Pro:Centric® Cloud
Admin Client User Guide

P/N: 206-4371 (Rev D)

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Notes:
- This document provides examples of typical Admin Client screens. Your displays may vary from those shown in the document.
- Design and specifications subject to change without prior notice.

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References

Pro:Centric Cloud Overview

This document is applicable for Pro:Centric® Cloud version 3.0.

LG's Pro:Centric Cloud application and site management portal enables you to create and remotely manage Pro:Centric HTML application content for LG webOS 5.0 and later TVs/STBs on a Unicast IP network. A graphical user interface (GUI), provided for system integrator (SI) partners and property administrators, facilitates support and maintenance of the Pro:Centric system. In addition, an integrated Admin Client, similar to the Pro:Centric Direct Admin Client used with physical Pro:Centric servers such as the PCS500R, enables users to create Pro:Centric portal content and remotely manage system backups, TV configuration settings, etc.

The Pro:Centric Cloud portal is one element of LG's Pro:Cloud™ portal, which also hosts the SuperSign® Cloud and SuperSign AD portals. Refer to the ***Pro:Cloud Portal User Guide*** for further information.

Document Description

This document describes how to access a property's Admin Client from the Pro:Centric Cloud portal (via the Pro:Cloud portal). It also describes Admin Client functions, including the Project Editor, that are available for users with Administrator roles. Users with Monitoring roles have read-only access to configuration and administration data.

- Refer to the ***Pro:Cloud Portal User Guide*** for information on Pro:Cloud site and account management functions.
- Refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information on the Pro:Centric Cloud portal.
- Refer to the ***Pro:Centric Cloud Mobile App Creator User Guide*** for information on the Mobile App Creator that enables you to create and remotely manage a mobile Guest app (working in conjunction with partner services, e.g., PMS and QMS servers) for each property.

Caution: This document is intended for use primarily by qualified Pro:Centric service personnel. Improper configuration or administration may cause a service interruption.

PC Requirements for Pro:Centric Cloud Portal Access

- Internet access.
- Access the Pro:Centric Cloud portal using one of the following web browsers: Google Chrome™ 51 or later or Mozilla Firefox® 47 or later. Minimum recommended display resolution = 1920 x 1080.

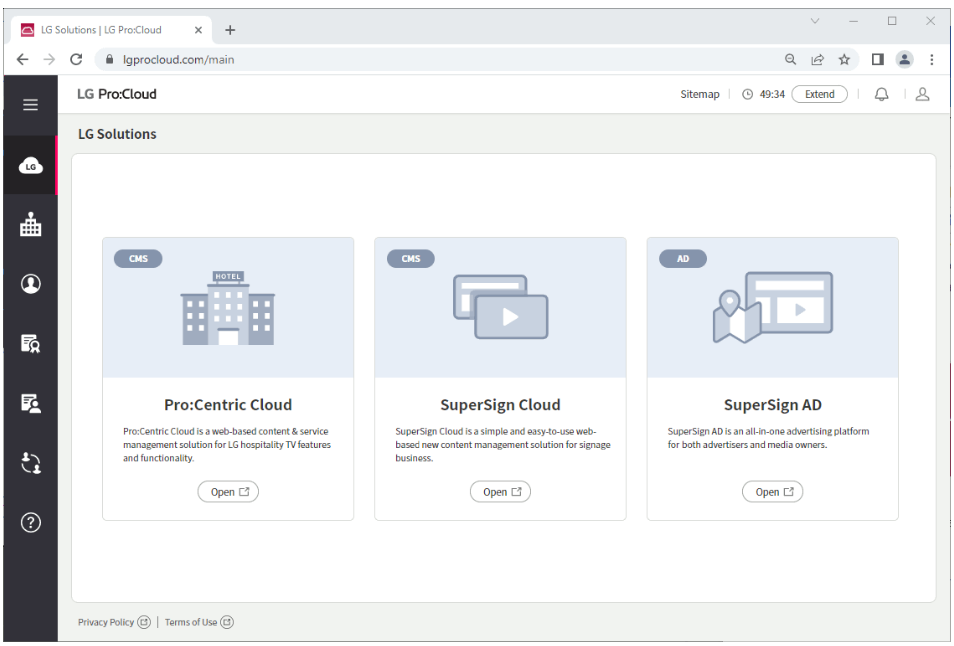
Accessing the Admin Client for a Selected Property

You will need to have a Pro:Cloud portal user account with an appropriate user role assignment in order to launch the Pro:Centric Cloud portal and access the Admin Client for a property. Contact your regional representative or platform administrator to arrange a role assignment, as required.

Note: See also “PC Requirements for Pro:Centric Cloud Portal Access” on page 6.

Note: Refer to the ***Pro:Cloud Portal User Guide*** for further information on logging in to the portal and creating a user account. Refer to the ***Pro:Centric Cloud Portal User Guide***, as necessary, for information on generating a property-specific installation code for TV/STB configuration on the Pro:Centric Cloud network.

1. Launch a web browser, and type the Pro:Cloud portal URL **https://lgprocloud.com** in the browser’s address bar. Then, press **Enter**.
2. Log in to the Pro:Cloud portal using your user account ID and password.
3. With the Pro:Cloud home page on display, click the Pro:Centric Cloud Open button to launch the Pro:Centric Cloud portal. See example below.



The Pro:Centric portal will launch in a new tab/window, with the Site Management page on display (see example on following page).

4. Click the property identifier button at the top of the screen (example: P Property_a) to view a site list that includes all businesses/properties to which you have been assigned. Then, click on the desired property in the site list to display its dashboard.

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Accessing the Admin Client for a Selected Property (Cont.)

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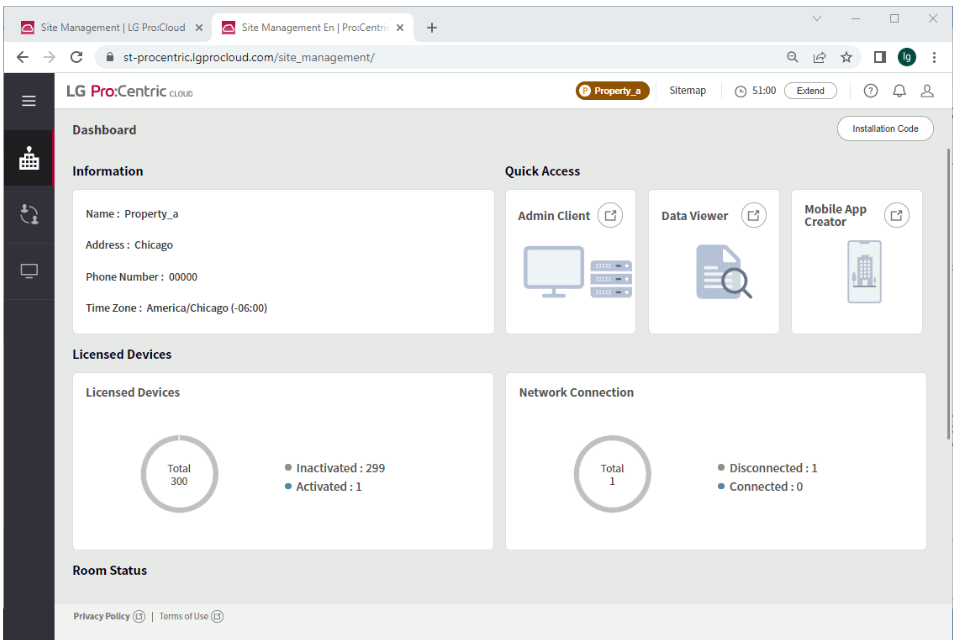
Note: The menu options panel at the left of the portal screen provides access to Pro:Centric Cloud portal setup and configuration/administrative functions, in accordance with a user's privilege level. The following example shows a sample Site Management / Dashboard page. Refer to the ***Pro:Cloud Portal User Guide*** for additional information on user roles.

The property's dashboard will be displayed in the main area of the screen, for example:



5. Click the button in the Quick Access / Admin Client module to launch the Admin Client.

   Note: You can also click the button in the Quick Access / Data Viewer module to launch the Data Viewer. The Data Viewer is also described in this document.

The Admin Client will launch in a new tab/window with the Project screen on display. See example on page 9.

When you have completed your activities in the Admin Client, you can simply close the Admin Client tab/window.

Note: If there is no user activity in the portal for 60 minutes, the session will expire, and you will need to log back in.

Note: In order for Pro:Centric features to be available, licensing must be enabled and the appropriate partner center services must be installed on the server from the Pro:Cloud portal. Licensing status is visible on the Site Management page when you launch the Pro:Centric Cloud portal, and partner service information is visible on the Partners page. Refer to the ***Pro:Cloud Portal User Guide*** and/or the ***Pro:Centric Cloud Portal User Guide*** for additional information.

The menu bar along the top of the Admin Client window provides access to setup and configuration functions, in accordance with a user's role assignment privilege level. The following example shows a Project screen for a user with an Administrator role. This document describes the functions available for users with access to administrative facilities. Users with Monitoring roles have read-only access to the menus.

Note: The Project screen is initially on display in the main screen area when you either launch the Admin Client from the Pro:Centric Cloud portal or click on **Project** in the Admin Client Menu bar. See "Project Administration & Project Editor" on pages 12 to 38 for additional information on the Project screen.

Example: Project Menu Options / Project Screen

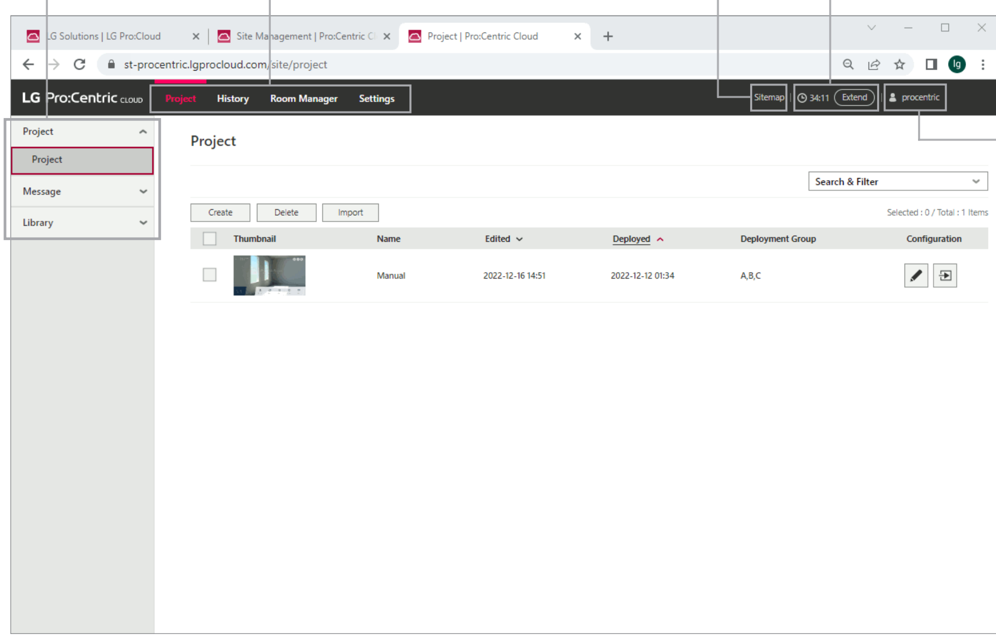
Project Menu options are displayed at the left of the screen. To expand the menu options for any given category of Project Menu functionality, click on the header of the desired category. For instance, to view Message options, click on the **Message** category header.

Project Menu Categories

Identifies the amount of time before the Admin Client times out without further user activity. You can click the Extend button to reset the timer to 60 minutes.

Admin Client Menu Bar
See "Admin Client Functions" on the following page for an overview of the Admin Client menu options.

Displays a site map.



Identifies the current user.

Admin Client Functions and Navigation Overview (Cont.)

Admin Client Functions

The following table outlines the Admin Client menu and function categories.

Menu	Category	Description
Project *	Project	Provides facilities for the creation of customized application portal pages.
	Message	Provides administrative facilities for messages/greetings and tickers to be displayed on TVs.
	Library	Provides administrative facilities for image, music, and font files to be used with the application.
History	Deployed Item	Enables you to review previously deployed projects, messages, and tickers.
Room Manager	Room Support	Provides facilities for remotely controlling (powering, rebooting, etc.) selected TVs.
	Room Settings	Provides configuration and administration facilities for room and group settings.
	Deployment Group	Provides configuration and administration facilities for deployment groups.
Settings *	Data Cloning	Comprises options to export/import server data.
	TV	Provides configuration and administrative facilities for TV features, including video clips, Channel Map, LG channels, E-Z Installation, etc.
	External Service	Provides configuration and administrative facilities for external services, including travel services and voice recognition services.
	IoT	Provides configuration and administrative facilities for the IoT (Internet of Things) feature.

* Selected templates and features are optional and will not appear in the Admin Client menus for the property if an administrator has not installed/enabled the appropriate partner services for those features.

Admin Client Navigation

The options in the Admin Client menu bar provide access to all aspects of Admin Client functionality, as described above. To view menu options for any given category of functionality, click on the desired item in the menu bar. See also Project Menu Options / Project Screen example on page 9. Similar to the Project Menu options, History, Room Manager, and Settings Menu options will also be displayed at the left of the screen when you click on **History**, **Room Manager**, or **Settings**, respectively.

All menu options, as well as the Pro:Centric Data Viewer (accessible from the property dashboard in the Pro:Centric Cloud portal), are described in the remainder of this document.

Admin Client Functions and Navigation Overview (Cont.)

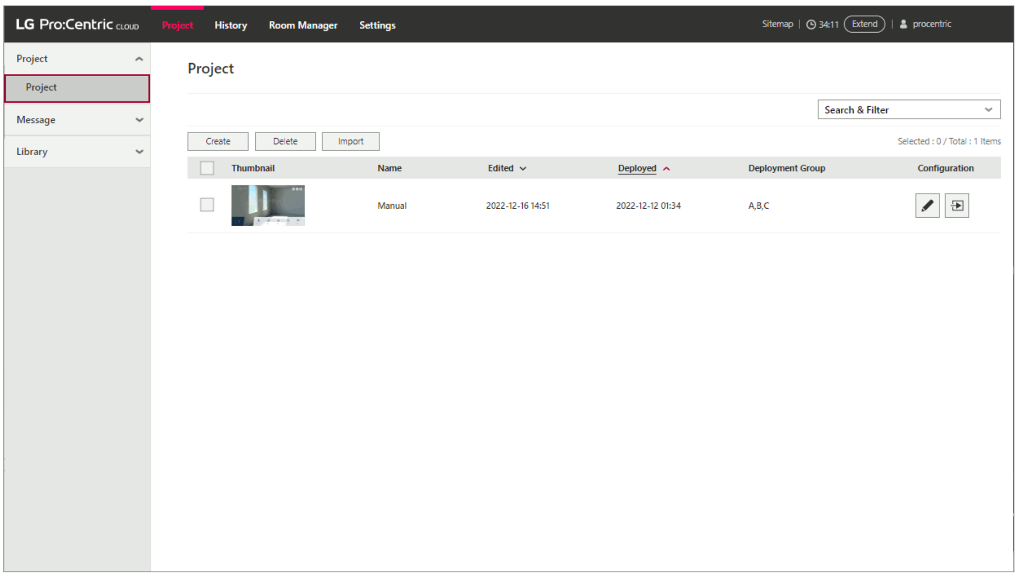
Common Screen Navigation Elements

Where available, you can click in the **Search & Filter** or **Search** field, typically at the top right of the screen, for advanced search options/to search for particular items.

See also Project screen example on page 9.

Project Administration & Project Editor

The Project screen enables you to create, import, modify, delete, and deploy projects. To access the Project screen, either click on **Project** in the Admin Client menu bar (when you click on **Project**, the Project screen is immediately on display in the main screen area), or, if you are currently working elsewhere in the Project Menu, click on **Project** under the Project category options panel at the left of the screen.



The Project screen displays a listing of the projects that have been saved/deployed. For each project, the display also shows the date and time of the latest project edits, the date and time of the latest deployment (if applicable), and the group to which the project was deployed (if applicable).

Note: Use the **Search & Filter** field to select advanced search options.

The sections on the pages that follow describe how to create, import, modify, delete, and deploy projects, as well as how to use the design facilities available in the Project Editor to create portal pages and build and customize content.

Note: It is always highly recommended that you click on the Preview button at the top right of the Project Editor (see "Preview a Project" on page 25) to generate a preview of the portal displays before deploying the project to the Pro:Centric TVs. At the same time, note that although the previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Thus, once you deploy the project, it is also highly recommended that you verify the portal displays on the TVs.

Project Editor Overview

Project Editor design tools enable you to create and distribute custom portal pages for your application.

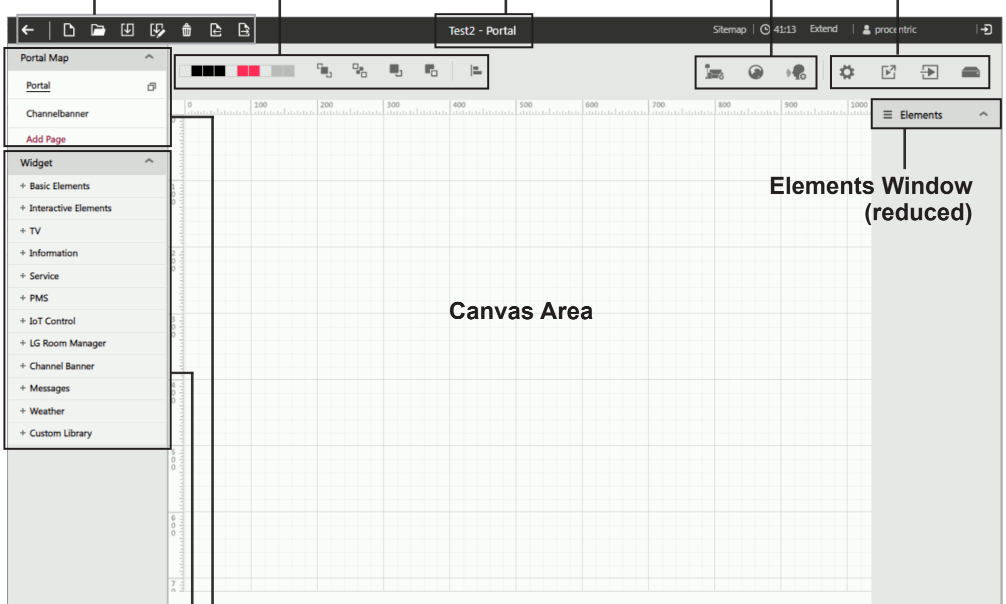
Project Editor Header
Identifies the name of the current project, along with the name of the page whose contents are currently on display in the canvas area.

Theme & Layering Options

Project Editor Menu Options

Room Type, Multi-language Editor, & Speech

Settings, Preview, Deploy, & Check Project Size



Elements Window (reduced)

Portal Map
Identifies the pages that comprise the current project, including the channel banner. You may add, modify, duplicate, and/or delete standard portal pages as required. You may also copy a page from one project to another project.

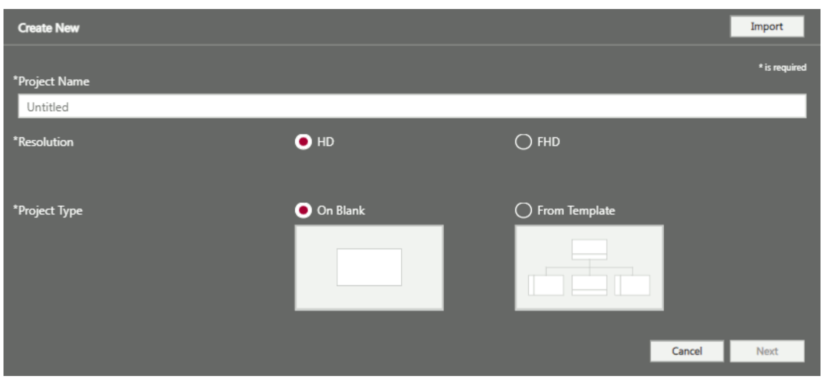
Widgets
Basic shapes and feature-specific widgets available for building and enhancing portal pages/content.

Project Administration & Project Editor (Cont.)

Create a New Project

1. Click on the **Create** button at the left of the Project screen, above the project list.
2. In the Create New pop-up window:
   - Type a name—up to 32 letters and/or numbers—for the new project in the Project Name field at the top of the window.

     Note: Only letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and hyphen and underscore (- and _) characters may be entered in the Project Name field. Do not use spaces or any other alternative or special characters (?, :, /, \, etc.) in this field. Also, a template name (HD_Bar, HD_Cinematic, HD_Tile, FHD_Bar, FHD_Cinematic, FHD_Tile) cannot be used as a project name.
   - In the Resolution section of the window, select **HD** or **FHD** (Full HD), in accordance with the TV models for which you are creating the project.
   - In the Project Type section of the window, either select **On Blank** to create a new portal project from scratch, or select **From Template** (see also note below) to select one of the available templates for the new portal project.
   - Click **Next** when you are ready to continue.



   Note: You can also click on the **Import** button at the top right of the window to import a project ".zip" file that was previously exported from the Project Editor, either to create a new project or to update an existing project. See "Import a Project" on page 16 for further information.

   Note: If you click "Cancel," from any of the Create New pop-up windows, you will be returned to the Project screen.
3. The next step depends on your Project Type selection in the previous step:
   - If you selected **On Blank**, in the next window, you will be prompted to choose a color theme (or "None"). Select the desired option, and then click **Create**. See "Portal Color Themes" on pages 20 to 21 for further information.

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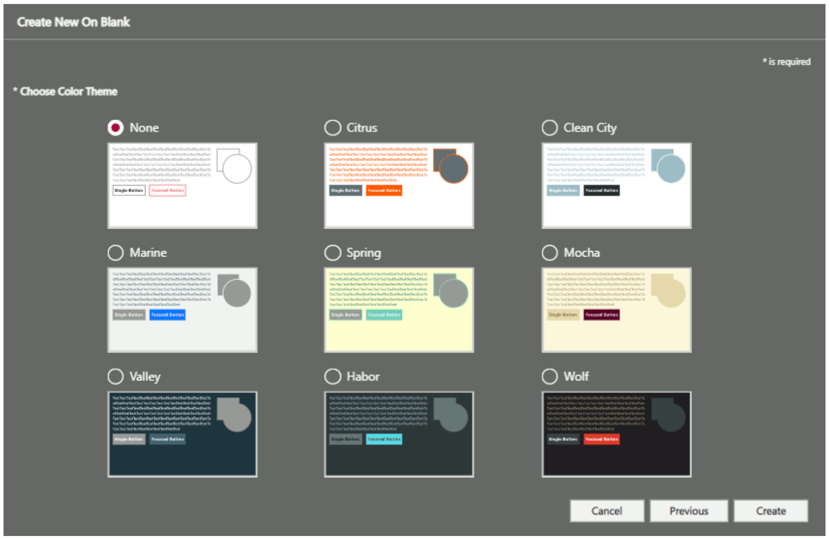
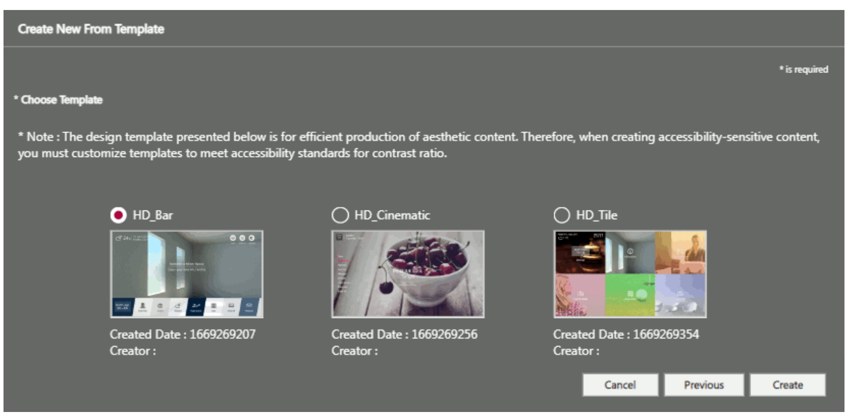


- If you selected **From Template**, in the next window, you will be able to choose one of the available templates. Select the desired option, and then click **Create**.



The “Portal” page canvas will now be on display—either a blank canvas if this is a new project or a canvas with extant content if this is a project for which you are using a template.

Pro:Centric interactive portal menus and information pages are comprised of content pages created and enhanced using the widgets that are available in the Project Editor. Once you have created a new project and have a canvas on display, you may begin adding or modifying pages and building content, as described in the sections that follow. See also “Project Editor Menu Options” on pages 18 to 20 for further information.

Note: Each project has a default first page titled “Portal,” which is the initial portal page displayed when the TV is turned ON or when a user presses the PORTAL key on the remote control. You may not alter the name of or delete this page.

Import a Project

This option enables you to import a project ".zip" file that was previously exported from the Project Editor, either to create a new project or to update an existing project. The import option described below allows you to import an existing project from the Project screen. It is also possible to import a project from the Project Editor (see "Import Project" on page 20). See also "Export Project" on page 20 for information on exporting a project from the Project Editor.

1. Click on the **Import** button at the left of the Project screen, above the project list.
2. In the Open pop-up window, select the desired project ".zip" file to import, and click **Open**. The server will initiate the import immediately.

The import may take a minute or two, depending on the size of the file being imported. When the import is complete, a pop-up message displayed at the top of the screen will indicate that the project was imported successfully, and the system will populate the Project screen with the imported project.

Modify a Project

This option enables you to open an existing project from the Project screen. It is also possible to open an existing project from within the Project Editor.

1. Click the button at the right of the project you would like to modify. This will launch the Project Editor for the selected project.
2. Modify the project, as required.
3. Make sure to save updates and/or deploy the project as applicable (see also "Project Editor Menu Options" on pages 18 to 20 and "Deploy a Project" on pages 17 to 18).

Delete a Project

This option enables you to delete one or more saved projects from the Project screen. It is also possible to delete a project from within the Project Editor.

1. Use one of the options below, depending on whether you want to delete only a single project or multiple projects at one time.
   - To delete a single project: Either click the checkbox at the left of the project to delete, and then click the **Delete** button above the project list.
   - To delete multiple projects: Click the checkbox at the left of each project to delete, and then click the **Delete** button above the project list.
   - To delete all existing projects: Click the checkbox at the left of the Name header to select all projects. Then, click the **Delete** button above the project list.
2. At the prompt for confirmation, either:
   - Click **OK** to delete the project(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Project screen without deleting the project(s).

Deploy a Project

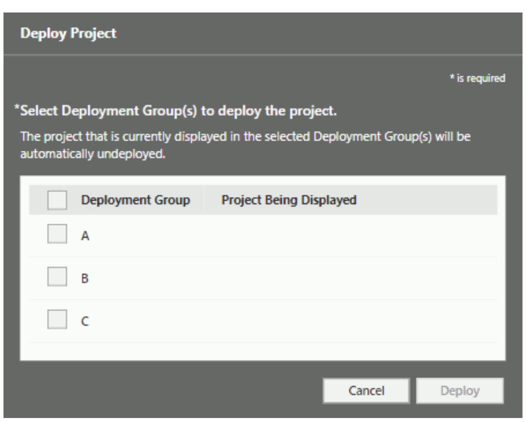
Note: It is always highly recommended that you click on the Preview button at the top right of the Project Editor to generate a preview of the portal displays before deploying a project to the Pro:Centric TVs (see “Preview a Project” on page 25). At the same time, note that although the previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Thus, once you deploy the project, it is also highly recommended that you verify the portal displays on the TVs.

Note: The total available sum of portal data that can be deployed to each TV is limited to 35 MB (including any resources, such as fonts, music files, channel icons, smart apps icons, etc.) per the TV’s memory capacity. If you attempt to deploy a project that exceeds that limit, the server will display an error message.

Note: If you make changes to settings/data used on the TVs (for example, to Channel Map settings, smart apps settings, weather data, etc.), re-deploy any existing project(s).

In order to deploy a project, you need to select a deployment group. By default, all TVs are assigned to Deployment Group A. See “Deployment Group Settings” on pages 80 to 81 for information on modifying deployment group assignments.

1. You can deploy a project either from the Project screen or from the Project Editor:
    - If the Project screen is currently on display, click on the (Deploy) button at the right of the project you wish to deploy.
    - If you are already working in the Project Editor, click on the (Deploy) button at the top right of the Project Editor screen to deploy the currently open project.
2. In the Deploy Project pop-up window, select the appropriate deployment group(s). Either:
    - Click the checkbox at the left of each deployment group to which the project will be deployed.
    - Click the checkbox at the left of the Deployment Group header to select all three groups, as applicable.



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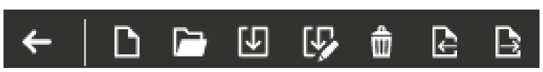
3. Then, either:
   - Click **Deploy** to deploy the project. If you deploy the project from the Project screen, the server will immediately execute the deployment, and you will see a notice that the project deployed successfully. If you are deploying the project from the Project Editor, a confirmation pop-up window will be displayed; continue with step 4.
   - Click **Cancel** to return to the Project screen or the Project Editor, as applicable, without deploying the project.
4. (Project Editor only) At the prompt for confirmation, either:
   - Click **Deploy** to deploy the currently open project. A progress indicator will be displayed as the project is deployed.
   - Click **Cancel** to return to the Project Editor without deploying the project.

TVs must reboot before the new portal/updates will be displayed. Typically, each TV will reboot during its once daily update event. See “Configure the Power Mode Setting” on page 86 for further information.

Project Editor Menu Options

This section describes the options available in the menu bar at the top of the Project Editor screen.



Exit Editor

To exit the Project Editor and return to the Project screen, click on the “Exit Editor” button in the Project Editor menu bar.

If you are currently working on a project that has not been saved, a prompt for confirmation to exit will be displayed. Either:

- Click **OK** to exit. All previously unsaved changes will be saved.
- Click **Cancel** to remain in the Project Editor.

New Project

To create a new project, click on the “New Project” button in the Project Editor menu bar. A Create New pop-up window will be displayed, and you can create the new project (see “Create a New Project” on pages 13 to 14, as required for additional information).

Note: If you are currently working on a project that has not been saved, a prompt for confirmation will be displayed. See also “Exit Editor” above.

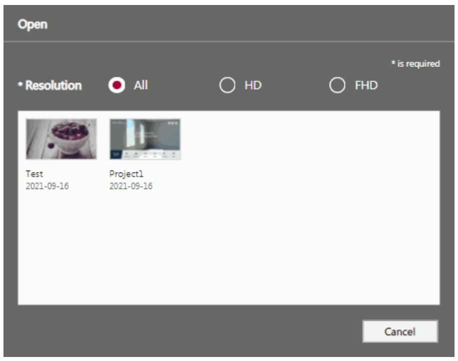
Open Project

To open an existing project, click on the “Open Project” button in the Project Editor menu bar. In the Open pop-up window, select the desired project. If you want to filter the list of existing projects by resolution, you can select either HD or FHD at the top right of the pop-up window, as desired.

Note: You can also press **<Ctrl>** + **o** on the keyboard to launch the Open pop-up window.

Note: If you are currently working on a project that has not been saved, a prompt for confirmation will be displayed. See also “Exit Editor” above.

Note: If a project has been deployed, you will see a deployed project icon on the project thumbnail, as shown in the example below.



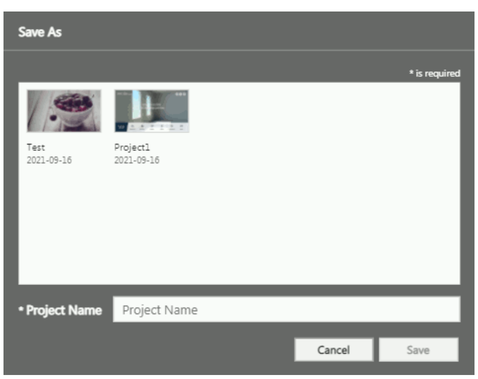
Save Project or Save As...

To save an existing project, click on the “Save Project” button in the Project Editor menu bar. A brief pop-up message displayed at the top of the canvas area of the screen will indicate that the project was saved successfully.

Note: You can also press **<Ctrl>** + **s** on the keyboard to save the current project.

To save an existing project under a new name, click on the “Save As” button in the Project Editor menu bar. In the Save As pop-up window, type a new project name in the Project Name field at the bottom of the window, and then click **Save** (or click **Cancel** to return to the Project Editor without saving the new project name).

Note: See “Create a New Project” on pages 13 to 14 for information on project name restrictions.



Delete Project

To delete the currently open project, click on the “Delete” button in the Project Editor menu bar.

At the prompt for confirmation, either:

- Click **OK** to immediately delete the project.
- Click **Cancel** to return to the Project Editor without deleting the project.

Project Administration & Project Editor (Cont.)

Import Project

This option enables you to import a project that was previously exported from the Project Editor (see “Export Project” below), either to create a new project or to update an existing project.

To import an existing project, click on the “Import” button in the Project Editor menu bar. In the Open pop-up window, select the desired project “.zip” file to import, and click **Open**.

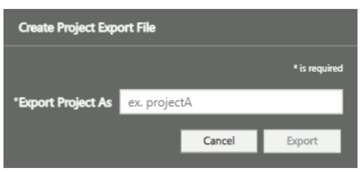
The import may take a minute or two, depending on the size of the file being imported. When the import is complete, a pop-up message displayed at the top of the canvas area of the screen will indicate that the project was imported successfully.

Export Project

This option exports a project to a “.zip” file that can be imported back to this server or to additional servers, as required.

To export the currently open project, click on the “Export” button in the Project Editor menu bar.

In the Create Project Export File pop-up window, type a brief descriptive name for the project, and then click **Export** (or click **Cancel** to return to the Project Editor without exporting the project).



Note: Only letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and hyphen and underscore (- and _) characters may be entered in the Export Project As field. Do not use spaces or any other alternative or special characters (?, :, /, \, etc.) in this field.

Note: Depending on your browser settings, you may choose the download location. However, if you have automatic downloads set up, the project file will be saved to the default download folder on your PC.

Portal Color Themes

Note: Color themes are not available for projects created using templates.

Several color themes are available for selection in the Project Editor when you create a project “On Blank.” Each color theme provides pre-defined color attributes for widget borders, backgrounds, etc. (see color theme attributes example below). You may select a color theme when you initially create a project (see “Create a New Project” on pages 13 to 14), or you may select a color theme while you are editing your project.

The following steps describe how to select a color theme and/or modify its attributes within the Project Editor.

1. Click on the color bar at the top left of the canvas area. A drop-down list of available color themes will be displayed below the color bar, and you can click on the desired color theme to select it.

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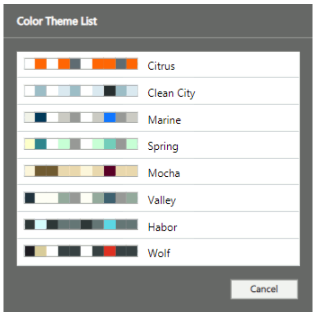
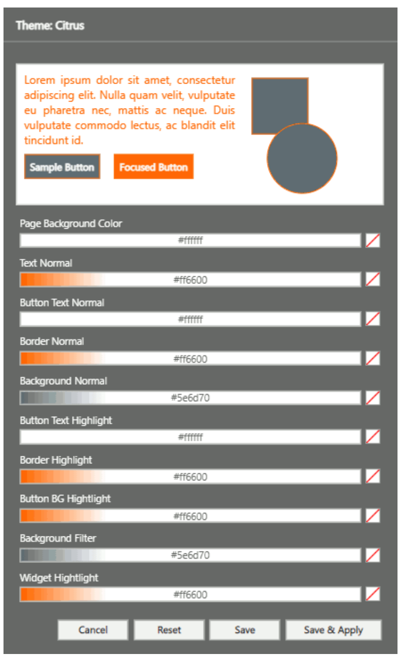


2. Once you click on a color theme, its attributes are displayed, and you can modify any of the colors, as required.



Click within the field of any of the colors you wish to modify, and then select the desired color from the pop-up Color Picker (see example under "Selecting Colors" on page 34).

Note: If you would like to clear a color at any time, click the (Clear) button at the right of the appropriate color field. This will make the color transparent.

3. When you have completed any changes, as required, either:
   - Click **Save** to save any modifications to this color theme.
   - Click **Save & Apply** to immediately apply the color theme to the currently open project.
   - Click **Reset** to restore the theme's default colors.
   - Click **Cancel** to return to the currently open project without making any changes.

Portal Page Administration

Each project has a default first page titled “Portal.” You may not alter the name of or delete this page. Each project also has an associated, customizable channel banner, which takes the place of the TV’s standard channel banner. See “Channel Banner Attributes” on page 31 for further information.

The following sections describe how to add, rename, or delete a portal page, as well as how to move portal pages up or down within the portal and how to copy a page from one project into another.

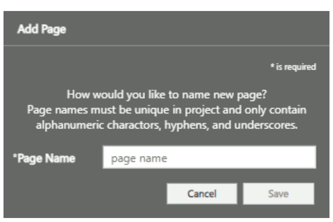
Add a Portal Page

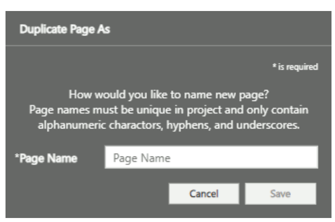
You may either add a new page from scratch or duplicate an existing page.

1. In the Portal Map section at the top left of the Project Editor screen:
   - To add a new page that is not based on an existing page, click on the **Add Page** link.
   - To duplicate an existing page, click on the button at the right of the portal page you would like to duplicate.

     Note: This option duplicates the page within the existing project. If you would like to copy a page from the current project into another existing project, see “Additional Menu Options for Portal Pages” below.
2. In the subsequently displayed Page Name field, type a name—up to 32 characters—for the new page. Each portal page must have a unique name. See also note below.

   Note: Only letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and hyphen and underscore (- and _) characters may be entered in the Page Name field. Do not use spaces or any other alternative or special characters (?, :, /, \, etc.).





3. Click **Save** below the Page Name field to create the new page (or click **Cancel** to return to the Project Editor without saving the new portal page).

A brief pop-up window displayed on the screen will indicate that the page was created successfully, and then the page will reload.

Delete a Portal Page

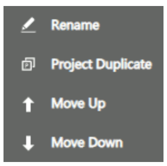
1. Click on the button at the right of the portal page you would like to delete.
2. In the confirmation pop-up window, either:
   - Click **Yes** to delete the portal page immediately.
   - Click **No** to return to the Project Editor without deleting the selected portal page.

Additional Menu Options for Portal Pages

Additional portal page options enables you to rename a portal page, move pages up or down within the portal, and/or copy a portal page from one project to another.

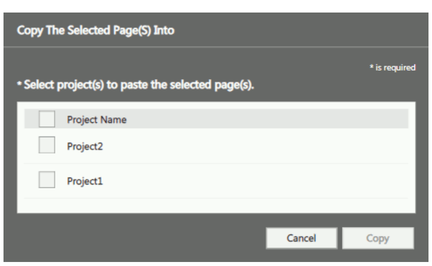
1. Click on the ⋮ button at the right of the portal page you would like to rename, move, and/or copy to another project.

   A drop-down menu of additional options will be displayed.



2. Select the desired option:
   - Rename: This option enables you to rename the page. In the Rename Page pop-up window, type the new name—up to 32 characters—for the page. Remember that each portal page must have a unique name and that only letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and hyphen and underscore (- and _) characters may be entered in the Page Name field. Do not use spaces or any other alternative or special characters (?, :, /, \, etc.).

     Click **Save** at the bottom of the pop-up window to save your change (or click **Cancel** to return to the Project Editor without saving the new page name). If you opt to save the change, a brief pop-up message displayed on the screen will indicate that the page was renamed successfully, and then the page will reload.
   - Project Duplicate: This option enables you to copy a page from the currently open project into another existing project (on the same server). In the Copy The Selected Page(s) Into pop-up window, select the project(s) into which you would like to copy this portal page.



     Click **Copy** to duplicate the page in the selected project(s) (or click **Cancel** to return to the Project Editor without copying the portal page). If you opt to copy the page, a confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Move Up/Move Down: This option enables you to alter the order in which the portal pages are displayed.

     Note: Moving portal pages up and down can also be achieved via a simple drag and drop function. In the Portal Map section of the screen, use your mouse to hover over the area at the left of the portal page you would like to move. As soon as you see the “hand” icon, you can drag the page to its desired position.

Build Portal Content

Note: If your system supports features such as multiple languages, weather, etc., make sure to create the appropriate portal pages, so that the options associated with these features/capabilities are available to end users. For example, if more than one language has been added in the Admin Client, make sure to create a portal page that will allow users to select the language in which to view the Pro:Centric portal pages.

Editing tools and widgets enable you to customize each portal page. The following procedure provides an overview of the process to create and/or modify portal content. Canvas attributes and widgets are described and illustrated in further detail in later sections, as indicated in the steps below.

1. Add the required portal page(s), as necessary. See "Portal Page Administration" on pages 22 to 23.
2. To customize the canvas attributes of the portal page currently on display, right-click anywhere within the canvas area. (Canvas area in this case denotes any portion of the portal page that is not currently populated with widget content.)

   Canvas attributes will be displayed in a pop-up window, and you can select or edit the background color and/or a background image. See "Canvas (Page) Attributes" on pages 29 to 31 for additional information. Make sure to click **Save** in the pop-up window to save and apply your selections.
3. Use the widgets at the left of the Project Editor screen to assemble and arrange the content of each portal page, as required. Widgets are organized by category, and you can click on a desired category to view the widgets that are available.
   - To add one or more widgets to the canvas area of the screen, either click the ⊞ button associated with the desired widget(s) or simply use your mouse to drag and drop the desired widget(s) from the Widgets panel to the canvas. Then, right-click on and use the editing tools (displayed in a pop-up window) to customize the widget(s) to your specifications. Make sure to click **Save** in the attributes pop-up window to save and apply your selections.

     To modify an existing widget, right-click on and use the editing tools (displayed in a pop-up window) to customize the widget to your specifications. Click **Save** in the attributes pop-up window to save and apply your selections.
   - To move a widget on a portal page, click on the desired widget. As soon as you see either the "hand" icon or the ✥ icon, you can drag the widget to its desired position.

   Note: See "Basic Widget Functions" on pages 32 to 38 for additional information and/or Reference section, "Project Editor Widget Attributes" on pages 154 to 168 for additional information on widgets.
4. To customize the channel banner attributes, click on the **Channelbanner** system page under the Portal Map listing, click on the channel banner element (in the canvas area) that you wish to modify, and then right-click on that element to view the attributes available for editing. See "Channel Banner Attributes" on page 31 for further information. Make sure to click **Save** in each pop-up window to save and apply your selections.
5. When you are finished with your activities, click on the "Save Project" button in the Project Editor menu bar or press **<Ctrl>** + **s** on the keyboard to save your content.

   Note: It is typically recommended that you save your content periodically to avoid any potential data loss in the event of a network interruption.

Preview a Project

Click on the button at the top right of the Project Editor screen to view a preview of the current project. The preview will be displayed in a new window, and you can use the remote emulator and/or the links provided to view each portal page.

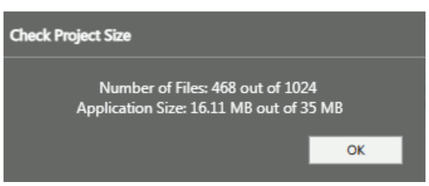
Note: It is always highly recommended that you click on the Preview button at the top right of the Project Editor to generate a preview of the portal displays before deploying the project to the Pro:Centric TVs (see also “Deploy a Project” on pages 17 to 18). At the same time, note that although the previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Thus, once you deploy the project, it is also highly recommended that you verify the portal displays on the TVs.

Check the Project Size

The server will calculate the number of project files in use and the size (in MB) of the current application.

1. Click on the button at the top right of the Project Editor screen to check the size of the current project.
2. At the prompt for confirmation to proceed, click **OK** to continue (or click **Cancel** to return to the current project without checking its size).

   A pop-up progress window will be displayed while the data is calculated. This may take up to two minutes, depending on the scale of the project. When the calculation is complete, size data will be displayed in a pop-up window, for example:



3. When you are finished, click **OK** to close the pop-up window.

Project Settings

1. Click on the button at the top right of the Project Editor screen.
2. In the Project Settings pop-up window, you can:
   - Map the INFO key on the Pro:Centric remote control to the channel banner or any one of the portal pages. Click the down arrow at the right of the field, and select the desired option.
   - Map the GUIDE key on the Pro:Centric remote control to either a project page, a logical channel, or a native guide, in accordance with the broadcast network setting. If you select “Project Page” or “Logical Channel,” an additional data field will be displayed below the Guide field, so that you can choose the project page or specify the logical channel, respectively.

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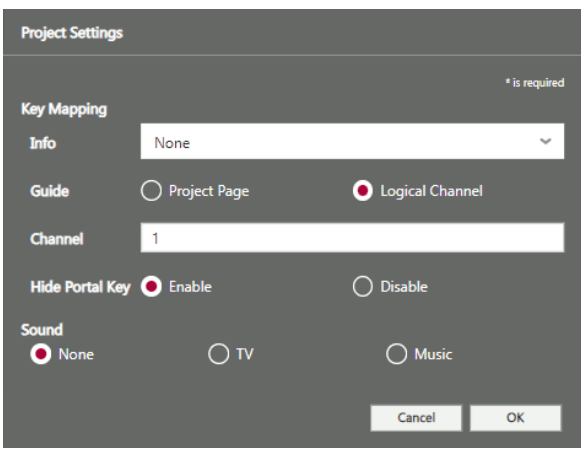
- To map the GUIDE key to a project page, click the radio button at the left of **Project Page**. Then, click the down arrow at the right of the Project Page field (displayed below the Guide field), and select the desired project page from the drop-down list of options.
- To map the GUIDE key to a user-defined logical channel, click the radio button at the left of **Logical Channel**, and then type the desired channel number in the Channel field (displayed below the Guide field).
- (DVB broadcast network only) To map the GUIDE key to the native DVB network EPG, click the radio button at the left of **Native Guide**.

• Choose whether or not to prevent users from hiding/exiting the portal using the PORTAL or EXIT keys on the Pro:Centric remote control. If disabled, the portal displays continuously. Click the radio button at the left of the desired option to select it.

• Choose the sound that will be played when the portal is on display (default = None). Click the radio button at the left of the desired option to select it. If you select “TV,” the TV sound will be audible when the portal is on display. If you select “Music,” a Select Background Music field will be displayed. Click the down arrow at the right of the field, and select the desired music file from the drop-down list of music files that have been uploaded to the Admin Client (see “Music Administration” on pages 61 to 62).



3. When you are finished, click **OK** to save your selections (or click **Cancel** to return to the current project without changing the deployment settings).

Note: See also “Deploy a Project” on pages 17 to 18 for further information.

Multi-language Editor

This option allows you to edit text for multiple widgets on multiple portal pages in one editor. Text fields will be available for each language that has been added to support the property (see “Language Settings” on pages 86 to 88).

1. Click on the button at the top right of the Project Editor screen.

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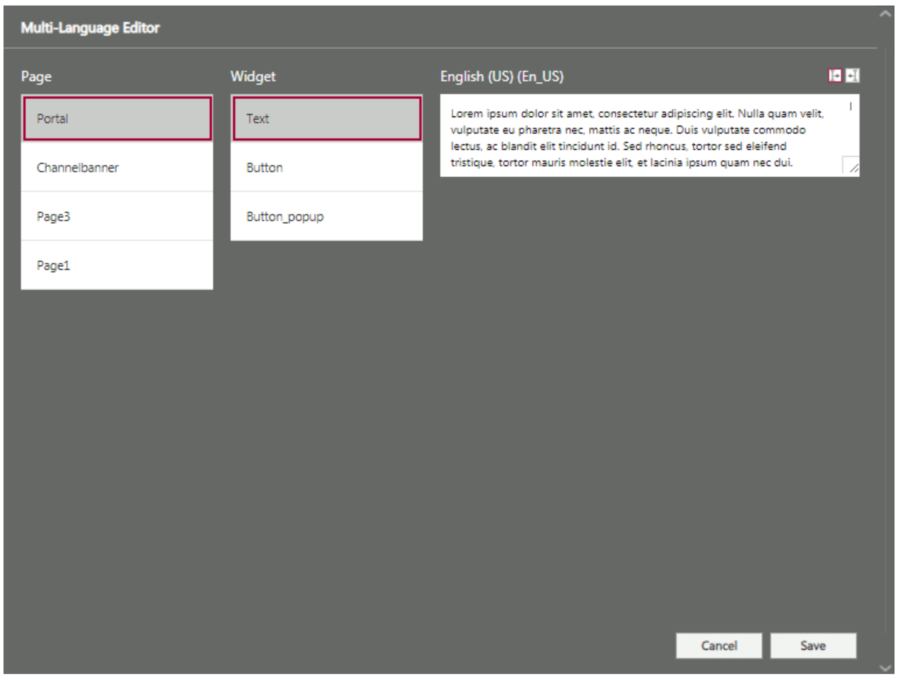
2. In the Multi-language Editor pop-up window, you can:
   - Select/highlight the desired portal page in the Page column at the left of the window.
   - Select/highlight the desired widget in the Widget column at the left of the window.
   - Add/edit text for each language, as necessary, in the language fields at the right of the window.



3. When you are finished, click **Save** to save the text (or click **Cancel** to return to the current project without changing text).

Room Type Settings

While IoT widgets can be placed on any portal page, this option enables you to set room types for the IoT feature. See also “Room Type Administration for the IoT Feature” on pages 138 to 148. Room Type Settings are useful when there are several types of rooms (for example, Single, King, Deluxe, etc.) with the same layout. This setting provides more options for the IoT feature, as it supports an unlimited number of room types per project. When you complete pairing on the TV(s) (see “Enable the IoT Feature” on pages 145 to 148), you will be able to select the appropriate room type group in the IoT Group field of the IoT Pairing screen.

You must create room type groups before you can assign IoT types to portal pages as described below. The page(s) with a room type setting will only display on the TV(s) that have been paired to see group as indicated above.

1. Click on the  button at the top right of the Project Editor screen.

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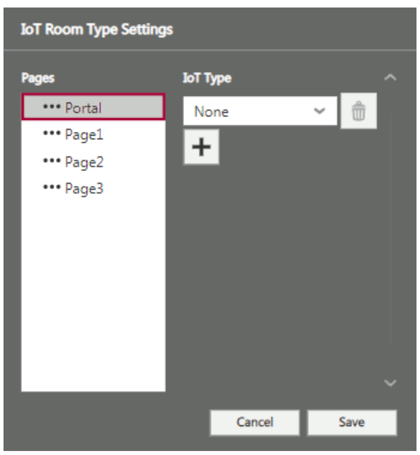
2. In the IoT Room Type Settings pop-up window, you can select IoT types for different portal pages:
   - Select/highlight the desired portal page at the left of the window.
   - Click the down arrow at the right of the IoT Type field on the right side of the window, and select the desired option (these are the room type groups configured in the Room Type screen).
   - If you would like to add multiple IoT types to the selected portal page, click on the + button at the right of the last IoT Type field. To delete an IoT type, click on the button at the right of the IoT type to be deleted. Note that each IoT type can only be assigned to one page.



Note: While building portal content, add one or more Button widgets that have "IoT Page" focus and/or click action so that users can access the IoT feature/portal page.

3. When you are finished, click **Save** to save your selections (or click **Cancel** to return to the current project without saving the room type settings).

Voice Recognition Settings

This option allows you to set up voice recognition features for the portal.

Note: This feature requires that a microphone array be connected to the TV(s). Contact your service representative for further information.

Note: If an external Voice Recognition / Alexa for Hospitality server has been added for this system, see also "Voice Recognition Attributes Administration" on pages 133 to 134 for information on setting/modifying voice recognition ID attributes.

1. Click on the button at the top right of the Project Editor screen.
2. In the Voice Recognition Settings pop-up window, you can:
   - Select/highlight the desired portal page in the Page column at the left of the window.
   - Click the down arrow at the right of the Voice Intent field on the right, and select the desired voice recognition ID.

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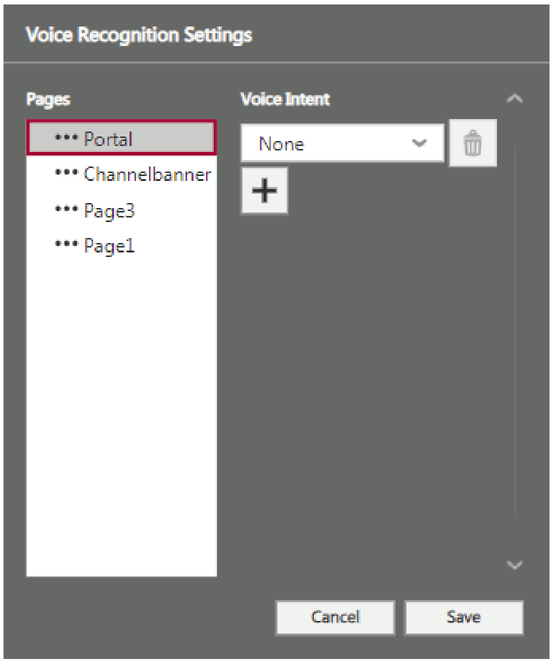
- If you would like to add multiple voice recognition IDs to the selected portal page, click on the + button at the right of the last Voice Intent field. To delete a voice recognition ID, click on the button at the right of the voice recognition ID to be deleted.



3. When you are finished, click **Save** to save the text (or click **Cancel** to return to the current project without saving the voice recognition settings).

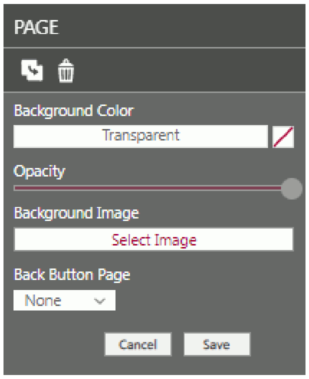
Canvas (Page) Attributes

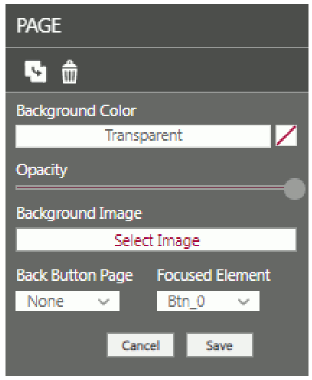
This section provides an overview of the available canvas (page) attributes. To customize the canvas attributes, right-click anywhere within the canvas area. Canvas (page) attributes will be displayed in a pop-up window, and you can modify the background features listed below.

Note: Always make sure to click the **Save** button at the bottom right of the pop-up window to save and apply your selections (or click **Cancel** to close the pop-up window without saving your updates).

The example on the left below shows standard canvas (page) attributes that are applicable for all portal pages. The example on the right shows canvas (page) attributes for a portal page that has one or more widgets with interactive/navigation features. In the latter case, a Focused Element field will enable you to select the widget that should be the initial focus when the portal page is loaded.

Project Administration & Project Editor (Cont.)





- Background Color: Click within the Background Color field, and then select the desired background color from the pop-up Color Picker (see example under “Selecting Colors” on page 34).

  Note: By default, the canvas background color is set to “transparent,” which means that live TV will be displayed in the background of the portal page. You can select a color or an image for the page background, if desired (see bullet below). If you would like to return to the default background color (transparent) at any time, you can click the (Clear) button at the right of the Background Color field.

- Opacity: This setting determines the transparency of the selected background color, i.e., is the Alpha component of RGBA. (This field is not applicable if the background color is transparent.) Use your mouse to drag the opacity slider to the desired level.

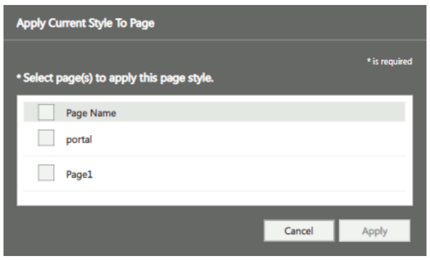
- Background Image: This field enables you to choose a background image. You may upload a new image or select an image that has already been uploaded to the Admin Client (see “Image Administration” on pages 57 to 60). Click on the **Select Image** button to view a pop-up list of the uploaded images (see also “Selecting Images” on page 35). If necessary, upload the desired image file. To select the image for the page background, click the checkbox at the left of the image you wish to use, and then click on the **Select** button at the bottom right of the pop-up window.

  Note: After you save and apply a background image selection, you can re-access the canvas attributes to select additional image-specific attributes. Newly available fields will enable you to specify how many times to repeat the image (as wallpaper), how much to stretch the image, how much extra space to leave above and at the left side of the image, whether or not to center the image on the canvas, and how and at what speed to transition to the image once the portal page is on the screen.

- Back Button Page: This field determines the function of the BACK button on the Pro:Centric remote. Click the down arrow at the right of the field, and select “None” or “Channelbanner” or a specific portal page, as desired.

- Focused Element: This field only appears in the attributes pop-up window if one or more widgets with interactive/navigation features is present on the portal page. Click the down arrow at the right of the field, and select the desired element ID.

- : This option (Copy & Paste) enables you apply the canvas (page) attributes you select/specify here to other pages in this project. When you click on this button, an additional pop-up window is displayed, and you can select the page(s) (or click the checkbox at the left of the Page Name header to select all existing pages) into which you would like to copy these attributes.

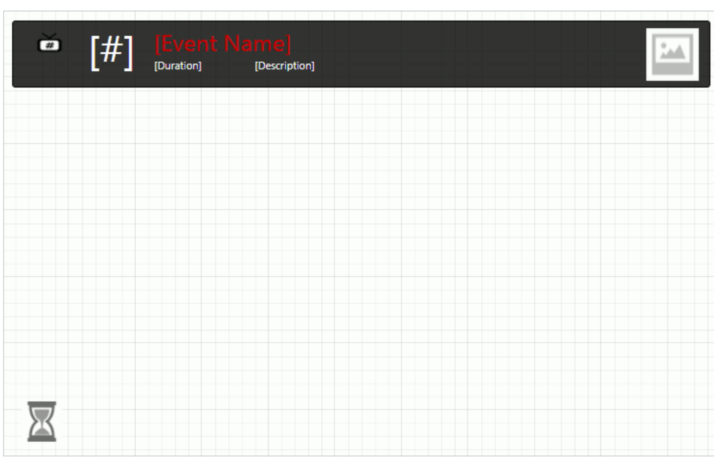


When you are ready to continue, click **Apply** to copy the attributes to the selected page(s) (or click **Cancel** to return to the PAGE attributes window without copying the page attributes to additional pages). If you click **OK**, a confirmation pop-up message will be briefly displayed.

- : This option (Reset) enables you to reset the canvas (page) attributes to their default values.

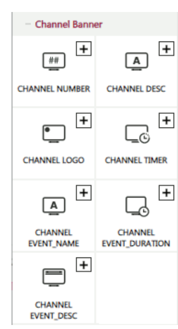
Channel Banner Attributes

This section provides an overview of the channel banner attributes. This channel banner will be displayed, in place of the TV’s standard channel banner, during channel changes. Each element of the channel banner has customizable attributes. Click on the element (see sample canvas below) that you wish to modify, and then right-click on that element to view the attributes available for editing.



Channel Banner Canvas

Channel Banner Widgets



Channel Banner widgets are also available in the Widgets panel. See example above. If you delete one of the default channel banner elements and decide you would like to add it back at a later time, you can drag the widget from the Widgets panel to the channel banner canvas. It is only possible to add one copy of each channel banner element to the channel banner. In addition, the only other widgets that may be added to the channel banner are Basic Elements widgets (see also note below); all other widgets are unavailable.

Note: Always make sure to click **Save** in each pop-up attributes window to save and apply your selections (or click **Cancel** to close the pop-up window without saving your updates). For additional information on functions that are common to all attribute pop-up windows shown in this section, see "Basic Widget Functions" on pages 32 to 38. However, note that the "Copy & Paste" function is not applicable for channel banner-specific elements, since the channel banner elements may only be used with the channel banner.

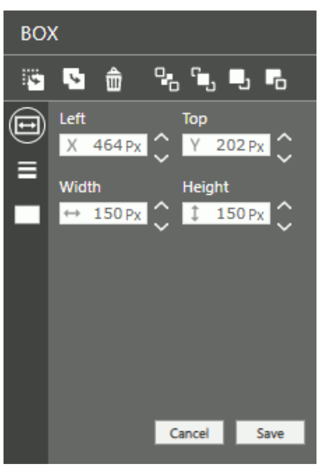
Note: The channel logo shown in the channel banner display is based on the icon selected during the Channel Map configuration (see "Pro:Centric Channel Map Configuration" on pages 90 to 106). You may, however, modify its left and top position attributes.

Note: Position attributes, though shown/available for the channel timer, are not applicable, as the timer itself is not displayed on-screen. The default element "timeout" attribute for the channel timer determines the amount of time, in seconds, for the channel banner to be displayed.

Basic Widget Functions

This section describes the basic functions that are applicable to all widgets. Refer to Reference section, "Project Editor Widget Attributes," on pages 154 to 168 for additional information on the available widgets.

- To add one or more widgets to the canvas area of the screen, simply use your mouse to drag and drop the desired widget(s) from the Widgets panel to the canvas.
- To customize a desired widget's attributes, select and right-click on the widget. The widget attributes will be displayed in a pop-up window, and you can use the editing tools provided to customize the widget to your specifications.

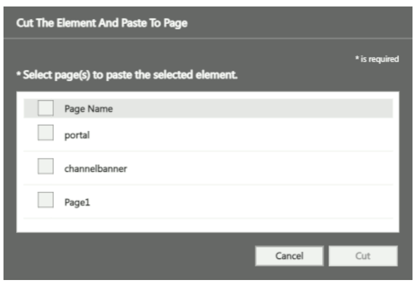


Attribute Window Menu Options

At the top of each attributes pop-up window, the following menu options are typically available.

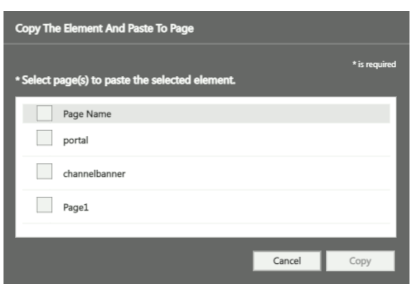
- Cut & Paste ( ): Enables you to cut the widget from the current page and copy it to another portal page. When you click on the button, a second pop-up window will be displayed. Choose the portal page to which to paste the widget, and click **Cut**.

  Note: When a widget is selected, you can also press **<Ctrl>** + **x** on the keyboard to launch the "cut and paste" pop-up window.



- Copy & Paste ( ): Enables you to copy the widget to another portal page. When you click on the button, a second pop-up window will be displayed. Choose the portal page to which to paste the copy, and click **Copy**.

  Note: When a widget is selected, you can also press **<Ctrl>** + **c** on the keyboard to launch the "copy and paste" pop-up window.

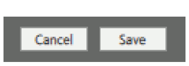


- Delete ( ): Removes the widget from the canvas.

  Note: When a widget is selected, you can also delete it using the **Delete** key on the keyboard.

- Send to Back ( ), Bring to Front ( ), Move Forwards ( ), and Move Backwards ( ): Enables you to adjust layering on the portal page. You can send the widget to the back, bring the widget to the front, send the widget one layer down, or send the widget one layer up. Note that these functions are not applicable for all widgets and accordingly will not be displayed in selected pop-up windows.

At the bottom of each attributes pop-up window, **Save** and **Cancel** buttons enable you to save or cancel your updates, respectively.



Project Administration & Project Editor (Cont.)

Moving and/or Expanding a Widget on a Portal Page

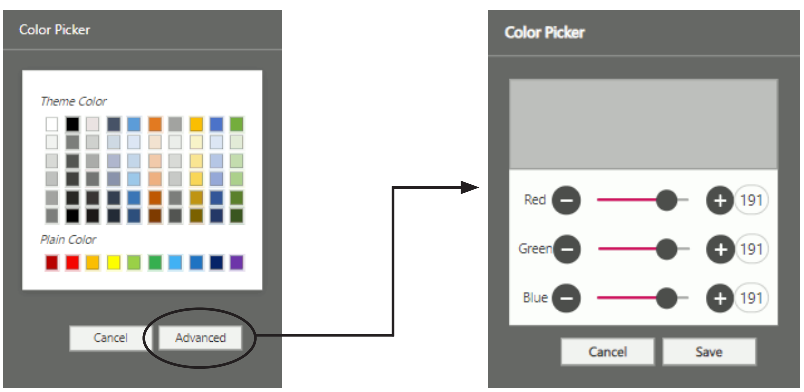
- To move a widget on a portal page, click on the desired widget. As soon as you see either the “hand” icon or the icon, you can drag the widget to its desired position.
- Several widgets have drag and drop expander functionality. If, when a widget is selected, you see the expander icon at the bottom right corner of the widget area, you can simply click on and drag the expander to the change the dimensions of the widget.

  Note: Most widgets also have attribute options for positioning/resizing. See “Attributes Overview” on the following pages.

Selecting Colors

Whenever there is an option to select a color, a Color Picker pop-up window will be displayed. If you select a color from the basic color grid initially on display, the color will be applied immediately.

To display advanced options for manual color adjustment, including RGB color code fields, click on the **Advanced** button at the bottom of the Color Picker. To save and apply manual color adjustments, click **Save** at the bottom right of the Color Picker.



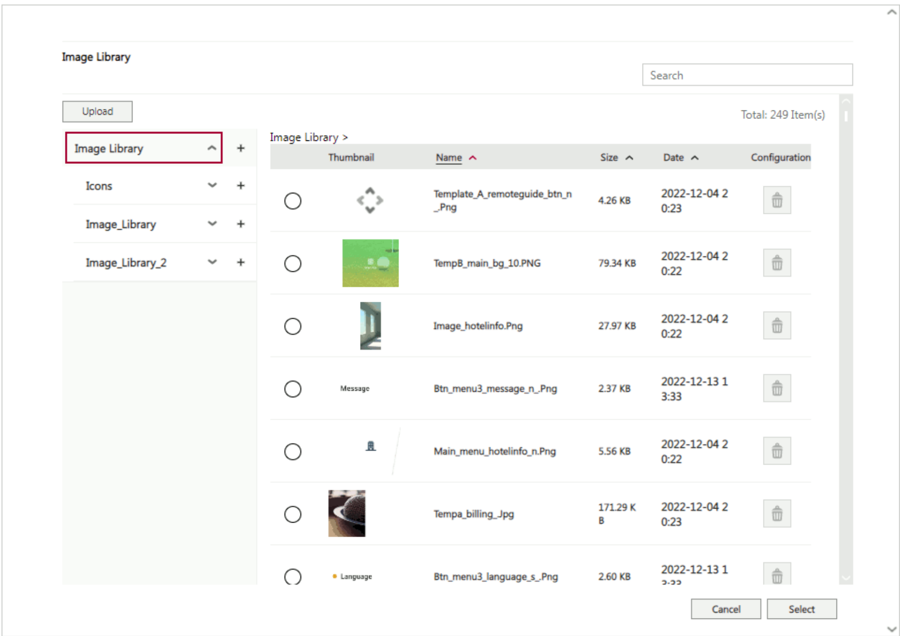
Selecting Images

Note: The total available sum of portal data that can be deployed to each TV is limited to 35 MB (including any resources, such as fonts, music files, channel icons, smart apps icons, etc.) per the TV’s memory capacity.

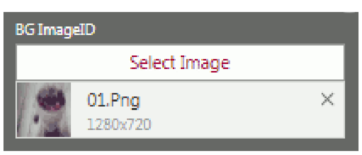
Whenever there is an option to select an image (for backgrounds, maps, etc.), a pop-up list of images that have already been uploaded to the Admin Client is displayed (see “Image Administration” on pages 57 to 60). You may upload a new image or select an image that has already been uploaded. If necessary, upload the desired image file.

To select an image, click the checkbox at the left of the image you wish to use, and then click on the **Select** button at the bottom right of the pop-up window.

Note: Click on a folder, as applicable, to view image files stored within.



Once you select an image, the pop-up list of images will close, and a thumbnail of the image will be displayed below the Select Image button in the attributes window. If you wish to clear the image at a later time, you can simply click on the “X” at the right of the thumbnail.

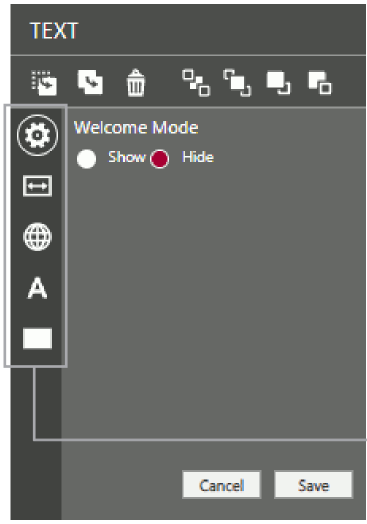


Attributes Overview

To customize a desired widget’s attributes, select and right-click on the widget. The widget attributes will be displayed in a pop-up window, and you can use the editing tools provided to customize the widget to your specifications.

This section provides a brief introduction to the types of attributes that are available in the Project Editor. However, note that not all attribute types are applicable for all widgets. With a widget attributes pop-up window on display, you can see what types of attributes are applicable to the selected widget, for example:

Project Administration & Project Editor (Cont.)



The Text widget has five types of attributes that can be customized.

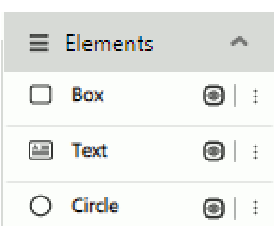
The following table identifies each type (i.e., category) of widget attribute.

Attribute Icon	Description
	Defines default element behavior/characteristics for the widget, for example, the element ID, destination page, etc. For selected widgets, these attributes may also allow you to specify how much data to display (for example, for a date/time stamp), whether to enable guide filters (for example, for the Channel List and EPG widgets), and whether the widget you are currently defining should be the default focus of the portal page (Auto-Enter).
	Defines size (width and height) and position attributes for a widget. In some cases, you may also specify the amount of padding/spacing around the widget and/or widget elements.
	Enables you to create and/or modify text for text boxes, buttons, map pointers, etc. If more than one language has been added to support this property, additional language fields will be available for each text field. Make sure to click on each language field and provide the appropriate text to support each language. **Note:** If text has not yet been provided for a language, you will see a icon at the right of the applicable language header, for example, French.
	Defines text attributes, for example, font type, font style, font size, font color, text alignment, etc.
	Defines border attributes, for example, border type, border width, border color, border radius (for rounded corners), etc.
	Enables you to select an image. In selected cases, you may also be able to specify the alignment for the image.
	Defines background attributes, for example, background images (where applicable), background colors, opacity, etc.

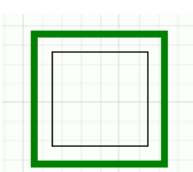
Attribute Icon	Description
	Defines overlay/filter attributes, for example, background color, opacity, filter color, font color, border color/type/width, etc.
	Defines inner focus attributes for interactive elements, such as highlighted buttons or list items. Typically provides options for border color/width/style, font color/size/style, etc.
	Navigation fields are applicable when there are multiple widgets on a portal page and determine the direction of navigation from one widget to another when the user presses the Up/Down/Left/Right arrow keys on the remote control. If you wish to specify a navigation direction that is not the arrow's default navigation direction or if you wish to revert to the arrow's default navigation, you can select the appropriate navigation option, typically: default, none, or a specific element ID (additional widgets on the portal page will be identified by their element IDs).
	Defines outer focus attributes, for example, focus color, shadow, and blur. Typically applicable for widgets that are associated with specific features (for example, the channel guide). When a widget with outer focus attributes is selected, the focus encircles the widget.
	Enables you to select a focus action or click action for an interactive element.

Elements Window

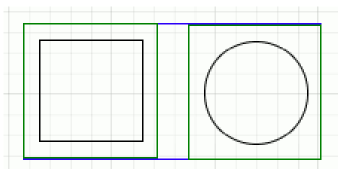
The Elements Window at the top right of the canvas area (see example below) provides a listing of the widgets that have been placed on the current portal page and enables you to change the order of layers, select multiple widgets at one time to move/cut/copy, and/or hide layers.



- When you hover over or click on an item in the Elements Window, the applicable widget will be highlighted with a green outline, for example:



- Altering the order in which the widgets are layered is a simple drag and drop function in the Elements Window. Use your mouse to hover over the widget you would like to move. As soon as you see the ✥ icon, you can drag the widget to its desired layer position.
- If you would like to select multiple widgets at one time to move, cut and paste, copy and paste, or delete, hold down the **<Shift>** or **<Ctrl>** key on your keyboard, and then click on the desired elements in the canvas area or Elements Window. The following example shows that the Box and Circle widgets on the page are selected in the canvas area.

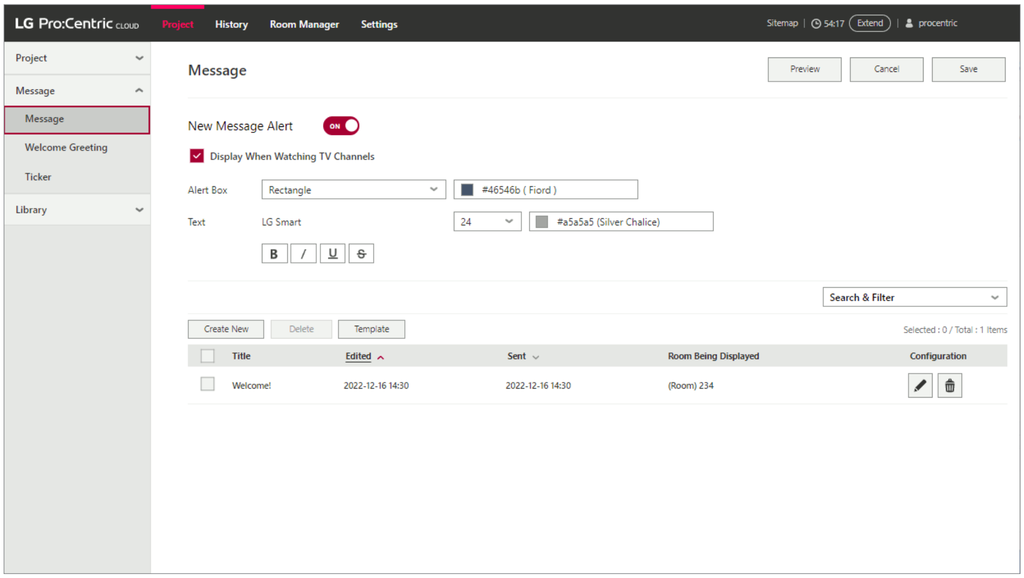


You can now simply drag the widgets on the page (use your mouse to hover over the widgets and you will see either the "hand" or ✥ icon); you can press **<Ctrl>** + **x** on the keyboard to launch the "cut and paste" pop-up window; you can press **<Ctrl>** + **c** on the keyboard to launch the "copy and paste" pop-up window; or you can press the **Delete** key on the keyboard to delete the selected widgets. See also "Attribute Window Menu Options" on page 33 to view examples of the "cut and paste" and "copy and paste" pop-up windows.

- The or icon at the right of a widget listed in the Elements Window indicates that the widget is currently visible or invisible in the Editor, respectively. You can click on this icon to alternately make the widget visible/invisible, as required.

Note: This feature is only applied in the Editor and is intended to assist you as you create portal pages for your project. Widgets that remain invisible in the Elements Window *will* be visible on the TV(s) if the project is deployed.

The Message screen enables you to compose messages to be distributed to rooms or groups that have been added in the Room screen or Group screen, respectively. Messages may be distributed to all rooms or individually selected rooms or groups. To view or update messages, click on **Project** in the Admin Client menu bar, and then click on **Message** under the Message category options panel at the left of the screen.



The Message screen displays a listing of the messages that have been sent/saved. For each message, the display also shows the room(s) or group(s) to which the message was sent and the date on which the message was created/edited.

Note: Use the **Search & Filter** field to select advanced search options.

The following subsections describe how to enable this feature and compose, modify, and delete messages.

Enable the Message Feature

In order for the Message feature to be available on the TV(s), the following steps must be performed.

1. Add TVs in the Room screen, as necessary. See “Room Settings” on pages 73 to 75. Group settings are optional; however, if you would like to send messages to groups of TVs, make sure to also add the appropriate group(s) in the Group screen. See “Group Settings” on pages 76 to 79.
2. Add the Message widget(s) to a project in the Project Editor (see “Build Portal Content” on page 24 for further information).
3. Deploy the project with the Message widget(s) from the Project screen or the Project Editor to the TV(s). See “Deploy a Project” on pages 17 to 18 for further information. This step allows the Admin Client to collect detailed TV data.

Note: You can add/update messages as described on the following pages at any time once you have enabled the Message feature.

Message Administration (Cont.)

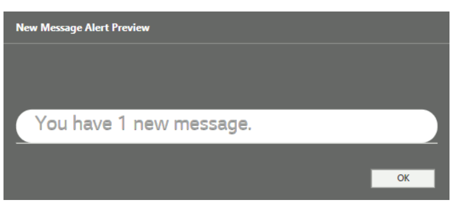
New Message Alert

This option enables you to turn the New Message Alert ON or OFF (default).

Note: There are two ways to let guests know that new messages are available. This section describes how to toggle ON/OFF a message alert pop-up that will be displayed at the bottom of ALL portal pages (see example below). There is also a New Message Indicator widget that enables you to place a New Message Indicator on a specific portal page (see “Message Widgets” on page 161 for further information).

1. Click the “New Message Alert” **ON/OFF** toggle button to change the setting as required.
2. When New Message Alert is set to ON, you may alter the following message attributes:
   - If you want messages to be displayed while end users are watching standard TV channels, click the checkbox at the left of the “Display when watching TV Channels” option.
   - Alert Box fields enable you to select the desired shape and color of the text box. Click the down arrow at the right of the field shape field, and select the appropriate option—rectangle or rounded rectangle.

     If you would like to change the color of the alert box, click within the color field, and then select the desired color from the pop-up Color Picker (see example under “Selecting Colors” on page 34).
   - Text fields enable you to specify the font size, the font color, and the font style. Click the down arrow at the right of the font size field, and select the desired option from the drop-down list; click within the color field to select the desired font color from the pop-up Color Picker; and/or select the desired text formatting—bold, italic, underlined, or strikethrough—as required.
3. (Recommended) Click the **Preview** button at the top right of the Message screen to view a preview of the New Message Alert attributes set in step 2. The following example shows the default settings. Click **OK** to close the pop-up preview when you are done.



4. Click the **Save** button at the top right of the Message screen to save your changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.

Create a Message

1. Click on the **Create New** button above the message list in the lower half of the screen.
2. In the Edit Message pop-up window, complete the following fields:
   - (Optional) Template: If you would like to base your message on an existing message template, click the down arrow at the right of this field, and select the desired template option. The Title and Body fields will be populated with text from the template, and you can use/modify the text, as desired. See also “Create and Manage Message Templates” on pages 43 to 45 for information on message templates.

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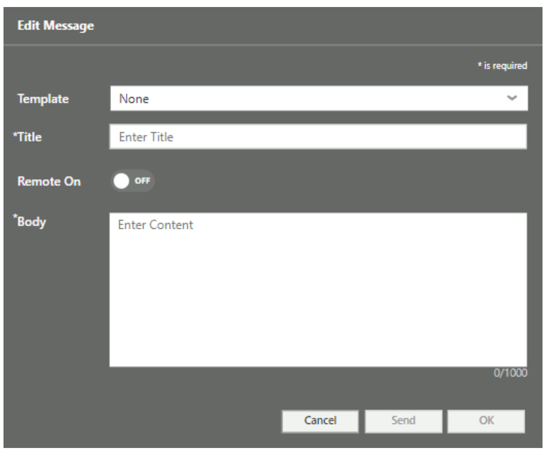
- Title: Type a brief title for the message. This is the text that will be used to identify the message on the Message screen (in the Title column).
- Remote On: This option enables you to specify that the TV(s) should be turned ON forcibly so that an important message can be displayed. Click the **ON/OFF** toggle button to change the setting as required.
- Body: Type the message text (up to 1000 characters). Note that message text must be entered in a language that is supported by the TVs and should not contain any back slash (\) characters. If the text contains characters that are foreign to the TVs, the text may not show properly on-screen, even if it appears to display correctly in the Admin Client portal preview. Also, do not use tabs in the text field.



3. Once you have entered the text, as required, either:
   - Click **OK** to save the message for future use. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Send** if you are ready to send the message. The next step will be to select the appropriate receiving room(s)/group(s). Continue with step 4.
   - Click **Cancel** to return to the Message screen without sending/saving the new message.
4. After you click “Send” in the previous step, a second Edit Message window will be displayed, and you can select the room(s) or group(s) to which the message will be distributed, as follows:
   - In the List Type field, click the checkbox at the left of the desired option—Room (default) or Group. Once you make your selection, a list of Available Rooms or Available Groups, as applicable, will be displayed at the bottom left of the window.

     Note: Only rooms that have been added in the Room screen or only groups that have been added in the Group screen are available for selection (See “Room Settings” on pages 73 to 75 or “Group Settings” on pages 76 to 79). If you want to search for a particular room or group, select the appropriate option in the List Type field, and then use the Search field above the List Type field to search for the desired room/group.

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Message Administration (Cont.)

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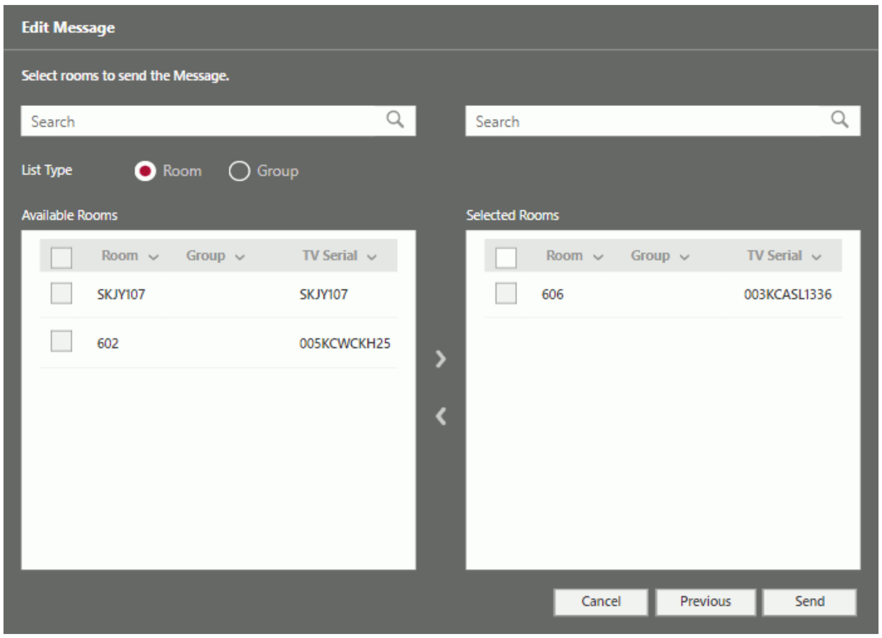
- Click the checkbox at the left of each room or group (depending on your List Type selection) to include. If you want to select all rooms or groups in the list, you can click the checkbox at the left of the Room/Group field in the list header. Then, click on the arrow to transfer the room(s)/group(s) to the Selected Rooms/Groups list at the right of the window.



Note: If you would like to review the message text, you can click on the **Previous** button at the bottom right of the second Edit Message window to return to the initial Edit Message window.

5. Once you have completed your room/group selections, either:
   - Click **Send** if you are ready to send the message. Once the operation is complete, a confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. On the Message screen, you will see the new message in the list of saved messages and the Sent and Room Being Displayed columns will be updated with the appropriate data.
   - Click **Cancel** to return to the Message screen without sending the new message. Note that in this case, the message also will NOT be saved. If you wish to save the message without sending it, return to the previous window, and click **OK** (see steps 2 and 3 above).

Modify a Message

1. Click the button at the right of the message you would like to modify.
2. In the Edit Message pop-up window, modify the message title, remote status, and/or body text as necessary. You can also select a new message template, if applicable. See step 2 of the “Create a Message” procedure above, including the information regarding text considerations.

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3. Once you have completed your edits, either:
   - Go to step 4 to save the modified message without editing the room/group selections.
   - Go to step 5 to review the room(s) or group(s) selected to receive the message.

   Note: Click **Cancel** to return to the Message screen, as necessary.
4. If you do not need to edit the room/group selections at this time, click on the **OK** button in the Edit Message window.

   A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
5. To review the rooms or groups selected to receive the message, click on the **Send** button to proceed to the second Edit Message pop-up window. See also step 4 of the “Create a Message” procedure above.

   If you wish to remove rooms or groups from the Selected column at the right of the window, click the checkbox at the left of each room or group (depending on your List Type selection) to remove. If you want to select all rooms or groups in the list, you can click the checkbox at the left of the Room/Group field in the list header. Then, click on the ‹ arrow to transfer the room(s)/group(s) to the Available Rooms/Groups list at the left of the window.

   Note: Click **Previous** to return to the initial Edit Message window, as necessary, or click **Cancel** to return to the Message screen without sending/saving your changes.

Delete a Message

This option enables you to delete one or more saved messages.

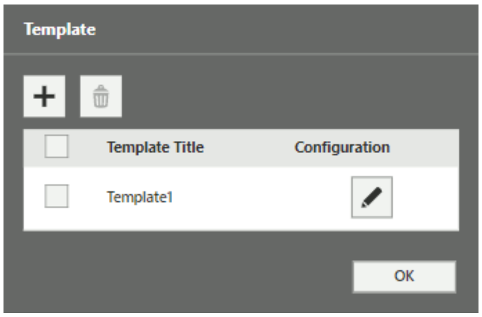
1. Use one of the options below, depending on whether you want to delete only a single message or multiple messages at one time.
   - To delete a single message: Either click the checkbox at the left of the message to delete, and then click the **Delete** button above the message list, or click the 🗑 button at the right of the message to delete.
   - To delete multiple messages: Click the checkbox at the left of each message to delete, and then click the **Delete** button above the message list.
   - To delete all existing messages: Click the checkbox at the left of the Title header to select all messages. Then, click the **Delete** button above the message list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the message(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Message screen without deleting the message(s).

Create and Manage Message Templates

This option allows you to create message templates that you can save and use as a basis for future messages, as desired. To access the Message Template administration facilities, click on the **Template** button above the message list in the lower half of the screen. A Template pop-up window will be displayed (see example below). Any existing templates will be listed in the Template window.

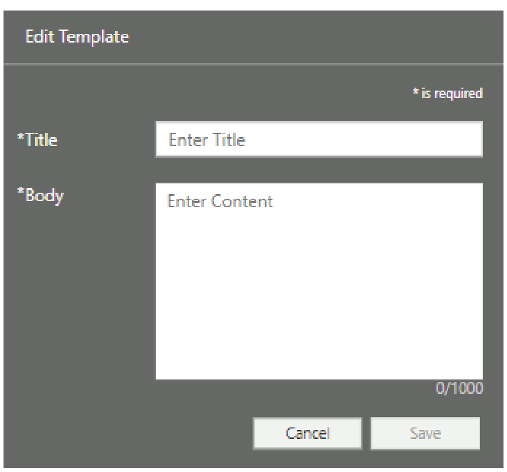
Message Administration (Cont.)

The subsections that follow describe how to create, modify, and delete message templates. To return to the Message screen without performing any message template activities, you can simply click on the **Cancel** button in the Template window.



Create a Message Template

1. Click on the + button at the top of the Template pop-up window.
2. In the subsequent Edit Template pop-up window, complete the following fields:
   - Title: Type a brief title for the template. This is the text that will be used to identify the template (and will be displayed in the Message screen Title column, if you do not specify a different title in the Edit Message window).
   - Body: Type the message text (up to 1000 characters). Note that message text must be entered in a language that is supported by the TVs and should not contain any back slash (\) characters. If the text contains characters that are foreign to the TVs, the text may not show properly on-screen, even if it appears to display correctly in the Admin Client portal preview. Also, do not use tabs in the text field.



3. Once you have entered the text, as required, either:
   - Click **Save** to save the template and return to the Template window.
   - Click **Cancel** to return to the Template window without saving the new template.

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4. Back in the Template window, you can either:
   - Repeat steps 1 to 3 to add additional templates. You can also modify or delete existing templates as needed—see subsections below.
   - Click **OK** to close the Template window and return to the Message screen.

Modify a Message Template

1. In the Template window, click the button at the right of the message template you would like to modify.
2. In the subsequent Edit Template pop-up window, modify the template title and/or body text as necessary. See step 2 of the “Create a Message Template” procedure above, including the information regarding text considerations.
3. Once you have completed your edits, either:
   - Click **Save** to save the template and return to the Template window.
   - Click **Cancel** to return to the Template window without saving the template changes.
4. Back in the Template window, you can either:
   - Repeat steps 1 to 3 to modify additional templates. You can also add or delete existing templates as needed—see subsections above and below.
   - Click **OK** to close the Template window and return to the Message screen.

Delete a Message Template

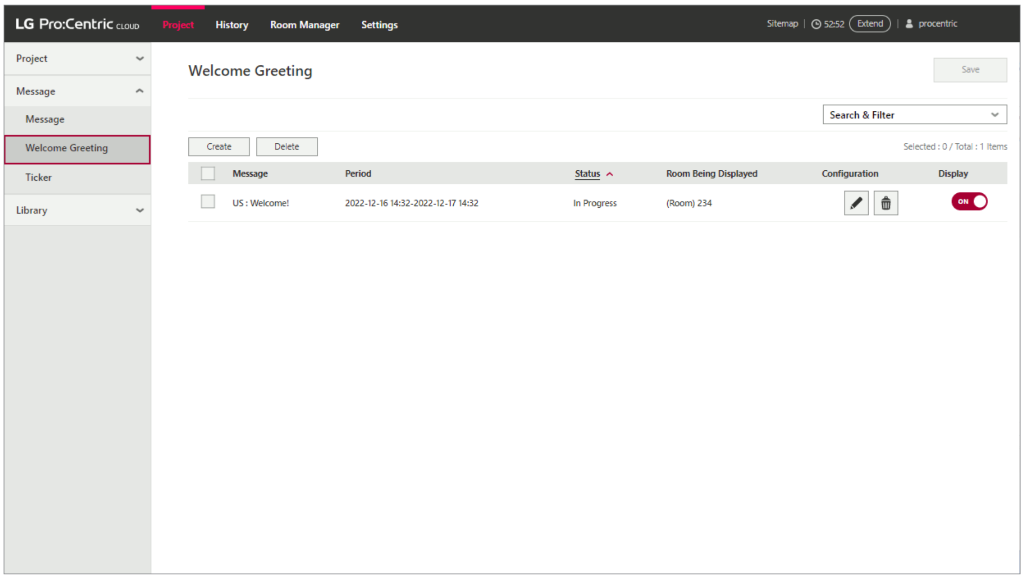
This option enables you to delete one or more saved message templates.

1. In the Template window, use one of the options below, depending on whether you want to delete only a single message template or multiple message templates at one time.
   - To delete one or more templates: Click the checkbox at the left of each message template to delete, and then click the button above the message template list.
   - To delete all existing templates: Click the checkbox at the left of the Template Title header to select all message templates. Then, click the button above the message template list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the selected template(s).
   - Click **No** to return to the Template window without deleting the template(s).
3. You can now either:
   - Add or modify additional templates as needed—see subsections above.
   - Click **OK** to close the Template window and return to the Message screen.

Welcome Greeting Administration

The Welcome Greeting screen enables you to compose welcome greetings to be distributed to rooms or groups that have been added in the Room screen or Group screen, respectively. Welcome greetings may be distributed to all rooms or individually selected rooms or groups.

To view or update welcome greetings, click on **Project** in the Admin Client menu bar, and then click on **Welcome Greeting** under the Message category options panel at the left of the screen.



The Welcome Greeting screen displays a listing of the welcome greetings that have been sent/saved. For each greeting, the display also shows the room(s) or group(s) to which the greeting was/will be sent.

Note: Use the **Search & Filter** field to select advanced search options.

The following sections describe how to enable this feature and compose, modify, and delete welcome greetings.

Enable the Welcome Greeting Feature

In order for the Welcome Greeting feature to be available on the TV(s), the following steps must be performed.

1. Add TVs in the Room screen, as necessary. See “Room Settings” on pages 73 to 75. Group settings are optional; however, if you would like to send greetings to groups of TVs, make sure to also add the appropriate group(s) in the Group screen. See “Group Settings” on pages 76 to 79.
2. Add a Text widget to a project in the Project Editor, and select the “Show” option for Welcome Mode (see “Build Portal Content on page 24 and also Text widget information on page 154 for further information).
3. Deploy the project with the Text widget from the Project screen or the Project Editor to the TV(s). See “Deploy a Project” on pages 17 to 18 for further information. This step allows the Admin Client to collect detailed TV data.

Note: You can add/update welcome greetings as described on the following pages at any time once you have enabled the Welcome Greeting feature.

Turn an Individual Welcome Greeting On or Off

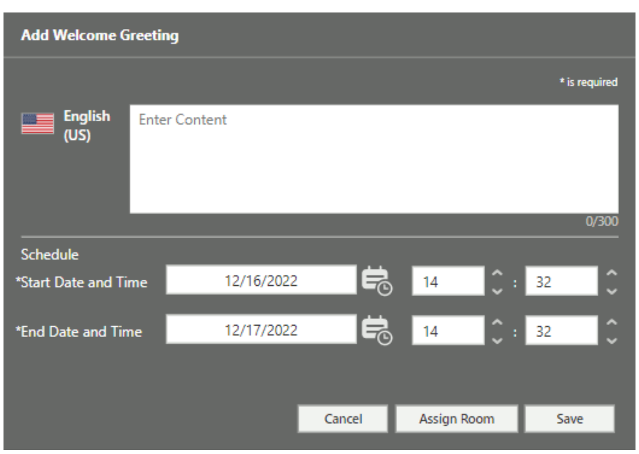
The welcome greeting list may contain greetings that have room/group assignments as well as greetings that do not yet have room/group assignments. For each welcome greeting that does have a room or group assignment, an ON/OFF toggle button will be displayed at the right of the list entry on the Welcome Greeting screen, so that you can change the greeting's display status at any time, without deleting the greeting.

1. To change a welcome greeting's display status, click the **ON/OFF** toggle button at the right of the appropriate welcome greeting.
2. Click the **Save** button at the top right of the screen to save your changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.

Create a Welcome Greeting

1. Click on the **Create New** button above the welcome greeting list in the lower half of the screen.
2. In the Add Welcome Greeting pop-up window, complete the following fields:
   - A text field will be available for each language that has been added to support the property (see "Language Settings" on pages 86 to 88). Type the desired greeting text—up to 300 characters— in each text input field (in the appropriate language).

     Text must be entered in a language that is supported by the TVs and should not contain any back slash (\) characters. If the text contains characters that are foreign to the TVs, the text may not show properly on-screen. Also, do not use tabs in the text field.
   - The Schedule fields determine the date and time interval for displaying the welcome greeting. Click the calendar icon at the right of the Start Date and Time and End Date and Time fields, respectively, to select the start/end dates from a pop-up calendar. Use the arrows at the right of the hour and minute fields to select the appropriate time values.



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Welcome Greeting Administration (Cont.)

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3. Once you have entered the welcome greeting text and selected the schedule, as required, either:
   - Click **Save** to save the greeting for future use. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Assign Room** if you are ready to send the greeting. The next step will be to select the appropriate receiving room(s)/group(s). Continue with step 4.
   - Click **Cancel** to return to the Welcome Greeting screen without sending/saving the new greeting.
4. After you click “Assign Room” in the previous step, a second Add Welcome Greeting window (see example on following page) will be displayed, and you can select the room(s) or group(s) to which the greeting will be distributed, as follows:
   - In the List Type field, click the checkbox at the left of the desired option—Room (default) or Group. Once you make your selection, a list of Available Rooms or Available Groups, as applicable, will be displayed at the bottom left of the window.

     Note: Only rooms that have been added in the Room screen or only groups that have been added in the Group screen are available for selection (See “Room Settings” on pages 73 to 75 or “Group Settings” on pages 76 to 79). If you want to search for a particular room or group, select the appropriate option in the List Type field, and then use the Search field above the List Type field to search for the desired room/group.
   - Click the checkbox at the left of each room or group (depending on your List Type selection) to include. If you want to select all rooms or groups in the list, you can click the checkbox at the left of the Room/Group field in the list header. Then, click on the › arrow to transfer the room(s)/group(s) to the Selected Rooms/Groups list at the right of the window.

   Note: If you would like to review the greeting text, you can click on the **Previous** button at the bottom right of the second Edit Welcome Greeting window to return to the initial Edit Welcome Greeting window.
5. Once you have completed your room/group selections, either:
   - Click **Send** if you are ready to send the welcome greeting. Once the operation is complete, a confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. On the Welcome Greeting screen, you will see the new welcome greeting in the list of saved welcome greetings and the Status and Room Being Displayed columns will be updated with the appropriate data.
   - Click **Cancel** to return to the Welcome Greeting screen without sending the new welcome greeting. Note that in this case, the welcome greeting also will NOT be saved. If you wish to save the welcome greeting without sending it, return to the previous window, and click **Save** (see steps 2 and 3 above).

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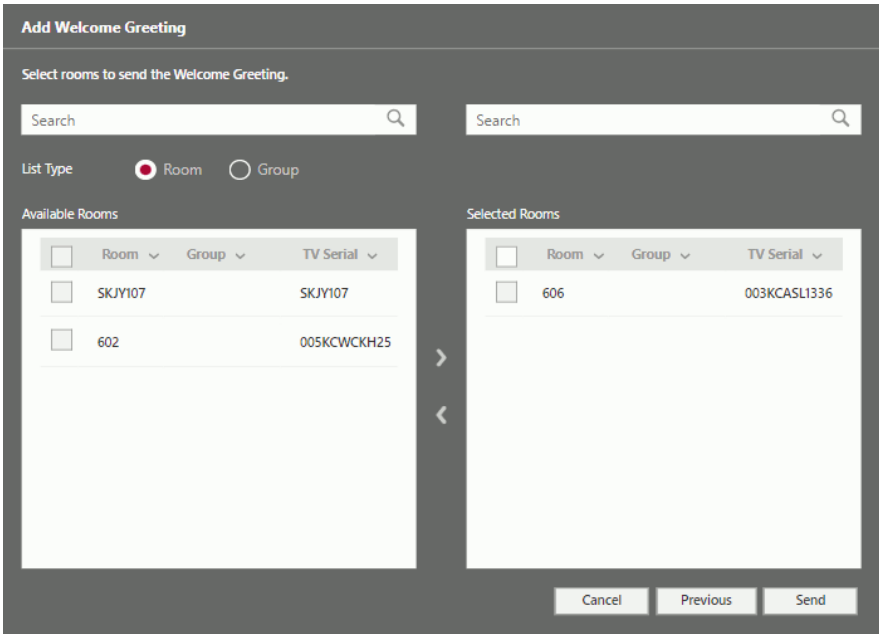


Modify a Welcome Greeting

1. Click the button at the right of the welcome greeting you would like to modify.
2. In the Edit Welcome Greeting pop-up window, modify the welcome greeting text and/or schedule as necessary. See step 2 of the "Create a Welcome Greeting" procedure above, including the information regarding text considerations.
3. Once you have completed your edits, either:
   - Go to step 4 to save the modified welcome greeting without editing the room/group selections.
   - Go to step 5 to review the room(s) or group(s) selected to receive the welcome greeting.

   Note: Click **Cancel** to return to the Welcome Greeting screen, as necessary.
4. If you do not need to edit the room/group selections at this time, click on the **Save** button in the Edit Welcome Greeting window. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
5. To review the rooms or groups selected to receive the welcome greeting, click on the **Assign Room** button in the initial Edit Welcome Greeting window to proceed to the second Edit Welcome Greeting pop-up window. See also step 4 of the "Create a Welcome Greeting" procedure above.

   If you wish to remove rooms or groups from the Selected column at the right of the window, click the checkbox at the left of each room or group (depending on your List Type selection) to remove. If you want to select all rooms or groups in the list, you can click the checkbox at the left of the Room/Group field in the list header. Then, click on the arrow to transfer the room(s)/group(s) to the Available Rooms/Groups list at the left of the window.

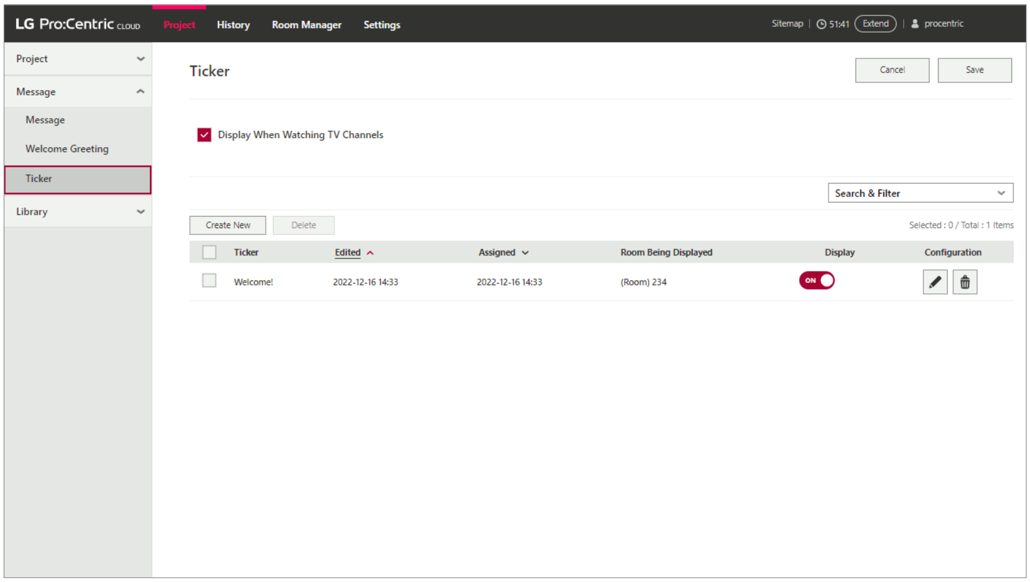
   Note: Click **Previous** to return to the initial Edit Welcome Greeting window, as necessary, or click **Cancel** to return to the Welcome Greeting screen without sending/saving your changes.

Delete a Welcome Greeting

This option enables you to delete one or more saved welcome greetings.

1. Use one of the options below, depending on whether you want to delete only a single welcome greeting or multiple welcome greetings at one time.
   - To delete a single welcome greeting: Either click the checkbox at the left of the welcome greeting to delete, and then click the **Delete** button above the welcome greeting list, or click the button at the right of the welcome greeting to delete.
   - To delete multiple welcome greetings: Click the checkbox at the left of each welcome greeting to delete, and then click the **Delete** button above the welcome greeting list.
   - To delete all existing welcome greetings: Click the checkbox at the left of the Message header to select all welcome greetings. Then, click the **Delete** button above the welcome greeting list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the welcome greeting(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Welcome Greeting screen without deleting the welcome greeting(s).

The Ticker screen enables you to create tickers (i.e., moving text) to be displayed at specified intervals on all or individually selected guest room TVs that have been added in the Room screen. To view or update ticker text, click on **Project** in the Admin Client menu bar, and then click on **Ticker** under the Message category options panel at the left of the screen.



The Ticker screen displays a listing of the tickers that have been created in the Admin Client. For each ticker, the display also shows the room(s) to which the text has been assigned and the date on which the ticker text was created/edited.

Note: Use the **Search & Filter** field to select advanced search options.

The following sections describe how to enable this feature and compose, modify, and delete tickers.

Display When Watching TV Channels

This checkbox at the top of the Ticker screen enables you to specify whether ticker text should be displayed while end users are watching standard TV channels.

1. If you would like the ticker text to be displayed on all TV channels, click the checkbox at the left of the “Display when watching TV Channels” option.
2. Click the **Save** button at the top right of the screen to save your changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.

Note: It is always highly recommended that you preview each ticker as described in the procedures below to generate a preview of the ticker text display before saving updates to the server. At the same time, note that while previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Thus, once you save the ticker text to the server, it is also highly recommended that you verify the text displays on the TV(s).

Ticker Text Administration (Cont.)

Enable the Ticker Feature

In order for the Ticker feature to be available on the TV(s), the following steps must be performed.

1. Add TVs in the Room screen, as necessary. See “Room Settings” on pages 73 to 75. You may also add groups as desired in the Group screen; however, group settings are optional (see “Group Settings” on pages 76 to 79).
2. Deploy a project from the Project screen or the Project Editor to the TV(s). See “Deploy a Project” on pages 17 to 18 for further information. This step allows the Admin Client to collect detailed TV data.

Turn an Individual Ticker On or Off

The ticker list may contain tickers that have room/group assignments as well as tickers that do not yet have room/group assignments. For each ticker that does have a room or group assignment, an ON/OFF toggle button will be displayed at the right of the list entry on the Ticker screen, so that you can change the ticker’s display status at any time, without deleting the ticker.

1. To change a ticker’s display status, click the **ON/OFF** toggle button at the right of the appropriate ticker.
2. Click the **Save** button at the top right of the screen to save your changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.

Create a Ticker

1. Click on the **Create New** button above the ticker list.
2. The Edit Ticker pop-up window will be displayed and you can define the ticker text, its display parameters, and the distribution schedule, as follows:
   a) In the Content section of the window, a text field will be available for each language that has been added to support the property (see “Language Settings” on pages 86 to 88). Type new text—up to 300 characters—in each text input field (in the appropriate language).

      Text must be entered in a language that is supported by the TVs and should not contain any back slash (\) characters. If the text contains characters that are foreign to the TVs, the text may not show properly on-screen, even if it appears to display correctly in the Admin Client portal preview. Also, do not use tabs in the text field.

      You can also select the text alignment (default = left) by clicking on the or button at the right of the text field.

   b) The fields in the Style section of the window enable you to specify the ticker positioning and text characteristics.
      - In the Position field, select where—either at the top or bottom of the screen—you would like the ticker text to be displayed.
      - In the Direction field, select the direction in which the ticker text will scroll across the screen—either Right To Left or Left To Right.
      - In the Speed field, select the desired speed for the text scroll—Slow, Medium, or Fast.

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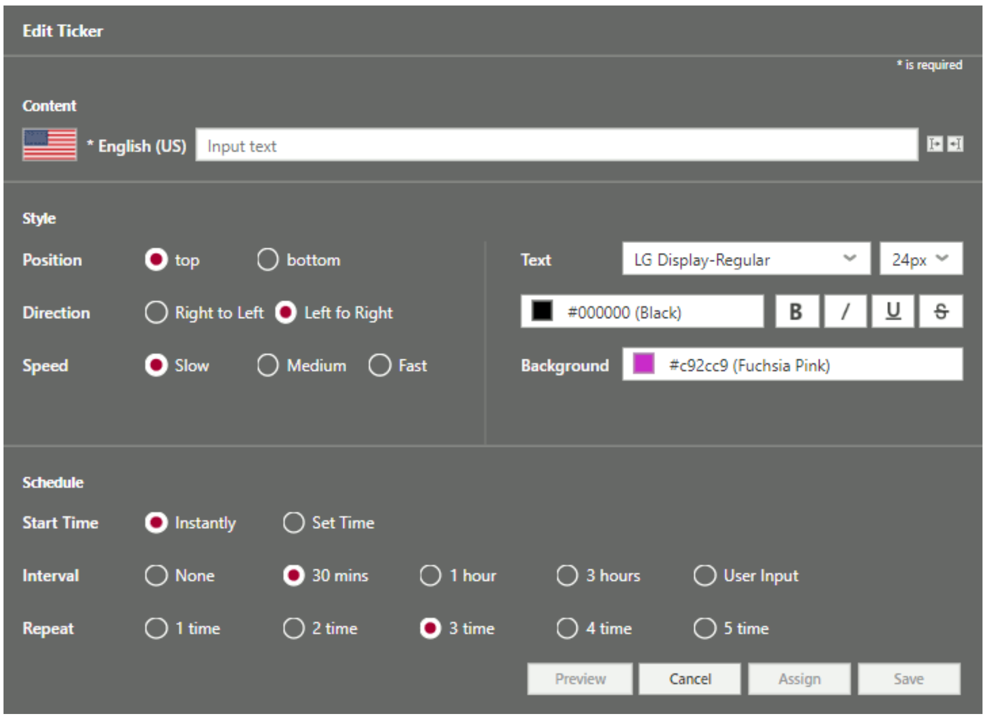
- In the Text fields, select the desired text size, text color, and text style (bold, italic, underline, or strikethrough) for the ticker text.
- In the Background field, select the background color for the ticker text.

Note: To select the text color and/or background color, click within the applicable color field, and then select the desired text color from the pop-up Color Picker (see example under “Selecting Colors” on page 34).

c) The fields in the Schedule section of the window determine when and at what intervals the ticker text will be sent to/displayed on the TVs. Click on and/or specify the desired values, respectively, in the Start Time, Interval, and Repeat fields.



3. Click on the **Preview** button at the bottom of the window to preview the ticker text.

Note: It is always highly recommended that you preview each ticker to generate a preview of the ticker text display before saving updates to the server. At the same time, note that while previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Thus, once you save the ticker text to the server, it is also highly recommended that you verify the text displays on the TV(s).

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Ticker Text Administration (Cont.)

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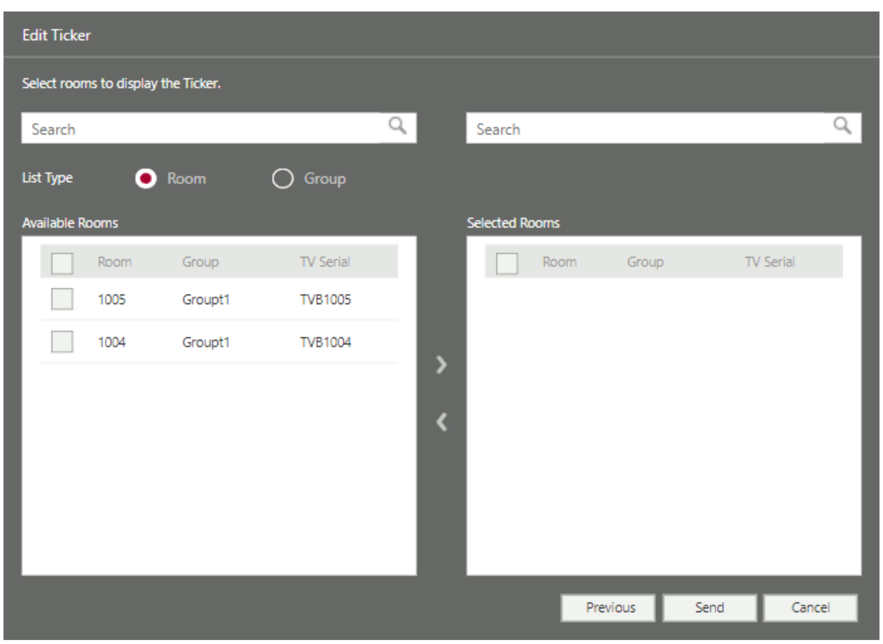
4. When you are ready to continue, either:
   - Click **Save** to save the ticker for future use. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Assign** to select the appropriate receiving room(s)/group(s) for the ticker. Continue with step 5.
   - Click **Cancel** to return to the Ticker screen without saving the new ticker.
5. After you click “Assign” in the previous step, a second Edit Ticker window will be displayed, and you can select the room(s) or group(s) to which the ticker will be distributed, as follows:
   - In the List Type field, click the checkbox at the left of the desired option—Room (default) or Group. Once you make your selection, a list of Available Rooms or Available Groups, as applicable, will be displayed at the bottom left of the window.

     Note: Only rooms that have been added in the Room screen or only groups that have been added in the Group screen are available for selection (See “Room Settings” on pages 73 to 75 or “Group Settings” on pages 76 to 79). If you want to search for a particular room or group, select the appropriate List Type option, and then use the Search field above the List Type field to search for the desired room/group.
   - Click the checkbox at the left of each room or group (depending on your List Type selection) to include. If you want to select all rooms or groups in the list, you can click the checkbox at the left of the Room/Group field in the list header. Then, click on the › arrow to transfer the room(s)/group(s) to the Selected Rooms/Groups list at the right of the window.

   Note: If you would like to review the ticker text, you can click on the **Previous** button at the bottom right of the second Edit Ticker window to return to the initial Edit Ticker window.



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6. Once you have completed your room/group selections, either:
   - Click **Send** if you are ready to send the ticker. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. On the Ticker screen, you will see the new ticker in the list of saved tickers and the Assigned and Room Being Displayed columns will be updated with the appropriate data.

     An ON/OFF toggle button (default = ON) will now also be displayed for this ticker in the Display column of the Ticker screen. You can click on the toggle button to change the current display status of the ticker, as needed.
   - Click **Cancel** to return to the Ticker screen without sending the new ticker. Note that in this case, the ticker also will NOT be saved. If you wish to save the ticker without sending it, return to the previous window, and click **Save** (see steps 2 to 4 above).

Modify a Ticker

1. Click the button at the right of the ticker you would like to modify.
2. In the Edit Ticker pop-up window, modify the ticker text, its display parameters, and the distribution schedule, as necessary. See steps 2 (including text considerations) and 3 of the "Create a Ticker" procedure above.

   Note: It is always highly recommended that you preview each ticker to generate a preview of the ticker text display before saving updates to the server. At the same time, note that while previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Thus, once you save the ticker text to the server, it is also highly recommended that you verify the text displays on the TV(s).
3. Once you have completed your edits, either:
   - Go to step 4 to save the modified ticker without editing the room/group selections.
   - Go to step 5 to review the room(s) or group(s) selected to receive the ticker.

   Note: Click **Cancel** to return to the Ticker screen, as necessary.
4. If you do not need to edit the room/group selections at this time, click on the **Save** button in the Edit Ticker window. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
5. To review the rooms or groups selected to receive the ticker, click on the **Assign** button in the initial Edit Ticker window to proceed to the second Edit Ticker pop-up window. See also step 5 of the "Create a Ticker" procedure above.

   If you wish to remove rooms or groups from the Selected column at the right of the window, click the checkbox at the left of each room or group (depending on your List Type selection) to remove. If you want to select all rooms or groups in the list, you can click the checkbox at the left of the Room/Group field in the list header. Then, click on the arrow to transfer the room(s)/group(s) to the Available Rooms/Groups list at the left of the window.

   Note: Click **Previous** to return to the initial Edit Ticker window, as necessary, or click **Cancel** to return to the Ticker screen without saving your changes.

Ticker Text Administration (Cont.)

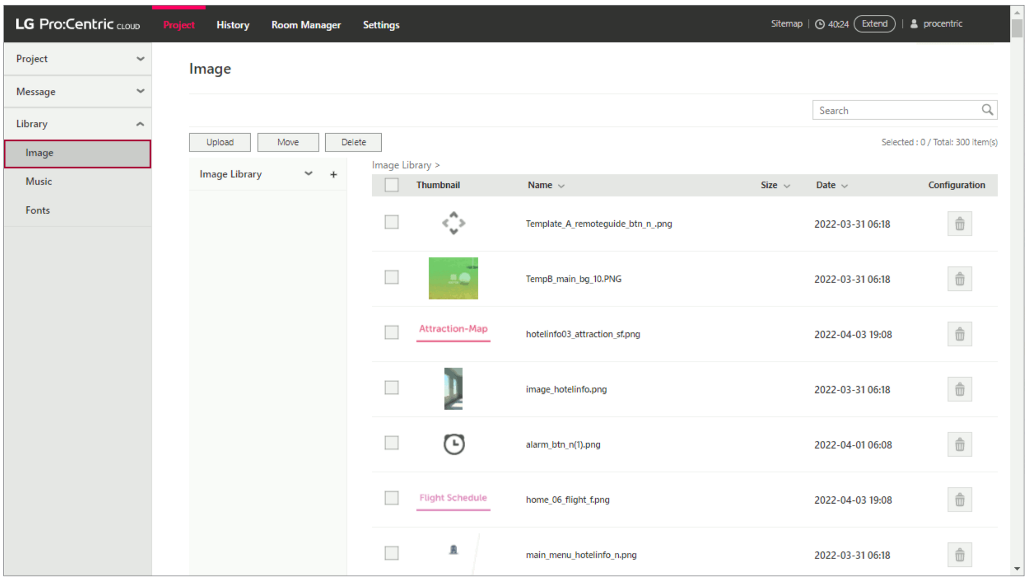
Delete a Ticker

This option enables you to delete one or more saved tickers.

1. Use one of the options below, depending on whether you want to delete only a single ticker or multiple tickers at one time.
   - To delete a single ticker: Either click the checkbox at the left of the ticker to delete, and then click the **Delete** button above the ticker list, or click the  button at the right of the ticker to delete.
   - To delete multiple tickers: Click the checkbox at the left of each ticker to delete, and then click the **Delete** button above the ticker list.
   - To delete all existing tickers: Click the checkbox at the left of the Ticker header to select all tickers. Then, click the **Delete** button above the ticker list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the ticker(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Ticker screen without deleting the ticker(s).

The Image screen enables you to upload, modify, or delete the images to be used with the application. Uploaded images will be added to the Admin Client File Manager from which they may be selected for various portal/TV displays as required.

To view or upload images, click on **Project** in the Admin Client menu bar, and then click on **Image** under the Library category options panel at the left of the screen.



The Image screen displays a listing of default system (template) images, as well as images that have been uploaded, along with the size of each image and the date it was added.

Note: Use the **Search** field to search for particular images. You can also click on the down arrow at the right of any of the column headers to sort the list of images by name, size, or date, respectively, in ascending or descending order.

The following sections describe image guidelines, as well as how to upload and delete images.

Image Guidelines

- It is recommended that you use letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) for image file names. The Admin Client will not upload image files with alternative or special (?, \, *, etc.) characters in the file name.
- For best results, PNGs or baseline (not progressive) JPEGs are recommended for TV/portal images. Other file types may not display properly on-screen.
- The maximum resolution allowed for images is 1920 x 1080 pixels. If you attempt to add a larger image, the Admin Client will display an error message.
- To facilitate portal navigation for end users, it is recommended that image files be no larger than 200 KB, as larger images may require additional time to load.

Note: The total available sum of portal data that can be deployed to each TV is limited to 35 MB (see also "Deploy a Project" on pages 17 to 18). If a project size is too large, you may need to use fewer or smaller images.

Upload an Image

Multiple images can be uploaded at one time. See also "Image Guidelines" above.

Note: It is not possible to upload multiple images with the same file name, even to different folders. A pop-up notice will indicate that the file name already exists.

1. If you would like to upload one or more images to a particular folder, click on the desired folder to select it. (If necessary, create the folder, select it, and then continue with step 2. See also "Create or Delete an Images Folder" below.)
2. Click on the **Upload** button above the image list.
3. In the Open pop-up window, select the desired image(s), and click **Open**.

The selected image(s) will be added to the image list.

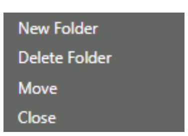
Create, Delete, or Move an Image Folder

Refer to the appropriate subsection below, depending on whether you would like to create a new image folder or delete an existing folder.

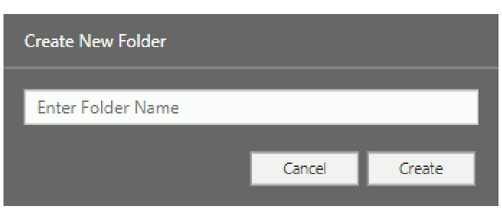
Note: Default Admin Client/system folders and folders that contain images cannot be deleted.

Create an Image Folder

1. Either:
   - Click on the **+** icon at the right of any existing folder.
   - If a folder has not yet been populated, you will see ellipses to the right of the folder name, for example: ImageFolder1 ···. Click on the ellipses to display a submenu for image folder options (see example below), and then click **New Folder**.



2. In the pop-up Create New Folder window, type a name for the new folder, and then click **Create** (or click **Cancel** to return to the Image screen without creating the folder).



Once you create the new folder, it will be added to the Image screen. Whenever a folder is open, the directory will be displayed just above the image list, for example: Image Library > Icons

Delete an Image Folder

A folder can only be deleted if any images therein have been deleted first. See “Delete an Image” below.

Note: Default system folders and selected default Admin Client folders cannot be deleted.

1. You should see ellipses to the right of the name of the folder you would like to delete, for example: ImageFolder1 ···. Click on the ellipses to display a submenu for image folder options (see example in “Create an Image Folder” subsection above), and then click **Delete Folder**.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the folder.
   - Click **No** to return to the Image screen without deleting the folder.

Move an Image Folder

1. You should see ellipses to the right of the name of the folder you would like to move, for example: ImageFolder1 ···. Click on the ellipses to display a submenu for image folder options (see example in the “Create an Image Folder” subsection above), and then click **Move**.
2. In the Move pop-up window, select the folder to which you would like to move this folder, and click **OK** to complete the move.

   Note: Click **Cancel** to return to the Image screen without moving the folder.

Delete an Image

This option enables you to delete one or more images from the server.

Note: Default images and images that are currently included in a project cannot be deleted.

1. Use one of the options below, depending on whether you want to delete only a single image or multiple images at one time.
   - To delete a single image: Either click the checkbox at the left of the image to delete, and then click the **Delete** button above the image list, or click the  button at the right of the image to delete.
   - To delete multiple images: Click the checkbox at the left of each image to delete, and then click the **Delete** button above the image list.
   - To delete all uploaded images: Click the checkbox at the top left of the Image list header to select all images. Then, click the **Delete** button above the image list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the image(s).
   - Click **No** to return to the Image screen without deleting the image(s).

Move an Image

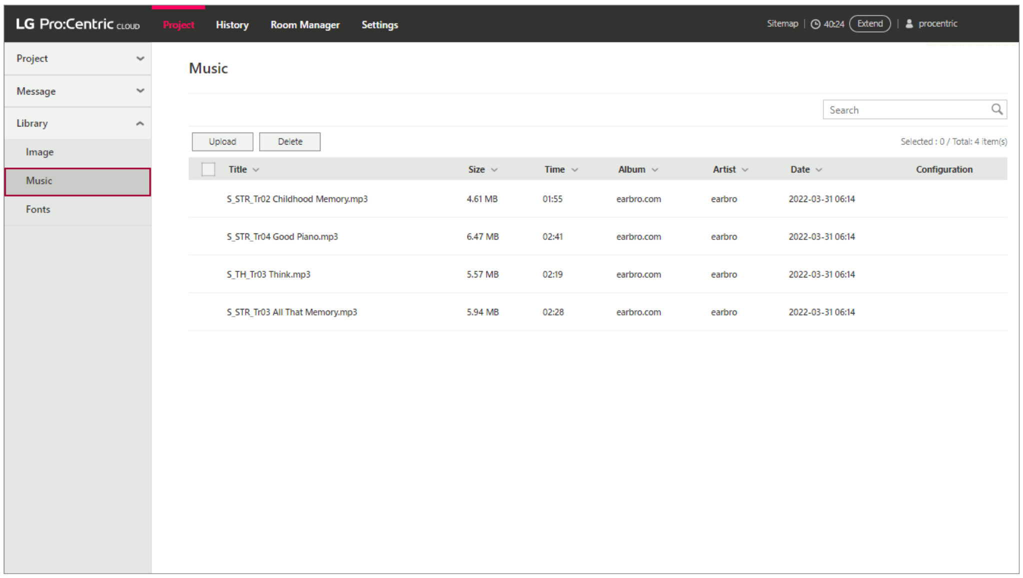
This option enables you to move one or more images from one folder to another.

Note: Images that are currently included in a project cannot be moved.

1. Click the checkbox at the left of each image to move, and then click the **Move** button above the image list.
2. In the Move pop-up window, select the folder to which you would like to move the image(s) and click **OK** to complete the move.

   Note: Click **Cancel** to return to the Image screen without moving the image(s).

The Music screen enables you to upload and select one or more music files to be used with the portal. To view or update the music settings, click on **Project** in the Admin Client menu bar, and then click on **Music** under the Library category options panel at the left of the screen.



The Music screen displays a listing of default music files and music files that have been uploaded, along with the size of each music file, the track time, the artist, the album, and the date it was added.

Note: Use the **Search** field to search for particular files. You can also click on the Up/Down arrow at the right of any of the column headers to sort the list of music files by title, size, time, album, artist, or date, respectively, in ascending or descending order.

The following sections describe music file guidelines and how to upload and delete music files.

Note: You can select the background music as part of the Project Settings available in the Project Editor. See “Project Settings” on pages 25 to 26 for further information.

Music File Guidelines

- It is recommended that you use letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) for music file names. The Admin Client will not upload music files with alternative or special (?, \, *, etc.) characters in the file name.
- Each music file must have a “.mp3,” “.ogg,” or “.wav” extension.
- The audio stream must be of a type supported by the TV(s). Check the Specification Sheet for the TV model(s) to ensure that the it/they will support the audio file program stream.

Note: The total available sum of portal data that can be deployed to each TV is limited to 35 MB (see also “Deploy a Project” on pages 17 to 18). If a project size is too large, you may need to use fewer or smaller music files.

Music Administration (Cont.)

Upload a Music File

Multiple music files can be uploaded at one time. See also “Music File Guidelines” above.

1. Click the **Upload** button above the music list.
2. In the Open pop-up window, select the desired music file(s), and click **Open**.

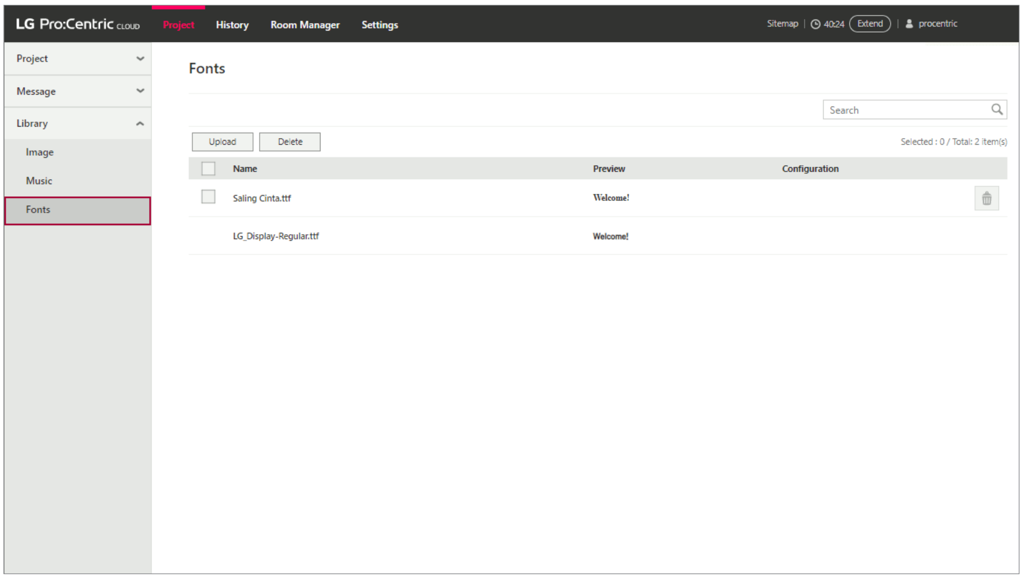
The selected music file(s) will be added to the music list (and will now be available for selection in the Project Editor—see note regarding Project Settings on previous page).

Delete a Music File

This option enables you to delete one or more music files from the server. Note that default music files cannot be deleted.

1. Use one of the options below, depending on whether you want to delete only a single music file or multiple music files at one time.
   - To delete a single music file: Either click the checkbox at the left of the music file to delete, and then click the **Delete** button above the music list, or click the  button at the right of the music file to delete.
   - To delete multiple music files: Click the checkbox at the left of each music file to delete, and then click the **Delete** button above the music list.
   - To delete all uploaded music files: Click the checkbox at the left of the Title header to select all music files. Then, click the **Delete** button above the music list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the music file(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Music screen without deleting the music file(s).

The Fonts screen displays a list of the fonts that are available for use in the portal/with widgets. To view or update current fonts, click on **Project** in the Admin Client menu bar, and then click on **Fonts** under the Library category options panel at the left of the screen.



The LG Display font is loaded by default on the Admin Client, and you can add custom/additional fonts in this screen.

Note: Use the **Search** field to search for particular fonts.

Note: Because there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular, it is highly recommended that you verify the portal displays on the TVs. See also “Preview a Project” on page 25.

Note: The total available sum of portal data that can be deployed to each TV is limited to 35 MB (see also “Deploy a Project” on pages 17 to 18). If a project size is too large, you may need to use fewer or smaller font files.

Upload a Font

Font files should have one of the following extensions: .otf or .ttf. The Admin Client will not allow the upload of an incompatible or invalid file.

You can either upload a single font file or multiple font (.otf or .ttf) files at one time.

1. Click the **Upload** button above the list of fonts.
2. In the Open pop-up window, select the appropriate file, and click **Open**.

The selected font(s) will be added to the font list.

Font Administration (Cont.)

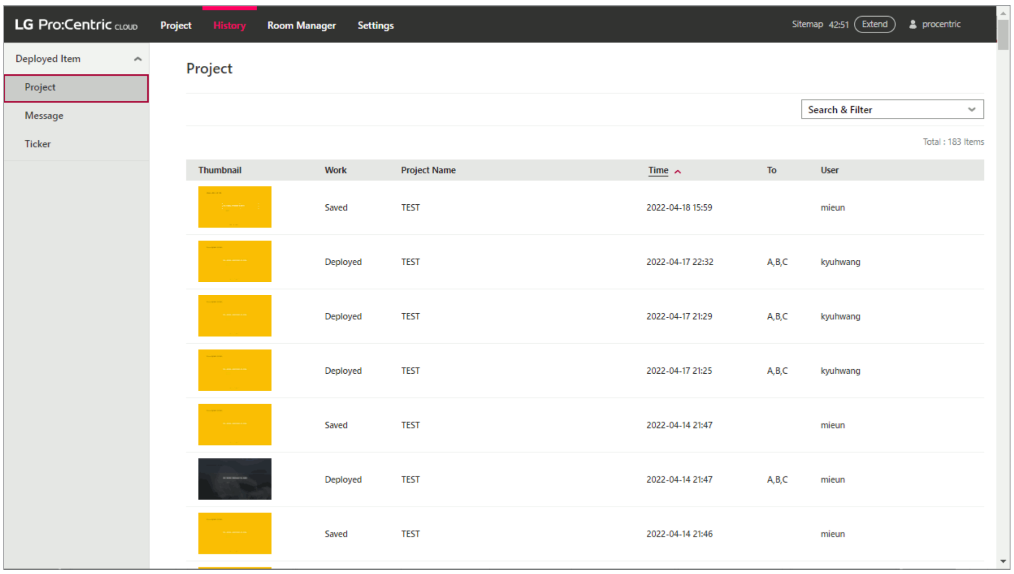
Delete a Font

This option enables you to delete one or more user-added fonts from the server. It is not possible to delete the LG Display font.

Note: If you delete a font that is currently being used in one or more ongoing projects, the applicable text font will be reset to the default LG Display font.

1. Use one of the options below, depending on whether you want to delete only a single font or multiple fonts at one time.
   - To delete a single font: Either click the checkbox at the left of the font to delete, and then click the **Delete** button above the list of fonts, or click the button at the right of the font to delete.
   - To delete multiple fonts: Click the checkbox at the left of each font to delete, and then click the **Delete** button above the list of fonts.
   - To delete all existing fonts: Click the checkbox at the left of the font list header to select all fonts. Then, click the **Delete** button above the list of fonts.
2. At the prompt for confirmation, either:
   - Click **Yes** to remove the font(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Fonts screen without removing the font(s).

The History Menu in the Admin Client enables you to view histories for projects, messages, and tickers. To view a history, click on **History** in the Admin Client menu bar, and then click on the desired option—**Project** (see example below), **Message**, or **Ticker**—under the Deployed Item category options panel at the left of the screen.



Histories are stored for 30 days. Each history screen shows whether each respective project, message, or ticker has been saved, deployed/sent, or deleted, along with the time and date of the last action and the user who initiated it.

For projects that have been deployed and messages/tickers that have been sent, the respective history screens also show the recipients, i.e., the deployment group in the case of projects and the room(s)/group(s) in the case of messages and tickers.

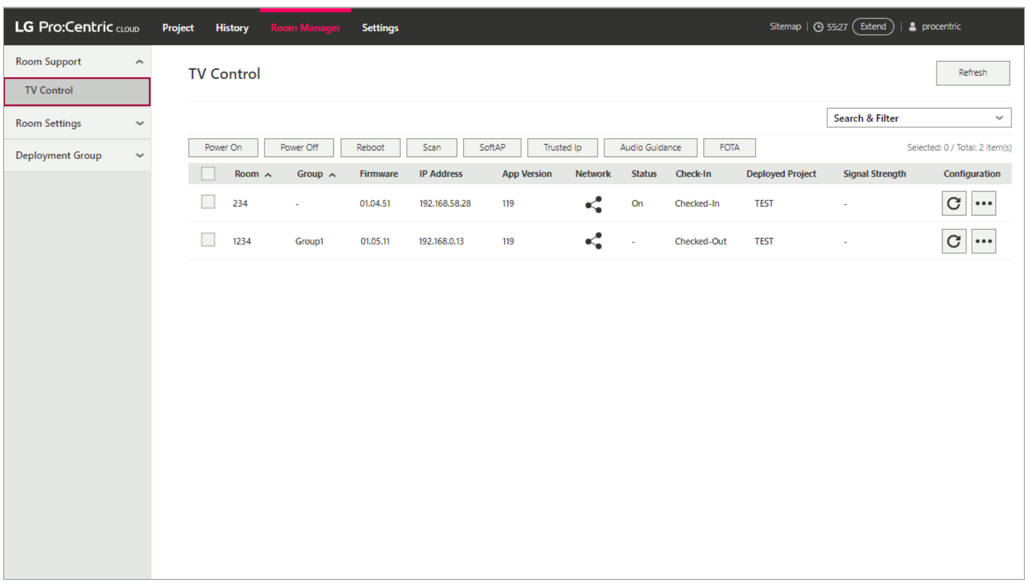
Note: Use the **Search & Filter** field to select advanced search options.

TV Control

The TV Control feature enables you to power ON/OFF or reboot TVs remotely. It also enables you to remotely scan TVs for troubleshooting purposes, view TV details, and set up the SoftAP, Trusted IP, Audio Guidance, and Firmware Over The Air (FOTA) features on TVs.

To view the TV Control options, click on **Room Manager** in the Admin Client menu bar (when you click on **Room Manager**, the TV Control screen is immediately on display in the main screen area), or, if you are currently working elsewhere in the Room Manager Menu, click on **TV Control** under the Room Support category options panel at the left of the screen.

The initial display shows the TV Control status data at time of login. Click the **Refresh** button at the top right of the screen to view the most recent data.



The TV Control screen displays a listing of the TVs (by room and group) that have been either automapped or added in the Room screen, along with the following data for each TV—once the feature has been enabled as described in the “Enable the TV Control Feature” section below: firmware version, IP address, app version, network status, and power status. If available, for each room, the screen also shows whether a guest has checked in, which project has been deployed, and RF signal to noise or Wi-Fi strength, as applicable.

Note: If the server is not able to detect selected TV data, a “-” will be displayed in the applicable field(s).

Note: Use the **Search & Filter** field to select advanced search options. You can click also on the Up/Down arrow at the right of either the Room or Group column header to sort the list of TVs by room or group, respectively, in ascending or descending order.

Enable the TV Control Feature

In order for the TV Control feature to be enabled, the following steps must be performed.

1. If necessary (in addition to standard automapping), add TVs in the Room screen. See “Room Settings” on pages 73 to 75. You may also add groups as desired in the Group screen; however, group settings are optional (see “Group Settings” on pages 76 to 79).
2. Deploy a project from the Project screen or the Project Editor to the TV(s). See “Deploy a Project” on pages 17 to 18 for further information. This step allows the Admin Client to collect the detailed TV data that is displayed/available in the TV Control screen.

Power ON/OFF or Reboot TVs

Note: If there are network issues and the TVs are not under the server’s control, control commands may not function properly. Also, the Power On command is only applicable when the Power Mode setting in the General screen for TV settings is set to “Instant ON (Mute)” (see “Configure the Power Mode Setting” on page 86 for further information).

1. Select the TV(s) to which you would like to send the control command. Either:
   - Click the checkbox at the left of each applicable TV/room.
   - Click the checkbox at the left of the ROOM header to select all of the TVs/rooms listed.
2. Click on the appropriate button above the TV/room list, depending on the desired command: **Power On**, **Power Off**, or **Reboot**.
3. At the prompt for confirmation, either:
   - Click **Yes** to send the command. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the TV Control screen without sending the command.

Scan TVs

This option enables you to troubleshoot application/network issues by retrieving information from TVs.

Note: The TV(s) must be turned ON—after the application has been downloaded—in order to be scanned. See the “Power ON/OFF or Reboot TVs” section above and send the Power On command to the required TV(s) before proceeding with the procedure below.

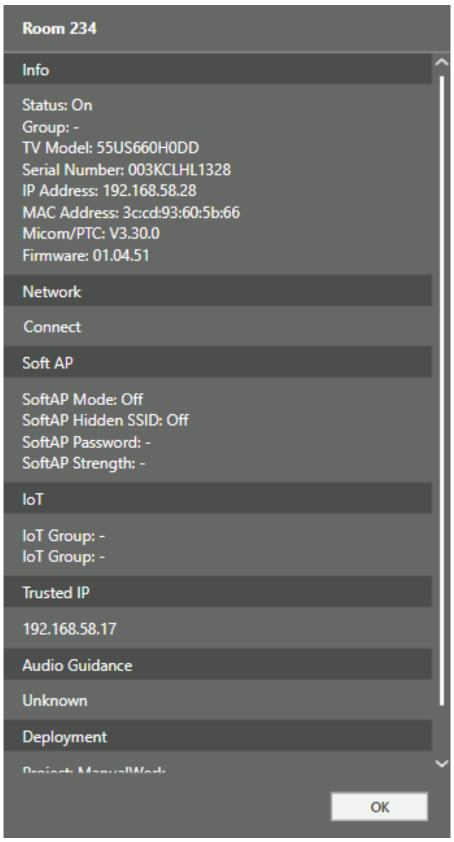
1. Select the TV(s) you would like to scan. Either:
   - Click the checkbox at the left of each applicable TV/room.
   - Click the checkbox at the left of the Room header to select all of the TVs/rooms listed.
2. Click on the **Scan** button above the room/group list.
3. At the prompt for confirmation, either:
   - Click **Yes** to continue. The server will scan the selected TV(s) and provide status information.
   - Click **No** to return to the TV Control screen without sending the command.

View TV Details

This option enables you to view additional TV details, network information, SoftAP status, IoT status, etc.

1. Click the button at the right of the room entry for which you wish to view TV details.

   A details pop-up window will be displayed, for example:



2. When you are finished, click **OK** to close the pop-up window.

Update TV Control Data

This option enables you to retrieve latest TV Control status data for an individual TV. Click the button at the right of the desired TV/room to update its TV Control status data.

Enable the SoftAP Feature on TVs

SoftAP enables a TV to function as a 2.4 GHz or 5 GHz wireless access point for up to 10 devices (when the TV is turned ON).

Note: If there are network issues and the TVs are not under the server's control, SoftAP may not be set up properly. Also, if SoftAP was previously set up in the TV(s) (i.e., in the IP Environment Menu), the SoftAP settings in the Admin Client will override the previous settings.

1. Select the TV(s) for which you would like to set up SoftAP. Either:
   - Click the checkbox at the left of each applicable TV/room.
   - Click the checkbox at the left of the Room header to select all of the TVs/rooms listed.
2. Click on the **SoftAP** button above the room/group list.
3. At the prompt for confirmation of SoftAP setup, either:
   - Click **Yes** to set up SoftAP on the selected TVs.
   - Click **No** to return to the TV Control screen without setting up SoftAP on the selected TVs.
4. In the SoftAP Setup pop-up window, complete the following fields:
   - SoftAP Mode: Click the **ON/OFF** toggle button to enable or disable SoftAP.
   - Hidden SSID: Click the **ON/OFF** toggle button to enable or disable Hidden SSID.

     Note: When Hidden SSID is enabled, the network will not be visible in a Wi-Fi network search. End users will need to use the "Add Network" (or equivalent) option on their device(s) to manually connect to the TV/SoftAP network.
   - Mode: This field allows you to select NAT or Bridge Mode, as applicable. Click in the field, and select the appropriate option. Otherwise, you can leave the default "None" value for this field.
   - (NAT and Bridge Mode only) Security Type: NAT Mode provides PSK security. For Bridge Mode, click the down arrow at the right of the field, and select the appropriate security type (PSK, Open, or EAP).
   - (NAT and Bridge Mode only) Channel and Signal Strength: Specify the appropriate values for the Wi-Fi channel and Wi-Fi signal strength, respectively.
   - (Bridge Mode only) Depending on your selection for Security Type, additional fields will be displayed, for example VLAN ID for PSK and Radius server fields Open security and Radius Server IP, Radius Server Port, and Radius Server Key for EAP security. Direct enter the appropriate value(s), as required.
   - Password: Type the password that guests will use to access SoftAP (the password will be displayed on the screen when the guest accesses SoftAP on the TV). Use letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.)—at least eight, but no more than 64. Do not use spaces or any other alternative or special characters (:, /, \, @, etc.).

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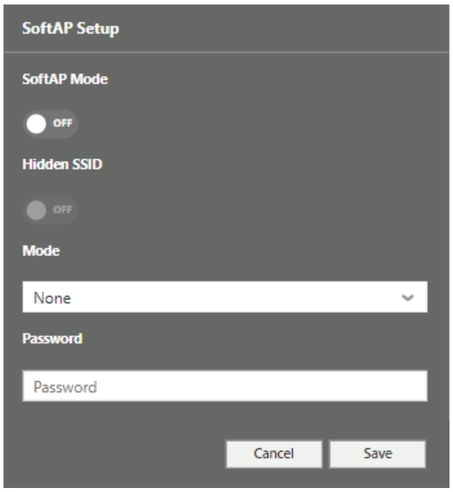

5. When you are ready to continue, either:
   - Click **Save** to complete the SoftAP setup. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the TV Control screen without setting up SoftAP on the selected TVs.

Enable the Trusted IP Feature on TVs

The Trusted IP feature enables you to allow a third-party server to access the Room Control API provided by the TV.

Note: If there are network issues and the TVs are not under the server's control, the Trusted IP feature may not be set up properly.

1. Select the TV(s) for which you would like to set up Trusted IP. Either:
   - Click the checkbox at the left of each applicable TV/room.
   - Click the checkbox at the left of the Room header to select all of the TVs/rooms listed.
2. Click on the **Trusted IP** button above the room/group list.
3. At the prompt for confirmation of Trusted IP setup, either:
   - Click **Yes** to set up the Trusted IP feature on the selected TVs.
   - Click **No** to return to the TV Control screen without setting up the Trusted IP feature on the selected TVs.
4. In the Trusted IP Setup pop-up window, complete the following fields:
   - Trusted IP Mode: Click the **ON/OFF** toggle button to enable or disable Trusted IP Mode.
   - IP: Type the trusted IP address.

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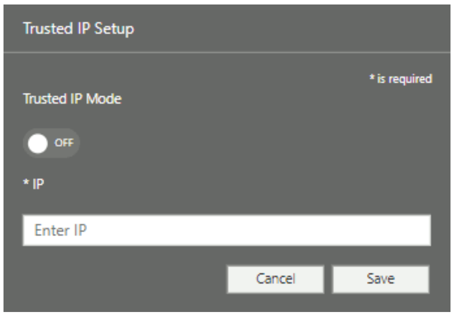


5. When you are ready to continue, either:
   - Click **Save** to complete the Trusted IP setup. The server will attempt to verify the IP address you entered. If the IP address is verified successfully, a confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.

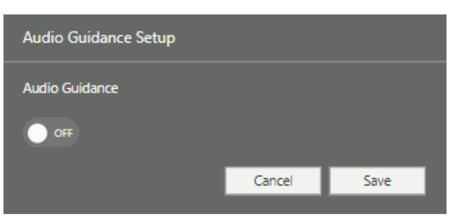
     Note: If the IP address is not verified successfully, a TV Control Failure pop-up window will be displayed. Click **OK** to return to the TV Control screen, and repeat this procedure, as required.
   - Click **Cancel** to return to the TV Control screen without setting up Trusted IP on the selected TVs.

Enable Audio Guidance on TVs

This feature allows you to enable TTS (Text-to-Speech) functionality.

Note: If there are network issues and the TVs are not under the server's control, this feature may not be set up properly.

1. Select the TV(s) for which you would like to set up Audio Guidance. Either:
   - Click the checkbox at the left of each applicable TV/room.
   - Click the checkbox at the left of the Room header to select all of the TVs/rooms listed.
2. Click on the **Audio Guidance** button above the room/group list.
3. At the prompt for confirmation to continue, either:
   - Click **Yes** to set up the Audio Guidance feature on the selected TVs.
   - Click **No** to return to the TV Control screen without setting up the Audio Guidance feature on the selected TVs.
4. In the Audio Guidance Setup pop-up window, click the **ON/OFF** toggle button to enable or disable Audio Guidance.



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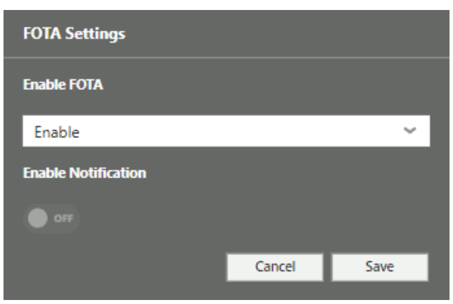
5. When you are ready to continue, either:
   - Click **Save** to complete the Audio Guidance setup. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the TV Control screen without setting up Audio Guidance on the selected TVs.

Enable FOTA on TVs

The FOTA feature enables a TV to download firmware over the air.

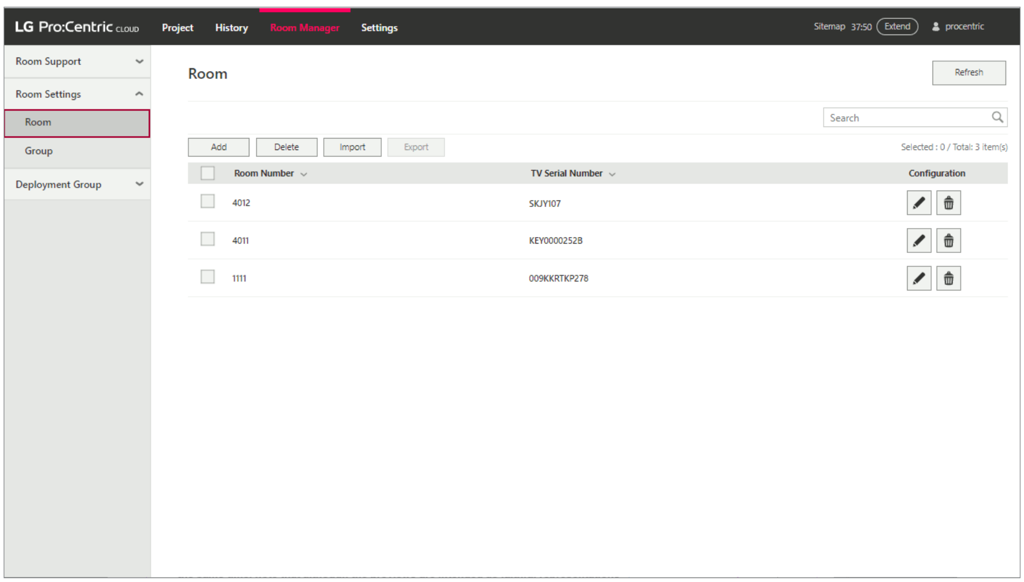
1. Select the TV(s) for which you would like to set up FOTA. Either:
   - Click the checkbox at the left of each applicable TV/room.
   - Click the checkbox at the left of the Room header to select all of the TVs/rooms listed.
2. Click on the **FOTA** button above the room/group list.
3. At the prompt for confirmation of FOTA setup, either:
   - Click **Yes** to set up FOTA on the selected TVs.
   - Click **No** to return to the TV Control screen without setting up FOTA on the selected TVs.
4. In the FOTA Settings pop-up window, complete the following fields:
   - Enable FOTA: Click in the field, and select the appropriate option: **Enable**, **Disable**, or **Once**.
   - Enable Notification: This option is only applicable when Enable FOTA is set to “Disable.” Click the **ON/OFF** toggle button to enable or disable FOTA notifications.



5. When you are ready to continue, either:
   - Click **Save** to complete the FOTA settings. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the TV Control screen without setting up FOTA on the selected TVs.

Room settings enable you to choose selected room TVs for groups, TV control, message displays, etc. and are a component of a Property Management System based on Property Management System server configuration in the Pro:Centric Cloud portal. To view or update current settings, click on **Room Manager** in the Admin Client menu bar, and then click on **Room** under the Room Settings category options panel at the left of the screen..

The initial display shows the room list at time of login. Click the **Refresh** button at the top right of the screen to view the most recent room settings.



The Room screen displays a listing of the rooms/TV serial numbers currently automapped or added manually in the Admin Client.

Note: Use the **Search** field to search for particular rooms. You can also click on the Up/Down arrow at the right of the Room Number and/or TV Serial Number column header(s) to sort the list of rooms by room number or TV serial number, respectively, in ascending or descending order.

The following sections describe how to add, modify, or delete room information and how to export and import room data.

Add Room Data

Note: All room numbers should consist of letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) with no spaces. With the exception of the underscore character (see note below), the Admin Client will not recognize alternative or special (?, -, etc.) characters for the purposes of room information. Also, both the room number and TV serial number may consist of no more than 12 characters.

Note: Room information must be provided for each TV to be used with the Property Management System. If multiple TVs are located in one room, the room numbers for those TVs should be differentiated with an underscore character and a numeric extension. For example, if Room 100 has three TVs, the room numbers would be 100_1, 100_2, and 100_3.

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Room Settings (Cont.)

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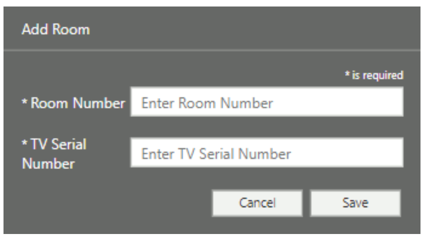
1. Click the **Add** button above the list of rooms.
2. In the Add Room pop-up window:
   - Type the room number in the Room Number field. See also notes above.
   - Type the TV's serial number in the TV Serial Number field. Note that the serial number must be entered exactly as it appears (case sensitive) on the TV.

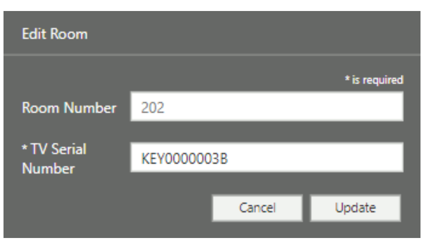
   Note: Each room number and TV serial number must be unique. A pop-up notice will be displayed if you attempt to add a duplicate room number.



3. Either:
   - Click **Save** to add the room data. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. Also, the new entry will appear in the room list immediately.
   - Click **Cancel** to return to the Room screen without adding the room data.

Modify Room Data

1. Click the button at the right of the room entry you would like to modify.
2. In the Edit Room pop-up window, you can edit the TV serial number, as necessary.



3. When you are done with your edits, either:
   - Click **Update** to save the changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Room screen without saving the changes.

Delete Room Data

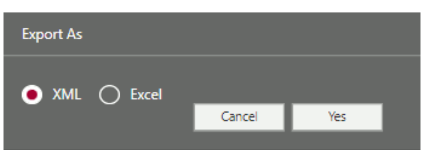
This option enables you to remove one or more entries from the room list.

1. Use one of the options below, depending on whether you want to delete only a single room entry or multiple room entries at one time.
   - To delete a single room entry: Either click the checkbox at the left of the room entry to delete, and then click the **Delete** button above the room list, or click the button at the right of the room entry to delete.
   - To delete multiple room entries: Click the checkbox at the left of each room entry to delete, and then click the **Delete** button above the room list.
   - To delete all existing room entries: Click the checkbox at the left of the Room Number header to select all room entries. Then, click the **Delete** button above the room list.
2. At the prompt for confirmation, either:
   - Click **Yes** to remove the room data immediately. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Room screen without removing the room data.

Export Room Data

This option enables you to export room data to an ".xml" or Excel file.

1. Use one of the options below, depending on whether you want to export only a single room's data or data for multiple rooms.
   - To export data for a single room: Click the checkbox at the left of the desired room number, and then click the **Export** button above the room list.
   - To export data for a multiple rooms: Click the checkbox at the left of each desired room number, and then click the **Export** button above the room list.
   - To export data for all rooms: Click the checkbox at the left of the Room Number header to select all rooms. Then, click the **Export** button above the room list.
2. In the Export As pop-up window, select the type of file to which to export the data—XML or Excel. Then click **Yes** (or click **Cancel** to return to the Room screen without exporting room data).



The export process may take a few minutes depending on the amount of data being exported. Also, depending on your browser settings, you may name the export file (avoid using special characters, such as ?, -, etc.) and choose the download location. If you have automatic downloads set up, a "room.*xxx*" file (where *xxx* is the file-type extension based on your selection above) will be saved to the default download folder on your PC.

Import Room Data

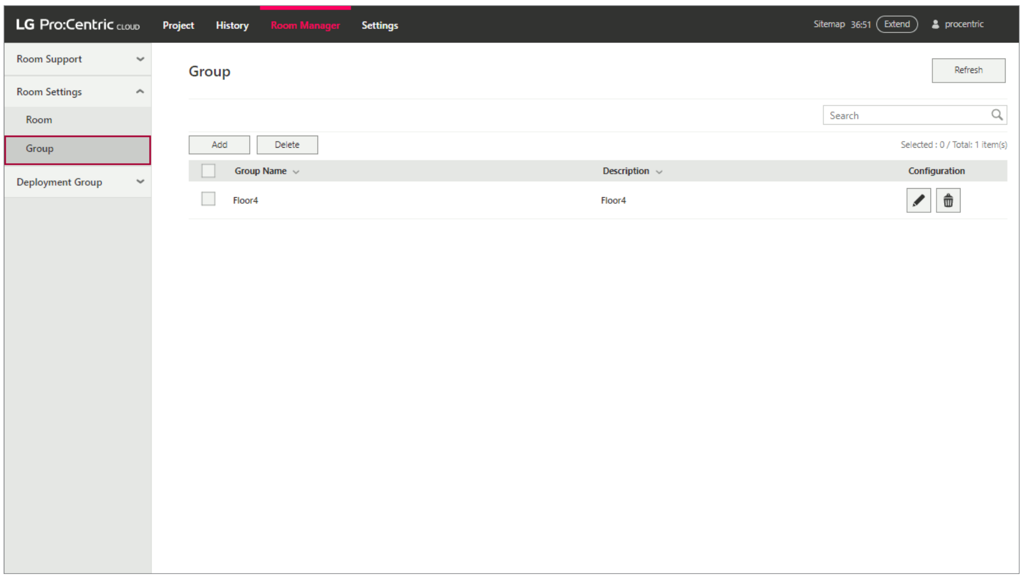
1. Click the **Import** button above the room list.
2. In the Open pop-up window, select the appropriate room data file to import, and click **Open**.

The room data will be imported immediately.

Group Settings

Groups comprise selected rooms/TVs that have been added in the Room screen (see "Room Settings" on pages 73 to 75). The Group screen enables you to create groups of rooms/TVs and to assign/select the channels (from the Pro:Centric Channel Map) that will be available in/on those rooms/TVs. To view or update current settings, click on **Room Manager** in the Admin Client menu bar, and then click on **Group** under the Room Settings category options panel at the left of the screen.

The initial display shows the group list at time of login. Click the **Refresh** button at the top right of the screen to view the most recent group settings.



The Group screen displays a listing of the groups currently configured in the Admin Client.

Note: Use the **Search** field to search for particular groups. You can also click on the Up/Down arrow at the right of the Group Name and/or Description column header(s) to sort the list of groups by group name or description, respectively, in ascending or descending order.

The following sections describe how to add, modify, or delete groups.

Add a Group

Note: Only those TVs that have been added in the Room screen will be available to add to groups. See "Room Settings" on pages 73 to 75 for further information. Also, each TV can only be assigned to one group.

Note: All group names should consist of letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) with no spaces. With the exception of the underscore character, the Admin Client will not recognize alternative or special (?, -, etc.) characters. Also, the group name may consist of no more than 10 characters.

1. Click the **Add** button above the list of groups.

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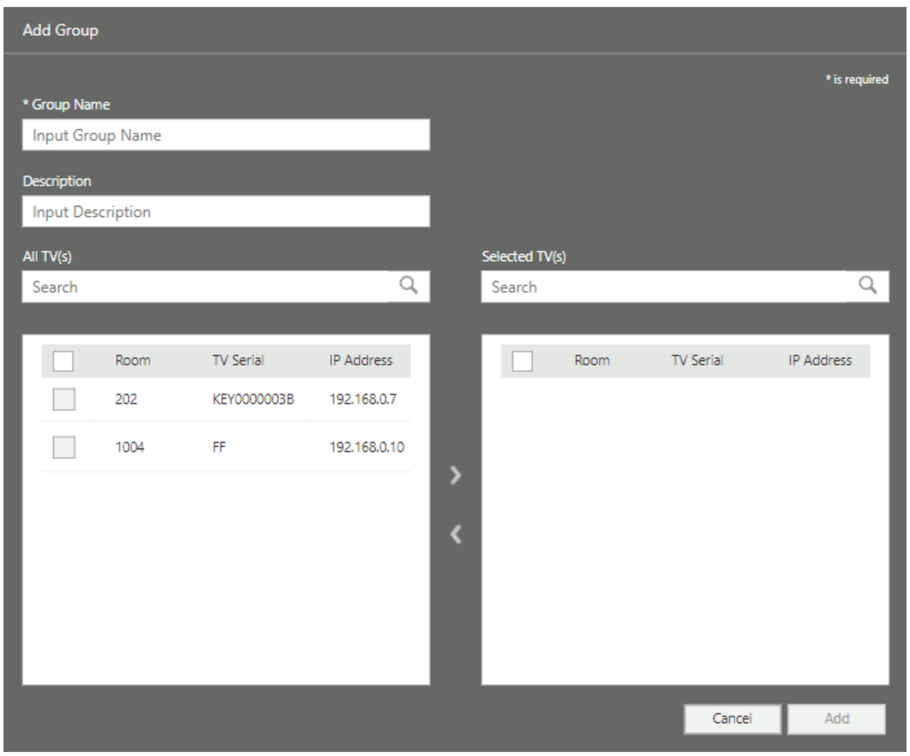
2. In the Add Group pop-up window:
   - Type the group name—up to 10 characters—in the Group Name field. Each group must have a unique name.
   - Type a brief description—up to 255 characters—of the group in the Description field.
   - Select the room(s)/TV(s) to include in the group: Click the checkbox at the left of each room/TV entry under the list of All TVs that you would like to add to the group, or click the checkbox at the left the TV list header to select all of the rooms/TVs listed. Then, click on the › arrow to transfer the room(s)/TV(s) to the group. The selected room(s)/TV(s) will now be listed under Selected TVs at the right of the window.

     Note: At least one room/TV entry must be selected in order for the group to be added.

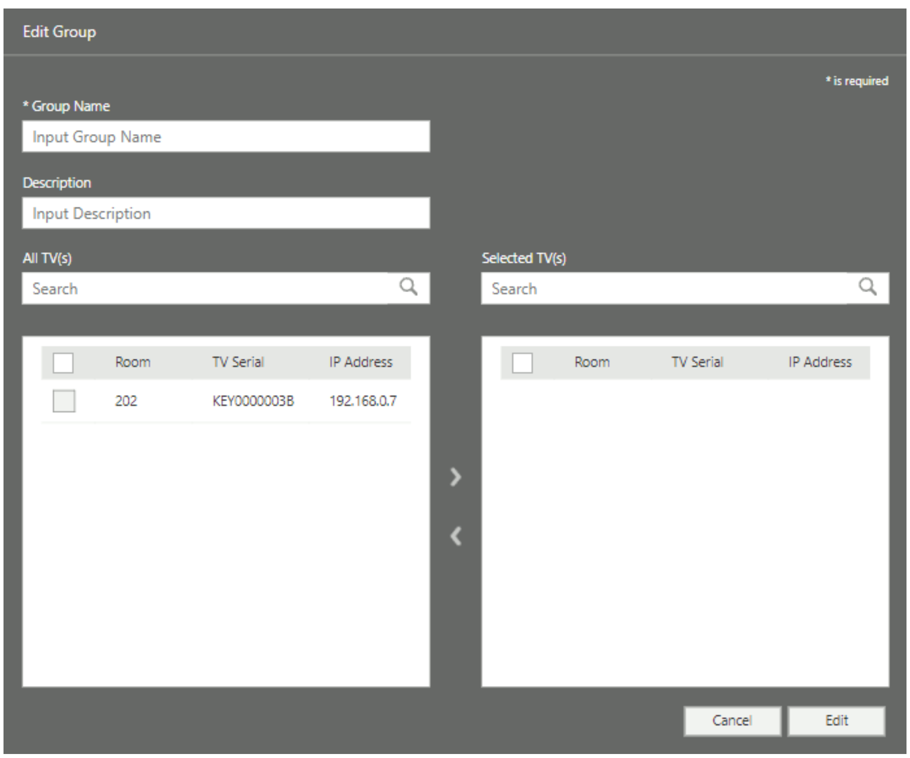


3. Either:
   - Click **Add** to add the group. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. Also, the new entry will appear in the group list immediately.
   - Click **Cancel** to return to the Group screen without adding the group.

Modify a Group

1. Click the button at the right of the group you would like to modify.
2. In the Edit Group pop-up window, you may edit the group name and description, as necessary, as well as the group's selected rooms/TVs.
   - To add additional rooms/TVs to this group: Click the checkbox at the left of each room/TV entry under the list of All TVs that you would like to add, or click the checkbox at the left of the Room header to select all of the rooms/TVs listed. Then, click on the arrow to transfer the room(s)/TV(s) to the group. The selected room(s)/TV(s) will now be listed under Selected TVs at the right of the window.
   - To remove existing rooms/TVs from this group: Click the checkbox at the left of each room/TV entry under the list of Selected TVs that you would like to remove, or click the checkbox at the left of the Room header to select all of the rooms/TVs listed. Then, click on the arrow to transfer the room(s)/TV(s) back to the All TVs list.

     Note: At least one room/TV entry must be present in the list of Selected TVs in order for the group edits to be saved.



3. When you are done with your edits, either:
   - Click **Edit** to save the changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Group screen without saving the changes.

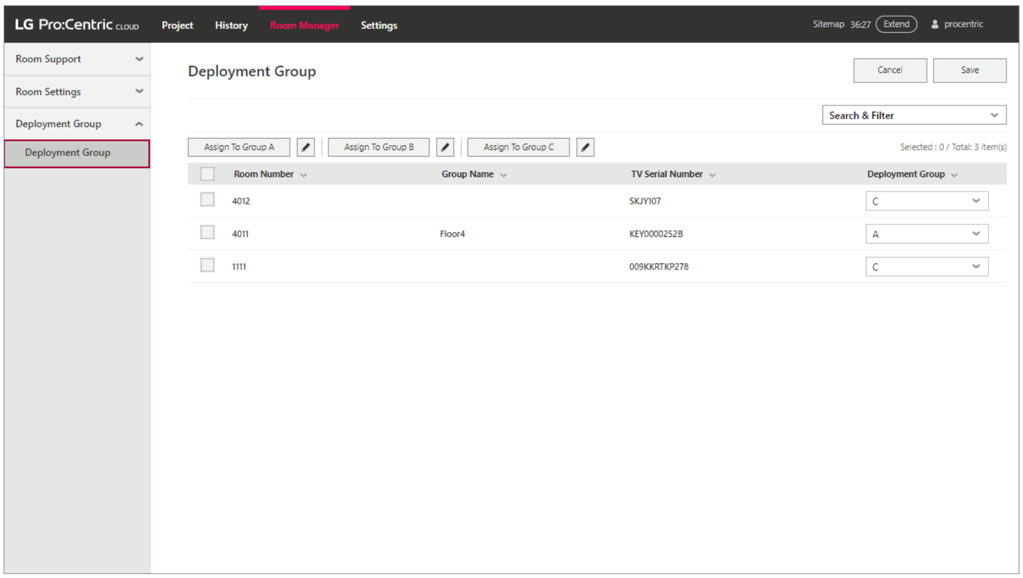
Delete a Group

This option enables you remove one or more groups.

1. Use one of the options below, depending on whether you want to delete only a single group or multiple groups at one time.
   - To delete a single group: Click the checkbox at the left of the group to delete, and then click the **Delete** button above the group list, or click the button at the right of the group to delete.
   - To delete multiple groups: Click the checkbox at the left of each group to delete, and then click the **Delete** button above the group list.
   - To delete all existing groups: Click the checkbox at the left of the Group Name header to select all groups. Then, click the **Delete** button above the group list.
2. At the prompt for confirmation, either:
   - Click **Yes** to remove the group(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **No** to return to the Group screen without removing the group(s).

Deployment Group Settings

The Deployment Group screen enables you to assign rooms/groups to one of three project deployment groups (Groups A, B, and C, by default). Each TV/room must be assigned to a deployment group in order to receive portal project deployments. To view or update current settings, click on **Room Manager** in the Admin Client menu bar, and then click on **Deployment Group** under the Deployment Group category options panel at the left of the screen.



The Deployment Group screen displays a listing of all the rooms/groups currently configured in the Admin Client with their current deployment group assignment(s). By default, all TVs/room numbers are initially assigned to Group A.

You can click on the down arrow at the right of the Room Number, Group Name, TV Serial Number, and/or Deployment Group column header(s) to sort the list of groups by room number, group name, TV serial number, or deployment group, respectively, in ascending or descending order. You can also click in the **Search & Filter** field for advanced search options.

The following sections describe how to assign deployment groups and how to rename a deployment group, as necessary.

Assign a Deployment Group

Note: Only those TVs that have been added (via automapping or manually) in the Room screen will be available to add to deployment groups. See “Room Settings” on pages 73 to 75 for further information. You may also add groups as desired in the Group screen; however, group settings are optional (see “Group Settings” on pages 76 to 79).

Note: Only automapped models can be added to Groups B and C.

1. You can assign deployment groups to each TV/room individually, or you can select multiple TVs/room numbers at one time and assign them to a deployment group.

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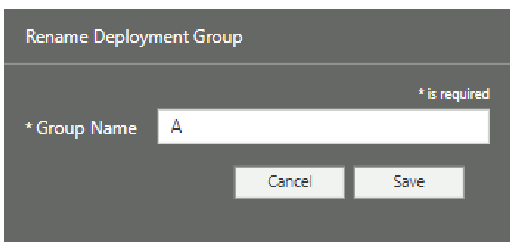
- To assign a deployment group to a single TV/room: Click the down arrow in the Deployment Group field for the appropriate TV/room number, and select the desired deployment group.
- To assign multiple TVs/room numbers at one time: Click the checkbox at the left of each TV/room number to be included (if applicable, click the checkbox at the left of the Room Number header to select all), then click the appropriate Assign to Group button above the deployment group list.

2. Click on the **Save** button at the top right of the Deployment Group screen (or click **Cancel** to restore the previous deployment group settings).

Rename a Deployment Group

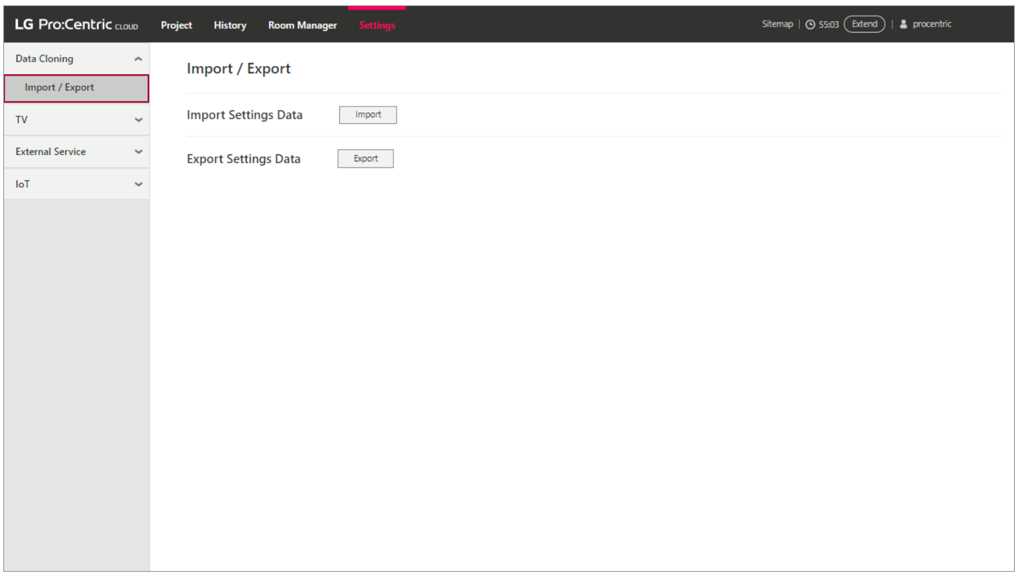
1. Click the button at the right of the deployment group name you would like to modify.
2. In the Rename Deployment Group pop-up window, type the new deployment group name—up to 64 characters. Note that each deployment group also must have a unique name.



3. Either:
   - Click **Save** to save the new deployment group name. Once the save is complete, a confirmation pop-up window will indicate success. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Deployment Group screen without saving the new name.

Data Cloning (Import/Export)

The Import / Export screen enables you to export and save a backup of and, if necessary, import Pro:Centric server settings. To view this screen, click on **Settings** in the Admin Client menu bar (when you click on **Settings**, the Import / Export screen is immediately on display in the main screen area), or, if you are currently working elsewhere in the Settings Menu, click on **Import / Export** under the Data Cloning category options panel at the left of the screen.



The following sections describe how to import and export server data.

Import Pro:Centric Server Data

This option enables you to import exported Pro:Centric server data, if necessary (see "Export Pro:Centric Server Data" below). Pro:Centric Server Data (.zip) files have signatures that enable the Admin Client to validate their authenticity/packaging. The Admin Client will not import an invalid file.

Caution: This operation will overwrite existing settings/configuration data (the import will NOT overwrite existing projects, fonts, images, or music files—items with same names will be skipped, new items will be appended). In general, to avoid potential server corruption, a Pro:Centric Server Data file should only be imported on the same server from which it was exported. If you wish to import the same file on more than one server, the feature set definitions on each of the servers in question must be exactly the same.

Caution: Some server data cannot be imported/exported; for example, you will need to manually configure/administer/add E-Z Installation files and video clips for each server.

1. Click on the **Import** button above the Information display.
2. In the initial Import Pro:Centric Server Data window, either:

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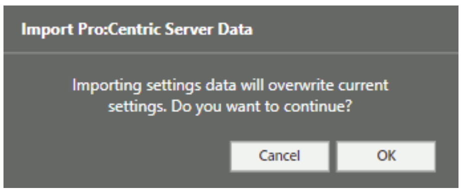
- Click **OK** to confirm that you wish to continue the import.
- Click **Cancel** to return to the Information screen without importing Pro:Centric server settings.



3. In the Open pop-up window, select the appropriate ".zip" file to import, and click **Open**.
4. In the second Import Pro:Centric Server Data window:
   - Check the file data (description, server version, and file creation date) to ensure this is the correct file. See also Export Pro:Centric Server Data pop-up window example on page 84.
   - Click the checkbox at the right of each settings/configuration category and project whose data you would like to import.
   - Click **Import** to initiate the import process (or click **Cancel** to return to the Information screen without importing the Pro:Centric server data).

   Once the import is complete, the server will display a confirmation pop-up window.
5. Click **OK** to close the pop-up window. Then, modify and/or deploy any project(s), as applicable. See "Modify a Project" on page 16 and/or "Deploy a Project" on pages 17 to 18 for further information.

Export Pro:Centric Server Data

Exported Pro:Centric server data is useful for backup purposes. This option exports the server data to a ".zip" file that can be imported back to the server at a later time, as needed. Pro:Centric server data that is available for export includes portal projects (created in the Project Editor), image files, the Channel Map, smart apps settings, etc. You will be able to select categories of export data, as described/shown below.

Caution: Always make sure the exported ".zip" file is at least 50 MB. If the file is smaller in size, this may indicate there was a network interruption that caused some data not to be exported.

1. Click on the **Export** button above the Information display.
2. In the Export Pro:Centric Server Data window:
   - Type a brief description—up to 128 characters—to identify the export file. Note that you must complete this field.
   - Click the checkbox at the right of each project and settings/configuration category whose data you would like to export.
   - Click **Export** to continue (or click **Cancel** to return to the Information screen without exporting the Pro:Centric server settings).

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Data Cloning (Import/Export) (Cont.)

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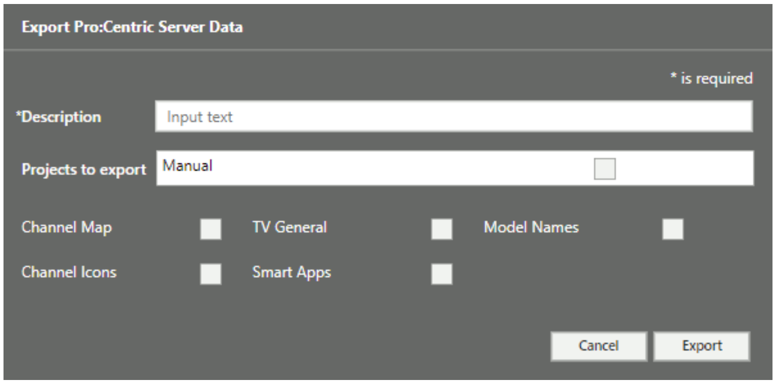
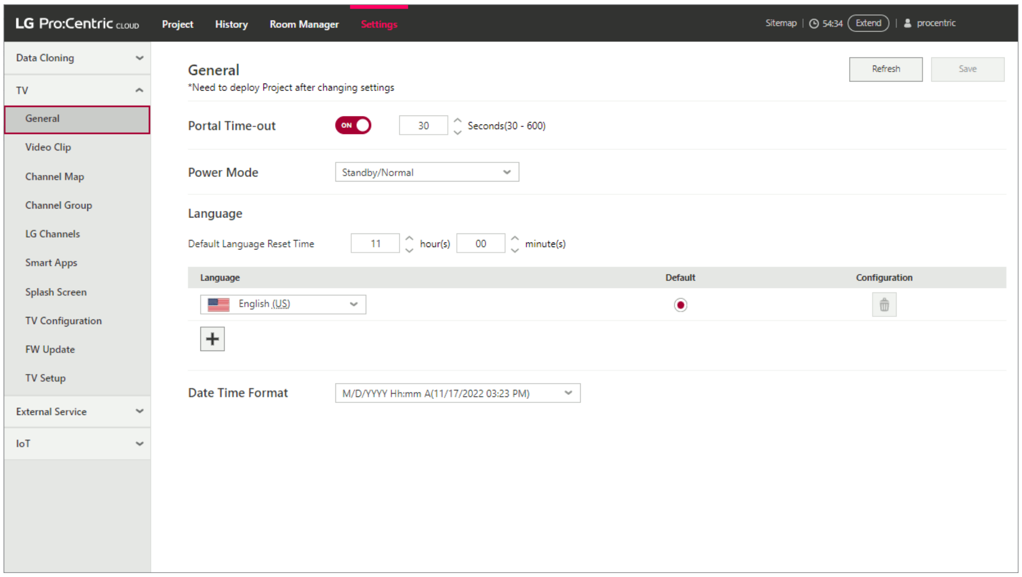


Note: Fonts and Music being used in projects selected for export are always exported, regardless of category(ies) selected.

The export process may take a few minutes depending on the amount of data being exported. Depending on your browser settings, you may name the export file (avoid using special characters, such as ?, -, etc.) and choose the download location. However, if you have automatic downloads set up, an “export.zip” file will be saved to the default download folder on your PC.

The General screen enables you to specify portal timeout, power mode, language, and date/time format options. To view or update these settings, click on **Settings** in the Admin Client menu bar, and then click on **General** under the TV category options panel at the left of the screen.



In addition to setting the portal timeout and the power mode for the TVs, in this screen, you can add or remove TV languages, select/modify the default language, and/or schedule a language reset time so that the Pro:Centric application reverts to the default language at the designated hour/minute (typically, the check-out time). You can also select the preferred format for date/time displays in the portal (see note below). The following sections describe each of the options available.

Note: The date/time format affects widgets that show the date and time, for example, the Date & Time widget, Message With Inbox widget, Flight Info widget, QMS History widget, (PMS) Billing widget, etc.

Configure the Pro:Centric Timeout Setting

When turned ON, this option determines how long Pro:Centric portal displays will remain on a TV screen without further user intervention. The default timeout setting is 30 seconds.

1. Click the **ON/OFF** toggle button at the right of the Portal Timeout field to enable or disable portal timeout.
2. When the portal timeout is enabled, you can edit the timeout setting. Click the Up/Down arrows at the right of the Portal Timeout field to select the number of seconds of inactivity before the Pro:Centric portal display on a TV should time out. Applicable values are 30 second intervals from 30 to 600 seconds.
3. Either:
   - Click the **Save** button at the top right of the General screen to commit any changes to the server. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Refresh**, if required, to restore previous timeout settings.
4. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

General TV Settings (Cont.)

Configure the Power Mode Setting

This setting determines the status of the Instant ON feature on the TV(s). Refer to the Commercial Mode Setup Guide or Installation Manual for the TV model(s) in question for further information, as necessary, before changing this setting.

1. Click the down arrow at the right of the Power Mode field, and select the appropriate value—Standby/Normal, Instant ON (Reboot) (default), or Instant ON (Mute)—from the drop-down list of options.

   Note for ATSC models: If Installer Menu item 002 is updated via a ".tlx" file, the specified setting will be reflected in this field. If you change the setting in this screen, Installer Menu item 002 will now reflect the value you selected here.

   Note for DVB and ISDB models: If Instant ON in the General Menu is updated via a ".tll" file, the specified setting will be reflected in this field. If you change the setting in this screen, the Instant ON field in the General Menu will now reflect the value you selected here.

2. Either:
   - Click the **Save** button at the top right of the General screen to commit any changes to the server. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Refresh**, if required, to restore previous Power Mode settings.
3. Re-deploy any existing project(s), as applicable. See "Deploy a Project" on pages 17 to 18 for further information.

Set the TV Language Reset Time

In the Default Language Reset Time field, you can set the daily time (typically the hotel's check-out time) at which the Pro:Centric application language will be reset to its default value.

1. Click the Up/Down arrows at the right of the Hour and Min(ute) fields to select the appropriate values.
2. Either:
   - Click the **Save** button at the top right of the General screen to commit the update(s) to the server. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Refresh**, if required, to restore the previous language reset time setting.
3. Re-deploy any existing project(s), as applicable. See "Deploy a Project" on pages 17 to 18 for further information.

Language Settings

Language fields identify the languages that are supported in the Admin Client; however, some languages may not be supported on all LG Pro:Centric TVs. Check with your service representative to ensure that the appropriate languages are supported on the property's TV(s).

The following subsections describe how to add or remove TV languages and how to select/modify the default language.

Note: For each language added, you should update the portal configuration, ticker, message, etc. text with the appropriate language support.

Note: Not all TVs support right-to-left languages (Arabic, Hebrew, etc.). Please contact your service representative for further information.

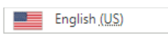
Add a TV Language

Note: Up to six TV languages may be added.

1. Click the + button at the right of the last listed Language on the screen.

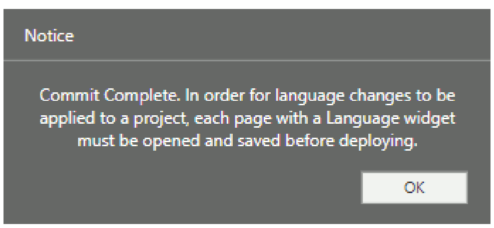
   A new Language field will be added immediately to the list of languages.

2. Click the down arrow at the right of the field, and select the desired language from the drop-down list of options.

3. Repeat steps 1 and 2 to add additional languages (up to six). You may also modify language selections at any time by clicking the down arrow at the right of a Language field.

4. When you have completed your activities, either:
   - Click the **Save** button at the top right of the General screen to commit the update(s) to the server. A confirmation pop-up window will be displayed (see example below). Remember that projects should be updated accordingly to support the language update(s). Click **OK** to close the pop-up window.

   - Click **Refresh**, if required, to restore previous language settings.

5. In order to apply the update to existing projects, in the Project Editor, you MUST open each page to which the Language widget has been added and save the project. Then, re-deploy each project, as applicable. See “Modify a Project” on page 16 and/or “Deploy a Project” on pages 17 to 18 for further information.

Note: It is highly recommended that you open/save/re-deploy the applicable project(s) immediately in the Project Editor to complete the language updates.

Delete a TV Language

1. Click the button at the right of the language to be deleted.

2. Either:
   - Click the **Save** button at the top right of the General screen to commit the update(s) to the server. First you will see a pop-up message to remind you that any projects should be updated accordingly to support the language update(s) (see example above). Click **OK** to close this pop-up window. Then, a confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Refresh**, if required, to restore previous language settings.

(Continued on next page)

3. In order to apply the update to existing projects, in the Project Editor, you MUST open each page to which the Language widget has been added and save the project. Then, re-deploy each project, as applicable. See “Modify a Project” on page 16 and/or “Deploy a Project” on pages 17 to 18 for further information.

Note: It is highly recommended that you open/save/re-deploy the applicable project(s) immediately in the Project Editor to complete the language updates.

Select the Default Language

1. Click the radio button in the Default column at the right of the desired language.
2. Either:
   - Click the **Save** button at the top right of the General screen to commit the edit to the server. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Refresh**, if required, to restore previous language settings.
3. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

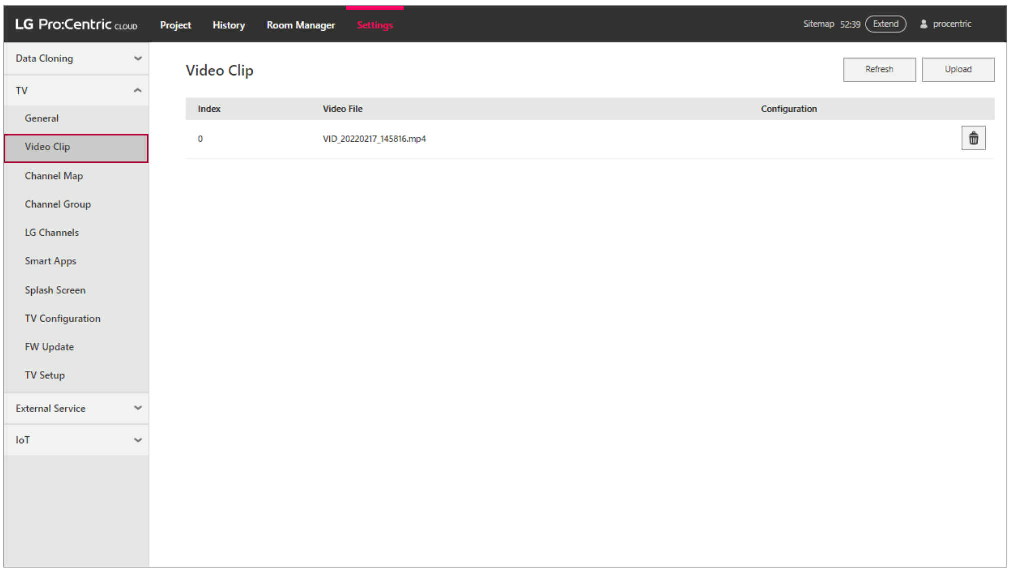
Date/Time Format (TV)

This setting enables you to select the preferred format for date and time displays in the portal.

Note: The date/time format affects widgets that show the date and time, for example, the Date & Time widget, Message and Message With Inbox widgets, Flight Info widget, QMS History widget, (PMS) Billing widget, etc.

1. Click the down arrow at the right of the Date Time Format field, and select the desired format from the drop-down list of options (an example of each date and time format is displayed in parentheses).
2. Either:
   - Click the **Save** button at the top right of the General screen to commit any changes to the server. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Refresh**, if required, to restore the previous date and time format setting.
3. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

The Video Clip screen enables you to upload video files that can be played by guests via the Video widget in the portal. To view or update the video clip settings, click on **Settings** in the Admin Client menu bar, and then click on **Video Clip** under the TV category options panel at the left of the screen.



The Video Clip screen displays the videos currently uploaded to the server.

Note: Make sure to add one or more Video widgets (one Video widget per video clip) to the portal so that guests can watch the videos (see Video widget information under “TV Widgets” on pages 156 to 157 for further details).

Video File Guidelines

- Use letters and/or numbers with no spaces (Aa, Bb, Cc, 1, 2, 3, etc.) for video file names. The Admin Client will not upload video files with spaces or alternative or special (?, -, etc.) characters in the file name.
- Each video file must be a transport stream with an “.mp4” or “.ogv” or “.3gp” extension.
- The total available sum of uploaded video files is limited to 500 MB.

Upload Video Files

1. Click the **Upload** button at the top right of the Video Clip screen.
2. In the Open pop-up window, select the desired video file, and click **Open**.

When the upload is completed successfully, a brief “Upload complete” message will be displayed at the top of the Video Clip screen.

Delete Video Files

This procedure describes how to remove a video from both the Admin Client and the server.

1. Click the button at the right of the video to be removed. The video will be removed immediately.
2. Repeat step 1 to remove additional videos, as required.

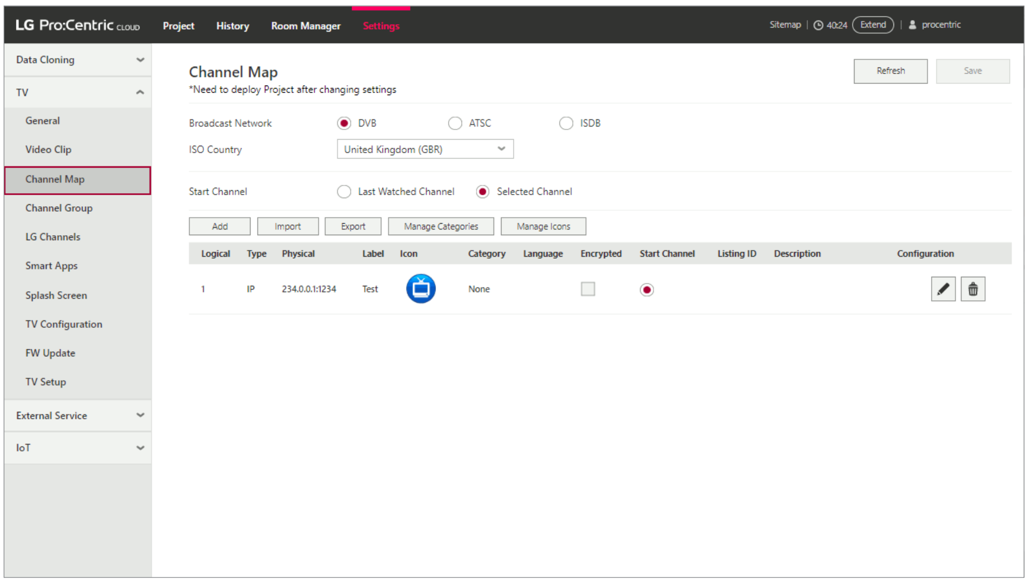
Pro:Centric Channel Map Configuration

The Channel Map screen provides access to the facilities for configuring channel assignment data. To view or update the settings, click on **Settings** in the Admin Client menu bar, and then click on **Channel Map** in under the TV category options panel at the left of the screen.

Note: Logical channel number "0" is NOT supported; the first available logical channel number must be equal to or greater than "1."

For each channel, the Channel Map screen identifies the logical channel number, the channel type, the physical channel number, the channel label and icon, the start channel, the Pro:Idiom® encryption status of the channel, the channel description, and, where applicable, the EPG channel ID.

The following sections describe the configuration facilities available for a Pro:Centric Channel Map.



Note: Make sure to add the Channel List widget or the Channel List with PIP widget to the portal so that the channel list is visible to guests.

Note: If applicable, complete the EPG data configuration in the Pro:Centric Cloud portal before building the Channel Map. Refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information.

Set the Broadcast Network

The default broadcast network is ATSC. If the property is located in a region that utilizes the DVB or ISDB broadcast network standard, complete the steps below to modify the broadcast network setting.

Note: If the LG Channels feature is enabled (see also "LG Channels Settings" on pages 112 to 113), an LG Channels field, directly below the Broadcast Network field, displays the number of LG channels currently enabled/included in the channel list. It is not possible to change the broadcast network while LG Channels is enabled.

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1. In the Broadcast Network field at the top of the Channel Map screen, click the radio button at the left of **DVB** or **ISDB**, as applicable.

   Note: Based on this setting, the Admin Client henceforth will show only the configurable/selectable options, such as TV models, that are applicable to the selected region.
2. When the stream type is set to DVB or ISDB, you can set the server locale so that the time displayed on Pro:Centric application pages is synchronized with the time zone in which the server is located. Click the down arrow at the right of the ISO Country field, and select the appropriate value from the drop-down list of options.
3. Click the **Save** button at the top right of the Channel Map screen to commit the broadcast network setting to the server (or click **Refresh**, if required, to restore the previous setting).
4. Re-deploy any existing project(s). See “Deploy a Project” on pages 17 to 18 for further information.

Start Channel Configuration

By default (see note below for LG Channels exception), the start channel is set to “Last Watched Channel,” i.e., the last channel tuned before the TV was turned OFF will be the channel tuned when the TV is turned ON again. If you would like to specify the start channel, perform the steps below.

Note: If the LG Channels feature is enabled, it is not possible to set the start channel to “Last Watched Channel.”

Note: It is possible to set different start channels for different channel groups (see “Pro:Centric Channel Group Administration” on pages 107 to 111 and/or “Group Settings” on pages 76 to 79 for further information). However, see also note below.

Note: This setting has priority over any individual channel setting. That is, you may set the Start Channel status to “ON” for a selected channel, but unless this field is set to “Selected Channel” as described below, the TV(s) will default to “Last Watched Channel.” This also applies to start channels set in channel groups.

1. In the Start Channel field at the top of the Channel Map screen, click the radio button at the left of **Selected Channel**.
2. Click the “Start Channel” **ON/OFF** toggle button associated with the desired channel, and make sure this feature is “ON.” If necessary, add the channel as described in the “Add a Channel to the Channel Map” section below. Note that neither SMART APP nor URL channels may be selected as the start channel.
3. Click the **Save** button at the top right of the Channel Map screen to commit the start channel setting to the server (or click **Refresh**, if required, to restore the previous setting).

Add a Channel to the Channel Map

1. Click the **Add** button at the top left of the Channel Map screen above the channel list.
2. In the Add Channel pop-up window, complete the following fields:

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Pro:Centric Channel Map Configuration (Cont.)

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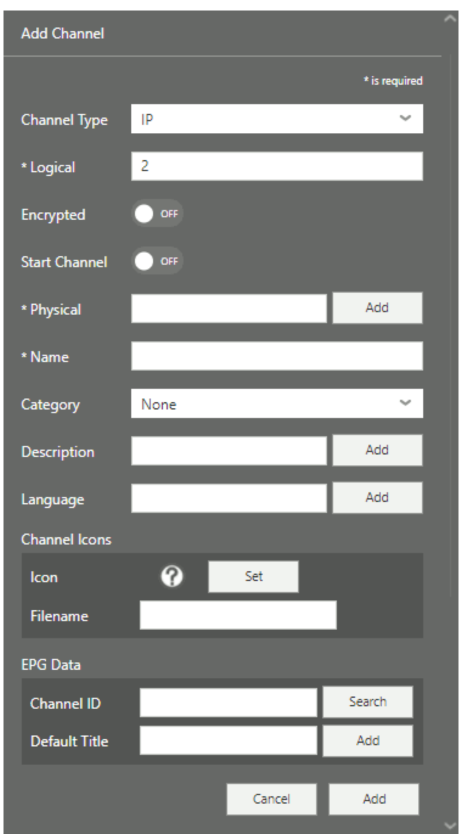
- Channel Type: Click the down arrow at the right of the field, and select the appropriate channel type—IP, RF-ATSC, or RF-ATSC-3 for ATSC broadcast networks; IP, RF-DVB, or Satellite for DVB broadcast networks; or IP or RF-ISDB for ISDB broadcast networks. For each broadcast network, you may also select SMART_APP or URL in this field. Refer to the "SMART APP Channels" and "URL Channels" sections on pages 98 to 99 for further information on these latter options.

  Note: The options in this field depend on the broadcast network setting (see "Set the Broadcast Network" above). Also, neither SMART APP nor URL channels may be selected as the start channel (see step 6 of this procedure).

- Logical: The Admin Client will automatically assign the first available channel number. Type a new logical channel number, as necessary. This number must be unique in the Channel Map; the Admin Client will not allow you to enter a logical channel number that is already in use. In addition, the Admin Client will not allow you to enter a logical channel number above 9999. See also note below regarding logical channel number 0.

  Note: Logical channel number "0" is NOT supported; the first available logical channel number must be equal to or greater than "1."



Note: EPG fields are only displayed if the Interactive Channel Guide feature has been purchased for the system.

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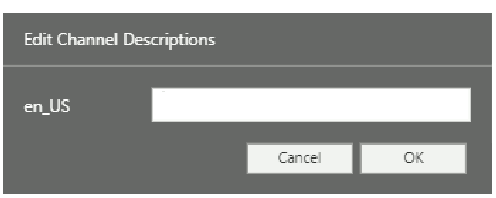
- Physical: Click the **Add** button at the right of the field, and specify the appropriate IP, RF, or Satellite settings in accordance with the selected channel type. Refer to the “Physical Channel Settings” section following this procedure for further information.
- Name: Type the channel name, for example, “PBS.” Note that channel names are limited to 32 letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and/or hyphen and underscore (- and _) characters and must be entered in a language that is supported by the TVs. Do not use spaces or any other alternative or special characters (?, :, /, \, etc.) in this field. Also, do not use a carriage return (\r) or a newline (\n) character. If the text contains characters that are foreign to the TVs, the text may not show properly on-screen, even if it appears to display correctly in the Admin Client.

  Note: Depending on the Channel List widget and Channel Name widget attribute settings (in particular, font size), it may not be possible for the entire channel name to be displayed in the channel guide or the channel banner, respectively. Refer to Channel List widget information under “TV Widgets” on pages 156 to 157 and/or “Channel Banner Attributes” on page 31 for further information.
- Category: Click the down arrow at the right of the field, and select the appropriate channel category (News, Arts and Culture, etc.) from the drop-down list of options. A selection of default categories is provided, but you may also manually add categories. See “Managing Categories” on pages 101 to 103.

  Note: Depending on the mapping selection for the GUIDE button on the remote control (see “Project Settings” on pages 25 to 26) and the Guide Filters attribute setting for the Channel List, Channel List with PIP, or EPG widget, guests may also use the GUIDE button to search channels by category (if categories have been specified). Refer to Channel List and EPG widget information under “TV Widgets” on pages 156 to 157.
- Description: (Applicable only when EPG information is not provided) Click the **Add** button at the right of the field; then, in the Edit Channel Descriptions pop-up window, for each language added in the General screen for TV settings (see “Language Settings” on pages 86 to 88 for further information), type a brief description—up to 50 characters—for the new channel, for example, “Hotel Programming.” The Description text should not contain any back slash (\) characters. When you are finished, click **OK** to close the pop-up window (or click **Cancel** to close the pop-up window without saving the description[s]).



Note: This text will also appear in the Description column for the channel in the Admin Client Channel Map screen.

- Language: Click the **Add** button at the right of the field; then, in the Select Channel Language pop-up window, click the checkbox at the left of each language supported for this channel.

  When you are finished, click **OK** to close the pop-up window (or click **Cancel** to close the pop-up window without selecting the language[s]).

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Pro:Centric Channel Map Configuration (Cont.)

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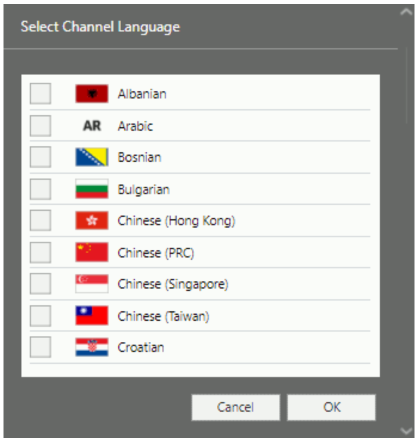

Note: Use the scroll bar at the right of the window to locate the desired language(s).

3. (Optional) Select an icon for the new channel: Click the **Add** button in the Channel Icons section of the window, and choose the appropriate icon from the options in the Channel Icon pop-up window. Then, click **Select** (or click **Cancel** to close the pop-up window without selecting an icon).

Note: Use the scroll bar at the right of the window to locate the desired icon. Only icons included in either a Channel Icons bundle or added individually in this screen will be available for selection. See "Managing Channel Icons" on pages 103 to 106 for further information.

4. (Applicable for Interactive Channel Guide feature only) Specify EPG data for the new channel in the EPG Data section of the screen:
   - For a standard EPG channel, and select the appropriate ID in the Channel ID field. Do NOT specify a default title for the channel; EPG display data will be retrieved from the Internet.
   - For a property-specific channel, do NOT select an EPG channel ID. Instead, click on the **Add** button at the right of the Default Title field, and, for each language added in the General screen for TV settings (see "Language Settings" on pages 86 to 88 for further information), type a brief description—up to 50 characters—for the channel, for example, "Hotel Programming." This is the text that will appear in the EPG information display on the TVs.

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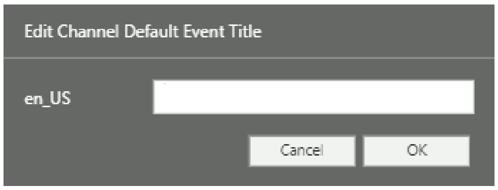


Note: Default Title text should not contain any back slash (\) characters.

5. (Optional) If this channel has Pro:Idiom encrypted content, click the “Encrypted” **ON/OFF** toggle button, and make sure this feature is “ON” to enable the LG Pro:Idiom TV/STB to decrypt the content.
6. (Optional) Click the “Start Channel” **ON/OFF** toggle button, and make sure this feature is “ON” if you want the TV to tune to this channel when it is turned ON. See also “Start Channel Configuration” on page 91. The Start Channel field at the top of the Channel Map screen must be set to “Selected Channel.”

   Note: At least one start channel must exist. When you add the first channel, it will automatically be set as the start channel, until you assign start channel status to a different channel. Also, it is possible to set different start channels for different groups (see “Group Settings” on pages 76 to 79).
7. When you are done defining the channel properties, click **Add** to save your channel definitions and close the Add Channel window (or click **Cancel**, if required, to return to the Channel Map screen without saving the new channel).
8. Click the **Save** button at the top right of the Channel Map screen to save the new channel to the server (or click **Refresh**, if required, to restore previous Channel Map settings).
9. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Physical Channel Settings

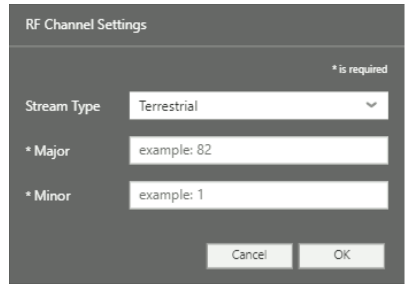
If you are defining an RF, IP, or satellite channel (see step 2 of procedure above), you will need to specify the channel’s physical settings.

1. Once you have selected the appropriate channel type, click the **Add** button at the right of the Physical field, and complete the fields in the subsequent channel settings pop-up window. See examples below.
2. When you are done defining the channel settings/parameters, click **OK** to save your settings (or click **Cancel** to close the pop-up window without saving the channel settings/parameters).

Pro:Centric Channel Map Configuration (Cont.)

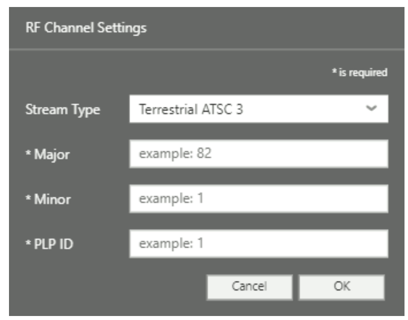
RF-ATSC and RF-ISDB Channel Settings

Field	Description
Stream Type	Click the down arrow at the right of the field, and select the appropriate Terrestrial or Cable option from the drop-down menu.
Major	Type the major channel number.
Minor	Type the minor channel number.



RF-ATSC-3 Channel Settings

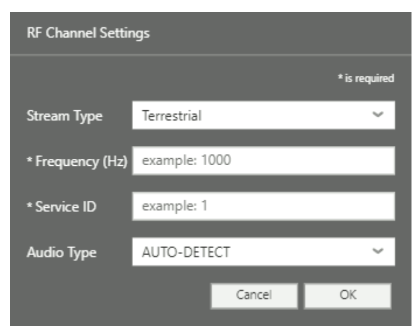
Field	Description
Stream Type	Click the down arrow at the right of the field, and select the appropriate Terrestrial or Cable option from the drop-down menu.
Major	Type the major channel number.
Minor	Type the minor channel number.
PLP ID	Type the PLP ID.



RF-DVB Channel Settings

Note: If you know the audio type for the channel, it is recommended that you select it. Depending on the signal condition of the channel, “AUTO-DETECT” (default) may not be able to detect the proper type.

Field	Description
Stream Type	Click the down arrow at the right of the field, and select the appropriate Terrestrial or Cable option from the drop-down menu.
Frequency (Hz)	Type the physical channel frequency (Hz).
Service ID	Type the channel’s service ID.
Audio Type	If you know the audio type for the channel, click the down arrow at the right of the field, and select the appropriate option from the drop-down menu.

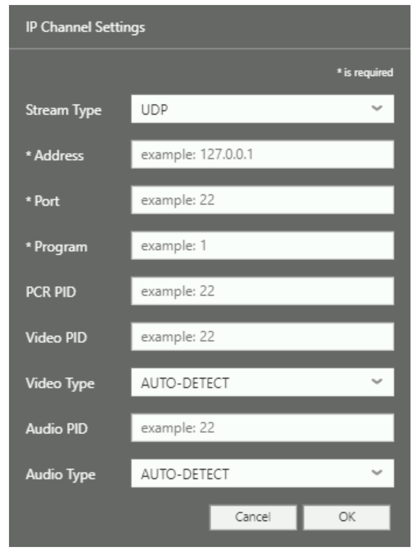


IP Channel Settings

Note: Check with your service provider, as necessary, for information on the settings at the head end IP equipment.

Note: If you know the audio type for the channel, it is recommended that you select it. Depending on the signal condition of the channel, “AUTO-DETECT” (default) may not be able to detect the proper type.

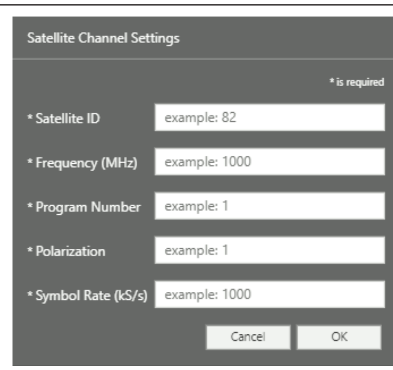
Field	Description
Stream Type	UDP or RTP, depending on the protocol type required for the delivery system. Click the down arrow at the right of the field, and select the appropriate option.
Address *	Type the IP address of the multicast data stream. Note that the IP address must be an IPv4 multicast address within the designated range 225.0.0.0 to 238.255.255.255.
Port * †	Type the IP port number of the multicast data stream.
Program * †	Type **1** in this field. (The program number for an IP channel is always “1”.)
PCR PID †	Type the PCR (Program Clock Reference) program ID.
Video PID †	Type the video program ID.
Video Type	If you know the video type for the channel, click the down arrow at the right of the field, and select the appropriate option from the drop-down menu.
Audio PID †	Type the audio program ID.
Audio Type	If you know the audio type for the channel, click the down arrow at the right of the field, and select the appropriate option from the drop-down menu.



***** Required fields. † 0 (zero) is not a valid entry for these fields.

Satellite Channel Settings

Field	Description
Satellite ID	Type the satellite ID from the TV menu.
Frequency (Hz)	Type the physical channel frequency (in Hz).
Program Number	Type the program number of the satellite program, for example, the channel’s service ID.
Polarization	Type the appropriate numeric value to specify the polarization mode for the satellite broadcasting: 1 = Vertical, 2 = Horizontal, 3 = Left, or 4 = Right.
Symbol Rate (kS/s)	Type the appropriate symbol rate in accordance with the channel bandwidth.



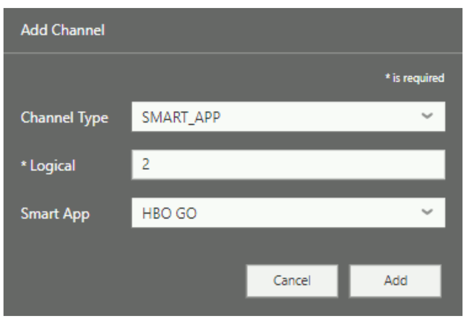
Pro:Centric Channel Map Configuration (Cont.)

SMART APP Channels

This section describes how to add a SMART APP channel to the Channel Map.

1. Click the **Add** button at the top left of the Channel Map screen above the channel list.
2. In the Add Channel pop-up window, complete the following fields:
   - Channel Type: Click the down arrow at the right of the field, and select **SMART_APP**.
   - Logical: The Admin Client will automatically assign the first available channel number. Type a new logical channel number, as necessary. This number must be unique in the Channel Map; the Admin Client will not allow you to enter a logical channel number that is already in use. In addition, the Admin Client will not allow you to enter a logical channel number above 9999. See also note below regarding logical channel number 0.

     Note: Logical channel number “0” is NOT supported; the first available logical channel number must be equal to or greater than “1.”
   - SmartApp: Click the down arrow at the right of the field, and select the desired smart application from the drop-down list of options.



3. When you are done defining the channel properties, click **Add** to save your channel definitions and close the Add Channel window (or click **Cancel**, if required, to return to the Channel Map screen without saving the new channel).
4. Click the **Save** button at the top right of the Channel Map screen to save the new channel to the server (or click **Refresh**, if required, to restore previous Channel Map settings).
5. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

URL Channels

This section describes how to add a URL channel to the Channel Map.

1. Click the **Add** button at the top left of the Channel Map screen above the channel list.
2. In the Add Channel pop-up window, complete the following fields:
   - Channel Type: Click the down arrow at the right of the field, and select **URL**.

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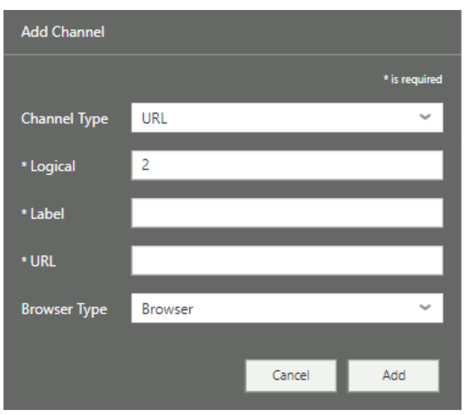
- Logical: The Admin Client will automatically assign the first available channel number. Type a new logical channel number, as necessary. This number must be unique in the Channel Map; the Admin Client will not allow you to enter a logical channel number that is already in use. In addition, the Admin Client will not allow you to enter a logical channel number above 999. See also note below regarding logical channel number 0.

  Note: Logical channel number “0” is NOT supported; the first available logical channel number must be equal to or greater than “1.”
- Label: Type a brief label for the URL. The label text must be entered in a language that is supported by the TVs, and should not contain any back slash (\) characters. If the text contains characters that are foreign to the TVs, the text may not show properly on-screen, even if it appears to display correctly in the Admin Client.

  Note: Depending on the Channel List widget and Channel Name widget attribute settings (in particular, font size), it may not be possible for the entire URL label to be displayed in the channel guide or the channel banner, respectively. Refer to Channel List widget information under “TV Widgets” on pages 156 to 157 and/or “Channel Banner Attributes” on page 31 for further information.
- URL: Type the appropriate URL for the channel.
- Browser Type: Click the down arrow at the right of the field, and select the appropriate browser—Browser, K-Browser, or NK-Browser—from the drop-down list of options.



3. When you are done defining the channel properties, click **Add** to save your channel definitions and close the Add Channel window (or click **Cancel**, if required, to return to the Channel Map screen without saving the new channel).
4. Click the **Save** button at the top right of the Channel Map screen to save the new channel to the server (or click **Refresh**, if required, to restore previous Channel Map settings).
5. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Delete a Channel from the Channel Map

1. Click the button at the right of the channel to be deleted.
2. At the prompt for confirmation, either:
   - Click **Delete** to confirm the removal of the channel.
   - Click **Cancel** to return to the Channel Map screen without removing the channel.
3. Click the **Save** button at the top right of the Channel Map screen to commit the channel removal to the server (or click **Refresh**, if required, to restore previous Channel Map settings).
4. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Modify a Channel in the Channel Map

Note: If you simply wish to change a channel’s Encrypted or Start Channel status, click on the applicable ON/OFF toggle button for the channel in the Channel Map screen to toggle the status as necessary. Then, go to step 4 of the procedure below.

Note: Neither SMART APP nor URL channels may be selected as the start channel.

1. Click the button at the right of the channel you wish to edit.
2. In the Edit Channel pop-up window, edit the channel’s settings as required.

   See “Add a Channel to the Channel Map” on pages 91 to 95 for information on the fields in the Edit Channel window. Also note that EPG fields are only displayed if the Interactive Channel Guide feature has been purchased for the system.
3. When you have completed the required edits, either:
   - Click **Update** in the Edit Channel window to save the changes.
   - Click **Cancel** to return to the Channel Map screen without saving the changes.
4. Click the **Save** button at the top right of the Channel Map screen to commit the edits to the server (or click **Refresh**, if required, to restore previous Channel Map settings).
5. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Move Channels Up or Down in the Channel Map

1. Click the ⬆ or ⬇ arrow at the right of the channel you wish to move. The Admin Client will automatically reassign/reorder the logical channel numbers.
2. Click the **Save** button at the top right of the Channel Map screen to commit the changes to the server (or click **Refresh**, if required, to restore previous Channel Map settings).
3. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Import a Channel Map

This option enables you to import a Channel Map data ".xml" file. Channel Map data files have signatures that enable the Admin Client to validate their authenticity/packaging. The Admin Client will not import an invalid file.

Caution: This operation will replace an existing Channel Map. Because Channel Maps are associated with EPG channel IDs that are region-specific, do NOT import Channel Map data unless you are certain the EPG channel IDs being imported are appropriate for the region.

1. Click the **Import** button at the top left of the Channel Map screen.
2. In the Open pop-up window, select the appropriate ".xml" file to import, and click **Open**. The server will initiate the import immediately.

   Note that the import may take a minute or two, depending on the size of the files being imported. When the import is complete, the system will populate the Channel Map screen with the imported Channel Map data.
3. Click the **Save** button at the top right of the Channel Map screen to commit the new Channel Map to the server (or click **Refresh**, if required, to restore previous Channel Map).
4. Re-deploy any existing project(s), as applicable. See "Deploy a Project" on pages 17 to 18 for further information.

Export a Channel Map

Exported Channel Map data may useful for backup purposes and, in certain situations, can also be used to define the channel lineup for additional servers (see Import caution above).

Note: LG Channels feature channels are not included in Channel Map exports.

Click the **Export** button at the top left of the Channel Map screen. The export process may take a few minutes depending on the amount of data being exported. Depending on your browser settings, you may name the export file (avoid using special characters, such as ?, -, etc.) and choose the download location. However, if you have automatic downloads set up, a "ch.xml" file will be saved to the default download folder on your PC.

Manage Channel Categories and Icons

Manage Categories and Manage Icons buttons on the Channel Map screen enable you to add additional categories and/or icons, as required. Refer to the appropriate subsection below for further information.

Managing Channel Categories

Note: It is not possible to rename or delete pre-defined categories.

1. Click the **Manage Categories** button above the list of channels in the Channel Map screen.

   An Edit Category pop-up window will be displayed. If categories have been manually added previously, you will see them at the bottom of the list of categories.

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Pro:Centric Channel Map Configuration (Cont.)

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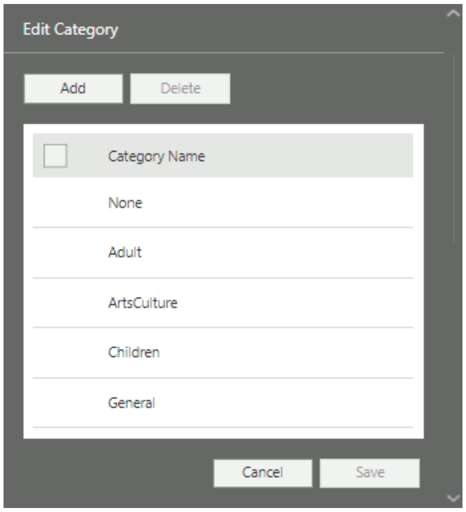
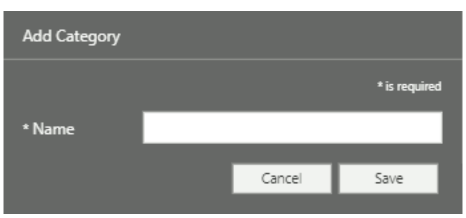


2. Add, modify (i.e., rename), and/or delete categories, as required:
   - To add a category, click the **Add** button at the top of the Edit Category pop-up window. Then, in the Add Category pop-up window, type the name—up to 32 characters—of the new category. Note that the category name must be entered in a language that is supported by the TVs, and should not contain any back slash (\) characters.

     When you are done, click **Save** (or click **Cancel** to return to the Edit Category window without adding the category).
   - To modify a category, click the  button at the right of the category you wish to rename. A Rename Category pop-up window will be displayed, with the same Name field shown in the Add Category example above. Type the new name—up to 32 characters—for the category. Make sure the category name is entered in a language that is supported by the TVs and does not contain any back slash (\) characters.

     Click **Save** to save the new name (or click **Cancel** to return to the Edit Category window without saving the changes).
   - To delete one or more categories, click the checkbox at the left of each channel category you would like to delete, and then click on the **Delete** button at the top of the Edit Category pop-up window. The category(ies) will be removed immediately from the category listing.

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3. When you have completed your activities, either:
   - Click **Save** to save all your category changes. An additional confirmation pop-up window will be displayed. Click **Yes** to confirm and return to the Channel Map screen, or click **No** to return to the Edit Category window.
   - Click **Cancel** to return to the Channel Map screen without saving changes.

Managing Channel Icons

This section describes how to manually manage (add and/or delete) individual channel icons and/or how to import a Channel Icons "bundle," which comprises the properties and image files.

Note: The "Channel Icons Bundle Overview" subsection below also describes guidelines for individual channel icons.

Channel Icons Bundle Overview

A Channel Icons bundle contains a bundle.properties file, an iconsMap.txt file, and a channelIcons folder. See file examples and channel icons information below.

Caution: The Channel Icons bundle identifies the channel icons that will be available for selection during Channel Map configuration. A newly imported Channel Icons bundle will replace the bundle formerly on the server. Ensure the new Channel Icons bundle contains all channel icons currently in use in the channel lineup as well as any new icons. (Individual channel icons that have been manually added will not be affected by a new bundle import.)

Contact your service provider to obtain the file bundle. This is usually a desirable option if a minor update is required for a single property. Use a text editor such as WordPad to edit the properties file, as required. See "Channel Icon Guidelines" below if you need to add a channel icon.

For regional updates, communicate Channel Icons properties requirements to your service provider. In this case, the files will be compiled per your direction.

- The Channel Icons bundle.properties file contains summary information about the bundle. The Type field can remain static; however, it is recommended that all other fields be completed with the appropriate information. In particular, the Version field should distinguish this bundle from previous as well as later versions.

  Example: Typical Channel Icons bundle.properties File

```
# Channel Icons Properties File

type = channelIcons
name = NA Channel Icons
region = North America
description = Ch Icons for NA
version = 7
author = LG Solutions
date = 06/15/2015
```

Note: If you make changes to any of the properties, make sure to save the file.

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Pro:Centric Channel Map Configuration (Cont.)

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- All channel icons are stored in a channelIcons folder and are available for selection. If you need to add a channel icon to the channelIcons folder, i.e., if none of the available options is appropriate for a channel that is included in the channel lineup, note the following requirements for channel icons:

  Note: These guidelines also are applicable for individually added channel icons.

  − Each channel icon should be saved as a PNG with a clear background to maintain transparency in the event the application background color is modified.

  − Channel icon pixel dimensions must be 70 x 50 (W x H).

  If the channel icon itself does not accommodate this aspect ratio, use graphics editing software to ensure the canvas is sized at 70 x 50 pixels.

  Example: Sizing Channel Logos

  The pixel dimensions of the channel logo on the left are 50 x 50. The canvas size must be enlarged at the sides as shown to accommodate the 70 x 50 requirement.

50 x 50

70 x 50

- If applicable, place the new icon in the channelIcons folder, and then add an entry for the new channel icon to the end of the iconsMap.txt file in the Channel Icons bundle. Use the format indicated in the example below to specify the file name of the new channel icon and the network name (see also Channel Icon window example in “Uploading Channel Icons” procedure below).

  The iconsMap.txt file identifies, in list form, each of the icons in the channelIcons folder. Use a text editor such as WordPad to add the new listing to the end of the file. Make sure to save the file when you are done.

  Example: Typical iconsMap.txt File

```
## iconsMap.txt
# ID | filename | name | alias (optional)

1 | ABC_Logo.png | ABC
2 | ABC_Family_Logo.png | ABC Family
3 | ABC_News_Now_Logo.png | ABC News Now
...
...
...
245 | Weather_Channel_Logo.png | Weather Channel
246 | WGN_America_Logo.png | WGN America
```

- To complete a Channel Icons bundle, create a .zip file that contains the bundle.properties file, the iconsMap.txt file, and the channelIcons folder. The .zip file name format is as follows: channelIconsBundle_*x*.zip, where *x* is the version number of the bundle. Also, note that the Admin Client will not import the file unless it detects the three elements identified.

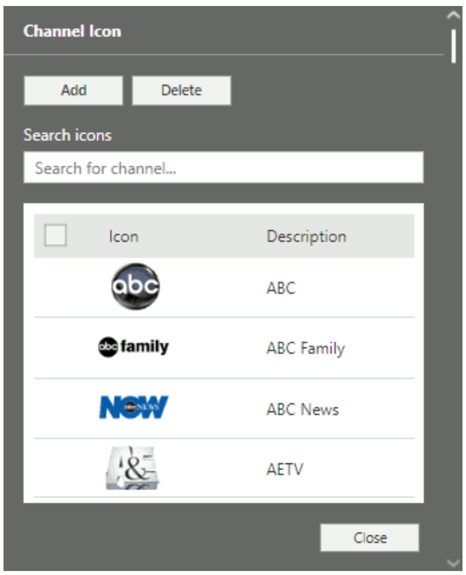
Uploading Channel Icons

The following procedure describes how to add and/or delete individual channel icons and also how to add a Channel Icons bundle.

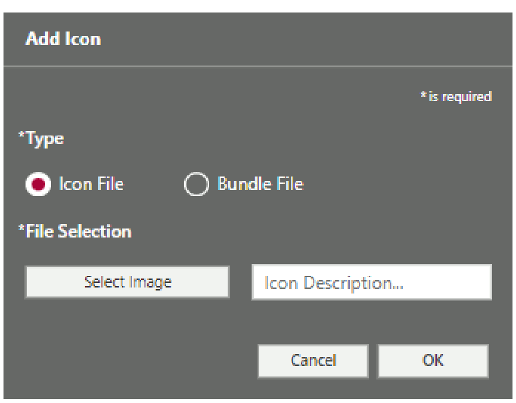
1. Click the **Manage Icons** button above the list of channels in the Channel Map screen.

   A Channel Icon pop-up window will be displayed.

   Note: If desired, you can search for icons by typing search text directly into the Search field.



2. This step describes how to add an individual channel icon or a Channel Icon bundle. See note below for information on deleting an individual channel icon. To add a channel icon or bundle:
   - Click the **Add** option above the list of channel icons. Then, in the Add Icon pop-up window, select the appropriate option in the Type field—**Icon File** or **Bundle File**.



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Pro:Centric Channel Map Configuration (Cont.)

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- If you are uploading an individual channel icon file, click the **Select Image** button, and select the desired icon to upload from the Open pop-up window (see requirements for channel icons above, as required). Then, back in the Add Icon window, type a brief description—up to 50 characters—for the icon in the Icon Description field provided.
- If you are uploading a Channel Icons bundle, click the **Select Bundle** button, and then select the appropriate ".zip" file to upload from the Open pop-up window.

  Once the new Channel Icons bundle is loaded, the Channel Icon window will be updated with the latest channel icons.
- Click **OK** to save the new icon or bundle (or click **Cancel** to return to the Channel Icon window without adding the icon/bundle).

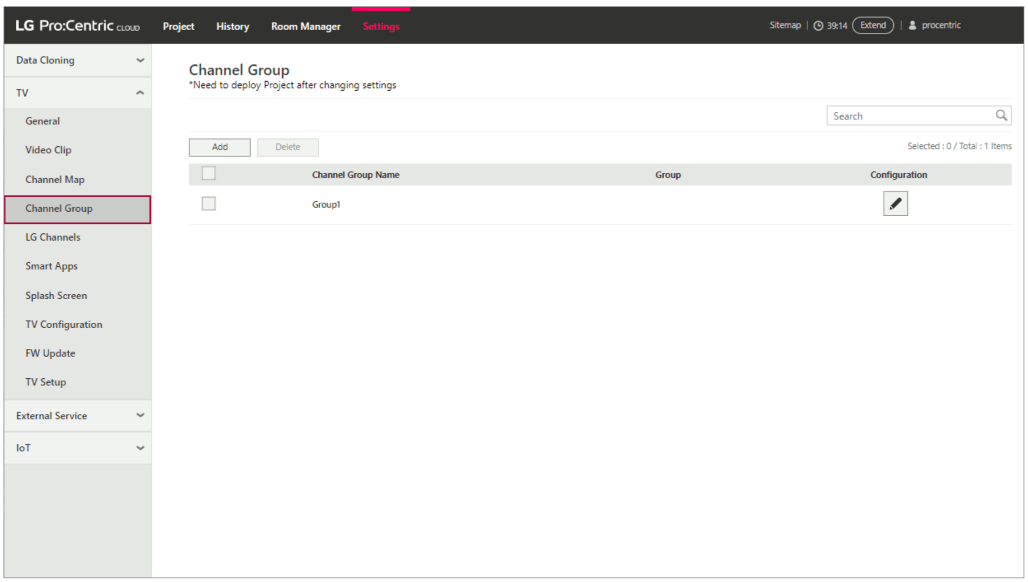
The new icon will now be listed in the Channel Icon window.

Note: It is only possible to delete user-added channel icons. To delete an icon: Click the checkbox at the left of each channel icon you would like to delete, and then click the **Delete** option above the list of channel icons. The icon(s) will be removed immediately from the icon list.

3. When you have completed your activities, click the **Close** button at the bottom right of the Channel Icon window to return to the Channel Map screen.

In the Channel Group screen, you can create channel groups to assign to groups of rooms. To view or update the settings, click on **Settings** in the Admin Client menu bar, and then click on **Channel Group** in the Settings Menu options panel at the left of the screen.

Note: Channel groups comprise channels that have been added in the Channel Map screen. See “Pro:Centric Channel Map Configuration” on pages 90 to 106 for further information. Also, only TV groups that have been added in the Room Manager Menu / Group screen are available for selection in channel groups. Make sure to create the required TV groups before adding or modifying channel groups (see “Group Settings” on pages 76 to 79).



The Channel Group screen displays a listing of the channel groups currently configured in the Admin Client.

Note: Use the **Search** field to search for particular channel groups.

The following sections describe how to add, modify, or delete channel groups.

Add a Channel Group

Note: Only those channels that have been added in the Channel Map screen will be available to add to channel groups. See “Pro:Centric Channel Map Configuration” on pages 90 to 106 for further information.

1. Click the **Add** button above the list of channel groups.
2. In the Add Channel Group pop-up window:
   - Type the channel group name—up to 10 characters—in the Group Name field. Each channel group must have a unique name.

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Pro:Centric Channel Group Administration (Cont.)

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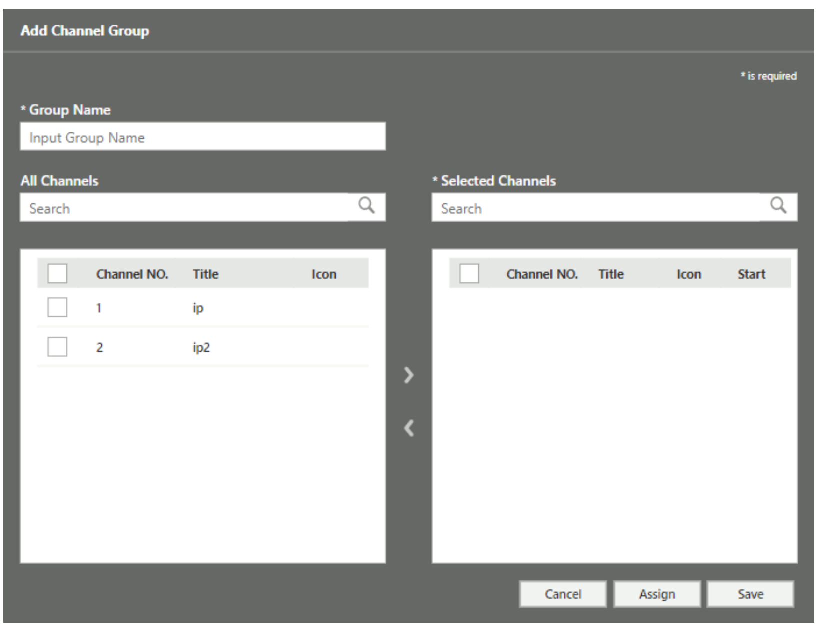
Note: All group names should consist of letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) with no spaces. With the exception of the underscore character, the Admin Client will not recognize alternative or special (?, -, etc.) characters. Also, the channel group name may consist of no more than 10 characters.

- Select the channels to include in the channel group: Click the checkbox at the left of each channel under the list of All Channels that you would like to add to the channel group, or click the checkbox at the left the channel list header to select all of the channels listed. Then, click on the › arrow to transfer the channels to the channel group. The selected channels will now be listed under Selected Channels at the right of the window.

Note: At least one channel must be selected in order for the channel group to be added. Also note that each channel can only be added to one channel group.

Note: By default, the first channel in the Selected Channels list will be marked as the start channel. If you would like to choose a different start channel, click the radio button (in the Start column) at the right of the desired channel. Also, make sure the Start Channel field in the Channel Map screen is set correctly. See “Start Channel Configuration” on page 91 for further information. By default, the TVs are configured to tune to the “Last Watched Channel” when they are turned ON.



3. Either:
   - Click **Save** to save the channel group without assigning the TV group(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. On the Channel Group screen, you will see the new channel in the list of saved channel groups.

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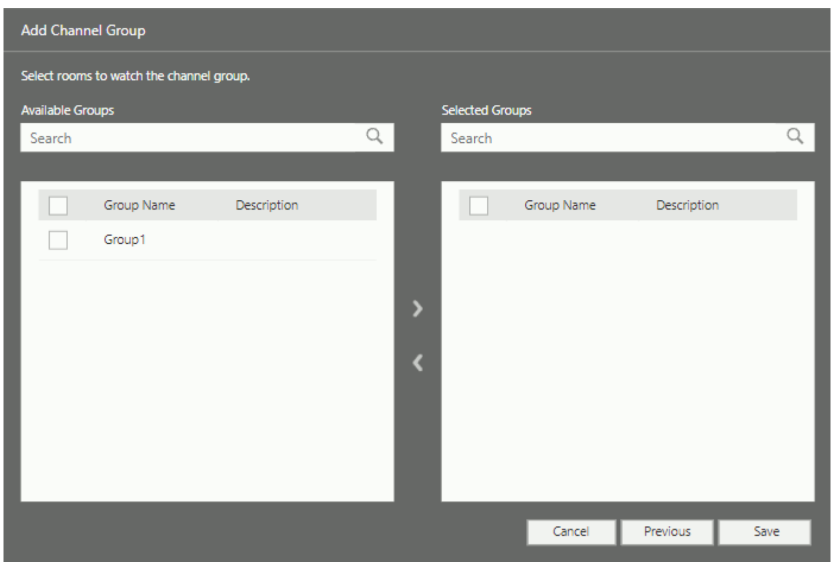
- Click **Assign** if you would like to assign the TV group(s) to the channel group. The next step will be to select the appropriate receiving TV group(s). Continue with step 4.
- Click **Cancel** to return to the Channel Group screen without saving the new channel group.

4. After you click “Assign” in the previous step, a second Add Channel Group window will be displayed, and you can select the TV group(s) to which to assign the channel group, as follows: Click the checkbox at the left of each TV group to include. If you want to select all groups in the list, you can click the checkbox at the left of the Group Name field in the list header. Then, click on the › arrow to transfer the group(s) to the Selected Groups list at the right of the window.

   Note: Only TV groups that have been added in the Group screen are available for selection (see “Group Settings” on pages 76 to 79). Also, each TV group can only be assigned to one channel group.

   Note: If you want to search for a particular TV group, use the Search field at the right of the Available Groups field to search for the desired group.



   Note: If you would like to review channel selections, you can click on the **Previous** button at the bottom right of this Add Channel Group window to return to the initial Add Channel Group window.

5. Once you have completed your room/group selections, either:
   - Click **Save** to save the channel group. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. On the Channel Group screen, you will see the new channel group in the list of saved channel groups and the Group column will be updated with the appropriate data. Continue with step 6.
   - Click **Cancel** to return to the Channel Group screen without saving the new channel group.
6. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

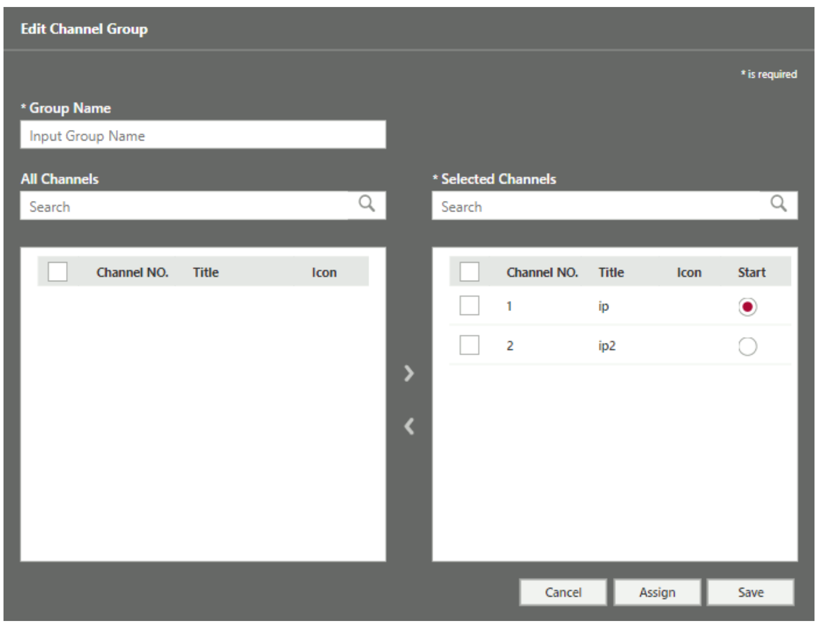
Pro:Centric Channel Group Administration (Cont.)

Modify a Channel Group

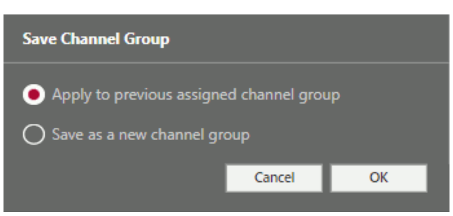
Note: Only those channels that have been added in the Channel Map screen will be available to add to channel groups. See also “Pro:Centric Channel Map Configuration” on pages 90 to 106.

1. Click the button at the right of the channel group you would like to modify.
2. In the Add Channel Group pop-up window, modify the channel group name and the channels in the group as necessary. See step 2 of the “Add a Channel Group” procedure above.
3. Once you have completed your edits, either:
   - Go to step 4 to save the modified channel group without editing the TV group assignments.
   - Go to step 5 to review the TV group assignments for the channel group.

   Note: Click **Cancel** to return to the Channel Group screen, as necessary.



4. If you do not need to edit the TV group assignments at this time, click on the **Save** button in the Add Channel Group window. In the subsequent Save Channel Group pop-up window, you have the option to apply the updates to the channel group previously selected—with any changes you made to the group name and/or channels, or you can save the updates as a new channel group—i.e., the group you used as a basis for the new group remains as is, while a new group is created with the new group name and any channel changes. Select the appropriate option, and click **OK** (or click **Cancel** to return to the Add Channel Group window, as necessary).



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Once the save is complete, a confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. If applicable (depending on your selection above), the new channel group will also be displayed in the Channel Group screen. Continue with step 6.

5. To review the TV group assignments, click on the **Assign** button in the initial Add Channel Group window to proceed to the second Add Channel Group pop-up window. See also step 4 of the “Create a Channel Group” procedure above.

   If you wish to remove TV groups from the Selected Groups column at the right of the window, click the checkbox at the left of each group to remove. If you want to select all groups in the list, you can click the checkbox at the left of the Group Name field in the list header. Then, click on the arrow to transfer the group(s) to the Available Groups list at the left of the window.

   Note: Click **Previous** to return to the initial Add Channel Group window, as necessary, or click **Cancel** to return to the Channel Group screen without saving your changes.

6. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Delete a Channel Group

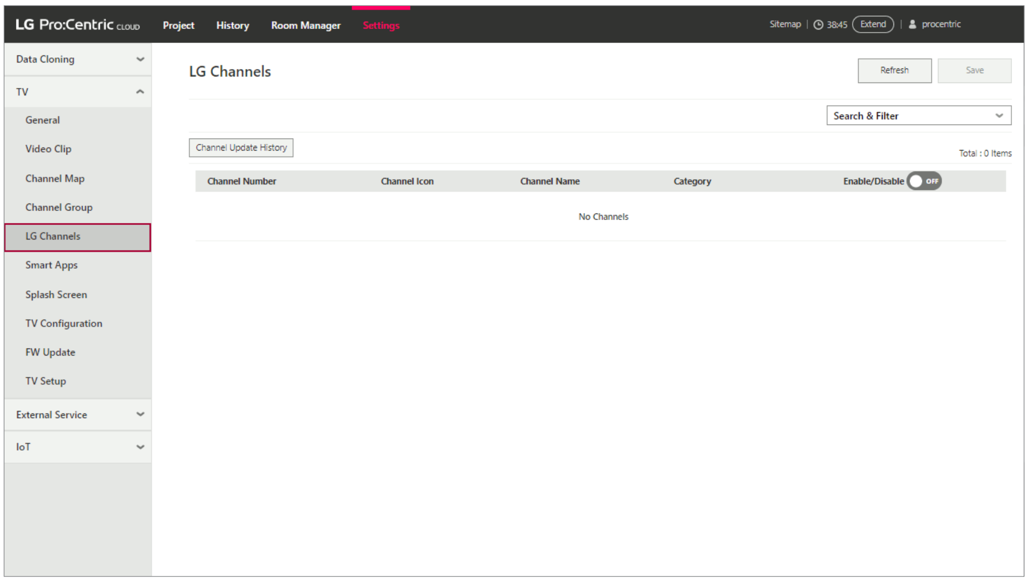
This option enables you to delete one or more saved channel groups.

1. Use one of the options below, depending on whether you want to delete only a single channel group or multiple channel groups at one time.
   - To delete a single channel group: Click the checkbox at the left of the channel group to delete, and then click the **Delete** button above the channel group list.
   - To delete multiple channel groups: Click the checkbox at the left of each channel group to delete, and then click the **Delete** button above the channel group list.
   - To delete all existing channel groups: Click the checkbox at the left of the Channel Group Name header to select all channel groups. Then, click the **Delete** button above the channel group list.
2. At the prompt for confirmation, either:
   - Click **Yes** to delete the channel group(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. Continue with step 3.
   - Click **No** to return to the Channel Group screen without deleting the channel group(s).
3. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

LG Channels Settings

The LG Channels feature provides premium streaming content, free of charge, to end users. In the LG Channels screen, you may enable/disable some or all of the available channels. Any channels that are enabled automatically will be added to the Channel Map. See also “Pro:Centric Channel Map Configuration” on pages 90 to 106.

To view or update LG Channels settings, click on **Settings** in the Admin Client menu bar, and then click on **LG Channels** under the External Service category options panel at the left of the screen.



The LG Channels screen displays a listing of the available channels. For each channel, the display shows the channel number, name, icon, category, and enabled/disabled status.

Note: Use the **Search & Filter** field to select advanced search options.

The following sections describe how to display LG Channels update history and how to enable or disable selected channels.

Display LG Channels Update History

This option allows you to review which channels have been added to or deleted from the LG Channels feature. Click the **Channel Update History** button above the channel list. The LG Channels data will be displayed in a LG Channels Update History pop-up window. Click **OK** to close the pop-up window when you are finished.

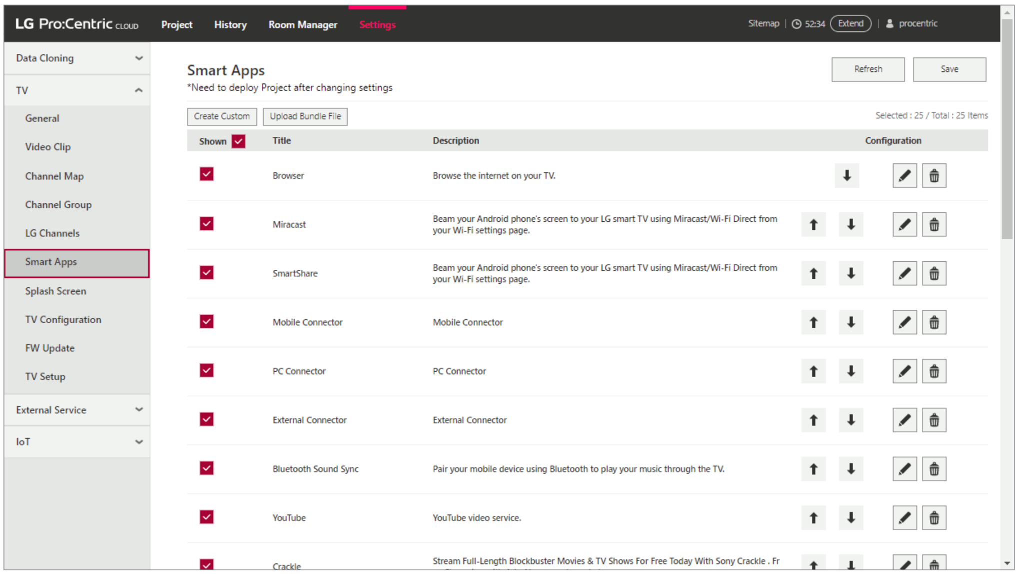
Enable/Disable Some or All LG Channels

All enabled LG channels are included in the Pro:Centric Channel Map (identified in the Channel Map screen as type “LG_CHANNELS”). The LG Channels field displayed on the Channel Map screen shows how many LG channels are enabled/included in the Channel Map.

1. Either:
    - To change an individual channel’s enabled/disabled status, click the **ON/OFF** toggle button in the Enable/Disable column at the right of the appropriate channel.
    - To enable or disable all LG channels, click the **ON/OFF** toggle button at the right of the Enable/Disable column header.
2. Click the **Save** button at the top right of the LG Channels screen to activate any updates. To restore previous settings without saving any changes, click the **Refresh** button.
3. Re-deploy any project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Smart Applications Administration

The Smart Apps screen displays a list of the smart apps that are available. o view or update current settings, click on **Settings** in the Admin Client menu bar, and then click on **Smart Apps** under the TV category options panel at the left of the screen.



The Smart Apps screen displays a list of all available smart apps: those uploaded to the server in a Smart Apps bundle (see also “Upload a Smart Apps Bundle” on page 116), as well as any custom apps that have been created.

- Click the checkbox in the “Shown” column for each smart app you would like to display in the Smart Apps interactive menu. You can also simply click the Shown checkbox in the smart apps list header to select all of the smart apps. If there are smart apps that you do not wish to display, remove the check from the checkbox.
- You may also alter the order in which the smart apps are displayed in the Smart Apps interactive menu by clicking the ⬆ or ⬇ arrow at the right of each applicable smart app.
- If you make any changes to the smart apps settings, click the **Save** button at the top right of the Smart Apps screen to commit the updates to the server. Then, re-deploy any existing project(s). See “Deploy a Project” on pages 17 to 18 for further information.

Note: Make sure to add the Smart Apps widget to the portal so that guests can use the apps. You will be able to add icons for the smart apps as part of the widget attribute configuration. See Smart Apps widget information under “Service Widgets” on pages 162 to 164 for additional details.

Note: Selected smart apps require that you upload a certificate issued by the app provider. See “Smart App Certificates” on page 118 and/or check with your service representative for further information.

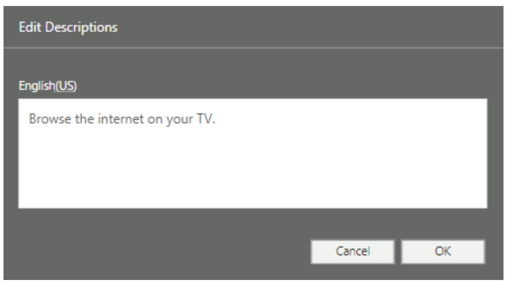
Note: Not all smart apps listed in the display are supported on all TV models. For example, some TVs may only support a subset of the smart apps that are available, while other TVs may not support smart apps at all. Check with your service representative or check the TV specifications for further information.

The Smart Apps interactive menu on each TV will only show those apps that are supported by the TV.

Edit a Smart App's Description

This option enables you to add a description (to be displayed on the portal page) for a smart app.

1. Click the button at the right of the smart app for which you wish to add the description.
2. In the Edit Descriptions pop-up window, for each language added in the General screen for TV settings (see "Language Settings" on pages 86 to 88 for further information), type a description—up to 1000 characters—for the smart app. The Description text should not contain any back slash (\) characters. When you are finished, click **OK** to close the pop-up window (or click **Cancel** to close the pop-up window without saving the description[s]).

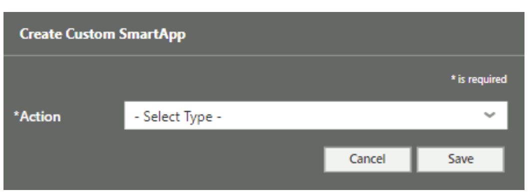


3. Click the **Save** button at the top right of the Smart Apps screen to commit the updates to the server (or click **Refresh**, if required, to restore previous smart app settings).
4. Re-deploy any existing project(s), as applicable. See "Deploy a Project" on pages 17 to 18 for further information.

Create a Custom Smart App

This option enables you to add a custom smart app to the Admin Client.

1. Click the **Create Custom** button at the top left of the Smart Apps screen.
2. In the Create Custom Smart App pop-up window, select the appropriate action. Click the down arrow at the right of the field, and select either **Clear User Credentials**, **Launcher to URL**, or **Smart App** in accordance with your requirements.



3. The next step depends on your selection above.
   - If you selected "Clear User Credentials," the server will indicate that the smart app is ready to be added. Continue with step 4.

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- If you selected “Launcher to URL,” you will need to provide a name (title) for the smart app, type the appropriate URL in the fields provided, select the appropriate browser type (Browser, K-Browser, NK-Browser, AR-Browser), select the appropriate resolution (1280 x 720 or 1920 x 1080), and select the appropriate option for BACK key handling, as well as for screen keyboards.
- If you selected “Smart App,” you will need to provide the app ID and the name of the smart app and also select the appropriate smart app icon to upload. The maximum resolution allowed for smart app icons is 285 x 285 pixels. In addition, note that an icon file name may consist of letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and hyphen and underscore (- and _) characters. The Admin Client will not upload icon files with spaces or other alternative or special (?, :, /, \,etc.) characters in the file name.

4. Click **Save** to add the custom smart app (or click **Cancel** to return to the Smart Apps screen without adding the Smart App). The new smart app will be added at the end of the list of smart apps.
5. Click the **Save** button at the top right of the Smart Apps screen to commit the new custom smart app to the server (or click **Refresh**, if required, to restore previous smart app settings).
6. Modify and/or re-deploy any project(s), as applicable. See “Modify a Project” on page 16 and/or “Deploy a Project” on pages 17 to 18 for further information.

Delete a Custom Smart App

This option enables you to delete a custom smart app from the Admin Client.

Note: It is not possible to delete smart apps that were not custom-created.

1. Click the button at the right of the custom smart app you wish to delete.
2. At the prompt for confirmation, either:
   - Click **OK** to remove the smart app.
   - Click **Cancel** to return to the Smart Apps screen without removing the smart app.
3. Click the **Save** button above the list of smart apps to commit the removal to the server (or click **Refresh**, if required, to restore previous smart app settings).
4. Re-deploy any existing project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Upload a Smart Apps Bundle

This section describes how to import a Smart Apps “bundle,” which comprises the properties and image files that define the smart apps available for the system.

Smart Apps Bundle Overview

Each Smart Apps bundle contains a bundle.properties file, an apps.txt file, and an Apps folder. The bundle.properties file contains important summary information about the bundle, and the values in this file will be used to populate the Available Smart Apps fields in the Update screen. All available smart app icons (logos) are stored in the Apps folder, and the associated apps.txt file provides a listing with the following information for each app: the icon name, the internal TV string for launching the app, and the display string. Each smart app included in the bundle will be available for selection in the Smart Apps screen.

Contact your service provider to obtain the file bundle. This is usually a desirable option if a minor update is required for a single property. For regional updates, communicate Smart Apps properties requirements to your service provider. In this case, the files will be compiled per your direction.

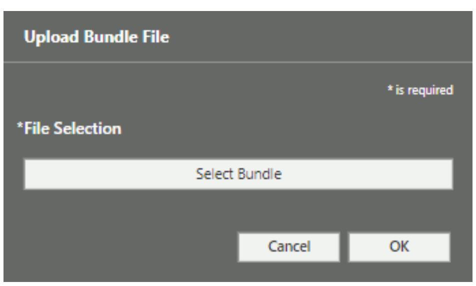
Caution: The Smart Apps bundle identifies the smart applications that are available for selection during Smart Apps administration. A newly imported Smart Apps bundle will replace the bundle formerly on the server.

Caution: Smart Apps bundle files typically should not be modified. Contact your service provider, as necessary, to obtain the bundle and/or for further information.

If necessary (see also caution above), create a .zip file that contains the bundle.properties file, the apps.txt file, and the apps folder. The .zip file name format is as follows: appsBundle_*x*.zip, where *x* is the version number of the bundle. Also, note that the Admin Client will not import the file unless it detects the three elements identified.

Upload the Bundle

1. Click the **Upload Bundle File** button at the top left of the Smart Apps screen.
2. In the Upload Bundle File pop-up window, click the **Select Bundle** button, and then select the appropriate ".zip" file to upload from the Open pop-up window.

   Once the new Smart Apps bundle is loaded, the Smart Apps screen will populate with the new app data.
3. If you imported a new bundle, re-deploy any existing project(s). See "Deploy a Project" on pages 17 to 18 for further information.

Smart App Certificates

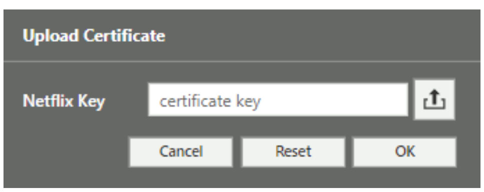
This section is only applicable for selected smart apps that require a certificate. The certificate (.lic) file is issued by/should be obtained from the app provider. Contact your service representative for further information.

Note: A Property Management System server also must be configured and enabled in order for end users to access smart apps that require a certificate. Refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information on installing the Property Management System partner service.

Note: In addition to the Property Management System server, selected smart apps also require that a Cloud Data Collection server be configured and enabled in order for end users to access smart apps that require a certificate. Your service representative will direct you when this necessary.

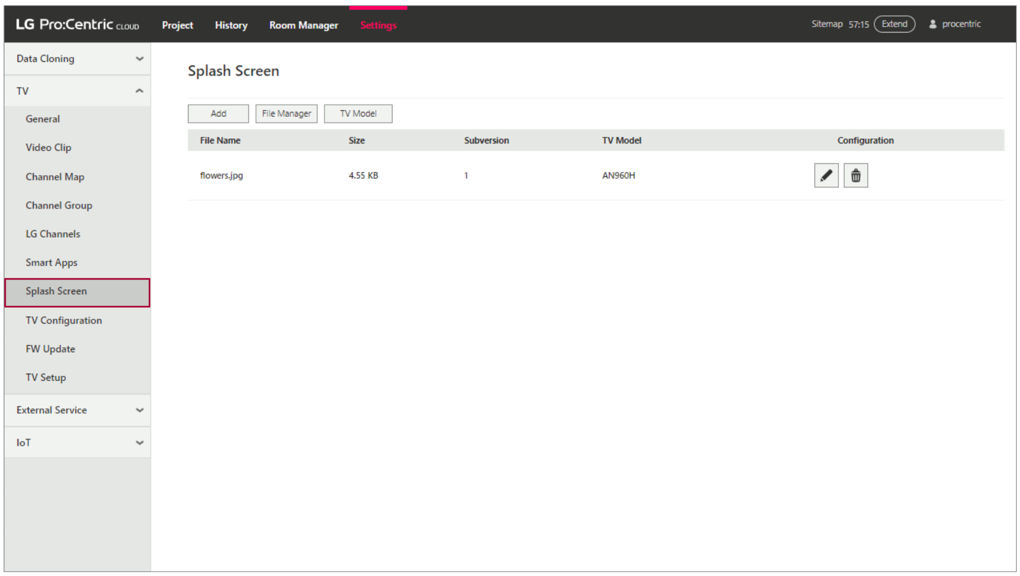
Note: If the external server(s) is/are not installed or currently available on the network, the app(s) for which a certificate has been uploaded will not be visible to end users, and an error message identifying the failure condition will be displayed on this screen for troubleshooting purposes.

1. Click the button at the right of the smart app for which you need to upload or reset a certificate.
2. In the Upload Certificate pop-up window, either:
   - Click the button at the right of the Key field if you need to upload a certificate. Continue with step 3.
   - Click **Reset** to reset the default certificate, as necessary. Go to step 4.



3. In the Open pop-up window, select the appropriate certificate file to upload, and click **Open**.
4. When you are ready to continue, either:
   - Click **OK** to upload the selected certificate or confirm the reset, as applicable.
   - Click **Cancel** to return to the Smart Apps screen without uploading/resetting a certificate.

The Splash Screen screen enables you to administer splash screen (i.e., the image that displays on the TV when it is turned ON, also known as a boot logo) image downloads to selected TV models. To view or update the settings, click on **Settings** in the Admin Client menu bar, and then click on **Splash Screen** under the TV category options panel at the left of the screen.



For each splash screen assignment, the display identifies the TV model to which the splash screen has been assigned and the name, size, and subversion of the splash screen file.

Note: The Subversion field serves as a memory device for TVs. Subversions are assigned in ascending order to each E-Z Installation file (splash screen, TV configuration, and firmware update). Any TVs that receive an E-Z Installation download will retain the subversion number in memory so that only files with higher subversions are downloaded in the future. The highest possible subversion is 65,535.

The following sections describe the administration facilities available for splash screens.

Before You Begin

This section describes the image file and TV model management functions required prior to adding, modifying, or deleting a splash screen assignment. Refer to the subsections below.

Splash Screen File Management

Splash screen image requirements and restrictions depend on the TV model in question. Check the Commercial Mode Setup Guide or Installation Manual for the applicable TV model(s), as necessary. See also bullets below.

- The maximum resolution typically supported for splash screen images on Full HD models is 1920 x 1080 pixels, while HD models support a maximum resolution of 1366 x 768 pixels.

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TV Splash Screen Administration (Cont.)

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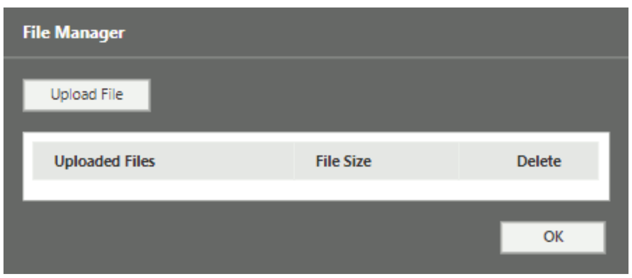
- The following image types are supported: 24-bit BMP (RGB 8x8x8) or JPEG (Baseline or Progressive).
- The maximum image sizes supported are: 5.93 MB (BMP) or 6 MB (JPEG)
- Avoid using special characters, such as ?, -, etc., in a splash screen image file name.

The following steps describe how to access and use the File Manager for splash images.

1. Click the **File Manager** button at the top left of the Splash Screen screen.

   In the pop-up File Manager window, you can upload new files and/or delete previously uploaded files.



2. Either:
   - To upload a file: Click **Upload File**. Then, in the Open pop-up window, select the appropriate file to upload, and click **Open**. When the file upload is complete (may take a few moments), a pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - To delete an existing file: Click the  button at the right of the file to delete. At the prompt for confirmation, click **Yes** to continue to delete the file. When the file is removed, a pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.

     Note: It is not possible to delete an image file that is currently selected as part of a splash screen assignment.
3. Repeat step 2, as required, to upload or delete additional image files.
4. When you are finished, click **OK** to close the File Manager window.

TV Model Management

1. Click the **TV Model** button at the top left of the screen.

   In the pop-up TV Model window, you can add new TV models to be available for splash screen assignments and/or delete previously added TV models.

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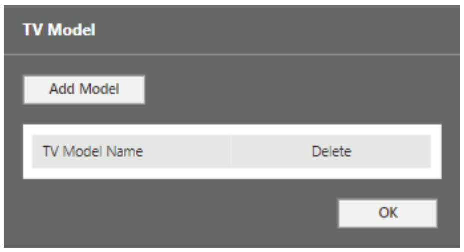
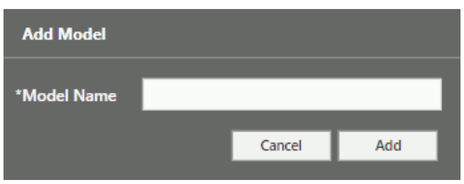


2. Either:
   - To add a model: Click **Add Model**. In the subsequent Add Model pop-up window, type the model name exactly as it appears on the label affixed to the TV/STB, and then click **Add**. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.



   - To delete a model: Click the button at the right of the model to delete. At the prompt for confirmation, click **Yes** to continue to delete the model. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
3. Repeat step 2, as required, to add or delete additional models.
4. When you are finished, click **OK** to close the TV Model window.

Add a Splash Screen Assignment

See "Before You Begin" above for information on uploading images and adding TV models.

Note: Once the splash screen image is downloaded to the TV(s), the splash screen assignment added in this screen, may be removed, if desired.

1. Click the **Add** button at the top left of the screen.
2. In the Add Splash Screen pop-up window:
   - Click the down arrow at the right of the File field, and select the appropriate image file from the drop-down list of options.
   - As necessary, in the Subversion field, click the arrows at the right of the field to increment the subversion number.
   - Click the checkbox at the left of the model(s) to which the splash screen will be added.

     Note: Only one splash screen can be added per model. Any model that already has a splash screen assigned will not be available from the list of models.

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TV Splash Screen Administration (Cont.)

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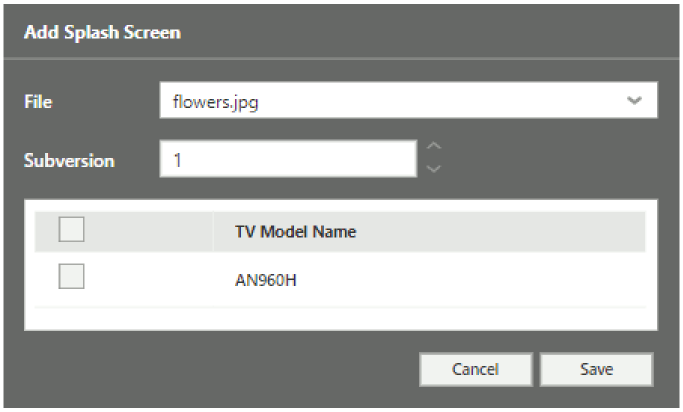


3. Either:
   - Click **Save** to add the selected splash screen image to the selected model. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the Splash Screen screen without adding the splash screen.

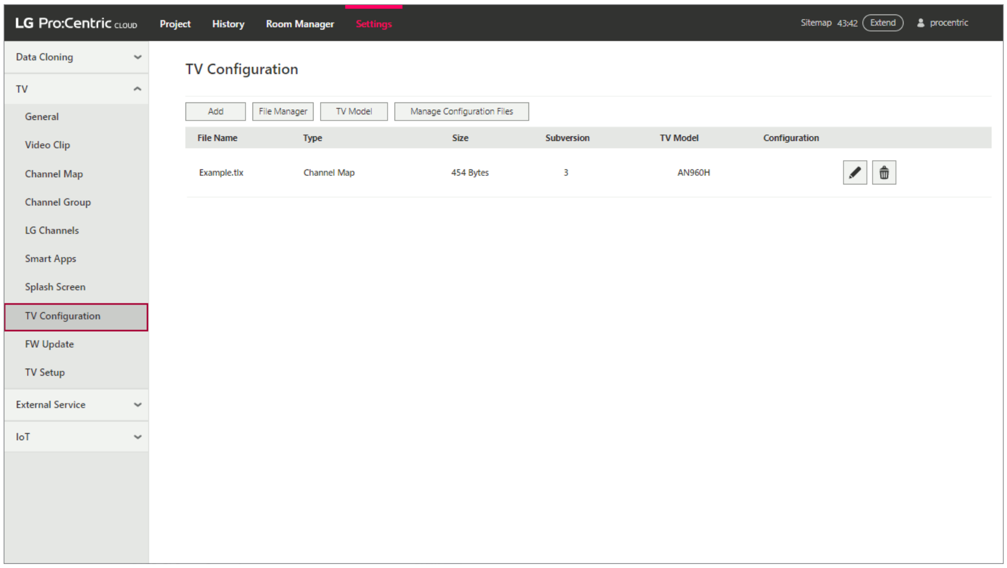
Delete a Splash Screen Assignment

1. Click the button at the right of the splash screen assignment to delete.
2. At the prompt for confirmation, either:
   - Click **OK** to remove the splash screen assignment. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the Splash Screen screen without removing the splash screen assignment.

Modify a Splash Screen Assignment

1. Click the button at the right of the splash screen assignment you wish to edit.
2. In the Edit Splash Screen pop-up window, you can select/add a new model for the selected image.
3. Either:
   - Click **Save** to save the change. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the Splash Screen screen without saving the changes.

The TV Configuration screen enables you to administer configuration (i.e., Installer Menu settings and/or TV setup menu settings) downloads to selected TV models. To view or update current settings, click on **Settings** in the Admin Client menu bar, and then click on **TV Configuration** under the TV category options panel at the left of the screen.



For each TV configuration file assignment, the display identifies the TV model to which the configuration file has been assigned and the name, size, and subversion of the TV configuration file.

Note: The Subversion field serves as a memory device for TVs. Subversions are assigned in ascending order to each E-Z Installation file (splash screen, TV configuration, and firmware update). Any TVs that receive an E-Z Installation download will retain the subversion number in memory so that only files with higher subversions are downloaded in the future. The highest possible subversion is 65,535.

The following sections describe the administration facilities available for TV configuration updates.

Configuration Overview

When a TV's Channel Map is provided and controlled by the Pro:Centric server, the TV is in Application Tuning Mode (ATM), and all Channel Map updates must be performed via the Admin Client (see "Pro:Centric Channel Map Configuration" on pages 90 to 106).

Configuration file downloads from the Pro:Centric server enable you to administer Installer Menu and/or TV setup menu updates to the TV(s) at the property.

- For ATSC models, each configuration file should have a ".tlx" extension. You may save (export) configuration from a "Master TV" or create the configuration (.tlx) file using LG's Cloud Configuration Tool web application. Note that the configuration file should never include a Channel Map.
- For DVB and ISDB models, each configuration file should have a ".tll" extension. You may save (export) configuration from a "Master TV" or create the configuration (.tll) file using LG's Cloud Configuration Tool web application.

TV Configuration Administration (Cont.)

Refer to the Commercial Mode Setup Guide or Installation Manual for the TV model in question for further information. You can click on the **Manage Configuration Files** button at the top of the TV Configuration screen to link directly to the Cloud Configuration Tool web application.

Caution for all models: Make sure the Data Channel value in the configuration file is set appropriately for the Pro:Centric Cloud. Otherwise, a service interruption may occur. Refer to the appropriate Commercial Mode Setup Guide or Installation Manual for further information.

Caution for ATSC models: A configuration (.tlx) file should only contain Installer Menu and/or TV setup menu updates. It should NEVER contain a Channel Map, since the Channel Map is controlled by the Pro:Centric server. Downloading a Channel Map may cause a service interruption.

Before You Begin

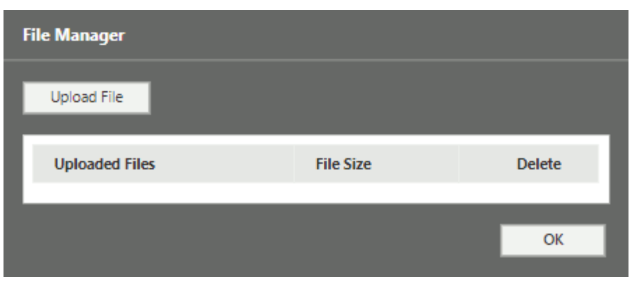
This section describes the configuration file and TV model management functions required prior to adding, modifying, or deleting a configuration file assignment. Refer to the subsections below.

Configuration File Management

The following steps describe how to access and use the File Manager for configuration files.

1. Click the **File Manager** button at the top left of the TV Configuration screen.

   In the pop-up File Manager window, you can upload new files and/or delete previously uploaded files.



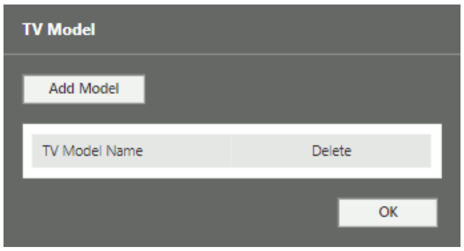
2. Either:
   - To upload a file: Click **Upload File**. Then, in the Open pop-up window, select the appropriate file to upload, and click **Open**. When the file upload is complete (may take a few moments), a pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - To delete an existing file: Click the button at the right of the file to delete. At the prompt for confirmation, click **Yes** to continue to delete the file. When the file is removed, a pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.

     Note: It is not possible to delete a configuration file that is currently selected as part of a configuration file assignment.
3. Repeat step 2, as required, to upload or delete additional configuration files.
4. When you are finished, click **OK** to close the File Manager window.

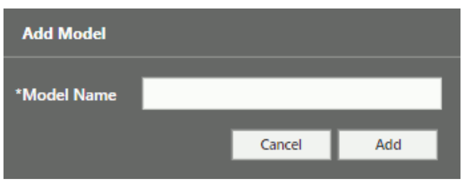
TV Model Management

1. Click the **TV Model** button at the top left of the screen.

   In the pop-up TV Model window, you can add new TV models to be available for configuration file assignments and/or delete previously added TV models.



2. Either:
   - To add a model: Click **Add Model**. In the subsequent Add Model pop-up window, type the model name exactly as it appears on the label affixed to the TV/STB, and then click **Add**. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.



   - To delete a model: Click the button at the right of the model to delete. At the prompt for confirmation, click **Yes** to continue to delete the model. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
3. Repeat step 2, as required, to add or delete additional models.
4. When you are finished, click **OK** to close the TV Model window.

Add a TV Configuration File Assignment

Note: Once the TV configuration file is downloaded to the TV(s), the TV configuration file assignment added in this screen, may be removed, if desired.

1. Click the **Add** button at the top left of the TV Configuration screen.
2. In the Add Configuration Item pop-up window:
   - Click the down arrow at the right of the File field, and select the appropriate configuration file from the drop-down list of options.
   - As necessary, in the Subversion field, click the arrows at the right of the field to increment the subversion number.
   - Click the checkbox at the left of the appropriate model(s).

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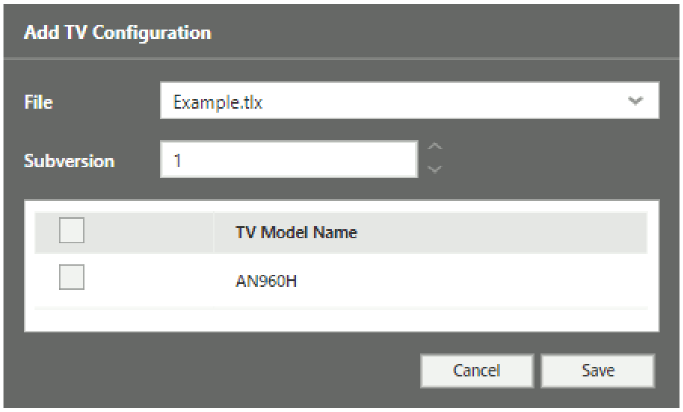


3. Either:
   - Click **Save** to add the selected configuration file to the selected model. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the TV Configuration screen without adding the configuration file.

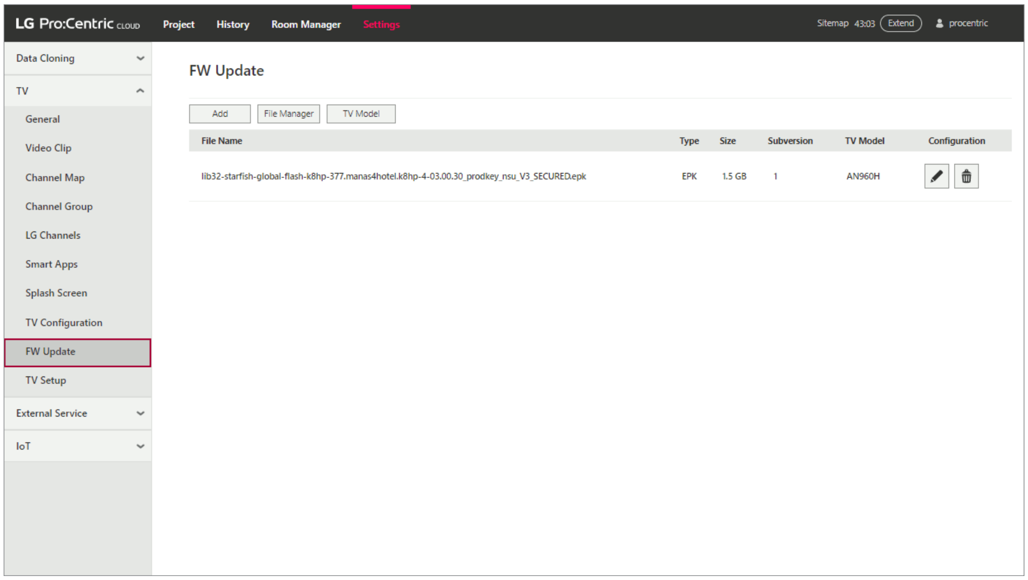
Delete a TV Configuration File Assignment

1. Click the button at the right of the configuration file assignment to delete.
2. At the prompt for confirmation, either:
   - Click **OK** to remove the configuration file assignment. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the TV Configuration screen without removing the configuration file assignment.

Modify a TV Configuration File Assignment

1. Click the button at the right of the configuration file assignment you wish to edit.
2. In the Edit TV Configuration pop-up window, you can select/add a new model for the selected configuration file.
3. Either:
   - Click **Save** to save the changes. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the TV Configuration screen without saving the changes.

The FW Update screen enables you to administer CPU and/or PTC/Micom update downloads to selected TV models. To view or update current settings, click on **Settings** in the Admin Client menu bar, and then click on **FW Update** under the TV category options panel at the left of the screen.



For each TV firmware update file assignment, the display identifies the TV model to which the firmware update file has been assigned, the firmware file type, and the name, size, and subversion of the firmware update file.

Note: The Subversion field serves as a memory device for TVs. Subversions are assigned in ascending order to each E-Z Installation file (splash screen, TV configuration, and firmware update). Any TVs that receive an E-Z Installation download will retain the subversion number in memory so that only files with higher subversions are downloaded in the future. The highest possible subversion is 65,535.

The following sections describe the administration facilities available for firmware updates.

Before You Begin

This section describes the firmware update file and TV model management functions required prior to adding, modifying, or deleting a firmware update file assignment. Refer to the subsections below.

Firmware Update File Management

CPU files have “nsu.epk” extensions, while PTC files have “.txt” file extensions. Firmware update files must be provided by LG or other authorized personnel. Do NOT change the name(s) of the file(s) provided.

The following steps describe how to access and use the File Manager for firmware update files.

1. Click the **File Manager** button at the top left of the FW Update screen.

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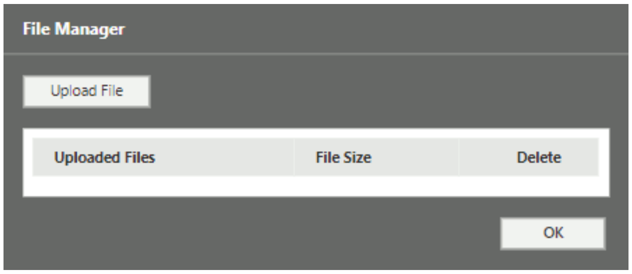
In the pop-up File Manager window, you can upload new files and/or delete previously uploaded files.



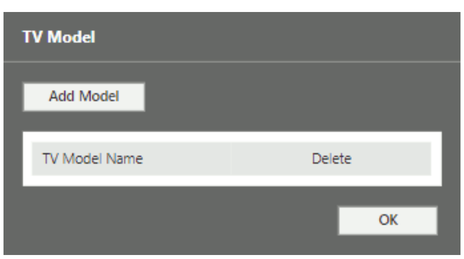
2. Either:
   - To upload a file: Click **Upload File**. Then, in the Open pop-up window, select the appropriate file to upload, and click **Open**. When the file upload is complete (may take a few moments), a pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - To delete an existing file: Click the button at the right of the file to delete. At the prompt for confirmation, click **Yes** to continue to delete the file. When the file is removed, a pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.

     Note: It is not possible to delete a configuration file that is currently selected as part of a firmware update file assignment.
3. Repeat step 2, as required, to upload or delete additional firmware update files.
4. When you are finished, click **OK** to close the File Manager window.

TV Model Management

1. Click the **TV Model** button at the top left of the screen.

   In the pop-up TV Model window, you can add new TV models to be available for firmware update file assignments and/or delete previously added TV models.



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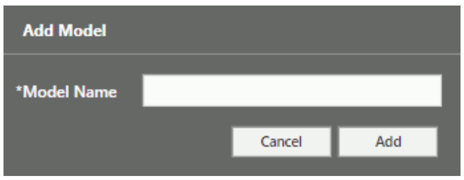
2. Either:
    - To add a model: Click **Add Model**. In the subsequent Add Model pop-up window, type the model name exactly as it appears on the label affixed to the TV/STB, and then click **Add**. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.



    - To delete a model: Click the button at the right of the model to delete. At the prompt for confirmation, click **Yes** to continue to delete the model. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
3. Repeat step 2, as required, to add or delete additional models.
4. When you are finished, click **OK** to close the TV Model window.

Add a Firmware Update File Assignment

See “Before You Begin” above for information on uploading firmware update files and adding TV models.

Note: Once the firmware file(s) is/are downloaded to the TV(s), the firmware file assignment(s) added in this screen, may be removed.

Caution: Always ensure that any firmware update files being assigned are appropriate for the TV model to which they will be downloaded. Downloading invalid files may cause TVs to malfunction and/or result in a service interruption. If necessary, access a TV’s Installer Menu to check the CPU/PTC versions (ATSC models) or the TV’s Installation Menu to check the CPU/Micom versions (DVB and ISDB models). Refer to the Commercial Mode Setup Guide or Installation Manual for the TV model in question or consult your service representative for further information.

Caution: If both CPU and PTC/Micom updates are required, set up one first (for example, the CPU update), make sure the TV(s) are updated successfully, and then set up the second (for example, the PTC/Micom update) assignment.

1. Click the **Add** button at the top left of the FW Update screen.
2. In the Add F/W Update pop-up window:
    - Click the down arrow at the right of the File field, and select the appropriate firmware update file from the drop-down list of options.
    - As necessary, in the Subversion field, click the arrows at the right of the field to increment the subversion number.
    - Click the checkbox at the left of the appropriate model(s).

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TV Firmware Update Administration (Cont.)

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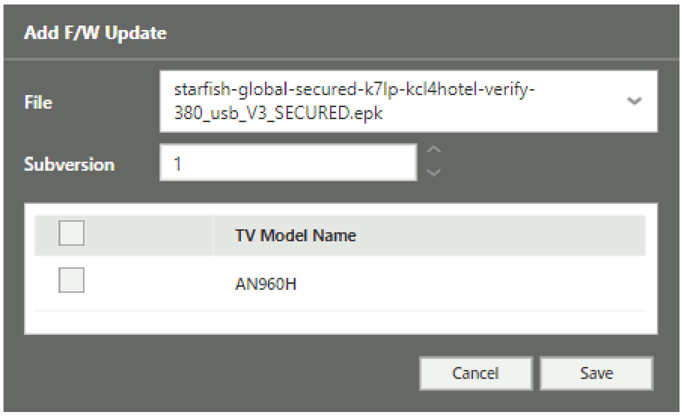


3. Either:
   - Click **Save** to add the selected firmware update file to the selected model. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the FW Update screen without adding the firmware update file.
4. Repeat steps 1 to 3 to add additional firmware update file assignments, as required.

Delete a Firmware Update File Assignment

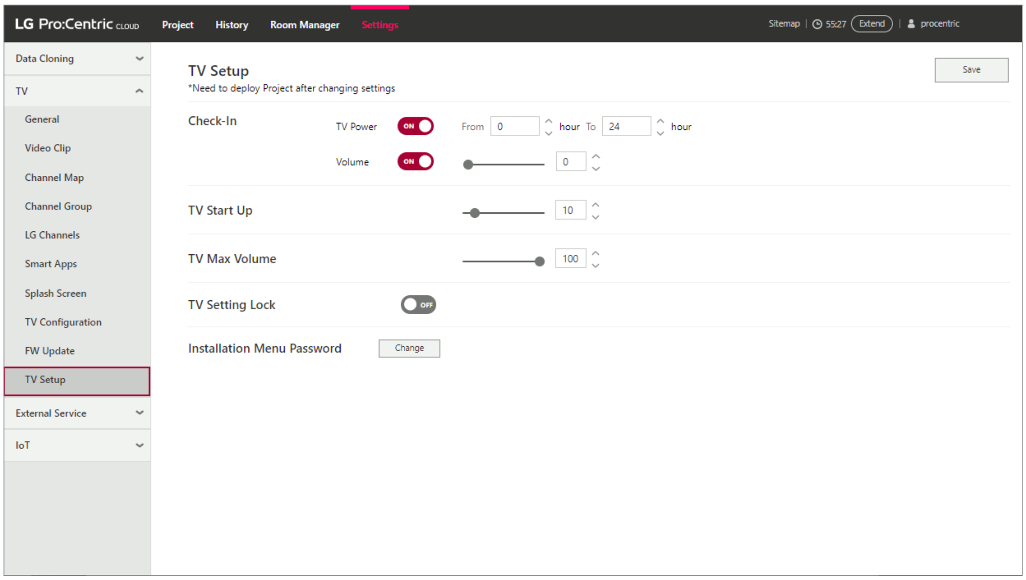
1. Click the button at the right of the firmware update file assignment to delete.
2. At the prompt for confirmation, either:
   - Click **OK** to remove the firmware update file assignment. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the FW Update screen without removing the configuration file assignment.

Modify a Firmware Update File Assignment

1. Click the button at the right of the firmware update file assignment you wish to edit.
2. In the Edit F/W Update pop-up window, you can select/add a new model type and file for the selected firmware update file.
3. Either:
   - Click **Save** to save the changes. A pop-up confirmation window will be displayed. Click **OK** to close the confirmation window.
   - Click **Cancel** to return to the FW Update screen without saving the changes.

The TV Setup screen enables you to set up selected TV actions/access, for example, TV power and volume actions at check-in time and TV start-up volume.

To view or update TV Setup settings, click on **Settings** in the Admin Client menu bar, and then click on **TV Setup** under the TV category options panel at the left of the screen.



1. Select the desired TV actions in the Check-In section of the screen:
   - Click the **ON/OFF** toggle button at the right of the TV Power field to enable the TV to turn ON or OFF at check-in. If TV power is ON, make sure to specify/select the appropriate duration “From” and “To” hours in the fields at the right of the toggle button.
   - Click the **ON/OFF** toggle button at the right of the Volume field to enable or disable volume. If volume is ON, make sure to specify/select the appropriate volume level from 0 to 100 in the field at the right of the toggle button.
2. The TV Start Up field determines the initial volume level setting when the TV is turned ON. In this field, specify/select the appropriate volume level from 0 to 100, as required.

   Note for ATSC models: If Installer Menu item 007 STRT VOLUME is updated via a “.tlx” file, the specified setting will be reflected in this field. If you change the setting in this screen, Installer Menu item 007 will now reflect the value you selected here.
3. (DVB models only) The TV Max Volume field determines the maximum volume level allowable with Volume Up/Down control and is only applicable/displayed on DVB models. In this field, specify/select the appropriate volume level from 0 to 100, as required.
4. (DVB and ISDB models only) Click the **ON/OFF** toggle button at the right of the TV Settings Lock field to enable or disable access to the TV setup menu. If the lock is ON, users will not be able to access the TV setup menu.

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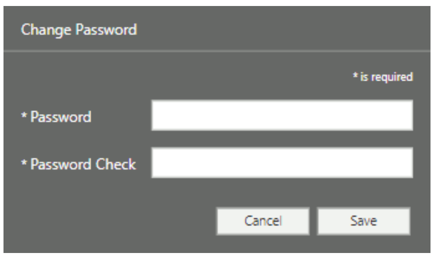
Note: If TV Settings Lock is ON when you deploy a project to the TV(s), the “HotelMode.enable” and “hotelMode.settings.limitedMode” properties on the TV(s) also will be turned ON.

5. (DVB and ISDB models only) Change the Installation Menu password, as necessary:
   - Click the **Change** button at the right of the Installation Menu Password field.
   - In the Change Password pop-up window, type and then re-type a new four-digit password in the Password and Password Check fields, respectively.



   - When you are done, click **Save** to save your change and close the pop-up window (or click **Cancel** to return to the TV Setup screen without changing the Installation Menu password).

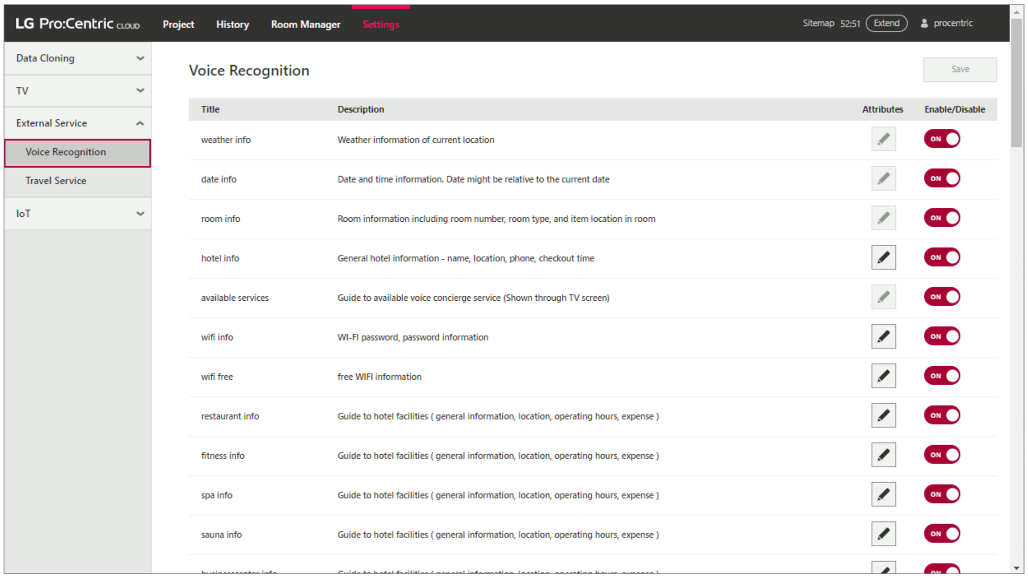
   Note: Refer to the Installation Manual for the TV model(s) in question and/or consult your service representative for further information.

6. Click the **Save** button at the top right of the TV Setup screen to activate any updates.
7. Re-deploy any project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

Voice Recognition Attributes Administration

The Voice Recognition screen allows you to enable/disable and specify attributes for voice recognition IDs associated with the Alexa for Hospitality feature. The Voice Recognition server must be configured in the Pro:Centric Cloud portal.

Voice recognition IDs enabled in this screen will comprise the voice intent options available both in the Project Editor (see also “Voice Recognition Settings” on page 28) and for the Iot feature.
To view or update Voice Recognition settings, click on **Settings** in the Admin Client menu bar, and then click on **Voice Recognition** under the External Service category options panel at the left of the screen.



The Voice Recognition screen displays a list of all voice recognition IDs. The following sections describe how to enable/disable voice recognition IDs and modify voice recognition attributes.

Enable/Disable an Individual Voice Recognition ID

1. To change a voice recognition ID’s enabled/disabled status, click the **ON/OFF** toggle button in the Enable/Disable column at the right of the appropriate voice recognition ID.
2. Click the **Save** button at the top right of the screen to save your changes. A pop-up message will be displayed to indicate success.

Add/Modify Voice Recognition ID Attributes

Note: If there are no modifiable attributes for a particular voice recognition ID, the button associated with it will be grayed out/inaccessible.

Note: the If you simply wish to change a change a voice recognition ID’s ON/OFF status, see “Enable/Disable an Individual Voice Recognition IS” above.

1. Click the button at the right of the voice recognition ID for which you would like to add/modify attributes.

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Voice Recognition Attributes Administration (Cont.)

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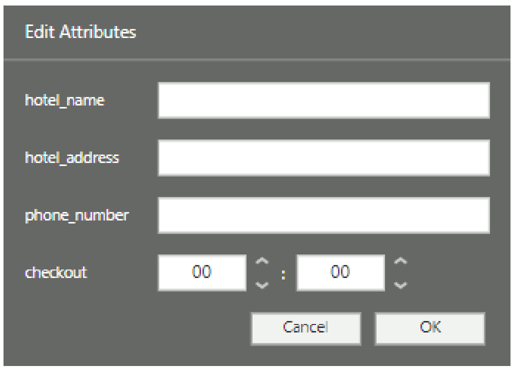
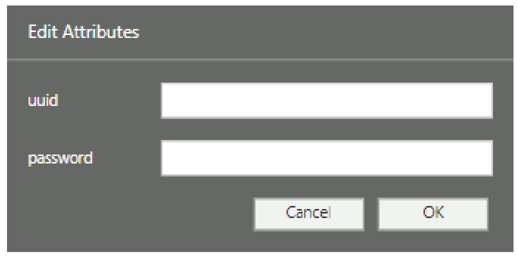
2. In the Edit Attributes pop-up window, type in/select the appropriate values for each voice recognition ID element, as required.

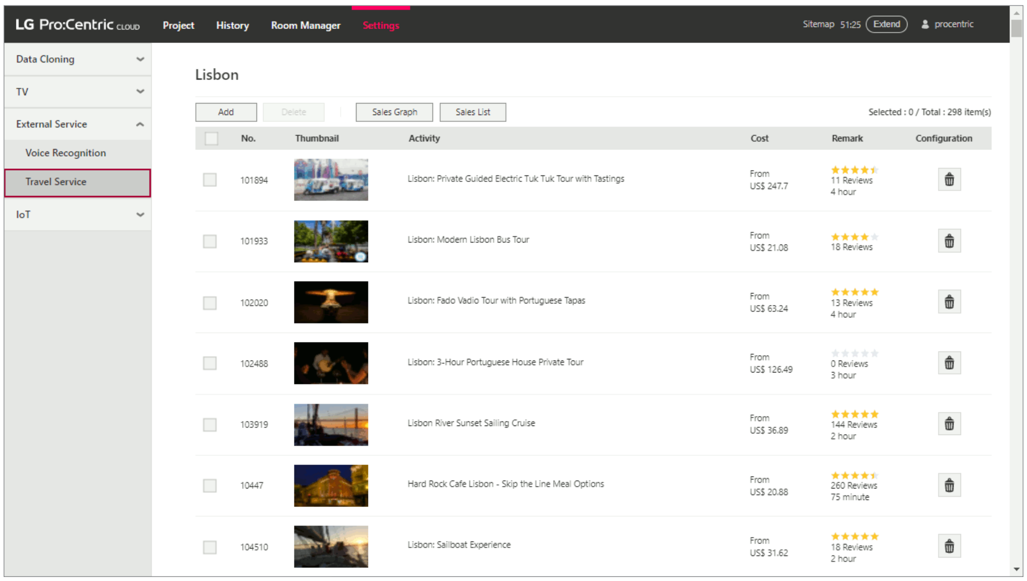
   Note that editable attributes are tailored to each voice recognition ID. The examples below show editable attributes for hotel info and wifi info, respectively.





3. When you have completed the required edits, either:
   - Click **OK** to save your updates.
   - Click **Cancel** to return to the Voice Recognition screen without saving the updates.
4. Repeat step 3 to add/modify attributes for additional voice recognition IDs.
5. When you are finished, click the **Save** button at the top right of the Voice Recognition screen to activate any updates.

The Travel Service (city) screen provides a listing of travel/tour activities for the applicable city, based on the Travel Service server configuration in the Pro:Centric Cloud portal. To view or update Travel Service activities, click on **Settings** in the Admin Client menu bar, and then click on **Travel Service** under the External Service category options panel at the left of the screen.



The Travel Service (city) screen displays a listing of the travel/tour activities that have been added for the selected city, including the activity, cost, remarks, and number of sales.

The following sections describe how to enable this feature, add/delete activities, and view sales information.

Add a Travel Service Activity

1. Click on the **Add** button above the activity list.
2. In the Add Activity pop-up window:
   - Use the options at the left of the pop-up window to filter activities by rating, reviews, cost, etc., as desired.
   - Click the checkbox at the top left of an activity thumbnail to select or deselect it. You can also click the **Deselect All** button at the top of the pop-up window to deselect all activities.

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Travel Service Administration (Cont.)

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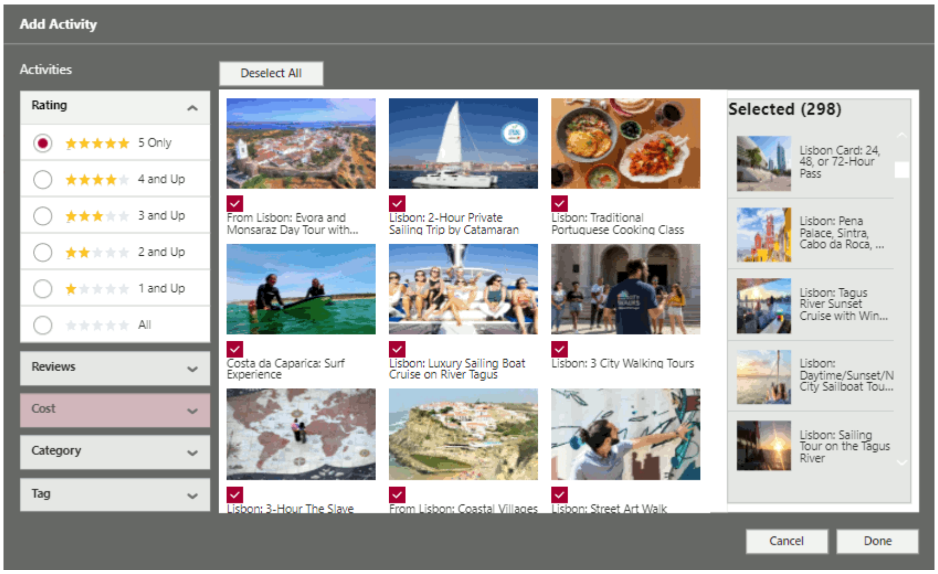


3. When you are done selecting activities to add, either:
   - Click **Done** to add the selected activities.
   - Click **Cancel** to return to the Travel Service (city) screen without saving new activities.
4. Re-deploy any project(s), as applicable. See “Deploy a Project” on pages 17 to 18 for further information.

End users will be able to book/reserve activities via the TV, using a QR code.

Delete a Travel Service Activity

This option enables you to delete one or more travel activities. Use one of the options below, depending on whether you want to delete only a single activity or multiple activities at one time.

- To delete a single activity: Either click the checkbox at the left of the activity to delete, and then click the **Delete** button above the activity list, or click the button at the right of the activity to delete.
- To delete multiple activities: Click the checkbox at the left of each activity entry to delete, and then click the **Delete** button above the activity list.
- To delete all existing activities: Click the checkbox at the left of the NO. header to select all of the activities. Then, click the **Delete** button above the activity list.

A pop-up message confirming the deletion(s) will be displayed at the top of the screen, and the activity(ies) will be removed from the activity list.

View a Sales Graph or a Sales List

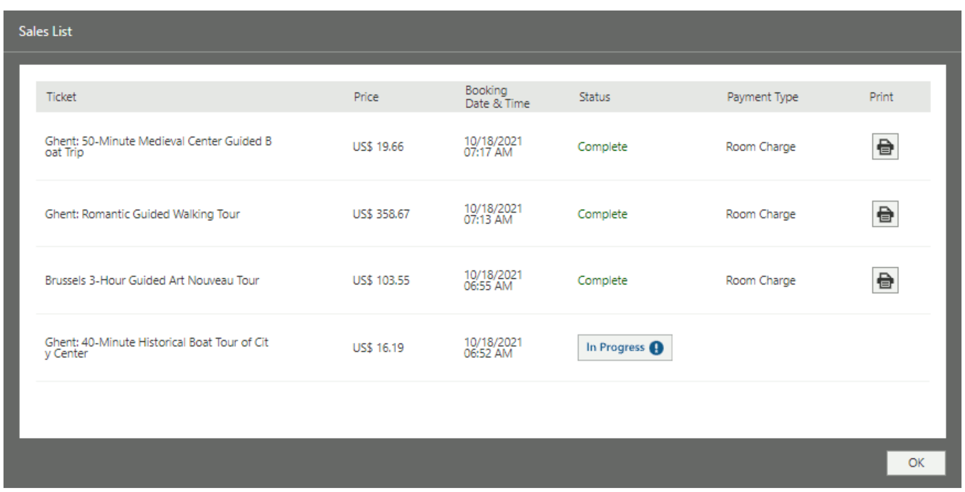
1. Click on the **Sales Graph** or **Sales List** button above the activity list. Data will be displayed in a pop-up window. See examples below.
2. When you are finished, click **OK** to close the pop-up window.

Example: Sales Graph

You can view daily, monthly, or yearly data by clicking on the desired filter Daily Monthly Yearly at the top right of the pop-up window.

Example: Sales List

A Print button at the right of each complete activity/ticket enables you to print the ticket.



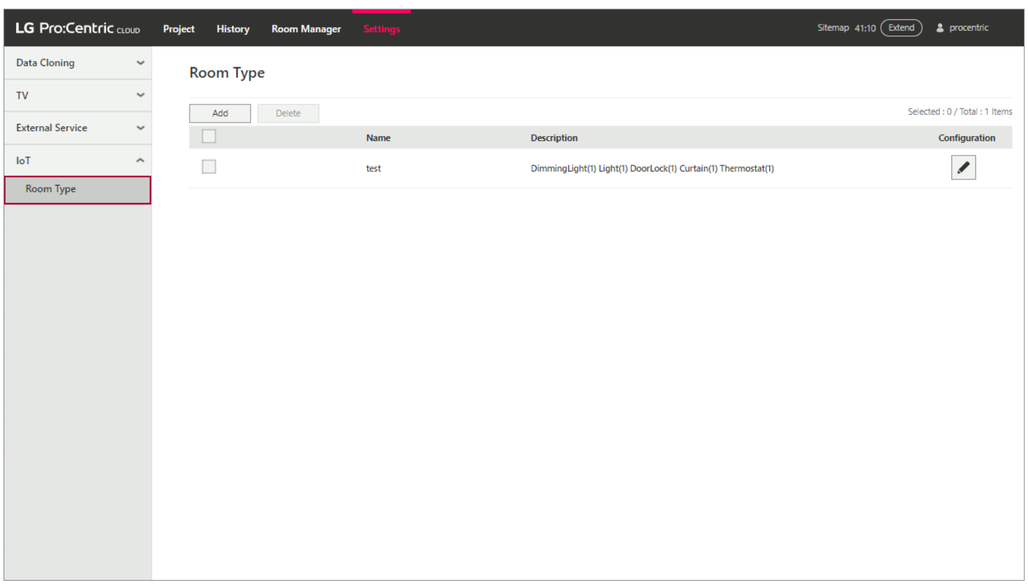
Room Type Administration for the IoT Feature

In the Room Type screen, you can administer room type groups and scenes for the IoT (Internet of Things) feature that enables guests to control paired IoT devices, including dimmers, door locks, and curtains, via the TV. This feature uses Zigbee technology, and all applicable IoT devices must be paired to a Zigbee Certified USB device connected to the TV (see also note below regarding the USB device).

To view or update the settings, click on **Settings** in the Admin Client menu bar, and then click on **Room Type** under the IoT category options panel at the left of the screen.

Note: A Zigbee Certified USB device must be programmed for use with the IoT feature, and some TV models may require a software update to support IoT functionality. Contact your service representative for further information.

Note: IoT and Room Control features cannot be used concurrently. However, IoT widgets and setup may be used with a Room Control API. If you would like to use the IoT setup/widgets with Room Control, the Property Management System / Room Control partner service must be installed and configured in the Pro:Centric Cloud portal. In this case, the Zigbee technology used for the IoT feature is disabled. Also, in this case, Room Type data is fetched from the Room Control server, and you will see that the Room Type screen/windows is/are populated, but it is not possible to add or modify devices or scenes (Add, Save, etc. buttons will be inaccessible). Contact your service representative for further information.



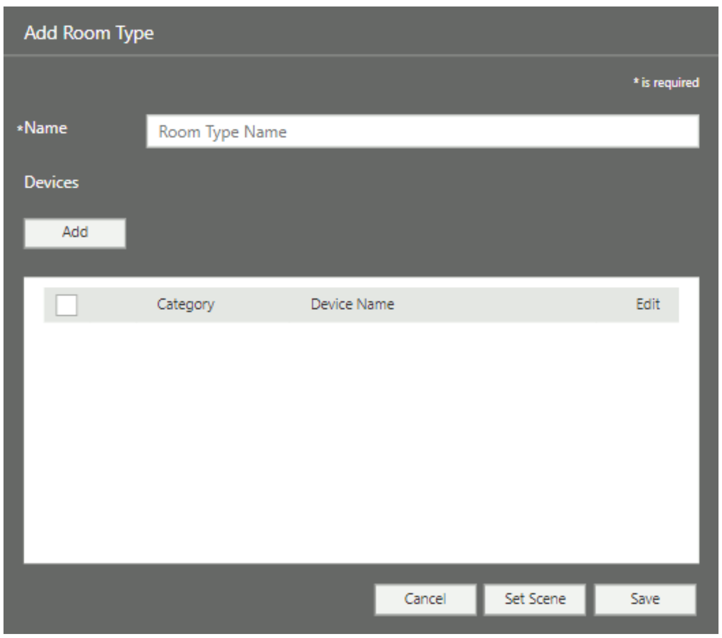
The Room Type screen shows the IoT room type groups that are currently configured in the Admin Client. The following sections describe how to add or modify room type groups, how to add or modify IoT scenes, and finally, how to enable the IoT feature.

Add a Room Type

This section describes how to add a room type group, along with associated (optional) scenes. Once the IoT feature is licensed on your system, this is the first procedure you should complete.

Note: Room type, device, and scene names may consist of letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and hyphen and underscore (- and _) characters. No spaces or other alternative or special (?, :, /, \,etc.) characters are applicable. Room type, device, and scene names are also case-sensitive.

1. Click the **Add** button above the list of room types.
2. In the Add Room Type pop-up window, type the room type group name—up to 50 characters—in the Name field. Each room type group must have a unique name, and it is recommended that the name be room type descriptive, for example “Double” or “King.” See also note above regarding room type, device, and scene names.



3. You must add at least one IoT device to the new room type group. Click the **Add** button in the Devices field of the Add Room Type window. Then, in the Add Device pop-up window:
   - Click the down arrow at the right of the Category field, and select the desired category.
   - Type a name for the device—up to 50 characters—in the Device Name field. Each device must have a unique name for management purposes. The device will be controlled by the name you specify here. See also note above regarding room type, device, and scene names.
   - When you are ready to add the device, click **Save** in the Add Device window. (Click **Cancel**, if necessary, to return to the Add Room Type window without adding the device.)

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Room Type Administration for the IoT Feature (Cont.)

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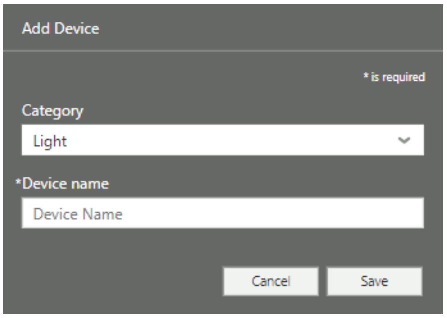
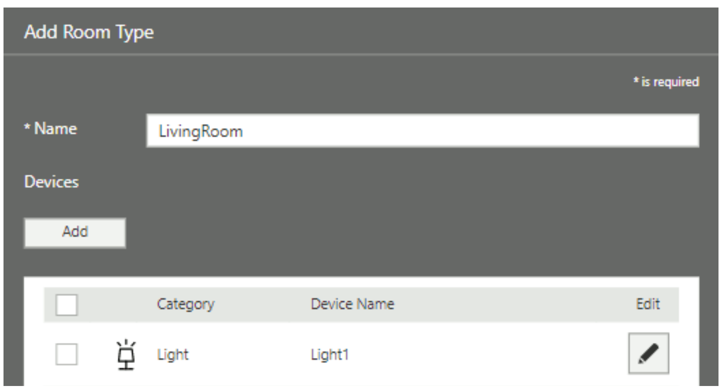


Note: IoT device categories are predefined in the Admin Client. It is not possible to create a category.

The Add Room Type window will be updated with device data, as applicable (see example below). Repeat step 3 to add additional devices.



Note: If you need to modify a device, you can click the button at the right of the applicable device.

4. After you are finished adding the device(s), you can:
   - Click **Save** to save the room type group for future use. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - (Optional) If desired, you can create scenes for the room type group. Scenes allow a set of devices to be controlled at one time. Continue with step 5.
   - Click **Cancel** to return to the Room Type screen without adding a room type group.
5. (Optional) Click **Set Scene** to add one or more scenes for the device(s). Then, in the subsequent Set Scene pop-up window, either:
   - Click the **Add Scene** button at the top right of the window to add the scene(s) for this room type group. Once in this window, you must add at least one scene in order to save the new room type group (or you can opt to return to the previous window as indicated below). Continue with step 6.
   - Click **Previous** to return to the Add Room Type window. You may choose this option, for example, if you would like to save the new room type group, but you are not yet ready to add the scene(s).
   - Click **Cancel** to return to the Room Type screen without saving the new room type group.

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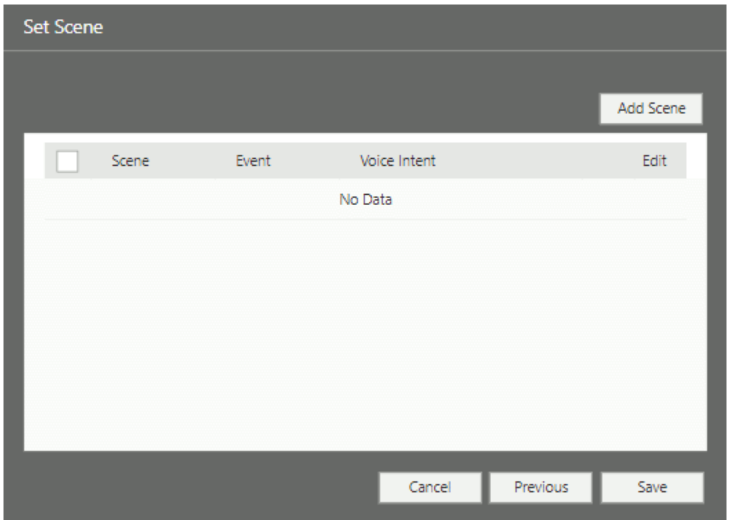

6. After you click “Add Scene” in the previous step, an Add Scene pop-up window will be displayed, and you can add scenes for this room type group, as follows:
   - Type the scene name—up to 50 characters—in the Scene Name field. Each scene must have a unique name. See also note regarding room type, device, and scene names at the beginning of this section. If you will choose to make scenes visible in the IoT Control widget, make sure to name each scene so that its purpose/intent is clear to the end user, for example, Morning, Evening, etc.
   - (Optional) Click the down arrow at the right of the Event field, and select the appropriate event option—CHECK_IN or CHECK_OUT—for this scene.
   - (Optional) Click the down arrow at the right of the Voice Intent field, and select the appropriate voice recognition ID option for this scene. When you select a voice recognition ID, a new field will be displayed to the right of the ID field, and you can specify the appropriate parameter value to support Alexa for Hospitality for that ID (if an external Voice Recognition / Alexa for Hospitality server has been added to the system). Parameter suggestions based on the voice recognition ID will be displayed below the parameter field.

     If you would like to add multiple voice options, click on the + button at the right of the last Voice Intent field. To delete a voice element, click on the 🗑 button at the right of the element to be deleted. See also “Voice Recognition Settings” on page 28 and/or “Voice Recognition Attributes Administration” on pages 133 to 134.
   - By default, each device category added for this room type group will be selected for use in the scene. If you do not want a category to be included at the present time, click the associated checkbox in the “Include” column to remove the checkmark.

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Room Type Administration for the IoT Feature (Cont.)

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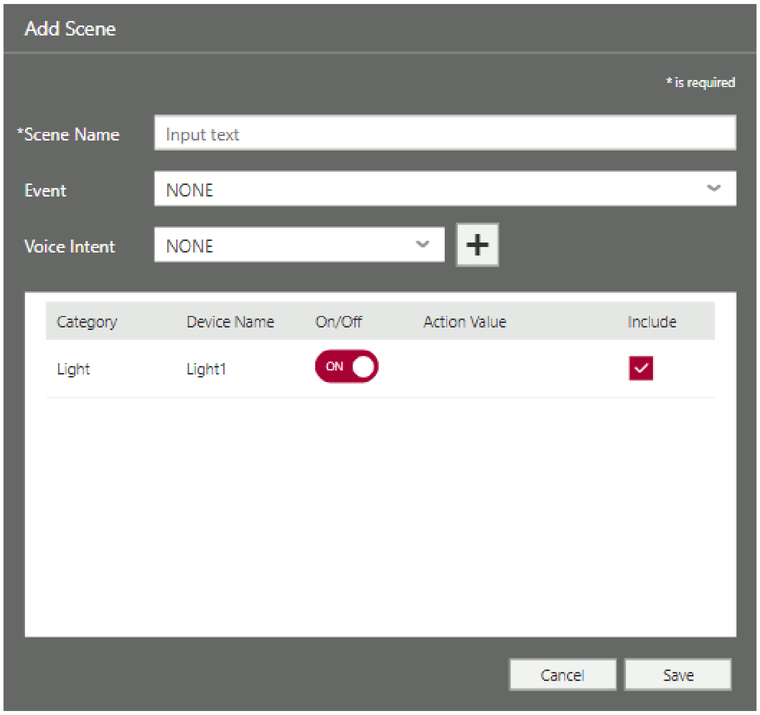
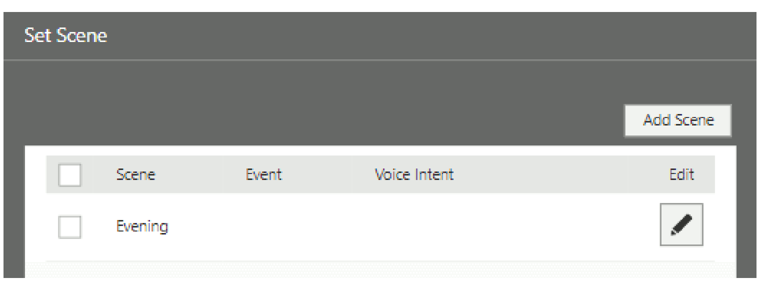


- To set the desired action for the device(s) in this scene, click the **ON/OFF** toggle button at the right of the applicable device(s) so that it/they are toggled ON or OFF, as required. For dimmers, you can also specify the level of light from 1 to 10 in the field at the right of the toggle button.
- When you are ready to save the scene, click **Save** in the Add Scene window. (Click **Cancel**, if necessary, to return to the Add Room Type window without adding the scene.)

The Set Scene window will be updated with scene data, as applicable (see example below). Repeat step 6 to add additional scenes.



Note: If you need to modify a scene, you can click the button at the right of the applicable scene.

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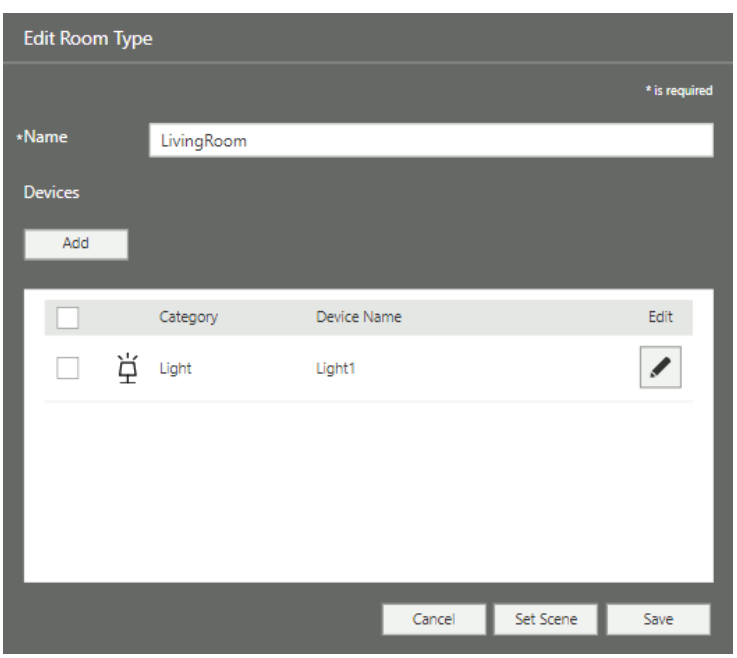
7. When you are finished adding scene(s), you can either:
   - Click **Save** to save the room type group. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Previous** to return to the Add Room Type window.
   - Click **Cancel** to return to the Room Type screen without saving the new room type group.
8. Create, modify, and/or (re)deploy any project(s) with IoT widgets and/or IoT pages, as applicable. See Project Editor information in this document, including “Deploy a Project” on pages 17 to 18 and “Room Type Settings” on page 27, as necessary. See also “IoT Control Widgets” on page 167.
9. Proceed to “Enable the IoT Feature” on pages 145 to 148 to pair the IoT devices and enable the IoT feature on each TV.

Modify a Room Type

This section describes how to modify a room type group and/or its associated scenes.

1. Click the button at the right of the room type group you would like to modify.
2. In the Edit Room Type pop-up window, you can add, modify, and/or delete IoT devices, as required. Note that each room type group must have at least one device added.
   - To add an additional device, click the **Add** button above the list of devices. See step 3 of the “Add a Room Type” procedure above for further information, and repeat to add multiple devices.
   - To delete one or more devices, click the checkbox at the left of each device to delete, and then click the **Delete** button above the list of devices. The selected device(s) will be deleted immediately.



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- To modify a device, click the button at the right of the applicable device. In the Edit Device pop-up window, you can modify the category and/or device name, as required. See also step 3 of the "Add a Room Type" procedure above. When you are finished with your updates, click **Save** to save the changes (or click **Cancel**, if necessary, to return to the Edit Room Type window without modifying the device).

The Edit Room Type window will be updated with device data, as applicable.

3. Once you have updated the room type group name and/or modified devices, as necessary, in the Edit Room Type window, either:
   - Click **Save** to save the your updates. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - If you would like to add, modify, and/or delete scenes for the device(s), continue with step 4.
   - Click **Cancel** to return to the Room Type screen without saving your changes.
4. Click **Set Scene**. Then, in the Set Scene pop-up window, add, modify, or delete scenes, as required. Note that once you access this window, you must have at least one scene added.
   - To add an additional scene, click the **Add Scene** button at the top left of the window. See step 6 of the "Add a Room Type" procedure above for further information, and repeat to add multiple scenes.
   - To delete one or more existing scenes, click the checkbox at the left of each scene to delete (or click the checkbox at the left of the Scene header to select all existing scenes), and then click the **Delete Scene** button that will appear above the list of scenes.
   - To return to the Edit Room Type window, if necessary, click **Previous**.
   - To return to the Room Type screen without saving your changes, click **Cancel**.
   - To modify a scene, click the button at the right of the applicable scene. An Add Scene pop-up window will be displayed. Continue with step 5.
   - If no additional changes are required, you can click **Save** to save your updates. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
5. In the Add Scene pop-up window, you can modify all elements of the scene with the exception of the scene name. See also step 6 of the "Add a Room Type" procedure above for further information on the fields/options. When you are finished with your updates, click **Save** to save the changes (or click **Cancel**, if necessary, to return to the Set Scene window without modifying the scene).
6. After you are finished updating scenes, as required, either:
   - Click **Save** to save your changes. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.
   - Click **Previous** to return to the Edit Room Type window.
   - Click **Cancel** to return to the Room Type screen without saving your changes.

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7. Create, modify, and/or (re)deploy any project(s) with IoT widgets and/or IoT pages, as applicable. See Project Editor information in this document, including “Deploy a Project” on pages 17 to 18 and “Room Type Settings” on page 27, as necessary. See also “IoT Control Widgets” on page 167.
8. Update the IoT pairing on the TV(s). See “Enable the IoT Feature” on pages 145 to 148 .

Delete a Room Type

This option enables you to delete one or more saved room type groups.

1. Use one of the options below, depending on whether you want to delete only a single room type group or multiple room type groups at one time.
   - To delete a single room type group: Click the checkbox at the left of the room type group to delete, and then click the **Delete** button above the room type group list.
   - To delete multiple room type groups: Click the checkbox at the left of each room type group to delete, and then click the **Delete** button above the room type group list.
   - To delete all existing room type groups: Click the checkbox at the left of the NAME header to select all room type groups. Then, click the **Delete** button above the room type group list.
2. At the prompt for confirmation, either:
   - Click **OK** to delete the room type group(s). A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window. Continue with step 3.
   - Click **Cancel** to return to the Room Type screen without deleting the room type group(s).
3. Modify and/or re-deploy any project(s), as applicable. See “Modify a Project” on page 16 and/or “Deploy a Project” on pages 17 to 18 for further information.

Enable the IoT Feature

This section describes how to pair the IoT Certified things with a Zigbee Certified USB device connected to the TV.

Note: The Zigbee Certified USB device must be programmed for use with the IoT feature, and some TV models may require a software update to support IoT functionality. Contact your service representative for further information.

Before You Begin

- The room type(s) must be configured in the Admin Client. Add or modify room type groups as described in the “Add a Room Type” or “Modify a Room Type” procedures above.
- A project with IoT widgets and/or IoT pages (i.e., Room Type settings) must already be deployed on the TV(s). See also “IoT Control Widgets” on page 167 and “Room Type Settings” on page 27.
- You will need the remote control that shipped with the TV (also known as the Installer Remote) for the pairing procedure.
- All IoT devices should be connected to power.

Room Type Administration for the IoT Feature (Cont.)

Pairing Things

Once you are ready to begin pairing things, complete the steps below.

Note: Once a USB device has been paired on one TV, it cannot be used with another TV unless you perform a factory reset from the IoT Pairing screen.

Note: If the USB device is already attached to the TV, and you are simply updating device pairings (for example, as a result of room type or scene modifications), turn ON the TV, and proceed from step 4.

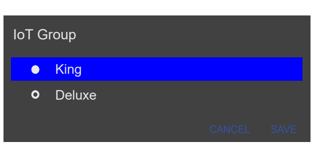
1. If it is not already ON, turn ON the TV.
2. Attach the pre-programmed Zigbee Certified USB device to a USB port on the TV.
3. Turn the TV OFF and then back ON again (i.e., reboot the TV). When you turn the TV back ON, the Pro:Centric portal should be displayed, per usual.
4. With the Pro:Centric portal on display, press **775884** and then the **blue** key on the remote. (If the portal is not currently on display, press **PORTAL**, then **775884**, then the **blue** key.)

   The IoT Pairing screen will be displayed, for example:

   Note: The buttons at the top right of this screen provide options to reset the USB device to its unpaired state (Factory Reset), to reboot the TV (Reboot TV), to exit IoT Pairing (Home), and to reload the page (Reload Page).

5. Use the remote to select the **IoT Group** field, and then press **OK**.

   An IoT Group pop-up window will be displayed, showing a list of the room type groups that have been configured in the Room Type screen, for example:



(Continued on next page)

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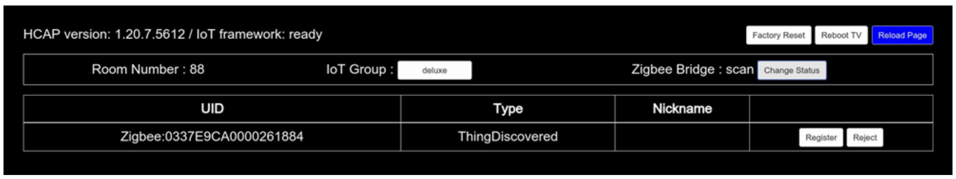
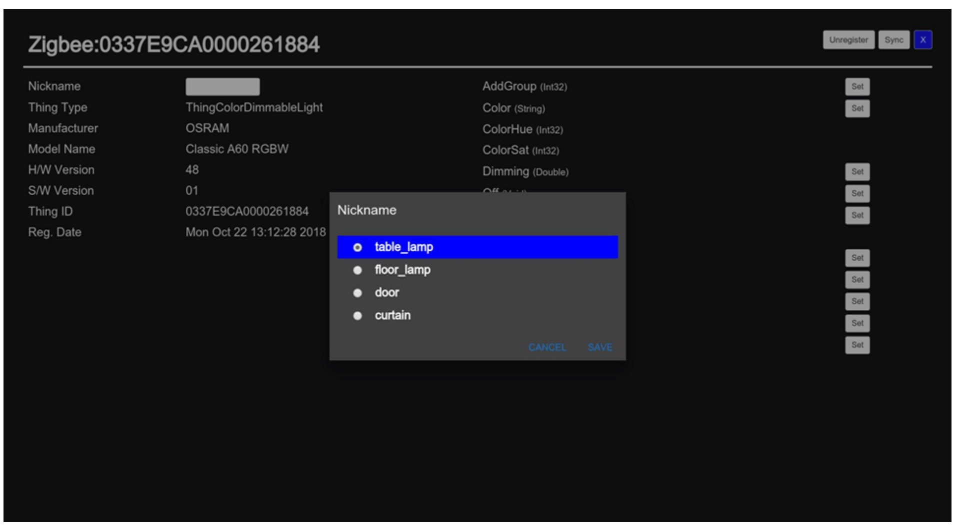
6. Use the remote to select/highlight the appropriate IoT group for this TV. Then, select **SAVE** and press **OK** on the remote.
7. Back in the IoT Pairing screen, select the **Change Status** button in the Zigbee Bridge field at the top right of the screen, and press **OK** on the remote.

   The field will change from “normal” to “scan” as the TV scans for compatible IoT devices. When devices are discovered, the IoT Pairing screen will show a Zigbee UID, for example:



8. Select the **Register** button at the right of the screen and press **OK** on the remote.
9. In the next IoT Pairing screen, use the remote to select the **Nickname** field, and then press **OK**.

   A Nickname pop-up window will be displayed, showing a list of the device names you configured in the Room Type screen, for example:



   Note: The buttons at the top right of this screen provide options to unpair a paired IoT device (Unregister), to fetch and display device status (Sync), and to return to the initial IoT Pairing screen (x).

10. Use the remote to select/highlight the desired device. Then, select **SAVE** and press **OK** on the remote. This will initiate the device pairing.

(Continued on next page)

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Note: Refer to the manufacturer’s instructions for each device for information on preparing the device for pairing once it is connected to power and what to look for to ensure that pairing is successful. For example, a dimmer bulb may light different colors as it pairs with the Zigbee Certified USB device.

11. Repeat steps 9 and 10 for each device.
12. When you are finished registering devices, select the **x** button at the top right of the second IoT Pairing
    screen and press **OK** on the remote to exit and return to the initial IoT Pairing screen. From the initial IoT Pairing screen, you can select the **Home** button at the top right of the screen and press **OK** on the remote to exit IoT Pairing.
13. Turn the TV OFF and then back ON again (i.e., reboot the TV), and ensure the feature is working.

Note: You can always check TV details in the TV Control screen to view the IoT status for the TV (see “View TV Details” on page 68 for further information).

The Data Viewer provides up to three years worth of server monitoring data. You can view TV information, channel usage data, app usage data, room occupancy data, services data, etc. as described in the sections below.

Accessing the Data Viewer

To open the Data Viewer, access the property's dashboard in the Pro:Centric Cloud, and click the button in the Quick Access / Data Viewer module. The Data Viewer will open in a new tab with TV Warning Status data on display.

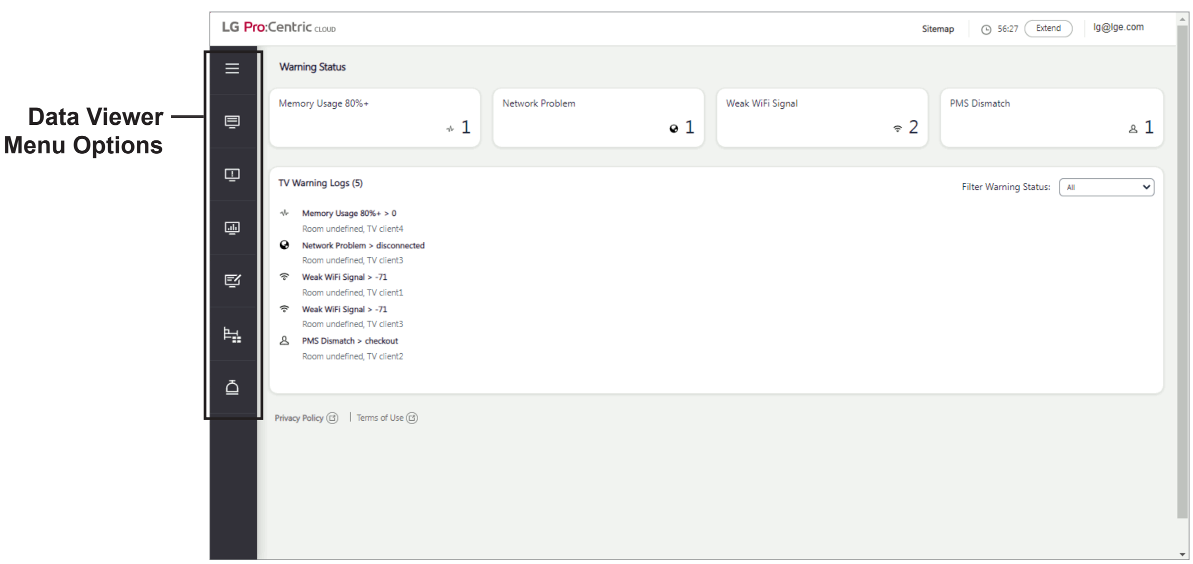
When you have completed your activities in the Data Viewer, you can simply close the Data Viewer tab/window.

Data Viewer Navigation and Data Export

Data Viewer menu options are listed at the left of the screen. Click on any option, as desired, to view the applicable data screen. Within each data screen, there may be additional viewing, sorting, action options, etc. For example, in the Warning Status data screen, you can choose a filter for the log display. See "TV Warning Status" below for further information on the Warning Status screen.

In addition, with the exception of warning status data, you can export all other types of data available in the Data Viewer to Excel (.xls) files by clicking on the Download icon at the top right of the screen.

Example: Data Viewer / Warning Status



TV Warning Status

To view TV Warning Status data, click on **Warning Status** in the Data Viewer menu options panel at the left of the screen. See example on previous page.

The initial display lists all of the TV Warning Logs grouped by category. The total number of all warning logs is visible at the right of the TV Warning Logs list header, and a button indicator for each category of warning log is displayed along the top of the screen.

Warning logs are available for the following four categories:

- Memory Usage 80%+: Indicates that a TV device is using more than 80% of its memory. The Data Monitoring System provides a precise evaluation.
- Network Problem: Indicates that the TV device is currently disconnected from the network.
- Weak Wi-Fi Signal: Identifies a weak Wi-Fi signal to a TV device. The Data Monitoring System provides a precise evaluation.
- PMS Dismatch: Identifies a communication error between the Property Management System server and the Pro:Centric server. You can click on the button at the right of a PMS Dismatch log to attempt an update.

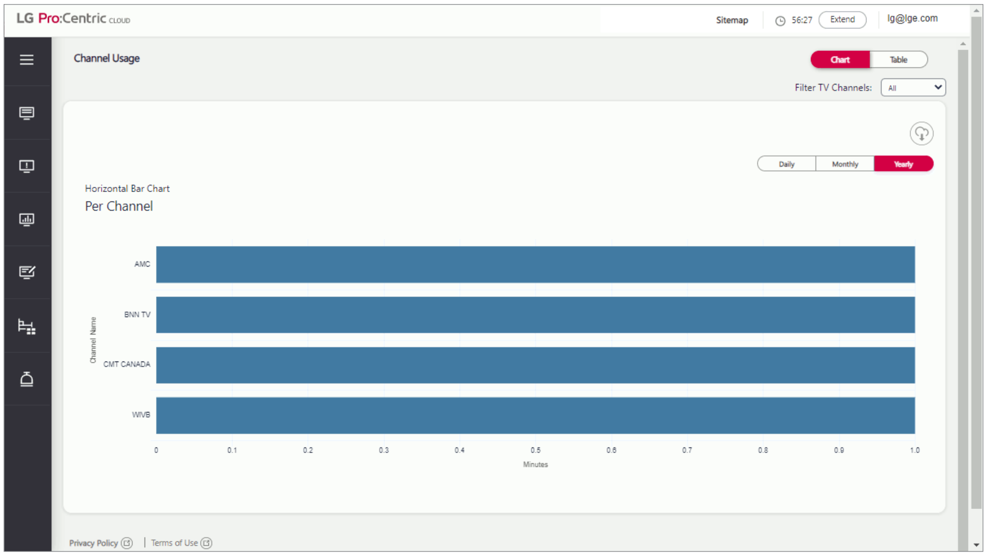
If you would like to filter the list to a particular category, you can either click on the applicable category button at the top of the TV Warning Status screen, or you can select the desired category by clicking on the down arrow at the right of the Filter field in the TV Warning Logs list area of the screen. If/when you would like to view a list of all warning logs after filtering the list by category, select **All** in the Filter field.

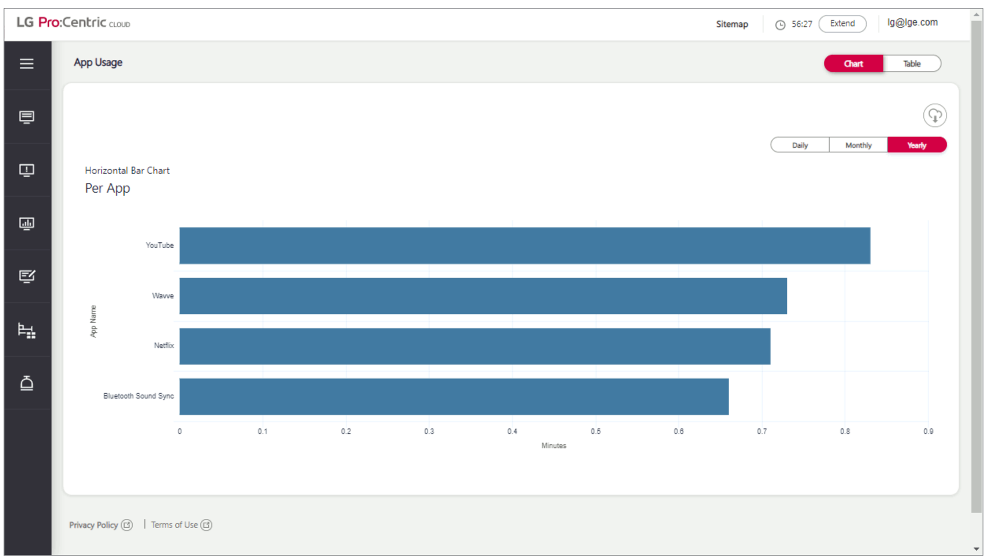
Channel Usage and App Usage

Both the Channel Usage and App Usage screens in the Data Viewer provide viewer/use data. The Channel Usage screen provides viewing data for each channel in the Channel Map. The App Usage screen provides use data for each app configured in the portal.

- To view Channel Usage data, click on **Channel Usage** in the Data Viewer menu options panel at the left of the screen.
- To view App Usage data, click on **App Usage** in the Data Viewer menu options panel at the left of the screen.

You can view data in chart (default) or table format by clicking on the desired option Chart | Table at the top right if the screen. In both cases, you also can view either daily, monthly, or yearly data by clicking on the desired filter Daily | Monthly | Yearly at the top right of the screen.





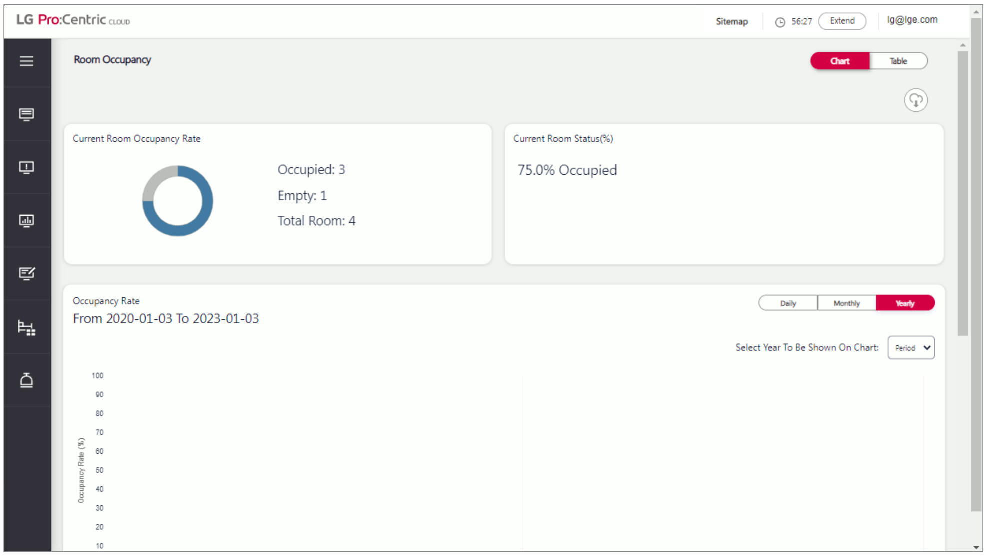
Room Occupancy

To view Room Occupancy data, click on **Room Occupancy** in the Data Viewer menu options panel at the left of the screen.

The Room Occupancy screen shows room occupancy data for each room that has been added in the Room screen of the Admin Client. At the top of the screen, you will see data indicating the number of rooms currently occupied. In the lower sections of the screen, you can view data on occupancy rates and average occupancy.

Data Viewer (Cont.)

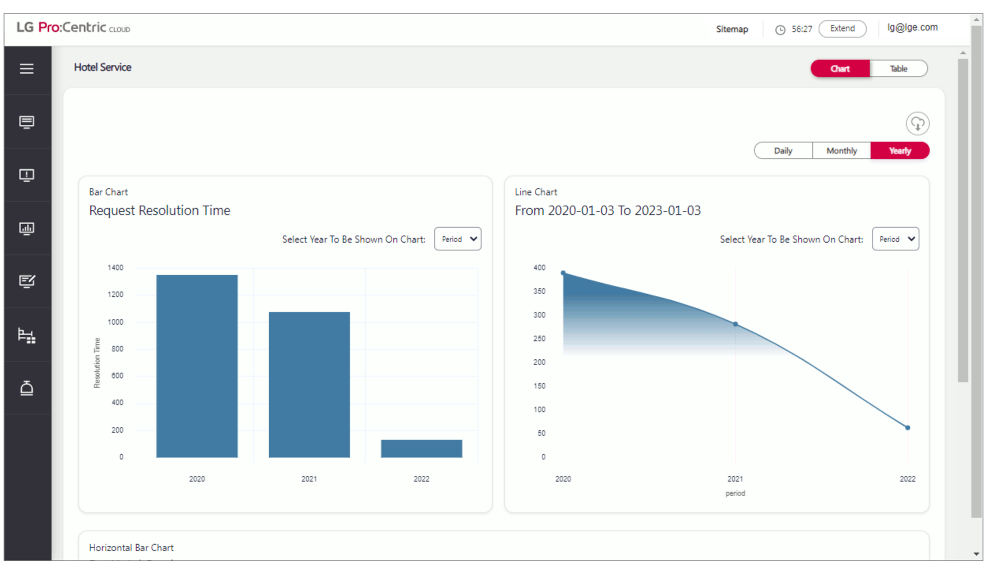
You can view data in chart (default) or table format by clicking on the desired option Chart Table at the top right if the screen. You also can click on the desired filter Daily Monthly Yearly at the top right of either section to view daily, monthly, or yearly data.



Hotel Service

To view Hotel Service data, click on **Hotel Service** in the Data Viewer menu options panel at the left of the screen.

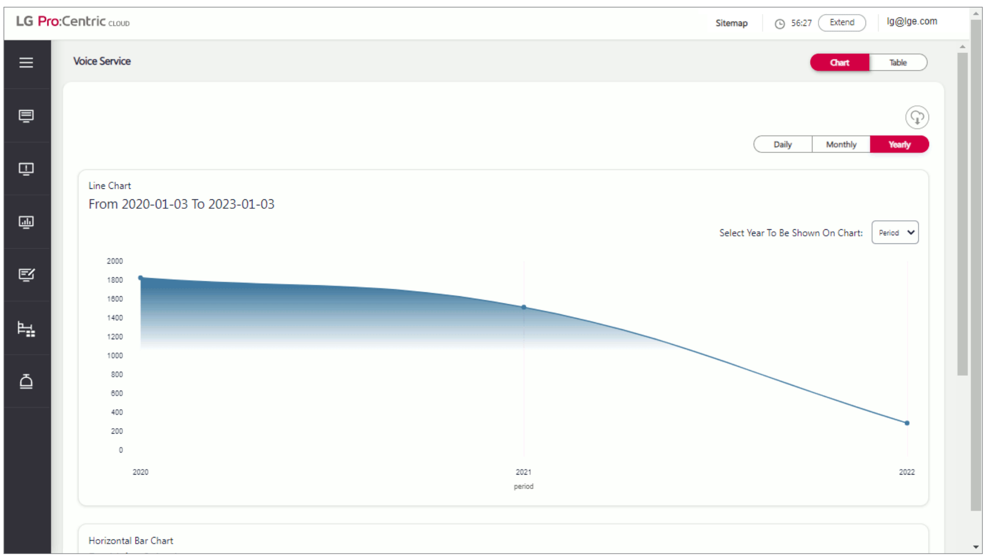
The Hotel Service screen provides charts mapping data for mobile app services, as applicable. You can view data in chart (default) or table format by clicking on the desired option Chart Table at the top right if the screen. You also can click on the desired filter Daily Monthly Yearly at the top right of the main screen area to view daily, monthly, or yearly data.



Voice Service

To view Voice Service data, click on **Voice Service** in the Data Viewer menu options panel at the left of the screen.

The Voice Service screen provides charts mapping data for the Voice Recognition feature (if the feature is enabled). You can view data in chart (default) or table format by clicking on the desired option Chart Table at the top right if the screen. You also can click on the desired filter Daily Monthly Yearly at the top right of the main screen area to view daily, monthly, or yearly data.



Reference: Project Editor Widget Attributes

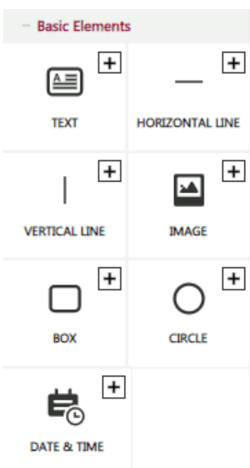
This section provides additional information on the style attributes and options for the Project Editor widgets. See “Project Administration & Project Editor” on pages 12 to 38 for further information on the Project Editor. See “Basic Widget Functions” on pages 32 to 38 specifically for information on basic functions that are common to all widgets.

Note: Channel Banner widgets are described under “Channel Banner Attributes” on page 31.

Basic Elements Widgets

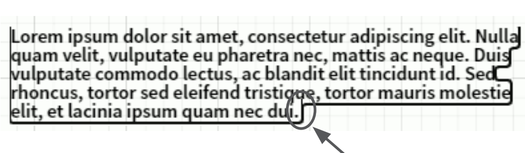
Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc functions that are common to all widgets.

Basic Elements widgets comprise basic drawing tools (lines, boxes, circles), along with text box, date & time stamp, and image tools.



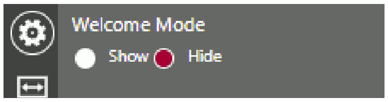
Notes:

- Easy Text Editing is available for the Text widget. If you simply wish to update the text, you can double-click on the widget, and a cursor will appear at the end of the text block (see example below). Use the arrow keys to move the cursor, as required. If you wish to select a text block, use the **Shift** key with the arrow keys. When you are done editing the text, click outside of the text box. A confirmation pop-up window will be displayed. Click **OK** to close the pop-up window.

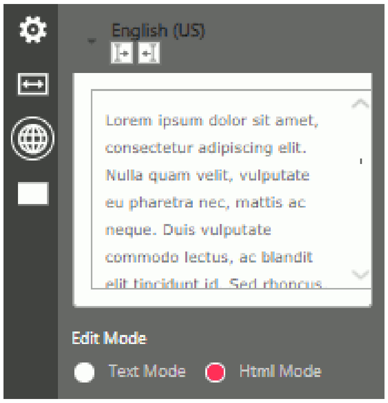


Easy Text Editing cursor

- As part of the Text widget configuration, you can select whether to show or hide the welcome greeting, if configured (see “Welcome Greeting Administration” on pages 46 to 50), prior to displaying the widget text. When Welcome Mode is set to “Show,” the welcome greeting is displayed at the scheduled time/ date, while the widget text is displayed at other times.



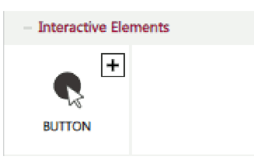
- Also, for the Text widget, you can select “HTML” for the text Edit Mode. In this case, text style attributes (e.g., font and text alignment) are not applicable/accessible, for example:



Interactive Elements Widgets

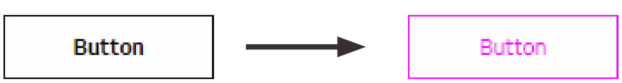
Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

The Interactive Elements widget comprises tools for buttons.



Notes:

- In addition to basic button color attributes, you can also specify color attributes for each button in its highlighted (i.e., selected) state. For example, the sample image below shows the default attributes for a button in its basic state on the left and in its highlighted state on the right.



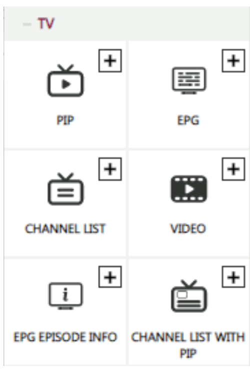
(Button is not highlighted)

(Button is highlighted)

TV Widgets

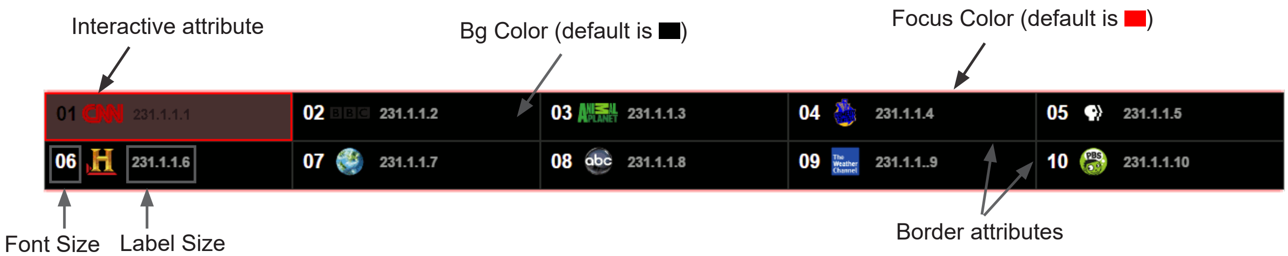
Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

TV widgets comprise tools for the channel guide, along with PIP and video windows.



Notes:

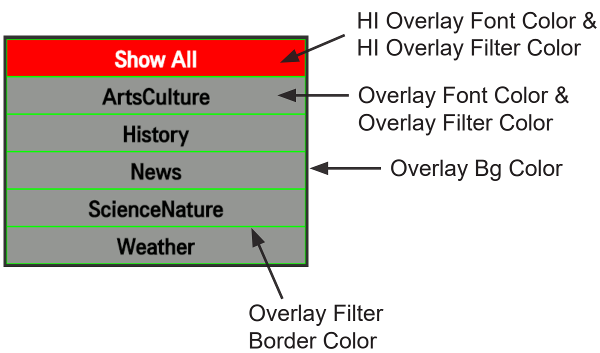
- The PIP widget enables you to place a PIP window on the portal page, while the Video widget enables you to place a video window on a portal page. The PIP widget and the Video widget cannot both be placed on a portal page. You may use one or the other.
- The Channel List widget is the channel guide display and is populated with the channels that have been added in the Channel Map screen (see “Pro:Centric Channel Map Configuration” on pages 90 to 106), for example:



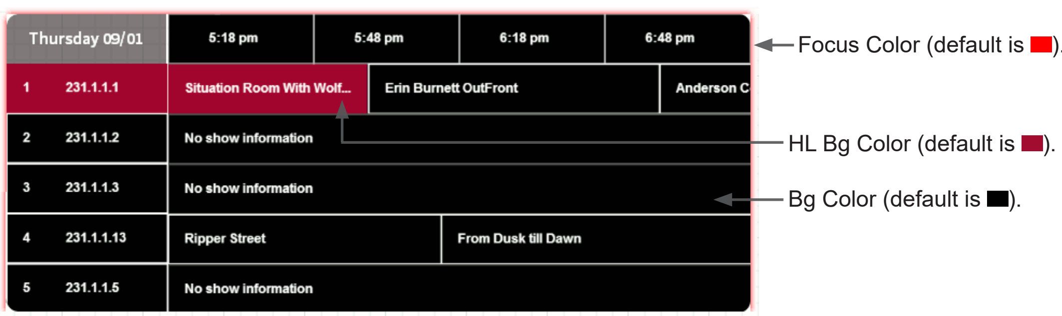
Standard (i.e., non-highlighted) text attributes. With the exception of the Font Size & Label Size attributes, the other text attributes are common to all non-focused text in the channel guide.

- The Channel List with PIP widget provides the option to display a PIP window along with a channel listing.
- A channel category overlay is available for the channel guide or the EPG display under the following conditions: the portal page with the channel guide is mapped to the GUIDE button on the remote (see “Project Settings” on pages 25 to 26) and guide filters have been enabled for the Channel List, Channel List with PIP, or EPG widget, as applicable (default element attribute).

Channel categories are specified in the Channel Map screen (see “Pro:Centric Channel Map Configuration” on pages 93 to 106). If the overlay is applicable, when the channel guide or EPG (as applicable) is on display and is the focused widget, guests can press the GUIDE button on the Pro:Centric remote to view and select from a list of channel categories. Categories are displayed in a pop-up window on top of the channel guide display. See example below.



- The EPG widget shows the EPG display and is populated with the channels that have been added in the Channel Map (see “Pro:Centric Channel Map Configuration” on pages 90 to 106), for example:



- The Episode Information widget may be placed on the EPG portal page to provide additional episode information, for example:

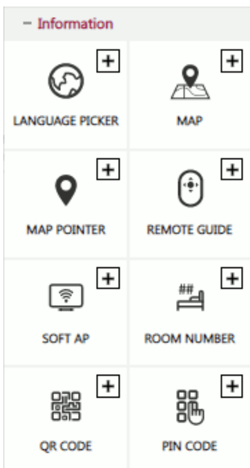
- If you added video clips (see “Video Clip Administration” on page 89), make sure to add Video widgets (one per video) to the portal, so that the videos are available to users.

Reference: Project Editor Widget Attributes (Cont.)

Information Widgets

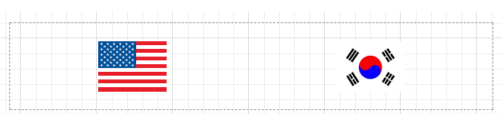
Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

Information widgets comprise tools for creating maps and also for adding a language picker, a remote guide, a room number, SoftAP information, a QR code, and/or a PIN code to portal pages.

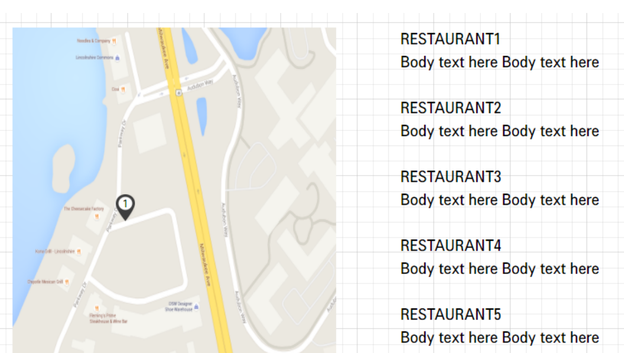


Notes:

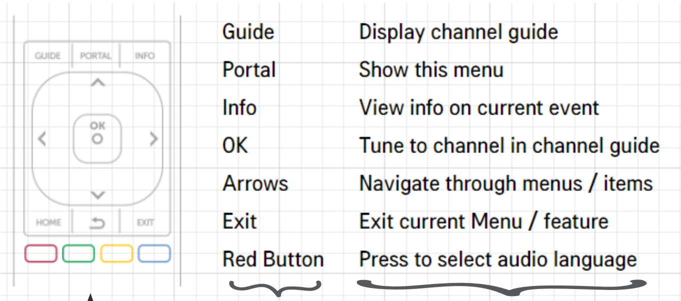
- The Language Picker widget enables users to select the language in which to view the portal pages (see example below). Language picker options are determined by the languages that have been selected in the General screen for TV settings (see “Language Settings” on pages 86 to 88 for further information).



- The Map widget enables you to select the map image to use, and Map Pointer widgets can be used to mark points of interest on the map.



- The Remote Guide widget enables you to select an image to illustrate the remote control and provide descriptive text. There are three elements to the Remote Guide widget, comprising the remote image itself, the buttons, and the button descriptions.

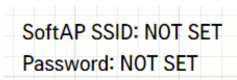


Remote Image

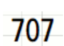
Remote Button Text

Button Description Text

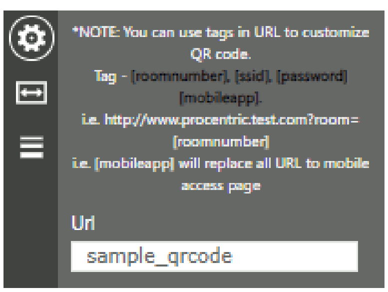
- The SoftAP widget displays the SSID and password credentials that users will need to connect to the access point, for example:



- The Room Number widget shows the room number, for example:



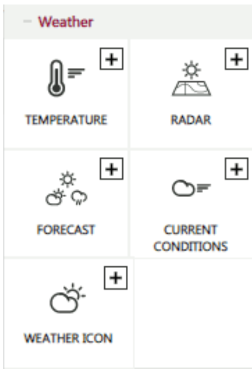
- As part of the QR Code widget attribute configuration, you can use a room number or a mobile app tag, etc., for example:



Weather Widgets

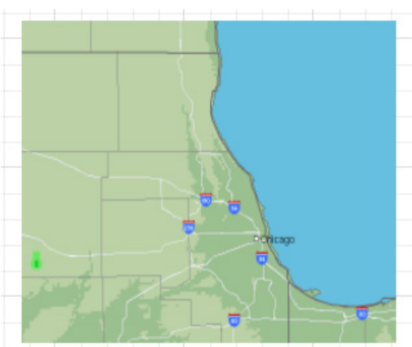
Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

Weather widgets comprise weather-specific data indicators and forecast and radar images.

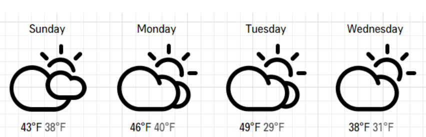


Notes:

- The Temperature widget is a text stamp that indicates the current temperature, for example: **32°F**
- The Radar widget is a radar image, for example:



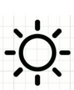
- The Forecast widget provides daily forecast images and text, for example:



- The Current Conditions widget is a text stamp that indicates the current conditions, for example:

Current: Mist
Wind: SSE 12mph
Humidity: 92%
UV Index: 0
Sunrise: 6:54 AM
Sunset: 4:23 PM

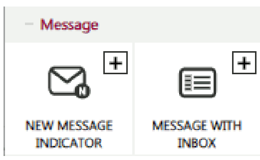
- The Weather Icon widget is a weather icon image, for example:



Message Widgets

Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

Message widgets comprise tools for message text displays (see “Message Administration” on pages 39 to 46 for further information) and new message indicators.

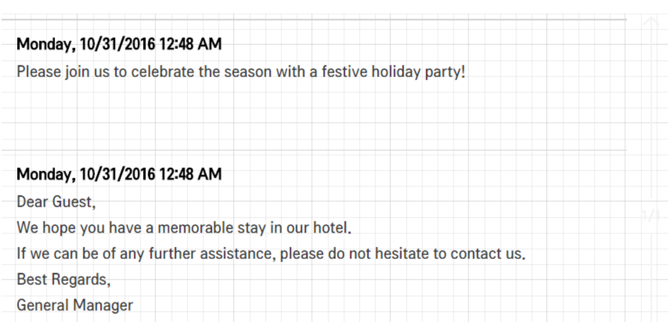


Notes:

- See also "Enable the Message Feature" on page 39.
- There are two ways to let guests know that new messages are available. The New Message Indicator widget enables you to place a New Message Indicator on a specific portal page. You can also enable a message alert pop-up to be displayed at the bottom of ALL portal pages (see “Message Administration” on pages 39 to 46 for further information).
- The New Message Indicator widget shows the number of new messages sent after check-in, for example:

- The New Message Indicator widget should not be on the same portal page as the Message widget. When a guest reads the new message(s) from the Message widget, the New Message Indicator will be updated.
- Messages sent after check-in will be displayed through the Message widget. See example below. Messages sent to a room where no one has checked in, will not be shown.

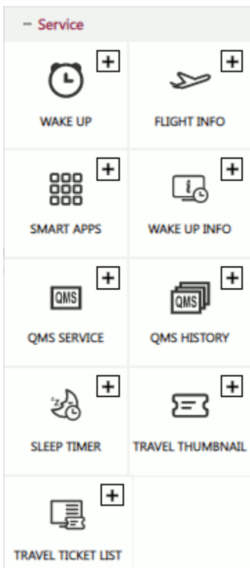
  

- To allow guests to view message titles, you can use the Message With Inbox widget.

Service Widgets

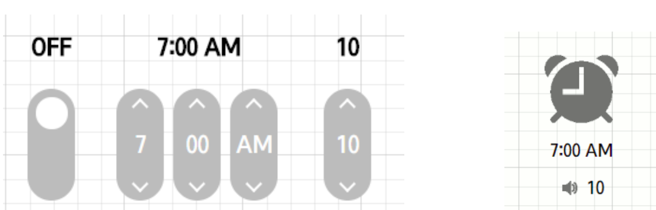
Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

Service widgets comprise tools for the Wake Up TV feature (settings and information), flight information, smart apps, QMS server services/history, sleep timer, and travel services.



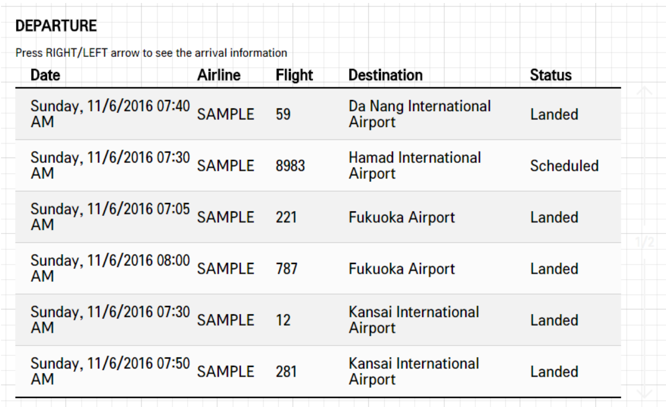
Notes:

- The Wake Up and Wake Up Info widgets enable you to set up the display for the Wake Up TV feature. The volume setting is an advanced Wake Up TV feature, supported only in the DVB broadcast network regions, and is not displayed unless the Volume attribute (default element) is set to “true” in the case of the Wake Up widget or to “show” in the case of the Wake Up Info widget.



- The Flight Info widget (see example below) displays flight information based on Flight partner service settings in the Pro:Centric Cloud portal.

As part of the default element attributes, you can select whether to display departure, arrival, or both departure and arrival data (display mode). You must also select an applicable airport.

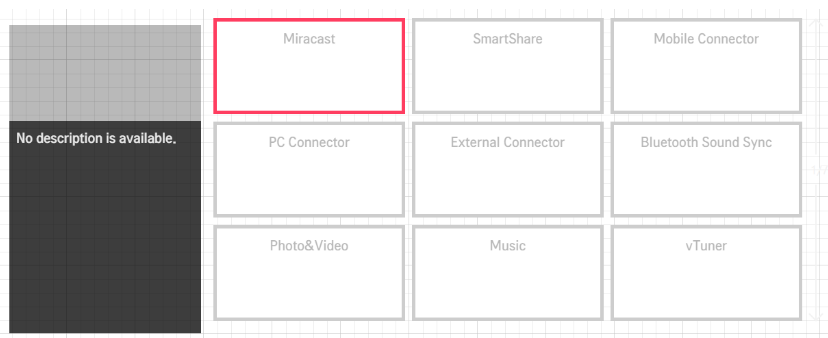


DEPARTURE

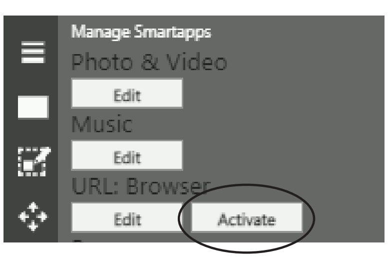
Press RIGHT/LEFT arrow to see the arrival information

Date	Airline	Flight	Destination	Status
Sunday, 11/6/2016 07:40 AM	SAMPLE	59	Da Nang International Airport	Landed
Sunday, 11/6/2016 07:30 AM	SAMPLE	8983	Hamad International Airport	Scheduled
Sunday, 11/6/2016 07:05 AM	SAMPLE	221	Fukuoka Airport	Landed
Sunday, 11/6/2016 08:00 AM	SAMPLE	787	Fukuoka Airport	Landed
Sunday, 11/6/2016 07:30 AM	SAMPLE	12	Kansai International Airport	Landed
Sunday, 11/6/2016 07:50 AM	SAMPLE	281	Kansai International Airport	Landed

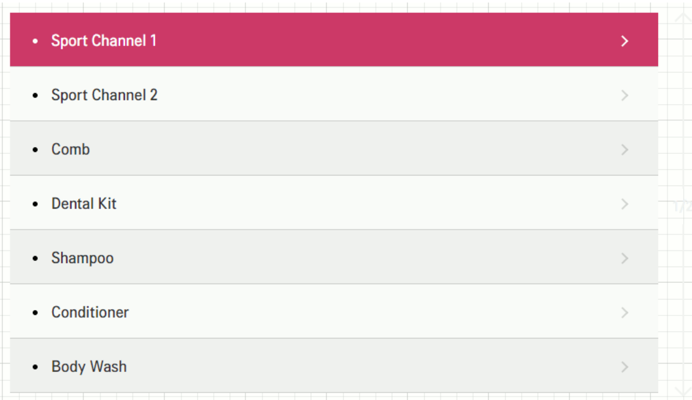
- The Smart Apps widget enables you to set up the display of the available smart apps (see also “Smart Applications Administration” on pages 114 to 118—smart app descriptions are added in the Smart Apps screen). Make sure to add icons for the smart apps as part of the default elements attribute configuration (see also “Image Administration” on pages 57 to 60 for image guidelines).

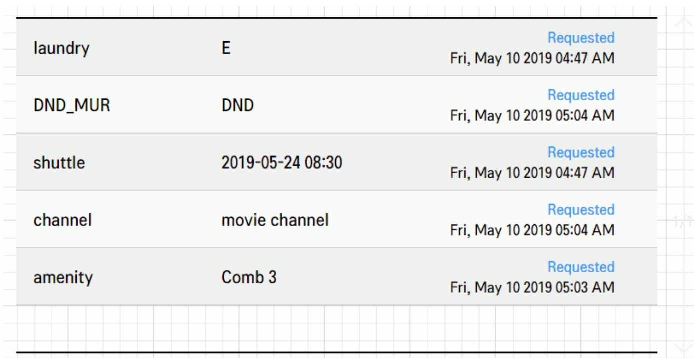


Also, to allow guests to use new custom smart apps that have been added in the Smart Apps screen, you must activate each custom app as part of the default elements attribute configuration, for example:

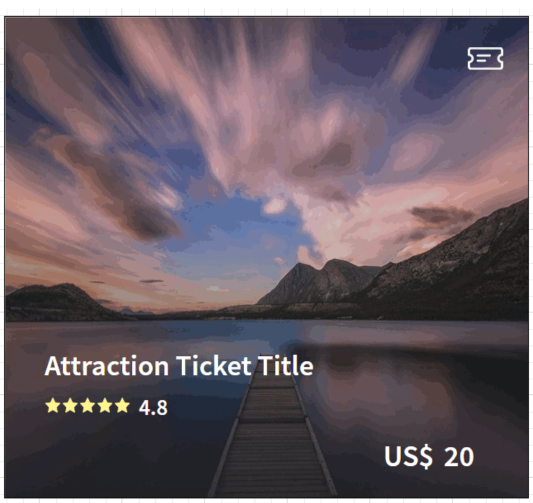


- If a Quality Management System partner service has been installed and configured in the Pro:Centric Cloud portal, make sure to add the QMS widgets to portal pages, so that the services are available/ viewable to users. Note that the QMS Service and QMS History widgets cannot be on the same portal page.

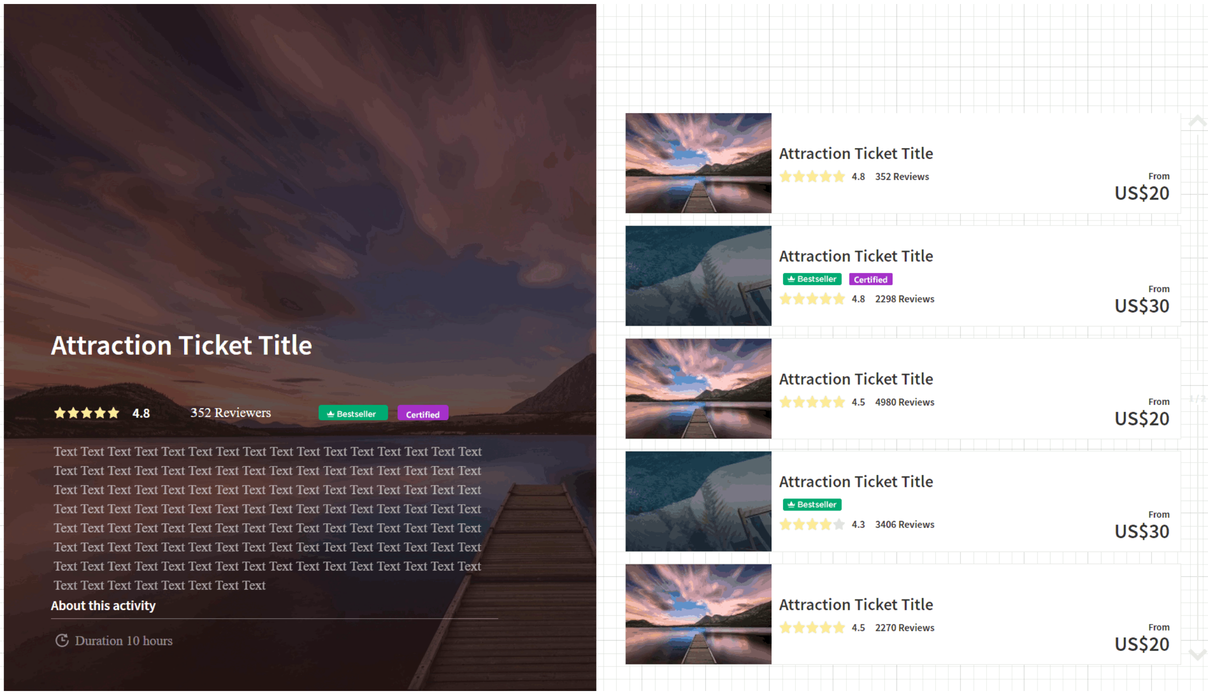




- If a Travel Service is enabled (see also “Travel Service Administration” on pages 135 to 137), make sure to add the Travel Service widget(s)—Travel Thumbnail and/or Travel Ticket List—to portal pages, so that the services are available/viewable to users. Note that Travel Service widgets are only available for FHD (Full HD) projects. Also note that no two Travel Service widgets can be on the same portal page.



- There are two elements to the Travel Ticket List widget, comprising the preview and the activity list. End users will be able to make reservations using this widget.



LG Room Manager Widgets

Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

LG Room Manager widgets are available in the Project Editor if a Property Management System / Room Control partner service is installed and configured in the Pro:Centric Cloud portal.

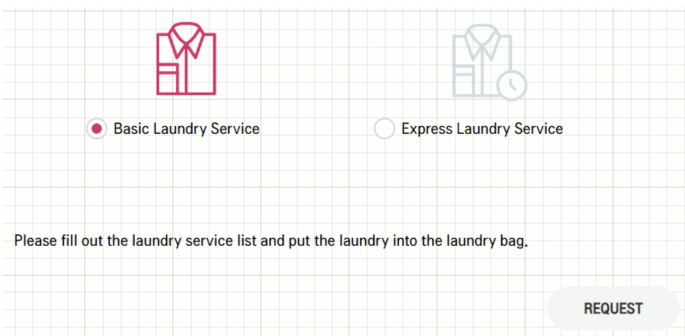
Notes:

- If you added a Room Control server, make sure to add the appropriate LG Room Manager widgets to a portal page, so that the services are available to users (see also note below).

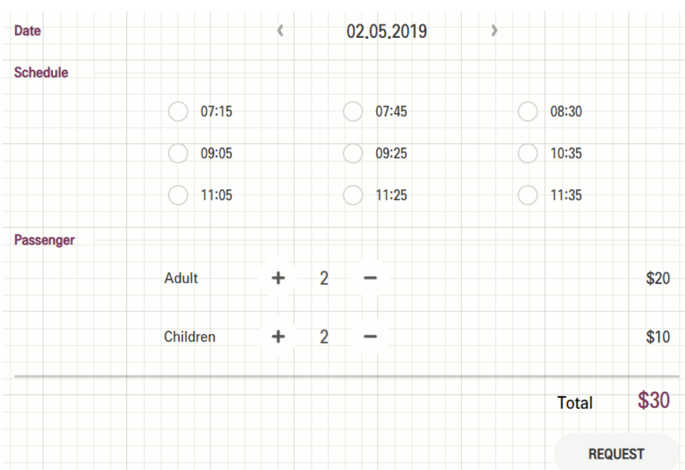
Reference: Project Editor Widget Attributes (Cont.)

- If you are using a Room Control API, you may use IoT setup, along with IoT Control widgets. See also “IoT Control Widgets” on page 167.
- The DND/MUR widget shows the status for the DND (Do Not Disturb) and/or MUR (Make Up Room) indicator(s), for example:

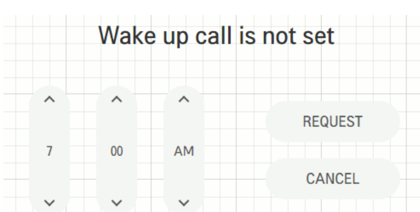
- The Laundry widget enables users to request laundry services, for example:



- The Shuttle Info widget enables users to request shuttle service, for example:



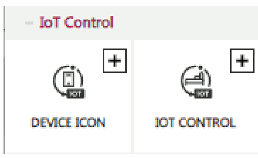
- The Wake Up Call widget enables users to request a wake up call.



IoT Control Widgets

Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

IoT Control widgets are available for use with the IoT feature or a Room Control API. See also “Room Type Administration for the IoT Feature” on pages 138 to 148.



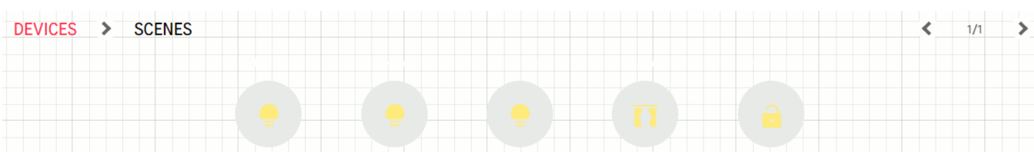
Notes:

- The IoT Icon widget enables you to select icons for the IoT devices that are available, for example:

  These widgets typically will be placed on top of pictures of their associated devices to facilitate user experience. The widget shows the status (on/off) of the device. As part of the default elements attribute configuration, you will be able to select the “Thing” category for the widget. Each device (i.e., “thing”) must be configured in the Room Type screen as part of the room type group administration. See “Room Type Administration for the IoT Feature” on pages 138 to 148.

- The IoT Control widget enables users to control IoT devices and select scenes, for example:

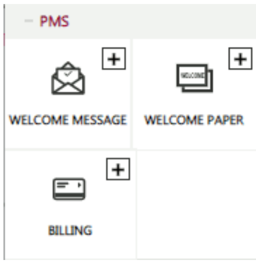
  Scenes are optional, and as part of the default elements attribute configuration, you can opt to show both devices and scenes (as shown above) or only device or only scenes. See also “Room Type Administration for the IoT Feature” on pages 138 to 148.

PMS Widgets

Always make sure to click **Save** in the attributes pop-up window to save and apply your selections. See also “Basic Widget Functions” on pages 32 to 38 for information on the Update, Copy, Cancel, etc. functions that are common to all widgets.

PMS widgets comprise billing and welcome text tools for a Property Management System based on the Property Management System server configuration in the Pro:Centric Cloud portal.

Reference: Project Editor Widget Attributes (Cont.)



Notes:

- The Welcome Message widget enables you to configure the welcome message that will be displayed in the portal when the user initially turns on the TV. See examples below. As part of the text attribute configuration, you can use a [name] placeholder to customize your message.

  Welcome to our hotel, Mr. Smith! or Mr. Smith, Welcome to our hotel!

- The Welcome Paper widget enables you to configure a pop-up welcome message that will be displayed on the default (initial) portal page when the user initially turns on the TV. You can choose to display the pop-up one time or once a day.
- The Billing widget provides the settings for the billing information display, for example:

Date & Time	Description	Price
Monday, 12/18/2017 12:23 PM	Room Service1	€ 14.70
Monday, 12/18/2017 12:23 PM	Room Service2	€ 75.00
Monday, 12/18/2017 12:23 PM	TAXI; Airport to Hotel	€ 69.20
Monday, 12/18/2017 12:23 PM	Honey Butter Chips	€ 100.75
Monday, 12/18/2017 12:23 PM	Moscato d'Asti	€ 380.90
Monday, 12/18/2017 12:23 PM	Room Service - Bacon Carbonara	€ 290.25
Bill for Ms. Mieun as of Tuesday, 2/21/2017 11:40 PM	Total	€ 1324.69

The following table provides information on general symptoms and solutions related to the Admin Client.

Symptom	Solution
The PC cannot access the Admin Client.	Contact your service representative or platform administrator to make sure the Pro:Centric Cloud service is online.
The Admin Client session has expired.	If there is no user activity in the Admin Client for 60 minutes (and you did not click the Extend button at the top right of the page to reset the timer), the session will expire, and you will need to log back in.
Cannot log in to the Pro:Centric Cloud portal.	If you do not remember your password, you can reset it via the RESET PASSWORD option on the LG Account webpage.
Selected features are not available/ do not appear in the Admin Client menus.	Optional features must be installed/enabled in order to be available. Features, such as Weather, Travel Service, etc., that are currently not installed or disabled will not appear in the Admin Client menus. Contact your service representative or platform administrator as necessary.
Automapping is not working for one or more TVs.	Automapping is initiated for each TV once the TV has downloaded the Pro:Centric application and is turned ON. Turn ON the TV, and verify that the Pro:Centric application appears on the display.
Project deployment is failing.	Contact your platform administrator and/or regional LG service representative to make sure the Pro:Centric Cloud service is online.
Cannot upload file.	Check instructions for the specific file type in this document. In particular, note that typically, file names should not include any special characters (?, -, etc.).
The TV cannot retrieve server data; i.e., server not found with current installation code).	Generate/renew the installation code from the Pro:Centric Cloud portal Dashboard, and try again on the TV. See Dashboard example on page 8, and/or refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information.
Portal text does not display correctly on the TVs.	It is always highly recommended that generate a preview of the portal displays before saving updates to the server. While previews are intended as faithful representations of on-screen displays, there are inherent differences in the manner in which PCs and different models of TVs render text font, in particular. Due to different font rendering in the TVs, some entries will not fit in the space allowed and thus may be truncated. Once you save portal configuration to the server, it is also highly recommended that you verify the portal and information displays on the Pro:Centric TV(s). In addition, make sure to adhere to any constraints specified for individual text fields. For example, do not use text that is foreign to the TVs, do not use backslash (\) characters, etc. Refer to the appropriate section(s) of this document.
The Admin Client does not retain IP channel settings as entered.	All IP Channel Settings fields must be completed with valid (i.e., non-zero) entries. See “IP Channel Settings” on page 97 for further information.

Reference: Admin Client Troubleshooting (Cont.)

Symptom	Solution
Changes saved in the Admin Client do not appear on the TV.	• Check that the TV is part of the correct deployment group (see also "Deployment Group Settings" on pages 80 to 81). • If applicable, make sure you have deployed any project updates (see “Deploy a Project” on pages 17 to 18). Then, check the Power Mode setting in the General screen for TV settings (see “Configure the Power Mode Setting” on page 86 for further information). TVs must reboot before new portal/updates are displayed. Typically, each TV will reboot during its once daily update event; however, this depends on the Power Mode setting. If the Power Mode field is set to “Instant ON (Mute),” you can use the TV Control feature to reboot the TVs, as required (see “TV Control” on pages 66 to 71 for further information).
The TV does not display a splash screen image that was added to the model setup and/or a configuration or firmware update does not appear to have downloaded successfully.	First, check the TV status to understand when E-Z Installation updates are downloaded. Depending on the model and also its Installer Menu settings, updates may be downloaded when the TV is turned OFF or at a specified update time. Refer to the Commercial Mode Setup Guide or Installation Manual for the model in question for further information. Also, check the following: • For a splash screen: Verify that you selected the correct model when adding the splash screen assignment. Check the Splash Screen screen, and add a splash screen or edit existing settings, as necessary. See pages 119 to 122. • For a configuration file: Verify that you selected the correct model when adding the configuration file assignment. Check the TV Configuration screen, and add a configuration file or edit existing settings, as necessary. See pages 123 to 126. • For a firmware update: Verify that you selected the correct TV model when adding the firmware update file assignment(s). Check the F/W Update screen, and add the appropriate file(s) or edit existing settings, as necessary. See pages 127 to 130. In addition, note that if a TV is turned ON while an update is in progress, the update will be terminated (though within the last five minutes of an update, it is not possible to turn ON the TV).
There is no channel icon available for a desired channel in the Channel Map.	It is possible to add custom logos to the Admin Client. See “Managing Channel Icons” on pages 103 to 106. In addition, if a desired channel icon is not available, there are two generic logos that can be used.
MMR (Magic Motion Remote) operation does not appear to be functional on the TV.	Check the Commercial Mode Setup Guide or Installation Manual for the applicable TV model(s), and make sure MMR operation is enabled.

Symptom	Solution
Cannot assign the desired subversion number for E-Z Installation download file.	It is always recommended that you use the arrows at the right of the Subversion field to increment the subversion number, as needed. If you wish to manually edit a subversion number (for example, to change the subversion from 207 to 702), you must highlight each number in the field separately to change the current value.
After a server update, the Admin Client does not appear to show updated data/screens.	After every server update, it is highly recommended that you clear your cache, so that you are not seeing old data on the Admin Client screens.

Document Revision History / Notes

Document Revision History

Date	Description
February 2021	Revision A: New document
June 2022	Revision B: Updates in conjunction with Pro:Centric Cloud v2.0
July 2022	Revision C: Custom smart app updates
January 2023	Revision D: Updates in conjunction with Pro:Centric Cloud v3.0

Product documentation is available online at: **www.lg.com/us/business**.

Notes

LG Pro:Centric®

For Customer Support/Service, please call:

1-888-865-3026

www.lg.com/us/business

206-4371
Revision D

Pro:Centric® Cloud Portal User Guide

P/N: 206-4372 (Rev C)

For Customer Support/Service, please call:

1-888-865-3026

The latest product information and documentation is available online at:

www.lg.com/us/business

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Table of Contents

Notes:
- This document provides examples of typical Pro:Centric Cloud portal screens. Your displays may vary from those shown in the document.
- Design and specifications subject to change without prior notice.

Pro:Centric Cloud Overview

This document is applicable for Pro:Centric® Cloud version 3.0.

LG's Pro:Centric Cloud application and site management portal enables you to create and remotely manage Pro:Centric HTML application content for LG webOS 5.0 and later TVs/STBs on a Unicast IP network. A graphical user interface (GUI), provided for system integrator (SI) partners and property administrators, facilitates support and maintenance of the Pro:Centric system. In addition, an integrated Admin Client, similar to the Pro:Centric Direct Admin Client used with physical Pro:Centric servers such as the PCS500R, enables users to create Pro:Centric portal content and remotely manage system backups, TV configuration settings, etc.

The Pro:Centric Cloud portal is one element of LG's Pro:Cloud™ portal, which also hosts the SuperSign® Cloud and SuperSign AD portals. Refer to the ***Pro:Cloud Portal User Guide*** for further information.

Document Description

This document describes how to access the Pro:Centric Cloud portal (via the Pro:Cloud portal). It also describes available Pro:Centric Cloud site management and partner service functions. Note that most high-level site management and all account management functions must be performed in the Pro:Cloud portal.

- Refer to the ***Pro:Cloud Portal User Guide*** for information on Pro:Cloud site and account management functions.
- Refer to the ***Pro:Centric Cloud Admin Client User Guide*** for information on the Pro:Centric Admin Client functionality available for each property. This document also describes the Data Viewer.
- Refer to the ***Pro:Centric Cloud Mobile App Creator User Guide*** for information on the Mobile App Creator that enables you to create and remotely manage a mobile Guest app (working in conjunction with partner services, e.g., PMS and QMS servers) for each property.

Caution: This document is intended for use primarily by qualified Pro:Centric service personnel. Improper configuration or administration may cause a service interruption.

PC Requirements for Pro:Centric Cloud Portal Access

- Internet access.
- Access the Pro:Centric Cloud portal using one of the following web browsers: Google Chrome™ 51 or later or Mozilla Firefox® 47 or later. Minimum recommended display resolution = 1920 x 1080.

Pro:Centric Cloud Portal Functions and Navigation Overview

The menu options panel at the left of the Pro:Centric Cloud portal home page provides access to Pro:Centric Cloud setup and configuration functions, in accordance with a user's privilege level. The following example shows a sample Site Management / Dashboard page for a user with a Property Administrator role.

Pro:Centric Cloud Menus
See "Pro:Centric Cloud Menu Functions" on the following page for an overview of the high-level Site Management, Partner Center, and Room Manager menu options.

Identifies the amount of time before the Admin Client times out without further user activity. You can click the Extend button to reset the timer to 60 minutes.

Identifies the property whose dashboard is currently being displayed. Click to display a Site List and/or select another property.

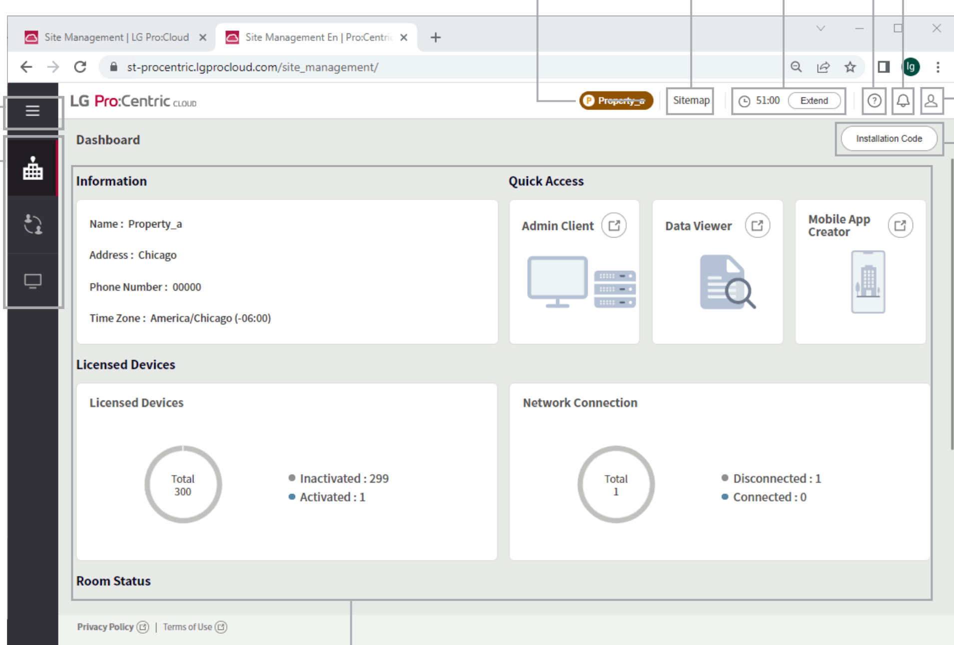
Click to access Pro:Centric Cloud portal and Admin Client user documentation.

Click to expand menu panel.

Displays a site map.

Click to view notification alert(s).

Click to identify the current user and/or log out of the Pro:Cloud portal (including the Pro:Centric Cloud).



Enables (administrative) users to generate an installation code for device configuration.

Site Management Modules
Provides dashboard information for the selected property and also provides access to administrative and configuration facilities (in accordance with user role).

Pro:Centric Cloud Portal Functions and Navigation Overview (Cont.)

Pro:Centric Cloud Menu Functions

The following table outlines the Pro:Centric Cloud portal function categories.

Category	Description
Site Management	Provides an overview of property information, including license and network data, as well as access to property and partner service administration and configuration facilities (in accordance with user privileges). Admin Client, Data Viewer, and Mobile App Creator access for each property is available from this page, as is the installation code generator required for TV/STB device configuration on the Pro:Centric Cloud network.
Partners	Enables administrative users to turn on/off and specify property-specific configuration details for partner services. Services include external services such as EPG and Weather, interface servers such as a Property Management System (PMS) server, and design templates for portal projects.
Room Manager	Enables administrative users to monitor and configure settings for room services related to the Pro:Centric mobile Guest and Keeper apps that work in conjunction with PMS and QMS partner services.

Pro:Centric Cloud Portal Navigation

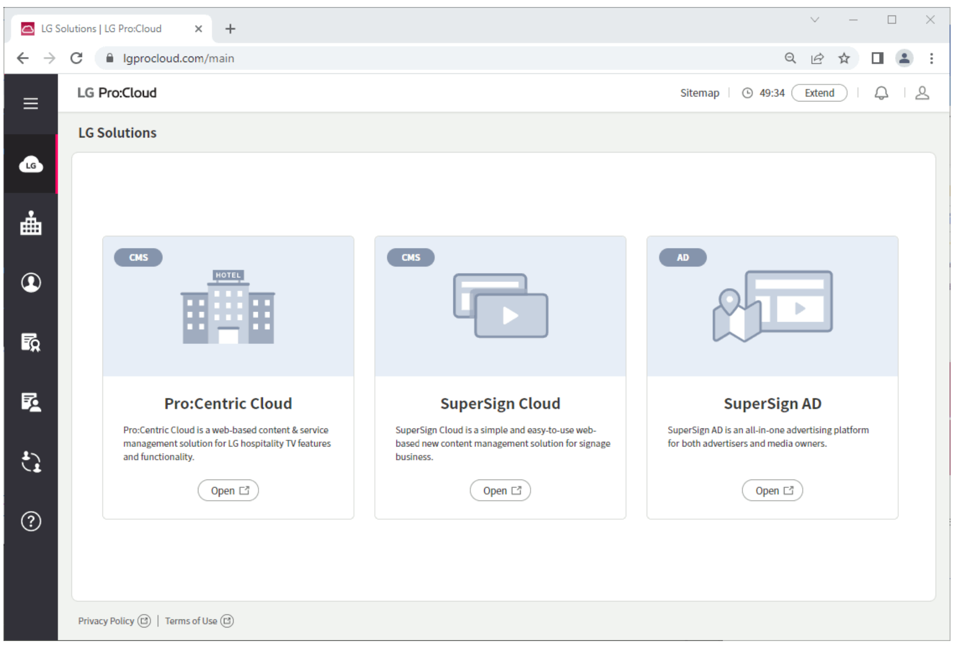
With the Site Management / home page on display (see example on previous page), you may click on any of the options on the screen to navigate to the desired page or display. All options are described in the pages that follow.

The menu options on permanent display at the left of the portal screen provide access to the Site Management, Partner Center, and Room Manager pages. For example, to view the Partner Center page, click on the **Partners** icon. Partner Center options will be displayed in the main area of the screen (see example on page 10).

You will need to have a Pro:Cloud portal user account with an appropriate user role assignment in order to launch the Pro:Centric Cloud portal. For further information on logging in to the portal, and/or for information on creating a user account, refer to the ***Pro:Cloud Portal User Guide***. Contact your regional representative or platform administrator to arrange a role assignment, as required.

Note: See also “PC Requirements for Pro:Centric Cloud Portal Access” on page 4.

1. Launch a web browser, and type the Pro:Cloud portal URL **https://lgprocloud.com** in the browser’s address bar. Then, press **Enter**.
2. Log in to the Pro:Cloud portal using your user account ID and password.
3. With the Pro:Cloud home page on display, click the Pro:Centric Cloud Open button to launch the Pro:Centric Cloud portal. See example below.



The Pro:Centric portal will launch in a new tab/window, with the Site Management page on display (see example on page 5).

When you have completed your activities in the Pro:Cloud portal and/or Pro:Centric Cloud portal, either close your browser, or click the icon in the top right of the screen, and select **Sign Out** to exit the portal.

Note: If there is no user activity in the portal for 60 minutes, the session will expire, and you will need to log back in.

Note: In order for Pro:Centric features to be available, licensing must be enabled and the appropriate partner center services must be installed on the server from the Pro:Cloud portal. Licensing status is visible on the Site Management page when you launch the Pro:Centric Cloud portal, and partner service information is visible on the Partners page.

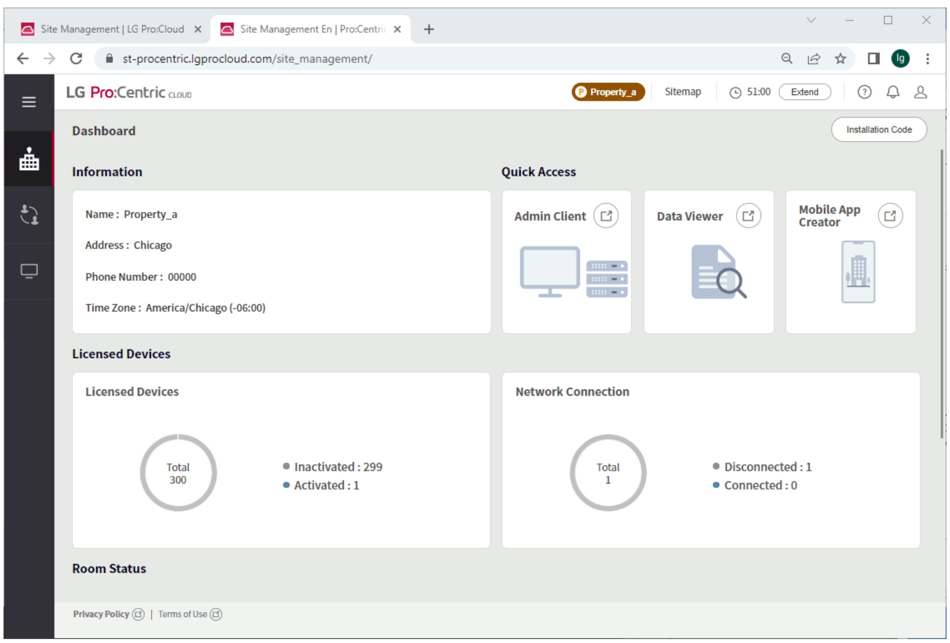
Site Management

With the Site Management page on display, you can view dashboard information for each of the properties assigned to your user account. A site list is available when you click the property identifier button at the top of the screen—Property_a in the example below.

The Site Management page also provides access to the Admin Client, Data Viewer, and Mobile App Creator for each property, as well as the installation code generator required for TV/STB device configuration in the Pro:Centric Cloud portal.

Note: Business and property site management functions, such as adding businesses, modifying properties, etc., as well as license, user account, and partner service management functions, are carried out in the Pro:Cloud portal. Refer to the ***Pro:Cloud Portal User Guide*** for further information.

To access the Site Management page, click on the **Site Management** icon at the left of the portal screen.



The following sections describe the information and functionality available from the Site Management page. If you do not see/have access to an administrative option, your user role does not include the privilege level required for the action. Refer to the ***Pro:Cloud Portal User Guide*** for information on user roles.

Site/Property Dashboard

The Dashboard screen provides overview information for the currently selected property.

- A single business may contain one or more properties. Click the property identifier button at the top of the screen (example: Property_a) to view a site list that includes all businesses/properties to which you have been assigned. Then, click on the desired property in the site list to display its dashboard.

- Data overview modules provide property information, activation and network status for licensed devices, and, when a Property Management System is installed, room status data.
- Quick Access modules provide access to the Admin Client, the Data Viewer, and the Mobile App Creator. Click the button in the applicable module to launch the Admin Client, Data Viewer, or Mobile App Creator, respectively. Refer to the ***Pro:Centric Cloud Admin Client User Guide*** for further information on both the Admin Client and the Data Viewer. Refer to the ***Pro:Centric Cloud Mobile App Creator User Guide*** for further information on the Mobile App Creator.
- The Installation Code button at the top right of the screen enables you to generate a property-specific installation code for TV/STB configuration purposes. See "Generating an Installation Code for Pro:Centric Cloud Configuration" below for further information.

Generating an Installation Code for Pro:Centric Cloud Configuration

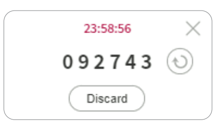
This section describes how to generate a property-specific installation code that must be entered on each TV/STB at the property to be configured on the Pro:Centric Cloud network. The following procedure may be performed by all administrative users.

1. Select the desired property from the site list, as required (i.e., click the property identifier button Property_a).

   The property's dashboard will be displayed in the main area of the screen.

2. Click on the **Installation Code** button at the top right of the screen.

   The installation code will be displayed in a pop-up window, for example:



Each installation code is valid for 24 hours, and the time remaining is displayed above the code. All TVs/STBs at the property must be configured using this code within the 24-hour time period in order to connect to the server.

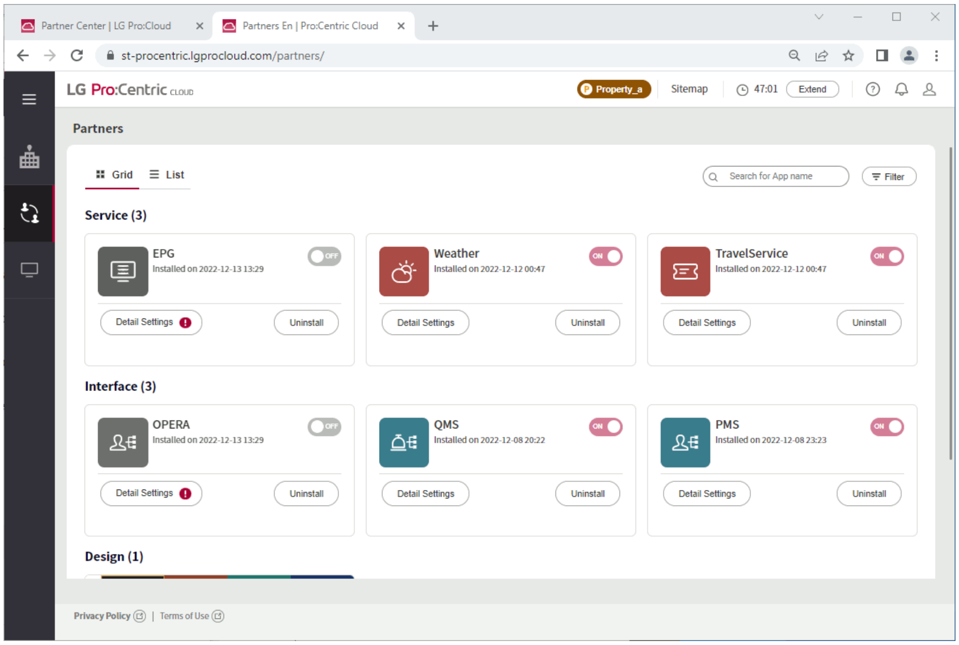
When the TV/STB is in a factory default state, the installation code may be entered either in the First Use / EZ-Manager or Hospital Setup Wizard or in the IP Environment / Pro:Centric Menu. Refer to the Commercial Mode Setup Guide or Installation Manual for the applicable model(s) for further information.

Note: If you would like to refresh/generate a new installation code and restart the 24-hour clock, click the Refresh button above and to right of the installation code. If you would like to discard the current installation code without immediately generating a new one, click the **Discard** button.

Installed Partner Service Administration

The Partners page enables users with administrator privileges to turn on/off and specify property-specific configuration details for installed partner services.

To access the Partners page, click on the **Partners** icon at the left of the portal screen.



The Partners page displays all available partner services, i.e., partner services “installed” in the Pro:Cloud portal for the selected property, grouped into the three categories indicated below.

Note: A single business may contain one or more properties. Click the property identifier button at the top of the screen (example: Property_a) to view a site list that includes all businesses/properties to which you have been assigned. Then, click on the desired property in the site list.

Note: Refer to the ***Pro:Cloud Portal User Guide*** for further information on installing partner services for individual properties.

- Service apps: Comprise external feature services, such as weather, flight, EPG, etc. and includes any Service apps created in the Pro:Cloud portal (see also the ***Pro:Cloud Portal User Guide*** for further information).
- Interface apps: Comprise external interface services, such as a Two Way Property Management System (PMS) server, a Quality Management System (QMS) server, etc.
- Design apps: Comprise Pro:Centric application project templates and includes any Design apps created in the Pro:Cloud portal (see also the ***Pro:Cloud Portal User Guide*** for further information).

Use the Search field at the top right of the screen to search for a particular partner service by name, or click on the **Filter** button next to the Search field to filter partner services either by category or according to configuration required/completed. You also can view the partner services in list format by clicking on the **List** option at the top left of the screen.

Note: When partner services are displayed in list format, you can click on column header Up/Down arrows to sort the list of partner services in ascending or descending, etc. order.

Note: On/off status for Service and Interface partners services is visible on the Partners screen. To modify the on/off status of a partner service, see "View and/or Modify Partner Service Settings" below.

The following sections describe how to enable/disable partner services (as applicable), how to view or configure partner service settings for a property, and how to uninstall a partner service from a property.

Note: If you do not see/have access to an administrative option, your user role does not include the privilege level required for the action. Refer to the ***Pro:Cloud Portal User Guide*** for information on user roles.

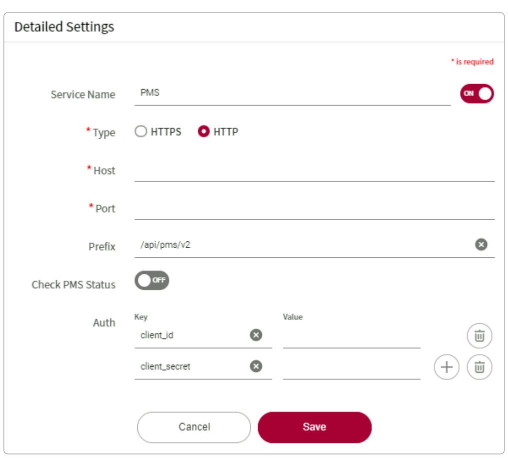
View and/or Modify Partner Service Settings

This option enables you to view and/or modify the configuration details for a partner service.

1. With the Partners page on display, select the desired property from the site list, as required (i.e., click the property identifier button Property_a).
2. Click the applicable **Detail Settings** button for Service or Interface partner services or **Detail View** button for Design partner services.
   - For Service or Interface partner services, a Detailed Settings pop-up window will be displayed. Continue with step 3.

     Note: A icon at the right of a Detail Settings button indicates that the configuration for the partner service has not been completed.
   - The Detailed View pop-up window for Design partner services provides basic information about the selected template, and you can review image carousels, as applicable. There are no user configurable items. Click **OK** to close the pop-up window when you are finished.
3. Complete each of the fields in the Detailed Settings window, and/or click the **ON/OFF** toggle button at the right of the Service Name field to toggle the service on or off, as required.

   The following example shows a Detailed Settings pop-up window for a PMS service for which server parameters have not yet been specified. The pop-up window fields, data requirements, and button options will vary depending on the partner service.



(Continued on next page)

Installed Partner Service Administration (Cont.)

(Continued from previous page)

4. When you are ready to continue, either:
   - Click **Save** to save the partner service settings and close the Detailed Settings window.
   - Click **Cancel** to return to the Partners page without modifying the service settings.

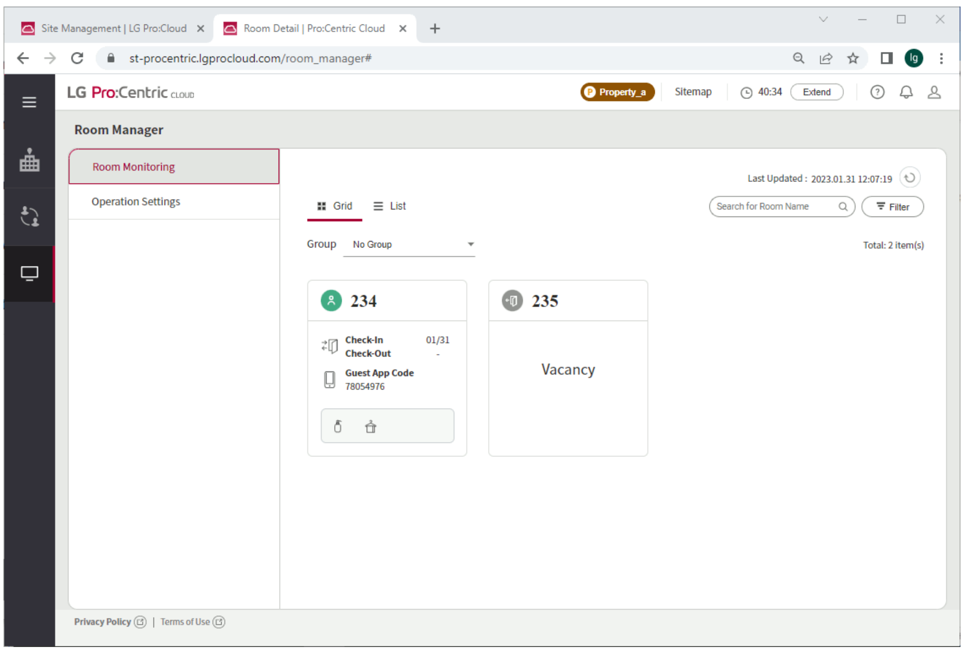
Uninstall a Partner Service

1. With the Partners page on display, select the desired property from the site list, as required (i.e., click the property identifier button P Property_a).
2. Click the **Uninstall** button for the applicable partner service.
3. At the prompt for confirmation, either:
   - Click **Uninstall** to uninstall the service immediately from the selected property.
   - Click **Cancel** to return to the Partners page without uninstalling the service.

The Room Manager page enables users to monitor and configure settings for room services related to the Pro:Centric mobile Guest and Keeper apps that function in conjunction with PMS and QMS partner services installed and configured at the property(ies) in question (see also the ***Pro:Cloud Portal User Guide*** and/or “Installed Partner Service Administration” on pages 10 to 12 of this document, as required, for further information).

Note: Guest apps are created via the Mobile App Creator. Refer to the ***Pro:Centric Cloud Mobile App Creator User Guide*** for further information.

To access the Room Manager page, click on the **Room Manager** icon at the left of the portal screen.



The following sections describe the Room Monitoring and Operation Settings information and functionality available from the Room Manager page.

Note: A single business may contain one or more properties. Click the property identifier button at the top of the screen (example: Property_a) to view a site list that includes all businesses/properties to which you have been assigned. Then, click on the desired property in the site list.

Room Monitoring

For each room automapped or configured in the Admin Client, the Room Monitoring screen (initially on display when you access the Room Manager page—see example above) enables you to view a snapshot of check-in/check-out status (via PMS server), room services requests (via QMS server), and the app code that guests can use to access the mobile Guest app created for their use in the Mobile App Creator. The example above shows that Room 234 is currently occupied and that various room amenities have been requested.

Room Management (Cont.)

Note: Click the Refresh button at the top right of the screen to display the latest data.

There are several ways to filter the rooms displayed on the screen:

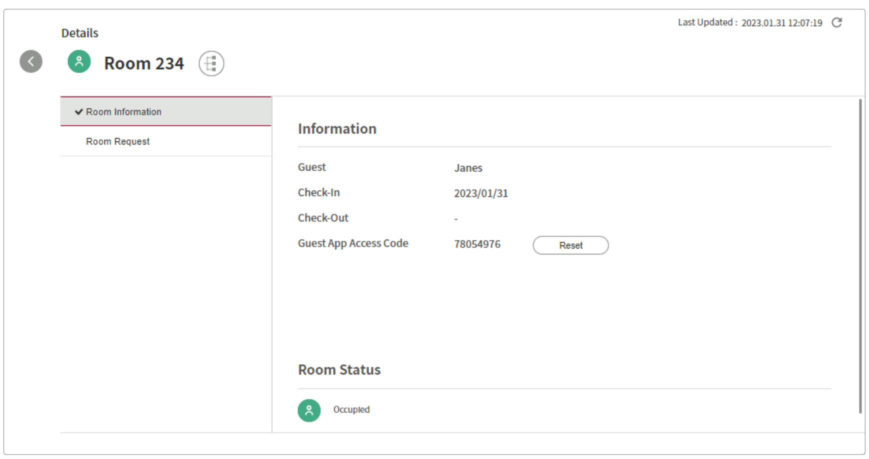
- Use the Search field at the top right of the screen to search for a particular room by name.
- Click on the **Filter** button next to the Search field to filter rooms either by room status or types of guest requests.
- Select a group of rooms to view by clicking in the **Group** field on the top left side of the screen and selecting the desired option from the drop-down list of available groups, i.e., groups that have been added in the Admin Client.

You also can view the room information in list format by clicking on the **List** option at the top left of the screen.

View Room Information and Status Details / Reset the Guest App Access Code

To view additional room information and room status details, click on the thumbnail snapshot for the room (Grid view) or on the **Details** button for the room (List view).

Room information and status will be displayed on the screen, for example:



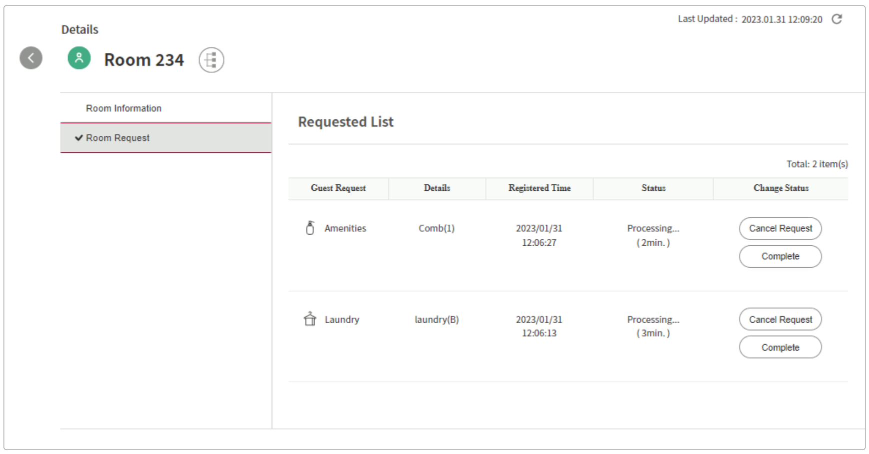
The following actions are available:

- With the room information on display, you can manually reset the Guest app access code, as necessary, by clicking on the **Reset** button at the right of the Guest App Access Code field. At the prompt for confirmation, click **Reset** once more to reset the code.
- Click the icon at the right of the room number to select a room from a different group. A pop-up window will enable you to select a group and then the room number to view.
- To return to the Room Manager page, click the icon in the top left corner of the current screen.

View Room Request Information

With the room information and status information on display as described above, click on the **Room Request** option at the left of the screen.

A list of current room requests will be displayed on the screen, for example:



With the list of room requests on display, you can update a room request, as follows:

- Cancel a request by clicking on the **Cancel Request** button at the right of the request to cancel. At the prompt for confirmation, click **OK** to cancel the request immediately.
- Mark a room request “Complete” by clicking on the **Complete** button at the right of the applicable request. At the prompt for confirmation, click **OK** to confirm the completion status.

The following additional actions are also available:

- Click the icon at the right of the room number to select a room from a different group. A pop-up window will enable you to select a group and then the room number to view.
- To return to the Room Manager page, click the icon in the top left corner of the current screen.

Operation Settings

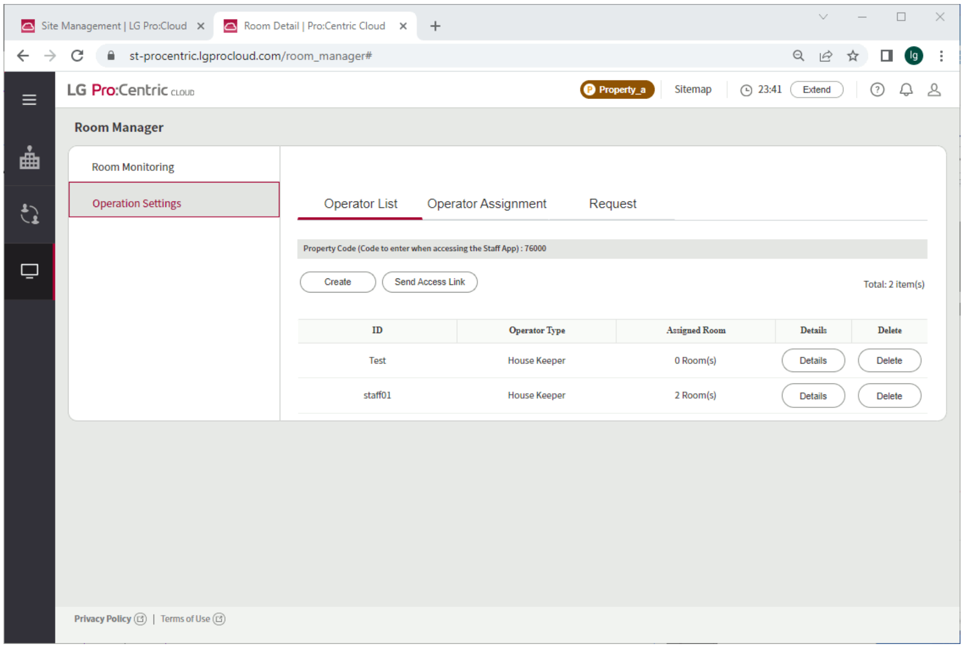
Operation settings comprise administration facilities both for Keeper (room service) app users and room service requests, including MUR (Make Up Room), Alarm, Amenity, and Laundry services.

To access Operation Settings: With the Room Manager page on display, click on the **Operation Settings** option at the left of the screen. Operator List, Operator Assignment, and Request tabs provide overviews of the operator staff, room service assignments, and room service request options, respectively. Refer to the following subsections for further information.

Operator List Overview

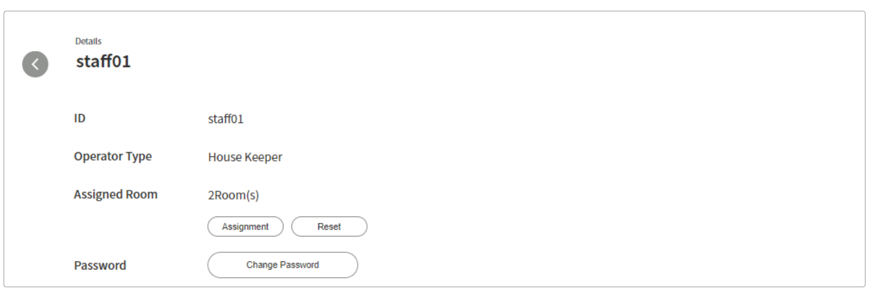
This tab is on display by default in the main area of the screen when you access Operation Settings and identifies the IDs of all existing operators, the type of operator, and the number of assigned rooms. See example below.

Room Management (Cont.)



You have the following administrative options for existing operators:

- To view operator details, click on the **Details** button at the right of the applicable operator ID. User details for the selected operator will be displayed, for example:



  With the operator details on display, you can review room assignments by clicking on the **Assignment** button, you can reset the operator's room assignments by clicking on the **Reset** button, and/or you can change the operator's password by clicking on the **Change Password** button.

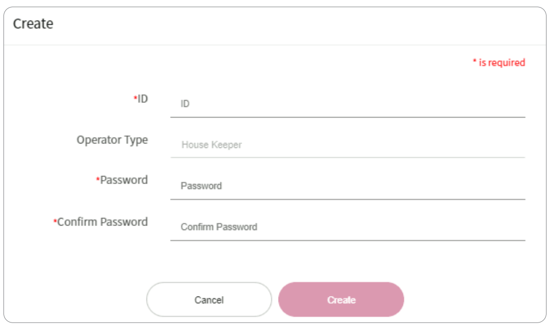
  To return to the Operator List screen, click the icon in the top left corner of the current screen.

- To delete an operator, click the **Delete** button at the right of the applicable operator ID. At the prompt for confirmation, click **Delete** to remove the operator immediately.

You can also create new operator accounts and send links to the Keeper app from the Operator List screen. See subsections below.

Create a New Operator Account

1. Click the **Create** button at the top left of the Operator List tab.
2. Complete the following fields in the Create pop-up window:
   - ID: Type an ID for the operator.
   - Operator Type: This field automatically is set to “House Keeper.”
   - Password and Confirm Password: Type and then retype a password for the operator user account. It is recommended that you employ current best practices to create a strong password.



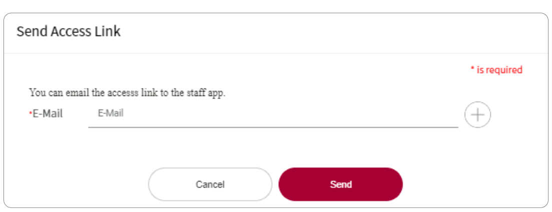
3. When you are ready to proceed, click **Create** to create the new operator.

The new operator account will appear immediately in the list of operators.

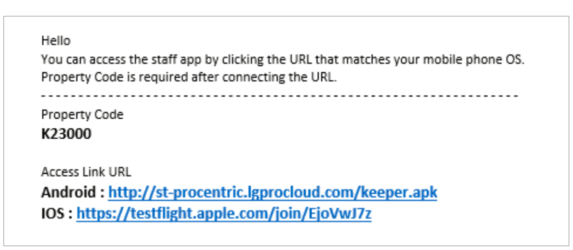
Send a Keeper App Access Link

Follow the steps below to send a link for the Keeper app to a new user. You will also need to provide the new user with operator account information to use with the app.

1. Click the **Send Access Link** button at the top left of the Operator List tab.
2. In the E-mail field of the Send Access Link pop-up window, type the appropriate email address, and then click the **Send** button.



The operator will receive an email with links for downloading the app (based on OS), along with a code for the property to which they are being assigned, for example:


Hello
You can access the staff app by clicking the URL that matches your mobile phone OS.
Property Code is required after connecting the URL.

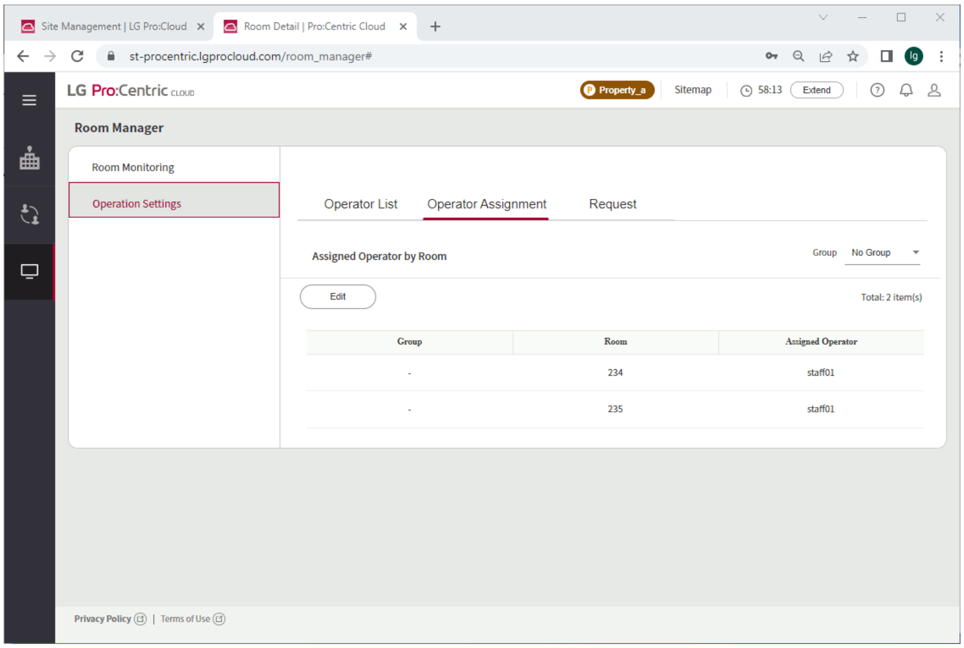
Property Code
K23000

Access Link URL
Android : http://st-procentric.lgprocloud.com/keeper.apk
IOS : https://testflight.apple.com/join/EjoVwJ7z

Room Management (Cont.)

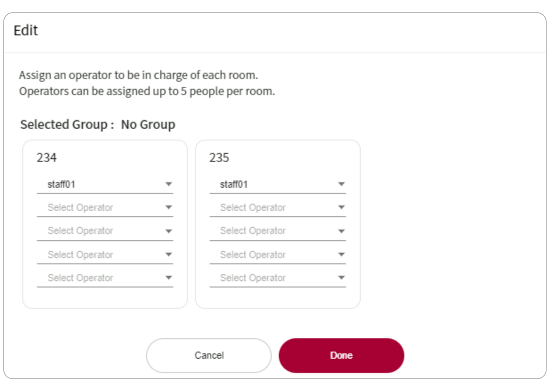
Edit Operator Assignments

The Operation Settings / Operator Assignment tab enables you to view and edit operator assignments by room.



To edit operator assignments:

1. Select a group of rooms to view, as necessary, by clicking in the **Group** field on the top right side of the screen and selecting the desired option from the drop-down list of available groups, i.e., groups that have been added in the Admin Client.
2. Click the **Edit** button at the top left of the Operator Assignment tab.
3. In the Edit pop-up window, select up to five operators per room. Click in each Select Operator field, as required, to select the appropriate operator(s) from the drop-down list of operator accounts.



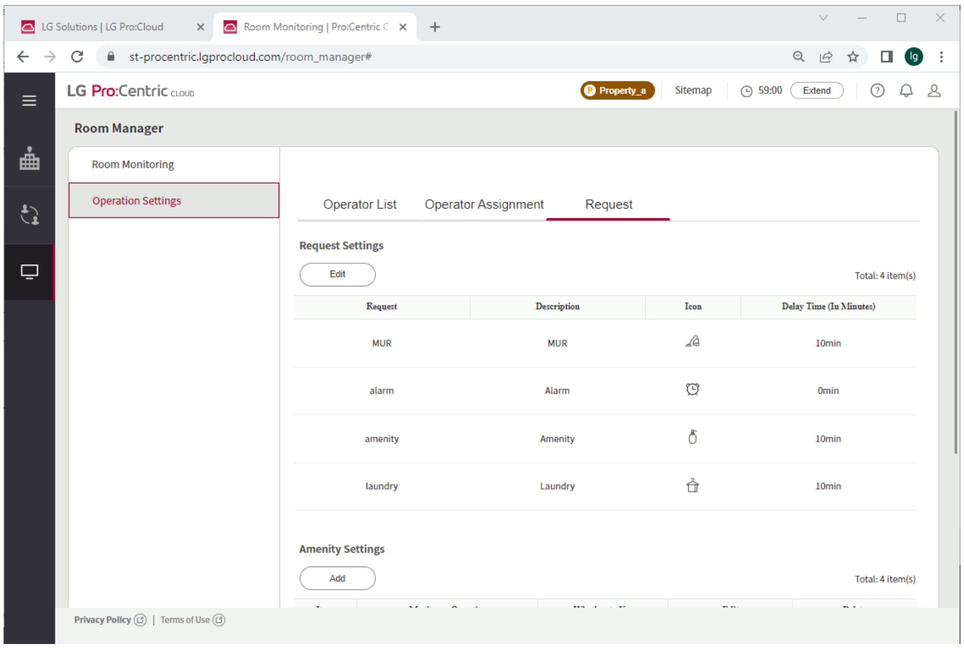
4. When you are ready to proceed, click **Done** to save the assignments and close the pop-up window.

Any updates will appear immediately in the list of operator assignments.

Room Service / Request Settings

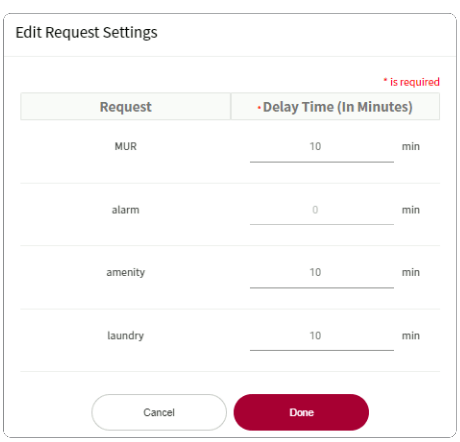
The Operation Settings / Request tab comprises both Request Settings and Amenity Settings. See also “Room Service / Amenity Settings” on the following page.

Request settings, shown in the top half of the screen, enable you to view basic settings for each of the four categories of room service requests (MUR, Alarm, Amenity, and Laundry).



To set/edit the delay time for a request:

1. Click the **Edit** button at the top left of the Request Settings section of the screen.
2. In the Edit Request Settings pop-up window, click in the **Delay Time** field for the desired request (exception: Alarm delay time cannot be modified), and type the new delay time in minutes.

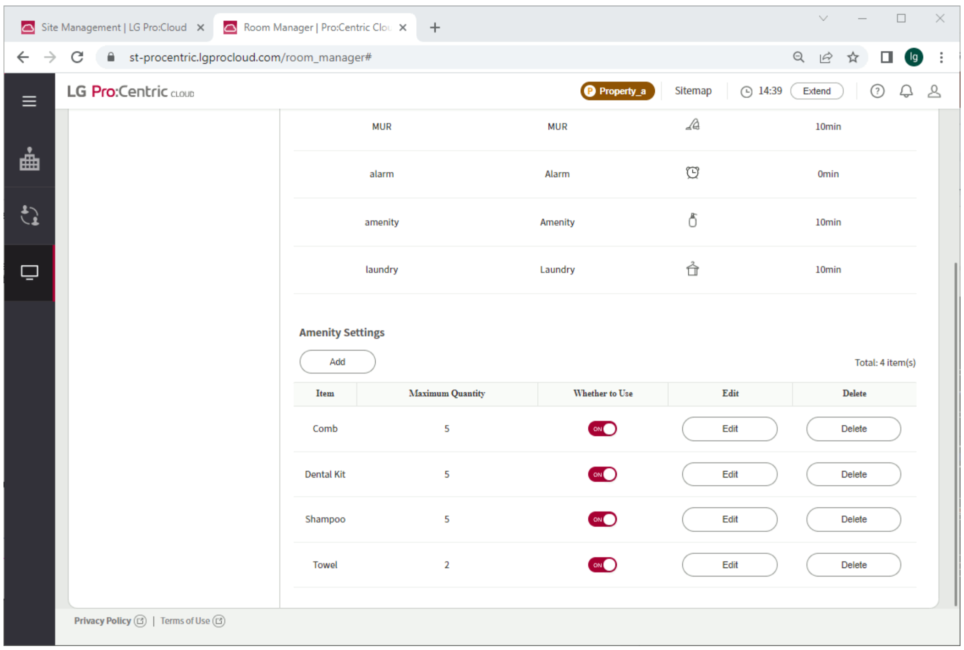


3. When you are ready to proceed, click **Done** to save the updates and close the pop-up window.

Room Service / Amenity Settings

The Operation Settings / Request tab comprises both Request Settings and Amenity Settings. See also “Room Service / Request Settings” on the previous page.

Amenity settings, shown in the bottom half of the screen, enable you to add or delete amenity items, modify amenity parameters, and determine what amenities will be available to guests via the mobile Guest app.



Toggle Amenity Availability

To toggle the availability of an existing amenity, click the **ON/OFF** “Whether to Use” toggle button at the right of the applicable amenity.

Add an Amenity

1. Click the **Add** button at the top left of the Amenity Settings section of the screen.
2. In the Add Amenity pop-up window:
   - Specify a descriptive ID for this amenity in the Item field.
   - Type the maximum quantity of the amenity allowed in the Maximum Quantity field.
   - Select the rooms for which to include the availability of this amenity (all rooms or groups of rooms).
   - Toggle the “Whether to Use” status, as required.

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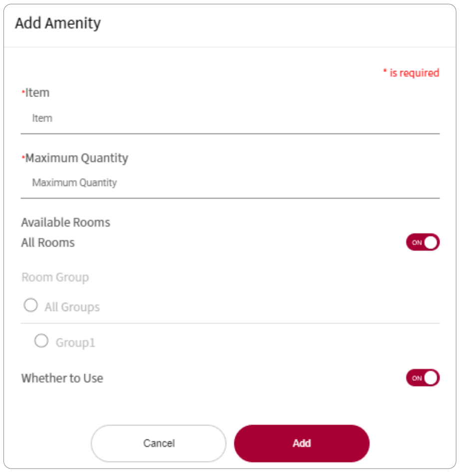
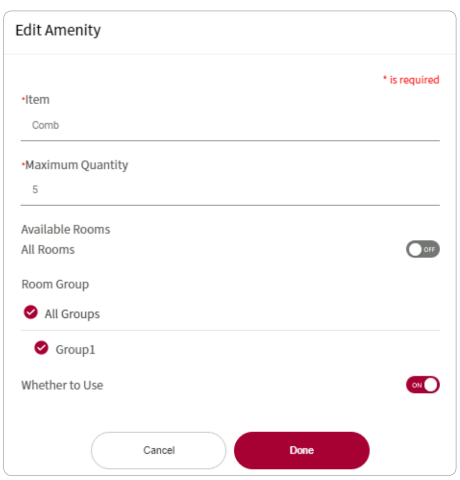


3. When you are ready to proceed, click **Add** to save the amenity parameters.

Edit Parameters of an Existing Amenity

1. Click the **Edit** button at the right of the amenity to edit.
2. In the Edit Amenity pop-up window, you can edit the amenity item ID, the maximum quantity of the amenity allowed, and the rooms for which to include the availability of this amenity. You can also toggle the “Whether to Use” status.



3. When you are ready to proceed, click **Done** to save your updates.

Delete an Amenity

1. Click the **Delete** button at the right of the applicable amenity.
2. At the prompt for confirmation, click **Delete** to remove the amenity immediately.

Document Revision History / Notes

Document Revision History

Date	Description
February 2021	Revision A: New document
June 2022	Revision B: Updates in conjunction with Pro:Centric Cloud v2.0
January 2023	Revision C: Updates in conjunction with Pro:Centric Cloud v3.0

Product documentation is available online at: **www.lg.com/us/business**.

Notes

For Customer Support/Service, please call:

1-888-865-3026

www.lg.com/us/business

206-4372
Revision C

Pro:Cloud™ Portal
User Guide

Platform for Pro:Centric® and SuperSign® Cloud Portals
and the SuperSign AD Portal

P/N: 206-4382 (Rev C)

For Customer Support/Service, please call:

1-888-865-3026

The latest product information and documentation
is available online at:

www.lg.com/us/business

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Table of Contents

Notes:
- This document provides examples of typical Pro:Cloud portal screens. Your displays may vary from those shown in the document.
- Design and specifications subject to change without prior notice.

Pro:Cloud Overview

LG's Pro:Cloud™ portal provides an enterprise-class platform for Pro:Centric® Cloud, SuperSign® Cloud, and SuperSign AD site, user, and content management.

- Pro:Centric Cloud: Enables you to create and remotely manage Pro:Centric Direct HTML application content for LG webOS 5.0 and later TVs/STBs on a Unicast IP network. A graphical user interface (GUI), provided for system integrator (SI) partners and property administrators, facilitates support and maintenance of the Pro:Centric system. Refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information.
- SuperSign Cloud: Enables you to remotely manage schedule-based content distribution and device control functions for LG webOS 6.0 and later signage monitors on a Unicast IP network. A graphical user interface (GUI), provided for system integrator (SI) partners and property administrators, facilitates support and maintenance of the SuperSign system, as well as integrated third-party content services. Refer to the ***SuperSign Cloud Portal User Guide*** for additional information.
- SuperSign AD: Enables you to create and remotely manage digital kiosk / outdoor advertising content over a Unicast IP network. A graphical user interface (GUI), provided for system integrator (SI) partners and property administrators, facilitates support and maintenance of the SuperSign AD system, as well as integrated third-party content services. Refer to the ***SuperSign AD Portal User Guide*** for additional information.

The Pro:Cloud portal also provides a platform on which webOS Partners can register webOS Partner apps.

Document Description

This document describes how to access the Pro:Cloud portal. It also describes site management, user account management, and license management functions.

Caution: This document is intended for use primarily by qualified Pro:Centric and SuperSign service personnel. Improper configuration or administration may cause a service interruption.

PC Requirements for Pro:Cloud Portal Access

- Internet access.
- Access the Pro:Cloud portal using one of the following web browsers: Google Chrome™ 51 or later or Mozilla Firefox® 47 or later. Minimum recommended display resolution = 1920 x 1080.

Pro:Cloud Portal Functions and Navigation Overview

Menu options at the left of the Pro:Cloud / LG Solutions home page provide access to site management, account management, licensing, license management, partner service, and support functions for the Pro:Cloud portal, while modules in the main area of the screen enable you to directly access the Pro:Centric Cloud, the SuperSign Cloud, and/or the SuperSign AD portals, as required.

The following example shows a Pro:Cloud / LG Solutions home page with menu options for a user with an administrative role/privilege level. Depending on your user role assignment(s), fewer menu options may be available.

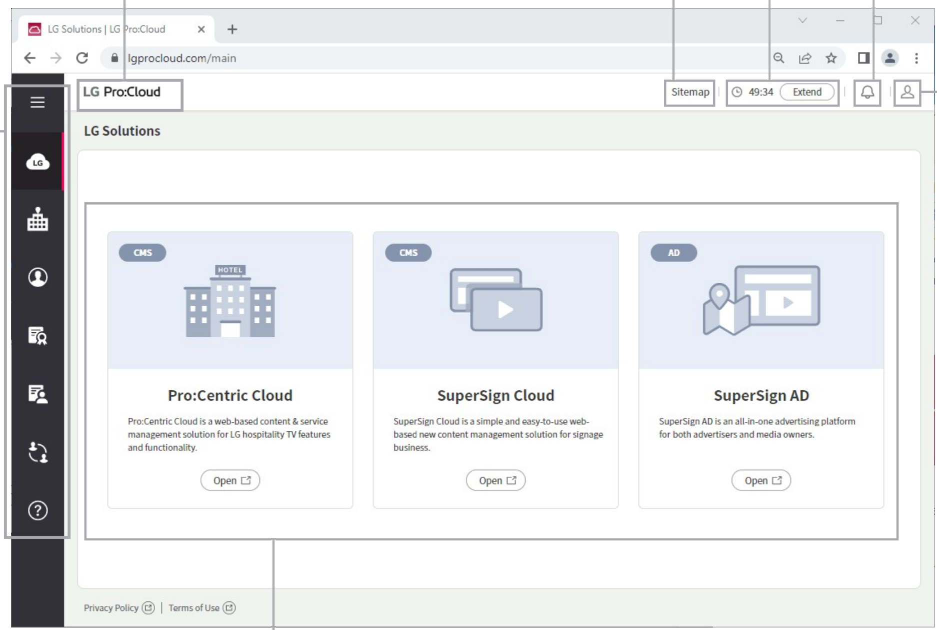
Pro:Cloud Portal Menus
See "Pro:Cloud Menu Functions" on the following page for an overview of the menu options. Click ≡ to expand menu panel, if desired.

Displays a site map.

Identifies the amount of time before the portal times out without further user activity. You can click the Extend button to reset the timer to 60 minutes.

Click on the Pro:Cloud logo at any time to return to the Pro:Cloud portal home page.

Click to view notification alert(s).



Click to identify the current user, view account information, change the account password, and/or log out of the portal.

Home Page Modules
Click the applicable Open button to launch the required portal.

Pro:Cloud Portal Functions and Navigation Overview (Cont.)

Pro:Cloud Management Menu Functions

The following table outlines the Pro:Cloud portal management function categories.

Category	Description
Site Management	Enables administrators to access business and property management facilities. Depending on privileges, users may also add or modify businesses and properties.
Account Management	Enables administrators to add and modify user role assignments at a privilege level equal to or below their own.
Licensing	Enables users with License Requester roles to request and/or issue new or additional business licenses.
License Management	Enables administrators to add and modify (business) licenses and (property) license assignments.
Partner Center	Enables administrators to install partner services, including apps designed in-house, for each property.
Support	Enables users to post and/or review notices and questions.

Pro:Cloud Portal Navigation

With the LG Solutions home page on display (see example on previous page), click on any of the menu options to access the respective functions. To return to the LG Solutions page at any time, you can click either the menu icon or the Pro:Cloud logo at the top left of the screen.

- Site Management: See pages 11 to 15 for further information.
- Account Management: See pages 16 to 21 for further information.
- Licensing: See pages 22 to 29 for further information.
- License Management: See pages 30 to 34 for further information.
- Partner Center: See pages 35 to 47 for further information.
- Support: See pages 48 to 51 for further information.

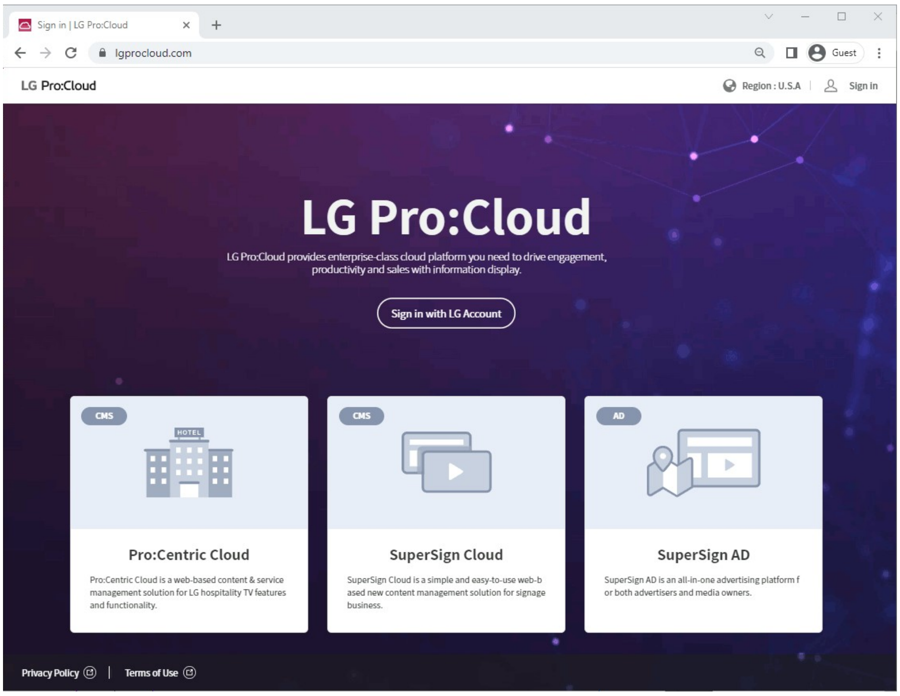
To launch the Pro:Centric Cloud portal, the SuperSign Cloud portal, or the SuperSign AD portal, click the applicable Open button for the desired portal. Each respective cloud portal will open in a new window.

- For further information on the Pro:Centric Cloud portal, refer to the ***Pro:Centric Cloud Portal User Guide***.
- For further information on the SuperSign Cloud portal, refer to the ***SuperSign Cloud Portal User Guide***.
- For further information on the SuperSign AD portal, refer to the ***SuperSign AD Portal User Guide***.

This section describes how to log in to the Pro:Cloud portal. It also describes how to create a user account, if necessary, as well as how to view your own account information once you have been assigned one or more user roles. See also “PC Requirements for Pro:Cloud Portal Access” on page 4.

Access / Sign In to the Portal

1. Launch a web browser, and type the Pro:Cloud portal URL **https://lgprocloud.com** in the browser’s address bar. Then, press **Enter**.



2. (Optional) To change the region, if necessary, click the **Region** button (🌐) at the top right of the screen, and then select the appropriate region from the pop-up Region window.
3. Then, either click the **Sign In** button (👤) at the top right of the screen, or click the **Sign In with LG Account** button in the middle of the screen.

   The subsequent LG Account screen (see example on following page) provides options for login and account creation, as well as account management options and a link to customer support.
4. The next step depends on whether or not you have a user account:
   - If you do not have a user account, click the **CREATE ACCOUNT** link in the menu bar at the top of the screen. Complete the “Create a User Account” procedure below.
   - If you have a user account, type your user account ID and password, respectively, in the user ID and Password fields. Then, click **SIGN IN**.

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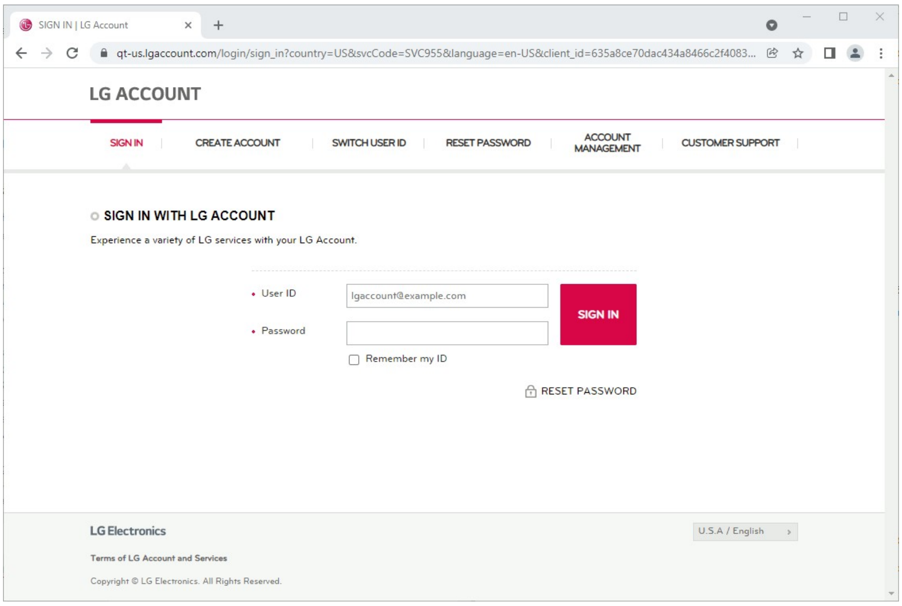


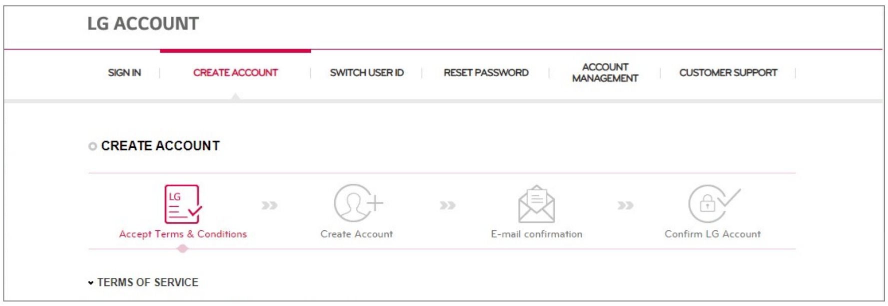
Once you are logged in to the portal, the home page display depends on your user role. For example, if you are a platform administrator, you will have access to all menu options (see example on page 5). See “Account Management” on pages 16 to 21 for information on user roles, and contact your regional/platform administrator, as necessary, to arrange the appropriate role assignment(s).

When you have completed your activities in the Pro:Cloud portal, either close your browser, or click the icon top right of the screen, and select **Sign Out** to exit the portal.

Note: If there is no user activity in the Pro:Cloud portal for 60 minutes, the session will expire, and you will need to log back in.

Create a User Account

1. Perform steps one to four of the previous procedure. The steps for creating a new account should now be on display.



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2. You must agree to all terms and conditions of service in order to create an account.
   - Review all terms and conditions, and then, click the applicable check box(es) to acknowledge your acceptance.
   - When you are ready to continue, click the **AGREE** button at the bottom of the page.
3. In the next screen, complete the following fields to create your LG account:
   - User ID: Type the email address you will use for this user account.

     Note: You must click the **CHECK AVAILABILITY** button to verify the validity of the email address before you can complete this step.
   - Password and Password Confirm: Type and then retype a password for your user account. The password must meet the requirements indicated.
   - 16 years of age or older: Click the checkbox at the left of the field to verify you are aged 16 years or older.

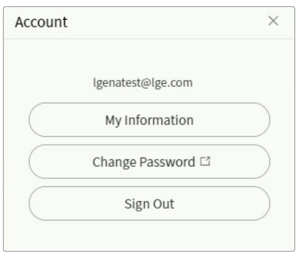
   When you are done, click the **CONFIRM** button to continue.

   Note: The region is selected prior to log in. If you need to change the region, return to the initial Pro:Cloud portal URL, click the **Region** button () at the top right of the screen, and then select the appropriate region from the pop-up Region window. See also the “Access / Sign In to the Portal” procedure above.
4. Check your user ID email account for a confirmation email. You must confirm the account within 48 hours or the account will be deleted.
5. After confirming the account, ensure you are able to log in to the Pro:Cloud portal (see also the “Access / Sign In to the Portal” procedure above). You should see the pop-up message indicating the account does not have assigned user roles.
6. Once you confirm you are able to log in to the portal, contact your regional representative/platform administrator to arrange a role assignment, as required.

View Account Information

This section describes how to view your account information once you are assigned one or more user roles. You will also be able to change the format for Pro:Cloud portal displays of date and time.

1. Log in to the Pro:Cloud portal (see “Access / Sign In to the Portal” procedure above).
2. Click the icon at the top right of the screen.
3. With the Account pop-up window on display, click on **My Information**.



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Logging In to the Pro:Cloud Portal (Cont.)

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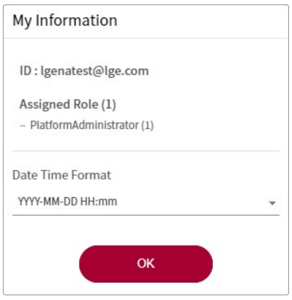
The My Information pop-up window displays an overview of the user roles to which you have been assigned. The total number of assigned roles is displayed parenthetically at the right of the Assigned Role field, and then each type of user role is displayed below that. The example below shows that the user has a single assigned role (Platform Administrator).

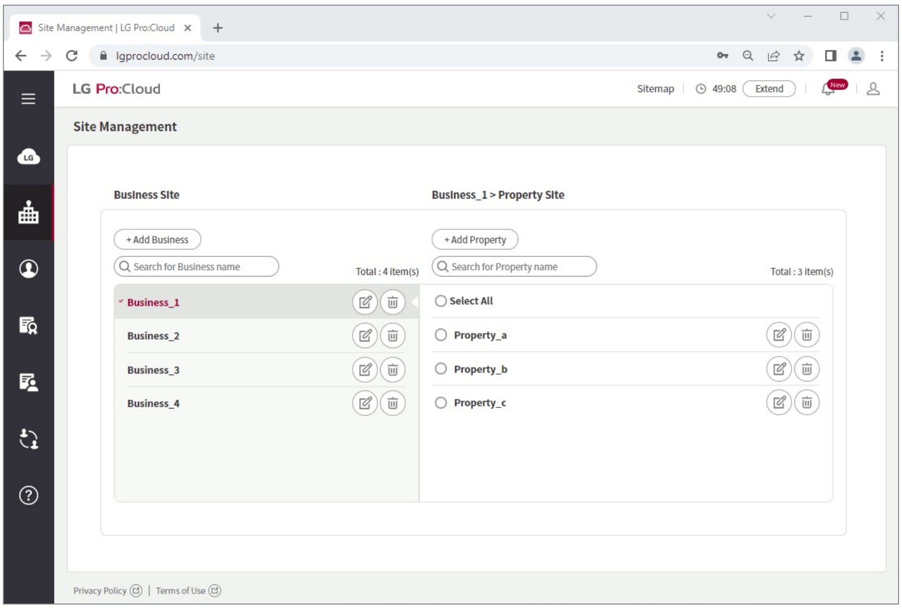


4. (Optional) If you would like to change the date/time format for Pro:Cloud portal displays, click in the Date Time Format field at the bottom of the pop-up window, and select the appropriate date/time format from the drop-down list of options.

Site Management

The Site Management page enables you to view information for businesses and properties added in the portal. Depending on your user role privilege level, you can also add and/or modify business and property details.

To access the Site Management page, click on the **Site Management** menu icon at the left of the portal screen.



Businesses are listed on the left side of the screen, and a single business may contain one or more properties. Click on a business to select it: the selected business will be highlighted and a checkmark will appear at the left of the business name. A list of properties that have been added to the selected business will be displayed on the right side of the screen.

Note: Search fields are available above both the business and property lists. To search for a business or property by name, type the business or property name in the Search for Business Name or Search for Property Name field, respectively.

Note: Business and property administration facilities may be performed by users with applicable Administrator roles only. For example, users with solely Property Administrator roles will not have access to Site Management. See also “Account Management” on pages 16 to 21.

The following sections describe administration options for businesses and properties.

Business Administration

Refer to the following sections for information on adding, modifying, or deleting businesses.

Add a Business

1. With the Site Management page on display, click on the **+ Add Business** button above the list of businesses.

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Site Management (Cont.)

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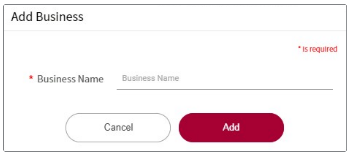
2. In the Add Business pop-up window, type the business name—up to 26 characters—in the Business Name field.



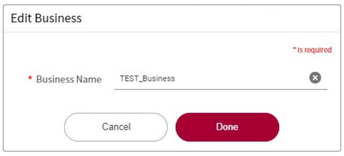
3. When you are ready to continue, either:
   - Click **Add** to add the business. A confirmation window will be displayed. Click **OK** to close the pop-up window. The new business will appear in the list of existing businesses.

     Note: If desired, you can search for the business by typing the business name in the Search for Business Name field.
   - Click **Cancel** to return to the Site Management page without adding the business.

Modify a Business

This option enables you to modify the business's name.

1. With the Site Management page on display, click the button at the right of the business you would like to modify.
2. In the Edit Business pop-up window, edit the business name, as required.



3. When you are ready to continue, either:
   - Click **Done** to save your changes. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Site Management page without modifying the business name.

Delete a Business

Note: It is not possible to delete a business that currently has properties and/or assigned users. If you would like to assign a property to a different business before deleting the business to which it is currently assigned, see "Change a Business Assignment" on page 14. If you would like to delete a user role assignment, see "Delete a User Role Assignment" on page 20.

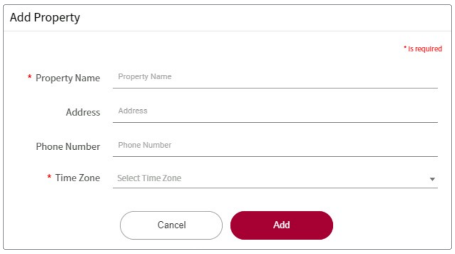
1. With the Site Management page on display, click the button at the right of the business you would like to delete.
2. At the prompt for confirmation, either:
   - Click **Delete** to delete the business immediately. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Site Management page without deleting the business.

Property Administration

Refer to the following sections for information on adding, modifying, or deleting properties or changing a property's business assignment.

Add a Property

1. With the Site Management page on display, click on/select the business to which you would like to add the property. Then, click on the **+ Add Property** button above the list of properties.
2. In the Add Property pop-up window, complete the following fields:
   - Property Name: Type the property name—up to 26 characters.
   - (Optional) Address and Phone Number: Type the address and telephone number for the property in the respective field for each.
   - Time Zone: Click in the field, and select the appropriate time zone from the drop-down list of options.

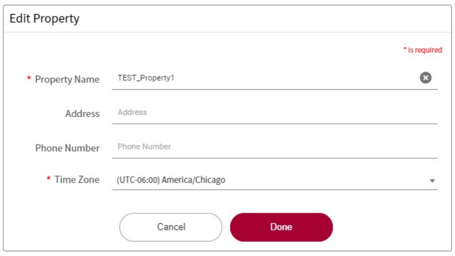


3. When you are ready to continue, either:
   - Click **Add** to add the property. A confirmation window will be displayed. Click **OK** to close the pop-up window. The new property will appear in the list of existing properties.

     Note: If desired, you can search for the property by typing the property name in the Search for Property Name field.
   - Click **Cancel** to return to the Site Management page without adding the property.

Modify a Property

1. With the Site Management page on display, click on/select the business to which the applicable property is assigned. Then, click the button at the right of the property to be modified.
2. In the Edit Property pop-up window, you can edit the property information, as required. See also step 2 of the "Add a Property" procedure above.



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Site Management (Cont.)

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3. When you are ready to continue, either:
   - Click **Done** to save your changes. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Site Management page without modifying the property information.

Delete One or More Properties

Note: It is not possible to delete a property that currently has assigned users. If you would like to delete a user role assignment, see “Delete a User Role Assignment” on page 20. It also is not possible to delete properties from more than one business at one time.

1. With the Site Management page on display, click on/select the business to which the applicable property(ies) is/are assigned.
2. Then, use one of the options below, depending on whether you want to delete only a single property or multiple properties at one time.
   - To delete a single property: Either click the checkbox at the left of the property to delete, and then click the **Delete** button above the property list, or click the button at the right of the property to delete.
   - To delete multiple properties: Click the checkbox at the left of each property to delete or click the **Select All** checkbox, as applicable, and then click the **Delete** button above the property list.
3. At the prompt for confirmation, either:
   - Click **Delete** to delete the property(ies) immediately. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Site Management page without deleting the property(ies).

Change a Business Assignment

This option enables you to reassign an existing property from one business to a different business. If necessary, add a new business as described in the “Add a Business” section on pages 11 to 12.

Note: If the property being reassigned is currently licensed, the license will be deleted, and you will need to arrange for a new one.

1. With the Site Management page on display, select the business with the properties you would like to reassign, and then either click the checkbox at the left of each property to reassign or click the **Select All** checkbox, as applicable.
2. With the appropriate property(ies) selected, click on the **Change Business** button above the list of properties.

   In the Change Business pop-up window (see example on following page), the current business name is displayed in the Current Business field.
3. Click in the **Business to Change** field, and select, from the drop-down list of existing businesses, the business to which you wish to reassign the property.

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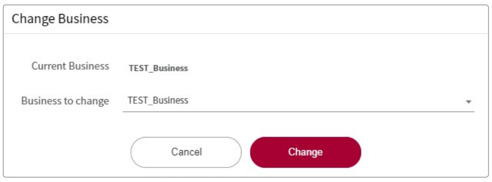
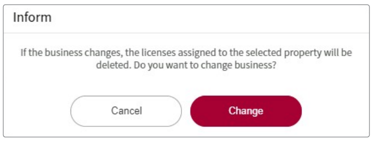


4. When you are ready to continue, either:
   - Click **Change** to save your changes. Continue with step 5.
   - Click **Cancel** to return to the Site Management page without changing the business assignment.
5. As noted at the beginning of this procedure, if the property you are reassigning is currently licensed, the license will be deleted. When you click “Change” in the previous step, a confirmation prompt will be displayed. Make sure you will be able to arrange a new license accordingly.

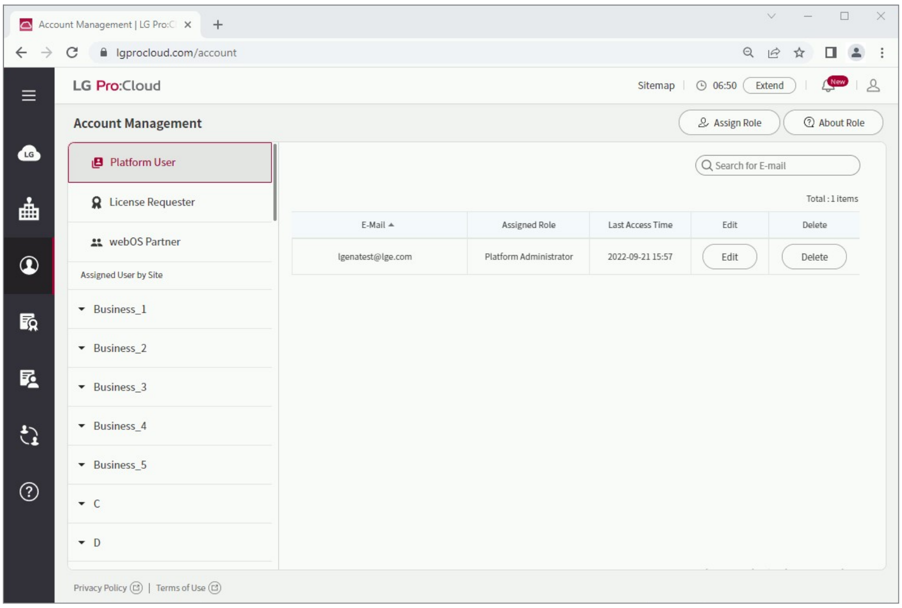


Click **Change** again to confirm and continue (or click **Cancel** to return to the Site Management page without changing the business assignment). A confirmation window will be displayed. Click **OK** to close the pop-up window.

Account Management

The Account Management page enables you to view user account information for users that share your user role(s). Depending on your user role/privilege level, you can also assign and/or modify additional user accounts.

To access the Account Management page, click on the **Account Management** menu icon at the left of the portal screen.



On the left side of the Account Management page, you can click on a business or property to view its list of assigned users (displayed in main area of the page), and/or you can click on **Platform User, License Requester, or webOS Partner** above the list of businesses to view a list of users with the selected role—see also "About User Roles" below. Platform users (i.e., both platform and region administrators) are displayed by default when you access this page.

Note: Click on any business with a down arrow at the left of its name to expand the list of properties that have been added under the business header.

The following sections describe user roles and how to assign, modify, or delete user role assignments.

About User Roles

There are four high-level Pro:Cloud portal user roles and four site-specific user roles, as described below.

- Platform Administrator users have access to all aspects of Pro:Cloud portal configuration and administration. These are the only users who can add, modify, or delete businesses as part of site management.
- Region Administrator users have access to the following configuration and administration facilities for all businesses within their region:
  - Site management (properties only)

- Licensing requests and license management
- Partner Center administration (includes the ability to register a custom app, but does not include the ability to register or approve webOS Partner apps)
- Account management (License Requester and Business/Property Administrator and/or Monitoring user role assignments only)

- License Requester users can request licenses for the businesses and/or properties to which they have been assigned. They can also assign License Requester user roles for those businesses/properties. See additional information regarding site-specific user role assignments below. These users do not have the ability to create webOS Partner apps.
- webOS Partner users can register and manage webOS partner apps in the Partner Center. See additional information regarding site-specific user role assignments below. These users do not have the ability to request licenses.

The following site-specific user roles may be assigned independently or in tandem with License Requester or webOS Partner user roles.

- Business Administrator users have access to configuration and administration facilities for all businesses to which they have been assigned. They can also assign Business Administrator and Monitoring or Property Administrator and Monitoring roles to additional users.
- Business Monitoring users have read-only access, via the Cloud tools to management configuration and administration data for all businesses to which they have been assigned.
- Property Administrator users have access to selected configuration and administration facilities for the properties to which they have been assigned (this excludes access to Site Management facilities). They can also assign Property Administrator and Monitoring roles to additional users.
- Property Monitoring users have read-only access, via the Cloud tools to management configuration and administration data for all properties to which they have been assigned.

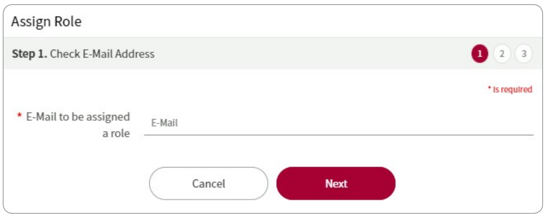
Add a User Role Assignment

Note: If any users to whom you intend to assign a role do not already have a user account, they must first complete the “Create a User Account” procedure on pages 8 to 9.

1. With the Account Management page on display, click on the **Assign Role** button at the top right of the page.

   There are three steps/windows to the process of assigning a user role.

2. In the first pop-up window, type the user’s account ID (i.e., email address) in the E-Mail field. Click **Next** when you are ready to continue.



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Account Management (Cont.)

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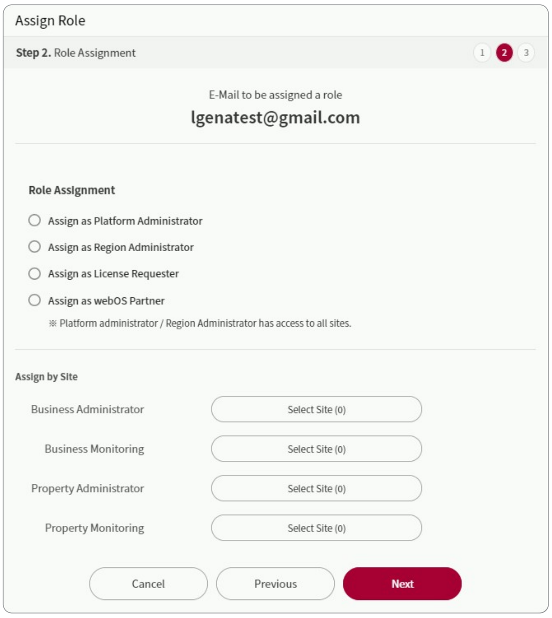
Note: If the user does not already have a user account, an “Email not registered” error message will be displayed. Refer the user to the “Create a User Account” procedure on pages 8 to 9.

3. In the second pop-up window, select the appropriate role(s) for the user.



- Click on the desired role/site assignment option(s).

  Note: Role assignment options vary depending on your user role/privilege level (see also user role/privilege level descriptions in the “About User Roles” section above). The example above shows role assignment options for a platform administrator. A property administrator, on the other hand, can assign only Property Administrator and Monitoring roles.

- When you click a **Select Site** button for property-specific user assignments a pop-up window will be displayed, and you can select the appropriate business(es) or property(ies), respectively, for business or property administration/monitoring assignments. Click **Done** when you are finished selecting sites.

  The following example shows a Property Administrator pop-up window, which enables you to select the property(ies) for user assignment. Businesses are displayed at the left side of the window, while properties are displayed at the right. Click on the applicable business, and then select the appropriate property(ies), as required.

  In the Property Administrator window, you can also click the checkbox at the left of **Select All** to select all properties configured under the selected business, search for a business or property using the search fields provided, and/or select properties configured under different business headers. The number of selected properties is displayed parenthetically next to the “Select Business” header at the top of the window.

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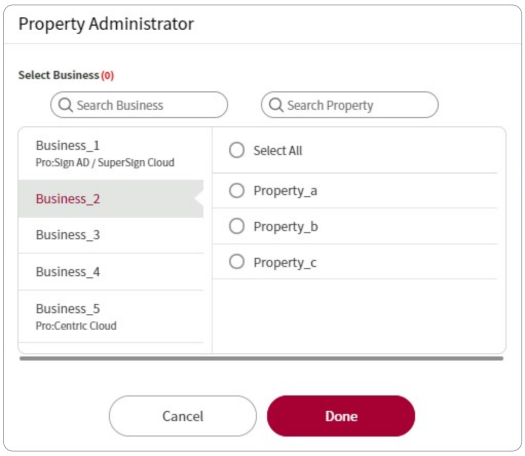
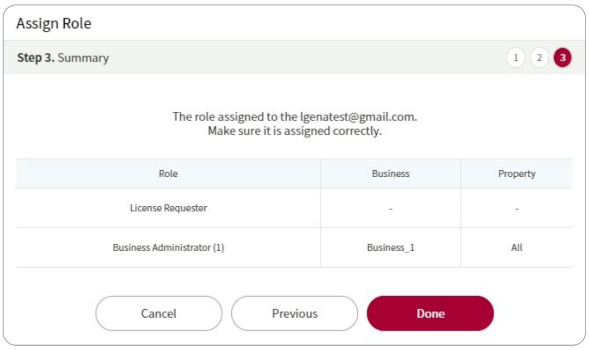


Note: When you assign a Business role, you will be able to select the appropriate business(es) in a Business Administrator pop-up window. All properties configured under a selected business will be accessible to the user—with Administrator or Monitoring privileges, as assigned.

When you return to the Assign Role window, you will see indicators in the Select Site button(s) showing the number of businesses or properties selected, for example: 

4. When you are finished selecting roles/sites, as required, in the Assign Role window, click **Next** to proceed.
5. In the third pop-up window, you will be able to review the role/site assignments for the user. Upon completion of review, either:
   - Click **Done** to save the user role/site assignment(s). A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Previous** to return to and modify previous selections.
   - Click **Cancel** to return to the Account Management page without saving the user role/site assignment(s).



Modify a User Role Assignment

This option enables you to change a user role assignment (in accordance with your user privilege level).

1. With the Account Management page on display, either:
   - Click on **Platform User**, **License Requester**, or **webOS Partner** at the left side of the page to modify the user role assignment, respectively, for a platform administrator, license requester, or webOS partner. Users with the selected role will be listed on the screen.
   - Select the business or property with the user(s) whose role(s) you would like to modify. The current user assignments for the selected business or property will be displayed at the right of the page.
2. Click the **Edit** button at the right of the user whose role assignment(s) you would like to modify.
3. In the first pop-up window, modify the role/site assignment option for the user, as required. See also step 3 of the “Add a User Role Assignment” procedure above.
4. When you are finished re-assigning roles/sites, as required, in the Role Assignment window, click **Next** to proceed.
5. In the second pop-up window, review the role/site assignments for the user, and then either:
   - Click **Done** to save the changes to the user role/site assignment(s). A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Previous** to return to and modify previous selections.
   - Click **Cancel** to return to the Account Management page without saving changes to the user role/site assignment(s).

Delete a User Role Assignment

This option enables you to delete one or more user roles from a business or property or to delete a Platform Administrator, License Requester, or webOS Partner user role assignment (in accordance with your user privilege level). Refer to the appropriate subsection below.

Delete a Platform Administrator User Assignment

1. With the Account Management page on display, click on **Platform User** at the left side of the page. Users with Platform Administrator roles will be listed on the screen.
2. Click the **Delete** button at the right of the user role to delete.
3. At the prompt for confirmation, either:
   - Click **Delete** to delete the user role. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Account Management page without deleting the user role.

Delete a License Requester or webOS Partner User Assignment

1. With the Account Management page on display, click on **License Requester** or **webOS Partner**, as applicable, at the left side of the page. Users with the selected role will be listed on the screen.
2. Use one of the options below, depending on whether you want to delete a single user role or multiple user roles at one time.
   - To delete a single user role: Either click the checkbox at the left of the user role to delete, and then click the **Delete** button above the list of user accounts, or click the **Delete** button at the right of the user role to delete.
   - To delete multiple user roles: Click the checkbox at the left of each user role to delete, and then click the **Delete** button above the list of user accounts.
   - To delete all existing user roles: Click the checkbox at the left of the header row to select all user roles. Then, click the **Delete** button above the list of user accounts.
3. At the prompt for confirmation, either:
   - Click **Delete** to delete the user role(s). A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Account Management page without deleting the user role(s).

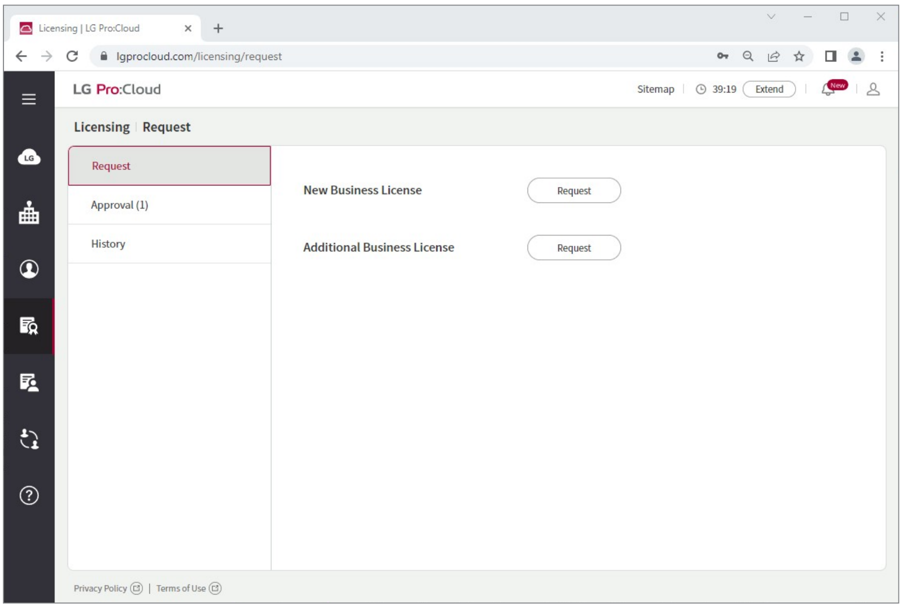
Delete One or More Business or Property User Assignments

1. With the Account Management page on display, select the business or property with the user(s) whose role(s) you would like to delete. The current user assignments for the selected business or property will be displayed on the screen.
2. Use one of the options below, depending on whether you want to delete a single user role or multiple user roles at one time.
   - To delete a single user role: Either click the checkbox at the left of the user role to delete, and then click the **Delete** button above the list of user accounts, or click the **Delete** button at the right of the user role to delete.
   - To delete multiple user roles: Click the checkbox at the left of each user role to delete, and then click the **Delete** button above the list of user accounts.
   - To delete all existing user roles: Click the checkbox at the left of the header row to select all user roles. Then, click the **Delete** button above the list of user accounts.
3. At the prompt for confirmation, either:
   - Click **Delete** to delete the user role(s). A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Account Management page without deleting the user role(s).

License Requests, History, and Approval

The Licensing page enables users to request or approve licenses and also to view license history. Note that this page is only accessible to users with roles that enable them to request or approve licenses (see also “Account Management” on pages 16 to 21).

To access the Licensing page, click on the **Licensing** menu icon at the left of the portal screen. See example below.



All users who are able to request licenses will have access to the New Business License and Additional Business License request options and also History data, while Approved data is available only for platform and region administrators. Request options are displayed when you initially access this page.

This section describes the available Licensing facilities.

License Requests

This section describes how to request a license for a new business and also how to request an additional license for an existing business. Refer to the appropriate subsection below.

Note: Platform and region administrators are also able to add licenses via the License Management page. See “License Management” on pages 30 to 34 for further information.

Request a New Business License

This procedure describes how to request a license for a new business, i.e., a business that does not yet exist. If the license is approved, the business will be added to the Pro:Cloud portal.

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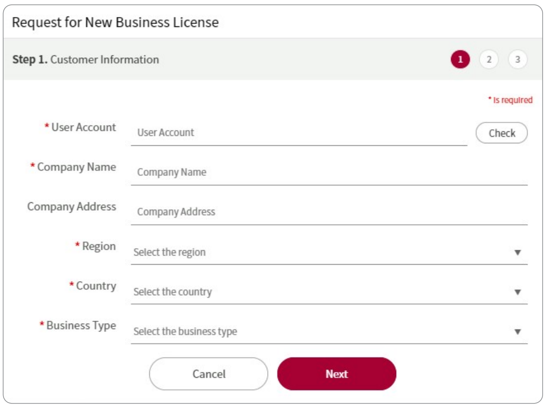
Note: A customer account is assigned to every new business license request. If any users to whom you intend to assign a new business license request do not already have a user account, they must first complete the “Create a User Account” procedure on pages 8 to 9.

1. With the Licensing page (and default “Request” option) on display, click the **Request** button at the right of the “New Business License” field.

   There are up to four steps/windows to the process of requesting a new business license.

2. In the first pop-up window, complete the following customer information fields:
   - User Account: Type the user’s account ID (email address), and then click on the **Check** button at the right of the field to confirm this user has a valid user account.
   - Company Name: Type the name of the business. If you type the name of a business that has not already been added to the Cloud, this step will newly add the business (once the license is approved).
   - (Optional) Company Address: Type the address of the business.
   - Region & Country: Click in the each field, respectively, and select the region and country, as applicable.
   - Business Type: Click in the field, and select the option that most closely approximates the business type.



3. When you are ready to continue, either:
   - Click **Next** to proceed to the next step.
   - Click **Cancel** to return to the Licensing page without completing the license request.
4. In the second pop-up window, complete the following service information fields:
   - Solution That Requires Licensing: Click in the field, and select **Pro:Centric Cloud** or **SuperSign Cloud**, as applicable. Once you make your selection, the Service Type field will be displayed.

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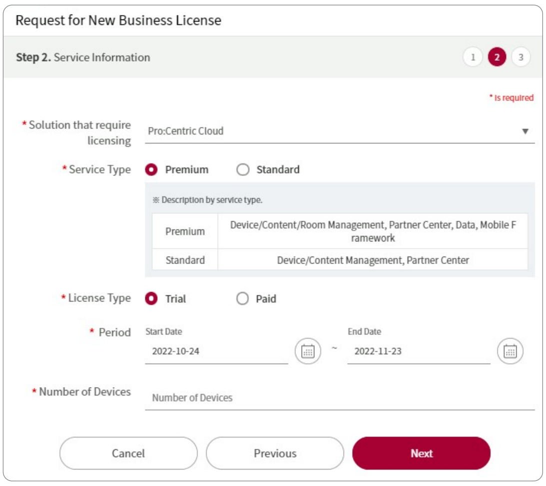
- Service Type: Options in this field will vary depending on your Solution That Requires Licensing selection above, and each available option will be briefly described in the table provided (the example here shows Pro:Centric Cloud premium and standard options). Click the radio button for the desired service type.

  Note: Refer to documentation for the applicable Cloud solution for more detailed information on the types of service available, for example, standard vs. premium vs. basic, etc.
- License Type: Click the appropriate radio button to select **Trial** or **Paid**, as applicable.
- Period (Start Date and End Date): Click the calendar icon at the right of each field to select the appropriate start and end dates from the pop-up calendars.

  Note: For paid licenses, you will also have the option to quick-select one to three years for the license period.
- Number of Devices: Type the number of devices—from 1 to 9999—you intend to install for ALL properties to be configured under this business. This affects the number of devices that will be automapped on the server.



5. When you are ready to continue, either:
   - Click **Next** to proceed to the next step.
   - Click **Cancel** to return to the Licensing page without completing the license request.
   - Click **Previous** to return to the previous window.
6. If you selected a “Paid” license type, you will need to complete the following purchase information fields in the third pop-up window:

   Note: If you selected a “Trial” license type, the third pop-up window will enable you to confirm license information. Go to step 8.
   - Opportunity No.: Contact LG Sales for the appropriate B2B code for this field.

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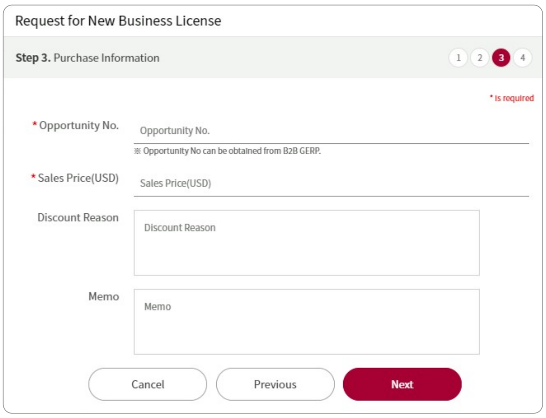
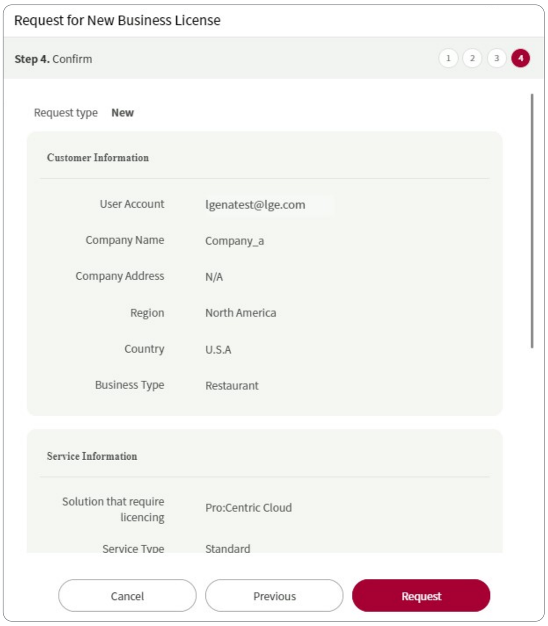
- Sales Price (USD): Type the appropriate amount.
- (Optional) Discount Reason and Memo: Type text directly in these fields, as applicable.



7. When you are ready to continue, either:
   - Click **Next** to proceed to the next step.
   - Click **Cancel** to return to the Licensing page without completing the license request.
   - Click **Previous** to return to the previous window.
8. In the Confirm pop-up window, check to make sure the customer, service, and purchase (if applicable) information data is correct.



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9. When you are ready to continue, either:
   - Click **Request** to request the license.

     At the prompt for confirmation, click **Request** again to confirm and continue. A confirmation window will be displayed. Click **OK** to close the pop-up window.

     The license request is now available for a platform or region administrator to review and approve. You can always review the license details by clicking on the History option (see also “License History” below).
   - Click **Cancel** to return to the Licensing page without completing the license request.
   - Click **Previous** to return to the previous window.

Request an Additional Business License

To request an additional business license means that you are requesting another license for a business that already exists, i.e., to assign to a new property. The steps to request the additional business license are the same as the steps to request a new business license (see procedure above), with the following exceptions.

1. With the Licensing page (and default “Request” option) on display, click the **Request** button at the right of the “Additional Business License” field (instead of the “New Business License” field).
2. In the Customer Information pop-up window: instead of a User Account field, there is a Select Business Site for Extension field (see example below). Click in the field, and select the business for which you are adding the additional license.
3. Also in the Customer Information pop-up window: in the Company Name field, type the name of the property. This step will newly add the property (once the license is approved).

Refer to the “Request a New Business License” procedure for further information on all other steps.

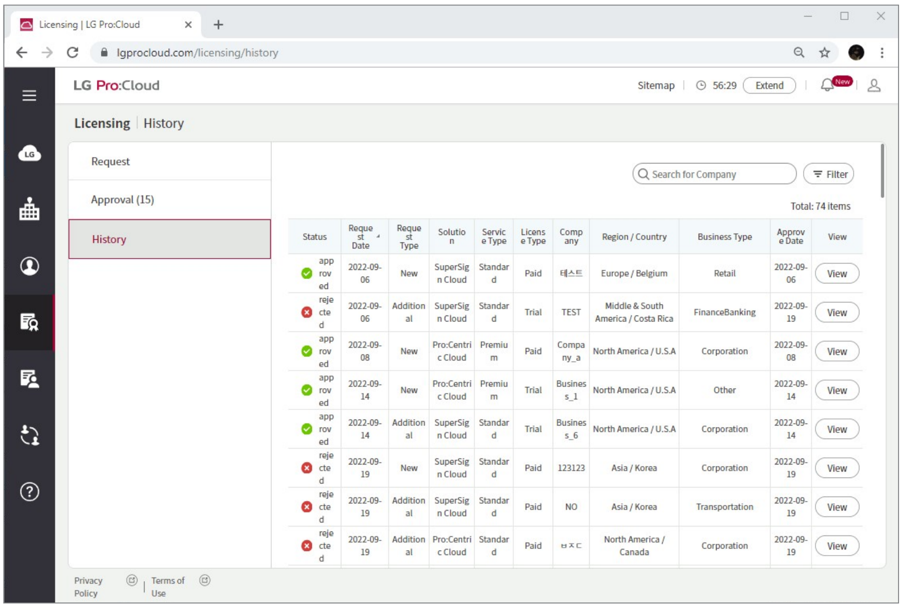
Note: The Confirm pop-up window Request Type field will show the name of the business for which this is an additional license request, for example:

License History

This section describes how to view license history. You will be able to view customer and service information for each license, as well as status for each license.

1. With the Licensing page on display, click on the **History** option on the left side of the screen.

   License information will be displayed in a table format. In the first column (Status) of the table, you can see the current status of each license: approved, unapproved, or rejected.



   Note: You can click on any data column header to sort the list of licenses in ascending or descending, etc. order.

2. To view a summary of the customer and service information for a particular license, click the **View** button at the right of the license entry you would like to view.

   License request type and customer and service information summary data will be displayed in a pop-up window. Click **OK** to close the window when you are finished.

License Approval

This procedure describes how to issue (approve) or reject a license request and is applicable for platform and region administrators only.

1. With the Licensing page on display, click on the **Approval** option on the left side of the screen.

   Licenses will be displayed in a table format.

   Note: The parenthetical indicator at the right of “approval” indicates the number of licenses awaiting approval (15 in the example below).

   Note: You can click on any data column header to sort the list of licenses in ascending or descending, etc. order.

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License Requests, History, and Approval (Cont.)

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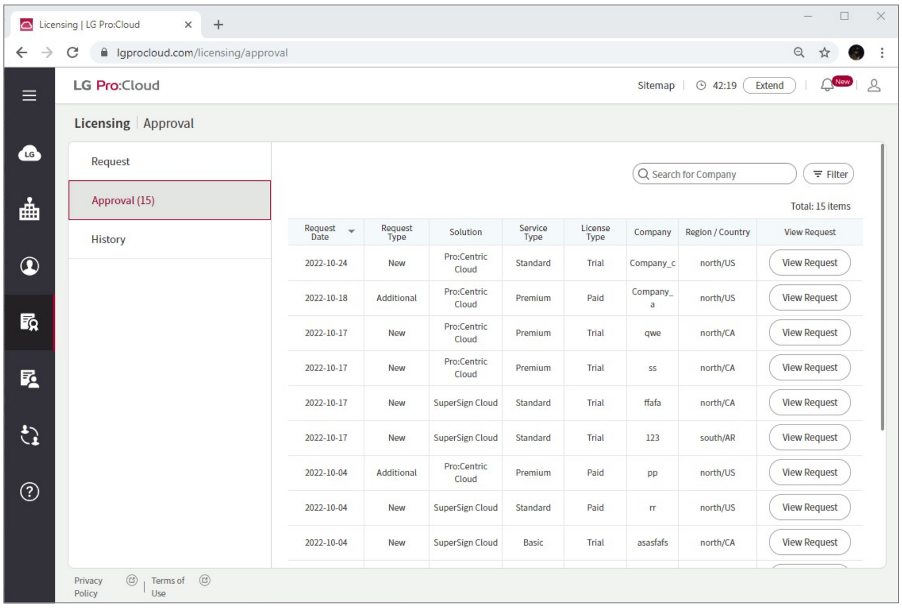
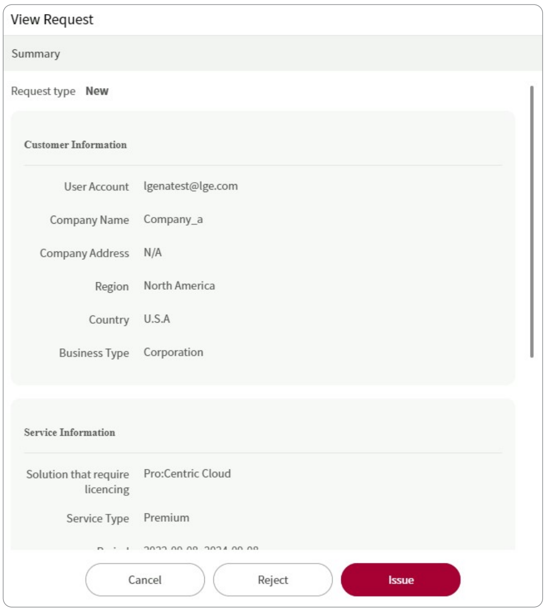


2. Click the **View Request** button at the right of the license entry you would like to approve/reject. License data will be displayed in a pop-up window.

   License request type and customer and service information data will be displayed in a pop-up window, for example:



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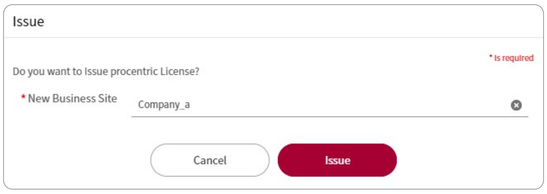
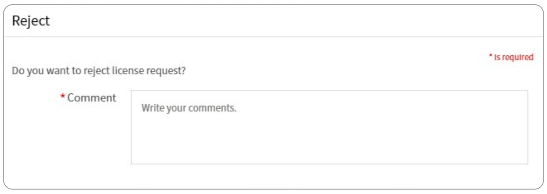
3. When you are ready to continue, either:
    - Click **Issue** to issue (approve), the license.

      In the Issue pop-up window prompt for confirmation (see example below), check that the business/property name is correct, and then click **Issue** to confirm and continue. A confirmation window will be displayed. Click **OK** to close the pop-up window.



    - Click **Reject** to reject the license.

      In the Reject pop-up window prompt for confirmation (see example below), you must provide a comment regarding the license rejection. Click **Reject** when you are ready to confirm and continue. A confirmation window will be displayed. Click **OK** to close the pop-up window.

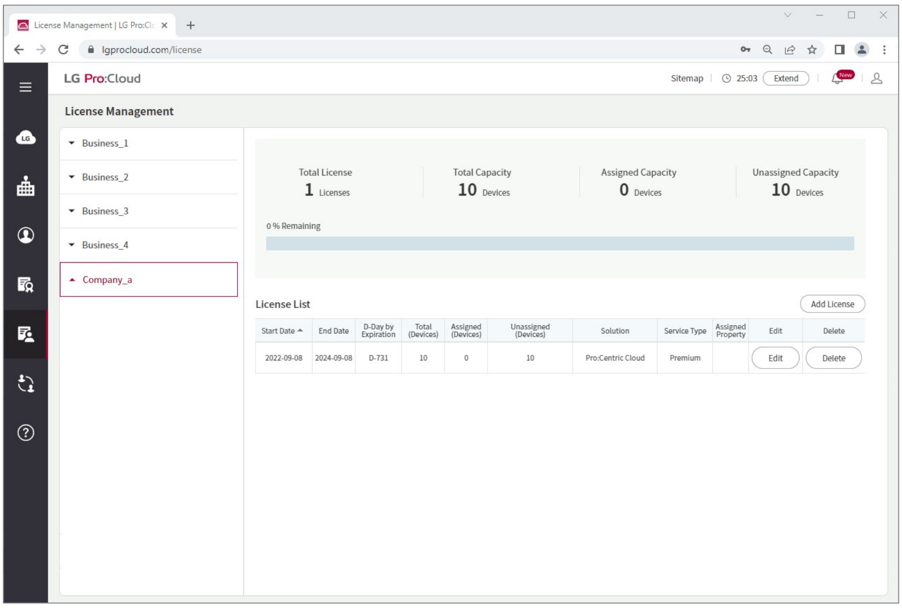


    - Click **Cancel** to return to the Licensing page without completing the license request.

License Management

The License Management page enables users to view license information for businesses and properties. In addition, platform administrators can add, modify, and delete licenses, while both platform administrators and region administrators can assign a business licence to properties from this page.

To access the License Management page, click on the **License Management** menu icon at the left of the portal screen.



On the left side of the License Management page, you can click on a business or property to view its license information (displayed in main area of the page). Highlighted data at the top of the page shows the following information for the selected business or property: the total number of active licenses, the number of devices allocated for licensing, and the number of devices assigned/in use and not yet assigned/in use.

Property-specific license information is displayed below the highlighted data. The example above shows that there is one premium Pro:Centric Cloud license for Company_a with capacity up to 10 devices.

Click on any business with a down arrow at the left of its name to expand the list of properties that have been added under the business header.

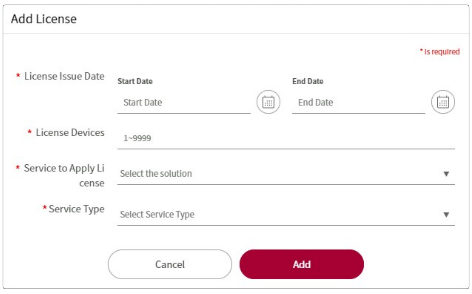
“Add License,” “Edit,” and “Delete” buttons that appear in the example above are only displayed for users with Platform Administrator roles. “Assign License” buttons will be displayed (when applicable) for users with Platform Administrator roles and for users with Region Administrator roles. The following sections describe how to add, modify, or delete licenses and license assignments. Note that a license is first added for a business, and then that license can be assigned to the business’s property(ies), as applicable.

Add a License

Note: This procedure is applicable for platform administrators only.

This section describes how to create a license for a business. For information on license assignments for properties, see "License Assignment Administration" on pages 32 to 34.

1. With the License Management page on display, click on/select the business to which you would like to add the license. Then, click on the **Add License** button above the list of licenses.
2. In the Add License pop-up window, complete the following fields:
   - License Issue Date (Start Date and End Data): Click the calendar icon at the right of each field to select the appropriate start and end dates from the pop-up calendars.
   - Licensed Devices: Type the number of devices—from 1 to 9999—you intend to install for ALL properties to be configured under this business. This affects the number of devices that will be automapped on the server (see also "License Assignment Administration" below).
   - Service to Apply License: Click in the field, and select **Pro:Centric Cloud**, **SuperSign Cloud**, or **SuperSign AD**, as applicable.
   - Service Type: Click in the field, and select the appropriate option for your application. Service type options will vary depending on the Service to Apply License selected above. Refer to documentation for the applicable Cloud service for more detailed information on the types of service available, for example, standard vs. premium vs. basic, etc.



3. When you are ready to continue, either:
   - Click **Add** to add the license. A confirmation window will be displayed. Click **OK** to close the pop-up window. The new license will appear in the list of existing licenses.
   - Click **Cancel** to return to the License Management page without adding the license.

Modify a License

Note: This procedure is applicable for platform administrators only.

1. With the License Management page on display, click on/select the business with the license you would like to modify. Then, click the **Edit** button at the right of the license to modify.
2. In the Edit pop-up window, you can modify all elements of the license, as necessary. See also step 2 of the "Add a License" procedure above.

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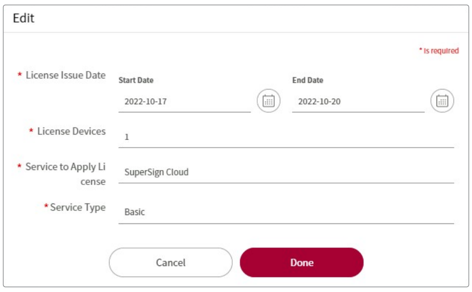

3. When you are ready to continue, either:
   - Click **Done** to save the changes to the license. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the License Management page without saving the license changes.

Delete a License

Note: This procedure is applicable for platform administrators only.

Note: It is not possible to delete a license that is currently assigned to a property. If you would like to delete a license assignment, see "Delete a License Assignment" under "License Assignment Administration" below.

1. With the License Management page on display, click on/select the business from which you would like to delete the license. Then, click the **Delete** button at the right of the license to delete.
2. At the prompt for confirmation, either:
   - Click **Delete** to delete the license. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the License Management page without deleting the license.

License Assignment Administration

Note: Procedures in this section are applicable for both platform and region administrators.

Once at least one license has been added to a business (see also "Add a License" above or "License Requests" on pages 22 to 26), the license(s) can be assigned to that business's property(ies). This section describes how to add, modify, and delete license assignments for properties. Refer to the appropriate subsection below.

Add a License Assignment

1. With the License Management page on display, click on/select the property to which you would like to assign the license. Then, click on the **Assign License** button above the list of licenses.

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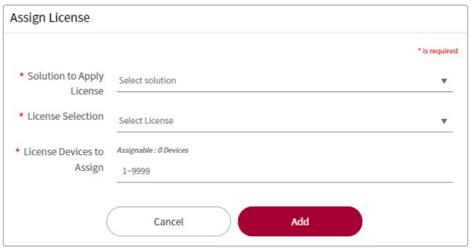
2. In the Assign License pop-up window, complete the following fields:
   - Service to Apply License: Click in the field, and select **Pro:Centric Cloud**, **SuperSign Cloud**, or **SuperSign AD**, as applicable. This will filter the licenses available to select in the License Selection field.
   - License Selection: Click in the field, and select the appropriate license for this property from the drop-down list of available license options, in accordance with the service selected above.
   - License Devices to Assign: Type the number of devices you would like to assign for this property. This is the maximum number of devices that may be automapped on the server assigned to this property. Note that the number cannot exceed the “Assignable” number of devices as indicated above this field.

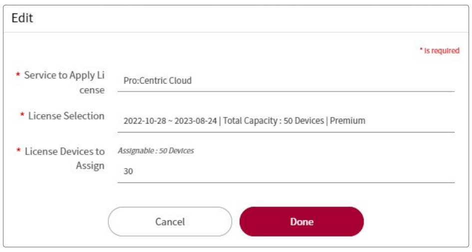


3. When you are ready to continue, either:
   - Click **Add** to assign the license. A confirmation window will be displayed. Click **OK** to close the pop-up window. The new assignment will appear in the list of existing license assignments.
   - Click **Cancel** to return to the License Management page without assigning the license.

Modify a License Assignment

This option enables you to modify the number of licensed device assignments.

1. With the License Management page on display, click on/select the property with the license assignment you would like to modify. Then, click the **Edit** button at the right of the license assignment to modify.
2. In the Edit pop-up window, modify the number of licensed devices, as necessary. See also step 2 of the “Add a License Assignment” procedure above.



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License Management (Cont.)

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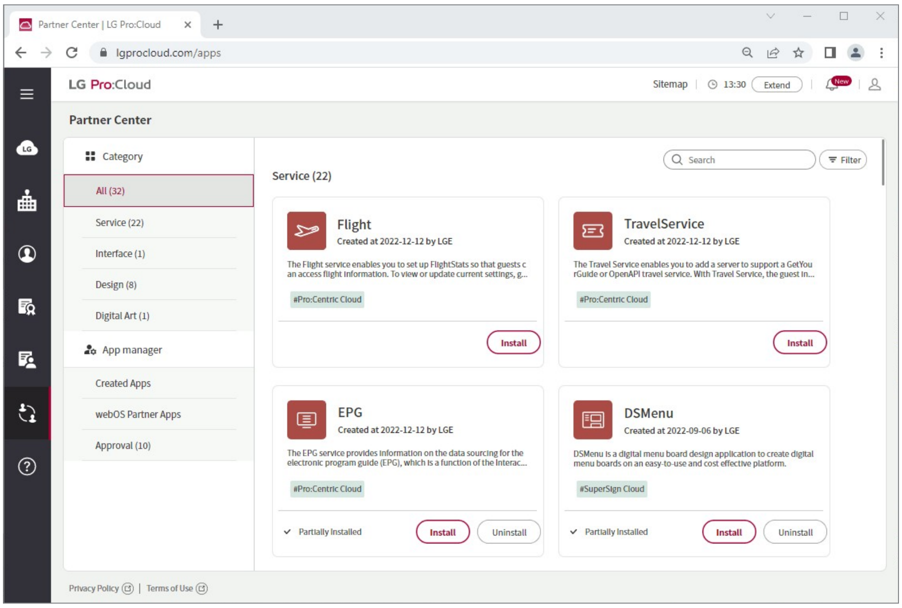
3. When you are ready to continue, either:
   - Click **Done** to save the changes to the license assignment. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the License Management page without saving the changes to the license assignment.

Delete a License Assignment

1. With the License Management page on display, click on/select the property with the license assignment you would like to delete. Then, click the **Delete** button at the right of the license assignment to delete.
2. At the prompt for confirmation, either:
   - Click **Delete** to delete the license assignment. A confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the License Management page without deleting the license assignment.

The Partner Center page enables users to review, install, and/or manage partner services in accordance with their user role/privilege level. For example, this is where webOS Partner users are able to register webOS Partner apps.

To access the Partner Center page, click on the **Partner Center** menu icon at the left of the portal screen.



The Partner Center page displays all available services grouped into the four categories indicated below. Each partner service module provides a brief description of the service and the service solution/type for which it was added. Use the Search field at the top of the page to search for a particular partner service by name, click the Filter button to filter partner services by service solution/ type, or click on the desired category at the left of the screen, as required.

- Service: Comprises external feature services, such as weather, flight, EPG, etc.
- Interface: Comprises external interface services, such as a Two Way Property Management System (PMS) server, a Quality Management System (QMS) server, etc.
- Design: Comprises Pro:Centric application project templates.
- Digital Art(s): Comprises ArtPlayer, which provides thousands of art files to be used for SuperSign Cloud monitor displays.

App Manager functions enable users with administrator privileges to register their own partner services under either the Service or Design category, and webOS Partner users may also register webOS Partner apps. In all cases, apps require platform administrator approval prior to installation.

The following sections describe how to install and uninstall partner services for individual properties, as well as how to use the App Manager to register and/or approve an app (in accordance with your user role/privilege level).

Install a Partner Service

1. Click the **Install** button for the desired partner service.

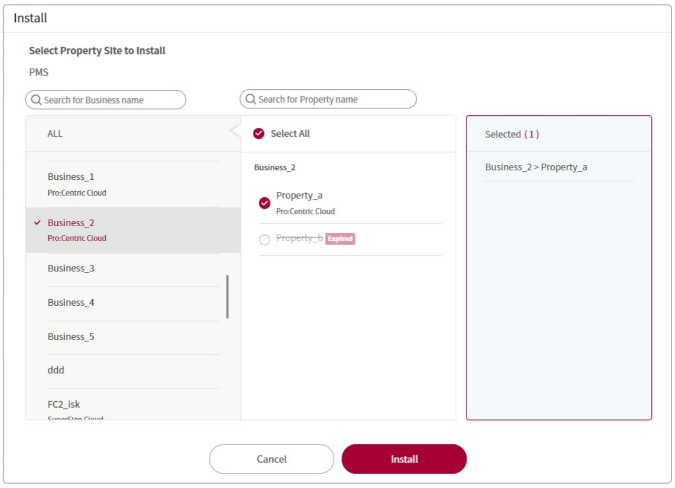
   Note: If a partner service has already been installed for all existing properties, an “All Sites Installed” message will be displayed at the bottom left of the partner service module. If a partner service has been installed for some, but not all, of the existing properties, a “Partially Installed” message will be displayed.

2. In the Install pop-up window (see example below), click the checkbox at the left of each desired property for which to install the selected service.

   Businesses are listed on the left, and properties are listed in the central area of the window. Search fields above each list enable you to search for particular businesses or properties, respectively.

   Note: You can select multiple properties listed under multiple businesses, as applicable. If you would like to select all properties on display, click the checkbox at the left of the **Select All** option above the list of properties.

   Selected properties are displayed in a list at the right of the window.



3. When you are ready to continue, either:
   - Click **Install** to continue with the partner service installation. Go to step 4.
   - Click **Cancel** to return to the Partner Center page without installing the partner service.

4. At the prompt for confirmation, either:
   - Click **Install** to continue with the partner service installation.

     Once the installation is complete, you will see a confirmation pop-up window. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Install pop-up window without installing the partner service on the selected property(ies).

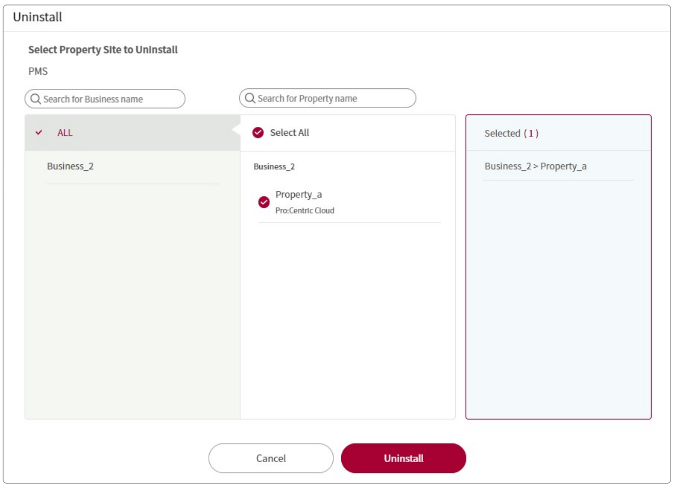
Uninstall a Partner Service

1. Click the **Uninstall** button for the desired partner service.
2. In the Uninstall pop-up window (see example below), click the checkbox at the left of each desired property for which to uninstall the selected service.

   Businesses are listed on the left, and properties are listed in the central area of the window. Search fields above each list enable you to search for particular businesses or properties, respectively.

   Note: You can select multiple properties listed under multiple businesses, as applicable. If you would like to select all properties on display, click the checkbox at the left of the **Select All** option above the list of properties.

   Selected properties are displayed in a list at the right of the window.



3. When you are ready to continue, either:
   - Click **Uninstall** to continue. Go to step 4.
   - Click **Cancel** to return to the Partner Center page without uninstalling the partner service.
4. At the prompt for confirmation, either:
   - Click **Uninstall** to continue to uninstall the partner service.

     Once the uninstall is complete, you will see a confirmation pop-up window. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Uninstall pop-up window without uninstalling the partner service from the selected property(ies).

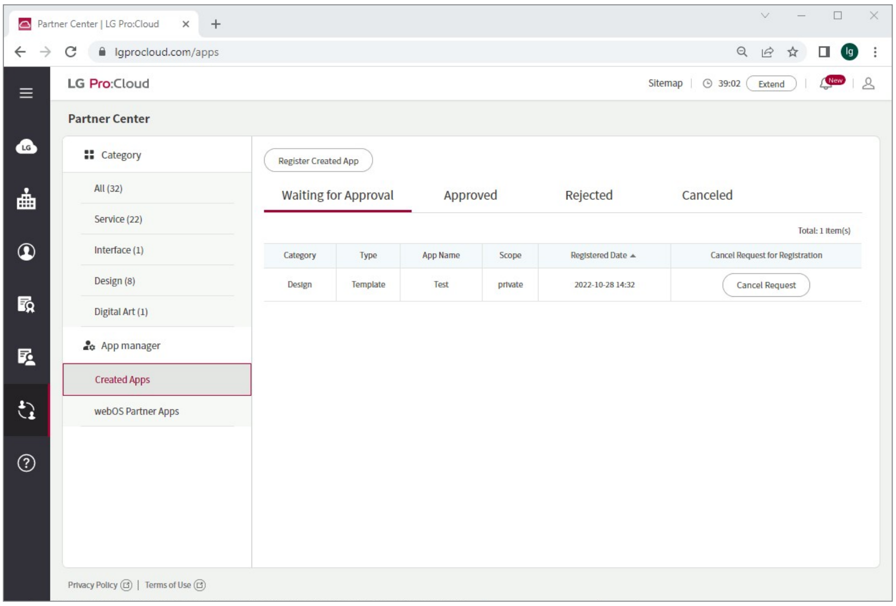
Partner Center Administration (Cont.)

Created Apps

This section describes the App Manager / Created Apps functions. It also describes how to register a new Service or Design app or cancel an app approval request. Refer to the appropriate subsection(s) below.

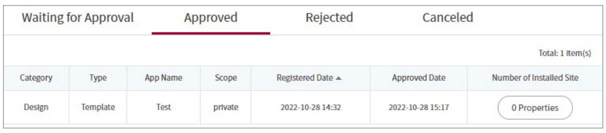
Created Apps Overview

Click on **Created Apps** at the left of the screen to access the latest app data for your own user account.



You can then click on any of the app status links provided along the top of the screen to track your app registration activities:

- Waiting for Approval (displayed by default when you access Created Apps): Displays a list of your registered apps that are currently awaiting approval from a platform administrator. If you would like to cancel a request for approval, click the **Cancel Request** button at the right of the applicable app entry.
- Approved: Displays a list of your approved apps. You can also view the properties for which each app has been installed, by clicking the **Properties** button at the right of the applicable app entry.



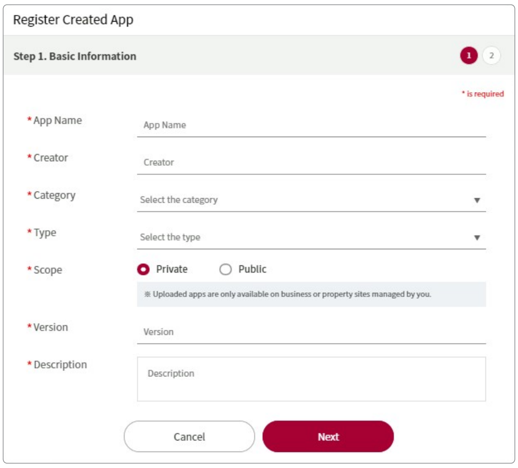
- Rejected: Displays a list of apps that did not receive approval.
- Canceled: Displays a list of app registration requests that have been canceled.

Note: You also can click on any data column header to sort the list of apps in ascending or descending, etc. order.

Register a Created App

The following procedure describes how to register an app, that is, to submit it for approval. All users with administrative roles may perform this procedure, and apps may be registered in either the Service or Design category.

1. Click the **Register Created App** button at the top left of the screen.
2. In the first Register Created App pop-up window, you will be able to begin defining the app. Complete the following fields:
   - App Name: Type a brief descriptive name for the app.
   - Creator: Type the name of the person(s) who created the app.
   - Category: Click in the field, and select the appropriate category—either Service or Design—for the app.
   - Type: Click in the field, and select the applicable type for your app. Options available will depend on your category selection above. Flight, TravelService, and Weather app types are available for Service apps, while a Template app is available for Design apps.
   - Scope: Click the appropriate radio button to select Private (this app will be available only at businesses/properties managed by you) or Public (this app will be available at all properties), as applicable.
   - Version: Type the version number for the app, for example, 1.0.
   - Description: Type a brief description for the app.



3. When you are ready to continue, either:
   - Click **Next** to proceed with the app registration. Continue with step 4.
   - Click **Cancel** to return to the Partner Center page without completing the steps to register the app.
4. In the second Register Created App pop-up window, complete the required fields in accordance with the app category. See examples below.

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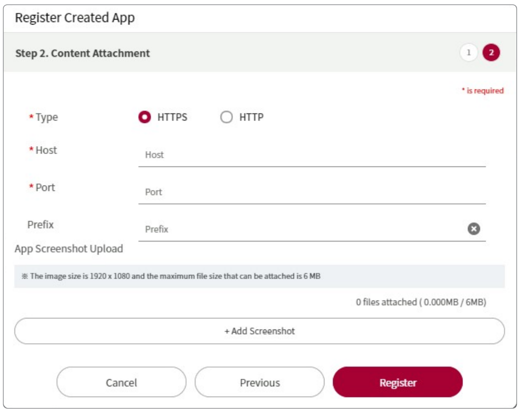
Example: Register Service App

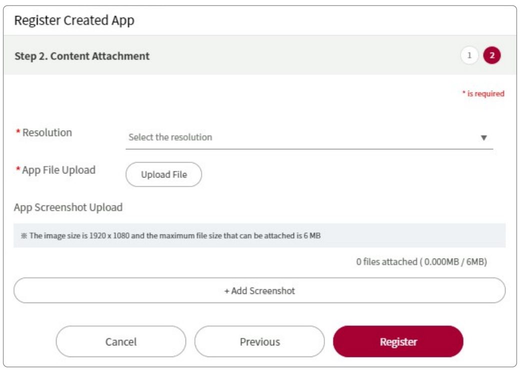
- Type: If you will be using an HTTP server instead of an HTTPS server to generate data, click the radio button at the left of “HTTP.”
- Host: Type the domain name (up to 60 characters—see also note below) or IP address of the HTTP(S) server.

  Note: Do not enter a fully-qualified domain name (e.g., with “https” or “http”). A domain name can only contain letters and/or numbers (Aa, Bb, 1, 2, etc.) and the hyphen and dot (- and .) characters. Do not use spaces or any other alternative or special characters (:, /, \, @, etc.).
- Port: Type the port number for the HTTP(S) server.
- Prefix (optional): Type the URL prefix/directory for the API, as applicable, for example: /api/v2.



Example: Register Design App

- Resolution: Click in the field, and select the appropriate resolution—FHD or HD—for the app.
- App File Upload: Click the **Upload File** button, and select the desired app “.zip” file. With the Pro:Centric Cloud, you may upload a project exported from the Admin Client, if desired. Refer to the ***Pro:Centric Cloud Admin Client User Guide*** for information on Project Editor and Admin Client functionality.



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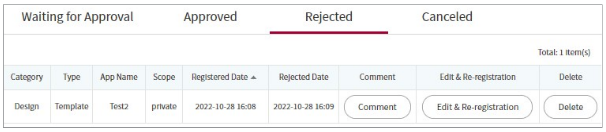
5. (Optional) If you would like to upload one or more screenshots (up to five allowed) to illustrate the app, click the **+ Add Screenshot** button, and select the file(s) to upload.
6. Then, either:
   - Click **Register** to submit the app for approval. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window. The app will be added to the list of apps “Waiting for Approval.”
   - Click **Previous** to return to the previous window and verify/update any items, as required.
   - Click **Cancel** to return to the Created Apps screen without submitting the app.

Note: Refer to “App Approval and Testing Options” on pages 44 to 47 for information on the approval process for apps. Apps may only be approved and/or pre-installed for testing purposes by users with a Platform Administrator role.

Note: If app approval is rejected, you can navigate to the list of rejected apps on the Created Apps screen to view comments from the platform administrator. You will also have the opportunity to edit and resubmit the app for approval (click the **Edit & Re-registration** button and repeat steps 2 to 6 above).



webOS Partner Apps

This section describes the App Manager / webOS Partner Apps functions. It also describes how to register a new webOS Partner app or cancel an app approval request. Refer to the appropriate subsection(s) below.

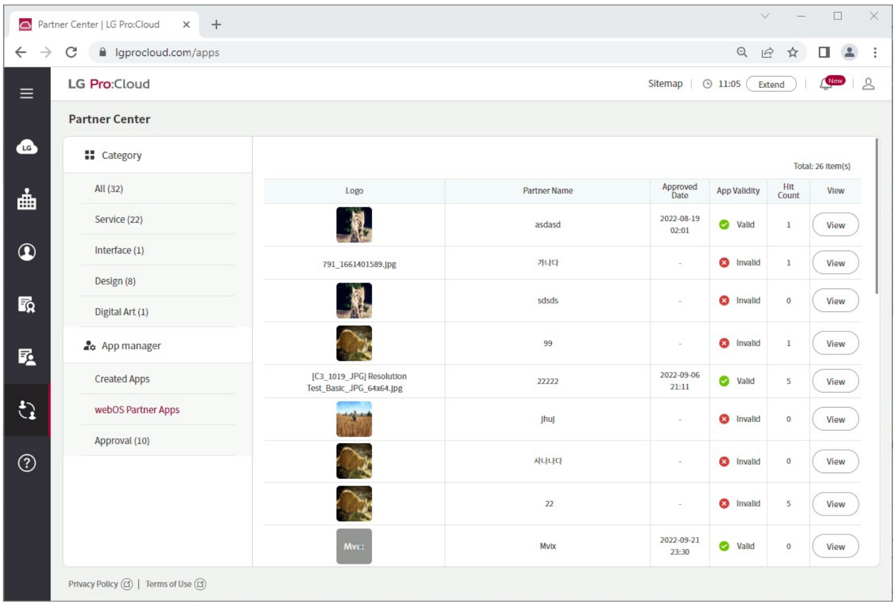
webOS Partner Apps Overview

Click on **webOS Partner Apps** at the left of the screen to access the latest webOS Partner app data.

The example below shows a webOS Partner Apps screen for a platform administrator. A user with a webOS Partner role will only see their own registered app on this screen.

- To view partner and server information for an app, click the **View** button at the right of the app entry. Data will be displayed in a pop-up window. Click **OK** to close the window when you are finished.
- (webOS Partner users only) If you would like to delete an app, click the **Delete** button at the right of the app entry. At the prompt for confirmation, click **Delete** again. A confirmation pop-up window will be displayed. Click **OK** to close the window.
- (webOS Partner users only) If you would like to edit an app, click the **Edit** button at the right of the app entry. Edit and resubmit the app for approval, as necessary. See also Register a webOS Partner App procedure below.

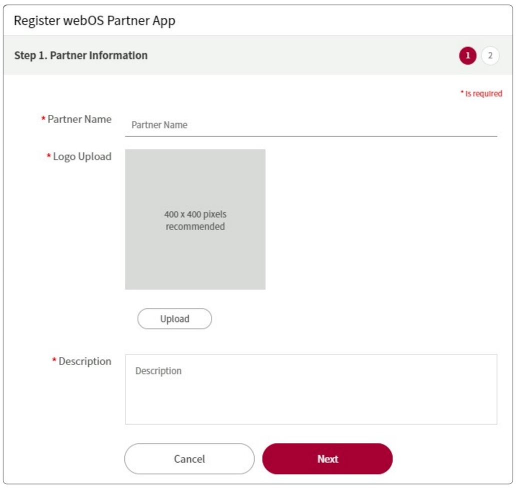
Note: You also can click on any data column header to sort the list of apps in ascending or descending, etc. order.



Register a webOS Partner App

The following procedure describes how to register a webOS Partner app, that is, to submit it for approval. Only webOS Partner administrators may perform this procedure.

1. Click the **Register webOS Partner App** button at the top left of the screen.
2. In the first Register webOS Partner App pop-up window, you will specify partner information. Complete the following fields:
   - Partner Name: Type the name of the webOS partner.
   - Logo Upload: Click the **Upload** button, and select the logo file to upload.
   - Description: Type a brief description for the app.



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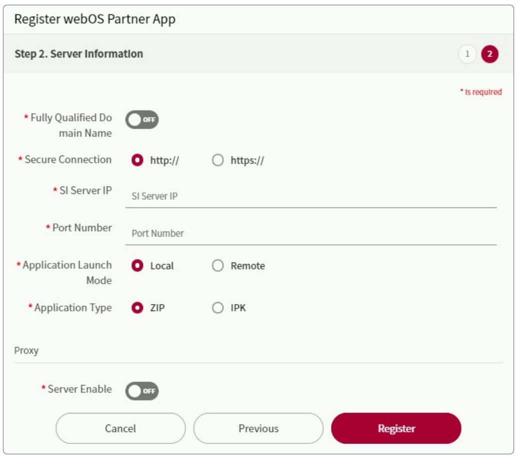
3. When you are ready to continue, either:
   - Click **Next** to proceed with the app registration. Continue with step 4.
   - Click **Cancel** to return to the Partner Center page without completing the steps to register the app.
4. In the second Register webOS Partner App pop-up window, complete the following fields:
   - Fully Qualified Domain Name: If you prefer to specify a domain name instead of the IP details for the app host, click the **ON/OFF** toggle button to enable the use of the domain name, and then type the domain name (up to 128 characters—see also note below) in the field provided.

     Note: Type the fully-qualified domain name (e.g., with "ftp"). The domain name should only contain letters and/or numbers (Aa, Bb, Cc, 1, 2, 3, etc.) and the hyphen and dot (- and .) characters. Do not use spaces in this field.
   - Secure Connection: If you will be using an HTTPS server instead of an HTTP server to generate data, click the radio button at the left of "https://"
   - SI Server IP: Type the IP address of the HTTP(S) server.
   - Port Number: Type the port number for the HTTP(S) server.
   - Application Launch Mode: Click the appropriate radio button to select Local or Remote, as applicable.
   - Application Type: Click the appropriate radio button to select ZIP or IPK, as applicable.
   - Proxy Server Enable (optional): If you would like to enable a proxy server, click the **ON/OFF** toggle button to enable the use of the proxy server, and then type the proxy server IP address, port number, user name, and password in the fields provided.



5. Either:
   - Click **Register** to submit the app for approval. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window. The app will now be listed on the webOS Partner Apps screen with "Requested" status.

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Partner Center Administration (Cont.)

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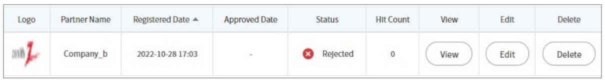
Note: For non-webOS Partner users, the app will only be listed on the webOS Partner Apps screen once it is approved.

- Click **Previous** to return to the previous window and verify/update any items, as required.
- Click **Cancel** to return to the webOS Partner Apps screen without submitting the app.

Note: Refer to "Approve or Reject a webOS Partner App" on page 47 for information on the approval process for webOS Partner apps. Apps may only be approved by users with a Platform Administrator role.

Note: If app approval is rejected, click the **View** button at the right of the app entry on the webOS Partner Apps screen to view comments from the platform administrator. You can edit and resubmit the app for approval, as required (i.e., click the **Edit** button and repeat steps 2 to 5 of the procedure above).



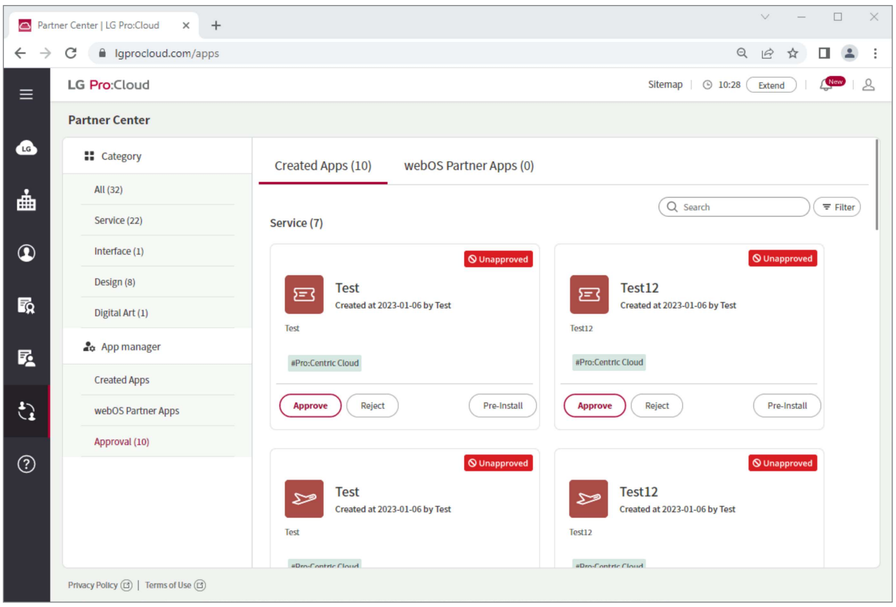
App Approval and Testing Options

Note: Both Created and webOS Partner apps may only be approved and/or Created apps pre-installed for testing purposes by users with a Platform Administrator role.

This section describes how to approve or reject an app and also how to pre-install an app for testing purposes before approving it. Refer to the applicable subsection(s) below.

Approval Overview

Click on **Approval** at the left of the screen to access the latest app data. The number in parentheses at the right of the "Approval" option identifies the number of unapproved apps.



Click either of the links provided along the top of the screen depending on the app(s) to review. The number in parentheses at the right each option identifies the number of unapproved apps.

- Created Apps (displayed by default when you access Approval): Displays capsules for each of the registered Created apps that are currently awaiting approval.
- webOS Partner Apps: Displays a list of registered webOS Partner apps awaiting approval.

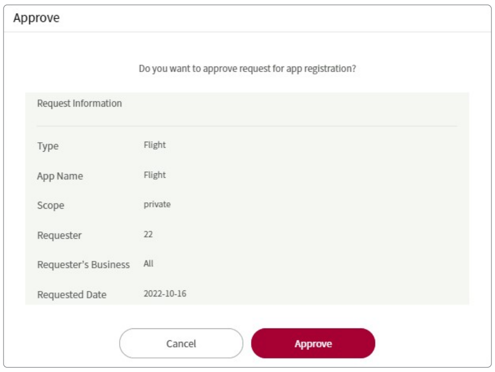
Approve or Reject a Created App

Note: To test a Created app before approving it, you can pre-install the app at one or more properties. See also “Pre-install a Created App for Testing Purposes” below.

1. With the Approve / Created Apps screen on display, locate the app you would like to approve or reject. See also example screen in previous subsection.

   Note: You can use the Search field at the top right of the screen to search for a particular partner service by name or click the **Filter** button to filter partner services by service solution/type, as desired.

2. To approve or reject use of an app, respectively:
   - Click the **Approve** button for the app to approve it. A pop-up confirmation Approve window will be displayed, and you can review the app information. To continue, click **Approve**.



     Note: If you are not ready to approve the app, click **Cancel** to return (without approving the app) to the Approve / Created Apps screen.

     When the app approval is complete, a pop-up confirmation window will be displayed. Click **OK** to close the pop-up window.

   - Click the **Reject** button for the app to decline approval. A pop-up confirmation Reject window will be displayed. You must add comments in the Comment field. It is highly recommended that you provide a brief description regarding the decision not to approve the app and/or suggestions for resubmitting app. To continue, click **Reject**.

     Note: If you are not ready to reject the app, click **Cancel** to return (without rejecting the app) to the Approve / Created Apps screen.

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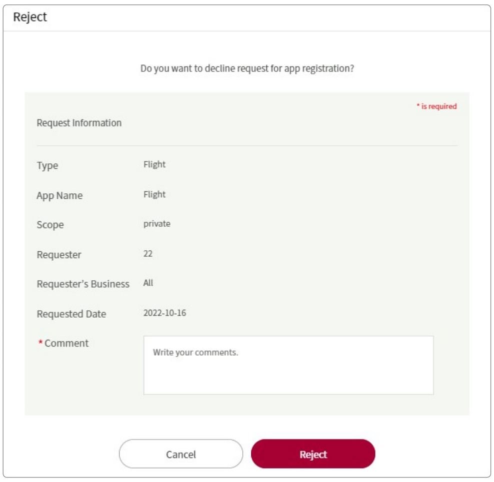


When the app decline is complete, a pop-up confirmation notice will be displayed. Click **OK** to close the pop-up window.

Pre-install a Created App for Testing Purposes

This option enables you to make an app available for testing prior to approving it.

1. With the Approve / Created Apps screen on display, locate the app you would like to approve or reject. See also example above.

   Note: You can use the Search field at the top right of the screen to search for a particular partner service by name or click the **Filter** button to filter partner services by service solution/type, as desired.

2. Click the **Pre-Install** button for the app.

3. In the Install pop-up window, click the checkbox at the left of each the property(ies) for which to pre-install the app. See also the Install window example on page 36.

   Note: Businesses are listed on the left, and properties are listed in the central area of the window. Search fields above each list enable you to search for particular businesses or properties, respectively.

   Note: You can select multiple properties listed under multiple businesses, as applicable. If you would like to select all properties on display, click the checkbox at the left of the **Select All** option above the list of properties. Selected properties are displayed in a list at the right of the window.

4. When you are ready to continue, click **Install** to proceed with the app installation.

   Note: If you are not ready to continue, click **Cancel** to return to the Approve / Created Apps screen.

5. At the prompt for confirmation, click **Install** to continue with the partner service installation. Once the installation is complete, you will see a confirmation pop-up window. Click **OK** to close the pop-up window.

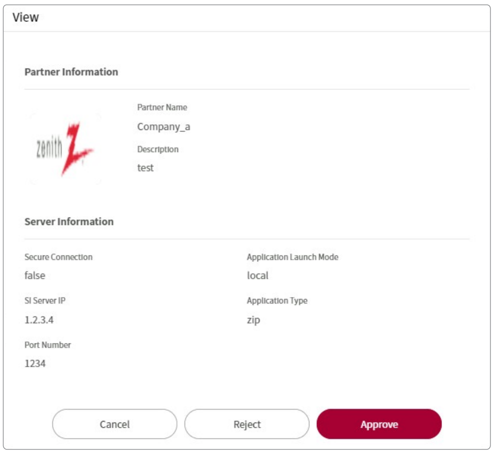
   Note: Click **Cancel** to return to the Install pop-up window.

Note: Configuration for specific properties will be completed via the applicable Cloud portal.

Approve or Reject a webOS Partner App

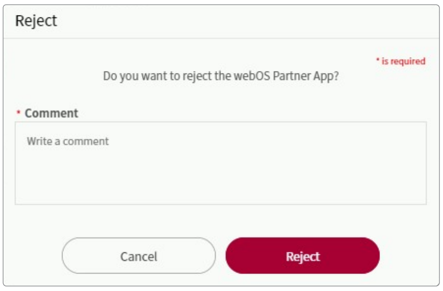
1. With the Approve / webOS Partner Apps screen on display, click the **View** button at the right of the app to be approved or rejected.

   A View pop-up window will be displayed, and you can review the app partner and server information, for example:



2. To approve or reject use of the app, respectively:
   - Click the **Approve** button for the app to approve it. At the prompt for confirmation, click **Approve** once more. When the app approval is complete, a pop-up confirmation window will be displayed. Click **OK** to close the pop-up window.

     Note: If you are not ready to approve the app, click **Cancel** to return (without approving the app) to the Approve / webOS Partner Apps screen.
   - Click the **Reject** button for the app to decline approval. A pop-up confirmation Reject window will be displayed.



     You must add comments in the Comment field. It is highly recommended that you provide a brief description regarding the decision not to approve the app and/or suggestions for resubmitting app. To continue, click **Reject**.

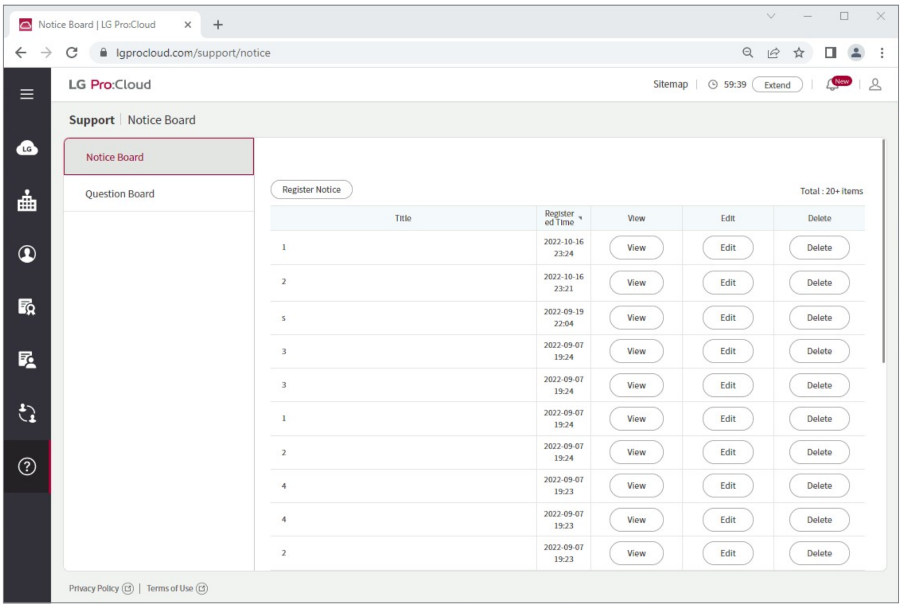
     Note: If you are not ready to reject the app, click **Cancel** to return (without rejecting the app) to the View pop-up window.

     When the app rejection is complete, a pop-up confirmation notice will be displayed. Click **OK** to close the pop-up window.

Support Facilities

The Support page enables administrative users and users with business or property monitoring assignments to view and/or submit notices and questions regarding the portal (in accordance with user role/privilege level).

To access the Support page, click on the **Support** menu icon at the left of the portal screen.



The Notice Board is displayed by default when you access the Support page. Click **Notice Board** or **Question Board** at the left of the screen to navigate between the two, as necessary. The following sections provide an overview of each.

Notice Board

The Notice Board (see example above) enables administrators to post important information for their users. To view a notice, click the **View** button at the right of the notice to view. The notice will be displayed in a new window. When you are finished reviewing the notice, you can click the icon in the top left corner of the screen to return to the Notice Board.

The following subsections describe additional options available to administrative users only.

Register a Notice

1. Click the **Register Notice** button at the top left of the screen.
2. Complete the fields in the Register Notice pop-up window:
   - Title: Type a brief descriptive title for the notice.
   - Content: Type the notice text.

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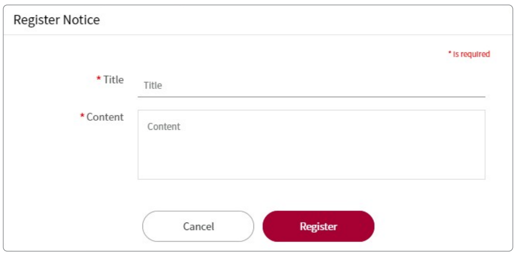


3. When you are finished, either:
   - Click **Register** to submit the notice. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window. The notice will now be listed on the Notice Board.
   - Click **Cancel** to return to the Notice Board without submitting the notice.

Edit a Notice

1. Click the **Edit** button at the right of the notice to edit.
2. In the Edit pop-up window, modify the title and/or content of the notice, as required.
3. When you are finished, either:
   - Click **Done** to resubmit the notice. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Notice Board without editing the notice.

Delete a Notice

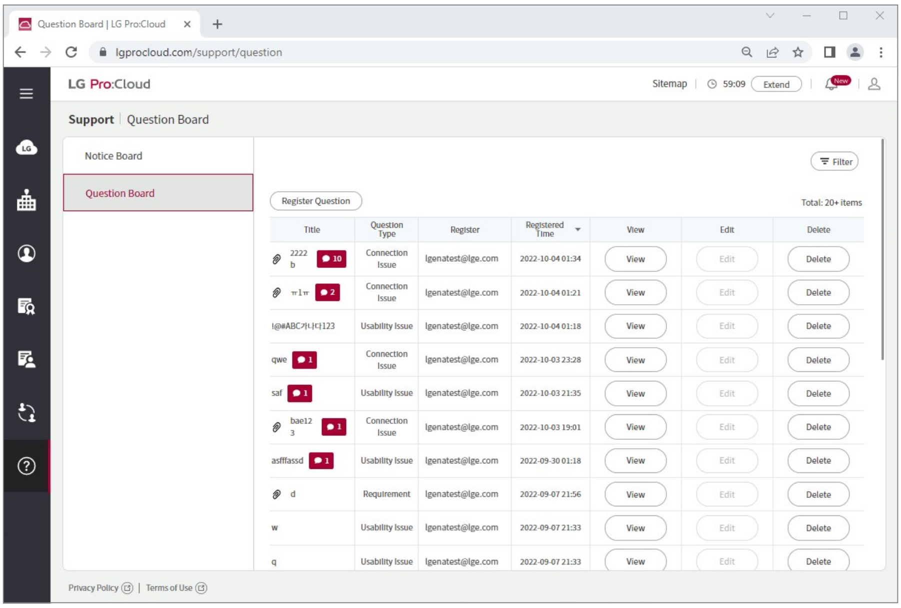
Only a platform administrator can delete a notice.

1. Click the **Delete** button at the right of the notice to delete.
2. At the prompt for confirmation, either:
   - Click **Delete** to delete the notice. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Notice Board without deleting the notice.

Question Board

The Question Board (see example below) enables a users to post questions and allows other users to respond. Click the **Filter** button at the top right of the screen to filter questions by comments or question type.

The following subsections describe the options available.



View and/or Answer a Question

1. Click the **View** button at the right of the question to review.

   The contents of the question will be displayed in a new window. If there are attachments, you will be able to download the attachments, as well.

2. To add a comment/answer for the question, click the **Write a Comment** button at the bottom of the screen, and then type your comment in the Write a Comment pop-up window / Comment field provided.

   Click **Write** to save your comment, or click **Cancel** to return to the question without saving your comment.

3. When you are finished reviewing the question, you can click the ‹ icon in the top left corner of the screen to return to the Question Board.

Register a Question

1. Click the **Register Question** button at the top left of the screen.
2. Complete the fields in the Register Question pop-up window:
   - Question Type: Click in the field, and select the type that best describes the question—Connection Issue, Usability Issue, Simple Question, or Requirement.
   - Title: Type a brief descriptive title for the question.
   - Content: Type the question text.
   - Attached Files: You can attach up to five files (up to 20 MB per file) to help illustrate/support your question. Click the **+ Add File** button, and select the required file(s).

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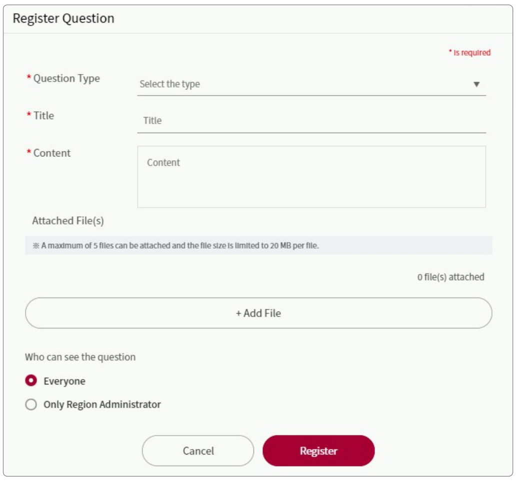
- Who Can See the Question: Click the applicable radio button to select the appropriate audience—Everyone or Only Region Administrator. (The latter also includes users with Platform Administrator roles.)



3. When you are finished, either:
   - Click **Register** to submit the question. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window. The question will now be listed on the Question Board.
   - Click **Cancel** to return to the Question Board without submitting the question.

Edit a Question

Only the user who submits the question can edit it.

1. Click the **Edit** button at the right of the question to edit.
2. In the Edit pop-up window, modify the question title, content, attachment, and/or audience, as required.
3. When you are finished, either:
   - Click **Done** to resubmit the question. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Question Board without editing the question.

Delete a Question

Only an administrator can delete a question.

1. Click the **Delete** button at the right of the question to delete.
2. At the prompt for confirmation, either:
   - Click **Delete** to delete the question. A pop-up confirmation window will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the Question Board without deleting the question.

Document Revision History / Notes

Document Revision History

Date	Description
December 2021	Revision A: New document
June 2022	Revision B: Capture updates
January 2023	Revision C: Updates in conjunction with Pro:Cloud 3.0

Product documentation is available online at: **www.lg.com/us/business**.

Notes

LG Pro:Cloud

LG Pro:Centric

LG SuperSign

For Customer Support/Service, please call:

1-888-865-3026

www.lg.com/us/business

206-4382
Revision C

Pro:Centric® Cloud
Mobile App Creator User Guide

P/N: 206-4400 (Rev A)

For Customer Support/Service, please call:

1-888-865-3026

The latest product information and documentation is available online at:

www.lg.com/us/business

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2000 Millbrook Drive, Lincolnshire, IL 60069

206-4400

Table of Contents

References

Notes:

- This document provides examples of typical Mobile App Creator and app screens. Your displays may vary from those shown in the document.
- Design and specifications subject to change without prior notice.

Pro:Centric Mobile App Creator Overview

This document is applicable for Pro:Centric® Cloud version 3.0.

LG's Mobile App Creator, available from the Pro:Centric Cloud portal, enables you to create and remotely manage a mobile Guest app that works in conjunction with partner services, e.g., PMS and QMS servers, installed on the Pro:Centric server. Using the mobile Guest app, end users can access useful information and make requests for room services during their time at the property. Cooperatively, staff at the property can monitor service requests via LG's corresponding Keeper app.

The Mobile App Creator graphical user interface (GUI) described in this document facilitates support and maintenance of the mobile Guest app.

The Pro:Centric Cloud portal is one element of LG's Pro:Cloud™ portal, which also hosts the SuperSign® Cloud and SuperSign AD portals. Refer to the ***Pro:Cloud Portal User Guide*** for further information.

Document Description

This document describes how to access a property's Mobile App Creator from the Pro:Centric Cloud portal (via the Pro:Cloud portal). It also describes Mobile App Creator functions that are available for users with Administrator roles. Users with Monitoring roles have read-only access to app information.

- See Reference section, "Guest App and Keeper App Overviews," for overviews of both the Guest and Keeper mobile apps. Contact your service representative, as necessary, for further information.
- Refer to the ***Pro:Cloud Portal User Guide*** for information on Pro:Cloud site and account management functions.
- Refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information on the Pro:Centric Cloud portal.
- Refer to the ***Pro:Centric Cloud Admin Client User Guide*** for information on the Pro:Centric Cloud Admin Client and Data Viewer.

Caution: This document is intended for use primarily by qualified Pro:Centric service personnel. Improper configuration or administration may cause a service interruption.

PC Requirements for Pro:Centric Cloud Portal Access

- Internet access.
- Access the Pro:Centric Cloud portal using one of the following web browsers: Google Chrome™ 51 or later or Mozilla Firefox® 47 or later. Minimum recommended display resolution = 1920 x 1080.

  Note: Mobile App Creator pages will reflow with zoom increases up to 400%. Use **<Ctrl>** + **+/-** on your keyboard to zoom in and out. Zooming with <Ctrl> + mouse wheel is not supported.

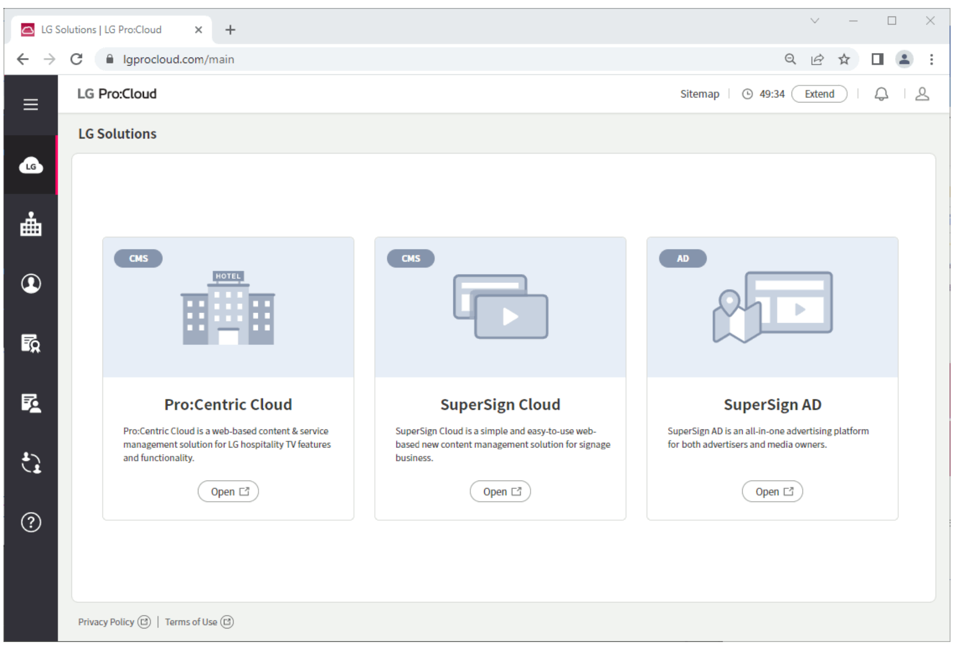
Accessing the Mobile App Creator for a Selected Property

You will need to have a Pro:Cloud portal user account with an appropriate user role assignment in order to launch the Pro:Centric Cloud portal and access the Mobile App Creator for a property. Contact your regional representative or platform administrator to arrange a role assignment, as required.

Note: See also “PC Requirements for Pro:Centric Cloud Portal Access” on page 4.

Note: Refer to the ***Pro:Cloud Portal User Guide*** for further information on logging in to the portal and creating a user account. Refer to the ***Pro:Centric Cloud Portal User Guide***, as necessary, for information on modifying Room Manager options for Guest app services and/or generating Keeper app codes for property staff.

1. Launch a web browser, and type the Pro:Cloud portal URL **https://lgprocloud.com** in the browser’s address bar. Then, press **Enter**.
2. Log in to the Pro:Cloud portal using your user account ID and password.
3. With the Pro:Cloud home page on display, click the Pro:Centric Cloud Open button to launch the Pro:Centric Cloud portal. See example below.



The Pro:Centric portal will launch in a new tab/window, with the Site Management page on display (see example on following page).

4. Click the property identifier button at the top of the screen (example: Property_a) to view a site list that includes all businesses/properties to which you have been assigned. Then, click on the desired property in the site list to display its dashboard.

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Accessing the Mobile App Creator for a Selected Property (Cont.)

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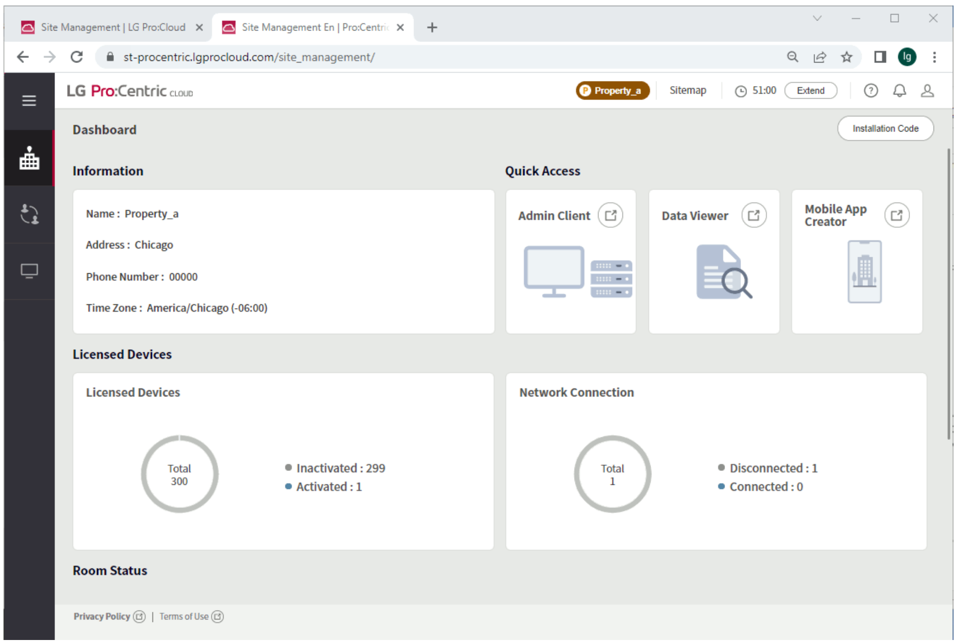
Note: The menu options panel at the left of the portal screen provides access to Pro:Centric Cloud portal setup and configuration/administrative functions, in accordance with a user's privilege level. The following example shows a sample Site Management / Dashboard page. Refer to the ***Pro:Cloud Portal User Guide*** for additional information on user roles.

The property's dashboard will be displayed in the main area of the screen, for example:



5. Click the button in the Quick Access / Mobile App Creator module to launch the Mobile App Creator.

The Mobile App Creator will launch in a new tab/window with current app information on display. See example on page 7.

When you have completed your activities in the Mobile App Creator, you can simply close the Mobile App Creator tab/window.

Note: If there is no user activity in the portal for 60 minutes, the session will expire, and you will need to log back in.

Note: In order for Pro:Centric Guest and Keeper mobile app features to be available, licensing must be enabled and the appropriate partner center services, e.g., PMS and QMS servers, must be installed on the server from the Pro:Cloud portal. Licensing status is visible on the Site Management page when you launch the Pro:Centric Cloud portal, and partner service information is visible on the Partners page. Refer to the ***Pro:Cloud Portal User Guide*** and/or the ***Pro:Centric Cloud Portal User Guide*** for additional information. See also Reference section, "Mobile Guest App and Keeper App Overviews."

Mobile App Creator Functions Overview

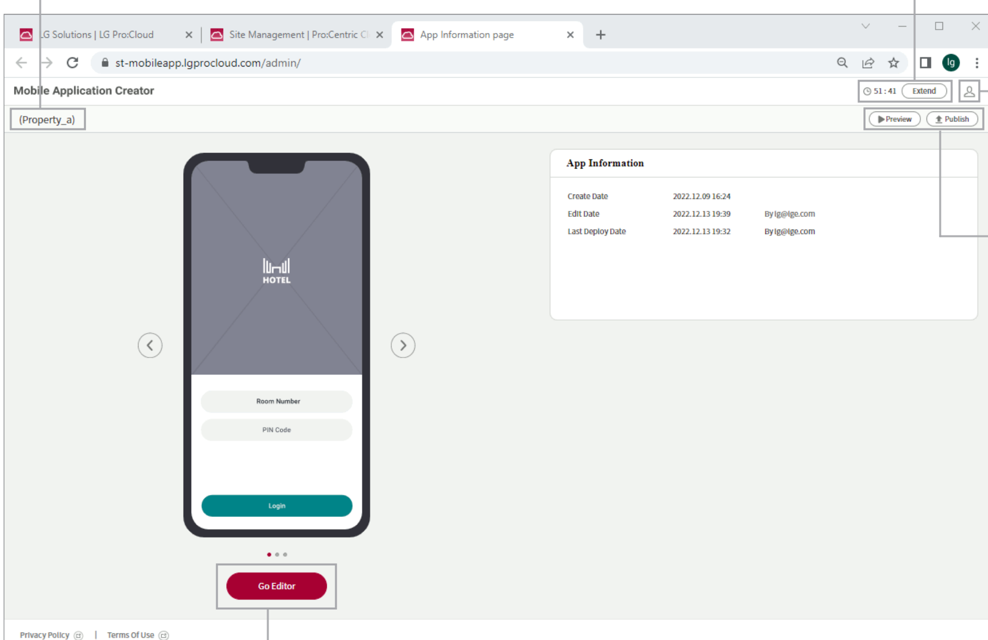
The home page for the Mobile App Creator displays current Guest app information, including the date/time the app was created, last modified, and published. It also provides access to the mobile app editor.

The following example shows a Mobile App Creator home page for a user with an Administrator role. This document describes the functions available for users with access to administrative facilities, including:

- Previewing and publishing a mobile Guest app. See additional information on page 8.
- Editing/building out a mobile Guest app editing See “Mobile App Editor” on pages 9 to 18 for additional information.

Users with Monitoring roles may only view the app information displayed on the home page.

Example: Mobile App Creator Home Page



Previewing and Publishing the Mobile App

Preview the Mobile App

Click on the **Preview** (▶Preview) button at the top right of the Mobile App Creator screen to view a preview of the current mobile app. The preview will be displayed in a new window, and you can use your PC mouse to view each app page.

Note: It is always highly recommended that you generate a preview before publishing the app (see also "Publish the Mobile App" below). At the same time, note that although the previews are intended as faithful representations of mobile device displays, there are inherent differences in the manner in which PCs and different devices render text font, in particular. Thus, once you publish an app, it is also highly recommended that you verify the app on several types of devices.

Publish the Mobile App

Note: It is always highly recommended that you generate a preview of the app before publishing it. See "Preview the Mobile App" above.

1. Click on the **Publish** (Publish) button at the top right of the Mobile App Creator screen.
2. At the prompt for confirmation, either:
   - Click **Publish** to publish the app immediately. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click **Cancel** to return to the app screen without publishing the app.

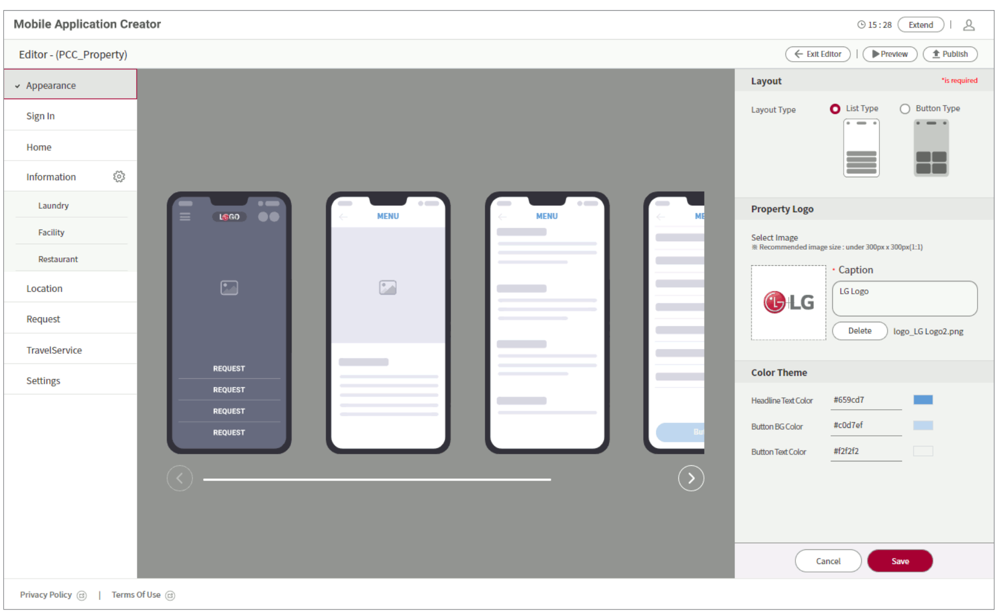
The mobile app editor enables you to create and modify app content. This section describes how to access the editor and use editor tools to modify and customize the mobile app design and content.

Note: It is always highly recommended that you generate a preview before publishing the app (see “Preview the Mobile App” on page 8) to. At the same time, note that although the previews are intended as faithful representations of mobile device displays, there are inherent differences in the manner in which PCs and different devices render text font, in particular. Thus, once you publish an app, it is also highly recommended that you verify the app on several types of devices.

Editor Overview

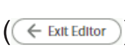
Mobile app editor design/setting tools enable you to customize the app for the selected property. A menu panel at the left of the screen (see example below) provides access to the high-level categories available for modifying the app appearance, features, menus, etc., while individual tools within each category typically are displayed at the right of the screen. Sample app screens are visible in the central display window of the editor, so you can view/monitor modifications as you make them.

Note: No editing options are available for Travel Service or Settings pages. Also, a Travel Service page is only present on the app if the Travel Service partner center service is installed on this server.



Access or Exit the Editor

To access the editor, click on the **Go Editor** button at the lower left of the Mobile App Creator home page.

To exit the editor, click on the **Exit Editor** (

) button at the top right of the Mobile App Creator screen.

Note: If you are in the midst of editing the app and have not yet either saved or canceled your current changes, you will not be able to exit the editor.

Mobile App Editor (Cont.)

Appearance Tools

Appearance tools enable you to select the menu layout type, the property logo, and color themes for the app, as described below. See also sample screen on previous page.

1. To access the Appearance tools, click on **Appearance** in the menu panel at the left of the screen.
2. Modify Layout, Property Logo, and Color Theme options as required. See subsections following this procedure for additional information.
3. When you are finished, either:
   - Click the **Save** button at the bottom right of the screen to save your changes. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click the **Cancel** button at the bottom right of the screen to move on without saving edits.

Layout

Determine how menu options will be displayed in the app: either in list format or as buttons. Click the radio button at the left of the desired Layout option.

Property Logo

Select a property logo to display on the app's Sign In and Home pages. The maximum resolution allowed for the image is 300 x 300 pixels.

To select a Property Logo image:

- Either click the **Select Image** button at the right of the image thumbnail or click within the image thumbnail area.

  Note: If you want to select a new image to replace an existing image, you must first click the **Delete** button at the right of the image thumbnail to clear the current image before you can select a new image.
- In the Open pop-up window, select the applicable image, and click **Open**.
- In the Caption field provided, type a brief, descriptive caption—up to 50 characters—for the image.

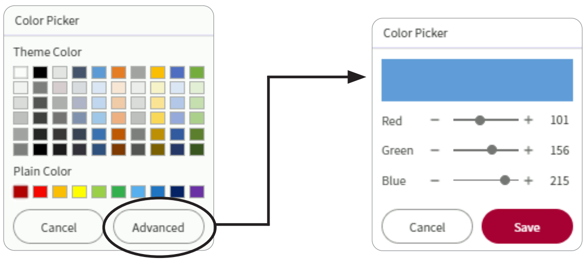
Color Theme

You can choose colors for headline text (displayed at the top of each app screen), button text, and button backgrounds.

To select a color:

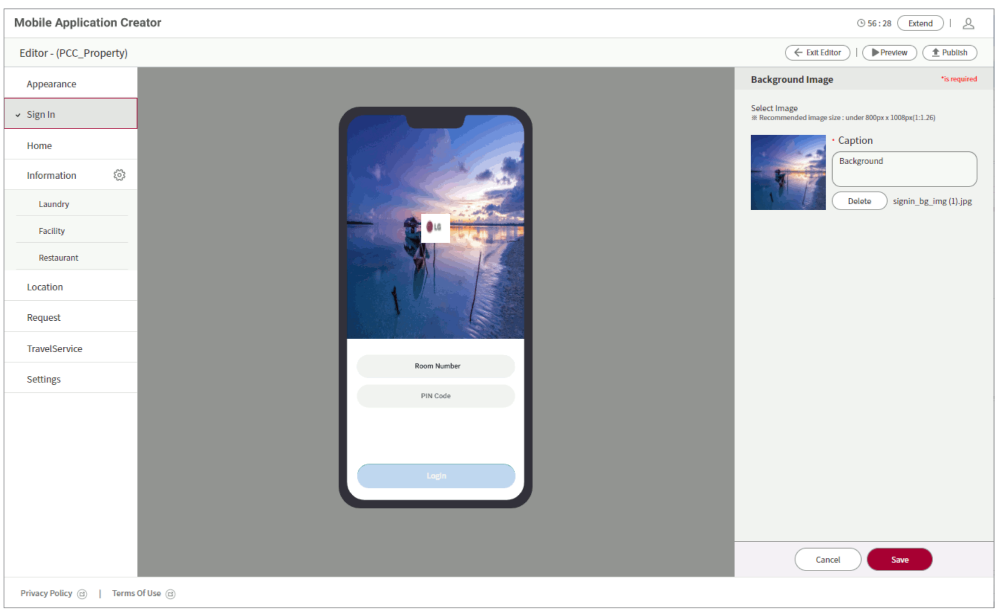
- Click on the color swatch thumbnail for the color to modify.
- Select the desired color from the Color Picker pop-up window. If you select a color from the basic color grid initially on display, the color will be applied immediately.

  To display advanced options for manual color adjustment, including RGB color code fields, click on the **Advanced** button at the bottom of the Color Picker. To save and apply manual color adjustments, click **Save** at the bottom right of the Color Picker.



Sign In Page Tools

This option enables you to select a background image to display on the upper half of the app's Sign In page. If you selected a Property Logo (see "Appearance Tools" above), it will be displayed in the center of the background image.



1. To access the Sign In page tools, click on **Sign In** in the menu panel at the left of the screen.
2. To select a background image (maximum resolution allowed for the image is 800 x 1008 pixels):
   - Either click the **Select Image** button at the right of the image thumbnail or click within the image thumbnail area.

     Note: If you want to select a new image to replace an existing image, you must first click the **Delete** button at the right of the image thumbnail to clear the current image before you can select a new image.
   - In the Open pop-up window, select the applicable image, and click **Open**.
   - In the Caption field, type a brief, descriptive caption—up to 50 characters—for the image.

(Continued on next page)

Mobile App Editor (Cont.)

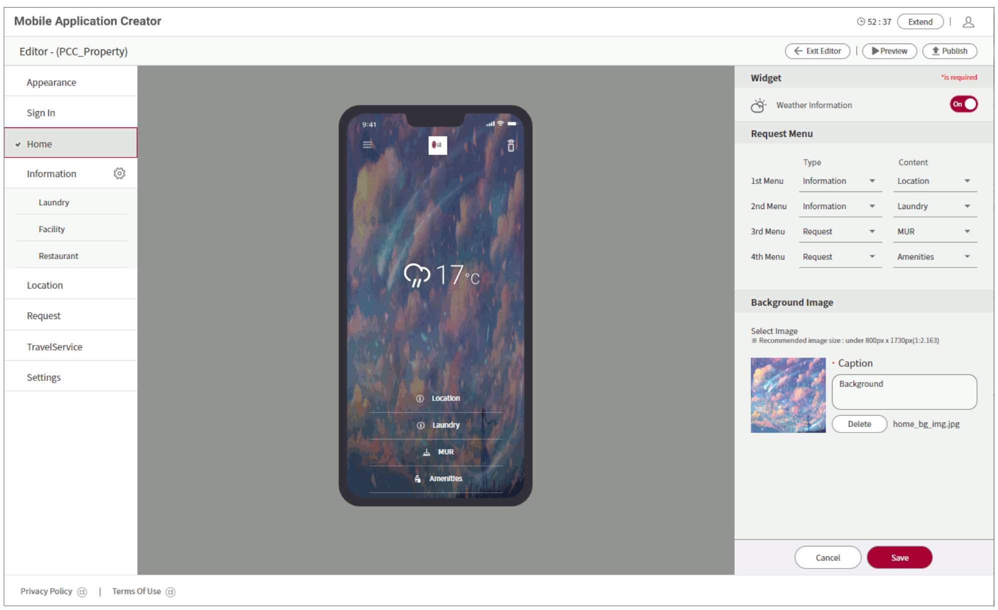
(Continued from previous page)

3. When you are finished, either:
   - Click the **Save** button at the bottom right of the screen to save your changes. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click the **Cancel** button at the bottom right of the screen to move on without saving edits.

Home Page Tools

Home page tools allow you to enable or disable weather information, select up to four menus, and select a background image to display on the app's Home page, as described below.

Note: If you selected a Property Logo (see "Appearance Tools" above), it will be displayed at the top of the page.



1. To access the Home page tools, click on **Home** in the menu panel at the left of the screen.
2. Modify (Weather) Widget, Request Menu, and Background Image options as required. See subsections following this procedure for additional information.
3. When you are finished, either:
   - Click the **Save** button at the bottom right of the screen to save your changes. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click the **Cancel** button at the bottom right of the screen to move on without saving edits.

(Weather) Widget

Determine whether or not to display weather information on the Home page. Click the “Weather Information” **ON/OFF** toggle button to change the setting as required.

Note: Weather information can only be toggled “ON” if the Weather partner center service is installed on this server.

Request Menu

You can specify/select up to four Information and/or Request menus to display on the Home page.

- Information Menus can provide guests with any sort of information you choose to publish. Laundry, Facility, Restaurant, and Location menu templates are defined by default; however, you can rename or delete the default menus, and/or you can add additional Information menus to be available for selection from the Home page (see also “Information Menu Administration” below).
- Request Menus are available for the following facilities: Amenities, Laundry, Wake-up Call, DND (Do Not Disturb), MUR (Make Up Room). This means that guests will be able to request these facilities when they use the mobile app.

To define menu type and content for the app’s Home page, for each menu:

- Click in the Type field, and select the menu type, either **Information** or **Request**, as applicable.
- Click in the Content field, and select the appropriate option for your app from the drop-down list of available options.

Note: You can also select “Not Available” in either of the Type or Content fields if your app does not require all four menu options from the Home page.

Background Image

The maximum resolution allowed for the image is 800 x 1730 pixels.

To select a background image:

- Either click the **Select Image** button at the right of the image thumbnail or click within the image thumbnail area.

  Note: If you want to select a new image to replace an existing image, you must first click the **Delete** button at the right of the image thumbnail to clear the current image before you can select a new image.
- In the Open pop-up window, select the applicable image, and click **Open**.
- In the Caption field, type a brief, descriptive caption—up to 50 characters—for the image.

Information Menu Administration

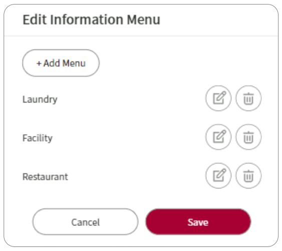
Information menus are available as “Content” options on the app Home page. This section describes how to add, rename, or delete Information Menu pages. Refer to “Building Information Menu Content” on pages 15 to 16 for information on designing and customizing content on Information Menu pages.

Access Information Menu Administration Options

To access the tools for Information Menu administration, click on the Settings ⚙ button at the right of the **Information** option header in the menu panel at the left of the screen.

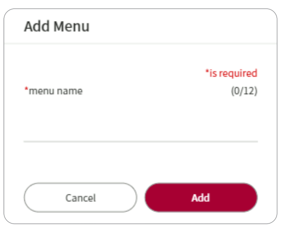
Mobile App Editor (Cont.)

An Edit Information Menu pop-up window, which lists each of the Information Menus that is currently defined in the Mobile App Creator, will be displayed, for example:



Add an Information Menu

1. With the Edit Information Menu pop-up window on display (see “Access Information Menu Administration Options” above), click on the **Add Menu** (+ Add Menu) button at the top of the window.
2. In the Add Menu pop-up window Menu Name field, type the menu name—up to 12 characters (no special characters or spaces). If this menu is selected for inclusion on the Home page, this is the menu name that will be displayed.

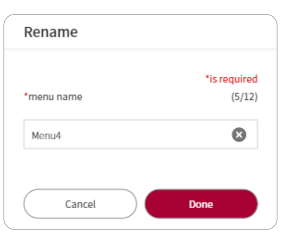


3. When you are finished, click the **Add** button to save the new menu (or click **Cancel** to return to the Edit Information Menu window without adding the menu).

Rename an Information Menu

Note: It is not possible to rename an Information Menu that is currently selected for display on the Home page (see also Home Page Tools / Request Menu information on page 13).

1. With the Edit Information Menu pop-up window on display (see “Access Information Menu Administration Options” above), click on the **Rename** ( ) button at the right of the menu to rename.
2. In the Rename pop-up window, modify the menu name, as necessary.



3. When you are finished, click the **Done** button to save your edits (or click **Cancel** to return to the Edit Information Menu window without modifying the menu name).

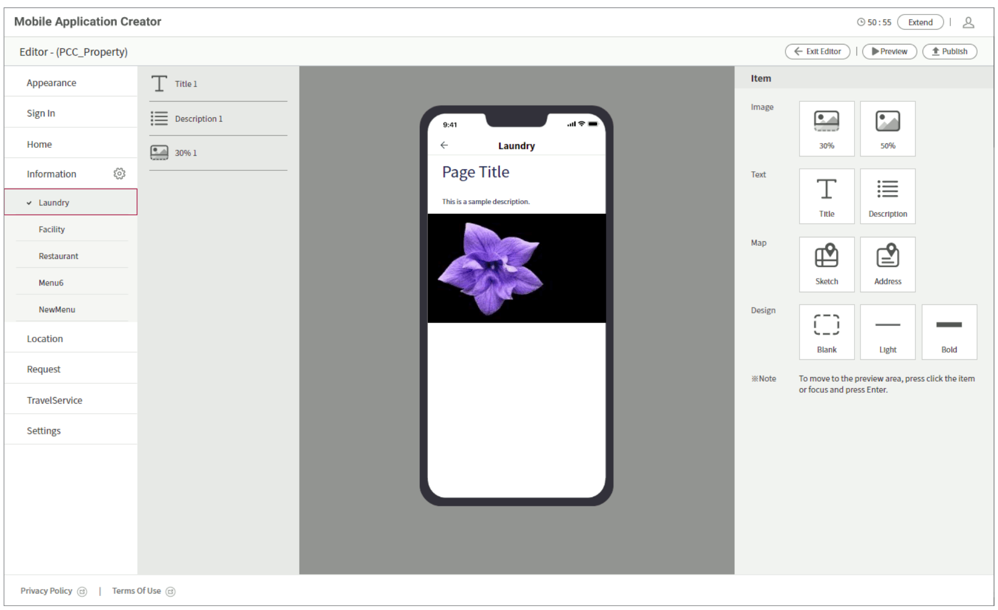
Delete an Information Menu

Note: It is not possible to delete an Information Menu that is currently selected for display on the Home page (see also Home Page Tools / Request Menu information on page 13).

1. With the Edit Information Menu pop-up window on display (see “Access Information Menu Administration Options” above), click on the **Delete** ( ) button at the right of the menu to delete.
2. At the prompt for confirmation, either:
   - Click the **Delete** button to delete the menu immediately.
   - Click **Cancel** to return to the Edit Information Menu window without deleting the menu.

Building Information Menu Page Content

This section describes how to use editor widgets to design and customize content on Information Menu pages (see example below). For information on adding, renaming, or deleting Information Menu pages, refer to “Information Menu Administration” above.



When you click on/select an information page, its content/canvas is displayed in the central area of the screen. The panel just to the left of the canvas shows each of the design widgets that has been added to the current page in the order in which they are displayed. The example above shows that Title, Description, and Image (30%) widgets are present on the selected page. Available design widgets are displayed in the Item panel to the right of the page canvas. The Item panel in the example above shows that Image, Text, Map, and Design items are available for customizing the selected page.

(Continued on next page)

Mobile App Editor (Cont.)

(Continued from previous page)

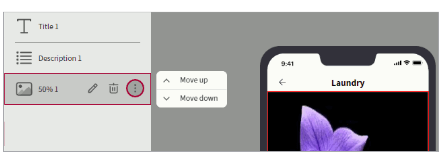
The following procedure provides an overview of the process to create and/or modify app page content.

1. Click on the applicable app page in the menu panel at the left of the screen to select it.
2. Modify the page content as required (see also Reference section, “Basic Widget Functions and Attributes,” for additional information):
   - To add one or more widgets to the canvas area of the page, either click on the widget(s) to add—the widget(s) automatically will be applied to the page in a “logical” position. Or, simply use your mouse to drag and drop the widget(s) from the Item panel to the canvas.

     Note: Only one Sketch and one Address widget can be added to a single page.
   - To modify a widget’s attributes, either click on the widget in the page’s canvas area to select it, or click on the applicable widget in the panel at the left of the canvas. Then, click on the **Modify** ( ) button. Modifiable attributes will be displayed at the right of the screen.

     Note: Design widgets (Blank, Light, and Bold) cannot be modified.
   - To delete a widget, either click on the widget in the page’s canvas area to select it, or click on the applicable widget in the panel at the left of the canvas. Then, click on the **Delete** ( ) button. At the prompt for confirmation, click **OK** to delete the widget.
   - To move a widget up or down on the page, select the widget either by clicking on it in the page’s canvas area or by clicking on it in the panel at the left of the canvas. Then, you can simply use your mouse to drag and drop the widget to the desired location on the canvas, or you can click on the button for the widget and select **Move Up** or **Move Down**, as required.

   Note: A red border denotes a selected widget and/or widget option. The following example shows that an Image (50%) widget is selected—identified both in the panel on the left and in the canvas area—and also shows the option to move the widget up or down on the page is selected.

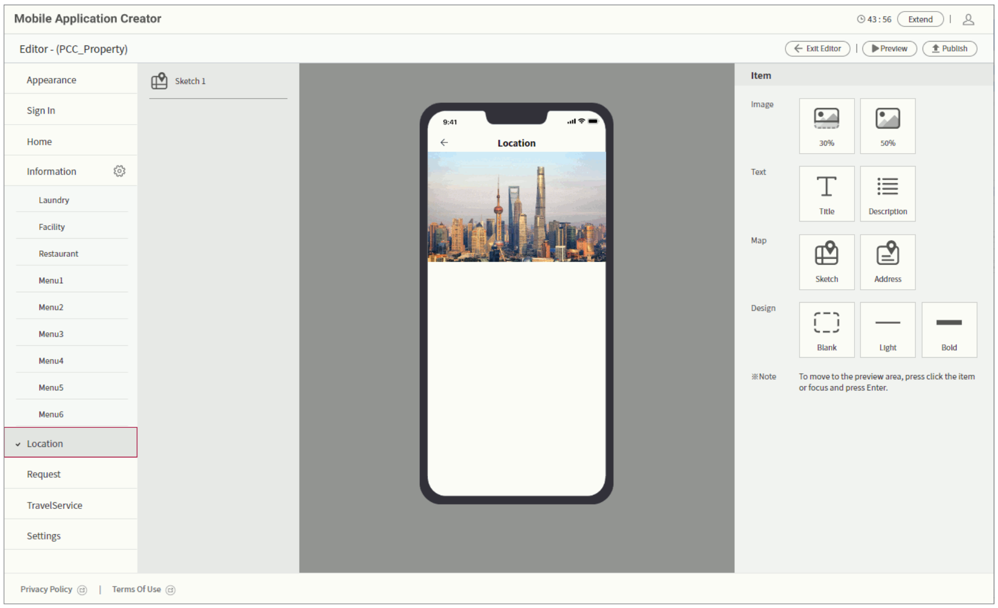
   

3. When you are finished with your activities, either:
   - Click the **Save** button at the bottom right of the screen to save your changes. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click the **Cancel** button at the bottom right of the screen to move on without saving edits.

   Note: It is typically recommended that you save your customized content periodically to avoid any potential data loss in the event of a network interruption.

Location Page Tools

Location page tools allow you to create a location specific page for the property.



1. To access the Location page tools, click on **Location** in the menu panel at the left of the screen.
2. Modify the contents of the page, as required. See step 2 of the “Building Information Menu Page Content” procedure on pages 15 to 16 for information on designing and customizing the canvas content.

   Note: Only one Sketch and one Address widget can be added to the Location page.
3. When you are finished, either:
   - Click the **Save** button at the bottom right of the screen to save your changes. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click the **Cancel** button at the bottom right of the screen to move on without saving edits.

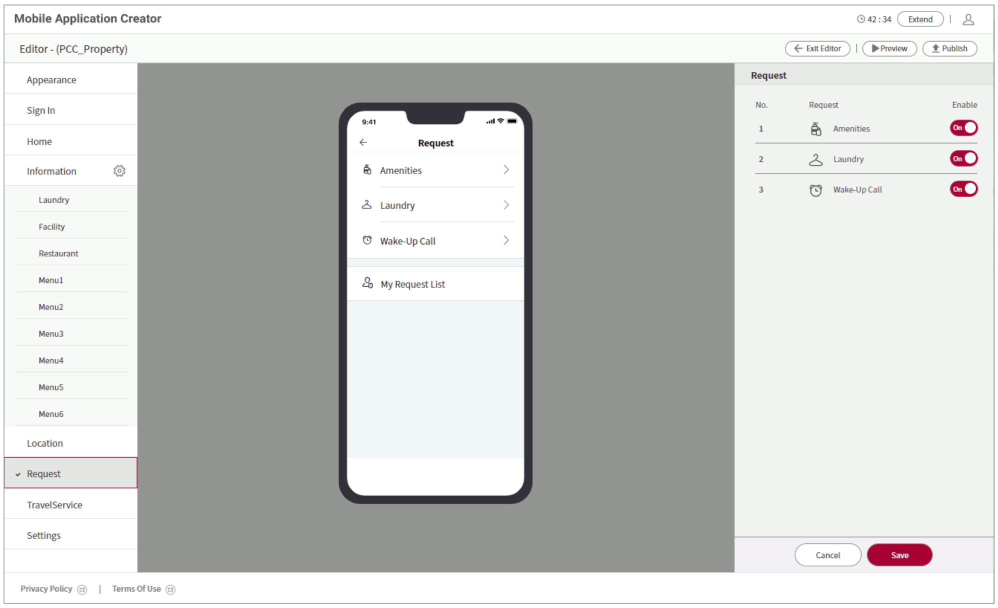
   Note: It is typically recommended that you save your customized content periodically to avoid any potential data loss in the event of a network interruption.

Mobile App Editor (Cont.)

Request Page Tools

Request page tools allow you to enable or disable Amenities, Laundry, and/or Wake-up Call requests, as described below.

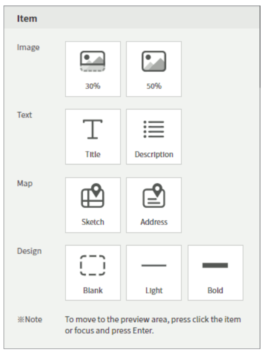
Note: It is not possible to disable a request type that is currently selected for display on the Home page (see also Home Page Tools / Request Menu information on page 13).



1. To access the Request tools, click on **Request** in the menu panel at the left of the screen.
2. Click the **ON/OFF** toggle button for each request type to change the setting as required.
3. When you are finished, either:
   - Click the **Save** button at the bottom right of the screen to save your changes. A confirmation pop-up will be displayed. Click **OK** to close the pop-up window.
   - Click the **Cancel** button at the bottom right of the screen to move on without saving edits.

This section provides additional information on the style attributes and options for the mobile app editor widgets shown below. Basic functions are applicable to all widgets. See “Mobile App Editor” on pages 9 to 18 for further information on the editor.

Always make sure to click **Save** at the bottom right of the editor screen to save and apply your selections.



Adding Widgets

Note: Only one Sketch and one Address widget can be added to a single page.

To add a widget to the canvas area of the page, either click on the widget to add—the widget automatically will be applied to the page in a “logical” position. Or, simply use your mouse to drag and drop the widget from the Item panel to the canvas.

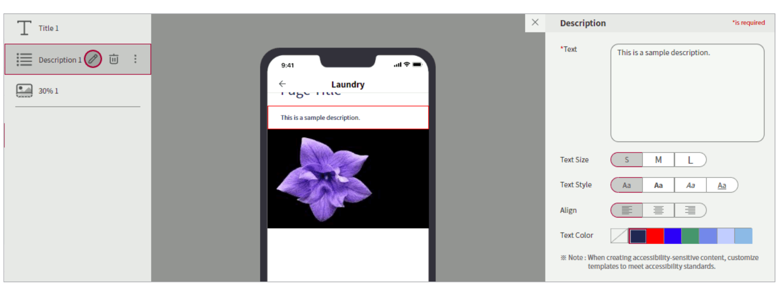
Repeat this step to add additional widgets.

Modifying Widget Attributes

Note: Design widgets (Blank, Light, and Bold) cannot be modified.

To customize a widget’s attributes, select the widget (either click on the widget in the page’s canvas area, or click on the widget in the panel at the left of the canvas), and click on the **Modify** ( ) button.

The widget attributes will then be displayed to the right of the canvas, for example:



Notes:

- A red border denotes a selected widget and/or widget option. The example above shows that a Description widget is selected—identified both in the panel on the left and in the canvas area—and also shows that the option to modify the widget is selected.

- Whenever there is an option to select or add an image, recommended maximum resolution specs will be displayed in the attributes panel for each type of image.

  To upload an image:

  − Either click the **Select Image** button at the right of the image thumbnail or click within the image thumbnail area.

    Note: If you want to select a new image to replace an existing image, you must first click the **Delete** button at the right of the image thumbnail to clear the current image before you can select a new image.

  − In the Open pop-up window, select the applicable image, and click **Open**.

  − In the Caption field, type a brief, descriptive caption—up to 50 characters—for the image.
- Image (30% and 50%) widgets allow you to select up to four images for a slide show. To add a second, third, or fourth image, click the **Add Image** button below the preceding image thumbnail, and then repeat the steps to select the image (see also bullet above).

Deleting Widgets

To delete a widget, either click on the widget in the page's canvas area to select it, or click on the applicable widget in the panel at the left of the canvas. Then, click on the **Delete** ( ) button.

At the prompt for confirmation, click **OK** to delete the widget.

Moving a Widget Up or Down

To move a widget up or down on the page, select the widget to move either by clicking on the widget in the page's canvas area or by clicking on the widget in the panel at the left of the canvas. Then, you can either simply use your mouse to drag and drop the widget to the desired location on the canvas, or you can click on the button for the widget and select **Move Up** or **Move Down**, as required.

This section provides a brief overview of both the mobile Guest app for end users and the mobile Keeper app for property staff.

Guest App

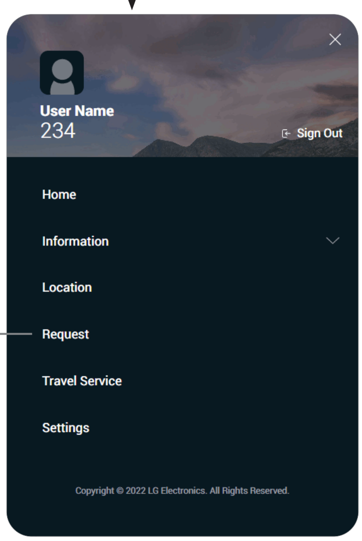
In accordance with features added/enabled in the Mobile App Creator and in conjunction with partner services, e.g., PMS and QMS servers, installed on the Pro:Centric server, the Guest app provides end users with a mobile device the ability to:

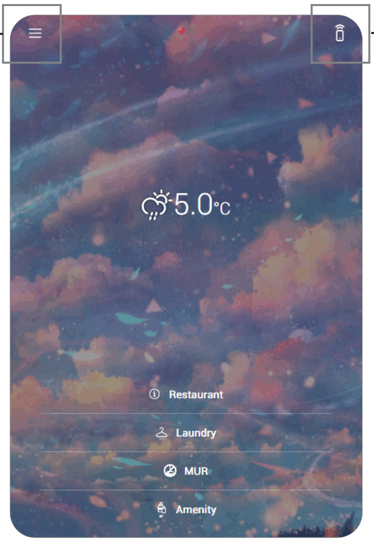
- Remotely control in-room TV(s).
- Access information pages for the property and its facilities/locale.
- Request amenities.
- Schedule travel services.

Access to the user/room-specific mobile app will be provided by property, frequently via a QR code displayed on the Pro:Centric portal. The following example shows sample Guest app Home, Menu, and Request pages.

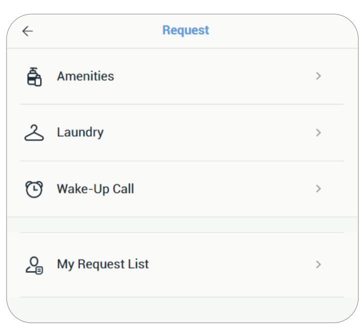
Select to display app settings and menus.

Select to display a remote control.





Home Page
The app Home page may contain up to four “quick access” Information or Request menus, as defined in the Mobile App Creator (see “Home Page Tools” on page 12).



Available requests are enabled in the Mobile App Creator (see “Request Page Tools” on page 18). An end user will be prompted to confirm a request before it is logged in the system.

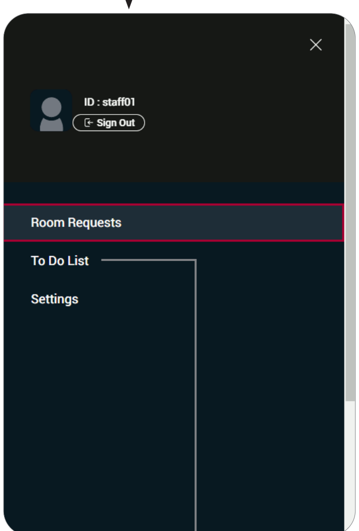
Reference: Guest App and Keeper App Overviews (Cont.)

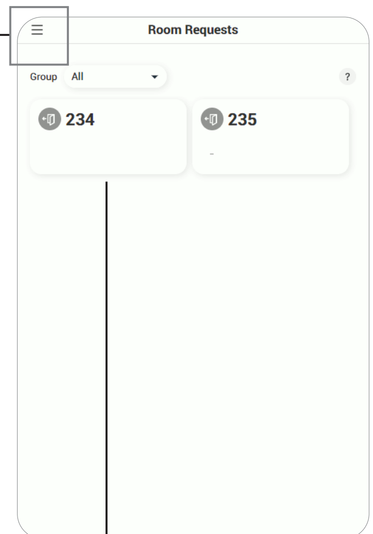
Keeper App

Keeper app user accounts and property/room assignments are set up in the Pro:Centric Cloud portal Room Manager. Each property administrator creates the appropriate operator accounts and sends the Keeper app links so that operators can access the app and monitor/fulfill requests received from the Guest app. Refer to the ***Pro:Centric Cloud Portal User Guide*** for additional information.

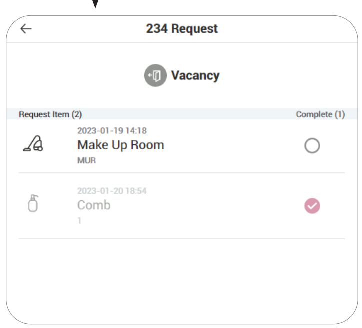
The following example shows sample Keeper app Room Requests, Menu, and To Do List pages.

Select to display app settings and menus.

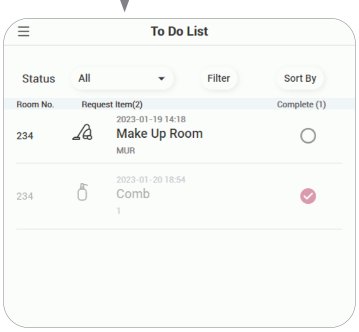




Room Requests (Home Page)
The Room Requests page is the Keeper app Home page. This page will show all the rooms to which the operator has been assigned, and the operator also can filter by groups, if desired.



When the operator selects a room, individual requests will be displayed, along with each request's status (i.e., complete or not complete). Once a request is complete, the operator can select the radio button at the right of the request, under the Complete header. The app will prompt for confirmation, and if confirmed, a checkmark will be displayed.



To Do List
This page allows the operator to sort/filter room requests by request status (Not Completed or Completed), type of request (All, MUR, Laundry, or Amenities), and/or date or room number.

Document Revision History

Date	Description
January 2023	Revision A: New document

Product documentation is available online at: **www.lg.com/us/business**.

Notes

For Customer Support/Service, please call:

1-888-865-3026

www.lg.com/us/business

206-4400
Revision A