

Administrator Guide

For DSS 4.3

Version: 13

Add-On Products Roms Hule 8 – 7100 Vejle – Denmark Phone: +45 7944 7000 Fax: +45 7944 7001

Mail: info@add-on.com Internet: www.add-on.com



No parts of this publication may be reproduced in any form or by any means or used to make any derivative such as translation, transformation, or adaptation without the permission from Add-On Products.



Table of contents

Table of contents	2
CHAPTER 1	
Introduction	
Terminology List	
DS Service Overview	4
CHAPTER 2	
How to configure DS Service	
DS Service Overview	
Dashboard	
Daily Tasks	
Reports	
System & Configuration	
Location	
Basic configuration	
Upload a license	
Establish connections	
Configure Outputs	
Make advanced settings for the DS Service	
Set up External Authentication	
Configure devices to be used with Digital Sign Client	28
Add resources	38
Add resources Other configurations in DS Service	38 42
Add resources Other configurations in DS Service Advanced	38 42 42
Add resources Other configurations in DS Service Advanced Administrators	38 42 42 43
Add resources Other configurations in DS Service Advanced Administrators Categories	38 42 42 43 44
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters	38 42 42 43 44 45
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL	38 42 43 43 44 45 45
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging	38 42 43 43 44 45 45 45
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging Information	38 42 43 43 45 45 47 47
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging Information Resource Types	38 42 43 43 44 45 45 47 47 48
Add resources Other configurations in DS Service	38 42 43 44 45 45 47 47 48 50
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging Information Resource Types Incident types Screen templates	38 42 43 44 45 45 45 47 47 47 48 50 51
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging Information Resource Types Incident types Screen templates User Accounts	38 42 43 44 45 45 47 47 47 48 50 51 52
Add resources Other configurations in DS Service	38 42 43 44 45 45 45 47 47 47 47 47 47 48 50 51 52 54
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging Information Resource Types Incident types Screen templates User Accounts Find Colleague Option Help	38 42 43 44 45 45 47 47 47 47 47 50 51 52 54 56
Add resources Other configurations in DS Service	38 42 43 44 45 45 47 47 47 47 47 50 51 52 54 56
Add resources Other configurations in DS Service Advanced Administrators Categories Parameters SQL Logging Information Resource Types Incident types Screen templates User Accounts Find Colleague Option Help	38 42 43 44 45 45 45 47 47 47 47 47 47 47 50 51 52 54 56 57 57



CHAPTER 1. Introduction

This Administrator Guide is intended for system administrators and describes how to set up DS Service.

The document consists of the following chapters:

Introduction giving you the structure of the document as well as an overview of the DS Service software. How to configure DS Service chapter provides you steps that you need to follow in order to setup the DSS software.

In this chapter:

- Definitions, Acronyms and Abbreviations
- DS Service Overview



Terminology List

Term	Definition
AD (Active Directory)	Service that provides the means to manage the identities and relationships that make up network environments.
Destination store	The place to where DS Service put the xml file extracted from Exchange Server. In this version of DS Service, Destination Store is Ftp Server, file server or ISS.
DS Service (DSS)	DS Service is a software designed to collect data from Exchange Server and store it in a specific location as well as update data on Exchange Server when receiving request.
Exchange Connector	The system which can use the xml output from DS Service. Digital signs assigned to those systems read the content of the XML files. In this case appointment content for multiple calendar accounts are stored in one XML.
Group or distribution list	List of users joined together as one entity. Created in AD or on Exchange Server.
IIS (Internet Information Service)	A Web server with integrated, reliable, scalable, secure, and manageable capabilities available over an intranet, the Internet, or an extranet, and is a tool for creating a strong communications platform for dynamic network applications.
Microsoft .NET Framework	A set of Microsoft software technologies for connecting information, people, systems, and devices. It enables a high level of software integration through the use of Web services: small, discrete, building-block applications that connect to each other as well as to other, larger applications over the Internet.
Microsoft Exchange Server	Server software enabling you to send and receive electronic mail and other forms of interactive communication through computer networks.
UTC (Coordinated Universal Time)	Equivalent to mean solar time at the prime meridian, formerly expressed in GMT.

DS Service Overview

The two main purposes of DS Service are:

- To extract appointment information from assigned Microsoft Exchange calendar accounts and place this information in standard XML files, so they can be used for further processing by digital signage.
- To collect user input from digital signs. Based on this input, DSS can modify the content of assigned MS Exchange calendar accounts.

The basic DSS components are as follows:

- **DS Service** (A graphical frontend)
- DS Service v4 (Extracts appointments from Exchange. Creates corresponding XML files)
- **Digital Sign REST Service** (Writes appointments into Exchange. Receives requests from Digital Signs. Updates output XML files and content for the signs)



CHAPTER 2. How to configure DS Service

DS Service Overview

DS Service is the graphical frontend used to configure the DS Service components. This section contains a brief introduction to it.

DS Service					Admin Server version 4.03.16.0011
DASHBOARD	U REFRESH				,
V DAILY TASKS V REPORTS V SYSTEM CONFIGURATION V LOCATION		0 0 Resources Resources Resources Directory Reservation	Resources Reservations Re	sources lable now extended today	Reservations booked today
	1 Devices Online devices	Usating for approval	Application: Resource Central Integration	Resource: Notified room301	9
	Device Heartbeats		7 Resources Synchroniza		Y
	Device ID Device Name APPC10SLBW20200 APPC10SLBW20200021 room100	e Date Time Nov 08, 2022 16:54:10	Resource Email	Status Calendar information has been updated.	Date Time Nov 09, 2022 15:24:07
	 xojGETtKWVRkr29Sz xojGETtKWVRkr29SzenI 	Nov 09, 2022 17:14:00	room3018@staod.onmicrosoft.com	Calendar information has been updated.	Nov 09, 2022 15:24:07

Figure 1. DS Service User Interface

DS Service provides the ability to configure synchronization settings for a particular destination. Likewise, it can be used for specifying common settings applied to Digital Signs.

DS Service includes options for selecting distribution lists to be used in synchronization.

User can book a new meeting if the text "Available" appears on the screen, and the Status banner is green. This is also the initial screen view of the user interface.

DS Service interface pane features 3 sections:

Dashboard – this section features overview of the system and how resources/devices are operating.

Daily Tasks – this section displays the list of reservations booked on a specific date.

<u>Reports</u> – this section features reports that cover all operations of the system.

<u>System & Configuration</u> – these sections feature common settings for all DS Service system to provide DSS with the ability to connect to Exchange Server to retrieve data and save it in an XML file. See the **System Configuration** section of this document for more details.

Location – this section provides support information on the devices and resources, which allow you to manage device groups and make changes to resources.



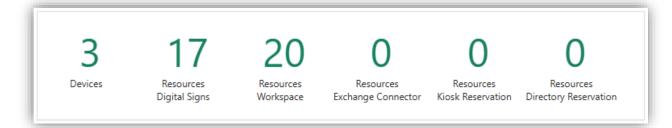
Dashboard

		Admin Server version 4.03.50.0003
DASHBOARD	U REFRESH	
V DAILY TASKS V REPORTS V SYSTEM V CONFIGURATION V LOCATION	3 18 18 0 0 0 Devices Resources Digital Signs Resources Workspace Resources Exchange Corrector Resources Kook Reservation Derectory Resources	ton Resources between the second seco
	Online devices Image: Control of the devices Image: Control of the devices Image: Control of the devices Device Heartbeats	
		Resources Synchronizations
	Device ID V Device Name Resource Name - Date Time 6.35c821e8b7ed49b one touch room2010 Nov 30, 2023 14:37:06	Resource Email P A Status Calendar information has been synchronized 1. Dec 01, 2023 17/4904
	32b81719be24089 gbic Nov 30, 2023 14:38:26	room2007@staod.onmicrosoft.com © Calendar information has been synchronized f Dec 01, 2023 1749:00
	 SQqeARHhgEgbr booking klosk <floorplan> Nov 30, 2023 14:57:50</floorplan> 	room2001_upn@staod.onmicrosoft.com Ø Calendar information has been synchronized f Dec 01, 2023 17;48:58
		room2003@staod.onmicrosoft.com
		room2002@staod.onmicrosoft.com
		room2008@staod.onmicrosoft.com 📀 Calendar information has been synchronized f Dec 01, 2023 17:48:49

Figure 2. Dashboard section

This section provides an overview of the system and how resources/devices are operating.

The top area contains information of number of devices, added/used resources and what happen with them today. You can have a shortcut to go to other pages by clicking specific positions on this screen:



Clicking on the number above "Devices" will switch you to Devices page under CONFIGURATION section.

Clicking on the numbers above "Resources Digital Signs", "Resources Workspace", "Resources Exchange Connector", and "Resources Directory Reservation" will switch you to Resources page under CONFIGURATION section.



If you click on an icon in the figure above, a pop-up screen will appear and show you the reservations with the conditions you pick. E.g.:



DS Service

Resources	avail	abl	Р	now
Resources	avan	aD		

Display Name	Resource Email	Until	Remain Capacity
room2000 update	room2000_upn@staod.onmicrosoft.com	00:00	
room2001 update	room2001_upn@staod.onmicrosoft.com	00:00	
room2002	room2002@staod.onmicrosoft.com	00:00	
room2003	room2003@staod.onmicrosoft.com	00:00	
room2004 update	room2004@staod.onmicrosoft.com	00:00	
room2005	room2005@staod.onmicrosoft.com	00:00	
room2006 minimalism and pariasm	room2006@staod.onmicrosoft.com	00:00	
room2007 minimalism and pariasm	room2007@staod.onmicrosoft.com	00:00	
room2008	room2008@staod.onmicrosoft.com	00:00	
room2009	room2009@staod.onmicrosoft.com	00:00	
room2010	room2010@staod.onmicrosoft.com	00:00	
room2011	room2011@staod.onmicrosoft.com	00:00	
room2012_55	room2012@staod.onmicrosoft.com	00:00	
room2013	room2013@staod.onmicrosoft.com	00:00	
	Refresh Close		

Under the counter above, you will also see the number of **Online devices**, **Offline devices**, and devices waiting for approval from the organizer:



Clicking on 3 former numbers will redirect you to the **Configuration** \rightarrow **Devices** section where you can manage these devices. For more details on online/offline devices, refer to <u>Add devices to a location</u>.

Additionally, the Problem reported area is now included to show the number of incidents that clients reported. e.g.:



Incidents						
Filter by This Month	٣	FILTER -			Search for	Q
Create Date	▲ Locat	ALL	Problem	Message	Organizer	S.,
Dec 01, 2023 16:34:55	floor3	SOLVED	urniture is Broken or		Michelle Sanchez	•
Dec 01, 2023 16:34:55	floor3	VUNSOLVED	Jeaning Needed		Michelle Sanchez	•

Here, you can filter the incidents by their status: 'Solved/Unsolved/All'

The **Device Heartbeats** and **Resources Synchronizations** provide status of resources.

Actions area describes what actions have been done on the devices. Clicking on filter ∇ will show the Action History list:

Action His	story						
Filter by Today	¥	∀ FILTER ▼				Search for	۹
Device ID 🛛 🖓	Device Na	a 🗸 ALL	✓ Create Date	Action \forall	Message		
32b81719be24f089	qbic	SUCCESSFULLY	Dec 04, 2023 08:26:	NEW CONFIG	Remote configuration	posted to client	
32b81719be24f089	qbic	UNSUCCESSFULLY	Dec 04, 2023 08:23:	NEW EVENT FI	Oevice has received r	ew event file	
gvh@staod.onmicr			Dec 04, 2023 08:56:	LOGIN	gvh@staod.onmicros	oft.com logged in successfully.	
32b81719be24f089	qbic		Dec 04, 2023 08:23:	APP STARTED	OS Client app has sta	rted	

Figure 3. Action filter

Here, you can also filter the list, including '*Successfully*' choice which shows the successful actions, and '*Unsuccessfully*' choice which shows actions that have errors.

The similar filter ∇ option also applies to **Device Heartbeats** and **Resources Synchronizations**. The filter will also change how the information is displayed on the Dashboard. Filter will be applied to your account, meaning it will keep your filter on the Dashboard even if you move to other sections, or login then logout with the same account.



Device Heartbear	ts			
Filter by This Month *			Search for	Q
Device ID	V ALL		♥ Date Time	V
• 12C04E11-E83F-4AD5-8626-F56B	ONLINE DEVICES	room2013	Dec 01, 2023 19:16:46	
5QqeARHhgEgbrO0dHICr61eJrI7v	OFFLINE DEVICES	room2017	Dec 01, 2023 17:29:13	
 32b81719be24f089 	qbic	room2013	Dec 04, 2023 09:44:35	



Device Heartbeats filter

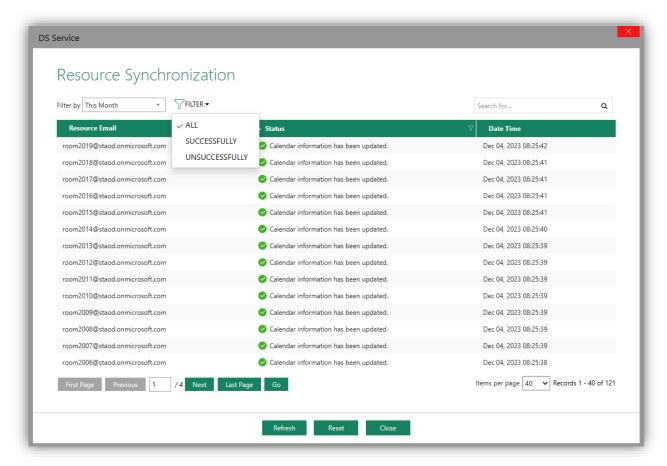


Figure 5.

Resource Synchronization filter



Daily Tasks

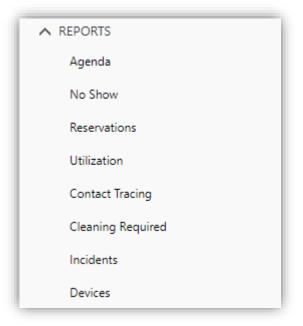
Keyword	
-	
Carling Status	
Commin Status	Confirm S
N/A	N/A
N/A	N/A

Figure 6. Daily Tasks section

This section displays the list of reservations booked on a specific date. Here you can change the status of reservation, either **Waiting**, **Confirmed**, or **Not Confirmed**.

You can also filter this list by selecting a specific date, specific location, and status.

Reports



This section provides 8 types of reports. Each of these reports can be used to serve your specific purposes.

Figure 7. Reports section

System & Configuration

These navigation pane items open an interface section where the parameters related to all applications with Digital Sign data are specified. These sections enable DS Service to connect to the Exchange Server and synchronize items to necessary stores. This pane includes the following sections:

SYSTEM

- <u>License</u>
- <u>Connections</u>
- Settings
- Outputs
- Parameters

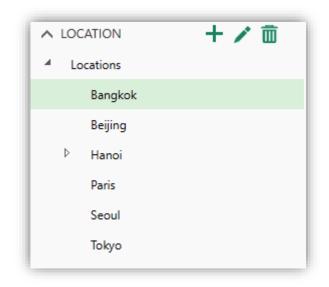


- <u>SQL</u>
- Logging
- Administrators
- Advanced
- Information
- <u>Help</u>
- External Authentication
- Find Colleague Option

CONFIGURATION

- Resources
- Resource Types
- <u>Devices</u>
- Categories
- Incident Types
- <u>User Accounts</u>
- Screen Templates

Location



This section lists all the locations created on the server. Clicking on each location will not only show you its devices and resources, but also allows you to create Floorplan for it.

Figure 8. Location

Basic configuration

Upload a license

Synchronization to destination stores performed by DSS cannot take place without a license file permitting this operation. The service will stop if the license has expired.

By default, the product is shipped with a demo license valid for a 30-day trial period. When the trial period is over, the application displays a warning message and stops functioning. A full license can be purchased from your vendor. Visit <u>www.add-on.com</u> for more details.

If you have obtained a valid license, you will need to manually upload it.



DS Service	License		
DASHBOARD	UPLOAD LICENSE		
V DAILY TASKS	This product is licensed to	Exchange Connector Resources	
V REPORTS	Digital Sign Service	2147483647 (1 resources)	
SYSTEM	License Number	Digital Sign	
License	DSS1-4522-9625-1441	2147483647 (6 resources)	
Connections	Туре	Workspace	
Settings	Normal	2147483647 (6 resources)	
Outputs	Expiry Date	Pooled Resources	
	No Expiry	2147483647 (0 resources)	
Parameters		Reservation Directory	
SQL		2147483647 (0 resources)	
Logging			
		Reservation Kiosk	
Administrators		2147483647 (0 resources)	

Figure 9. SYSTEM \rightarrow License

To upload the acquired license file, follow the steps described below:

- 1. Once you have the license file, go to **System** \rightarrow **License**. Click [**Upload License**] button.
- 2. Browse to the directory where your license file is located. Select the file and click [Open].
- 3. The license will now be loaded for your copy of DSS.

The **License Number** and **Type** columns contain the respective information on the license number and type (demo, Limited-time or full).

The number out of brackets in each resource type indicates the number of allowed user calendars in the license file. The number in the brackets depicts the number of used licenses (resources added). If the total number of user calendars selected exceeds the total number of users allowed in the license file, DS Service will show a warning message and will not allow more resources to be selected.

The **Expiry date** column can contain a particular date on which the license will expire. The function & usage of each license type is as follows:

	Licenses overview							
License type	Digital Sign	Desk Sign	Workspace App	Pooled Resources	Reservation Kiosk Resources	Reservation Directory Resources	Lamp indicator (Available/occupied light)	Exchange Connector (Ariadne)
Unique identifier:	YES	YES	YES	-	YES	YES	YES	YES
Typical used for:	Meeting Rooms	Desks (* only for use with hardware devices for desk booking)	Meeting Rooms, Desks	Grouped Desks, Parking spaces, Auditorium seats	ALL	ALL	Meeting Rooms, Desks	Meeting Rooms
FUNCTION								
Ariadne (output)			-					YES
Resources shown on Door Signs	YES	-	-	-	-	-	-	-
Resources shown on Desk Signs	YES	YES *						
Resources shown on Reservation Directory Signs	YES	YES	YES	YES		YES	-	
Resources bookable on Reservations Kiosk	YES	YES	YES	YES	YES	-	-	
Resources bookable on Workspace Booking app	-	-	YES	YES	-	-	-	
Resource availability is indicated by light/lamp	-	-	-	-	-	-	YES **	

* For use with Add-On Products Workspace device WS-0350 or Qbic DS-0350 (TD-0350) ** For use with Innes/Qeedjii Lamp model SBL10e

DS Service



Establish connections

Exchange On-Premise

DASHBOARD	📘 SAVE 🐼 TEST 📰 EXCHANGE ON-PREMISE 🦉 EXCHANGE ONLINE
V DAILY TASKS	Exchange On-Premise
✓ REPORTS	
▲ SYSTEM	▲ Domain Controller
License	* Domain Controller ¹⁰ 🗙 🖂
Connections	
Settings	* User Name
Outputs	
Parameters	* Password
SQL	
Logging	* Domain name
Administrators	
Advanced	
Information	Add New
Help	∧ Exchange Server
External Authentication	* Exchange server name [®] X E
Find Colleague Option	
✓ CONFIGURATION	
✓ LOCATION + /	* EWS URL
	* User Name
	* Password
	* Domain name
	sc.com
	Add New

Figure 10. Exchange On-Premise

In this section you can add multiple Domain Controllers and On-Premise Exchange Servers by clicking the [Exchange On-Premise] button on the toolbar. But you can only add one Online Exchange Server. If you already added it, the [Exchange Online] button will be blurred.

In the **Domain Controller** field, enter the Active Directory machine address.

For Exchange Server:

Enter the EWS URL and the Name of Client Access Server (CAS) or Name of Exchange Server where appointments are to be got from.

The service account to be used here must be granted impersonate permission. For information about how to set necessary permission for the account, refer to the KB - <u>Steps to configure Application Impersonation</u> rights in Exchange Servers.

NOTE: User Name for Domain Controller/Exchange Server must be only the account name (e.g., johnsmith). Any other formats (such as **abc\johnsmith** or johnsmith@abc.com) are not accepted.

Exchange Online

If **Exchange Online** is selected, you need to create an application on Azure portal and retrieve details to fill in here. For more details, please refer to the following knowledge base articles:

<u>Create Azure app for reservation management</u> <u>Create Azure app for mail sending function</u> <u>Create Azure app for Keyboard function in Digital Sign Client</u> <u>Create Azure app for use of Workspace with delegated permissions</u> <u>Create Azure app for use of Workspace with application permissions</u>

Tenant Name	*Application Client ID for Client	Application Permission	
staod.onmicrosoft.com	f0bf80ba-1030-4d91-b2f2-3d3a281a0500	O Delegate Permission	
Application Client ID for Exchange ommunication	* Client Secret	*Application Client ID for Workspace	:
f0bf80ba-1030-4d91-b2f2-3d3a281a0500		559a1e35-3a90-4a60-b5e7-454f75eac718	
Client Secret	Test		





The Application Client ID for Client and Application Client ID for Workspace sections can be available in response to the selection made in **Settings**.

- If Use keyboard for user-authentication on digital signage is selected → Application Client ID for Client is available.
- If Use Workspace app is selected → Application Client ID for Workspace is available. Here you can select either Application or Delegate Permission to be applied on Workspace. For Delegate Permission, apart from App Client ID, you need to provide Client Secret as well.

You can test the correctness of the specified access parameters for the Exchange Server by clicking [Test] button (you might be required to provide the User Name and Password again).

If you click [**Test**] button on the top tool bar, the following message shows up for successful connection or you can click [**Test**] button on each section of Exchange Online to check each connection:

DS Service	X
Test Exchange Online ~ Connection to domain controller staod.onmicrosoft.com succeeded.	
ОК	

Database

In Database section, you can select to use Compact database (by default) or SQL Server.

Database	
* Server name	
20.184.55.18	✓ Refresh
* Username (SQL account)	
sa	
* Password (SQL account)	
•••••	
* Database name	
DSS_43SR2_5May	 Create/Update





Resource Central Integration

In **Resource Central Integration** section, you can configure the connection between DS Service and Resource Central (RC).

Resource Central Integration	Check on Connect to Resource Central to enable connection.
Connect to Resource Central	Then fill in necessary information of RC such as RC backend URL, RC authentication credentials, RC database details.
* Resource Central Web Backend Url 🕚 https://dssclients.add-on-company.com	Note: For RC authentication, the credentials must belong to an existing person in RC system.
Resource Central Authentication * Username system	When all necessary details have been input, you can click [Run Resource Central synchronization] to start the full sync.
* Password	Otherwise, you can click [Synchronize Element] to select a single element for synchronization.
Resource Central Database Information	details.
Resource Central Database Information * Server name 52.237.74.243 * Refresh	Note: In case you choose to sync Reservation element, there is a new option [All Resources]
* Server name	Note: In case you choose to sync Reservation
* Server name 52.237.74.243 * Refresh	Note: In case you choose to sync Reservation element, there is a new option [All Resources]
* Server name 52.237.74.243 • Refresh * Username (SQL account)	NOTE : In case you choose to sync Reservation element, there is a new option [All Resources] which let you sync all the resources, e.g.:
* Server name 52.237.74.243 * Refresh * Username (SQL account) sa * Password (SQL account)	Note: In case you choose to sync Reservation element, there is a new option [All Resources] which let you sync all the resources, e.g.: Synchronize Element Select element to synchronize Resource Email room2014
* Server name 52.237.74.243 * Refresh * Username (SQL account) sa * Password (SQL account) 	Note: In case you choose to sync Reservation element, there is a new option [All Resources] which let you sync all the resources, e.g.: Synchronize Element Select element to synchronize Reservation Resource Email room2014 room2015 room2016
* Server name 52.237.74.243 * Refresh * Username (SQL account) sa * Password (SQL account) 	Note: In case you choose to sync Reservation element, there is a new option [All Resources] which let you sync all the resources, e.g.: Synchronize Element Select element to synchronize Resource Email room2014 room2015

Figure 13. RC inte

RC integration

Configure Outputs

Filter

DS Service includes a visual interface to set up synchronization filtering. The Filter section (shown in the figure below) contains the following elements that can be adjusted:



Days < Today	Days > Today			
Weekday 🖌 Sun 🖌 Mon 💽	🗸 Tue 🕑 Wed 🗸	Thu 🖌 Fri	🖌 Sat	
	Busy Out O	f Office 🕑 Wo	rking elsewher	2
Options (● Include Category	C Exclude			Add
				Remove
🖌 Include Private App	ointments (only date/tim	ne information)		

Figure 14. Filter

Days < Today (days before current time) and Days > Today (days after current time): Adjust these
two elements to define the date range. Only the items within the specified data range will be
processed. Use value 0 to remove time restrictions for "before" or "after" periods. The default value
for Days < Today is 0 and for Days > Today is 0. If values for both fields are '0', Today will be
employed.

NOTE: Applied to **Digital Sign Client** and **WorkSpace & Report**.

- Weekday: Select the weekdays on which you want to get appointments. All the items in the specified weekdays will be processed. By default, the weekdays from Monday to Saturday will be selected.
- In the **Appointment Types** area select one or more check boxes to indicate an appointment type. Choose among:
 - Free defines the appointments time as free.
 - Tentative indicates that this appointment is still under consideration.
 - **Busy** indicates that during the appointment you will be busy and do not want to be disturbed.
 - **Out of Office** specifies that the appointment will take place out of office.
 - Working elsewhere specifies that you will be somewhere else during the appointment.
- Category Filter represents a list of appointment categories to be included or excluded.
- Filter Action (Options) allows you to include categories to, or exclude categories from, processing. The selected option (Include or Exclude) applies to all the categories in the list.

You can modify the list of categories by adding new ones or removing existing ones.

To add a new category to the list, do the following:



- Click the **Add** button. The **Add New Category** window shows up as shown in the figure below.

- Type in the category name you need.

To remove a category, select that category in the list and click [Remove] button.

- Include Private Appointments check box allows including private appointments into processing. Select this option for DSS to collect only time and date information from appointments, leaving all text fields empty.
- The **Subject Line** field allows entering a subject value, which will be used to replace the subject line in private appointments prior to storing them to a destination store. This field is available only if the **Include Private Appointment** check box is selected.

Exchange Connector Output

For **Exchange Connector** system, data is synchronized and saved in an xml file namely the *CustomerID.xml* file. Therefore, the CustomerID must be specified.

The xml file can be saved in two types of destination store which are FTP Server and File server. Select the checkboxes (**Output to FTP Server** and **Output to File Server**) to determine where to put XML output file.

FTP Output		
 Output to FTP Server 		
Host name	* Port	Remote directory
	0	
' Username		* Customer ID
Password		Connection mode
		Active Passive
lime Out		Transfer mode
0		◯ Binary ● ASCII
File Server		
 Output to File Server 		
Customer ID		* Physical path
222		Data4Client/Ariadne Output

Figure 15. Exchange Connector Outputs

Output XML file to FTP Address

Select the **Output to FTP Server** checkbox to enable synchronization to FTP server. The configuration fields for this destination would be enabled.

• In the **Hostname** and **Port** field, enter the name of FTP Server and the port through which data can be transferred.



NOTE: Host name can be an IP address.

- Username and Password: Specify Username and password to log on to the FTP Server.
- **Connection Mode:** To connect to an FTP server that has a firewall enabled, you must connect using a specific connection mode (**Active** or **Passive**) in your FTP program.
- Time Out: Enter the inactivity time out value of Ftp server in this field.
- **Transfer Mode:** The output xml file can be transferred via FTP in two different modes, namely the **Binary** mode and **ASCII** mode. The ASCII mode transfers files as 'text' while the Binary mode transfers files as raw data. Users are recommended to choose **ASCII** mode for file transferring.
- **Remote Directory:** Specify the folder of the FTP Server in which the xml output file should be saved in.
- **Customer ID:** The customer ID specified in this section will be used as the name of the XML output file for Exchange Connector.
- You can test the correctness of the specified access parameters for the Digital Signs Output by clicking [**Test**] button. If the setting is incorrect, DS Service will show you messages containing recommendations to check what value is wrong.

Output XML file to File Server

Select the **Output to File Server** checkbox to enable synchronization to File Server. The configuration fields for this destination would be enabled.

To save XML output file to File Server, specify two fields below:

- **Customer ID:** In this field, enter the customer ID for Output.
- **Physical Path:** Relative path on web server where the XML file should be put.

Make advanced settings for the DS Service

The Settings section features the following set of elements:

Interval Settings

 Interval setting 	
Appointments synchronization interval	Enable period AD synchronization
1 🗘 Minutes	Run AD synchronization at:
	Run AD synchronization now
	Run



In the **Appointments synchronization interval** box, specify the frequency (in minutes, equal or more than 1 and not exceeding 1000), at which the data will be synchronized from the Exchange Server.

Check on **Enable period AD synchronization** and specify the time at which the synchronization will be implemented.



Advanced

Settings						
∧ Advanced						
_						
✓ Use https	✓ Use Workspace app					
 Use keyboard for user-authentication on digital signage 	 Allow users to link accounts to the system 					
Basic Authentication						
O Modern Authentication						
✓ Use push notification for Exchange Online	Enable service for external applications					
Use push notification for Exchange On-Premise	✓ Use SignalR For Client					
✓ Use Autodiscover for Exchange On-premise						
Use Exchange Hybrid for system						
Binding	Digital Sign Client access					
dss3.add-on-company.com/DigitalSignService	Only approved (recommended) +					
Time Zone Of Exchange Connector	Default Timezone of Resources					
(UTC) Coordinated Universal Time 🔹	(UTC+07:00) Bangkok, Hanoi, Jakarta 🔹					

Figure 17. Advanced

- Use https: Check this option to select https protocol.
- Use keyboard for user-authentication on digital signage: Check this option to enable use of keyboard for entering credentials. You will have 2 additional choices:
 - Basic Authentication: this allows accounts without authentication to book reservations on Reservation Kiosk. (This authentication type requires creating Azure app for keyboard function, refer to <u>Create Azure app for Keyboard function in Digital Sign Client</u>).
 - Modern Authentication: this only allows accounts with authentication to book reservations on Reservation Kiosk. If you are configuring Modern Authentication for Exchange Online, follow this guide: <u>Create Azure app for Modern Authentication in Digital Sign Client</u>. If you are configuring Modern Authentication for On-premises, follow the guide *ADFS Configuration for Exchange on-premises*.
- Use push notification for Exchange Online: Check this option to enable use of notification for Exchange Online.
- Use push notification for Exchange On-Premise: Check this option to enable use of notification for Exchange On-Premise.
- Allow users to link NFC Card to the system: Check this option to enable linking NFC card to DS Service.
- Use Workspace app: Select this to use Workspace app for use of NFC card.
- Use Autodiscover for Exchange On-Premise
- Use Exchange Hybrid for system: This option is used when both Exchange Online and Exchange On-premise are configured in Connection category under System section. All accounts, resources, and mailboxes will be migrated from Active Directory of On-premises to Exchange Online.



- Enable service for external applications: Select this to allow creating, updating, and deleting NFC card.
- Use SignalR For Client: Check on these options will allow changes of Resource type and Resource appointment from DS Service to be instantly applied to Workspace App and DS Client. When applying SignalR on DS-Client, the application will update actions and events automatically once there is any change from Server and Exchange.
- **Binding**: Path to DS Service website, which will be used to create URL in the schedule file.
- **Digital Sign Client access**: Configure if devices need to be approved to access the server. It decides which scenario will be selected for the installation flow involving 2 objects: Server side (interacted via DS Service) and Client side (interacted via Digital Sign Client application):

Flow 1	Flow 2
 i. DS Service is installed and configured to allow 'Only approved' clients. ii. Digital Sign Client app starts up for the first time, user clicks [SETUP] button. iii. User provides URL to DS Service and a device name. iv. Click [Save], the details are verified, and the following screen shows up: VI At this moment, Digital Sign Client app has to wait for the approval from server side. vi. On DS Service, a list of devices is waiting for approval: VI The administrator will confirm the device and do all necessary configuration for the client side (door sign type, resource name, template, and all others). 	 DS Service is installed and configured to allow access from 'All' clients. Digital Sign Client app starts up for the first time, user clicks [SETUP] button. User provides URL to DS Service and a device name. a. If user selects Configuration managed by Client and click [Save], the Digital Sign Client app on the device turns to the initial screen view: 16.43 reav. The transmission of the transmissin of transmission of transmission of transmission of transmis



viii.	Digit	r administrato tal Sign Clien nitial screen	or approves the device, t app on the device turn view:	the s to	e D				
1	6:43 Frid	day, Feb 23, 2018	Ball Room						
			meeting by tapping this screen						
1	Next m	eetings and events							
	Time	Meeting	Organizer						
		No	meetings today						

- Default Time Zone of Resources: Set default time zone for resources.
- The **Time Zone of Exchange Connector** allows setting up the resource time zone so that the correct time data is displayed in events in output file. Time zone selected in this field will be written in the *output* file.

Email Configuration

 Email Configur 	ration
Select Exchange Server	-

In this section, you need to select a method to send email to the DS Service system. Selecting a method from the drop-down list will enable **Reservation Confirmation email** and **Error Notification** sections underneath.

Once you have selected Exchange Server, you must fill in the following fields:

 Email Config 	juration		
staod.onmicrosoft.com	Ŧ		
* Application (Client) ID		* Client Secret	
' Sender's e-mail			
	Test Send Mail		
		_	

Figure 18. Email configuration

- In Reservation Confirmation email section, you have 3 choices to send confirmation email:
 - Don't send email:



 Reservation Cor 	nfirmation email
Send email	
Don't send email	· ·

• Send email before reservation start: You can set the time when the email is sent before the start time of the reservation. The options for you include: 15 minute(s), 20 minute(s), 25 minute(s), and 30 minute(s).

 Reservation Confirmation email
Send email
Send email before reservation start
15 minute(s) *
Actions in email
Confirm
Release
Cancel
Actions in email Confirm Release

• Send email at: You can set exactly the time that you wish the email to be sent. The actions in email to Confirm/Release/Cancel the reservation is displayed for you to select.

∧ Reserv	ation Confirmation email
Send email	
Send email at	
06:00	 or 15 minute(s) before started
Actions in email	
Confirm	
Release	
Cancel	

In the **Reservation Reminder email** area, you can select which actions can be taken via **Reservation confirmation email** including Confirm, Release, and Cancel (multiple actions can be selected at the same time).



The selected actions will be shown on the email, i.e.:

▲ Digital Sign Service			
Reservation confirmation			Apr 08, 2021
You are receiving this email because Briefing emails are currently on within your organization. Your list of reservation today is as follow. You can Confirm, Release or Cancel reservations in t			
Subject	Resource Name	Time	Action
Lucas Marshall	Desk 002	13:30 - 16:30	Confirm Release Cancel

You can also test your Email Configuration by clicking [Test Send Mail]. It will prompt the following message:

DS Service	X
Test Send Mail From: staod@staod.onmicrosoft.com To:	
nhm@aod.vn	
OK Cancel	

Enter an email address to receive test mail, then click **[OK]**. If the test mail is sent successfully, you will see the following message:

DS	Service
	✓ Test email staod@staod.onmicrosoft.com was successful.
	ОК

In the Error Notification area, you can set the notification email to be sent if the following error(s) occurs:

 Error Notification 	
Send email if errors occur	
Windows Service is not running	
No heartbeat from any devices	
Sychronization has errors	



Logging

 Logging 		
Logging Level	Clear Log Day	'S
Verbose	7	👌 days

Figure 19. Logging

Logging level helps define what sort of data is to be logged. The **Logging level** drop-down list has 2 options: **Error Only** and **Verbose**.

Select **Error Only**, if you want only error information to be logged. In normal case, the **Error Only** option should be selected.

Select **Verbose** if hard-to-locate problems are to be detected. This option logs more detailed information about the process: errors and all sorts of calendar synchronization events which means the log files will require more hard disk capacity. DSS produces a log file every day. User must manually delete the old and unnecessary log files for releasing disk space.

You can adjust the number of days that the older files will be automatically removed in Clear Log Days box. E.g., if you enter 7 into this box, all log files produced in the past 7 days will be deleted from the hard disk.

Tag

▲ Tag		
Using Notes Tag		Company Tag
512 🗘 d	haracters	Company:

Figure 20. Tag

It is possible to create a note field in the xml file by selecting the **Using Notes tag** check box. DS Service will get data in the appointment's body as many characters as specified in the field below.

In the XML file there always is a Company Name field. When you check the **Company tag** check box and specify a value in the field underneath, DS Service will examine appointment's subject and body to see if there is text matching the specified value. If there is a match, DSS will retrieve all data from the matched text to the end of that line and put it into the Company Name field in the XML file.

If DSS finds out more than one result matching the specified value, the first value will be used.



Truncated Text

 Truncated Text 	
Remove text from the subject line of the Digital S	ign Client:
	Add
	Remove

This feature of DS Service allows user to remove some text from the subject of an appointment, before saving it to the XML file.

In this section, there is a list of words that will be removed from the subjects.

Click [Add] button to insert more text into the list or select a text and click [Remove] to delete.

Service		
Add trun	cated subject	
Word truncated in sub	ject	
Word truncated in su	bject	

Figure 21. Add truncated subject

The truncated text is not case sensitive and DSS will search for whole word throughout the subject.

Device Configuration	
In this section you can configure connection timeout of the service:	 Device Configuration
	Service connection timeout
	30 Seconds 👻
	Figure 22. Device configuration

Set up External Authentication

The External Authentication section includes following elements:

Login Configuration

This section let you choose between 2 log-in options:



External Authentication	
SAVE	
 Login Configuration 	on
Exchange login method	
Office 365	
Microsoft Authentication Library (MS/	AL) Enable Broker
On-Premise	
Authentication protocol	
OpenID	
Login method for backend	
Login prompt (user name and password)	

Figure 23. Login Configuration

In particular:

- Use Office 365 has a new Microsoft Authentication Library (MSAL) Enable Broker option (refer to this article). With this option enabled, the process that you create Azure app for use of Workspace (either application permissions or delegated permissions) has a small change. Specifically, the package name and Signature hash when you configure your Android app is:
 - Package name: "com.addonproducts.dssworkspace"
 - Signature hash: "b3Fl8uL5Aw4An0ln9DiAW1RJdTw="



Configure your Android app	×
K All platforms Quickstart	Docs 🗗
Configuring your Android app enables your users to get device-wide SSO through the Microsoft Authenticator and seamlessly access your application.	ie
You will be able to change this later.	
* Package name	
Your app's Package Name can be found in the Android Manifest.	
com.addonproducts.dssworkspace	~
* Signature hash	
The Signature Hash can be generated via command line.	
b3Fl8uL5Aw4An0ln9DiAW1RJdTw=	\checkmark

For more details on how to create Azure app for use of Workspace, please refer to either guide:

- Create Azure app with application permissions
- <u>Create Azure app with delegated permissions</u>

There are also two Authentication Protocols: Open ID and OAuth2.

2. **Use On-Premise** option uses OAuth2 ADFS or OpenID ADFS to single sign on with Exchange On-Premise.

Next, you can select a Login method for backend, either:

- No login (not recommended)
- Login prompt (user name and password)
- Single Sign On
- Login prompt or Single Sign On

NOTE: This option is required if you use **Modern Authentication** in **SYSTEM** → **Connections** → **Exchange Online**.



Authentication Information

This section allows you to make configurations for supporting Authentication Web API of Workspace and Digital Sign Client.

ning version 4.3.1017 or newe
Generate
Show

Figure 24. Authentication information

Select **Using Authentication** option to enable use of authentication information, in which a token is created (based on the Digital Sign Client and Workspace **Security Key** and **Security Secret**) for use in Digital Sign Client and Workspace.

This token is valid for one day, and automatically renewed for the next day. Also, you can click [Generate] to manually create new Security Key and Security Secret.

This option provides higher security as it requires authentication information for server connection.

If **Using Authentication** option is disabled, Digital Sign Client and Workspace can connect directly to the server without the requirement of Security Key and Secret.

Configure devices to be used with Digital Sign Client

DS Service	List of Devices								Ser	Admin ver version 4.03.50.0004	
DASHBOARD	🕐 REFRESH 🔡 SAVE	delete 🔲 propertie	🗧 🍸 FILTER 🗸 🚺 PR	OBLEM REPORT							
V DAILY TASKS									Keyword		C
✓ REPORTS	A Device ID	♥ Device Name	♥ Display Name	∀ Manufacturer	Resource Email	Z Last Heartbeat	7 Location	♥ Template File ♥	Client Version	∇ Device Type	
V SYSTEM	11J270O100065	S 11J270O100065	Room4001	qbic	Room4001@staod	Dec 04, 2023 15:49:45	Location	Gleaming Orginal (1920	4.3.8104	Tablet	
CONFIGURATION											
Resources											
Resource Types											
Devices											
Categories											
Incident Types											
User Accounts											
Screen Templates											

Figure 25. List of devices

The **Devices** node under **CONFIGURATION** section opens an interface section where all devices are displayed. From this panel you can see which devices are connected to resources and which are not by looking at the Resource Name and Resource Email columns. Additionally, you can see which devices are online/offline by looking at the dot icon color next to the MAC address (Device ID):

- Green color = device connected to resources
- Grey color = devices not connected to resources

NOTE: All devices asking for permission to connect to the server will be listed in 'Waiting for approval' node.



Click [Problem Report] button to open Incidents window in which you can view details of the reported issues.

You can view a device's details by clicking on it or checking on it and clicking [**Properties**] button on the toolbar, its details will be like this:

DS Service	Properties - 11J270O100065
DASHBOARD DAILY TASKS REPORTS SYSTEM CONFIGURATION Resources Resource Types Devices Categories	Image: Back orggin and the series of the
Incident Types User Accounts Screen Templates	Last Heartbeat Screen Size Dec 04, 2023 15:53:49 1920 x 1200 Online Status Device Time Online Dec 04, 2023 15:53:51 (UTC+07:00) Asia/Bangkok Configuration Managed by Location Server Location ^ Configuration
	Sign Type Input Mode Door and Desk Sign Touch Touch

DS Service	Properties - 11J270O100065	
DASHBOARD	∧ Layout	
DAILY TASKS	Filter on Client version	
✓ REPORTS	Filter Language	Background
V SYSTEM	English 👻	From template 👻
▲ CONFIGURATION	Filter screen size	Logo
	1920x1080 -	From template 🔹
Resources	* Template (width x height)	
Resource Types	Glearning Orginal (1920x1080) 4.3.6 Englis	
Devices	citating ciginal (incontrolog holo citagia	



DS Service	Properties - 11J270O100065	
DASHBOARD	 Advanced 	
V DAILY TASKS	Show as occupied	Config password
✓ REPORTS	5 Minutes + before actual start	Show
✓ SYSTEM	Roll on offset	Log activity
	None 👻	Verbose 👻
Resources	Booking time step	Update data every
Resource Types	15 Minutes 👻	- 30 seconds +
	Timezone	24 hour format
Devices	(UTC+07:00) Bangkok, Hanoi, Jakarta 🔹	Enabled 👻
Categories	Date/time format	Kiosk mode
Incident Types	From system 👻	🔿 Yes 💿 No
User Accounts	Remote restart	
Screen Templates	Restart Digital Sign Client App	



General		
This section displays information of the device and allows you to type Location name to filter.		
Configuration managed by	Note : This field is only available after the server connection is establish Client : The configuration is controlled on Client side. Server : The configuration is controlled on Server side.	
Location	Select location of the device.	
Configuration		
Sign Type (configure if the sign is a door sign or a Reservation Directory Sign)	 Door Sign: Sign used for a specific room. Door and Desk Sign: User can interact on the screen. Door and Desk Sign One-touch: User can book/end the instant meeting by one touch on the screen. 	
	Reservation Directory : Sign configured to show information for a number of DSS resources.	
	Booking Kiosk: Sign configured to show floor plan of a resource.	
Location Floor plan	Select the floor plan that contains location of the device.	
Resource name	Select a resource from the list (for Door Sign) or select several specific resources to be displayed (for Reservation Directory Sign).	
Enable Power Options	NOTE : This option is applicable for Door and Desk Sign, Door and Desk Sign One-touch, Reservation Directory and Booking Kiosk. Enable this node to set up time to turn on and off the device. After that you can configure the time to power up and power down.	
Confirm Reservation	NOTE : This option is applicable for Door and Desk Sign and Door and Desk Sign One-touch . Enable this node to ask for meeting confirmation and adjust confirmation time.	



Information to show	NOTE : This option is only applicable for Reservation Directory Sign . Along with Resource name, this option allows you to filter resources for the content displayed on the meeting directory screen.
Group appointment by Room	Note : This option is only applicable for Reservation Directory Sign . Enable this option if you want the appointments to be grouped by resources.
Appointment sort order	Note : This option is only applicable for Reservation Directory Sign . Use 2 buttons [Move Up] and [Move Down] to decide the order of the appointment based on their details (Room name, Start time, Subject, etc.). You can also adjust the slide time by increasing/decreasing it.

Input

NOTE: This section is only available when you select **Door and Desk Sign** or **Door and Desk Sign One-touch** or **Booking Kiosk** for Sign type.

Auto upgrade	NOTE : This option is only applied to Qbic device.
Touch	Enabling this option allows touching the screen to book/confirm/end/extend meeting.
Keyboard	If this option is turned on, when you book/confirm/end/extend meeting there will be an authentication screen displayed, asking for username and password to proceed.
Card reader	Note : This option is only enabled on Qbic and Glory Star devices. If this option is turned on, when you book/confirm/end/extend meeting there will be an authentication screen displayed, and you have to swipe your card at the [Home] button to proceed. Refer to "Card Information" section in <i>Digital Sign Client User Guide</i> for more details on how to register the card.
Non-interactive	If this option is turned on, every action when you book/confirm/end/extend meeting on the screen is disabled.
Personal ID	If this option is turned on, when you book/confirm/end/extend meeting, there will be an authentication screen displayed, and you have to insert your personal ID to proceed.
Layout	
Filter Language	Select preferred language to be used in the screen interface.
Filter Screen Size	Select preferred screen size to be used in the screen interface.
Template (Width x Height)	You can select suitable screen resolution and language template for the sign.
	Note : This selection overrides design in the template file you select in 'Template (Width x Height)'.
	Select a background image to be displayed on the Digital Sign Client interface None: No background image
Background	 Photo Library: This option enables the [Browse] button and allows you to select background image from the client device. From Server: The background image is established by Administrator in DS Service. From Template: The background image is established in the template file you select in 'Template (Width x Height)'. For more information on how to set up the background on template file, please refer to object <i>BackgroundImage</i>/property <i>Source</i> of the corresponding sign type in Digital Sign Client – Design Guide.



Logo	 NOTE: This selection overrides the design in the template file you select in 'Template (Width x Height)'. Select logo to be displayed on the Digital Sign Client interface: None: No background image. Photo Library: This option enables the [Browse] button and allows you to select background image from the client device. From Template: The background image is established in the template file you select in 'Template (Width x Height)'. For more information on how to set up the logo on template file, please refer to object <i>LogoImage</i>/property <i>Source</i> of the corresponding sign type in Digital Sign Client – Design Guide. 					
Advanced						
Show as occupied	Select Time interval before the start time of an appointment from which the room will be considered "occupied".					
	Select time interval to establish display of the next meetings on the sign. This roll-on offset interval takes current time as a benchmark.					
Roll on offset	If the duration from current time to start time of next meeting is less than roll on offset value, the next meeting will be displayed, and vice versa.					
	NOTE : Value in "Roll on offset" field should always be greater than value in "Treat meeting rooms as" field.					
Booking time step	Default time interval for booking an appointment (e.g., If the value here is 15, the default appointment time will be 15:00, 15:15, 15:30, etc.).					
Timezone	Select timezone for the appointment.					
Date / Time format	Select where format for date / time will be employed.					
Config Password	Password to open client Setting screen.					
Log activity	Select the level (None, Error or Verbose) that you want the application to apply for event logging.					
Update data every	Select time (seconds) for the data update cycle.					
24 hour format	Telling time in which the day is divided into 24 hours without showing a.m or p.m.					
Kiosk Mode	If you turn on this mode, 3 on-screen buttons (Recent Apps, Home and Back) on the devices are disabled.					
KIOSK WODE	NOTE : Kiosk Mode is only available on Qbic device (Android), other devices running Android, iOS or Windows do not have this mode.					
Remote restart	Click the button to restart Digital Sign Client App.					
Toolbar Buttons						
	Description					
BACK	Go back to List of Devices interface.					
REFRESH	Reload or update what's displayed or stored.					

 LOG FILE
 View log file of the device.

PROPERTIES

SCREENSHOT View screenshot of the device at the moment.

disconnected.

ACTION HISTORYView a list of actions performed on the device.HEARTBEATView a status to show whether the device is offline or online, connected or



Create sub-location

If you want to create sub-group of locations under a specific node, click on that node and select **Plus** icon as shown in the following figure:

	+ / 🗇
b Locations	
1	



Add a new location

Then you can type the name of the new location and select its sort order...

Add new location	
* Location name	
Sort order	
2	
Make Location Invisible	
Ves No	
OK Cancel	

Figure 28. Location details

...and click [OK], and the new sub-group shows up under Locations node:



To Edit/Delete a location, click on it and select the corresponding icons.

NOTE: You can decide the visibility of the location by selecting Yes/No for **Make Location Invisible** option.

When you select Yes:

- For Workspace app:
 - Find Colleague: Only yellow and red spots are displayed.
 - **Resource Agenda**: The hidden location is not available on the floorplan. Also, resources of the hidden location cannot be searched by keyboard, and their QR code cannot be scanned.
 - **New Reservation**: The hidden location is not available on the floorplan. Also, resources of the hidden location cannot be searched by keyboard, and their QR code cannot be scanned.
 - QR Code: If the resource in the hidden location is available, it is impossible to scan its QR code.
 If the reservation of the resource belonging to the hidden location is in progress, the scan goes to Reservation Detail.



- My Reservation: The existing reservation of the resource belonging to the hidden location is still visible.
- It is still possible to update\confirm\cancel resources in all existing reservations of the resource belonging to the hidden location.
- For Digital Sign Client:
 - The hidden location is removed from the floorplan.
 - In Door Sign and One-touch, it is impossible to create/end/extend/confirm reservations of the resource belonging to the hidden location.

Add devices to a location

Now you can add devices to this new location group by selecting the new group name from the "Location" column of a device:

	Locations								Admin ierver version 4.03.50.0004	
DASHBOARD	▲ Resources									_
V DAILY TASKS								Keyword		
V REPORTS	Resource Name V Display Name		Location	☑ Resource Types	V	License Type 🛛 🖓	Assigned Floor Plan 🛛	Assigned Device 🛛	Synchronized Status	
✓ SYSTEM	Room4005@staod.onmicr Room4005	Room4005@staod.onmicr	Bangkok	✓ Meeting Room	~	Digital Signs & Workspace			😋 Calendar inf	
✓ CONFIGURATION	Room4006@staod.onmicr Room4006	Room4006@staod.onmicr	Bangkok	✓ Meeting Room	*	Digital Signs & Workspace			🕝 Calendar inf	-
A LOCATION + / 🗐	Room4007@staod.onmicr Room4007	Room4007@staod.onmicr	Bangkok	✓ Meeting Room	*	Digital Signs & Workspace			Calendar inf	
4 Locations	Room4008@staod.onmicr Room4008	Room4008@staod.onmicr	Paris	✓ Meeting Room	*	Digital Signs & Workspace			😋 Calendar inf	
Bangkok	Room4009@staod.onmicr Room4009	Room4009@staod.onmicr	Paris	✓ Meeting Room	*	Digital Signs & Workspace			😋 Calendar inf	
Beijing P Hanoi	Room4010@staod.onmicr Room4010	Room4010@staod.onmicr	Paris	✓ Meeting Room	~	Digital Signs & Workspace			🕝 Calendar inf	
Paris	Room4011@staod.onmicr Room4011	Room4011@staod.onmicr	Tokyo	✓ Meeting Room	~	Digital Signs & Workspace			😋 Calendar inf	-
Seoul	Room4012@staod.onmicr Room4012	Room4012@staod.onmicr	Tokyo	♥ Meeting Room	~	Digital Signs & Workspace			😋 Calendar inf	
Tokyo	Room4013@staod.onmicr Room4013	Room4013@staod.onmicr	Tokyo	✓ Meeting Room	~	Digital Signs & Workspace			Calendar inf	
	Room4014@staod.onmicr Room4014	Room4014@staod.onmicr	Tokyo	✓ Meeting Room	~	Digital Signs & Workspace			Calendar inf	

Figure 29. Add device to new group

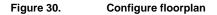
Click on the arrow button to select a group from the drop-down list, then click [Save] to finish.

You will be able to see how many Online devices and Offline devices in total via the Dashboard screen.

Configure floorplan for a location

When booking a resource, it is useful if you can navigate to the resource and see the floor plan / ground map on the screen. The Floor plan section is created to serve that purpose.

CREFRESH 🔒 SAVE 💼 DELET	e 🔲 properties 🖶 s	HOW OR CODE	PLAN	RT					
Devices									
Devices			_						
							Keyword		c
Device ID	Device Name V	Display Name 🛛 🖓	Manufacturer	7 Resource Email ⊽	Last Heartbeat	Location V	Template File V	Client Version	
		output interest							-
				mere are no devicely to display	P				
Resources									
Resources							Kessuard		0
▲ Resource Name ♡	Display Name 🛛 🖓	Resource Email 🛛 🖓	Location		♥ License Type ♥	Assigned Floor Plan 🛛	Assigned Device	Synchronized Status	
Room4005@staod.onmicr	Room4005	Room4005@staod.onmicr	Bangkok	Meeting Room	Digital Signs & Workspace			Calendar informati	
Room4006@staod.onmicr	Room4006	Room4006@staod.onmicr	Bangkok	Meeting Room	Dinital Signs & Workspace			Calendar informati	
								-	
	100111001	noonroor gaacaanina ii		• Meeting Room	Digital signs of Workspace			Calendar Information	
	Room4005@staod.onmicr Room4006@staod.onmicr		• Resource Name V Display Name V Resource Email V Room4005@staod.onmicRoom4005@staod.onmicRoom4005@staod.onmicRoom4006@staod.onmic	Resource Name V Display Name V Resource finall V tocation Room4005@stacd.comicr Room4005 Room4005@stacd.comicr Europick E	Resource Name V Display Name V Resource Final V Location V Resource Types Room4005@stad.domicr Room4005 Room4005@stad.domicr Banglock V Meeting Room Meeting Room Meeting Room Meeting Room Meeting Room V Meeting Room Meeting Room Meeting Room Meeting Room Meeting Room V V Meeting Room V Meeting Room V Meeting Room V Meeting Room V V Meeting Room V V Meeting Room V V Meeting Room V V V	• Resource Name V Display Name V Resource Email V Location V Resource Types V License Type V Room4005@stadd.omric/ Room4005@stadd.omric/ Barylok V Meeting Room Displat Signs & Workspace Room4005@stadd.omric/ Room4005@stadd.omric/ Barylok V Meeting Room Displat Signs & Workspace	Resource Name V Dopday Name V Resource Travel V Resource Travel V Resource Travel V Audgmed Floor Plan V Room/005@stado.omric~ Room/005@stado.omric~ Room/005@stado.omric~ Room/005@stado.omric~ Totalization V Meeting Room Digital Signs & Workspace Room/005@stado.omric~ Room/005@stado.omric~ Binglick V Meeting Room Digital Signs & Workspace	Resource Types V License Types V Ansigned Floor Flas V Ansigned Floor Flas V Ansigned Device Resource Types V License Types V License Types V Ansigned Floor Flas V Ansigned Device V Resource Types V License Types V License Types V Ansigned Floor Flas V Ansigned Device Recom/005@stadd.ommic=	Resource Nume V Display Name V Resource Final V Resource Types V License Type V Assigned Dior Plan V Assigned Dior Plan V Synchronized Status Room/005@stadd.ommiz Room/005@stadd.ommiz Room/005@stadd.ommiz Room/005@stadd.ommiz Room/005@stadd.ommiz Room/005@stadd.ommiz V Meeting Room Digital Signs & Workspace © Calendar informati Room/005@stadd.ommiz Room/006@stadd.ommiz Room/006@stadd.ommiz Room/006@stadd.ommiz V Meeting Room Digital Signs & Workspace © Calendar informati





Select a location and you can see the button [Floor plan]. Click on it and the Floor Plan Editor shows up. In this panel, first of all, you need to add a floor plan (a map of the selected location) by clicking [Add Image] button. The following window is displayed:

		C1					1 Upload File
#	Name	Size	▲ Туре	Last Accessed	Last Modified	#	#
	Floorplan-a071123 (1163x189		png	Jun 20, 2024 09:3…	Jun 20, 2024 09:3…		臝
Dedition 202	Floorplan-Hanoi-071123 (249	179.42 kb	png	Jun 20, 2024 09:3…	Jun 20, 2024 09:3…	6ª2	ш
	Floorplan-sample2022-06-10	72.77 kb	png	Jun 20, 2024 09:3…	Jun 20, 2024 09:3…		
	Untitled (2048x1561)	117.98 kb	png	Jun 25, 2024 10:1…	Jun 25, 2024 10:1…	dir.	Û

Figure 31. Select Floor Plan

In this window, you can select the available floorplan or upload a new one from your computer by clicking **[Upload File]** button. When the floor plan is loaded to the screen, you can now map a resource with a specific location in the floor plan, so that organizer knows better about a resource's location:

🕞 BACK 🔜 SAVE 🛅 DELETE 📑 CHANGE IMAGE 🧭 TEST CLIENT	BACKGROUND IMAGE WIDTH: 598PX - HEIGHT: 534PX
	Select Resources





Click [Select Resources] to add a resource to the list. You can search for it from the pop-up window:

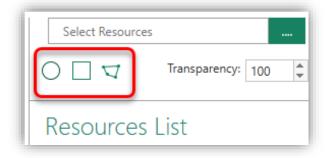
Enter a part of the name to search	for Search for	Q	
Resource Name	Resource Email	Resource Type	▲ ls
Room4005	Room4005@staod.onmicr	rosoft Meeting Room	
Room4006	Room4006@staod.onmicr	rosoft Meeting Room	
Room4007	Room4007@staod.onmicr	rosoft Meeting Room	

Figure 33. Select resources

After adding all necessary resources, you need to select a resource from the list on the right panel...

Select Resources
O □ ☑ Transparency: 100 🗘
Resources List
Ball Room
O Big Room

...then select a shape ...





... and put it on the floor plan:

🕞 BACK 🔒 SAVE 🛅 DELETE 🔀 ADD IMAGE 🧭 TEST CLIENT	
	Select Resources
	O □ ☑ Transparency: 100 ‡
	Resources List
	Ball Room
	Circle 🗙
	🔿 Big Room 💼

You can see in the above example, the shape (Circle) is selected for the resource 'Ball Room', and a circle is put into the floor plan.

You can do the same for the other resource. You might select a similar shape (Circle) or different shape (Rectangle or Polygon), and this is the result:

🕞 BACK 🗖 SAVE	Telete 🔀 add image 🔗 test client	
		Select Resources
		Big Room Rectangle X

Figure 34. Floor Plan with resources

Then click [Save] to finish. You can see the result in WorkSpace.

NOTE: Click on [Test Client] to know how this feature works on client side.



Add resources

In this section, you can add various types of resources. This can be done one by one, or you can select a group of resources to add as well.

Go to **Configuration** \rightarrow **Resources**, select [Add Resources], the following window shows up:

Domain Controller		Group rt with	Resource Start with	
staod.onmicrosoft.com	•			
Account Name	∀ ▲ Resource Name	🛛 🔺 Resource Email		⊽ Туре
		There are no resource(s) to displa	у	

Figure 35. Add resources

First you must select the Domain Controller where the resources you are trying to add are contained. Then select group or resource to add by checking the relevant checkbox and type the keyword into the text field.

E.g., Select group searching and type "dss" to the text field, then click [**Search**], the result will contain group whose name matches the input keywords.

Add Resource					
		Group		Resource	
Domain Controller		Start with		Start with	
staod.onmicrosoft.com	Ŧ	dss			
Account Name	Resource Nam	e 🔺	Resource Email	-	Туре
DSS Rooms	DSS Rooms		DSSRoom@staod.onmicrosoft.com		Group
DSS Users	DSS Users		DSSUsers@staod.onmicrosoft.com		Group

Figure 36. Search group

Check on the checkbox next to the group name and click [Add], all resources in the group will be added to the system.

You can add specific resources by selecting resource searching checkbox and type keyword to the text field, then click [Search]. The result will contain resources whose names match the input keywords.

Apply the same procedure to add **Exchange Connector resources** or **Virtual resources** by clicking relevant buttons on the toolbar.

Clicking on a resource will open its properties:

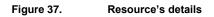


DASHBOARD > DAILY TASKS > REPORTS > SYSTEM > CONFIGURATION Resource Types Resource Types Devices Resource Types Devices Incident Types Incident Types User Accounts Screen Templates	DS Service	Resources Properties - Room4001@staod.onmicrosoft.com
✓ LOCATION	 DAILY TASKS REPORTS SYSTEM CONFIGURATION Resources Resource Types Devices Categories Incident Types User Accounts Screen Templates 	 ▲ General Display Name Room4001 Resource Email Room4001@staod.onmicrosoft.com Resource Types Digital Sign Workspace Pooled Resources Reservation Directory Cation

DS Service	Resources Properties - Room4001@staod.	onmicrosoft.com
DASHBOARD V DAILY TASKS V REPORTS V SYSTEM	▲ Common Features Default Subject Instant Meeting ▲ Add	ve
	Categories Add	Confirm Reservation Ves No
Resources Resource Types	Remove	Confirm time before/after planned start time - 15 minutes +
Devices Categories Incident Types	Open Start Time Open End Time	Make Resource Invisible Ves No



DS Service	Resources Properties - Room4001@staod.onmicrosoft.com
DASHBOARD V DAILY TASKS V REPORTS	
CONFIGURATION Resources	Password Show Incident Types Incident Receiver's e-mail
Resource Types Devices Categories	Add Remove
Incident Types User Accounts	 Workspace Booking Features
Screen Templates ✓ LOCATION + ✓ 🕅	Allow Conflicts Ves No
	Capacity 1



In the **Common Features** section, you can decide the visibility of the resource by selecting Yes/No for **Make Resource Invisible** option.

When you select Yes:

- For **Workspace** app:
 - **Find Colleague**: The hidden resource is not available on the floorplan. If your colleague has a reservation booked with this resource, you will see this resource as yellow on the floorplan.
 - Resource Agenda: The hidden resource is not available on the floorplan. Also, it cannot be searched by keyboard, and its QR code cannot be scanned.
 - New Reservation: The hidden resource is not available on the floorplan. Also, it cannot be searched by keyboard, and its QR code cannot be scanned.
 - **QR Code**: If the hidden resource is available, it is impossible to scan its QR code. If the hidden resource's reservation is in progress, the scan goes to Reservation Detail.
 - My Reservation: The existing reservation of the hidden resource is still visible.
 - It is still possible to update\confirm\cancel resources in all existing reservations of the hidden resource.
 - Open Start Time/Open End Time: This determines the opening hours of a resource, meaning it will not be available for booking during the closing hours. On both Workspace App and Common Features, users will not be able to select the resources that are in closing hours. These resources will be shown in grey color Closed

NOTE: If the DS Service is integrated with Resource Central, the **Open Start Time** and **Open End Time** on DS Service will be taken from Resource Central. In this case, you will not be able to edit these fields on DS Service.

- For Digital Sign Client:
 - The hidden resource is removed from the floorplan.
 - In Door Sign and One-touch, it is impossible to create/end/extend/confirm reservations of the hidden resource.
 - The hidden resource is removed from Reservation Directory in Digital Sign Client.



In Workspace Booking Features, you can also decide if conflicts are possible for the resource by selecting Yes/No for **Allow Conflicts** option.

- If **Yes**: the resource can be booked by multiple people at similar time period. It works for all booking methods, whether Resource Agenda, Find Colleague, or New Reservation.
- If No: the resource cannot be booked if it is already booked at similar time period.

Make any necessary changes and click [Save] to finish.

NOTE: If the DS Service is integrated with Resource Central, the **Open Start Time** and **Open End Time** on DS Service will be taken from Resource Central. In this case, you will not be able to edit these fields on DS Service.

 Workspace Booking Fea 	tures
Pre buffer time	Post buffer time
- 0 minutes +	- 0 minutes +
Capacity	
7	
Notification of Closing Date	
Closing Date	
Opening Date	

NOTE: To make data refreshed, click [**Full Synchronization**] button to sync data from selected resources' calendars.



Other configurations in DS Service

Advanced

Remote App Upgrade (Digital Sign Client for Android devices)

In this category, you are able to upgrade new Digital Client for Android devices:

Advanced
 Remote App Upgrade (Digital Sign Client for Android devices) Upload Android App file
File name Browse Deploy App 〇 Select Devices
Update Action History
 Remove devices Delete all devices that have not sent a heartbeat since
Remove devices

Figure 38. Advanced

Click [**Browse**] to select the new DS Client .APK file from your local disk. If it is uploaded successfully, the new version of DS Client will be displayed under the Browse bar:

∧ Remote App Upg	grade (Digital Sign Client for Android devices)
Upload Android App file	
File name	Browse
Current version: 4.3.8124	-

Figure 39. Deploy new DS Client (Android)

Then, you can upgrade this latest version to the Android devices by selecting either *All Devices* or *Select Devices.* Click [Update] to deploy.

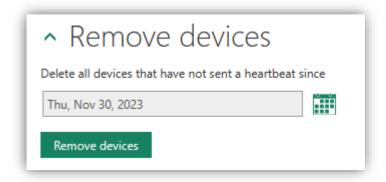
To see the Upgrade request and Upgrade time, click [Action History] for more information.

NOTE: The devices must be Qbic products, have root access, and run DS Client version SR3+.

Remove devices

From here, you can also remove devices that have not been operative from the time mark that you configure:







Administrators

In this section, you can configure the administrator of the system.

DS Service	Administrators List
DASHBOARD	+ ADD NEW 🔟 DELETE 👌 REFRESH
V DAILY TASKS	
✓ REPORTS	📕 🔺 User Name 🛛 Display Name 🔍 Email 🖤 Last Login Date 🖤 Create Date 🖓 Last Modified Date 🖓 Permission
▲ SYSTEM	admin Admin admin@aod.vn Jun 24, 2024 16:43:20 Dec 27, 2018 18:55:26 Dec 27, 2018 18:55:26 Full permissions ①
License	
Connections	
Settings	
Outputs	
Parameters	
SQL	
Logging	
Administrators	
Advanced	



When you click [Add New], the following window appears, allowing you to add a new administrator. Insert User Name by clicking — and the Display name and Email will be automatically filled in for you. Enter a new password and select the sections that this new admin has permission to configure. If the "Read-Only" box is checked, this admin does not have permission to configure certain sections.

For Locations permission, if you select the detailed location(s), only the information about those locations will be visible when this person access Dashboard, Daily tasks, and Reports section.



DS Service	Add New Administrator
DASHBOARD V DAILY TASKS REPORTS SYSTEM License Connections Settings Outputs Parameters SQL Logging Administrators Advanced Information Help External Authentication Find Colleague Option V CONFIGURATION V LOCATION	 Certad Date User Name Pessword Pessword Display Name Display Name Display Name Persati Persati Pasted Date Mathematical Structure Mathematical Str
	Sub Location Included

Figure 42. Add a new administrator

Click [Save] to finish.

Categories

This section is located in **Configuration**, it displays all categories that can be assigned to resources:

Categories List				Admin Server version 4.03.50.0003
🕂 ADD NEW 📄 SAVE	DELETE UREFRESH			
				Keyword
lcon	Name	∀ Used		
	BLACK	~	0	Dec 04, 2023 08:25:49
	BLACK \ RED	~	0	Dec 04, 2023 08:25:49
🗆 🥂	BLACK \ RED \ GREEN	~	0	Dec 04, 2023 08:25:49
	BLACK \ PINK	~	1	Dec 04, 2023 08:25:49
	WHITE	~	1	Dec 04, 2023 08:25:49
	GREY	~	2	Dec 04, 2023 08:25:49
🗆 🧰	Purple	~	3	Dec 04, 2023 08:25:49
🗆 🧰	Blue	~	4	Dec 04, 2023 08:25:49
🗆 🧰	Yellow	×	5	Dec 04, 2023 08:25:49
🗆 🧰	Green	×	6	Dec 04, 2023 08:25:50
	blue	~	7	Dec 04, 2023 08:25:50
			Kon Name Utud Image: Constraint of the state of the sta	Kon Nume V Used V Sort order klack BLACK





You can add more categories to this list by clicking [**Add New**] button on the toolbar. These categories can be later assigned to resources in Features section of a resource's details.

Parameters

Parameters are used for system configuration. Every parameter has its own functionality.

In this section, you can create parameters to be used in the system by clicking [Add New] button.

DS Service	Add New Parameter
DASHBOARD	SAVE
V DAILY TASKS	* Key
✓ REPORTS	
▲ SYSTEM	Value
License	
Connections	Description
Settings	
Outputs	
Parameters	
Logging	

Figure 44. Add a new parameter

For information regarding parameters, please refer to **DS Service Parameter Guide**.

SQL

This interface is provided for advanced level data management. Through this view, you can execute SQL statements directly on Database and view the result under the form of a table.

DS Service	SQL
DASHBOARD	▶ RUN 🚘 DB VERSION 🧬 ADVANCED
V DAILY TASKS	SQL Interface
✓ REPORTS	
∧ SYSTEM	Warning: This interface is intended to be used by experienced and skilled support person only. Add-On Products cannot be held responsible for SQL statements which are written and executed by the End-User.
License	SQL statement:
Connections	
Settings	
Outputs	
Parameters	
SQL	
Logging	Convert date/time values to local time





Clicking [DB version] button shows the DB version in use:

SQL								
▶ RUN <table-cell-rows> D</table-cell-rows>	B VERSION	ADVANCED						
SQL Inte	erface							
				upport person only. uted by the End-Use				
SQL statement:				,				
SELECT	, SERVERPROPE , DB_NAME() AS , system_user as , (select Value fi , (select Value fi , Substring(@@ , SERVERPROPE	S DataBaseName s DataBaseUser rom tblConfiguratio rom tblConfiguratio VERSION, 1, 55) A RTY('Productversio	") AS InstanceName on where [Key] = 'Bi on where [Key] = 'Di S SQLVersion n') AS SQLBuild	e nding') AS 'DSS URL atabaseVersion') AS RE name = DB_NAMI	'DSS DB Version'	us'		
Convert date/	ime values to lo	cal time DataBas	DataBas	DSS URL	DSS DB	SOLVersi	SOLBuild	Broker St
- Serveriva	instance	Dalabas	Databas	DSSUKL	033 00	activersi	SQLDUIIU	broker St

Figure 46. Show Database version

The following screen is the advanced mode of **SQL** which is accessed by clicking [**Advance**] button. Through this interface you can download the result of **SQL** queries on your own machine. You can also execute the update query.

SQL
▶ RUN 📲 DB VERSION 🧬 ADVANCED
SQL Interface
Warning: This interface is intended to be used by experienced and skilled support person only. Add-On Products cannot be held responsible for SQL statements which are written and executed by the End-User.
Download CSV file
O Download Text file
O Execute update query
SQL statement:
Convert date/time values to local time

Figure 47. Advanced mode of SQL



Toolbar button	Description
Run	Click on Run to execute the query.
DB version	Show DB version in use
Advanced	Advanced mode of SQL

NOTE: It is strongly recommended that this interface must be used by experienced support personnel, who should be proficient in writing/using SQL statements and well aware of the Resource Central Database design. Incorrect use of this interface may halt the Resource Central System or may permanently destroy the data.

Logging

This section displays detailed logs that you can see in the system.

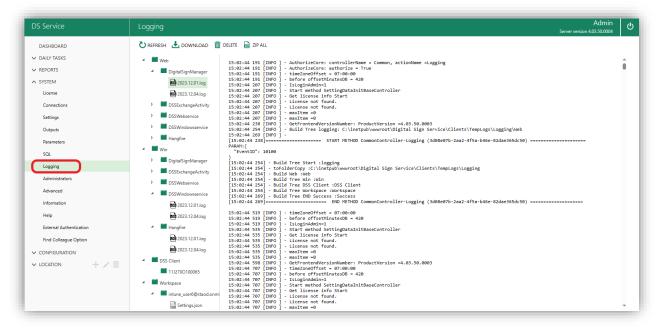


Figure 48. System – Logging

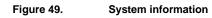
Clicking each log file, its content will be displayed on the right panel of the screen.

Information

This section provides you with all information related to the system and application.



DS Service	Information				
DASHBOARD	Platform informa	tion			
DAILY TASKS	DS Service version		Installation date		
✓ REPORTS	4.03.65.0001		Installation date Mon, Jun 24, 2024		
SYSTEM	OS version		Exchange On-Premise		
License	Microsoft Windows NT 10.0.14393.0				
Connections	Database engine version	Database engine version Exchange Online			
Settings	Microsoft SQL Server 15.0.2000.5 staod.onmicrosoft.com: Office 365				
Outputs	Upgrade date				
Parameters	Mon, Jun 24, 2024 Database information				
SQL	Database informa	ation			
	Database name		Database structure version		
Logging	Nga_HF22_19Jun		4.03.65.0001		
Administrators	Filter appointments				
Advanced	From Mon, Jun 24, 2024 to Mon, Jun	24, 2024			
Information	Table name	Row count			
Help	tblActionHistory	94			
External Authentication	tblActionLog	0			
Find Colleague Option	tblAdmin	1			



Resource Types

This section displays all resource groups used in the system.

DS Service	Resource Type	s List					Admin 03.50.0003
DASHBOARD	+ ADD NEW						
V DAILY TASKS						Keyword	c
✓ REPORTS	Licon	Name	♡ Used	∀ Use this Resource Type as t	Create Date		
✓ SYSTEM	□ <u></u>	Desks	~	۲	Dec 01, 2023 10:44:20		
▲ CONFIGURATION	□ \$ ^{\$} \$	Equipment		0	Dec 01, 2023 10:44:20		
Resources		Misc	~	0	Dec 01, 2023 10:44:20		
Resource Types		Rooms	~	0	Dec 01, 2023 10:44:20		
Devices							
Categories							
Incident Types							

Figure 50. Resource Types

You can add more types to this list by clicking [Add New] button on the toolbar. These types of resources can be assigned to each resource in Resource list.



DS Service	Add New Resource type	
DS Service DASHBOARD DAILY TASKS SERVICE SYSTEM CONFIGURATION Resource Types Devices Categories Incident Types User Accounts Screen Templates V LOCATION	 BACK SAVE General Name Ison Language Created Date Jun 24, 2024 17:24:19 A Common Features Use this "Show as" default value Free Ison Workspace Booking Features 	
	Use this default subject <resourcedisplayname> (<resource>) reserved Language</resource></resourcedisplayname>	

Figure 51. Add new resource type

Name	Resou	urce Typ	be	
Danish				
English *				
French				
German				
Chinese				

For the "Name" field, you are required to enter English name of it. You can also add translations of that resource type name into other languages. Click [**Save**] to finish naming the resource type.



Next, upload Icon for the resource type from your local disk.

Check on **Show the function to "Add reservation to own Calendar"** to enable this function on Workspace. You can also determine the default value of this function, either add reservation to own Calendar by default or not.

Select a value for Allow booking reservation for the next number days with the following options:

Value	Description
-1	No limit. You can book reservations up to the next 1000 days.
0	You can only book reservations today.
Positive integer	You can book reservations in the next (entered number of) days.

These values can be applied to **Number of reservations** field.

You can select "Half hour" or "Workday" in **Time rule when creating new reservation** to define default duration for a reservation.

If you tick on [Allow All day reservations], a new option "All day" will be applied for this field. This means new reservation will be automatically set for all day. Users can still disable 'All Day' to select date & time manually on Workspace App (refer to **DS Service Workspace User Guide**).

If you tick on [**Show the function "Add attendees"**], a new option "People" will be added to Workspace App when a person books a reservation (refer to **DS Service Workspace User Guide**). It allows the person to add attendees to his/her reservation.

NOTE: The checkbox [**Show the function "Add attendees"**] is only available either if the DS Service is integrated with Resource Central, OR, the checkbox **"Add reservation to own calendar"** is checked.

If you select **Use this default subject** option, and click [**Language**] to define various translation for the subject format, you can use the following factors:

<resource></resource>
<organizer></organizer>
<resourcedisplayname></resourcedisplayname>
<organizerdisplayname></organizerdisplayname>

From these factors, you can create various formats for your default subject.

For example:

<Resource> reserved by <Organizer>, or <ResourceDisplayName> (<Resource>) reserved by <OrganizerDisplayName> (<Organizer>)

NOTE:

1. The text input to these language fields is NOT case-sensitive.

2. In regard to removing Default Subject:

- If the resource only has Workspace or Pooled Resources license, you can remove all default subjects and the list becomes empty.

- If the resource has Digital Sign license, you cannot remove all default subjects. It still keeps the current default subject.

Incident types

This section displays all types of incidents created in the system.



DS Service	Incident Types			Adı Server version 4.03.50.	
DASHBOARD	+ ADD NEW 🔟 DELETE 💍 REFRESH				
V DAILY TASKS				Keyword	(
V REPORTS	Name	♡ Used ♡ Create Date	∀ Last Modified Date		
V SYSTEM	Seating Insufficient	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
CONFIGURATION	Remote Controls Unresponsive	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
Resources	Projector or Screen Malfunctioning	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
Resource Types	Printer or Photocopier malfunctioning	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
Devices	Power Outage	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
Categories	Lights Dim or Flickering	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
Incident Types	Internet Connectivity Issues	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
User Accounts	Heating or Cooling is Malfunctioning	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
Screen Templates	Furniture is Broken or Uncomfortable	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
	Cleaning Needed	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
	Audio Problems	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		
	Adapter is Missing or Malfunctioning	Dec 04, 2023 09:34:53	Dec 04, 2023 09:34:53		



Incident types

Click [Add New] button to create a new incident type, in which you can enter its name and click [Save] to finish.

Add Incident Type	
BACK SAVE	
* Name	

Screen templates

This section displays all templates used in the system.

DS Service	Screen Templates List				Admin Server version 4.03.50.0004	ථ
DASHBOARD	💍 REFRESH 🕂 ADD NEW 🛅 DELETE 📫 U	JPGRADE TEMPLATE 📑 IMPORT TEMPLATE 📑 EXPORT	TEMPLATE 🝸 FILTE	R 🕶		
V DAILY TASKS					Keyword	(
V REPORTS	Template name	♡ Used ♡ ▼ Version ♡	Width ∀	Height 🛛 Language		
V SYSTEM	Colorful	✓ 4.3.5	1024 76	8 Danish	Nov 16, 2023 10:38:20	
CONFIGURATION	Colorful	4.3.5	1024 76	8 English	Nov 16, 2023 10:38:20	
Resources	Colorful	4.3.5	1024 76	B French	Nov 16, 2023 10:38:20	
Resource Types	Colorful	4.3.5	1024 76	3 German	Nov 16, 2023 10:38:20	
Devices	Colorful	4.3.5	1024 76	8 Mandarin Chinese	Nov 16, 2023 10:38:20	
Categories	Colorful	4.3.6	1024 76	3 Danish	Dec 01, 2023 11:04:12	
Incident Types	Colorful	4.3.6	1024 76	B English	Dec 01, 2023 11:04:12	
User Accounts	Colorful	4.3.6	1024 76	B French	Dec 01, 2023 11:04:12	
Screen Templates	Colorful	4.3.6	1024 76	8 German	Dec 01, 2023 11:04:12	
	Colorful	4.3.6	1024 76	8 Mandarin Chinese	Dec 01, 2023 11:04:12	
T/	Colorful	4.3.5	1280 80	D Danish	Nov 16, 2023 10:38:20	
	Colorful	4.3.5	1280 80	D English	Nov 16, 2023 10:38:20	
	Colorful	4.3.5	1280 80) French	Nov 16, 2023 10:38:20	

Figure 53. Screen Templates

In order to have them displayed here, you have to copy all templates file to the folder Templates. By default, it is located at: C:\inetpub\wwwroot\DS Service\Clients\Templates



Button	Description
REFRESH	Refresh the list of templates
ADD NEW	Open Template Editor. Refer to DS Service - Template Design Quick Guide for more information on how to create a template.
DELETE	Delete selected templates.
UPGRADE TEMPLATE	Upgrade templates to new names/versions.
IMPORT TEMPLATE	Open panel that allows you to import a template from your machine.
EXPORT TEMPLATE	Export selected templates to your machine.
FILTER	Show the chosen conditions (Version/Language/Template in used/Match Device) and hide the unrelated.

	Vindows (C:) > inetpub > wwwroot > Digital Sign Service > Clients > Templates > Name)		
✤ Quick access ■ Desktop	Name		-	-
Desktop 🖈		Date modified	Туре	Size
	Colorful (1024x768) 4.3.5 Danish	11/30/2023 6:05 PM	File folder	
👆 Downloads 🛛 🖈	Colorful (1024x768) 4.3.5 English	11/30/2023 6:05 PM	File folder	
· ·	Colorful (1024x768) 4.3.5 French	11/30/2023 6:05 PM	File folder	
	Colorful (1024x768) 4.3.5 German	11/30/2023 6:05 PM	File folder	
Pictures 🖈	Colorful (1024x768) 4.3.5 Mandarin Chinese	11/30/2023 6:05 PM	File folder	
www.root 🖈	Colorful (1024x768) 4.3.6 Danish	12/5/2023 11:43 AM		
Add-On Products 🛛 🖈	Colorful (1024x768) 4.3.6 English	12/5/2023 11:43 AM		
📙 Add-On Products 🛛 🖈	Colorful (1024x768) 4.3.6 French	12/5/2023 11:43 AM		
colleagueAva	Colorful (1024x768) 4.3.6 German	12/5/2023 11:43 AM	File folder	
OLD	Colorful (1024x768) 4.3.6 Mandarin Chinese	12/5/2023 11:43 AM	File folder	
SR3	Colorful (1280x800) 4.3.5 Danish	11/30/2023 6:05 PM		
W3SVC1	Colorful (1280x800) 4.3.5 English	11/30/2023 6:05 PM 11/30/2023 6:05 PM	File folder	
	Colorful (1280x800) 4.3.5 French Colorful (1280x800) 4.3.5 German	11/30/2023 6:05 PM	File folder	
💻 This PC	Colorful (1280x800) 4.3.5 German Colorful (1280x800) 4.3.5 Mandarin Chinese	11/30/2023 6:05 PM	File folder	
🗊 3D Objects	Colorful (1280x800) 4.3.5 Danish		File folder	
E Desktop	Colorful (1280x800) 4.3.6 English	12/5/2023 11:43 AM		
Documents	Colorful (1280x800) 4.3.6 French	12/5/2023 11:43 AM		
Downloads	Colorful (1280x800) 4.3.6 German		File folder	
Music	Colorful (1280x800) 4.3.6 Mandarin Chinese	12/5/2023 11:43 AM		
-	Frame (1280x800) 4.3.5 Danish	11/30/2023 6:05 PM		
Pictures	Frame (1280x800) 4.3.5 English	11/30/2023 6:05 PM	File folder	
P Videos	Frame (1280x800) 4.3.5 French	11/30/2023 6:05 PM	File folder	
L Windows (C:)	Frame (1280x800) 4.3.5 German	11/30/2023 6:05 PM	File folder	
🕳 Temporary Storage (D:)	Frame (1280x800) 4.3.5 Mandarin Chinese	11/30/2023 6:05 PM	File folder	
Network	Frame (1280x800) 4.3.6 Danish	12/5/2023 11:43 AM	File folder	
	Frame (1280x800) 4.3.6 English	12/5/2023 11:43 AM	File folder	
	Frame (1280x800) 4.3.6 French	12/5/2023 11:43 AM	File folder	
	Frame (1280x800) 4.3.6 German	12/5/2023 11:43 AM	File folder	
	Frame (1280x800) 4.3.6 Mandarin Chinese	12/5/2023 11:43 AM	File folder	
	📙 Gleaming Orginal (1024x768) 4.3.5 Danish	11/30/2023 6:05 PM	File folder	
	📙 Gleaming Orginal (1024x768) 4.3.5 English	11/30/2023 6:05 PM	File folder	
	📙 Gleaming Orginal (1024x768) 4.3.5 French	11/30/2023 6:05 PM	File folder	
	📙 Gleaming Orginal (1024x768) 4.3.5 German	11/30/2023 6:05 PM	File folder	



User Accounts

This section allows you to create a list of users who can interact with the devices.

To create a new user, go to **Configuration** \rightarrow **User Accounts** and click [**Add New**] on the toolbar. The following panel shows up:



DS Service	Add New Card Holder (User)	
DASHBOARD	🕞 BACK 🛛 🗮 SAVE	
V DAILY TASKS	* ID	* Email
✓ REPORTS	12940489	Intune_user1@staod.onmicrosoft.com
V SYSTEM	* Display Name	* Start Date
CONFIGURATION	Intune_user1	Mon, Dec 04, 2023
Resources	* Account Name	* End Date
Resource Types	Intune_user1@staod.onmicrosoft.com	Fri, Jan 01, 2100
Devices	Enabled	
Categories		
Incident Types		
User Accounts		
Screen Templates		

Figure 55. Add a new user

Fill in necessary information, which will be required when this user interacts with the device (book/end/extend meeting). How this information should be entered is configured in a device's details (open a device's properties \rightarrow **Configuration** \rightarrow **Input**) or from Client side (in **Digital Sign Client** app, open **Setting** \rightarrow **Card Information**).

NOTE: In case the entered ID is in either 3 formats: **hex4**, **hex7**, or **decimal**, that ID will be automatically converted to the other two formats (depending on the entered ID type).

E.g.: If the entered ID is in decimal format, it will be converted to hex4 and hex7 format.

This allows a single NFC card to be used on different devices as different manufacturers have various methods to read NFC card.

You can also click [...] button to open Search User window:



ID	* Email			
	DS Service			
Display Name /lynh27				
Account Name Mynh27@staod.onmicrosoft.com	Search User			
-	Domain Controller	Start with		
 Enabled 	staod.onmicrosoft.com •	user		
	Account Name	 Display Name 	▲ Email	-
	user1@staod.onmicrosoft.com	User 1 User 1 update	user1@staod.onmicrosoft.com	
	user2@staod.onmicrosoft.com	User 2 User 2	user2@staod.onmicrosoft.com	
	user3@staod.onmicrosoft.com	User 3 User 3	user3@staod.onmicrosoft.com	
	user4@staod.onmicrosoft.com	User 4 User 4 2	user4@staod.onmicrosoft.com	
	user5@staod.onmicrosoft.com	User 5 User 5	user5@staod.onmicrosoft.com	

Here you can search & select a user then click [Add]. His/her information will be automatically added to 'Account Name' and 'Email' field on the Add New Card Holder screen.

Check on [Enabled] to activate this user in the system. Click [Save] to finish.

Find Colleague Option

This section lets you add more search options for Find Colleague function on Workspace App.

DS Service	Find Colleague Option			
DASHBOARD	🕂 ADD NEW 🛅 DELETE 🐧	REFRESH		
V DAILY TASKS				
✓ REPORTS	Name	Caption	Sort order	Create Date
▲ SYSTEM	CompanyName	Company Name	2	Nov 10, 2022 14:57:1
License	Department	Department	1	Nov 10, 2022 14:54:0
Connections				
Settings				
Outputs				
Parameters				
SQL				
Logging				

Figure 56. Find Colleague Option

To add new Find Colleague option, click [Add New] to open 'Add New Option' screen:



Add New Option	
BACK SAVE	
* Name	
Sort order	Default search values
1	- Add Remove
* Create Date	
Jun 24, 2024 17:29:05	

Field	Description
Name	Select one among properties that are synced from Azure AD. It will determine which property that users can use to search their colleagues on Workspace App (e.g., Department, Company Name, City, etc.)
Sort order	A positive integer that determines this property sort order on Workspace App. By default, colleague name will still be shown first on the app.
Default search values	The default search suggestion that will be shown for this property.
Create Date	The date of this property's creation. This field is automatically filled and cannot be edited.

When you are done, click [**Save**] to apply this search property on the Workspace App. On the app, it will be shown similar as follows:

= F	ind Colleagu	e	\bigtriangledown	ţ₿
🔂 Thu	10. Nov		<	>
Name Q. Sear	Department ch text	Compa	iny Nar	ne
	2	!		
Resource Agenda	My Reservations	QR Code		ind league



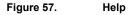
For more details on how to use 'Find Colleague' function on Workspace App, please refer to **Workspace App User Guide**.

Help

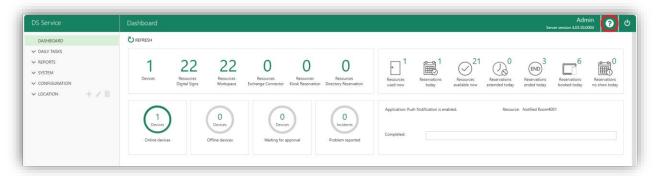
This section allows you to upload Help Document of each module, supporting users on different problems. To add new Help Document, click on _____. Here, you can choose the file to upload.

NOTE: The Help Documents must be in PDF type to be successfully uploaded.

DS Service	Help Documen	t
Logging Administrators	🛞 BACK 🛛 🗖 SAVE	
Administrators	Module	hU
Information	DASHBOARD	http://dss3.southeastasia.cloudapp.azure.com/DigitalSignService/HelpDocu
Help	DAILY TASKS	
External Authentication	REPORTS	
Find Colleague Option	SYSTEM	
	CONFIGURATION	
\sim location $+$ $/$ \overline{m}	LOCATION	



After uploading a PDF file to a module, e.g., Dashboard, the 2 function will be displayed on Dashboard section. Clicking on that button will directly take the users to a new page containing the Help Document you uploaded.





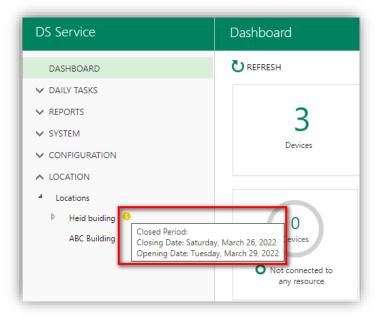
снартег з. Appendix

Close location

If your DS Service is synchronized with Resource Central – our solution for booking management, locations listed in **DS Service → Location** may take on '**closed**' status from Resource Central's configuration.

A closed location means all resources associated with this location are closed / unavailable. On DS Service

→ Location, you will see 🤜 icon notifying the closed location. Hovering on the icon will show the following message:



This message notifies the closed period, starting from the 'closing date' to 'opening date'.

On Workspace app, users will be notified if the resource is/will be closed with closing date & opening date:

