

Message: Ceiling values may not be changed as the floor above this room has varying heights.

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The information in this article applies to:



## QUESTION

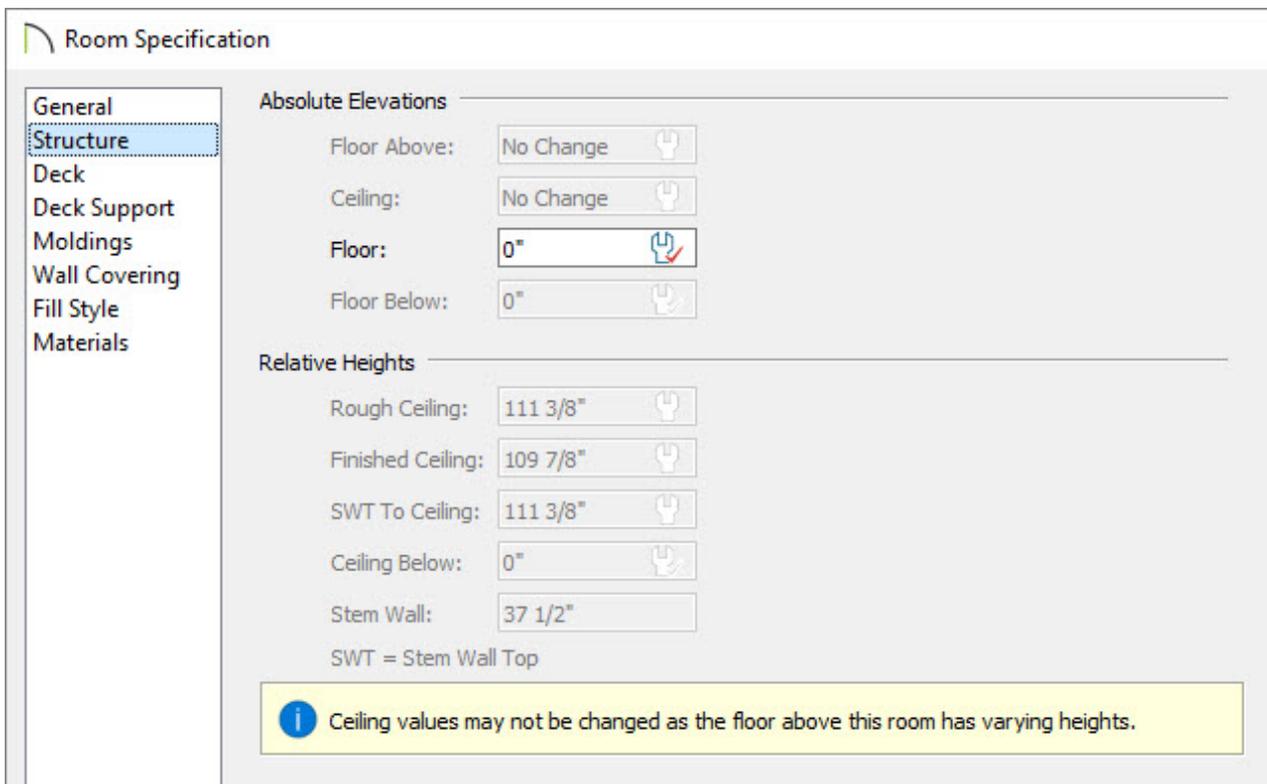
When I attempt to change the Ceiling Height for one of my rooms, the field is greyed out and states:

"Ceiling values may not be changed as the floor above this room has varying heights."

Why is this, and how can I change the Ceiling Height?

## ANSWER

In the Room Specification dialog, if the Ceiling value is greyed out, indicating that it is inactive, and this information message displays in the dialog, it means that multiple rooms with differing floor heights are present directly above so the field will display "No Change."



It is recommended that you setup the floor and ceiling height defaults for all of your floors to reflect the most common values for the rooms on each floor. Then, start on the lowest floor and work your way up in order to modify floor and ceiling heights for rooms that do not adhere to the specified defaults.

To setup your floor and ceiling height defaults

1. Select **Edit> Default Settings**  to open the **Default Settings** dialog.
2. Expand the **Floors and Rooms** category, expand **Floor Levels**, select the floor level you'd like to change the floor and ceiling height for, and then click **Edit**.
3. Make sure that the most common values for the rooms on this floor are entered, then click **OK**.
4. Repeat steps 1-3 for all other floors in the plan.

Once the correct defaults have been specified for each floor, it is time to reset all floors to use the default floor and ceiling heights.

To reset floor and ceiling heights to the default values

1. Select **Edit> Reset to Defaults**.
2. Under Reset Scope, select **All Floors**.
3. Under Default, place a check next to **Floor Heights** and **Ceiling Heights**, then click **OK**.

Lastly, starting with the lowest floor in the plan and working up, modify the floor and ceiling height values for rooms that do not adhere to the specified defaults.

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 [Using the Online Support Center \(/support/article/KB-00717/using-the-online-support-center.html\)](/support/article/KB-00717/using-the-online-support-center.html)



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