



Installation Guide

Embrava Desk Sign

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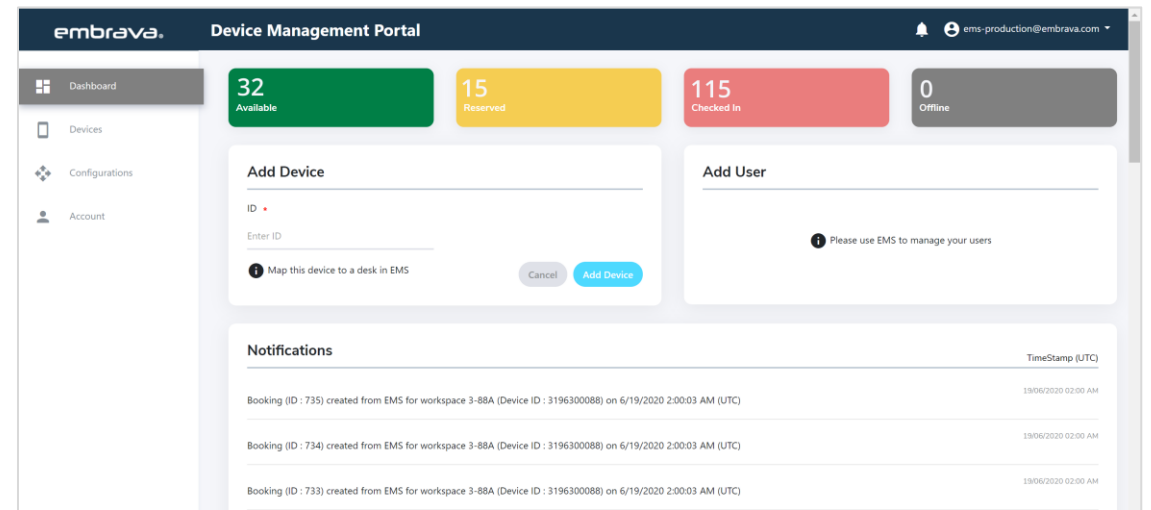
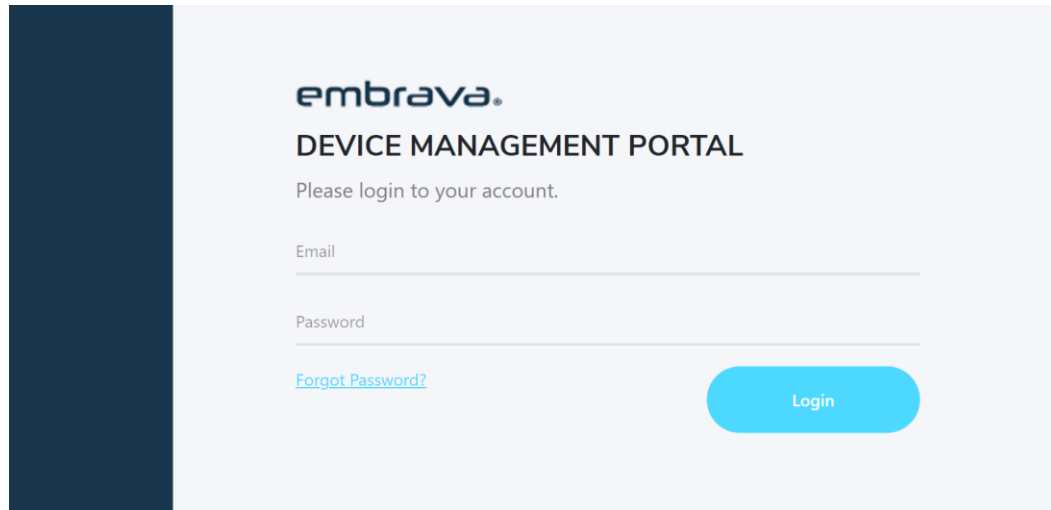
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Before you start

First things first, before you power on and have your Desk Sign manage a workspace you must first have registered and have access to the **Embrava Device Management System (DMS) Portal** as shown below:



From within the Embrava DMS, you can connect to your specific Integrated Workplace Management System (IWMS), maps Desk Signs to workspaces and configure your different alerts on the Desk Sign.

If you are yet to register for access to the Embrava DMS please contact support here: <https://www.embrava.com/support-call>

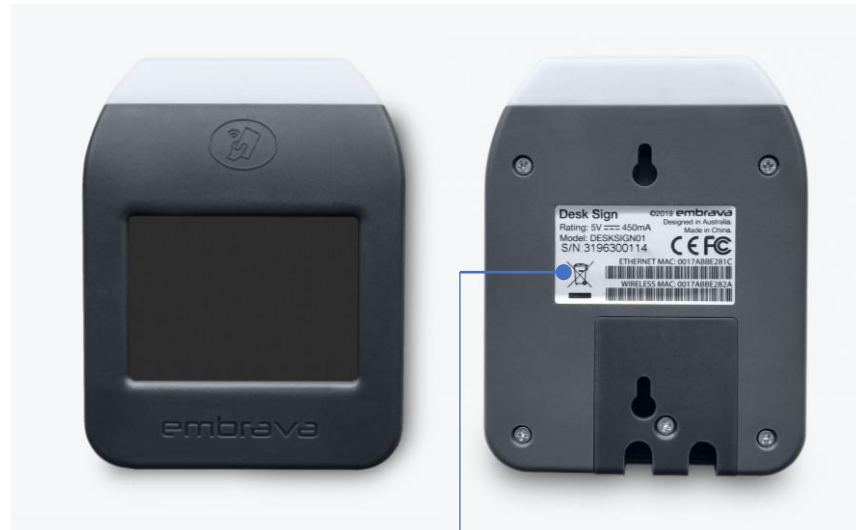
In the Box

Once you've received your Desk Sign, you will find the following included in the box:

Desk Box Unit Box



Desk Sign



USB cable



Serial number and MAC addresses on packaging and device to help setup and network configuration

USB Type-C to USB-A male cable used to power the Desk Sign.

Connecting the Desk Sign

- Powering the Desk Sign
- Networking the Desk Sign

Powering the Desk Sign

Follow the steps below to connect your Desk Sign to power:

1. Remove the cable cover from the back of the device as shown below:



2. Connect the USB-C end of the USB cable provided into the USB-C adaptor into the back of the device. Alternatively, connect an Ethernet cable into the Ethernet adaptor into the back of the device.



Ethernet adaptor for PoE power or USB-C adaptor for USB power.

3. Replace the cable cover as shown below and then plug the USB-A end of the USB cable provided into a USB-A power source. Alternatively, connect the other side of the Ethernet cable connected in step 2 to a Power of Ethernet (PoE) network.



Powering the Desk Sign

4. Once the Desk Sign has been connected to power the screen on the right will be displayed:



Networking the Desk Sign

Wireless network connectivity

Note: Your wireless network requires outbound access to port 443 and port 8883 for the Desk Sign to function.

1. Connect your Desk Sign to USB power as described in the **Powering the Desk Sign** section of this guide. Once powered up the screen below will be displayed.



2. As the Desk Sign boots up, the screen below will be displayed for you to choose a Wi-Fi network. If this screen is not displayed, tap the screen when the **“Tap anywhere to open Wi-Fi network list”** message is displayed as shown in the image of point 1 to see the network list.



3. Tap the name of your preferred Wi-Fi network, enter the password and select **“Yes”** on the screen below to have the Desk Sign connect to your selected Wi-Fi network.



Networking the Desk Sign

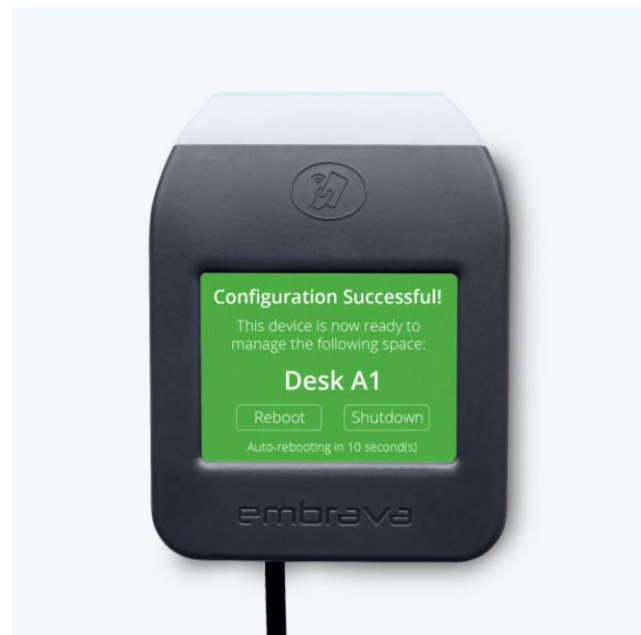
Wireless network connectivity

Note: Your wireless network requires outbound access to port 443 and port 8883 for the Desk Sign to function.

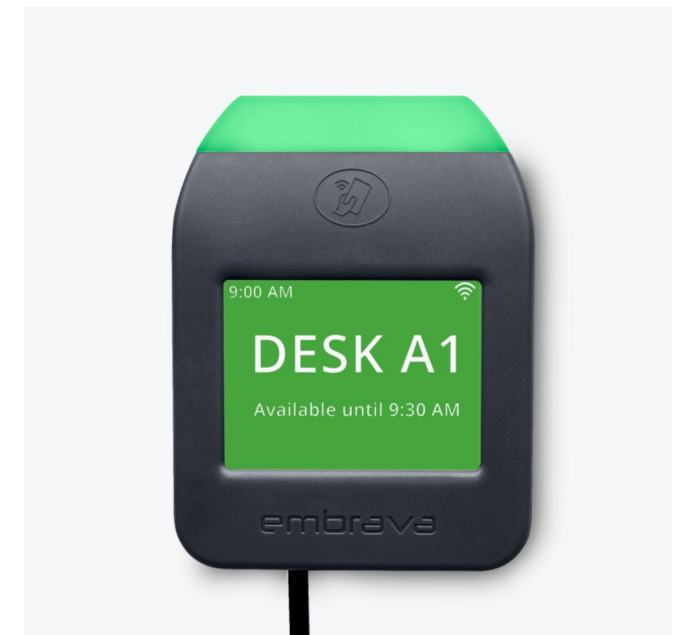
4. The Desk Sign will now attempt to connect to the Embrava DMS over the selected Wi-Fi network.



5. Once successfully connected to the Embrava DMS, the Desk Sign will pull down its configuration and display the "Configuration Successful" screen as shown below.



6. The Desk Sign will now reboot applying its configuration and then display the availability of its mapped workspace as shown below. The Desk Sign is now ready to be mounted at its assigned workspace.



Networking the Desk Sign

Wired network connectivity

Note: Your wired network requires outbound access to port 443 and port 8883 for the Desk Sign to function.

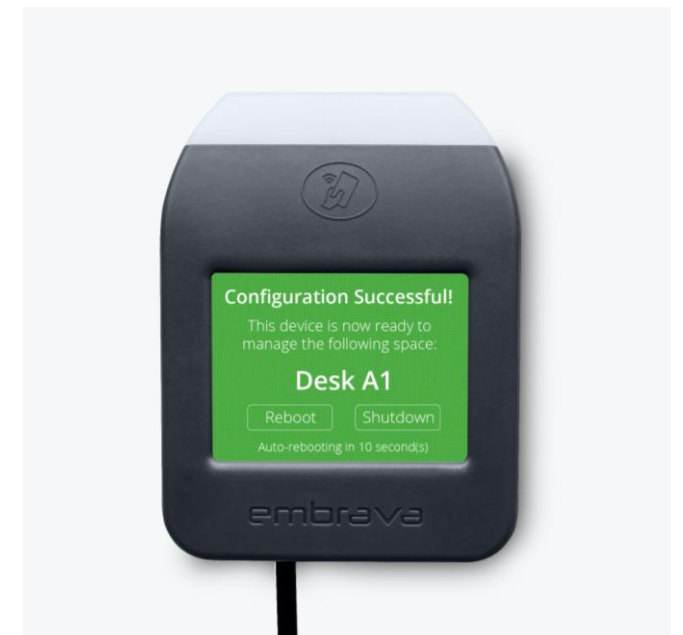
1. Connect an Ethernet cable into the Ethernet adaptor on the back of the Desk Sign as shown below.



2. Connect your Desk Sign to power as described in the **Powering the Desk Sign** section of this guide. Once powered up the Desk Sign will begin to connect over the wired network as shown below.



3. Once successfully connected to the Embrava DMS, the Desk Sign will pull down its configuration and display the “Configuration Successful” screen as shown below.

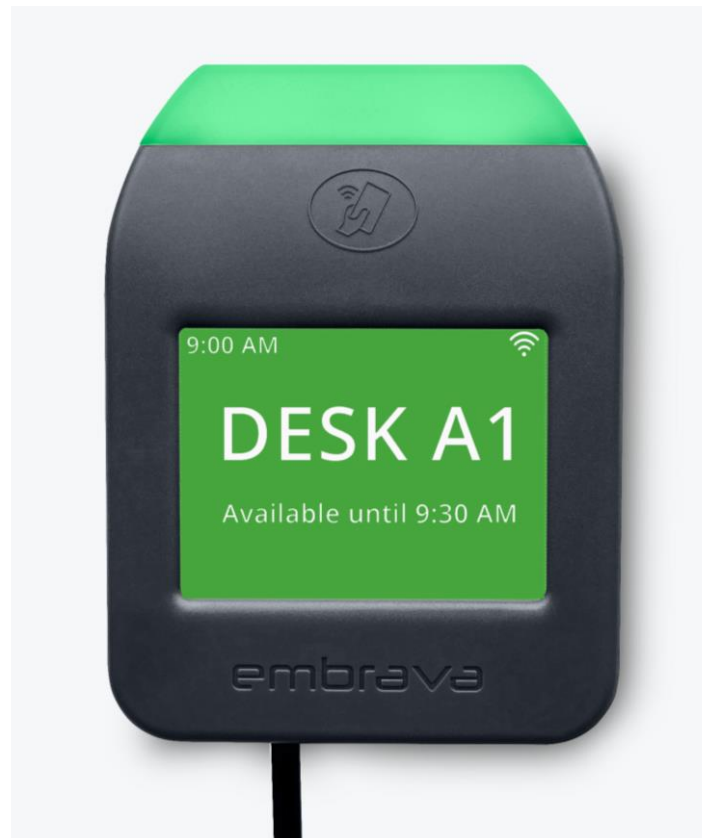


Networking the Desk Sign

Wired network connectivity

Note: Your wired network requires outbound access to port 443 and port 8883 for the Desk Sign to function.

4. The Desk Sign will now reboot applying its configuration and then display the availability of its mapped workspace as shown below.
The Desk Sign is now ready to be mounted at its assigned workspace.



Mounting the Desk Sign

- Mount Accessories
- Mounting on a Partition
- Mounting on a Desk
- Mounting on a Wall
- Mounting on Glass

Mount Accessories

Note: The Partition/Desk Mount and Wall/Glass mount are sold separately from the Desk Sign.

The Desk Sign can be mounted using 2 different mounts as illustrated below:

Partition/Desk Mount
SKU: MNTPART01



Wall/Glass Mount
SKU: MNTMAG01



Mounting on a Partition

Partition/Desk Mount (SKU: MNTPART01)

Note: When applying adhesive stickers to a surface be sure to first clean the surface and apply at least 10 seconds of pressure when applying.

1. Using the Partition/Desk mount, screw the screw hooks into positions 1 and 3 as shown below to ensure the Desk Sign LED bar is placed just above the partition for clear visibility once mounted.



2. Peel one side of the adhesive stickers and apply them to the correct positions on the mount bracket as shown below.



3. Peel the other sides of the adhesive stickers and place the mount bracket in position placing pressure on both the top and sides of the mount to ensure it holds to the surface.



Mounting on a Partition

Partition/Desk Mount (SKU: MNTPART01)

4. Connect the Desk Sign to power and slide the device onto the screw hooks of the mount bracket to lock it into position.



Tips for hiding cabling

There are several options to hide the cabling when mounting on a partition:

1. Use conduit.
2. Route the USB cable through the cable channel so that the cable can exit and be hidden from the top of the device as shown in the image on the right.
3. Use the Wall mount and create a hole to hide the cabling as illustrated in **Step 2 of Mounting on a Wall**.



Mounting on a Desk

Partition/Desk Mount (SKU: MNTPART01)

Note: When applying adhesive stickers to a surface be sure to first clean the surface and apply at least 10 seconds of pressure when applying.

1. Using the Partition/Desk Mount, screw the screw hooks into positions 2 and 4 as shown below to ensure the Desk Sign LED bar does not protrude the desk edge once mounted.



2. Peel one side of the adhesive stickers and apply them to the correct positions on the mount bracket as shown below.



3. Slide the Desk Sign onto the screw hooks of the mount bracket to lock it into position and run the USB cable along the cable channel of the mount to a power source as shown below.



Mounting on a Desk

Partition/Desk Mount (SKU: MNTPART01)

4. Peel the other sides of the adhesive stickers and place the mount and device in position placing pressure on both the top and sides of the mount to ensure it holds to the surface.



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Tips for hiding cabling

To completely hide the cabling when mounting on a desk, you can use the Wall Mount and create a hole in the desk to route the cable as shown below. See the **Mounting on a Wall** section for more details on how to prepare a hole when hiding cables with the Wall Mount.



Mounting on a Wall

Wall/Glass Mount (SKU: MNTMAG01)

1. Remove the mount plate and 4 screws from the Wall/Glass mount packaging as shown below.



2. Screw the mount plate into position and create a hole 1.5in x 0.6in (40mm x 15mm) directly below the Wall Mount as illustrated below:



3. Route your power/network cables through the hole and into the back of the device. Replace the cable cover as shown below.



Mounting on a Wall

Wall/Glass Mount (SKU: MNTMAG01)

4. Attach the Desk Sign to the hook screws of the mount plate and slide the device down to lock it in position.



Mounting on Glass

Wall/Glass Mount (SKU: MNTMAG01)

Note: When applying adhesive stickers to a surface be sure to first clean the surface and apply at least 10 seconds of pressure when applying.

1. Remove the mount plate, rear cover and 3M adhesives from the Wall/Glass mount packaging as shown below.



2. Peel one side of the plate adhesive and apply it to the back of the wall plate. Do the same for the rear cover as shown below.



3. Peel the other side of the plate adhesive and place the mount plate into position on the glass surface following the note above.



Mounting on Glass

Wall/Glass Mount (SKU: MNTMAG01)

Note: When applying adhesive stickers to a surface be sure to first clean the surface and apply at least 10 seconds of pressure when applying.

3. Connect your required cable, replace the cable cover and slide the Desk Sign onto the mount hooks as shown below.

4. Peel the other side of the rear cover adhesive and position it behind the device on the opposite side of the glass to cover the back of the device.
Use conduit to neatly hide cabling as shown below.



Troubleshooting

- Error Messages
- Rebooting the Desk Sign
- Restoring Factory Settings
- Support

Error Messages

Troubleshooting



Your device has not been registered or licence to use the Desk sign has expired. Please contact Embrava support to get your device registered.



Your device is cannot communicate with the Embrava DMS servers. Please ensure your device is connected to a network with outbound access to port 443 and 8883.



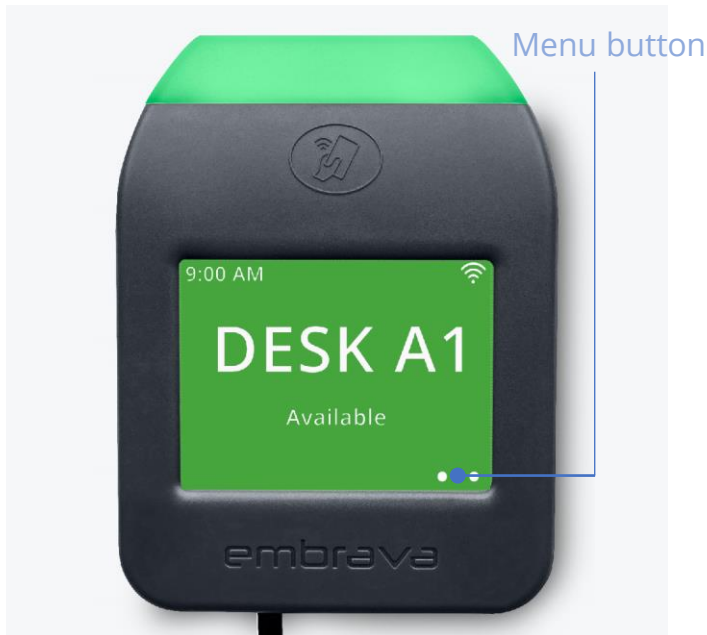
Or, "Cannot load config from Embrava DMS" means that the device has not been assigned to a workspace in either the 3rd party booking system or within the Embrava DMS Portal. Contact Embrava support to assist with mapping your device to a workspace.

Rebooting the Desk Sign

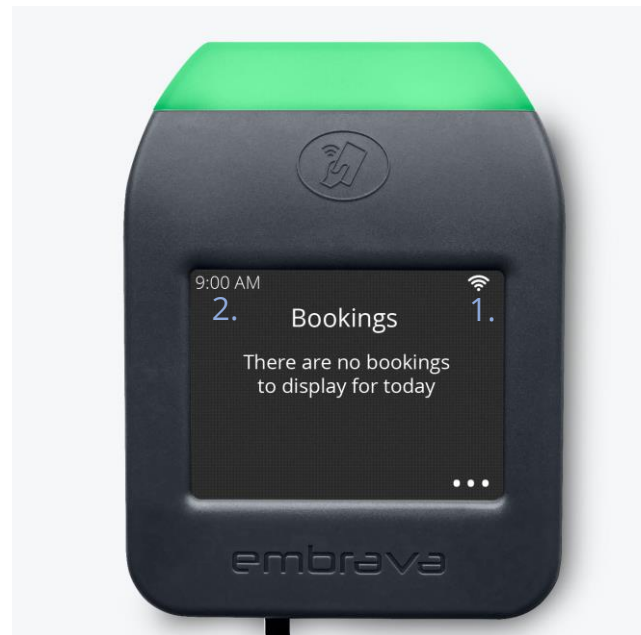
Troubleshooting

In addition to power cycling the Desk Sign, the Desk Sign can also be rebooted following the steps below:

1. Tap the menu button from main screen as highlighted below to show the Bookings screen.



2. The Bookings screen is now displayed as shown below. Now tap network icon and then the time consecutively as shown below to unlock the Control screen.



3. Follow the prompts from the Control screen to reboot the Desk Sign.



Restoring Factory Settings

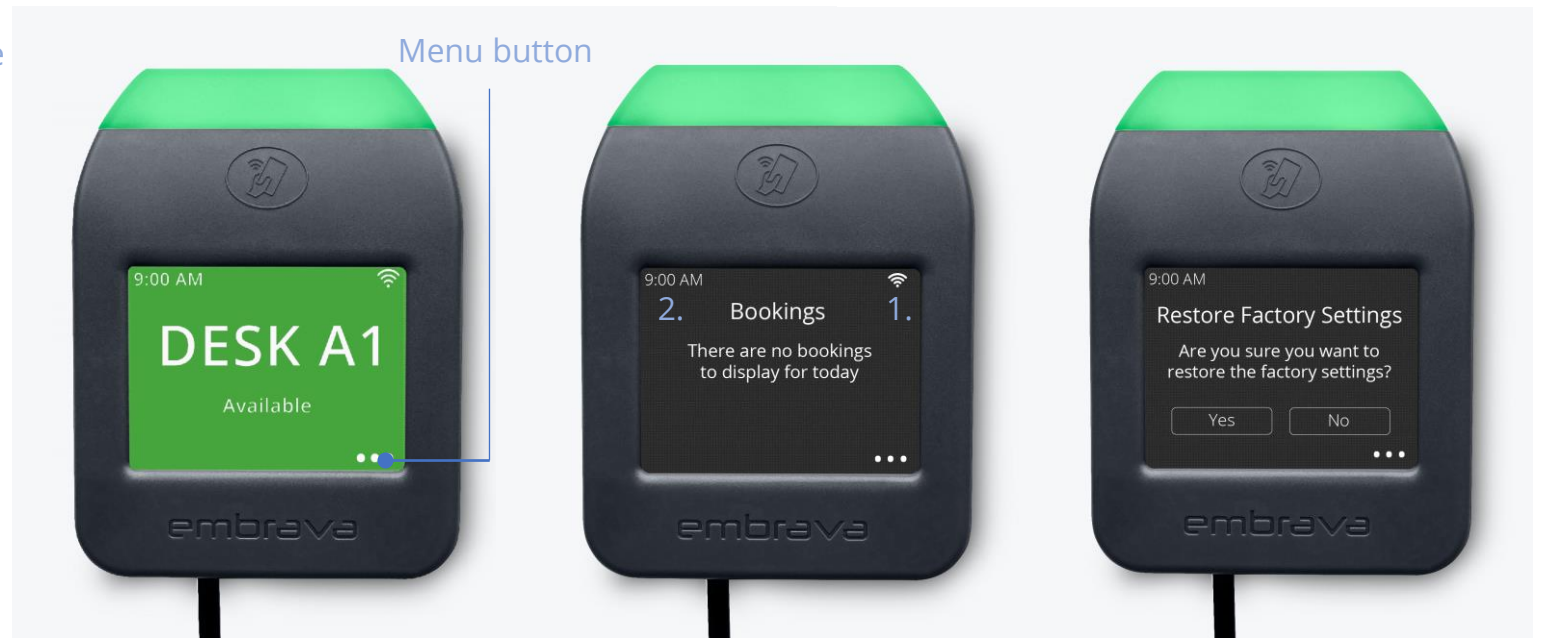
Troubleshooting

The factory settings of the Desk Sign can be restored in 2 ways:

1. During boot up, tap the screen when the “Tap anywhere to restore factory settings” message appears as shown below and follow the prompts.



2. Alternatively, from the tap the menu button from the main screen to show the Bookings screen as shown below. Tap the network icon and then the time consecutively to unlock the Control menu and follow the prompts to restore the factory settings.



Support

Troubleshooting

This section details the different areas you can utilize to get assistance with your implementation of the Embrava Desk Sign:

FAQ

Our Frequently Asked Questions (or FAQ) lists the responses to all of our commonly received questions.

This should be your first point of support as 9 out of 10 queries are usually resolved by the FAQ.

You can access the FAQ at the URL below:

<https://www.embrava.com/faq>

Log a Support Call

If you are unable to resolve your query via the FAQ please log a call with our support team.

To log a support call please visit the URL below:

<https://www.embrava.com/support-call>

FCC Regulatory Information

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC RF Radiation Exposure Statement Caution: To maintain compliance with the FCC's RF exposure guidelines, place the product at least 20cm from nearby persons.

Use the **Embrava Desk Sign** to build smarter workspaces for your employees today.