TEOS

MANAGE

Release Note

TEOS Manage - Version 2.0.17

04th October 2019

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Content

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1. Introduction

TEOS Manage gives organizations the power to transform their workplace so that device management is streamlined, usage of space is optimized, energy costs are reduced, communication is targeted, and worker productivity is amplified.

It's the most dynamic workplace management solution.

More information on **https://pro.sony/teos**

2. Main Features improvements

Item	Function descriptions
Administration and Access	A new 2.0 user interface available for all users. In addition to the new design, many changes and optimizations are done in each section to simplify user experience. A few examples: - External data moved to Media section, which will become "Media and Data" - Power Schedules and Actions Schedules fuse together - Content creation become a new add-on dedicated to signage - "Add-ons" to be renamed in "Workplace Solutions" - New search bar on the top - User browser to get right date/time format per user (12/24) - New remote-control design with live screenshot feature - Power users will be able to manage users within their sites only - TEOS users roles can be connected to an Active Directory group
Sites and Device Management	Site Management section improved with: - Easier navigation: When there is a lot of meeting rooms, to be able to use the browser scroll bar to go down - User experience: When the interface is slow due to network while clicking on a site, a loader will be shown - TEOS will replace the existing remote control (flash icon) by a new 2.0 design, including live status and live content view (for signage only). - A new column is added to Device Management to show "Power Status", for on (green)/ Off(red) Status. Existing status column is now to "Behavior Status". TEOS will provide new devices compatibility: - Samsung SSSP2, SSSP5 and SSSP6 displays, Barco Clickshare, C-Touch - PJLink compatibility also improved with new authentication settings
Installation and Maintenance	- Users have the possibility to directly send specific configuration to BRAVIA - TEOS gives the possibility to install and update Android Apps and BRAVIA firmware through TEOS Manage interface directly
Room Booking	- When a user will press "Book" on a tablet, a new window will open with the possibility to fill-in: name of meeting, name of user, and duration (30 min slot) - Room booking tablets will send all exact booking information to Google Agenda, Exchange and Office 365, to make sure agendas always display the right information. In parallel, the name of the user chosen on the tablet can be synced to a TEOS user with auto-completion. -TEOS New Mobile application for Android and computers (HTML5) is available for users to find rooms and manage meetings remotely, from their own devices, without requiring to be on the company network - Automatic scaling for Room Booking and Reception, with additional templates, to make each solution is compatible with both portrait and landscape. -Calendar sub-section is improved: - Meetings filters will be replaced by the actual meeting rooms names - "Calendar" will be renamed into "Meeting Schedule" - Warning in Calendar when a meeting room is booked twice at the same time

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	- Data will be provided with all the analytics related to booking, per site, buildings and according to a chosen timeframe
Virtual Reception	TEOS Reception provides a new option with a 4-digit security code generation for guests: - New email address (@teosreception) when invitation sent by employee to generate this automatic 4-digit code - Specific option area in TEOS Manage Reception area to customize an automatic email text per virtual reception, with the possibility to attach a file (parking or map) -TEOS will provide new settings for labels with a small mini designer including: paper size, name, info and image, to be printed on any printer
Survey	- TEOS offers now a complete survey solution combining tablets and software. Users can choose their question very simply for employees to be able to answer by a simple finger touch - TEOS offers a simple WYSIWYG system to customize all the content, for companies to apply their own branding strategy.
Signage	- TEOS Live viewer improved. Proof of play added as well as the historic of users changes. Streaming (with UDP multicast improvements), TV Tuner, and HDMI inputs. These sources can be mixed with any signage content (tickertapes, logos, masterpages) -New possibility to associate content rights to a user groups on top of users, to improve efficiency. A tick box "Inherit" will also be added for any user to inherit all rights on a folder and sub folder -TEOS Manage will read files information during an upload and will provide feedback about compatibility (bitrate, sizes…) based on BRAVIA compatibilities -Look and feel improvements to simulate instant content when an alarm is executed (pre-loading mechanism) -Caching system to store all contents loaded in the devices, to avoid downloading again every time the display comes back to a previous content, especially in alarms scenarios, with automatic cache clean-up based on storage -Data will be provided with all the analytics related to signage, per site, buildings and according to a chosen timeframe

3. Hardware requirements

Devices / user connected	Processor	Memory	Disk space (for content)
1 - 49 devices / users	2 x 2.1 GHz. *	8GB RAM	40GB
50 - 99 devices / users	2 x 2.6 GHz *	12GB RAM	80GB
100 - 249 devices / users	2 x 3.0 GHz. *	16GB RAM	200GB
250 - 499 devices / users	3 x 2.6 GHz. *	24GB RAM	350GB
500 - 1000 devices / users	4 x 2.6 GHz. *	32GB RAM	500GB

NOTE: For higher performance needed, please contact your Sony representative to advise on hardware requirement.

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4. Software components used

1. TEOS Manage Server components

Software	Version
Microsoft Windows Server	2012R2 Standard minimum
Microsoft SQL (express or server)	2012 or higher (2017 for express version)
SQL Server Management Studio	18
IIS Version	8
.NET	3.5 and 4.5
DNS service	Or TEOS server or centralized
Teos Manage	2.0.17

2. TEOS Apps versions

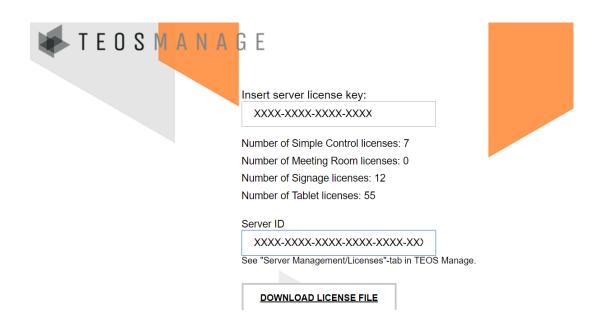| Application	Version
TEOS Android Player (For BRAVIA, tablet and player)	3.16
TEOS Control for Android	1.22
TEOS Control for Windows	1.1
TEOS Employee App (TEOS Mobile)	1.0.6

5. License options

License name	License issue site
TEM-SRV250	TEOS Manage server software for complete workplace management. Includes 4h remote support. For 1 server.
TEM-CO10	TEOS Manage Simple Control license (including IP scheduling). For 1 device.
TEM-MR10	TEOS Manage Meeting Room license (only BRAVIA including Control & IP scheduling). For 1 device.
TEM-TA10	TEOS Manage Tablet license (including Signage, Room Booking, Reception, Control & IP Scheduling for tablets). For 1 device.
TEM-DS10	TEOS Manage Signage license (For BRAVIA and TEP-TX5, including Meeting Room, Control & IP scheduling). For 1 device.
TEM-UL20.1Y	TEOS 20 x Employee Licenses Package for 1 years
TEM-UL20.3Y	TEOS 20 x Employee Licenses Package for 3 years
TEM-UL20.5Y	TEOS 20 x Employee Licenses Package for 5 years

When purchasing licenses from Sony, a mail with the following code style: **XXXX-XXXX-XXXX-XXXX** will be emailed to you.

This license includes the Server license to install TEOS software and contains the device licenses. When installing the TEOS server, you must go to https://teosmanage.com to register your licenses and link it with your Server Key. Download the license file and upload it into TEOS Manage

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TEOSMANAGE

Insert server license key:

XXXX-XXXX-XXXX-XXXX

Number of Simple Control licenses: 7
Number of Meeting Room licenses: 0
Number of Signage licenses: 12
Number of Tablet licenses: 55

Server ID

XXXX-XXXX-XXXX-XXXX-XXXX-XX

See "Server Management/Licenses"-tab in TEOS Manage.

DOWNLOAD LICENSE FILE

6. Documents

These documents are dedicated for the TEOS Manage server side only, you can find more documentation on our website https://pro.sony/teos:

Documents	Distribution
TEOS Manage 2.0.17 - Release Note	This document
TEOS Manage 2.0 - Technical specifications and requirements 1.0	How-to and FAQ Software
TEOS Manage 2.0 - Installation Guide	How-to and FAQ Software
TEOS Manage 2.0 - Update Guide	How-to and FAQ Software
TEOS Manage 2.0 - Administration Guide	How-to and FAQ Software
TEOS Manage 2.0 - User Guide	How-to and FAQ Software

7. How to install or update

Please follow the TEOS app version when you install or update the TEOS server. Older apps are compatible with new TEOS platform, but new apps include fixes and improvements.

- ✓ **Full build package** available is version 2.0.10 and 3 patches to 2.0.17, installation procedure:
    - ▪ TEOS Manage 2.0 - Installation Guide 1.0
- ✓ **Upgrade of TEOS Manage** can be performed only from version 1.5.8 to version 2.0.10 and install the 3 patches 2.0.11, 2.0.12 and 2.0.17 to be in the latest version, procedure:
    - ▪ TEOS Manage 2.0 - Update Guide 1.0
- ✓ **For older versions than 1.5.8**:
    - ▪ If you have TEOS Server version 1.3.2, update to version 1.4.4 and to 1.5.5. Install after the patch 1.5.7 and 1.5.8. TEOS Manage 2.0 update can be done from 1.5.8 version

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8. Revision History

#	Date	Version	Changes and comments
1	05/10/2017	V1.0	Initial Release
2	19/12/2017	V1.1	• Signage Improvements • Translations (FR, DE, IT, SP, PL) • TEOS Connect launch
3	09/02/2018	V1.2	• Android Tablets • Alerts improvements • Basic templates • Cosmetics improvements • Refresh updates improvements
4	11/04/2018	V1.3.2	• Meeting Room Management/Control Personal App • Virtual Receptionist application for tablets • Projector & BRAVIA info in TEOS • Active directory • Interface simplification • New statistics page • Devices groups visibility improvements • User management improvements • GMT management • Philips Monitors and Sony Projector integration
5	15/07/2018	V1.4.4	• Alarms through external actions • TEOS Service for product • Associate sub-device to others device • Basic Signage Mode • Interface Improvements • TEOS Book new Version • Export TEOS Database • Hebrew & Arabic language support • LG and Samsung Brand integration • PJLink integration (Projection) • Excel to Signage Import feature • Email to Signage feature • TEOS Player Compatibility
6	10/11/2018	V1.5.8	• New Site Management system • Complete user management system review • Classroom check-in add-on • Vision Exchange integration (remote power ON/OFF) • New datasources Scientia and Celcat compatibility • New help section with search engine • New templates added for room Booking • RFID management for Room booking

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9. Precautions and restrictions

TEOS Software (server side)

Item Number	Description	Status
922	Enabling "Ignore schedule" prevents any changes to default content being automatically sent to the device.	Enabling "Ignore schedule" prevents any changes to default content being automatically sent to the device. The "Update screen" button should be used to force the change.
910	With 6000+ devices the first page of the list takes 18 seconds to populate.	Please consult with Sony about scaling solutions if necessary.
1065 1064 1045 1016 994 1093 1181 1177 1174 1181	Various internal server errors displayed in GUI: Report an Incident in Employee app when no email address associated with room. Changing language after selecting Global Overview. Adding video as Equipment icon. Requesting backup in middle of backup. Uploading a large file in an Employee app meeting request. Saving (applying) the Signage Stats Site filter.	A server error will be presented in the TEOS Mobile app if an incident is reported but there is no email address associated with the room. A server error may be seen when changing the selected language after selecting the Global Overview menu item. If this happens select another menu option and the required language again. Only image files should be used for equipment icons. When creating a backup of TEOS Manage, there is little progress shown in the page. The creation of the backup has completed once the browser starts to download the file. When adding an attachment to a room booking in the Employee app, if the upload takes a long time you may see a "Maximum request length exceeded." error message. If possible, please try again with a faster connection, or remove the attachment from the booking and share it in another way. Saving Signage Statistics - Site Filter does not work, all the data is displayed
1088	When upgrading from Manage v1.58 to v2, meeting schedules do not appear.	If using Room booking in Manage v1.5, booking will work as it was, but a new workflow needs to be applied to get more data out of room booking
964	In Sites Overview, it is sometimes possible to only right click in the bottom part of an object to see the context menu.	This happens only if setting rights for the user on a room
1172	Virtual Remote screenshot of device shows Signage, but display is on external input	No blocking behavior as the video input (HDMI) is not visible.
1430	TEOS Manage preview (virtual remote) could show the content from Connect session.	Please contact Sony PrimeSupport if you are having this behavior and want it solved.
1441	English language text remains in TEOS interface when using another type of language	A new review of languages will be done in the next TEOS Manage version.
1185 1020	Backup & Restore not working as expected. If the Android Debug is running on the server, the Restore of a backup fails and no changes are made.	User can turn Actions Schedules off and reboot server before Restoring.
1123	The "Run now" action in Action Schedule does not work on subgroups. It works on a selected device and/or a selected group.	Change the time on your action schedule to send the commands from TEOS properly, if you need to make an instantaneous test.

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TEOS Reception

Item Number	Description	Status
1063	No attachment included in Reception invitation email.	Attachments are not being sent when creating an invitation using the Outlook Reception plugin. This will be fixed in an upcoming patch.
1183	If creating a new reception template with no name and saving, saving button does not appear	If you forgot to add a name in the new reception add-on created, just go back and try again with a name.

TEOS Signage

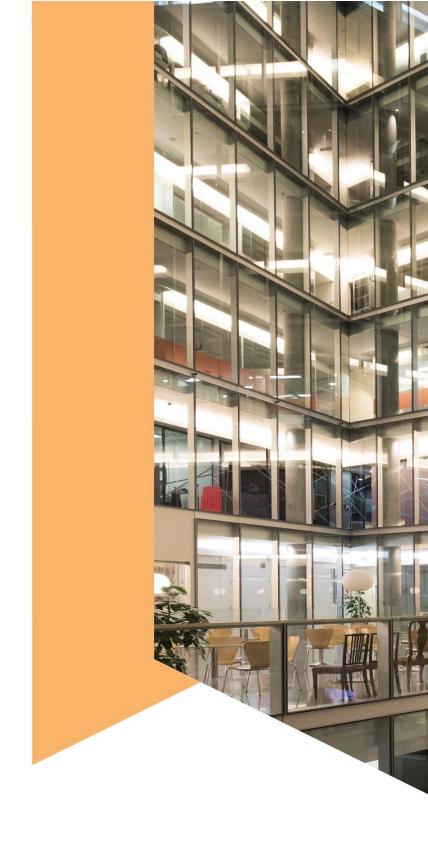| Item Number	Description	Status
1083	Signage on hardware player sometimes fails to restart after changing default content.	A notification can be received and an "update screen" can be done to solve it.
1037	Uploading media file that is too large (1GB) causes cancellation of subsequent batch uploads.	When uploading multiple files, a failure on 1 file will cancel the upload of the subsequent files.
1034 267	A Digital Signage login screen can appear in some circumstances	This can appear because of database synchronization. Just wait for some minutes and TEOS will appear again.
563	mp3 audio file not playing in preview	If an audio file does not play in preview within Manage please check playout on a target device.
939	Thumbnail update takes time	Thumbnail of pages can sometimes show a previous configuration in the page, this is due to the time to generate the snapshot and thumbnail, the playout is not impacted and should work
909	When uploading a mp4 file, text can be longer than dialog box	Cosmetic only, a long mp4 file name can be added to TEOS, the file name can be bigger than dialog box
270 266 1434 1125	YouTube new playback method implementation changed.	Due to compliance with Google, playback method on TEOS has been changed. Content from YouTube is now streamed to TEOS apps. Some YouTube videos cannot be played, in this case, we recommend uploading directly videos into TEOS Server instead of using YouTube.
1167	SQL error when editing a page with long duration YouTube video.	YouTube videos up to 150 minutes are supported.
1145	When using font not included in TEOS in mail to signage option, text can be cropped	Because of font not integrated into TEOS, text can be cropped. Please check the documentation to add a font or contact Sony support.
257	Some fonts can be cropped in Signage Android App	Depending on fonts used, text can be cropped and not showing the full letter/symbol. Please use Sony recommended fonts document to make sure the text will not be cut or contact your Sony support.
1189	Port 143 without SSL for Email to signage option not working	Please try to use another port or use it in SSL.
1186	Turning ON a BRAVIA for Signage using TEOS Manage during power off action schedule time will not start automatically the signage app	Please make sure that the option "block when on external input is disabled.

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TEOS Mobile (Employee App)

Item Number	Description	Status
950	Sorting room search results by capacity or time not working.	In the TEOS Mobile app, sort by capacity is not sorting as expected. Please change the search criteria if you need to refine your search results. This will be fixed in an upcoming patch. An option is to try on Android going to Settings -> Advanced Settings -> Language and input -> Language -> Add language English (United States) and set it as primary.
925	Removing an attendee from a booked meeting does not update their calendar.	In the TEOS Mobile app, when removing an attendee of an already booked meeting the attendee will not receive an email to remove them from the meeting. If you wish to remove an attendee from a meeting, please inform them through another method. This will be fixed in an upcoming patch.
1192	Setting a future date in search criteria results in wrong date or error when system language is not in English USA or Dutch. Issue exists in Windows & Android.	Please contact Sony support team to solve this issue.

Devices

Item Number	Description	Status
867 865	Depending on video complexity hardware player can struggle.	If needed to use more complex video playback, please contact Sony to define what type of content.
1083	Signage on hardware player sometimes fails to restart after changing default content.	A notification can be received and an "update screen" can be done to solve it.
1085	When doing a BRAVIA firmware update from Manage the IP Control settings Authentication on the display should be set to None.	When doing a BRAVIA firmware update from Manage the IP Control settings Authentication on the display should be set to None.
959	Instability might happen with ADB in older BRAVIA FY15 and tablets	Just reboot the devices sometimes and it will solve the issue
1159 1134	Preview snapshot timing out on tablets Previous device attempt must complete before next device can be attempted, causing a delay even for devices that will work.	This behavior can happen when tablets connected to the network takes around 15ms to respond to the server.

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https://pro.sony/teos

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