

Neat Pulse Guide

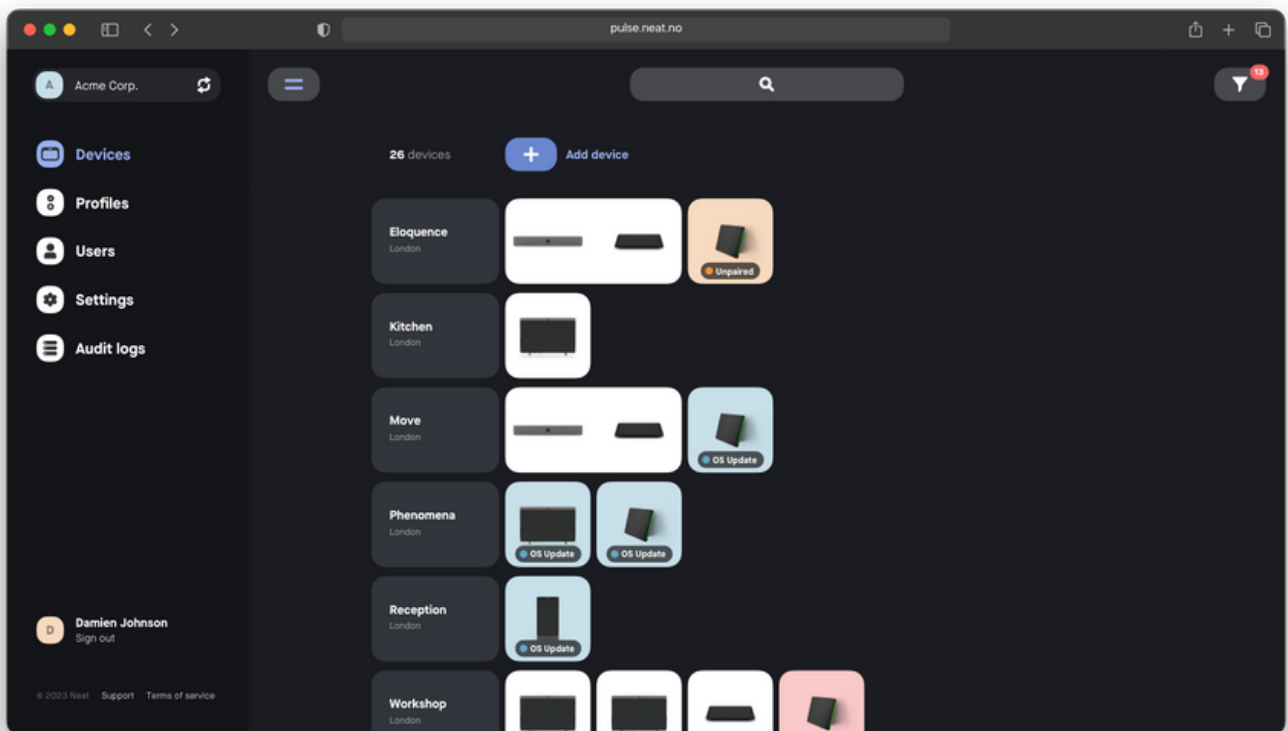


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Introduction to Neat Pulse

Neat Pulse is an online management platform that lets you control all your Neat devices via a simple yet powerful user interface. Complementing Microsoft Teams admin center (TAC) or Zoom Management (ZDM) by including Neat-specific features, Neat Pulse gives you a clear visual overview of singular or grouped and paired devices, enabling you to configure, maintain and update them - individually or in groups.

Neat Pulse is centred around Neat Devices belonging to an 'organization', administered by 'users'. There are two types of users:

- Owner: Owners have access to all settings. There can be multiple owners in one organization. Owners can invite and remove users, edit the organization name, create and manage regions and locations, and restrict admin users access to devices only in certain locations.
- Admin: Admins can fully manage devices they have access to. They cannot invite or remove other users, or edit organization level settings.

A user can only get access to an organization in Neat Pulse by invite, and can be invited to several organizations with the same user email ID. Users who have access to multiple organizations can navigate between them inside Neat Pulse.

The invite must be accepted by clicking on the link in the email, before the following link can be used to log in:

<https://pulse.neat.no/>

Users invited to Neat Pulse will be able to sign up and sign in using one of the following methods:

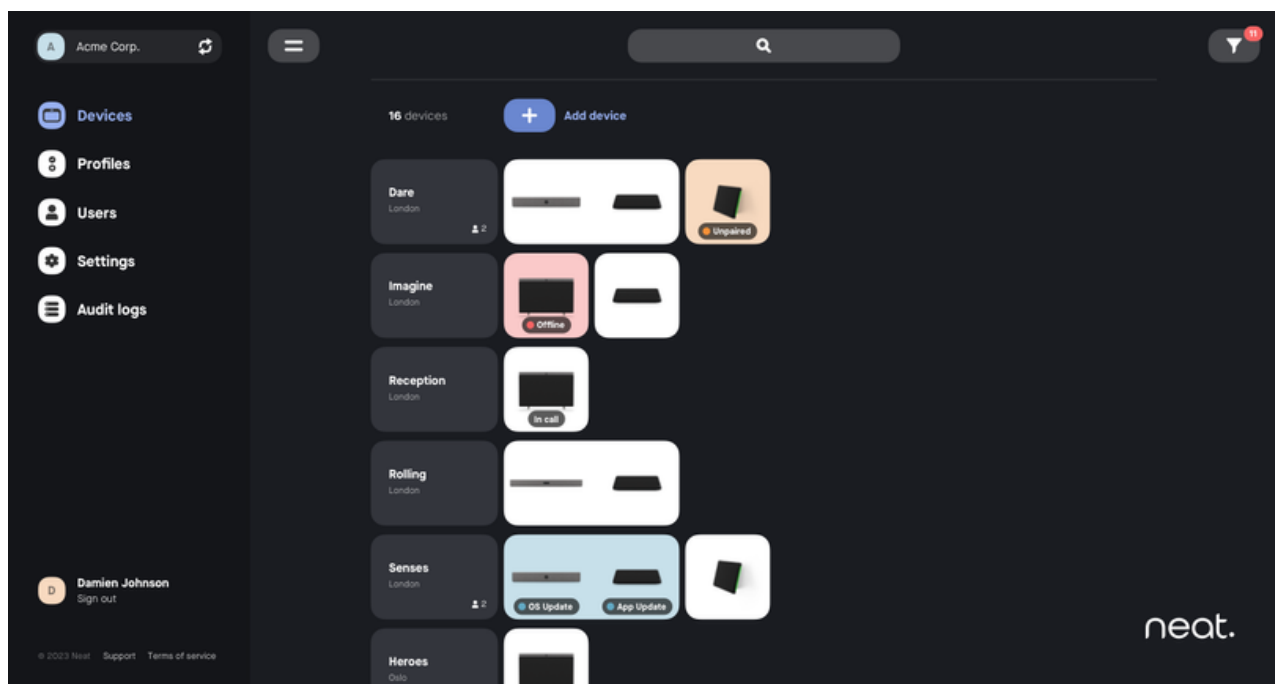
- Google account
- Microsoft account (Active Directory accounts only, not personal Outlook.com accounts)
- Email address & password

Signing in to Neat Pulse will bring you to the 'Devices' overview of your organization, or on an 'Organizations' overview if you have access to more than one.

Devices

The 'Devices view' list all Neat devices in an organization, sorted alphabetically by name of devices, rooms or spaces where they belong. Associated with the name can be a single device, paired devices or multiple devices grouped together. If locations are added, the list will be sorted alphabetically by location first, then name.

Admin users with restricted access will only see devices in locations they have access to.



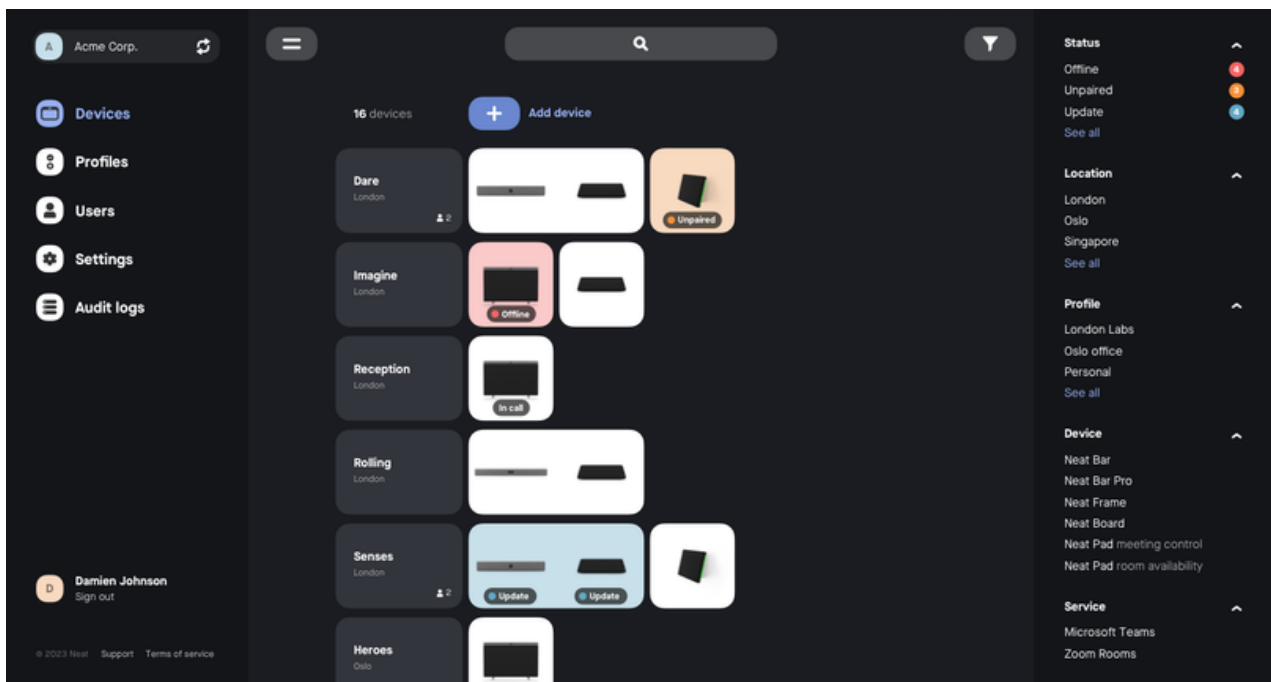
Rooms/Devices Page

The devices list gives an immediate view of device status;

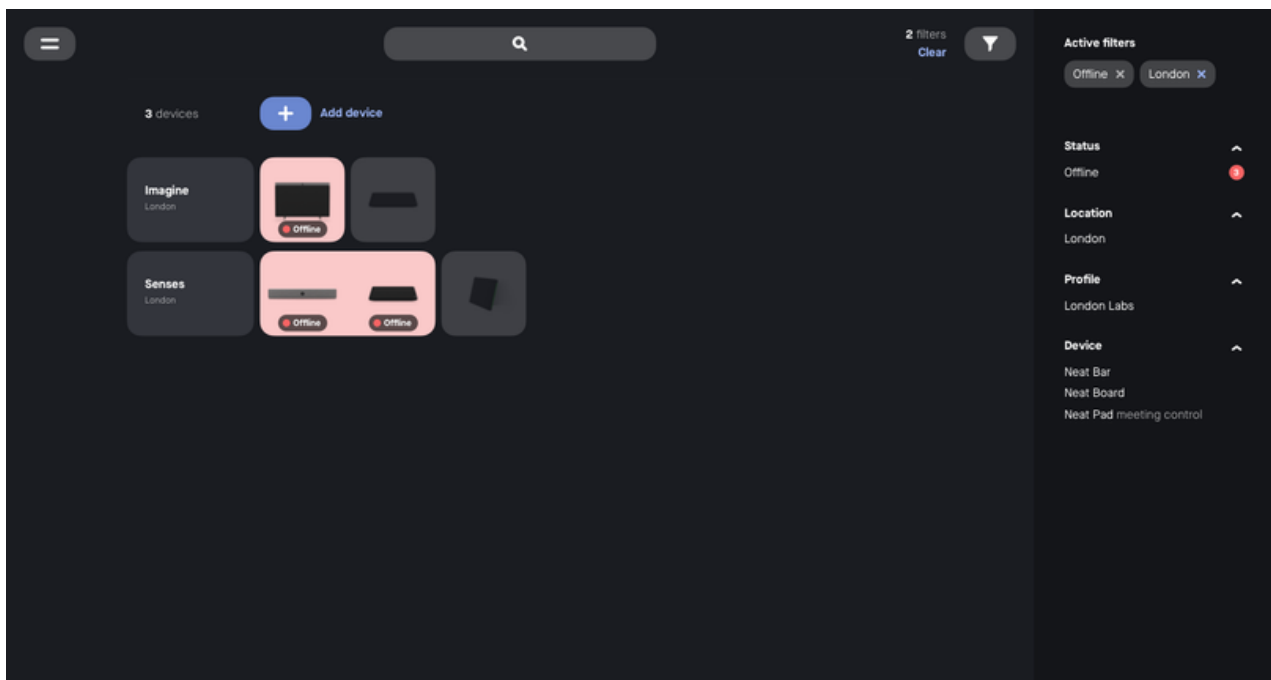
- Online (white, no label)
- Offline (red)
- Unpaired (orange)
- Update available (blue)
- In call (white, with label)

For a quick overview of status for the whole device deployment, click the 'Filters' button in the top right corner. The button will have a red notifications tag when devices are reporting an issue or available updates. The filters provide efficient sorting options of the devices list, adaptive to the organization setup, devices added, their current status and configuration setup.

Devices



Notifications and filters

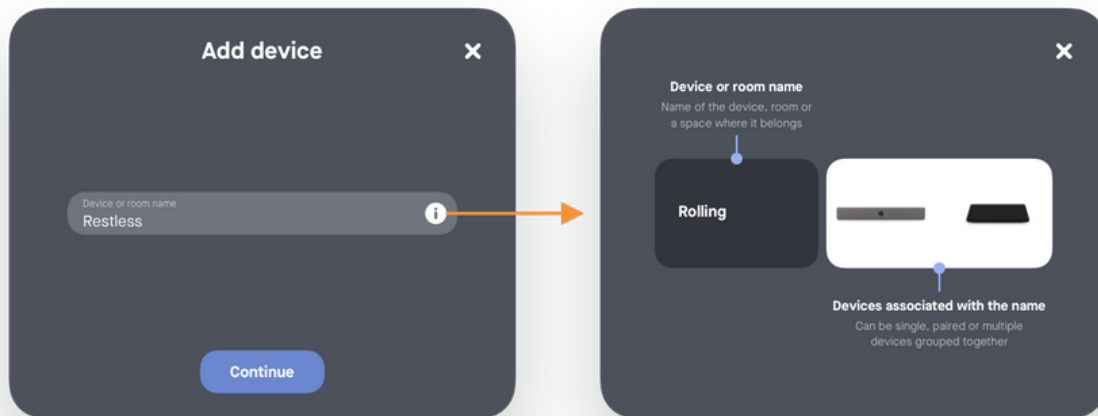


Filtered Devices view

Add devices

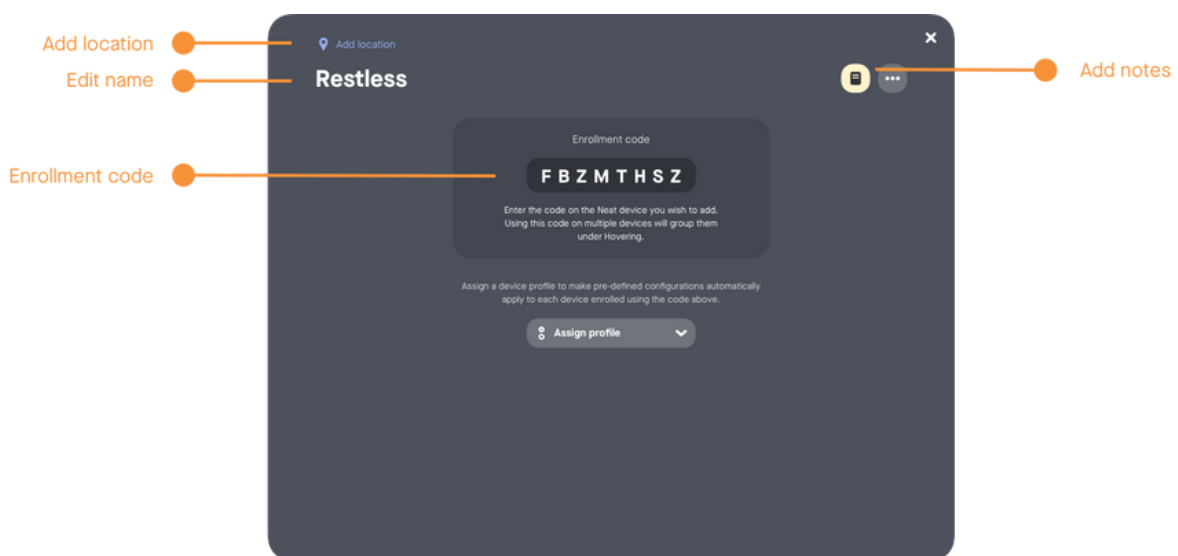
In order for a Neat device to be ready for use in Neat Pulse, it will need to be connected to network. An enrollment code generated in Neat Pulse must be physically typed in on the device either during unboxing and initial setup, or after setup from 'System settings'.

In Neat Pulse 'Devices view', click the 'Add device' button at the top of the page. A pop-up will appear, asking you to enter a device or room name. For this example, "Restless" is used.



Add device

When a name has been created, the enrollment code is generated. The enrollment code can be used to add one or several devices. All devices enrolled with the same code, will be grouped under this name.

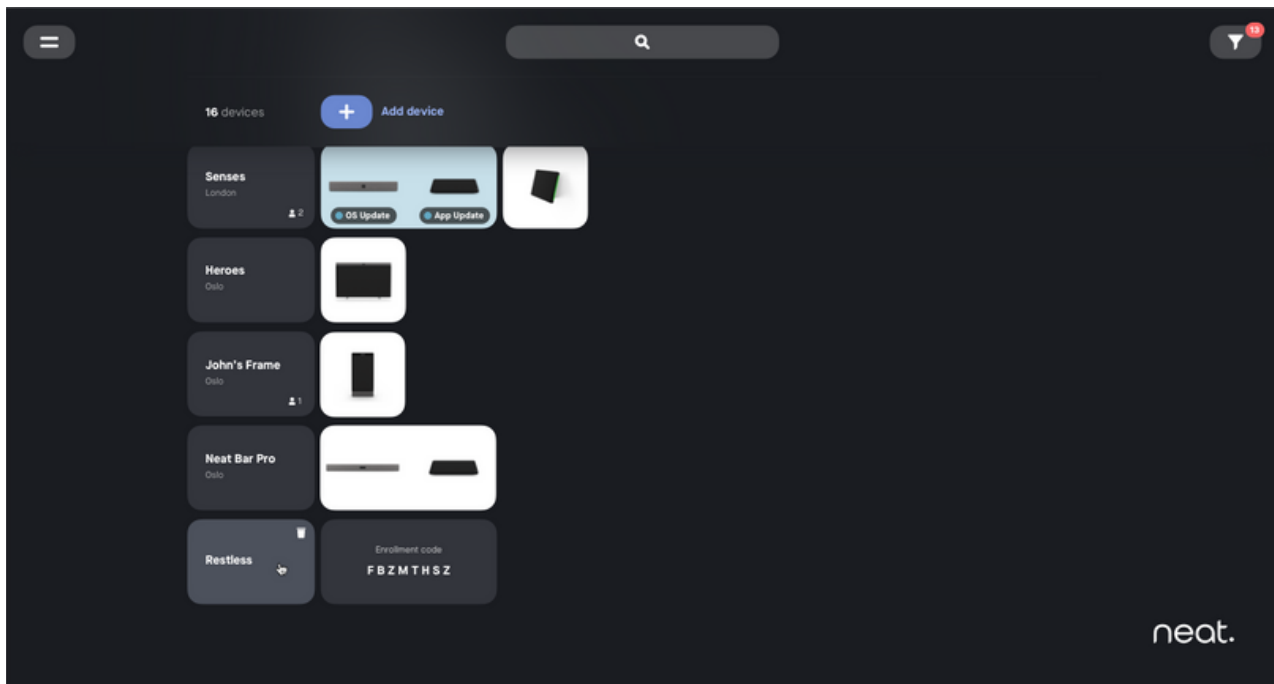


Enrollment code generated

Add devices

Click the top right “X” button to close the pop-up. You will see that an entry in the devices list with your device or room name has successfully been created. If you added a location, it will be placed in the list in alphabetical order after location and name. If no location has been added, you will find it at the bottom of the list.

The enrollment code appears as a placeholder until a device is enrolled.



Enrollment code as placeholder until a device is added

Clicking on an enrollment code in the list will copy it to your clipboard.
Hovering over the name card will display a delete option.

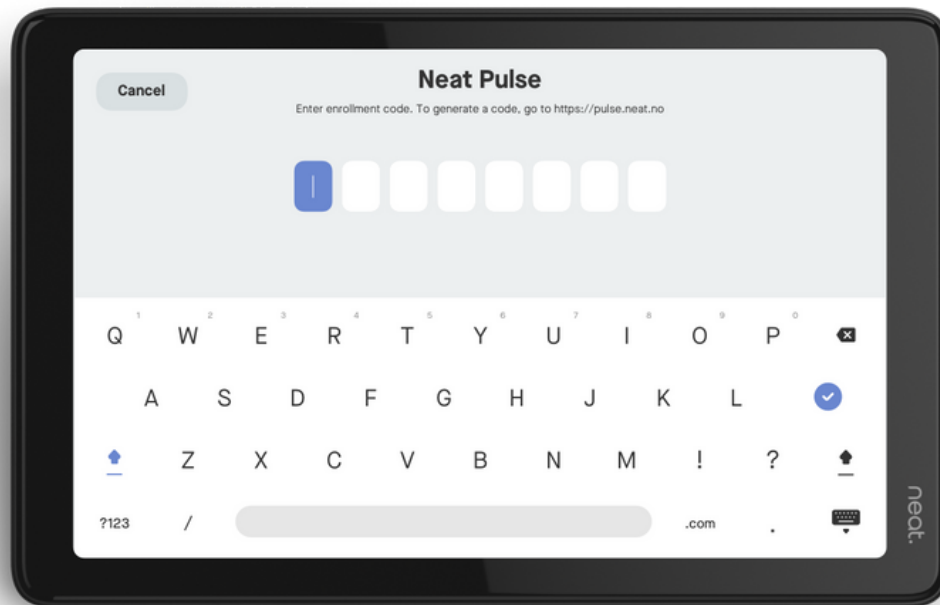


Delete or copy enrollment code to clipboard.

Add devices

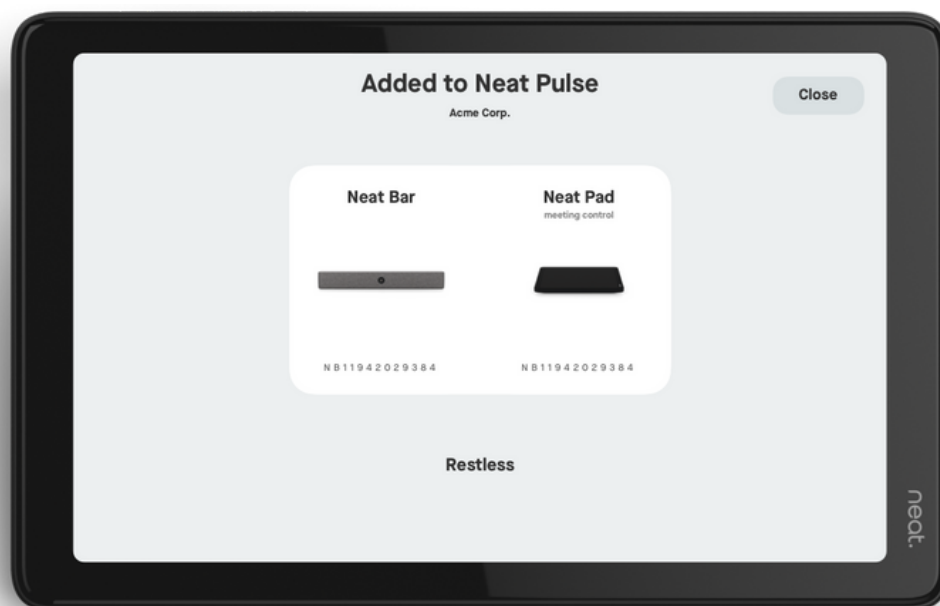
On your Neat device, you can enter the enrollment code:

- In the Out-Of-Box setup guide, after 'Upgrade'
- In 'System Settings', after selecting 'Add to Neat Pulse'



Example Neat Pad: Enrollment code entry field

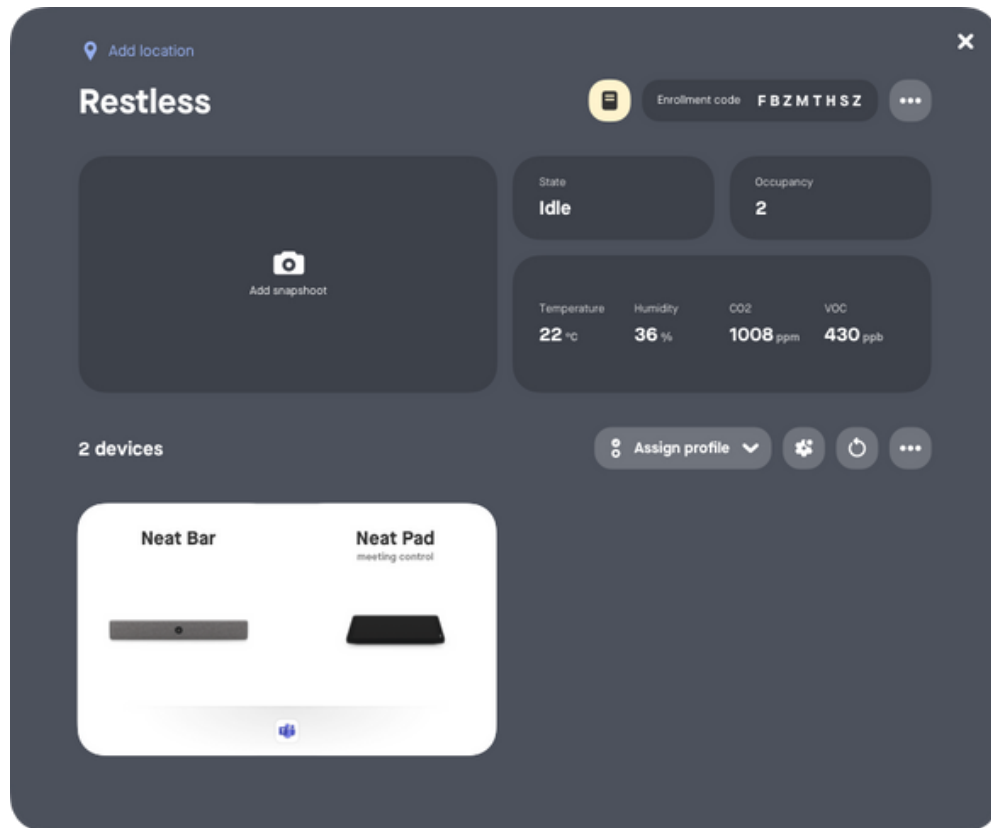
Type in the enrollment code. Use the back key if you need to correct. Paired devices will be enrolled together.



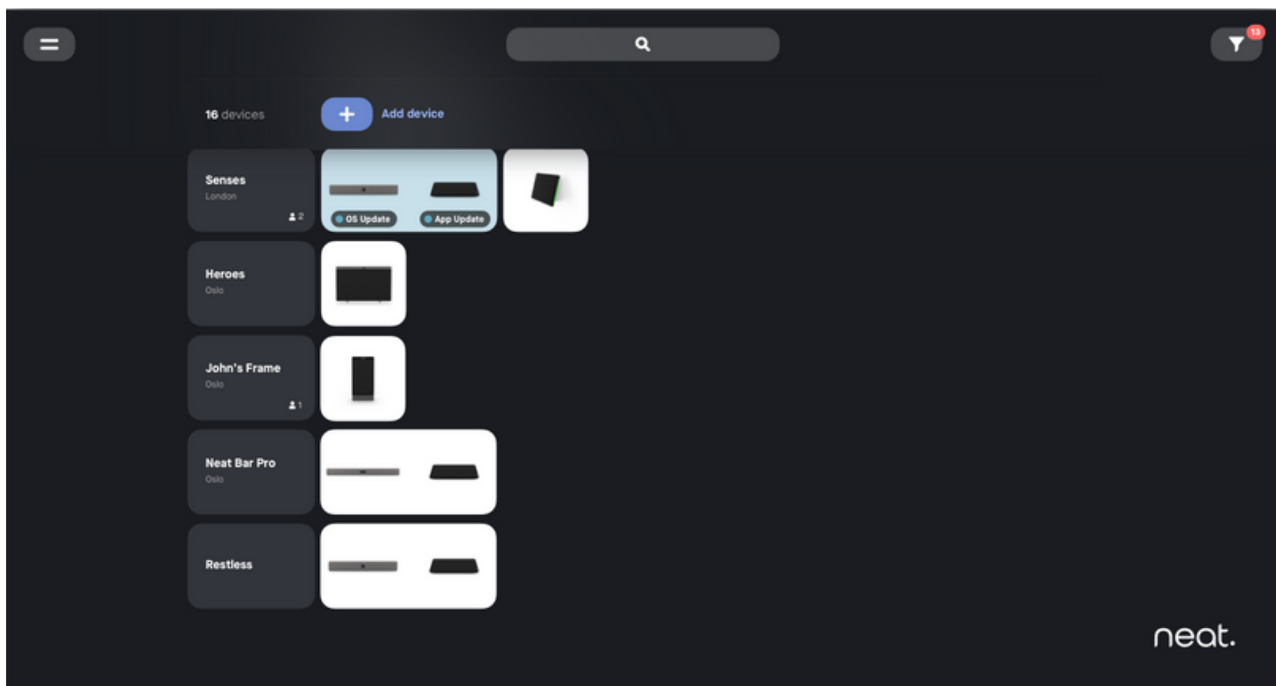
Example Neat Pad: Enrollment completion

Add devices

Once completed, Neat Pulse will show the added device(s) instead of the enrollment code.



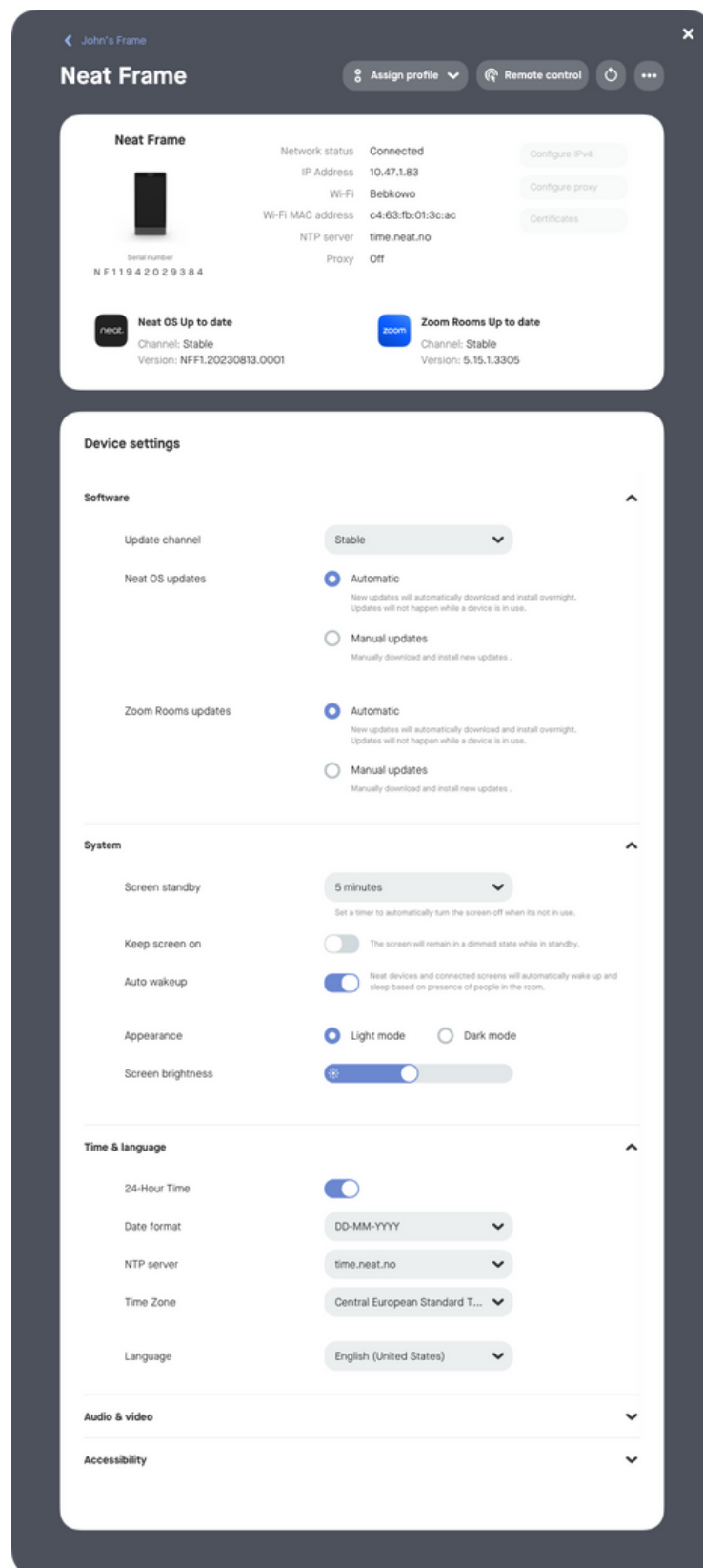
Example: Neat Bar and Neat Pad are enrolled to 'Restless'



Example: Neat Bar and Neat Pad are enrolled to 'Restless'

Device Settings

Clicking on the image of a device or a device pair will bring up the 'device details view'. Here you will see an overview of information and status of your Neat device, and be able to remotely apply actions and configure settings. Editing settings are realtime and apply instantly.



Neat Frame Device Settings
(Network configuration options are coming in a later Neat Pulse version)

Device Updates

Neat device updates are by default installed automatically. This happens around midnight after a new release becomes available. Automatic software updates makes sure that you always have the latest Neat firmware installed. It is possible to set devices to manual updates. By opting out of automatic upgrades, you are responsible for manually upgrading all your Neat devices.

When an update is available of the Neat firmware, Zoom Rooms application or Microsoft Teams application, a device will report an 'Update available' status. This is shown in the 'Devices' list overview and filter options, in the 'device/room view' and in the 'device details view'. From any of these views, you can initiate an immediate update.

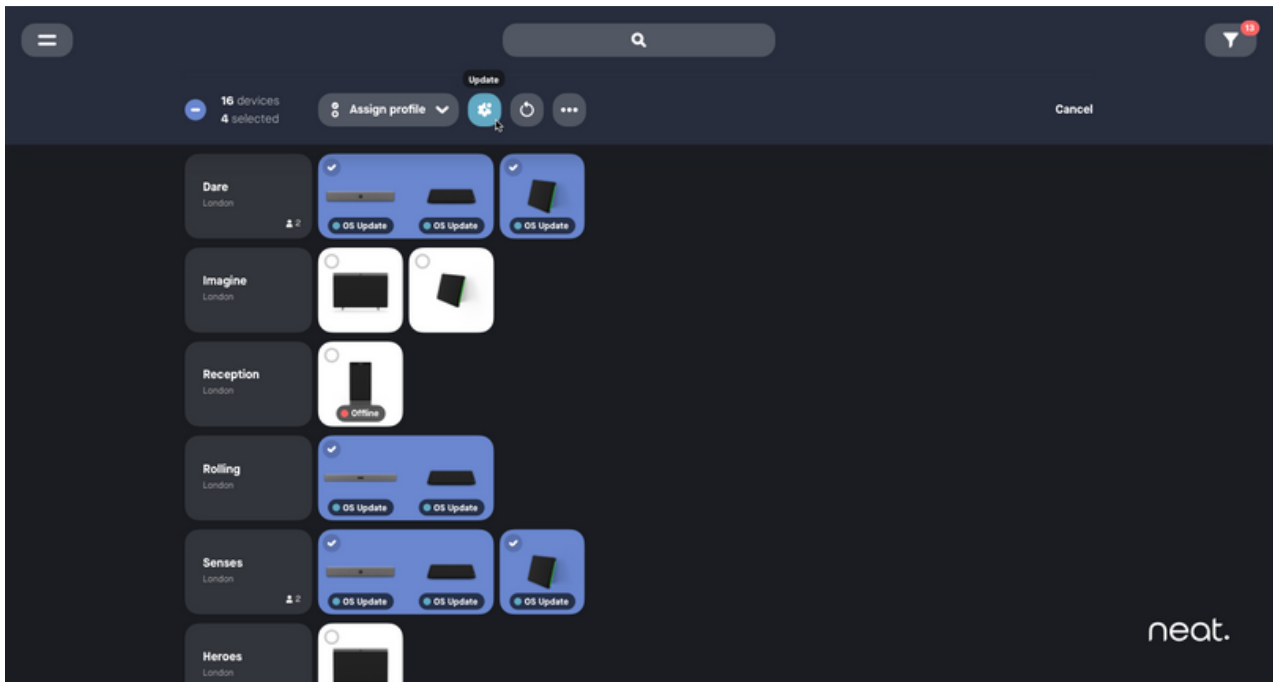
Please note that Microsoft Teams app updates must be updated from Teams Admin Center.



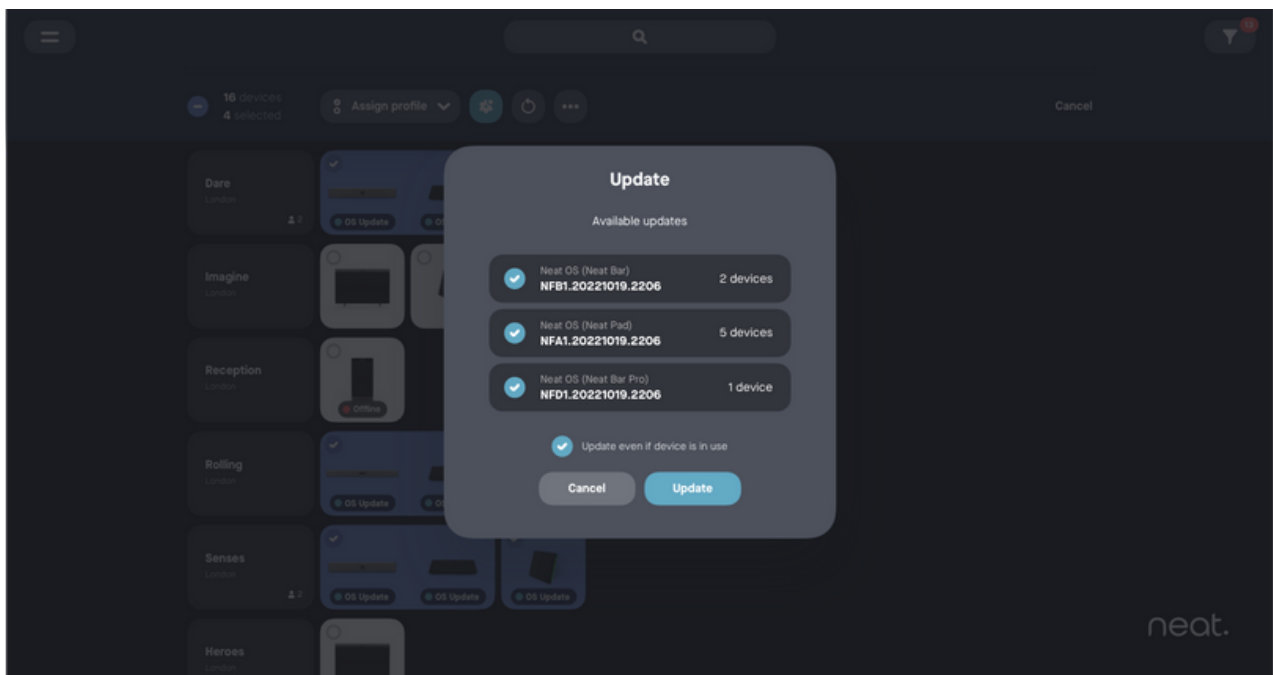
Update available status and update actions in device details view.

Device Updates

You can initiate an update on several devices at the same time. From the 'devices' list overview, select the devices you want to update amongst those with an update available. Once a selection is made, a set of new actions appear in the top action bar. Click the 'Update' button.

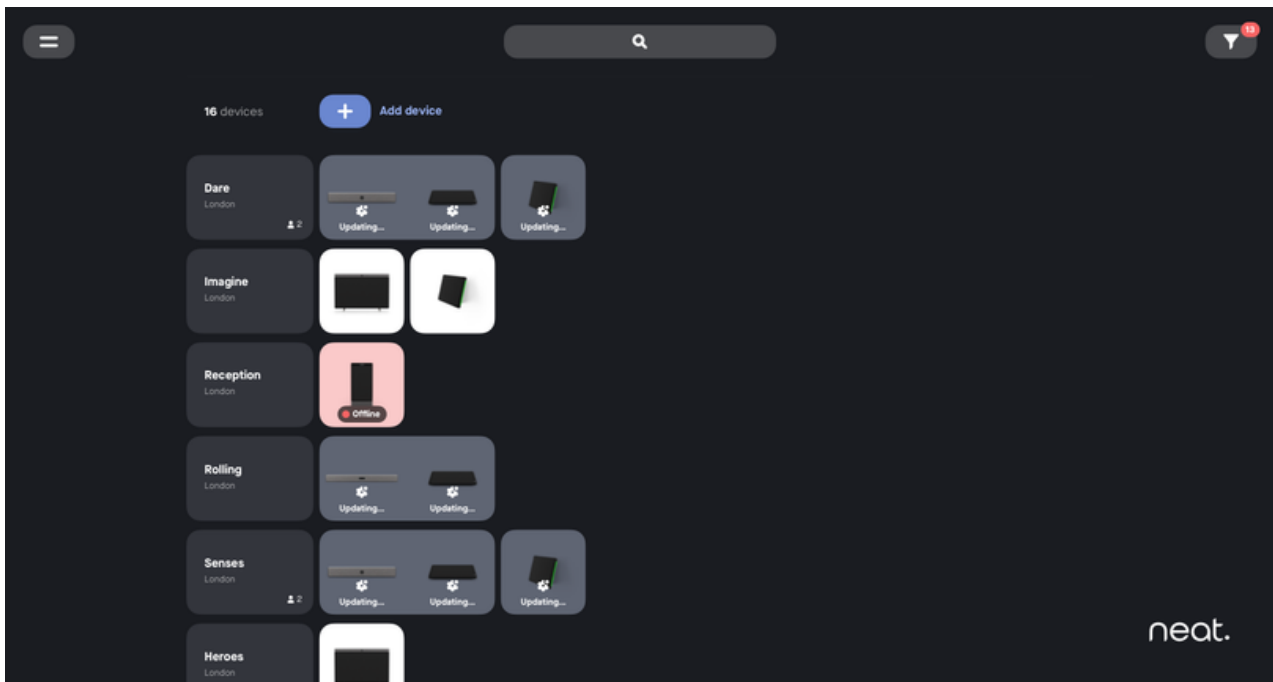


Multiselect devices and reveal bulk actions



Confirm updating multiple devices.

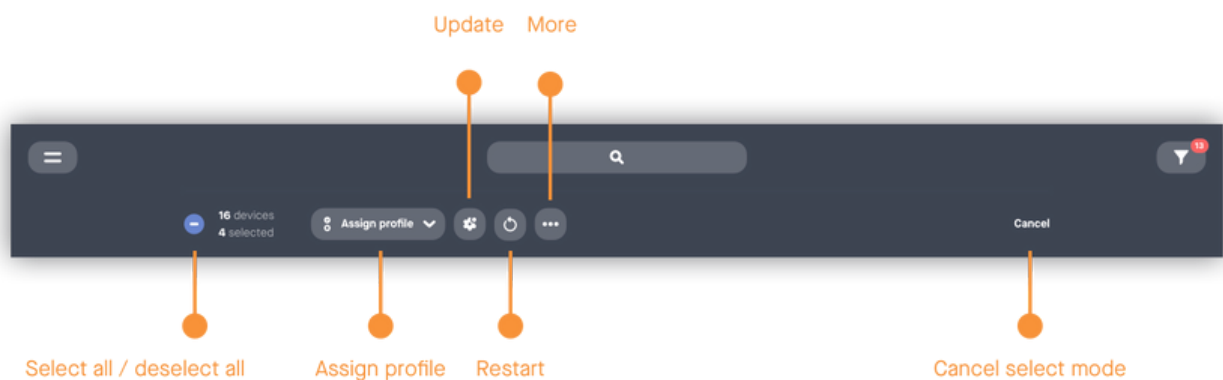
Device Updates



Devices are updating.

Device actions

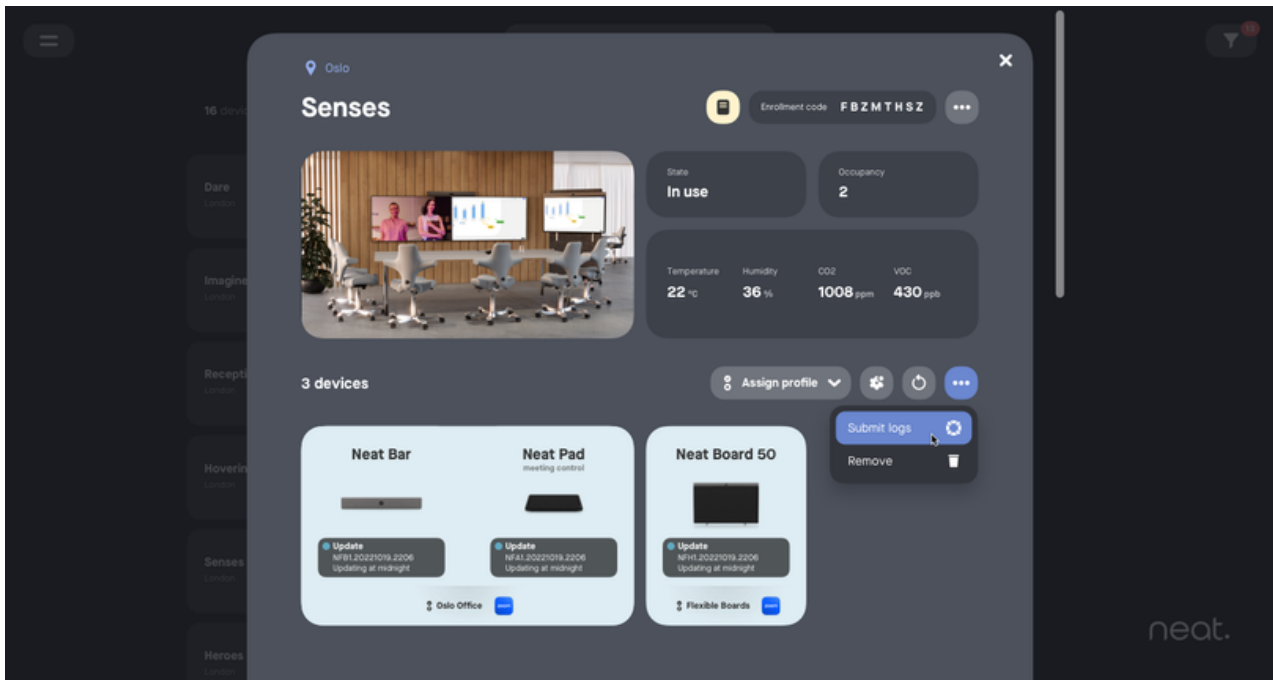
Other actions that can be applied to all devices or a selection of devices at once:



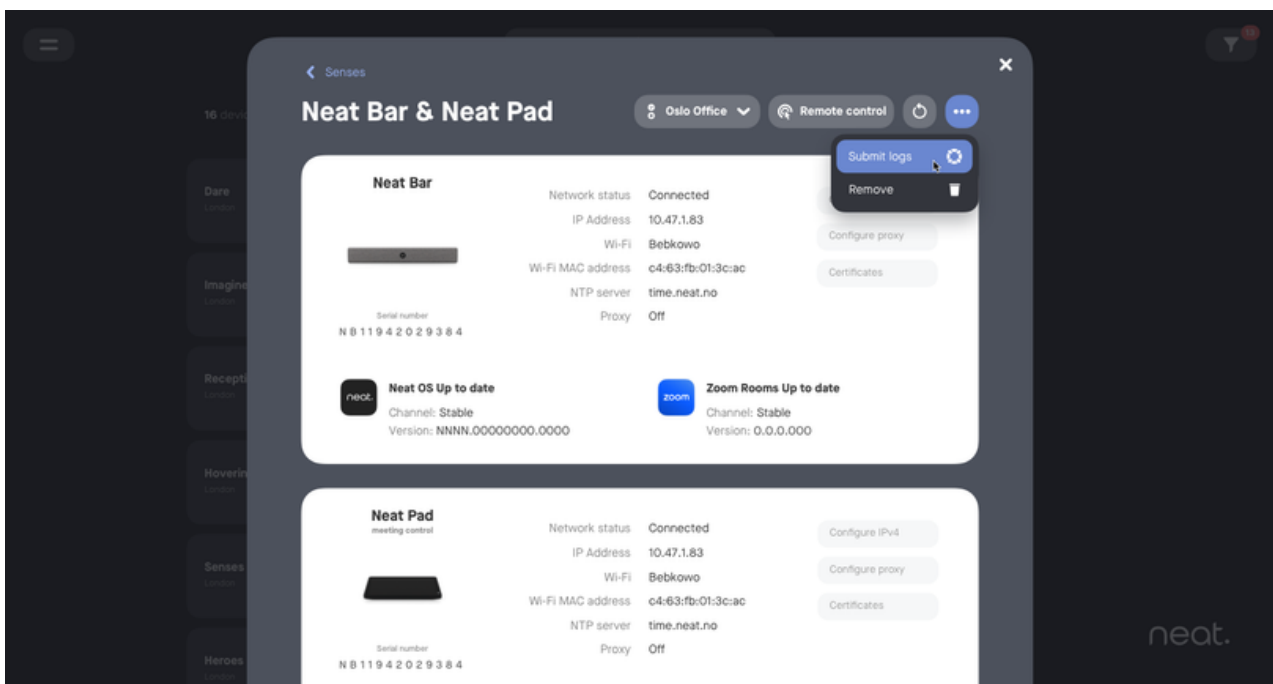
- Assign a 'device profile' - allows bulk configuration of devices
- 'Restart' - restart all selected devices
- 'More' - submit logs to support, remove devices from Pulse

Device actions

These action options can also be found in a device/room view - where actions will apply to all devices listed here, and in a device details view - which also includes the option to remote control the device or device pair.



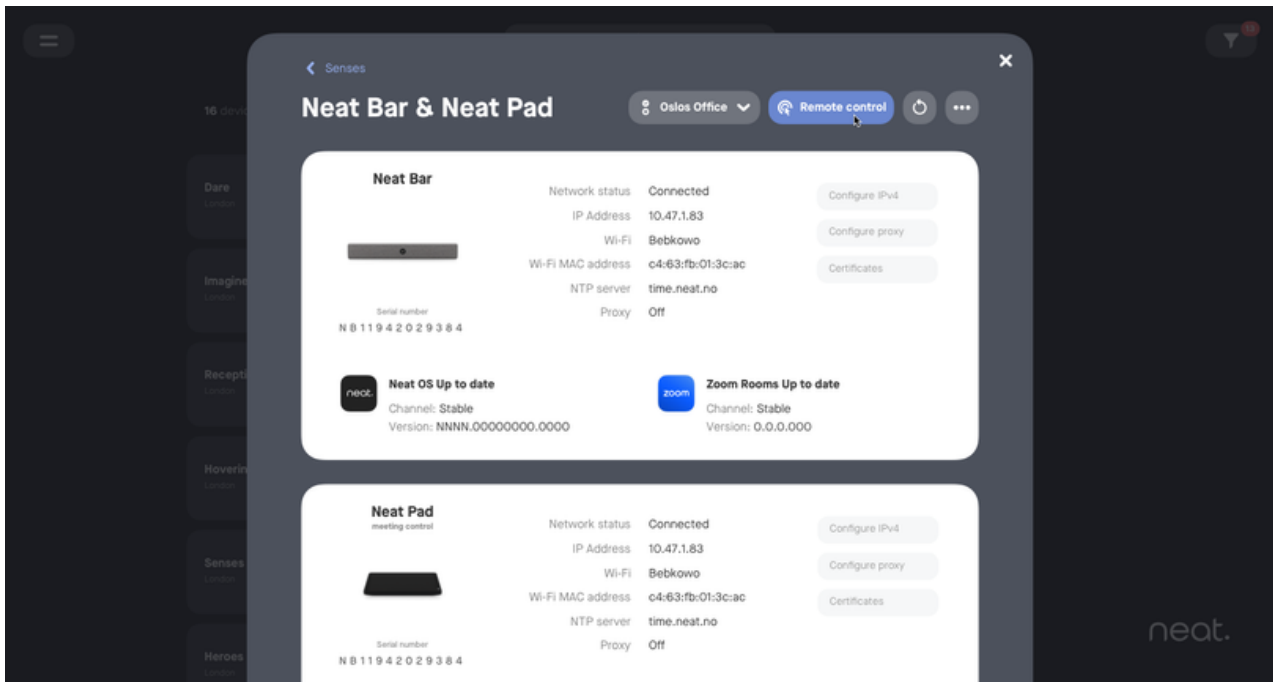
Action options in device/room view



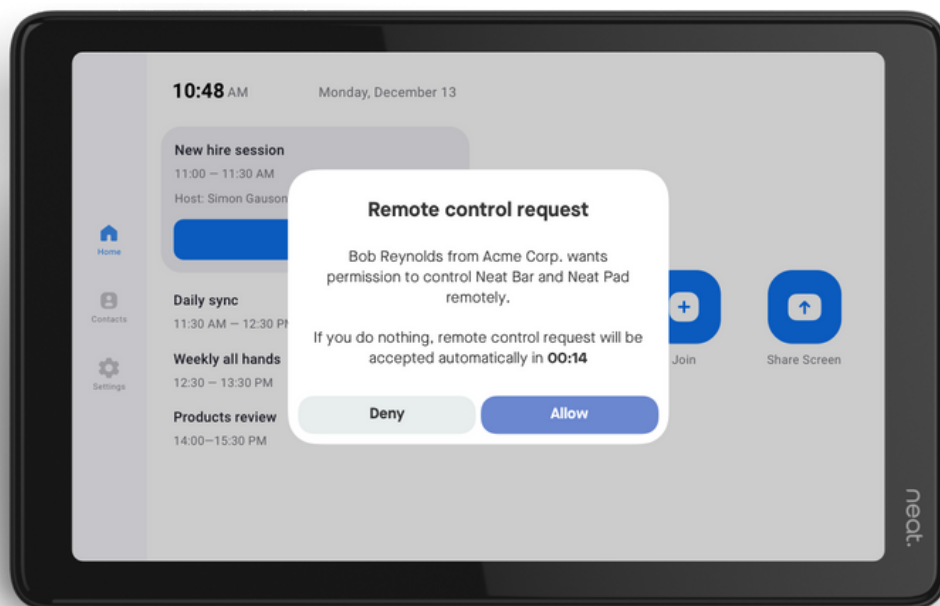
Action options in device details view

Remote control

In the device details view, select 'Remote control' from the actions menu on top. Pulse then lets you know that you are requesting permission to remote control the Neat device or device pair, while a dialog appears on the device screen (or screens) prompting users of the device to 'Allow' or 'Deny' it. If there are no one in the room to accept or deny permission, the Neat device will automatically accept the remote control after a timeout of 15 seconds.



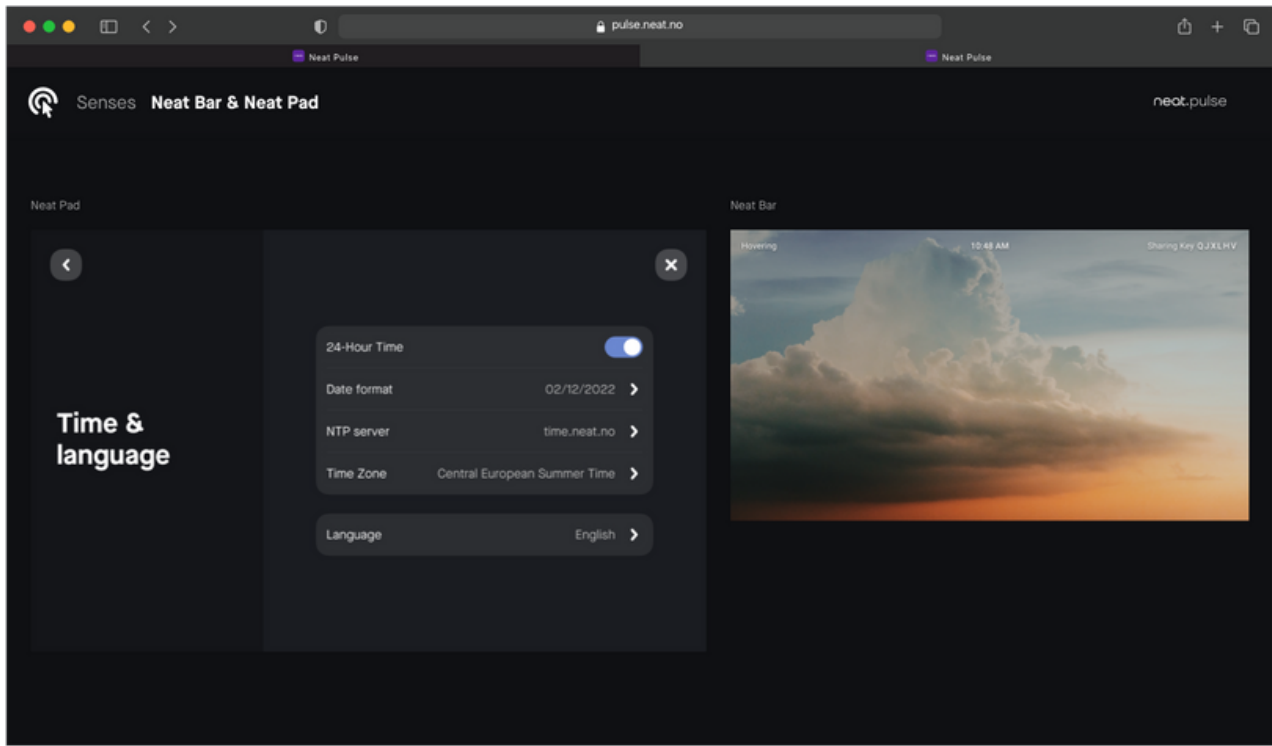
Select 'Remote control'



Prompt on device requesting permission

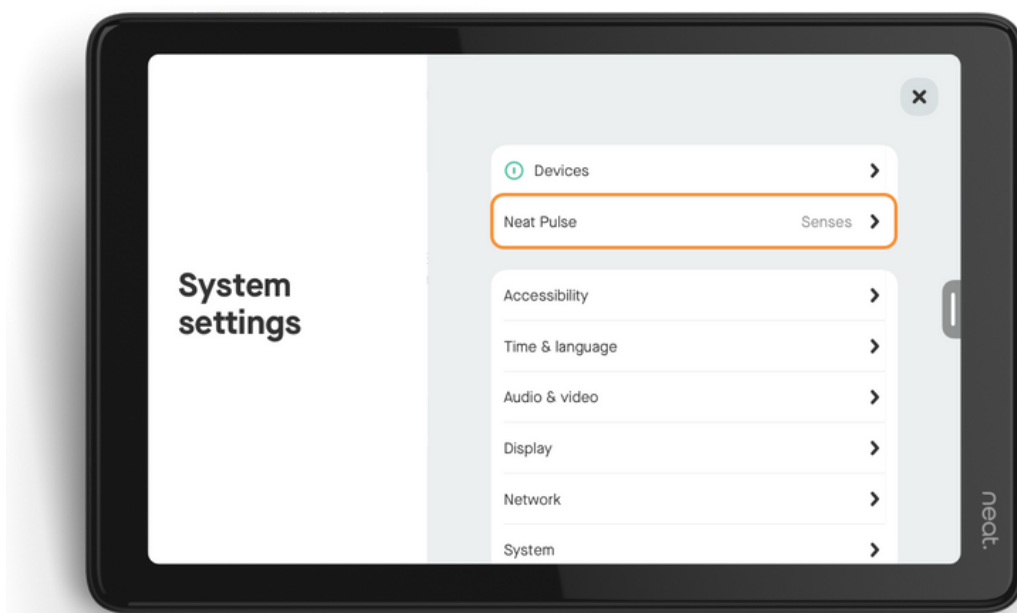
Remote control

A remote session will open in a new browser window, allowing you to remotely navigate the menus of the device. For paired devices, you will see both devices at the same time.



Remote control Neat Bar and Neat Pad device pair

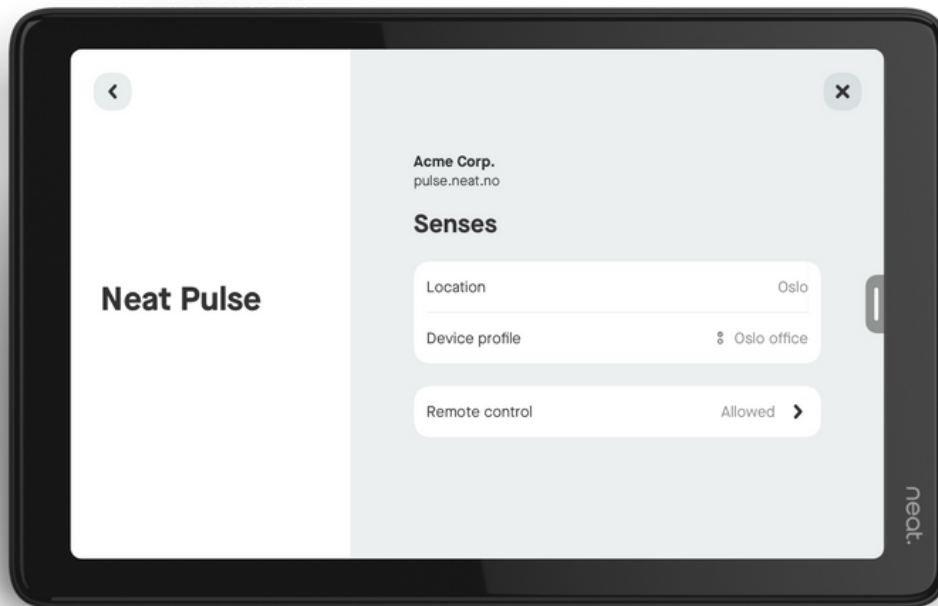
If you wish to disable Remote control access on a specific Neat device, you may do so from the device 'System Settings' > 'Neat Pulse'.



Example Neat Pad: System Settings

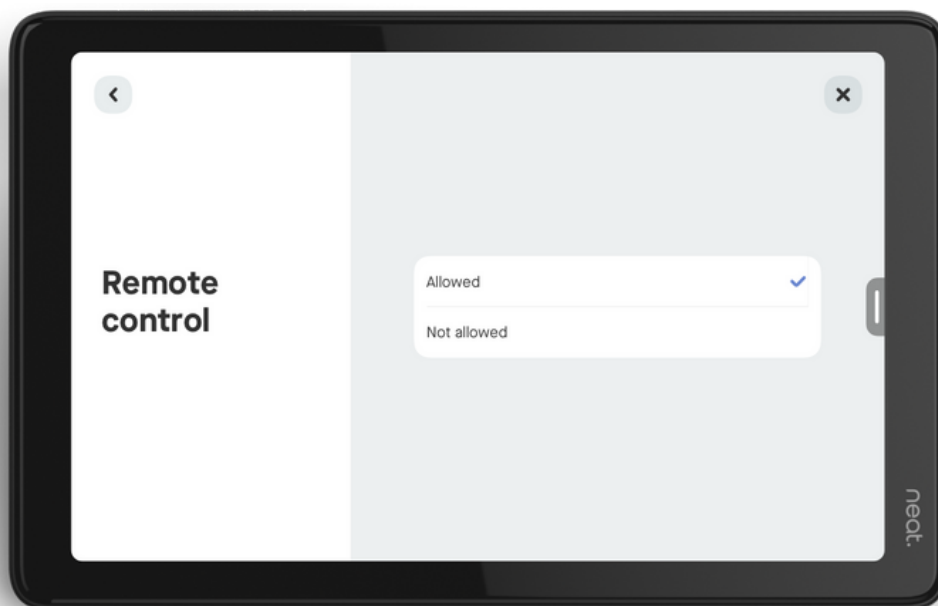
Remote control

This will display information of where to find this device in Neat Pulse; name of the organization the device is enrolled to, Neat Pulse web address, name of the device/room as listed in Neat Pulse, location and device profile if applicable.



Example Neat Pad: Neat Pulse information and settings

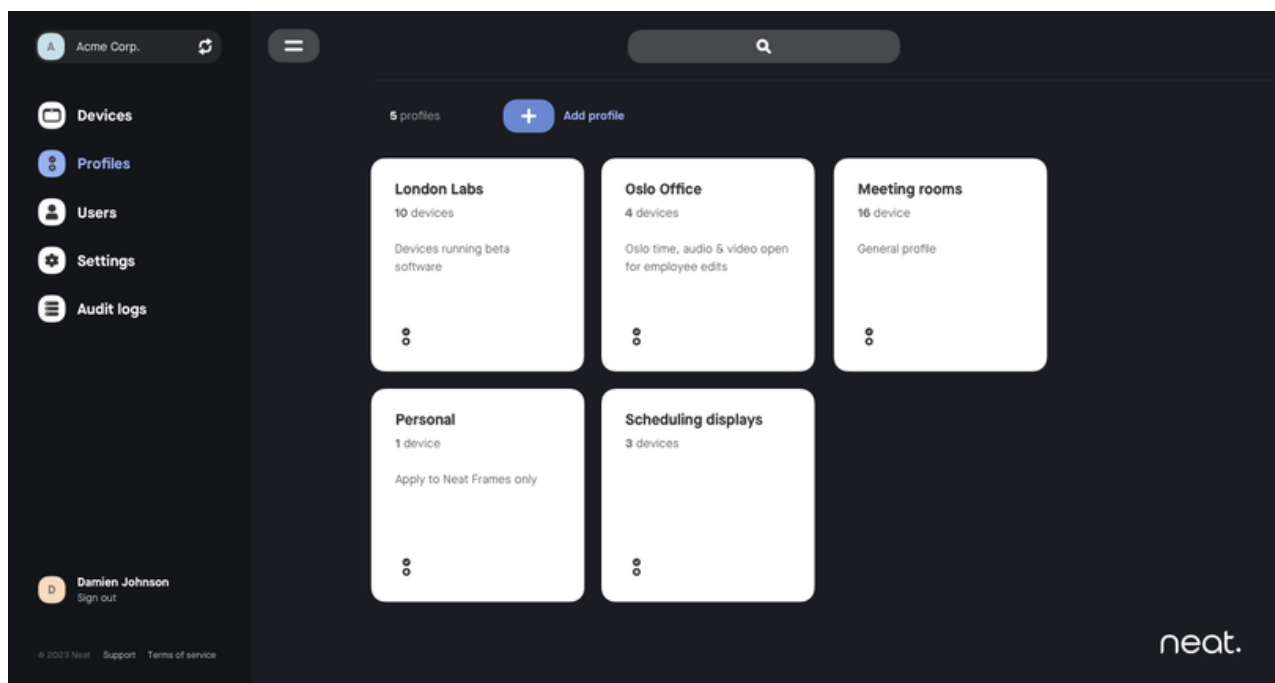
At the bottom you find to the Remote control settings: 'Allowed' or 'Not allowed'.



Example Neat Pad: Remote control settings

Profiles

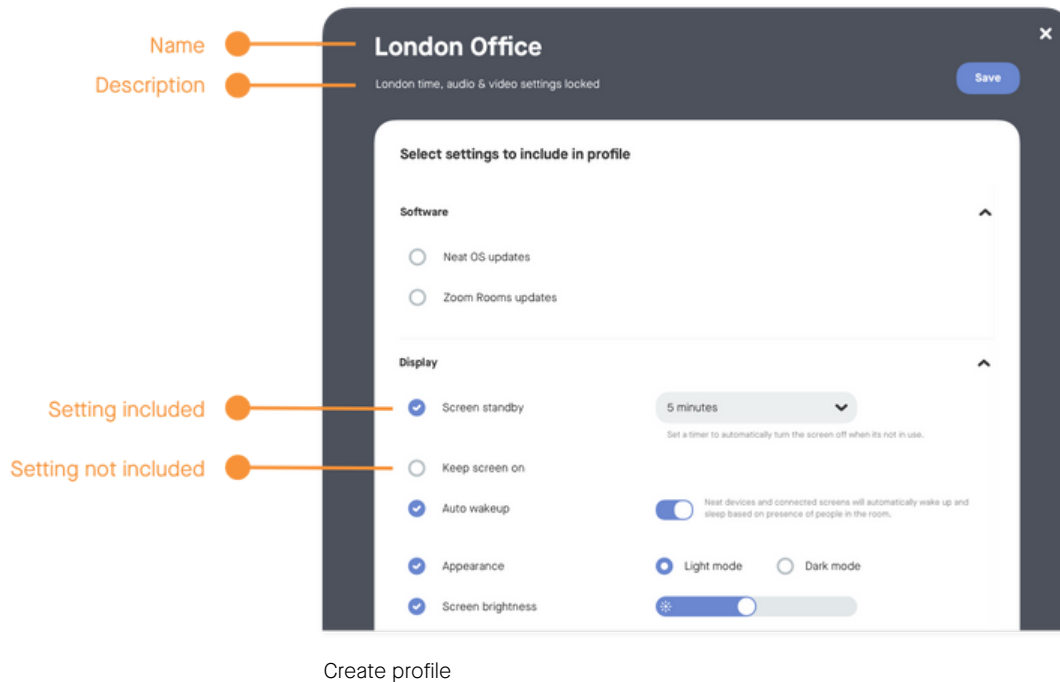
Profiles enables you to effectively manage your deployment by configuring and maintaining settings to various selections of Neat devices. A profile can be used to standardise settings for all devices in a certain location, a particular Neat device type, or type of meeting space.



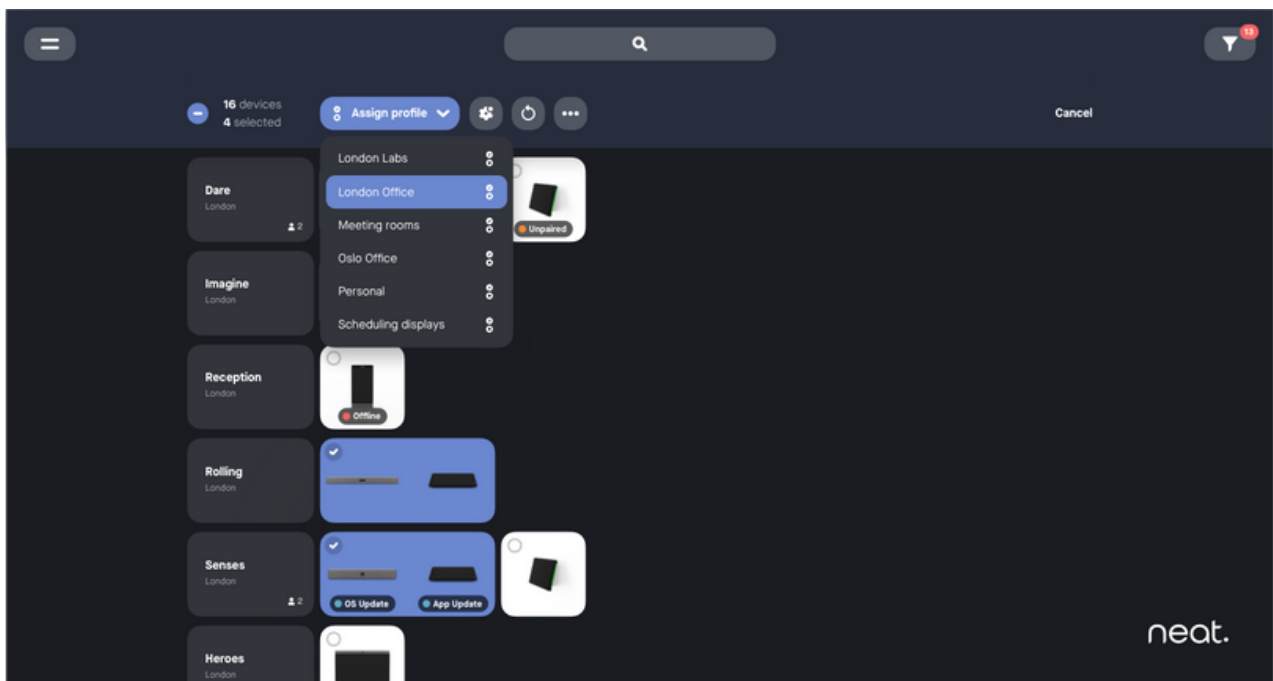
Profiles Page

The starting point for a profile is all settings options for Neat devices, and you select which settings you want to be controlled by the profile configuration. To create a profile, click the 'Add profile' button at the top of the Profiles view. Give your profile a name, configure settings as desired and click 'Save'.

Profiles

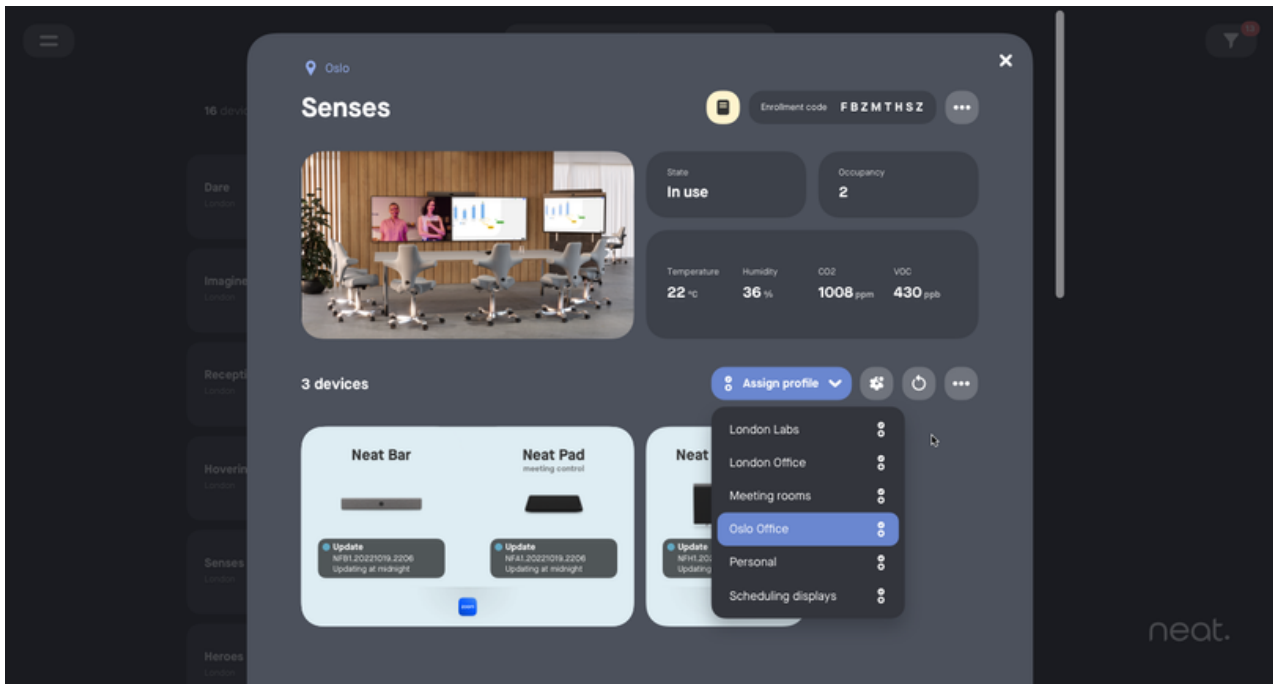


A profile can be assigned to multiple devices via selection from the 'Devices view', to multiple devices associated with the same name from the 'Device/room view', or to a single device or device pair from the 'Device details view'.

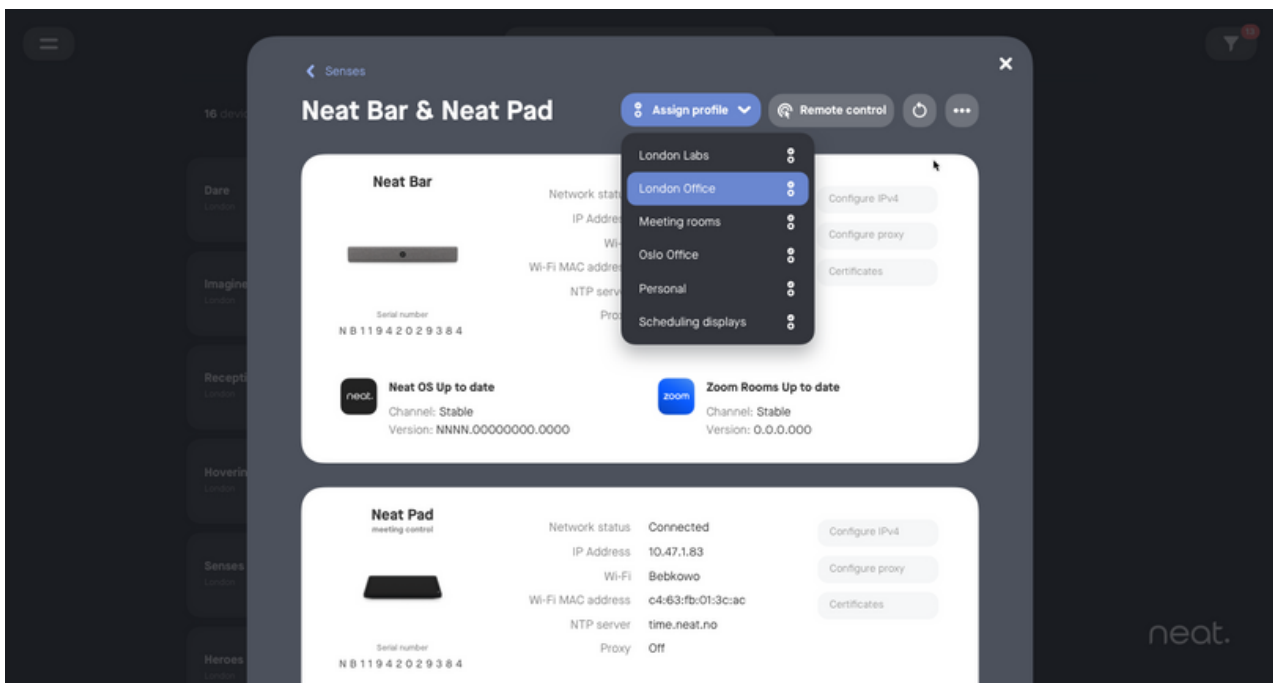


Assign profile to multiple devices

Profiles



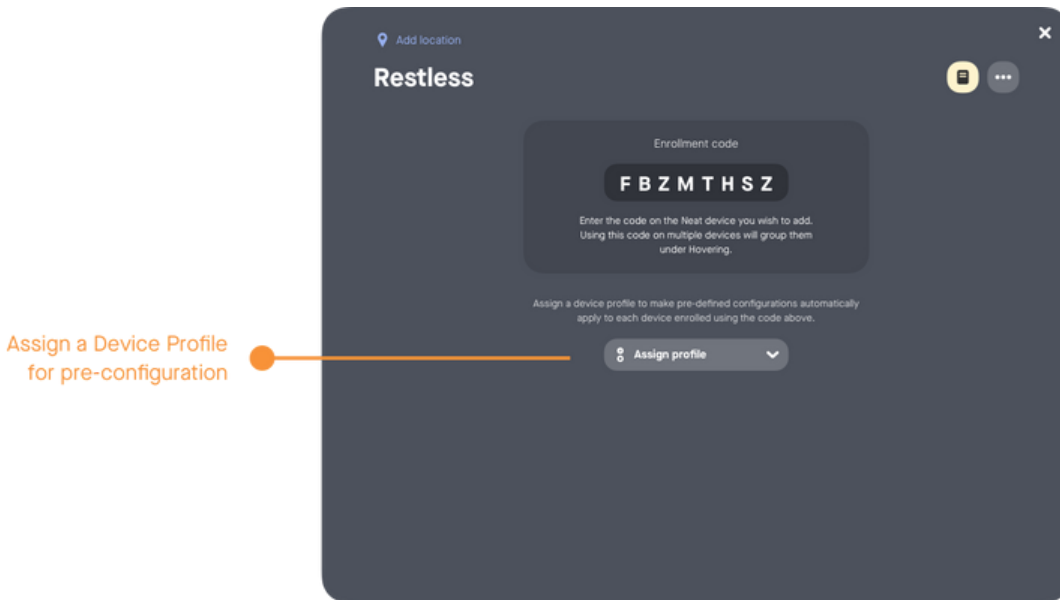
Assign profile to all devices grouped as a room



Assign profile to a single device or device pair

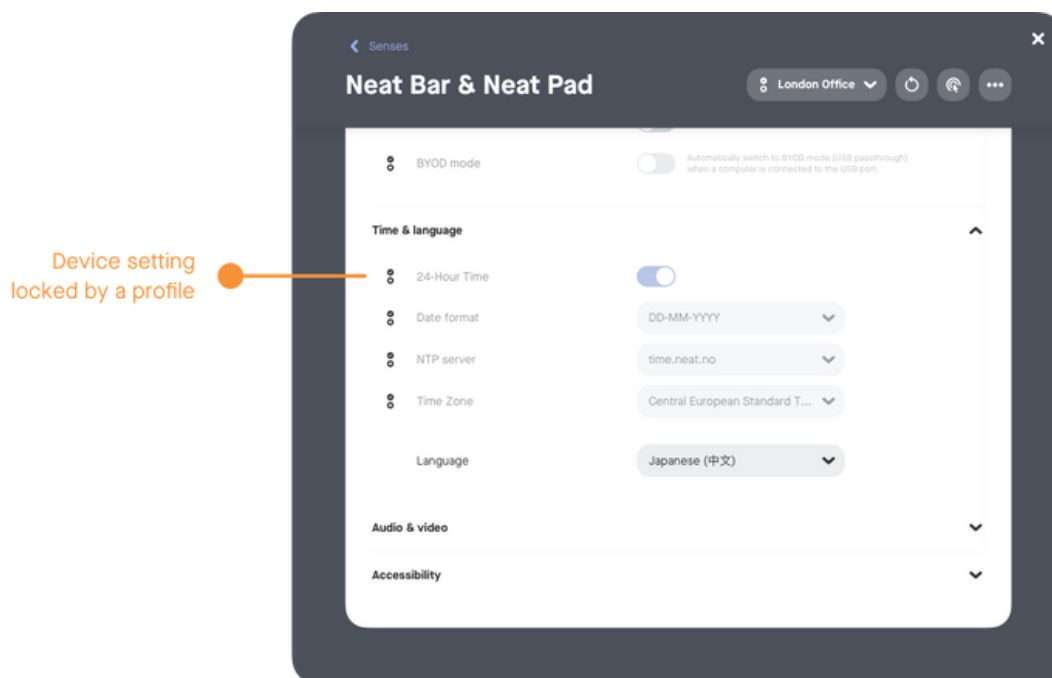
Profiles

A profile can also be assigned before a device is enrolled to Pulse. Then all settings defined by the profile will be set automatically when the device is enrolled, for example during the out-of-box setup.



Pre-configure devices using profiles.

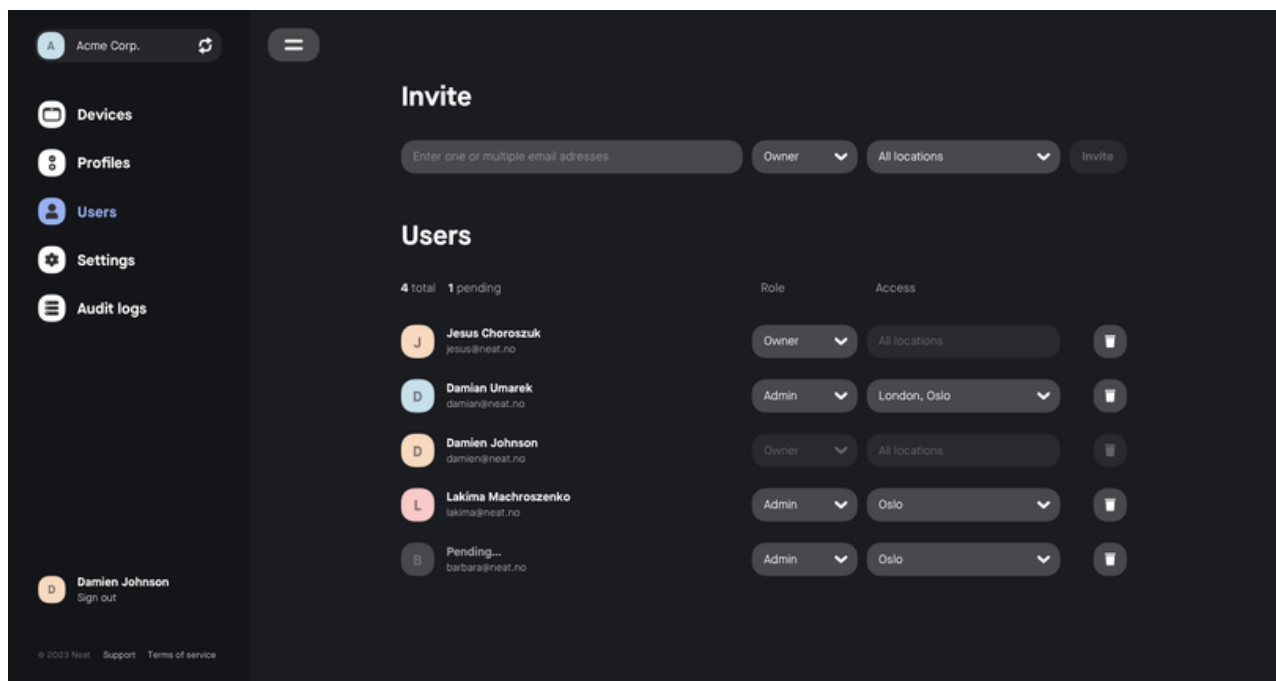
Settings defined by a profile will be locked from editing on individual device level. To make changes, edit or the profile from the 'Profiles view' or remove it from the device.



Assign profile to multiple devices

Users

The 'Users view' holds an overview of all users in an organization, and their roles. Only users with the role 'Owner' can invite additional users, and determine other users role and access (ref. user role description on page 3).

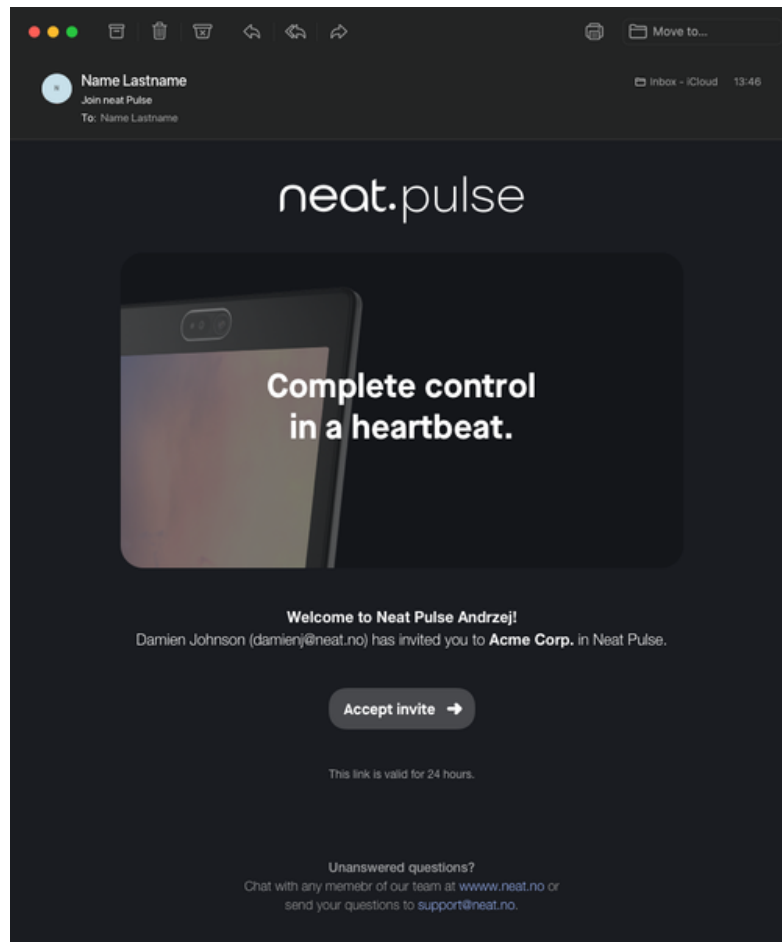


Users view for owners

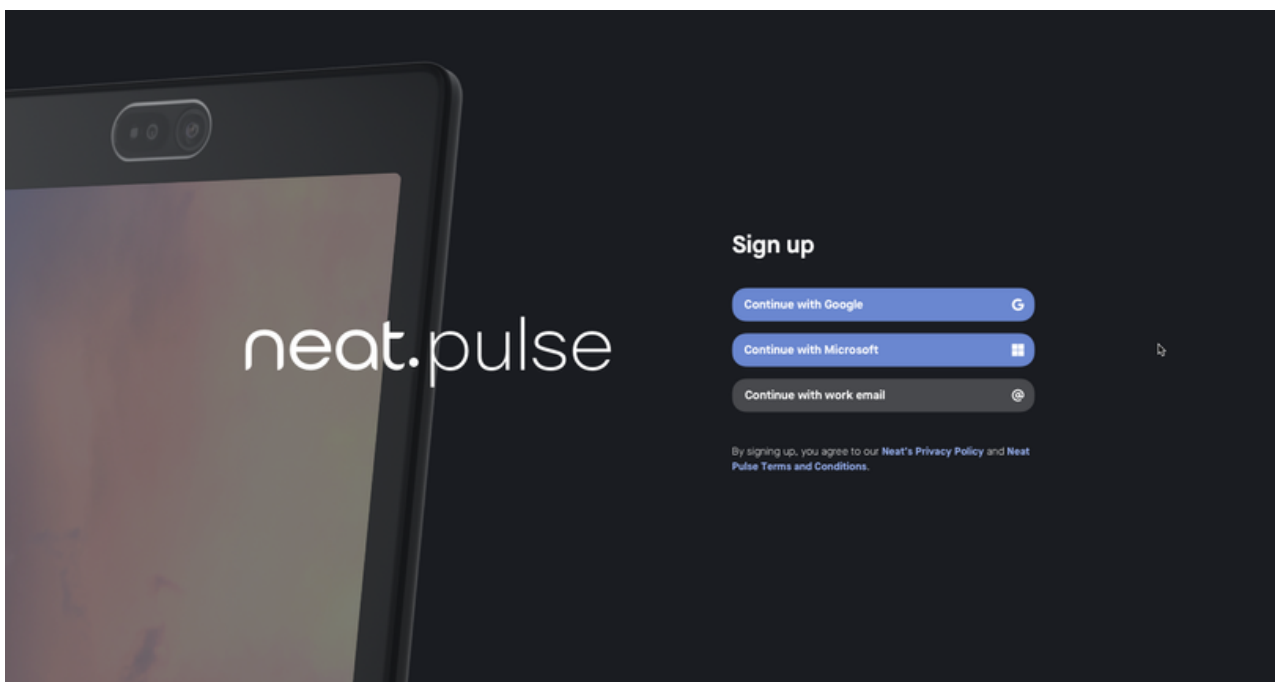
To invite new users, enter their appropriate email address into the invite field. You can invite one or multiple users at the same time. Select user role and access if applicable. Access options are adaptive to regions and locations created for the organization. Click 'Invite' to send an invite email to the address or addresses provided.

A new user must accept the invite by clicking on the link in the email to be able to sign up and create their Neat Pulse user account.

Users



Invitation email



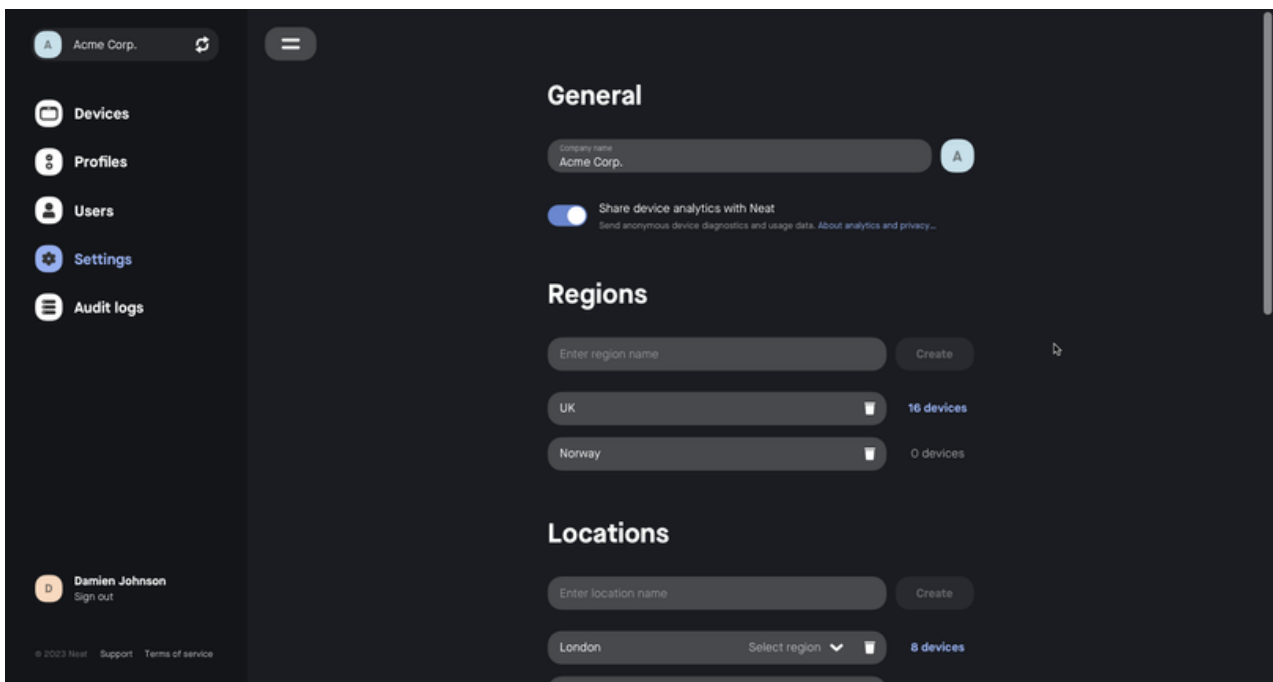
Sign up page

Settings

The 'Settings view' displays the settings that apply to an organization. Only users with owner role have access to this view, and can edit organization settings.

In this view, owners can:

- Change Company name
- Toggle on / off option to share device analytics with Neat
- Create and delete regions
- Create locations, assign locations to regions and delete locations



Settings view for owners

Audit Logs

'Audit logs' monitors actions taken within an organization. It provides two views; 'User action log' and 'Device change log'. The 'Export logs' button will download a .csv file containing the full log.

Audit logs

User action log Device change log

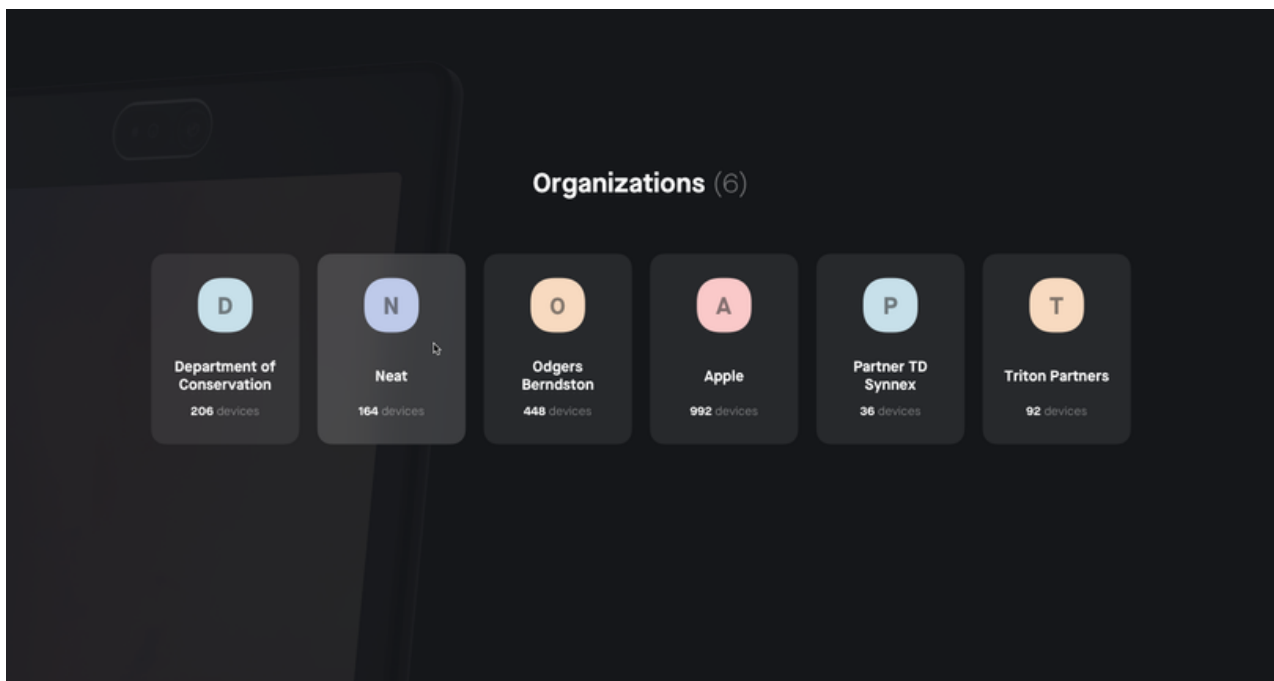
8486 of 12019 entries

| Time | Device | Event type | Event details |
|---------------------|-----------------------------|-----------------------|---|
| 2023-08-31 23:13:43 | Neat Pad (NA119500000048) | Device config changed | Neat Pad (NA119500000048) config changed: controller_mode[scheduler => controller] |
| 2023-08-31 23:13:39 | Neat Pad (NA119500000048) | Device config changed | Neat Pad (NA119500000048) config changed: controller_mode[controller => scheduler] |
| 2023-08-31 20:42:23 | Neat Frame (NF122040000801) | Device config changed | Neat Frame (NF122040000801) config changed: night_mode[false => true] |
| 2023-08-31 19:50:21 | Neat Pad (NA119500000048) | Device config changed | Neat Pad (NA119500000048) config changed: brightness[0 => 0.9200000166893005], share_analytics[false => true], screen_standby[0 => 214983647], night_mode[false => true], time24h[false => true], date_format[=> dd/MM/yyyy], ntp_server[false => true], high_contrast[false => true], screen_reader[false => true], language[=> en-US], timezone[=> America/Chicago], primary_mode[=> zoom], channel_apps_zoom[false => true], channel_apps_teams[false => true], channel_apps_miro[false => true], channel_apps_appspace[false => true], channel_apps_smartspaces[false => true], home_app[=> home], deep_noise_suppression[false => true], usb_audio[false => true], font_size[=> default], color_correction[=> disabled], screen_stay_on[false => true], remote_control_enabled[false => true], byod_mode[false => true] |
| 2023-08-31 19:50:19 | Neat Pad (NA119500000048) | Device config changed | Neat Pad (NA119500000048) config changed: neat_ota_channel[=> stable], bluetooth[false => true] |
| 2023-08-31 19:50:17 | Neat Bar (NB119480000021) | Device enrolled | Device enrolled in Anthony Lee's Palace of Appliances (Texas): Neat Bar (NB119480000021) |
| | | | Neat Bar (NB119480000021) config changed: neat_ota_channel[=> stable], brightness[0 => 0.9200000166893005], |

Audit logs

Organizations

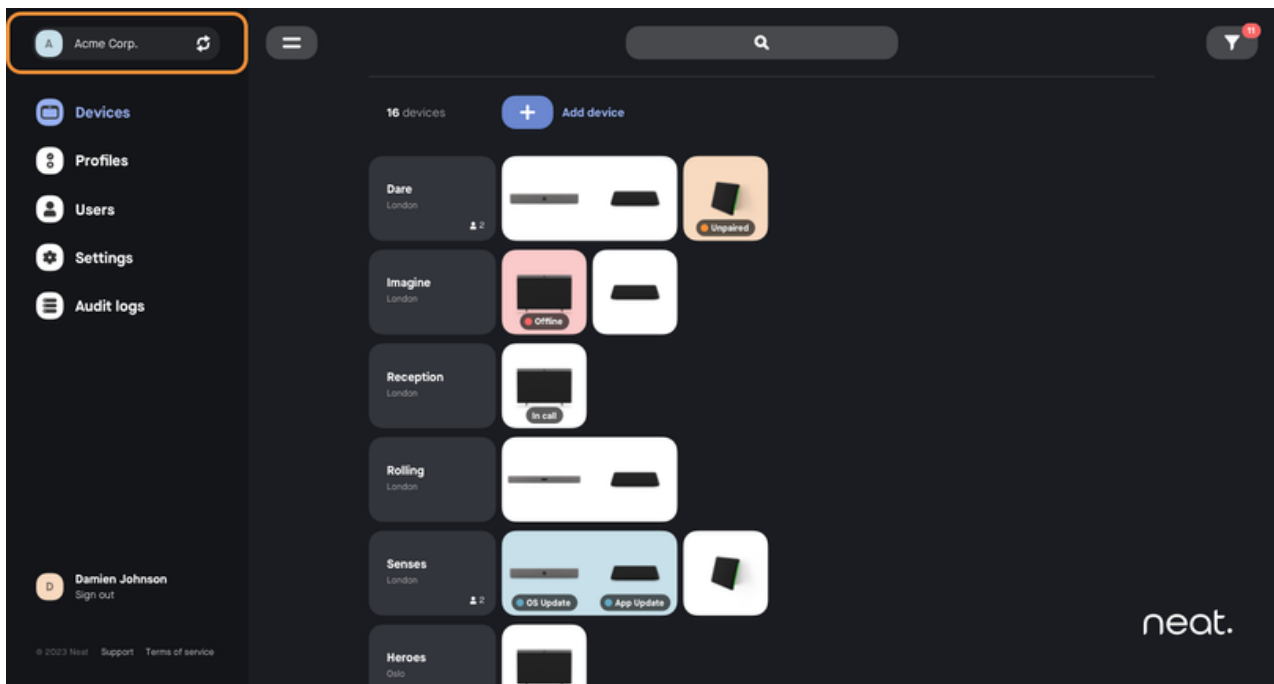
A user can be invited to multiple organizations with the same email address. If a user has two or more organizations connected to their Neat Pulse account, they will get a view showing the organizations they have access to when they sign in. Click on the organization you want to see.



Multiple organizations view

To navigate to a different organization, click the organization name at the top of the main menu. This will bring up the 'Organizations' overview again.

Organizations



Navigate to the organizations overview by clicking on the organization name