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# Remote Device & Content Management

(Retail Post-Pandemic Solution Edition)

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# Embrace New Workstyle – Remote & Flexible Team.

IAdea Remote Management Solutions ensure remote staff can assist in managing and monitoring in-field devices & display content. Allowing staff to return to work is pivotal for business operation. Leveraging remote services enables off-site employees to continue serving customers from homes and central offices. While the on-site staff provides face-to-face customer service, off-site teams can create and update display content and monitor in-field devices to avoid in-store disruptions doe to device failures.

In this document, we will see how to setup the remote management system and how to use the system to accomplish essential device administration control and content management tasks.



# Integration Diagram:



# IAdeaCare for Remote Device Management.

Unexpected black screens and unsynchronized displays lead to disruption in brand image, sales, and operation. IAdeaCare enables management to remotely monitor all in-field IAdea devices via snapshot in grid view and administer basic system configurations to streamline maintenance.

### Create your IAdeaCare account:

1. On your PC, Go to: <u>https://care.iadea.com/account/register</u>



- 2. SignUp
  - I. Click Signup.
  - II. Fill the form:

Email (	as login account)
exan	nple@iadea.com
Passwo	ord
Confirr	n your password
First na	ime
Jane	
Last na	me
Doe	
Second	lary email (optional)
An er	mail address different with your login account
Compa	iny
IAde	a

III. An activation code will be sent to your email. Check your email to obtain the code. (Check your SPAM folder if you don't receive the code.)



IV. Enter to code and click Activate.



- V. Click Back to login
- 3. Login
  - i. Enter your email address as Login Account:

example@iadea.com		example@iadea.com
ii. I	Enter yo	pur password:
		•••••

- iii. Click Login
- 4. The **Home** screen will be displayed:

Iadea	Care <sup>®</sup>					example@iade	
	Add/remove player   Advanced control     30 •   •	<b>3 11 *</b> <b>Q •</b> St	earch by Player name				66 C > >>
	Player name 🖨	Model 🗘	MAC 🖨	Firmware version 🖨	Heartbeat ≑	Warranty duration 🖨	Owner 🖨
	Last refresh time : 2020-08-20 11:13:43		🕒 : Online 🕒 : Disco	nnect 🔍 : Offline 🔍 : Conne	ecting •: Error		☑ / <b>▼</b> / all : 1/0/0



### Enable the Remote Control Function:

- 1. Create a pairing code for you signage device:
  - a. On your IAdea Signage device, go to Home > Advanced Settings > System > Remote Monitoring.

€	<ol> <li>Information</li> </ol>	Firmware update	Remote monitoring
	ua Network	Expansion storage	Enable/disable remote monitoring
	🦰 Content	Factory default	
	Display/sound	Power save	
	🔑 Access	Auto Recovery	
	E Scheduling	Remote monitoring	
	1 System		
	Play		

b. Toggle to enable "Remote Monitoring" and wait for the update:

Remote monitoring is enabled

- c. A 6-digit pairing code will be displayed: Pairing code:XXXXXX
- 2. Pair your device with IAdeaCare:
  - a. Go to the Home screen of IAdeaCare: <u>https://care.iadea.com/</u>

+ Add new device

b. Click Add/remove player

Add/remove player

- c. Click Add new device
- d. Enter a name for your device:

For example, "Fitness Studio Entrance"

Player name		
Fitness Studio Entrance		
Enter the paring code	your obtained from your de	ivce:
Pairing code		
XXXXXX		

f. Click Pair and wait for the pairing process to complete.

	Status		Status
	Syno	cing ( paired )	Paired
	(Repe	ar step C – F if	there are more devices to pair.)
g.	Click	🔺 Player overv	iew to go back to the dashboard.

e.



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**Return to Business Edition** 

- 3. Add an IAdeaCare license for the deivce:
  - a. Click the License Icon on the left menu of the Home screen. The license inforamtion will be displayed:

🗌 Player name ≑	Warranty 🖨	IAdeaCare license
Fitness Studio Entrance ( 2cc548049	itc)	No license
Main Entrance ( 2cc548041868 )		No license

b. Select the device(s) you want to add a license to:



Note: Contact sales@iadea.com to purchase licenses for your players.

- c. Click Add License + Add license
- d. Enter your License numbers:

Fitness Studio Entrance	ICARE-XXXXX-XXXXX-XXXXX-00001		
Main Entrance	ICARE-XXXXX-XXXXX-XXXXX-00002		
Click Next . Click Apply Apply. Click Close Sclose if the licenses are imported suscessfully:			
Click Close Sclose if the	e licenses are imported suscessfully:		
Click Close Close if the	e licenses are imported suscessfully:		
Click Close Close if the Add License New settings have been applied successfully.	e licenses are imported suscessfully:		

4. Click the Home icon **n** to go back to the main page.



### Device status monitoring:

The dashboard is located at the **Home** screen, the status of the paired devices will be listed here:

I <sub>A</sub> dea	Care <sup>●</sup>					example@iac	lea.com - admin   Logout
	Add/remove player Advanced control •						
	30 - 7 99999	Q - Search by Pla	yer name				« « 1 » »
EQ.	Player name 🖨	Model 🗘	MAC 🗘	Firmware version 韋	Heartbeat 韋	Warranty duration 韋	Owner 韋
	Fitness Studio Entrance (2cc548049f1c)	XDS-1088-A	18:93:7F:34:D7:64 🛜	2.2.1-58	2020-08-20 23:48:20 +0800		example@iadea.com
	Main Entrance (2cc548041868)	XMP-7300	2C:C5:48:04:18:69 🛜	2.2.2-59	2020-08-20 23:48:33 +0800		example@iadea.com
	Last refresh time : 2020-08-21 17:46:22		🔘 : Online 🤤 : Disconn	ect \varTheta : Offline 🔘 : Connec	ting 🕲 : Error		☑ / ▼ / all : 0/2/2

To see the online status of your devices, check the status indicator:
 Online : Disconnect : Offline : Connecting : Error

Player name 🗢	Model 🗘	-
Fitness Studio Entrance ( 2cc548049f1c )	XDS-1088-A	
Main Entrance ( 2cc548041868 )	XMP-7300	

- Click the **name** to go to the **Device's details** page.
  - **I**AdeaCare General  $\widehat{\mathbf{M}}$ Player name : Fitness Studio Entrance (2cc548049f1c) Model : XDS-1088-A Primary MAC address : 2CC5:48:04:9F:1C (Ethernet) ٢Č Content URL : http://localhost:8080/v2/user-data/index.smil Content UKL: http://dcainoscebuoly/2/user-da Firmware version: 2.2.1-58 APK version: 1.1.110+bundle Uptime: 01:45:29 Player local time: 2020-08-22 12:25:08 +0800 13 123 Heartbeat : 2020-08-22 12:30:14 +0800 Warranty duration : Network Type : Wifi O SSID : Wifi IP address : 172.20.10.12 Gateway : 172.20.10.1 Netmask : 255.255.255.240 Last screen capture time: 2020-08-22 12:30:20 +0800 DNS 1 : 172.20.10.1 DNS 2 : License Add license Type : essential Expiration date : 2021-08-21 +0800 IAdeaCare C t = 묾 × \*\* • Type : Cloud update Expiration date : 2021-08-22 +0800 Cloud C
  - A. In this example, click Fitness Studio Entrance to see the device's details:

(This is the GYM playlist example demonstrated in the IAdea Screens Customization Guide. We will see how to add this local playlist to the **SignApps Express Cloud Service** in the next chapter of this guide.)

B. Click the Home icon **T** to go back to the main page.



• Click the **Grid View** 🖽 icon to view the latest screenshot of all paired devices at a glance:

Iadea	Care	
♠	Add/remove player     Advanced control $30 \rightarrow$ $7 \rightarrow$	▼ 2 ■ ★ Search by Player name
	<b>Fitness Studio Entrance</b>	Main Entrance
		Control     Control
	2C:C5:48:04:9F:1C	2C:C5:48:04:22:70 O
	Last refresh time : 2020-08-22 12:34:18	Online O: Disconnect O: Offline O: Connecting O: Error

#### Case Study:

From the screenshots, we can see the **Fitness Studio Entrance** device is displaying the correct signage (the fitness class time table) and the **Main Entrance** device is not (stuck at the Setting screen). In order to show the correct content, the manager can open the **Device's details** page of the out of order device and configure the device.



# SignApps Express for Remote Content Management

### Install SignApps Express (Cloud Version)

- 1. Get the latest verion of SignApps Express
  - a. Go to SignApps Express download page: https://support.iadea.com/hc/en-us/sections/202828806-SignApps-Express
  - b. Click on the latest version (3.2.2 or later):

#### SignApps Express

Easy to use, template based utility for IAdea media player		
€ SignApps Express 3.2.2		
SignApps Express 3.2.1	_	
SignAppe Express 3.1.2		

The download page will appear.

c. Click Download:

Download download and install the software means that you agree to the IAdea Software EULA)

The installer file will be downloaded to your PC.

#### 2. Install SignApps Express

a. Open the downloaded file.



b. Follow the on-screen instruction to install SignApps Express:



c. Click Finish and launch SignApps Express.



#### The Home screen of SignApps Express:

SignApps Express	- 0
ie Language Tools Help	•
New playfist name Create playfist	Players not associated with a playlist (0)
ive playlist a name then click "Create playlist"	
ive playing a name then click. Create playing	

#### Important note:

Check the firmware of your IAdea devices to make sure they support the Cloud version of SignApps Express. Firmware versions that support SignApps Cloud Update:

- MBR-1100: v1.2.87.531 or later
- XDS-1072/1078: v1.2.86.532 or later
- XMP-6250/6400: v1.2.84.533 or later
- XMP-7300: v1.0.10.341 or later

#### Connect to the Cloud server:

- Make sure your IAdeaCare account is activated. (Contact IAdea's FAE team at <u>fae@iadea.com</u> for account activation)
- 2. Go to **Tools > Configure cloud server**



3. Enter your IAdeaCare's Account and Password:



4. Click Login and wait for the update:

Login cloud service...Please wait



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5. Click Add to select a clour server:

Cloud Update Configuration			
You are login as example@iadea.com			
License			
Manage license			
CloudUpdate license in use / total: 0 / 0			
Configure cloud server			
Add Modify			
OK			

6. Click **OK** to set server:

Update Amazone Server	
User credential:	
Select region: US West (N. California)	
Server nickname: example	
Check for update every 5 mins	
	OK Cancel

7. Click **OK** to complete the server setting:

Configure Cloud Upd	ate
You are login as	example@iadea.com
License	
Manage license	
CloudUpdate lice	nse in use / total: 2 / 2
Configure cloud s	erver
Modify	
Server nickname	example
Host name	signapps-us-west-1.s3-website-us-west-1.amazonaws.com
Authentication	•
	OK

### Import and Deploy Playlists:

Predefined playlists will be used in the examples of this guide. Download the files at <a href="https://support.iadea.com/hc/en-us/articles/900002172503-Back-To-Business-Templates">https://support.iadea.com/hc/en-us/articles/900002172503-Back-To-Business-Templates</a>

1. On the Home screen, click File > Load playlist(s):



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🔙 SignApps Express			
Fil	e Language Tools Help		
Save playlist(s)			
Load playlist(s)	New playlist name	Create playlist	

- 2. Select the downloaded playlist files (.pls):
  - FacilityPolicies-RotatingWorkouts-General Info.pls

PromotionAd-Schedule-Agenda.pls

- 3. Click Open.
- 4. The imported playlists will be shown. Click the thumbnail of the playlist to go to the **Editing** page: (In this example, open the **Promotion Ad + Schedule / Agenda** playlist)



5. On the Editing page, click the **down arrow** vicon around the top right corner:





6. Move your mouse cursor to **Export to cloud** then click **the name of your cloud** (in this example, the name of the cloud is "example.cloud"):



Note: check the **Configure cloud server** settings if you don't see the **Export to cloud** option here.

7. Only the cloud playlists can be deployed remotely. Click **Confirm** to convert this local playlist to a cloud playlist:



8. The online signage device(s) will be listed here. Select the device (s) you want to deploy the playlist to:



9. Click **OK** to deploy.



10. The status will be indicated as **Completed** when the playlist is deployed. Click **Close** to finsih:

Player Status			
	<b>2cc548049f1c</b> 172.20.10.12 Completed	<ul> <li>Online</li> </ul>	
Add player			Close

11. Repeat these steps for the other device if needed:

