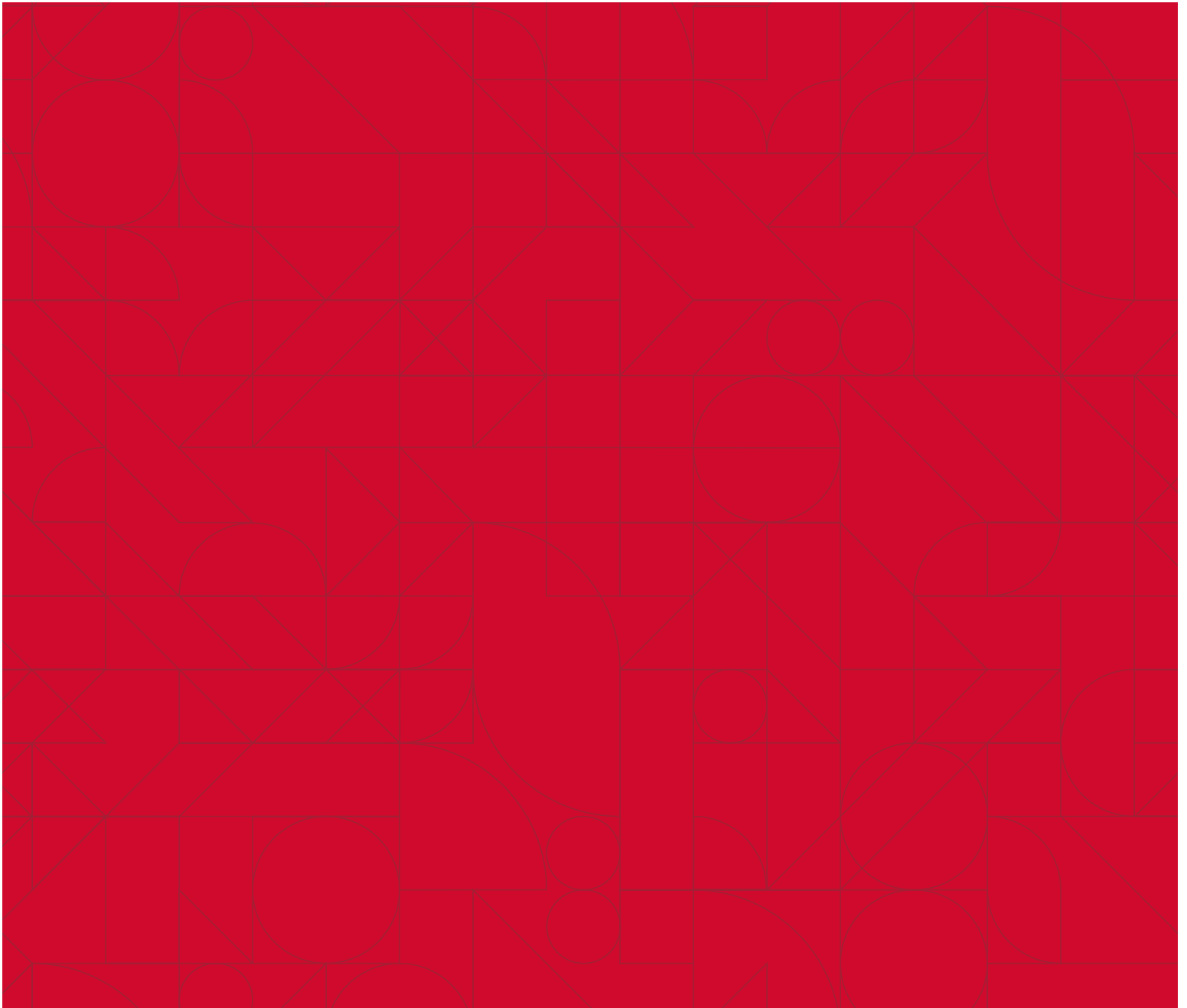


Workware Wireless FAQ - General & Customers

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HAWORTH®



What is Workware Wireless Pro?

A software experience that supports unlimited simultaneous sharing and communication for multiple users in real time. Wireless and secure at an enterprise level, content sharing is simple and intuitive regardless of participant's physical location or device used.

What is Workware Wireless Base?

Offering a similar, modern sharing experience of Workware Wireless Pro, Workware Wireless Base provides support for all devices, two way viewing, content control, and 1080p for up to 10 simultaneous users and 4 shared screens.

How does this generally relate to other existing Workware products?

Workware Wireless Base & Pro are a new addition to the Workware product line and will integrate with the current cabled processor the same way as the previous generation Wireless product. It is not compatible with previous generations of Workware Wireless hardware or software.

Why would I want to use Workware Wireless instead of connecting with the Workware Cabled products or using another hardware connection?

With Workware Wireless, you can walk into a room and connect your Android, iOS, Windows or Mac device to the display, no cables required. It supports up to an unlimited number of users and pieces of shared content on the pro version.* People connect to the session and display simultaneously enabling visual collaboration that goes well beyond what is possible with a video cable and a single person sharing content at a time.

Workware Wireless eliminates the hassles of connecting with cables and reduces workspace clutter. Wireless connectivity enables ultimate freedom in designing your space.

*Optimal experience is based on network infrastructure (typically around 45 users at one time)

Are maintenance and bug fixes provided?

One year of maintenance is provided in the purchase price. Additional annual extensions can be purchased. Maintenance includes support for any updates to the software and firmware as well as bug fixes while covered.

Can I limit who can access the display and who can control media on the shared display?

Yes. Workware Wireless features a range of access control settings, supporting full open collaboration among all users or more traditional presentation-based meetings – and everything in between. During open collaboration session, anyone can connect, share and control the display. Moderated sessions allow one or more hosts to control the display and run the session. With Workware Wireless, users can flexibly adjust these settings from the display during the session or an IT administrator can remotely set and lock the settings for each display.

Can I stream full frame video to workware wireless?

You can share a small video using presentation mode (320x280). Anything larger than the recommended size will have buffering or lag.

If there is low bandwidth availability, lag can also occur depending on video size.

To share video, use the share media icon from the share panel within the Workware Wireless App.

How is Workware Wireless different from other collaboration software solutions available on the market?

Workware Wireless has the ability to support a large number of users simultaneously connecting and sharing multiple pieces of media and information on the display at once while providing user control of content arrangement and security settings.

How can I connect voice calling to a Workware Wireless session from my mobile devices?

Voice Calling is not directly a part of the Workware Wireless App functionality.

For the optimal calling experience it is recommended that Workware Wireless is used in conjunction with a conference phone service.

Remote users can continue using the Workware Wireless App while voice calls run in the background of their device. For optimal experience it's suggested to do this over wi-fi, as capability of cellular network is limited by carriers.

Can I customize the display instruction screen for my business or brand?

Currently this functionality is limited. Please contact customer service to learn more about how to complete this.

Does Workware Wireless work with Touch Screen monitors?

Yes. In addition to the HDMI connection from wireless module to the monitor, a USB connection is required from the monitor to a selected user device in the space. Information created on the Touch Screen monitor would then be captured on the designated user device.

Can Workware Wireless drive content to multiple monitors?

Yes, Two monitors can be supported by one wireless module. The content is mirrored across the two displays.

Can Workware Wireless be used in conjunction with Video Conferencing?

Yes. Workware Wireless has two output ports. One would be used to connect to "monitor one" and the other would connect to the Video Conference device (which would be connected to "monitor two")

Can you annotate on the Workware Wireless shared display directly on the monitor or on ones device?

Yes, if you install a touch screen monitor as your display device. Users can also annotate on their own devices within the applications of their choice and have that displayed to the monitor.

Is there a warranty for Workware Wireless?

The warranty remains the same as existing Workware products - three year agreement. See the latest price list for details.

Can I purchase this product through my AV Integrator?

It is only available through Haworth Dealers.

Who should install this product?

Workware should only be installed by a Certified Haworth Dealer Workware Installers, or a Certified Haworth Technical Representative.

Is the customer service setup differently then what I'm used to with existing Workware?

The process is improved (better tracking, faster response times, improved education/training for helpdesk.)

How does the setup process work?

Workware Wireless order is first shipped to the customer. The installer will come in directly to your location and connect the device. The Customer IT staff will then connect the device to their network and activate the device. (Online registration & activation is required.) Please reference the setup and registration guide for more complete details.