

# MultiQ Playback Device Installation



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## Installation of playback devices

### 1 Basic Setup

Prerequisites:

A playback device in factory state. If the device is not in factory state (plays previous content) it can be reset, see section "2 The Setup menu".

A monitor (connected to the playback device).

**Note.** Playback devices must be defined and set up in the CMS with their initial content before installation of the devices in the field can take place.

If the media player or media monitor is in factory state and connected with a LAN cable to a router providing DHCP, the media player will automatically find its way to the MultiQ server and the sign with the MultiQ logo and the installation code will appear on the screen.

If WiFi or fixed IP addresses are to be used, first go to section "2 The Setup menu".



This is your installation code:

Naomi-53

Please call and provide us with your installation code. Our numbers can be found below.

 +46 (0)10 - 211 66 50

 +45 (0)70 - 260 245

For installations in other countries, please refer to the installation manual.

Call MultiQ Operations department (see numbers on the sign with the logo) and tell the operator where the device is to be installed and the installation code. The operator will initiate the installation and after a while the content will start playing on the screen.

## 2 The Setup menu

A USB keyboard is needed to get to the Setup menu.

If there is there is no cabled LAN connection and WiFi connection is required, a fixed IP address is needed, or Factory Reset is required, these settings can be done according to the instructions below.

Connect a USB keyboard to the playback device.

First press the F10 key followed by the letters mpn. Then you will see a start page with three selections on top. To go to the setup menu, use the TAB key to change to Settings. Finally press the Enter key to get to the setup menu. You can always leave the setup menu by pressing the F11 key.

### The Main menu

On the main menu page, the online status is indicated by the "Cloud" symbol to the right. If this symbol is visible, the device is online with the cloud service.

The main menu also includes the "Factory Reset" button that can be used if the device has been previously used and is to be reinstalled. The device needs to be in factory state to show the installation code on the screen needed in "Section 1 Basic Setup".



Press F10 and the letters mpn then use the TAB key to go to Settings. Finally press Enter to get to the Setup menu.

### The Settings menu: -Setting up the device with WiFi

Use the Tab key to get to the "Settings" menu.

To setup Wi-Fi, Tab to the WLAN bar and press Enter (see figure below). Next go to the "Select Wi-Fi" button and press Enter. Then select a Wi-Fi network from the drop-down menu. Then add the password of the network to the Password box.

Now, tab to the upper Submit button and press Enter. Now the retrieved IP address and other network parameters should appear in the IP settings boxes. Finally press F11 to leave the menu.

The screenshot shows the 'Network Settings' screen. At the top, there are 'Settings' and 'Log' buttons. Below that, there are two main sections: 'Ethernet' and 'Wlan'. The 'Wlan' section is highlighted. Under 'Wlan', there are several settings: 'DHCP' (checked 'Enable'), 'WPA/WPA2' (set to 'enterprise'), 'Wi-Fi Networks' (with a 'Select Wi-Fi' dropdown and a 'Type in Wi-Fi' text input), 'Wi-Fi Password' (text input), 'IP address' (10.1.1.79), 'Netmask' (255.255.0.0), 'Gateway' (10.1.0.1), and 'DNS' (10.50.1.20, 10.50.1.40). At the bottom, there are 'Restore' and 'Submit' buttons. A green status bar at the very bottom says 'Status: Connection established'. Red arrows point to various elements with text annotations: 'Tab to Wlan and press Enter to open menu' points to the 'Wlan' bar; 'Enable/disable DHCP with "Space" key' points to the 'DHCP' checkbox; 'Select between Enterprise and Personal network' points to the 'WPA/WPA2' dropdown; 'Select WiFi network from drop down menu' points to the 'Select Wi-Fi' dropdown; 'Fixed IP settings (If used)' points to the 'IP address', 'Netmask', 'Gateway', and 'DNS' fields; and 'Click Submit button to save settings' points to the 'Submit' button.

Tab to the WLAN bar and then press the Enter key.

## The Settings menu: -Using fixed IP addresses

To use a fixed IP address, first tab to the DHCP checkbox and uncheck it by pressing the Space key. Then tab to each IP settings box and add their values (see screenshots above). Finally press the Submit button.

The screenshot shows the 'Network Settings' interface for the 'Ethernet' network. The 'DHCP' checkbox is checked and labeled 'Enable/disable DHCP with "Space" key'. The '802.1X' dropdown is set to 'None' and labeled '802.1X settings'. The 'IP address' field contains '10.1.3.179', 'Netmask' is '255.255.0.0', 'Gateway' is '10.1.0.1', and 'DNS' is '8.8.8.8, 8.8.4.4'. A 'Submit' button is highlighted with the instruction 'Click Submit button to save settings'. A 'Restore' button is also visible. The status bar at the bottom indicates 'Connection established'.

In the Settings menu: Use the TAB key to change between the boxes of the setup menu. Note that to check/uncheck the DHCP box you should press the Space key.

## The Settings Menu: - Using 802.1X for Ethernet connection

In the setup menu you can login to the system using 802.1X. Select between MD5 and PEAP and add Username and Password before submitting.

The screenshot shows the 'Network Settings' interface for the 'Ethernet' network. The 'DHCP' checkbox is checked. The '802.1X' dropdown is set to 'MD5' and labeled 'Select MD5 or PEAP'. The 'Username' and 'Password' fields are empty and labeled 'Add Username And password'. The 'IP address' field contains '10.1.3.179', 'Netmask' is '255.255.0.0', 'Gateway' is '10.1.0.1', and 'DNS' is '8.8.8.8, 8.8.4.4'. A 'Submit' button is highlighted with the instruction 'Click Submit button to save settings'. A 'Restore' button is also visible. The status bar at the bottom indicates 'Connection established'.



### 3 Installation of devices using the Remote Installation Portal

By using the remote installation portal, there is no need to call MultiQ operations.

Information needed to install the playback device using the installation portal:

- Password to the remote installation portal (provided by the administrator)
- The onscreen installation code (displayed on the screen)
- The playback device Id (provided by the administrator)
- The group name (provided by the administrator)

When the playback device has been connected to the Internet, a sign containing an installation code will be shown on the monitor screen.

**Note.** If the device has already been in use, it needs to be factory reset to show the installation code on the screen. To make factory reset, click the Factory Reset button on the main setup screen, (see section 2).

Use a computer, tablet or mobile to log in to:

<https://op.multiq.com/publiq/op/remote-install/>

Enter password and then fill out the "Remote installation" dialog box including installation code (shown on the monitor screen), the unit Id and the group.

Once the "Ok, start the installation" button is pressed, remote installation will begin. The playback device will update software (if necessary) and start downloading content. As soon as this is done, the designated content will start playing on the screen.

<https://op.multiq.com/publiq/op/remote-install>

## Remote installation

Password

Login

## Remote installation

Installation code

Unit ID

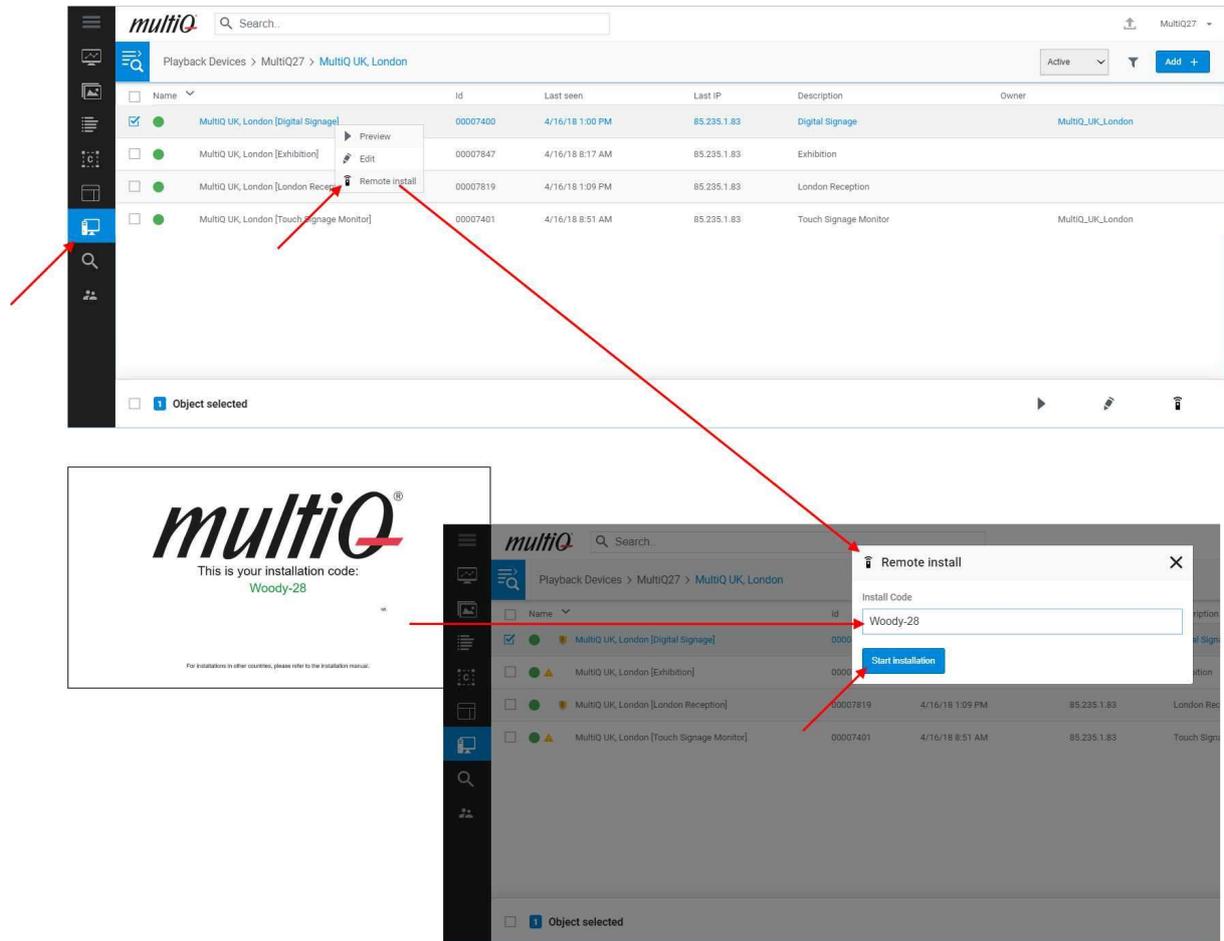
Group

Ok, start the installation



## 4 Remote Installation of devices using the CMS (CMS Super Users only)

Users with access to the CMS can start remote installation in the Playback Device menu by choosing “Remote install” from the right click menu. Then fill out the Activation code shown on screen and click the “Start Installation” button.



## 5 The Log Menu (Advanced users only)

It is possible to view the report file that is sent back to the CMS by selecting the “Log” tab. This is used for analyzing what files have been played and status messages that have been generated during the last report interval.



## View Report file

```
08:53:20 MqCefMisc::CreateFolderPath created a new folder: /data/locals/
08:53:20 MqCefMisc::CreateFolderPath created a new folder: /data/locals/mqcefpopups/
08:53:20 MqCefMisc::CreateFolderPath created a new folder: /data/locals/screenshots/
08:53:20 App version: mqcef_3440
08:53:20 App mode: JSCLIENT
08:53:20 MqCefMisc::CreateFolderPath created a new folder: /data/ini/
08:53:20 Started localhost server on port 8888
08:53:20 Created client browser and loaded start url: http://localhost:8888/jsclient/jsclient.htm
08:53:20 mqCef started watchdog @ with timeout 75000 ms
08:53:20 Starting with ID=00000000 Group=dswa6
08:53:20 Logging thread now sends messages to JSClient!
08:53:20 Successfully wrote install.json
08:53:20 Schedule nightly reboot: Fri Jan 18 2019 00:05:00 GMT+0100 (Central European Standard Time)
08:53:20 MqCefMisc::CreateFolderPath created a new folder: /data/log/
08:53:20 Performing xchange towards https://op.multiq.com
08:53:22 Setting master volume: 40
08:53:23 Got ServerCommand OpenShell
08:53:23 Rebooting
08:53:23 Successfully wrote vt switch file
08:53:23 Successfully wrote firewall file
08:53:23 Successfully wrote install.ison
```