

# **ScreenBeam Message Manager**

## **Deployment Guide**

Version: 1.0

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# Part I Planning

This deployment guide covers the deployment for ScreenBeam Message Manager.

The ScreenBeam Message Manager (SBMM) is a messaging application that enables school staff to send and manage messages to ScreenBeam receivers throughout a school campus. The system supports different message formats, scheduled delivery, and targeted distribution to specific receivers or groups of receivers.

## 1.1 Basic

Follow these guidelines for ScreenBeam Message Manager deployment:

- Ensure that Internet access is available for user devices, CMS Enterprise server and ScreenBeam receivers.
- Prepare the account owner of your ScreenBeam Cloud account. Generally, this user is the IT admin of the organization who apply for a ScreenBeam Cloud account.
- Activate an Administrative Tools license on ScreenBeam Cloud. Contact your account manager to procure one.
- ScreenBeam CMSE (4.4.14.0 or later) is deployed and is connected to ScreenBeam Cloud service.
- ScreenBeam 1xxx series receiver is installed with firmware 11.x.17.3 or later.
- Ensure that the necessary components have access to ScreenBeam Cloud: <https://cloud.screenbeam.com/> and the site is whitelisted from SSL decryption.

## 1.2 Deployment Flow

A typical flow for deploying ScreenBeam Message Manager is as follows:

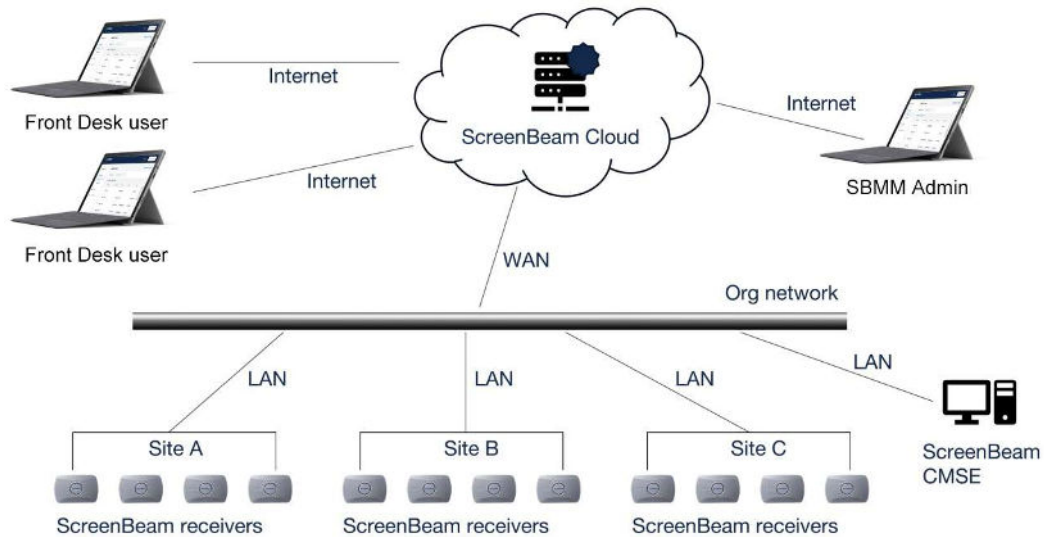
1. Create your ScreenBeam Cloud account and/or login to ScreenBeam Cloud and bind your CMSE to it.  
Note: Refer to the ScreenBeam CMS deployment guide for details on how to create a ScreenBeam Cloud account.
2. Procure an Administrative Tools license and activate it on ScreenBeam Cloud.
3. Install ScreenBeam receivers and connect them to ScreenBeam CMSE.
4. Assign Administrative Tools license to ScreenBeam receivers via ScreenBeam CMSE.
5. The IT admin adds users to ScreenBeam Cloud for managing ScreenBeam messages and assigns **Message Manager Administrator** role to them.
6. The IT admin assigns CMS sites to these SBMM admins.
7. The SBMM admin adds users to ScreenBeam Cloud and assigns the **Front Office**

**Personnel** role to these users. They receive the CMS site assignment from the SBMM Site Admin.

8. SBMM Site admin creates receiver groups and assigns receivers to them.
9. SBMM Front Desk users log into ScreenBeam cloud.
10. SBMM Front Desk users are ready to create and send messages to ScreenBeam receivers.

## 1.3 Topology

This diagram shows the typical topology for setting up ScreenBeam Message Manager. ScreenBeam CMSE manages all ScreenBeam receivers in the organization and it synchronizes the deployment of receivers to ScreenBeam Cloud. The SBMM Admin sets up SBMM users and sites, and the SBMM Front Desk users create and send messages to ScreenBeam receivers.



## **1.4 Recommended System Requirements**

Recommended requirements for deploying the ScreenBeam Message Manager are listed below:

### **1.4.1 ScreenBeam Receiver**

The following ScreenBeam receivers are compatible with ScreenBeam Message Manager:

- ScreenBeam 1000 EDU, ScreenBeam 1000 EDU G2, ScreenBeam 1100 Plus, ScreenBeam 1100 Flex (Firmware 11.x.17.3 or later)
- The ScreenBeam receivers are connected to a network that has Internet access.

### **1.4.2 ScreenBeam CMS**

ScreenBeam CMS Enterprise (CMSE) 4.4.14.0 or later.

## Part II Setting up ScreenBeam CMSE

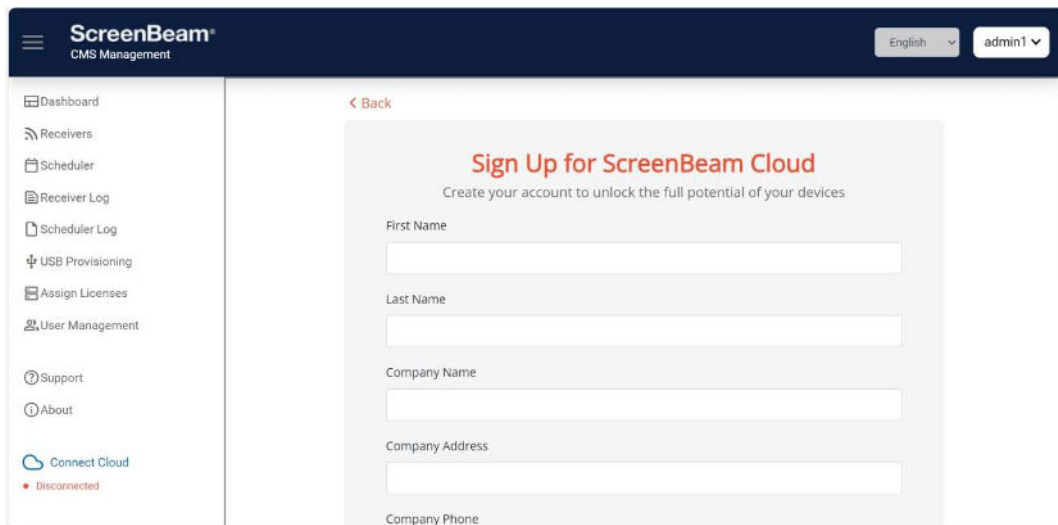
ScreenBeam CMSE 4.4.14.0 or later must be installed.

Create sites on your CMSE to group your deployed ScreenBeam receivers. SBMM Admins can only manage the receivers in the sites that are assigned to them. Front Desk users are assigned to sites by SBMM admins that manage them.

Note: Refer to the *ScreenBeam CMS Enterprise Deployment Guide* which covers installation and connecting to the Cloud procedures.

Follow the below procedure to connect your ScreenBeam CMSE to ScreenBeam Cloud.

1. Ensure that Internet access is available to the ScreenBeam CMSE server.
2. Click on the Connect Cloud button and then sign up for ScreenBeam Cloud.



The screenshot displays the ScreenBeam CMS Management web interface. The top navigation bar includes the ScreenBeam logo, 'CMS Management', a language dropdown set to 'English', and a user dropdown set to 'admin1'. A left sidebar contains a menu with items: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses, User Management, Support, and About. The 'Connect Cloud' option is highlighted with a blue cloud icon and a red 'Disconnected' status indicator. The main content area features a 'Sign Up for ScreenBeam Cloud' form with the subtitle 'Create your account to unlock the full potential of your devices'. The form includes input fields for First Name, Last Name, Company Name, Company Address, and Company Phone, each with a corresponding label and a red 'Back' link at the top left of the form area.



3. Connect your ScreenBeam CMSE server to ScreenBeam Cloud.

ScreenBeam CMS Management

English admin1

Dashboard  
Receivers  
Scheduler  
Receiver Log  
Scheduler Log  
USB Provisioning  
Assign Licenses  
User Management  
Support  
About  
Connect Cloud  
Disconnected

Back

### Log in to ScreenBeam Cloud

Sign-in to connect your cloud to CMS

Email

Password

Resend Verification Email Forgot login/password

CMS

Assign a friendly name for your CMS

Connect

Don't have an account? Sign Up

4. Connect your ScreenBeam receivers to your ScreenBeam CMSE server.

ScreenBeam CMS Management

English admin1

Dashboard  
Receivers  
Scheduler  
Receiver Log  
Scheduler Log  
USB Provisioning  
Assign Licenses  
User Management  
Support  
About  
Screenbeam Cloud  
Connected

### Receivers

Sites

- All Receivers
- Site A
- Site A2
- Site B
- Site B2
- Site B3
- Site C
- Site D
- Unassigned

Receivers Users

Total: 3 Idle: 3 Busy: 0 Offline: 0

Show/Hide Columns Actions Modify Receivers Export Alert

Search...

Device Name	Site Name	Status	Device MAC
ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14
ScreenBeam CE142A	Site A2	Idle	10:9F:A9:CE:14
ScreenBeam DEDC6C	Site B3	Idle	10:9F:A9:DE:DC

Currently Viewing | Total Receivers: 3 | Idle: 3 | Busy: 0 | Offline: 0 | Selected: 0

5. Create sites on your ScreenBeam CMSE and assign your ScreenBeam receivers to the sites. Ensure that the sites are created to represent the actual ScreenBeam deployment in your organization.

**ScreenBeam**  
CMS Management

English admin1

Dashboard  
Receivers  
Scheduler  
Receiver Log  
Scheduler Log  
USB Provisioning  
Assign Licenses  
User Management  
Support  
About  
Screenbeam Cloud  
Connected

### Receivers

Sites

- ✓ All Receivers
  - ✓ Site A
    - Site A2
  - ✓ Site B
    - Site B2
    - Site B3
  - Site C
  - Site D
  - Unassigned

Receivers Users

Total: 3 Idle: 3 Busy: 0 Offline: 0

Show/Hide Columns Actions Modify Receivers Export Alert

Search...

<input type="checkbox"/>	Device Name	Site Name	Status	Device MAC
<input type="checkbox"/>	ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14
<input type="checkbox"/>	ScreenBeam CE142A	Site A2	Idle	10:9F:A9:CE:14
<input type="checkbox"/>	ScreenBeam DEDC6C	Site B3	Idle	10:9F:A9:DE:DC

Currently Viewing | Total Receivers: 3 | Idle: 3 | Busy: 0 | Offline: 0 | Selected: 0

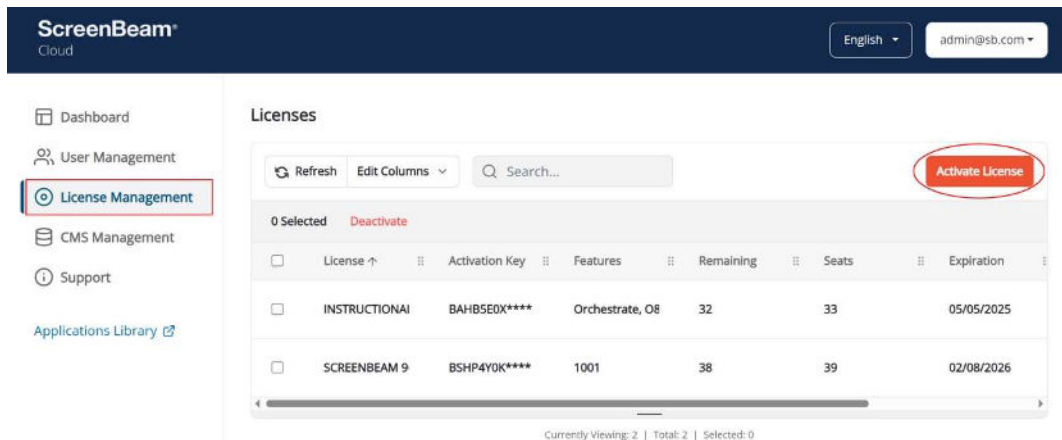
## Part III Message Manager Licensing

An Administrative Tools license is required to enable the Message Manager feature.

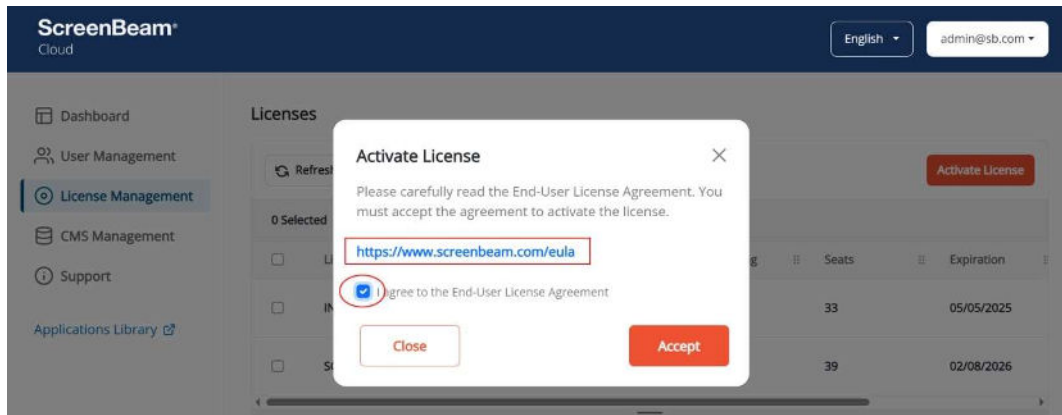
### 3.1 Activating Administrative Tools License on ScreenBeam Cloud

To activate an Administrative Tools license on ScreenBeam Cloud:

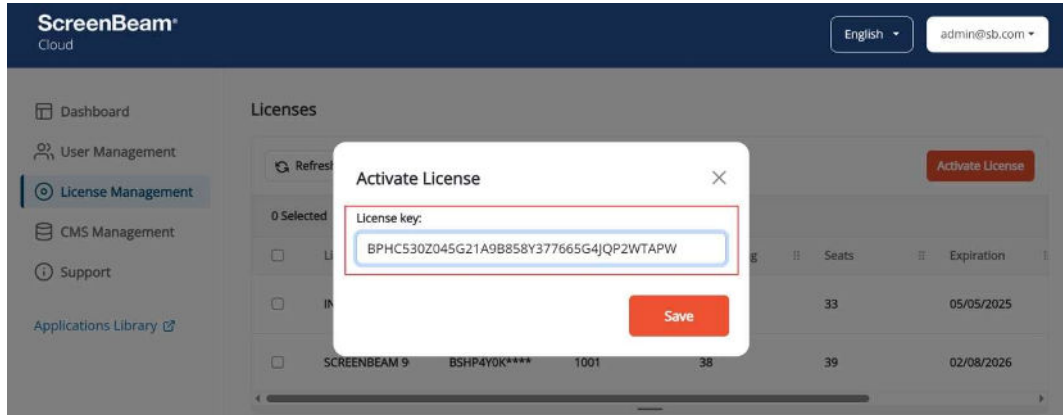
1. Procure an Administrative Tools license key from a ScreenBeam sales representative.
2. Log into ScreenBeam Cloud at <https://cloud.screenbeam.com/> with a user that has **License Management** privileges.
3. Go to the **License Management** page and click on the **Activate License** button.



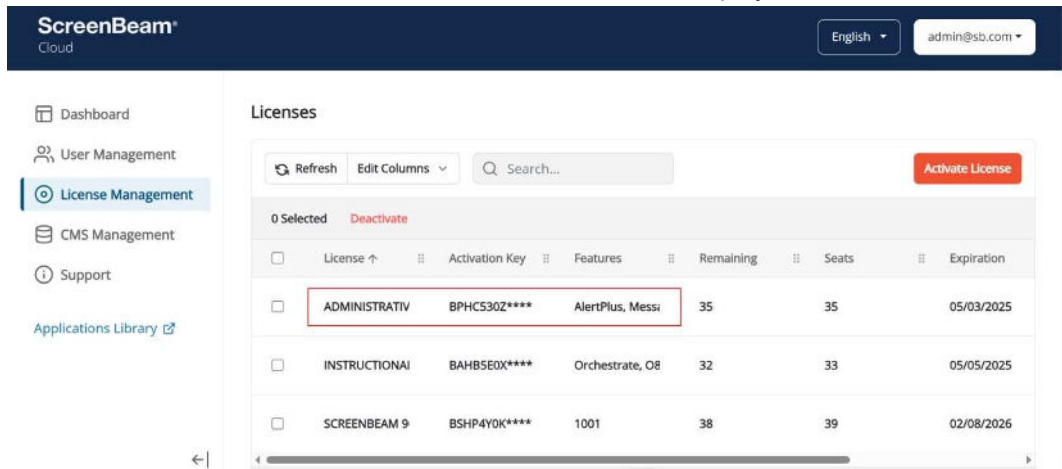
4. The **Activate License** box will appear. Click the EULA link and read the agreement carefully. Check the **I agree to the End-User License Agreement** box. And click **Accept** to continue.



5. Type (or copy and paste) your Administrative Tools license key in the **Activate License** box. Click **Save**.



6. Your Administrative Tools license will be activated and displayed in the **Licenses** table.



7. The Message Manager menu will appear in the left menu pane when a user with **Message Manager Administrator** or **Front Office Personnel** privileges signs into the ScreenBeam Cloud website.



## 3.2 Assigning Administrative Tools License to ScreenBeam Receiver

Note: Refer to the CMSE deployment guide for detailed instructions

To assign an Administrative Tools license to ScreenBeam receivers:

1. Ensure that your ScreenBeam receivers are connected to ScreenBeam CMSE.
2. Go to **Assign Licenses** page on ScreenBeam CMSE and ensure that adequate Administrative Tools license seats are available.
3. On the **Assign Licenses** page, select the target ScreenBeam receiver(s) in the **Receivers** section, then locate the **Administrative Tools** license entry in the **Licenses** table, and click on the plus sign (“+”) to assign an Administrative Tools license to the selected receiver(s).

The screenshot shows the ScreenBeam CMS Management interface. The sidebar on the left contains navigation links: Dashboard, Receivers, Scheduler, Receiver Log, Scheduler Log, USB Provisioning, Assign Licenses (highlighted with a red box), and User Management. The main content area is divided into two sections: 'Sites' and 'Receivers'. The 'Sites' section shows a list of sites: All Receivers, Site A, Site B, Site C, Site D, Site E, and Unassigned. The 'Receivers' section shows a table of receivers with columns: Device Name, Site Name, Status, Device MAC, and Model Number. The first receiver, 'ScreenBeam CE1422', is selected with a checkmark. Above the receivers table, there is a table of licenses. The 'Administrative Tools' license row is highlighted with a red box, and a red arrow points to the plus sign in the 'Actions' column for this license.

License Type	Count	License ID	Expiration Date	License Name	Actions
ADMINISTRATIVE TOOLS	35	BPHC530Z045G2...	5-2-2025	AlertPlus, Messag...	+ -
INSTRUCTIONAL TOOLS	33	BAHB5E0X045G4...	5-4-2025	Q8AAD, O8Adhoc...	+ -

Device Name	Site Name	Status	Device MAC	Model Number
<input checked="" type="checkbox"/> ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14:22	SBWD1
<input type="checkbox"/> ScreenBeam CE142A	Site A	Idle	10:9F:A9:CE:14:2A	SBWD1
<input type="checkbox"/> ScreenBeam DEDC6C	Site A	Idle	10:9F:A9:DE:DC:6C	SBWD1

4. Click on the **Administrative Tools** license entry to select it, and then confirm that the receivers you want to assign an Administrative Tools license to are displayed in the **Receivers** table. Only licensed receivers can display ScreenBeam messages.

The screenshot shows the ScreenBeam CMS Management interface. The top navigation bar includes the ScreenBeam logo, language selection (English), and user profile (admin1). The left sidebar contains various management options, with 'Assign Licenses' currently selected. The main content area displays two tables: 'ADMINISTRATIVE TOOLS' and 'INSTRUCTIONAL TOOLS'. The 'ADMINISTRATIVE TOOLS' table is highlighted with a red box. Below these tables, there are two sections: 'Sites' and 'Receivers'. The 'Receivers' section contains a table with columns for Device Name, Site Name, Status, Device MAC, and Model Number. A red arrow points to the 'ScreenBeam CE1422' entry in the 'Device Name' column.

Device Name	Site Name	Status	Device MAC	Model Number
ScreenBeam CE1422	Site A	Idle	10:9F:A9:CE:14:22	SBWD11

Note: The ScreenBeam receiver must stay connected to the CMSE that assigned its license. Otherwise, the receiver's Administrative Tools license will be deactivated.

# Part IV Setting up Users for Message Manager

This section describes user management and group management for ScreenBeam Message Manager. A user with **Message Manager Administrator** privileges can manage SBMM users and receiver groups.

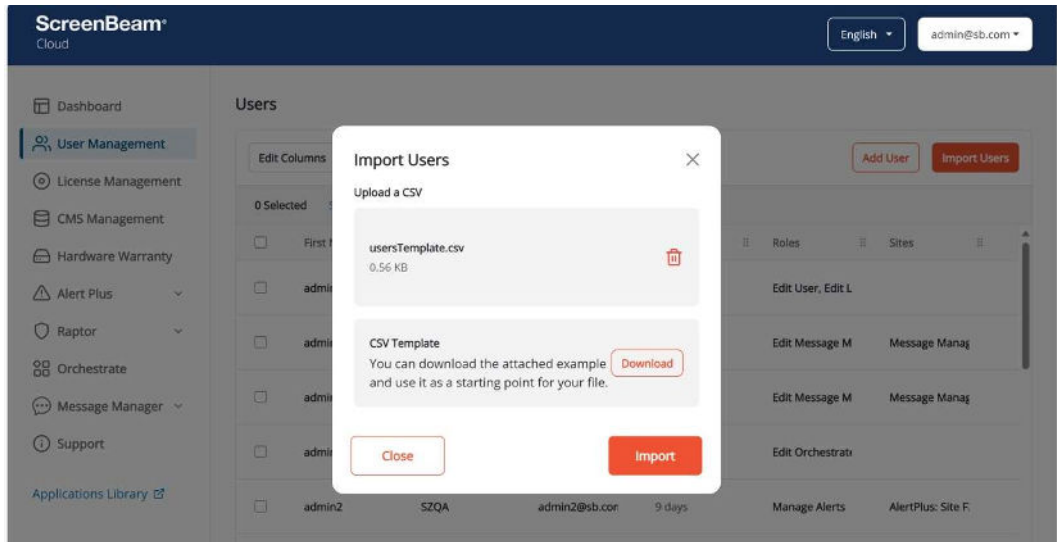
## 4.1 Creating an SBMM Admin Account

Users for managing Message Manager must be added to the ScreenBeam Cloud.

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with the owner of your ScreenBeam Cloud account.
2. If the user already exists, then select the user and click **Set Roles** and check the **Message Manager Administrator** role and Save. Skip the rest of the section.
3. Click on **Add User** or **Import User** on the User Management page.
  - **Add User** allows you to add a user one at a time. Enter a user's first name, last name, phone number, and Email address in the **Add User** window and click **Add**. A user account validation Email will be sent to the user's Email address. The user must validate the user account via the link sent to the user's Email address.

The screenshot displays the ScreenBeam Cloud user management interface. A modal window titled 'Add User' is open, featuring input fields for 'First Name', 'Last Name', 'Phone' (with a country code dropdown), and 'Email'. At the bottom of the modal are 'Back' and 'Add' buttons. The background interface includes a sidebar with navigation options like 'Dashboard', 'User Management', 'License Management', 'CMS Management', 'Hardware Warranty', 'Alert Plus', 'Raptor', 'Orchestrate', 'Message Manager', and 'Support'. The main area shows a 'Users' table with columns for 'First Name', 'Last Name', 'Phone', and 'Email'. On the right, there are 'Add User' and 'Import Users' buttons, and a table with roles and sites.

- **Import Users** allows you to import multiple users at a time. Download the CSV Template for importing users in the **Import Users** window. Edit the user import template to include your users' first names, last names, phone numbers and Email addresses. Follow the template's format when adding user info to the template. Add the edited template to the **Import Users** window and click **Import**.



4. The added users will be displayed in the **Users** table and user account validation emails will be sent to their Email addresses. Inform the users to validate their user accounts through their Email accounts. New users must validate their accounts via the confirmation links sent to their Email addresses.
5. Assign the **Message Manager Administrator** role to the newly added users. Select the newly added user(s), click the **Set Roles** button, and then select the **Message Manager Administrator** role in the **Assign Roles** table. Click **Save**.



## Assign Roles

<input type="checkbox"/>	Feature	Role	Responsibility
<input type="checkbox"/>	Alert Plus	Alert Plus Administrator	Assign users to sites, manage alert templates, and set moderation mode
<input type="checkbox"/>	Alert Plus	Officer	Issue and manage alerts on web dashboard and phone app
<input type="checkbox"/>	Alert Plus	Teacher	Grant access to phone app to issue alerts
<input checked="" type="checkbox"/>	Message Manager	Message Manager Administrator	Configure settings, users, and group management
<input type="checkbox"/>	Message Manager	Front Office Personnel	Issue, schedule, and manage announcements to receivers
<input type="checkbox"/>	Orchestrate	Orchestrate Administrator	Access to dashboard and settings
<input type="checkbox"/>	ScreenBeam Cloud	CMS Administrator	Permission to bind or unbind ScreenBeam CMS instances from or to Cloud.
<input type="checkbox"/>	ScreenBeam Cloud	License Manager	Manage licenses
<input type="checkbox"/>	ScreenBeam Cloud	User Administrator	Manage user accounts for all features
<input type="checkbox"/>	ScreenBeam Cloud	Warranty Viewer	View hardware warranty page

Back
Save

## 4.2 Assigning an SBMM Admin to a CMS Site

The SBMM admin must be assigned to at least one CMS site.

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with the owner of your ScreenBeam Cloud account.
2. Select the newly added user and click the **Assign CMS/Site** button. The **Assign CMS/Site** window will appear.

ScreenBeam Cloud

English admin@sb.com

Dashboard

User Management

License Management

CMS Management

Hardware Warranty

Alert Plus

Raptor

Orchestrate

Message Manager

Support

Applications Library

Users

Edit Columns

Search...

Add User

Import Users

1 Selected

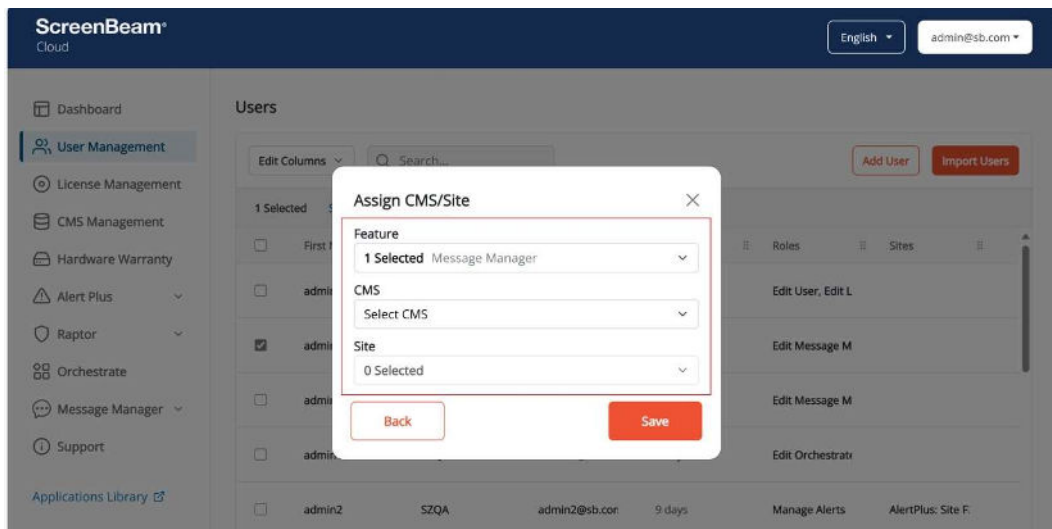
Set Roles

Assign CMS/Site

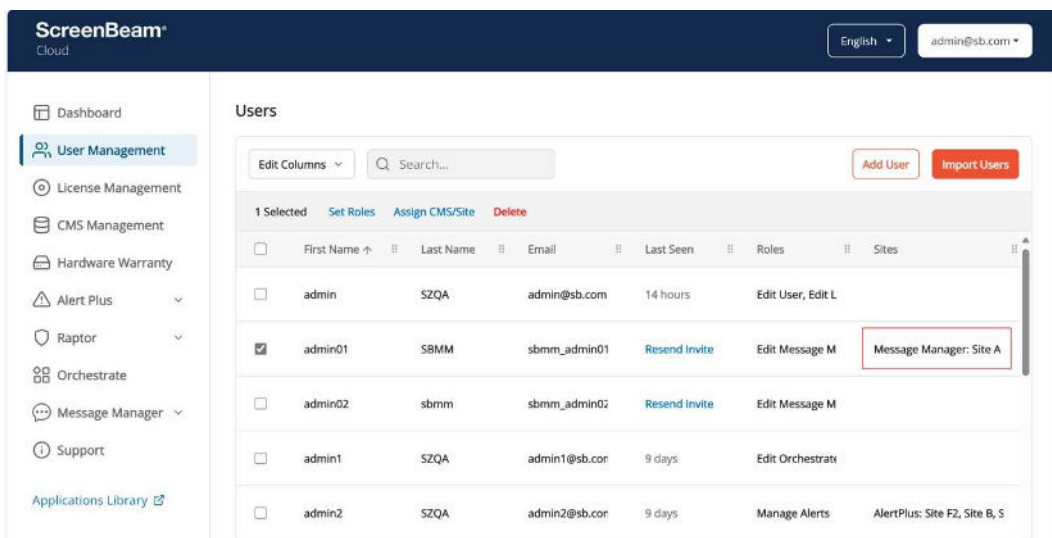
Delete

<input type="checkbox"/>	First Name	Last Name	Email	Last Seen	Roles	Sites
<input type="checkbox"/>	admin	SZQA	admin@sb.com	14 hours	Edit User, Edit L	
<input checked="" type="checkbox"/>	admin01	SBMM	sbmm_admin01	Resend Invite	Edit Message M	
<input type="checkbox"/>	admin02	sbmm	sbmm_admin02	Resend Invite	Edit Message M	
<input type="checkbox"/>	admin1	SZQA	admin1@sb.com	9 days	Edit Orchestrate	
<input type="checkbox"/>	admin2	SZQA	admin2@sb.com	9 days	Manage Alerts	AlertPlus: Site F

3. In the **Assign CMS/Site** window, select **Message Manager** in the **Feature** box, select a CMS server in the **CMS** box, and select one or more sites in the **Site** box. Click **Save**.



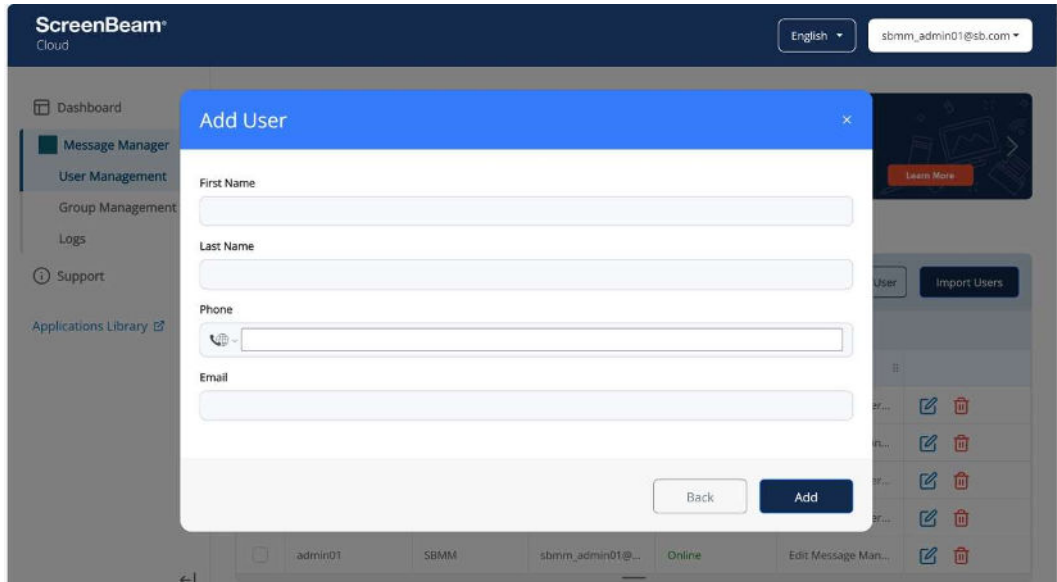
- The assigned CMS sites will be displayed in the **Sites** column.



## 4.3 Creating SBMM Front Desk Users

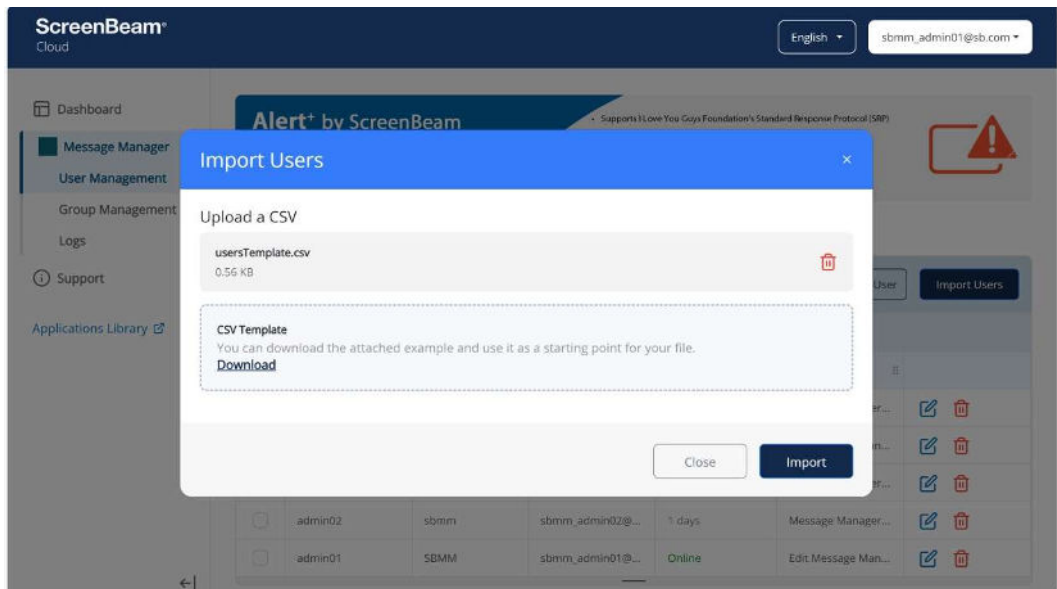
Users for managing Message Manager must be added to the ScreenBeam Cloud.

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with an SBMM Admin account.
2. Click on **Add User** or **Import User** on the User Management page.
  - **Add User** allows you to add a user one at a time. Enter a user's first name, last name, phone number, and Email address in the **Add User** window and click **Add**. A user account validation Email will be sent to the user's Email address. The user must validate the user account via the link sent to the user's Email address.

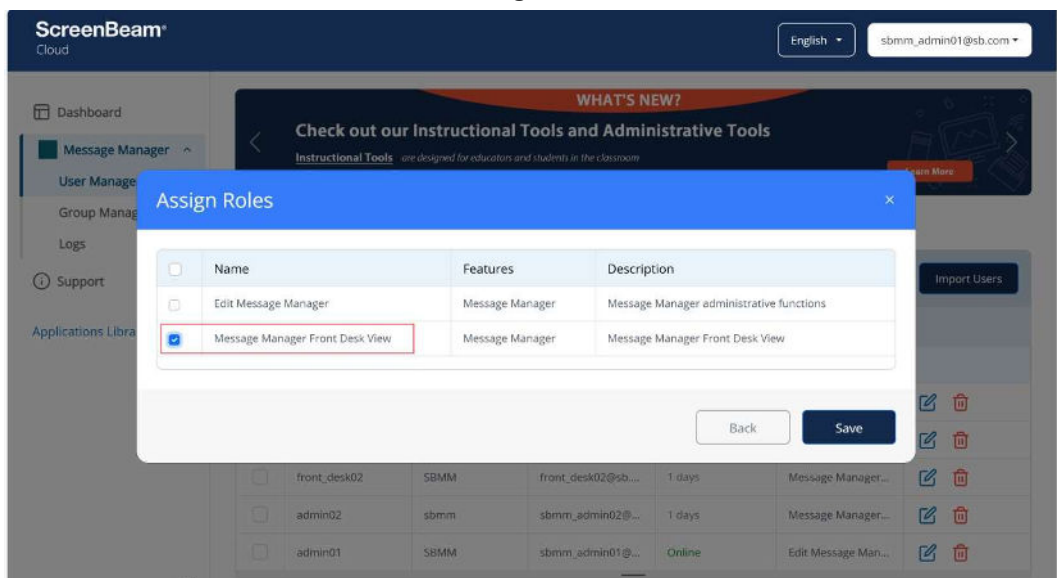


The screenshot shows the ScreenBeam Cloud interface. On the left is a sidebar with navigation links: Dashboard, Message Manager, User Management (selected), Group Management, Logs, Support, and Applications Library. The main area displays the 'Add User' modal form. The form has a blue header with the title 'Add User' and a close button. It contains four input fields: 'First Name', 'Last Name', 'Phone' (with a phone icon), and 'Email'. At the bottom of the form are 'Back' and 'Add' buttons. In the background, the 'User Management' page is visible, showing a table with columns for user selection, name, email, status, and actions. The table lists users like 'admin01' and 'sbmm\_admin01@...'. The top of the interface shows the 'ScreenBeam Cloud' logo, a language dropdown set to 'English', and a user profile dropdown for 'sbmm\_admin01@sb.com'.

- **Import Users** allows you to import multiple users at a time. Download the CSV Template for importing users in the **Import Users** window. Edit the user import template to include your users' first names, last names, phone numbers and Email addresses. Follow the template's format when adding user info to the template. Add the edited template to the **Import Users** window and click **Import**.



3. The added users will be displayed in the **Users** table and user account validation emails will be sent to their Email addresses. Inform the users to validate their user accounts through their Email accounts. New users must validate their accounts via the confirmation links sent to their Email addresses.
4. Assign the **Front Office Personnel** role to the newly added users. Select the newly added user(s), click the **Set Roles** button, and then select the **Front Office Personnel View** role in the **Assign Roles** table. Click **Save**.



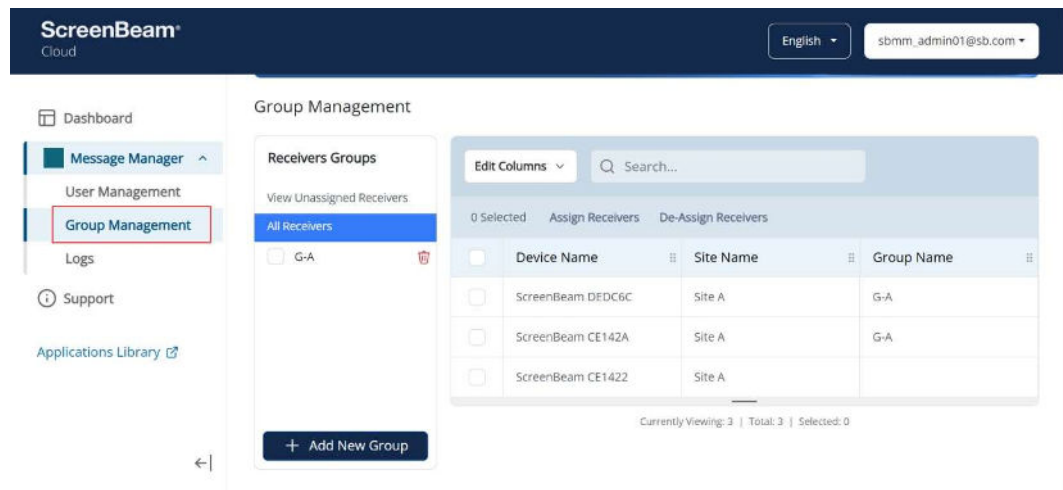
# Part V Setting up Receiver Groups

The receivers in the CMS site that is assigned to the SBMM Admin will be displayed in the SBMM Admin's receiver table. The SBMM Admin can group these receivers based on specific requirements. SBMM Front Desk users can only send messages to the receivers that are assigned to groups by the SBMM Admin.

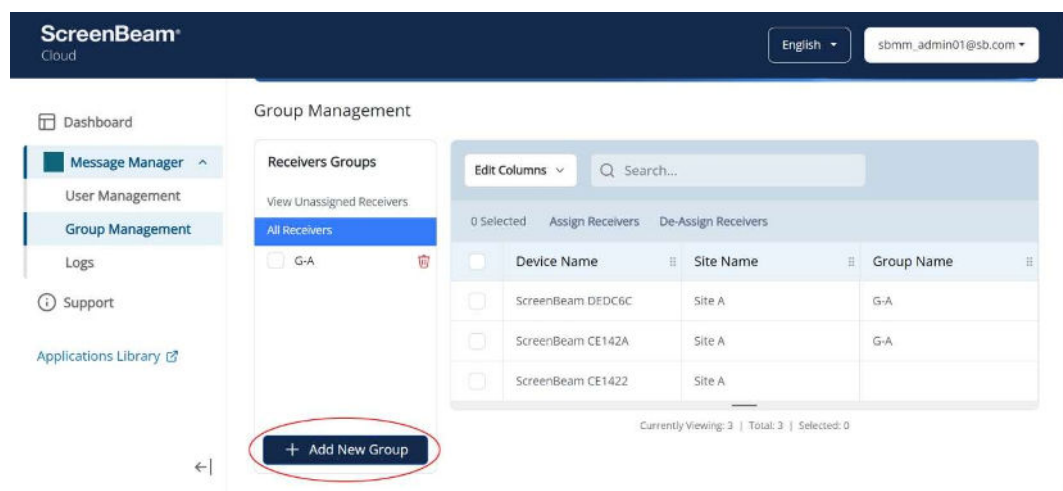
## 5.1 Creating a New Group

To set up a receiver group, follow this procedure:

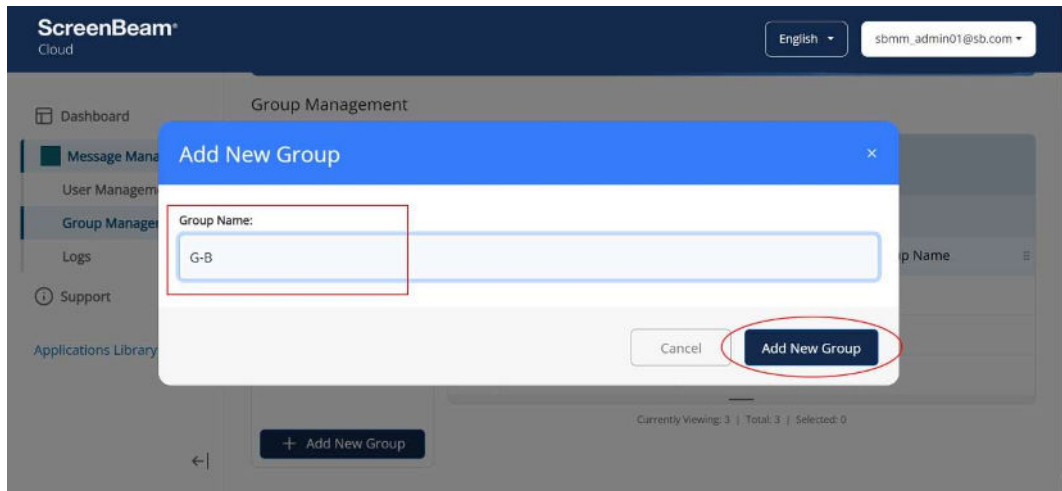
1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with an SBMM Admin account.
2. Select **Message Manager** > **Group Management** in the left menu.



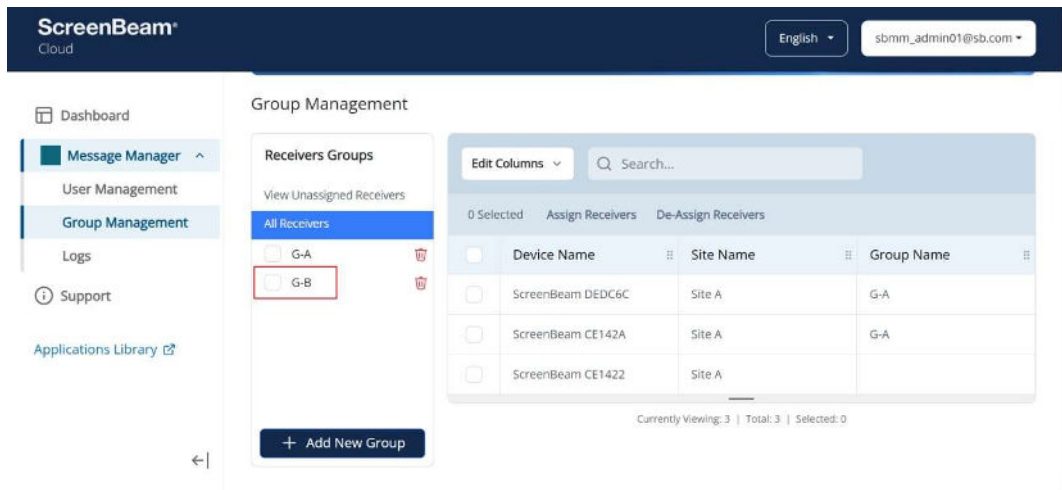
3. Click **Add New Group** in the **Group Management** pane.



4. In the **Add New Group** window, type the group name in the **Group Name** box and click the **Add New Group** button.



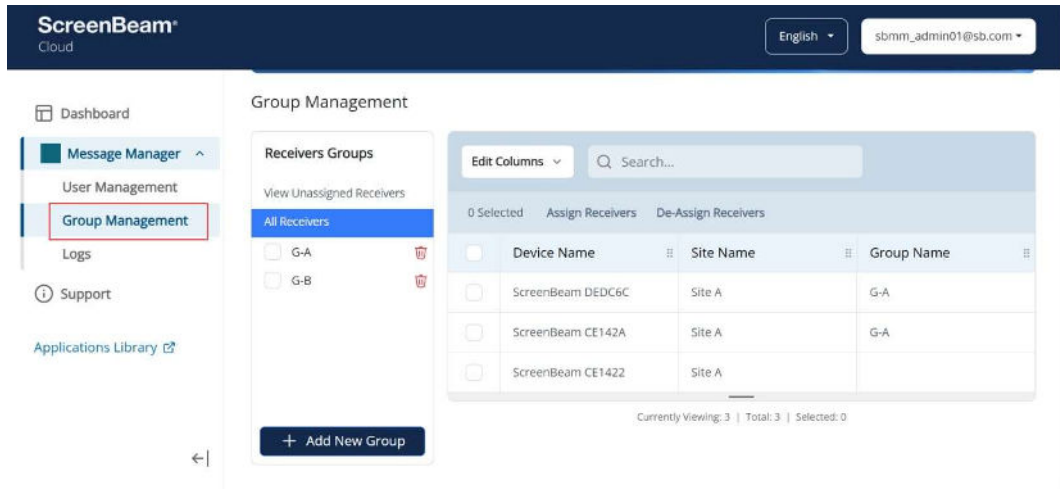
5. A new group will be added



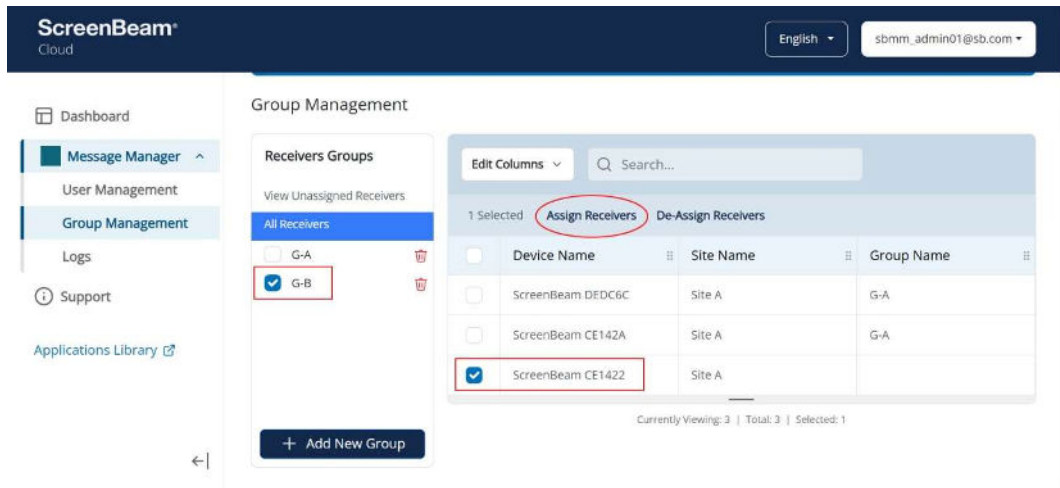
## 5.2 Assigning Receivers to a Group

To assign receivers to a group, follow this procedure:

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with an SBMM Admin account.
2. Select **Message Manager** > **Group Management** in the left menu.



3. Select a group in the **Receivers Groups** pane and then select one or more receivers in the receiver table. Click **Assign Receivers** and then click **Continue** in the confirmation box.



4. The selected receivers will be assigned to the selected group.

ScreenBeam®  
Cloud

English

sbmm\_admin01@sb.com

Dashboard

Message Manager

User Management

Group Management

Logs

Support

Applications Library

Group Management

Receivers Groups

View Unassigned Receivers

All Receivers

☐ G-A

☒ G-B

+ Add New Group

Edit Columns

Search...

0 Selected

Assign Receivers

De-Assign Receivers

	Device Name	Site Name	Group Name
<input type="checkbox"/>	ScreenBeam DEDC6C	Site A	G-A
<input type="checkbox"/>	ScreenBeam CE142A	Site A	G-A
<input type="checkbox"/>	ScreenBeam CE1422	Site A	G-B

Currently Viewing: 3 | 1

Receivers Assigned Successfully!



# Part VI Sending Messages to ScreenBeam Receivers

The user with **Front Office Personnel** privileges can send messages to ScreenBeam receivers.

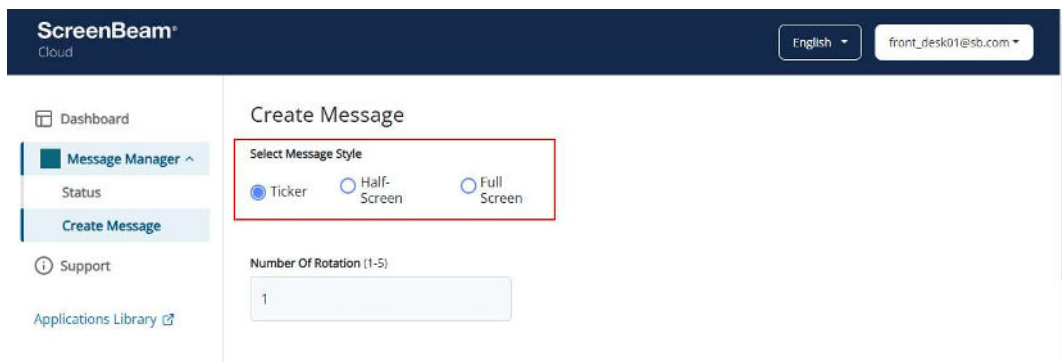
## 6.1 Sending a Message

To send a message to ScreenBeam receivers, follow this procedure:

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with an SBMM Front Desk account.
2. Select **Message Manager** > **Create Message** in the left menu. The **Create Message** page will be displayed.



3. In the **Create Message** page, select or fill in the following message properties:
  - Select a message style in the **Select Message Style** section: There are three options: Ticker, Half Screen and Full Screen.
    - **Ticker**: The message will be displayed as a ticker on the bottom of the screen.
    - **Half-Screen**: The message will be displayed in half-screen.
    - **Full-Screen**: The message will be displayed in full-screen.



- Select number of rotations for a ticker in the **Number of Rotation** list, or select display duration for a half/full screen message in the **Select Display Duration** list.

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Dashboard

Message Manager ^

Status

Create Message

Support

Applications Library

Create Message

Select Message Style

☒ Ticker ☐ Half-Screen ☐ Full Screen

Number Of Rotation (1-5)

1

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Message Manager ^

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Create Message

Select Message Style

☐ Ticker ☐ Half-Screen ☒ Full Screen

Select Display Duration (1-10 minutes)

1

- Type a title for your message in the **Title** box and type the contents of your message in the **Message** box.

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Title

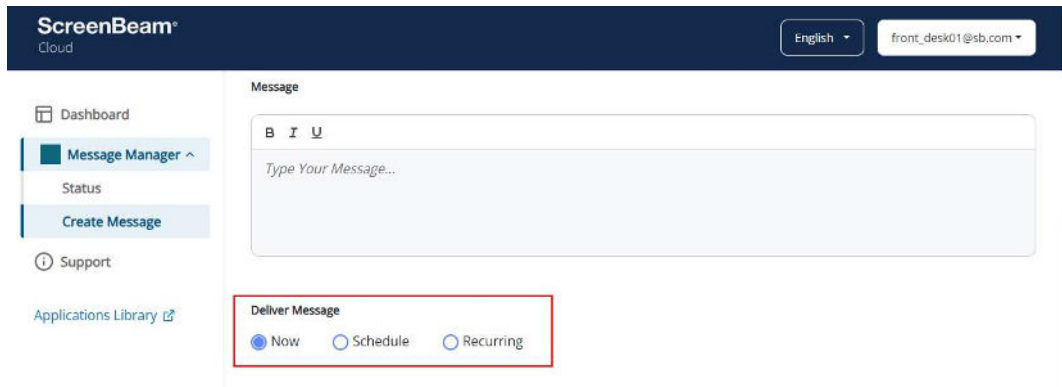
Type Your Title

Message

B I U

Type Your Message...

- Select a delivery method. Three options are available: Now, Schedule and Recurring.
  - **Now:** The message will be delivered to the receiver as soon as it is sent.
  - **Schedule:** The message will be delivered to the receiver at a scheduled time for once only.
  - **Recurring:** The message will be delivered to the receiver at a scheduled time repeatedly.



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Message Manager ^

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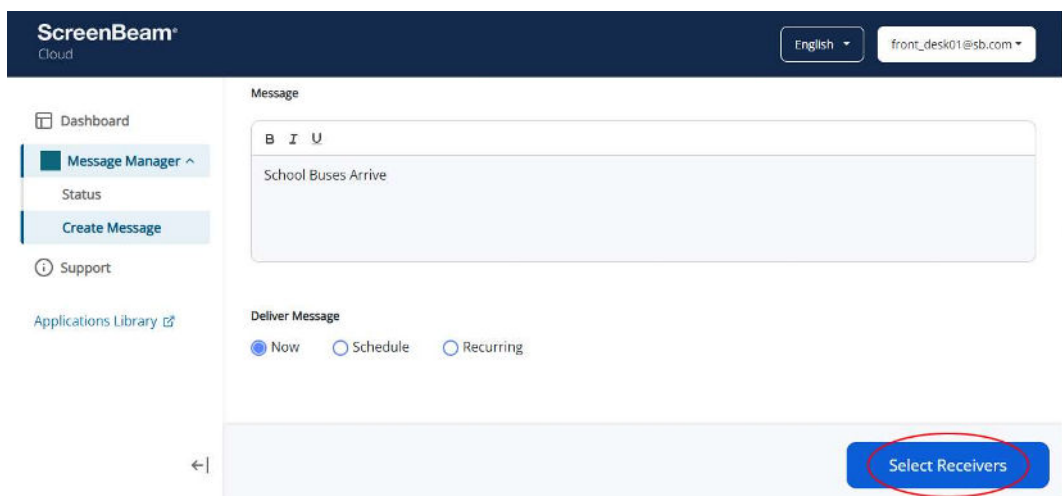
B I U

Type Your Message...

Deliver Message

☒ Now ☐ Schedule ☐ Recurring

4. Click the **Select Receivers** button to go to the **Select Receivers** page.



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Message Manager ^

Status

Create Message

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Message

B I U

School Buses Arrive

Deliver Message

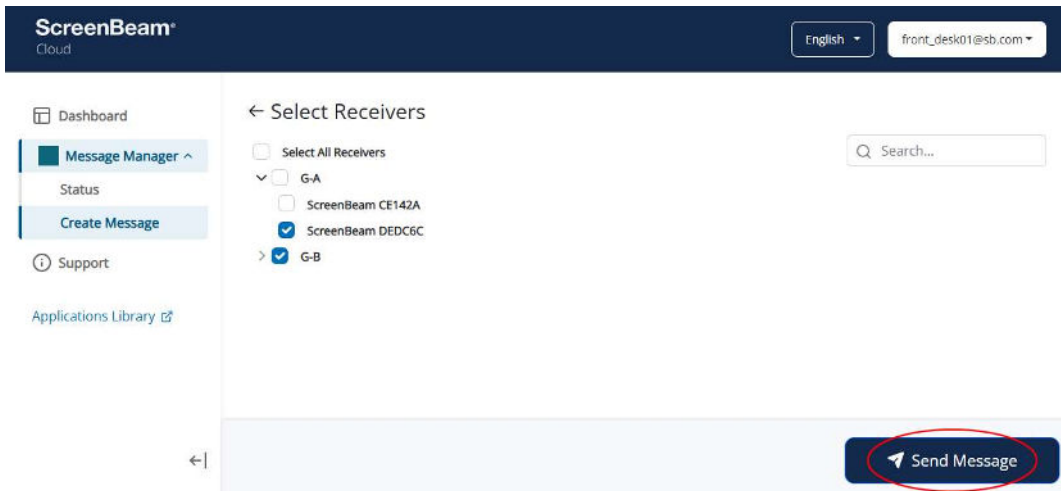
☒ Now ☐ Schedule ☐ Recurring

Select Receivers

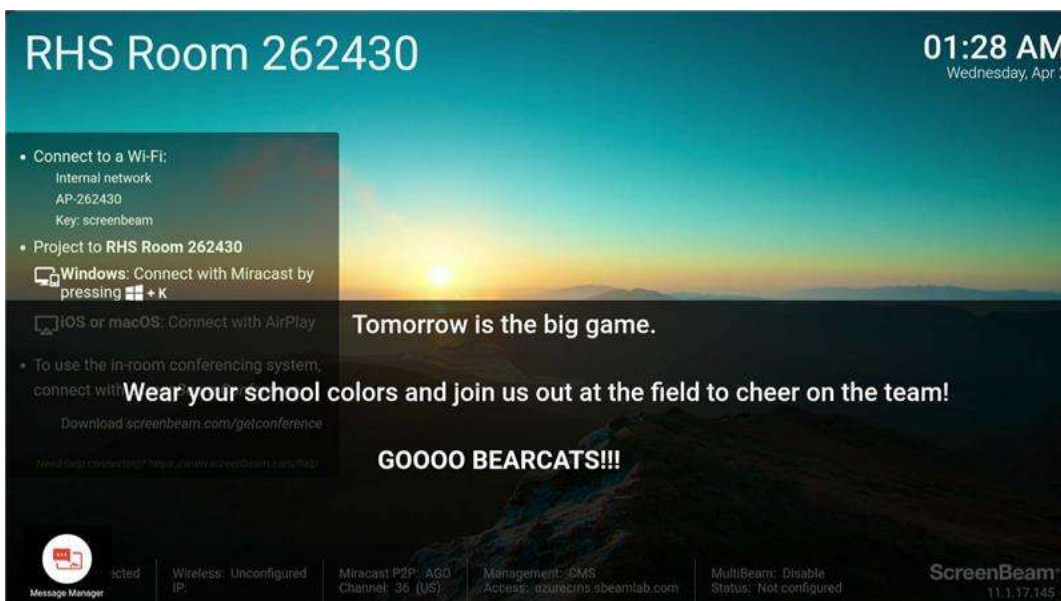
5. In the **Select Receivers** page, click the Expand/Collapse button to show the receivers of a group and then select the receiver(s) you want, or select a group of receivers by checking the group's checkbox.



- Click the **Send Message** button. The message will be sent to the selected receivers according to the selected delivery method.



If successful a message like the following will show up on targeted displays. This is an example of a half-screen message.



## 6.2 Checking Message Status

It is useful to check the status page to view the status of target groups and check if there are any messages in queue and after issuing new messages.

Follow the procedure below to check the status of your messages:

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with an SBMM Front Desk account.
2. Select **Message Manager** > **Status** in the left menu. The **Status** page will be displayed.



- The **Status** table will display the status of your currently active messages: In Process, In Queue or Pending.
  - **In Process:** The message is being displayed.
  - **In Queue:** The message is queued.
  - **Pending:** The target receiver is not online or not licensed.

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Message Manager ^

Status

Create Message

Support

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USB Pro Switch intelligently enhances UC room integration.

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Status

Message	Type	Sent	Groups	Status	
Breakfast Notice	half-screen	03/20/2025, 02:40 PM	G-A, G-B	In Queue	
School Bus Notice	full-screen	03/20/2025, 02:37 PM	G-A, G-B	In Process	

Currently Viewing: 2 | Total: 2 | Selected: 0

- At the bottom of the Status page is a **History** table which displays the status of messages that have attempted to be delivered.
  - **Failed:** The message was not delivered to the target receivers successfully.
  - **Complete:** The message was delivered to all target receivers successfully.
  - **Half-Complete:** The message was only delivered to a subset of the targeted receivers successfully.
  - **Stopped by User:** The message has been manually cancelled by the user.

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Dashboard

Message Manager ^

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History (Last 50 Messages)

Message	Type	Groups	Date And Time	Status	
Breakfast Notice	half-screen	G-A, G-B	03/20/2025, 02:40 PM	Half-Complete	
School Bus Notice	full-screen	G-A, G-B	03/20/2025, 02:37 PM	Complete	
Check Font 1	full-screen	G-A	03/20/2025, 01:39 PM	Complete	
Schedule-full_screen03	half-screen	G-A	03/20/2025, 08:57 AM	Failed	
Schedule-full_screen04	full-screen	G-A	03/19/2025, 02:48 PM	Stopped By User	

Currently Viewing: 15 | Total: 15 | Selected: 0

## 6.3 Canceling a Message

Messages can be cancelled from the queue or even while being displayed.

Follow the procedure below to cancel a message:

1. Sign into ScreenBeam Cloud ([cloud.screenbeam.com](https://cloud.screenbeam.com)) with an SBMM Front Desk account.
2. Select **Message Manager** > **Status** in the left menu. The **Status** page will be displayed.



3. Click the red stop button at the end of a message entry in the **Status** table. The message will be canceled immediately.

If the ScreenBeam receiver is connected to a touch screen, then the teacher can also dismiss a full or half-screen message by tapping on the screen.

