User Manual

Date

2025-March

IAdeaCare User Manual 1.8.0

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1. Overview

Managing your players is no longer a complicated task. With **IAdeaCare**, you are now able to remotely monitor and configure your player's settings from the ease of your internet browser. **IAdeaCare** allows for easy set up and pairing of your players in or outside of your network to connect. Once players are paired with your account, all the remote features, functions, and settings that once required you to physically configure the player are now available remotely.

Player Management made easy with **IAdeaCare**:

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2. System Requirements

Minimum system requirements

CPU	• 2.6 GHz up
Operating System	• Windows OS • MAC OS
Browser Version	• Google Chrome: 56 • Firefox:38 • Microsoft Edge: 20
Firmware Version	• Available on all model Android 7.1 • MBR-1100: 1.2.87.531 or later • XDS-107X: 1.2.86.532 or later • XMP-6250/6400: 1.2.84.533 or later • XMP-7300: 1.0.10.341 or later • WRP-1000: 3.4.0 or later

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3. Account Setup Process

a. Enter https://care.IAdea.com to your web browser.

b. Type in your account email and password to log in.

I. If you already have an account, proceed to login with email and password.

- Confirm that IAdeaCare is on the latest Version and Release.
- v1.8.0-76 | Release: 2025/03/XX

II. If you do not have an account, click on Sign Up to create a new IAdeaCare account.

i. Follow the below prompts and fill out the form:

ii. Once you have your form filled out, click Submit. An email confirmation with an activation code will be sent to your email.

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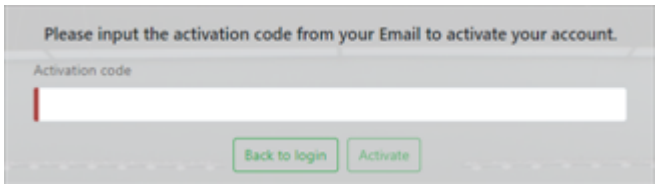

Note: When registering for a new account or using **Forget password** function, an email will be sent from noreply@iadea.com. To avoid these email goes into junk mail, please add it to safety list (e.g., you may want to find some official article link for outlook on how to add contact into safe list). If not, then customer should look for email title **IAdeaCare account activation** or **IAdeaCare password recovery** from junk mail box.

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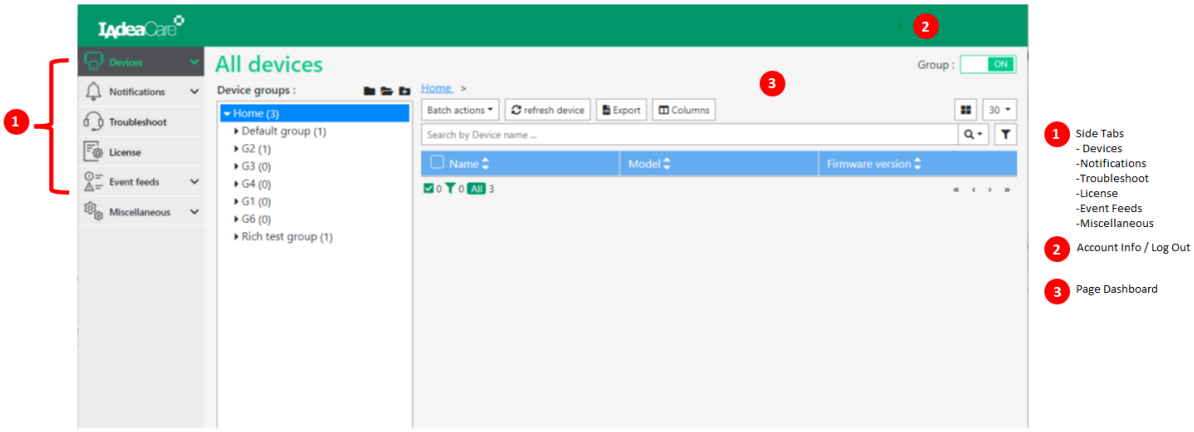
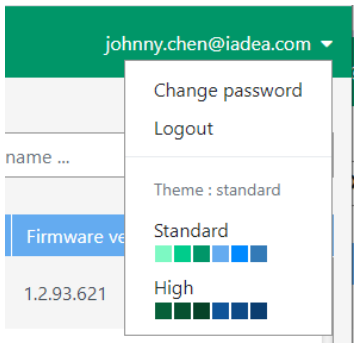
4. UI Overview

4.1 Main Dashboard



1. The main dashboard is composed of side tabs located on the left-hand side that allow you to navigate your IAdeaCare UI.
2. To logout of IAdeaCare, the **Logout** button is located on top right corner.
3. The page **Dashboard UI** will change to display the content for the selected **Page** Tab.

For users that need high contrast color scheme, the **Theme** option is available on the toggle drop down menu next to the account name.



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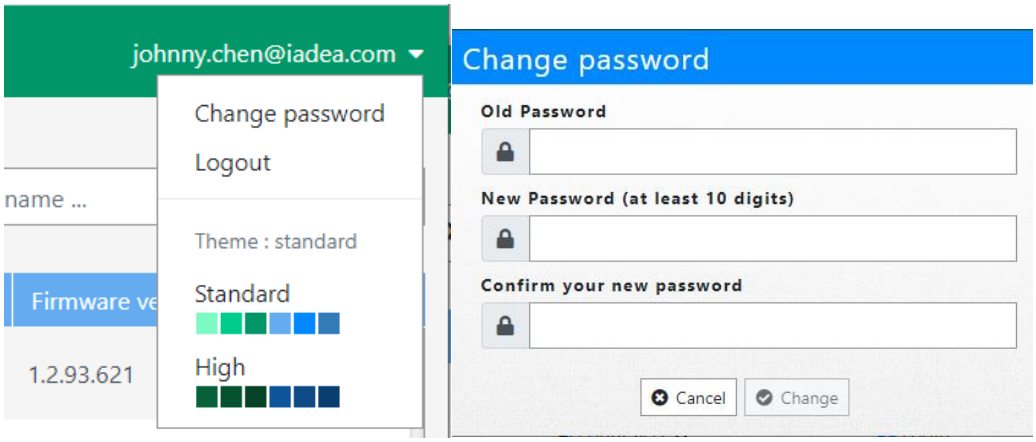
Password Change

To change your password, click on the down arrow next to the account email and select Change password. Enter your old password followed by your new password twice.



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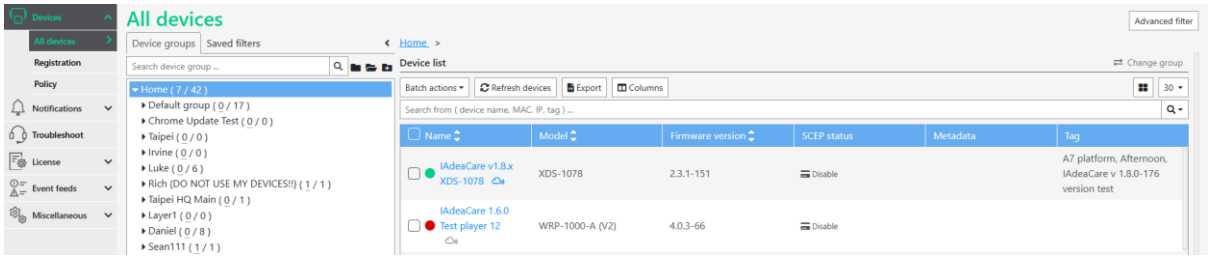
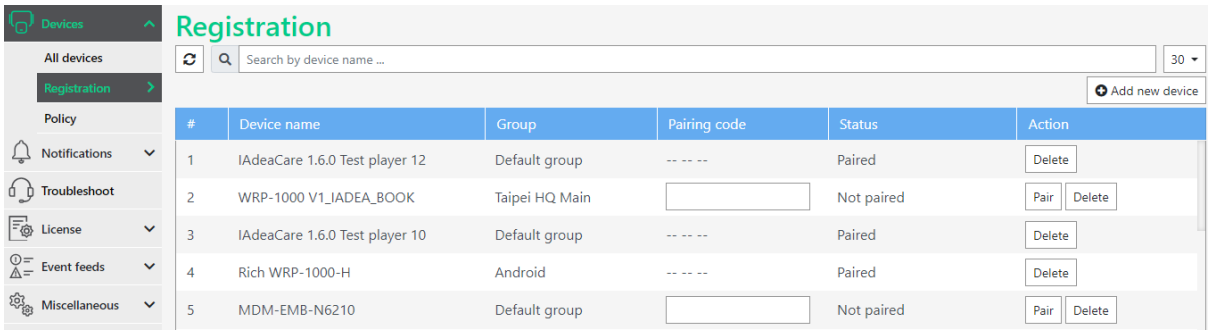
4.2 Devices



All Devices Elements:

- **Group Function:** Collapse Group, Expand Group, Create Group.
- **Batch Actions:** Basic Configuration, Update Security Password, Update Firmware, Update IAdeaCare APK, Reboot, Troubleshoot, Clear Cache, Clear App Data, Add Label.
- **Refresh icon:** Refresh player information.
- **Export icon:** Export device list.
- **Columns:** Add Device information.
- **List View/ Grid View:** Switch between the two views.
- **Sort icon:** Sort by Filters.
- **Search icon:** Search by Device Name.
- **Information of the paired Players:** The details for the paired devices for management.
- **Group by Saved Filter:** The tag tab allows you add labels to devices to create label groups.
- **Search box in Device Group:** Search devices by name within the Device Group.
- **Search box in Saved Filters:** Search devices by label.
- **Advanced Filter:** Advanced filter allows for more advanced parameters to filter your desired device list.



Registration Elements:

- **Pair/Delete player:** Add/Remove Paired Player.

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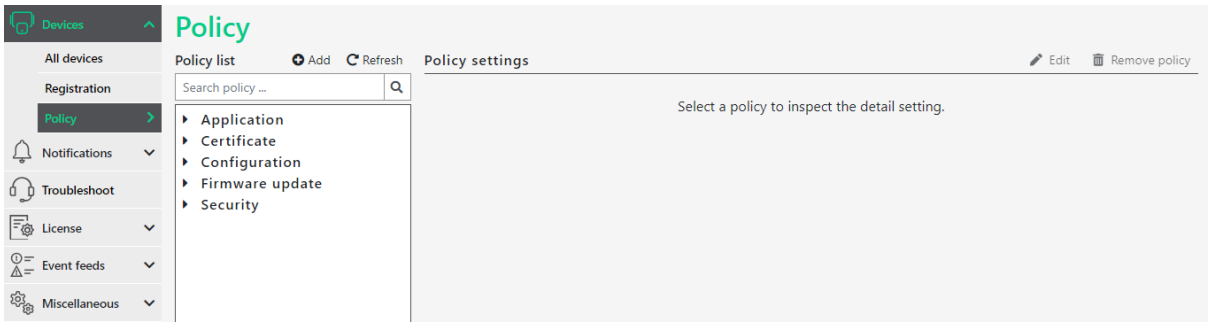
- **Refresh icon:** Refresh Players.
- **Search icon:** Search by Player Name.



Policy Elements:

- **Add:** Create a new policy (Application, Certificate, Configuration, Firmware Update, Security) **Note: Application and certificate
- **Refresh:** Refresh the policy list to show changes if policies were edited or devices were added.
- **Search icon:** Search by Policy Name.
- **Edit:** Select an existing policy to edit the policy settings.
- **Remove Policy:** Remove any unwanted polices from the system.

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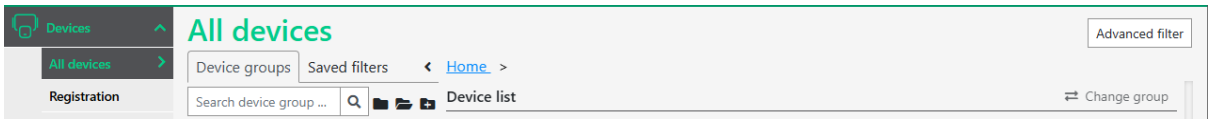
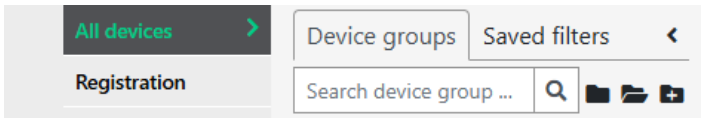
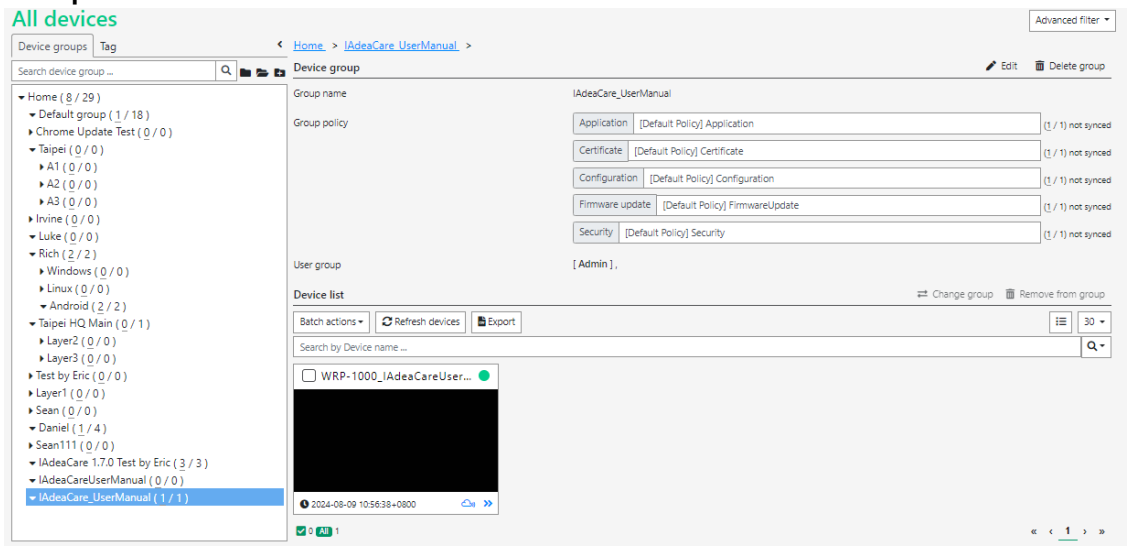
All Devices





Device groups Actions: Collapse Group , Expand Group , Create Group

Group details:



On this page, the dashboard will show Group Name, User Group, and the Device Policy.
Note: **User group information only exists when under Enterprise account. There is no control button until user click 'Edit'.

Device Groups now show online/total devices for each group.
Device Search is applicable to All Device Table and Device Group.

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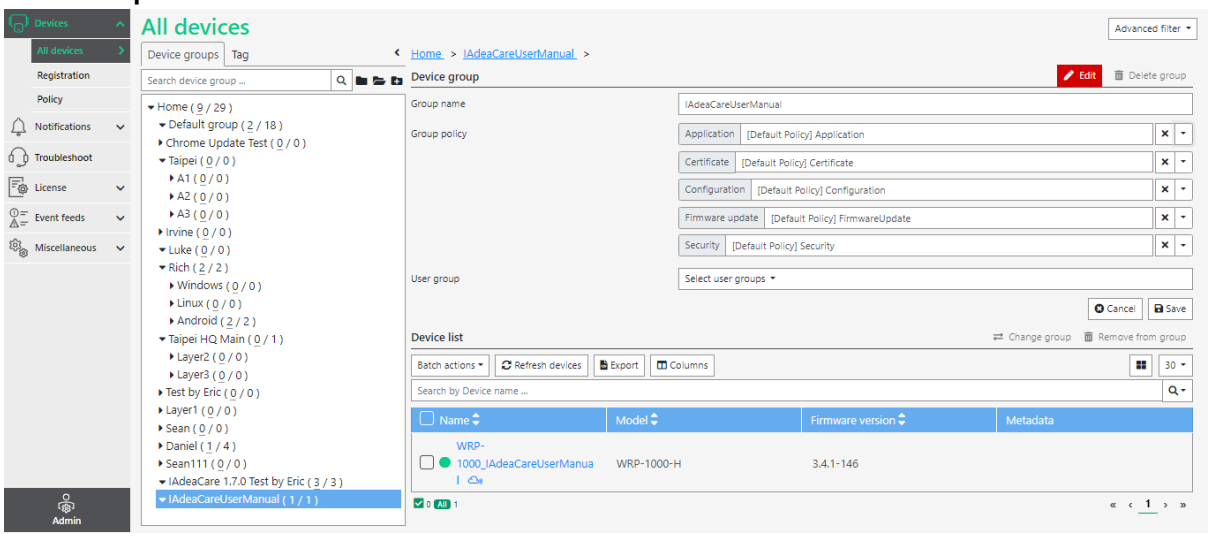
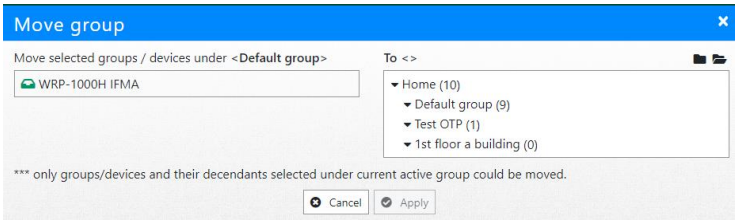
Edit Group:



Click 'Edit' button to expand the editable options.

- Edit Group Name.
- Drop down menu to set up group policy.
- Remove button to unassign group policy. When a group is removed, a default policy will automatically take effect.
- Drop down menu to set up user group (Enterprise Account).
- Cancel / Save for the above settings.
- **Delete Group:** Once group is deleted, all devices will be moved to default group.
- **Change Group:** The change group option will only populate once devices are selected. User can change group by drag and drop to the group tree on the left.



- **Remove from Group:** This option will only populate when devices have been selected. When Remove Group is selected, a system message will populate to notify user "Are you sure to remove devices from [Group Name] group? Devices will be automatically moved to the Default Group.

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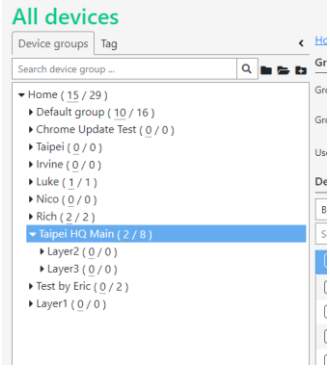
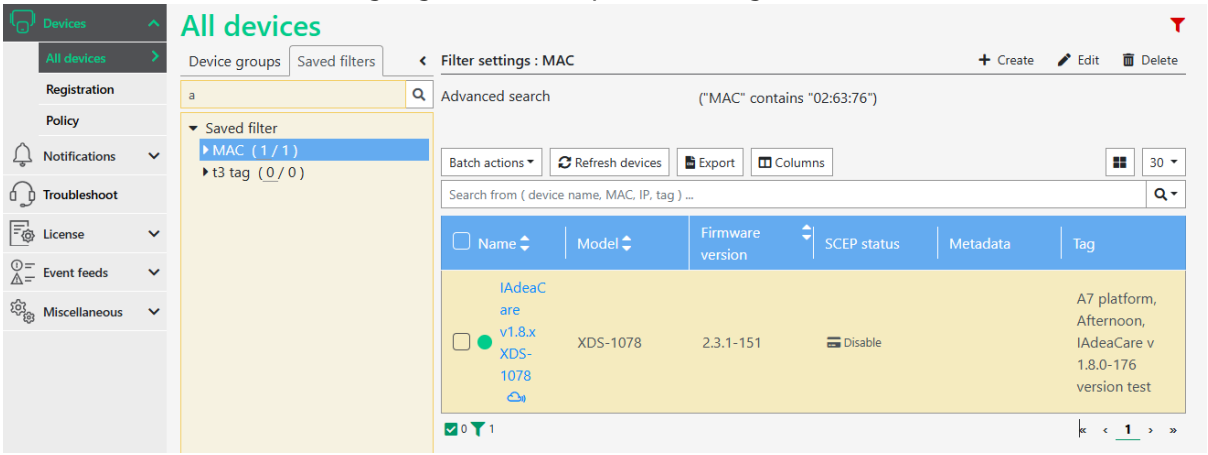
Groups

By default, devices that have not been assigned a group will be placed in the default group. Users will be able to **create groups and sub groups** to organize and filter the devices on their network.

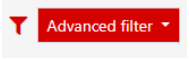
If a group policy is not assigned to any managed policies, it will automatically be assigned the default policy.



Device Search results are highlighted with a yellow background.



The search will also change the number of devices indicated under the device group. Filtered searches will be indicated by the Red Filter Icon.



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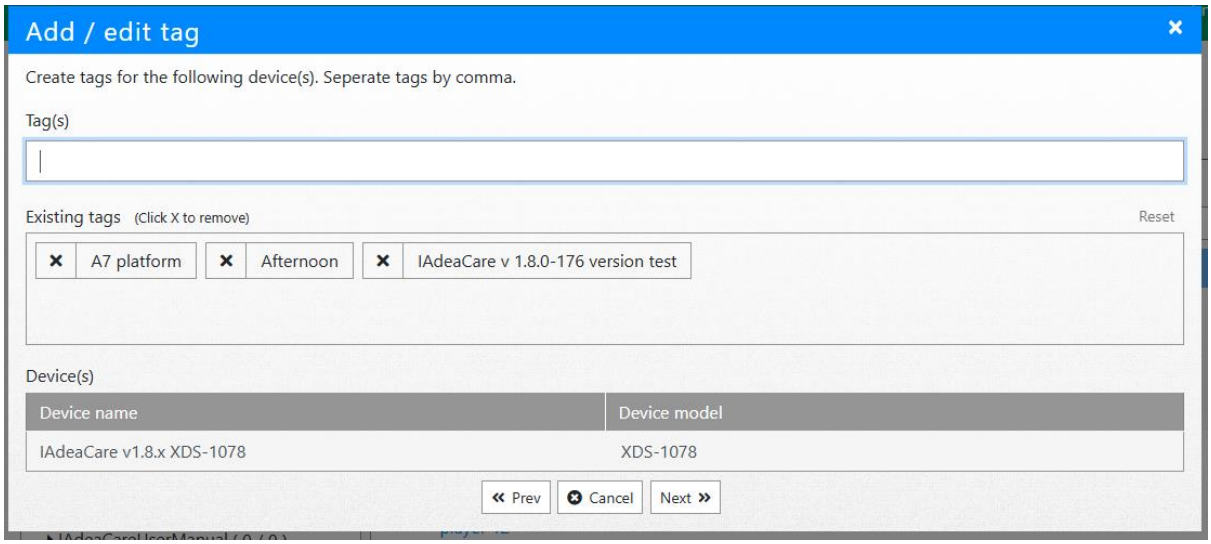
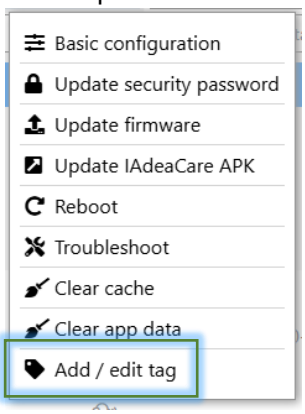
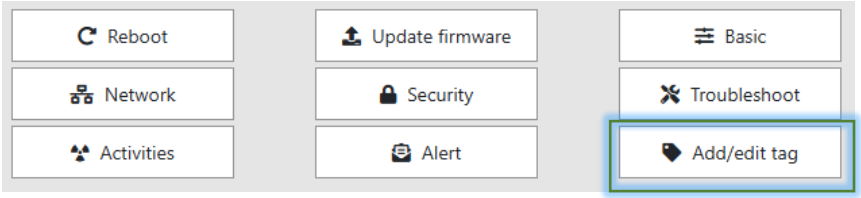
Saved Filter Tab



Device Labels can be added to multiple devices through the Batch Action.



Labels can be new or selected from current labels being used.
Device Label can also be added to individual devices through their player dashboard.



Maximum number of labels that can be created is 30.

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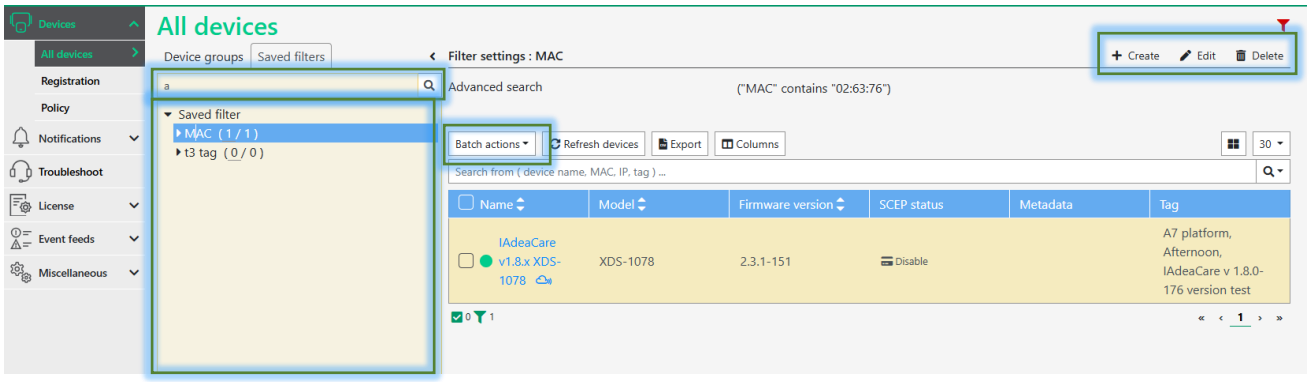

Users can search label under the Saved Filter Tab.
The selected saved filter results will show online/total number of devices with label tag.
Unselected results from the filter results will be displayed (-/-) as default.
Users can use Batch Actions for devices under same label. However, Policies do not apply to label groups (Only Device Groups).
Labels can be edited or deleted at any time.

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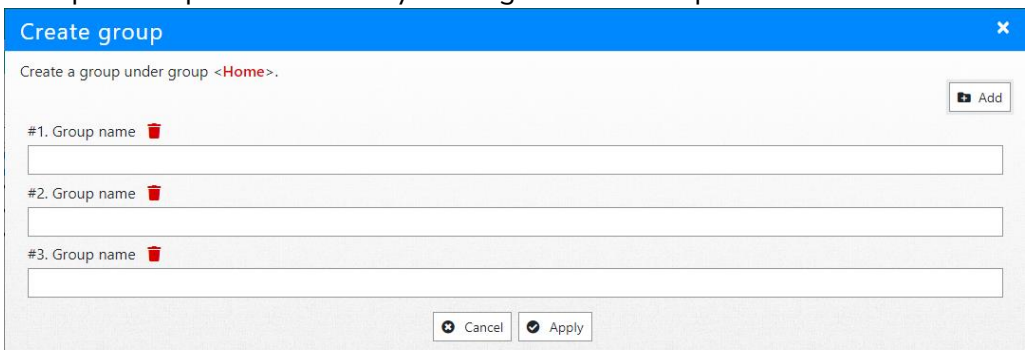
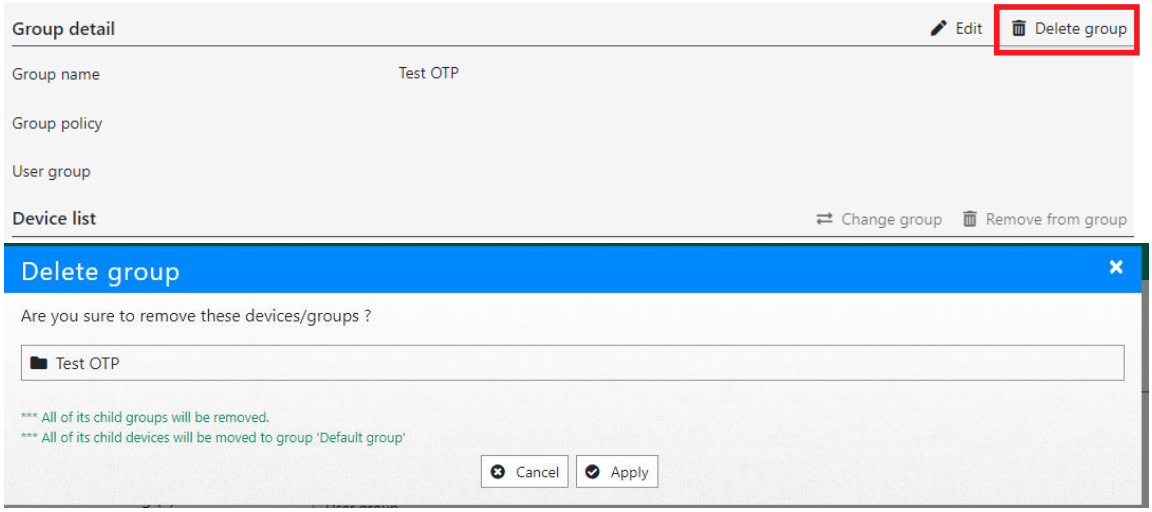
Create Group:

Click Add to add a new group. Input your group name and click apply. You can create multiple Groups at one time by clicking on Add multiple times.



Delete Group:

Select Device or Group from the Group tree to be deleted. Click Delete and confirm. When deleting any group, all subgroups will be deleted as well. Devices belonging to deleted group will automatically be moved to Default group.



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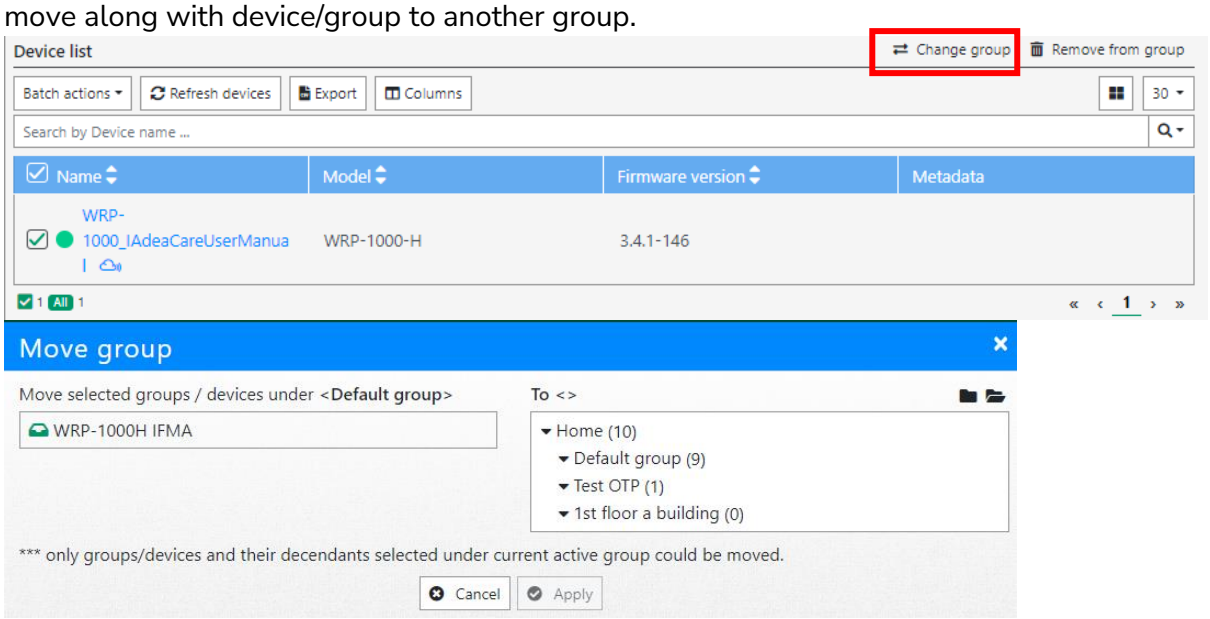
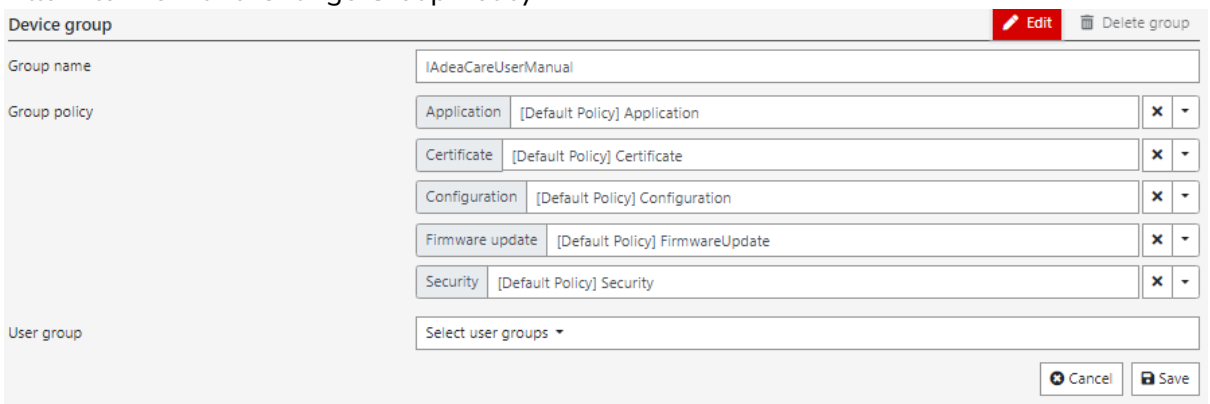
Move Group:

Select device/group from list and click Move Group. You can also check a group's policy to move along with device/group to another group.

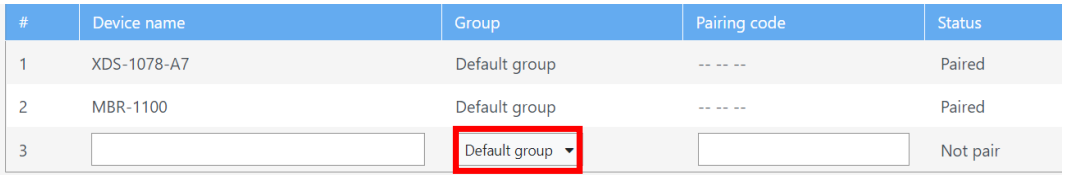


Edit **Edit**:

Allow to View and Change Group Policy.



Note: When initially pairing devices, users can select the group that the device to belong to



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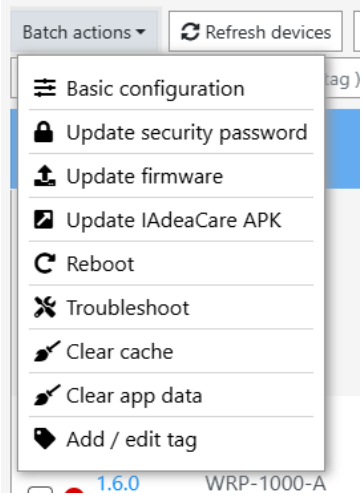
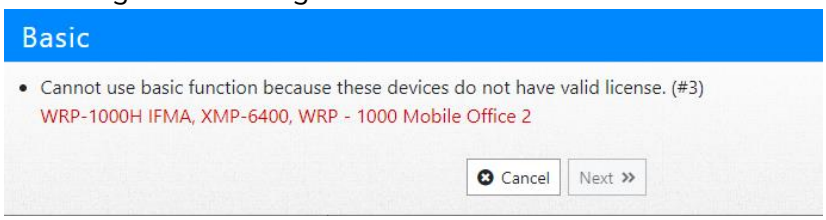
Batch Actions

Under **Batch Actions**, users will be able to:

- **Utilize** the available functions to multiple players at once.
- Accomplish a **batch** function or configuration, click on the empty box next to the desired players to select multiple players. Then select the Batch Actions function you would like to utilize. For most advanced control functions, See Section 4.2.3



Note: If a selected player does not have a valid license or is offline, you will receive the following error messages.



Update IAdeaCare APK – This will update the **IAdeaCare.apk** version on the player. The **IAdeaCare.apk** version should automatically update with each release. However, if there is an issue with the player automatically updating, you may manually update through this function.

Clear Cache – This function sends a command to clear the application cache on the player. This will clear any stored cache that may cause the player to malfunction or prevent the player from downloaded new content or configurations. Clearing the cache will not reset the player or delete the storage content.

Clear App Data – Clear app data on devices to clear both cache and cookies.

Add / edit tag – Add a tag label to devices to create a group.

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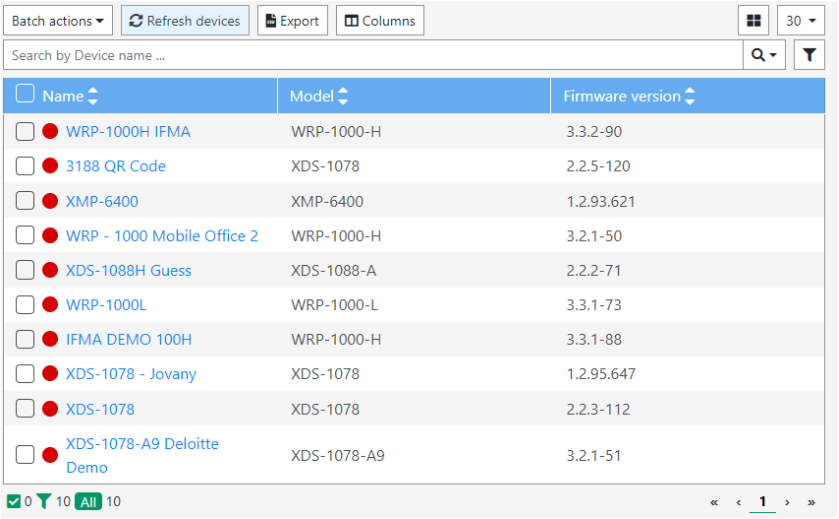
Home Shortcuts

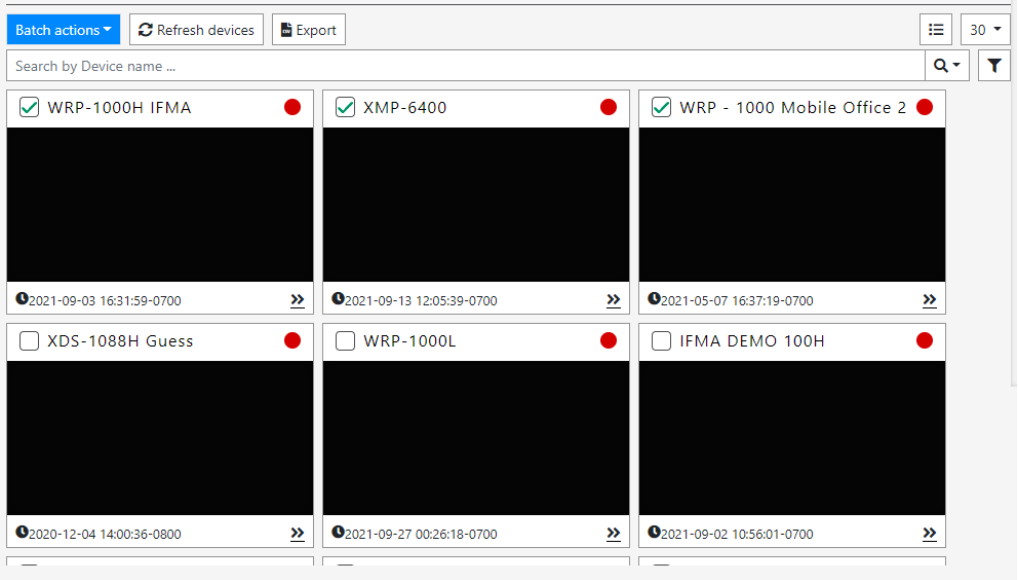
Refresh devices - Refresh all content to reflect any changes that you may have submitted. There is a 30 second time restriction between each refresh.

Export - Export device information to a .csv file.

Table View - The default view that will populate, it shows your homepage with all your players with detailed information regarding the configurations of the player.



Grid View – it shows your homepage with all your players in a **quick view** format that provides player mode, timestamp, screenshot, MAC ID, and online/offline status.



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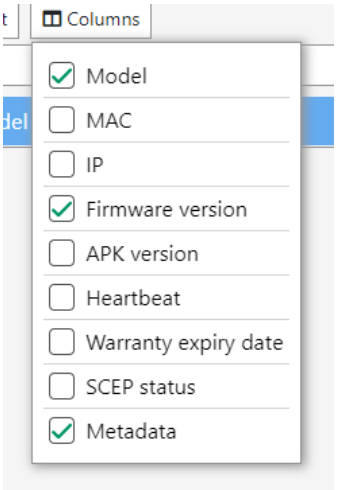
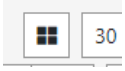
Columns – Enable and Disable viewable device information for the dashboard.



Metadata - IAdeaCare device list can display Metadata.

• Metadata key must be "iadeacare:application-feedback" for the value to show in device table.

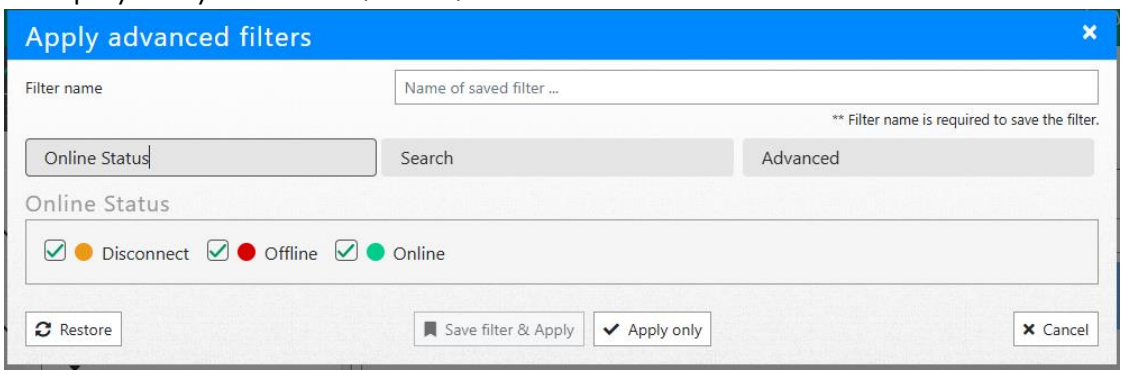
• All customized metadata will only be shown in export csv with both key and key value.



Switch from **Group** View to **Device** View. *See 4.2.3 Groups*

Advanced Filter settings allow user organize and filter player details by the selected settings. Users are able to:

a. Hide players by their online/offline/disconnect status.



b. Configure which settings the filter will use to display desired devices.
   i. All Categories include Basic Settings configurations and Schedule configurations.
   ii. Can also search by Player Model and Firmware Version.
   iii. Can also search by Player Model and WebView Version.
   iv. Each filter category has its own filter criteria.
      1. No Filter - does not affect filter results.
      2. Enabled – show list of devices with filter options enabled.

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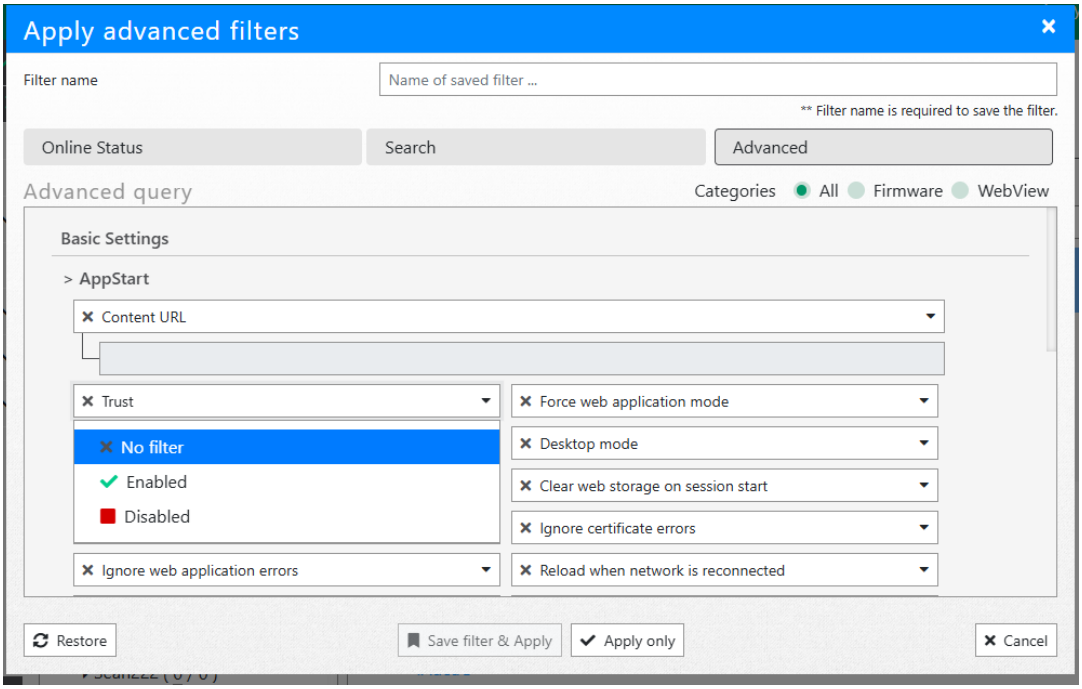
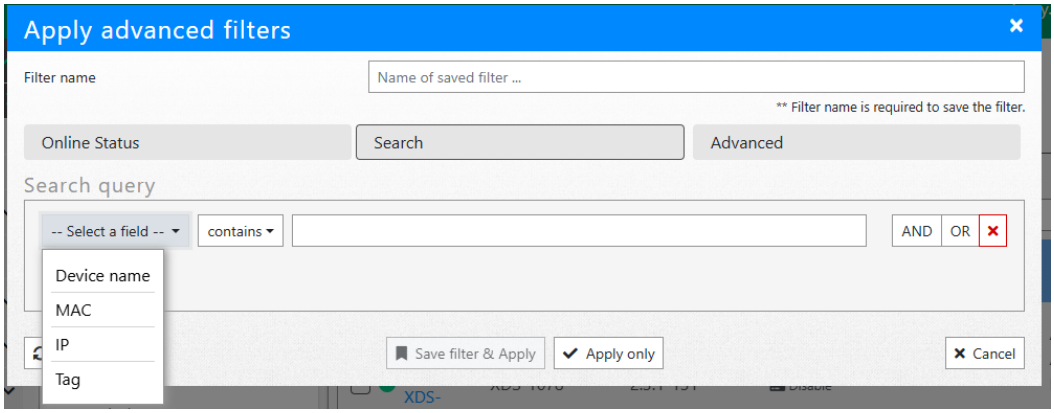
3. Disabled – show list of devices with filter options disabled.
4. Some fields such as Content URL allows to search the text included or excluded from the setting.

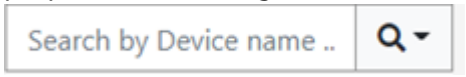


c. Filter devices by search criteria.



Note: In **Group** View, **Owner** and **Group** will not be available as filters.

Searching by **Name** allows the user to search through and filter their player list by the player's name or tag name.



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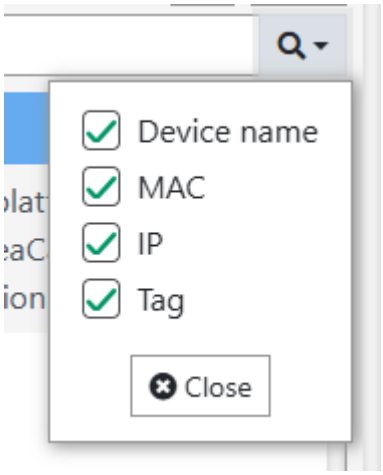
Search by other Filters allows the user to search and filter players by **Player Name, MAC ID address,** or **IP address.**



Filters can selected together or one by one to narrow your search.
Search by MAC ID can now be search with or without ":" in the ID.

Device Details
Each device on the home page will show its online offline status along with the filtered details you have selected to display. To view a specific player individually, click on the player's name to enter the player dashboard.

On **Device page**, some more detail explanation of each device information field (e.g., Player name: user can give a friendlier name to the device. Default name is the primary MAC address.)

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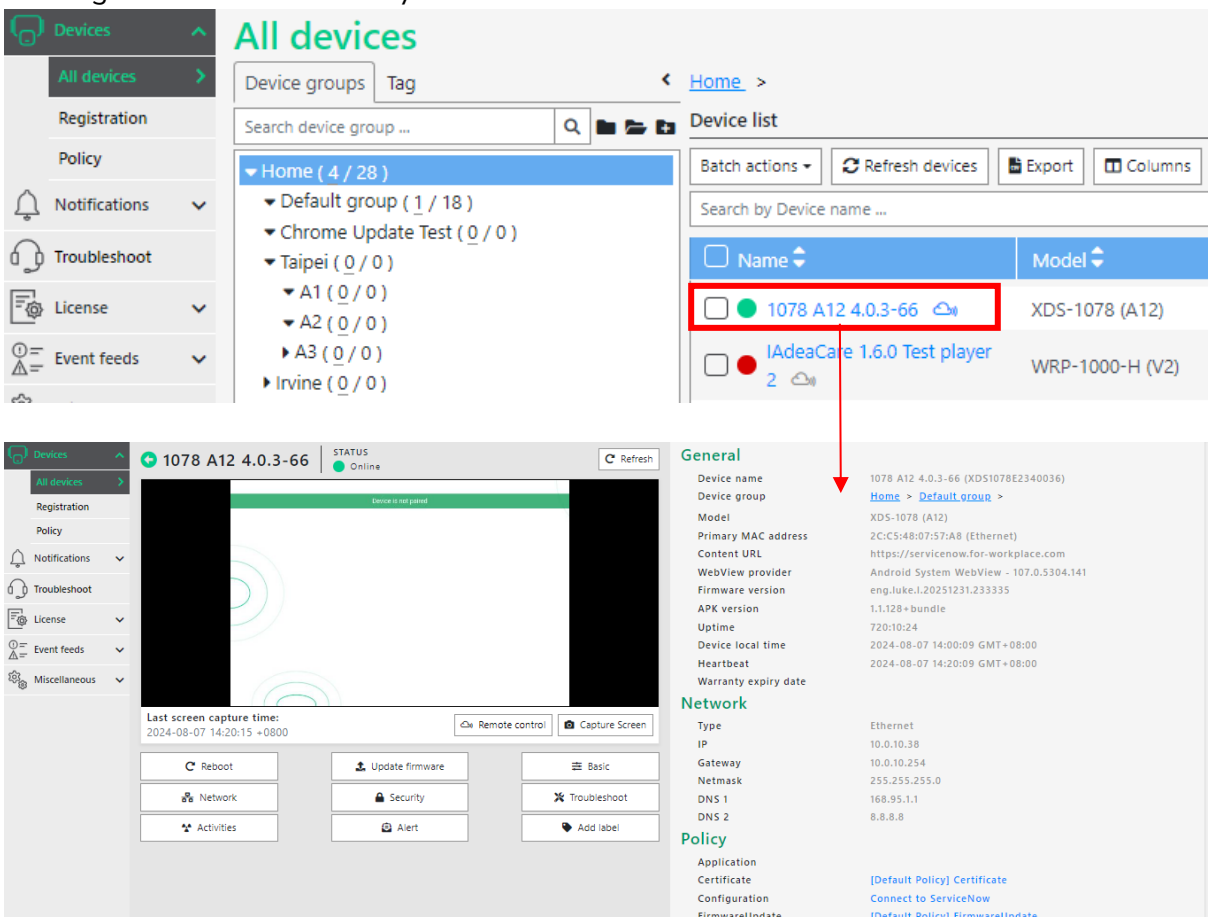
Device Dashboard

Clicking on a **Device** will take you to the **Device's Dashboard**



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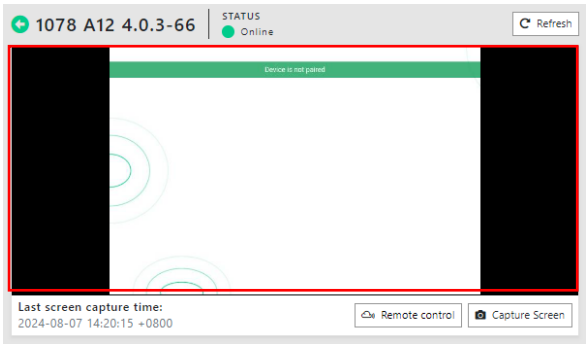
Screenshot

A screenshot is provided along with the last screen capture time of what the player is currently playing.

Press the camera icon to refresh the screenshot (or new screenshot available automatically every 60 seconds).



General

It displays the **General Information** of the selected player.

Network

Displays the online/offline status of the player and if it is connected to the network via Ethernet or WIFI.

Provides all IP configuration settings for the player.

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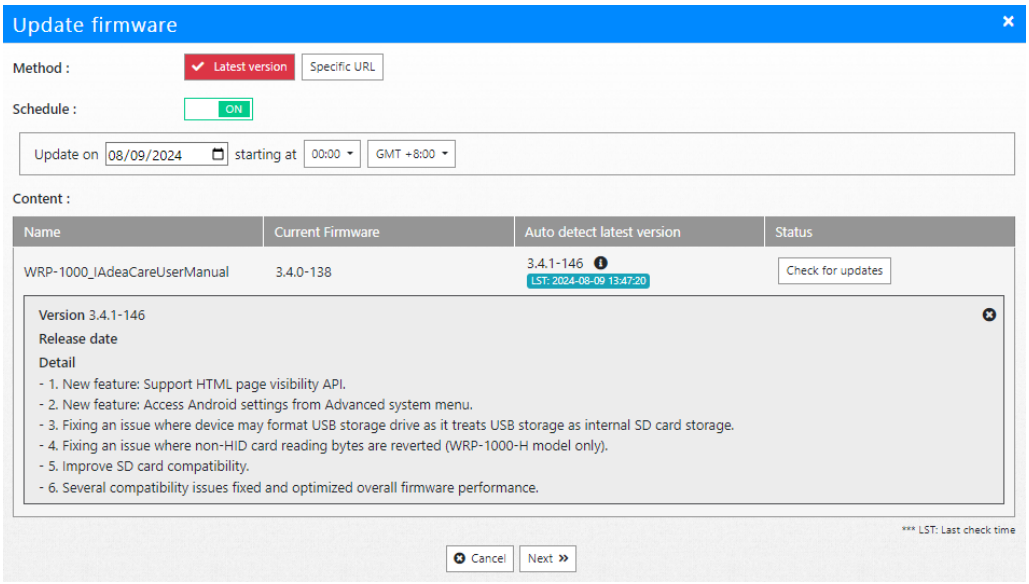
IAdeaCare Functions

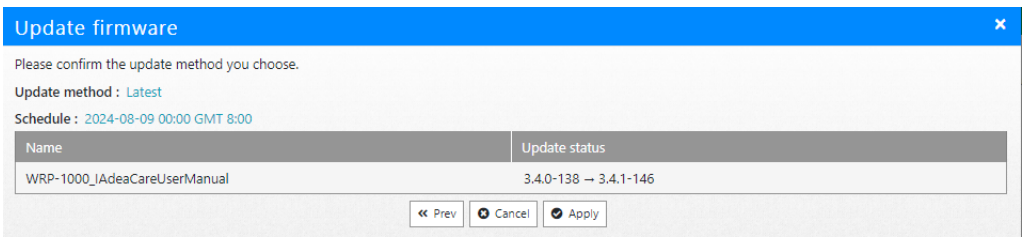
Reboot - The reboot function allows the user to remotely reboot the player.

Update Firmware – This function allows the user to remotely update the firmware via IAdeaCare.

- **Latest Version** – Latest Version allows the user to compare the current version with the latest version on our servers. The user will have a chance to compare version and continue the update if you accept the changes.



- Click to display the latest version **release notes**.



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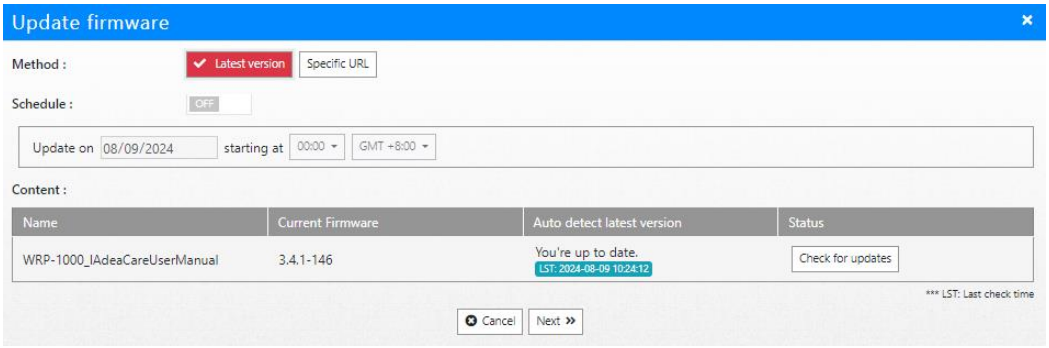
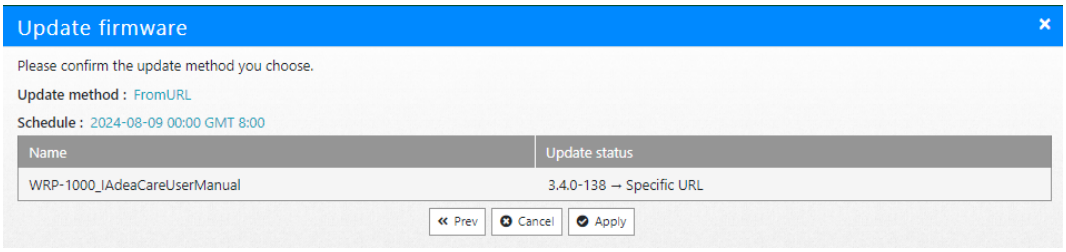
- If player is on the latest version, **no need update** will populate.



- If player is not on latest version, the system will populate update needed along with current version with the latest version.
- **Specific URL** – This method allows you to update the player using your specific firmware by linking the URL for the firmware. This method is useful if the user wants to roll back firmware versions or has a customized firmware.



- **Schedule Firmware Updates** – User is able to schedule a future firmware update at a future date. Along with date, user will also be able to choose the update time and update method. The time will be scheduled on the user's computer's time zone.

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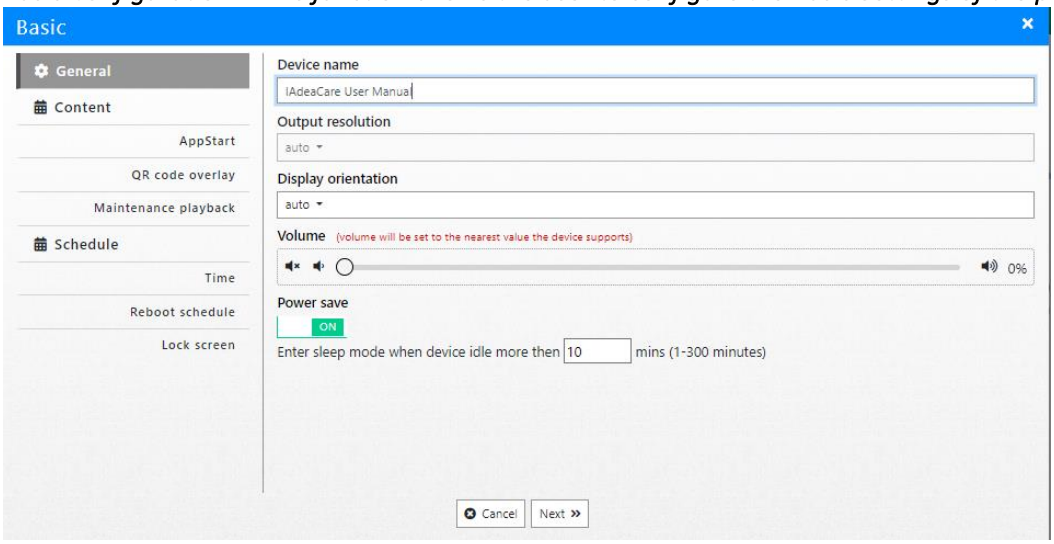
Basic Configuration – This function allows the user to configure the Basic Settings of the player.



- **General:**
  - **Device Name (Tag Name)** – Player name within the Basic Configuration is the name given to the player when it is first paired. This name is considered a tag name or a method to filter or group the players to make it easier to organize.
  - **Output resolution** – Select your device output resolution. Can select Auto or a Static Resolution (1080p)
  - **Display orientation** – Select your device display orientation. Can select Auto or Fixed (0,90,180,270)
  - **Volume** – Set the desired volume for the device if playing content with sound.
  - **Power saves** – This feature allows the device to enter Sleep mode if no content is playing after the device is idle for more than the set time.

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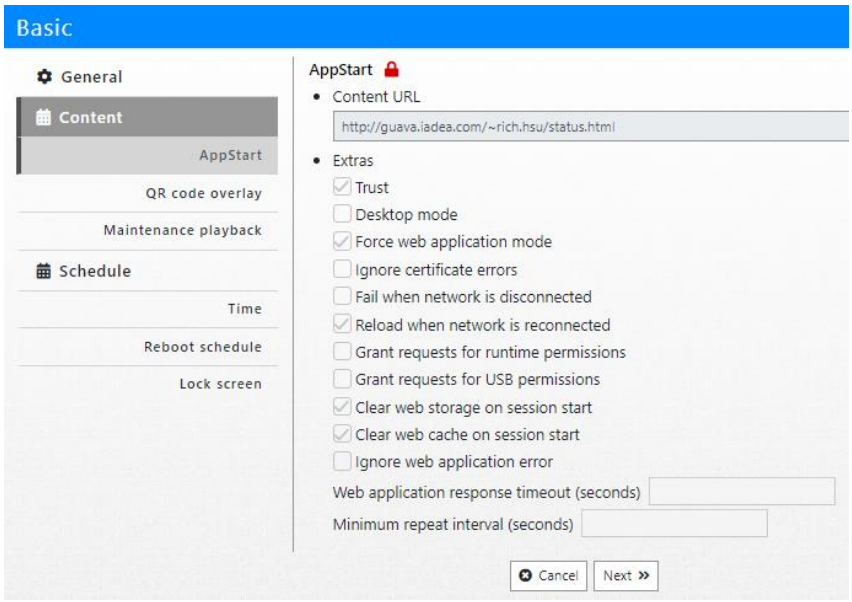
- **Content**
  - **AppStart**



Content URL – The feature allows the user to enter a Web URL to play a website or a HTML5 based software.

**Content URL Advanced options is used for 3rd-party App configuration only.

Advanced:

- **Trust:** Switch to Enabled to set by-pass authentication verification for REST API calls in HTML application which must launched by AppStart. **Force web application mode:** Switch to Enabled to disable HTTP status code verification to bypass some cookie related issues. It will ignore HTTP ERROR STATUS.
- **Desktop mode:** Switch to Enabled to force player to load content in Desktop mode instead of Tablet mode. Please note: not all the contents are created for Desktop mode, please ask your content provider for details.
- **Ignore certificate errors:** Switch to Enabled to ignore certificate errors to allow visiting Web Pages that do not have valid certificate. It will ignore UNTRUSTED ERROR. When disabled; if there is a certificate on HTML5 content, it will cause a playback error.
- **Fail when network is disconnected:** Switch to Enabled to load failover content when network is disconnected.
- **Reload when network is reconnected:** Switch to Enabled to reload web page as soon as network connection becomes available.

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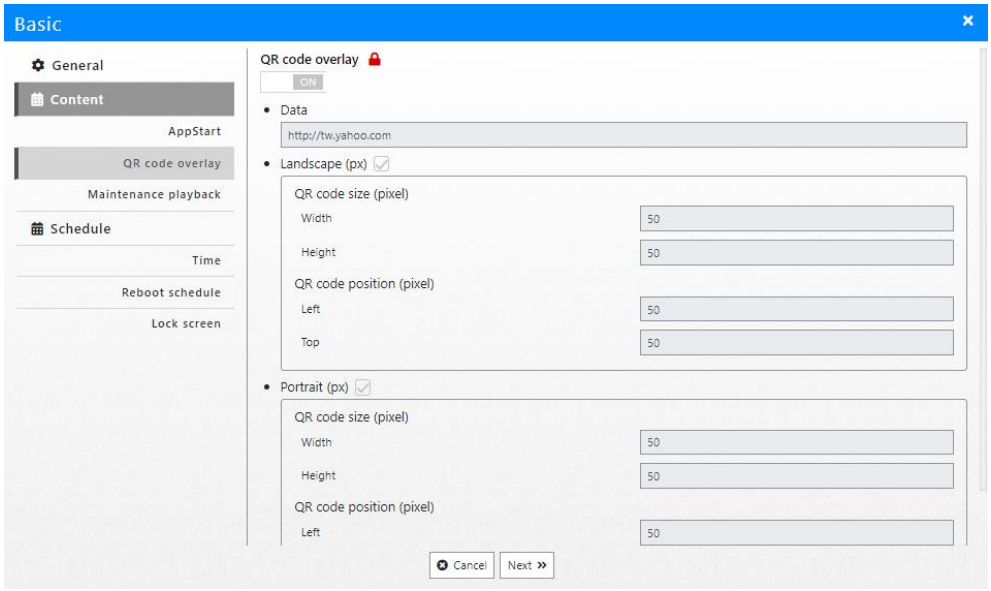
- **Grant requests for runtime permissions:** Switch to Enabled to grant runtime permissions to external devices as to avoid dialogue box to pop up.
- **Grant requests for USB permissions:** Switch to Enabled to grant runtime permissions to external devices as to avoid dialogue box to pop up.
- **Clean web storage and web cache on session start:** Clears the web storage, cache and cookies before start to clear any previous cache or cookies. This enables launching web pages from a clean state, ensuring a pristine browsing experience for users.
- **Web application response timeout:** Web developers can use this feature to implement a software watchdog and request device to check if their Web App is responding within the set time. The timeout value should be between 30~86400, if lower or higher than the limit, the closest limit number will be use (e.g. set to 0, 30 will be used. Set to 1000000, 86400 will be used).
- **Minimum repeat interval:** Minimum repeat interval to restart the content when the content stops playing due to reaching end or error. If set to indefinite or a negative value, it will never attempt to reload web page.

- **Overlay (QR Code)** – User may now overlay a QR code on your device. Provide QR Link and configure your QR code placement.



QR can be data to be converted to a QR code or an URL to QR code.

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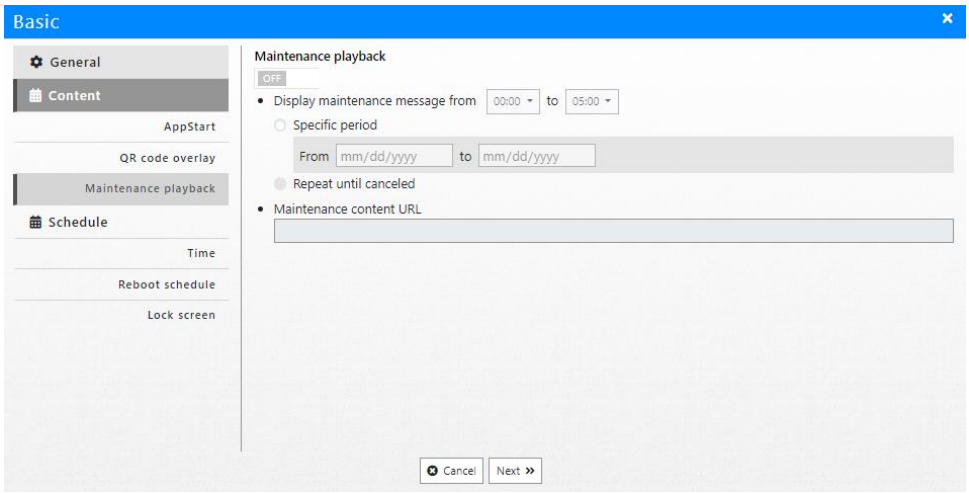
- **Maintenance Playback:** User can schedule to display a **maintenance message** set for a specific time period or display until manually cancelled. The **Maintenance content URL** can be set to an image with a direct URL or an html webpage.



Note: Maintenance Mode only work when Content is playing. Will not work if **AutoStart** play is cancelled and player remains on **Basic Settings Page**.

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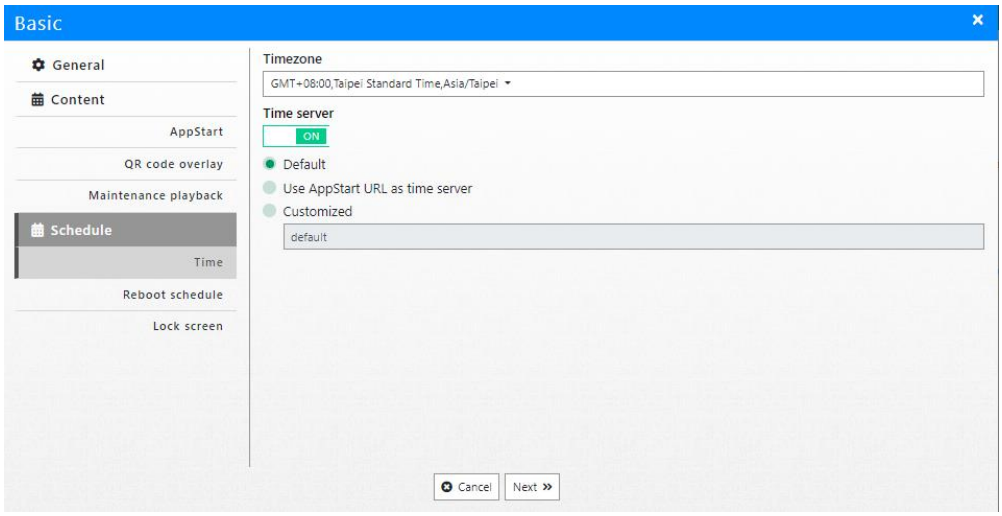
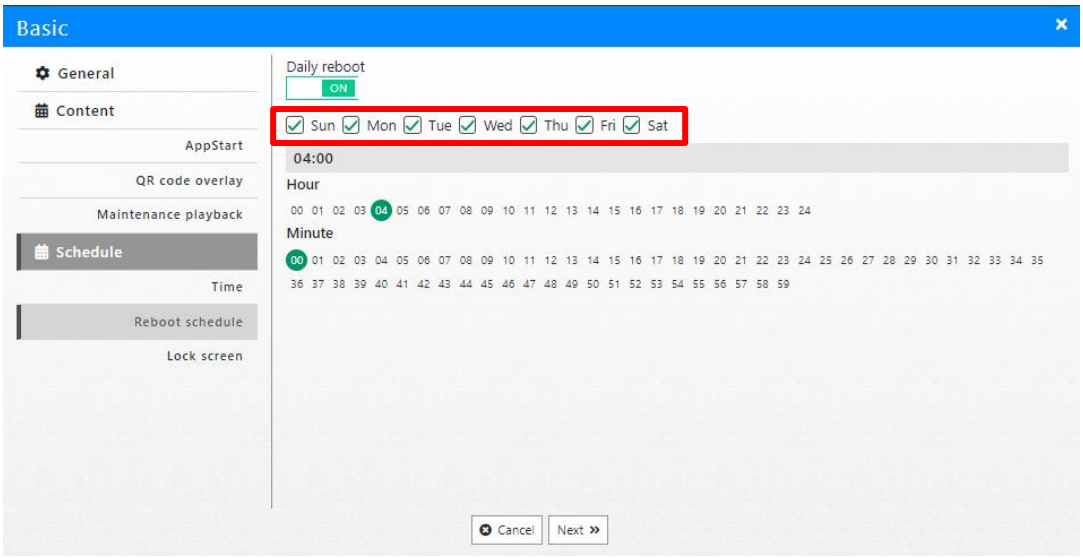
- **Schedule:**
  - **Time Zone:** Select the Time Zone closest to the area where the player is operating.
  - **Timer Server:** Enable Time server to sync the player's clock with the server clock.
    - *Default: ntp.pool.org*
    - *Use AppStart: Syncs the player's clock with the server's clock that the URL (Content URL or AppStart setting) is hosted on*



  - **Enable daily reboot:** Enable or disable the daily reboot of the player. User can also configure the reboot time.



    - Users can now choose which day of week they would like device to reboot itself.

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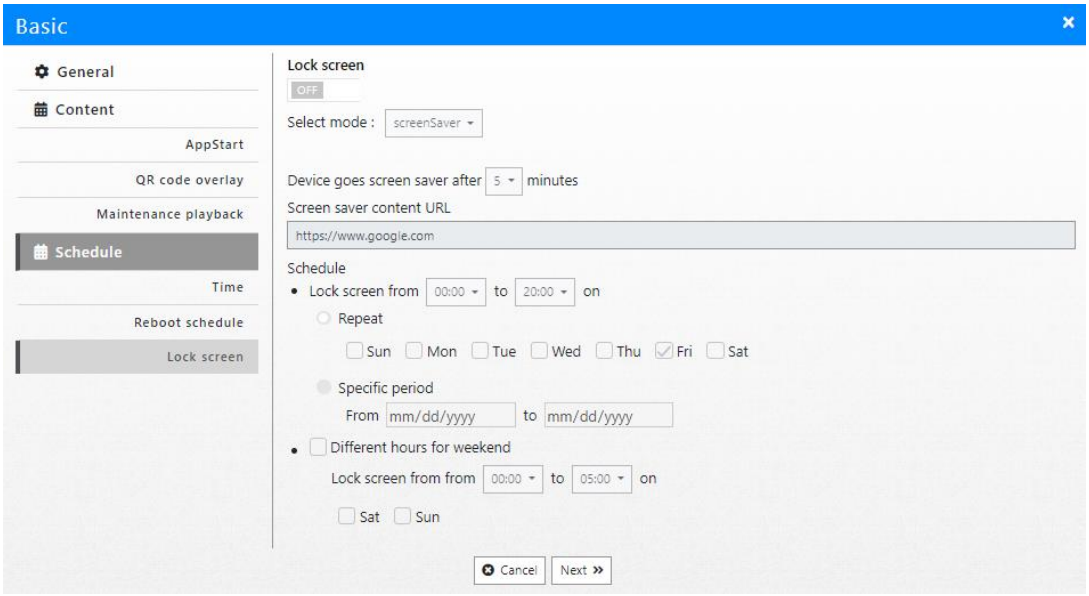
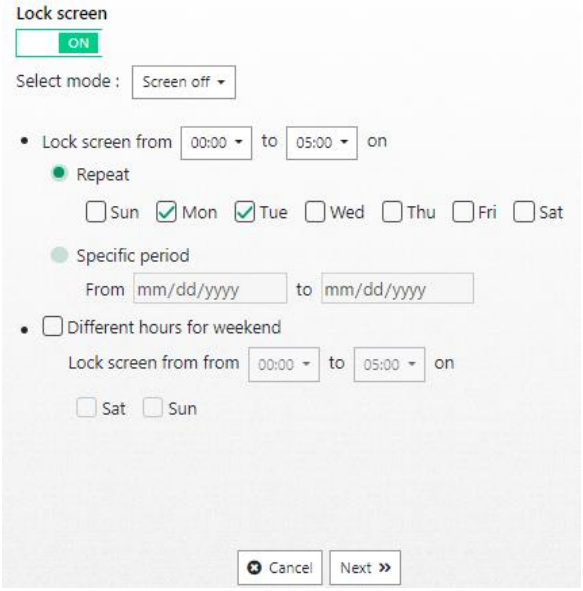
- **Lock screen:** Set a screen off or screensaver to be displayed on the player.



  - **Screen Off:** Schedule the time period for the screen to turn off. Default screen off is set to be repeated daily. User can configure specific days of the week, screen off for a specific period, and different screen off schedule for the weekend.

    Note: **Screen Off schedule** has highest priority over other content related function such as Content Source URL and Maintenance Mode. Screen off only work when Content is playing. Will not work if **AutoStart** play is cancelled and player remains on **Basic Settings Page.**



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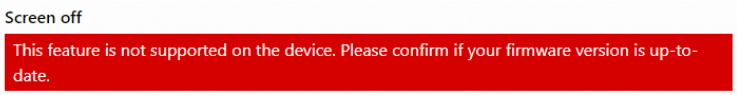
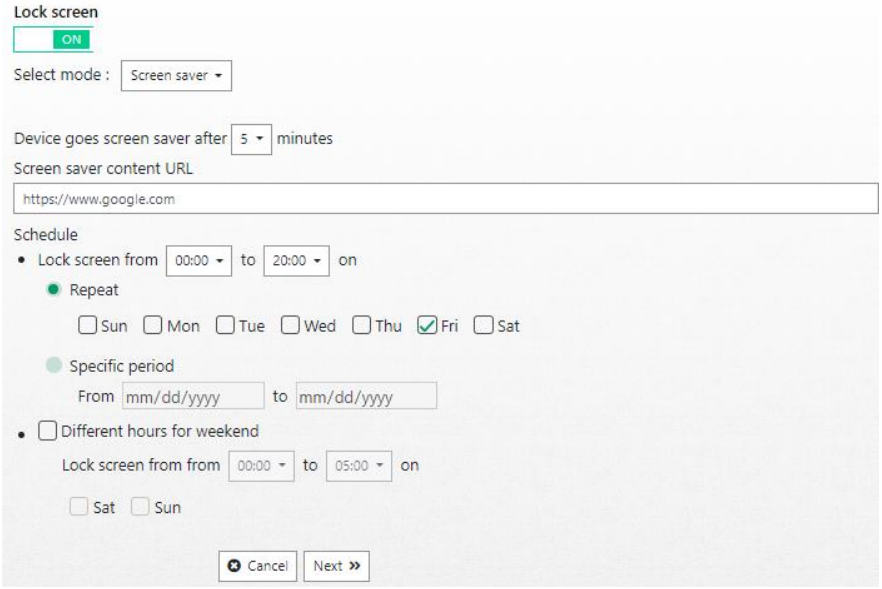
- Devices that are not on a compatible firmware will get below message.



- **Screen Saver:** User can schedule a screen saver to display if device is idle for a set amount of time not playing content.



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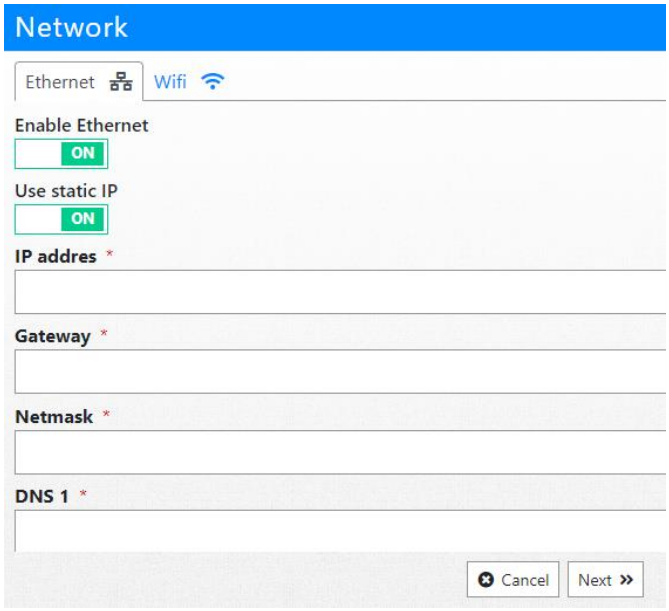
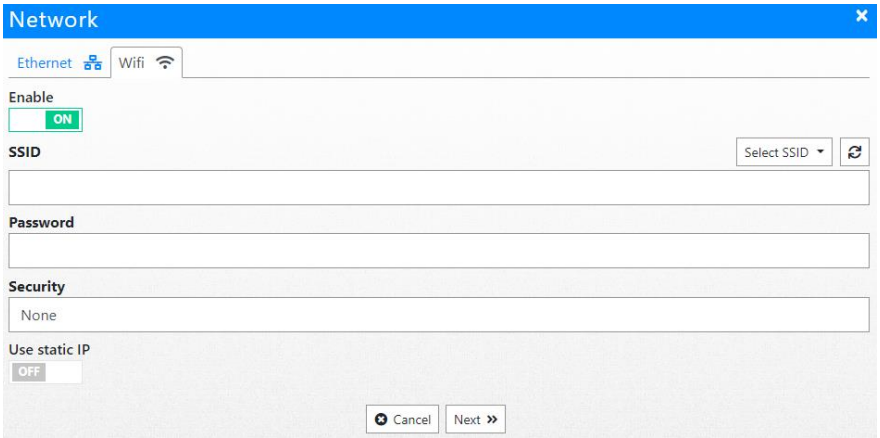
Network Configuration – This function allows the user to configure the network settings of the player. Note: If player is disconnected from the network remotely, User will need to physically enable Wi-Fi or Ethernet on the player to reconnect.

- **Ethernet** – Configure the network settings via Ethernet.
  Enable Static IP to set up Static IP address by filling out all parameters.



- **Wi-Fi -** Configure the network settings via Wi-Fi.
  - Manually enter SSID or choose SSID from drop down menu. Proceed with password and Wi-Fi security type.
  - Enable Static IP to set up Static IP address by filling out all parameters.



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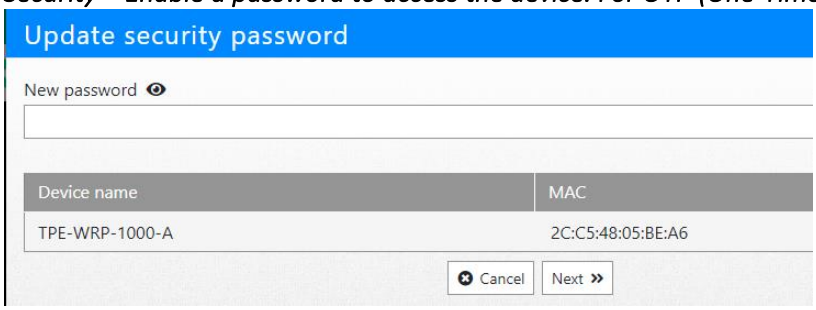
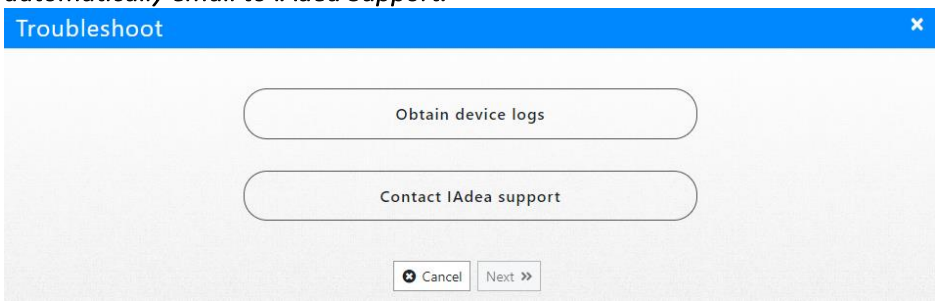
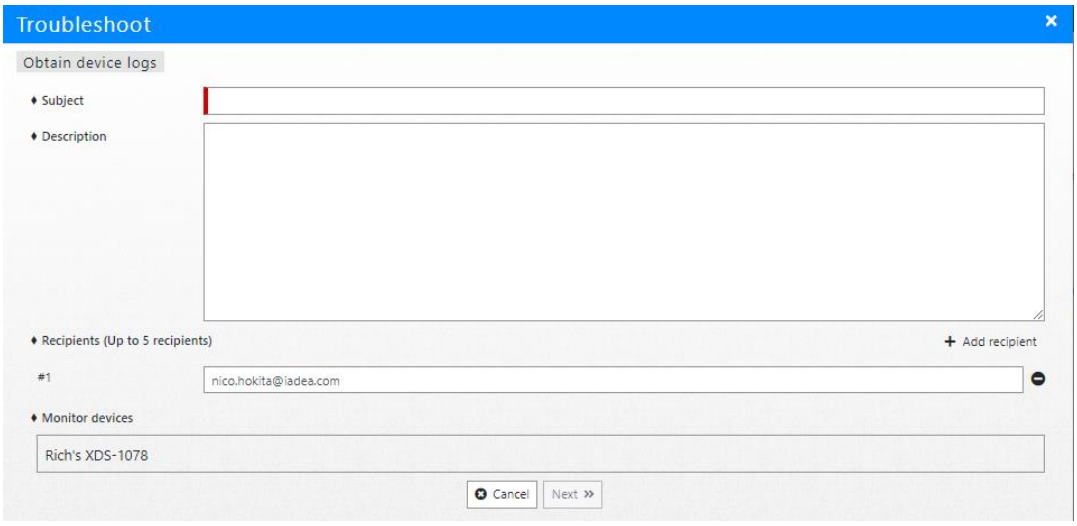
Security – Enable a password to access the device. For OTP (One-Time Password) See Policy.



Troubleshoot - Remotely collect a DEBUG via IAdeaCare. The system will collect the DEBUG log and allow you to send to 5 recipients or attach the DEBUG log along with your support ticket and automatically email to IAdea Support.



- **Obtain device logs: This option will allow you to send the DEBUG logs to 5 different recipients via email.**



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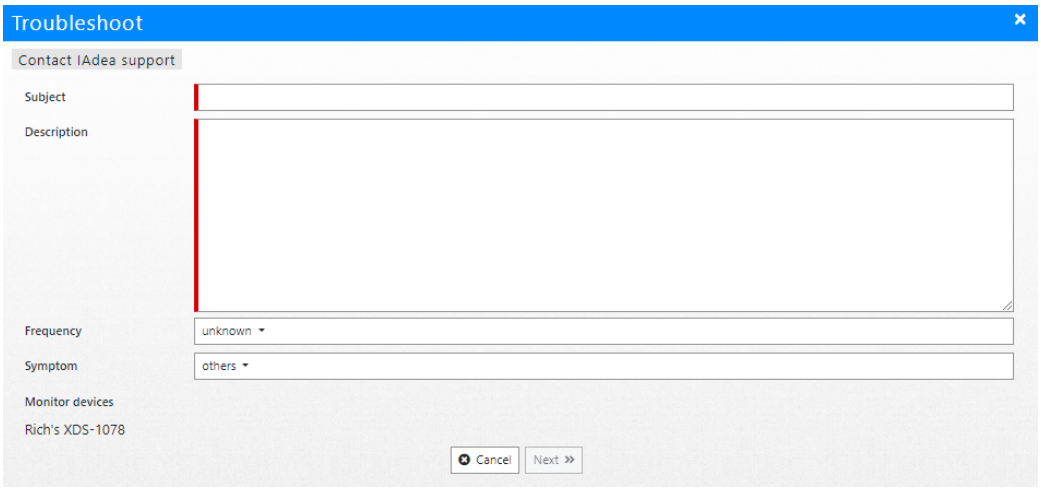
- **Contact IAdea support: This option will collect the DEBUG log and create a support ticket and send automatically to IAdea Support.**



  - **Subject** – Enter quick overview of support needed for troubleshooting ticket.
  - **Issue Description** – Provide more in-depth description of the issue.
  - **Frequency** – Choose how frequent the issue occurs.
  - **Symptom** – Choose closest symptom from the drop-down menu.

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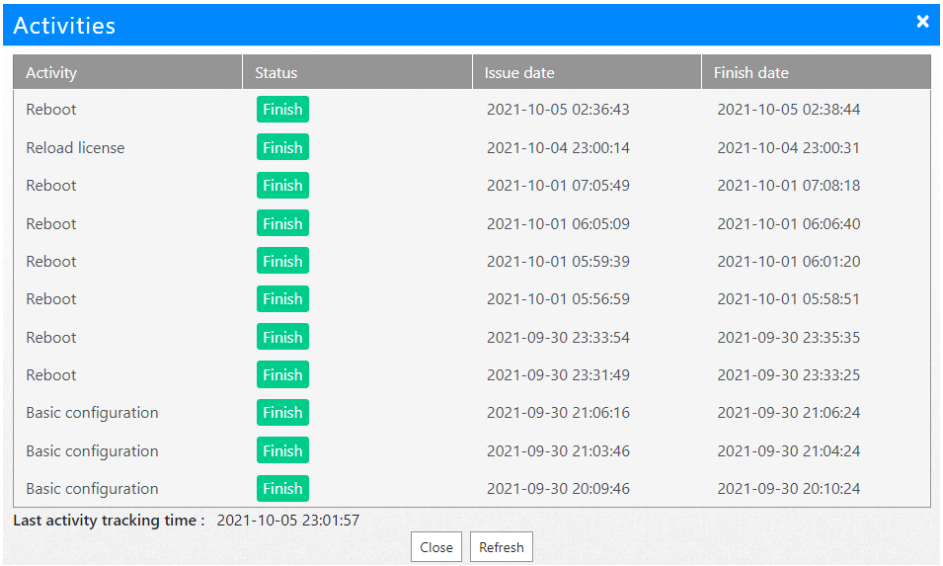
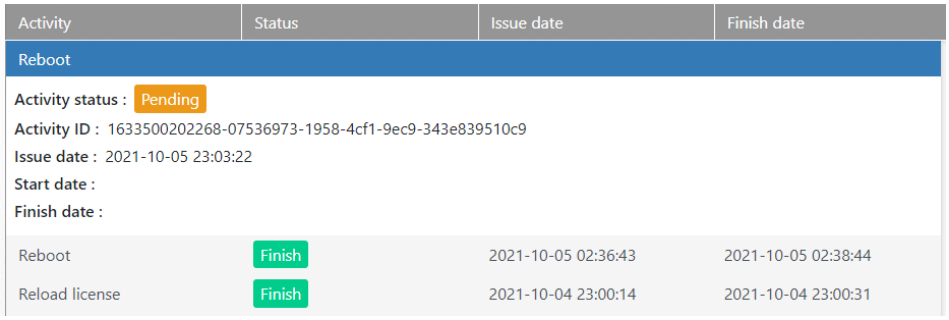
Activities – History log of all actions/activities performed on the player.



Click on the Activity to expand detailed information for each activity.

Queued Tasks:



The system will show when activities are pending in queue or in progress of being updated. The log will also record the time stamp for when each activity was issued and when it finished.

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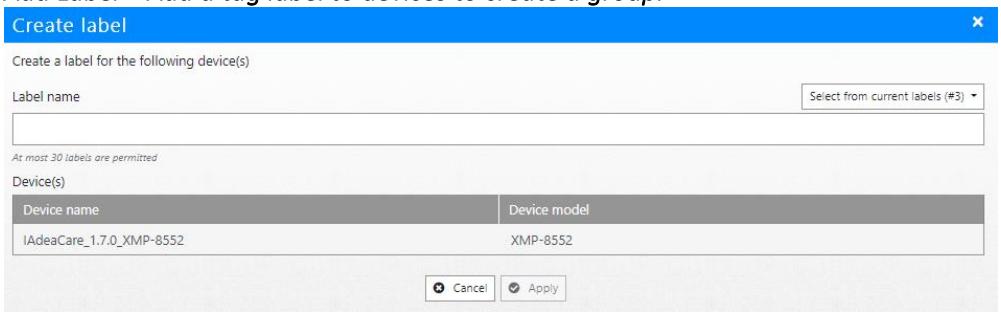
Alert
See 4.3 Alert Settings

Add Label – Add a tag label to devices to create a group.



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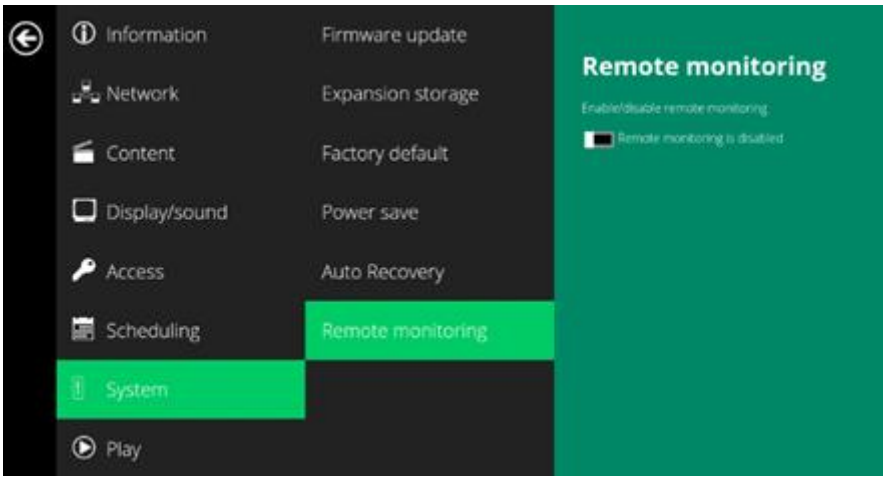
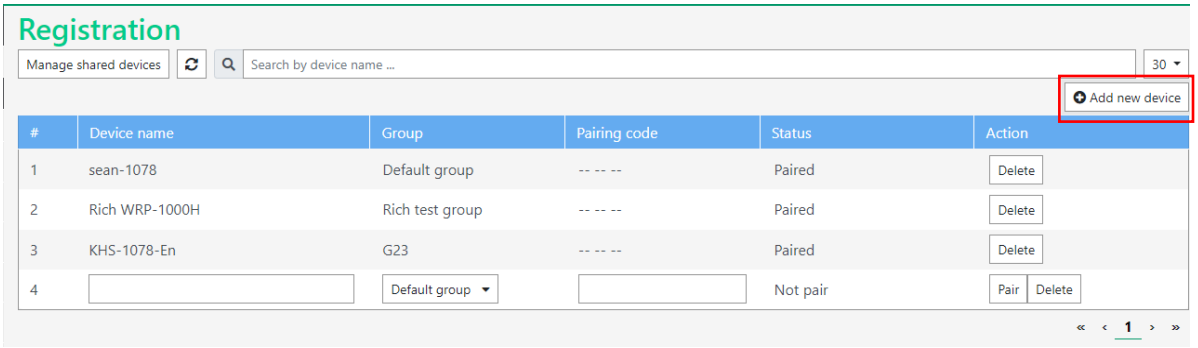
Registration

Add/Remove Player

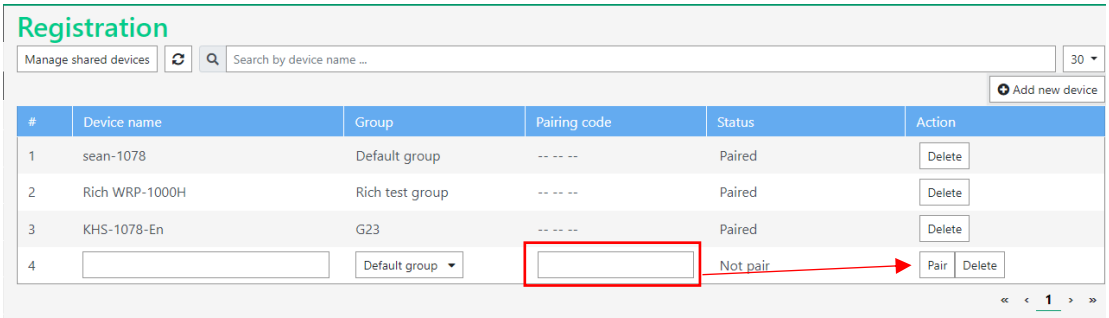
1. From the **Basic Setting** menu on your IAdea device, click on **Advanced Setting** > **System** > **Remote Monitoring**.



2. Toggle to enable **Remote Monitoring**.
3. The **Pairing Code** will populate. This code will be used to pair the player to your account.
4. In **IAdeaCare**, Click on **Devices -> Registration -> Add new device**.



5. Enter in Pairing Code for the select Player and click Pair.



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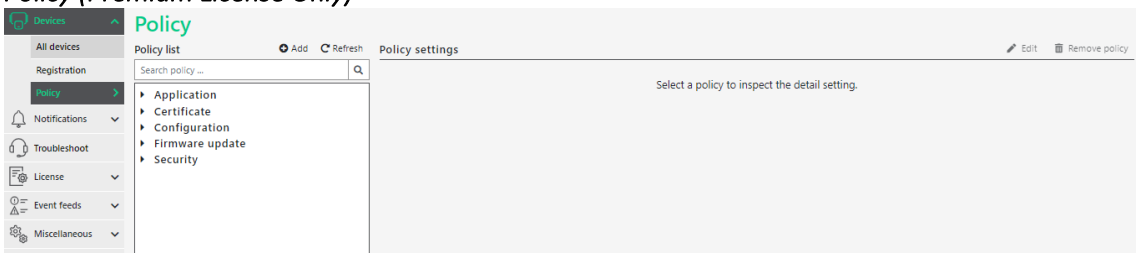
Policy

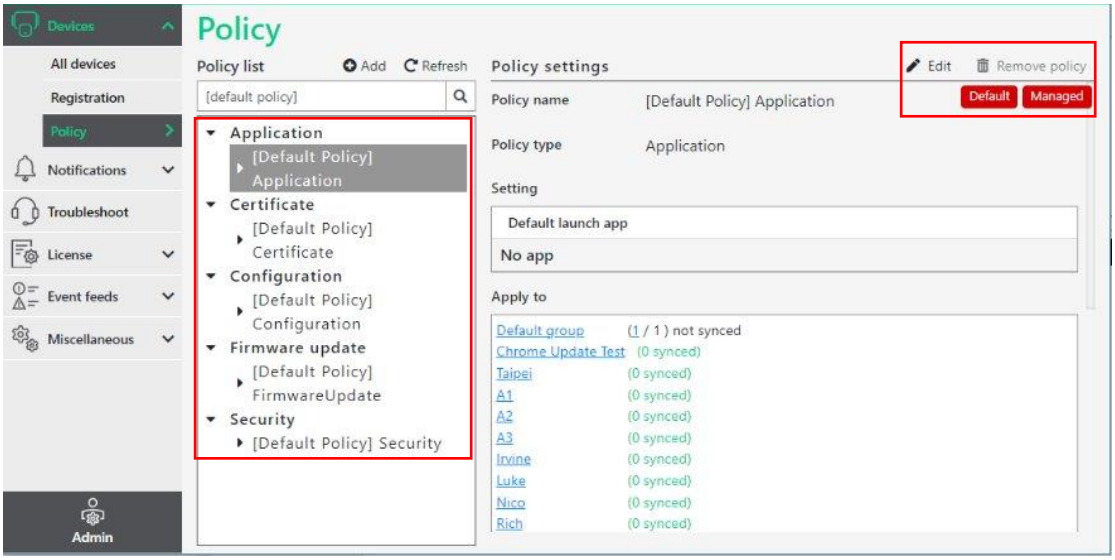
Policy (Premium License Only)



Policies can be assigned to existing groups in this page. Users are able to assign multiple policies of different types but only one policy of the same type to each group. Once a policy is deleted, the default policy will take place on all assigned groups as well.

If a device was not set up with a group configuration policy during set-up, and the policy was created and attached later on, the policy settings will re-sync to the device within 30 minutes of the device being online.

- **Default Policies:** Users can now set default configurations for devices, which will apply automatically if a device group is no longer governed by a specific policy. The default policy will overwrite the last removed policy settings from the device.



- There is default policy for every category of policy.
  - There will be “Default” and “Managed” signed showed on upper-right corner of the policy.
  - The default policy cannot be removed.
  - The default policy will leave the device’s setting intact if there is no value set to it.

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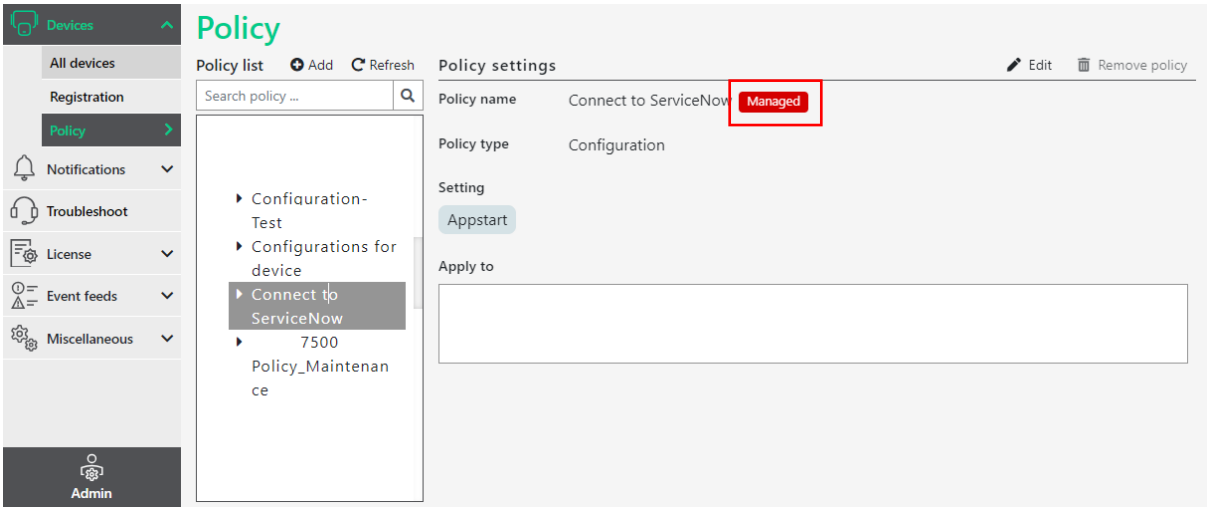
- The default policy will be applied if the assigned device group does not have a customized corresponding policy.
    - When removing a device group from a customized policy, the device group will be automatically applying the default policy.

- **Managed Policies:** A managed policy is a policy that will automatically populate once the application plugin is configured on your account. See Application section.



    - After connecting software partner application setup, you can connect to your software partner UI.
    - A managed policy can be edited but cannot be removed.
    - A managed icon will appear on upper right corner of the policy if the policy is a managed policy.

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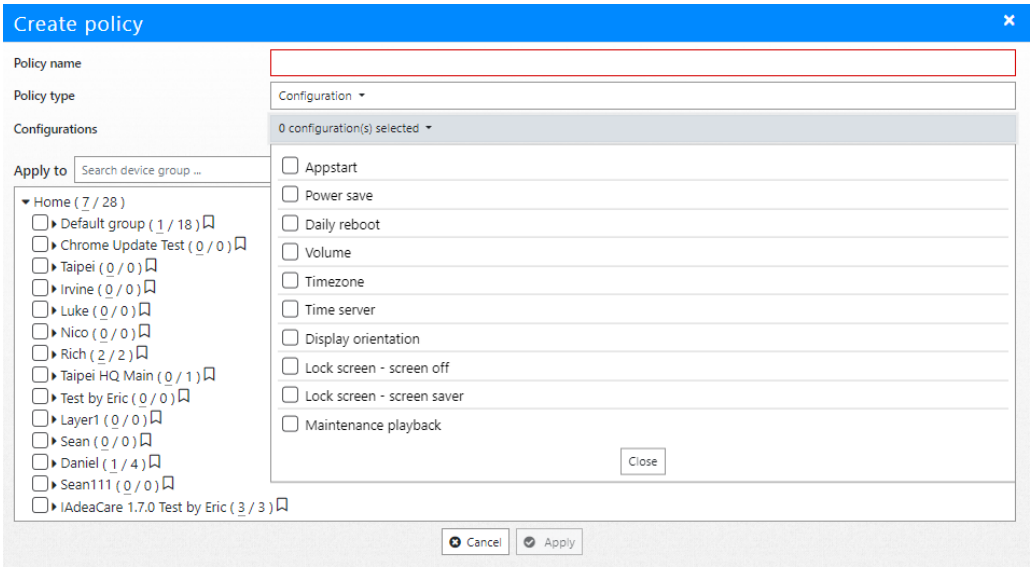
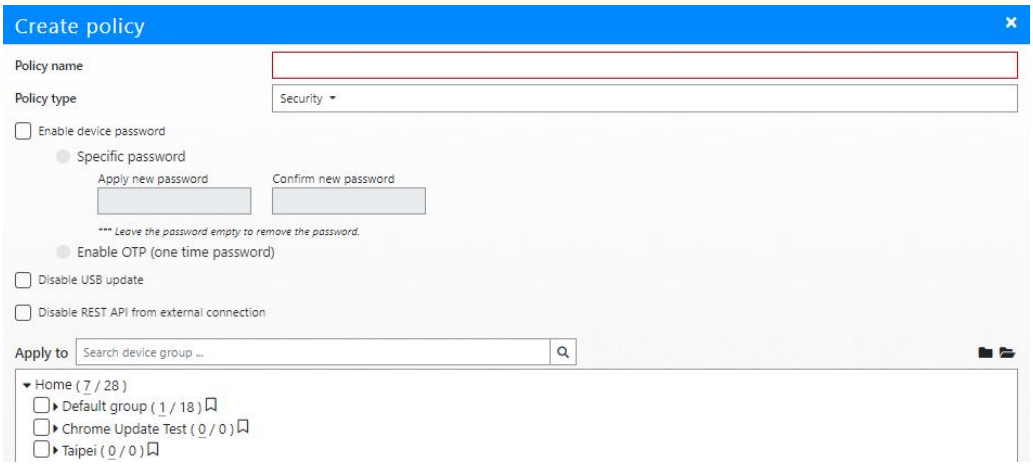
Create Policy

- **Configuration Policy**



Select all device configuration settings that you would like to configure. All devices set to this policy group will inherit all configuration settings.

- **Security Policy**



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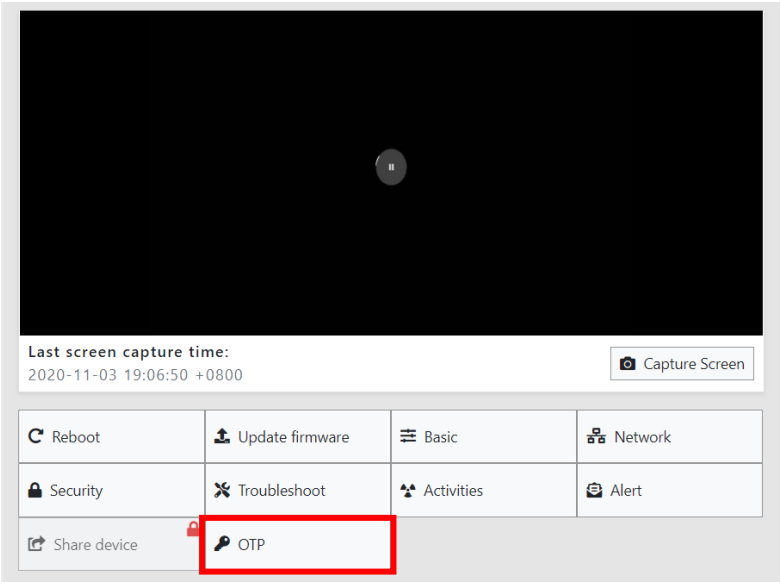
- **Specific Password** - Users can create policy to reinforce new password to apply to devices that are newly added to the policy

- **OTP** – Time based password that will be changed every day by device.
- **Disable USB update / REST API** – Disable external access to the device.

- **Security Policy** – Get Password



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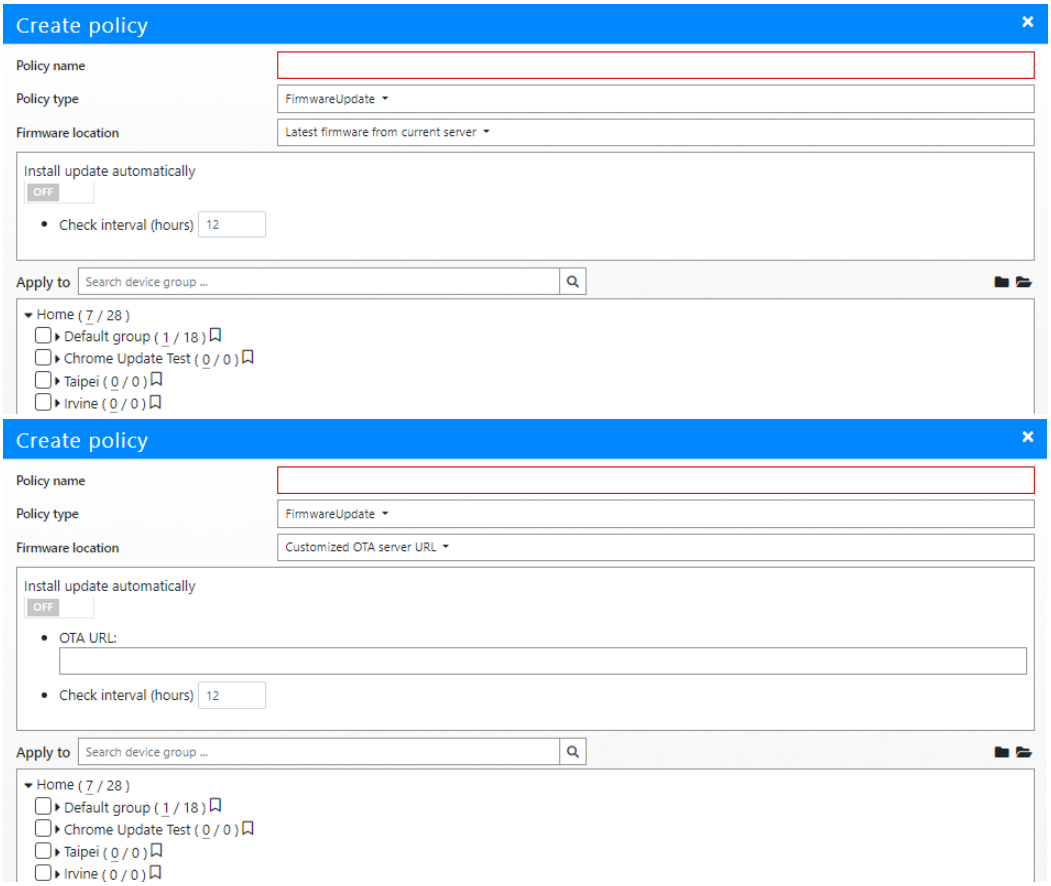
When **OTP** is enabled, user will need to log into Device Dashboard in **IAdeaCare** to receive your **OTP**.

User can request **Today**'s password or a password from a past date. The date for a past password must be manually chosen from the dropdown calendar.

Every password will be available for **30 days**. The player will have a maximum of 30 passwords.

- **Firmware Update Policy**



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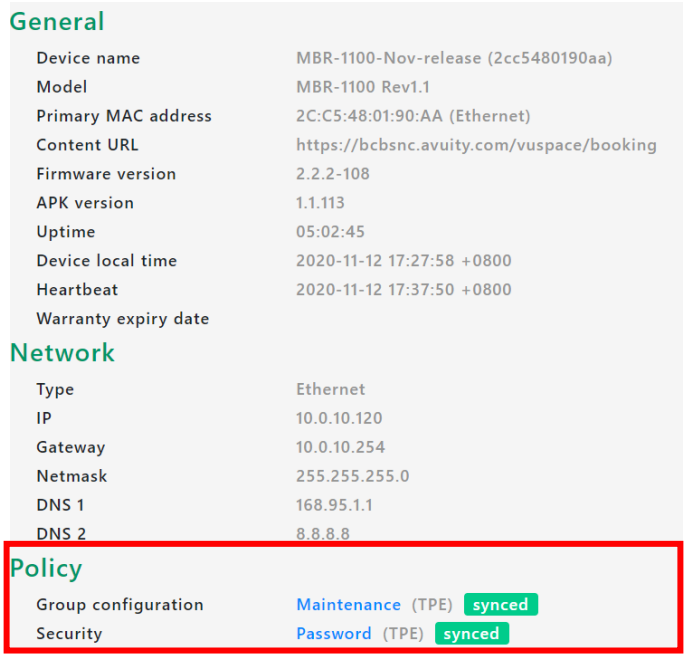
- Policy – Change in Device Dashboard Page



Lists out which policies are currently assigned to the device. If the device inherited a group policy, the group name will appear in parentheses. Clicking on the Policy Name will link the user to the Policy Page.

  - Synced Status: Policy Setting is synced to device.
  - Pending Status: Device is waiting to sync with server (30 Minute Maximum)

If device does not have a Premium License, it will show **Policy (Nor applicable).**

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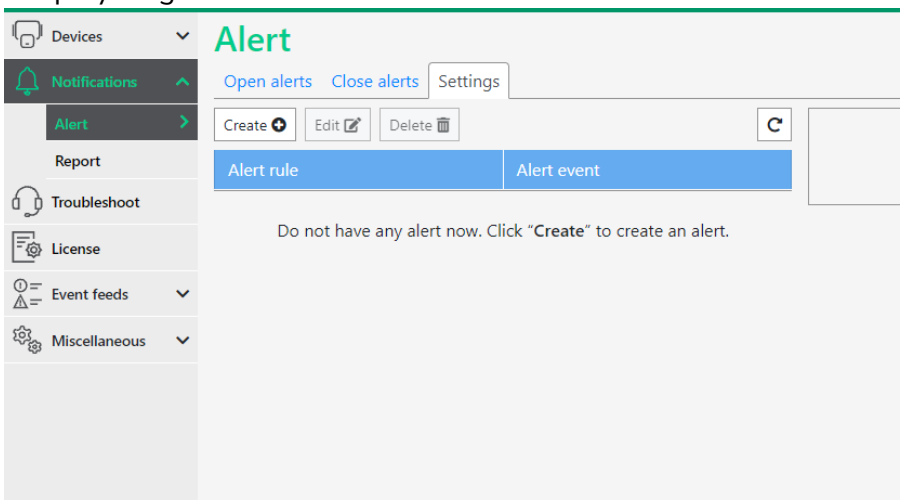
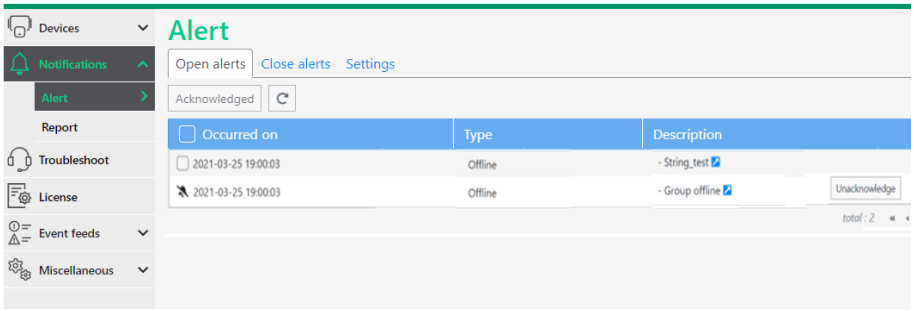
4.3 Notifications

Alert Setting

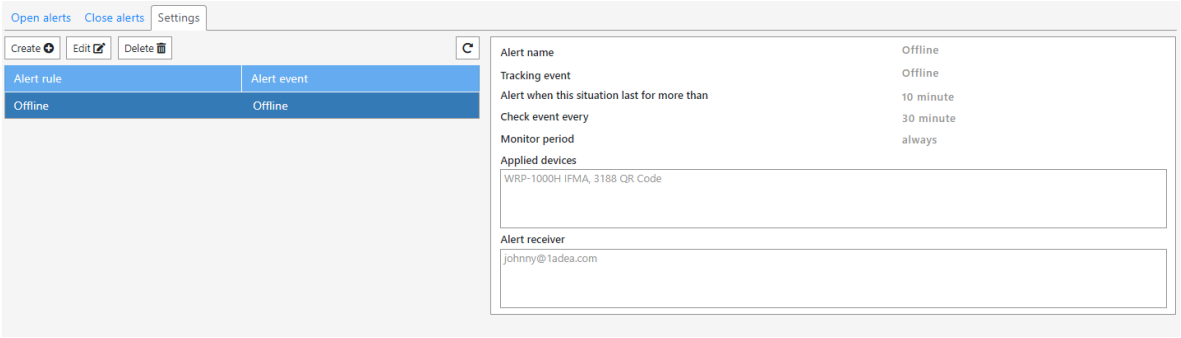
Alert Settings allow the user to create offline alerts to be sent to the account email when the players go offline within the created rules.



Open Alert



- When an Offline or Device Status alert type occurs, the system will create a new Open alert.
- User is able to acknowledge the alert listed in the table.
- Each alert will have an alert link in Description that will bring you to the alert's setting detail page when clicked.



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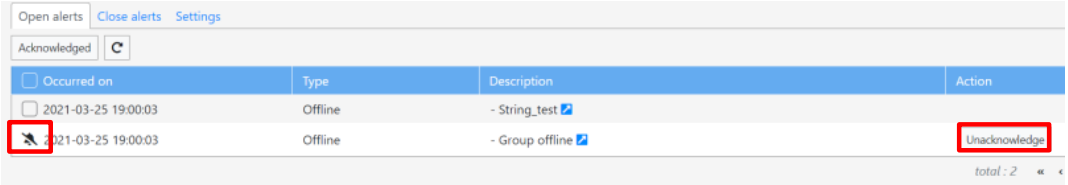
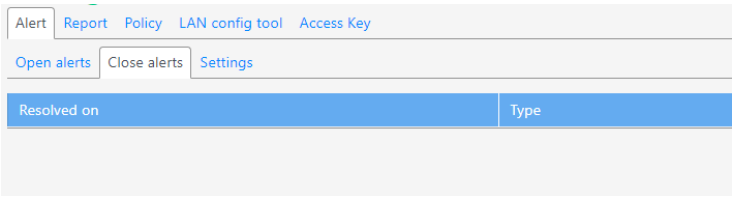
- When alert is acknowledged, the alert will also show the 'Unacknowledge' button in the action column if the user wants to keep the alert open.



- When the alert has been triggered in the Open Alert but deleted in the settings, the alert will be moved from Open Alert to Close Alerts.
- When the alert has been acknowledged, the server will NOT send the alert email.

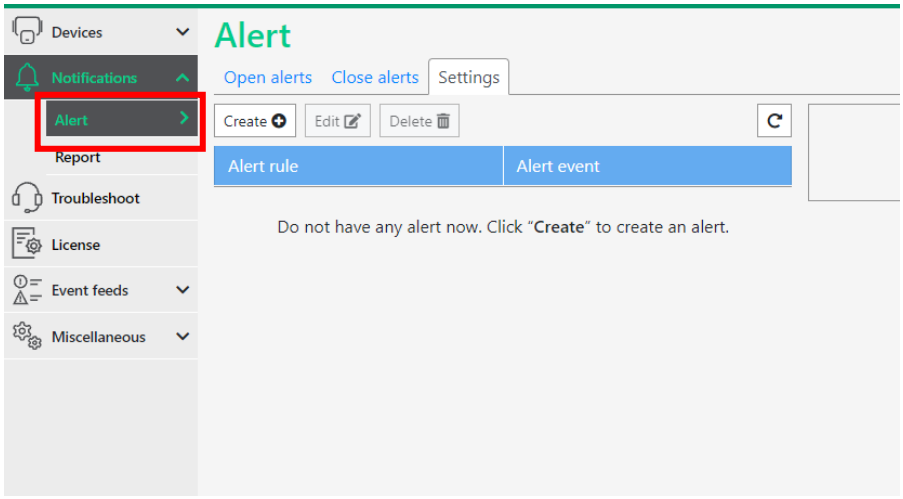
Close Alert

- Once an Open alert has been resolved, the alert will be moved to the Close Alert tab.

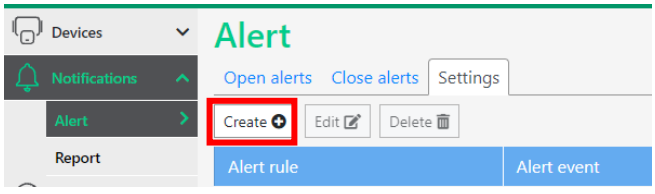


Create Alert

To start creating alerts, click on the **Alert setting** Tab.



To create a new Alert, Click **Create new rule** and select the Alert type.



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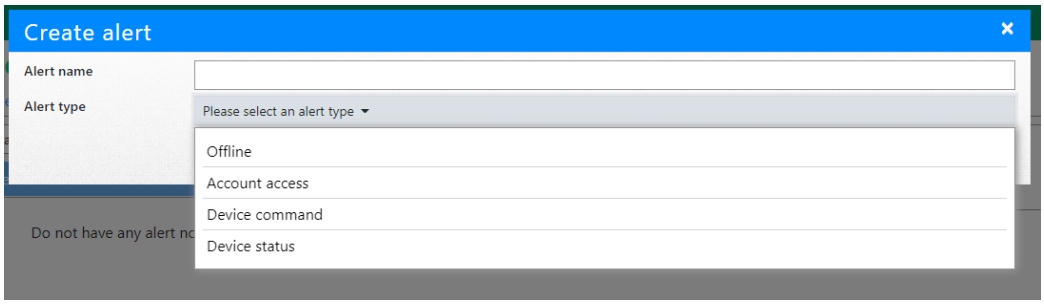
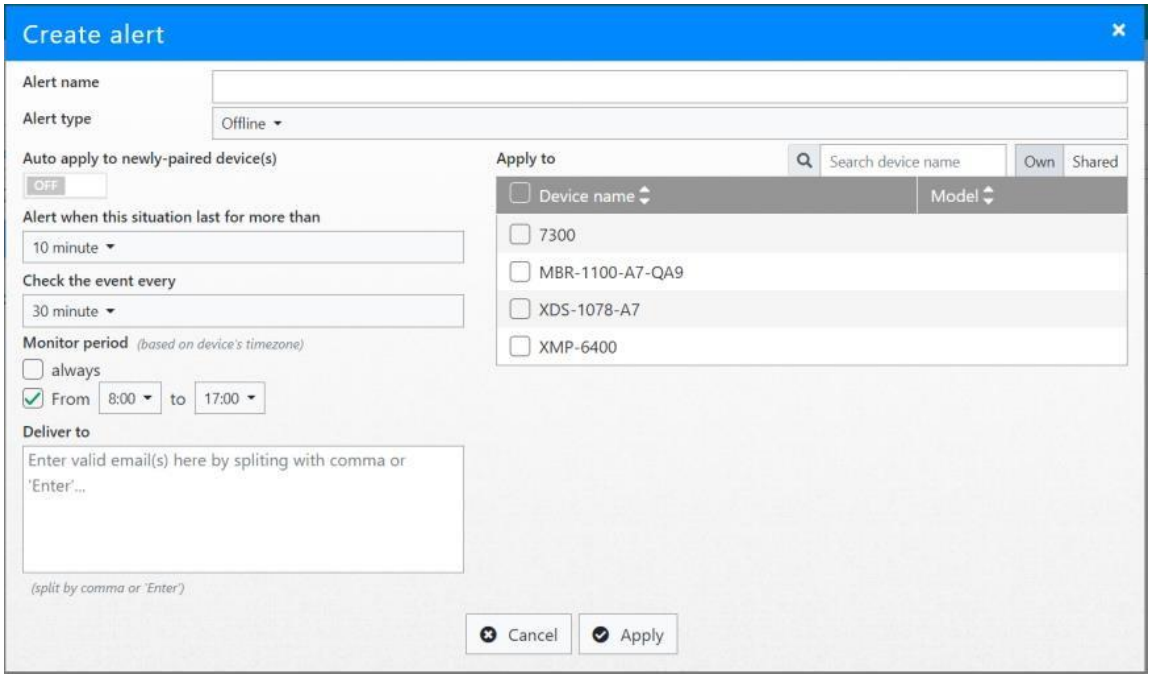
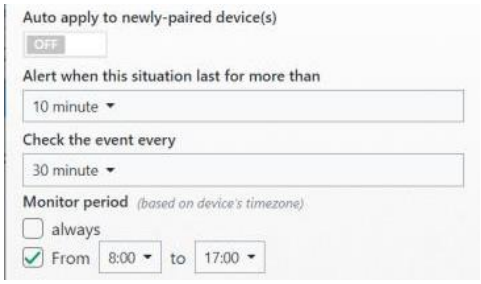


Create - Offline



1. **Alert Rule** – You can name your alert rule here.
2. Pick your criteria to recognize the behaviour and the frequency of its reporting. You can choose to enable this alert for all newly-paired players to the account.
3. Decide how long the player must remain offline before the alert rule is enacted.
4. Decide how often to the system will check if the player is offline.
5. Configure the monitoring period. User can set for 24 hours a day or a specific time frame.



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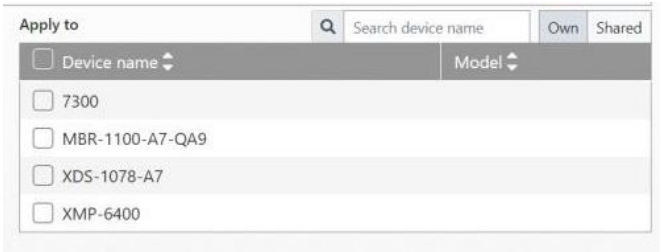
6. **Deliver to** allows the user to list which email accounts to send the offline email alerts to.

Note: Add 'self account' will add the email address for the IAdeaCare account that is currently logged in.

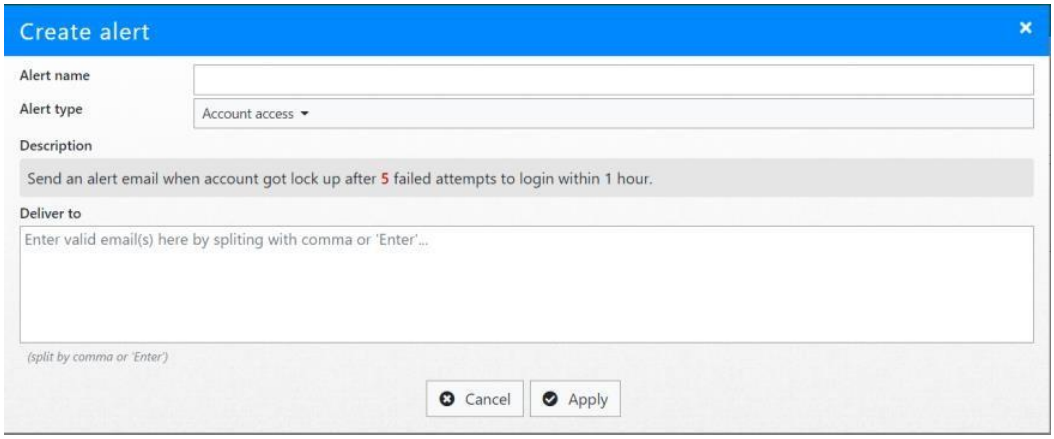
7. Select the players which will adhere to the alert rule.



- **Own** – The current IAdeaCare account is the admin/owner of these players.
- **Shared** – The players in this list are being shared by another owner to be monitored.

If **Auto-apply to newly paired players** is checked, the rule will automatically bind all newly paired players.

Create – Account Access



1. Name the Account Access Alert.
2. Fill out the Deliver to with the email addresses you would like to alert in the case the account has 5 failed login attempts within 1 hour.

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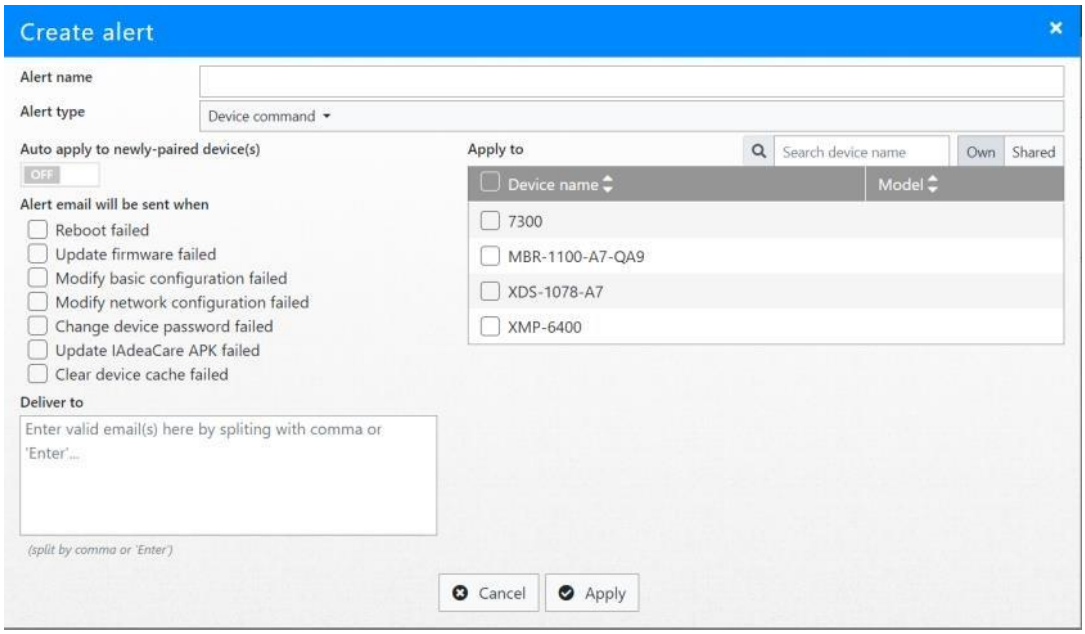
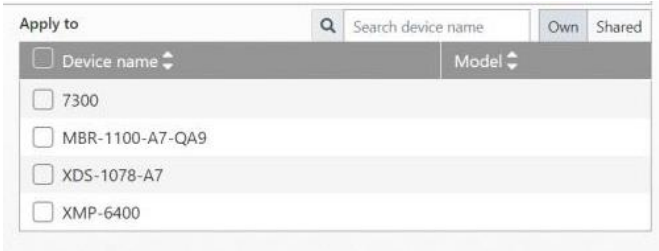
Create – Device Command



1. **Alert Name** – You can name your alert rule here.
2. Select your device command failure type for the system to alert.
3. **Deliver to** allows the user to list which email accounts to send the offline email alerts to.

4. Select the players which will adhere to the alert rule.



- **Own –** The current IAdeaCare account is the admin/owner of these players.
- **Shared** – The players in this list are being shared by another owner to be monitored.

If **Auto apply to newly paired players** is checked, the rule will automatically bind all newly paired players.

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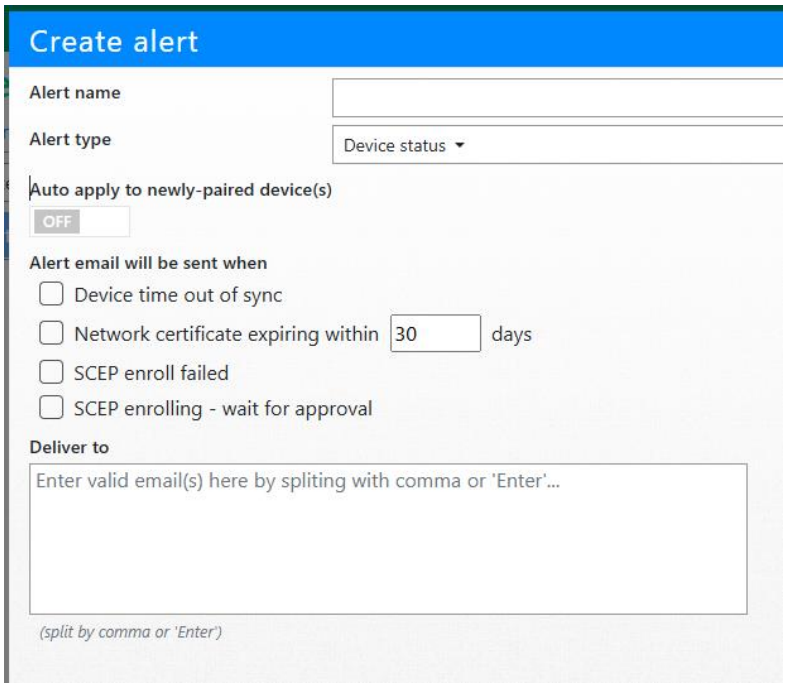
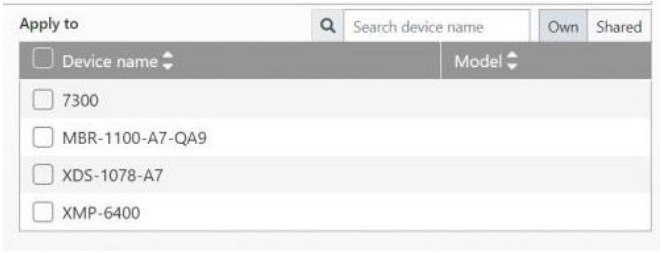
Create – Device Status



1. **Alert Name** – You can name your alert rule here.
2. Select your Device Status error type for the system to alert.
3. **Deliver to** allows the user to list which email accounts to send the offline email alerts to.

4. When alert is triggered, will create the alert in Open alert tab.
5. Server will send the alert e-mail as below twice a day (00:00 & 12:00 UTC+0).
6. Select the players which will adhere to the alert rule.



If **Auto-apply to newly paired players** is checked, the rule will automatically bind all newly paired players.

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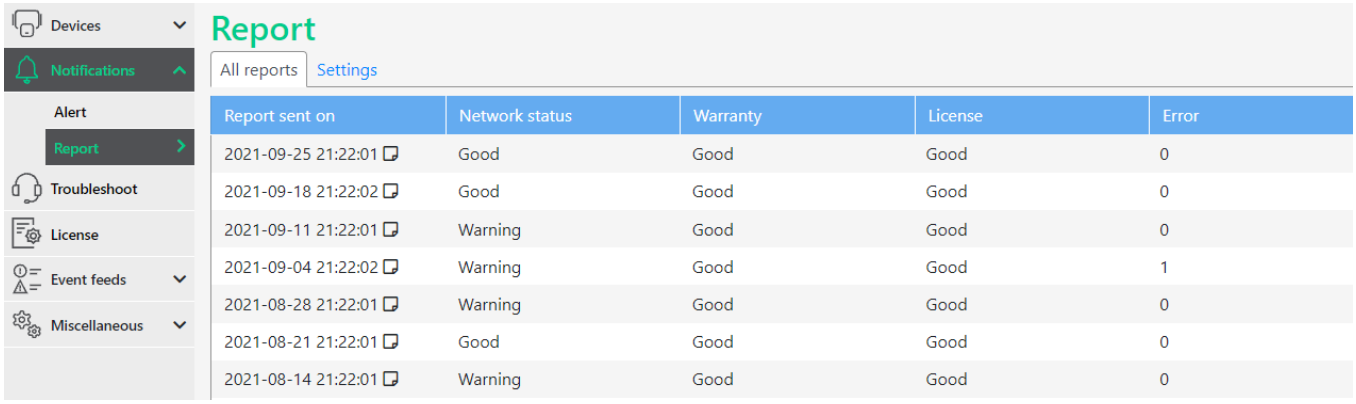
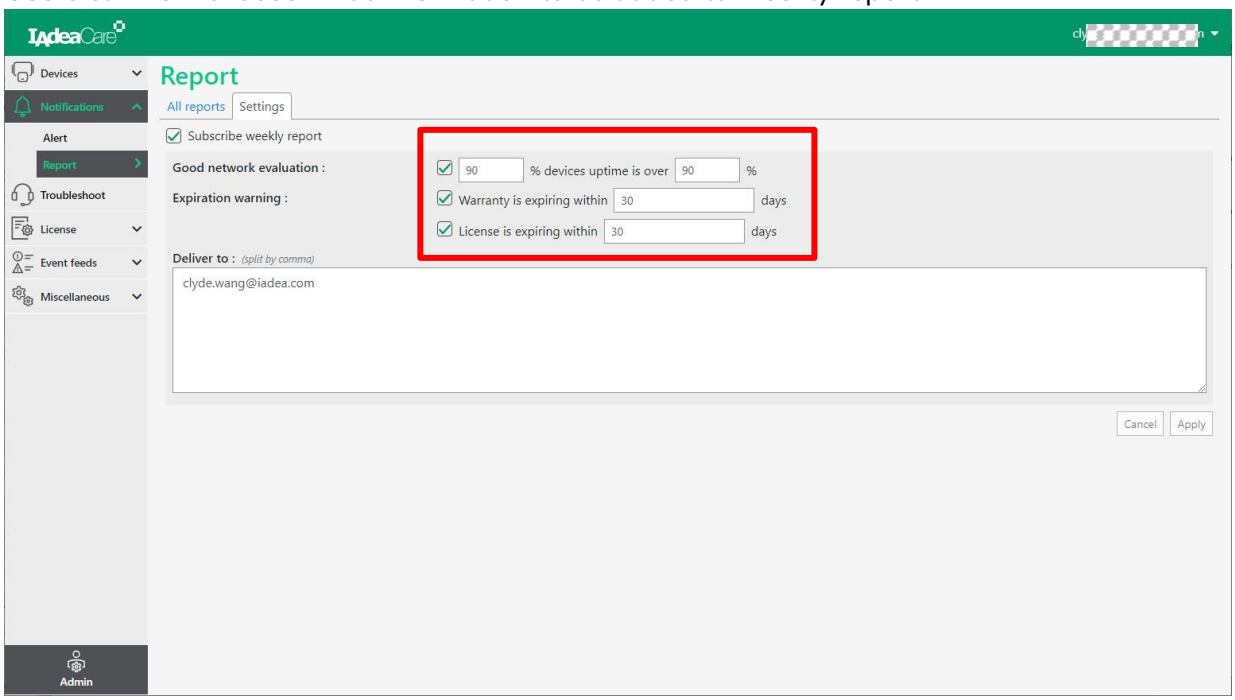
Report

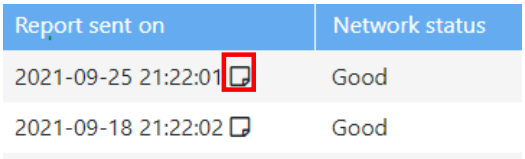


Users can now choose what information to be added to weekly report.



All Reports

1. The Report Dashboard will load 50 reports per page.
2. Click on the report icon to view the report.



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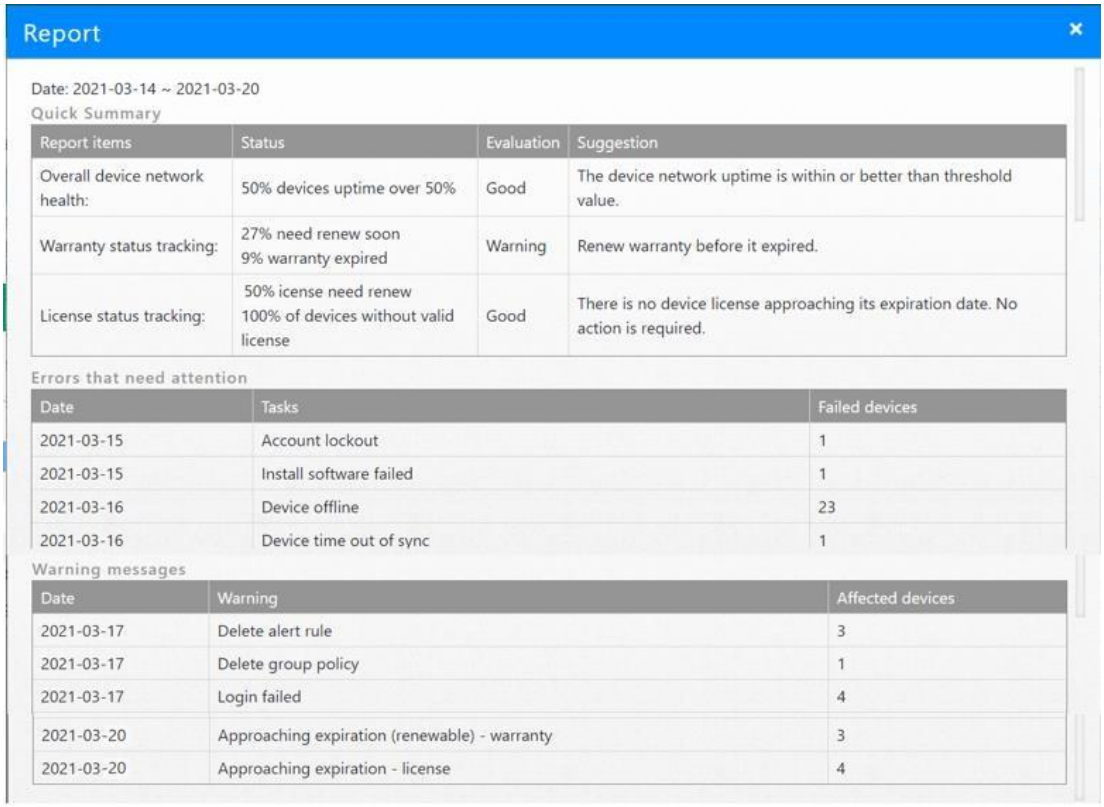
3. View the selected report.



Report

Date: 2021-03-14 ~ 2021-03-20

Quick Summary

Report items	Status	Evaluation	Suggestion
Overall device network health:	50% devices uptime over 50%	Good	The device network uptime is within or better than threshold value.
Warranty status tracking:	27% need renew soon 9% warranty expired	Warning	Renew warranty before it expired.
License status tracking:	50% license need renew 100% of devices without valid license	Good	There is no device license approaching its expiration date. No action is required.

Errors that need attention

Date	Tasks	Failed devices
2021-03-15	Account lockout	1
2021-03-15	Install software failed	1
2021-03-16	Device offline	23
2021-03-16	Device time out of sync	1

Warning messages

Date	Warning	Affected devices
2021-03-17	Delete alert rule	3
2021-03-17	Delete group policy	1
2021-03-17	Login failed	4
2021-03-20	Approaching expiration (renewable) - warranty	3
2021-03-20	Approaching expiration - license	4

Evaluation / Suggestion in Quick Summary:

1. Overall device network health:

Evaluation: Good

Criteria: Uptime >= User Defined Value

Suggestion: The device network uptime is within or better than threshold value.

Evaluation: Warning

Criteria: Uptime < User Defined Value

Suggestion: The device network uptime is lower than the threshold.

Please check your device network health or adjust notification settings as needed.

2. Warranty status tracking (The '/' in criterion means divided)

Status: % of devices that need warranty renewal soon.

Criteria: approaching expiration warranty per user defined range / total devices

Status: % of devices that warranty has expired.

Criteria: expired warranty / total devices

Evaluation: Good

Criteria: No approaching expiration on any device warranty per user defined range.

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AND no expiration happening before next report.
Suggestion: All devices are either under warranty coverage or reach its maximum years of warranty.
No action is required.

Evaluation: Warning
Criteria: Devices approaching expiration date per user defined range AND no expiration happening before next report.
Suggestion: Renew warranty before expiration.

Evaluation: Need Attention
Criteria: Expiration will occur before next report.
Suggestion: Warranties will be expiring this week. **Please renew them before they expired. Warranty extension is not eligible after expiration date.**

3. License status tracking (The '/' in criterion means divided)

Status: Licenses that require renewal.
Criteria: Licenses approaching expiration per user defined range / All devices (If device has multiple licenses, will use the highest level with latest expiry date)

Status: % of devices without valid license.
Criteria: Devices without valid license / All devices.

Evaluation: Good
Criteria: No approaching expiration on any device license per user defined range.
AND no expiration to occur before next report.
Suggestion: There are no device license approaching expiration.
No action is required.

Evaluation: Warning
Criteria: Approaching expiration date per user defined range AND no expiration happening before next report.
Suggestion: Renew license to avoid discontinuation of the service.

Evaluation: Need Attention
Criteria: Device License will hit expiration before next report.
Suggestion: Some device licenses will be expiring this week. **Please renew them to avoid discontinuation of the service.**

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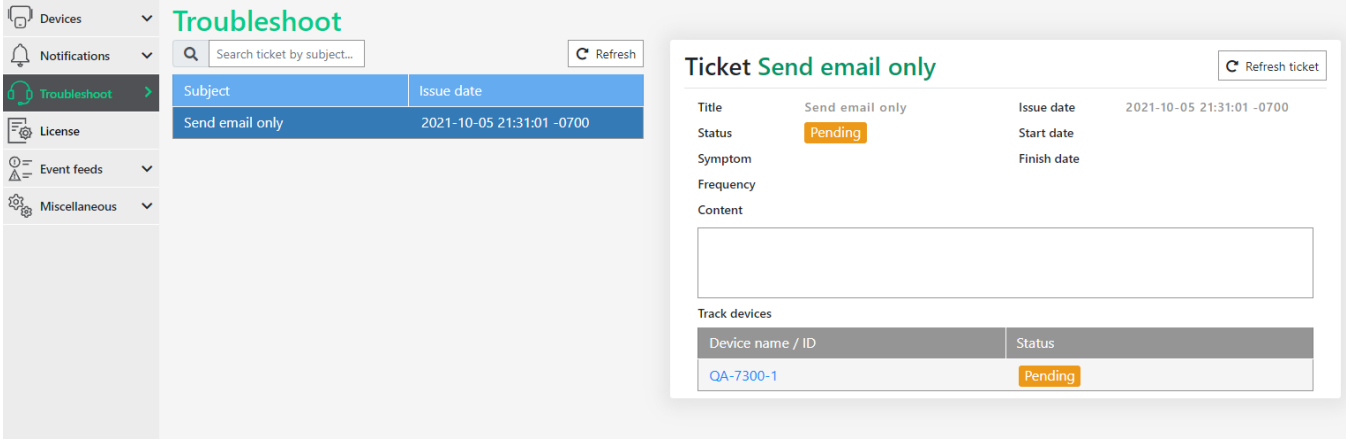
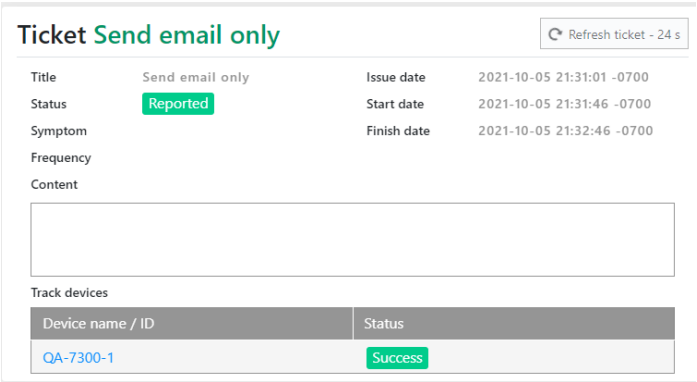
4.4 Troubleshoot

Troubleshooting Page

The troubleshooting page allows the user to track the status of their submitted troubleshooting tickets.



1. **Ticket Search** – User is able to search for their troubleshooting ticket by the entered subject title in the module located on the left-hand side to view submitted ticket.
   Ticket Information – This is the information that was reported when the ticket was submitted by user.



2. **Ticket Tracking** – Allows the user to track the status of the ticket.
3. **Track Players** - Shows if IAdeaCare is able to connect to the player.

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4.5 License

Account Page

The Account License Page will provide you with the details of your account and the licenses that it possesses and the number of licenses that are in use.

Account type – This will show whether user is a standard or enterprise account.
Admin + Editor License – This shows the total amount of admin+editor licenses that have the ability to make changes to the account. It will also show how many licenses are currently being used.
Viewer License - This shows the total amount of viewer licenses that have the ability to only view and cannot make changes. It will also show how many licenses are currently being used.
Remote control license – This will show if the account has access to the remote-control feature. It will also provide if it is activated, the license code, and the expiration date.

Device Page

The License Device Page allows the user to manage their licenses. In this page they will be able to add license, import batch license files, and reallocate license. The License dashboard will also display each player along with their warranty or license type and expiration date.

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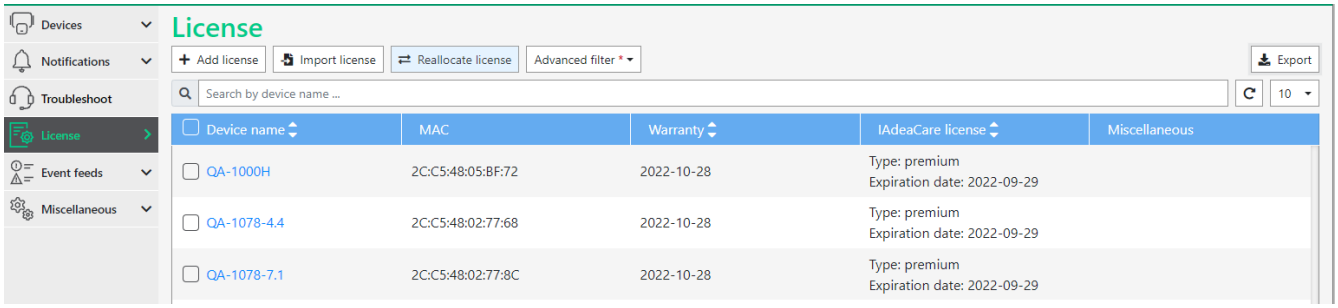
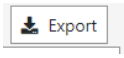
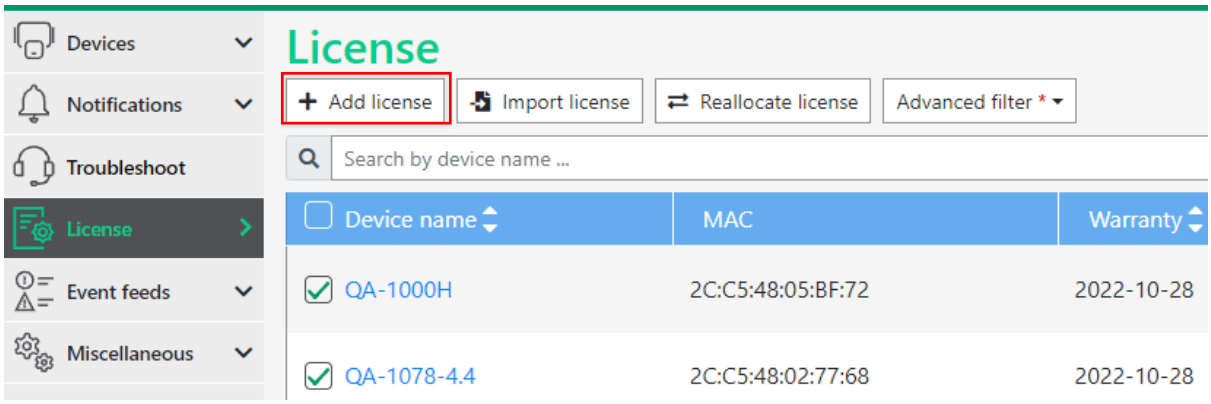


1. **Add License** – Click here to manually add your IAdeaCare or SignApps Cloud License.
   Import License – Use this feature to upload batch licenses (.csv file).
   Reallocate License – This feature allows the user to move licenses from one player to another.
   Advanced Filter – Filter results by Type of License and Expiry time range.
2. If the account contains multiple players, the search function allows the user to filter players by name or tag name.
3. The main dashboard shows the player's name along with the license type and expiration date of the warranty or license.
4. The License Page also allows user to configure how many players show up on the dashboard at once.
5. **Export** - 

Export button will export license information to a .csv file.

Add License

Select your players and click on **Add License**.



The add license prompt will populate for you to add the corresponding **IAdeaCare** or **SignApps** Cloud license code.

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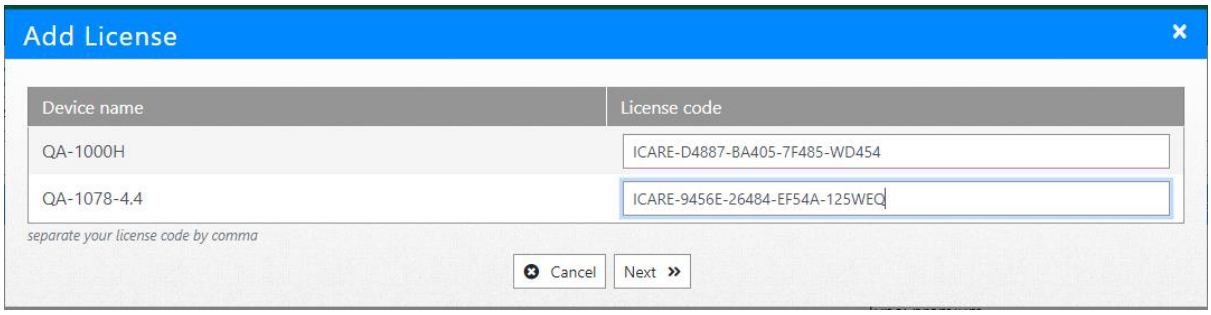

Licenses can be added to the player individually or in batches. To batch players, select multiple players before clicking on Add License. User can also add more than one license (SignApps Cloud, IAdeaCare) at a time to each player by separating with a comma.

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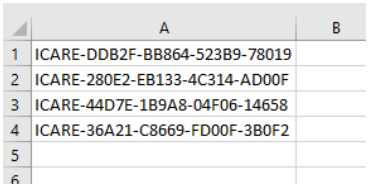
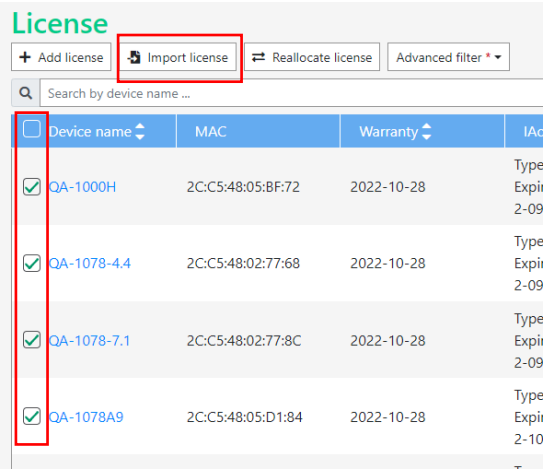
Import License

Import License allows for the importation of multiple licenses into **IAdeaCare**. The licenses will need to be in a in the below format and saved as an **.csv** file. Each license will have its own row. This file may be provided by the **IAdea** Sales team when multiple licenses are purchased.

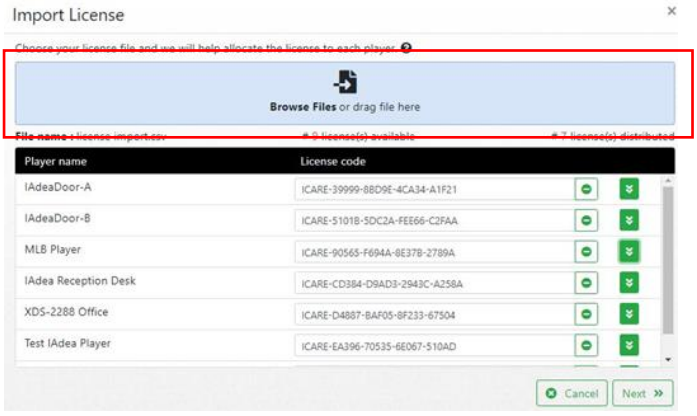


	A	B
1	ICARE-DDB2F-BB864-523B9-78019	
2	ICARE-280E2-EB133-4C314-AD00F	
3	ICARE-44D7E-1B9A8-04F06-14658	
4	ICARE-36A21-C8669-FD00F-3B0F2	
5		
6		

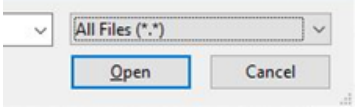
Select all players that need a license to be imported.



Select **Browse Files** and choose your **.csv** file. The UI will display how many licenses are in the imported file and how many licenses have been distributed.



If the file does not show up, you will need to change the file type to All Files.



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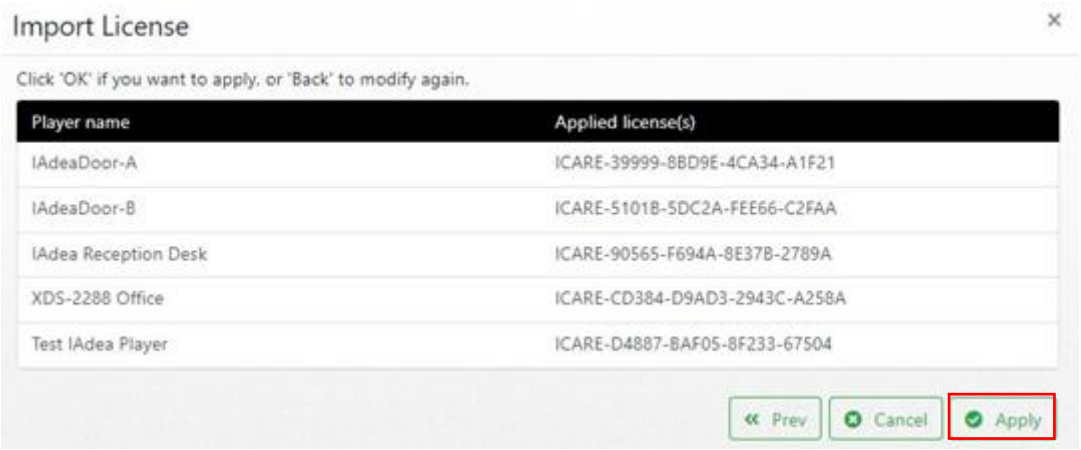
If there are extra licenses, they will be displayed as distributable licenses if you click on button. This will allow you to switch or replace licenses.

Once the appropriate licenses are applied, Click **Apply** to Confirm.



Note: If the license has been used, an **Error** message will populate.

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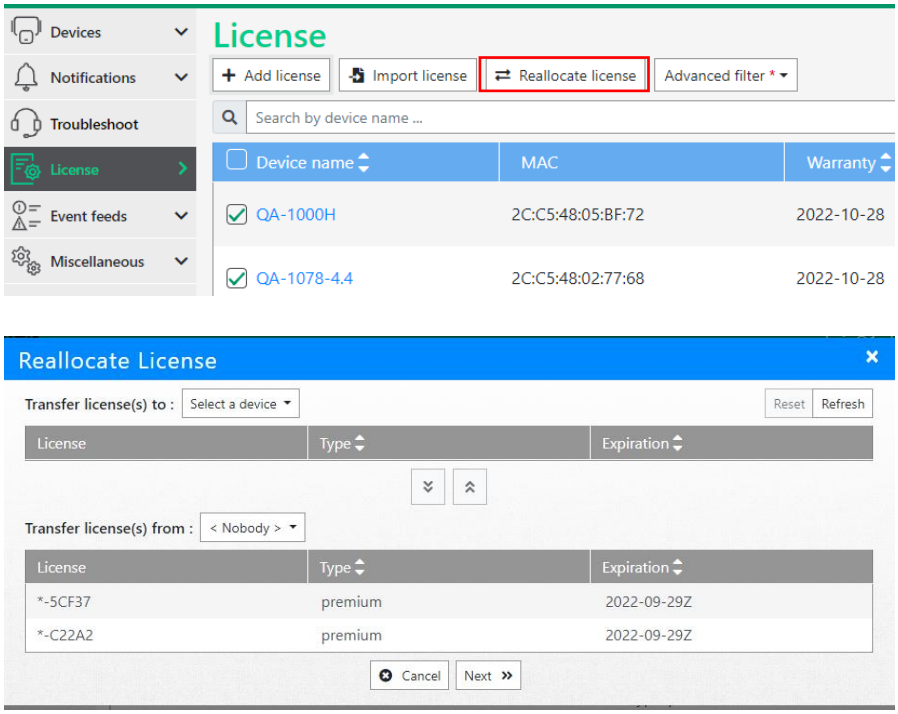
Reallocate License

Reallocation License allows users reassign licenses between the paired players on your **IAdeaCare** account.

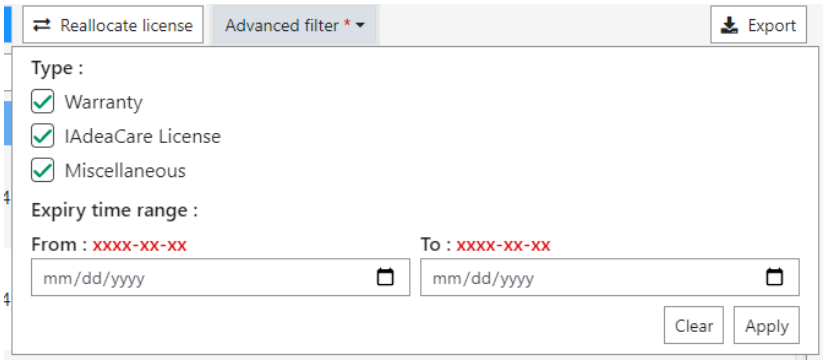
Click on **Reallocate license** to being reassigning licenses.



1. Select the target player for the player that the license will be assign to.
2. Select the **Currently Assigned to** player that the license is currently assigned. If license is allocated to a player, select **Nobody**.
3. Select the license(s) that will be reassigned in the license table and Click the Up Arrow to apply onto the target player.
4. Click **Next** to apply the change.

Advanced Filter

Filter your License Dashboard by License Type or Expiration Time Range.



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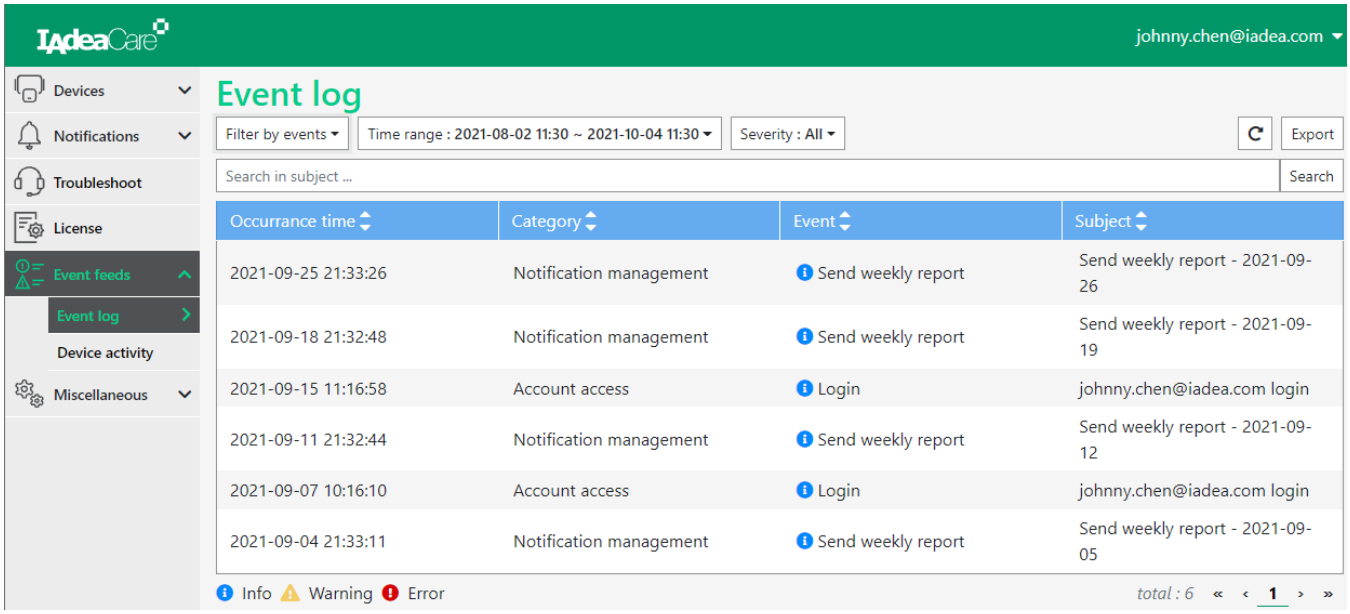
4.6 Event Feeds

Event Log

Users are able to

- Have an overview look into the status of all account events.
- Filter by event type, by period of time, and severity.
- Sort by occurrence date/time, category, event, or subject.
- Events will load 50 logs at a time and be sorted by time.
- After applying filters, the log will show 100 results per page.
- Events in device task category will have a link to the activity's detail page.



Filter & Search

By Event

1. User is able to search even by keyword and cross category.
2. When a category is checked, all events under checked category will also be checked.

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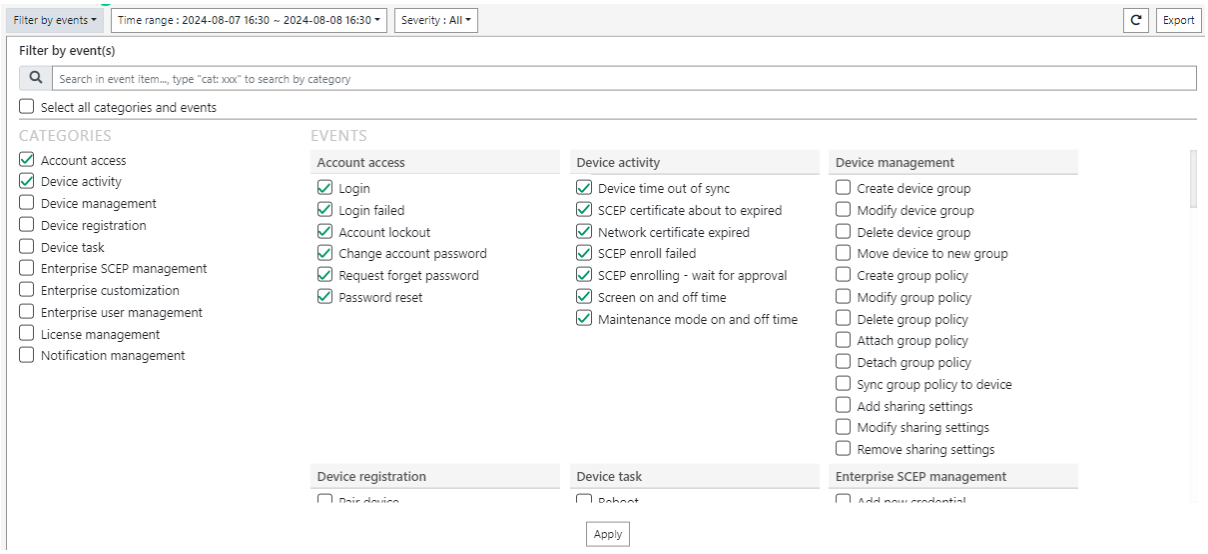
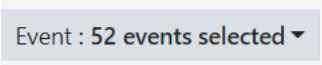
3. If clear keyword is in search bar, the system will list all category and events and keep the already selected events checked as well.



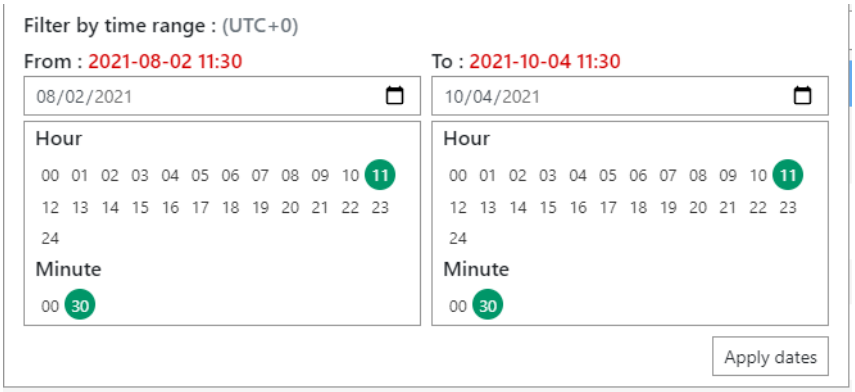
4. Click Apply to filter events. The Filter by Events button will show the number of checked items and send the search date to the server to complete.



By Time Range

Choose the Date and Time range.

1. Pick the date from the Calendar.
2. Choose the hour 00-24 (Military) and minute 00 or 30.



3. Search up to 90 days in the past.
4. Click Apply Dates to save the settings and return filtered results.
5. The events are searched by server time (UTC +0).

By Severity

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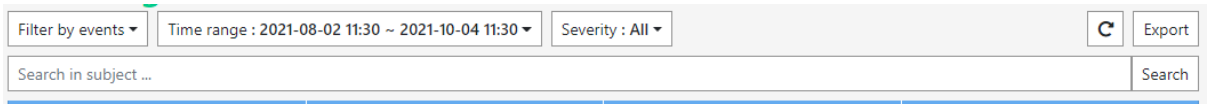
1. Choose by severity type.

2. Click Apply Severity to save the settings and return filtered results.

Search Bar

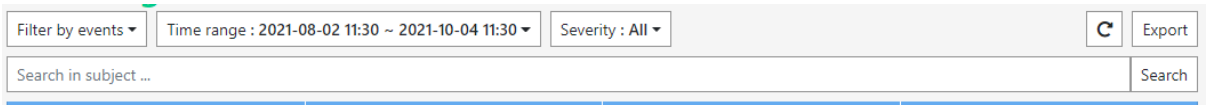
1. Search in subject ... will allow user to search the event log by keyword.



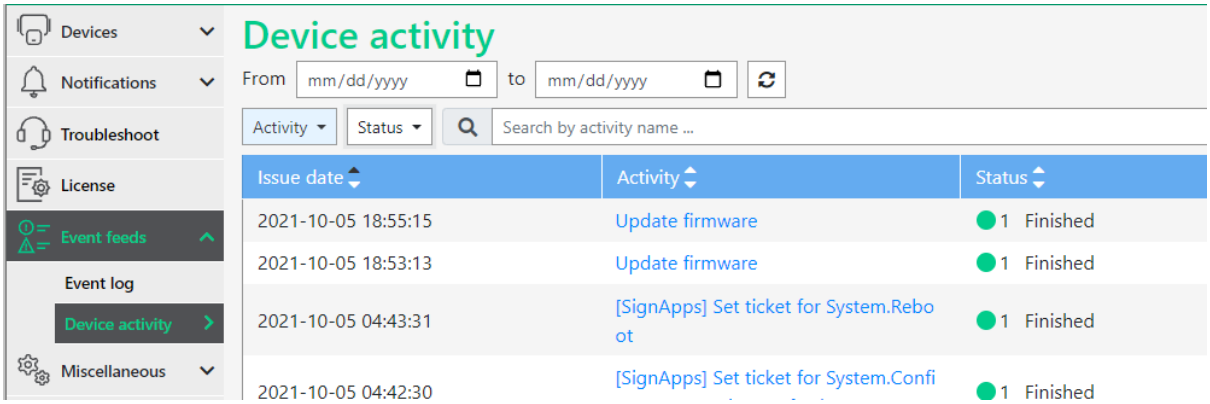
2. After keywords are entered, click Search to return results.

Export

1. Export button will export the Event log (with filters if they applied) to a .csv file.



Device Activities



- Activity type on the **Device Activity Dashboard** now allows Quick Link equipped with group tagging feature for quicker management. Allowing user to see the list of devices on the and its status that have the same activity being pushed on the Activity Detail page

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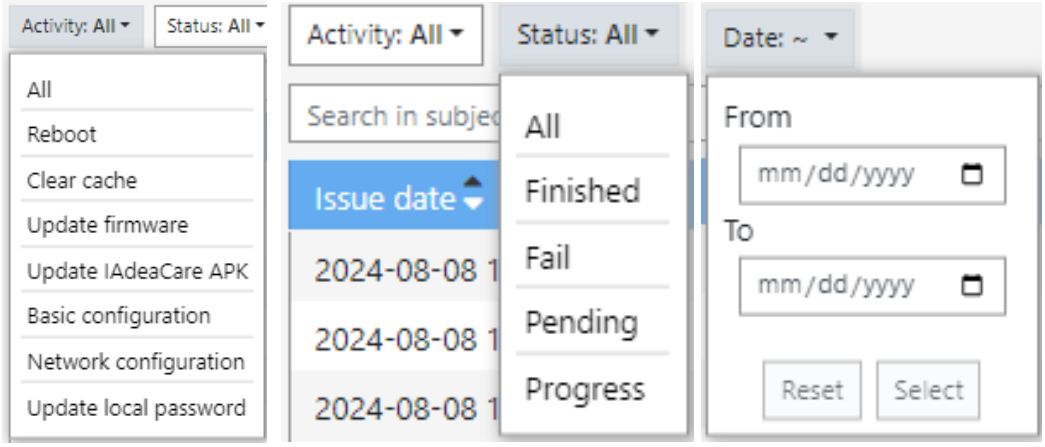
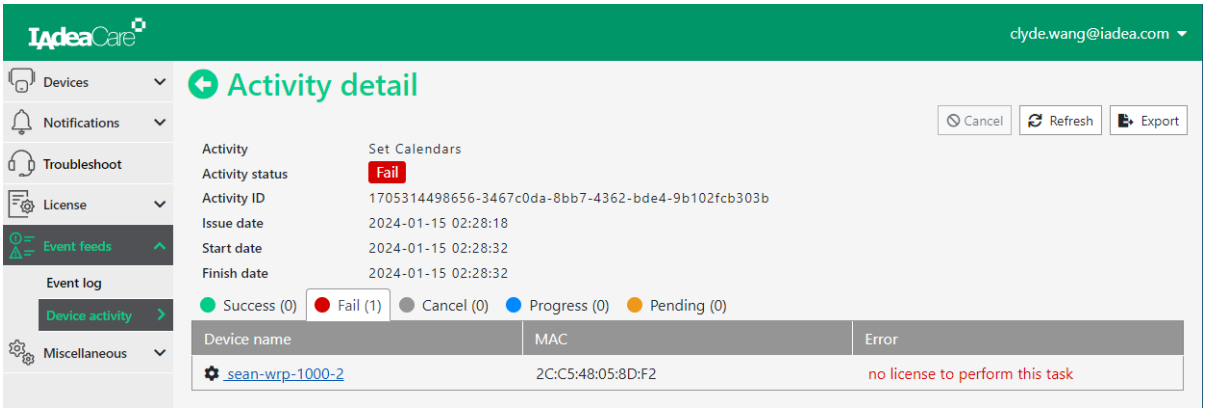
Search Filters – User can filter device activity results by Activity, Status, and Date.



At **Activity**, Users will be able to

- Cancel unfinished or pending tasks.
    - When cancelling the target task, all pending or in progress tasks following after the initial target task will be cancelled as well.
- Export task detail information and refresh statuses.
- See detailed changes before and after applying the activity.
- Device Name now allows Quick Link for easy navigation to player dashboard.



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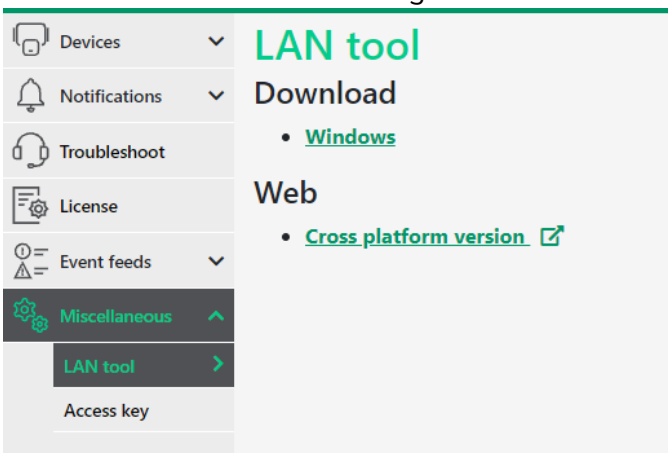
Once **Cancel** is confirmed, the status will show the notification. User will be able to confirm devices that have accept the cancel tasks under the Cancel Tab.

4.7 Miscellaneous

LAN Config Tool

See User Manual for LAN config tool.



Click on **Windows** to download the **LAN config** tool for Windows OS.
For Mac and Linux OS, click on Cross platform version to open the config tool via default browser.

Note: User can only access cross platform LAN tool through IAdeaCare (cannot access by saving URL).

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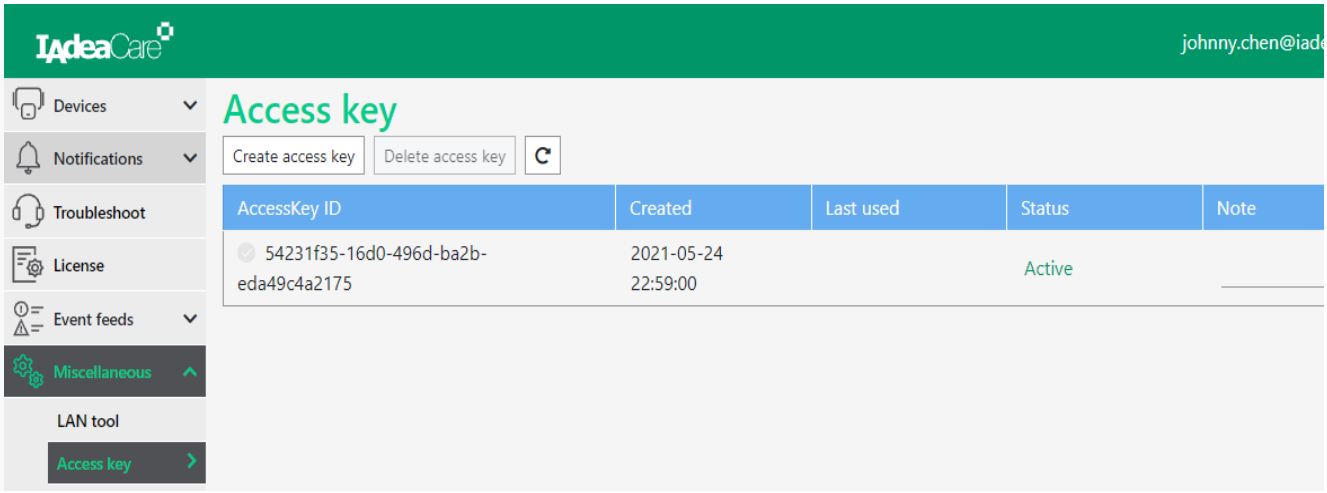
Access Key

Overview

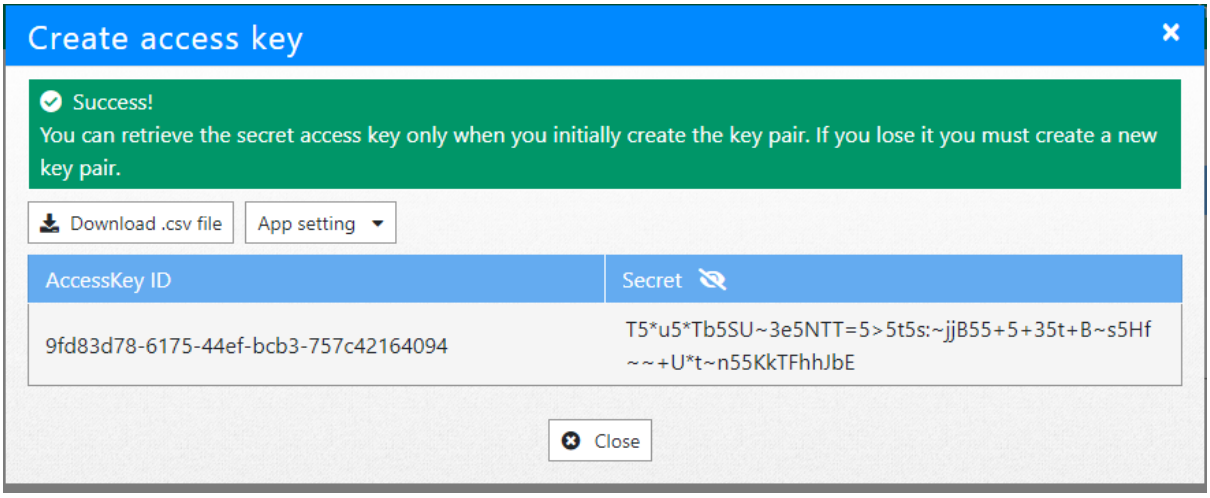
After entering the Miscellaneous Tab, click on the Access Key tab to enter the overview.



User will be able to Create, Delete, Activate, Inactive, and Edit the Note for each Access Key. Each account will be able to create up to 3 access keys.

Create Access Key

1. Click on Create access key to create a new access key.



2. Once create access key is successful, you will see a confirmation screen like above.
3. User may click on Download .csv file to download a .csv file name [useraccount]-accesskey.csv that will include the access key and the secret key. Use can save this for reference.
4. In the confirmation screen, the secret key will be encoded with *****. User can click on the show (eye) icon to display the secret key.
5. Click on close to view your Access Key dashboard.

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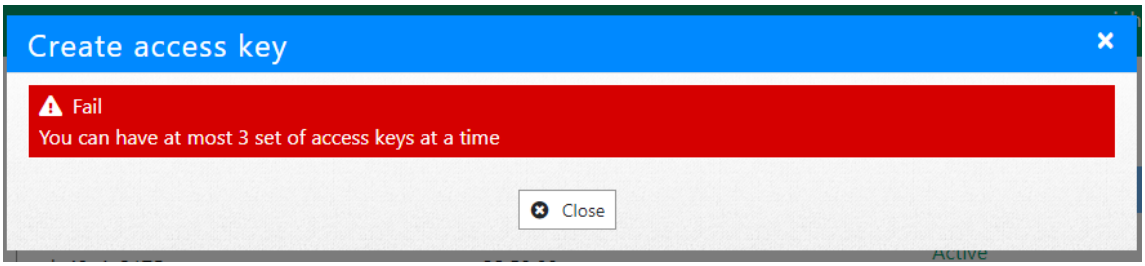
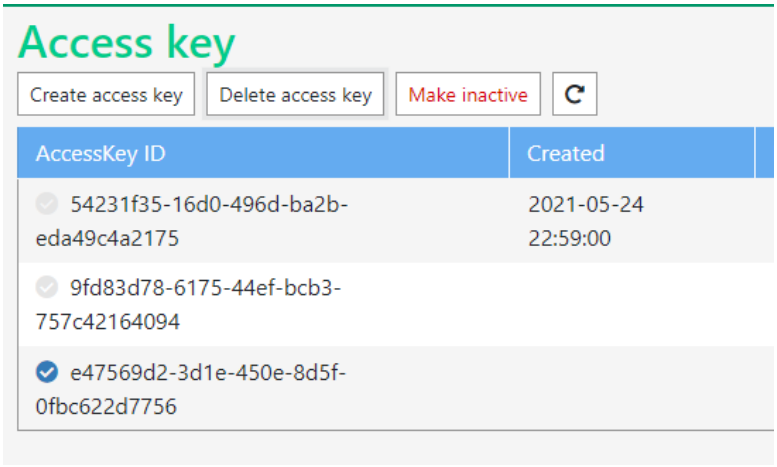
6. If there are 3 keys under the current account, the system will show an error message when trying to create another access key.

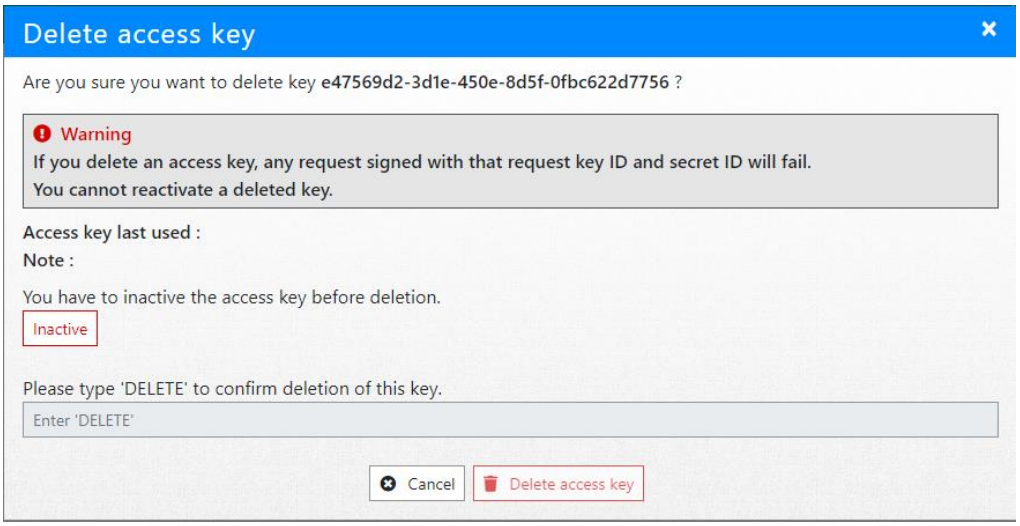


Delete Access Key

1. Select the desired access key to delete first and then select Delete access key.



2. If the access key is still active, the system will require you to inactive the access key before deletion. You may click on the Inactive Button first, then follow next step and type 'Delete' to confirm deletion of this key. Finish by clicking on Delete access key.



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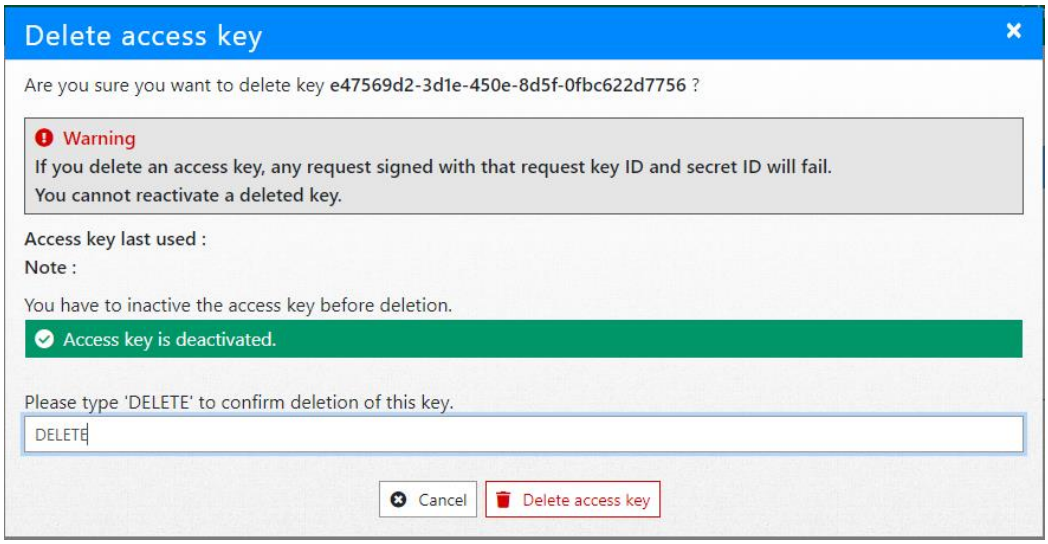
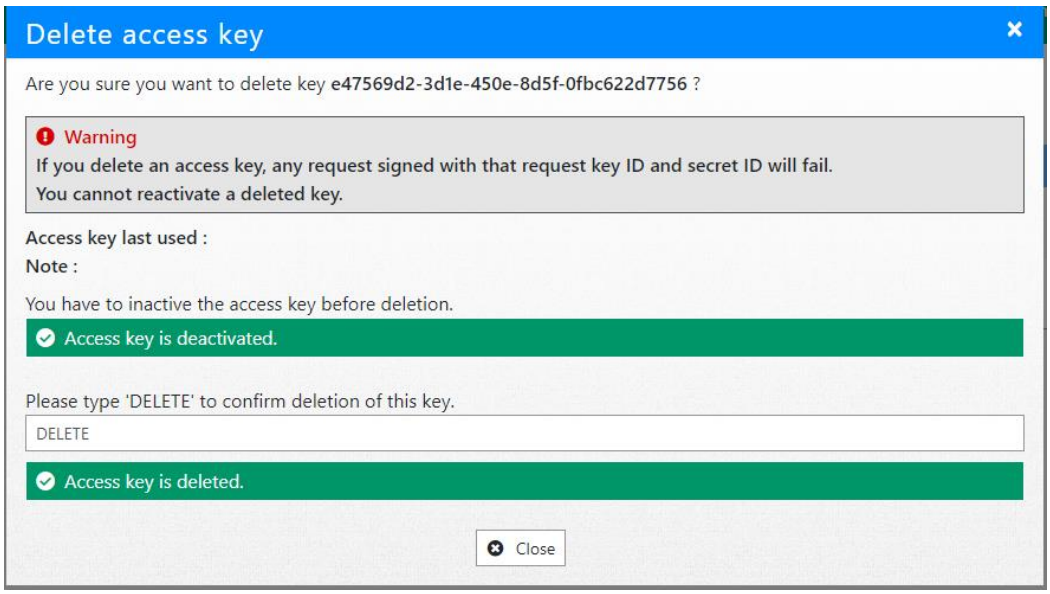
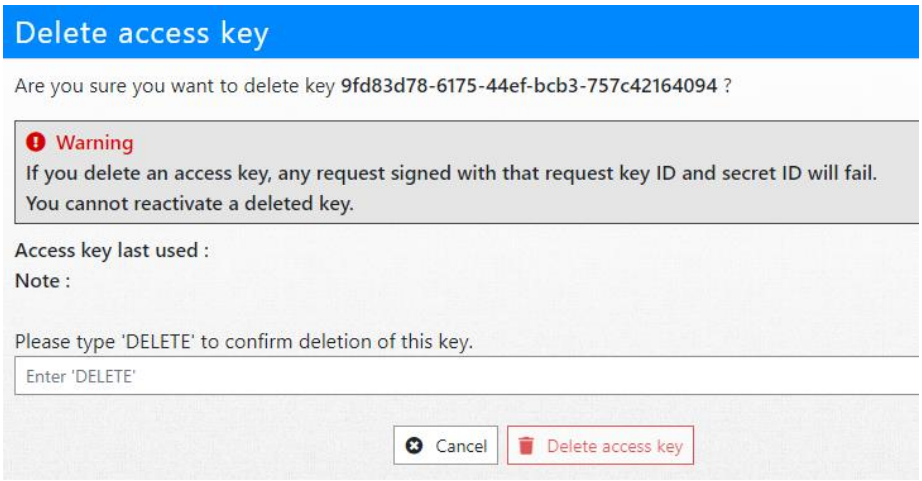




3. If Access Key is already Inactive, you will only be required to type ‘Delete’ to confirm.



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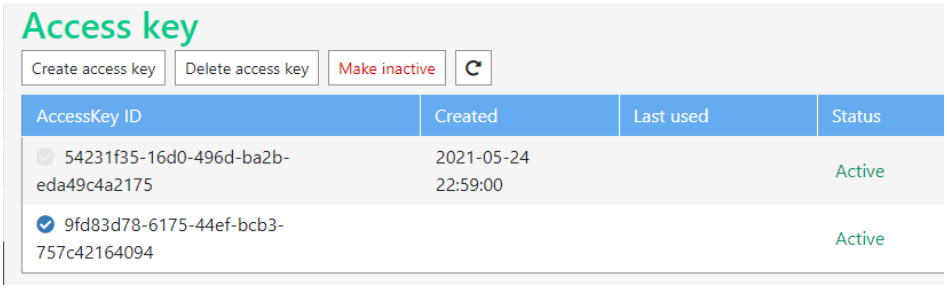
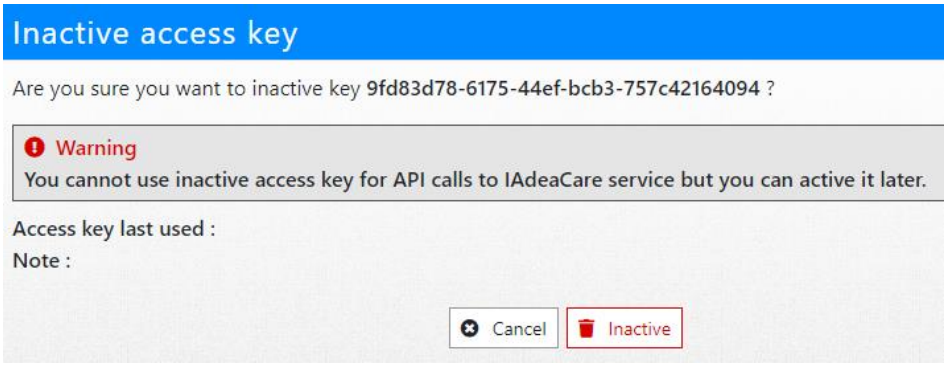
Active / Inactive

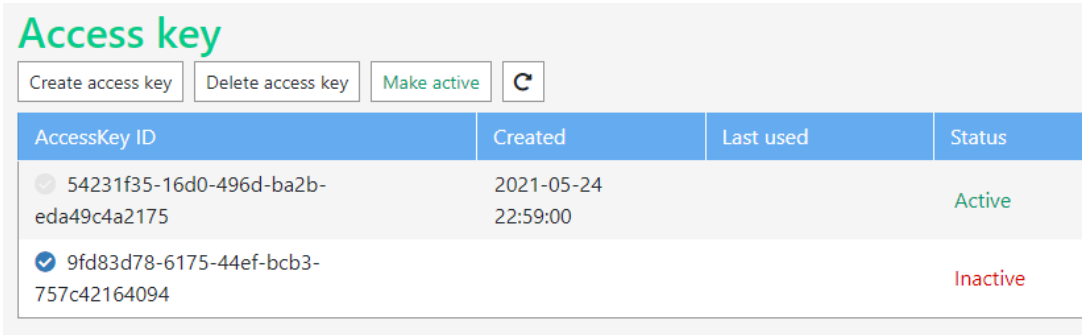
1. To inactive a currently active access key, select the desired access key and click Make inactive.



2. When making an access key Inactive, the system will show the follow message to confirm the decision to inactive the access key. The message will show last time the access key was used and any Notes associated with the access key.



3. To make active an inactive access key, select the desired access key and click Make active. The access key will turn active without any system message.



Note: Each Access Key allows you to edit a Note to differentiate the difference between multiple access keys. When the Note field shows a check mark, you may input notes in the input field. When the note is complete, click on the check mark to indicate that the note is complete. To edit existing note, click on the pencil and

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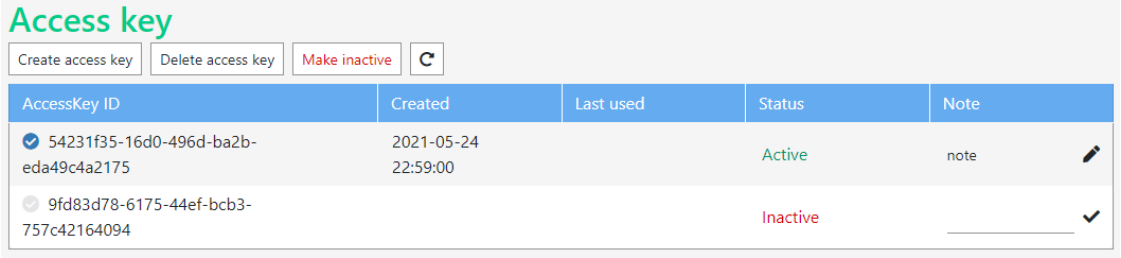
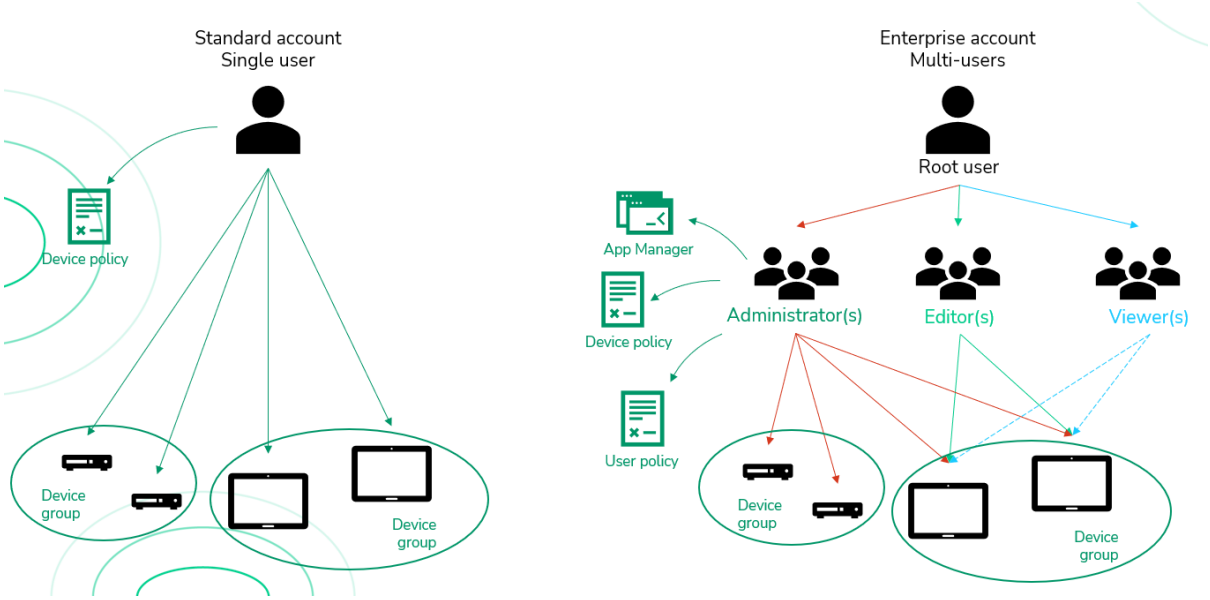
proceed to edit the note. Click on the check mark to complete your note.



4.8 Enterprise Account

IAdeaCare Enterprise account is designed for corporate to manage their device network in a multi-user with different user role environment. Enterprise version now includes administrator, editor, and viewer roles. It allows multiple administrators to easily manage a large device network. Administrators can design and automate device management with device groups and policies. Enterprise also enhances security by only allowing authorized devices to be registered.



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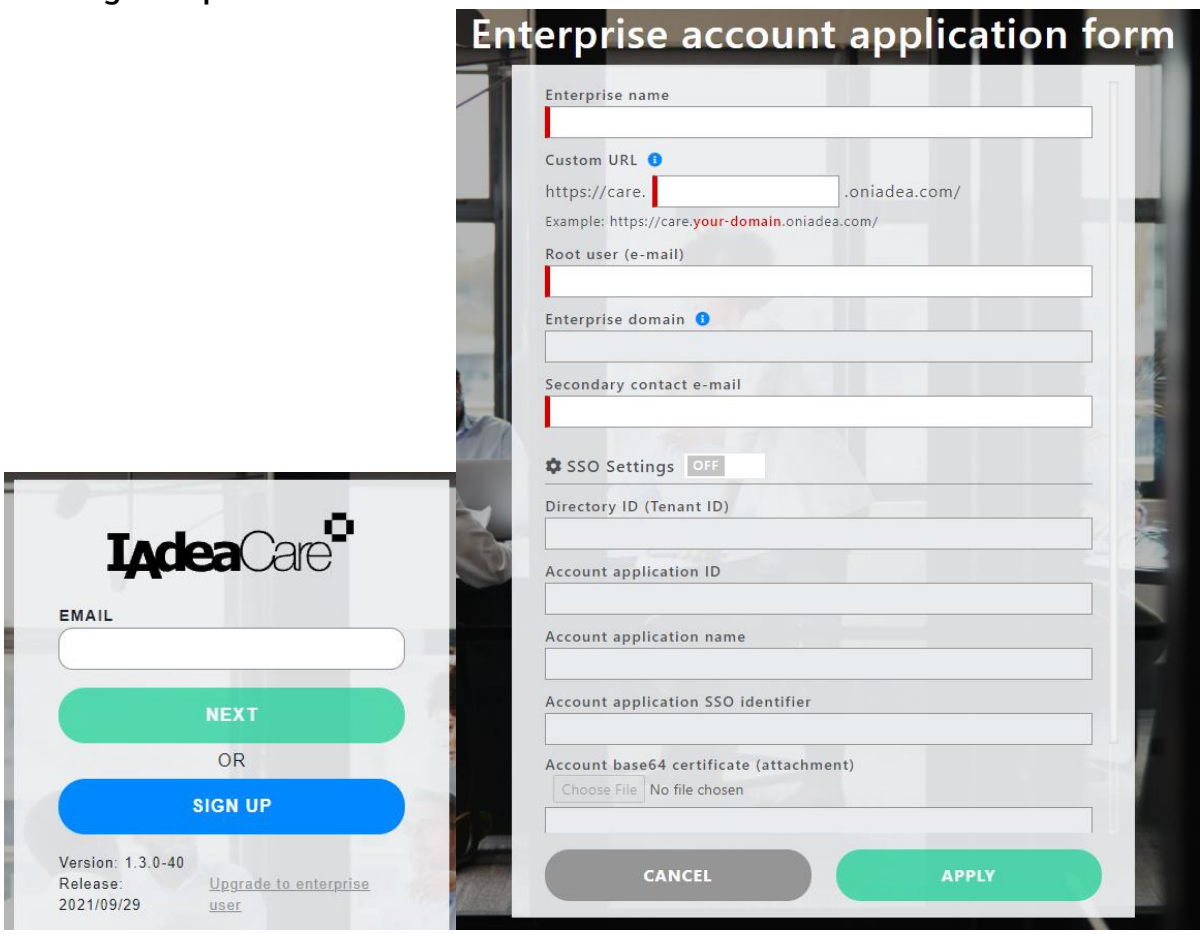
Creating Enterprise Account



Click on upgrade to Enterprise User and complete form.

Enterprise Name: The name of your company

Custom URL: This is the URL for your IAdeaCare Enterprise portal.
Root User: The first account able to log in (mail address)
Enterprise domain: The domain name of root user. This is the domain which you can log in Enterprise portal.
Secondary contact e-mail: The backup contact just in case.
SSO settings (optional)

#	Field	Sample Value
1	Directory ID (Tenant ID)	8f84824f-b25c-4dd1-8051-b7b21d2125a1
2	Account Application ID	7744089e-9b78-4897-8082-77178df34f13
3	Account Application Name	IAdeaCare Private SaaS - Account
4	Account Application SSO Identifier	care.iadea.com-account
5	Account Base64 Certificate (attachment)	{{FILE}}

After complete payment, the turnaround time will be 3-5 business days.

Existing personal users will be converted to Enterprise users. When converting personal account to Enterprise account, existing personal account will be deleted and added to the enterprise account.

New user has to receive the invitation mail, click the link and use the password in the mail

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to log in. Registration finish!

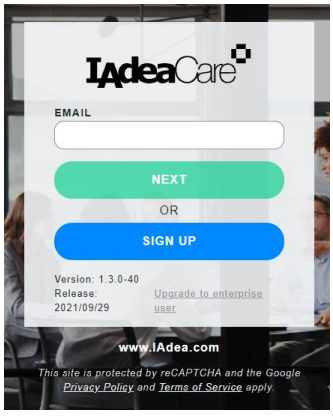
Expiration mechanism of enterprise account

Before expiration (30 days prior), send e-mail to root account and secondary mail to notify it's expiring soon. If continue subscribe > Contact sales@iadea.com.
If want to unsubscribe > Click Unsubscribe to inform IAdea support team.

If user no longer use Enterprise account > all users will turn into personal user.
(If SSP, members have to use forget password to set up password again for its personal user).

Domain Change
IAdea offers a service to allow the user to add/change the domain of your IAdeaCare enterprise portal.

Login Portal / SSO
Enterprise Users can log in via the Enterprise portal. The log in process will differ depending on how the account is set up.
For Enterprise login, the system will verify your login domain. The portal will be redirect to the correct IAdeaCare login.



When logging in via SSO, user is able to log in without an invitation.
Set the user who log in from SSP to Ungrouped user group and as viewer.
For SSO setup, users will be requested to login using their MS Active Directory account.

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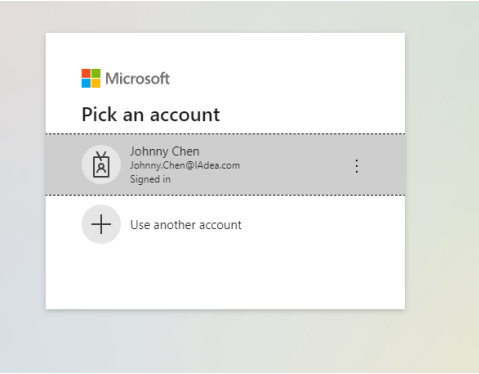
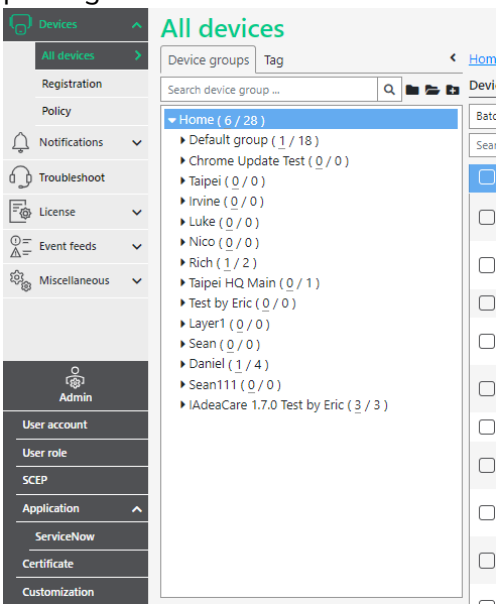


Admin

Overview

Administrator Access will show the Admin Icon on the bottom left hand of the screen. This will confirm that the current user that is logged in has administrative privileges.



Click on the Admin Icon to Expand Menu.

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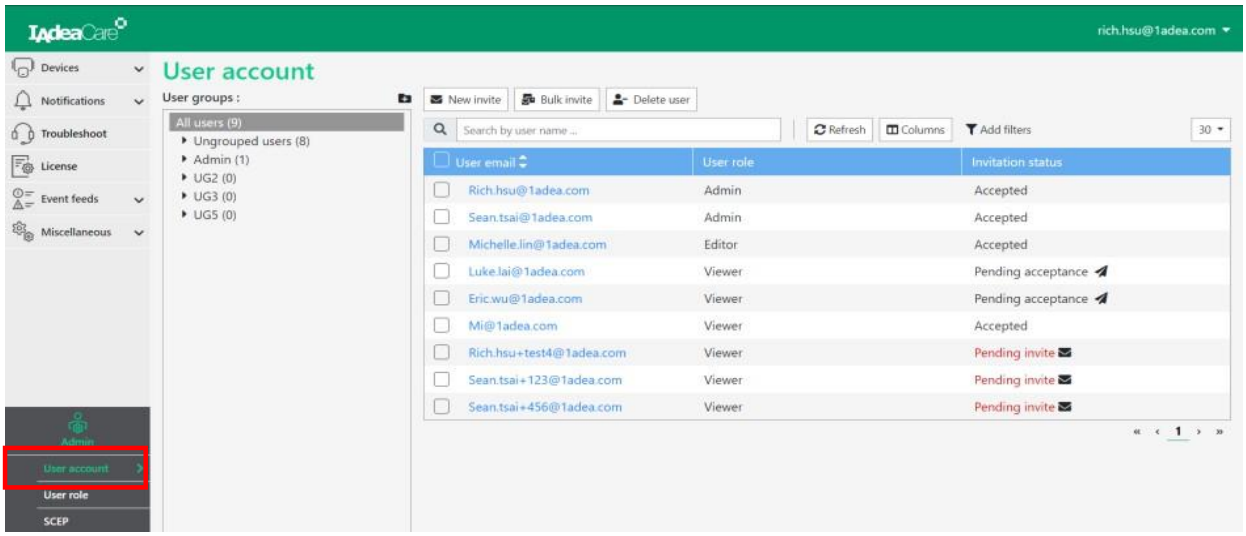
User Account

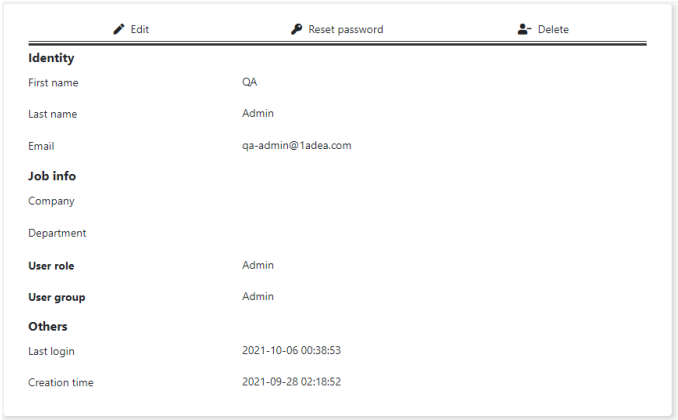


User Account: This allows the Administrator to invite, delete, and delegate user role and groups to sub-users.

- When All Users is selected; New Invite, Bulk Invite, and Delete User, will be populated for use.
- All Users are shown with their email, user role, and invitation status.
- Invitation status:
  - **Pending acceptance** – Waiting for user to log back into the system.
  - **Accepted** – User received the invitation and completed log in.
  - **Pending invite** – User signed up by itself and is waiting for administrator to send an invitation.
- When the status is **Pending Acceptance**, the admin will have a button to send the acceptance invitation again.
- When the status is **Pending Invite**, the admin will have a button to send the new invite invitation again.

User Detail

Click on any existing user to view and edit details, or delete user.



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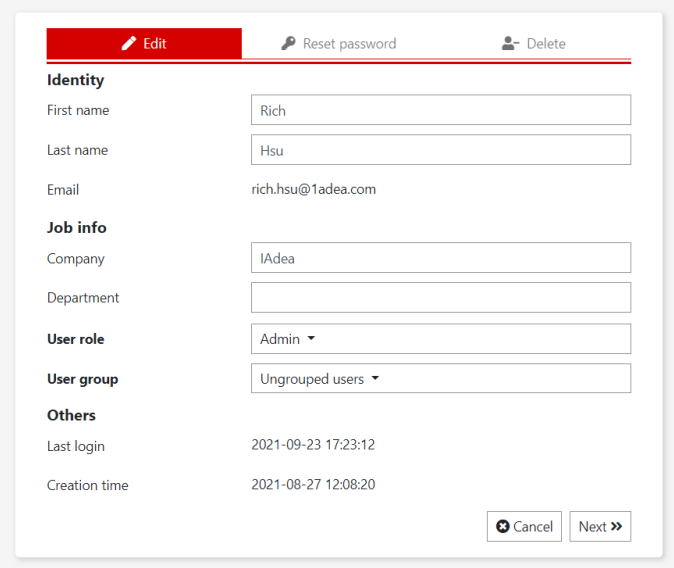
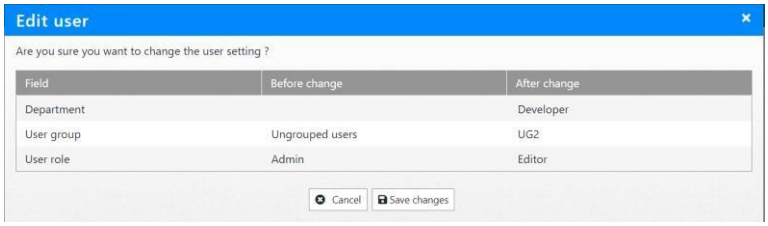
Edit User Detail

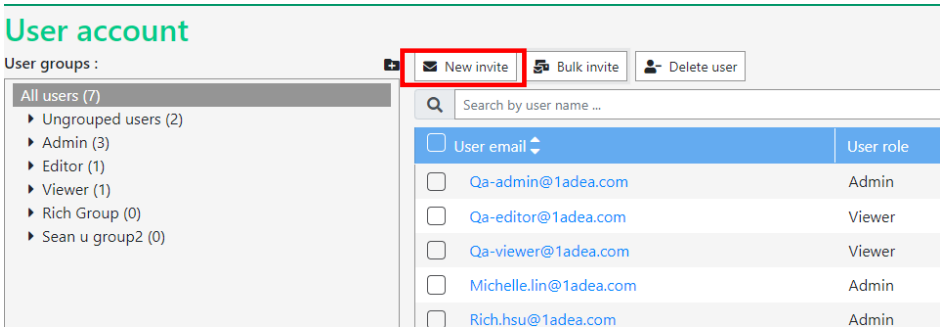


Admin can edit all user information except for email address. The admin can also reset password and delete the user.



Once edit user is complete, click Next to confirm changes.

New Invite



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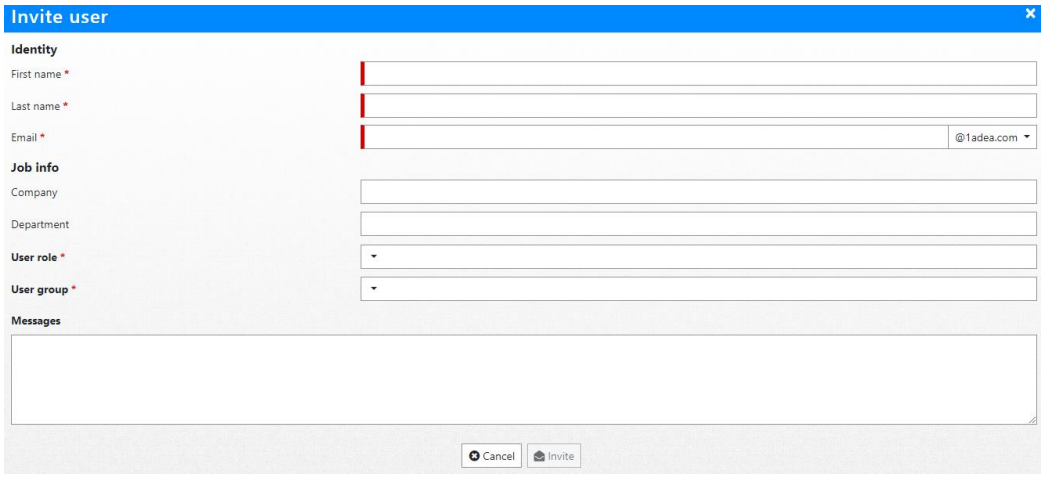
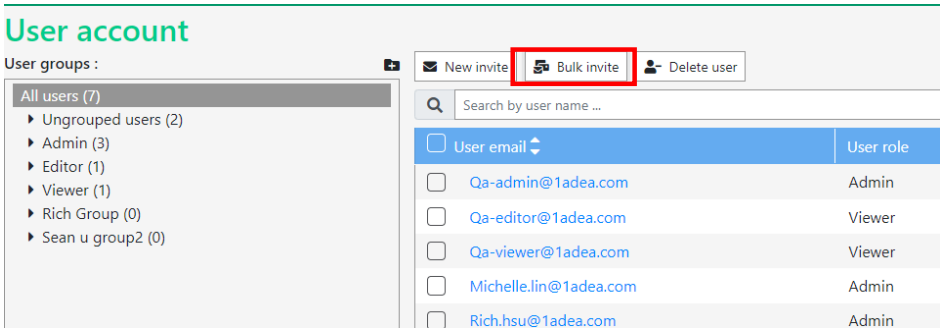
Click on New invite to invite a new user.



Fill out new invite form to complete the process.

- If email domain is correct, the system will send a mail with temporary password to user's email address. The system will also create the user in the User Account list with invitation status showing 'Pending acceptance'.
- Invited Users will click the link and go to the IAdeaCare website to log in. The invitation status of User will change to 'Accepted'.

Bulk Invite



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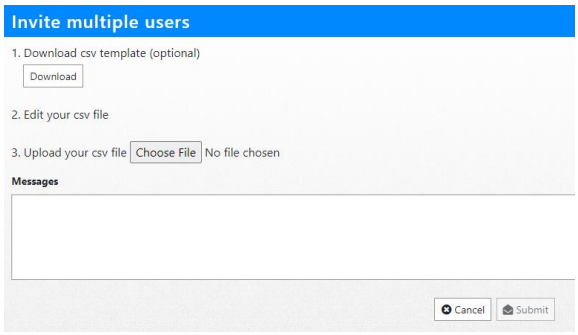
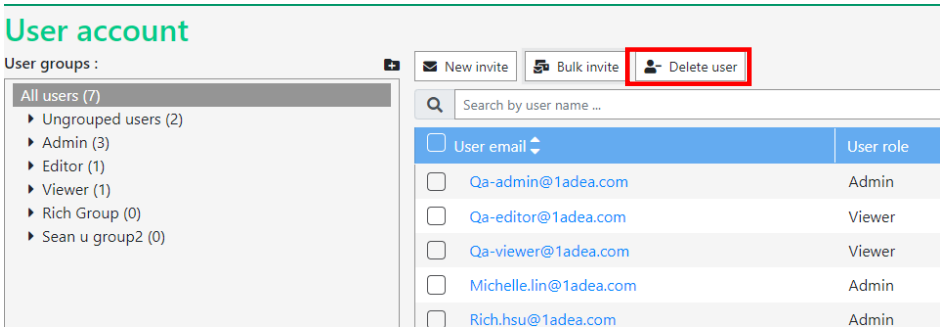
Bulk Invite allows the user to download an Excel template and upload a bulk user list.



If the number of editor and administrator exceed the number of user licenses purchased, the below message will populate.

Delete User



Select desired User and select Delete User. The User will be disabled on the server and will not be able to login.

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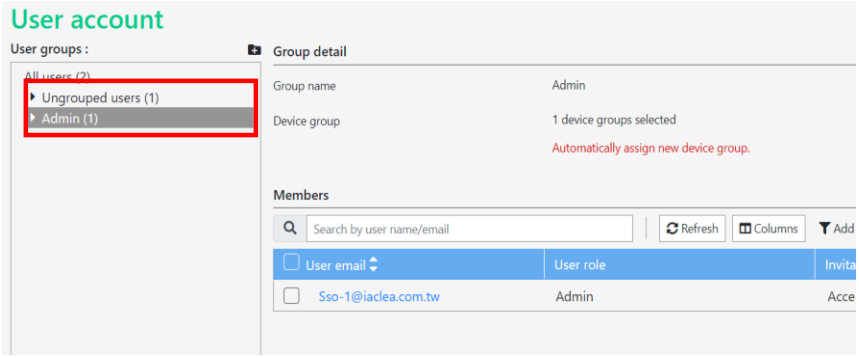
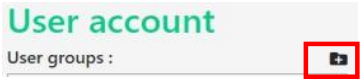
User Group

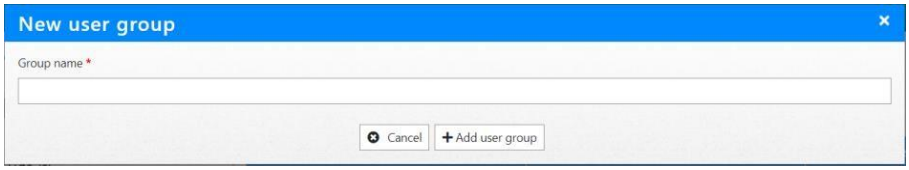


- On the right window, will show the group details and members.
- One user only belongs to one user group.
- There are two pre-defined groups.
    I. **Ungrouped user** – The users whose user group is deleted or removed from user group. Cannot be deleted.
    II. **Admin** – The group which pre-check all device groups and automatically assign new device group. Can be edited/deleted by Administrators.

New User Group

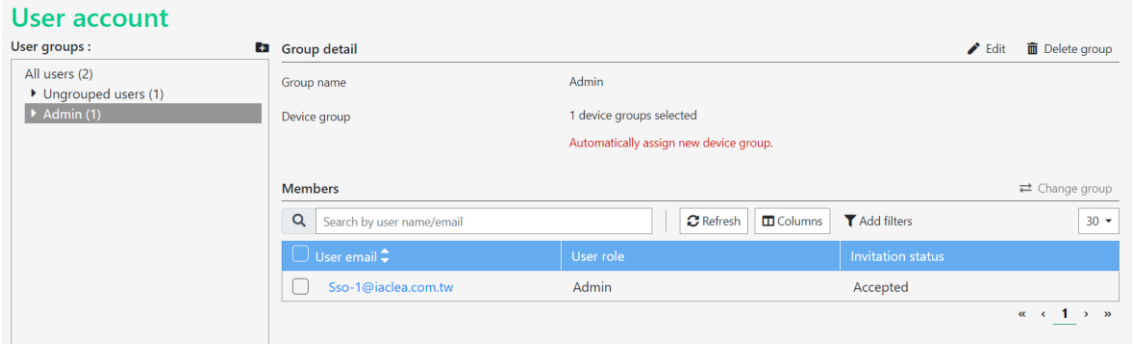


Click on the Add icon to create a new user group. Please confirm that desired group name is unique.



When complete, click +Add user group to confirm and return back to All User page.

User Group Detail



When User Group is selected, it will populate the Group Detail information.

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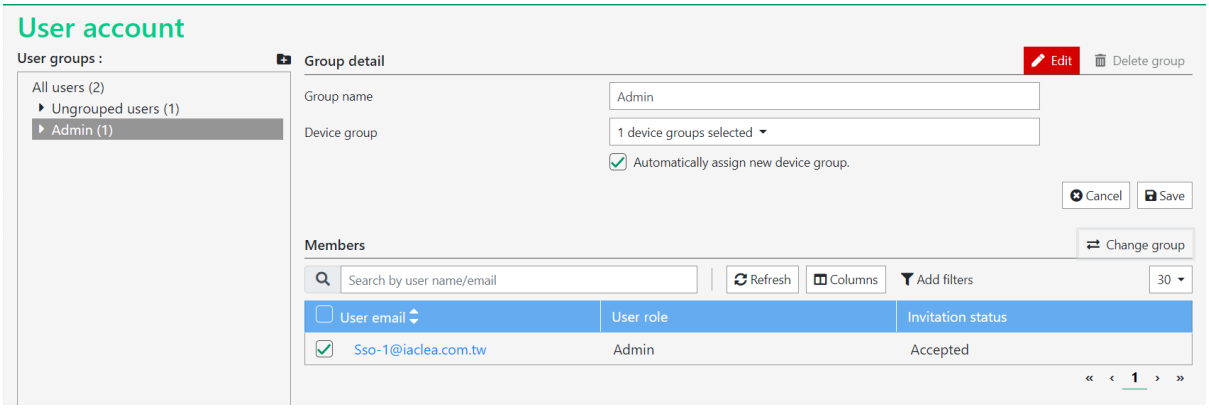
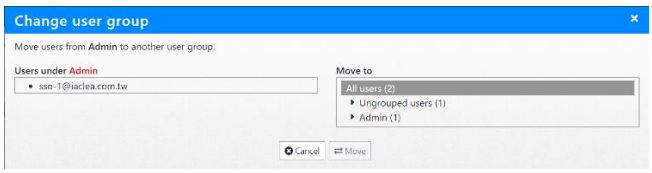
Edit User Group



- Group name: The group name should be unique.
- Device group: Assign the device group to this user group. The user in group will be able to view/manage the devices assigned.
- Automatically assign new device group: If selected, the new created device group will be assigned to the user group automatically.
- Save and Cancel button: These two buttons are for Group detail.
- Delete group: Users will be moved to ungrouped group after delete group.
- Change group: Select the user then click button to move user to another group. (Also, able to use drag and drop to change group.)



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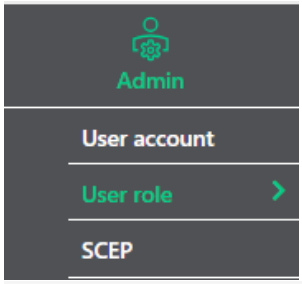
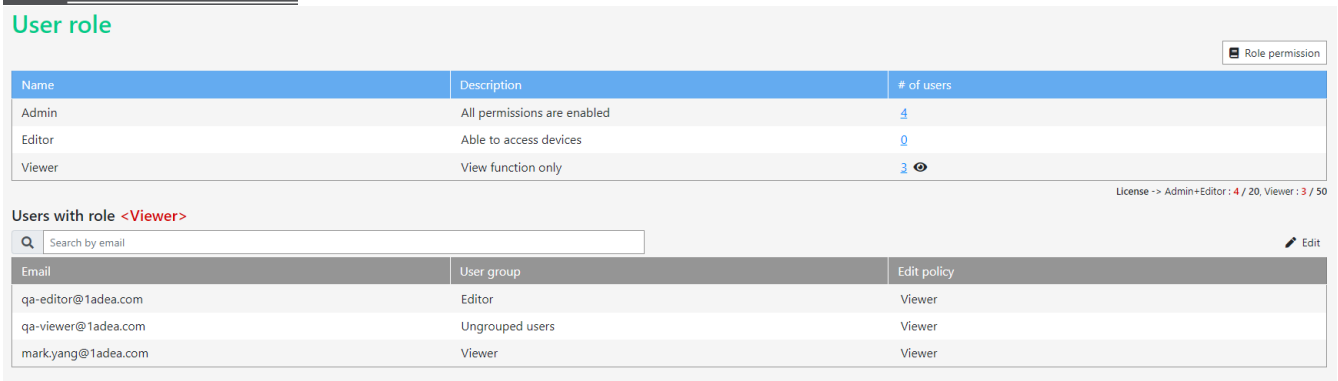
User Role





User Role will allow the admin to see which users are enrolled into which role. Admin can click on the # of users to populate a user list.

In the Users with role list, admin can edit the roles of the user by clicking on the Edit button

.

There are 3 predefined User role:

I. **ADMINISTRATOR** – Able to view/manage ALL user groups/device groups.
II. **EDITOR** – Able to view/manage the devices groups ADMINISTRATOR assign.
III. **VIEWER** - Able to view the devices groups ADMINISTRATOR assign.

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Permissions Table – To access, click on Role permission.

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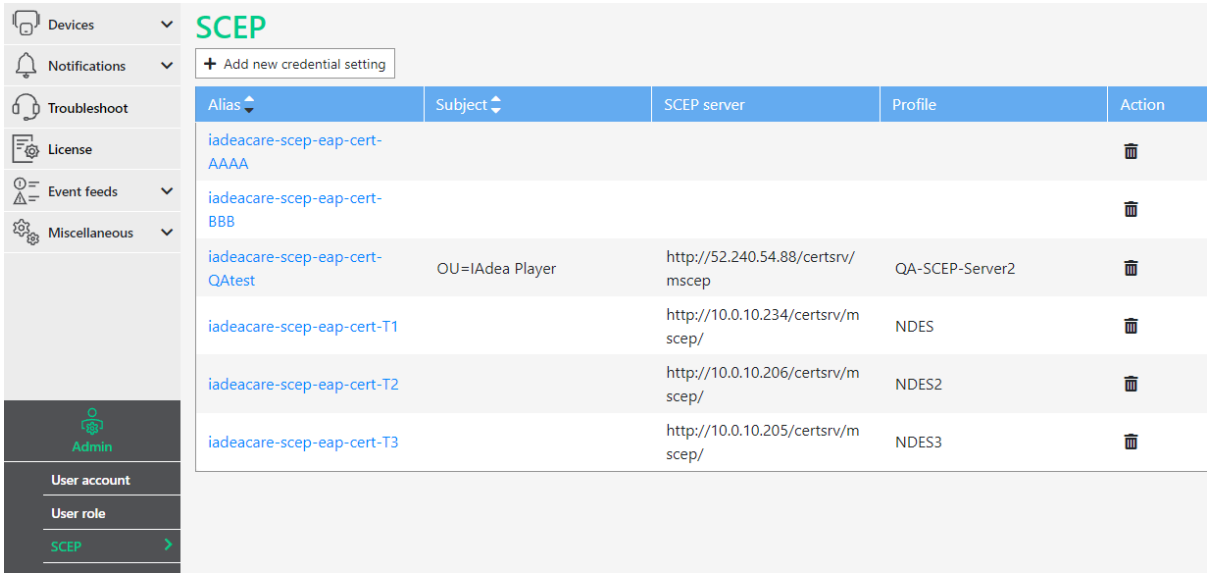
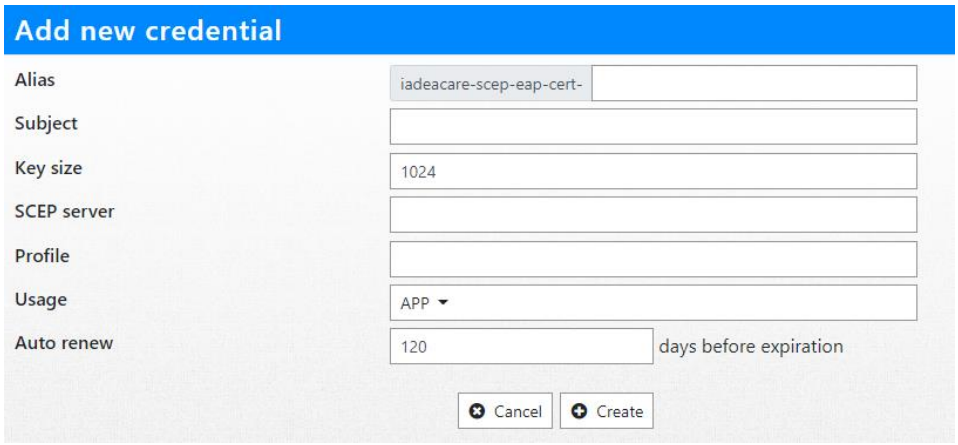
SCEP

Overview



Add New Credential



Alias: iadeacare-scep-eap-cert- will be fixed prefix.
Click ‘Create’ to finish and go back to SCEP page.

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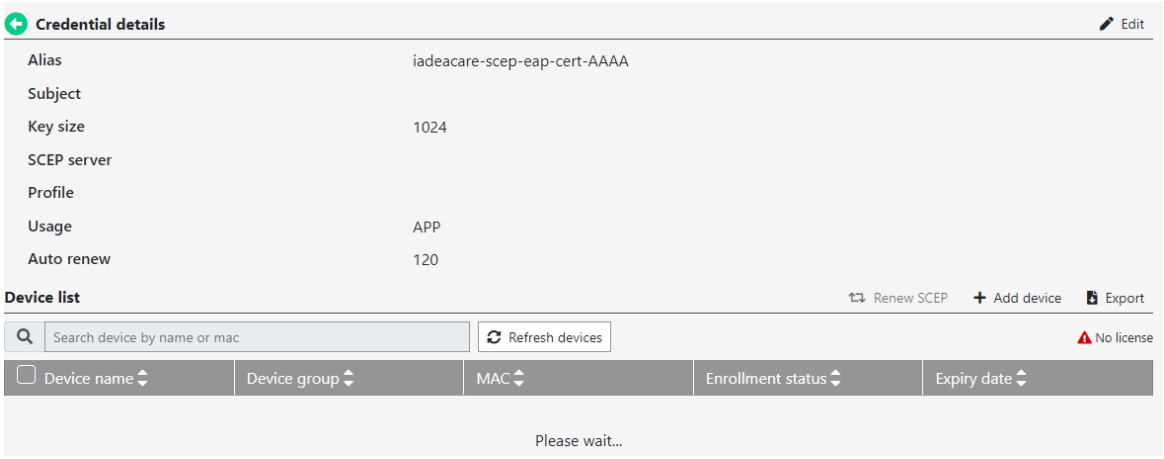
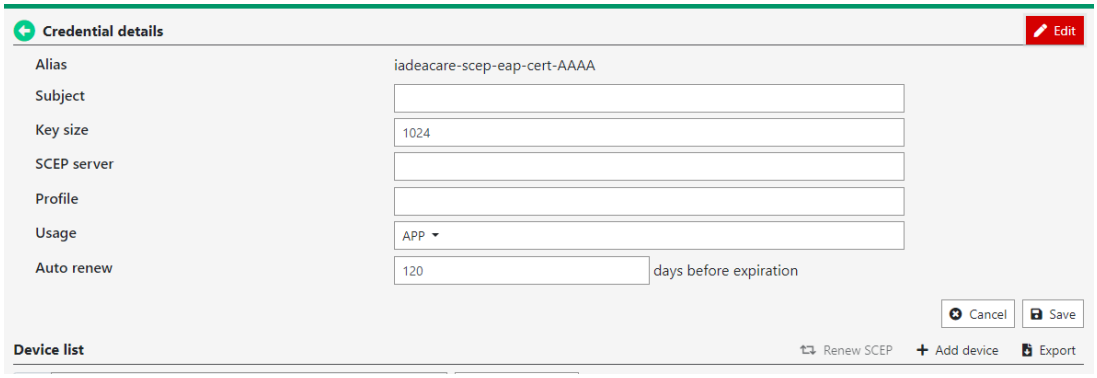
Credential Details

Click the Alias hyperlink to view Credential details.
Show the details below with Edit button.

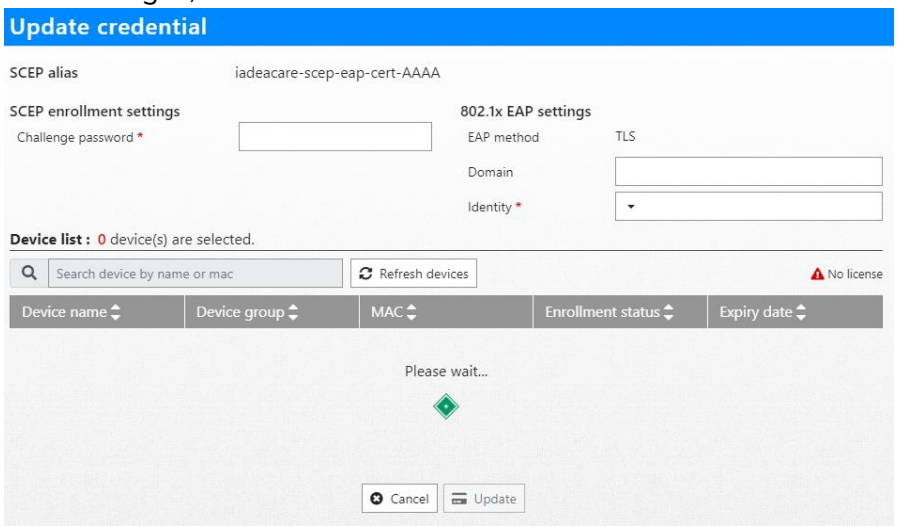


Edit Credential

Click on the Edit button to edit credentials.
All fields are able to be changed except for Alias.



After changes, Click Save and enter authentication info and enable 802.1xEAP.



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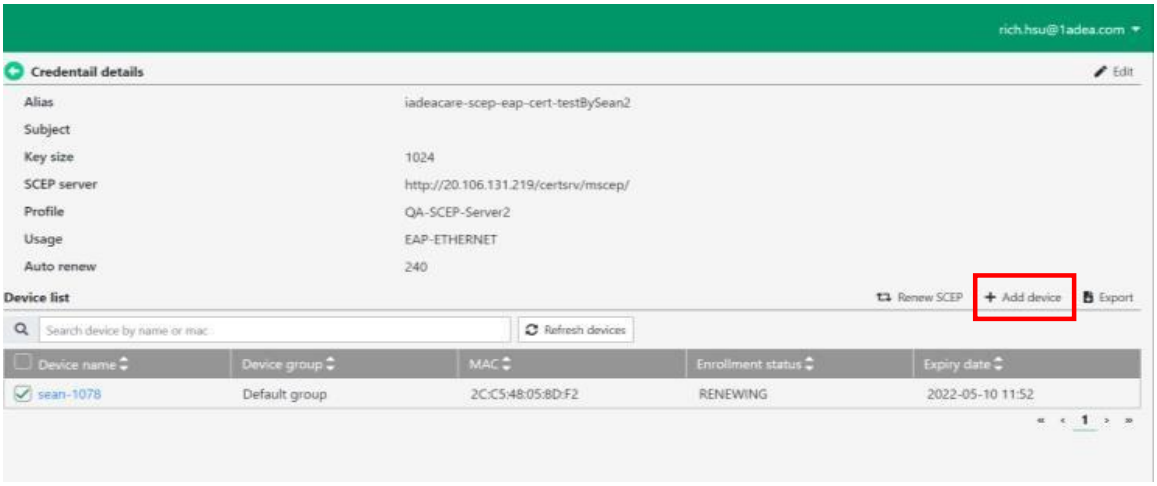
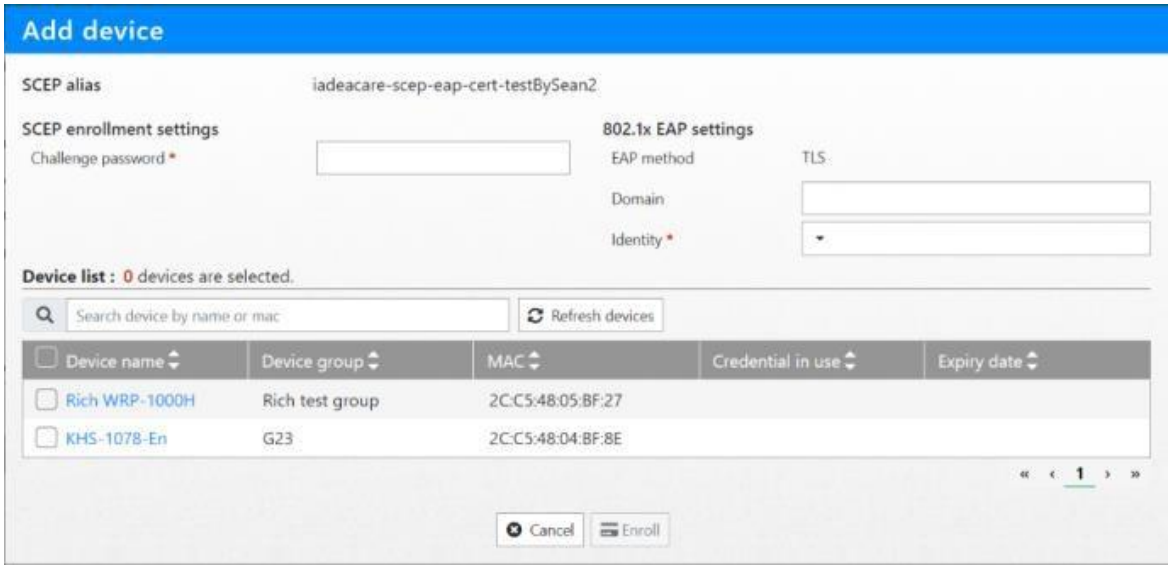
Click Update to complete process and go back to Credential page.

Add Device

To add a device to the SCEP enrolment, click on +Add Device.



Fill in the SCEP Enrollment fields.



Select desired devices from device list and fill the information below.

- Challenge Password: The password for SCEP server enrolment.
- Identity: Select MAC or Device ID.

Click **Enroll** to confirm and go back to the Credential detail page.

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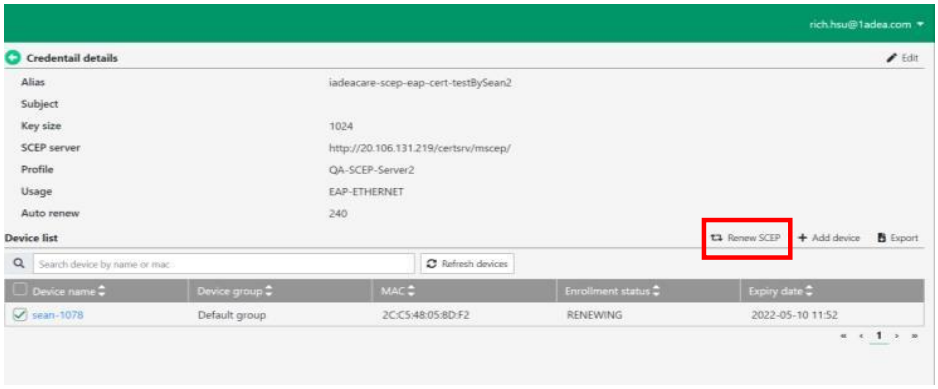
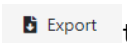
Renew

When desired device is selected, the option to Renew SCEP will populate.

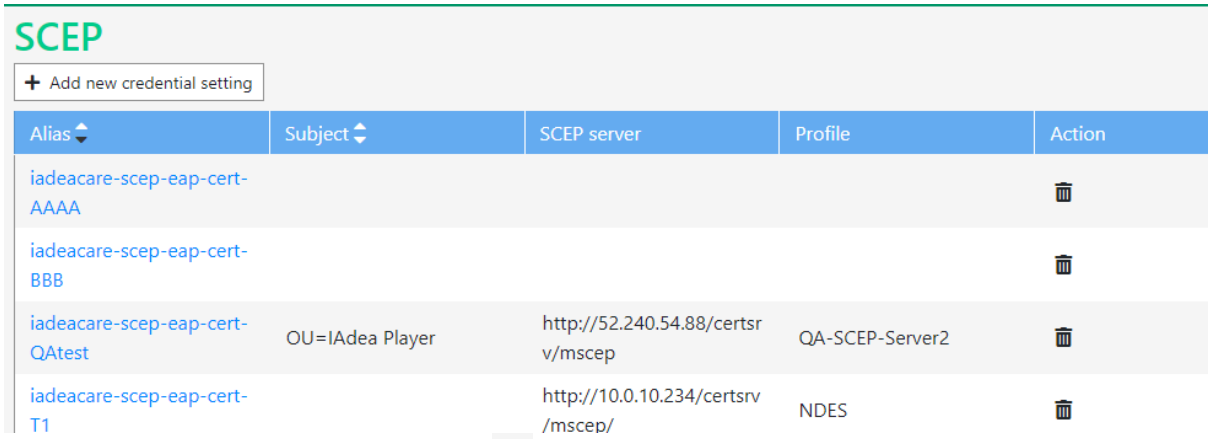


Confirmation for SCEP renewal will populate.

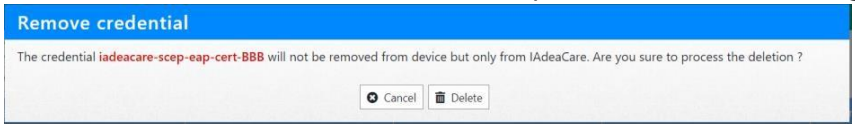
Export

Click on Export  to export the SCEP credentials information to a .csv file.

Delete Credential



To delete the Credential, click on the icon to delete. When deleting the credential through IAdeaCare, this will only delete the credential from the server and not from the device. The device will need to be factory reset to clear all settings.



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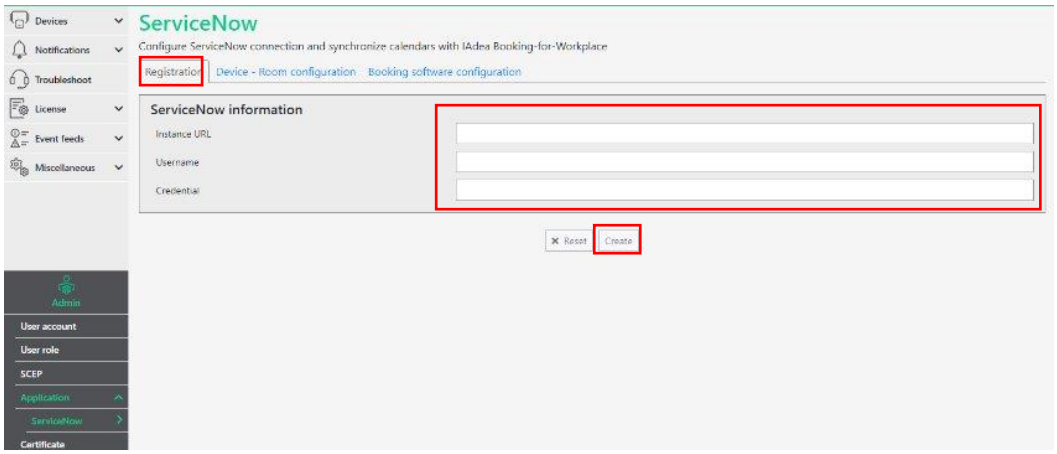
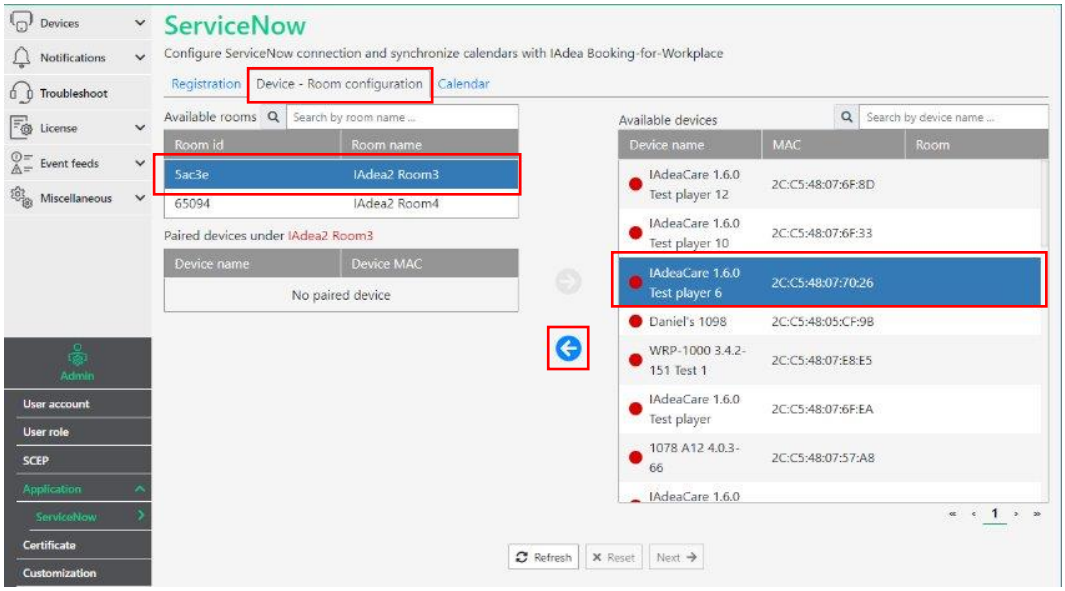
Application

IAdeaCare can be connecting ServiceNow if IAdeaConnect for ServiceNow is installed to a user's ServiceNow instance.

- Connect to ServiceNow from Registration tab.



- Assign device to a room from the Device Room configuration tab.



- Customized how the reservation display should look like from the Booking software configuration tab.
- For more detail, please refer to ServiceNow integration documents.

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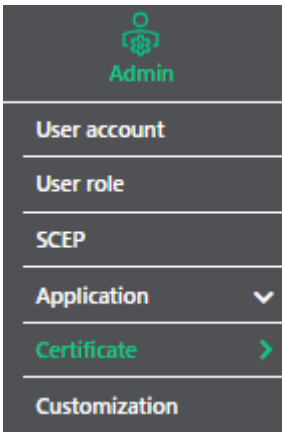
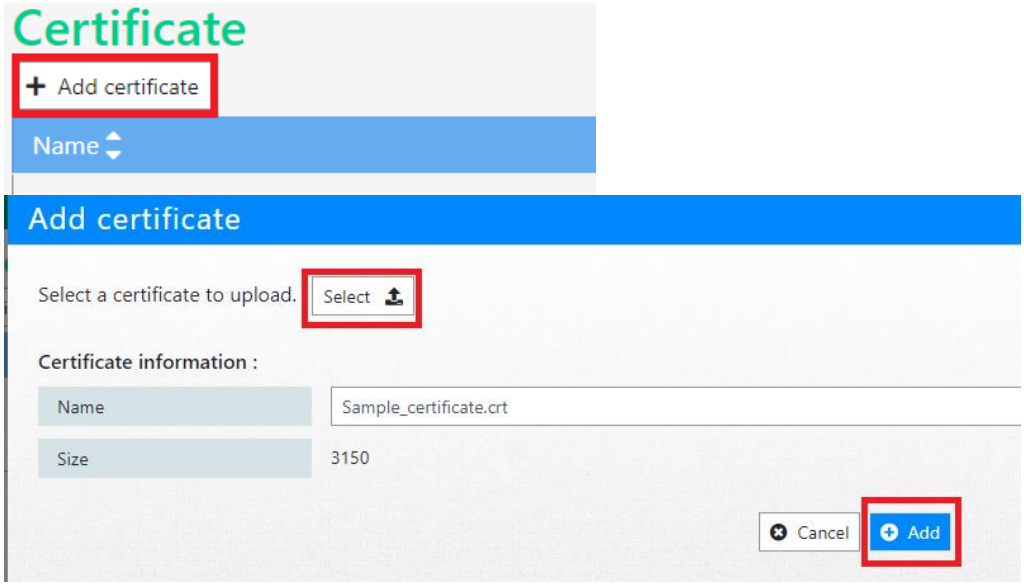
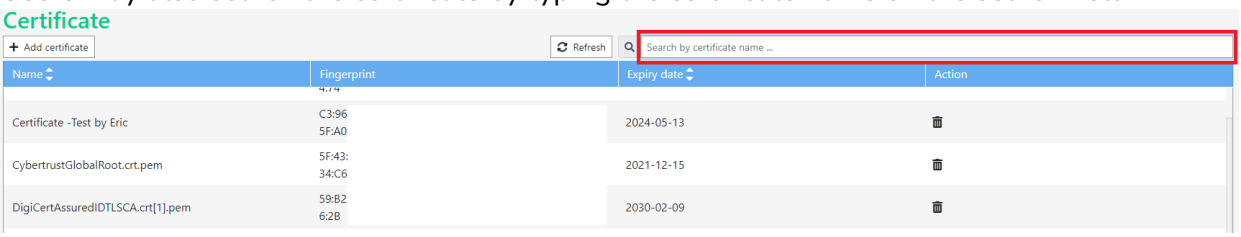
Certificate



To add a certificate, click **+ Add certificate** → 'Select' the certificate you want to upload → click '+ Add'



Users may also search the certificate by typing the certificate name on the search field.



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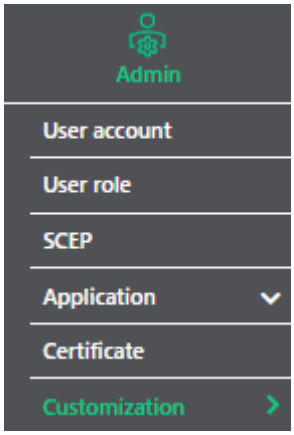
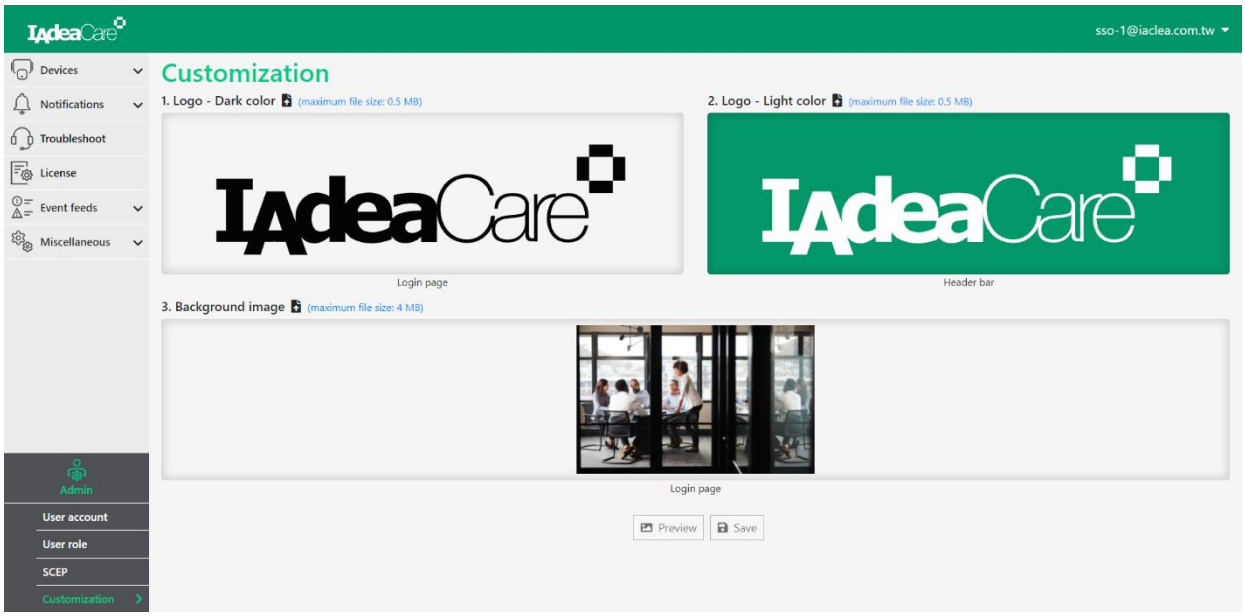
Customization

Enterprise allows the user to customize the IAdeaCare login page with branding and background. The logo branding on the top left-hand corner can also be customized.





Click the 'Choose file' to upload logo and background image.
Logo maximum file size: 500 KB. Supported format: .svg and .png
Background maximum file size: 4 MB. Supported format: .jpg and .png

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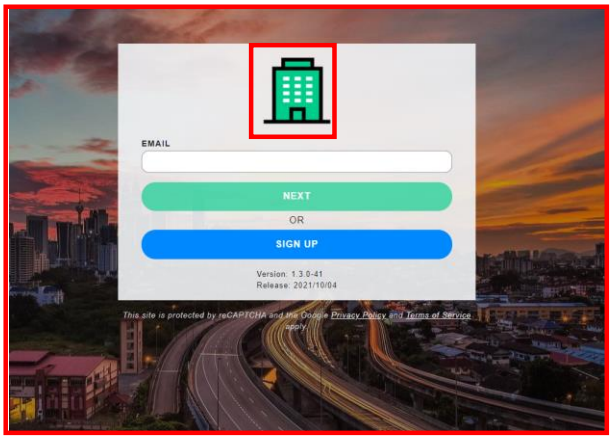
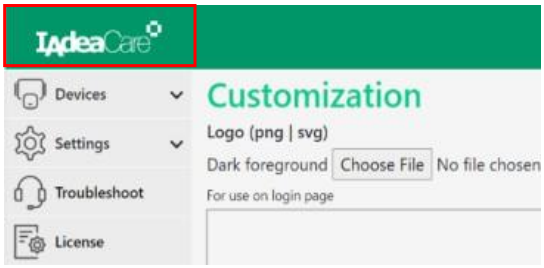
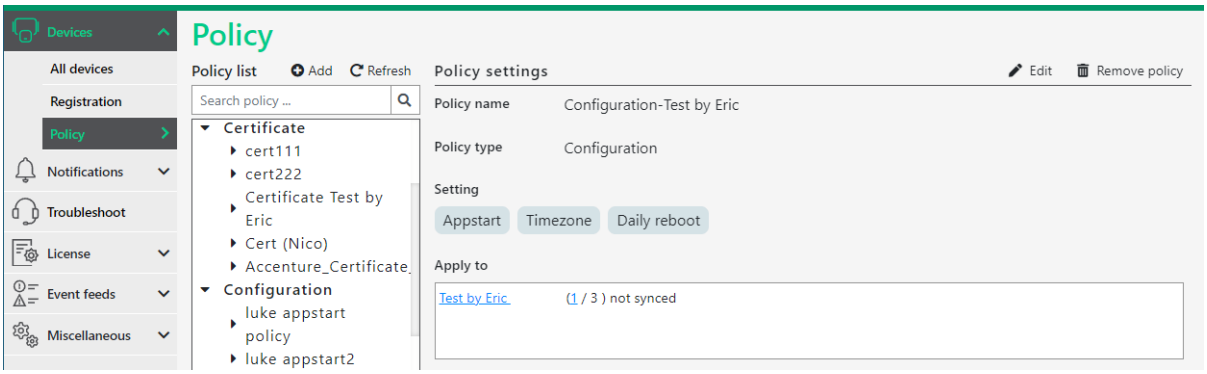




Policy Tab



Policy allows for search by policy name.
Quick Link to the applied Device Group is available for navigation.
Quick Link and status of device not yet synced to policy is available for navigation.

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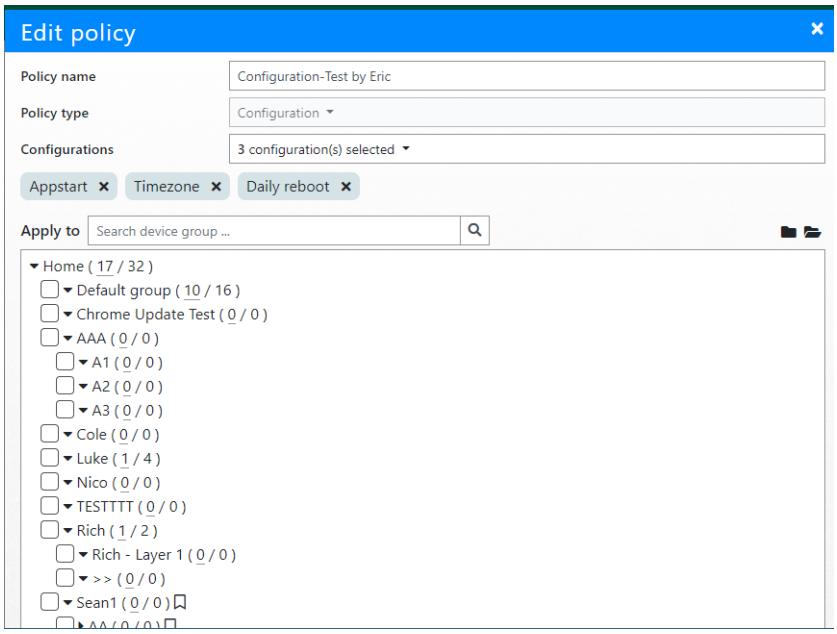
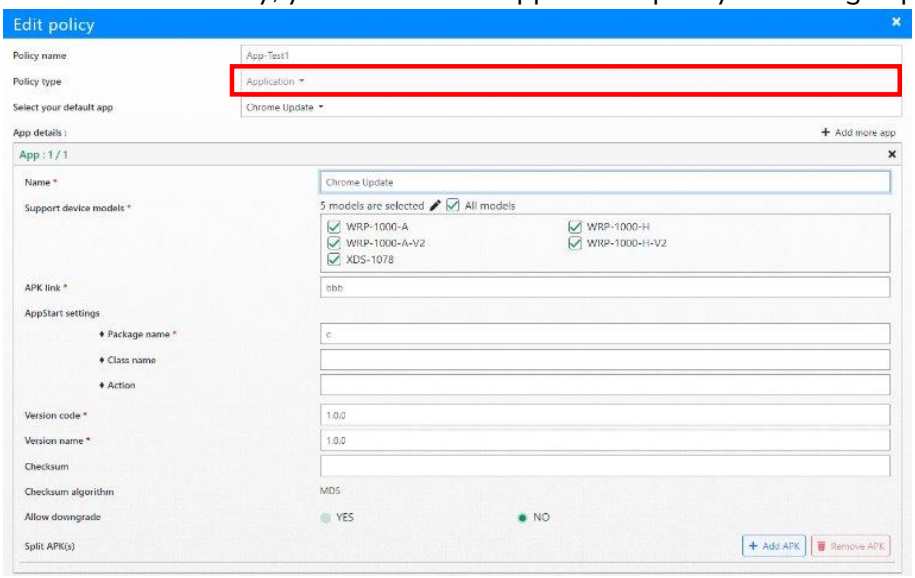


Search bar is available for searching by group name when editing existing policy.

App Management policy (Exclusive to enterprise account)

From Device > Policy, you can choose Application policy to manage applications.



Click on **+Add more app** to add a new app add-on

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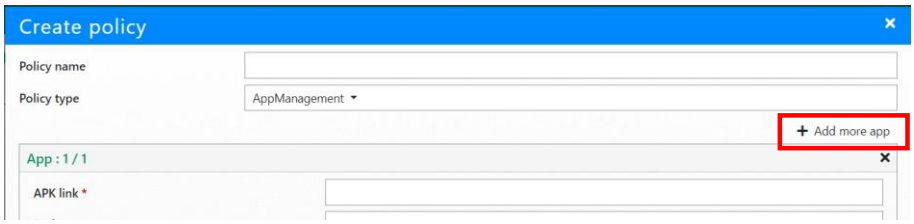

APK link: URL where the apk is located.
Support device models: Device models that the policy applied to.
Package name: Package name of the apk.
Class Name: Class name of the apk.
Action: Action of the apk.
Version code: Version code of the apk.
Version number: Version number of the apk.
Checksum: The MD5 Checksum of the apk.
Allow downgrade: Allow/ Not allow downgrade to a lower version.

Select your default app: Choose the app for devices to launch automatically.

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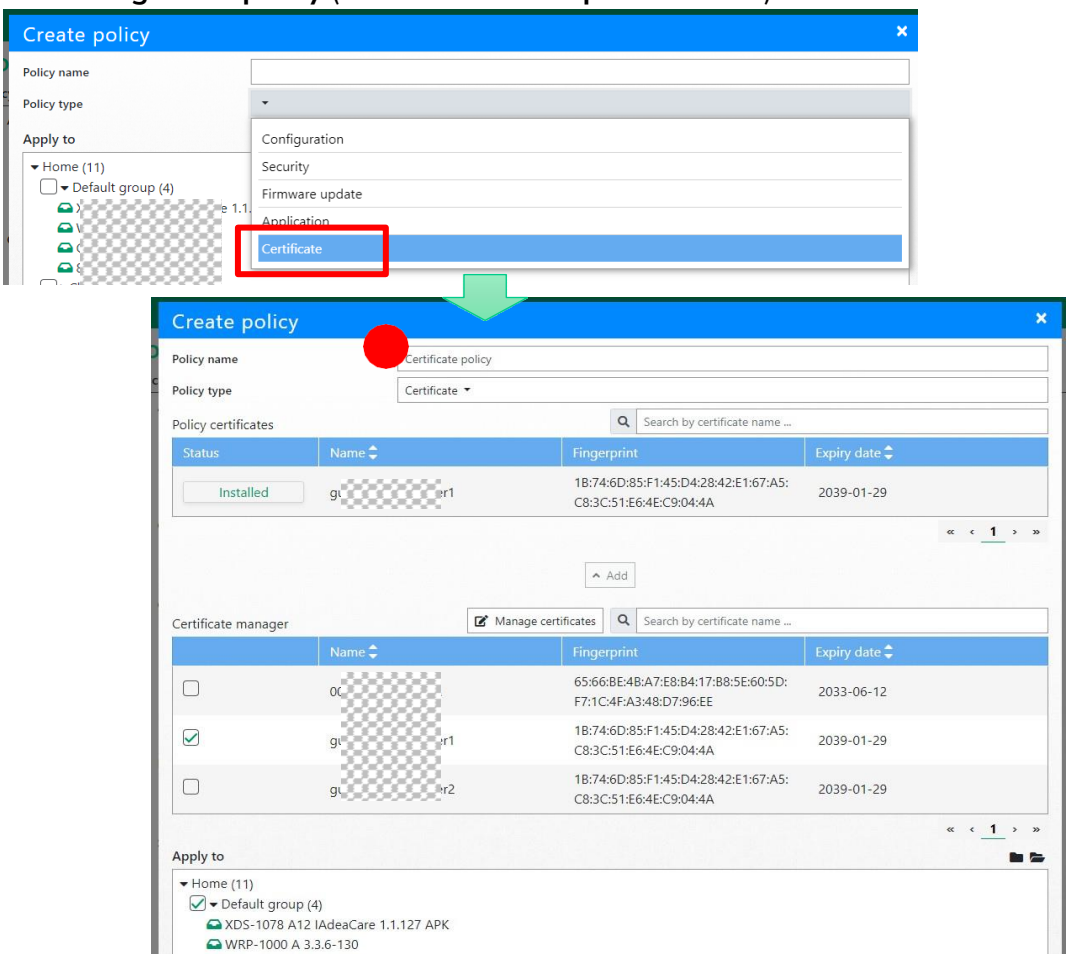
Certificate Management policy (Exclusive to enterprise account)



- Certificate option is now available when creating policy
- To apply new certificate to device group

1. Give policy a name
2. Select the certificate from the certificate manager. For certificate to be used in policy, it must be added to certificate manager by admin user

b. If a certificate is being used in a policy but got removed from the certificate manager, the certificate will become an unmanageable certificate which will be hidden from policy certificate after a new change applied to this policy

3. Click Add to add certificate to the policy

a. For each certificate user can click on installed under status to change certificate status to revoke

b. A revoked certificate will be disappeared from the policy certificates after user confirm the change by hitting Apply button

4. Choose the device group to apply the certificate
5. Click Apply to create the policy

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