ON.SERIES

Version 1.2

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VIDERI

VIDERI.COM

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The product designations for "The 5," "The 4" and "The 3," are interchangeable with "ON.5," "ON.4" and "ON.3" in the following document.

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Configuring iCurator and Provisioning the ON Liveboard

Before the ON Liveboard can be used, it must be "provisioned," i.e. connected to the Technical Operations Portal.

You perform this operation using an iPad with the iCurator application.

Before provisioning the ON Liveboard you must have completed the following tasks:

- installed and configured iCurator on your [iPad/iPhone]
- acquired the SSID (wifi network name) for where the ON Liveboard will be located.

Configuring iCurator

- 1. Ensure your iPad OS is version 9.0 or higher
- 2. Download iCurator from the Apple app store on your iPad.
- 3. Open iPad Settings, and under Wi-Fi, make sure Wi-Fi is enabled.
- 4. Then, still in **Settings**, scroll down, and tap on **iCurator**.

iPad 🗢		11:47 AM	100%
	Settings	iCurator	
	Reminders		
	Messages	ALLOW ICURATOR TO ACCESS	
	FaceTime	Location	Never >
	Maps	ICURATOR SETTINGS	
Ø	Safari	PROVISIONING	
	News	URL crm-demo.videri.com	
1	Music	OPTIONS	
~ >>	Videos	Validate Player SSL Certificate	
*	Photos & Camera	Progressive Download	\bigcirc
	iBooks	ABOUT	
P	Podcasts	App Version:	2.1 (30)
5	Game Center	Acknowledgements	>
		DEBUG	
>	Twitter	Visible Debug Messages	\bigcirc
f	Facebook	Asset Type Colors	
	- Claira		

- 5. In the **URL** field, add the URL of the server to connect to.
- 6. Plug in the ON Liveboard and wait for it to power up. You are ready to begin provisioning

when the icon below VIDERI shows the AP MODE wifi icon.



- 7. Open iPad **Settings**, and under **Wi-Fi**, make sure **Wi-Fi** is enabled.
- 8. Look for the ON Liveboard in the CHOOSE A NETWORK list. It will have a name in the form "VIDERI-DPC-[serial number]." Tap it to connect to it.

Provisioning the ON Liveboard

1. Launch iCurator.



2. On right side of screen, tap **iCurator** settings (the circle icon on the right).



3. Tap **Configure iCanvas**. You will be led through a series of setup screens.

iPad 🗢	11:49 AM	100% 📖
	Debug Overlay	Cancel
	Current SSID : DPO	
	To configure a new iCanvas.	
	1: Go to the devices wifi connection settings and connect to the VideriAP wifi network. Settings -> Wifi -> connect to VideriAP 2: Come back to this screen and complete Step 1.	
		Next

4. You've already enabled Wi-Fi, so tap **NEXT**.



		-
		Car
Wifi Settings	Ethernet Settings	
Wifi Network name (SSID)		
Security Type (automatic)	IPv4 Addross	
Enterprise authentication	255 255 255 0	
Wifi Username	Router	
Wifi password	Static DNS	
Show Password	Static DNS 1	
EAP Settings	Static DNS 2	
EAP Method		
Phase 2 Method		
Phase 2 Method Identity (Optional)		
Phase 2 Method Identity (Optional) Anonymous Identity (Optional)		
Phase 2 Method Identity (Optional) Anonymous Identity (Optional) Forget other configured net Using DHCP IPv4 Address	works	
Phase 2 Method Identity (Optional) Anonymous Identity (Optional) Forget other configured net Using DHCP IPv4 Address 255.255.0	works	
Phase 2 Method Identity (Optional) Anonymous Identity (Optional) Forget other configured net Using DHCP IPv4 Address 255.255.255.0 Router	works	
Phase 2 Method Identity (Optional) Anonymous Identity (Optional) Forget other configured net Using DHCP IPv4 Address 255.255.255.0 Router Static DNS	works	
Phase 2 Method Identity (Optional) Anonymous Identity (Optional) Forget other configured net Using DHCP IPv4 Address 255.255.0 Router Static DNS Static DNS 1	works	

- 5. Under **Wi-Fi Settings**, in the **Wi-Fi Network Name (SSID) and Wi-Fi passwords** fields, type in the name and password of the Wi-Fi network the ON Liveboard will connect to.
- 6. Turn on the option for **Favor 4G/LTE Data** if the ON Liveboard will be in a location where Wi-Fi is not available/unreliable.
- 7. Tap **NEXT**.

		11:4	AM			100% 💼
K Back						Cancel
	Your iCanvas nee the list of iCanva	ds a name, this will help yo s.	ou identify it from ye	our other i	Canvas in	
	iCanvas Name :	SMART SUITE RIGHT				
	iCanvas Orientation :					
	Portrait Landscape	e Square Reverse Portrai	Reverse Landscape	Sensor	Soft. Sensor	
		Display last shown	item			
		Display last shown	item.			
		Display last shown Boot in default scre	item. een.			
		Display last shown Boot in default scre	item. een.			
		Display last shown Boot in default scre	item. een.			
		Display last shown Boot in default scre	item. een.			

- 8. In the **iCanvas Name** field, define a descriptive name for this ON Liveboard. If you have multiple ON Liveboards in multiple geographic locations, it may be helpful to include those details in the name, for example:
 - ACME-NYC1-UES
 - ACME-NYC2-UWS
- 9. In the **iCanvas Orientation** field, select the orientation of the ON Liveboard. This is important, as you can specify a match is required between content in a specific orientation and a ON Liveboard of a specific orientation.
- 10. In the **Rebooting after successful initial setup** field, choose what you'd like the ON Liveboard to show after it reboots (after an iOS or application crash, etc.).
 - Display last shown item (default)
 - Boot in default screen
- 11. Tap **NEXT**.

iPad ᅙ		12:07 PM	€ 🖇 55% 🔳 🗭
K Back			Cancel
	Please set the time zone, whe	re the iCanvas will phisicaly be	
		America/Montreat America/Montserrat America/Nassau	
	Time Zone :	America/New_York	
		America/Nipigon America/Nome America/Noronha	
	Your iCanvas can, on a schedu your iCanvas but the screen w	ile turn it's display On or Off, it will not power off ill stop displaying content. ble Screen On/Off Schedule	
	On from:		
	Off from :		
			Next

- 12. In the **Time Zone** section, set the time zone for where the ON Liveboard will reside.
- 13. If you want the ON Liveboard to stop showing content during certain hours (e.g. when a retail shop is closed), turn on Enable Screen On/Off Schedule and define the On and Off times. The backlight will go off during the OFF times.

NOTE: This can be enabled/configured later in the Tech Ops Portal iCanvas settings.14. Tap NEXT.

iPad 🗢	11:50 AM	100%
Back		Cancel
	The moment of truth!	
	The setup is complete and will be transferred to the iCanvas, the iCanvas will reboot and provision itself into your account. If anything fails, the iCanvas will revert and clear its settings. After reviewing your settings, you will be able to reconnect to its wifi personal network and resubmit these configuration settings, otherwise the iCanvas will appear in your iCanvas list.	
	Submit	
	Submit by Bluetooth	

15. Tap Submit.

Checking Successful Provisioning

When the ON Liveboard has been successfully provisioned, its icon will appear under the COLLECTION heading in the iCurator.



NOTE: If the icon with the name of the ON Liveboard appears, but is in gray with an X, the ON Liveboard is provisioned, but is offline.

Updating iCurator

Updates will be made periodically to the iCurator application. You will be notified on your iPad when one is available.

Before Using ON Liveboard

Before you can push content to your ON Liveboards, content must first be uploaded into the Tech Ops Portal on the cloud.

Troubleshooting ON Liveboard Operation

iCurator Troubleshooting

- If you can't log in to the iCurator, verify that you are connected to the Internet
- If library doesn't load: verify that you are connected to the Internet

ON Liveboard Troubleshooting

Self-monitoring and self-healing architecture means the ON Liveboard can recover from most software and application crashes without human intervention. If the ON Liveboard loses Wi-Fi connection, is unplugged (and replugged), or experiences some other OS or application crash, most times it will reboot itself, and it will show the same content it was showing before, or resume the content schedule it was on. However, if your ON Liveboard isn't showing content, knowing its state can help you troubleshoot connection issues. The ON Liveboard will show an icon on the screen to indicate its state.

On the screen	What it means	What to do
((1))	ON Liveboard is in AP Mode (connected to Wi-Fi), but needs to be provisioned.	Provision the display, or contact VIDERI support.
\bigtriangledown	Not connected to access point	 Check wifi settings (SSID and password). If these are correct, then re-provision the display, or contact VIDERI support.
C_{x}	Not connected to VIDERI Cloud	Contact VIDERI support.
LOGO, no icon	ON Liveboard is connected to Internet and Portal, but no content is loaded in the library	Contact VIDERI support to load content into the library.

HDMI4/DVI 1920x1080 / 60p	Rebooting	Waiting for reboot to complete
		 Make sure A/C power cord is securely connected to the ON Liveboard.
		 Check that outlet is live by plugging another electrical device into it
Completely blank screen, no icon or logo	No power, or dead screen	 Turn out all the lights in the room. Stand in front of the ON Liveboard, look down at where the bezel meets the display, and look for a slight glow. If you see the glow, then you have power. Check the Tech Ops Portal to ensure there is content to be pushed to this ON Liveboard.

No Sound

If you don't hear sound from the Bluetooth audio device the display is paired with:

- Check that audio device is powered up.
- Check that the audio device is properly paired with the display
- Contact VIDERI support for assistance

Cleaning the ON Liveboard

Like any display screen, the ON Liveboard is susceptible to fingerprints. To clean the ON Liveboard:

- Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
- If the screen still not clean, apply a small amount of screen cleaner onto a clean, soft, lint-free cloth, and wipe the screen.
 NOTE: Do not spray or pour any liquid directly onto the screen or case.

- Wipe the case with a clean, soft, lint-free cloth. This removes dust and other particles.

 If the case still not clean, apply a small amount of a non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

Disclaimer

VIDERI does not recommend the use of any ammonia or alcohol-based cleaners on the ON Liveboard screen or case. Some chemical cleaners have been reported to damage the screen and/ or case of the ON Liveboard.

VIDERI will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

Customer Support

For technical support or product service, contact your reseller, or use the contact information below.

– Email: support@videri.com