EMS ROOM SIGN APP User Guide

V44.1

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CHAPTER 1: EMS Room Sign App (formerly Glance) User 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

CHAPTER 2: Introduction to 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. 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.

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- 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.

CHAPTER 3: 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 4: Get Started With EMS Room Sign App

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

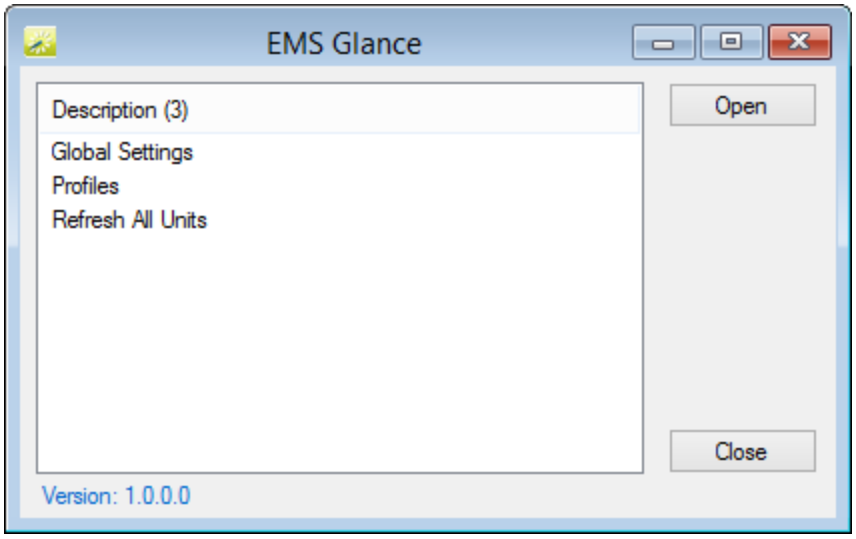
- Access EMS Room Sign App Settings
- Global Settings
- Primary EMS Room Sign App Screens

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.

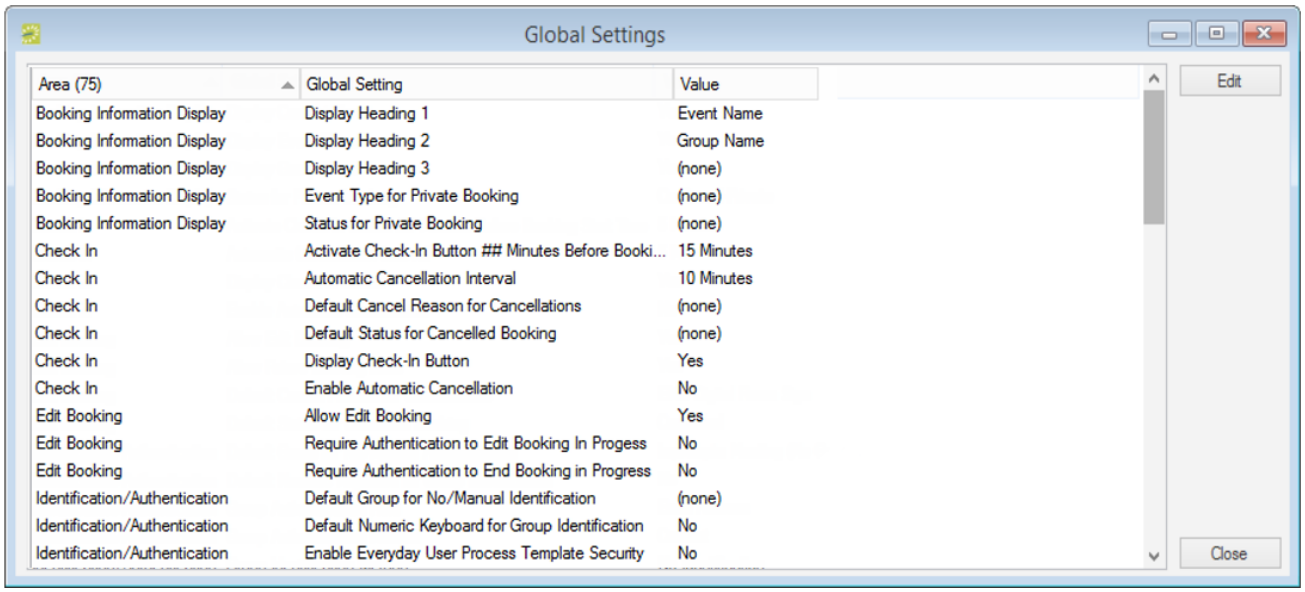
» **Refresh All Units**–Forces all units to refresh their settings. Use this setting after modifying a specific Profile or Global Settings to force all of your units to pick-up the setting change(s).

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.

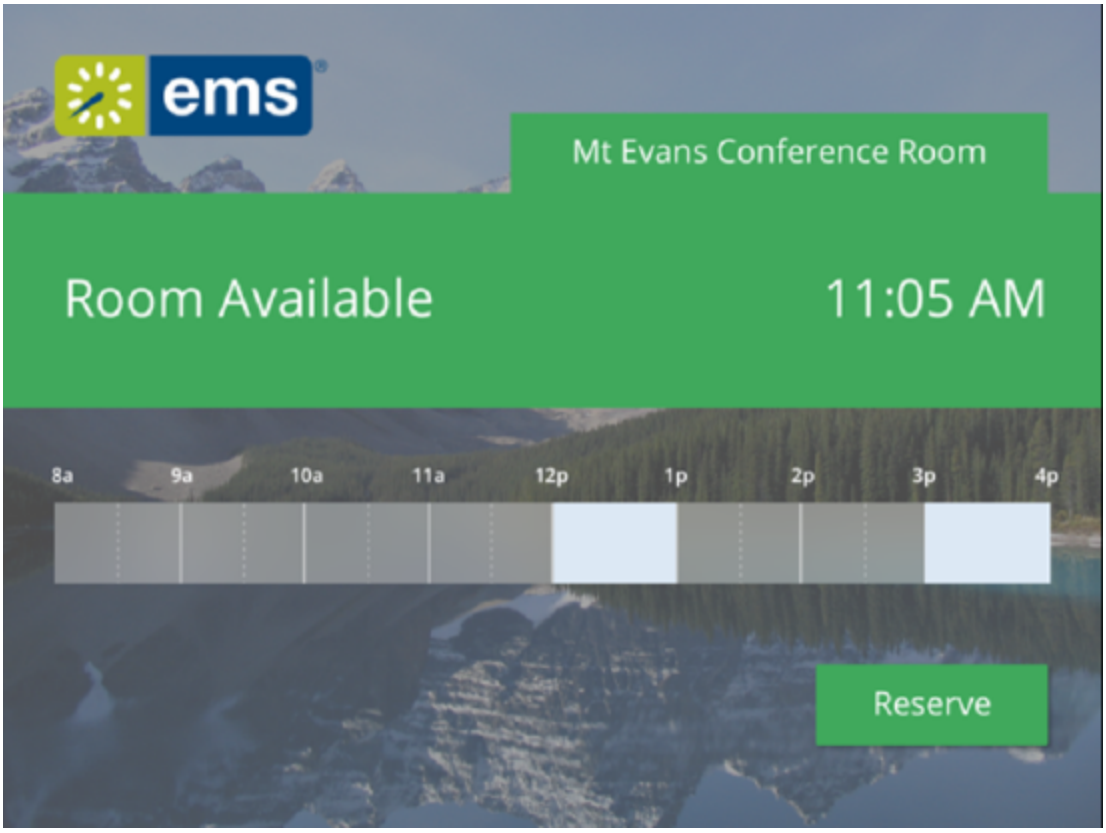
Global Settings Dialog Box



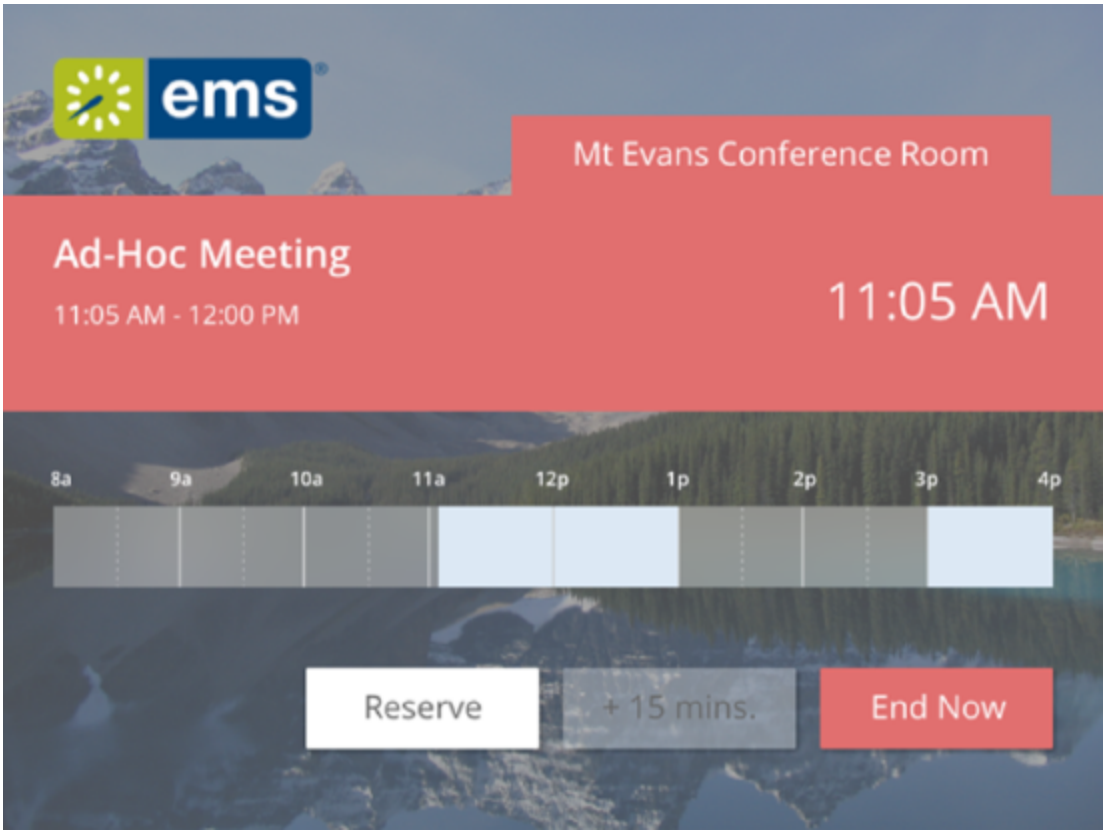
PRIMARY EMS ROOM SIGN APP SCREENS

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


ems
Mt Evans Conference Room
Ad-Hoc Meeting
11:05 AM - 12:00 PM
11:05 AM
8a
9a
10a
11a
12p
1p
2p
3p
4p
Reserve
+ 15 mins.
End Now

CHAPTER 5: 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
- Provision and 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/EMSRoomSignApp`.
2. Start on Boot: Select this option so that the tablet will return to the EMS Room Sign App if 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

1. 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.

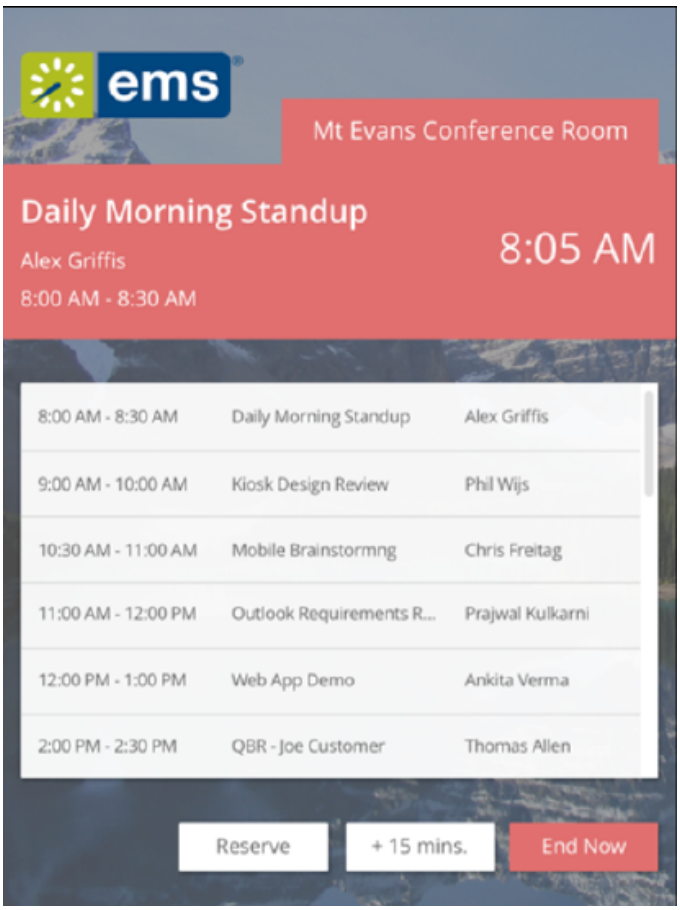
> **NOTE:** The Kioware_Settings.xml file initially sets the exit passcode to 0000. To change this value, you will need to deploy KioWare to a single tablet, open Kioware Config, import the Kioware_Settings.xml file, change the passcode, and export the new settings file to use in your deployment.

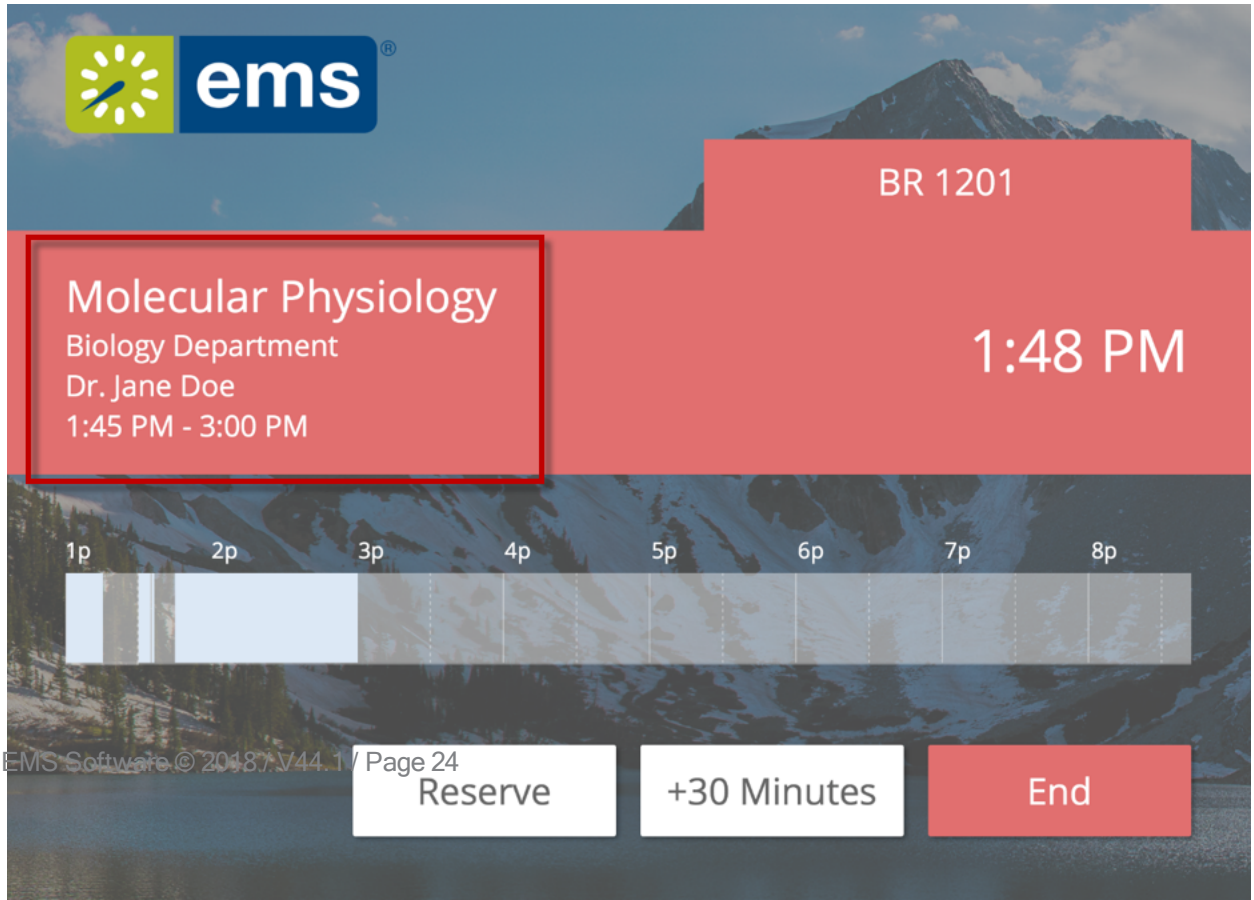
ORIENTATION VIEWS FOR THE EMS ROOM SIGN APP

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.'

Portrait Orientation (Agenda View) versus Landscape Orientation (Timeline View)


ems
Mt Evans Conference Room
Daily Morning Standup
Alex Griffis
8:00 AM - 8:30 AM
8:05 AM
8:00 AM - 8:30 AM
Daily Morning Standup
Alex Griffis
9:00 AM - 10:00 AM
Kiosk Design Review
Phil Wijs
10:30 AM - 11:00 AM
Mobile Brainstormng
Chris Freitag
11:00 AM - 12:00 PM
Outlook Requirements R...
Prajwal Kulkarni
12:00 PM - 1:00 PM
Web App Demo
Ankita Verma
2:00 PM - 2:30 PM
QBR - Joe Customer
Thomas Allen
Reserve
+ 15 mins.
End Now


ems
BR 1201
Molecular Physiology
Biology Department
Dr. Jane Doe
1:45 PM - 3:00 PM
1:48 PM
1p
2p
3p
4p
5p
6p
7p
8p
Reserve
+30 Minutes
End

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

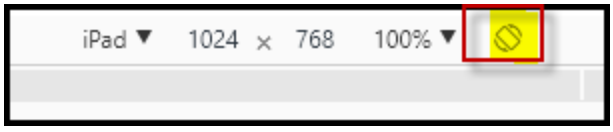
KioWare_Settings.xml

CHAPTER 6: 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 Crtrl-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 Crtl-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.