

Device Hub Client User Guide



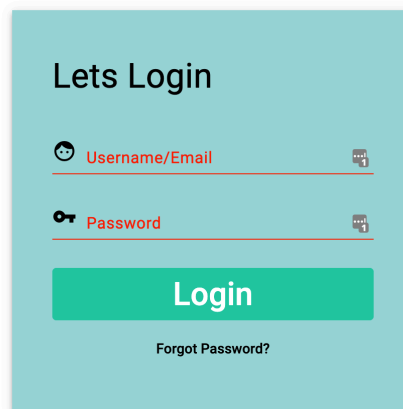
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Logging In

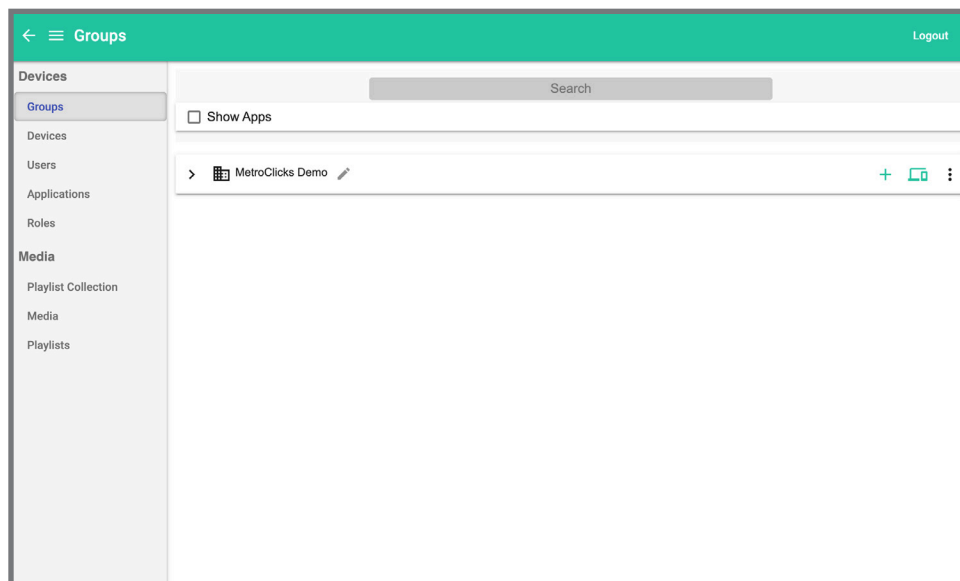
Head to: <https://devicehub.metroclick.biz/login>

Enter the User/Email and Password your MetroClick contact gave to you.

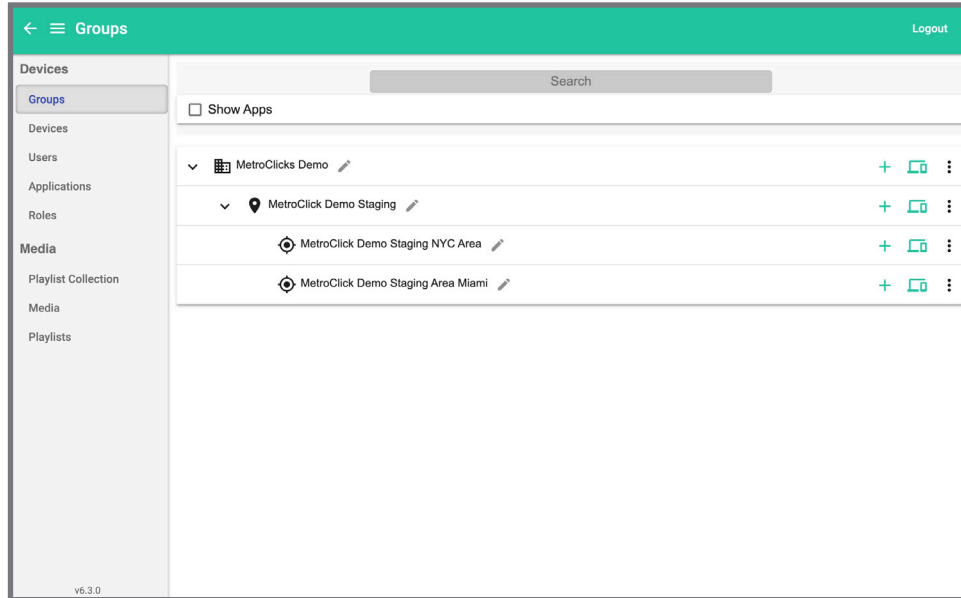


The screenshot shows a login form titled "Lets Login" on a light blue background. It features two input fields: "Username/Email" with a person icon and "Password" with a key icon. Below the fields is a large green "Login" button and a link for "Forgot Password?".

Once you are logged in you will see one of two things depending on how your project is set up with MetroClick. If you are managing the rollout of devices your home screen will look something like the below image. If Metroclick is managing the rollout of devices you can skip to Viewing Devices section which is on [page 7](#).



Click on the arrow next to the names to see your staging area(s).



In these staging areas you will see the devices that Metroclick has prepared for you. Once you are ready to move these devices into their proper location please move on to the next section.

Creating New Areas For Your Devices

You can create new areas for devices by clicking the plus sign at the Client and Sub Client levels.



Clients have this icon.

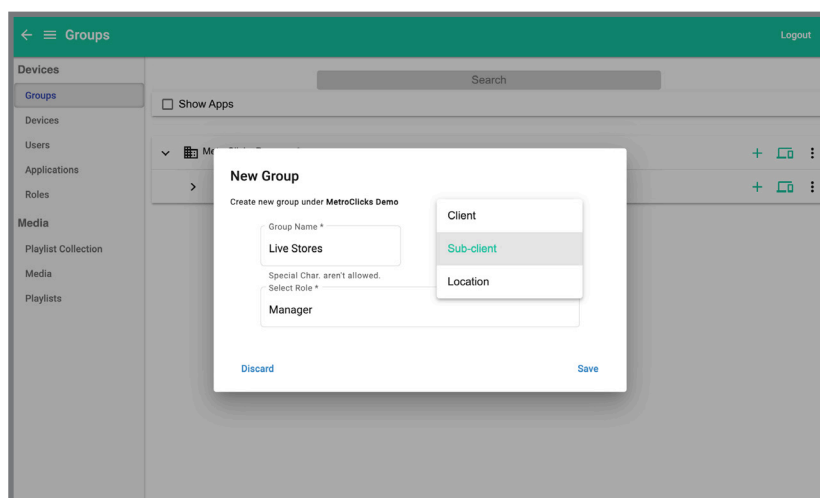
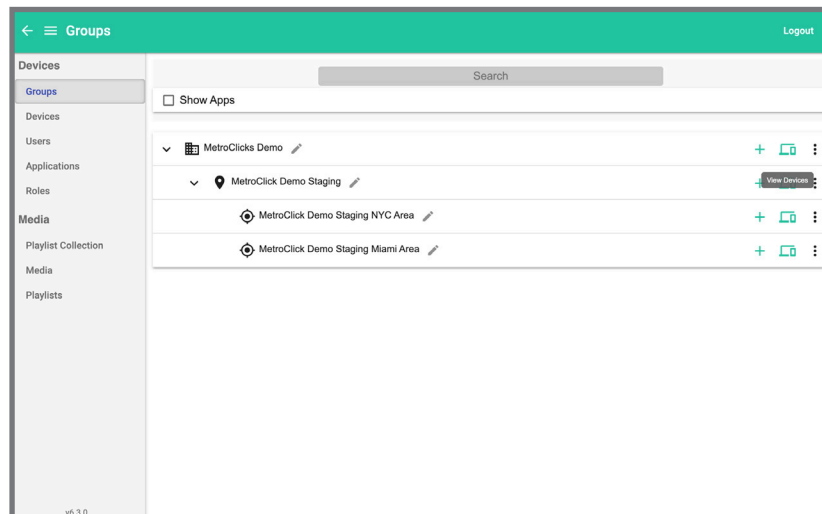


Sub-Clients have this icon.



This icon means it is a location.

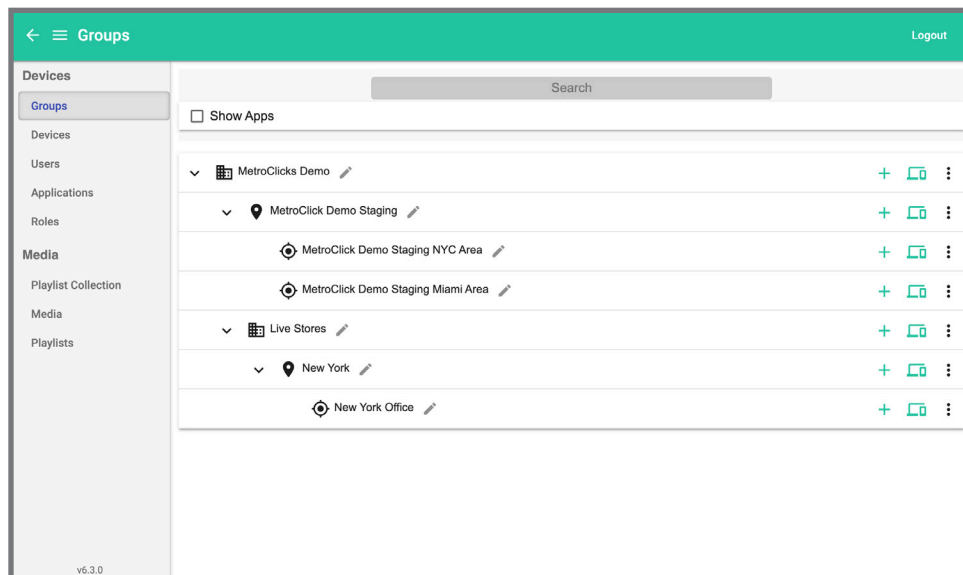
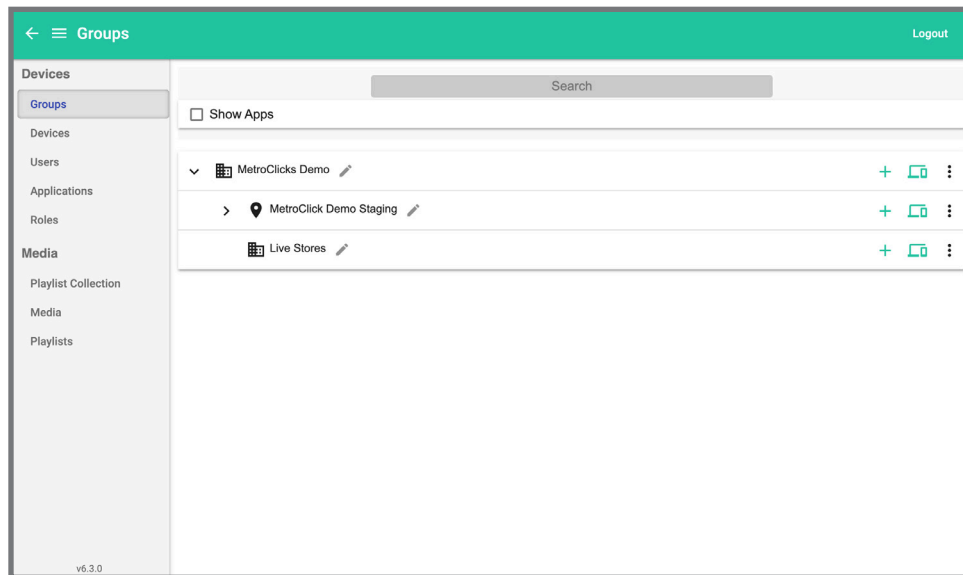
Content and apps flow through the hierarchy like this: Clients -> Sub Clients -> Location. Clients and Sub Clients are a good way to organize you network of devices while locations are a good way to show where devices are physical located. Using Clients and Sub Clients are a good way to group devices that will have the same content and/or apps running on them.



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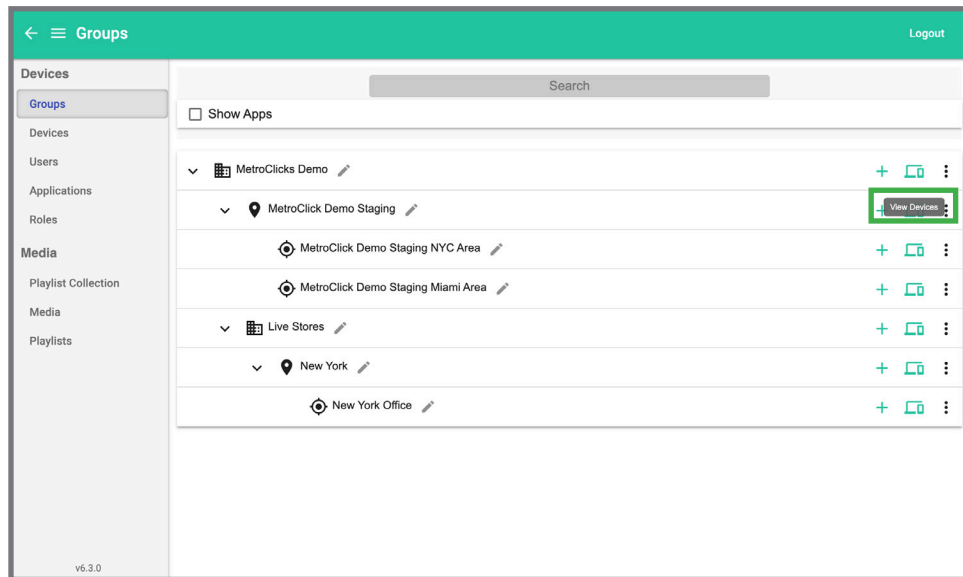
Rules

- Here are the things that can be added at each level
- Clients can have Clients, Sub Clients, Locations and Devices below it
- Sub Clients can have Locations and Devices below it
- Locations can only have Devices below it

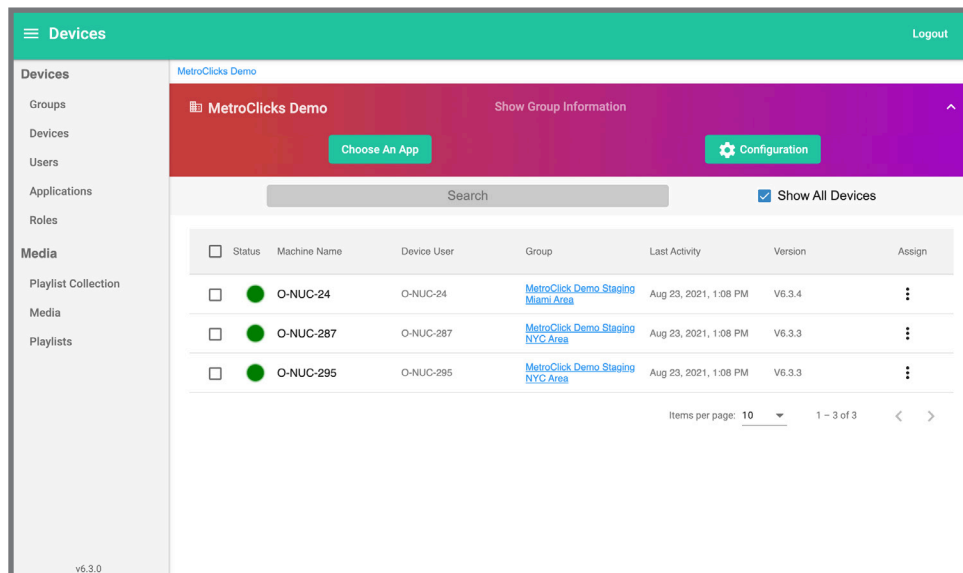


Viewing Devices

You can view devices you have one of two ways the first way is by click the “View Devices” button when in the “Groups” tab. Viewing devices this way is helpful because it only shows what devices are under specific Client, Sub Client or Location.

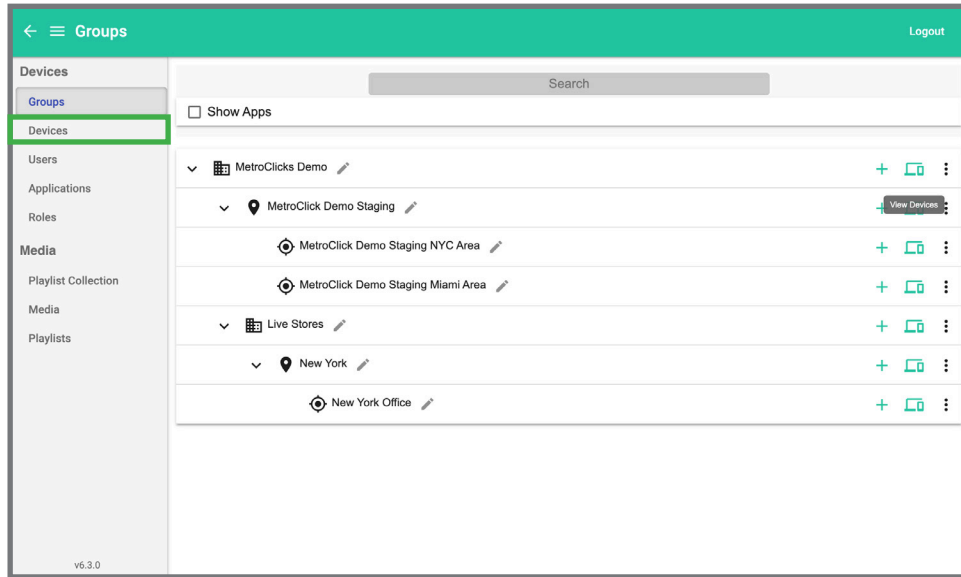


Here is what the devices tab will look like when you click on the “View Devices” button. If you click on this button, you can deploy apps, content and change settings to all devices below that level.

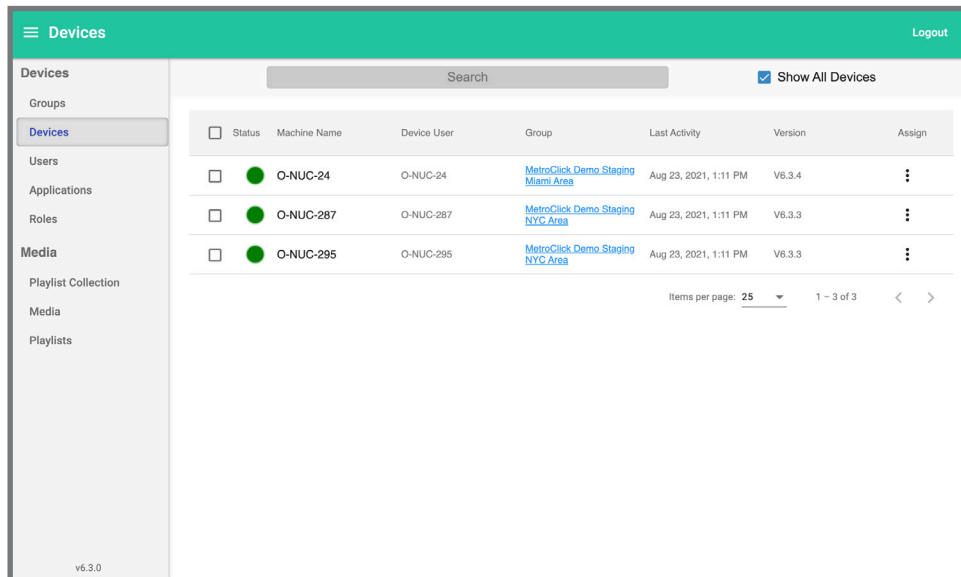


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You can also click the devices tab on the left-hand side, this will show you all of the devices you own no matter where they are located.

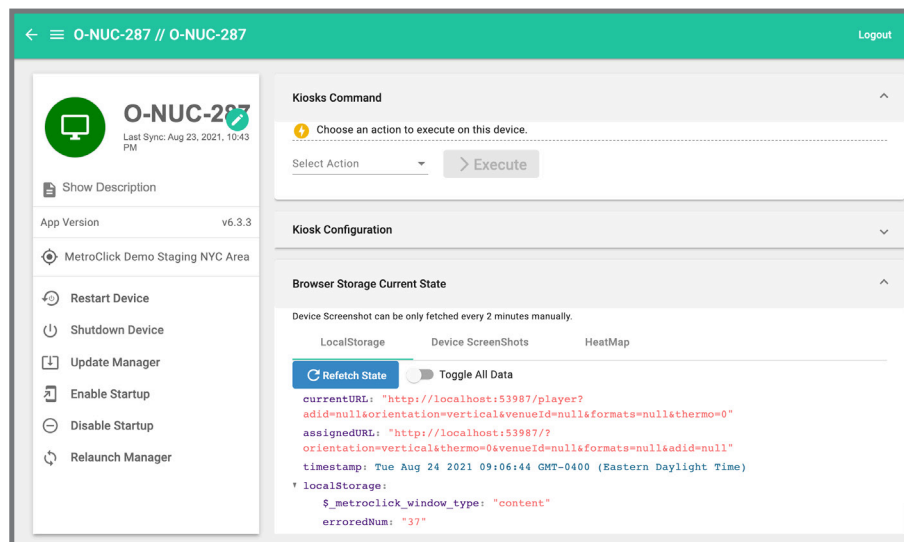


Here is what the devices tab will look like when you click on the “View Devices” button. If you click on this button, you can deploy apps, content and change settings to all devices below that level.



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When viewing a device, whether it is on the “Devices” page or “View Devices” page. The circle under the status column indicates if the device is offline (circle is red) or online (circle is green). Just because the device is online does not guarantee content is playing and just because a device is offline does not guarantee there is no content playing. This status only reflects if the device is checking into our system. If you are having issues with a device, please refer to our troubleshooting documentation or reach out to your MetroClick contact. When clicking on a specific device it will bring you to this page:

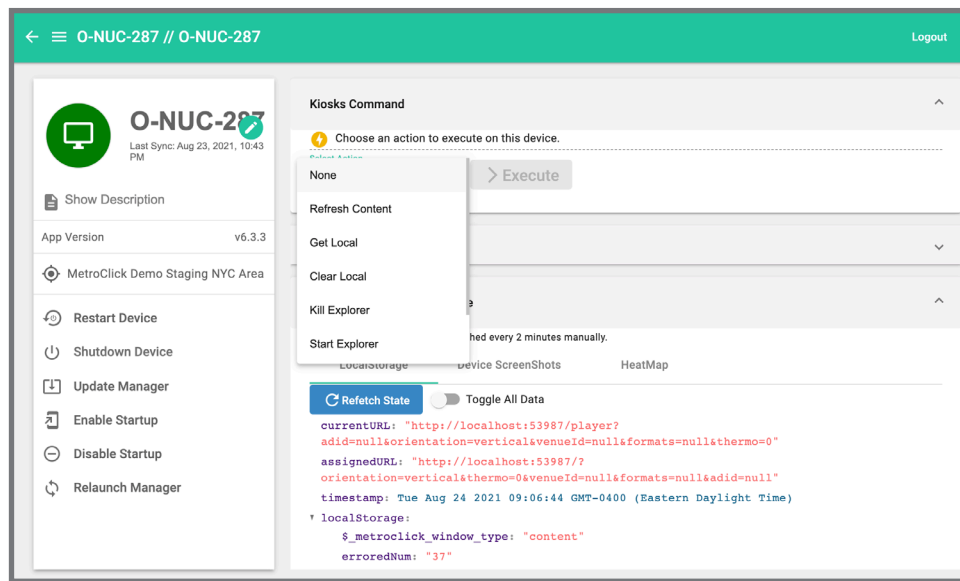


The top left corner will show you information about the device while the buttons on the left column will help you remotely control this device. The commands on the left column do the following actions:

- **Restart Device:** Remotely reboots the media player, this may help resolve any issues you are having with a device
- **Shutdown Device:** This will remotely power down the device but be careful, if you remotely turn it off it cannot be turned back on remotely
- **Update Manager:** This will look for the latest version of our software and update if needed
- **Enable Startup:** If for whatever reason our software is not starting when the device is turned on, they should click this button. You will know our software is not starting if the screen is stuck on a basic Windows screen.
- **Disable Startup:** If we need to restart the device but not immediately enter our software. This will likely only be done by our techs for debugging/maintenance purposes.
- **Relaunch Manager:** We might do this in order to make sure that any changes we made go into effect. Likely won't be used that often. When adjusting remotely, via Splashtop, we might use this to make sure that everything is working correctly.

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There are other commands you can run which are in the Kiosks Command section,

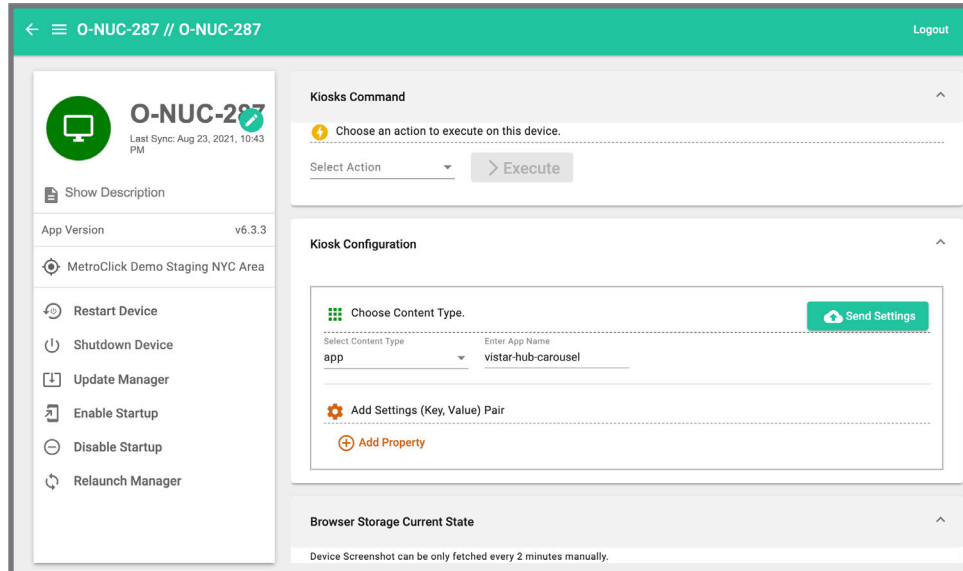


The commands in the “Kiosk Command” section of the page do the following actions:

- **Refresh Content:** This will force the kiosk to refresh any content that is deployed to the kiosk, this can be useful when deploying content but is not necessary
- **Get Local:** To check what the device has set as the configuration (app assigned and configs for said app)
- **Clear Local:** Anytime that we need to do a full clear of the local settings. Might be used when we use Kiosk Configuration and want to clear that config and go back to the assigned app
- **Kill Explorer:** If windows explorer is active on the device and we want to kill it and go back to our software
- **Start Explorer:** Ideally this would only be used by MetroClick Team members or under very specific situations, due to safety concerns.

Once you have selected the action you would like to do click the “Execute” button to send the command.

The “Kiosk Configuration” tab will allow you to quickly test an app or configuration without assigning a new app. Might also be used to load a specific URL on a one time basis.



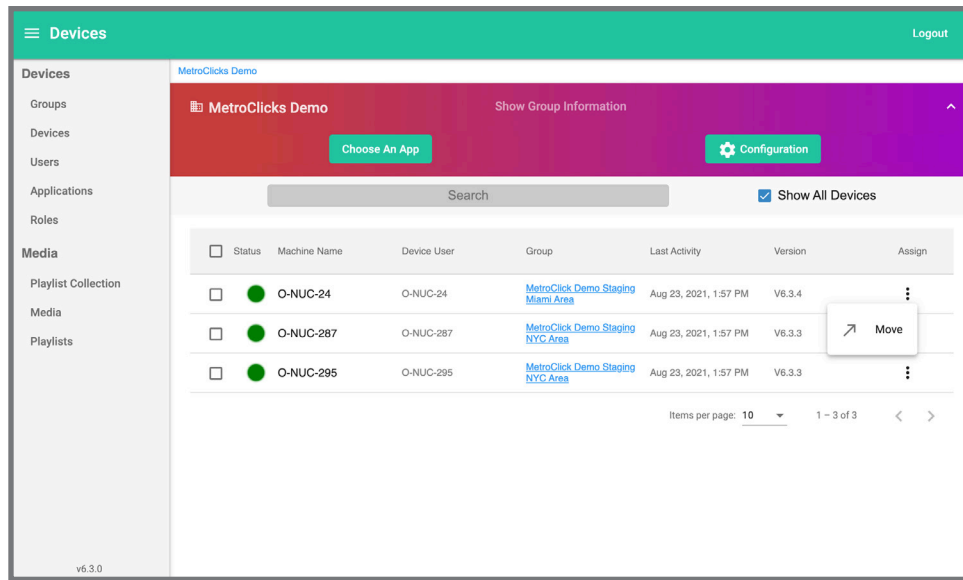
Once you have selected the settings you would like to update click the “Send Settings” button to send the settings to the device.

The “Browser Storage Current State” will allow you to do the following:

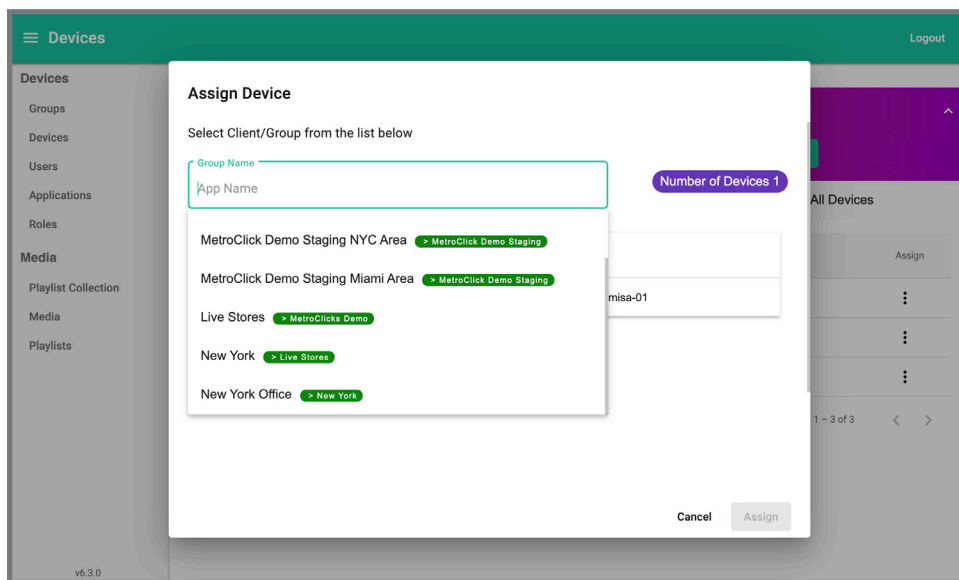
- If there is a discrepancy between what we think should be on the screen and what is being seen. We can use the LocalStorage option to see what the device currently has set (not necessarily what the configuration is)
- Screenshot can quickly show us what is currently being shown on the device
- Heat map would do something like a screenshot but for the thermal sensor

Moving Devices

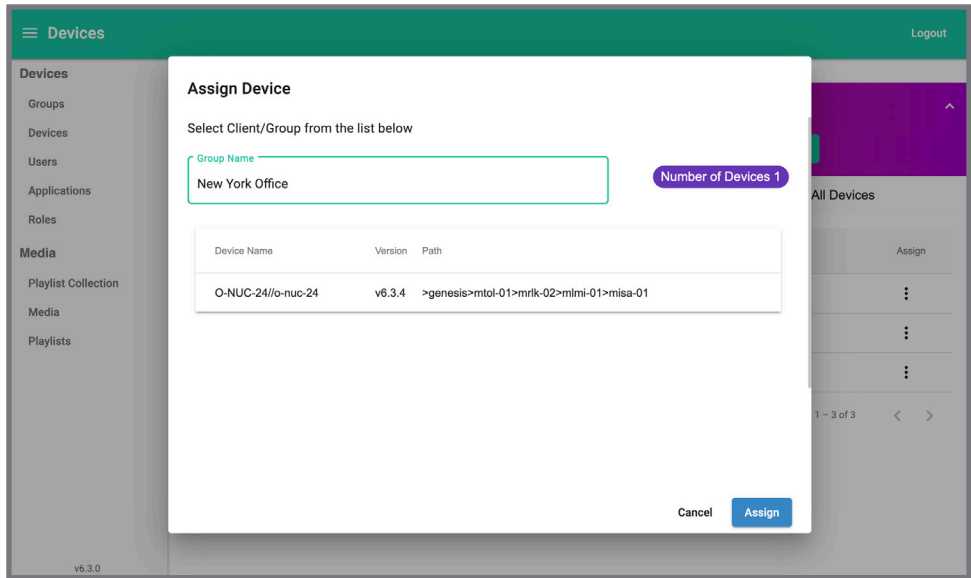
You can move devices from either the “View Devices” button or the “Devices” button on the left-hand side. To do so click on the three dots under the assign column, then click move.



Once you click move you can then select where you would like to place the device.

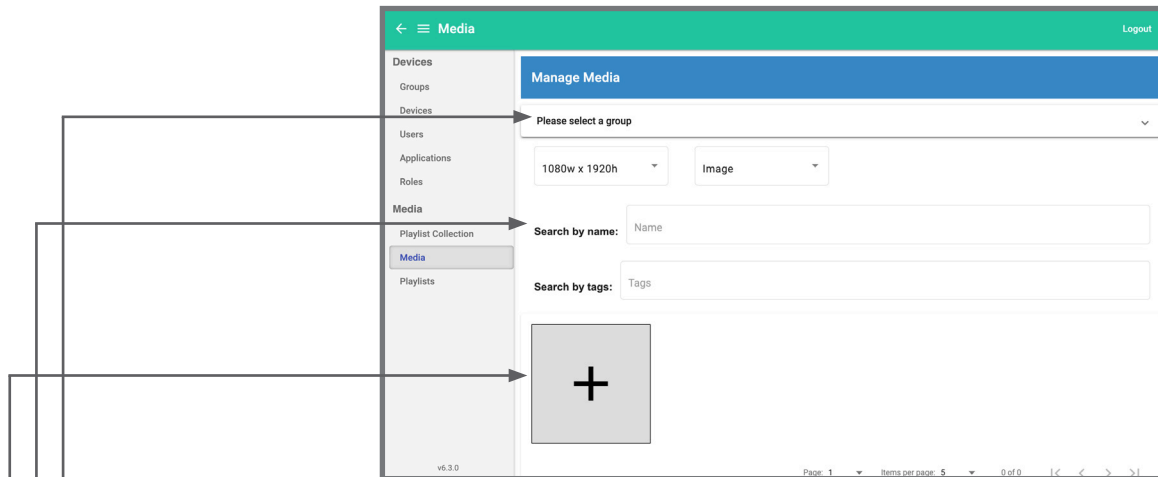


Then you click Assign to officially move the device.



Uploading Content

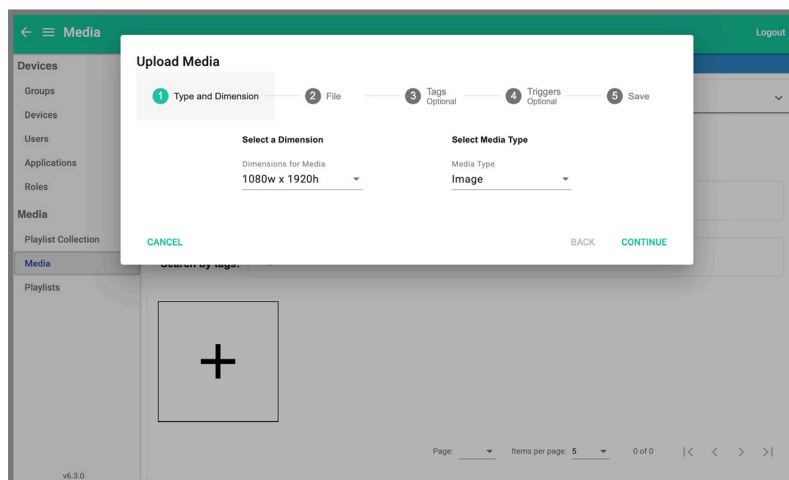
Click on the “Media” button on the left-hand side of the screen which will bring you to this page.



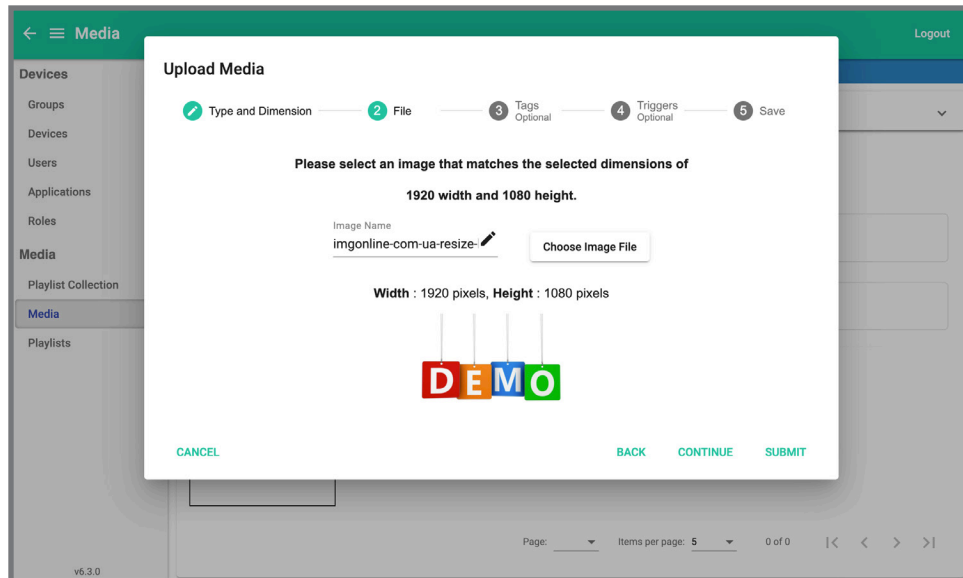
The select a group drop down allows you to determine what part of your hierarchy this piece of content will be available for.

These boxes allow you to search for specific piece of content that has already been uploaded via it's orientation, name or tags

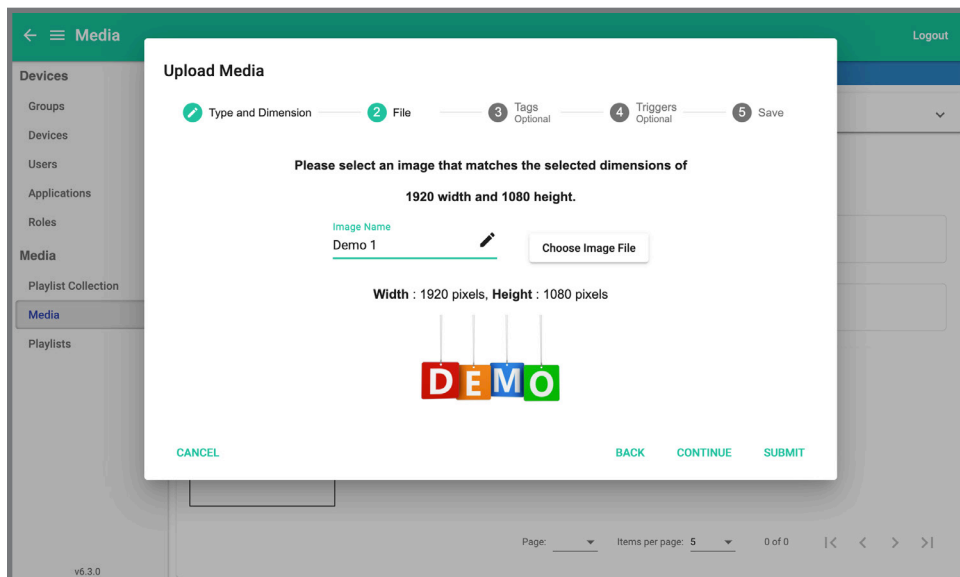
The plus sign allows you to upload content, once you click the plus sign you will be brought to this page



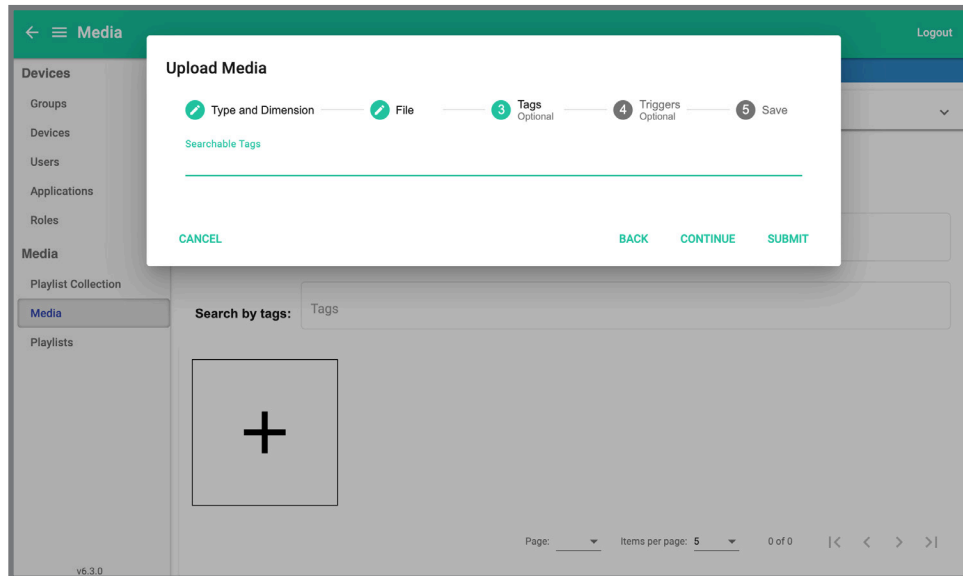
The “Select a Dimension” drop down is how you determine if you are uploading portrait or landscape content. Portrait content will be 1080w x 1920h and landscape will 1920w x 1080w. The “Select Media Type” dropdown allows you select the media type, either an image or video can be uploaded here. Once you select you option then select continue.



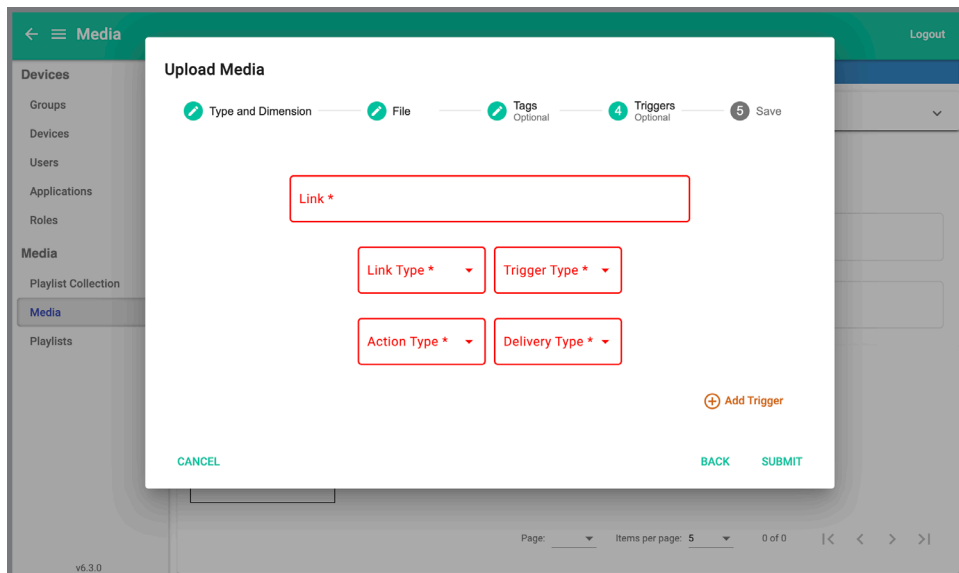
Here you can select the file you would like to upload. You can also edit the name you would like for the media to have so it is easier to find in the future.



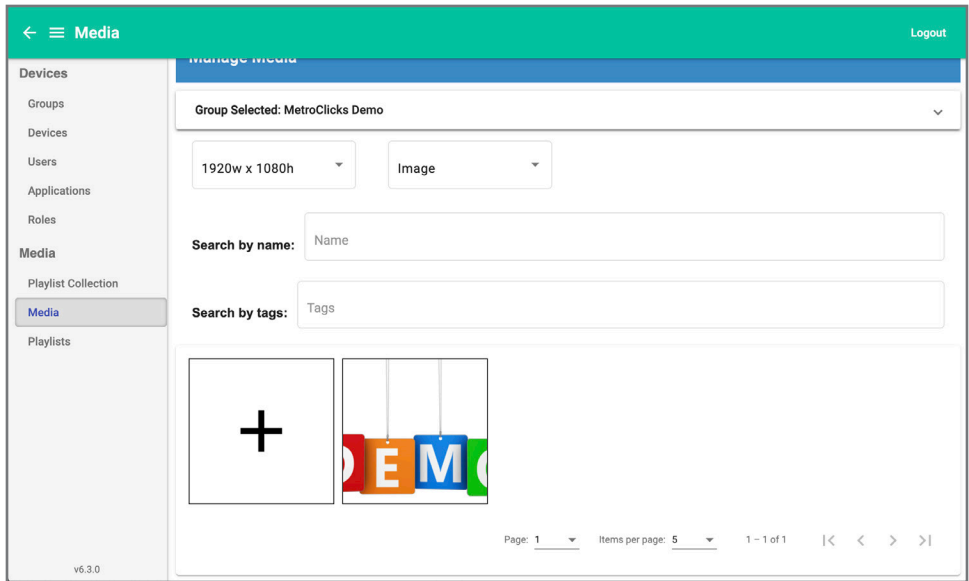
From here you can either submit (upload) the content or you can continue to add tags. Adding tags will make it easier to find content as your media library grows.



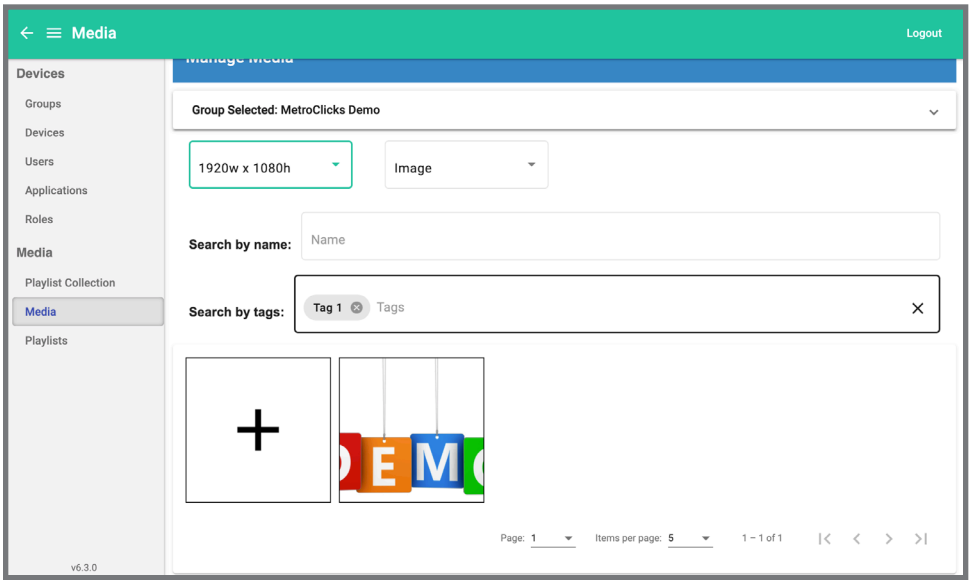
You can add tags by typing on the line, pressing enter when finished with the tag. You can enter multiple tags at once. From here you can either submit (upload) the content or you can continue to add triggers. To currently add triggers you will need to reach out to your MetroClick contact.



Once you have added the triggers you would like you can now submit and upload your content. Your content will look like this if done correctly.



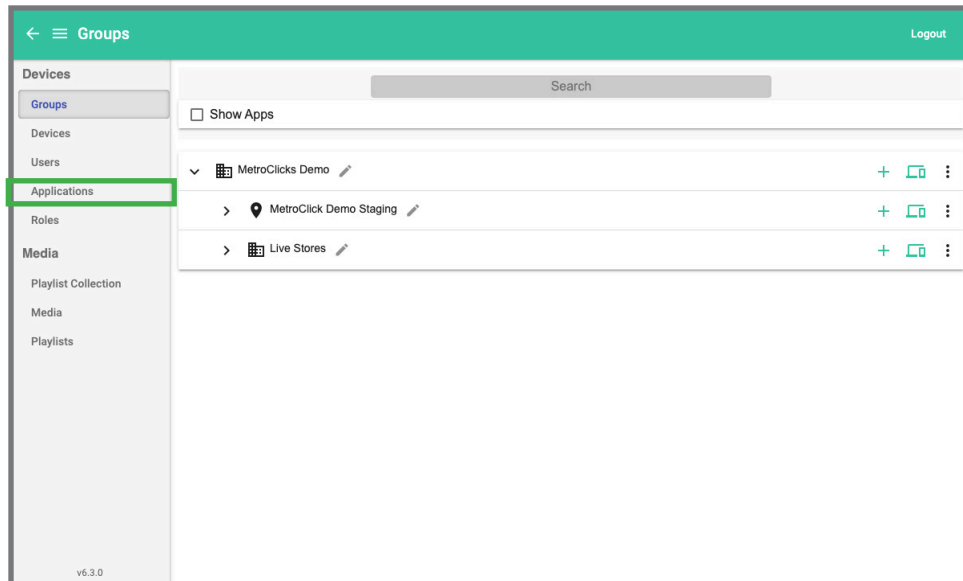
You can now also search by tags and name if you would like.



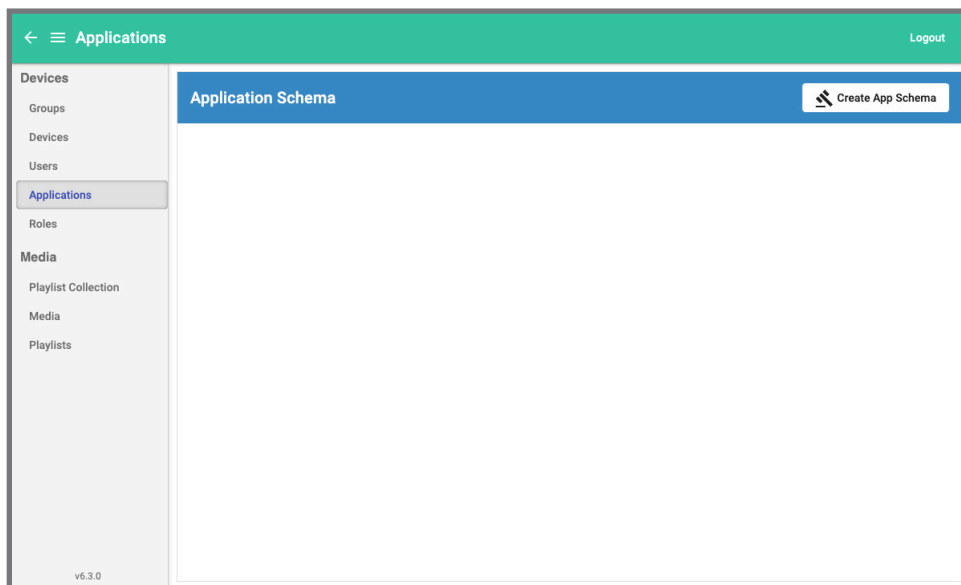
Creating Apps

Creating Apps can be used for two reasons. The first use case is to display websites on your screen, instructions for that will be below. The second use case is integrating external apps that have already been created with our platform, for now please reach out to your MetroClick contact for support with this.

To create an app that will display a website start by clicking the “Applications” tab on the left-hand side.



Then click “Create App Schema” in the top right corner.



On this page you will select the group this app will be visible at, set the app name, select the app type and set the app URL. For website apps select the “remote” option.

← Create Logout

Create App Schema

1 Enter App ... 2 Add Params for Ap... Optional 3 Ads S... Optional 4 Optional S... Optional 5 Done

Select Group *

App Name *

App Type

Uri *

Cancel Back Next

v6.3.0

← Create Logout

Create App Schema

1 Enter App ... 2 Add Params for Ap... Optional 3 Ads S... Optional 4 Optional S... Optional 5 Done

Select Group *

MetroClicks Demo

App Name *

MetroClick Website

App Type

remote

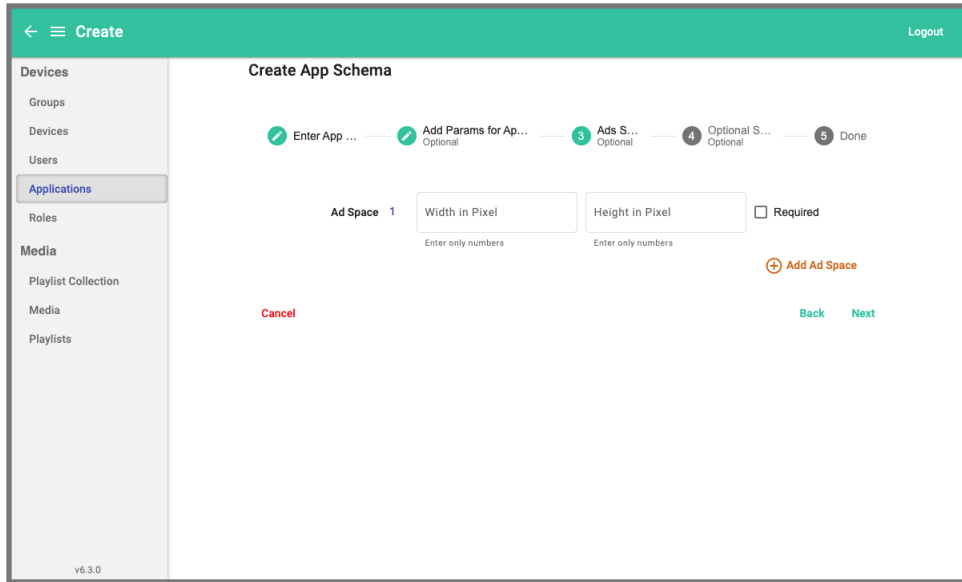
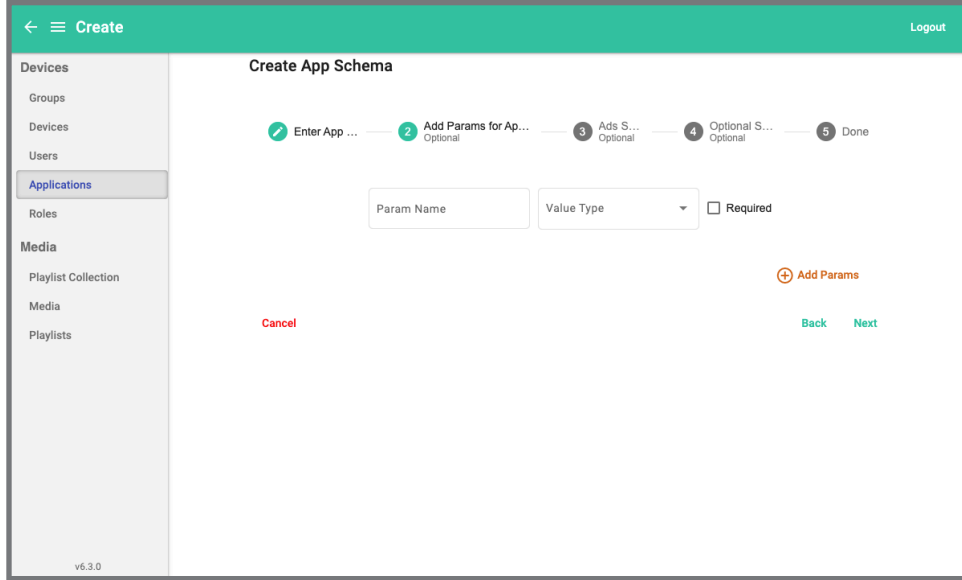
Uri *

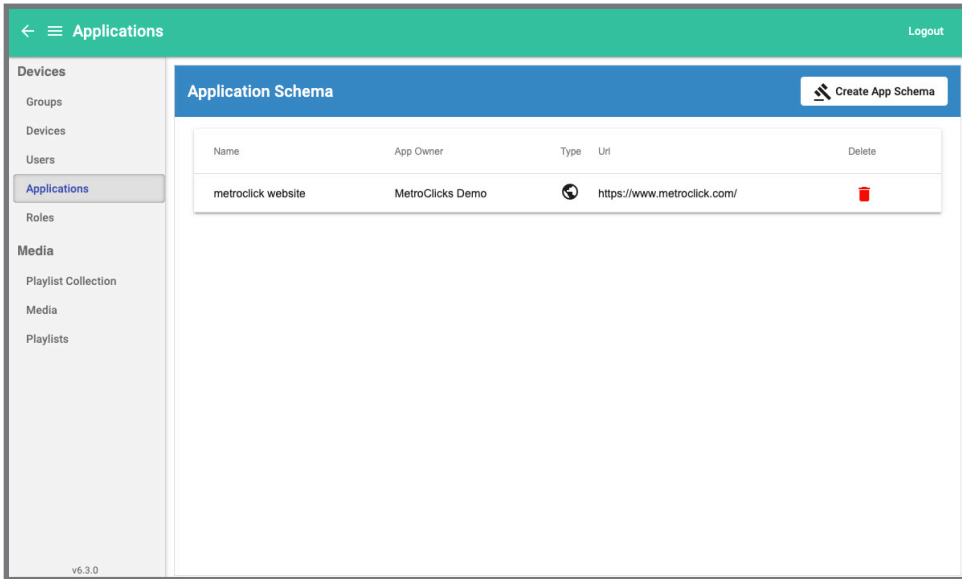
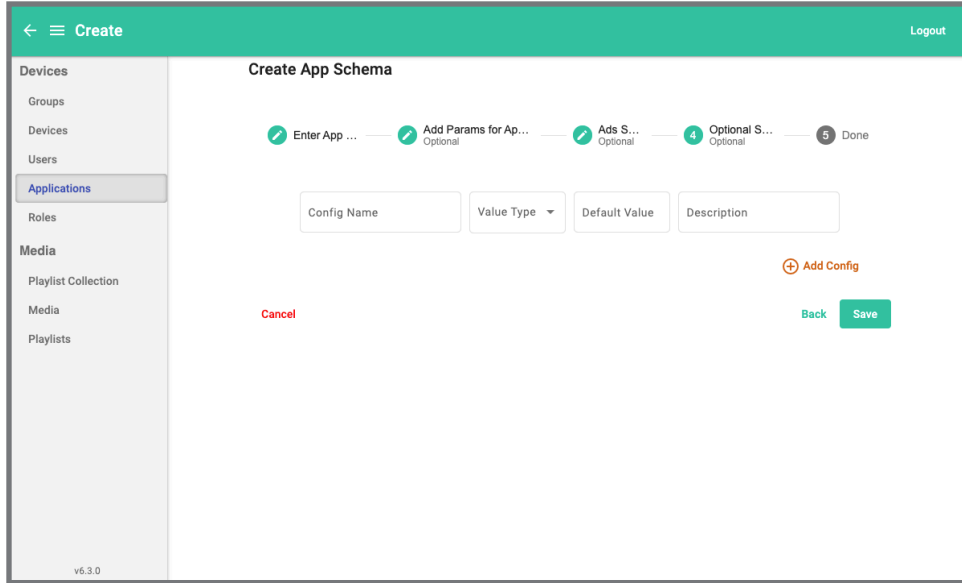
https://www.metroclick.com/

Cancel Back Next

v6.3.0

Click next and skip the next three steps, these steps are only used when integrating an external apps. Then click “Save” to save the app.

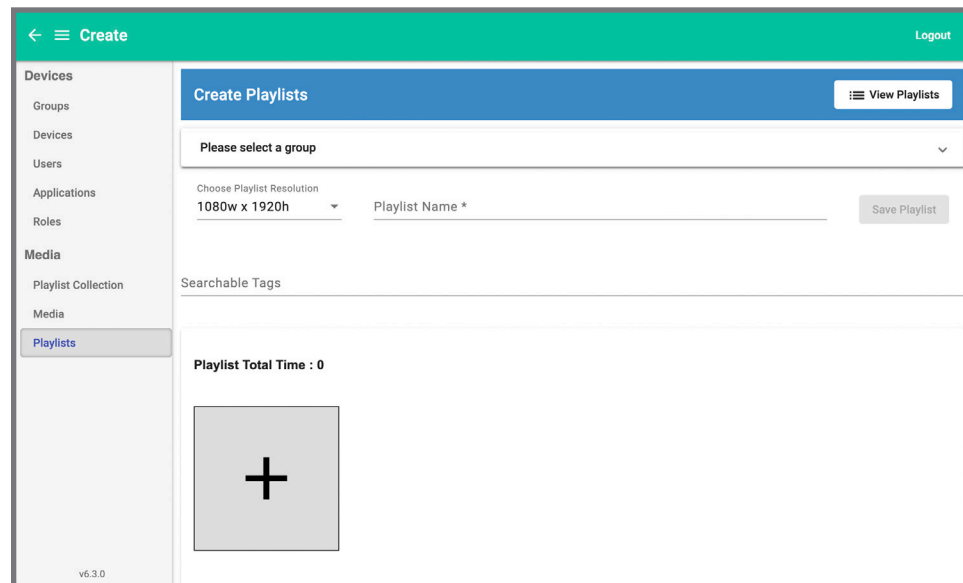
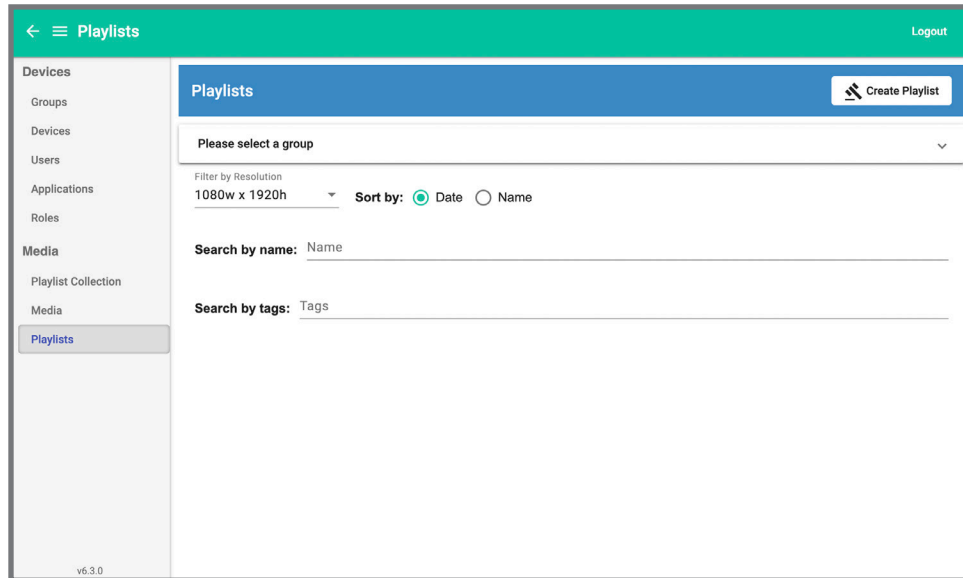




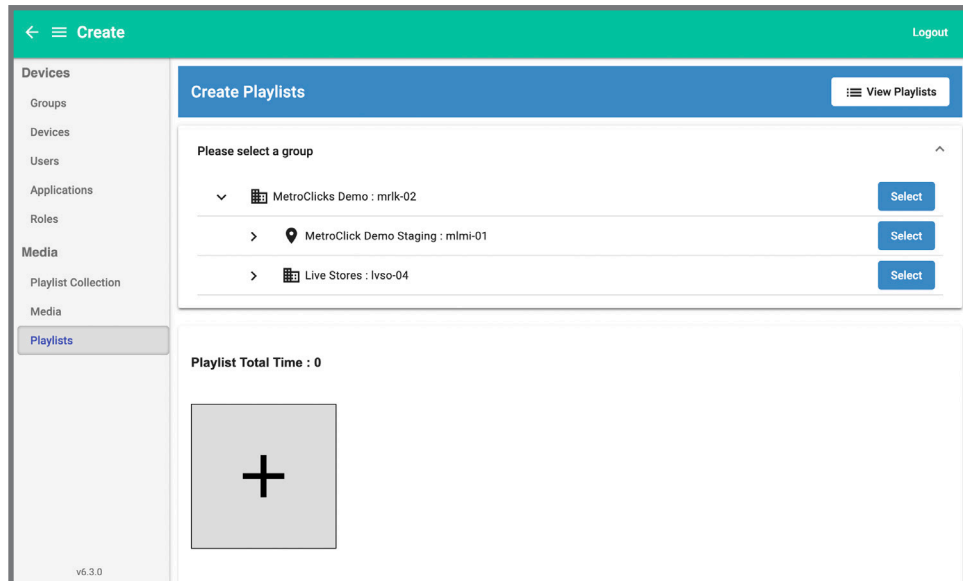
Now your app is ready to deploy.

Creating Playlists

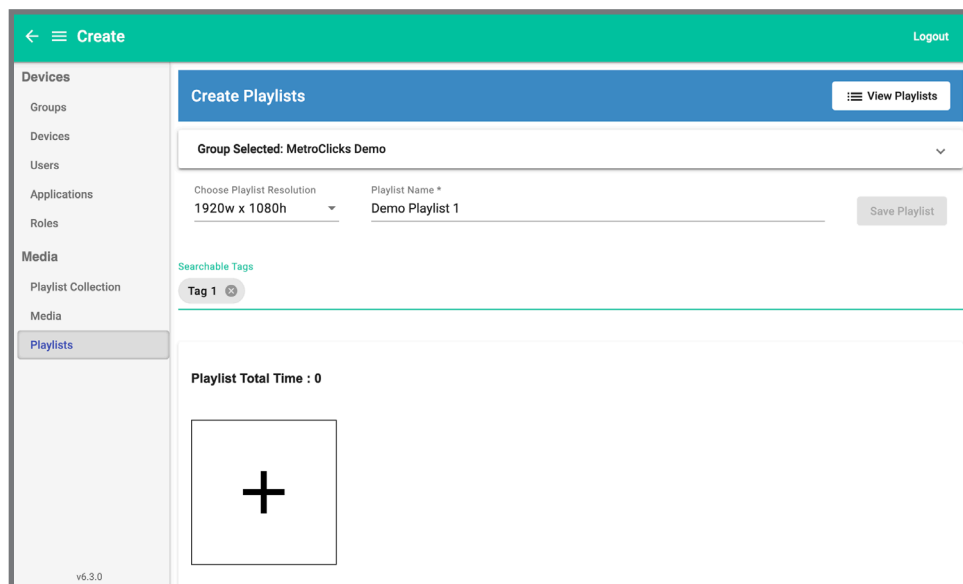
To create a playlist, start by going to the “Playlist” tab then click the “Create Playlist” button in the top right corner.



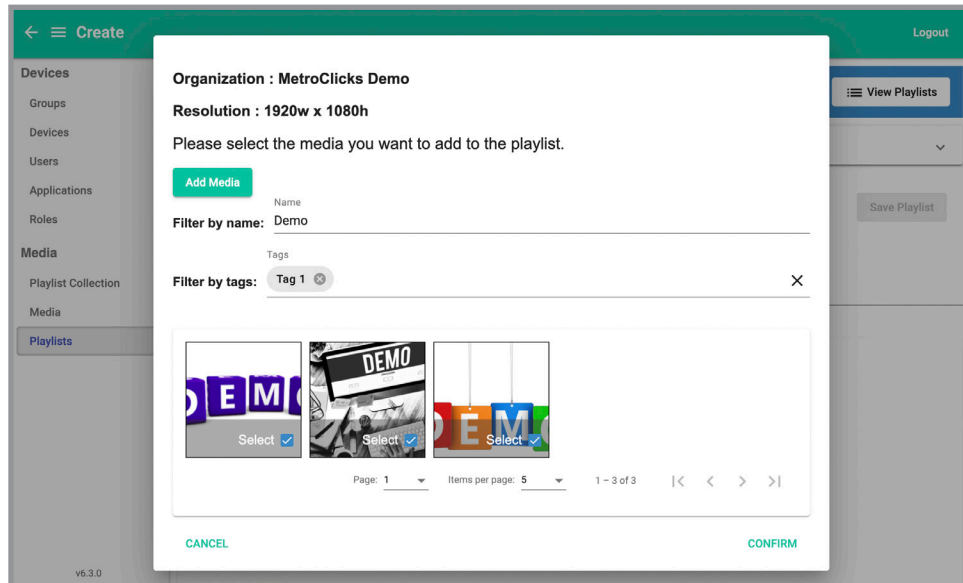
Start by selecting what group this playlist will be available for.



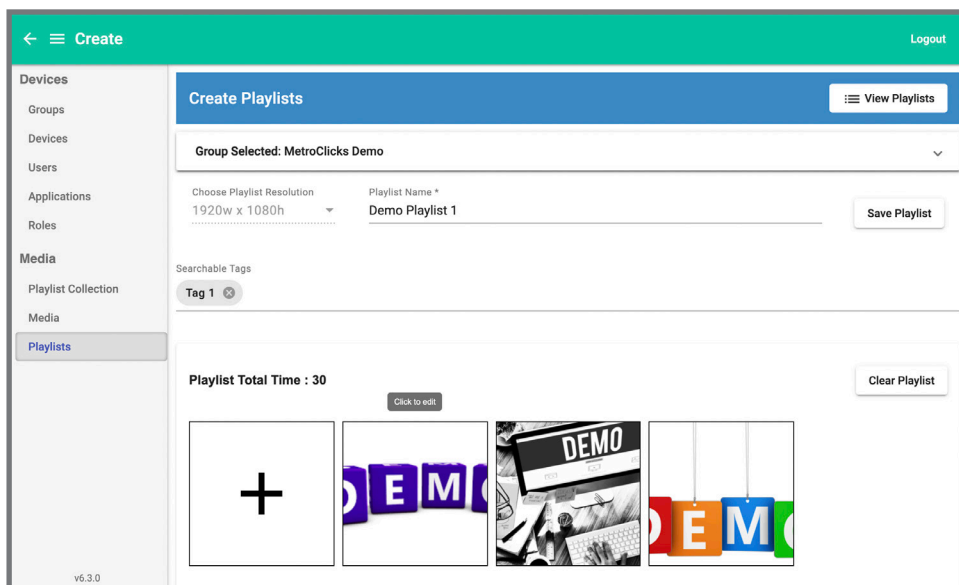
Then choose the playlist orientation, name and add any tags that may be useful in the future when deploying this playlist. You can add tags by typing on the “Searchable Tags” line, pressing enter when finished with the tag. You can enter multiple tags at once.

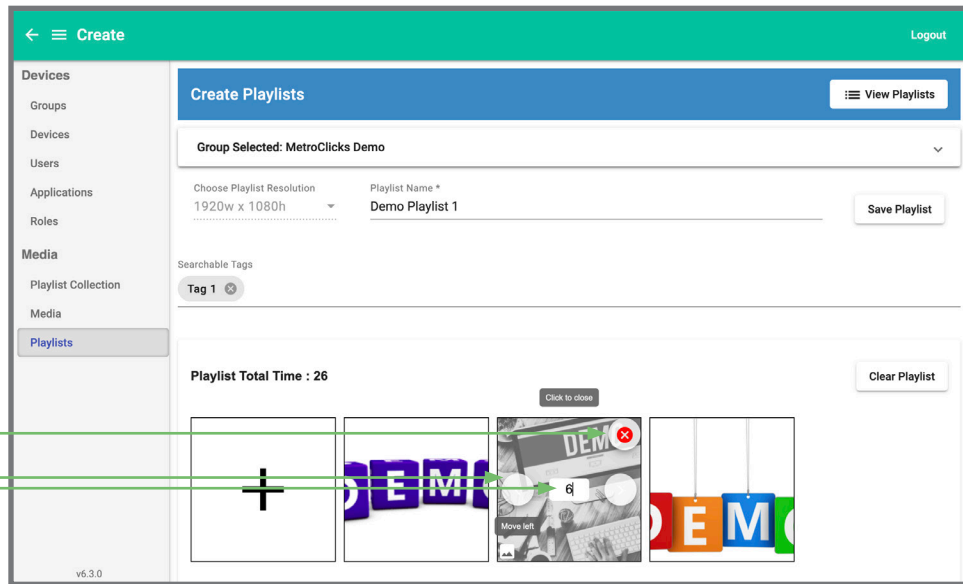


Once that is set up click the plus button to select what media will be on this playlist. You can search for specific pieces of media by their name or tags. You can also add media directly here by clicking the “Add Media” button. Follow the steps in the Uploading Content section (starts on page 13) if you have questions for how it works. Once you select the media you would like to have in this playlist click “Confirm” to continue.



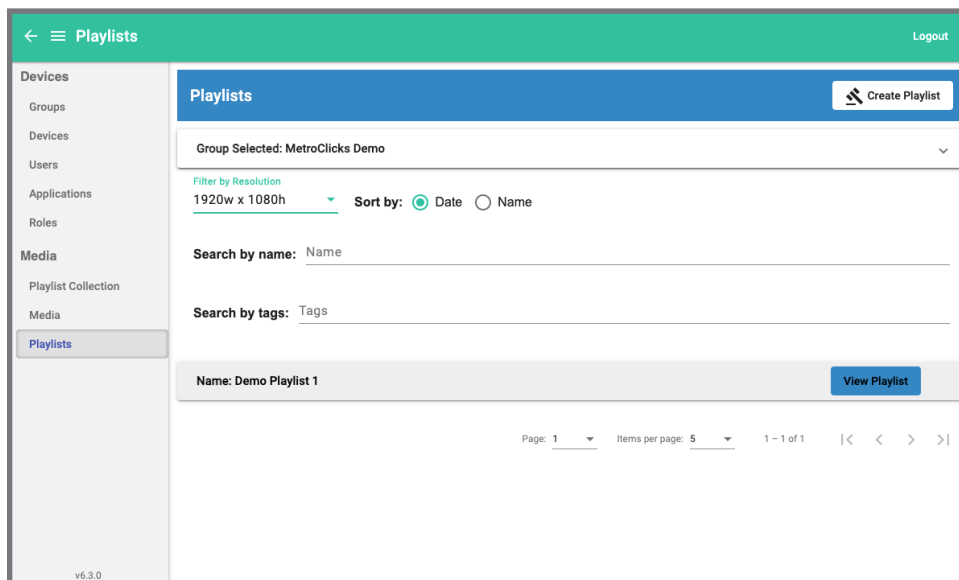
Once you have added the media to the playlist you can click on the image icon, clicking on it will allow you to either edit the display time (static images only), rearrange the order that the images/video are displayed in and/or remove the media from the playlist if you want. The default display time for static images is 10 seconds, videos will automatically play for as long the video is.



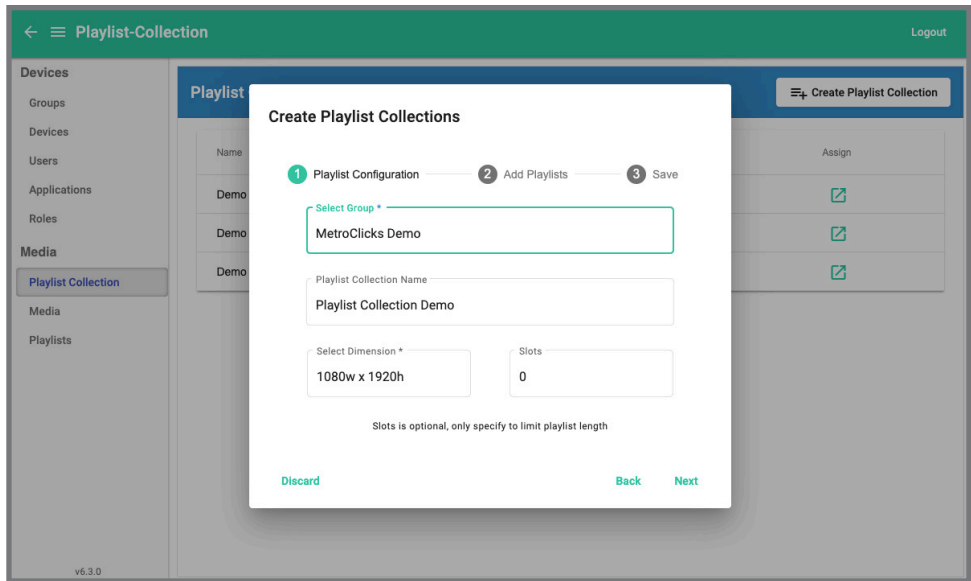
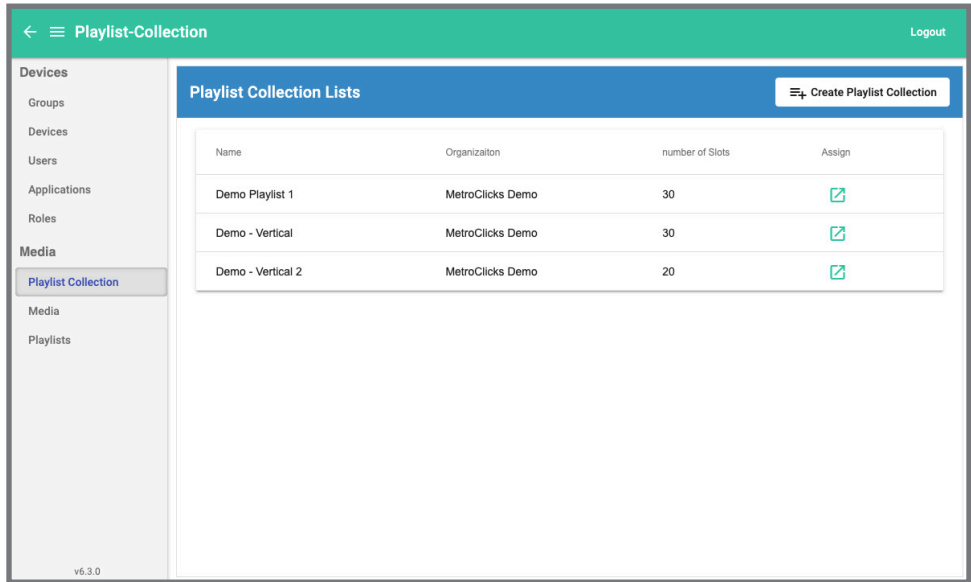


- Use this box to change the display time for static images only
- Use these arrows to rearrange the order in which the media is displayed
- Use this X to remove the media from the playlist
- Once you have moved and/or changed the display time to what you want click image icon again to save the changes
- Once you are satisfied with your playlist click “Save Playlist” to save the playlist

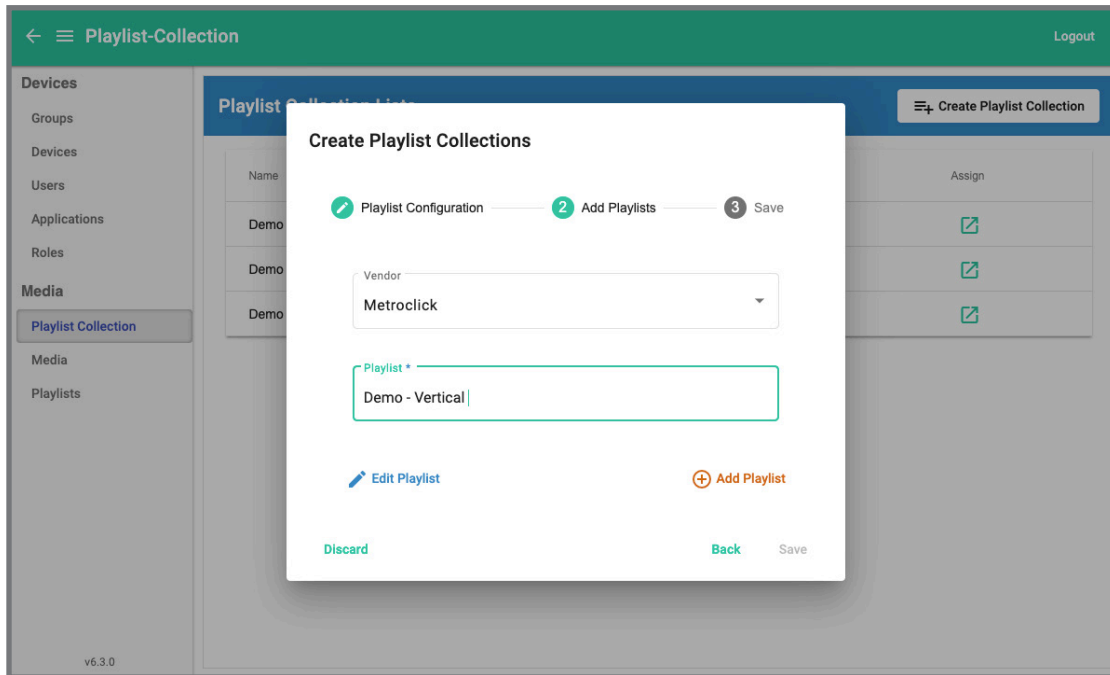
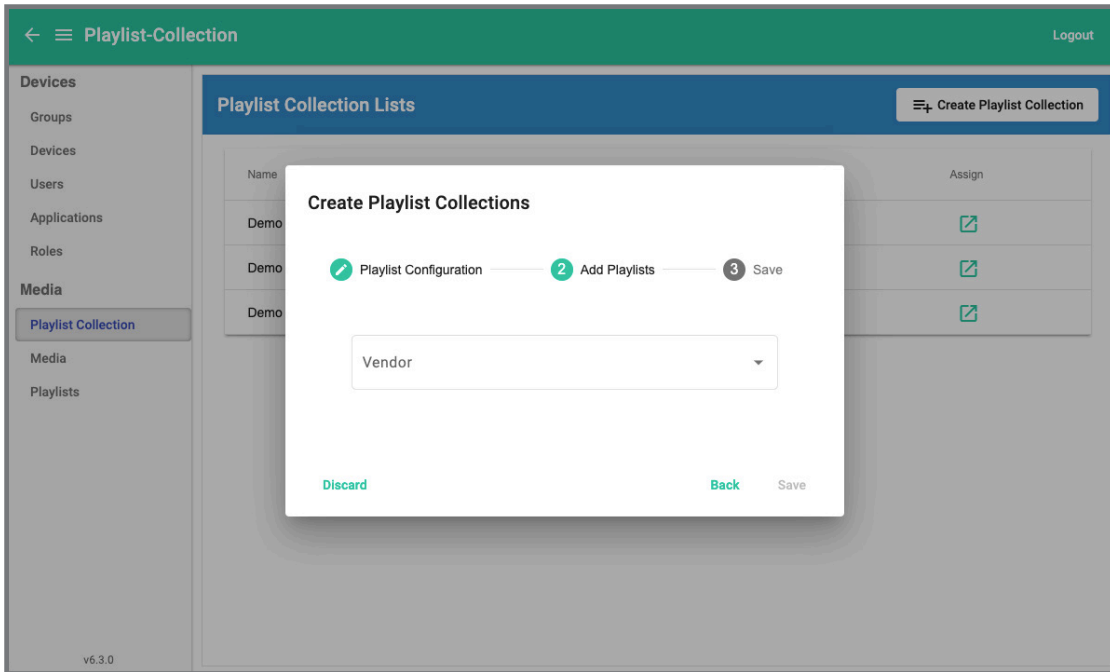
You can also create playlists of playlist, to do so click on the “Playlist Collection” tab.

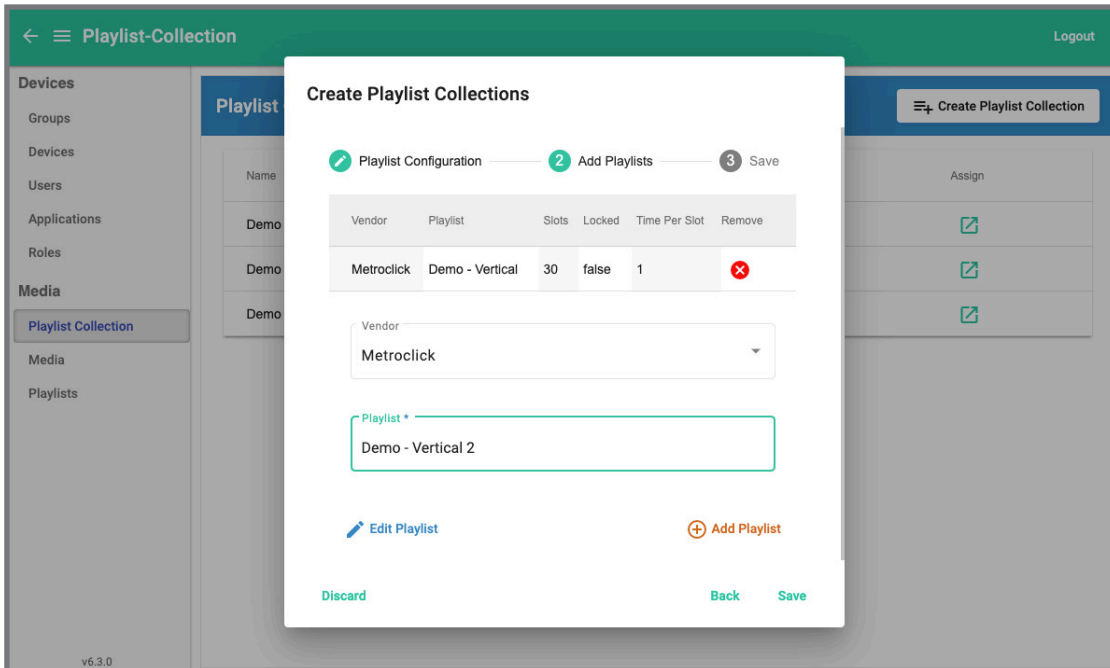
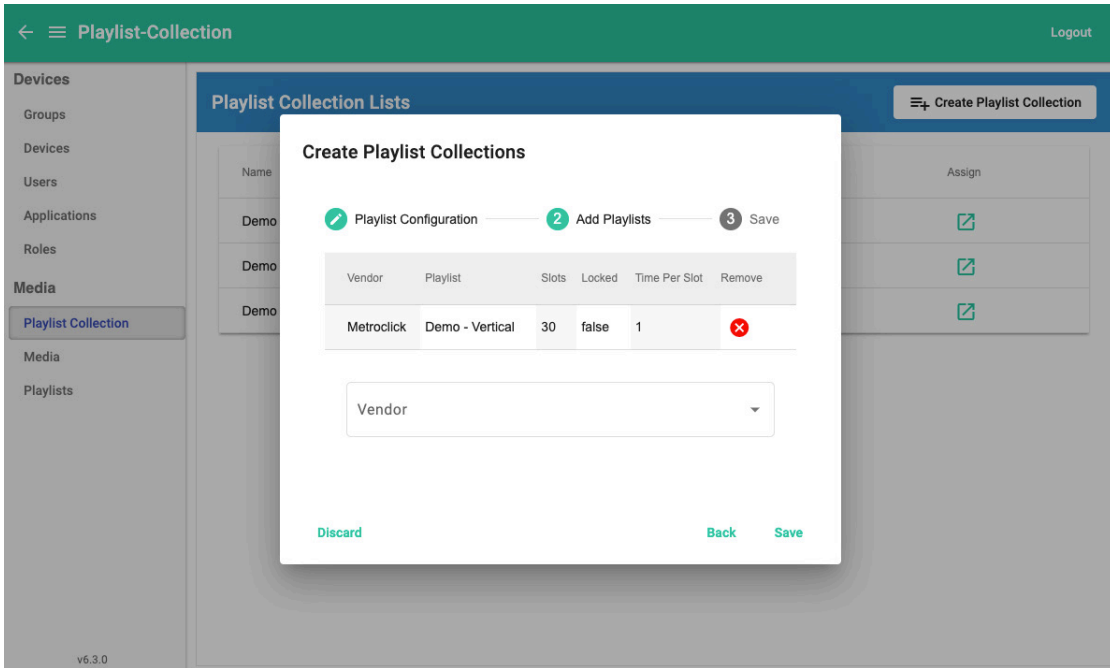


Then click “Create Playlist Collection”; then select where you would like for the playlist collection to be available, what the name of the playlist collection will be and the orientation on this playlist. Once that is set, click next.



Then select the vendor, “MetroClick” and the first playlist you would like to add. Then click “Add Playlist” and repeat the steps as many times as necessary. Once everything has been selected press “Save”.

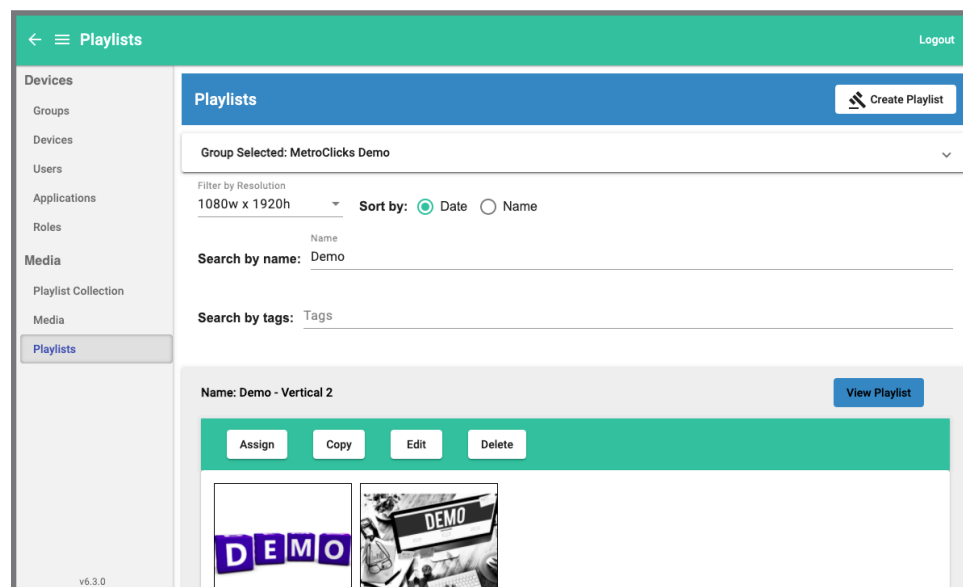
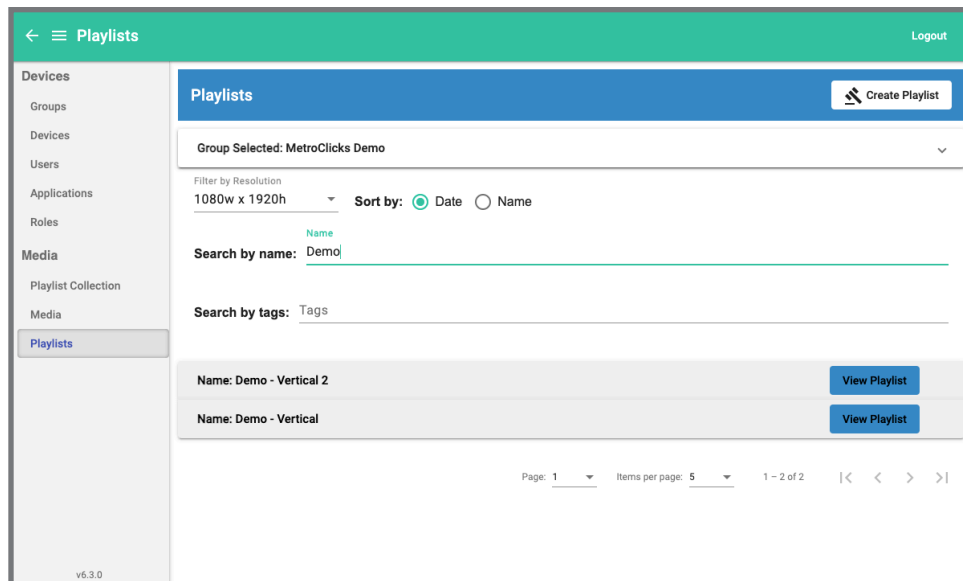




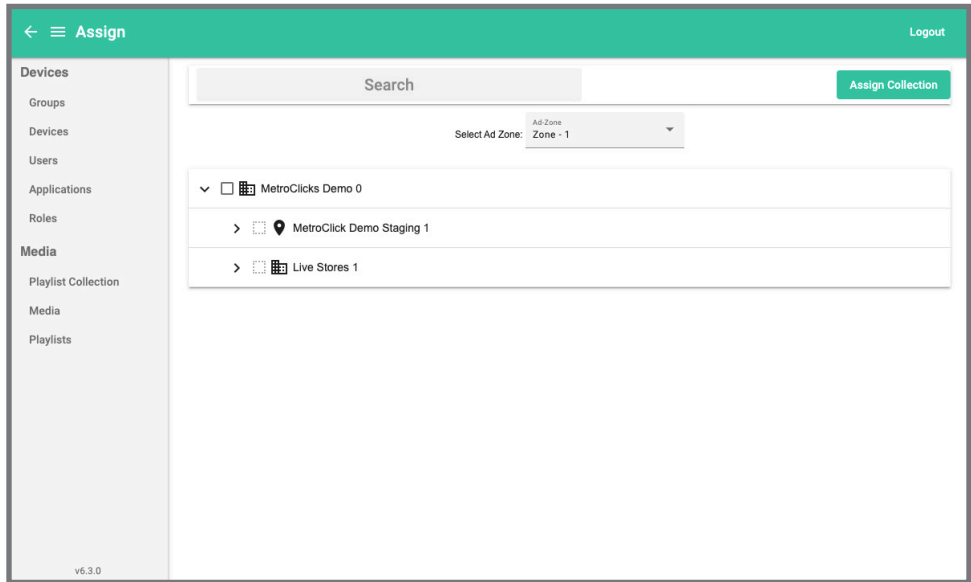
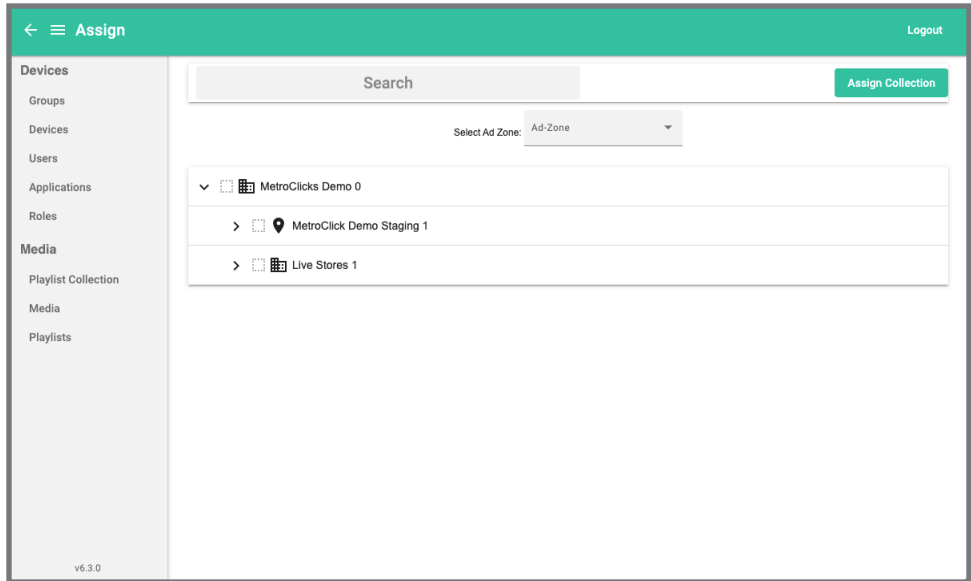
Deploying Playlists

You can deploy Playlists one of two ways, you can either deploy it from the “Playlist” tab or the “Playlist Collection” tab.

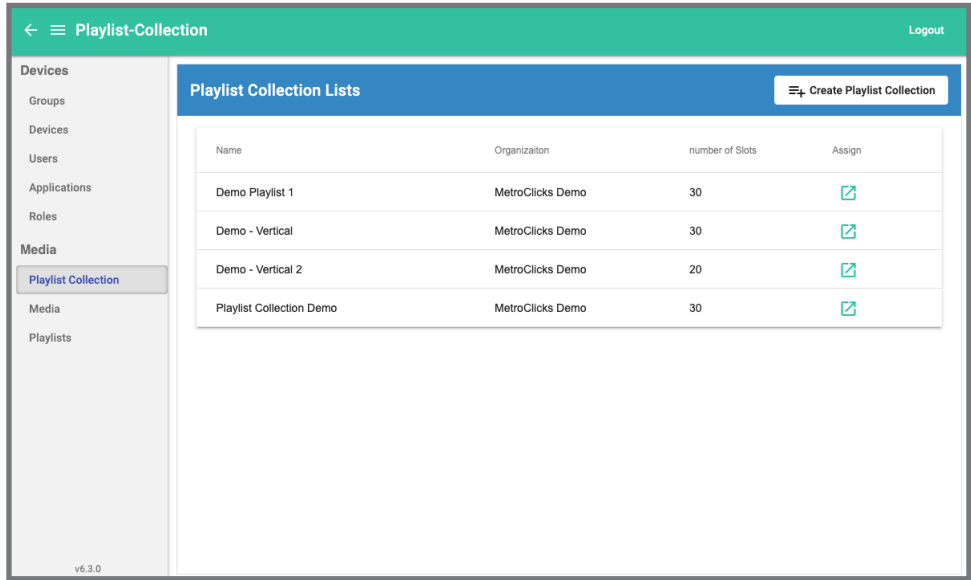
From the “Playlist Tab” select the playlist you would like to deploy. From this page you can also search for specific playlist by orientation, name or tags. Once you find the playlist you would like to deploy click on “View Playlist” then “Assign.”



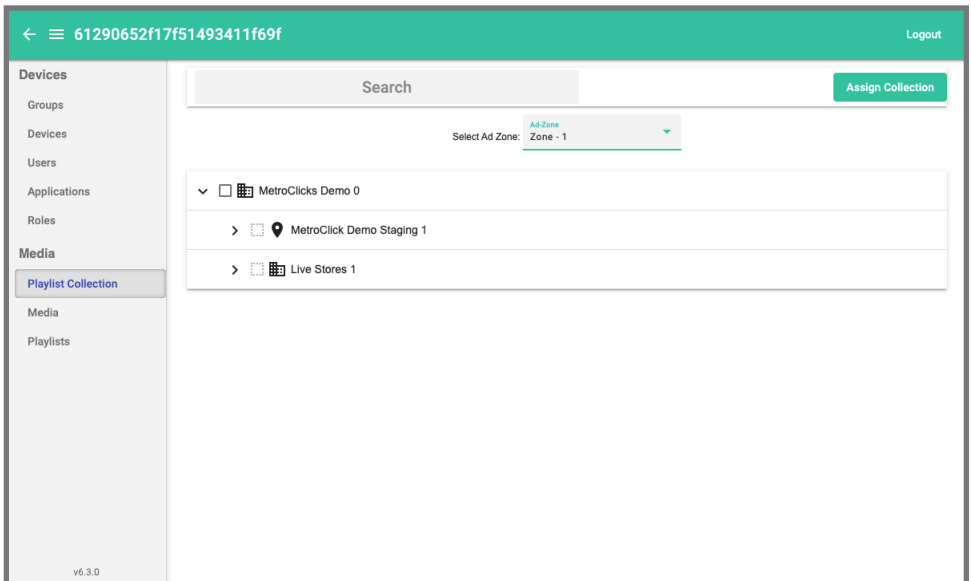
Select “Ad-Zone” “Zone – 1” at the top, once you select “Zone – 1” the square outline will change from dotted to solid. This shows where the playlist can be deployed. Once you select where you would like to deploy the playlist select “Assign Collection” and you should get confirmation that your playlist was deployed.

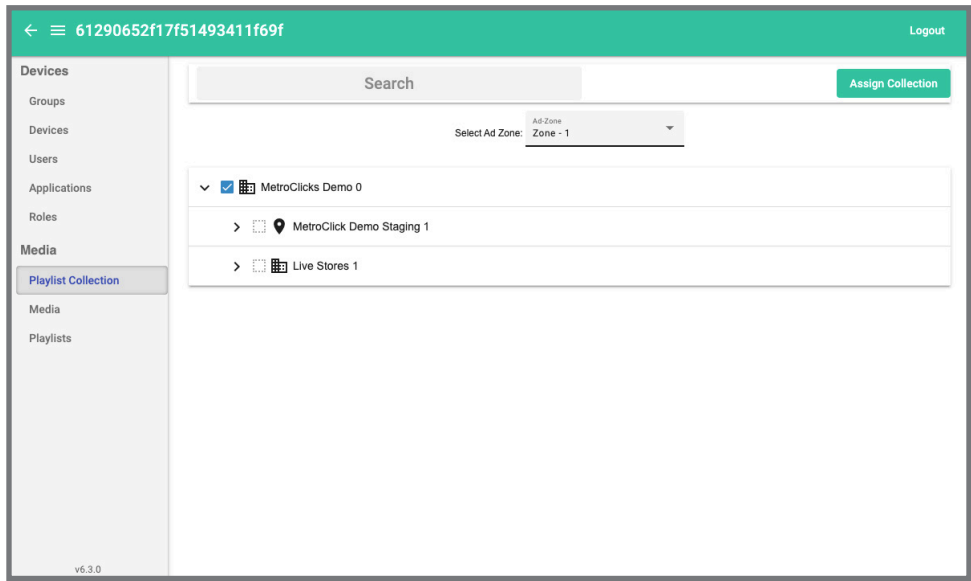


From the “Playlist Collection” tab select the playlist you would like to deploy by clicking the assign button.



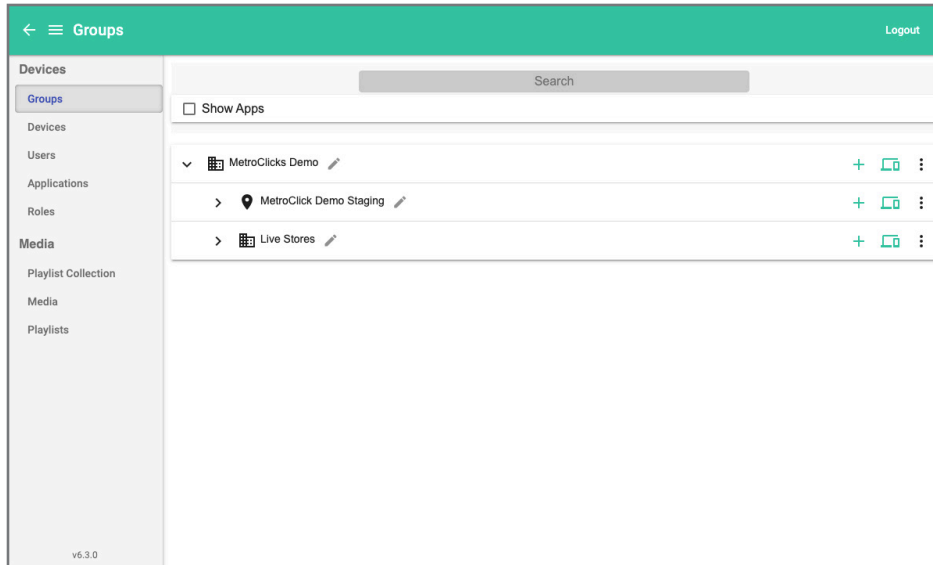
Select “Ad-Zone” “Zone – 1” at the top, once you select “Zone – 1” the square outline will change from dotted to solid. This shows where the playlist can be deployed. Once you select where you would like to deploy the playlist select “Assign Collection” and you should get confirmation that your playlist was deployed.





Deploying Apps

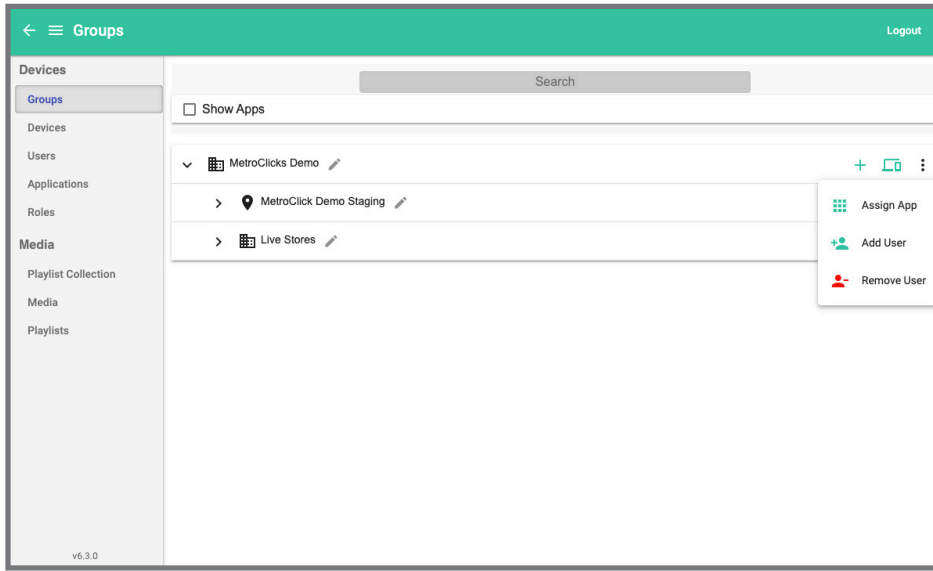
To deploy an app you can do it one of two ways, both ways require you starting on the groups page.

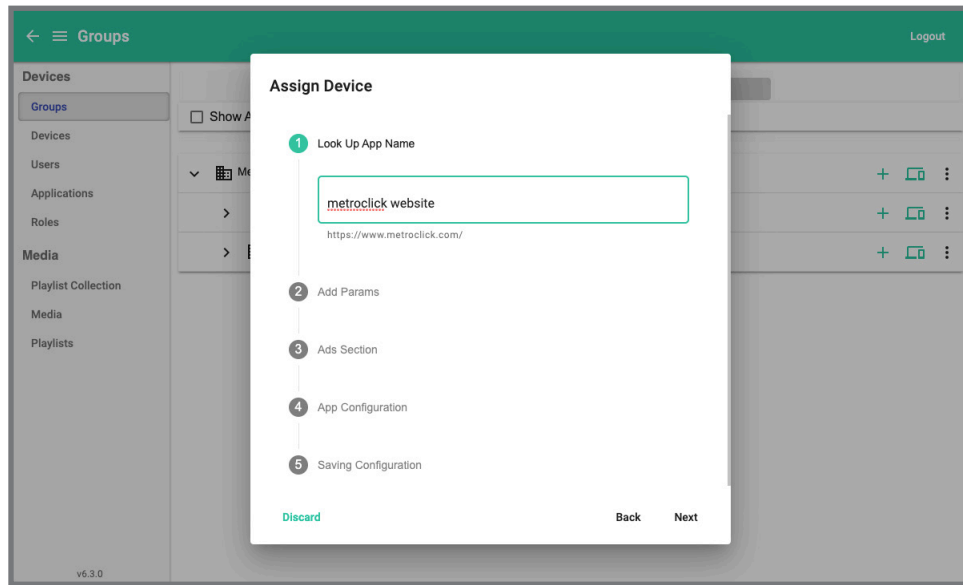


You either click the “View Devices” icon 

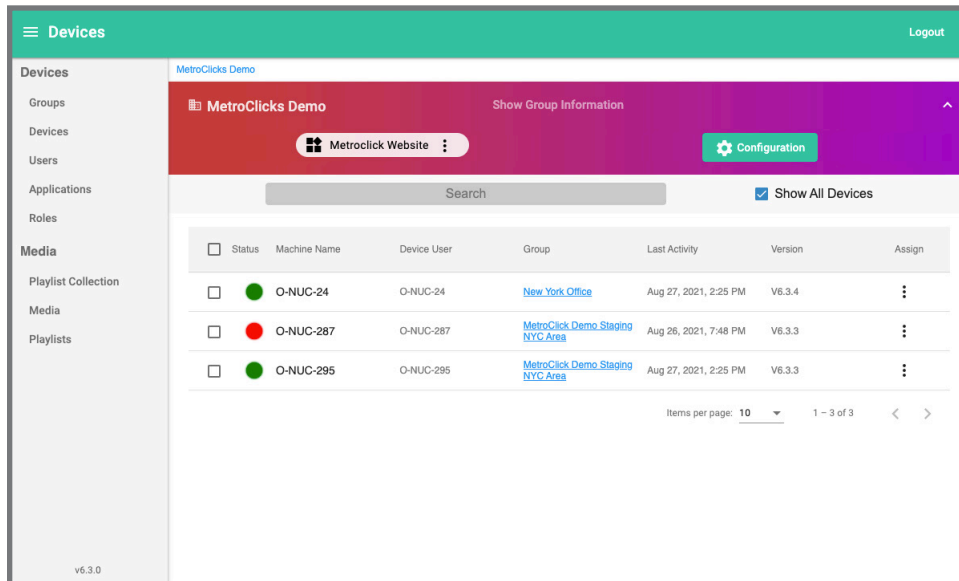
or the “More Actions” Icon 

From the “More Actions” icon you will have the option to “Assign App,” from this page you can select the app you would like to do deploy. Since we will only be deploying website apps you can skip past all the next steps and save the configuration. If you need to deploy an external app, please reach out to your Metroclick contact.





The other way to deploy apps is through view devices button. This is a good way to deploy apps because you can see what app you will be replacing if there is already an app deployed.



Click the three dots next to the apps name and from here you can either update the current apps configuration, remove the current app configuration or assign a new app. When assigning a new app you can select the app you would like to do deploy. Since we will only be deploying website apps you can skip past all the next steps and save the configuration. If you need to deploy an external app, please reach out to your Metroclick contact.

