

RoomWizard II

01/14/2020

SUPPORT FOR CLASSIC MODE ON ROOMWIZARD II IS ENDING

Firmware version 4.11 (estimated spring 2020) will be the last RoomWizard II firmware release to support classic mode.

Six months after that release (fall 2020), Steelcase will no longer provide security updates or support for RoomWizards running on Classic Mode. Now is the time to upgrade to Sync Mode and connect RoomWizard II to your calendar system.

If you continue to use RoomWizard II in Classic Mode after support has ended, your RoomWizard II will continue to function on firmware 4.11 or lower, but it may become more vulnerable to security risks and viruses.

WHAT IS CLASSIC MODE?

When RoomWizard II is not connected to an external calendar system, it uses its own built-in reservation system.

WHAT IS SYNC MODE?

When RoomWizard II is integrated with your corporate calendar system (i.e. Microsoft Office, Google Calendar, Lotus Notes, or a different solution)

LATEST UPDATES

Firmware 4.10

[https://resources.steelcase.com/techsupport/TSUP/RoomWizard/Documentation/Release+Notes/Firmware/4.10.0.0+Release+Notes+\(Official+Doc+for+website\).pdf](https://resources.steelcase.com/techsupport/TSUP/RoomWizard/Documentation/Release+Notes/Firmware/4.10.0.0+Release+Notes+(Official+Doc+for+website).pdf)

RWAC 1.6

[https://resources.steelcase.com/techsupport/TSUP/RoomWizard/Documentation/Release+Notes/RWAC/RWAC+1.6+Release+Notes+\(FINAL+VERSION\).pdf](https://resources.steelcase.com/techsupport/TSUP/RoomWizard/Documentation/Release+Notes/RWAC/RWAC+1.6+Release+Notes+(FINAL+VERSION).pdf)

MS Exchange Connector 6.1.0

[https://resources.steelcase.com/techsupport/TSUP/RoomWizard/Documentation/Release+Notes/Exchange+Connector/Room+Wizard+Exchange+%26+O365+6.1.0+Connector+Release+Notes+\(FINAL+VERSION\).pdf](https://resources.steelcase.com/techsupport/TSUP/RoomWizard/Documentation/Release+Notes/Exchange+Connector/Room+Wizard+Exchange+%26+O365+6.1.0+Connector+Release+Notes+(FINAL+VERSION).pdf)

QUESTIONS

If you have questions or difficulties Steelcase Technical Support is available 5 days a week.

In the USA and Canada, contact Steelcase USA Technical Support:

Phone: 1.800.334.4922

Monday through Friday, 8 am to 5 pm Eastern time

Email: techsupport@steelcase.com

In Austria, Benelux, Scandinavia, France, Germany, Ireland, Italy, Portugal, Switzerland, UK contact Steelcase EU Technical Support:

Phone: +49 8031 405-111 (Support available in English, French, and German)

+34 914759000 (Support available in Spanish)

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

Email: lineone-en@steelcase.com / lineone-fr@steelcase.com / lineone-de@steelcase.com

In the Asia Pacific region, the Technical Support desk will reply to any inquiries by phone or email within 24 hours:

Phone: +60 3 2027 6161 (Support available in English and Mandarin)

Monday through Friday, 8:00 to 17:00 Kuala Lumpur time

Email: apac.techsupport@steelcase.com