

# EMS Glance

## Installation, Configuration, and User Guides

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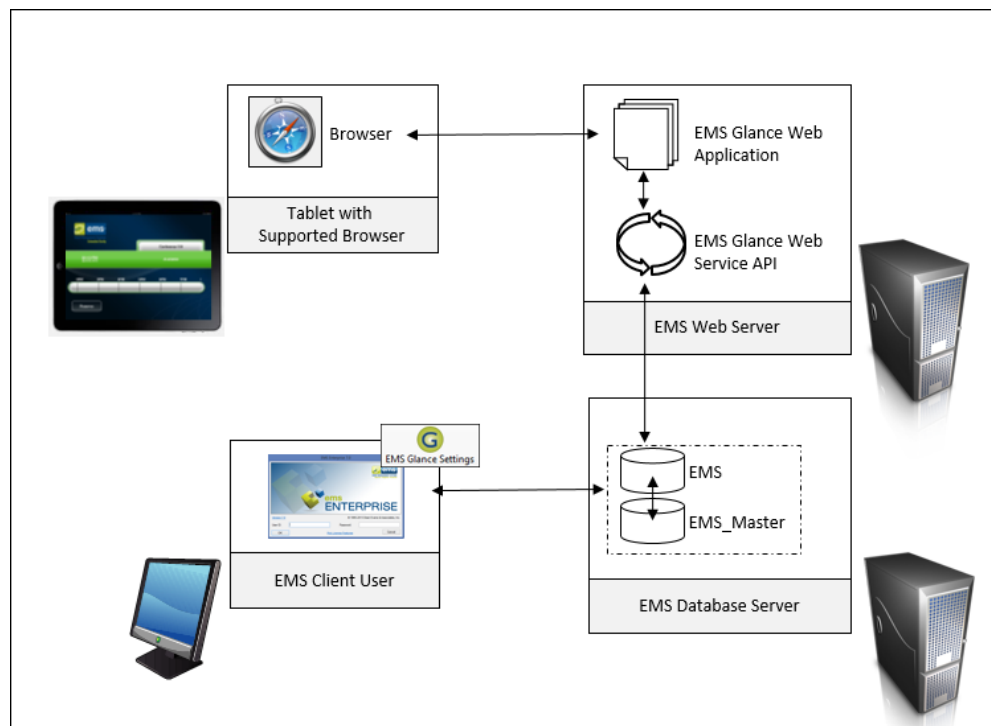
## CHAPTER 1: Introduction to EMS Glance

**IMPORTANT:** To ensure your users are benefiting from the newest features, enhancements, and fixes, EMS Software recommends that you upgrade to the most current release of your EMS product.

EMS Glance is an optional web-based application that turns your tablet into a digital room sign. Mounted outside of a meeting room or workspace in landscape orientation, the application indicates whether a space is available or in use. The application also provides functionality to check-in, end, extend and book new meetings.

The EMS Glance solution is comprised of four main components:

1. EMS Glance Device: Device with a supported browser installed that will be accessing the EMS Glance web application. A particular device is tied to one specific room in EMS.
2. EMS Glance Web Application: EMS Glance web application
3. EMS Glance Web Service API: Web service API that manages all communication between the EMS Glance web application and your EMS database.
4. EMS Glance Settings DLL: Component installed with your EMS Desktop Client application (.exe) that allows your EMS Administrators to configure EMS Glance.



The purpose of the section is to answer your questions and guide you through the procedures necessary to install, configure, and administer the EMS Glance application efficiently and effectively for legacy versions.

## Interested in Upgrading?

Contact EMS Sales at (800) 440-3994. For more information, visit [www.emssoftware.com](http://www.emssoftware.com).

## CHAPTER 2: Considerations for EMS Glance

You should consider the following when deciding whether to buy EMS Glance:

1. You need to know when the EMS Glance application stops running by receiving an email notification (ideally), or by watching a central monitoring display. EMS does not provide this capability, however, so you should physically check your tablets to see if EMS Glance has stopped.
2. For the tablets running EMS Glance, you need to know if the battery fails, or if connectivity has been lost, or if the operating system wants to update to a new version. EMS does not detect these conditions remotely. In order to monitor these issues, we recommend that you use a Mobile Device Management (MDM) system.

### Considerations for Running EMS Glance on an iPad

1. If the iPad's battery dies, the iPad will return to its home screen after you restore power. At that point, you must configure Guided Access again for the EMS Glance app. To do so, follow the instructions in [Deploy EMS Glance on Tablets](#).
2. If a user presses the iPad's Home button, Guided Access displays a passcode screen. The screen disappears after fifteen seconds or if the user presses 'Cancel.' Note that users should not be able to press any tablet buttons if you use a tablet enclosure.
3. If a user presses both the iPad's Home and Sleep/Wake buttons simultaneously for 10 seconds, the iPad restarts. At that point, you must configure Guided Access again for the EMS Glance app. To do so, follow the instructions in [Deploy EMS Glance on Tablets](#).
4. iOS devices occasionally display notifications that a software update is available. There is no way to suppress update notifications. When this notification appears, the user can choose "Later" but the notification will appear again in 24 hours. If the user chooses "Install Now," the iPad downloads and installs the update and then restarts. At that point, you must configure Guided Access again for EMS Glance. To do so, follow the instructions in [Deploy EMS Glance on Tablets](#).

### Considerations for Running EMS Glance on an Android Tablet

1. Ideally, EMS Glance takes over the tablet so that it cannot be used for anything else. However, Android provides no capability to lock down the tablet in a way that's suitable for EMS Glance. Therefore, we recommend deploying EMS Glance with an Android app that puts the tablets in 'kiosk' mode. Placing the tablet in kiosk mode prevents users from accessing other applications and also disable the 'Home' button. We recommend that you purchase, install and configure the [KioWare Lite](#) app.

2. If you run EMS Glance on a Samsung Tab A, users can power off the tablet by holding down the power button. If you have configured KioWare [according to our recommendations](#), EMS Glance will restart as soon as the tablet is powered on. To prevent users from pressing the home button, you must use the appropriate enclosure.



## CHAPTER 3: System Requirements and Prerequisites

NOTE: You must be licensed for EMS Glance to configure and use it. Contact your Account Executive to determine if your organization is licensed for EMS Glance or if you want to learn more.

EMS Glance has two major components:

1. EMS Glance API
2. EMS Glance Web Page

### Prerequisites

Before installing EMS Glance, the following prerequisites must be in place.

- All previous versions of the EMS Glance web application have been uninstalled.
- The EMS Glance API has been installed. The EMS Glance API URL is required for the EMS Glance web application installation.
- An EMS user account with 'EMS API Web Service Access' has been created. The user account is necessary to access the database.

### EMS Desktop Client

You must have installed and configured EMS Desktop Client.

#### Operating Systems

Windows 7 (32-bit and 64-bit)

Windows 8 (32-bit and 64-bit)

Windows 8.1 (32-bit and 64-bit)

Windows 10 (32-bit and 64-bit)

.NET Framework 4.6.1

### Database Server

EMS Desktop Client must run on servers that meet our system requirements. Additionally, the Glance API is housed on a web server, which also has specific requirements.

### Operating Systems

Microsoft SQL Server 2008 R2

Microsoft SQL Server 2012 SP2

Microsoft SQL Server 2012 SP3

Microsoft SQL Server 2014 SP1, Compatibility Level 110

### Web Server

OPERATING SYSTEM	IIS App Pool
Windows Server 2008 R2	7/7.5
Windows Server 2012	8
Windows Server 2012 R2	8.5
Prerequisites	
Application Pool Running 4.0*	
.NET Framework 4.6.1*	
Minimum System Requirements	
Processor	2.0 GHz and 4 cores or faster
Memory	8 GB or more*
Hard-Disk Space	1 GB or more

\*For up to 100 concurrent users. Increased specs required for 100+ concurrent users.

\*= varies per EMS Software Application

## Requirements

The Glance website sits on the same web server as the API. Although Glance can be accessed from any web browser, it is designed for touch-enabled tablets running in landscape mode. We support tablets with the following specifications:

## TABLET OPERATING SYSTEMS AND BROWSERS

IOS 9: SAFARI

ANDROID 4, 5, 6: CHROME

WINDOWS 7, 8.1, 10: IE 11 AND CHROME

Tablet Screen Resolutions

1024 x 768

(Note: Tablet must be in landscape mode)

1280 x 1024

1660 x 900

1920 x 1080

NOTE: We recommend the 8" Samsung Galaxy Tab A and the iPad Mini 3 or 4 because these tablets integrate with our recommended enclosure. For more information, see [Best Practices](#).

## CHAPTER 4: Obtain the Installation Files for EMS Glance

The latest EMS Glance components can be downloaded from the [EMS Customer Portal](#).

1. Go to [www.emssoftware.com/support](http://www.emssoftware.com/support) and enter your Email Address and Password.
2. Click the Software downloads link.
3. Download the following components:
  - EMSGlance.sql: SQL script that needs to be executed against your EMS database. This will create EMS Glance specific objects (tables and stored procedures) in your EMS database.
  - EMSGlance.msi: MS Glance web application installed on your web server.
  - EMSGlanceAPI.msi: Installation file for the EMS Glance API web service installed on your web server.
  - EMS.Glance.dll: File that will expose the EMS Glance Settings area within EMS.
  - EMS Glance License Key: EMS Glance is an optional component that requires the appropriate license to activate.

## CHAPTER 5: Install EMS Glance

To install or upgrade EMS Glance, you will:

- Update your database with the new Glance .sql file.
- Copy the Glance .dll file to each user workstation that needs Glance options on EMS Desktop Client.
- Install the new Glance API on the web server that will be running it, and verify it.
- Install the new Glance web application on the web server that will be hosting it (and hook it to your Glance API, SQL server, and database).
- Create an Admin User to manage EMS Glance.
- Access your EMS Glance application through the web on your device(s).

### Install/Upgrade the Database Component

1. Obtain the EMSGlance.sql file.
2. Open *Microsoft SQL Server Management Studio*.
3. Within *Microsoft SQL Server Management Studio*, select File > Open > File and locate EMSGlance.sql.
4. Select your EMS database and execute the query (Query > Execute). When query execution has completed, a 'Command(s) completed successfully' message will display in the Results section.

### Install/Upgrade the EMS Glance DLL

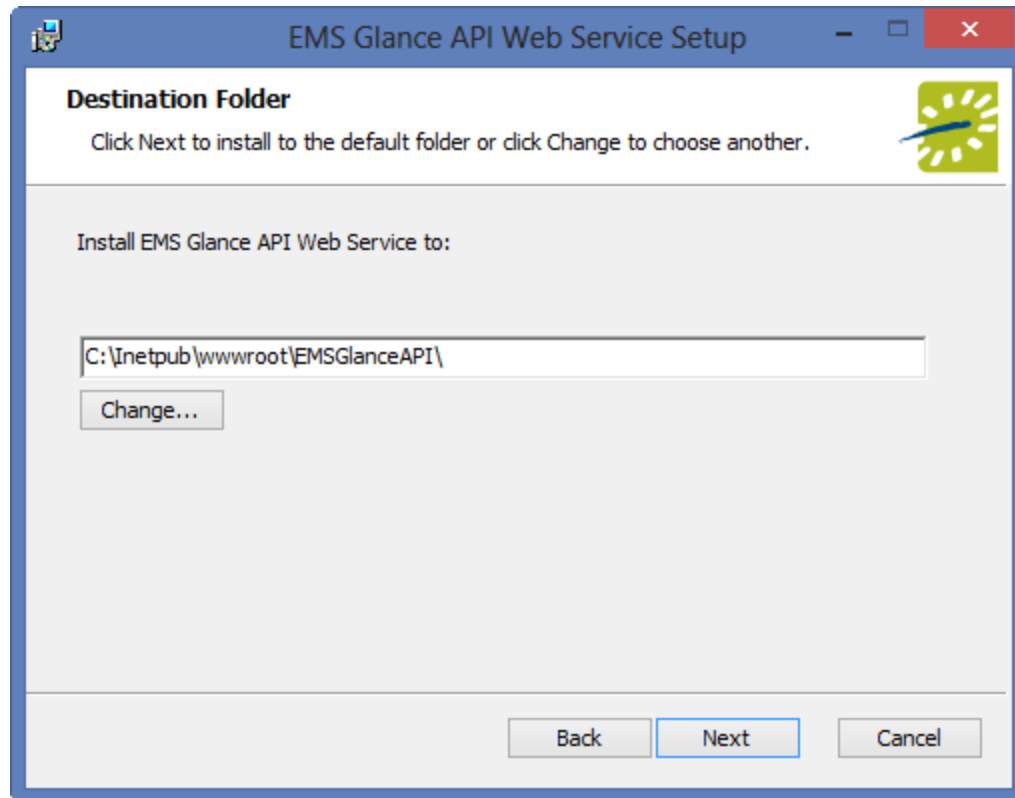
1. On each client machine that needs access to the EMS Glance Settings area, paste a copy of the **EMS.Glance.dll** file into the folder that contains your EMS application files (typically C:\Program Files\EMS).
2. Once the EMS.Glance.dll is placed in the correct folder on the client machine (assuming your organization is appropriately licensed for EMS Glance), the EMS user will see the EMS Glance Settings button on the tool bar within the EMS application.

NOTE: To update your registration, go to System Administration > Settings > Registration in the EMS Desktop Client.

### Install/Upgrade the EMS Glance API

1. Manually uninstall any previous versions of the EMS Glance API on your web server.
2. Download the EMSGlanceAPI.msi file onto the web server that will be running the EMS Glance API.
3. Run EMSGlanceAPI.msi.

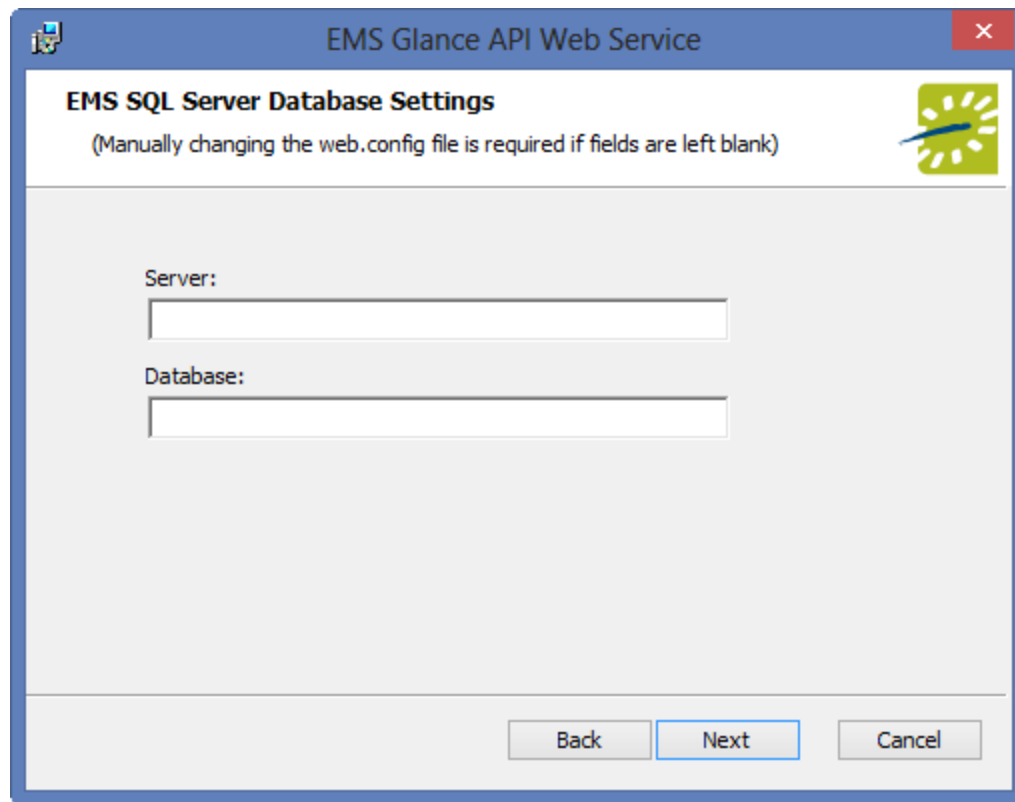
4. The first screen welcomes you to the EMS Glance API Web Service Setup Wizard. Click Next to begin the installation process. The Destination Folder screen will appear.



5. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered ("EMSGlanceAPI" in the example above.) Click **Next**.

NOTE: The EMS Glance API should not be installed in the same physical directory as other EMS web-based products OR under a site running another version of the EMS Glance API.

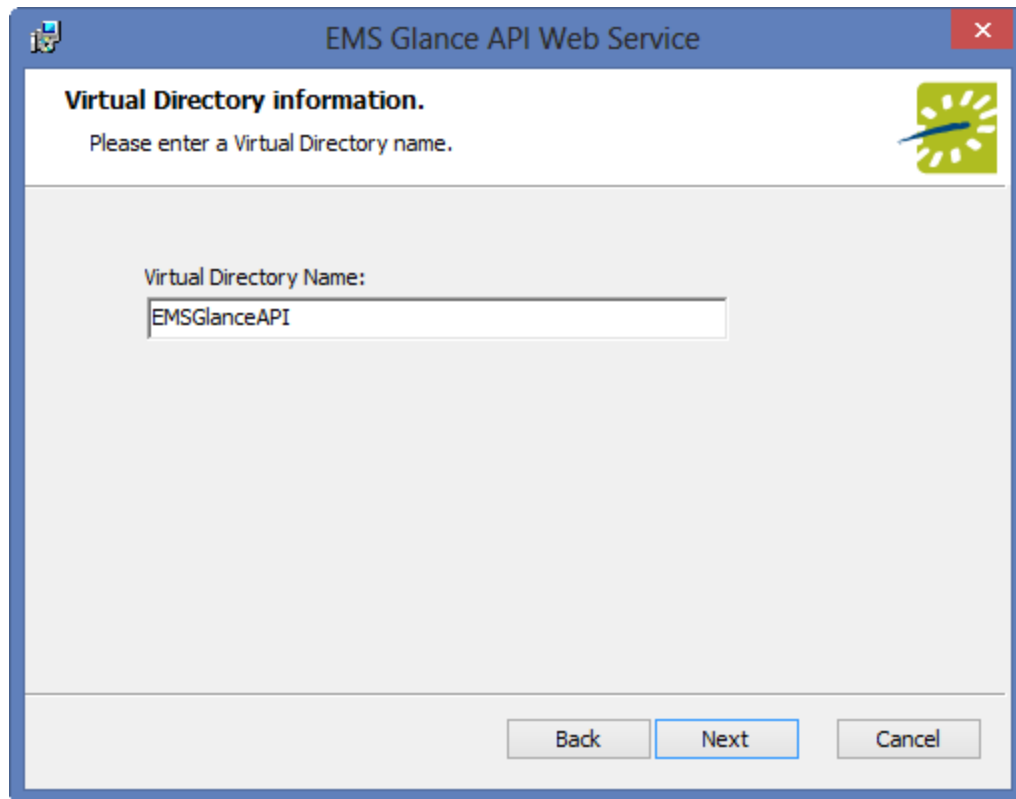
6. The EMS SQLServer Database Settings information screen will appear.



The screenshot shows a Windows-style dialog box titled "EMS Glance API Web Service". Inside, the section "EMS SQL Server Database Settings" is highlighted. Below this, a note states: "(Manually changing the web.config file is required if fields are left blank)". There are two text input fields: "Server:" and "Database:". At the bottom, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

7. Enter your EMS SQL **Server** name.
8. Enter your EMS **Database** name:
  - EMS Professional customers – typically named "EMSData"
  - EMS Workplace, EMS Campus, EMS Enterprise, EMS District and EMS Legal customers - typically named "EMS"
9. Click **Next**.

10. The Virtual Directory information screen will appear.



11. The Virtual Directory Name will default to the destination folder specified in Step 5. It is recommended that you keep the default setting. The installation process will create a virtual directory on your web server based on the virtual directory entered ("EMSGlanceAPI" in the example above.) Click **Next**.

NOTE: The EMS Glance API should not be installed in the same virtual directory as other EMS web-based products OR under a site running another version of the EMS Glance API.

12. The *Ready to install EMS Glance API Web Service* screen will appear. Click **Install** button to install the EMS Glance API.
13. The *Completed the EMS Glance API Web Service Setup Wizard* screen will appear. Click **Finish**.

## Verify the EMS Glance API Installation

After following the steps above, verify your EMS Glance API installation by opening a browser and entering the EMS Glance API URL:

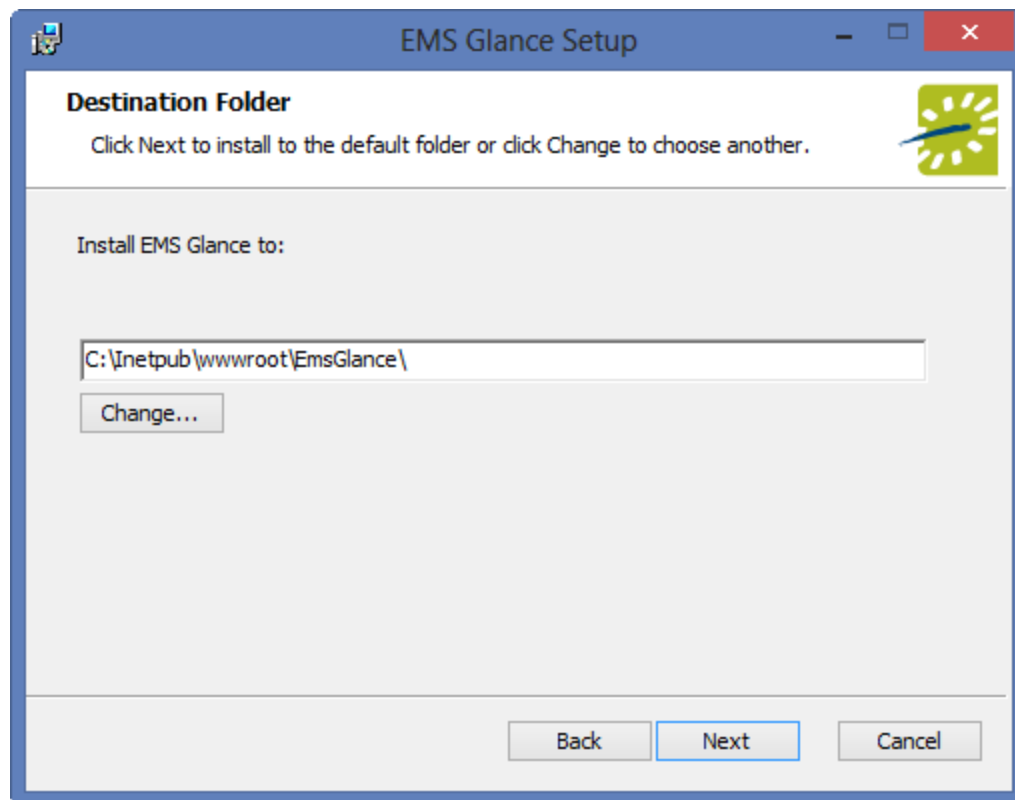
**Example:** `http://[ServerName]/EMSGlanceAPI/service.asmx`  
(replace [ServerName] with the name of your web server)

NOTE: This URL will be required for the EMS Glance Web Application installation.



## Install/Upgrade the EMS Glance Web Application

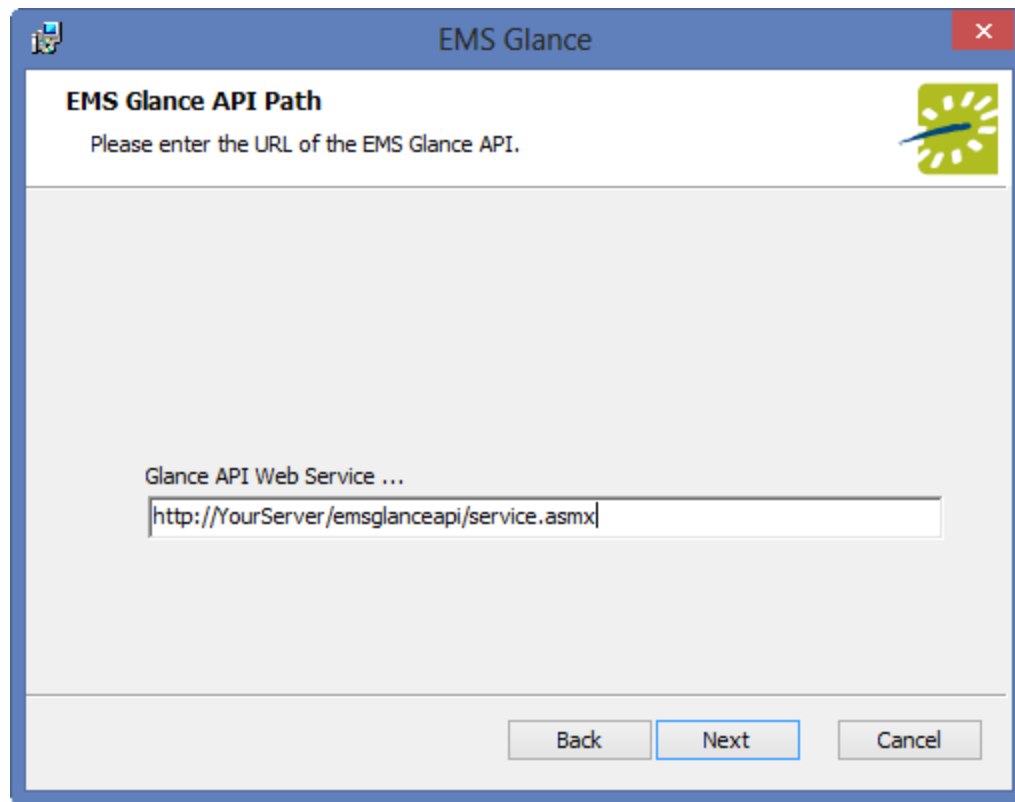
1. Download the EMSGlance.msi file onto the web server that will be running the EMS Glance web application.
2. Run EMSGlance.msi.
3. The first screen welcomes you to the EMS Glance Setup Wizard. Click Next to begin the installation process. The Destination Folder screen will appear.



4. Select the destination folder. The installation process will create a new physical directory on your web server based on the destination folder path entered ("EMSGlance" in the example above.) Click Next.

NOTE: EMS Glance should not be installed in the same physical directory as other EMS web-based products OR under a site running another version of EMS Glance.

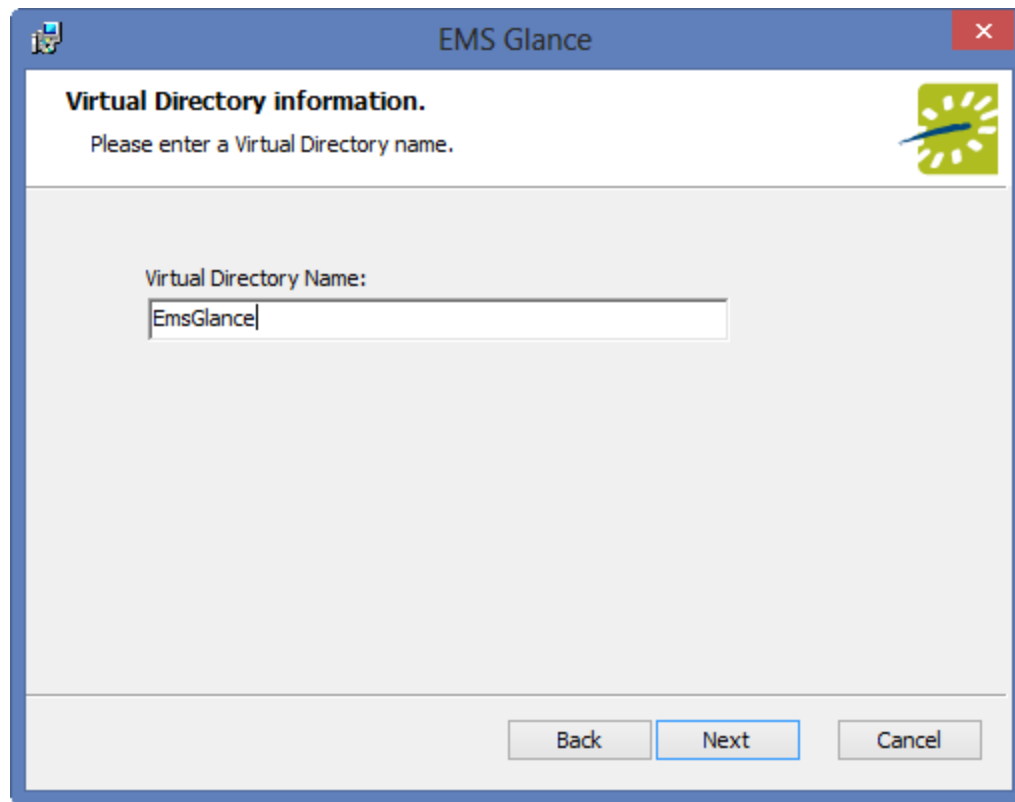
5. The EMS Glance API Path screen will appear.



6. Enter the URL of your Glance API Web Service.

**Example:** `http://[ServerName]/EMSGlanceAPI/service.asmx`  
(replace [ServerName] with the name of your web server)

7. Click **Next**.
8. The *Virtual Directory information* screen will appear.



9. The Virtual Directory Name will default to the destination folder specified in Step 4. It is recommended that you keep the default setting. The installation process will create a virtual directory on your web server based on the virtual directory entered ("EMSGlance" in the example above.) Click **Next**.

NOTE: EMS Glance should not be installed in the same virtual directory as other EMS web-based products OR under a site running another version of EMS Glance.

10. The *Ready to install EMS Glance* screen will appear. Click Install button to install EMS Glance.
11. The *Completed the EMS Glance Setup Wizard* screen will appear. Click **Finish**.

## Create an EMS Admin User to Manage Your EMS Glance API Web Service

1. Create the EMS Admin Account to be used for Glance:
  - a. Create a user account in EMS Desktop Client under System Administration > Security > **Users** (with any user name and password you choose).
  - b. Uncheck the Administrator box.
  - c. Then add the process, "EMS API Web Service Access", to this account.
2. Enter the user name and password for the account in the web.config file of the Glance application set-

things, for example:

```
<appSettings>
  <add key="webpages:Version" value="2.0.0.0"/>
  <add key="webpages:Enabled" value="false"/>
  <add key="PreserveLoginUrl" value="true"/>
  <add key="ClientValidationEnabled" value="true"/>
  <add key="UnobtrusiveJavaScriptEnabled" value="true"/>
  <add key="EMSGlanceAPIURL" value=""/>
  <add key="EmsUser" value="admin"/>
  <add key="EmsPassword" value="admin"/>

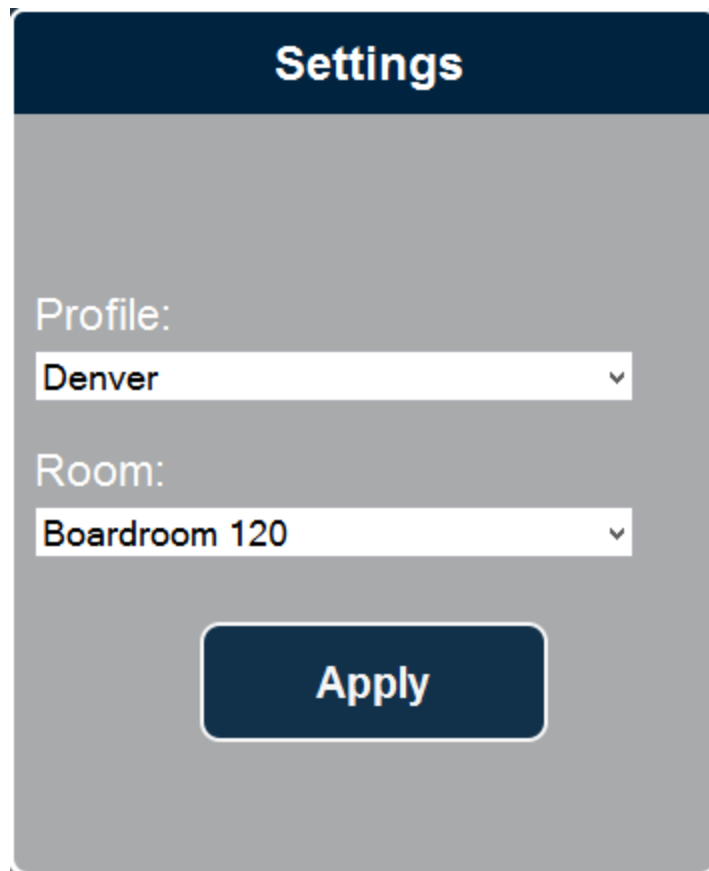
```

TIP FOR EMS CLOUD CUSTOMERS: Modifications to the web.config file must be performed by EMS Cloud Operations. To request these changes, please contact EMS Support).

## Launch EMS Glance on your Device(s)

Glance is ready to use once all of the Glance components have been properly installed and at least one Profile has been configured for use. To access Glance on your device, do the following:

1. On your device, open a browser and enter the URL to your EMS Glance web application:  
**Example:** `http://[ServerName]/EMSGlance`  
(replace [ServerName] with the name of your web server)
2. The first time you access Glance on your device, the Settings screen will appear.



**Settings**

Profile:  
Denver

Room:  
Boardroom 120

**Apply**

3. Select the Profile in the **Profile** dropdown.
4. Select the Room in the **Room** dropdown.
5. Click **Apply**.

NOTE: Once the EMS Glance application is running, to re-access the Settings screen for any reason, simply double-tap the EMS Glance logo in the upper-left hand corner of the screen.

6. To optimize your tablet's settings, follow our [Device Configuration Recommendations](#).

## CHAPTER 6: Deploying EMS Glance on Tablets

To deploy EMS Glance, you need to prevent users from using the tablet to browse to other websites or use other tablet apps. This state, where tablets are restricted to a single use, is known as kiosk mode. iOS offers a native kiosk mode known as Guided Access. Android and Windows do not have a native kiosk mode and require a third party application. For Android, we recommend KioWare Lite. Below we detail how to configure EMS Glance in kiosk mode on iPads and the Samsung Tab A Android tablets.

In addition to placing the tablet in kiosk mode, you should also use an enclosure to protect the tablet. An enclosure prevents users from using the power/home buttons, and also protects the tablet from theft. We strongly recommend the ArmorActive enclosures. As of September 2016, ArmorActive is our official hardware partner, and they can help you source both tablets and enclosures.

This topic will provide information that will allow you to do the following:

- [Configure Kiosk Mode](#)
  - [iPads](#)
  - Android Tablets
- Configuring KioWare Lite
- [Mount EMS Glance in an Enclosure](#)

### Configure Kiosk Mode

#### iPads

To ensure that EMS Glance operates without interruptions, we recommend you hide the browser's address bar and navigation buttons, and turn off tablet notifications.

1. Hide Browser Address Bar and Navigation Buttons. This setup is also known as "full-screen mode."

To run EMS Glance in full-screen mode on an iPad:

- a. Open the Safari browser and enter the URL for your EMS Glance server. (Contact your system administrator for the URL.)
- b. Click Share (located to the right of the address bar) and select Add to Home Screen.
- c. Choose a name for the icon (such as "Glance") and select Add.
- d. The icon for EMS Glance appears on the iPad home screen, showing the name you just specified.
- e. Click the EMS Glance icon to open EMS Glance in full screen mode, which makes the navigation bar and Safari menu options inaccessible.

2. Turn off Tablet Notifications. To minimize interruptions by iOS, change the following settings in the 'Settings' app:
  - a. Control Center: Turn off Access on Lock Screen and Access Within Apps to eliminate access to the Control Center from within apps and the lock screen.
  - b. Notifications: Turn off all notifications for all apps.
  - c. General / Auto-Lock: Select Never to prevent the screen from locking.
  - d. General / Accessibility / Guided Access: enabling Guided Access prevents users from accessing the Notification Center and from using the tablet to access any other application except EMS Glance. (However, Guided Access ends when the tablet restarts, which happens after a software update, a loss of power, or simultaneously pressing the Home and Sleep/Wake buttons for 10 seconds.) To set up Guided Access:
    - i. General / Accessibility / Guided Access: Turn on 'Guided Access.'
    - ii. General / Accessibility / Guided Access / Passcode Settings / Set Guided Access Passcode: Enter a 4-digit passcode so that you can enable and disable Guided Access mode.
    - iii. Click Home and click the EMS Glance icon to start EMS Glance.
    - iv. With EMS Glance running, triple-click the Home button. This can be tricky because if you click too slowly, the iPad goes back to the Home screen, and if you click too quickly, the iPad does not detect a triple-click. You'll know you are successful when the screen changes to show "Guided Access" at the top center of the screen.
    - v. Click Start at the top right corner of the 'Guided Access' screen.
    - vi. Enter the passcode you created earlier.
    - vii. To confirm that you set it up correctly, swipe down from the top to open the Notifications Center and swipe up from the bottom to open the Control Center. If neither of them opens, then you have set up Guided Access correctly.
3. iCloud: Turn off iCloud by going to Settings / iCloud, and selecting Sign Out at the bottom of the screen. By signing out, you prevent future notifications that prompt you to sign in.

## Android Tablets

Android tablets do not offer a Guided Mode like iPads do. Because of this limitation, on Android tablets you must deploy EMS Glance with an app that puts the tablets in "kiosk" mode. Placing the tablet in kiosk mode will prevent users from accessing other applications and also disable the Home button. We recommend KioWare Lite for Android.

## Configuring KioWare Lite

When you download and install KioWare, we recommend the following settings.

1. General:
  - a. Start Page URL: Set this to the EMS Glance URL. That is typically `http://your_web_server-/glance`.
  - b. Start on Boot: Select this option so that the tablet will return to EMS Glance if is restarted. Users will not be able to access the home screen.
  - c. Screen Orientation: EMS Glance should be fixed in Landscape mode.
  - d. Prevent Screen Sleep: Select 'Disable Screen Timer and Power Button' so that EMS Glance remains active on the screen.
2. Browser:
  - a. Make sure 'Enable Browser Zoom' is checked. That is, zooming is enabled. Other than this setting, you can use the default settings on this page.
  - b. Enter the 'Browser Cache/Data' sub-menu. In this sub-menu, make sure to select the following options so that the EMS Glance settings are preserved even if you restart the tablet or exit KioWare.
    - i. Enable Browser Cache
    - ii. Enable Cookies
    - iii. Enable Local/Session Storage
    - iv. Enable Web Databases
    - v. Enable Application Cache
3. Attract/Inactivity: Set the 'Default Inactivity Timer' to 0 seconds.
4. Toolbar:
  - a. Disable Action Bar, Progress Bar, Android Back Arrow, Home Button, and everything under the 'Standard Buttons' section
  - b. Enable 'Use Immersive Mode.' This option improves the full-screen browsing experience.
5. Security:
  - a. Exit Passcode: Set a 4-digit passcode. This code is used to exit EMS Glance (being run inside the KioWare kiosk app). When EMS Glance is running, tap the four corners of the screen starting in the top-left and going clockwise to the bottom left. You will then be able to enter the passcode.
  - b. Hide System Dialogs: Select this option.
  - c. Disable Status Bar: Select this option.

## Mount EMS Glance in an Enclosure

Our customers typically place their EMS Glance tablets in enclosures and mount them on walls. Mounting on drywall is fairly easy, but you will have to do some research if you want to mount on wood or glass.

You should also consider how to supply power to your tablets. Our customers typically choose enclosures that allow them to use PoE (Power over Ethernet) to provide power.



iPads can connect to networks only via wireless; Apple does not support connecting iPads to Ethernet cables.

Please consider the ArmorActive enclosures. In particular, ArmorActive offers an enclosure for the iPad Mini, which offers optional LED indicators that EMS Glance supports to indicate whether or not the room is available. ArmorActive also makes an enclosure for the Samsung Tab A, which we support and recommend. Contact your Account Executive for more information on these enclosures.

TIP: When using the ArmoActive enclosure, tablet volume must be set to 100%.

## CHAPTER 7: EMS Glance Best Practice: Device Configuration Steps

In order to use EMS Glance effectively, the device should be configured to do the following:

1. Enable full-screen web browser.
2. Disable auto-lock.
3. Disable notifications, popups, auto-updates.
4. Disable multitasking gestures (pinch, zoom, swipe).
5. Reboot on power-off.
6. Enable auto-login.
7. Auto-launch browser on login.
8. Browser should contain an on-screen keyboard for text fields, and a scroller for time roller.
9. Set account permissions to deny access to other parts of the tablet OS.
10. Auto-launch browser if closed.
11. Hide the address bar and shortcuts.

## CHAPTER 8: EMS Glance Settings and Options

NOTE: When configuring devices (such as tablets) to use Glance, please consider these Glance Best Practice: Device Configuration Steps.

This topic will provide information that will allow you to do the following:

- Access EMS Glance Settings
- View EMS Glance Profiles
  - Profile Tab
  - Rooms Tab
  - Editable Event Types Tab
  - Settings Tab
- Global Settings
- Primary EMS Glance Screens
- Customize Labels, Messages and Images
- Supported Logo and Background Image Size

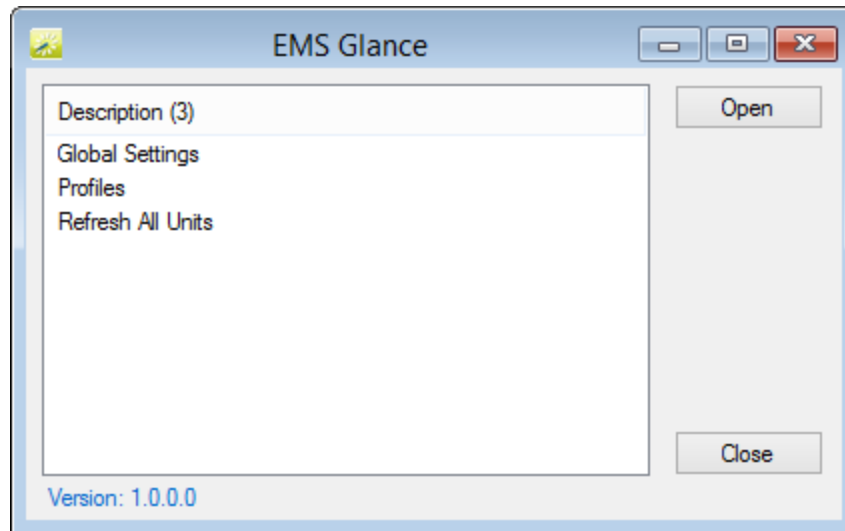
### Access EMS Glance Settings

1. On the EMS toolbar, click EMS Glance Settings to access the EMS Glance Settings area.



2. The EMS Glance main window opens. The window displays three configuration options: Global Settings, Profiles, and Refresh All Units.

## EMS Glance Main Window



- Global Settings—Exposes all of the EMS Glance global settings, which determine the behavior for a particular EMS Glance unit or group of EMS Glance units. Profile settings can overwrite global settings.
- Profiles—Controls the functionality of your EMS Glance units. Depending on how you would like to manage your EMS Glance devices, a single profile can be configured to manage a single meeting room or multiple meeting rooms.

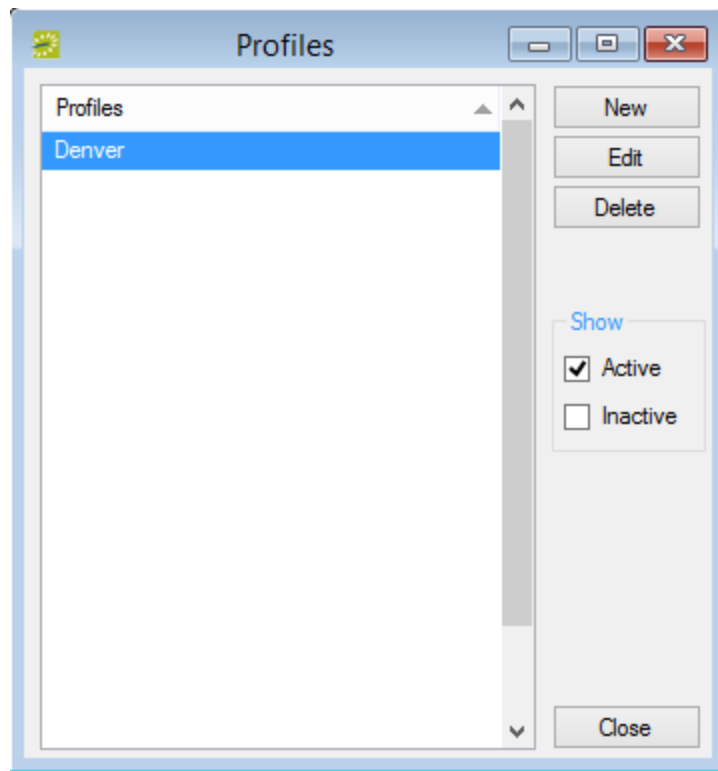
NOTE: A particular device is tied to one specific room in EMS. Profiles just provide you with flexibility in how you choose to manage the configuration of your devices.

- Refresh All Units—Forces all units to refresh their settings. Use this setting after modifying a specific Profile or Global Settings to force all of your units to pick-up the setting change(s).

## View EMS Glance Profiles

1. On the EMS Glance Settings window, select Profiles, and then click Open to open the Profiles window. This window lists all the defined profiles by name.

## Profiles Window

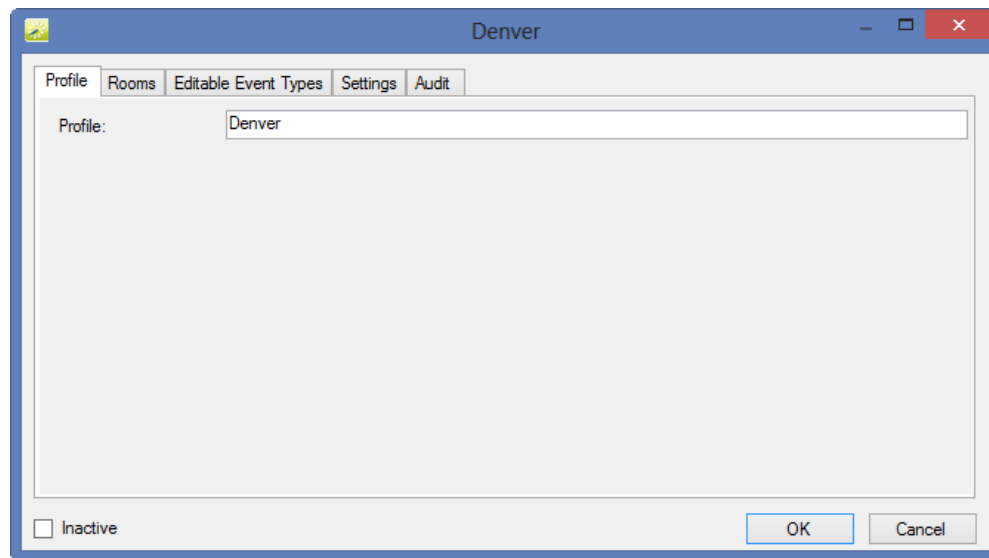


2. Click New to create a new Profile. The Profiles window opens displaying four different configuration tabs:
  - a. Profile Tab (the tab that opens by default)
  - b. Rooms Tab
  - c. Editable Event Types Tab
  - d. Settings Tab – and one Audit tab.

## Profile Tab

The Profile tab allows you to name your Profile.

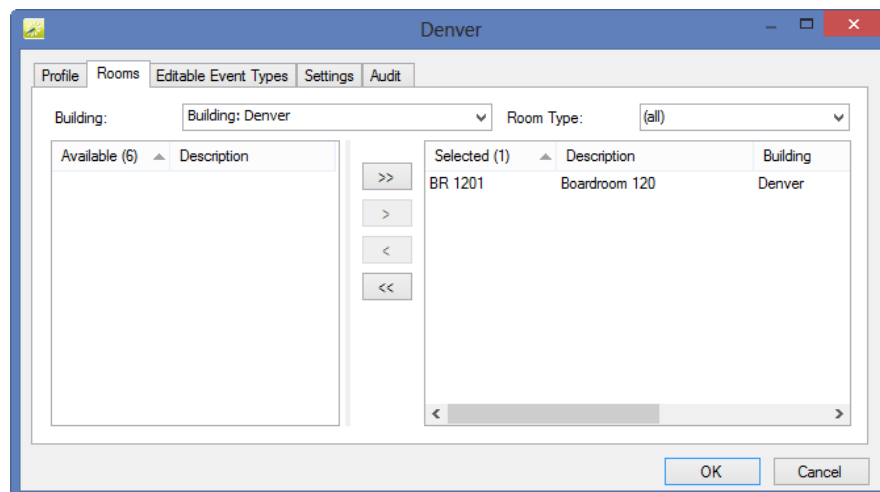
## Profile dialog box, Profile tab



## Rooms Tab

The Rooms tab displays all the rooms that can be added to the profile (the Available list) as well as all the rooms that are currently selected for the profile. You can add and delete rooms for a profile on this tab.

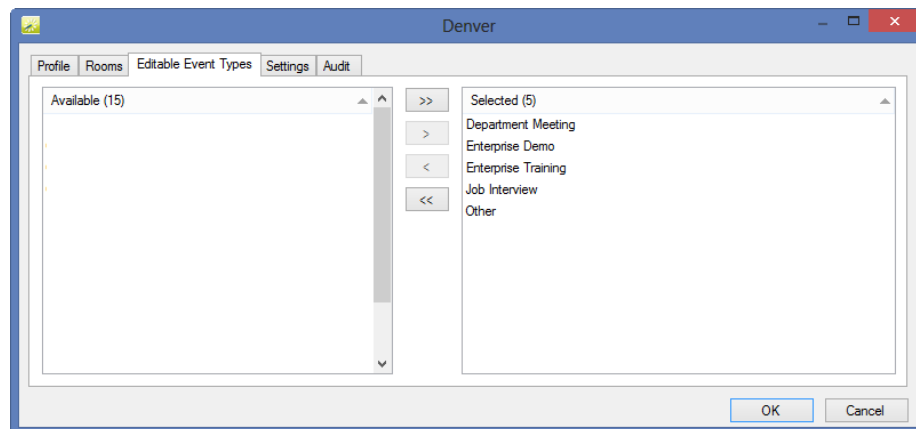
## Profile dialog box, Rooms tab



## Editable Event Types Tab

The Editable Event Types tab displays all the event types that can be added to the profile (the Available list) as well as all the event types that are currently selected for the profile. This tab controls which bookings (via event types) are editable in EMS Glance.

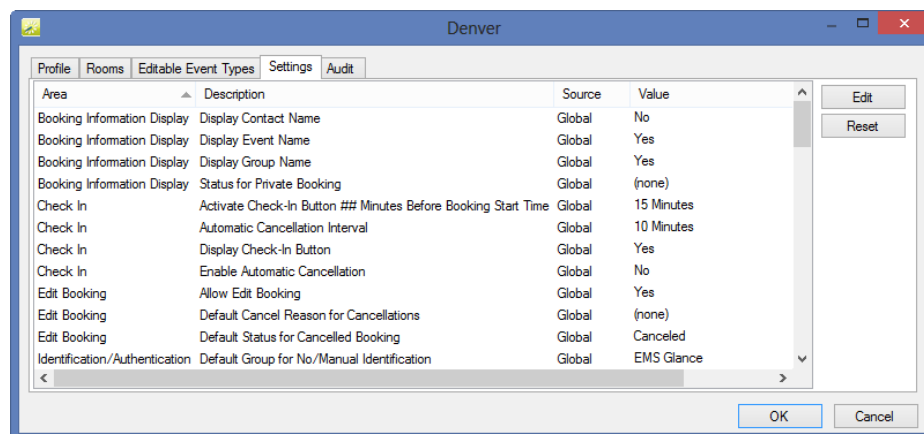
## Profile dialog box, Editable Event Types tab



## Settings Tab

The Settings tab displays the configuration setting for the profile. By default, all settings for the profile are initially defined by the global settings; however, you can override these settings for a profile. You can also reset all the settings to their default values.

## Profile Dialog Box, Settings Tab

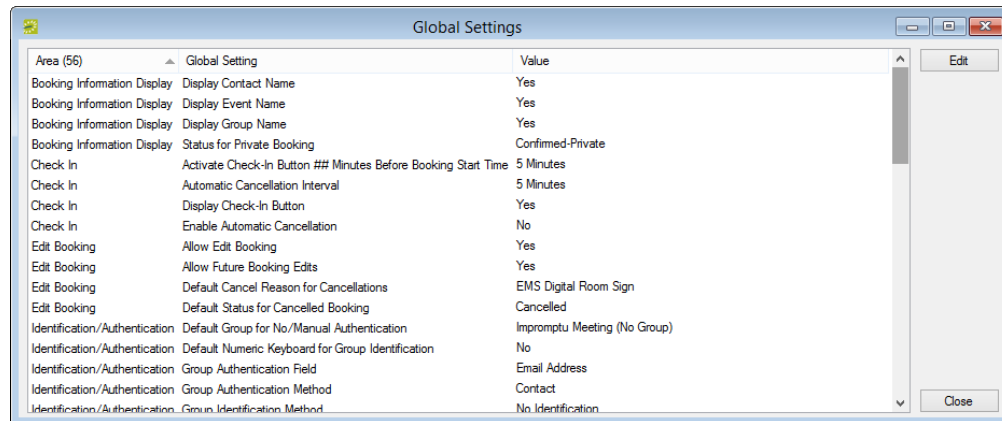


## Global Settings

Global settings affect the booking detail information that is displayed for all the profiles in your EMS Glance instance.

NOTE: You can override these settings on a per profile basis on the Settings tab of the Profile dialog box.

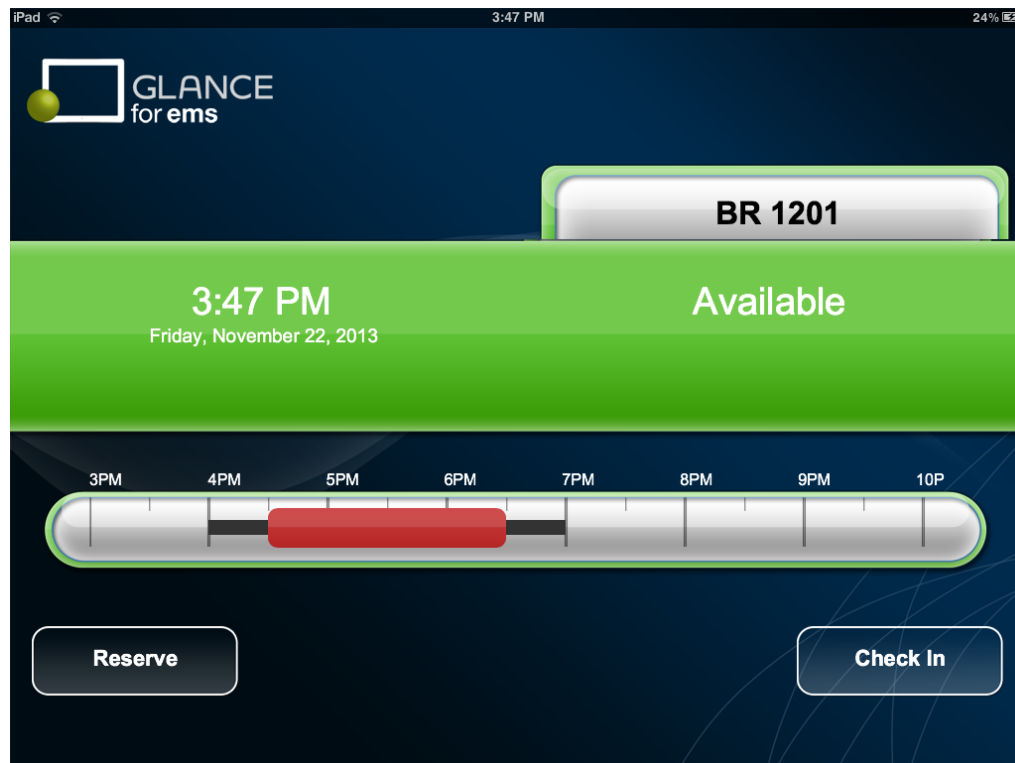
## Global Settings dialog box



## Primary EMS Glance Screens

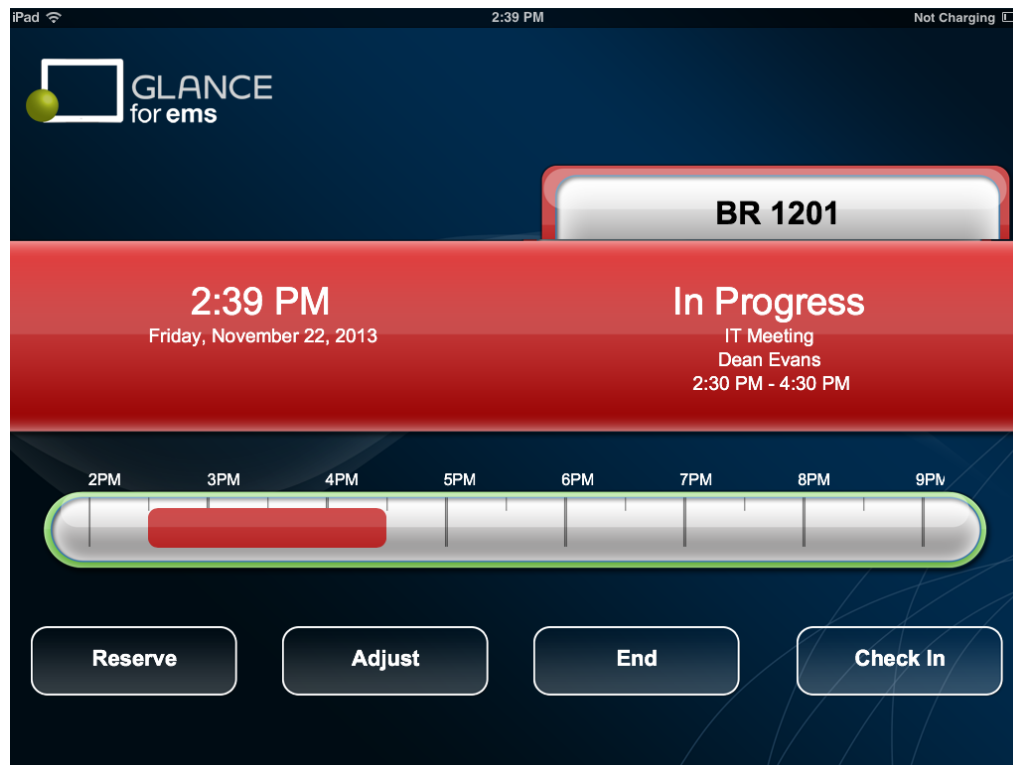
EMS Glance consists of two primary screens: the Available screen and the In Progress screen. Both global settings and profile settings determine the booking information that is displayed on the various screens.

Available screen (Example of a future meeting with setup and teardown)





## In Progress screen



For information about configuring the information and options that are displayed for the primary screens, see:

- [Configure How Booking Information Displays](#)
- [Configure New Booking Functionality](#)
- [Configure Edit Booking Functionality](#)
- [Configure Check In Functionality](#)
- [Customize Labels, Messages and Images](#)
- [Supported Logo Image Size](#)

## Customize Labels, Messages and Images

EMS Glance allows you to re-label all buttons, page labels and messages.

OPTION	DESCRIPTION
Label/Message Settings	To change a label/message, simply edit the desired setting, change the value and click OK. Labels/messages that are too long to display in EMS Glance are truncated and appended with an ellipses.

OPTION	DESCRIPTION
Misc – Background URL	Leave blank to use the default EMS Glance background image. To change, specify a fully qualified URL to the image location. See Supported logo and background image sizes.
Misc – Logo URL	Leave blank to use the default EMS Glance logo. To change, specify a fully qualified URL to the image location. See <a href="#">Supported logo and background image sizes</a> .
Misc – Device Polling Interval	Interval in minutes device polls the EMS database for booking information (e.g. new, changed, canceled) bookings. EMS Glance randomizes calls to the EMS database by +/- 20 seconds to ensure that all of your devices aren't polling for information at identical times.
Misc – Pin to Access Settings Screen	Once EMS Glance is running on your device, double-tapping the EMS Glance logo in the upper-left hand corner of the screen re-accesses the Settings screen. This setting requires the user to enter a PIN.

## Supported Logo and Background Image Size

To customize the logo and/or background, update the 'Logo Url' and 'Background Url' profile settings in the 'Misc' area. You can use either a URL or a server path (e.g. /EmsRoomSign/Content/Images/custom-logo.png).

The logo can be a maximum of 300 x 80 pixels.

The background depends on the tablet resolution. For landscape mode, the image resolution will typically be 1024 x 768.

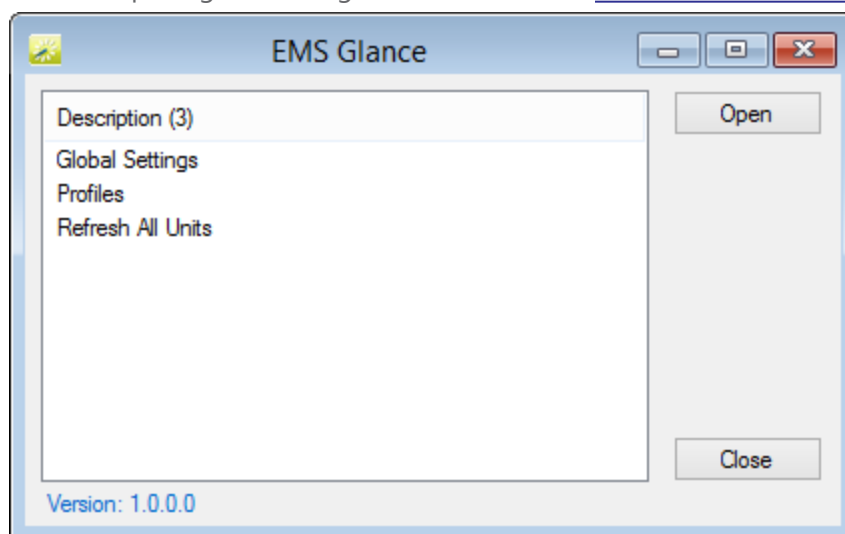
## CHAPTER 9: Configure How Booking Information Displays

1. On the EMS Desktop Client toolbar, click EMS Glance Settings to access the EMS Glance Settings area.



TIP: You can set how information displays at the Global level (defaults for all Profiles) or for [just one Profile](#).

2. Then open Global Settings to set this functionality as the default for all Profiles, *or* open a Profile for which you want to create a special display, and then edit the settings on the Settings tab. For information on opening the Settings or Profiles tab, see [Access EMS Glance Settings](#).

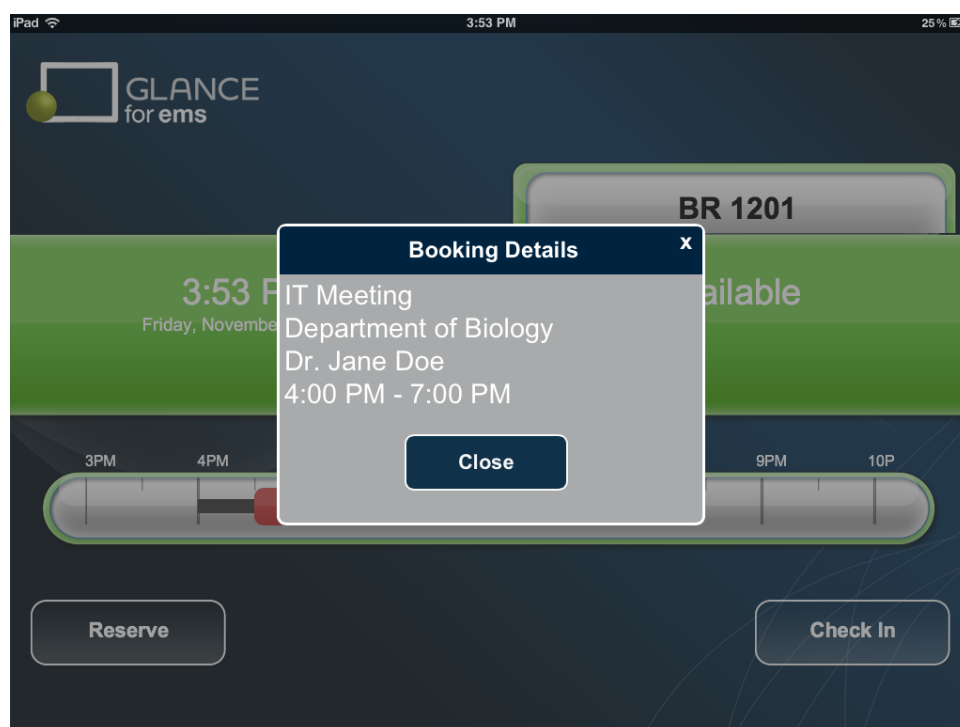


3. Adjust the Global or Profile settings listed in the table below to configure how booking information displays on the following screens.

OPTION	DESCRIPTION
Display Group Name	Indicates if the Group name is to be displayed on the In Progress and Booking Details screens (pop-up displayed when clicking a future booking).
Display Contact Name	Indicates if the meeting Contact name is to be displayed on the In Progress and Booking Details screens. If set to <b>Yes</b> , then the Contact name is displayed along with the Group name.

OPTION	DESCRIPTION
Display Event Name	Indicates if the Event Name is to be displayed on the In Progress and Booking Details screens.
Status for Private Booking	Group name, Contact name, and Event Name are not displayed on the In Progress and Booking Details screens for any meeting that is booked in this status.

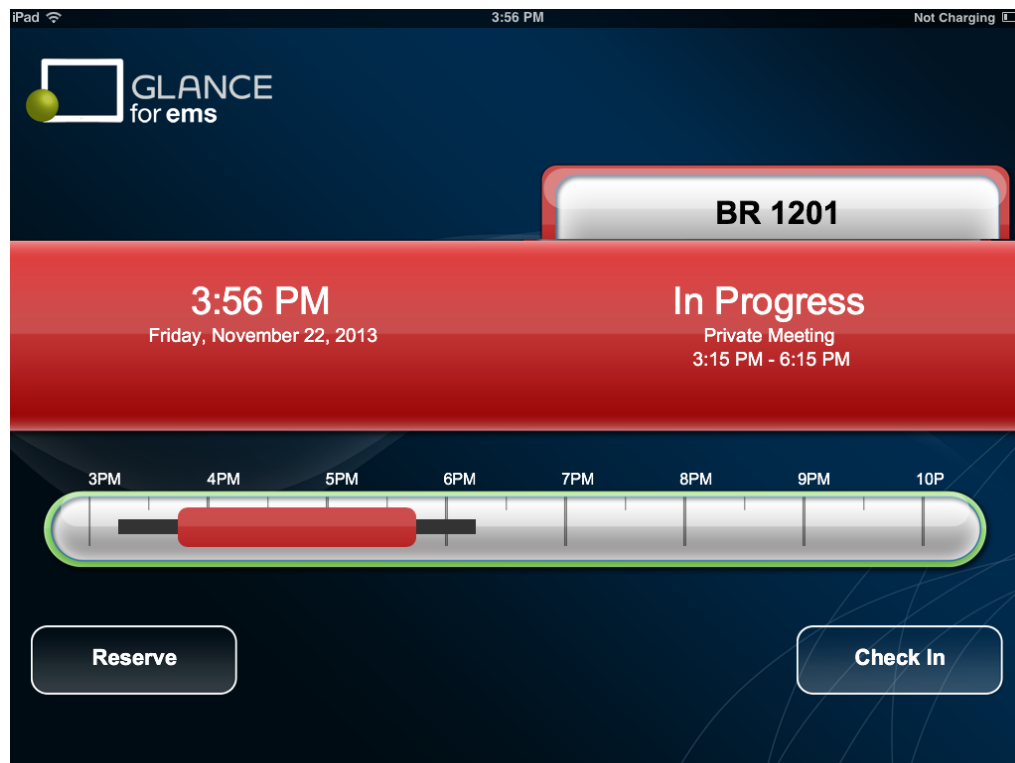
Booking Details screen (Example of displaying group name and contact name)



In Progress screen (Example of displaying group name and contact name)



In Progress screen (Example of private booking)



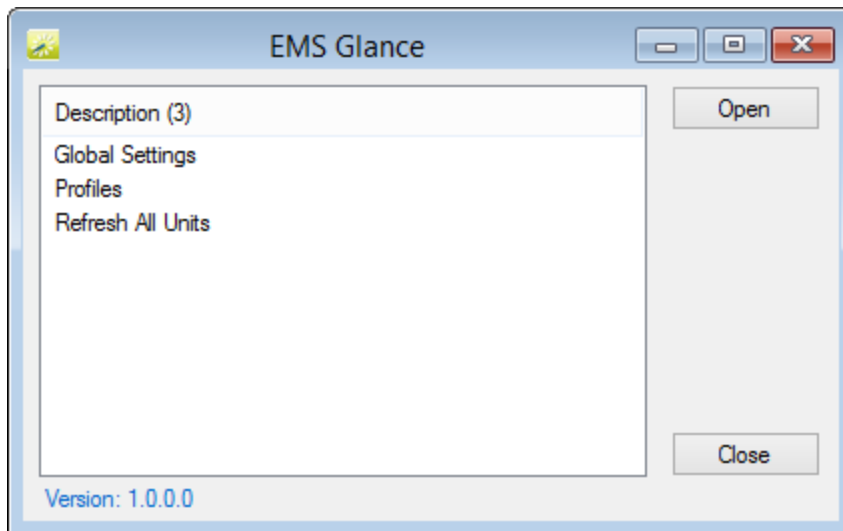
## CHAPTER 10: Configure New Booking Functionality

1. On the EMS Desktop Client toolbar, click EMS Glance Settings to access the EMS Glance Settings area.



TIP: You can set how information displays at the Global level (defaults for all Profiles) or for [just one Profile](#).

2. Then open Global Settings to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the Settings tab. For information on opening the Settings or Profiles tab, see [Access EMS Glance Settings](#).



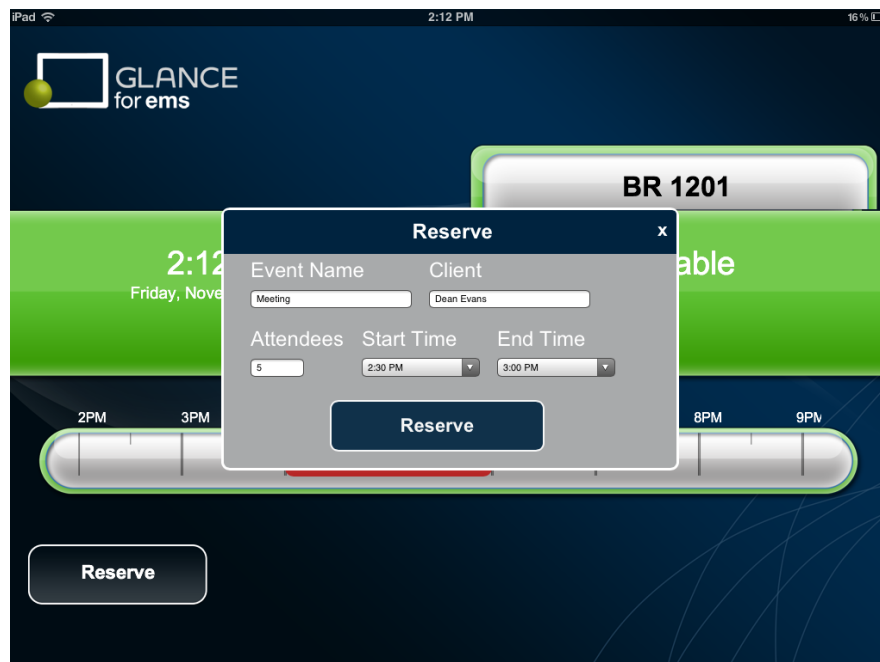
3. Adjust the Global or Profile settings listed in the table below to configure how booking information displays on the following screen. New booking functionality has two components: New Booking Settings and Group Identification/Authentication Settings.

## New Booking Settings

OPTION	DESCRIPTION
Allow New Bookings	Indicates if users can book a room. If set to <b>Yes</b> , then a Reserve button is displayed. When a user presses this button, a Reserve popup opens with options for reserving the room.
Allow Future Same Day Bookings	Indicates if a room can be booked for a future time on the <i>current</i> day. If set to No, the Start Down dropdown on the Reserve popup is disabled.  Note: Currently, EMS Glance supports only same day bookings.
Default Duration for New Booking	The default duration for booking the room, in minutes, where the start time is the current time. For example, if you enter 60 for this value and the current time is 8:00 am, then the default start/end time on the Reserve popup will be 8:00 to 9:00 am.  Note: The Default Duration value must not be larger than the Maximum Number of Minutes for New Booking value.
Maximum Number of Minutes for New Booking	The maximum booking duration, in minutes, allowed when booking a room.
Default Event Name for New Booking	The default name for an event when booking a room. The Event Name field is always displayed on the Reserve popup.  Note: If Require Event Name for New Booking is set to <b>Yes</b> , then Default Event Name for New Booking should be left blank.
Default Event Type for New Booking	The default Event Type when booking a room.  Note: The Event Type field is not displayed on the Reserve popup.
Default Reservation	The default Reservation Source when booking a room.  Note: The Reservation Source field is not displayed on the Reserve popup.

OPTION	DESCRIPTION
Source for New Booking	
Default Status for New Booking	The default Status when booking a room. Note: The Status field is not displayed on the Reserve popup.
Require Event Name for New Booking	Indicates if the Event Name is required when booking a room.

Reserve popup (Opens after the Reserve button is pushed on the Available screen)



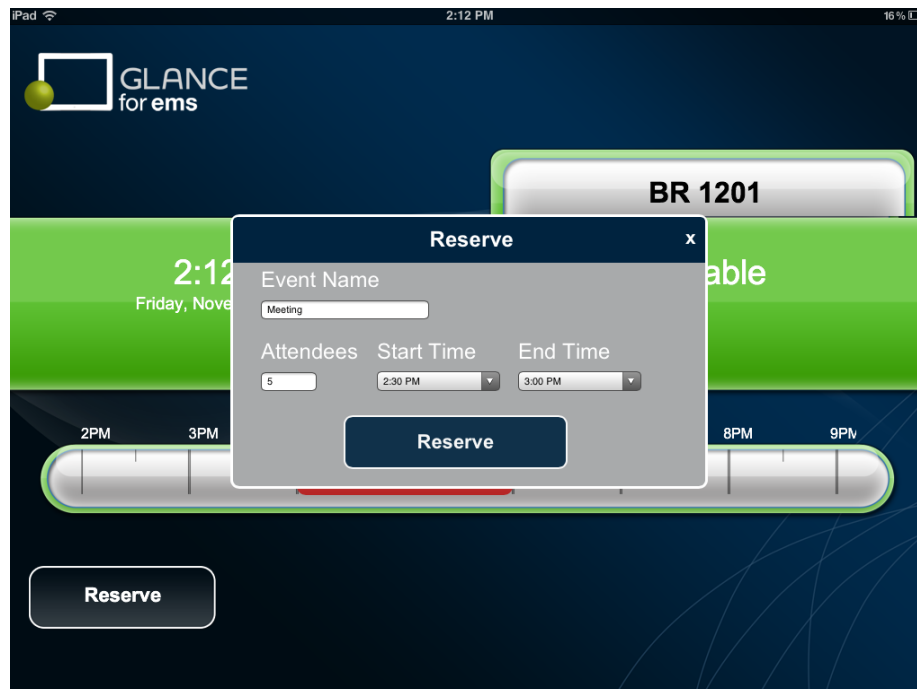


## Group Identification/Authentication Settings

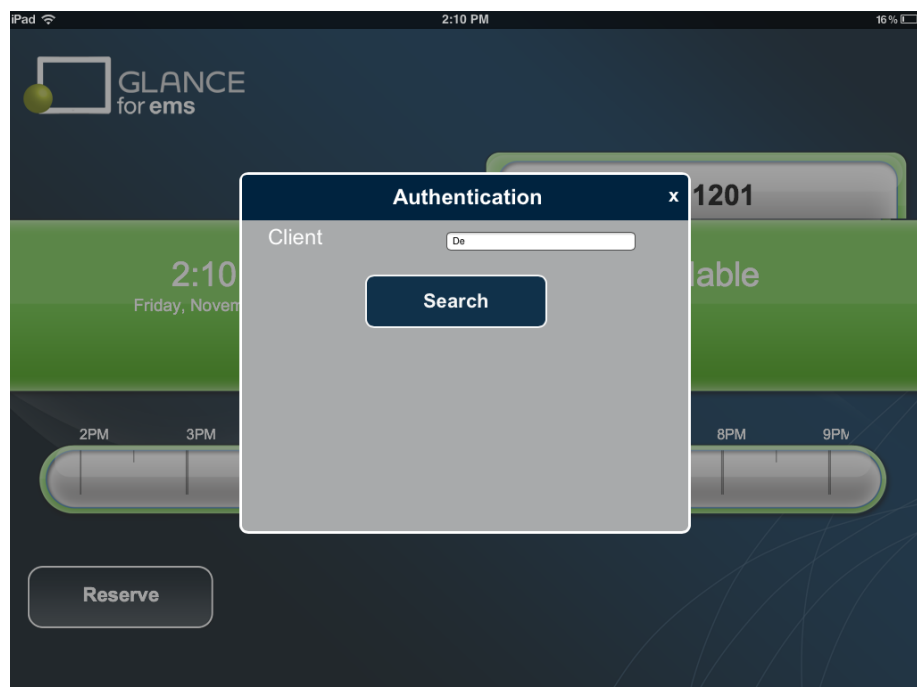
OPTION	DESCRIPTION
Group Identification Method	<p>Indicates how users are required to identify themselves when booking a room. Options are:</p> <p>No Identification – Users are not required to identify themselves. New bookings are booked under the group that is specified in the Default Group for No/Manual Authentication setting.</p> <p>Manual Input – Users are required to manually enter their names. Users are added as a temporary contact under the group that is specified in the Default Group for No/Manual Authentication setting.</p> <p>Group Lookup – Based on the Group Authentication Method setting, users must look up and select their Group/Contact records in EMS. The lookup is a contained search (can be found anywhere in the record) and it is not case-sensitive.</p> <p>Authentication Without Password – Users are required to enter their authentication information as defined by the Group Authentication Field setting exactly as it is stored on their Group/Contact records in EMS, based on the Group Authentication Method setting.</p> <p>Note: The “Authenticate Username” Label/Message should be updated to reflect the correct Group Authentication Field chosen.</p> <p>Authentication With Password – Users are required to enter their email addresses and passwords exactly as they are stored for their Web User records in EMS. This identification method requires that the Group Authentication Field setting specify the Web User Email/Password.</p>
Group Authentication Method	<p>Applicable only if Group Identification Method is set to Group Lookup or Authentication Without Password. Options are Group or Contact.</p> <ul style="list-style-type: none"> <li>• If your organization stores employees at the Group level in EMS, then select Group.</li> <li>• If your organization stores employees at the Contact level in EMS, then select Contact.</li> </ul>

OPTION	DESCRIPTION
Group Authentication Field	<p>Applicable only if Group Identification Method is set to Authentication Without Password. Options are:</p> <ul style="list-style-type: none"> <li>• Group/Contact Email (applies to Group and Contact)</li> <li>• External Reference (applies to Group and Contact)</li> <li>• Network ID (applies to Group only)</li> <li>• Personnel Number (applies to Group only)</li> <li>• Badge Number (applies to Group only)</li> <li>• Other ID (applies to Group only)</li> </ul> <p>Applicable only if Group Identification Method is set to Authentication With Password.</p> <p>Option is: Web User Email/Password</p>
Default Group for No/Manual Authentication	If the Group Identification Method is set to No Identification or Manual Input, then new events are booked under the Group specified here.
Default Numeric Keyboard for Group Identification	Controls the default keyboard display when users are required to identify/authenticate themselves when booking a room.

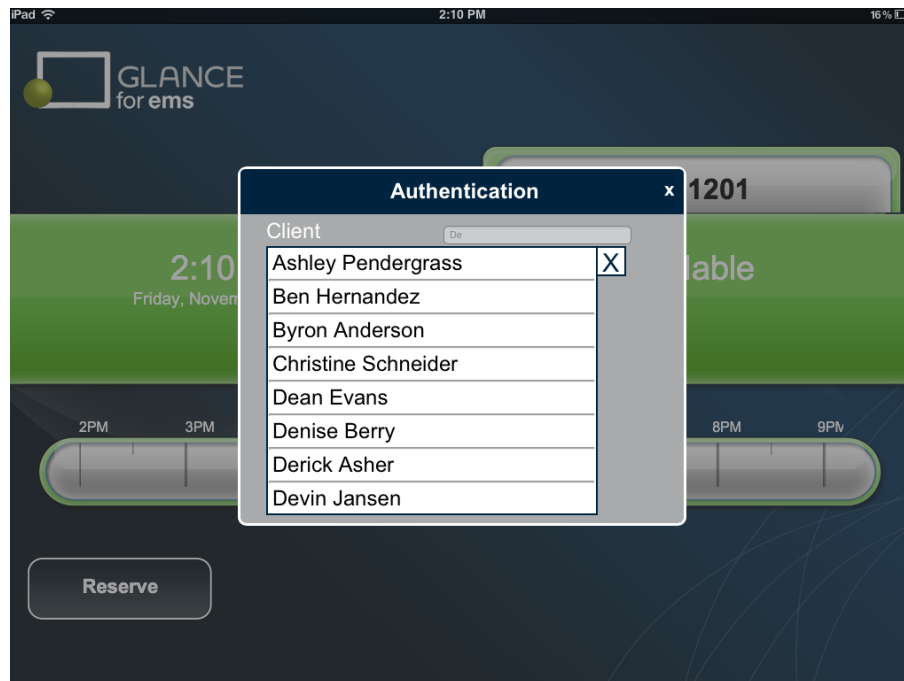
## Reserve popup, No identification



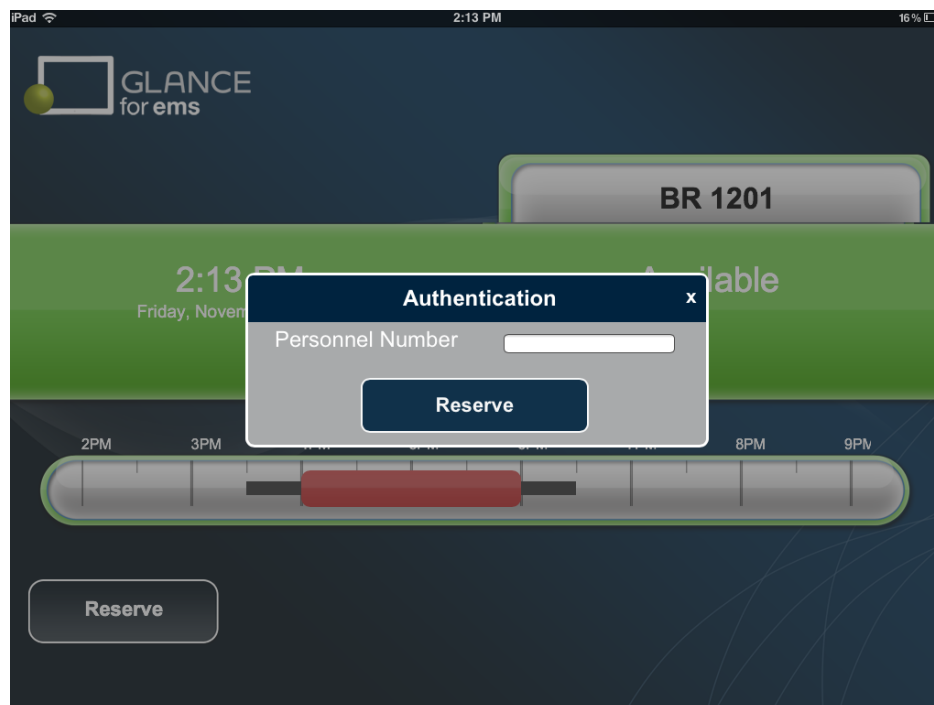
## Group Lookup, Entering search string



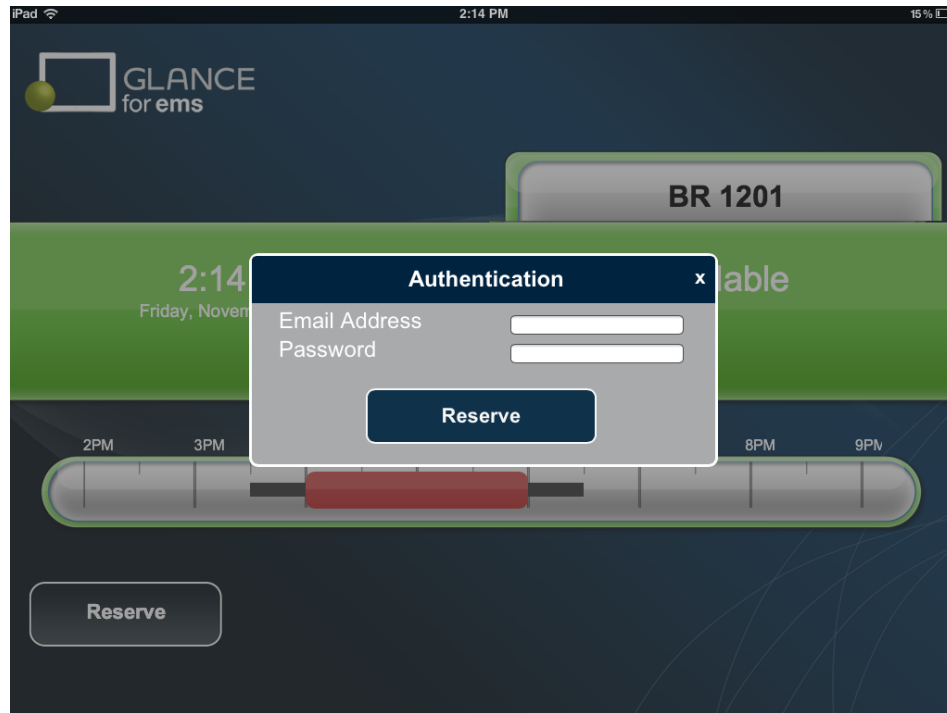
Group Lookup, Matching search results from which to select



Authentication Without Password



## Authentication With Password



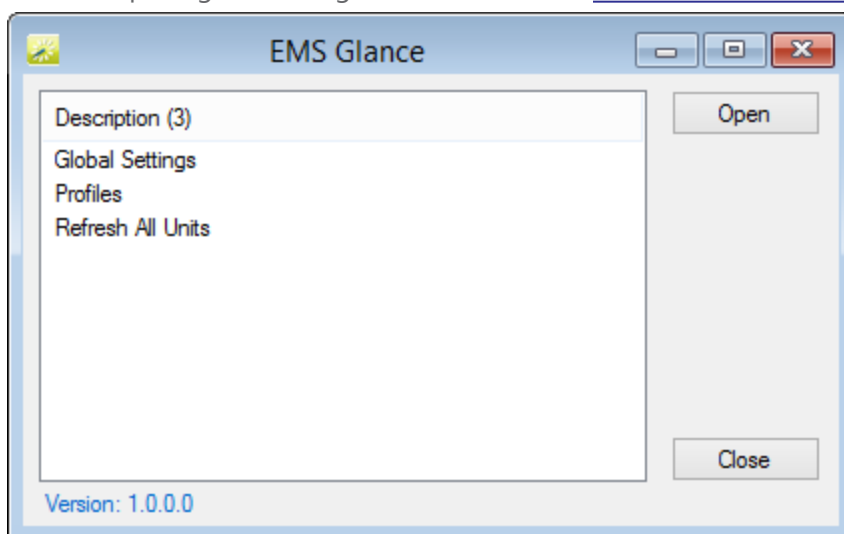
## CHAPTER 11: Configure Edit Booking Functionality

1. On the EMS Desktop Client toolbar, click EMS Glance Settings to access the EMS Glance Settings area.



TIP: You can set how information displays at the Global level (defaults for all Profiles) or for [just one Profile](#).

2. Then open Global Settings to set this functionality as the default for all Profiles, or open a Profile for which you want to create a special display, and then edit the settings on the Settings tab. For information on opening the Settings or Profiles tab, see [Access EMS Glance Settings](#).

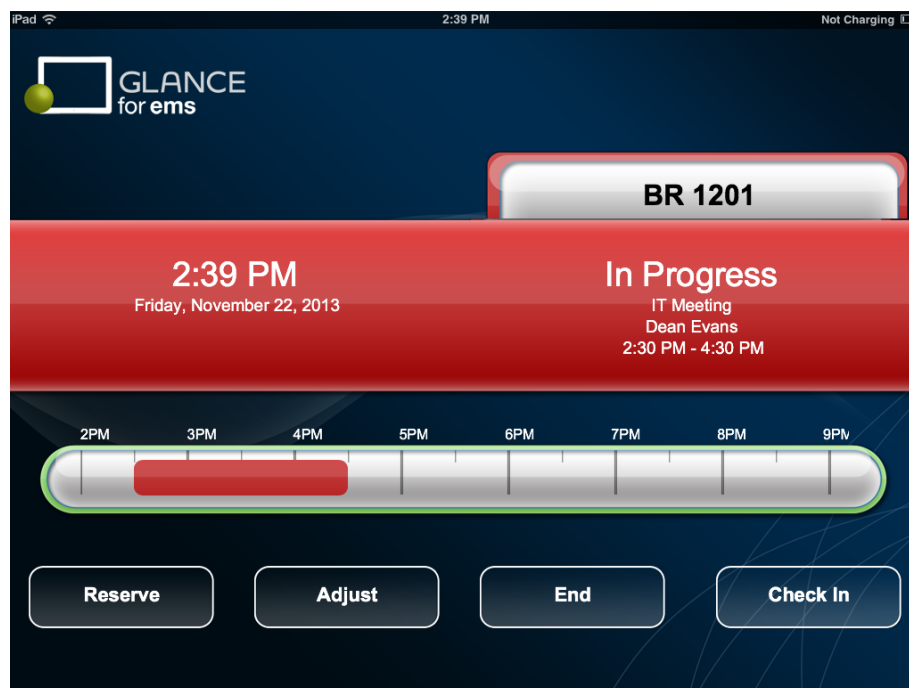


3. Adjust the Global or Profile settings listed in the table below to configure how booking information displays on the following screen. The Edit Booking functions determine if meetings that are In Progress can be adjusted or ended in EMS Glance.

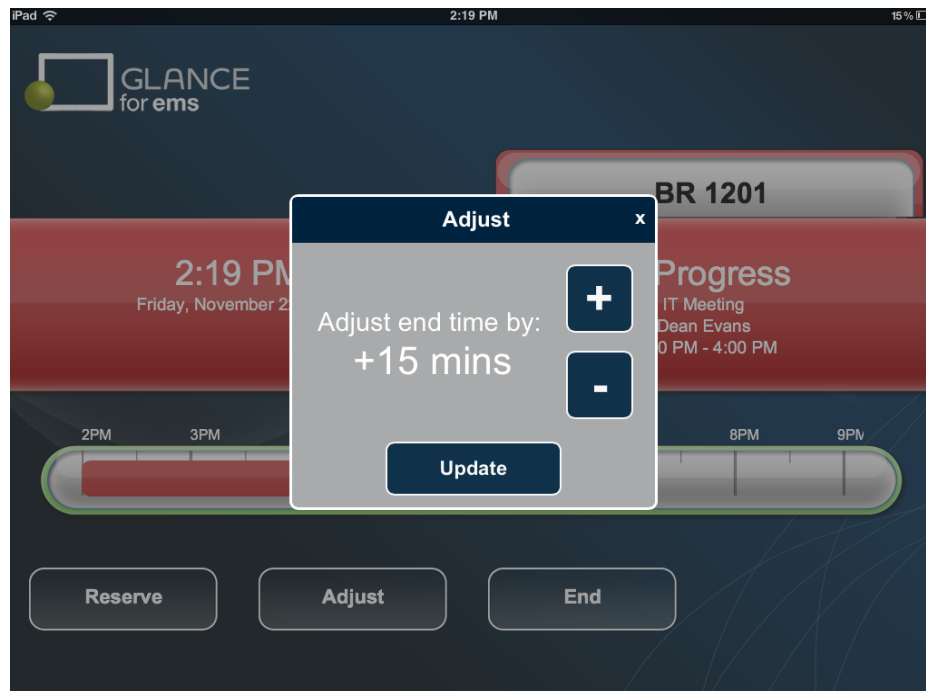
OPTION	DESCRIPTION
Allow Edit Booking	<p>Indicates if a meeting can be adjusted or ended. If set to Yes, then Adjust and End buttons are displayed on the In Progress screen.</p> <p>Adjust - If you click Adjust, then an Adjust popup opens. You use the options on this popup to adjust the booking end time based on the number of minutes specified (in 15 minute increments.) Positive</p>

OPTION	DESCRIPTION
	values extend the booking end time. Negative values shorten the booking end time.
	End - Sets the booking end time to the current time. See the In Progress screen with Adjust and End buttons.
	Note: Currently, EMS Glance supports editing for meetings without setup or teardown time(s) that are in In Progress only.

In Progress screen with Adjust and End buttons



## Adjust popup



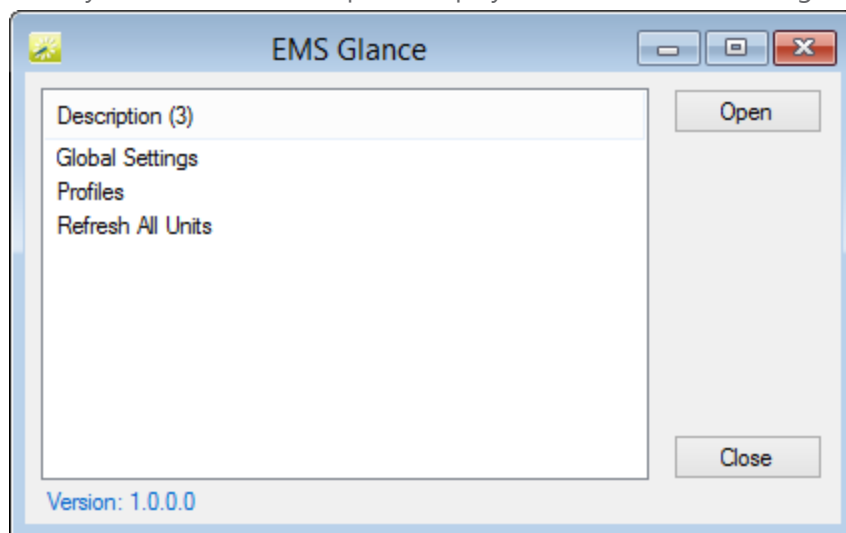


## CHAPTER 12: Configure Check In Functionality

1. On the EMS Desktop Client toolbar, click EMS Glance Settings to access the EMS Glance Settings area.

TIP: You can set how information displays at the Global level (defaults for all Profiles) or for just one Profile.

2. Then open Global Settings to set this functionality as the default for all Profiles, *or* open a Profile for which you want to create a special display, and then edit the settings on the Settings tab.

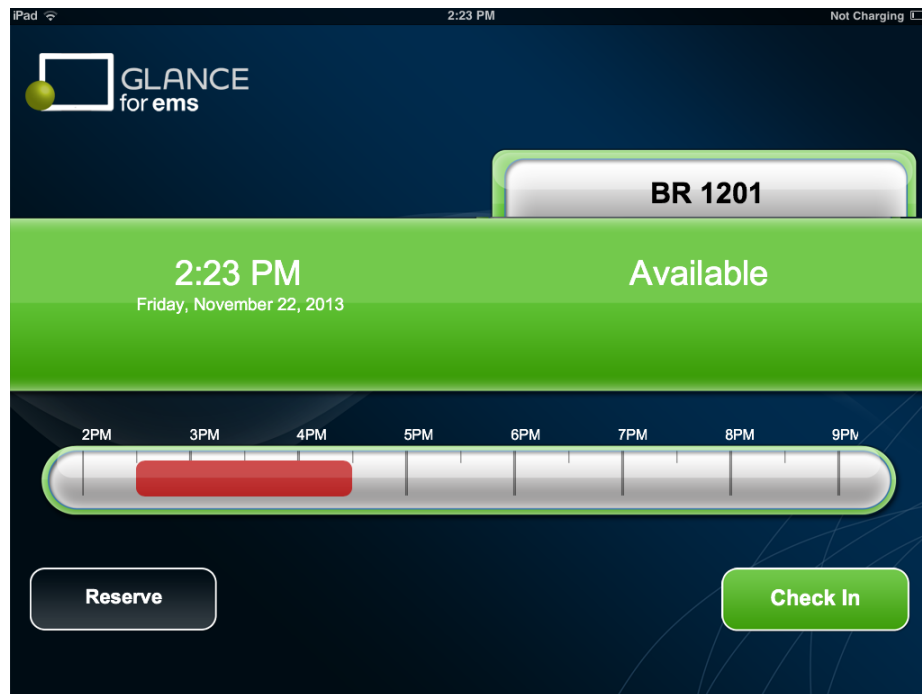


3. Adjust the Global or Profile settings listed in the table below to configure how check in information displays on the following screen. The Check In functions determine check in requirements for users in EMS Glance.

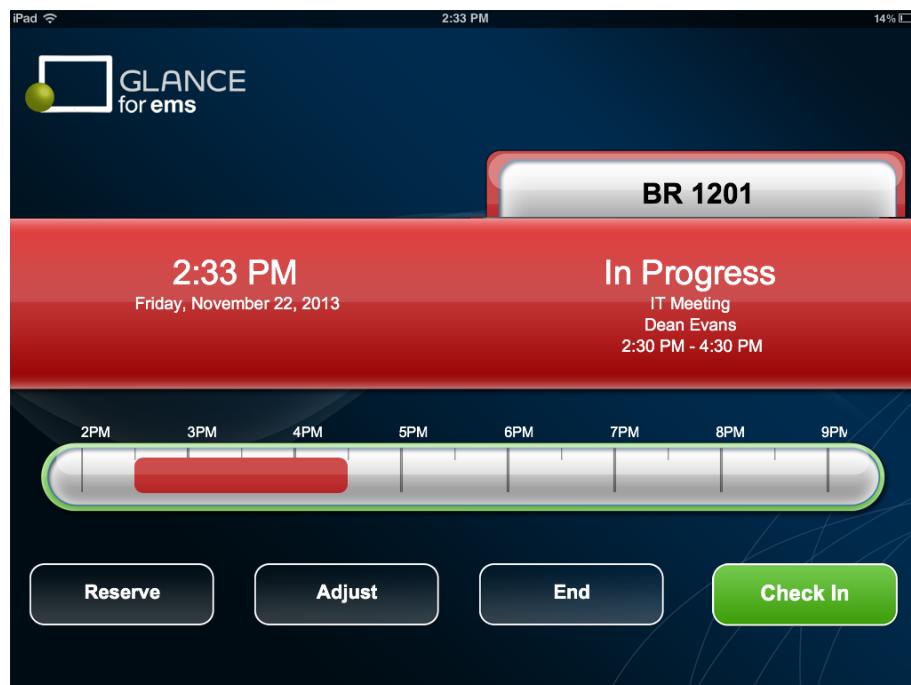
OPTION	DESCRIPTION
Display Check In Button	If set to <b>Yes</b> , then a Check In button is displayed on both the Available screen and the In Progress screen. See the Available screen with Check In button and In Progress screen with Check In button.
Activate Check In Button ## Minutes Before Booking	If the Display Check In Button is set to <b>Yes</b> , then this value determines how many minutes in advance of an upcoming meeting the Check In button is displayed.

OPTION	DESCRIPTION
Start Time	
Enable Automatic Cancellation	<p>If set to <b>Yes</b>, users are required to push the Check In button to check into their meetings. If a user does not push the Check In button within the interval set in the Automatic Cancellation Interval setting, EMS Glance automatically cancels the booking in EMS.</p> <p>If set to <b>No</b>, and a user checks in before an event starts, then EMS Glance adjusts the booking start time to the current time (assuming another meeting isn't currently in progress).</p> <p>If set to <b>Yes</b> and a user checks in before an event starts, then EMS Glance adjusts the booking start time to the current time (assuming another meeting isn't currently in progress) and the user is checked into the meeting. If a user does not check in before the elapsed time that is defined in the Automatic Cancellation Interval setting, then the meeting is automatically canceled.</p>
Automatic Cancellation Interval	Requires Enable Automatic Cancellation to be set to Yes. If a user does not push the Check In button for a meeting within the set interval, EMS Glance automatically cancels the booking in EMS.
Default Status for Canceled Booking	The status to which a booking is changed if an event is automatically canceled. Requires Enable Automatic Cancellation to be set to <b>Yes</b> .
Default Cancel Reason for Cancellations	The Cancel Reason to which a booking is changed if an event is automatically canceled. Requires Enable Automatic Cancellation to be set to <b>Yes</b> .

Available screen with Check In button



In Progress screen with Check In button



EMS Glance -- April 2019

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