workware™

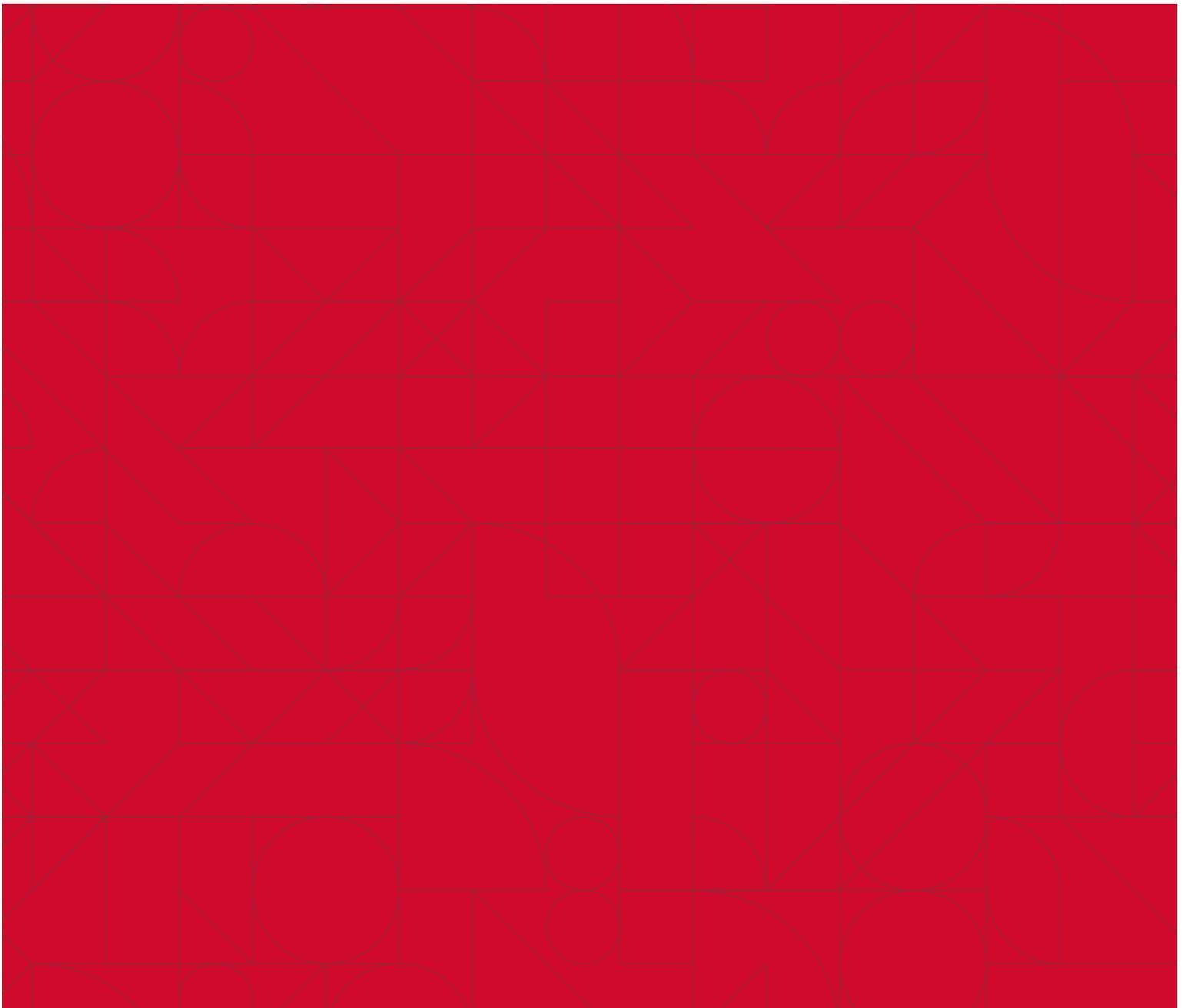## Workware Wireless FAQ - AV/IT/ Installer

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What are the software pieces involved in setup and use of workware wireless base and pro?
There are two pieces that make up the workware wireless software experience to utilize workware wireless in your space.

The Workware Wireless Firmware is licensed software that is installed on the workware wireless module which is connected with a video cable to the display that you want to transform into a shared display.

The Workware Wireless App is an application that runs on the devices you want to use to connect to the session and display. Supported platforms include Windows, Mac, iOS and Android. The workware wireless app is free and can be accessed by entering the display's IP address listed on the instruction screen into your device's web browser. All devices running the Workware Wireless App need to be connected to the same network as the wireless module running the Workware Wireless Firmware.

What is the impact on my network when I'm running Workware Wireless?
The impact of Workware Wireless traffic on the network is minimal. Workware Wireless operates like any network-based application. It utilizes network resources to transport media streams and interactive control commands, and it communicates with client devices as they connect and disconnect from different shared displays.

Can I manage multiple displays at once?
No. The easiest way is to manage each device is to enter in its URL into your web browser and access the configuration panel.

Will I need a special Monitor for Workware Wireless?
No, but continue to refer to the Workware Tech Manual for recommendations.

What resolution does Workware Wireless Module 2.0 support?
Workware Wireless Module 2.0 is an HDMI device that supports up to 1080P HD resolution.

4K has a ways to go before it becomes mainstream. If you have a 4K display it is also backward compatible with 1080p devices. While some video content, media and device displays are beginning to be 4K ready, 4K does not stream well through our networks today.

How will software updates be distributed, how often and how do I get them?
Once your Wireless Module has been registered and licensed your designated contacts will receive email notification of updates to the Workware Wireless Module Firmware. Updates to the workware wireless module firmware and app occur when:
• A bug is identified
• A new operating system is released by operating system providers Microsoft, Apple or Google. Within 3 months of the release we will have updated software available for download from our tech support website.
• Operating system providers release patches or updates that would require the wireless system to be updated.
• Driver updates from operating system providers that change the operation of the Wireless Module
• New security features release from IEEE.

X.Y.Z will correspond to major.minor.patch for Workware Wireless Software. eg. Workware Wireless Software 2.0.0 'Major' version numbers change whenever there is something significant, or large. 'Minor' version numbers will change when a new, minor feature is introduced, or when a set of smaller features is rolled out. 'Patch' numbers change when a new build of the software is released to customers. Normally for small bug fixes or the like.

*For existing Workware customers that have the Workware Wireless Module 1, it will not be compatible with the latest Workware Wireless Software 2.0.

To check or download updates go to the Configuration Panel on your Workware Wireless Device. We will also email you with notifications once you register your device. *You will need to be covered under a maintenance agreement to access updates

How long will support be provided for an existing operating system?
An operating system will continue to be supported as long as the vendor actively supports it.

What are the network requirements for workware wireless?
Networks with a 10/100/1000 backbone will operate well with the wireless system. For optimal performance, it is recommended that a gigabit connection be used.

Which wireless network security protocols are supported and which wireless standards and frequency bands are supported?
Security Protocols
64/128 bit WEP/WPA/WPA2-PSK
Standards and Frequency Channels
IEEE 802.11b/g/n 2.4GHz, IEEE 802.3 (10BASE-T)
IEEE 802.3u (100BASE-TX)
Channels: 11 (U.S., Canada), 13 (Europe), 14 (Japan)

What are the bandwidth requirements for workware wireless?
A 1024x768 display running a presentation with a high refresh rate will transfer data at approximately 2Mbps. Increasing the resolution to 1920x1080 raises the bandwidth consumption to approximately 3.5Mbps.
In streaming mode, the client connects to the wireless module over TCP port 1038, and bandwidth utilization varies based on the bitrate of the source video file. For example, a 1080p MOV file with a bitrate of 6674kbps will consume approximately 6.5Mbps (6674kbps/1024 = 6.517Mbps). Quality of image is dependent on capacity of bandwidth. What video formats are supported? MP3, MPEG1 (MPG, DAT), MPEG2 (mpg, vob), MPEG4 (WMV9, asf), DivX3/4/5, Xvid, H.264 (mov)

Is workware a cloud based application?
No, it is not cloud based. It's a private and secure application that runs on your company's enterprise network. From iOS or Android devices, you have the option to open a web browser window and select your preferred cloud service (eg. Google Drive, Dropbox, or Facebook) to share media or files from the cloud to the session. Or on Windows or Mac devices you can share the contents of your web browser.

What about privacy and security? How is my content secure?
Enterprise WPA2 security. Workware works within your companys enterprise network, not outside. It is as secure as your companies network.

How do I get the Haworth Directory Services (HDS) software?
The Haworth Directory Services can be accessed through the configuration panel on Workware Wireless. To see complete details of installation view the Setup & Registration guide.

Is there a Guest Network Port Functionality?
There is a port, but it is not yet enabled.

Where do I go for registering my Workware Wireless product?
haworth.com/workware will host everything you will need for your Workware product including videos, registering your product, support information, and more.

During Registration you will also have the option to upgrade from Base to Pro, as well as purchase maintenance agreement extensions.

Are Admin Rights Required to install the Workware Wireless App?
Both the OSX and Windows application utilize a custom installer which installs the application in user controlled areas. For Windows, this path is C:\Users\<username>]\AppData\Local\ Haworth \workwareClient\ and for OSX it is the desktop. This allows the application to avoid any restrictions set by IT on the Windows Installer as well as any group policy restrictions set for the normal user.

If an IT group has placed any registry modification restrictions on the computer or if there is a virus scanner that requires applications to be "white listed" when they are downloaded from the internet in order to be installed, then there is a chance the application cannot be freely installed.

My Workware Wireless Module feel hot, is it safe?
Because of the package size of the unit, the top cover is also the heat sink for the processor. While the top cover can get about as hot as a coffee mug, extensive testing has gone into the unit to ensure that it is safe. Production units carry a caution label.

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