



User Manual

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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**:





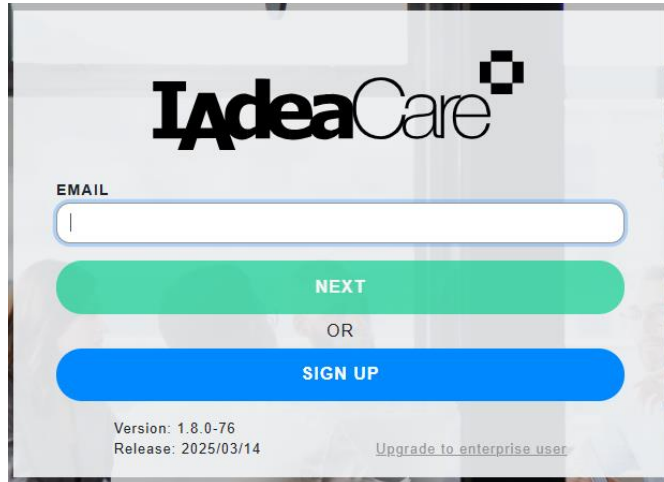
2. System Requirements

Minimum system requirements

CPU	<ul style="list-style-type: none">• 2.6 GHz up
Operating System	<ul style="list-style-type: none">• Windows OS• MAC OS
Browser Version	<ul style="list-style-type: none">• Google Chrome: 56• Firefox:38• Microsoft Edge: 20
Firmware Version	<ul style="list-style-type: none">• 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

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.



The login screen displays the IAdeaCare logo at the top. Below the logo is an 'EMAIL' input field. Underneath the input field are two buttons: a green 'NEXT' button and a blue 'SIGN UP' button, separated by the text 'OR'. At the bottom of the screen, it shows 'Version: 1.8.0-76' and 'Release: 2025/03/14'. There is also a link that says 'Upgrade to enterprise user'.

- 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:



The sign-up form is titled 'Sign up to IAdeaCare'. It includes the IAdeaCare logo. The form fields are: 'Email (as login account)', 'Password (at least 10 characters long)', 'Confirm your password', 'First name', 'Last name', and 'Secondary email (optional)'. At the bottom are two buttons: a grey 'CANCEL' button and a green 'SIGN UP' button.

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



Please input the activation code from your Email to activate your account.

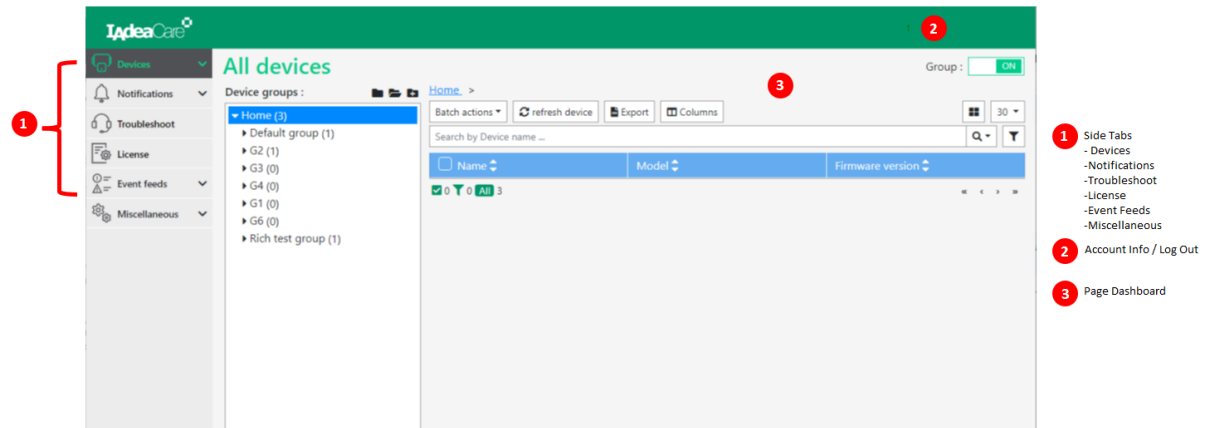
Activation code

[Back to login](#) [Activate](#)

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.

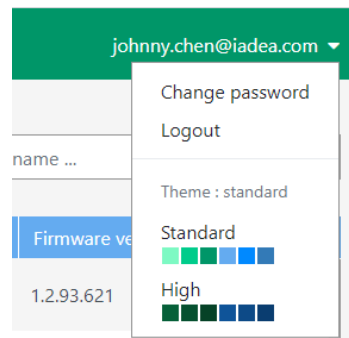
4. UI Overview

4.1 Main Dashboard



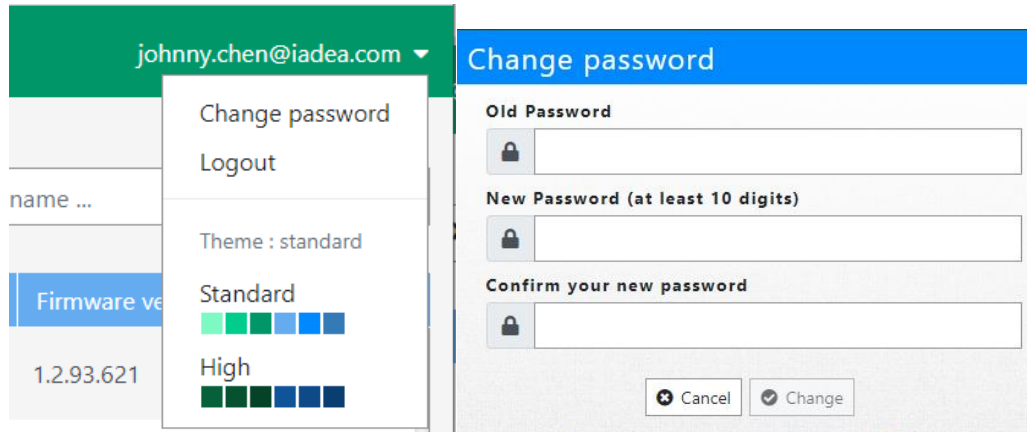
1. The main dashboard is composed of side tabs located on the left-hand side that allow you to navigate your IAdeaCare UI.
2. To logout of IAdeaCare, the **Logout** button is located on top right corner.
3. The page **Dashboard UI** will change to display the content for the selected **Page** Tab.

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



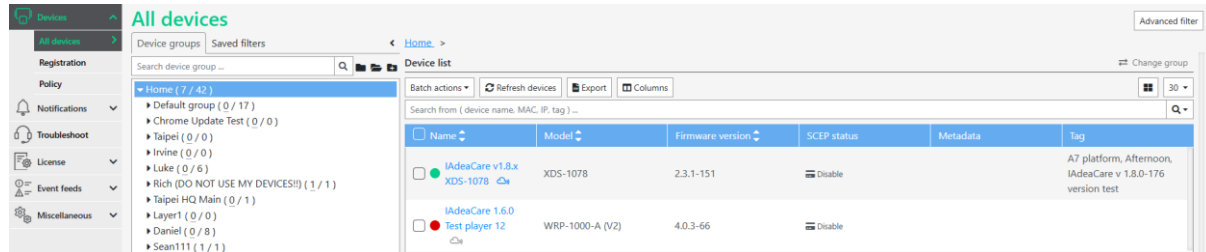
Password Change

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.



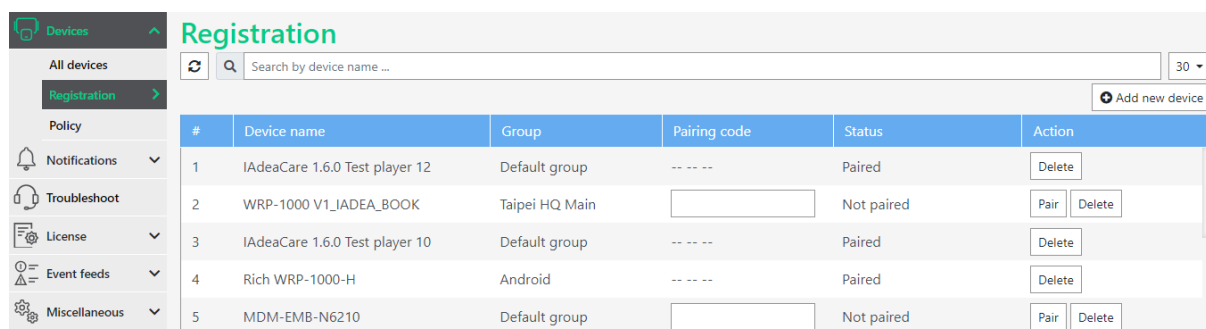
The screenshot displays the IAdeaCare user interface. On the left, a user profile dropdown menu is open for the email address 'johnny.chen@iadea.com'. The menu options include 'Change password' (which is highlighted), 'Logout', and 'Theme : standard'. Below these, there are two theme options: 'Standard' (represented by four colored squares: green, blue, blue, blue) and 'High' (represented by four colored squares: green, green, blue, blue). The main content area is titled 'Change password' and contains three password input fields. The first field is labeled 'Old Password'. The second field is labeled 'New Password (at least 10 digits)'. The third field is labeled 'Confirm your new password'. At the bottom of the form are two buttons: 'Cancel' and 'Change'.

4.2 Devices



All Devices Elements:

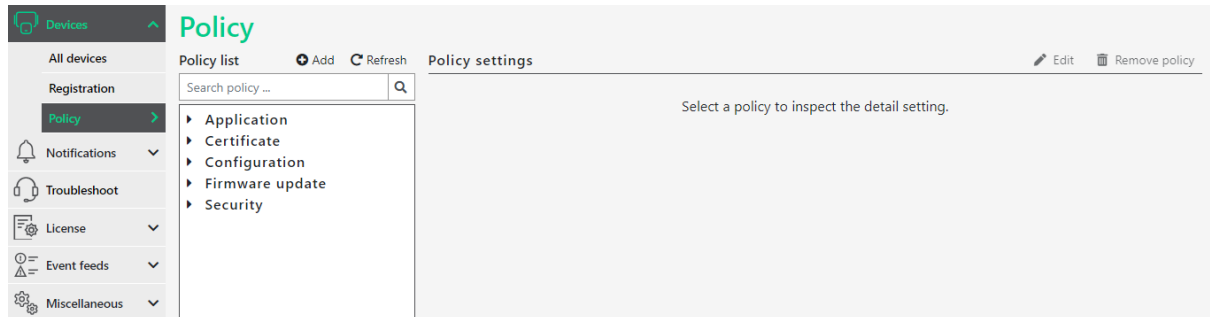
- **Group Function:** Collapse Group, Expand Group, Create Group.
- **Batch Actions:** Basic Configuration, Update Security Password, Update Firmware, Update IAdeaCare APK, Reboot, Troubleshoot, Clear Cache, Clear App Data, Add Label.
- **Refresh icon:** Refresh player information.
- **Export icon:** 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.

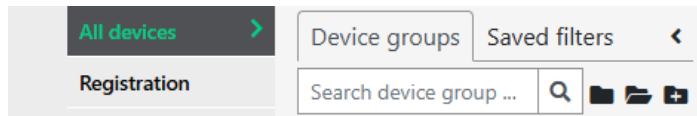
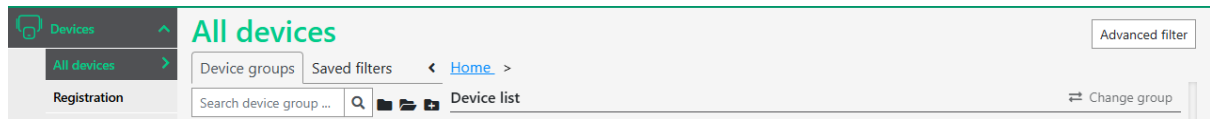
- **Refresh icon:** Refresh Players.
- **Search icon:** Search by Player Name.






Policy Elements:

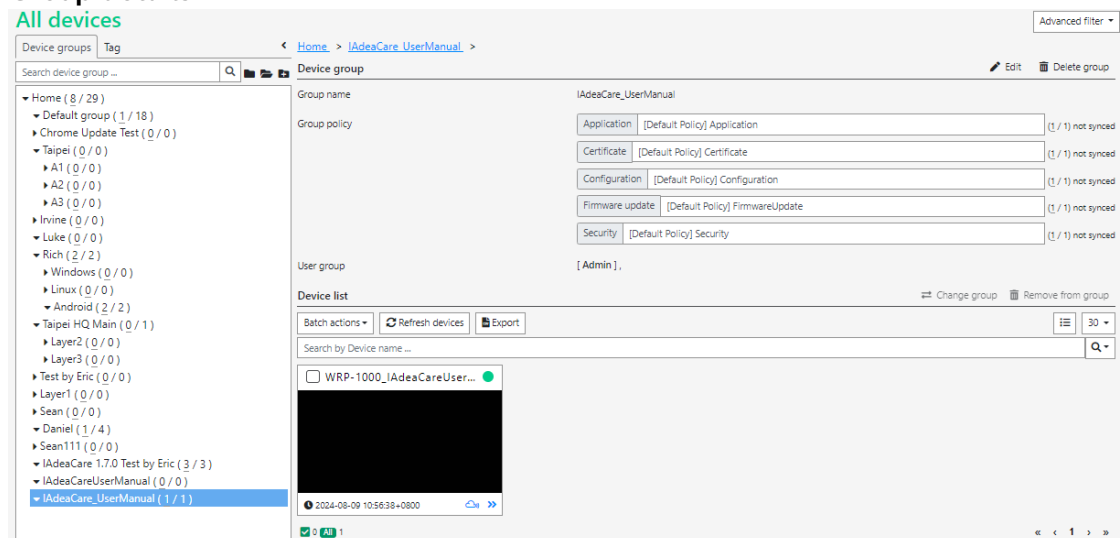
- **Add:** Create a new policy (Application, Certificate, Configuration, Firmware Update, Security) **Note: Application and certificate
- **Refresh:** Refresh the policy list to show changes if policies were edited or devices were added.
- **Search icon:** Search by Policy Name.
- **Edit:** Select an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

All Devices



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

Group details:



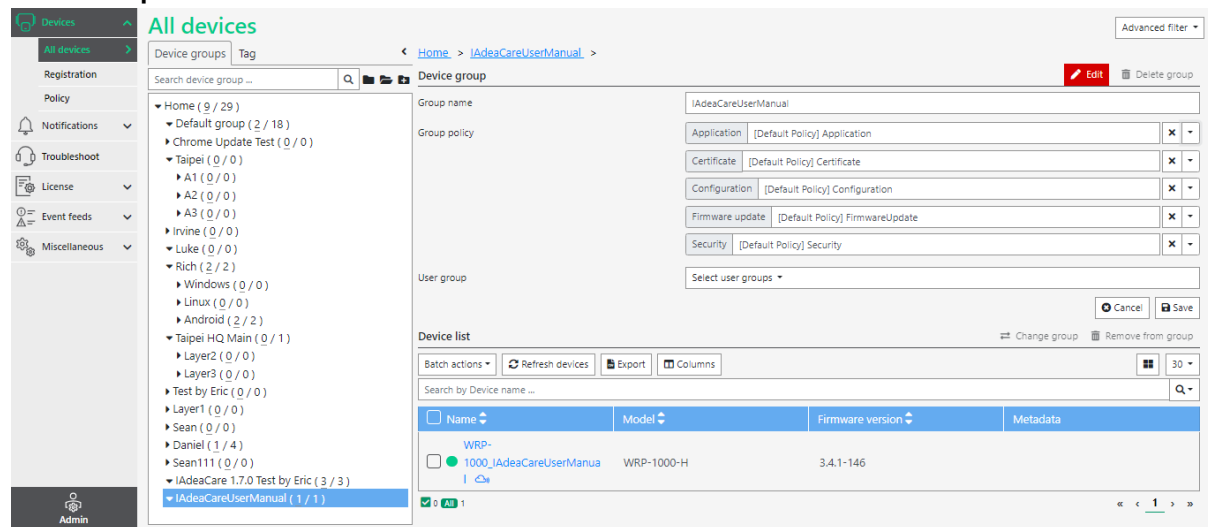
On this page, the dashboard will show Group Name, User Group, and the Device Policy.

****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.

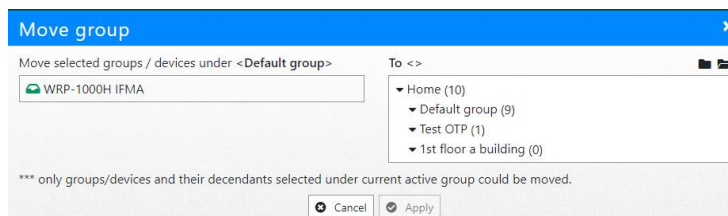
Device Search is applicable to All Device Table and Device Group.

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.

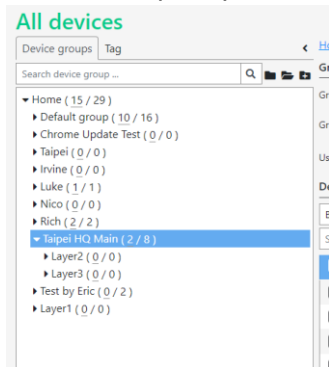


- **Remove from Group:** This option will only populate when devices have been selected. When Remove Group is selected, a system message will populate to notify user "Are you sure to remove devices from [Group Name] group? Devices will be automatically moved to the Default Group."

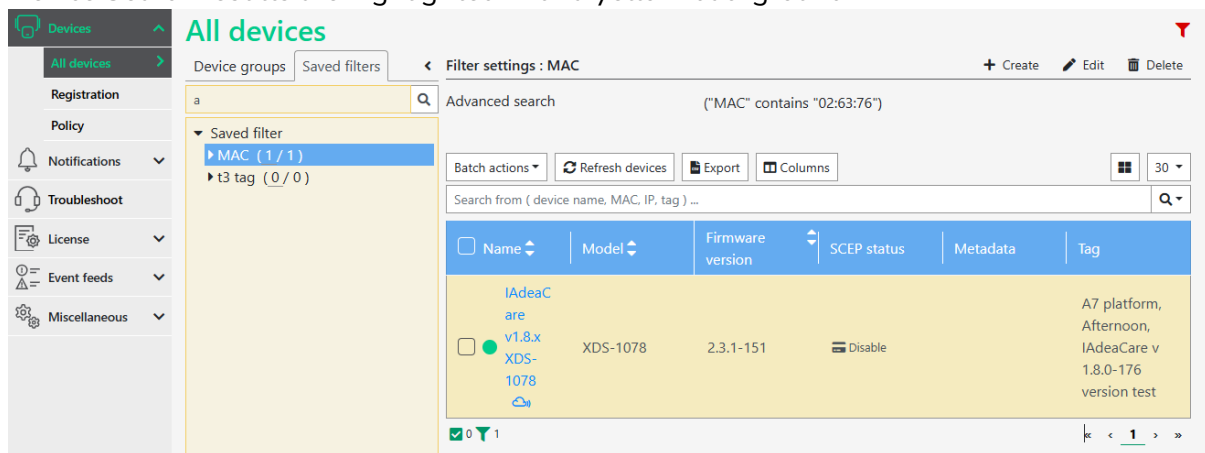
Groups

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.

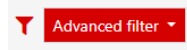
If a group policy is not assigned to any managed policies, it will automatically be assigned the default policy.



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.



Saved Filter Tab

Add / edit tag

Create tags for the following device(s). Separate tags by comma.

Tag(s)

Existing tags (Click X to remove)

X A7 platform

X Afternoon

X IAdeaCare v 1.8.0-176 version test

Reset

Device(s)

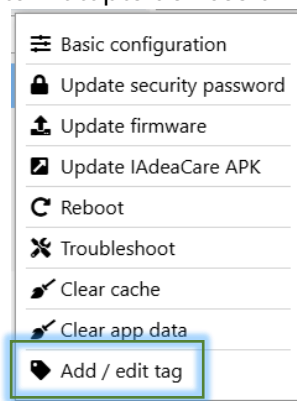
Device name	Device model
IAdeaCare v1.8.x XDS-1078	XDS-1078

<< Prev

Cancel

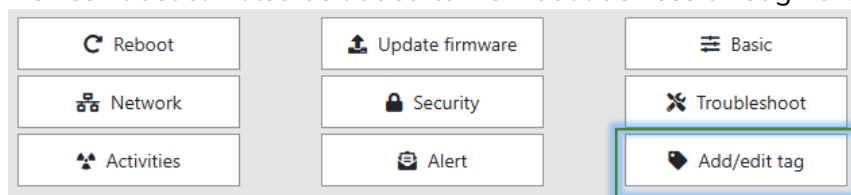
Next >>

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

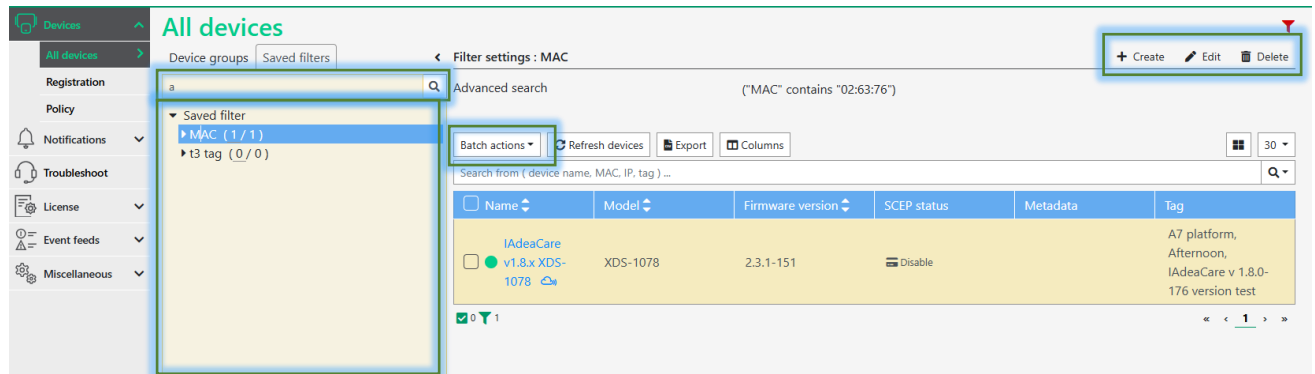


Labels can be new or selected from current labels being used.

Device Label can also be added to individual devices through their player dashboard.



Maximum number of labels that can be created is 30.



Users can search label under the Saved Filter Tab.

The selected saved filter results will show online/total number of devices with label tag.

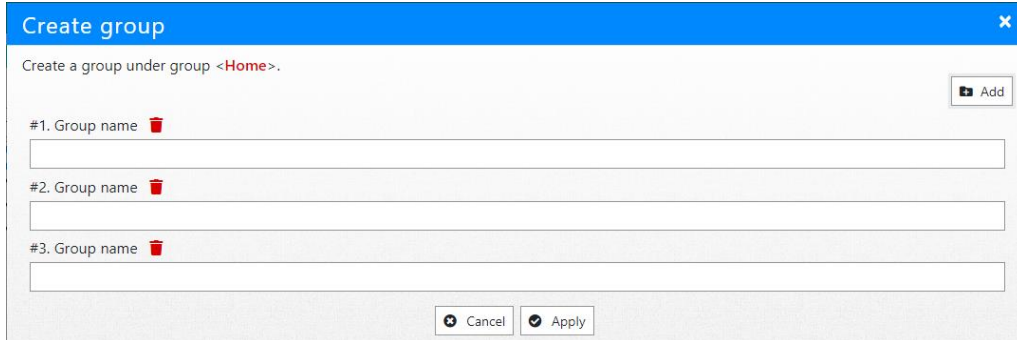
Unselected results from the filter results will be displayed (-/-) as default.

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.


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.




Create group

Create a group under group <Home>.

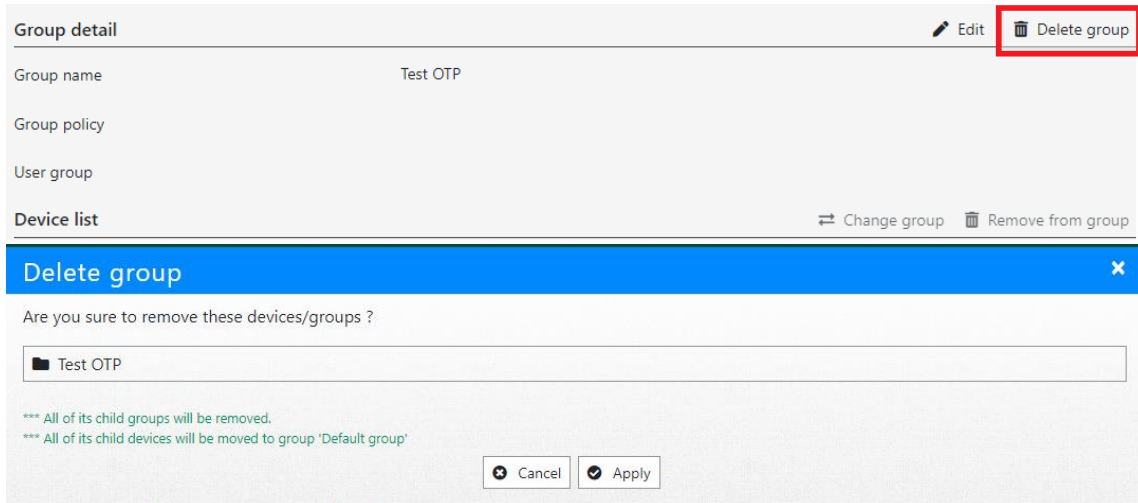
#1. Group name 


#2. Group name 

#3. Group name 

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.




Group detail Edit  Delete group

Group name Test OTP


Group policy

User group

Device list Change group  Remove from group

Delete group

Are you sure to remove these devices/groups ?

 Test OTP

*** All of its child groups will be removed.
*** All of its child devices will be moved to group 'Default group'

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.

Device list

Change group

Remove from group

Batch actions

Refresh devices

Export

Columns

Search by Device name ...

Q

<input checked="" type="checkbox"/>	Name	Model	Firmware version	Metadata
<input checked="" type="checkbox"/>	WRP-1000_IAdeaCareUserManua	WRP-1000-H	3.4.1-146	

1 All 1

« < 1 > »

Move group

Move selected groups / devices under <Default group>

WRP-1000H IFMA

To <>

▼ Home (10)

▼ Default group (9)

▼ Test OTP (1)

▼ 1st floor a building (0)

*** only groups/devices and their descendants selected under current active group could be moved.

Cancel

Apply

Edit:

Allow to View and Change Group Policy.

Device group

Edit

Delete group

Group name

IAdeaCareUserManual

Group policy

Application

[Default Policy] Application

×

▼

Certificate

[Default Policy] Certificate

×

▼

Configuration

[Default Policy] Configuration

×

▼

Firmware update

[Default Policy] FirmwareUpdate

×

▼

Security

[Default Policy] Security

×

▼

User group

Select user groups

Cancel

Save

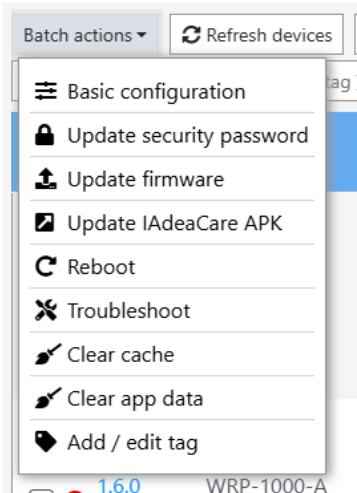
Note: When initially pairing devices, users can select the group that the device to belong to

#	Device name	Group	Pairing code	Status
1	XDS-1078-A7	Default group	-- -- --	Paired
2	MBR-1100	Default group	-- -- --	Paired
3		Default group		Not pair

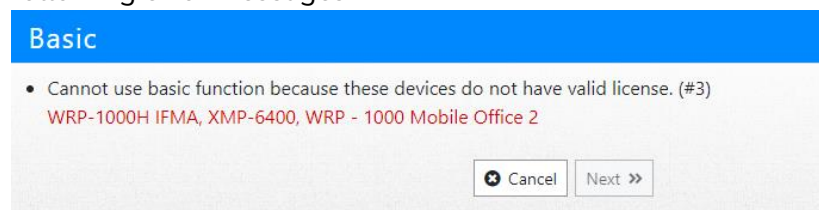
Batch Actions

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 downloading 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.




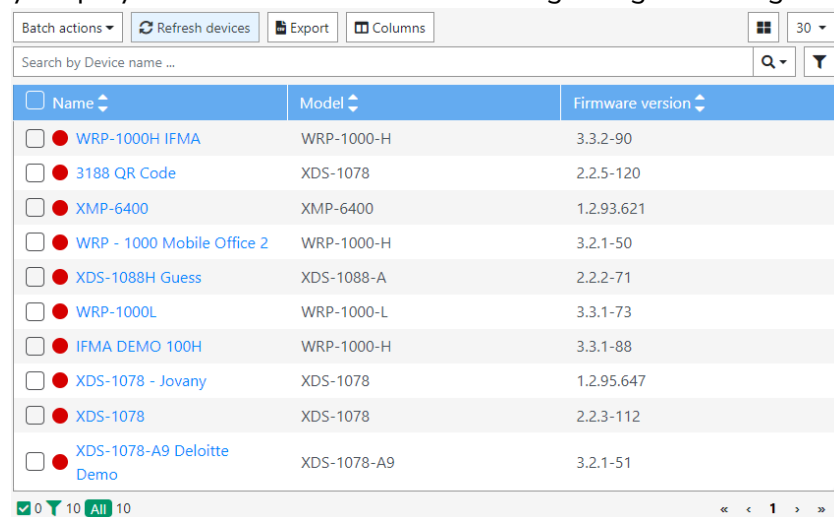
Home Shortcuts




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

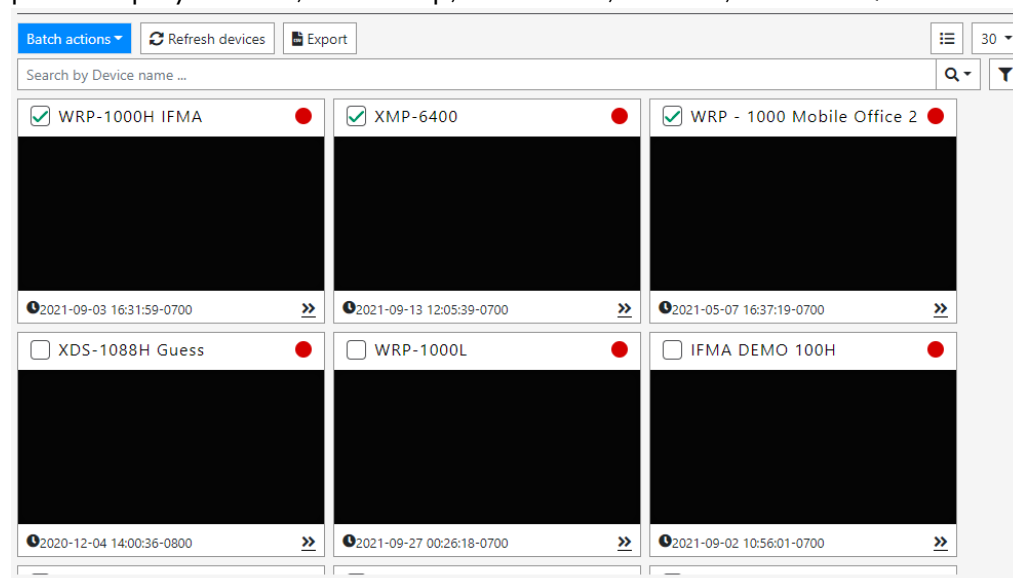
 **Export** - Export device information to a .csv file.

 **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.

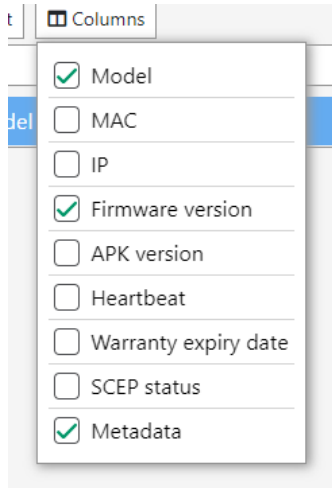


<input type="checkbox"/>	Name	Model	Firmware version
<input type="checkbox"/>	WRP-1000H IFMA	WRP-1000-H	3.3.2-90
<input type="checkbox"/>	3188 QR Code	XDS-1078	2.2.5-120
<input type="checkbox"/>	XMP-6400	XMP-6400	1.2.93.621
<input type="checkbox"/>	WRP - 1000 Mobile Office 2	WRP-1000-H	3.2.1-50
<input type="checkbox"/>	XDS-1088H Guess	XDS-1088-A	2.2.2-71
<input type="checkbox"/>	WRP-1000L	WRP-1000-L	3.3.1-73
<input type="checkbox"/>	IFMA DEMO 100H	WRP-1000-H	3.3.1-88
<input type="checkbox"/>	XDS-1078 - Jovany	XDS-1078	1.2.95.647
<input type="checkbox"/>	XDS-1078	XDS-1078	2.2.3-112
<input type="checkbox"/>	XDS-1078-A9 Deloitte Demo	XDS-1078-A9	3.2.1-51

 **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.



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



Metadata - IAdeaCare device list can display Metadata.

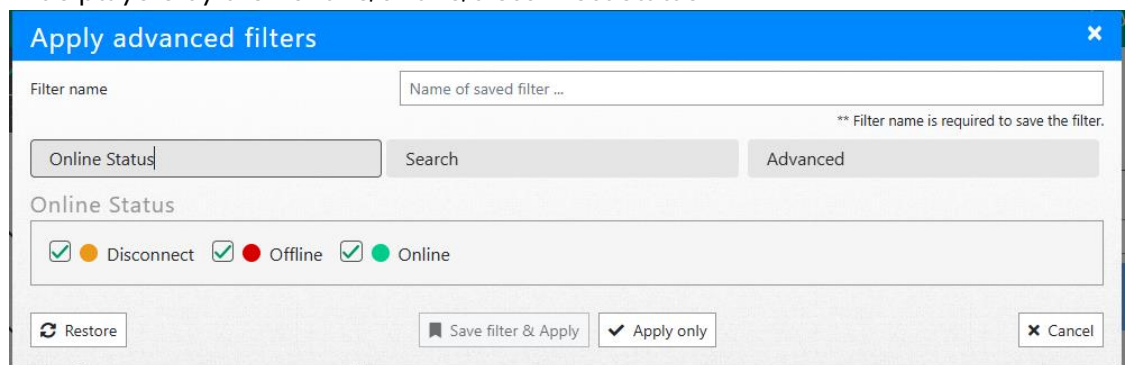
- Metadata key must be “iadeacare:application-feedback” for the value to show in device table.
- All customized metadata will only be shown in export csv with both key and key value.



Switch from **Group View** to **Device View**. [See 4.2.3 Groups](#)

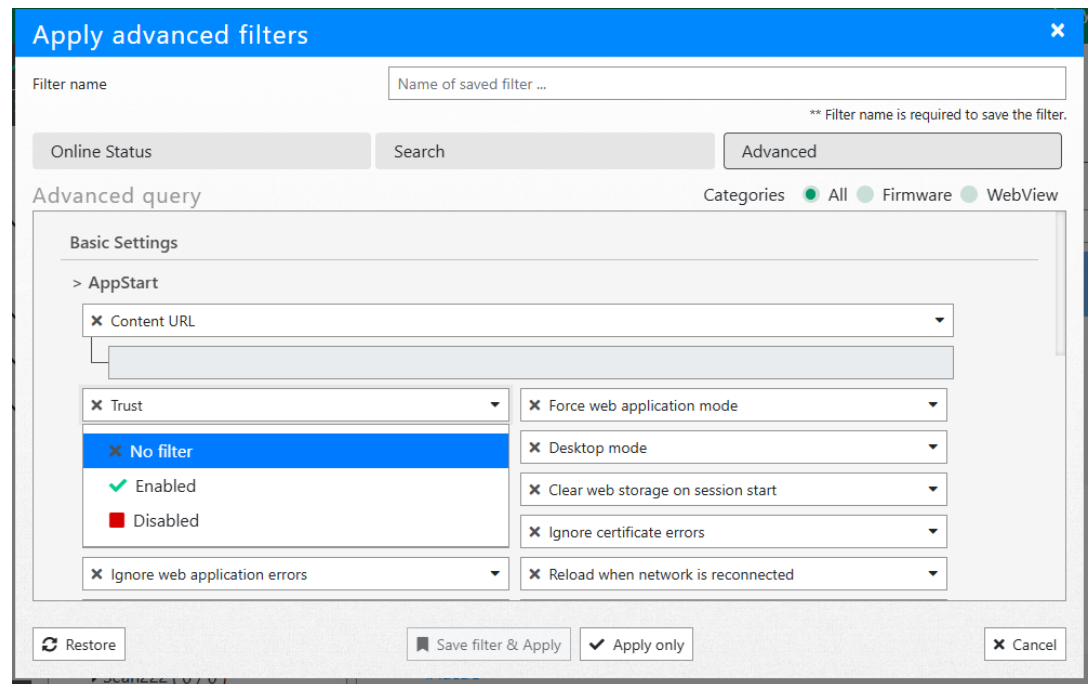
Advanced Filter settings allow user organize and filter player details by the selected settings. Users are able to:

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

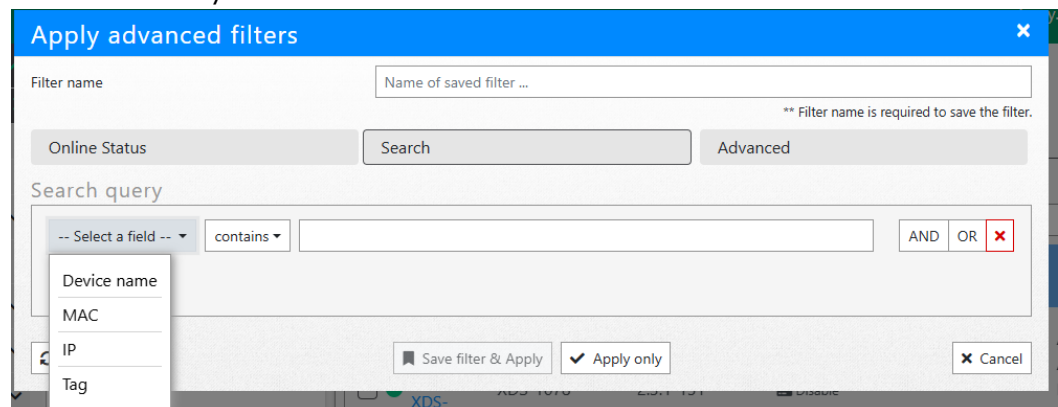


- Configure which settings the filter will use to display desired devices.
 - All Categories include Basic Settings configurations and Schedule configurations.
 - Can also search by Player Model and Firmware Version.
 - Can also search by Player Model and WebView Version.
 - Each filter category has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

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.

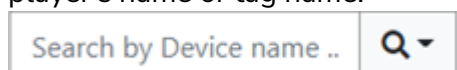


- c. Filter devices by search criteria.

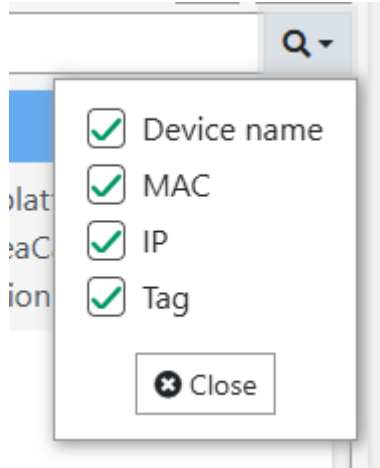


Note: In **Group View**, **Owner** and **Group** will not be available as filters.

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



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



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

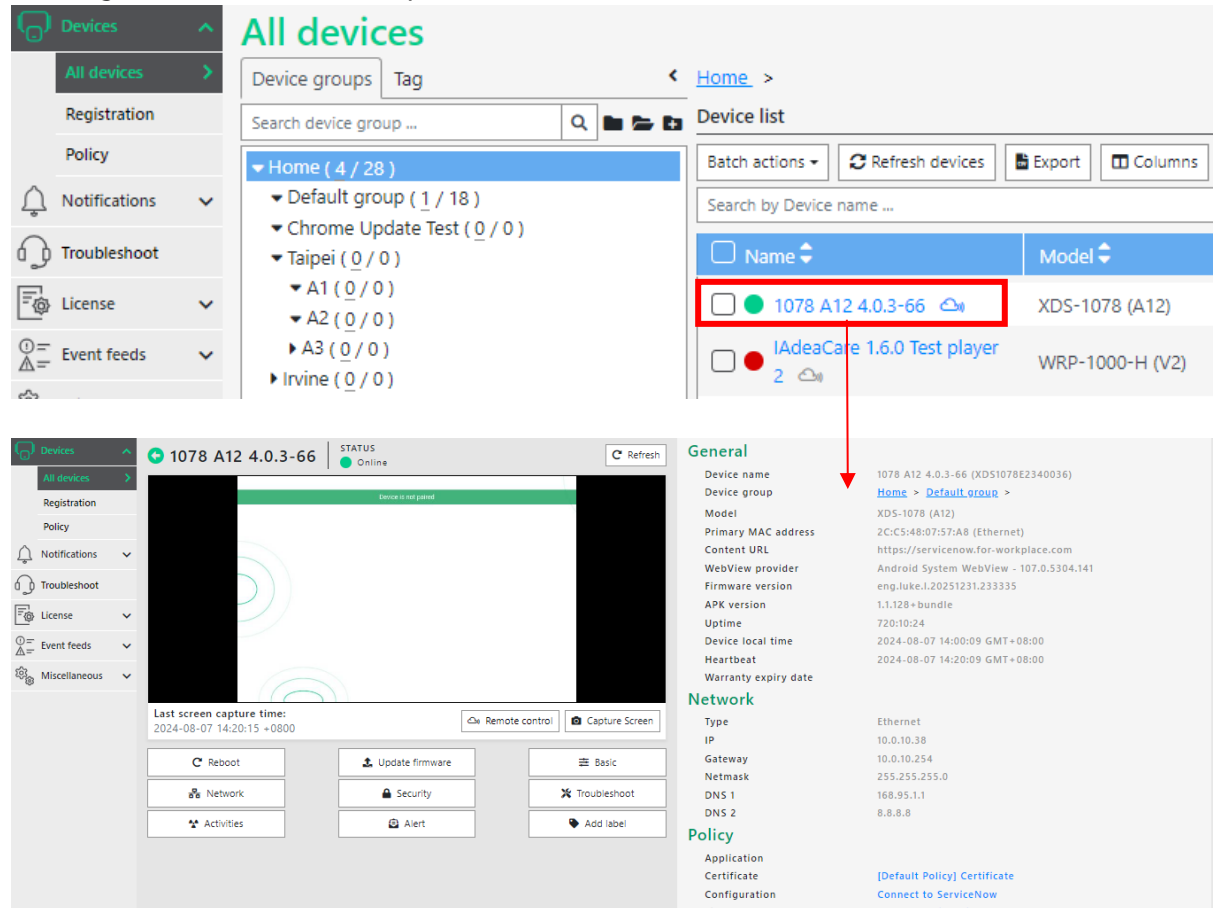
Device Details

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.)

Device Dashboard

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




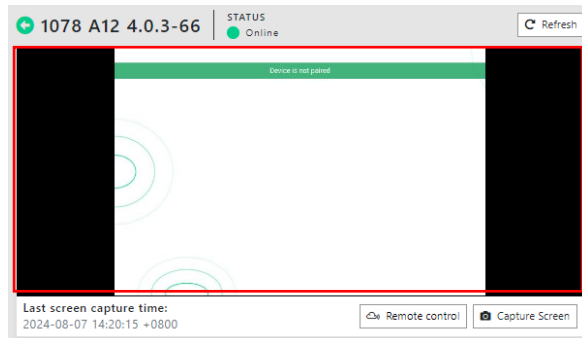
The screenshot displays the IAdeaCare interface. The top section shows the 'All devices' dashboard with a sidebar menu on the left containing options like 'Devices', 'Registration', 'Policy', 'Notifications', 'Troubleshoot', 'License', and 'Event feeds'. The main area lists device groups under 'Home (4 / 28)', including 'Default group (1 / 18)', 'Chrome Update Test (0 / 0)', 'Taipei (0 / 0)', 'A1 (0 / 0)', 'A2 (0 / 0)', 'A3 (0 / 0)', and 'Irvine (0 / 0)'. A red box highlights a device entry '1078 A12 4.0.3-66' in the 'Device list' table. Below this, the 'Device's Dashboard' for '1078 A12 4.0.3-66' is shown, featuring a 'General' tab with details such as 'Device name', 'Device group', 'Model', 'Primary MAC address', 'Content URL', 'WebView provider', 'Firmware version', 'APK version', 'Uptime', 'Device local time', 'Heartbeat', and 'Warranty expiry date'. The 'Network' and 'Policy' sections are also visible.



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.

General	
Device name	Daniel's WRP1000-V2A (WRP100AE238006)
Device group	Home > Daniel >
Model	WRP-1000-A (V2)
Primary MAC address	2C:C5:48:07:59:8E (Ethernet)
Content URL	https://www.iadea.com
WebView provider	Android System WebView - 107.0.5304.141
Firmware version	4.0.3-68
APK version	1.1.128+ bundle
Uptime	14:01:29
Device local time	2024-08-07 14:00:51 GMT+08:00
Heartbeat	2024-08-07 14:25:50 GMT+08:00
Warranty expiry date	

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.

Network	
Type	Ethernet
IP	10.0.10.80
Gateway	10.0.10.254
Netmask	255.255.255.0
DNS 1	168.95.1.1
DNS 2	8.8.8.8

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.

Update firmware

Method :

☒ Latest version

Schedule :

☐ ON

Update on

08/09/2024

starting at

00:00

GMT +8:00

Content :

Name	Current Firmware	Auto detect latest version	Status
WRP-1000_IAdeaCareUserManual	3.4.0-138	3.4.1-146 LST: 2024-08-09 13:47:20	<div>Check for updates</div>

Version 3.4.1-146

Release date


Detail

- 1. New feature: Support HTML page visibility API.
- 2. New feature: Access Android settings from Advanced system menu.
- 3. Fixing an issue where device may format USB storage drive as it treats USB storage as internal SD card storage.
- 4. Fixing an issue where non-HID card reading bytes are reverted (WRP-1000-H model only).
- 5. Improve SD card compatibility.
- 6. Several compatibility issues fixed and optimized overall firmware performance.

Cancel

Next >>

*** LST: Last check time

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

Update firmware

Please confirm the update method you choose.

Update method : Latest

Schedule : 2024-08-09 00:00 GMT 8:00

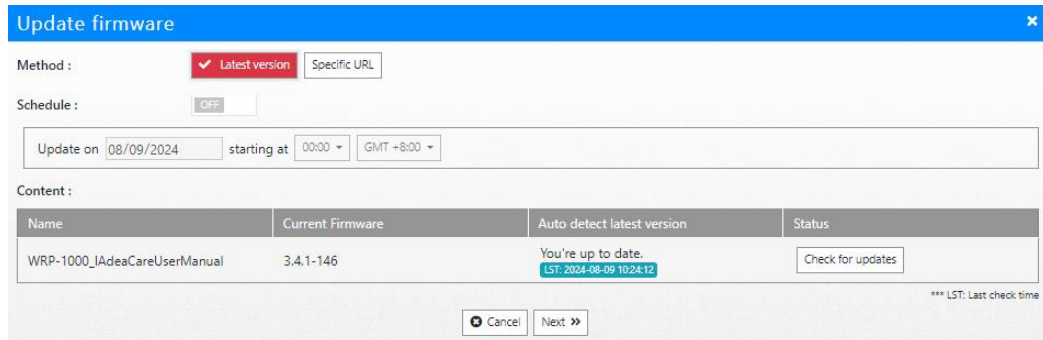
Name	Update status
WRP-1000_IAdeaCareUserManual	3.4.0-138 → 3.4.1-146

<< Prev

Cancel

Apply

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



Update firmware

Method : ☒ Latest version ☐ Specific URL

Schedule : ☐ OFF

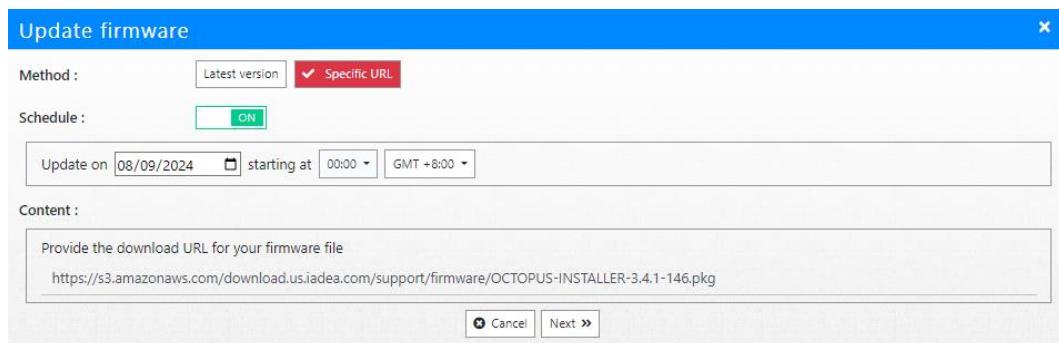
Update on: 08/09/2024 starting at: 00:00 GMT +8:00

Content :

Name	Current Firmware	Auto detect latest version	Status
WRP-1000_IAdeaCareUserManual	3.4.1-146	You're up to date. LST: 2024-08-09 10:24:12	<input type="button" value="Check for updates"/>

*** LST: Last check time

- 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.



Update firmware

Method : ☐ Latest version ☒ Specific URL

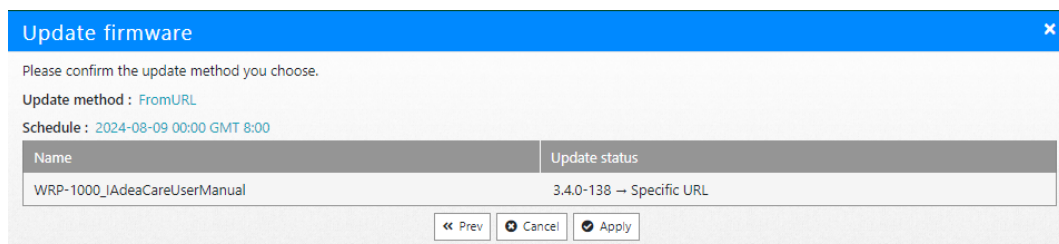
Schedule : ☒ ON

Update on: 08/09/2024 starting at: 00:00 GMT +8:00

Content :

Provide the download URL for your firmware file

<https://s3.amazonaws.com/download.us.iaidea.com/support/firmware/OCTOPUS-INSTALLER-3.4.1-146.pkg>



Update firmware

Please confirm the update method you choose.

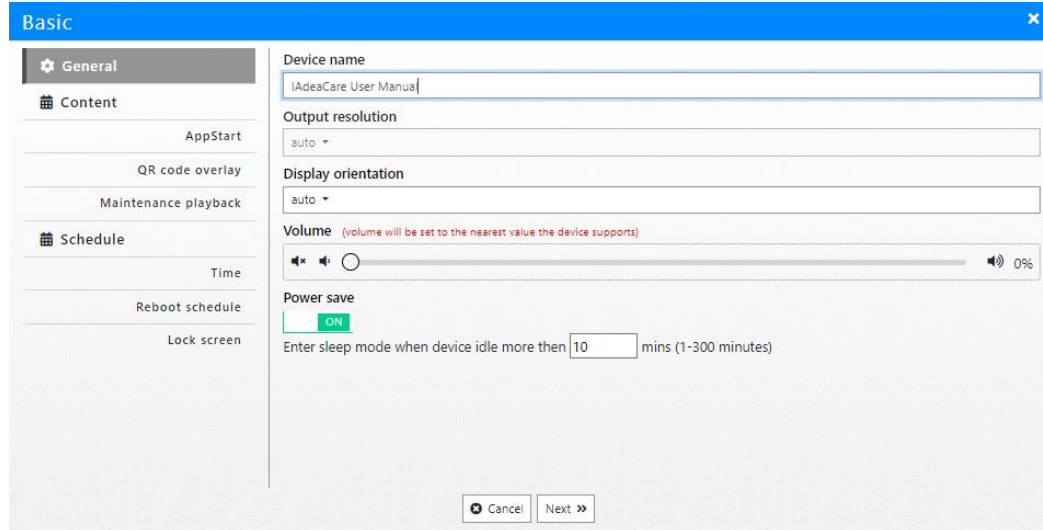
Update method : FromURL

Schedule : 2024-08-09 00:00 GMT 8:00

Name	Update status
WRP-1000_IAdeaCareUserManual	3.4.0-138 → Specific URL

- **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.

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



The screenshot shows the 'Basic' configuration window with a sidebar on the left and a main settings area on the right. The sidebar has two main sections: 'General' (with a gear icon) and 'Content' (with a document icon). Under 'General', there are links for 'AppStart', 'QR code overlay', 'Maintenance playback', 'Schedule' (with a calendar icon), 'Time', 'Reboot schedule', and 'Lock screen'. The main settings area contains the following fields:

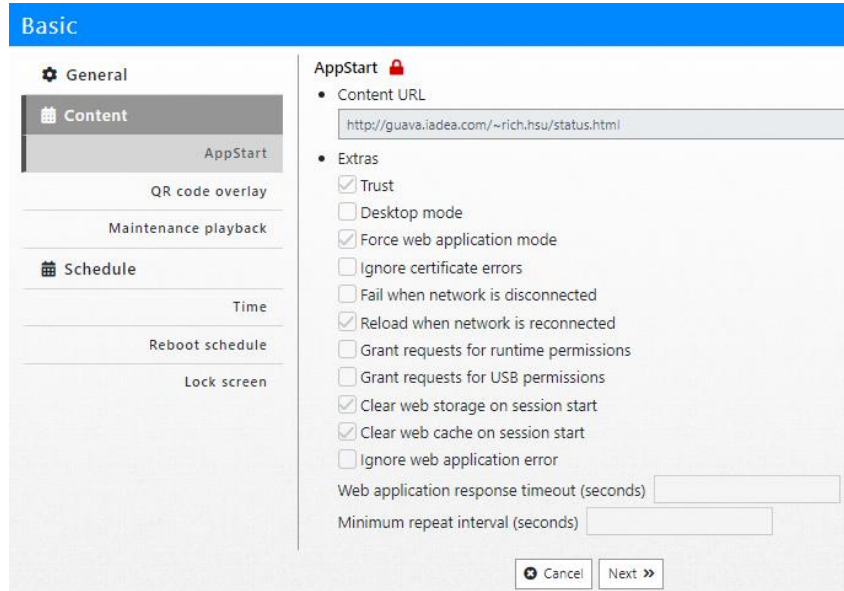
- Device name:** A text input field containing 'IAdeaCare User Manual'.
- Output resolution:** A dropdown menu set to 'auto'.
- Display orientation:** A dropdown menu set to 'auto'.
- Volume:** A slider control with a red warning text '(volume will be set to the nearest value the device supports)'. The volume is currently at 0%.
- Power save:** A toggle switch set to 'ON'.
- Enter sleep mode when device idle more than:** A text input field containing '10' followed by 'mins (1-300 minutes)'.

At the bottom of the window are 'Cancel' and 'Next >>' buttons.

- **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.

- Content
- AppStart



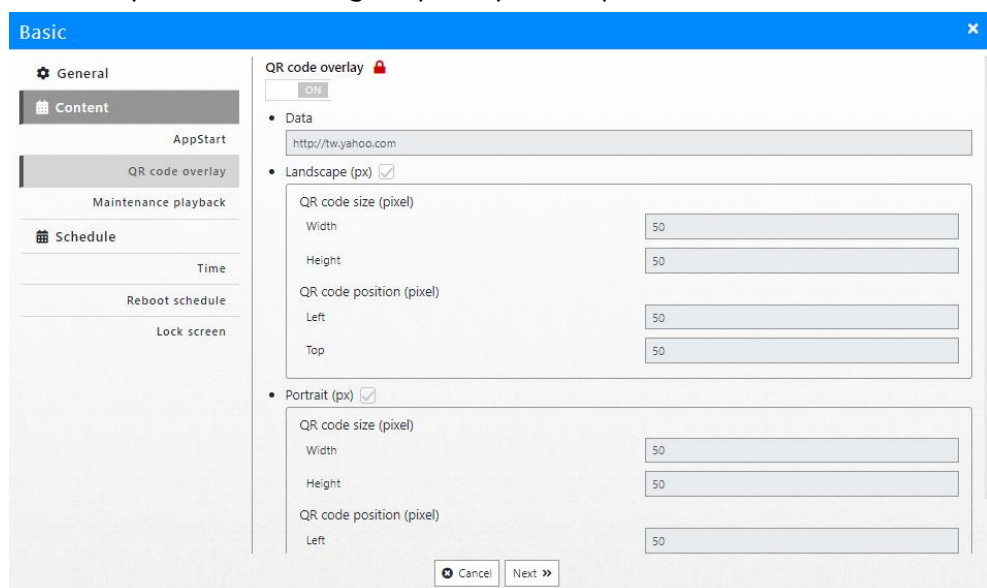
Content URL – The feature allows the user to enter a Web URL to play a website or a HTML5 based software.

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

Advanced:

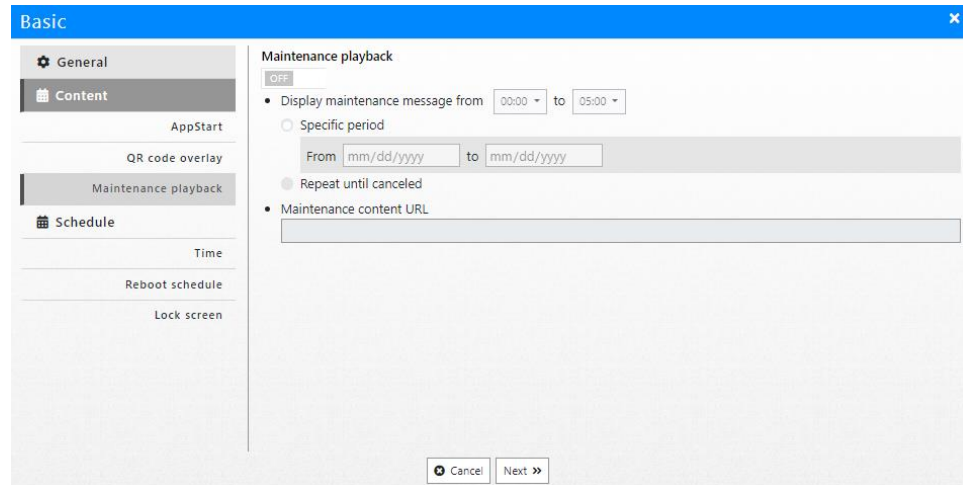
- **Trust:** Switch to Enabled to set by-pass authentication verification for REST API calls in HTML application which must be launched by AppStart.
- Force web application mode:** Switch to Enabled to disable HTTP status code verification to bypass some cookie related issues. It will ignore HTTP ERROR 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 a 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.

- **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.

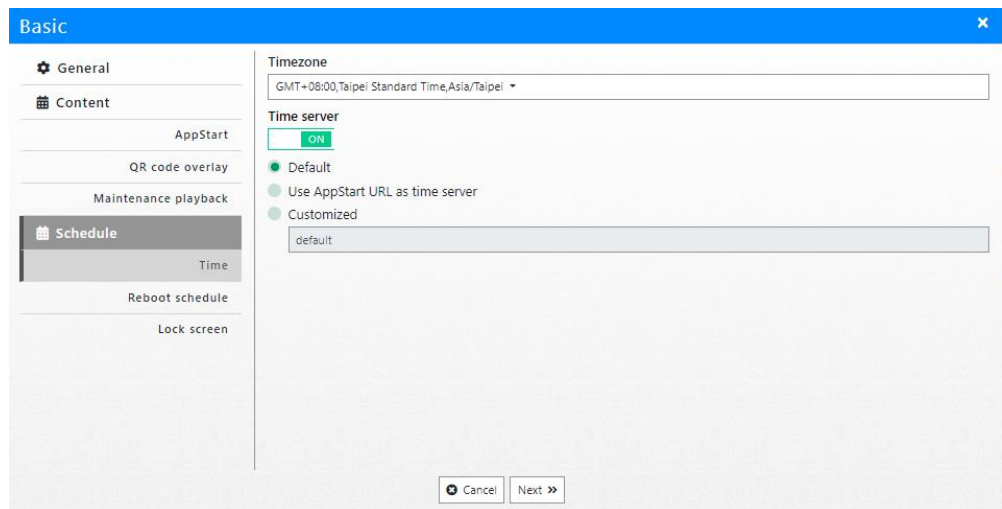
- **Maintenance Playback:** User can schedule to display a **maintenance message** set for a specific time period or display until manually cancelled. The **Maintenance content URL** can be set to an image with a direct URL or an html webpage.



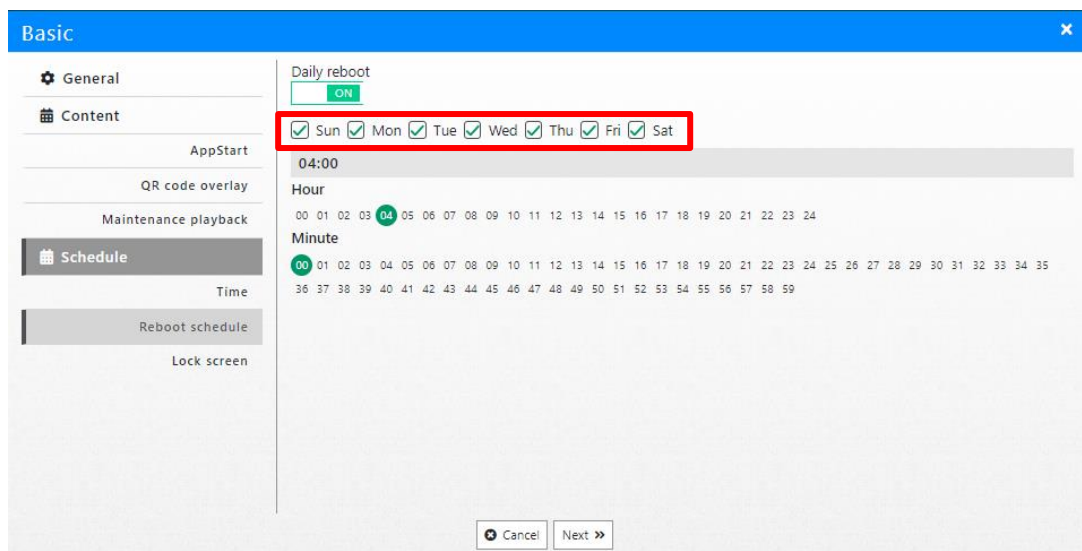
The screenshot shows the 'Basic' settings window with a sidebar on the left containing 'General', 'Content', 'AppStart', 'QR code overlay', 'Maintenance playback', 'Schedule', 'Time', 'Reboot schedule', and 'Lock screen'. The 'Maintenance playback' section is active, showing a toggle switch set to 'OFF'. Below it, there are two radio button options: 'Specific period' (selected) and 'Repeat until canceled'. The 'Specific period' option includes a 'From' field (mm/dd/yyyy) and a 'to' field (mm/dd/yyyy). The 'Repeat until canceled' option is currently unselected. Below these options is a 'Maintenance content URL' field. At the bottom right, there are 'Cancel' and 'Next >>' buttons.

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

- **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*

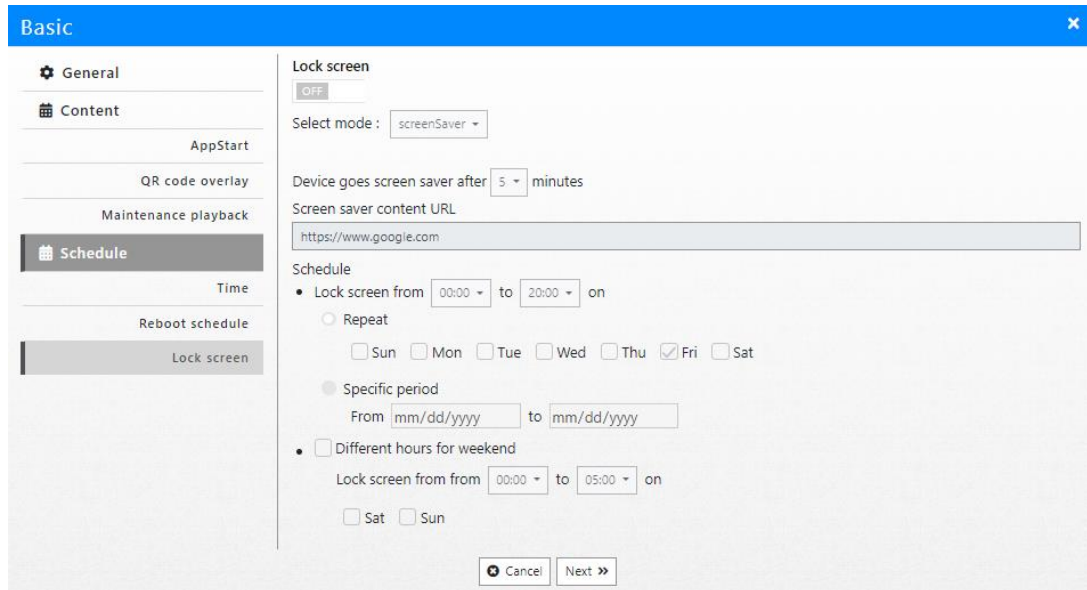


- **Enable daily reboot:** Enable or disable the daily reboot of the player. User can also configure the reboot time.



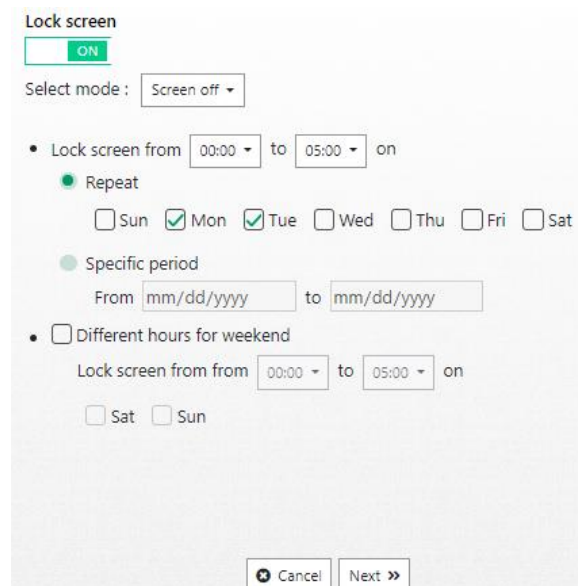
- Users can now choose which day of week they would like device to reboot itself.

- **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**.



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

Screen off

This feature is not supported on the device. Please confirm if your firmware version is up-to-date.

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

Lock screen

☒ ON

Select mode :

Device goes screen saver after minutes

Screen saver content URL

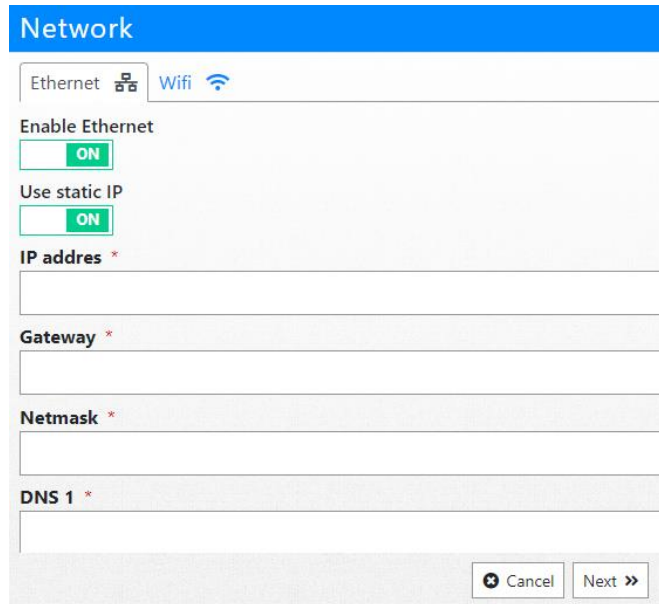
Schedule

- Lock screen from to on
 - Repeat
 - ☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☒ Fri ☐ Sat
 - Specific period
 - From to
- ☐ Different hours for weekend
 - Lock screen from from to on
 - ☐ Sat ☐ Sun

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.

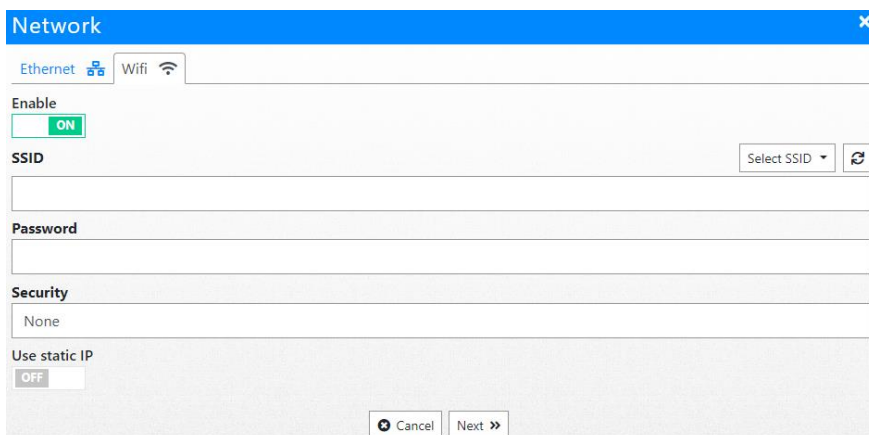
Enable Static IP to set up Static IP address by filling out all parameters.



The screenshot shows the 'Network' configuration window with the 'Ethernet' tab selected. The 'Enable Ethernet' toggle is set to 'ON'. The 'Use static IP' toggle is also set to 'ON'. Below these, there are input fields for 'IP address', 'Gateway', 'Netmask', and 'DNS 1', each followed by a red asterisk indicating they are required. At the bottom right, there are 'Cancel' and 'Next >>' buttons.

- **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.



The screenshot shows the 'Network' configuration window with the 'Wifi' tab selected. The 'Enable' toggle is set to 'ON'. There is a 'Select SSID' dropdown menu with a refresh icon. Below this are input fields for 'Password' and 'Security' (currently set to 'None'). The 'Use static IP' toggle is set to 'OFF'. At the bottom right, there are 'Cancel' and 'Next >>' buttons.



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

Update security password

New password

Device name	MAC
TPE-WRP-1000-A	2C:C5:48:05:BE:A6

Cancel

Next >>

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.

Troubleshoot

Obtain device logs

Contact IAdea support

Cancel

Next >>

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

Troubleshoot

Obtain device logs

Subject

Description

Recipients (Up to 5 recipients)

#1

nico.hokita@iadea.com

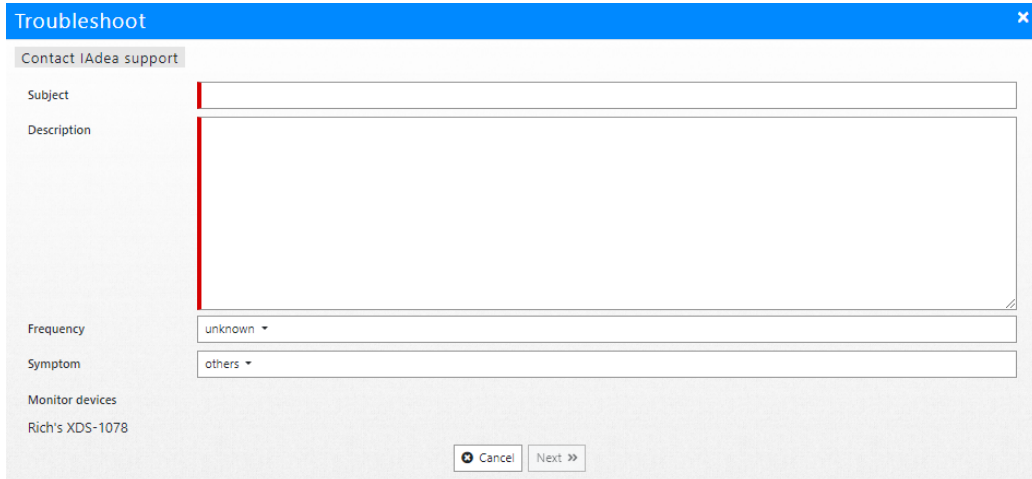
Monitor devices

Rich's XDS-1078

Cancel

Next >>

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



Troubleshoot [X]

Contact IAdea support

Subject

Description

Frequency

Symptom

Monitor devices
Rich's XDS-1078

- **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.



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

Activities ×			
Activity	Status	Issue date	Finish date
Reboot	Finish	2021-10-05 02:36:43	2021-10-05 02:38:44
Reload license	Finish	2021-10-04 23:00:14	2021-10-04 23:00:31
Reboot	Finish	2021-10-01 07:05:49	2021-10-01 07:08:18
Reboot	Finish	2021-10-01 06:05:09	2021-10-01 06:06:40
Reboot	Finish	2021-10-01 05:59:39	2021-10-01 06:01:20
Reboot	Finish	2021-10-01 05:56:59	2021-10-01 05:58:51
Reboot	Finish	2021-09-30 23:33:54	2021-09-30 23:35:35
Reboot	Finish	2021-09-30 23:31:49	2021-09-30 23:33:25
Basic configuration	Finish	2021-09-30 21:06:16	2021-09-30 21:06:24
Basic configuration	Finish	2021-09-30 21:03:46	2021-09-30 21:04:24
Basic configuration	Finish	2021-09-30 20:09:46	2021-09-30 20:10:24
Last activity tracking time : 2021-10-05 23:01:57			
Close Refresh			

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

Activity	Status	Issue date	Finish date
Reboot	Finish	2021-10-05 02:36:43	2021-10-05 02:38:44
Reload license			
Activity status : Finish			
Activity ID : 1633413614197-329d4754-21c4-4308-b9c9-d8a2a4b758b0			
Issue date : 2021-10-04 23:00:14			
Start date : 2021-10-04 23:00:31			
Finish date : 2021-10-04 23:00:31			
Reboot	Finish	2021-10-01 07:05:49	2021-10-01 07:08:18

Queued Tasks:

Activity	Status	Issue date	Finish date
Reboot			
Activity status : Pending			
Activity ID : 1633500202268-07536973-1958-4cf1-9ec9-343e839510c9			
Issue date : 2021-10-05 23:03:22			
Start date :			
Finish date :			
Reboot	Finish	2021-10-05 02:36:43	2021-10-05 02:38:44
Reload license	Finish	2021-10-04 23:00:14	2021-10-04 23:00:31

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.



Alert

[See 4.3 Alert Settings](#)

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

Create label

Create a label for the following device(s)

Label name

Select from current labels (#3)

At most 30 labels are permitted

Device(s)

Device name	Device model
IAdeaCare_1.7.0_XMP-8552	XMP-8552

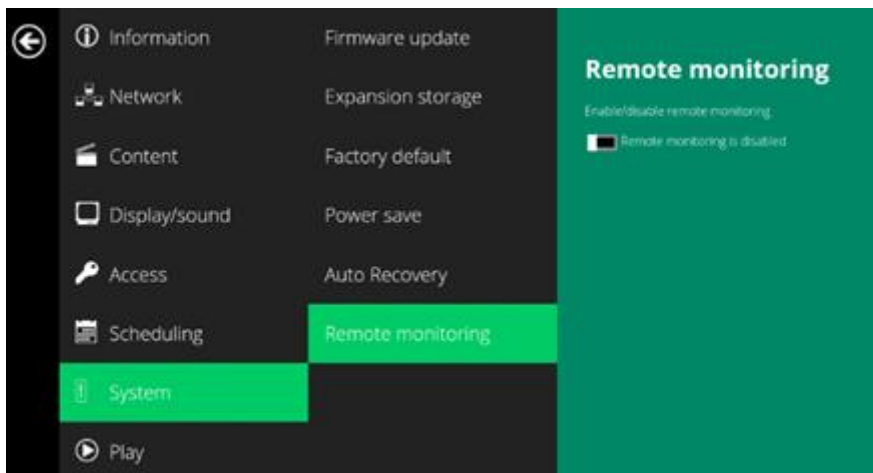
Cancel

Apply

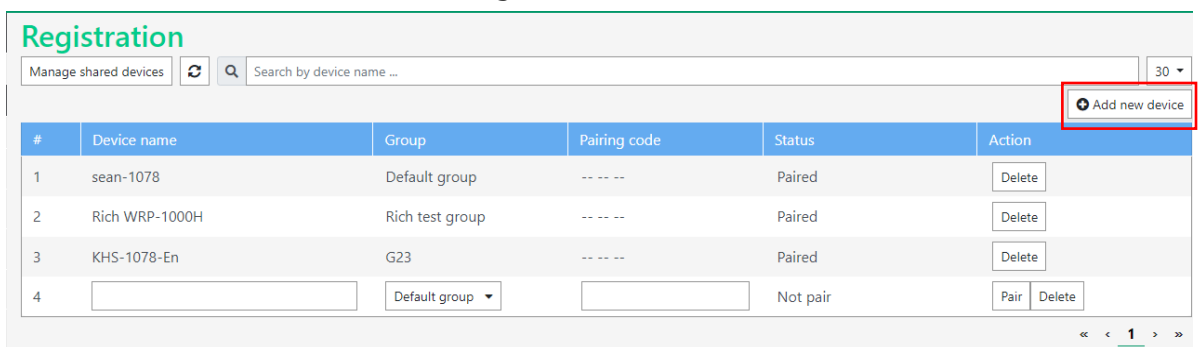
Registration

Add/Remove Player

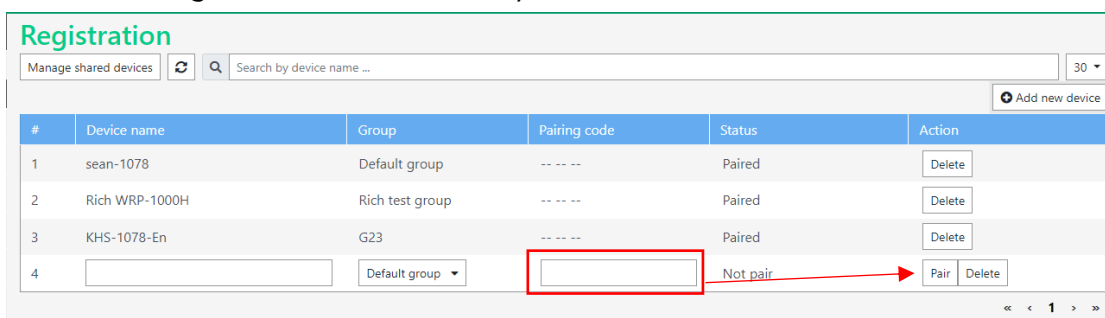
1. From the **Basic Setting** menu on your IAdea device, click on **Advanced Setting** > **System** > **Remote Monitoring**.



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**.

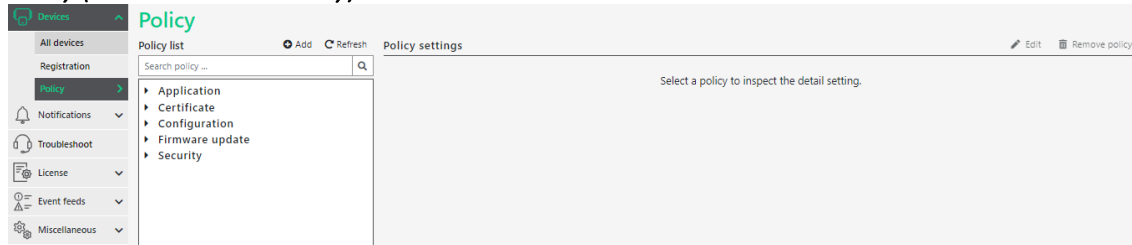


5. Enter in Pairing Code for the select Player and click Pair.



Policy

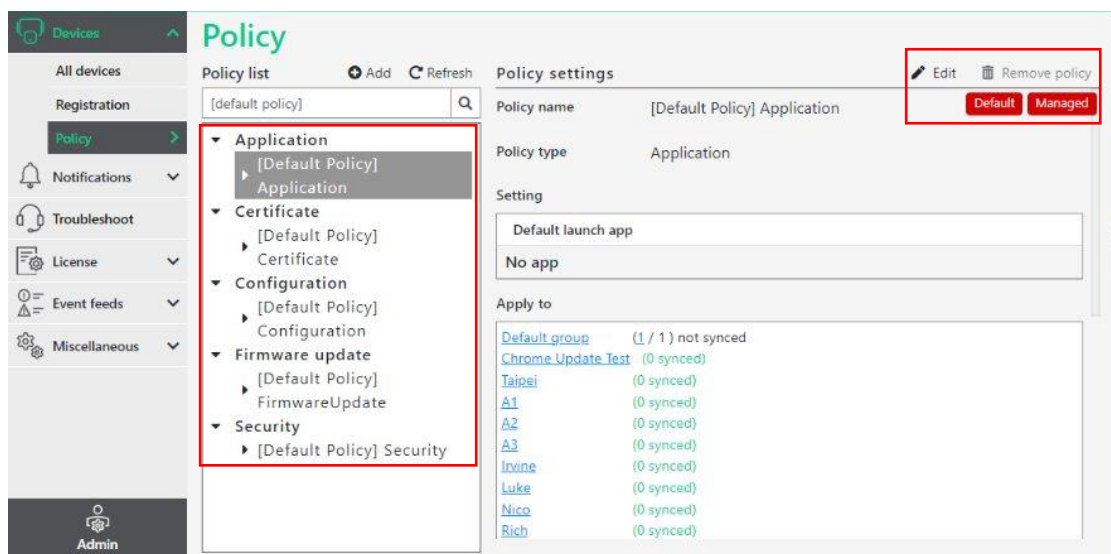
Policy (Premium License Only)



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.

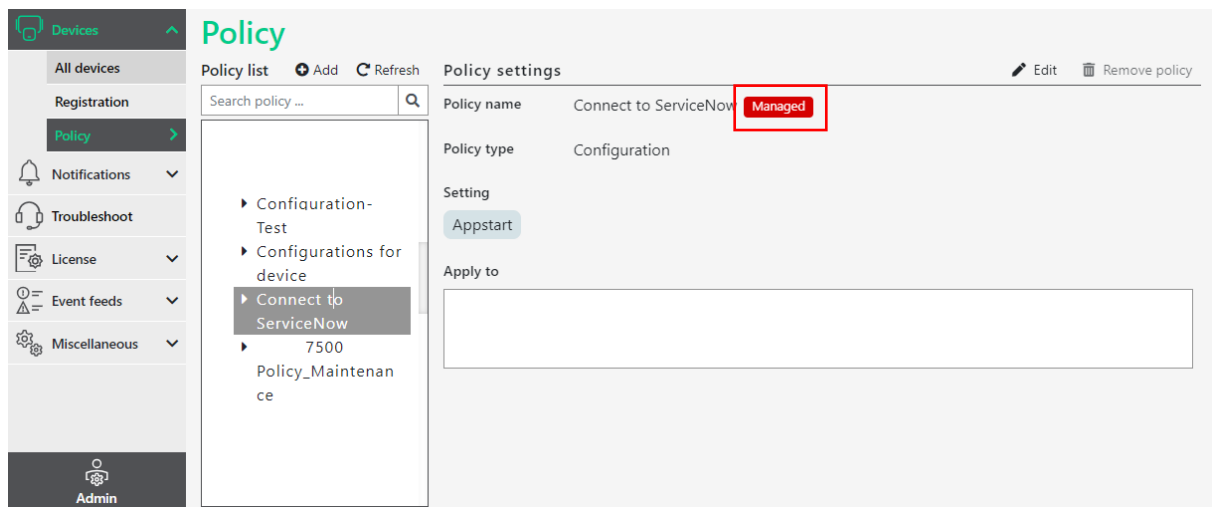
If a device was not set up with a group configuration policy during set-up, and the policy was created and attached later on, the policy settings will re-sync to the device within 30 minutes of the device being online.

- **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.

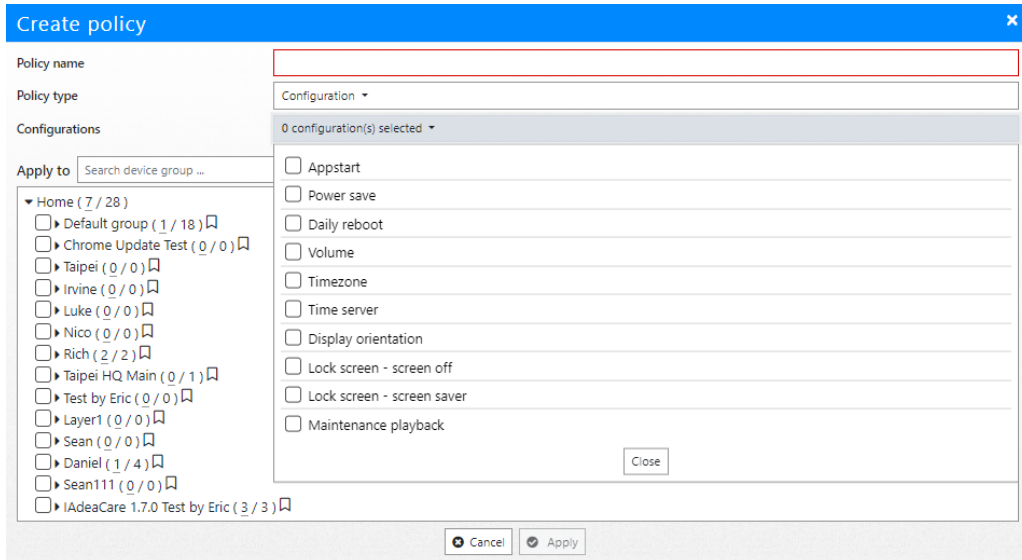
- The default policy will be applied if the assigned device group does not have a customized corresponding policy.
 - When removing a device group from a customized policy, the device group will be automatically applying the default policy.
- **Managed Policies:** A managed policy is a policy that will 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.

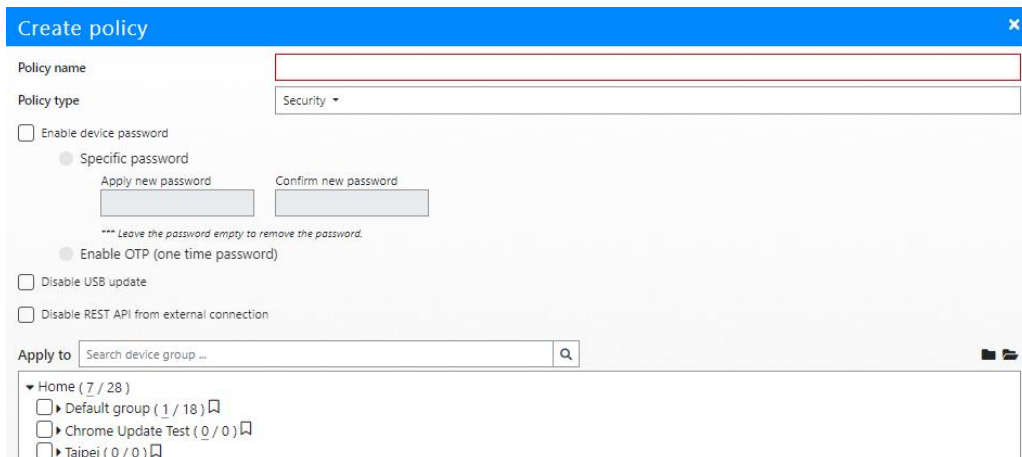
Create Policy

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



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



Create policy

Policy name

Policy type

☒ Enable device password

☒ Specific password

 Apply new password Confirm new password

 *** Leave the password empty to remove the password.

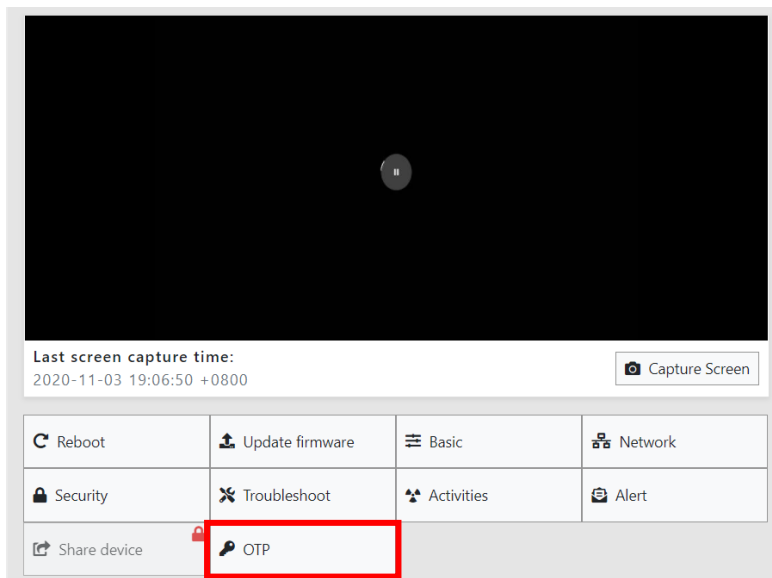
☐ Enable OTP (one time password)

☐ Disable USB update

☐ Disable REST API from external connection

- **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



Last screen capture time:
2020-11-03 19:06:50 +0800 Capture Screen

Reboot	Update firmware	Basic	Network
Security	Troubleshoot	Activities	Alert
Share device	OTP		



OTP

Get one time password of the day you choose below :

☒ Today (2020-11-02)

☐ A specific date in the past (if the date on device is in the past, please choose this option)

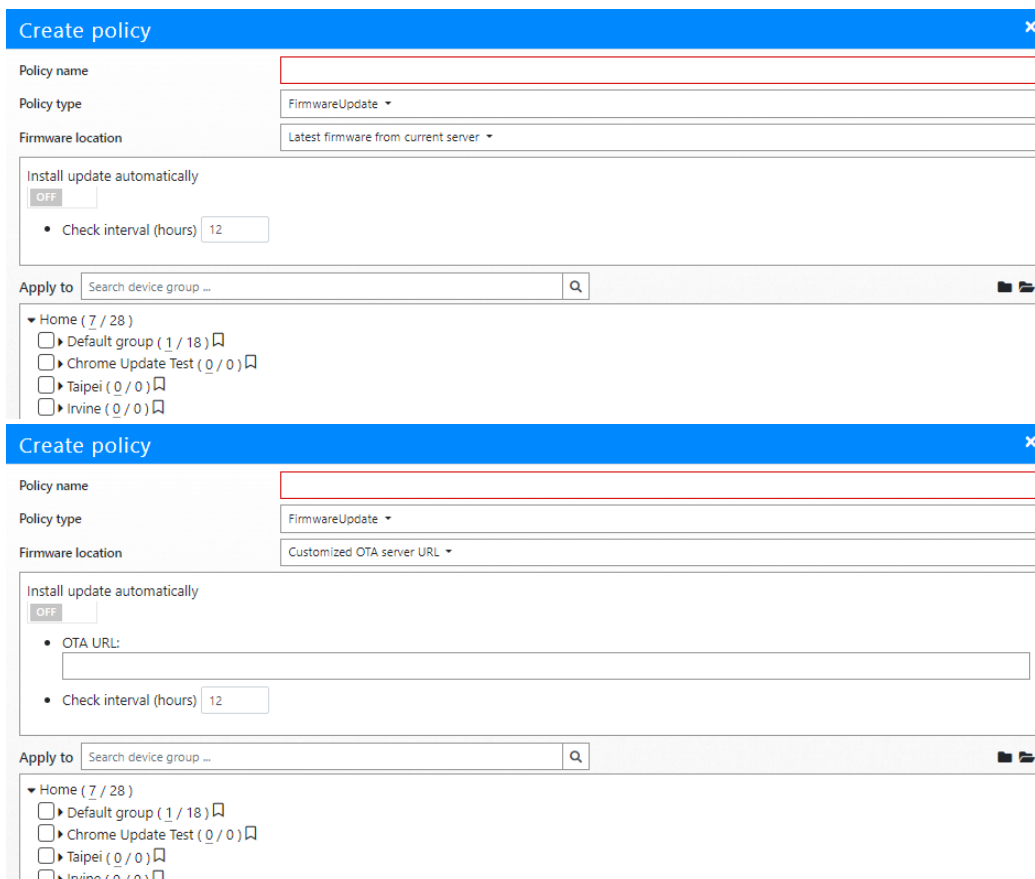
Password is: **165917**

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



Create policy

Policy name

Policy type

Firmware location

Install update automatically ☐

- Check interval (hours)

Apply to

▼ Home (7 / 28)

- Default group (1 / 18)
- Chrome Update Test (0 / 0)
- Taipei (0 / 0)
- Irvine (0 / 0)

Create policy

Policy name

Policy type

Firmware location

Install update automatically ☐

- OTA URL:
- Check interval (hours)

Apply to

▼ Home (7 / 28)

- Default group (1 / 18)
- Chrome Update Test (0 / 0)
- Taipei (0 / 0)
- Irvine (0 / 0)

Policy – Change in Device Dashboard Page

General	
Device name	MBR-1100-Nov-release (2cc5480190aa)
Model	MBR-1100 Rev1.1
Primary MAC address	2C:C5:48:01:90:AA (Ethernet)
Content URL	https://bcbsnc.avuity.com/vuspace/booking
Firmware version	2.2.2-108
APK version	1.1.113
Uptime	05:02:45
Device local time	2020-11-12 17:27:58 +0800
Heartbeat	2020-11-12 17:37:50 +0800
Warranty expiry date	
Network	
Type	Ethernet
IP	10.0.10.120
Gateway	10.0.10.254
Netmask	255.255.255.0
DNS 1	168.95.1.1
DNS 2	8.8.8.8
Policy	
Group configuration	Maintenance (TPE) syncd
Security	Password (TPE) syncd

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)

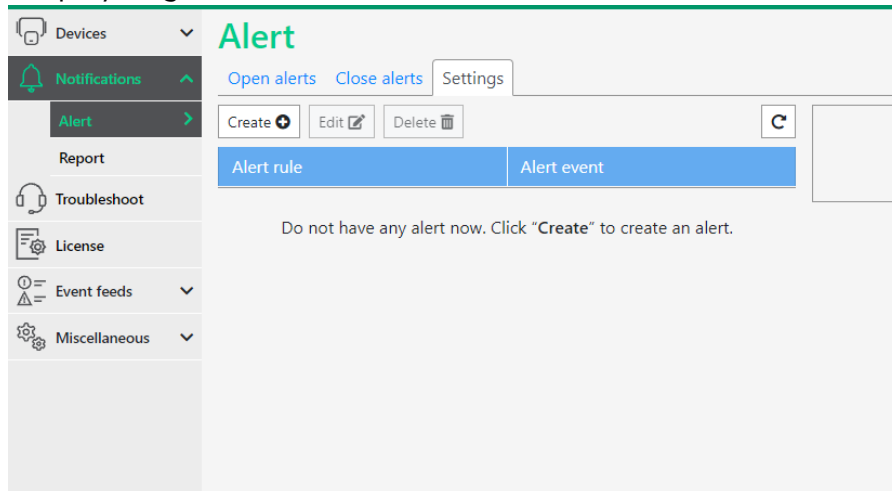
If device does not have a Premium License, it will show **Policy (Nor applicable)**.

Policy (Not applicable)

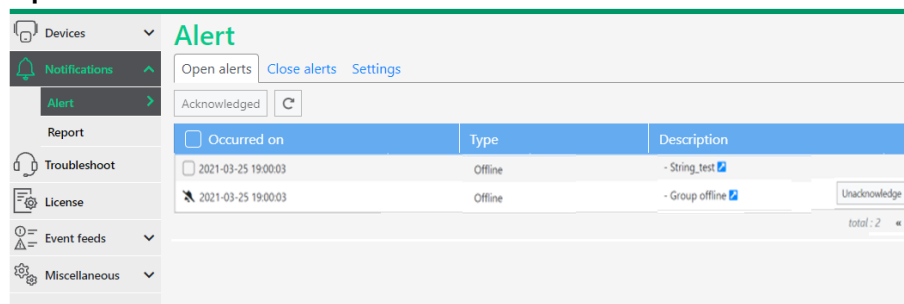
4.3 Notifications

Alert Setting

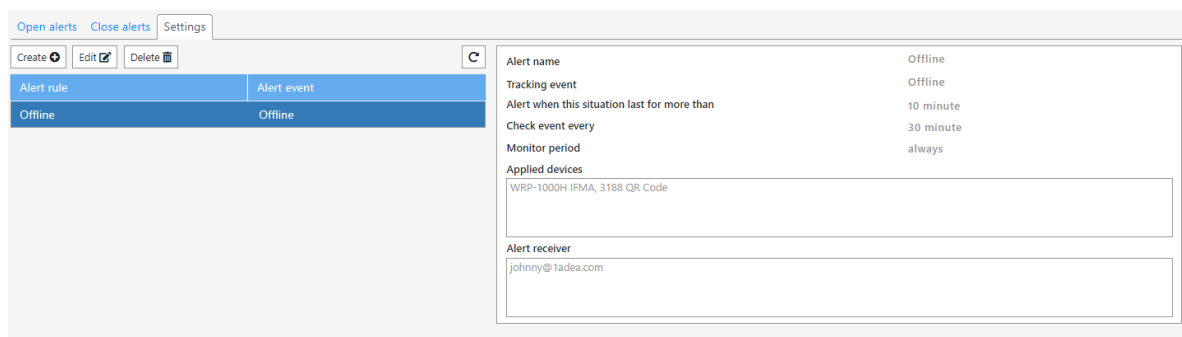
Alert Settings allow the user to create offline alerts to be sent to the account email when the players go offline within the created rules.



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.



- 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.

Open alerts Close alerts Settings			
Acknowledged C			
Occurred on	Type	Description	Action
<input type="checkbox"/> 2021-03-25 19:00:03	Offline	- String_test ?	
<input checked="" type="checkbox"/> 2021-03-25 19:00:03	Offline	- Group offline ?	Unacknowledge
total : 2 a e			

- 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

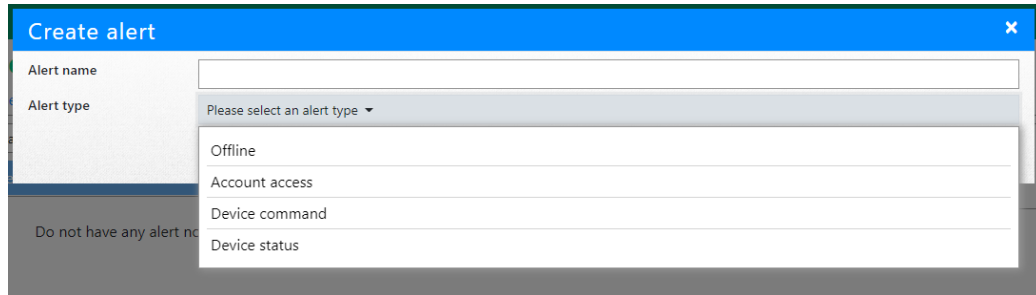
- Once an Open alert has been resolved, the alert will be moved to the Close Alert tab.

Alert Report Policy LAN config tool Access Key	
Open alerts Close alerts Settings	
Resolved on	Type

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.



Create alert

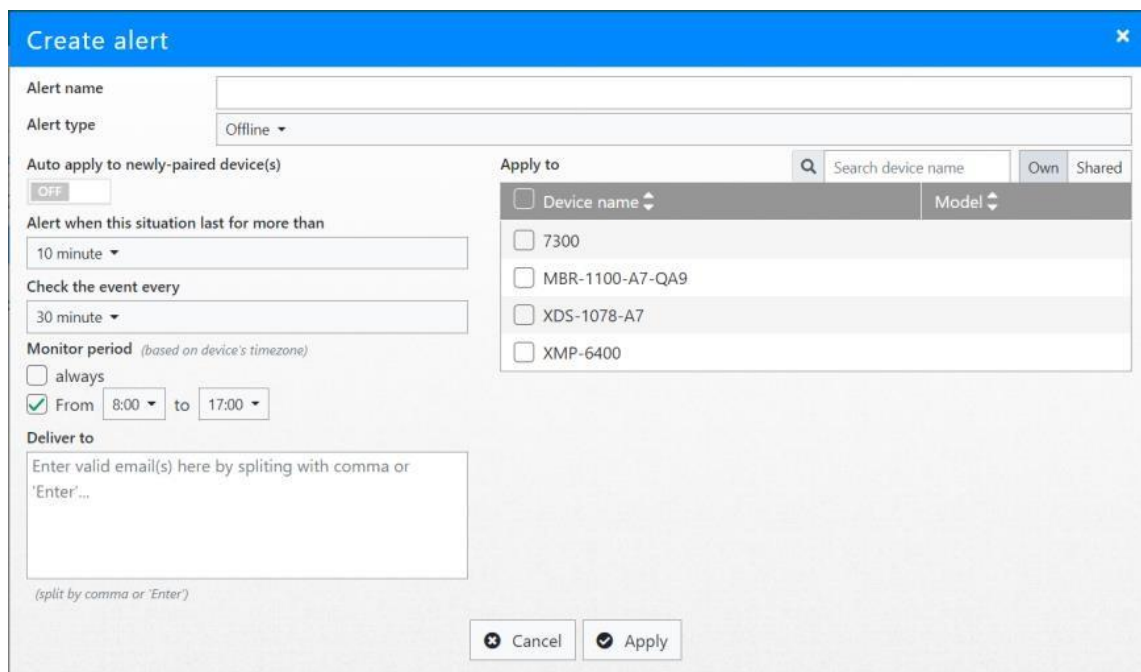
Alert name:

Alert type: Please select an alert type ▼

- Offline
- Account access
- Device command
- Device status

Do not have any alert no

Create - Offline



Create alert

Alert name:

Alert type: Offline ▼

Auto apply to newly-paired device(s): OFF

Alert when this situation last for more than: 10 minute ▼

Check the event every: 30 minute ▼

Monitor period (based on device's timezone):

☐ always

☒ From 8:00 ▼ to 17:00 ▼

Deliver to:

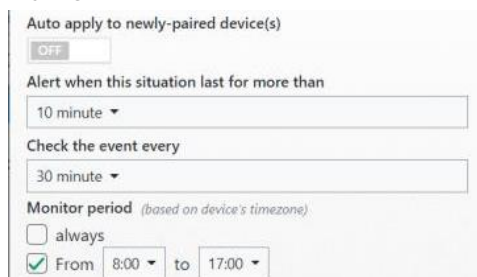
(split by comma or 'Enter')

Apply to: Search device name Own Shared

Device name	Model
<input type="checkbox"/> 7300	
<input type="checkbox"/> MBR-1100-A7-QA9	
<input type="checkbox"/> XDS-1078-A7	
<input type="checkbox"/> XMP-6400	

✕ Cancel ✓ Apply

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.



Auto apply to newly-paired device(s): OFF

Alert when this situation last for more than: 10 minute ▼

Check the event every: 30 minute ▼

Monitor period (based on device's timezone):

☐ always

☒ From 8:00 ▼ to 17:00 ▼

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.

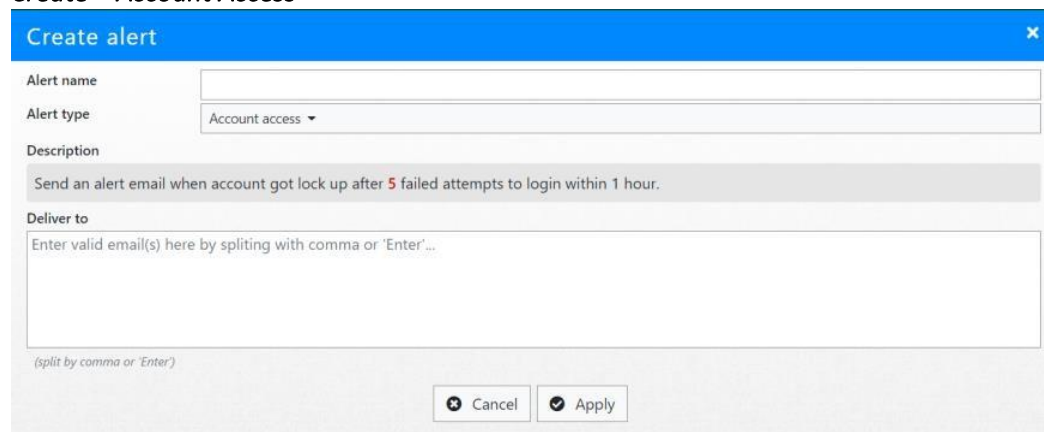
7. Select the players which will adhere to the alert rule.



- **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.

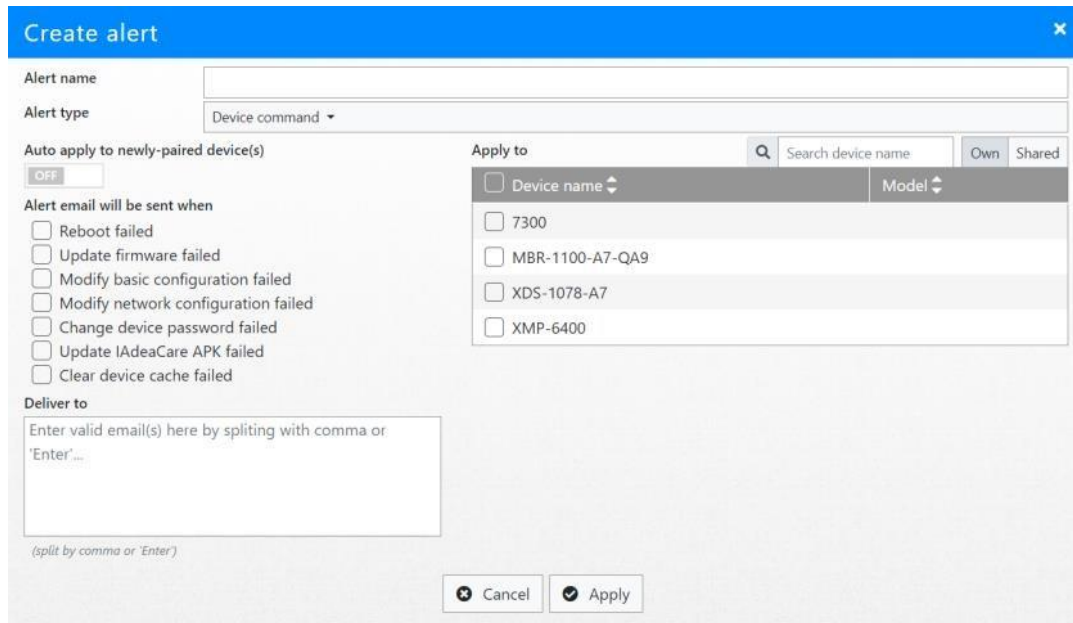
If **Auto-apply to newly paired players** is checked, the rule will automatically bind all newly paired players.

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.

Create – Device Command



Create alert

Alert name:

Alert type: Device command ▼

Auto apply to newly-paired device(s): ☐ OFF

Alert email will be sent when:

- ☐ Reboot failed
- ☐ Update firmware failed
- ☐ Modify basic configuration failed
- ☐ Modify network configuration failed
- ☐ Change device password failed
- ☐ Update IAdeaCare APK failed
- ☐ Clear device cache failed

Deliver to:

Enter valid email(s) here by splitting with comma or 'Enter'...

(split by comma or 'Enter')

Apply to:

Search device name: Own Shared

Device name	Model
<input type="checkbox"/> 7300	
<input type="checkbox"/> MBR-1100-A7-QA9	
<input type="checkbox"/> XDS-1078-A7	
<input type="checkbox"/> XMP-6400	

Cancel Apply

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.



Deliver to:

Enter valid email(s) here by splitting with comma or 'Enter'...

(split by comma or 'Enter')

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



Apply to:

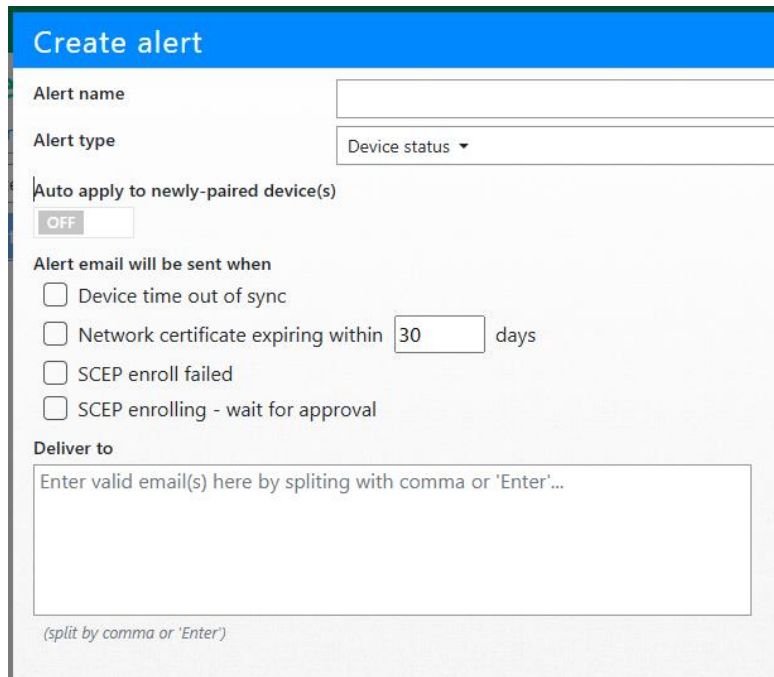
Search device name: Own Shared

Device name	Model
<input type="checkbox"/> 7300	
<input type="checkbox"/> MBR-1100-A7-QA9	
<input type="checkbox"/> XDS-1078-A7	
<input type="checkbox"/> XMP-6400	

- **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 – Device Status

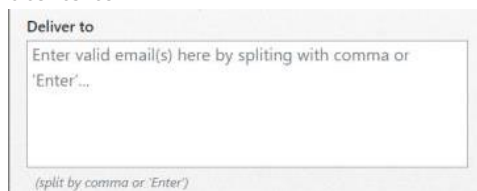


The 'Create alert' form includes the following fields and options:

- Alert name:** A text input field.
- Alert type:** A dropdown menu with 'Device status' selected.
- Auto apply to newly-paired device(s):** A toggle switch currently set to 'OFF'.
- Alert email will be sent when:**
 - ☐ Device time out of sync
 - ☐ Network certificate expiring within days
 - ☐ SCEP enroll failed
 - ☐ SCEP enrolling - wait for approval
- Deliver to:** A text area with the placeholder 'Enter valid email(s) here by splitting with comma or 'Enter'...'.

(split by comma or 'Enter')

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.



The 'Deliver to' field is a text area with the placeholder 'Enter valid email(s) here by splitting with comma or 'Enter'...'.

(split by comma or 'Enter')

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.



The 'Apply to' section includes a search bar and a table of devices:

Apply to Own Shared

<input type="checkbox"/> Device name	Model
<input type="checkbox"/> 7300	
<input type="checkbox"/> MBR-1100-A7-QA9	
<input type="checkbox"/> XDS-1078-A7	
<input type="checkbox"/> XMP-6400	

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

Report

Devices

Notifications

Alert

Report

Troubleshoot

License

Event feeds

Miscellaneous

Report

All reportsSettings

Report sent on	Network status	Warranty	License	Error
2021-09-25 21:22:01	Good	Good	Good	0
2021-09-18 21:22:02	Good	Good	Good	0
2021-09-11 21:22:01	Warning	Good	Good	0
2021-09-04 21:22:02	Warning	Good	Good	1
2021-08-28 21:22:01	Warning	Good	Good	0
2021-08-21 21:22:01	Good	Good	Good	0
2021-08-14 21:22:01	Warning	Good	Good	0

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

Devices

Notifications

Alert

Report

Troubleshoot

License

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Miscellaneous

Admin

Report

All reports

Settings

☒ Subscribe weekly report

☒ 90 % devices uptime is over 90 %
 ☒ Warranty is expiring within 30 days
 ☒ License is expiring within 30 days

Good network evaluation :

 Expiration warning :

 Deliver to : (split by comma)

 clyde.wang@iadea.com

Cancel

Apply

All Reports

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

Report sent on	Network status
2021-09-25 21:22:01	Good
2021-09-18 21:22:02	Good

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 \geq 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.

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

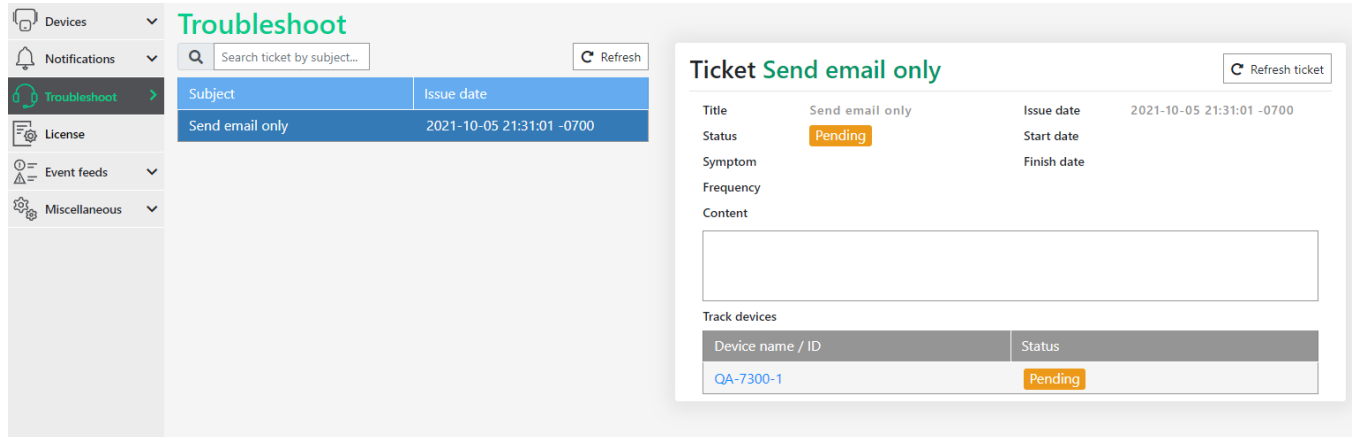
Criteria: Device License will hit expiration before next report.

Suggestion: Some device licenses will be expiring this week. **Please renew them to avoid discontinuation of the service.**

4.4 Troubleshoot

Troubleshooting Page

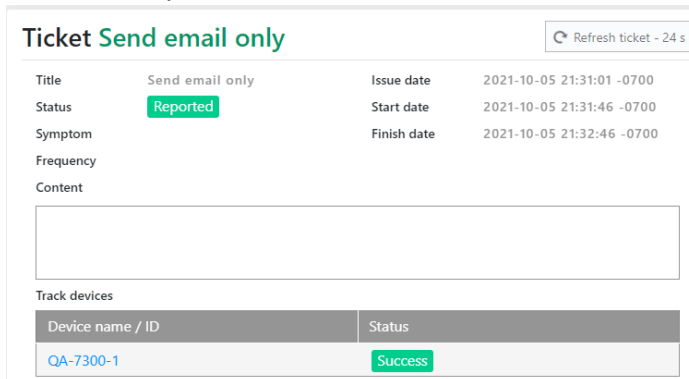
The troubleshooting page allows the user to track the status of their submitted troubleshooting tickets.



The screenshot shows the IAdeaCare interface. On the left is a sidebar with navigation options: Devices, Notifications, Troubleshoot (selected), License, Event feeds, and Miscellaneous. The main area is titled 'Troubleshoot' and contains a search bar 'Search ticket by subject...' and a 'Refresh' button. Below the search bar is a table with two columns: 'Subject' and 'Issue date'. The table contains one row: 'Send email only' with the date '2021-10-05 21:31:01 -0700'. To the right of this table is a detailed view of the selected ticket, titled 'Ticket Send email only' with a 'Refresh ticket' button. The ticket details include: Title (Send email only), Issue date (2021-10-05 21:31:01 -0700), Status (Pending), Start date, Finish date, Symptom, Frequency, and Content. Below the content field is a 'Track devices' section with a table showing 'Device name / ID' (QA-7300-1) and 'Status' (Pending).

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.



The screenshot shows the 'Ticket Send email only' page with a 'Refresh ticket - 24 s' button. The ticket details are: Title (Send email only), Issue date (2021-10-05 21:31:01 -0700), Status (Reported), Start date (2021-10-05 21:31:46 -0700), Finish date (2021-10-05 21:32:46 -0700), Symptom, Frequency, and Content. Below the content field is a 'Track devices' section with a table showing 'Device name / ID' (QA-7300-1) and 'Status' (Success).

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.

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.

Devices	Account license		
Notifications	Account type	Enterprise	
Troubleshoot	Admin+Editor license	12 / 50	
License	Viewer license	3 / 50	
Account	Remote control license	1 / 1, expiration date: ~ 2026-12-31	
Device			
Event feeds			
Miscellaneous			
Admin			

License code	Activated	Expiry date
*****	v	2026-12-31

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.

Devices

Notifications

Troubleshoot

License

Event feeds

Miscellaneous

License

+ Add license

Import license

Reallocate license


Advanced filter

Export

Search by device name ...


10

<input type="checkbox"/> Device name	MAC	Warranty	IAdeaCare license	Miscellaneous
<input type="checkbox"/> QA-1000H	2C:C5:48:05:BF:72	2022-10-28	Type: premium Expiration date: 2022-09-29	
<input type="checkbox"/> QA-1078-4.4	2C:C5:48:02:77:68	2022-10-28	Type: premium Expiration date: 2022-09-29	
<input type="checkbox"/> QA-1078-7.1	2C:C5:48:02:77:8C	2022-10-28	Type: premium Expiration date: 2022-09-29	

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**.




Devices

▼




Notifications

▼




Troubleshoot




License

➤



Event feeds

▼



Miscellaneous

▼

License

+

Add license

Import license

Reallocate license

Advanced filter * ▼

Q

Search by device name ...

<div><input type="checkbox"/></div> Device name ▴▾	MAC	Warranty ▴▾
<div><input checked="" type="checkbox"/></div> QA-1000H	2C:C5:48:05:BF:72	2022-10-28
<div><input checked="" type="checkbox"/></div> QA-1078-4.4	2C:C5:48:02:77:68	2022-10-28

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

Add License

Device name	License code
QA-1000H	ICARE-D4887-BA405-7F485-WD454
QA-1078-4.4	ICARE-9456E-26484-EF54A-125WEQ

separate your license code by comma

Cancel
Next >>

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.

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.

License

+ Add license
Import license
Reallocate license
Advanced filter

Search by device name ...

<input type="checkbox"/>	Device name	MAC	Warranty	IAc
<input checked="" type="checkbox"/>	QA-1000H	2C:C5:48:05:BF:72	2022-10-28	Type Expir 2-09
<input checked="" type="checkbox"/>	QA-1078-4.4	2C:C5:48:02:77:68	2022-10-28	Type Expir 2-09
<input checked="" type="checkbox"/>	QA-1078-7.1	2C:C5:48:02:77:8C	2022-10-28	Type Expir 2-09
<input checked="" type="checkbox"/>	QA-1078A9	2C:C5:48:05:D1:84	2022-10-28	Type Expir 2-10

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.

Import License

Choose your license file and we will help allocate the license to each player.

Browse Files or drag file here

File name: license-import.csv # 5 license(s) available # 7 license(s) distributed


Player name	License code		
IAdeaDoor-A	ICARE-39999-8B09E-4CA34-A1F21		
IAdeaDoor-B	ICARE-5101B-5DC2A-FEE66-C2FAA		
MLB Player	ICARE-90565-F694A-8E37B-2789A		
IAdea Reception Desk	ICARE-CD3B4-DSAD3-2943C-A258A		
XDS-2288 Office	ICARE-D4887-BAF05-BF233-67504		
Test IAdea Player	ICARE-EA396-70535-6E067-510AD		




Cancel
Next

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

All Files (*.*)

Open
Cancel

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.




Player name	License code
IAdeaDoor-A	ICARE-39999-8BD9E-4CA34-A1F21 
Distributable license(s) : <div>ICARE-FB733-5A63B-D6B8B-122AB </div> <div>ICARE-FF3DA-CA05F-C6B69-90B12 </div>	

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

Import License ×

Click 'OK' if you want to apply, or 'Back' to modify again.

Player name	Applied license(s)
IAdeaDoor-A	ICARE-39999-8BD9E-4CA34-A1F21
IAdeaDoor-B	ICARE-5101B-5DC2A-FEE66-C2FAA
IAdea Reception Desk	ICARE-90565-F694A-8E37B-2789A
XDS-2288 Office	ICARE-CD384-D9AD3-2943C-A258A
Test IAdea Player	ICARE-D4887-BAF05-8F233-67504

 Prev
  Cancel
  Apply

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

Import License ×

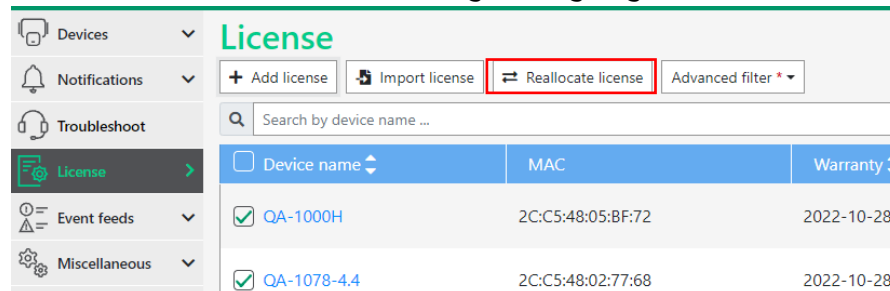
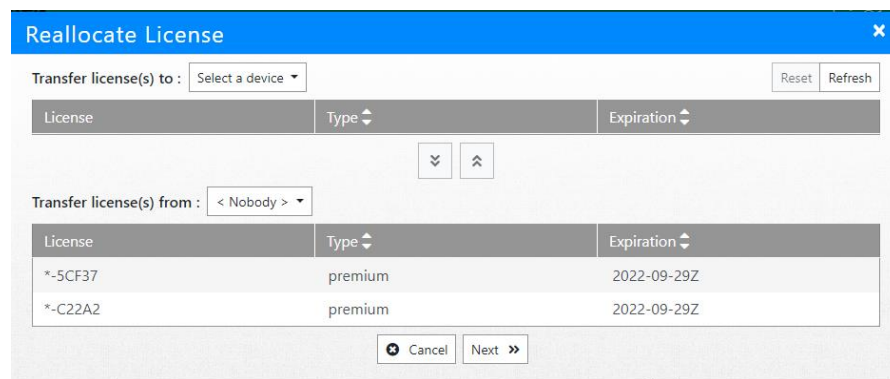
Some settings are failed.

Player : IAdeaDoor-A
Error :
 ICARE-39999-8BD9E-4CA34-A1F21 : The license key has been imported

Reallocate License

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

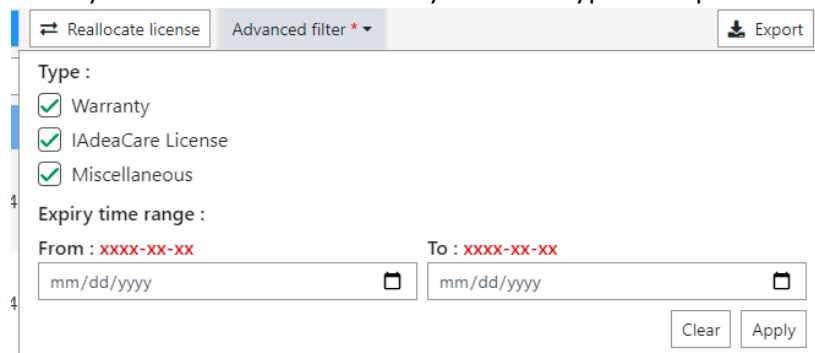
Click on **Reallocate license** to being reassigning licenses.

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.



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.

IdeaCare

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Devices

Notifications

Troubleshoot

License

Event feeds

Event log

Device activity

Miscellaneous

Event log

Filter by events

Time range : 2021-08-02 11:30 ~ 2021-10-04 11:30

Severity : All

Search in subject ...

Search

Occurance time	Category	Event	Subject
2021-09-25 21:33:26	Notification management	Send weekly report	Send weekly report - 2021-09-26
2021-09-18 21:32:48	Notification management	Send weekly report	Send weekly report - 2021-09-19
2021-09-15 11:16:58	Account access	Login	johnny.chen@iadea.com login
2021-09-11 21:32:44	Notification management	Send weekly report	Send weekly report - 2021-09-12
2021-09-07 10:16:10	Account access	Login	johnny.chen@iadea.com login
2021-09-04 21:33:11	Notification management	Send weekly report	Send weekly report - 2021-09-05

Info

Warning

Error

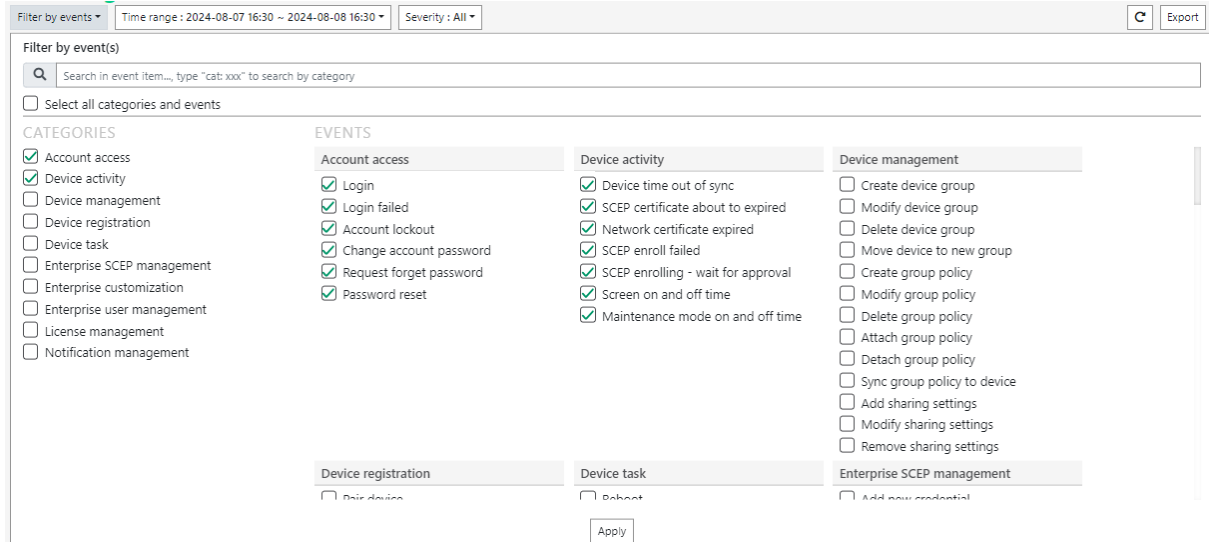
total : 6

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.

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



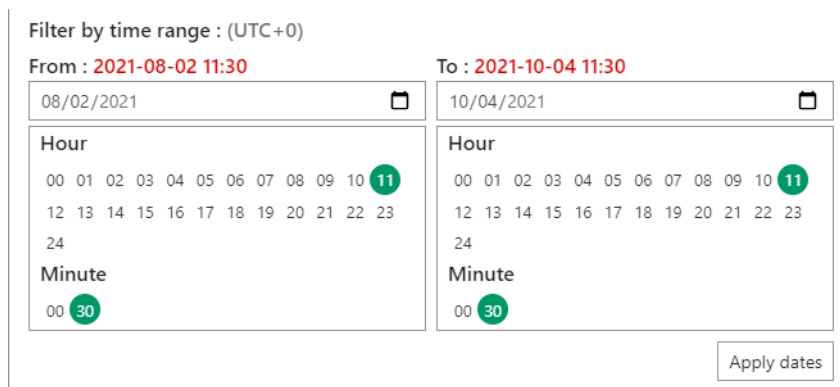
- Click Apply to filter events. The Filter by Events button will show the number of checked items and send the search date to the server to complete.

Event : 52 events selected ▼

By Time Range

Choose the Date and Time range.

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



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

By Severity

1. Choose by severity type.

Filter by severity :

☒ Info

☒ Warn

☒ Error

Apply severity

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.

Filter by events ▼ Time range : 2021-08-02 11:30 ~ 2021-10-04 11:30 ▼ Severity : All ▼ ⌂ Export

Search in subject ... Search

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.

Filter by events ▼ Time range : 2021-08-02 11:30 ~ 2021-10-04 11:30 ▼ Severity : All ▼ ⌂ Export

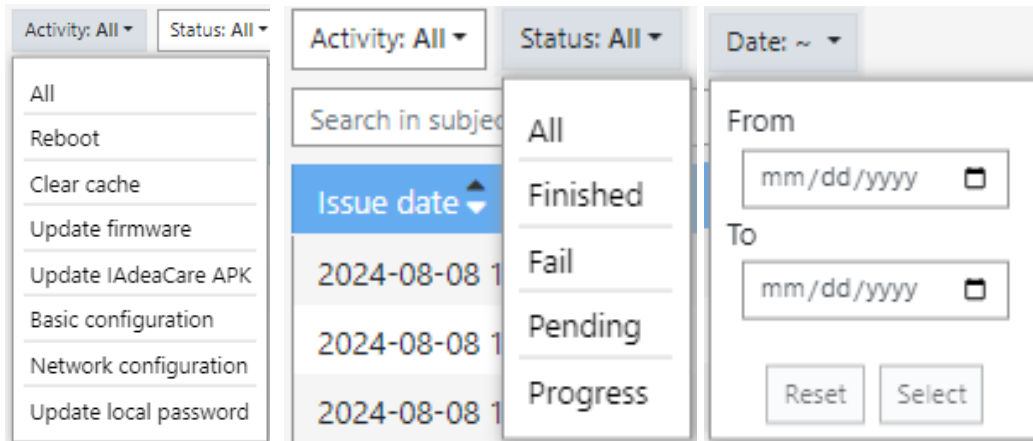
Search in subject ... Search

Device Activities

Device activity			
Devices ▼	From <input type="text" value="mm/dd/yyyy"/> to <input type="text" value="mm/dd/yyyy"/> 🔄		
Notifications ▼	Activity ▼ Status ▼ 🔍 Search by activity name ...		
Troubleshoot			
License			
Event feeds			
Event log			
Device activity			
Miscellaneous ▼			
Issue date	Activity	Status	
2021-10-05 18:55:15	Update firmware	1 Finished	
2021-10-05 18:53:13	Update firmware	1 Finished	
2021-10-05 04:43:31	[SignApps] Set ticket for System.Reboot	1 Finished	
2021-10-05 04:42:30	[SignApps] Set ticket for System.Config	1 Finished	

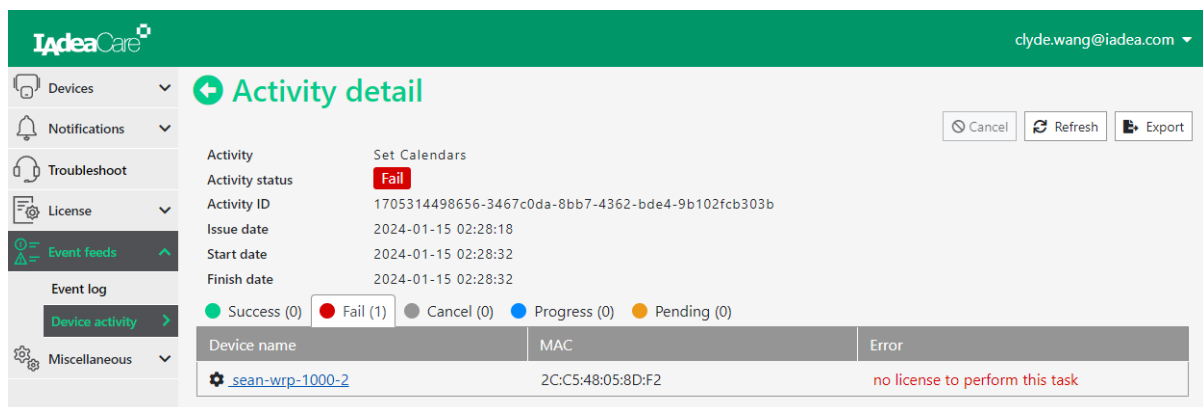
- Activity type on the **Device Activity Dashboard** now allows Quick Link equipped with group tagging feature for quicker management. Allowing user to see the list of devices on the and its status that have the same activity being pushed on the Activity Detail page

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.



Activity detail

Activity status: **Fail**

Activity ID: 1705314498656-3467c0da-8bb7-4362-bde4-9b102fcb303b

Issue date: 2024-01-15 02:28:18

Start date: 2024-01-15 02:28:32

Finish date: 2024-01-15 02:28:32

● Success (0) ● Fail (1) ● Cancel (0) ● Progress (0) ● Pending (0)

Device name	MAC	Error
sean-wrp-1000-2	2C:C5:48:05:8D:F2	no license to perform this task

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.



Activity detail

Activity: Update firmware

Activity status: **Fail** (User requested cancel on 2020-11-09 18:07:03)

Activity ID: 1604915275692-b6e1cf7a-d5da-4dfe-95ff-0e9e7cfd0c46

Issue date: 2020-11-09 17:47:55

Schedule date: 2020-11-09 18:00:00

Start date: 2020-11-09 18:10:13

Finish date: 2020-11-09 18:10:13

Configurations:

Setting	Last value	New value
Download link		https://s3.amazonaws.com/IAdeaCare/INSTALLER-2.1.3-56.pl

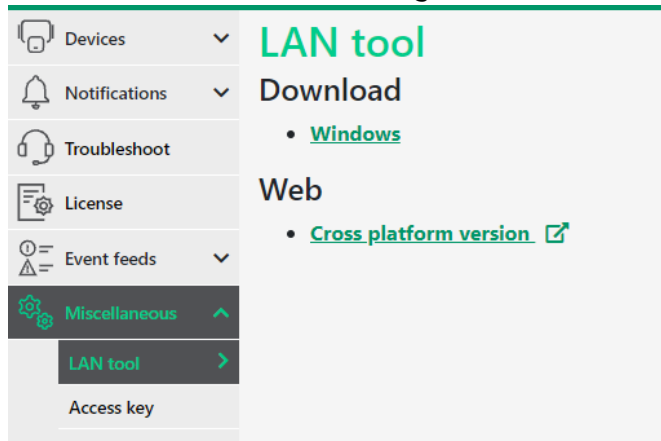
Legend: Success (0) Fail (0) Cancel (1) Progress (0) Pending (0)

Device name	MAC
MBR-1100-Nov-release	2C:C5:48:01:90:AA

4.7 Miscellaneous

LAN Config Tool

See User Manual for LAN config tool.



Devices ▾

Notifications ▾

Troubleshoot

License

Event feeds ▾

Miscellaneous ^

LAN tool >

Access key

LAN tool

Download

- [Windows](#)

Web

- [Cross platform version](#) ↗

Click on **Windows** to download the **LAN config** tool for Windows OS.

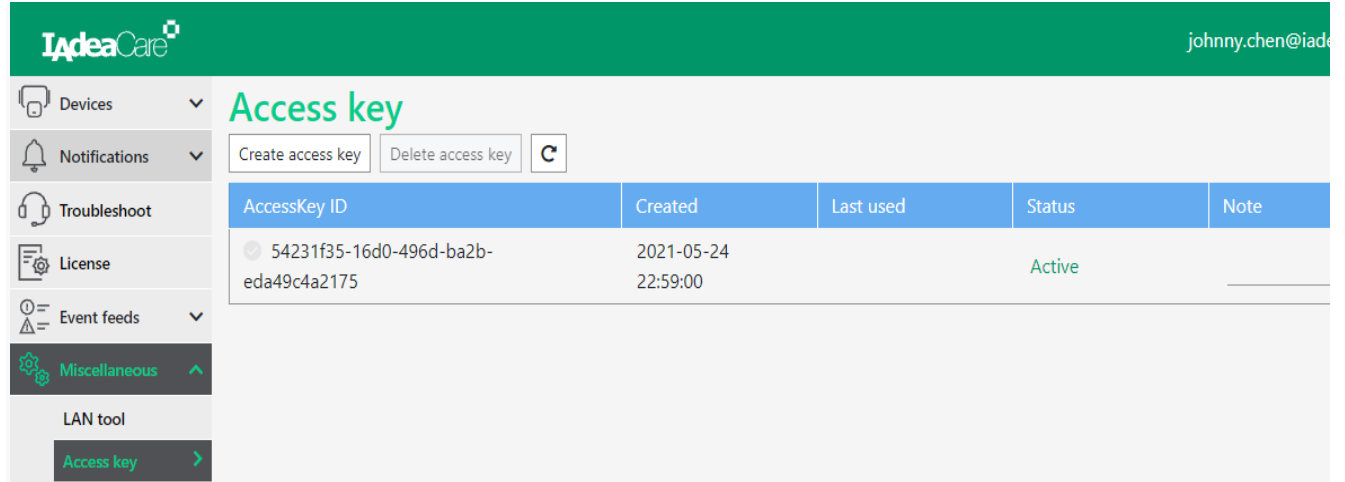
For Mac and Linux OS, click on Cross platform version to open the config tool via default browser.

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

Access Key

Overview

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

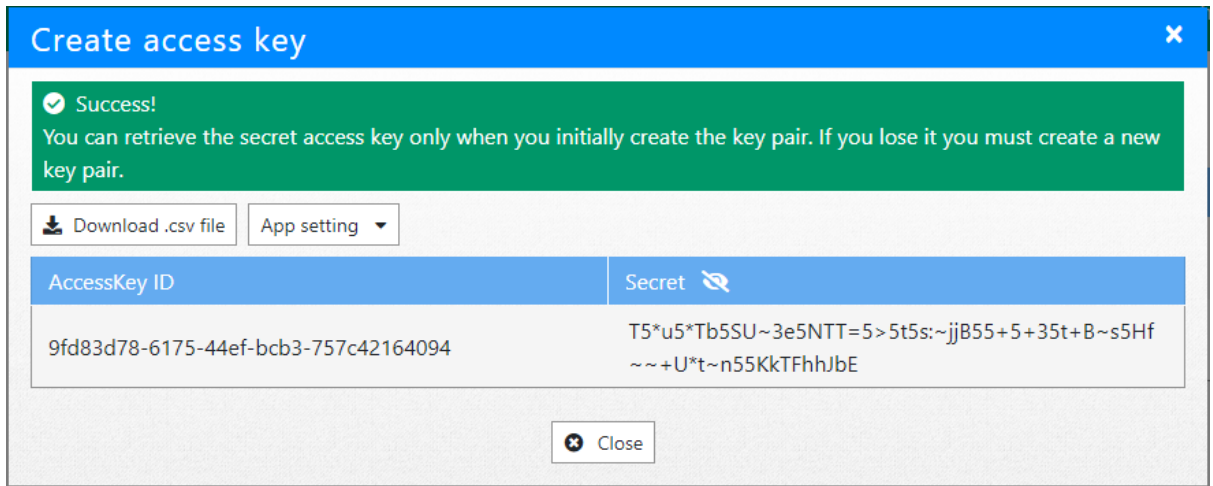


AccessKey ID	Created	Last used	Status	Note
54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active	

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

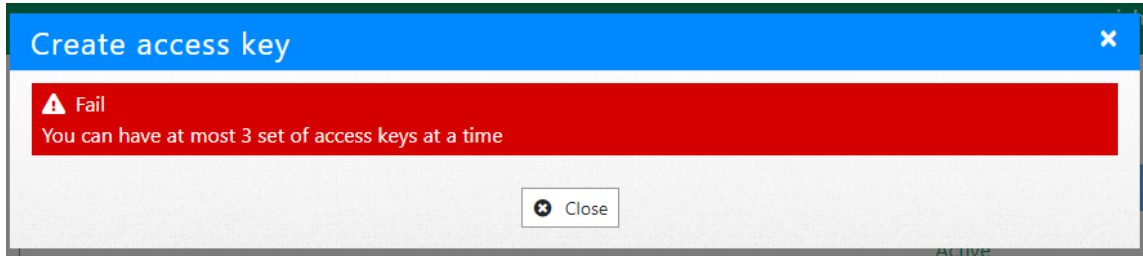
1. Click on Create access key to create a new access key.



AccessKey ID	Secret
9fd83d78-6175-44ef-bcb3-757c42164094	T5*u5*Tb5SU~3e5NTT=5>5t5s:~jjB55+5+35t+B~s5Hf~~~+U*t~n55KkTFhhJbE

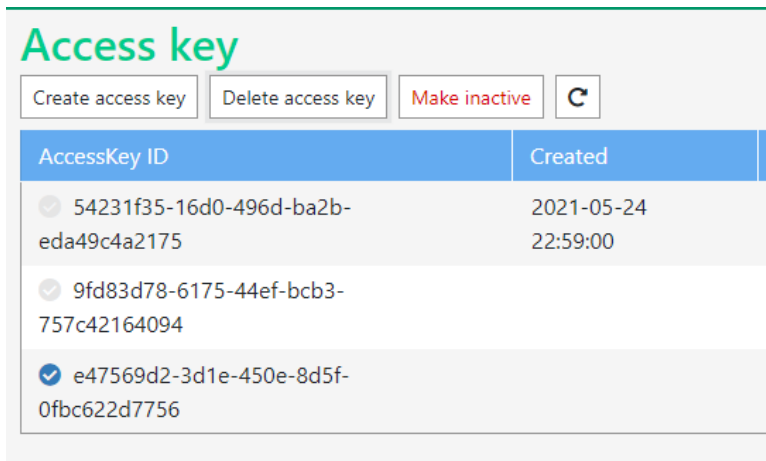
2. Once create access key is successful, you will see a confirmation screen like above.
3. User may click on Download .csv file to download a .csv file name [useraccount]-accesskey.csv that will include the access key and the secret key. User can save this for reference.
4. In the confirmation screen, 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.

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

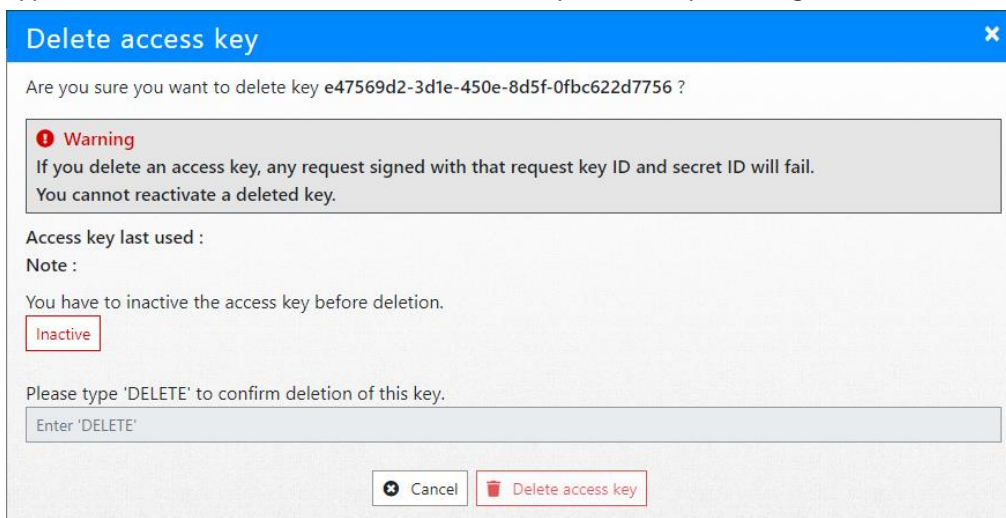


Delete Access Key

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



- 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.



Delete access key

Are you sure you want to delete key e47569d2-3d1e-450e-8d5f-0fbc622d7756 ?

Warning

If you delete an access key, any request signed with that request key ID and secret ID will fail.
You cannot reactivate a deleted key.

Access key last used :

Note :

You have to inactive the access key before deletion.

Access key is deactivated.

Please type 'DELETE' to confirm deletion of this key.

Cancel

Delete access key

Delete access key

Are you sure you want to delete key e47569d2-3d1e-450e-8d5f-0fbc622d7756 ?

Warning

If you delete an access key, any request signed with that request key ID and secret ID will fail.
You cannot reactivate a deleted key.

Access key last used :

Note :

You have to inactive the access key before deletion.

Access key is deactivated.

Please type 'DELETE' to confirm deletion of this key.

Access key is deleted.

Close

- If Access Key is already Inactive, you will only be required to type 'Delete' to confirm.

Delete access key

Are you sure you want to delete key 9fd83d78-6175-44ef-bcb3-757c42164094 ?

Warning

If you delete an access key, any request signed with that request key ID and secret ID will fail.
You cannot reactivate a deleted key.

Access key last used :

Note :

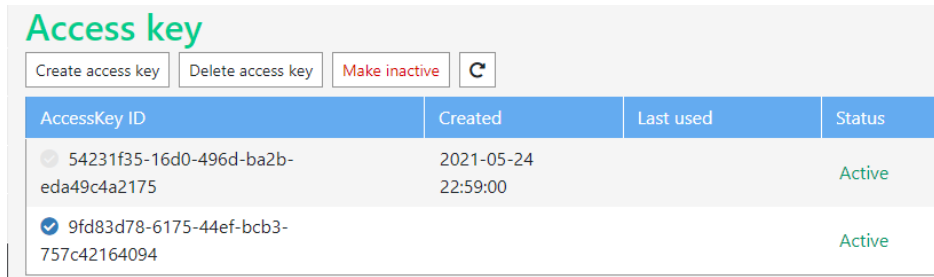
Please type 'DELETE' to confirm deletion of this key.

Cancel

Delete access key

Active / Inactive

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

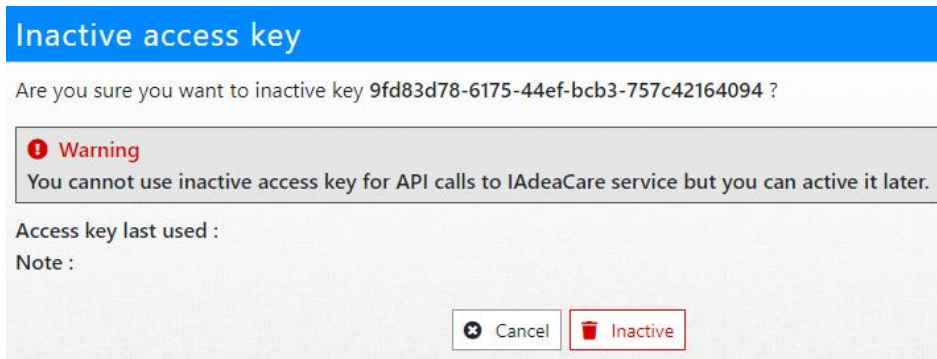


Access key

Create access key Delete access key **Make inactive** C

AccessKey ID	Created	Last used	Status
54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active
9fd83d78-6175-44ef-bcb3-757c42164094			Active

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.



Inactive access key

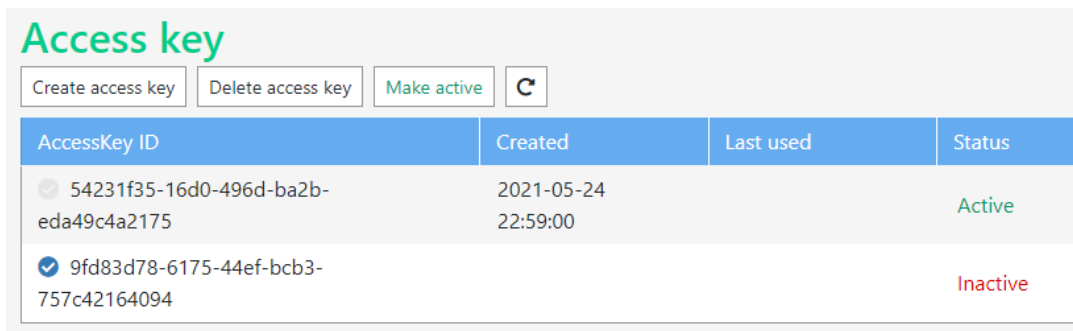
Are you sure you want to inactive key 9fd83d78-6175-44ef-bcb3-757c42164094 ?

Warning
You cannot use inactive access key for API calls to IAdeaCare service but you can active it later.

Access key last used :
Note :

Cancel Inactive

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.



Access key

Create access key Delete access key **Make active** C

AccessKey ID	Created	Last used	Status
54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active
9fd83d78-6175-44ef-bcb3-757c42164094			Inactive

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

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

Access key

Create access key

Delete access key

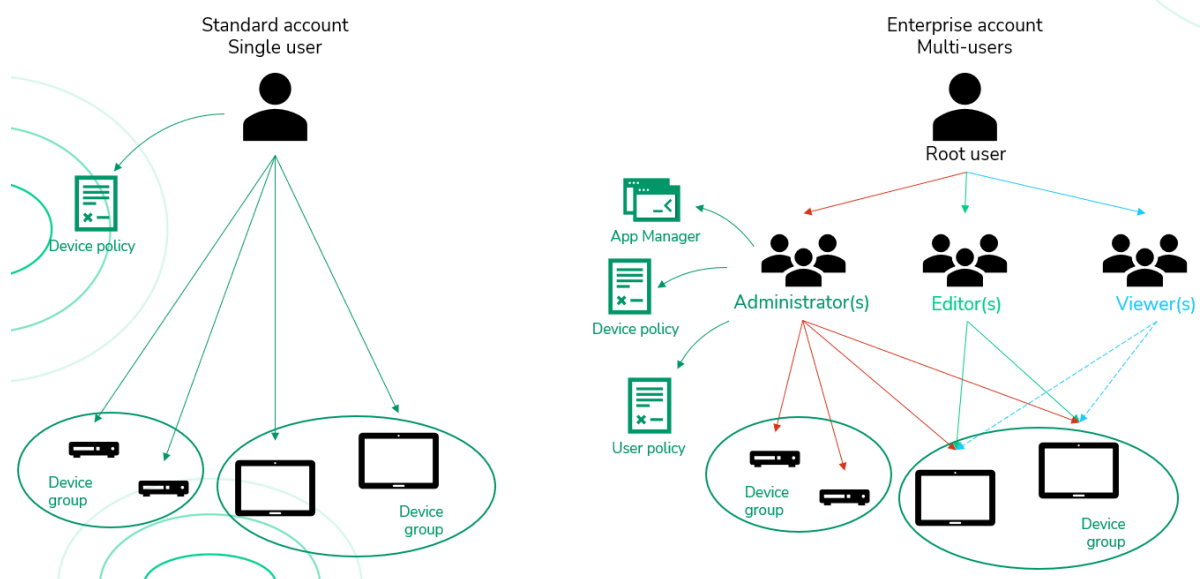
Make inactive

C

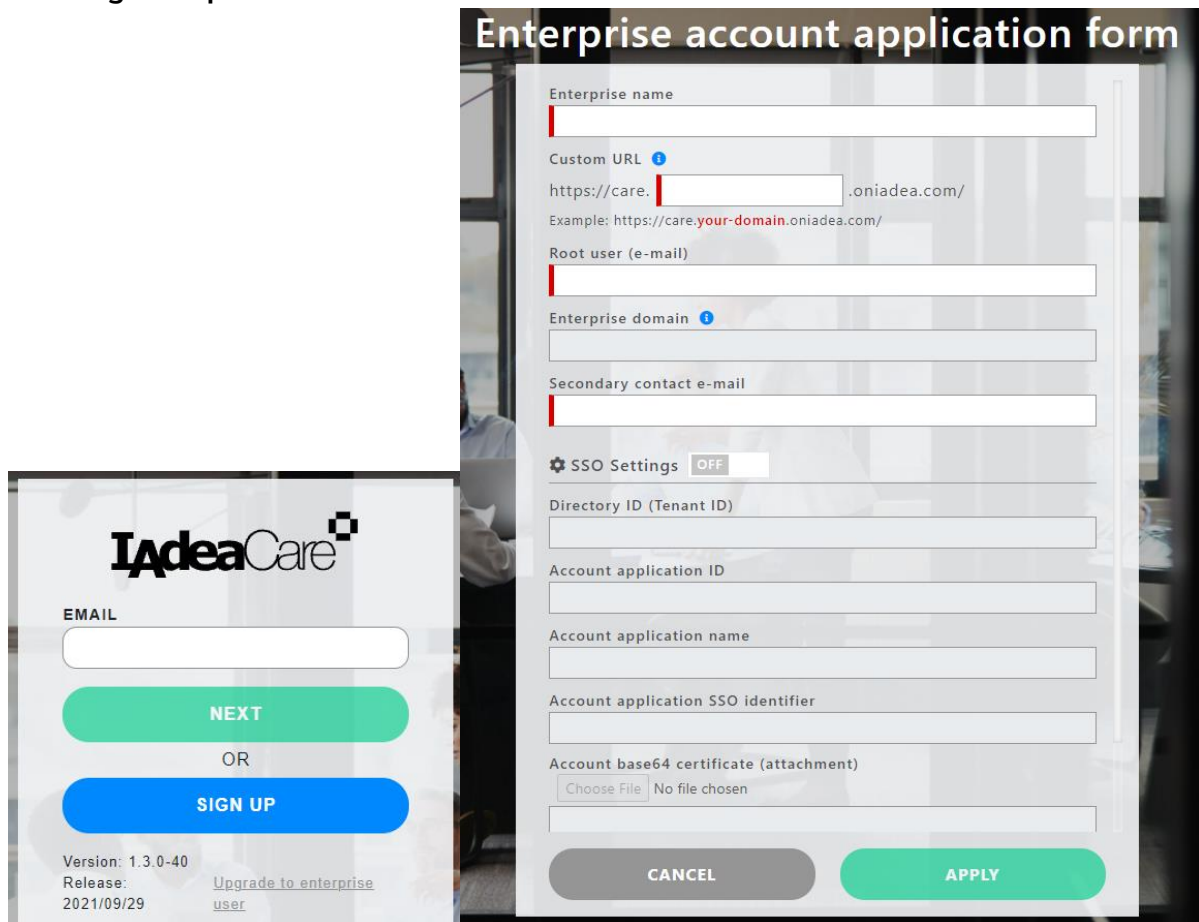
AccessKey ID	Created	Last used	Status	Note
<div>✓</div> <div>54231f35-16d0-496d-ba2b-eda49c4a2175</div>	2021-05-24 22:59:00		Active	<div>note</div> <div>✎</div>
<div>●</div> <div>9fd83d78-6175-44ef-bcb3-757c42164094</div>			Inactive	<div></div> <div>✓</div>

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.



Creating Enterprise Account



The image shows two screenshots of the IAdeaCare interface. The left screenshot shows the 'Upgrade to Enterprise' button. The right screenshot shows the 'Enterprise account application form' with the following fields:

- Enterprise name
- Custom URL: <https://care. .oniadea.com/>
Example: <https://care.your-domain.oniadea.com/>
- Root user (e-mail)
- Enterprise domain
- Secondary contact e-mail
- SSO Settings: OFF
- Directory ID (Tenant ID)
- Account application ID
- Account application name
- Account application SSO identifier
- Account base64 certificate (attachment): Choose File | No file chosen
- CANCEL and APPLY buttons

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



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.

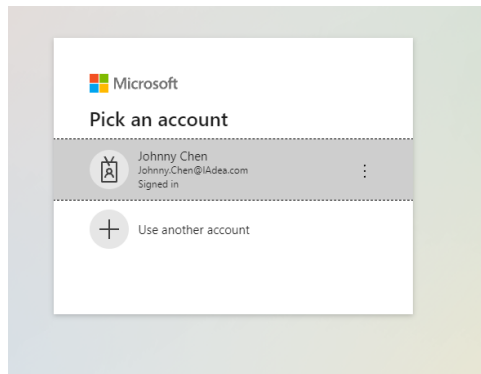
For Enterprise login, the system will verify your login domain. The portal will be redirect to the correct IAdeaCare login.



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.

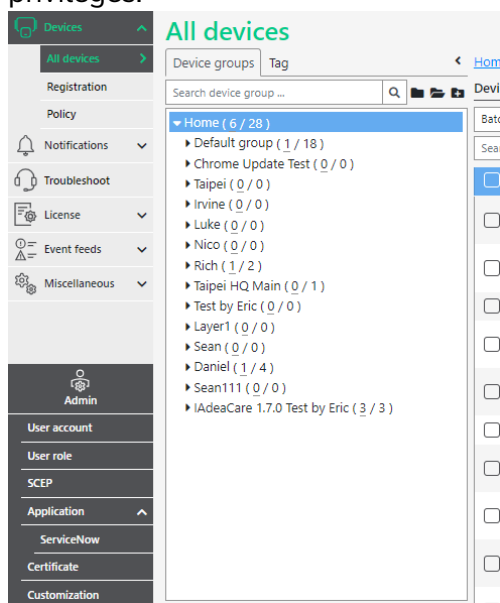
For SSO setup, users will be requested to login using their MS Active Directory account.



Admin

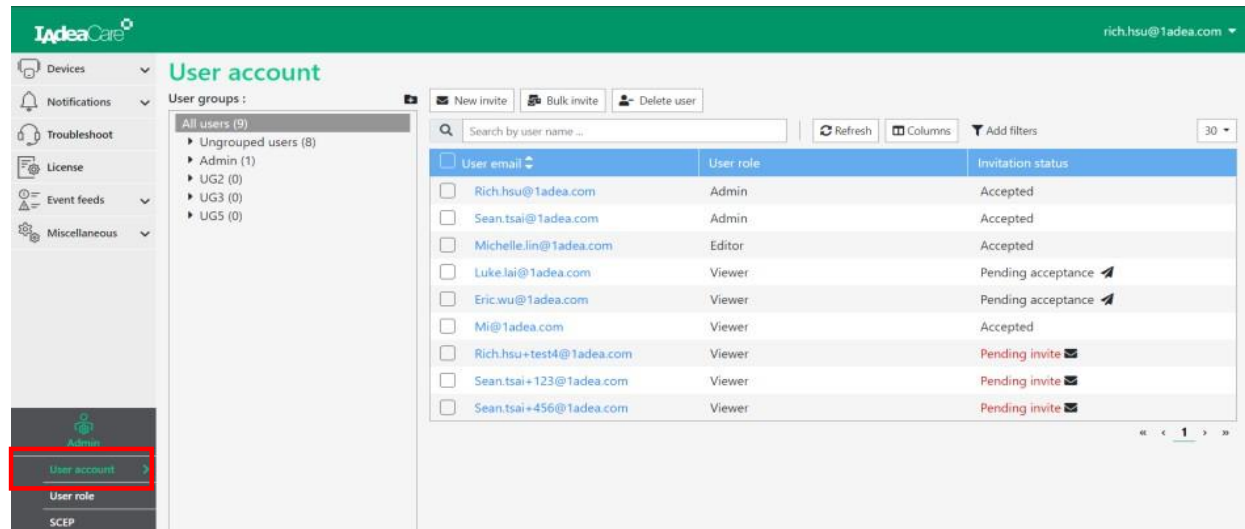
Overview

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.

User Account

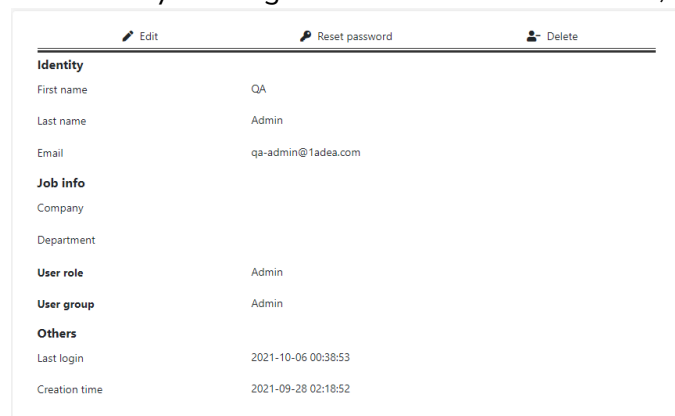


User Account: This allows the Administrator to invite, delete, and delegate user role and groups to sub-users.

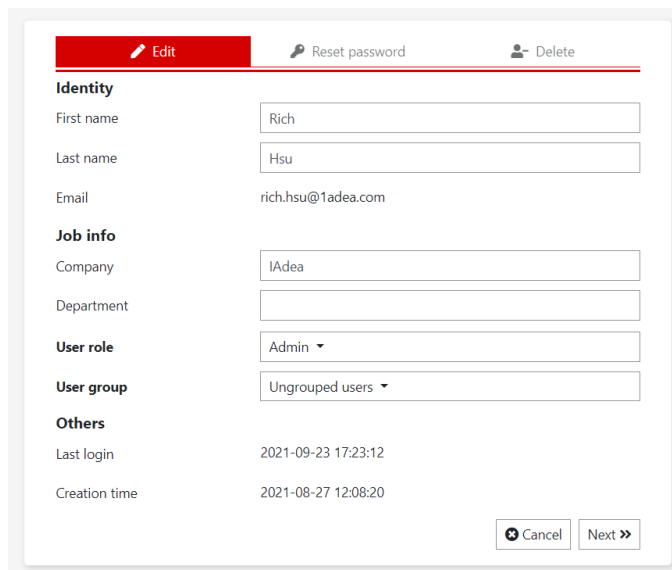
- When All Users is selected; New Invite, Bulk Invite, and Delete User, will be populated for use.
- All Users are shown with their email, user role, and invitation status.
- Invitation status:
 - **Pending acceptance** – Waiting for user to log back into the system.
 - **Accepted** – User received the 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.

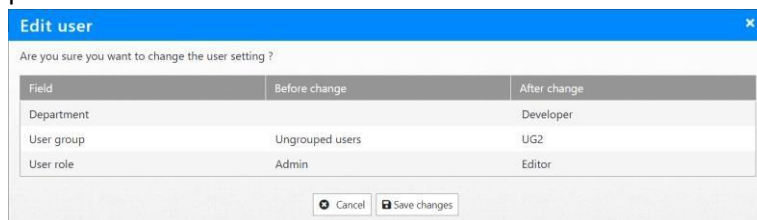


Edit User Detail



The 'Edit User Detail' form is divided into several sections: Identity, Job info, User role, User group, and Others. The Identity section includes fields for First name (Rich), Last name (Hsu), and Email (rich.hsu@1adea.com). The Job info section includes Company (IAdea), Department, and User role (Admin). The User group section includes a dropdown for User group (Ungrouped users). The Others section includes Last login (2021-09-23 17:23:12) and Creation time (2021-08-27 12:08:20). At the top, there are buttons for Edit, Reset password, and Delete. At the bottom, there are buttons for Cancel and Next.

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



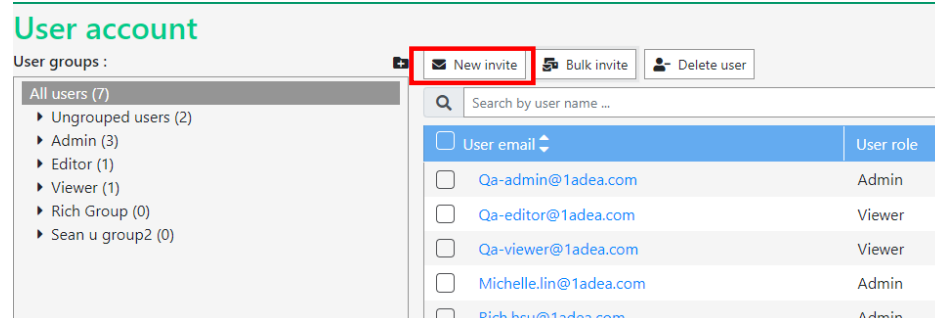
The 'Edit user' dialog box asks 'Are you sure you want to change the user setting?'. It contains a table showing the changes to be made:

Field	Before change	After change
Department		Developer
User group	Ungrouped users	UG2
User role	Admin	Editor

At the bottom, there are buttons for Cancel and Save changes.

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

New Invite



The 'New Invite' form is titled 'User account'. It has a 'User groups' section on the left with a tree view showing 'All users (7)' and its subgroups: 'Ungrouped users (2)', 'Admin (3)', 'Editor (1)', 'Viewer (1)', 'Rich Group (0)', and 'Sean u group2 (0)'. On the right, there are buttons for 'New invite' (highlighted with a red box), 'Bulk invite', and 'Delete user'. Below these buttons is a search bar 'Search by user name ...'. The main area displays a list of users with checkboxes, email addresses, and roles:

<input type="checkbox"/>	User email	User role
<input type="checkbox"/>	Qa-admin@1adea.com	Admin
<input type="checkbox"/>	Qa-editor@1adea.com	Viewer
<input type="checkbox"/>	Qa-viewer@1adea.com	Viewer
<input type="checkbox"/>	Michelle.lin@1adea.com	Admin
<input type="checkbox"/>	Rich.hsu@1adea.com	Admin

Click on New invite to invite a new user.

Invite user

Identity

First name *

Last name *

Email *

@1adea.com

Job info

Company

Department

User role *

User group *

Messages

Cancel

Invite

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

User account

User groups :

New invite

Bulk invite

Delete user

Search by user name ...

User email	User role
<input type="checkbox"/> Qa-admin@1adea.com	Admin
<input type="checkbox"/> Qa-editor@1adea.com	Viewer
<input type="checkbox"/> Qa-viewer@1adea.com	Viewer
<input type="checkbox"/> Michelle.lin@1adea.com	Admin
<input type="checkbox"/> Rich.hsu@1adea.com	Admin

All users (7)

Ungrouped users (2)

Admin (3)

Editor (1)

Viewer (1)

Rich Group (0)

Sean u group2 (0)

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

Invite multiple users

1. Download csv template (optional)

[Download](#)

2. Edit your csv file

3. Upload your csv file [Choose File](#) No file chosen

Messages

[Cancel](#)
[Submit](#)

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



Delete User

User account

User groups :

All users (7)

- ▶ Ungrouped users (2)
- ▶ Admin (3)
- ▶ Editor (1)
- ▶ Viewer (1)
- ▶ Rich Group (0)
- ▶ Sean u.group2 (0)

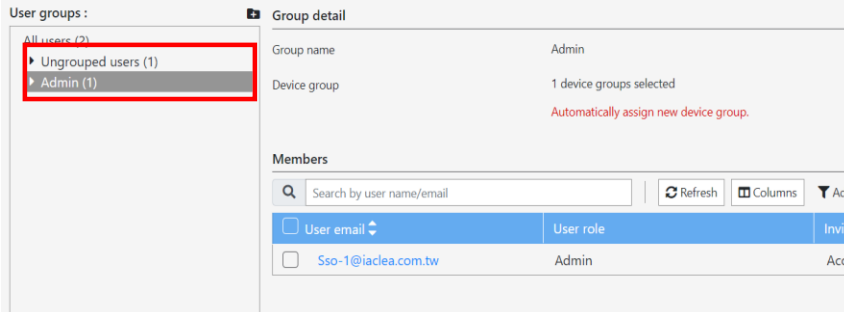
[New invite](#)
[Bulk invite](#)
[Delete user](#)

User email	User role
<input type="checkbox"/> Qa-admin@1adea.com	Admin
<input type="checkbox"/> Qa-editor@1adea.com	Viewer
<input type="checkbox"/> Qa-viewer@1adea.com	Viewer
<input type="checkbox"/> Michelle.lin@1adea.com	Admin
<input type="checkbox"/> Rich.hsu@1adea.com	Admin

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

User Group

User account



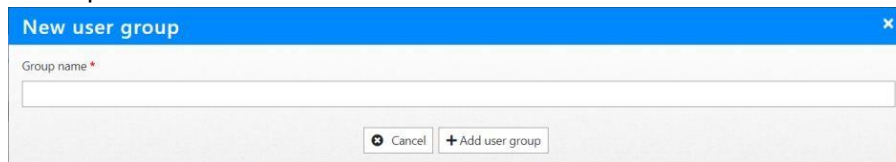
- On the right window, will show the group details and members.
- One user only belongs to one user group.
- There are two pre-defined groups.
 - Ungrouped user** – The users whose user group is deleted or removed from user group. Cannot be deleted.
 - Admin** – The group which pre-check all device groups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

New User Group

User account



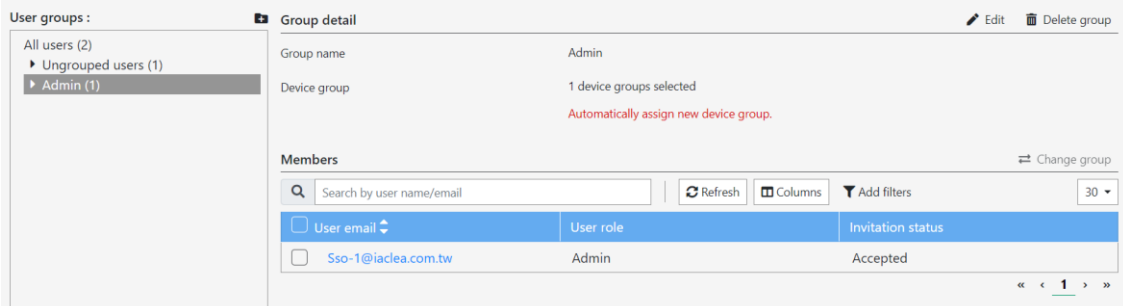
Click on the Add icon to create a new user group. Please confirm that desired group name is unique.



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

User Group Detail

User account



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

Edit User Group

User account

User groups :

- All users (2)
 - ▶ Ungrouped users (1)
 - ▶ **Admin (1)**

Group detail Edit Delete group

Group name:

Device group:

☒ Automatically assign new device group.

Cancel Save

Members Change group

Refresh Columns Add filters 30

<input type="checkbox"/> User email	User role	Invitation status
<input checked="" type="checkbox"/> Sso-1@iaclea.com.tw	Admin	Accepted

« < 1 > »

- 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.)

Change user group ×

Move users from Admin to another user group.

Users under Admin

- sso-1@iaclea.com.tw

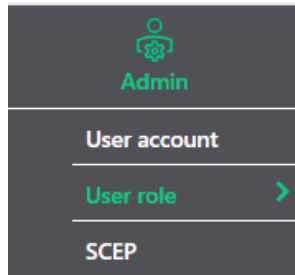
Move to

- All users (2)
 - ▶ Ungrouped users (1)
 - ▶ **Admin (1)**

Cancel Move



User Role



User role

Role permission		
Name	Description	# of users
Admin	All permissions are enabled	4
Editor	Able to access devices	0
Viewer	View function only	3

License -> Admin+Editor: 4 / 20, Viewer: 3 / 50

Users with role <Viewer>

Search by email

Email	User group	Edit policy
qa-editor@1adea.com	Editor	Viewer
qa-viewer@1adea.com	Ungrouped users	Viewer
mark.yang@1adea.com	Viewer	Viewer

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.

Permissions Table – To access, click on Role permission.

Role permission			
Permissions	admin	editor	viewer
Batch actions - Basic configuration	✓	✓	✗
Batch actions - Update security password	✓	✓	✗
Batch actions - Update firmware	✓	✓	✗
Batch actions - Update APK	✓	✓	✗
Batch actions - Reboot	✓	✓	✗
Batch actions - Troubleshoot	✓	✓	✗
Batch actions - Clear cache	✓	✓	✗
Create/move/delete/edit/change device group	✓	✗	✗
Create/edit/delete group policy settings	✓	✗	✗
Device status/info display	✓	✓	✓
Device screenshot	✓	✓	✓
Device - Registration	✓	✗	✗
Device - Reboot	✓	✓	✗
Device - Update firmware	✓	✓	✗
Device - Basic configuration	✓	✓	✗
Device - Network	✓	✓	✗
Device - Security	✓	✓	✗
Device - Troubleshoot	✓	✓	✓
Device - Activities	✓	✓	✓
Device - Alert (Create/edit)	✓	✓	✓
Device - Add license	✓	✗	✗
Device - Change policy	✓	✗	✗
Notification - View alert settings	✓	✓	✓
Notification - Create/edit/delete alert settings	✓	✓	✓
Notification - Acknowledged open alerts	✓	✓	✓
Notification - View reports	✓	✓	✓
Notification - Change report setting	✓	✓	✓
Miscellaneous - LAN config tool download links	✓	✓	✗
Miscellaneous - View access key	✓	✓	✓
Miscellaneous - Create/download/delete access key	✓	✓	✓
Troubleshoot - View/search troubleshoot tickets	✓	✓	✓
License - View/refresh/search device licenses	✓	✓	✓
License - Add/import/reallocate license	✓	✗	✗
License - Export device license data	✓	✗	✗
Event feeds - View/search event logs	✓	✓	✓
Event feeds - Export event logs	✓	✓	✓
Event feeds - View/search device activities	✓	✓	✓
Administrative settings - Invite/edit/delete user	✓	✗	✗
Administrative settings - Edit group policy	✓	✗	✗
Administrative settings - Create/edit/delete user group	✓	✗	✗
Administrative settings - Create/edit/delete SCEP server	✓	✗	✗
Administrative settings - Edit logo/background	✓	✗	✗

✕ Close



SCEP

Overview

Devices

Notifications

Troubleshoot

License

Event feeds

Miscellaneous

Admin

User account

User role

SCEP

SCEP

+ Add new credential setting

Alias	Subject	SCEP server	Profile	Action
iadeacare-scep-eap-cert-AAAA				
iadeacare-scep-eap-cert-BBB				
iadeacare-scep-eap-cert-QAtest	OU=IAdea Player	http://52.240.54.88/certsrv/mscep	QA-SCEP-Server2	
iadeacare-scep-eap-cert-T1		http://10.0.10.234/certsrv/mscep/	NDES	
iadeacare-scep-eap-cert-T2		http://10.0.10.206/certsrv/mscep/	NDES2	
iadeacare-scep-eap-cert-T3		http://10.0.10.205/certsrv/mscep/	NDES3	

Add New Credential

Add new credential

Alias

iadeacare-scep-eap-cert-

Subject

Key size

1024

SCEP server

Profile

Usage

APP

Auto renew

120

days before expiration

Cancel

Create

Alias: iadeacare-scep-eap-cert- will be fixed prefix.

Click 'Create' to finish and go back to SCEP page.

Credential Details

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

Credential details
Edit

Alias	iadeacare-scep-eap-cert-AAAA
Subject	
Key size	1024
SCEP server	
Profile	
Usage	APP
Auto renew	120

Device list
Renew SCEP
Add device
Export

Search device by name or mac
Refresh devices
No license

Device name	Device group	MAC	Enrollment status	Expiry date
Please wait...				

Edit Credential

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

Credential details
Edit

Alias	iadeacare-scep-eap-cert-AAAA
Subject	
Key size	1024
SCEP server	
Profile	
Usage	APP
Auto renew	120 days before expiration

Device list
Renew SCEP
Add device
Export

Cancel
Save

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

Update credential

SCEP alias
iadeacare-scep-eap-cert-AAAA

SCEP enrollment settings
Challenge password *

802.1x EAP settings
EAP method
TLS
Domain
Identity *

Device list : 0 device(s) are selected.

Search device by name or mac
Refresh devices
No license

Device name	Device group	MAC	Enrollment status	Expiry date
Please wait...				

Cancel
Update

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.



rich.hsu@iadea.com

Credential details Edit

Alias: iadeacare-scep-eap-cert-testBySean2

Subject: 1024

Key size: 1024

SCEP server: http://20.106.131.219/certsrv/mscep/

Profile: QA-SCEP-Server2

Usage: EAP-ETHERNET

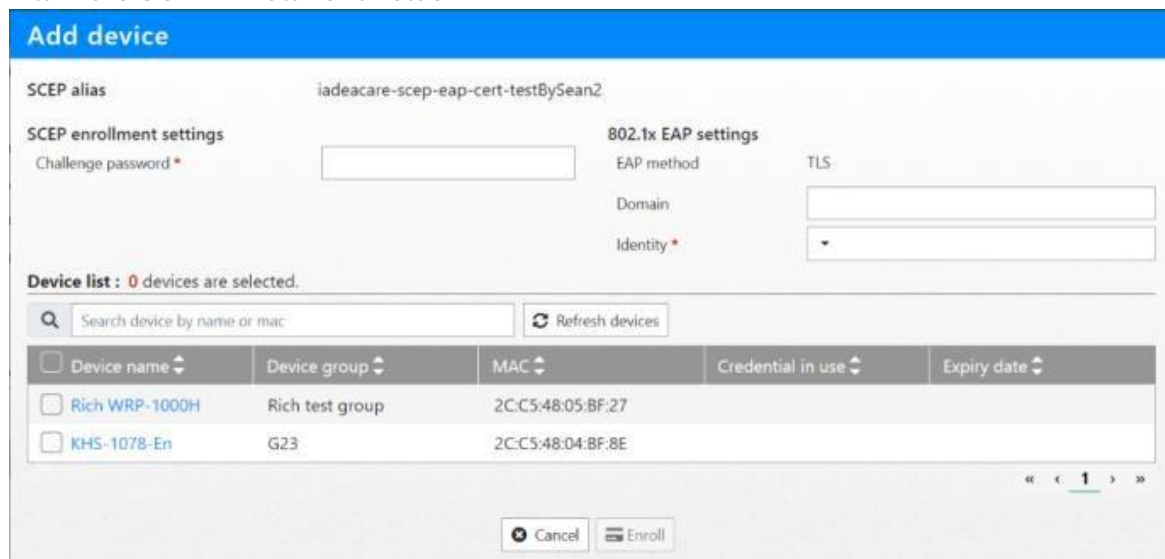
Auto renew: 240

Device list Renew SCEP **+ Add device** Export

Search device by name or mac: Refresh devices

Device name	Device group	MAC	Enrollment status	Expiry date
<input checked="" type="checkbox"/> sean-1078	Default group	2C:C5:48:05:8D:F2	RENEWING	2022-05-10 11:52

Fill in the SCEP Enrollment fields.



Add device

SCEP alias: iadeacare-scep-eap-cert-testBySean2

SCEP enrollment settings

Challenge password:

802.1x EAP settings

EAP method: TLS

Domain:

Identity:

Device list: 0 devices are selected.

Search device by name or mac: Refresh devices

Device name	Device group	MAC	Credential in use	Expiry date
<input type="checkbox"/> Rich WRP-1000H	Rich test group	2C:C5:48:05:BF:27		
<input type="checkbox"/> KHS-1078-En	G23	2C:C5:48:04:BF:8E		

Cancel **Enroll**

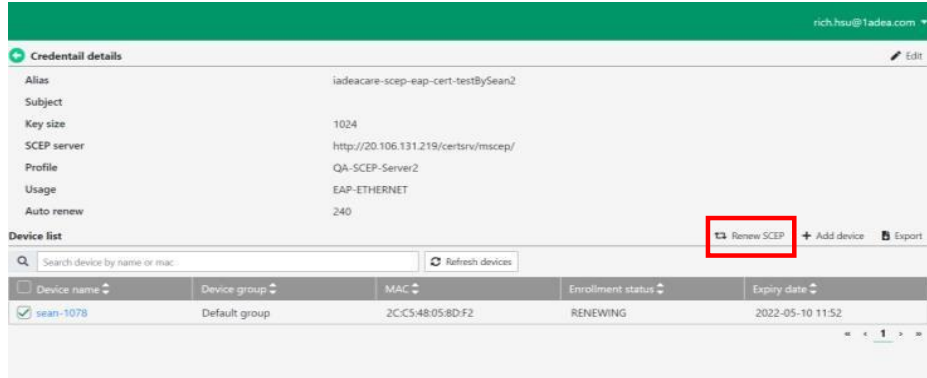
Select desired devices from device list and fill the information below.

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

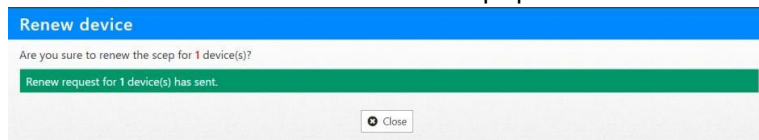
Click **Enroll** to confirm and go back to the Credential detail page.

Renew

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



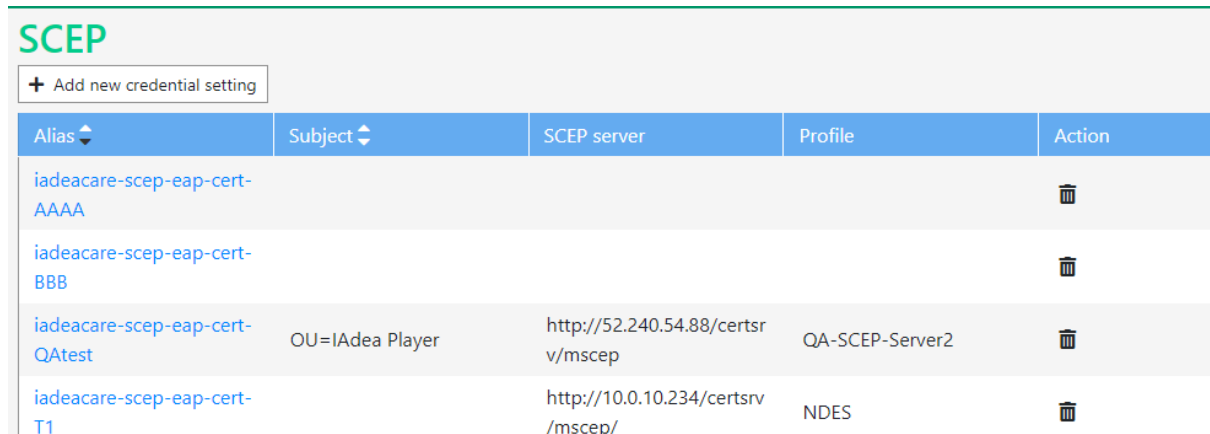
Confirmation for SCEP renewal will populate.




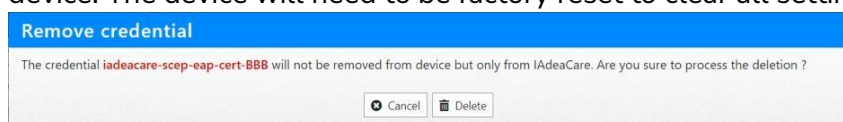
Export

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

Delete Credential



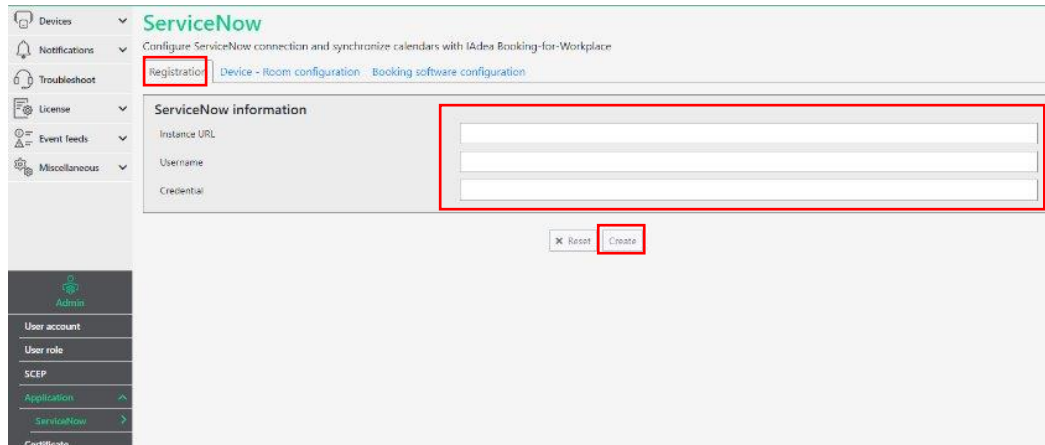
To delete the Credential, click on the  icon to delete. When deleting the credential through IAdeaCare, this will only delete the credential from the server and not from the device. The device will need to be factory reset to clear all settings.



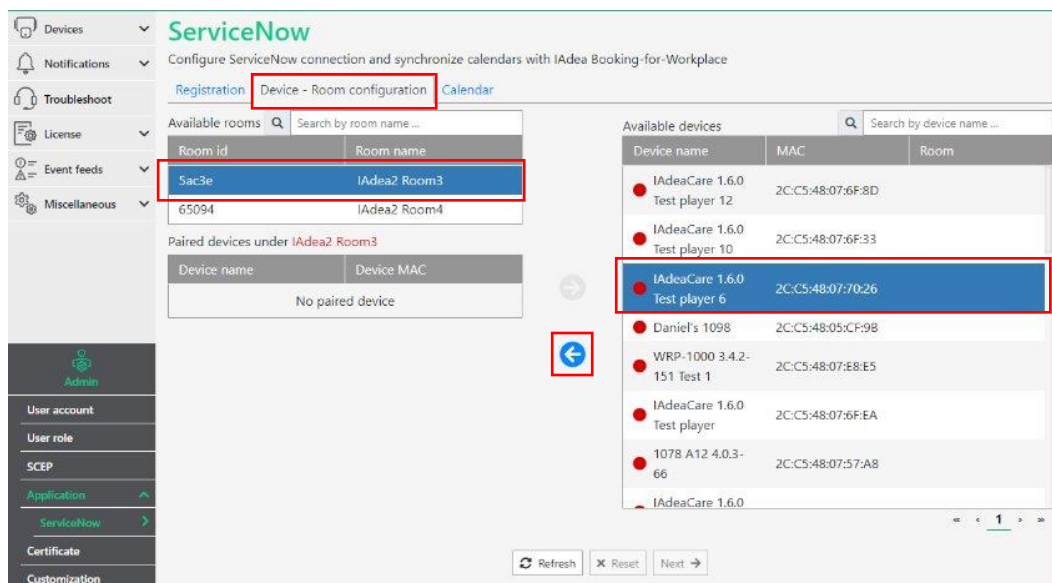
Application

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.

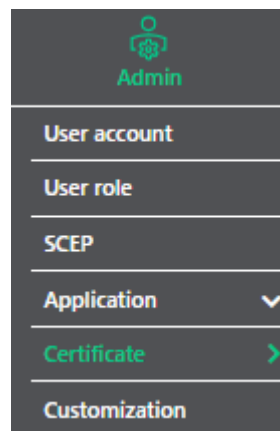


Room id	Room name
5ac3e	IAdea2 Room3
65094	IAdea2 Room4

Device name	MAC	Room
IAdeaCare 1.6.0 Test player 12	2C:C5:48:07:6F:8D	
IAdeaCare 1.6.0 Test player 10	2C:C5:48:07:6F:33	
IAdeaCare 1.6.0 Test player 6	2C:C5:48:07:70:26	
Daniel's 1098	2C:C5:48:05:CF:98	
WRP-1000 3.4.2-151 Test 1	2C:C5:48:07:E8:E5	
IAdeaCare 1.6.0 Test player	2C:C5:48:07:6F:EA	
1078 A12 4.0.3-66	2C:C5:48:07:57:A8	
IAdeaCare 1.6.0		

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

Certificate



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

Certificate

+ Add certificate

Name

Add certificate

Select a certificate to upload. **Select**

Certificate information :

Name Sample_certificate.crt

Size 3150

Cancel **Add**

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

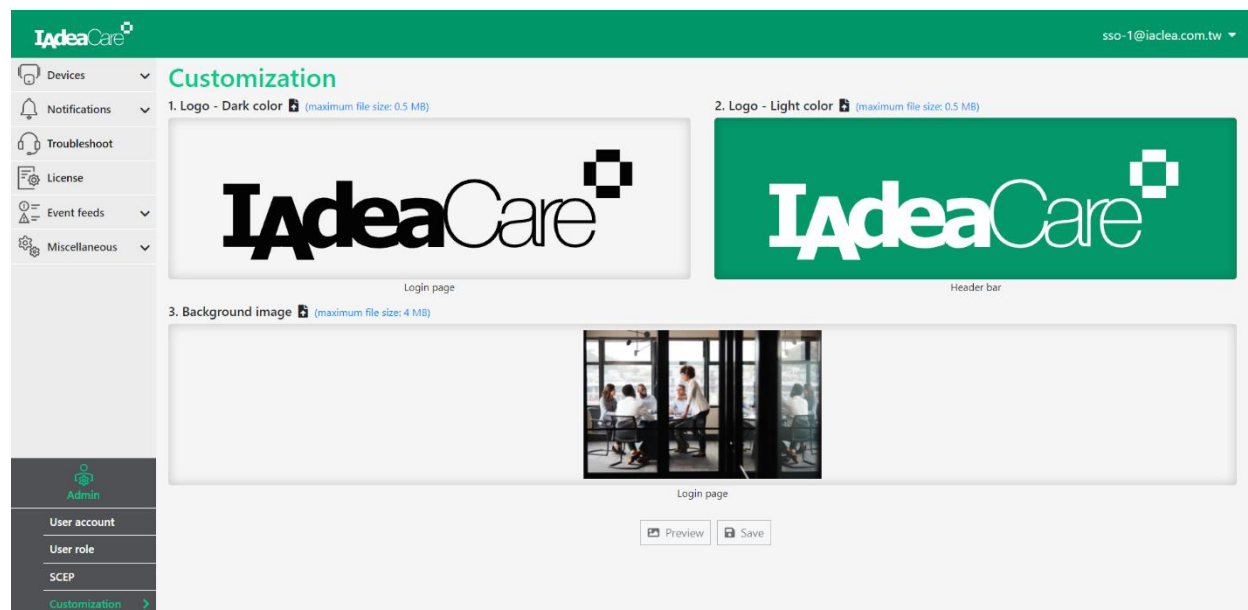
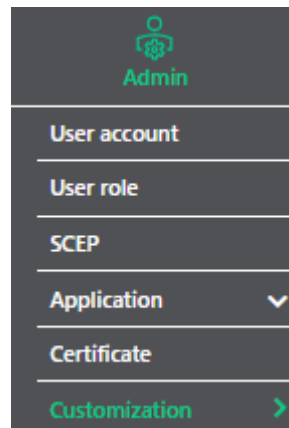
Certificate

+ Add certificate Refresh Search by certificate name ...

Name	Fingerprint	Expiry date	Action
Certificate -Test by Eric	C3:96 5F:A0	2024-05-13	
CybertrustGlobalRoot.crt.pem	5F:43: 34:C6	2021-12-15	
DigiCertAssuredIDTLSCA.crt[1].pem	59:B2 6:2B	2030-02-09	

Customization

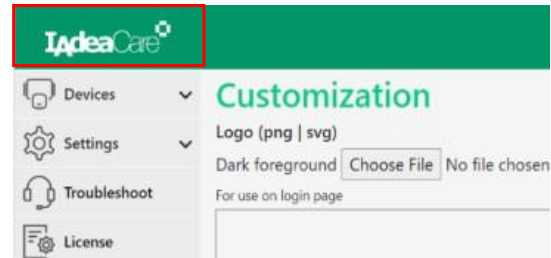
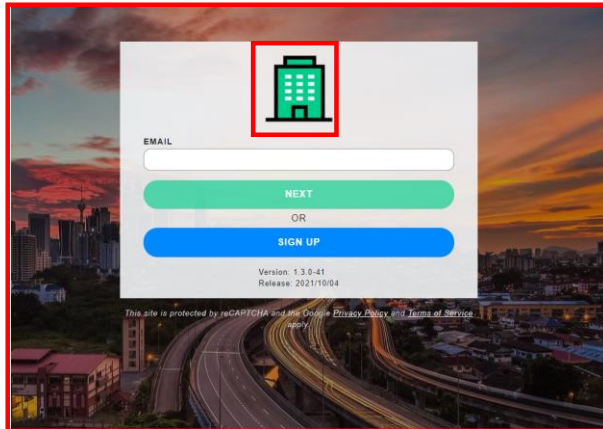
Enterprise allows the user to customize the IAdeaCare login page with branding and background. The logo branding on the top left-hand corner can also be customized.



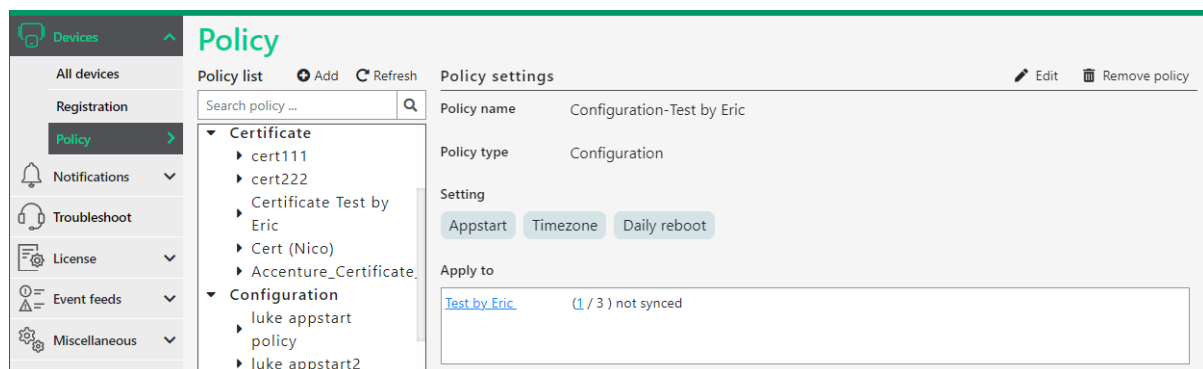
Click the 'Choose file'  to upload logo and background image.

Logo maximum file size: 500 KB. Supported format: .svg and .png

Background maximum file size: 4 MB. Supported format: .jpg and .png



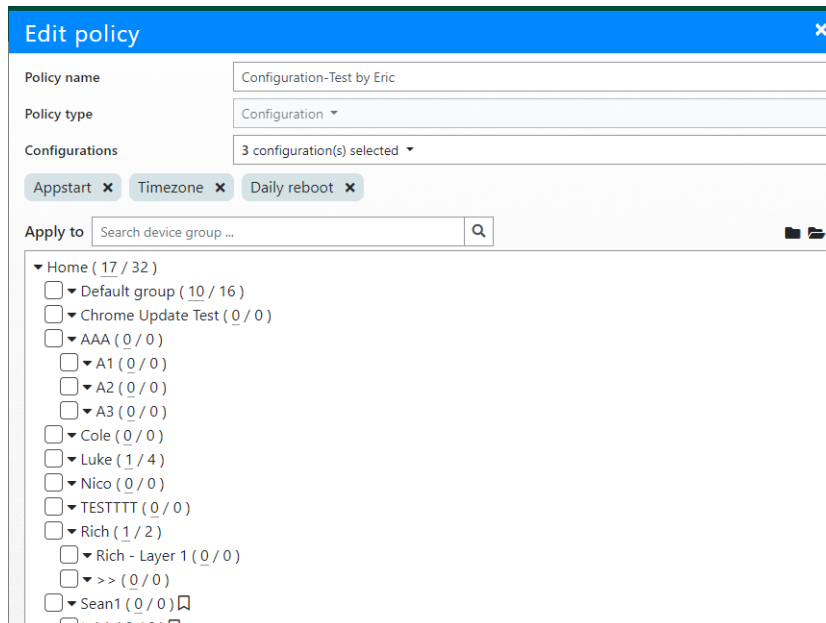
Policy Tab



Policy allows for search by policy name.

Quick Link to the applied Device Group is available for navigation.

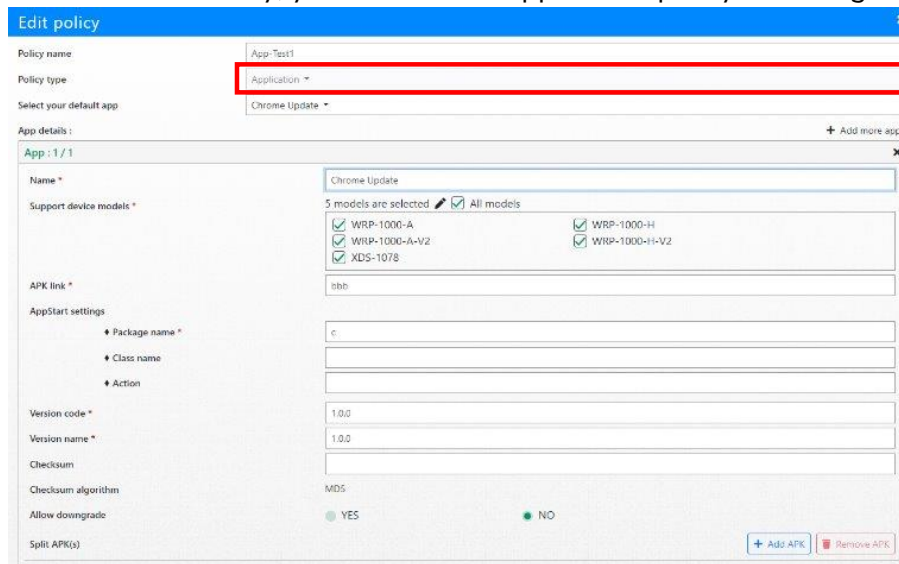
Quick Link and status of device not yet synced to policy is available for navigation.



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



Policy name:

Policy type: AppManagement

App: 1 / 1

APK link:

+ Add more app

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.

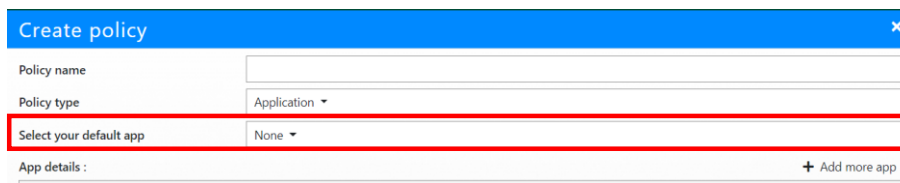
Version code: Version code of the apk.

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.



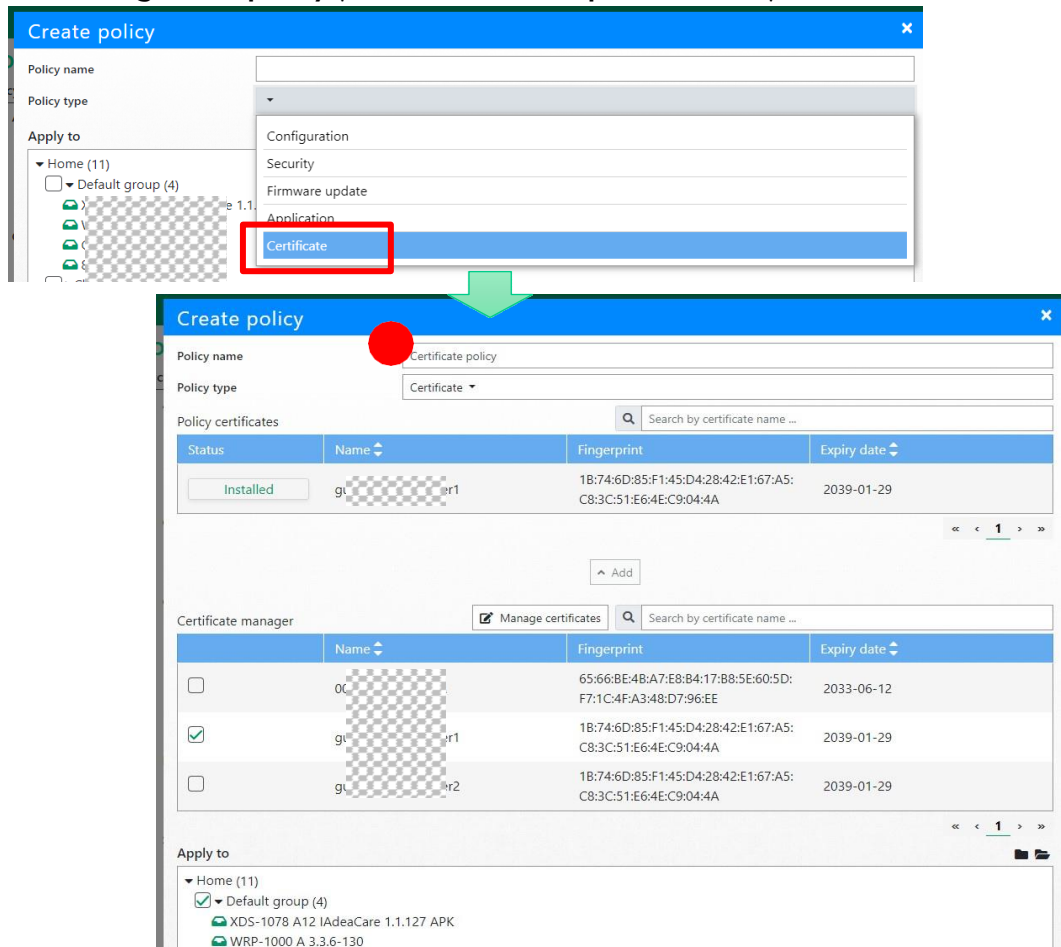
Policy name:

Policy type: Application

Select your default app: None

App details: + Add more app

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
 - a. 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