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E-Paper Content Management System

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1. Getting started

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E-Paper Content Management System

The E-Paper Content Management System (CMS) is a web console for managing many e-paper displays in one place. Without going on site, you can send images to displays, change images on a timer with playlists and schedules, see each display's connection status and notifications at any time, and update device software remotely.

Who this manual is for

It is for the people who sign in to the E-Paper Content Management System console:

Role	Main tasks
Platform Administrator	Uses every feature, manages all accounts (including other Platform Administrators)
System Operator	Manages devices, content and schedules, handles notifications, manages all accounts except Platform Administrators
Content Manager	Can only use "My Gallery" to upload and manage images

For the menus and actions each role can see, see Console tour and role permissions.

Setting up the display itself?

To learn how a display connects to the CMS and when the CMS is in control, see CMS connection and control.

Related pages: Signing in and your account, CMS connection and control, Glossary

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Signing in and your account

> Where: the sign-in page; after signing in, the **account menu** at the top right of the header

You need to sign in before using the E-Paper Content Management System. This page covers signing in, changing your password, logging out, switching the language, and the idle auto-logout and license expiry notices.

Signing in

Open your organization's E-Paper Content Management System address in a browser. The "Log In" page appears first.

Field	Description
"Username"	Your account name. Required. If left empty, "Username is required" appears
"Password"	Required. If left empty, "Password is required" appears
"Remember me"	Currently has no effect; see below

Then click "Login".

- If the username or password is wrong, "Invalid username or password" appears.
- A disabled account cannot sign in. Ask your Platform Administrator or System Operator to enable it again.
- After signing in, a Content Manager goes straight to "My Gallery"; other roles go to "Device List".

The sign-in page has no sign-up option. Accounts are always created by a Platform Administrator or System Operator in "User Management".

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"Remember me" currently has no effect

Whether or not you tick "Remember me", your sign-in is kept in this browser: if you close and reopen the browser while your sign-in is still valid, you go straight into the console without signing in again. On a shared computer, always choose "Logout" from the account menu when you are done. This is a known issue; this page will be updated when it is fixed.

How long a sign-in lasts

Even if you keep using the console, you must sign in again after at most 7 days (system default). You are also logged out automatically after being idle for too long; see Idle auto-logout.

Forgot your password

The sign-in page has no "Forgot password?" link, and you cannot reset your password yourself. Ask your Platform Administrator or System Operator to use "Change Password" on your account in "User Management", then sign in with the new password.

If a Platform Administrator forgets the password

System Operators cannot see or change Platform Administrator accounts, so a Platform Administrator who forgets the password must ask **another Platform Administrator** to reset it. We recommend having at least two Platform Administrator accounts.

Changing your password

1. Click the account menu at the top right of the header (it shows your username).
2. Choose "Update Password" to open the "Update password" page.
3. Fill in the fields below and click "Update".

Field	Description
"Current Password"	The password you use now. If it is wrong, nothing is changed
"New Password"	The new password

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Field	Description
"Confirm new password"	Enter the new password again. If the two differ, "Passwords do not match" appears

When the change succeeds, "Password updated successfully" appears. Use the new password next time you sign in.

Logging out

Click the account menu at the top right of the header and choose "Logout". You return to the sign-in page.

If the current page has unsaved changes, you are asked "Are you sure you want to leave? You have unsaved changes." first, and logged out only after you confirm.

Switching the interface language

Use the language menu at the top right of the header to switch the interface language; the sign-in page has it too. The choices are "繁體中文", "English" and "日本語".

The screen switches immediately, and this browser keeps the choice next time. On first use, the system picks the language from the browser's language setting; if the browser language is none of these three, English is shown.

Idle auto-logout

To keep others from using the console while you are away, the system logs you out automatically after 10 minutes without any activity (no mouse movement, clicks or typing).

When	What happens
After 9 minutes idle	A message "You have been idle. You will be logged out in N seconds." appears and counts down from 60 seconds

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When	What happens
During the countdown	Click "Stay Logged In" to keep working, or "Log Out Now" to log out right away. Clicking outside the message does not close it
After 10 minutes idle	You are logged out automatically and return to the sign-in page

If you have several console tabs open in the same browser, activity in any of them counts as still in use.

Auto-logout does not keep unsaved work

When you are logged out automatically, anything you were editing and had not saved is lost. Save your work before leaving your desk.

License expiry notice

After the system license period has expired, a yellow banner appears at the top of every page for all roles: "The system license expired on (end date)."

When you see this banner, contact your system supplier to handle the license.

Related pages: Console tour and role permissions, Glossary

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Console tour and role permissions

> Where: any page after signing in

This page describes the layout of the console and which menus and actions each of the three roles can use.

Screen layout

Area	Position	Contents
Sidebar	Left	The system name "E-Paper Content Management System" and the function menu, grouped into three groups. Click the arrow icon at the bottom of the sidebar to collapse it to icons only; hover over an icon to list that group's pages, and click the arrow again to expand it. The sidebar also collapses automatically when the window is narrow
Header	Top right	Language menu, bell (notifications), account menu
Content area	Center	The page you selected

Sidebar menu

Group	Page	Purpose
Device Management	"Device List"	See the status of every device and send commands to devices
Device Management	"Tag Settings"	Manage device tags, used to filter and organize devices
Device Management	"Firmware Update"	Upload firmware packages and update device software remotely

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Group	Page	Purpose
Content Management	"Task List"	See display tasks sent to devices and their progress
Content Management	"My Gallery"	Upload and manage the images to display
Content Management	"Playlists"	Combine images into playlists
Content Management	"Schedule Settings"	Set what plays on which devices and when
System Settings	"User Management"	Manage the accounts that sign in to the console
System Settings	"System Update"	Update the E-Paper Content Management System itself

Each page is described in detail in later chapters.

Header

Item	Description
Language menu	Switches the interface language; see Switching the interface language
Bell	Opens the "Notifications" page; the number at its top right is how many notifications are not yet acknowledged. Only Platform Administrators and System Operators see it
Account menu	Shows the username you are signed in as, with "Update Password" and "Logout"; see Signing in and your account

The "Notifications" page is not in the sidebar; you can open it only from the bell.

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The three roles

Each account has one role, assigned by a Platform Administrator or System Operator in "User Management".

Role	Suited to
Platform Administrator	The person responsible for the whole system; can use every feature and manage all accounts
System Operator	Staff who manage devices, content and schedules day to day; can manage all accounts except Platform Administrators
Content Manager	Staff who only prepare images; can use "My Gallery" only

Menus each role can see

Page	Platform Administrator	System Operator	Content Manager
Device List	✓	✓	—
Tag Settings	✓	✓	—
Firmware Update	✓	✓	—
Task List	✓	✓	—
My Gallery	✓	✓	✓
Playlists	✓	✓	—
Schedule Settings	✓	✓	—
User Management	✓	✓	—
System Update	✓	✓	—
Notifications (bell)	✓	✓	—

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Pages a role cannot use do not appear in the sidebar; a sidebar group with no visible pages does not appear at all.

Platform Administrator vs. System Operator

Both see the same pages. They differ in these actions and displays:

Action	Platform Administrator	System Operator
See Platform Administrator accounts in "User Management"	✓	—
Set an account's role to Platform Administrator	✓	—
Edit, reset the password of, or delete a Platform Administrator account	✓	—
See the connection quality icons (orange exclamation mark, grey i) in "Device List"; see Connectivity	✓	—
See "Blackbox Bundles" in the "..." menu of "Device List"	✓	—
See "Refresh Failure" and "System Error" notifications; see Alert types	✓	—
Edit the license period in "System Update"; see License period	✓	—

What a Content Manager sees after signing in

A Content Manager goes straight to "My Gallery" after signing in. The sidebar shows only "My Gallery" under "Content Management", and there is no bell in the header. This is the intended permission design, not a fault.

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The "Role Descriptions" text differs from the actual permissions

The "Role Descriptions" shown when adding or editing an account in "User Management" say a Content Manager can manage playlists, but in fact a Content Manager can use only "My Gallery". Use the tables on this page when assigning roles. This is a known issue; this page will be updated when it is fixed.

Related pages: Signing in and your account, Glossary

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Glossary

Terms used in the E-Paper Content Management System screens and in this manual. For terms about the display itself, see the Product Guide Glossary.

Term	Description
Content Manager	One of the three roles; can use "My Gallery" only. See Console tour and role permissions
Platform Administrator	One of the three roles; can use every feature and manage all accounts. See Console tour and role permissions
System Operator	One of the three roles; can use every page but cannot manage Platform Administrator accounts. See Console tour and role permissions
Role	Decides which menus an account can see and which actions it can take. Each account has exactly one role
Device	An e-paper display managed by the E-Paper Content Management System
Notification	A reminder the system creates when it finds a problem with a device or the system; view them from the bell in the header
License period	The start and end date of the system license. After it expires only a reminder banner appears; no feature is disabled. See License expiry notice
Idle auto-logout	Automatic logout after 10 minutes without activity. See Idle auto-logout
Tag	A device category you name yourself, used to filter devices in "Device List". See Tag Settings
Connectivity	Whether a device is online right now, judged from the time of its last report. See Connectivity
Quality flag	A signal that a device's connection quality has a problem, for example "Weak Signal" or "High Packet Loss". Visible only to Platform Administrators. See Connectivity

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Term	Description
Connectivity Diagnostics	A window showing one device's connectivity status and incident history; opening it asks the device to report its current state. See Connectivity Diagnostics
Diagnostic Data	The hardware and network status a device reported at one point in time; it is one entry in the incident history of connectivity diagnostics and can be exported
Component Versions	The current version of each software component on a device (CMS Component, Standalone App, Panel Manager, Wi-Fi Manager, TCON bin code); only the latest one is kept
Legacy-protocol device	A device that has not switched to the new connection method yet. It reports less data, and does not support takeover, release, clearing the current screen or on-demand diagnostic data collection
Control	Who decides what the panel shows; there are only two owners, Local and CMS. See CMS connection and control
Takeover	A command asking a device to come under E-Paper Content Management System control. The device may refuse, for example during an on-site lock
Release	A command asking a device to return to local control; the button is "Release Control (Switch to Standalone)"
Control mismatch	The control owner the system recorded differs from what the device last reported; take over again or release to bring them back in line
On-site lock	After a device is forced back to local control on site, it refuses takeover for a period of time; the lock ends automatically when the time is up
Firmware package	A .zip file from the manufacturer used to update device software remotely. See Firmware Update
Rejected	The device refused to run the update because of its own state (for example it is under local control) and did not download or change anything; this is not a fault

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Term	Description
Rollback	When the check after an update fails, the device automatically returns to the version before the update
Task	One job of sending one image to one device to display; both manual sending and schedules create tasks. See Task List
Current Stage	The steps a device goes through to handle a task, from "Notified" to "Health Checking". See Current stage
Superseded	A schedule started playing new content before the task had finished, so the original task was stopped. Not a fault. See Superseded
My Gallery	The gallery shared by all accounts, holding the images to add to playlists. See My Gallery
Playlist	A set of images that play in order, started by a schedule. See Playlists
Source	One image in a playlist; it can come from My Gallery or from a web address
Schedule	A setting that, at a set time, starts a playlist or sends a command on set devices. See Schedule Settings
Active	Whether an account can sign in. An "Inactive" account cannot sign in, but its data is kept. See Editing a user
Update package	A .zip file from the system supplier used to update the E-Paper Content Management System itself. See System Update
Automatic rollback	When a system update fails, the system automatically returns to the version before the update, and the status shows "Rolled Back". See When an update fails
Recorded control	The control owner the E-Paper Content Management System records for a device itself. When it differs from what the device reports, that is a control mismatch. See Control
Reported control	The control owner the device reports itself; the latest report counts. See Control

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Term	Description
Change on site	Control changes on site, for example a takeover requested on site or local control forced in engineering mode. See Changes made on site
Site Alert	A notification created when 3 or more devices are not reporting or have an unstable connection at the same time, which is usually a network problem. See Alert types
Acknowledge (notification)	Means you have seen the notification. It repairs nothing, and after you acknowledge it the notification disappears from the list. See Acknowledging notifications

Related pages: Signing in and your account, Console tour and role permissions, Device List, Firmware Update, Task List, Playlists, Schedule Settings, User Management, System Update, Notifications, Control, Troubleshooting, CMS connection and control

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2. Device Management

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Device List

> Where: sidebar → Device Management → **Device List**

See every device's connection status, Wi-Fi signal and control, and send commands to one or several devices. The list refreshes automatically; you do not need to reload the page.

Only Platform Administrators and System Operators see this page, and the two roles can do the same things; the only differences are the connection quality icons and "Blackbox Bundles", described below.

Filtering devices

The filter area above the list can combine the conditions below. Click "Search Devices" to apply them and "Clear Filters" to clear them.

Condition	Description
"Device"	Type part of a device name, or choose one from the drop-down
"Status"	Multiple choice: "Idle", "Downloading", "Processing", "Displaying", "Offline", "Error", "Unknown". See the note below
"Wi-Fi Signal Strength"	Enter a signal range in dBm; see Filtering by Wi-Fi signal
"Tag"	Multiple choice; lists devices that have any of the chosen tags

The "Status" filter works only for legacy-protocol devices

The "Status" options are the image refresh states reported by legacy-protocol devices. New-protocol devices do not use these states, so choosing "Idle", "Displaying" and so on does not find them. To see whether a new-protocol device is online, look at the "Connectivity" column of the list. This is a known issue; this page will be updated when it is fixed.

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Filtering by Wi-Fi signal

"Wi-Fi Signal Strength" has two fields, each with the minus sign already in front; you only enter a number from 1 to 99.

What you enter	Result
Only the left field, for example 70	Devices with a signal of -70 dBm or stronger
Only the right field, for example 70	Devices with a signal of -70 dBm or weaker
Both fields, for example left 80, right 50	Devices with a signal between -80 and -50 dBm

When you fill in both fields, put the larger number on the left

The number on the left must be larger than the one on the right (for example left 80, right 50). If you reverse them (left 50, right 80), no device is found.

Devices that currently show no signal value (see Wi-Fi signal strength) do not appear in Wi-Fi filter results.

List columns

Column	Description
"Device Name"	The device's name; the icon beside it copies the name
"Wi-Fi Signal Strength"	The Wi-Fi signal the device reported most recently; see the note below
"Connectivity"	Whether the device is online right now; see Connectivity
"Control"	Who decides what the panel shows; see Control
"Tag"	The device's tags; click a tag to rename that tag
"Actions"	"Edit", "Create Task" and the "..." menu for more actions

Click a column heading to sort (except "Actions" and "Control"). Each page shows at most 100 devices.

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Wi-Fi signal strength

Display	Meaning
Green dot	Signal of -60 dBm or stronger; good
Orange dot	Signal between -60 and -80 dBm
Red dot	Signal weaker than -80 dBm
Grey dot "- dBm"	No usable signal value right now

A signal value is shown only while the device is connected normally and keeps reporting. When a device is powered off, offline or has stopped reporting, this column turns into a grey dot "- dBm" and does not keep showing the old value from before it went offline. The system re-evaluates about once a minute, so this column may update about a minute late when a device has just come online or gone offline.

Connectivity

Display	Meaning
"Online"	The device reported within the last 2 minutes
"Waiting for Response"	The device has not reported for more than 2 minutes but less than 10
"Not Reporting"	The device has not reported for more than 10 minutes and was not powered off. The system also creates an "Unexpected Offline" notification
"Powered Off"	The device received the "Power Off" command, replied and shut down, and has not reported since
"Local control · offline"	The device is under local control and has not reported for more than 2 minutes
"Unknown"	The device has never reported
"Updating Software"	The device is running a firmware update. The device may restart during an update; this status is shown in the meantime so you do not mistake the device for being offline

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Platform Administrators may also see the following next to "Online":

Icon	Meaning
Orange exclamation mark	There is a connection quality problem (for example "Weak Signal", "High Packet Loss", "AP Roaming Instability"); hover over the icon to see which items
Grey i	A legacy-protocol device that can report less data ("Legacy protocol — limited telemetry"). It does not mean the connection has a problem

System Operators do not see these two icons; a device with a connection quality problem shows only "Online" for them.

Control

Display	Meaning
"CMS"	The E-Paper Content Management System decides what the panel shows
"Local" (orange)	The standalone app on the device decides the screen and schedules; images sent by the E-Paper Content Management System are not shown
"Switching"	A "Takeover" or "Release control" command was sent and the device has not reported completion
"Device did not report completion"	More than 2 minutes passed after the command was sent and the device still has not reported completion
Lock icon	The device was forced back to local control on site, and cannot be taken over during the lock. Hover over the icon to see "Locked on site until HH:mm"
Orange exclamation mark	Control mismatch: the control owner the system recorded differs from what the device last reported. Hover over the icon to see what each side says; we suggest "Takeover" again or "Release Control (Switch to Standalone)"

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For how control works and what the display itself shows, see CMS connection and control in the Product Guide.

Actions on one device

Edit

Click "Edit" in the "Actions" column to open the "Edit Device" page.

Field	Description
"Hostname"	The device's ID; cannot be changed
"Name"	The device name shown in the console
"Tag"	Multiple choice. Tags must be created first in "Tag Settings"

When you are done, click "Save"; click "Cancel" to return to the list. "Schedule Settings" at the bottom of the page shows the schedules that apply to this device; it is read-only, and to change them go to the "Schedule Settings" page.

Create Task

Click "Create Task" in the "Actions" column to send an image to this device to display right away.

1. Drag an image onto the "Image File" area, or click the area to choose a file. Only image files are accepted.
2. Click "Confirm".

After you send it, check the progress in "Task List". It cannot be sent in these cases:

Message	Cause
"already has an active task"	This device's previous task has not finished
"Device is under local control. Take over first."	The device is under local control; it must be taken over first ("Takeover")

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Only one image is sent at a time

The "Image File" area accepts several files, but only the first is sent.

The "..." menu

Click "..." in the "Actions" column to see these items:

Item	Description
"Device Information"	See the device's hardware status, versions and basic data; see Device Information
"Connectivity Diagnostics"	See connectivity status and "Incident History"; see Connectivity Diagnostics
"Task Management" → "Task Info"	Opens the "Show Task" window; see the note below
"Task Management" → "New Schedule"	Opens "New Schedule" with its scope locked to this device (the screen shows "Locked to device: Device Name")
"Task Management" → "Trigger Schedule"	Lists the schedules that apply to this device; click one to run it once right away without waiting for its time. Disabled schedules are grey and cannot be clicked; when there are no schedules it shows "No schedule assigned"
"Task Management" → "Clear Current Screen"	Clears the screen the device is currently showing
"Power Off"	Powers the device off; you are first asked "Confirm Power Off"
"Takeover"	Puts the device under E-Paper Content Management System control; you are first asked "Confirm Takeover"
"Release Control (Switch to Standalone)"	Returns the device to local control; you are first asked "Confirm Standalone Mode"

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Item	Description
"Delete"	Deletes this device; see Deleting a device

Platform Administrators also see "Blackbox Bundles", which is for the manufacturer's maintenance and is not described in this manual.

"Task Info" does not show new tasks

"Task Info" lists only display tasks created by the old mechanism. Images sent with "Create Task" or by a schedule do not appear here; look in "Task List". This is a known issue; this page will be updated when it is fixed.

Command restrictions

"Power Off", "Takeover", "Release Control (Switch to Standalone)" and "Clear Current Screen" cannot be sent in these cases:

Message	Cause	Commands it applies to
"Device already has a pending command"	The device has not answered the previous command	All
"Device is under local control. Take over first."	The device is under local control	"Power Off", "Clear Current Screen"
"Device Name" is running firmware too old to …. Please update its firmware first.	A legacy-protocol device does not support this command	"Takeover", "Release Control (Switch to Standalone)", "Clear Current Screen"

"Takeover" is greyed out and cannot be clicked in these cases:

- The control owner the system has recorded is already "CMS".
- The device is in an on-site lock. The menu then shows "Locked on site until HH:mm", and it recovers automatically when that time comes.

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A device can also refuse a takeover (for example an on-site lock, or it has joined a video wall). You can see the reason for a refusal under "Control Command" in Device Information.

After a release, images sent to the device are no longer shown

The confirmation window says "Switch "Device Name" to Standalone Mode? The device will leave CMS management and show content from its local standalone app." The device returns to local control, the standalone app decides the screen, and images sent by tasks and schedules of the E-Paper Content Management System are not shown. The device still keeps reporting its status. To let the E-Paper Content Management System control it again, click "Takeover".

Deleting a device

When you choose "Delete", you are asked "Delete device 'Device Name'?".

Deleting cannot be undone

Deleting also removes the device's tags, groups, schedules, tasks and other related data, and this cannot be undone.

Device Information

Open it by choosing "Device Information" from "...". From top to bottom it contains:

Section	Contents
Hardware status	"Observed At", CPU usage and temperature, memory and disk totals, used amounts and usage
"Connectivity Check-in"	"Last Check-in", "WiFi SSID", "WiFi Signal Strength (RSSI)", "MQTT Connected", "Software Version"
"Component Versions"	The current version of each software component on the device: "CMS Component", "Standalone App", "Panel Manager", "Wi-Fi Manager", "TCON bin code". Only the items the device reported are shown

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Section	Contents
"Control Command"	The most recent "Takeover" or "Release control": the times "Sent", "Received by device" and "Completed", and the result "Succeeded", "Failed" or "Rejected" with the reason
"Static Information"	Factory data such as "Serial Number", "Model No.", "Part No.", "MAC Address", "Firmware Version", "Screen Type", panel width and height, and "Screen Size (inch)"

Sections the device has never reported are not shown.

Collecting diagnostic data

While the window is open, the system asks a new-protocol device to report its latest hardware status every 5 seconds, and the screen updates with it. When there is no data yet, it shows "No diagnostic data yet" and a "Collect Diagnostic Data" button; clicking it asks the device to report immediately.

A legacy-protocol device cannot be collected from on demand. It shows only the data the device reports periodically by itself, marked "This data was converted from a legacy-protocol device report".

Connectivity Diagnostics

Open it by choosing "Connectivity Diagnostics" from "..." to see the device's current "Connectivity" and "Incident History".

When you open it, if the device is online, the system asks the device to report its latest diagnostic data once:

Message	Meaning
"Collecting latest diagnostic data..."	The device has been asked to report; waiting
"Device did not respond; showing previous data"	The device did not respond after 30 seconds

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Message	Meaning
"Device is offline; cannot collect the latest diagnostic data"	The device is not online; you can only see earlier records
"This device's firmware does not support collecting diagnostic data on demand"	A legacy-protocol device; you can only see earlier records

"Incident History" lists these events by time:

Event	Contents
"Reboot Report"	The device restarted
"Recovery Action"	A recovery action the device took by itself, and changes of control (for example "Takeover" succeeded or rejected, "Takeover requested on site", "Forced to local in engineering mode")
"Network Incident"	A network problem the device found; may include the trigger, the Wi-Fi name and signal, the disconnect reason code, and whether the gateway, DNS and CMS could be reached
"Diagnostic Data"	One report of the device's hardware and network status

Exporting diagnostic data

Click "Export Diagnostic Data" at the top right of the window and choose "CSV", "Excel" or "JSON" to download. While the device has no "Diagnostic Data" yet, the button is grey, and hovering over it shows "No diagnostic data yet".

Working on several devices at once

Tick the boxes on the left of the list. "N devices selected" and the buttons below appear above the list:

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Button	Description
"Create Task"	Sends the same image to all selected devices
"Bulk Clear Screen"	Clears the current screen of all selected devices, without asking again
"Bulk Takeover"	Asks first, then puts all selected devices under E-Paper Content Management System control
"Bulk Release Control (Switch to Standalone)"	Asks first, then returns all selected devices to local control

After sending, a result message appears that lists only what happened, for example "Takeover: 3 succeeded, 1 are under local control".

Result	Meaning
"N succeeded"	The command was sent
"N already had a pending command"	These devices have not answered their previous command
"N are under local control"	These devices are under local control; take them over first
"N need a firmware update first"	Legacy-protocol devices do not support this command
"N failed"	Other reasons, for example the device was deleted

When "Create Task" is sent to several devices and some fail, "N/M succeeded. Failed: names" appears, listing the failed devices' names and reasons.

Related pages: Tag Settings, Firmware Update, Console tour and role permissions, CMS connection and control

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Tag Settings

> Where: sidebar → Device Management → **Tag Settings**

A tag is a category you name yourself, for example a floor, a ward or a purpose. A device can have several tags, which you use to filter devices quickly in "Device List".

Tag list

The list shows the "Tag Name" of every tag. When there are no tags yet, "No tags" appears.

Adding a tag

1. Click "Add Tag" at the top right.
2. Enter a "Tag Name" (required).
3. Click "Confirm"; "Tag created" appears.

Tag names must be unique. If the name already exists, "Tag name already exists" appears.

Editing a tag

1. Click "Edit" on the row of the tag you want to change.
2. Change the "Tag Name".
3. Click "Save"; "Tag updated" appears.

After a rename, every device with this tag shows the new name; you do not need to change devices one by one. In "Device List" you can also click a tag on a device to rename that tag directly.

Deleting a tag

1. Click the red delete icon on the row of the tag you want to delete.
2. The confirmation window says "Once confirmed, this tag will be permanently deleted and cannot be undone."; click "Confirm Delete".

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Deleting a tag also removes it from devices

Deleting a tag does not delete devices, but the tag is removed from every device that had it, and this cannot be undone.

Putting a tag on a device

You create tags on this page, but you apply them on the device's edit page:

1. Find the device in "Device List" and click "Edit".
2. In the "Tag" field, choose one or more tags.
3. Click "Save".

What tags are for

Where	How it is used
The filter in "Device List"	Under "Tag", choose one or more tags to list the devices that have any of the chosen tags
The "Tag" column in "Device List"	Shows each device's category at a glance; you can also sort by tag

Tags cannot be used in schedules at the moment. A schedule's scope must name devices directly.

Related pages: Device List

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Firmware Update

> Where: sidebar → Device Management → **Firmware Update**

Update the software on devices remotely. First upload a firmware package from the manufacturer in "Firmware Package Management", then choose devices in "Device Update List" and start the update. This page has two tabs:

Tab	Purpose
"Device Update List"	See each device's current version and latest update, and start updates
"Firmware Package Management"	Upload, view and archive firmware packages

---

Firmware package management

List columns

Column	Description
"Version No."	The version declared inside the firmware package
"Version Name"	The name declared inside the firmware package; if none is declared, the uploaded file name is used
"Uploaded At"	When it was uploaded
"Uploaded By"	The account that uploaded it
"Status"	"Active" or "Archived"
"Actions"	"View Details" and an archive icon

When there are no firmware packages yet, "No firmware packages" appears.

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Uploading a firmware package

1. Click "Upload Firmware Package" at the top right.
2. Drag the firmware package (.zip) onto the upload area, or click the area to choose a file. The upload starts as soon as you choose it.
3. On success, "Firmware package uploaded" appears and the list gains an "Active" firmware package.

Message	Cause
"The uploaded file is not a valid firmware bundle"	The file is not a .zip, or not in the manufacturer's firmware package format
"A manifest with this version already exists"	There is already an "Active" firmware package with the same version number

Use the files the manufacturer provides as they are; do not unzip or modify them.

Viewing details

Click "View Details" to open "Firmware Version Details", which lists every "Components" entry in the firmware package and its "Version No.".

If the firmware package contains a chlcd-ota component, "This firmware includes the chlcd-ota component (high risk)." appears at the top. Before starting this kind of update, check with the manufacturer first.

Archiving

A version you no longer use can be archived: click the archive icon on its row, and in the "Confirm archiving firmware?" window click "Confirm Archive".

- After archiving, that version can no longer be chosen when starting an update.
- Updates already in progress are not affected.
- Archiving cannot be undone. After archiving, you can upload a firmware package with the same version number again.

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Device update list

List columns

Column	Description
"Device Name"	The device's name
"Hostname"	The device's hostname
"Current Version"	The software version the device reported most recently
"Target Version"	The version the latest update is updating to
"State"	The state of the latest update; see Update states. It shows "Idle" when the device has never been updated
"Current Stage"	Which stage the latest update has reached; see Update stages
"Launched At"	When the latest update was created
"Actions"	"View Detail", which opens this update's detail page

Above the list you can filter by "Device Name", "Current Version", "Target Version", "State", "Current Stage" and "Launched At". The list refreshes automatically.

Starting an update

1. Tick the devices to update (several are allowed). "Start Update" is grey while none are ticked.
2. Click "Start Update". The top of the window shows "N device(s) selected" and those devices' current "Firmware Version".
3. Under "Firmware Version", choose the version to update to (required). Only "Active" firmware packages are listed.
4. To start at a set time, fill in "Scheduled Start Time"; leave it empty to start right away.
5. Click "Confirm", confirm in the "Start Update?" window, and it is done; "Batch update created" appears.

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Situation	Result
The device already has an update that has not finished	This device is skipped; no new update is created and no separate message is shown
"Scheduled Start Time" is filled in	The update is created when the time comes. Until then, these devices' states in the list do not change
The device is offline	It stays at "Waiting for Device" and starts downloading only after the device comes online
The device is under local control	The device refuses the update and the state shows "Rejected (Not Run)"; see the note below

A device under local control refuses updates

A device under local control does not run the update, and its state shows "Rejected (Not Run)". Hovering over the state shows "Device is under local control. Take over the device, then create a new update task.". First "Takeover" the device in "Device List", then start the update again. A rejected device did not download or change anything and is not faulty.

While an update is running, "Connectivity" in "Device List" shows "Updating Software".

Update detail

Open it by clicking "View Detail" in "Device Update List"; the page refreshes automatically.

Field	Description
"Device"	The device's name
"State"	See Update states
"Target Version"	The version being updated to
"Current Stage"	See Update stages
"Created At"	When the update was created

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Field	Description
"Notified At"	When the device was told to start the update
"Started At"	When the device started downloading
"Finished At"	When the update ended
"Error Detail"	An error the device reported; shown only when there is one

"Stage Events" below lists each step the device reported, by time: the stage, the status ("Started", "Succeeded", "Failed", "Skipped"), progress percentage, time and message.

Cancelling an update

When the state is "Waiting for Device" or "Downloading", the page has a "Cancel Task" button at the top. After you click it, confirm "Cancel this firmware update?", and "Firmware update cancelled" appears.

Once it reaches "Applying", it can no longer be cancelled.

Update states

State	Meaning
"Waiting for Device"	Created; waiting for the device to pick up the update. Every update starts in this state
"Downloading"	The device is downloading the firmware
"Applying"	The device is installing the new version and checking that it works
"Succeeded"	The update is complete
"Failed (Rolled Back)"	The check after installation failed, and the device automatically returned to the version before the update
"Failed (Rollback Failed)"	The check after installation failed, and returning to the old version also failed. Contact the manufacturer

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State	Meaning
"Failed"	The update failed and the device did not report a rollback result (for example the download failed)
"Rejected (Not Run)"	The device refused to run it and did not download or change anything; see the note above
"Cancelled"	Someone cancelled this update
"Not Reached"	This option exists in the state filter, but it does not currently appear for firmware updates

When an update ends as "Failed (Rolled Back)", "Failed (Rollback Failed)" or "Failed", the system creates an "OTA Failure" notification. "Rejected (Not Run)" is an expected result and does not create a notification.

Update stages

Stage	Meaning
"Downloading"	Downloading the firmware
"Applying"	Installing the new version
"Health Check"	Checking after installation that the device is working properly
"Rolling Back"	The check failed; returning to the version before the update
"Overall"	The final result of the whole update

A system update is a different thing

This page updates the software **on devices**. To update the E-Paper Content Management System itself, use "System Update" under System Settings.

Related pages: Device List, CMS connection and control

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3. Content Management

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Task List

> Where: sidebar → Content Management → **Task List**

Every time an image is sent to one device to display, that is one "task". This page lists the tasks of all devices and their progress, including images sent by hand and images sent automatically by schedules. The list refreshes automatically; you do not need to reload the page.

Only Platform Administrators and System Operators see this page.

Filtering tasks

The filter area above the list can combine the conditions below. Click "Search Tasks" to apply them and "Clear Filters" to clear them.

Condition	Description
"Device"	Type part of a device name, or choose one from the drop-down
"State"	Choose one task state; see Task states
"Created At"	Choose a start and end date to list tasks created in that period (both days included)

List columns

The list is sorted by creation time, newest first.

Column	Description
"Device Name"	The device the task is sent to
"Image"	A thumbnail of the image sent; click it to enlarge
"State"	The task's current state; see Task states

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Column	Description
"Current Stage"	A row of icons showing each step the device takes to handle the image; see Current stage
"Created At"	When the task was created
"Error Detail"	When a task is replaced by new playback content, "preempted_by_playlist" appears; see Superseded
"Actions"	A task that has not finished has a red cancel icon; see Cancelling a task

Creating a task

Send one image to one device to display right away:

1. Click "Create Task" at the top right.
2. Under "Device", choose a device.
3. Drag the image onto the "Image File" area, or click the area to choose a file. Only image files are accepted.
4. Click "Confirm".

After you send it, a new task appears in the list, starting in the "Pending" state.

The image is resized automatically to the resolution of this device's panel and to the device's current screen orientation (landscape or portrait). The original aspect ratio is not kept when resizing, so an image with a different ratio is stretched or squashed; prepare images with the same aspect ratio as the panel.

Only one image is sent at a time

The "Image File" area accepts several files, but only the first is sent.

You can do the same from "Create Task" on that device in "Device List"; see Device List.

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When a task cannot be sent

Message	Cause
"already has an active task"	This device's previous task has not finished. Wait for it to finish, or cancel it first
"Device is under local control. Take over first."	The device is under local control; click "Takeover" in "Device List" first

Task states

State	Meaning
"Pending"	The task was just created and the device has been notified; waiting for the device to receive it
"Waiting for Device Online"	The device is offline. It receives this task automatically when it comes online
"Not Reached"	The device was notified more than 5 minutes ago and looks online but has not received the task. If it receives the task later, the task continues
"Updating"	The device has received the task and is downloading, processing and refreshing the panel
"Succeeded"	The device has shown the image on the panel
"Failed"	The device hit an error it could not continue past; the system also creates a notification
"Cancelled"	Someone clicked cancel
"Superseded"	A schedule started playing new content and this task was stopped; see below

"Succeeded", "Failed", "Cancelled" and "Superseded" mean the task has ended and will not change again.

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About once a minute the system re-checks tasks that have not been received, so "Waiting for Device Online" and "Not Reached" may appear about a minute late.

Superseded

When a schedule starts playing a playlist (or moves to the next image in it), any task on this device that has not finished is stopped and the new content is shown instead. The stopped task shows "Superseded" and "Error Detail" shows "preempted_by_playlist". This is normal, not a fault, and creates no notification.

When a device is under local control, schedules do not send images to it, and its existing task is not superseded.

Current stage

Each icon in "Current Stage" stands for one step the device takes to handle the image, in this order:

"Notified" → "Accepted" → "Preparing" → "Downloading" → "Verifying" → "Caching" → "Applying" → "Health Checking"

Hover over an icon to see "Step / Status", for example "Downloading / Succeeded".

Icon	Status
Green check	"Succeeded"
Blue play	"In Progress"
Yellow exclamation mark	"Waiting": this step failed and the device is retrying
Red cross	"Failed"
Grey minus	"Pending"
Grey prohibited sign	"Skipped"

When a step fails, the device retries up to the 3rd attempt, and the hover text gets a count such as " (attempt 2)". If the 3rd attempt still fails, or the device reports that the error cannot be retried, the task becomes "Failed".

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Cancelling a task

A task that has not finished has a red cancel icon in the "Actions" column:

1. Click the cancel icon.
2. The confirmation window says "Are you sure you want to cancel this task?"; click "Confirm".
3. "Task cancelled" appears and the state becomes "Cancelled".

After cancelling, you can send a new task to this device.

Cancelling only changes the task's state in the system; it does not separately notify the device. If the device has already started handling the image, it may still show it.

Related pages: My Gallery, Schedule Settings, Device List

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My Gallery

> Where: sidebar → Content Management → **My Gallery**

The place where you keep the images to play on devices. Images in the gallery can be added to a playlist, which a schedule then sends to devices.

All three roles can use this page and can do the same things here. A Content Manager sees only this page after signing in.

The gallery is shared by all accounts: everyone sees the same images, and you can download or delete images that others uploaded.

Image cards

Each image appears as a card, newest upload first, 20 per page.

Item	Description
Thumbnail	Click the thumbnail to enlarge it
File name	The file name used when it was uploaded
"Dimensions"	The image's width × height, in pixels
"Uploaded At"	When it was uploaded
Download icon	Downloads this image
Red delete icon	Deletes this image

Uploading images

1. Click "Upload Image" at the top right.
2. Choose image files; you can choose several at once.
3. "Image uploaded" appears as each image finishes uploading.

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The gallery keeps the image's original size. Only when an image is sent to a device is it resized to that device's panel resolution and screen orientation, and the aspect ratio is not kept when resizing, so prepare images with the same aspect ratio as the panel.

Message	Cause
"Validation failed"	The file is not an image, or the image cannot be opened
"Content image storage quota exceeded; delete unused images before uploading more"	The gallery has a total storage limit and it is used up

Downloading images

How	Steps	Result
One image	Click the download icon on the card	Downloads this image
Several images	Tick the checkbox at the top left of each card, or tick "Select All" at the top right, then click "Download Images"	One image downloads directly; two or more download as a content-images.zip archive

After upload, every image is converted to PNG, so downloaded files are PNG and keep the name they were uploaded with.

"Select All" selects only the images on the current page. Your selection is cleared when you change page.

Deleting images

1. Click the red delete icon on the card.
2. The confirmation window says "Once confirmed, this image will be permanently deleted and cannot be undone."; click "Confirm Delete".

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An image that a playlist is using cannot be deleted; "Cannot delete: referenced by a playlist" appears. To delete it, first go to "Playlists" and remove the image from the playlist's sources.

Related pages: Playlists, Console tour and role permissions

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Playlists

> Where: sidebar → Content Management → **Playlists**

A playlist is a set of images that play in order; each image is called a "source". A playlist does not play by itself: a schedule starts it at a set time and sends it to the devices the schedule names.

Only Platform Administrators and System Operators see this page.

List columns

Column	Description
"Name"	The playlist's name
"Loop"	"Loop": after the last image it goes back to the first; "Play Once": after the last image it stays on the last image
"Created At"	When it was created
"Actions"	"Edit" and a red delete icon

Adding a playlist

1. Click "Add Playlist" at the top right.
2. Fill in the fields below and add sources (see Sources).
3. Click "Save". Click "Cancel" to return to the list without saving.

Field	Description
"Name"	Required
"Loop"	A switch, on by default. On = "Loop", off = "Play Once"
"Default Interval"	How long each image shows before the next one, in the format "hh:mm:ss". Used when a source has no "Interval (seconds)" of its own

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Field	Description
"Duration"	The longest time images keep changing, counted from when the schedule starts, in the format "hh:mm:ss". When the time is up, images stop changing and the screen stays on the current one
"Valid From"	A date and time; see the note below
"Valid Until"	A date and time. After this time images stop changing and the screen stays on the current one. It must be later than "Valid From", otherwise "Valid Until must be after Valid From" appears

"Default Interval", "Duration", "Valid From" and "Valid Until" can all be left empty.

"Valid From" currently has no effect on playback

Filling in "Valid From" does not delay playback: playback starts as soon as the schedule triggers, whether or not that time has been reached. This is a known issue; this page will be updated when it is fixed. To control when playback starts, use the trigger time of the schedule.

Sources

In the "Sources" section, click "Add Source" to add an image. Each source is a card:

Field	Description
"Type"	"Content Library": use an image from My Gallery; "URL": download the image from a web address each time it plays
"Image"	Required when the type is "Content Library"; choose an image from the gallery (shown by file name)
"URL"	Required when the type is "URL"; enter the image's full web address
"Interval (seconds)"	How long this image shows before the next one, at least 1 second. When empty it shows "Inherit default", which means the playlist's "Default Interval" is used

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- Drag the handle icon on the left of a card to change the play order; images play from top to bottom.
- Click the red delete icon on the right of a card to remove that source.

URL sources

An image of type "URL" is downloaded only when its turn comes. If the address cannot be opened or is not an image, the image does not change this time, the device keeps its current screen, and the next image appears at the next interval.

How playback works

Each time a schedule triggers, the playlist starts from the first source and is sent to all devices the schedule names; after that, images change one by one at the set intervals. Every image change creates a new task in the Task List.

Situation	Result
"Loop", after the last image	Goes back to the first image and continues
"Play Once", after the last image	Stays on the last image; no more changes
Only one source, and it is "Play Once"	Shows this image and does not change again
The source has no "Interval (seconds)" and the playlist has no "Default Interval"	Stays on this image until the schedule triggers again
"Duration" or "Valid Until" is reached	Images stop changing and the screen stays on the current one

When a playlist has no sources, nothing is sent when the schedule triggers.

A device under local control does not receive the playlist's images.

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Editing a playlist

Click "Edit" on the row of the playlist you want to change, make your changes and click "Save".

If you change the sources while the playlist is playing, the new content is used from the next image change.

Deleting a playlist

1. Click the red delete icon on the row of the playlist you want to delete.
2. The confirmation window says "Once confirmed, this playlist will be permanently deleted and cannot be undone."; click "Confirm Delete".
3. "Playlist deleted" appears.

Schedules that use this playlist are not deleted

The schedules stay, but when they trigger later they play nothing. Before deleting a playlist, go to "Schedule Settings" and edit or delete the schedules that use it.

Related pages: My Gallery, Schedule Settings, Task List

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Schedule Settings

> Where: sidebar → Content Management → **Schedule Settings**

A schedule decides what happens, on which devices, and when. At the set time, the schedule starts a playlist or sends a command to the devices (for example power off).

Only Platform Administrators and System Operators see this page.

Two places to create a schedule

Where you create it	What you can set	Trigger time
"Add Schedule Settings" on the "Schedule Settings" page	Name, playlist, one or more devices	Fixed at 1 minute after you save, repeating every day; you cannot choose it
"Device List" → "..." → "Task Management" → "New Schedule"	Name, start a playlist or send a command, trigger time; applies to this one device only	You choose it yourself in Simple mode or Advanced mode

To choose the trigger time yourself, or to send a command on a timer, create the schedule from "Device List".

Schedule list

The list is ordered by priority. Each row shows the schedule's name, with "Edit" and a red delete icon on the right.

Changing the priority order

Above the list, the hint says "Drag to reorder priority — higher up runs first".

1. Drag the handle icon on the left of a schedule to change its position.
2. After dragging, "Priority order has changed. Click "Save" below to apply." appears.
3. Click "Save" below to apply the change; click "Cancel" to restore the original order.

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Priority order currently has no effect on execution

When two or more schedules trigger on the same device at the same time, every one of them runs; the system does not run only the top one by list order, and which schedule's content the device ends up showing is not fixed. When you save a schedule, the system also does not block settings that overlap in time with other schedules. This is a known issue; this page will be updated when it is fixed. Until then, avoid making schedules for the same device trigger at the same time.

Adding from the "Schedule Settings" page

1. Click "Add Schedule Settings" at the top right.

2. Fill in the fields:

Field	Description
"Name"	Required
"Playlist"	Required; choose the playlist to play
"Device"	Required; you can choose several

3. Click "Save". Click "Cancel" to return to the list without saving.

About 1 minute after you save, the schedule triggers for the first time, and after that it triggers at the same time every day. The time is calculated in your computer's time zone.

Adding from "Device List"

In "Device List", find the device and click "..." → "Task Management" → "New Schedule"; the "New Schedule" window opens on the right. This schedule applies to this device only, and the last step shows "Locked to device: Device Name".

The window has two steps, "Content" and "Time". Click "Next" to go forward and "Back" to return, and finish with "Create schedule".

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Step 1: Content

Field	Description
"Name"	Required
"Action"	"Start Playlist" or "Send Command"
"Playlist"	Required when the action is "Start Playlist"
"Command"	Required when the action is "Send Command"; see Sending a command

Quick create playlist

When there is no suitable playlist yet, click "+ Quick create playlist" below "Playlist" so you do not have to leave the window:

1. In the "Quick create playlist" window, fill in "Name" and add "Sources" (the same as Sources).
2. Click "Confirm"; the new playlist is selected in the "Playlist" field automatically.

A playlist created this way is always "Loop" and everything else is left empty. To adjust settings such as "Default Interval", edit it later on the "Playlists" page.

Sending a command

Command	Result
"Power Off"	Powers the device off
"Takeover"	See the note below
"Release Control (Switch to Standalone)"	Returns the device to local control
"Reset Display"	Clears what the device is showing, the same as "Clear Current Screen" in "Device List"

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"Takeover" currently cannot be used to create a schedule

If you choose "Takeover" and click "Create schedule", an error appears and the schedule is not created. This is a known issue; this page will be updated when it is fixed. To take over a device, click "Takeover" by hand in "Device List".

A command has the same restrictions as sending it by hand from "Device List"; see Command restrictions. If a device cannot accept the command when the schedule triggers (for example it is under local control, or its previous command has not been answered), that device is skipped this time and not retried.

Step 2: Time

First choose "Simple" or "Advanced (cron)".

Simple mode

The "Weekly schedule grid" is a table: days "Sun" to "Sat" across, and every full hour from 00:00 to 23:00 down. Click a cell to select it and click again to deselect it. Each selected cell means one trigger at that hour on that day. Times are calculated in your computer's time zone.

The selected cells must form a complete rectangle: every day you select must have the same hours selected. For example, Monday to Friday at 08:00 and 18:00 (10 cells) works; selecting 08:00 only on Monday and 09:00 only on Tuesday does not.

Message	Cause
"Select at least one weekly time slot, or switch to advanced mode."	No cell is selected
"This selection can't be represented as a single rule. Select a full rectangle of days x hours, or switch to advanced mode."	The selected cells do not form a complete rectangle

When you need different hours on different days, create several schedules, or use Advanced mode.

Advanced mode

Build the repeat rule with drop-down menus. After "Every" at the start, choose the period:

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Period	You can also set
"year"	Month, day of month, day of week, hour, minute
"month"	Day of month, day of week, hour, minute
"week"	Day of week, hour, minute
"day"	Hour, minute
"hour"	Minute
"minute"	Nothing more to set; triggers every minute

An item you do not set means every one of them triggers. For example, with the period "day", hour 9 and minute 00, the schedule triggers every day at 09:00. The default is every day at 09:00.

Do not choose "reboot" in the period menu

The last option in the period menu is an English item, "reboot". If you choose it, the schedule triggers every minute. This is a known issue; this page will be updated when it is fixed.

"Timezone" defaults to your computer's time zone. You can choose another time zone, and the schedule then triggers at times in the chosen time zone.

What happens when a schedule triggers

Action	Result
Start a playlist	The playlist starts from the first source, and tasks on the device that have not finished become "Superseded". For how playback works, see How playback works
Send a command	The command is sent to every device the schedule applies to

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- The actual trigger may be a few dozen seconds later than the set time. This is intentional, so that many devices do not act at exactly the same moment.
- When a device is under local control, schedules do not send images to it.
- If you do not want to wait for the schedule time, use "Trigger Schedule" in "Device List" to run it once right away; see The "..." menu.
- The schedules that apply to a device are shown under "Schedule Settings" at the bottom of that device's "Edit Device" page.

Editing a schedule

Click "Edit" on the row of the schedule you want to change to open the "Edit Schedule Settings" page. You can change "Name", "Playlist" and "Device", then click "Save".

> **Saving an edit resets the trigger time**
>
> Whatever time was set before, after you save the trigger time becomes 1 minute after saving, repeating every day. A time set from "Device List" in Simple or Advanced mode is also replaced. This is the current design; this page will be updated when it changes. To keep the original trigger time, delete the schedule and create it again.

Deleting a schedule

1. Click the red delete icon on the row of the schedule you want to delete.
2. The confirmation window says "Once confirmed, this schedule will be permanently deleted and cannot be undone."; click "Confirm Delete".
3. "Schedule deleted" appears.

After deletion, the playlist this schedule was playing also stops changing images, and the device stays on the screen it was showing.

Related pages: Playlists, Task List, Device List

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4. System Settings

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User Management

> Where: sidebar → System Settings → **User Management**

This page manages the accounts that can sign in to the console: adding, editing, changing passwords, disabling and deleting. Platform Administrators and System Operators see this page; Content Managers do not.

User list

The list is sorted by creation time, newest first. Click a column heading to change the sorting.

Column	Description
"Username"	The name entered when signing in
"Role"	"Platform Administrator", "System Operator" or "Content Manager"; see Console tour and role permissions for what each role can do
"Active"	"Active" or "Inactive". An inactive account cannot sign in
"Created At"	When the account was created
"Actions"	The "Edit" button and a red delete icon

System Operators cannot see Platform Administrators

When you sign in as a System Operator, Platform Administrator accounts do not appear in the list and cannot be changed. Only Platform Administrators see all accounts.

Adding a user

1. Click "Add User" at the top right.
2. Fill in "Username".

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3. Choose a "Role"; the default is "Content Manager". The menu for a System Operator does not offer "Platform Administrator".
4. Fill in "Password" and "Confirm Password". The password must be at least 6 characters and both entries must match, otherwise "Passwords do not match" appears.
5. Click "Confirm"; "User created" appears.

The username cannot be the same as an existing account, otherwise "Username already exists" appears. A new account is "Active" by default.

The "Role Descriptions" in the window can be collapsed and give a short summary of the three roles.

> **The "Role Descriptions" text differs from the actual permissions**
>
> The "Role Descriptions" say a Content Manager can manage playlists, but in fact a Content Manager can use only "My Gallery". When assigning roles, use the tables in Console tour and role permissions. This is a known issue; this page will be updated when it is fixed.

Editing a user

1. Click "Edit" on the row.
2. You can change "Username", "Role" and "Active".
3. Click "Save"; "User updated" appears.

When "Active" is turned off, the account can no longer sign in and "Account is disabled" appears at sign-in; turn it on again to restore access.

When you edit your own account, the "Active" switch cannot be used; hover over it to see "Cannot deactivate your own account".

A System Operator cannot change any account's role to "Platform Administrator".

Changing a password

To set a new password on someone else's account, for example when they forgot theirs:

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1. Click "Edit" on the row, then click "Change Password" in the window.
2. Fill in "New Password" and "Confirm New Password", at least 6 characters, and both entries must match.
3. Click "Save".

You do not need to know their old password. To change the password of the account you are signed in with, use "Update Password" in the header's account menu; see Signing in and your account.

Deleting a user

1. Click the red delete icon on the row.
2. The confirmation window shows "Delete this user?" and "This user will be permanently deleted and cannot be recovered"; click "Confirm Delete".
3. "User deleted" appears.

Deleting cannot be undone. To stop someone from signing in only for a while, use "Edit" and turn "Active" off instead.

The last enabled Platform Administrator in the system cannot be deleted (disabled accounts are not counted); "Cannot delete the last platform admin account" appears.

Platform Administrator vs. System Operator

Action	Platform Administrator	System Operator
See Platform Administrator accounts in the list	✓	—
Add an account with the role "Platform Administrator", or change an account to that role	✓	—
Edit, change the password of, or delete a Platform Administrator account	✓	—
Manage accounts of the other two roles	✓	✓

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Related pages: Signing in and your account, Console tour and role permissions, System Update

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System Update

> Where: sidebar → System Settings → **System Update**

Use this page to update the E-Paper Content Management System itself. It also shows the system license period. Platform Administrators and System Operators see this page.

This is not a device firmware update

This page updates the console system. To update the software on devices, use Firmware Update.

Uploading an update package

An update package is a .zip file from the system supplier.

1. Click "Upload Update Package" at the top right and choose the .zip file.
2. When the file passes the checks, "Update package uploaded, update started" appears and the system starts updating.

Only while the status is running is the "Upload Update Package" button disabled, so you cannot start a second update at the same time; in other states (for example "Uploaded") it stays enabled. The console may be unavailable for a while during the update; it recovers once the system has restarted.

Message	Cause
"The uploaded file is not a valid update package"	The file is not an update package from the supplier. Check that the file is not damaged and that you chose the right one
"An update is already running"	The previous update has not finished
"Could not reach the update service"	The system could not start the update; contact the system supplier

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Update status

The table on the page shows the latest update. It refreshes automatically while an update is running.

Column	Description
"Status"	See the table below
"Version"	The version of this update package
"Stage"	Shown only when stage information exists; see the table below
"Error Detail"	Shown only on failure; explains why it failed

Status	Meaning
"No update yet"	This system has not been updated yet
"Uploaded"	The update package was received and has not started
"Running"	The update is in progress
"Succeeded"	The update is complete
"Rolled Back"	The update failed and the system automatically returned to the version before the update
"Failed"	The update failed and the automatic rollback did not succeed either

Stage	Meaning
"Loading images"	Loading the new version
"Tagging previous version"	Keeping the version before the update, to roll back to if the update fails
"Restarting services"	Restarting the system on the new version
"Health checking"	Checking that the new version works properly

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Stage	Meaning
"Rolling back"	The update failed and the system is returning to the previous version

When an update fails

When an update fails, the system automatically returns to the version before the update; you do not need to do anything.

Message on screen	Meaning and what to do
Yellow "The last update failed and was automatically rolled back to the previous version"	The system is back on the version before the update and works as usual. Give the "Error Detail" to the system supplier
Red "The last update failed and automatic rollback also failed — engineer intervention required"	Contact the system supplier right away

License period

Below the table, "License Period: start date~end date" appears; when it has not been set it shows "License Period: -".

After the license expires, a reminder banner appears at the top of every page, but no feature is disabled; see License expiry notice.

Only Platform Administrators can edit the license period; System Operators do not see the edit button:

1. Click the pencil icon next to "License Period" ("Edit license period").
2. In the "Set License Period" window, choose "Start Date" and "End Date". The end date must be later than the start date, otherwise "End date must be after start date" appears.
3. Click "Save".

Related pages: Firmware Update, Signing in and your account, User Management

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5. Monitoring and Troubleshooting

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Notifications

> Where: header → **bell**

When the system finds a problem with a device or with the system itself, it creates a notification. This page lists the notifications that have not been acknowledged yet, so you know what needs attention. The list refreshes automatically; you do not need to reload the page.

Only Platform Administrators and System Operators see the bell and this page. "Notifications" is not in the sidebar; you can open it only from the bell in the header. The two roles see different alert types; see Alert types.

The bell

The number at the top right of the bell is how many notifications have not been acknowledged. It updates immediately when someone acknowledges one or a new one is created. When there are no unacknowledged notifications, no number is shown. Click the bell to open this page.

The list

The list shows only "Unacknowledged" notifications; once acknowledged, a notification disappears from the list and there is nowhere on this page to view it again. By default it is sorted by "Created At", newest first, 20 per page.

Column	Description
"Alert Type"	The kind of problem; see Alert types
"Device"	The device with the problem. A problem not tied to one device shows "-"
"Alert Message"	A description of this problem
"Created At"	When the notification was created
"Handling Status"	"Unacknowledged" or "Acknowledged"

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Column	Description
"Actions"	The "Acknowledge" button

Click the column headings "Alert Type", "Device", "Created At" and "Handling Status" to sort. When there are no unacknowledged notifications, "No alerts" appears.

Acknowledging notifications

"Acknowledge" means you have seen the notification. The system does not repair anything because of it, and it does not re-check the device.

Action	Description
"Acknowledge"	Click "Acknowledge" at the far right of the row. You are first asked "Confirm this action?"; after you confirm, the row's handling status becomes "Acknowledged" and the message "Device Name - Alert Type acknowledged." appears
"Acknowledge All"	A button at the top right of the list, shown only when there are unacknowledged notifications. You are first asked "Acknowledge all alerts?", with the count; when it finishes, "Acknowledged N alert(s), M failed." appears

Notifications do not go away by themselves

Even after the problem has recovered (for example an offline device has reconnected), the notification is not acknowledged automatically; you must acknowledge it. This way, when a device drops and reconnects again and again, the problem is not hidden before you have seen it.

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Alert types

Alert type	Who sees it	When it is created	What to do
"OTA Failure"	Platform Administrator, System Operator	A firmware update finally failed ("Failed (Rolled Back)", "Failed (Rollback Failed)", "Failed"). "Rejected (Not Run)" does not create one	Open "Firmware Update" and look at the update detail; see Firmware Update and Update failures
"Unexpected Offline"	Platform Administrator, System Operator	Created once when a device has not reported for more than 10 minutes, was not powered off, and its status becomes "Not Reporting". There is only one per outage; a new one appears only if the device recovers and then goes offline unexpectedly again	See A device shows as unreachable
"Site Alert"	Platform Administrator, System Operator	3 or more devices are "Not Reporting" or have an unstable connection at the same time, which may be a network problem rather than faults in individual devices. The system checks about once a minute; no new one is created while an unacknowledged "Site Alert" exists	Check the network first (Wi-Fi access points, switches, and the connection to the E-Paper Content Management System). If the problem remains after you acknowledge it, the next check creates another one

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Alert type	Who sees it	When it is created	What to do
"Control Mismatch"	Platform Administrator, System Operator	A device reports a control owner that differs from the system's record twice in a row. No new one is created while the same device has an unacknowledged "Control Mismatch"	See Control mismatch
"Refresh Failure"	Platform Administrator only	An image sent to a device finally failed to refresh (task state "Failed")	Open "Task List" and look at that task; see Task List
"System Error"	Platform Administrator only	The console server hit an unexpected error. "Alert Message" says where the error happened	This is a problem with the system itself; contact the manufacturer and give the time it happened and the alert message

What "Alert Message" says depends on the type. For example, "OTA Failure" says "OTA update task #ID failed after exhausting all retries.", and "Site Alert" says how many devices have problems.

Platform Administrators and System Operators see different numbers

"Refresh Failure" and "System Error" are visible only to Platform Administrators. At the same moment, the number on the bell and the count in the list may be smaller for a System Operator than for a Platform Administrator. Content Managers do not see the bell.

The page name differs between languages

The English interface calls the bell and this page "Notifications", but the Traditional Chinese and Japanese interfaces use names that do not match the English one (the Traditional Chinese name means "alerts"). This is a known issue; this page will be updated when it is fixed.

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Related pages: Device List, Firmware Update, Task List, Control, Troubleshooting, Console tour and role permissions

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Control

> Where: sidebar → Device Management → **Device List** → the "Control" column and the "…" menu

This page explains "control" from the console's screens: what happens after you click "Takeover" or "Release Control (Switch to Standalone)" in "Device List", what you see when a request is refused, and what to do when control is out of step. For how control works, and for the screens on the device itself, see CMS connection and control in the Product Guide.

Control decides who is in charge right now, and there are only two owners: "CMS" means the E-Paper Content Management System decides what the panel shows, and "Local" means the standalone app on the device decides. Only Platform Administrators and System Operators can send takeover and release commands, and the two roles can do the same things.

Takeover

In "Device List", click "Takeover" in the device's "…" menu (use "Bulk Takeover" for several devices) and confirm "Confirm Takeover"; the system then sends the command to the device.

1. The "Control" column shows "Switching".
2. The device receives and handles the command, then reports the result. On success "Control" becomes "CMS"; if it is refused, it stays "Local".
3. If more than 2 minutes pass after sending and the device still has not reported completion, the "Control" column shows "Device did not report completion".

The result is recorded under "Control Command" in Device Information: the times "Sent", "Received by device" and "Completed", and the result "Succeeded", "Failed" or "Rejected".

Rejected

A device can refuse a takeover. When it does, it stays under local control and nothing changes. The result in "Control Command" shows "Rejected" with a reason:

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Reason	Meaning and what to do
"Takeover locked on device"	The device was forced back to local control on site and is still in the lock period. See On-site lock; take over again after the lock ends
"Device has joined a video wall"	A device in a cluster video wall cannot be taken over by the CMS; remove it from the video wall on site first
"Device not bound"	The device has not been bound to the E-Paper Content Management System yet; finish binding on site first
"App did not respond"	The standalone app on the device did not respond. Try again later; if it keeps happening, contact the manufacturer

For the checks made before a command is sent (the previous command has not been answered, a legacy-protocol device, and so on), see Command restrictions.

Release

Click "Release Control (Switch to Standalone)" (use "Bulk Release Control (Switch to Standalone)" for several devices) and confirm "Confirm Standalone Mode"; the device returns to local control.

- The "Control" column again shows "Switching" first, and becomes "Local" when finished.
- After a release, images sent by tasks and schedules are not shown, and the device keeps reporting its status. To let the E-Paper Content Management System control it again, click "Takeover".
- The system does not send "Takeover" or "Release Control (Switch to Standalone)" directly to a legacy-protocol device; it asks you to update the firmware first; see Firmware Update.

What CMS actions do under local control

When a device is under "Local" control:

Action	Result
Create a task, "Clear Current Screen", "Power Off"	Cannot be sent; "Device is under local control. Take over first." appears

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Action	Result
A schedule triggers	This device is skipped, not retried, and no notification is created
Firmware update	The device refuses it and the state is "Rejected (Not Run)"; see Firmware Update

If either the system's record or the device's report says "Local", the device is treated as under local control, which is the more cautious handling.

Changes made on site

Control can also change on site, not only from the console. The device leaves a record in the "Incident History" of connectivity diagnostics (event "Recovery Action"). The records are:

Record	Meaning
"Takeover requested on site"	Someone on site asked the CMS to take over from the device
"Taken over automatically on first image"	The device took over automatically when it received an image from the CMS
"Forced to local in engineering mode"	Local control was forced on site in engineering mode, which starts the on-site lock
"Released to local after a long time without CMS contact"	The device had not been in contact with the E-Paper Content Management System for too long and returned to local control by itself

After a change on site, the "Control" column updates to match what the device reports.

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On-site lock

After local control is forced on site in engineering mode, the device refuses takeover for a period of time; this period is called the on-site lock. During the lock:

- The "Control" column shows a lock icon; hover over it to see "Locked on site until HH:mm".
- "Takeover" in the "..." menu is greyed out and cannot be clicked, and shows "Locked on site until HH:mm".
- When the time is up, it recovers automatically; you do not need to do anything.

Control mismatch

An orange exclamation mark in the "Control" column means the control owner the system has recorded differs from what the device last reported (hover over it to see what each side says). A common cause is that control was just changed on site.

When a device reports a control owner that differs from the system's record twice in a row, the system creates a "Control Mismatch" notification, which says "CMS record: ..., device reports: .... Take over again or release control."

To bring both sides back in line:

Who you want in control	What to do
CMS	First click "Release Control (Switch to Standalone)", then "Takeover" after it succeeds ("Takeover" is greyed out when the record says "CMS"; see the note below)
Local	Click "Release Control (Switch to Standalone)"

After the command succeeds, the exclamation mark disappears. The "Control Mismatch" notification does not go away by itself; once the two sides match, go to "Notifications" and click "Acknowledge".

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"Takeover" is greyed out when the record says "CMS"

When the system's recorded control is already "CMS", "Takeover" cannot be clicked, even if the device actually reports "Local". In that case click "Release Control (Switch to Standalone)" instead, and click "Takeover" after it succeeds. This is the current behavior.

Viewing it on the device

On site, staff can see the same information on the "CMS Connection" page of the device's management interface. The console and the device each show their own screen; see CMS connection and control for details.

Related pages: Device List, Notifications, Troubleshooting, Firmware Update, CMS connection and control

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Troubleshooting

> Where: not in the sidebar; look up by symptom

When something goes wrong, find the symptom that looks most like yours, then check the "Possible cause" and "What to do" columns. The link at the end of each table leads to the full description on the matching page.

A device shows as unreachable

The device's "Connectivity" in "Device List" is not "Online".

What you see	Possible cause	What to do
"Waiting for Response"	The device has not reported for more than 2 minutes but less than 10	Wait first. Common while a device restarts or the network drops briefly
"Not Reporting"	The device has not reported for more than 10 minutes and was not powered off. The system creates an "Unexpected Offline" notification	Check the device's power and Wi-Fi on site. When 3 or more devices have problems at the same time, a "Site Alert" is created; check the network equipment first
"Powered Off"	The device was sent the "Power Off" command	The device has to be switched on at the site; it cannot be woken from the console
"Local control · offline"	The device is under local control and has not reported for more than 2 minutes	Check the device's power and network
"Unknown"	The device has never reported	Check that the device has finished binding and connection setup; see CMS connection and control

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What you see	Possible cause	What to do
"Online" with an orange exclamation mark (Platform Administrator)	There is a connection quality problem	Hover over the icon to see which items, then look at "Incident History" in Connectivity Diagnostics

When the Wi-Fi signal column shows a grey "- dBm", it is usually just that the device is offline or has stopped reporting; see Wi-Fi signal strength.

See also: Connectivity, Connectivity Diagnostics

An image is blocked from reaching the device

"Create Task", "Clear Current Screen", "Power Off" or a schedule did not send content to the device.

Message or symptom	Possible cause	What to do
"Device is under local control. Take over first."	The device is under local control	Click "Takeover" in "Device List"; see Control
"already has an active task"	This device's previous task has not finished	Wait for it to finish, or cancel the task in "Task List"
"Device already has a pending command"	The device has not answered the previous command	Wait for the device to answer. While a device is offline, it keeps waiting until the device comes online
"Device Name" is running firmware too old to …. Please update its firmware first.	A legacy-protocol device does not support this command	Update the device in "Firmware Update" first; see Firmware Update

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Message or symptom	Possible cause	What to do
A schedule reached its time and the device did not change image	When a device is under local control, schedules skip it, do not retry, and show no message	"Takeover" first; the next schedule then takes effect. You can also use "Trigger Schedule"
Task state is "Waiting for Device Online"	The device is offline	See A device shows as unreachable; the device receives the task automatically once it is online
Task state is "Not Reached"	The device was notified more than 5 minutes ago and looks online but has not received it	Wait first; if it is still not received, check the device and its connection
Task state is "Superseded"	A schedule started playing new content and the original task was stopped	Normal, not a fault
Task state is "Failed"	The device hit an error it could not continue past	Look at "Current Stage" to find the step that failed; see Current stage. The system also creates a notification

See also: Task List, Schedule Settings, Command restrictions

Takeover is refused

After you click "Takeover", the "Control" column never becomes "CMS".

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What you see	Possible cause	What to do
"Takeover" is greyed out and shows "Locked on site until HH:mm"	The on-site lock is active	Wait until that time; it recovers automatically
"Takeover" is greyed out with no other message	The system's recorded control is already "CMS"	See Control mismatch
The "Control Command" result in "Device Information" is "Rejected"	By the reason column: "Takeover locked on device", "Device has joined a video wall", "Device not bound", "App did not respond"	See Rejected
The "Control" column shows "Device did not report completion"	More than 2 minutes passed after sending and the device did not report completion	Check that the device is online, then click "Takeover" again
"Device already has a pending command"	The previous command has not been answered	Wait for the device to answer, then try again

Control mismatch

An orange exclamation mark appears in the "Control" column, or you received a "Control Mismatch" notification.

Possible cause	What to do
Control was just changed on site (for example takeover requested on site, or forced to local in engineering mode)	To let the CMS control, click "Takeover"; to let the device control, click "Release Control (Switch to Standalone)"
The device had not been in contact with the E-Paper Content Management System for too long and returned to local control by itself	After the connection is restored, click "Takeover"

For the details, see Control mismatch.

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An update failed

The device's update state in "Firmware Update" is not "Succeeded".

State	Meaning	What to do
"Rejected (Not Run)"	The device is under local control and refused the update; nothing was changed	"Takeover" first, then start the update again
"Failed (Rolled Back)"	The check after installation failed, and the device returned to the version before the update	The device can be used as usual. Look at the failed stage in the update detail, and try a different firmware package if needed
"Failed (Rollback Failed)"	The check after installation failed, and returning to the old version also failed	Contact the manufacturer
"Failed"	The update failed and no rollback result was reported (for example the download failed)	Check that the device is online and the network works, then start the update again
It stays at "Waiting for Device"	The device is offline	See A device shows as unreachable
No new update appears for this device after starting	This device already has an update that has not finished, so it was skipped	Wait for the current update to finish, or cancel it in the update detail and then start again

When an update finally fails, the system creates an "OTA Failure" notification. For the full description, see Update states.

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Other common situations

Symptom	Possible cause	What to do
You chose a "Status" in the device list but new-protocol devices do not show	"Status" works only for legacy-protocol devices	Use the "Connectivity" column; see Device List
You cannot see a device's new task under "Task Info" in the device list	"Task Info" lists only tasks from the old mechanism	Look in "Task List"
An image cannot be deleted and "Cannot delete: referenced by a playlist" appears	A playlist is using the image	Remove it from the playlist first; see My Gallery
The bell shows a number but you do not see that item in the list	The bell and the list may differ by role, and the list shows only unacknowledged notifications	See Notifications
After signing in you see only "My Gallery"	The account's role is Content Manager	This is the intended permission design; see Console tour and role permissions

If the steps above do not solve the problem, contact the manufacturer and give the device name, the time it happened, and the diagnostic data exported from Connectivity Diagnostics.

Related pages: Device List, Task List, Schedule Settings, Firmware Update, Notifications, Control

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