

EMS Room Sign App
Installation, Configuration, & User Guides
V44.1
April 2019

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CHAPTER 1: EMS Room Sign App Installation Guide

The EMS Room Sign App (formerly named EMS Glance) is an optional web-based application that turns your tablet (e.g., iPad, iPad mini, etc.) into a digital room sign. Mounted outside of a meeting room or workspace in either landscape or portrait orientations, the application indicates whether a space is available or in use. The application also provides functionality to support check-in, end, extend and book new meetings.

The EMS Room Sign App gives users real-time information and at-a-glance availability for their meeting, learning, and working spaces. The new, redesigned EMS Room Sign App includes:

- A clean, color-coded interface that's easy to scan for information
- Simplified buttons and options, with fewer steps to make or edit reservations
- Landscape and portrait orientations, including an Agenda View of the day's events
- Easier customization for your organization's branding



Note:

Your EMS Room Sign App purchase only includes the software application itself; not the device, mounting accessories (enclosures, power supplies, etc.) or physical installation.

This installation guide provides information about the following topics:

- [Prerequisites and Requirements for EMS Room Sign App](#)
- [Architecture](#)
- [Obtain the Installation Files](#)
- [Install the EMS Room Sign App](#)
- [Deploy the EMS Room Sign App on Appliances](#)
- [Best Practices for Using the EMS Room Sign App](#)

See Also:

- [Authentication Settings](#)
- [Global Settings](#)
- [EMS Room Sign App Video Tutorials](#)

Contact Customer Support

- **Option 1 (Recommended):** Search the Knowledge Base available at [Accruent Access](#).
- **Option 2:** Submit a case directly via [Accruent Access](#).

- **Option 3:** Email emssupport@accruent.com.
- **Option 4:** Phone (800) 288-4565.



Important!

If you do not have a customer login, register [here](#).

CHAPTER 2: Prerequisites and Requirements for EMS Room Sign App

This topic outlines the requirements necessary to install, configure, and use the EMS Room Sign App (formerly named EMS Glance), including:

- [Prerequisites](#)
- [EMS Database Server Requirements](#)
- [EMS Web Server Requirements](#)
- [EMS Room Sign App Requirements](#)



Important!

The EMS Room Sign App requires a license. Please contact your Account Executive to determine if your organization is licensed for the EMS Room Sign App or if you want to learn more.

Prerequisites

Before installing the EMS Room Sign App, make sure you meet the following prerequisites based on your software version:

- Install and configure the [EMS Desktop Client](#).
- If upgrading, uninstall all previous versions of the EMS Room Sign App web application.
- For earlier versions of the EMS V44.1 software, do the following:
 - *For Update 29 and earlier*, install the [EMS Room Sign App API](#). The EMS Room Sign App API URL is required for the EMS Room Sign App web application installation.



Note:

In [Update 30](#), the EMS Room Sign API was moved into the application to improve performance. If you have upgraded to Update 30 or later, you do NOT need to install the API.

- *For Update 31 and earlier*, create an EMS user account with [EMS API Web Service Access](#) enabled. The user account is necessary to access the database.

**Note:**

In Update 32, the API was moved inside of the EMS Room Sign App. If you have upgraded to Update 32 or later, you do NOT need to create an EMS admin user to manage the API. When required for audit trail purposes, EMS will use the user “EMS Room Sign App.”

EMS Database Server

Compatibility Level	Version	DB Compatibility
110	Microsoft SQL Server 2012 = 11.00.XXXX	110
120	Microsoft SQL Server 2014 = 12.00.XXXX	110 (avoid CL for 2014)
130	Microsoft SQL Server 2016 = 13.00.XXXX	130

**Important!**

2017 is not yet officially supported by EMS Software.

EMS Web Server

The EMS Room Sign web application is housed on a web server, which has specific requirements.

**Note:**

In [Update 30](#), the Room Sign App API was moved into the EMS Room Sign application to improve performance. See Also: [Architecture](#).

Operating System	IIS VERSION
Windows Server 2016	10.0
Windows Server 2012	8.0
Windows Server 2012 R2	8.5
Windows Server 2016	
Prerequisites	

Operating System	IIS VERSION
Application Pool Running	(2.0 or 4.0 depending on the EMS Software Application)
.NET Framework 4.6.1**	

Minimum System Requirements

Processor: 2.0 GHz and 4 cores or faster
 Memory: 8 GB or more**
 Hard-Disk Space: 1 GB or more

*For up to 100 concurrent users. Increased specs required for 100+ concurrent users.

*Requires an update to Windows Management Framework to version 3.

**= varies per EMS Software Application

EMS Room Sign App Requirements

Tablet Operating Systems	Supported Browsers
iOS 9, 10	Safari
Android 5, 6	Chrome, KioWare Lite (see Best Practice: Device Configuration Steps)
Windows 7, 8, 10	Chrome, Firefox
.NET Framework: 4.6.2	

Tablet Requirements	
Supported Resolutions	1024 x 600 1280 x 800 1660 x 900 1920 x 1080 2048 x 1536
EMS tests on and recommends the iPad Mini and 8" Samsung Tab A .	

Tablet Requirements



Note:

EMS Room Sign App will run on touch-enabled tablets (with above resolutions) set in landscape mode. Integrating with ArmorActive enclosures require a browser that can play sound. See Also: [Best Practice: Device Configuration Steps](#).

Prerequisites

EMS Desktop Client, running on database and web servers that meet our EMS System Requirements.

CHAPTER 3: Architecture for EMS Room Sign App

The EMS Room Sign App application is comprised of four main components:

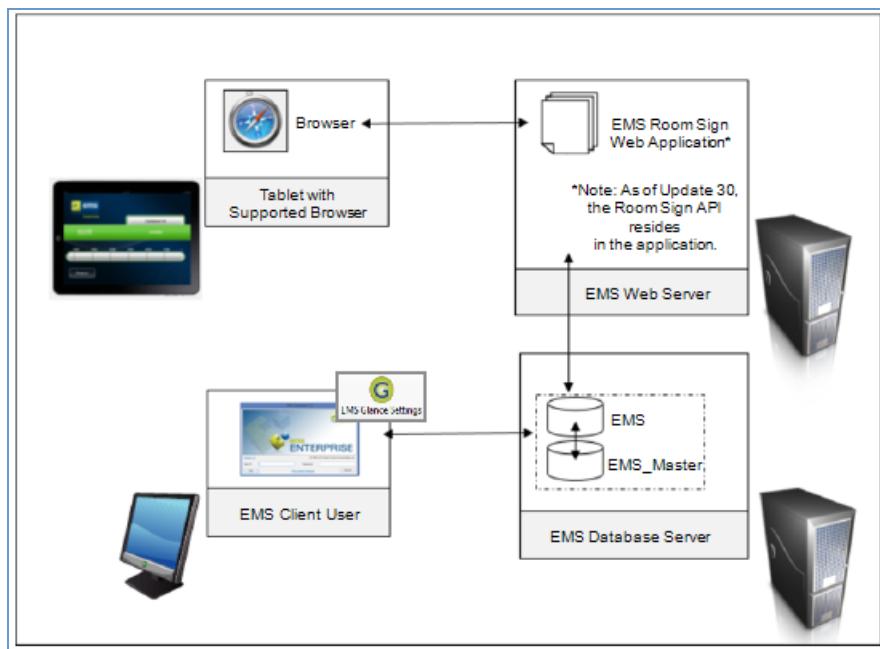
1. **EMS Room Sign App Device:** Device with a supported browser installed that will access the EMS Room Sign App web application. A particular device is tied to **one** specific room in EMS.
2. **EMS Room Sign App Web Application:** EMS Room Sign web application.
3. **EMS Room Sign App Web Service API:** Web service API that manages all communication between the EMS Room Sign App web application and your EMS database. **This component is only required for Update 29 or earlier.**



Note:

For [Update 30](#) or later, the EMS Room Sign App web service API is no longer necessary because the API for EMS Room Sign App has been moved into the application to improve performance.

4. **EMS Room Sign App Settings DLL:** Component installed with your EMS Client application (.exe) that allows your EMS Administrators to configure the EMS Room Sign App.



Architecture of EMS Room Sign App

CHAPTER 4: Obtain Installation Files for EMS Room Sign App

The latest EMS Room Sign App (formerly named EMS Glance) components can be downloaded from [Accruent Access](#).



Important!

The EMS Room Sign App was formerly named EMS Glance. Some of the installation files, such as the DLL, will temporarily retain the Glance name.

1. Log into [Accruent Access](#).
2. Click **My Products**.
3. Under **EMS**, click **Downloads**.

The downloads page opens in a new browser tab.

4. In the **Software Downloads** area, click the link for your version of software, for example, **V44.1 Releases & Patches**.

A new page opens listing the downloads available based on your license.

5. Download the following components:
 - **EMSRoomSignApp.msi**: EMS Room Sign web application installed on your web server.
 - **EMS.Glance.dll**: File that will expose the EMS Room Sign App Settings area within EMS.
 - **EMS Room Sign App License Key**: The EMS Room Sign App is an optional component that requires the appropriate license to activate.
 - For earlier versions of the V44.1 software, you will need to download additional components:
 - *Update 29 and earlier*, download **EMSGlanceAPI.msi**. This is the installation file for the EMS Room Sign App API web service installed on your web server.
 - *Update 31 and earlier*, download **EMSRoomSignApp.sql**. This is the SQL script that needs to be executed against your EMS database. This will create EMS Room Sign specific objects (tables and stored procedures) in your EMS database.



Important!

If you are on Update 32, do NOT install **EMSRoomSignApp.sql**. If you do install the .sql file, you will need to re-install the EMS patch.

CHAPTER 5: Install EMS Room Sign App



Important!

The EMS Room Sign App was **formerly named EMS Glance**. Some of the installation files (e.g., API, dll, etc.) will temporarily retain the Glance name.

This topic provides information about the following:



Important!

In [Update 30](#), the Room Sign App API was moved into the EMS Room Sign application to improve performance. The **EMSGlanceAPI.msi** file is no longer required for customers running Update 30 or later.

- [Install or Upgrade the EMS Database Component](#) (only required for Update 31 or earlier)
- [Install or Upgrade the EMS Room Sign App DLL](#)
- [Install or Upgrade the EMS Room Sign App API](#) (only required for Update 29 or earlier)
- [Verify the EMS Room Sign App API Installation](#) (only required for Update 29 or earlier)
- [Install or Upgrade the EMS Room Sign Web Application](#)
- [Create an EMS Admin User to Manage Your EMS Room Sign App API Web Service](#) (only required for Update 31 or earlier)
- [Set a Launch Pin](#)
- [Register EMS Room Sign App on Your Devices](#)
- [Deregister EMS Room Sign App on Your Devices](#)
 - [Remove Unused Devices from the Database \(exceeds licenses error\)](#) (only for Update 28 or earlier)

Overview of Install/Upgrade Process

To install or upgrade the EMS Room Sign App, you will:

**Important!**

If you are upgrading to Update 30 or later, make sure you uninstall the API prior to upgrading. In [Update 30](#), the EMS Room Sign API was moved into the application, and you no longer need to install the API separately.

1. For Update 31 or earlier, install the [EMS Room Sign App .sql file](#).

**Important!**

If you are on Update 32, do NOT install **EMSRoomSignApp.sql**. If you do install the .sql file, you will need to re-install the EMS patch.

2. Copy the [EMS Room Sign App .dll](#) file to each user workstation that needs EMS Room Sign App options in EMS Desktop Client.
3. For Update 29 or earlier, install the new [EMS Room Sign App API](#) on the web server that will be running it, and [verify the installation](#).
4. Install the new [EMS Room Sign App web application](#) on the web server that will be hosting it (and connect it to your EMS Room Sign App API, SQL server, and database).

**Note:**

For Update 30 or later, the EMS Room Sign API has been moved into the application. If you are running Update 30 or later, you will not need to connect the API to the web application.

5. For Update 31 or earlier, [create an Admin User](#) to manage the EMS Room Sign App API web service.
6. [Access your EMS Room Sign application](#) through the web on your device(s).

Install or Upgrade the Database Component (Update 31 or Earlier)

**Important!**

If you are on Update 32, do NOT install **EMSRoomSignApp.sql**. If you do install the .sql file, you will need to re-install the EMS patch.

1. [Obtain](#) the **EMSRoomSignApp.sql** file.
2. Open Microsoft SQL Server Management Studio.
3. Within Microsoft SQL Server Management Studio, select **File > Open > File...** and

locate **EMSRoomSignApp.sql**.

4. Select your **EMS** Database and execute the query (**Query > Execute**). When query execution has completed, the message "Command(s) completed successfully" will appear in the Results section.

Install or Upgrade the EMS Room Sign App DLL



Important!

The EMS Room Sign App was **formerly named EMS Glance**. Some of the installation files (e.g., API, dll, etc.) will temporarily retain the Glance name.

1. On each client machine that needs access to the EMS Room Sign App Settings area, complete the following based on whether the install is local or web deploy:
 - Local Install — paste a copy of the EMS.Glance.dll file into the folder that contains your EMS application files (typically C:\Program Files\EMS).
 - Web Deploy Install — enter the EMS.Glance.dll in the following location:
C:\Users\<username>\AppData\Roaming\EMS2016\Extensions
2. Once the EMS.Glance.dll is placed in the correct folder on the client machine (assuming your organization is appropriately licensed for the EMS Room Sign App), the EMS user will see the EMS Glance Settings button on the tool bar within the EMS application.



Note:

To update your registration, obtain a new license file and import into the EMS Desktop Client by navigating to **System Administration > Settings > Registration**.

Install or Upgrade the EMS Room Sign App API (Update 29 or Earlier)

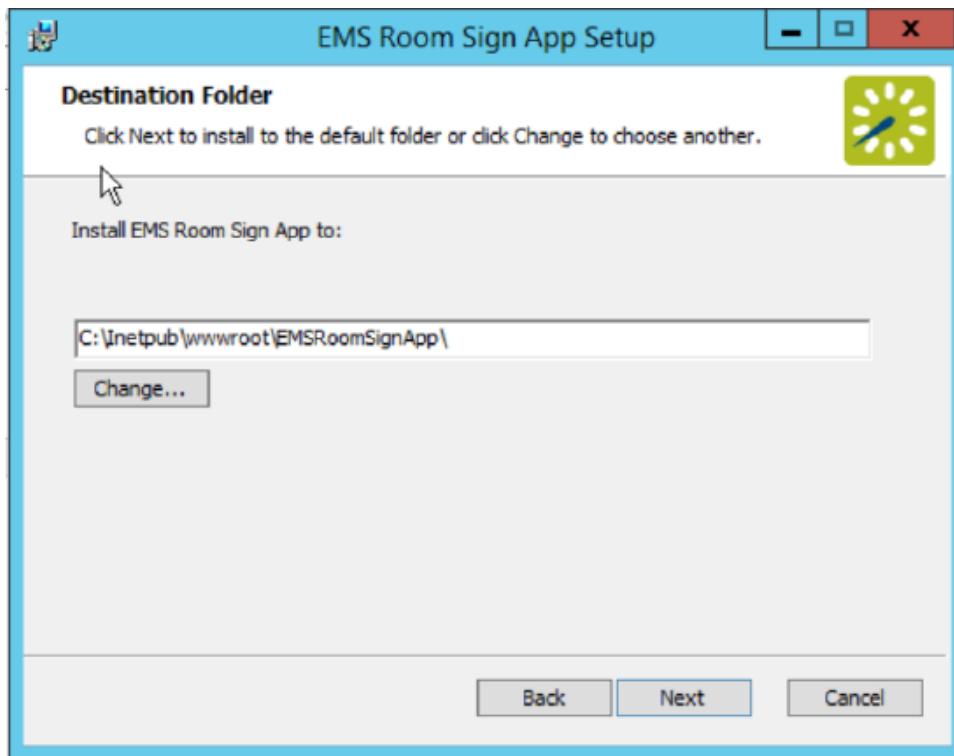


Important!

For Update 30 or later, you do not need to install the EMS Room Sign API because the API has been moved into the EMS Room Sign application to improve performance. See [Install or Upgrade the EMS Room Sign App Web Application](#) to continue with the installation process.

1. Manually **uninstall** any previous versions of the API on your web server.
2. Download the **EMSGlanceAPI.msi** file onto the web server that will be running the API.

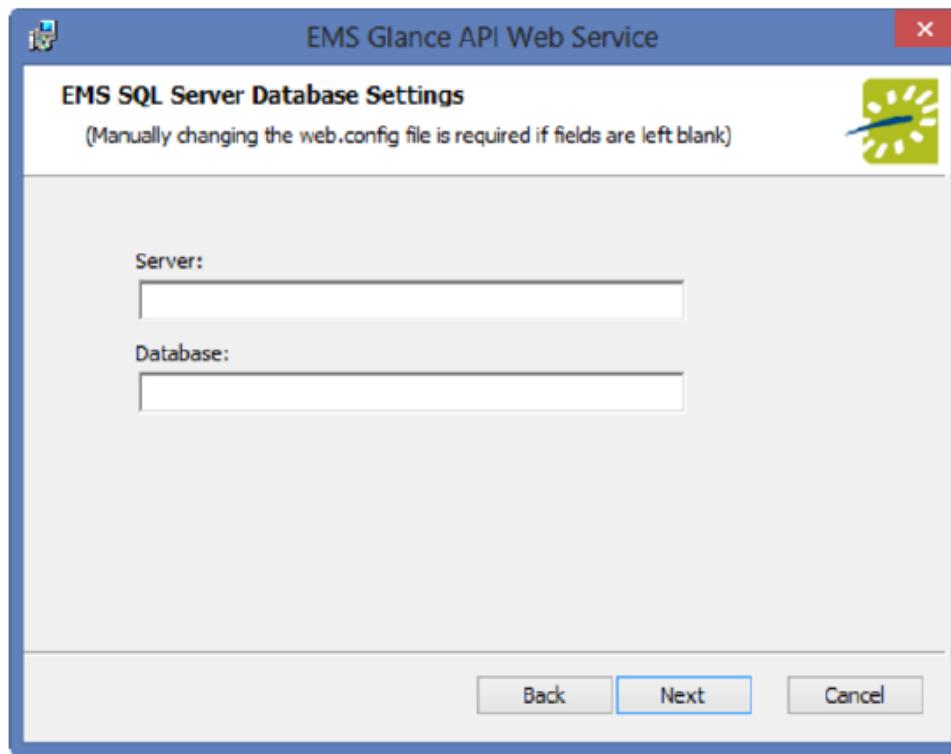
3. Run **EMSGlanceAPI.msi**.
4. The first screen welcomes you to the EMS Room Sign App API Web Service Setup Wizard. Click **Next** to begin the installation process. The Destination Folder screen will appear.



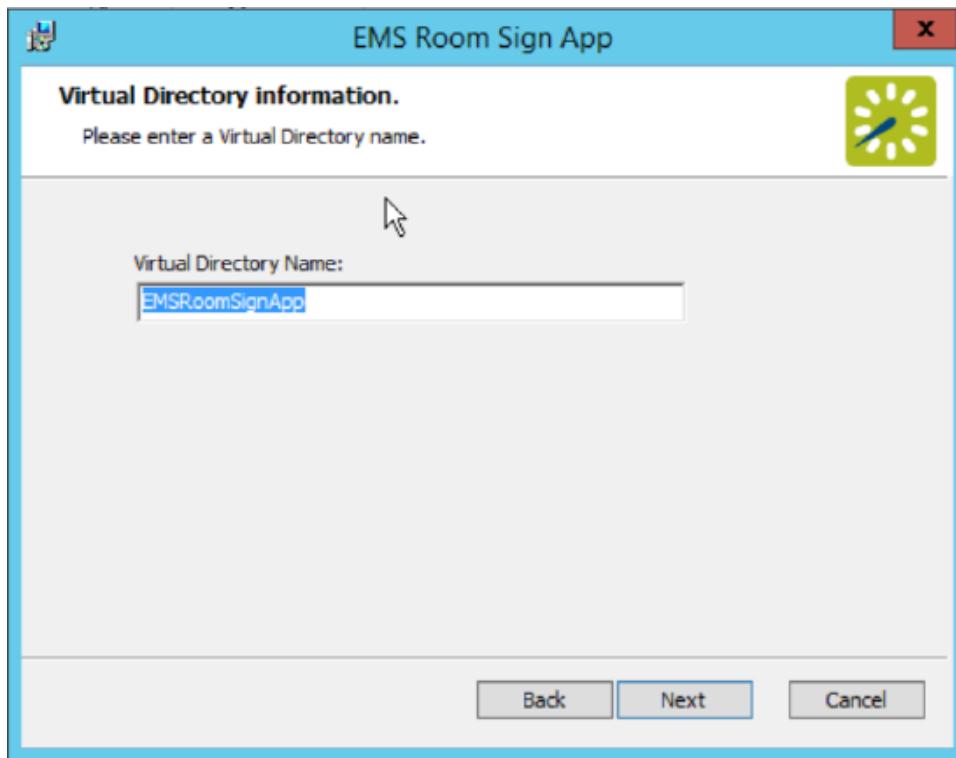
5. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered (“EMSRoomSignApp” in the example above.) Click **Next**.

 **Note:**
The API should not be installed in the same physical directory as other EMS web-based products OR under a site running another version of the API.

6. The EMS SQL Server Database Settings information screen will appear.



7. Enter your **EMS SQL Server** name.
8. Enter your **EMS Database** name:
 - EMS Professional customers (typically named “EMSData”).
 - EMS Workplace, EMS Campus, EMS Enterprise, EMS District and EMS Legal customers (typically named “EMS”).
9. Click **Next**.
10. The Virtual Directory information screen will appear.



11. The Virtual Directory Name will default to the destination folder specified above. It is recommended that you keep the default setting. The installation process will create a virtual directory on your web server based on the virtual directory entered (“EMSRoomSignApp” in the example above.) Click **Next**.

**Note:**

The API should **not** be installed in the same virtual directory as other EMS web-based products OR under a site running another version of the API.

12. The Ready to install EMS Room Sign App API Web Service screen will appear. Click **Install** to install the API.
13. The Completed the EMS Room Sign App API Web Service Setup Wizard screen will appear. Click **Finish**.

Verify the EMS Room Sign App API Installation (Update 29 or Earlier)



Important!

For [Update 30](#) or later, you do not need to verify the EMS Room Sign API installation because the API has been moved into the EMS Room Sign application and no longer needs to be installed separately. See [Install or Upgrade the EMS Room Sign App Web Application](#) to continue with the installation process.

After following the steps above, verify your API installation by opening a browser and entering the API URL:

Example: `http://[ServerName]/EMSGlanceAPI/service.asmx`

(replace [ServerName] with the name of your web server)



Note:

This URL will be required for the EMS Room Sign App Web Application installation.

Install or Upgrade the EMS Room Sign Web Application

1. Download the **EMSGlance.msi** file onto the web server that will be running the EMS Room Sign App web application.
2. Run **EMSGlance.msi**.
3. The first screen welcomes you to the EMS Room Sign App Setup Wizard. Click **Next** to begin the installation process. The Destination Folder screen will appear.
4. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered ("EMSRoomSignApp" in the example above.) Click **Next**.



Note:

The EMS Room Sign App should **not** be installed in the same physical directory as other EMS web-based products OR under a site running another version of EMS Room Sign App.

5. Based on your software version, do the following:

- **Prior to Update 30**

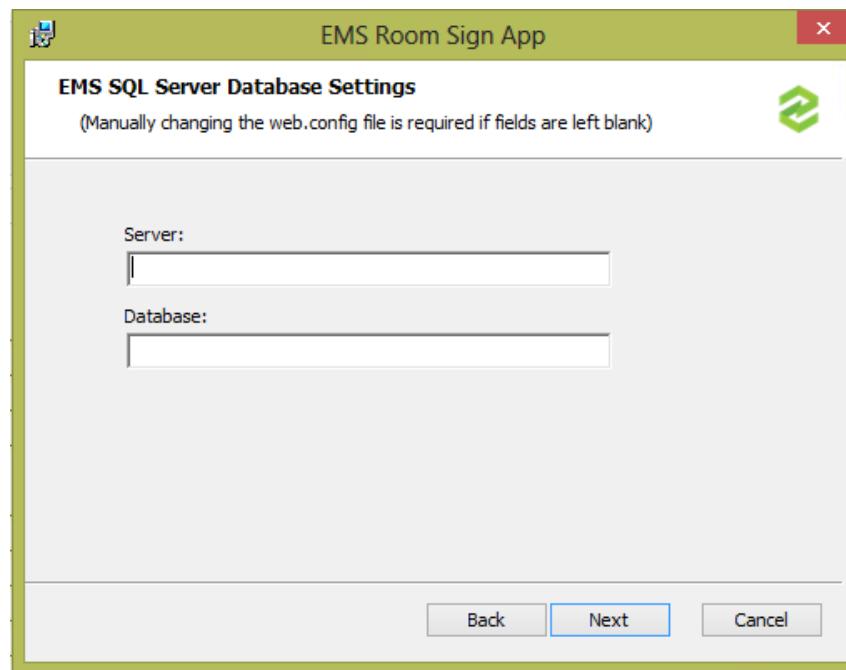
- a. When the EMS Room Sign App API Path screen appears, enter the URL of your EMS Room Sign App API Web Service.

Example: `http://[ServerName]/EMSGlanceAPI/service.asmx`
(replace [ServerName] with the name of your web server)

- b. Click **Next**.

- **Update 30 or Later**

- a. When the EMS SQL Server Database Settings screen appears, enter your EMS **SQL Server** name and your EMS **Database** name in the appropriate fields.



- b. Click **Next**.
6. The Virtual Directory information screen will appear.
7. The Virtual Directory Name will default to the destination folder specified in Step 4. It is recommended that you keep the default setting. The installation process will create a virtual directory on your web server based on the virtual directory entered ("EMSRoomSignApp" in the example above.) Click **Next**.

**Note:**

The EMS Room Sign App should **not** be installed in the same virtual directory as other EMS web-based products OR under a site running another version of the EMS Room Sign App.

8. The Ready to install EMS Room Sign App screen will appear. Click the **Install** button to install the EMS Room Sign App.
9. The Completed the EMS Room Sign App Setup Wizard screen will appear. Click **Finish**.

Create an EMS Admin User to Manage Your EMS Room Sign App API Web Service (Update 31 or Earlier)

**Note:**

Beginning in Update 32, you do not need to create an EMS admin user to manage the API because the API was moved inside of the EMS Room Sign App. When required for audit trail purposes, EMS will use the user “EMS Room Sign App.”

To create an EMS admin user to manage your EMS Room Sign App API web service, follow these steps:

1. Create the EMS Admin Account to be used for the EMS Room Sign App:
 - a. Create a user account in EMS Desktop Client under **System Administration > Security > Users** (with any user name and password you choose).
 - b. Ensure the **Administrator** box remains unchecked.
 - c. Then add the process **EMS API Web Service Access** to this account.
2. Enter the user name and password for the account in the web.config file of the EMS Room Sign App settings (see the following example excerpt from the web.config file):

**Note:**

In [Update 30](#), changes were made to the web.config file. If you are running a software version prior to Update 30, your web.config file may contain different values than the ones shown in the example below.

```
<appSettings>

    <add key="webpages:Version" value="2.0.0.0" />
    <add key="webpages:Enabled" value="false" />
    <add key="PreserveLoginUrl" value="true" />
    <add key="ClientValidationEnabled" value="true" />
    <add key="UnobtrusiveJavaScriptEnabled" value="true" />
    <add key="EmsUser" value="admin" />
    <add key="EmsPassword" value="admin" />
    <add key="ShowDetailedErrors" value="true" />
    <!-- Set this pin to be used to access selecting the profile
        and room the 1st
        time the application is launched on a device -->
    <add key="LaunchPin" value="" />
    <add key="ExceptionHandlingSectionNode" value-
        e="glanceExceptionHandling" />
    <add key="ValidateAntiForgeryToken" value="false" />
    <add key="UseRelativeFilePaths" value="false" />
    <add key="ForceTLS11AsMinimumProtocol" value="false" />
    <!-- Set to INFO to enable trace logging of timing associated
        with the
        most common actions - supported values: "verbose" "debug"
        "info" "warning"
        "error" "fatal" "none" -->
    <add key="LogLevel" value="info" />
    <!-- File path to which trace logging data should be written
        -->
    <add key="LogPath" value="" />
    <!-- Trace logging file size limit, in bytes -->
    <add key="LogMaxFileSize" value="1073741824" />
    <!-- Max number of trace logging files to be retained -->
    <add key="LogFileCountLimit" value="10" />
    <add key="UseJSON" value="true" />
    <!--IsoDateFormat or MicrosoftDateFormat -->
    <add key="JSONDateFormat" value="IsoDateFormat" />
    <!-- durationUsePrimaryDB is the duration in minutes to call
        the primary
        database to get bookings after a manual reservation is made
        from a Glance unit-->
    <add key="durationUsePrimaryDB" value="5" />
    <add key="useEmsUser" value="true" />
```

```
</appSettings>
```

**Note:**

FOR EMS CLOUD CUSTOMERS: Modifications to the web.config file must be performed by EMS Cloud Operations. To request these changes, please [contact EMS Support](#).

Set a Launch Pin

To set a launch pin, complete the following steps:

1. Open a browser and enter the URL to your EMS Room Sign App web application.
2. If this is your first time accessing the site, select a profile and room. Each individual profile can be protected with a passcode; however, the first landing page does not have a passcode set by default.
3. Modify the web.config file to set a Launch Pin. Setting this value (which is blank by default), will force users to enter a code the first time they browse to the EMS Room Sign site. To set the Launch Pin key in the web.config file, do the following:
 - a. Navigate to the Room Sign App web directory.
 - b. Open the web.config file for editing.
 - c. In the web.config file, locate **key="LaunchPin"** and enter a value for the Launch Pin key.
 - d. Save the web.config file.

```
<!-- Set this pin to be used to access selecting the profile and room the 1st time the application is launched on a device -->
<add key="LaunchPin" value="0000"/>
```

Example Screenshot with a 0000 Pin

Register EMS Room Sign App on Your Device(s)

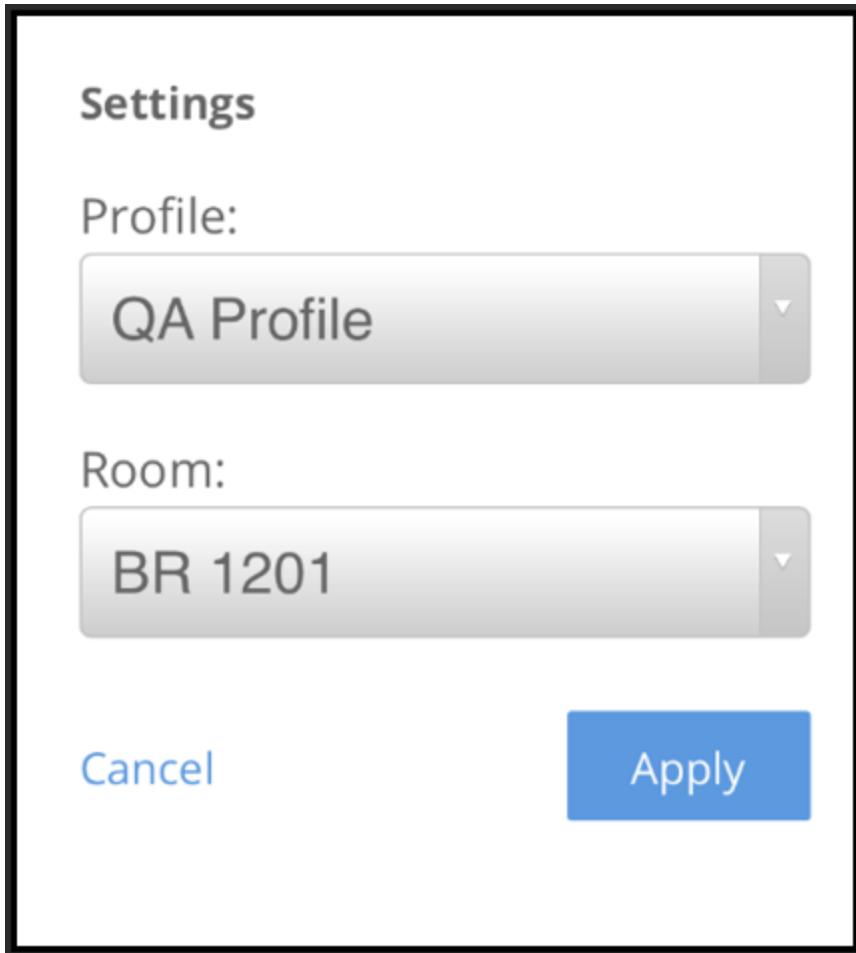
The EMS Room Sign App is ready to use once all of the components have been properly installed and *at least one Profile has been configured for use* (see [Configure the EMS Room Sign App](#)).

**Note:**

Each EMS Room Sign device is tied to one specific room in EMS. Therefore, each room you register to a device will count against your available licenses. If you get an error about exceeding your license count, you will need to deregister unused devices to free up licenses (see [Deregister EMS Room Sign App on Your Devices](#)).

To register the EMS Room Sign App on your device, do the following:

1. Ensure that you have [configured the profile](#) that you want to associate with the device.
2. On your device, open a browser and enter the URL to your EMS Room Sign App web application:
Example: `http://[ServerName]/EMSGlance`
(replace [ServerName] with the name of your web server)
3. The first time you access the EMS Room Sign App on your device, the Settings screen will appear.



4. Select the Profile from the **Profile** drop-down list.
5. Select the Room from the **Room** drop-down list.
6. Click **Apply**.

**Note:**

Once the EMS Room Sign App is running, to re-access the Settings screen for any reason, simply double-tap the EMS Room Sign App logo in the upper-left hand corner of the screen.

Deregister EMS Room Sign App on Your Devices

Each EMS Room Sign device is tied to one specific room in EMS. Therefore, each room you associate with a device counts against your available licenses. If you get an error about exceeding your license count, you will need to deregister unused devices to free up licenses.

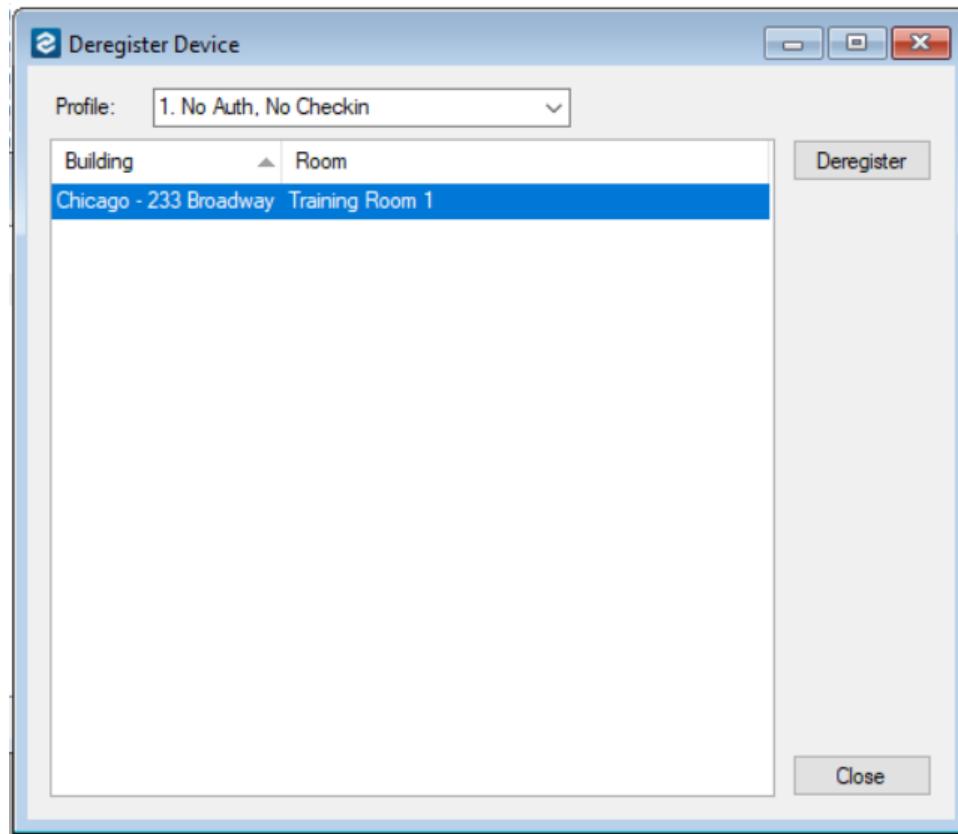
**Important!**

For Update 28 or earlier, you should deregister devices before you [delete a profile](#) or before you [delete a room from a profile](#). EMS Desktop Client does not automatically deregister devices when you delete a profile or room. If you have already deleted a profile or room and you did not first deregister the devices, you will not be able to deregister the devices through the [Deregister Device window](#). You will need to [access the database to remove the devices](#) and free up licenses.

For Update 29 or later, when you [delete a profile](#), or when you [delete a room from a profile](#), the software automatically deregisters the devices associated with the profile/rooms.

To deregister devices and free up licenses, complete the following steps in EMS Desktop Client:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Glance window.
2. In the EMS Glance window, select **Deregister Device** and click **Open**. The Deregister Device window opens.
3. From the drop-down list, select the Profile associated with the device you want to deregister.
4. From the list of rooms that appears, select the room associated with the device you want to deregister, and then click **Deregister**.



Deregister Device Window

5. In the Deregister Device confirmation window, click **Yes** to confirm.

A message will appear explaining that the device was successfully deregistered.

6. Repeat steps 3 through 5 to deregister additional devices.
7. Click **Close** to exit the Deregister Device window.

Remove Unused Devices from the Database—Exceeds Licenses Error (Update 28 or Earlier)

For **Update 28 or earlier**, if you delete a profile, or rooms from a profile, without first deregistering the devices, you can get an "exceeds licenses" error even though you are not using all your licenses. When you [register a device](#), the software builds an ID based on the profile and room that you associate with the device and stores the ID in the database to track your license use. When you delete profiles or rooms without first deregistering the devices, the IDs are not removed from the database and continue to count against your available licenses.

**Important!**

For Update 29 or later, when you [delete a profile](#), or when you [delete a room from a profile](#), the software automatically deregisters the devices associated with the profile/rooms and frees up the licenses. You do not need to remove the devices from the database.

If you are running Update 28 or earlier and you have already deleted a profile or room without first [deregistering the devices](#), you will need to access the database to remove the IDs associated with these devices as follows:

**Note:**

You can use the following SQL statement to verify how many registered rooms you have before and after you remove rooms from the database:

```
SELECT COUNT(UDID) AS RegisteredRooms FROM sDigitalRoomSignLimit
```

1. In the EMS database, access the **sDigitalRoomSignLimit** table.
2. Use the Room ID to locate each unused device, and then remove the entire row for each unused device from the table.

CHAPTER 6: Deploy the EMS Room Sign App on Appliances

The EMS Room Sign App supports integration with multiple appliances, including the [Aura Meeting Room Screen](#), [Multiple-Input Multiple-Output \(MIMO\)](#), [Crestron](#), and [Iadea](#) technologies.



Important!

EMS Software recommends three hardware partners for the EMS Room Sign App: [Iadea](#), [Aura/ResourceXpress](#) and [Crestron](#).

Aura Meeting Room Screen for the EMS Room Sign App

The Aura Meeting Room Screen from ResourceXpress is an interactive digital signage appliance that can be used with the EMS Room Sign App. Aura devices offer both LED and Radio Frequency Identification Devices/Barcoding (RFID) solutions that will enhance the EMS Room Sign App user experience. The integrated LED status lights provide a quick visual indication of space availability from the device enclosure.

This section will detail the process of deploying the EMS Room Sign App on an Aura device.

Prerequisites for Using EMS Room Sign App with Aura Devices



Important!

To use the EMS Room Sign App with Aura devices, you must have installed Update 19 or later of the EMS Room Sign App.

There are two options for integration of Aura Meeting Room Screens with the EMS Room Sign App:

1. [Direct authentication](#)
2. Server-to-server authentication

Direct Integration

Direct integration allows users to utilize the EMS Room Sign App on Aura devices as they would on consumer tablets. The Aura device is configured through the EMS Glance Settings of the EMS Desktop Client.

1. [Create a new profile](#) for your device or edit an existing profile in the EMS Desktop Client.
2. In the Profile dialog, navigate to **Settings** tab > **Misc** > **Hardware Enclosure** and click **Edit**. The Setting dialog opens for the Hardware Enclosure setting.

Profile	Rooms	Editable Event Types	Settings	Audit
Area	Description	Source	Value	
Label/Message	"End Time" less than "Start Time" Message	Global	End Time must be later than Start Time.	
Label/Message	"End" Button Label	Global	End	
Label/Message	"End" Screen Label	Global	End	
Label/Message	"Event Name Required" Message	Global	Event name is required!	
Label/Message	"Event Name" Label	Global	Event Name	
Label/Message	"Extend Booking" Button Label	Global	Adjust	
Label/Message	"Group Name Required" Message	Global	Client name is required!	
Label/Message	"Group" Label	Global	Client	
Label/Message	"Groups do not Match" Message	Global	Incorrect. Please try again.	
Label/Message	"Maximum Number Of Participants Reached" Message	Global		
Label/Message	"No Events" Message	Global		
Label/Message	"No Matching Groups" Message	Global		
Label/Message	"OK" Button Label	Global		
Label/Message	"Password" Label	Global		
Label/Message	"Private Booking" Label	Global		
Label/Message	"Reserve" Button Label	Global		
Label/Message	"Room Booked Success" Message	Global		
Label/Message	"Room Not Available" Message	Global		
Label/Message	"Search" Button Label	Global		
Label/Message	"Secondary Authentication Required" Message	Global		
Label/Message	"Secondary Authentication Required" Message	Global		
Label/Message	"Secondary Authentication Required" Message	Global		
Label/Message	"Start Time Required" Message	Global		
Label/Message	"Start Time" Label	Global		
Label/Message	"Time exceeds 24 hours" Message	Global		
Label/Message	"Time In Past" Message	Global		
Label/Message	"Verify" Button Label	Global		
Label/Message	End "Yes" Button Label	Global		
Label/Message	Room Label Format	Global	Room Description	
Misc	Background Url	Global		
Misc	Device Polling Interval	Global	1 Minutes	
Misc	Hardware Enclosure	Global	Aura	
Misc	Logo Url	Global	http://www.logovaults.com/stock_thumbs/thumb-american-international-group-of-companies-1024x640.jpg	
Misc	Pin to Access Settings Screen	Global		
New Booking	Allow Book Now	Global	Yes	
New Booking	Allow Book Now and Book Later	Global	Yes	
New Booking	Default Duration for New Booking	Global	120 Minutes	
New Booking	Default Event Name for New Booking	Global	Meeting	
New Booking	Default Event Type for New Booking	Global	Andrei Event Type	

Setting

Hardware Enclosure

Aura

(none)

ArmourActive

Aura

Mimo

OK **Cancel**

- From the Hardware Enclosure drop-down list, select **Aura** and click **OK**. Then click **OK** again to close the profile dialog and save your changes.



Note:

If you do not select **Aura** from the Hardware Enclosure drop-down list, the LEDs on your device will not change color based on status.

- Turn on the Aura device.
- Perform [initial device setup](#).
- Enter your EMS Room Sign App URL.
- You will be prompted to select a profile. If this is not the initial configuration with the Aura device, you will need to double-click the EMS icon to select a different profile.
- Click **Apply**.

Additional information

LED Integration



Note:

To configure LED integration, set the parameter for your enclosure in the EMS Desktop Client on the global and/or profile level. This parameter can be set during [profile configuration](#) or at a [global level](#) to apply the setting across all profiles.

The color of the LEDs on the Aura device will indicate the status of the room you are booking:

- **Green light** = Space is **available**
- **Red** = Space is **unavailable**
- **Orange** = Upcoming booking/**available to check in**

RFID

As of Update 22 (March 2018), the Radio Frequency Identification Devices/Barcoding (RFID) feature allows users to check into a room by scanning their badge.

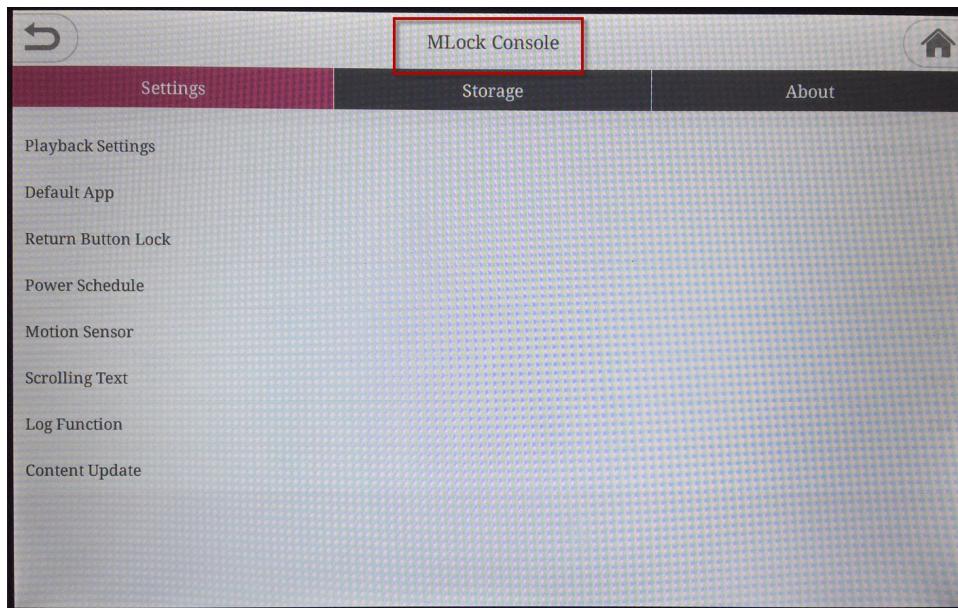
Mimo Technology Integration



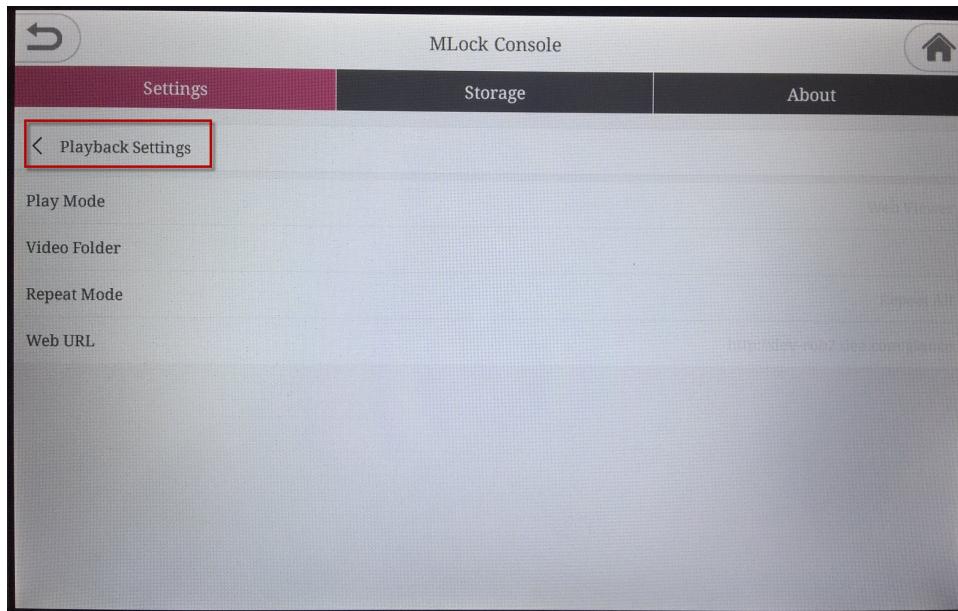
Important!

The minimum version of EMS for MIMO Integration is [Update 20](#).

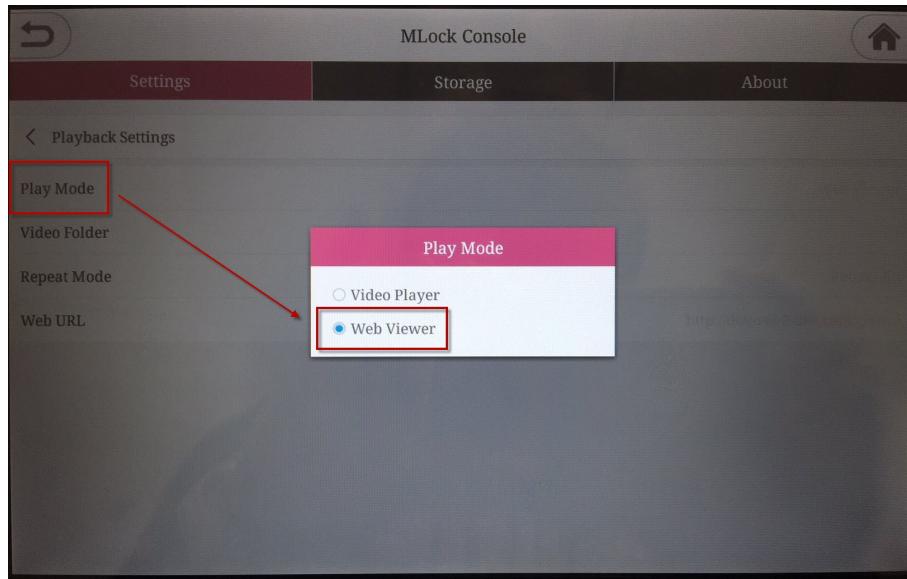
1. Launch the MIMO device. If this is the initial deployment, a white screen appears, alerting the user that there is no playable file.
2. Press the area in the upper right-hand corner for five (5) seconds and enter 0000 in the password field. Click **OK**.
3. The MLock Console Management page appears.



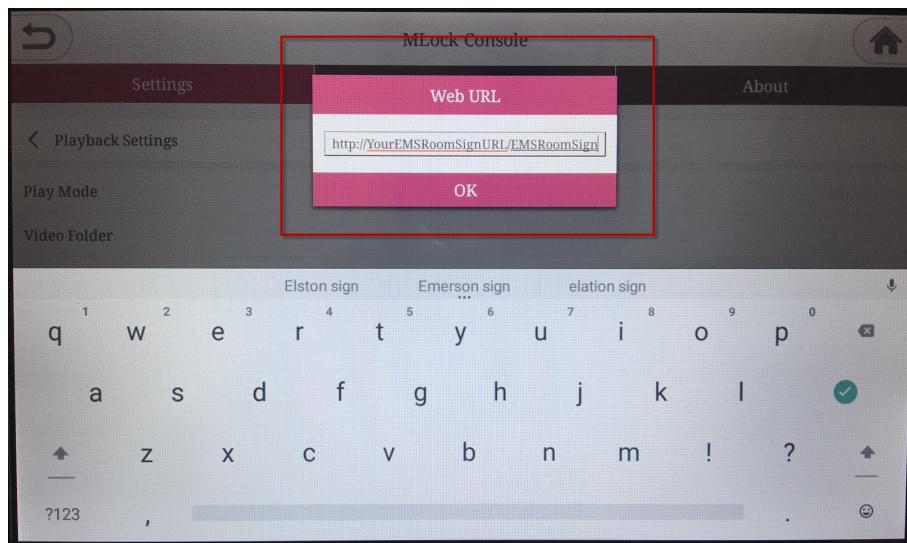
4. Navigate to Playback Settings:



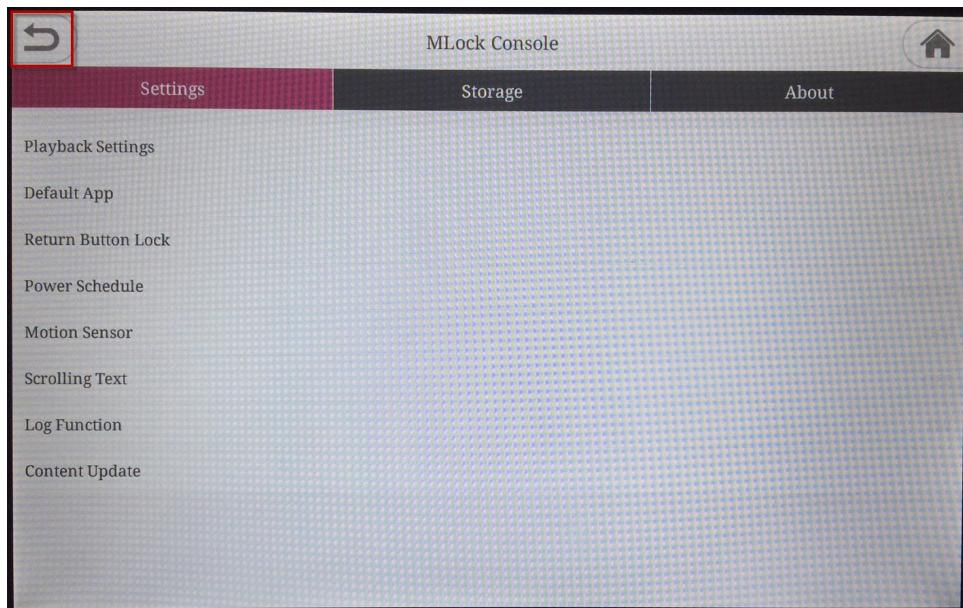
- a. Touch Play Mode and choose **Web Viewer**. Click **OK**.



- b. Touch Web URL and enter your EMS Room Sign App URL location. Click **OK**



5. From the main Management Page, click the playback button. This will launch the EMS Room Sign App with the URL configured above.



LED Integration



Important!

MLock version 0.1.6.3_6.0 and MIMO Service version 1.0 are minimum version requirements for MIMO LED integration.

The color of the LEDs on the Aura device will indicate the status of the room you are booking:

- **Green light** = Space is **available**
- **Red** = Space is **unavailable**
- **Orange** = Upcoming booking/**available to check in**



Note:

To configure LED integration, set the parameter for your enclosure in the EMS Desktop Client on the global and/or profile level. This parameter can be set during [profile configuration](#) or at a [global level](#) to apply the setting across all profiles.



Important!

If the LEDs do not function on the MIMO device, ensure the PhoneServerDemo app is running.

Prerequisites for Using EMS Room Sign App with Iadea Devices

1. Install the latest firmware version (Firmware 2.0.0-27, Android 7.1) as follows:



Important!

NFC authentication does not work with the latest Iadea firmware version (Firmware 2.0.0-27, Android 7.1). If you want to use NFC authentication, you should install the older firmware version (Firmware 1.2.91.264, Android 4.4).

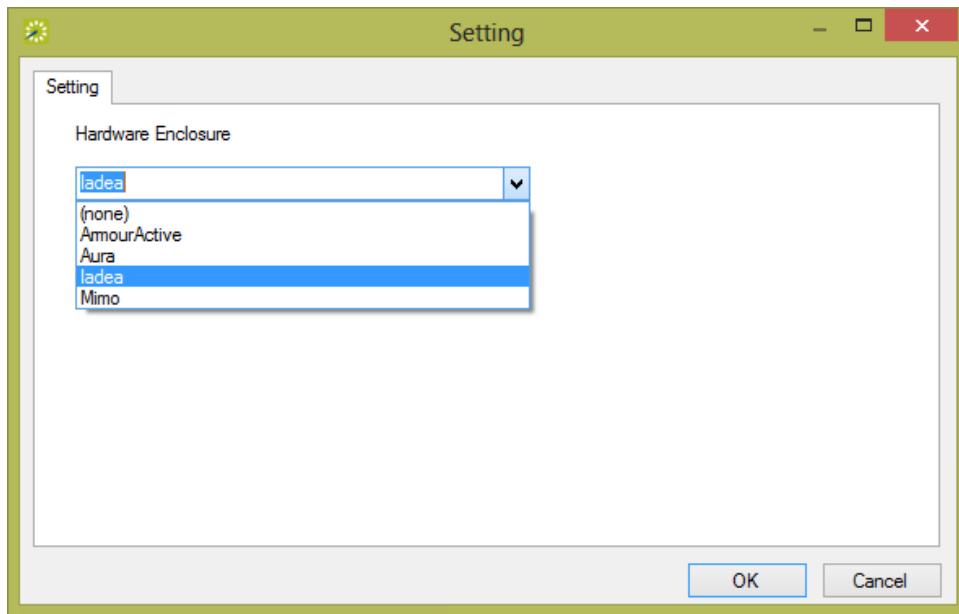
- a. Download the firmware using a Chrome or Firefox web browser and copy it into the root directory of a USB drive.
- b. Power on your Iadea device.
- c. Insert the USB drive into the device and navigate to **Advanced > System > Firmware Update**.



Important!

Do NOT remove USB drive until the Iadea device reboots to the Basic Settings menu.

2. Configure the Iadea Hardware Enclosure parameter in the EMS Desktop Client as follows:
 - a. [Create a new profile](#) for your device or edit an existing profile in the EMS Desktop Client.
 - b. In the Profile dialog, navigate to **Settings tab > Misc > Hardware Enclosure** and click **Edit**. The Setting dialog opens for the Hardware Enclosure setting.
 - c. From the drop-down list, select **Iadea** and click **OK** to close the Setting dialog.
 - d. Click **OK** again to close the profile dialog and save your changes.



Iadea Hardware Integration



Note:

As of [Update 25](#), NFC authentication is supported for the Iadea hardware enclosure. This feature allows users to check into a room by scanning their badge. Keep in mind that NFC authentication does not work with the latest Iadea firmware version (Firmware 2.0.0-27, Android 7.1). If you want to use NFC authentication, you should install the older firmware version (Firmware 1.2.91.264, Android 4.4).

As of [Update 29](#), users with Iadea hardware can access Radio Frequency Identification Devices/Barcoding (RFID) functionality, which allows users to check into a room by scanning their badge.

1. From the Basic Settings menu, touch **Set Content**.
2. Enter your EMS Room Sign App URL into the SMIL/HTML5 Content URL field.
3. Touch **Set**.
4. Touch **Play**. The EMS Room Sign App will launch on your Iadea device.

Configuring the EMS Room Sign App on A Crestron Device



Important!

EMS supports the following Crestron models:

TSS-7-W-S

TSS-7-B-S

TSS-10-W-S

TSS-10-B-S

1. Install the Crestron panel per the manufacturer's [instructions](#).
2. Configure the EMS Room Sign App URL under the **Settings** tab in the Web Configuration Interface.



Note:

When a Crestron panel is connected to PoE+ port for the first time, it should display the IP address. If not, obtain the MAC address from the back of the Crestron device and locate the IP address by typing 'arp -a' in a command prompt. This will bring up a list of IP addresses, as well as the MAC address of the connected devices.

3. Using the IP address above, navigate to the Admin Page of the Crestron panel.
4. Configure the EMS Room Sign App URL by navigating to the **Settings > Applications** tab.

CHAPTER 7: Best Practices for Using EMS Room Sign App

The EMS Room Sign App (formerly named EMS Glance) is an optional web-based application that turns your tablet (e.g., iPad, iPad mini, etc.) into a digital room sign. The EMS Room Sign App gives users real-time information and at-a-glance availability for their meeting, learning, and working spaces.



Important!

Version 44.1, Update 12 has introduced a sleek visual redesign and an upgraded customer interface.

This topic will provide information on:

- [Considerations When Using the EMS Room Sign App](#)
- [iPads and the EMS Room Sign App](#)
- [Android Tablets and the EMS Room Sign App](#)

Considerations

1. You need to know when the EMS Room Sign App stops running by receiving an email notification (ideally), or by watching a central monitoring display. EMS does not provide this capability, therefore you should physically check your tablets to see if EMS Room Sign App has stopped.
2. For the tablets running the EMS Room Sign App, you will want notification of battery failure, lost connectivity, or necessary updates to the operating system. EMS does not detect these conditions remotely; therefore, we recommend implementation of a Mobile Device Management (MDM) system.

iPADS and the EMS Room Sign App

1. If the iPad's battery dies, the iPad will return to its home screen after you restore power. At that point, you must configure Guided Access again for the EMS Room Sign app. See [Deploy EMS Room Sign App on Tablets](#) for more information.
2. If a user presses the iPad's **Home** button, Guided Access displays a passcode screen. The screen disappears after fifteen seconds or if the user clicks **Cancel**.



Note:

Users should not be able to press any tablet buttons if using a tablet enclosure.

3. If a user presses both the iPad's Home and Sleep/Wake buttons simultaneously for 10 seconds, the

iPad restarts. At that point, you must configure Guided Access again for the EMS Room Sign app. See [Deploy EMS Room Sign App on Tablets](#) for more information.

**Note:**

Users should not be able to press any tablet buttons if using a tablet enclosure.

4. iOS devices occasionally display notifications that a software update is available. There is no way to suppress update notifications. When this notification appears, the user can choose **Later** but the notification will appear again in 24 hours. If the user chooses **Install Now**, the iPad downloads and installs the update and then restarts. At that point, you must configure Guided Access again for EMS Room Sign. See [Deploy EMS Room Sign App on Tablets](#) for more information.

Android Tablets and the EMS Room Sign App

1. Ideally, a tablet will be dedicated to the EMS Room Sign App and will not be used for anything else. However, Android provides no capability to lock down the tablet in a way that is suitable for the EMS Room Sign App. Therefore, EMS Software recommends deploying the EMS Room Sign App with an Android app that places the tablets in 'kiosk' mode. Placing the tablet in kiosk mode prevents users from accessing other applications and disables the **Home** button. EMS Software recommends that you purchase, install, and configure the [Kioware Lite](#) app.
2. If you run the EMS Room Sign App on a Samsung Tab A, users can power off the tablet by holding down the Power button. If you have configured Kioware [according to our recommendations](#), the EMS Room Sign App will restart as soon as the tablet is powered on. To prevent users from pressing the **Home** button, use the [appropriate enclosure](#).

CHAPTER 8: VIDEO: Overview of EMS Room Sign App



CHAPTER 9: EMS Room Sign App Configuration Guide

The EMS Room Sign App (*formerly Glance*) gives users real-time information and at-a-glance availability for their meeting, learning, and working spaces. The new, redesigned EMS Room Sign App includes:

- A clean, color-coded interface that's easy to scan for information
- Simplified buttons and options, with fewer steps to make or edit reservations
- Landscape and portrait orientations, including an Agenda View of the day's events
- Easier customization for your organization's branding

This configuration guide provides the following information:

- [Best Practices for Device Configuration](#)
- [Authentication Settings](#)
- [Global Settings](#)
- [Configure the EMS Room Sign App](#)
- [Configure Profiles](#)
- [Configure Check-In Functionality](#)
- [Configure Edit Booking Functionality](#)
- [Configure How Booking Information Displays](#)
- [Configure New Booking Functionality](#)
- [Configure Custom Labels, Messages, and Images](#)

See Also: [EMS Room Sign App Video Tutorials](#)

Contact Customer Support

- **Option 1 (Recommended):** Search the Knowledge Base available at [Accruent Access](#).
- **Option 2:** Submit a case directly via [Accruent Access](#).
- **Option 3:** Email emssupport@accruent.com.
- **Option 4:** Phone (800) 288-4565.



Important!

If you do not have a customer login, register [here](#).

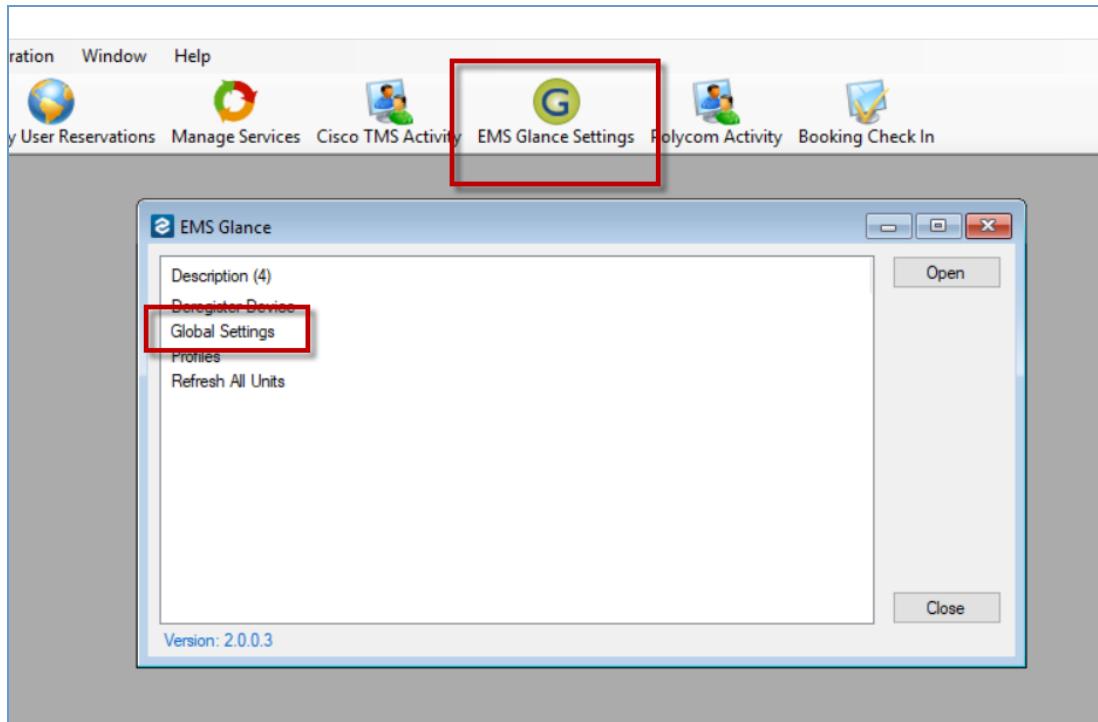
CHAPTER 10: Authentication Settings for the EMS Room Sign App

This section provides information about configuring EMS Room Sign App Authentication. For more information on authentication options, see .

- [Group Identification/Authentication Settings](#)
- [Secondary Authentication](#)

Group Identification/Authentication Settings

1. To access these settings, navigate to the **EMS Glance Settings** at the top menu of the EMS Desktop Client.
2. Select **Global Settings** and click **Open**.



- Click on the setting you want to configure and click **Edit**. For more information, please see the table below. See Also: [Global Settings](#).

Identification/Authentication Group Settings

Area	GLOBAL SETTING	DESCRIPTION
Identification/Authentication	Group Identification Method	Indicates how users are required to identify themselves when booking a room. Options are:

Area	GLOBAL SETTING	DESCRIPTION
		<ul style="list-style-type: none"> • Authentication With Password—Users are required to enter their email addresses and passwords exactly as they are stored for their Web User records in EMS. This identification method requires that the Group Authentication Field setting specify the Web User Email/Password. • Authentication Without Password—Users are required to enter their authentication information as defined by the Group Authentication Field setting exactly as it is stored on their Group/Contact records in EMS, based on the Group Authentication Method setting. • Group Lookup—Based on the Group Authentication Method setting, users must look up and select their Group/Contact records in EMS. The lookup is a contained search (can be found anywhere in the record) and it is not case-sensitive. • Manual Input—Users are required to manually enter their names. Users are added as a temporary contact under the group that is specified in the Default Group for No/Manual Authentication setting. • No Identification—Users are not required to identify themselves. New bookings are booked under the group that is specified in the Default Group for No/Manual Authentication setting.

Area	GLOBAL SETTING	DESCRIPTION
		 Note: The “Authenticate Username” Label/Message should be updated to reflect the correct Group Authentication Field chosen.
Identification/Authentication	Group Authentication Method	Applicable only if Group Identification Method is set to Group Lookup or Authentication Without Password. Options are Group or Contact. <ul style="list-style-type: none"> • Contact—If your organization stores employees at the Contact level in EMS, then select Contact. • Group—If your organization stores employees at the Group level in EMS, then select Group.
Identification/Authentication	Group Authentication Field	Applicable only if Group Identification Method is set to Authentication Without Password. Options are: <ul style="list-style-type: none"> • Badge Number (applies to Group only) • External Reference (applies to Group and Contact) • Group/Contact Email (applies to Group and Contact) • Network ID (applies to Group only) • Other ID (applies to Group only) Applicable only if Group Identification Method is set to Authentication With Pass-

Area	GLOBAL SETTING	DESCRIPTION
		<p>word. Options is: Web User Email/Password</p> <ul style="list-style-type: none"> • Personnel Number (applies to Group only) • Web User Email/Password
Secondary Authentication Group Authentication Field		This option should be the same as the corresponding parameters without Secondary Auth (e.g., Group Identification Method, etc.)
Secondary Authentication Group Authentication Method		This option should be the same as the corresponding parameters without Secondary Auth (e.g., Group Identification Method, etc.)
Secondary Authentication Group Identification Method		This option should be the same as the corresponding parameters without Secondary Auth (e.g., Group Identification Method, etc.)
Label/Message	Secondary Authentication Password Label	The Authentication Screen Label and Password label should be used for secondary authentication.
Label/Message	Secondary Authentication User Name Label	<p>'External Reference.'</p> <p>The Authentication Screen Label and Password label should be used for secondary authentication.</p>

Area	GLOBAL SETTING	DESCRIPTION
Label/Message	Secondary Authentication Button Label	The default for this label is 'I forgot my badge.'
Identification/Authentication	Default Group for No/Manual Authentication	If the Group Identification Method is set to No Identification or Manual Input, then new events are booked under the Group specified here.
Identification/Authentication	Default Numeric Keyboard for Group Identification	Controls the default keyboard display when users are required to identify/authenticate themselves when booking a room. Choices include Yes or No .

Secondary Authentication

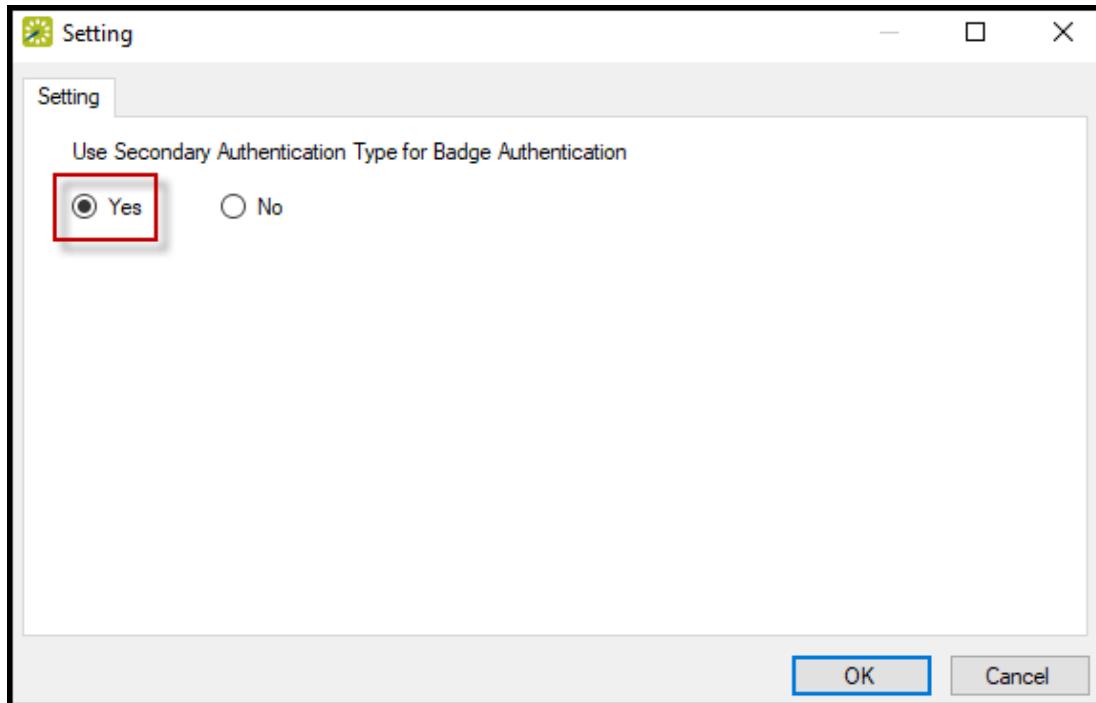
Users who cannot authenticate due to a lost or forgotten badge can quickly authenticate via a secondary authentication with the "Forgot my badge" button.

To allow secondary authentication:

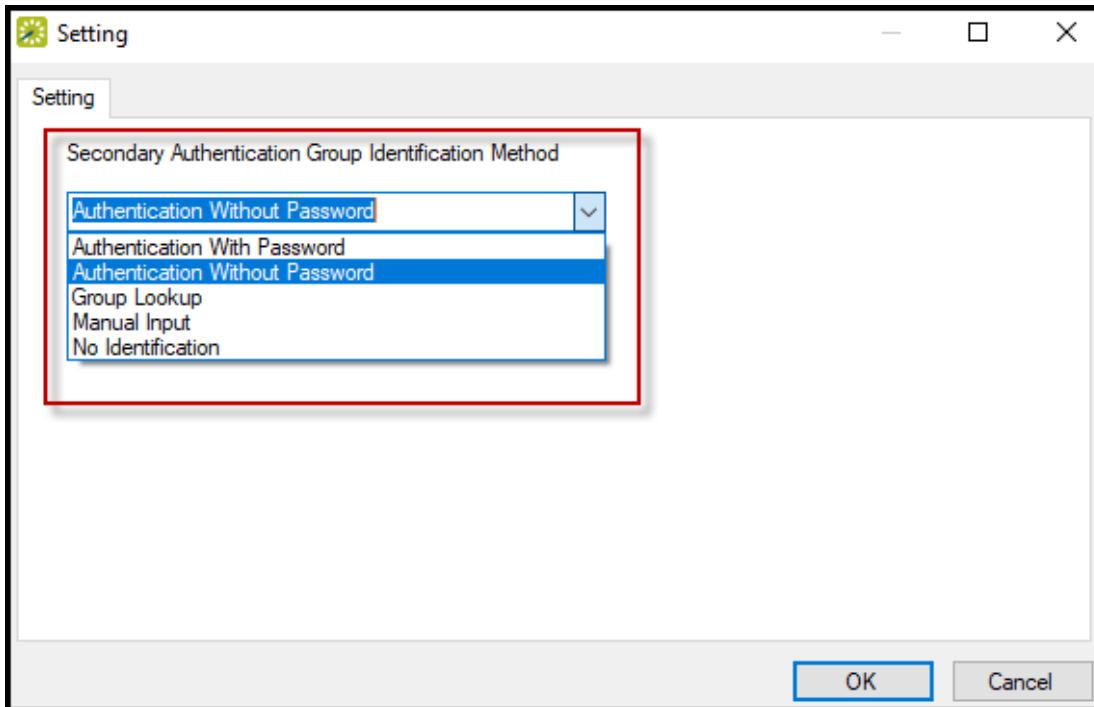
1. From EMS Desktop Client, click on [EMS Glance Settings](#).
2. Navigate to **Profiles > Secondary Authentication > Settings**.
3. From the Identification / Authentication Area, set "Use Secondary Auth" to **Yes**. This will display the button and label when users try to authenticate (create and/or edit depending on other settings).

**Note:**

The default label for the Secondary Auth Button is "I forgot my badge" and the default for the Secondary Authentication Username Label is "External Reference."



4. Set the Secondary Auth Group Identification Method, Secondary Auth Group Authentication Method, and Secondary Auth Group Authentication Field to correspond with the parameters without secondary authentication.



Note:

The Authentication Screen Label and Password label should be used for secondary authentication.

CHAPTER 11: Best Practices for Device Configuration

The EMS Room Sign App (formerly named EMS Glance) is an optional web-based application that turns your tablet (e.g., iPad, iPad mini, etc.) into a digital room sign. Mounted outside of a meeting room or workspace in either landscape or portrait orientations, the application indicates whether a space is available or in use. The application also provides functionality to support check-in, end, extend, and book new meetings. Version 44.1, Update 12 introduced a sleek visual redesign and an upgraded customer interface.

For more information on Authentication Options for the EMS Room Sign App, see [Authentication Options](#) and [Global Settings](#).



Important!

EMS Software recommends three hardware partners for the EMS Room Sign App: [Iadea](#), [Aura/ResourceXpress](#) and [Crestron](#).

In order to use the EMS Room Sign App effectively, the device should be configured to do the following:

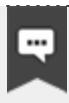
- Enable full-screen web browser.
- Place tablet in kiosk mode.
- Disable auto-lock.
- Disable notifications, pop-ups, auto-updates.
- Disable multitasking gestures (pinch, zoom, swipe).
- Reboot on power-off.
- Enable auto-login.
- Auto-launch browser on login.
- Browser should contain an on-screen keyboard for text fields and a scroller for time roller.
- Set account permissions to deny access to other parts of the tablet OS.
- Auto-launch browser if closed.
- Hide the address bar and shortcuts.

CHAPTER 12: Configure EMS Room Sign App

This topic provides information on configuring the following in EMS Room Sign App (formerly named Glance):

- [Access EMS Room Sign App Settings](#)
- [Global Settings](#)
- [Primary EMS Room Sign App Screens](#)

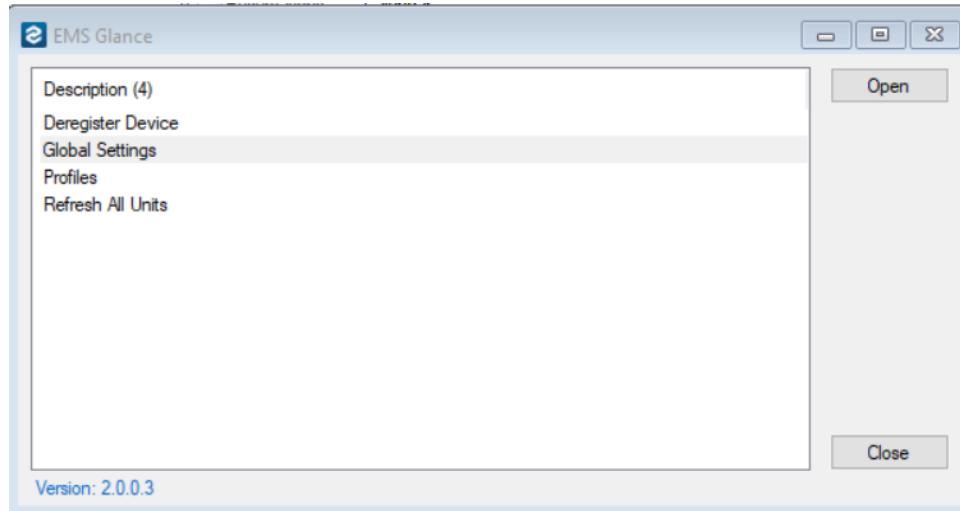
Access EMS Room Sign App (formerly named Glance) Settings



Note:

When configuring devices (such as tablets) to use the EMS Room Sign App, please consider these [Best Practices](#).

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings**.
2. The EMS (Glance) Room Sign App main window opens. The window displays three configuration options: **Global Settings**, **Profiles**, and **Refresh All Units**.



EMS (Glance) Room Sign App Main Window

- **Global Settings**—Contains all of the EMS Room Sign App global settings, which determine the behavior for a particular EMS Room Sign App unit or group of EMS Room Sign App units. Profile settings can overwrite [Global Settings](#).
- **Profiles**—Controls the functionality of your EMS Room Sign App units. Depending on how you would like to manage your EMS Room Sign App devices, a single profile can be configured to

manage a single meeting room or multiple meeting rooms. See Also: [Configure Profiles in the EMS Room Sign App.](#)



Note:

A particular device is tied to one specific room in EMS. Profiles provide flexibility in how you choose to manage the configuration of your devices.

- **Refresh All Units**—Forces all units to refresh their settings. Use this setting after modifying a specific Profile or Global Settings to force all of your units to pick-up the setting change(s).

Global Settings

[Global settings](#) affect the booking detail information that is displayed for all the profiles in your EMS Room Sign App instance.



Note:

You can set how information displays at the Global level (defaults for all Profiles) or for just one [profile](#).

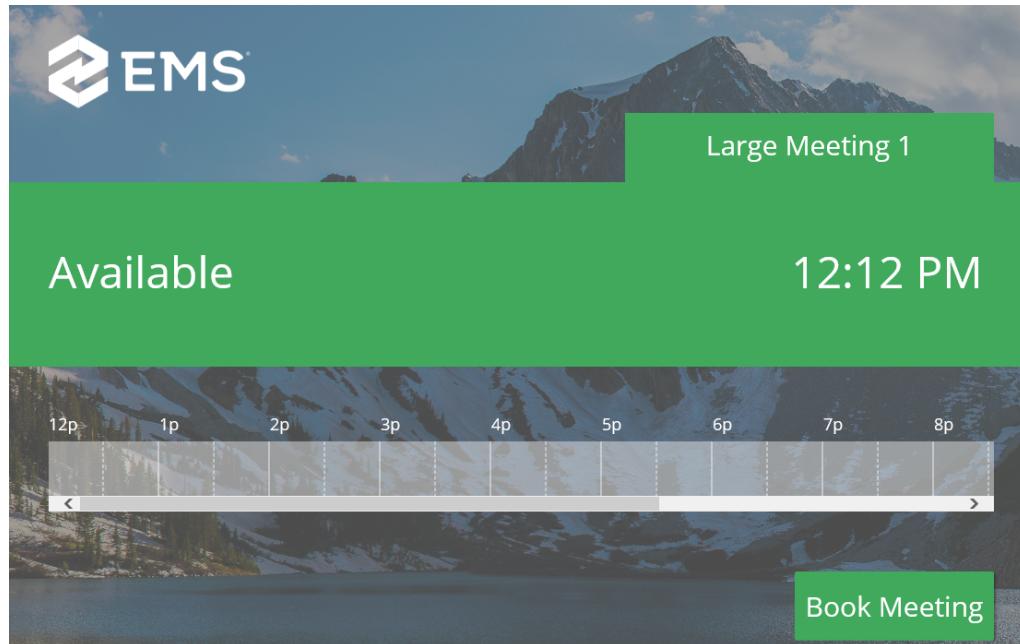
You can override these settings on a per profile basis on the Settings tab of the Profile dialog box.

Global Settings		
Area (75)	Global Setting	Value
Booking Information Display	Display Heading 1	Event Name
Booking Information Display	Display Heading 2	Group Name
Booking Information Display	Display Heading 3	(none)
Booking Information Display	Event Type for Private Booking	(none)
Booking Information Display	Status for Private Booking	Confirmed - Private
Check In	Activate Check-In Button ## Minutes Before Booking Start Time	15 Minutes
Check In	Automatic Cancellation Interval	10 Minutes
Check In	Default Cancel Reason for Cancellations	No Show
Check In	Default Status for Cancelled Booking	No Show
Check In	Display Check-In Button	Yes
Check In	Enable Automatic Cancellation	Yes
Edit Booking	Allow Edit Booking	Yes
Edit Booking	Require Authentication to Edit Booking In Progress	No
Edit Booking	Require Authentication to End Booking in Progress	No
Identification/Authentication	Default Group for No/Manual Identification	Glance System E...
Identification/Authentication	Default Numeric Keyboard for Group Identification	No
Identification/Authentication	Enable Everyday User Process Template Security	No
Identification/Authentication	Group Authentication Field	Badge Number
Identification/Authentication	Group Authentication Method	Group
Identification/Authentication	Group Identification Method	No Identification
Identification/Authentication	Include City on Group/Contact Lookup Screen	No
Identification/Authentication	Obfuscate External Reference Field. (This will prevent clear text from sh...	No

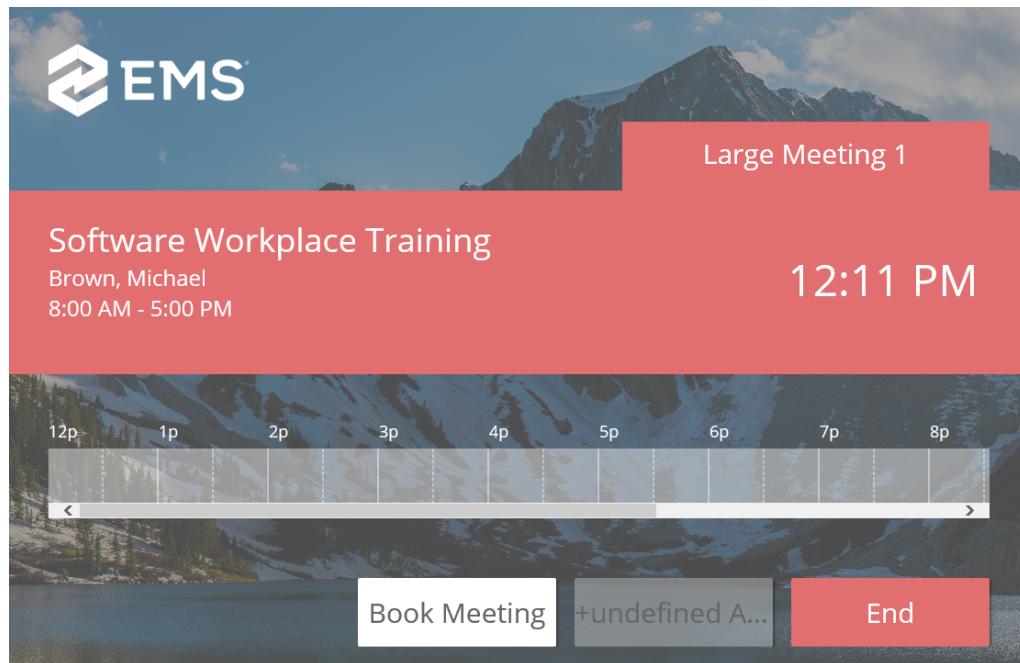
Global Settings Dialog Box

Primary EMS Room Sign App Screens

EMS Room Sign App consists of two primary screens: the *Available* screen and the *In Progress* screen. Both [Global settings](#) and [Profile settings](#) determine the booking information that is displayed on the various screens.



Available Screen (Example of a future meeting with setup and teardown)



In Progress Screen

CHAPTER 13: Configure Profiles in EMS Room Sign App

In the EMS Room Sign App (**formerly named EMS Glance**), you can customize how information displays at the [Global level](#) (the default for all Profiles) or for just one Profile (as described in this topic).

This topic outlines how to:

- [Access Display Settings for Just One Profile](#)
- [Create a New Profile](#)
 - [Name Your Profile](#)
 - [Add or Delete a Room from Your Profile](#)
 - [Add an Event to Your Profile](#)
 - [Configure a Setting for the Profile](#)
- [Delete a Profile](#)
- [Secondary Authentication](#)

Access Display Settings for Just One Profile

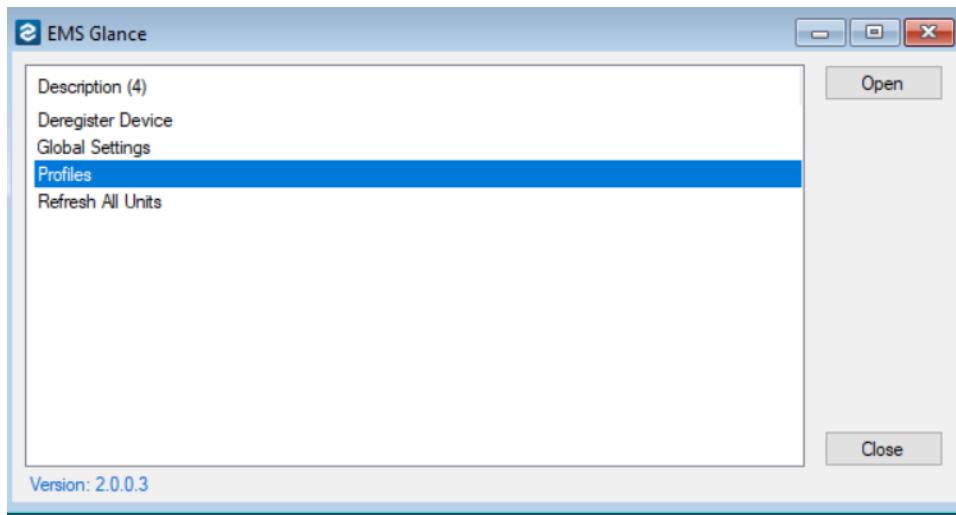
1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App settings area.



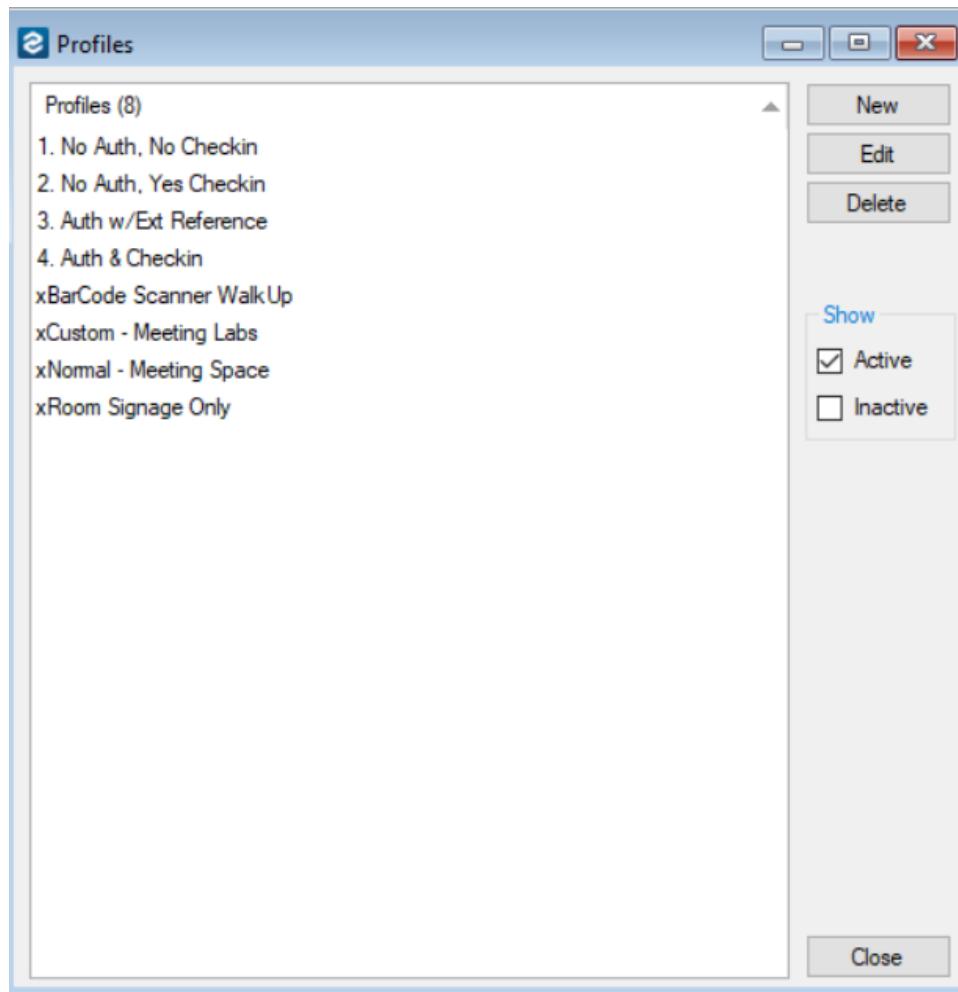
Note:

By default, all settings for the profile are initially defined by the [global settings](#); however, you can override these settings for a profile. You can also reset all the settings to their default values.

2. Then select **Profiles** and click **Open**.



3. The Profiles window lists all the defined profiles by name. From this window, you can [create new profiles](#), edit existing profiles, or [delete profiles](#).



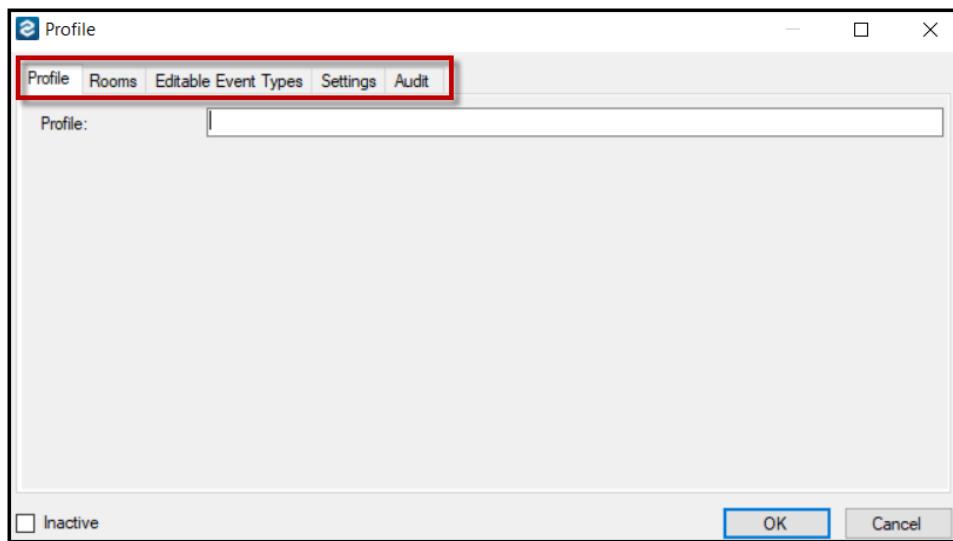
Profiles Window

Create a New Profile

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App settings area.
2. Select **Profiles** and click **Open**.
3. Click **New** to create a new profile.

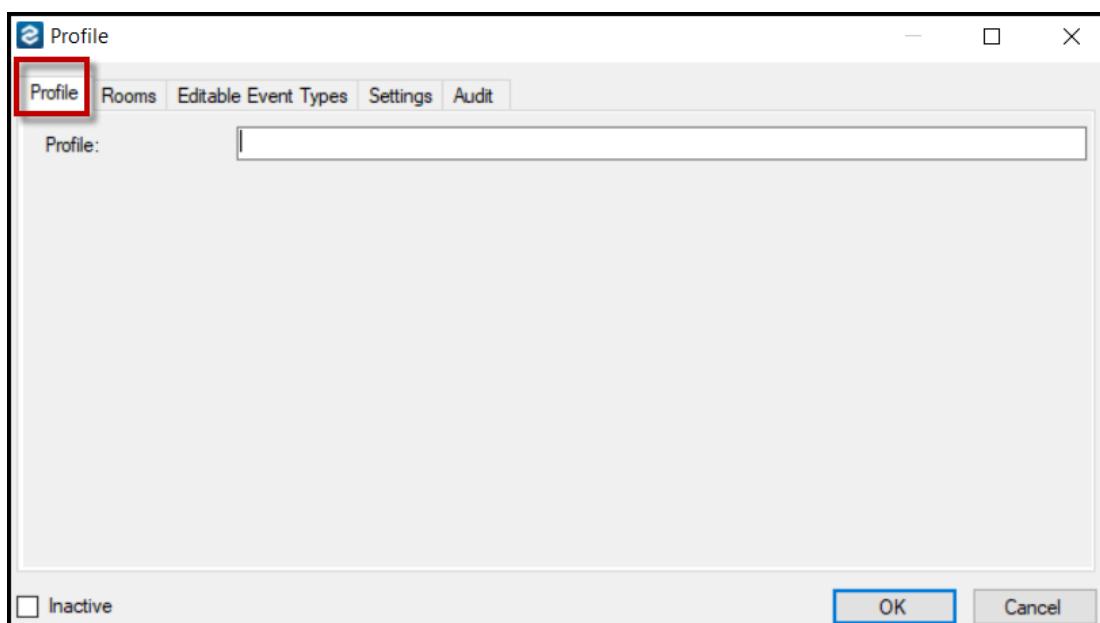
The Profiles window opens where you can configure profile settings through the following tabs:

Profile (the tab that opens by default), Rooms, Editable Event Types, Settings, and Audit tabs.



Name Your Profile

1. Navigate to the **Profile** dialog box > **Profile** tab.
2. Name your profile from the **Profile** tab.



Profile Tab

Add or Delete a Room from Your Profile

1. Navigate to **Profile** dialog box > **Rooms** tab.

The **Rooms** tab displays all the rooms that can be added to the profile (the Available list) as well as all the rooms that are currently selected for the profile.

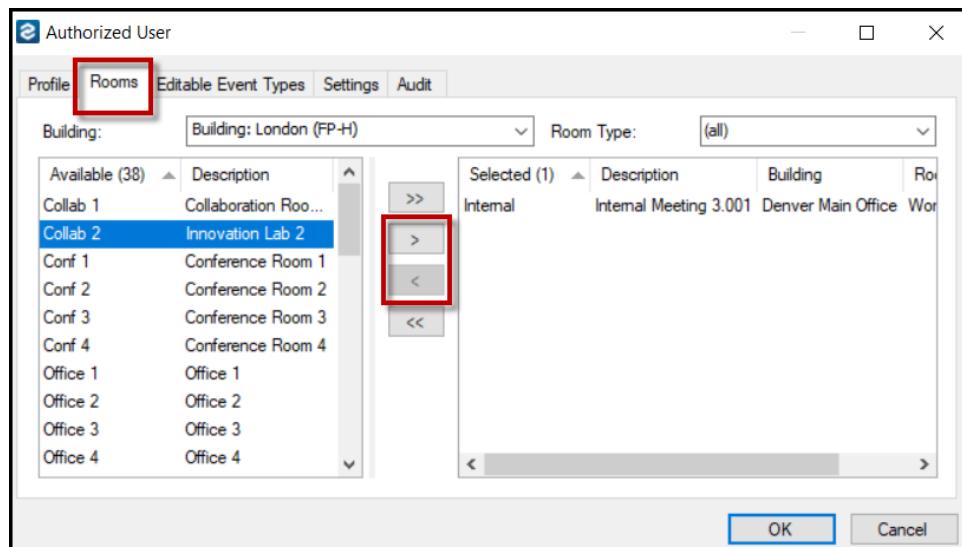
2. Add or delete rooms for a profile on this tab by selecting the room to be added or deleted and clicking the Move (<, >) buttons.



Important!

For 28 or earlier, you should [deregister your device](#) from the room before you delete the room from the profile. EMS Desktop Client does not automatically deregister a device when you delete a room from a profile. If you have already deleted a room and you did not deregister the device first, you will need to [access the database to deregister the device](#) and free up its license.

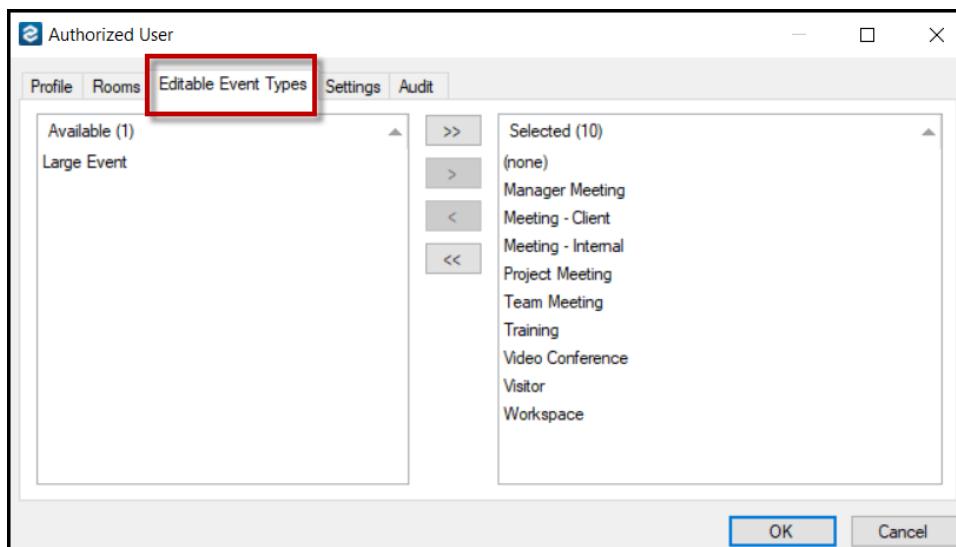
For Update 29 or later, when you delete a room from a profile, the software automatically deregisters your device from the room, which frees up the license. The software also automatically deregisters your devices when you delete a profile (see [Delete a Profile](#)).



Rooms Tab

Add an Event to Your Profile

1. Navigate to **Profile** dialog box > **Editable Event Types** tab.
2. The Editable Event Types tab displays all the event types that can be added to the profile (the Available list) as well as all the event types that are currently selected for the profile. This tab controls which bookings (*via* event types) are editable in the EMS Room Sign App.

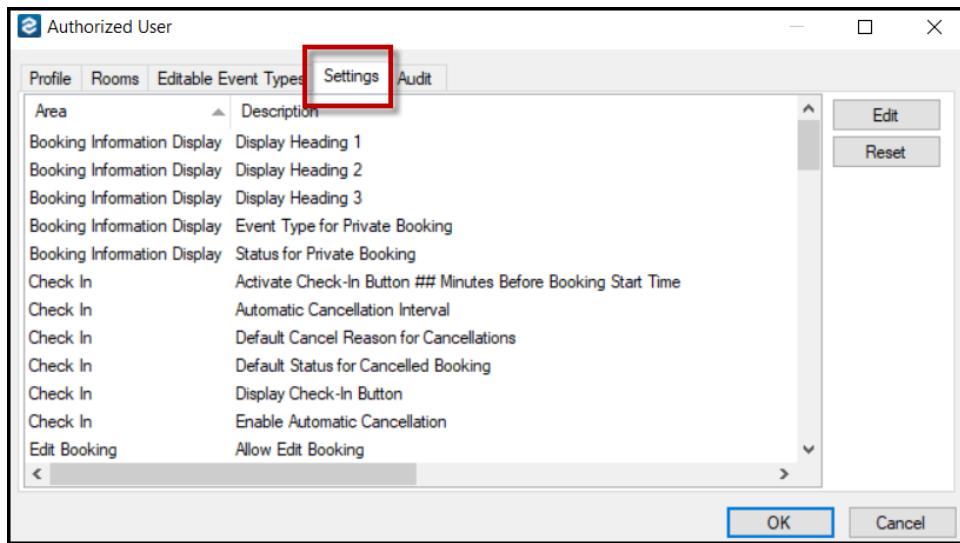


Editable Event Types Tab

Configure a Setting for the Profile

1. Navigate to **Profile** dialog box > **Settings** tab.
2. The Settings tab displays the configuration setting for the profile.

 **Note:**
By default, all settings for the profile are initially defined by the [global settings](#); however, you can override these settings for a profile. You can also reset all the settings to their default values.



Settings Tab

Delete a Profile



Important!

For Update 28 or earlier, you should [deregister your devices](#) from the rooms in the profile before you delete the profile. EMS Desktop Client does not automatically deregister devices when you delete a profile. If you have already deleted a profile and you did not first deregister the devices, you will need to [access the database to deregister the devices](#) and free up the licenses.

For Update 29 or later, when you delete a profile, the software automatically deregisters your devices from the rooms in the profile. The software also automatically deregisters your devices when you delete individual rooms from a profile (see [Add or Delete Rooms](#)).

To delete a profile, complete the following steps:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Glance window.
2. In the EMS Glance window, select **Profiles** and click **Open**.
3. In the Profiles window, select the profile you want to delete and then click the **Delete** button.
4. In the Verify Delete confirmation window, click **Yes** to confirm the deletion.

The profile is deleted and no longer appears in the list on the Profiles window.

Secondary Authentication

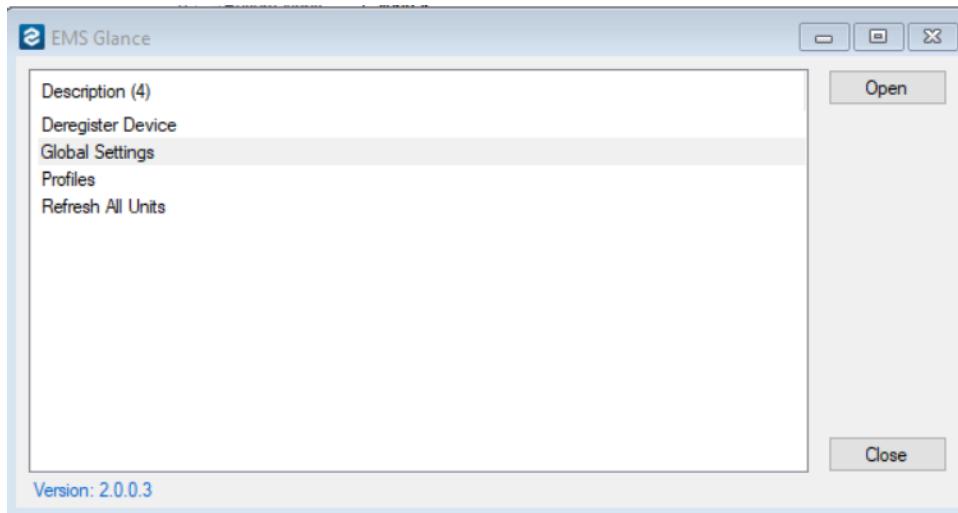
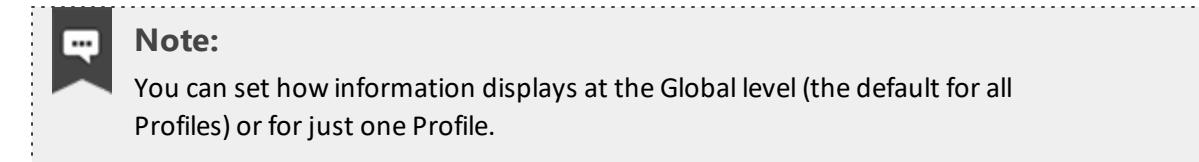
Users can quickly authenticate in the EMS Room Sign App with their work badge. However, for users without a badge, secondary authentication is necessary. You can configure a **Forgot my Badge** button that allows for this secondary authentication.

See Also: [Authentication](#).

CHAPTER 14: Configure Check In Functionality in EMS Room Sign App

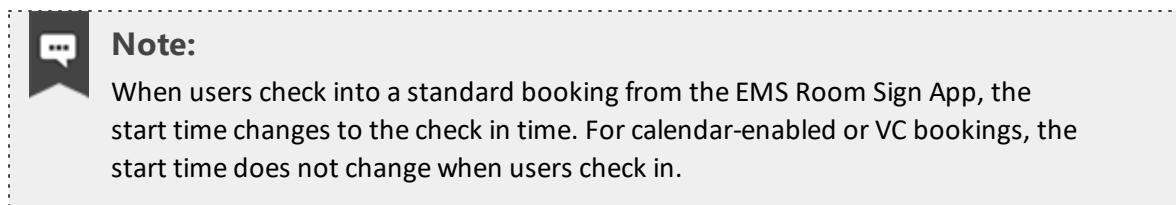
To configure check in functionality for the EMS Room Sign App, follow these steps:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App Settings area.



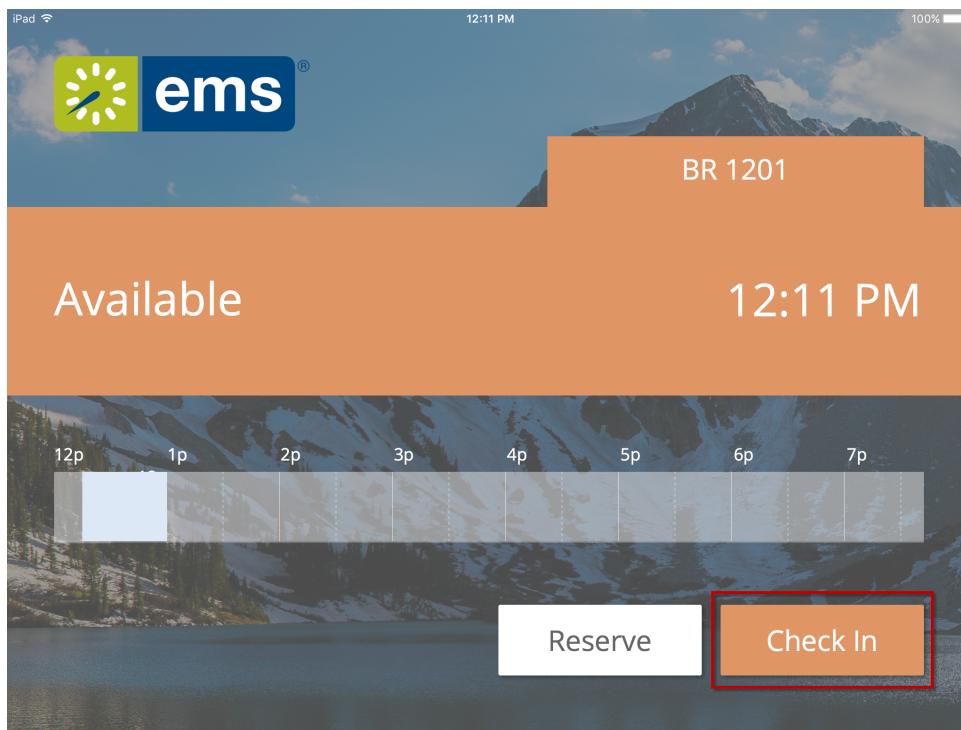
EMS (Glance) Room Sign App Settings

2. Open Global Settings to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the Settings tab.
3. Adjust the Global or Profile settings listed in the table below to configure how check in information displays on the following screen. The Check In functions determine check in requirements for users in the EMS Room Sign App.



Check In Settings

Area	Description
Activate Check In Button ## Minutes Before Booking Start Time	If the Display Check In button is set to Yes , then this value determines how many minutes in advance of an upcoming meeting the Check In button is displayed.
Automatic Cancellation Interval	Requires Enable Automatic Cancellation to be set to Yes . If a user does not push the Check In button for a meeting within the set interval, the EMS Room Sign App automatically cancels the booking in EMS.
Default Cancel Reason for Cancellations	The Cancel Reason to which a booking is changed if an event is automatically canceled. Requires Enable Automatic Cancellation to be set to Yes .
Default Status for Canceled Booking	The status to which a booking is changed if an event is automatically canceled. Requires Enable Automatic Cancellation to be set to Yes .
Display Check In Button	If set to Yes , then a Check In button is displayed on both the Available screen and the In Progress screen. See the Available screen with Check In button and In Progress screen with Check In button.
Enable Automatic Cancellation	<p>If set to Yes, users are required to push the Check In button to check into their meetings. If a user does not push the Check In button within the interval set in the Automatic Cancellation Interval setting, the EMS Room Sign App automatically cancels the booking in EMS.</p> <p>If set to No, and a user checks in before an event starts, then the EMS Room Sign App adjusts the booking start time to the current time (assuming another meeting isn't currently in progress).</p> <p>If set to Yes and a user checks in before an event starts, then the EMS Room Sign App adjusts the booking start time to the current time (assuming another meeting isn't currently in progress), and the user is checked into the meeting. If a user does not check in before the elapsed time that is defined in the Automatic Cancellation Interval setting, then the meeting is automatically canceled.</p>



Available Screen With Check In Button

CHAPTER 15: Configure Edit Booking Functionality in EMS Room Sign App



Important!

The user experience for editing bookings has been improved with Version 44.1, Update 12. Users can now extend their bookings with only one click. Admins should change the **Extend Booking Button Label** parameter to be "Mins" or "Minutes."

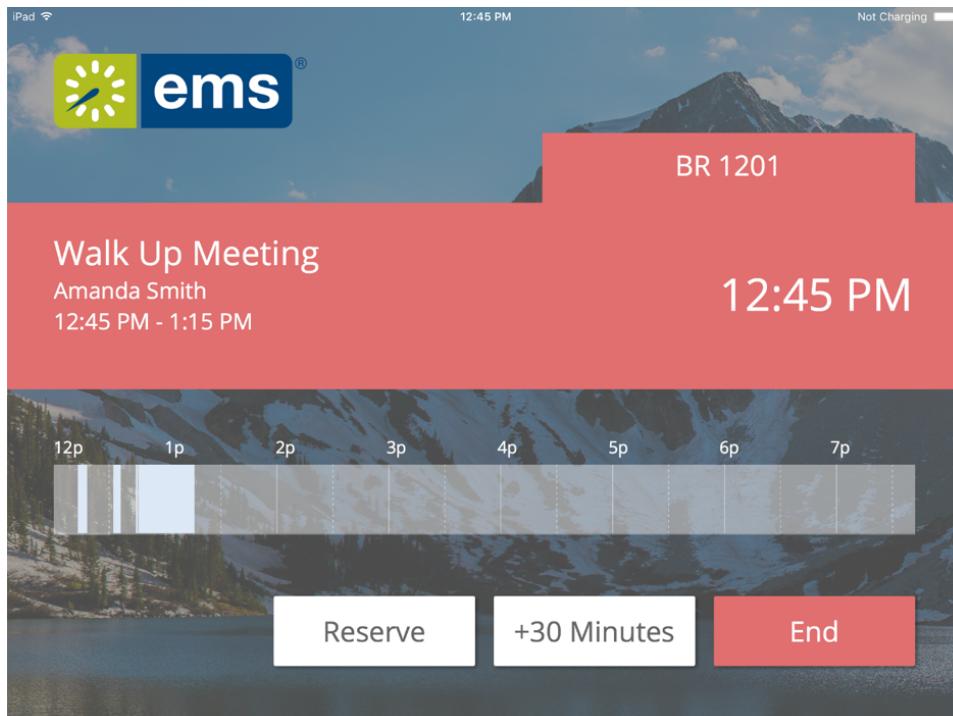
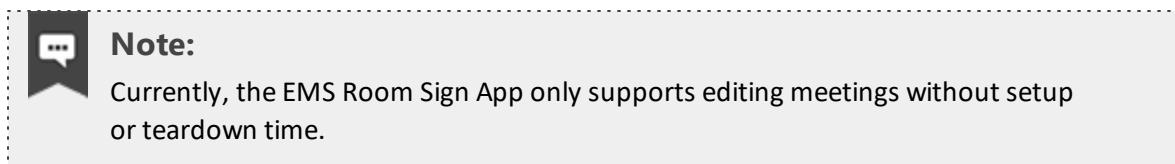
To configure edit booking functionality in EMS Room Sign App, follow these steps:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App Settings area.
You can set how information displays at the Global level (the default for all Profiles) or for just one Profile.
2. Open Global Settings to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the Settings tab.
3. Adjust the Global or Profile settings listed in the table below to configure how booking information displays on the following screen. The **Edit Booking** functions determine if meetings that are In Progress can be adjusted or ended in the EMS Room Sign App.

Edit Booking Settings

Option	Description
Allow Edit Booking	Indicates if a meeting can be adjusted or ended. If set to Yes, then the End button will display while a meeting is in progress. The meeting can also be extended based on the value of the parameter described below. End —Sets the booking end time to the current time.
Number of Minutes to Extend Booking	Determines how much the meeting can be extended if the room is available. The options are 15, 30, 45, and 60 minutes. If the user presses this button, the meeting end time will be extended by the value shown.
Require Authentication to Edit Booking in Progress	

Option	Description
Require Authentication to End Booking in Progress	If set to YES, user will need to authenticate in order to end booking in progress.



In Progress Screen with Reserve, One-Click Meeting Extend, and End Buttons

CHAPTER 16: Configure How Booking Information Displays

To configure how booking information displays in the EMS Room Sign App, follow these steps:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App Settings area.



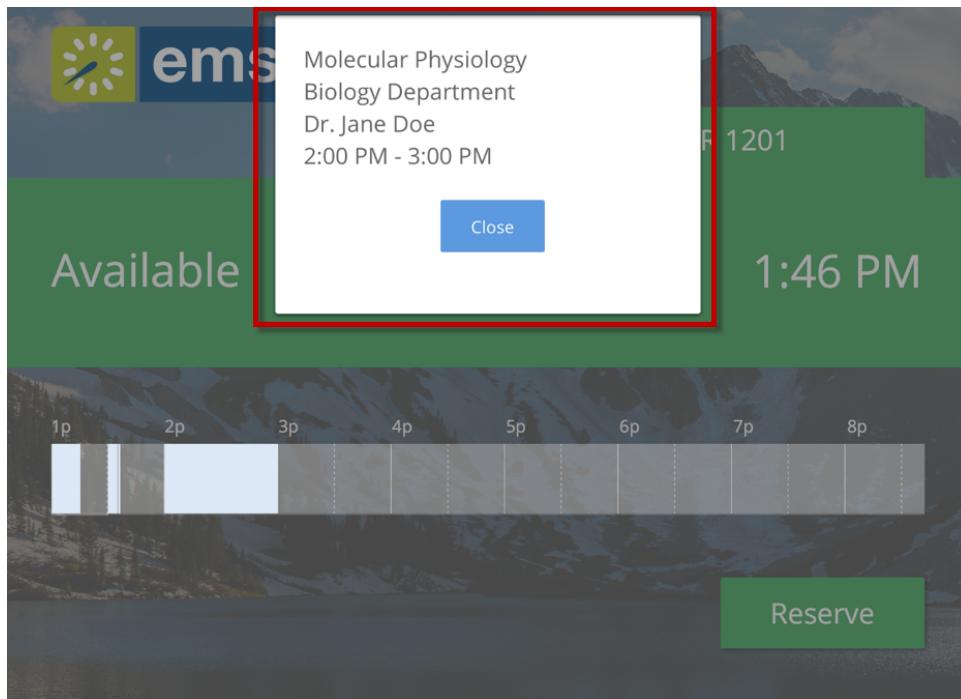
Note:

You can set how information displays at the Global level (the default for all Profiles) or for just one Profile.

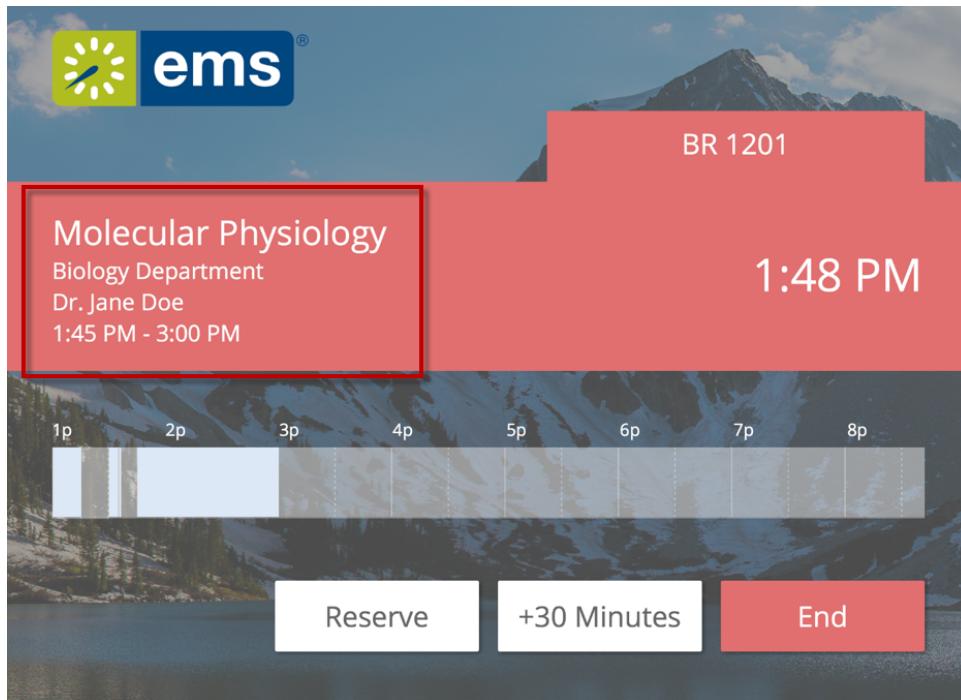
2. Open Global Settings to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the Settings tab.
3. Adjust the Global or Profile settings listed in the table below to configure how Booking Information Displays on the following screen.

Booking Information Display Settings

Option	Description
Display Event Name	Indicates if the Event Name is to be displayed on the In Progress and Booking Details screens.
Display Group Name	Indicates if the Group name is to be displayed on the In Progress and Booking Details screens (pop-up displayed when clicking on a future booking).
Display Contact Name	Indicates if the meeting Contact name is to be displayed on the In Progress and Booking Details screens. If set to Yes , then the Contact name is displayed along with the Group name.
Event Type for Private Booking	
Status for Private Booking	Group name, Contact name, and Event Name are not displayed on the In Progress and Booking Details screens for any meeting that is booked in this status.



Booking Details Screen with Group Name and Contact Name Displaying



In Progress Screen with Group Name and Contact Name Displaying

CHAPTER 17: Configure New Booking Functionality

To configure new booking functionality in EMS Room Sign App, complete these steps:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App Settings area.



Note:

You can set how information displays at the Global level (the default for all Profiles) or for just one Profile.

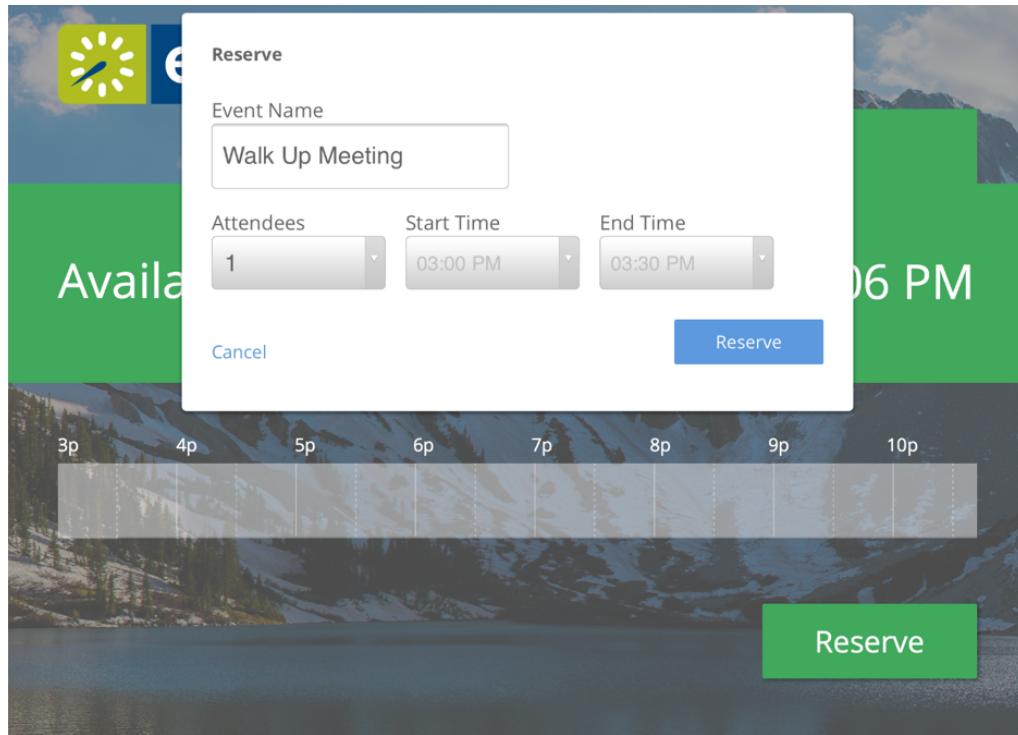
2. Open Global Settings to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the **Settings** tab.
3. Adjust the Global or Profile settings listed in the table below to configure how check in information displays on the following screen. New booking functionality has two components:
 - a. New Booking Settings
 - b. Group Identification/Authentication Settings

New Booking Settings

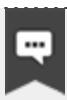
Option	Description
Allow Book Now	
Allow Book Now and Book Later	
Allow New Bookings	Indicates if users can book a room. If set to Yes , then a Reserve button is displayed. When a user presses this button, a Reserve popup opens with options for reserving the room.
Allow Future Same Day Bookings	Indicates if a room can be booked for a future time on the <i>current</i> day. If set to No , the Start Down dropdown on the Reserve popup is disabled.  Note: Currently, the EMS Room Sign App supports only same day bookings.

Option	Description
Default Duration for New Booking	<p>The default duration for booking the room, in minutes, where the start time is the current time. For example, if you enter 60 for this value and the current time is 8:00 am, then the default start/end time on the Reserve popup will be 8:00 to 9:00 am.</p> <div data-bbox="442 424 1400 593" style="border: 1px dashed #ccc; padding: 10px;">  Note: The Default Duration value must not be larger than the Maximum Number of Minutes for New Booking value. </div>
Maximum Number of Minutes for New Booking	<p>The maximum booking duration, in minutes, allowed when booking a room.</p>
Default Event Name for New Booking	<p>The default name for an event when booking a room. The Event Name field is always displayed on the Reserve popup.</p> <div data-bbox="442 910 1400 1094" style="border: 1px dashed #ccc; padding: 10px;">  Note: If Require Event Name for New Booking is set to Yes, then Default Event Name for New Booking should be left blank. </div>
Default Event Type for New Booking	<p>The default Event Type when booking a room.</p> <div data-bbox="442 1184 1400 1332" style="border: 1px dashed #ccc; padding: 10px;">  Note: The Event Type field is not displayed on the Reserve popup. </div>
Default Reservation Source for New Booking	<p>The default Reservation Source when booking a room.</p> <div data-bbox="442 1423 1400 1600" style="border: 1px dashed #ccc; padding: 10px;">  Note: The Reservation Source field is not displayed on the Reserve popup. </div>
Default Status for New Booking	<p>The default Status when booking a room.</p> <div data-bbox="442 1691 1400 1839" style="border: 1px dashed #ccc; padding: 10px;">  Note: The Status field is not displayed on the Reserve popup. </div>

Option	Description
Require Event Name for New Booking	Indicates if the Event Name is required when booking a room.

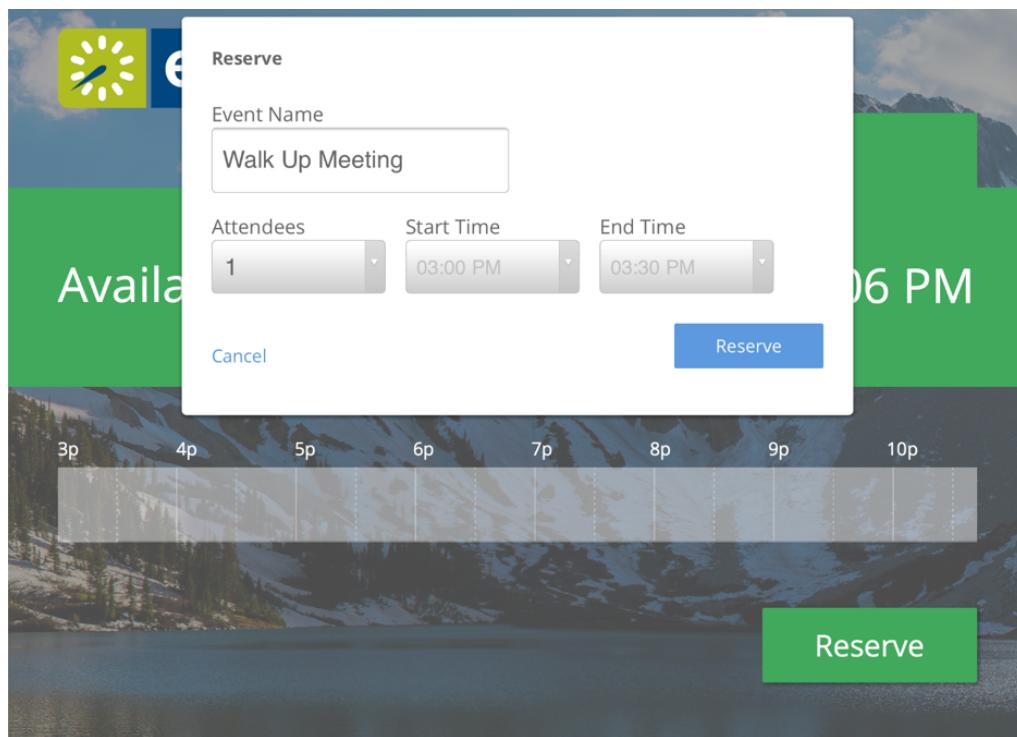


Reserve Popup (Opens after the Reserve button is pushed on the Available screen)

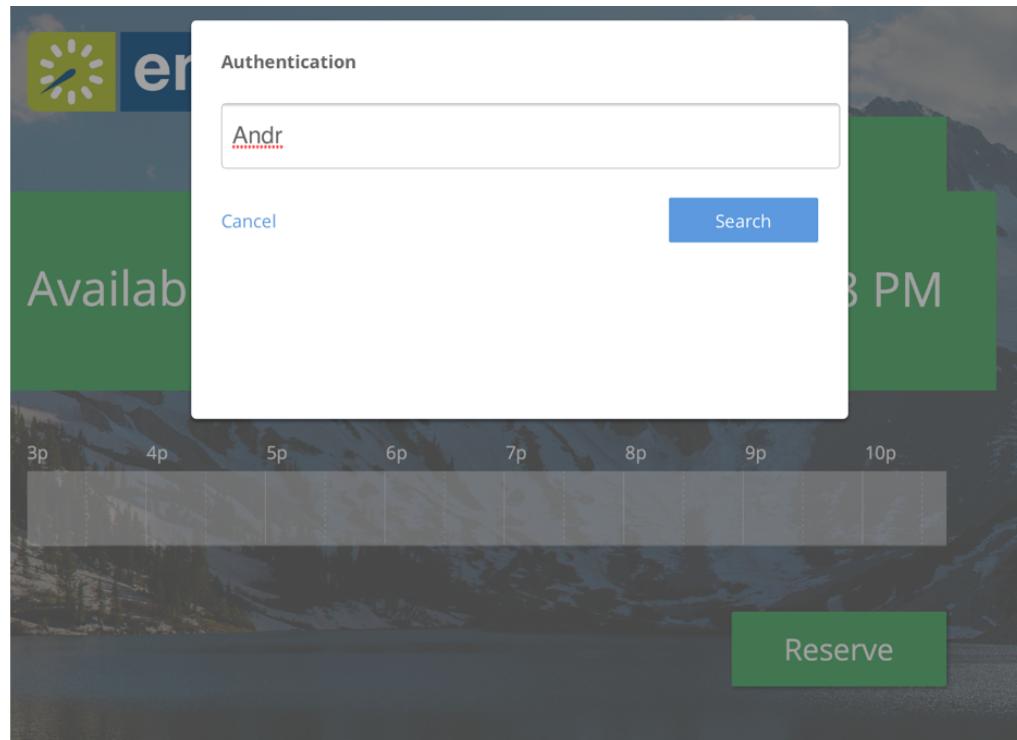


Note:

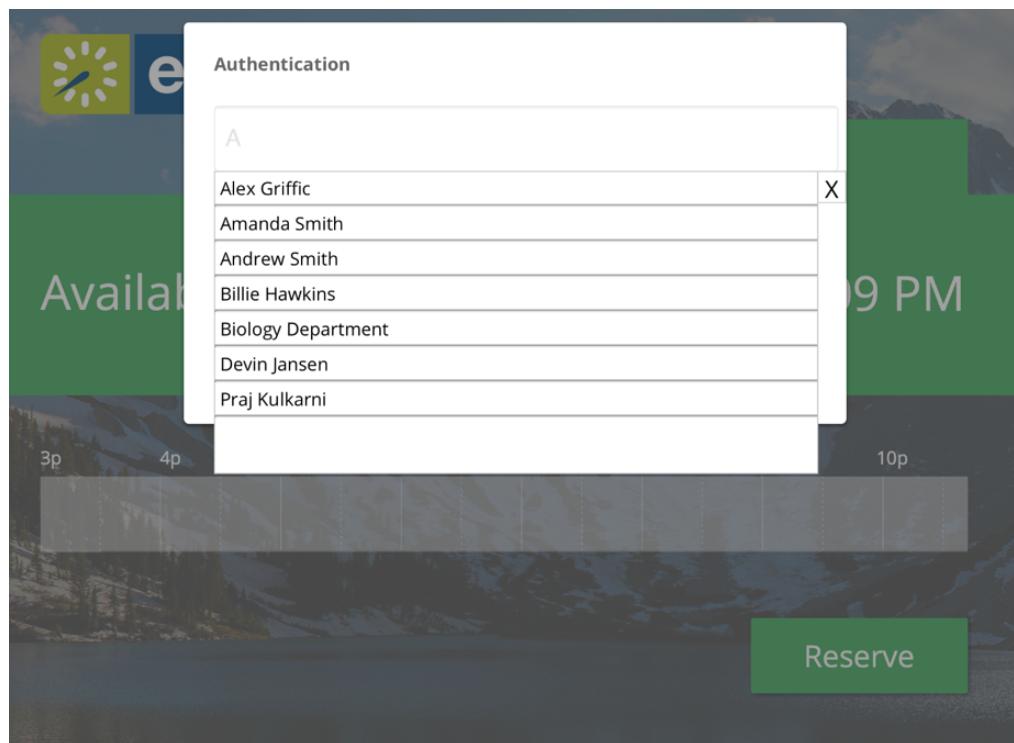
See Also: [Group Identification/Authentication Settings](#).



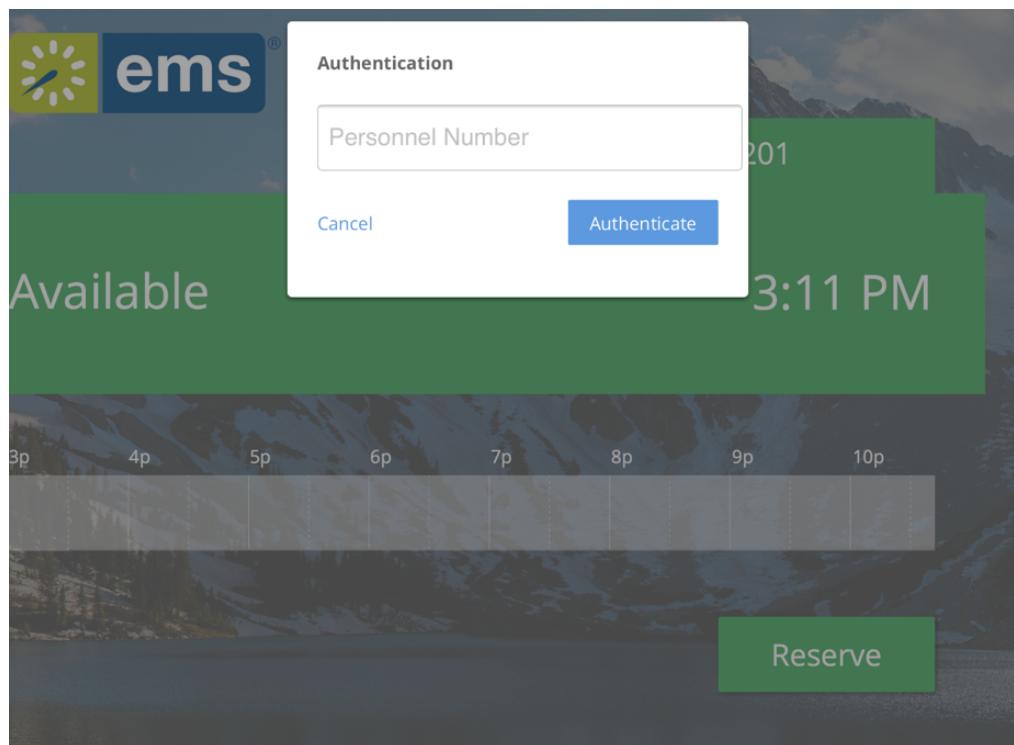
Reserve Popup (No Identification)



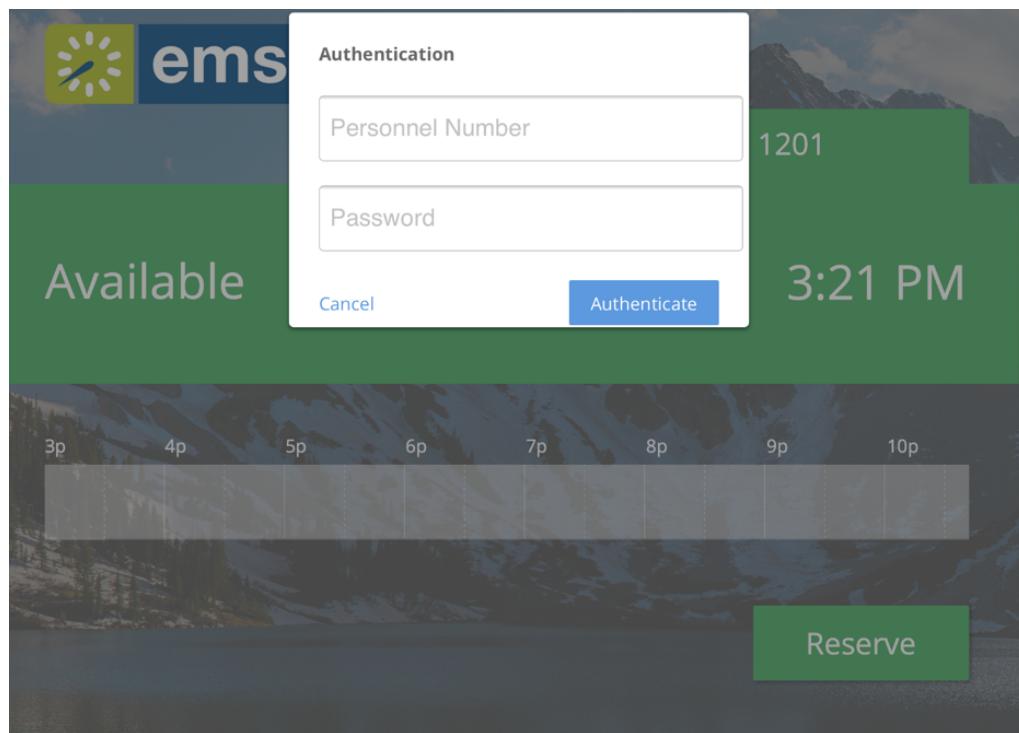
Group Lookup Authentication



Group Lookup (Matching Search Results from which to Select)



Authentication without Password

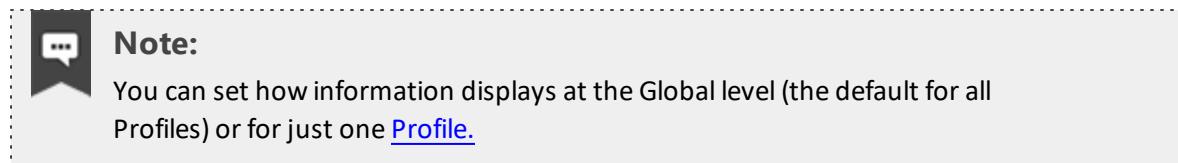


Authentication with Password

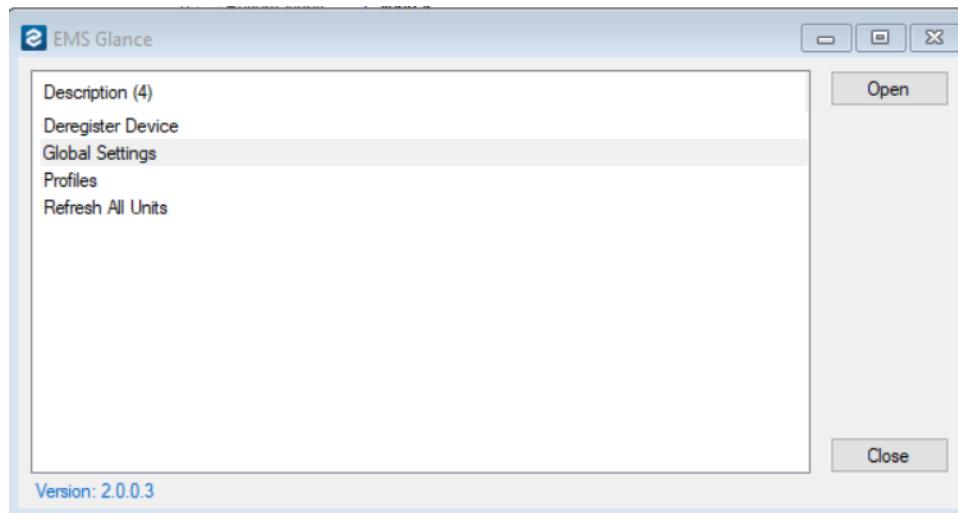
CHAPTER 18: Configure Custom Labels, Messages, Style Sheets, and Images

In EMS Room Sign App, complete the following steps to configure custom labels, messages, style sheets, and images:

1. On the EMS Desktop Client toolbar, click **EMS Glance Settings** to access the EMS Room Sign App Settings area.



2. Open **Global Settings** to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the **Settings** tab.



3. Adjust the Global or Profile settings listed in the table below to configure how logos, labels, images, and other visual elements display. The EMS Room Sign App allows you to re-label all buttons, page labels, and messages.

Option	Description
Label/Message Settings	To change a label/message, simply edit the desired setting, change the value and click OK . Labels/messages that are too long to display in the EMS Room Sign App are truncated and appended with an ellipses.

Option	Description
Misc—Background URL	Leave blank to use the default the EMS Room Sign App background image. To change, specify a fully qualified URL to the image location.
Misc—Logo URL	Leave blank to use the default the EMS Room Sign App logo. To change, specify a fully qualified URL to the image location. Supported logo specifications (above) apply.
Misc—Device Polling Interval	Interval in minutes device polls the EMS database for booking information (e.g., new, changed, canceled) bookings. The EMS Room Sign App randomizes calls to the EMS database by +/- 20 seconds to ensure that all of your devices aren't polling for information at identical times.
Misc—Pin to Access Settings Screen	Once the EMS Room Sign App is running on your device, double-tapping the EMS Room Sign App logo in the upper-left hand corner of the screen re-accesses the <i>Settings</i> screen. This setting requires the user to enter a PIN.

Customize Style Sheet

Users can modify the look and feel of the EMS Room Sign App—including the color of the time bar—by using a custom style sheet. This style sheet overrides all default style sheets and controls the colors throughout the application.

1. Create an EMSRoomSignApp/Content/Custom folder on your web server.
2. Name your custom style sheet CUSTOM.CSS and place it in the EMSRoomSignApp/Content/Custom folder. If the system detects this file, it will override all default style sheets (e.g., Layout.css, Positioning.css, Site.css, etc.).

Supported Logo and Background Image Sizes

To customize the logo and/or background, update the ‘Logo Url’ and ‘Background Url’ profile settings in the ‘Misc’ area.

- Use either a URL or a server path (e.g., /EmsRoomSign/Content/Images/custom-logo.png).
- The logo can be a maximum of 300 x 80 pixels.
- The background depends on the tablet resolution.
- For landscape mode, the image resolution will typically be 1024 x 768.

Misc	Background URL	Global
Misc	Device Polling Interval	Global
Misc	Logo URL	Global

EMS Room Sign App Profile Settings

CHAPTER 19: Global Settings for the EMS Room Sign App

This topic provides information on the Global Settings available in the EMS Room Sign App (*formerly named Glance*):

- [Global Settings](#)
- [EMS Room Sign App Combination Scenarios](#)

Global Settings

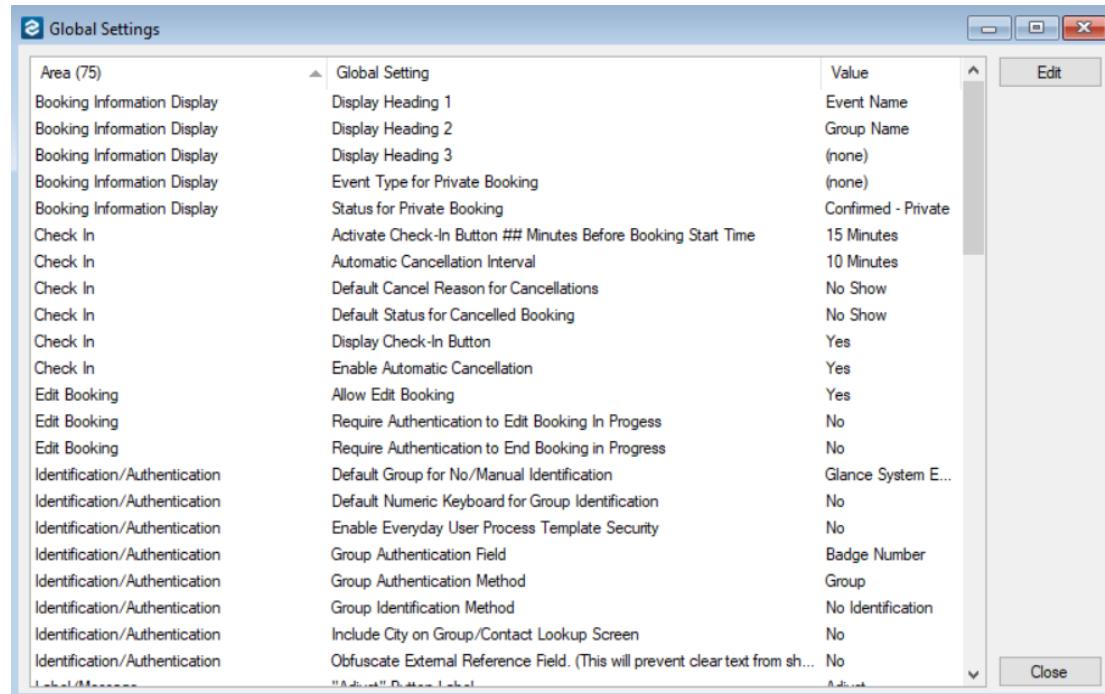
Global settings affect the booking detail information that is displayed for all the profiles in your EMS Room Sign App instance.



Note:

You can set how information displays at the Global level (defaults for all Profiles) or for just one [profile](#).

You can override these settings on a per profile basis on the Settings tab of the Profile dialog box.



Global Settings Dialog Box

TITLE	DESCRIPTION	VALUE	EXAMPLE
Display Heading 1		None/Booking Setup Type/Contact Name/Event Name/Event Type/Group Name	
Display Heading 2		None/Booking Setup	

TITLE	DESCRIPTION	VALUE	EXAMPLE
		Type/Contact Name/Event Name/Event Type/Group Name	
Display Heading 3		None/Booking Setup Type/Contact Name/Event Name/Event Type/Group Name	
Event Type for Private Booking	Event types are configured in Configuration; Configuration > Other > Event Types.		<p>The value entered in this Event Type field will display the event as PRIVATE on the EMS Room Sign App. Additionally, the Group/Host will not be displayed.</p> <p>For example, if "Conference" is entered into the Event Type for Private Booking field, any event booked as a CONFERENCE event type will display as PRIVATE on the EMS Room Sign App.</p>
Status for Private Booking	Statuses are configured in Configuration; Configuration > Administration > Statuses.		<p>The value entered in this Status field will display the event as PRIVATE on the EMS Room Sign App. Additionally, the Group/Host will not be displayed.</p>

TITLE	DESCRIPTION	VALUE	EXAMPLE
			For example, if "Confirmed" is entered into the Status for Private Booking field, any event booked with a CONFIRMED status will display as PRIVATE on the EMS Room Sign App.
Activate Check-In Button ### Minutes Before Booking Start Time	The "Check In" Button will activate at whatever value of minutes is put in this field.	Numeric	If the value is 15, the Check In button will appear 15 minutes before the event start time of the booking.
Automatic Cancellation Interval	The Booking will cancel if customer has not checked in at whatever value is put in this field.	Numeric	If the value is 15, the booking starts at 9 a.m. If the customer has not checked into the EMS Room Sign App by 9:15 a.m., the booking will automatically cancel at 9:15 a.m.
Default Cancel Reason for Canceled Booking	Cancel Reasons are configured in Configuration > Other-Cancel Reasons .		Because canceled bookings and reasons for canceling can be reported on, EMS Customers sometimes want a default reason to be associated with any bookings that gets canceled from the EMS Room Sign App.

TITLE	DESCRIPTION	VALUE	EXAMPLE
Default Status for Canceled Booking	Statuses are configured in Configuration > Administration > Statuses .		Allows users to choose a default "cancel" status when canceling a booking from the EMS Room Sign App.
Display Check-In Button	Determines if Check In Button will display. Check In Button will display XX minutes before Booking Event start time based on "Activate Check in Button XXX minutes before Booking Start time. If room is not configured for Check in, even if parameter is set to YES, Check In Button Will not Show.	YES/NO	Activate Check In Button ### Minutes before Booking Start Time. Room Must be configured for Check In.
Enable Automatic Cancellation	If a user has not checked in, the room will be automatically canceled.	YES/NO	<ol style="list-style-type: none"> 1. Set the Automatic Cancellation interval. 2. Set the Default Status for the canceled booking in the Default Status for Canceled Booking setting. 3. Set Display Check in Button to YES. 4. Set the Activate Check In But-

TITLE	DESCRIPTION	VALUE	EXAMPLE
			<p>ton ### Minutes before Check In.</p> <p>5. Configure Room for Check In.</p>
Allow Extend Booking (available for Updates 32 and higher)	<p>Scenarios: If this parameter is set to...</p> <ul style="list-style-type: none"> • Standard Bookings—the Extend button will be displayed for bookings that are not calendar-enabled or created on a VC template and that are not configured with setup and teardown times. Selecting Extend will extend the booking time by the number of minutes configured in EMS Room Sign App settings (typically 15 minutes). • Standard + Bookings with Setup and Tear-down—Extend button 	<ul style="list-style-type: none"> • No (Extend button will not display) • Standard Bookings (Default) • Standard + Calendar Integrated and VC Bookings* Calendar Integrated Bookings and VC Bookings include both Exchange and Google Calendar bookings. • Standard + Bookings with Setup/Tear-down • All Bookings <p>NOTE: *If the parameter, Group Bookings by</p>	<p>1-Number of Minutes to Extend Booking.</p> <p>2- Event type of booking must be an "editable" event type as selected on the EMS Room Sign App profile.</p>

TITLE	DESCRIPTION	VALUE	EXAMPLE
	<p>will be displayed for standard bookings with or without setup and teardown times. Selecting Extend will extend the meeting time and the teardown time by the number of minutes the meeting was extended.</p> <ul style="list-style-type: none"> • Standard + Calendar-Enabled and VC Bookings—Extend button will be displayed for all standard bookings and all calendar-enabled bookings or bookings created on a VC template; however, the Extend button will not be displayed for bookings with setup and teardown times. For calendar-enabled bookings, selecting the button will only affect the 	<p>UTC times and keep together on Video Conference Reservations, is set to YES, changes to any booking via the EMS Room Sign App or EMS Desktop Client will cascade changes to all bookings in the reservation. To prevent this, set this parameter to NO.</p>	

TITLE	DESCRIPTION	VALUE	EXAMPLE
	<p>current location, not other booking locations tied to the reservation.</p> <p>For bookings created on a VC template, selecting the button will extend the meeting in the current location regardless of the Host. The Exchange or Google appointment will not be updated upon extend.</p> <ul style="list-style-type: none"> All Bookings—Extend button will be displayed for all booking types. Selecting Extend will extend the meeting time, and the teardown time if applicable, by the number of minutes configured in EMS Room Sign App settings (typically 15 minutes). <p>NOTE: Bookings with teardown times will not display the Extend button.</p>		

TITLE	DESCRIPTION	VALUE	EXAMPLE
Allow Edit Booking (available until Update 29)	If set to NO, "Adjust" and "End" Buttons will not be displayed. NOTE: Both label names can be changed.	YES/NO	1-Number of Minutes to Extend Booking. 2-Event type of booking must be an "editable" event type as selected on the EMS Room Sign App profile.
Allow End Booking (available for Updates 30 and higher)	Scenarios: If this parameter is set to... <ul style="list-style-type: none"> • Standard Bookings— clicking End Now will change the end time to the current time. For example, ending a meeting scheduled for 1:00 p.m. MT to 2:00 p.m. MT at 1:15 p.m. will change the end time to 1:15 p.m. • Multi-room Bookings— clicking End Now will only affect the current room, not any other rooms in the reser- 	<ul style="list-style-type: none"> • No (No End Now button will display) • Standard Bookings (Default) • Calendar Integrated and VC Bookings* (also includes Standard Bookings). Calendar Integrated Bookings and VC Bookings include both Exchange and Google Calendar bookings. • Bookings with Setup/Teardown (also includes Stand- 	1-Allow End Booking. 2-Event type of booking must be an "editable" event type as selected on the EMS Room Sign App profile.

TITLE	DESCRIPTION	VALUE	EXAMPLE
	<p>vation. For Multi Location PAM bookings, there is no parameter to control this behavior; therefore, editing one booking will update all other locations.</p> <ul style="list-style-type: none"> • VC Exchange Bookings—clicking End Now will end the meeting in the current location regardless of the Host. • Setup/Teardown—clicking End Now will move the teardown time to the current time. <p>NOTE: No notifications will be triggered by this change.</p>	<p>ard Bookings)</p> <ul style="list-style-type: none"> • All Bookings <p>NOTE: *If the parameter, Group Bookings by UTC times and keep together on Video Conference Reservations, is set to YES, changes to any booking via the EMS Room Sign App or EMS Desktop Client will cascade changes to all bookings in the reservation. To prevent this, set this parameter to NO.</p>	
Number of Minutes to Extend Booking		Numeric	<p>Typical setting is 15.</p> <p>NOTE: Ensure you Allow Booking Edit.</p>
Require Authentication to Extend	If set to YES, user will need to	YES/NO	The audit train in the EMS Desktop

TITLE	DESCRIPTION	VALUE	EXAMPLE
Booking in Progress	authenticate in order to extend booking in progress.		Client displays whatever is listed in the web config file.
Default Group for No/Manual Identification	This will be the Group that the booking is associated with if Group Identification Parameter is set to "No Identification" or "Manual Identification."		Group Identification Method - if "No Identification" or "Manual Identification" is selected.
Default Numeric Keyboard for Group Identification	If set to YES, a numeric keyboard will appear when a user touches the Group Identification field.	YES/NO	
Enable Everyday User Process Template Security	When set to YES, this setting requires the user to have access to the room from at least one of their everyday user templates, or the room must be in the unauthenticated user process template. If the person trying to book the room from the EMS Room Sign App does not have access to the room in one of their templates, a		Group Identification/Authentication field must be set to "Web User Email/Password" and Group ID/Authentication Method must be set to "Authentication with Password." Also applies to badge authentication. Group Identification/Authentication field

TITLE	DESCRIPTION	VALUE	EXAMPLE
	message will be displayed as "room not available."		must be set to "badge Number" and Group ID/Authentication Method must be set to "Authentication without Password."
Group Authentication Field	See Combination Table .		
Group Authentication Method	See Combination Table .		
Group Identification Method	See Combination Table .		
Include City on Group/Contact Lookup Screen		YES/NO	If your organization stores employees at the Contact level in EMS, then select Contact.
Obfuscate External Reference Field	This will prevent clear text from showing up when using a badge reader.	YES/NO	
Secondary Authentication Group Authentication Field		<ul style="list-style-type: none"> • External Reference • Group/Contact • E-mail • Network ID • Other ID • Personnel Number 	

TITLE	DESCRIPTION	VALUE	EXAMPLE
		<ul style="list-style-type: none"> • Web User E-mail/Password 	
Secondary Authentication Group Authentication Method		<ul style="list-style-type: none"> • Group • Contact 	
Secondary Authentication Group Identification Method		<ul style="list-style-type: none"> • Authentication With Password • Authentication Without Password • Group Lookup • Manual Input • No Identification 	
Use Secondary Authentication Type for Badge Authentication	Only set to YES if authentication is set to Badge; for users who forget their Badge, a secondary authentication method exists.	YES/NO	Group Authentication Field must be set to Badge.
Allow End Booking	With this parameter setting, an End Now button will appear for Calendar-Integrated bookings and Video Conference (VC) bookings	<ul style="list-style-type: none"> • No • Standard Bookings (Default) • Calendar Integrated* and VC Bookings 	

TITLE	DESCRIPTION	VALUE	EXAMPLE
	<p>from the EMS Room Sign App.</p> <p>NOTE: If set to NO, the End Now button will not be displayed.</p>	<ul style="list-style-type: none"> • Bookings w/ Setup and Teardown • All Bookings <p>*Calendar Integrated bookings include both Exchange and Google Calendar bookings.</p>	
"Apply" Button Label		Apply	
"Attendees Greater Than Zero" Message	Number of Attendees must be greater than zero.	Numeric	
"Attendees Maximum Capacity Violation" Message	Number of Attendees is higher than the room's maximum capacity.	Numeric	
"Attendees Maximum Capacity Violation" Message	Number of attendees is higher than the room's maximum capacity.	Numeric	
"Attendees Minimum Capacity Violation" Message	Number of attendees is lower than the room's minimum capacity.	Numeric	
"Attendees Required" Message	Number of Attendees is		

TITLE	DESCRIPTION	VALUE	EXAMPLE
	required.		
"Attendees" Label			"Attendees"
"Authenticate" Button Label			"Authenticate"
"Authenticate Username" Label			"External Reference"
"Authentication" Screen Label			"Authentication"
"Available" Label			"Available"
"Cancel" Button Label			"Cancel"
"Check In" Button Label			"Check In"
"Close" Button Label			"Close"
"End Confirmation" Message			"End this meeting?"
"End Time Required" Message			"End Time is Required"
"End Time" Label			End Time
"End Time" Less Than "Start Time" Message	End time must be later than the start time.		

TITLE	DESCRIPTION	VALUE	EXAMPLE
"End" Button Label			"End"
"End" Screen Label			"End"
"Event Name" Required Message			"Event name is required."
"Event Name" Label			Event Name
"Extend Booking" Button Label			"Adjust"
"Group Name Required" Message		Text	"Client Name is required."
"Group" Label		Text	"Employee"
"Maximum Number of Minutes Violation" Message	Message that indicates booking exceeds minutes allowed.	Text	"Booking exceeds minutes allowed."
"No Events" Message (Portrait View Only)	Message that indicates there are no events for the current date.	Text	"There are no events today."
"No Matching Groups" Message	Message that indicates there are no matching groups.	Text	"No Matching Clients found."

TITLE	DESCRIPTION	VALUE	EXAMPLE
"OK" Button Label		Text	"OK"
"Password" Label		Text	Password
"Private Booking" Label	Indicates a private meeting.	Text	"Private Meeting"
"Reserve" Button Label		Text	"Reserved"
"Room Booked Successfully" Message	Message that indicates a room has been booked successfully.	Text	"Room booked successfully!"
"Room Not Available" Message	Message that indicates a room is not available.	Text	"Room Not Available."
"Search" Button Label		Text	"Search"
"Secondary Authentication Password" Label		Text	Password
"Secondary Authentication Username" Label			
"Secondary Authentication" Button Label			
"Start Time Required" Message			
"Start Time"			

TITLE	DESCRIPTION	VALUE	EXAMPLE
"Time exceeds 24 hours" Message			
"Time in Past" Message			
"Verify" button			
End "Yes" Button Label			
Room Label Format			
Background URL	Leave blank to use the default EMS Glance background image. To change, specify a fully qualified URL to the image location. See Supported logo and background image sizes .		
Device Polling Interval	Interval in minutes device polls the EMS database for booking information (e.g., new, changed, canceled) bookings. EMS Room Sign App randomizes calls to the EMS database by +/- 20 seconds to ensure that all of your devices aren't polling for information at identical times.	0.5 minutes	

TITLE	DESCRIPTION	VALUE	EXAMPLE
Hardware Enclosure	Select the Hardware Enclosure your organization is using.	Drop-down	Options: <ul style="list-style-type: none"> • None • ArmorActive • Aura • Iadea • Mimo
Logo URL	Leave blank to use the default EMS Glance background image. To change, specify a fully qualified URL to the image location. See Supported logo and background image sizes .		
PIN to access Settings Screen	Once the EMS Room Sign App is running on your device, double-tap the EMS Glance logo in the upper-left hand corner of the screen re-accesses the Settings screen. This setting requires the user to enter a PIN.	Numeric	"1234"
Allow Booking Now		YES/NO	

TITLE	DESCRIPTION	VALUE	EXAMPLE
Allow Book Now and Book Later		YES/NO	
Default Duration for New Booking		60 minutes	
Default Name for New Booking		Text	"Meeting"
Default Event Type for New Booking	Event Types are configured in Configuration > Other > Event Types .	Text	"Walk-up Meeting"
Default Minute Increment		Numeric	"15" minutes
Default Reservation Source for New Booking	Reservation sources are created in Configuration > Other > Reservation Sources .		Room Sign
Default Set Up Count for New Booking (0-25)			1 count
Default Status for New Booking	Statuses are configured in Configuration > Administration > Statuses .		Confirmed
Display Event Name for New Booking (Default Event Name must have a Value to Hide Event Name)	If set to NO, when a user attempts to create a booking from room sign, no Event Name field will be displayed.	YES/NO	Default Name for New Booking

TITLE	DESCRIPTION	VALUE	EXAMPLE
Display Setup Count for New Booking (Default Setup Count must have a value greater than zero to hide Setup count)	If set to NO, when a user attempts to create a booking from room sign, no set up count field will be displayed.	YES/NO	Default Set Up Count for New Booking
Maximum Number of Minutes for New Booking		Numeric	"60" minutes
Require Event Name for New Booking	If you set this parameter to YES, and set the Display Event Name for New Booking to NO, you must populate the Default Name for New Booking with something.	YES/NO	Default Event Name, Display Event Name for New Booking

EMS Room Sign App Combination Scenarios

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Field = Badge Number	User must type in part or all of Group	Allows users to <i>End</i>	Allows users to

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Method = Group Group Identification Method = Group Look Up	Name and Group Look will take over.	without Look Up.	<i>Adjust</i> without Look Up.
Group Authentication Field = Badge Number Group Authentication Method = Group Group Identification Method = Authentication Without Password	User is prompted with a message to "Swipe badge to continue."	N/A (Users cannot book without a Badge.)	N/A (Users cannot book without a Badge.)
Group Authentication Field = Badge Number Group Authentication Method = Group Group Identification Method = Authentication With Password	User is prompted to authenticate, not "SWIPE Badge to continue." User must manually input badge number.	User receives message to Authenticate, not Swipe Badge. User manually inputs badge number.	User receives message to Authenticate, not Swipe Badge. User manually inputs badge number.
Group Authentication Field = Badge Number Group Authentication Method = Group Group Identification Method = Manual Input	Allows a user to manually type in a name but pulls the Group from the setting "Default Group for NO/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Badge Number	No Group name is requested or	Allows user to <i>End</i>	Allows user to

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Method = Group Group Identification Method = No Identification	displayed. The Group name pulls from the setting, "Default Group for NO/Manual Identification."	without a Group.	<i>Adjust</i> without a Group.
Group Authentication Field = External Reference Group Authentication Method = Group Group Identification Method = Authentication With Password	User must input external reference; no password is required.	Users must input external reference.	Users must input external reference.
Group Authentication Field = External Reference Group Authentication Method = Group Group Identification Method = Authentication Without Password	User must input external reference; no password is required.	Users must input external reference.	Users must input external reference.
Group Authentication Field = External Reference Group Authentication Method = Group Group Identification Method = Group Look Up	User must type in part or all of Group Name and Group Look will take over.	Allows users to <i>End</i> without Look Up.	Allows users to <i>Adjust</i> without Look Up.
Group Authentication Field = External Reference	Allows users to manually type in	Allows user to <i>End</i>	Allows users to

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
<p>Group Authentication Method = Group</p> <p>Group Identification Method = Manual Input</p>	<p>name. However, the Group will default to what has been set as "Default Group for No/Manual Identification."</p>	<p>without a Group Input.</p>	<p><i>Adjust</i> without Group Input.</p>
<p>Group Authentication Field = External Reference</p> <p>Group Authentication Method = Group</p> <p>Group Identification Method = No Identification</p>	<p>No Group name is requested or displayed. The Group name defaults to what is set as "Default Group for No/Manual Identification."</p>	<p>Allows user to <i>End</i> without a Group.</p>	<p>Allows users to <i>Adjust</i> without a Group.</p>
<p>Group Authentication Field = Group Contact E-mail</p> <p>Group Authentication Method = Group</p> <p>Group Identification Method = Authentication With Password</p>	<p>User must input the Group's email address or contact; no password is required.</p>	<p>User must input email address of Everyday User.</p>	<p>User must input email address of Everyday User.</p>
<p>Group Authentication Field = Group Contact E-mail</p> <p>Group Authentication Method = Group</p> <p>Group Identification Method = Authentication Without Password</p>	<p>User must input the Group's email address or contact; no password is required.</p>	<p>User must input email address of Everyday User.</p>	<p>User must input email address of Everyday User.</p>

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Field = Group Contact E-mail Group Authentication Method = Group Group Identification Method = Group Lookup	User must type in part or all of Group Name and Group Look will take over.	Allows users to <i>End</i> without Look Up.	Allows users to <i>Adjust</i> without Look Up.
Group Authentication Field = Group Contact E-mail Group Authentication Method = Group Group Identification Method = Manual Input	Allows users to manually type in name. However, the Group will default to what has been set as "Default Group for No/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Group Contact E-mail Group Authentication Method = Group Group Identification Method = No Identification	No Group name is requested or displayed. The Group name defaults to what is set as "Default Group for No/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Network ID Group Authentication Method = Group Group Identification Method = Authenticate With Password	User must input Network ID of Group.	Must input Network ID of Group.	Must input Network ID of Group.

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Field = Network ID Group Authentication Method = Group Group Identification Method = Authenticate Without Password	User must input Network ID of Group.	Must input Network ID of Group.	Must input Network ID of Group.
Group Authentication Field = Network ID Group Authentication Method = Group Group Identification Method = Group Look Up	User must type in part or all of Group Name and Group Look will take over.	Allows user to <i>End</i> without a Look Up.	Allows user to <i>Adjust</i> without a Look Up.
Group Authentication Field = Network ID Group Authentication Method = Group Group Identification Method = Manual Input	Allows users to manually type in name. However, the Group will default to what has been set as "Default Group for No/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Network ID Group Authentication Method = Group Group Identification Method = No Identification	No Group name is requested or displayed. The Group name pulls from the setting, "Default Group for NO/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Field = Other ID Group Authentication Method = Group Group Identification Method = Authentication With Password	User must input Other ID of Group.	Must input Other ID of Group.	Must input Other ID of Group.
Group Authentication Field = Other ID Group Authentication Method = Group Group Identification Method = Authentication Without Password	User must input Other ID of Group.	Must input Other ID of Group.	Must input Other ID of Group.
Group Authentication Field = Other ID Group Authentication Method = Group Group Identification Method = Group Look Up	User must type in part or all of Group Name and Group Look will take over.	Allows users to <i>End</i> without Look Up.	Allows users to <i>Adjust</i> without Look Up.
Group Authentication Field = Other ID Group Authentication Method = Group Group Identification Method = Manual Input	Allows users to manually type in name. However, the Group will default to what has been set as "Default Group for No/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Field = Other ID Group Authentication Method = Group Group Identification Method = No Identification	No Group name is requested or displayed. The Group name pulls from the setting, "Default Group for NO/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Personnel Number Group Authentication Method = Group Group Identification Method = Authentication With Password	User must input Personnel Number; no password is required.	User must input Personnel Number of Group.	User must input Personnel Number of Group.
Group Authentication Field = Personnel Number Group Authentication Method = Group Group Identification Method = Authentication Without Password	User must input Personnel Number; no password is required.	User must input Personnel Number of Group.	User must input Personnel Number of Group.
Group Authentication Field = Personnel Number Group Authentication Method = Group Group Identification Method = Group Look Up	User must type in part or all of Group Name and Group Look will take over.	Allows users to <i>End</i> without Look Up.	Allows users to <i>Adjust</i> without Look Up.

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Authentication Field = Personnel Number Group Authentication Method = Group Group Identification Method = Manual Input	Allows users to manually type in name. However, the Group will default to what has been set as "Default Group for No/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Personnel Number Group Authentication Method = Group Group Identification Method = No Identification	No Group name is requested or displayed. The Group name pulls from the setting, "Default Group for NO/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Web User Email/Password Group Authentication Method = Group Group Identification Method = Authentication With Password	User must input the Everyday User's email address and password.	User must input the Everyday User's email address and password.	User must input the Everyday User's email address and password.
Group Authentication Field = Web User Email/Password Group Authentication Method = Group	N/A (User must use Authentication With Password.)	N/A (User must use Authentication With Password; user will receive message)	N/A (User must use Authentication With Password; user will receive message)

IF YOU CHOOSE these Fields . . . with these OPTIONS . . .	THIS IS THE RESULT . . .	IF "REQUIRE AUTHENTICATION TO END BOOKING" IS SET TO YES . . .	IF "REQUIRE AUTHENTICATION TO ADJUST BOOKING IN PROGRESS" IS SET TO YES . . .
Group Identification Method = Authentication Without Password		stating, "No matching X found."	stating, "No matching X found."
Group Authentication Field = Web User Email/Password Group Authentication Method = Group Group Identification Method = Group Look Up	User must type in part or all of Group Name and Group Look will take over.	Allows users to <i>End</i> without Look Up.	Allows users to <i>Adjust</i> without Look Up.
Group Authentication Field = Web User Email/Password Group Authentication Method = Group Group Identification Method = Manual Input	Allows users to manually type in name. However, the Group will default to what has been set as "Default Group for No/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.
Group Authentication Field = Web User Email/Password Group Authentication Method = Group Group Identification Method = No Identification	No Group name is requested or displayed. The Group name pulls from the setting, "Default Group for NO/Manual Identification."	Allows user to <i>End</i> without a Group.	Allows user to <i>Adjust</i> without a Group.

CHAPTER 20: EMS Room Sign App User Guide

The EMS Room Sign App (formerly named EMS Glance) is an optional web-based application that turns your tablet (e.g., iPad, iPad mini, etc.) into a digital room sign. Mounted outside of a meeting room or workspace in either landscape or portrait orientations, the application indicates whether a space is available or in use. The application also provides functionality to support check-in, end, extend and book new meetings.

The EMS Room Sign App gives users real-time information and at-a-glance availability for their meeting, learning, and working spaces. The new, redesigned EMS Room Sign App includes:

- A clean, color-coded interface that's easy to scan for information
- Simplified buttons and options, with fewer steps to make or edit reservations
- Landscape and portrait orientations, including an Agenda View of the day's events
- Easier customization for your organization's branding



Note:

Your EMS Room Sign App purchase only includes the software application itself; not the device, mounting accessories (enclosures, power supplies, etc.) or physical installation.

This user guide provides the following information:

- [Best Practices for Using EMS Room Sign App](#)
- [Get Started with EMS Room Sign App](#)
- [Deploy the EMS Room Sign App on Tablets](#)
- [Set Up EMS Room Sign App to Demo on Desktop Browser](#)

See Also:

- [EMS Room Sign App Video Tutorials](#)
- [Authentication Settings](#)
- [Global Settings](#)

Contact Customer Support

- **Option 1 (Recommended):** Search the Knowledge Base available at [Accruent Access](#).
- **Option 2:** Submit a case directly via [Accruent Access](#).
- **Option 3:** Email emssupport@accruent.com.
- **Option 4:** Phone (800) 288-4565.



Important!

If you do not have a customer login, register [here](#).

CHAPTER 21: Best Practices for Using EMS Room Sign App

Version 44.1, Update 12 introduced a sleek visual redesign and an upgraded customer interface. You should consider the following when deciding whether to buy the EMS Room Sign App:

1. You need to know when the EMS Room Sign App stops running by receiving an email notification (ideally), or by watching a central monitoring display. EMS does not provide this capability, however, so you should physically check your tablets to see if EMS Room Sign has stopped.
2. For the tablets running EMS Room Sign, you need to know if the battery fails, or if connectivity has been lost, or if the operating system wants to update to a new version. EMS does not detect these conditions remotely. In order to monitor these issues, we recommend that you use a Mobile Device Management (MDM) system.

Considerations for Running EMS Room Sign on an iPad

1. If the iPad's battery dies, the iPad will return to its home screen after you restore power. At that point, you must configure Guided Access again for the EMS Room Sign app. See [Deploy EMS Room Sign App on Tablets](#) for more information.
2. If a user presses the iPad's Home button, Guided Access displays a passcode screen. The screen disappears after fifteen seconds or if the user presses 'Cancel.' Note that users should not be able to press any tablet buttons if you use a tablet enclosure.
3. If a user presses both the iPad's Home and Sleep/Wake buttons simultaneously for 10 seconds, the iPad restarts. At that point, you must configure Guided Access again for the EMS Room Sign app. See [Deploy EMS Room Sign App on Tablets](#) for more information. Note that users should not be able to press any tablet buttons if you use a tablet enclosure.
4. iOS devices occasionally display notifications that a software update is available. There is no way to suppress update notifications. When this notification appears, the user can choose "Later" but the notification will appear again in 24 hours. If the user chooses "Install Now," the iPad downloads and installs the update and then restarts. At that point, you must configure Guided Access again for EMS Room Sign. See [Deploy EMS Room Sign App on Tablets](#) for more information

Considerations for Running EMS Room Sign on an Android Tablet

1. Ideally, EMS Room Sign takes over the tablet so that it cannot be used for anything else. However, Android provides no capability to lock down the tablet in a way that's suitable for the EMS Room Sign App. Therefore, we recommend deploying the EMS Room Sign App with an Android app that puts the tablets in 'kiosk' mode. Placing the tablet in kiosk mode prevents users from accessing other applications and also disable the 'Home' button. We recommend that you purchase, install, and configure the [Kioware Lite](#) app.

2. If you run the EMS Room Sign App on a Samsung Tab A, users can power off the tablet by holding down the power button. If you have configured Kioware [according to our recommendations](#), EMS Room Sign will restart as soon as the tablet is powered on. To prevent users from pressing the home button, you must use the appropriate enclosure.

CHAPTER 22: Get Started with EMS Room Sign App

This topic discusses the different settings in your EMS Room Sign App (formerly named EMS Glance).

- [Access EMS Room Sign App Settings](#)
- [Global Settings](#)
- [Primary EMS Room Sign App Screens](#)

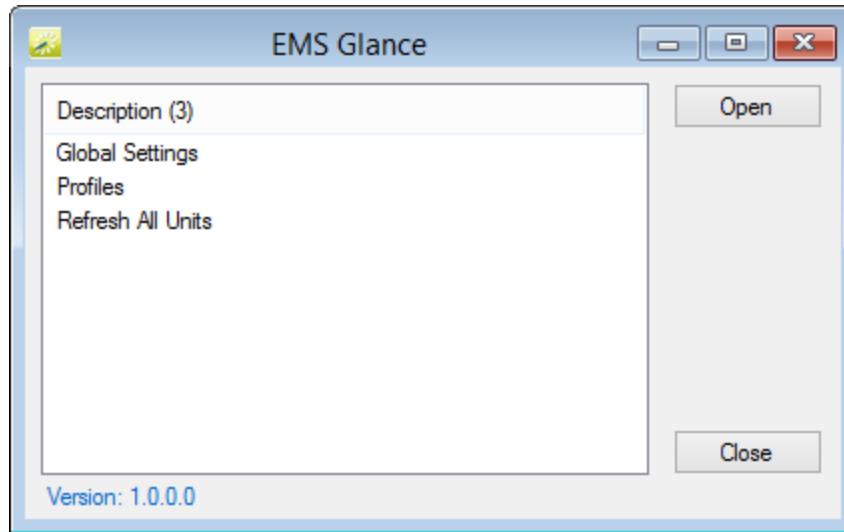
Access EMS Room Sign App Settings



Note:

When configuring devices (such as tablets) to use the EMS Room Sign App, please consider these [Best Practices for Device Configuration](#).

1. On the EMS Desktop Client toolbar, click EMS Room Sign App Settings.
2. The EMS Room Sign App main window opens. The window displays three configuration options: Global Settings, Profiles and Refresh All Units.



EMS Room Sign App Main Window

- **Global Settings**—Exposes all of the EMS Room Sign App global settings, which determine the behavior for a particular EMS Room Sign App unit or group of EMS Room Sign App units. Profile settings can overwrite Global Settings.
- **Profiles**—Controls the functionality of your EMS Room Sign App units. Depending on how you

would like to manage your EMS Room Sign App devices, a single profile can be configured to manage a single meeting room or multiple meeting rooms. See Also: [Configure EMS Room Sign App Profiles](#).



Note:

A particular device is tied to one specific room in EMS. Profiles just provide you with flexibility in how you choose to manage the configuration of your devices.

- **Refresh All Units**—Forces all units to refresh their settings. Use this setting after modifying a specific Profile or Global Settings to force all of your units to pick-up the setting change(s).

Global Settings

[Global settings](#) affect the booking detail information that is displayed for all the profiles in your EMS Room Sign App instance. You can set how information displays at the Global level (the default for all Profiles) or for just one Profile.



Note:

You can override these settings on a per profile basis on the **Settings** tab of the Profile dialog box.

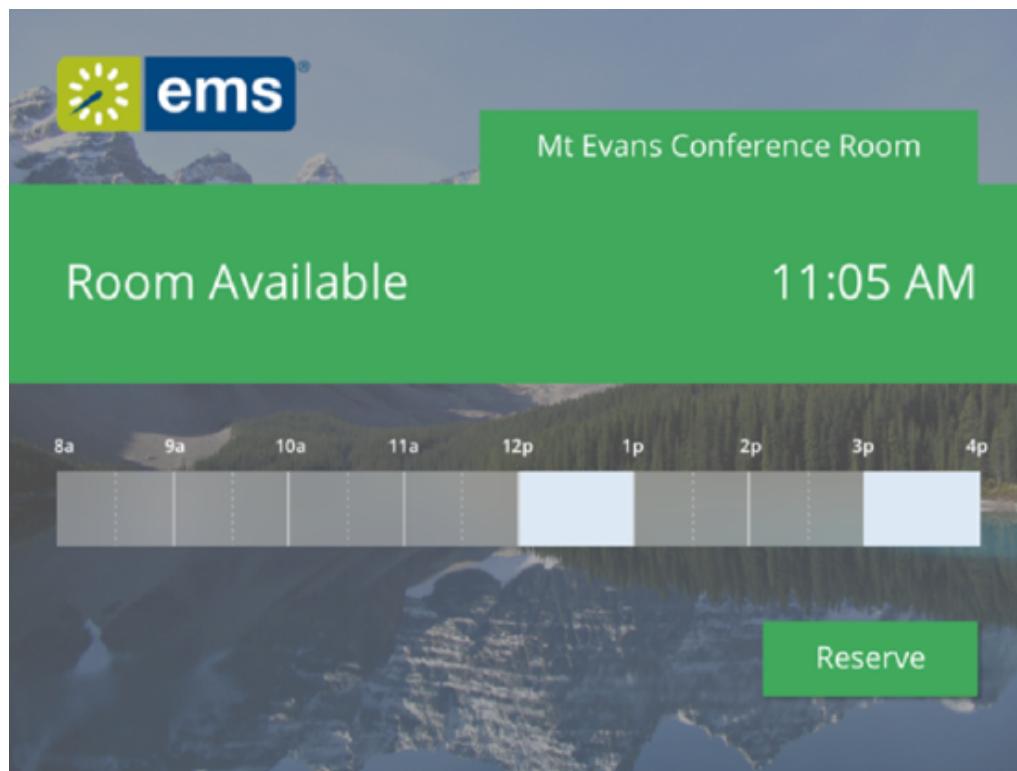
Global Settings		
Area (75)	Global Setting	Value
Booking Information Display	Display Heading 1	Event Name
Booking Information Display	Display Heading 2	Group Name
Booking Information Display	Display Heading 3	(none)
Booking Information Display	Event Type for Private Booking	(none)
Booking Information Display	Status for Private Booking	(none)
Check In	Activate Check-In Button ## Minutes Before Book...	15 Minutes
Check In	Automatic Cancellation Interval	10 Minutes
Check In	Default Cancel Reason for Cancellations	(none)
Check In	Default Status for Cancelled Booking	(none)
Check In	Display Check-In Button	Yes
Check In	Enable Automatic Cancellation	No
Edit Booking	Allow Edit Booking	Yes
Edit Booking	Require Authentication to Edit Booking In Progress	No
Edit Booking	Require Authentication to End Booking in Progress	No
Identification/Authentication	Default Group for No/Manual Identification	(none)
Identification/Authentication	Default Numeric Keyboard for Group Identification	No
Identification/Authentication	Enable Everyday User Process Template Security	No

Global Settings Dialog Box

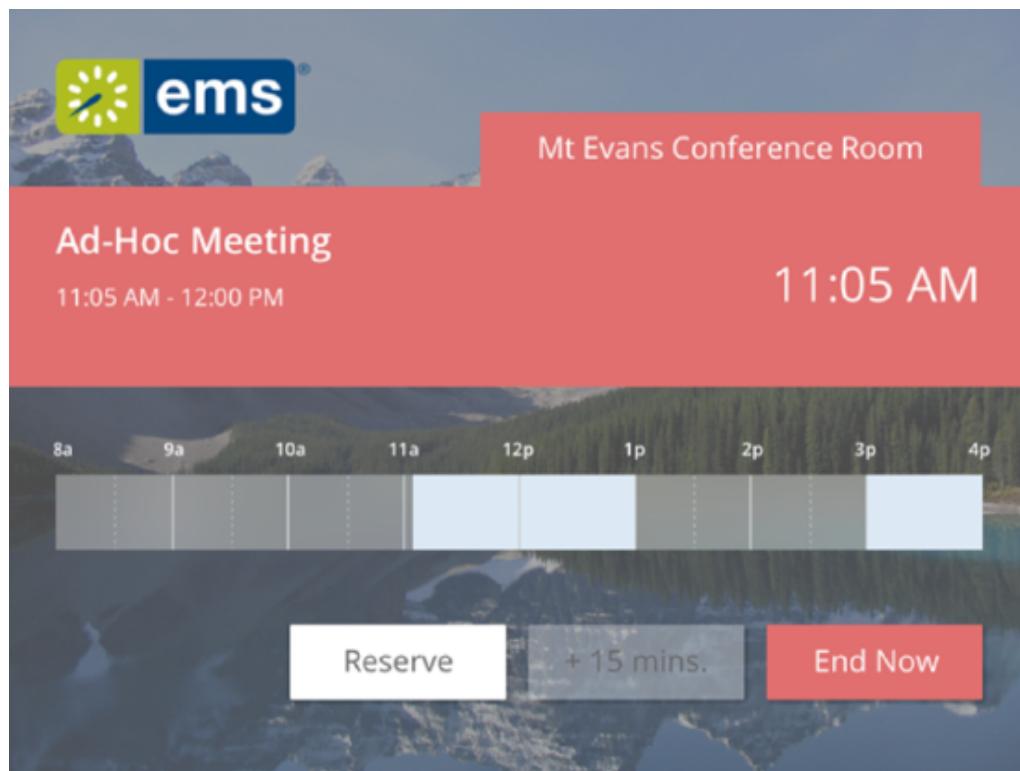
Primary EMS Room Sign App Screens

EMS Room Sign App consists of two primary screens: the *Available* screen and the *In Progress* screen. Both Global settings and Profile settings determine the booking information that is displayed on the various

screens.



Available Screen (Example of a future meeting with setup and teardown)



In Progress Screen

CHAPTER 23: Deploy EMS Room Sign App on Tablets

Overview

To deploy the EMS Room Sign App (formerly named EMS Glance), you need to prevent users from using the tablet to browse to other websites or use other tablet apps. This state—where tablets are restricted to a single use—is known as *kiosk* mode. iOS offers a native kiosk mode known as *Guided Access*. Android and Windows do not have a native kiosk mode and require a third party application. For Android, we recommend KioWare Lite. Below we detail how to configure the EMS Room Sign App in kiosk mode on iPads and the Samsung Tab A Android tablets.

In addition to placing the tablet in kiosk mode, you should also use an enclosure to protect the tablet. An enclosure prevents users from using the power/home buttons, and also protects the tablet from theft. We strongly recommend the [ArmorActive enclosures](#). As of [September 2016](#), ArmorActive is our official hardware partner, and they can help you source both tablets and enclosures.



Note:

To configure LED integration, set the parameter for your enclosure in the EMS Desktop Client on the global and/or profile level. This parameter can be set during profile configuration or at a global level to apply the setting across all profiles. See

Also: [Deploying the EMS Room Sign App on Appliances](#).

This topic will include the following information:

- [Configure Kiosk Mode for iPads](#)
- [Configure Kiosk Mode for Android Tablets](#)
- [Configure KioWare Lite](#)
 - [General Settings](#)
 - [Browser Settings](#)
 - [Attract/Inactivity Settings](#)
 - [Toolbar Settings](#)
 - [Security Settings](#)
- [Orientation Views for the EMS Room Sign App](#)
- [Mount the EMS Room Sign App in an Enclosure](#)

Configure Kiosk Mode for iPads

To ensure the EMS Room Sign App operates without interruptions, we recommend you hide the browser's address bar and navigation buttons, and turn off tablet notifications.

1. Hide Browser Address Bar and Navigation Buttons. This setup is also known as "full-screen mode."

To run the EMS Room Sign App in full-screen mode on an iPad:

- a. Open the Safari browser and enter the URL for your the EMS Room Sign App server. (Contact your system administrator for the URL.)
- b. Click **Share** (located to the right of the address bar) and select **Add to Home Screen**.
- c. Choose a name for the icon (such as "EMS Room Sign App") and select **Add**.
- d. The icon for the EMS Room Sign App appears on the iPad home screen, showing the name you just specified.
- e. Click the EMS Room Sign App icon to open the EMS Room Sign App in full screen mode, which makes the navigation bar and Safari menu options inaccessible.

2. Turn off Tablet Notifications. To minimize interruptions by iOS, change the following settings in the 'Settings' app:

- a. Control Center: Turn off **Access on Lock Screen** and **Access Within Apps** to eliminate access to the Control Center from within apps and the lock screen.
- b. Notifications: Turn off all notifications for all apps.
- c. General / Auto-Lock: Select **Never** to prevent the screen from locking.
- d. General / Accessibility / Guided Access: enabling Guided Access prevents users from accessing the Notification Center and from using the tablet to access any other application except the EMS Room Sign App. (However, Guided Access ends when the tablet restarts, which happens after a software update, a loss of power, or simultaneously pressing the Home and Sleep/Wake buttons for 10 seconds.) To set up Guided Access:
 - i. General / Accessibility / Guided Access: Turn on 'Guided Access.'
 - ii. General / Accessibility / Guided Access / Passcode Settings / Set Guided Access Passcode: Enter a 4-digit passcode so that you can enable and disable Guided Access mode.
 - iii. Click Home and click the EMS Room Sign App icon to start the EMS Room Sign App.
 - iv. With the EMS Room Sign App running, triple-click the Home button. This can be tricky because if you click too slowly, the iPad goes back to the Home screen, and if you click too quickly, the iPad does not detect a triple-click. You'll know you are successful when the screen changes to show "Guided Access" at the top center of the screen.
 - v. Click Start at the top right corner of the 'Guided Access' screen.
 - vi. Enter the passcode you created earlier.
 - vii. To confirm that you set it up correctly, swipe down from the top to open the Notifications Center and swipe up from the bottom to open the Control Center. If neither of them opens, then you have set up Guided Access correctly.
- e. iCloud: Turn off iCloud by going to Settings / iCloud, and selecting **Sign Out** at the bottom of the screen. By signing out, you prevent future notifications that prompt you to sign in.

Configure Kiosk Mode for Android Tablets

Android tablets do not offer a Guided Mode like iPads do. Because of this limitation on Android tablets, you must deploy the EMS Room Sign App with an app that puts the tablets in "kiosk" mode. Placing the tablet in kiosk mode will prevent users from accessing other applications and also disable the **Home** button. We recommend [KioWare Lite for Android](#).

Provision and Configure KioWare Lite

KioWare Lite reads settings from an XML file. We strongly recommend configuring KW such that this file is placed on a central server, and tablets download the file from that server. This approach will make any updates easier because you will be able to update a single file rather than make changes on each tablet. Note that the initial provisioning will still require you to configure each tablet individually.

To configure and provision KioWare, follow these steps on a Samsung Tab A running Android 6.0 or higher:

1. Purchase the required number of licenses from Kioware.com. Save the KioWare transaction number and authorization code. (If you use their [volume purchasing path](#), you should end up with just one of each code for the entire deployment.)
2. Open the [KioWare_Provision.xml](#) file and update the following section with the transaction and authorization code:

```
<?xml version="1.0" encoding="utf-8"?>
<settings value="1VUCKQIYTTGnL/8obrUK2Q==" vc="1122" id="3739698541" overwrite="true">
| <startpageurl value="http://www.google.com" />
```

3. Open the [KioWare_Settings.xml](#) file and make the following changes:

- a. Change the URL to the location for your Room Sign App installation:

```
<?xml version="1.0" encoding="utf-8"?>
<settings value="1VUCKQIYTTGnL/8obrUK2Q==" vc="1122" id="3739698541" overwrite="true">
| <startpageurl value="http://www.google.com" />
```

- b. Also update the URL for the server where the KioWare_Settings.xml will be placed.

```
<?xml version="1.0" encoding="utf-8"?>
<settings value="1VUCKQIYTTGnL/8obrUK2Q==" vc="1122" id="3739698541" overwrite="true">
| <startpageurl value="http://www.google.com" />
```

- i. Verify that you can access this file from a desktop browser.
- ii. If you are placing this file in the Room Sign folder on your web server, remember that **when you upgrade, this file will be removed**.
- c. Place the KioWare_Settings.xml file in the location you just specified.

4. On the tablet, create a Kioware_Provision folder under the root directory and copy both the Kioware_Provision.xml and Kioware_Settings.xml to that directory.
 - a. To create that folder, you can go to Settings / Storage / Other, 'More' in the top right, and then 'Create folder.' This process should create the folder in the root directory, under 'Device storage.' The new folder will be visible in the pane to the left.
 - b. You can copy those files by connecting the tablet to your computer with a micro-USB cable.
5. Install KioWare on the tablet.
 - a. If you are downloading the app file from KioWare's website (rather than going through the Android app store), you should Go to 'Settings'/'Lock screen and security', and allow installation of apps from unknown sources.
6. After successfully installing, set Kioware as your 'Home' app. There are two ways this might happen:
 - a. The first time you press the Home button, you should see an option to set the home button as KioWare.
 - b. Or you can go to Settings/Applications/Default applications and set KioWare as the Home application.

When you download and install Kioware, we recommend the following settings:

- [General Settings](#)
- [Browser Settings](#)
- [Attract/Inactivity Settings](#)
- [Toolbar Settings](#)
- [Security Settings](#)

General Settings

1. Start Page URL: Set this to the EMS Room Sign App URL. That is typically `http://your_web_server/EMSSignApp`.
2. Start on Boot: Select this option so that the tablet will return to the EMS Room Sign App if it is restarted. Users will not be able to access the home screen.
3. Screen Orientation: the EMS Room Sign App can be used in either portrait or landscape orientations.
4. Prevent Screen Sleep: Select 'Disable Screen Timer and Power Button' so that the EMS Room Sign App remains active on the screen.

Browser Settings

1. Ensure 'Enable Browser Zoom' is checked. That is, zooming is enabled.
 - a. Other than this setting, you can use the default settings on this page.

2. Enter the 'Browser Cache/Data' sub-menu. In this sub-menu, only the following options are selected:
 - a. Enable Cookies
 - b. Enable Application Cache (under HTML 5 Web Storage)
 - c. Clear HTML 5 Storage at Session End (under HTML 5 Web Storage)

**Note:**

It will be more difficult to upgrade the EMS Room Sign App if you select more options because KioWare will store old settings.

Attract/Inactivity Settings

Set the 'Default Inactivity Timer' to 600 seconds.

Toolbar Settings

1. Disable Action Bar, Progress Bar, Android Back Arrow, Home Button, and everything under the 'Standard Buttons' section
2. Enable 'Use Immersive Mode.' This option improves the full-screen browsing experience.

Security Settings

1. Exit Passcode: set a 4-digit passcode. This code is used to exit the EMS Room Sign App (being run inside the KioWare kiosk app). When the EMS Room Sign App is running, tap the four corners of the screen starting in the top-left and going clockwise to the bottom left. You will then be able to enter the passcode.
2. Hide System Dialogs: Select this option.
3. Disable Status Bar: Select this option.

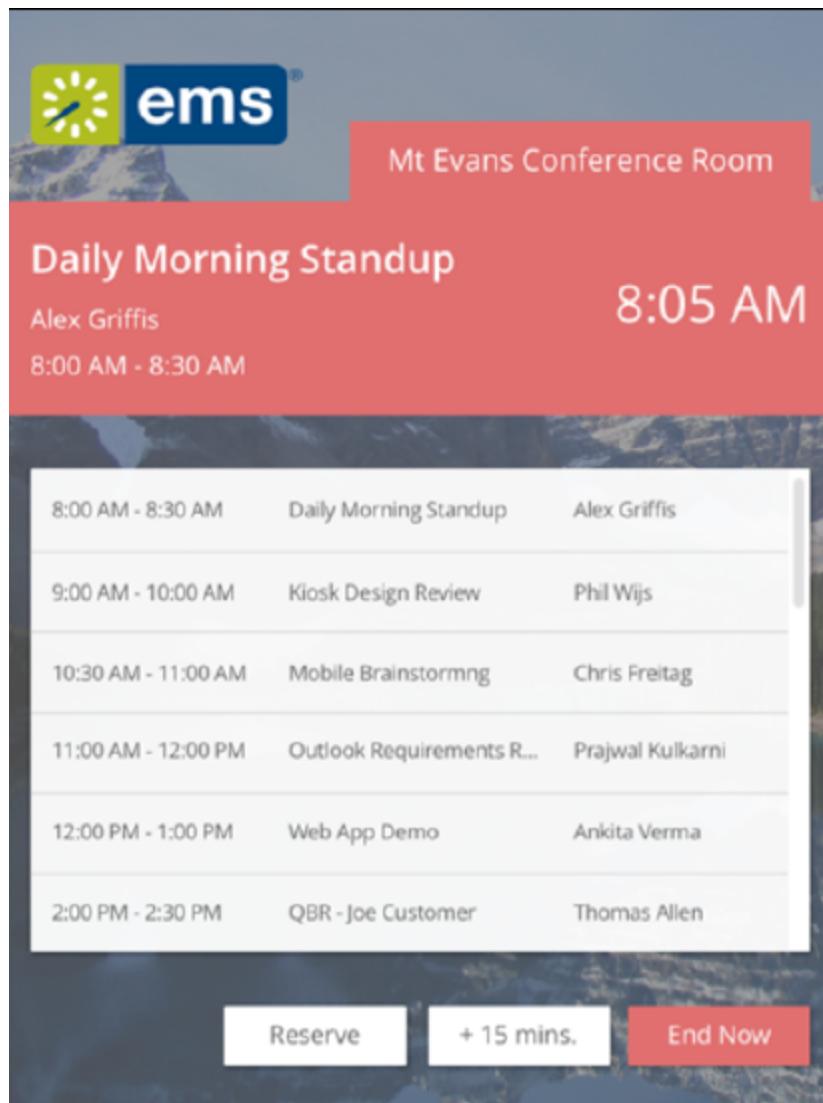
**Note:**

The Kioware_Settings.xml file initially sets the exit passcode to 0000. To change this value, you will need to deploy KioWare to a single tablet, open Kioware Config, import the Kioware_Settings.xml file, change the passcode, and export the new settings file to use in your deployment.

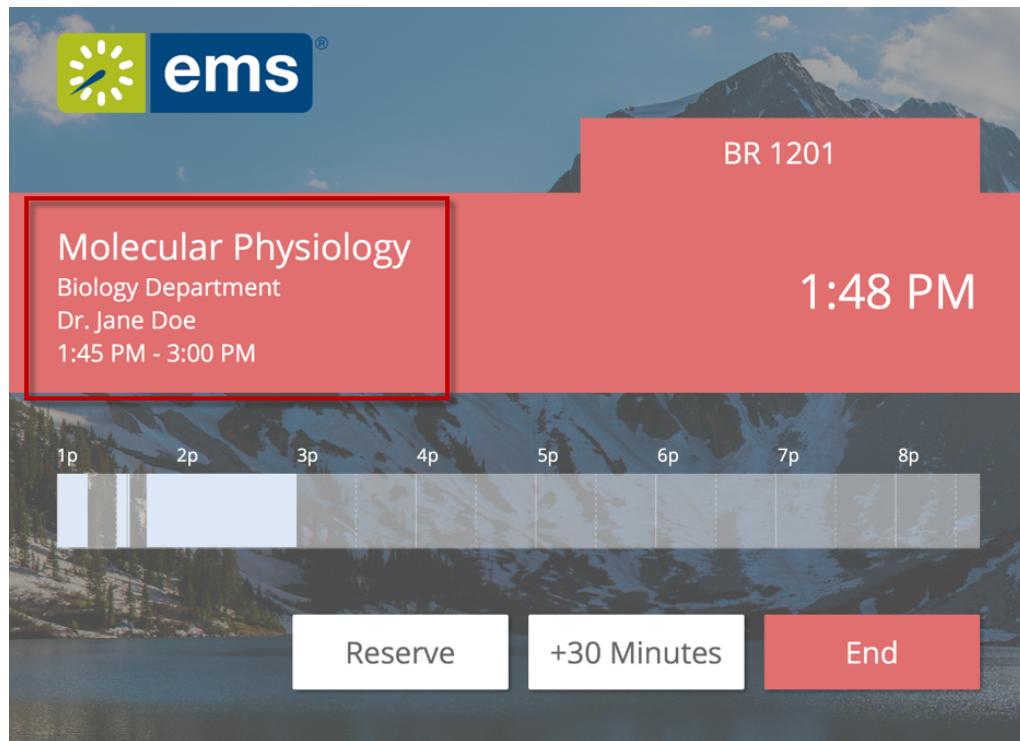
Orientation Views for the EMS Room Sign App

Starting in Update 12, the EMS Room Sign App can be mounted in either landscape or portrait mode.

- **Landscape mode** displays a timeline, and allows users to quickly see when a room is available. However, users will have to tap on a booking to view more information.
- **Portrait mode** displays an agenda view (see image below). Users will see what meetings are scheduled in the room for the day. However, they will not have a simple visual display of room availability. For this reason, admins might want to consider deploying portrait mode for rooms that are 'view-only.'



Agenda View Portrait Orientation



Timeline View Landscape Orientation

Mount the EMS Room Sign App in an Enclosure

Our customers typically place their EMS Room Sign App tablets in enclosures and mount them on walls. Mounting on drywall is fairly easy, but you will have to do some research if you want to mount on wood or glass.

You should also consider how to supply power to your tablets. Our customers typically choose enclosures that allow them to use PoE (Power over Ethernet) to provide power.

iPads can connect to networks only via wireless; Apple does *not* support connecting iPads to Ethernet cables.

Please consider the [ArmorActive](#) enclosures. In particular, ArmorActive offers an [enclosure for the iPad Mini](#), which offers optional LED indicators that the EMS Room Sign App supports to indicate whether or not the room is available. ArmorActive also makes an [enclosure for the Samsung Tab A](#), which we support and recommend. Contact your Account Executive for more information on these enclosures.

**Note:**

To configure LED integration, set the parameter for your enclosure in the EMS Desktop Client on the global and/or profile level. This parameter can be set during profile configuration or at a global level to apply the setting across all profiles.

See Also: [Deploy the EMS Room Sign App on Appliances.](#)

[Kioware_Provision.xml](#)

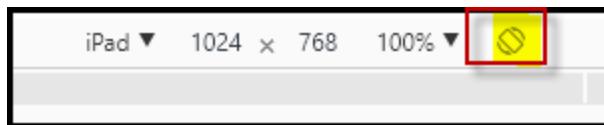
[KioWare_Settings.xml](#)

CHAPTER 24: Set Up the EMS Room Sign App to Demo on a Desktop Browser (Update 12+)

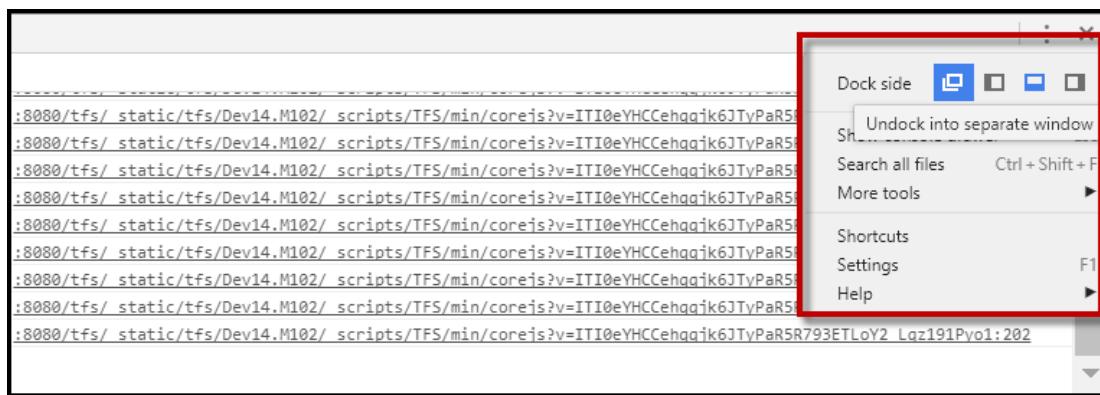
Overview

The June 2017 release (Update 12) contains a visual redesign of the EMS Room Sign App. The EMS Room Sign App is now optimized to display on tablets—specifically the iPad, iPad Mini, and 8" Samsung Tab A. This improvement, however, makes demoing on a laptop browser more difficult. The EMS Room Sign App will not display properly from your laptop unless you follow the instructions below.

1. Open the EMS Room Sign App in Chrome.
2. Press Ctrl-0 (zero) to reset the zoom.
3. Press F12 to open the dev tools.
4. If you do not see this toolbar at the top, press Ctrl-Shift-M to enable it:



5. Choose iPad as the option. The highlighted image on the right allows you to select either portrait or landscape mode.
6. There will be another pane visible, on either the side or the bottom of the screen. Press the 3 dots in the top right corner of the pane, and then choose the 'Undock into separate window' option next to 'Dock side'. That will allow you to completely remove this pane from the screen.



7. Press F11 to display the EMS Room Sign app in full screen mode.

EMS Room Sign App - April 2019

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