Digital Sign Service

Add-On Products

Workspace User Guide

Document revision: 09

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CHAPTER 1.
Product Description

Digital Sign Service Workspace is a simple but convenient application that can provide you an overview of your meetings and reservations and help you make quick bookings on your cell phone.

From a technical viewpoint, the Workspace App is dependent on the Digital Sign Service server side product. The app can only work when it is connected to the server application. This guide assumes that the reader is familiar with the Digital Sign Service server side product.
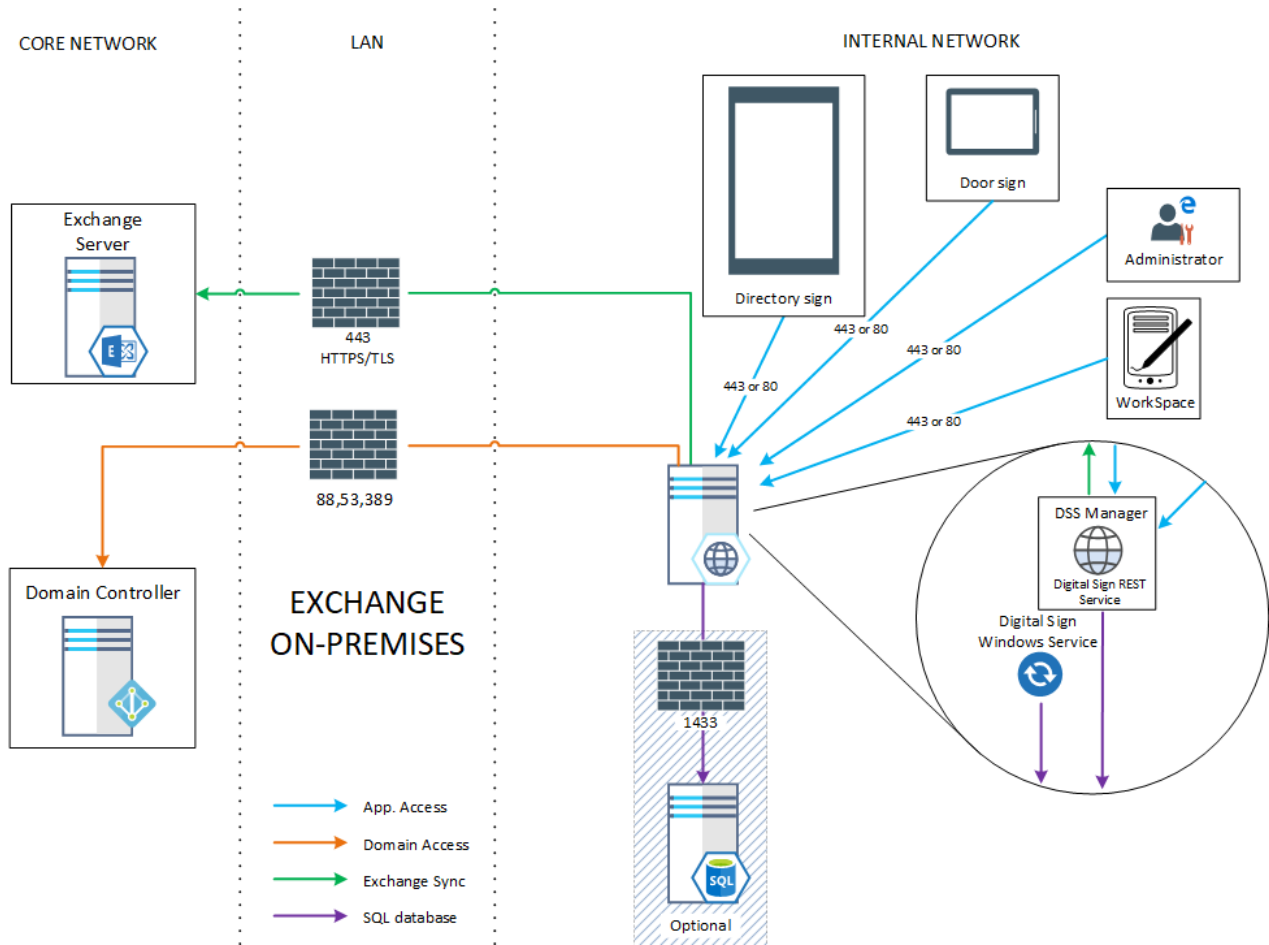

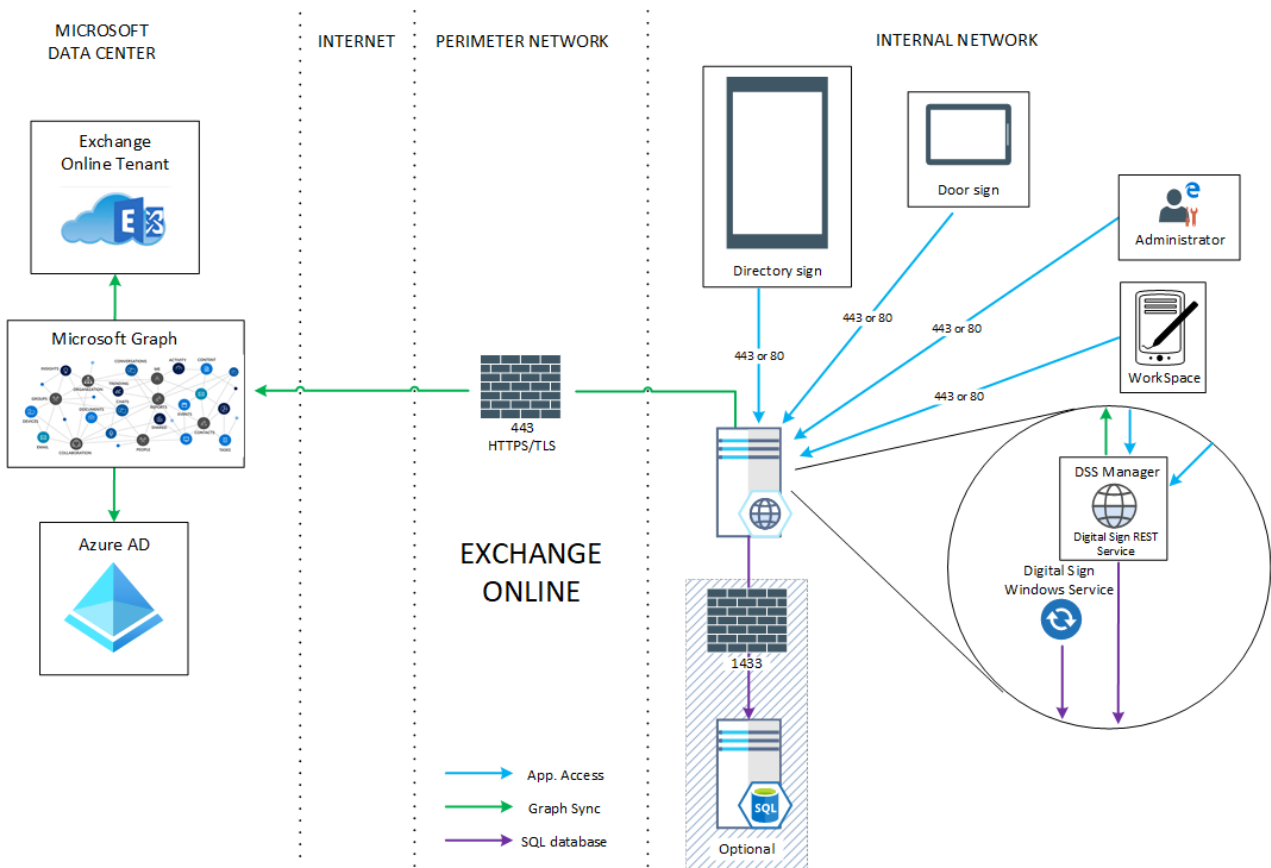**Figure 1.   Digital Sign Service System – On Premises**

Figure 2. Digital Sign Service System – Azure

CHAPTER 2.
How to use Workspace App

Log in and connect to Digital Sign Service server

Opening the Workspace application will prompt you with the login panel.

In this screen, you need to enter the Digital Sign Service server address (server name or IP address) and use the credentials provided by the Administrator to log in.

When all details are correctly entered and checked, the background of the horizontal arrow will turn to **green,** and you can press on it to sign in the Workspace app.

NOTE: For the purpose of demonstration, the following credentials can be used:
- Server address *dss.add-on-company.com*
- Username: *demo*
- Password: *password*

Signing in with these credentials will lead you to a demo account with some demo resources that can be used for a small demo of the Workspace app
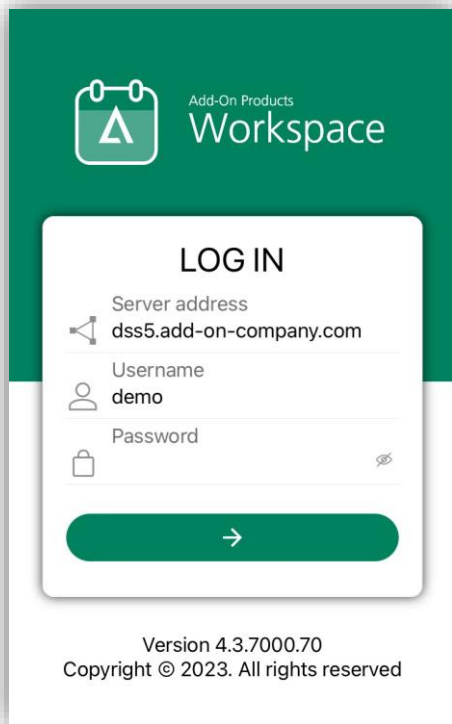
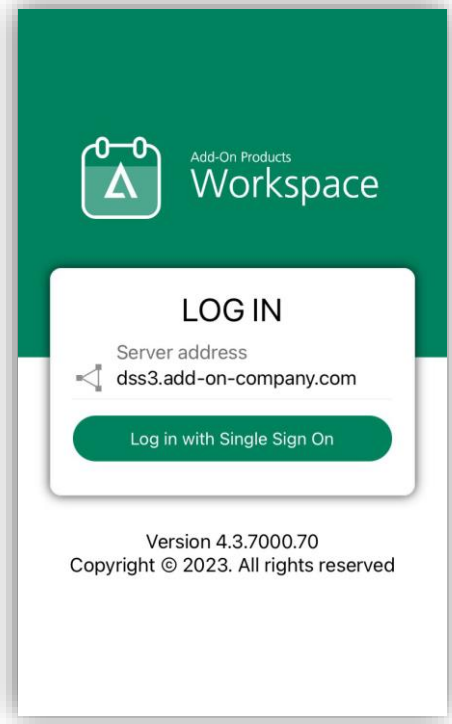**Figure 3.** **Login panel – Exchange on premise**
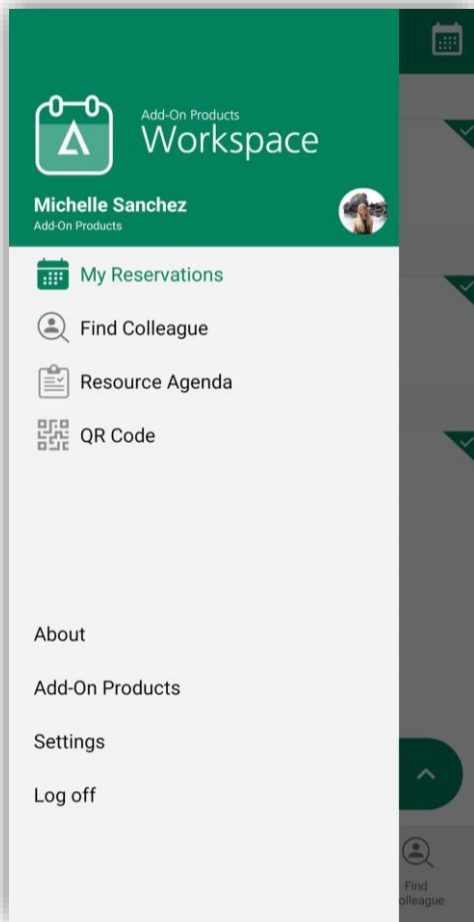
Figure 4. **Login panel – Exchange Online**

Workspace main menu

After logging in, you are presented with "My reservation" screen, but if you press on the 3-horizontal-line icon at the upper left corner you can reach the main menu.

The main menu consists of the following nodes:

- **My Reservation**: Overview of your reservations per date.
- **Find Colleague**: Look for a colleague to know his/her upcoming events.
- **Resource Agenda**: Scan QR code of a resource to know what events are booked on it.
- **QR Code**: Booking at the spot by scanning the QR Code at the location.
- **About**: Information about the app, device
- **Add-On Products**: Contact info of Add-On Products
- **Settings**: General configurations for the app
- **Log off**: Sign out of the app.

You can always reach **My Reservation, Resource Agenda** and **Find Colleague** at the bottom of the screen when you are not at the main menu.

Figure 5.   **Main menu**

Figure 6.   **Log Sending**

(1) If you tap on the WorkSpace app logo area (highlighted with red frame in the adjacent figure) **5 times**, this triggers sending log file to Digital Sign Service server, which can be used for support purposes. There will be a message showing up at the bottom of the screen to inform you of the successful log sending.

Figure 7.   Retrieve and apply configuration file
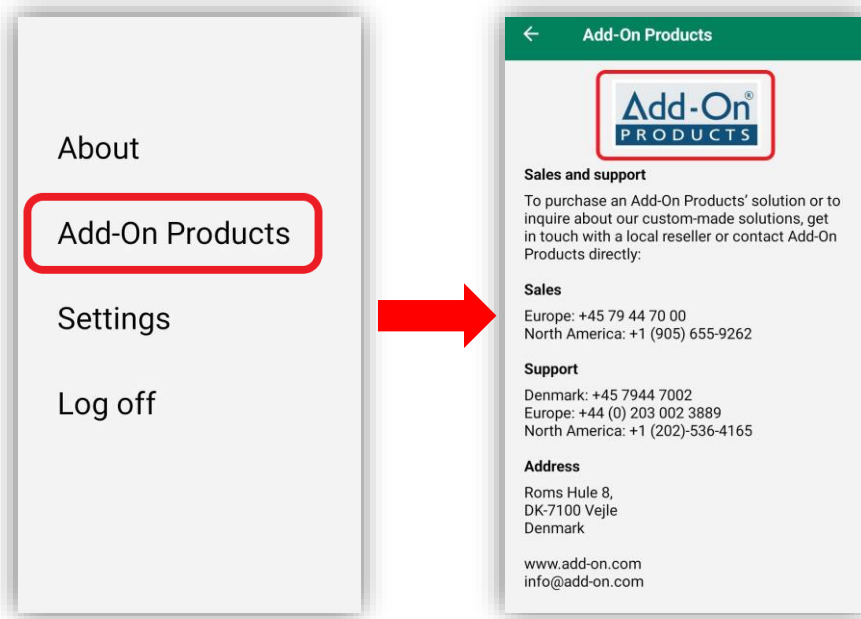
(2) If you select Add-On Products on the main menu, then tap on the logo (highlighted with red frame in the adjacent figure) **5 times**, the configuration file will be retrieved and applied.

Figure 8.   Settings
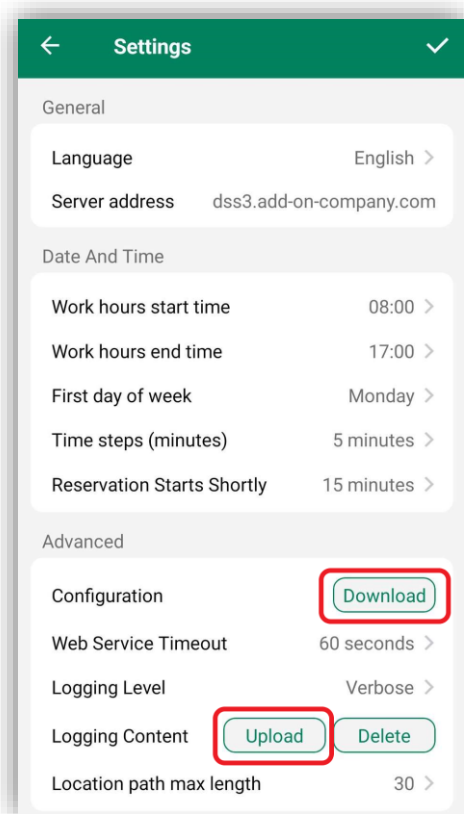
Both (1) and (2) can also be done in the same screen which will be available when you select [**Settings**] on the main menu:

- Press [**Upload**] button to send log file to Digital Sign Service server.
- Press [**Download**] button to retrieve and apply configuration file.

How to book a reservation

Option 1: Book a reservation via My Reservation

Select **My Reservation** from the main menu or at the bottom of the screen (if you are not at the main menu), all your reservations for Today is displayed. You can select other dates from the calendar icon at top right corner.
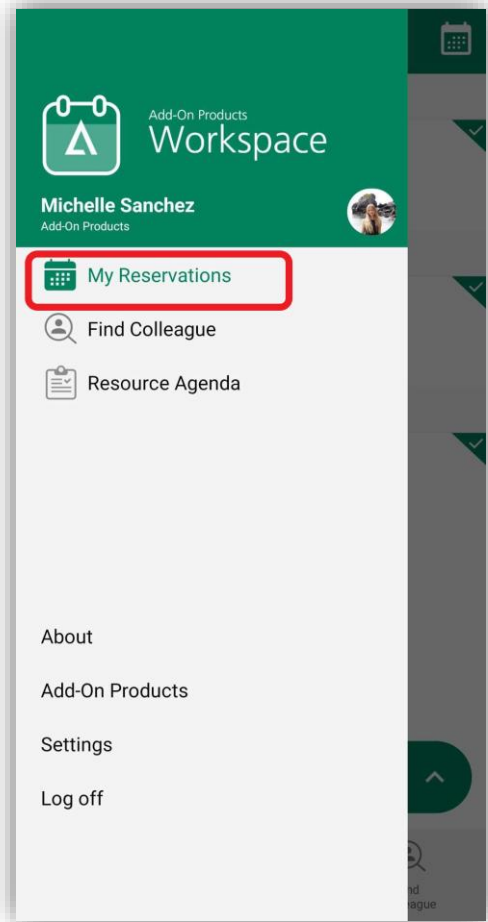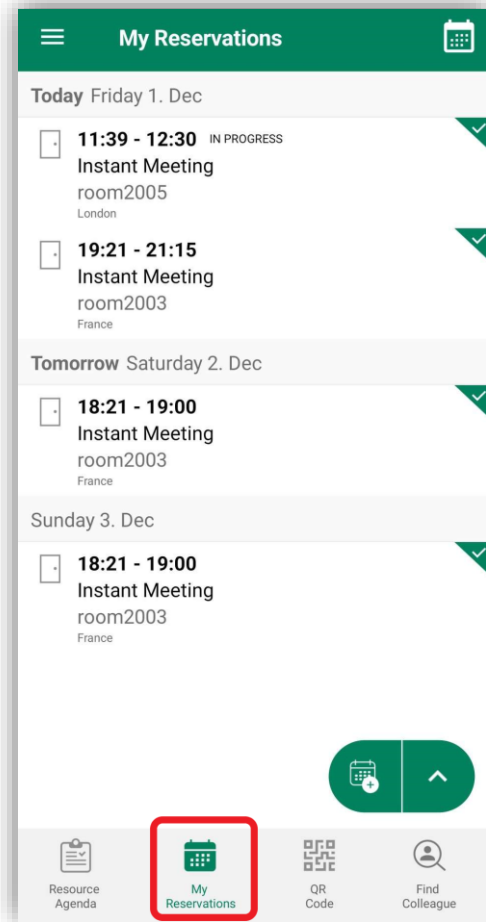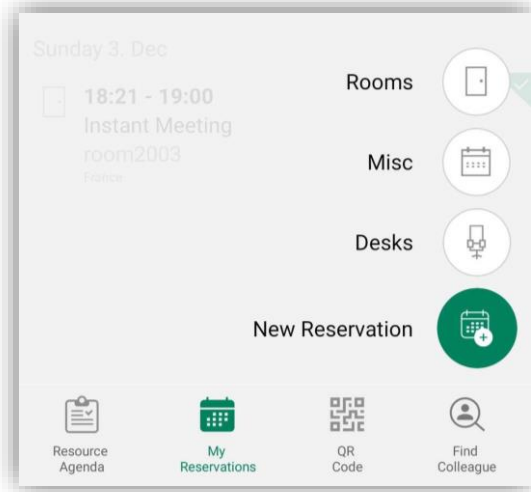

Figure 9.   My reservation

To book a new reservation, press the one of two icons ⊞ ∧ at the bottom right of the screen.

- If you tap on ∧, you will be required to select the Resource type for your new reservation first. After selecting the resource type, you will be switched to the **New Reservation** screen.

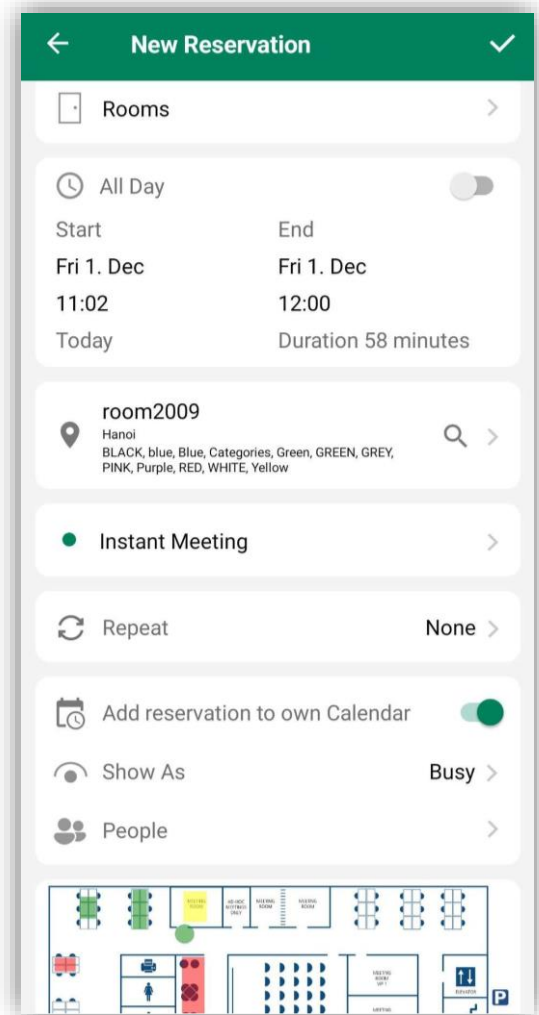- If you tap on [⊞], the **New Reservation** screen is displayed right away.

Figure 10.   New reservation

To finish booking, complete the following fields:

1. **Resource type**: shows the current resource type. You can click on it to change to another type. There are 3 resource types.
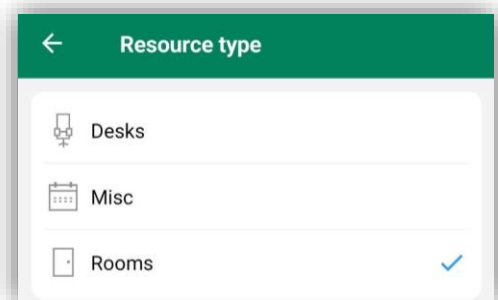   - *Desks*
   - *Misc*
   - *Rooms*

Figure 11.   Resource type

2. Date & Time: shows the date & time of the reservation. Click on it to edit the date & time.

If the resource allows all day reservation (refer to **DS Service Administrator Guide**), new reservation will be automatically set **'All Day'** to book the place for the entire day (you can still disable All Day and select date & time manually).
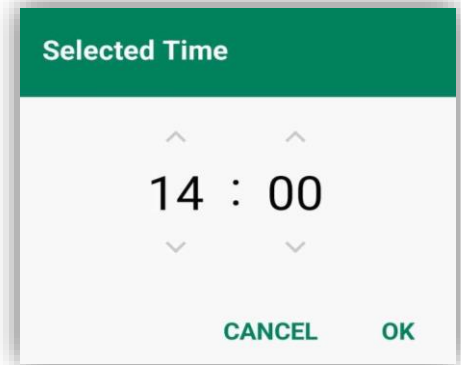

Figure 12.   Selected time

3. Resource selection: shows the currently selected resource. Click on it to select a different one.

You can also press on the arrow ❯ icon at the right corner of this field to choose between 3 booking methods:

- **Scan QR code**: use your camera to scan the QR code attached to the resource.
- **Enter by Keyboard**: search resource by its name.
- **Floorplan**: view the floorplan of the location and select the resource by clicking directly on it.

Then, tap on the 🔍 icon to insert your resource.

In case you are searching for a resource either *Floorplan* or *Enter by Keyboard* method, you can also filter the resource results that you want to look for. E.g.:
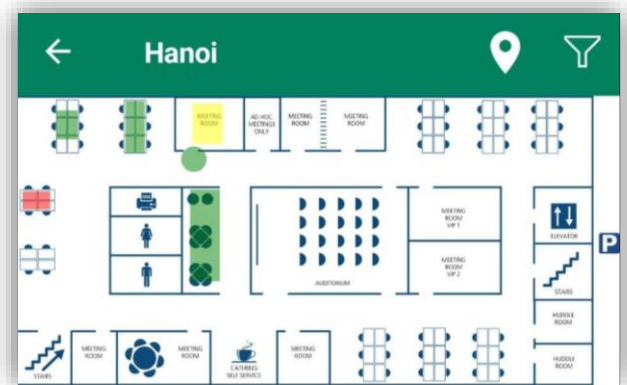

Figure 13.   Resource filter

Pressing the filter button 🔽 will open the following Filter screen where you can filter the resource results based on resource categories and capacity:
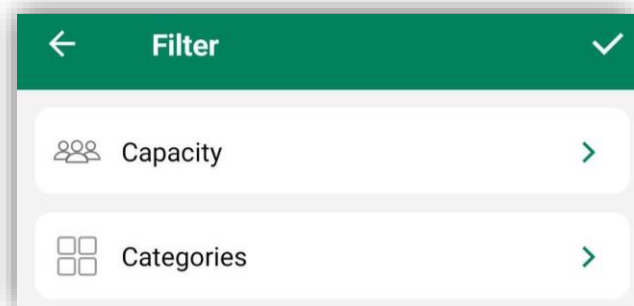

Figure 14.   Filter screen

If you press on **Capacity**, it will open the capacity filter, e.g.:

Here, choose among 5 conditions and enter a capacity number to filter the resources that have capacity numbers that match the specified conditions.
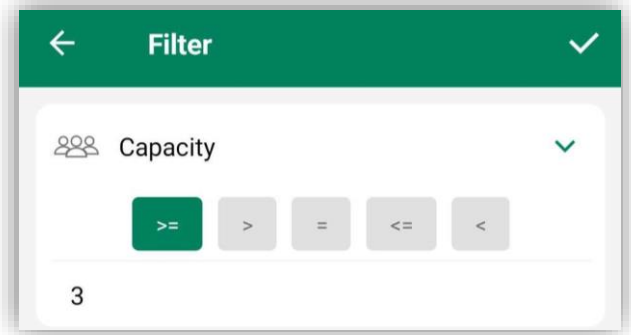
Figure 15.   **Capacity filter**

If you press on **Categories**, it will open the categories filter, e.g.:

Here, select either [**And**] or [**Or**] condition, then select category(s) that you are looking for.
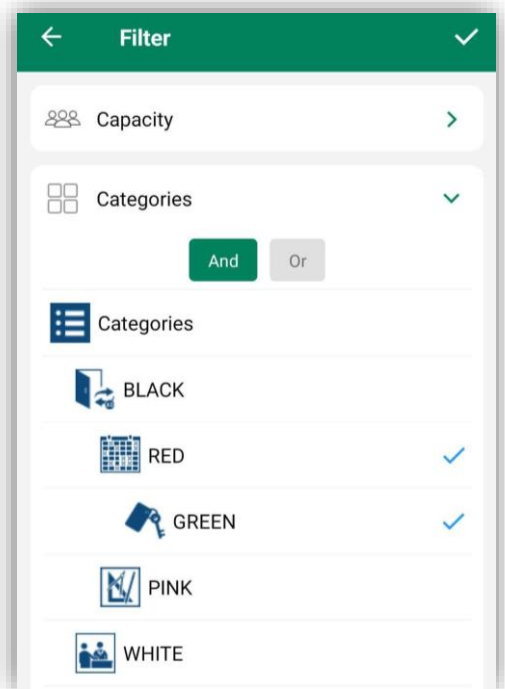

Figure 16.   **Categories filter**

When you are done setting your filter conditions, press ☑ button to apply them. The *Floorplan* or *Enter by Keyboard* interface will only show the resources that match your specified conditions.

4. Meeting Subject: shows the current meeting subject. Press on it to change this subject. The choices include:
- ***External Meeting***
- ***Instant Meeting***
- ***Internal Meeting***
- ***Project Meeting***

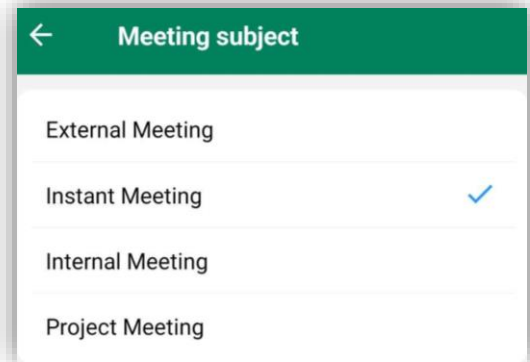By default, this field shows 'Instant Meeting'.

Figure 17.   Meeting subject

5. Repeat: press on it to determine if this reservation will repeat in the future. The choices include:
- ***None***
- ***Daily***
- ***Weekly***
- ***Monthly***
- ***Yearly***

By default, this field shows 'None' (meaning no repeat).
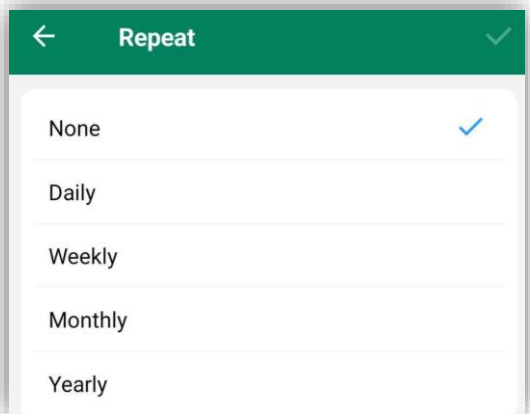
Figure 18.   Repeat

6. Show As: select a reservation status that will be shown to other people. The choices include:

- ***Busy***
- ***Free***
- ***Out of Office***
- ***Working Elsewhere***

NOTE: This field is only visible when 'Add reservation to own Calendar' is enabled.

Figure 19.   Show As

7. People

NOTE:

- This field is only visible when 'Add reservation to own Calendar' is enabled.
- If the resource allows adding attendees (refer to ***DS Service Administrator Guide***), you will see the **7th** option: **People**.

Press on it to invite attendees to your reservation, e.g.:

Figure 20.   People

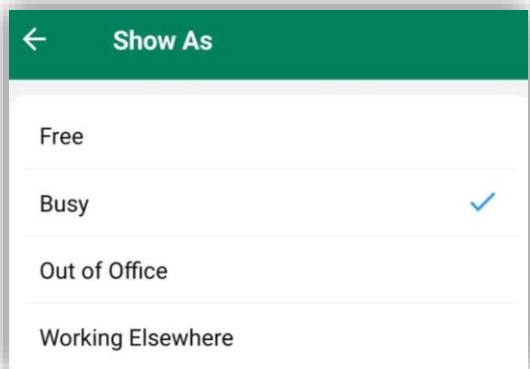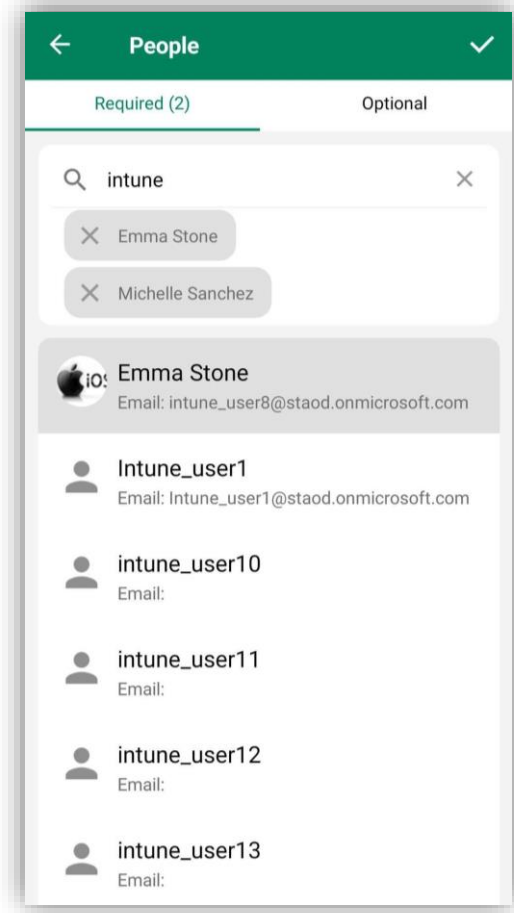The attendees are into 2 groups: Required and Optional.

Here you can search attendees with their names, then select attendees by clicking their names.

Once you are done, press ☑ button at top right corner of the screen to add the selected attendees to the reservation.

Finally, back to your 'New reservation' screen, press ☑ button at the top-right corner of the screen to finally book your reservation.

Option 2: Book a reservation via QR Code

Scan QR Code is very useful when you want to book at the spot. The feature is enabled when the parameter **Workspace.showQRCode** value is 'TRUE' (refer to DSS Parameter Guide for more details).

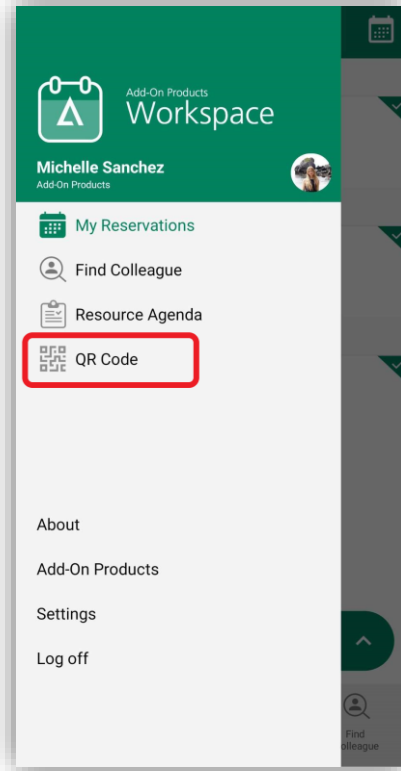The QR Code function is shown on 2 following areas:
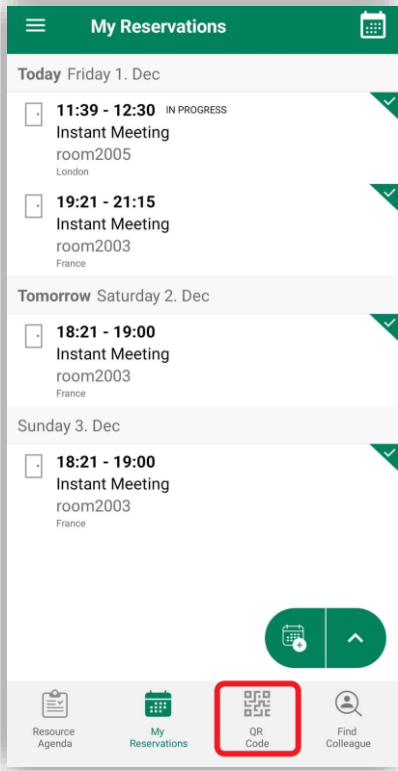
Figure 21. QR Code

Simply press the [**Scan QR code**] button, then turn the camera toward the QR code (on the hot desk or at the door of the meeting room), you are presented with a list of reservations booked with this resource.
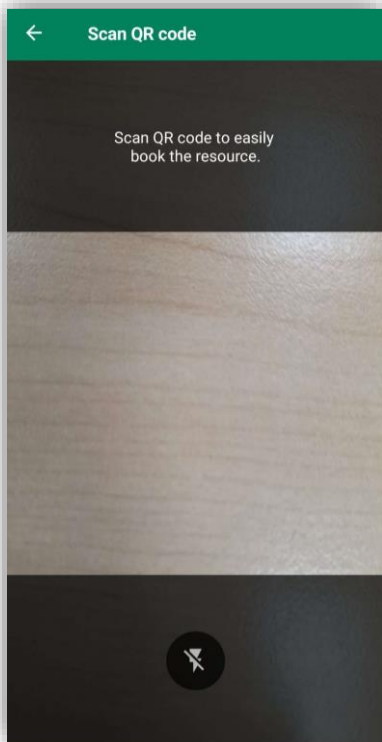
After that, press [**New Reservation**] at the bottom of the screen and proceed (with the selected resource) as described in Option 1.

NOTE: There are several rules regarding the QR Code, and the Reservation confirm time function (controlled by the parameter **Workspace.ConfirmationInTime**). Please refer to the Appendix for more details.

Option 3: Book a reservation via Find Colleague

In case you want to book a hot desk next to a colleague of your choice, this function is very useful. Tab on Find Colleague on the main menu or on the bottom of the screen to open the **Find Colleague** screen
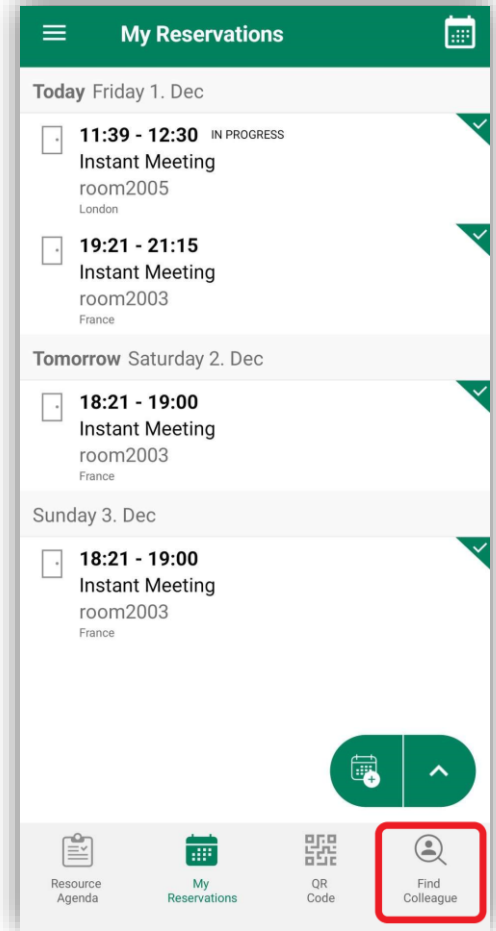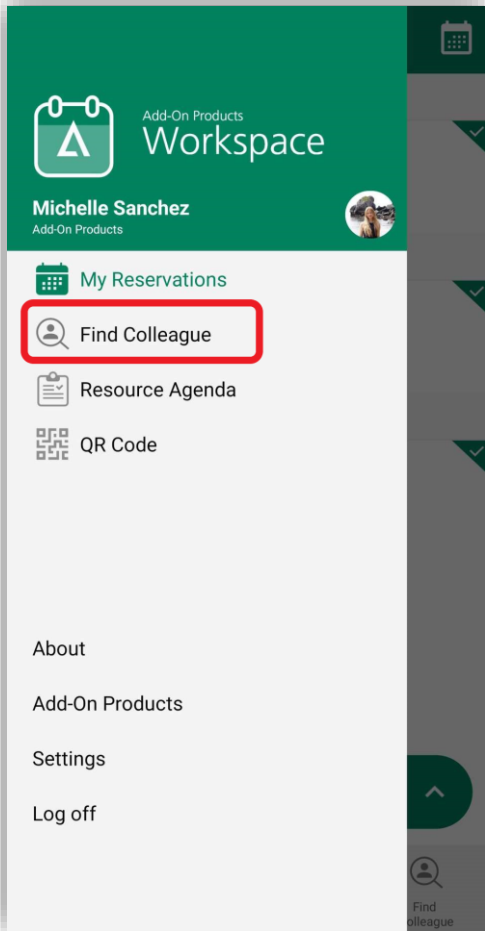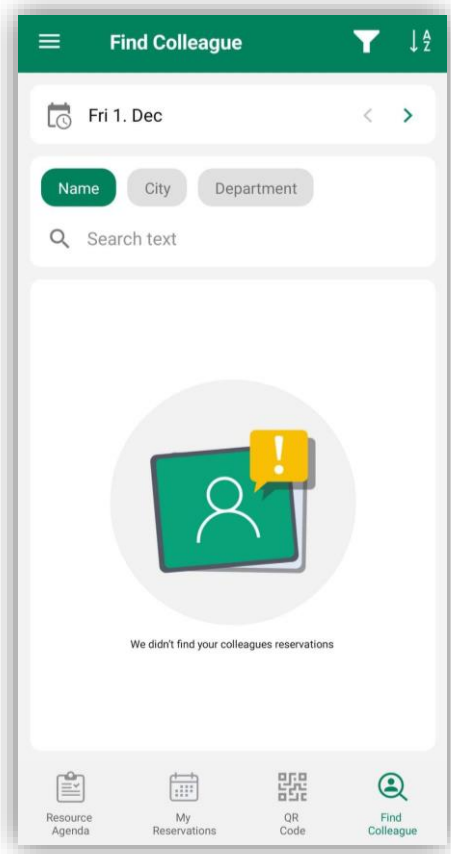

Figure 22.   **Find Colleague**

Filter ⛛ : This function in Workspace is used to filter a range of Resource Type based in the criteria that you specify. If you do not use this function, all Resource Types will be displayed at the same time.

Sort by ↓ᴬ₂: This function in Workspace helps users arrange all the results in alphabetical order (**Sort by Name A - Z** or vice versa: **Sort by Z – A**) as well as displaying available and occupied reservation (**Sort by Vacancy** and **Sort by Occupied**)

Besides **Sort By** and **Filter** buttons, Find Colleague is also equipped with a function of searching by **Name**, **CompanyName**, **Department**, etc.,

For more details on how to add more search properties for this function, refer to *DS Service Administrator Guide*).

On the **Find Colleague** screen, select a date, and enter a part of your name or colleague's name, a list of the persons that matches your keyword is displayed, followed by all reservations that you created. Select the person that you are looking for from the list, and his coming up events will show up one by one (use the < and > button to move back and forth):
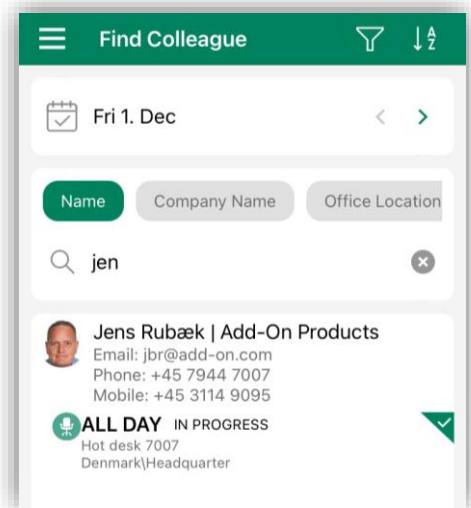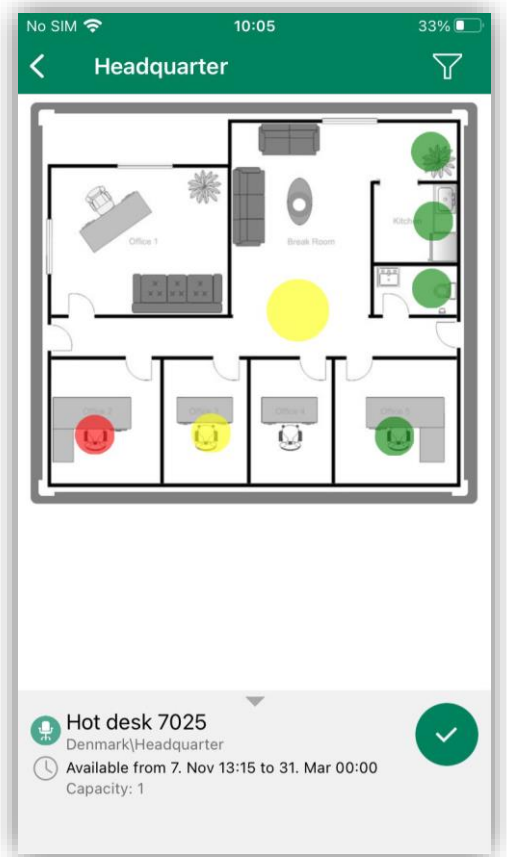
Figure 23. **Book a hot desk near your colleague**

Tap on the event of your colleague and you can see the meeting room/hot desk that your colleague will sit is highlighted in yellow on the floor plan. You can press on the green spot next to him/her.

Then press ☑ button to confirm and the New Reservation screen shows up.

Proceed as described in Option 1.

By default, you can find your colleague by searching their name. Alternatively, you can also use other search properties (e.g., your colleague's department, company name, city, etc.), depending on the **Find Colleague Option** configuration on DS Service.

Option 4: Book a reservation via Resource Agenda

Another way to book a meeting when you already reach a meeting room/hot desk is to use the **Resource Agenda**.

Figure 24.   Resource Agenda

You have 3 ways to book a resource via Resource Agenda:

1. *Enter by Keyboard*

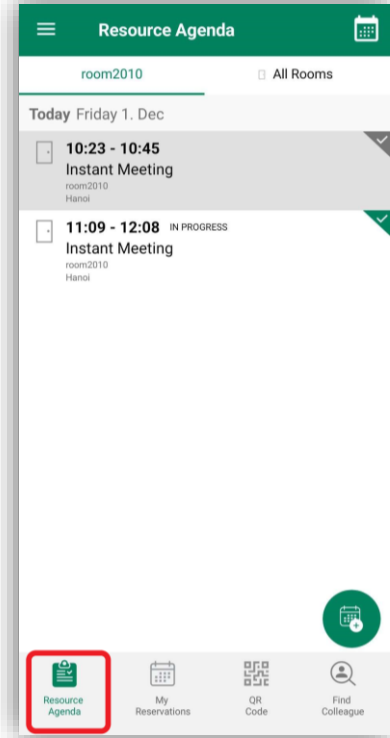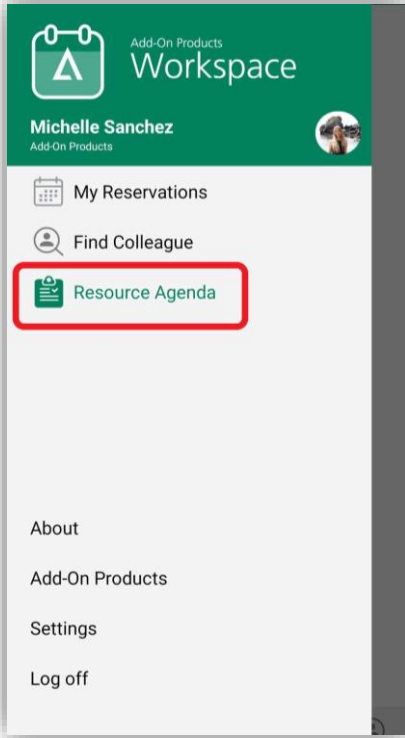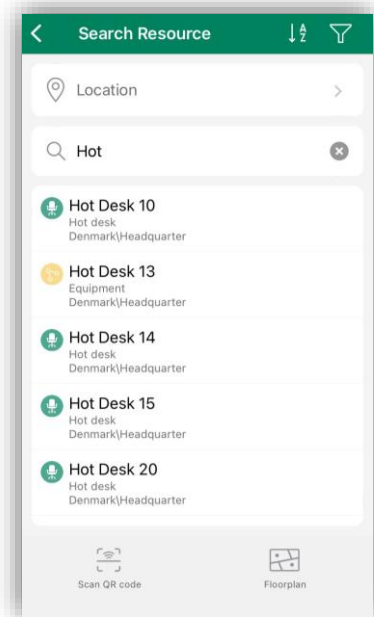Resource Agenda screen from the main menu or at the end of the screen (if you are not at the main menu), you are prompted with the Search Resource screen as in the following figure:

You can type the resource name to search for a resource.

2. Floorplan

Press on the [**Floorplan**] button to open Search Location screen where you can find a resource of your preferences. Tap on the available hot desk/meeting room (green color) on the location you have chosen, and the resource's name and location will be displayed on the bottom of the screen:
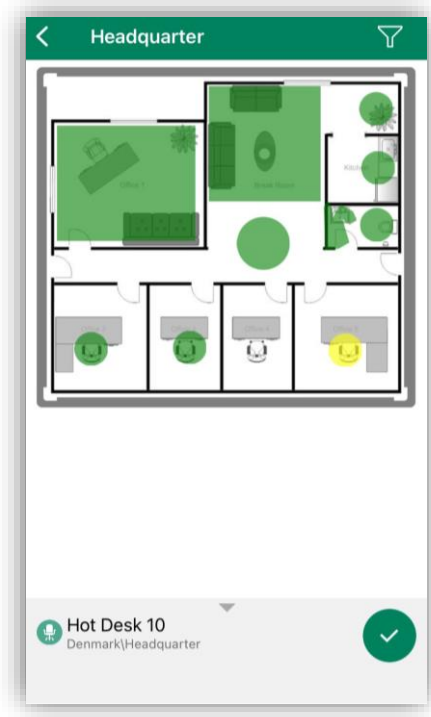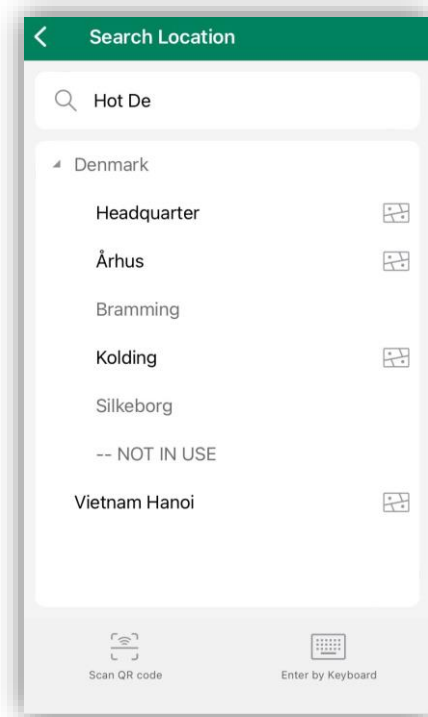
3. Scan QR code
You can press [**Scan QR code**] to use this function as described in Option 2.

NOTE: You cannot book a resource that is already booked at similar time period.
To allow a resource to be booked by multiple people at similar time period, that resource must allow conflicts (refer to *DS Service Administrator Guide* for more details).
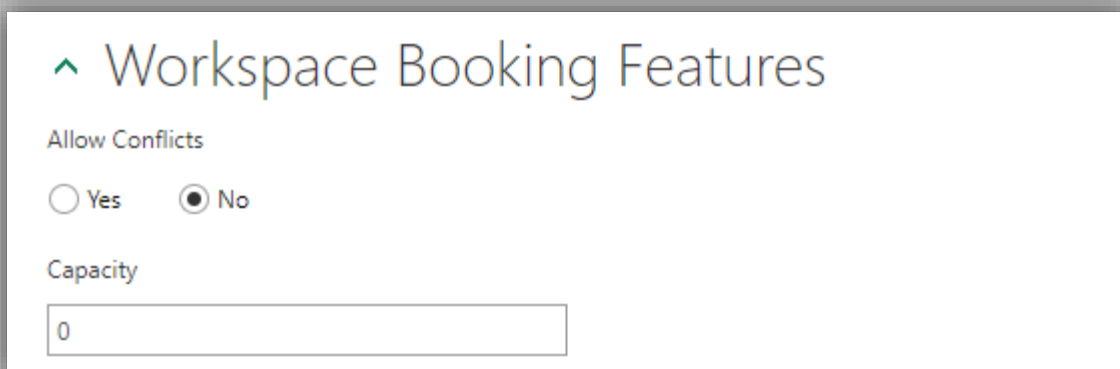
NOTE: In **Common Features**, you can decide if user could create new booking or not by selecting **Yes/No** for **Make Resource Invisible** option.
- If **Yes**: Creating new Resource on Workspace is invalid while updating the old ones is still allowed.

- If **No**: Creating new Resource on Workspace is allowed.
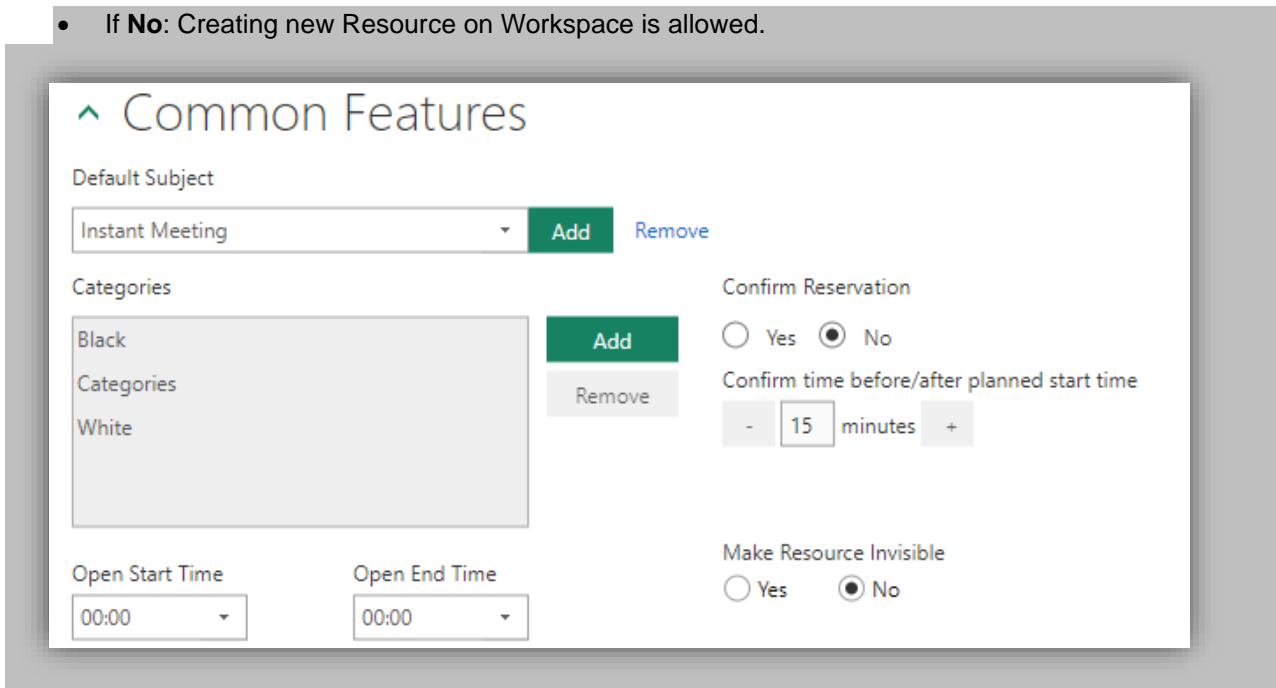
In addition, you may have option to see all reservations of all resources within the selected Floorplan (the value of parameter **Workspace.ShowResourceAgendaList** must be 'TRUE', refer to *DSS Parameter Guide* for more details).

In that case, you will see 2 tabs on Resource Agenda similar as follows:
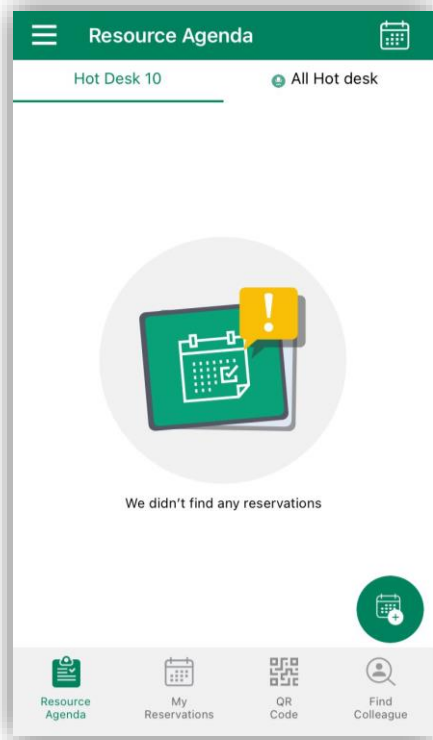
1. The **Selected resource** tab shows the reservations booked for that selected resource.
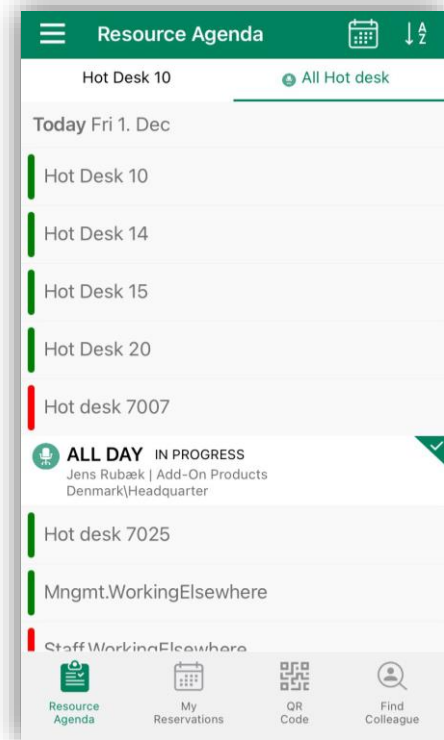
2. The **All Hot desk** tab show all the reservations booked for resources within the respective Floorplan.

How to work with an existing reservation

End a progressing reservation
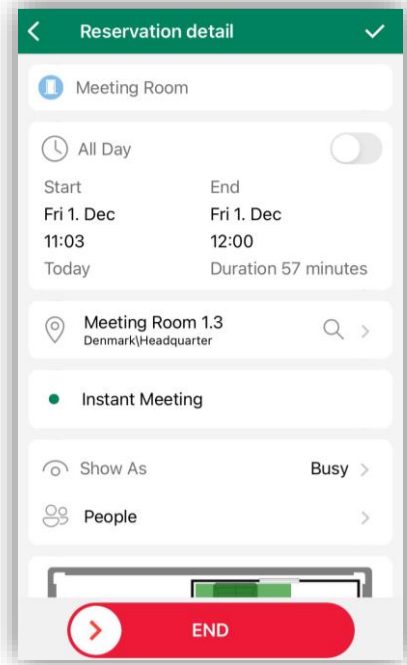
Figure 25. **End a reservation**

In case you want to end the reservation, you can choose to [**End**] that reservation (as in example figure). This action will end the reservation and its respective resource will become available for the others.

Delete a reservation
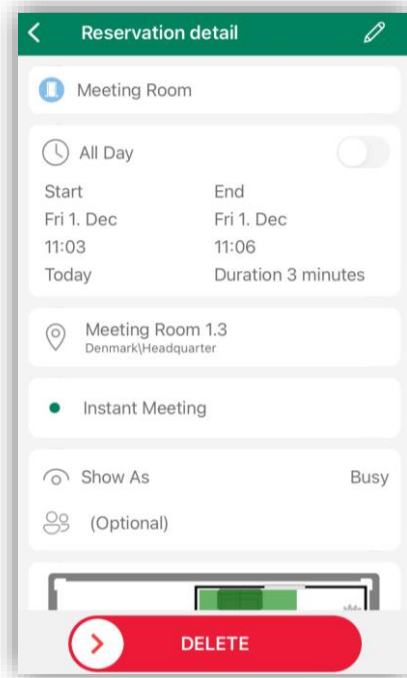
Figure 26. **Delete a reservation**

From the reservation list, select the meeting you want to work with, and its details will be displayed in a new screen.

Swipe [**Delete**] button and a confirmation will popup:
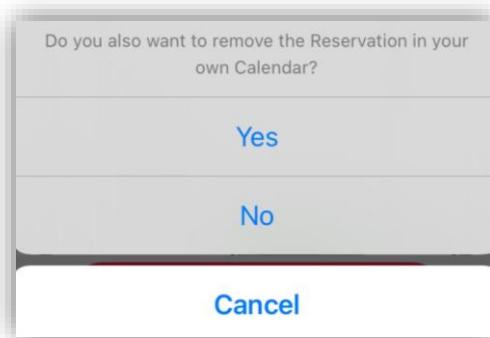
Select [**Yes**] to delete this reservation and remove it from your Calendar.

Select [**No**] to delete this reservation, but it will still be shown on your Calendar.
Select [**Cancel**] to cancel your decision.
NOTE: For a progressing reservation, you can only delete it after it is ended.

If the resource does not require Confirm Reservation, your reservation is immediately confirmed after the booking step. Also, the [**Confirm**] button will not appear on the screen above.

Update new resource for an existing reservation

Figure 27.   **Update new resource**
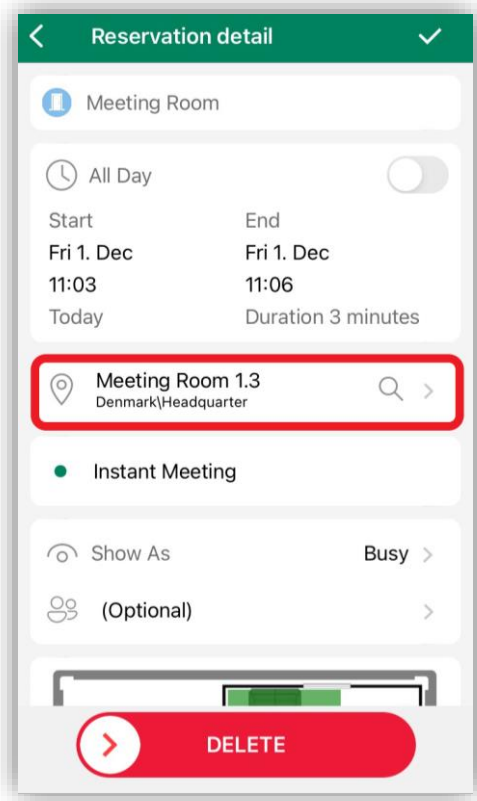
In case you have confirmed an existing reservation, you can still change the resource for this reservation by clicking on the resource selection (as described in Option 1) then select a different resource. The new resource will be applied to this reservation instead of the old one.

How to extend a reservation via Resource Agenda

Apart from updating date/time of a reservation in Reservation detail screen, you can extend a meeting via Resource Agenda.

Open Resource Agenda screen from the main menu or at the end of the screen (if you are not at the main menu). You are presented with a list of reservations booked with this resource.

Swipe left the reservation you want to extend, then select 'View'.
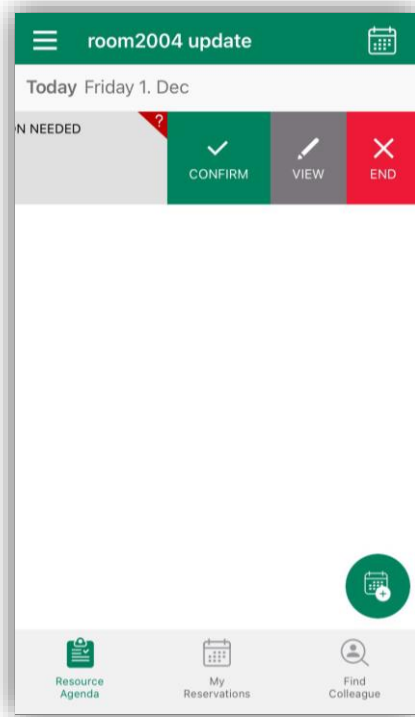
Tap on Edit icon and extand Start or/and End time of that reservation. Swipe [**Confirm**] to finish the time extension.
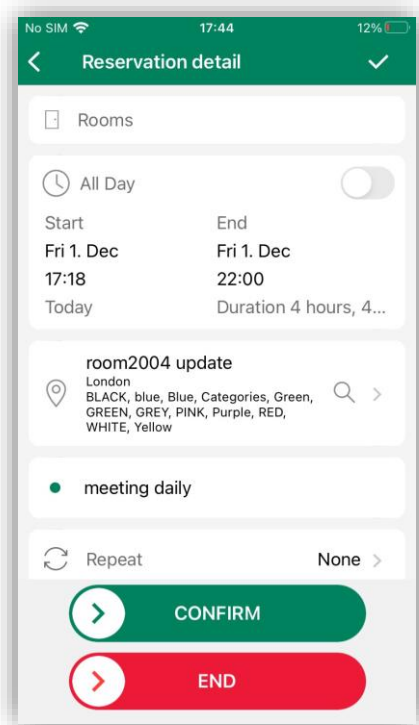
Figure 28.   Extend a reservation

NOTE: The **Extend Meeting** feature can only be available for a meeting if you are the organizer of that meeting.

Resources during closing hours

Certain resources may have their own **Open Start Time** and **Open End Time** which determines the resource's opening hours, meaning the resources are only available for selection during this period.

When booking a resource that is in the closed time, a message will prompt as the illustrated figure.

For more details on **Open Start Time** and **Open End Time** configuration, refer to DS Service Administrator Guide.

Figure 29.   **Resource during closed hours**

CHAPTER 3.
Appendix

Rules of QR Code and Reservation confirm time functions

The rules of QR Code and Reservation confirm time depend on the following scenarios.

Scenario 1: Both QR Code and Reservation confirm time are enabled

1. In case the in-progress appointment is NOT created by QR Code function ➔ It must be confirmed by scanning QR code.
2. In case of the future appointments ➔ The [**Confirm**] button will NOT be shown until it becomes in progress.
3. In case a resource has multiple appointments created for the same day ➔ You can use QR Code or [**Confirm**] button to make confirmation. But only one in-progress appointment will be confirmed.

Scenario 2: The QR Code is enabled, while the Reservation confirm time is enabled

1. Both in-progress appointments and future appointments can be confirmed by scanning QR Code.
2. In case a resource has multiple appointments created for the same day:
   o Confirmation with QR Code will confirm all appointments created for that same day.
   o Confirmation with [**Confirm**] button only confirm the appointment that you select.

Scenario 3: Both QR Code and Reservation confirm time are disabled

Both in-progress appointments and future appointments can only be confirmed using the [**Confirm**] button. (This is because the QR Code function is disabled)

Scenario 4: The QR Code is disabled, while the Reservation confirm time is enabled

1. In case of in-progress appointments ➔ It can only be confirmed by using the [**Confirm**] button (due to the QR Code function being disabled).
2. In case of future appointments ➔ It cannot be confirmed with QR Code (due to the same reason above, also the [**Confirm**] button will NOT be shown until it becomes in progress.

### Scenario 5: Booking an available resource with the QR Code

When using QR Code to scan an available resource, it opens 'New Reservation' screen that sets Start time at the moment, while the End time will follow the time rule of the scanned resource. When created, the appointment will be confirmed automatically.

NOTE: In this scenario, the appointment must be confirmed automatically. And the parameter **Workspace.ConfirmationInTime** will NOT have any effect in this regard.

Scenario 6: Booking an occupied resource with the QR Code

When using QR Code to scan an occupied resource:
• If the in-progress appointment is created by you, the following message will appear asking you to select between Current or New Reservation:
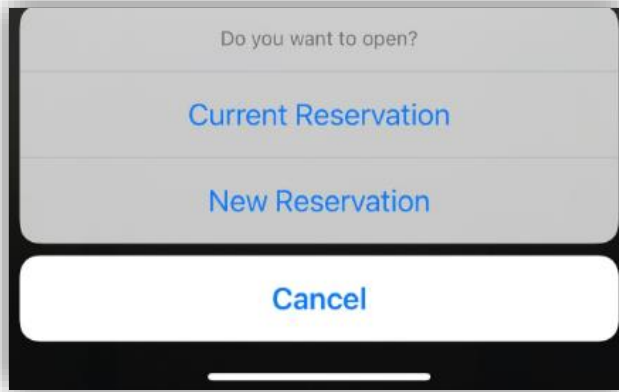
- o Selecting [**Current Reservation**] will open the Reservation Detail of that in-progress appointment in which you can edit the appointment's details.
- o Selecting [**New Reservation**] will open 'New Reservation' screen to create a brand new appointment.

- If the in-progress appointment is NOT created by you, you will be notified that the resource is occupied, and you have to create a new reservation.:

NOTE: In this scenario, the parameter **Workspace.ConfirmationInTime** does not have any effect.

Workspace App auto-logout due to certain changes from DSS Server

In some cases, you may find your Workspace App log out automatically. This may be due to certain changes made in DSS Server, including:

1. When the checkbox [**Use Workspace App**] is unticked in **DSS Server ➜ System ➜ Settings ➜ Advanced**.
2. Changes to the database.
3. DSS Server connects with Resource Central and sync elements for resources.
4. DSS Server connects with Resource Central when having reservations from Outlook and push notification to Workspace.