

Troubleshooting

trou-ble-shoot *verb*: To analyze or diagnose a problem to the point of determining a solution; to explore why something is not working properly in order to fix the problem, which may first require determining whether the problem is caused by hardware or software

Version 1.24.17

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Importance of Troubleshooting

The CTM Way

We commit to delivering a superior experience to our clients and partners—a pursuit of excellence in our daily interactions.

Our ExploreBoard experience should be the “best in class” visitor information solution on the market today.

We recognize that doing things the right way is the only way—and is always rewarding.

Setting the tone with a successful ExploreBoard installation provides the host partner with confidence in our products and services. We understand that the investment of our time and attention to providing high quality service visits is rewarding for clients, visitors and host partners.

We care about the satisfaction of our location partners—they are integral to our success and deserve exceptional service.

ExploreBoards should always be perceived by our location partners as a valuable, useful and necessary resource to enhance their guest /customer experience.

We care about the success of our clients—our goal is to deliver value and drive results.

Visitors should find ExploreBoards welcoming and inviting, excited to interact with high quality and relevant local information. To achieve valuable (and trackable) usage reports and deliver a high return on each client’s investment, the most up-to-date client content should always be appearing on ExploreBoards located in high profile, heavy traffic locations

We embrace open and transparent communication and feedback.

We rely on constant feedback from you and our host partners to understand how our screens are performing in the field.

We recognize that success comes from a relentless passion for creativity, innovation and improvement—empowering us to drive positive business results every day.

Your feedback and constant communication helps us continually improve our equipment, products and services.

Toolkit:

Allen Wrench



Wrench Set



Two 25 ft Ethernet cables



Two 3 ft HDMI cables



Glass Cleaner



Paper Towels • Microfiber Cloth



Compressed Air Can



Screwdriver (Flat/Phillips)



Pliers



Zip Cable Ties



Scissors



Paper Clips



Electrical Tape



Remote Control (for touch screen)



Extra Screws



USB Sticks for Calibration (1)



Laptop with USB port



Keyboard with USB Connection



Spare/Back-Up Player



Reporting Tools

Know Your Networks:

Daily reporting and online monitoring provide real-time data about your ExploreBoard performance. When you see a shift (drop or spike) in activity, pay close attention to the causes.

Daily Engagement Tracking:

Our software “pings” each ExploreBoard location every 90 minutes and retrieves any activity recorded during that time. (To retrieve accurate data, the location, we must be connected online.)

Daily activity is calculated and reported to local Operations and Sales Management teams on an engagement report showing how each installed host location performed the previous day.

The activity (or lack of) touches recorded should be your first indication of any technical, connectivity, software or equipment problems.

Keep in mind that the daily activity usually correlates to the size of the screen. (42” screens typically receive proportionally more daily touches than small screen tablets.)

Once all technical issues are ruled out, some locations may be deemed “underperforming.”

Sales & Ops should evaluate the circumstances and consider alternative options within the same underperforming host location or relocation to a higher traffic host.

Online Monitoring Software:

ExploreBoard players are also monitored by online software tracking our real-time connections to each location and providing screen captures of what content is “live” at any connected location.

If we have an online connection to an ExploreBoard, many issues are resolved by simply rebooting the board and will not require a site visit.

If we have lost our online connection to an ExploreBoard, this software will indicate the exact time the connection was lost.

Communication with someone on site may be required to determine the reason and next steps for disconnections lasting 12-24 hours.

Activity Expectations:



An average of 100 daily touches per location will generate 3,000 profile touches per month, which is considered a “good” location.

25 or Fewer Touches?



Keep an eye on locations receiving 25 or fewer daily touches. The lack of activity might be an indicator of technical issues.

Consistently low activity falls far short of 3,000 monthly touches and generates a weaker return on investment for our clients.

Zero Touches?



Question and investigate!

If your host location is open, if the ExploreBoard is online/connected, equipment is functioning properly and if it's in a high-traffic location, it is very odd to receive **no** activity during an entire 24 hour period.

Too Many Touches?



Notice an *extreme* spike (i.e. hundreds) in daily activity? Look closer... If that location has been offline or a time, all the unreported daily activity stored will “dump” as soon as it comes back online OR the screen could be experiencing a touch calibration issue, causing “over-touching.”

Troubleshooting Process

Expectations

As with any technology solution, it should be expected that ExploreBoards/tablets will require additional support or repairs at some point during their lifetime.

Our goal is to never leave a malfunctioning or damaged ExploreBoard in the field. When equipment, hardware and software connections are not working properly, we want to quickly diagnose and solve the problem.

Troubleshooting is a systematic approach to problem-solving used to find and correct issues with complex machines, electronics, computers and software systems.

Clearly defining the problem allows us to closely analyze the situation and determine if the problem is related to internet, equipment, hardware or software issues.

What are you seeing, or not seeing?

The first step is collecting as much detailed information as possible. This often includes documenting either the undesired behavior or a *lack of* expected functionality by taking a photo or video of what you are seeing.

With or without a photo or video, we will need as much detail as possible to understand symptoms or special circumstances necessary to reproduce the issue ourselves.

When is this happening?

Clarifying the exact time of the problem and any changes or alterations made by the host location can also be incredibly helpful to a quick resolution.

Once common causes are ruled out, we may proceed with a systematic and logical process of verifying the unique of parts of your specific ExploreBoard/tablet set-up.

Connectivity:



Most issues relate back to connectivity. One of the first steps in troubleshooting is to confirm that we are connected to the Internet and all necessary ports are cleared by our host partners.

Hardware:



Some issues will be equipment-related. Routers, players and screens could be damaged or in need of repairs. This may require some testing to confirm the exact hardware item causing the problem.

Software:



Once connectivity and hardware is ruled out, the cause of the problem may be software related. This may require a programming/code fix by our developers.

Patience:

Time and patience may be required to rule out a few possible causes, to verify that the issue persists, and consider any incompatibility and/or third-party causes.

While potentially time-consuming, this process is critical to define the true cause and nature of a problem and to prevent it from occurring again and requiring multiple troubleshooting visits for the same issue.

Once the problem is identified, the solution may require a simple adjustment, a reboot, a repair or an entire replacement.

Confirming Power Sources

Power Strips:

Most ExploreBoards will have a power strip.

- **If your on-site issue appears to be power related, first confirm that the power strip is plugged in to an active outlet and the light is “on.” (Most power strips have an on/off button light.)**
- **Perform a visual inspection to confirm that the power strip is not damaged/pinched in any way.**
- **Power adapters at the incoming A/C current port may have a loose connection... If so, simply push the cable into the power brick to tighten the connection.**
- **Confirm what is drawing power from the power strip. You may have power cables connected for the following items:**
 - Tablet
 - Screen
 - Player
 - Router

Ethernet Cables:

- **Be sure your cords are free and clear of any objects or surfaces on the interior or exterior of the stand that could damage them.**
- **When Ethernet cords are damaged, your internet connection will likely be impacted.**
- **A common issue can be that the cable termination plug may be damaged or the clear plastic snap-in tongue may be broken due to wear and tear.**



Probable Causes:

It may seem obvious, but confirming that all connections are stable and that all necessary equipment is receiving power and internet should be your first troubleshooting step.

Loose cables may cause issues. The problem may be as simple as some important equipment was unplugged by someone at the host location.

- Has our equipment been moved/relocated?
- Is our host partner, maintenance, cleaning crews, etc. turning the ExploreBoard off from the power source and forgetting to turn it back on?
- Are visitors or host partners unplugging the ExploreBoard to charge other mobile devices
- Is the location open for business? Are seasonal hours or remodeling projects severely impacting activity?

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Monday-Friday between 9 a.m.—7 p.m. EST, call your Ettractions Network Manager at 1-888-303-0615 and/or e-mail all the relevant details to: ebssupport@ettractions.com

Powering Off & Rebooting Equipment

Know Your Equipment:

Your hardware should have an inventory label attached that indicates the equipment model, size, color, serial number and MAC address.

When calling Etractions for support, please note the specific equipment models you are working with to expedite the process.

Compare the model number on the inventory sticker with the photos below for location of power buttons.

ExploreBoard Players:

Note the power button's location on each player's model number:



ExploreBoard Screens:



NEC Screens:
Standing in front of the screen, find the power, menu and input buttons (for 42", 32", and 19") located on the bottom right of the screen .

ELO Screens:
Standing in front of the screen, reach behind the bottom right to access menu and input buttons Press these two buttons simultaneously to bring up the menu and make changes.

Routers:



Some routers have power buttons and a power source (plug.)



Some routers have a power source (plug) and will require a paper clip to restart since the button is so tiny.

Tablets:



Slide off the rectangular panel on the back of the tablet

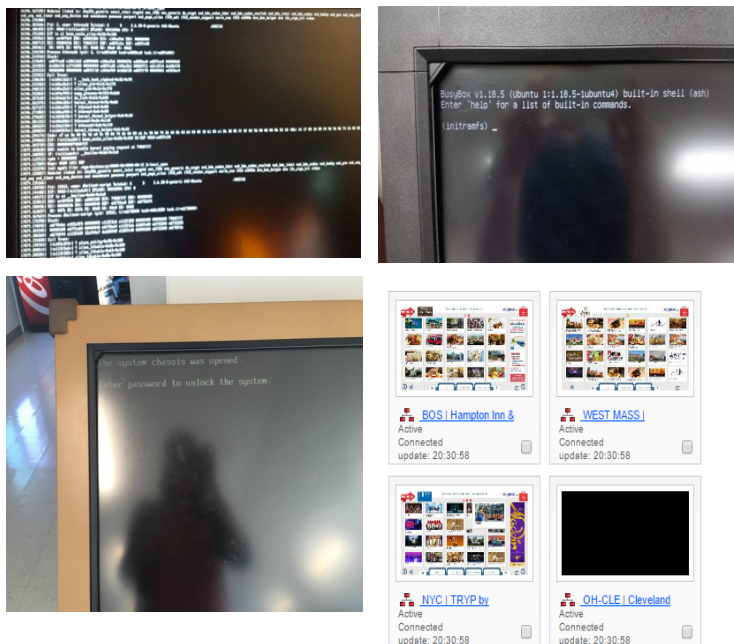


Pull the plug out of the back of the tablet.

Screens: White Text on a Black Screen

While the screen looks like it is presenting a problem, the actual cause is likely the ExploreBoard media player is failing and showing error messages on the screen.

If viewing in Engage, a black screen capture appears.



- **First, start the media player with power button on the player itself. (If this is impossible, unplug the player from the power strip or outlet, wait two minutes and plug back in.)**
- **Hold power button for 5 seconds, or until player powers off and wait a full 2 minutes and turn player back located at the back of the stand (pillar style) or the storage area (Sleek.)**
- **If prompted on screen, enter the password dvdvdv**

Probable Cause:

White text appearing on the screen is usually an indicator that the hard drive on the media player is failing.

The text appearing on-screen may prompt you to enter a password.

You WILL need a keyboard with a USB port to enter the password. Plug keyboard into the USB port in the player (which is the computer.)



If your player has failed, you may need to have Ettractions prep your back-up player with the content for that location so you can make a swap.



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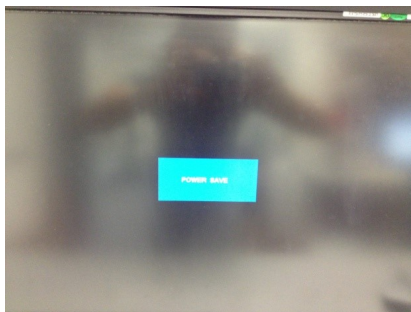
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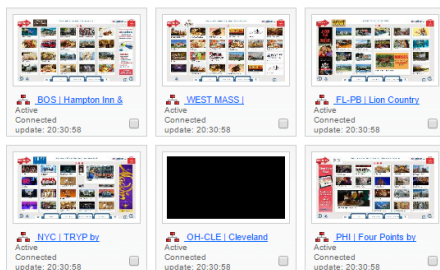
Black Screen or “Power Save” Message

Is the Display Cable Connected?

- Verify that the display cable is properly connecting the screen to the media player.
- A message on the screen indicates that the screen has power, but no content will appear if the source of the content (media player) has been disconnected from the screen.



- In this scenario, the screen has probably just lost its connection to the media player.
- In the Engage monitoring system, we may see that the media player is connected to the internet, but there would be a black screen with the error message showing as the screen capture.



- A “Player running in headless mode” error message means that the player is running without a screen.

Confirm Screen Input Settings:

- Using the screen’s remote control (or input settings buttons for newer screen models) press on the “input” button, scroll up or down to highlight the input corresponding to the type of cable (VGA, DVI, or HDMI) being used and click on “SET” on the remote control. This should fix the issue.
- If not, contact Ettractions for assistance.

Probable Cause:

Sometimes called “running in headless mode,” the VGA, DVI or HDMI cables may not be properly connecting the player to the screen and preventing content from appearing. (Loose connection.)

As a screen is being turned/powered off, it will say “NO SIGNAL” then “POWER SAVE” before going dark.

If your screen is still powered on, your screen input settings may not be matching the actual cable you are using. (HDMI, VGA, DVI)

Depending on your screen model, you may need to access the remote control from your toolkit to change the input settings. (NEC screens require a remote control.)



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Screens: Flickering or Dark Spots



Probable Causes:

This is not a problem that can be tracked on our monitoring software. This will only be visible at the location.

Flickering or unusual screen discoloration (purples, amber/greens) may be caused by the VGA, DVI or HDMI cables not properly connecting the player to the screen. (i.e. A loose/faulty cable connection.)

Dark spots or partial screen coverage could also mean that the screen is damaged or at the end of its life. The veil will usually be showing vertical or horizontal lines.

Is the Display Cable Connected?

Verify that the display cable is properly connecting the screen and the media player,

Confirm Screen Input Settings:

Using the screen's remote control (or input settings buttons for newer screen models) press on the "input" button, scroll up or down to highlight the input corresponding to the type of cable (VGA, DVI, or HDMI) being used and click on "SET" on the remote control.

NEC Screens at the End of Their Life:

A replacement screen may need to be ordered... Depending on the age of the stand, a replacement stand may also need to be ordered/upgraded (compatible with newer, thinner screen models.)

If problem still persists after going through the above steps, call 617-275-5908 or contact your Operations Manager for assistance and next steps.

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Screens: “Touch” is Not Working Properly

What’s Happening?

If you touch the screen and nothing happens, the touch cable (NEC screens) is likely disconnected from the screen and/or the media player. Before anything else, confirm that the touch cable and the display cables are well connected **where?**

If you are typing on the EB keyboard, for example and touching the letter “e” but the letter “r” is being selected, there is likely a calibration issue.

If you are touching an active spot on the screen and there is a slight delay, but the correct option is selected, that may be **different.??**

**Ettractions reloads the touch driver on the player and the V.I.S tests the touch afterwards
The screen is recalibrated with a recalibration stick
The screen is recalibrated with a laptop and VGA cable if the USB stick is not available.**

Recalibrating NEC Screens:

Whenever we lose touch, it’s always because the touch cable is disconnected on the player side or on screen side. To repair, you will need to

Power off the media player

Insert the USB stick on a USB port on the player and start the player

Crosshairs will appear, one by one at every corner of the screen. Touch the center of the crosshairs one at a time when prompted by the screen until all four corners are done and touch the OK to validate. Then turn the player off, remove the power cable from the screen, then reconnect the power cable to the screen and restart the player. When the profiles come up, test the touch and calibration.

If problem persists after going through the above steps, call 617-275-5908 or contact your Operations Manager for assistance.

Probable Causes:

If this is an NEC screen, it has likely lost calibration entirely or is having an issue performing the calibration.

ELO screens may have a bad touch cable, but touch is not usually an issue on these screens. Contact Ettractions for specific touch issues on ELO screens, and please record the experience if possible.

Do note that ELO screen touch uses an infrared touch technology designed for heavy/consumer use which is slightly different and potentially less sensitive than someone may be used to on their personal smartphone device.

If clients or host partners are expecting a touch experience exactly like a personal smartphone, please advise them that the technology is not the same. They may report that the touch is not responding or delayed, but it could be working just fine.

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Connectivity

Hardline Connection?

These connections use an Ethernet cable plugged into an Ethernet port (looks like wide telephone jack) which is then plugged directly into the media player.

- **Is the Ethernet cable plugged into the wall?**
- **Is the Ethernet cable plugged into the player? Check to make sure it is connected on both ends.**
- **Confirm with the location they haven't made any changes to their internet.**
- **Reboot player and see if connection comes back.**

Wi-Fi Network Connection?

Wi-Fi connections take the host location's original Internet source (decoded through a modem) through a router which shares the Internet connection wirelessly to multiple devices. Router is configured to the locations internet then an Ethernet cable is plugged from the router to the player. (See Connectivity module to confirm specific router types.)

- **Is the Ethernet cable plugged in?**
- **Is the router on?**
- **Confirm with the location they haven't made any changes to their internet.**

3G/4G Network Connection?

3G/4G connections access the Internet through a cellular provider's network (like T-Mobile or AT&T.) A USB "stick" is connected to a TP-Link Wi-Fi Router then an Ethernet Cable is plugged from the router to the player.

- **Is the Ethernet cable plugged in?**
- **Is the router on?**
- **Check your phone. do you have a good phone signal in this location? Does it change when you move to a different part of the room?**
- **Power off all equipment and reboot it. If connection does not come back call Ettractions to walk though additional steps.**

Probable Causes:

Is someone or something interrupting the Internet connection? Is the Ethernet cable is being disconnected to connect a local printer or other equipment instead?

When using Hardline or Wi-Fi there might be additional work to be done to get the player MAC address cleared with the locations IT. Even if this is something you have done before it may need to be done again.

Equipment:

- When troubleshooting a location have your division's spare 3G with you. If the issue is not resolved, you can temporarily put the 3G there while additional work is done to fix the issue.
- Having an extra Ethernet Cable, Wi-Fi Router and Media Player with you for all troubleshooting can help easily fix issues when the equipment is faulty.

Hardline Connections Require:

- Ethernet Cable

Wi-Fi Networks Require:

- Ethernet Cable
- Wi-Fi Router

3G/4G Networks Require:

- Ethernet Cable
- Wi-Fi Router
- TP-Link
- USB Stick

Screens: Content is Missing or Not Loading



- **First, document what is missing. This isolates if the problem is affecting your entire (multi-screen) network or just this single location.**
A weak internet connection may prevent files from loading properly at a single location.
- **Has this player or tablet been offline for a significant amount of time or is loading content for the first time?**
If so, the loading time may take up to 24 hours depending on the size of the network.
- **Missing tiles may be also caused by a corrupt file(s), which typically will affect on ALL screens in a multi-screen network.**
Online screen captures of your network in Engage should indicate if the issue is network-wide or affecting a single location.
- **If you do not have access to the online monitoring software, contact your Operations Manager or Ettractions to check for you.**
- **The best course of action is to document exactly what is missing and notify both your local Operations Management and Ettractions.**
- **The resolution may simply involve patience for the initial file download, removing and replacing a corrupted file, or the local internet connection may be the issue.**

Probable Causes:

ExploreBoards:

A missing photo, banner ad, video, PDF document or screen takeover could indicate that a media file is corrupted and unable to properly load on the Engage server.

Several missing files typically indicates that a lot of new content is still trying to load on the player for the first time, or connecting again after being offline for an extended time.

Depending on the volume of new content, this could take a few hours (or even overnight.) As the individual files load on the player, they will usually appear.

Tablets:

Tablets to not load files on the Engage server, so if you are seeing missing tiles on a tablet or if the header/footer messages are missing, this usually indicates a weak or intermittent Internet connection.

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Maps or “Send-to-Me” Won’t Work



In this scenario, you are seeing profile content, but the profile's map section is blank and/or you have lost the ability to send e-mails or SMS (text) messages.

Reboot the Player

Re-start the player by holding the power button for 5 seconds, or until player powers off.

Check Internet Availability:

- **Ask host location if they are experiencing any internet or network related issues, or if they have changed providers. If yes, communicate these details to your Operations Manager ASAP.**
- **Hard-line? Disconnect and reconnect from wall jack and player and restart the player**
- **Wi-Fi? usually a Cisco Linksys device, power cycle device. Unplug the power source, wait 2 minutes, and reconnect.**

*Confirmed that the Internet is the issue?
Location's IT person or Vendor Company likely needs to be contacted to clear the Mac address or open ports to allow a complete connection (if using hardline or Wi-Fi connection.)*

- **Using 3G? Disconnect T-Mobile USB stick from TP-Link router. Power cycle router, reconnect and restart player.**

If using 3G call Ettractions to verify the Sim card/phone number associated with the and reset the 3G (disconnect and reconnect to the tower.)

Probable Causes:

Maps and directions require a stable Internet connection to function properly. If the ExploreBoard or tablet are not properly connected to the Internet, we lose the ability to show maps, directions, send text messages or e-mails, to pull engagement usage, to reboot the board remotely and to upload any new content until we re-establish a solid connection.

Ad and profile content appearing when the ExploreBoard or tablet is offline will be from the last successful content upload, which could be out of date.

To confirm that the Send-to-Me is working, send an e-mail or SMS (text message) to yourself from the board.

If sending to your supervisor's e-mail or phone number, confirm that the message was received *prior* to leaving the location.

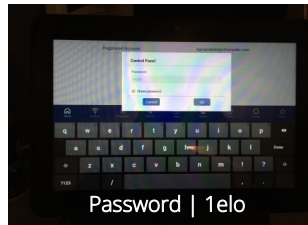
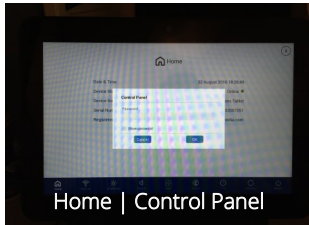
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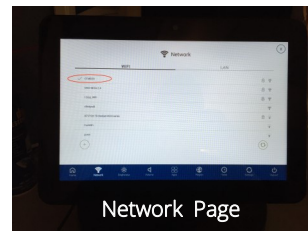
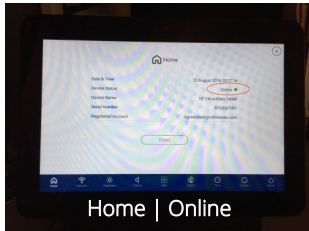
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Tablets: Rebooting & Confirming Connections

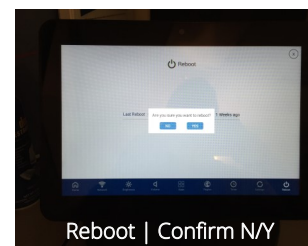
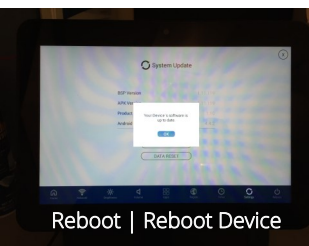
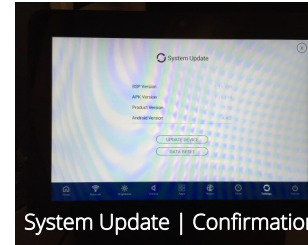
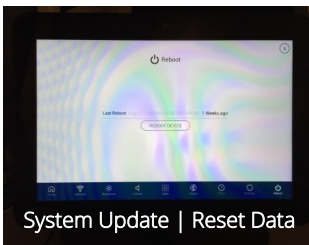
- To get into settings of the tablet press the two buttons on the back and the password screen will come up on the front and enter password "1elo"



- Confirm tablet is "online." When online, look for the green dot on the Device Status line. Press "network" at the bottom. (2nd option from the left.)



- From this page you can connect to a Wi-Fi network. If you are connected there will be a green check mark next to the network you are connected to. If you are connected via a hardline (Ethernet cable) your connection will also appear here.
- From Setting tab (2nd from the right) check for software updates and do a "data reset." If the tablet is stuck and needs to be reset we may ask you do to a "data reset" by hitting "data reset" then selecting "yes."



How This Works:

Unlike ExploreBoards using a screen and player combination, ExploreBoard *tablets* run using an APK (Android Application Package) which is essentially a custom "app."

Because tablets do not have a separate player (and are not monitored by Engage software,) most technical issues are resolved by rebooting the tablet for a data re-set and confirming a strong and stable online connection.



The serial number is located on the back of the screen above a barcode. Use the serial number to ensure the right tablet is being worked on.

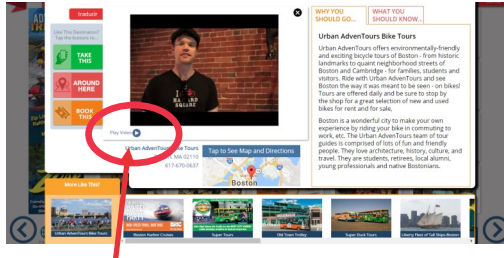
Simultaneously pressing both buttons will access the tablet's settings page.

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Sound: No Sound or Strange Sounds



Sound Check:

To confirm your volume settings, open a profile that has a video loaded ("Play Video" will appear below the photo box.)

Press the blue arrow button to play the video and check the volume settings on your ExploreBoard or tablet.

You can confirm if the video itself has sound by simply viewing same profile to play the video on www.etractions.com from your mobile device or a desktop computer.

IMPORTANT: Screen take-over ads are silent.

You should not hear any sound on a screen take-over (the ads that rotate out on the home screen every 2 minutes the screen is idle.) If you do hear sound on a screen take-over advertisement, notify Etractions immediately

Where are the Speakers?

Speakers are built into the screens and tablets, and the files with the sound are stored on the media player.

This means you will need an audio cable connection from the media player to the screen. (Use the round inputs labeled for headphone jacks.)

Volume Controls:

NEC Screens:

Adjust the speaker volume up or down via the screen's Main Menu using a remote control OR the volume buttons on the screen itself. (Access these buttons by removing the frame.)

Older ELO Screens: (models?):

There is an attached console providing access to the Main Menu where you will find the volume controls.

Newer ELO Screens & Tablets (models?):

The screen's Main Menu can be accessed near the power button on the back of the screen in the lower right corner. Adjust the volume on the touch screen itself.

Probable Causes:

No Sound When Selecting the "Play Video" Button Inside an Opened Profile:

- The video itself may not have sound
- The audio cable may not be connected properly
- The screen's speakers are not activated. (Volume is down or on mute)

Strange Noise From the Player:

Screeching sounds from the player are a likely indication that the hard disk may be dying.

Volume Settings:

Some host partners may not want sound activated at all, and other locations are large noisy spaces requiring the volume to be up high enough to hear at close range. Set the volume settings to what is most appropriate for the specific location.

Troubleshooting Checklist

Cords & Connections:

- Confirm that plugs, wires and cords are secure. (Not too loose to be easily pulled/disconnected and not too tight to be pinched/damaged.)
- Cords/wires should be inconspicuous from the visitor's viewpoint and should not be pinched under the stand itself.

Connectivity

- Don't leave without confirming that you can send e-mails and SMS messages from the boards.
- Maps should be loading when profile is opened.
- Contact Ettractions to make sure we can see that the ExploreBoard is fully connected on our end and provide remote support.

Content

- The "Welcome to" message and host logo on the top of the screen should be spelled correctly and be up-to date with their current branding.
- If the host partner has requested any special booking message or required that certain competitors are blocked, be sure these are set-up. (When players are replaced, any exclusions or custom content may need to be re-set.)

Cleanliness

- Make sure the ExploreBoard itself is thoroughly cleaned and the area around the board and stand is cleared of any debris, packaging, boxes or installation equipment.
- If any host location furnishings were moved to accommodate the installation, please ensure they are returned to their original spot.

Communication (Host Partner)

- See information to the right... host partner should know the benefits/features of the ExploreBoard, how to turn the board/tablet on/off, and how to handle basic maintenance and who to contact for support.

Confirmation (Photo)

- Take for a photo of the entire stand with the opened host location profile showing maps.

FAQs:

I picked up the IP Address but now it's showing a white screen? Why?
Missed updates are still downloading.

Why do I have an IP Address showing but no maps are appearing?
The connection process is incomplete, the MAC address still needs to be cleared.

The screen was working, but after replacing the player there is no "touch."
The touch driver needs to be installed on the new player.

Player is on but screen says "no signal."
This means the screen is not connected to the correct input setting (VGA, DVI, or HDMI)

Player is on, but screen is black and no lights are on.
Screen may have been turned off or unplugged.

When I type a letter or number, the letter or number next to the one I want is being selected.
Screen likely needs to be recalibrated.

The screen's touch feature was just working but now it isn't.
USB touch cable is likely disconnected.

The player starts but then shuts off after 3 to 5 seconds.
Either the power adapter or the media player's interior module has likely failed.

Pop Quiz!

Match each issue below with the likeliest cause on the right:

- After confirming all cables are connected, the media player starts and stops every 3 to 5 seconds. What's the likely problem?
- You arrive at a location and find the screen flickering with green and amber lines. What can cause this?
- The board is on with a profile is showing, but the maps are not showing. What is the likely problem?
- You find a board that connects to the internet with a TP-LINK 3G set up. You check and find no maps. The TP-LINK router has all the lights but the 3G stick has no light on, what's the likely problem?
- The board shows a black screen and white text, what has happened?
- The board is on but several of the thumbnail tiles are blank, what is the most probable cause?
- The player is powered on and connected to the screen but the screen remains entirely black with no error messages or prompts. What is the likely issue?
- The screen is powered on but the player is not. Both are connected to the same power strip, what is the likely cause?
- The media player is on but the screen is black and gives "no signal" error message, what is the likely problem?

Select the best match from the options below:

- A. No Internet Connection
- B. Weak Internet Connection is Preventing All Files From Loading
- C. Incomplete Internet Connection (MAC address needs to be cleared)
- D. Defective Hard Drive (Player)
- E. Defective Screen
- F. Power Adapter Issues
- G. Screen Input Settings Do Not Match Cable (VGA, HDMI, DVI) Connection
- H. Loose Cable Connection
- I. Touch Driver Needs to Be Installed
- J. Screen is Turned Off or Unplugged
- K. Incoming Connection to the Media Player's Power Brick or End Connection to the Player's Power Port is Loose or Disconnected