

Section A] Security & User Rights:-

1) Can we hide rooms like Executive Meeting Rooms, from general users?

Meeting Rooms are attached to Locations. A special Location can be defined to which these rooms belong. Meeting Magic's security rules make it easy to control who can see the rooms and who can book the rooms.

2) Does Meeting Room Manager prevents double bookings?

Yes. With Meeting Room Manager you will never experience a double booking, whether you use Outlook, web browser or LCD Panel. Double bookings are a common problem for organizations that use Outlook and Exchange to perform their resource scheduling. The problem occurs because free time information in Exchange is only updated periodically and bookings are not created in real time. Meeting Room Manager completely eliminates the problem because all availability information and bookings are handled in real time. In addition, Meeting Room Manager also allows inventory control for equipment and other resources so it is not possible to double-book projectors, laptops or any other type of resource.

3) How to differentiate between different users in the Web Based Application?

Depending upon the user rights. The user having the administrator rights is able to add new room, user, room type, location, equipment, equipment type, etc as per the changes in the infrastructure modifications. The user with viewer rights is only able to see the booked meeting wherein he is an attendee. While the user with editor rights is able to book meeting for himself or even for some one else.

Section B] Bookings using Web-Based Application:-

1) What happens if the conference room I want to reserve is already booked by another user?

Meeting Magic locates another conference room that fits your needs.

2) How many conference rooms can I reserve at one time?

The user can book one room per request.

3) How many dates may I reserve on each Booking Details Form?

The user can reserve one date per request on the Booking Details Form.

4) Why is there a little yellow star next to some of my meeting rooms?

The yellow star next to the meeting room indicates you are a host of the room. If the meeting room has no yellow star next to it, then you are simply a guest of the room.

5) Will all users book the meeting rooms or only few will book and others will view bookings?

The administrator user can define the rights for every user like Manager, administrator, user or viewer depending upon his position and scope of work in the organization.

6) What browsers are supported?

Although we have not tested every browser available, Meeting Room Manager performs well in the most popular browsers such as Internet Explorer 6.0 or greater, Chrome.

Section C] Active Directory:-

1) Why the system needs to be integrated with Active Directory?

Active Directory allows the users to seamlessly login into the application. Used only when web based booking manager is used.Eg.Like single forest or multi forest with two way trust.

2) We have Active Directory at our company. Does Meeting Magic support Single Sign-on?

Meeting Magic Enterprise Edition supports Single Sign-on in an AD environment. Meeting Magic has an AD synchronization feature that is used to map users to Meeting Magic Groups. This means that, with the right level of planning, you can use AD for your Meeting Magic User administration.

Section D] Bookings using MS-Outlook:-

1) Can we use the Meeting Magic add-in for Outlook and the Meeting Magic web client for other users?

As Meeting Magic uses a single MS SQL Server database to hold its information, you can use both the Outlook add-in and the Web client. This is particularly useful if your organization is in a transition phase where you are standardizing on Outlook. Your non-Outlook users will be familiar with Meeting Magic when they move to Outlook.

Section E] Displays:-

1) Do I have to insert into a tablet say I pad?

The meeting magic app will work on any device like Galaxy Tablet, I pad, PC, etc.

2) Can you rotate the screen?

Sure, you can run content full screen, split the screen into zones, and rotate it for vertical/portrait mounting.

Section F] Software Support:-

Software Support:-

1) How does the user gets the software support?

Client needs to provide remote access for software support, during installation and post installation, through tools like log me in, team viewer, web ex, etc.

2) What support options do you offer?

Niche recognizes that for many customers Meeting Room Manager is an important part of their day to day business operations. For this reason we offer a number of Premium Support options with increased service levels, user support and other benefits. Premium Technical Support is only available to customers who have purchased standard Software Maintenance & Support.