



HuddlePoint™ 4010-CMMH

User Guide

**Arrive Huddle-
Point™ 4010 CMMH**
User Guide

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FCC Compliance Statement (for connected Arrive AirPoint devices)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/display technician for help.

1. Introduction

Congratulations and thank you for purchasing the Arrive HuddlePoint™ 4010-CMMH!

1.1 Document scope

The purpose of this document is to familiarize the user with the product, and provide a guide on the AHP-4010-CMMH installation and use. The Arrive HuddlePoint comes in three top AC socket variants for use in North America, UK, and multi-standard (see Figure 3).

1.2 Product overview



For illustration purposes, this guide uses the HuddlePoint with a Type B AC socket for reference. Type B sockets are commonly used (but not limited to) by countries in North America such as the US and Canada; South America, etc. Other than the top AC sockets, all other functions remain the same across the variants (see Figure 3).



Figure 1: AHP-4010-CMMH with 2x Type B AC socket

Arrive HuddlePoint™ 4010-CMMH (maybe referred herein as the ‘hub’/HuddlePoint device/ AHP-4010/HuddlePoint 4010) is a BYOC Cable and Media Management Hub. This device is an advanced, integrated all-in-one (AIO) in-room wired cable management and integrated AV source switching system that includes:

- Wired Multi-Format AV switching and scaling for legacy and wired connected device presentations.
- Video source input auto-switching
- Smart device DC charging function
- Tabletop universal AC socket for laptops and chargers
- Built-in USB 3.0 Hub, to provide BYO-conferencing functions
- Provides HDMI connection for wireless media presentation gateway devices

It is a powerful room system for cable, power and media management for huddle rooms, meeting rooms, and even hotel guest rooms. It integrates seamlessly with HD displays and provides convenient table-top cable management for wired video pull-out cables. The HuddlePoint is a low profile, flat-top hub that can be easily installed on a flat surface such as table tops. It is designed with an ergonomic under table mounting for quick and easy access to cables during installations.

A wireless media gateway (ex. Arrive AirPoint 2011 /1011-BYMG unit) can also be attached to HuddlePoint in order to provide wireless screen mirroring functions for BYOD presentations. It does not require any downloads to be made to personal devices as applications or programs, nor require dongles or other devices to be connected to the user's WiFi capable presentation device.

HuddlePoint also provides convenient universal fast-charging capability for user devices, auto video-source switching, and control functions using RS 232.

Key Features

- **Mainstream Wired BYOD:** Built-in wired video inputs for DisplayPort, HDMI and legacy VGA+VGA Audio laptops and PCs
- **Auto-Video Source Switching:** Display user selected wired video sources to a single HDMI connected display. AV signals auto-switch upon connection sensing
- **Cable Management:** Provides cable management receptacle where physical DisplayPort, HDMI, VGA and other pull out cables are housed for user convenience. Eliminates the need for additional break-out cables to be connected and disconnected each time
- **USB3.0 Hub:** Offers faster transfer rate with its ease-of-use and plug and play making a huge difference in the world of usb peripherals including cameras, external microphones, interactive whiteboard and more
- **Universal Fast Charging of Smartphones and Tablets:** Built-in Universal USB DC fast charge ports on both top and bottom panels provide universal charging to mainstream smartphones and tablet devices (5V DC Max 2.4A)
- **Many ways to control:** Convenient user control via Auto-Switching of digital inputs, Button Panel Control with LED indicators and RS-232 control from third party control devices
- Provides AC socket charger 220/110v on top panel (depending on type of AC socket)
- Cable management functions with unique "cable comb" that keeps cables in place.

Packaging contents

Item Description	Quantity
• AHP-4010-CMMH-HuddlePoint Flat Top Unified Collaboration Hub	1
• Universal Power Adapter 5V DC ~ 8 AHP	1
• Under table mounting bracket kit	1
• Cable management kit	1
• Quick Installation Guide	1

System requirements

- HDMI enabled display device (i.e. television, projector)
- HDMI cable
- Available AC electrical outlet (2x)



Note: Users choice of cables to be provided by installer. HDMI output to display requires 1 x HDMI high quality cable or HD-Base-T powered extenders (not included in package).

May require professional installer support for physical installation on table tops.

1.3 Panel description

User Panel A Input/Output Connections

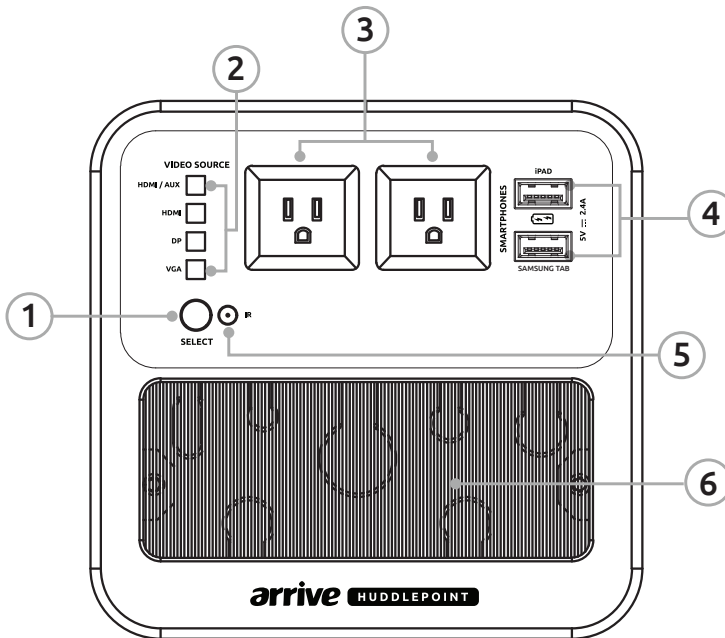
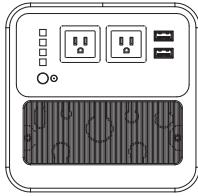
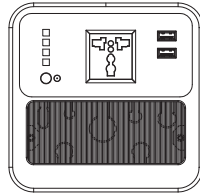


Figure 2: Top User Panel (A)

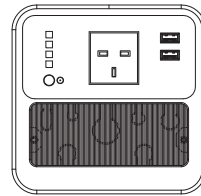
AHP-4010-CMMH is available in three different types of AC sockets:



Type B - for USA, Canada, etc. (2x110v)



Multi-standard, international socket (220v)



Type G - for UK, Singapore, etc. (220v0)

Note: AHP-4010-CMMH with Type G socket comes with pre-attached AC cord. For illustration purposes, the HuddlePoint version with the Type B socket is used in this guide.

Figure 3: Different types of top AC sockets

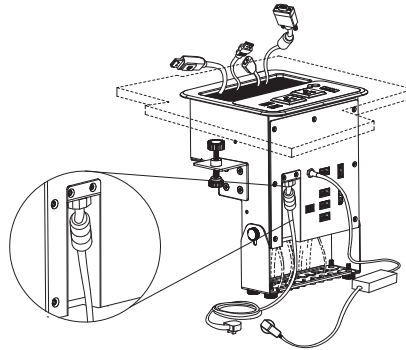


Figure 4: Multi-Standard and Type G AC plugs are pre-attached

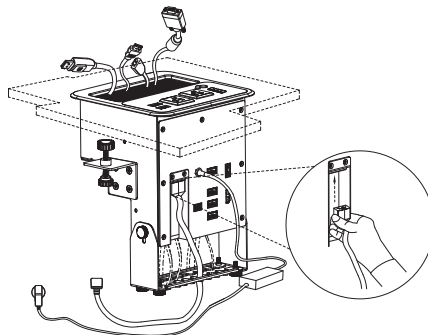


Figure 5: Type B AC plugs should be attached securely during installation

Part No	Name	Description
1	Manual Source Select	Select the input source from a choice of wired VGA, Display Port, HDMI or HDMI / AUX connected devices. Auto cycles to only connected devices, skipping non-connected sources
2	Video Source, LED indicator	LED indicator highlights the connected video source that is being output to the large screen display.
3	AC Input/Output	Type B electrical plug has two flat parallel pins and a round grounding (or earth) pin; rated at 15 amps. 110 volts for connecting laptops and smartphone charging adapters.
4	Universal Fast Charge	Dual high-speed ports located on the top panel allow quick charging of USB devices. Simply plug your device(s) into one or both of the supplied ports. Both top panel ports can charge most smartphones such as iPhone, Amazon Fire Phone and some of the Nokia Windows and Samsung Galaxy series phones. Use device approved USB cables only. Supports 5V-DC Max 2.4A Fast Charge 1x USB port on the left is optimized for Apple 2A and USB Battery Charger (BC) 1x USB port on the right is optimized for Samsung Galaxy Tablet 2A and USB Battery Charger (BUse device approved USB cables only. Supports 5V-DC Max~2.4A Fast Charge <i>Please see separate section on Arrive ChargePlus functions.</i>
5	IR Receiver	Use the IR handheld remote control to switch sources. Needs line of sight.
6	Cable access	Provision for cables connected to the hub to be easily accessed on the top panel. Cables are held by a special cable comb.

Recessed back panel B Input/Output connections

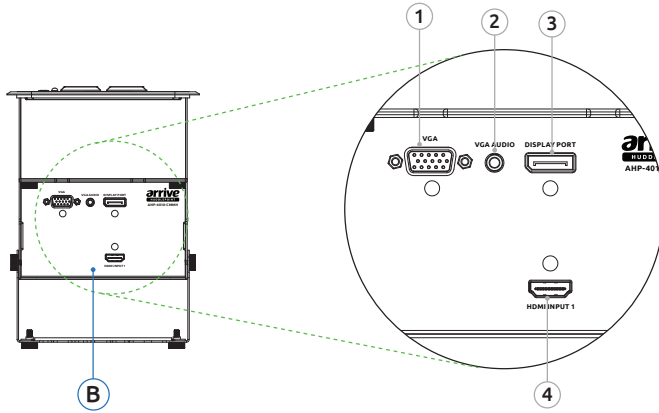


Figure 6: Recessed back panel (B)



Note: Wired devices are connected to any of the Video-In ports (VGA/ DP/HDMI; cables are not supplied). The video-source switching buttons select the source; selection is indicated by LED. The selected source displays one at a time on the screen.

Part No.	Name	Description
1	VGA Video Input	Connect standard 15 Pin HD legacy VGA cable to this port to enable VGA video source to be captured and converted to HDMI signal as a user selected output to display. Pull out cable of extendable length is provided by installer on site. Cable not included.
2	VGA Audio Input	Connect standard stereo audio 3.5mm male jack to this port to enable VGA audio source to be captured and embedded with the VGA video signal. Output is converted to HDMI signal. Cable not included.
3	Display Port Video Input	Connect standard 20 Pin Display Port cable to this port to enable DP video source to be converted to HDMI signal as a user selected output to display. Pull out cable of extendable length is selected and provided by installer on site. Cable not included.
4	HDMI Video Input	Connect standard 19 Pin HDMI cable to this port to enable HDMI video source to be user selected as an output to display. Pull out cable of extendable length is selected and provided by installer on site. Cable not included.

Bottom panel C Input/Output connections

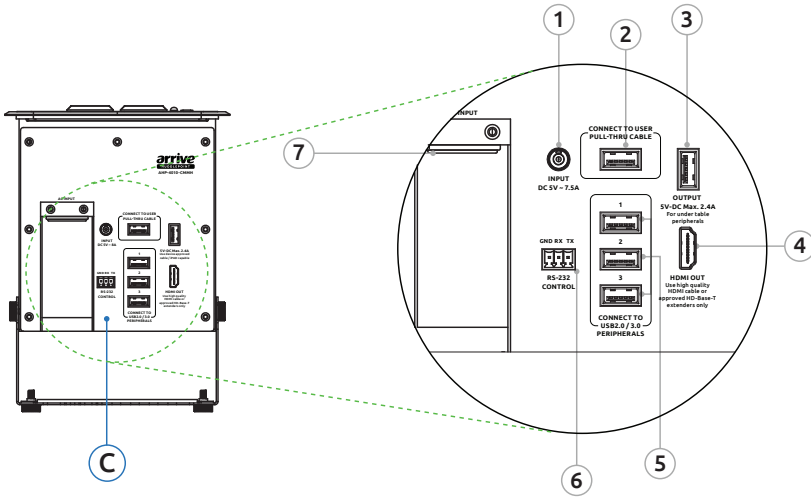


Figure 7: Back Panel (C)

Part No.	Name	Description
1	DC Input	Connect the factory provided 5V - 8Amp DC power adapter to this screw-on terminal.
2	USB3.0 Host	Single USB connection to user PC which allows peripherals such as microphones, cameras and touch displays to be operated from a single wire connection.
3	Universal Fast Charge	Provides external DC power upto 5V 2.4 Amp max. to any third party device. Capable of charging Apple iPad devices, and can charge most smartphones such as iPhone, Amazon Fire Phone and some of the Nokia Windows and Samsung Galaxy series phones. Use device approved USB cables only. Not compatible with Samsung Galaxy tablets.
4	HDMI Out	Connect a single large screen HD display to this port using a high quality HDMI cable or approved HD-Base-T HDMI extender.

Part No.	Name	Description
5	USB3.0 Peripherals	Offers faster transfer rate with its ease-of-use and plug and play making a huge difference in the world of usb peripherals including cameras, external microphones, interactive whiteboard, laptops and more
6	RS-232 Control	Control the AV switcher using third party control systems through RS-232 commands. Select the desired video source remotely without using the button panel. Refer to user guide for RS-232 command sets.
7	AC Input/Output	AC Input 10A 110V/220V For connecting laptops and smartphone charging adapters via universal socket. AC Input/Output (No.7) differs in US/UK International models as per the region's power regulation requirement. Note that the AC plug may already be fixed, or detachable depending on the HuddlePoint variant.

Recessed back panel D Input/Output connections

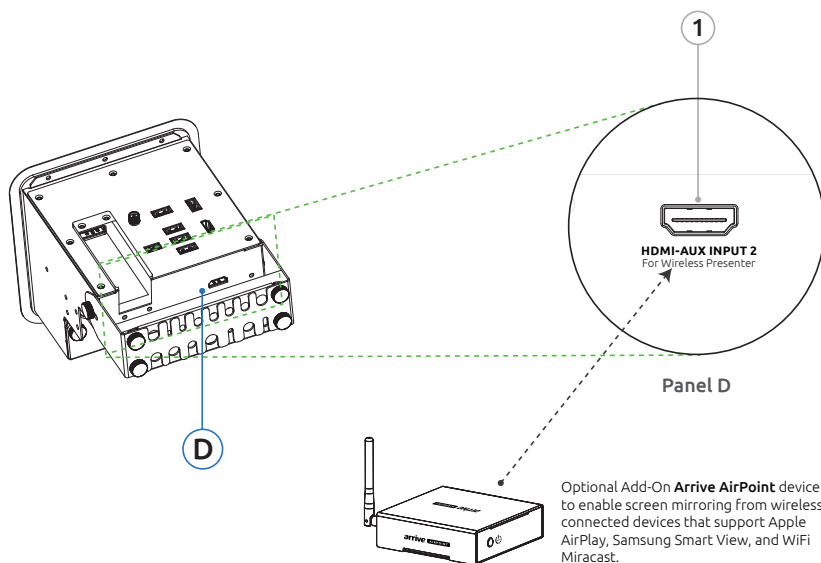


Figure 8: Bottom Panel D

Part No.	Name	Description
1	HDMI Auxiliary In port	HDMI auxiliary input for connecting Arrive AirPoint wireless presenter or other third party media devices such as Apple TV, Android TV and wireless presenters

1.4 Specifications

Features	Specifications
Audio Support	Yes
Inputs	1x VGA / 1x VGA audio / 1x HDMI / 1x HDMI-Aux / 1x Display Port
VGA Input Signals	640x480 60/72/75/85Hz 800x600 60/72/75/85Hz 1024x768 60/70/75/85Hz 1280x720 60Hz 1280x768 60/70/75/85Hz 1280x800 60/70/75Hz 1280x960 60Hz 1280x1024 60Hz 1440x900 60/75/85Hz 1920x1080 60Hz 1920x1200 60Hz 1920x1440 60Hz Note: Several resolutions may be limited on a few displays
VGA Output Signals	1280x720p, 1920x1080p
HDMI Input Signals	480i,576i,1080i 480p,576p,720p,1080p
HDMI-Aux Input Signal	480i,576i,1080i 480p,576p,720p,1080p
HDMI Output Signal (2x)	480i,576i,1080i 480p,576p,720p,1080p
Display Port Input Signals	480i,576i,1080i 480p,576p,720p,1080p
Display Port Output Signals	480i,576i,1080i 480p,576p,720p,1080p
RS-232 Control Port	Yes
USB 5V DC 2A Output (3x)	Yes

Features	Specifications
Power Adapter	5V, 8Amp
Enclosure Material	Brushed Aluminum / Metal
Operating Temperature	5°C to 30°C (23°F to 86°F)
Storage Temperature	5°C to 35°C (23°F to 95°F)
Humidity	10-55%
Dimensions	6.18" x 6" x 6" (15.7 x 15.3 x 15.3cm)
Net Weight/unit	4.73 lbs (2.15 kg)

1.5 Video management

VGA

- Convert computer's VGA video and R/L audio into HDMI signal.
- Supports all kinds of common resolution of computer's VGA port.
- Supports HDMI resolution to fixed 720p/1080p
- Supports HDMI 165MHz/1.65Gbps per channel (6.75Gbps all channel) bandwidth
- Supports HDMI 8bit per channel (24bit all channel) deep color.

Display Port

- Supports DisplayPort 1.1a input and HDMI output.
- Supports HDMI highest video resolution 1080p.
- Supports HDMI 225MHz/2.25Gbps per channel (6.75Gbps all channel) bandwidth.
- Supports HDMI 12bit per channel (36bit all channel) deep color.
- Supports uncompressed audio such as LPCM.

HDMI

- Supports highest video resolution 1080p.
- Supports 250MHz/2.5Gbps per channel (7.5Gbps all channel) bandwidth.
- Supports 12bit per channel (36bit all channel) deep color.
- High-bandwidth Digital Content Protection (HDCP) pass-through.
- Supports uncompressed audio such as LPCM.
- Supports compressed audio such as DTS Digital, Dolby Digital including DTS-HD and Dolby True HD.
- Supports 3D format, including 1080p@23.98/24Hz, 720p@59.94/60Hz/50Hz up to 250MHz.

2. Preparing Your Site

1. The Arrive HuddlePoint™ 4010-CMMH is a BYOC Cable, Power and Media Management Hub meant to be installed in huddle and meeting spaces to provide a walk-up-connect-and-use experience from a single, integrated device. A flat surface such as a table is needed to install (flush-mount) HuddlePoint.
2. Determine where the display will be located and mount the Arrive AHP-4010-CMMH on a flat surface such as a table, appropriately near the display, for a 6ft HDMI cable to connect to a display.
3. Ensure the AHP-4010-CMMH is situated near an available AC electrical outlet.



Note: If connecting HuddlePoint with a wireless media gateway, the hub's maximum distance for wireless coverage is limited within an unobstructed 12-15 feet circumference. If the wireless signal is obstructed by walls, or other interference, the signal quality and maximum distance will likely be reduced.

3. Hardware Installation

Before installing the HuddlePoint, it is recommended to read the enclosed *Quick Installation Guide* carefully. A professional hardware installer may be needed to physically mount the hub to a table.

1. Prepare the surface where the hub will be installed on (e.g. table surface) using the instructions outlined in the enclosed *Quick Installation Guide*.
2. Connect the mounting bracket and cable management comb to the device.
3. Connect the video-source cables (VGA/Display port/HDMI) on the bottom rear panel of the hub, passing through the cable comb and out to the top panel. Lock the cable comb.
4. Install the hub on the table, and connect the HDMI video cable from the HDMI out port on the recessed back panel (B) of the hub to the HDMI in port on the HDMI enabled display.
5. Connect the power adapter from an available AC outlet to the power adapter port on the hub.
6. The device powers on automatically. Screen should be able to show image from connected wired device.

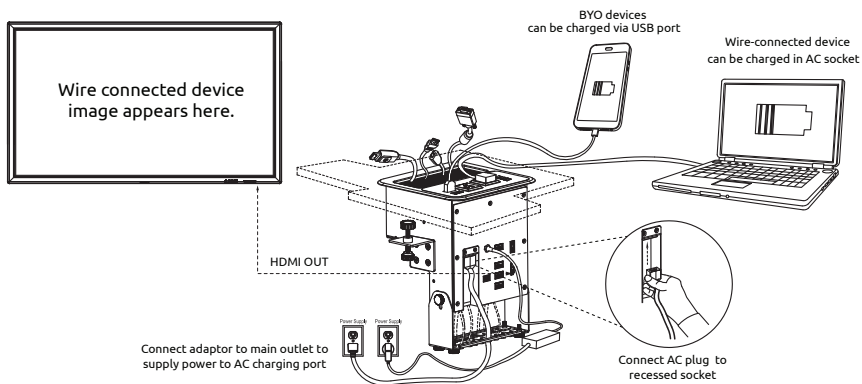


Figure 9: Typical connections once HuddlePoint is installed



Warning: The appliance behavior may not be as expected if the prerequisites are not executed. The AC plug may be fixed or detachable depending on the HuddlePoint variant.

4. Using the Auto Video-Source switcher function

The HuddlePoint has a multi-format Auto Video-Source switcher function, which provides the ability for the user to switch between different wired sources. The hub can scale and switch VGA, HDMI, Display Port inputs to an HDMI output with their associated audio signal. Combined with wireless connectivity, this provisions a large range of input sources (e.g. laptops, iPad, Android tablets, Blue-Ray player, HD DVD player, etc.) to be connected and displayed.

4.1 Auto video-source switching functions

- Display user selected video sources to a single HDMI connected display
- Digital signals auto-switch upon connection sensing

Connecting devices

1. Connect the input sources (e.g. laptops, in-room pc, players, etc.) to the relevant input ports (HDMI/VGA/DP) and power on the source devices.
2. Connect the HDMI port of the display directly to the HDMI out port of the HuddlePoint device (see Figure 7 No.4).
3. Connect the auxiliary device (optional) for wireless presentation functions on the HDMI

input located on the rear panel.

4. Power on the HuddlePoint by connecting it to a power supply (the LED power indicator on the top panel should glow green when it is connected to a power supply).
5. Select the input to be displayed (using the Source Selector on the top panel, or via the RS232 Control).



Note: Connected wireless BYOD sources can be displayed by switching to the "Wireless/Aux Video Source".

4.2 Video-source selector buttons

The top panel video source selector buttons allow users to select between wired and wireless connected sources to display.

Please refer to Figure 2 of the top panel for button functionality.

4.3 RS-232 Control

The hub's video-source display switching function can be controlled by RS-232 protocol. An RS-232 port is provided to enable third party control system integration.

The COM port parameters should be:

Baud Rate	2400 bps
Data bits	8 bits
Parity	None
Stop bits	1 bit
Flow control	None

RS-232 Commands:

User Command	Description
1	Switch to VGA
2	Switch to Display Port
3	Switch to HDMI
slp	Device goes to standby mode
pon	Device exists from standby mode to power-on mode
rsr	Change VGA output resolution

5. Using the Arrive ChargePlus™ function

Use of BYO devices requires powering up of various electronic elements on the user devices such as the WiFi and CPU circuits and well as video processing circuits. This convenience adversely drains the user device battery faster than usual and therefore, it is imperative that the user device is always charged above the base threshold to support the function of the BYODs. Arrive's engineers have created innovative circuits and technology called the Arrive ChargePlus USB that is meant to alleviate the potential problem of a user having a flat battery.



Note: Not all USB Charger Adapters can charge your iPad or Samsung Galaxy tablets. When choosing a universal charger, pay attention to the output specifications of the charger. The output decides what kind of device the charger can charge. Usually there are two kinds of USB output: 1 Amp and 2.1 Amp.

Arrive ChargePlus™ (AC+) Unified USB Charging Ports

USB charging adapter emulator technology

Key Features :

- Optimized for most smartphones and tablet devices that use USB chargers
- Faster charging for
 - Apple 2A charging capability in Auto detection mode
 - Samsung Galaxy Tablet 2A charging capability
- Improved charger interoperability
 - Meets new USB BC revision 1.2 specification
 - Backward compatible with previous USB BC revisions
- Capable of charging upto three USB devices simultaneously.

Arrive ChargePlus™ USB is a specially designed technology circuit that is built into specified Arrive products. It allows products such as the HuddlePoint, to have the capability of an embedded adapter emulator equipped with automatic host charger identification circuitry, to act as a USB dedicated charger. The auto detection feature in AC+ devices monitors the voltages to determine the type of device attached.

The AC+ smart circuit identifies itself as a USB dedicated charger to USB devices, an Apple charger to Apple products, and a Samsung Galaxy dedicated charger port to legacy D+/D-short detection devices that use the D+ pullup of the USB transceiver.

The AC+ equipped devices feature a control input that allows for device mode selection which is set at the factory that applies specifically to charging of Apple iPad and Samsung Galaxy Tablet products which have a different charging circuit requirement.



Warning: Before charging, always check that the specified voltage of your mobile devices matches the power rating indicated on the Arrive ChargePlus ports. Charging times may vary by device. Only use device approved cables.

Top Panel (A) AC Charging/Power Outlets

The top panel (A) as shown in Figure 3 has 2x Type B/G/Multi-standard AC charging outlet depending on the variant, and powered at 110V/220V. These can be used to charge or power devices such as laptops which are usually 100-240V, 50/60Hz, auto switching.

Top Panel (B) USB Charging Ports

The top panel (B) has 2x USB charging ports optimized for Apple 2A and USB Battery Charger (BC), and 1x USB port optimized for Samsung Galaxy Tablet 2A and USB Battery Charger (BC) specification compliant devices in auto detection mode. They are factory designated to operate in this mode and will support charging of most mainstream smartphones, the Apple iPad, and tablets. The red USB color indicates that the connector does not power off during device sleep or standby mode.

Both top panel ports can charge all devices with minimum input spec. lower than 1 Amp and 2.1 Amp with the exception of iPad and Samsung Galaxy 10.1 tablets.

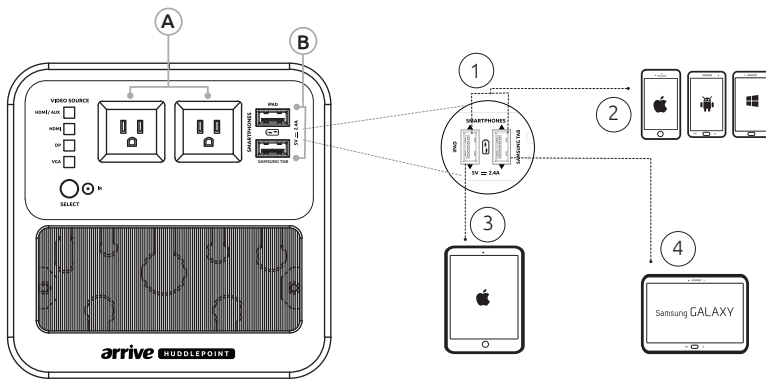


Figure 10: Devices chargeable on top panel charging ports

1. Dual high-speed USB ports located on the top panel allow quick charging of USB devices. Simply plug device into one port, or use both of the supplied ports to charge multiple devices.
2. Both top panel ports can charge most smart phones such as the iPhone, Amazon Fire Phone, some of the Nokia Windows phones and Samsung Galaxy series.
3. The left port is optimized for iPads with 2A charging capability.
4. The right port is optimized for Samsung Galaxy tablets, with 2A charging capability.

Battery specification info for popular mobile devices:

Apple		Samsung		Nokia		Amazon	
iPhone 7	1 Amp	Galaxy S7	2 Amp	Lumia 928	1 Amp	Kindle Black HD 6"	1 Amp
iPhone Se	1 Amp	Galaxy S7 Edge	2 Amp	Lumia 925	1 Amp	Fire Phone	1 Amp
iPhone 6+	1 Amp	Ativ S Neo	0.5 Amp	Lumia 920	1 Amp	Kindle Fire HD 6"	1 Amp
iPhone 6	1 Amp	Galaxy Note 3	2 Amp	Lumia 830	1.5 Amp	Kindle Fire HDX 7"	1 Amp
iPhone 5s	1 Amp	Galaxy Note 4	2 Amp	Lumia 530	0.35 Amp	Kindle Fire HDX 8.9"	1.8 Amp
iPhone 5c	1 Amp	Galaxy Note Edge	2 Amp	Lumia 1320	1.5 Amp	-	-
iPhone 5	1 Amp	Galaxy S4	2 Amp	Lumia 630/635	0.75 Amp	-	-
iPad Mini 3	2 Amp	Galaxy S5	2 Amp	Lumia Icon	1.5 Amp	-	-
iPad Mini 2	2 Amp	Galaxy Avant	1 Amp	Lumia 1520	1.5 Amp	-	-
iPad Mini 1	1 Amp	Galaxy Tab4 7.0	2 Amp	Lumia 1020	1.5 Amp	-	-
iPad Air 2	2 Amp	Galaxy Tab4 8.0	2 Amp	Lumia 2520	1.5 Amp	-	-
iPad Air 1	2 Amp	Galaxy Tab4 10.0	2 Amp	-	-	-	-

Back Panel Charging Port for under table peripherals

The back panel has 1x USB charging port and provides external DC power upto 5V DC 2.4 Amp max. to any USB power third party device such as speakers, etc. It is also capable of charging Apple iPad devices, and can charge most smartphones such as iPhone, Amazon Fire Phone and some of the Nokia Windows and Samsung Galaxy series phones. Use device approved USB cables only. Not compatible with Samsung Galaxy tablets.

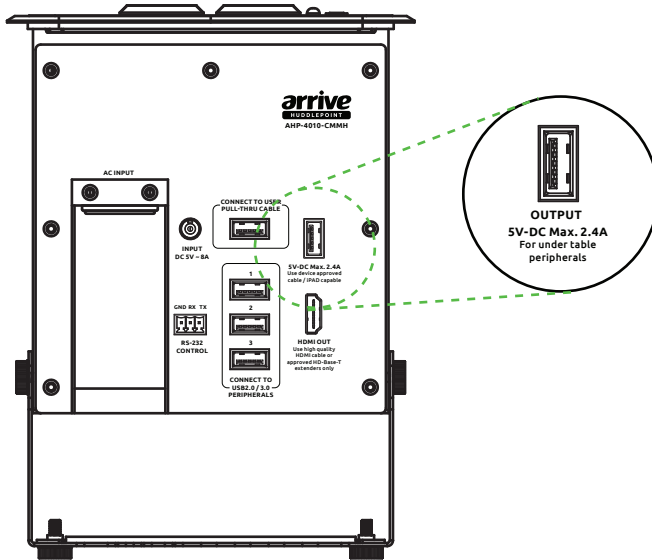


Figure 11: Back Panel charging port

6. About the USB 3.0 Hub and BYOC

One of the best features of the HuddlePoint is its USB 3.0 hub located on the back panel (see Figure 11). Dubbed *Superspeed USB*, USB 3.0 promises a major leap forward in transfer speeds and capability, while maintaining backwards compatibility with USB 2.0 devices. The enhancements to SuperSpeed USB are not just for higher data rates, but for improving the interaction between devices and host. USB 3.0 provides more headroom for devices to deliver a better overall user experience.

The major improvements are:

- Higher transfer rates (up to 4.8Gbps)
- Increased maximum bus power
- New power management features; power efficiency
- Full-duplex data transfers

- Support for new transfer types
- Backward USB 2.0 compatibility

Any high-bandwidth device that works with USB 2.0 will become better if updated with USB 3.0 support. At the moment, devices that tax the throughput of USB 2.0 include external hard drives, video capture, webcams, video adapters, multi-channel audio interface, etc. Multiple devices connected via the hub are also supported.

Examples of devices that can be connected to the USB 3.0 hub are: USB cameras, microphones, and laptops for interactivity support. Speakers are usually provided with the display screen.

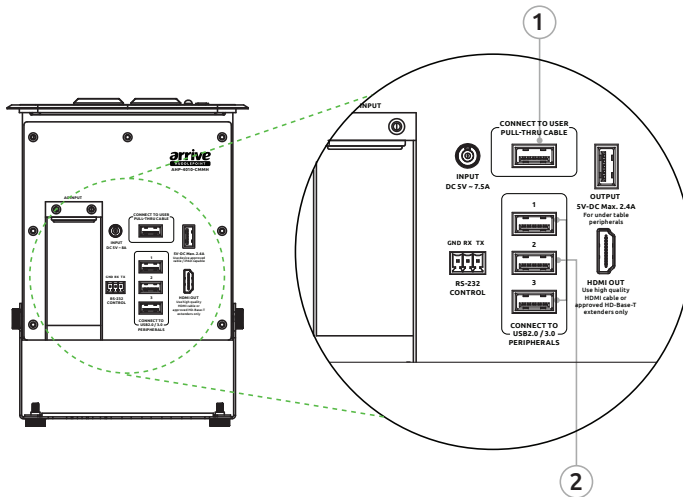


Figure 12: USB 3.0 ports

Bring-Your-Own-Video Conference (BYOC)

The HuddlePoint is a Bring- Your-Own-Video Conference (BYOC) ready device. It means that users may already have video conferencing apps in their devices, and may only need to connect to peripherals and a screen for sound input (microphone), video input (camera) and display.

The USB port on the back panel of the device that connects a user pull - through cable (1) provides a link to peripherals that are connected to any of the ports in the USB hub (2). This cable can be connected to a user laptop which has a video conferencing app, for example, Skype for Business. When using Skype, the connected peripherals are detected as “tools” or “devices” within the app that users can utilize instead of built-in devices on the laptop.

7. Connecting to a display

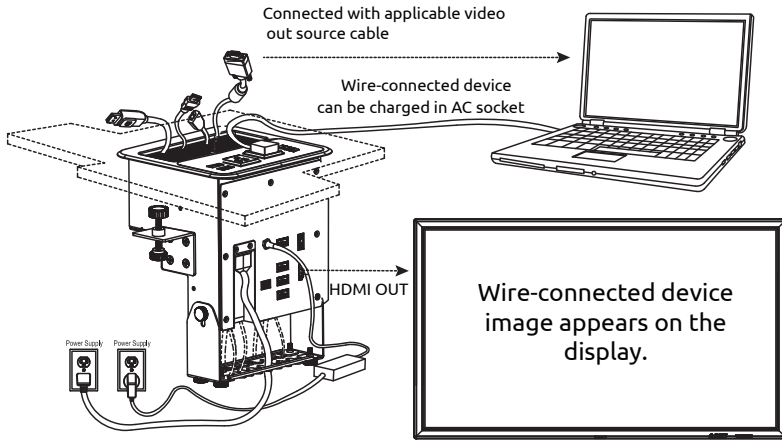


Figure 13: Single display connected to HuddlePoint

When using a single screen output, the HDMI-out of the on the rear panel of the HuddlePoint should be connected to the HDMI-in port of a display. Wired devices such as laptops can be connected to any of the Video-In ports (VGA/DP/HDMI) of the device. Top panel video-source switching buttons can be used to select the source. The selected source will display one at a time on the screen.

8. Connecting an AirPoint device

An additional HDMI input also becomes available for an extra wired connection (see Figure 8). As an option, adding another Arrive AirPoint™ device (ex. AAP-1011/2011-BYMG wireless media gateway) to enable a Physical AIR-WALL between WiFi network infrastructure and Guest Users access can also be made through this port (see Arrive AirPoint™ deployment guide for more details).

Arrive CarePoint Support Services

Thank You for choosing us to serve you. Your suggestions for Arrive AirPoint™ are welcome.

To make a technical support request, please contact ARRIVE Technical Support at our support page: <http://arrivesys.com/support/#contact>

The peripheral product warranty related to AirPoint enabled devices can be found at <http://www.arrivesys.com/warranty>.

Additional Resources

Our goal is to ensure that our customers receive exceptional service from the best resource available to answer questions quickly and accurately. We work to resolve our customers' product-specific questions and concerns however, when customers are experiencing issues outside the scope of ARRIVE products, we will refer customers to the appropriate resource who is best equipped to assist with those issues. These resources may be the customer's internal personnel, an ARRIVE-authorized business partner, a certified consultant, or a third-party provider.

Topics that are not covered under an Arrive CarePoint program, where an ARRIVE Customer Support team member will proactively provide the most appropriate alternative resource, include:

- Training: ARRIVE Academy is the best resource for training- offering classroom training, real-time learning, custom training, and self-study guides. Visit ARRIVE Academy to search and register for courses and products, and monitor your learning progress through training tracks.
- Performing software, product, application, or job-related activities, such as software installation, data entry, creating reports, etc.*
- Assisting with third-party software (installation, training, trouble-shooting, integration, etc.).
- Providing organization-specific consulting or consulting advice.
- Repairing data or database issues caused by user error or third-party software.



www.arrivesys.com

Arrive Systems, Inc.
113 Barksdale Professional Center
Newark, New Castle DE 19711, USA
Toll Free: +1-844-427-7483 (USA / Canada)

Email: info@arrivesys.com