User Manual

Date

2026-November

IAdeaCare User Manual 1.9.0-X

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Table of Contents

What's New in v1.9.0 3
1. Overview 3
2. System Requirements 4
Minimum System Requirements 4
3. Account Setup Process 5
4. UI Overview 7
4.1 Main Dashboard 7
Password Change 8
4.2 Devices 9
All Devices 11
Groups 13
Saved Filter Tab 14
Batch Actions 19
Home Shortcuts 21
Device Dashboard 25
IAdeaCare Functions 27
Registration 42
Policy 44
4.3 Notifications 50
Alert Setting 50
Report 57
4.4 Troubleshoot 60
Troubleshooting Page 60
4.5 License 61
Account Page 61
Device Page 61
Add License 62
Import License 63
Reallocate License 65
Advanced Filter 65
4.6 Event Feeds 66

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Event Log....66
Device Activities....69
4.7 Miscellaneous....70
LAN Config Tool....70
Access Key....72
4.8 Enterprise Account....76
Creating Enterprise Account....77
Expiration mechanism of enterprise account....78
Domain Change....78
Login Portal / SSO....78
Admin....79
Policy Tab....96
App Management Policy (Exclusive to Enterprise Account)....97
Certificate Management Policy (Exclusive to Enterprise Account)....99

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What's New in v1.9.0

v1.9.0 – November 2026

1. Screen saver dimming with a configurable Dimming display level and touch-to-wake, including automatic dimming during active room reservations (requires firmware 4.4.4-128 or newer) – see Basic Configuration › Screen Saver.
2. Automated troubleshooting log analysis – see Troubleshoot.
3. Viewer role can no longer see or open Policy, Alert, or Event Feeds – see User Role.
4. Alert rules are shared by all Administrators in the same Enterprise account – see Alert Setting.
5. Connected MAC address now reflects the active network connection, including Wi-Fi – see Network.

1. Overview

Managing your players no longer has to be complicated. With **IAdeaCare**, you can remotely monitor and configure your players from any web browser. **IAdeaCare** makes it easy to pair players, whether they are on your local network or elsewhere. Once a player is paired with your account, the settings and functions that once required physical access to the player are available remotely.

Player management made easy with **IAdeaCare**:



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2. System Requirements

Minimum System Requirements

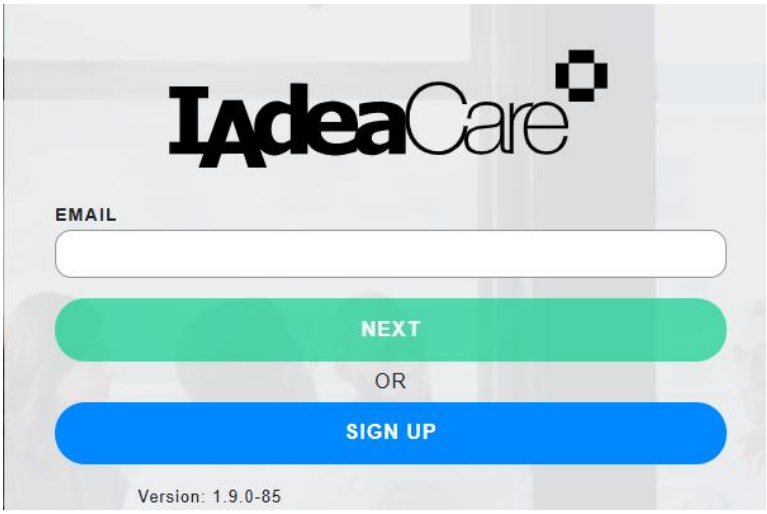
CPU	• 2.6 GHz or higher
Operating System	• Windows • macOS
Browser Version	• Google Chrome 56 or later • Mozilla Firefox 38 or later • Microsoft Edge 20 or later
Firmware Version	• All Android 7.1-based models • MBR-1100: 1.2.87.531 or later • XDS-107X: 1.2.86.532 or later • XMP-6250/6400: 1.2.84.533 or later • XMP-7300: 1.0.10.341 or later • WRP-1000: 3.4.0 or later • XMP-8552 / WRP-1000 (V2): 4.4.4-128 or later (required for screen dimming)

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3. Account Setup Process

a. Go to https://care.iadea.com in your web browser.

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



I. If you already have an account, log in with your email and password.

- Confirm that IAdeaCare is on the latest version and release:
- v1.9.0 | Release: 2026/11

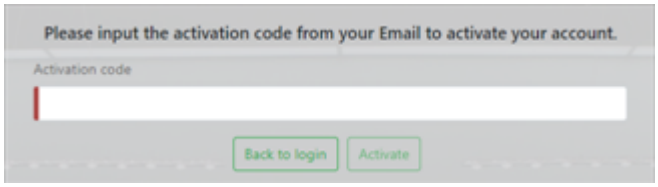
II. If you do not have an account, click Sign Up to create a new IAdeaCare account.

i. Fill out the sign-up form:



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ii. When the form is complete, click Submit. A confirmation email with an activation code will be sent to your email address. Enter the code to activate your account.

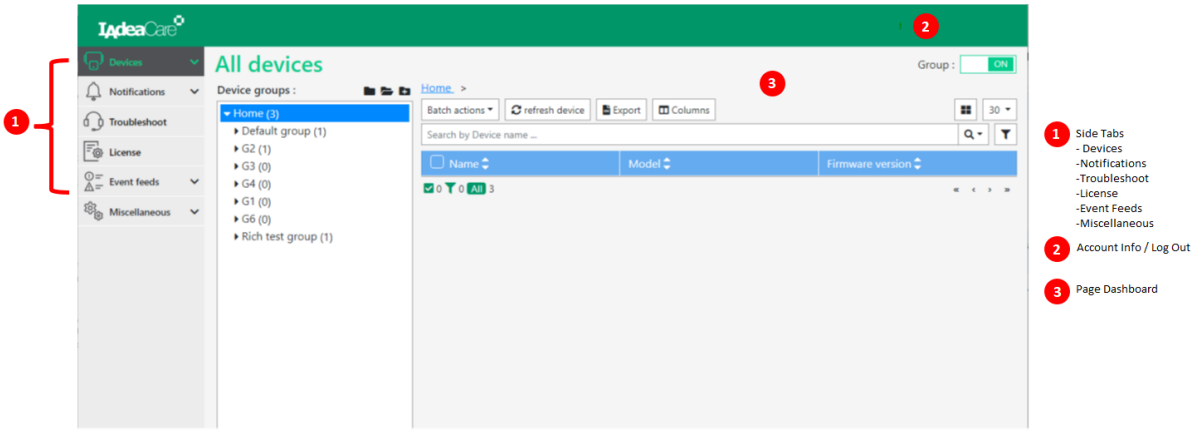


Note: Account activation and password recovery emails are sent from noreply@iadea.com. To keep these emails out of your junk folder, add noreply@iadea.com to your safe senders list. In Outlook, go to Home > Junk > Junk Email Options > Safe Senders and add the address. In Gmail, move any IAdeaCare email out of Spam and select “Not spam.” If you do not receive the email, check your junk folder for a message titled **IAdeaCare account activation** or **IAdeaCare password recovery**.

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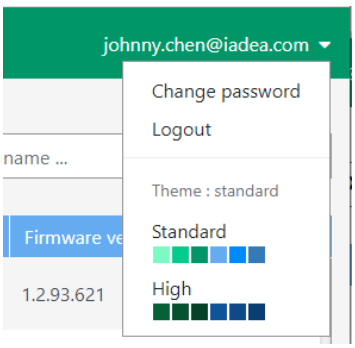
4. UI Overview

4.1 Main Dashboard



1. The main dashboard has tabs on the left-hand side for navigating the IAdeaCare UI.
2. To log out of IAdeaCare, click the **Logout** button in the top-right corner.
3. The **Dashboard UI** area displays the content for the selected **Page** tab.

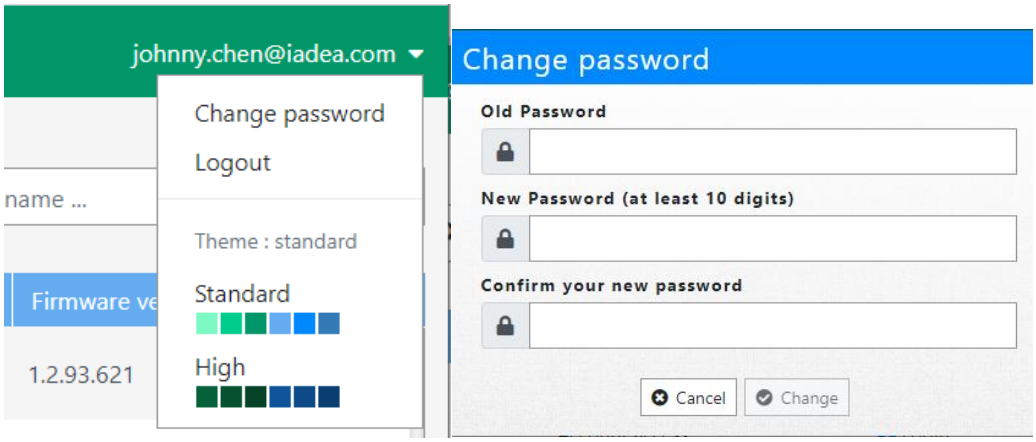
For users who need a high-contrast color scheme, the **Theme** option is available in the drop-down menu next to the account name.



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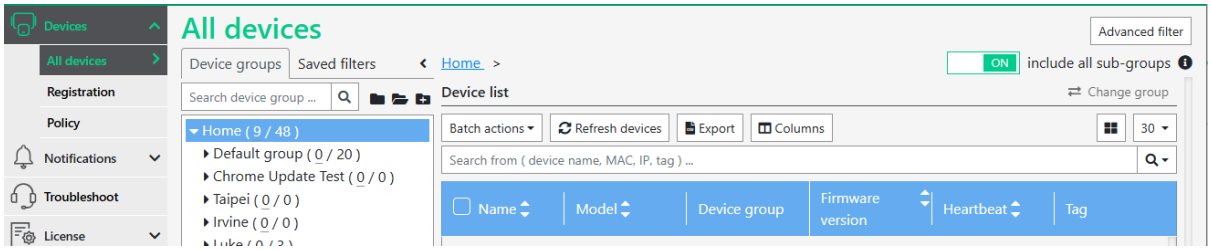
Password Change

To change your password, click the down arrow next to your account email and select Change password. Enter your current password, then enter your new password twice.



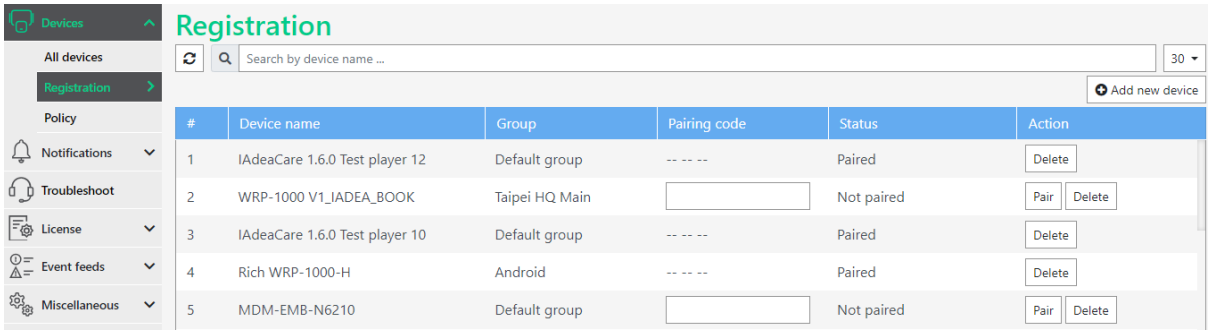
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4.2 Devices



All Devices Elements:

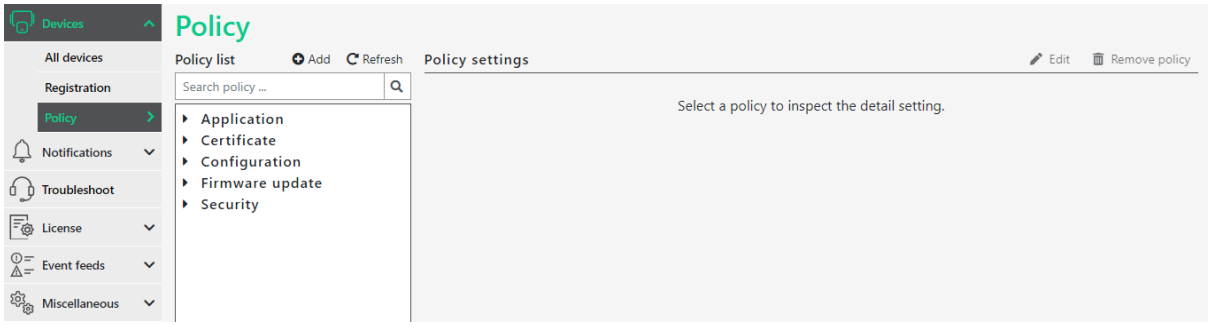
- **Group Function:** Collapse Group, Expand Group, Create Group.
- **Batch Actions:** Basic Configuration, Update Security Password, Update Firmware, Update IAdeaCare APK, Reboot, Reload, Troubleshoot, Clear Cache, Clear App Data, Add/Edit Tag.
- **Refresh icon:** Refresh player information.
- **Export icon:** Export device list.
- **Columns:** Choose which device information columns to display.
- **List View / Grid View:** Switch between the two views.
- **Sort icon:** Sort the device list by the selected field.
- **Search icon:** Search by Device Name.
- **Paired player information:** Details of the paired players you manage.
- **Group by Saved Filter:** The Saved Filter tab lets 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:** Filter the device list using more detailed parameters.



Registration Elements:

- **Pair/Delete player:** Add or remove a paired player.
- **Refresh icon:** Refresh the player list.
- **Search icon:** Search by Player Name.

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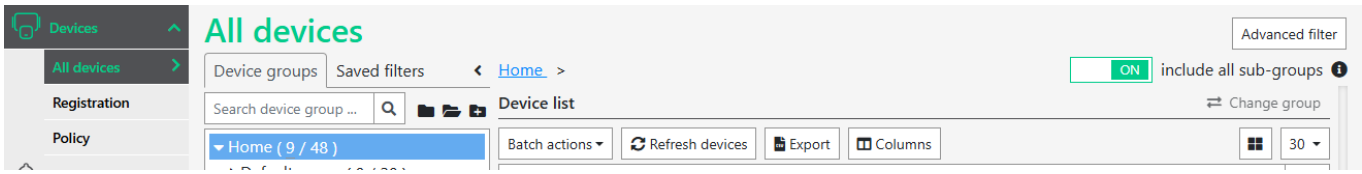


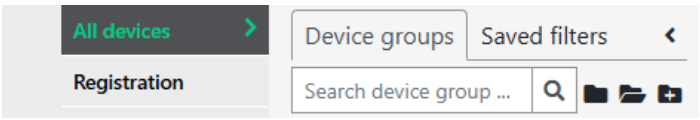
Policy Elements:

- **Add:** Create a new policy (Application, Certificate, Configuration, Firmware Update, or Security). Note: Application and Certificate policies are exclusive to Enterprise accounts.
- **Refresh:** Refresh the policy list to show recent edits or newly added devices.
- **Search icon:** Search by Policy Name.
- **Edit:** Select an existing policy to edit its settings.
- **Remove Policy:** Remove policies that are no longer needed.

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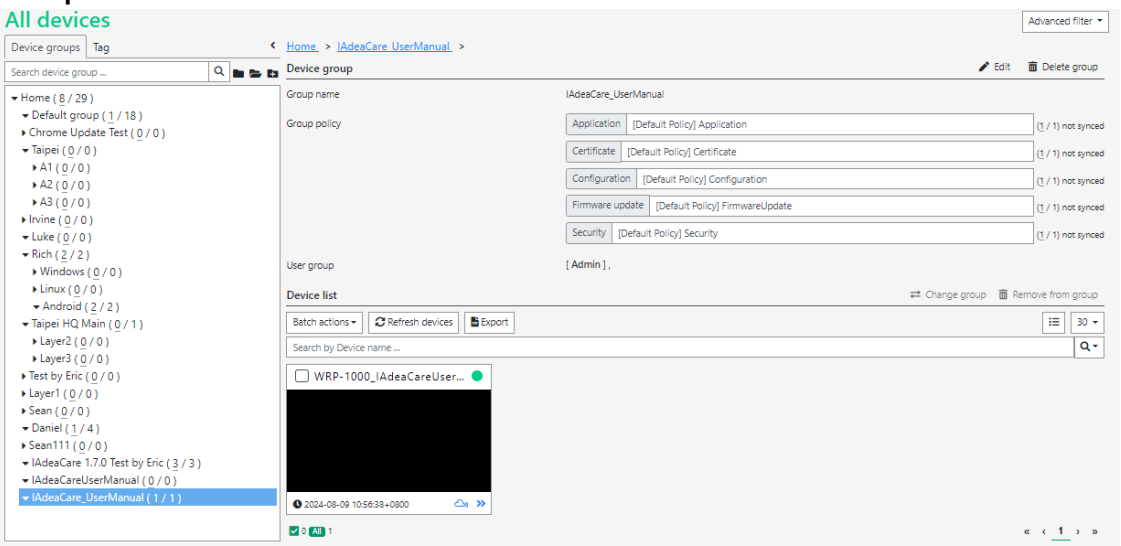
All Devices





Device group actions: Collapse Group , Expand Group , Create Group

Group details:

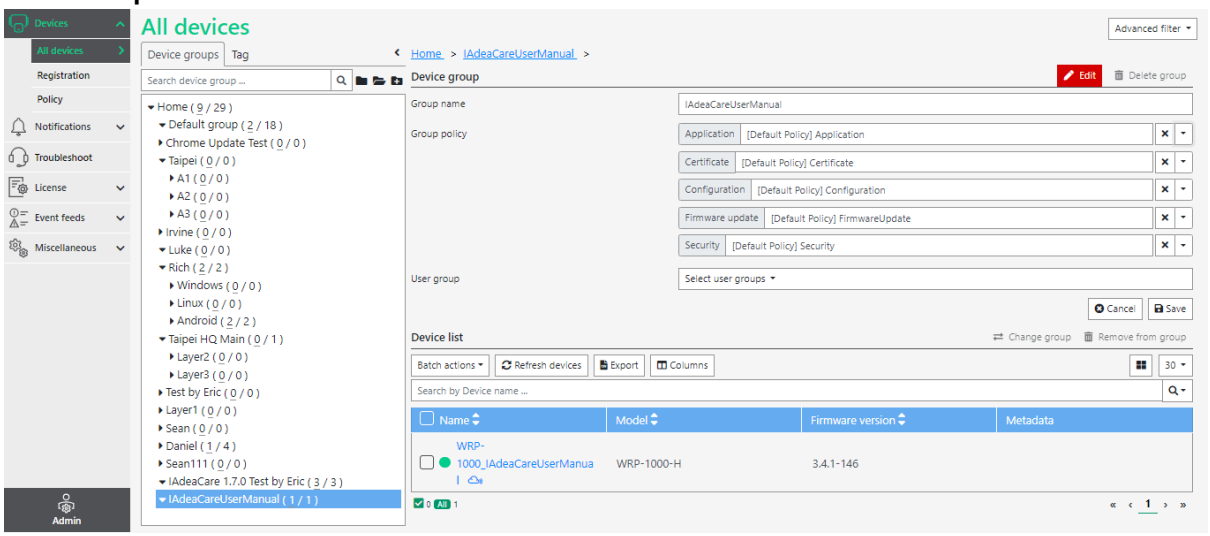


This page shows the Group Name, User Group, and Device Policy.
Note: **User Group** information is shown only for Enterprise accounts. Settings cannot be changed until you click 'Edit'.

Device groups show the number of online/total devices for each group.
Device search works in both the All Devices table and device groups.

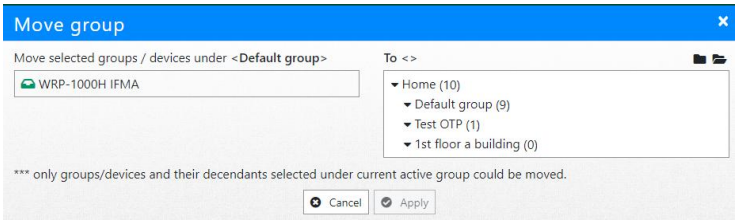
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Edit Group:



Click 'Edit' to expand the editable options:

- Edit Group Name.
- Drop-down menu to assign a group policy.
- Remove button to unassign the group policy. When a group policy is removed, the default policy automatically takes effect.
- Drop-down menu to assign a user group (Enterprise accounts).
- Cancel / Save the above settings.
- **Delete Group:** When a group is deleted, all of its devices are moved to the Default group.
- **Change Group:** This option appears only after devices are selected. You can also change a device's group by dragging and dropping it onto the group tree on the left.



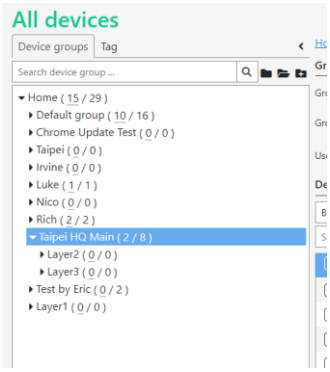
- **Remove from Group:** This option appears only after devices are selected. When you select Remove from Group, a confirmation message appears: "Are you sure to remove devices from [Group Name] group? Devices will be automatically moved to the Default Group."

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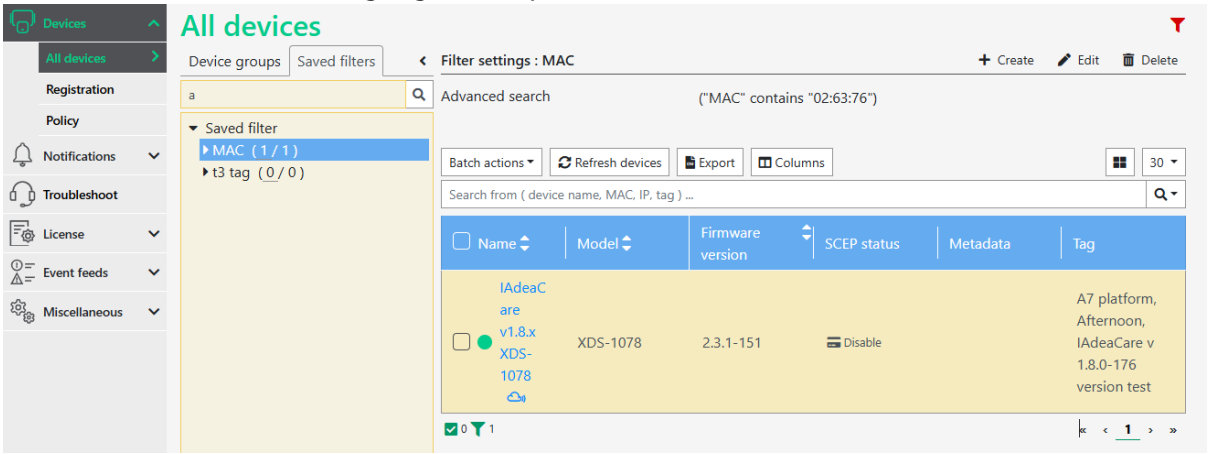
Groups

By default, devices that have not been assigned to a group are placed in the Default group. You can **create groups and sub-groups** to organize and filter the devices on your network.

If a group is not assigned a policy, the default policy is applied automatically.

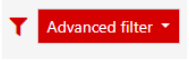


Device search results are highlighted in yellow.



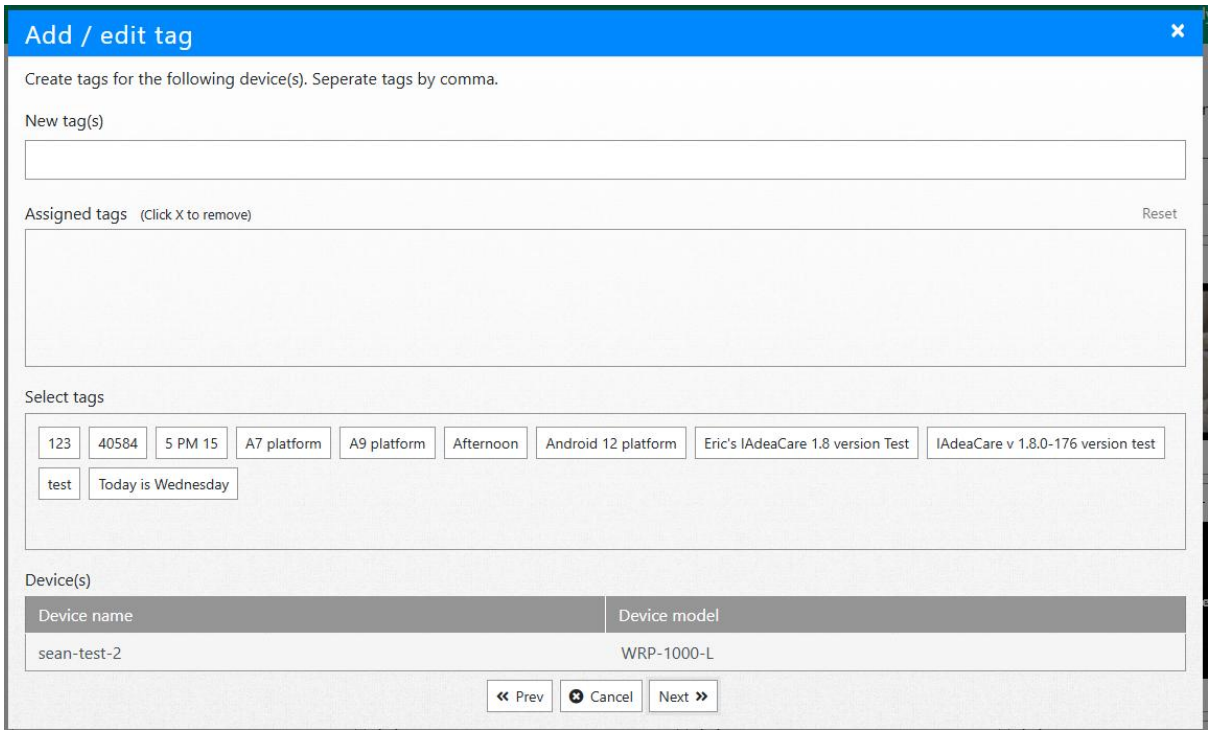
Searching also updates the device count shown for each device group.

A red filter icon indicates that a filter is applied.

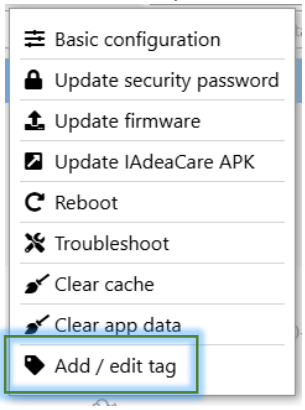


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Saved Filter Tab

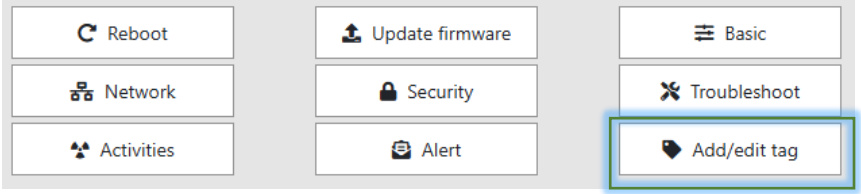


Device labels (tags) can be added to multiple devices through Batch Actions.



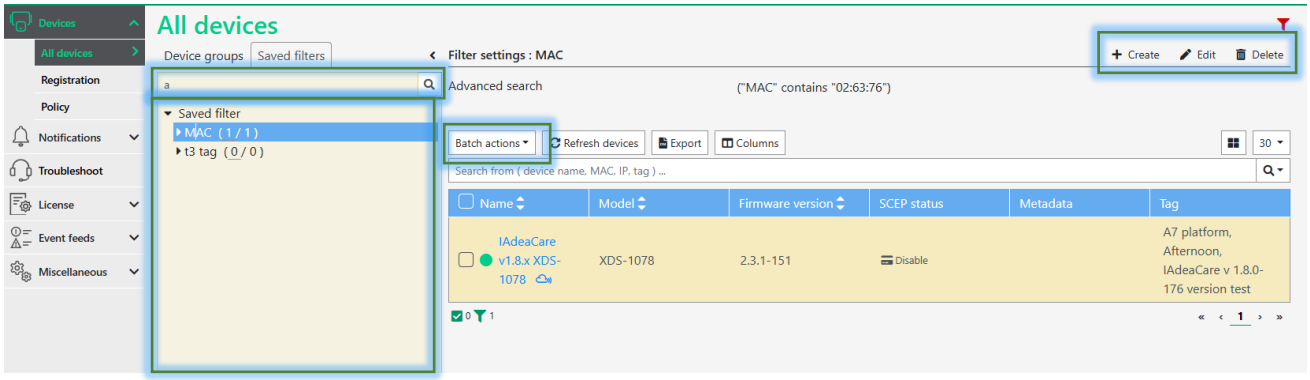
You can create a new tag or choose one from Select tags.
Assigned tags are tags already associated with the device; they can be removed.

Labels can also be added to individual devices from the Device Dashboard.



You can create up to 30 labels.

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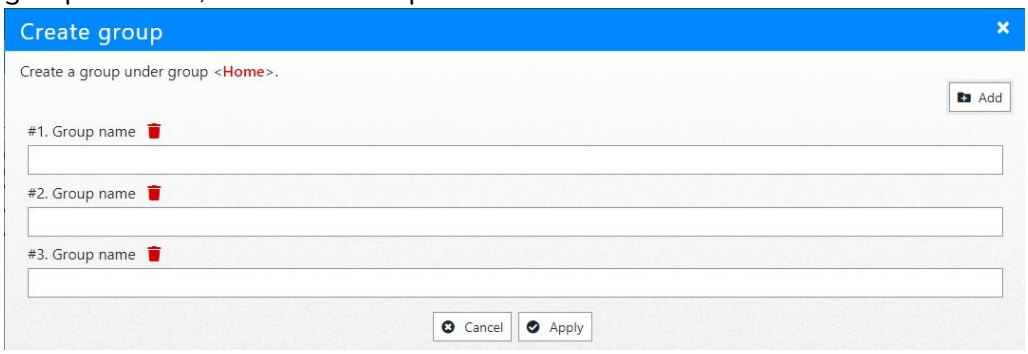


You can search labels in the Saved Filter tab.
Selected saved filters show the number of online/total devices with that label. Unselected filters display (-/-) by default.
You can use Batch Actions on devices that share a label. However, policies apply only to device groups, not label groups.
Labels can be edited or deleted at any time.

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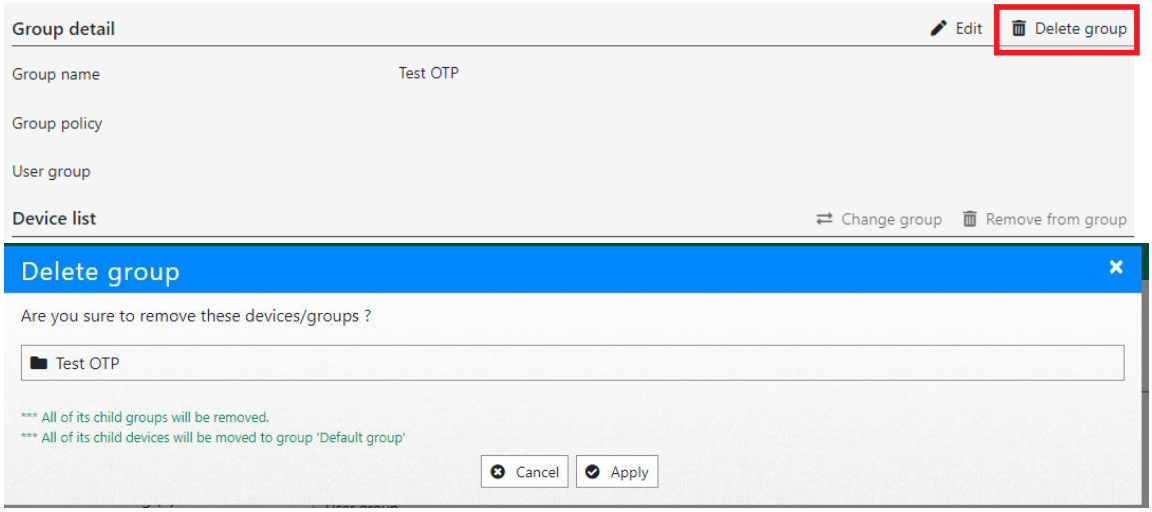
Create Group:

Click Add to add a new group, enter the group name, and click Apply. To create several groups at once, click Add multiple times.



Delete Group:

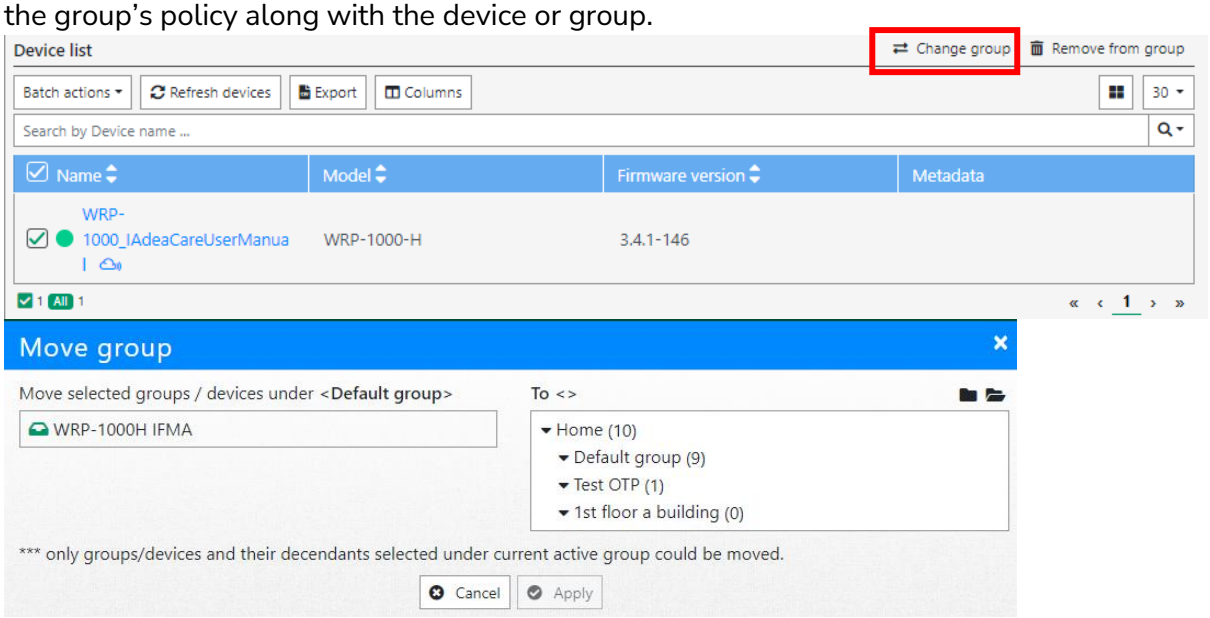
Select a device or group in the group tree, click Delete, and confirm. Deleting a group also deletes all of its sub-groups. Devices in a deleted group are automatically moved to the Default group.



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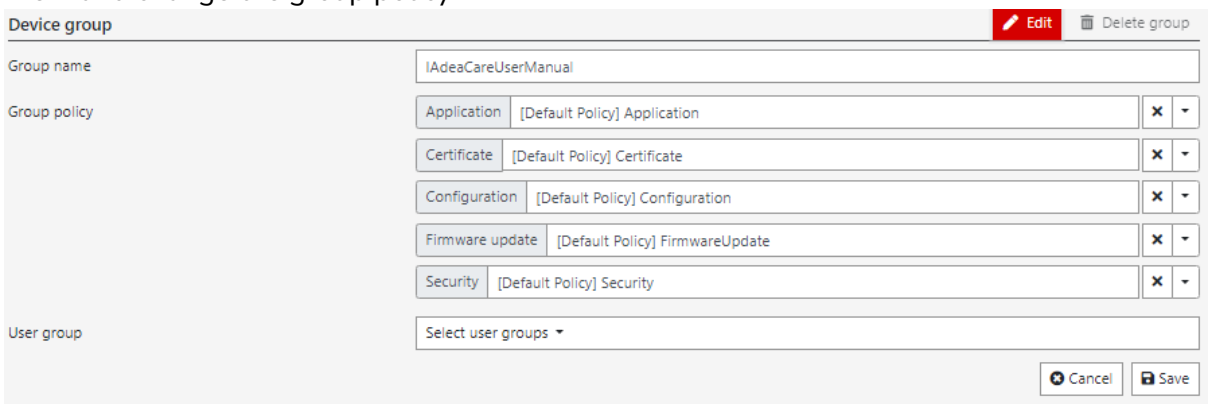
Move Group:

Select a device or group from the list and click Move Group. You can also choose to move the group's policy along with the device or group.

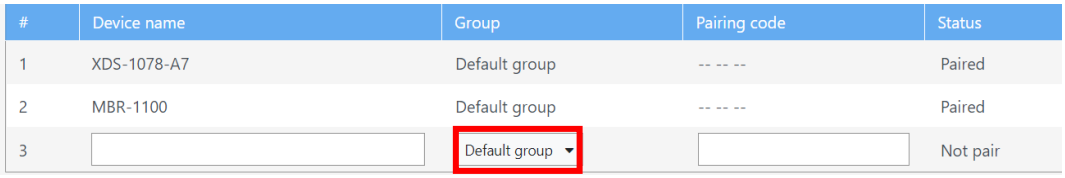


Edit **Edit**:

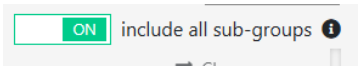
View and change the group policy.



Note: When pairing devices, you can select the group each device will belong to.



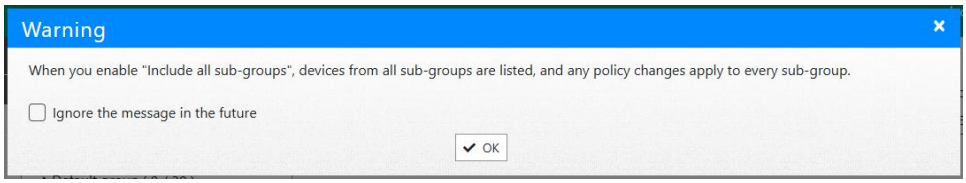
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Include all sub-groups: 

Use this toggle to list and include the devices in all sub-groups.

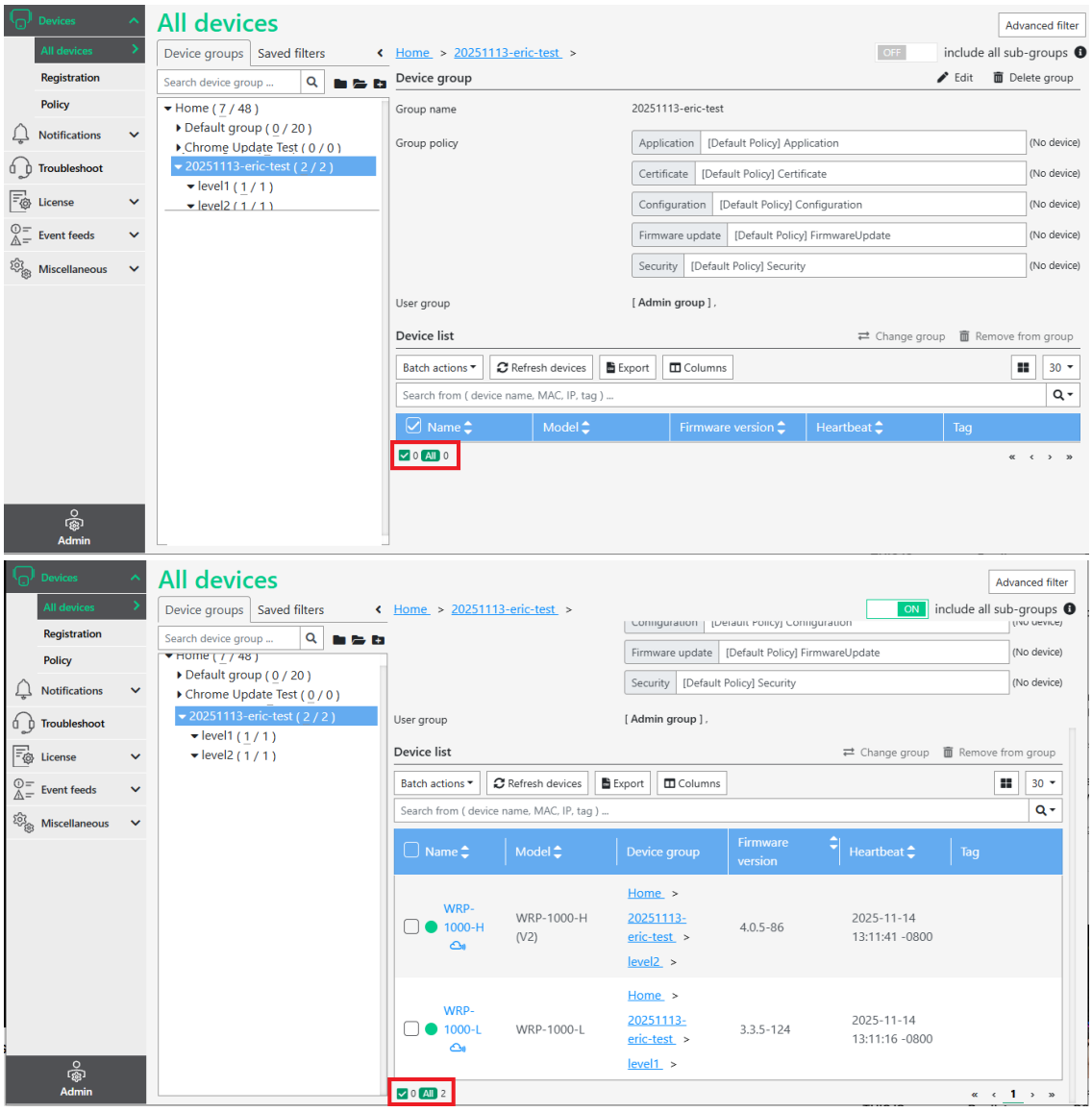
Pop-up message: When you enable Include all sub-groups, devices from all sub-groups are listed, and **any policy changes apply to every sub-group**.

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



Column view lists all devices in alphabetical order by device name.

Table view adds a **Device group** column showing each device's group path. Click any group in the path to switch to that group.

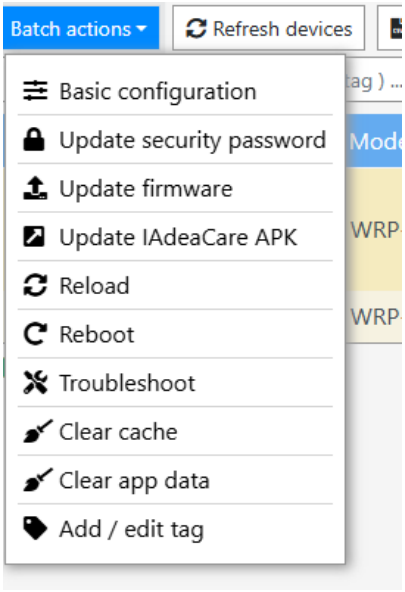


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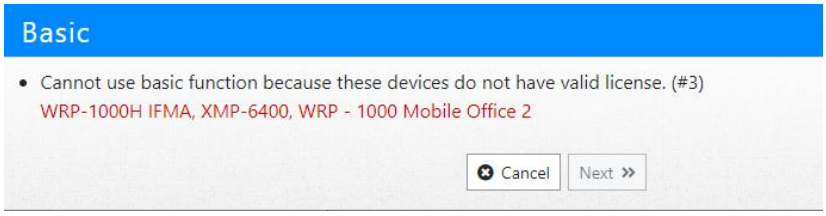
Batch Actions

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

- **Apply** the available functions to multiple players at once.
- To run a **batch** function or configuration, select the checkboxes next to the desired players, then choose the Batch Actions function. For more advanced control functions, see Device Dashboard



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



Update IAdeaCare APK – Updates the **IAdeaCare.apk** version on the player. The **IAdeaCare.apk** normally updates automatically with each release; if a player does not update automatically, use this function to update it manually.

Reload – Exits the current content, returns to the Basic Settings page to apply new settings, and then automatically starts playing the updated content.

Clear Cache – Sends a command to clear the application cache on the player. Use it when stored cache may be causing the player to malfunction or preventing it from downloading new content or configurations. Clearing the cache does not reset the player or delete stored

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content.

Clear App Data – Clears the app data on the device, including both cache and cookies.

Add / Edit Tag – Adds a tag (label) to devices so they can be grouped.

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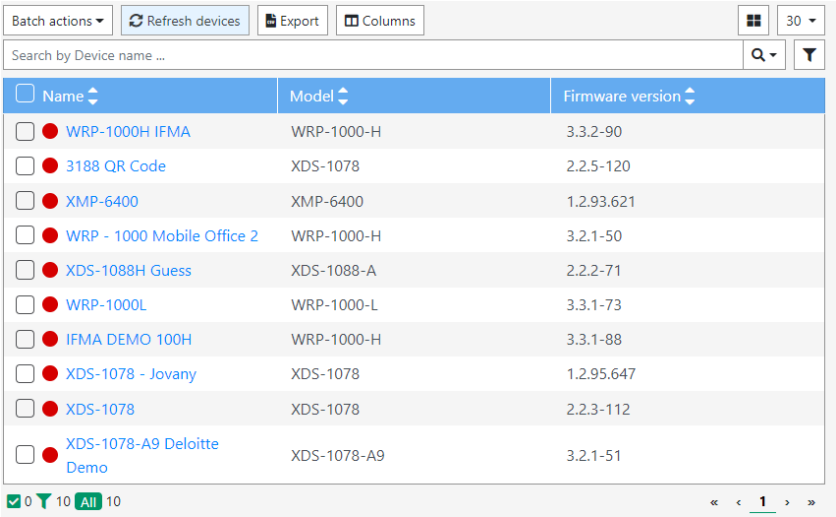
Home Shortcuts



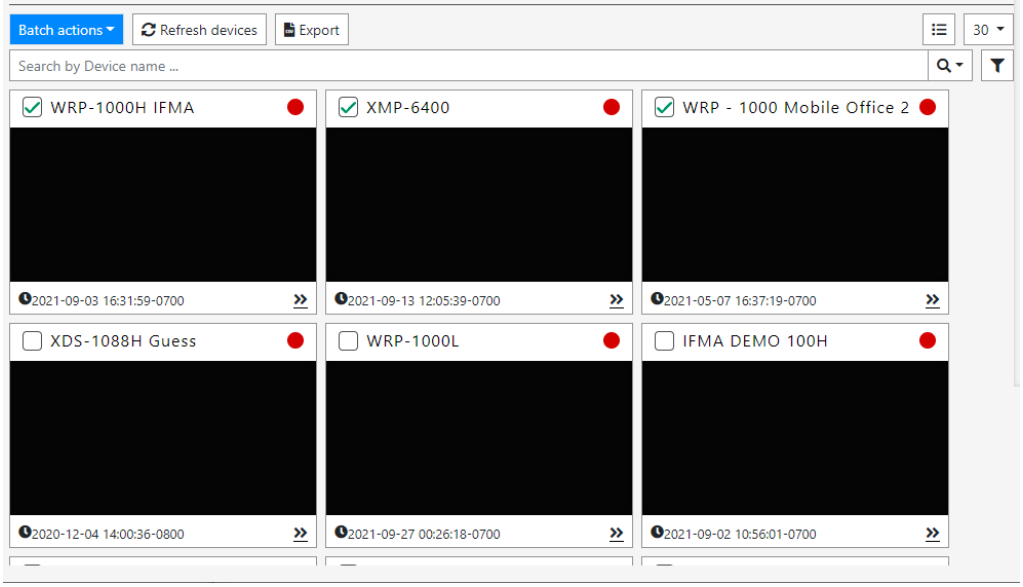
Refresh devices – Refreshes the device list to reflect any changes you have submitted. You can refresh once every 30 seconds.

Export – Exports device information to a .csv file.

Table View – The default view. Lists all your players with detailed information about each player's configuration.

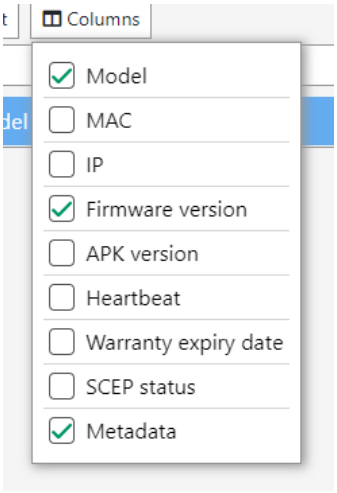


Grid View – Shows all your players in a **quick view** format with player mode, timestamp, screenshot, MAC ID, and online/offline status.

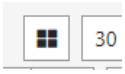


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Columns – Show or hide device information columns on the dashboard.



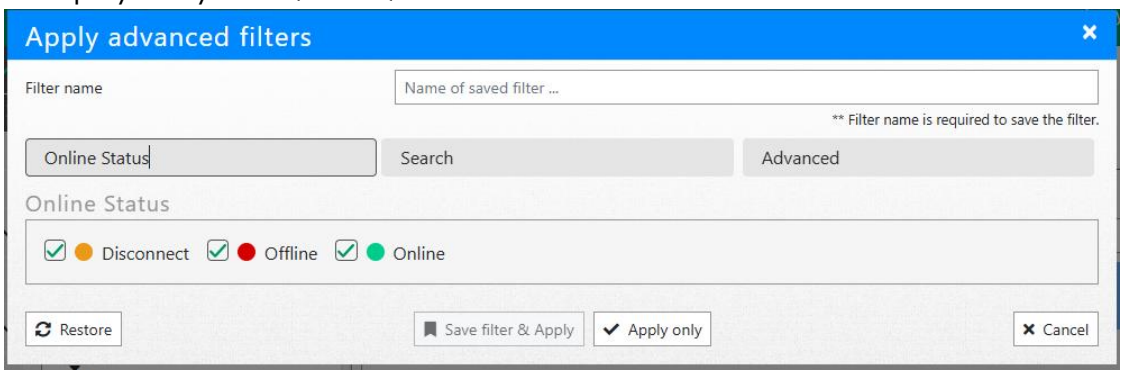
Metadata – The IAdeaCare device list can display metadata.
• The metadata key must be "iadeacare:application-feedback" for its value to appear in the device table.
• All custom metadata appears only in the exported .csv file, with both key and value.



Switch from **Group** view to **Device** view. *See Groups*

Advanced Filter settings let you filter and organize players by the selected criteria. You can:

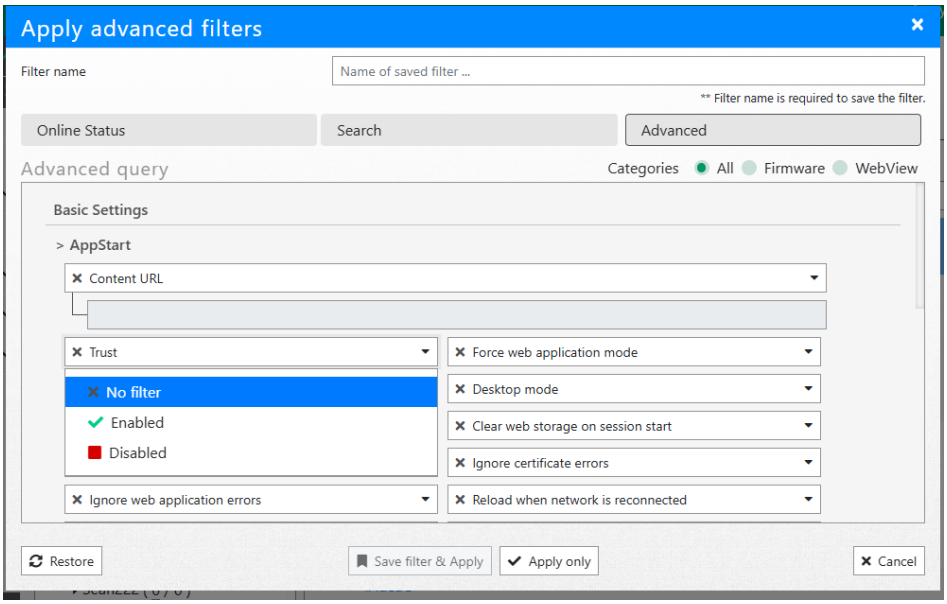
a. Hide players by online/offline/disconnected status.



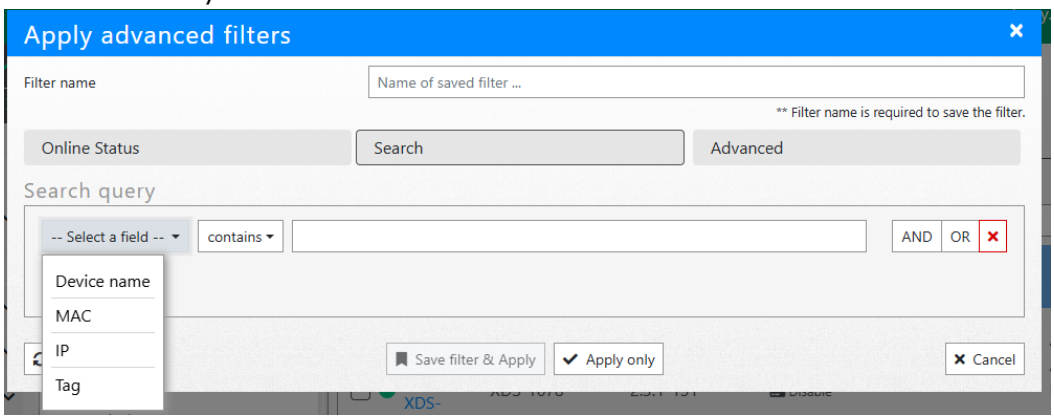
b. Choose which settings the filter uses to display devices:
   i. All Categories includes Basic Settings and Schedule configurations.
   ii. Search by Player Model and Firmware Version.
   iii. Search by Player Model and WebView Version.
   iv. Each filter category has its own criteria:
      1. No Filter – Does not affect filter results.
      2. Enabled – Shows devices with the option enabled.
      3. Disabled – Shows devices with the option disabled.

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4. Some fields, such as Content URL, let you search for text that is included in or excluded from the setting.

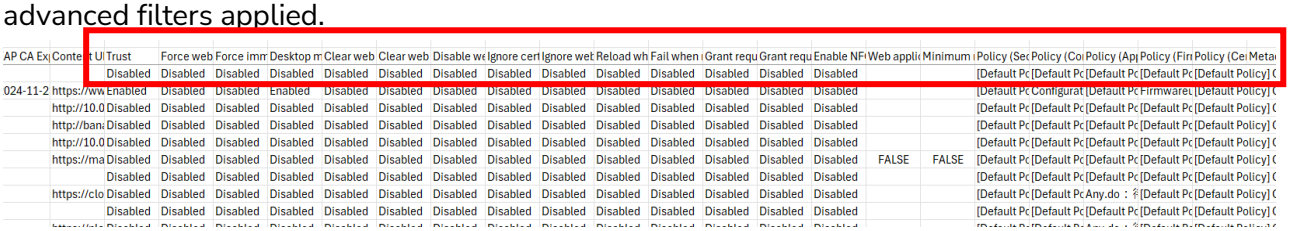


c. Filter devices by search criteria.



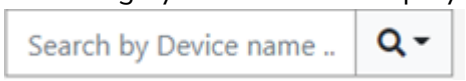
Note: In **Group** View, **Owner** and **Group** will not be available as filters.

Export with Advanced Filters – Exports device information with the selected advanced filters applied.

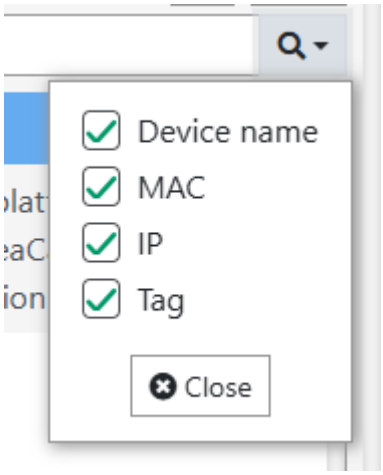


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Searching by **Name** filters the player list by player name or tag name.

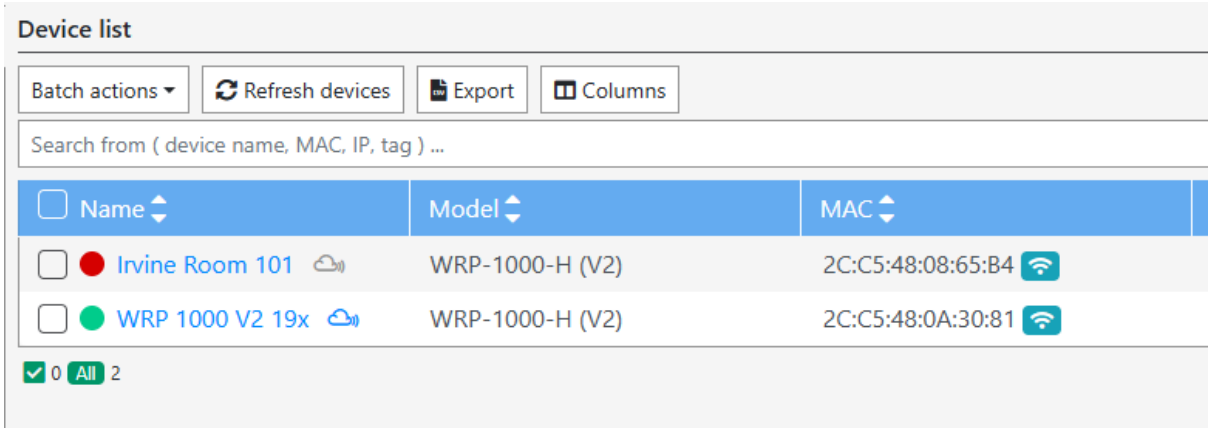


You can also search and filter players by **Player Name, MAC ID,** or **IP address.**



Filters can be used together or one at a time to narrow your search.
MAC ID searches work with or without colons (":").

Connected MAC / Wi-Fi MAC: Connected MAC always shows the MAC address of the interface in use: the LAN MAC on Ethernet, or the Wi-Fi MAC on Wi-Fi. Wi-Fi MAC shows the value from the latest device report or the IAdeaCare cache; if neither is available, it shows 00:00:00:00:00:00. The LAN MAC is never shown in place of the Wi-Fi MAC.



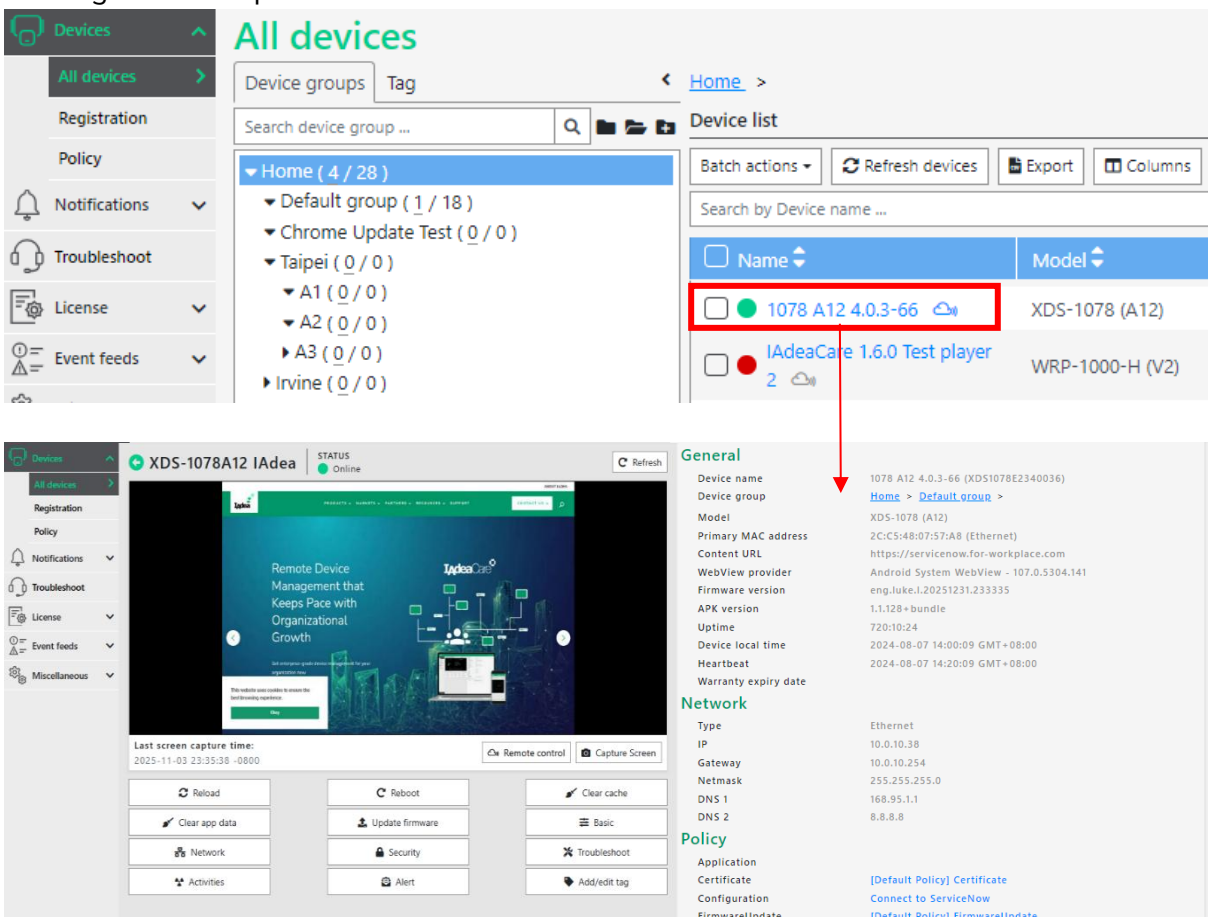
Device Details
Each device on the home page shows its online/offline status and the details you have chosen to display. To view a player individually, click its name to open the Device Dashboard.

The **Device page** explains each device information field in more detail (e.g., Player name: you can give the device a friendlier name; the default name is its primary MAC address).

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Device Dashboard

Clicking a **Device** opens its **Device Dashboard.**

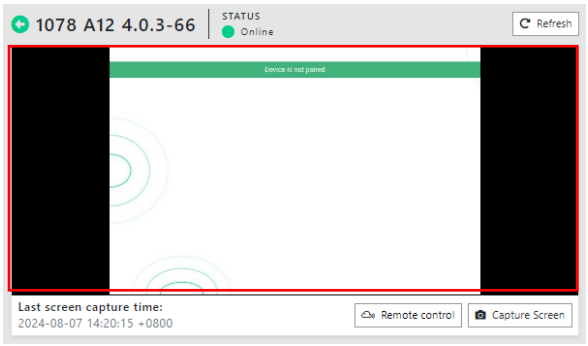


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Screenshot

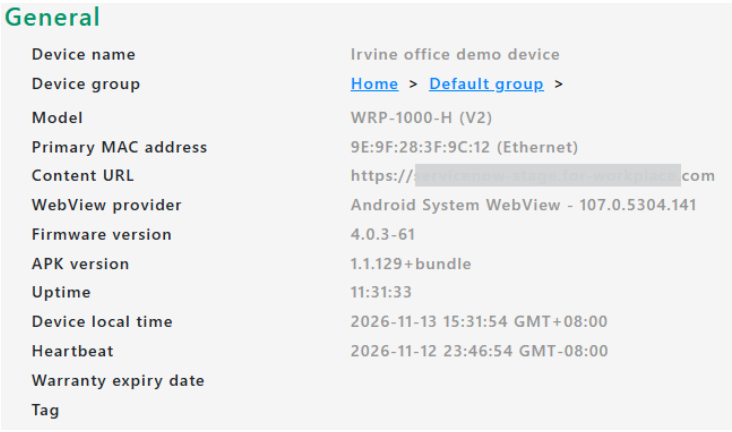
Shows a screenshot of what the player is currently playing, along with the time it was captured.

Click the camera icon to refresh the screenshot. A new screenshot is also captured automatically every 60 seconds.



General

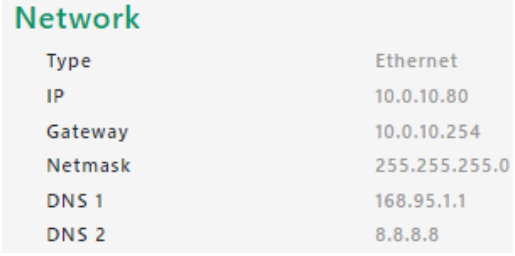
Displays the **General Information** of the selected player.



Network

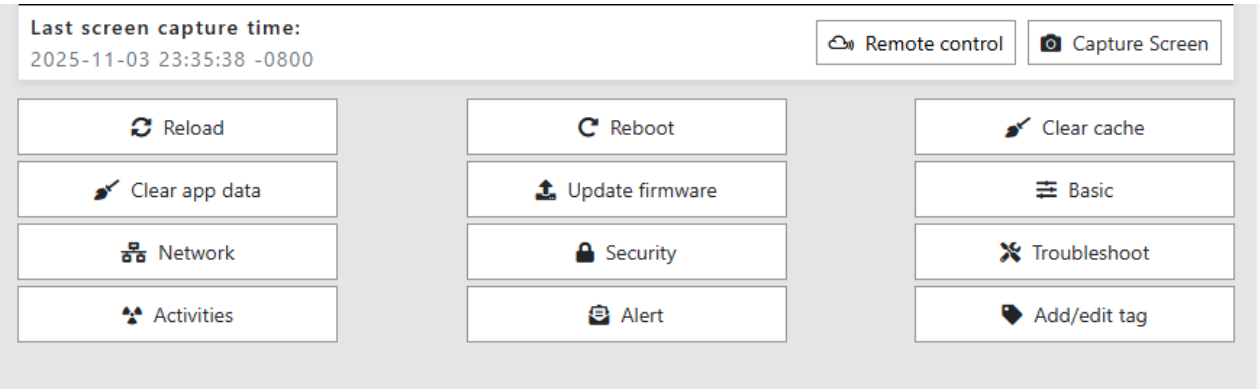
Displays the player's online/offline status and whether it is connected via Ethernet or Wi-Fi.

Also shows all IP configuration settings for the player.



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IAdeaCare Functions



Reload
Exits the current content, returns to the Basic Settings page to apply new settings, and then automatically starts playing the updated content.

Reboot
Remotely reboots the player.

Clear Cache
Clears the application cache on the player. See Batch Actions for full details.

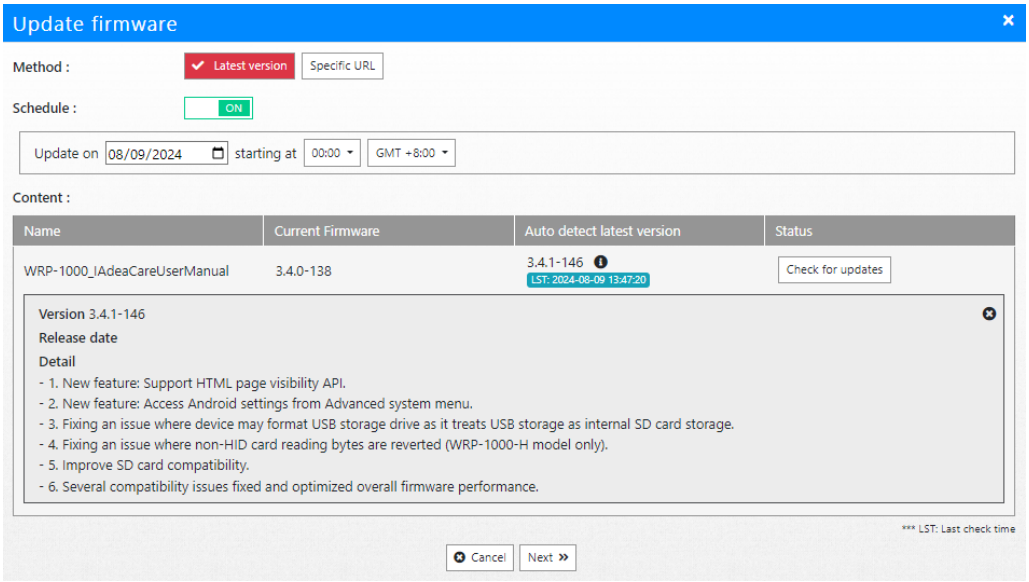
Clear App Data
Clears the app data on the device, including both cache and cookies.

Update Firmware
Remotely updates the player firmware via IAdeaCare. Three methods are available:

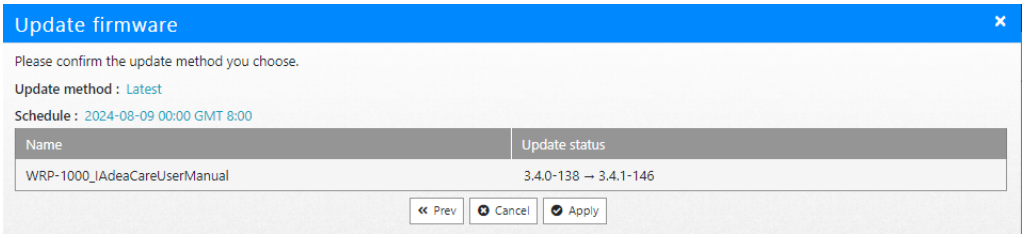
- **Latest Version** – Compares the player's current firmware with the latest version on IAdea's servers. Review the comparison and continue the update if you

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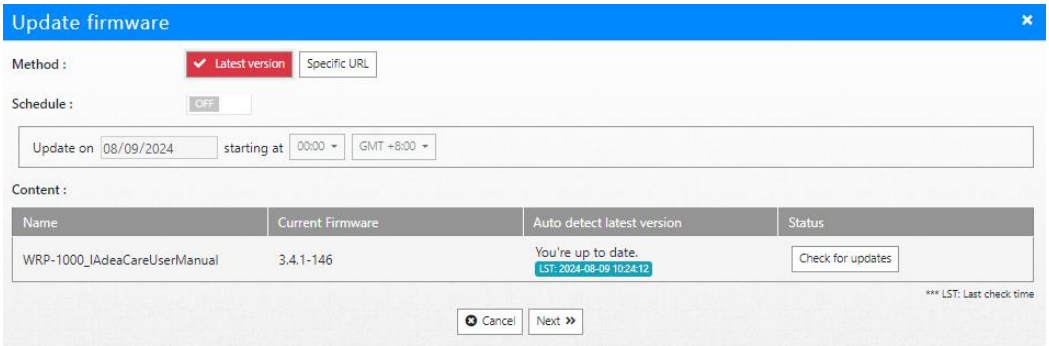
accept the changes.



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



- If the player is already on the latest version, **no need update** appears.

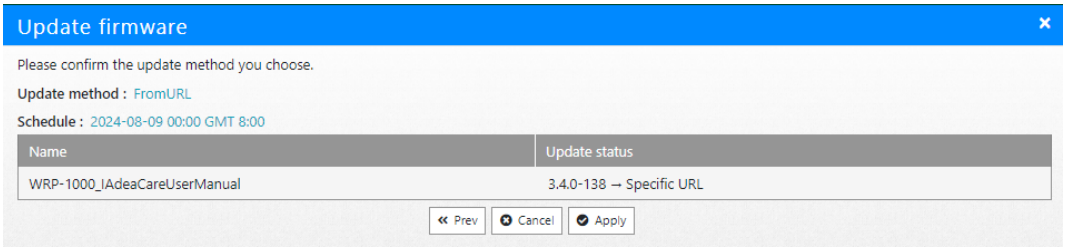


- If the player is not on the latest version, the system shows that an update is needed, along with the current and latest versions.

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- **Specific URL** – Updates the player using firmware from a URL you provide. Use this to roll back to an earlier firmware version or to install customized firmware.

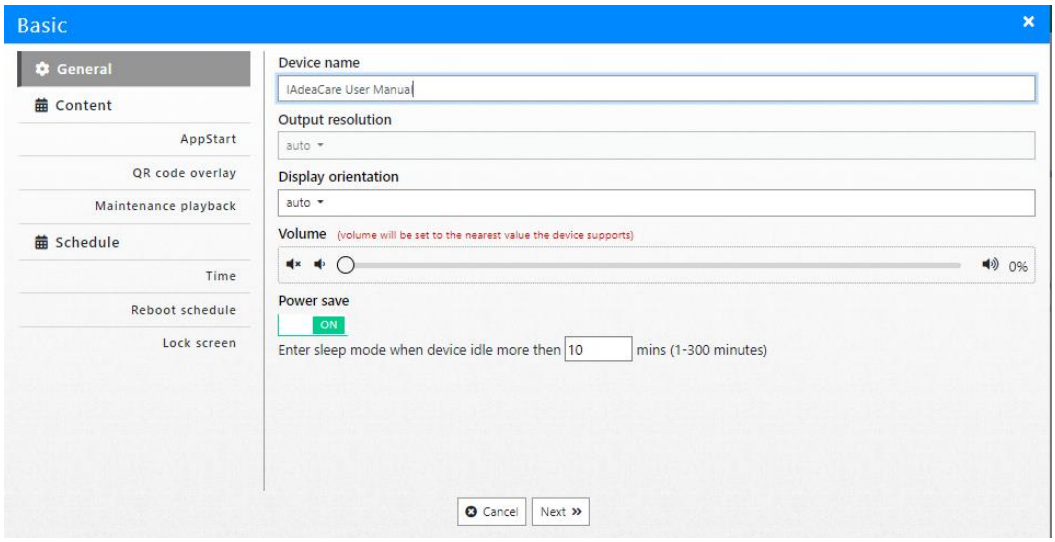




- **Schedule Firmware Updates** – Schedule a firmware update for a future date. You can also choose the update time and update method. The time is based on your computer's time zone.

Basic Configuration

Configures the Basic Settings of the player.



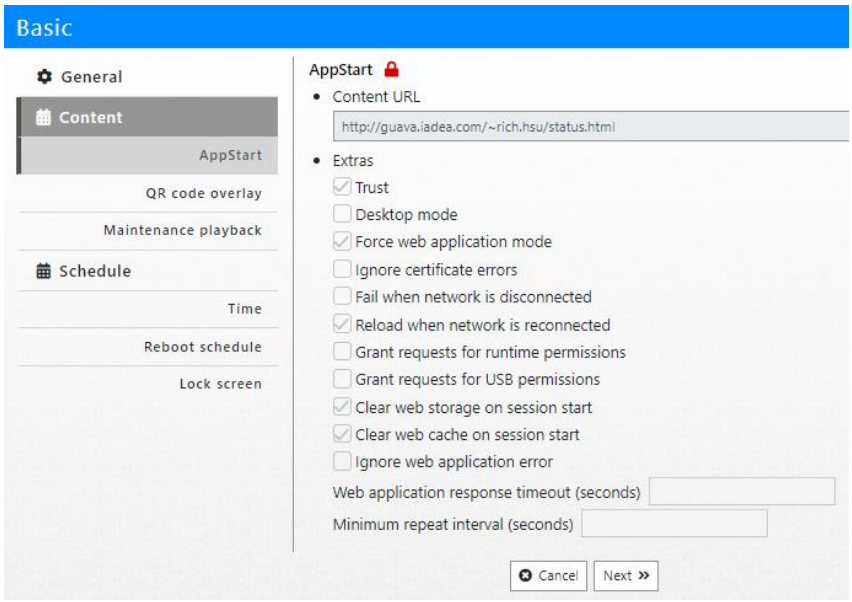
- **General:**
  - **Device Name (Tag Name) –** The name given to the player when it is first paired. It also serves as a tag name for filtering and grouping players.

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- **Output resolution** – Select the device output resolution: Auto or a fixed resolution (e.g., 1080p).
- **Display orientation** – Select the display orientation: Auto or fixed (0°, 90°, 180°, 270°).
- **Volume** – Set the device volume for content with sound.
- **Power saving** – Puts the device into Sleep mode when no content has played for longer than the set idle time.

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



Content URL – Enter a web URL to play a website or HTML5-based application.

Note: Content URL Advanced options are for third-party app configuration only.

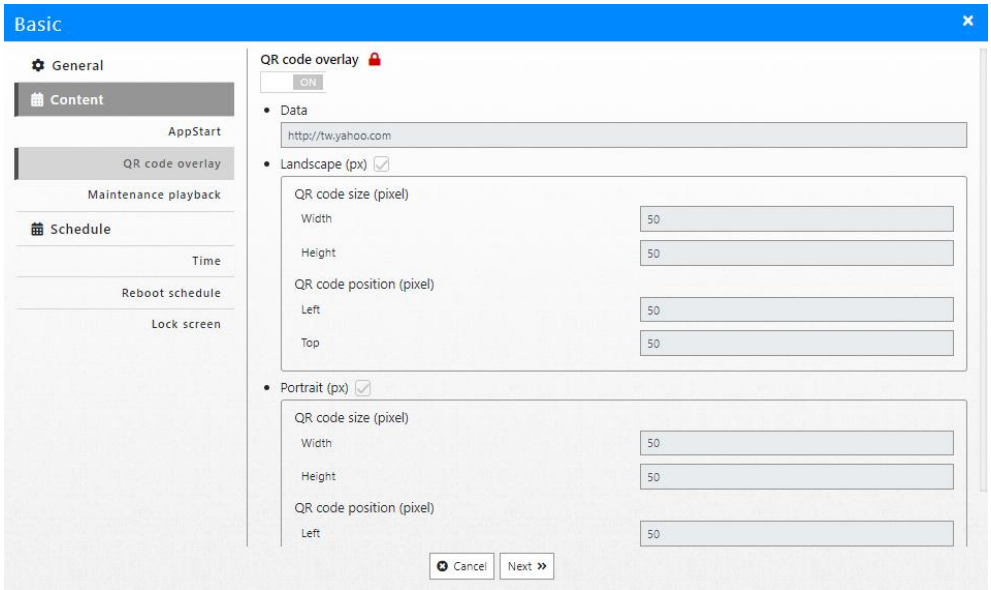
Advanced:

- **Trust:** Switch to Enabled to bypass authentication verification for REST API calls from an HTML application launched by AppStart.
  Force web application mode: Switch to Enabled to disable HTTP status code verification, which can work around some cookie-related issues. HTTP error statuses will be ignored.
- **Desktop mode:** Switch to Enabled to load content in Desktop mode instead of Tablet mode. Note: not all content is designed for Desktop mode; check with your content provider.
- **Ignore certificate errors:** Switch to Enabled to ignore certificate errors and allow web pages without a valid certificate to load (UNTRUSTED errors are ignored). When disabled, certificate errors in HTML5 content will cause a playback error.
- **Fail when network is disconnected:** Switch to Enabled to load failover content when the network is disconnected.
- **Reload when network is reconnected:** Switch to Enabled to reload the web page as soon as the network connection is restored.

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- **Grant requests for runtime permissions:** Switch to Enabled to automatically grant runtime permission requests so that permission dialog boxes do not appear.
- **Grant requests for USB permissions:** Switch to Enabled to automatically grant USB permission requests for external devices so that permission dialog boxes do not appear.
- **Clean web storage and web cache on session start:** Clears web storage, cache, and cookies before each session starts, so web pages always launch from a clean state.
- **Web application response timeout:** Lets web developers implement a software watchdog: the device checks whether the web app responds within the set time. The value must be between 30 and 86400; values outside this range are set to the nearest limit (e.g., 0 becomes 30, and 1000000 becomes 86400).
- **Minimum repeat interval:** The minimum interval before restarting content that has stopped playing because it reached the end or hit an error. If set to indefinite or a negative value, the web page will never be reloaded.

- **Overlay (QR Code)** – Overlay a QR code on the screen. Provide the QR link and configure the QR code placement.

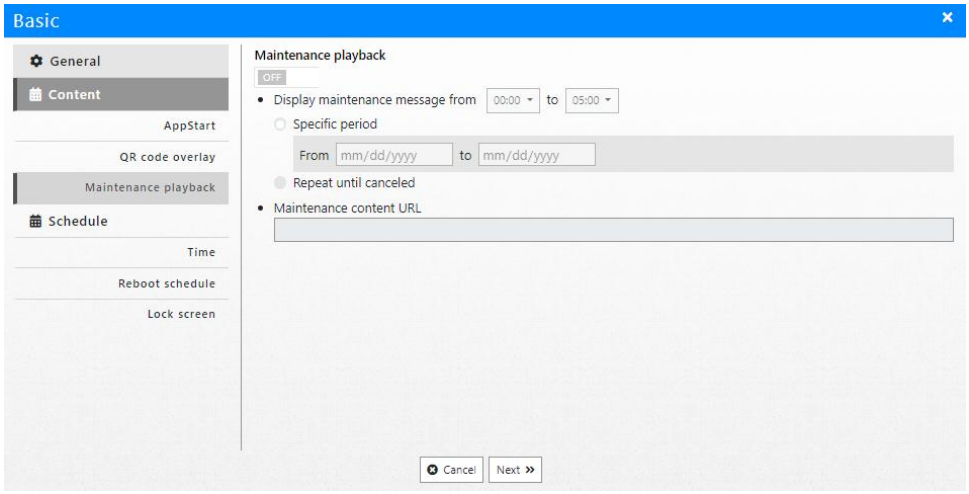


The QR code can encode either plain data or a URL.

- **Maintenance Playback:** Schedule a **maintenance message** to display for a specific time period or until manually cancelled. The **Maintenance content**

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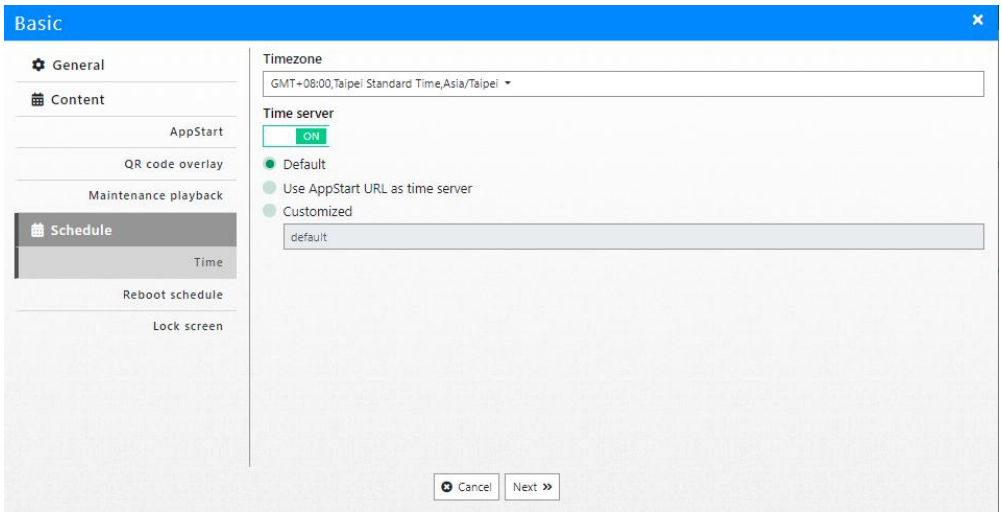
URL can be a direct link to an image or an HTML web page.



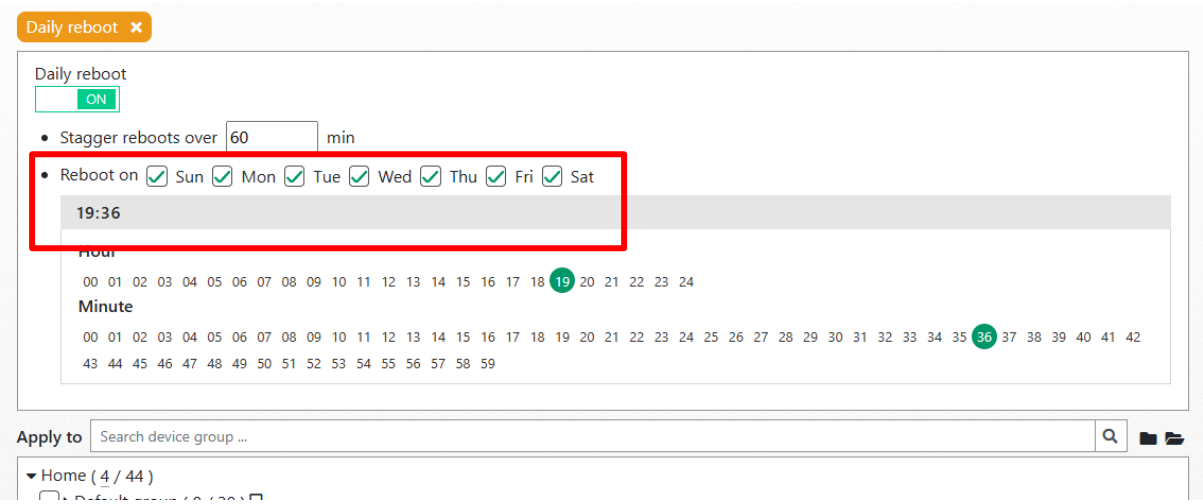
Note: Maintenance Mode works only while content is playing. It will not work if **AppStart** playback is cancelled and the player remains on the **Basic Settings page**.

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- **Schedule:**
  - **Time Zone:** Select the time zone where the player is located.
  - **Time Server:** Enable to sync the player's clock with a time server.
    - *Default: pool.ntp.org*
    - *Use AppStart: Syncs the player's clock with the server hosting the Content URL (AppStart setting).*

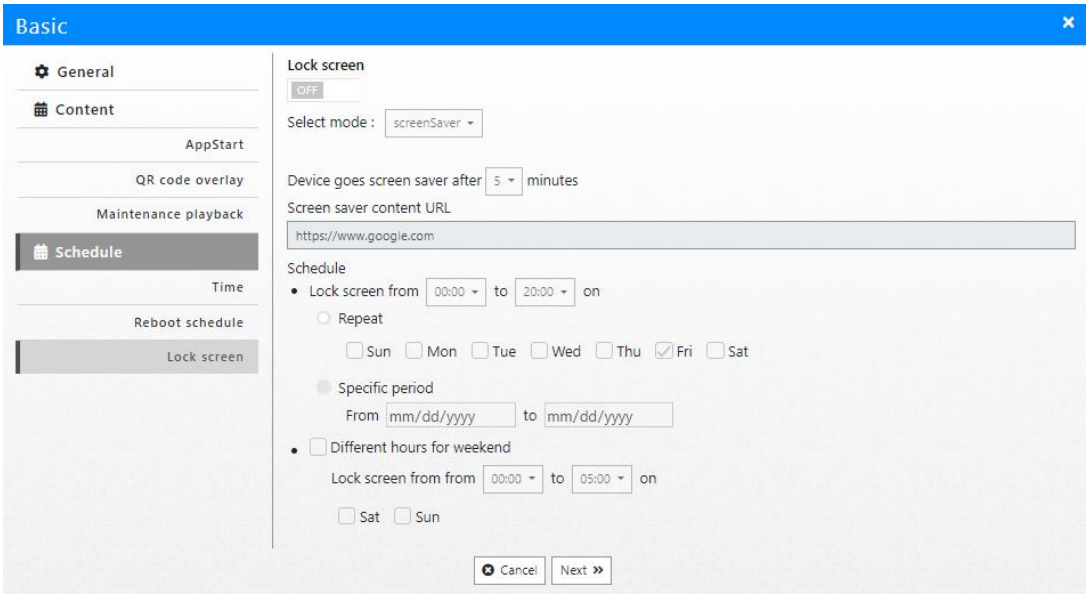


  - **Enable daily reboot:** Enable or disable the daily reboot and set the reboot time.



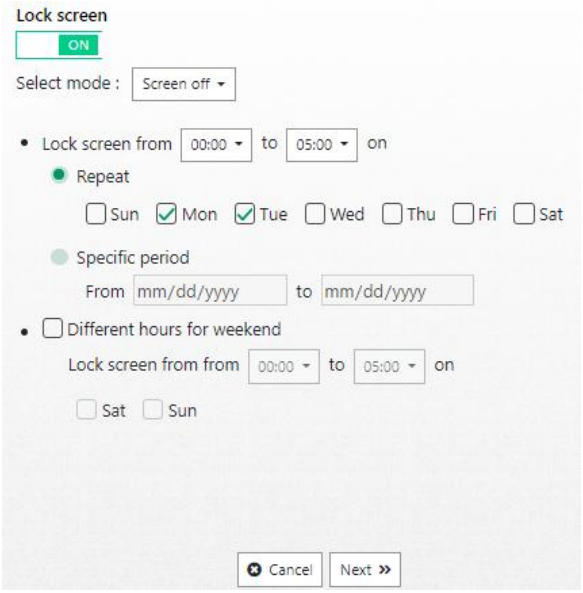
    - Choose which days of the week the device reboots.
    - Stagger reboots evenly across devices over a set time window (0–1440 minutes) to avoid overloading the network or PoE switch.
  - **Lock screen:** Set a screen-off schedule or screen saver for the player.

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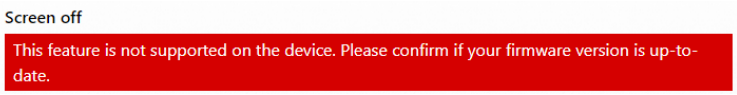
- **Screen Off:** Schedule when the screen turns off. By default, screen off repeats daily. You can choose specific days of the week, a specific period, and a different schedule for weekends.

  Note: **Screen Off schedule** takes priority over other content functions such as Content URL and Maintenance Mode. Screen Off works only while content is playing. It will not work if **AppStart** playback is cancelled and the player remains on the **Basic Settings page.**

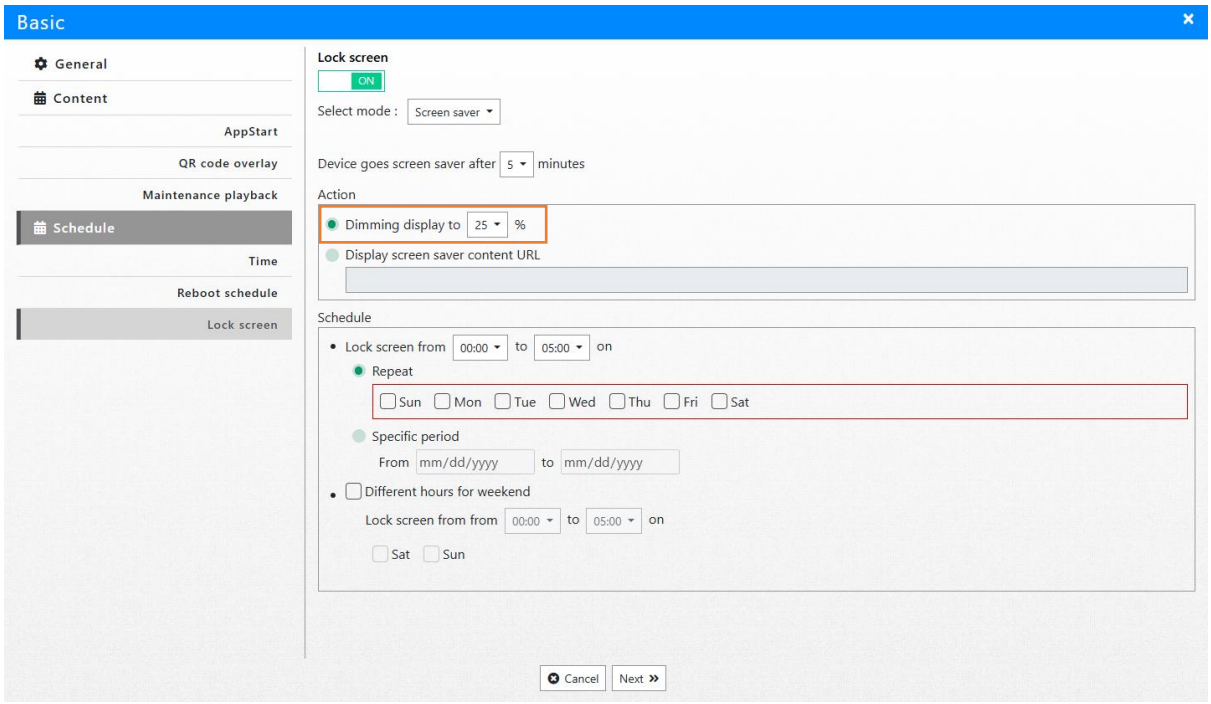


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- Devices without compatible firmware will show the following message.



- **Screen Saver:** Display a screen saver when the device has been idle (not playing content) for a set amount of time.
- **Screen dimming:** Enable Lock screen, select Screen saver, and set the Dimming display level (for example, 25%). When the screen saver activates after the inactivity delay, the display dims to that level; touching the screen wakes the device and restores full brightness. Dimming can be set on an individual device's Basic Configuration or through a Configuration Policy. A policy option can also dim the screen automatically during active room reservations to reduce power consumption.

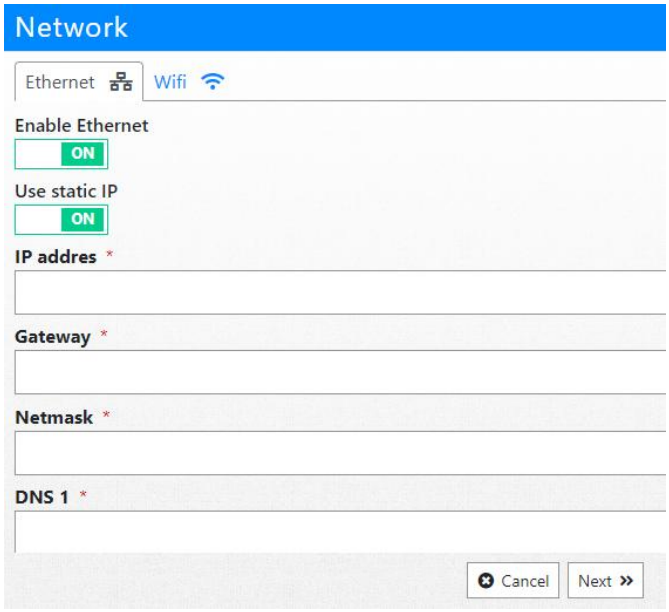


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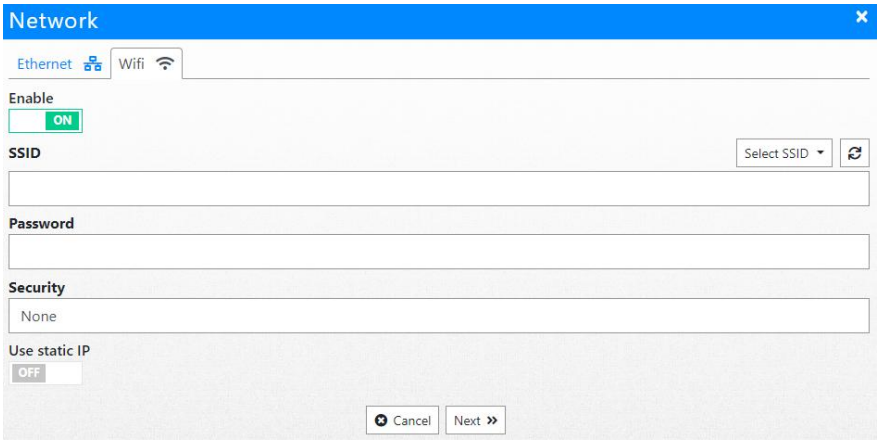
Network Configuration
Configures the player's network settings.

Note: If the player is disconnected from the network remotely, you will need to re-enable Wi-Fi or Ethernet on the player physically to reconnect it.

- **Ethernet** – Configure network settings for Ethernet.
  To use a static IP address, enable Static IP and fill in all parameters.



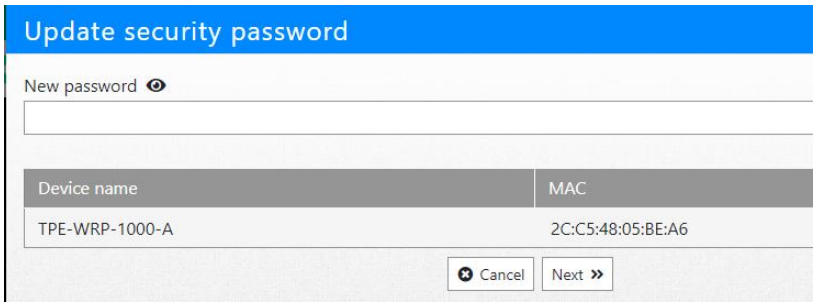
- **Wi-Fi** – Configure network settings for Wi-Fi.
  - Enter the SSID manually or choose it from the drop-down menu, then enter the password and Wi-Fi security type.
  - To use a static IP address, enable Static IP and fill in all parameters.



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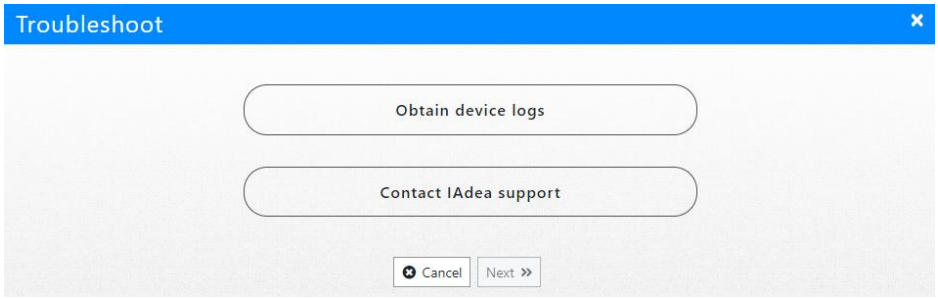
Security

Sets a password to access the device. For a one-time password (OTP), see Policy.

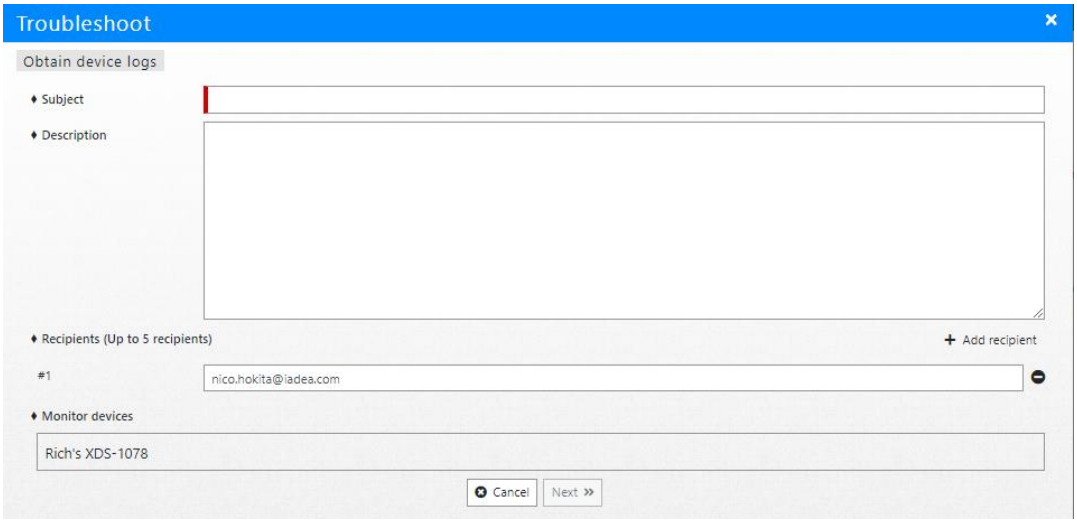


Troubleshoot

Remotely collects a DEBUG log via IAdeaCare. You can email the log to up to 5 recipients, or attach it to a support ticket that is sent to IAdea Support automatically.

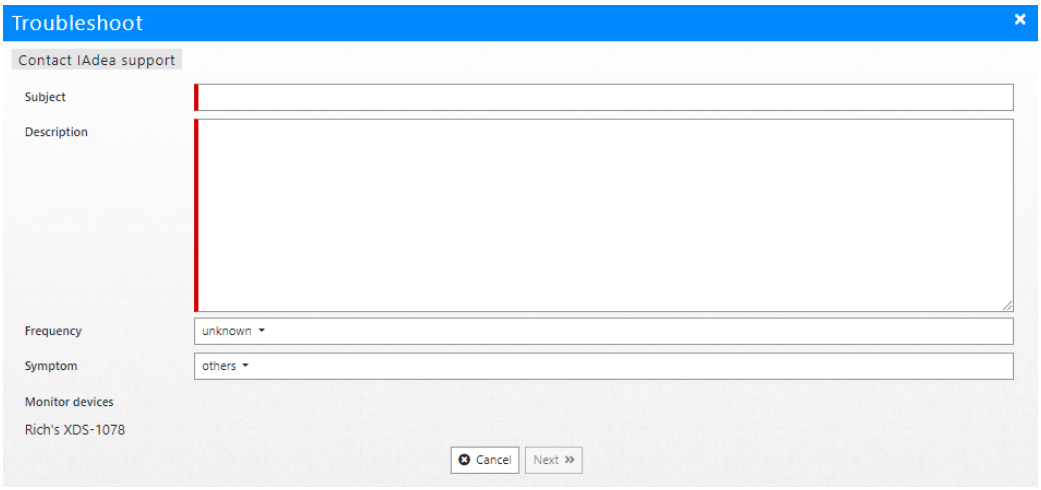


- **Obtain device logs: Sends the DEBUG log by email to up to 5 recipients.**



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- **Contact IAdea support: Collects the DEBUG log, creates a support ticket, and sends it to IAdea Support automatically.**



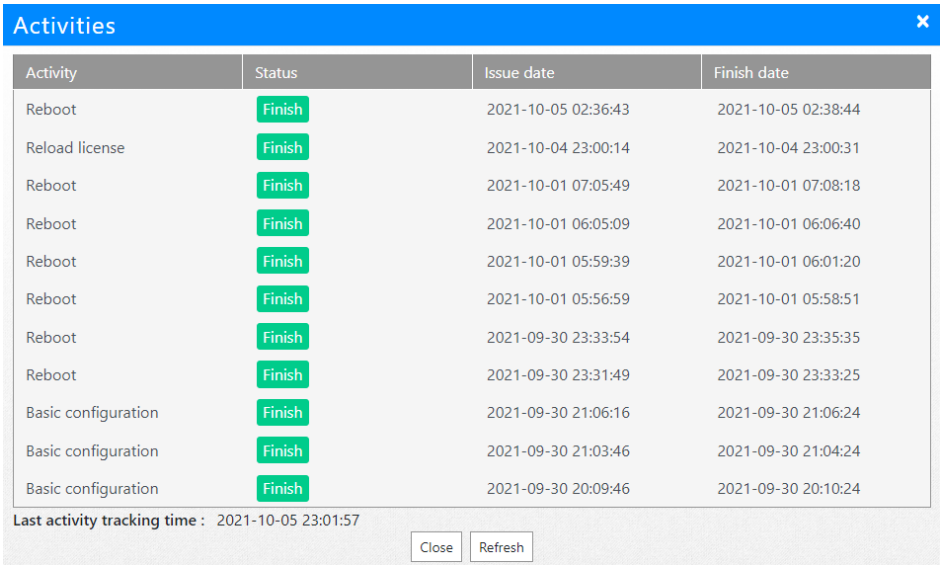
  - **Subject** – Enter a short summary of the issue.
  - **Issue Description** – Describe the issue in detail.
  - **Frequency** – Choose how often the issue occurs.
  - **Symptom** – Choose the closest symptom from the drop-down menu.

The Troubleshoot function no longer requires an IAdeaCare Premium license.

Troubleshooting logs are analyzed automatically and sent to IAdea Support to help speed up diagnosis and response.

Activities

A history log of all actions performed on the player.



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Click an activity to expand its details.



Queued Tasks



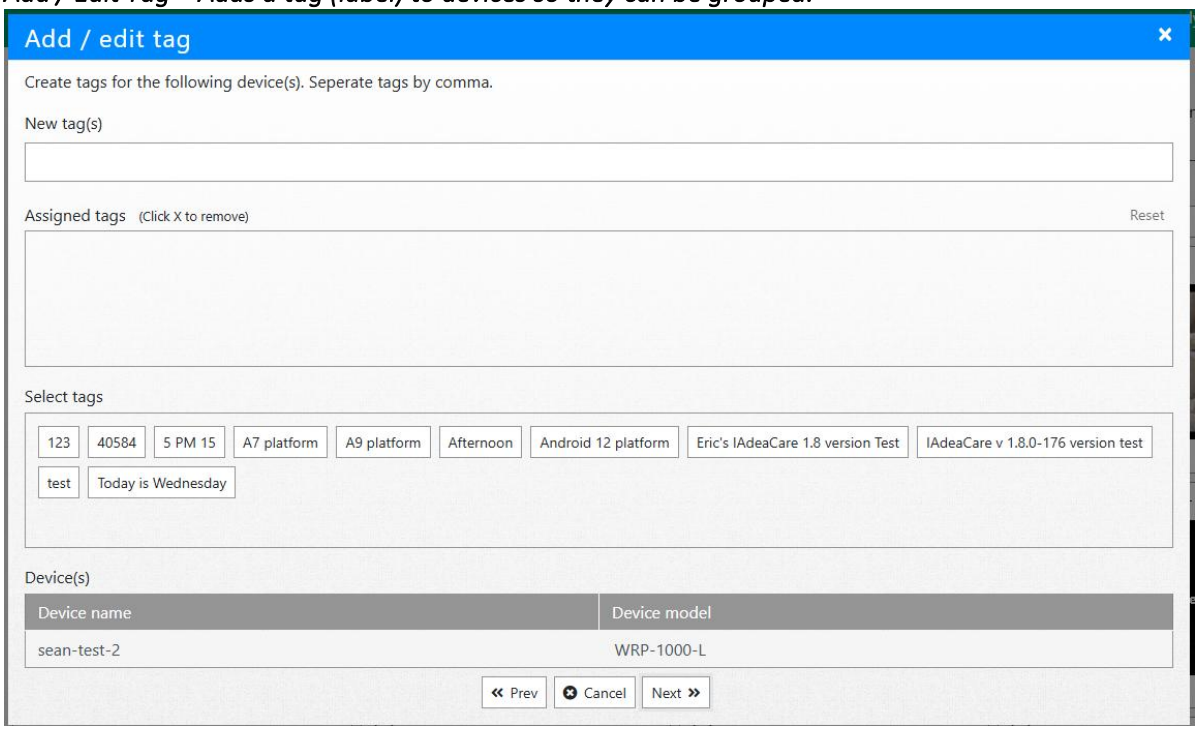
The system shows activities that are queued or in progress, and records when each activity was issued and when it finished.

Alert

– see 4.3 Alert Setting

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Add / Edit Tag – Adds a tag (label) to devices so they can be grouped.



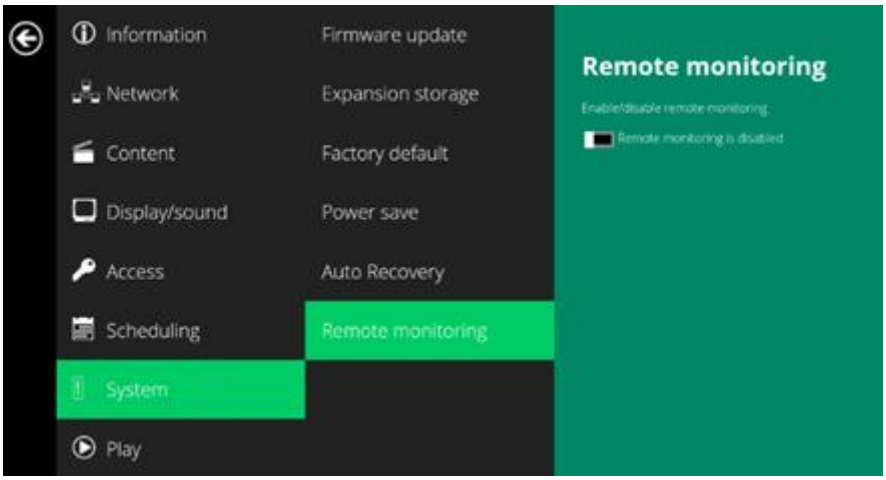
Tags under Select tags are listed alphabetically. Click a tag to add it to the device.

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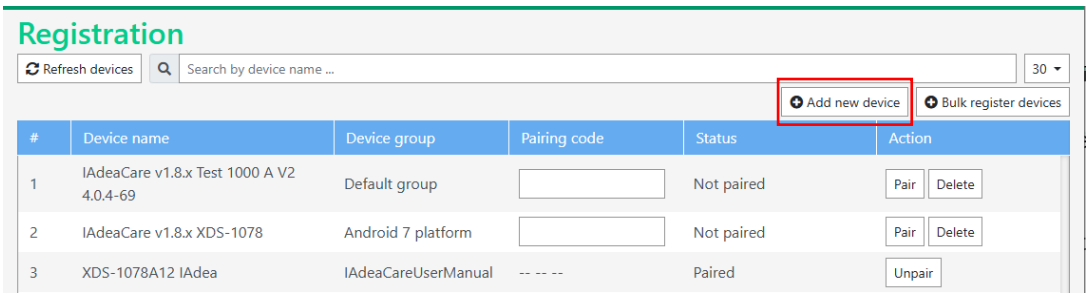
Registration

Add/Remove Player

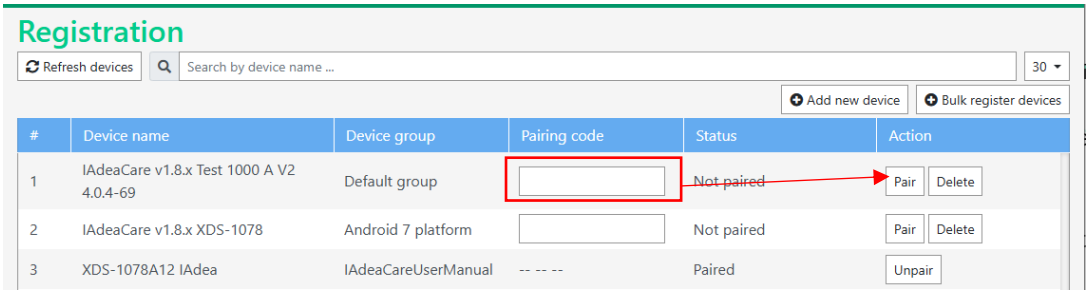
1. From the **Basic Setting** menu on your IAdea device, go to **Advanced Setting** > **System** > **Remote Monitoring**.



2. Turn on **Remote Monitoring**.
3. A **Pairing Code** appears. Use this code to pair the player with your account.
4. In **IAdeaCare**, go to **Devices > Registration > Add new device**.



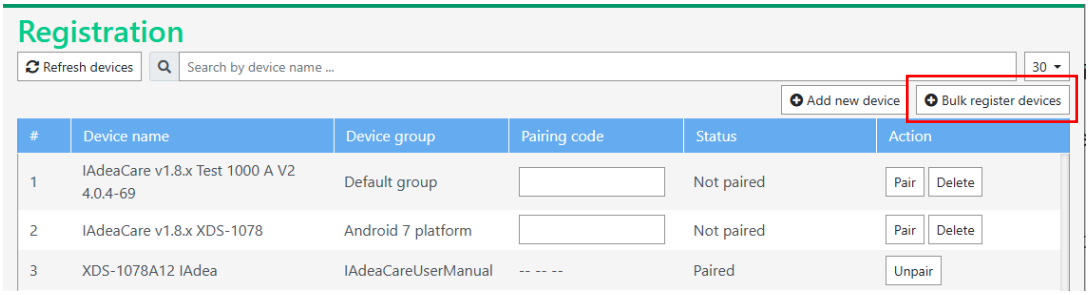
5. Enter the Pairing Code for the player and click Pair.



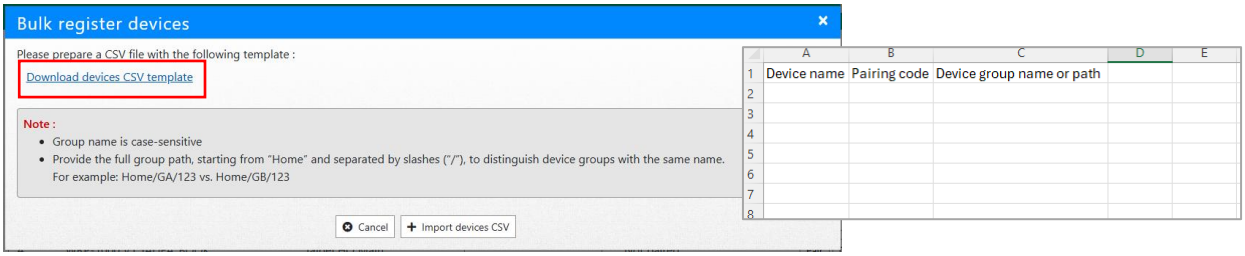
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Bulk Register Devices

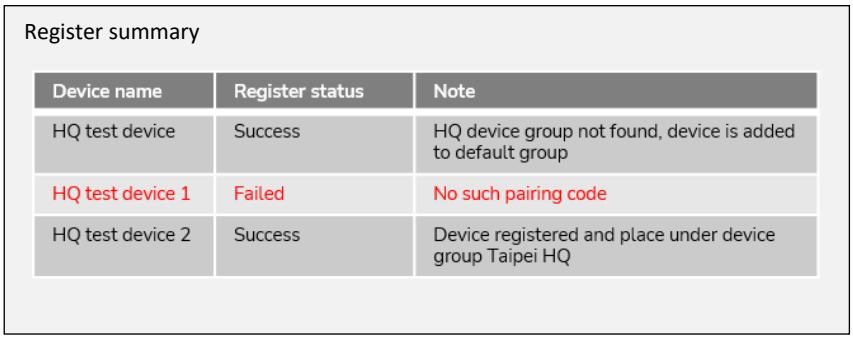
1. Click Bulk register devices.



2. Click Download CSV template, fill in the device information, and upload the completed file.



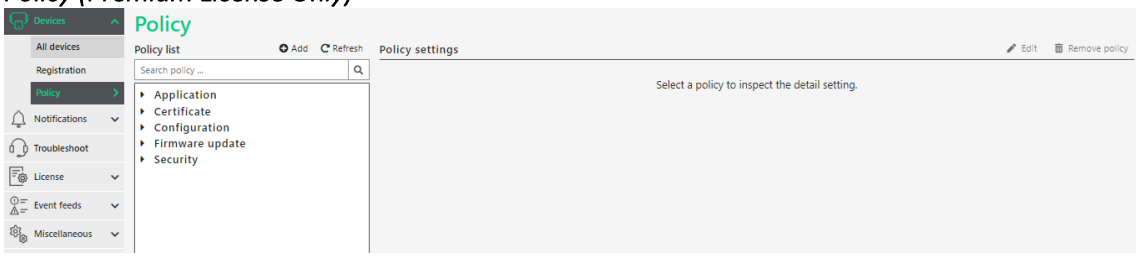
3. A summary page appears after the import.
   If a pairing code is incorrect, the device is not paired; its status shows “Failed” with the note “No pairing code”.
   If the device group is missing or incorrect, the device is added to the Default group.



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Policy

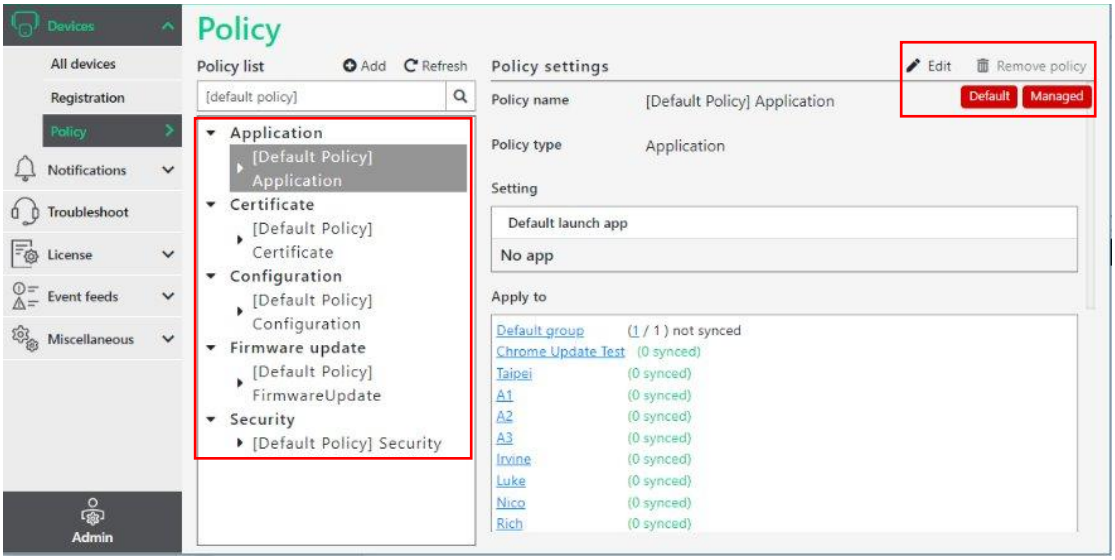
Policy (Premium License Only)



Policies can be assigned to existing groups on this page. A group can have multiple policies of different types, but only one policy of each type. When a policy is deleted, the default policy takes effect on all groups it was assigned to.

If a policy is created and assigned to a group after its devices were set up, the policy settings sync to each device within 30 minutes of the device coming online.

- **Default Policies:** Set default configurations that apply automatically when a device group is no longer governed by a specific policy. The default policy overwrites the settings of the policy that was removed.

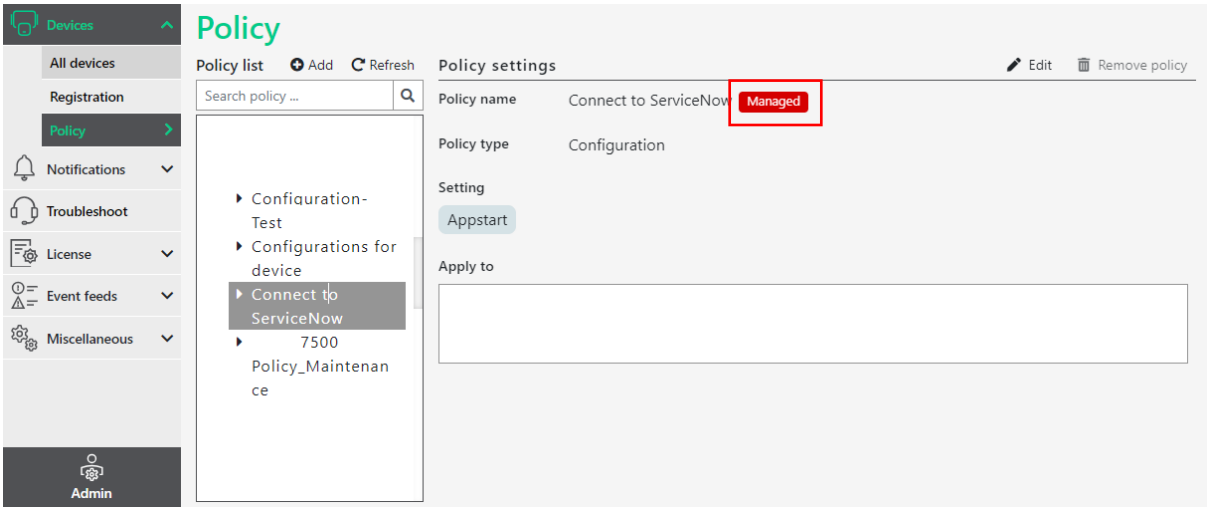


  - Each policy type has a default policy.
    - Policies are marked “Default” or “Managed” in the upper-right corner.
    - The default policy cannot be removed.
    - The default policy leaves a device setting unchanged if no value is set for it.
  - The default policy applies when a device group has no custom policy of the same type.

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- When a device group is removed from a custom policy, the default policy is applied automatically.

- **Managed Policies:** A managed policy is created automatically when an application plug-in is configured on your account. See the Application section.

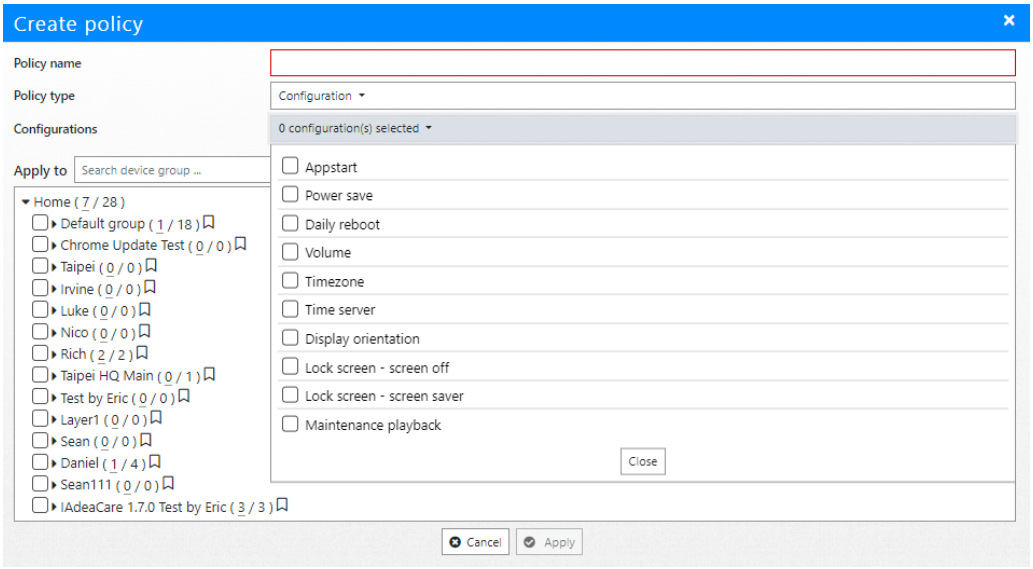


- After setting up a software partner application, you can connect to the partner's UI.
- A managed policy can be edited but cannot be removed.
- A Managed label appears in the upper-right corner of managed policies.

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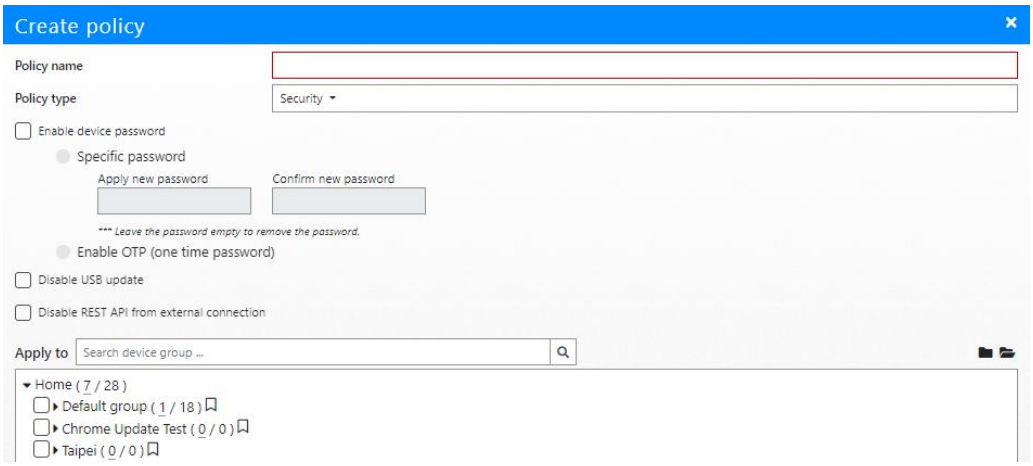
Create Policy

- **Configuration Policy**



Select the device configuration settings you want to manage. All devices in groups assigned to this policy inherit these settings.

- **Security Policy**



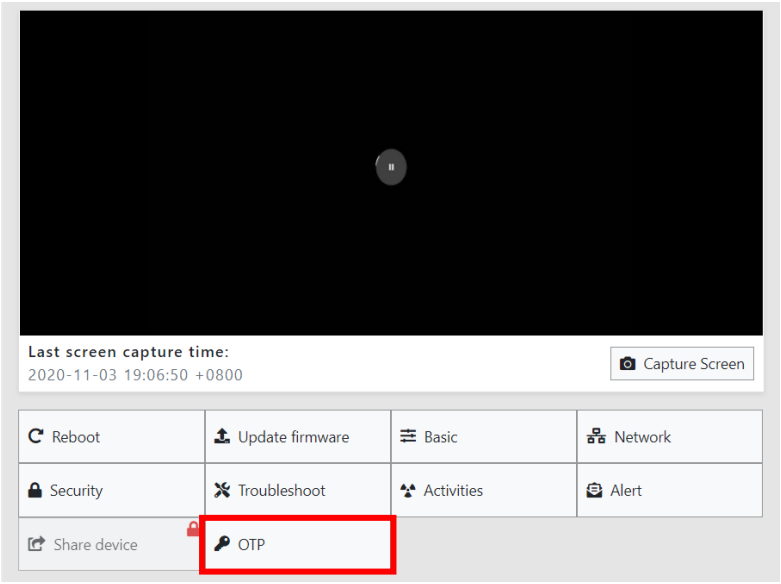
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- **Specific Password** – Enforces a new password on devices added to the policy.



- **OTP** – A time-based password that the device changes every day.
- **Disable USB update / REST API** – Blocks external access to the device.

- **Security Policy** – Get Password



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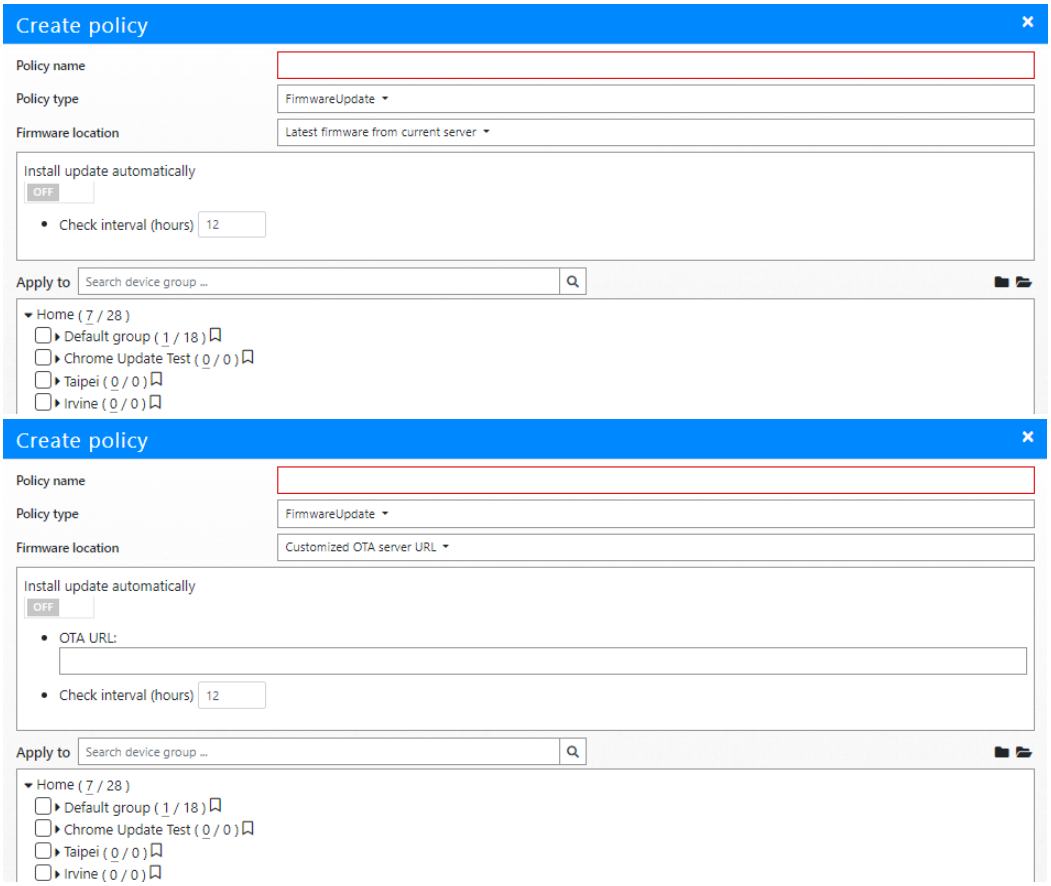


When **OTP** is enabled, log in to **IAdeaCare** and open the Device Dashboard to get the **OTP**.

You can request **Today**'s password or a password for a past date, selected from the calendar drop-down.

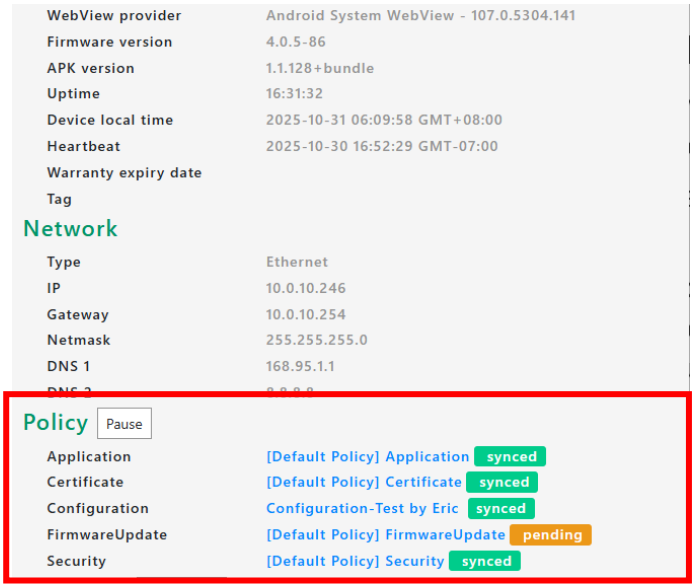
Each password remains valid for **30 days**, and the player stores up to 30 passwords.

- **Firmware Update Policy**



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- **Policy** – Dashboard Page



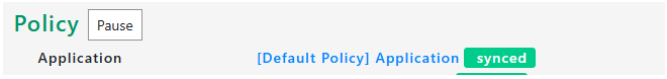
Lists the policies currently assigned to the device. If a policy is inherited from a group, the group name appears in parentheses. Click a policy name to open the Policy page.

  - Synced: The policy settings are synced to the device.
  - Pending: The device is waiting to sync with the server (up to 30 minutes). The status changes to Synced once the device acknowledges the policy. An offline device stays Pending until it reconnects, then updates without the policy being recreated. If the policy cannot be applied, an error is shown.

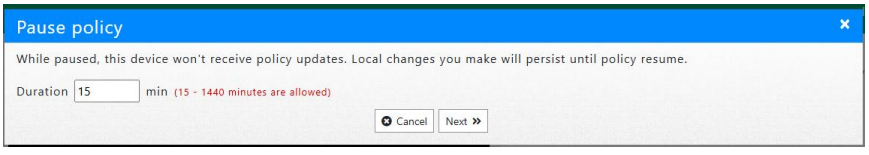
If the device does not have a Premium license, it shows **Policy (Not applicable).**



Policy – Pause



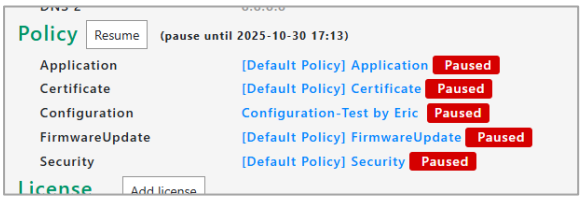
Temporarily pauses the policy settings. The pause duration can be set from 15 to 1440 minutes.



Once applied, the Dashboard shows the pause end date and time, and all policy statuses show Paused.

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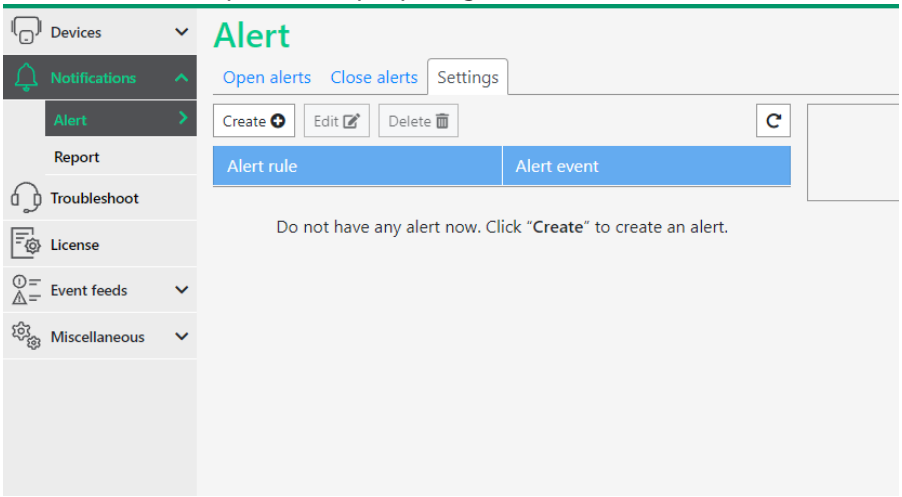
You can end the pause at any time by clicking Resume.



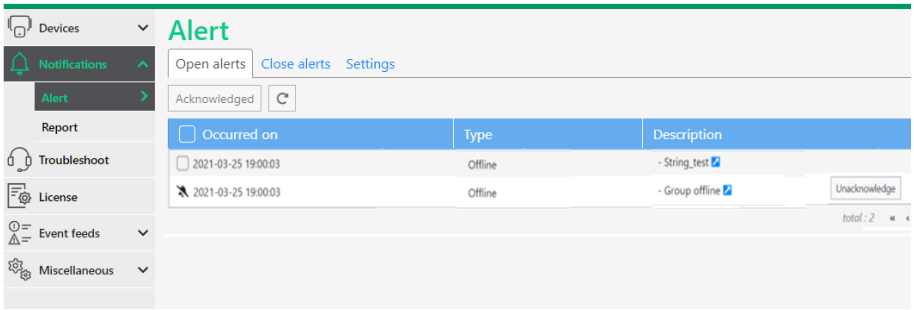
4.3 Notifications

Alert Setting

Alert Settings let you create alert rules that send email notifications to the addresses you choose, for example when players go offline.



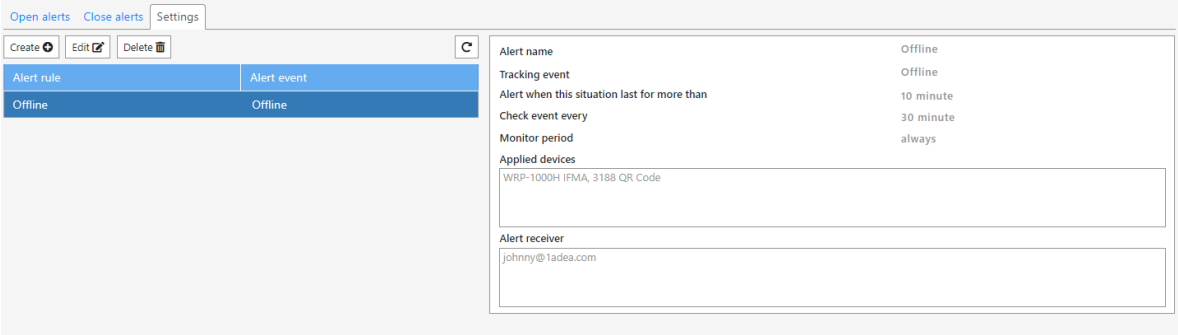
Open Alert



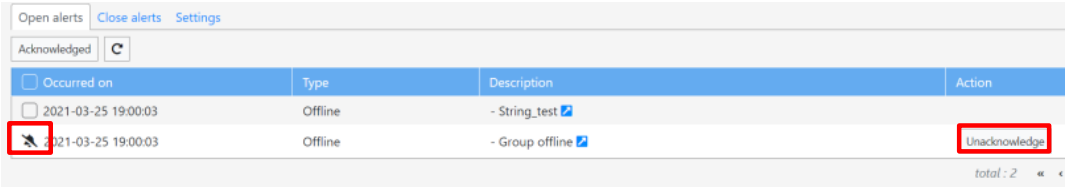
- When an Offline or Device Status alert is triggered, the system creates a new Open alert.
- You can acknowledge alerts listed in the table.

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- Each alert has a link in the Description column that opens the alert's settings page.



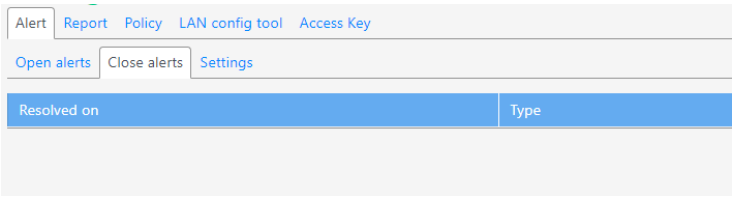
- After an alert is acknowledged, an 'Unacknowledge' button appears in the Action column if you want to keep the alert open.



- If an alert rule is deleted while its alert is still open, the alert moves from the Open Alert tab to the Close Alert tab.
- Once an alert has been acknowledged, the server will NOT send alert emails for it.
- **In an Enterprise account**, alert rules belong to the account, not to the Administrator who created them. All Administrators in the same Enterprise account see the same rules and can view, edit, or disable them, including rules created by another Administrator. Rules are not visible to other Enterprise accounts, and Viewers cannot access alerts.

Close Alert

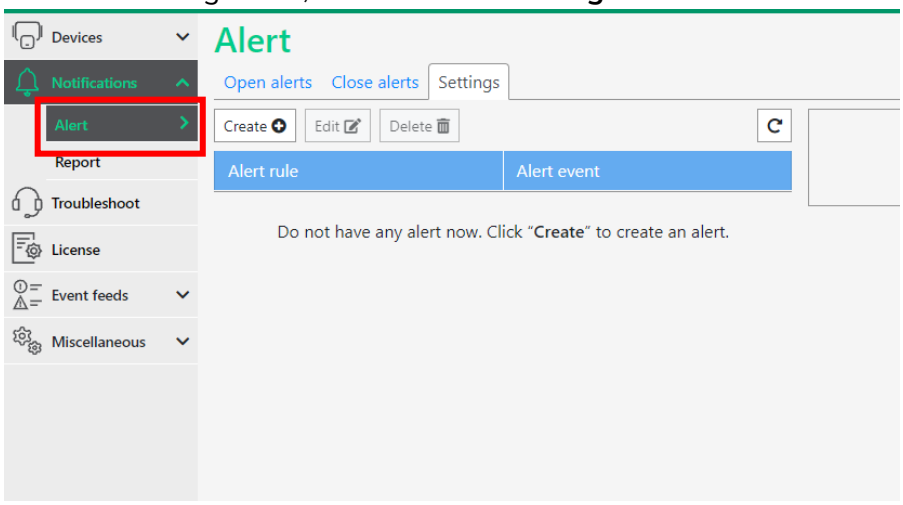
- Once an Open alert is resolved, it moves to the Close Alert tab.



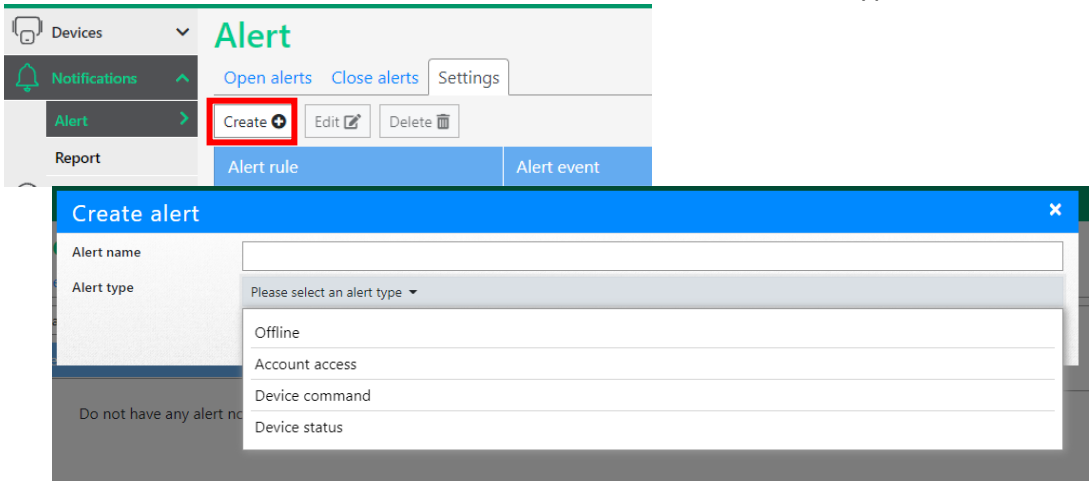
Create Alert

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To start creating alerts, click the **Alert setting** tab.

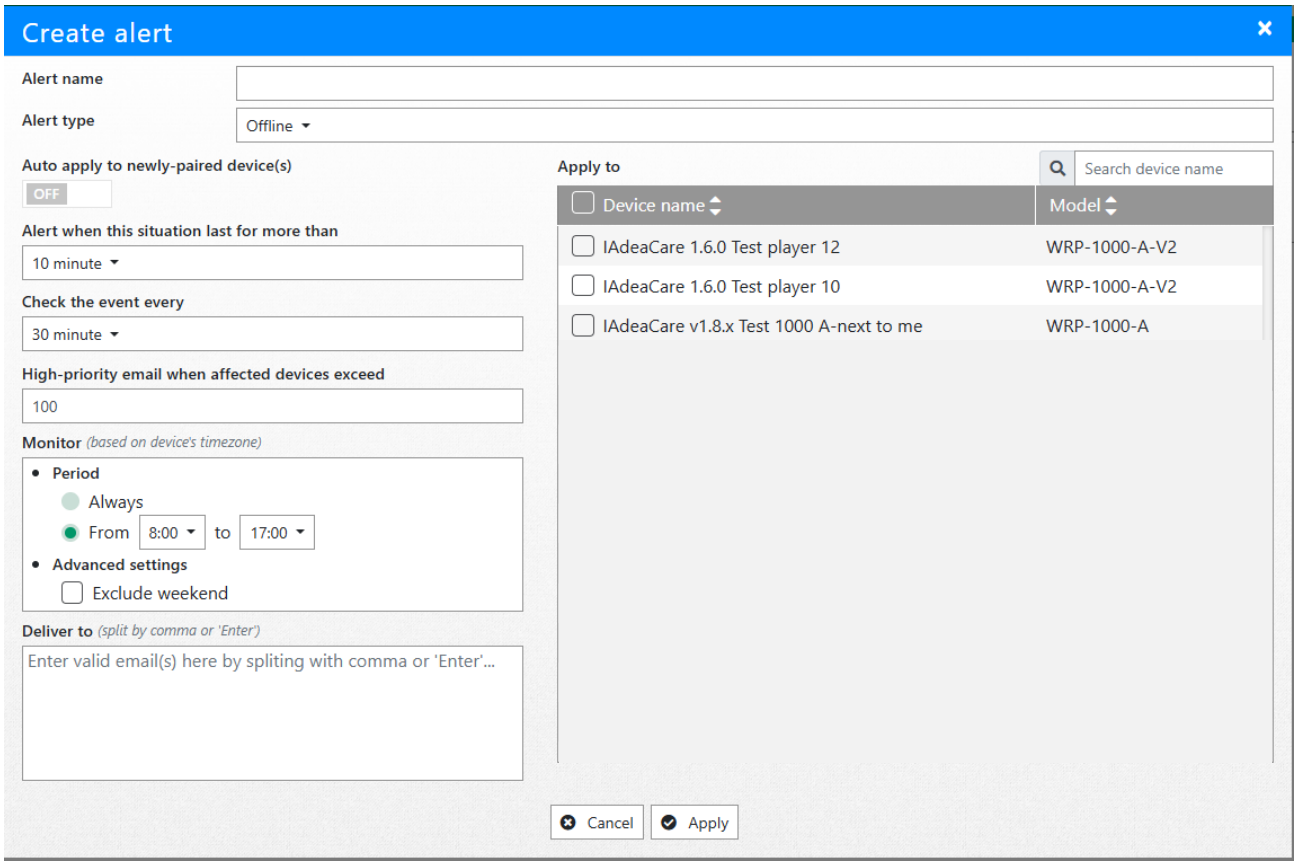


To create a new alert, click **Create new rule** and select the alert type.

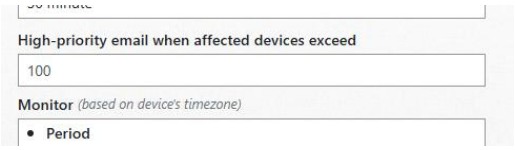


Create – Offline

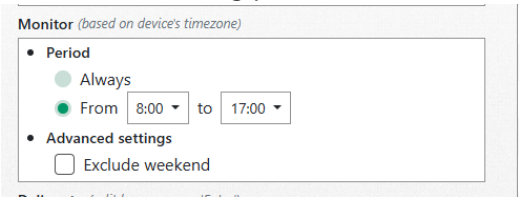
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1. **Alert Rule** – Name your alert rule.
2. Choose the criteria that trigger the alert and how often it is reported. You can also enable this alert for all newly paired players.
3. Set how long a player must remain offline before the alert is triggered.
4. Set how often the system checks whether the player is offline.
5. Send a high-priority email (with a tag) if the number of affected devices exceeds the set limit.



6. Set the monitoring period: 24 hours a day or a specific time frame.



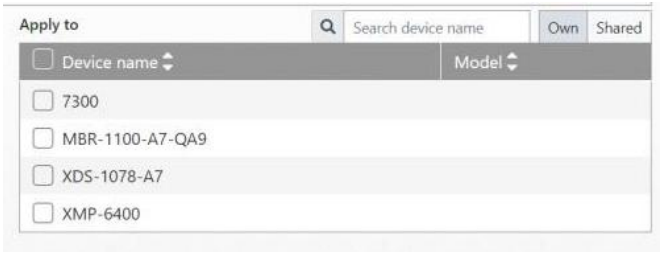
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7. **Deliver to** – List the email addresses that will receive the offline alerts.



Note: Add 'self account' adds the email address of the IAdeaCare account that is currently logged in.

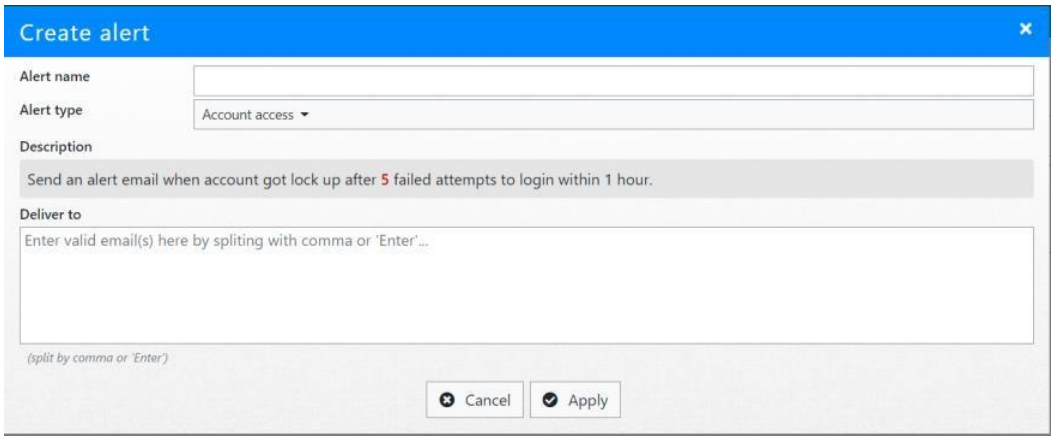
8. Select the players this alert rule applies to.



- **Own** – Players owned/administered by the current IAdeaCare account.
- **Shared** – Players shared with you by another owner for monitoring.

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

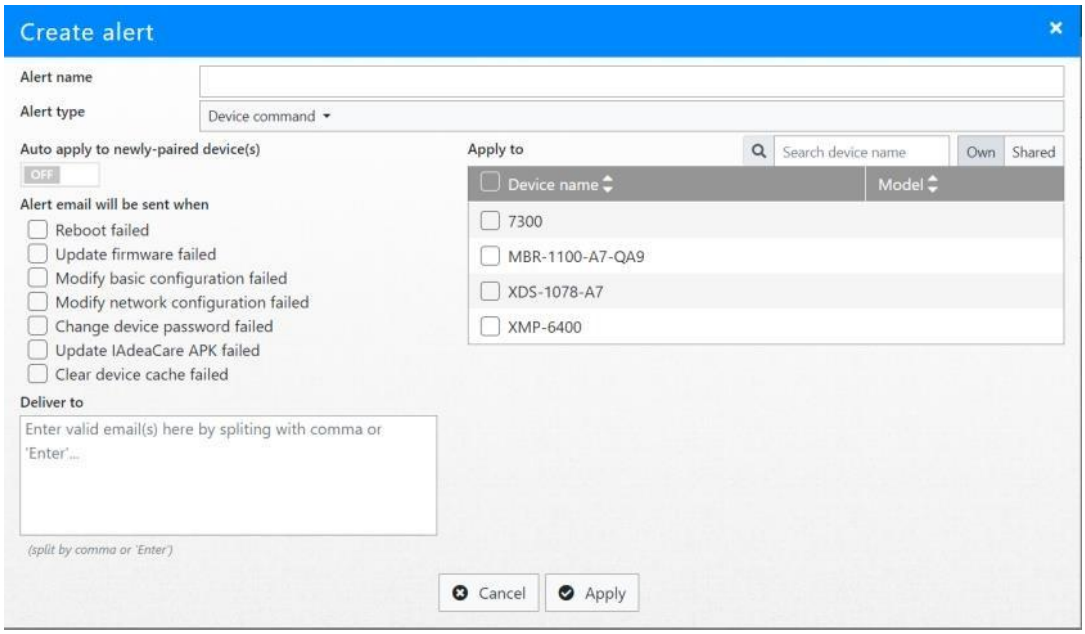
Create – Account Access



1. Name the Account Access alert.
2. In Deliver to, enter the email addresses to notify if the account has 5 failed login attempts within 1 hour.

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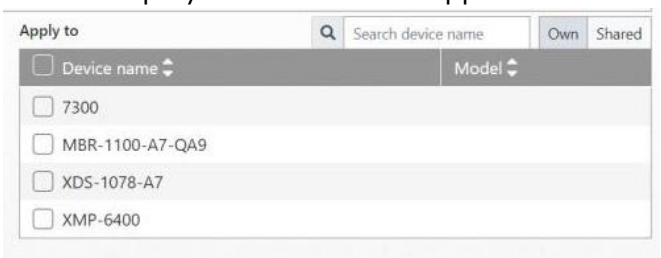
Create – Device Command



1. **Alert Name** – Name your alert rule.
2. Select the device command failure type that will trigger the alert.
3. **Deliver to** – List the email addresses that will receive the alerts.



4. Select the players this alert rule applies to.

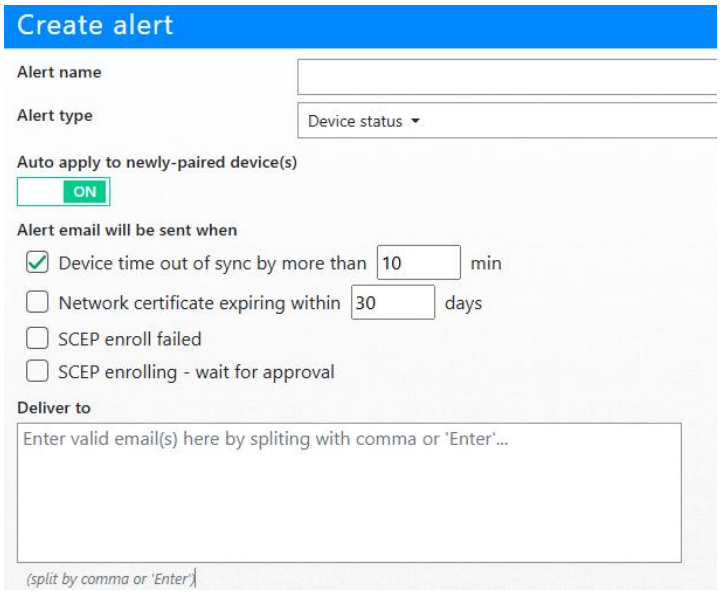


   - **Own –** Players owned/administered by the current IAdeaCare account.
   - **Shared** – Players shared with you by another owner for monitoring.

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

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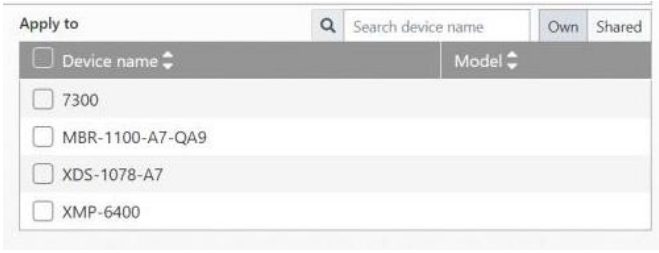
Create – Device Status



1. **Alert Name** – Name your alert rule.
2. Select the Device Status error type that will trigger the alert.
3. **Deliver to** – List the email addresses that will receive the alerts.



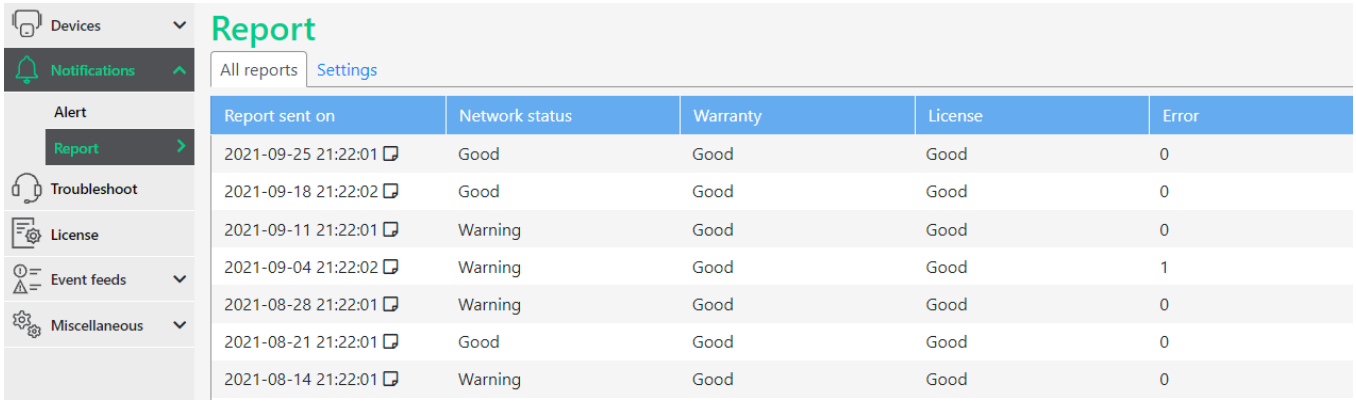
4. When the alert is triggered, it is added to the Open Alert tab.
5. The server sends the alert email twice a day (00:00 and 12:00 UTC).
6. Select the players this alert rule applies to.



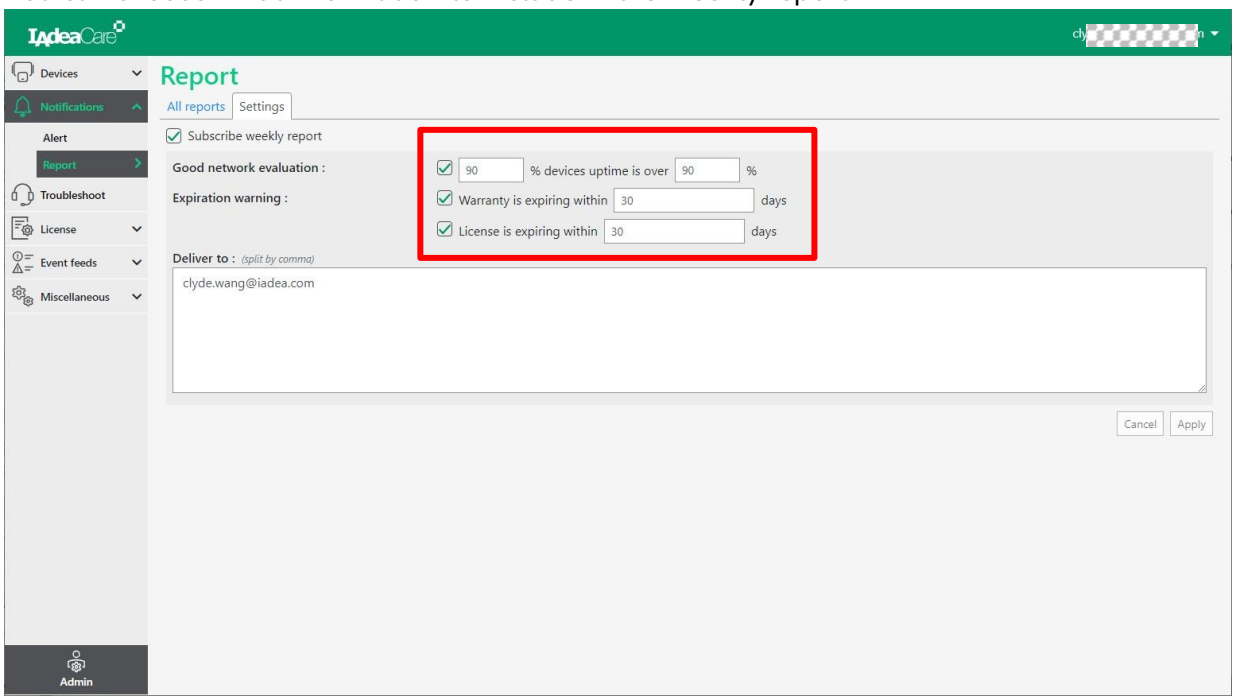
If **Auto-apply to newly paired players** is checked, the rule automatically applies to all newly paired players.

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Report

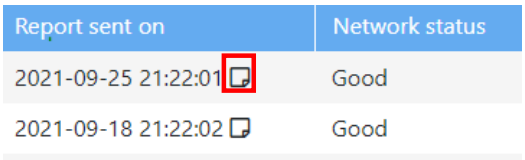


You can choose what information to include in the weekly report.



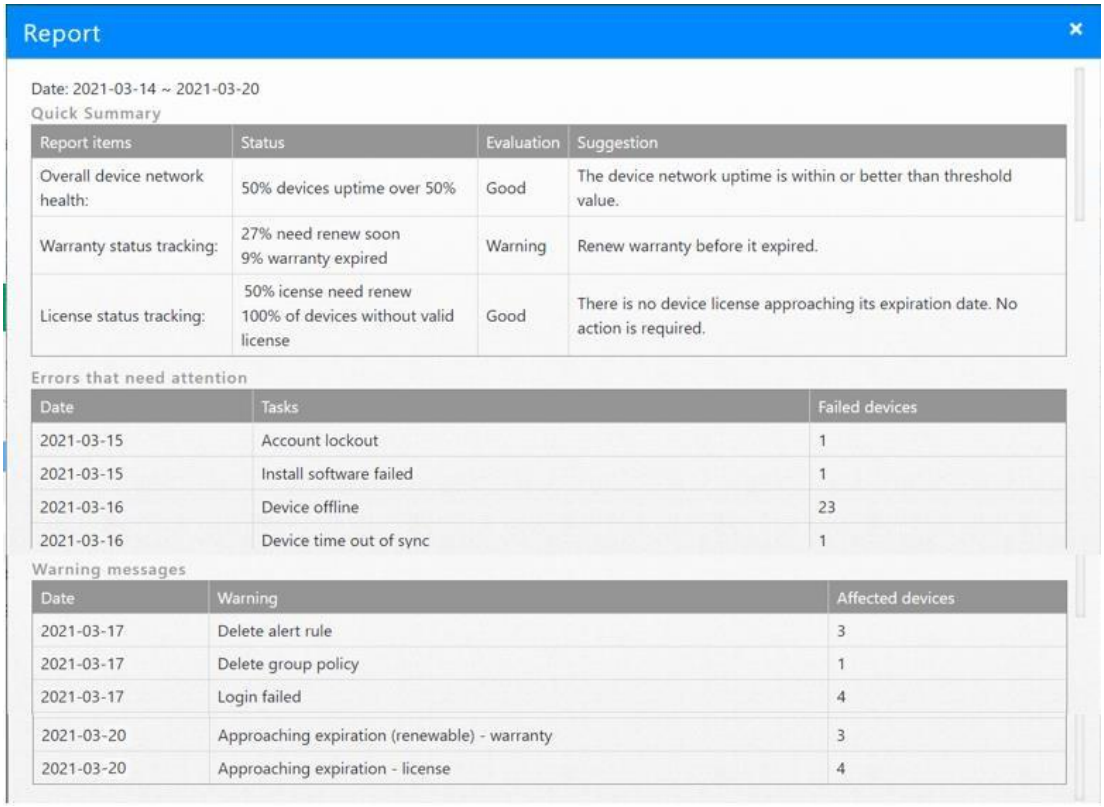
All Reports

1. The Report Dashboard shows 50 reports per page.
2. Click the report icon to view a report.



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3. View the selected report.



Report

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

Quick Summary

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

Errors that need attention

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

Warning messages

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

Evaluation / Suggestion in Quick Summary:

1. Overall device network health:

Evaluation: Good

Criteria: Uptime ≥ user-defined value

Suggestion: The device network uptime meets or exceeds the threshold value.

Evaluation: Warning

Criteria: Uptime < user-defined value

Suggestion: The device network uptime is below the threshold.

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

2. Warranty status tracking ("/" in the criteria means "divided by")

Status: % of devices that need warranty renewal soon.

Criteria: devices with warranty expiring within the user-defined range / total devices

Status: % of devices whose warranty has expired.

Criteria: devices with expired warranty / total devices

Evaluation: Good

Criteria: No device warranty expires within the user-defined range

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AND none expires before the next report.
Suggestion: All devices are either under warranty or have reached the maximum warranty term.
No action is required.

Evaluation: Warning
Criteria: Some device warranties expire within the user-defined range AND none expires before the next report.
Suggestion: Renew warranties before they expire.

Evaluation: Need Attention
Criteria: Some warranties will expire before the next report.
Suggestion: Warranties will expire this week. **Please renew them before they expire. Warranties cannot be extended after the expiration date.**

3. License status tracking ("/" in the criteria means "divided by")

Status: % of devices with licenses that require renewal.
Criteria: devices with licenses expiring within the user-defined range / all devices (if a device has multiple licenses, the highest-level license with the latest expiry date is used)

Status: % of devices without a valid license.
Criteria: devices without a valid license / all devices

Evaluation: Good
Criteria: No device license expires within the user-defined range
AND none expires before the next report.
Suggestion: No device licenses are approaching expiration.
No action is required.

Evaluation: Warning
Criteria: Some device licenses expire within the user-defined range AND none expires before the next report.
Suggestion: Renew licenses to avoid service interruption.

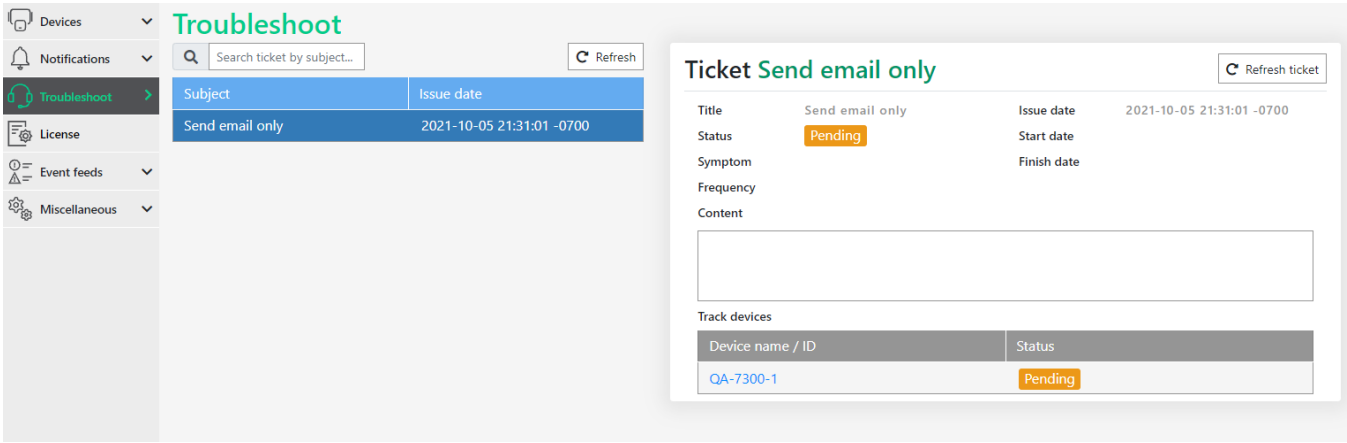
Evaluation: Need Attention
Criteria: Some device licenses will expire before the next report.
Suggestion: Some device licenses will expire this week. **Please renew them to avoid service interruption.**

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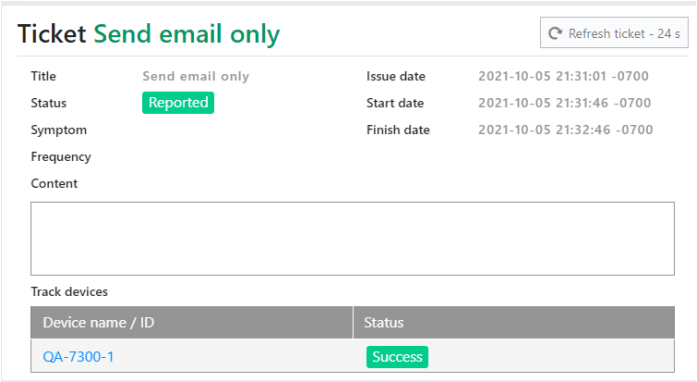
4.4 Troubleshoot

Troubleshooting Page

The Troubleshooting page lets you track the status of submitted troubleshooting tickets.



1. **Ticket Search** – Search for a submitted ticket by its subject in the panel on the left.
   Ticket Information – The details reported when the ticket was submitted.



2. **Ticket Tracking** – Track the status of the ticket.
3. **Track Players** – Shows whether IAdeaCare can connect to the player.

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3.5 License

Account Page

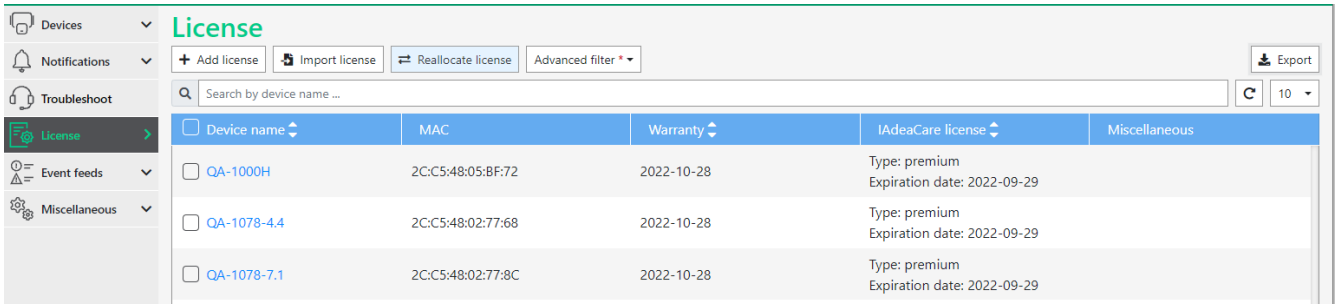
The Account License page shows your account details, the licenses it holds, and how many are in use.



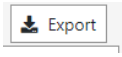
Account type – Shows whether this is a Standard or Enterprise account.
Admin + Editor License – The total number of Admin + Editor licenses (users who can make changes to the account), and how many are in use.
Viewer License – The total number of Viewer licenses (view-only users), and how many are in use.
Remote control license – Shows whether the account has access to the remote-control feature, along with its activation status, license code, and expiration date.

Device Page

The License Device page lets you manage licenses: add licenses, import license files in bulk, and reallocate licenses. It also lists each player with its warranty or license type and expiration date.



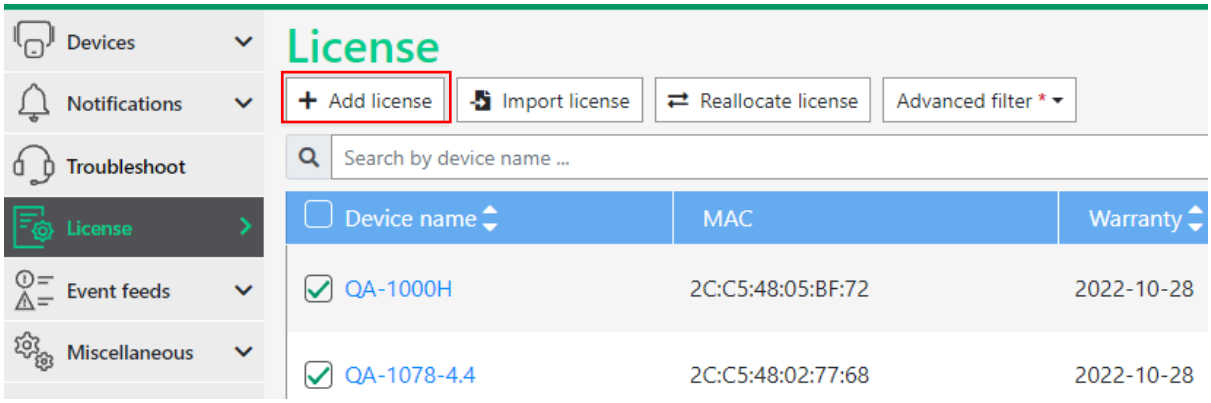
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1. **Add License** – Manually add an IAdeaCare or SignApps Cloud license.
   Import License – Upload licenses in bulk from a .csv file.
   Reallocate License – Move licenses from one player to another.
   Advanced Filter – Filter results by license type and expiration time range.
2. Use the search function to filter players by name or tag name.
3. The main dashboard shows each player's name, license type, and warranty or license expiration date.
4. You can also set how many players are shown on the page at once.
5. **Export** – 

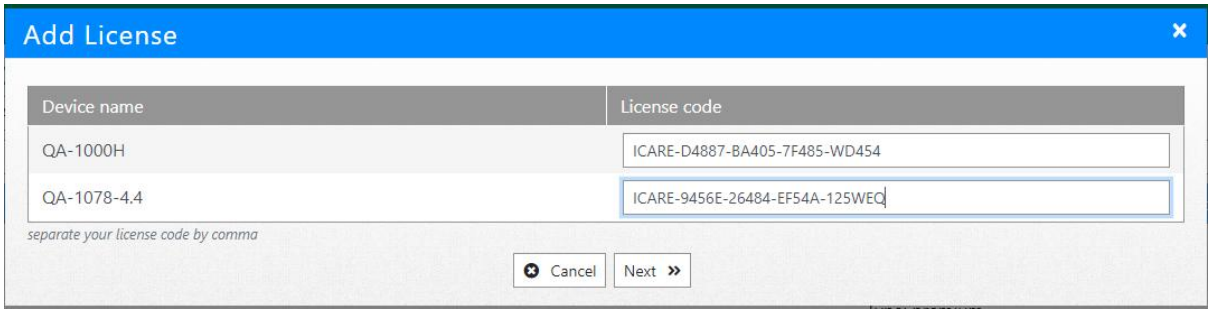
Exports license information to a .csv file.

Add License

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



In the Add License prompt, enter the corresponding **IAdeaCare** or **SignApps** Cloud license code.

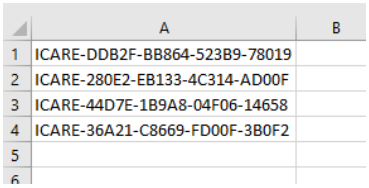


Licenses can be added to players individually or in batches. To add licenses in a batch, select multiple players before clicking Add License. You can also add more than one license (e.g., SignApps Cloud and IAdeaCare) to a player at once by separating the codes with commas.

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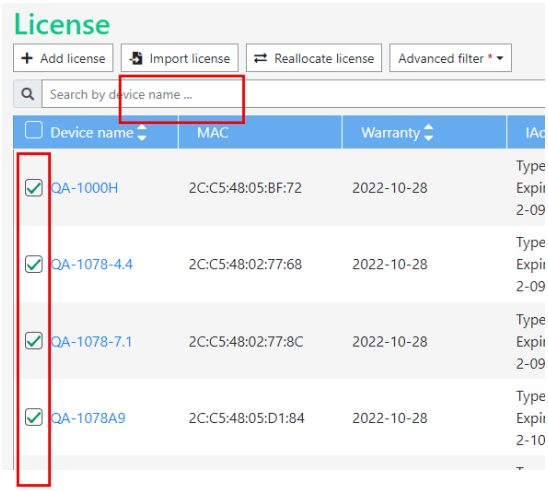
Import License

Import License lets you import multiple licenses into **IAdeaCare** at once. The licenses must be in the format below and saved as a **.csv** file, with one license per row. The **IAdea** Sales team may provide this file when multiple licenses are purchased.

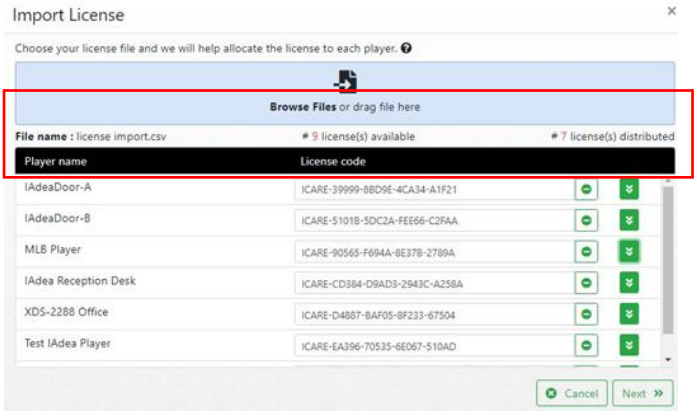


	A	B
1	ICARE-DDB2F-BB864-523B9-78019	
2	ICARE-280E2-EB133-4C314-AD00F	
3	ICARE-44D7E-1B9A8-04F06-14658	
4	ICARE-36A21-C8669-FD00F-3B0F2	
5		
6		

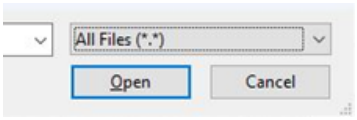
Select all players that need a license.



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



If the file does not appear, change the file type filter to All Files.

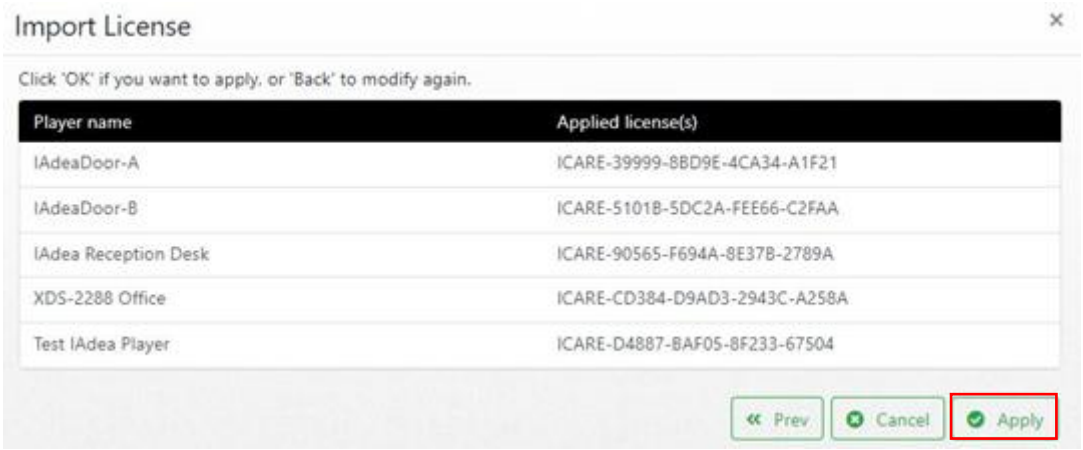


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Any extra licenses are shown as distributable licenses when you click the button. You can use them to switch or replace licenses.



Once the licenses are assigned, click **Apply** to confirm.



Note: If a license has already been used, an **Error** message appears.

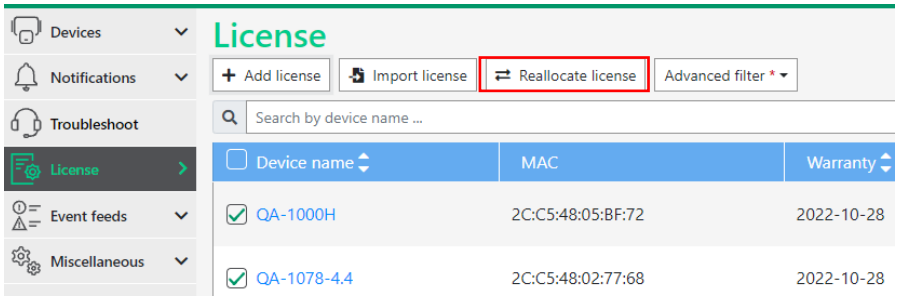


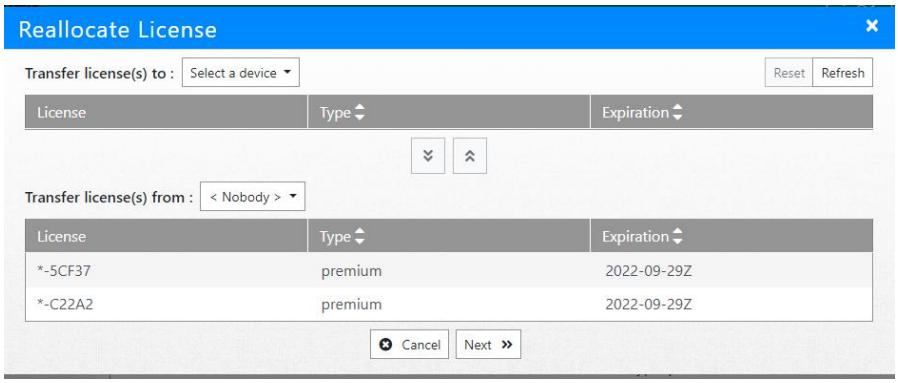
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Reallocate License

Reallocate License lets you reassign licenses between paired players on your **IAdeaCare** account.

Click **Reallocate license** to begin reassigning licenses.

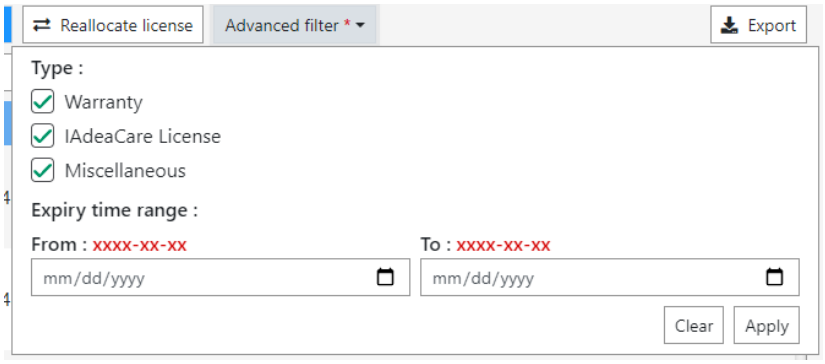




1. Select the target player that the license will be assigned to.
2. Select the **Currently Assigned to** player that currently holds the license. If the license is not allocated to any player, select **Nobody**.
3. Select the license(s) to reassign in the license table and click the Up Arrow to apply them to the target player.
4. Click **Next** to apply the change.

Advanced Filter

Filter the License Dashboard by license type or expiration time range.



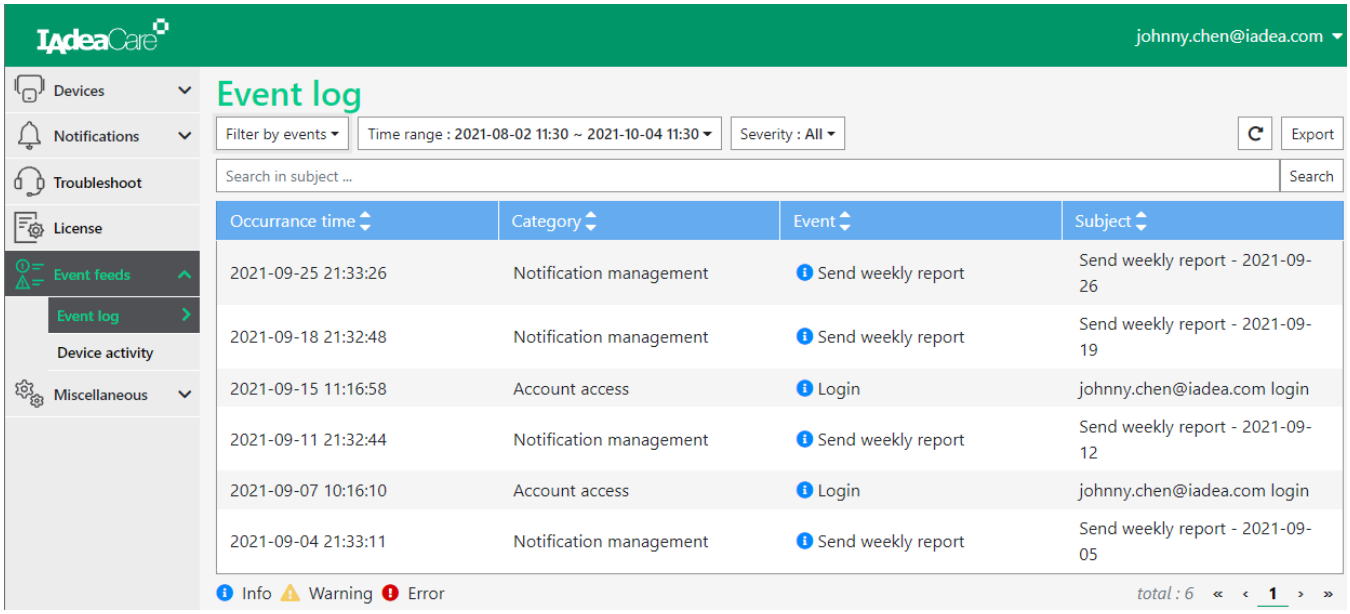
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4.6 Event Feeds

Event Log

The Event Log lets you:

- View the status of all account events.
- Filter by event type, time period, and severity.
- Sort by occurrence date/time, category, event, or subject.
- Events load 50 at a time, sorted by time.
- After filters are applied, 100 results are shown per page.
- Events in the Device Task category link to the activity's detail page.
- The exported log includes a Data column with modification details for auditing. The Data column is not shown in the IAdeaCare UI.



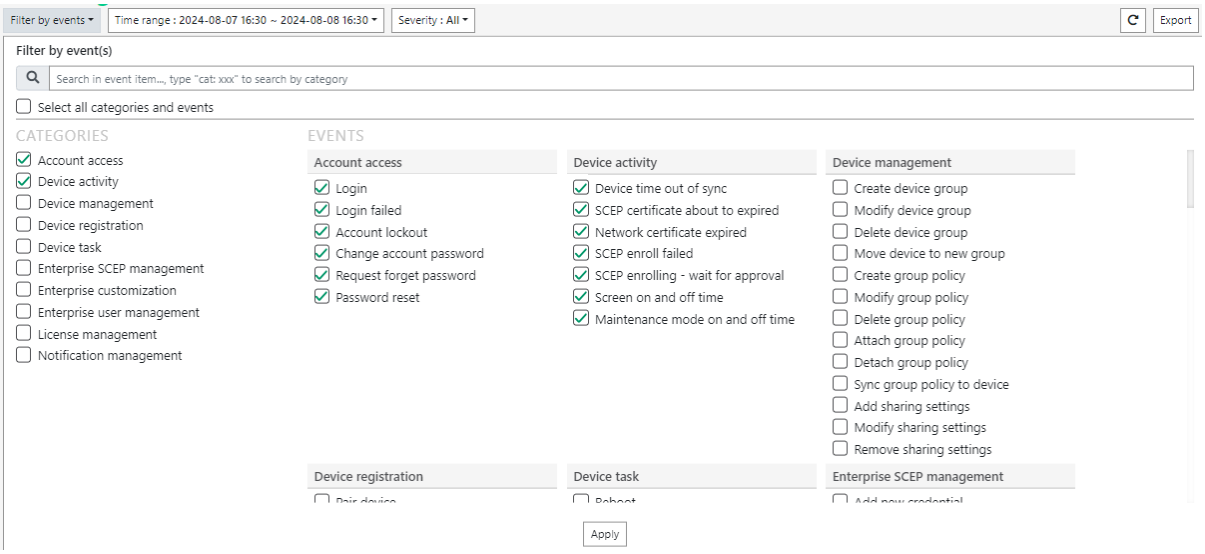
Filter & Search

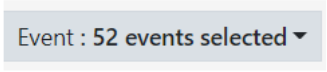
By Event

1. Search events by keyword across categories.
2. Checking a category also checks all events in that category.

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3. When the search keyword is cleared, all categories and events are listed again, and previously selected events stay checked.

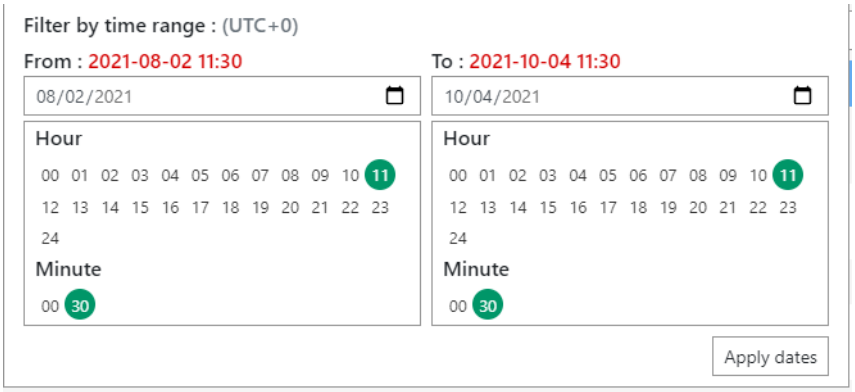


4. Click Apply to filter events. The Filter by Events button shows the number of checked items, and the search is sent to the server. 

By Time Range

Choose the date and time range:

1. Pick a date from the calendar.
2. Choose the hour (00–24, 24-hour format) and minute (00 or 30).



3. You can search up to 90 days back.
4. Click Apply Dates to save the settings and show filtered results.
5. Events are searched by server time (UTC+0).

By Severity

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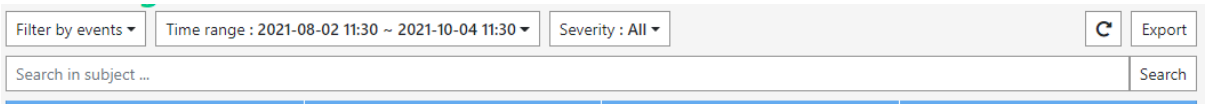
1. Choose the severity type.



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

Search Bar

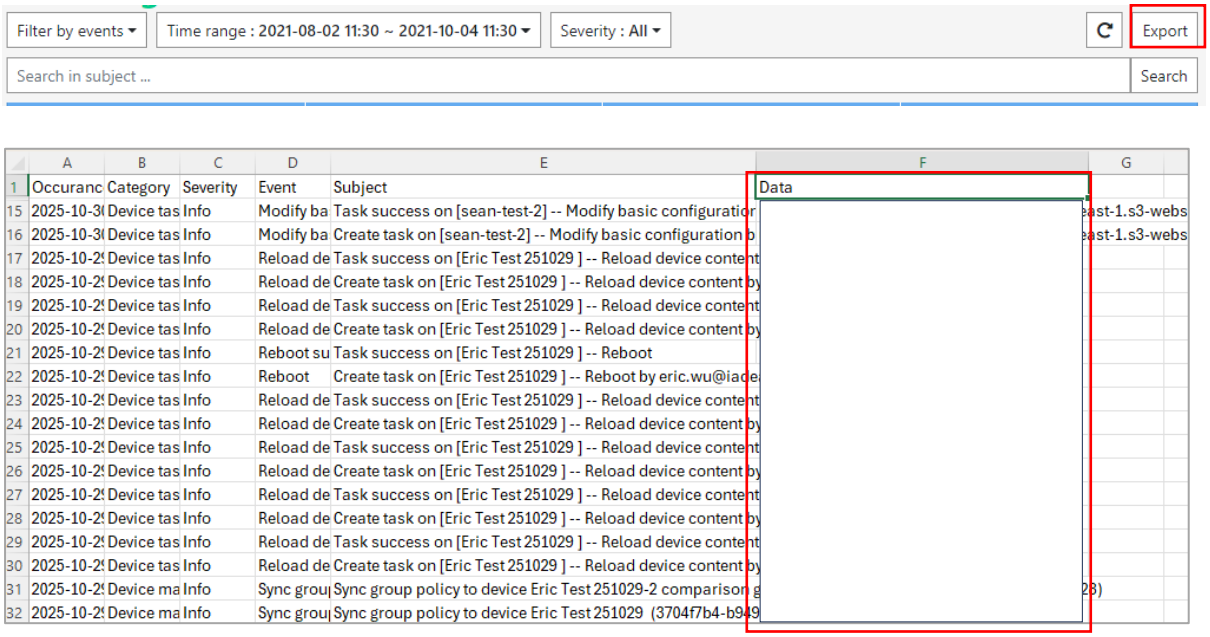
1. Use the Search in subject... box to search the event log by keyword.



2. After entering keywords, click Search to show results.

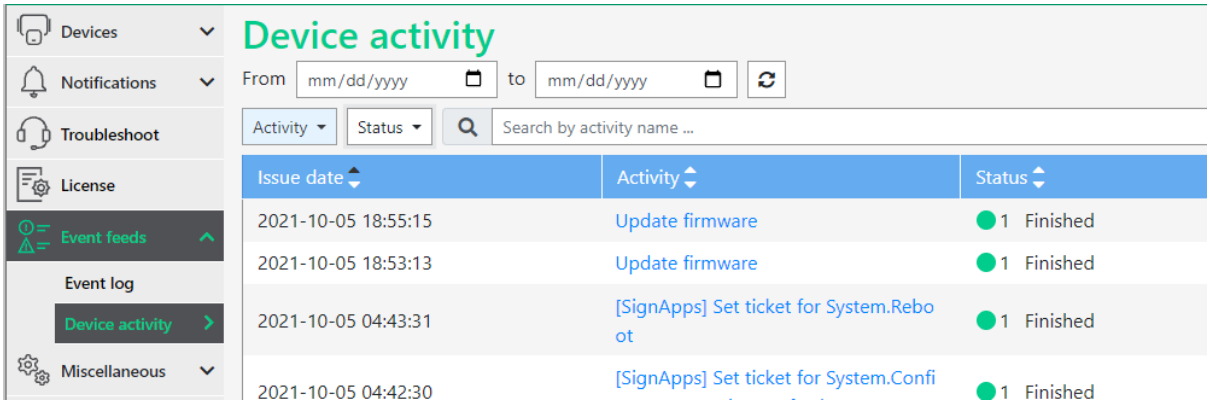
Export

1. The Export button exports the event log (with any applied filters) to a .csv file.



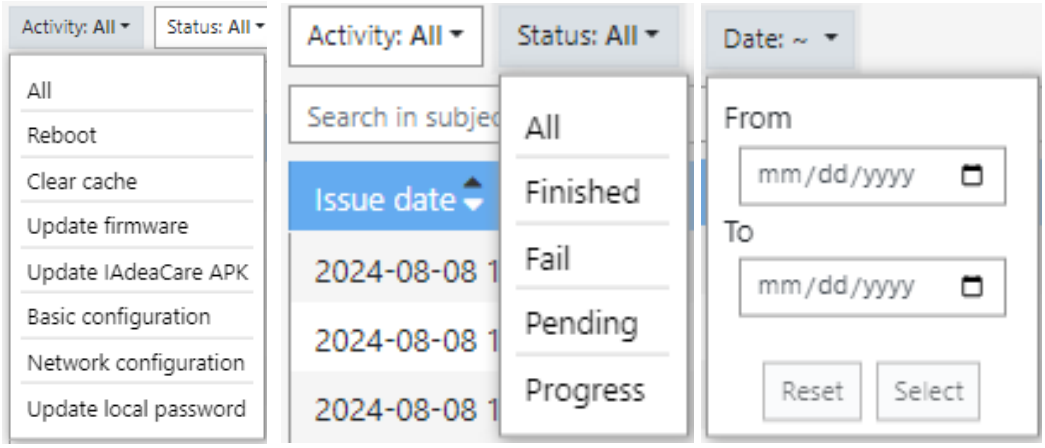
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Device Activities



- The Activity type column on the **Device Activity Dashboard** includes a Quick Link with group tagging for faster management. It opens the Activity Detail page, which lists all devices that received the same activity and their status.

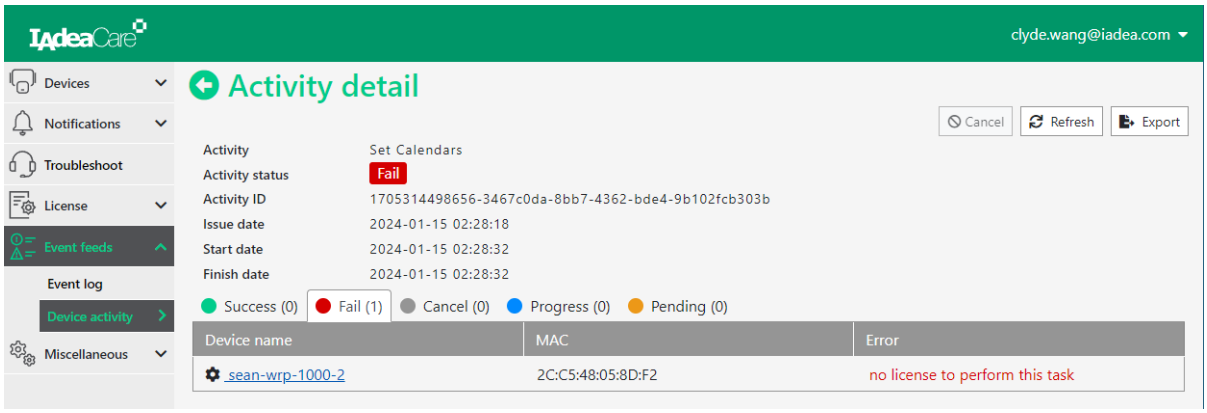
Search Filters – Filter device activity results by Activity, Status, and Date.



On the **Activity** page, you can:

- Cancel unfinished or pending tasks.
  - Cancelling a task also cancels all pending or in-progress tasks queued after it.
- Export task details and refresh statuses.
- See detailed changes before and after the activity was applied.
- Click a Device Name (Quick Link) to go directly to its Device Dashboard.

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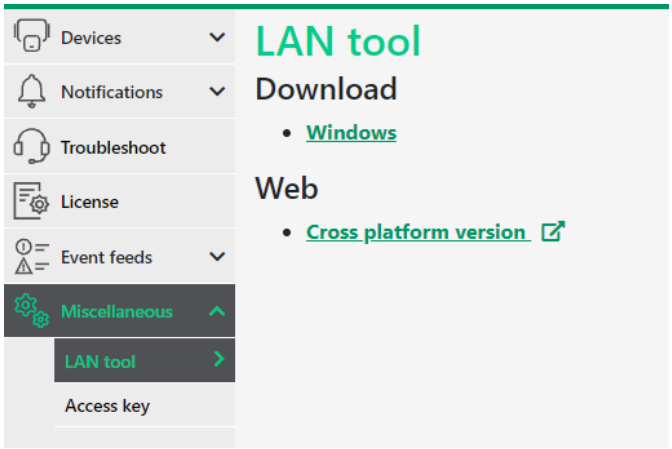
Once **Cancel** is confirmed, the status shows a notification. You can see which devices accepted the cancellation under the Cancel tab.



4.7 Miscellaneous

LAN Config Tool

For details, see the LAN Config Tool User Manual.



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Click **Windows** to download the **LAN Config** tool for Windows.
For macOS and Linux, click Cross platform version to open the config tool in your default browser.

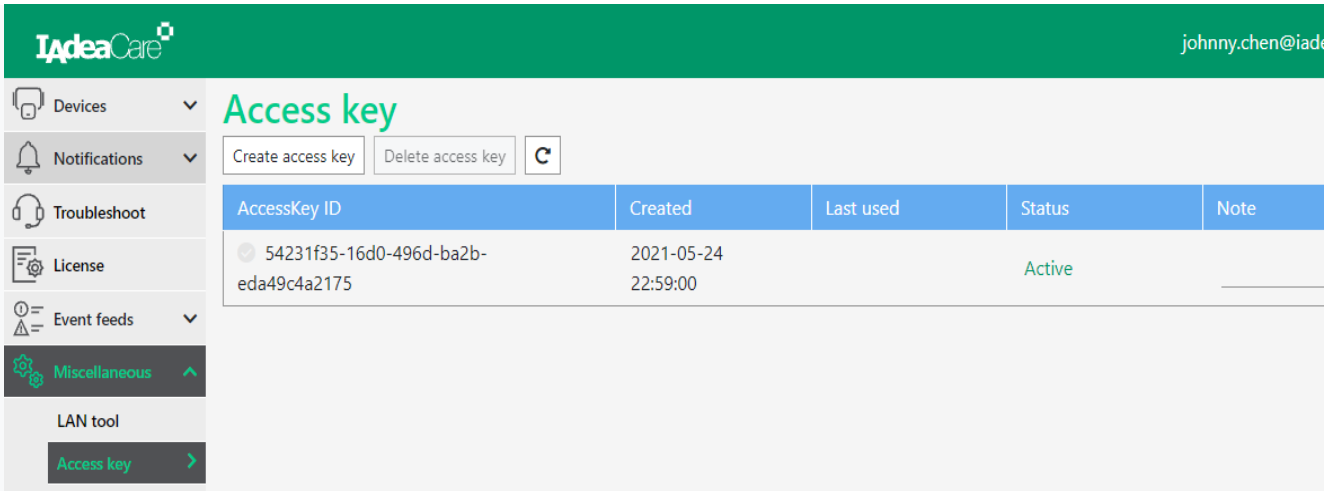
Note: The cross-platform LAN Config tool can only be accessed through IAdeaCare (a saved URL will not work).

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Access Key

Overview

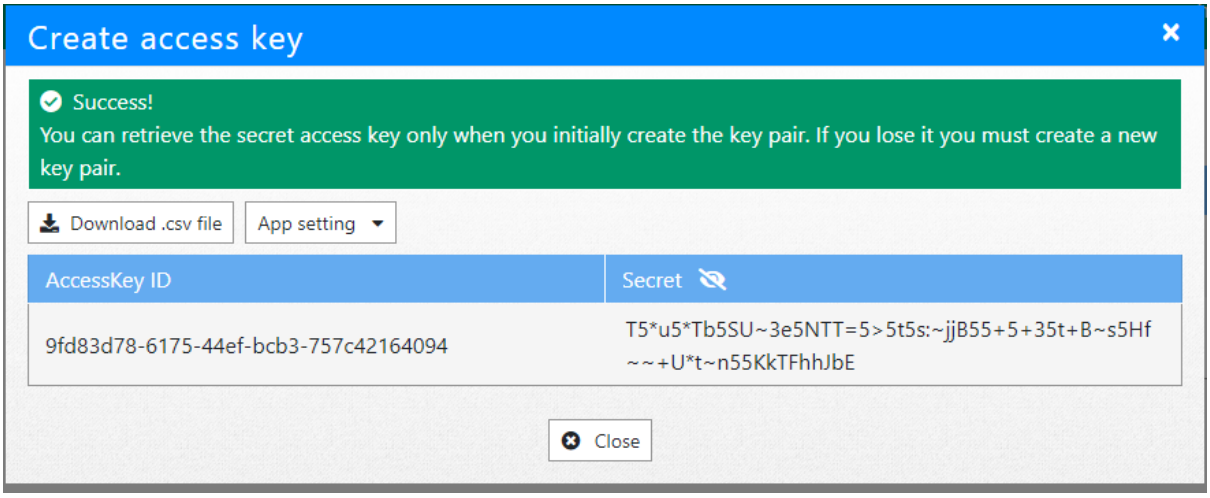
In the Miscellaneous tab, click the Access Key tab to open the overview.



You can create, delete, activate, deactivate, and edit the note for each access key. Each account can have up to 3 access keys.

Create Access Key

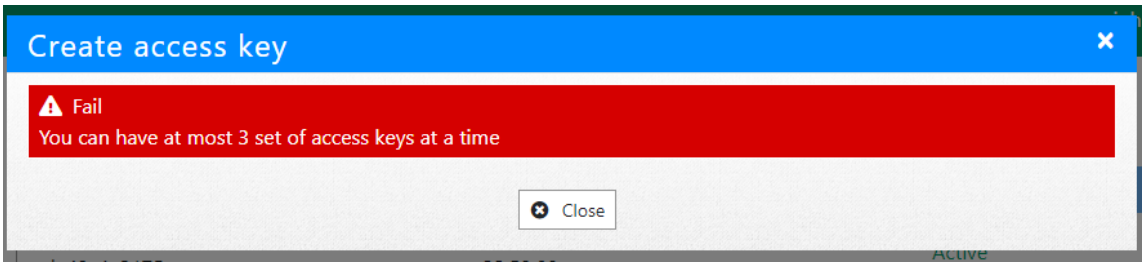
1. Click Create access key to create a new access key.



2. When the access key is created, a confirmation screen appears, as shown above.
3. Click Download .csv file to download [useraccount]-accesskey.csv, which contains the access key and secret key. Save this file for reference.
4. On the confirmation screen, the secret key is masked (*****). Click the show (eye) icon to display it.
5. Click Close to return to the Access Key dashboard.

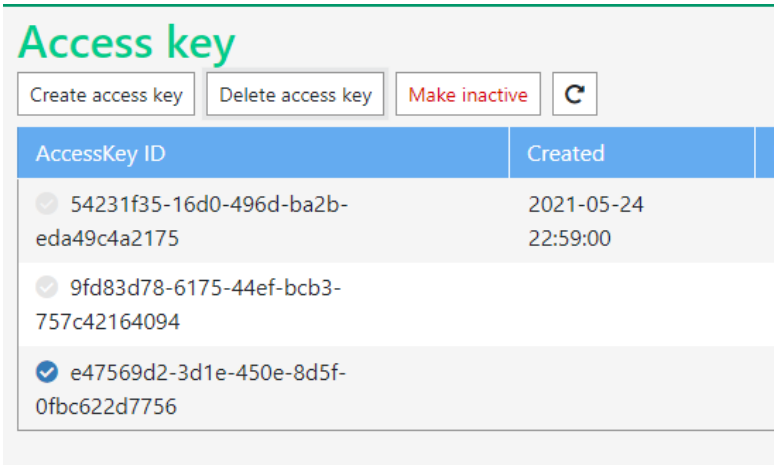
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6. If the account already has 3 keys, an error message appears when you try to create another one.

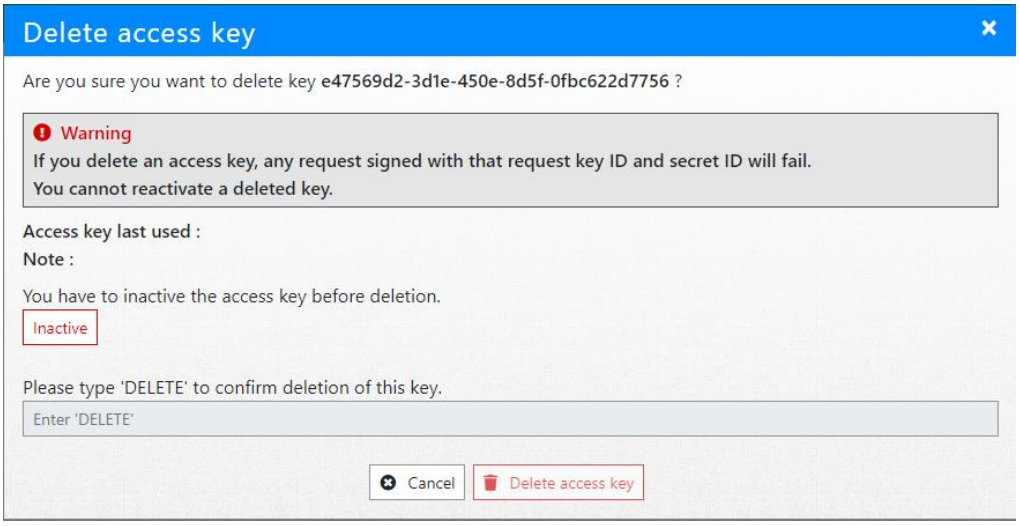


Delete Access Key

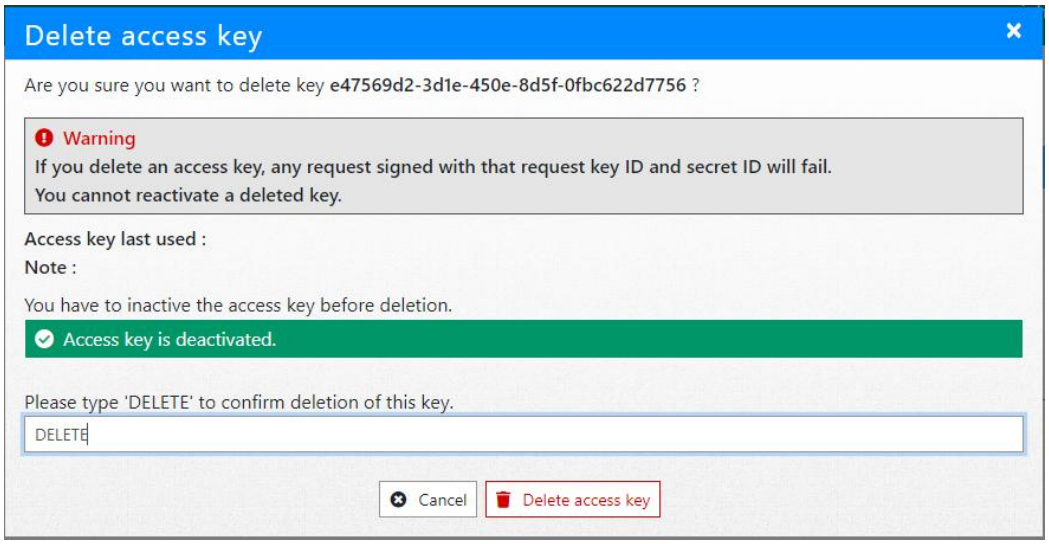
1. Select the access key you want to delete, then click Delete access key.

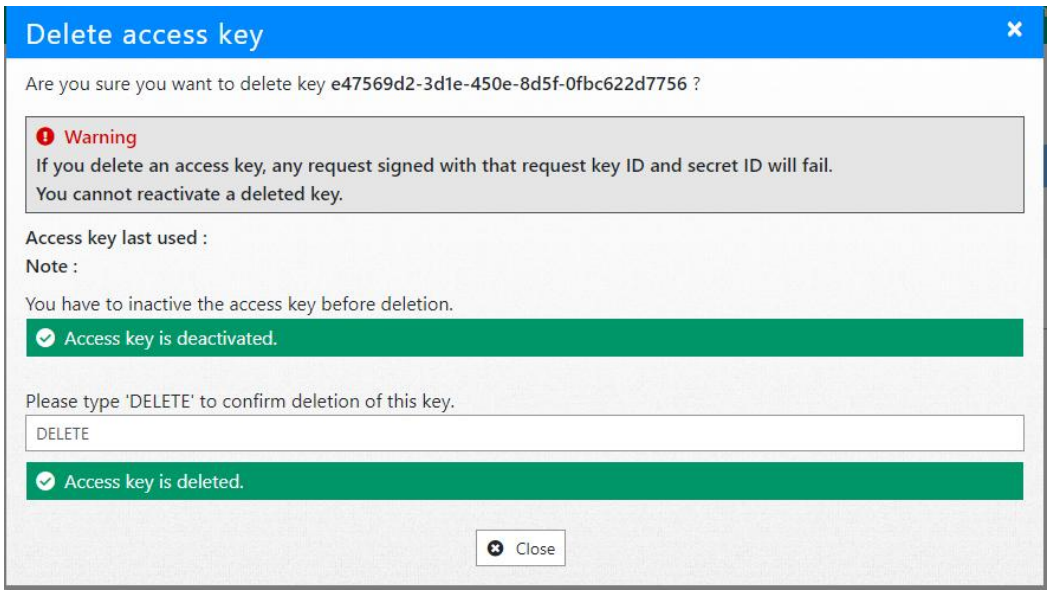


2. If the access key is still active, you must make it inactive before deleting it. Click Make inactive, then type 'Delete' to confirm and click Delete access key.

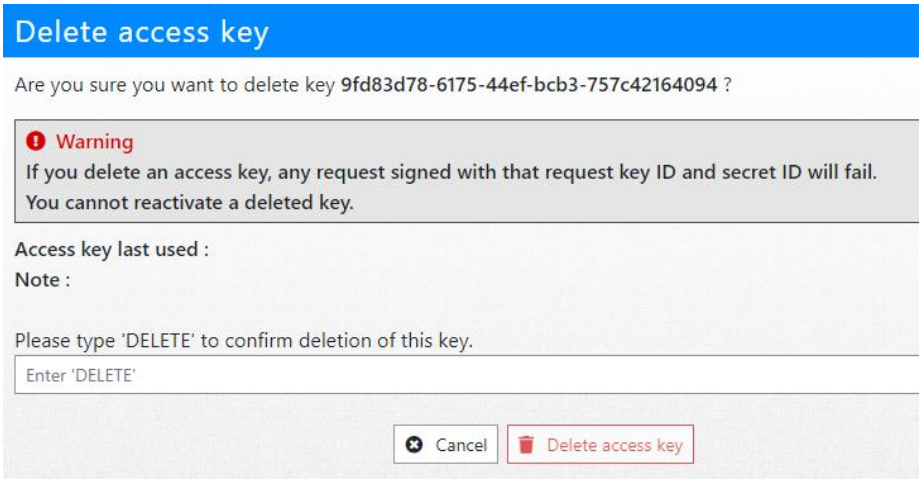


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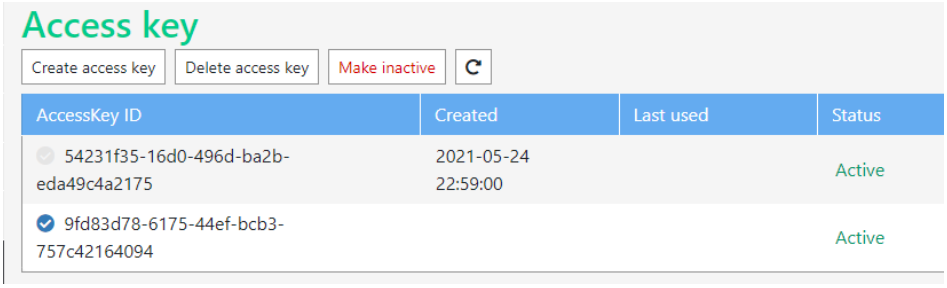
3. If the access key is already inactive, just type ‘Delete’ to confirm.



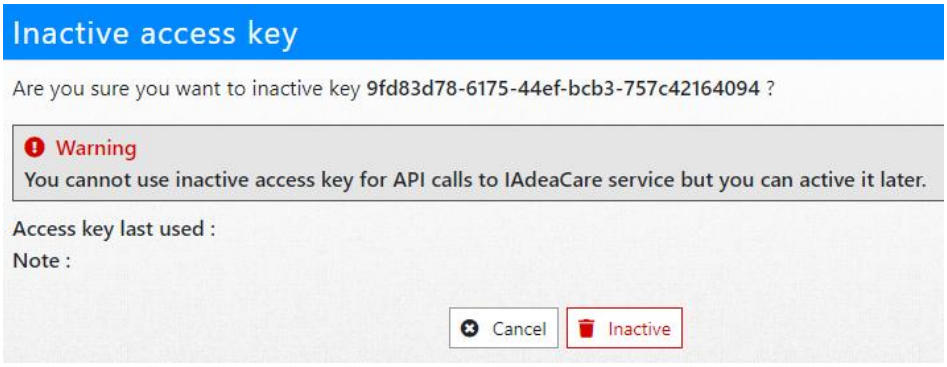
Active / Inactive

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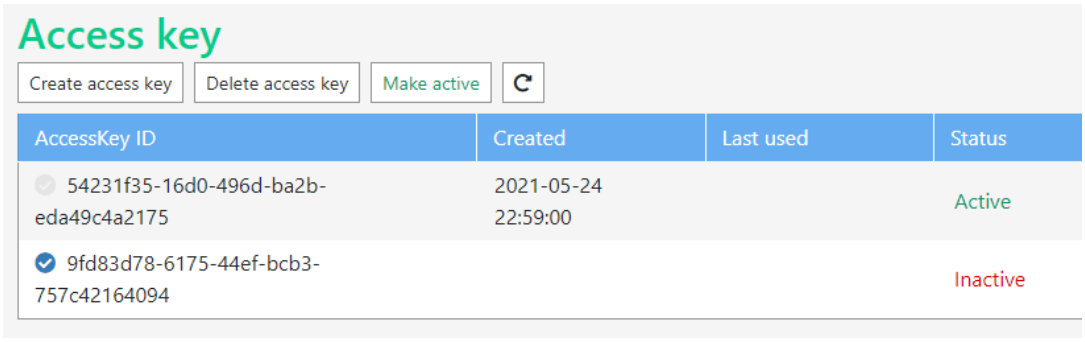
1. To deactivate an active access key, select it and click Make inactive.



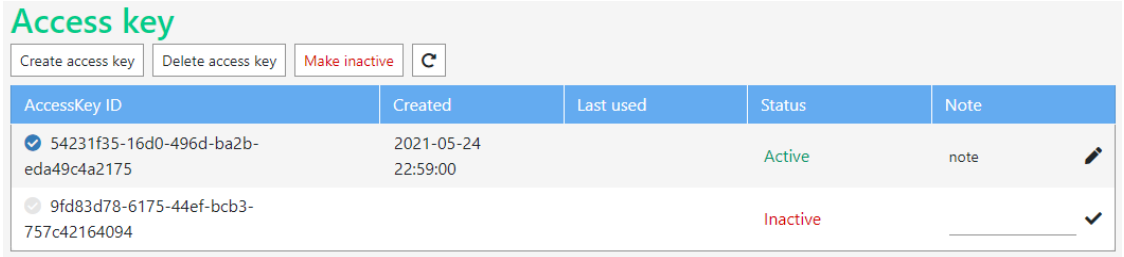
2. A confirmation message appears before the key is made inactive. It shows when the access key was last used and any notes associated with it.



3. To reactivate an inactive access key, select it and click Make active. The key becomes active immediately, with no confirmation message.



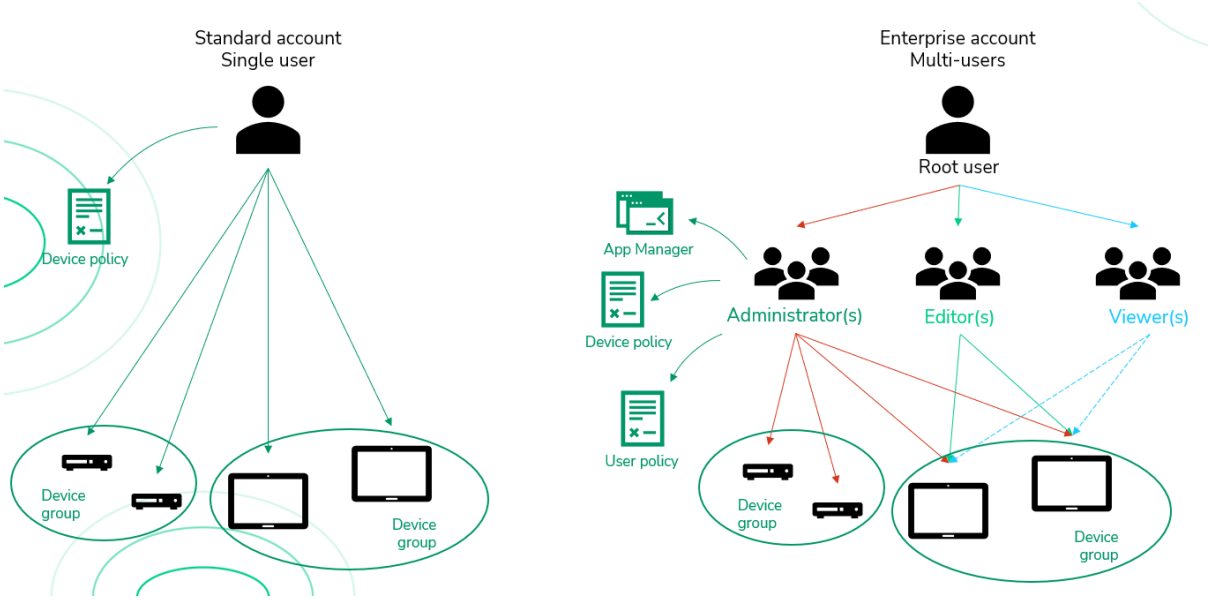
Note: Each access key has a Note field to help you tell multiple keys apart. When the Note field shows a check mark, type your note in the input field, then click the check mark to save it. To edit an existing note, click the pencil icon, edit the note, and click the check mark to save.



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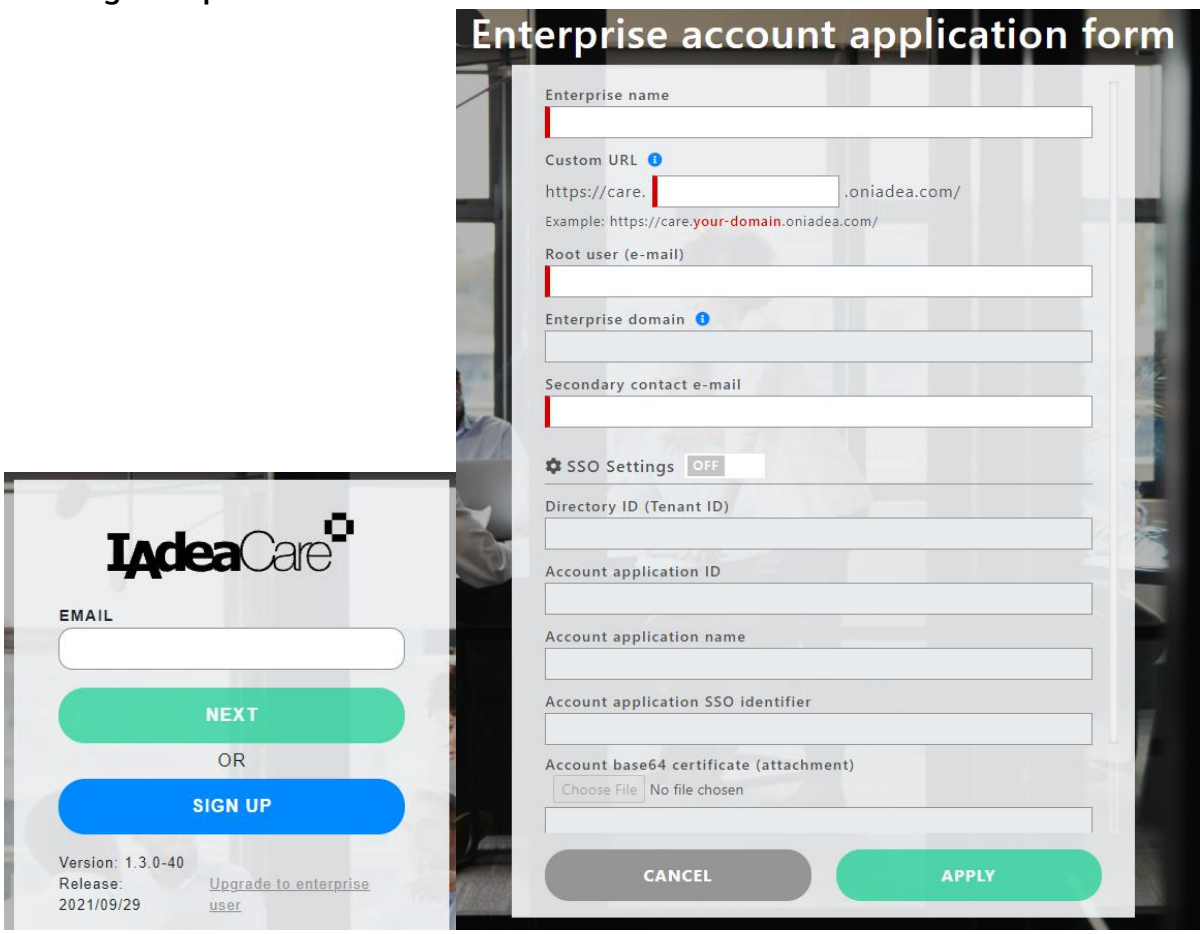
4.8 Enterprise Account

The IAdeaCare Enterprise account is designed for organizations that manage their device network with multiple users in different roles. It includes Administrator, Editor, and Viewer roles, so multiple administrators can easily manage a large device network. Administrators can design and automate device management with device groups and policies. Enterprise also improves security by only allowing authorized devices to be registered.



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Creating Enterprise Account



Click Upgrade to Enterprise User and complete the form.

Enterprise Name: Your company name.

Custom URL: The URL for your IAdeaCare Enterprise portal.
Root User: The email address of the first account that can log in.
Enterprise Domain: The root user's email domain. Users with this domain can log in to the Enterprise portal.
Secondary Contact Email: A backup contact address.
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 payment is complete, setup takes 3–5 business days.

Existing personal users will be converted to Enterprise users. When a personal account is converted, it is removed and added to the Enterprise account.

New users must open the invitation email, click the link, and log in with the temporary password provided in the email to complete registration.

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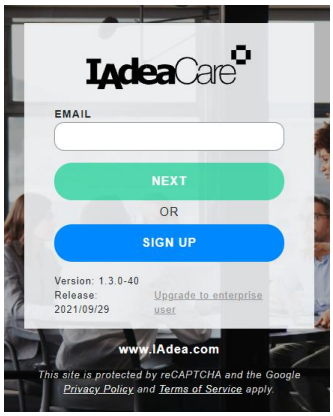
Expiration mechanism of enterprise account

30 days before expiration, a reminder email is sent to the root account and the secondary contact email. To continue your subscription, contact sales@iadea.com.
To unsubscribe, click Unsubscribe to notify the IAdea support team.

If the Enterprise account is no longer used, all users are converted to personal users.
(If Single Sign-On (SSO) was used, members must use the Forgot password function to set a password for their personal account.)

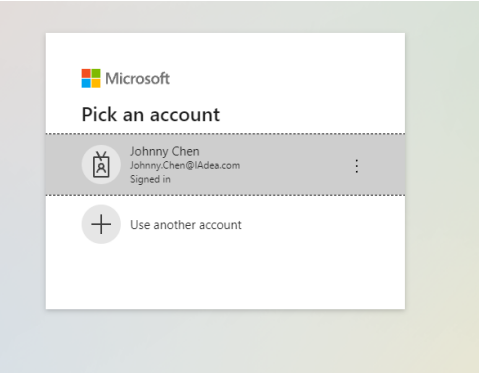
Domain Change
IAdea offers a service to add or change the domain of your IAdeaCare Enterprise portal.

Login Portal / SSO
Enterprise users log in through the Enterprise portal. The login process depends on how the account is set up.
For Enterprise login, the system verifies your login domain and redirects you to the correct IAdeaCare login page.



Users logging in via SSO do not need an invitation.
Users who log in via SSO (Single Sign-On) are assigned to the Ungrouped user group with the Viewer role by default.
For SSO, users are asked to log in with their Microsoft Active Directory account.

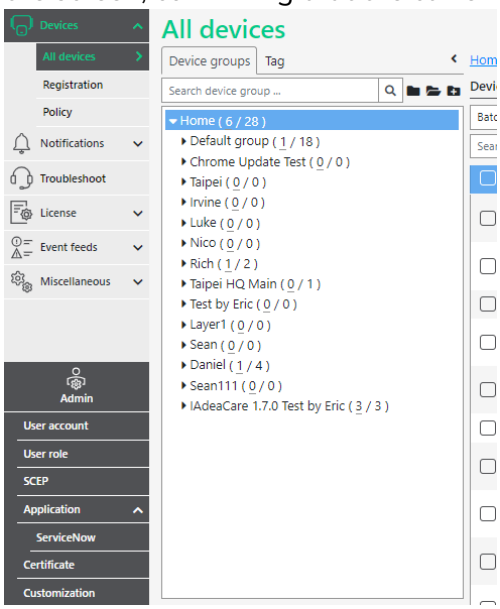
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Admin

Overview

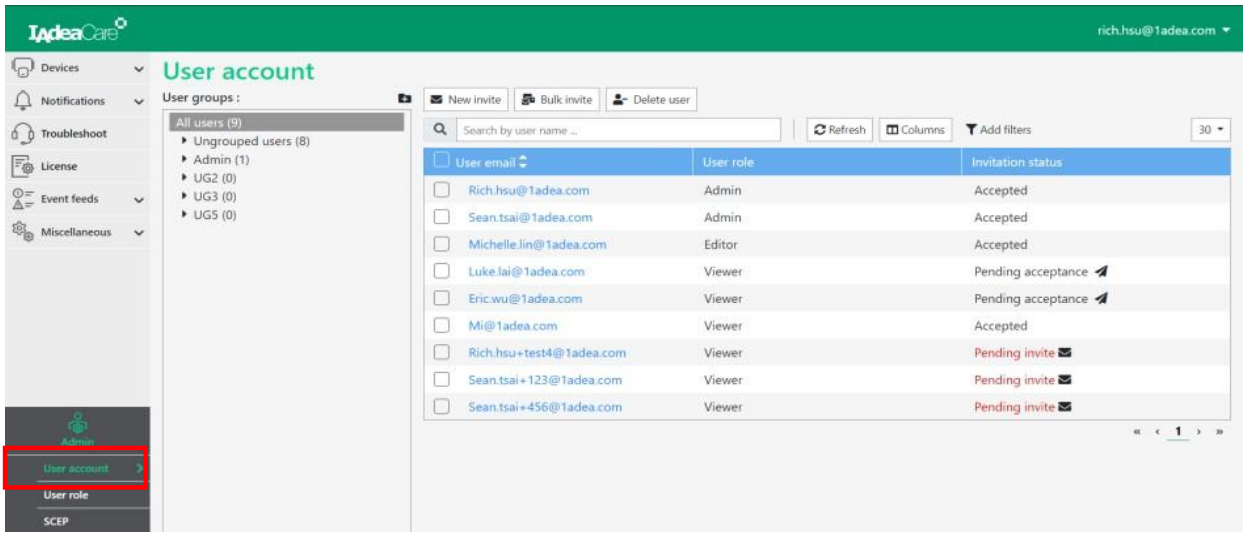
Users with administrator access will see the Admin icon in the bottom-left corner of the screen, confirming that the current user has administrative privileges.



Click the Admin icon to expand the menu.

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User Account

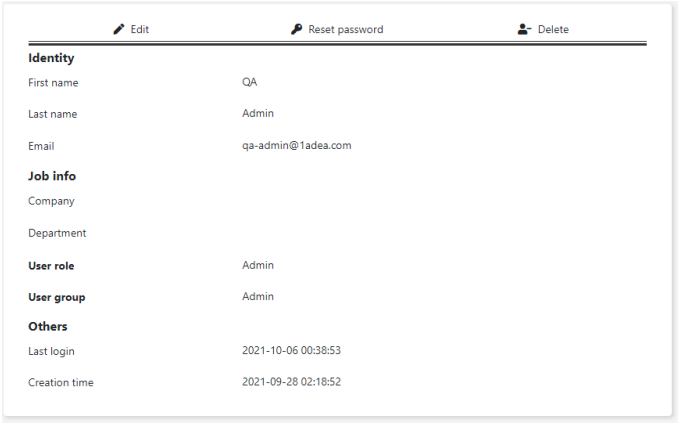


User Account: Lets the administrator invite and delete users and assign user roles and groups.

- When All Users is selected, the New Invite, Bulk Invite, and Delete User options become available.
- All users are listed with their email, user role, and invitation status.
- Invitation status:
    - **Pending acceptance** – Waiting for the user to log in.
    - **Accepted** – The user received the invitation and has logged in.
    - **Pending invite** – The user signed up on their own and is waiting for an administrator to send an invitation.
- When the status is **Pending Acceptance**, the admin can click to resend the invitation.
- When the status is **Pending Invite**, the admin can click to send the invitation.

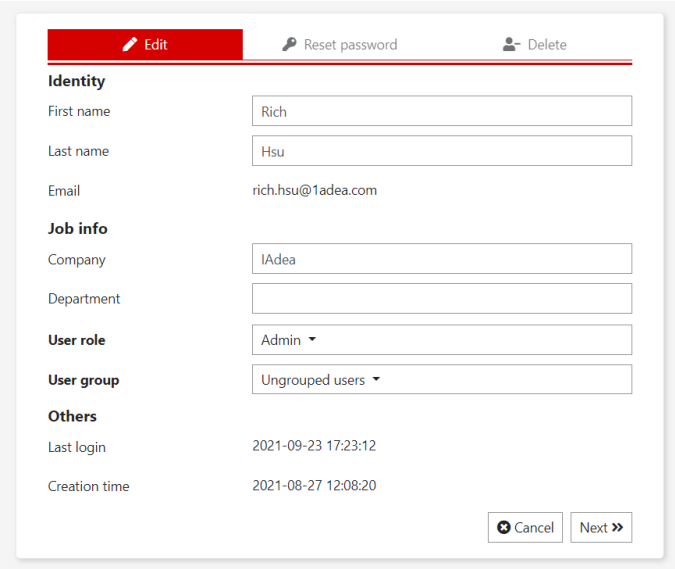
User Detail

Click any existing user to view or edit their details, or to delete the user.

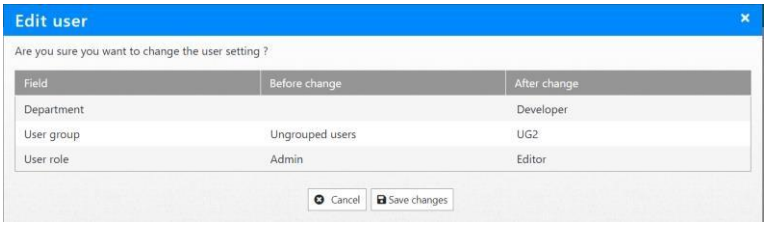


Edit User Detail

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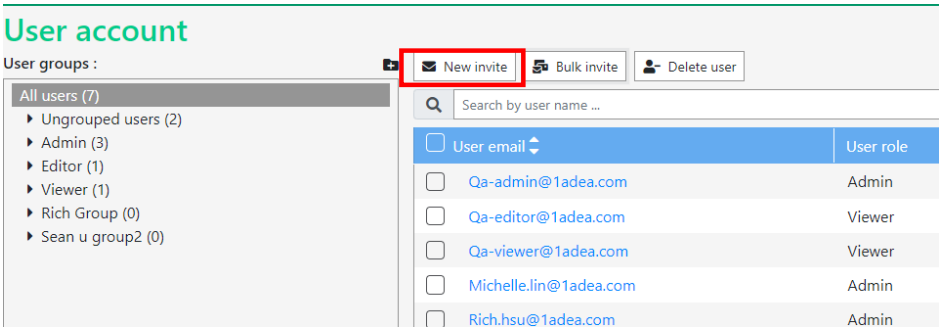


The admin can edit all user information except the email address, and can also reset the user's password or delete the user.



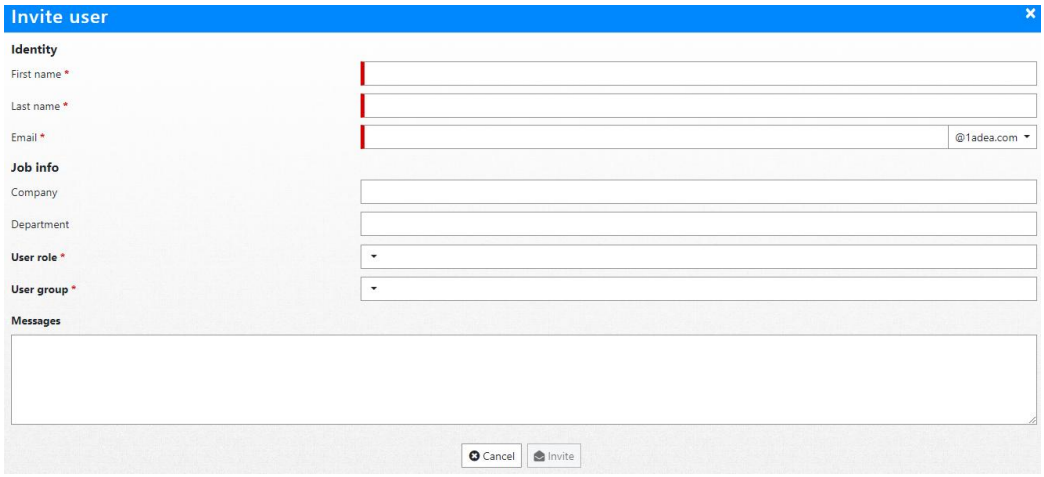
When editing is complete, click Next to confirm the changes.

New Invite



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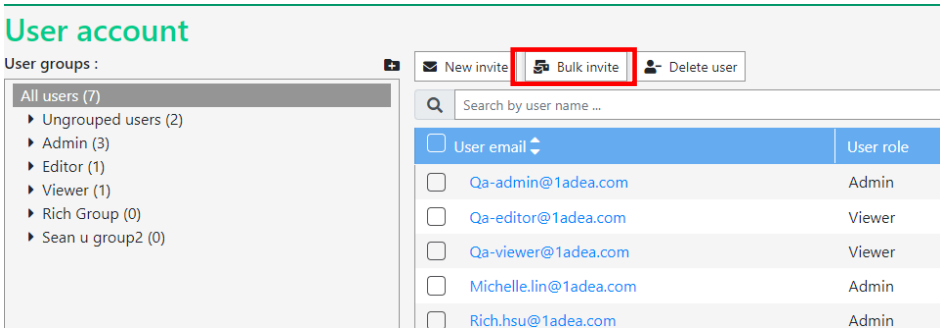
Click New invite to invite a new user.



Fill out the invite form to complete the process.

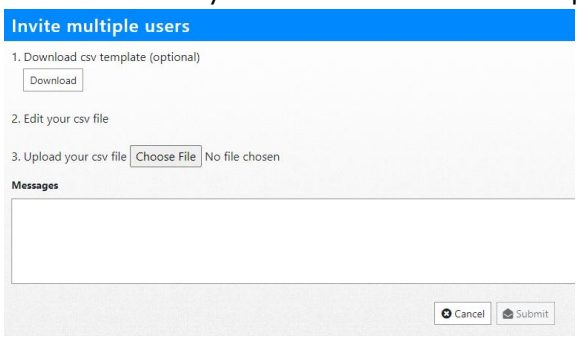
- If the email domain is valid, the system sends an email with a temporary password to the user and adds the user to the User Account list with the status 'Pending acceptance'.
- Invited users click the link in the email and log in to IAdeaCare. Their invitation status then changes to 'Accepted'.

Bulk Invite



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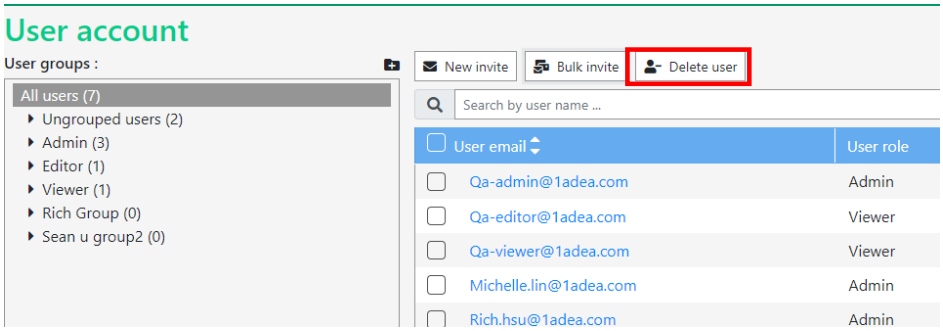
Bulk Invite lets you download an Excel template and upload a list of users in bulk.



If the number of Editors and Administrators exceeds the number of user licenses purchased, the following message appears.



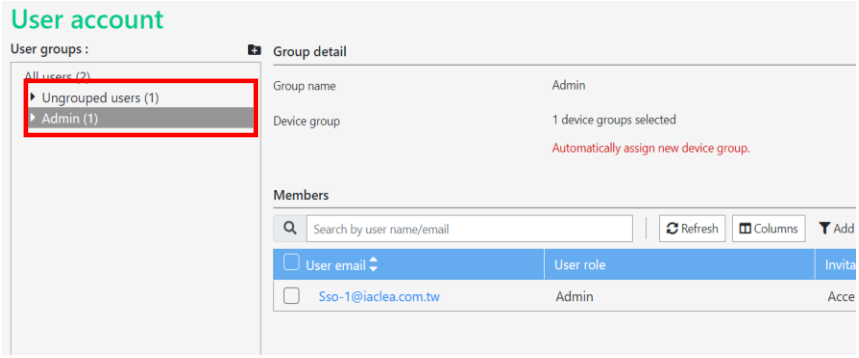
Delete User



Select the user and click Delete User. The user is disabled on the server and can no longer log in.

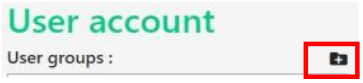
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User Group

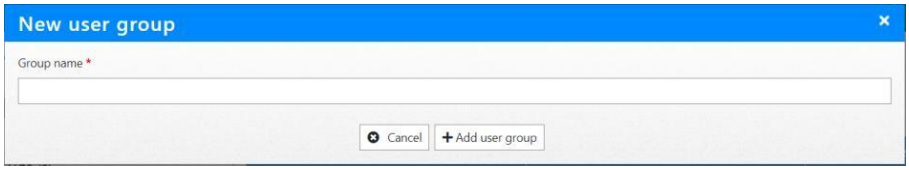


- The right-hand pane shows the group details and members.
- Each user belongs to only one user group.
- There are two predefined groups:
    I. **Ungrouped user** – Users whose user group was deleted or who were removed from a group. This group cannot be deleted.
    II. **Admin** – Has all device groups pre-selected and is automatically assigned new device groups. Can be edited/deleted by Administrators.

New User Group

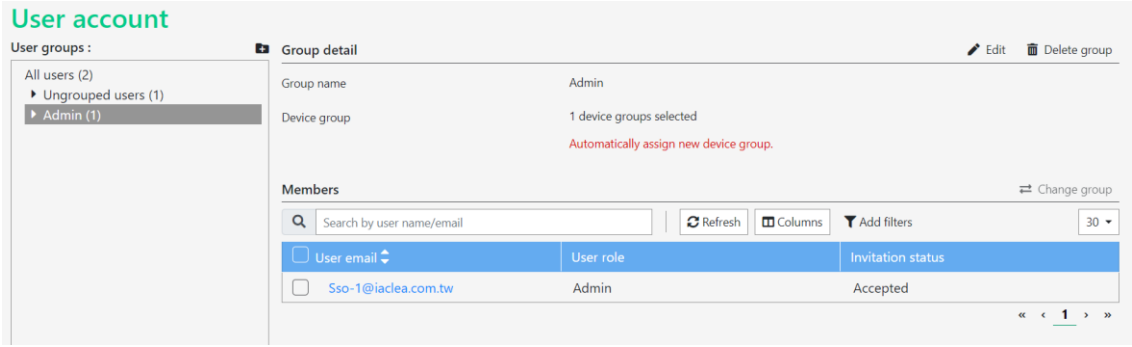


Click the Add icon to create a new user group. The group name must be unique.



When complete, click +Add user group to confirm and return to the All Users page.

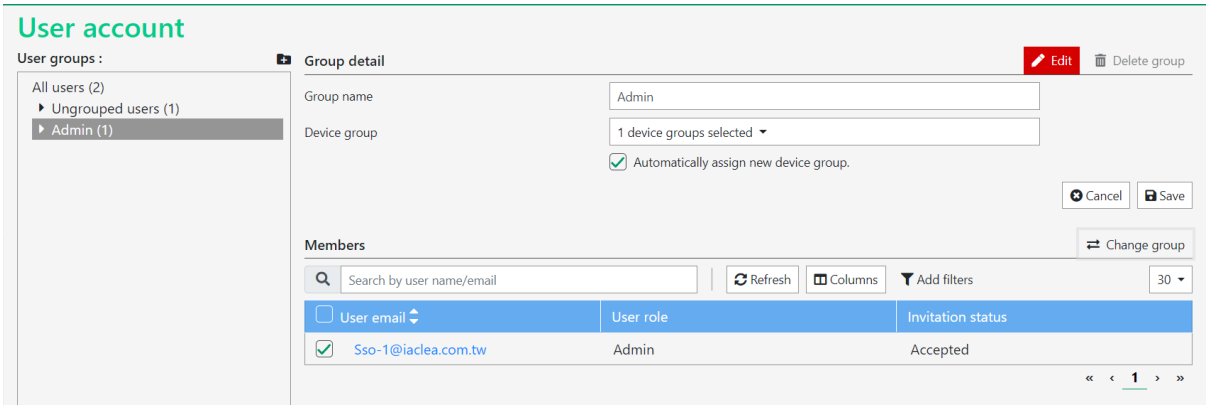
User Group Detail



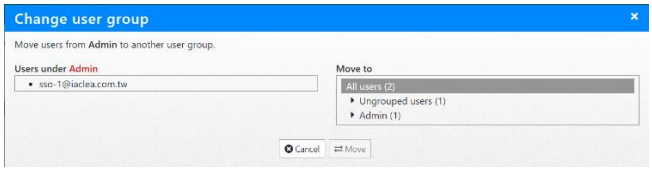
Select a user group to show its details.

Edit User Group

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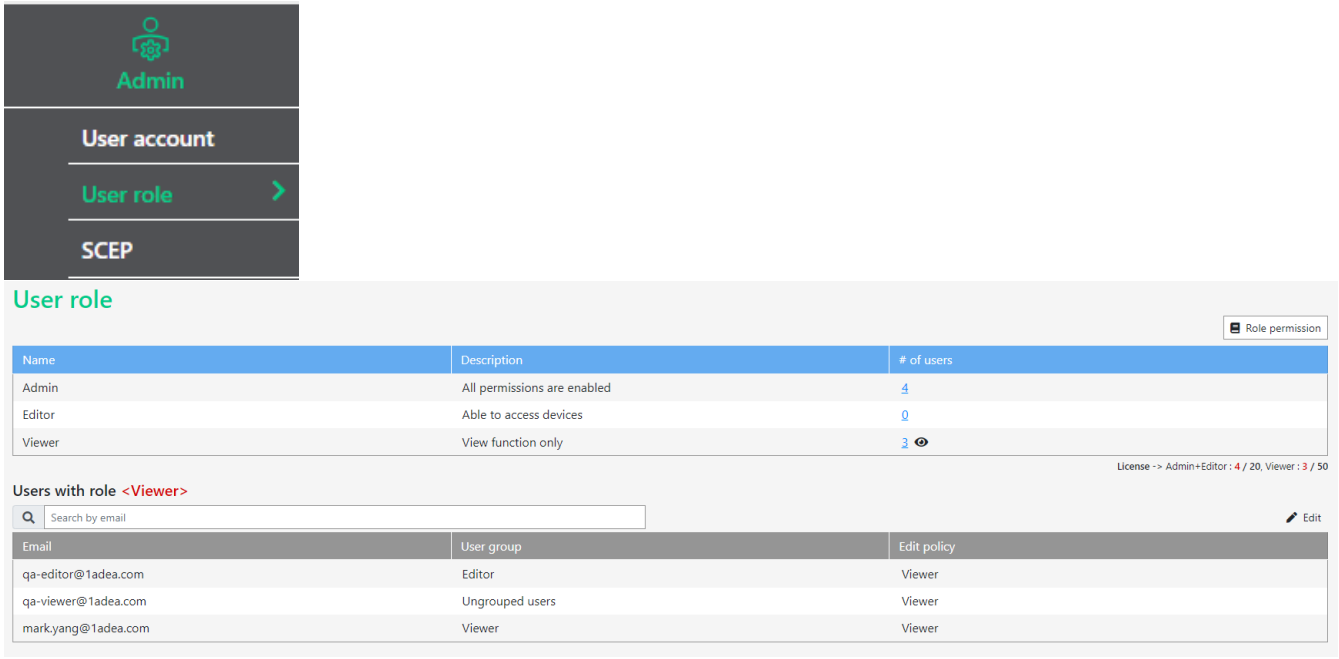


- Group name: The group name must be unique.
- Device group: Assign device groups to this user group. Users in the group can view/manage the assigned devices.
- Automatically assign new device group: If selected, newly created device groups are automatically assigned to this user group.
- Save and Cancel buttons: Apply to the group details.
- Delete group: Users in the deleted group are moved to the Ungrouped user group.
- Change group: Select a user, then click the button to move the user to another group. You can also drag and drop users to change groups.



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User Role



User Role shows which users are assigned to each role. Click the number of users to show the user list.

In the Users with role list, the admin can change a user's role by clicking the Edit button Edit.

There are 3 predefined user roles:

I. **ADMINISTRATOR** – Can view/manage ALL user groups and device groups.
II. **EDITOR** – Can view/manage the device groups assigned by an Administrator.
III. **VIEWER** – Can view the device groups assigned by an Administrator. Viewers cannot see or open Policy, Alert, or Event Feeds: these menus are hidden, and saved or typed links to those pages are blocked.

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Permissions Table – To view it, click Role permission.



Role permission

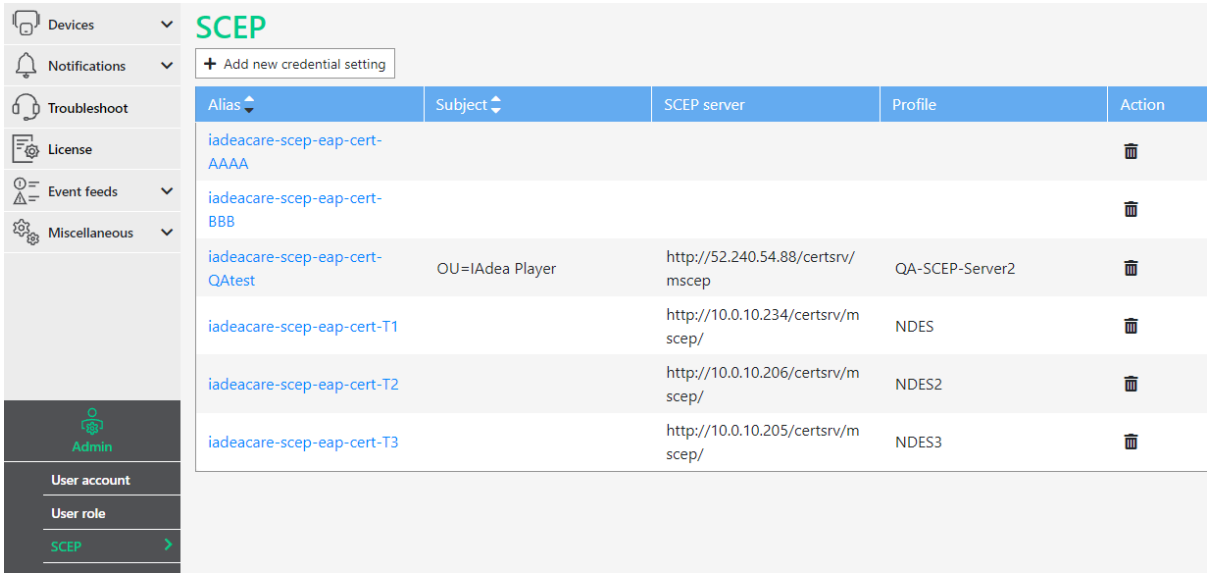
Permissions	admin	editor	viewer
Batch actions - Basic configuration	✓	✓	✗
Batch actions - Update security password	✓	✓	✗
Batch actions - Update firmware	✓	✓	✗
Batch actions - Update APK	✓	✓	✗
Batch actions - Reboot	✓	✓	✗
Batch actions - Troubleshoot	✓	✓	✗
Batch actions - Clear cache	✓	✓	✗
Create/move/delete/edit/change 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

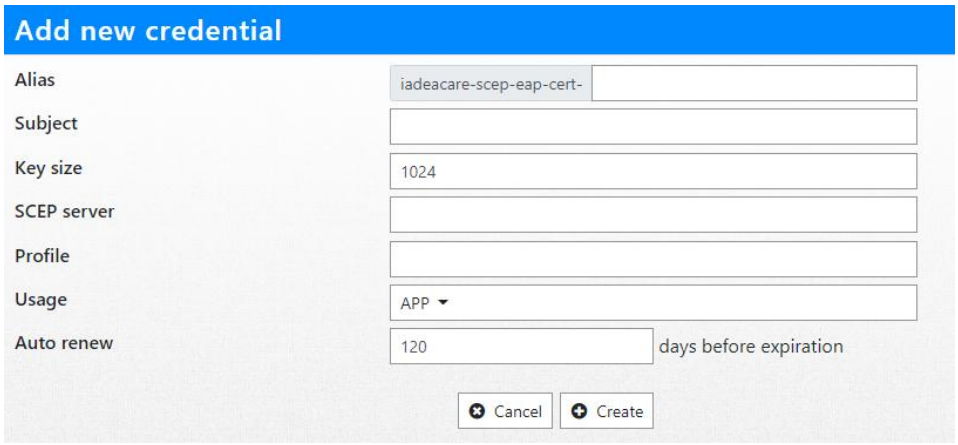
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SCEP

Overview



Add New Credential

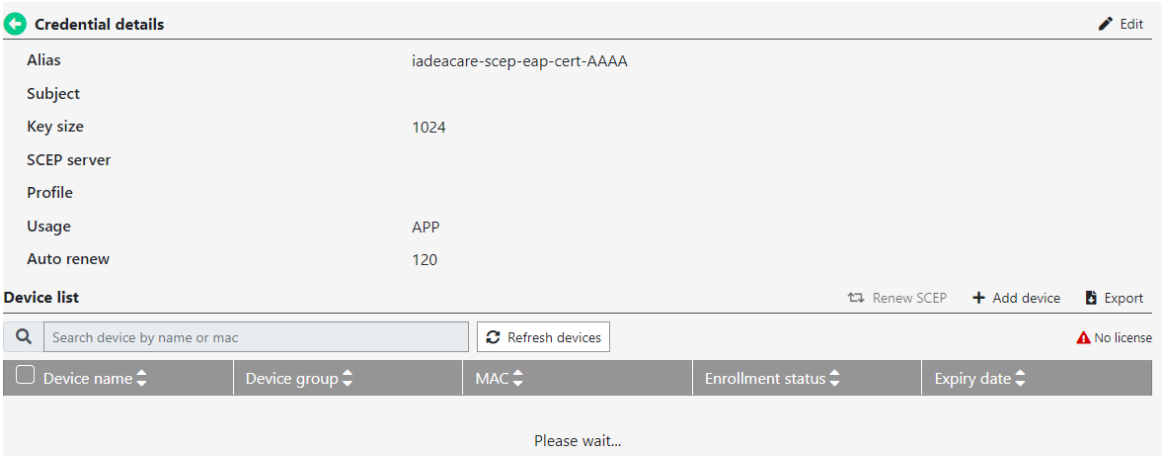


Alias: The prefix iadeacare-scep-eap-cert- is fixed.
Click ‘Create’ to finish and return to the SCEP page.

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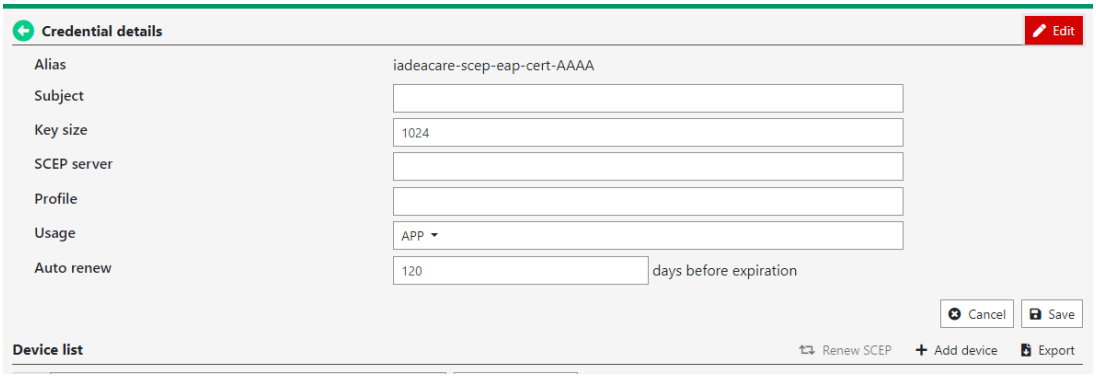
Credential Details

Click the Alias link to view the credential details.
The details are shown below, with an Edit button.



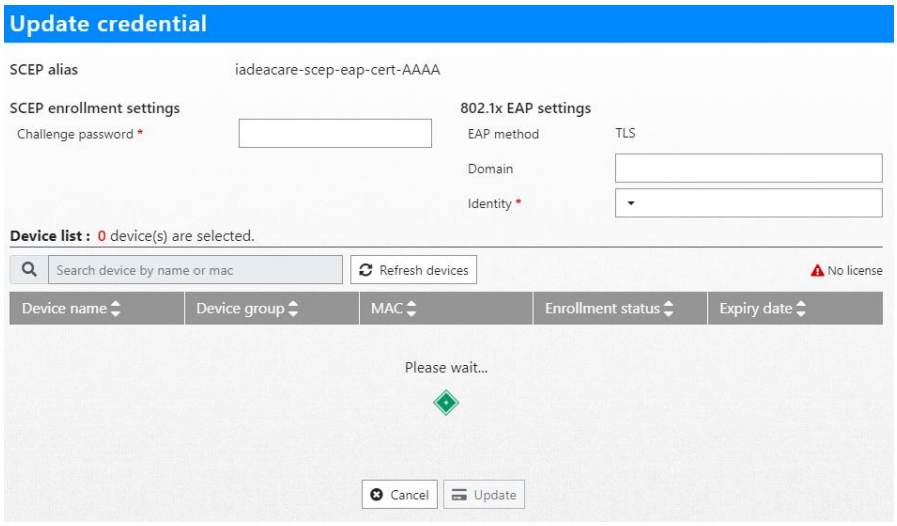
Edit Credential

Click the Edit button to edit the credential.
All fields except Alias can be changed.



After making changes, click Save, enter the authentication information, and enable 802.1X EAP.

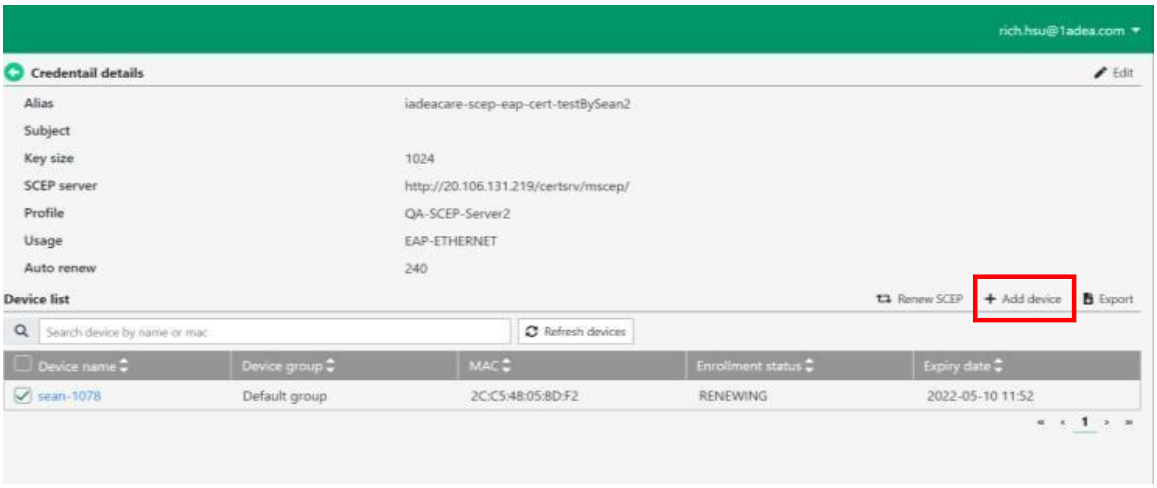
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Click Update to complete the process and return to the Credential page.

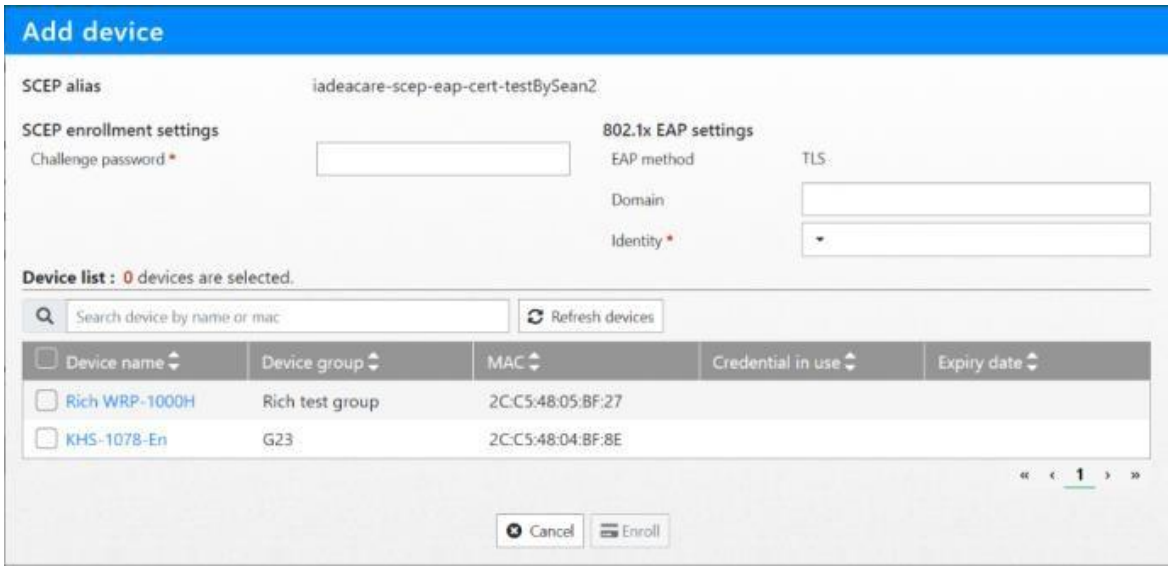
Add Device

To add a device to SCEP enrollment, click +Add Device.



Fill in the SCEP Enrollment fields.

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

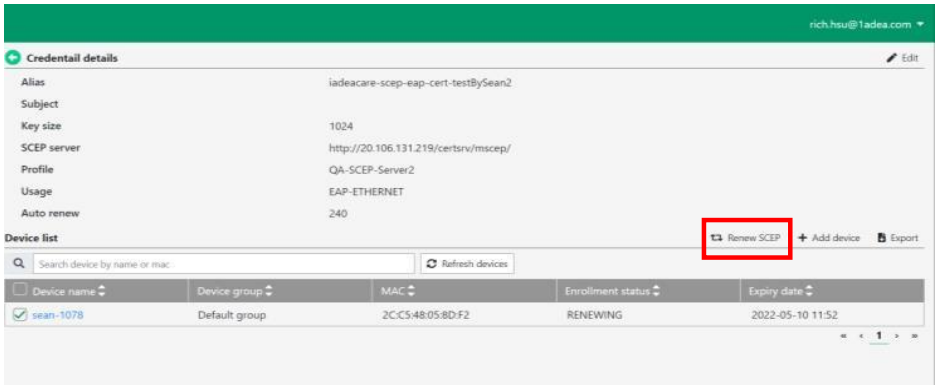
- Challenge Password: The password for SCEP server enrollment.
- Identity: Select MAC or Device ID.

Click **Enroll** to confirm and return to the Credential details page.

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Renew

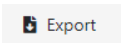
When a device is selected, the Renew SCEP option appears.



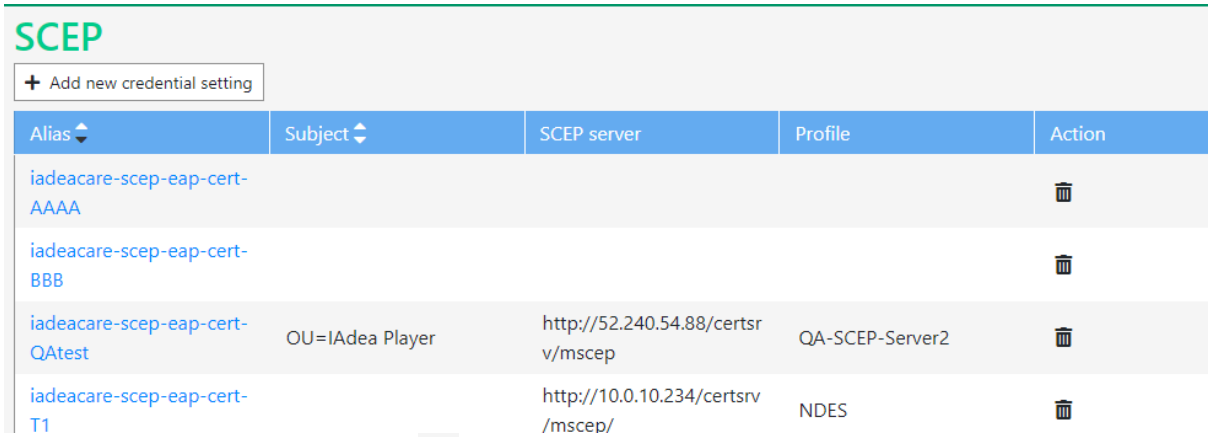
A confirmation message for SCEP renewal appears.



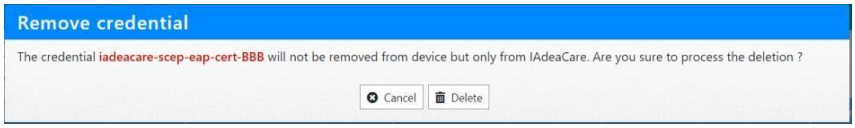
Export

Click Export  to export the SCEP credential information to a .csv file.

Delete Credential



To delete a credential, click the  icon. Deleting a credential in IAdeaCare removes it from the server only, not from the device. To clear it from the device, the device must be factory reset.

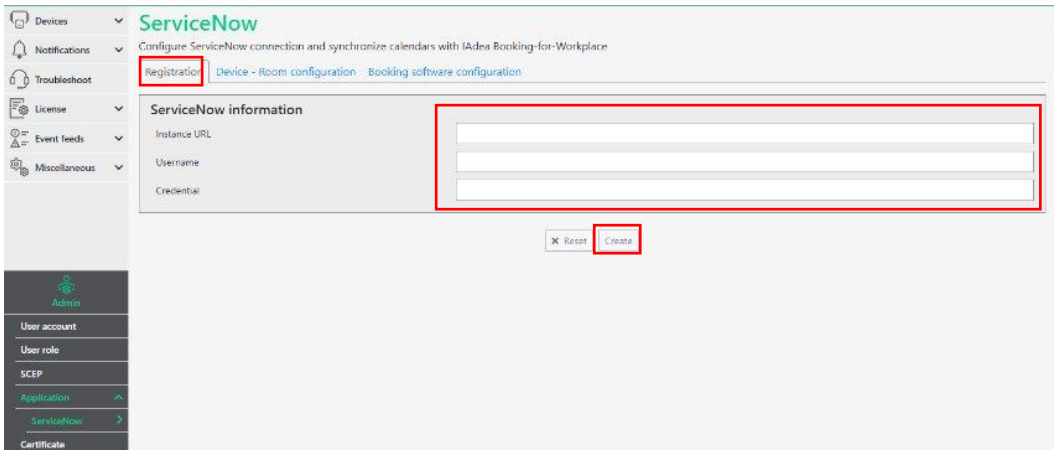


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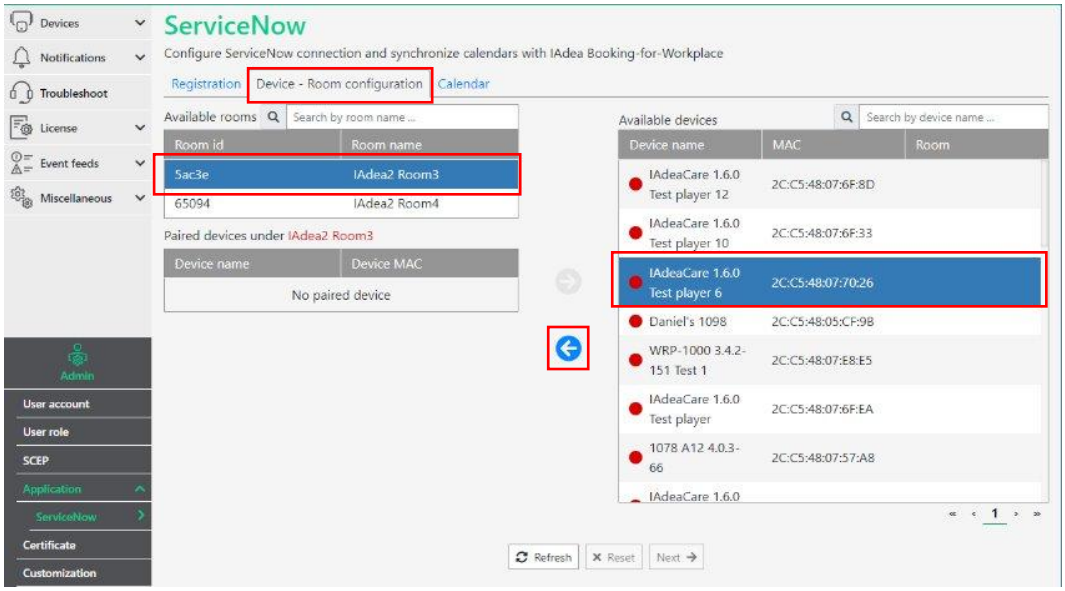
Application

IAdeaCare can connect to ServiceNow when IAdeaConnect for ServiceNow is installed on your ServiceNow instance.

- Connect to ServiceNow from the Registration tab.



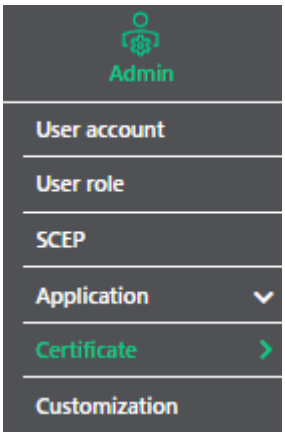
- Assign devices to rooms from the Device Room configuration tab.



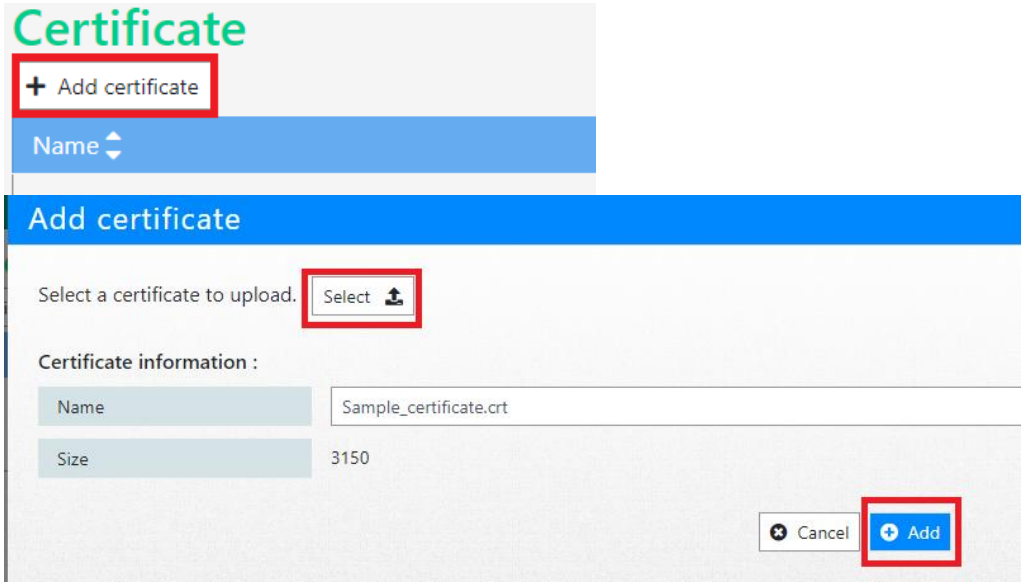
- Customize how the reservation display looks from the Booking software configuration tab.
- For more details, refer to the ServiceNow integration documents.

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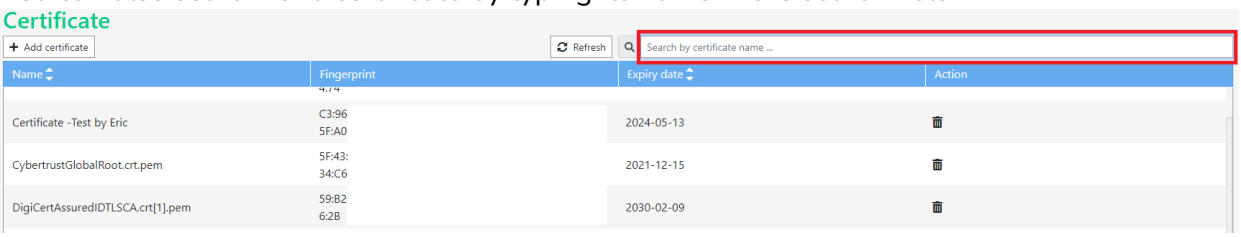
Certificate



To add a certificate, click **+ Add certificate,** select the certificate you want to upload, then click '+ Add'.



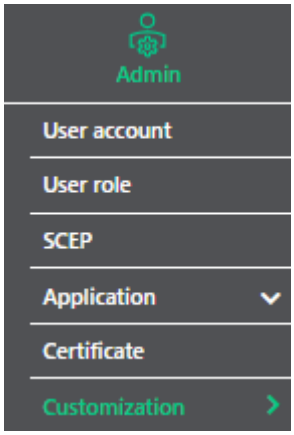
You can also search for a certificate by typing its name in the search field.

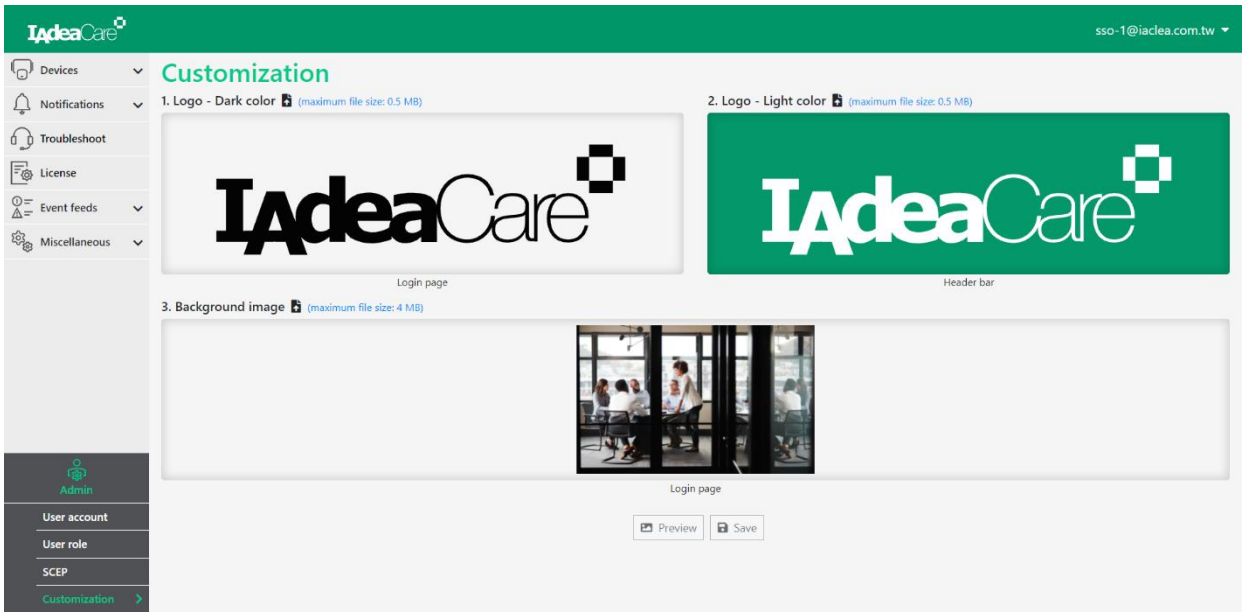


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Customization

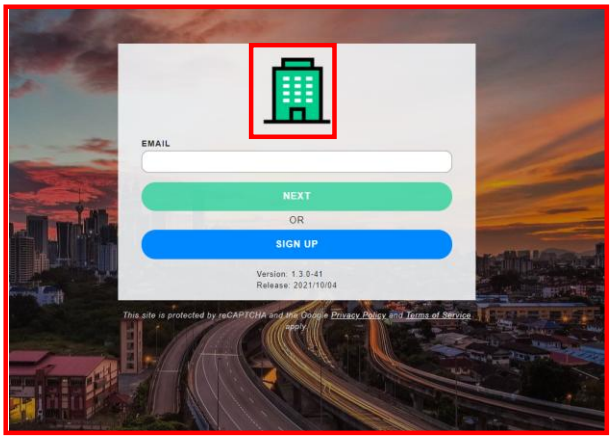
Enterprise accounts can customize the IAdeaCare login page with their own logo and background. The logo in the top-left corner can also be customized.

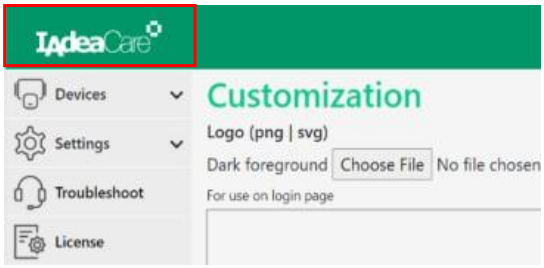




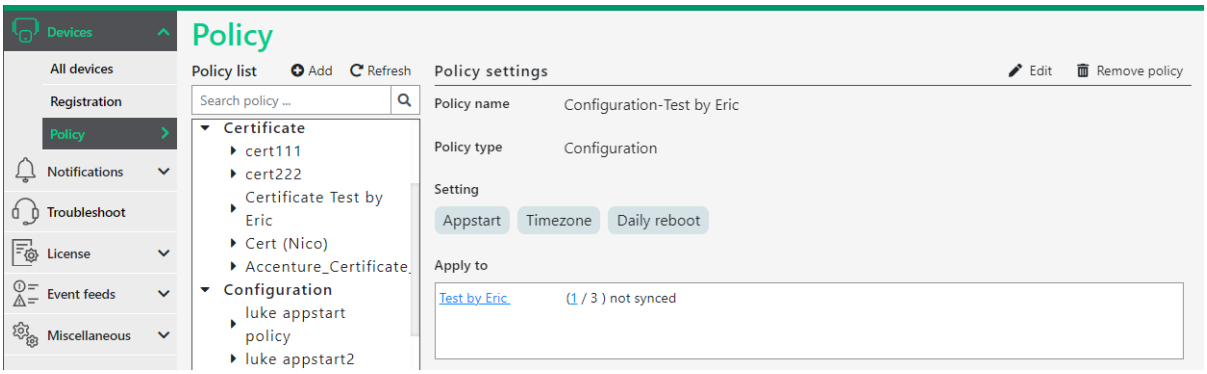
Click ‘Choose file’  to upload the logo and background images.
Logo: maximum file size 500 KB; supported formats .svg and .png.
Background: maximum file size 4 MB; supported formats .jpg and .png.

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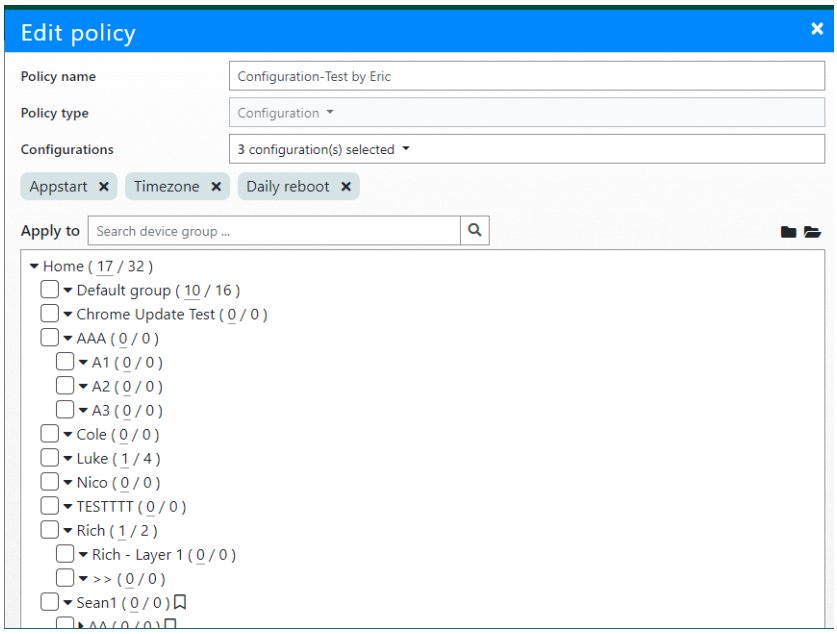


Policy Tab



Policies can be searched by policy name.
A Quick Link to each applied device group is available.
Quick Links and sync status are available for devices not yet synced to the policy.

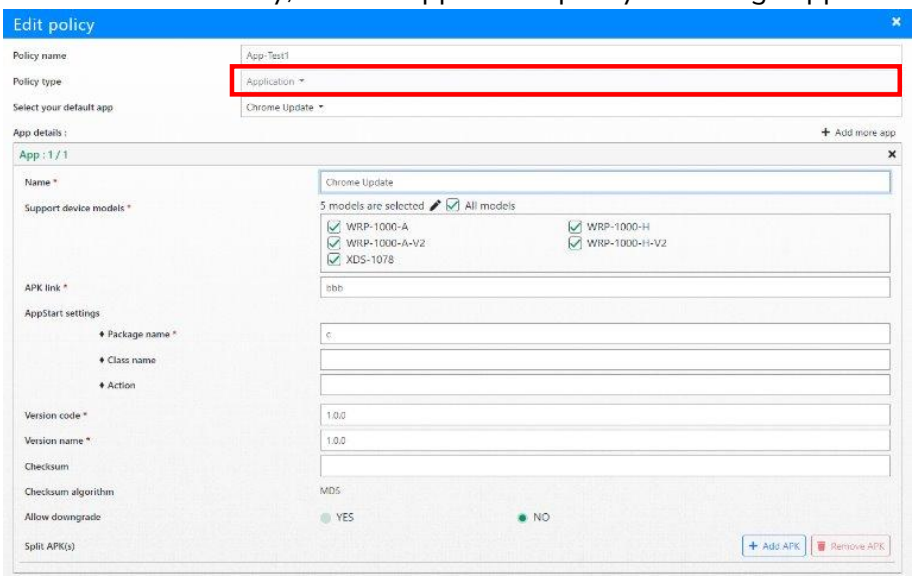
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When editing an existing policy, you can search by group name.

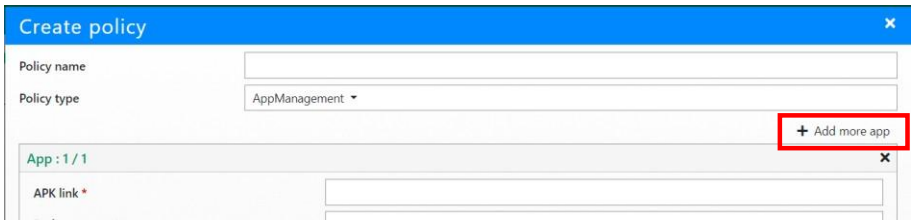
App Management Policy (Exclusive to Enterprise Account)

From Devices > Policy, choose Application policy to manage applications.



Click **+Add more app** to add a new app.

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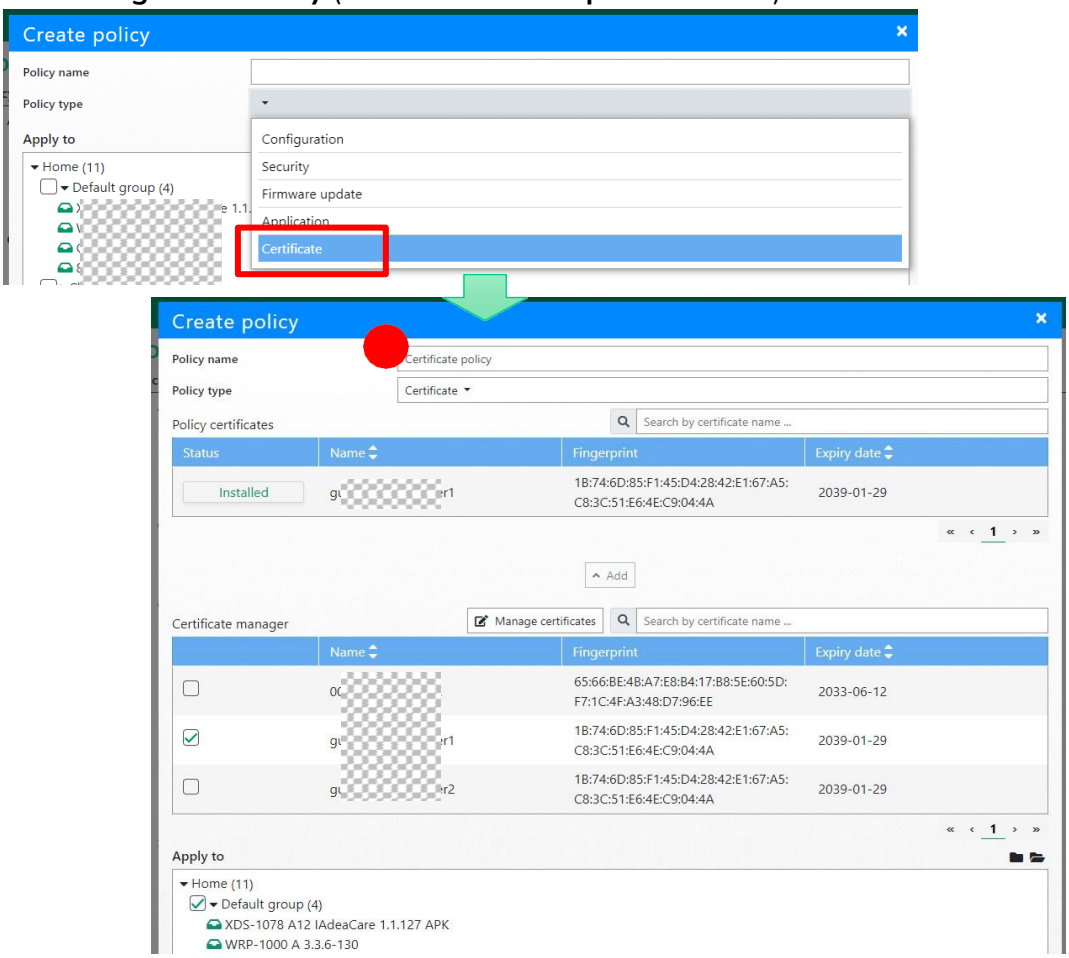
APK link: The URL where the APK is located.
Supported device models: The device models the policy applies to.
Package name: The package name of the APK.
Class name: The class name of the APK.
Action: The action of the APK.
Version code: The version code of the APK.
Version number: The version number of the APK.
Checksum: The MD5 checksum of the APK.
Allow downgrade: Allow or block downgrading to a lower version.

Select your default app: Choose the app that devices launch automatically.



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Certificate Management Policy (Exclusive to Enterprise Account)



- The Certificate option is available when creating a policy.
- To apply a new certificate to a device group:

1. Give the policy a name.
2. Select the certificate from the Certificate Manager. A certificate must be added to the Certificate Manager by an admin user before it can be used in a policy.

   a. If a certificate used in a policy is removed from the Certificate Manager, it becomes unmanageable and is hidden from the policy's certificates after the next change is applied to the policy.

3. Click Add to add the certificate to the policy.

   a. For each certificate, click Installed under Status to change the status to Revoked.

   b. A revoked certificate is removed from the policy's certificates after you confirm the change by clicking Apply.

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

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