



InfoPoint™ Solo

User Guide

InfoPoint Solo Software ver. 2.1.0.x

Arrive InfoPoint™ Solo

(Ver. 2.1.0.x)

User Guide

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Document Scope

This document guides the user through the first steps of deploying and configuring the standalone version of Arrive InfoPoint™ or AIP-Solo; along with the device' inter-operation with online user accounts such as Google Calendar and MS Outlook (on premise or via Office 365).

About abbreviations

In this manual, brand names, labels or descriptions may be defined or abbreviated as follows:

Arrive InfoPoint™ /AIP: this interactive room sign device/AIP-Solo device
Solo: this version of the Arrive InfoPoint™ with standalone software

Introduction

The Arrive InfoPoint™ SA (AIP-Solo) is an interactive, *standalone* room sign device (herein-after referred as InfoPoint device or AIP-Solo device in this guide). It is a touch-screen display placed outside of venues such as a meeting room, a classroom, a conference room, etc. It is plug-and-play and does not require a dedicated server application.

The AIP-Solo integrates online with user accounts such as Google and MS Outlook (from a corporate account app on premise, or on the cloud via Office 365). The primary calendars associated with these accounts are synced with the AIP-Solo device in order to fetch information on "events" (Google) or "meetings" (MS Outlook) created in the calendar, and show these on the AIP-Solo device. AIP-Solo provides booking information at-a-glance in addition to a host of features such as room reservation calendar for the day and week; start, end and remaining time of ongoing bookings, schedule recurring events, and visual display of available or reserved status- all synced with the user accounts. The online scheduling platform eliminates double booking conflicts, and ensures that room schedules are optimized. The powerful integrated software provides users the ability to reserve rooms remotely via web, and without the need for a separate application server.

This Arrive InfoPoint Standalone software version: 2.1.0.x

1. Before You Begin

Deploying and configuring the device is very simple. The following are the prerequisites:

- A corporate Google user account with Gmail and Google Calendar app
- A corporate account for MS Outlook (on premise or via Office 365)
- Wired network connection with PoE for the AIP-Solo device. DC power in case PoE is not available (see your Arrive InfoPoint device power requirement)

It is assumed that these requirements are met beforehand when implementing the instructions stated in this document.

2. Set-up and User Guide

2.1 Device Level Set-up

- For the InfoPoint Solo, users are required to make following setup using the device' setting options. Note that this part may be done by the technical admin.
- Attach the PoE cable to the device and wait for it to boot up.
- From the AIP-Solo device's Settings, add the user accounts to be associated with the device. Depending on the model of the AIP device, the Flow of adding an account for each calendar varies, and is not set within. The AIP-Solo device allows the addition of multiple accounts, but only one account can be linked with the InfoPoint Standalone app at a time.



Note: The AIP-Solo device is responsible for maintaining account details like credentials and sync settings. However, the InfoPoint Standalone app only remembers calendar identifiers and the account name. It does not display any user account credentials.

Accept the EULA.

Arrive End User License Agreement

Arrive Systems, Inc.

End User License Agreement (EULA) for Embedded Software & Standard Limited Hardware Warranty (SLHW) for Arrive devices and appliances.

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PART I - DEFINITIONS

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b. "Licensed Configuration" means to the extent applicable, as indicated on the Software License Key, device specific MAC address, the choice of features and the maximum number of users, devices or nodes (an internal computing device with an IP address) on the trusted side of the network or that is trying to traverse the firewall, and the numbers of cores, or the maximum throughput capacity stated, or the code generated from the master installation, or any other hardware or software specifications, as provided by, owned, or more than fifty percent (50%) of the nominal value of the issued equity share capital or of more than fifty percent (50%) of the voting rights.

I do not Agree

I Agree

Figure 1: End User License Agreement (EULA)

- d. The AIP-Solo device will then ask if it will be connected to an Arrive OnePoint EMServer. Press "NO".

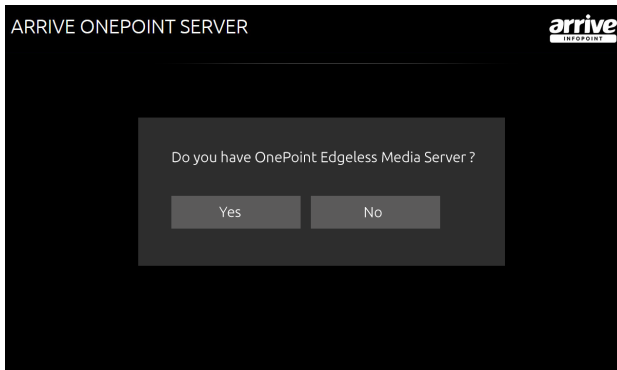


Figure 2: Press NO when prompted for OnePoint EMServer

InfoPoint will then check for accounts listed on the device. If there are no existing accounts, you will get this notification.

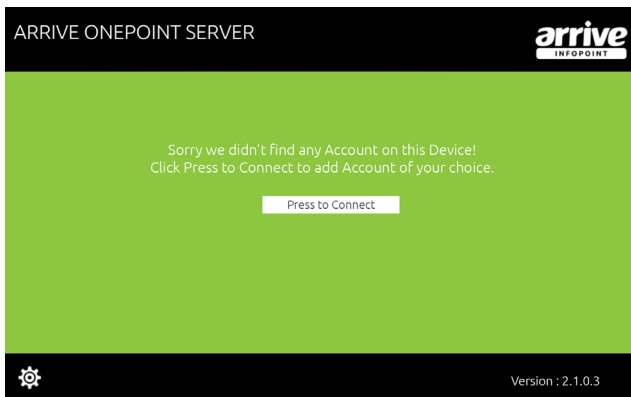


Figure 3: Add Account Notification

- e. If there are no accounts found, the system will ask to **"Press to Connect"**. This opens another page that allows selection on which type of account to add: Google or Exchange. Once an account is selected, it will redirect to the AIP-Solo device' Settings to add account.

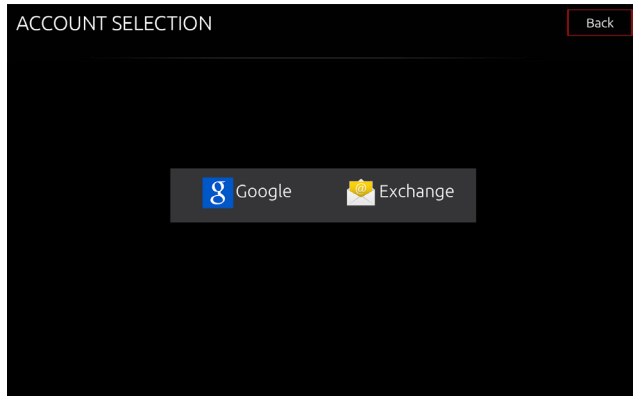


Figure 4: Select Account

- f. **Add and Configure Account** on the device (please see Appendix for adding accounts on device:

A list of available accounts added in the AIP-Solo device is shown once "NO" is chosen (not having an Arrive OnePoint EMServer) Choose from the list and click **Submit**. **Add Account** opens the device' setting to enable the addition of another user account, while **Refresh** means to update the list for newly added accounts.

When an account is added to the AIP-Solo device, it can sync multiple details like app data, mail, task, calendar. InfoPoint only require calendar to sync. Each calendar provider/account use their respective sync adapter hence; their configuration and setting may differ. InfoPoint cannot verify or check these sync settings.



Note: Multiple accounts can be setup in the AIP-Solo device, but the InfoPoint SA app can only use one account at a time.

Choose accounts from the device menu/settings page to switch from one account to another.



Warning: When switching between accounts, all InfoPoint SA configuration is reset; though account and sync settings on the device will persist.

Provided accounts below are examples only.

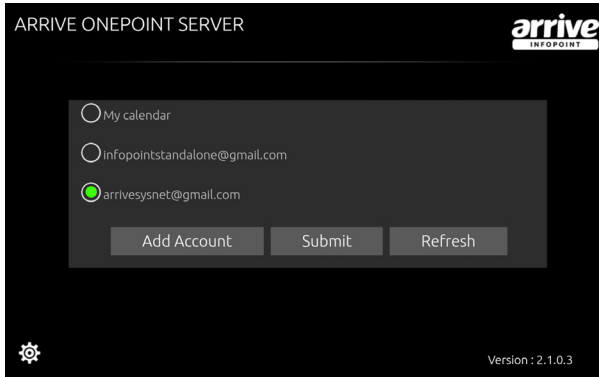


Figure 5: Add An Account settings on device



Note: The device time zone should be the same as calendar time zone of the account. Otherwise, the device will prompt to sync the date/time of the device and that of the calendar. The Calendar account being configured with InfoPoint should be set to Auto-Accept (as most resource/equipment calendars do); hence use of personal accounts is not recommend. InfoPoint will only sync with the Primary Calendar, and not with any other calendars created with the account.

g. Type name and description for the venue.

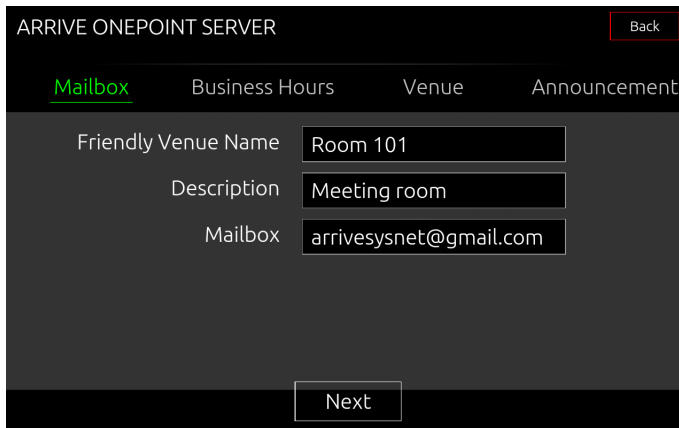


Figure 6: Provide description for the venue

h. Enter schedule of business operation. Venue Time Zone can all be changed here-

although it is recommended to keep it the same as that of the Mailbox Calendar account.

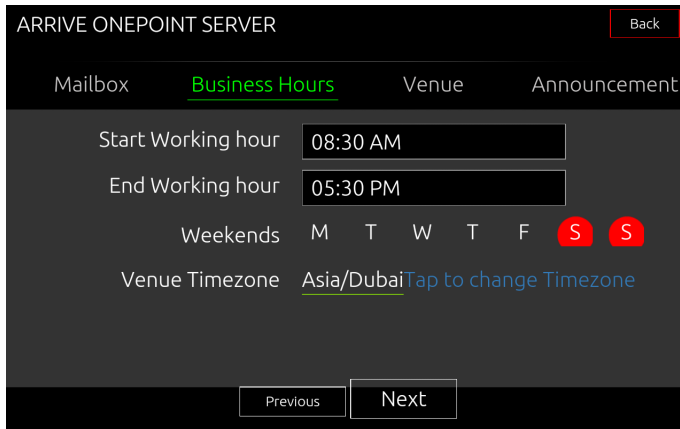


Figure 7: Set Business hours



Tip: The business hours set is directly correlated with the "Energy" settings in the menu. The InfoPoint-SA device LED status lights remain glowing only within the configured office hours, thus saving energy.

- i. Set up venue. Choose venue type - *Tap change venue type* to open a sub-window.

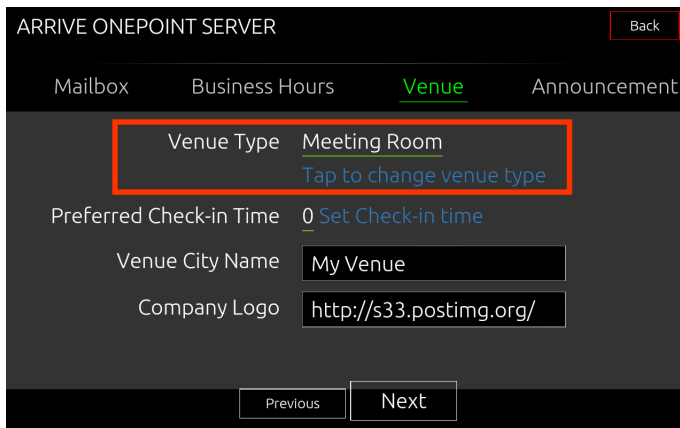


Figure 8: Venue Setup

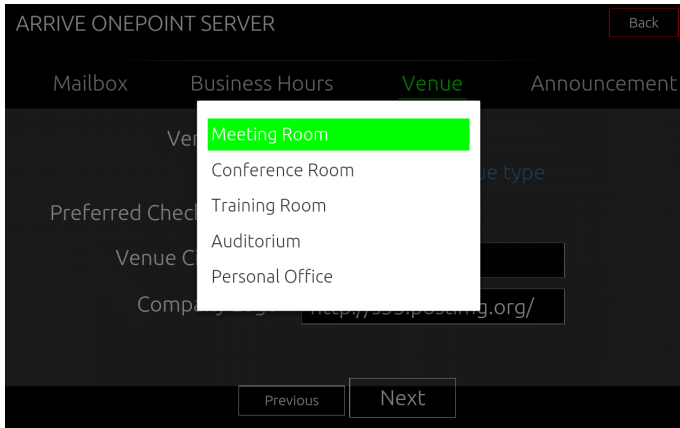


Figure 9: Types of venues

- j. Set the Check-In time. The **CHECK-IN** feature ensures that reserved rooms are actually utilized. Bookings that wasn't checked-in within a particular time are automatically cancelled, and the room will be released for other users in case of a "no-show" scenario.

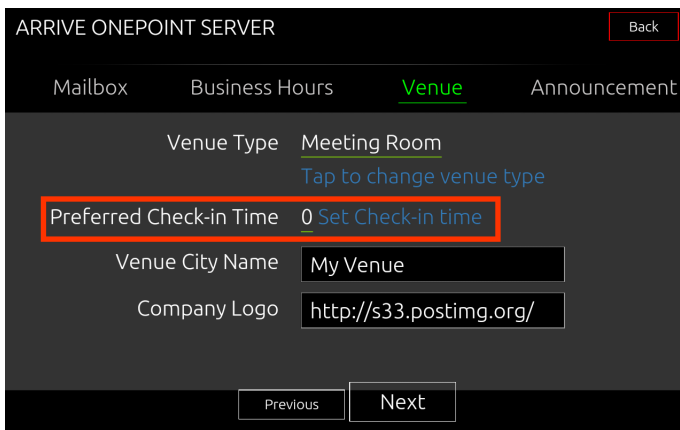


Figure 10: Set Check-in Time



Warning: Check-in time can only be set here. It cannot be changed within the InfoPoint Menu/System settings..

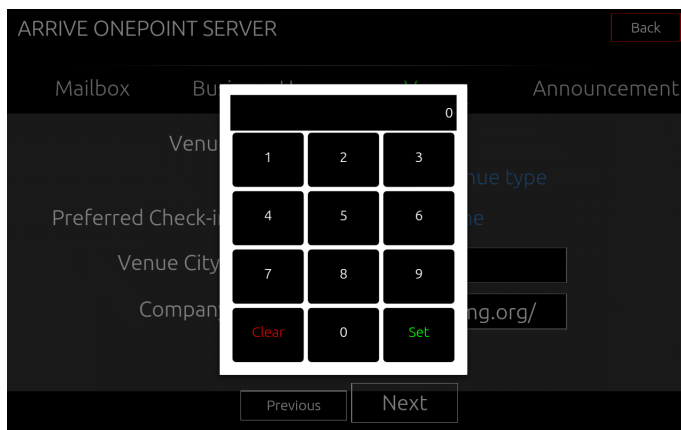


Figure 11: Type preferred Check-in time

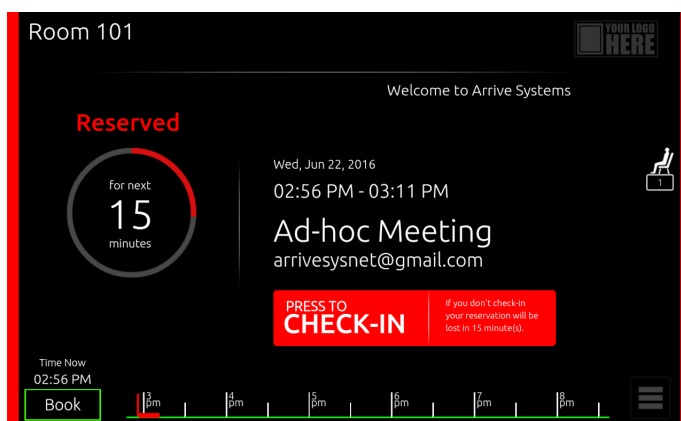
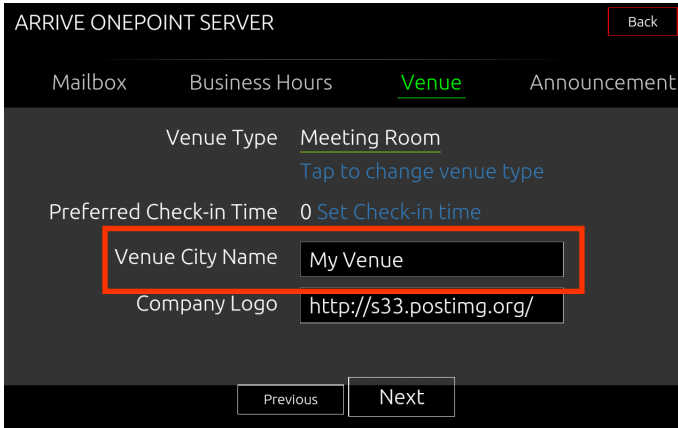


Figure 12: Sample of set Check-in Notification

Set the venue city (e.g. Newark, Cypress, London, Dubai, etc.). It is recommended that device and account location are the same.



ARRIVE ONEPOINT SERVER Back

Mailbox Business Hours Venue Announcement

Venue Type Meeting Room
Tap to change venue type

Preferred Check-in Time 0 Set Check-in time

Venue City Name

Company Logo

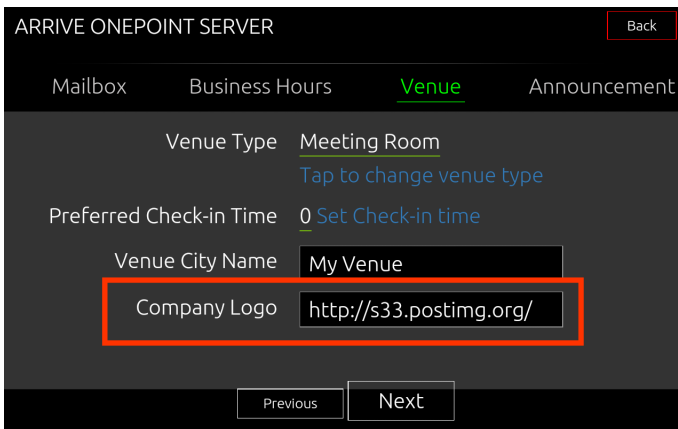
Previous Next

Figure 13: Type a name for the city

Link a company logo that is stored online by pointing the device to a URL. This logo will show on the home screen (see Figure 16).



Note: Logo size should be within 150pixels by 112pixels; preferably with transparent background (.png). Images should be uploaded online such as in <https://postimage.org/>. The url can then be copied within the Company logo box for the device to fetch the image.



ARRIVE ONEPOINT SERVER Back

Mailbox Business Hours Venue Announcement

Venue Type Meeting Room
Tap to change venue type

Preferred Check-in Time 0 Set Check-in time

Venue City Name

Company Logo

Previous Next

Figure 14: Provide company logo via URL

15. Type Announcement and press confirm. This announcement feature comes in handy for short informational messages. **Informational** announcements shows on the Home screen as a looping ticker line on both Reserved and Available status. There is no character limit set for announcement.

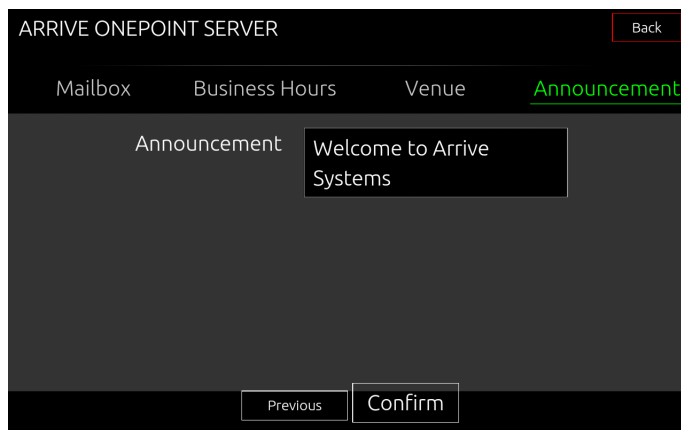


Figure 16: Announcement setup

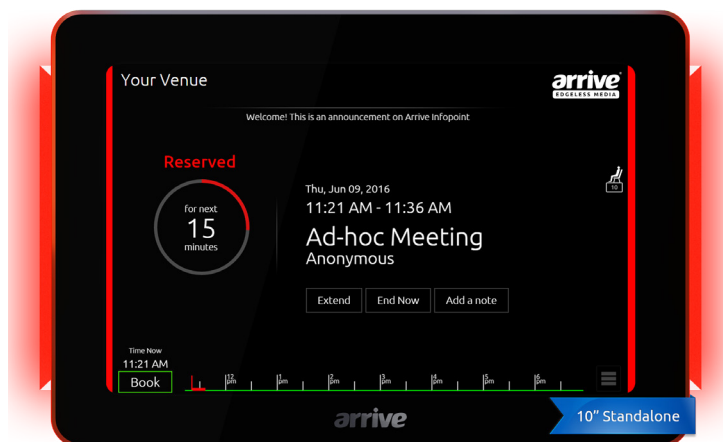


Figure 17: Logo and Announcement as shown on the device

3. Making Reservations

Once Accounts have been set properly on the InfoPoint device, the Home screen will be displayed. You can access the application from an InfoPoint device placed outside a venue to make the necessary reservation, or from the other platforms mentioned previously.

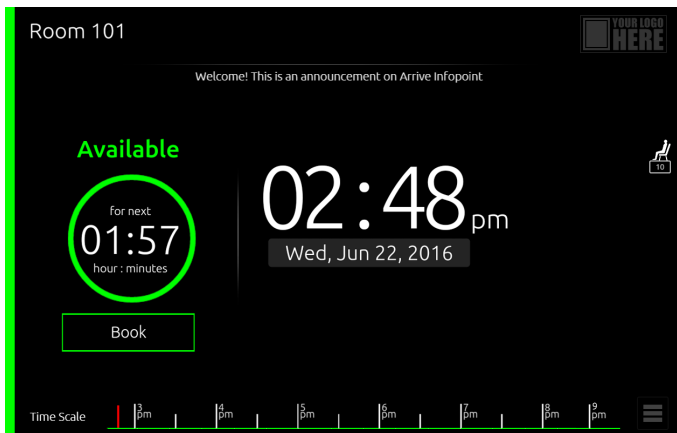


Figure 18: InfoPoint Home Screen - "Available" status

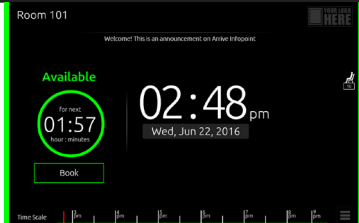
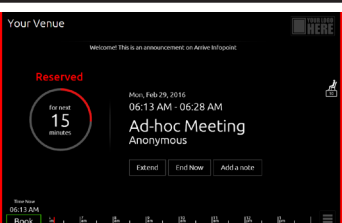
The Home page displays the following:

- Venue - this is the mailbox name typed earlier
- Time and Date
- Logo - place where company/user logo will be visible
- Status - either Available or Reserved
- Timeline- shows booked time periods
- Other information fetched from Google Calendar settings such as weather, Room Capacity, can be set on Menu/ Settings

3.1 Booking a Venue

3.1.1 Booking a venue Ad Hoc directly from the device

1. From the Home page, click on the Book button. The **Home** page reflects the Available (Green) or Reserved (Red) status of the venue. In both cases, users can press the BOOK button on the Arrive InfoPoint - Touchscreen Ad Hoc (instant) bookings can be made for the same day depending on the availability of the venue. To book a venue for a future date, users may do so from e-mail client account.

Available	Reserved
	
<p>Press “Book” button to reserve a venue directly from the device to make an Ad Hoc (instant) booking right outside the venue.</p>	<p>If the venue is “Reserved”, press “Book” to make reservations on the next available time/venue within the day.</p>

To reserve venues, simply select **“Book”** from the Home page. This will open the reservation page where you can see two options: **“By Duration”** and **“By Availability”**.

3.1.1.1 Booking **“By Duration”**

When booking **“By Duration”**, the Organizer is required to enter information to complete the booking. The following fields need to be filled up:

Field	Description
Subject	Enter the meeting subject (ex. Marketing meeting)
Start Time	Enter the meeting start time (ex. 02:55 PM)
End Time	Enter the meeting end time (ex. 03.10 PM)

The device also offers several pre-configured time blocks (15/30/45/60/90/120 minute blocks) under the *Quick Pick* option. Tap on next page of **By Duration** to show all available time blocks. When using the Quick Pick, there is no need to enter the Start/End time since the system will automatically configure the time based on the duration chosen. Press Confirm to activate booking.



Note: The minimum acceptable duration when not using the Quick Pick option for any meeting is 15 minutes.

BOOK

Back

02:56 PM Wed, Jun 22, 2016

By Duration

By Availability

Subject

Ad-hoc Meeting

Duration

15

minute(s)

Quick pick for adhoc

15 minutes

30 minutes

45 minutes

60 minutes

90 minutes

120 minutes

Start Time

02:56 PM

End Time

03:11 PM

Confirm

Figure 19: Quick Pick time blocks

When not using the quick pick time blocks, set the Start time and End time of the booking.

BOOK

Back

02:57 PM Wed, Jun 22, 2016

By Duration

By Availability

Subject

Ad-hoc Meeting

Duration

15

minute(s)

Booking Confirmed.

Ok

90 minutes

120 minutes

Start Time

03:00 PM

End Time

03:15 PM

Confirm

Figure 20: Booking Confirmed

The system then shows a booking confirmation and reflects the same on the home screen timeline.

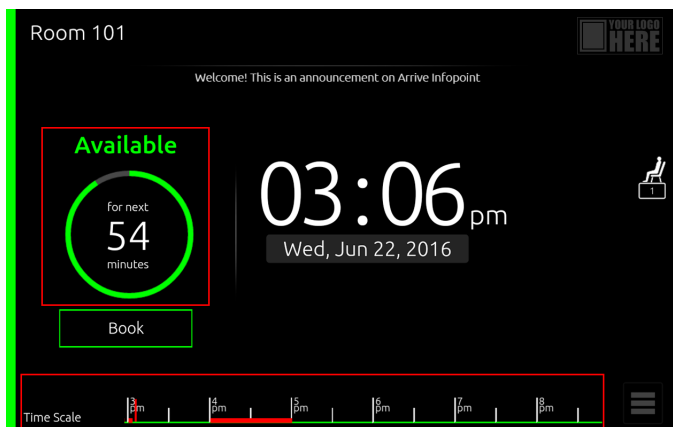


Figure 21: Booking reflected on home screen timeline

3.1.1.2 Booking “By Availability”

When booking “By Availability”, the Organizer is presented with a list of available time blocks within the day. This includes information on the Start time and corresponding number of minutes that the venue is free. Simply select from the list and press “Book This”. This will open up the “By Duration” page where the Organizer is only required to enter **Subject** information. Start/End time is automatically configured by the system. To complete the booking, press Confirm.

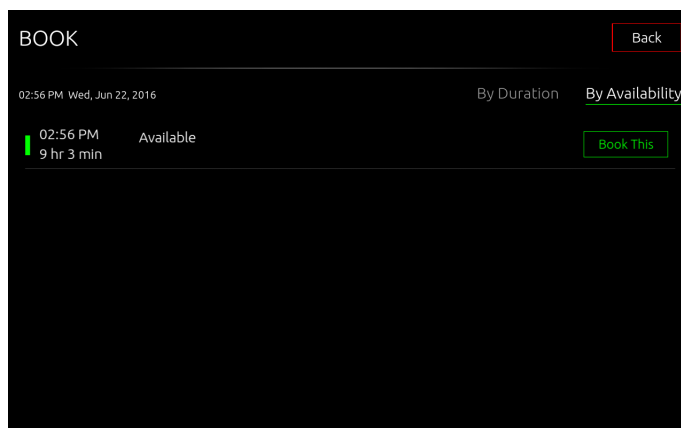


Figure 22: Lists of Available time slots

The system then asks for confirmation, where information on the number of participants is also required.

The device changes to “Reserved” mode, and corresponding LED glows red once a room is Reserved, otherwise it glows green for “Available”.

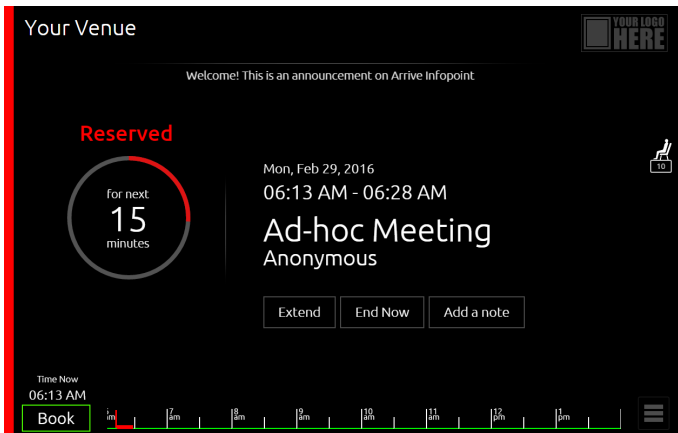


Figure 23: Reserved status

Once a meeting is created on the device, it will automatically update on the synced online account calendar.

3.1.2 Booking a venue from Google Calendar

3.1.2.1 Log-in to Google account:



Note: It is recommended to use the Chrome web browser to view your Google Calendar, as this provides the most integrated experience.

Log-in to your Google account and open Google calendar (<https://www.google.com/calendar>). There is also a Calendar link on the toolbar across the top of your screen, and from your Gmail account.

Inside the Google Calendar:

- By default, the calendar shows the **Week** view. **More** allows you to print or refresh the views.
- At the top of the calendar are the Google Apps menu, search box, and buttons for moving to previous or next screen, and changing the view and settings.
- On the left pane are the:
 - **Create** button
 - A **Mini-calendar**

- **My Calendar** which includes your primary calendar, and all the calendars that you created or have admin access to including resources such as rooms, and your Task list.

- **Other Calendars** where you can enter, for example, another person's calendar. These calendars will remain listed under this heading so you can view it with one click in future. If you don't need to see it again, hover your mouse over the calendar's name in the list. A drop-down arrow appears to the right of the calendar name, click this and select 'Hide this calendar from the list. From this menu you can also switch off the view for all other calendars and select 'Display only this calendar' for your choice.



Note: Calendars that are not displayed on the InfoPoint SA. The Primary Calendar is created by default for your Google Account. Only events under the Primary Calendars are displayed.

Make sure to check that Time Zones in your calendar match your venue time zones. You can do this by going to the Google Calendar settings tab.

Time zone on Google Calendar should be the same as that of the InfoPoint SA device, or else events and meetings will not sync.

Location should be a valid, existing area or city name.

3.1.2.2 Create an Event on Google Calendar

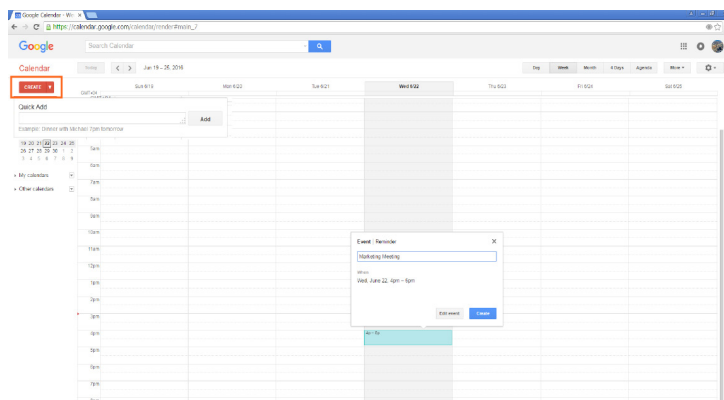


Figure 24: Create event button

Click the red 'CREATE' button on the top left of the Google calendar main screen. This takes you directly to the page where you can set/edit your Meetings/Event:

- Add event name, time, duration etc.
- To add guests to a meeting go to 'Add: guests'.

Google is pre-populated with meeting room's name. Click the 'Add' button. To invite external attendees or students, type or paste their full e-mail address.

- Click 'Add: Rooms etc.' to see a list of rooms you can book.
- Click 'Find a time' to see guests' calendars side by side.
- For a confidential meeting, tick 'Private' in the Privacy section. This will block out the time but show it only as 'busy' to others.
- Add any other details as appropriate.

By default, entries on Google Calendar are called "Events". Save Event created.

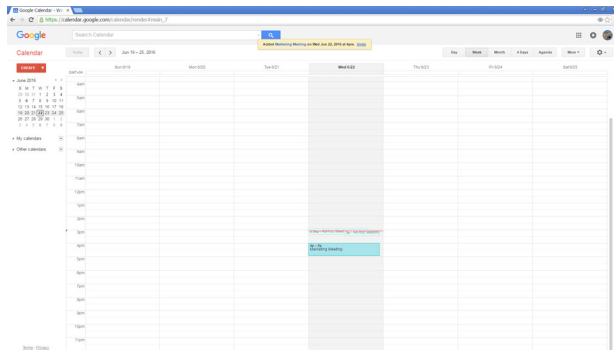


Figure 25: Event reflected on Google Calendar



Note: There is no "tentative" setting in Google calendar. To mark a schedule as tentative, it is recommend to write it as a title. This is how existing tentative markers will appear in entries that have been migrated. **Tip :** You can also quickly create a meeting by dragging or clicking inside the day you want the Event to be.

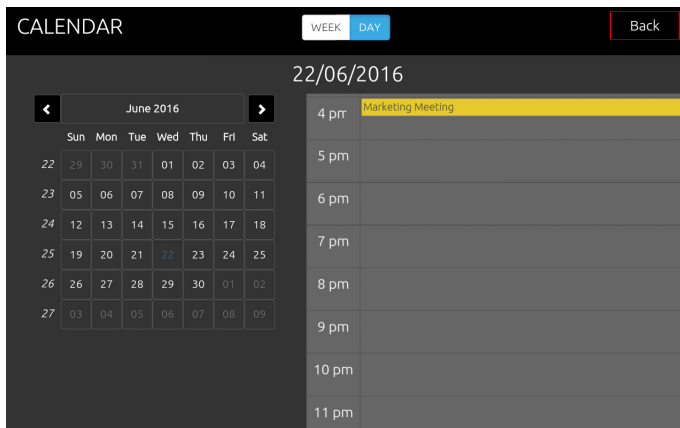


Figure 26: Same Google Calendar event reflected on InfoPoint calendar

3.1.2.3 Creating a Recurring Event on Google Calendar

Creating a Recurring Event on Google Calendar can be made by selecting or creating an event, clicking **Edit**, and checking the **Repeat** box in the event details. You can add individual instances of an existing meeting including extra ones on the same day as the original entry:

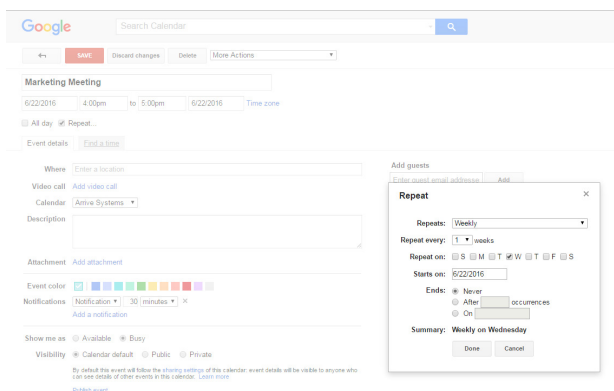


Figure 27: Create Event/Edit Events pop-up on a Calendar view

Edit events allow you to go back to the event details page. From here, you can click **More Actions** and select **Duplicate Event**. This creates a duplicate instance of the same meeting. You can change any parameters you like such as date, time, guests etc. Click 'Save'.



Note: For more information, guides on Google Calendar you can go to <http://bit.ly/1DqCfY0>

3.1.3 Booking a venue using on premise MS Outlook



Note: Again, synchronization of Microsoft Outlook and Arrive InfoPoint SA is done during the initial Setup and Configuration by your technical admin. If you are previously using a Google Account to reserve, uncheck that from the device setting and enable MS Outlook account. The InfoPoint SA can only sync with one calendar at a time. Your InfoPoint-SA device will have to go through the same setup process in order to configure the new account. For any issues on booking from Calendar System of MS Outlook, please contact your technical support.



Warning: When switching between accounts, all InfoPoint SA configuration is reset; though account and sync settings on the device will persist.

The venue associated with Arrive InfoPoint is the account mailbox itself. Provide a name for the venue during the initial account setup process.

- a. Open your MS Outlook, go to Calendar and click New Meeting on the menu bar.

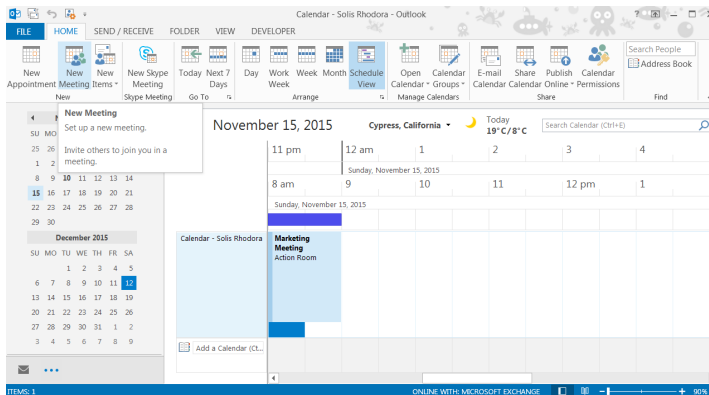


Figure 28: MS Outlook Calendar

- b. Fill-up the necessary information under the Meeting tab. This will be Subject, Start and End Time of the meeting, your Participants, and Location of the Meeting. For Location, click on Rooms to open the pre-configured "Venue" that is in sync with your Arrive InfoPoint device.

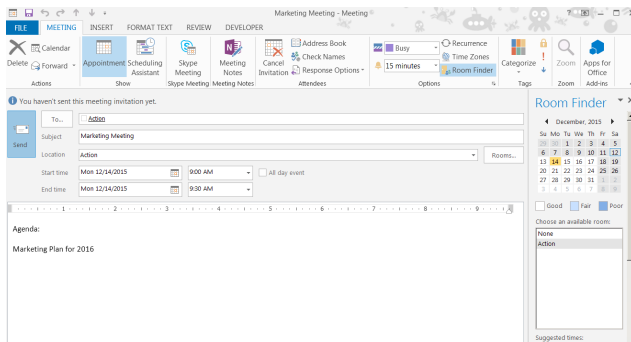


Figure 29: Venue is updated under Location

- c. Reservations can also be canceled within the calendar system, and it automatically updates on InfoPoint. Click on the **Cancel Meeting** on the menu in order to delete the meeting from your Calendar. However, you need to **"Send Cancellation"** to your meeting participants, including the reserved Venue in order to update on InfoPoint.

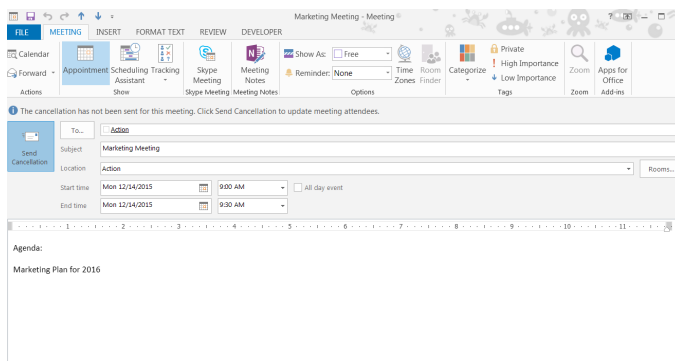


Figure 30: Send Cancellation

If the Reservation is successful, it will show up on the MS Outlook as well as on InfoPoint Calendar View, and on Timeline Bar if the reservation is on current date.

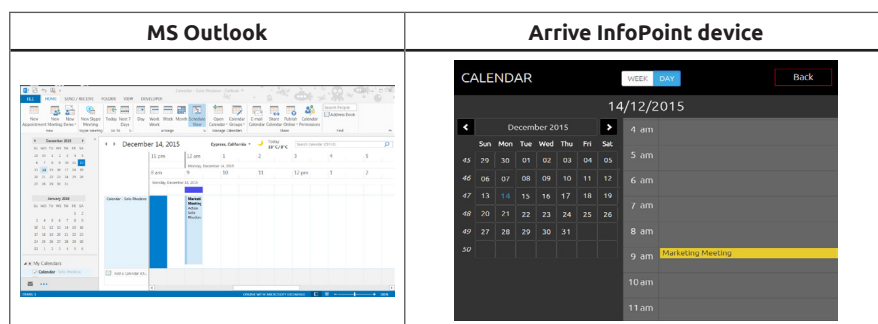


Figure 31: Booked meeting view on Calendar

3.1.4 Booking a venue from online/cloud MS Outlook or via Office 365



Warning: When switching between accounts, all InfoPoint SA configuration is reset; though account and sync settings on the device will persist.

Select online MS Outlook from the InfoPoint SA device. Again, synchronization of Microsoft Outlook and Arrive InfoPoint SA is done during the initial Setup and Configuration by your technical admin. If you are previously using a different Account to reserve, uncheck that from the device setting and enable MS Outlook account. The InfoPoint SA can only sync with one calendar at a time. Provided accounts below are examples only.

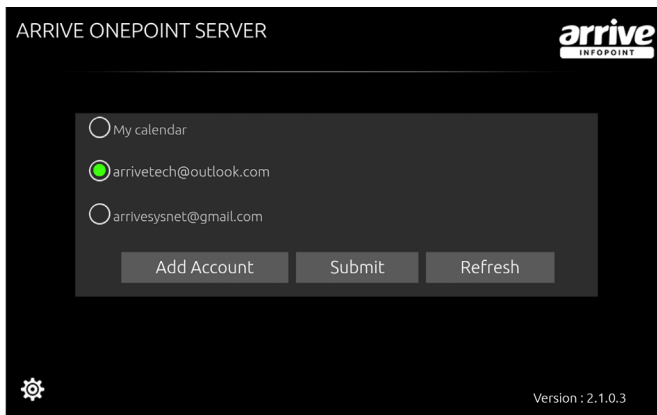


Figure 32: Select Outlook as a new account and click submit

- a. Sign in to your MS Outlook account online (ex. <https://login.microsoftonline.com/> for Office 365 or <https://outlook.live.com/>).
- b. Open the Calendar

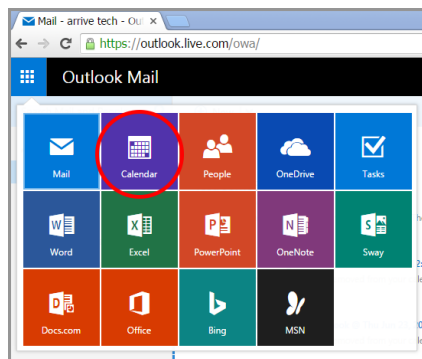


Figure 33: Open Outlook Calendar App

- c. Click "New+" to create an event in the calendar. Click **More details** to open the event page and set preferences including **Repeat** of event and other details.

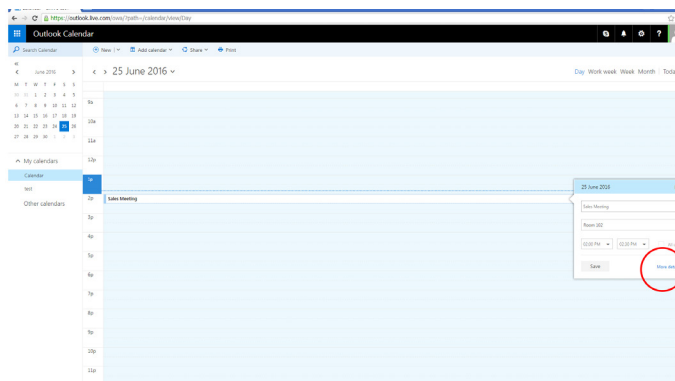


Figure 34: Outlook Calendar

- d. Set details of event including Repeat and click Save.

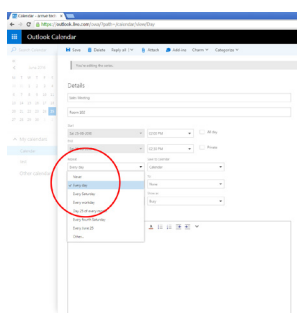


Figure 35: Calendar Details

- e. Calendar event should now be displayed on the app as well as updated on the InfoPoint-SA device.

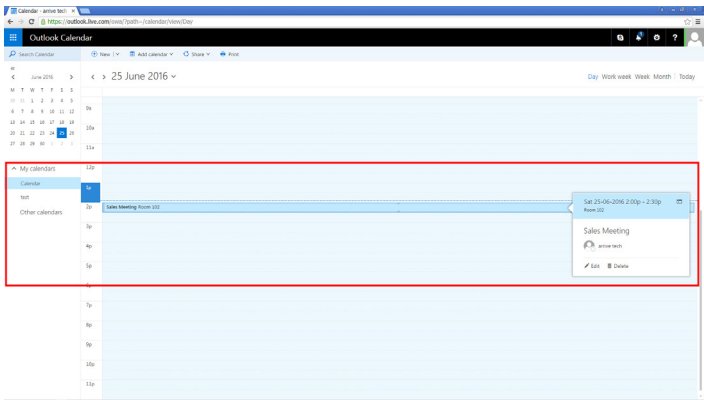


Figure 36: Booked event on Outlook calendar

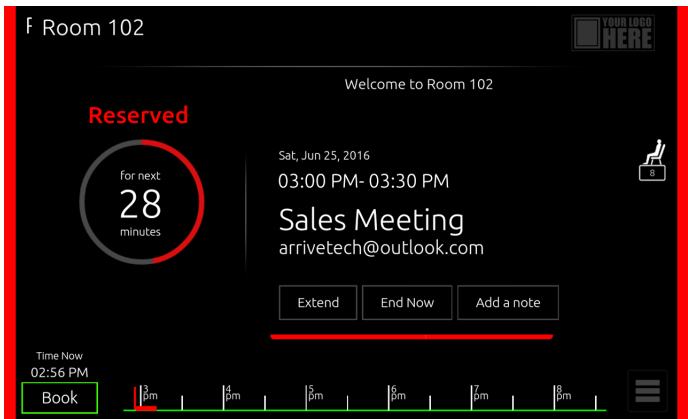


Figure 37: Booked event on Outlook calendar

4. User Interface

4.1 Managing reservations directly from InfoPoint device

Once the booking is successful, the device displays the reservation information. You will need to tap **CHECK IN** on the device to avoid cancellation of the meeting. There are instances that meetings are cancelled or rebooked to a later time or date; and organizers may forget to update the booking. The **CHECK IN** feature ensures that reserved rooms are actually utilized and not utilized bookings are automatically cancelled and the room will be released for other users in case of a “no-show” scenario.



Note: If the meeting is not enabled within the configured time to check in (ex. 15 minutes) of meeting start time, the meeting is cancelled. Check-in feature can be disabled if you do not require it by setting the time to zero in the settings.

The Check-In time duration can be viewed on the device by going to the Menu/Settings/Meeting; or configured at the initial setup of the account.

Tap **CHECK IN** to avoid cancellation of the meeting.

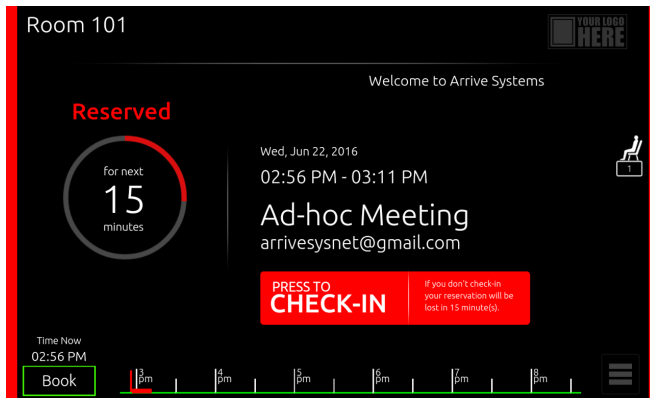


Figure 38: Check In feature

4.2 Modifying a Meeting

You can **Extend** or **End** the current meeting directly on the device.]

- Click Extend to prolong the duration of the current meeting. This is, of course, dependent on whether the room is still available. A time bar showing 5 minute intervals is displayed, along with Quick Pick options for time blocks. If the room is available for an extension, the reservation time is updated and shows on Home screen.

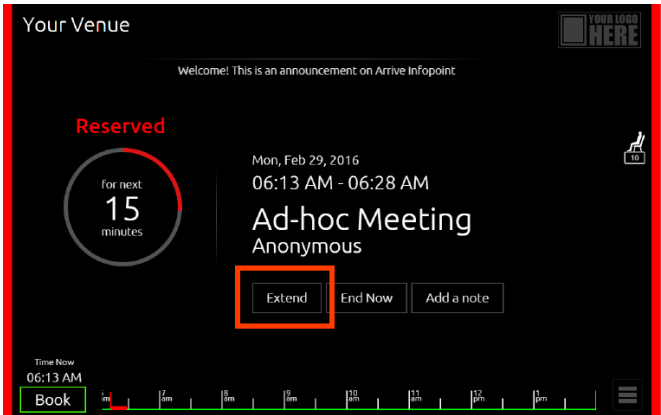


Figure 39: Extend button

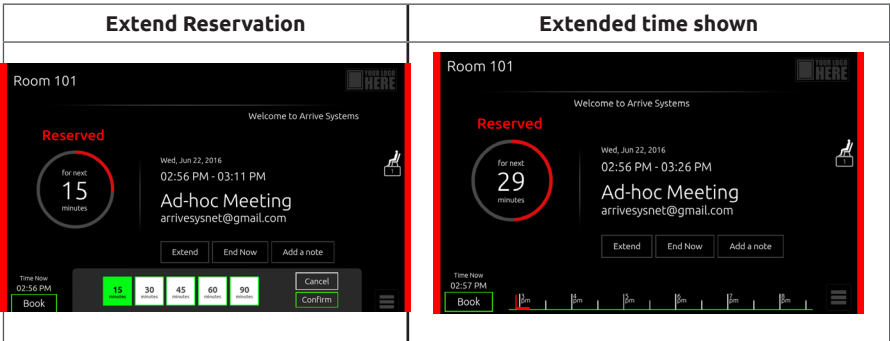


Figure 40: Extending Reservation



Note: The current meeting can be extended upto the end of the day (11:59pm/23:59hrs), provided that there are no other bookings made.

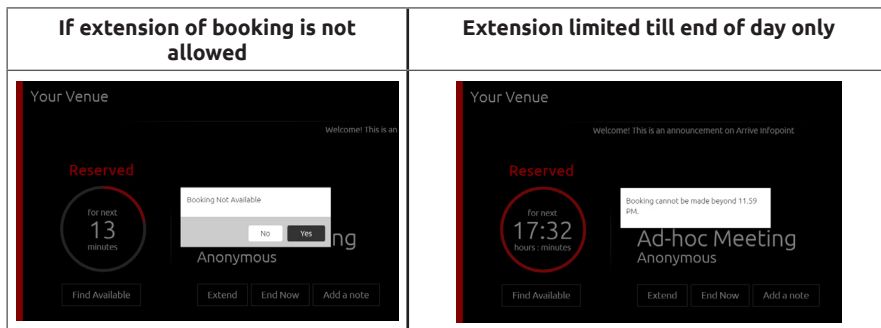


Figure 41: Extending a Reservation

If the room is not available during an extension request, the system will notify the Organizer.

- b. To end the meeting within the reserved time, click **End Now**. The system will reconfirm the action. Pressing **Yes** automatically terminates the reservation and makes the venue Available; while **No** reverts action to current status.

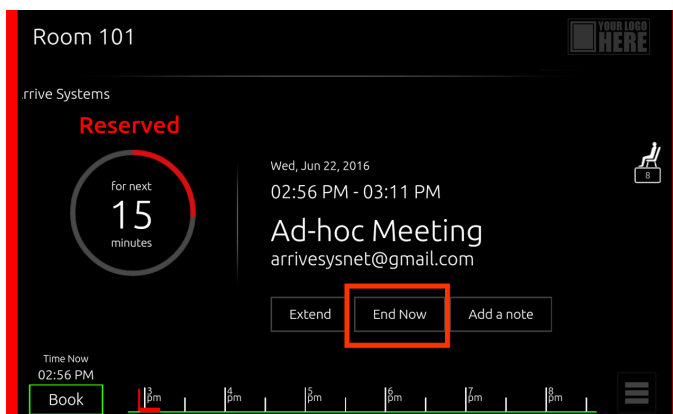


Figure 42: Ending a Session



Figure 43: Confirmation when Ending a Session

4.3 Adding a Note



Note: Adding a (Sticky) Note can now be done on both Available and Reserved status.

You can use the **Note** button to add and display important information or meeting participants, or as general reminder/information on screen. The **Note** can be used as a temporary messaging utility -much like the yellow “post-it” sticky notes. If this utility is not enabled on your device (admin may disable it in order to avoid errant use, such as in the case of class room set ups), contact your admin.

- a. There are two ways to use the note feature of InfoPoint. One is to click on **Add a Note** from the Home page of a Reserved Status, and on the Menu.

From Menu	From Home page of Reserved Status
Tap on “Add a Note”	If Sticky Note feature is enabled, it will show in the menu on both Available/Reserved status. Click on Sticky Note to open the note page.

Figure 44: Note feature buttons



Note: Enabling the (Sticky) Note on the menu requires Admin login

- b. Type message on the Note bar (maximum of 50 characters only). Set the duration for the **Note** to display (available in hours/minutes), or simply check **Remaining Time** for the note display within the remainder of a reserved time. Click Apply.

Figure 45: Sticky Note settings

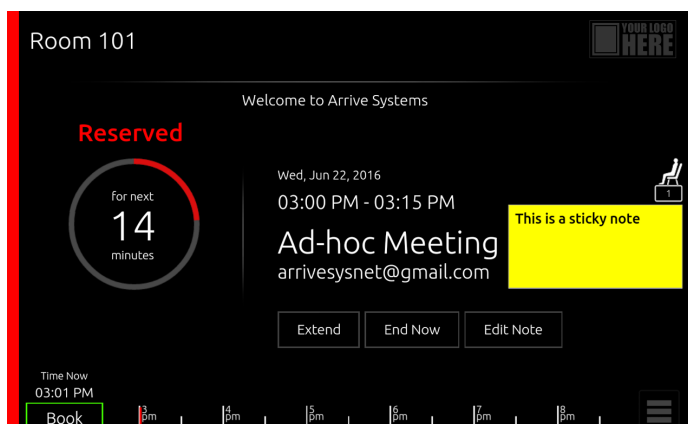


Figure 46: Note when displayed on screen



Note: The (Sticky) Note can be placed anywhere on screen, by placing a finger on the note while moving it around. If the Note needs to be removed before its duration expires, click Menu/Sticky Note and click.

4.4 Using the Menu

The menu can be accessed via a button on the lower right hand corner of the device. By default, it shows access to **Settings/Sticky Note/Calendar**. Other options may show if enabled by Admin such as Sticky Note..

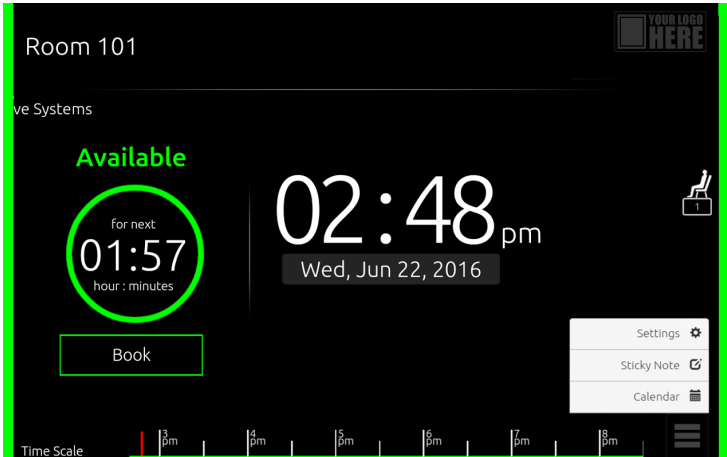


Figure 47: Menu

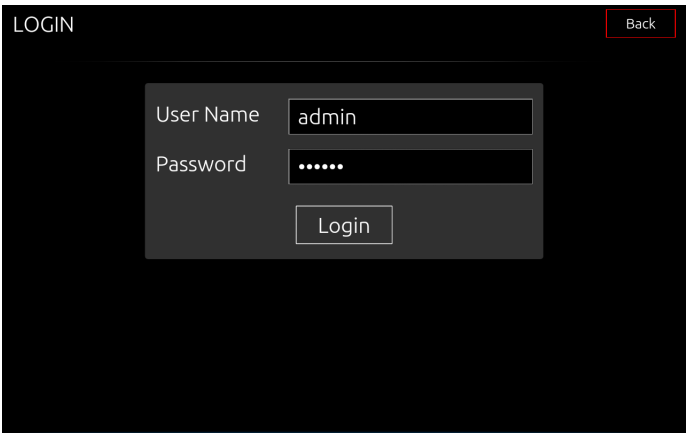


Figure 48: Admin credentials

4.4.1 Configuration of Settings

Settings allow configuration of the following: **Meeting/Calendar/Weather/Features/Energy/System**

4.4.1.1 Meeting

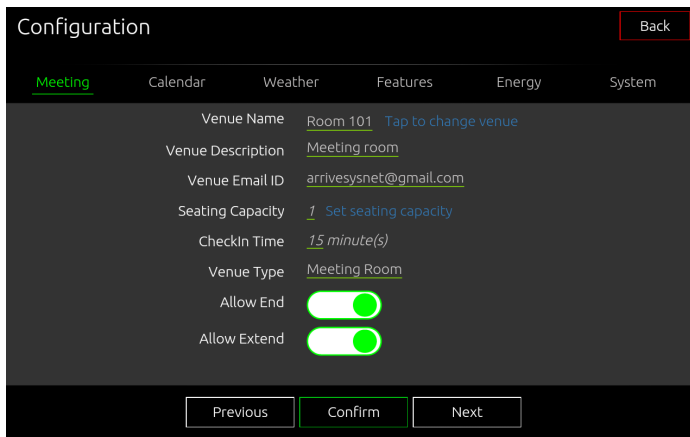



Figure 49: Settings for Meeting page

Meeting sets values for the venue:

- Venue Name - Tap to Change Venue - location change is not available since one account on the InfoPoint Standalone represents one venue. This will, rather, allow you to go back to device software setup in order to *change the name* of the venue.
- Venue Description (view only)- the type of venue
- Venue e-mail ID (view only)- the e-mail ID associated with the account
- Seating Capacity - is the number of people that can fit within the meeting room. The default value for seating capacity is one, while Check In time is zero minutes (that is, if time was not set in the initial configuration. When a number is entered on seating capacity, a small icon with the corresponding number shows on screen .
- Venue Type (view only) - set during initial configuration
- Allow End - toggle on/off to allow users to end the session directly on device
- Allow Extend-toggle on/off to allow users to extend the session directly on device

4.4.1.2 Calendar

Enables/Disables showing of calendar. If enabled, it gives options for:

- Start of week - choose if week should start on a Saturday/Sunday/Monday
- Default View-whether week or day view (see Figures 48 and 49)

c. Date Format - choose from 3 types of date formats

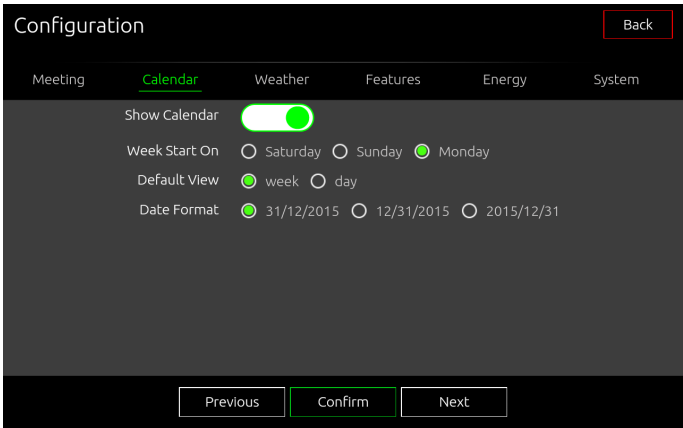


Figure 50: Calendar Settings

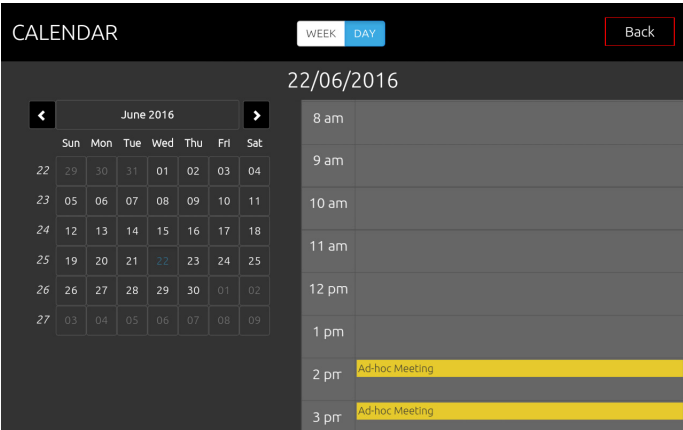


Figure 51: Day Calendar

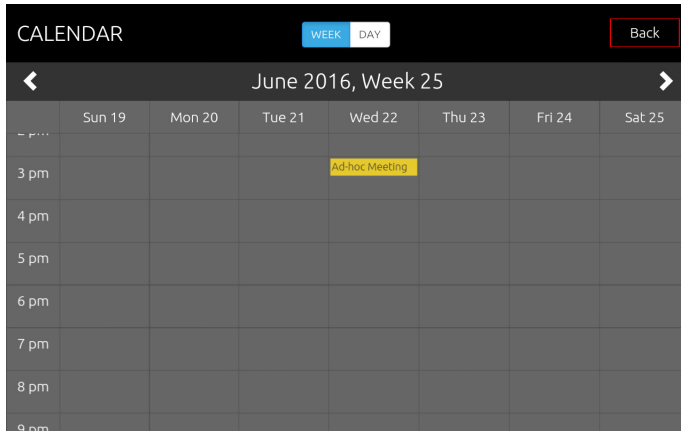


Figure 52: Weekly Calendar

4.4.1.3 Weather

Enables/disables **Weather** information to show on Home page when the room is available.

If enabled, it will fetch current/real-time weather information from :

- Location (current City)
- Refresh intervals for weather information can be set for 60/120/180 minutes. This allows the system to give updated information during each refresh stage.
- Units (metric=Celsius, imperial= Fahrenheit) to indicate temperature measurements can also be set here, depending on what is being used generally in a particular location.

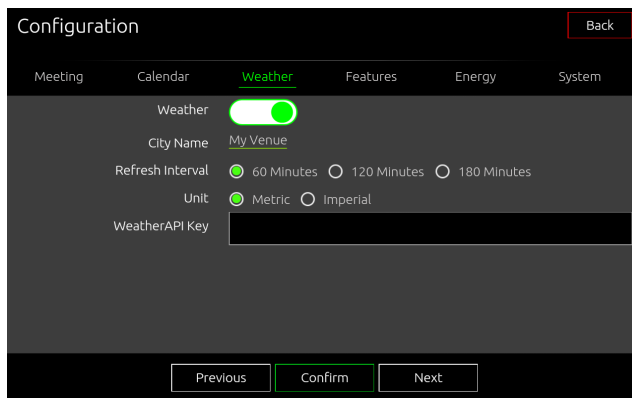


Figure 53: Weather Settings



Note: InfoPoint uses open weather API for displaying weather information on the device. The API key required for the weather is available on <http://openweathermap.org/appid>. Follow the instructions to get the API Key. Enter the key on Settings/Weather. Otherwise, copy/paste the following Weather API Key and press Confirm: 4ae472316ee1b906ee1e91600ceef87b

4.4.1.4 Features

Enables/Disables other features such as **Booking Mode/Sticky Note/Time Bar/ Theme**.

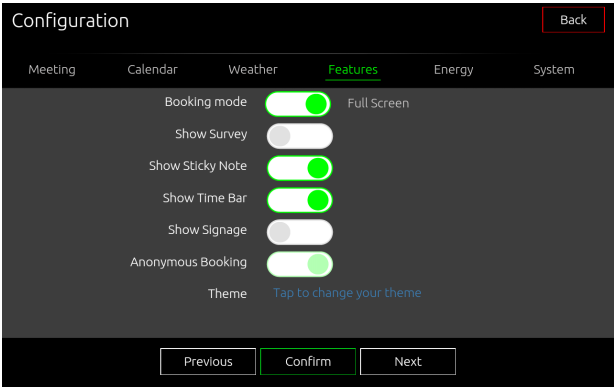


Figure 54: Features Settings

- a. **Booking Mode** - If Full Screen is enable, the "Book" page comes as a separate page; if disabled, the booking options show as part of the Home screen.

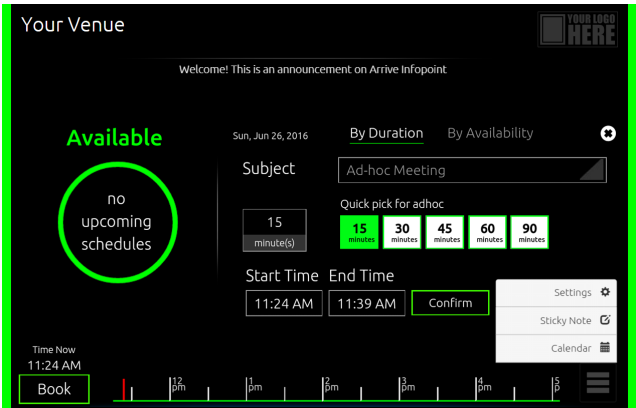


Figure 55: In-Screen mode

- a. **Survey** - disabled by default. Available only when device is paired with the Arrive InfoPoint EMServer (or OnePoint for enterprise installations).
- b. **Sticky Note** - when enabled, it will be added in the Menu button on the Home page.
- c. **Time Bar** - when enabled, it will also show on the Home page as:



- d. **Signage**- disabled by default. Available only when device is paired with the Arrive InfoPoint EMServer (or OnePoint for enterprise installations)
- e. **Theme** allows users to change the background color of the device.

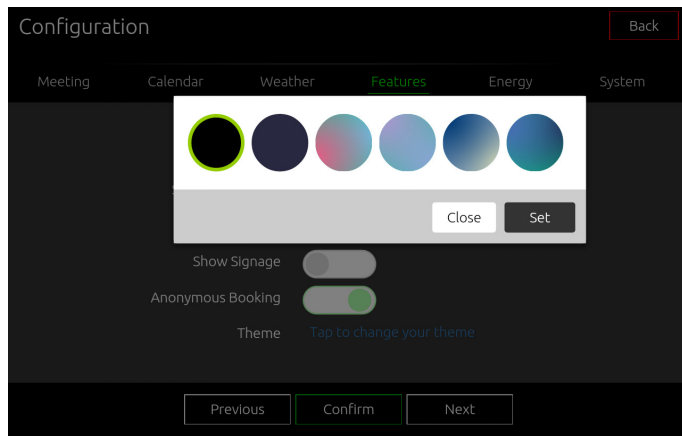


Figure 56: Choose desired theme style

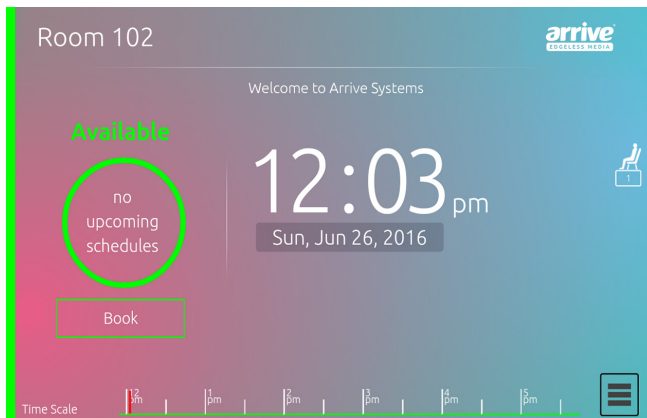


Figure 57: Sample of a change in theme

4.4.1.5 Energy -

Energy sets up time for the device to go on standby mode outside of business hours to save energy. The business hours is set during the initial device configuration.

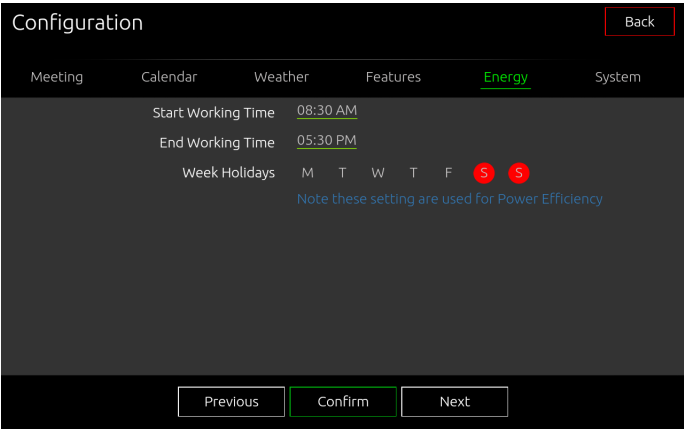


Figure 58: Information on time where energy can be saved

4.4.1.6 System

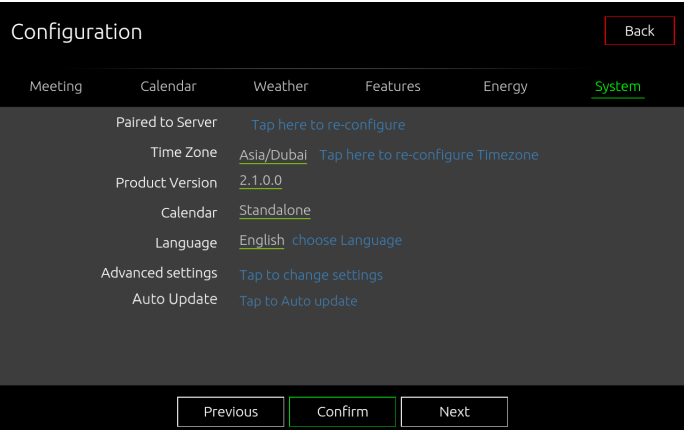


Figure 59: System settings

System allows configuration for the following:

- a. Paired to Server - when *tapped to re-configure* it will go to the server pairing page. Click NO to choose from the list of accounts and start reconfiguring the system.
 - Follow the Add Account screen to configure the account on the device.

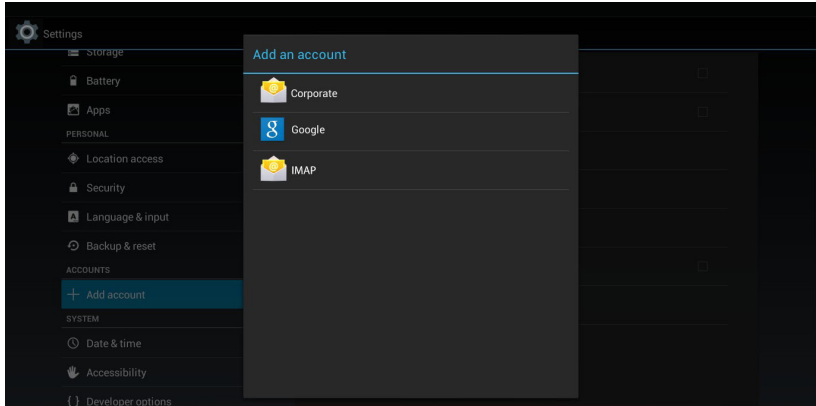


Figure 60: Add Account on the AIP-Solo device

- After adding the account, select the account and ensure only calendar is selected for syncing.

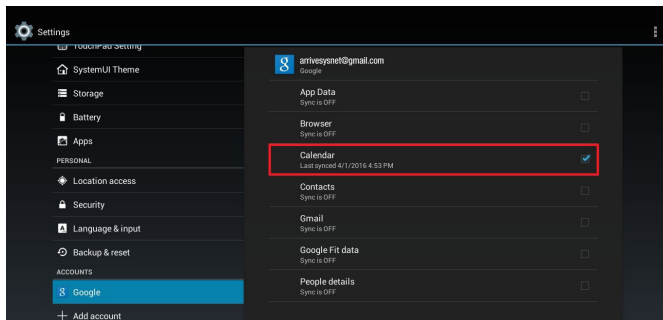


Figure 61: Sync Calendar

- Ensure the device date time is set as per *Automatic date & time / Automatic time zone*

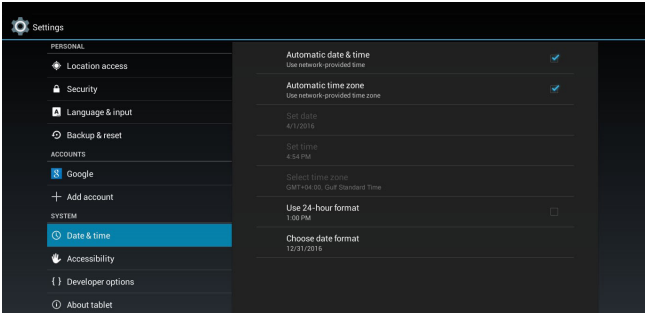


Figure 62: Set Time/Date

- b. Time Zone - the system time zone fetches information set on the device. This goes to the device setup page.
- c. Product Version (view only)- shows information on software version of InfoPoint
- d. Calendar (view only)- default to Standalone
- e. Language - currently supports English and Arabic only
- f. Advance settings - opens up the device setting page.
- g. Auto Update - InfoPoint Standalone can be updated over the web.The InfoPoint APK will be published on a website where URL is linked to the device .*Tap to Auto Update.*

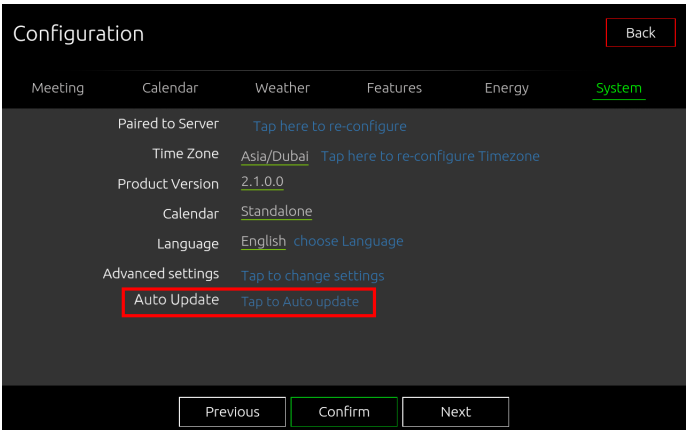


Figure 63: Auto Update

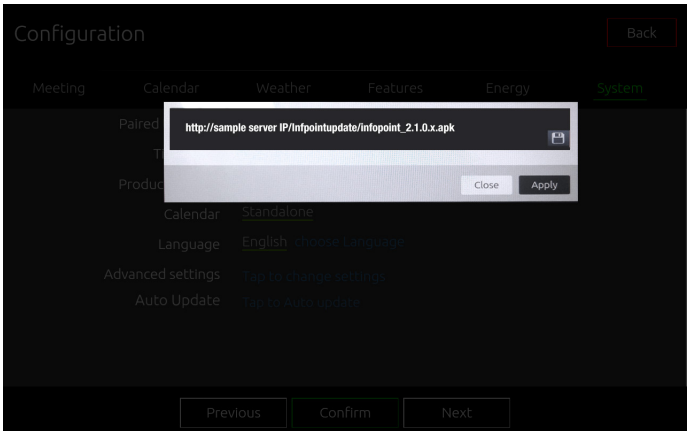


Figure 64: Auto Update sample link

5. Appendix



Warning: This part of the setup should be done with/by your system administration. The following setup is necessary to avoid conflicts with the Arrive InfoPoint standalone software function; and to optimize the system for best performance alongside online and on premise accounts.

5.1 Google Calendar account setup for InfoPoint Standalone

5.1.2 Setup and Configuration

- a. • Log-in or Create a Google Account. If you don't have a Google Account, sign-up for one or else use your existing account at <https://accounts.google.com>

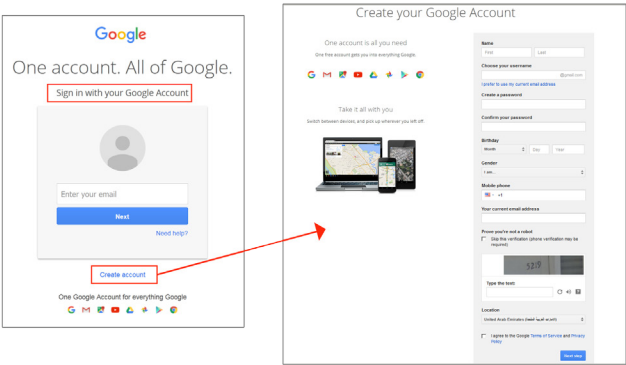


Figure 65: Login or Create an account in Google

- b. Once signed-in, open Google Calendar from the Apps panel (<https://www.google.com/calendar>)

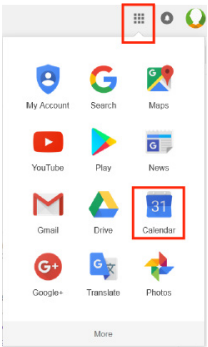


Figure 66: Google Calendar App

There is also a Calendar link on the toolbar across the top of your screen, and from Gmail associated with the account.

By default, the calendar shows the **Week** view, but can be viewed by Day/Month/last 4Days/ or by Agenda. **More** allows you to print or refresh the views. At the top of the calendar are the Google Apps menu, search box, and buttons for moving to previous or next screen, and changing the view and settings. On the left pane are the:

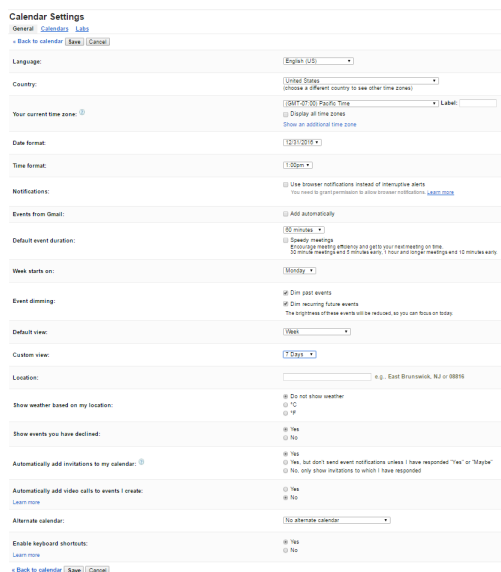
- **Create** button
- **Mini-calendar** (showing a month)
- **My Calendar** which includes your primary calendar, and all other calendars that you created or have admin access to including resources such as rooms, and your Task list.
- **Other Calendars** where you can enter, for example, another person's calendar.



Note: Google Calendars are not displayed on the InfoPoint SA except for the Primary Calendar (listed under My Calendar with account name). The Primary Calendar is created by default for a Google Account. Only events under the Primary Calendars are fetched and displayed by InfoPoint.

5.1.3 Primary Calendar Settings

Access the Google Calendar settings by clicking the dropdown button on My Calendars and click Settings.



Calendar Settings

General **Calendars** Links

[Back to calendar](#) [Done](#) [Cancel](#)

Language: English (US)

Country: United States (Choose a different country to see other time zones)

Your current time zone: GMT-07:00 Pacific Time Label:

☐ Display all time zones [Show an additional time zone](#)

Date format: MM/DD/YYYY

Time format: 1:50pm

Notifications: ☐ Use browser notifications instead of disruptive alerts
You need to grant permission to allow browser notifications. [Learn more](#)

Events from Gmail: ☐ Add automatically

Default event duration: 60 minutes

☐ Dim past events
☐ Dim recurring future events
The brightness of these events will be reduced, so you can focus on today.

Default view: Week

Custom view: 7 Days

Location: e.g., East Brunswick, NJ or 08816

Show weather based on my location: ☐ No
☐ Yes

Show events you have declined: ☐ Yes
☐ No

Automatically add invitations to my calendar: ☐ Yes
☐ No, but don't send event notifications unless I have responded "Yes" or "Maybe"
☐ No, only show invitations to which I have responded

Automatically add video calls to events I create: ☐ Yes
☐ No

Alternate calendar: No alternate calendar

Enable keyboard shortcuts: ☐ Yes
☐ No

[Back to calendar](#) [Done](#) [Cancel](#)

Figure 67: Calendar Settings

Google Calendar Settings Parameters	Recommended settingsh for AIP-Solo
Language	English
Country	Current Country
Your current time zone	Correct Time Zone of Country and must be the same time zone set for AIP device. Do not tick "Display all time zones"
Date format	Month/Day/Year (ex. 12/31/2016)
Time format	Any of the time format is applicable
Notifications	User defined. Choice does not affect AIP-Solo
Events from Gmail	User defined. Choice does not affect AIP-Solo
Default event duration	User defined. Choice does not affect AIP-Solo
Week starts on	User defined. Choice does not affect AIP-Solo
Event dimming	User defined. Choice does not affect AIP-Solo
Default view	User defined. Choice does not affect AIP-Solo
Custom view	User defined. Choice does not affect AIP-Solo
Location	Current City
Show weather based on my location	Do not show weather. Weather on AIP-Solo is defined by a separate APK.
Show events you have declined	No
Automatically add invitations to my calendar	Yes (Note that this is an important setting. Set to "Yes" to avoid double bookings")
Automatically add video calls to events I create	No
Alternate calendar	No alternate calendar.
Enable keyboard Shortcuts	User defined. Choice does not affect AIP-Solo

5.1.4 Creating an event in Google Calendar

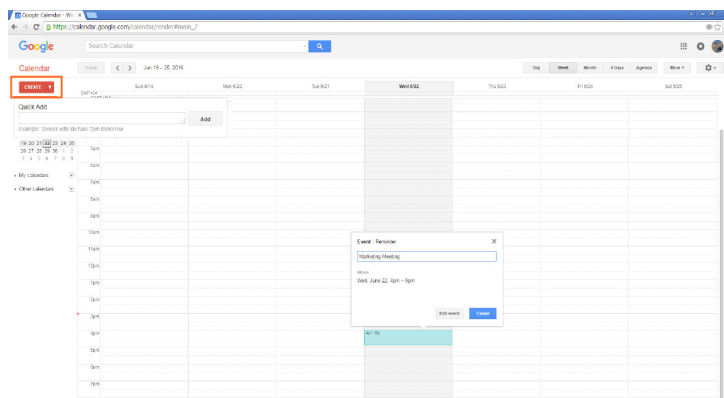


Figure 68: Create event button

Click the red 'CREATE' button on the top left of the Google calendar main screen. This takes you directly to the page where you can set/edit your Meetings/Event. The dropdown arrow opens the "Quick Add" option where you simply type the name of the event you want to add. The "CREATE" settings will then open:

Events can also be created directly on the primary calendars timeline. Choose from Day/Week/Month views and click on the desired time (day), day/time (week) or day (month). This will again open the same CREATE settings.

"CREATE" parameters	Recommended settings for AIP-Solo
Event title	Type the event name. When using Quick Add- event name is automatically added.
Time /Time Zone	Time of your event/ Do not modify Time Zone since this is already preset to sync with that of the AIP Solo device.
All day/ Repeat	"All day" sets the event to cover the whole day ex. from 8am to 5pm depending on time set by user. "Repeat" enables user to set the event as a recurring event. Set appropriate date and time in the Repeat window as needed.
Where	User defined. Choice does not affect AIP-Solo
Video call/Add video call	Adding video call is disabled in the primary settings
Calendar	Select the Primary Calendar only.
Description	User defined, does not affect AIP-Solo
Attachment	User defined, does not affect AIP-Solo

"CREATE" parameters	Recommended settings for AIP-Solo
Event Color	User defined, does not affect AIP-Solo
Notifications/Add a notification	User defined, does not affect AIP-Solo
Show me as	User defined, does not affect AIP-Solo
Visibility	User defined, does not affect AIP-Solo
Add guests	User defined, does not affect AIP-Solo
Guests can...	It is recommended not to tick any option to avoid booking conflicts or modifications made by guests.

Save Event created. This will automatically update on the InfoPoint Solo device.

5.2 Creating a meeting in MS Outlook on-premise

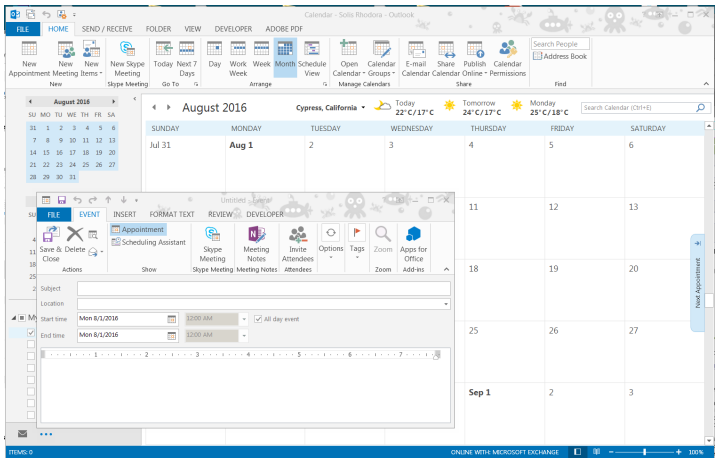


Figure 69: Calendar page on MS Outlook

Open MS Outlook and navigate to the Calendar page. Select only the primary Calendar and create a new meeting. Fill-up the necessary tabs as required.

Calendar parameters	Recommended settings for AIP-Solo
To	Participants within contacts database. User defined, does not affect AIP-Solo
Subject	A short description of the meeting.
Location	Select the email account associated with AIP-Solo device
Start time/End time	Fill-in duration of meetings

In order to avoid conflicts in terms of booking from MS Outlook, set the following:

- Go to File/Options/Calendar
- In Calendar, go to *Automatic accept or decline* and click the Auto Accept/Decline button.
- Check the following boxes in order to avoid meeting reservation conflicts on the AIP-Solo:

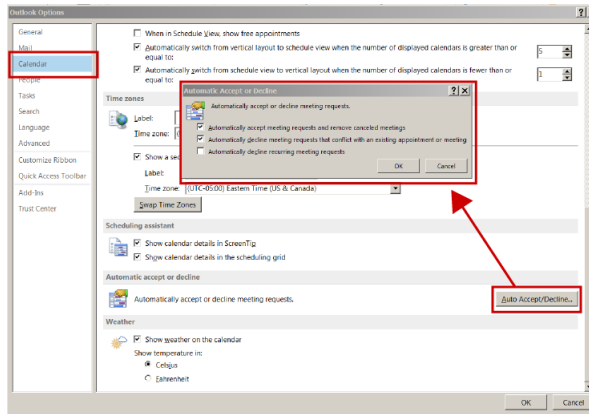


Figure 70: Setting Auto Accept/Decline

5.3 Configure Office 365 for Resource Scheduling Options/Settings/Permissions

5.3.1 Opening a resource calendar and accessing the settings



Important: By default, when a resource is created, ANYONE can schedule this resource. The event will show up within the resource calendar, but it will require approval.

- Log into MS Ofc 365 account via Outlook on the web (<https://login.microsoftonline.com/>).
- Click your name in the top right corner and select **Open another mailbox** from the dropdown list.
- Enter the resource name and either select it from the automatic look up list or click **Search Contacts & Directory** link to find the room in the open another mailbox field.



Note: If the resource is not found, enter in the fully qualified email address of the resource and search again.

- Click **Open**. The resource account will open in a new browser tab.

Once logged in, depending on the access provided, you may:

- » Accept meeting invitations when necessary.
- » Send email messages
- » Create, modify meeting requests sent from the resource.

5.3.2 Accessing the resource scheduling settings

- a. Make sure you are currently located in the newly opened resource tab. If not, use the instructions mentioned before to open the resource.
- b. Click on the **Settings icon** in the top right corner next to the resource name and select **Calendar** from the side panel list.
- c. Expand the Calendar section in the left navigation pane.
- d. Click Resource Scheduling from within the listing. You will see the following screen:

Resource scheduling settings

Scheduling options

☒ Automatically process event invitations and cancellations

☐ Turn off reminders

Maximum number of days in advance resources can be booked

☒ Always decline if the end date is beyond this limit

☒ Limit event duration

Maximum allowed minutes

☐ Allow scheduling only during working hours

☒ Allow repeating meetings

☐ Allow conflicts

Allow up to this number of individual conflicts

Allow up to this percentage of individual conflicts

Scheduling permissions

Choose people and groups that have permission to schedule this resource by sending an event invitation.

These people can schedule automatically if the resource is available.

☒ Everyone

☐ Specific people and groups:

Select one or more...

These users can submit a request for owner approval if the resource is available.

☐ Everyone

☒ Specific people and groups:

Select one or more...

These people or groups can schedule automatically if the resource is available and can submit a request for owner approval if the resource is unavailable.

☐ Everyone

☒ Specific people and groups:

Select one or more...

Figure 71: Resource scheduling settings

5.3.3 Scheduling Options

Configure the **Scheduling Options** and **Scheduling Permissions** using the following tables to assist with option selections.

Click **SAVE** once you have finished your changes.

Parameters	Description
Automatically process event invitations and cancellations	<p>Enables or disables all options below as well as the options under Scheduling Permissions. If checked, all options below are enabled.</p> <p>If not checked:</p> <ul style="list-style-type: none"> owner of resource - must manage every request manually by accessing the resource directly. delegate of resource - manage the request on behalf of the resource.
Turn off reminders	Enables or disables reminders for events in this calendar. This applies only for the resource; the organizer and attendees will still receive reminders if they have elected to do so.
Maximum number of days in advance resources can be booked	Limits how far in advance an event can be scheduled. The default is 180 days.
Always decline if the end date is beyond this limit	Requests beyond the maximum number of days specified will be automatically declined. Valid values are between 0 (today) and 1080 (about 3 years).
Limit event duration and maximum allowed minutes	Limits the amount of time for which a room can be scheduled within a single day. Unchecking the box will mean a meeting has no limit. Checking the box allows for a limit between 0 to 1440.
Allow scheduling only during working hours	If checked, an event can only be scheduled during the hours specified under Calendar Work Week in the Calendar tab. Events outside of working hours will be automatically declined
Allow repeating meetings	Allows booking of the resource room at a regular interval; the event can be set to repeat over a specified duration of time (also called "recurring").
Allow conflicts	Allow or prevent conflicting meeting requests ("Double Booking"). If 'Repeating meetings' and 'Allow conflicts' are both enabled, this will only allow conflicts on repeating meetings. Additionally, in order for the resource to allow conflicts, when the resource is invited it will need to be entered into the Attendees field as opposed to being chosen with the Add Rooms button.

Parameters	Description
Allow up to this number of individual conflicts	This setting specifies the maximum number of conflicts that are allowed for new repeating meeting requests. When set to 0, a recurring event will fail to schedule if one or more conflicting appointments already appear. If the number is greater than 0, a recurring event is allowed that many conflicts before being denied.
Allow up to this percentage of individual conflicts	This setting specifies the maximum percentage of meeting conflicts that are allowed for new repeating meeting requests. The same idea as with the individual conflicts field applies, but in this instance a percentage of conflicts allowed is specified.

5.3.4 Scheduling Permissions

Parameters	Description
These people can schedule automatically if the resource is available	By default, Everyone can schedule this resource without manual approval by the resource. If Select users and groups is selected, only the users and groups specified can schedule automatically. All other users or groups will receive a decline message. If Select users and groups is selected but no users or groups identified, this option will be ignored.
These users can submit a request for approval if the resource is available	If Everyone is selected, then all requests must receive manual approval by the resource. If Select users and groups is selected, only the specified users and groups require manual approval by the resource. Select users and groups is selected and left blank by default so that all requests are approved automatically.
These people can schedule automatically if the resource is available and can submit a request for approval if the resource is unavailable	When Everyone is selected (default) any request during an open time frame will be automatically approved. If the room is booked at the requested time, a form is submitted to the resource for manual approval. If Select users and groups is selected, only those specified will have the option to have the request manually approved; all others will have a conflicting request denied without the option of manual approval by the resource.

-END-

Arrive CarePoint Foundation Software Support Services

Thank You for choosing us to serve you. Your suggestions for Arrive InfoPoint® are welcome.

[Please visit Arrive CarePoint for updated information on warranty for non-computing equipment](#)

■ Support Coverage and Additional Resources

Customers are our top priority and the lifeline of our organization. We consistently operate with our customers' best interests in mind and offer professional assistance through online self-service options, world-class phone support, and a network of business partners, certified consultants, and authorized training centers.

ARRIVE Support and Services teams deliver an innovative advisory approach to help ARRIVE customers better utilize and derive more value from ARRIVE solutions. In addition to answering questions and resolving technical concerns, ARRIVE pro-actively offers valuable advice on using ARRIVE solutions to their fullest potential- helping customers realize a higher return on investment by:

- Gaining greater insight into business activities.
- Operating business more effectively by maximizing the capabilities of ARRIVE solutions to improve business processes.
- Improving business efficiency by leveraging ARRIVE solutions to reduce the time, resources, effort, and cost of operations.

Arrive CarePoint provides customers with access to a variety of valuable services, such as:

- Optimizing the effectiveness and efficiency of ARRIVE solutions to achieve business results.
- Troubleshooting or resolving technical and non-technical issues that may be encountered during ARRIVE software installation or use.
- Identifying and recommending where additional product training would be of value.
- Determining the need and referring appropriate resource(s) to assist with non-Arrive issues.

The first year of Software Support and Maintenance is required with your initial purchase. Subsequent years of Support and Maintenance may be renewed yearly. Customers who have not purchased or do not have a current support CarePoint plan in place will not be able to receive the full benefits of Arrive's CarePoint support and maintenance services.

With up to date Software Maintenance coverage you will receive personal, written (email) or verbal (by phone) answers to all technical questions. Responses to most inquiries are usually received in the same business day, often within minutes to an hour of receipt. Answers come directly from an experienced ARRIVE technical support specialist, involving members of our software development team whenever necessary. Support inquiries may include requests for help with any aspect of the software's implementation: installation, configuration, testing, troubleshooting. You may also request help to meet unique requirements, specific to your own implementation.

When new versions become available, software upgrades are free to all customers with current CarePoint Foundation Maintenance coverage. Customers with current maintenance coverage may purchase additional software and device licenses without having to repurchase the original installation.

Through ongoing interaction with end users, our software is always improving and enhancing its functionality. If existing functionality does not meet your requirements, you may make a request for enhancements or feature upgrades. ARRIVE Technical Support will work directly with you and our Development team to understand your requirement and determine if an enhancement can be made available. Whenever possible, requested feature enhancements are developed and released as part of the continuous improvement plan phased out releases and you can be assured that new features will be available in the next released version.

Technical Support is available in two time zones - PST Monday - Friday, 9:00am - 5:00pm (excluding some holidays) and GMT+4.00 Sunday - Thursday, 9:00 am - 5:00 pm. Please allow up to 24 hours for response, though most inquiries are responded to same business day and often within minutes of receipt. To make a technical support request, please contact ARRIVE Technical Support (netsupport@arrivesys.com).

■ 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. ARRIVE Professional Services and ARRIVE Academy teams also offer a wide variety of services.

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

Training-ARRIVE Academy is the best resource for training, offering classroom training, real-time Learning, custom training, self-study guides, and an annual customer conference. Visit [ARRIVE Academy](#) to search and register for courses and products, monitor your learning progress through training tracks, and join online communities with product experts and other customers.

- Perform software, product, application, or job-related activities, such as software installation, data entry, creating reports, etc.*
- Assist with 3rd party software for installation, training, troubleshooting, integration, etc.
- Providing organization-specific consulting or consulting advice.
- Repairing data or database issues caused by user error or third-party software.

Please refer to the CFSS coverage information at <http://carepoint.arrivesys.com/cfss> for additional information and resources. For additional questions, please contact ARRIVE Customer Care at netsupport@arrivesys.com.

*Please note that references in this document to third-party software, products or applications, does not encompass all third-party software, products and applications that ARRIVE provides (directly or through an authorized ARRIVE Business Partner) as part of a customer's solution.



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