



# OpenSign™ Troubleshooting Guide

For Level 1 support to guide issue diagnosis and resolution.

## OpenSign Level 1 Troubleshooting

This document is for Level 1 support to guide issue diagnosis and resolution. Additional information about OpenSign Publisher, Screener and hardware can be found online at <http://www.opensignhelp.com>.

Some issues will require contacting the following parties.  
It is recommended that you complete their details here so they are on hand when required.

### **Client Account Name:**

#### **Content Manager**

Responsible for making content updates to sites and scheduling content on the devices)

Company:

Contact Name:

Phone

Email:

#### **Installation Team**

Company:

Contact Name:

Phone:

Email:

#### **Level 2 Support**

Company:

Contact Name:

Phone:

Email:

## Routine Management

We recommend that you check the status of your screens regularly to ensure that they are all online. Refer to the Diagnostic Techniques table on page 5 for instructions.

## Error Conditions

This section describes issues that may be observed on a device, with corresponding diagnostic techniques to use. Diagnostics techniques are followed by a reference letter e.g. find device status (C); and are described in detail in the subsequent table.

Device State	Diagnostic Techniques
Issues with the content display — the content layout is broken.	Report to content manager
Issues with the content display — the content material is incorrect.	Find device status (C) If online, report to content manager If offline, check network connection (I), reboot device (H)
Wrong content is displaying	Find device status (C) If online, check the correct content is scheduled (M). Check the timezone (O). If offline, check network connection (I), reboot device (H)
Screen is black	Find device status (C) If online, check blackout (H) and if content is scheduled (L) If issue persists, reboot (G) If offline, ask someone on location to check the power (F) If issue persists, reboot (H)
Screen is black with a blinking cursor in the top left	Find device status (C) and reboot (G or H) If the issue is recurring then escalate
Screen is white	Find device status (C) and reboot (G or H)
Screen is frozen	Find device status (C) and reboot (G or H)
Error state on screen.	Find device status (C) and reboot (G or H)

	Note what the error is for escalation ticket
Device is playing "we are searching for your content".	Leave to download (J) Check the correct content is scheduled (M)
Device is showing registration screen	Report to Level 2 support
Issues with screen mounting or physical damage to screen	Report to the installation team

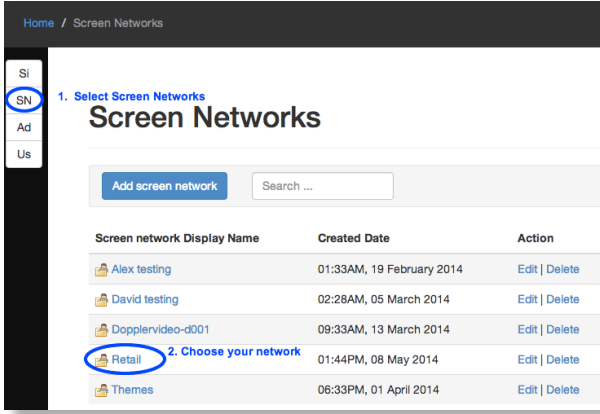
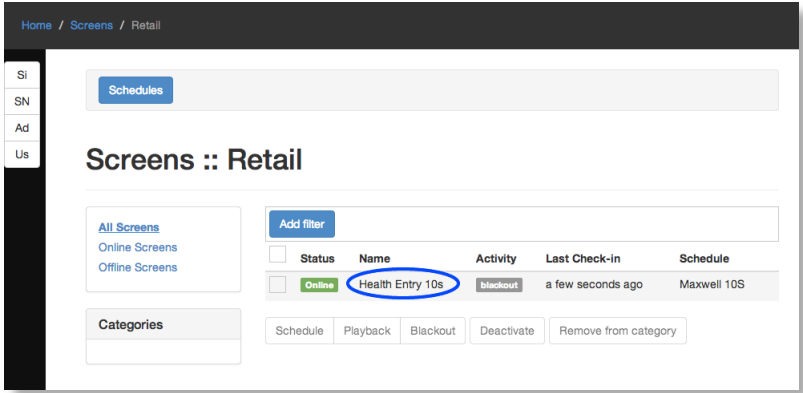
## Escalating Issues

If a problem cannot be solved using the above techniques then escalate to the OpenSign™ Help Desk <http://www.opensignhelp.com> or email [support@opensignhelp.com](mailto:support@opensignhelp.com).

### When submitting a ticket please include the following information:

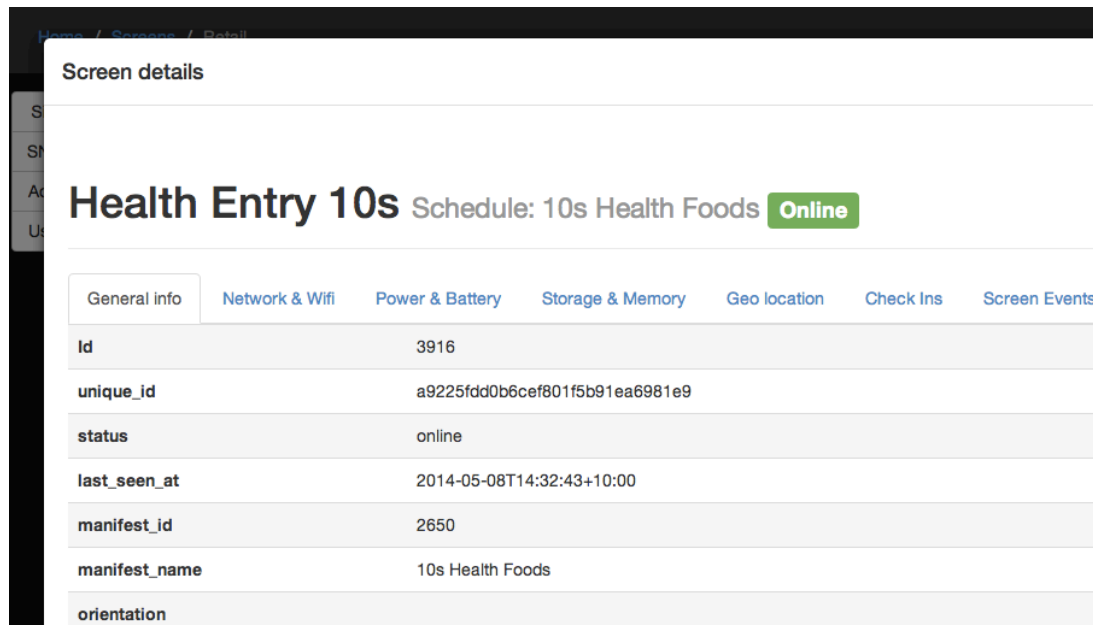
- + Client account name
- + Store name
- + Screen network name
- + Device name
- + Device type
- + Device status
- + Visible state of the screen
- + Description of problem
- + Steps taken to resolve so far
- + Store history:
  - o Has any work been done in-store recently?
  - o Have there been any changes to the screens or in-store internet connection? — either physical changes or configuration changes.
  - o Has there been a power or internet outage?
- + Can you access a website from a computer in-store using the same internet connection?

## Diagnostic Techniques

ID	Action	Details																		
A	<b>Find device in OpenSign</b>	<p>Log on to OpenSign and open the Screen Networks section. You will need to know the device name and screen network name. Select the screen network.</p>  <p>Home / Screen Networks</p> <p>1. Select Screen Networks</p> <h3>Screen Networks</h3> <p>Add screen network Search ...</p> <table border="1"><thead><tr><th>Screen network Display Name</th><th>Created Date</th><th>Action</th></tr></thead><tbody><tr><td>Alex testing</td><td>01:33AM, 19 February 2014</td><td>Edit   Delete</td></tr><tr><td>David testing</td><td>02:28AM, 05 March 2014</td><td>Edit   Delete</td></tr><tr><td>Dopplervideo-d001</td><td>09:33AM, 13 March 2014</td><td>Edit   Delete</td></tr><tr><td>Retail</td><td>01:44PM, 08 May 2014</td><td>Edit   Delete</td></tr><tr><td>Themes</td><td>06:33PM, 01 April 2014</td><td>Edit   Delete</td></tr></tbody></table>	Screen network Display Name	Created Date	Action	Alex testing	01:33AM, 19 February 2014	Edit   Delete	David testing	02:28AM, 05 March 2014	Edit   Delete	Dopplervideo-d001	09:33AM, 13 March 2014	Edit   Delete	Retail	01:44PM, 08 May 2014	Edit   Delete	Themes	06:33PM, 01 April 2014	Edit   Delete
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		<p>Find the device in the list of screens.</p>  <p>Home / Screens / Retail</p> <p>Schedules</p> <h3>Screens :: Retail</h3> <p>All Screens Add filter</p> <p>Online Screens Offline Screens</p> <table border="1"><thead><tr><th>Status</th><th>Name</th><th>Activity</th><th>Last Check-in</th><th>Schedule</th></tr></thead><tbody><tr><td>Online</td><td>Health Entry 10s</td><td>blackout</td><td>a few seconds ago</td><td>Maxwell 10S</td></tr></tbody></table> <p>Categories</p> <p>Schedule Playback Blackout Deactivate Remove from category</p>	Status	Name	Activity	Last Check-in	Schedule	Online	Health Entry 10s	blackout	a few seconds ago	Maxwell 10S								
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**B** **Open device information**

Find device in OpenSign (A). Click on the device name to open the device information.

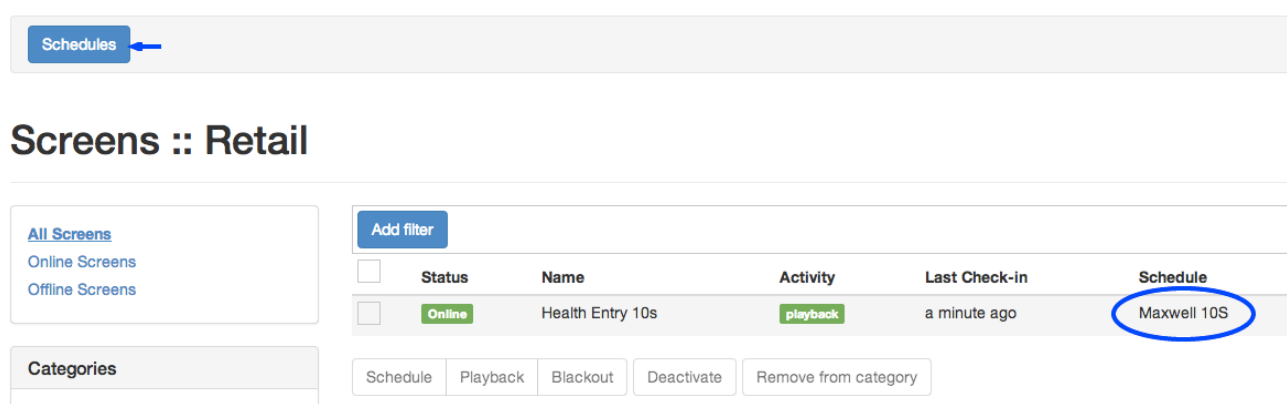


<p><b>C</b>    <b>Check device status</b></p>	<p>Find device in OpenSign (A). The device status is next to the device name in the screens list. The device status is either Online (in green) or Offline (in red).</p> <div data-bbox="533 247 2078 496" style="border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center; margin-bottom: 5px;"><span style="background-color: #4a86e8; color: white; padding: 2px 10px; border-radius: 3px;">Add filter</span></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"><input type="checkbox"/></th> <th style="width: 15%;">Status</th> <th style="width: 25%;">Name</th> <th style="width: 15%;">Activity</th> <th style="width: 15%;">Last Check-in</th> <th style="width: 20%;">Schedule</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td style="background-color: #f08080; color: white;">Offline</td> <td>Health Entry 10s</td> <td style="background-color: #808080; color: white;">blackout</td> <td>5 days ago</td> <td>Maxwell 10S</td> </tr> </tbody> </table> </div> <p>It should be online for device to receive necessary updates.                  If offline, then check:</p> <ul style="list-style-type: none"> <li>+ How long has it been offline for? This is the time since Last Check-in</li> <li>+ Are other devices on the same network also offline? This could indicate a problem with the network.</li> </ul>	<input type="checkbox"/>	Status	Name	Activity	Last Check-in	Schedule	<input type="checkbox"/>	Offline	Health Entry 10s	blackout	5 days ago	Maxwell 10S
<input type="checkbox"/>	Status	Name	Activity	Last Check-in	Schedule								
<input type="checkbox"/>	Offline	Health Entry 10s	blackout	5 days ago	Maxwell 10S								
<p><b>D</b>    <b>Check device activity</b></p>	<p>Find device in OpenSign (A) in the list of screens.</p> <div data-bbox="533 850 2078 1099" style="border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center; margin-bottom: 5px;"><span style="background-color: #4a86e8; color: white; padding: 2px 10px; border-radius: 3px;">Add filter</span></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"><input type="checkbox"/></th> <th style="width: 15%;">Status</th> <th style="width: 25%;">Name</th> <th style="width: 15%;">Activity</th> <th style="width: 15%;">Last Check-in</th> <th style="width: 20%;">Schedule</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td style="background-color: #f08080; color: white;">Offline</td> <td>Health Entry 10s</td> <td style="background-color: #808080; color: white;">blackout</td> <td>5 days ago</td> <td>Maxwell 10S</td> </tr> </tbody> </table> </div> <p>The device activity is under 'Activity'. There are 2 options: Playback or Blackout.                  Playback, means that content is set up play according to the schedule.                  Blackout, means that the device has been manually set to blackout. If in blackout you can set device to Playback (N) to resume playing content as per a schedule.</p>	<input type="checkbox"/>	Status	Name	Activity	Last Check-in	Schedule	<input type="checkbox"/>	Offline	Health Entry 10s	blackout	5 days ago	Maxwell 10S
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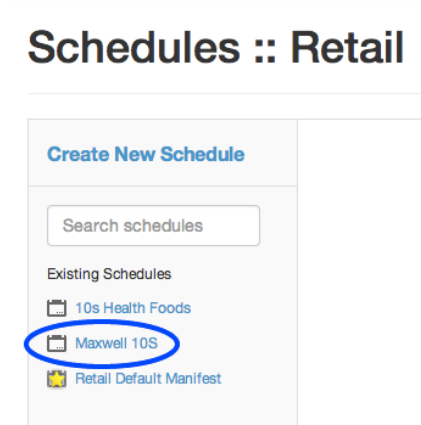
<b>E</b>	<b>Check power (device online)</b>	<p>Find device in OpenSign (A) and open the device information (B).                      In the device information box, check if the device is AC connected (connected to mains power) and/or the battery level is high. A battery level of 100 indicates a full battery.</p> <p>Note: Only tablets have a battery backup. Other devices will always show a battery level of 100, however they cannot operate without continuous power supply.</p>
<b>F</b>	<b>Check power (device offline)</b>	<p>Ask someone in-store to check the device is plugged in and the power is on if power button is accessible.</p>
<b>G</b>	<b>Reboot device (device online)</b>	<p>If the device is online, then reboot the device from OpenSign.</p> <p>Following a reboot the device should resume playing content.</p>
<b>H</b>	<b>Reboot device (Device offline)</b>	<p>If the device is offline, it can only be rebooted by personnel in-store.                      Contact the store and ask them to reboot the device. You may need to talk them through the steps.</p> <p>If administration access to the device is available, use the hourglass swipe (Dev-A) to reboot device (Dev-C) shown in the Diagnostic Techniques on Device table, otherwise force a manual reboot. Methods for a manual reboot can be found online at <a href="http://www.opensignhelp.com">http://www.opensignhelp.com</a>.</p> <p>Following a reboot, the device should resume playing content.</p>
<b>I</b>	<b>Check network connection (offline)</b>	<p>Ask someone in-store to check the network router is plugged in and all cables are connected.</p>
<b>J</b>	<b>Leave to download</b>	<p>If the device is set to play content or a new schedule for the first time then it may take some time to download.                      Leave the device for 4 hours — do not touch the screen. If issue unresolved after leaving then escalate.                      Note: subsequent updates to the content are quick, if schedule has not been changed then escalate after 30 mins.</p>

**K Open device's schedule**

Find device in OpenSign (A)  
Check name of schedule  
Click 'Schedules' button  
Find device schedule in list. Click to open.



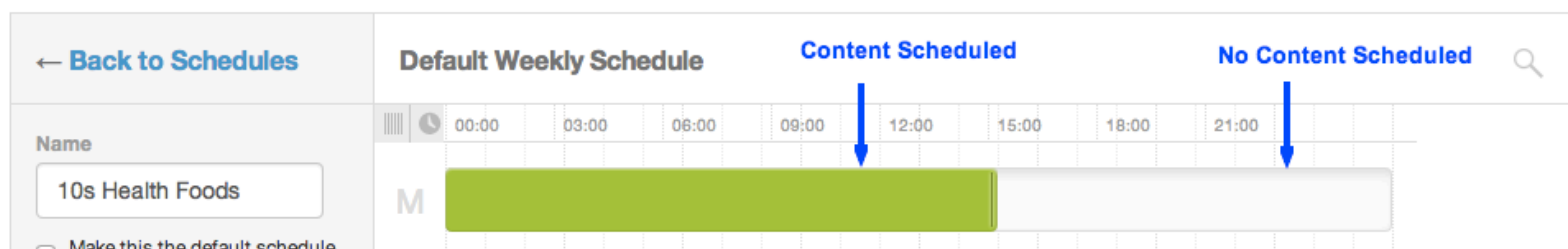
Schedules Page



**L Is content scheduled?**

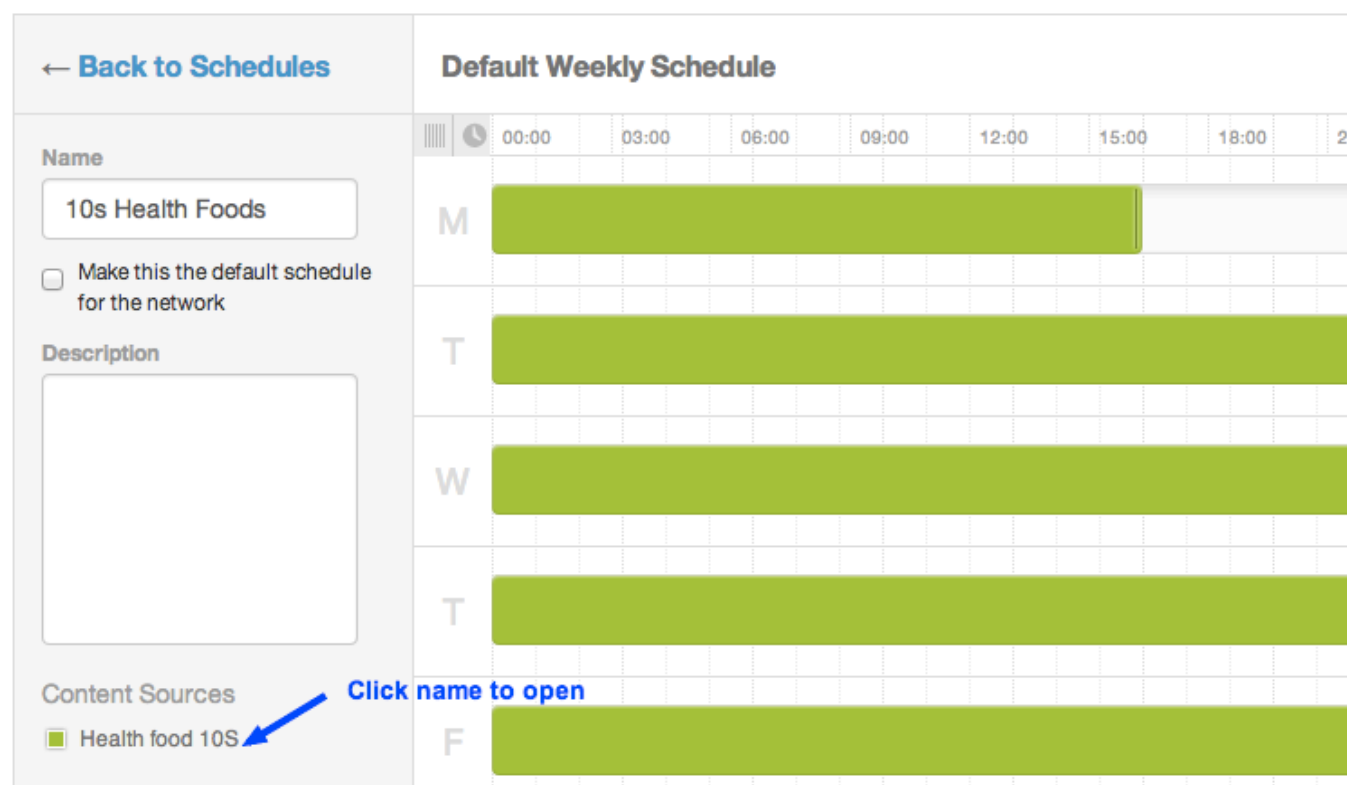
Open device's schedule (K).  
Check if content is currently scheduled to play.  
When content is not scheduled the device will either play a black screen or go to sleep.  
Change the schedule to play content at times as required.  
Check the time zone on the device (Dev-E). This needs to be correct or the schedule will not apply at the right time.

## Schedules :: Retail



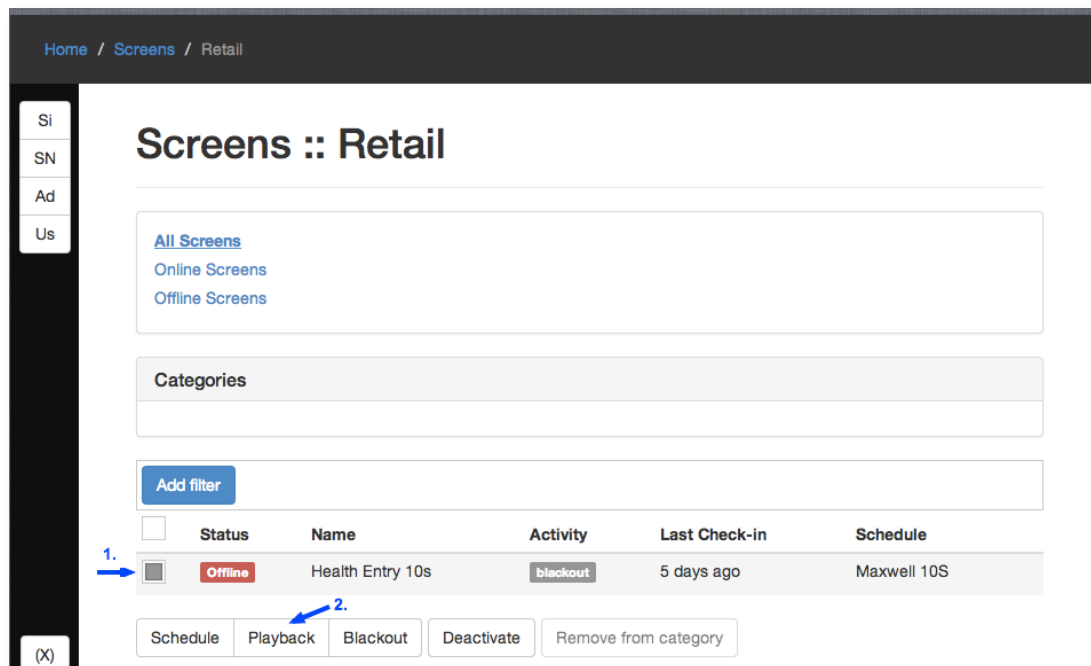
**M Is scheduled content correct?**

Open the device's schedule (K).  
Check that the schedule is set to play times as desired.  
Open the content source, by clicking its name in the list under the Schedule description, and check it is set correctly. If possible compare it with another site that is playing the correct content.  
Check the time zone on the device (Dev-E). This needs to be correct or the schedule will not apply at the right time.



**N Set Device to Playback**

Find Device in OpenSign (A).  
 Select checkbox for this device, and  
 Click the Playback button at base of screen.

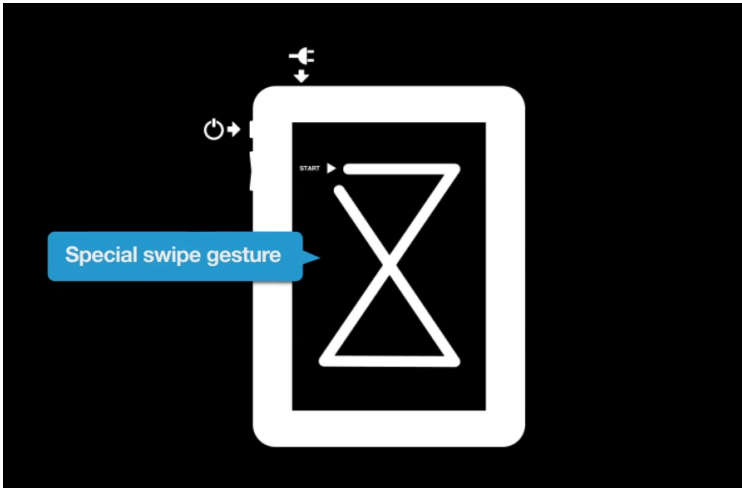


**O Check the Device Time Zone**

Open the device information (B). Under the General Info tab is the device time zone. This needs to be correct or content schedules will apply at the wrong time. Changing the device time zone needs to be done on the device (Dev-E)

## Diagnostic Techniques on Device

The following techniques can be used if administration access to the device is available. You will require the device password. If the device is not a touchscreen then a mouse and keyboard will need to be connected to use these techniques.

ID	Action	Details
Dev-A	<b>Hourglass Swipe</b>	<p>When the device is playing content, it is locked down to prevent the public from interfering with its settings. The hourglass swipe is used to gain access to the device's administration functions.</p> <p>To make this gesture, swipe your finger across the device's screen in the shape of an hourglass as shown below. Sometimes it can take a couple of tries to get it right. If the screen is in landscape mode, do the swipe with this orientation.</p>  <p>Then enter the device password to access the administration settings. Please contact your content manager if you do not know your password.</p>

<b>Dev-B</b>	<b>Access web browser</b>	<p>Through the administration settings you can access a web browser. This is useful to test the internet connection.</p> <p>Perform hourglass swipe (Dev-A). The settings menu will display. Select 'Browser' and then 'Complete action using Browser'. A browser is opened.</p> <p>When you have finished, click the home icon below the browser window.</p>
<b>Dev-C</b>	<b>Reboot the device</b>	<p>Perform hourglass swipe (Dev-A). The settings menu will display. Select 'Reboot device'. You may need to scroll down to see more options.</p>
<b>Dev-D</b>	<b>Modify the internet connection settings</b>	<p>Perform hourglass swipe (Dev-A). The settings menu will display. Select 'Connect to Internet' Enter the new settings.</p>
<b>Dev-E</b>	<b>Check/Set the time zone.</b>	<p>Perform hourglass swipe (Dev-A). The settings menu will display. Select 'Settings'. In the menu under 'System' select Date &amp; Time. The current time zone will display. Modify as required.</p>

## Rebooting the Devices

Instructions to force a reboot of the media devices can be found online at <http://www.opensignhelp.com>. Rebooting the devices as per these instructions should be actioned only as a last resort. Please attempt to reboot devices that are online via OpenSign (G), or offline using the hourglass swipe (Dev-C)

## Glossary

### **Blackout:**

In this mode a device stops playing scheduled content and displays a black screen. A registered screen is in either playback or blackout. This is controlled using OpenSign.

### **Content Manager:**

Person(s) responsible for updating and scheduling content using OpenSign.

### **Content Source:**

The instructions used by a schedule configuring the content to display. Content source may be drawn from: a site in OpenSign; a live URL; or a content repository.

### **Deactivate/Deregister:**

This removes all scheduled content from the device. The device will need to be re-registered before it displays content again.

### **Playback:**

In this mode the screen plays scheduled content. A registered screen is in either playback or blackout. This is controlled using OpenSign.

**Schedule:**

Schedules instruct devices on the content to play. A schedule is made up of one or more content sources and a weekly calendar programming each content source to play on particular days and times. Many devices in a screen network may be playing the same schedule.

## More Information

More information about OpenSign Publisher, Screener and hardware can be found online at <http://www.opensignhelp.com>.