

ON.SERIES PROVISIONING GUIDE

ON.SERIES

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V I D E R I

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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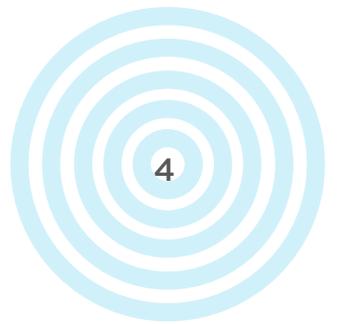
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Configuring iCurator and Provisioning the ON Liveboard

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

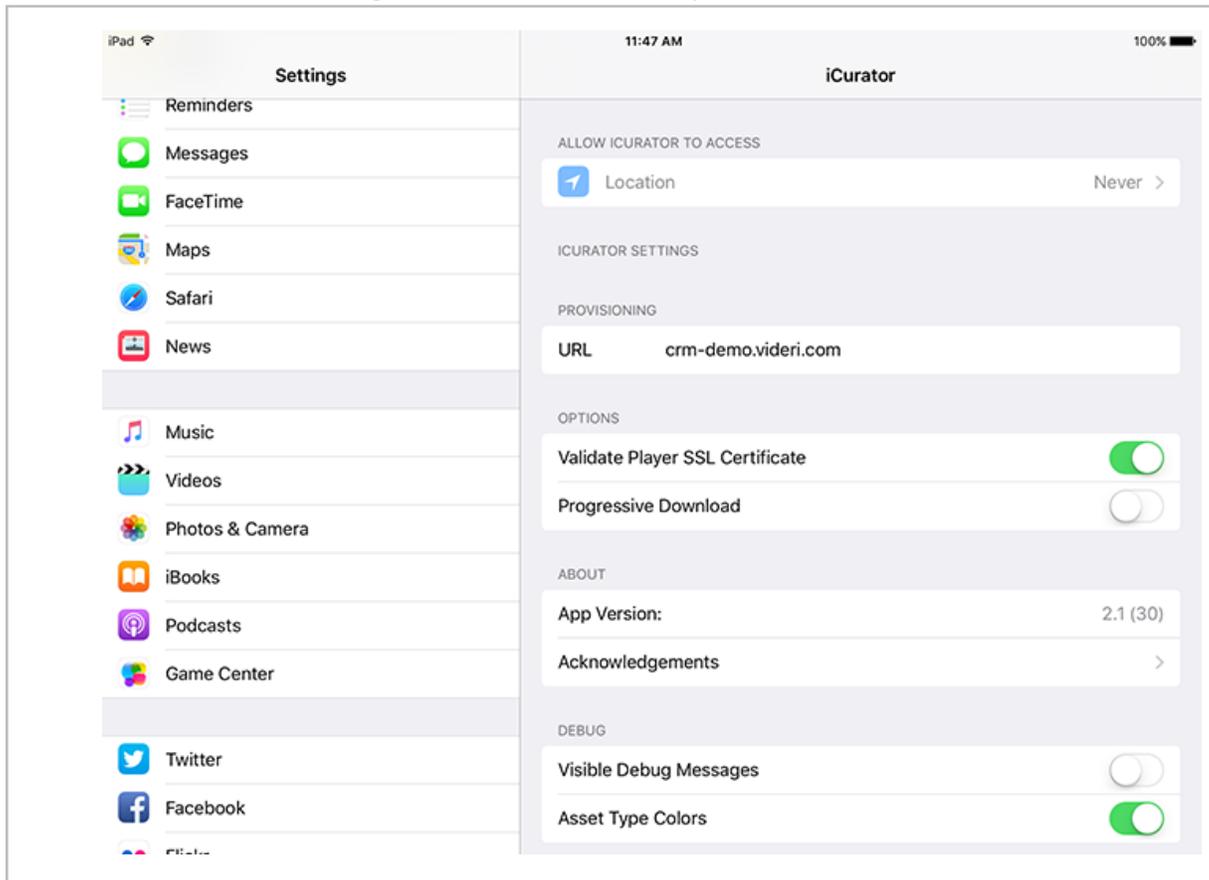
You perform this operation using an iPad with the iCurator application.

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**.



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

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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

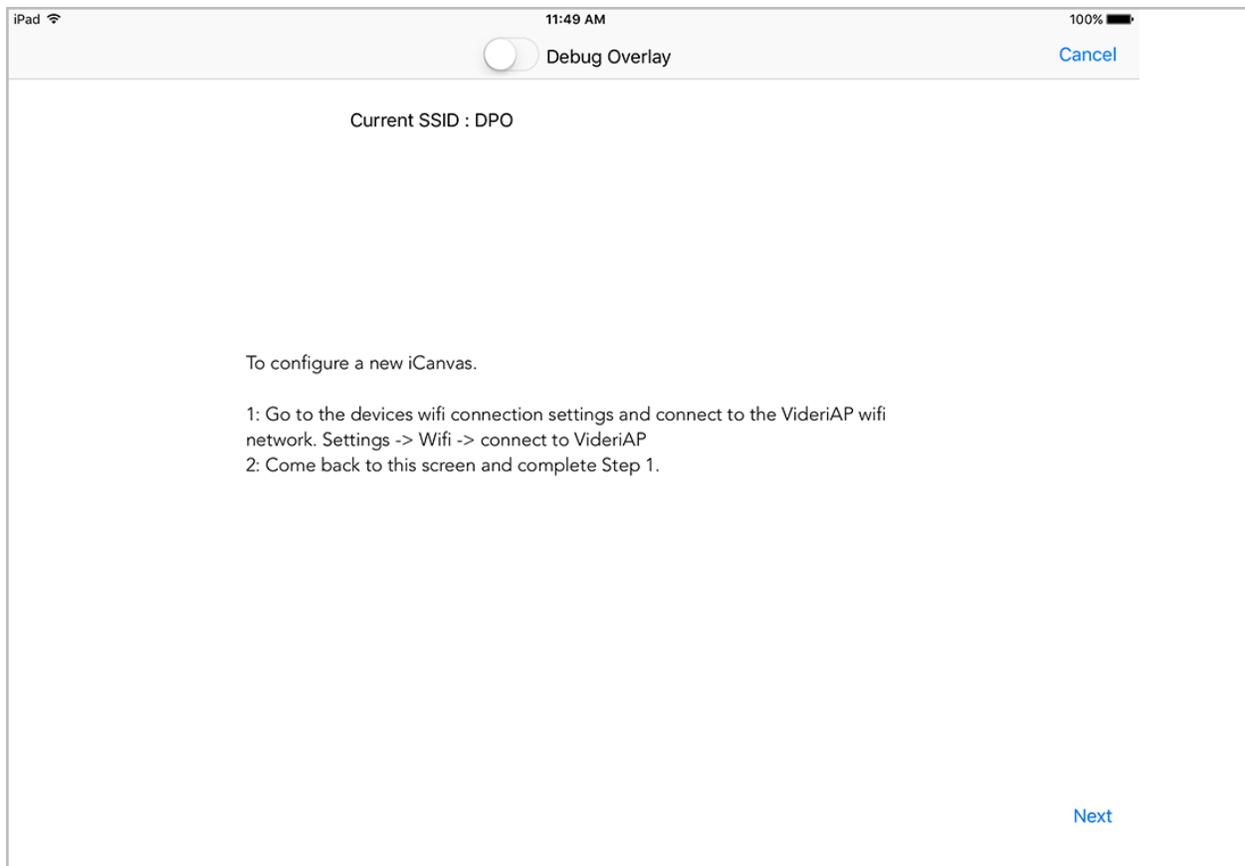
1. Launch **iCurator**.



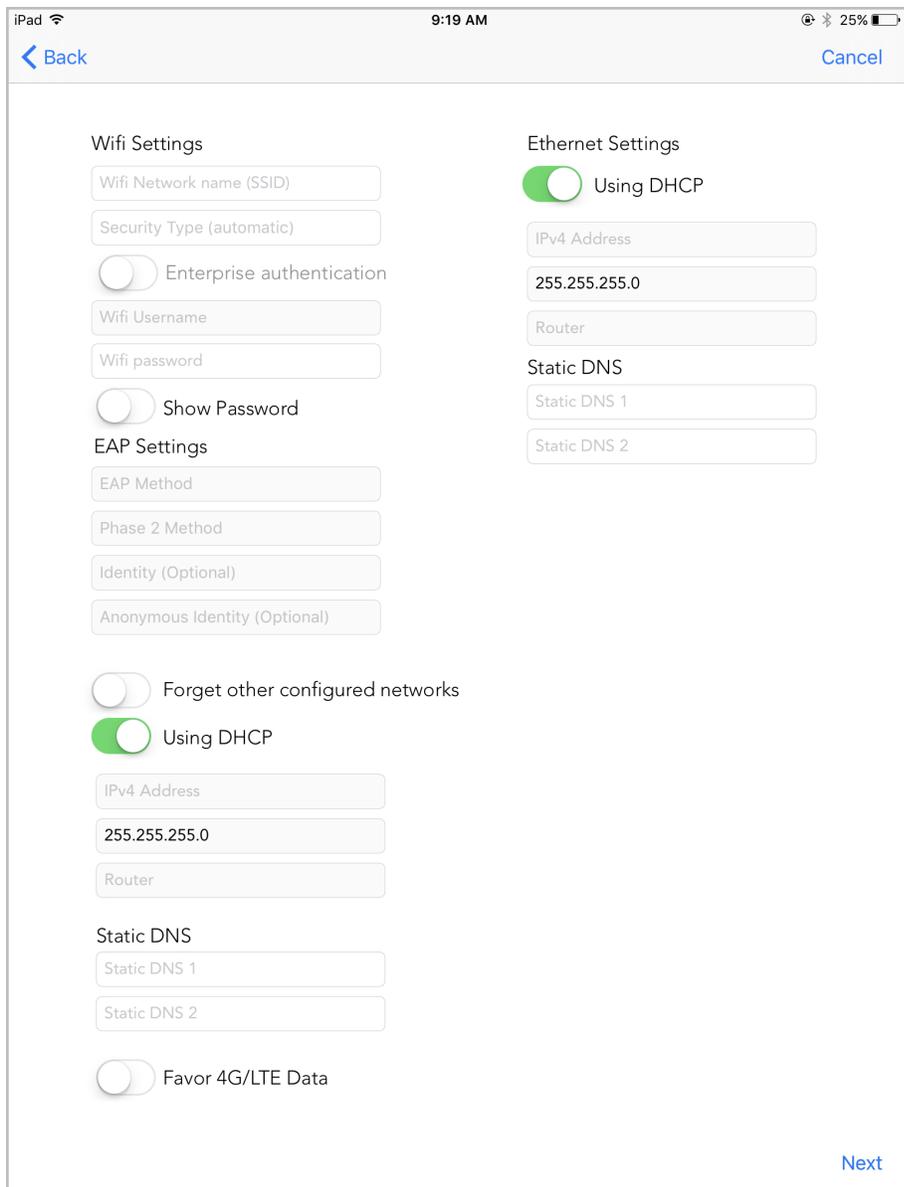
2. On right side of screen, tap **iCurator** settings (the circle icon on the right).



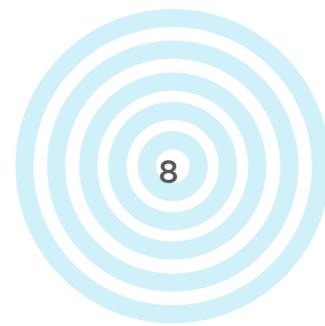
3. Tap **Configure iCanvas**. You will be led through a series of setup screens.



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



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**.



iPad 11:49 AM 100%

< Back Cancel

Your iCanvas needs a name, this will help you identify it from your other iCanvas in the list of iCanvas.

iCanvas Name : SMART SUITE RIGHT

iCanvas Orientation :

Portrait Landscape Square Reverse Portrait Reverse Landscape Sensor Soft. Sensor

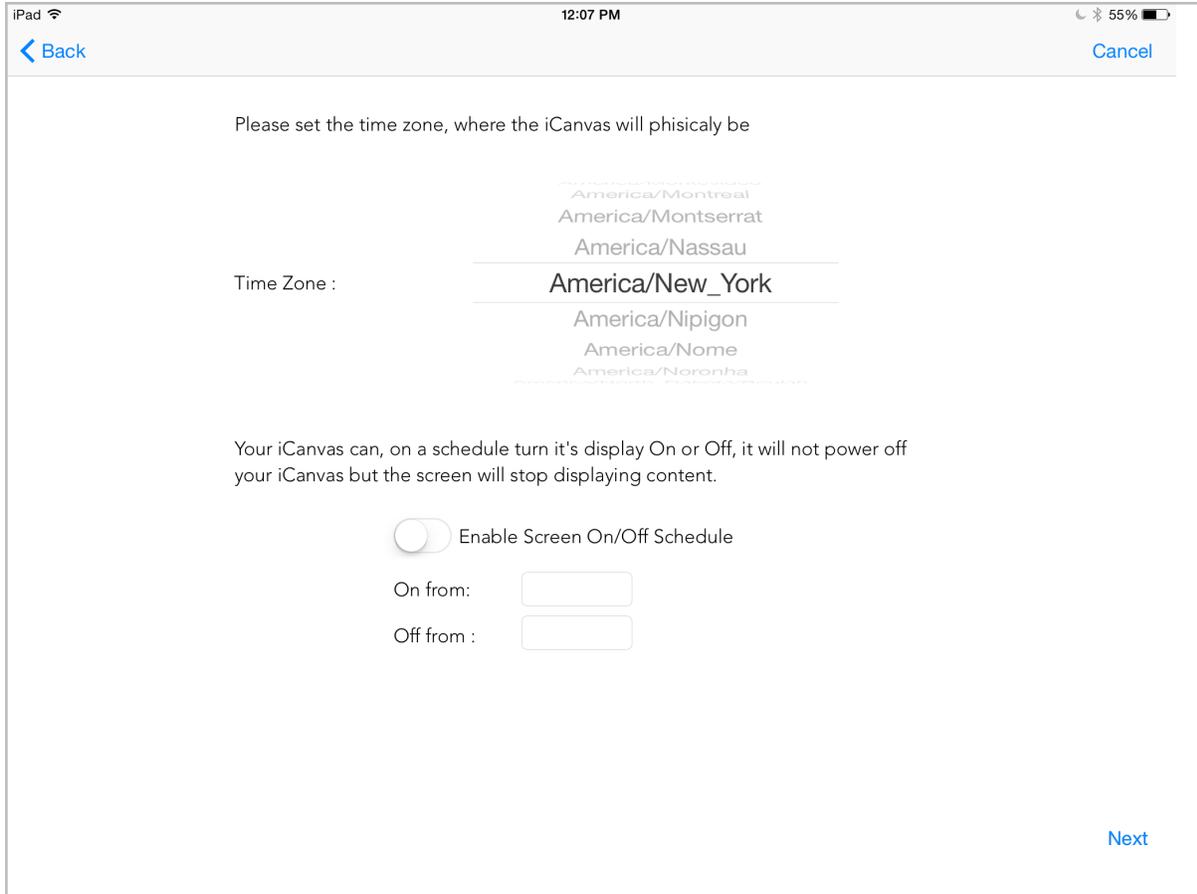
Rebooting after successful initial setup, the iCanvas should:

Display last shown item.

Boot in default screen.

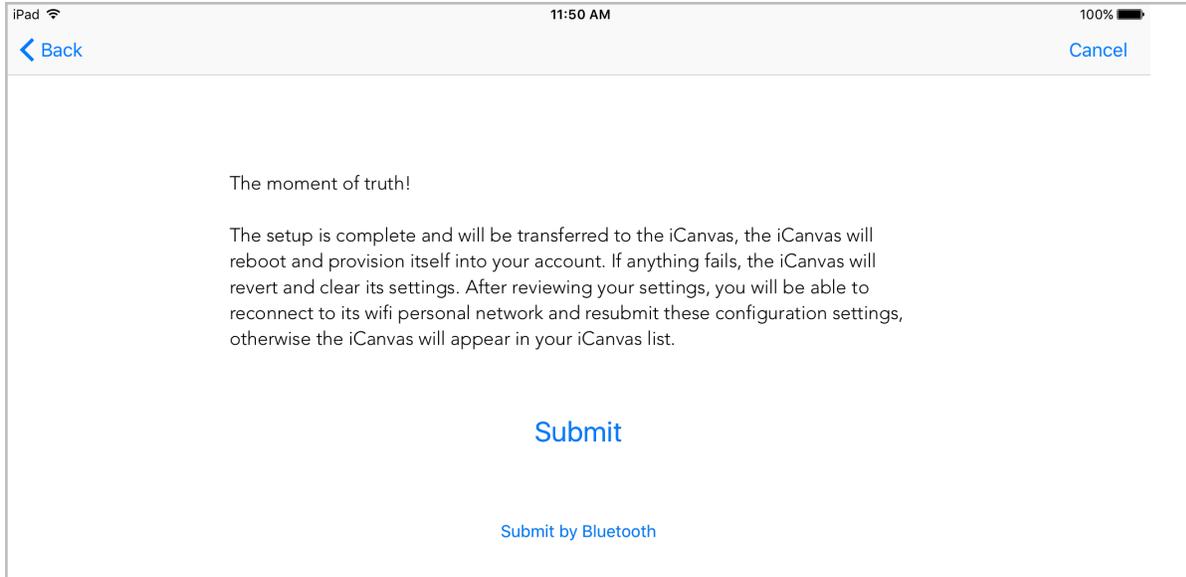
Next

- 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
- 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.
- 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
- Tap **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**.

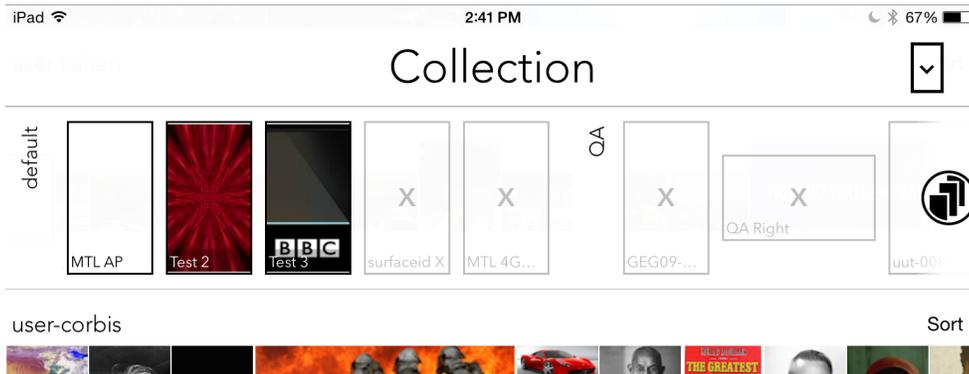
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15. Tap **Submit**.

Checking Successful Provisioning

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



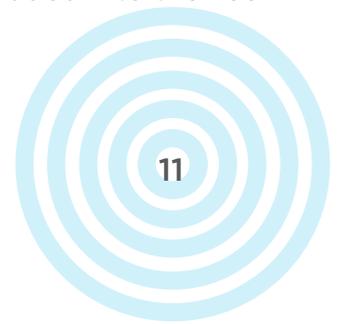
NOTE: If the icon with the name of the ON Liveboard appears, but is in gray with an X, the ON Liveboard is provisioned, but is offline.

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

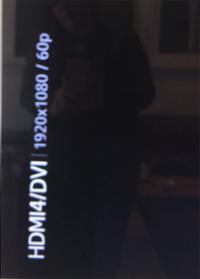
- **If you can't log in to the iCurator**, verify that you are connected to the Internet
- **If library doesn't load**: verify that you are connected to the Internet

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
	ON Liveboard is in AP Mode (connected to Wi-Fi), but needs to be provisioned.	Provision the display, or contact VIDERI support.
	Not connected to access point	<ul style="list-style-type: none"> – Check wifi settings (SSID and password). – If these are correct, then re-provision the display, or contact VIDERI support.
	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.



	Rebooting	Waiting for reboot to complete
Completely blank screen, no icon or logo	No power, or dead screen	<ul style="list-style-type: none"> — 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 — 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