

Workware™ Wireless Software Update 2.2.0 FAQ

A new 2.2.0 update for Workware Wireless Base & Pro is ready and now available. This update brings a number of compatibility & bug fixes as well as functional improvements.

What items receive an update for this software release?

Both the Workware Wireless Module as well as the Workware Wireless App for Windows / Mac and iOS / Android devices will receive updates.



What functional updates have been made in the 2.2.0 release?

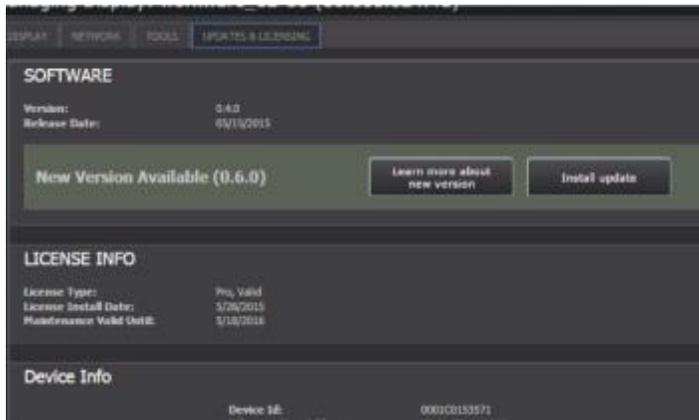
- Video media file sharing has been added
- Scroll bar usability improved for display list screen
- Platform compatibility improvements for iOS 9.0, Windows 10, and Mac OS X 10.11
- Ability to disable Wi-Fi when there is an active LAN connection
- IT/Admin control improvements
- Microsoft Surface interface improvements
- Additional user experience improvements

Do I need to have a valid Maintenance Agreement to access the update?

Yes, a valid maintenance agreement is required to access the software update release for the Workware Wireless Module. If you need help with setting this up, contact workware@haworth.com.

How do I access the software update to update a Workware Wireless Module?

When updates are available, you can enter the Workware Wireless Module's configuration panel by accessing the device's URL in your web browser. You access the device's URL in your web browser, click Configure, login, and then select the 'Updates & Licensing' tab. If an update is available a button to install the update will be shown. After the software installs and restarts, you can go back to the Updates and Licensing panel to confirm the update.



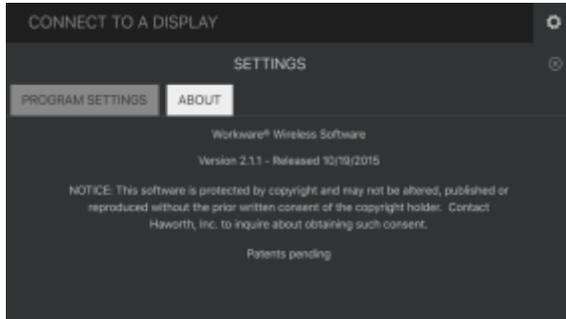
What is the best way to distribute updates to the Workware Wireless App?

Once the software has been updated across all Workware Wireless Modules in your locations:

- Workware Wireless App updates for Windows & Mac can be pushed automatically to users by the company's IT department. The specifics will vary by each company (different processes, procedures, and software capable of doing this). If your IT department does not automatically push out software updates, the App can be downloaded by users by typing in the IP address of any Workware Wireless Module into their device's web browser and clicking the Download button.
- iOS and Android mobile app users can also update their current app by entering the IP address into their device's browser or by searching Workware in either Google Play or Apple App Store, and installing the update. If a user has automatic updates set, they should automatically receive the update once it becomes available.

How will a user know if they are running the latest version of the Workware Wireless App on their device?

You can check the version of the Workware Wireless App on any of your devices by opening the app, and selecting the settings panel, and selecting 'about'. The current version number will be displayed.



Where can I go for additional information or help?

For additional information on setup or use of Workware Wireless visit haworth.com/workware-wireless, or contact workware@haworth.com with any questions.