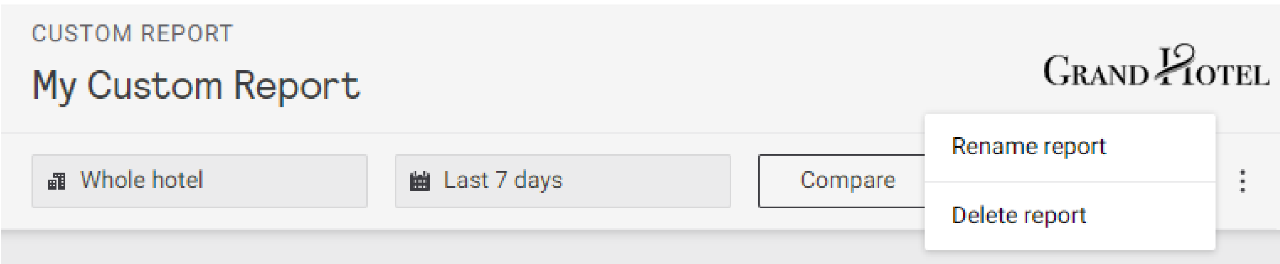
4. Review your new custom report, then click the Save button in the top right corner to open the **Save report** dialog.



5. Enter a name for the report and click Save again.



6. To rename or delete a custom report, click the symbol in the top right corner.



Chapter 7. Configuration

Configuration includes the following screens:

- **Profiles** - Set default behaviors for all rooms and public spaces under each profile:

    /GIT/interact-multiroom-dashboard/build/multiroom-dashboard/latest/index.html/str/2.8/dashboard_guide/configuration/room_profiles.html[**Rooms & Suites**] - Room settings and seasonal defaults

    /GIT/interact-multiroom-dashboard/build/multiroom-dashboard/latest/index.html/str/2.8/dashboard_guide/configuration/public_area_profiles.html[**Public Areas**] - Scheduling for automated system behaviors

- /GIT/interact-multiroom-dashboard/build/multiroom-dashboard/latest/index.html/str/2.8/dashboard_guide/configuration/integrations.html[**Integrations**] - Add and manage access for API clients.
- /GIT/interact-multiroom-dashboard/build/multiroom-dashboard/latest/index.html/str/2.8/dashboard_guide/configuration/system_settings.html[**System Settings**] - Configure the Dashboard's **Project Features**, **User Authentication**, and **Email Server**.

7.1. Room & Suite Profiles

Room and suite profiles contain the following tabs:

- **States** controls default behaviors for the selected profile.
- **Seasons** enables season-specific defaults in **States**, as well as options to modify the number and length of seasons to match local requirements.
- **Alerts** determines which alert definitions are active for each zone in the room profile.
- **Instances** monitors the progress of saved changes to the selected room profile as they are broadcast to each affected device on the system.

Before You Begin: Using Customized Seasons

Seasons settings ONLY apply to the currently selected room profile!

Save time by copying your customized seasons to all room profiles before configuring their settings:

1. First complete and save the **States** and **Seasons** settings for one room profile.
2. Under **States > Apply these settings to other profiles**, click the Choose Profiles button.
3. Follow the prompts to copy the room settings to all other room profiles.
   This overwrites all existing settings.
4. Make any further changes to the other room profiles as required.

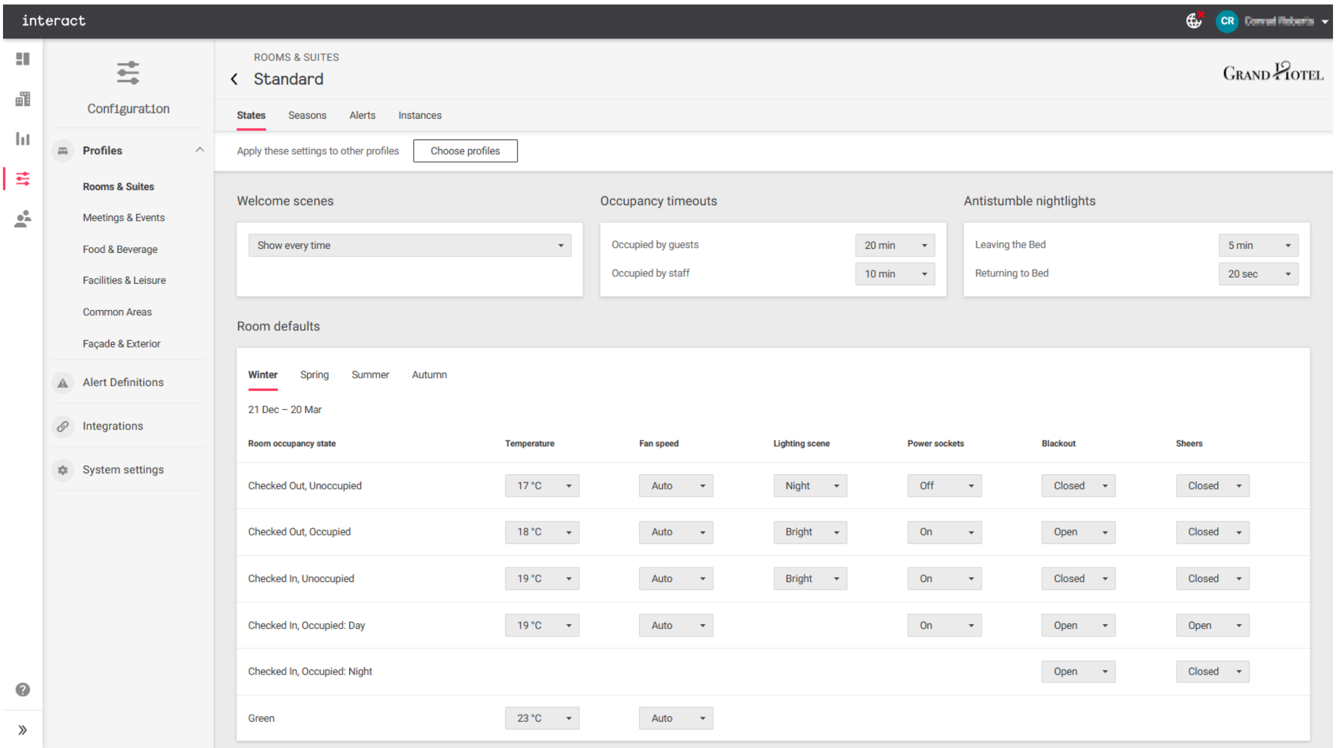
7.1.1. States

Select the desired default behaviors and settings for the selected room profile, then click Save and apply.

If seasons are enabled, you can click each season under **Room defaults** to change the settings for that season. For example:

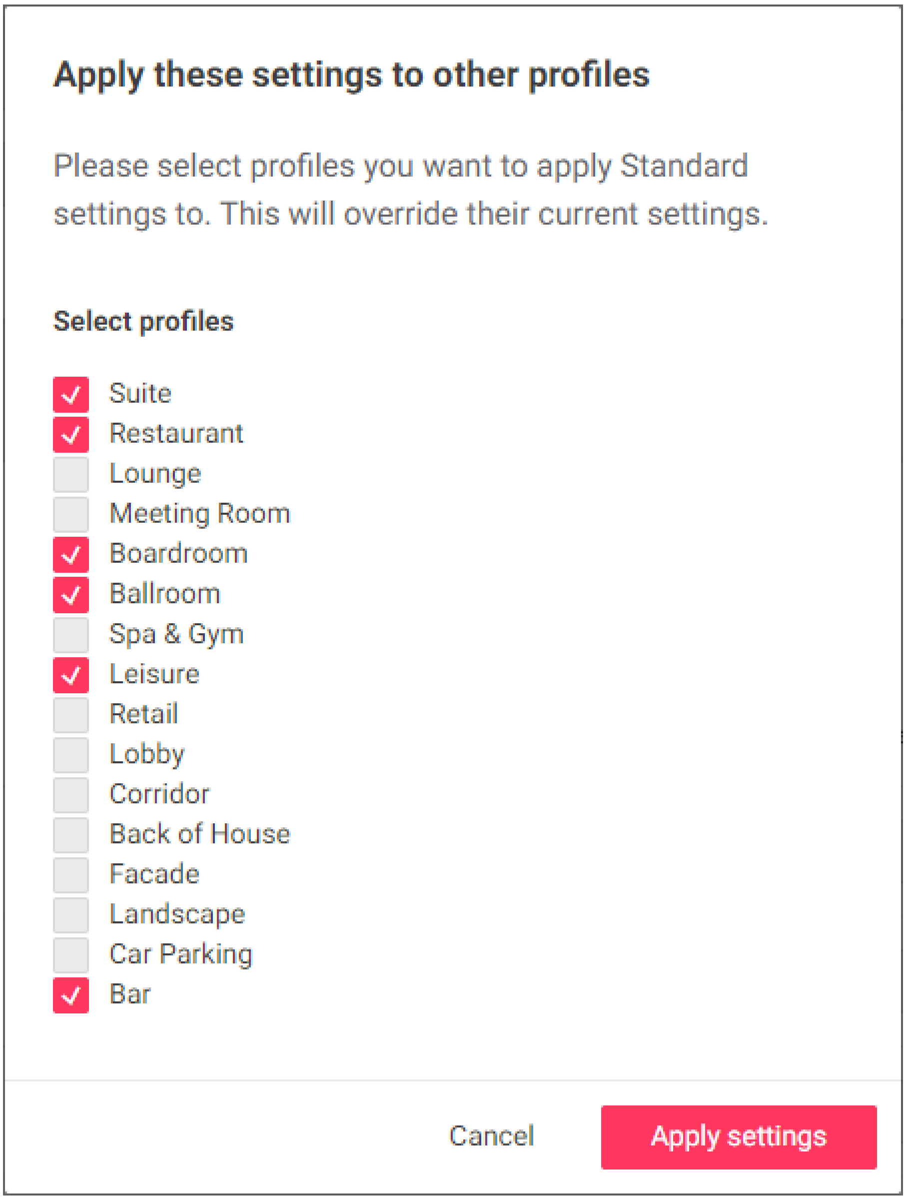
- Save energy with seasonally appropriate temperature setpoints for unoccupied rooms.
- Close blackout blinds on summer days to limit sun exposure.
- Open blackout blinds on winter days to let sun in, then close them at night to improve heating

performance.



To apply all room settings from the current profile to others:

1. Click **Apply these settings to other profiles >** Choose Profiles.
2. Select which profiles to overwrite, then click Apply settings.

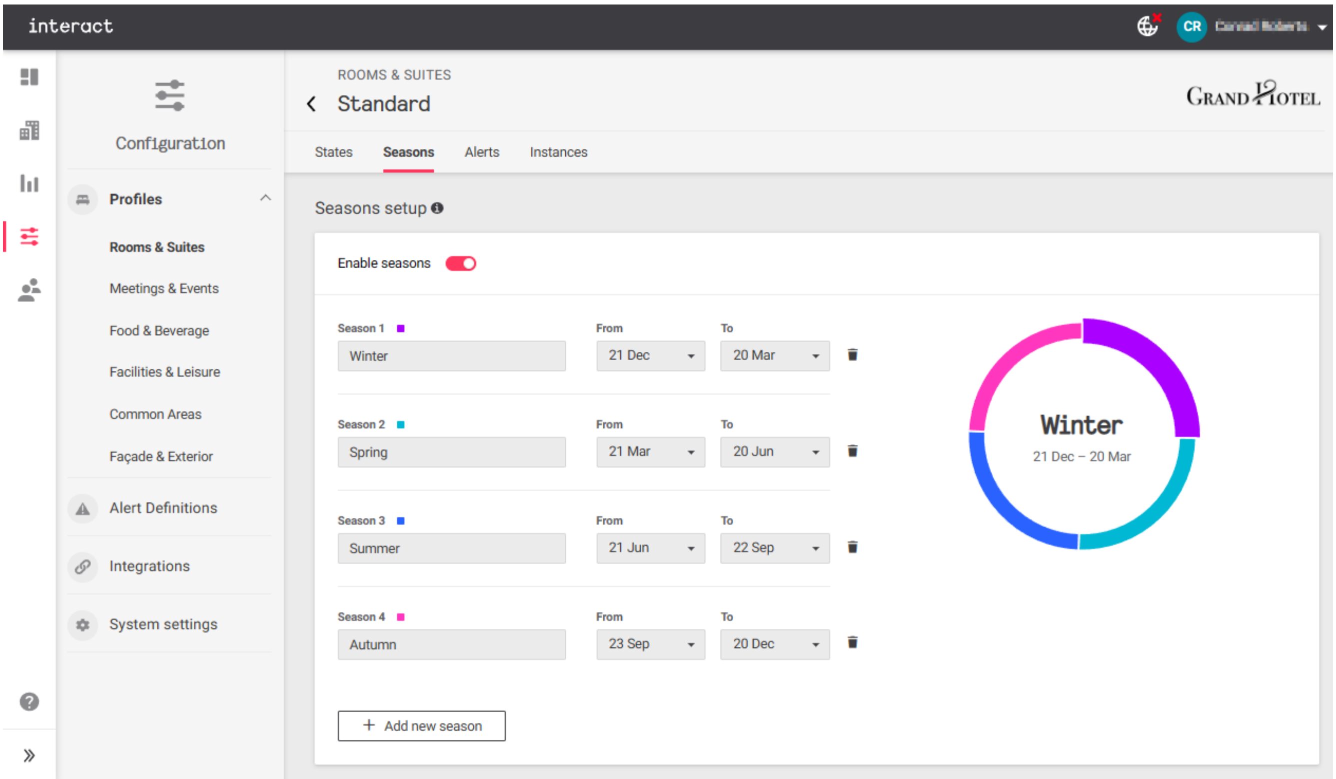


7.1.2. Seasons

Enabling seasons allows you to configure seasonal defaults under the **Room settings** tab.

You can add or remove seasons (up to six total), rename each season, and customize date ranges to match the local climate and traditions.

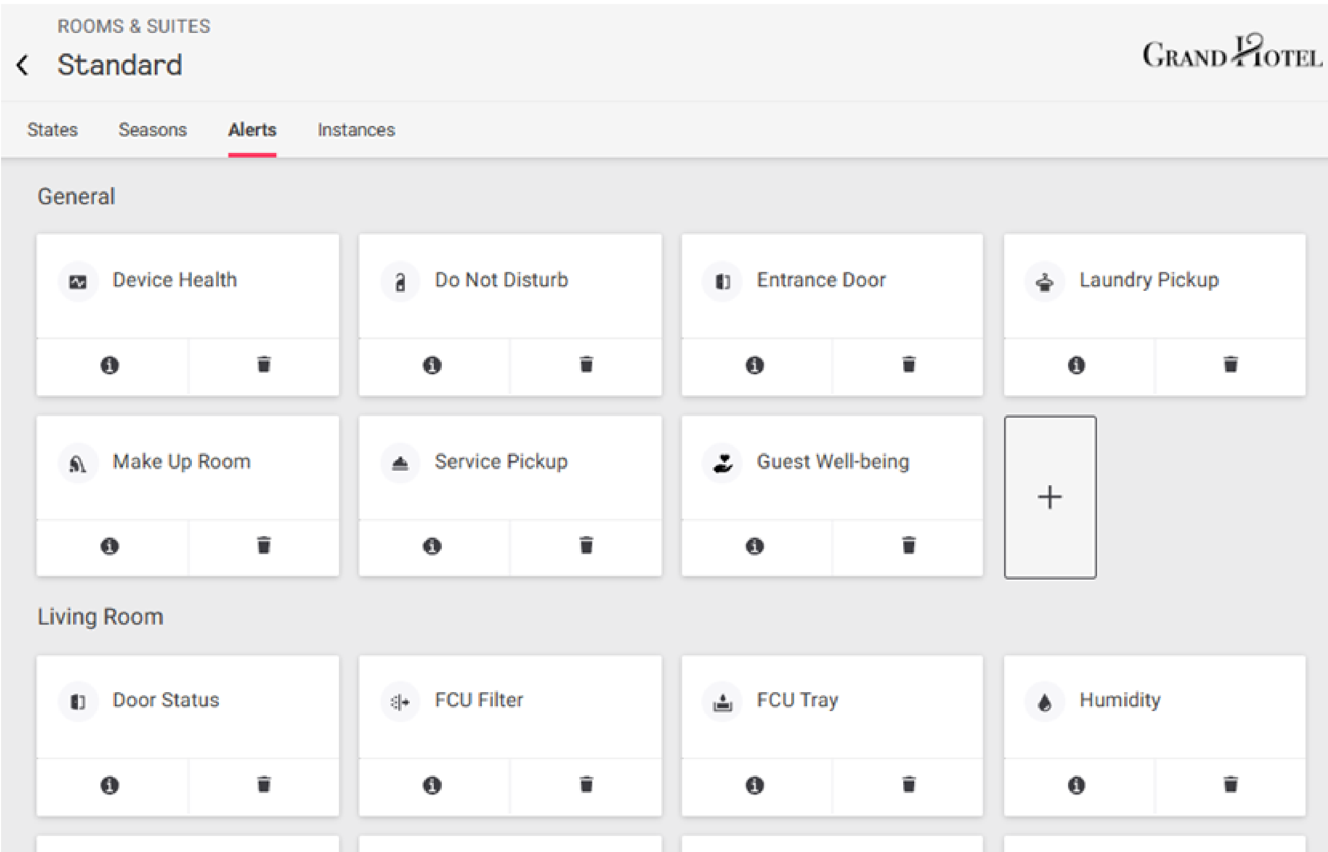
After making the required changes, click Save and apply to finish.



7.1.3. Alerts

View, add, and remove any existing alerts for each zone in the room profile, to ensure that only relevant alerts are shown.

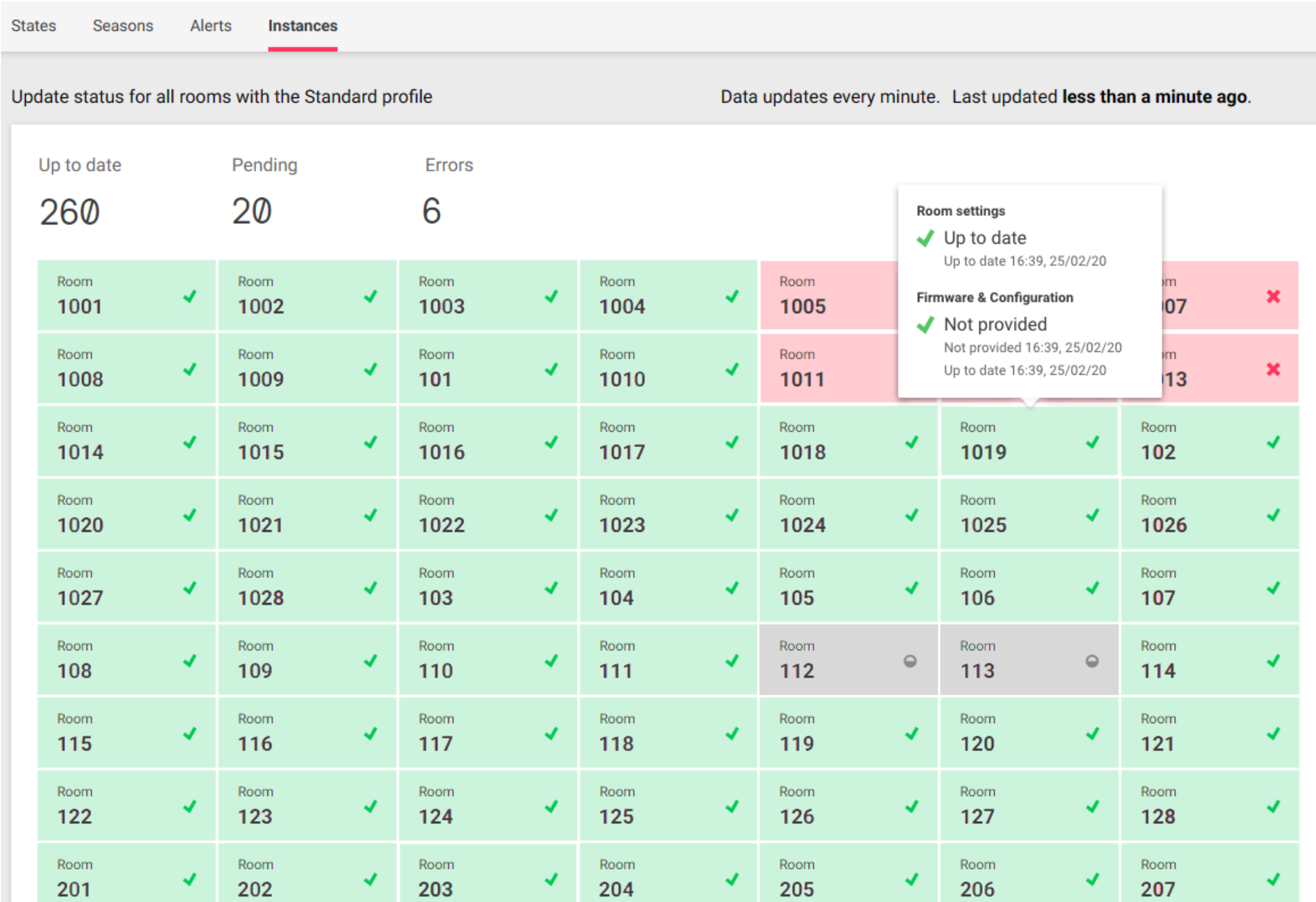
After making any changes, click Save and apply to finish.



7.1.4. Instances

This tab shows the current status of updated room settings for the selected profile as they are broadcast to individual rooms across the network.

Click on any room tile to open a tooltip with more information about its status.



7.2. Public Area Profiles

Public area profiles are applied to all managed areas apart from rooms and suites, such as meeting rooms, bars, restaurants, lobbies, or exterior spaces.

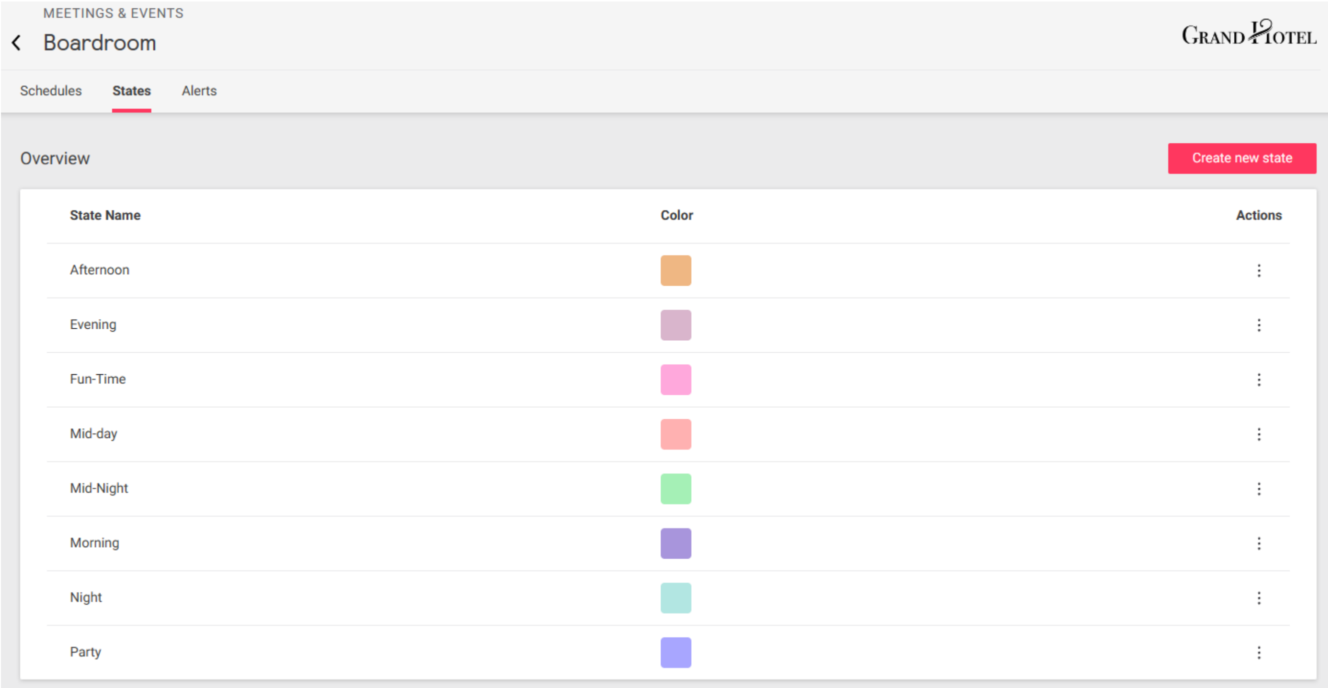
Each profile includes the following tabs:

- **Scheduling** - Set routines to automate system behavior by activating preconfigured states at specific times of each day.
- **States** - Create and configure a state for each time of day (or recurring event) with appropriate settings for lighting, HVAC, and/or other connected services.
- **Alerts** - Apply selected alerts to specific zones within each profile.

7.2.1. States

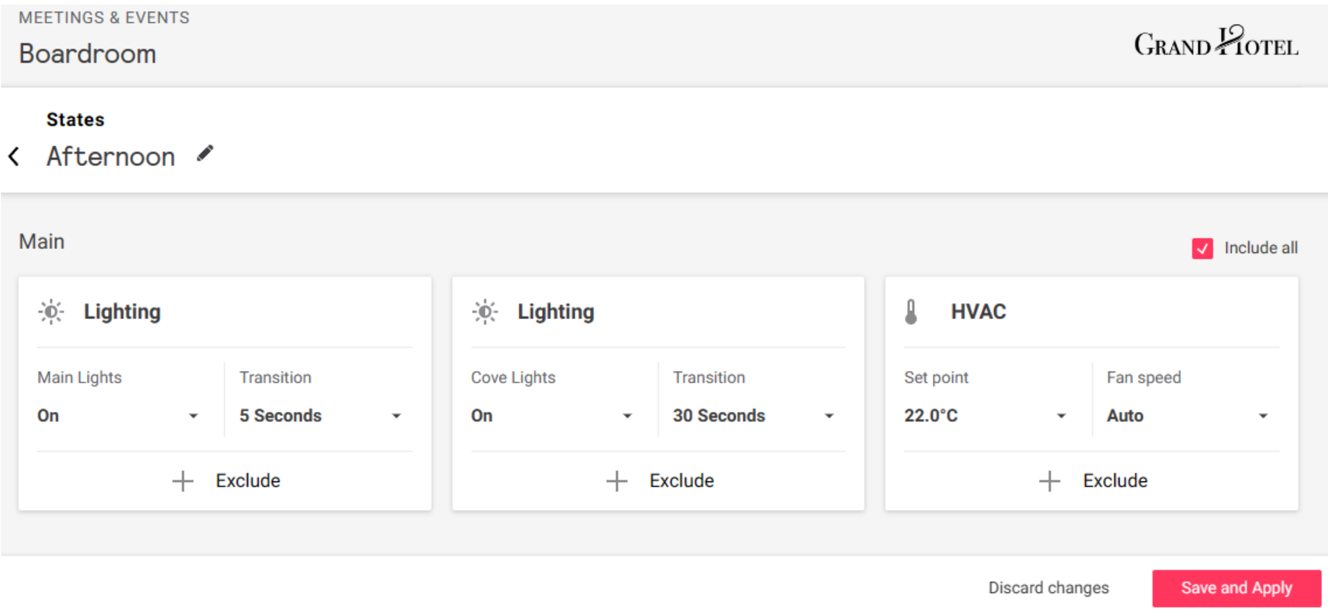
The **States** tab shows a list of available states for use in routines.

Click the Create new state button to add a state, or the symbol next to each state to **Edit**, **Duplicate**, or **Delete** it.



Configuring States

Creating, duplicating, or editing a state will take you to the state editor, which displays a list of available services (Lighting, HVAC, etc.) and settings for each.

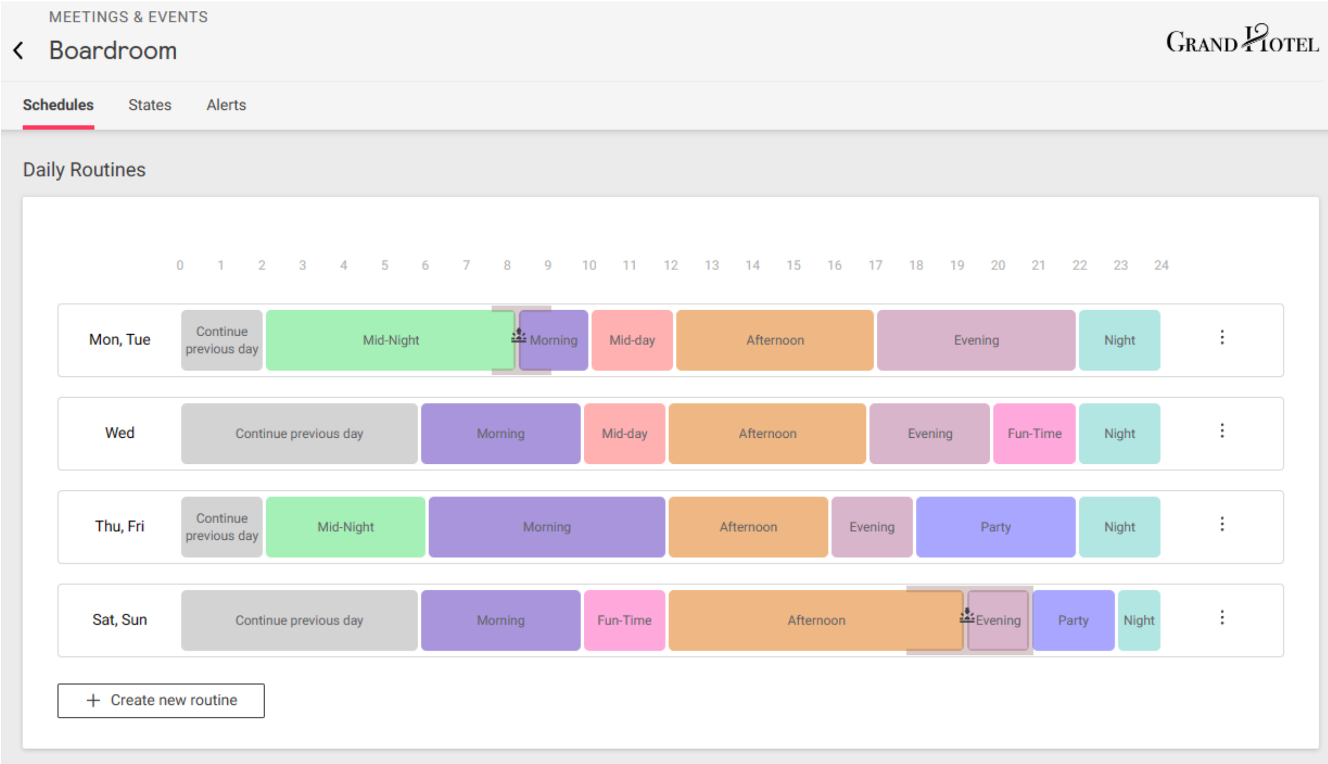


Choose which services to include/exclude, adjust the settings for each included service as required, and click the Save and Apply button to finish.

7.2.2. Schedules

The Schedules tab shows all current routines for the selected profile.

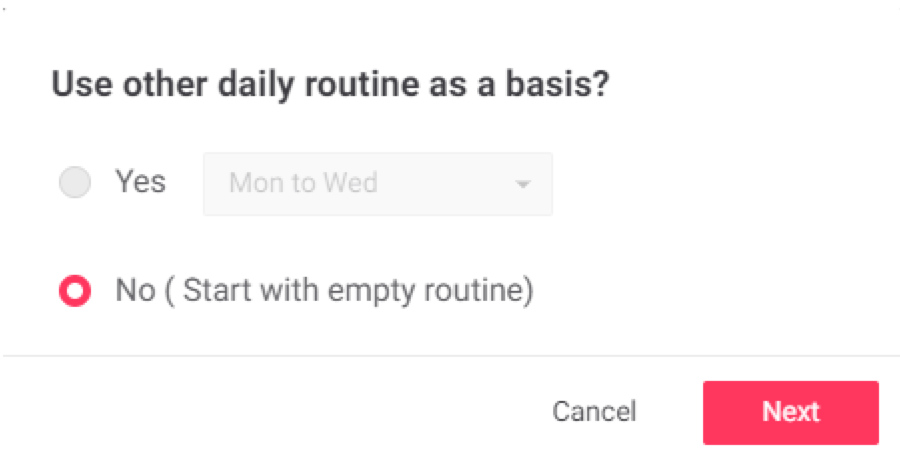
Each state in a routine activates its saved settings at the scheduled start time. This is a one-off event, and these settings are overridden by subsequent commands from user interfaces, sensors, or automated tasks.



Click the symbol next to a routine to **Edit** or **Delete** it.

Creating a Routine

1. Click the + Create new routine button.
2. Select **Yes** to start by copying an existing routine or **No** to start with a blank routine
3. Click Next to open the routine editor.



Add an Event

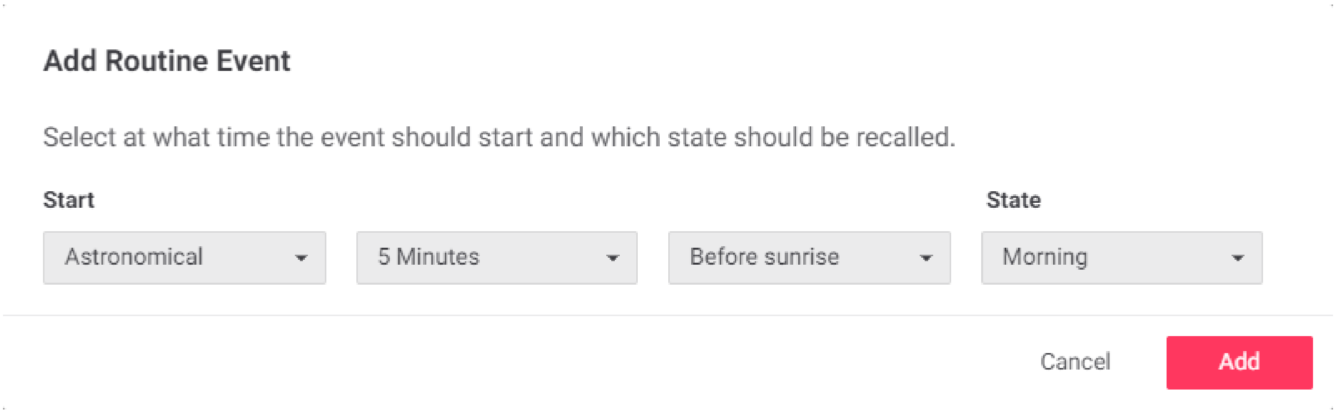
1. In the editor, click the + Add event button.

   Set a **Start** time, *Absolute* or *Astronomical* (relative to sunrise/sunset).

   Select the required **State**.

   Click the Add button.

   Repeat as needed.

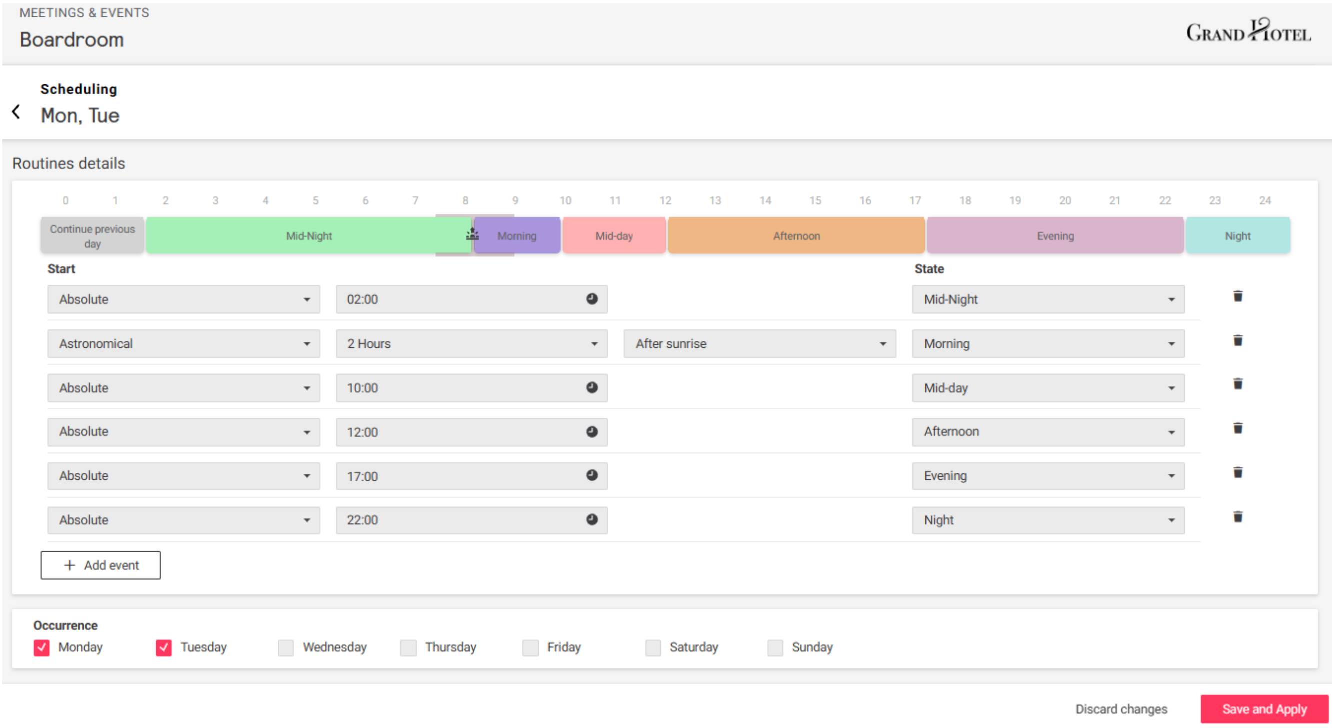


Editing the Routine

Modify the **Start** time or **State** of any existing event in the list, or click the trashcan icon to delete it.

Under **Occurrence**, select which days of the week the routine should be active.

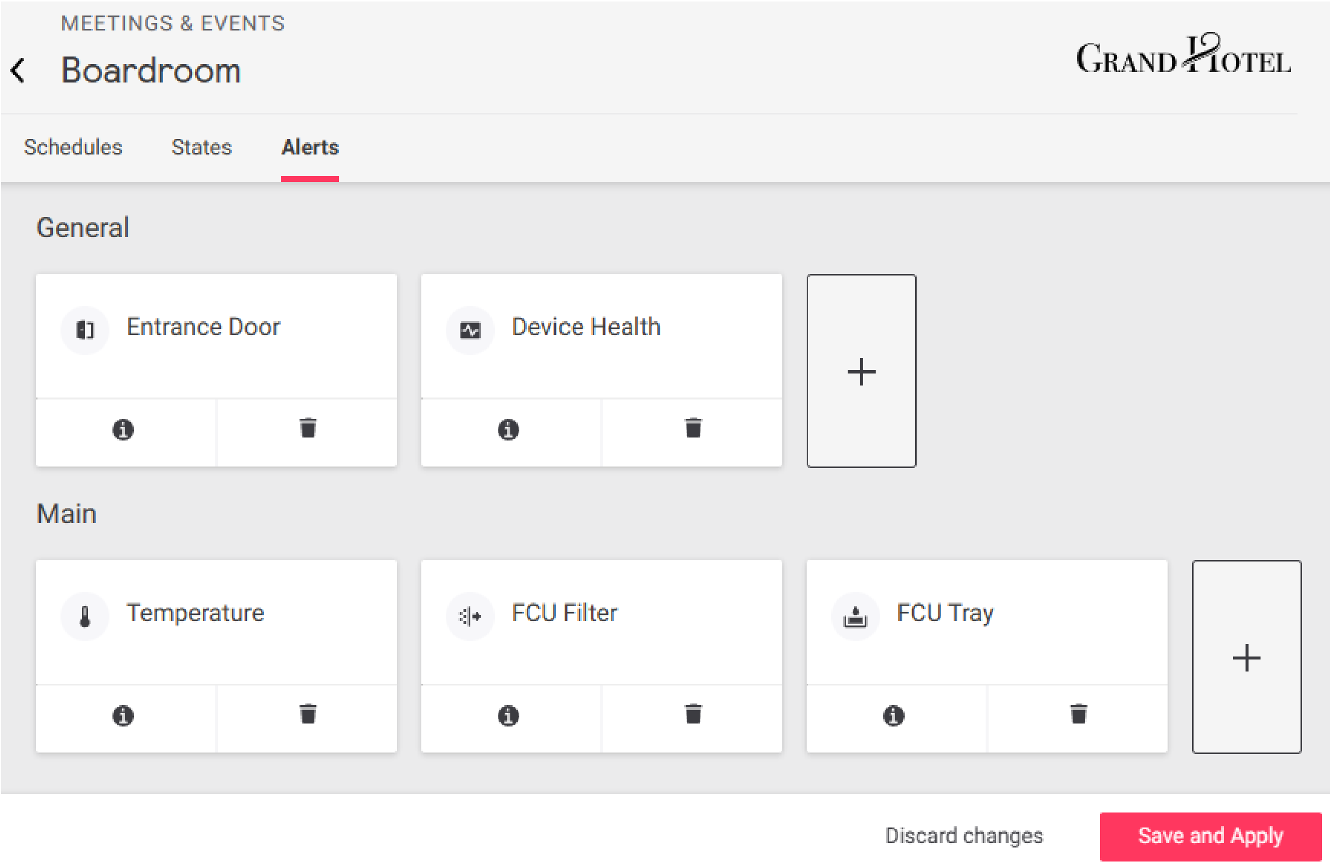
Click the Save and Apply button to save your changes.



7.2.3. Alerts

View, add, and remove existing alerts for each zone in the profile, to ensure that only relevant alerts are shown.

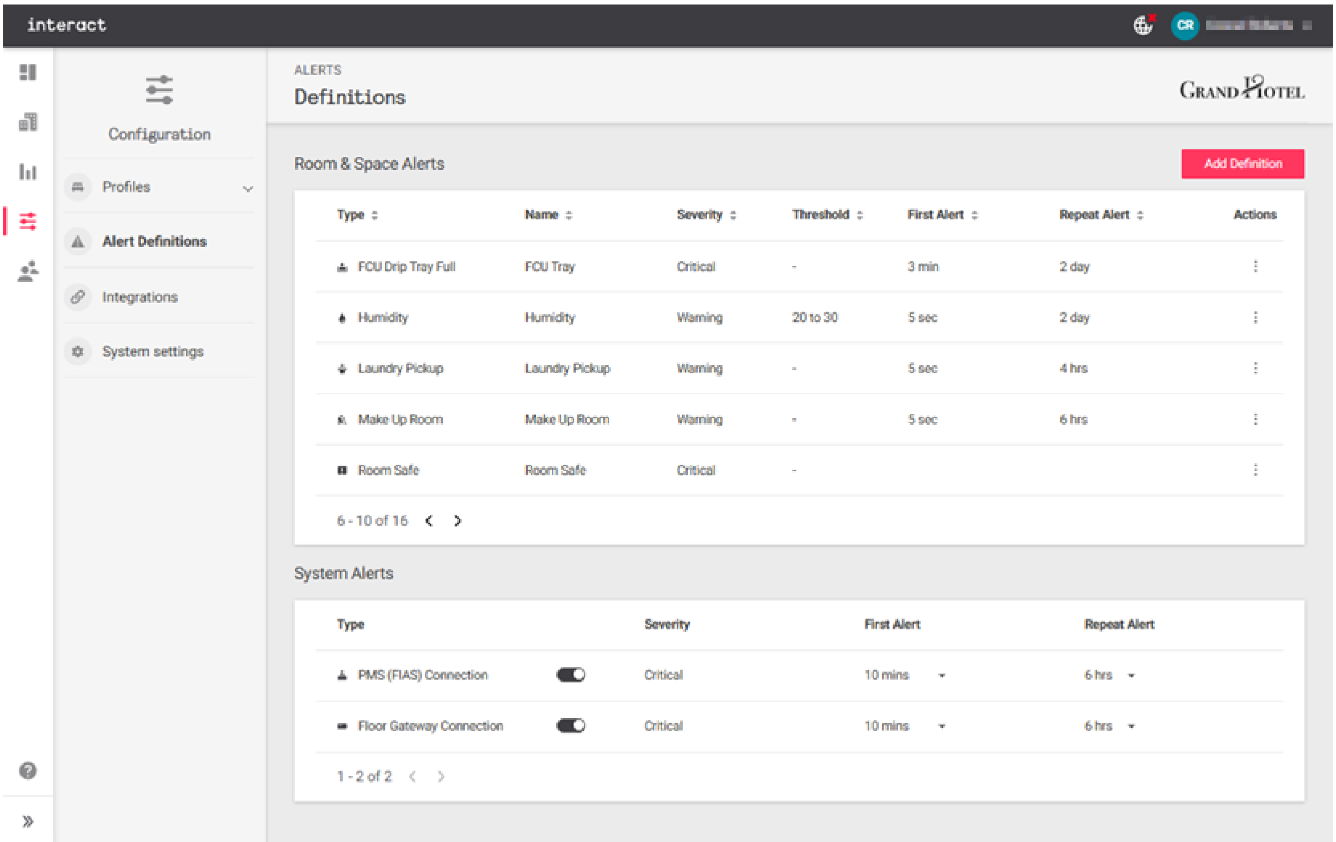
After making any changes, click Save and apply to finish.



7.3. Alert Definitions

This page includes settings and controls for both **Room & Space Alerts** and **System Alerts**, enabling you to create, configure, and customize dashboard alerts to your project's exact requirements.

This page is only visible to user profiles with **User permissions > Configuration > Access permissions > Alerts** enabled.

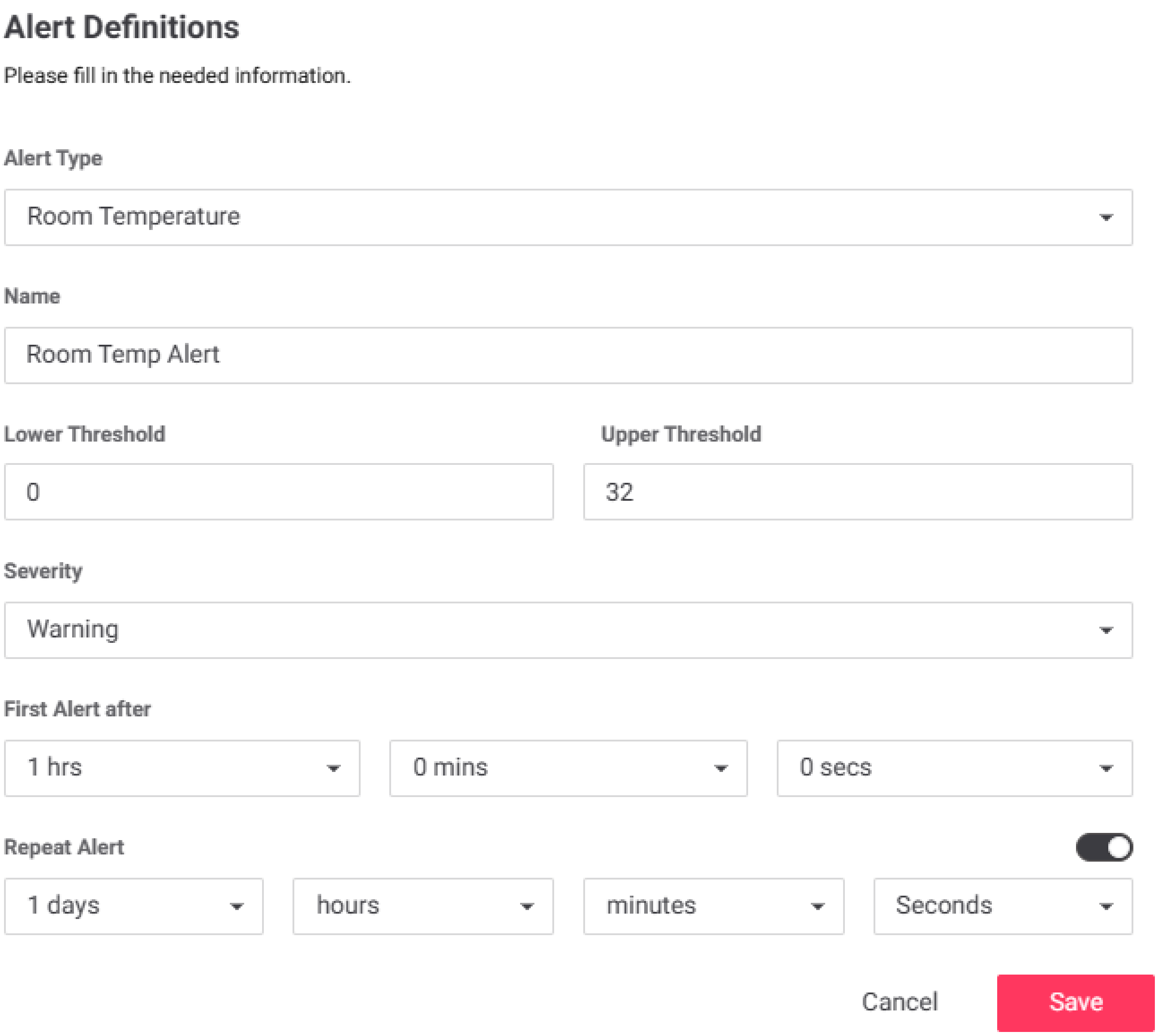


7.3.1. Room & Space Alerts

To create a new alert, click the Add Definition button.

Click an alert's symbol to **Edit** or **Delete** it.

Alert Information



This dialog displays whenever you **Add** or **Edit** an alert.

You can only select the **Alert Type** when adding a new alert. This field is locked when editing.

1. Select the **Alert Type**:

    Balcony Door
    Devices Offline
    Entrance Door
    FCU Drip Tray Full
    FCU Filter Dirty
    Guest Well-Being
    Humidity
    Laundry Pickup

Make Up Room

Privacy

Room Safe

Room Temperature

Service Pickup

Soil Moisture

Water Leak

2. Enter a **Name** for the alert.
3. Set the alert **Severity**:

   Warning

   Critical
4. *Humidity*, *Room Temperature*, and *Soil Moisture* only:

   Set the **Lower Threshold** and **Upper Threshold** values.
5. Set the **First Alert after** delay.
6. If required, click the slider to enable **Repeat Alert** and enter the repeat interval.
7. Click the Save button to close the dialog box.
8. Click the Save and Apply button to save your changes.

7.3.2. System Alerts

System alerts are always critical, and are triggered by connection issues with the PMS (FIAS) or any of the floor gateways. These alerts have limited configuration options:

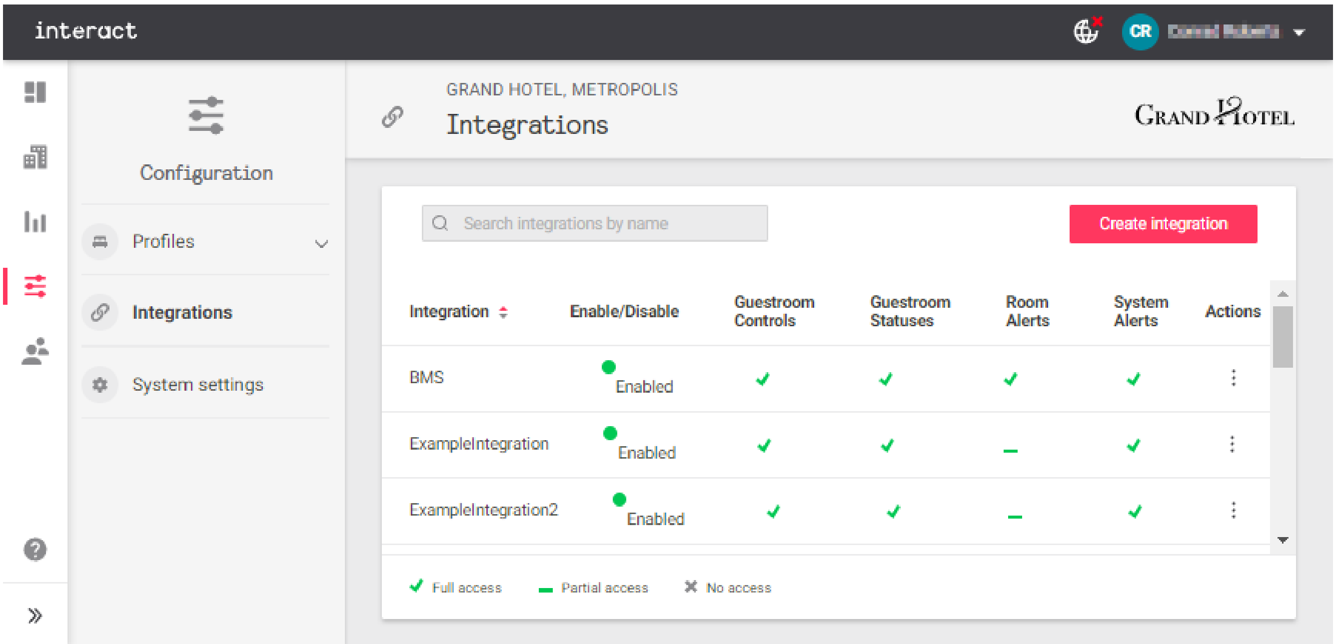
1. To enable/disable a system alert, click the slider.
2. To adjust the **First Alert** or **Repeat Alert** interval, click the and select a new option from the dropdown menu.
3. Click the Save and Apply button to save your changes.

7.4. API Integrations

In this tab you can create, view, edit, and disable/delete API integrations. These integrations provide third-party applications and devices with full or read-only access to selected system functions, ranging from room and system status alerts to lighting and HVAC control.

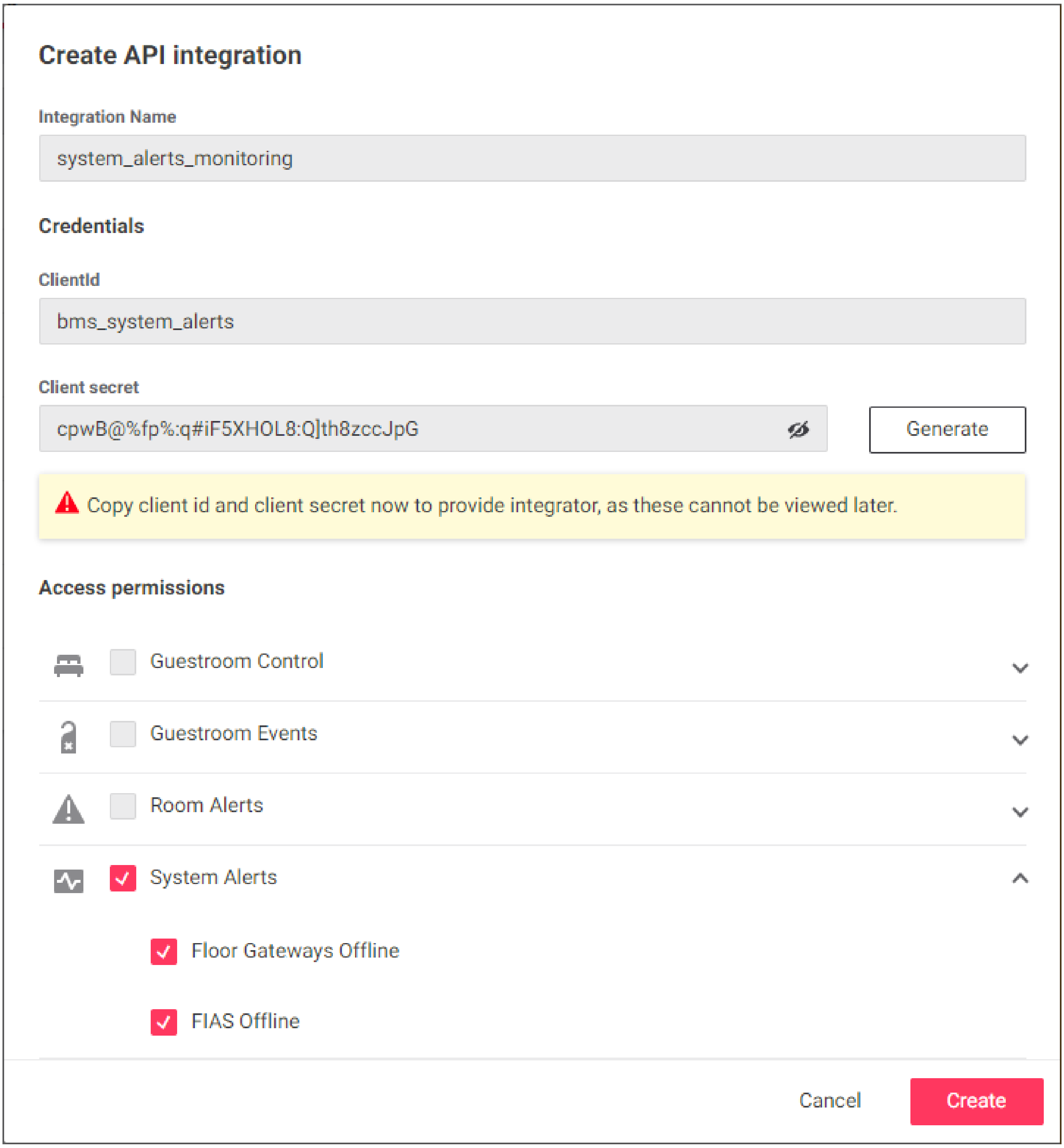
Each API client uses its unique Client ID and secret to obtain a temporary authentication token. This token must be refreshed every 24 hours, ensuring that only authorized apps and clients have secure access to permitted API and WebSocket functions.

For more information on API authentication, visit the Interact Developer Portal.

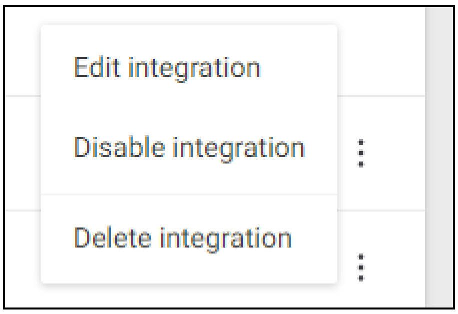


Create an Integration:

1. Click the Create Integration button in the top right corner.
2. Enter the **Integration Name** and a unique **Client ID** for the API client.
3. Generate the **Client secret**.
4. **Copy the Client ID and Client secret before proceeding.**
   If you forget these after creating the integration, you will need to start again.
5. Select the required access permissions.
6. Click the Create button to save your new integration.



7. To **Edit**, **Disable**, or **Delete** an integration, click the symbol and select from the popup menu.



8. Configure your API client with the copied **Client ID** and **Client secret**.

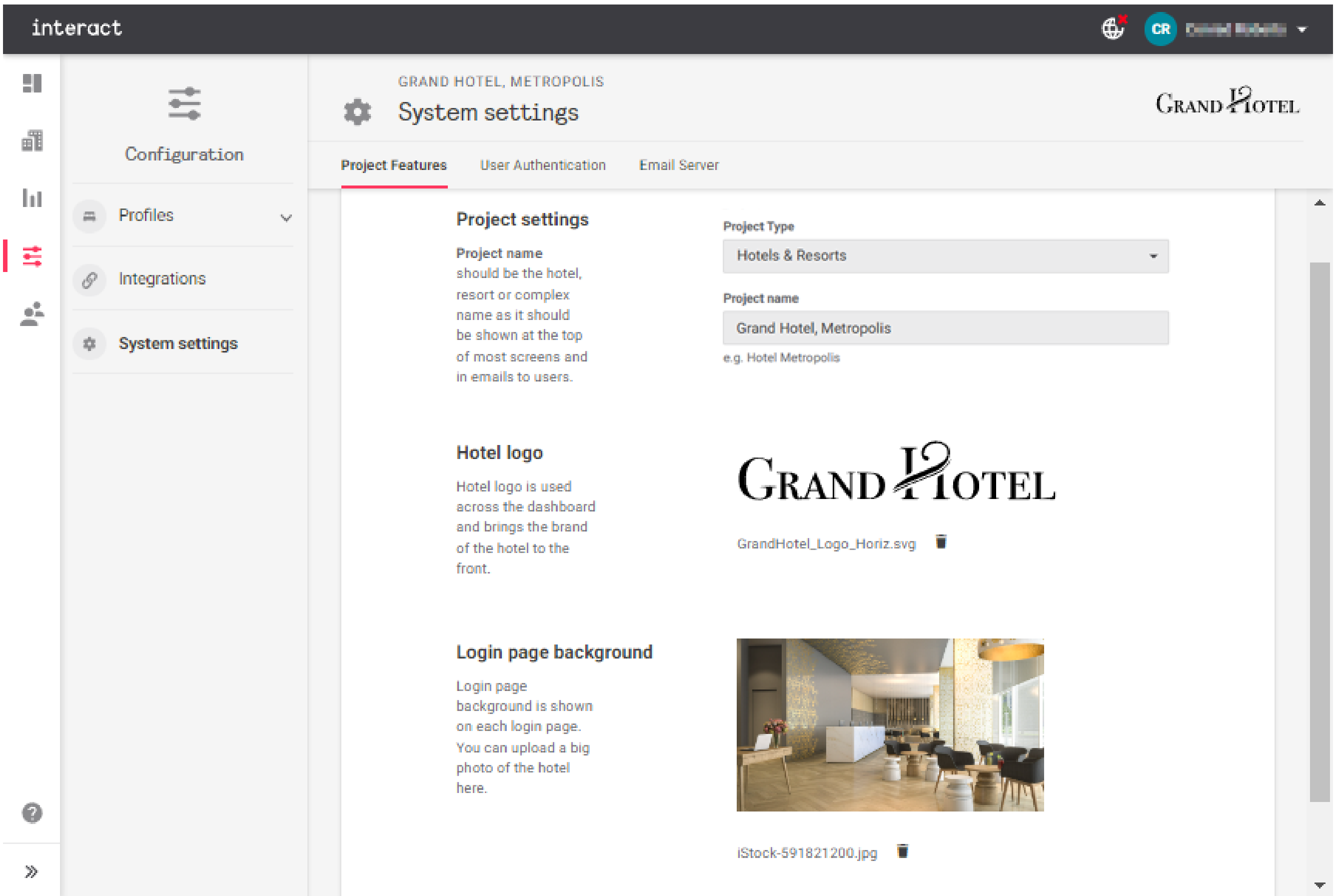
Once an integration is created, only the access permissions are editable.

7.5. System Settings

System Settings contains tabs for **Project Features**, **User Authentication**, and **Email Server** settings. This screen is only visible to authorized users.

7.5.1. Project features

This tab contains general settings to identify your hotel, resort, or venue.



Project settings

Select the **Project Type** and enter the **Project name** for the venue, then click Save and apply.

The Save and apply and **Discard changes** buttons only appear after making changes to properties on this page.

Logo and Login page background

The **Logo** should be in SVG or PNG format and smaller than 1 MB.
The **Login page** background should be JPG or PNG format and smaller than 5 MB, with a resolution of at least 1600 x 1200 to ensure clear display on a variety of screen sizes.

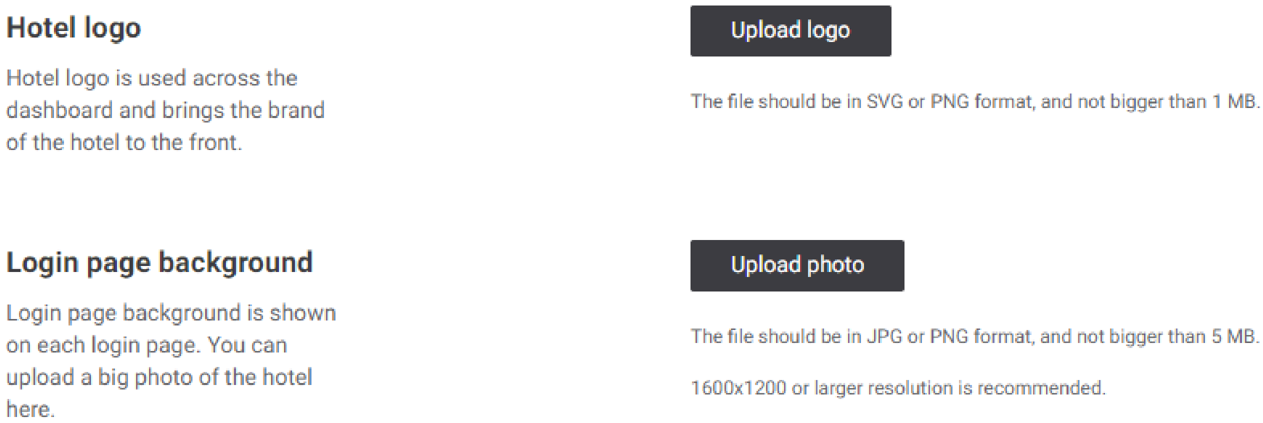
Delete logo/background:

Click the trashcan icon next to the filename.

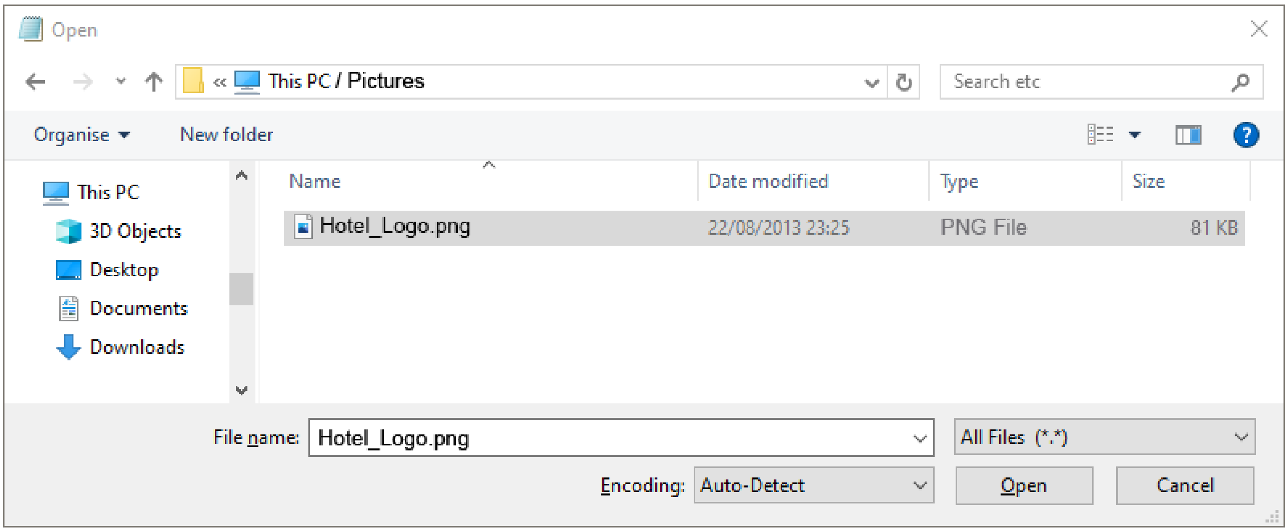
You must delete the existing image before uploading a replacement.

Upload logo/background:

1. Click the Upload logo / Upload photo button.



2. Select the replacement image and click the O pen button.

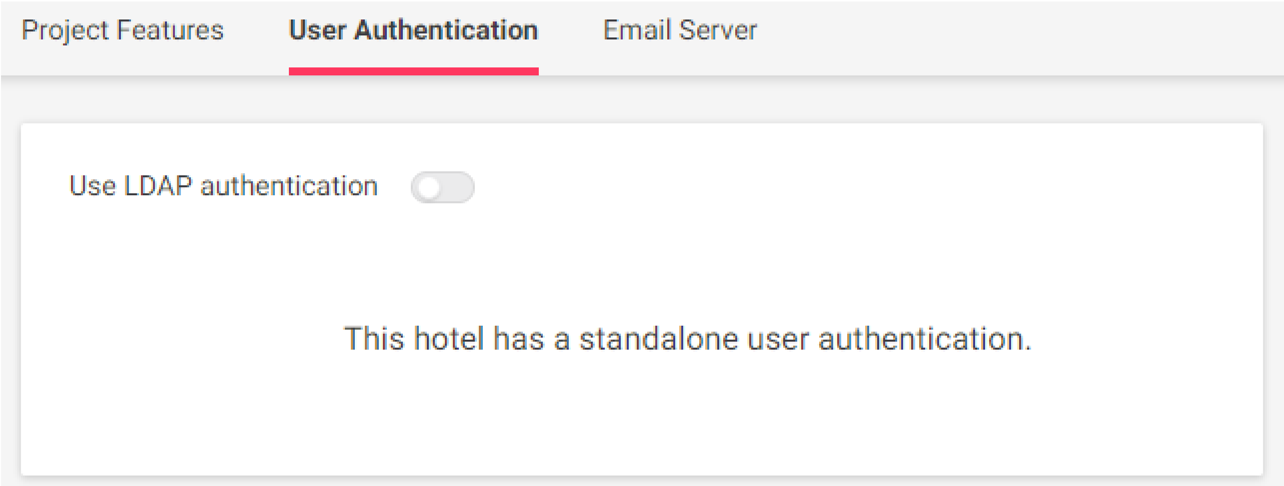


3. Click Save and apply to finish.

7.5.2. User Authentication

This tab toggles between standalone authentication via email, and LDAP authentication services such as Microsoft Active Directory.

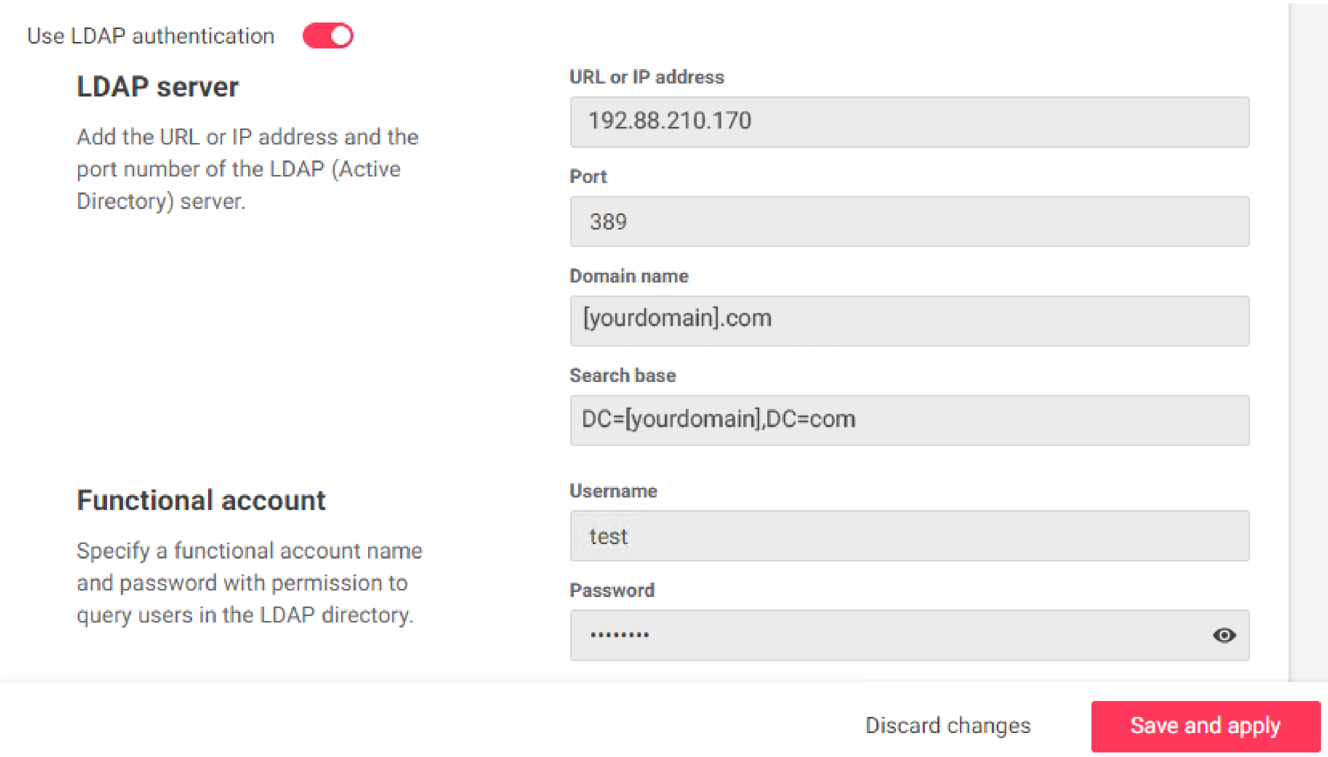
Click the **Use LDAP authentication** slider to enable this feature if required.



You will require the following information to configure LDAP authentication:

- URL or IP address
- Port
- Domain name
- Search base
- LDAP server account username and password

Fill in all fields and click Save and apply to finish.



7.5.3. Email Server

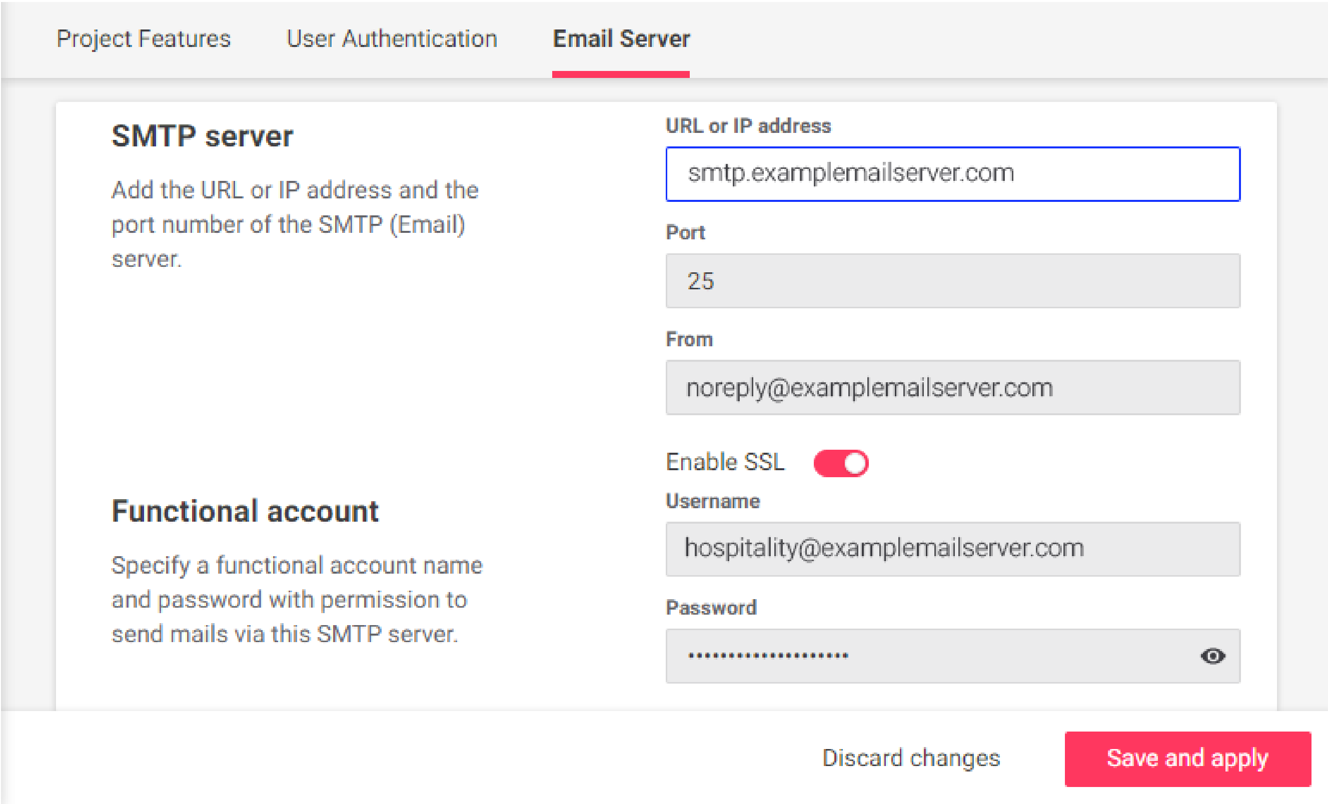
This tab holds the SMTP server and account settings that allow the system to send email to users, including account activation and password resets.

You can use a private/internal SMTP server or an external third-party server, provided that it satisfies your organization’s security and privacy requirements.

> The Multiroom Dashboard cannot receive or respond to incoming emails.

We suggest that you set the **From** field to a 'noreply' address as shown. Alternatively you can use your IT helpdesk/support email address, in case staff inadvertently reply to automated emails with support requests.

Fill in the fields and enable/disable SSL as required, then click Save and apply to finish.

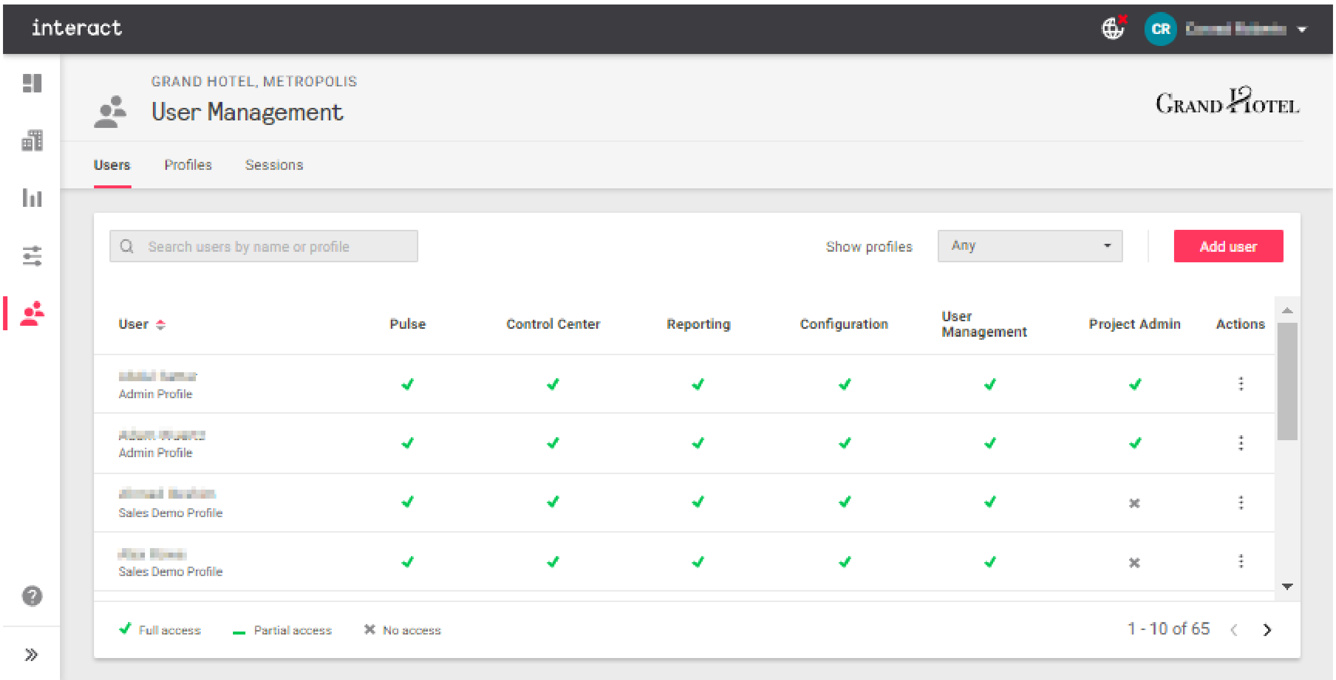


Chapter 8. User Management

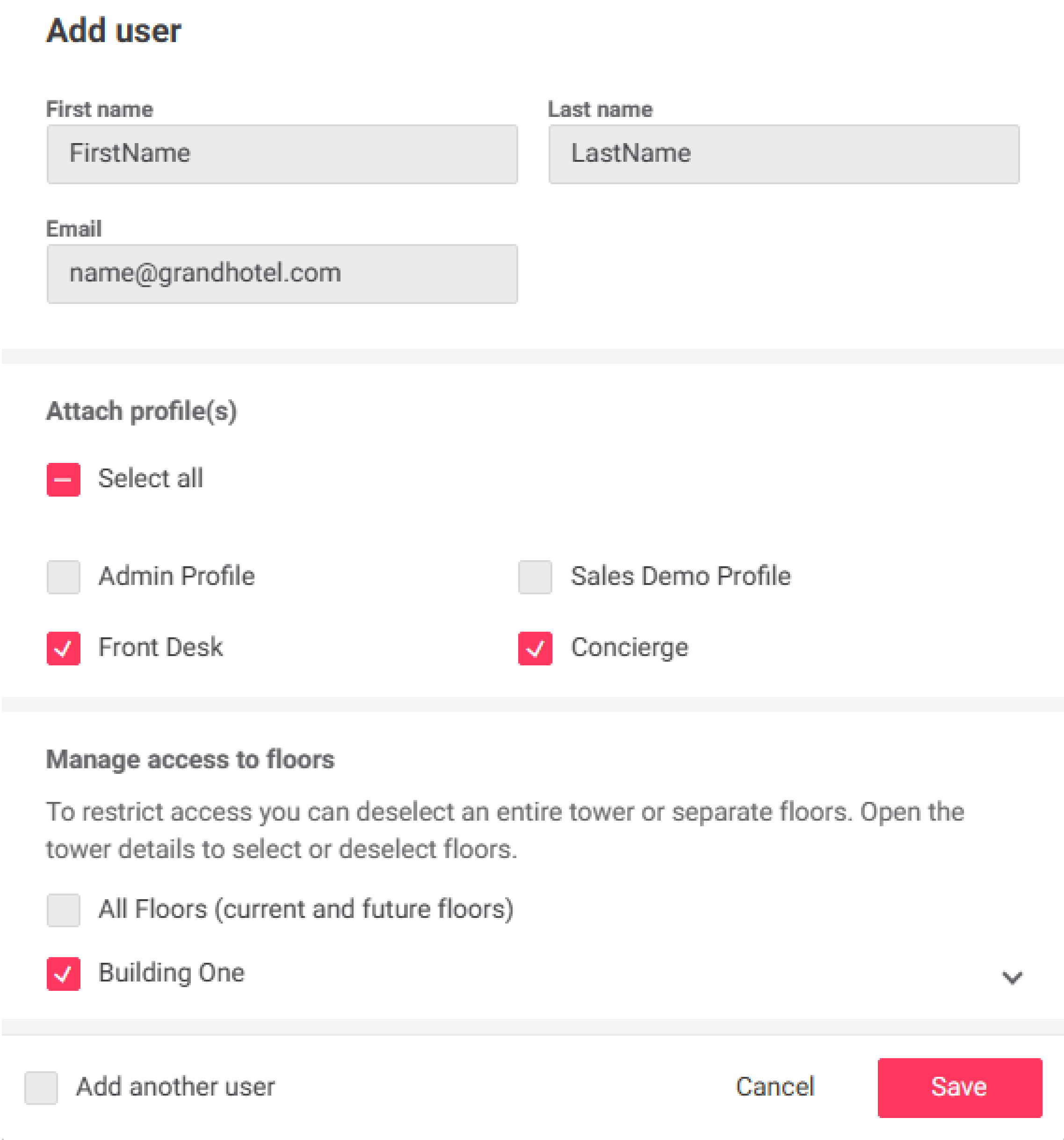
Add and modify user accounts and profiles, assign profiles to existing users, and manage active user sessions.

8.1. Users

The Users tab shows existing user accounts and their access to each Dashboard screen.



To create a new account, click Add User.

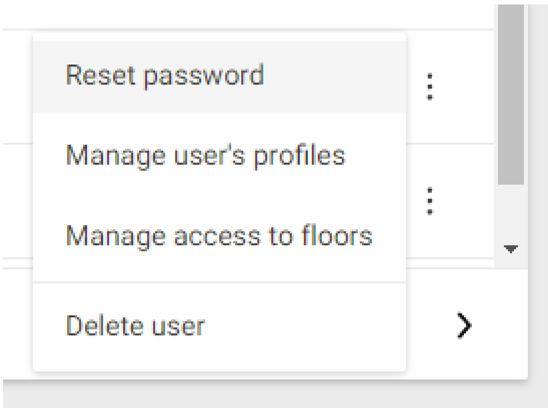


Enter the user's details, select the required profile(s) and building/floor access, and click Save.

Selecting **All floors (current and future floors)** automatically grants the user access to all existing floors, as well as new floors as they are added to the system. This option is especially useful for projects with planned expansions such as a new wing or building.

When using standalone authentication, new users are automatically emailed a link via the configured /GIT/interact-multiroom-dashboard/build/multiroom-dashboard/latest/index.html/str/2.8/dashboard_guide/configuration/system_settings.html#_email_server[SMTP server] to create a password within 3 days.
If they do not receive the email or the token expires, click the symbol and select **Resend activation email** to retry.

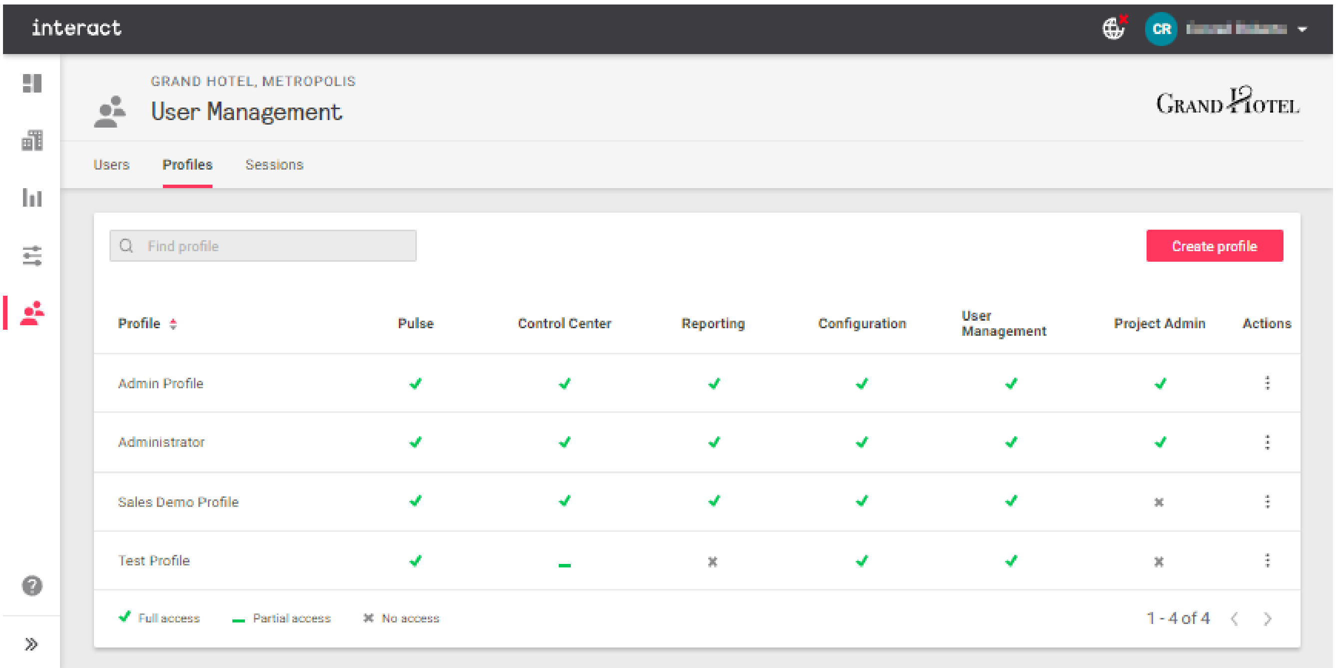
To modify or delete an existing user account, click the symbol and select from the popup menu.



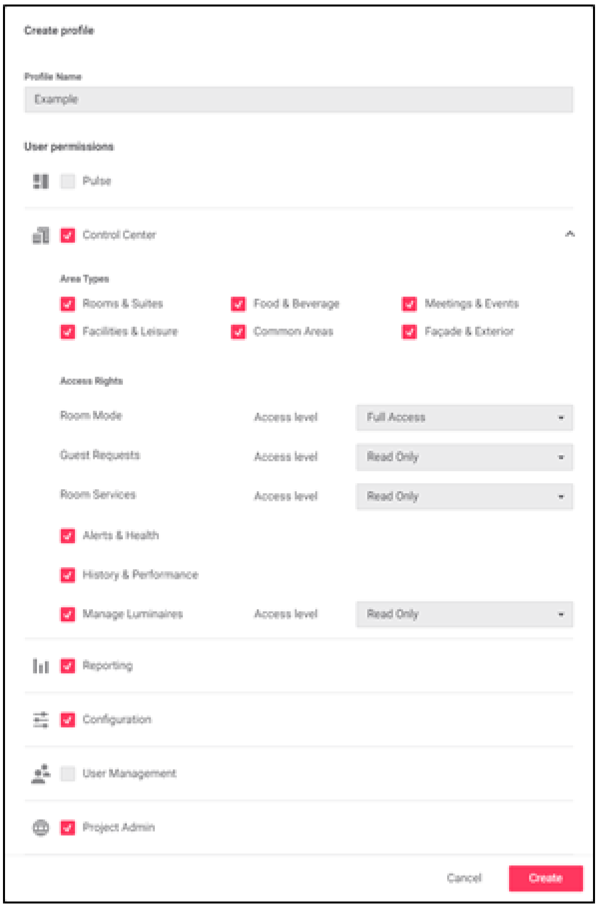
8.2. Profiles

Profiles can be granted full (read/write) or partial (read-only) access to each screen of the Dashboard.

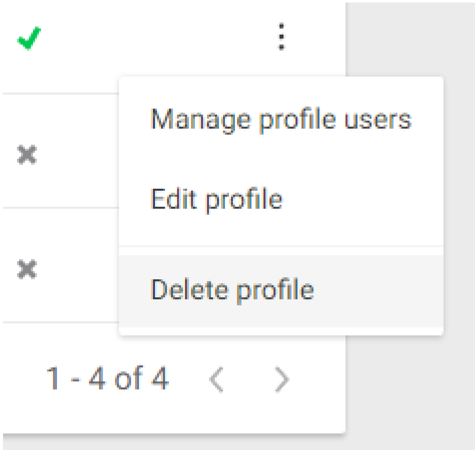
You can create profiles for each job role, or for access to specific screens. and assign one or more profiles to each user account as needed.



Click Create profile to configure a new profile. Select the required access levels, then click Create to save your changes.

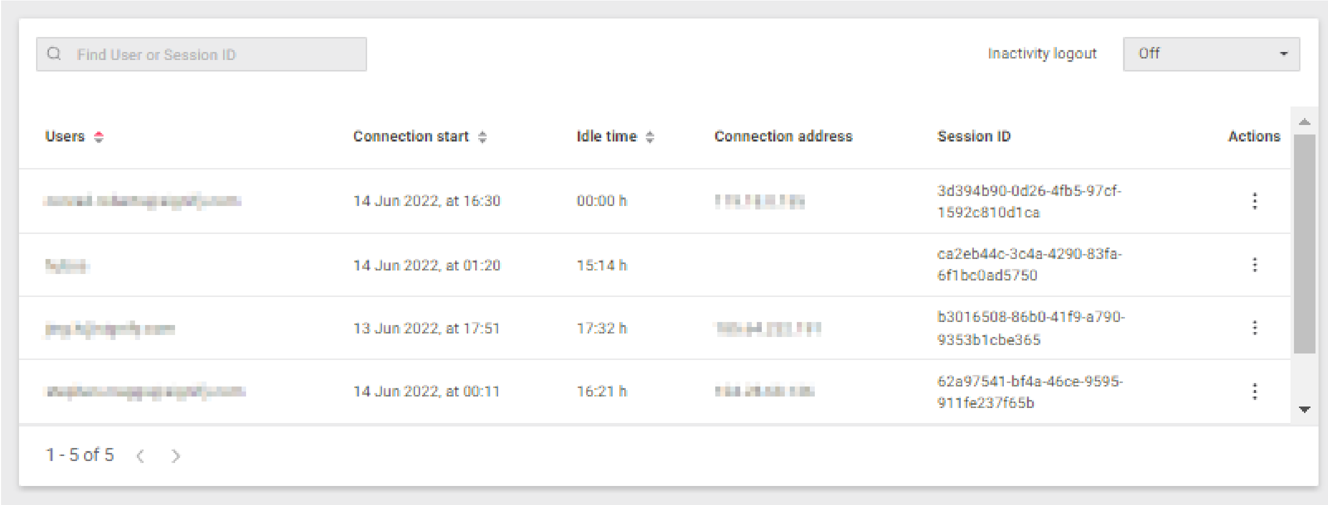


To modify or delete an existing profile, click the symbol and select from the popup menu.



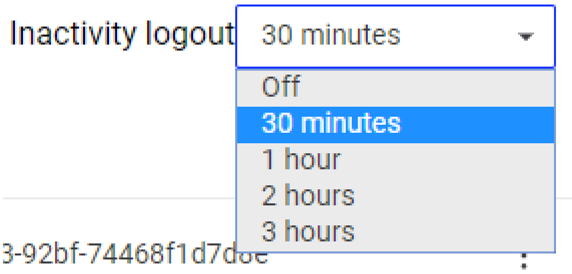
8.3. Sessions

This tab displays all currently active user sessions. Each user account can only have one active session at a time.



You can set an inactivity logout using the drop-down menu on the right.

For security reasons, all accounts with user management permissions automatically log out after 1 hour.



To manually log a user out, click the symbol and select **Close session**.