



User Manual

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IAdeaCare User Manual 1.8.2

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Version Update Changes

1. Improved Tag function. P.14
2. Toggle button to List All Sub-Groups P.18
3. Added Clear Cache and Clear App Data as a function in Player Dashboard P.26
4. Added Reload as a function in Player Dashboard. P.26
5. Added Staggered Reboot function to Daily Reboot policy. P.32
6. Troubleshooting Logs no longer require IAdeaCare license. P.37
7. Added Bulk Registration for device. P.41
8. Added Temporary Pause function to Policy. P.47
9. Added High Priority parameter for Offline Alert. P.50
10. Added new parameter for Device Out of Sync alert. P.53
11. Event Log exports all account modification details. P.64
12. Device Export List w/ Advanced Filter Settings. P.66

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 image shows the IAdeaCare login interface. At the top is the IAdeaCare logo. Below it is a text input field labeled "EMAIL". Underneath the input field is a green button labeled "NEXT". Below the "NEXT" button is the text "OR". Below "OR" is a blue button labeled "SIGN UP". At the bottom of the screen, there is version and release information: "Version: 1.8.2-83" and "Release: 2025/11/07". To the right of this information is a link that says "Upgrade to enterprise user".

- Confirm that IAdeaCare is on the latest Version and Release.
 - v1.8.3-84 | Release: 2025/11
- 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:

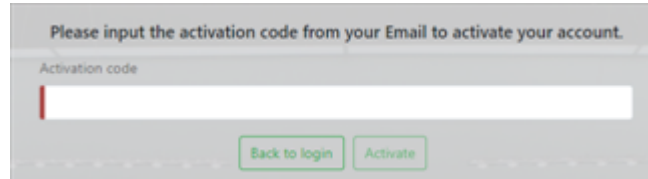


The image shows the "Sign up to IAdeaCare" form. At the top is the title "Sign up to IAdeaCare" and the IAdeaCare logo. The form contains the following fields:

- Email (as login account)
- Password (at least 10 characters long)
- Confirm your password
- First name
- Last name
- Secondary email (optional)

 At the bottom of the form are two buttons: "CANCEL" and "SIGN UP".

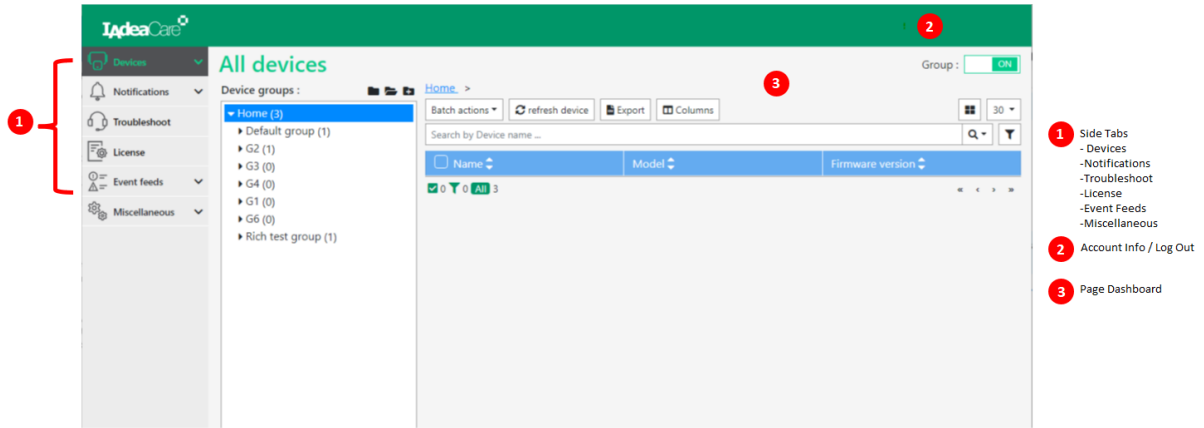
- ii. Once you have your form filled out, click Submit. An email confirmation with an activation code will be sent to your email.

A screenshot of a web form for account activation. The form has a light gray background and a white input field. At the top, it says "Please input the activation code from your Email to activate your account." Below this, the label "Activation code" is positioned above the input field. At the bottom of the form, there are two buttons: "Back to login" and "Activate", both with green borders and white text.

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.

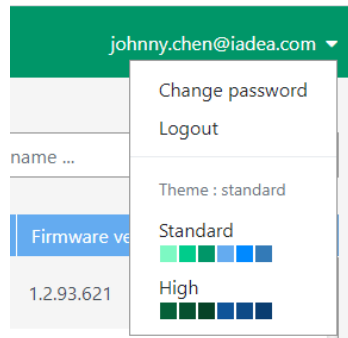
4. UI Overview

4.1 Main Dashboard



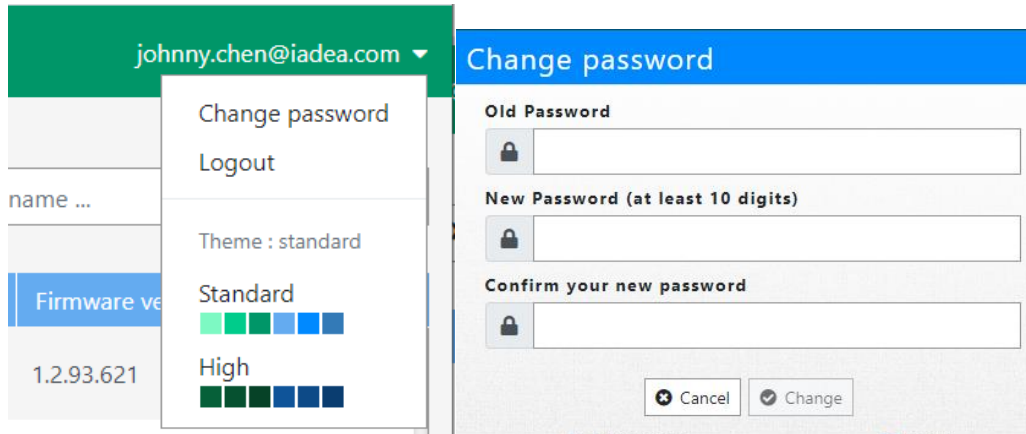
1. The main dashboard is composed of side tabs located on the left-hand side that allow you to navigate your IAdeaCare UI.
2. To logout of IAdeaCare, the **Logout** button is located on top right corner.
3. The page **Dashboard UI** will change to display the content for the selected **Page** Tab.

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



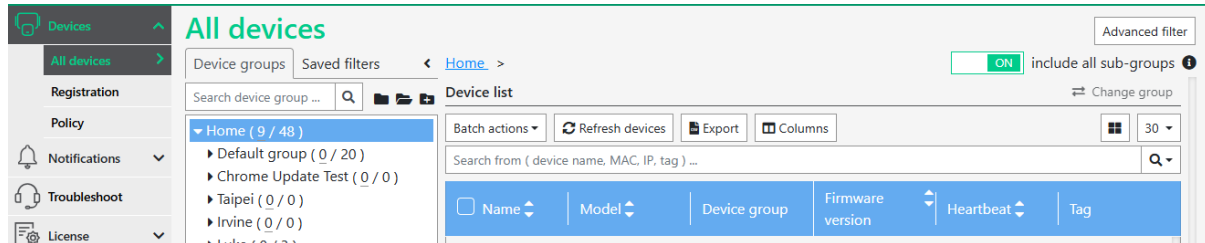
Password Change

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.



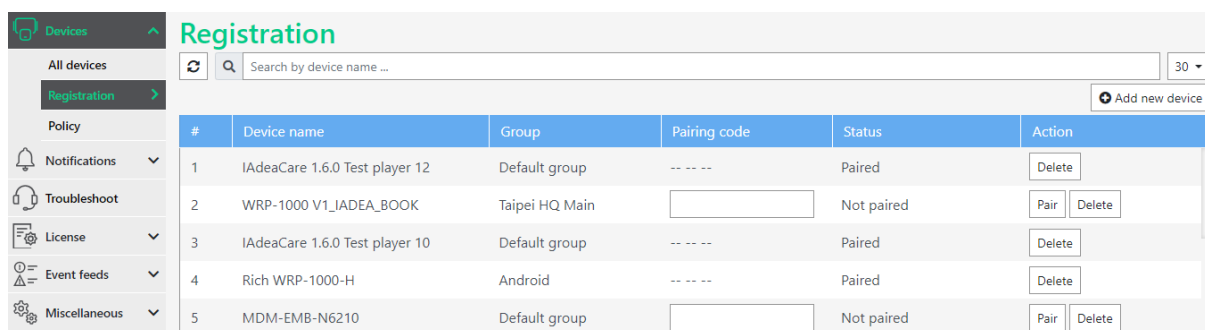
The screenshot displays the IAdeaCare user interface. On the left, a user profile card for 'johnny.chen@iadea.com' is visible, with a dropdown menu open showing options: 'Change password', 'Logout', 'Theme : standard', 'Standard' (with a color bar), and 'High' (with a color bar). The 'Change password' option is selected, leading to a modal dialog box titled 'Change password'. This dialog contains three password input fields: 'Old Password', 'New Password (at least 10 digits)', and 'Confirm your new password'. Each field has a lock icon on the left. At the bottom of the dialog are 'Cancel' and 'Change' buttons.

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.

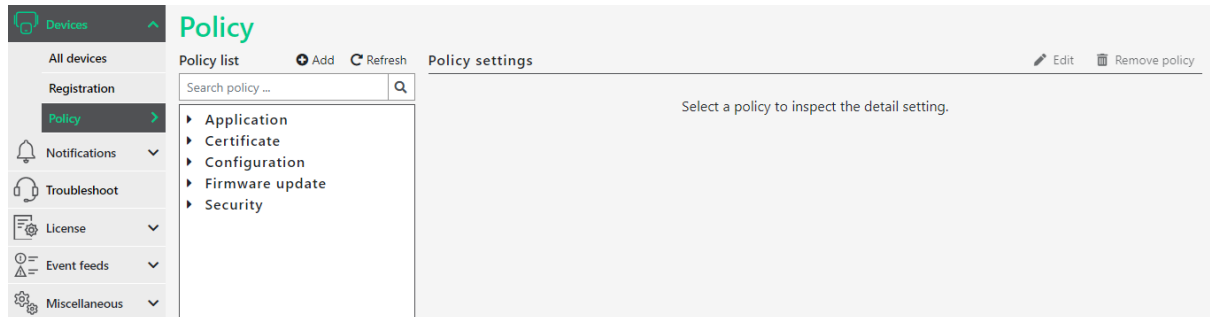


#	Device name	Group	Pairing code	Status	Action
1	IAdeaCare 1.6.0 Test player 12	Default group	-- -- --	Paired	Delete
2	WRP-1000 V1_IADEA_BOOK	Taipei HQ Main	<input type="text"/>	Not paired	Pair Delete
3	IAdeaCare 1.6.0 Test player 10	Default group	-- -- --	Paired	Delete
4	Rich WRP-1000-H	Android	-- -- --	Paired	Delete
5	MDM-EMB-N6210	Default group	<input type="text"/>	Not paired	Pair Delete

Registration Elements:

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

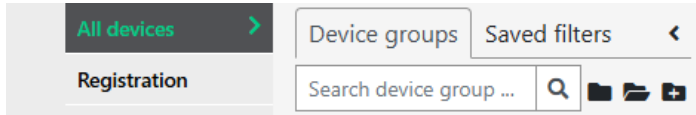
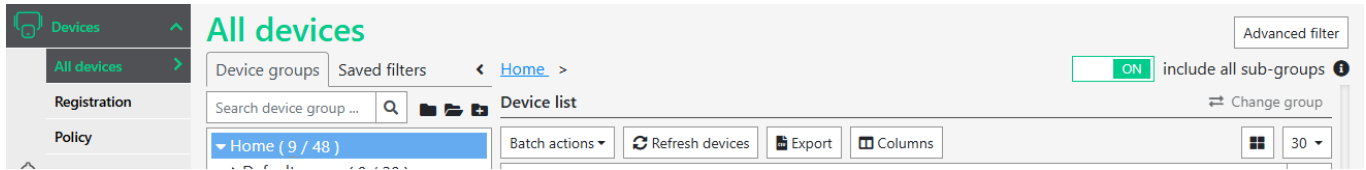
- **Refresh icon:** Refresh Players.
- **Search icon:** Search by Player Name.



Policy Elements:

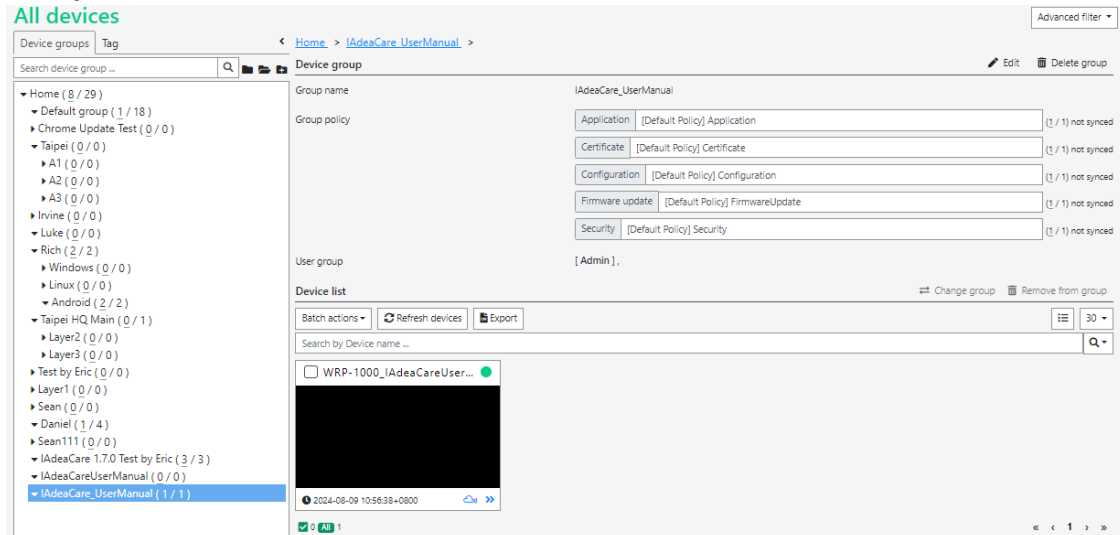
- **Add:** Create a new policy (Application, Certificate, Configuration, Firmware Update, Security) ****Note:** Application and certificate
- **Refresh:** Refresh the policy list to show changes if policies were edited or devices were added.
- **Search icon:** Search by Policy Name.
- **Edit:** Select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

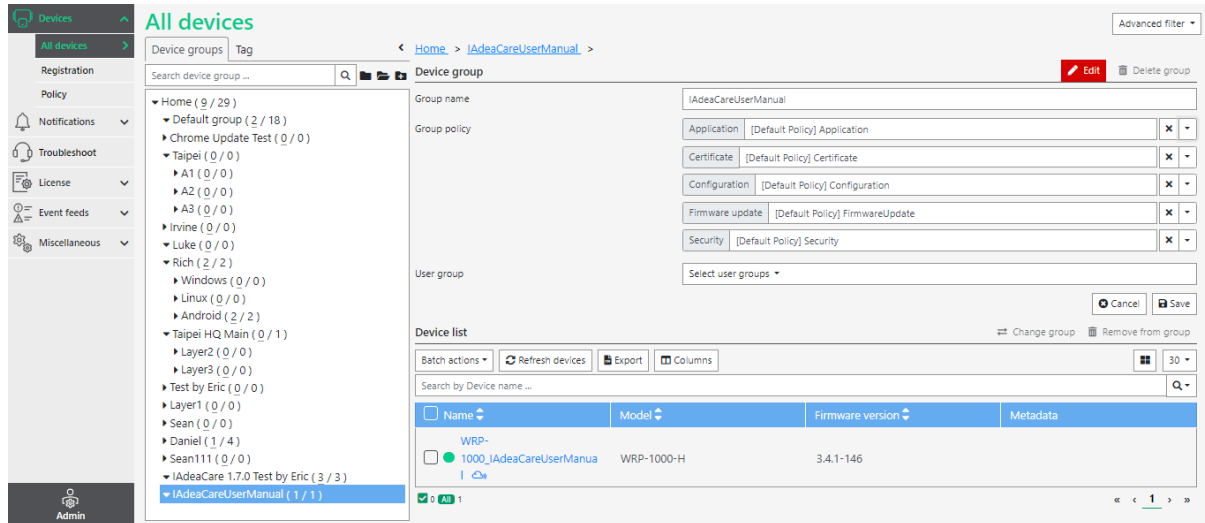


On this page, the dashboard will show Group Name, User Group, and the Device Policy.

****Note: User group** information only exists when under Enterprise account. There is no control button until user click 'Edit'.

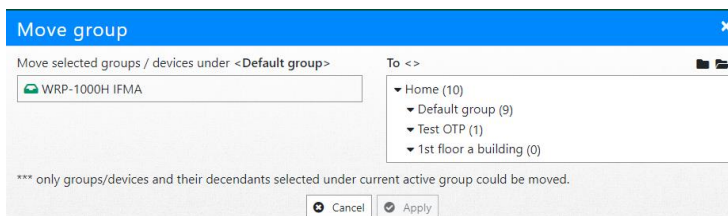
Device Groups now show online/total devices for each group.
Device Search is applicable to All Device Table and Device Group.

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.

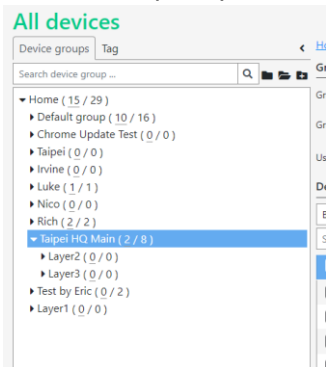


- **Remove from Group:** This option will only populate when devices have been selected. When Remove Group is selected, a system message will populate to notify user "Are you sure to remove devices from [Group Name] group? Devices will be automatically moved to the Default Group."

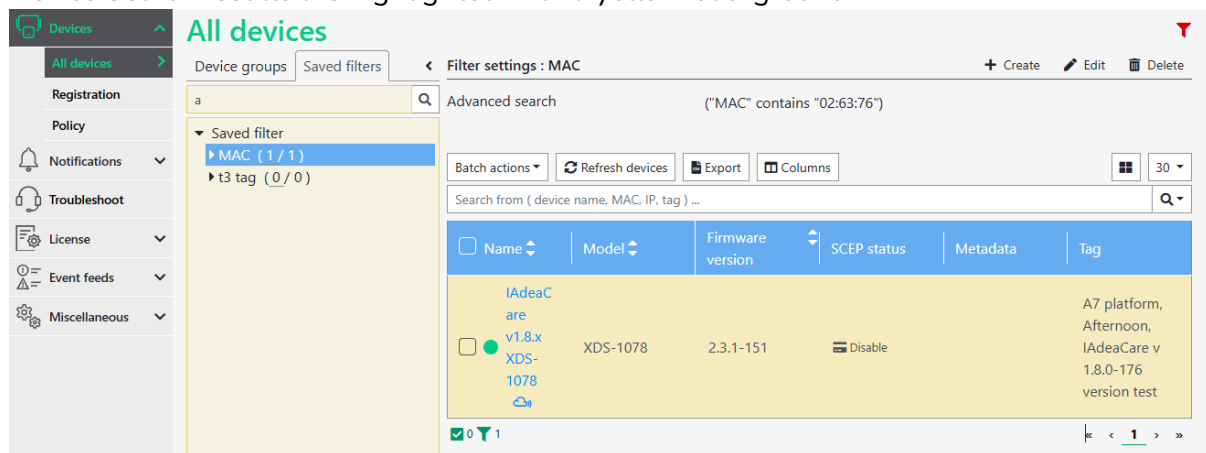
Groups

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.

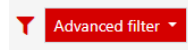
If a group policy is not assigned to any managed policies, it will automatically be assigned the default policy.



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.

New tag(s)

Assigned tags (Click X to remove) Reset

Select tags

123

40584

5 PM 15

A7 platform

A9 platform

Afternoon

Android 12 platform

Eric's IAdeaCare 1.8 version Test

IAdeaCare v 1.8.0-176 version test

test

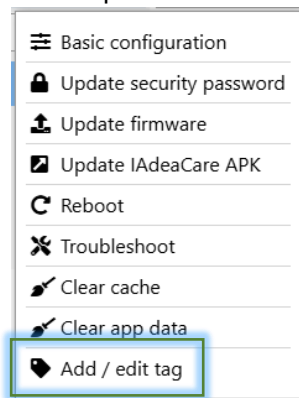
Today is Wednesday

Device(s)

Device name	Device model
sean-test-2	WRP-1000-L

<< Prev
✕ Cancel
Next >>

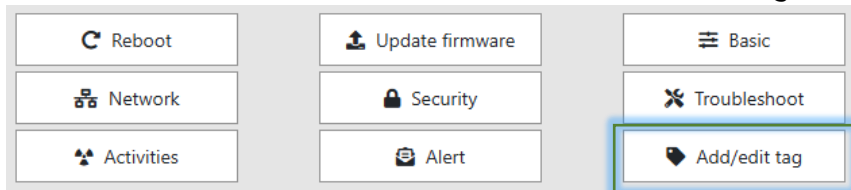
Device Labels can be added to multiple devices through the Batch Action.



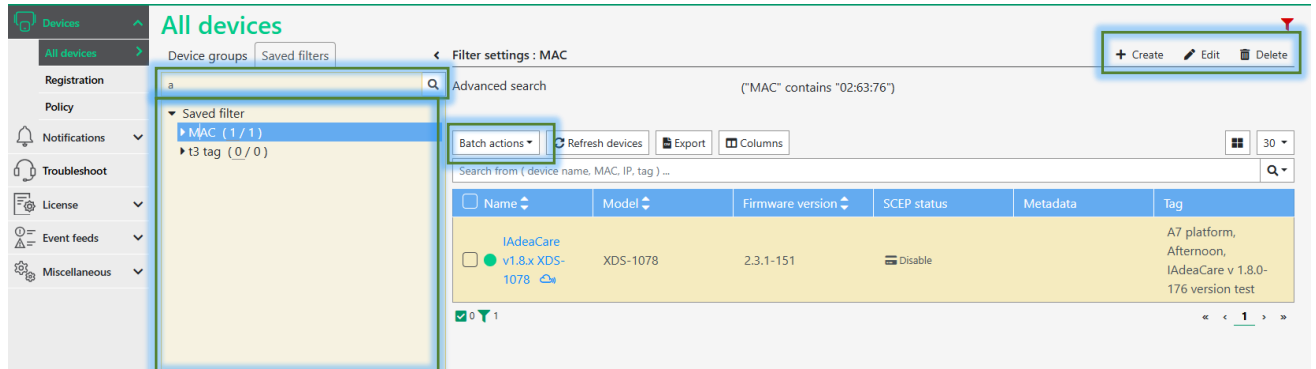
Tags can be new or from Select tags.

Assigned tags will be tags that are already associated to the device and can be removed.

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.

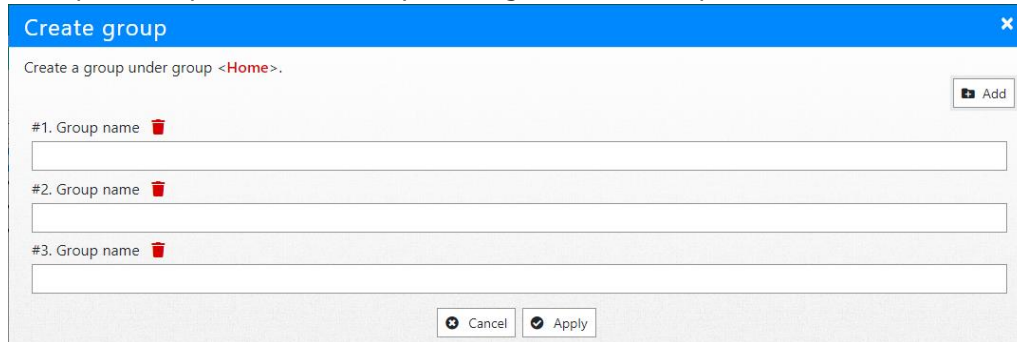
Unselected results from the filter results will be displayed (-/-) as default.

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:

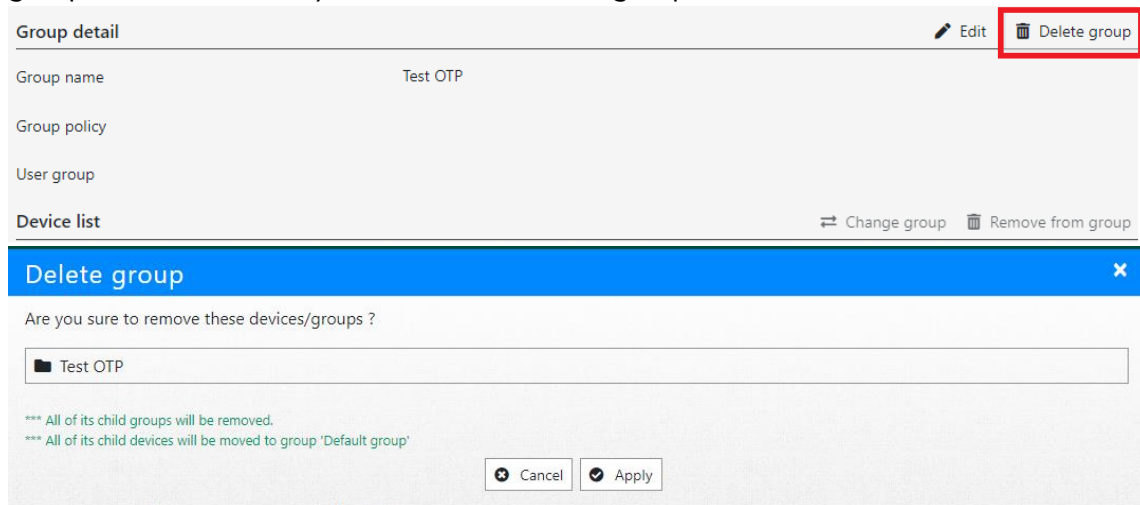
Click Add to add a new group. Input your group name and click apply. You can create multiple Groups at one time by clicking on Add multiple times.



The 'Create group' dialog box has a blue header with a close button. Below the header, it says 'Create a group under group <Home>.' and has an 'Add' button. There are three input fields labeled '#1. Group name', '#2. Group name', and '#3. Group name', each with a red trash icon to its right. At the bottom, there are 'Cancel' and 'Apply' buttons.

Delete Group:

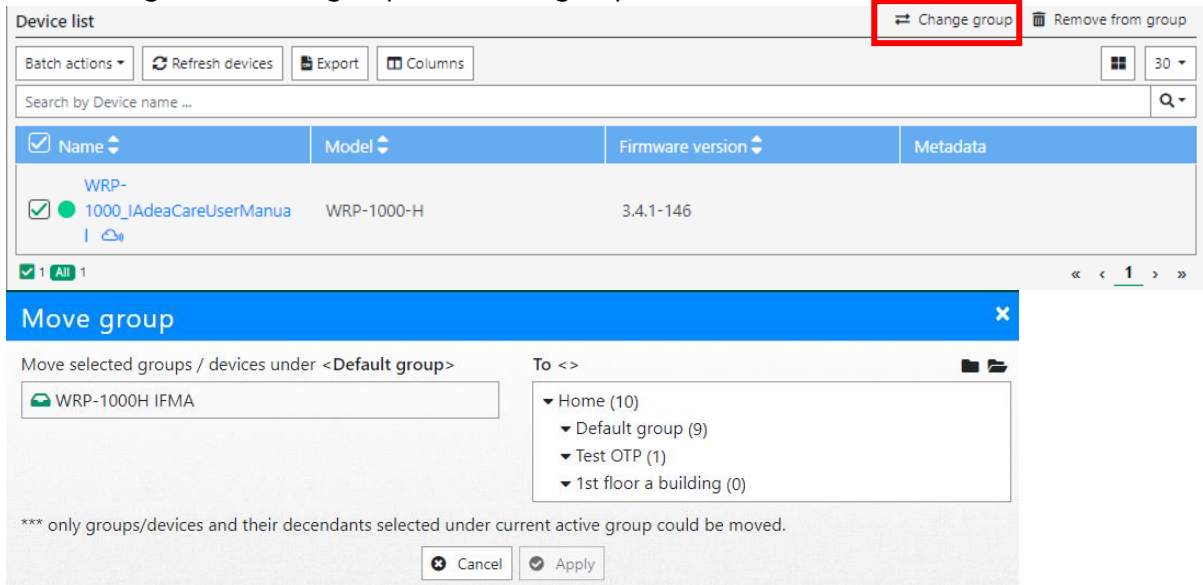
Select Device or Group from the Group tree to be deleted. Click Delete and confirm. When deleting any group, all subgroups will be deleted as well. Devices belonging to deleted group will automatically be moved to Default group.



The 'Delete group' dialog box is shown in two parts. The top part is a 'Group detail' view for a group named 'Test OTP'. It has an 'Edit' button and a 'Delete group' button (highlighted with a red box). Below this are sections for 'Group name', 'Group policy', 'User group', and 'Device list'. The bottom part is the 'Delete group' confirmation dialog, which asks 'Are you sure to remove these devices/groups?'. It shows a folder icon and the name 'Test OTP'. Below this, it states: '*** All of its child groups will be removed.' and '*** All of its child devices will be moved to group 'Default group''. At the bottom are 'Cancel' and 'Apply' buttons.

✂ Move Group:

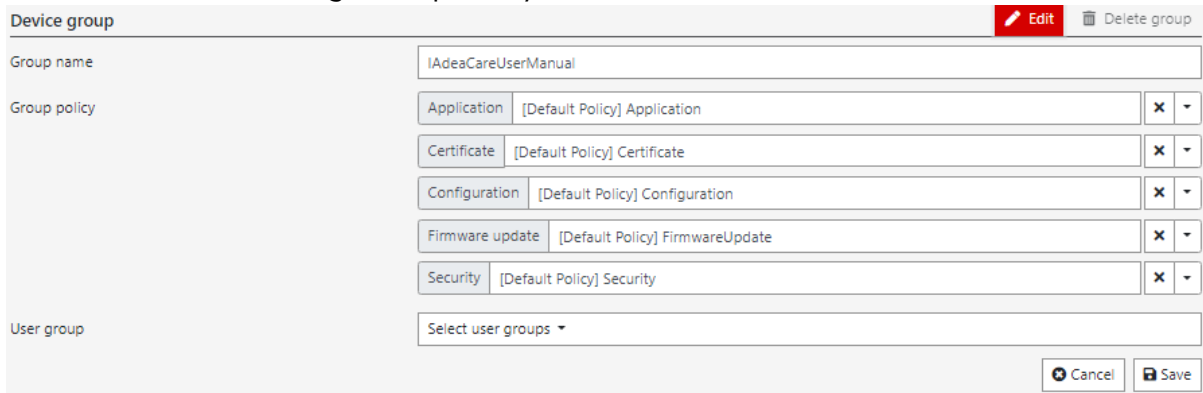
Select device/group from list and click Move Group. You can also check a group's policy to move along with device/group to another group.



The screenshot shows the 'Device list' interface. At the top right, there is a 'Change group' button highlighted with a red box. Below the device list, a 'Move group' dialog box is open. The dialog shows the current group as 'WRP-1000H IFMA' and a tree view of available groups: 'Home (10)', 'Default group (9)', 'Test OTP (1)', and '1st floor a building (0)'. A note at the bottom of the dialog states: '*** only groups/devices and their descendants selected under current active group could be moved.' There are 'Cancel' and 'Apply' buttons at the bottom of the dialog.

✎ Edit: **Edit:**

Allow to View and Change Group Policy.

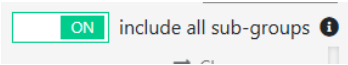


The screenshot shows the 'Device group' edit interface. It includes fields for 'Group name' (IAdeaCareUserManual), 'Group policy' (Application, Certificate, Configuration, Firmware update, Security), and 'User group' (Select user groups). There are 'Edit' and 'Delete group' buttons at the top right, and 'Cancel' and 'Save' buttons at the bottom right.

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

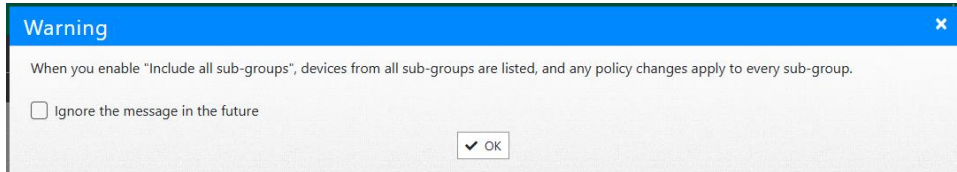
Include all-sub groups:



Toggle switch to list and include all sub-groups's devices,

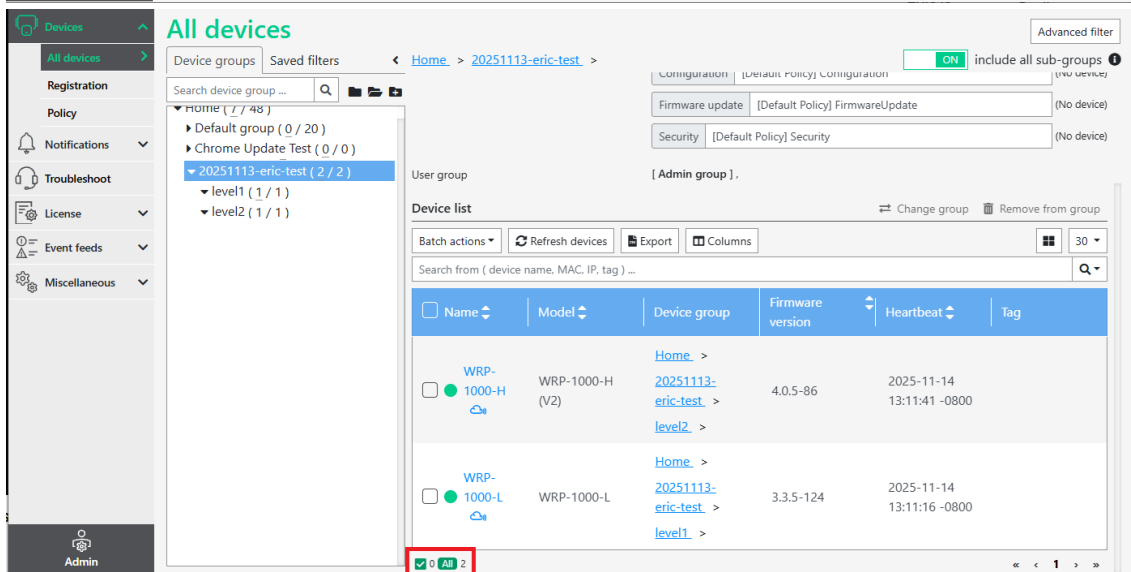
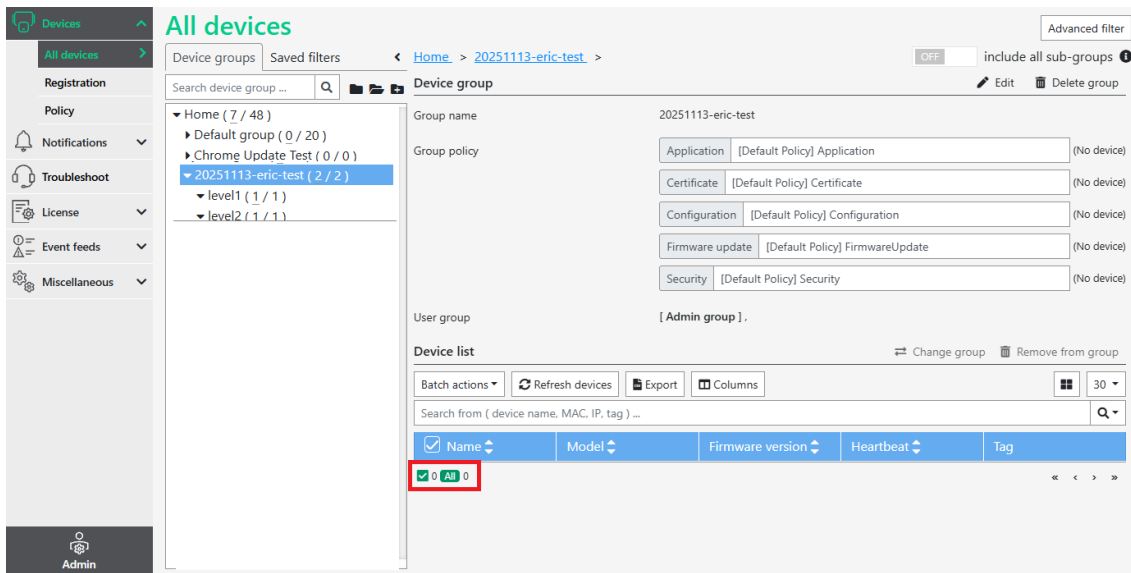
Pop-up message: When you enable Include all sub-groups, devices from all sub-groups are listed, and **any policy changes apply to every sub-group**.

The pop-up message includes an option to ignore this message in the future.



Column view will list all devices in alphabetical order according to their device name

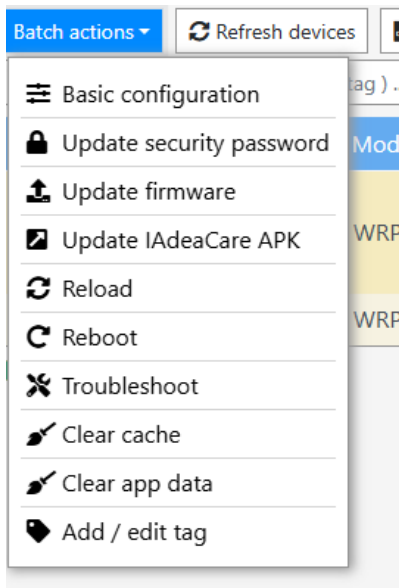
Table view will have a new column named **Device group**. It contains the group path; user can click on any of the group to quickly switch to that group



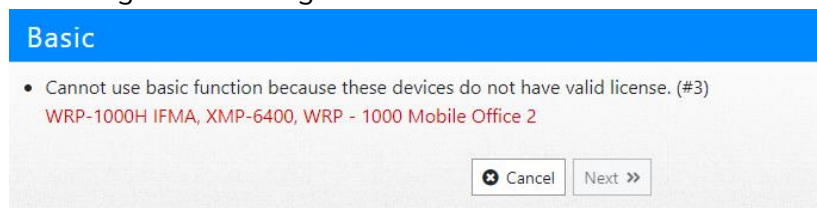
Batch Actions

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.

Reload – Exits the current content and returns to the Basic Settings page to apply the new settings. Automatically Plays new content.

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



the player or delete the storage content.

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

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

Home Shortcuts



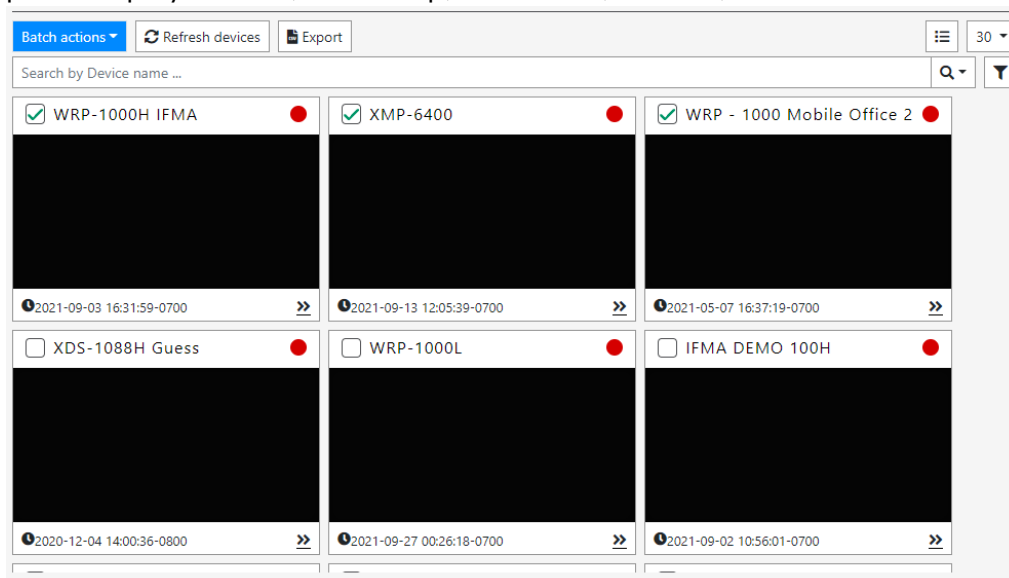
Refresh devices - Refresh all content to reflect any changes that you may have submitted. There is a 30 second time restriction between each refresh.


Export - Export device information to a .csv file.

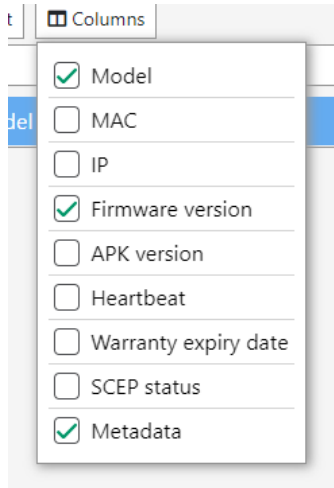
Table View - The default view that will populate, it shows your homepage with all your players with detailed information regarding the configurations of the player.

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	1.293.621
<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	1.295.647
<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.

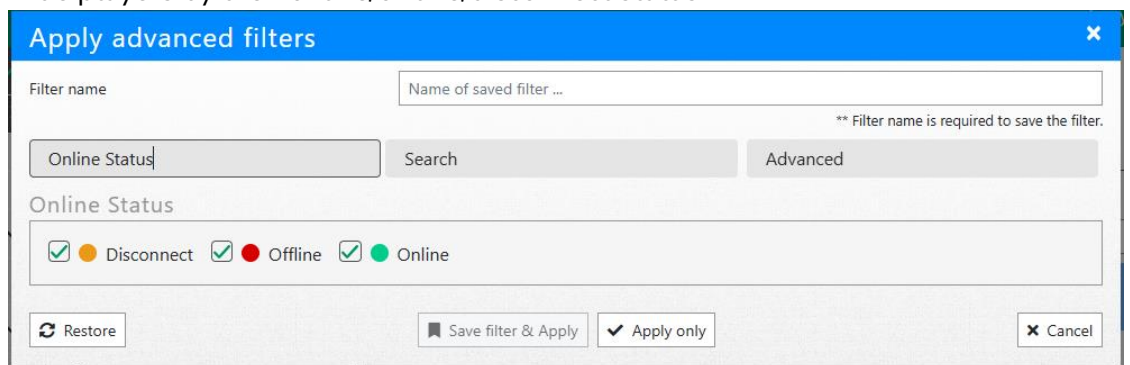
- Metadata key must be “iadeacare:application-feedback” for the value to show in device table.
- All customized metadata will only be shown in export csv with both key and key value.



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

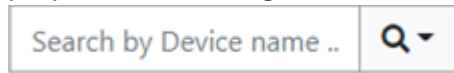
Advanced Filter settings allow user organize and filter player details by the selected settings. Users are able to:

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

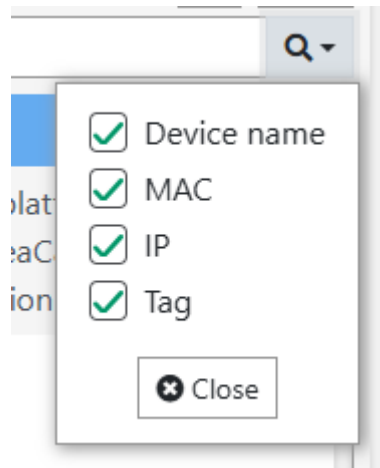


- Configure which settings the filter will use to display desired devices.
 - All Categories include Basic Settings configurations and Schedule configurations.
 - Can also search by Player Model and Firmware Version.
 - Can also search by Player Model and WebView Version.
 - Each filter category has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

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 the **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 shows the 'All devices' dashboard. On the left is a navigation menu with options like 'Registration', 'Policy', 'Notifications', 'Troubleshoot', 'License', and 'Event feeds'. The main area is titled 'All devices' and shows a tree view of device groups under 'Home (4 / 28)'. The groups include '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)'. Below this is a 'Device list' table with columns for 'Name' and 'Model'. The first row is highlighted with a red box and contains the device '1078 A12 4.0.3-66' with model 'XDS-1078 (A12)'. The second row is 'IAdeaCare 1.6.0 Test player' with model 'WRP-1000-H (V2)'.


The screenshot shows the 'Device's Dashboard' for 'XDS-1078A12 IAdea'. The top left shows the device name and status 'Online'. Below is a 'Remote Device Management' interface with a 'Last screen capture time' of '2025-11-03 23:35:38 -0800'. A grid of action buttons includes 'Reload', 'Clear app data', 'Network', 'Activities', 'Reboot', 'Update firmware', 'Security', 'Alert', 'Clear cache', 'Basic', 'Troubleshoot', and 'Add/edit tag'. On the right is a 'General' information panel with the following details:

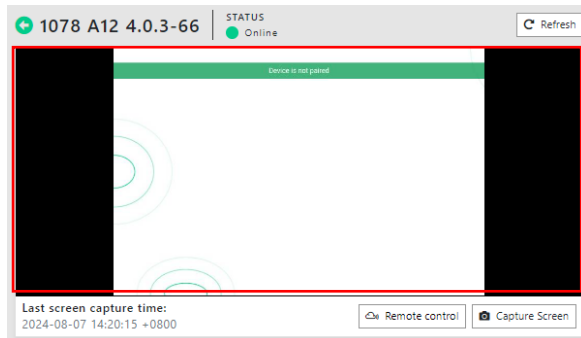
- Device name: 1078 A12 4.0.3-66 (XDS1078E2340036)
- Device group: [Home > Default group >](#)
- Model: XDS-1078 (A12)
- Primary MAC address: 2C:CS:48:07:57:A8 (Ethernet)
- Content URL: <https://servicenow.for-workplace.com>
- WebView provider: Android System WebView - 107.0.5304.141
- Firmware version: eng.luke.l.20251231.233335
- APK version: 1.1.128+bundle
- Uptime: 720:10:24
- Device local time: 2024-08-07 14:00:09 GMT+08:00
- Heartbeat: 2024-08-07 14:20:09 GMT+08:00
- Warranty expiry date: [Blank]

Below the general information are sections for 'Network' (Type: Ethernet, IP: 10.0.10.38, Gateway: 10.0.10.254, Netmask: 255.255.255.0, DNS 1: 168.95.1.1, DNS 2: 8.8.8.8) and 'Policy' (Application: [Default Policy] Certificate, Certificate: [Connect to ServiceNow](#), Configuration: [Default Policy] FirmwareUpdate).

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	

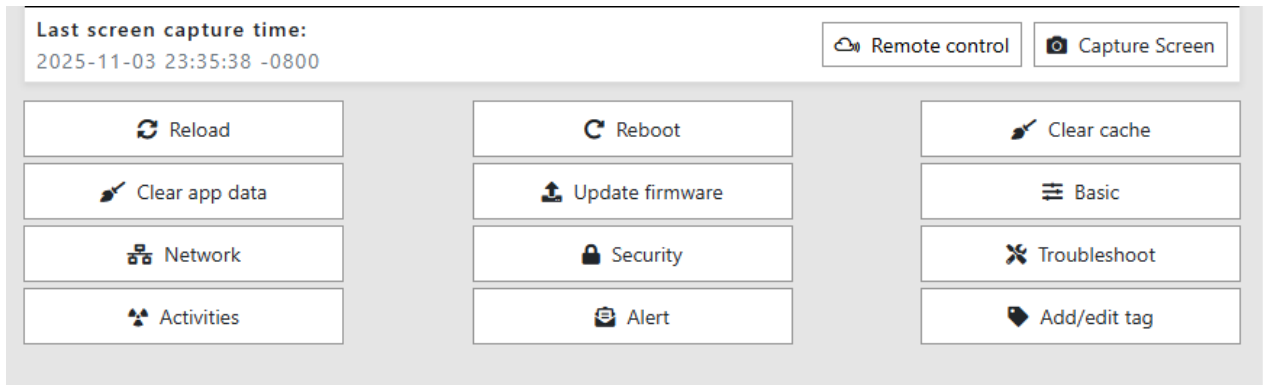
Network

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



Reload – Exits the current content and returns to the Basic Settings page to apply the new settings. Automatically Plays new content.

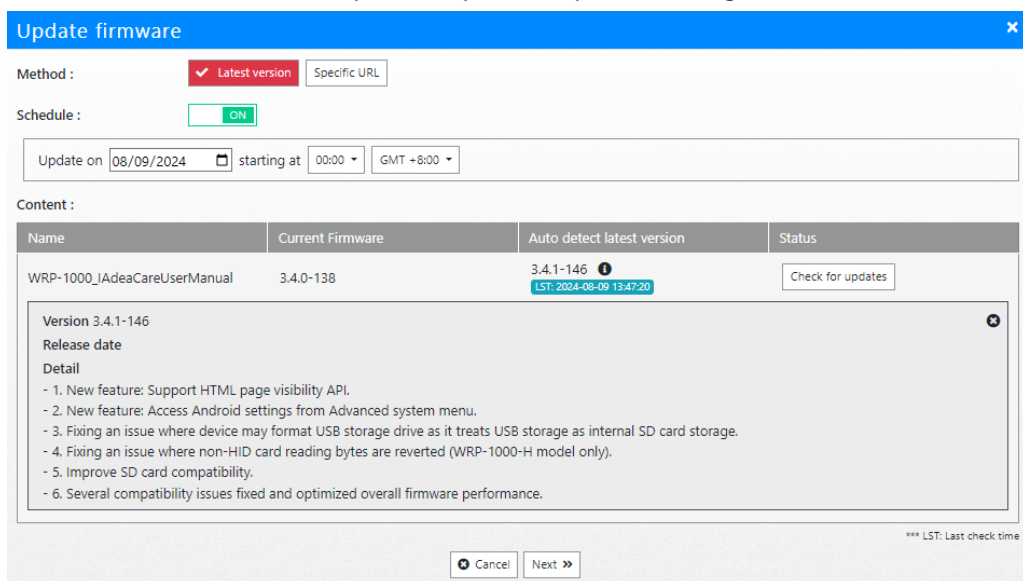
Reboot - The reboot function allows the user to remotely reboot the player.


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

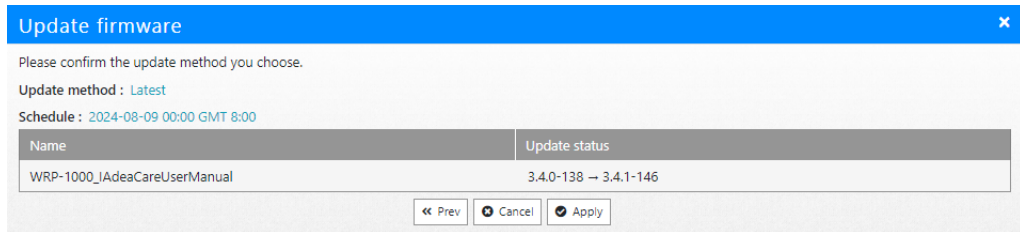
Clear app data – Clear app data on devices to clear both cache and cookies.

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

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



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



Update firmware

Please confirm the update method you choose.

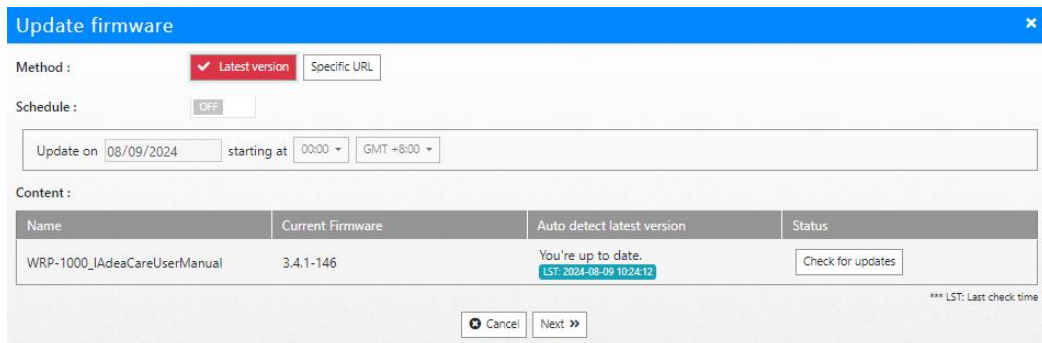
Update method : Latest

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

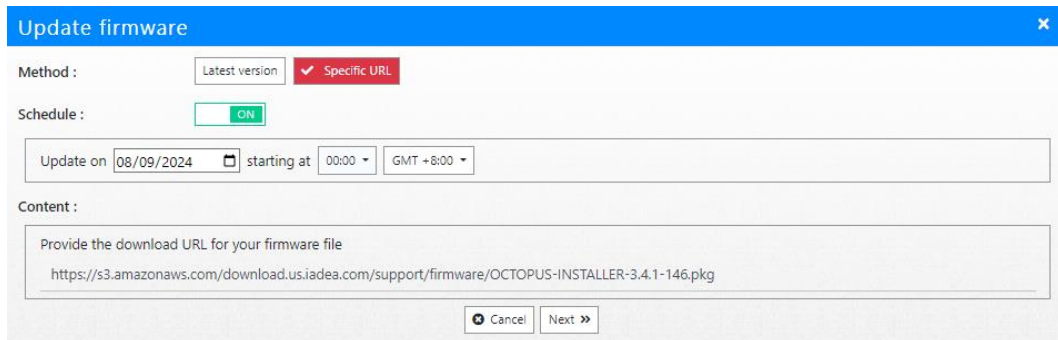
Content :

Name	Current Firmware	Auto detect latest version	Status
WRP-1000_IAdeaCareUserManual	3.4.1-146	You're up to date LST: 2024-08-09 1024:12	Check for updates

*** LST: Last check time

Cancel Next >>

- 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

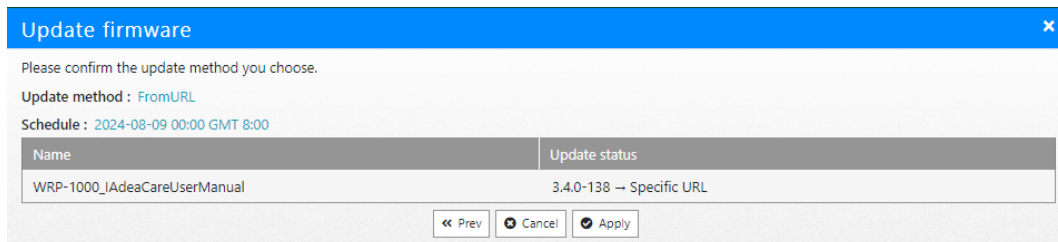
Update on 08/09/2024 starting at 00:00 GMT +8:00

Content :

Provide the download URL for your firmware file

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

Cancel Next >>



Update firmware

Please confirm the update method you choose.

Update method : FromURL

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

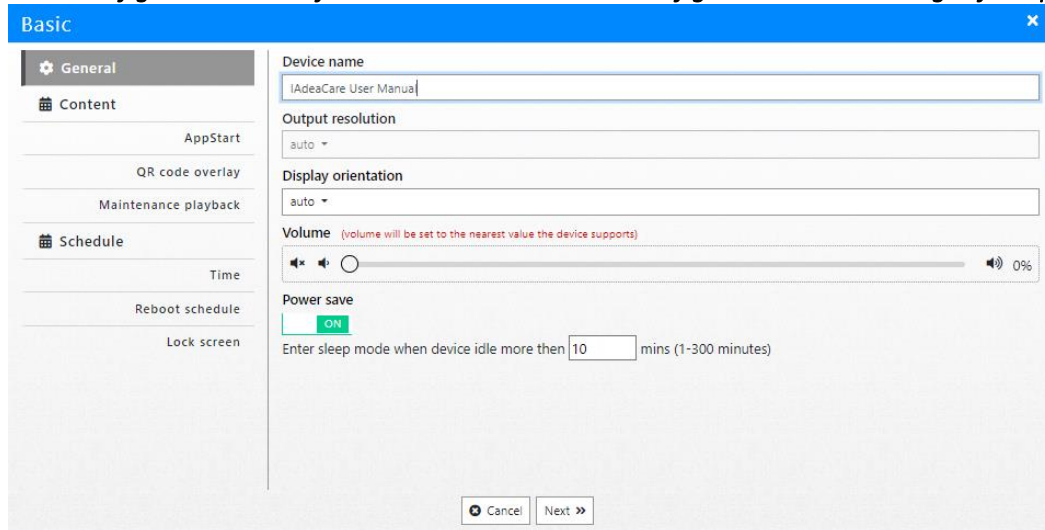
Name	Update status
WRP-1000_IAdeaCareUserManual	3.4.0-138 → Specific URL

« Prev Cancel Apply

- **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

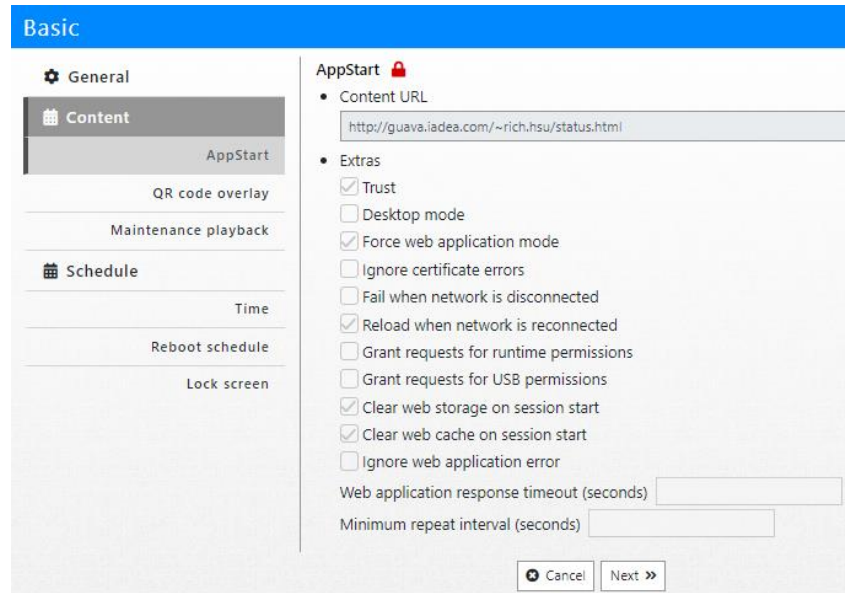
update time and update method. The time will be scheduled on the user's computer's time zone.

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



- **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



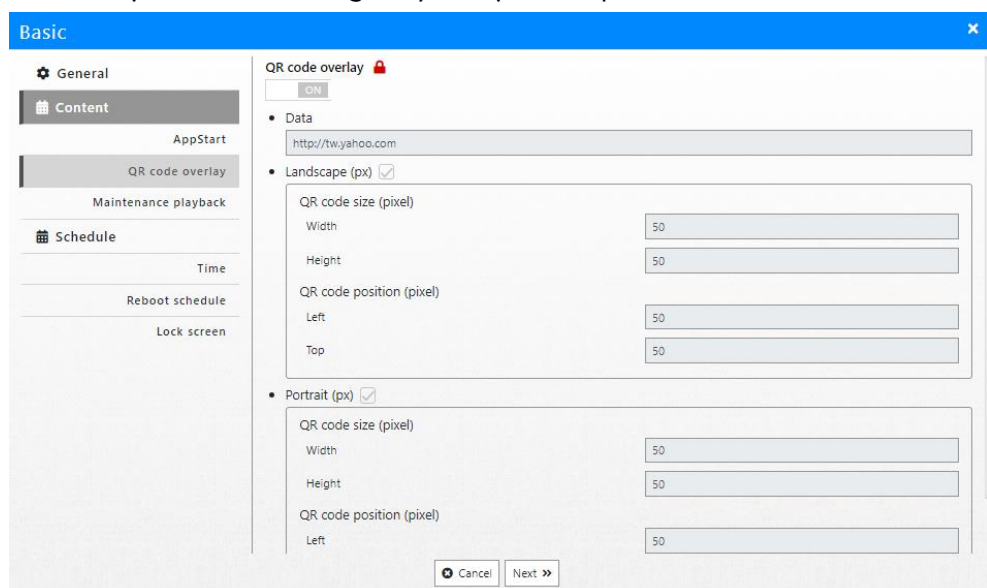
Content URL – The feature allows the user to enter a Web URL to play a website or a HTML5 based software.

**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 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.

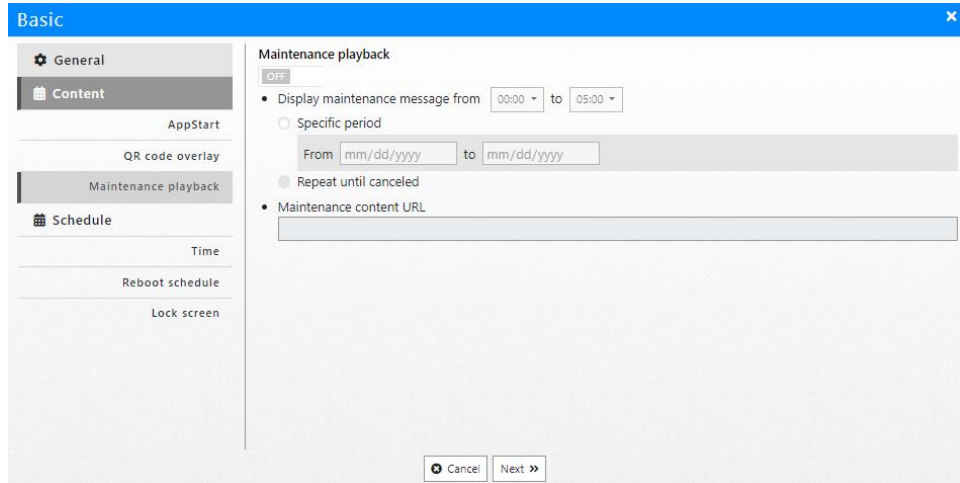
- **Grant requests for runtime permissions:** Switch to Enabled to grant runtime permissions to external devices as to avoid dialogue box to pop up.
 - **Grant requests for USB permissions:** Switch to Enabled to grant runtime permissions to external devices as to avoid dialogue box to pop up.
 - **Clean 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.



The screenshot shows the 'Basic' configuration window with the 'QR code overlay' section selected. The 'QR code overlay' toggle is set to 'ON'. The 'Data' field contains 'http://tw.yahoo.com'. There are two sections for QR code size and position: 'Landscape (px)' and 'Portrait (px)'. Both sections have 'QR code size (pixel)' with 'Width' and 'Height' fields set to '50', and 'QR code position (pixel)' with 'Left' and 'Top' fields set to '50'. At the bottom, there are 'Cancel' and 'Next >>' buttons.

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

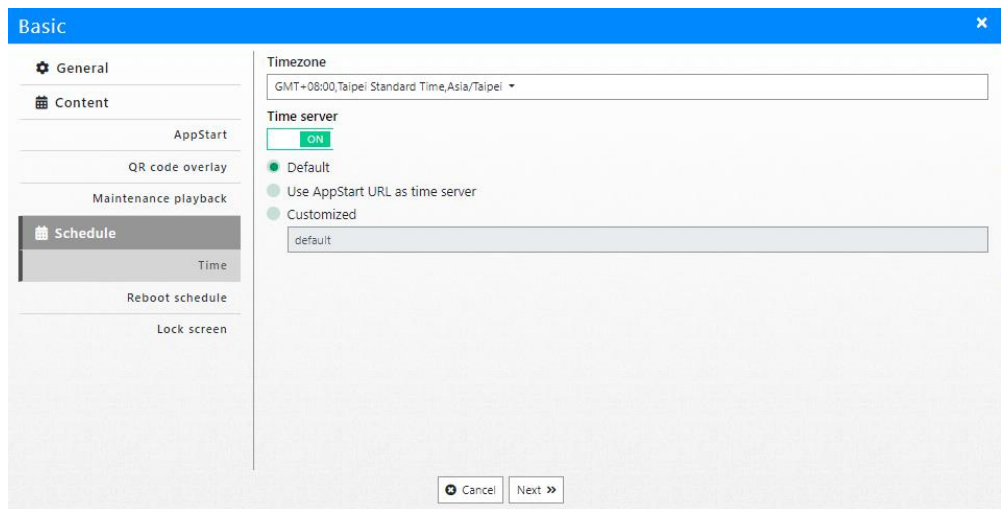
- Maintenance Playback:** User can schedule to display a **maintenance message** set for a specific time period or display until manually cancelled. The **Maintenance content URL** can be set to an image with a direct URL or an html webpage.



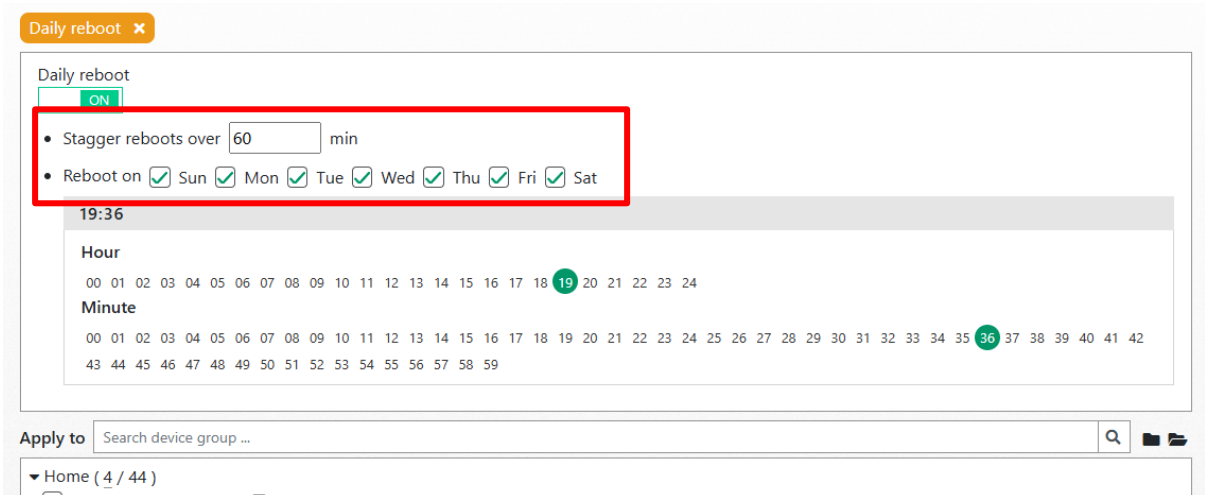
Note: Maintenance Mode only work when Content is playing. Will not work if **AutoStart** play is cancelled and player remains on **Basic Settings Page**.

- **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*

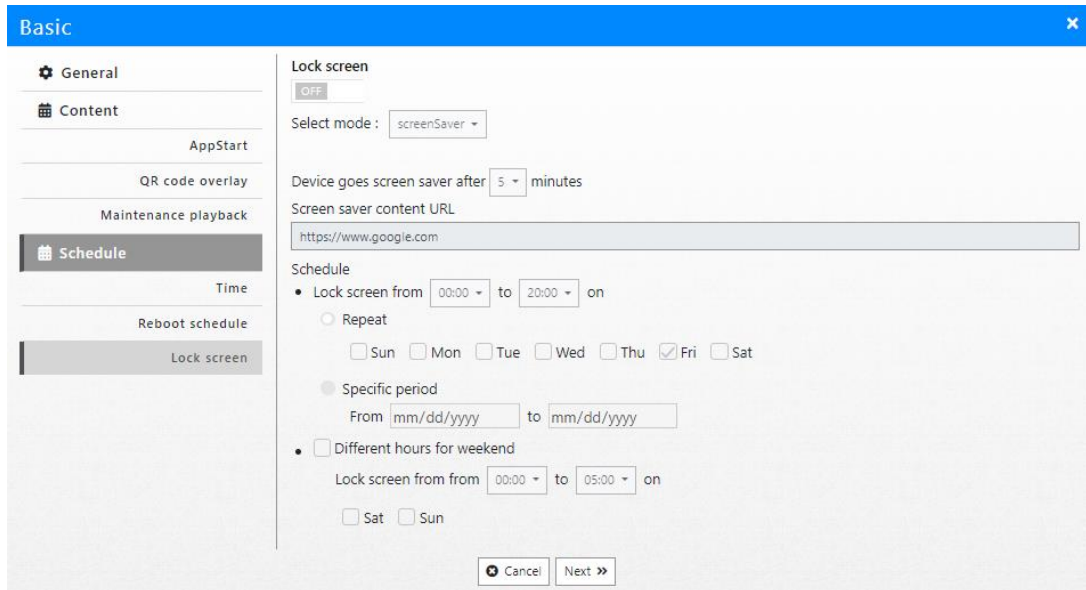


- **Enable daily reboot:** Enable or disable the daily reboot of the player. User can also configure the reboot time.



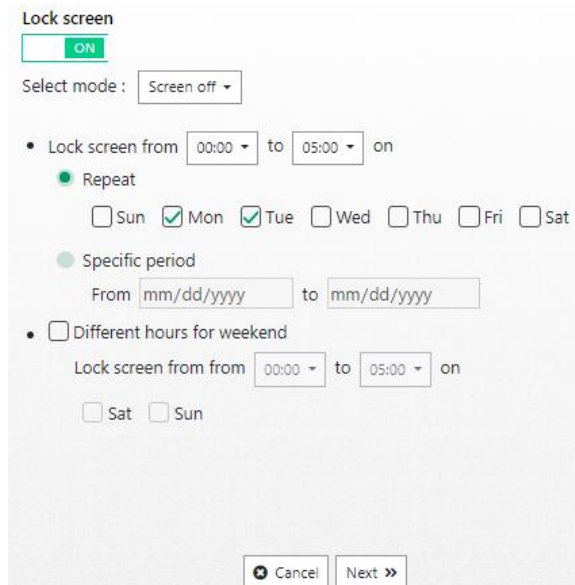
- Users can now choose which day of week they would like device to reboot itself.
- Users can evenly stagger the reboot of devices over the desired time frame (0-1440min). This helps avoid overloading the network or PoE switch.

- **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

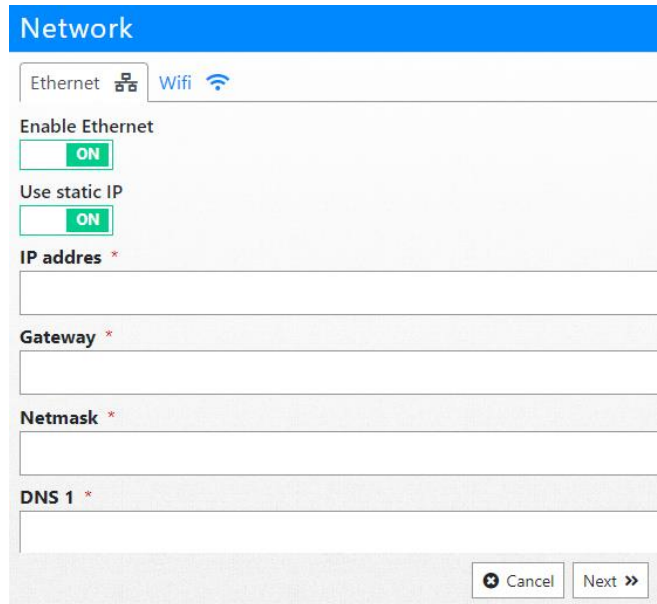
Screen saver content URL

Schedule

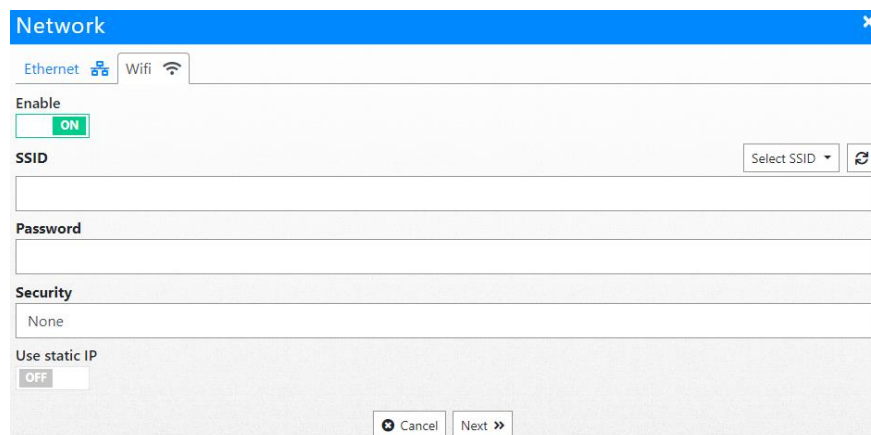
- Lock screen from to on
 - Repeat
 - Sun Mon Tue Wed Thu Fri Sat
 - Specific period
 - From to
- Different hours for weekend
 - Lock screen from from to on
 - Sat Sun

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.



- **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.



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

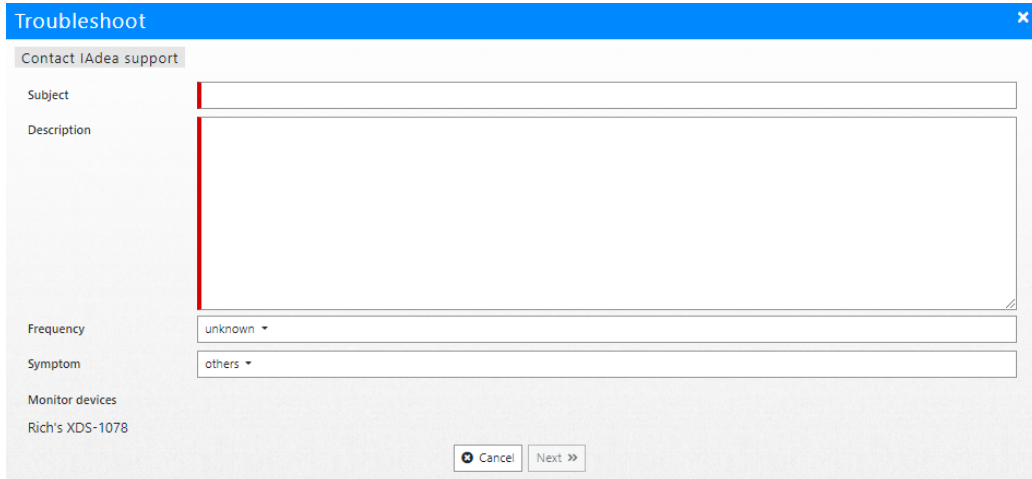
◆ Recipients (Up to 5 recipients) + Add recipient

#1 -

◆ Monitor devices

✖ Cancel
Next >>

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



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

Troubleshooting function no longer requires IAdeaCare Premium License to utilize.

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

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 / Edit Tag – Add a tag label to devices to create a group.

Add / edit tag
✕

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

New tag(s)

Assigned tags (Click X to remove) Reset

Select tags

123

40584

5 PM 15

A7 platform

A9 platform

Afternoon

Android 12 platform

Eric's IAdeaCare 1.8 version Test

IAdeaCare v 1.8.0-176 version test

test

Today is Wednesday

Device(s)

Device name	Device model
sean-test-2	WRP-1000-L

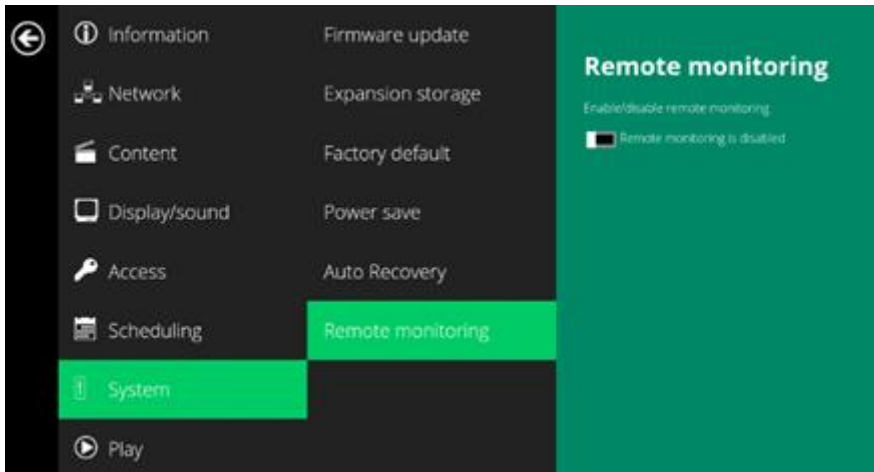
« Prev
✖ Cancel
Next »

Select Tags will be show in alphabetical order. Click the tag to add to device.

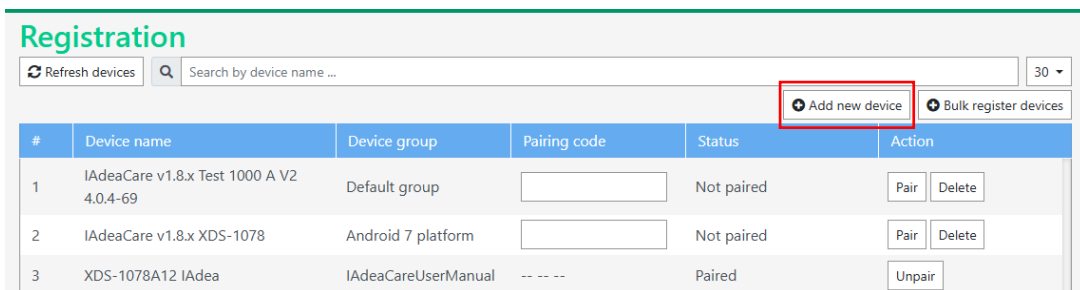
Registration

Add/Remove Player

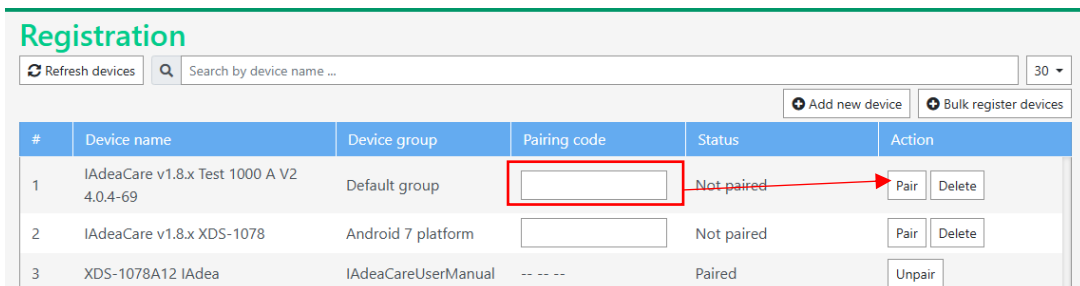
1. From the **Basic Setting** menu on your IAdea device, click on **Advanced Setting > System > Remote Monitoring**.



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**.

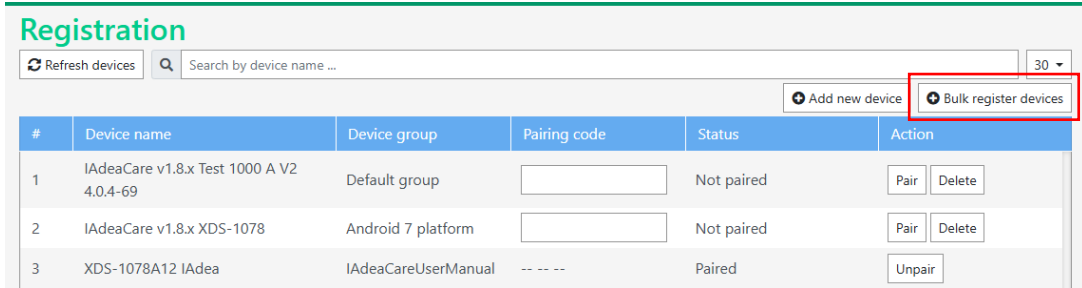


5. Enter in Pairing Code for the select Player and click Pair.

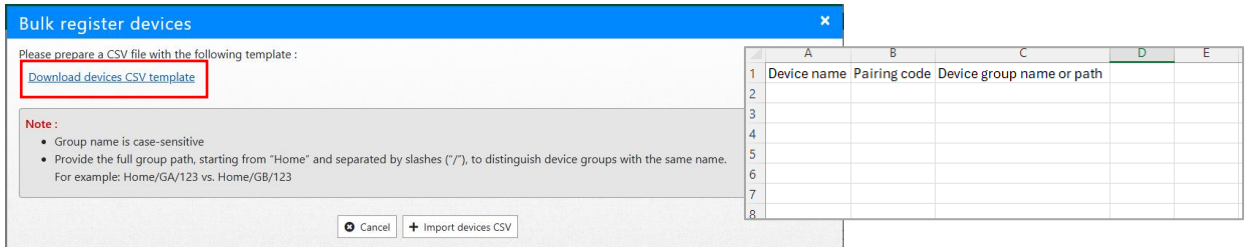


Bulk Register Devices

1. Click on Bulk register devices.



2. Click on Download CSV template. Fill out the columns in the template to upload your device info.



3. Summary Page will populate after import.

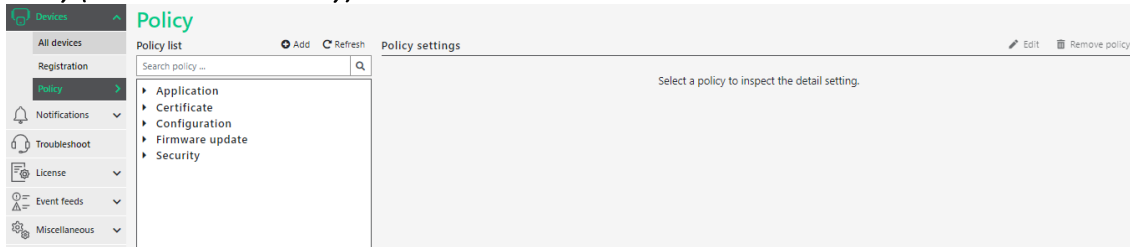
If Pairing code is incorrect, device will not be paired. Status will "Failed" with Note "No pairing code".

If no device group is incorrect, device will be added to Default Group.

Register summary		
Device name	Register status	Note
HQ test device	Success	HQ device group not found, device is added to default group
HQ test device 1	Failed	No such pairing code
HQ test device 2	Success	Device registered and place under device group Taipei HQ

Policy

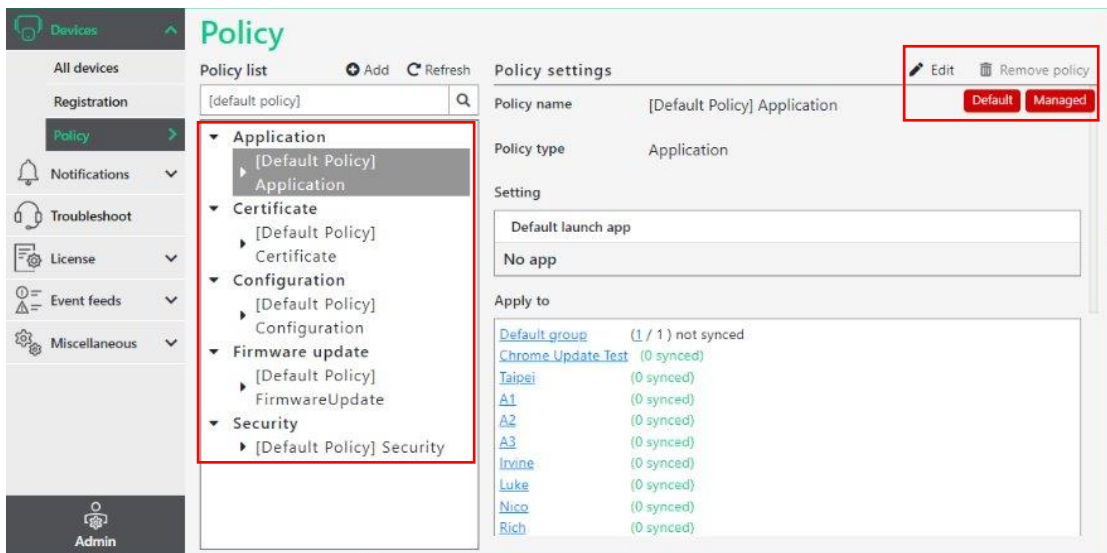
Policy (Premium License Only)



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.

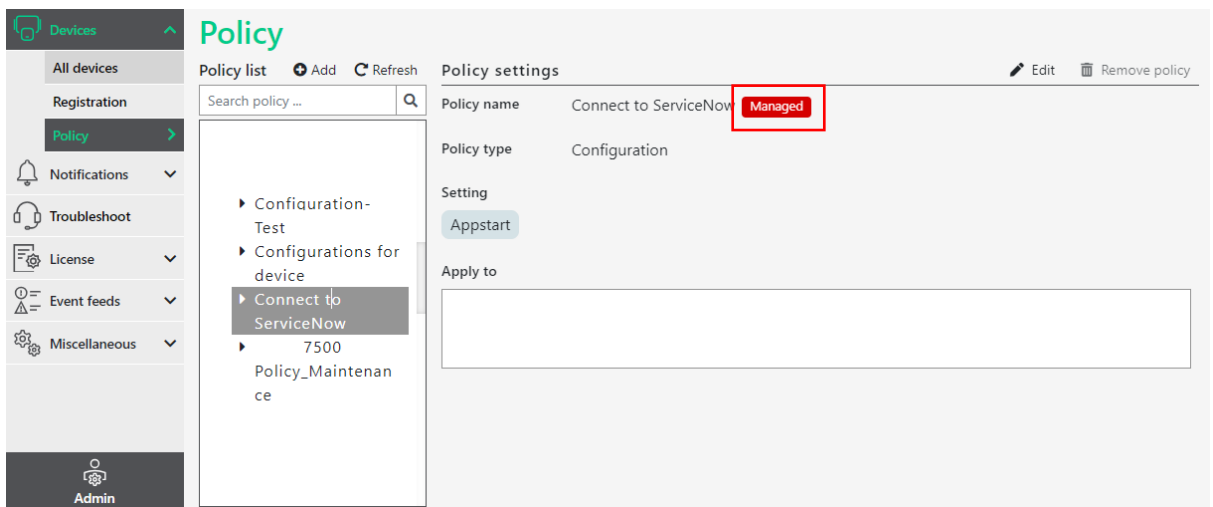
If a device was not set up with a group configuration policy during set-up, and the policy was created and attached later on, the policy settings will re-sync to the device within 30 minutes of the device being online.

- 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.

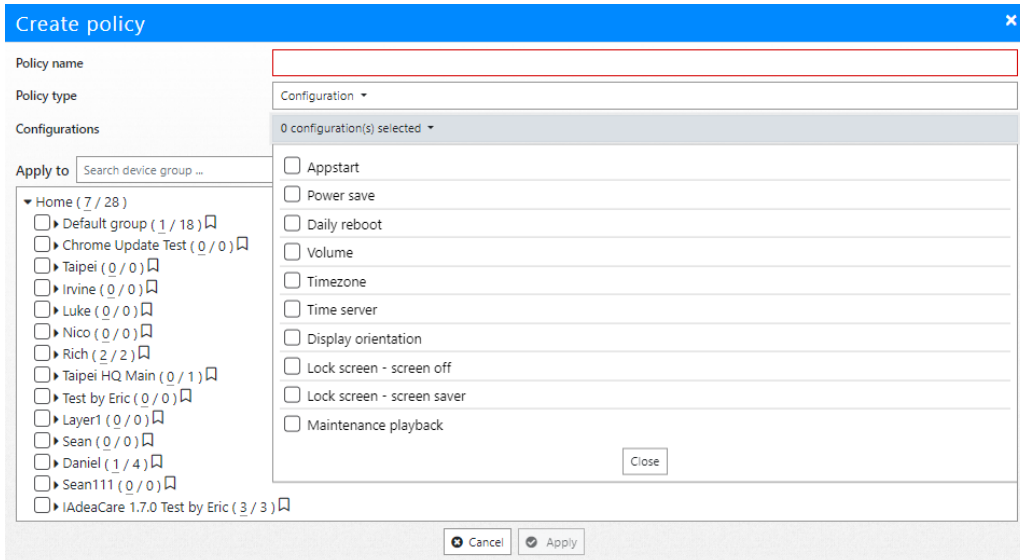
- The default policy will be applied if the assigned device group does not have a customized corresponding policy.
 - When removing a device group from a customized policy, the device group will be automatically applying the default policy.
- **Managed Policies:** A managed policy is a policy that will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



Create policy

Policy name:

Policy type: Configuration

Configurations: 0 configuration(s) selected

Apply to: Search device group ...

- Home (7 / 28)
 - Default group (1 / 18)
 - Chrome Update Test (0 / 0)
 - Taipei (0 / 0)
 - Irvine (0 / 0)
 - Luke (0 / 0)
 - Nico (0 / 0)
 - Rich (2 / 2)
 - Taipei HQ Main (0 / 1)
 - Test by Eric (0 / 0)
 - Layer1 (0 / 0)
 - Sean (0 / 0)
 - Daniel (1 / 4)
 - Sean111 (0 / 0)
 - IAdeaCare 1.7.0 Test by Eric (3 / 3)

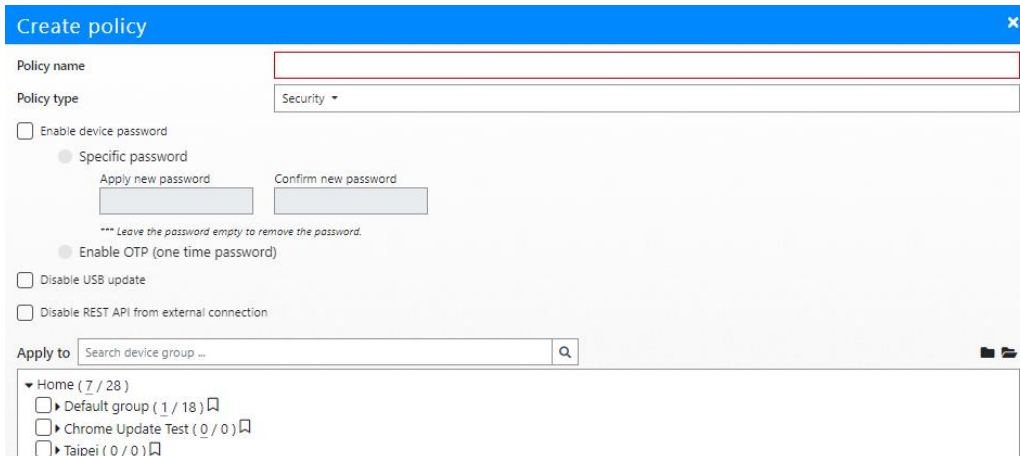
Configuration settings:

- Appstart
- Power save
- Daily reboot
- Volume
- Timezone
- Time server
- Display orientation
- Lock screen - screen off
- Lock screen - screen saver
- Maintenance playback

Buttons: Cancel, Apply, Close

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



Create policy

Policy name:

Policy type: Security

Enable device password

Specific password

 Apply new password:

 Confirm new password:

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

Enable OTP (one time password)

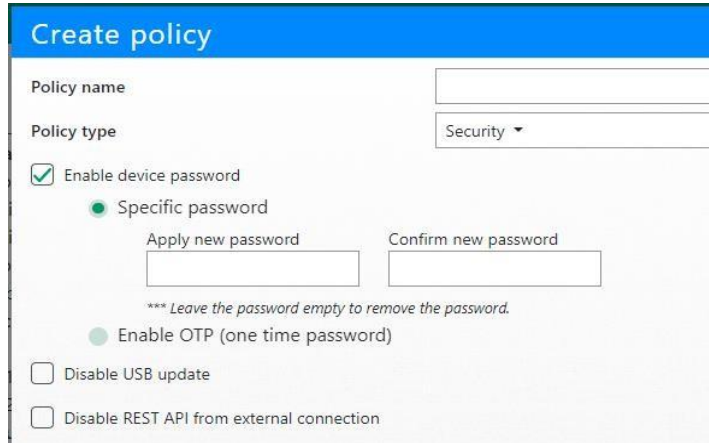
Disable USB update

Disable REST API from external connection

Apply to: Search device group ...

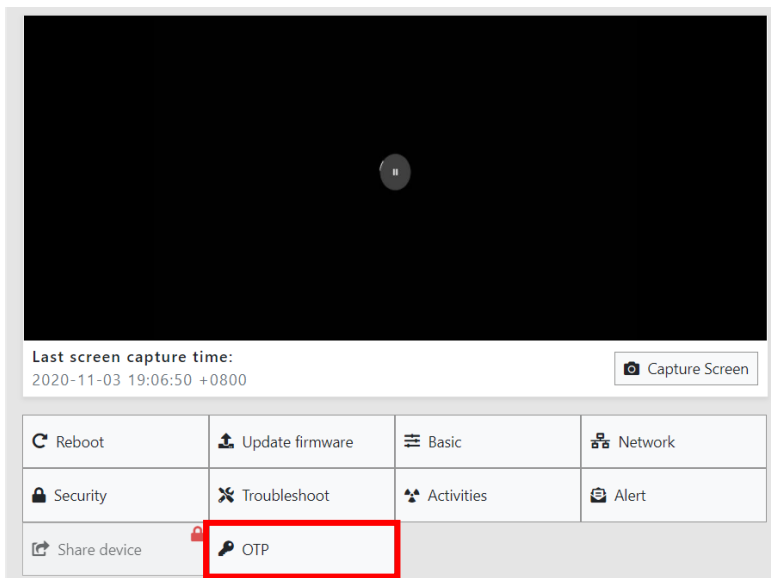
- Home (7 / 28)
 - Default group (1 / 18)
 - Chrome Update Test (0 / 0)
 - Taipei (0 / 0)

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



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

- **Security Policy – Get Password**



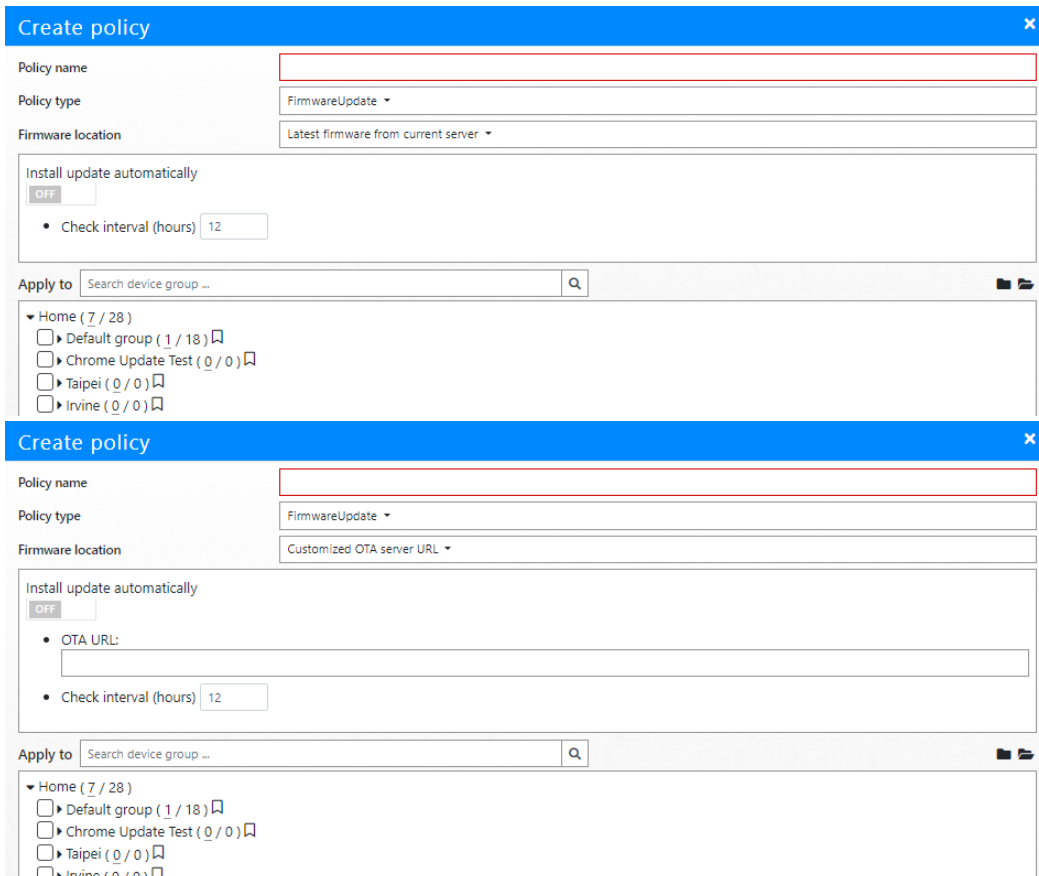


When **OTP** is enabled, user will need to log into Device Dashboard in **IAdeaCare** to receive your **OTP**.

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**



Policy – Dashboard Page

WebView provider	Android System WebView - 107.0.5304.141
Firmware version	4.0.5-86
APK version	1.1.128+bundle
Uptime	16:31:32
Device local time	2025-10-31 06:09:58 GMT+08:00
Heartbeat	2025-10-30 16:52:29 GMT-07:00
Warranty expiry date	
Tag	
Network	
Type	Ethernet
IP	10.0.10.246
Gateway	10.0.10.254
Netmask	255.255.255.0
DNS 1	168.95.1.1
DNS 2	8.8.8.8
Policy <input type="button" value="Pause"/>	
Application	[Default Policy] Application synced
Certificate	[Default Policy] Certificate synced
Configuration	Configuration-Test by Eric synced
FirmwareUpdate	[Default Policy] FirmwareUpdate pending
Security	[Default Policy] Security synced

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 (Not applicable)**.

Policy (Not applicable)

Policy – Pause

Policy

Application [Default Policy] Application synced

Allows for temporary of the policy settings. Duration can be set between 15-1440mins.

Pause policy

While paused, this device won't receive policy updates. Local changes you make will persist until policy resume.

Duration min (15 - 1440 minutes are allowed)

Once applied, Dashboard will show the Pause end time and date. All Policy statuses will show Paused.

User can resume the Policy Pause at anytime by click on Resume.

Policy (pause until 2025-10-30 17:13)

Application [Default Policy] Application Paused

Certificate [Default Policy] Certificate Paused

Configuration Configuration-Test by Eric Paused

FirmwareUpdate [Default Policy] FirmwareUpdate Paused

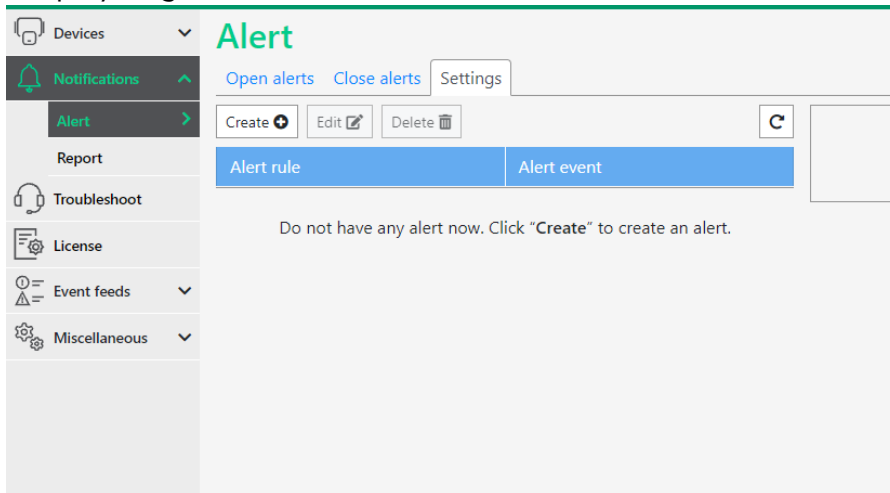
Security [Default Policy] Security Paused

License

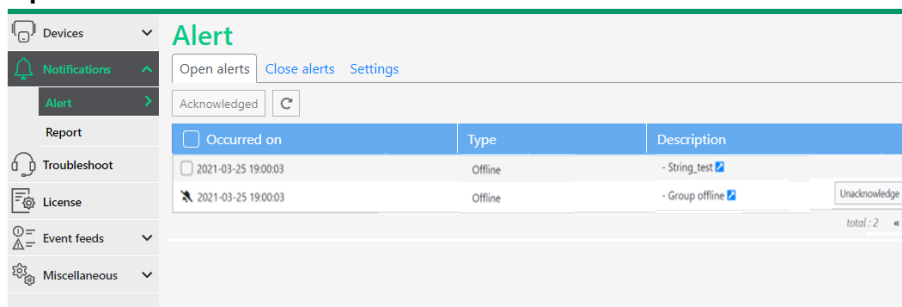
4.3 Notifications

Alert Setting

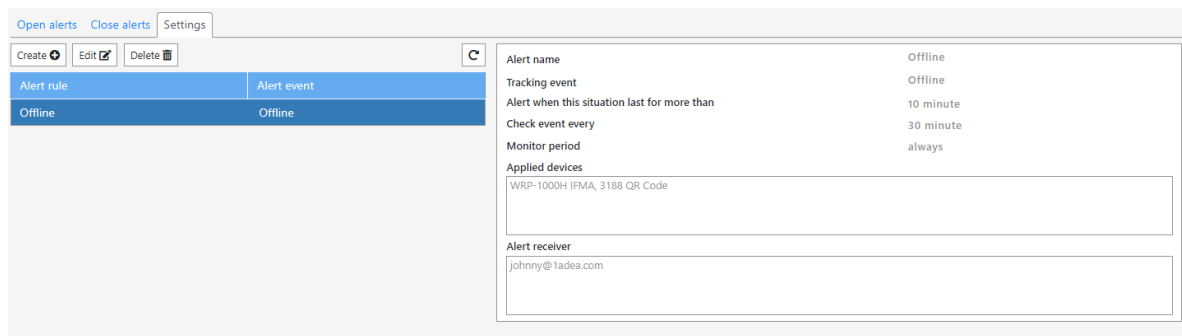
Alert Settings allow the user to create offline alerts to be sent to the account email when the players go offline within the created rules.



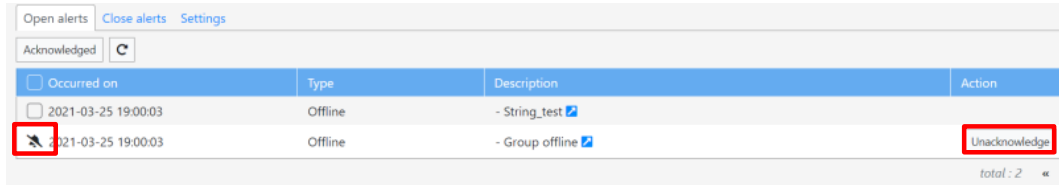
Open Alert



- 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.

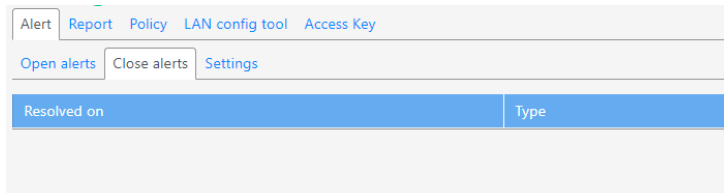


Occurred on	Type	Description	Action
2021-03-25 19:00:03	Offline	- String_test	
2021-03-25 19:00:03	Offline	- Group offline	Unacknowledge

- 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

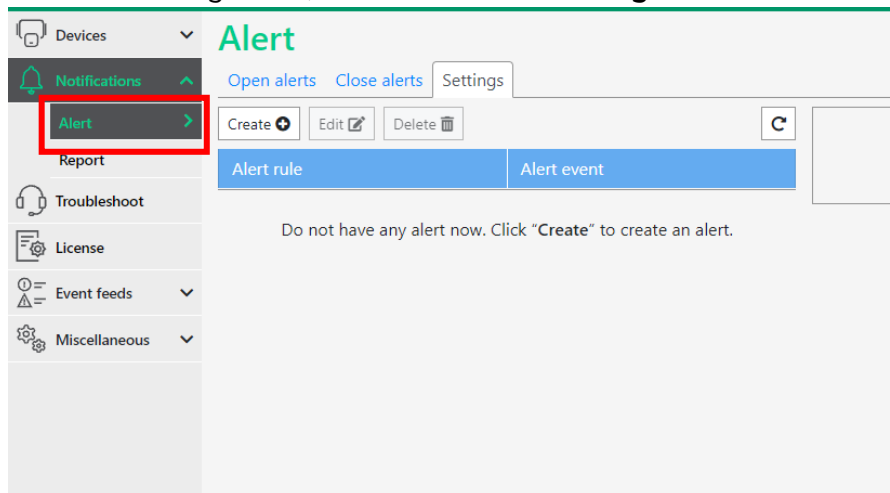
- Once an Open alert has been resolved, the alert will be moved to the Close Alert tab.



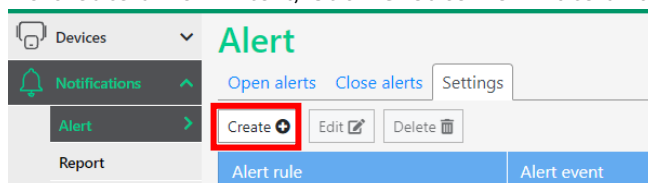
Resolved on	Type
-------------	------

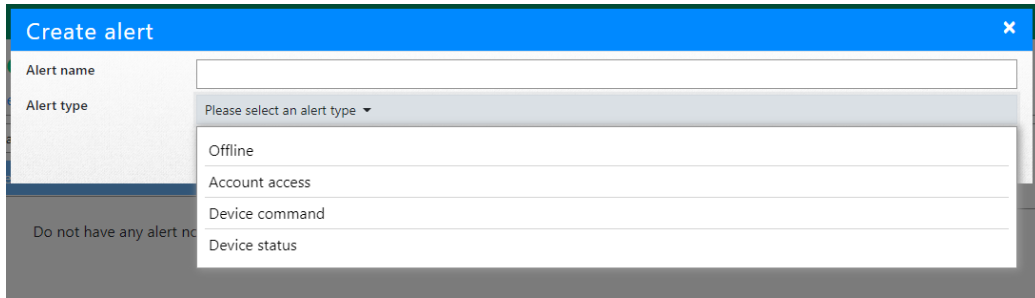
Create Alert

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

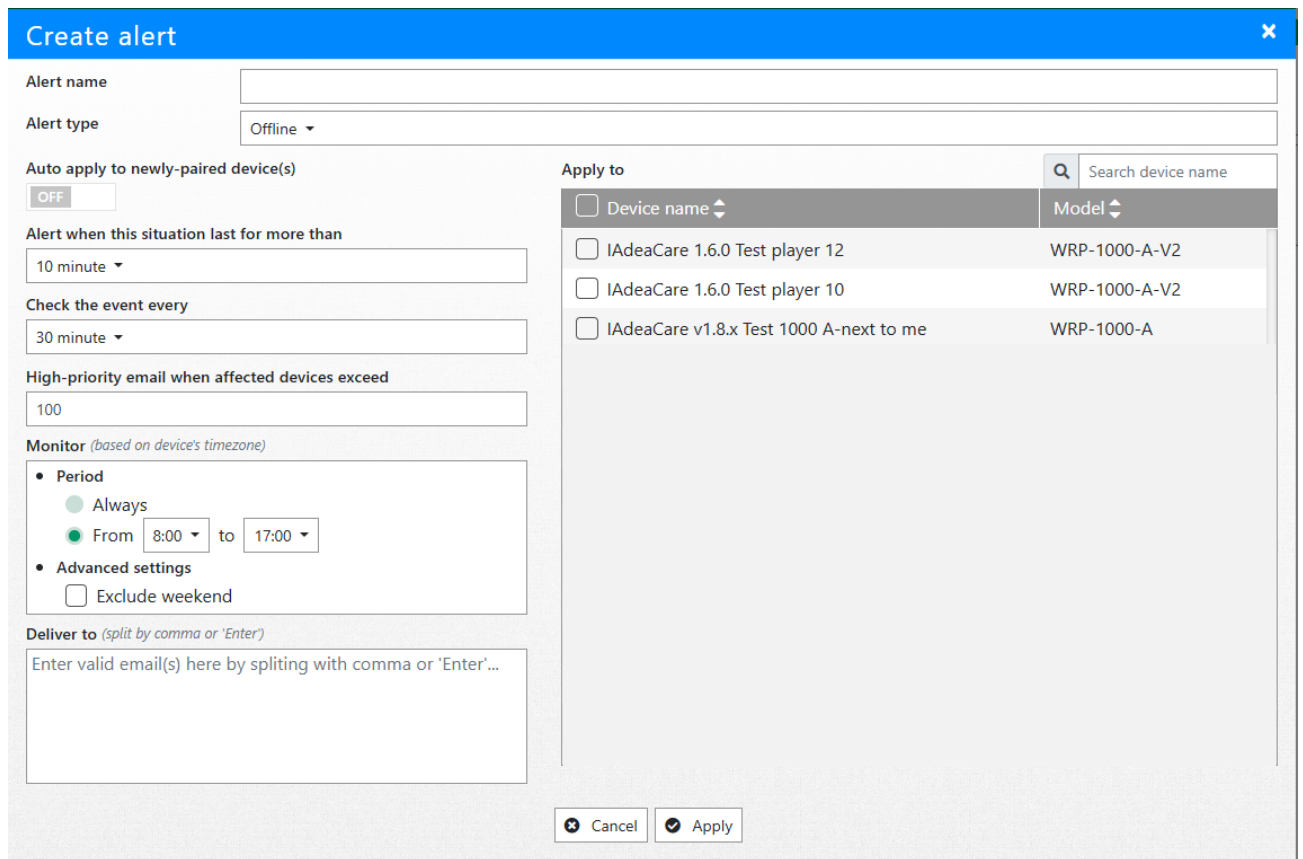


To create a new Alert, Click **Create new rule** and select the Alert type.

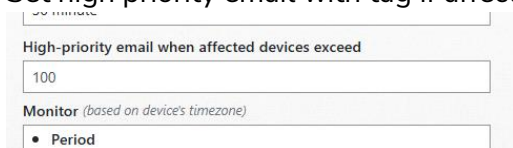




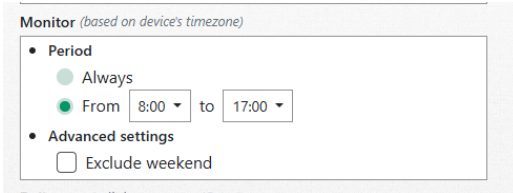
Create - Offline



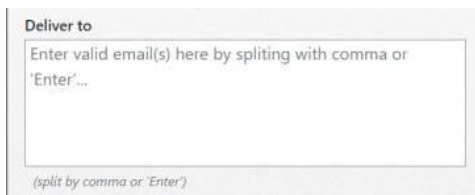
1. **Alert Rule** – You can name your alert rule here.
2. Pick your criteria to recognize the behaviour and the frequency of its reporting. You can choose to enable this alert for all newly-paired players to the account.
3. Decide how long the player must remain offline before the alert rule is enacted.
4. Decide how often to the system will check if the player is offline.
5. Set high priority email with tag if affected devices exceeds the set limit.



- Configure the monitoring period. User can set for 24 hours a day or a specific time frame.



- 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.

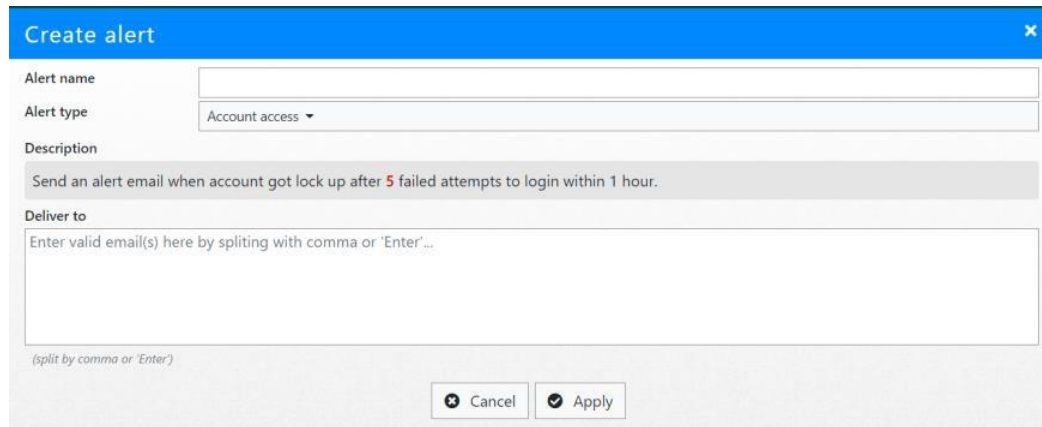
- Select the players which will adhere to the alert rule.



- 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.

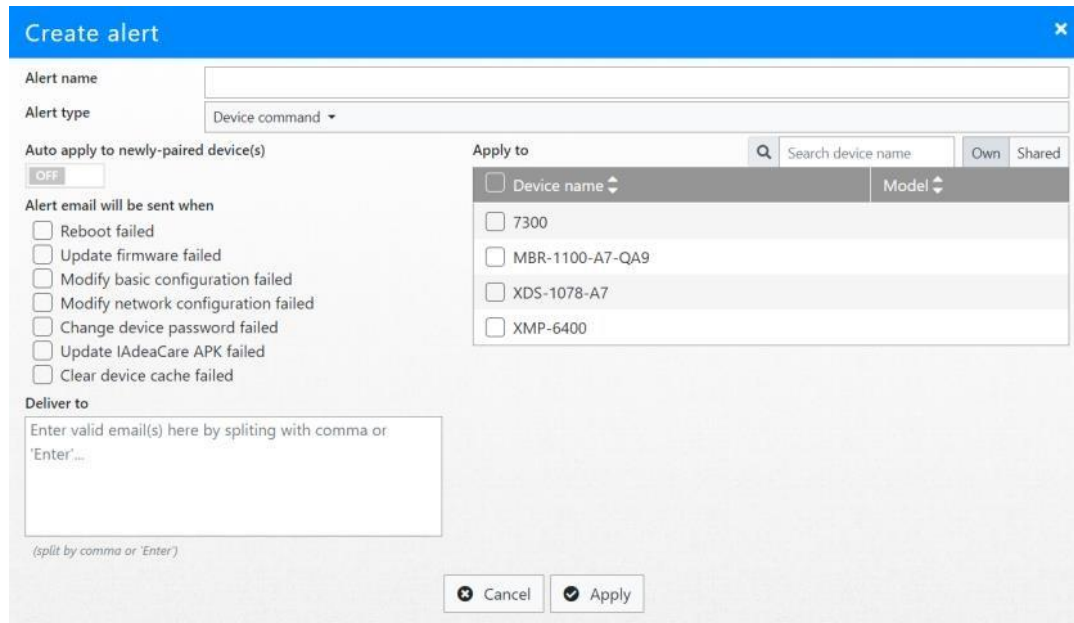
Create – Account Access



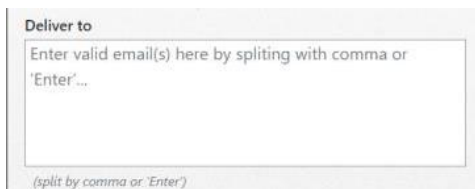
- Name the Account Access Alert.

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



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



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



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

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

Create – Device Status

Create alert

Alert name

Alert type

Auto apply to newly-paired device(s)
 ON

Alert email will be sent when

Device time out of sync by more than min

Network certificate expiring within days

SCEP enroll failed

SCEP enrolling - wait for approval

Deliver to

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.

Deliver to

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.

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

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.

Report Settings

Subscribe weekly report

Good network evaluation : 90 % devices uptime is over 90 %

Expiration warning : Warranty is expiring within 30 days

License is expiring within 30 days

Deliver to : (split by comma)
clyde.wang@iadea.com

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 >= 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

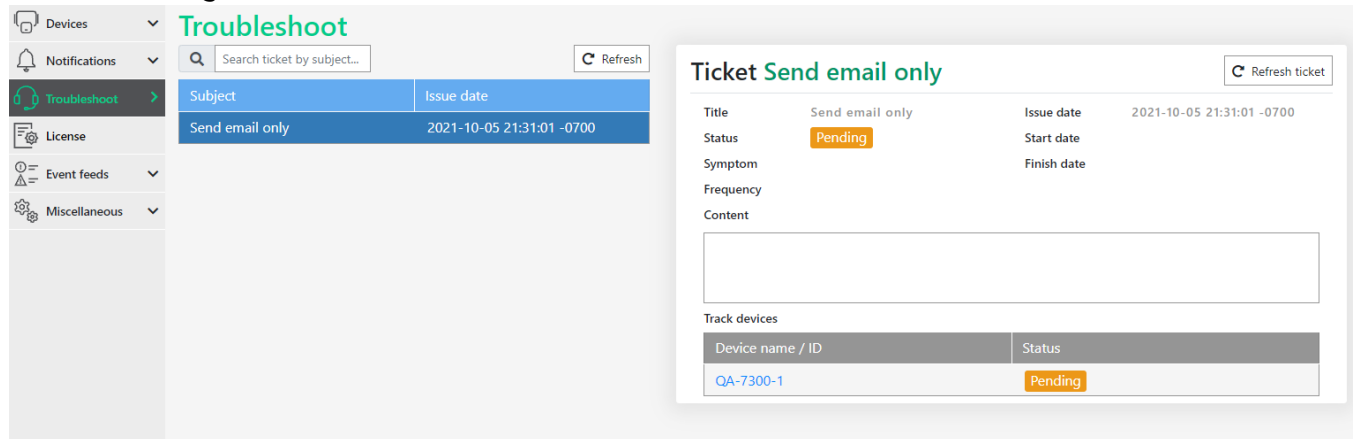
Criteria: Device License will hit expiration before next report.

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

4.4 Troubleshoot

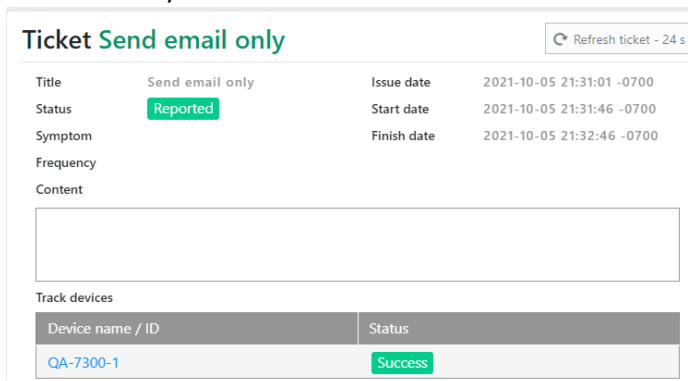
Troubleshooting Page

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 navigation menu with 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 columns 'Subject' and 'Issue date'. One row is visible with 'Send email only' as the subject and '2021-10-05 21:31:01 -0700' as the issue date. To the right, a detailed view for the selected ticket 'Send email only' is shown. It includes a 'Refresh ticket' button, a title 'Send email only', and an issue date. The status is 'Pending'. Other fields include 'Start date', 'Finish date', 'Symptom', 'Frequency', and 'Content'. At the bottom, there is a 'Track devices' section with a table showing 'QA-7300-1' with a 'Pending' status.

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.



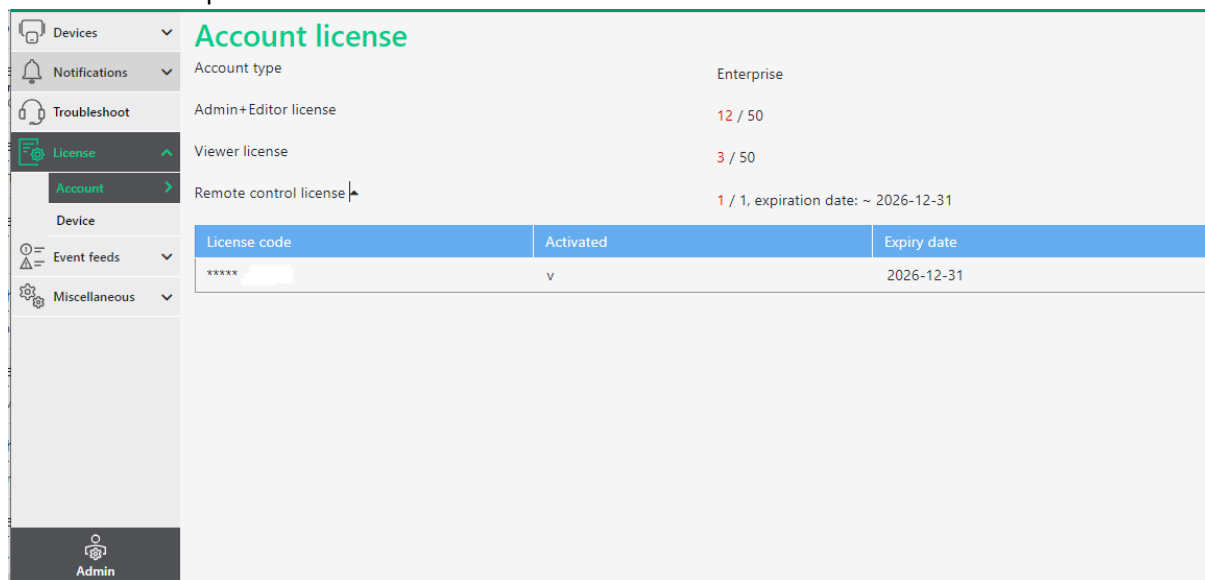
This screenshot shows the same ticket 'Send email only' but with a status of 'Success'. The 'Refresh ticket' button now shows a timer of '- 24 s'. The 'Track devices' table shows the device 'QA-7300-1' with a 'Success' status.

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.



The screenshot shows the 'Account license' page in the IAdeaCare interface. On the left is a navigation sidebar with options: Devices, Notifications, Troubleshoot, License (selected), Account, Device, Event feeds, and Miscellaneous. The main content area displays the following information:

- Account type:** Enterprise
- Admin+Editor license:** 12 / 50
- Viewer license:** 3 / 50
- Remote control license:** 1 / 1, expiration date: ~ 2026-12-31

Below this information is a table with the following data:

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

Account type – This will show whether user is a standard or enterprise account.

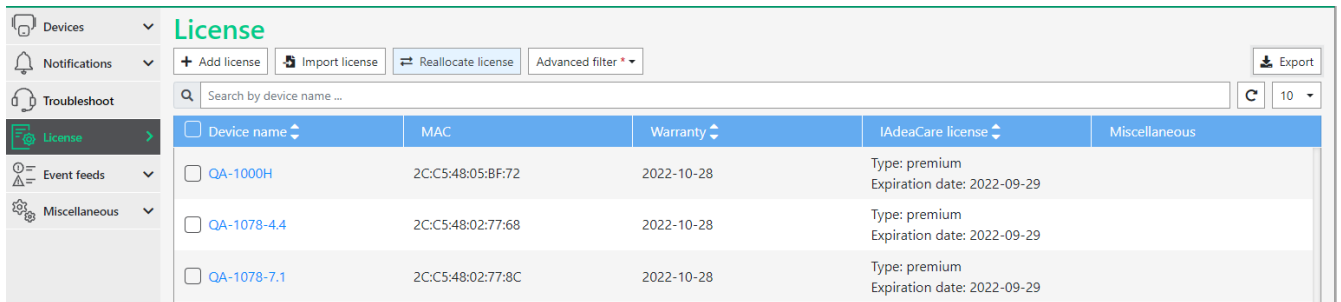
Admin + Editor License – This shows the total amount of admin+editor licenses that have the ability to make changes to the account. It will also show how many licenses are currently being used.

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.

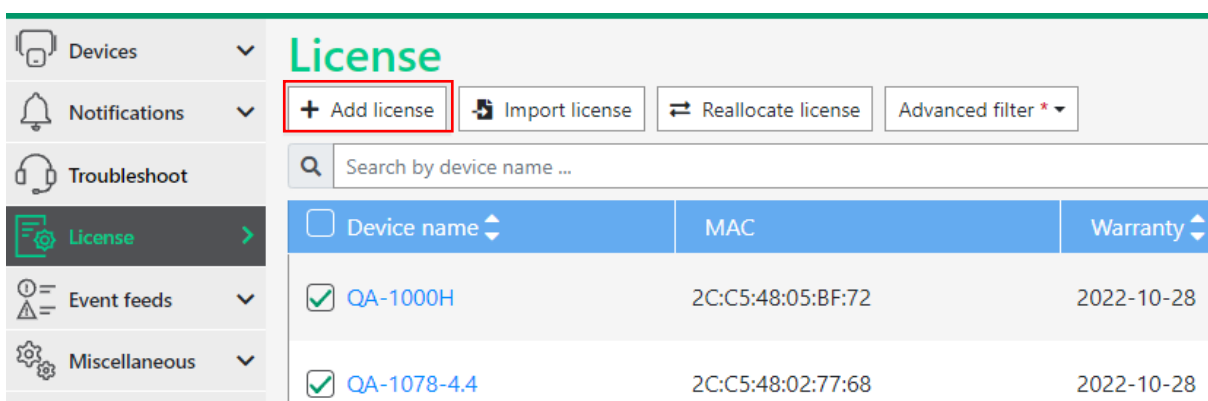


Device name	MAC	Warranty	IAdeaCare license	Miscellaneous
<input type="checkbox"/> QA-1000H	2C:C5:48:05:BF:72	2022-10-28	Type: premium Expiration date: 2022-09-29	
<input type="checkbox"/> QA-1078-4.4	2C:C5:48:02:77:68	2022-10-28	Type: premium Expiration date: 2022-09-29	
<input type="checkbox"/> QA-1078-7.1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

- 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.
- If the account contains multiple players, the search function allows the user to filter players by name or tag name.
- The main dashboard shows the player's name along with the license type and expiration date of the warranty or license.
- The License Page also allows user to configure how many players show up on the dashboard at once.
- Export** -  Export button will export license information to a .csv file.

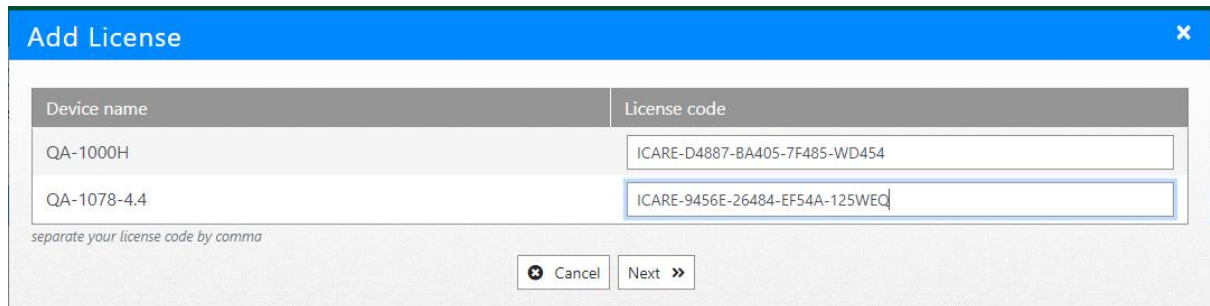
Add License

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



Device name	MAC	Warranty
<input checked="" type="checkbox"/> QA-1000H	2C:C5:48:05:BF:72	2022-10-28
<input checked="" type="checkbox"/> 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.



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 >>

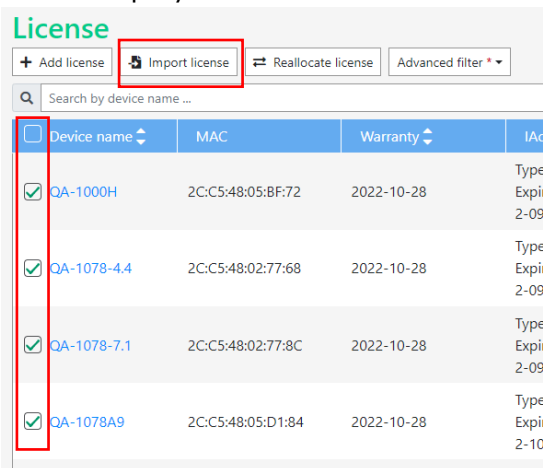
Licenses can be added to the player individually or in batches. To batch players, select multiple players before clicking on Add License. User can also add more than one license (SignApps Cloud, IAdeaCare) at a time to each player by separating with a comma.

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.

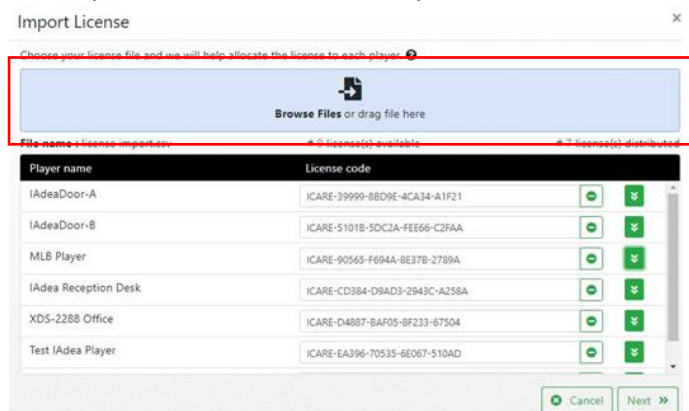
	A	B
1	ICARE-DDB2F-BB864-523B9-78019	
2	ICARE-280E2-EB133-4C314-AD00F	
3	ICARE-44D7E-1B9A8-04F06-14658	
4	ICARE-36A21-C8669-FD00F-3B0F2	
5		
6		

Select all players that need a license to be imported.



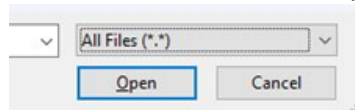
Device name	MAC	Warranty	IAC
<input checked="" type="checkbox"/> QA-1000H	2C:C5:48:05:BF:72	2022-10-28	Type Expir 2-09
<input checked="" type="checkbox"/> QA-1078-4.4	2C:C5:48:02:77:68	2022-10-28	Type Expir 2-09
<input checked="" type="checkbox"/> QA-1078-7.1	2C:C5:48:02:77:8C	2022-10-28	Type Expir 2-09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







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

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



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	<input type="text" value="ICARE-39999-8BD9E-4CA34-A1F21"/>  
	Distributable license(s) : <input type="text" value="ICARE-FB733-5A63B-D6B8B-122AB"/>  <input type="text" value="ICARE-FF3DA-CA05F-C6869-90812"/> 

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

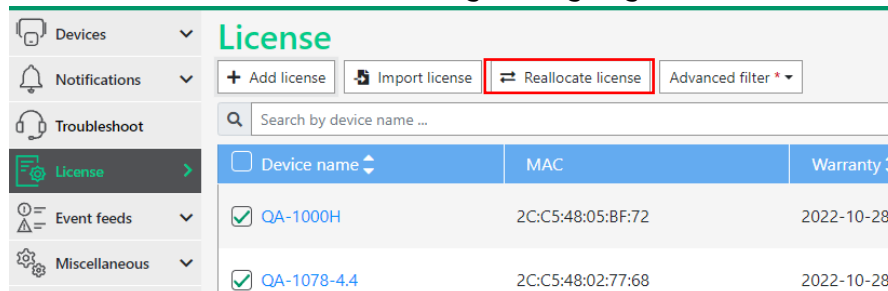
Error :

ICARE-39999-8BD9E-4CA34-A1F21 : The license key has been imported

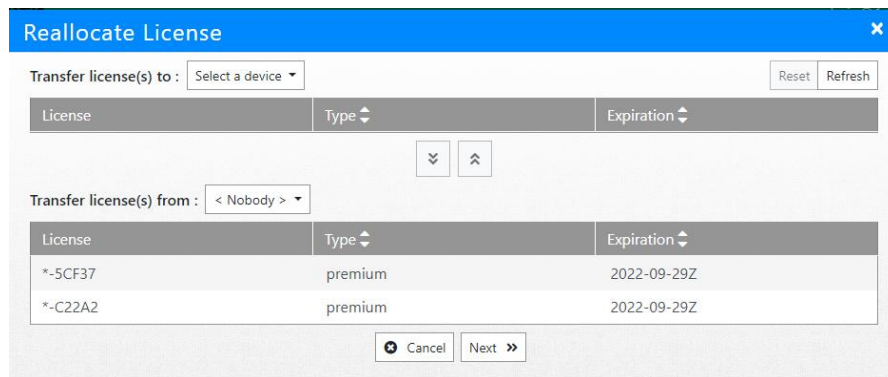
Reallocate License

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

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



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



Transfer license(s) to:

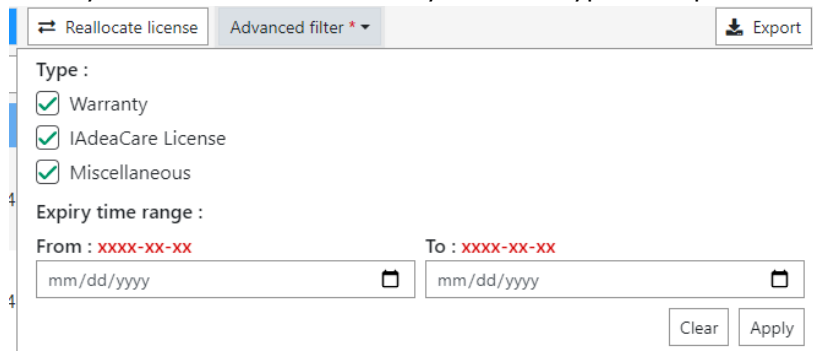
License	Type	Expiration
*-5CF37	premium	2022-09-29Z
*-C22A2	premium	2022-09-29Z

Transfer license(s) from:

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.



Type:

- Warranty
- IAdeaCare License
- Miscellaneous

Expiry time range:

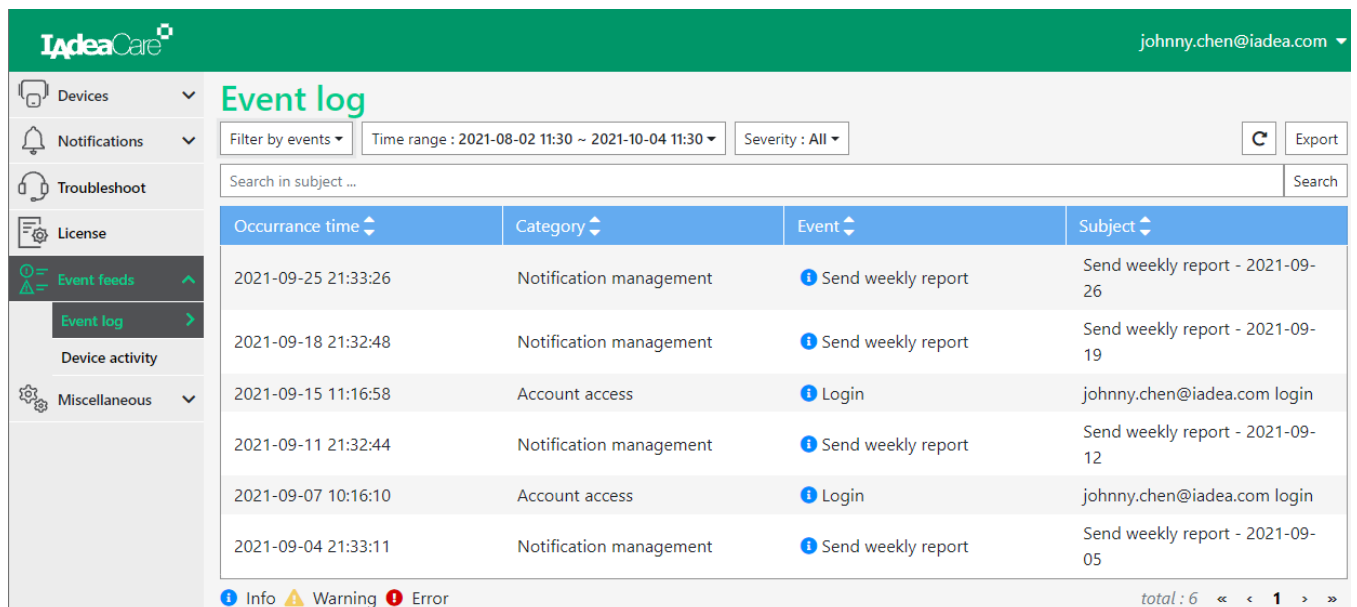
From: To:

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.
- Exported Log includes data column will report modification details for additional audit. Data Column will not be shown in IAdeaCare UI.



The screenshot shows the IAdeaCare Event Log interface. The top navigation bar includes the IAdeaCare logo and the user email johnny.chen@iadea.com. A left sidebar contains navigation items: Devices, Notifications, Troubleshoot, License, Event feeds (selected), Event log (active), Device activity, and Miscellaneous. The main content area is titled 'Event log' and features a search bar and filter options. The filter options include 'Filter by events', 'Time range : 2021-08-02 11:30 ~ 2021-10-04 11:30', and 'Severity : All'. Below the filters is a search bar for the subject. The main table displays a list of events with columns for Occurrence time, Category, Event, and Subject. The events are sorted by time, showing a mix of 'Notification management' and 'Account access' categories. At the bottom, there is a legend for 'Info', 'Warning', and 'Error' icons, and a pagination bar showing 'total : 6' and page navigation controls.

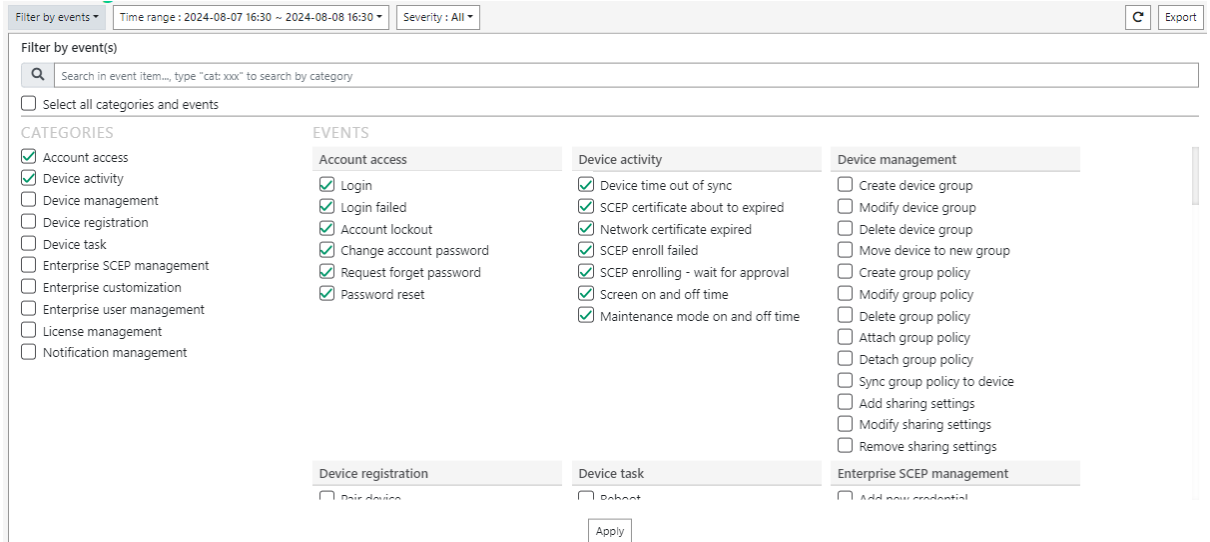
Occurrence time	Category	Event	Subject
2021-09-25 21:33:26	Notification management	Send weekly report	Send weekly report - 2021-09-26
2021-09-18 21:32:48	Notification management	Send weekly report	Send weekly report - 2021-09-19
2021-09-15 11:16:58	Account access	Login	johnny.chen@iadea.com login
2021-09-11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

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.



Filter by events | Time range : 2024-08-07 16:30 ~ 2024-08-08 16:30 | Severity : All | C | Export

Filter by event(s)

Search in event item..., type "cat:xxx" to search by category

Select all categories and events

CATEGORIES	EVENTS		
<input checked="" type="checkbox"/> Account access	Account access	Device activity	Device management
<input checked="" type="checkbox"/> Device activity	<input checked="" type="checkbox"/> Login	<input checked="" type="checkbox"/> Device time out of sync	<input type="checkbox"/> Create device group
<input type="checkbox"/> Device management	<input checked="" type="checkbox"/> Login failed	<input checked="" type="checkbox"/> SCEP certificate about to expired	<input type="checkbox"/> Modify device group
<input type="checkbox"/> Device registration	<input checked="" type="checkbox"/> Account lockout	<input checked="" type="checkbox"/> Network certificate expired	<input type="checkbox"/> Delete device group
<input type="checkbox"/> Device task	<input checked="" type="checkbox"/> Change account password	<input checked="" type="checkbox"/> SCEP enroll failed	<input type="checkbox"/> Move device to new group
<input type="checkbox"/> Enterprise SCEP management	<input checked="" type="checkbox"/> Request forget password	<input checked="" type="checkbox"/> SCEP enrolling - wait for approval	<input type="checkbox"/> Create group policy
<input type="checkbox"/> Enterprise customization	<input checked="" type="checkbox"/> Password reset	<input checked="" type="checkbox"/> Screen on and off time	<input type="checkbox"/> Modify group policy
<input type="checkbox"/> Enterprise user management		<input checked="" type="checkbox"/> Maintenance mode on and off time	<input type="checkbox"/> Delete group policy
<input type="checkbox"/> License management			<input type="checkbox"/> Attach group policy
<input type="checkbox"/> Notification management			<input type="checkbox"/> Detach group policy
	Device registration	Device task	Enterprise SCEP management
	<input type="checkbox"/> Pair device	<input type="checkbox"/> Reboot	<input type="checkbox"/> Add new credential

Apply

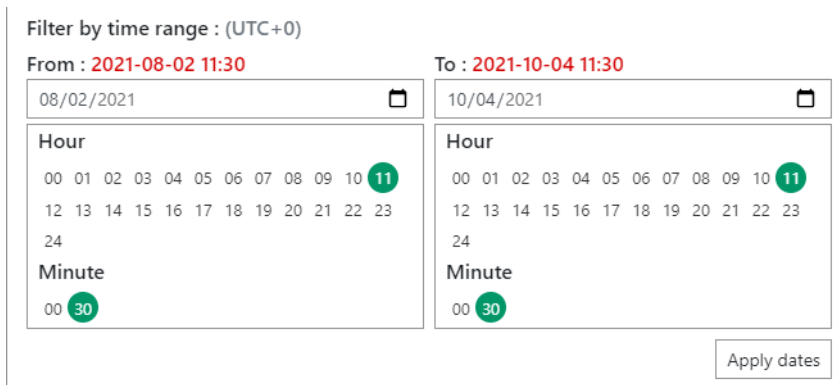
- Click Apply to filter events. The Filter by Events button will show the number of checked items and send the search date to the server to complete.

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.



Filter by time range : (UTC+0)

From : 2021-08-02 11:30 | To : 2021-10-04 11:30

08/02/2021 | 10/04/2021

Hour

00 01 02 03 04 05 06 07 08 09 10 11

12 13 14 15 16 17 18 19 20 21 22 23

24

Minute

00 30

Apply dates

- 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

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

Search in subject ...

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

Export

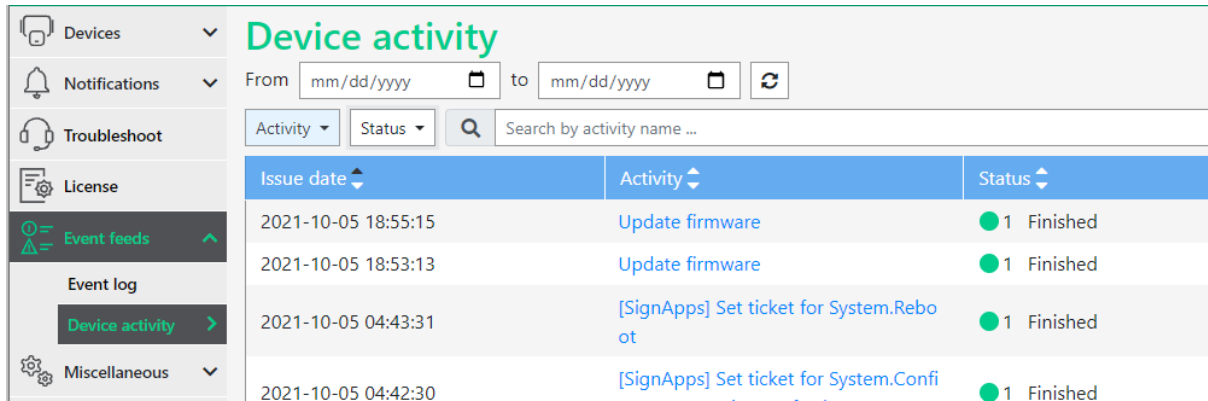
1. Export button will export the Event log (with filters if they are applied) to a .csv file.

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

Search in subject ...

	A	B	C	D	E	F	G
1	Occuranc	Category	Severity	Event	Subject	Data	
15	2025-10-3	Device tas	Info	Modify ba	Task success on [sean-test-2] -- Modify basic configuratior		east-1.s3-webs
16	2025-10-3	Device tas	Info	Modify ba	Create task on [sean-test-2] -- Modify basic configuration b		east-1.s3-webs
17	2025-10-2	Device tas	Info	Reload de	Task success on [Eric Test 251029] -- Reload device content		
18	2025-10-2	Device tas	Info	Reload de	Create task on [Eric Test 251029] -- Reload device content by		
19	2025-10-2	Device tas	Info	Reload de	Task success on [Eric Test 251029] -- Reload device content		
20	2025-10-2	Device tas	Info	Reload de	Create task on [Eric Test 251029] -- Reload device content by		
21	2025-10-2	Device tas	Info	Reboot su	Task success on [Eric Test 251029] -- Reboot		
22	2025-10-2	Device tas	Info	Reboot	Create task on [Eric Test 251029] -- Reboot by eric.wu@iade		
23	2025-10-2	Device tas	Info	Reload de	Task success on [Eric Test 251029] -- Reload device content		
24	2025-10-2	Device tas	Info	Reload de	Create task on [Eric Test 251029] -- Reload device content by		
25	2025-10-2	Device tas	Info	Reload de	Task success on [Eric Test 251029] -- Reload device content		
26	2025-10-2	Device tas	Info	Reload de	Create task on [Eric Test 251029] -- Reload device content by		
27	2025-10-2	Device tas	Info	Reload de	Task success on [Eric Test 251029] -- Reload device content		
28	2025-10-2	Device tas	Info	Reload de	Create task on [Eric Test 251029] -- Reload device content by		
29	2025-10-2	Device tas	Info	Reload de	Task success on [Eric Test 251029] -- Reload device content		
30	2025-10-2	Device tas	Info	Reload de	Create task on [Eric Test 251029] -- Reload device content by		
31	2025-10-2	Device ma	Info	Sync grou	Sync group policy to device Eric Test 251029-2 comparison g		28)
32	2025-10-2	Device ma	Info	Sync grou	Sync group policy to device Eric Test 251029 (3704f7b4-b949		

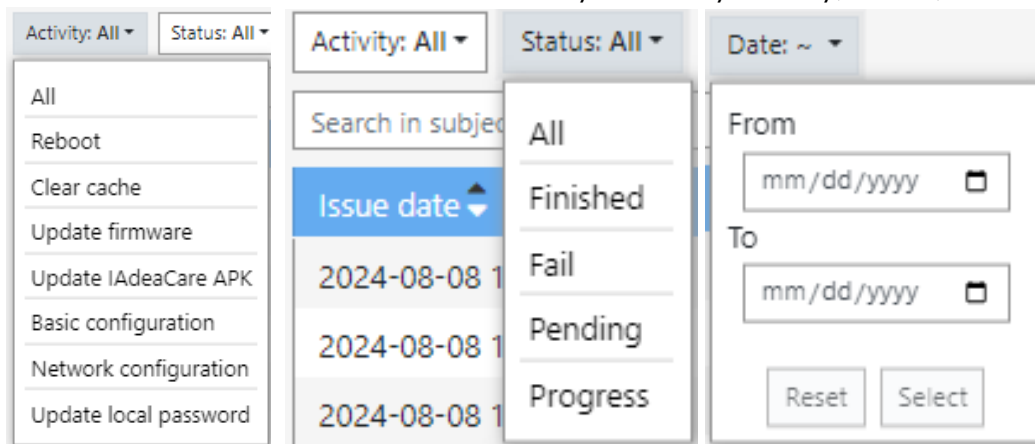
Device Activities



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.Configuration	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.



The screenshot shows three search filter panels. The first panel has 'Activity: All' and 'Status: All' dropdowns. The second panel has 'Activity: All' and 'Status: All' dropdowns, with a search input field. The third panel has a 'Date: ~' dropdown and 'From' and 'To' date input fields with calendar icons, and 'Reset' and 'Select' buttons.

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: Set Calendars
 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

● 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.

LAN tool

Download

- [Windows](#)

Web

- [Cross platform version](#)



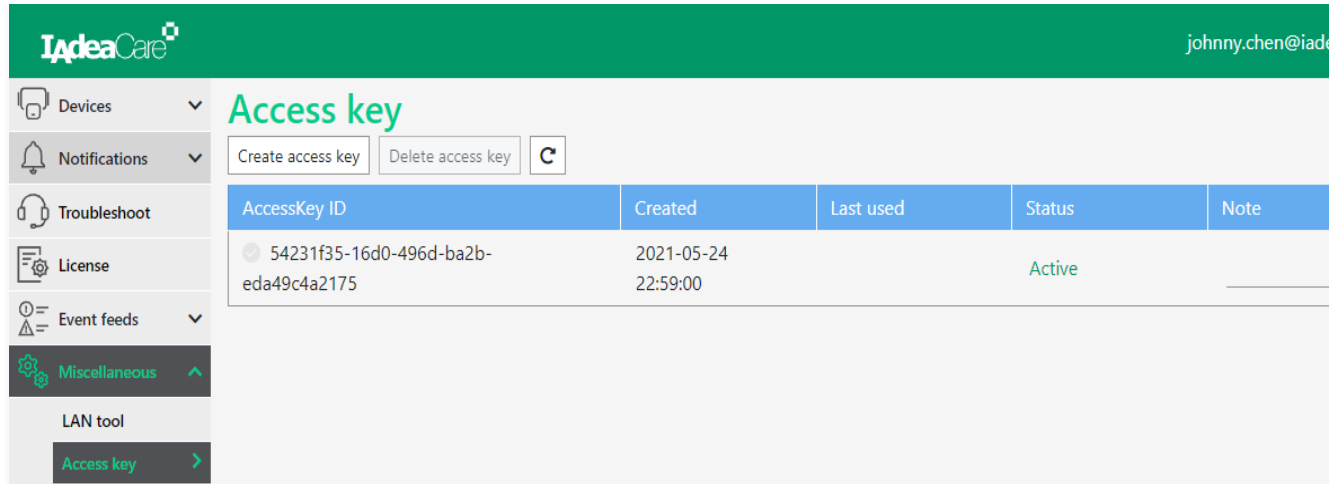
Click on **Windows** to download the **LAN config** tool for Windows OS.
For Mac and Linux OS, click on Cross platform version to open the config tool via default browser.

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.

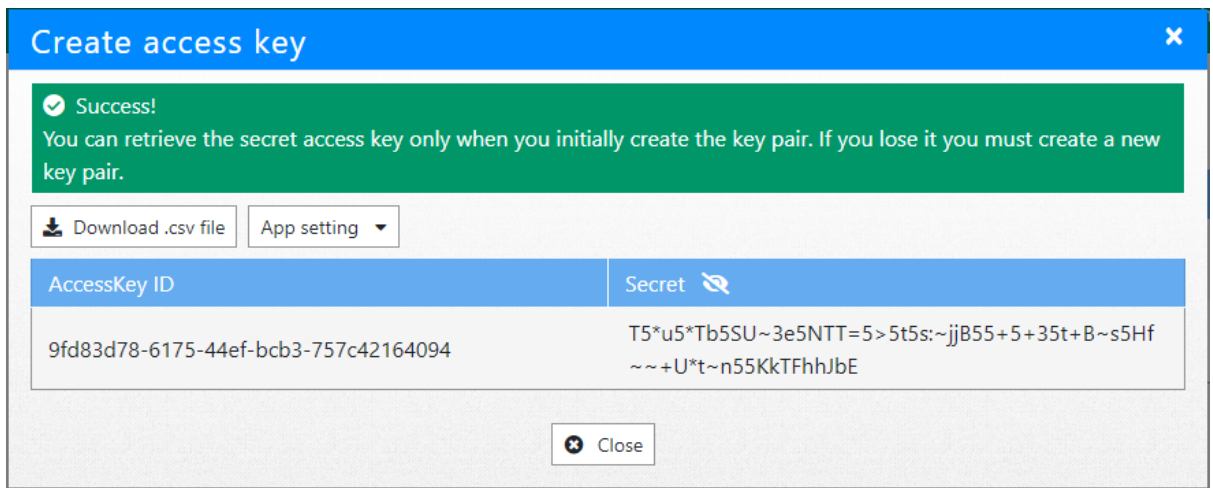


AccessKey ID	Created	Last used	Status	Note
54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active	

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

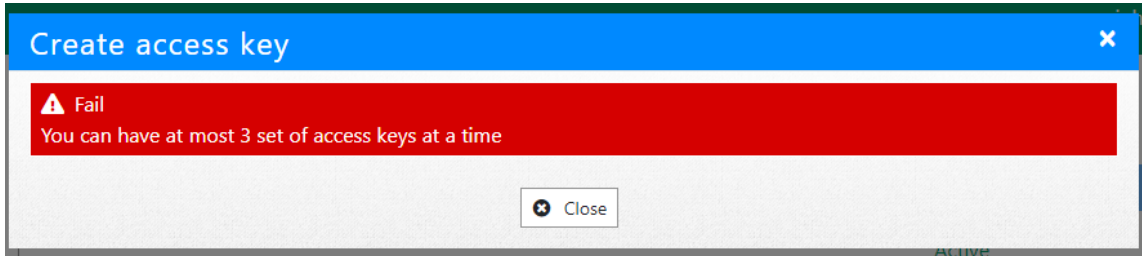
1. Click on Create access key to create a new access key.



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

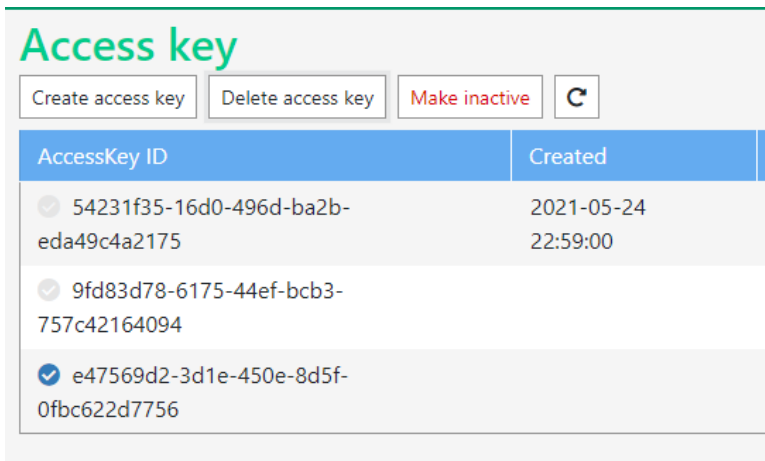
2. Once create access key is successful, you will see a confirmation screen like above.
3. User may click on Download .csv file to download a .csv file name [useraccount]-accesskey.csv that will include the access key and the secret key. User can save this for reference.
4. In the confirmation screen,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

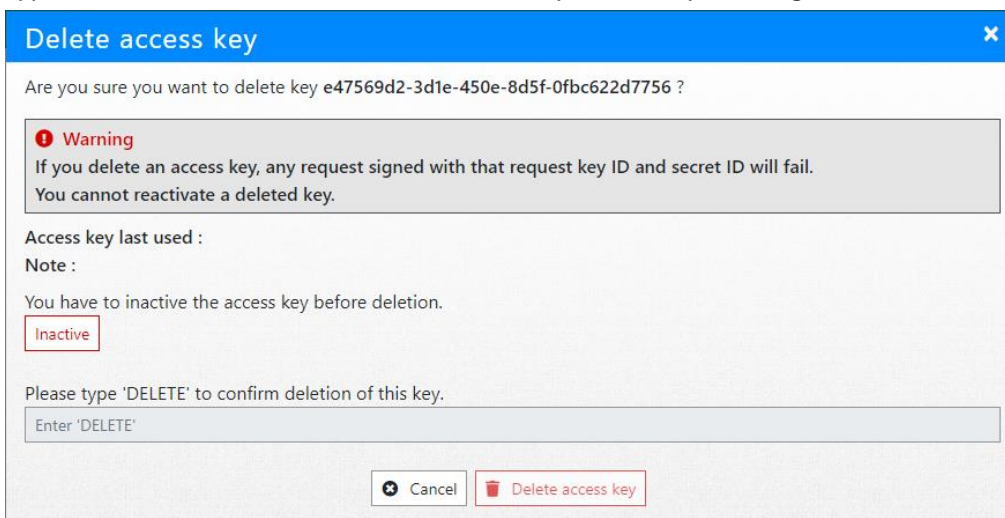


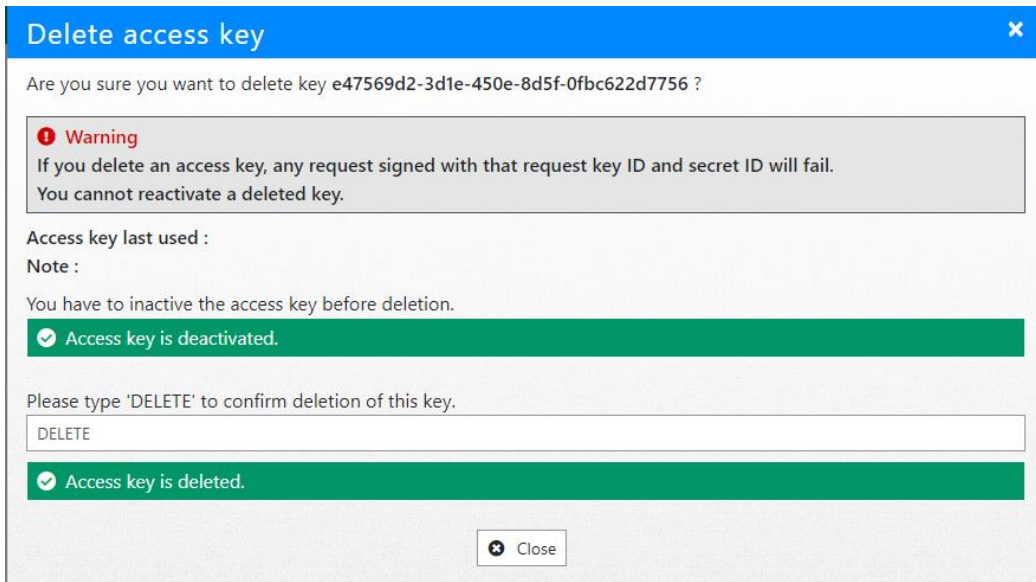
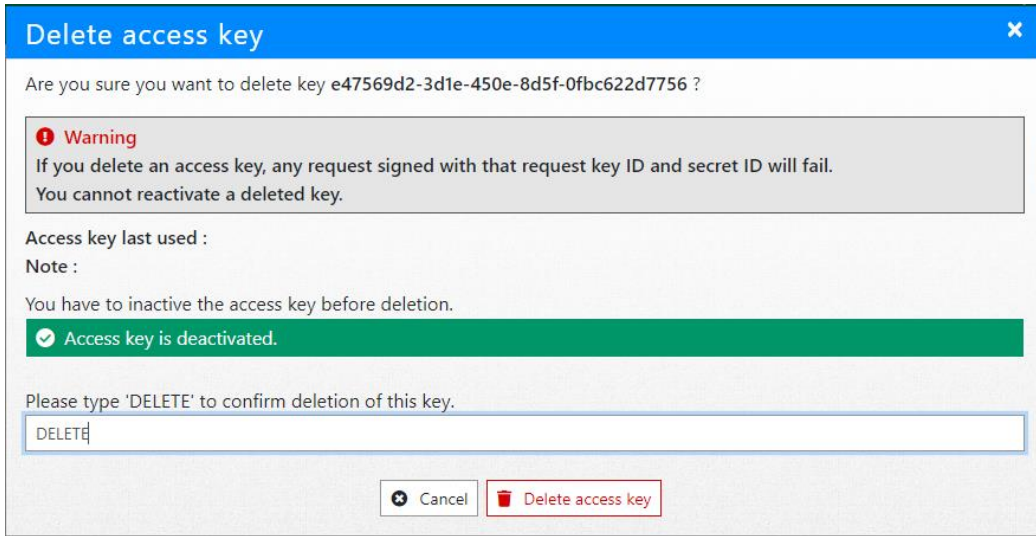
Delete Access Key

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

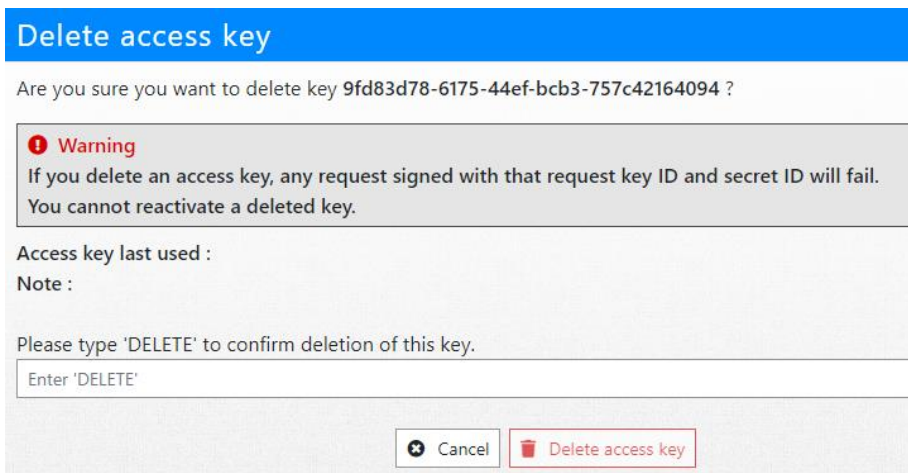


- If the access key is still active, the system will require you to inactive the access key before deletion. You may click on the Inactive Button first, then follow next step and type 'Delete' to confirm deletion of this key. Finish by clicking on Delete access key.



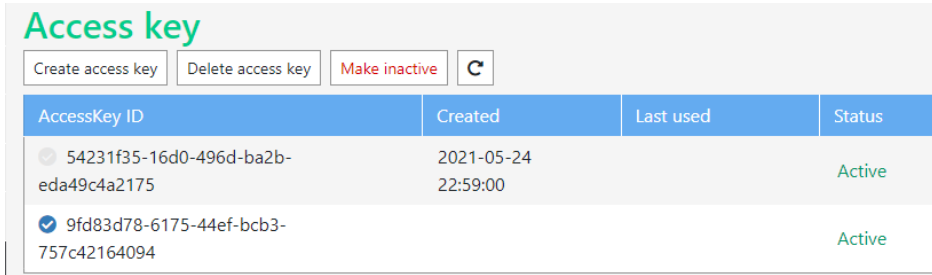


- If Access Key is already Inactive, you will only be required to type 'Delete' to confirm.




Active / Inactive

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

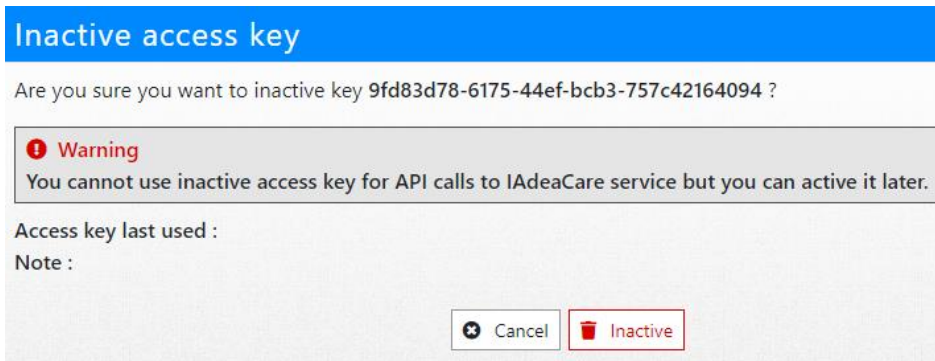


Access key

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

AccessKey ID	Created	Last used	Status
<input type="radio"/> 54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active
<input checked="" type="radio"/> 9fd83d78-6175-44ef-bcb3-757c42164094			Active

- 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.



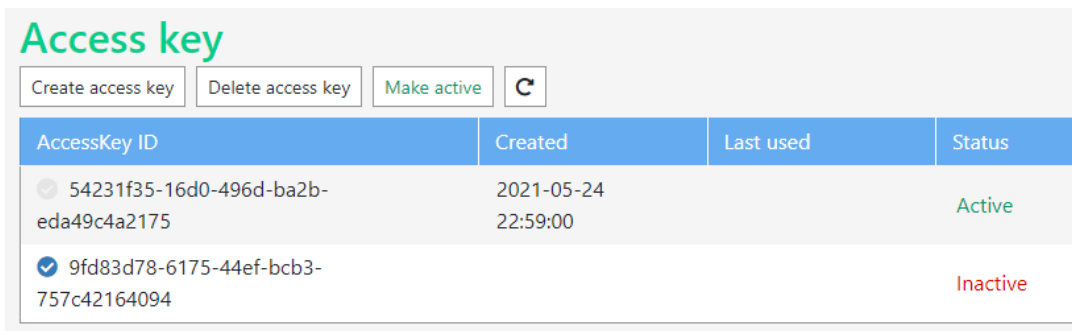
Inactive access key

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 activate it later.

Access key last used :
Note :

- 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** 

AccessKey ID	Created	Last used	Status
<input type="radio"/> 54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active
<input checked="" type="radio"/> 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

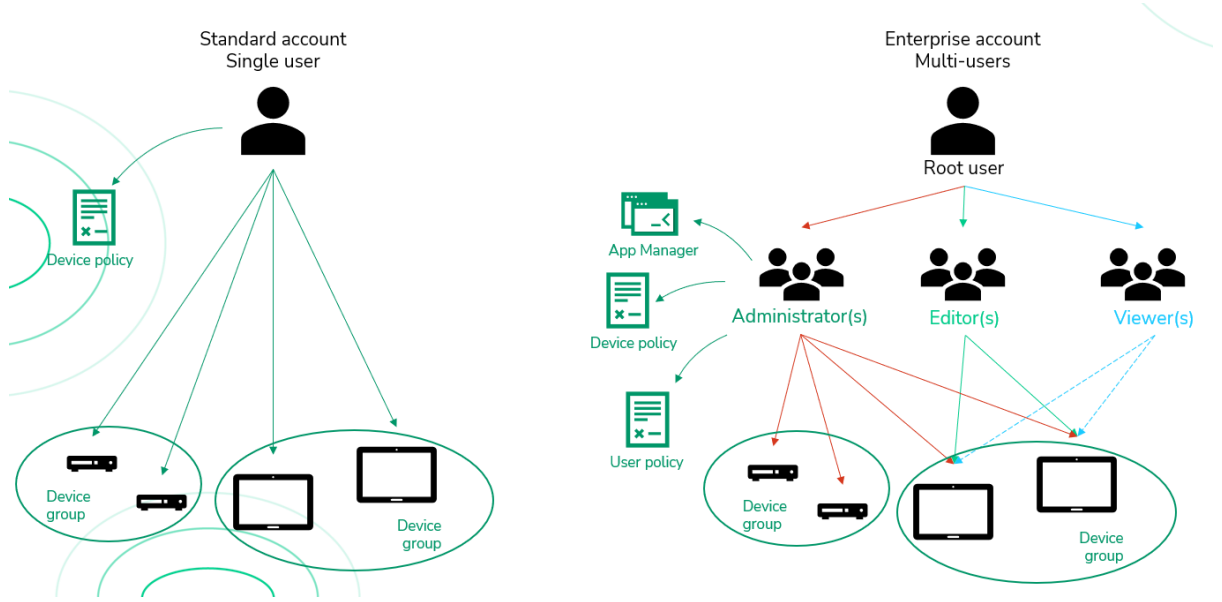
proceed to edit the note. Click on the check mark to complete your note.

Access key

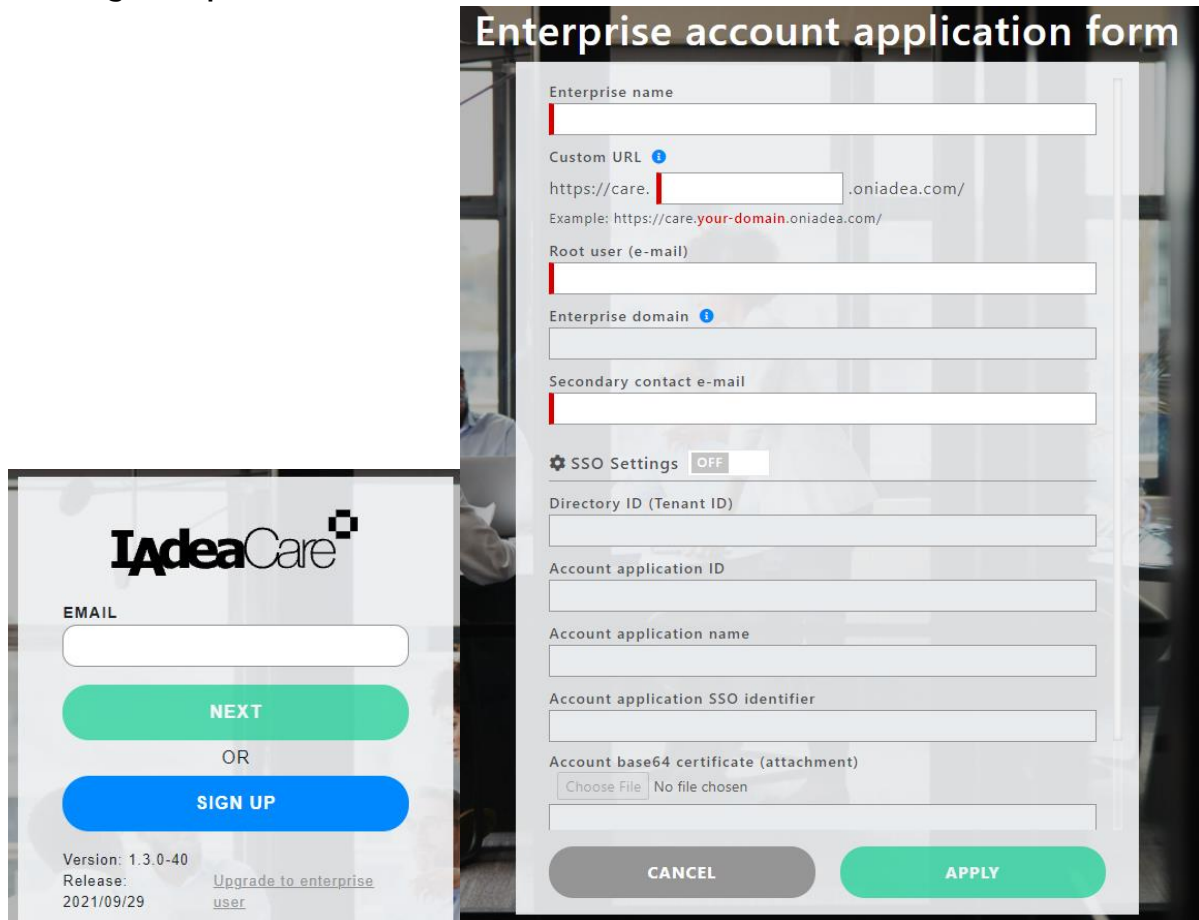
AccessKey ID	Created	Last used	Status	Note
54231f35-16d0-496d-ba2b-eda49c4a2175	2021-05-24 22:59:00		Active	note
9fd83d78-6175-44ef-bcb3-757c42164094			Inactive	

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



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).

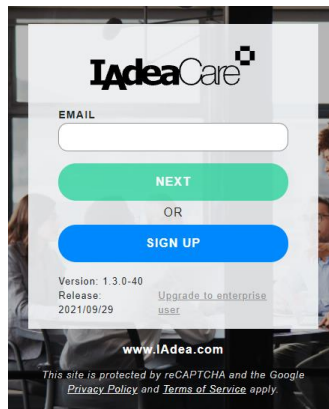
Domain Change

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.

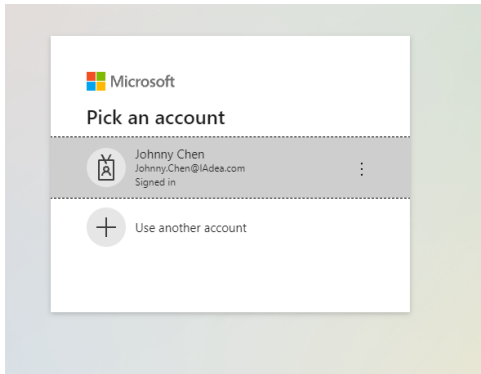
For Enterprise login, the system will verify your login domain. The portal will be redirect to the correct IAdeaCare login.



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.

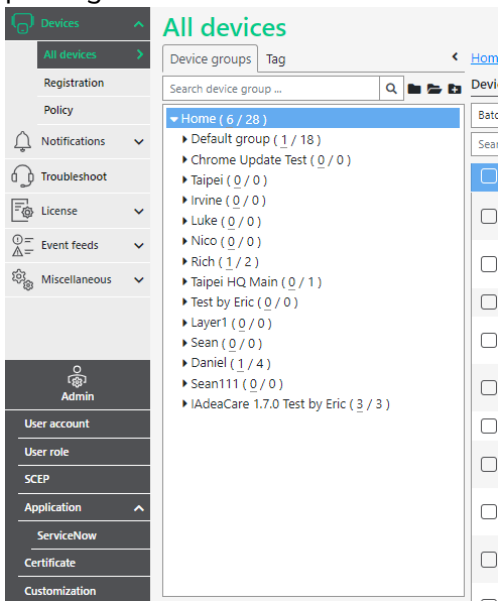
For SSO setup, users will be requested to login using their MS Active Directory account.



Admin

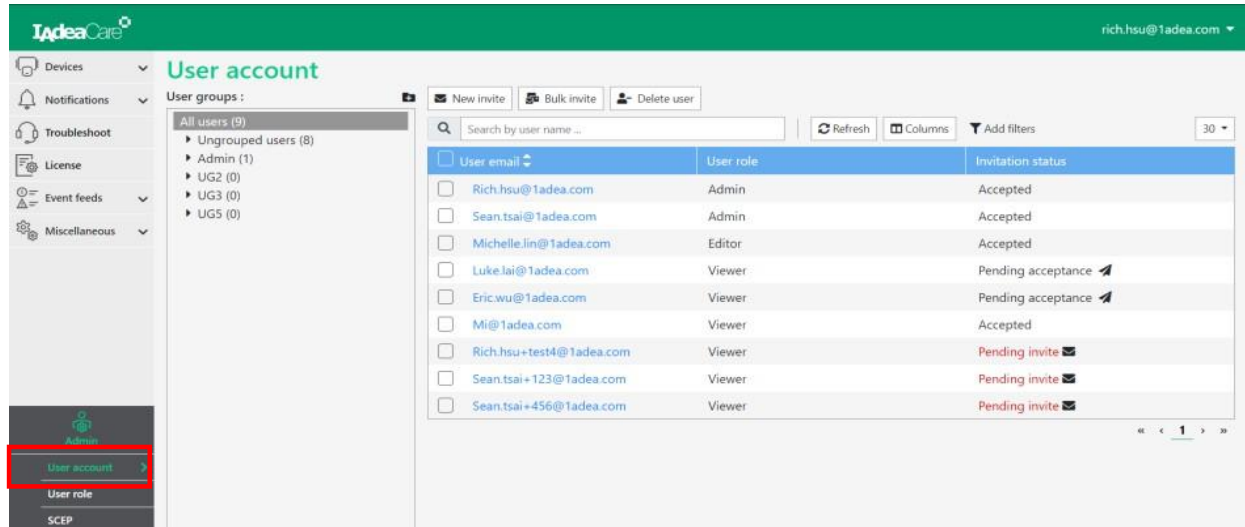
Overview

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

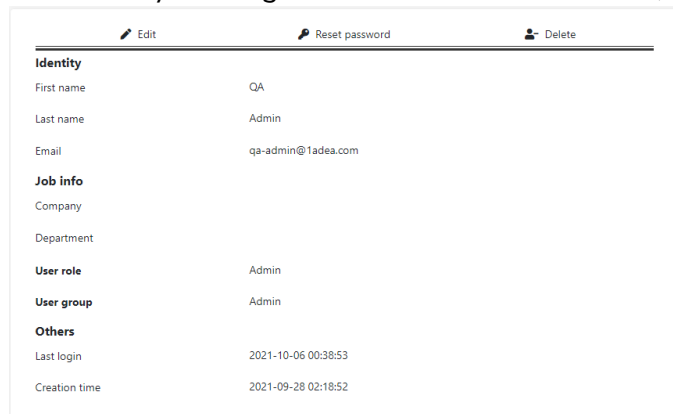


User Account: This allows the Administrator to invite, delete, and delegate user role and groups to sub-users.

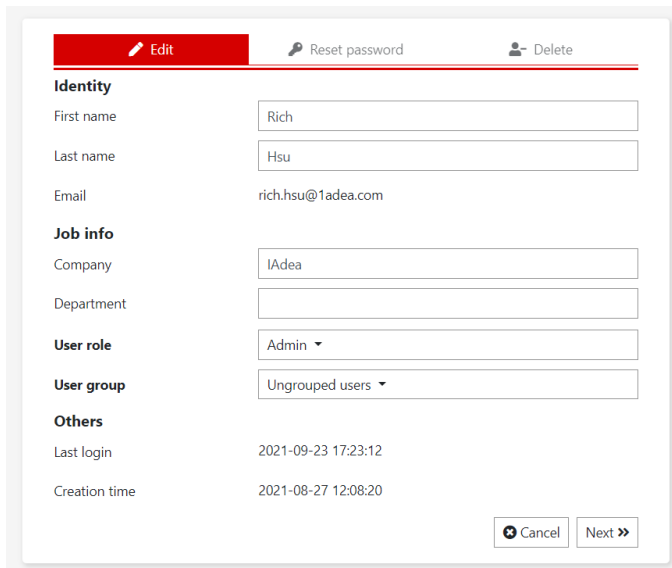
- When All Users is selected; New Invite, Bulk Invite, and Delete User, will be populated for use.
- All Users are shown with their email, user role, and invitation status.
- Invitation status:
 - **Pending acceptance** – Waiting for user to log back into the system.
 - **Accepted** – User received the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

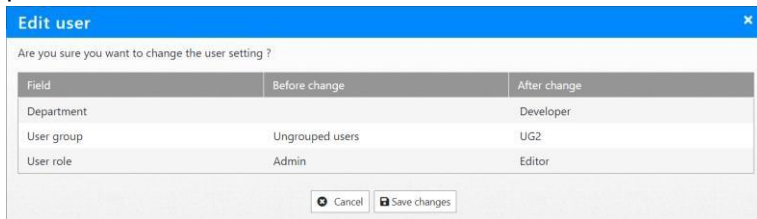
Click on any existing user to view and edit details, or delete user.



Edit User Detail



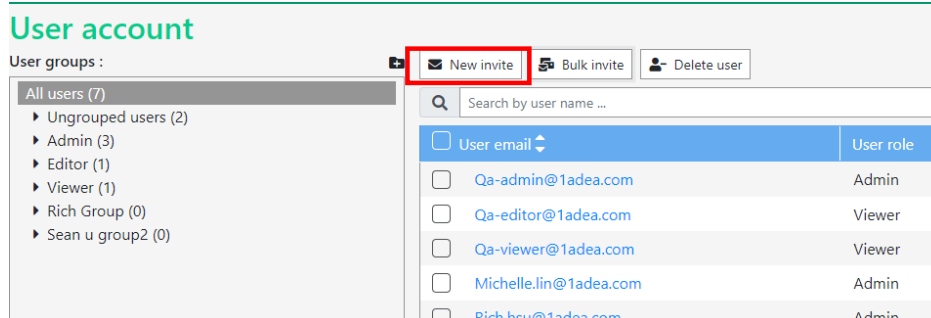
Admin can edit all user information except for email address. The admin can also reset password and delete the user.



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

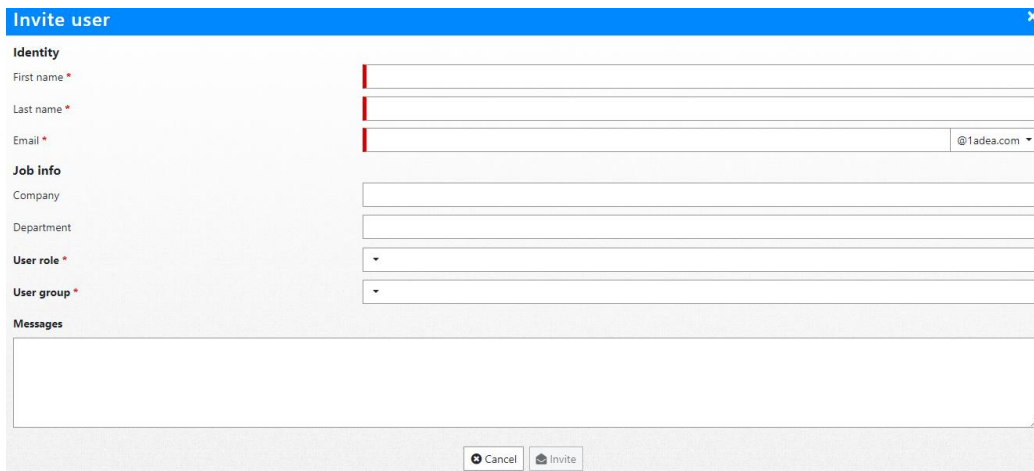
Once edit user is complete, click Next to confirm changes.

New Invite



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.

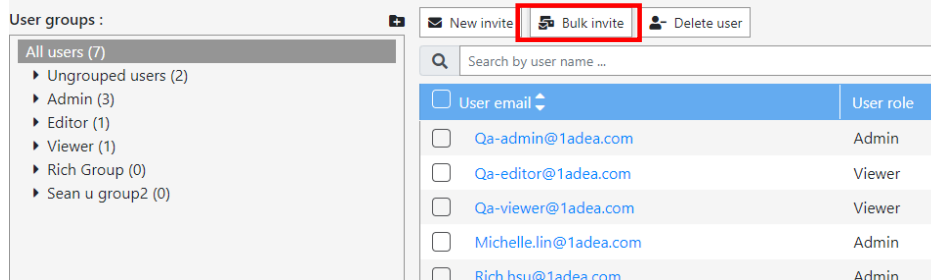


Fill out new invite form to complete the process.

- 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 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

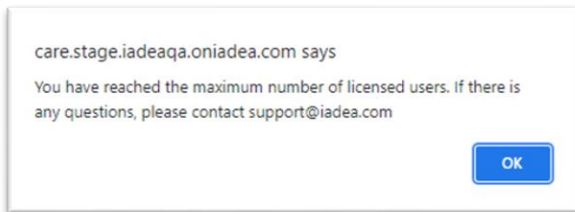
Bulk Invite allows the user to download an Excel template and upload a bulk user list.

Invite multiple users

1. Download csv template (optional)
2. Edit your csv file
3. Upload your csv file No file chosen

Messages

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



Delete User

User account

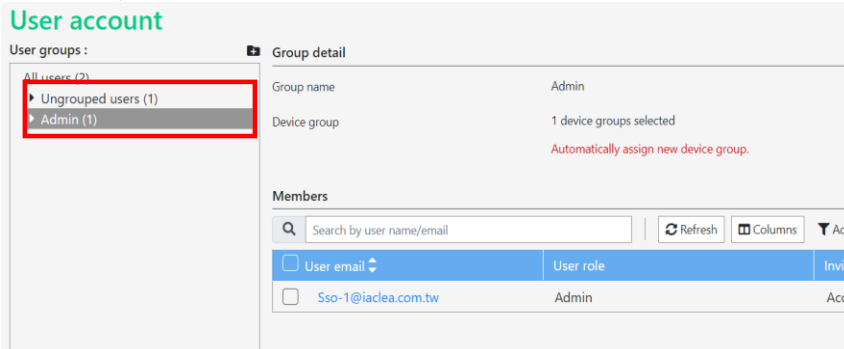
User groups :

- All users (7)
 - ▶ Ungrouped users (2)
 - ▶ Admin (3)
 - ▶ Editor (1)
 - ▶ Viewer (1)
 - ▶ Rich Group (0)
 - ▶ Sean u.group2 (0)

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

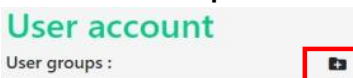
Select desired User and select Delete User. The User will be disabled on the server and will not be able to login.

User Group

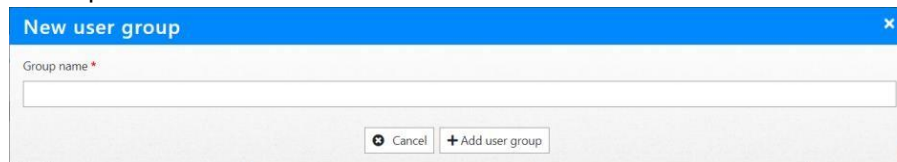


- On the right window, will show the group details and members.
- One user only belongs to one user group.
- There are two pre-defined groups.
 - I. **Ungrouped user** – The users whose user group is deleted or removed from user group. Cannot be deleted.
 - II. **Admin** – The group which pre-check all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

New User Group

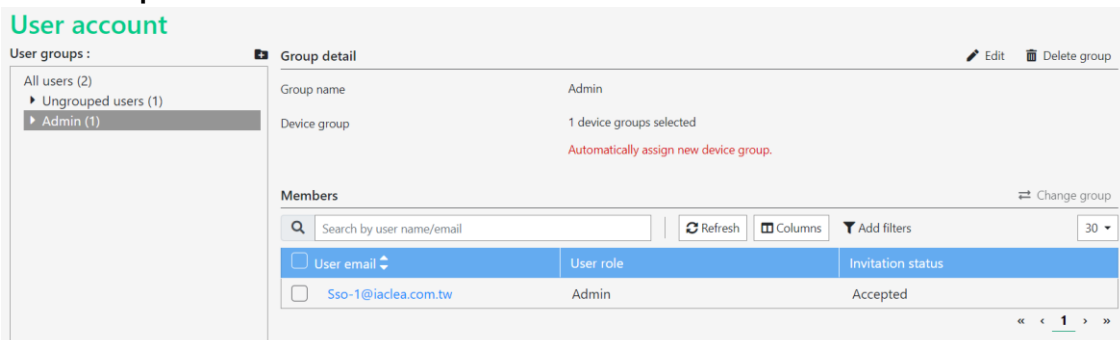


Click on the Add icon to create a new user group. Please confirm that desired group name is unique.



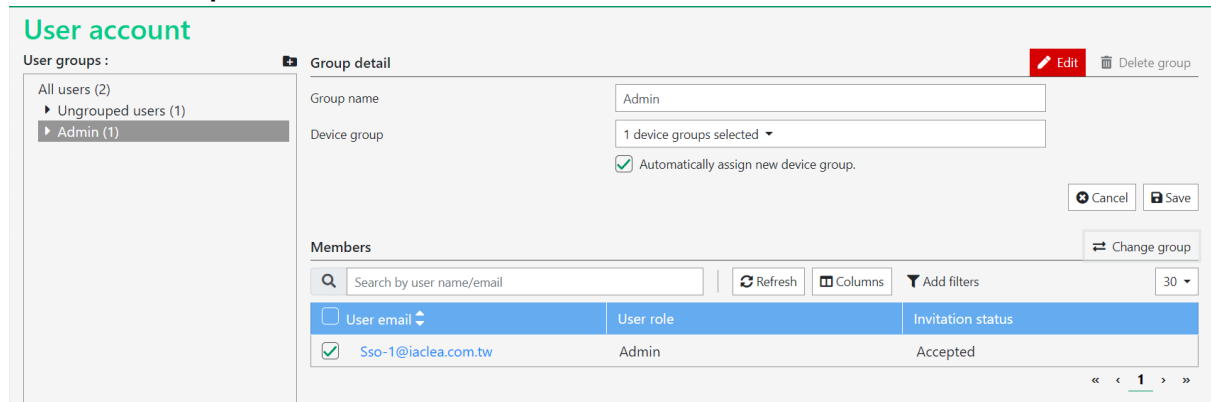
When complete, click +Add user group to confirm and return back to All User page.

User Group Detail

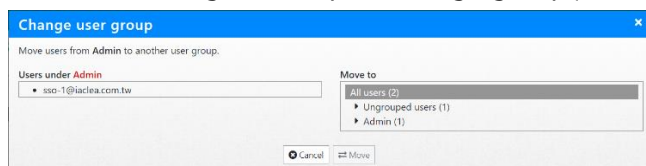


When User Group is selected, it will populate the Group Detail information.

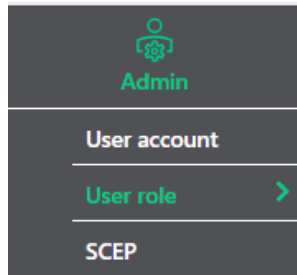
Edit User Group



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



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>

Edit

Email	User group	Edit policy
qa-editor@1adea.com	Editor	Viewer
qa-viewer@1adea.com	Ungrouped users	Viewer
markyang@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
iaideacare-scep-eap-cert-AAAA				🗑
iaideacare-scep-eap-cert-BBB				🗑
iaideacare-scep-eap-cert-QAtest	OU=IAdea Player	http://52.240.54.88/certsrv/mscep	QA-SCEP-Server2	🗑
iaideacare-scep-eap-cert-T1		http://10.0.10.234/certsrv/mscep/	NDES	🗑
iaideacare-scep-eap-cert-T2		http://10.0.10.206/certsrv/mscep/	NDES2	🗑
iaideacare-scep-eap-cert-T3		http://10.0.10.205/certsrv/mscep/	NDES3	🗑

Add New Credential

Add new credential

Alias	<input type="text" value="iaideacare-scep-eap-cert-"/>
Subject	<input type="text"/>
Key size	<input type="text" value="1024"/>
SCEP server	<input type="text"/>
Profile	<input type="text"/>
Usage	<input type="text" value="APP"/>
Auto renew	<input type="text" value="120"/> days before expiration

Alias: iaideacare-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

⚠ 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	<input type="text"/>
Key size	<input type="text" value="1024"/>
SCEP server	<input type="text"/>
Profile	<input type="text"/>
Usage	APP ▾
Auto renew	<input type="text" value="120"/> days before expiration

Device list
↻ Renew SCEP + Add device Export

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 * <input type="text"/>	802.1x EAP settings EAP method: TLS Domain: <input type="text"/> Identity * <input type="text"/>
--	--

Device list: 0 device(s) are selected.

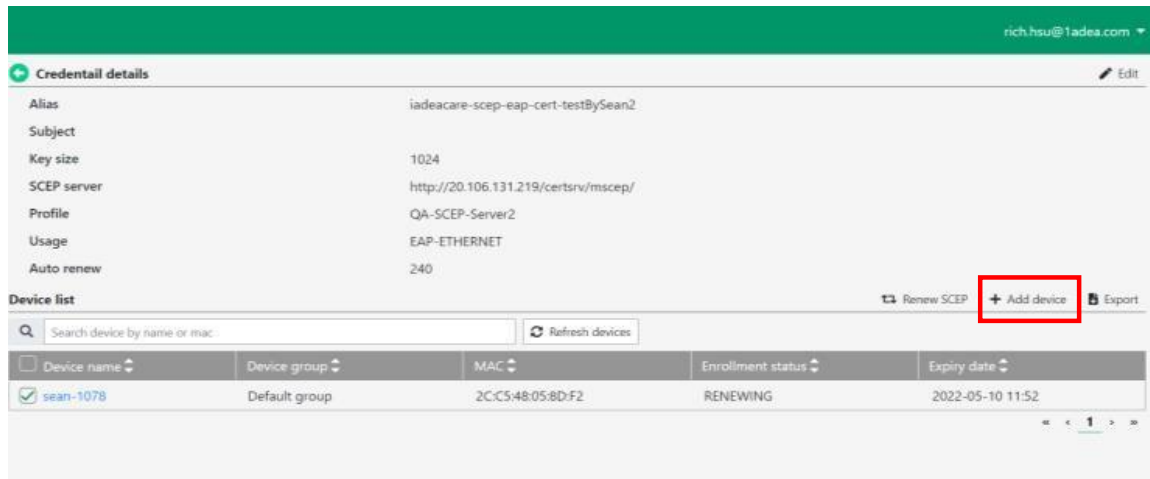
⚠ No license

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

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

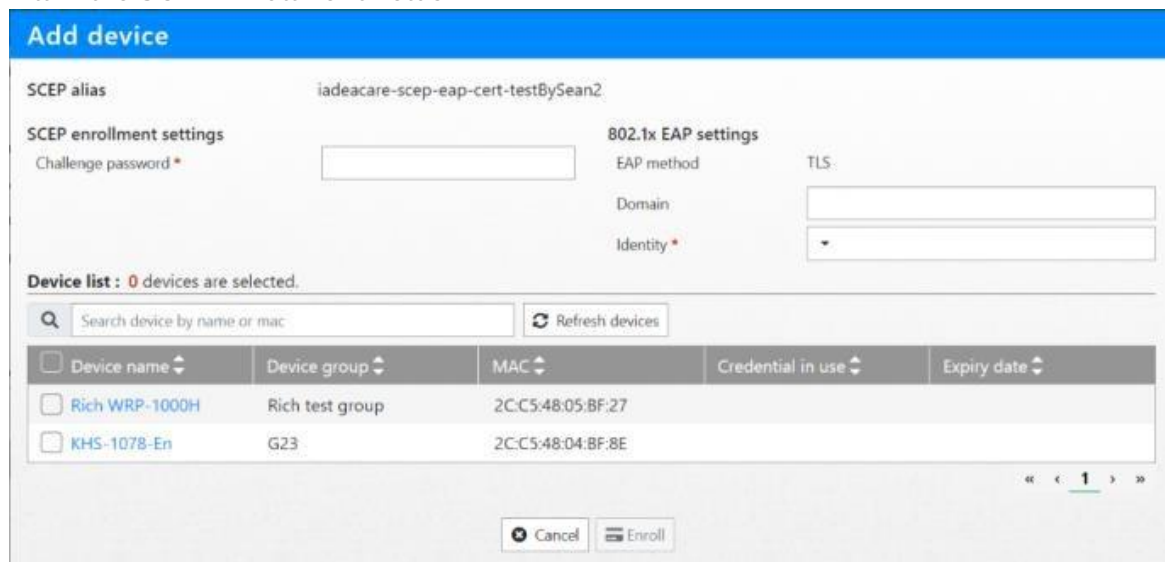
Add Device

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



The screenshot shows the 'Credential details' page for 'iadeacare-scep-eap-cert-testBySean2'. Below the details is a 'Device list' table with one device: 'sean-1078' in the 'Default group' with MAC '2C:C5:48:05:8D:F2' and status 'RENEWING'. A '+ Add device' button is highlighted in red.

Fill in the SCEP Enrollment fields.



The 'Add device' form shows the following fields:

- SCEP alias: iadeacare-scep-eap-cert-testBySean2
- SCEP enrollment settings: Challenge password *
- 802.1x EAP settings: EAP method, Domain, Identity *
- Device list: 0 devices are selected. The list contains:

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		

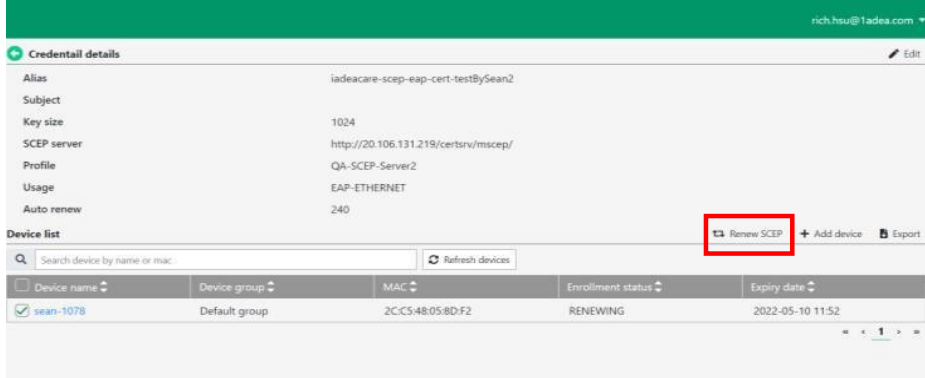
Select desired devices from device list and fill the information below.

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

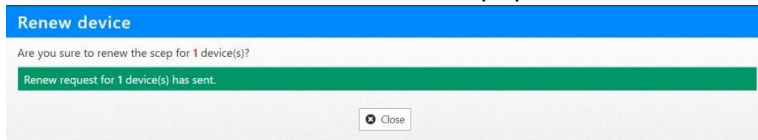
Click **Enroll** to confirm and go back to the Credential detail page.

Renew

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



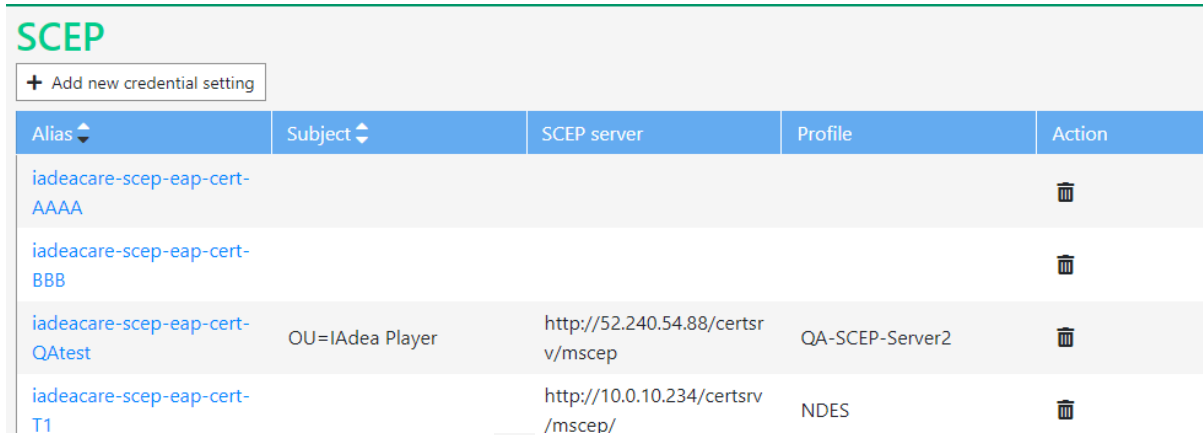
Confirmation for SCEP renewal will populate.



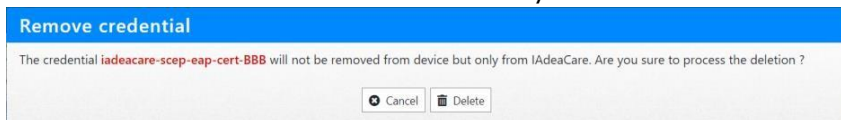
Export

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

Delete Credential



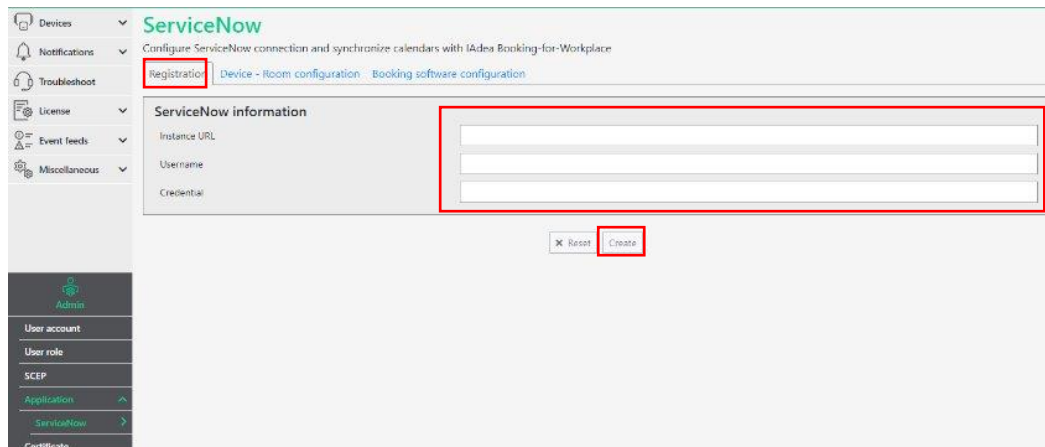
To delete the Credential, click on the icon to delete. When deleting the credential through IAdeaCare, this will only delete the credential from the server and not from the device. The device will need to be factory reset to clear all settings.



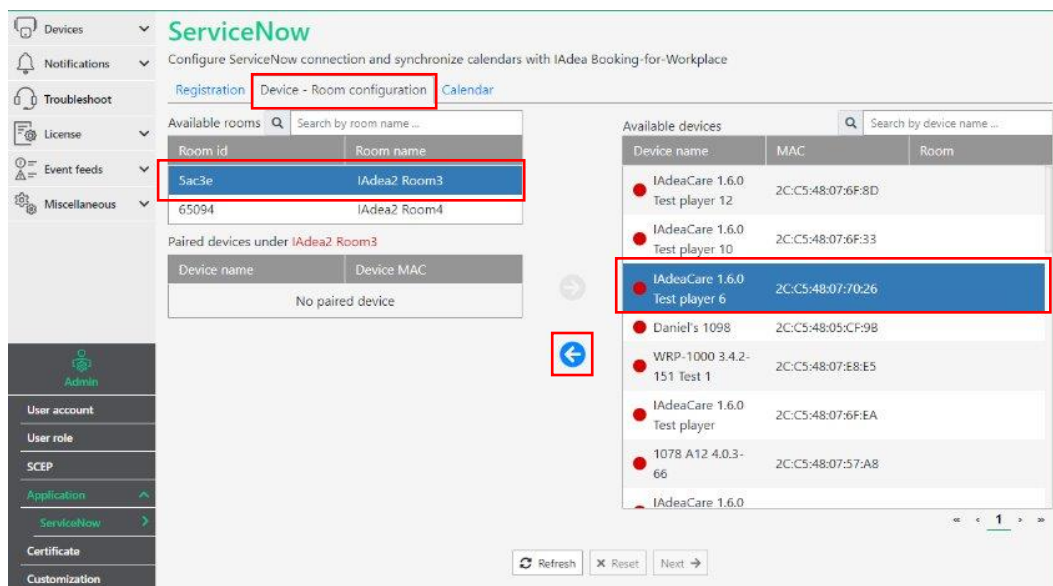
Application

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

- Connect to ServiceNow from Registration tab.

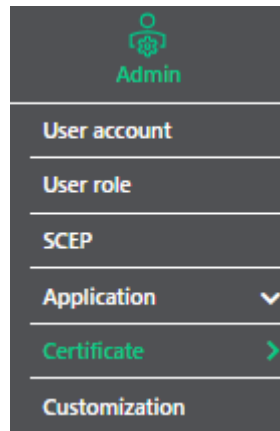


- Assign device to a room from the Device Room configuration tab.

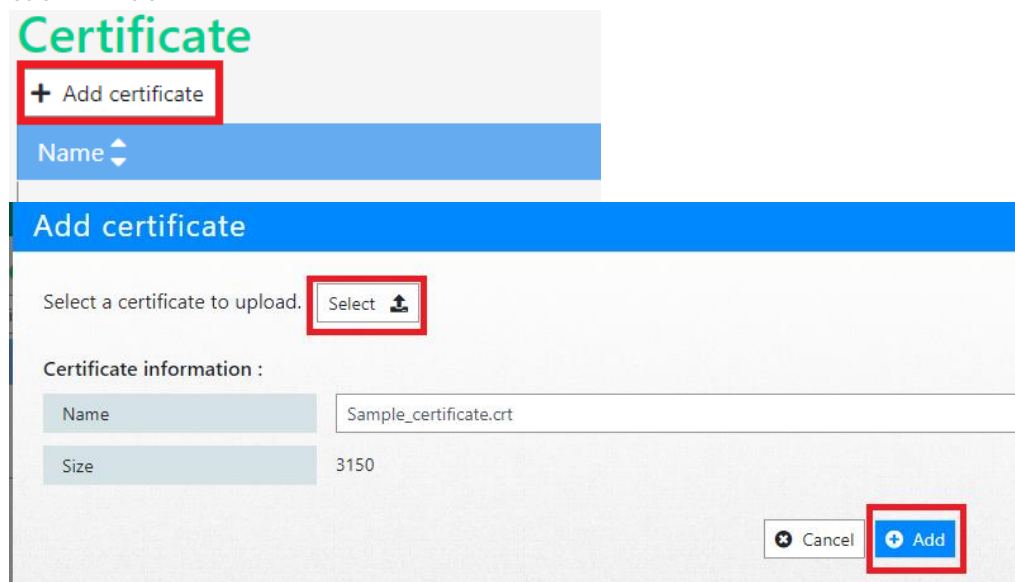


- Customized how the reservation display should look like from the Booking software configuration tab.
- For more detail, please refer to ServiceNow integration documents.

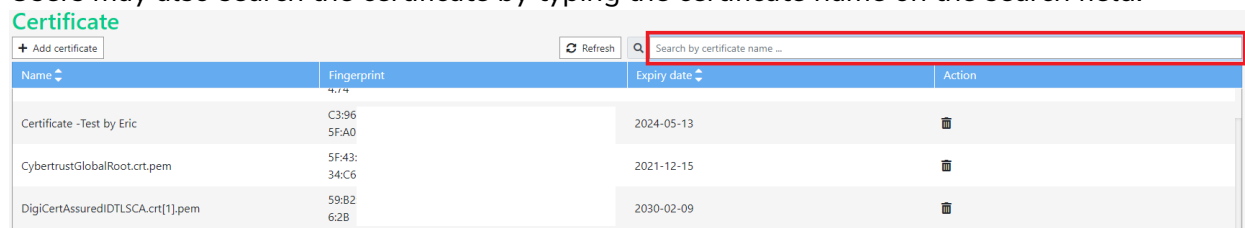
Certificate



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

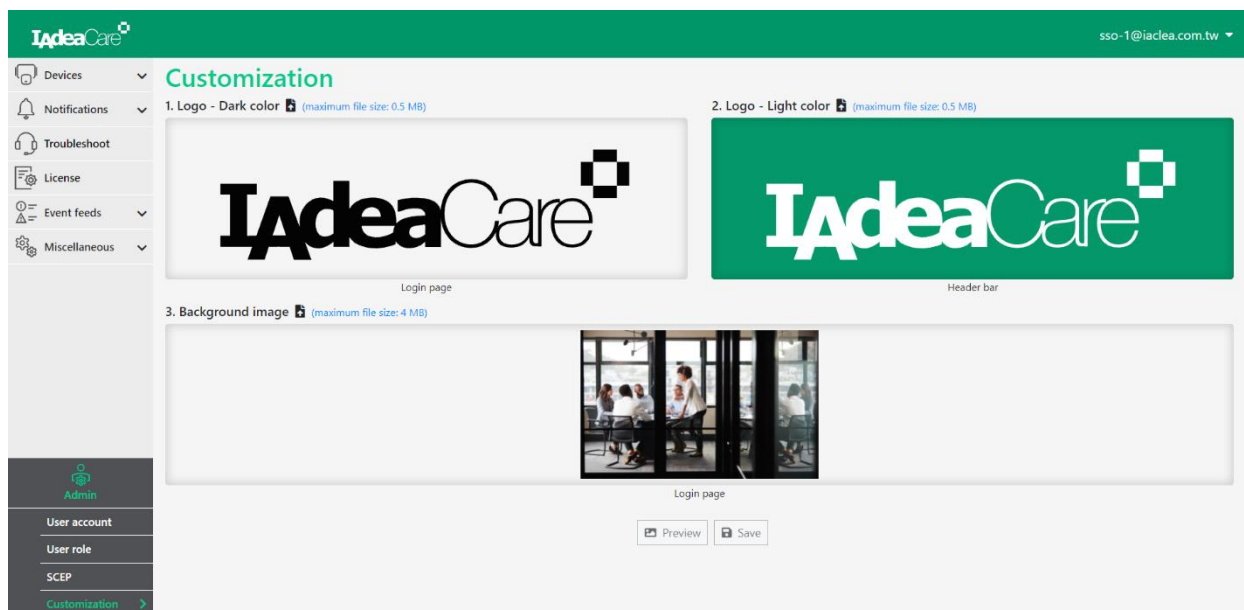
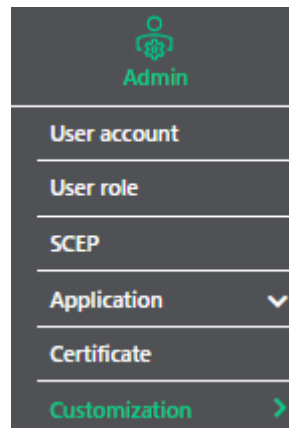


Users may also search the certificate by typing the certificate name on the search field.



Customization

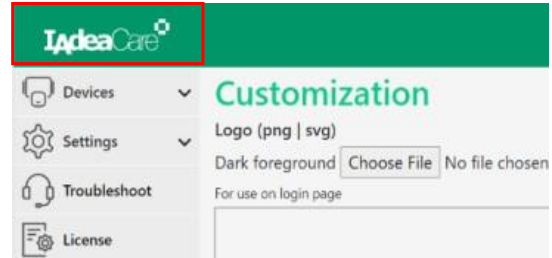
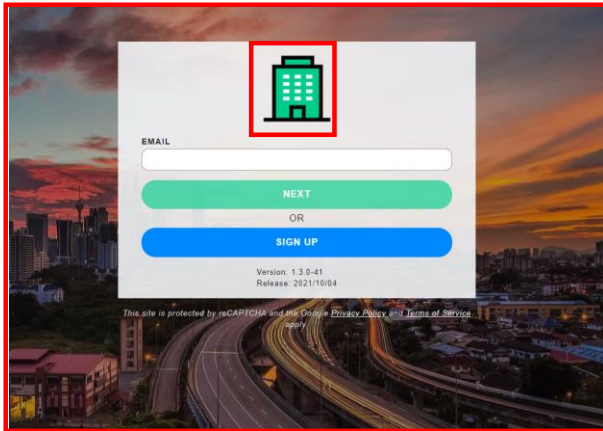
Enterprise allows the user to customize the IAdeaCare login page with branding and background. The logo branding on the top left-hand corner can also be customized.



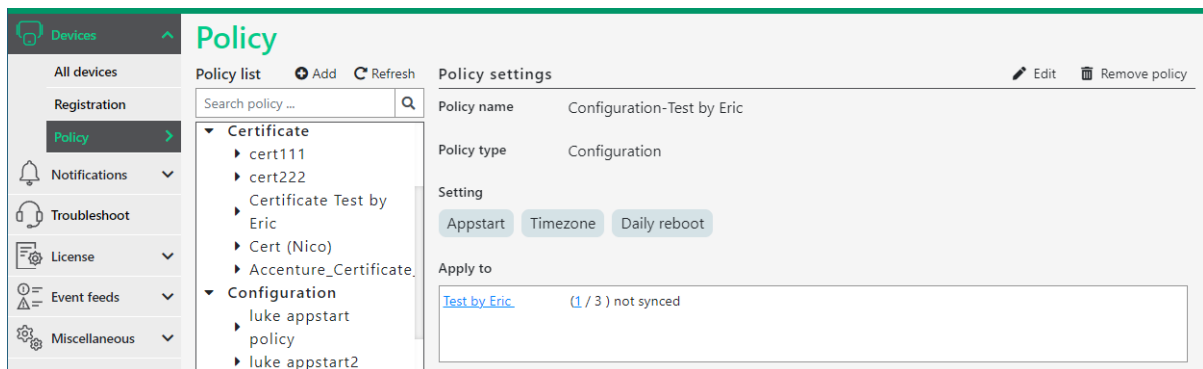
Click the 'Choose file'  to upload logo and background image.

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

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



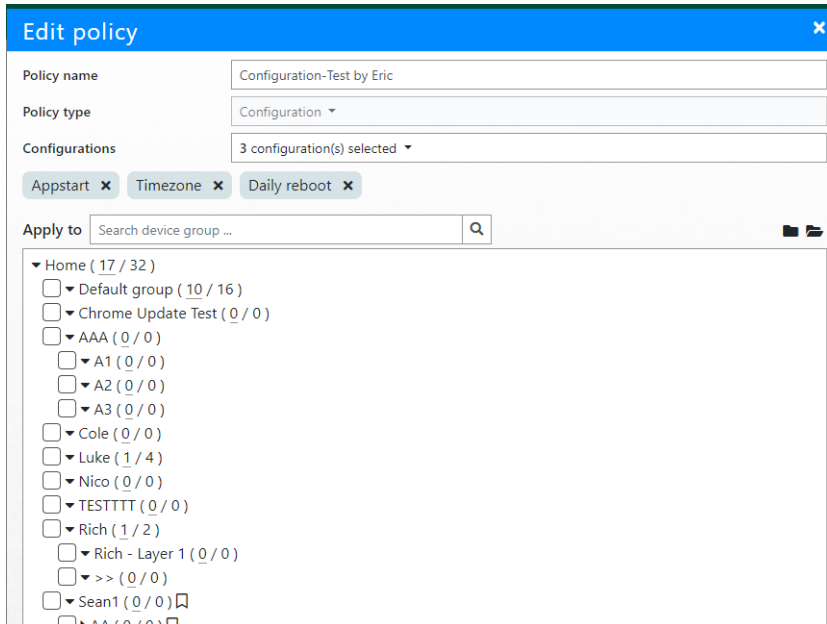
Policy Tab



Policy allows for search by policy name.

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

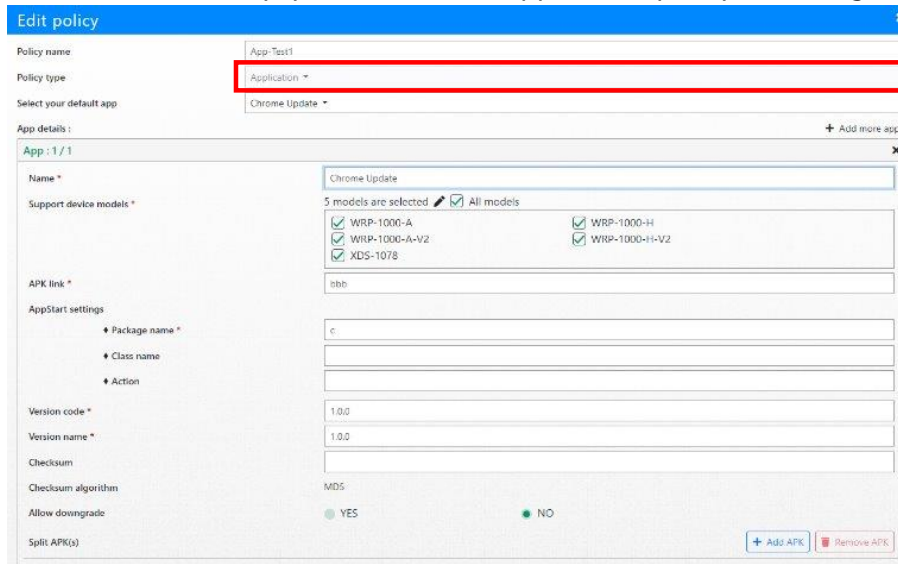
Quick Link and status of device not yet synced to policy is available for navigation.




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



The screenshot shows a 'Create policy' window with the following fields: 'Policy name' (text input), 'Policy type' (dropdown menu set to 'AppManagement'), and a list of apps. A red box highlights the '+ Add more app' button in the top right corner of the app list.

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.

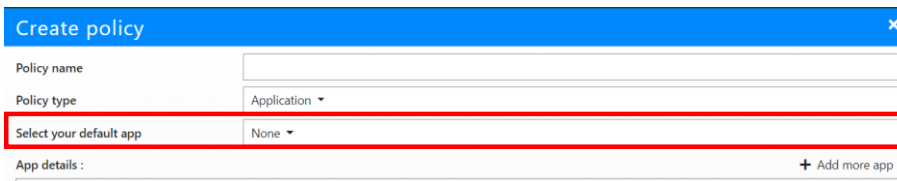
Version code: Version code of the apk.

Version number: Version number of the apk.

Checksum: The MD5 Checksum of the apk.

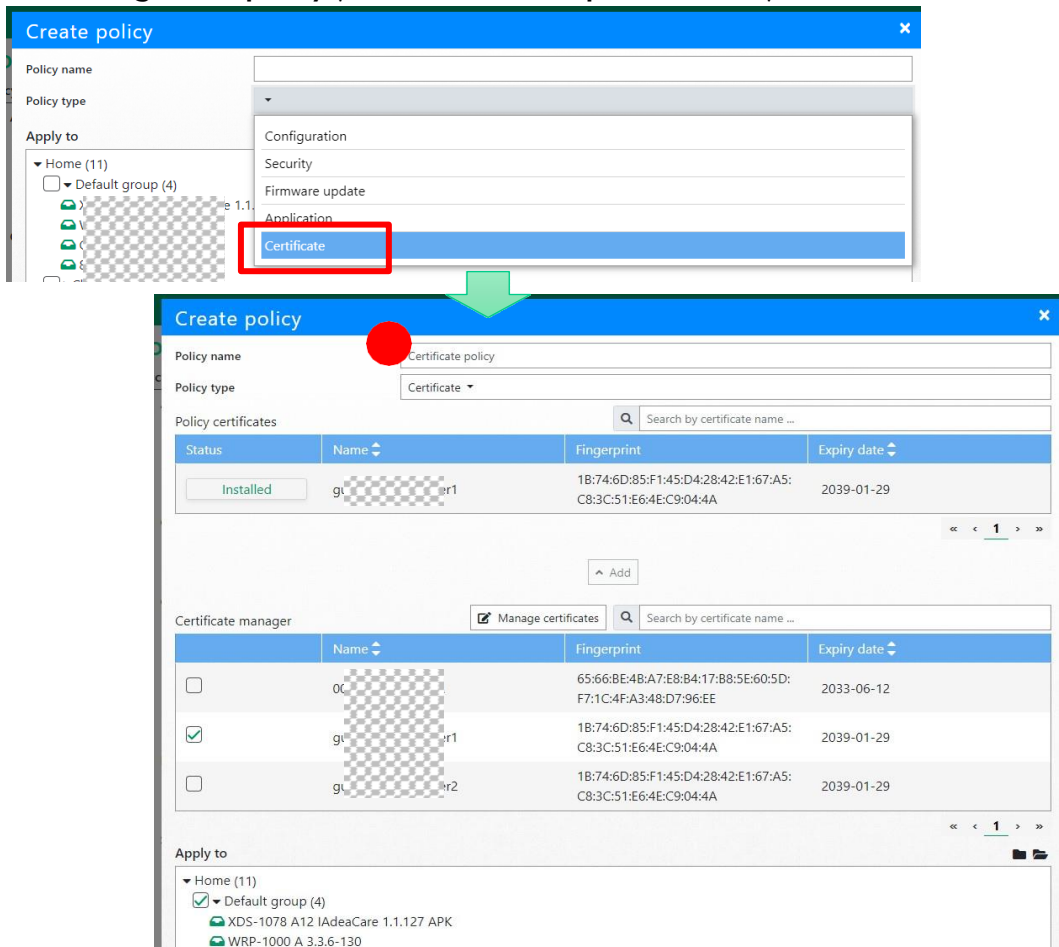
Allow downgrade: Allow/ Not allow downgrade to a lower version.

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



The screenshot shows a 'Create policy' window with the following fields: 'Policy name' (text input), 'Policy type' (dropdown menu set to 'Application'), and 'Select your default app' (dropdown menu set to 'None'). A red box highlights the 'Select your default app' dropdown menu.

Certificate Management policy (Exclusive to enterprise account)



- Certificate option is now available when creating policy
- To apply new certificate to device group
 1. Give policy a name
 2. Select the certificate from the certificate manager. For certificate to be used in policy, it must be added to certificate manager by admin user
 - b. If a certificate is being used in a policy but got removed from the certificate manager, the certificate will become an unmanageable certificate which will be hidden from policy certificate after a new change applied to this policy
 3. Click Add to add certificate to the policy
 - a. For each certificate user can click on installed under status to change certificate status to revoke
 - b. A revoked certificate will be disappeared from the policy certificates after user confirm the change by hitting Apply button
 4. Choose the device group to apply the certificate
 5. Click Apply to create the policy