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Version 1.0.0

Remote Device & Content Management

(Retail Post-Pandemic Solution Edition)

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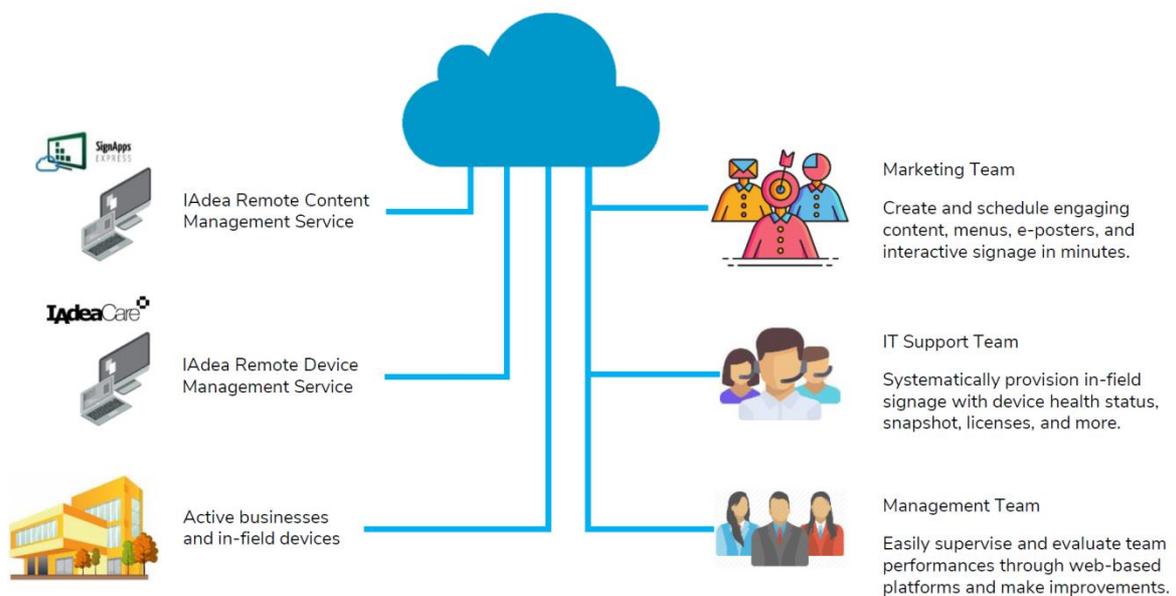Neihu Dist., Taipei, Taiwan

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:

SignApps EXPRESS

IAdea Remote Content Management Service

IAdeaCare

IAdea Remote Device Management Service

Active businesses and in-field devices

Marketing Team

Create and schedule engaging content, menus, e-posters, and interactive signage in minutes.

IT Support Team

Systematically provision in-field signage with device health status, snapshot, licenses, and more.

Management Team

Easily supervise and evaluate team performances through web-based platforms and make improvements.

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: https://care.iadea.com/account/register
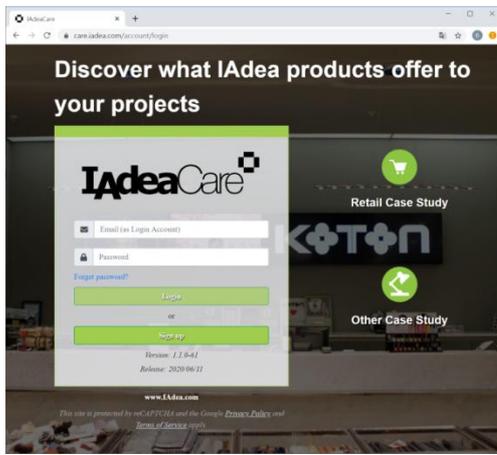
2. SignUp

   I.   Click **Signup**.

   II.   Fill the form:

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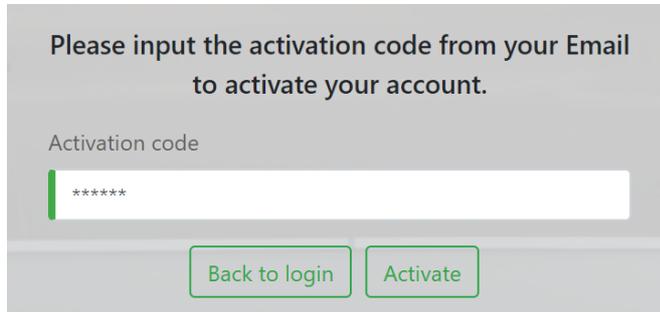
Please input the activation code from your Email to activate your account.

Activation code

******

Back to login   Activate

V.   Click **Back to login**

3.   Login

    i.   Enter your email address as Login Account:

example@iadea.com

    ii.   Enter your password:

••••••••••

    iii.   Click **Login**

4.   The **Home** screen will be displayed:

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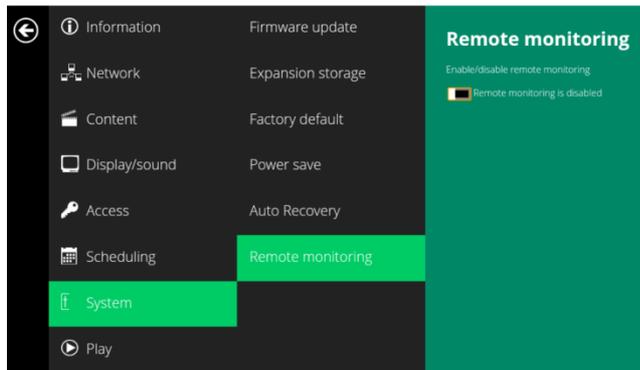
    b. Toggle to enable "Remote Monitoring" and wait for the update:

    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: https://care.iadea.com/

    b. Click **Add/remove player** [Add/remove player] .

    c. Click **Add new device** [⊕ Add new device] .

    d. Enter a **name** for your device:

    For example, "Fitness Studio Entrance"

Player name

Fitness Studio Entrance

    e. Enter the **paring code** your obtained from your deivce:

Pairing code

XXXXXX

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

Status → **Status**

Syncing (paired)   Paired

    (Repear step C – F if there are more devices to pair.)

    g. Click [🏠 Player overview] to go back to the dashboard.

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 (2cc548049f1c)		No license
☐ Main Entrance (2cc548041868)		No license

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

☑ Player name ⬍
☑ Fitness Studio Entrance (2cc548049f1c)
☑ Main Entrance (2cc548041868)

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

    c. Click **Add License** ➕ Add license .

    d. Enter your License numbers:

Player name	License code (separate by ,)
Fitness Studio Entrance	ICARE-XXXXX-XXXXX-XXXXX-00001
Main Entrance	ICARE-XXXXX-XXXXX-XXXXX-00002

    e. Click **Next** Next ».

    f. Click **Apply** ✔ Apply .

    g. Click **Close** ✖ Close if the licenses are imported successfully:

    Add License ✕

    New settings have been applied successfully.

    ✖ Close

4. Click the Home icon 🏠 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:
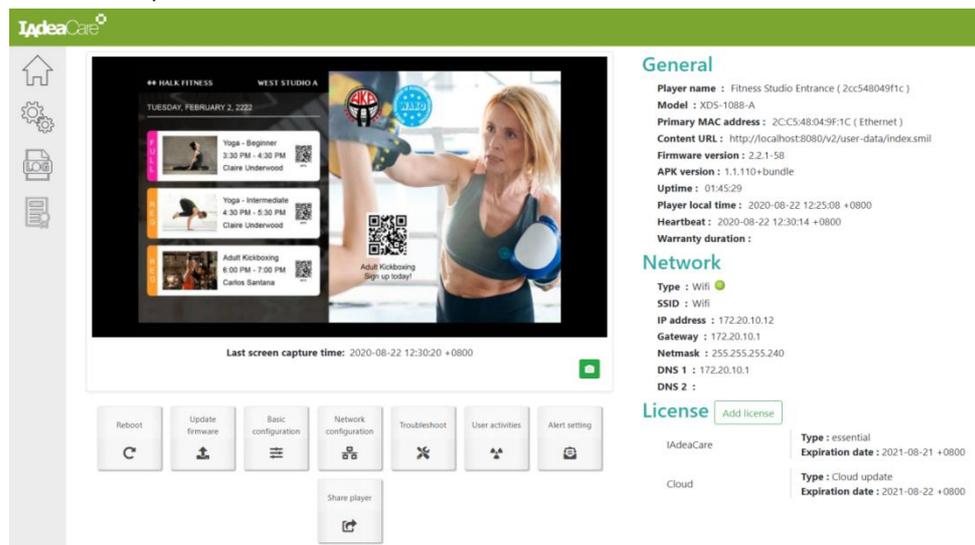

- To see the online status of your devices, check the status indicator:

- Click the **name** to go to the **Device's details** page.

    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 to go back to the main page.

- Click the **Grid View** ⊞ icon to view the latest screenshot of all paired devices at a glance:
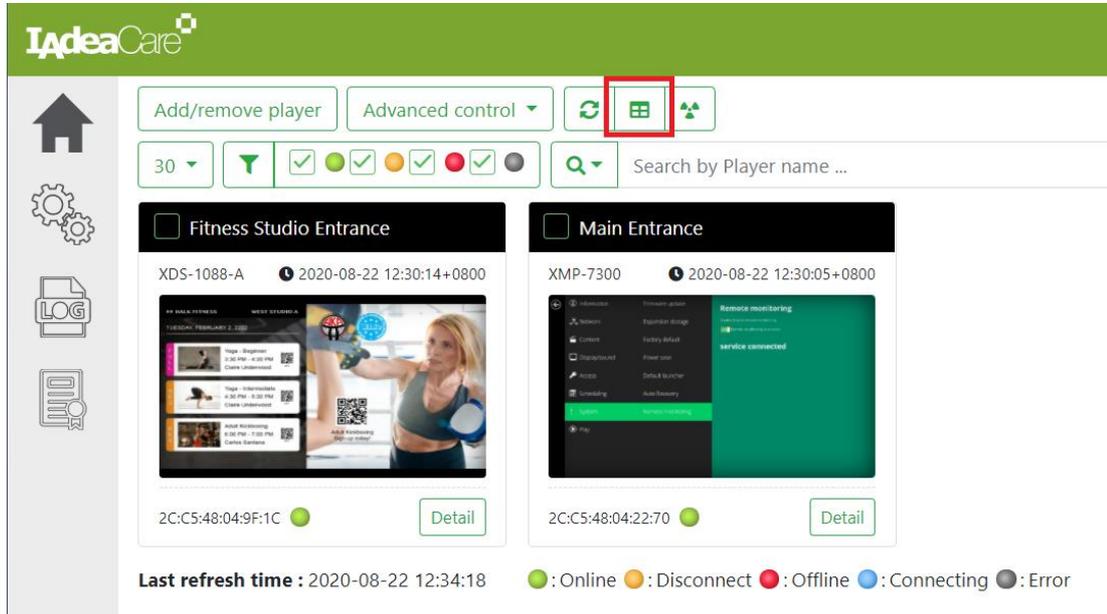
Case Study:

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):
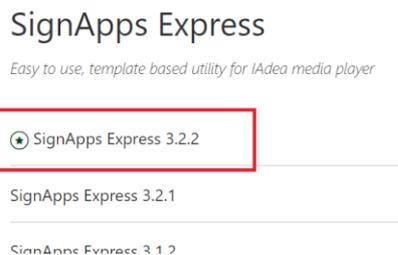
        The download page will appear.
    c. Click **Download:**

        The installer file will be downloaded to your PC.

2. Install SignApps Express
    a. Open the downloaded file.
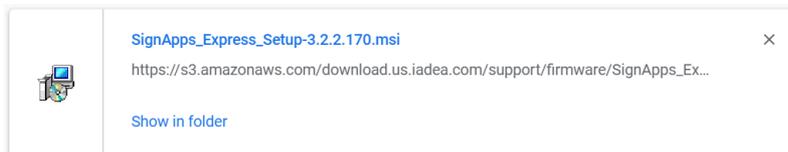
    b. Follow the on-screen instruction to install SignApps Express:

    c. Click **Finish** and launch SignApps Express.

The **Home** screen of SignApps Express:
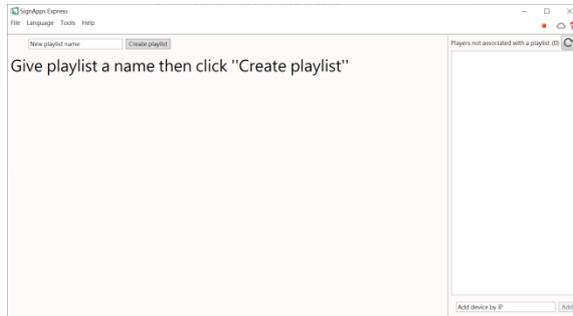
Important note:

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
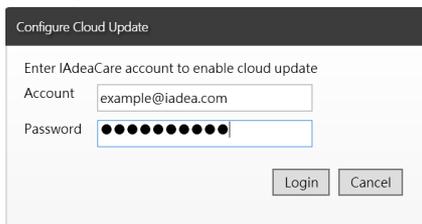- XMP-6250/6400: v1.2.84.533 or later
- XMP-7300: v1.0.10.341 or later

Connect to the Cloud server:

1. Make sure your IAdeaCare account is activated.
   (Contact IAdea's FAE team at fae@iadea.com for account activation)
2. Go to **Tools > Configure cloud server**
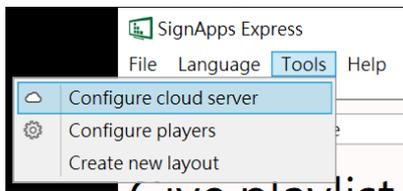
3. Enter your IAdeaCare's **Account** and **Password**:

4. Click **Login** and wait for the update:

5. Click **Add** to select a clour server:
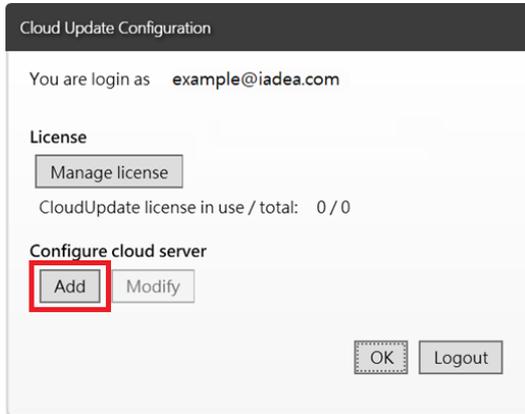
6. Click **OK** to set server:
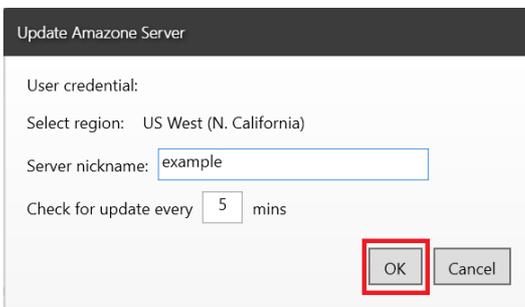
7. Click **OK** to complete the server setting:
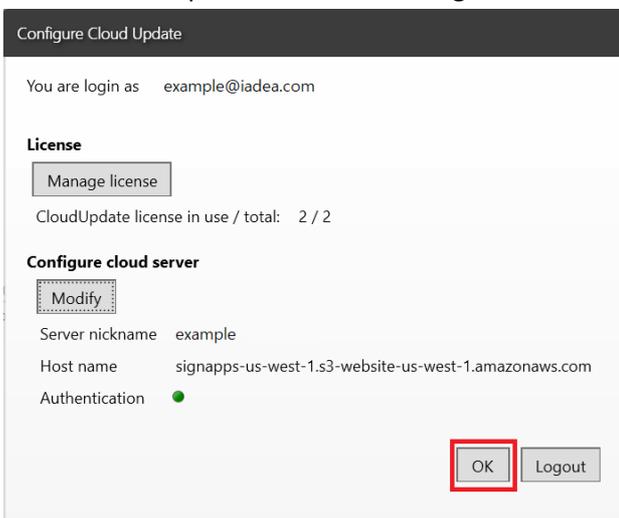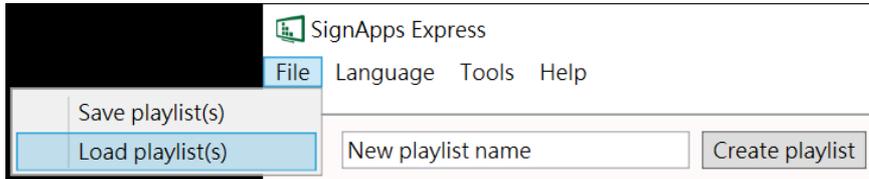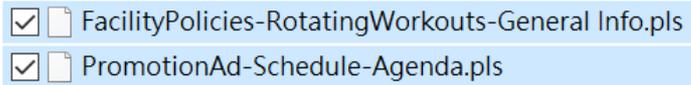

Import and Deploy Playlists:

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

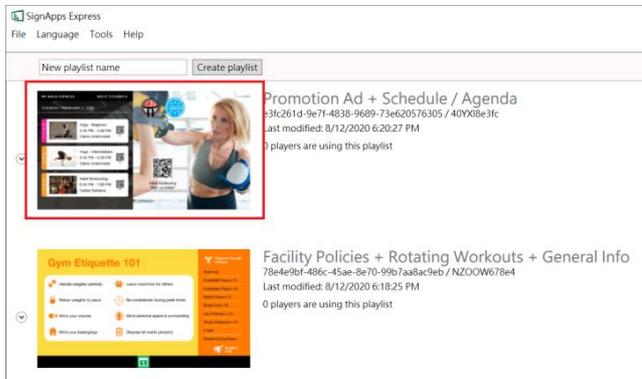1. On the Home screen, click **File** > **Load playlist(s):**

2. Select the downloaded playlist files (.pls):

☑ ☐ FacilityPolicies-RotatingWorkouts-General Info.pls
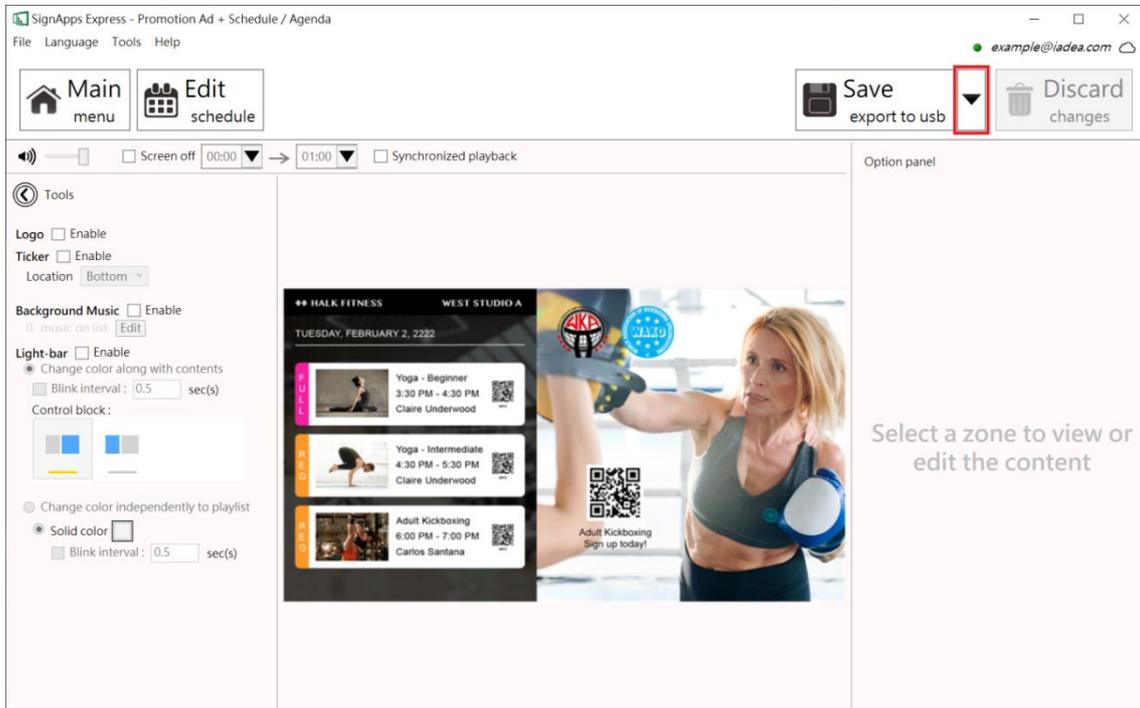
☑ ☐ PromotionAd-Schedule-Agenda.pls

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** ▼ icon 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"**):**
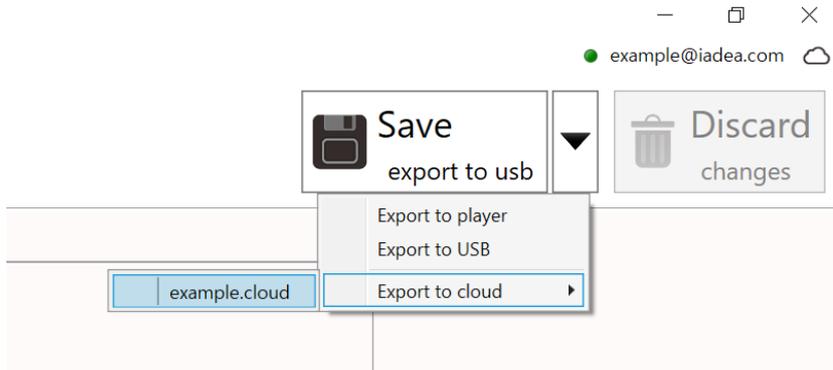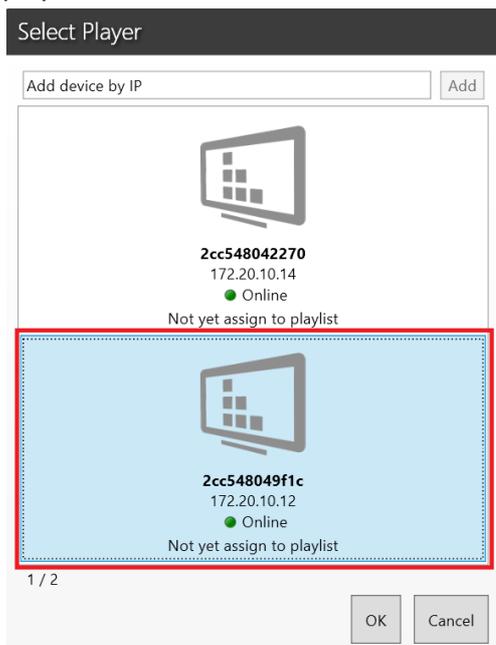

Note: check the **Configure cloud server** settings if you don't see the **Export to cloud** option here.

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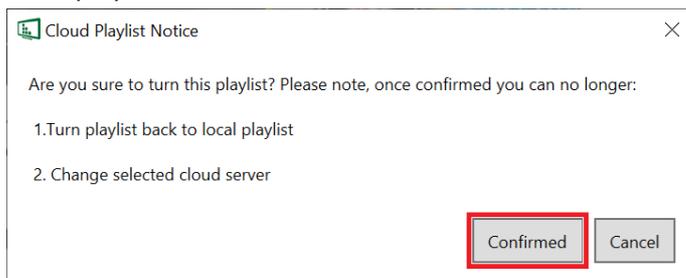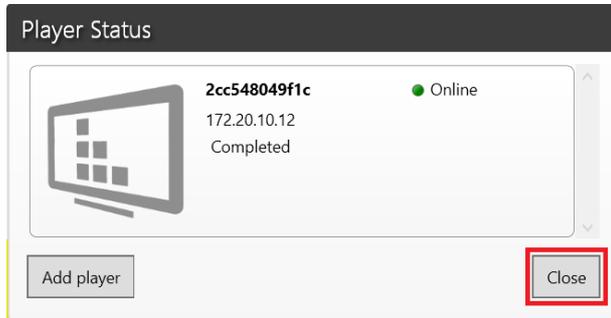

8. The online signage device(s) will be listed here. Select the device (s) you want to deploy the playlist to:

9. Click **OK** to deploy.

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

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