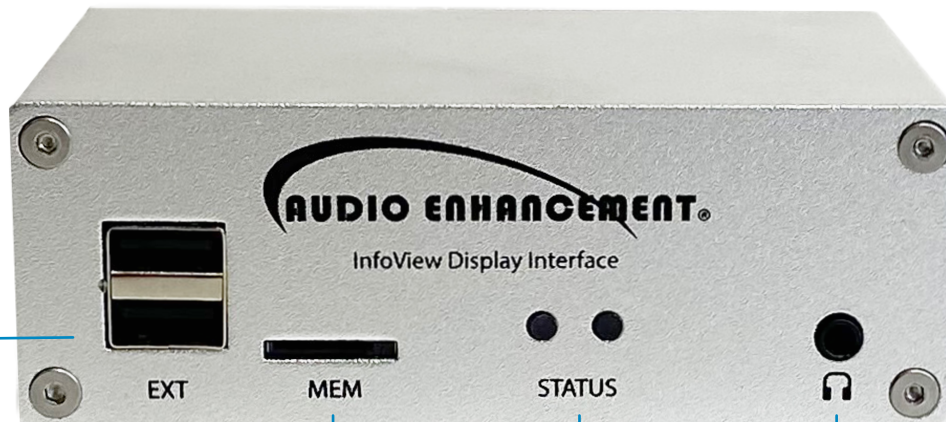# INFOVIEW DISPLAY INTERFACE
QUICK START GUIDE
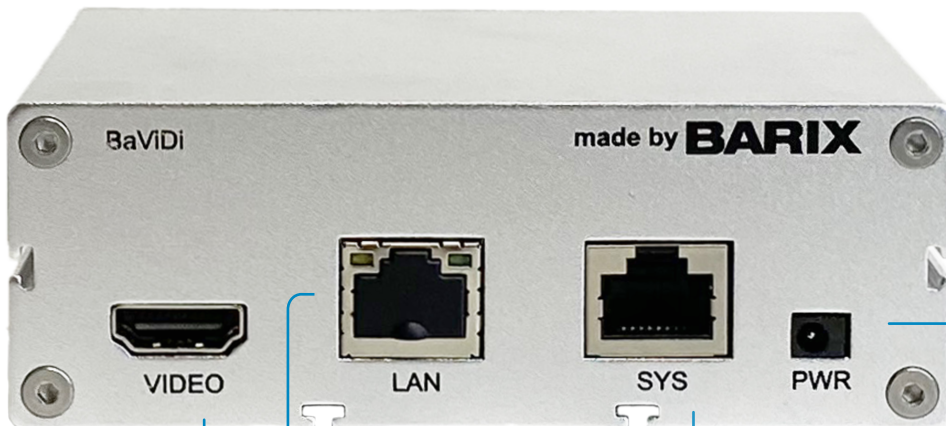
EXT for Initial Setup Dongle

Memory Card Slot
for updates only

Status LED Lights

Concealed Factory Reset Button
can be used with headphones in future software releases
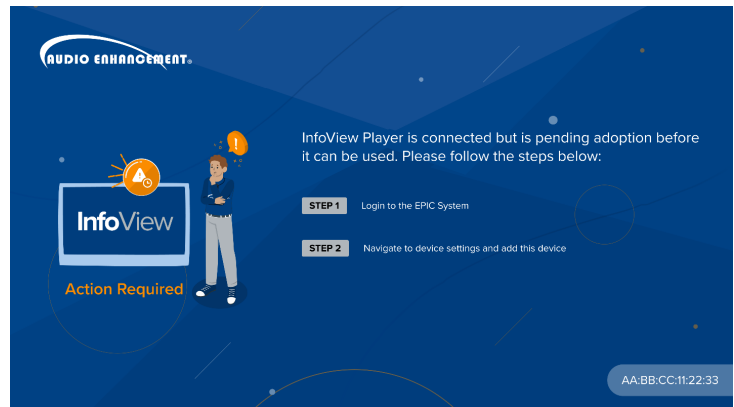
HDMI to display

Power and Serial connection
Serial Connection can be used with future software releases

PoE Network Port

5 Volt DC Power Input
(optional)

SETUP

1. Connect the device to the network (PoE for power and network). It should automatically connect to network and to the EPIC System.

2. Login to EPIC and navigate to Settings. Click "+" on the device in Unknown Devices on EPIC System that matches the unique Device ID on the InfoView Interface screen.
See Figure 1 on page 3

InfoView Player is connected but is pending adoption before it can be used. Please follow the steps below:

STEP 1   Login to the EPIC System

STEP 2   Navigate to device settings and add this device

Action Required

AA:BB:CC:11:22:33

3. Add the InfoView Interface as a Clock or Digital Sign in the pop-up menu and select the desired sign to display on this device (this can be easily modified later). The device will be added and immediately start displaying the selected clock or sign.

4. Go to Settings > Map Setup and add the device to the correct room in EPIC.
* this step is only required if added as "clock" type device

Figure 1

Unknown Devices (1)

Show [50 ▾] entries   Search: [   ]

| # ⇵	MAC	Device Type ⇵	Action
1	AA:BB:CC:11:22:33	InfoViewPlayer	🔄 ➕

Setup is complete! EPIC will now control the device completely. Use the Settings > Clock & Signage menu to edit or create new clock designs and to add them to your InfoView Interface. View the EPIC Admin Manual or contact AE for additional info.

CLUB SIGN-UP WEEK IS HERE!
Insert School's club information here!

07:25:49 PM
JANUARY 12, 2022

TROUBLESHOOTING

If for any reason your device doesn't automatically connect to the network – for instance if DHCP is not enabled on the network, connect to the InfoView Player using the Device Configuration Mobile App. Set a static network address if required using the mobile app.

Once network is connected, if the unit still does not connect to EPIC, modify the EPIC IP field using the mobile app. It should now connect, and display *"Action Required"* message. Return to Step 2 above and complete setup!
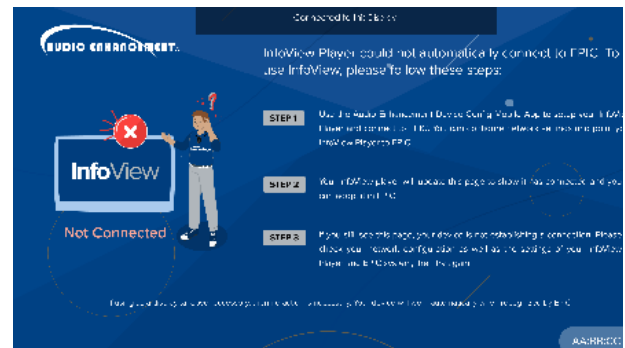
If after entering the EPIC address it gives the message *"could not automatically connect"* Please check your configuration, verify first that the device has correct network settings and connection and next that the EPIC server is online and reachable from that network and then try again.

Use the "Identify" feature in the app to verify you are connected to the correct device. It will display a popup showing *"Connected to this Display"*

EXT SETUP DONGLE

Optional, EXT USB is for use with Setup Dongle. If device does not appear on EPIC use the Dongle in the EXT port for Audio Enhancement Device Configuration Mobile App.

STATUS LIGHTS

● ◉ When booting, both lights will be red with the right light flashing.

● ● When booted both lights will be solid green.

● ◉ When configuring a new display image, the left light will stay green, while the right light will flash orange for 1 second.

SLEEP MODE

The devices will automatically go into a power saving mode during night with a sleep clock which cannot be edited or deleted. Users can change when this sleep mode activates and de-activates by clicking the edit pencil in the device list and changing the start/end sleep settings.

POST SETUP

After connected to EPIC, the time, displayed clock, and all other settings are all managed by EPIC. The device will be locked and not allow any manual changes.

FACTORY RESET BUTTON

There is a Factory Reset Button in the headphone jack. To access this, insert a pin into the jack and push towards the back of the device for 15 seconds. This will set the device back to defaults and allow for fresh setup. Delete the device from EPIC if using this option.

If a System Offline Popup displays, it means the device is not able to reach EPIC. Troubleshoot all connectivity and if required, delete and re-add the device.

SLEEP MODE

The devices will automatically go into a power saving mode during night with a sleep clock which cannot be edited or deleted. Users can change when this sleep mode activates and de-activates by clicking the edit pencil in the device list and changing the start/end sleep settings.

EMERGENCY SIGNS

Emergency Signs will be **activated automatically** in any event which is initiated in EPIC. No other signs can override the emergency one until the event ends. When the event ends, the devices will **automatically return** to the last sign they were displaying prior to the emergency. Users can also click the Stop All or All Clear in EPIC to clear the emergency signs. These signs can be edited or new ones can be added to provide emergency response steps for your school.

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AUDIO ENHANCEMENT®