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Introduction

The purpose of this manual is to provide the administrator with a thorough overview of the Visiosign Cloud software.

The manual explains the structure of Visiosign Cloud, its system components, and how the administrator works efficiently in the software.

After reading this manual, the administrator will understand Visiosign Cloud, how to maintain it and perform daily duties.

What is Visiosign Cloud?

Visiosign Cloud is a cloud-based software controlling content, rendering and behavior on a number of different screen solutions, including:

- Information screens.
- Meeting room screens.
- Wayfinder screens.

Visiosign Cloud can be controlled from any PC with internet connection via Visiosign Cloud's back end where administrators (and editors) plan, change and update content on the connected screen solutions.

Terminology

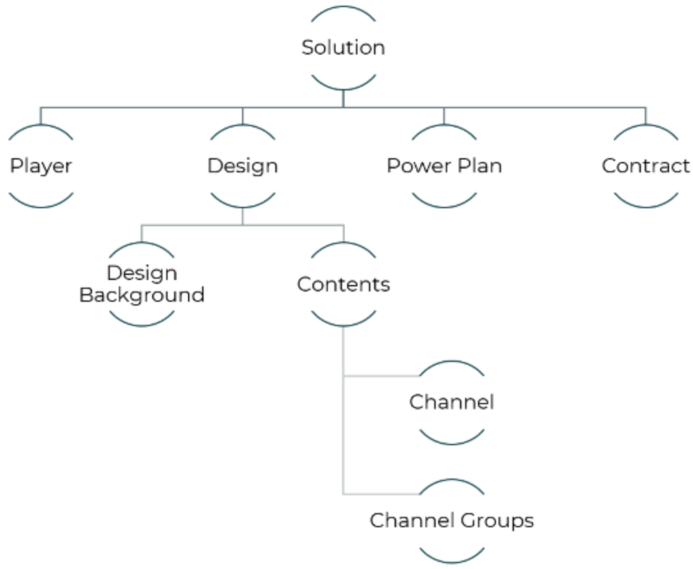
To better understand the concepts in Visiosign Cloud, a few words on terminology may be useful.

Domain: In the context of Visiosign Cloud, a domain refers to the entirety of a client's engagement with Visiosign Cloud. The domain is, metaphorically, the area in which everything takes place: Setup, design, integrations, user management, posting of information, and everything else.

Any Visiosign Cloud domain is unique and customized to each client's specific requests for design, channel setup, content, and all other parameters.

Solution: Visiosign Cloud can work with a variety of screen types (information screens, meeting room screens, interactive wayfinder screens, digital posters, and more), so the term Solutions encompasses all of these. For practical everyday purposes, a solution and a screen may be considered the same thing.

However, a solution consists of four elements beyond the physical screen which will be explained in further detail elsewhere in this manual. See illustration below:



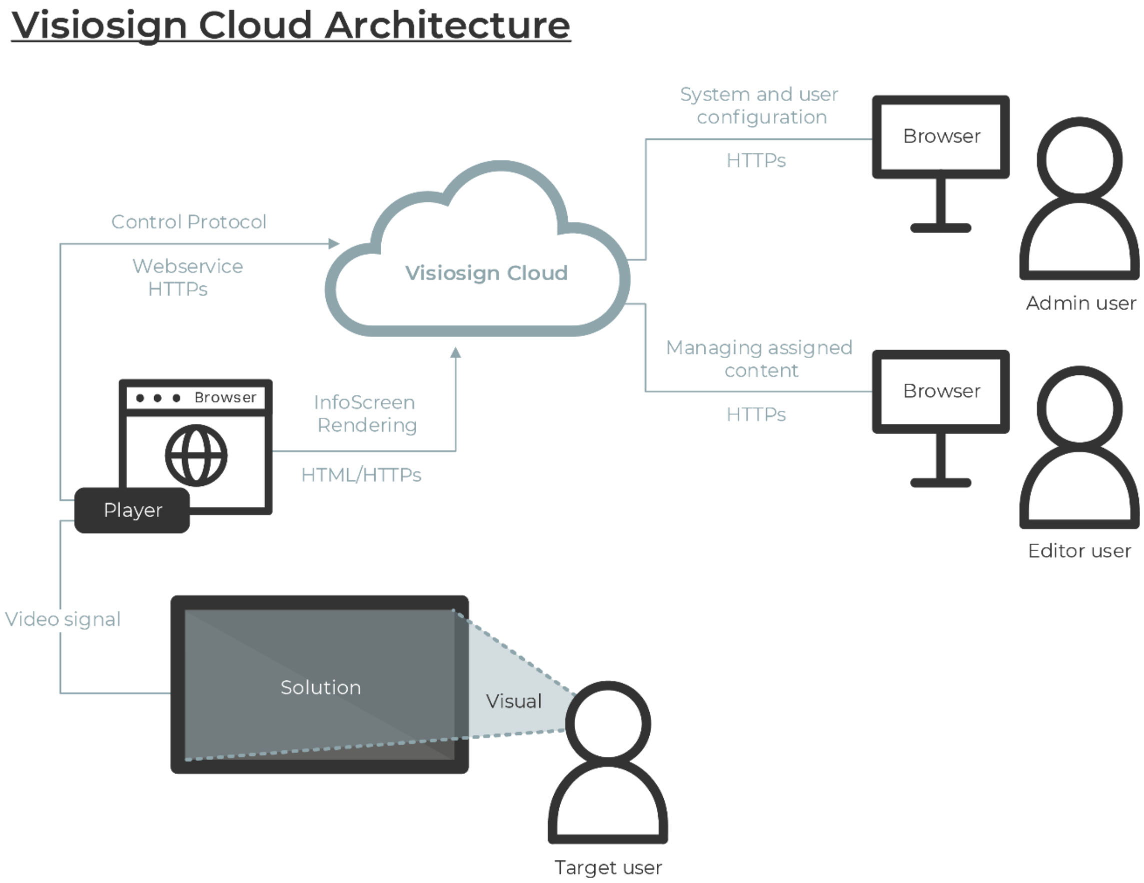
The rendering – what is actually displayed on a screen, and when – is the result of the combination of the solution elements:

- **Player,** undertaking communications with the Visiosign Cloud server.
- **Design,** dictating (with its sub-elements) what the solution looks like.
- **Power Plan,** defining the solution's uptime, downtime, and maintenance time.
- **Contract,** reflecting the contractual relationship between the client and dnp Visiosign.

The Architecture

The Visiosign Cloud server functions as the intermediary between the solution and the user(s).

Below is a visual representation of the architecture of the system.



Channel Setup: Information Distribution

It is common for a solution to contain several channels distributed on the available area on the solution (the screen surface). This allows for segmentation of the information on the solution, targeted to specific audiences, divisions, or groups within the client's organization.

Any channel can distribute its content to any number of solutions. When several channels transmit to the same solution, they are usually bundled in channel groups, and those channel groups are added to the design of the solution in question.

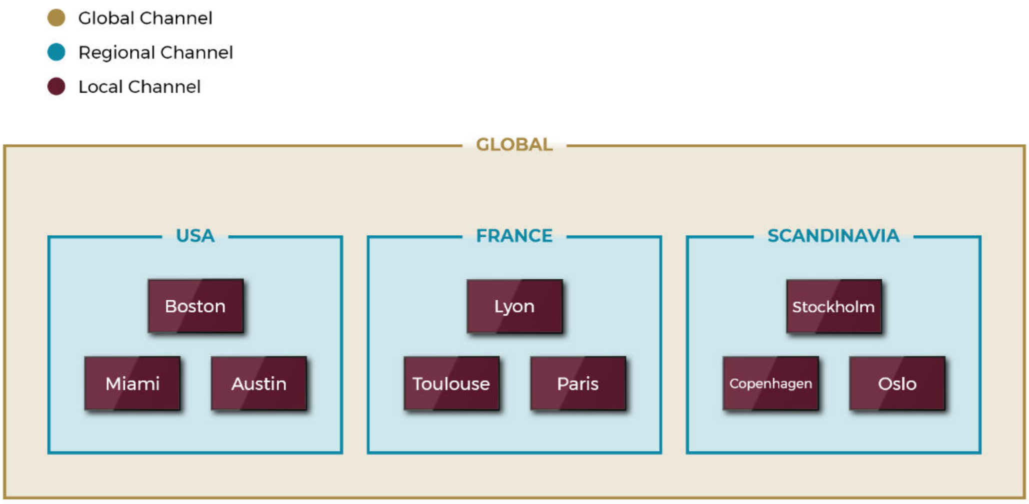
Every channel setup is unique and tailored to the client's preferences.

Example
In this example, a client runs a business with offices in the United States, France, and Scandinavia.

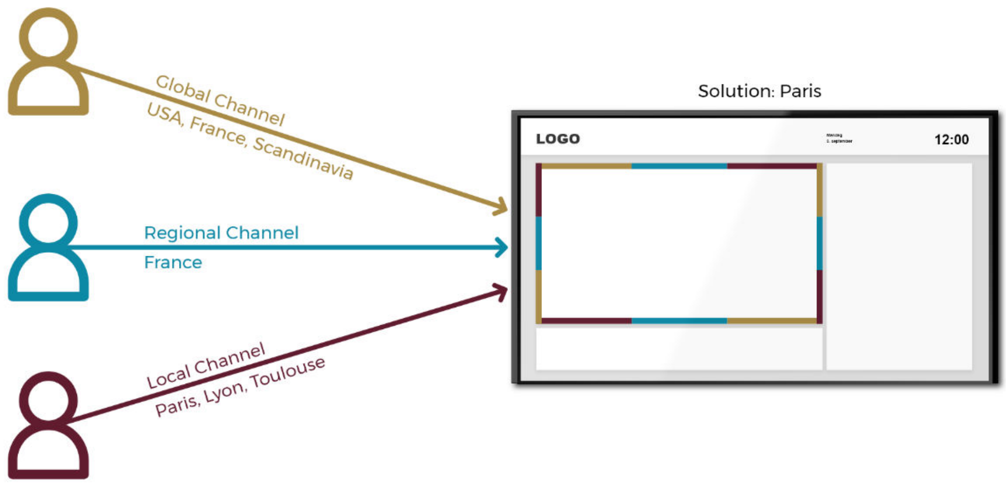
They have a total of 13 channels:

- 1 global channel transmitting to 9 solutions.
- 3 regional channels each transmitting to 3 solutions.
- 9 local channels each transmitting to 1 solution.

Here is a visual representation of the channel setup:



Hence, each solution receives content from multiple channels. Here is the solution at the Paris office:



This particular solution, then, will display information from 3 different channels (bundled in a channel group) alternating between information from the global, regional, and local channels respectively in a similar fashion as a Power Point slide show.

Notice: There are 2 other channels on the solution. They are empty in this illustration; nonetheless, they are subject to the same (or a different) channel setup.

The client's corporate communications staff at headquarters has access to the global channel and uses it to convey information company-wide, relevant to all employees.

Each regional head of office has access to the regional channel, transmitting content to the 3 solutions in their respective region, and each local team lead operates the local channel for each location.

All user management setup is unique and tailored to the client's preferences.

Software

Visiosign Cloud has three fundamental components:

1. **Visiosign Cloud Server** – the core of the system. Visiosign Cloud is hosted on Azure North Europe in a full PaaS infrastructure. The organization is contained in an Azure SQL database and Azure Storage Account. The SQL database backs up with Azure Long Term Backup with geo-redundance for a maximum of six months. The server functions as intermediary between screens/players and the administrator interface. The server keeps the screens updated with content, monitors player operation and keeps the player software updated on an ongoing basis.
2. **Visiosign Cloud Client Software** – embedded software installed on a player (mini-PC) executing commands from the Visiosign Cloud server. The only autonomous operation available to the player is restarting after 24 hours. This only takes place in the event of a lost internet connection.
3. **Visiosign Cloud Administrator Software** – the website accessible to administrators and editors. There is no direct communication between the web interface and the client software; all communication is routed over the Visiosign Cloud server.

Hardware

The two primary hardware components in the system are players and screens:

1. **Player –** dnp Visiosign recommend Blackline Player One with Windows 10 ~~IoT.~~
2. **Screen –** there are no specific demands to screen types. However, dnp Visiosign recommend using professional display screens. They may be somewhat more expensive compared to ordinary TV screens, but professional display screens will be a better long-term investment because they are constructed for daily operation for up to 24 hours. TV screens are typically built for approximately 3 hours of daily operation.

Operating System

Visiosign Cloud works with Microsoft Windows. The recommended operating system is Windows 10. dnp Visiosign provides players for content rendering with WIN10 IoT installed and optimized for Visiosign Cloud screen operations.

User Rights – Administrator and Editor

Visiosign Cloud tasks may be delegated to one (or several) editors or administrators who all work the system via their PC's.

The administrator is tasked with providing (and maintaining) the overview of the domain and its contents. It is the responsibility of the administrator to make the architecture of the domain (Solutions, Channels, Files et. al.) available and as self-explanatory as possible, thereby facilitating the daily work for the editors.

The editor is tasked with maintaining and updating the contents on the domain. Depending on the size of the domain, there may be one or more editors, each working their delimited portion of the total domain.

The administrator may designate different levels of user rights to editors for Solutions, Channels, Templates, and Files on the domain. The solutions are updated on an ongoing basis via the Visiosign Cloud server; this happens usually once every hour. Administrators and editors may push content to the screens at any time using the Reload function.

About Touch and Wayfinder

Touch and wayfinder allow for additional possibilities with respect to providing information to the domain's audience. It is possible to interact with the screen and establish menus for the spectator to click through by touching the screen.

Touch may also be used for guest registration and notifying the host that the guest has arrived.

Wayfinder offers help to the screen's audience to navigate to a specific location near the screen, such as a meeting point, or similar.

Here are some examples of information provided using touch and/or wayfinder:

- Homepage for the organization.
- Overview of the meetings of the day.
- Contact information for employees.
- Directions to a location.

Setting up Touch and Wayfinder requires knowledge of dedicated systems developed by dnp Visiosign. They are beyond the scope of this manual.

Please contact your dnp Visiosign Key Account Manager for further information.

Support

Support via mail, phone and remote is included in the subscription fee and available on weekdays between 8am and 4pm Copenhagen time. Onsite support is available on a case-by-case basis and is not included in the standard subscription.

Administrators and editors may also submit a support ticket from within Visiosign Cloud.

Support is available in Danish and English.

Integration

dnp Visiosign has extensive experience integrating with a variety of IT-systems and employ software developers capable of creating reliable solutions, particularly involving Microsoft Outlook, Sharepoint, Untis, TimeEdit, Sylabus, Google Calendar and more.

Sharepoint

When integrating with Sharepoint, the relevant data are made available to Visiosign Cloud. Then, dnp Visiosign Cloud developers code the redering for the post and thus the solution.

Included in the code are the pictures, font, font size and all other elements concerning the visual expression.

Exchange

Visiosign Cloud uses the EWS (Exchange Web Services) protocol for reading and writing data in Exchange calendars. Furthermore, access to a mail account (often called the Service Account) is required for logging on to the client's Exchange via EWS to execute reading and writing tasks in the calendars involved in the integration.

The Service Account must have editor rights assigned as well as the role of Application Impersonation for the relevant calendars. This is not recommended on personal email accounts.

The client must accept access from dnp Visiosign's Azure app.

Please contact your Key Account Manager at dnp Visiosign for additional information about integration with Exchange.

Single Sign On (SSO)

SSO can be set up with the Azure AD integration based on OpenID Connect. This allows for an Azure administrator to control access to Visiosign Cloud along with the client's other Azure accesses.

Any user (administrator or editor) must then be approved for logging on to Visiosign Cloud via the AD login.

Azure AD-groups may be reflected in user groups in Visiosign Cloud, and any user may be member of several groups simultaneously.

Please contact your Key Account Manager at dnp Visiosign for additional information about SSO.

Other Integrations

Besides the integrations mentioned above, it is also possible to integrate to several other services and social media such as Power BI, Instagram, Facebook, Yammer, and others.

Integration to a specific app, developed by the client, is possible if dnp Visiosign is granted access to the relevant data.

Please contact your Key Account Manager at dnp Visiosign for additional information about integrations.

Contents Overview

This section contains information about the different elements comprising a solution rendering. Some content is static, some content is dynamic.

Every piece of content on a solution originates from a channel on the domain, and every piece of content may be customized to align with the desired design.

Static contents generally pertain to the background design of the solution, while dynamic content is usually generated by editors who publish content specific to the client, news, images, or other relevant material.

Static content is set up and maintained by the administrator (or dnp Visiosign), while both administrators and editors may edit dynamic content.

Static Content

The static content includes the design background for the screen (or parts thereof). Other typical static elements are company logo, date, and clock. The company logo is often part of the image on the background design, but it may also be displayed via a channel post.

Below is a background design without channels:

The design consists of layers placed on top of one another, for example:

1st layer:	Background image
2nd layer:	Company logo (if it is not on the background image)
3rd layer:	Clock
4th layer:	Weekday
5th layer:	Date

Every layer receives its content from a channel that transmits continuously to the area on the solution allocated to that channel. In the example below, three channels for dynamic content are ready to use:

Please note: All elements of any given design (background, company logo, date, weekday, clock, the size and number of channels containing dynamic content) are customizable according to the client's design requests.

Dynamic Content

Dynamic content is published in the channels on the domain designated for this purpose, usually by editors. These may include images, videos, and other kinds of posts (see elsewhere in this manual).

All content is subject to time management. Administrators (or editors) plan a publishing window for every post, including start date, end date, weekday, time of day, and the duration of the post.

Post Types

Content is published in channels, and all post types will be explained below. The administrator determines the post type(s) available in each channel on the domain.

The administrator (or editor) selects the appropriate channel for publication of a given post. The following post types are available to choose from:

Image Post

Image posts are based on a picture file such as .jpg or .png. All common image file formats are supported, and the administrator determines which file types to make available for publication on the domain. This is done in the Settings Menu (covered elsewhere in this manual).

After naming the post, it is time to schedule the post as well as its duration. A post can be flagged to indicate that the post contains personal data (relating to the GDPR legislation in the European Union), and as such, Visiosign Cloud will handle the post in accordance with the domain policy defined by the administrator.

The image file is either selected from the Files library or uploaded directly to that particular post. Once the image file has been chosen, a preview of the image in the channel is displayed.

An image post may be enhanced with a caption, and Visiosign Cloud offers a few options to scale the image to fit the channel. The best result, however, is achieved when using an image that fits the dimensions of the channel reasonably well.

Video Post

Video posts are based on a video file. All common video file formats are supported, and the administrator determines which file types to make available for publication on the domain. This is done in the Settings Menu (covered elsewhere in this manual).

After naming the post, it is time to schedule the post as well as its duration. A post can be flagged to indicate that the post contains personal data (relating to the GDPR legislation in the European Union), and as such, Visiosign Cloud will handle the post in accordance with the domain policy defined by the administrator.

The video file is either selected from the Files library or uploaded directly to that particular post. Once the video file has been chosen, a preview of the video in the channel is displayed.

A video post may be enhanced with a caption, and Visiosign Cloud offers a few options to scale the video to fit the channel. The best result, however, is achieved when using a video that fits the dimensions of the channel reasonably well.

Playing the video including sound is also possible, provided that the screen displaying the video has built-in speakers, or external speakers connected. Consider whether playing the video with sound will be appropriate since it might occur as a disturbance for staffers working (or pausing) near the screen. For this reason, the default setting for sound on video posts if off.

Text & Image Post

The post type Text & Image is based on templates created beforehand by the administrator (or dnp Visiosign) to be used in the relevant channel on the domain.

The template has a number of parameters defined, unchangeable for the editor. These include the size of text fields and image fields, font and all other styling elements from regular text processing.

The purpose is twofold: Text & Image posts significantly simplifly the work of the editor while simultaneously adhering to company guidelines with respect to design, fonts, colors, and all other visual elements.

Templates are coded in CSS/HTML by the administrator or dnp Visiosign and then made available to editors on the domain.

Naming and scheduling conventions are identical to all other post types.

Custom Post

Custom posts are also based on templates designed by either the administrator or dnp Visiosign. It is also possible to start with a blank slate, equivalent to a new MS Word document. In both cases, the dimensions of the post reflect the channel in which the post is published.

After naming the post, it is time to schedule the post as well as its duration. A post can be flagged to indicate that the post contains personal data (relating to the GDPR legislation in the European Union), and as such, Visiosign Cloud will handle the post in accordance with the domain policy defined by the administrator.

If a template has been selected for use in the post, it is possible to edit or add information to the post (text, image, video) before publication.
Starting from the blank slate, the editor (or administrator) may add text, images, tables, text boxes, smileys et. al. as well as choosing font, font color, background color and use functions from standard word processing.

The administrator defines what styling elements to make available for the editor on custom posts. This is a way to ensure congruence with the client's overall visual identity.

Gallery Post

A gallery post may be compared to a Power Point slide show. When scheduling the post, the editor (or administrator) selects a folder in the Files system, and Visiosign Cloud will then display the contents of that folder for the duration of the specified time.

After naming the post, it is time to schedule the post as well as its duration. A post can be flagged to indicate that the post contains personal data (relating to the GDPR legislation in the European Union), and as such, Visiosign Cloud will handle the post in accordance with the domain policy defined by the administrator.

Now choose the folder in the Files system for Visiosign Cloud to display. It is possible to add a caption as well as defining behavior for scaling and sequence of the contents, either alphanumerically or randomized.

Please note: The duration (seconds) of the post pertains to each file in the designated folder. If, for example, the duration is set to 15 seconds and there are 20 images in the chosen folder, the gallery post will have a total duration of 300 seconds (or five minutes) with each image being shown for 15 seconds. If a video file is also in the folder, then the duration of that file will be added to the total duration of the post.

Website Post

A website post requires a web address (URL), and Visiosign Cloud will then iframe the URL in the chosen channel for the post.

After naming the post, it is time to schedule the post as well as its duration. A post can be flagged to indicate that the post contains personal data (relating to the GDPR legislation in the European Union), and as such, Visiosign Cloud will handle the post in accordance with the domain policy defined by the administrator.

It is possible to define page size, grab size and positioning of the rendering from the chosen URL as well as defining the update interval.

Please note: Many web pages do not allow iframing. For this reason, website posts often work best when publishing content from a page under the client's control.

RSS Post

RSS posts are simple: Just paste a link to the relevant RSS-feed to be displayed in the chosen channel.

After naming the post, it is time to schedule the post as well as its duration. A post can be flagged to indicate that the post contains personal data (relating to the GDPR legislation in the European Union), and as such, Visiosign Cloud will handle the post in accordance with the domain policy defined by the administrator.

Styling options are available to RSS posts.

Many news outlets, corporations, NGO's and other actors offer free RSS feeds, making it possible to include RSS feeds relevant to the screen audience.

Menu Overview

This section provides an overview of the menus in Visiosign Cloud. The structure of this section is identical to the menu structure in Visiosign Cloud, and it may be useful to view Visiosign Cloud in parallel to reading this section.

Home

The Home menu is the landing page upon logging in to Visiosign Cloud.

To the left is the black menu bar containing the menus available. The menu bar will fold in upon accessing a different menu, but it may be pinned to always stay open.

To the right of the black menu bar is a widget allowing access to that user's Favorite channels as well as the user's Recently updated channels (more on this elsewhere in the manual).

Buttons for Help and Support respectively are in the upper right-hand corner. They are also available everywhere in Visiosign Cloud.

Clicking the Help button opens the Help Center containing articles, videos, and other learning materials.

The Support button opens a page to submit a support ticket.

Further down, below the widget, is a news channel from dnp Visiosign displaying relevant information for editors and administrators.

In the bottom left-hand corner is the name of the current user. Click here to access the user profile. Below the username is a logout button.

Contracts

The purpose of the Contracts Menu is to provide the administrator with an overview of the licenses used and the licenses available on the domain. It also shows how each solution is linked to its contract.

To the left is an overview of the contract(s) associated with the domain. A contract has licenses for different types of solutions (information, meeting room, wayfinder, etc.), and the administrator can see how many licenses are currently being used on the domain, and how many licenses of each type still available.

Clicking on a contract displays the solutions used in that contract to the right.

The administrator may click the ‘Add solution’ button to the right to use an available license to add to the domain. This may also be done under the Solutions menu by selecting a solution and adding its contract from that page.

Players

The purpose of the Players menu is to provide the administrator an overview of the players on the domain.

To the left is the folder structure organizing the players. The administrator may add, rename, or delete folders.

To the right is the list of players in the current folder including every player’s ID. The administrator may access additional information about each player, view its log, edit its solution, preview the player and delete the player using the icons on the right-hand side of the list.

Clicking a player name gives access to information about the player’s resolution, time zone, online status, and there is a screenshot available displaying the player’s current rendering. The administrator may order a fresh screenshot by clicking the ‘Take screenshot’ button.

Adding new players to the domain also takes place on the Players menu.

Screenshots

The Screenshots menu provides the administrator with an overview of the rendering on each player.

It displays a thumb nail image of each player’s current rendering. Information about the player name, ID, and time stamp for the screenshot is provided as well as a short cut to the editing page for each player.

The administrator may filter the screenshots using a variety of filters available. There is also a search field and a button to order a new batch of screenshots.

Solutions

The purpose of the Solutions menu is to provide the administrator with an overview of the solutions on the domain.

To the left is the folder structure organizing the solutions. The administrator may add, rename or delete folders.

To the right is the list of solutions in the current folder. The red or green icon next to the solution name indicates its online status. Next to the name is the solution type and buttons to preview, copy, get more information, and delete the solution.

Click on a solution name to access (and edit) additional information about that solution, including:

1. Size.
2. Time zone.
3. Design used on that solution.
4. Solution type.
5. The solution's contract.
6. The power plan for the solution.
7. Users and user groups with access to the solution.

Adding a new solution to the domain also takes place on the Solutions menu.

Power Plans

The purpose of the Power Plans menu is to provide the administrator with an overview of the power plans associated with each solution.

The power plan dictates the uptime of the player and solution: When will the solution (and its associated screen) be on/off, and when will the player restart.

All solutions must have a power plan to operate optimally. The power plan also helps save power and prolong screen life. A player should restart regularly to correct any errors and improve stability, and a power plan dictating restart during the night is a common choice. Restarting takes no more than 5 minutes.

The menu displays a list of power plans, the number of solutions associated with each power plan, and the administrator may delete a power plan by clicking on the trash can symbol to the far left.

Clicking the name of a power plan provides detailed information about the events each power plan is comprised of. The administrator may edit, add and remove events.

Adding a new power plan also takes place on the Power Plans Menu

Designs

The purpose of the Designs Menu is to provide the administrator with an overview of the designs associated with each solution.

A design may be used on a single solution, or it may be used on many – in which case those solutions will display identical contents.

Designs

The design is where all the visual elements come together to be displayed on a solution. It contains static and dynamic content (via the relevant channels) and incorporates the design background, system channels (clock, date et. al.) and channels containing user-generated content.

To the left is the folder structure organizing the designs. The administrator may add, rename, or delete folders.

To the right is the list of designs in the current folder. The administrator may preview, copy, obtain additional information, or delete the design by clicking the icons on the right-hand side of the list.

Clicking the name of a design allows the administrator to view and edit parameters for that design. This includes:

1. Name and size.
2. Design background.
3. Channels and channel groups used on the design.
4. Channel and channel group placement on a solution’s X and Y axis.
5. Layering placement of channels and channel groups.

If the design involves touch buttons on the screen, it also displays:

1. The stage associated with the design.
2. Touch buttons.
3. Placement of the buttons (X and Y axis).
4. Styling of the buttons.
5. Layering placements of the buttons.

Adding a new design also takes place on the Designs Menu.

Stages

Stages pertain to touch screens and defines which information to render, when someone presses a button on a screen’s touch design.

To the right of the list of designs, the administrator may obtain additional information about each design (particularly its usage on solutions) and delete the design by clicking on the icons.

Clicking on the name of a stage, the administrator may access and edit information about the stage, including:

1. Name, size, and timeout.
2. Content: Which design to use as well as channels and channel groups on that stage.

Adding a new stage also takes place on the Stages Menu.

Design Backgrounds

A design background should be viewed as the bottom layer in a design. Here are the fundamental design elements, typically including clock, date, weekday; in some cases, also weather forecast or other additional design elements.

To the left is the folder structure organizing the design backgrounds. The administrator may add, rename, or delete folders.

To the right is the list of designs in the current folder. The administrator may preview, copy, obtain additional information, or delete the design background by clicking the icons on the right-hand side of the list.

Clicking the name of a design allows the administrator to view and edit parameters for that design background. This includes:

1. The name and size of the design background.
2. Edit the channel containing the background image used on the design background.
3. Create the zones for dynamic channels in the design background.
4. Add the channels or channel groups containing the static elements such as clock, date, and weekday and specify their placement on the X and Y axis.

Adding a new design background also takes place on the Design backgrounds Menu.

Content

The purpose of the Content menu is to provide the administrator with an overview of the channels, channel groups, templates, and fonts on the domain.

Channels

To the left is the folder structure organizing the channels. The administrator may add, rename, or delete folders.

To the right is the list of channels in the current folder. The administrator may start a new post, add the channel to favorites (it will then appear on the Home menu), preview, obtain additional information, copy, or delete the channel by clicking the icons on the right-hand side of the list.

Clicking the name of a channel allows the administrator to view and edit parameters for that channel, such as:

- Name and size of the channel.
- Behavior for interaction (used on touch solutions).
- Default show time (editors and administrators may edit the show time for a specific post when scheduling).
- Behavior for transitions (from one post to the next in the channel).
- Allowed post types in the channel as well as their associated styles.
- Access for users and user groups for the channel.
- Posts in the channel.

Adding a new channel also takes place on the Channels Menu.

Channel Groups

The Channel Groups Menu is where the administrator may bundle channels in groups which are then added to a design.

Please note: The properties of a channel group take precedent over the properties of the channels in the channel group. This applies to transition between posts in each channel, post duration bar, post counter, styling, and sorting behavior.

To the left is the folder structure organizing the channel groups. The administrator may add, rename, or delete folders.

To the right is the list of channel groups in the current folder. The administrator may preview the channel group, obtain additional information about the channel group, copy, and delete a channel group by clicking the icons on the right-hand side of the list.

Clicking the name of a channel group allows the administrator to view and edit parameters for that channel group, such as:

1. The name and the size of the channel group.
2. The behavior for interaction, transitions, and sorting.
3. Post duration bar and post counter (and their associated styles).
4. Styles associated with the post types in the channel group.
5. Channels that have been added to the channel group.

Adding a new channel group also takes place on the Channels Groups Menu.

Templates

The purpose of the Templates menu is to provide the administrator with an overview of the templates on the domain. These include templates for Custom posts as well as Text & Image posts.

The menu displays a list of the templates on the domain divided between Text & Image and Custom templates respectively. The name and size of each template is included in the overview.

The administrator may copy or delete a template by clicking on the icons on the right-hand side of the list.

By clicking the name of a Text & Image template, the administrator may edit the size and description of the template as well as edit the template itself in the source code window. Text & Image templates are edited using CSS/HTML.

Adding a new template also takes place on the Templates Menu.

Fonts

The purpose of the Fonts Menu is to give the administrator an overview of the fonts installed on the domain.

On the list of fonts, the administrator may enable/disable fonts, thus defining the availability of fonts to the editors in Custom and Text & Image posts.

By clicking the icons on the right-hand side of the list, the administrator may edit or delete a font.

The administrator may add a font to the domain by clicking the 'Upload font' button.

Styles

The purpose of the Styles Menu is to provide the administrator with an overview of the styles on the domain.

The administrator may edit, add, and remove styles.

Styles define how visual elements on the domain look, including clock, date, buttons for touch designs, and more.

Post Styles

The Post Styles Menu displays an overview of all the styles and their associated post types. By clicking the icons on the right-hand side, the administrator may obtain additional information about the style, copy, or delete the style.

Clicking the pen symbol next to the style name allows the administrator to edit the style. Styles are edited using CSS/HTML.

The administrator may add a style by clicking the 'New style' button.

Channel Styles

The Channel Styles Menu displays a list over channel styles and their types. By clicking the icons on the right-hand side of the list, the administrator may copy or delete a style. Clicking the pen icon next to the style name allows the administrator to edit the style.

The administrator may add a channel style by clicking the 'New channel style' button.

Design Button Styles

The Design Button Styles Menu is the starting point of designing the buttons for touch solutions using CSS/HTML.

Users

The purpose of the Users Menu is to provide the administrator with an overview of users, user groups and tool profiles on the domain.

Users

This menu displays a list of users, their email addresses, and their role (admin or editor) on the domain. The administrator may impersonate a user, in effect logging on as that user, to view the domain from their perspective.

By clicking the icons on the right-hand side of the list, the administrator may copy, generate a user group, or delete a user from the domain.

Clicking a username allows the administrator to view and edit the user information, including:

1. First name, last name, job title and email address.
2. Password reset.
3. User role: Editor or admin.
4. Access to tool profile.
5. Language (English, Danish and Swedish are supported).
6. Time zone.

The administrator may also view and edit the user's resource access (channels, solutions, and templates), access to the files system and user group membership.

User Groups

The purpose of user groups is to facilitate user administration for the administrator.

User groups define the rights of the users in the group. This includes their resource access (channels, solutions, and templates) and which parts of the files system they will have access to. If necessary, the administrator may also add rights to single users in conjunction with their rights defined by their user group membership.

The menu displays the list of user groups on the domain as well as a description of the groups. By clicking the icon on the right-hand side of the list, the administrator may delete a user group. Users in a deleted group will not be deleted.

Clicking on the name of a user group allows the administrator to view and edit details about the group, including:

1. The name and description.
2. Resource access.
3. Acces to the files system.
4. Members of the user group.

Tool Profiles

The purpose of the Tool Profiles Menu is to allow the administrator to define editor access to tools in their Custom and Text & Image posts.

The menu displays the list of tool profiles on the domain, and the administrator may delete a tool profile by clicking on the trash can icon on the right-hand side of the list.

Clicking the name of a tool profile allows the administrator to view and edit the tools available in that profile.

Reporting

The purpose of the Reporting menu is to allow the administrator to monitor user activity and player operations.

It is also possible to export a player report to excel for further analysis and set up a report on player operations.

User Activity Logs

This menu displays a list of user activity on the domain.

The list includes information about which user took which action at what time on the domain. The administrator may edit the criteria for the displayed information by defining a time window or using filtering options. There is also a search option.

Players

The purpose of the Players Menu is to provide the administrator with an overview of player operations on the domain.

The menu displays a list of all players on the domain with information about each player, including:

1. Name, folder placement and activation number (player ID).
2. Solution and power plan associated with the player.
3. A last active time stamp.

The name, solution and power plan can be clicked for easy access to those respective pages.

The red/green dot next to the player name indicates the players online status.

The administrator may export the player report to excel providing additional information, including the activation date for each player.

Player Monitoring

The purpose of the Player Monitoring Menu is to allow the administrator to set up player monitoring reports informing subscribers of changes in player operations.

Any user (administrator or editor) may subscribe to a player monitoring report.

The menu displays a list of player monitoring reports on the domain, and the administrator may delete a report by clicking on the trash can symbol on the right-hand side of the list.

Clicking the name of a report allows the administrator to view and edit the properties of that report, including:

1. Notification interval and description.
2. What data to include in the report (player name and status are required).
3. Subscribers to the player monitoring report.

When creating a new report, the administrator selects a notification interval. If a player changes status from online to offline (or vice versa), the subscriber(s) to the report will receive an email notification containing the information included by the administrator. If there are no changes in player operations, no notification goes out.

Please note: If a player changes status and then changes back to its original status within the notification interval, no notification will be sent.

The player monitoring report includes all players on the domain.

Files

The purpose of the Files Menu is to provide the administrator with an overview of the files that have been uploaded to Visiosign Cloud.

The administrator has access to all files and may upload files to any folder. Editor access is defined by the administrator.

To the left is the folder structure organizing the files, and the administrator may add, rename or delete folders.

To the right is a preview of the files uploaded to the current folder. The administrator may rename, download, or delete each file by clicking on the icons on the right-hand side of the list. Clicking on a file name will display a larger thumb nail and the size (in pixels) of the file.

Please note: Folder and file handling are crucial to a good working environment in the Files system. Rules and guidelines for file handling are strongly recommended.

Settings

The purpose of the Settings Menu is to provide the administrator with an overview of the global settings on the domain.

In this menu, the administrator defines various settings that affect editors, including:

1. Maximum upload file size (MB).
2. Allowed image and video file extensions.
3. Other allowed extensions.

The menu also allows the administrator to define the GDPR policy for the domain. Administrator selects whether to distinguish posts containing personal data (thus enabling/disabling the flagging possibility for editors on posts) and defines how many days until Visiosign Cloud deletes a post containing personal information, if that post has not been scheduled.

It is possible to delete user data after a specified number of days of inactivity.

SSO is set up in this menu, requiring the administrator to provide the relevant information about Azure Client ID, and more.

The option for selecting log levels (error, information, and debug) is for dnp Visiosign technical personnel only.

Profile

The purpose of the Profile Menu is for the administrator to access his or her profile.

Every user (administrator as well as editor) has a profile on Visiosign Cloud.

The information on the profile includes:

1. First name, last name and email address.
2. Options for password reset.
3. Job title.
4. Opt-in for newsletter from dnp Visiosign.
5. Language and time zone for the user.
6. Phone number.

Log out

Click here to log out of Visiosign Cloud.

Quick Guides

This section of the administrator manual provides quick guides to setting up designs, templates, power plans, and other tasks often undertaken by the administrator of a Visiosign Cloud domain.

If assistance is needed, reach out to Visiosign Cloud Support.

Build a design

Please keep in mind the distinction between a *design* and a *design background*.

Any design can be displayed on any number of solutions. Solutions displaying the same design will be identical.

Most domains have one or a few design backgrounds. Larger organizations may have 3-8 design backgrounds, depending on the size and structure of the organization, communications strategy, and more.

In the case of several design backgrounds, it is common (but not obligatory) to use the same static elements on all designs.

1st layer: Basic design
Create the basic design in your preferred graphics software and save it as a picture file (.jpg or .png). The basic design will serve as the background picture on the designs on the domain. In most cases, there are but a few basic designs on a domain.

2nd layer: Design background and static content
The basic design (1st layer) will form the basis of the design background. Add the static elements (such as date and clock) to the design background.

3rd layer: Channels containing dynamic content
With the design background ready, add the channels and channel groups designated for dynamic content in their appropriate positions on the X and Y axis on the design.

Follow these steps:

1. Create the basic design and save it as a picture file.

2. Upload the picture file to the Files system in Visiosign Cloud (make sure to place it in an appropriate folder).
3. Create a channel, then create an image post in that channel with the picture file you just uploaded.
4. Create channels for static content, then create the appropriate posts (i.e., clock, date, etc.) in those channels.
5. Create a new background design in the Design Backgrounds menu.
6. Add the channel containing the basic design by clicking the ‘Add Design background fill’.
7. Create the zones for channels containing dynamic content in the appropriate dimensions and position them on the X and Y axis.
8. Add the channels containing static content you created in step 4 and position them on the X and Y axis.
9. Create the channels for dynamic content.
10. Add the dynamic content channels to the design.
11. Create channel groups, if appropriate.
12. Assign user rights to the dynamic content channels either per user or assign rights to a user group.

Create a template

Templates are an expedient way to control dynamic content on solutions. Please notice the distinction between templates for Custom posts and templates for Text & Image posts respectively.

Templates are built using CSS/HTML by the administrator or dnp Visiosign.

It is necessary to know the dimensions (in pixels) of the channel where the template will be used.

Text & Image template – follow these steps:

1. Click ’New Template’ in the Templates menu and choose Text & Image.
2. Fill in the name, size and description (make sure its dimensions are identical to the channel intended to contain the template).

3. Enter the source code; consult the preview to check how it looks.
    a. It is possible to add files to the template from the Files system or direct upload, if necessary, by clicking on the icons over the source code window.
4. Click ‘Save & Back’ upon completion.
5. Assign user rights to the template either per user or assign rights to a user group (make sure the assigned users have access to the channel intended for use of the template).

Custom template – follow these steps:

1. Click ’New Template’ in the Templates menu and choose Custom.
2. Fill in the name, size and description.
3. Select the channel to contain the template.
4. Enter the source code in the window.

Activate a player

Best practice with respect to activating a player is to create its associated solution first.

Create the design, then create a solution and add the design to the solution.

Connect the player to the screen (usually via HDMI) and make sure the player is connected to the internet. Ethernet is strongly recommended over wifi due to better stability and security. When the player and screen power up, an activation number (5 or 6 digits) will appear on the screen if the player is online. The activation number is the same as the player ID.

It may be necessary to whitelist the MAC address of the player for security reasons. Visiosign Cloud Support can provide any player’s MAC address.

Navigate to the Players menu and click the ‘Add player’ button. Insert the Player ID and connect the player to the appropriate solution. The screen will then render its content within a few minutes.

Create users

Every user (administrators and editors alike) should use a personal login. That will facilitate the administrator duties surveying activity on the domain.

When creating a new user, consider whether an existing user has the desired rights. In that case, just copy the existing user and make the necessary changes to name and email address. This applies to user groups as well.

Follow these steps to create a new user:

1. Navigate to the Users menu and click ‘New User’.
2. Enter the appropriate information in the fields.
3. Delegate resource access (channels, solutions, and templates).
4. Delegate access to the Files system, if necessary.
5. Add the user to a user group, if appropriate.

Create a User Group

User groups expedite user administration on the domain. The administrator may create user groups reflecting the structure of the organization (divisions, departments, buildings, areas of responsibility, or similar).

User groups also facilitate delegation of rights to new users: Simply create a new user and add the user to the desired user group. Then the user will have the same rights as all other user group members. The administrator may delegate additional rights to single users (besides their rights stemming from the user group membership) whenever appropriate.

Follow these steps to create a user group:

1. Navigate to the User Groups menu and click ‘Create User Group’.
2. Fill in the name and description fields.
3. Delegate resource access (channels, solutions, and templates) to the group.
4. Delegate access to the files system, if necessary.
5. Add users to the group.

Create a Power Plan

All solutions on the domain should be associated with a power plan to control screen and player operations.

The power plan dictates when a solution (and its player and screen) is on, off, and when the players reboot for maintenance purposes.

There are three types of events that comprise a power plan: On, Force Off, and Maintenance Time. Any point in time not defined in the power plan as 'On' will leave the solution off. Maintenance Time is recommended every 24 hours.

The Force Off event is designed for extraordinarily turning off the solution at a time when it usually would be on.

Follow these steps to create a power plan:

1. Navigate to the Power Plans menu and click the 'Add power plan' button.
2. Name your power plan and add the desired solutions. Then click 'Save'.
3. Add events consecutively, starting with the 'On' event.

When all appropriate events have been created (and all relevant solutions added), click 'Save & Close'.

GDPR Policy

The administrator decides whether to distinguish posts containing personal data, as understood in accordance with the GDPR-legislation in the European Union.

This enables/disables the check box on the scheduling page for any post used by editors to flag a post as containing personal data.

Navigate to the 'Settings' menu and check the box 'Distinguish treatment of posts with personal data'. In the box below, select the number of days a post is allowed to be unscheduled before Visiosign Cloud deletes it.

Symbols Overview

Below is an overview of symbols used throughout Visiosign Cloud. The symbols are referenced regularly in this manual. Also, holding the mouse over a symbol will display a descriptive box for that symbol.

View
Click this symbol to preview a player, solution, channel, or other element.

Information
Click this symbol to obtain additional information about a player, solution, channel, or other element.

Copy
Click this symbol to copy a channel, solution, or other element. It is also used to copy posts in a channel.

Erase
Click this symbol to erase.

Move
Click and hold this symbol to move a solution, player, or other element. Also, click and hold this symbol next to a file name in the Files system to drag and drop it in a different folder.

New Post
Click this symbol to start a new post in a channel.

Add/remove from favorites

Click this symbol to add or remove a channel from the Favorite Channels widget on the Home menu.

Edit

Click this symbol to edit.

Shortcut

This symbol indicates a shortcut to a solution, player, or other element.

Logs

Click this symbol to view a log for a player or other element.

Edit Solution

Click this symbol to edit a solution while on the Players menu.

Download

Click this symbol to download a file to a local or shared drive in the Files system.

Screenshot all players

Click this symbol to order a screenshot of all players on the Players menu.

Reload all players

Click this symbol to reload all players. Located in the Players menu.

Reboot all players

Click this symbol to reboot all players. Located on the Players menu.

Impersonate user

Click this symbol next to a user name to impersonate ('log on as') that user.

Generate user group

Click this symbol to generate a user group with the same rights as the user.

Online / Offline

This symbol indicates the online/offline status of a solution and player.