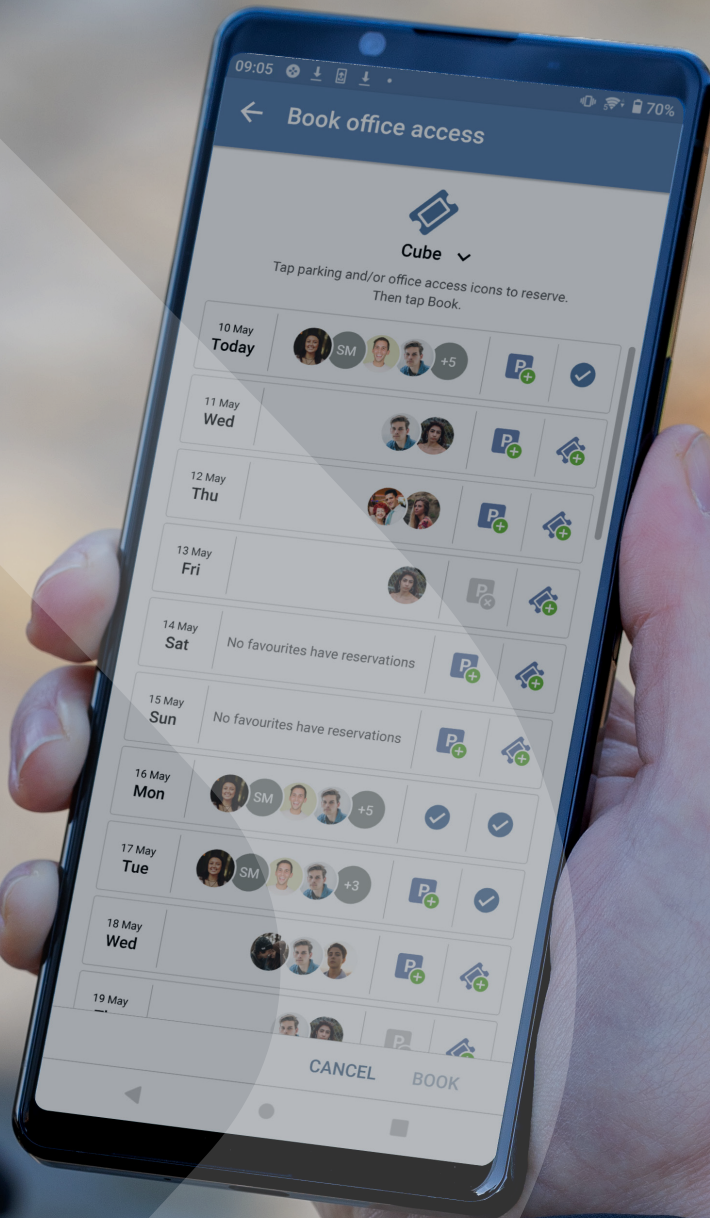


SONY



May 2023

Getting started with Nimway

Welcome to Nimway from Sony, a suite of smart office technologies for the modern workplace. Nimway makes it easy to perform everyday tasks, like booking meeting rooms, finding free desks and reporting breakdowns. Thanks to our clean and intuitive user interfaces, you can get up and running right away.



OVERVIEW

The Nimway ecosystem consists of a mobile app for Android and iOS, a web app, room panels and digital floorplans. *Please note that some of the features described here may not be enabled by your company.*

Wayfinding

Digital floorplans and the Nimway mobile app help you navigate the office in a simple and intuitive way.

Room booking

Meeting rooms can be booked via the Nimway app, or the 'room panels' which are placed on the walls outside meeting rooms. Book in advance or on the fly.

Find available rooms

With Nimway, you can clearly see all the available rooms in your office.

Desk management

Save time by using the Nimway app to book a desk before you leave home. If you're already at the office, find a free desk on the app or digital floorplan.

Find colleagues

Easily locate your colleagues within the office space. Of course, employees can choose to hide their visibility when they don't want to be disturbed.

Arrive on time

Nimway uses your location data to calculate the time it will take to get to your next meeting, and sends you a 'time-to-leave' notification.

Report a problem

With Nimway, you can easily report breakdowns, cleaning needs or equipment malfunctions and send them to your facility services – along with a photo if needed.

Office access, favourites and parking

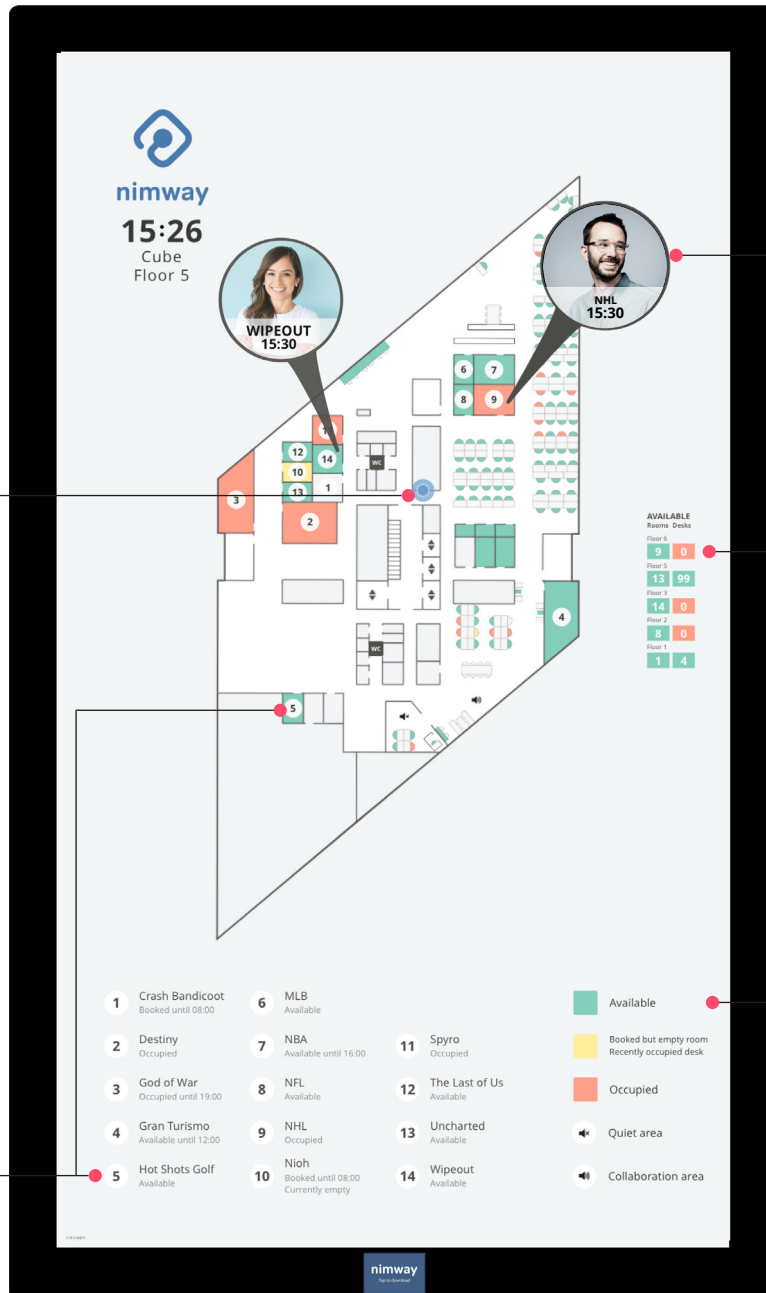
Plan ahead and make sure you have access to the office, can meet your colleagues and park easily on arrival.

DIGITAL FLOORPLANS

The Nimway floorplans are strategically placed to help you navigate in the office. If you have the Nimway app and walk up to a digital floorplan, you will automatically get personalised navigation instructions to your next meeting.

You are here
The blue dot indicates where the digital floorplan is located.

Room info
All bookable rooms are listed, with detailed information, numbered, and coloured on the map based on current availability.



Where is my meeting?
A "Nimbubble" will automatically appear when you approach the floorplan and guide you to your next meeting. *

Floor status
If your office has more than one floor, you can see the number of available meeting rooms and desks on each floor.

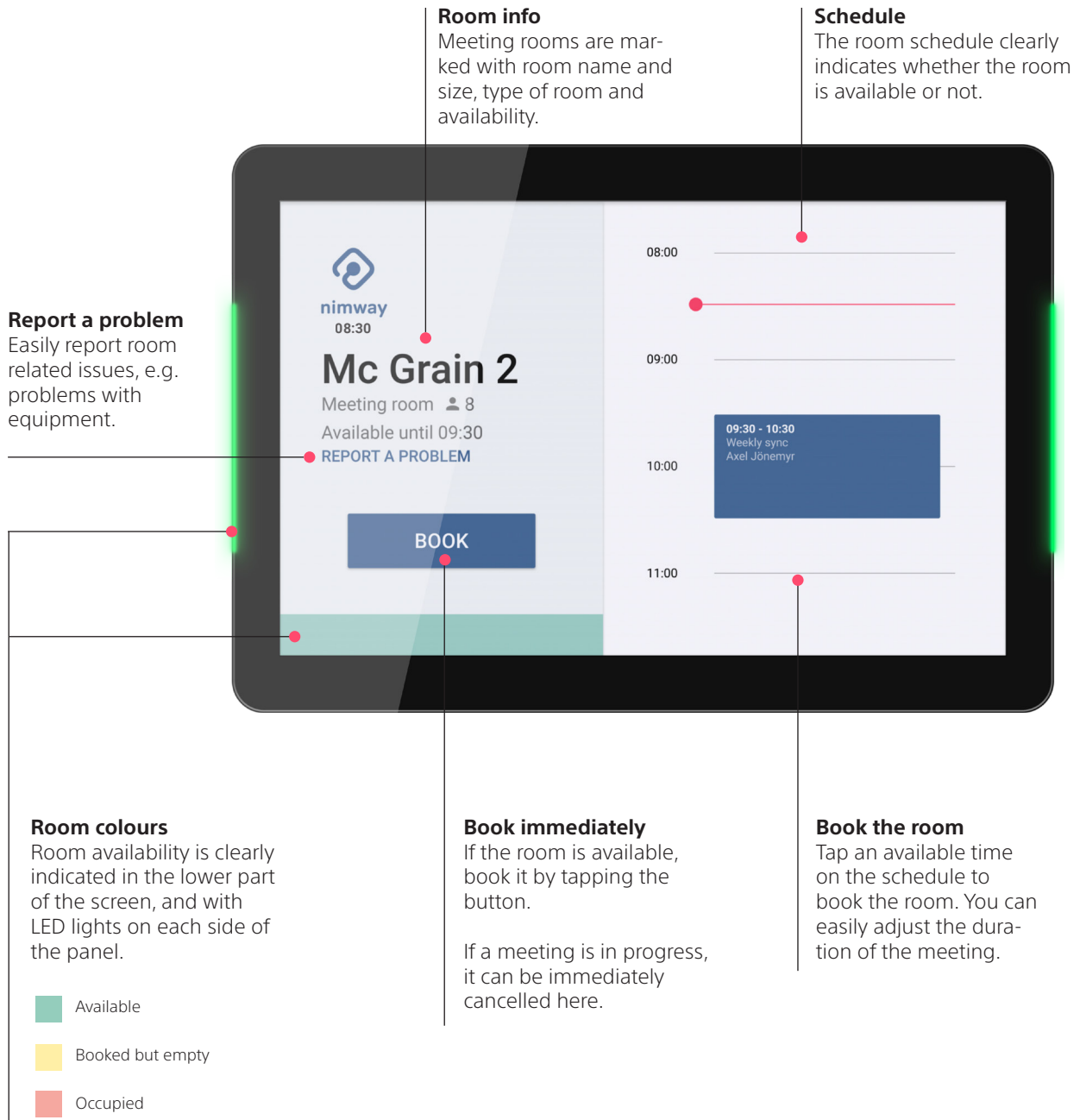
Room colours
Meeting rooms and work desks are coloured based on availability.

- Available
- Recently occupied desk
- Booked but empty room
- Occupied

* You must have the Nimway mobile app installed.

ROOM PANELS

The room panels outside meeting rooms make it easy to book a room. Our quick and intuitive interface shows today's schedule, room name and current occupancy status.



THE NIMWAY APP

Nimway acts as your personal assistant throughout the workday. Quickly find colleagues, available meeting rooms and workspaces, and report problems with office equipment.

Nimway menu

- Choose building/map
- My bookings
- Search & Favourites
- Find available workspace
- Office access *
- Parking *
- Report a problem
- Privacy and notification settings
- About
- Help

Room info

Tap the room you would like to see detailed information about.

You are here

The red dot shows your current location if you are in the office..

My bookings

Current bookings and meetings are shown here. Pull up the panel, or choose My bookings in the menu, to see the full agenda.

Search

Find people and places by typing in the search field.

Select floor

The blue pin shows which floor is currently shown on the map. Move the pin to show another floor. The red pin shows which floor you are currently on.

Room and desk colours

Room and desk availability is displayed as follows:

- Available
- Recently occupied desk
Booked but empty room
- Occupied

Find available workspace

Tap the blue button to find and book an available room or workspace.

"My position"

Tap the white button to trigger/update your location on the map.



Wayfinding

The app easily shows you where you are and where you need to go for your next meeting.

Find available room

Our smart assistant finds a room for you, based on your location and preference. You can quickly arrange a spontaneous meeting and book the room, directly in the app.

Desk management *

Find and book a desk in your mobile app. Desk sensors detect whether or not desks are free, in use, or booked but not in use.

Find colleagues *

With Nimway, you can easily locate a colleague who is currently in the office and who has chosen to show their location. You can choose to hide your own visibility in the app settings, if you don't want to be disturbed.

Report a problem *

Report office related issues, e.g. problems with a printer or equipment in a meeting room.

Office access and parking *

Book office access up to 14 days in advance, see which of your favourite colleagues will be there and reserve a parking space on the days you plan to attend the office.

* If your company has enabled this feature

INSTALL THE NIMWAY APP

1. Download Nimway



Download the app from Google Play or App Store

Search for "Nimway" in Google Play or App Store.

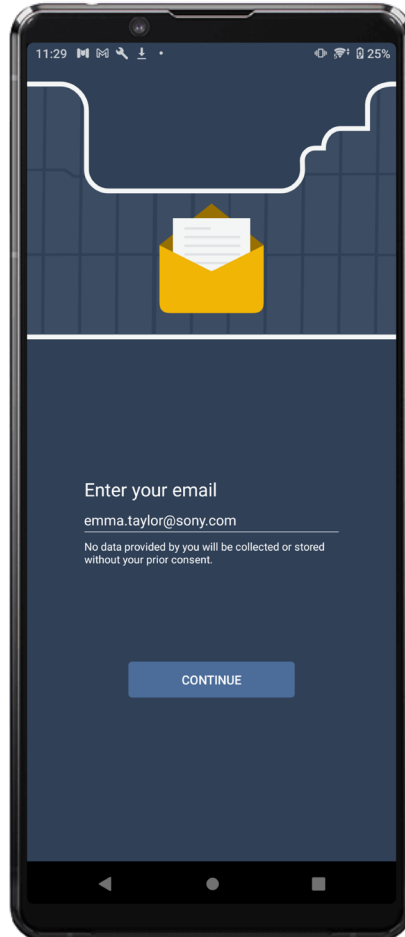
You can also use the QR code below to navigate to the right place.



Follow the instructions to download the Nimway app.

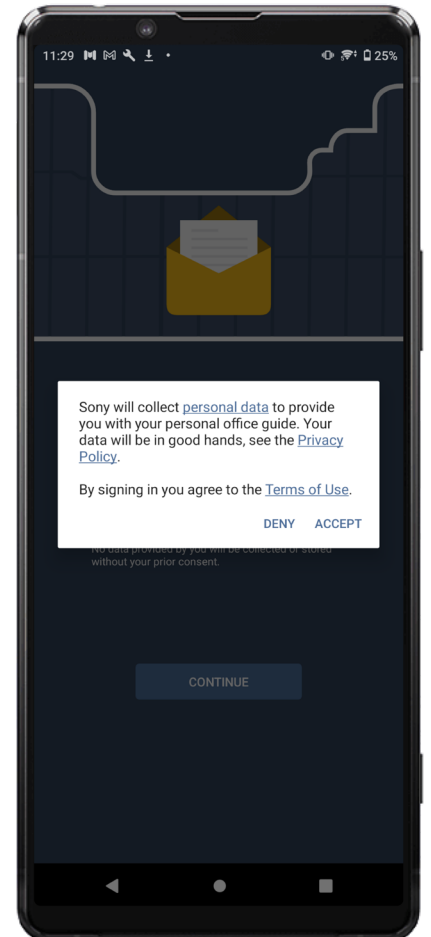
Open the app when downloaded.

2. Enter email address



Use your company email address and tap **Continue**.

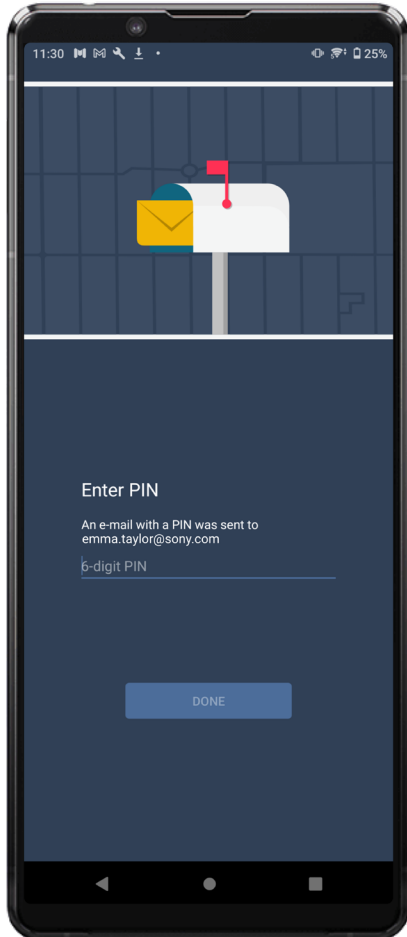
3. Accept the terms of use



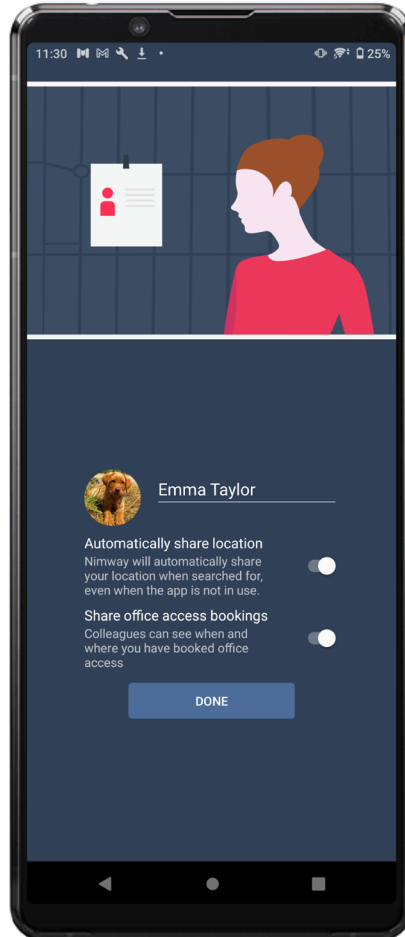
Read the Terms of Use and the Privacy Policy. No data will be collected or stored without your consent. Tap **Accept**.

INSTALL THE NIMWAY APP cont'd

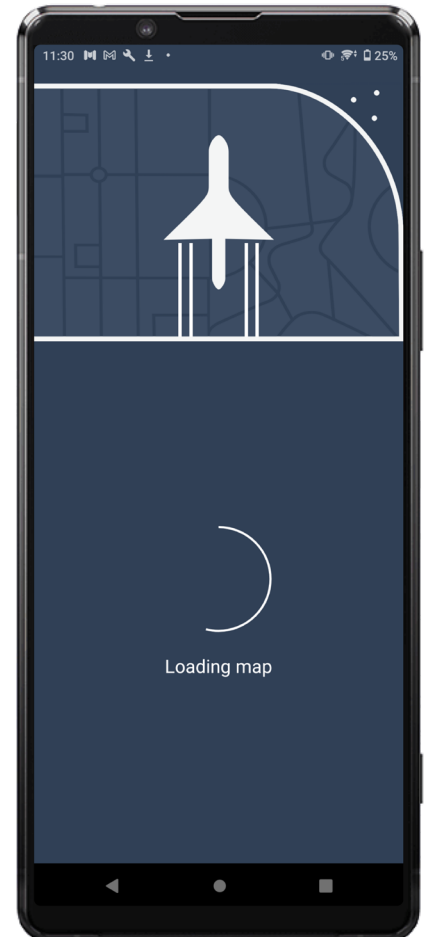
4. Enter PIN or Sign in



5. Share location and office access bookings?



6. Loading map



Depending on your company settings

- EITHER -

Enter the **PIN code** sent to your email address and tap **Done** (the PIN code is valid for 15 minutes)

- OR -

Sign in using your company sign-in credentials when prompted.

Add or change your user name. Tap the image to add or change your profile picture.

Let us know whether it's ok to share your location with your colleagues.

Let us know if it's ok to share your office access bookings with colleagues. *

You can change these settings at anytime in the app **Settings**.

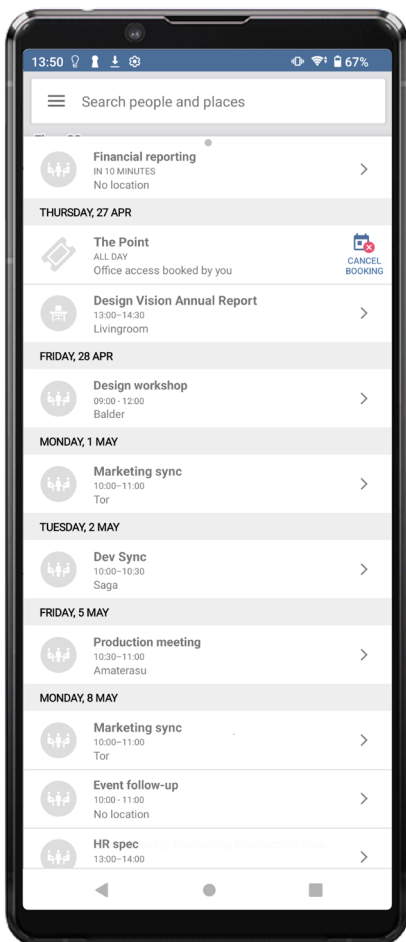
Tap **Done**.

Your office map loads. The map will be shown automatically once the download is complete.

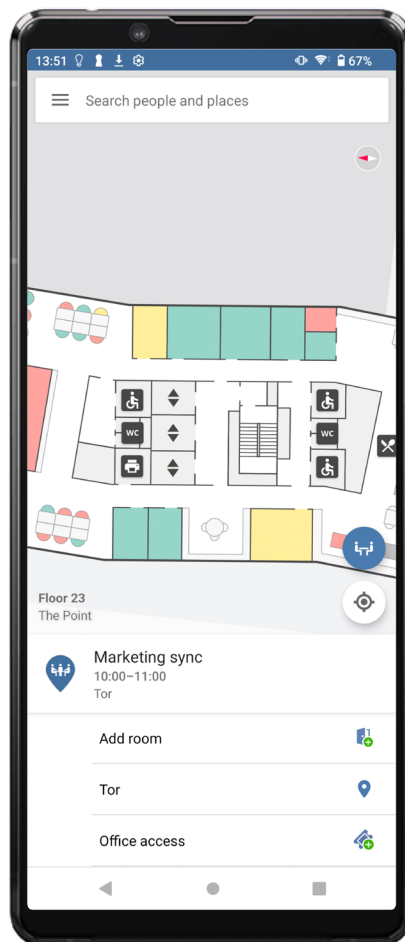
* If your company has enabled this feature

MY BOOKINGS & ADD ROOM

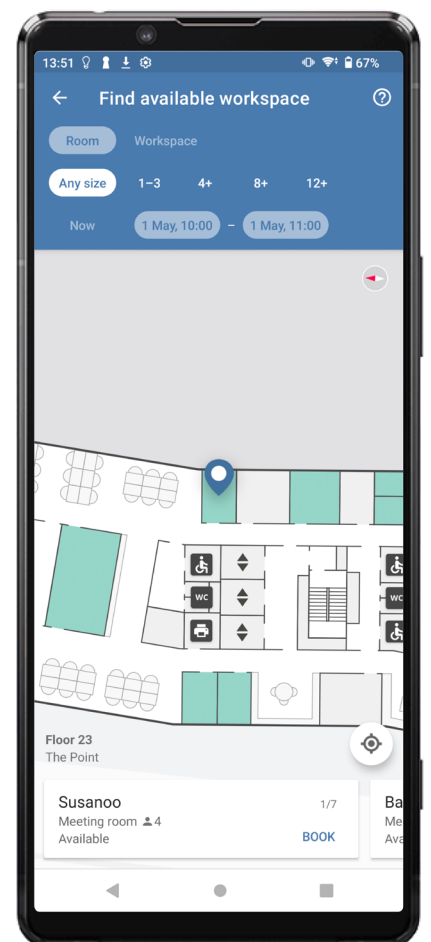
See your upcoming meetings and bookings in one view in My bookings. Here you can add rooms to existing meetings (organized by you or someone else). This comes in handy if the organizer has booked a meeting without a room or you are at a different location on the day of. Conveniently book office access at the same time.



My bookings



Meeting detail view



Find available room

My bookings

See all upcoming room, desk, parking and office access bookings summarized in one view.

Go to the meeting details for a booking by tapping on the booking.

In the meeting details view you can cancel a meeting that you have booked, locate a reserved room, add a room to the meeting and book office access, if you haven't already for that day..

Add room

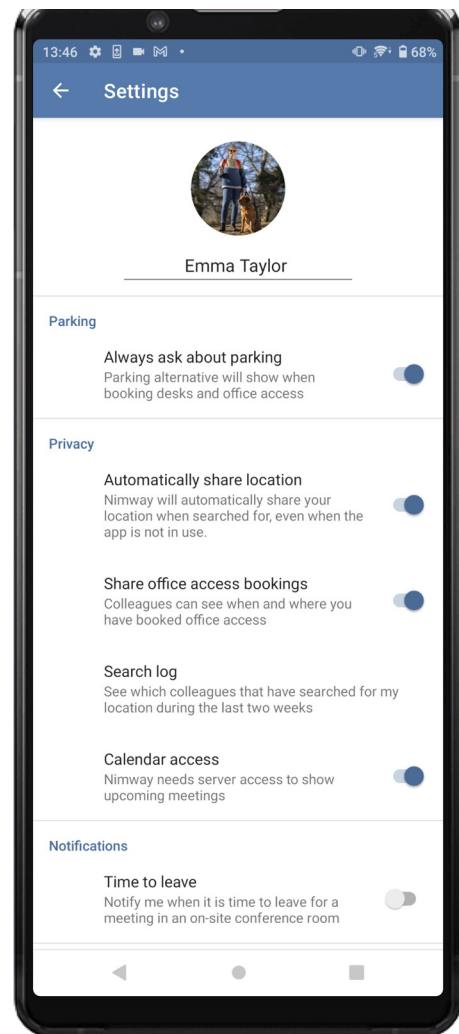
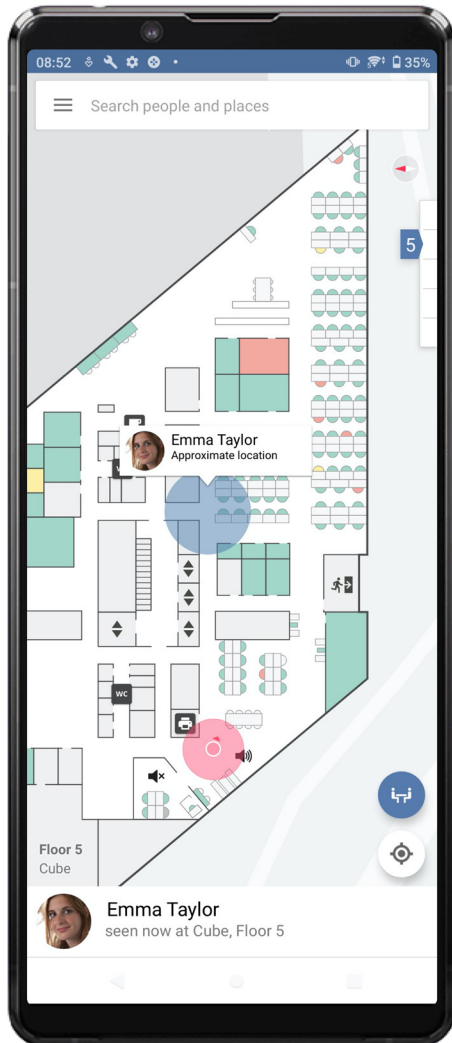
Is there no room booked for a meeting? Are you at a different location and need a room?

Easily add a meeting room to an existing booking. Find the meeting in My bookings and bring up the meeting detail view. Tap Add room. The start and end times for the meeting are pre-selected in the filter view. It is not possible to change the start and end time. Only bookable rooms will be included in the search results. Choose the desired room and hit Book.

If you are the organiser of the meeting, the room will be added to the existing meeting booking in My bookings. If you are an attendee to the meeting, a new booking will be created in your own calendar, with the same start and end time.

FIND A COLLEAGUE

One of Nimway's key advantages is that it allows you to find colleagues quickly and easily. Nimway is committed to preserving your personal integrity, so we made it possible for individuals to decide for themselves if and when they want to share their location.



Find colleagues

With Nimway, you can easily locate a colleague who is currently in the office. You can choose to hide your own visibility in the app settings, if you don't want to be disturbed.

Automatically share your location

On almost all Android and on most iOS phones, location requests are handled automatically within 20 seconds in the background. With this in mind, we want to offer the opportunity to share your position automatically when someone searches for you.

In cases where your operating system does not allow the location calculation to be performed in the background, the request is automatically transformed into a manual request. You will then receive a notification that you must click on to share your position.

Manually share your location

If you want full control over who you share your location with, just turn off auto sharing. You will get a notification every time someone asks for your location and you can choose when you want to share.

Turn off notifications

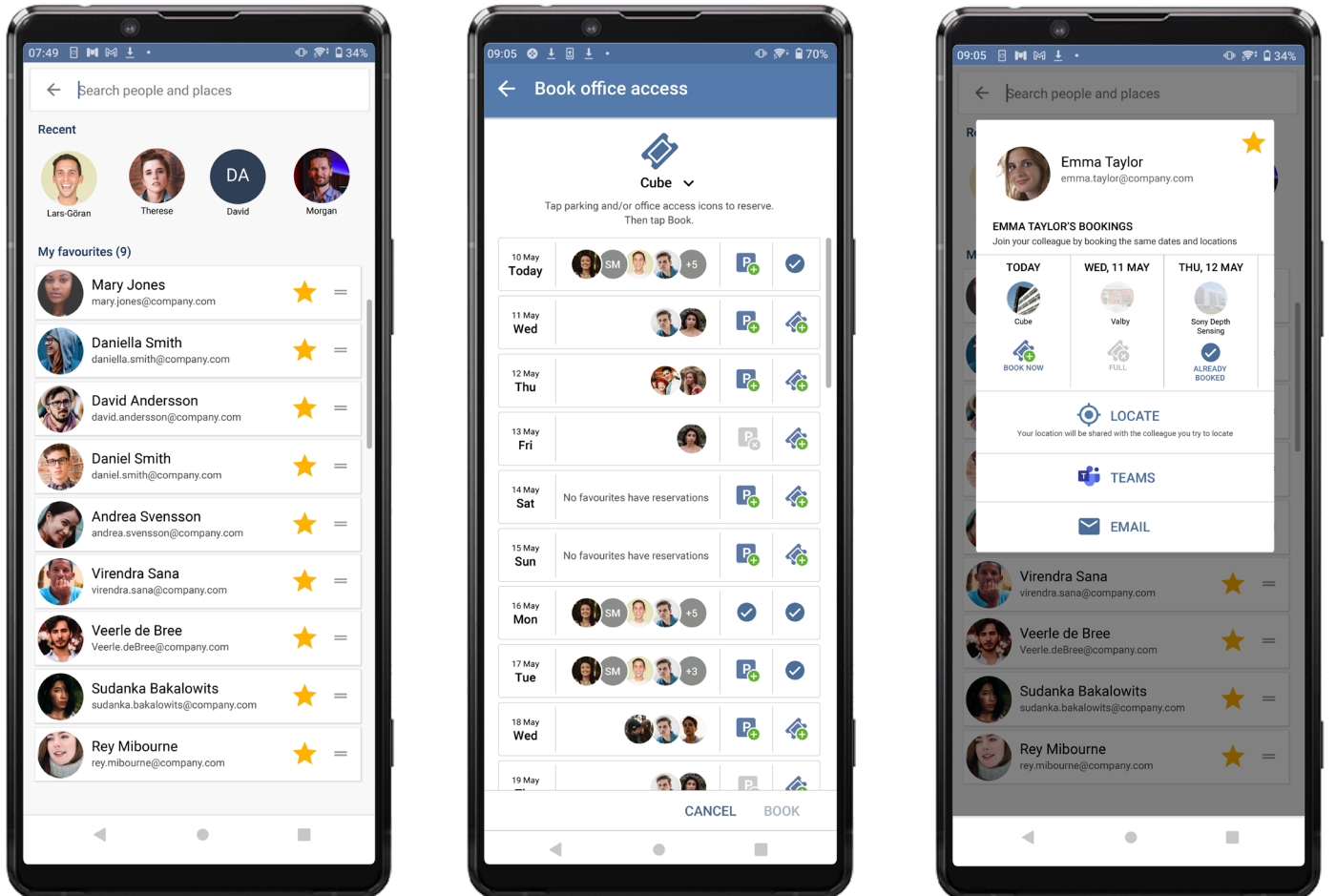
If you prefer not to get any notifications when someone searches for you, it is possible to completely turn off the notifications in the Nimway app's settings in your device's settings.

Search log

The search log captures who searched for you, and when you were searched, in the last two weeks. The search log can be found in the Nimway settings.

OFFICE ACCESS & PARKING

The Office Access feature allows companies to control the maximum number of employees who come to the office on any given day. Using the parking reservation feature, employees can book a parking space on the days they plan to attend the office. This is especially relevant for companies with fewer parking spots than employees.



Office access reservations

Book access to your office with Nimway. You will see a list of days for which 'tickets' are available. Select one or several days and your 'access' will immediately be confirmed.

If your plans should change, be sure to cancel your reservation so a colleague can take your place.

If you need a parking space, the availability of car parks is shown in the same view. This makes it easy to select a day when both office access and parking are available.

My favourites bookings

Sometimes you may not have a strong preference regarding which day you go to the office; you just want to make sure you're there on the same day as a specific colleague or team. With Nimway, you can create a list of up to 50 favourite colleagues from any part of your organisation and see who will be there on any given day.

However, if the office is 'full' that day, click on a colleague on your list and go to their contact card to see all their upcoming

bookings. Then, with a single click, you can book Office access to meet them at a later date.

Since privacy is a fundamental principle of the Nimway solution, employees can decide if they want to share their upcoming reservations - in just the same way as they can choose whether or not to share their location information.

Parking reservations

Book a parking space in advance. Knowing that a spot will be free when you arrive saves time and frustration. This feature functions the same way as the office access feature. If your company uses desk booking, you can also get a reminder to book a spot in the carpark when you book a desk.

View all reservations in the My bookings view

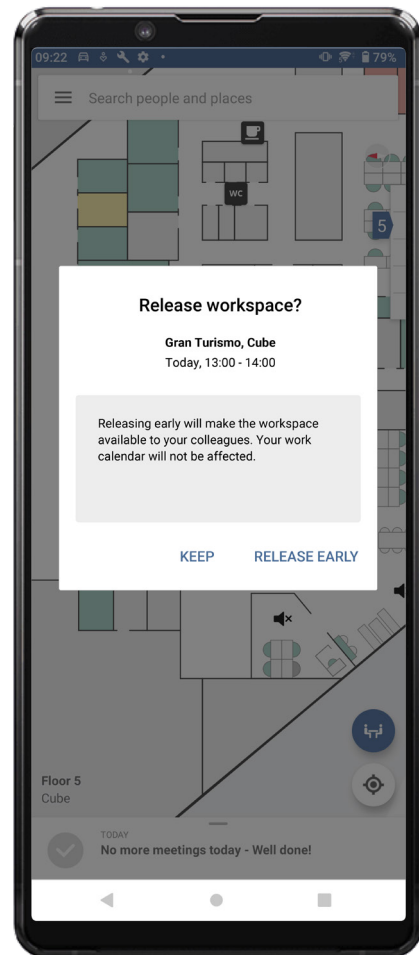
All your bookings are visible in the 'My bookings' view; upcoming office access and parking reservations, room and desk bookings. This is easy to access and allows you to cancel any reservations that you no longer need.

SPACE RELEASER

The Nimway space releaser function sends a friendly nudge to meeting organizers to release booked but unused resources. The notification is fine-tuned to only remind you when releasing the resource would be beneficial for your colleagues.



System space releaser notification



In-app release early notification

Space releaser

Pressing the system "Release Early" notification will release the resource silently, and you will not be taken to the Nimway application. No confirmation or error messages will be shown.

Pressing "Keep" will dismiss the notification without any action.

Nimway space releaser is available on all Nimway clients, both mobile and web apps.

THE NIMWAY WEB APP

Employees who don't have access to a smart phone can take advantage of the Nimway web app to save time and work more productively. Find and book available desks and meeting rooms, book office access* and parking*.

Building selector

The current building/map is shown. If your company has more than one building, you can view the list of buildings, and change building, by expanding the MAPS.

Tools

See your current bookings, search for and book workspaces, create a list of favourites, book parking and office access (if your company has opted to use these features). You can also report office related issues.

Profile & Settings

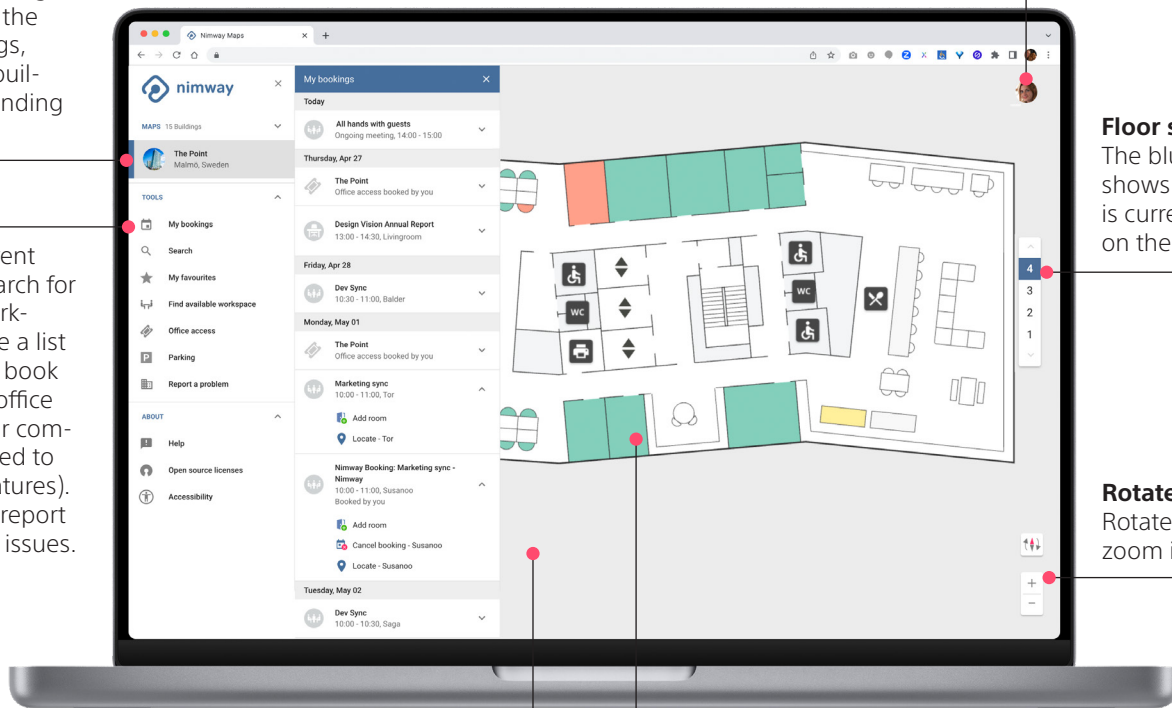
Click the avatar to bring up the profile and settings dialog.

Floor selector

The blue button shows which floor is currently shown on the map.

Rotate & Zoom

Rotate the map and zoom in and out.



Room and desk colours

Room and desk availability is displayed as follows.

■	Available
■	Recently occupied desk Booked but empty room
■	Occupied

View and book resource

Click a room or desk on the map to bring up the info dialog. Click BOOK to choose a time and date.

Find and book available rooms and desks

Nimway helps you find available workspaces. You can easily see which rooms and desks are available and book them in the web app. Click the resource on the map and then click BOOK to bring up the calendar to book. You can also use Find available workspace from the menu and filter on room sizes, desk types, dates, etc.

My favourites

This feature is also available in the Nimway web app, allowing you to plan office attendance on the days when your key colleagues will be there.

Profile & Settings

In this dialog you can upload a profile picture, change security settings, e.g. work calendar access, go to Analytics (if your company has this feature) and sign out.

Other features

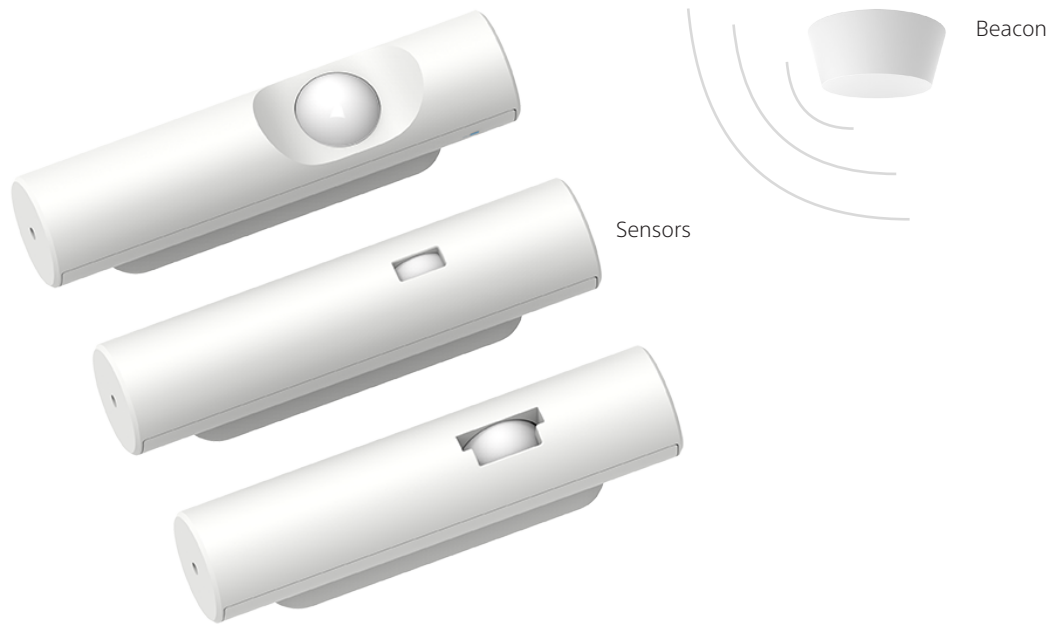
Search for rooms and workspaces and book them, book office access and parking when you need to be sure you have a space reserved at the office *. Report office related issues, e.g. problems with a printer or equipment in a meeting room. You can also add a room to an existing booking.

Space releaser works for the web app as well. Note that your browser notifications need to be turned on.

* If your company has enabled this feature

SENSORS & BEACONS

The Sony Nimway sensor system is used to detect and report room and desk occupancy. The Sony Nimway positioning system is used for locating the mobile phones inside a building.



Sensors

The sensor system consists of four major hardware components. A door sensor, room sensor, desk sensor and an access point.

The sensors detect movement in their field of view and relay this information via the access points to the Nimway cloud. The information gathered from the sensors is used to calculate the occupancy state for rooms and desks.

The sensors are only able to detect movement and can not identify an individual person.

The Nimway 'indoor GPS'

The positioning system consists of a grid of Bluetooth low energy beacons, mounted on the office ceiling, which the mobile phone detects.

A software algorithm running on the phone (with Nimway installed) calculates the position based on this beacon information, movement of the phone and the layout of the map.

PRIVACY & SECURITY

The Nimway service has been designed with privacy in focus. Your right to not share your location and other personal data is fully protected.

At Nimway, we have gathered and incorporated all feedback from users into the privacy scheme of the service:

- Nimway is a voluntary service.
- Employers are not allowed to mandate employees to use the service.
- Nimway does not share any personal information from the system with the employer. Hence, the system cannot be used to monitor employees.
- An employee's location is only uploaded to Nimway when searching for a colleague or searched for and accepted.
- Position data is only stored for 60 seconds.
- The Find a colleague feature has been thoroughly designed to consider the employees' privacy. *
- The employee decides whether to share current location or not. The feature is disabled by default.
- Employees can choose to share their location automatically every time they are searched for, or to decide on a case-by-case basis.
- Locations in sensitive areas, such as restrooms, will not be shared.
- Employees are only allowed to search for others when in the office.
- Employees are notified when searched for.
- Employees can see earlier searches in a search log.
- The Nimway team has been closely involved in union/worker council/employee meetings with previous clients, and are happy to support our clients in any such discussions.

Storage time for personal data

- Calendar data is by default stored for 24 hours.
- The user's positions are saved for 60 seconds, unless otherwise agreed with the customer.
- The user's email, name and profile photo are saved as long as the user has a user account.

* If your company has enabled this feature

FAQ

What is Nimway?

Nimway is an easy-to-use smart office solution that helps you find available meeting rooms and available desks, arrange spontaneous meetings, locate your colleagues and find your way around a large workspace.

What data does Nimway collect?

Indoor position is collected from logged-in mobile devices. This is only done when the user has agreed to share his or her location, and the mobile unit is inside or on the company's premises.

As an additional privacy layer, Nimway has a timeout for the "find a colleague" feature. This means that the feature is blocked unless the unit where the search is conducted has recently been physically located on the company's premises. In addition, it is necessary to share one's own position in order to search for others.

Email address, name and profile photo (optional) are collected from the mobile device through the Nimway application. This data is used to represent the user in the Find a colleague feature.

Device ID is collected at most API calls. This ID is used to distinguish data if a user has multiple mobile devices.

Do you collect information about my meetings?

If Nimway has been granted permission to access your calendar, the meeting start and end times, meeting headers and locations will be collected for the current day. This information will be used for wayfinding via the digital floorplans, the agenda in the mobile app, and "time-to-leave" notifications.

Why should Nimway have write access to users' calendars?

The write permissions of users' calendars are used to enable users to book and cancel rooms through the Nimway app.


How do I book a room?

To book a room in the mobile app, tap the room that you want to book and then tap "Book" in the

bottom of the screen, or select an available slot in the room's calendar.

To book a room with the room panels outside meeting rooms, simply tap "Book" and choose the length of meeting that suites your needs.

How do I book a desk in the Nimway app? *

To book a desk for a future date, either scroll down to the desired timeslot in the desk's agenda, or tap the blue button () at the bottom right of the screen to bring up the "Find available workspace" panel. Tap "Workspace" and filter your selection between the options at the top of the screen. Choose "Start" and "End time" and Nimway will find a suitable desk for you.

How do I find a colleague? *

To find a colleague with the mobile app, simply tap the search field and type the name of the colleague. Tap "Locate" in the dialog. The colleague's approximate location will appear on the map.

Why can't I find my colleagues position?

You will get "Unavailable at the moment" if any of the following conditions apply:

- You or your colleague aren't currently in the office.
- Your colleague is in a location where positioning is not allowed.
- Your colleague has chosen not to share his or her position.
- Your colleague has not given Nimway permission to access his or her position.
- You or your colleague have turned Bluetooth off.
- Your colleague does not have a working internet connection.

Why do I get a notification every time someone searches for me?

Regardless of whether you are sharing your position or not, you will always get a notification when someone searches for you. If you don't want to receive these notifications, you can turn them off in the phone settings.


* If your company has enabled this feature

FAQ cont'd

How do I report a problem?

To report a problem in the office, tap the menu icon at the top left of the screen in the app, and select "Report a problem". Explain the issue briefly, take and upload a picture, and add a location if needed. You can report any type of office related problems such as a printer not working, a broken chair or anything else you wish to report to facility services.

How do I find an available room?


To find an available room with your app, simply look for a green room on the map. Or, tap the blue button () on the bottom right of the screen to find the nearest available room. To filter your selection choose between the options at the top of the screen.

Where can I see my bookings?

Your meetings and bookings can be accessed from the bottom of the screen. Swipe up to reveal it in full. You can also reach My bookings from the menu.

How do I see my location in Nimway?

In the mobile app, your location is indicated by a red dot. If you can't see the red dot, check the following:

- Bluetooth is enabled
- You are at work (you only get a position while being in the office)
- You have given Nimway permission to access your location. If you are not sure, you can tap the "My position" () button to trigger the permission again.

When is my personal bubble ("Nimbubble") shown on the digital floorplans?

Your Nimbubble is shown if you walk up to a floorplan with your Nimway enabled phone within the timeframe 10 minutes before to 5 min after a meeting starts. The following preconditions must be met for this feature to work:

- Bluetooth is turned on
- Nimway has access to your calendar
- Nimway has access to your location
- The meeting has a valid location that Nimway can map to a meeting room

What does the floorplan look like when my meeting is on another floor or in a different building?

If you have a meeting on another floor or in another building, the Nimbubble will refer you to the correct floor or building.

Slow or missing bubbles

There are a few different things that could explain this.

The floorplan will register when your phone is nearby via Bluetooth. If you, for example, have a thick phone case it will affect the signal strength and then you have to get closer to the screen before the phone and the screen "see" each other. This would delay the bubble. When you open the case to restart the app, you also strengthen the Bluetooth signal.

For iOS, bubbles can be slowed down if your phone has wi-fi turned on. We have seen that it can take 15-45 seconds to move between wi-fi access points. For Android, we have been able to force communication on LTE if wi-fi does not work within ~ 5 sec and thus minimised this delay there.

Can I see who has searched for me in the past?

Yes. In the Nimway main menu, tap Settings and then "Search log".

How long do I have to stay at/away from the workspace for the sensor to indicate that I am in space/have left the space?

A chair is red for 5 minutes after the last movement is registered. Depending on the setup at your workplace, it turns yellow for an additional X minutes before it turns green. How your company has chosen to set the yellow time is governed by what "rules" you have in the office regarding how long you are allowed to hold a table, even if you do not use it. The default time is based on being able to go to the toilet, get a coffee or make a short call.

Can the sensors register and save data about me as an individual?

No, the sensors only register movement.

* If your company has enabled this feature

FAQ cont'd

What is the Office access feature?

This feature allows companies to control the maximum number of employees who come to the office on any given day. It helps them comply with temporary restrictions on office capacity or to manage attendance at satellite offices which can only accommodate a certain number of people per day.

Bookings and cancellations are easy via the mobile app and web app, and the feature can also be connected to parking reservations.

How do I know which of my colleagues will be at the office when I'm there?

Use the My favourites feature to create a list of up to 50 people whom you might want to meet when you go to the office. Thereafter, when using the Office access feature, you will be able to see which days your 'favourites' are planning to go in. If there's someone you want to meet, you can easily make a booking on the same day.

However, if the office is 'full' that day, click on a colleague on your list and go to their contact card to see all their upcoming bookings. Then, with a single click, you can book Office access to meet them at a later date.

How do I book office access? *

Go to Office access in the app menu. If you have created a list of favourites you will see if any of them have made any reservations. You can select one or several days and immediately get your 'access' confirmed.

Cancel a reservation easily from the list of current reservations, or from the My bookings view.

What is the Parking feature? *

This feature can be used when the company has fewer parking spaces than the max number of employees allowed to attend the office.

It allows employees to book a parking space in advance, knowing that it will be available when they arrive - saving time and frustration.

How do I reserve a parking space? *

Go to Parking in the app menu. You can select one or several days, tap Book and immediately get your reservation confirmed.

You can easily cancel a reservation from the list of current reservations, or from the My bookings view.

Note that parking reservations will not be available if the building you have selected does not have a carpark connected with it.

Can I add a room to an existing meeting?

Yes. From the My bookings view, go to the detail view of a booking and tap Add room.

* If your company has enabled this feature

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