

Pulse Control Management Platform for Neat Devices User Guide

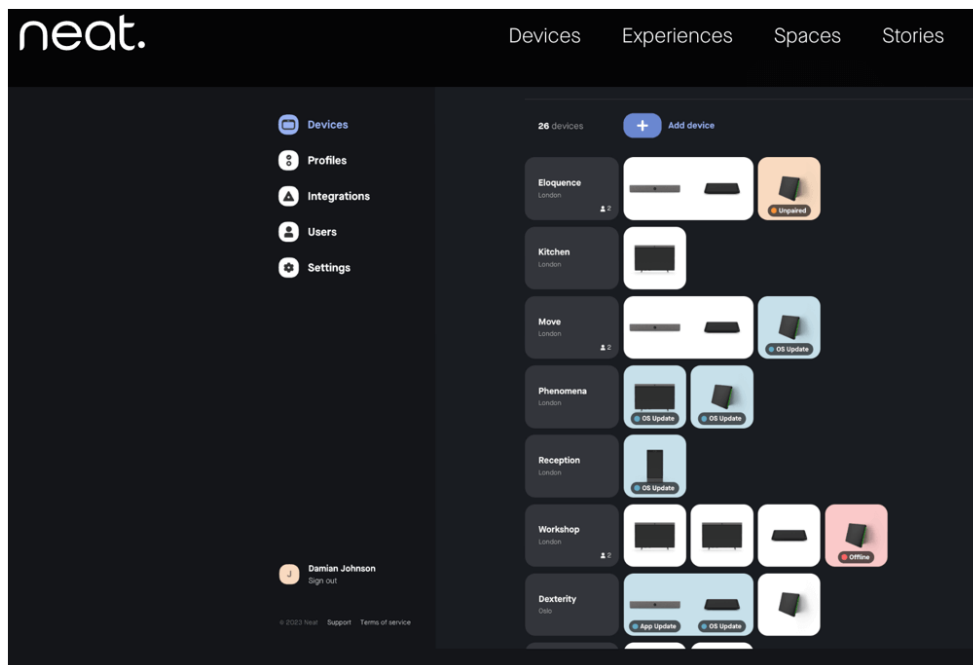
[Home](#) » [neat](#) » Pulse Control Management Platform for Neat Devices User Guide 

Contents

- 1 Pulse Control Management Platform for Neat Devices
- 2 Product Information
- 3 Introduction to Neat Pulse Control
- 4 Devices
 - 4.1 Device Enrollment
 - 4.2 Device Settings
 - 4.3 Device Updates
 - 4.4 Device Options
 - 4.5 Devices & Remote Control
- 5 Profiles
- 6 Users
- 7 Settings
- 8 Audit Logs
- 9 Organizations
- 10 Filters
- 11 Documents / Resources
 - 11.1 References
- 12 Related Posts

neat.

Pulse Control Management Platform for Neat Devices



Product Information

Introduction to Neat Pulse Control

Neat Pulse Control is a management platform for Neat devices. It groups devices by room, with settings that apply to individual rooms or groups of rooms, using profiles. Rooms are grouped by location and/or region within the organization.

Neat Pulse Control is administered by users. There are two types of users:

- **Owner:** Owners have access to all settings in the organization. There can be multiple owners per organization. Owners can invite/remove users, edit the organization name, add/delete regions/locations, and assign/restrict admins to access only certain locations.
- **Admin:** Access for admins is restricted to specific regions. Admins can only administer endpoints within these regions and cannot edit profiles. They cannot add users or edit organization settings.

There is no limit to the number of organizations a user can be added to in Neat Pulse Control. Users who are in multiple organizations will see an additional tab on the left-hand menu called 'Organizations', where they can navigate between the organizations they are part of.

- Users can have different privileges in each organization they are in, which means customers can add users from outside their organization as users of any type.
- To log in to Neat Pulse Control, use the following link: <https://pulse.neat.no/>.

The first page that will be shown is the sign-in screen. Configured users will be able to 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 into Neat Pulse Control will bring you to the 'Devices' page of your organization, where rooms and

devices are managed.

Devices

Clicking 'Devices' on the left-hand menu will return the Devices/Room view that displays information on enrolled devices and the rooms they reside in. Here alterations can be made to the configuration of the devices remotely at an individual, group, and room level.

Rooms/Devices Page

In order for a Neat device to be ready for use with Neat Pulse Control, it must first be physically installed, connected to the network, and any initial configuration and pairing completed. On the 'Devices' page, press the 'Add device' button at the top of the page. The 'Add device' pop-up will appear, enter a room name where your devices are located. For example, 'Pod 3' is used.

Add a device to create a room

Device Enrollment

The room will be created, and an enrollment code will be generated that can be entered into the 'System settings' of your Neat device to enroll it onto Neat Pulse Control right away if you wish.

Room creation

Press 'Done' and the room will be created. You can then alter the location of the room, change its name, enter in notes, assign a profile, or delete the room.

Introduction to Neat Pulse Control

Neat Pulse Control is a management platform for Neat devices. It groups devices by room, with settings that apply to individual rooms or groups of rooms, using profiles. Rooms are grouped by location and/or region within the organization.

Neat Pulse Control is administered by users. There are two types of users:

- **Owner:** Owners have access to all settings in the organization. There can be multiple owners by the organization. Owners can Invite/remove users, edit the organization name, add/delete regions/locations & assign/restrict admins to access only certain locations.
- **Admin:** Access for admins is restricted to specific regions. Admins can only administer endpoints within these regions & cannot edit profiles. They cannot add users & edit organization settings.

There is no limit to the number of organizations a user can be added to in Neat Pulse Control. Users who are in multiple organizations will see an additional tab on the left-hand menu called 'Organizations', where they can navigate between the organizations they are part of. Users can have different privileges in each organization they are in, which means customers can add users from outside their organization as users of any type.

- To login to Neat Pulse Control, use the following link: <https://pulse.neat.no/>.

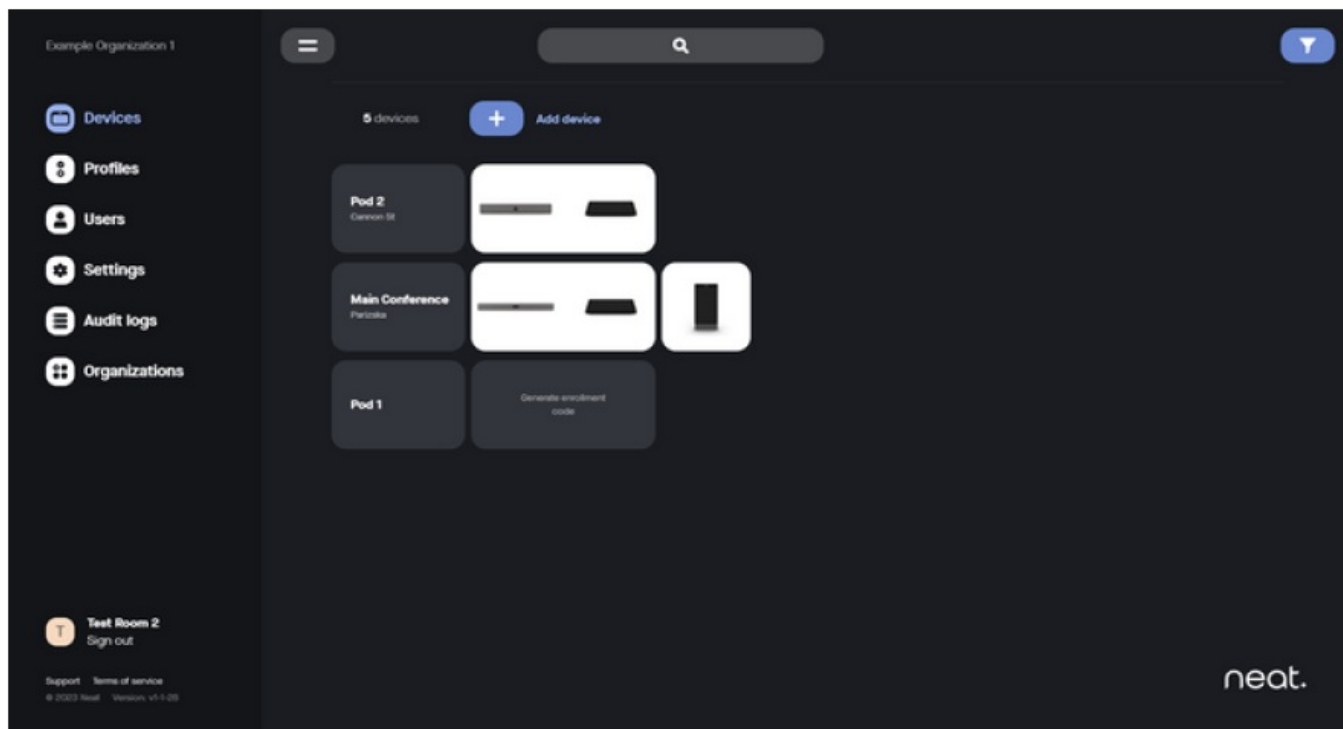
The first page that will be shown is the sign in screen. Configured users will be able to sign in using one of the following methods:

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

Signing into Neat Pulse Control will bring you to the 'Devices' page of your organization, where rooms and devices are managed.

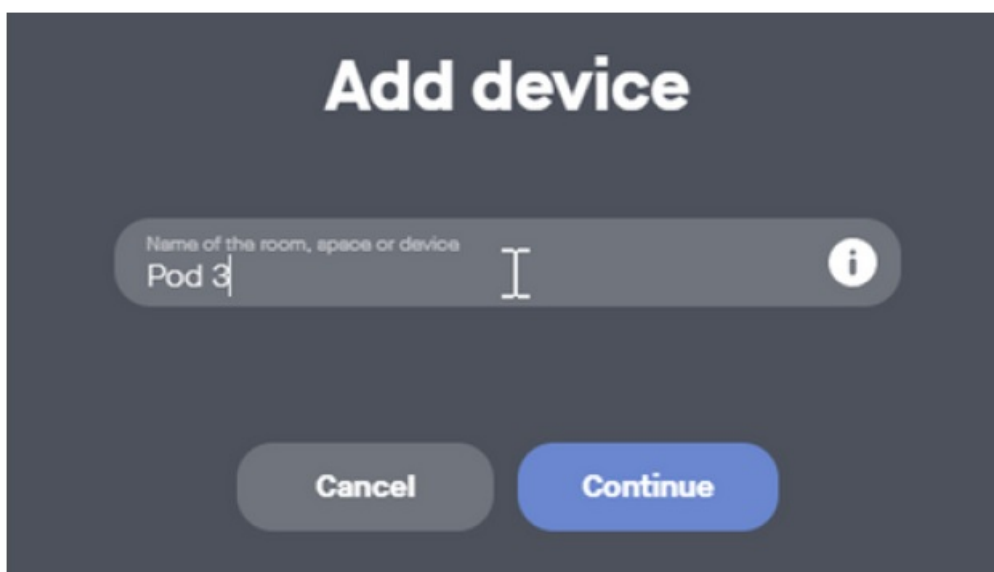
Devices

Clicking 'Devices' on the left-hand menu will return the Devices/Room view that displays information on enrolled devices and the rooms they reside in. Here alterations can be made to the configuration of the devices remotely at an individual, group, and room level.



Rooms/Devices Page

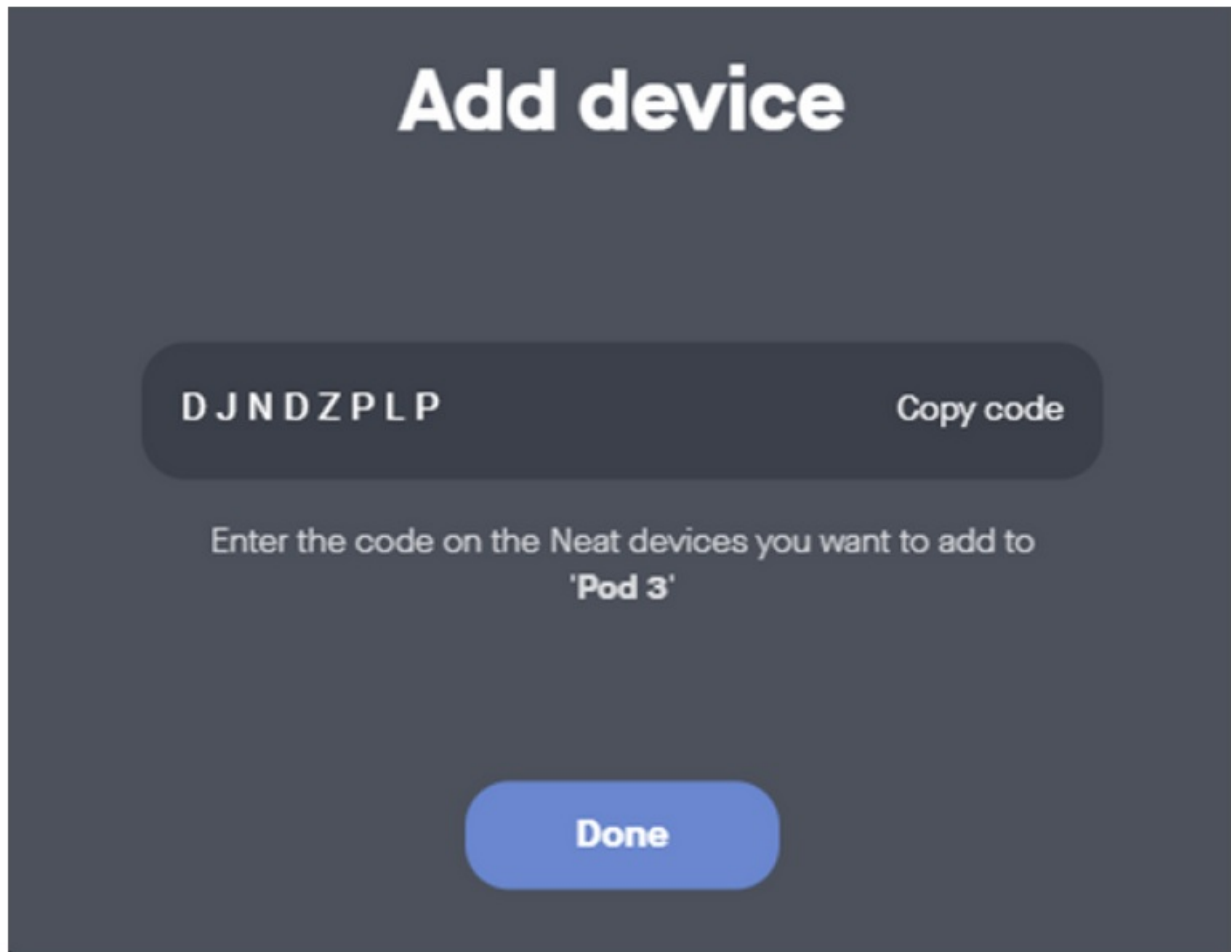
In order for a Neat device to be ready for use with Neat Pulse Control, it must first be physically installed, connected to the network, and any initial configuration and pairing completed. On the 'Devices' page, press the 'Add device' button at the top of the page. The 'Add device' pop-up will appear, enter a room name where your devices are located. For this example, 'Pod 3' is used.



Add device to create a room

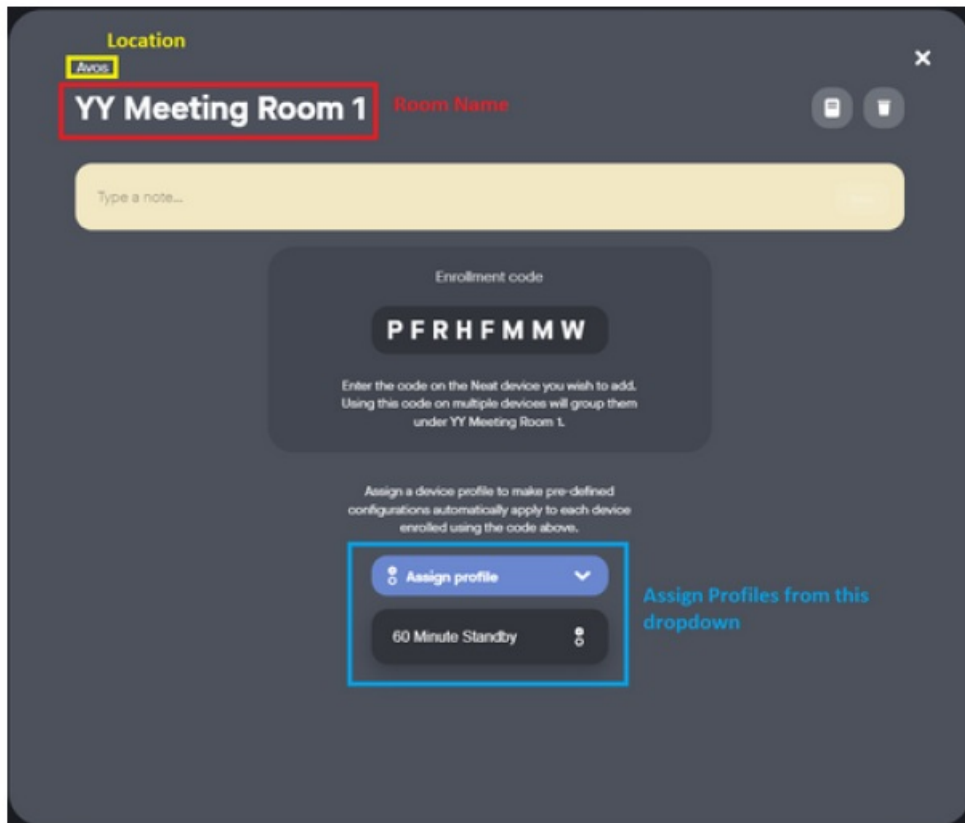
Device Enrollment

The room will be created and an enrollment code will be generated that can be entered into the 'Systemsettings' of your Neat device to enroll it onto Neat Pulse Control right away if you wish.



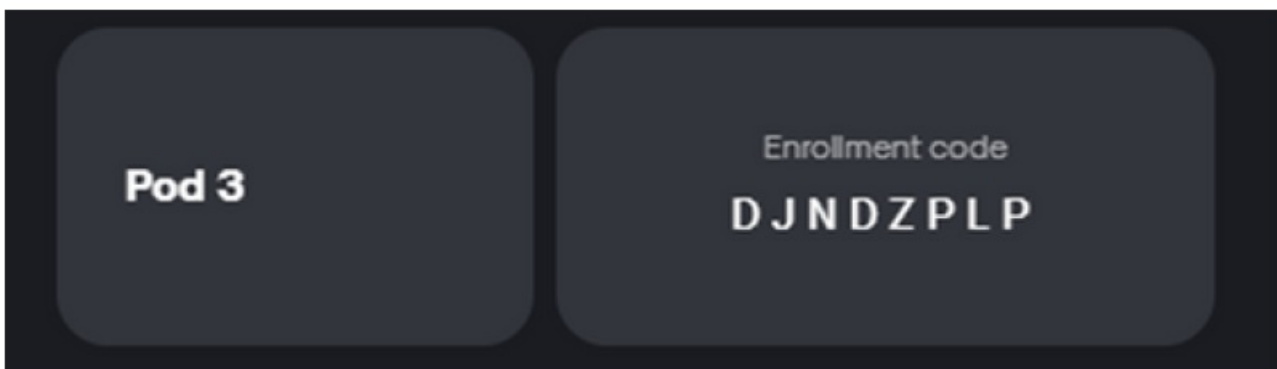
Room creation

Press 'Done' and the room will be created. You can then alter the location of the room, change its name, enter in notes, assign a profile, or delete the room.



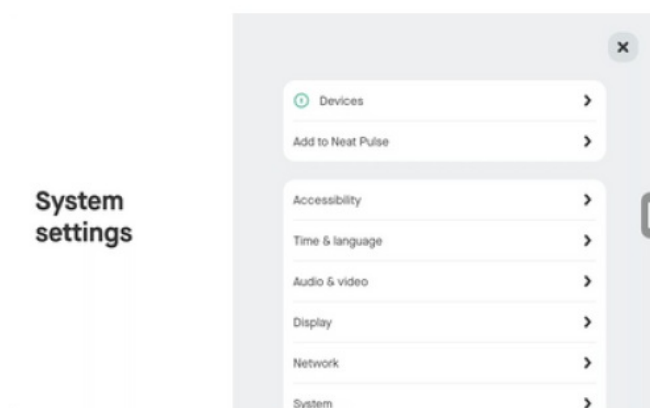
Room view

Press the 'Close' icon to return to the 'Devices' page. You will see that the room has been created successfully and the enrollment code appears as a placeholder for the devices.



Enrollment code for Neat devices

On your Neat device, navigate to 'System Settings' and select 'Add to Neat Pulse' to bring up the enrollment screen.

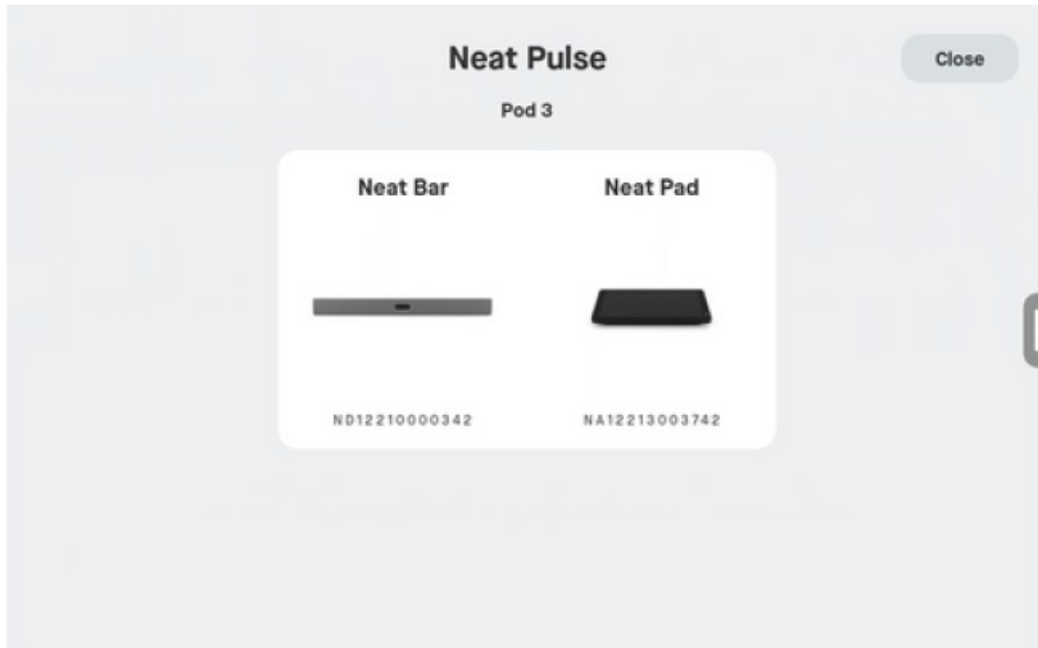


Device System Settings



Enrollment code entry field

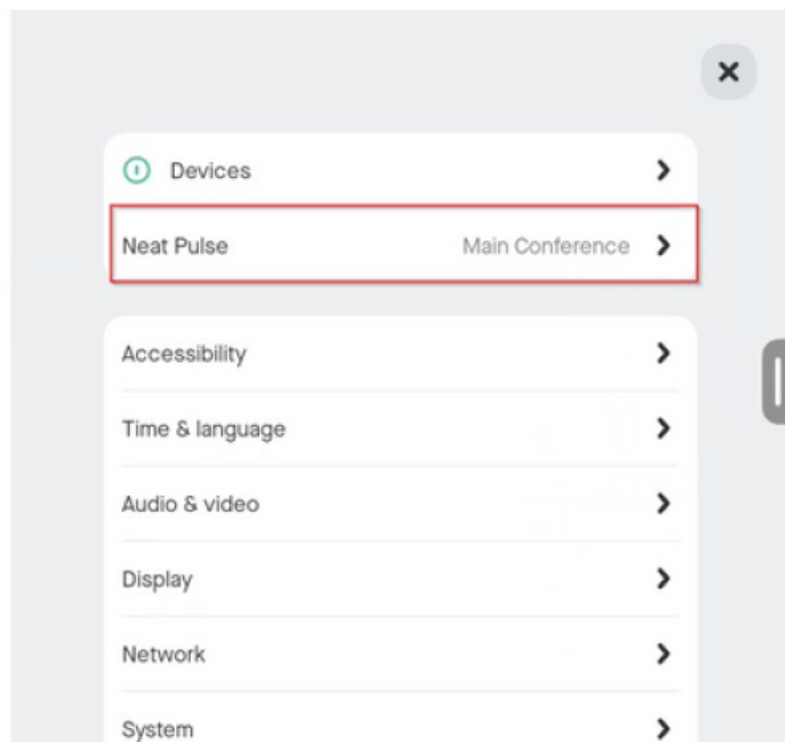
Key in the enrollment code into your Neat device to enroll devices onto the room & the enrollment is completed.



Enrollment completion

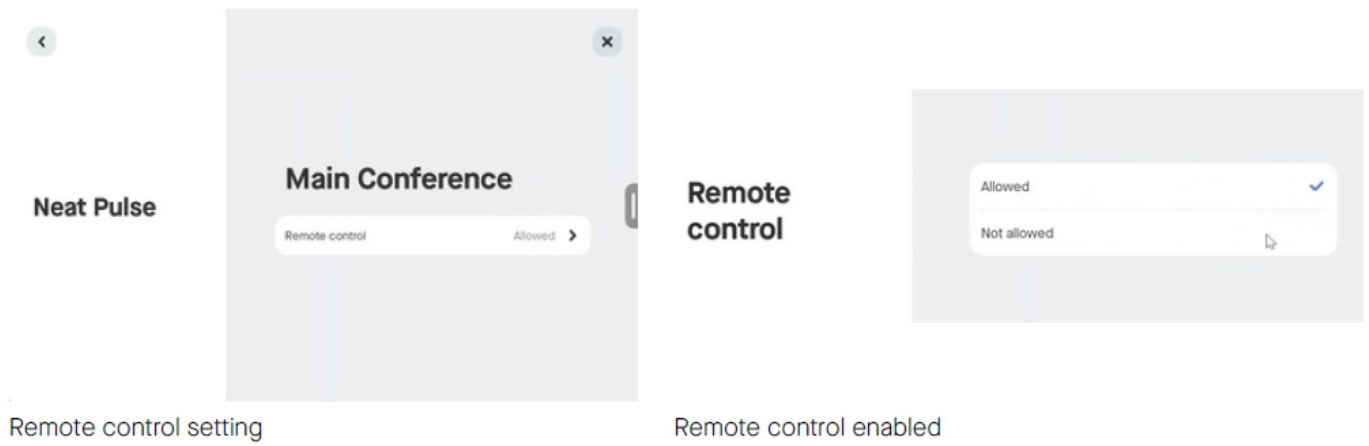
(Optional) If you wish to disable Remote Control on the device, then you may do so from the System settings screen on the device by pressing 'Neat Pulse'.

System settings



Disable Remote Control

This will then display options to allow or disable remote control on the device as shown below.



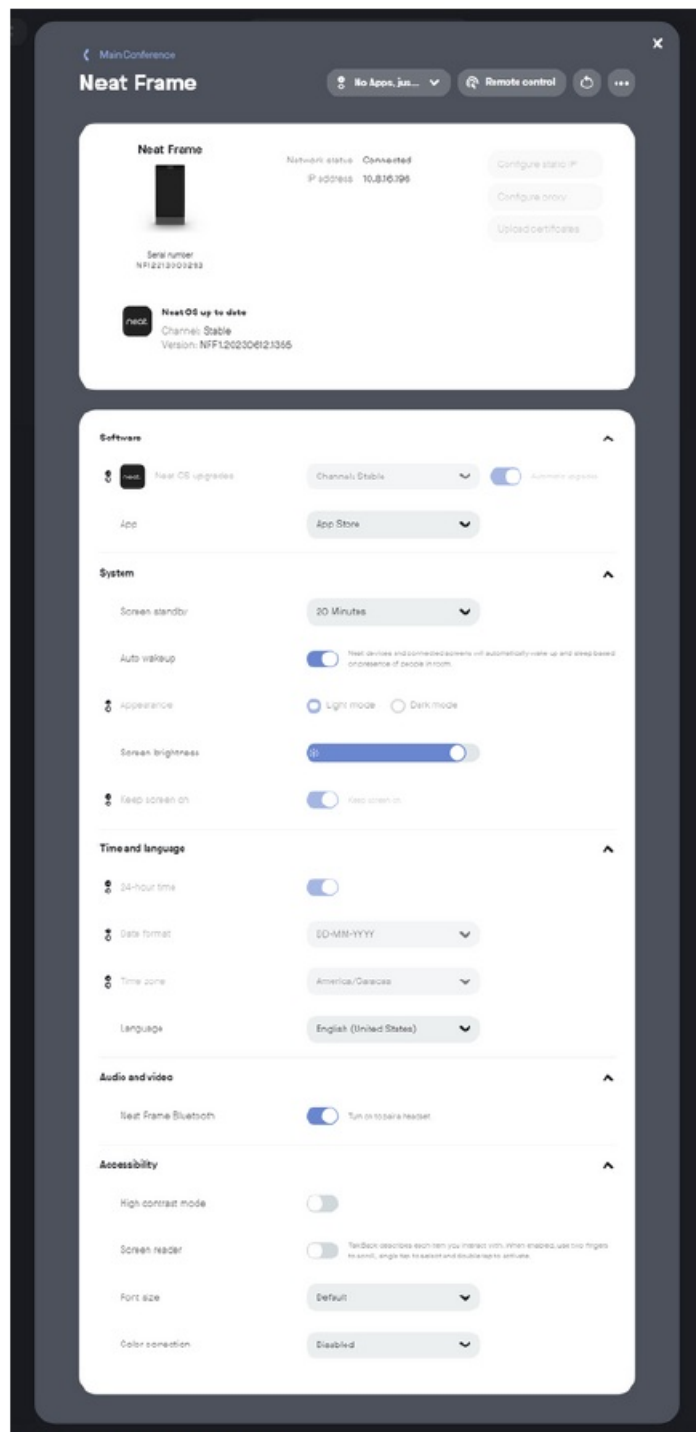
Once completed, Neat Pulse Control will display the enrolled devices instead of the enrollment code.



Room & Devices

Device Settings

Click on the device's image to bring up the device window. You will see a list of functionalities allowing you to remotely configure the specific device. Below is shown the full 'Device SettingsMenu' for a Neat Frame.



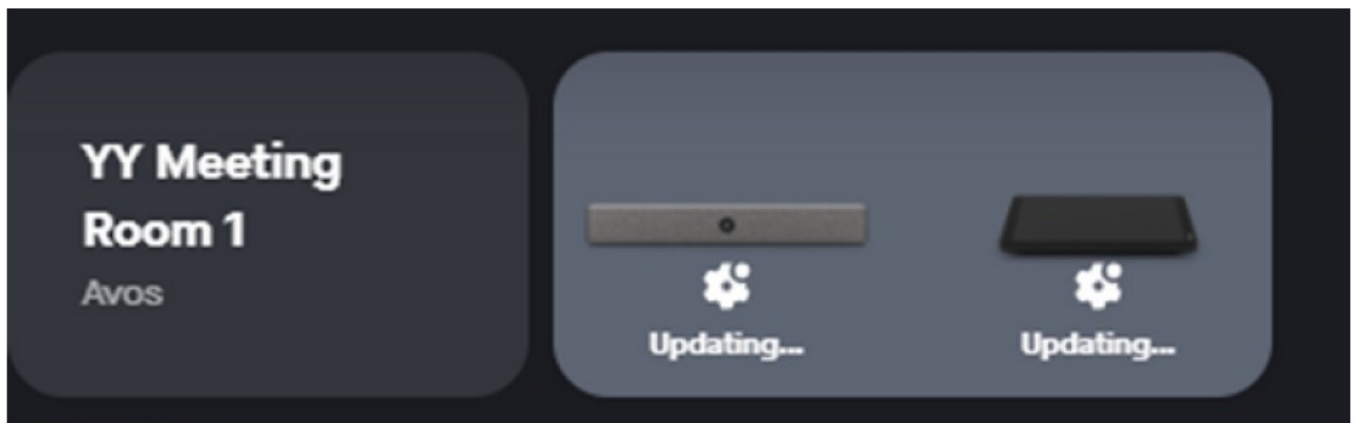
Neat Frame Device Settings Menu

The settings are described in the below table. By default, all settings are disabled and will need to be enabled in order to display and edit the options associated with the setting.

Section	Setting Name	Description	Options
Software	Neat OS upgrades & App settings	Sets the policy for updating the firmware for Neat devices.	
Software	Zoom Rooms Controller	If Zoom is installed, this sets the policy for updating the Zoom client software versions.	Channel: Default (default) Channel: Stable Channel: Preview
System	Screen standby	Sets the time the device is inactive before it reverts to standby and turns off the display.	1, 5, 10, 20, 30 or 60 Minutes
System	Auto wakeup	Neat devices and connected screens will automatically wake up from standby based on presence of people in room.	
System	Teams Bluetooth	Turn on to cast content from a desktop or mobile device.	
System	HDMI CEC	Allow Neat Bar to turn connected screens on & off automatically.	
Time & language	Date format		DD-MM-YYYY YYYY-MM-DD MM-DD-YYYY
Accessibility	High contrast mode		
Accessibility	Screen reader	TalkBack describes each item you interact with. When enabled, use two fingers to scroll, single tap to select and double tap to activate.	
Accessibility	Font size		Default, Small, Large, Largest
Accessibility	Color correction	Alters the colors of the display for accessibility for those with color blindness.	Disabled Deuteranomaly (red-green) Protanomaly (red-green) Tritanomaly (blue-yellow)

Device Updates

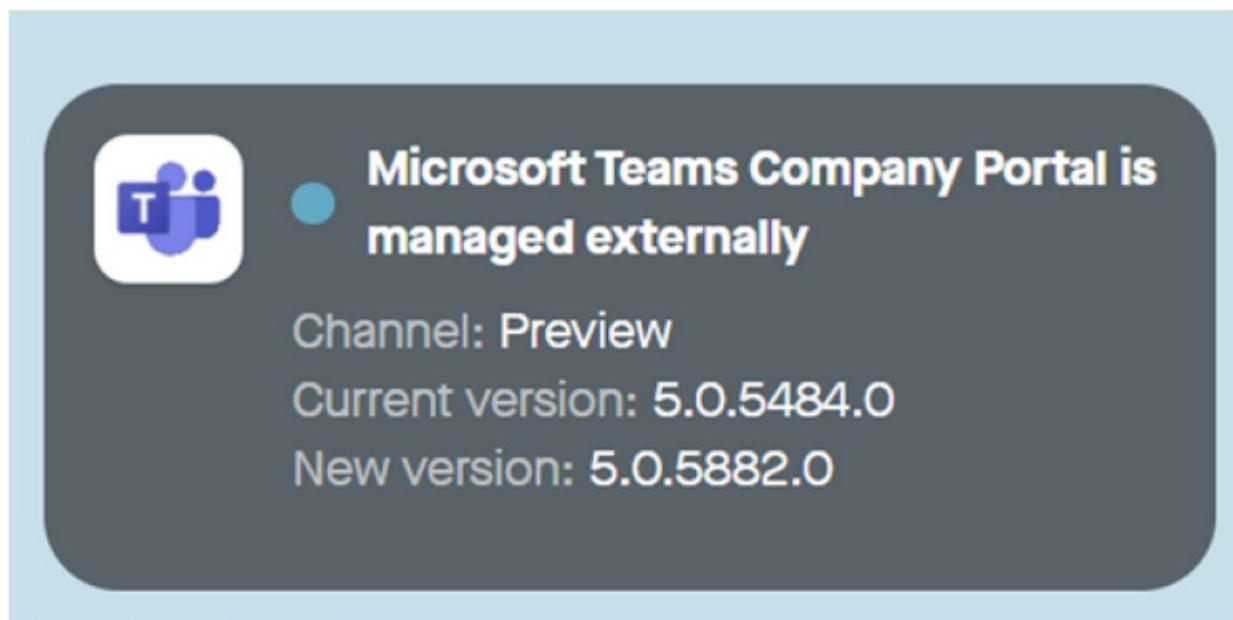
The device status (e.g. offline, updating etc.) will be displayed next to the image of the device in Neat Pulse Control.



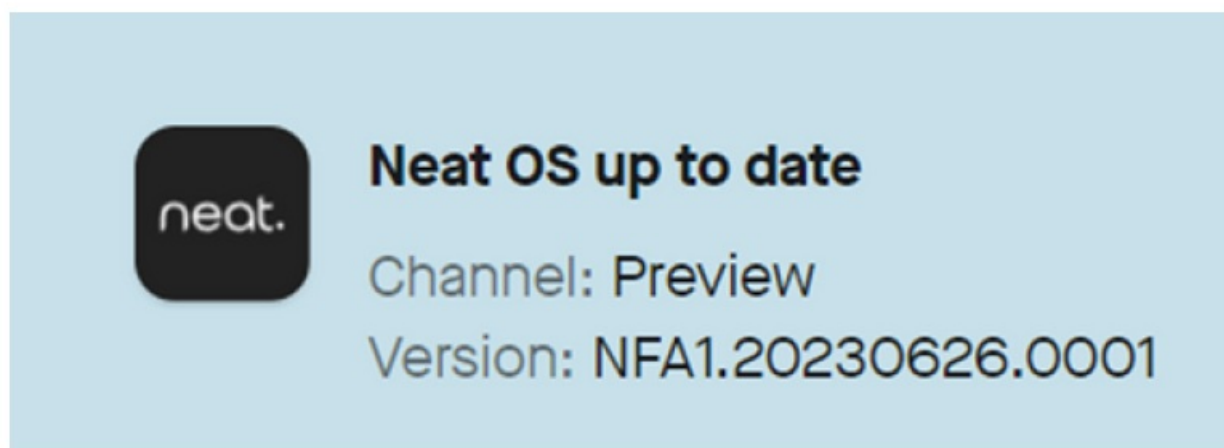
Device Updates

When viewing a device, it is possible to view the current version of the Zoom client software in addition to the device's Neat firmware. If an update is available, it is possible to update the software manually via the 'Update' button.

Please note that Teams app updates are updated from the Teams Admin Center.



Teams Update notification

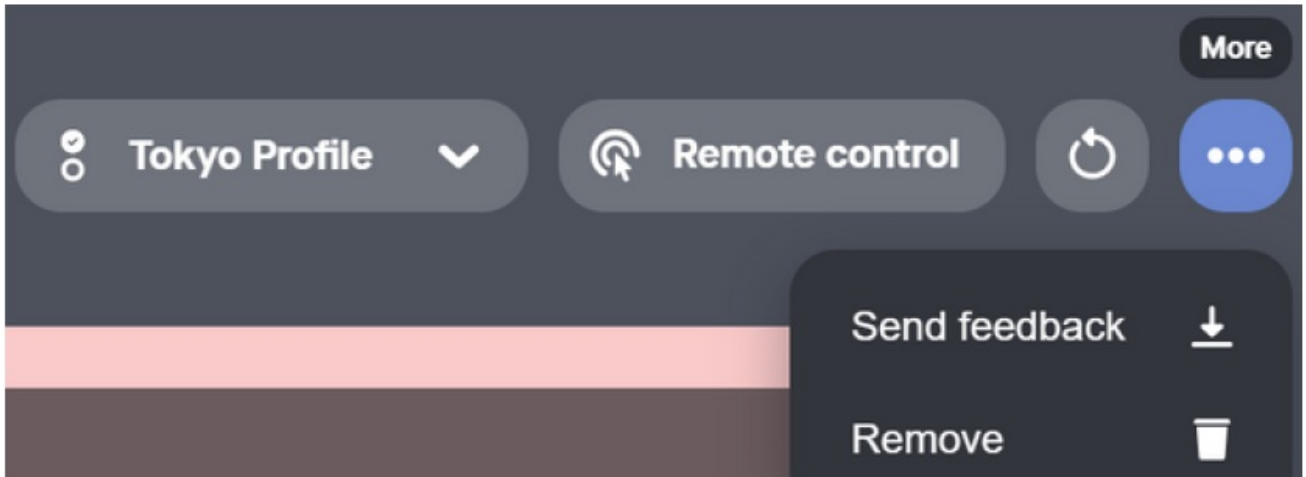


Neat OS Firmware version

Device Options

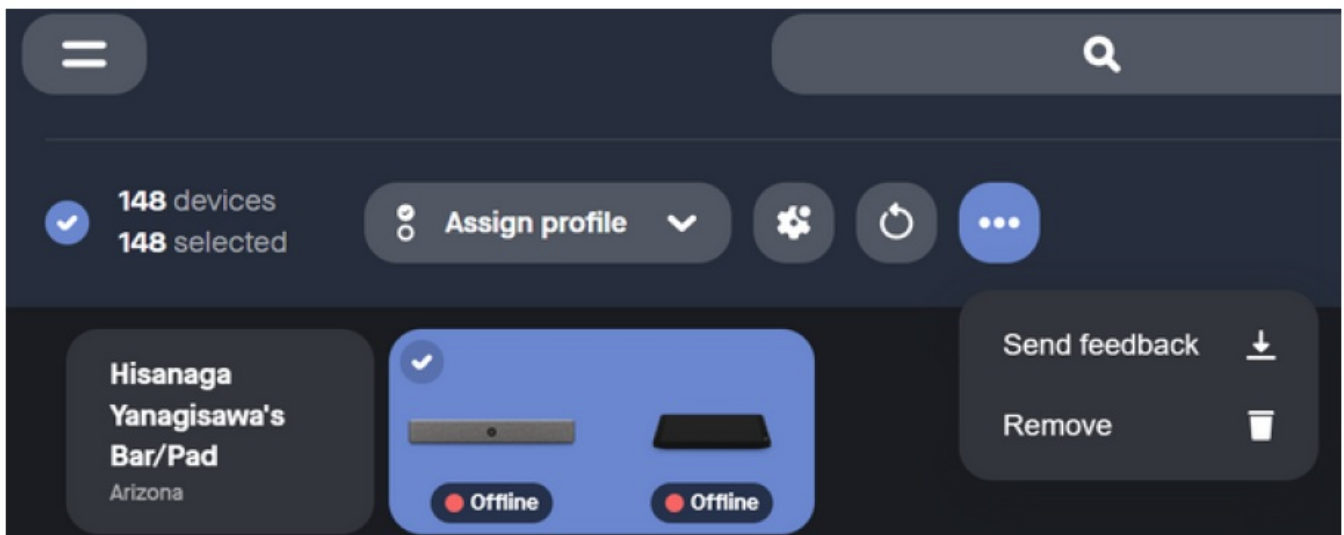
Along the top of the device screen, there are a number of options that grant the ability to:

- Assign profiles
- Remote control
- Reboot the device
- Remove the device from the room



Device Options

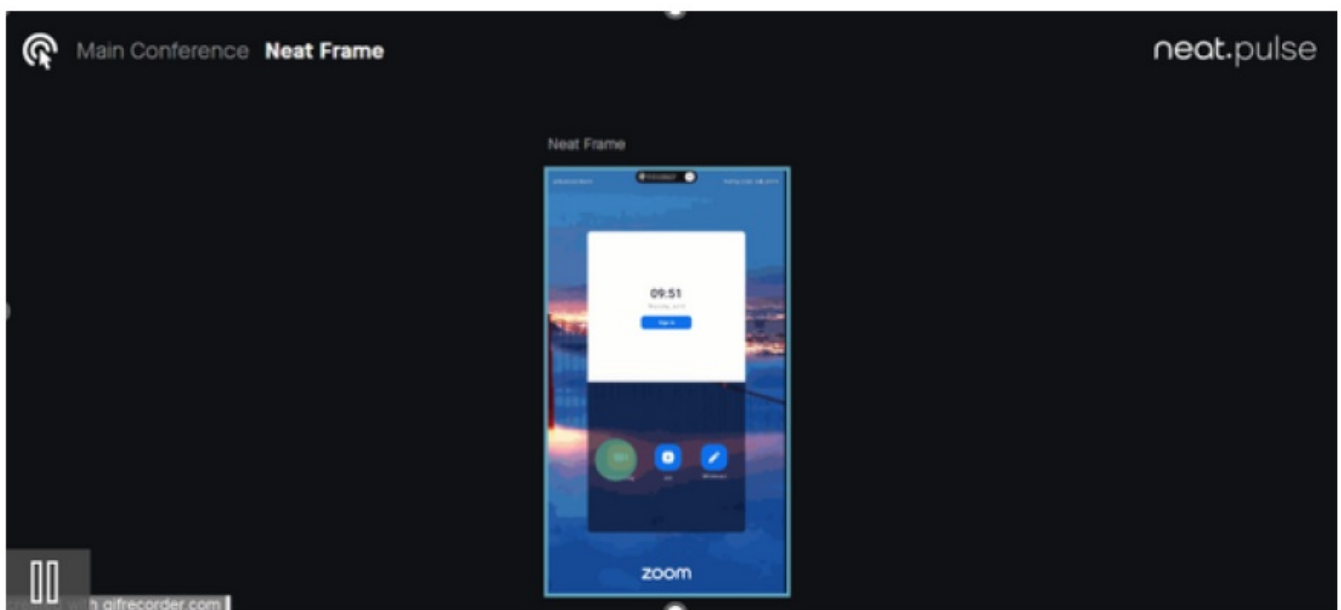
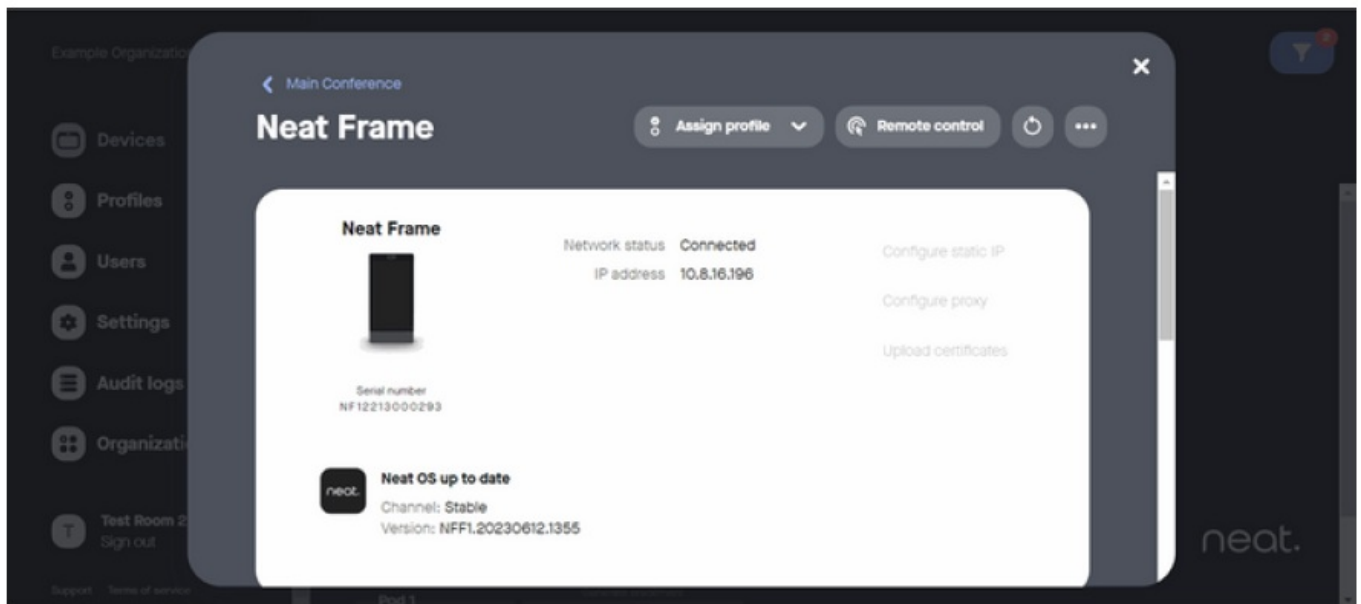
These options are also present on the Device/Room view and can be applied to one or more devices using the check button on the top-left of the device container.



Multi-Device Selection

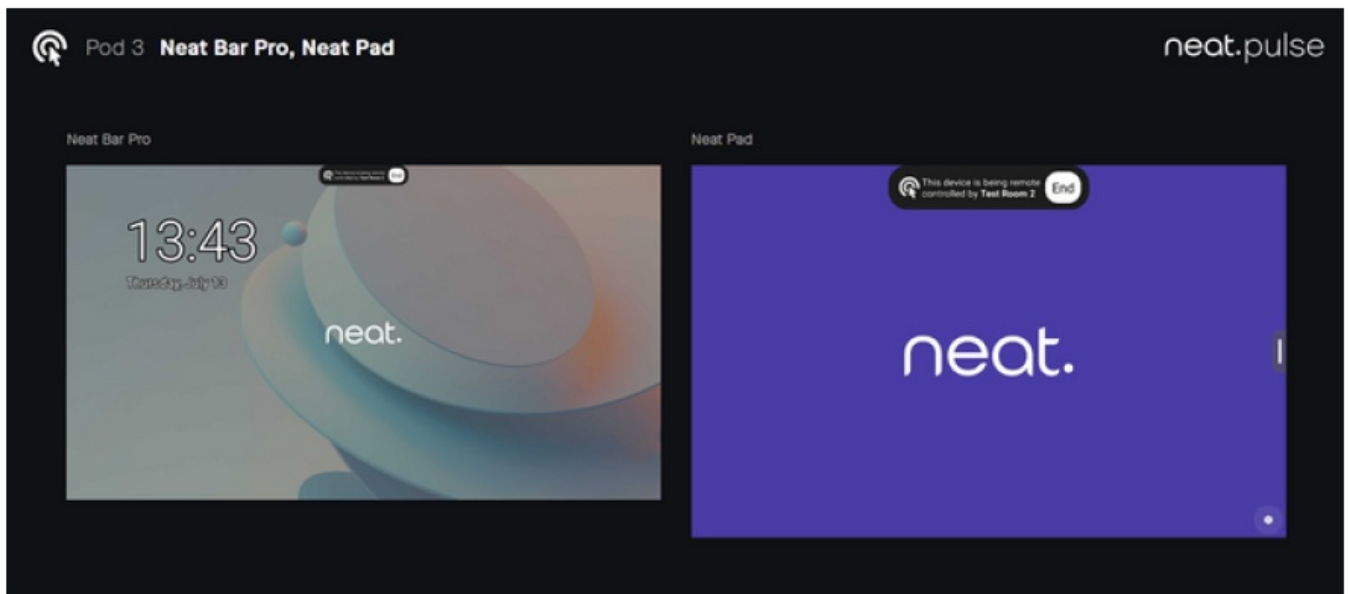
Devices & Remote Control

Under the 'Device' Menu, select the Remote control option from the top right-hand corner. A new window will open with a Remote session to the Neat device. A prompt will appear on the device requesting confirmation of remote control.



Remote Control

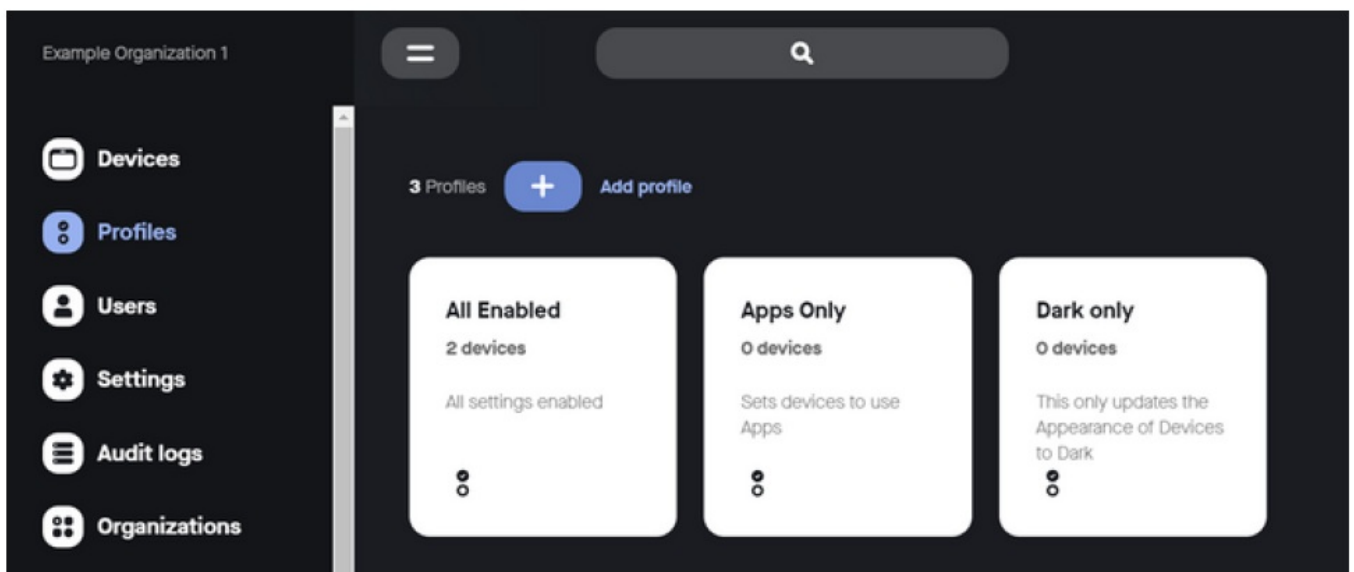
Once selected, a remote session will start and allow the user to remotely navigate the menus of the Neat device (note drag and gestures are currently not supported). Paired devices will allow for remote control of both devices at the same time (Neat OS version 20230504 & higher).



Multi-Device Remote Control

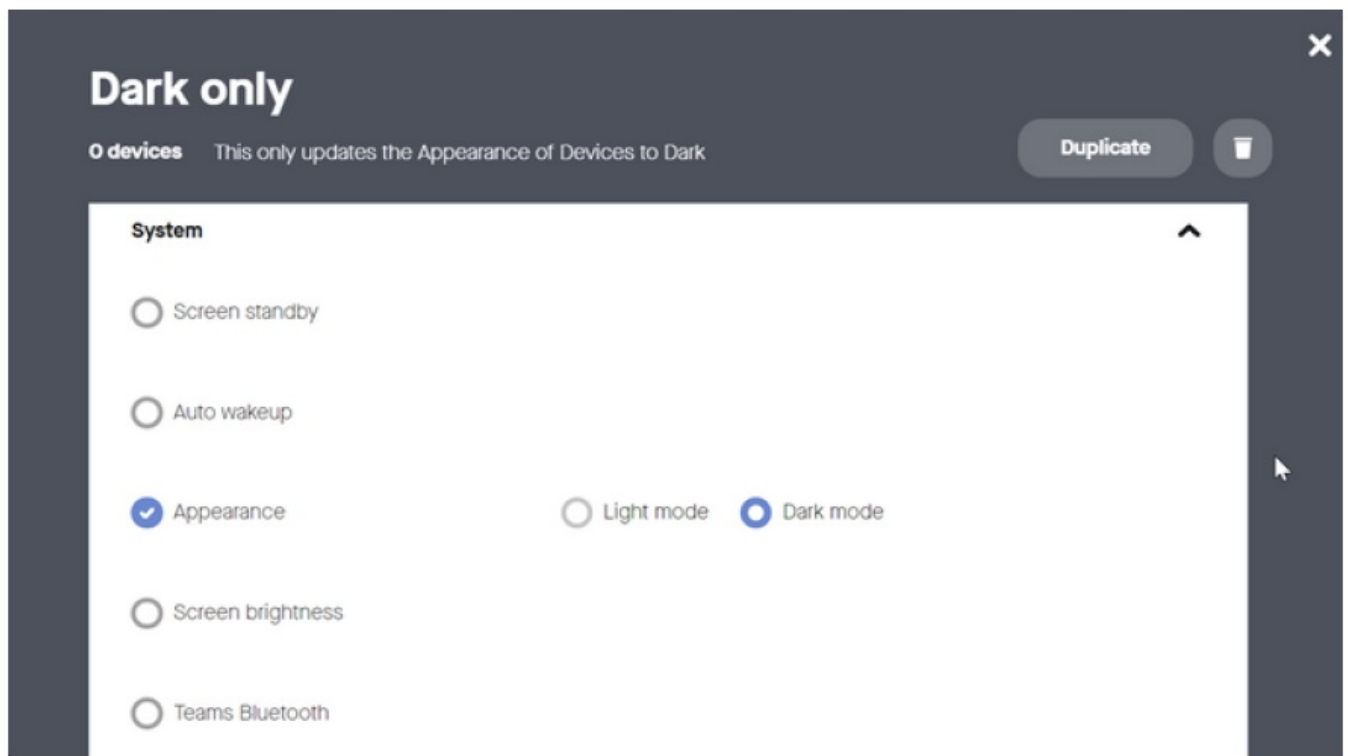
Profiles

Rooms may be assigned a profile in order to standardise settings for devices within an organization. Many of the same settings which are found on the devices window within a room can be found within the 'Profiles'. To begin, press the 'Add profile' button.



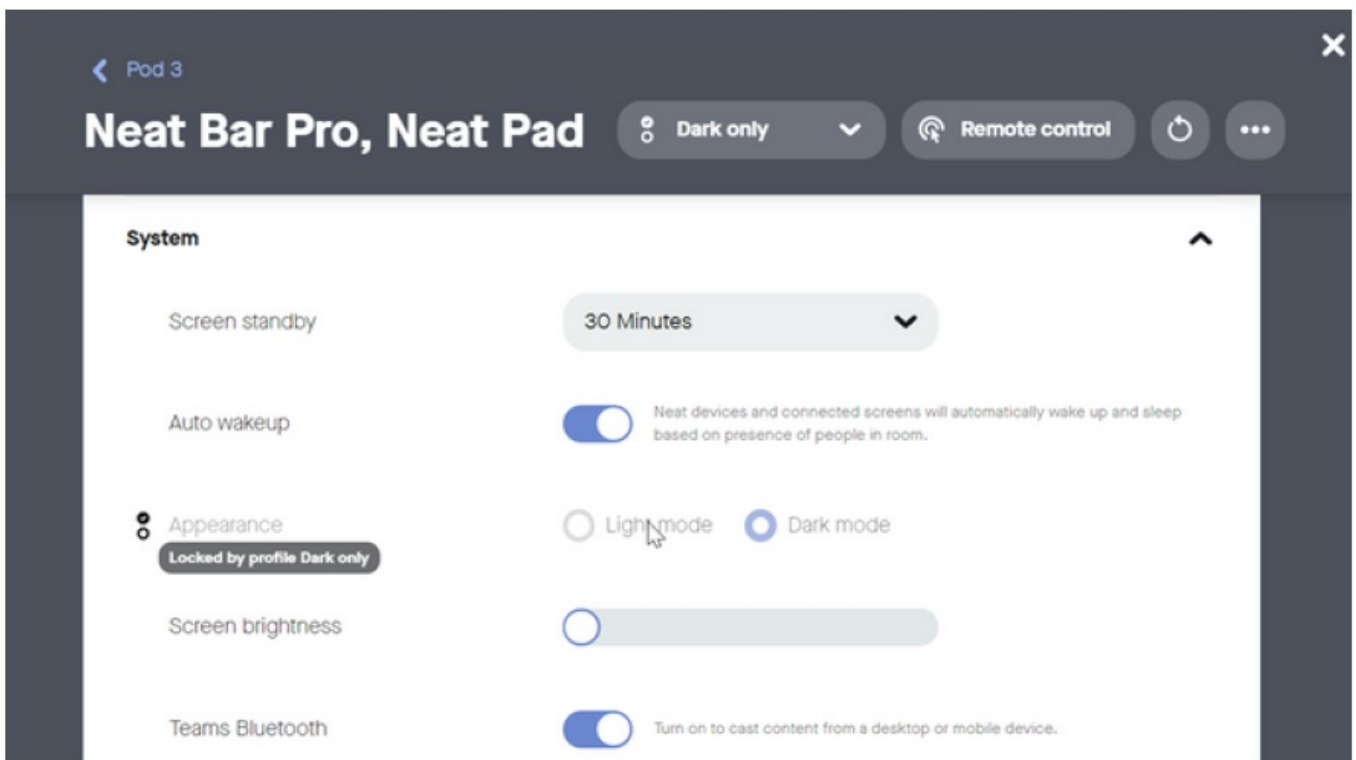
Profiles Page

Configure the settings of the profile as desired then 'Save' to complete. The settings implemented by the profile will then be applied to all devices that are allocated to the profile.



Dark mode Appearance Profile setting

While it is possible to override a profile's settings by manually changing them on the device, you cannot do so from Neat Pulse Control, as the setting will be 'Locked by Profile'.



Setting Locked by profile

If a setting has been manually overridden, the default setting on the profile may be restored easily using the 'Restore profile setting'.

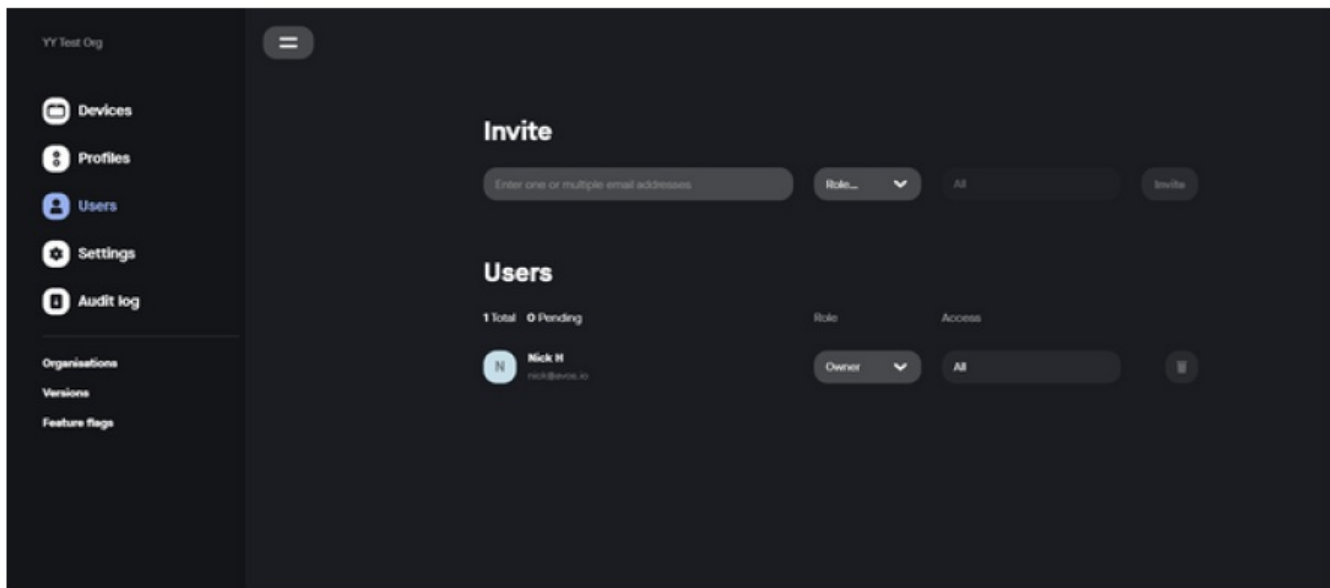
Restore profile setting

Users

Users are able to login to Neat Pulse Control within one or more organizations using one of two user roles:

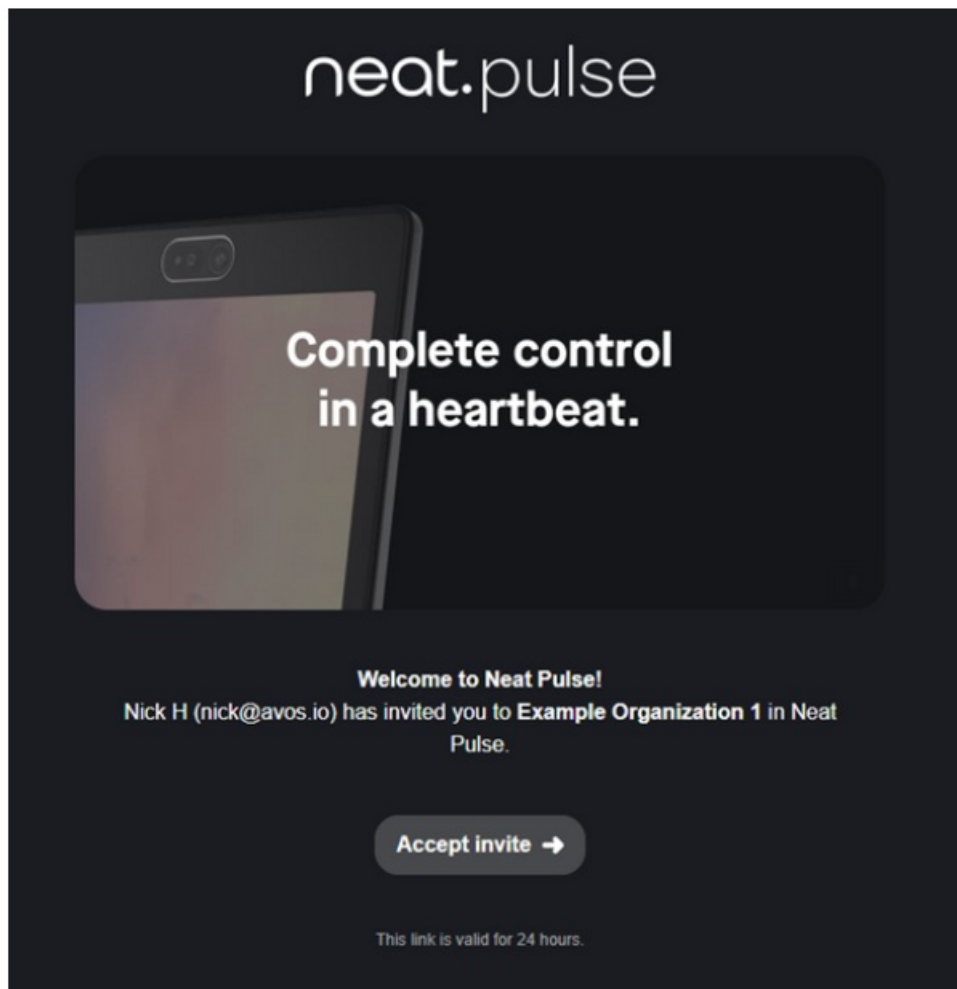
- **Owner:** full access to manage Neat Pulse Control within their assigned organization
- **Admin:** may only see their own user account in the ‘Users’ menu, cannot invite users & cannot see or access the ‘Settings’ or ‘Audit Logs’ pages

To create a user, enter the associated email addresses into the Invite form. Select a ‘User Role’ and a ‘Region/Location’ (if more than one is configured in Settings). Press ‘Invite’ to generate an invite email.

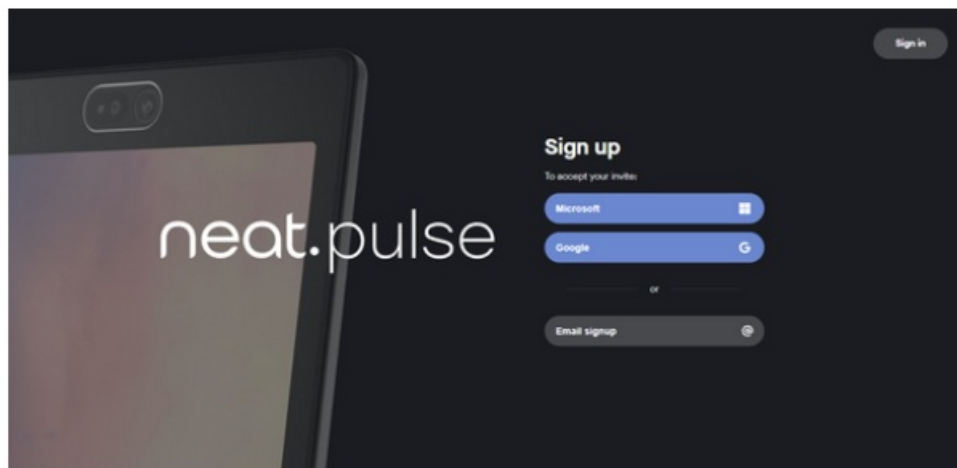


Users page

Invite emails will be sent to recipients automatically. Users simply need to press the ‘AcceptInvite’ link on the email for the user to be brought to the Neat Pulse Control login page and set their Password and Display Name.

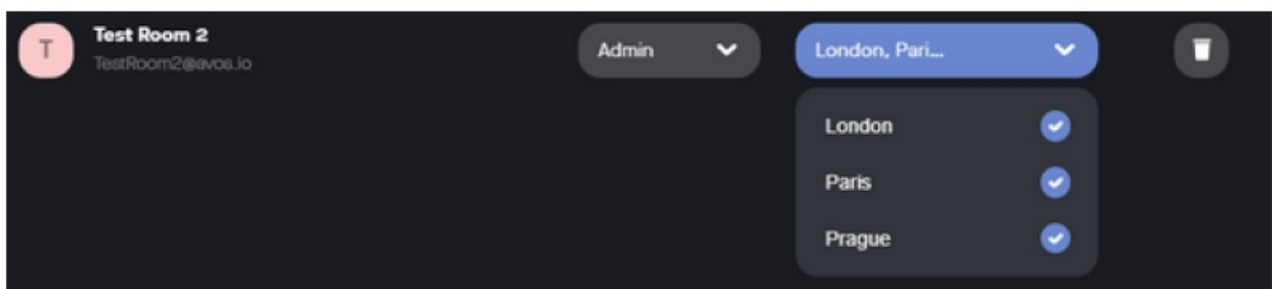


Invitation email



Sign up page

Once added, the user permissions and locations may be altered.

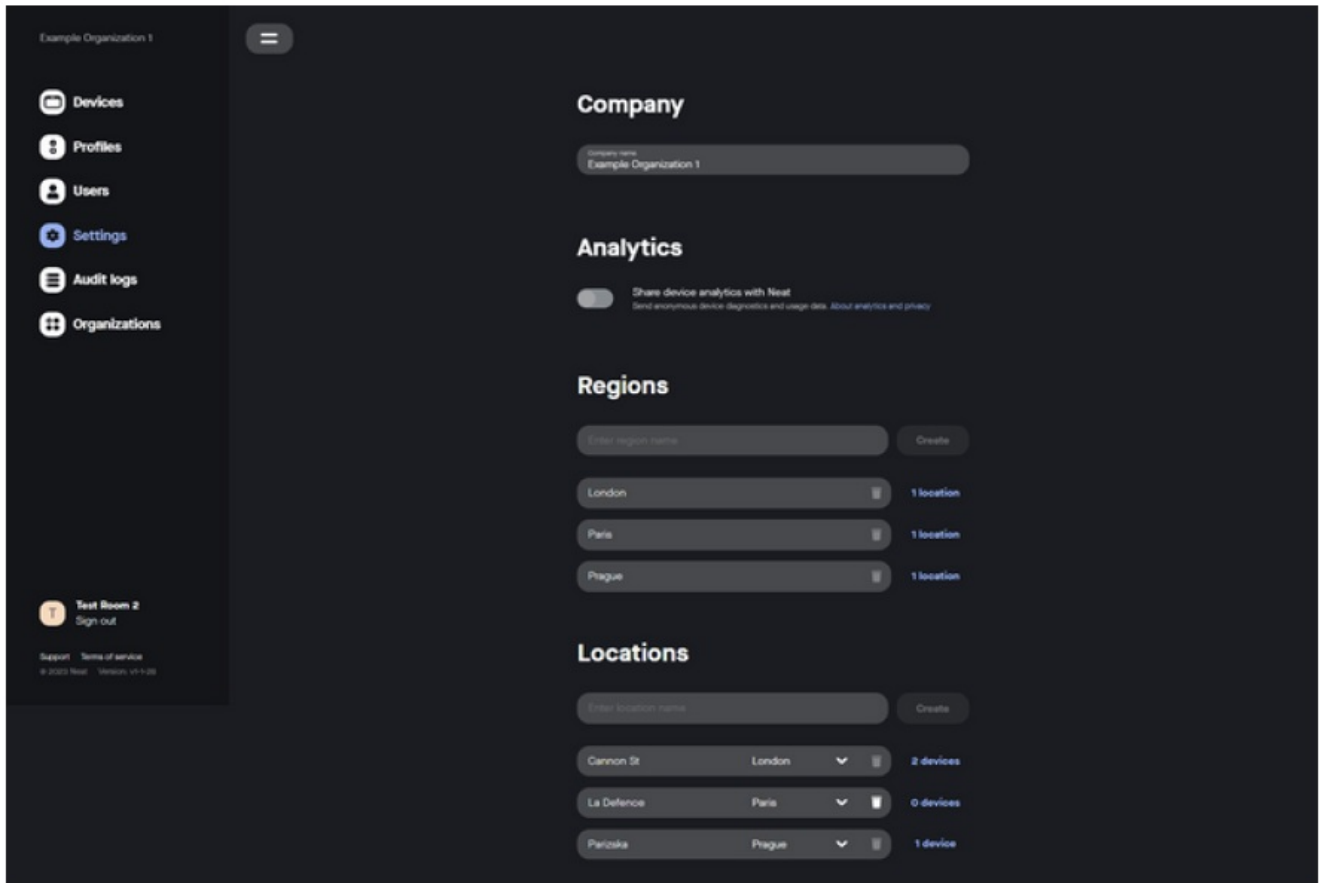


Admin user location settings

Settings

If you navigate to the Settings menu, you will be presented with a list of options that apply to your organization. You are allowed to change these settings, such as:

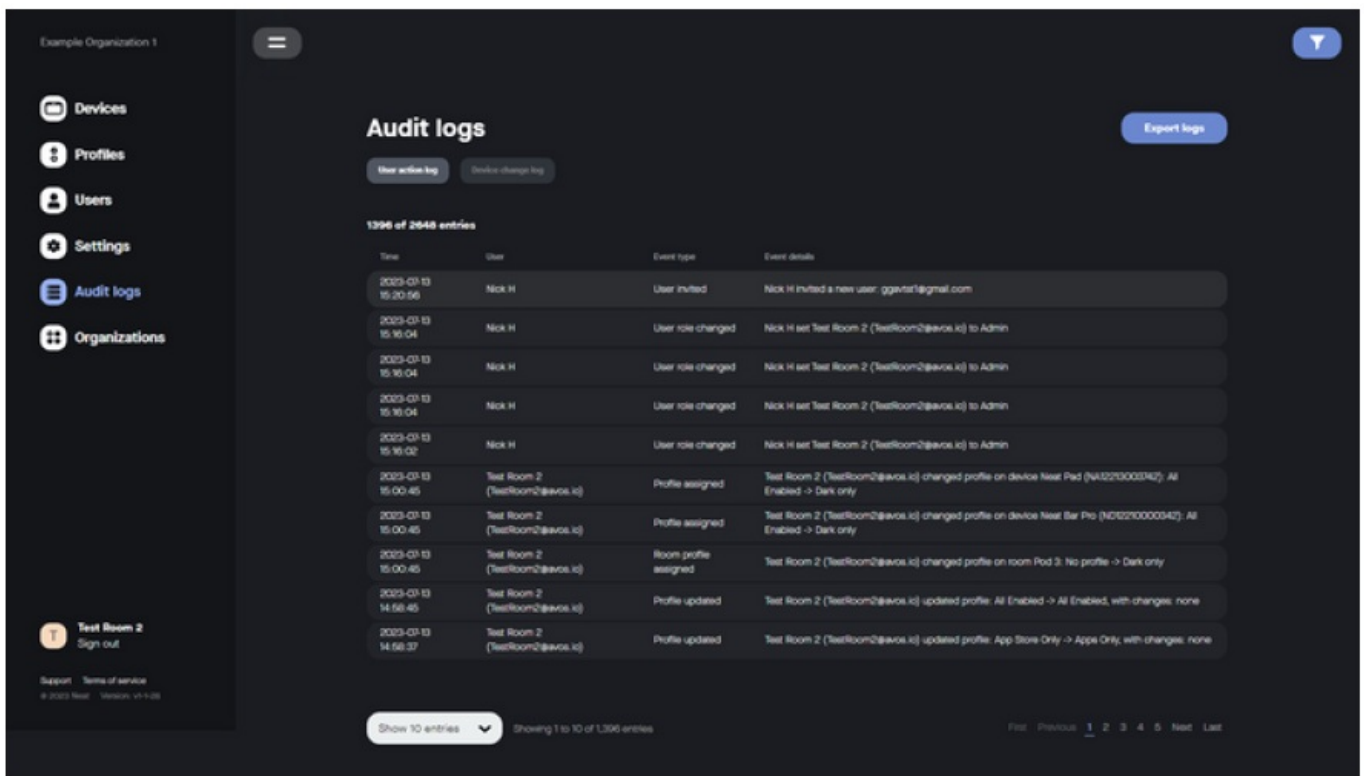
- Name of the Organization/Company
- Enable/disable Analytics
- Add/remove Regions and Locations



Settings page

Audit Logs

Audit logs are used for monitoring the actions taken within Neat Pulse Control. The Audit log page allows the logs to be filtered either by 'User Action' or by 'Device Change'. The 'Export logs' button will download a .csv containing the full log.



Events stored within the log fall under the following types:

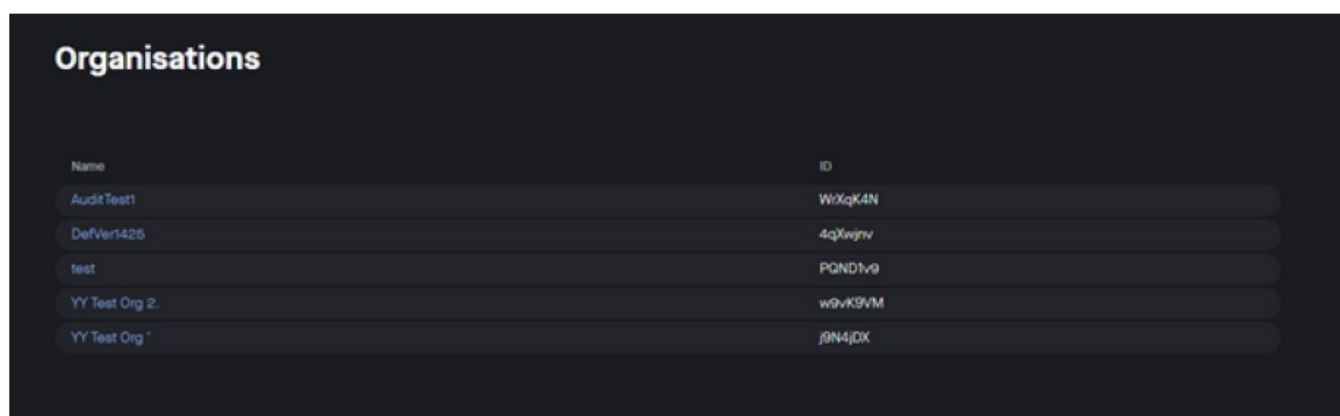
Filter	Type	Event
Device	Device config changed	An alteration to the device settings for a room.
Device	Device enrolled	A device has been enrolled to a room.
User	Device removed	A device has been removed from a room.
User	Location created	
User	Located deleted	
User	Location updated	
User	Profile assigned	A room has been assigned to a profile.
User	Profile created	
User	Profile updated	
User	Region created	
User	Remote control started	A remote control session has been started with
		a specified device within a specified room.
User	Room created	
User	Room deleted	
User	Room snapshot updated	The snapshot picture of a room has been
		updated.

User	Room updated	
User	User created	
User	User deleted	
User	User role changed	
User	Audit logs export requested	
Device	Device config updated	
Device	Device enrollment code generated	
Device	Device logs requested	
Device	Device reboot requested	
Device	Device updated	
Device	Profile unassigned	
Org	Region deleted	
Device	Room note created	
Device	Room note deleted	
User	User invited	
User	User invite redeemed	

Organizations

It is possible for users to be added to multiple organizations. An owner of an organization can send an invite to the required user email address as per the ' User ' section, even if the user is already part of another organization. They will then need to accept the invitation link via email in order to be added to the organization.

When a user has access to two or more Organizations they will see the 'Organization' menu option, allowing them to browse and select the organizations desired. No Sign out/in is necessary.

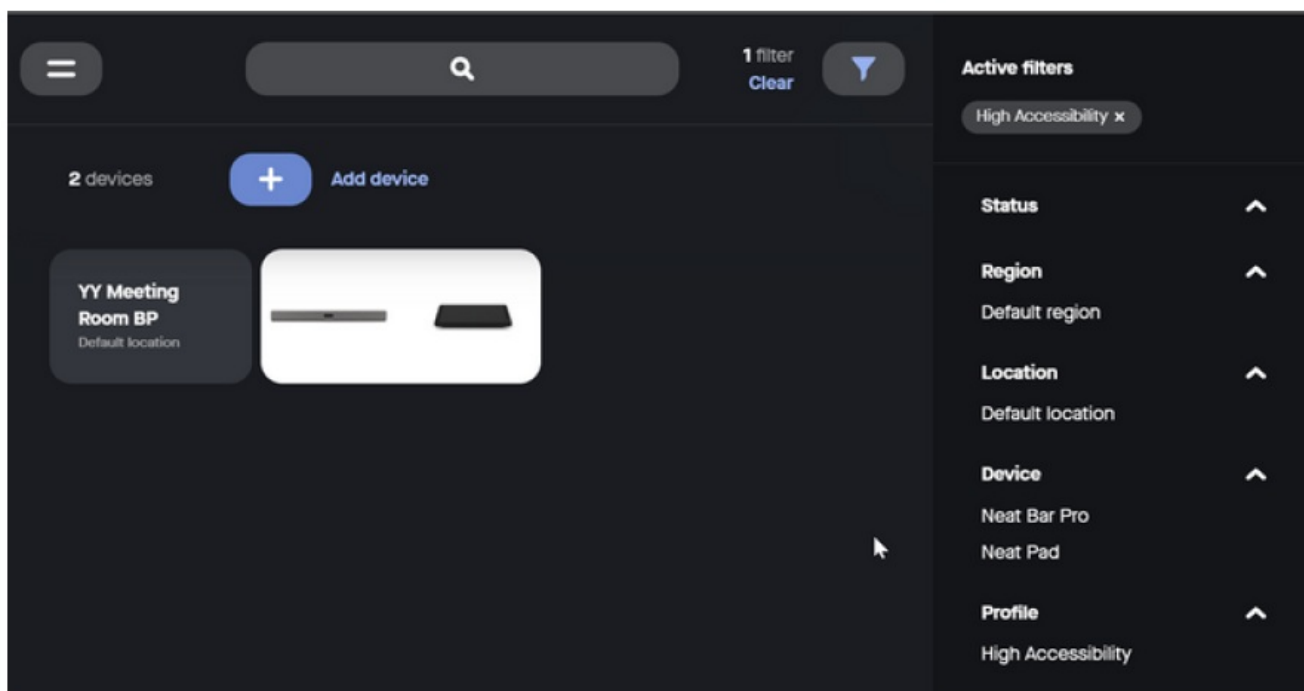


Name	ID
AuditTest1	W0XqK4N
DefVer1425	4qXvgm
test	PQND1v9
YY Test Org 2.	w9vK9VM
YY Test Org 1	j9N4jDX

Organizations view

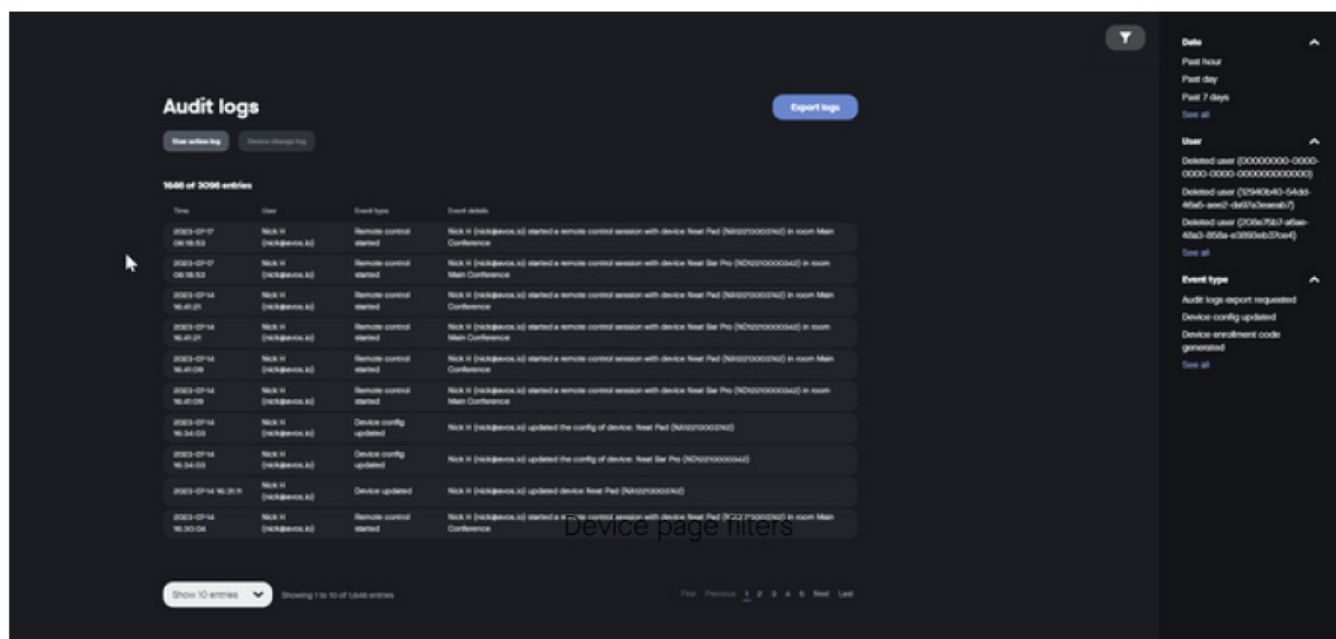
Filters

- Rooms within an organization can be filtered by the Filters feature, accessed on the top-right of the screen.
- Filters can be applied based on the active configurations and will then filter in rooms that match the criteria selected.



Device page filters

Filters can also be applied in a similar manner on the Audit Logs page:








Audit logs filters

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

Documents / Resources

<div><div>neat.</div><div>Neat Pulse Control Guide</div><div></div><div>DAFo6cUW08A, BAE39rdniqU, Pulse Control Management Platform for Neat Devices, Pulse Control, Management Platform, Management Platform for Neat Devices</div></div>	<div><div>neat Pulse Control Management Platform for Neat Devices [pdf] User Guide</div><div>DAFo6cUW08A, BAE39rdniqU, Pulse Control Management Platform for Neat Devices, Pulse Control, Management Platform, Management Platform for Neat Devices</div></div>
---	---

References

-  [Outlook – free personal email and calendar from Microsoft](#)
-  [Update Microsoft Teams devices remotely - Microsoft Teams | Microsoft Learn](#)
-  [Loading...](#)
-  [Slab - Your Team's Long Term Memory](#)
-  [Welcome to Neat Support - Neat Support](#)