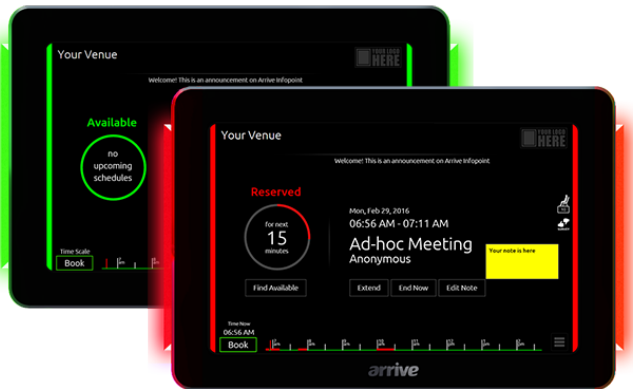


# Arrive InfoPoint™

Model AIP-ID-1000

with Arrive InfoPoint Software Version 2.0.x

## INTERACTIVE ROOM SIGNS



Please note the serial number of your purchased product for future reference:

Serial No.: \_\_\_\_\_

We reserve the right to introduce changes after the printing of this document. Please refer to our website [www.arrivesys.com](http://www.arrivesys.com) for updated documentation and information.

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# IMPORTANT SAFETY INSTRUCTIONS

**CAUTION**  
**RISK OF ELECTRIC SHOCK**  
**DO NOT OPEN**

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL

## Explanation of Graphical Symbols



This graphic symbol is intended to alert you to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons



This graphic symbol is intended to alert you the presence of important operating and maintenance accompanying the appliance.

1. Read Instructions- All the safety and operating instructions should be read before you operate the product.
2. Retain Instruction-The safety and operating instructions should be retained for future reference.
3. Heed Warnings- All warnings on the product and in the operating instructions should be adhered to.
4. Follow Instructions- All operating and use instructions should be followed.
5. Cleaning- Unplug this product before cleaning. Do not use liquid cleaners or aerosol cleaners.
6. Attachments- Do not use attachments not recommended by the product manufacturer as they can cause hazards.
7. Water and Moisture- Do not use this product near water- near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or near a swimming pool; and the like.
8. Accessories- Do not place this product on an unstable cart, stand, tripod, bracket or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a bracket, recommended by the manufacturer or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by manufacturer.
9. Power Sources- This product should be operated only from the type of power source indicated on the mark.
10. Cable Protection- All connected cables should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
11. Lightning- For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the ethernet and/or from the power socket. This will prevent damage to the product due to lightning.
12. Object and liquid entry- Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
13. Servicing- Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
14. Damage Requiring Service- Unplug this product from the ethernet and/or power socket and refer servicing to qualified service personnel under the following conditions :
  - a) When the connecting cable is damaged,
  - b) If liquid has been spilled, or objects have fallen into the products,
  - c) If the product has been exposed to the rain and water,
  - d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of the controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation,
  - e) If the product has been dropped or damaged in any way, and
  - f) When the product exhibits a distinct change in performances- this indicates a need of service.
15. Replacement Parts- When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.
16. Safety Check- Upon completion of any service or repair to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.
17. Heat- The product should be situated away from heat sources such radiators, heat registers, stoves, or other product (including amplifiers) that produce heat.

**COMPLIANCE INFORMATION**  
(DECLARATION OF CONFORMITY PROCEDURE)

Responsible Party: Arrive Systems, Inc.  
Address: 113 Barksdale Prof. Ctr., Newark NC DE 19711 USA  
Telephone: +1-844-427-7483 (Toll Free)  
Hour of operation: 9:00- 17:00  
Type of Equipment: 10" Interactive Room Sign  
Model Name: AIP-ID-1000  
This device complies with Part 15 of FCC Rules.  
Operation is subject to the following conditions:  
1) this device may not cause harmful interference, and  
2) this device must accept any interference received the including the interference that may cause undesired operation.  
See user manual instructions if interference to radio reception is suspected.

This Device complies with the requirements listed in FCC regularizations, Part 15 for Class "A" Digital devices. If you are using cardiac pacemaker, please note that this device can radiate radio frequency energy in the area near the product

**FCC INFORMATION (for US customers)**

**1. IMPORTANT NOTICE: DO NOT MODIFY THIS UNIT!**

This product, when installed as indicated in the instructions contained in the manual, meets FCC requirements. Modifications not expressly approved by ARRIVE may void your authority granted by FCC to use the product.

**2. IMPORTANT:** When connecting this product to accessories and/or another product, use only high quality shielded cables. Cable/s supplied with this product **MUST** be used. Follow all installation instructions. Failure to follow instructions could void your FCC authorizations to use this product in the USA.

**3. NOTE:** This has been tested and found to comply with the requirements listed in FCC regulations, Part 15 For Class "A" digital devices. Compliance with these requirements provides a reasonable level assurance that your use of this product in a residential environment will not result in harmful interference with other electronic devices. This equipment generates/uses radio frequencies and, if not installed and used according to the instructions found in the user manual, may cause interference harmful to the operation of other electronic devices.

Compliance with FCC regulations does not guarantee that the interference will not occur in all installations, If this

product is found to be the source of interference ,which can be determined by turning the unit "OFF" and "ON", please try to eliminate the problem by using one of the following measures;

Relocate either this product or the device that is being affected by the interference.

Utilize power outlets that are on different branch (circuit breaker or fuse) circuits or install AC line filter/s.

In the case of radio or TV interference, relocate/reorient the antenna. If the antenna lead-in is 300 ohm ribbon lead, change the lead-in to co-axial type cable.

If these corrective measures do not produce satisfactory results, please contact the local retailer authorized to distribute this type of product. If you cannot locate the appropriate retailer, please contact Arrive Systems, Inc. Address: 113 Barksdale Prof. Ctr., Newark New Castle DE 19711 USA

The above statements apply **ONLY** to those products distributed by Arrive Systems, Inc.

**FOR CANADIAN CUSTOMERS**

This Class A digital apparatus complies with Canadian ICES-003.

**CE Declaration of Conformity (For EU Customers)**

We, Arrive Systems, Inc., declare under our sole responsibility that the Arrive component to which this declaration relates, is in conformity with General Emissions Standard EN50081-1 and with Generic Immunity Standard EN50082-1 1992.

# CAUTION: READ THIS BEFORE OPERATING YOUR UNIT

1. To assure the finest performance, please read this manual carefully. Keep it in a safe place for future reference.
2. Install this unit in a well-ventilated, cool, dry, clean place away from direct sunlight, heat sources, vibration, dust, moisture, and/or cold.
3. Locate this unit away from other electrical appliances, motors, or transformers to avoid humming sounds.
4. Do not expose this unit to sudden temperature changes from cold or hot, and do not locate this unit on an environment with high humidity (i.e. a room with a humidifier) to prevent condensation inside this unit, and/or personal injury.
5. Avoid installing this unit where foreign object may fall onto this unit and/or this unit may be exposed to liquid dripping or splashing. On the top of this unit, do not place :
  - Other components, as they may cause damage and/or discoloration on the surface of this unit.
  - Burning objects (i.e. candles), as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
  - Containers with liquid in them, as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
6. Do not cover this unit with a newspaper, tablecloth, curtain, etc. in order not to obstruct heat radiation. If the temperature inside this unit rises, it may cause fire, damage to this unit, and/or personal injury.
7. Do not install this unit near mobile phones and/or television sets to prevent operation failure caused by electromagnetic waves and/or magnetism.
8. Install this unit in a stable place horizontally with its provided mounting kits and installation instructions to prevent a fall and damage to this unit.
9. Keep your hands dry when connecting or disconnecting the cable to prevent an electric shock.
10. Connect USB ports on the device directly to PC, as needed. Connecting them through a USB hub may cause problems in operations.
11. Do not use force in the cable. Doing so may cause a fire, electrical shock, damage to this unit, short circuit and/or disconnecting.
12. When not planning to use this unit for long periods of time, disconnect the cable from the ethernet and/or power sockets to prevent fire.
13. When disconnecting any cable, grasp the plug- do not pull the cable.
14. Do not clean this unit with chemical solvents; this might damage the finish. Use a clean or dry cloth.
15. Do not attempt to modify or fix this unit. Contact qualified ARRIVE service personnel when any service is needed.
16. Condensation will form when any surrounding temperature changes suddenly. Disconnect the cables, then leave this unit alone.
17. When using this unit for a long time, this unit may become warm. Disconnect the cables if temperature is unusually high or if unit malfunctions, then leave this unit alone for cooling. Contact Arrive support if necessary.
18. To prevent damage by lightning, keep the cables disconnected during a lightning storm.

## WARNING

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

## WARNING

THIS IS A CLASS A PRODUCT. IN A DOMESTIC ENVIRONMENT THIS PRODUCT MAY CAUSE RADIO INTERFERENCE ON WHICH CASE THE USER MAY BE REQUIRED TO TAKE ADEQUATE MEASURES.

## WARNING

TO PREVENT ELECTRIC SHOCK, ENSURE THAT YOU ARE USING MATCHING POWER PLUGS TO THE POWER SOCKET AND FULLY INSERT.

## Information for users on collection and disposal of old equipment



This symbol on the products, packaging, and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste.

For proper treatment, recovery and recycling of old products, please take them to applicable collection points, in accordance with your national legislation and Directives 2002/96/EC.

By disposing of these products correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

### [For business users in the European Union]

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

### [Information on Disposal in other Countries outside the European Union]

This symbol is only valid in European Union, if you wish to discard these items, please contact your local authorities or dealer and ask for the correct methods of disposal.

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## ABOUT THIS GUIDE

In this guide, brand names may be described as the brands or abbreviated as follows.

- Arrive InfoPoint, ID-1000 (10"): this unit, device
- Microsoft Windows® (e.g. Microsoft Windows® 7 or 8): Windows 7, Windows 8, etc.
- Microsoft Outlook® : Outlook
- Microsoft Exchange® : Exchange
- Arrive InfoPoint™ EdgelessMedia Server : InfoPoint EMServer/ iEMServer/iEMS
- Arrive OnePoint™ EdgelessMedia Server : OnePoint EMServer/oEMServer/oEMS

### ■ About Trademarks

- Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.
- All other trademarks are owned by their respective owners whether acknowledged or not in this manual.

- Specifications of this unit and contents of this document are subject to change without notice. Software features and functions are defined as released on February 15th, 2016 and subject to change in releases after this date.
- ARRIVE does not accept any liability for any loss or damage resulting from any use of this unit. The warranty covers this unit only.



# 1. INTRODUCTION

Arrive InfoPoint™ is a powerful Interactive Room Sign that simplifies room scheduling dramatically. It optimizes resource utilization and erases redundancy at low and modest operating costs. Arrive InfoPoint boasts of a robust integration with calendar systems like Microsoft Outlook® and the Arrive EdgelessMedia Server for InfoPoint (or Arrive OnePoint EdgelessMedia Server for enterprise-wide applications). It is a touch enabled device placed outside the room (e.g. meeting room, classroom) to make the necessary booking. It is easy to use and offers many ways for a user to reserve available rooms on a single or recurring basis. The Arrive InfoPoint software version 2.0.0 also offers significant upgrades to the device's functionality which will be covered in this guide.

The purpose of this document is to provide step by step guidance on how to operate the Arrive InfoPoint Model AIP-ID-1000 correctly once it is installed and setup in your network, otherwise refer to the Setup and Configuration document.

# 2. PRODUCT OVERVIEW

## 2.1 What's new with Arrive InfoPoint ver. 2.0.x ?

Arrive InfoPoint Software Version 2.0.x	Arrive InfoPoint Software Version 1.0.x
Configurable features: Weather, Signage, Time Bar, Calendar, Sticky Note, Survey (Admin only)	Features can be configured partially
Calendar <ul style="list-style-type: none"><li>• Preset Calendar default view (day or week)</li><li>• Configure Start Day of the Calendar (Saturday, Sunday or Monday)</li><li>• Choose date format for the calendar (dd/mm/yyyy, mm/dd/yyyy, yyyy/dd/mm)</li></ul>	N/A
Default announcement line (e.g. welcome information, notices, other announcements) is now displayed as a running marquee	N/A
Ability to end/extend current meeting/session from the device	Extend only
Allow <b>Surveys</b> and <b>Notes</b> functions for all room types	N/A
<b>Notes</b> can be added/removed when room is reserved and available	<b>Notes</b> was available only in reserved mode
Weather <ul style="list-style-type: none"><li>• Configurable via the iEMServer (SuperAdmin only)</li><li>• Current weather is displayed for the configured "City" (location)</li><li>• Weather information flashes on home screen</li></ul>	N/A
Ability to enter number of attendees available with check-in option	N/A

Arrive InfoPoint Software Version 2.0.x	Arrive InfoPoint Software Version 1.0.x
Software Updates (Admin only) <ul style="list-style-type: none"> <li>• Client software can be upgraded or downgraded from iEMServer</li> <li>• Can select multiple rooms to upgrade or downgrade</li> </ul>	<ul style="list-style-type: none"> <li>• Only upgrade was supported</li> <li>• Only accepted one update at a time</li> </ul>
Device now provides full details of both setting and firmware	N/A
Device does not reboot to apply changes made from iEMServer	Changes applied after an hour. Device does not reboot.
New <b>Home</b> User Interface with animation, displays information like seating capacity and surveys	Different User Interface design
New and improved booking User Interface	Different User Interface design
Supports two way update from device to iEMServer and vice versa for any settings change (Admin only)	Supports only one way update

Arrive InfoPoint offers three different platforms for venue reservation:

1. Directly from the Arrive InfoPoint interactive device
2. From Calendar System (MS Outlook)
3. From a Web Interface via the iEMServer (only open to Authorized users)

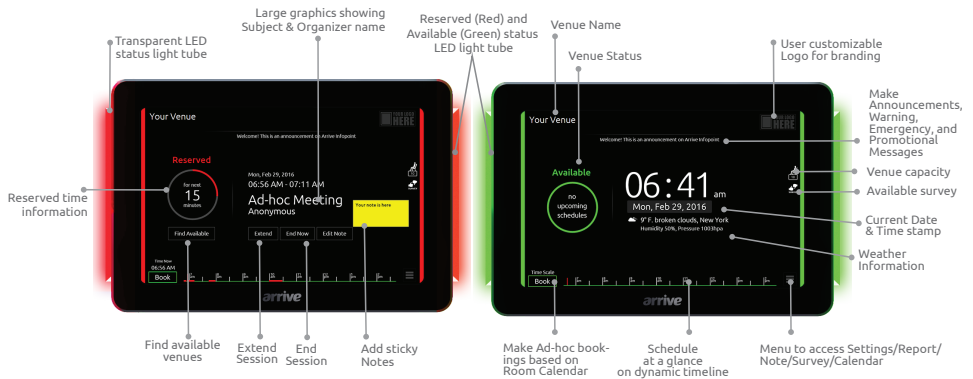


Figure 1: Parts of the device and UI

Based on functions that are enabled by your admin, the user interface shown by your device may vary slightly.

## 3. USING THE DEVICE

### 3.1 Booking a Venue

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.

#### 3.1.1 Booking a venue directly from the device



**Note:** On-device door booking is supported only if the venue type is a meeting or conference room. If you do not wish to allow adhoc bookings from the venue door, change the venue type in the Arrive iEMServer to classroom, training room, or auditorium. The book button will then disappear from the user interface (UI). If **Anonymous booking** is enabled, anyone can book ad hoc on the device. If it is disabled, it will require user credentials for booking directly on device. This function can be configured by going to the Menu/Setting/Features/Anonymous Booking (see Section 3.3.1).

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 MS Outlook or the Arrive EMS web portal.

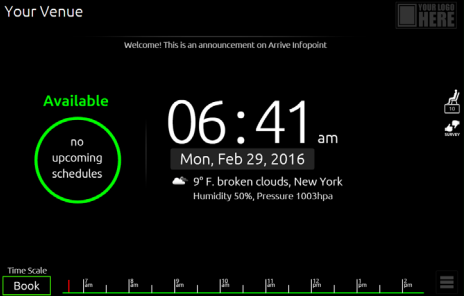
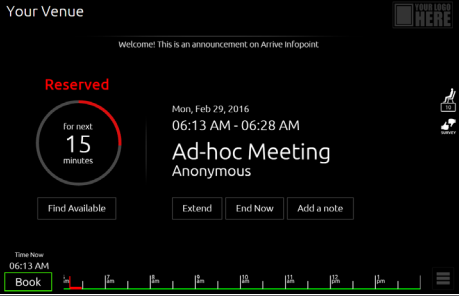
Available	Reserved
	
<p>Press <b>“Book”</b> button to reserve a venue directly from the device to make an Ad Hoc (instant) booking right outside the venue.</p>	<p>If the venue is <b>“Reserved”</b>, press <b>“Book”</b> to make reservations on the next available time/venue; or press <b>“Find Available”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

Figure 2: Home page showing “Available” and Reserved modes

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”**.

BOOK
Back

06:42 AM Mon, Feb 29, 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

06:42 AM

End Time

06:57 AM

Confirm

Figure 3: Booking "By Duration"

### 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.

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### 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 again 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.

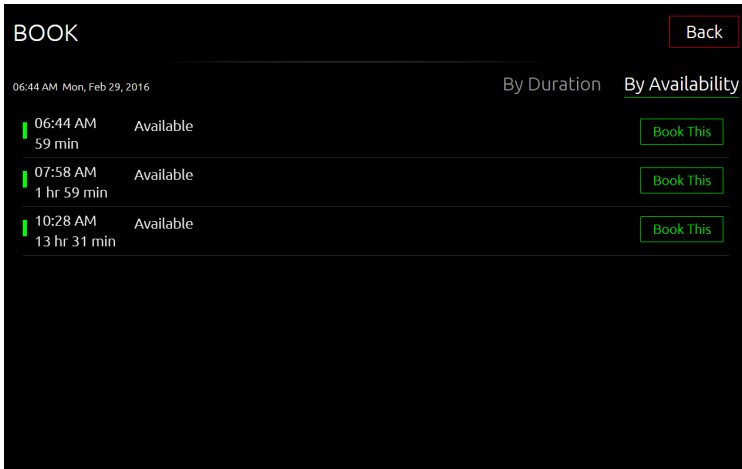


Figure 4: Booking “By Availability”

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

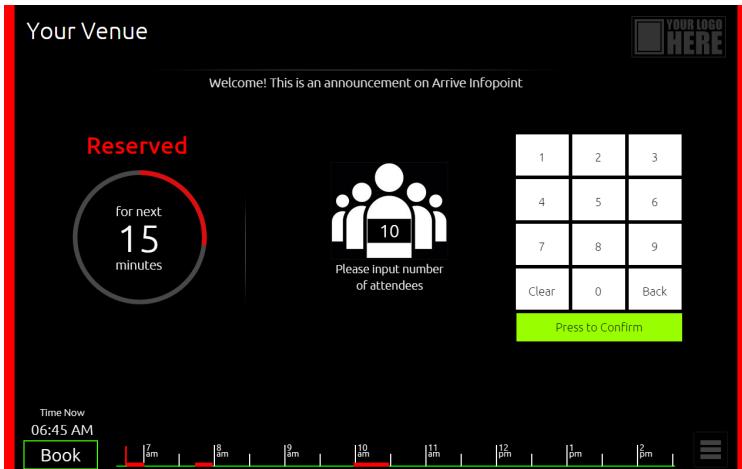


Figure 5: Input on number of participants

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

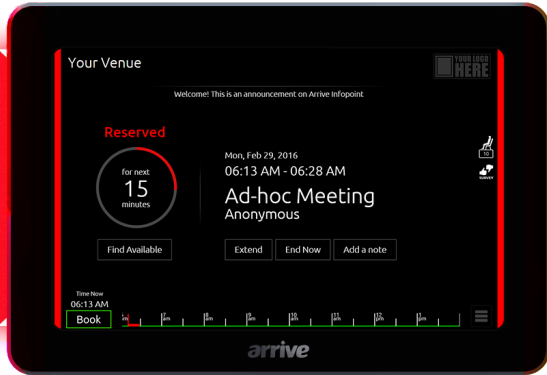


Figure 6: Reserved Room Status

### 3.1.2 Booking the meeting venue from Microsoft Outlook Calendar



**Note:** Synchronization of Microsoft Outlook and Arrive InfoPoint is done during the initial Setup and Configuration by your technical admin. For any issues on booking from Calendar System of MS Outlook, please contact your technical support. The room should be pre-configured as a meeting resource in MS Exchange.

Bookings can also be done from Microsoft Outlook. The venues associated with Arrive InfoPoint are already pre-configured within the iEMServer. These are “as-is” processes within MS Outlook and MS Exchange and part of the calendar function offered by Microsoft to its customers. Follow the steps shown below :

1. Open your Microsoft Outlook, go to Calendar and click **New Meeting** on the menu bar.

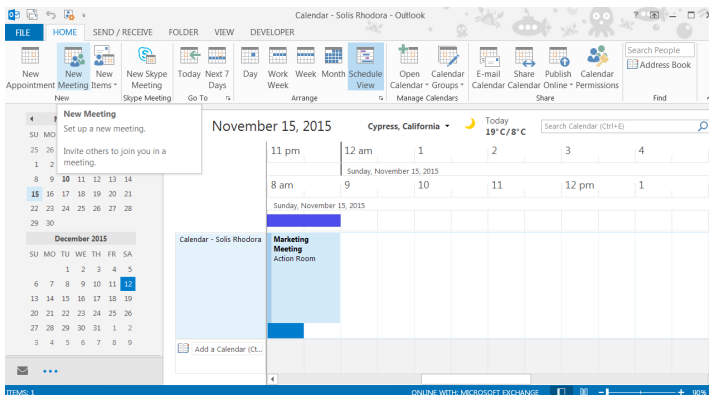


Figure 7: MS Outlook Calendar page

- 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 Venues that are in sync with your Arrive InfoPoint devices.

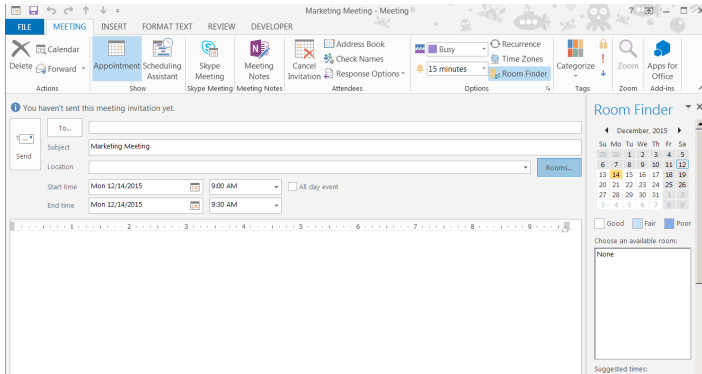


Figure 8: Meeting Tab

- Choose the venue of your meeting. This will automatically update under “Location” in your Meeting tab. Each venue has a corresponding email address so that it can send a response via email if the venue is Available or Received.

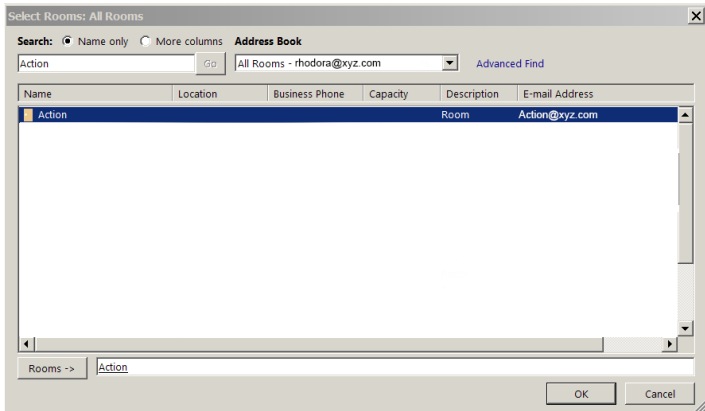


Figure 9: Venue/s configured with Arrive InfoPoint

- Click “Send” to reflect the booking in the “Venue” calendar.

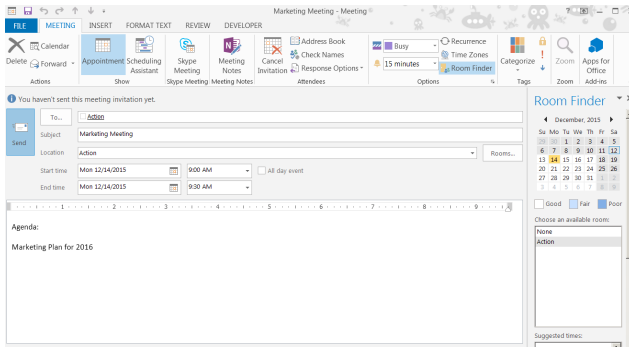


Figure 10: Venue is updated under Location

- An automated system email will be received by the Organizer as to the availability of the venue. The request is "Accepted" if the venue is Available, and "Declined" if the venue is "Reserved" or in conflict with another reservation (based on configuration you have on MS Exchange).

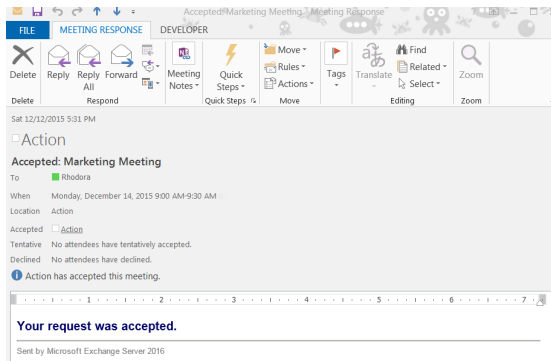


Figure 11: Sample Email for Available Venue

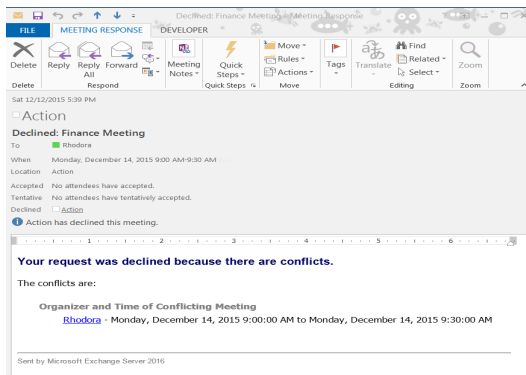


Figure 12: Sample Email for Reserved Venue



6. Use the **Room Finder** to find available time within a venue, in case your chosen time is in conflict with another reservation. Within the Meeting tab, choose a Room, click Room Finder and it will automatically show you a list of Suggested Times to book your reservation.

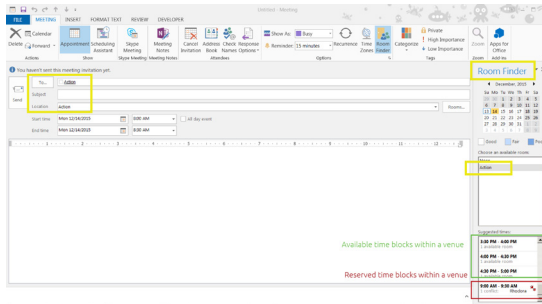


Figure 13: Room Finder

7. 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 and iEMServer.

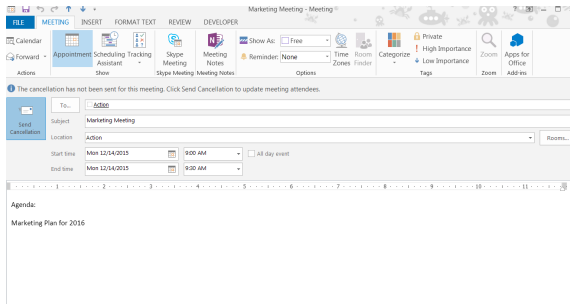


Figure 14: Send Cancellation

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

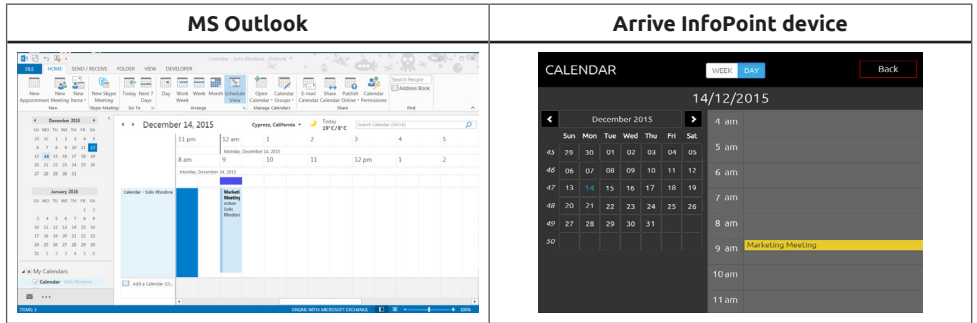


Figure 15: Booked meeting view on Calendar

### 3.1.3 Booking the venue from Arrive EM Web Portal

Booking the venue from the Arrive EM web portal requires access to the Arrive InfoPoint EMServer (OnePoint EMServer in the case of enterprise installation). Only those authorized, such as your IT Admin, can access the iEMServer and make reservations. The following steps only cover the venue reservation via the iEMServer. Kindly refer to the Arrive InfoPoint/OnePoint EMServer documentation should you need more information.

- Connect to the iEMServer by typing the IP address on a web browser and Login.

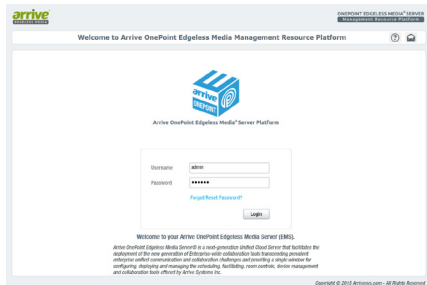


Figure 16: InfoPoint/OnePoint EMServer login page

- Once logged in, click **Manage Reservation** on the home page. You may also click on the same if it is listed under the Frequently Accessed Pages.

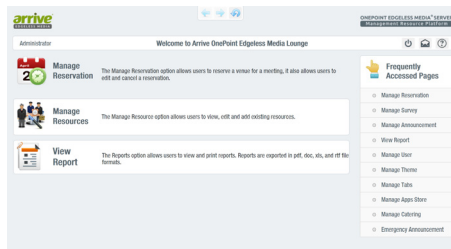


Figure 17: InfoPoint/OnePoint EMServer Home page

- Click on Venue Availability to see which time blocks are free or reserved, or select a free time and double click to open Add Reservation.

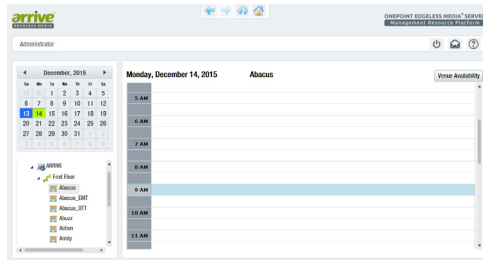


Figure 18: Reservation page

- If you click **Venue Availability**, fill-in all the required information in order for the system to narrow search results. Click **Search**. The system will now show the list of available rooms based on the information you have provided. Click on the Venue.

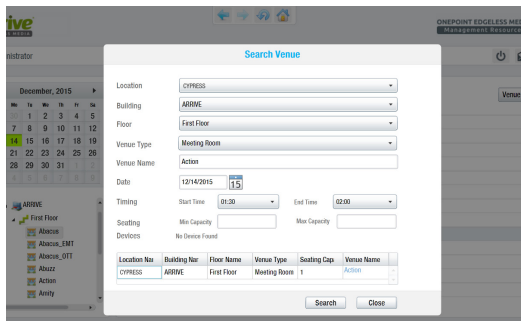


Figure 19: Search Venue window

- You will be redirected back to the Managed Reservation page. Click the on the specified time period area to **Add Reservation**. Fill-in all required information and click **Save**.

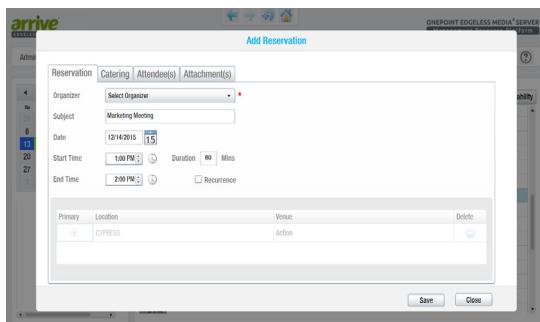


Figure 20: Add Reservation page

### 3.1.4 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. 5 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 iEMServer.

The Check-In time duration can be viewed on the device by going to the Menu/Settings/Meeting; or configured within the iEMServer using the “superadmin” role.

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

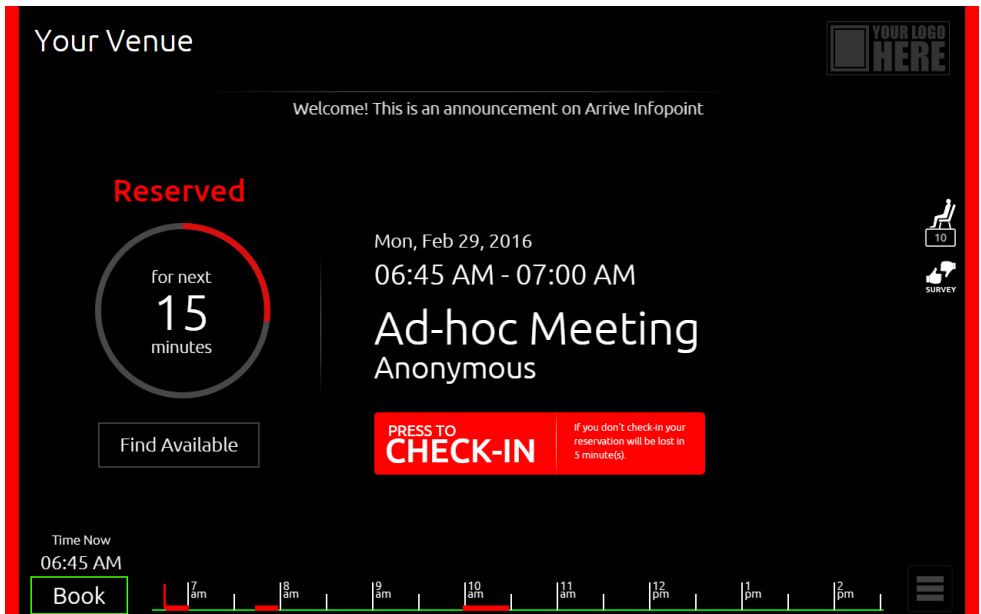


Figure 21: Check In feature

## 3.2 Modifying a Meeting

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

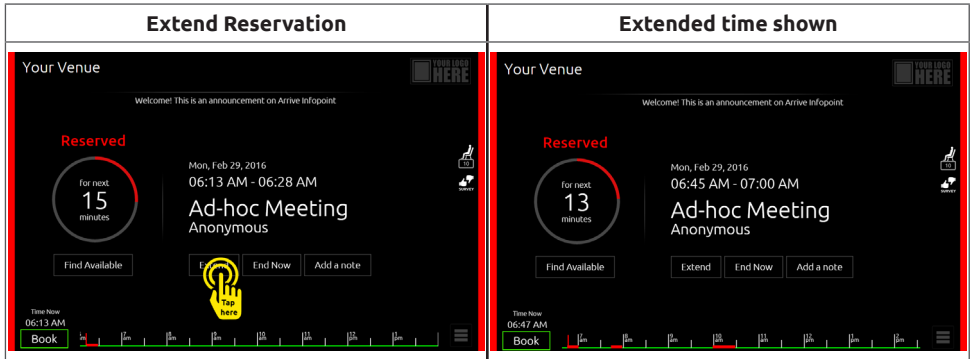


Figure 22: Extending Reservation

1. 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.



**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.

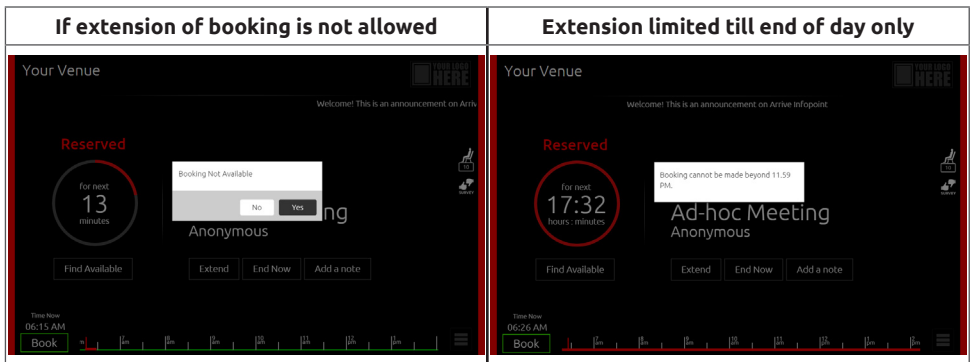


Figure 23: Extending a Reservation

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

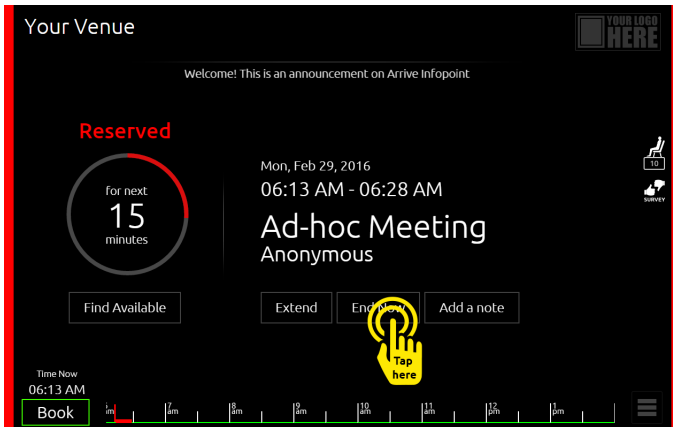


Figure 24: Ending a Session

- 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.

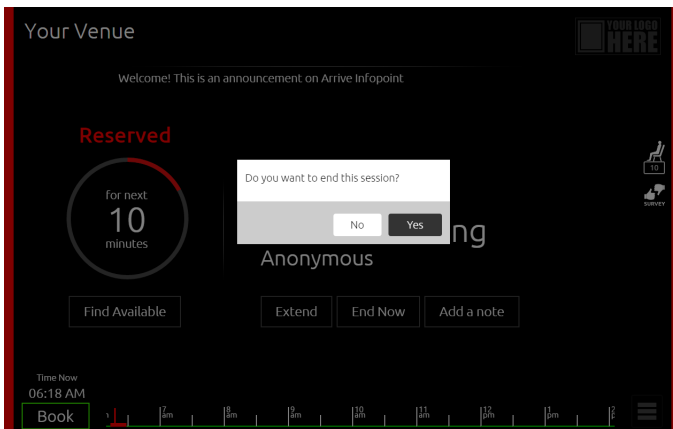


Figure 25: Confirmation when Ending a Session

### 3.3 Adding a Note



**Note:** Adding a (Sticky) Note can now be done on both Available and Reserved status. It is also supported on all venue types.

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.

1. 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.

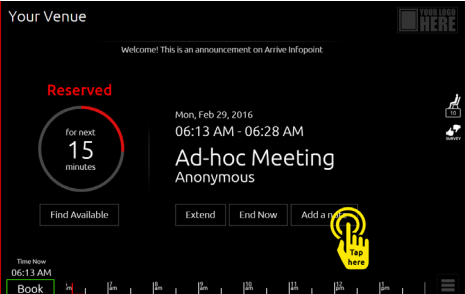
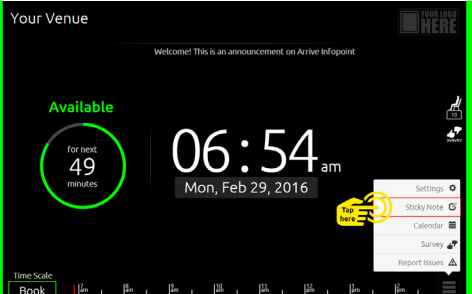
From Menu	From Home page of Reserved Status
	
<p>Tap on "Add a Note"</p>	<p>If Sticky Note Feature is enabled, it will show in the menu on both Available/Reserved status. Click on Sticky Note to open the note page.</p>

Figure 26: Note feature buttons



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

2. 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.

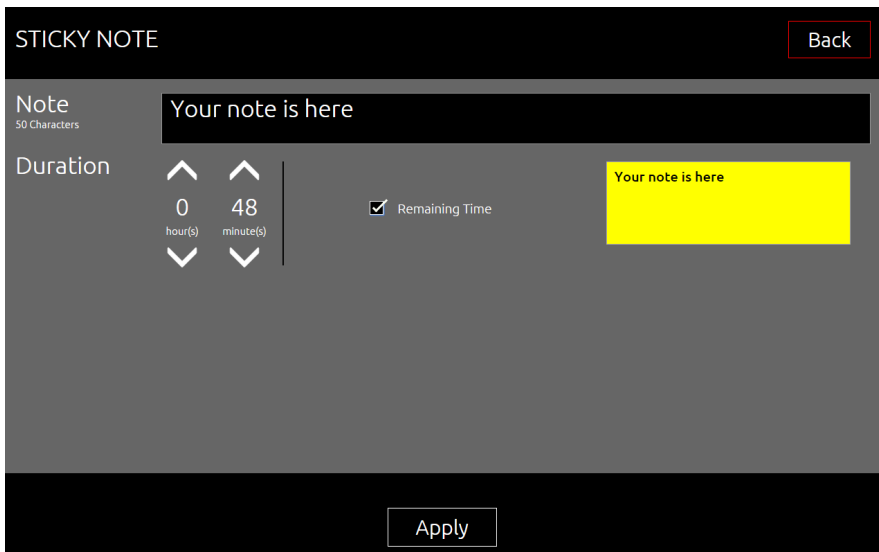


Figure 27: Sticky Note settings

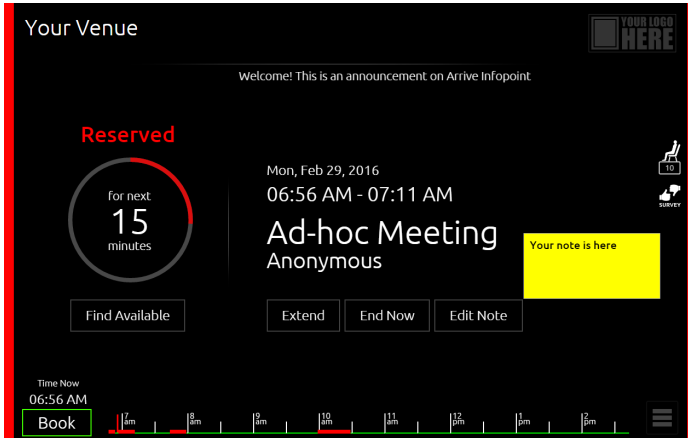


Figure 28: Note when displayed on screen



**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 Remove.

### 3.3.1 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/Calendar/Report Issues**. Other options may show if enabled by Admin such as **Sticky Note and Survey**.

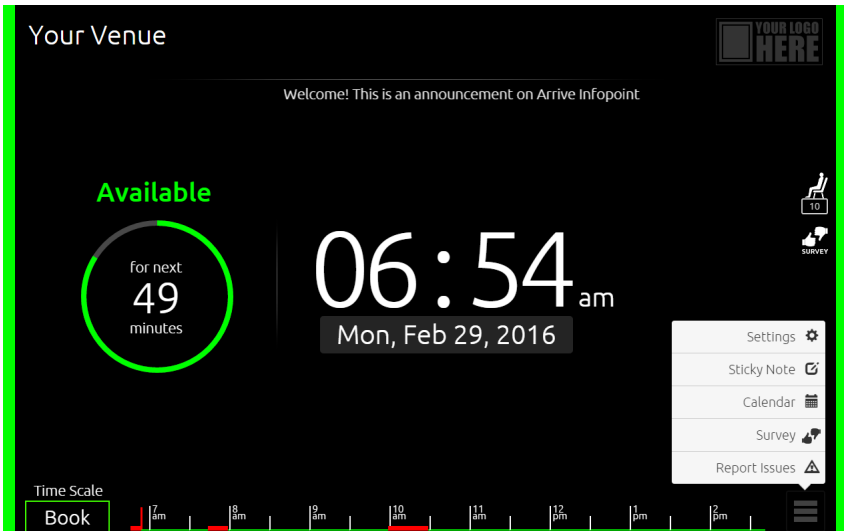


Figure 29: Menu



### 3.4 Configuration of Settings

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

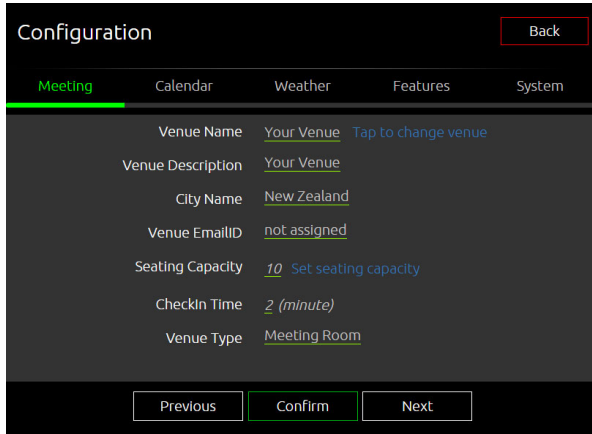



Figure 30: Settings for Meeting page

- **Meeting** - sets values for venue such as name, venue description, seating capacity, and Check In Time. The default value for seating capacity is one, while Check In time is zero minutes. When a number is entered on seating capacity, a small icon with the corresponding number shows on screen .

When time is entered on Check In, it will be the number of minutes that allows Organizers to tap on the Check In notice to avoid cancellation of the venue reservation.

- **Calendar**- Enables/Disables Calendar. If enabled, it gives options for start of week, Default View-whether week or day view, and Date Format.

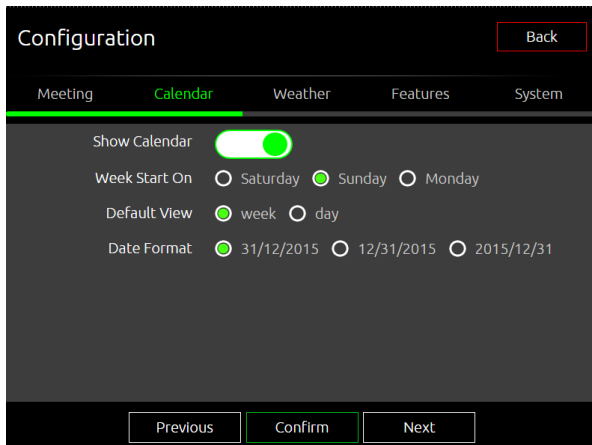


Figure 31: Calendar Settings

- **Weather** - enables/disables **Weather** information to show on Home page. If enabled, it will fetch current weather information from set location (City).Modification on **Weather** can only be done on the iEMServer with a “superadmin” credential, since it requires working with a weather Application Program Interface (API). 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.

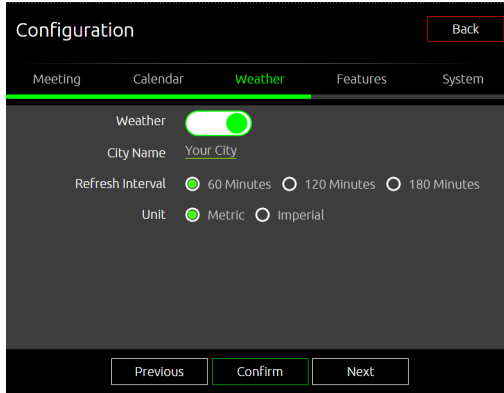


Figure 32: Weather Settings



**Note:** Please see related section regarding Weather configuration on Section 4.4, p.35

- **Features**- enables/disables other features such as **Survey/Sticky Notes/Time Bar/Signage/ Anonymous Booking**. The email ID used for notification is also shown here. This ID is pre-configured via iEMServer, however testing of the ID can be done on the system. When **Survey** and **Sticky Note** is enabled, it will be added in the Menu button on the Home page (see Figure 28).

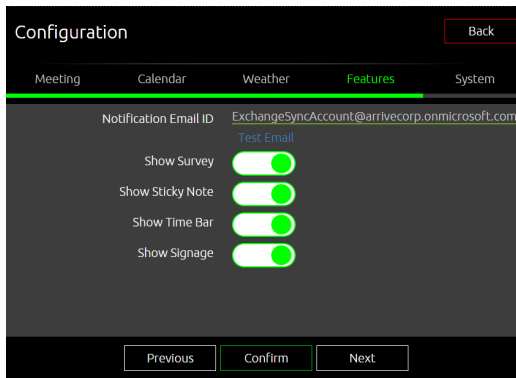


Figure 33: Features Settings

If **Time Bar** is enabled, it will also show on the Home page as:



If **Signage** is enabled, it will show signage images uploaded on the iEMServer via (Manage Resources/Manage Signage). **Signage** is one of four ways to broadcast information on InfoPoint. The other three would be **Informational** which is a running announcement line that shows on the Home Page; **Warning** and **Emergency** - all of which are managed on the iEMServer. **Signage** allows for images (jpg/png) to be uploaded for broadcast on the InfoPoint. It can be programmed to show only in certain venues, and set time intervals and date to display. **Signage** can be used to display poster-like information such as advertising or promotion for a variety of uses.



Figure 34: Example of a Signage display



**Note:** Please see related section regarding announcements on Section 3.8, p.31

If **Anonymous booking** is enabled, anyone can book ad hoc on the device. If it is disabled, it will require user credentials for booking directly on device.

- **System-** allows configuration for network pairing, Language, and other advanced settings such as WiFi, which may be available depending on the device. The system time zone fetches information set on the server.

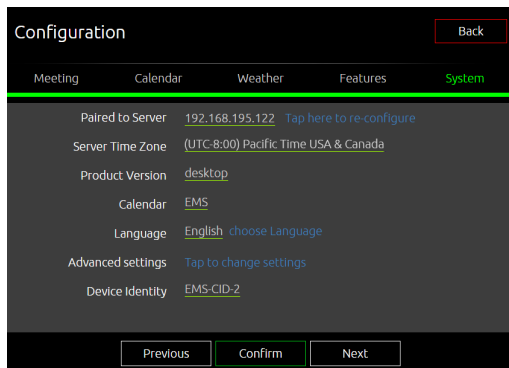


Figure 35: System Settings



**Note:** Settings and other system related configuration is open only to Authorized users and Login credentials are required.

### 3.5 Calendar

1. Click the Menu button to access Calendar where the complete reservation details of the venue is displayed on a daily and weekly basis.

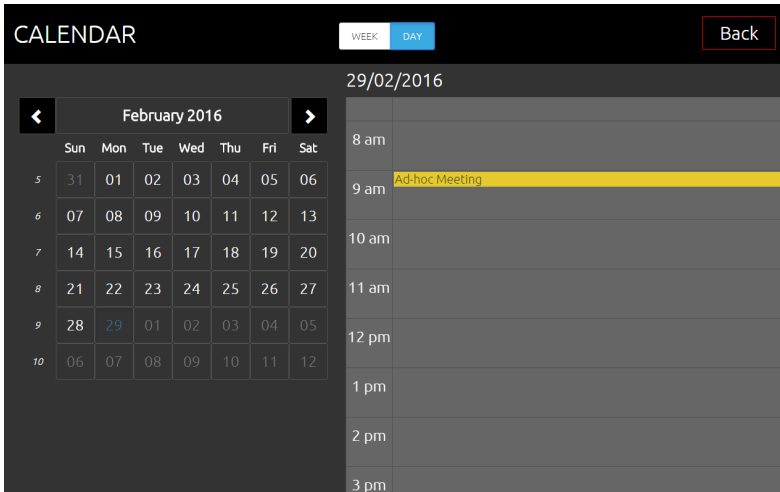


Figure 36: Calendar View - Daily

2. The daily view can be changed to weekly view just by clicking on the **Week** tab.

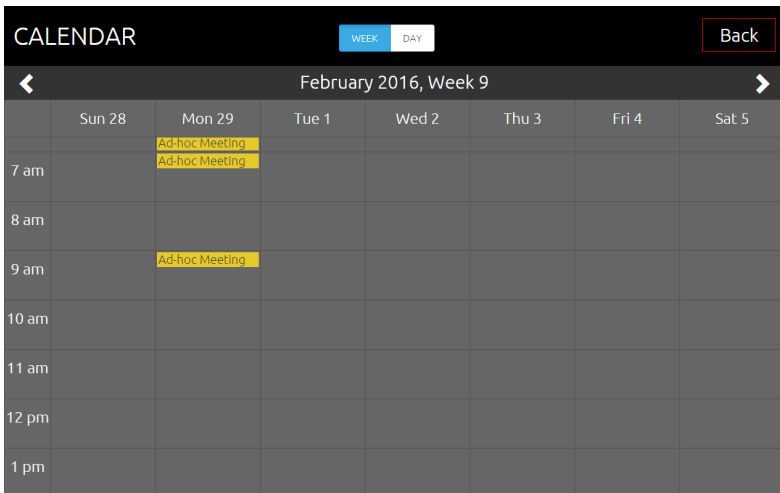


Figure 37: Calendar View - Weekly

### 3.6 Report Issues

This feature allows users to report device Issues or errors installed in the venue. For example, if the mic audio is not audible, users can click on Report Error, and the system will automatically send an email to the Facility Manager or AV Support (or whoever is assigned on the configured mail ID). This function is pre-configured on the iEMServer, where the admin can add/delete devices, set venue information, and assign person to provide support for reported errors.

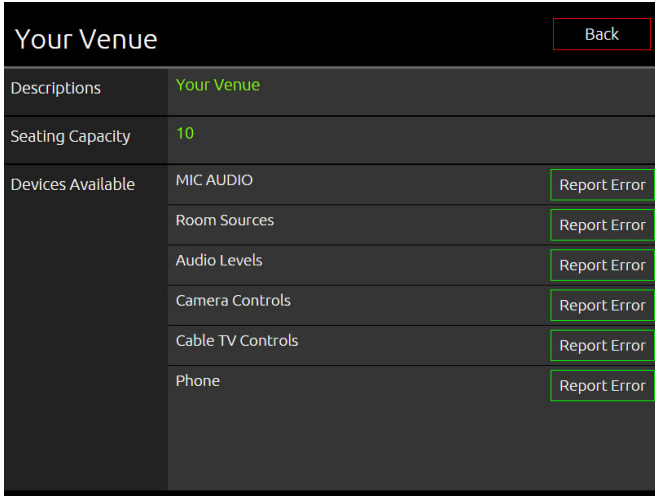



Figure 38: Report Issues page

### 3.7 Survey

Click on the Survey from the Menu to display the active survey. A survey icon  will also display on the Home screen if it is enabled on the system. This helps notify users that a survey is ongoing.



**Note: Surveys** can only be made from the iEMServer. Once a survey is available, it can be shown on the InfoPoint device by enabling it from Menu/Settings/Features/Show Survey. Once enabled, this will be added on the main Menu window, and the survey icon displays on home screen. Multiple surveys can be hosted on the device and selected by users. All survey responses are handled anonymously. Only the count of respondents is reflected in the report. No personal data is required or stored. All or an individual device may host a survey based on configuration. Independent surveys can be reflected on selected devices



Figure 39: Sample Survey Information

Surveys can be in the form of single answer questions, multiple choice, or rating. Tap on Previous to go to the preceding page or Next to advance the page. Click on Finish to submit your answers and view survey results.

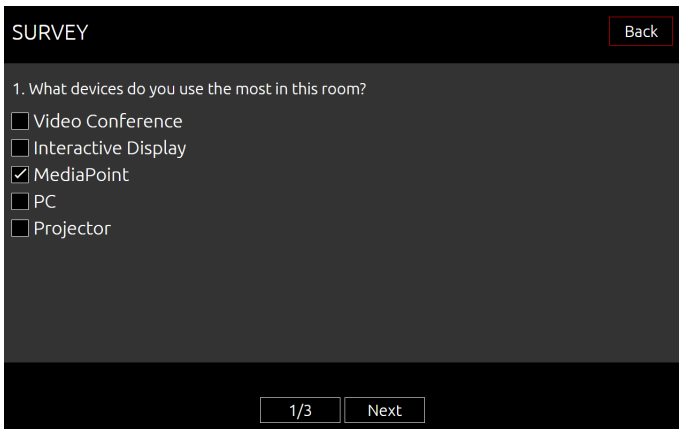


Figure 40: Sample multiple choice question

Once done answering the survey, click on finish to submit your answers and view survey results.

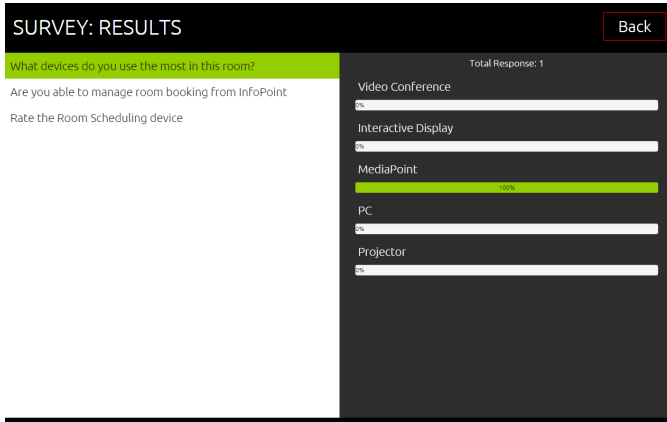


Figure 41: Sample Survey Results

### 3.8 Announcement Feature

Arrive InfoPoint has announcement features that come in handy for short informational messages, warning signs, and emergency notices. Unlike the Signage feature, announcements are text-based and limited to 150 characters.



**Note: Announcements** can only be managed from the EMServer. Once an announcement is created, it shows on the InfoPoint device depending on duration, start and end dates, and venue. All or an individual device may display an announcement based on configuration. Independent announcements can be reflected on selected devices.

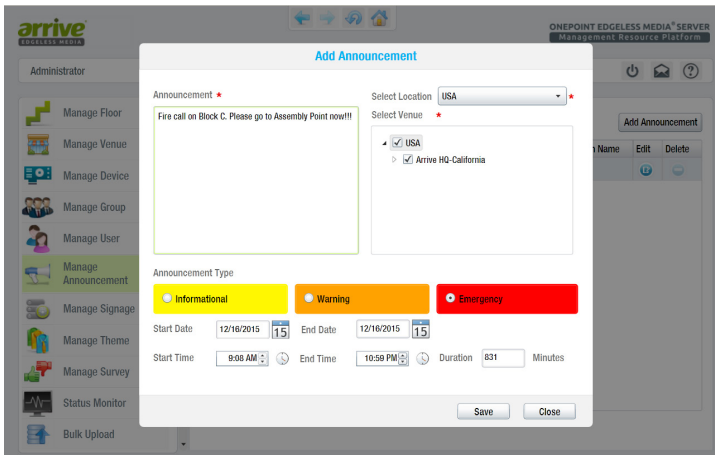


Figure 42: Adding Announcement on iEMServer

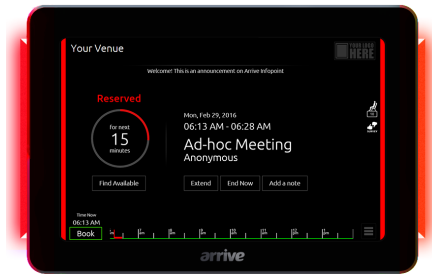


Figure 43: Informational announcement

**Informational** announcements show on the Home screen as a looping ticker line on both Reserved and Available status.



Figure 44: Warning Announcement

A **Warning** announcement comes with a yellow background for better visibility, and the LED status light flashes to alert users. This is usually used for information that is non-emergency level but may have an impact on the use of the Venue such as network maintenance, power outages, unavailability of venue devices, etc.



Figure 45: Emergency Announcement

An **Emergency** announcement comes with a red background for better visibility, and the LED status light flashes to alert users. This is usually used for emergency level information such as a fire in the venue location, severe weather, etc.



## 4. OTHER FEATURES

### 4.1 Catering

Catering is a feature that can be managed only by going to iEMServer/Manage Resources/Manage Catering. It requires pre-listing of catering items that can be classified into different categories such as Drinks, Snacks, Lunch, etc. Location, price, availability and delivery lead time can be assigned to the catering items. A User can be added to access Catering on iEMServer such as the office receptionist. The User can then choose from the items listed, and email items for order/delivery. Email recipient are pre-configured on the iEMServer only with a Super Admin role.

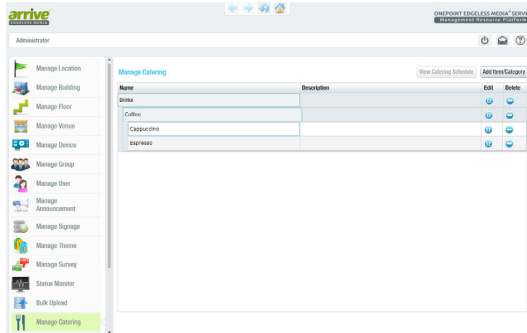


Figure 46: Manage Catering on iEMServer

### 4.2 Reports

The following **Reports** on Arrive InfoPoint **function and use** can be generated from the iEMServer/View Report:

- Organizer Schedule/ Availability/Utilization
- Venue Schedule/ Availability/Utilization
- Survey
- Catering

Reports can be viewed or printed, or saved in the following formats: pdf, .doc, .xls, and rtf file.

Venue	Date	Start Time	End Time	Topic	Organizer
Your Venue	12/22/2015	15:54	16:05	Ad-hoc Meeting	Adhoc Organizer
		16:13	16:17	Ad-hoc Meeting	Adhoc Organizer
		16:56	16:58	Ad-hoc Meeting	Adhoc Organizer

Figure 47: Sample generated report on iEMServer

### 4.3 Branding

Logos, company or brand names can be displayed on Arrive InfoPoint for a customized look and promote brand awareness for your organization. This can be done by uploading a png format of your logo on iEMServer/Manage Resources/Manage Logo.

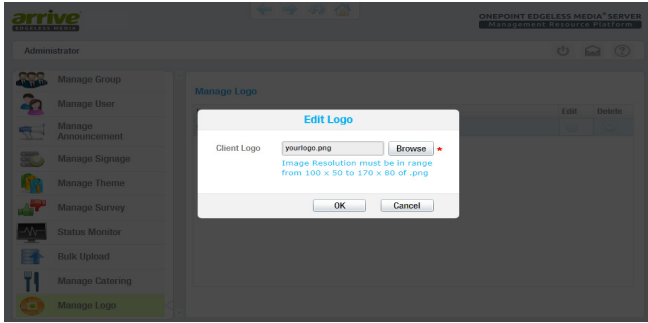


Figure 48: Adding logo

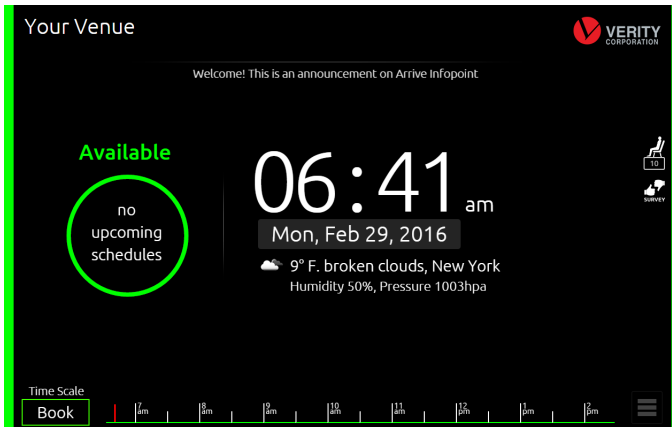


Figure 49: Custom logo displayed

## 4.4 Configuring Weather Information

**Weather** information can be displayed on Arrive InfoPoint by adding a weather API on the iEMServer only with a Super Admin role. The weather information is relative to the location configured on the device.

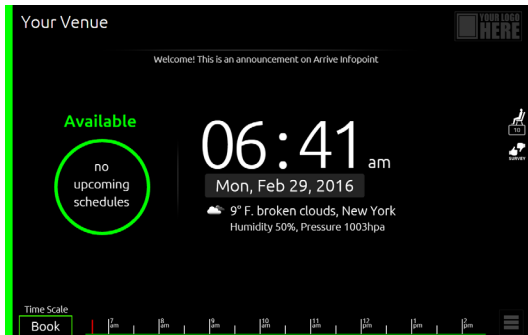


Figure 50: Weather Information added

To get a free weather API, sign-up (for free) at <http://home.openweathermap.org>.

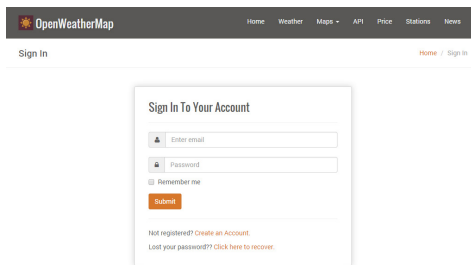


Figure 51: Open Weather map website

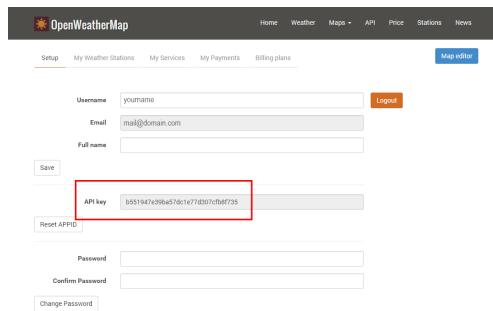


Figure 52: API from Open Weather map

Once you have the API, open iEMServer and login with a Super Admin role.



Figure 53: iEMServer using SuperAdmin role

Once in the server, scroll down to the Weather AppID tab and type the Open Weather API Key provided on the space after the Weather AppID. Click Save.

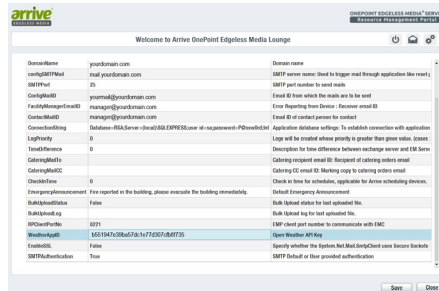


Figure 54: Weather App ID tab



**Note:** Location (City/Country) information fetched for weather will be the same as the location configured on the EMServer.

## RELATED DOCUMENTS

The following documents are also available for Arrive InfoPoint:

- Arrive InfoPoint EMServer Setup and Deployment Guide
- Arrive OnePoint EMServer Setup and Deployment Guide (for enterprise deployment)
- Arrive InfoPoint Hardware Installation Guide (model specific)
- Arrive InfoPoint Specification Guide (model specific)

You can download the above documents from <http://partnerpoint.arrivesys.com> or request for a copy from [netsupport@arrivesys.com](mailto:netsupport@arrivesys.com)

# SUPPORT SERVICES INFORMATION

## 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 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](mailto: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.

- 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.

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](mailto: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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