

Digital Signage convergent[®]

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Introduction

HORUS DS is a platform of solutions for visual communication systems and content sharing through display panels. HORUS DS uses state-of-the-art technologies to equip monitoring and control centers, situation rooms and digital signage areas, modernizing environments with various signage information options.

Main Features

- Manipulation of textual content and through tools that allow content to be presented vertically and horizontally.
- Controller of images, animations, videos and graphics for presentation in conjunction with textual content.
- Handling scheduled events and displaying them chronologically, with the title, date and location of the event.
- Each terminal (Digital Signage panel) receives different content from the other terminals, allowing groups of terminals to be created.
- Reception of a live streaming link, for simultaneous transmission to all the display terminals or only to the terminals selected to receive the signal.
- Display of program grid content can be automatically interrupted to start the live broadcast.
- Allows you to manipulate long texts that will be displayed on the monitors in the form of automatic text scrolling, from bottom to top, and with adequate reading time, regardless of the number of characters contained in this content.
- Periodic display of the main

Version: 2.0.1

Videos

Version: 2.0.1

Campaign

Version: 2.0.1

Campaign Creation



Version: 2.0.1

Content Manager

Version: 2.0.1

Creating The Directory



Version: 2.0.1

Player

Version: 2.0.1

Download the Player on Windows



Version: 2.0.1

Download the Player on Linux



Version: 2.0.1

Scheduler

Version: 2.0.1

Campaign Scheduling



Version: 2.0.1

General Settings

Version: 2.0.1

General Settings



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Templates

Version: 2.0.1

Creating templates



Version: 2.0.1

Terminal

Version: 2.0.1

Terminal Creation



Version: 2.0.1

Campaign Synchronization



Version: 2.0.1

Terminal Group

Version: 2.0.1

Creating a Terminal Group



Version: 2.0.1

Trashcan

Version: 2.0.1

Viewing Trashcn



Version: 2.0.1

User Profiles

Version: 2.0.1

Creating User Profiles



Version: 2.0.1

Users

Version: 2.0.1

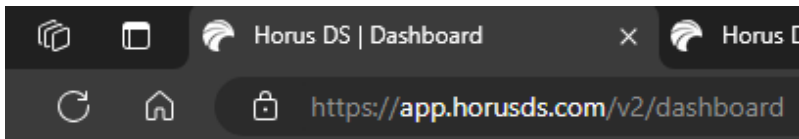
Creating Users



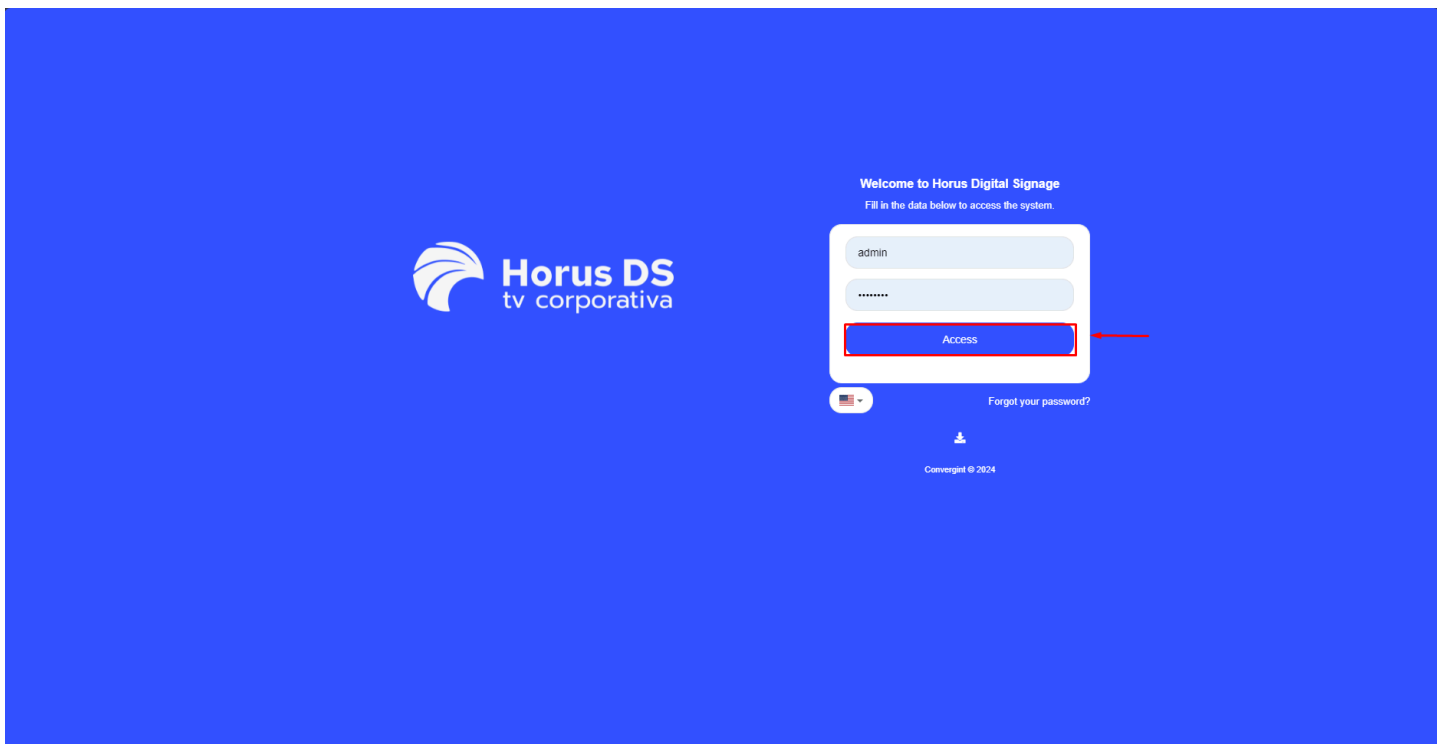
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How to log in as a user

The first step in logging in to the system is to type the server's access address (URL) into the browser's address bar. For example, for Horus DS Cloud users, the address is <https://app.horusds.com>. If you use your own server, consult your company's technology team to find out the address you use in your organization.



When it opens, the User Login screen will appear (image below). Enter your Username and Password and press "Access".



After that, the home screen with the main panel will be displayed (example below).

convergent

Horus Digital Signage

Dashboard

Campaigns

Templates

Content Manager

Terminals

Terminal group

Scheduler

Trashcan

Settings

Operation summary

Campaign

14 campaigns created

Slides

32 slides created

Content hours

00 horas and 07 minutos

Terminals

1 in use

Latest campaigns that have been updated

TESTE

3 Slides

00:00:45

Documentation

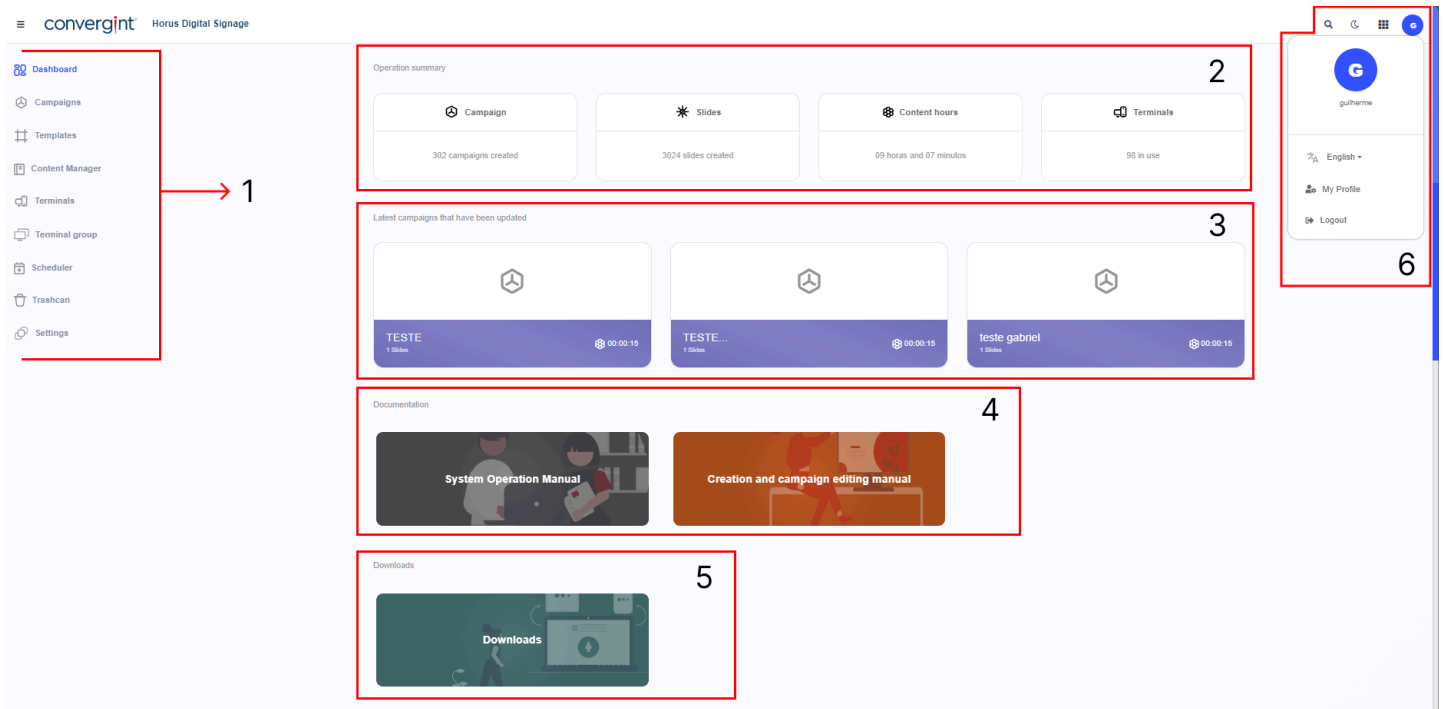
System Operation Manual

Creation and campaign editing manual

Downloads

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Quick Tour (Home page)



1. Through the **Sidebar**, you can access the various features that the platform offers.
2. The **Operation Summary** section allows you to view the total records of the various tabs provided by the system, such as campaigns, slides, Content Hours and Terminals. In this way, the user does not have to navigate the platform to check these records manually, but can directly consult the data presented on the Home Page.
3. Through the **Latest campaigns that have been updated** section, it is possible to check the campaigns that have recently been updated, allowing direct access to these campaigns without having to navigate the platform to view them.
4. In the **Documentation** field, the platform allows you to access the documentation system which contains the platform's manual, allowing the user to gain a greater knowledge of the platform and the functionalities it provides.
5. Through **Downloads** it is possible to access the Horus Player installation file, which will later be used to display the slides (presentations) in the environment. To find out more about

Horus Player, go to "Player".

6. 6.1 The function of the **Search Bar** is to search for Campaigns, Terminals, Terminal Groups, and other records or registrations previously made in the system.

6.2 In **Style Change**, it is possible to change the theme of the style within the system.

6.3. Through the **Additional Information**, you will be able to check the changelog and the open source of the platform. This allows you to verify all significant changes made in each version and view the platform's source code.

6.4. By accessing your **Profile**, you can change the platform's language, view detailed user data such as Email, and manage the platform's security. Additionally, you can log out of the platform by clicking the "Log Out" button.

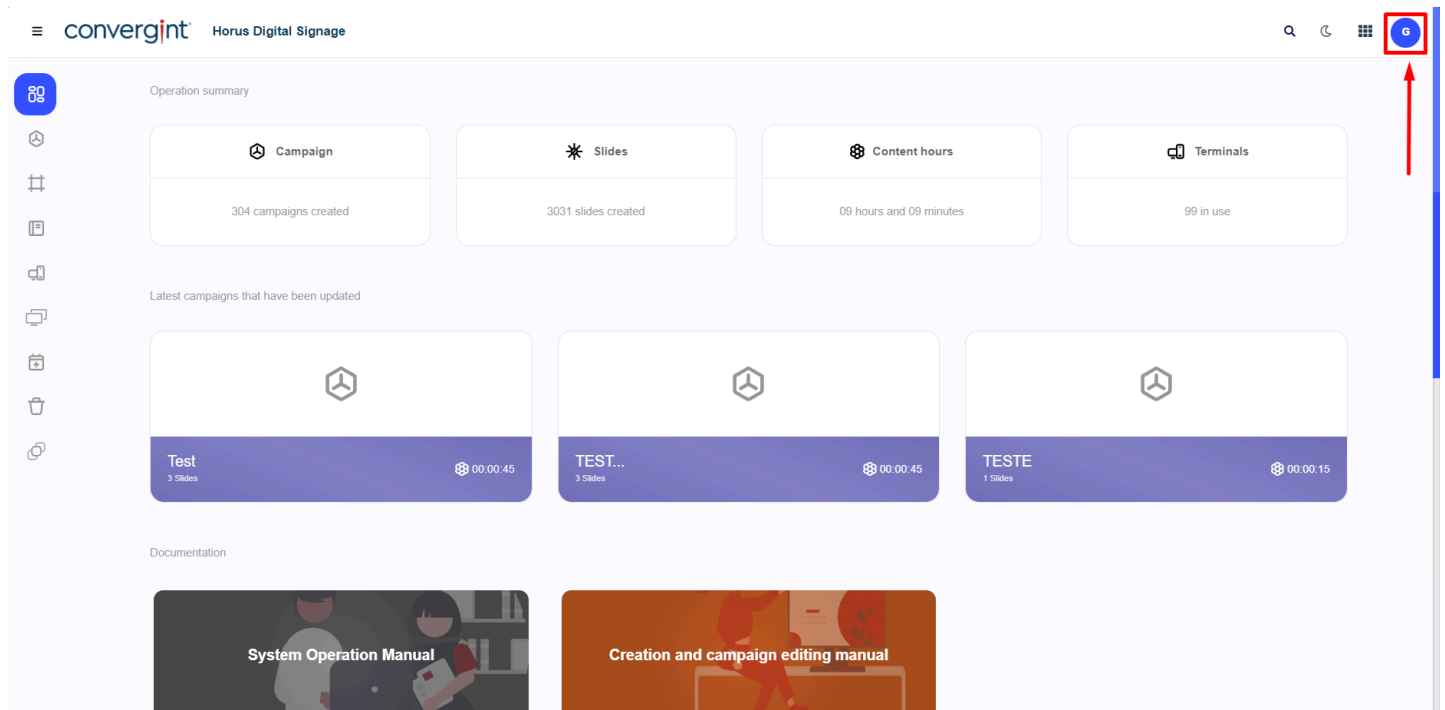
Version: 2.0.1

Security

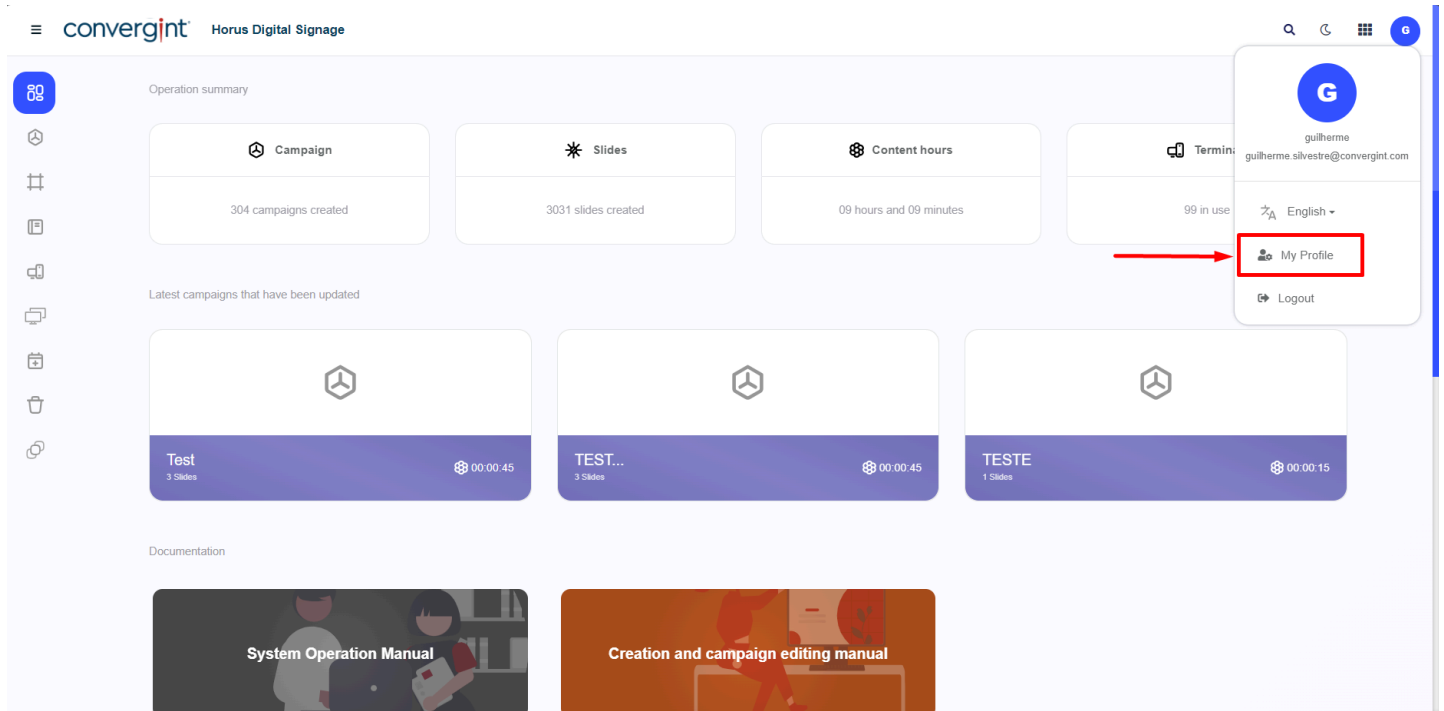
Version: 2.0.1

Changing the User's Password

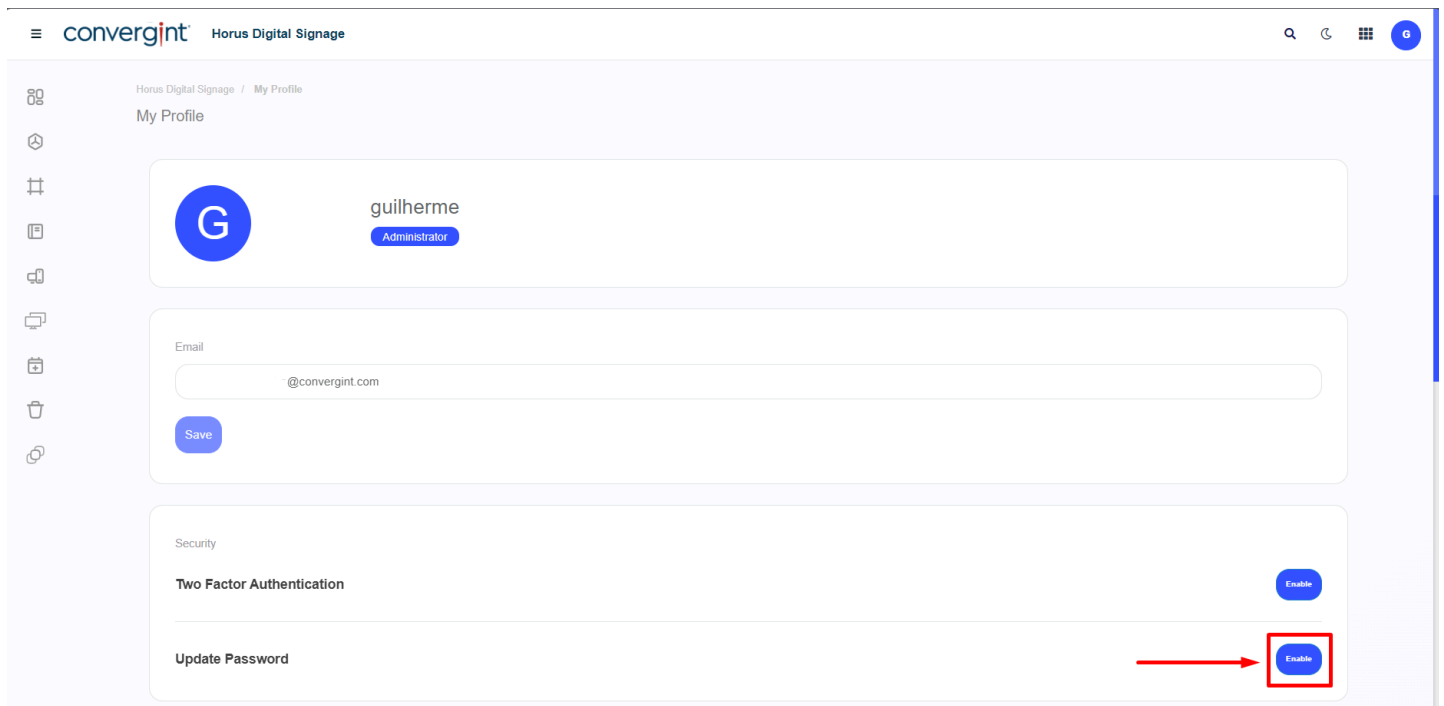
The first step to changing a user's password is to access their profile. In this field, the platform offers the option to change the language, view detailed data on the logged-in user and also the option to log out, should you wish to leave the platform.



When accessing your profile, click on “My Profile” to access the security section relating to the logged-in user. This will allow you to better manage your login on the platform.



Once you have accessed the option, you need to click on “Enable” in accordance with the “Update Password” field so that you can then change your password according to your preference.



Next, the system will ask you to choose a pattern for your password, with the option of “Password” and “Passphrase”. The main difference between these options is that the password is a random sequence of characters, based on your choice, while the Passphrase is a sequence of randomly generated or declared words, depending on your preference.

The screenshot shows the 'Security' settings page. Under the 'Two Factor Authentication' section, there are 'Enable' and 'Cancel' buttons. Below this is the 'Update Password' section, which is highlighted with a red box. Inside this section, there is a prompt 'Please choose a pattern for your password.' with two radio buttons: 'Password' (selected) and 'Passphrase'. Below the radio buttons is a 'Current password' field with a masked password '*****'. A red arrow points to the 'Update Password' title, another red arrow points to the 'Password' radio button, and a third red arrow points to the 'Current password' field. There is a 'Save' button at the bottom of the section.

When you select the “Password” option, you must enter your Current Password. Then enter your New Password and confirm it. After filling in all the information, click on “Save” to complete the change.

The screenshot shows the 'Update Password' section of the 'Security' settings page. It includes the prompt 'Please choose a pattern for your password.' with 'Password' (selected) and 'Passphrase' radio buttons. Below are three input fields: 'Current password', 'New Password', and 'Confirm New Password'. The 'Current password' field has a red error message 'Please enter a password' below it. A red arrow points to the 'Password' radio button, another red arrow points to the 'Current password' field, a third red arrow points to the 'New Password' field, a fourth red arrow points to the 'Confirm New Password' field, and a fifth red arrow points to the 'Save' button at the bottom. There is also a 'Cancel' button in the top right corner of the section.

By selecting the “Passphrase” option, you can enter a sequence of words according to your preference, or click on “Generate Passphrase” to randomly generate a new password, then

confirm it and enter your Current Password. After filling in all the necessary information, click on “Save” to complete the change.

The screenshot shows the 'Update Password' section of a user profile page. It includes a 'Security' header, a 'Two Factor Authentication' section with an 'Enable' button, and an 'Update Password' section with a 'Cancel' button. The 'Update Password' section contains a prompt 'Please choose a pattern for your password:' with two radio buttons: 'Password' and 'Passphrase'. The 'Passphrase' option is selected and highlighted with a red box. Below this are three input fields: 'Passphrase', 'Passphrase confirmation', and 'Current password'. A red arrow points from the 'Passphrase' radio button to the 'Create Passphrase' button, which is also highlighted with a red box. Another red arrow points from the 'Current password' field to the 'Save' button, which is also highlighted with a red box. A red line connects the 'Passphrase' and 'Passphrase confirmation' fields.

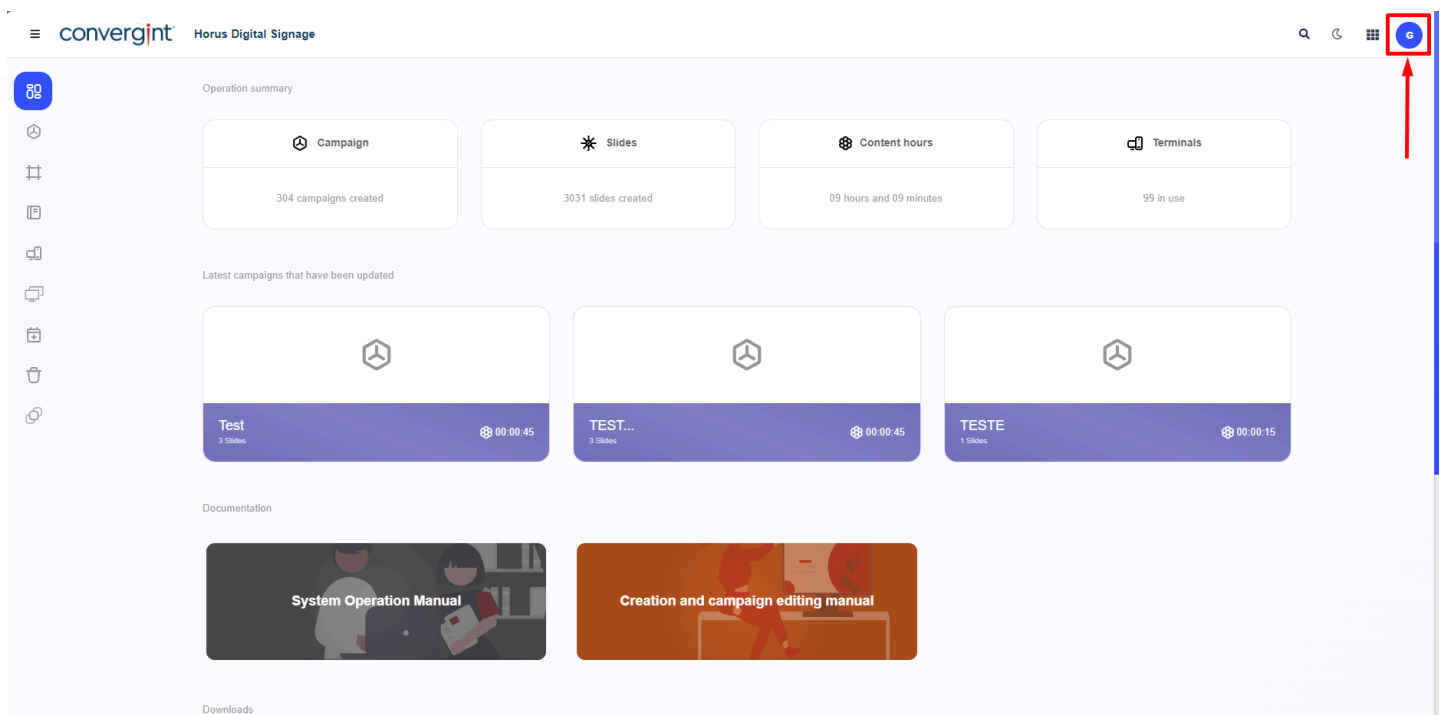
After configuring the password according to your preference, it will be updated.

The screenshot shows the 'My Profile' page of the 'convergent Horus Digital Signage' system. The page includes a sidebar with icons for various functions. The main content area shows the user's profile with a blue circular avatar containing the letter 'G', the name 'guilherme', and the role 'Administrator'. Below this is an 'Email' section with an input field containing '@convergent.com' and a 'Save' button. At the bottom is a 'Security' section with 'Two Factor Authentication' and 'Update Password' options, each with an 'Enable' button. A red arrow points from the 'Update Password' section of the previous screenshot to a green notification box in the top right corner. The notification box contains a checkmark, the text 'Updated!', and 'guilherme Updated successfully!'. The notification box also has icons for search, refresh, and close.

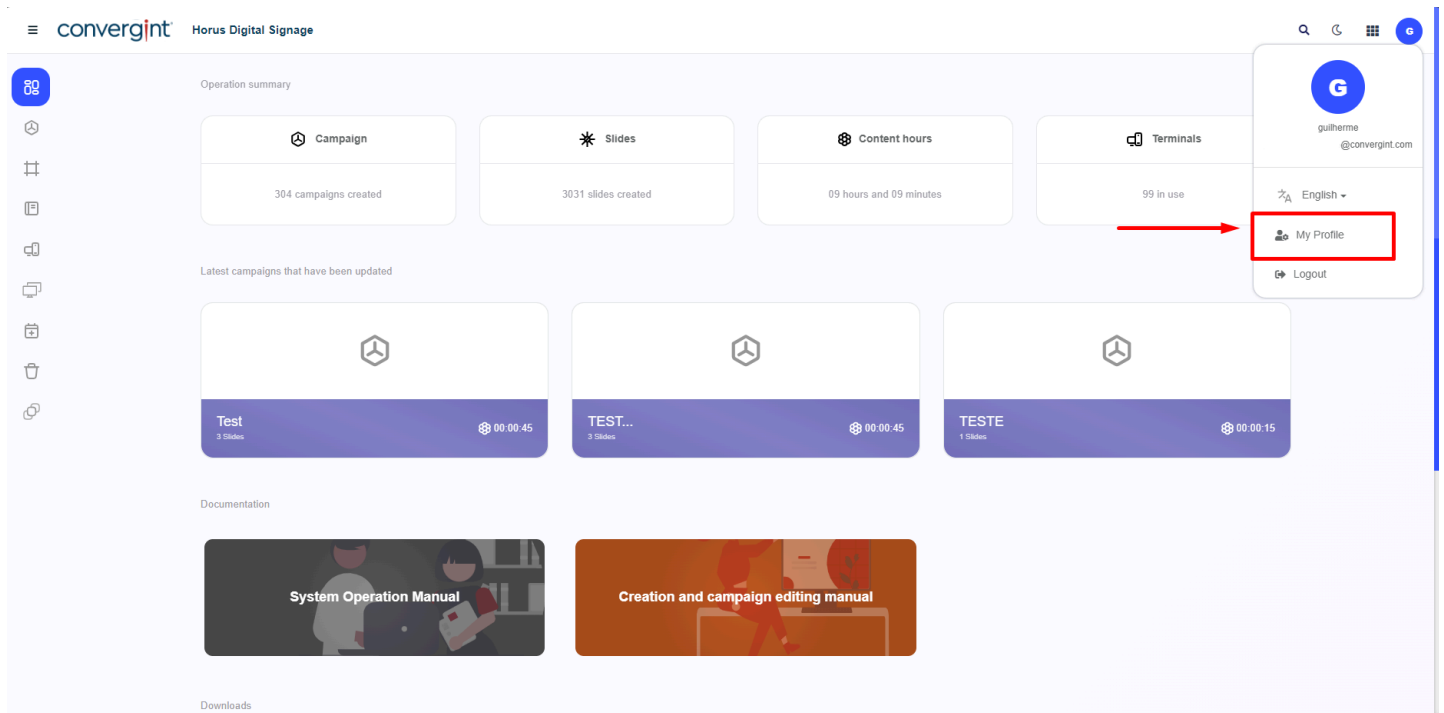
Version: 2.0.1

Enabling Two-Factor Authentication

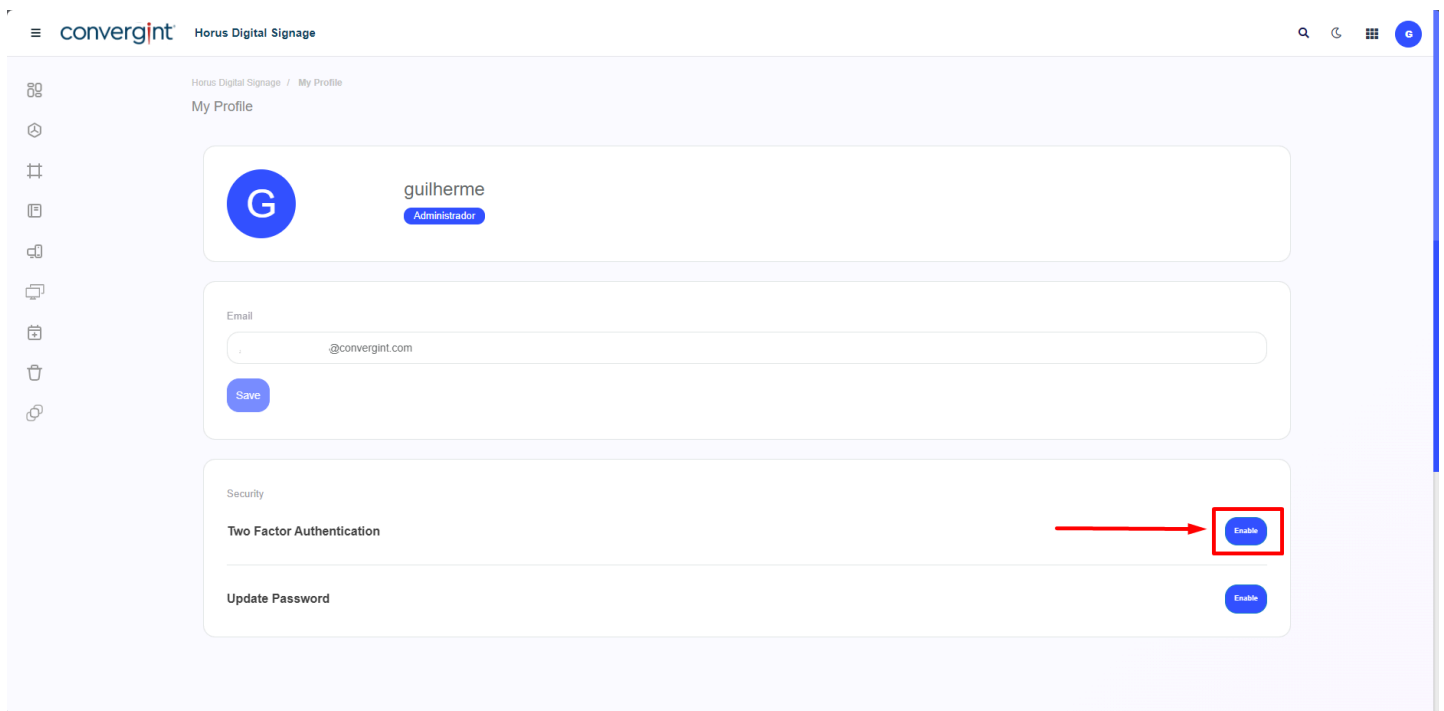
As a first step to enable Two-Factor Authentication, access your Profile. In this section, the platform offers the option to change the language, view detailed information about the logged-in user, and also the option to log out if you wish to exit the platform.



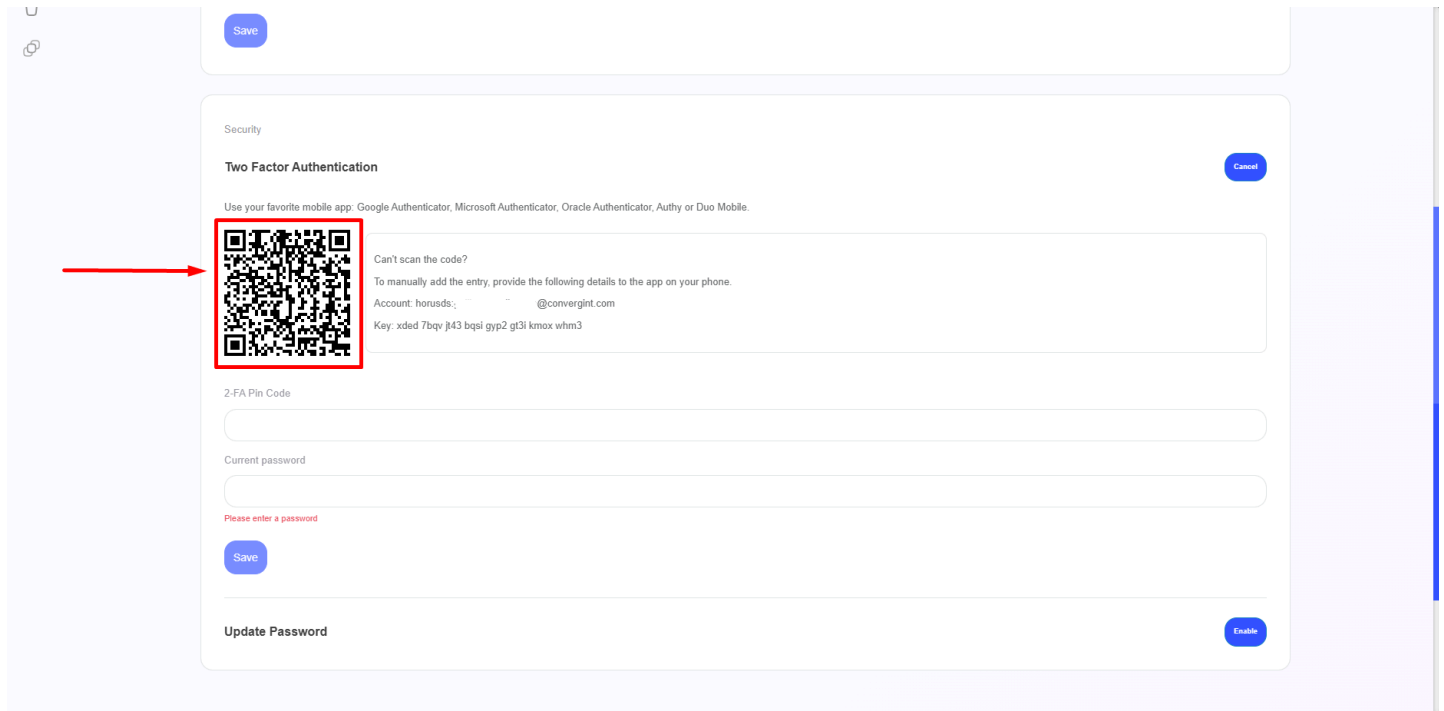
Upon accessing your profile, click on "My Profile" to access the security section related to the logged-in user. This will allow for better management of your login on the platform.



Accessing the option, you need to click on "Enable" in the "Two-Factor Authentication" field to subsequently enable Two-Factor Authentication. This is aimed at confirming the identity of the user who will be logging in later.



Next, the system will request the scanning of a QR code using apps that implement two-step verification services, such as Google Authenticator, Microsoft Authenticator, and various other apps that offer this functionality.

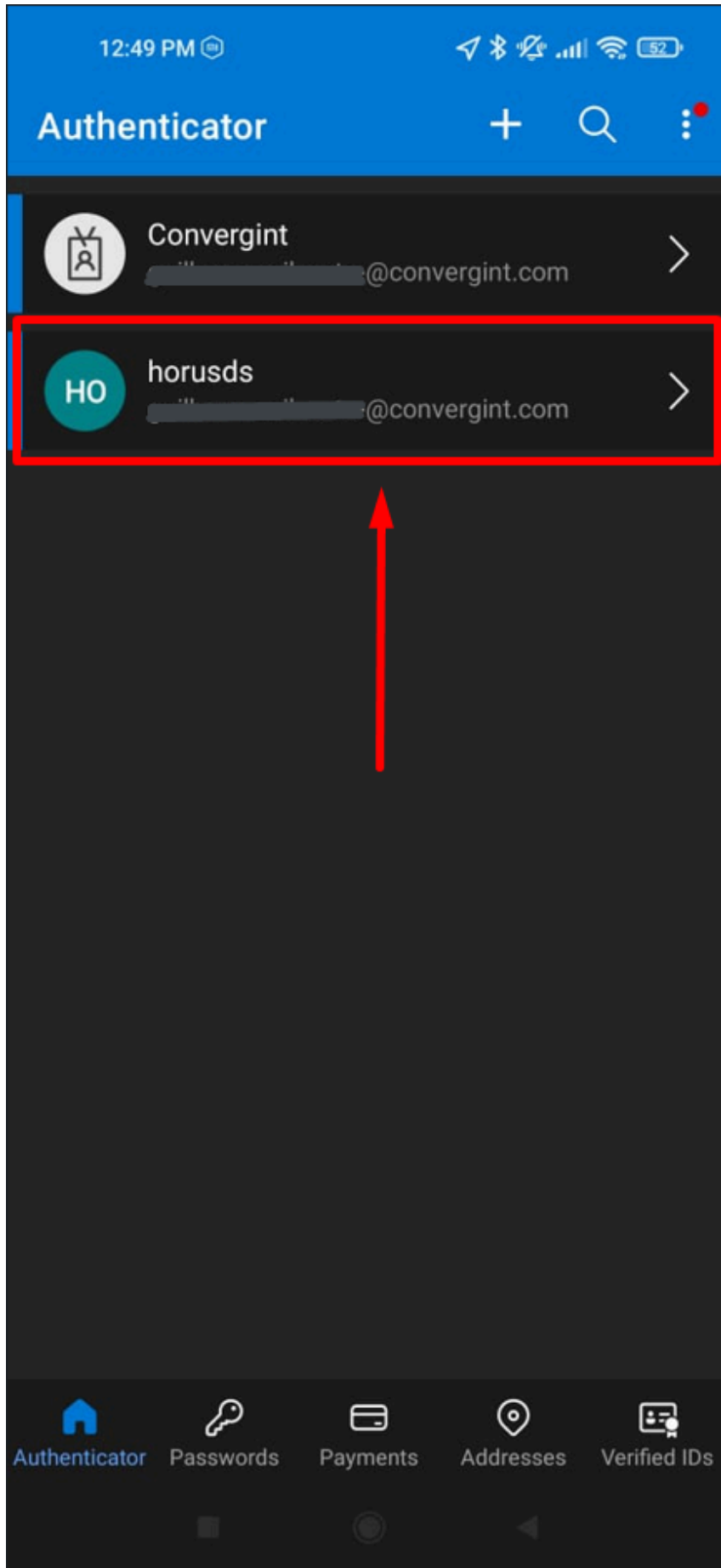


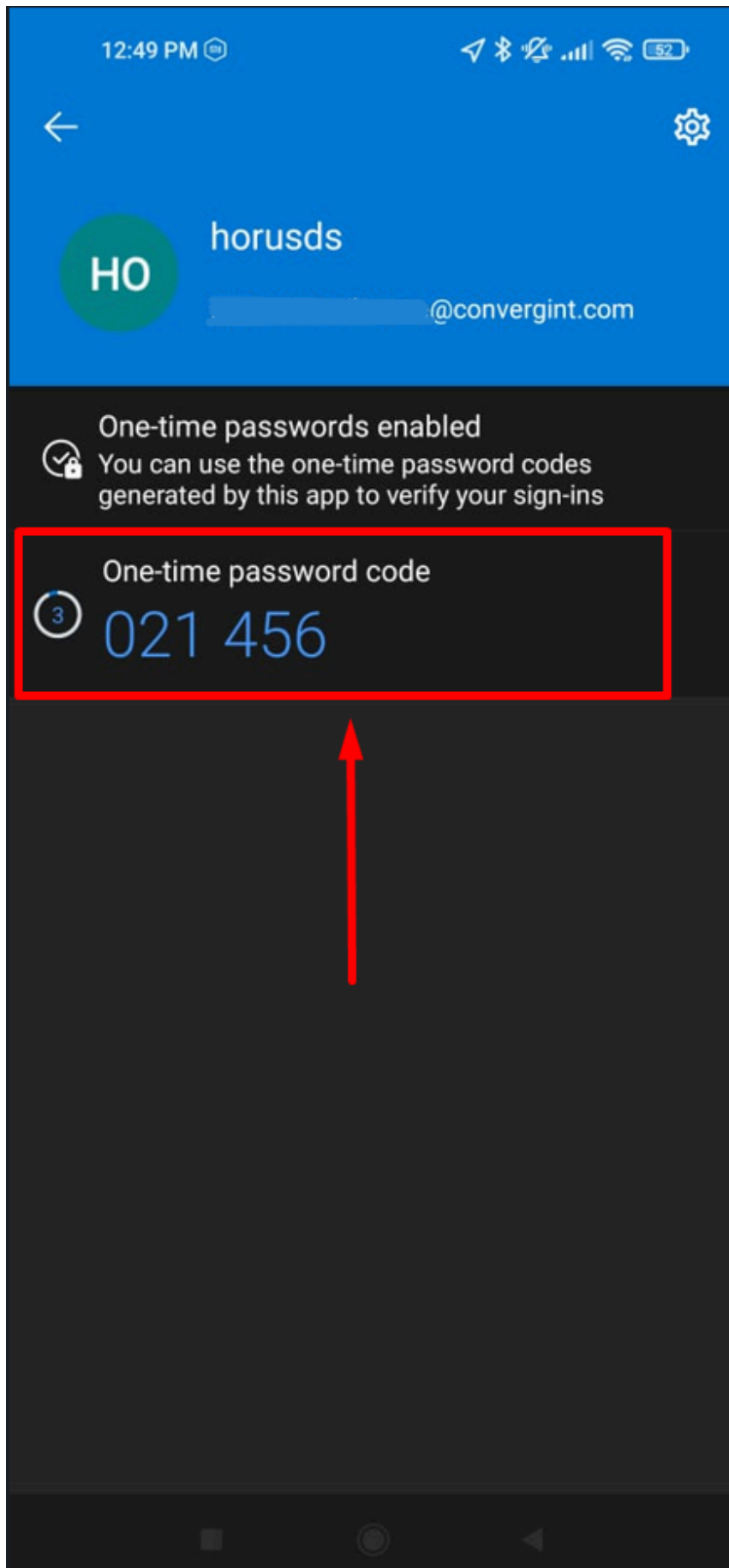
The screenshot shows a 'Security' configuration window titled 'Two Factor Authentication'. At the top, it suggests using a mobile app like Google Authenticator, Microsoft Authenticator, Oracle Authenticator, Authy, or Duo Mobile. A QR code is displayed on the left, highlighted with a red square and a red arrow pointing to it from the left. To the right of the QR code, there is a text area with the following information:

Can't scan the code?
To manually add the entry, provide the following details to the app on your phone.
Account: horusds; @convergint.com
Key: xded 7bqv j43 bqsl gyp2 gt3l kmox whm3

Below the QR code and text, there are input fields for '2-FA Pin Code' and 'Current password'. A red error message 'Please enter a password' is visible below the password field. At the bottom left, there is a 'Save' button, and at the bottom right, there is an 'Enable' button. The 'Update Password' link is also visible at the bottom.

By scanning the QR code requested by the platform using a verification app, you will receive a FA PIN code in the corresponding section. This PIN code will be used to link the app to the Horus Digital Signage platform.

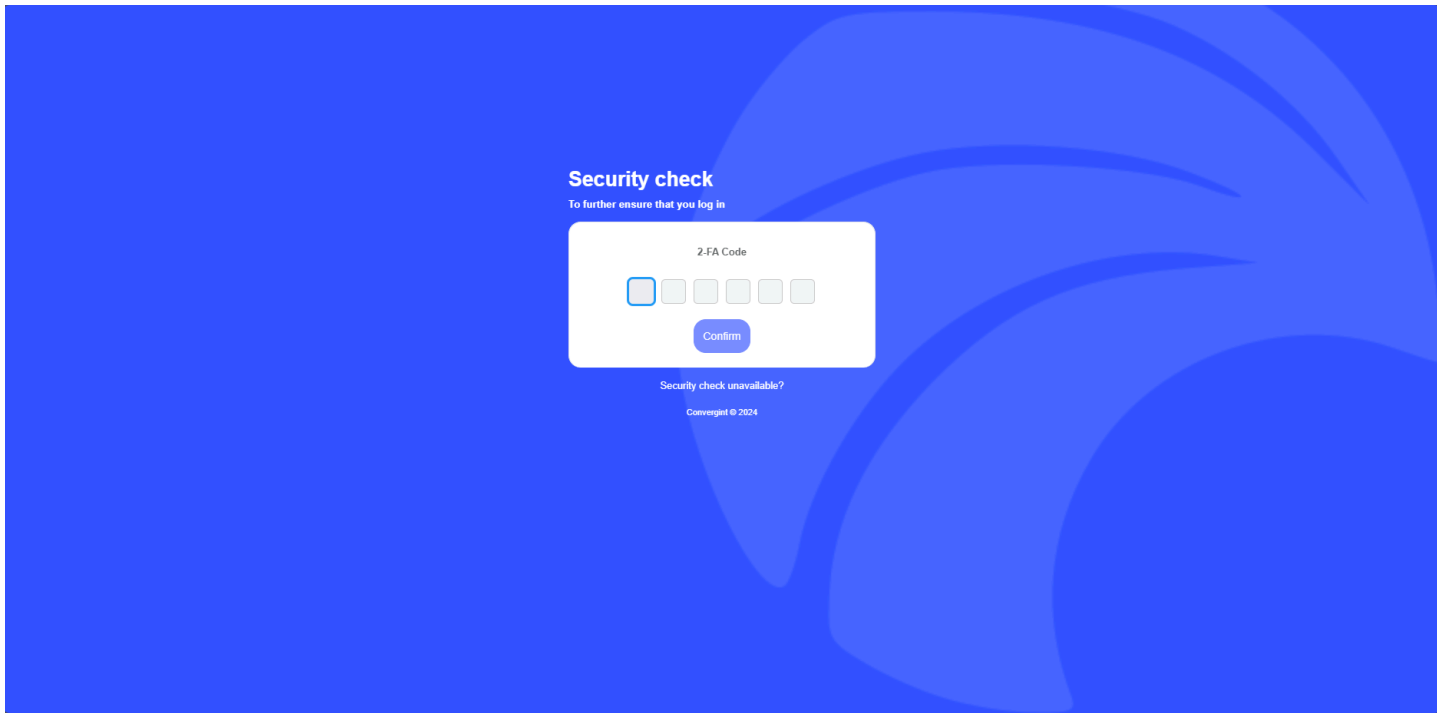




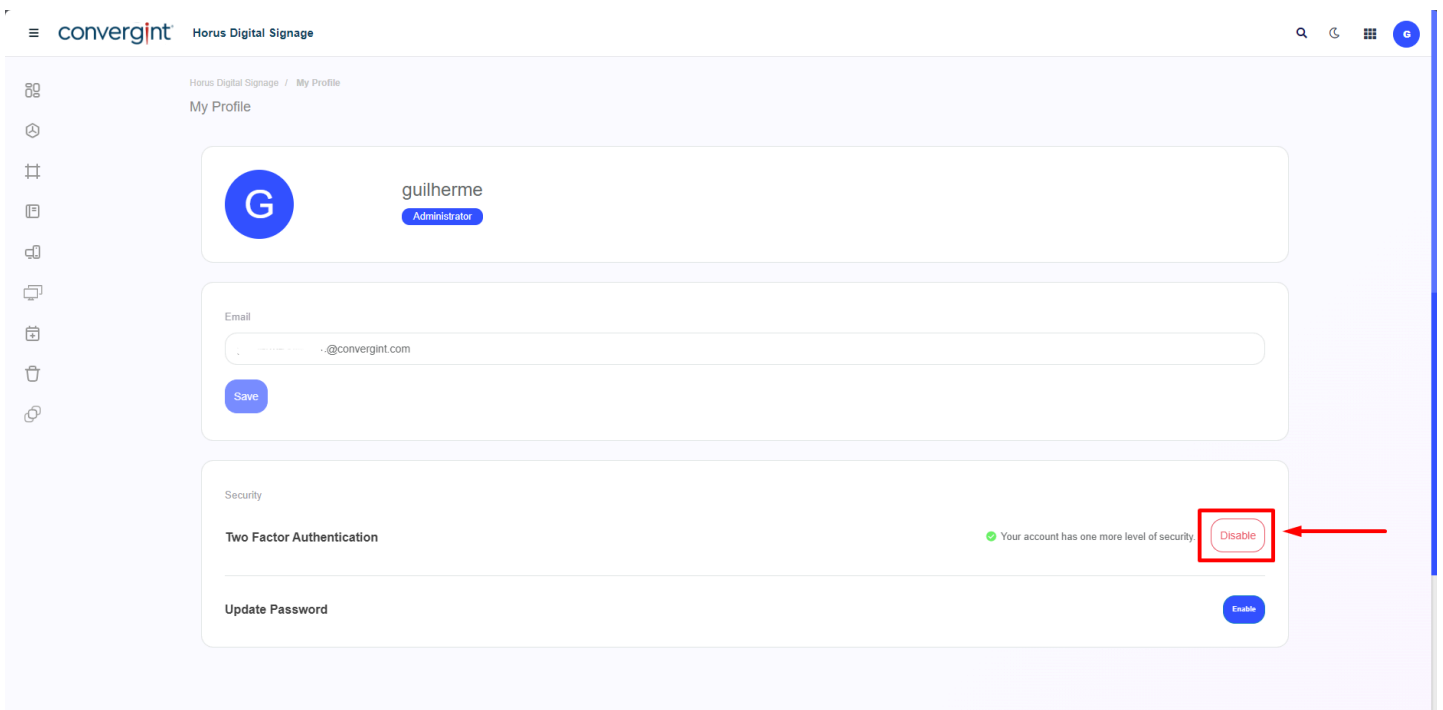
After obtaining the code, you should enter it in the "FA Pin Code" field. Then, type your Current Password in the appropriate field to ensure the security of your access. Once you have filled in the information, click the "Save" button to confirm the link between the app and the Horus Digital Signage platform.

The screenshot displays the 'Two Factor Authentication' setup interface. At the top, there is a 'Save' button. Below it, the 'Security' section is titled 'Two Factor Authentication'. A QR code is shown for scanning. To the right of the QR code, there is a section for manual entry with the following details: 'Account: horusds-@convergent.com' and 'Key: xded 7bqv j43 bqs1 gyp2 gl3i kmox whm3'. Below the QR code, there is a '2-FA Pin Code' field with the value '021456'. Below that is a 'Current password' field. At the bottom, there is a 'Save' button and an 'Update Password' button. Red arrows point to the 'Two Factor Authentication' title, the QR code, the '2-FA Pin Code' field, the 'Current password' field, and the 'Save' button.

By clicking "Save," the functionality will be enabled. From then on, every time you perform the first part of the login on the Horus Digital Signage platform by entering your username and password, the system will direct you to the second part, where the FA PIN Code will be requested. This code will be stored in the verification app of your choice. Remember that the code is changed periodically for security reasons.



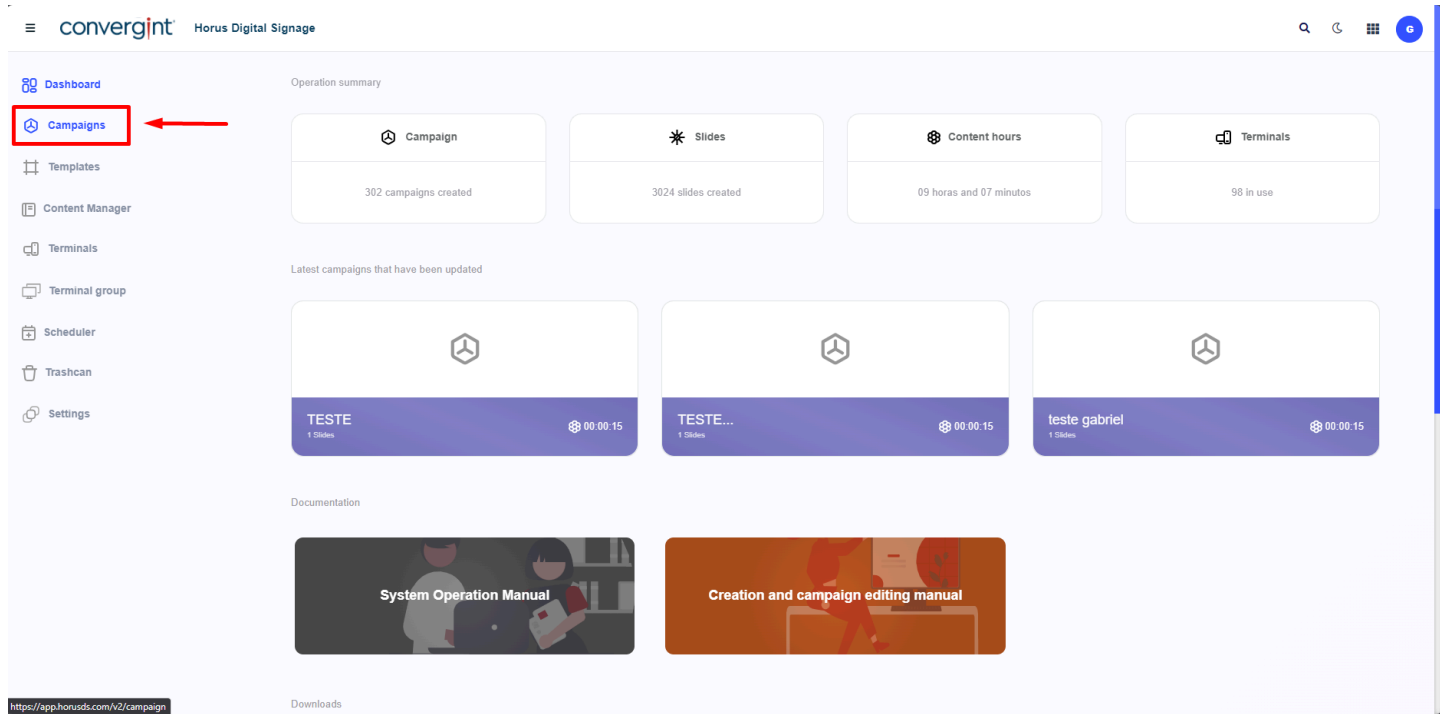
To deactivate the functionality, simply access your user profile and navigate to the "Two-Factor Authentication" section. Then, click "Disable" to deactivate the feature.



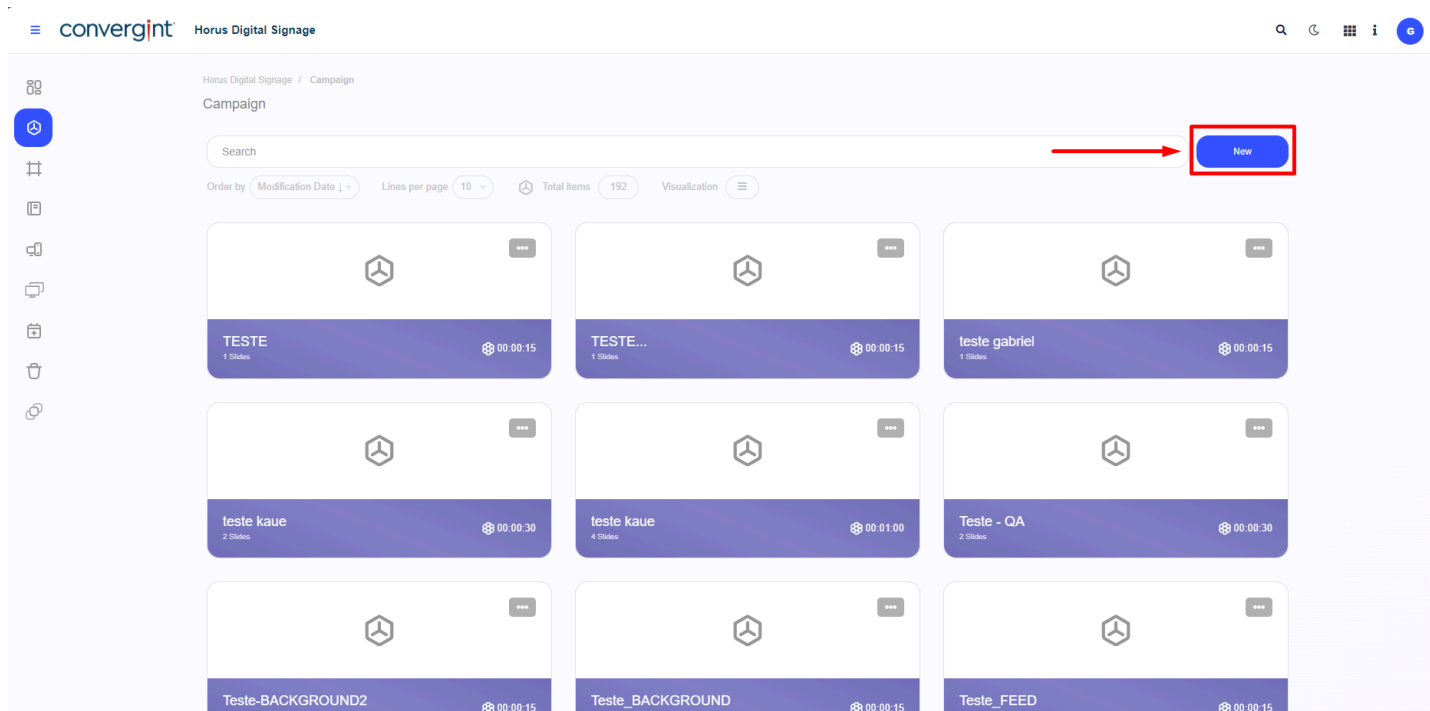
Version: 2.0.1

Campaign Registration

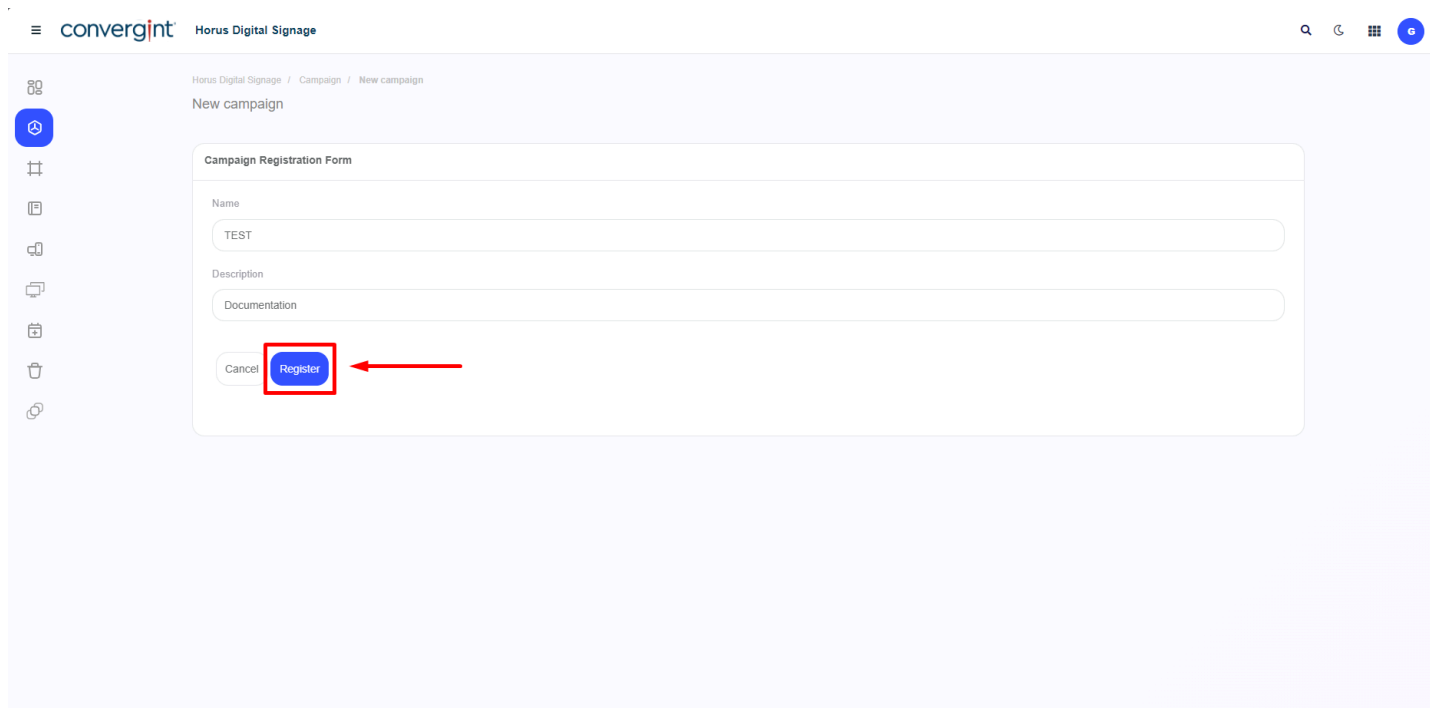
The first step to register a campaign is to access the "Campaigns" tab. This function allows for the creation of campaigns that involve adding slides for a customized display or presentation in Horus Digital Signage.



After accessing the "Campaigns" tab, the system will open the screen where we will first click on "New." If there are any previously created campaigns, they will be listed just below the search bar.

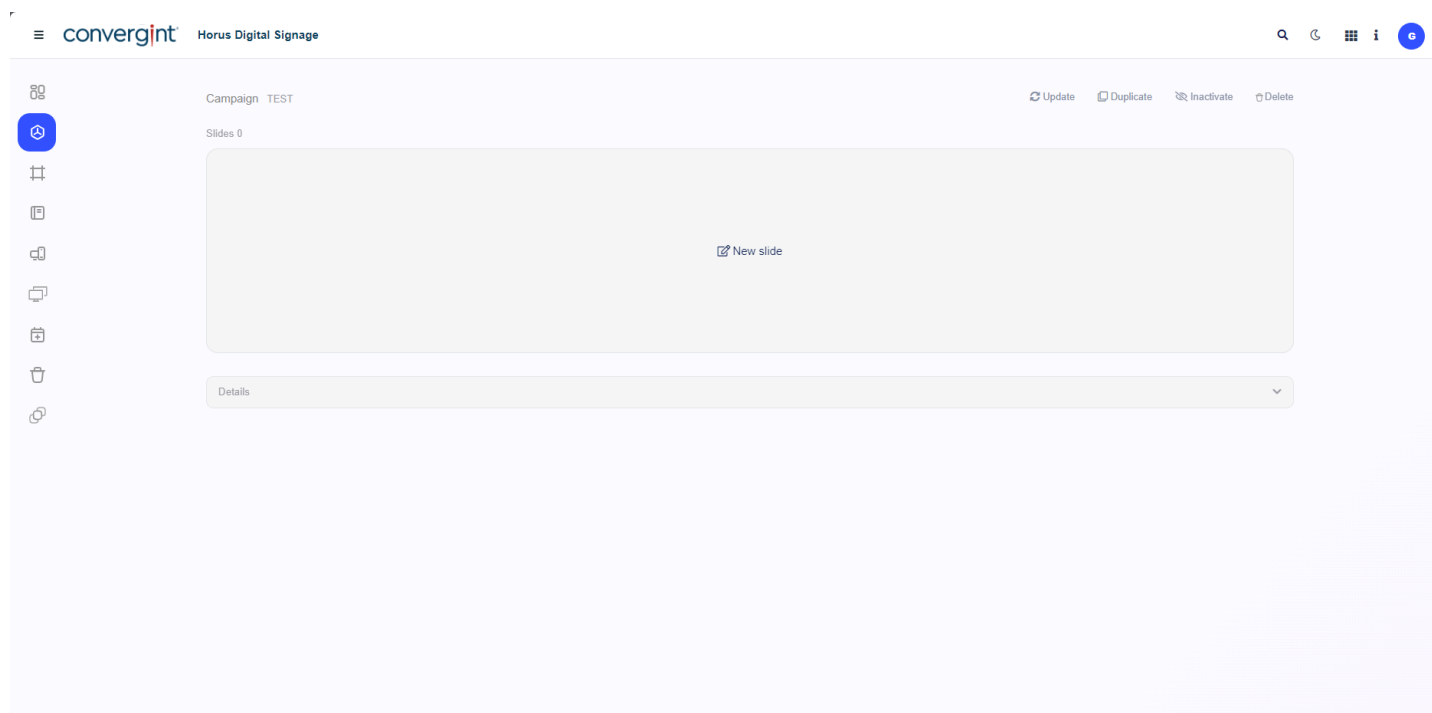


Upon accessing the "New" option, it will be necessary to enter a name for the new campaign. If a description is needed, there is a field labeled "Description" available. Next, to create the new campaign, simply click on "Register," which will register the campaign based on the information provided earlier.



Then, the system will be updated, redirecting you to the slide addition interface, allowing you to make adjustments to the created slides according to your preferences. It will be possible to add

components provided by the Horus Digital Signage system, including static and analytical visual representations, as well as audiovisual elements.



Additionally, it will be possible to adjust the appropriate aspect ratio for your presentation by clicking on "Details" below the slide creation option. If you make any changes, click on "Save Changes" to ensure your information is saved according to your preferences. In the upper right corner of the screen, you will also find functionalities that allow you to update, duplicate, deactivate, and delete the campaign, providing flexibility and options for different scenarios.

The screenshot displays the Convergent Horus Digital Signage web application. The interface includes a top navigation bar with the Convergent logo and 'Horus Digital Signage' text. On the right of the top bar are icons for search, settings, and user profile. A left sidebar contains various management icons. The main content area is titled 'Campaign TEST...' and shows 'Slides 0'. A large central box contains a 'New slide' button. Below this is a 'Details' section with a red box highlighting the 'Name' (TEST...), 'Description' (Documentation), and 'Screen ratio' (Widescreen 16:9) fields. A red arrow points from the 'Details' section to the 'Save editions' button at the bottom. Another red arrow points from the top right of the campaign area to a toolbar containing 'Update', 'Duplicate', 'Inactivate', and 'Delete' buttons. A third red arrow points from the left sidebar to the 'Details' section.

convergent Horus Digital Signage

Campaign TEST...

Slides 0

New slide

Details

Name
TEST...

Description
Documentation

Screen ratio
Choose the appropriate proportion of your presentation.
Widescreen 16:9

[New Screen Resolution](#)

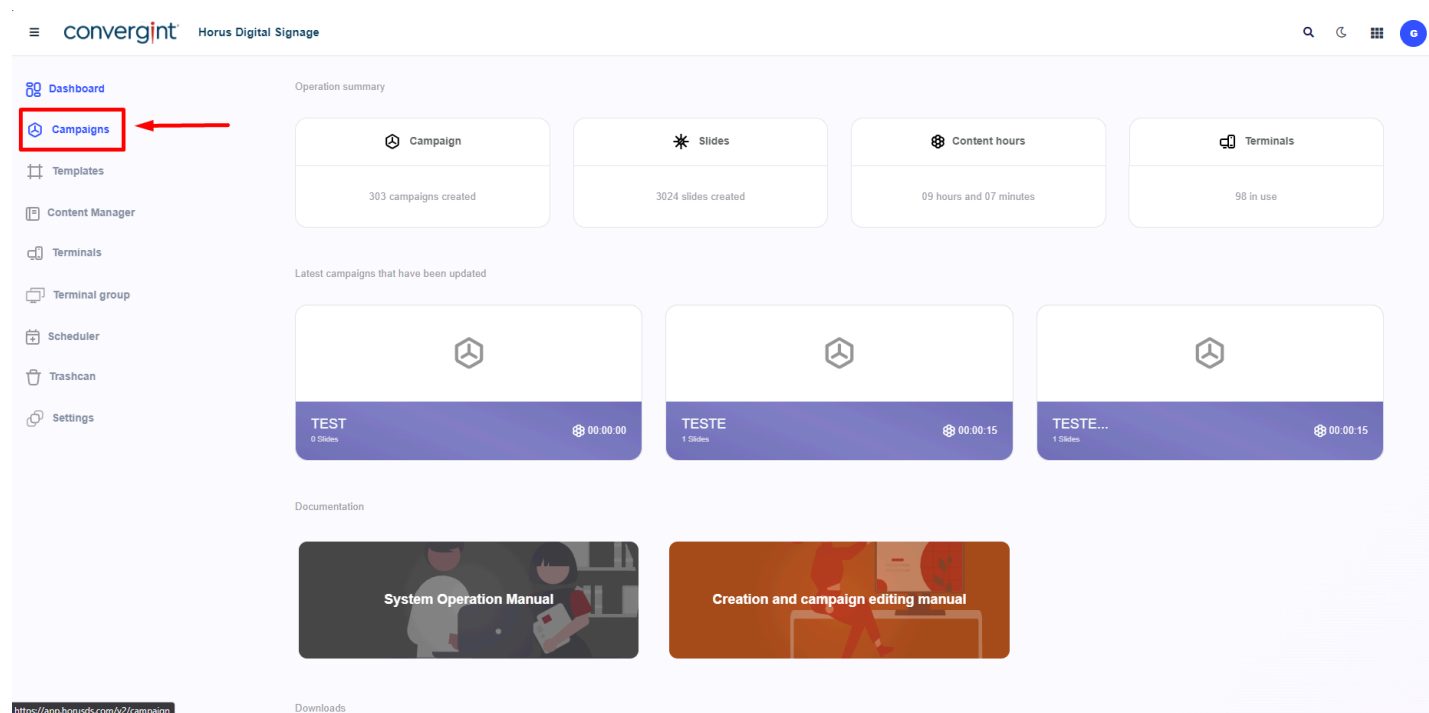
Save editions

Update Duplicate Inactivate Delete

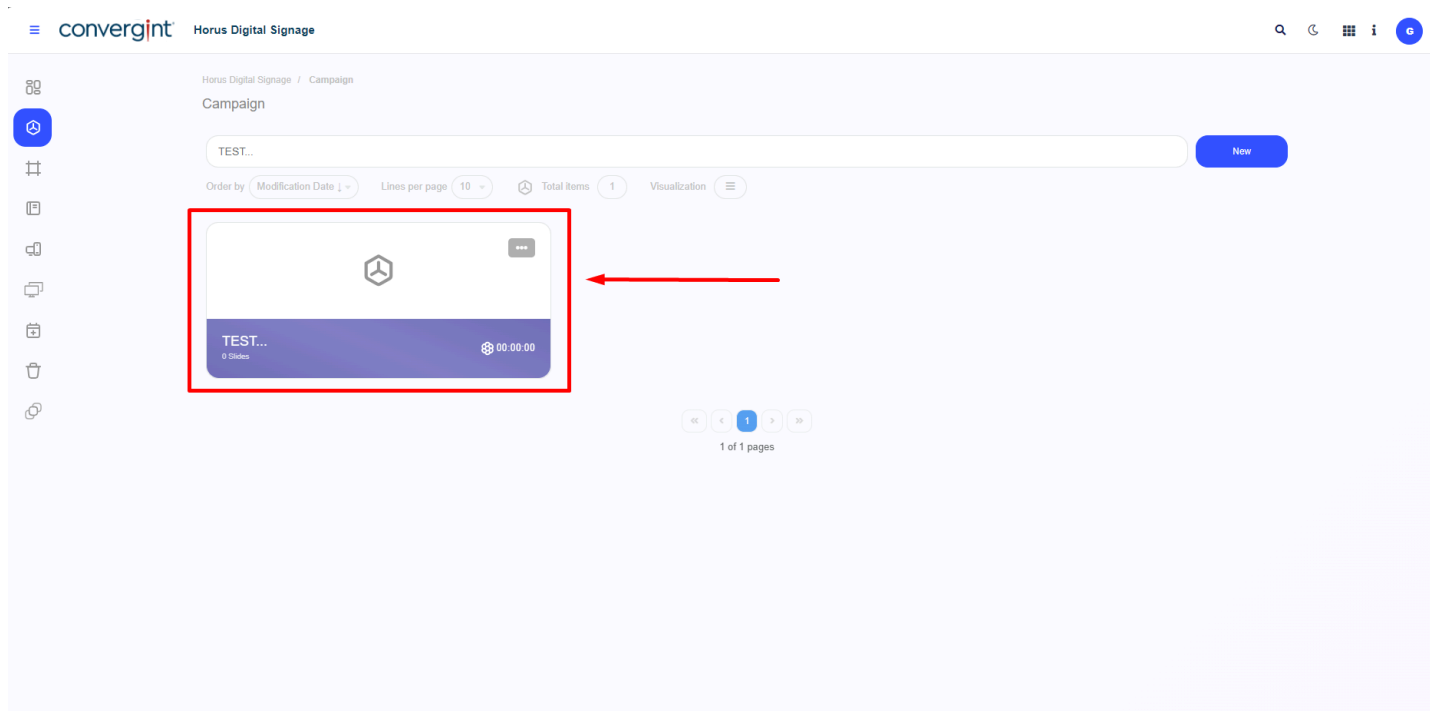
Version: 2.0.1

Slide Creation

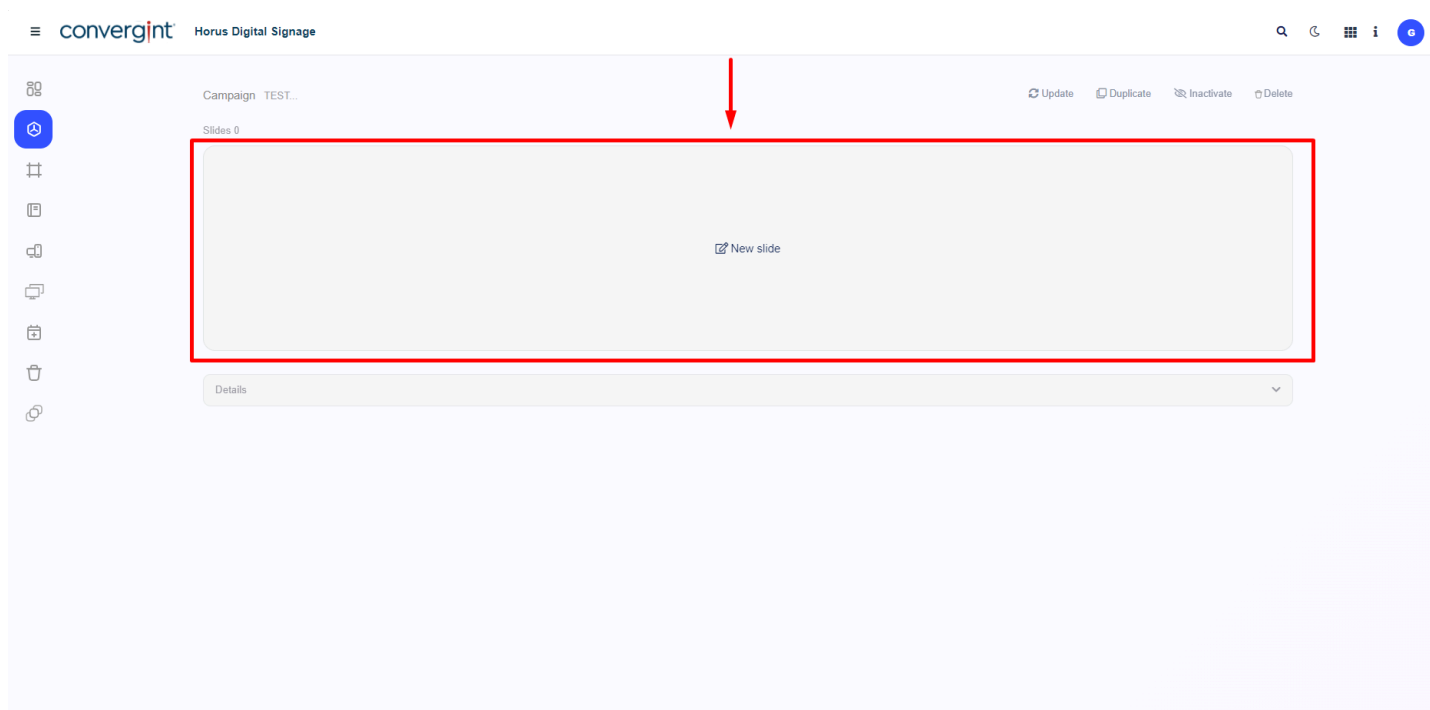
The first step for editing a slide is to access the "Campaigns" tab. This function allows for the creation of campaigns that involve adding slides for a customized display or presentation in Horus Digital Signage.



After following the steps described earlier, the campaign will be registered. To add or create a slide in the campaign, you need to access a previously created campaign where you want to include the slide.



After creating or accessing a campaign, the system will display the campaign interface, where it will be possible to add a new slide by clicking the "New Slide" button.



After clicking on "New Slide," the "Slide Editor" screen will be displayed, offering a variety of templates that can be used and inserted into the desired slide. Among these templates are options such as "Web Page," "Video," "Feeds," "YouTube," and many others. Additionally, it is

possible to standardize the template, style, and presentation duration of the slide according to the user's preferences.



That's it! Now just customize the slide according to your preferences. After editing, click the "Save" button (highlighted) to save the slide.



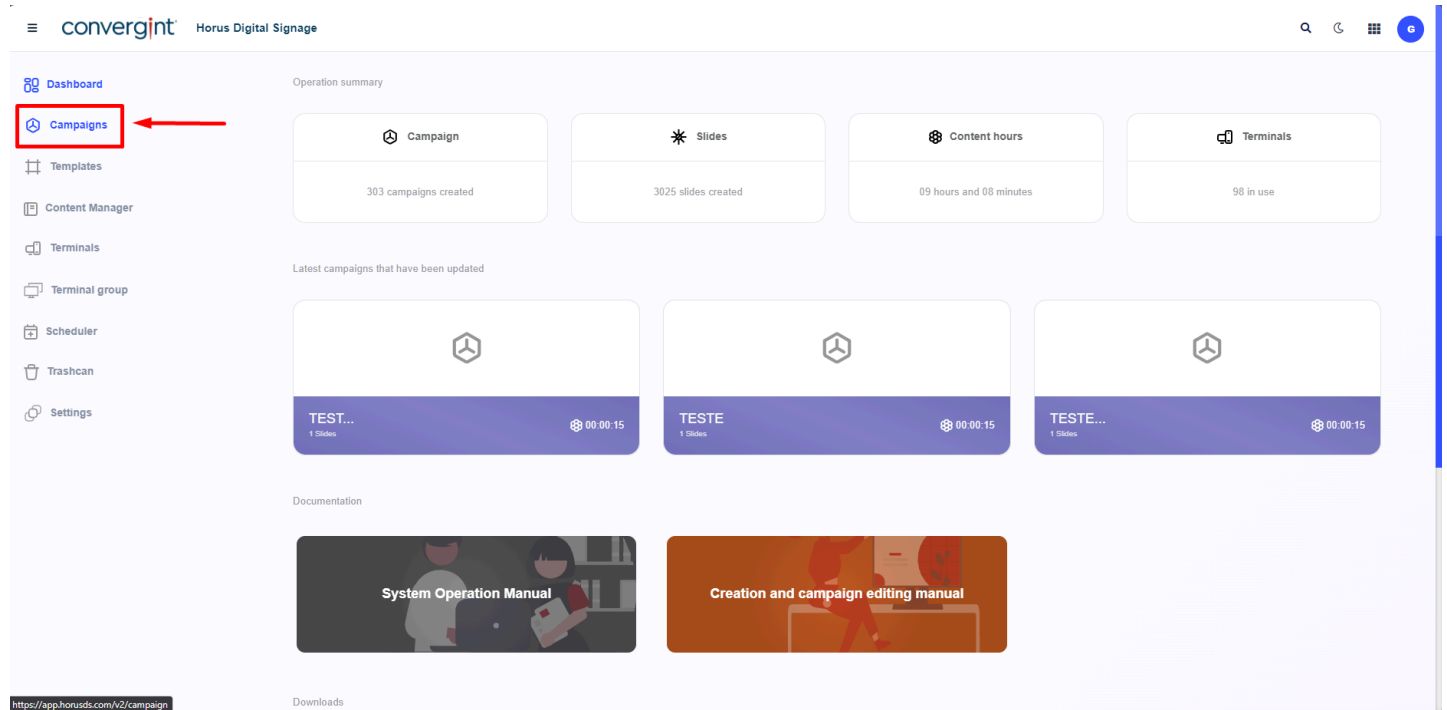
Within the slide, there are various functionalities, such as the information icon, a menu that displays the platform tabs, and additional options in the bottom right corner of the screen. By clicking on the "Three Dots," icons will be displayed for zooming in or out, toggling between dark and light themes, full screen, and a ruler.



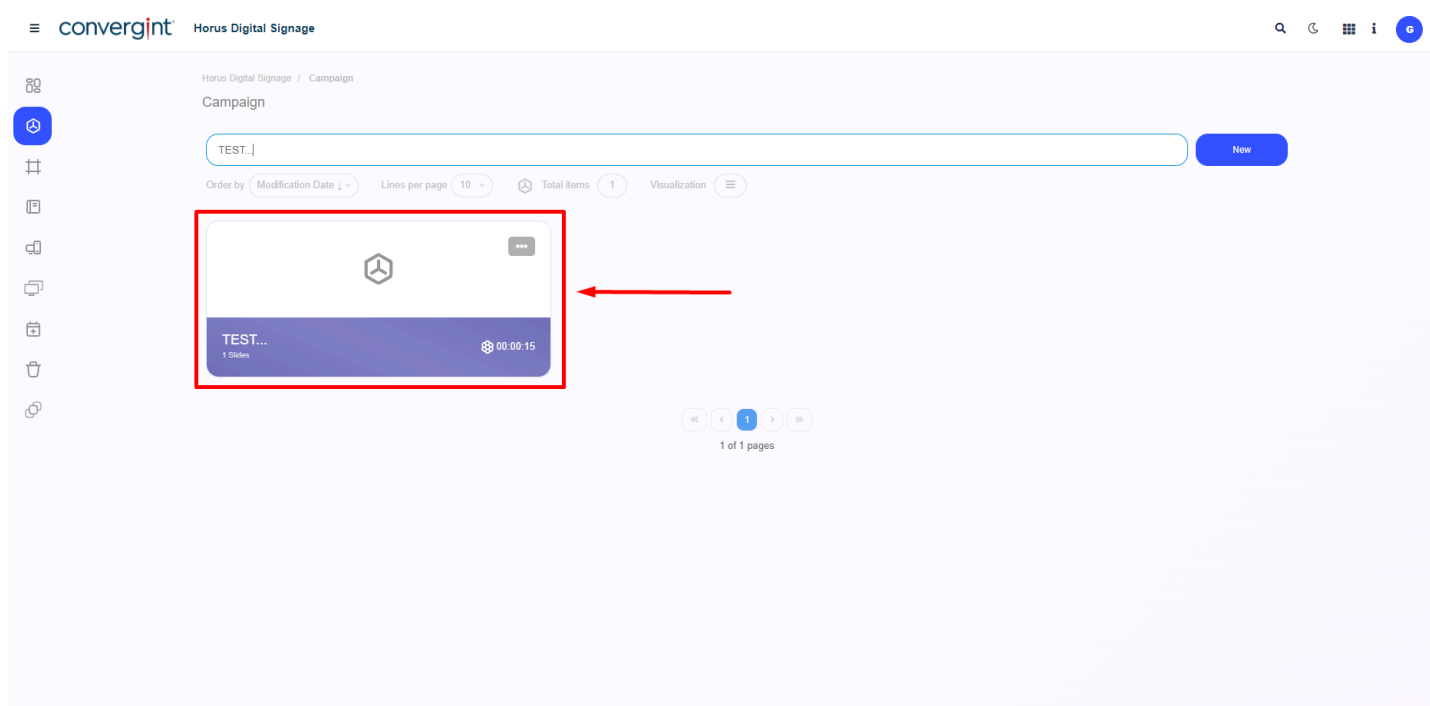
Version: 2.0.1

Slide Editing

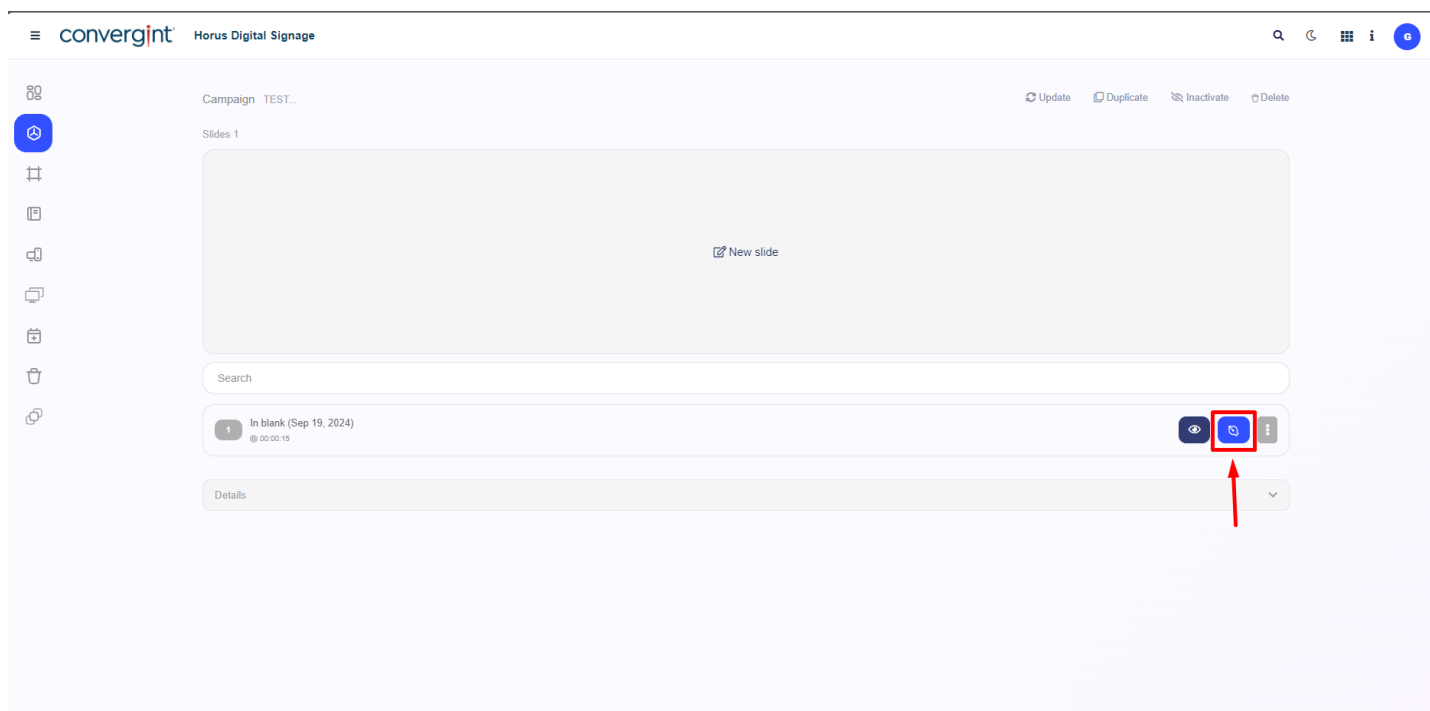
The first step for editing a slide is to access the "Campaigns" tab. This function allows for the creation of campaigns that involve adding slides for a customized display or presentation in Horus Digital Signage.



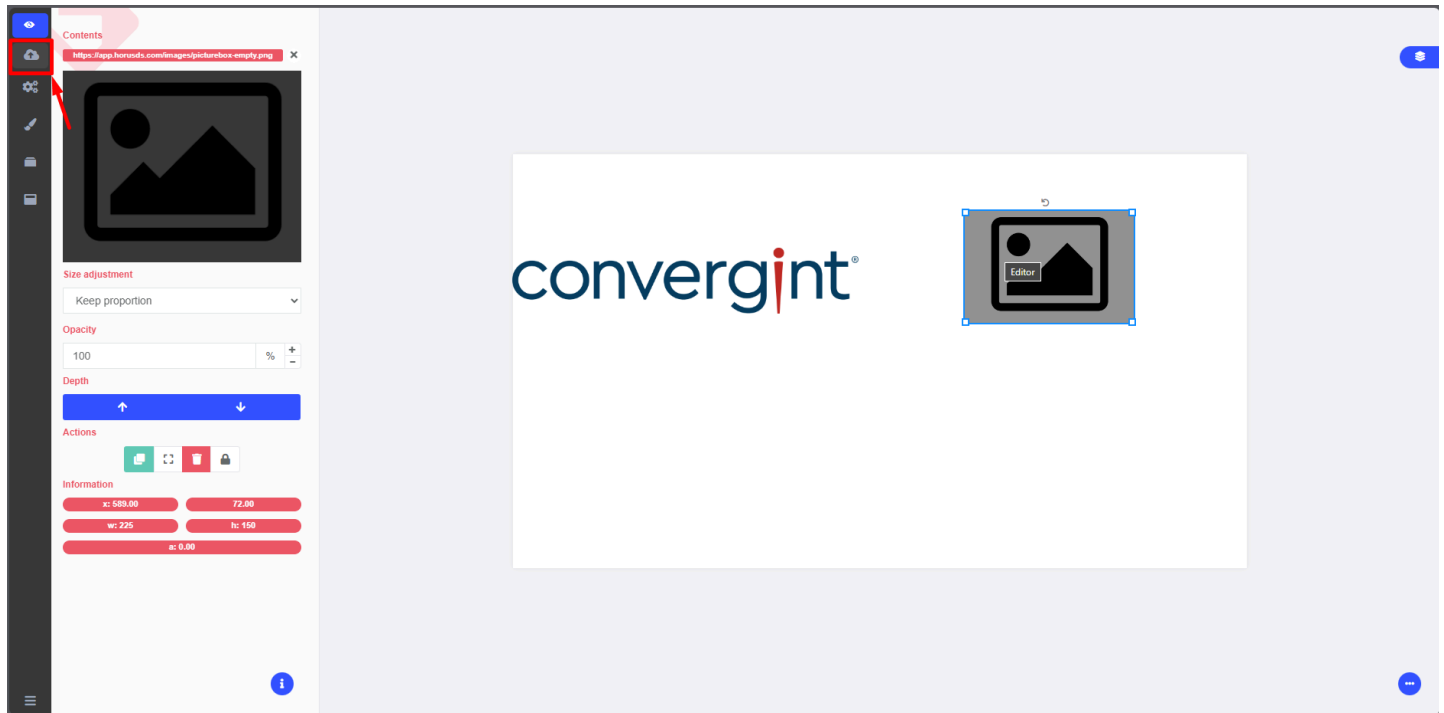
After following the steps described earlier, the campaign will be registered. To edit a slide in the campaign, you need to access a previously created campaign that contains the slide you wish to edit.



After accessing a campaign, the system will display the corresponding interface, where you can edit a slide by clicking the blue icon located on the right side of the screen.



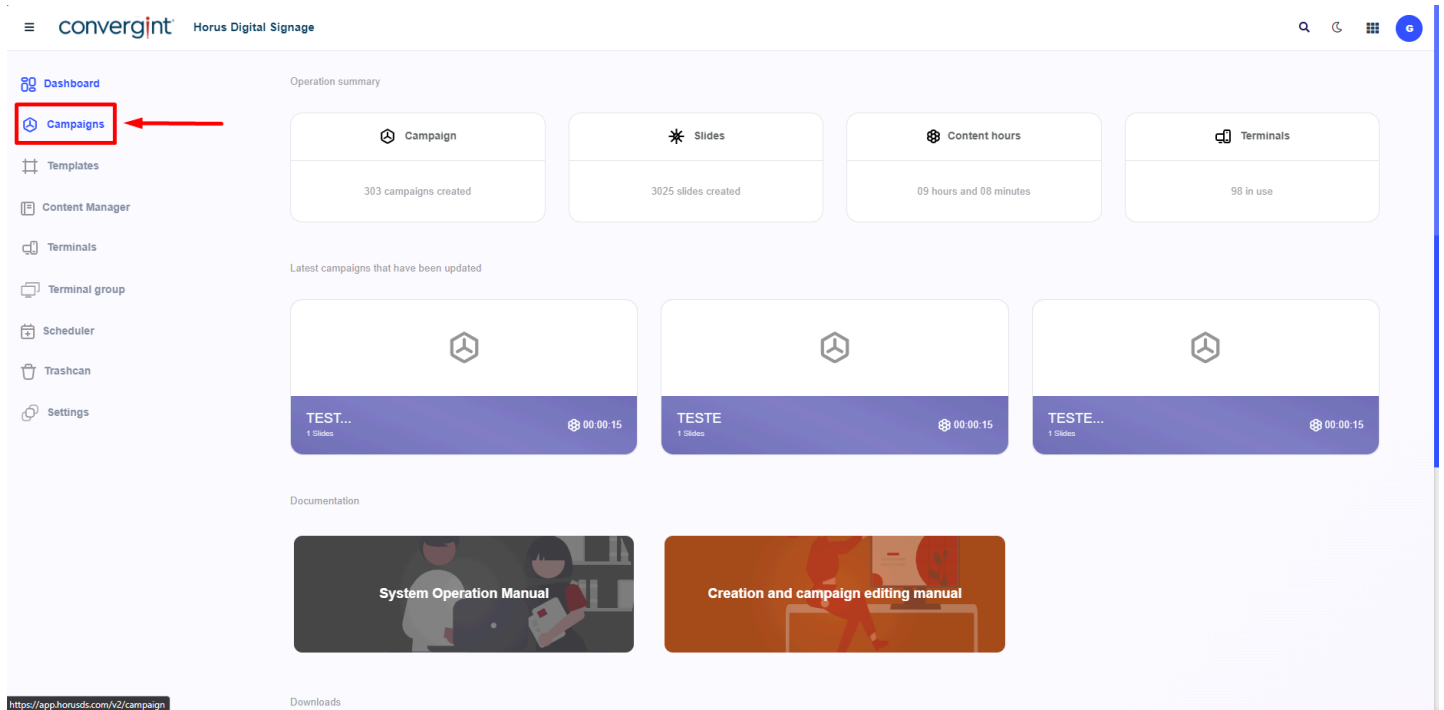
After clicking the highlighted "Edit Slide" button, the Slide Editor will be displayed, offering a variety of templates that can be used or modified for the slide you wish to edit. After making your changes, simply click the "Save" button to save the slide.



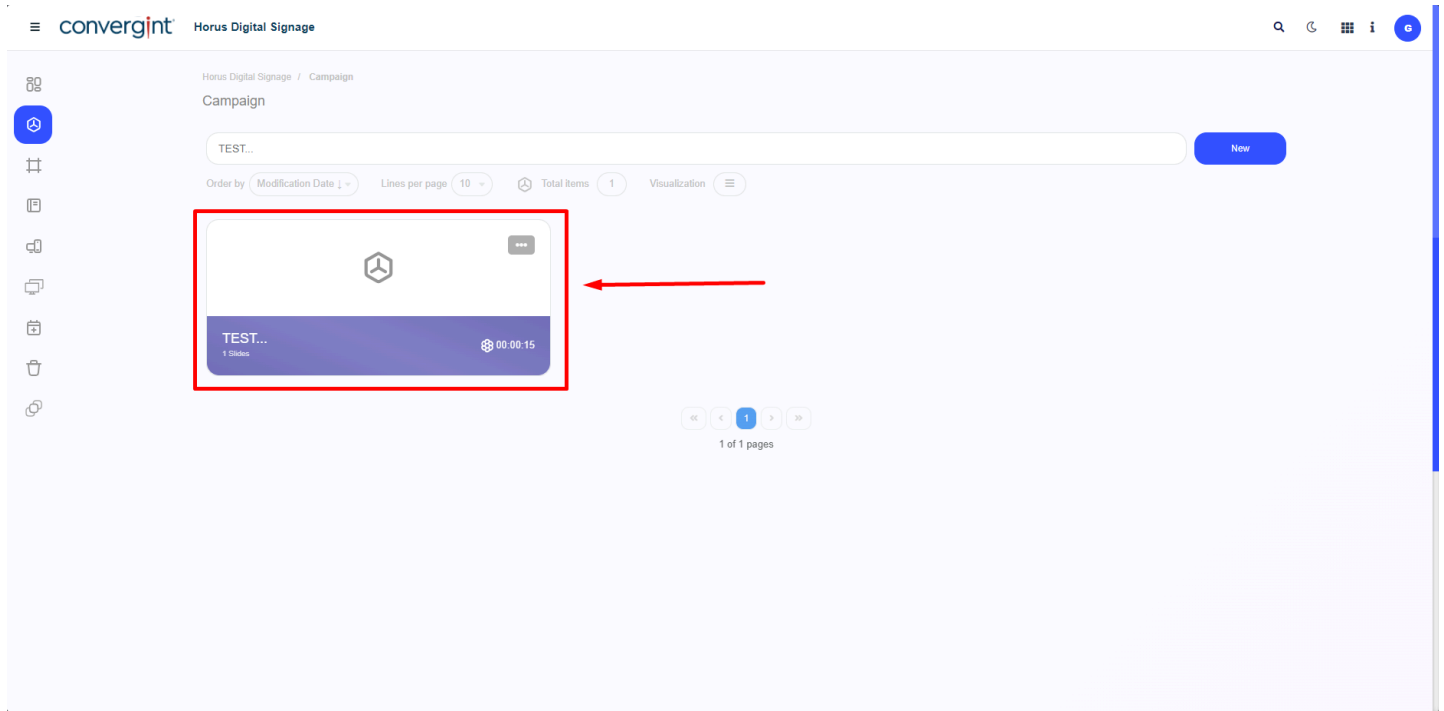
Version: 2.0.1

How to Copy a Slide?

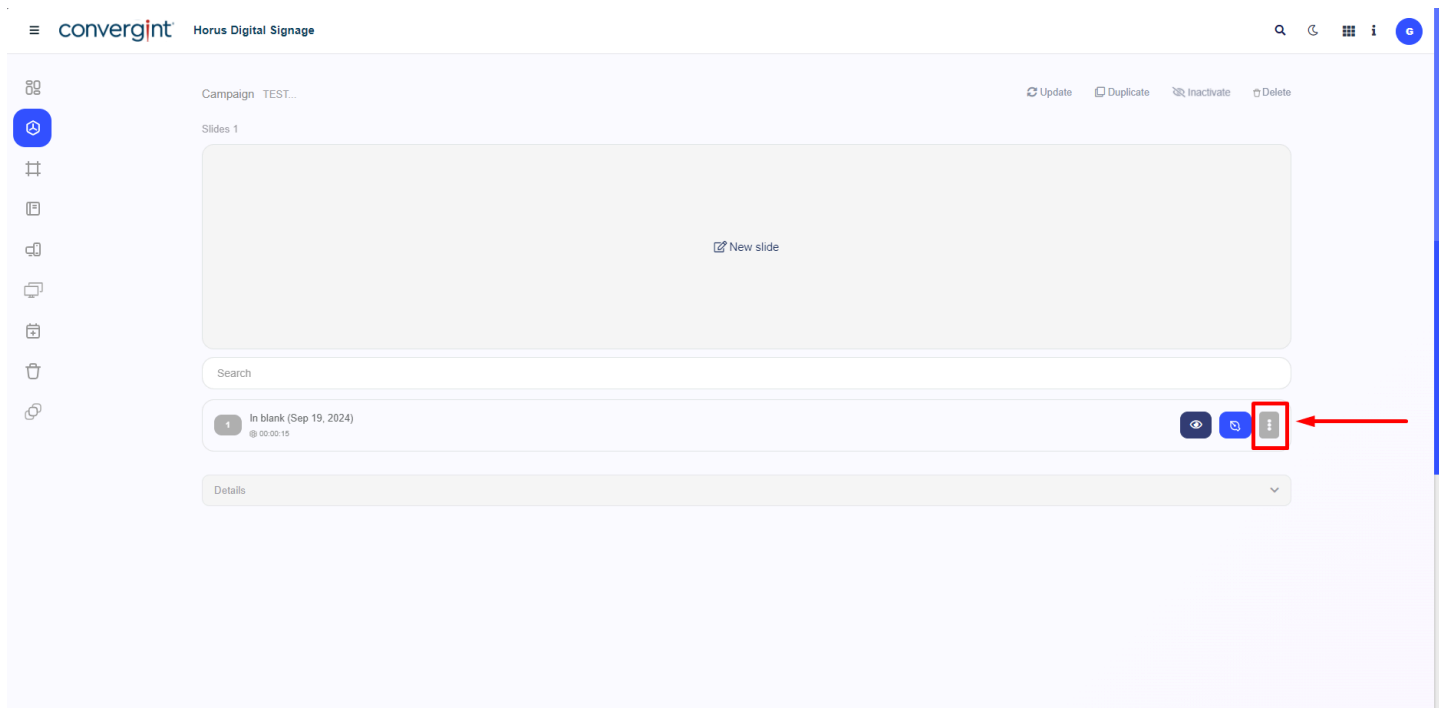
The first step to copying a slide is to access the "Campaigns" tab. This function allows for the creation of campaigns that involve adding slides for a customized display or presentation in Horus Digital Signage.



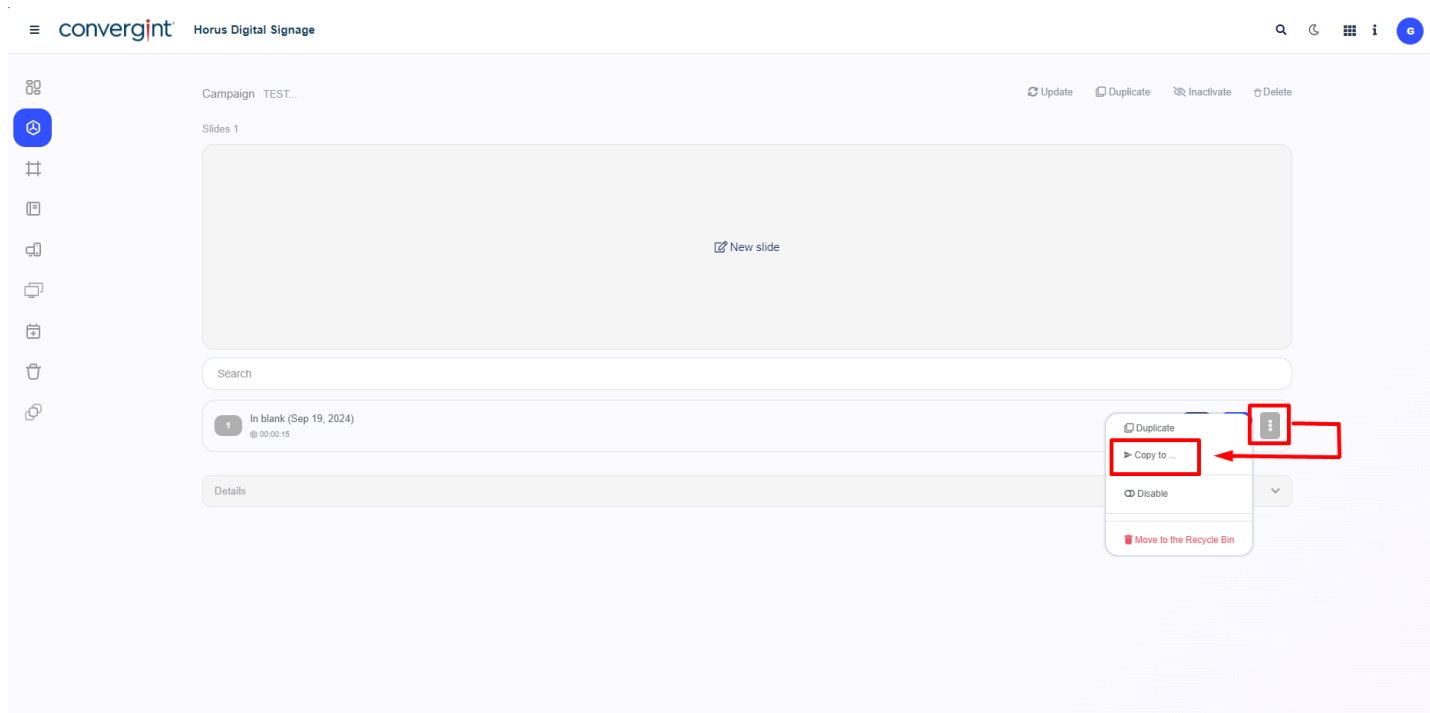
After following the steps described earlier, the campaign will be registered. To copy a slide from the campaign, you need to access a previously created campaign that contains the slide you wish to copy.



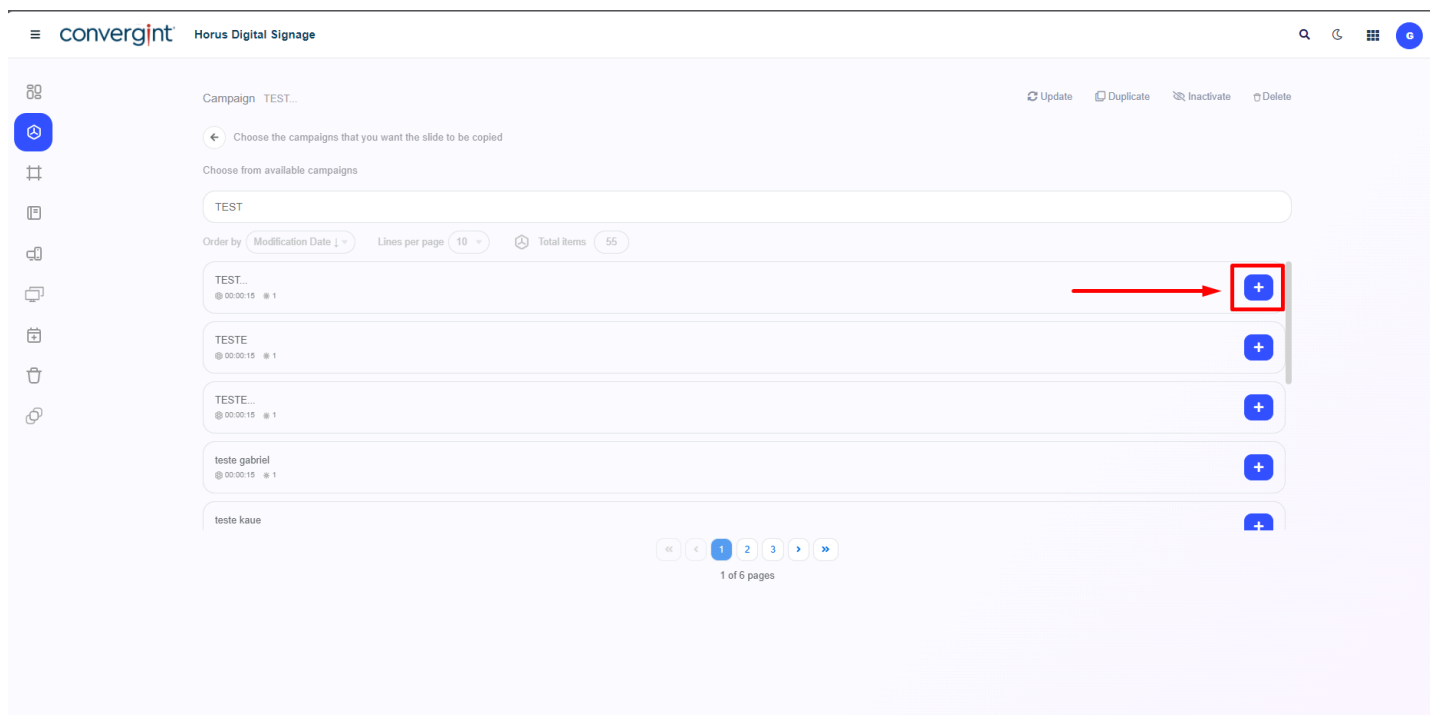
After accessing a campaign, the system will display the campaign interface, where you can copy a slide by clicking the highlighted "three dots" button.



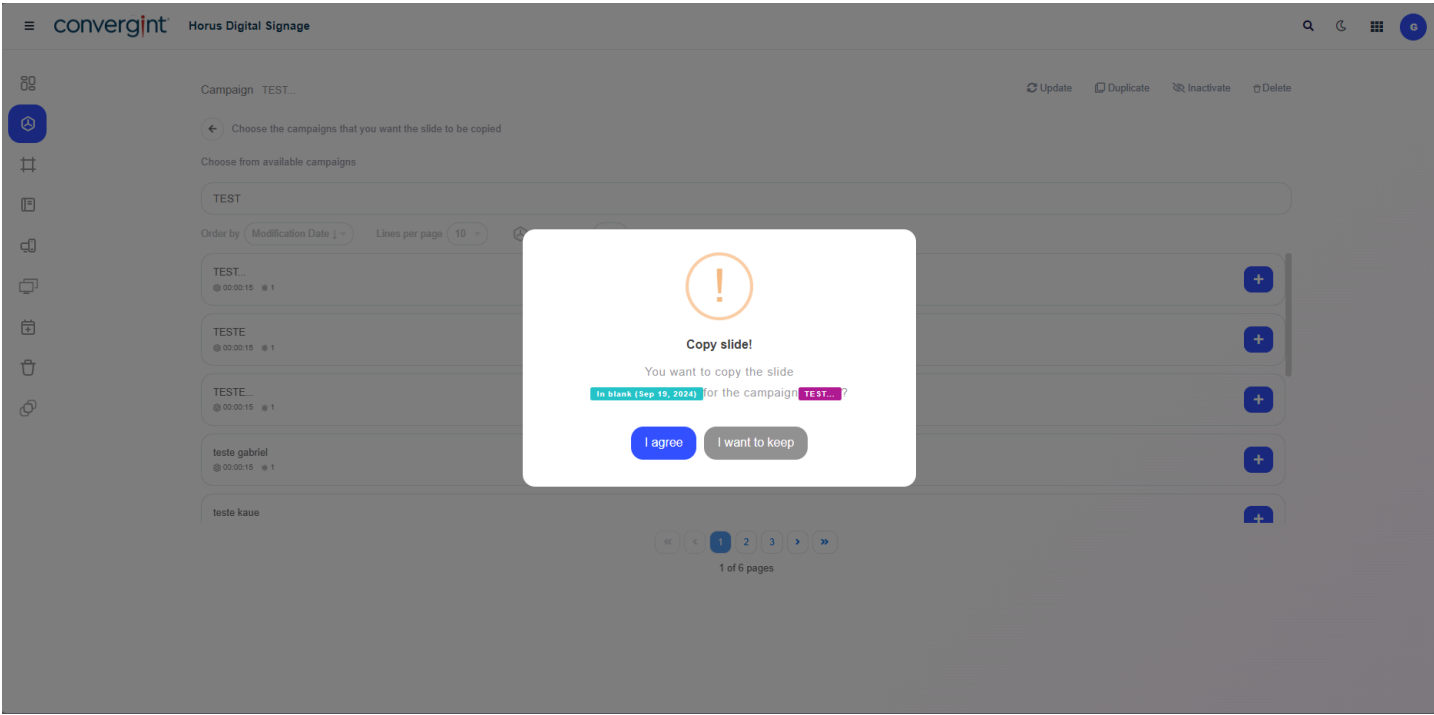
After clicking the highlighted "three dots," you will need to select the option "Copy to..." to transfer the slide to a specific campaign or even to the same campaign you are using.



When you click on this option, simply select the desired campaign to insert the slide, providing notable flexibility and ease in adding slides with a similar appearance or purpose by clicking the “+” symbol.



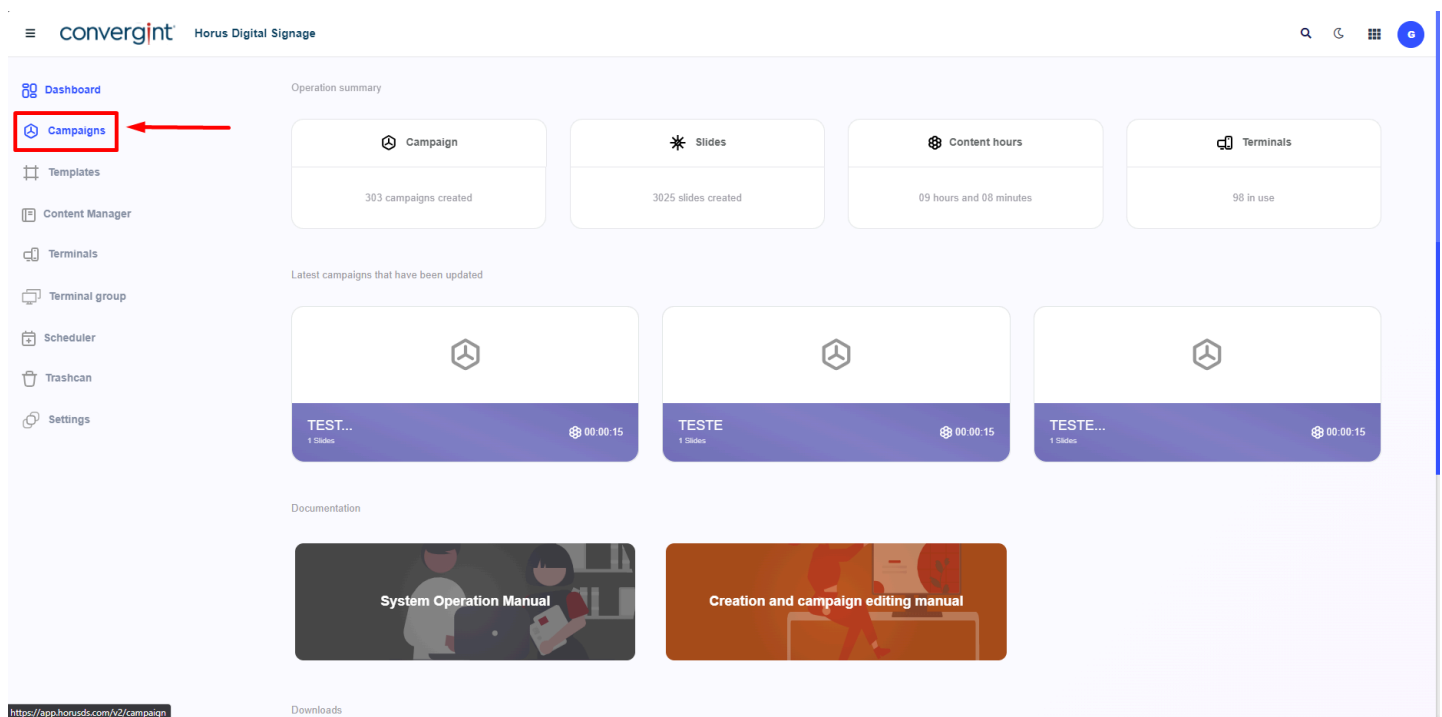
After selecting your preferred campaign, the system will display a pop-up requesting confirmation for the transfer of the slide to the chosen campaign.



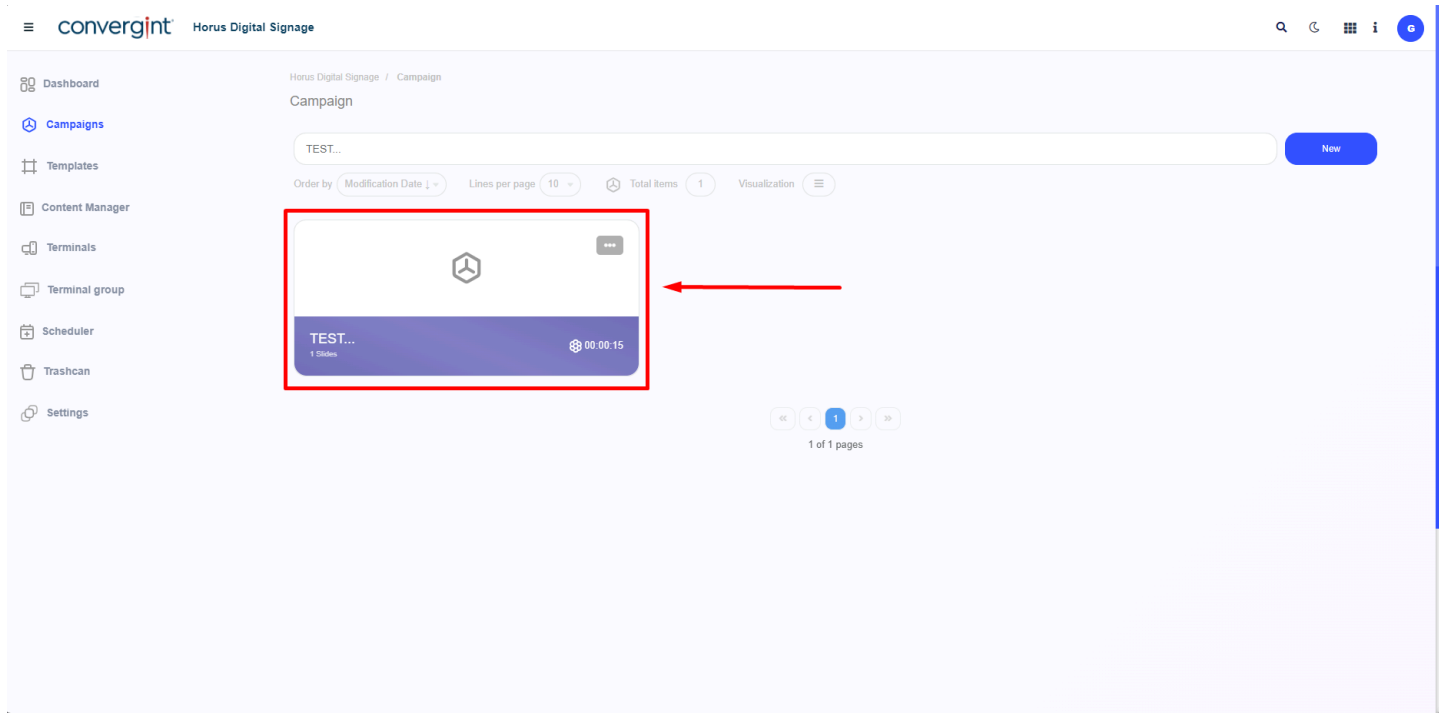
Version: 2.0.1

Campaign Removal, Duplication and Deactivation

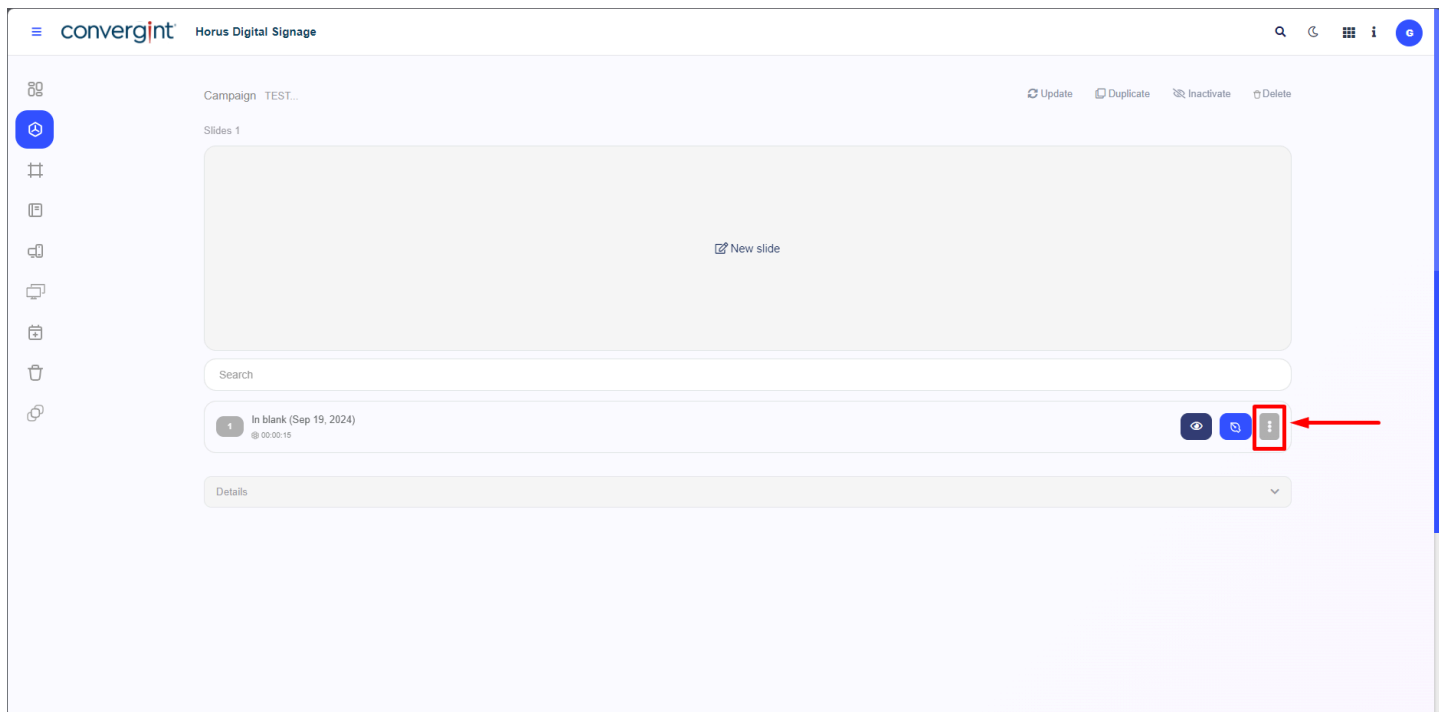
The first step for removing, duplicating, and deactivating a campaign is to access the "Campaigns" tab. This function allows for the creation of campaigns that involve adding slides for a customized display or presentation in Horus Digital Signage.



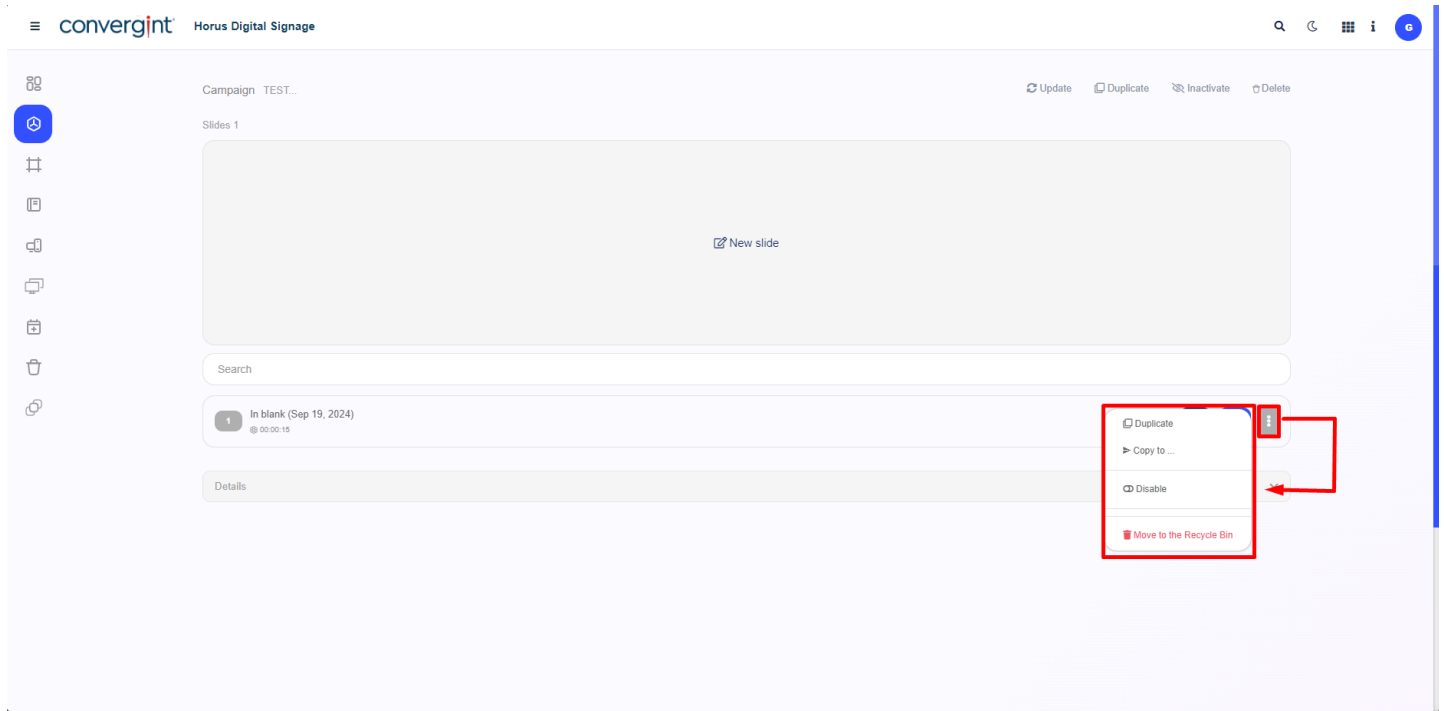
After following the steps described earlier, the campaign will be registered. To remove, duplicate, or deactivate a slide from the campaign, you need to access a previously created campaign that contains the slide you wish to delete.



After accessing a campaign, the system will display the campaign interface, where you can remove a slide by clicking on the "three dots."

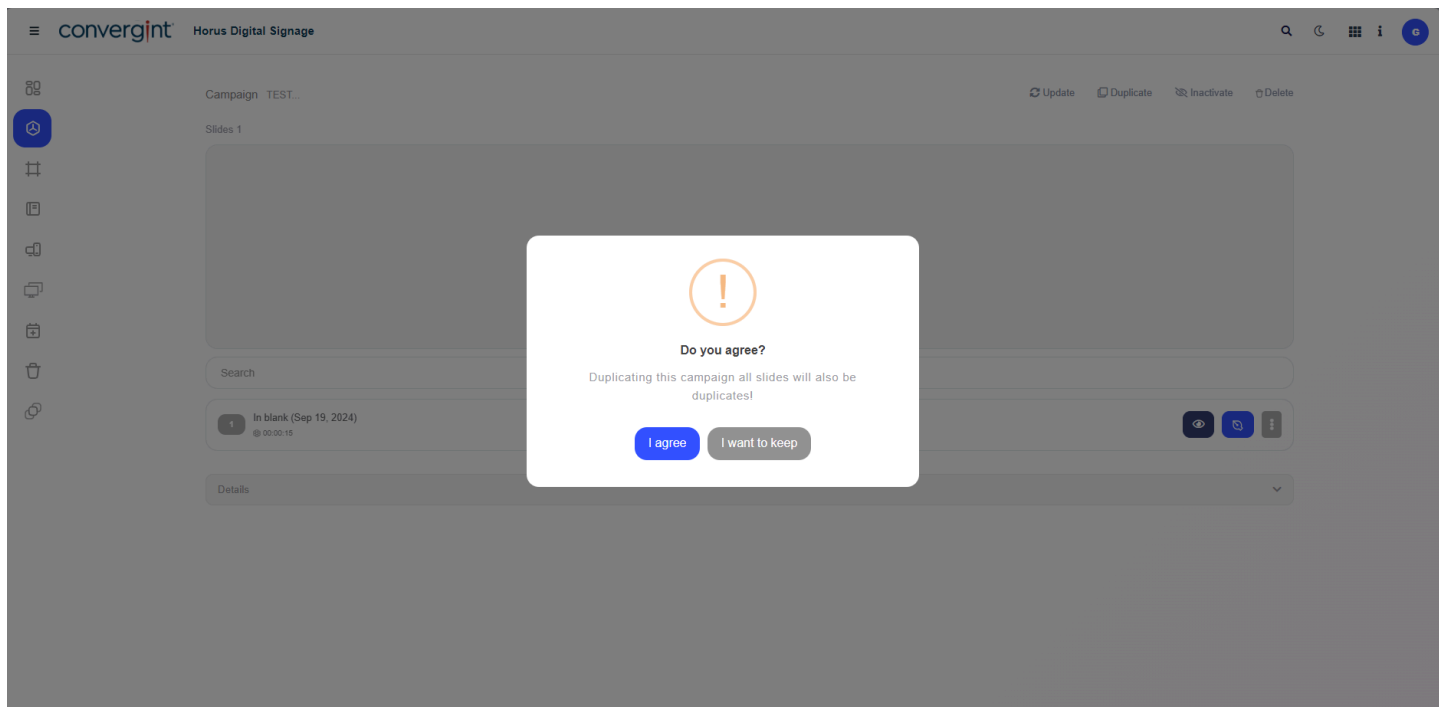


After clicking the highlighted "three dots," options will be displayed for Duplicating, Copying, Deactivating, and Removing, depending on your desired action.

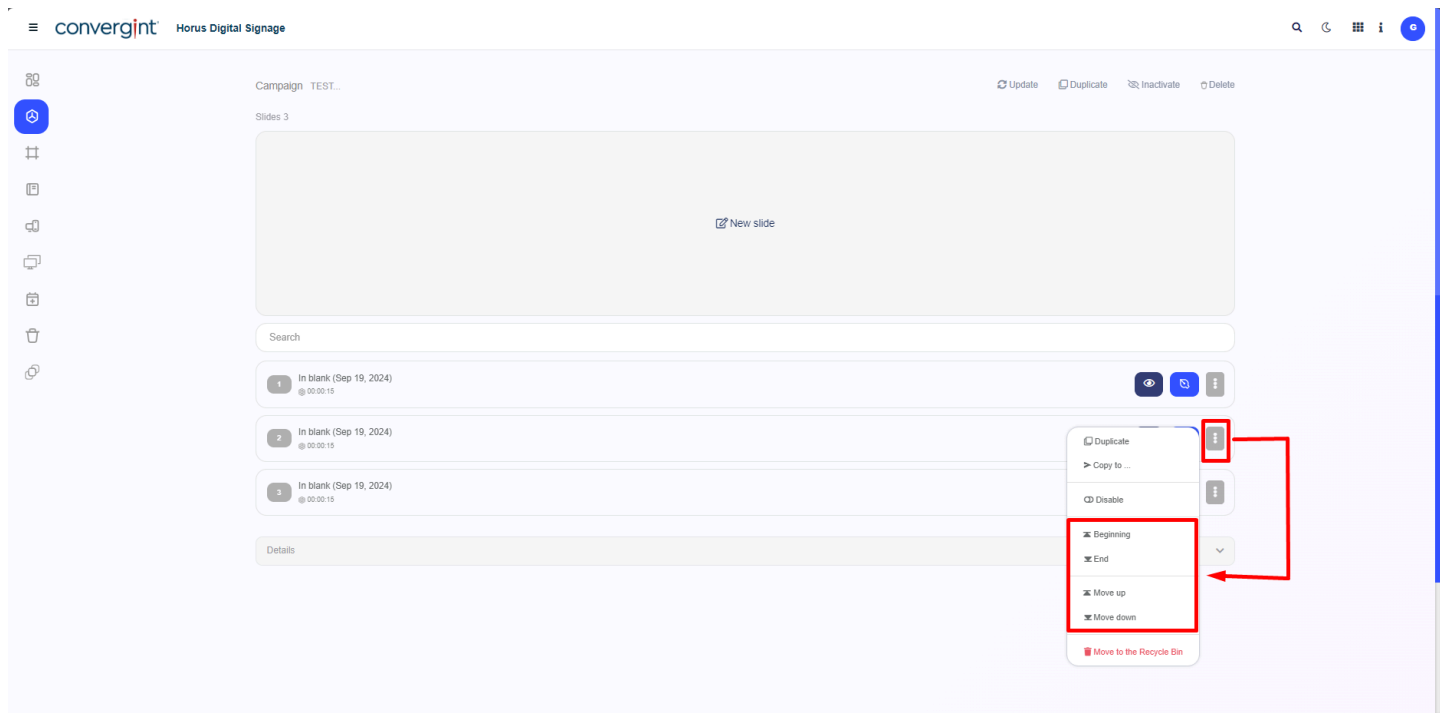


If you select any option on the right side of the interface, a pop-up will appear requesting confirmation before proceeding with each function. This applies to Duplicating, Deactivating, and Deleting the campaign.

Example of Campaign Deletion:



By clicking on the "Three Dots," there will also be the option to organize the slide according to your preference, with options to "Move to Beginning," "Move to End," "Move Up" or "Move Down."

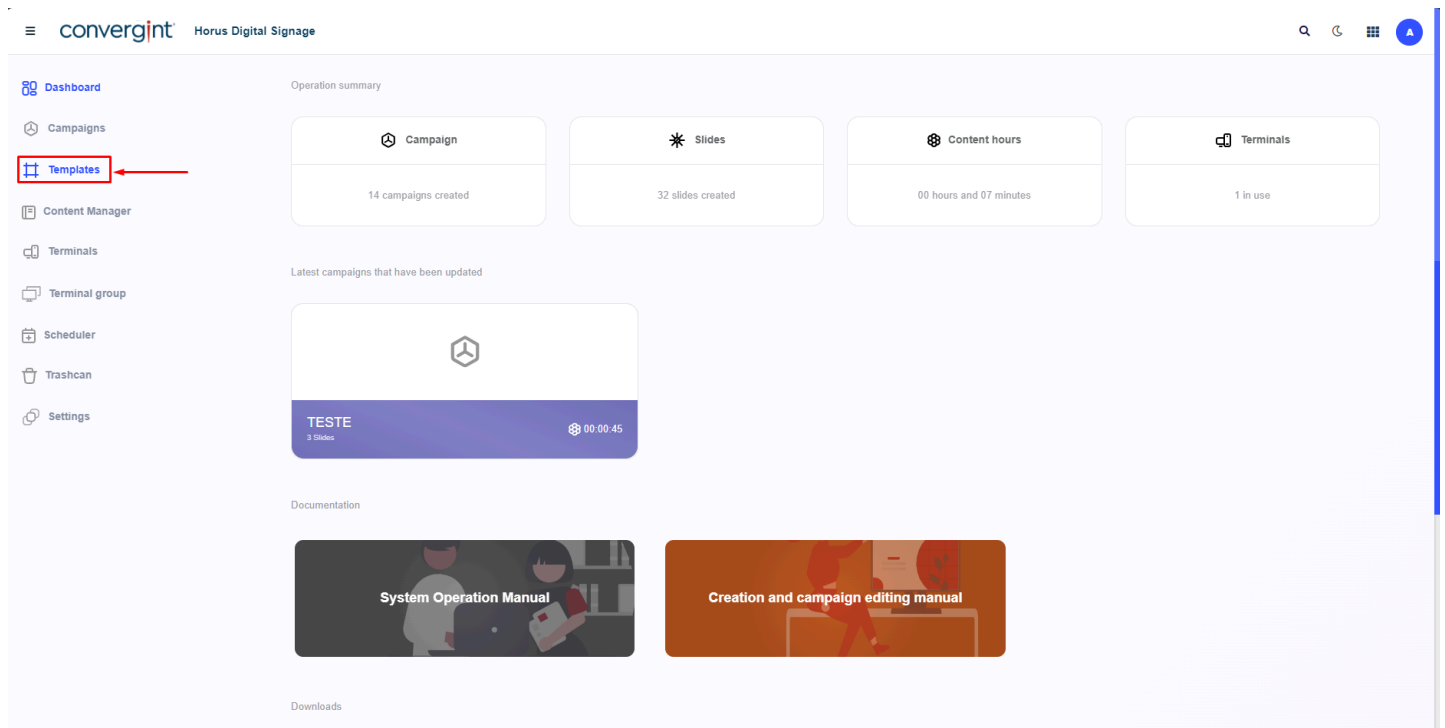


Note: This option will only be available if there is more than one slide registered and not just a single slide.

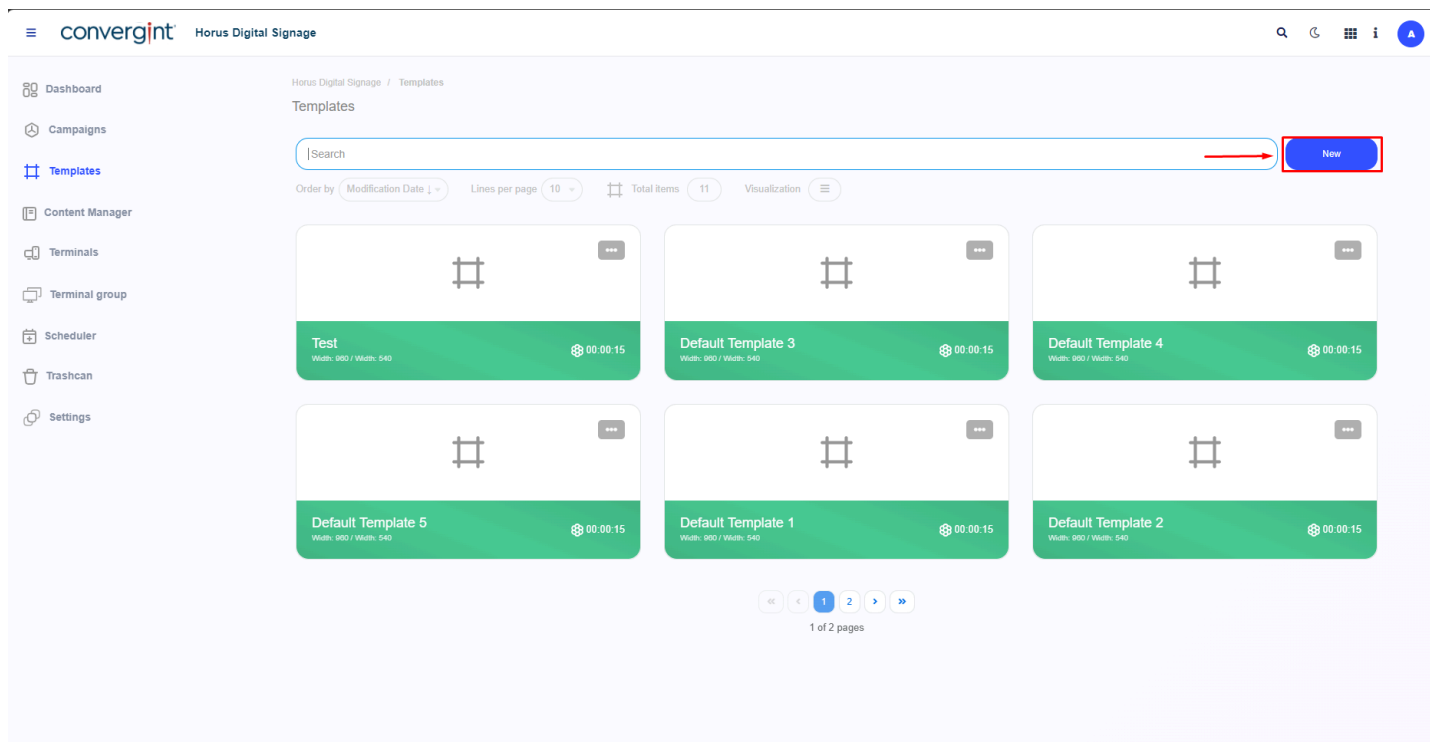
Version: 2.0.1

Template creation

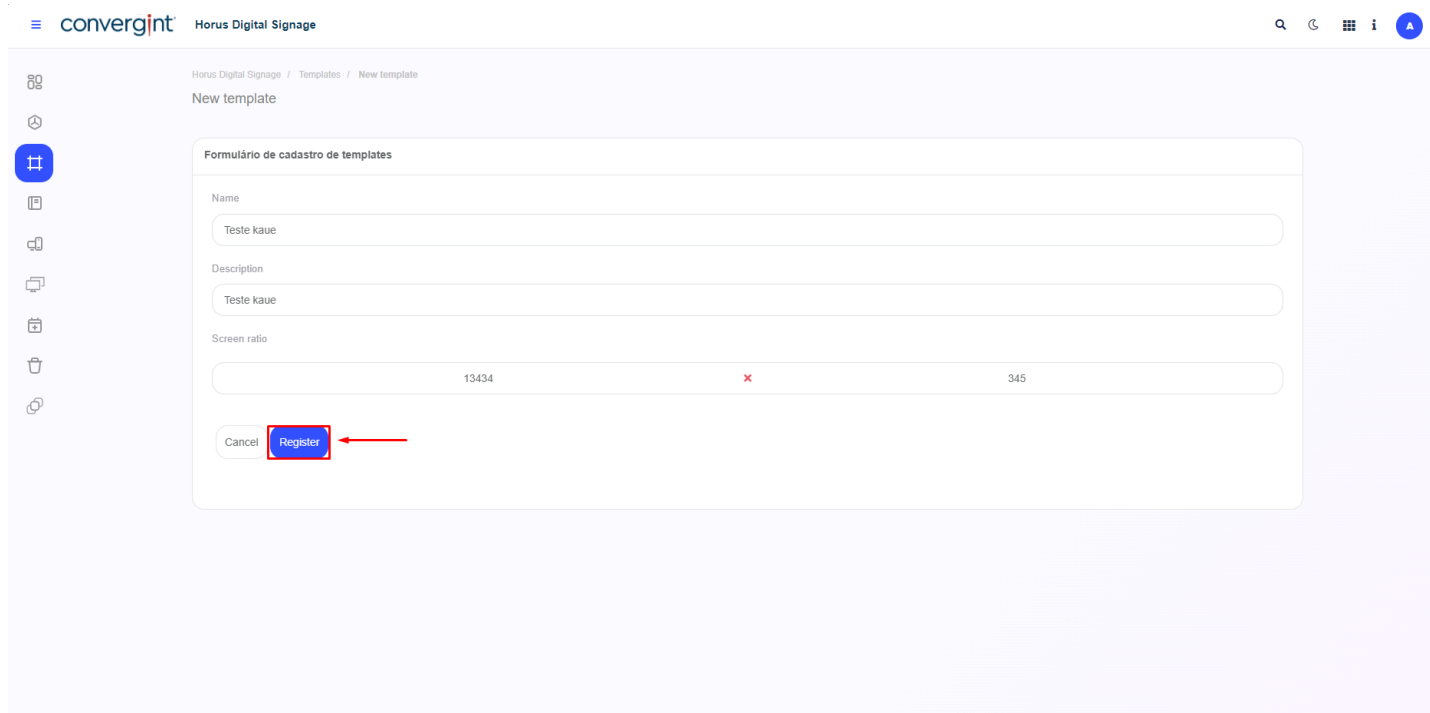
As a first step towards creating a template, go to the “Templates” tab. This function will make it easier to create new slides.



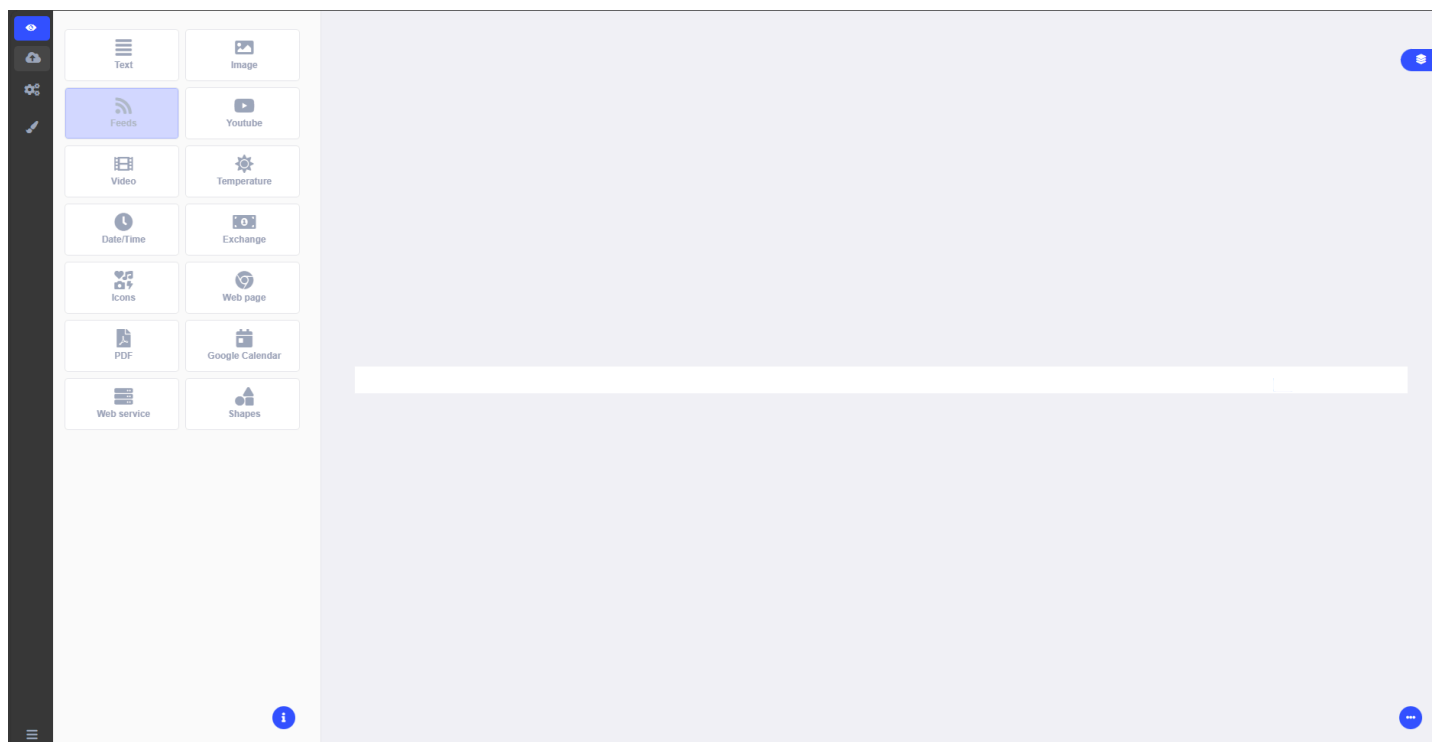
After clicking on Templates, the system will open the screen, where we will first define it by clicking on “New” which, if it already has a Template created previously, should be listed just below the search bar.



When you click on the “New” button, you will need to enter a name for the new campaign. If you need a description, there is a field available just below the “name” option. You will also need to indicate the proportion of the screen you want for a specific situation. After completing the above steps, click on the “Register” button and the template will be displayed below with your choices.



After completing the previous step, you will be redirected to the “Slide Editor” screen, offering a variety of templates that can be used and inserted into the specific slide (Templates). These templates include options such as “Web page”, “Video”, “Feeds”, “Youtube” and many others. In addition, it is possible to standardize the Template and Slide style according to the user's preferences.

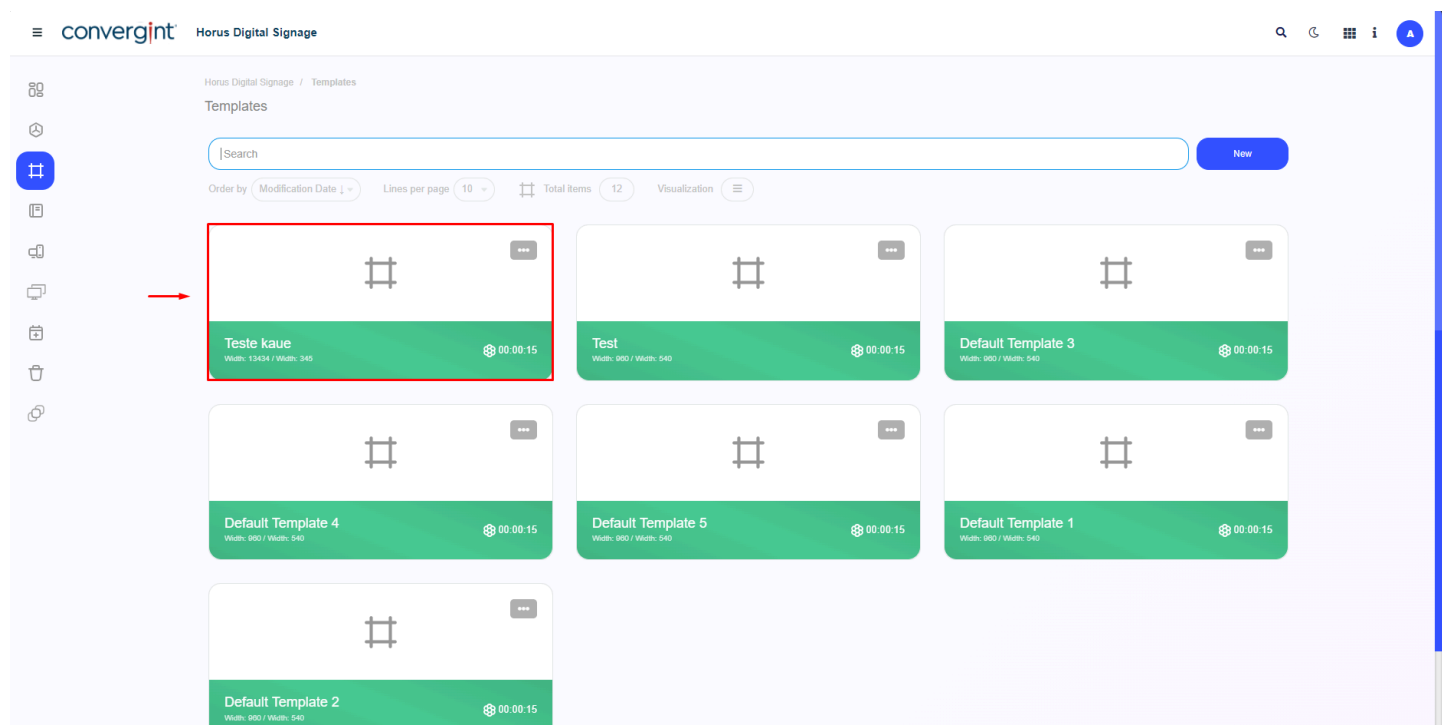


That's it! Now all you have to do is customize the Slide according to your preferences. After editing, simply click on “Save” (the cloud button) to save the specific Slide in focus.

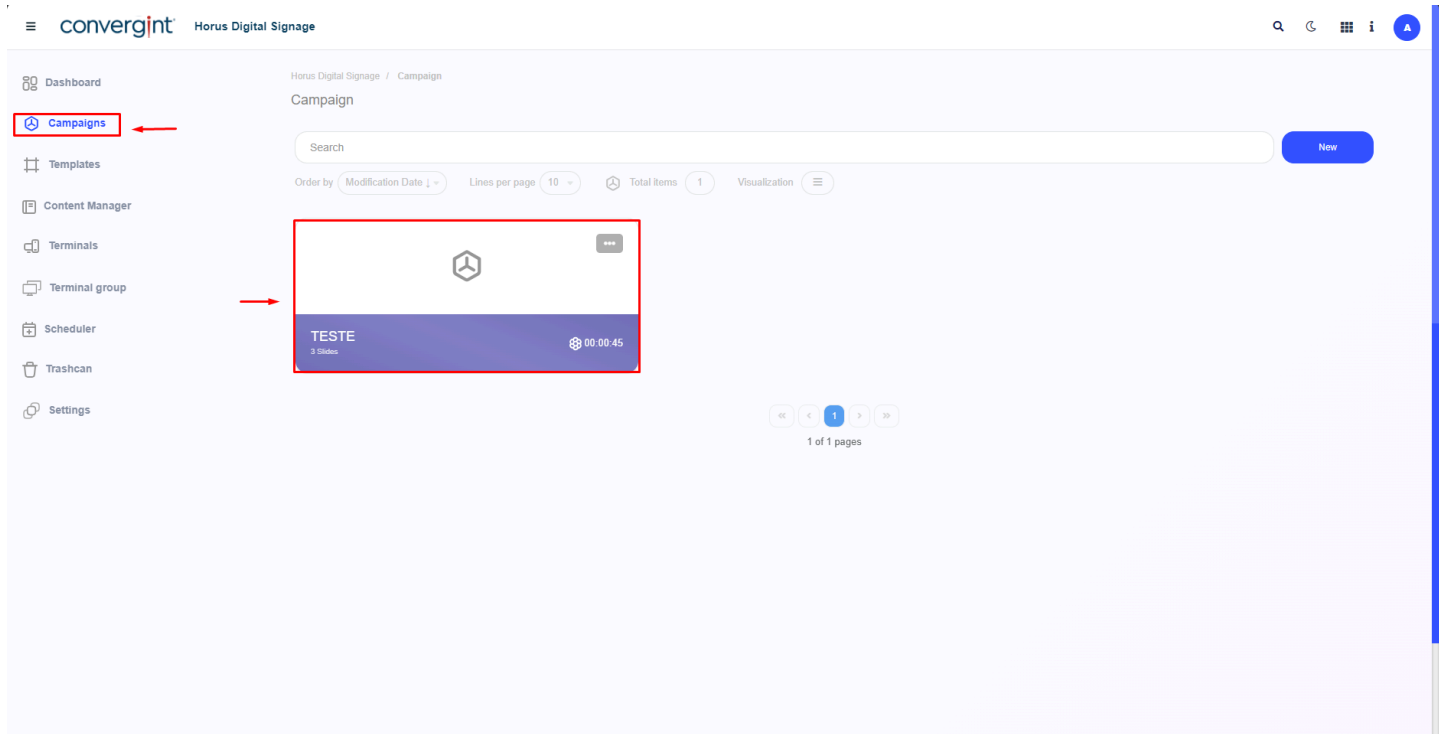
Version: 2.0.1

Adding a Template to the Campaign

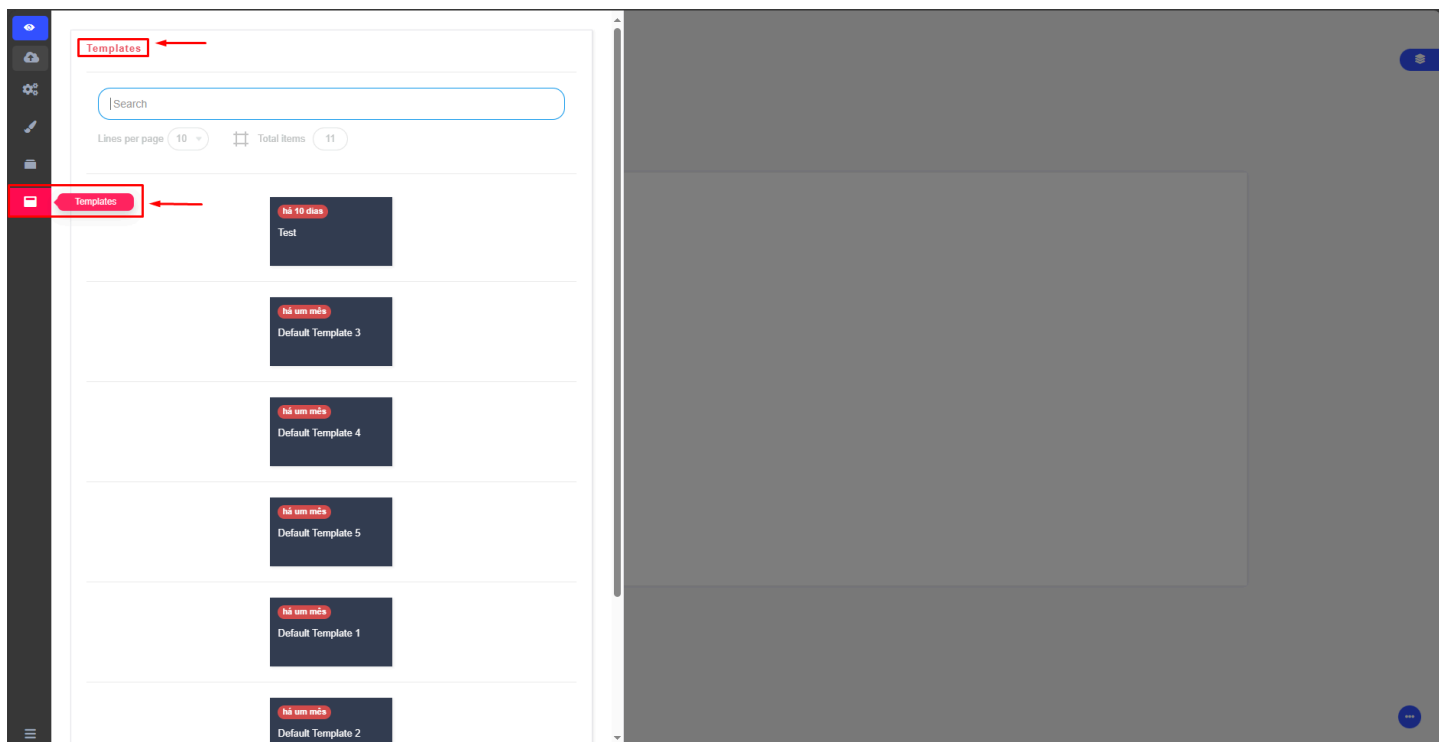
By following the steps described above and customizing according to your preference, the Template will be created. To insert a Template into a particular Campaign, you need to check if there is a previously created Template that you want to include in the Campaign.



After checking for a Template, you will need to go to the “Campaigns” tab and open a previously created Campaign or create one. Only then will the Campaign have access to the Template.



When you access the Campaign you wish to insert, you will need to access the “Template” option located in the sidebar of the Slide Editor interface. Then select the Template you want to insert into the Campaign.



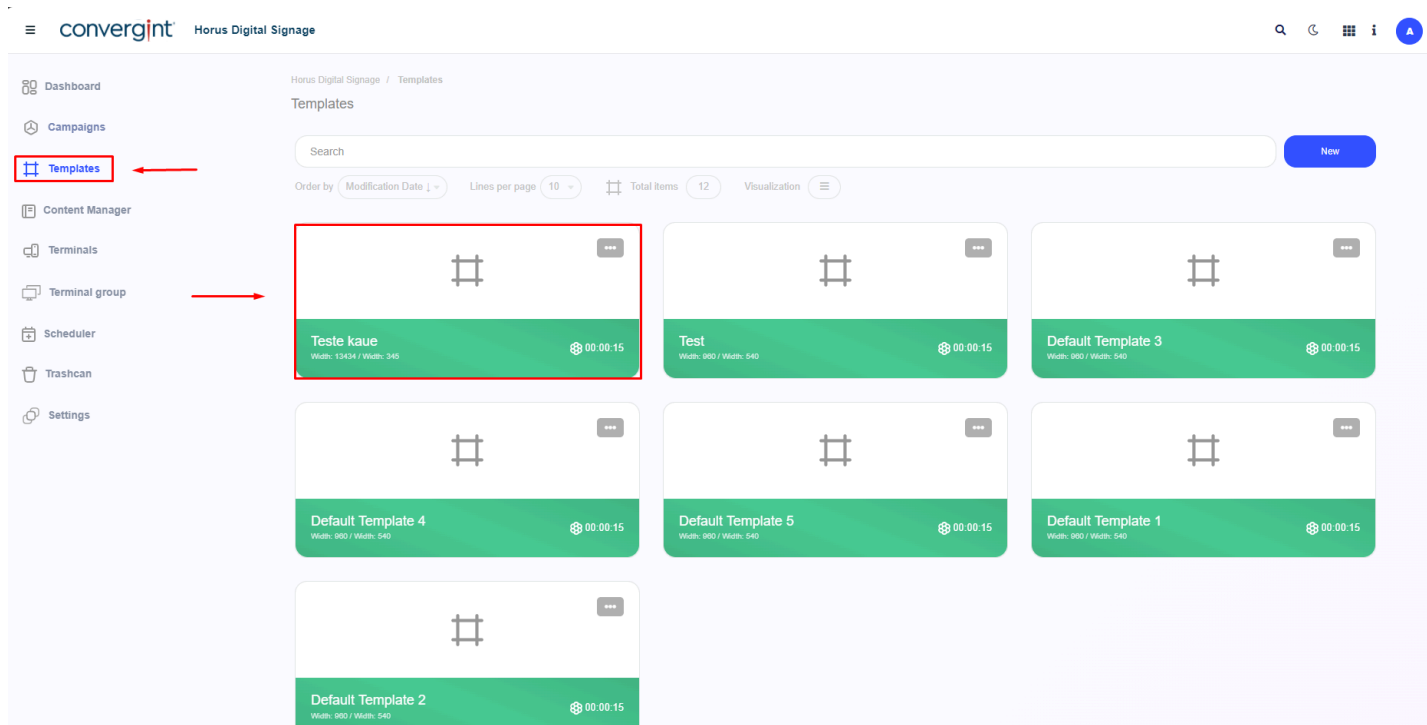
After choosing the Template of your choice, the Template will be reproduced on the Slide within the chosen Campaign.



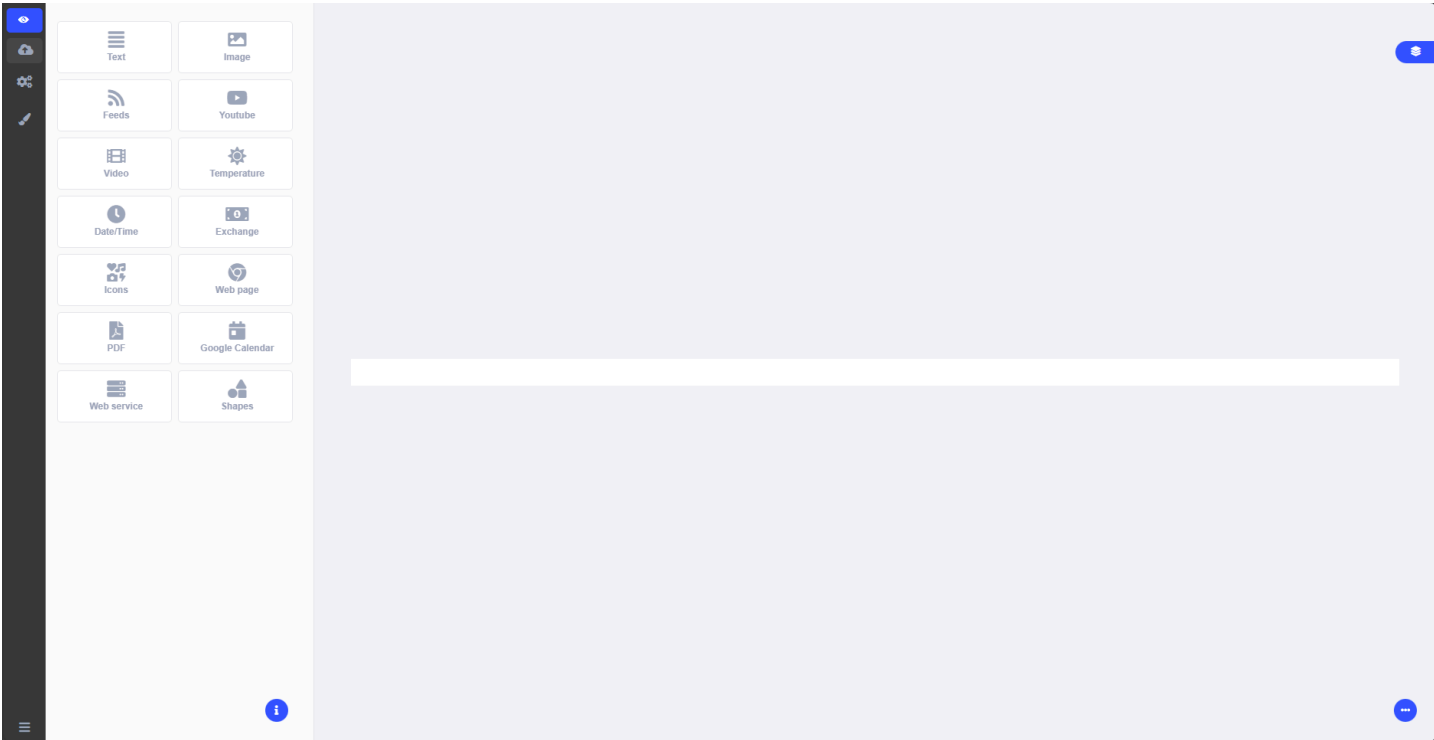
Version: 2.0.1

Template editing

By following the steps described above, and customizing according to your preference, the Template will be created. To edit the Slide of a Template, you need to access a previously created Template that contains the Slide you want to edit



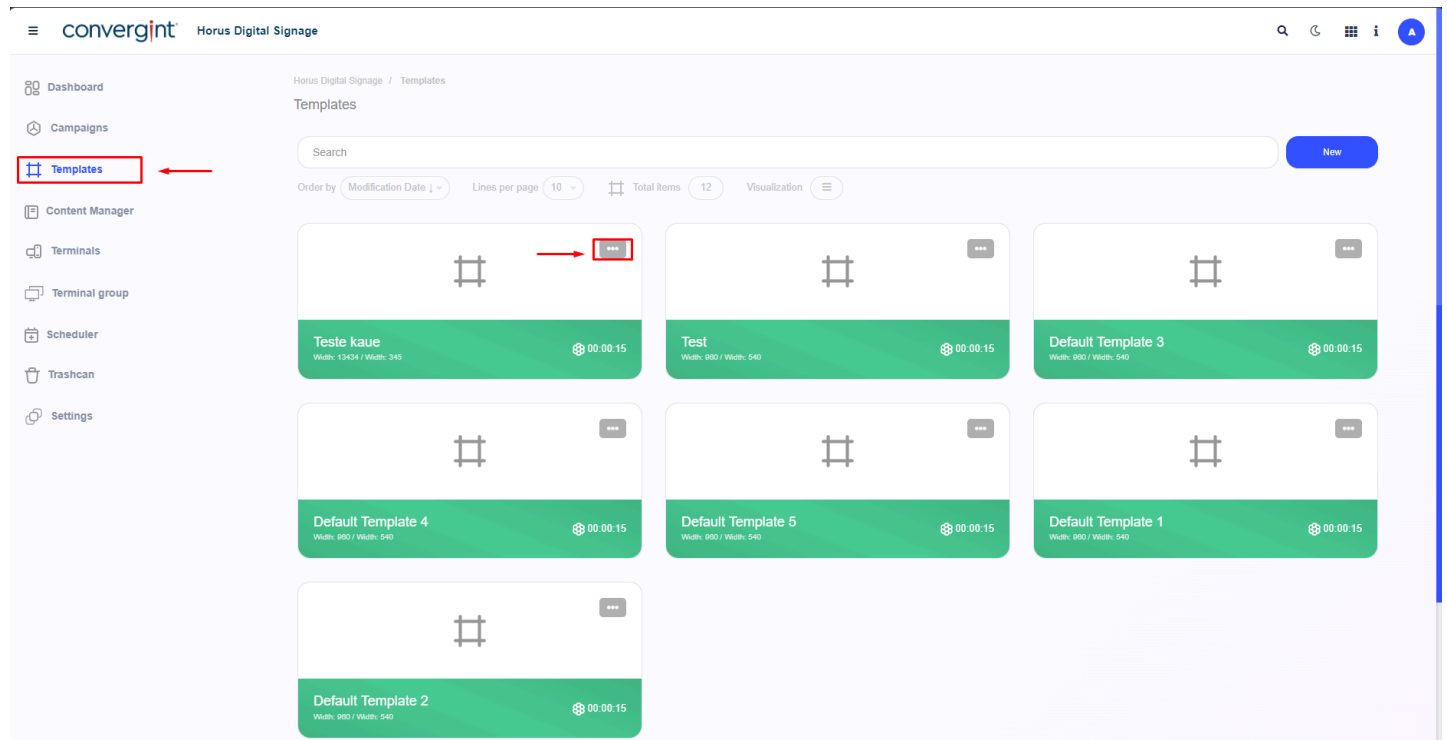
After accessing a Template, the system will display the Slide Editor interface in which you can edit a Slide according to your preference, offering a variety of templates that you can use or change in the Slide you want to edit.



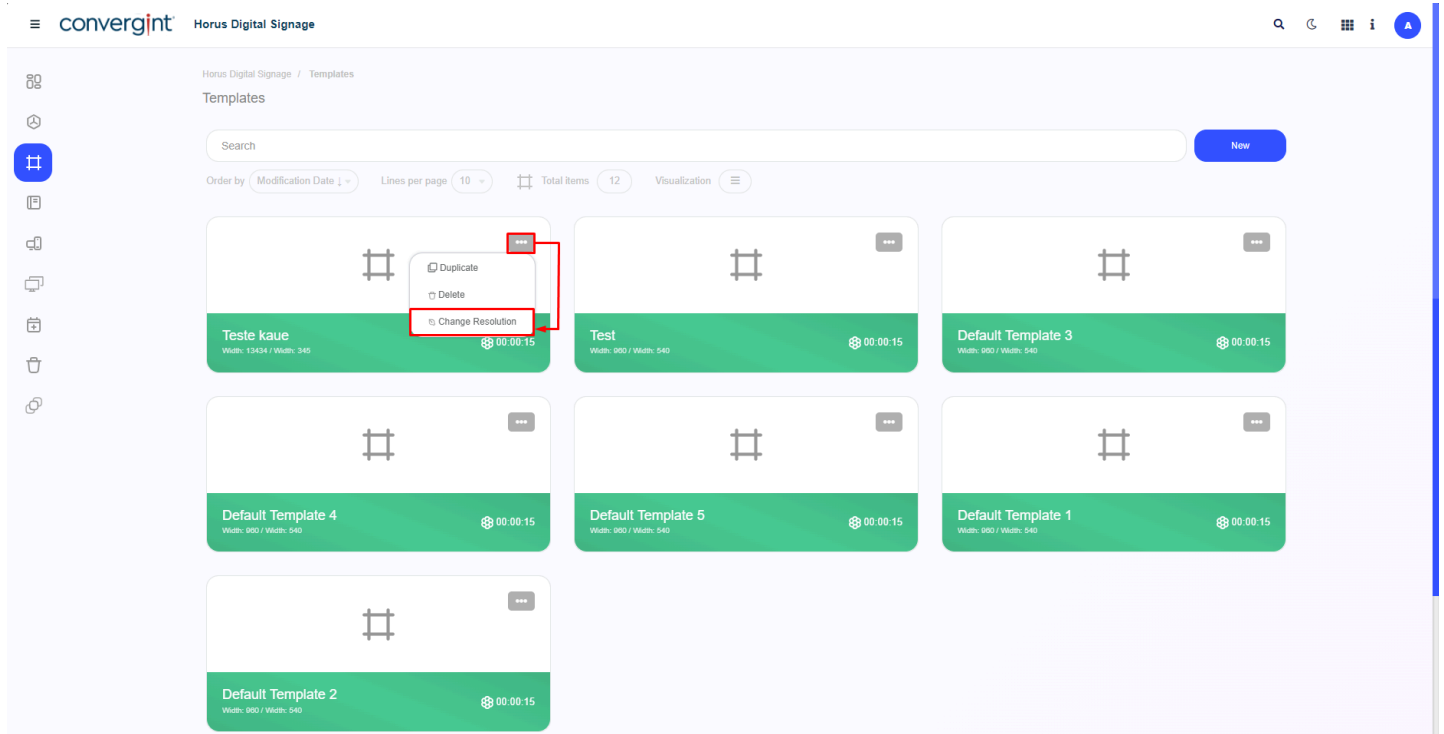
Version: 2.0.1

Template configuration

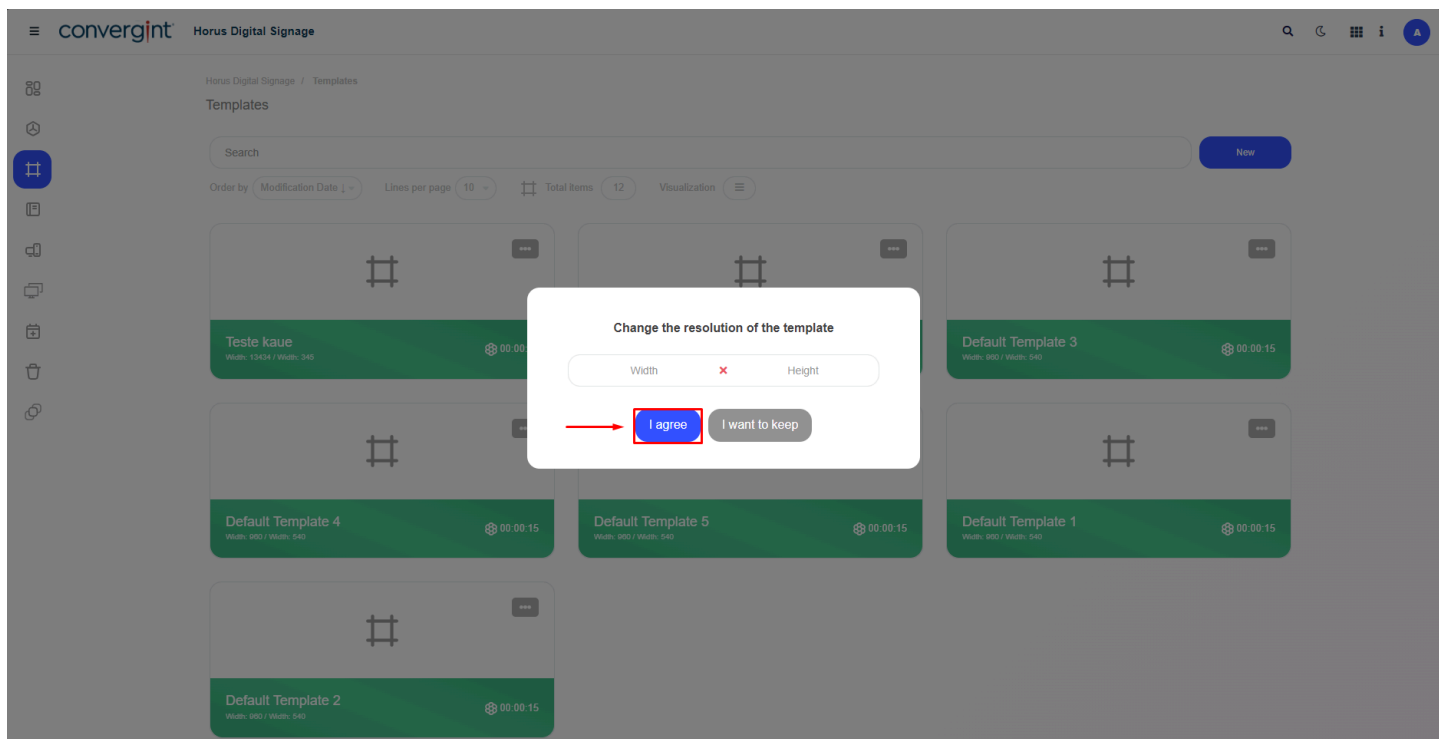
By following the steps described above and customizing according to your preference, the Template will be created. To configure a Template, click on the highlighted “Three dots” corresponding to the Template previously created.



After clicking on the highlighted “Three dots”, you'll need to select the “Change Resolution” option to change the desired screen aspect ratio for the specific situation.



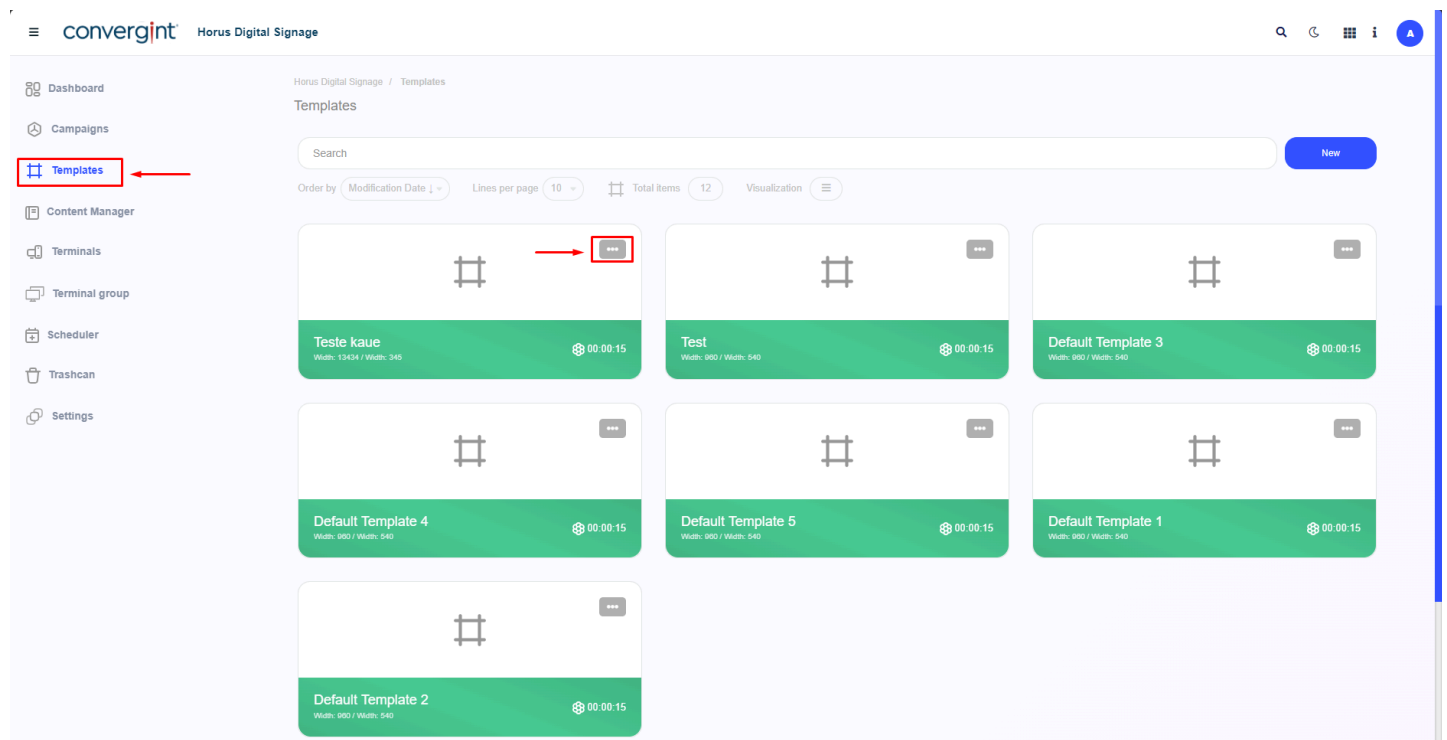
When you click on this option, simply indicate the resolution you want and click “I Agree” to change the Template's aspect ratio.



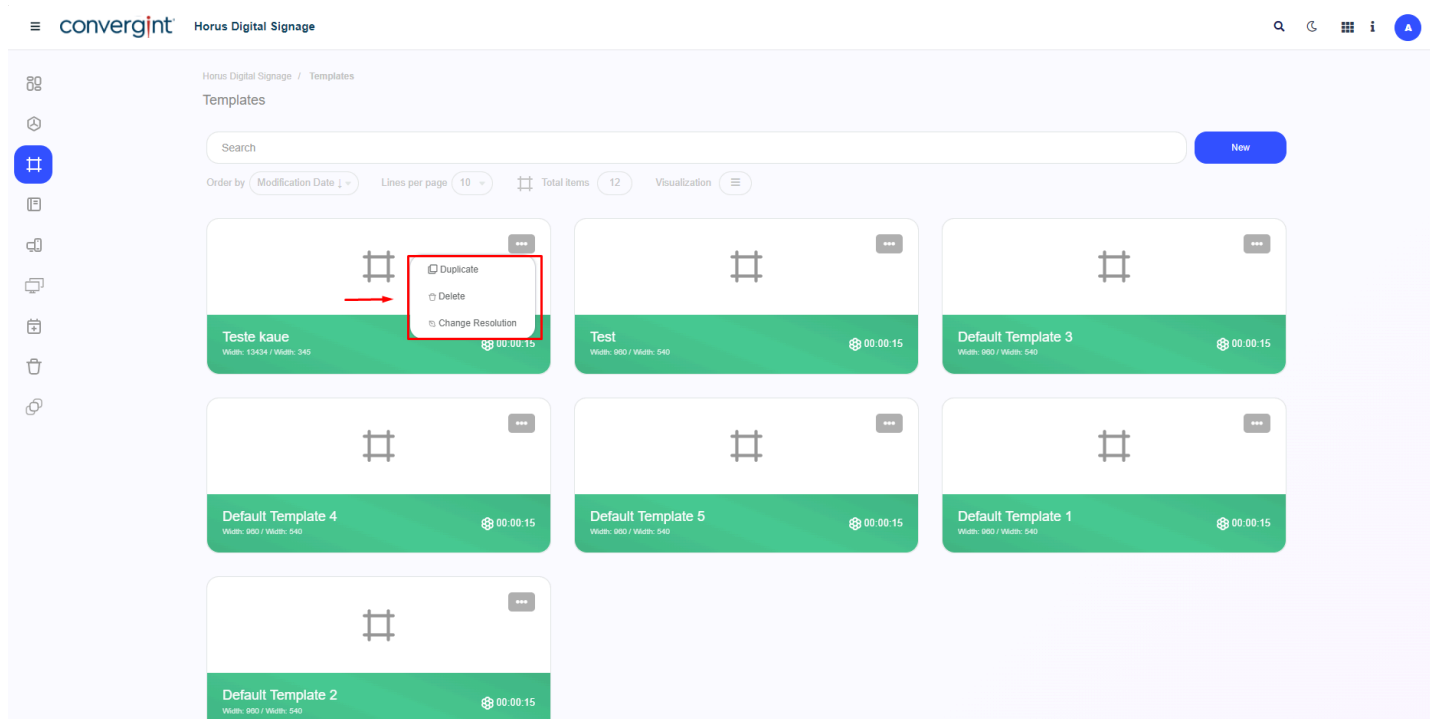
Version: 2.0.1

Template Removal and Duplication

By following the steps described above, the Template will be created. To remove the Template, click on the “Three dots” in the top right-hand corner of the Template you want to remove.

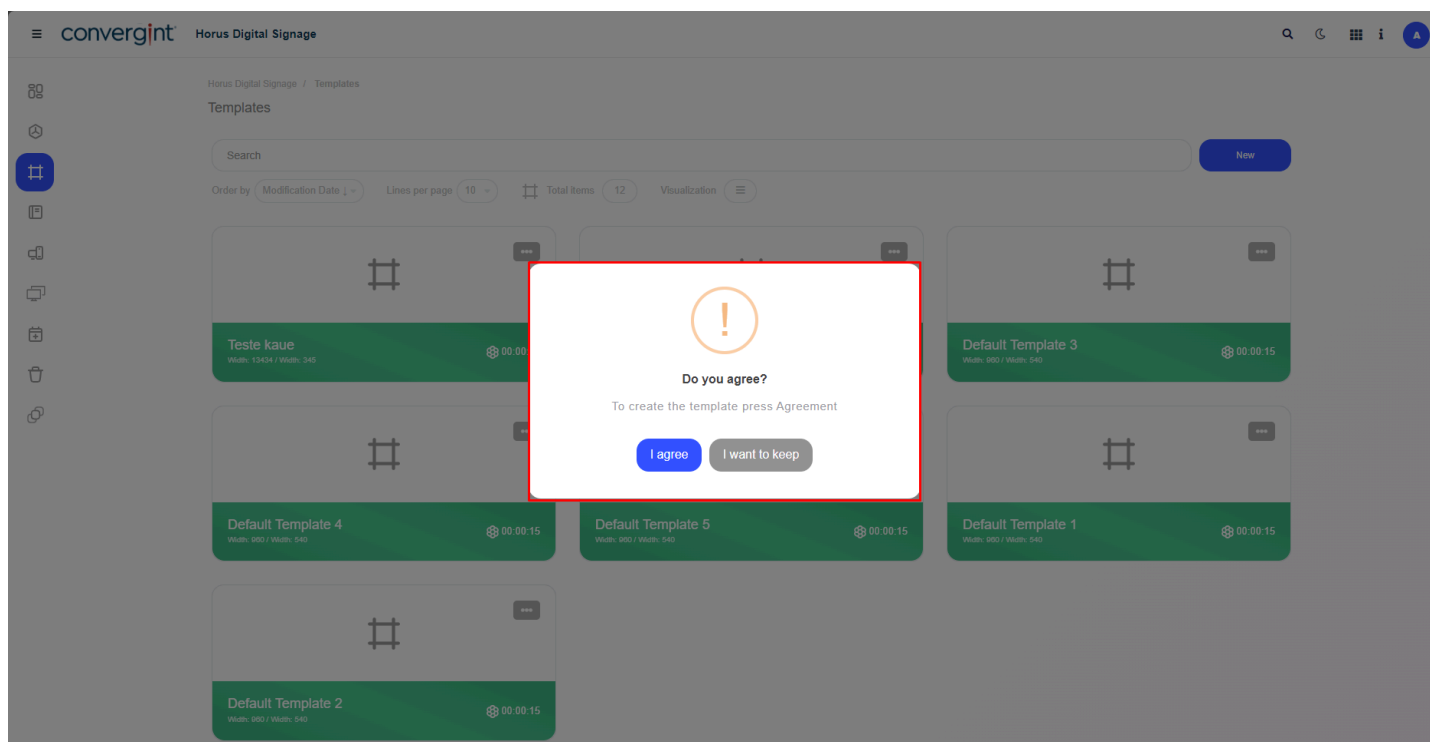


After clicking on the highlighted “Three dots”, the option to Duplicate, Delete and Change Resolution will be displayed, providing ease and alternatives to suit various objectives.

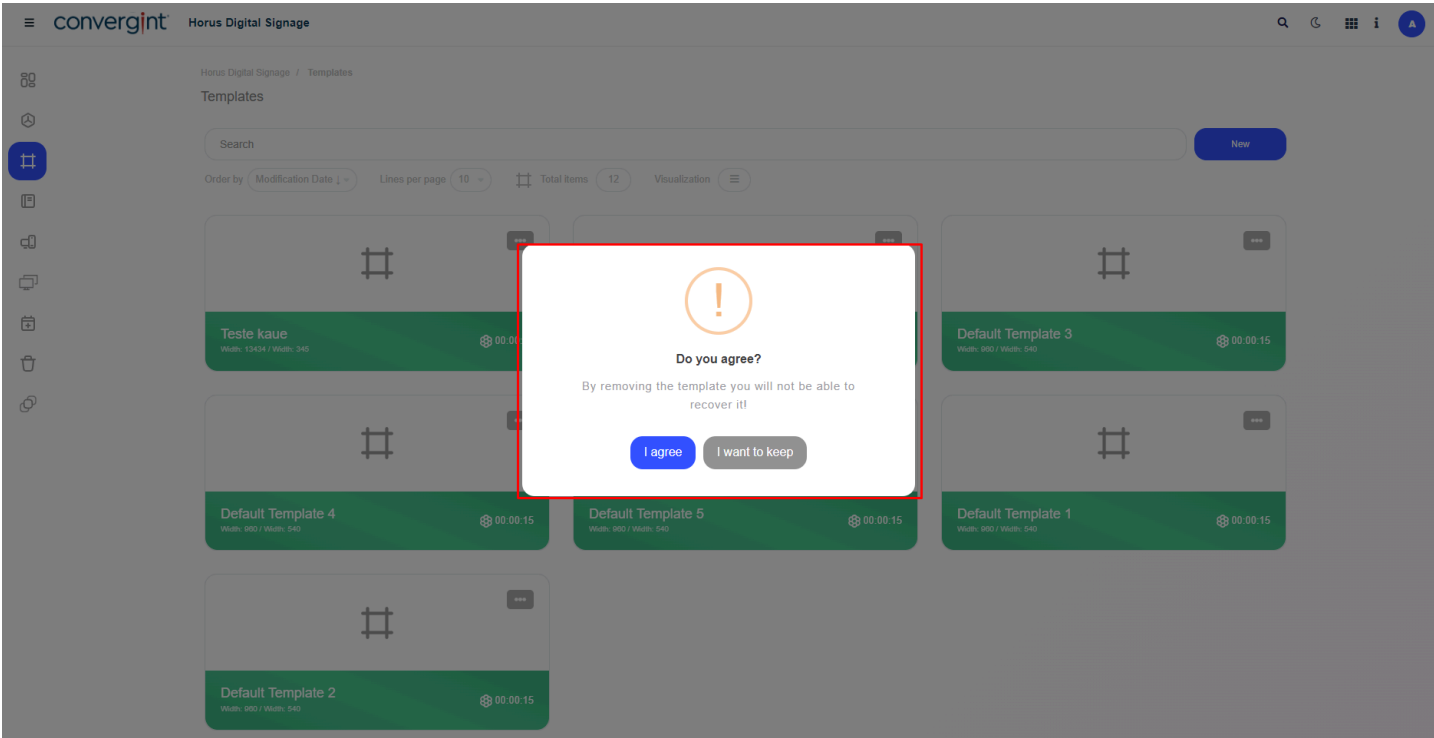


If you select an option, a pop-up will appear asking you to confirm it before proceeding with each function. This applies to Campaign Duplication and Exclusion.

Example of Template Duplication:



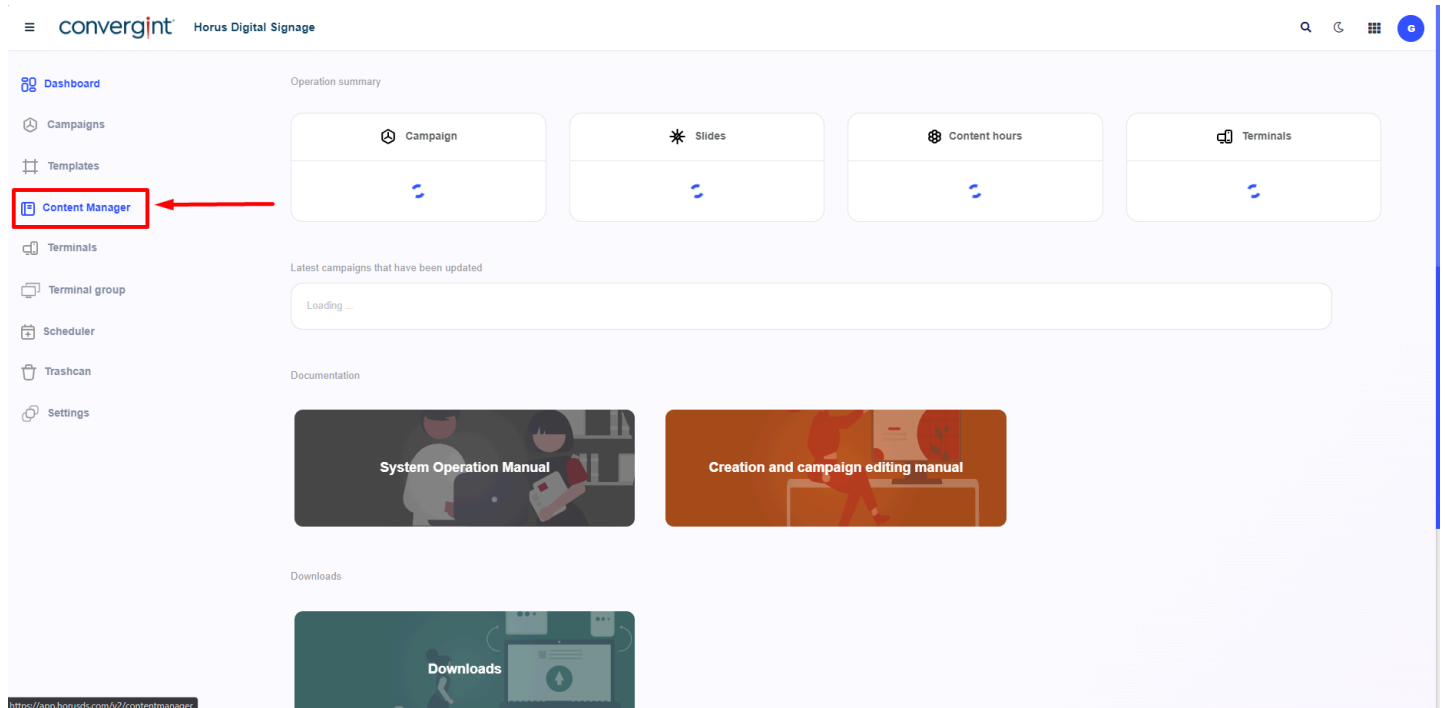
Example of Campaign Exclusion:



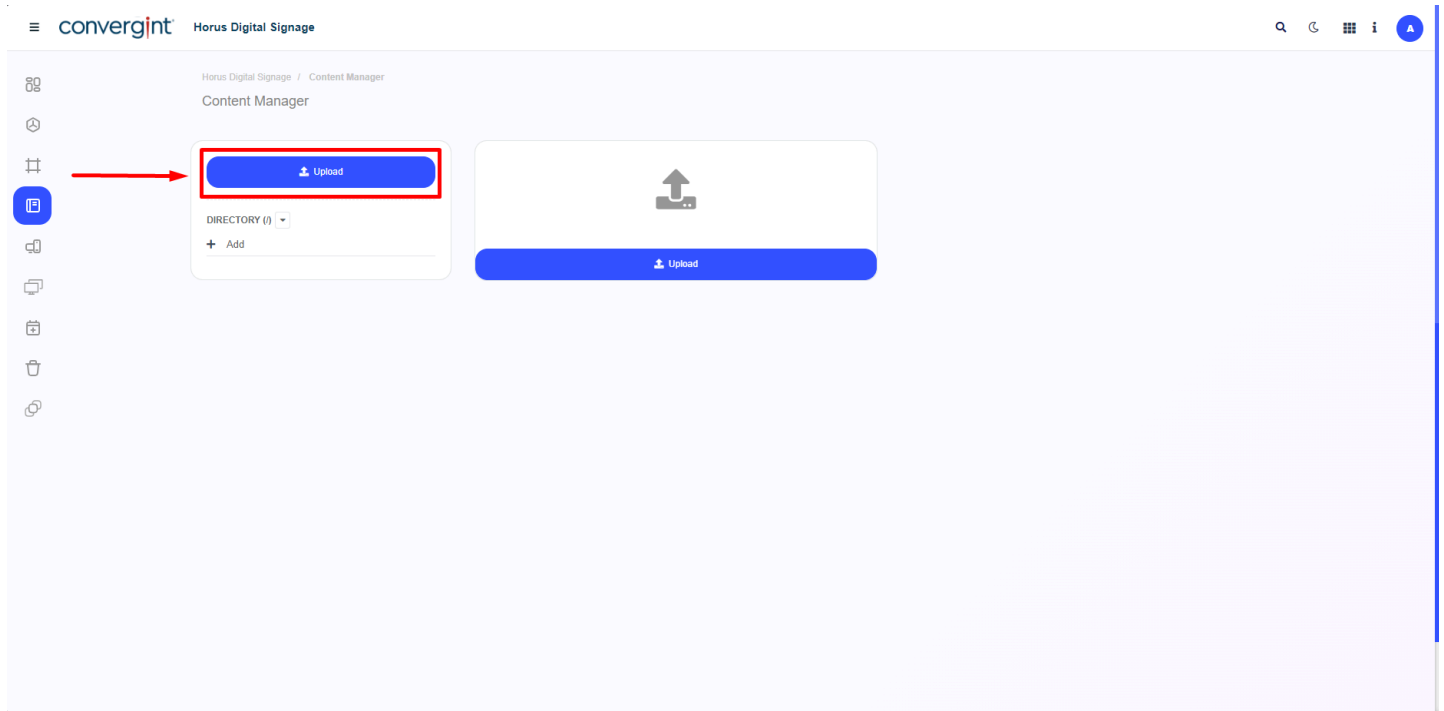
Version: 2.0.1

Uploading Files

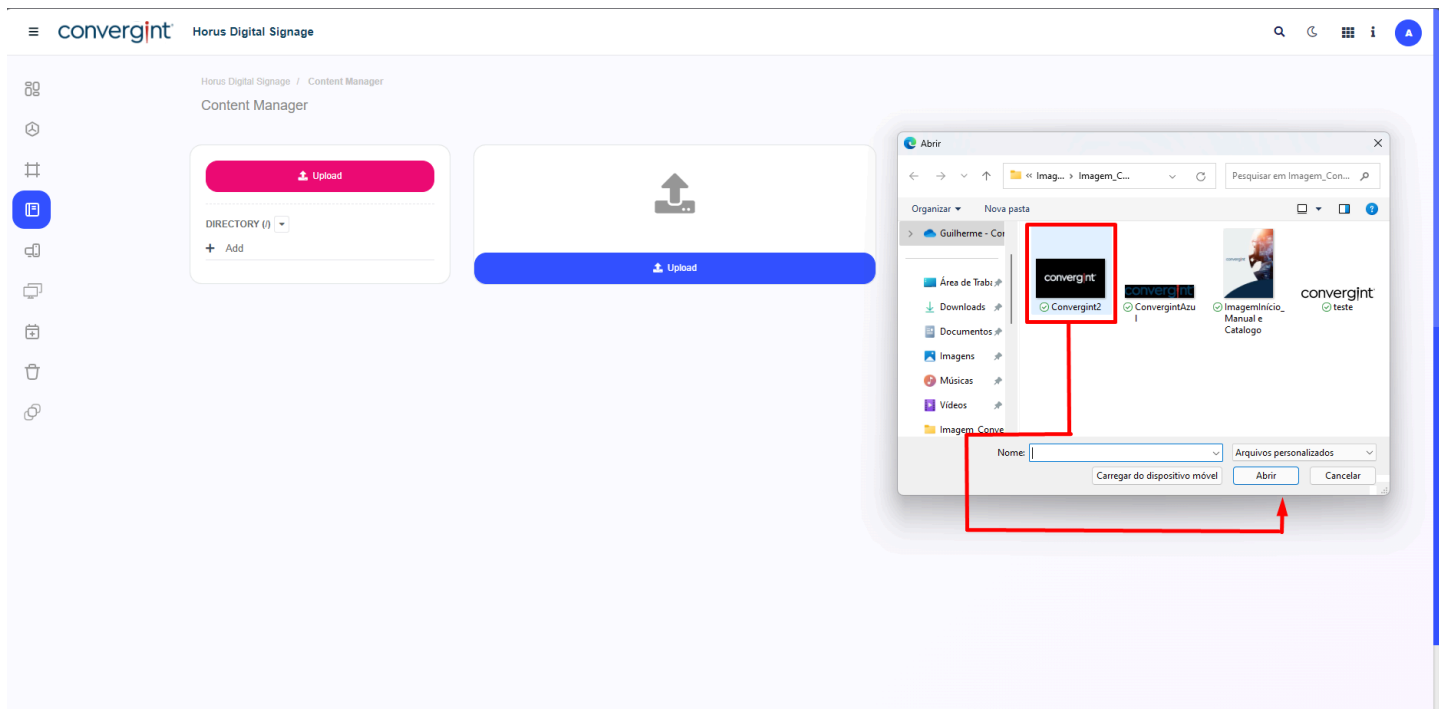
The first step to making the "Upload" is accessing the "Content Manager" tab. Within this tab, there are functions that allow for the management of media files, such as images and videos, thus facilitating the process of creating slides in Horus Digital Signage.



After accessing the Content Manager tab, the system will open a screen where we will first define, by clicking on "Upload," that if any content already exists, it should be listed on the right side of the interface.



When clicking the "Upload" button, you will need to select a media file, such as an image or video, from your computer's file storage, and then click "Open," which will initiate the transfer of the file to Horus DS.



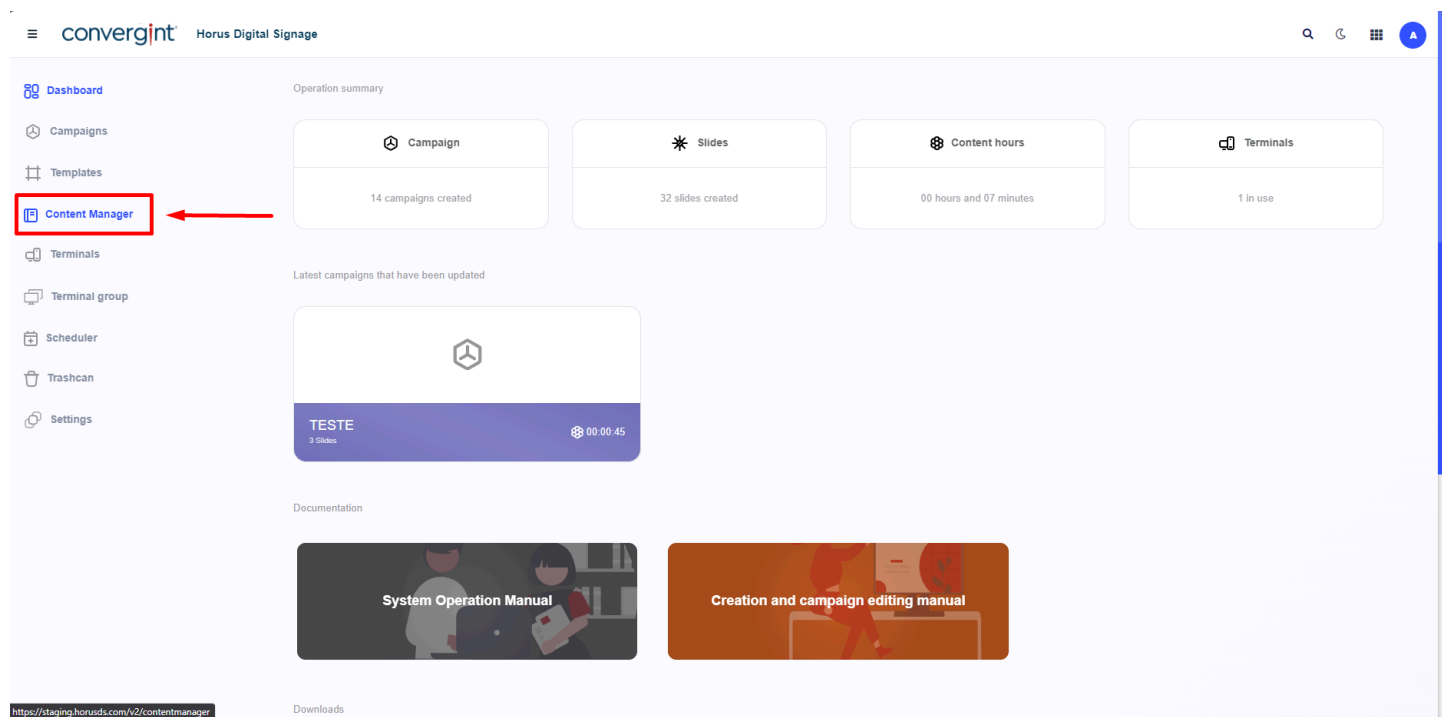
After that, the selected file will be added to the Content Manager.



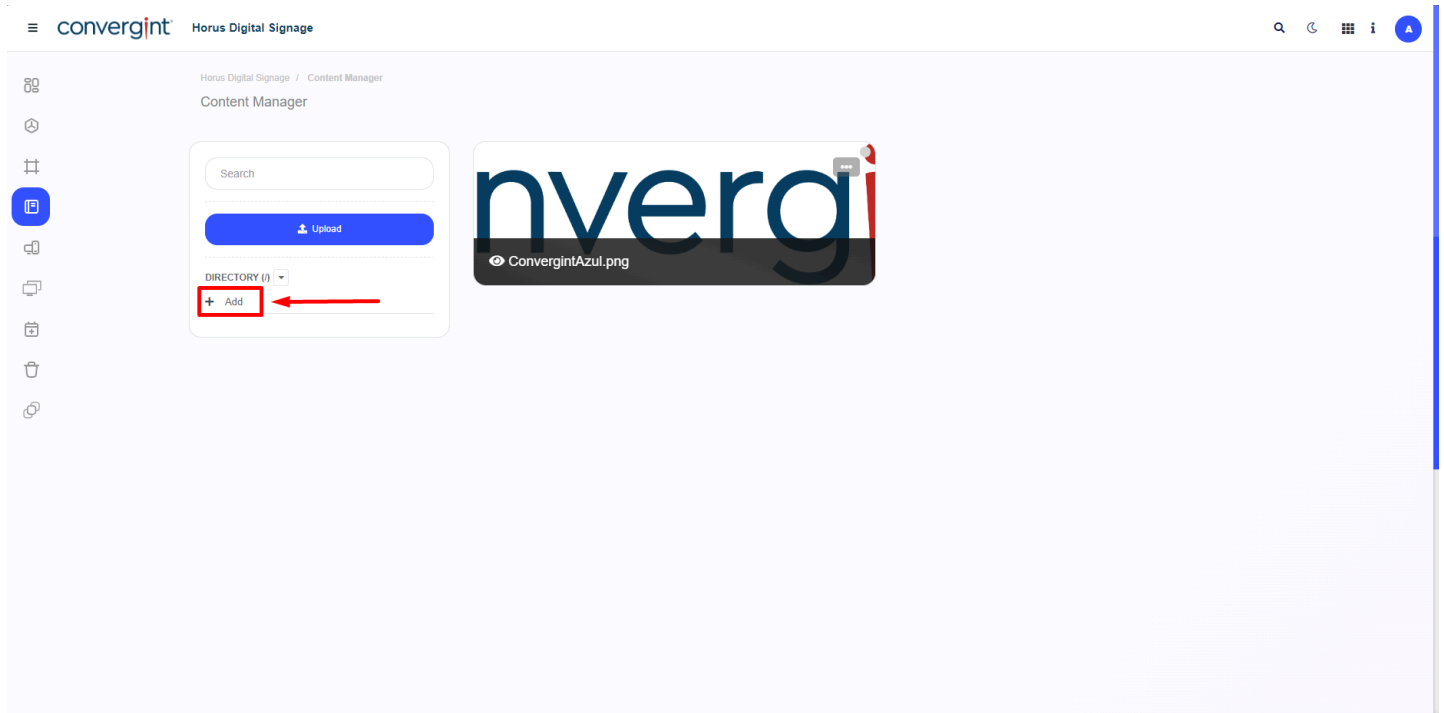
Version: 2.0.1

Creation of a directory and a subdirectory

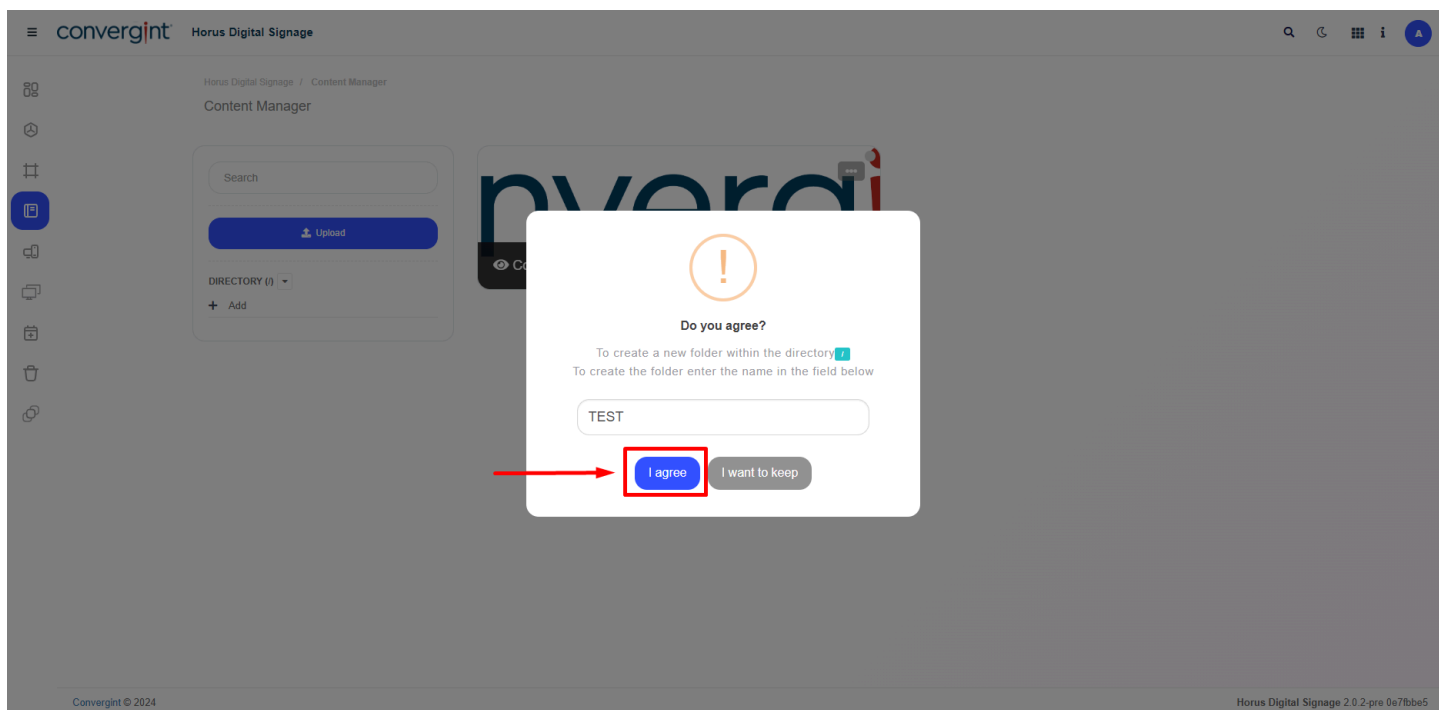
The first step for creating a directory and a subdirectory is to access the "Content Manager" tab. Within this tab, there are functions that allow for the management of media files, such as images and videos, thus facilitating the process of creating slides in Horus Digital Signage.



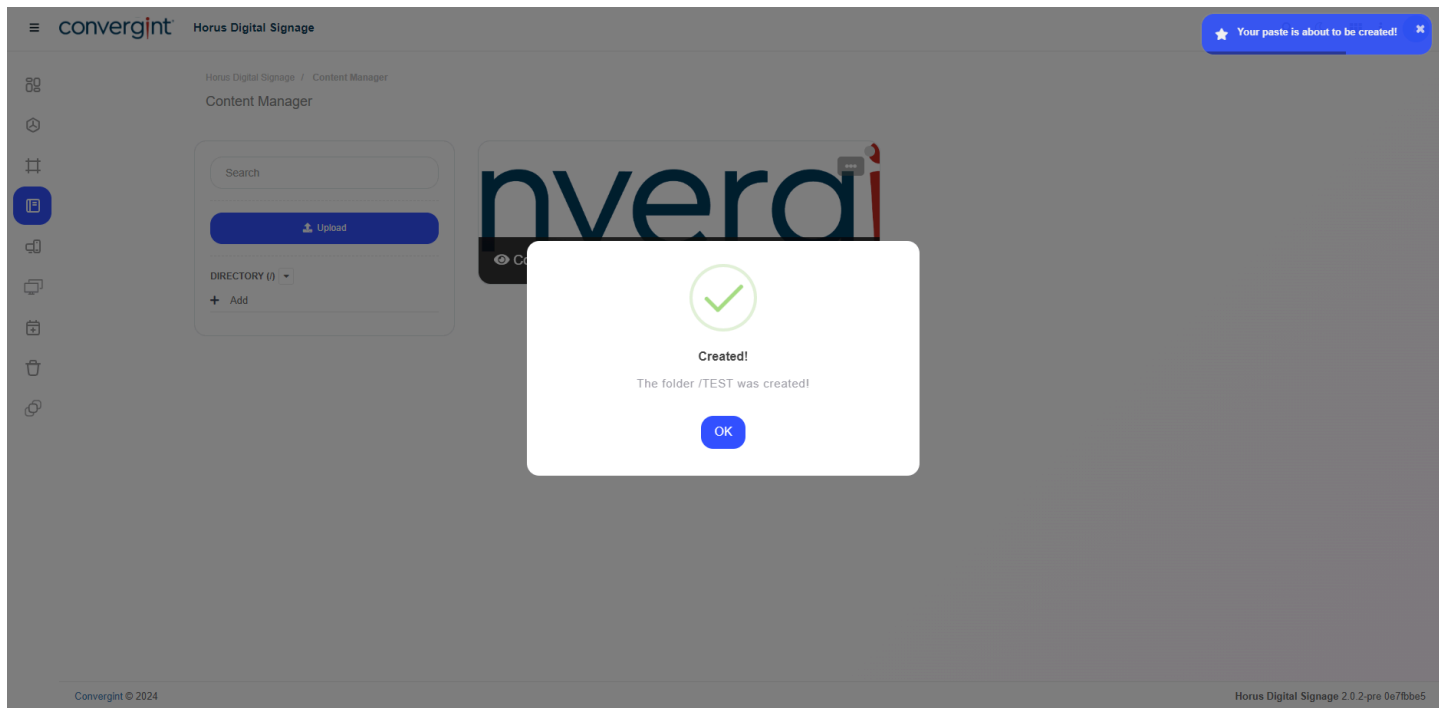
After following the previous steps, click on "Add" within the directory and choose the desired name in the Content Manager tab. This functionality allows you to store the transferred file in a specific location, facilitating the organization and subsequent addition of files to the slides that will be within the directory.



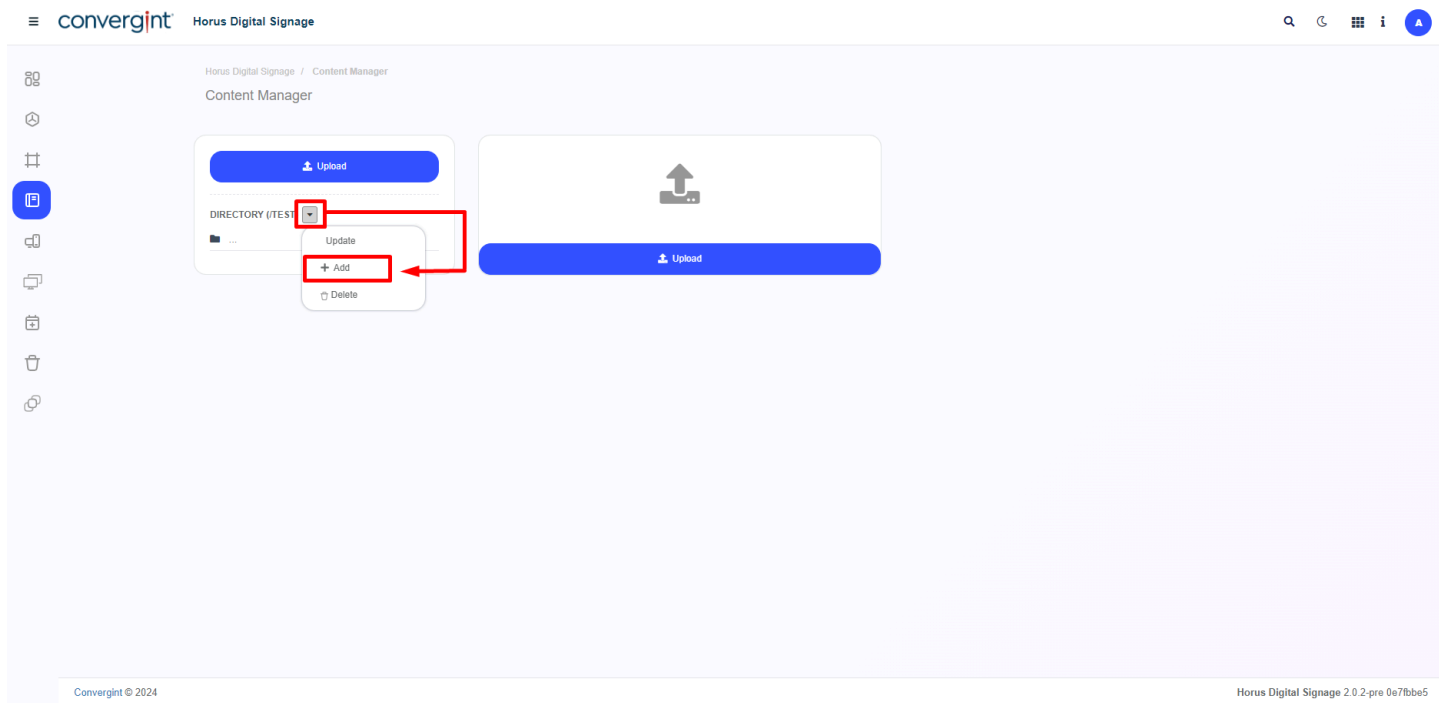
Shortly after clicking "+Add," a pop-up will appear asking you to enter a name for the directory to proceed with its creation. After typing in the desired name, click "Agree" to confirm.



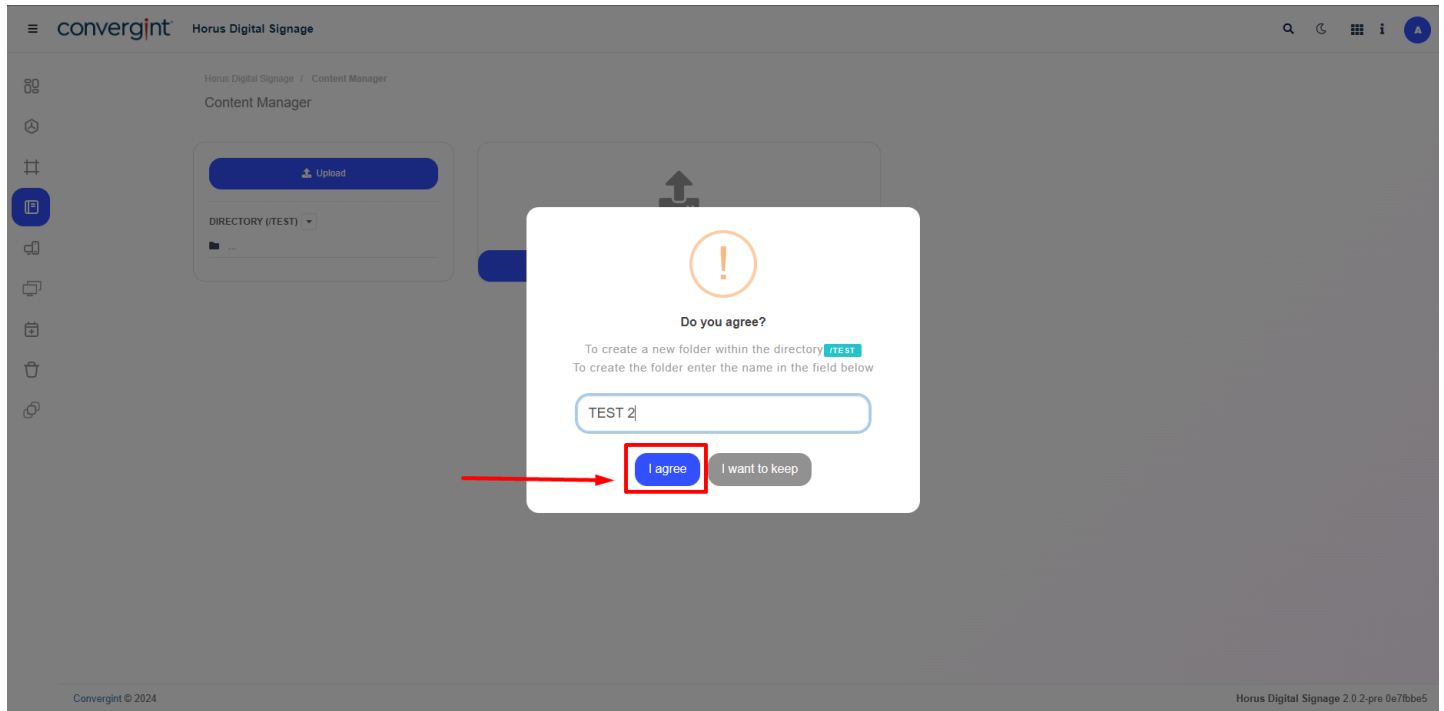
After completing the previous steps, the directory will be created.



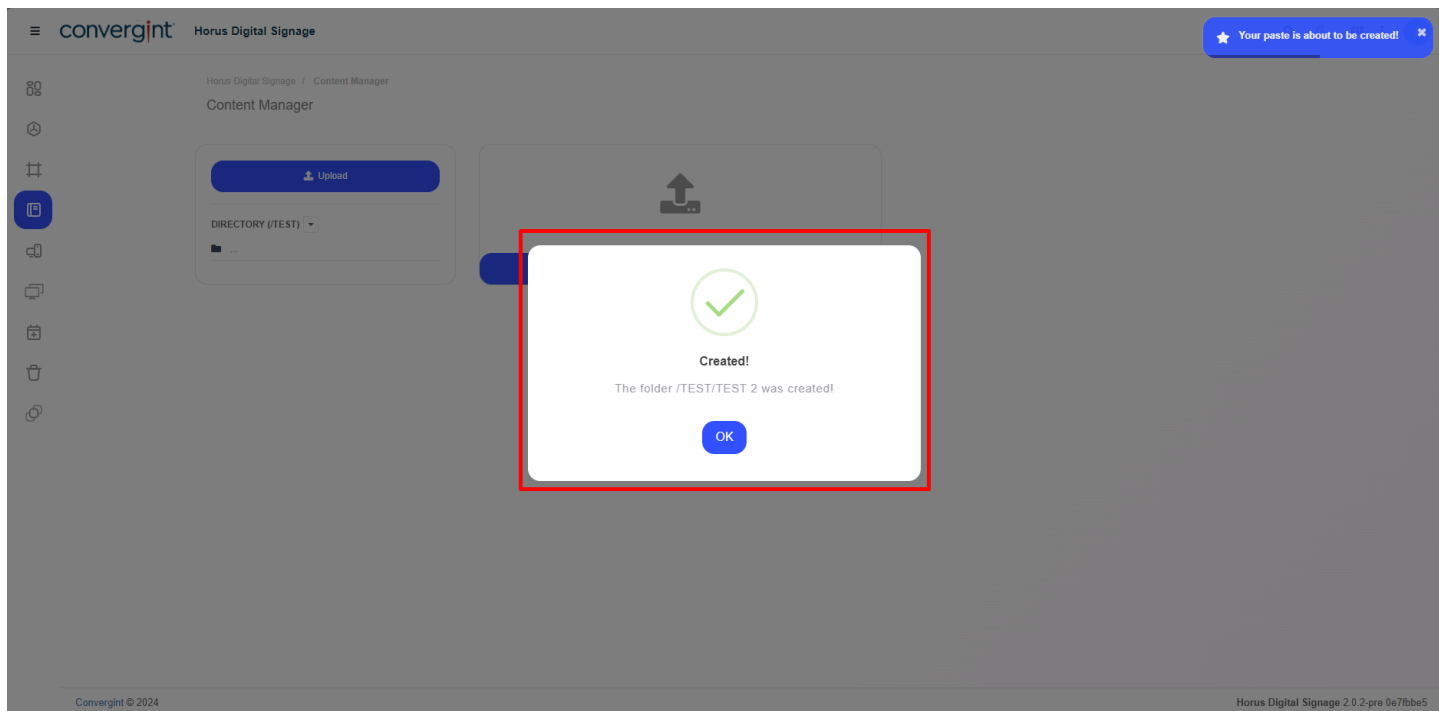
To create a subdirectory, you need to access the previously created directory and then click on "Add" to create the subdirectory. This function allows you to create a directory within another directory, which is why it is called a subdirectory.



Shortly after clicking "+Add," a pop-up will appear asking you to enter a name for the subdirectory to proceed with its creation. After typing in the desired name, click "Agree" to confirm.



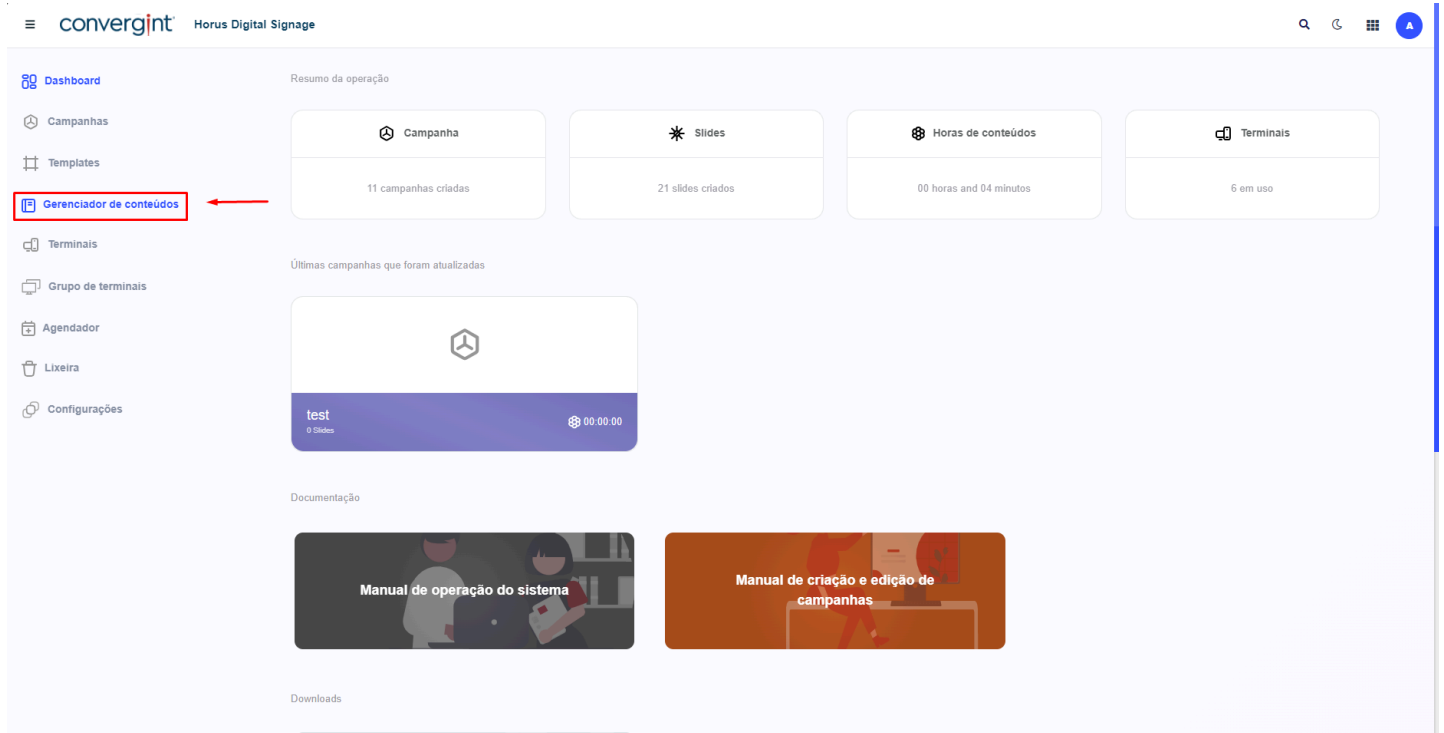
After completing the previous steps, the subdirectory will be created.



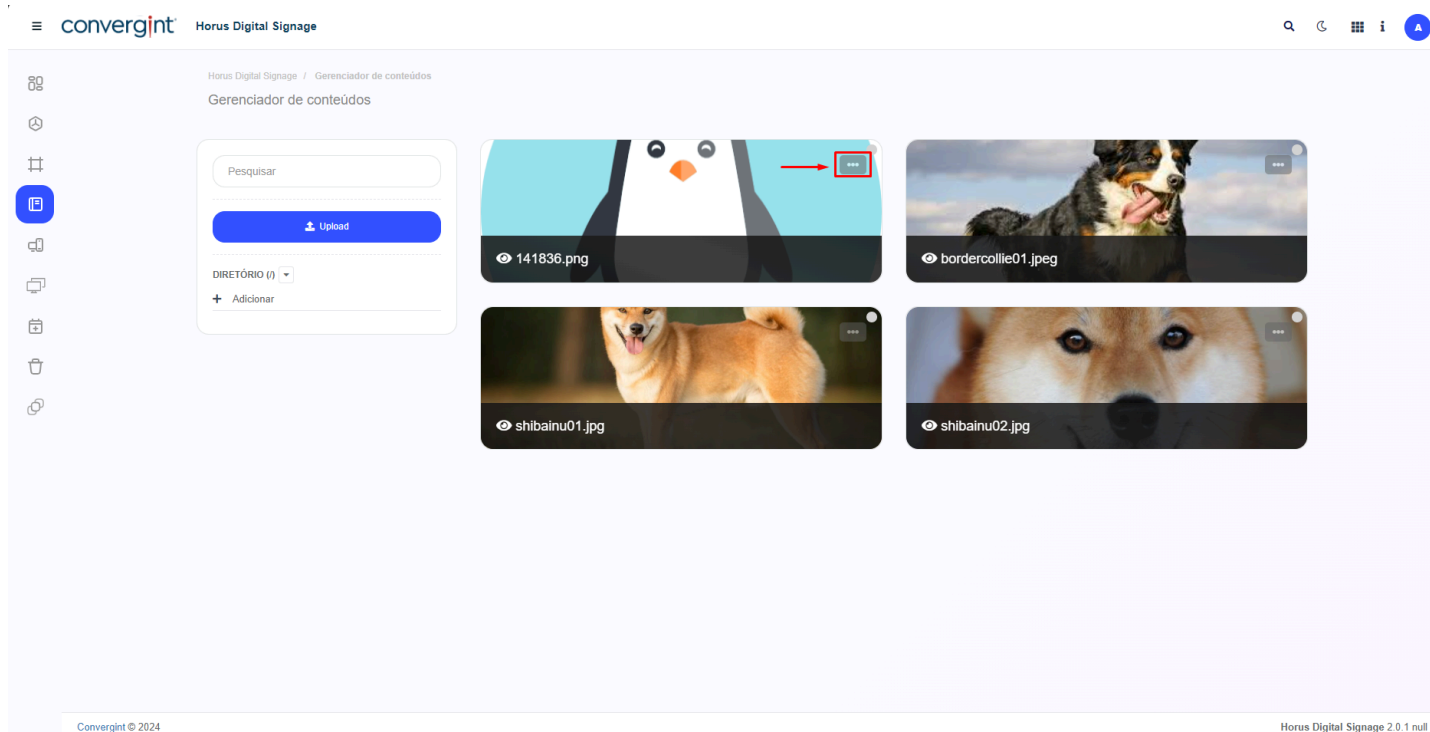
Version: 2.0.1

Remoção do Conteúdo

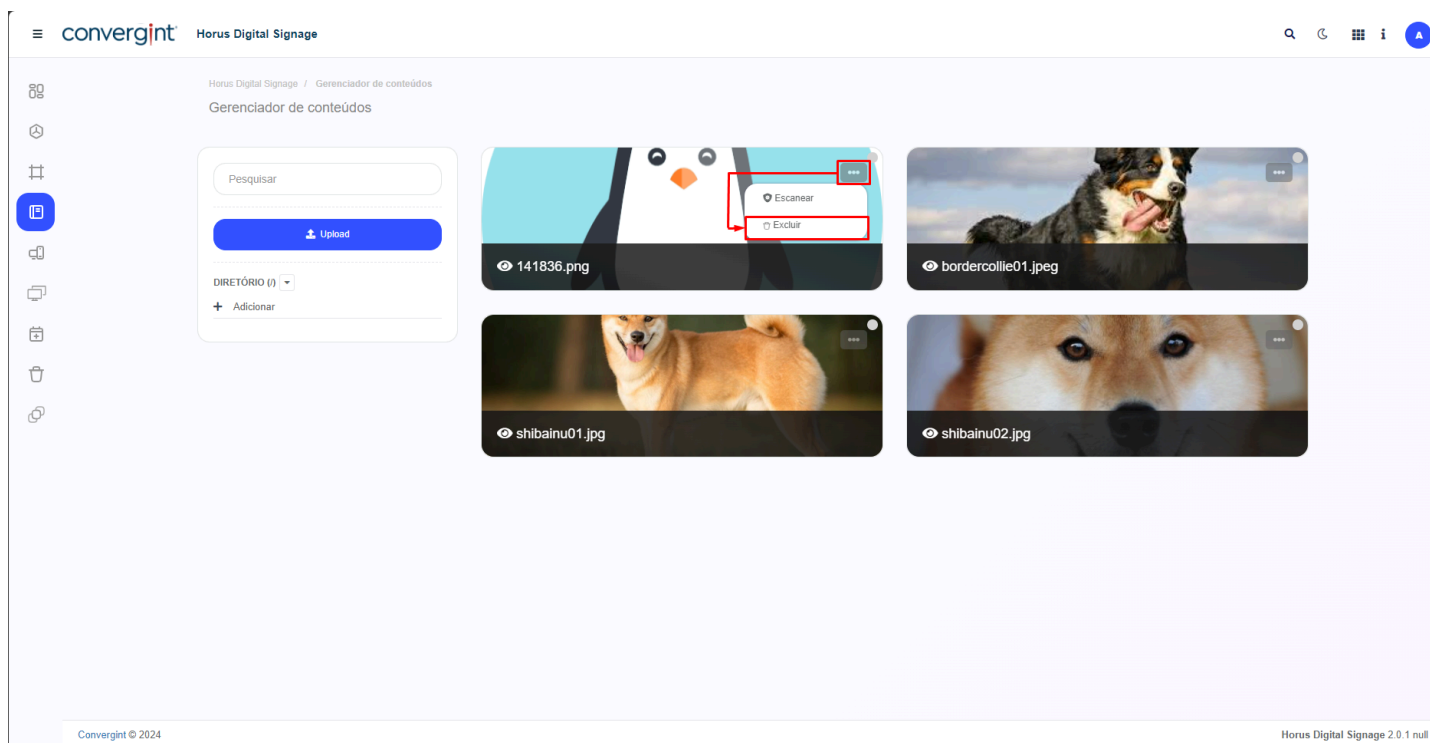
O primeiro passo para Remover o Conteúdo, é acessar a aba "Gerenciador de Conteúdos" Dentro dessa aba terá funções que permite o gerenciamento de um arquivo de mídia, como imagens e vídeos, facilitando assim o processo de Criação de Slides do Horus Digital Signage.



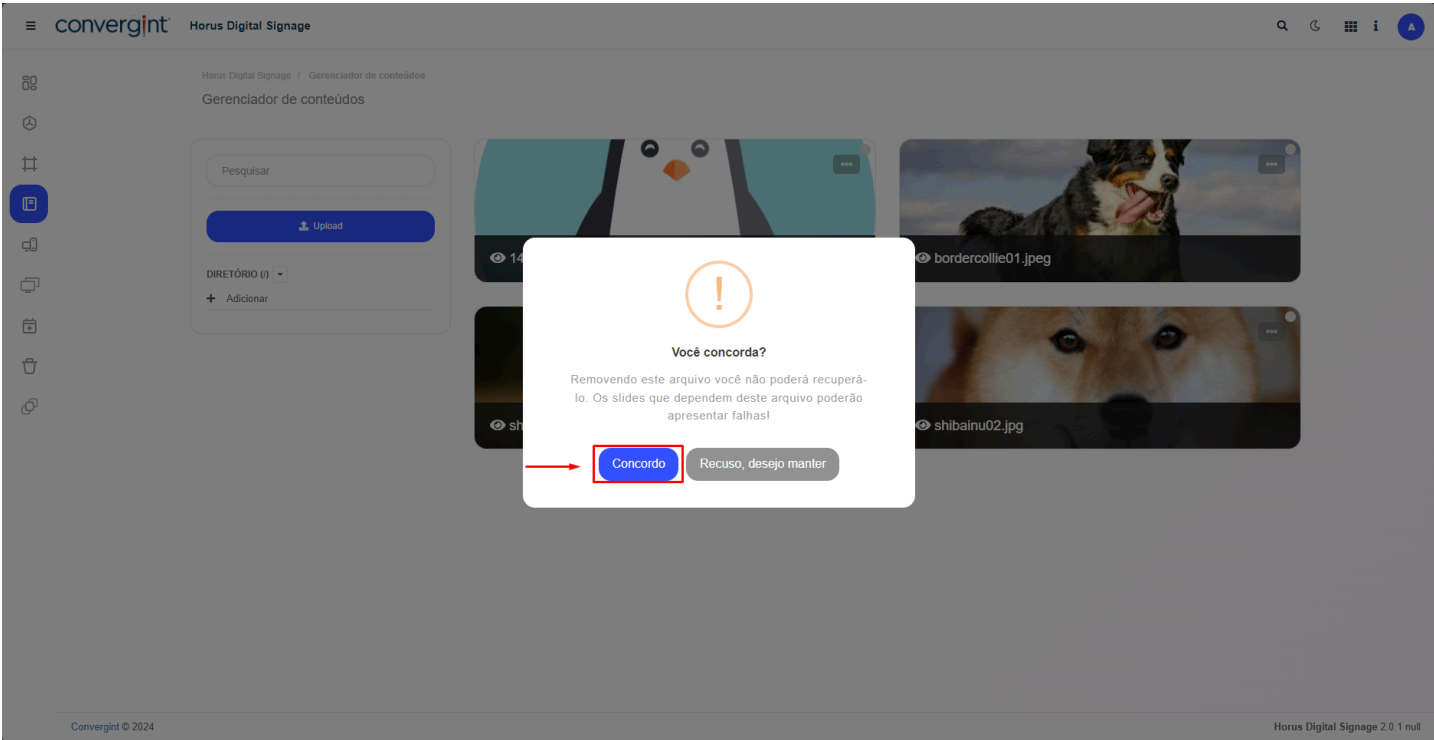
Ao seguir os passos descritos anteriormente, será feito o "Upload" do arquivo desejado. Para Remover o Conteúdo, você pode selecionar clicando nos "três pontos" ao lado do Conteúdo que deseja excluir de sua preferência.



Ao clicar nos "três pontos", basta clicar "Excluir", para que ocorra a Remoção apenas do Conteúdo selecionado.



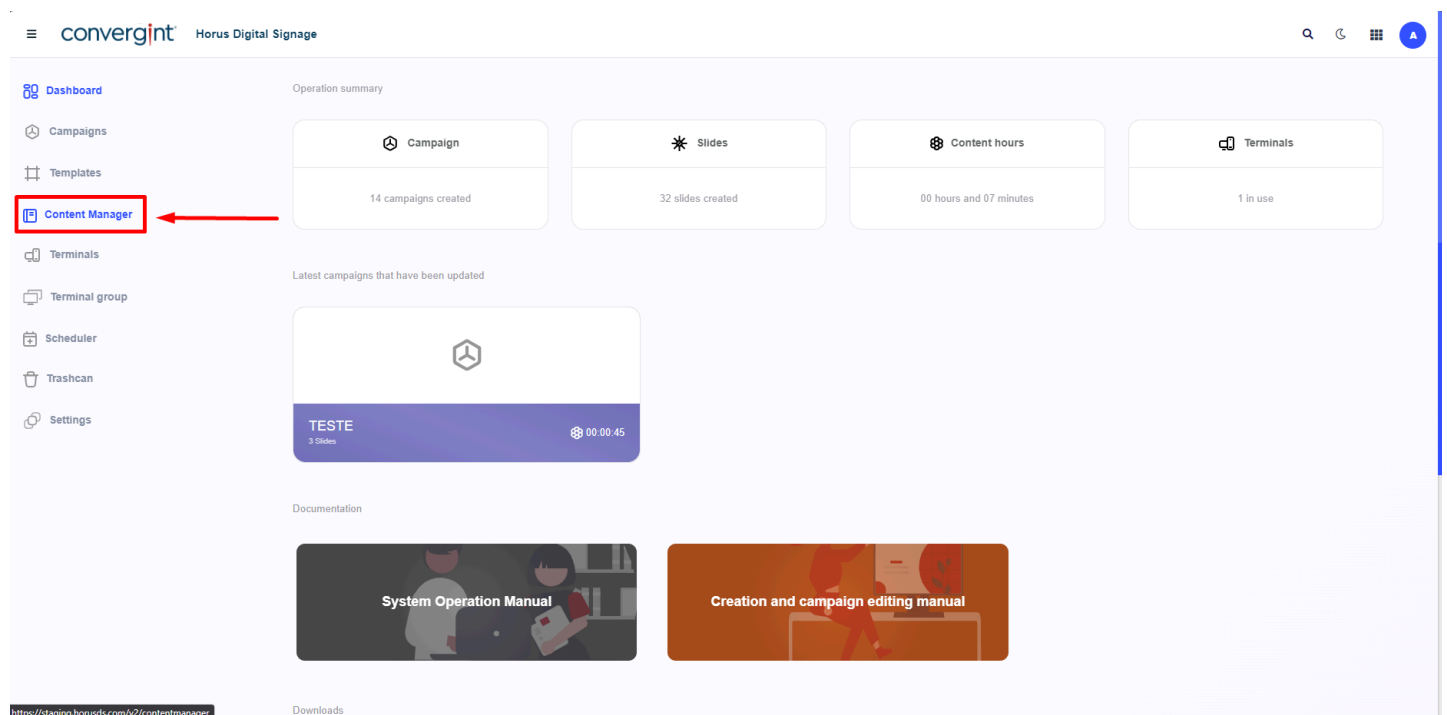
O sistema exibirá um "pop up", solicitando a confirmação para a Remoção do Conteúdo, assim, removendo o conteúdo, clicando em "Concordo".



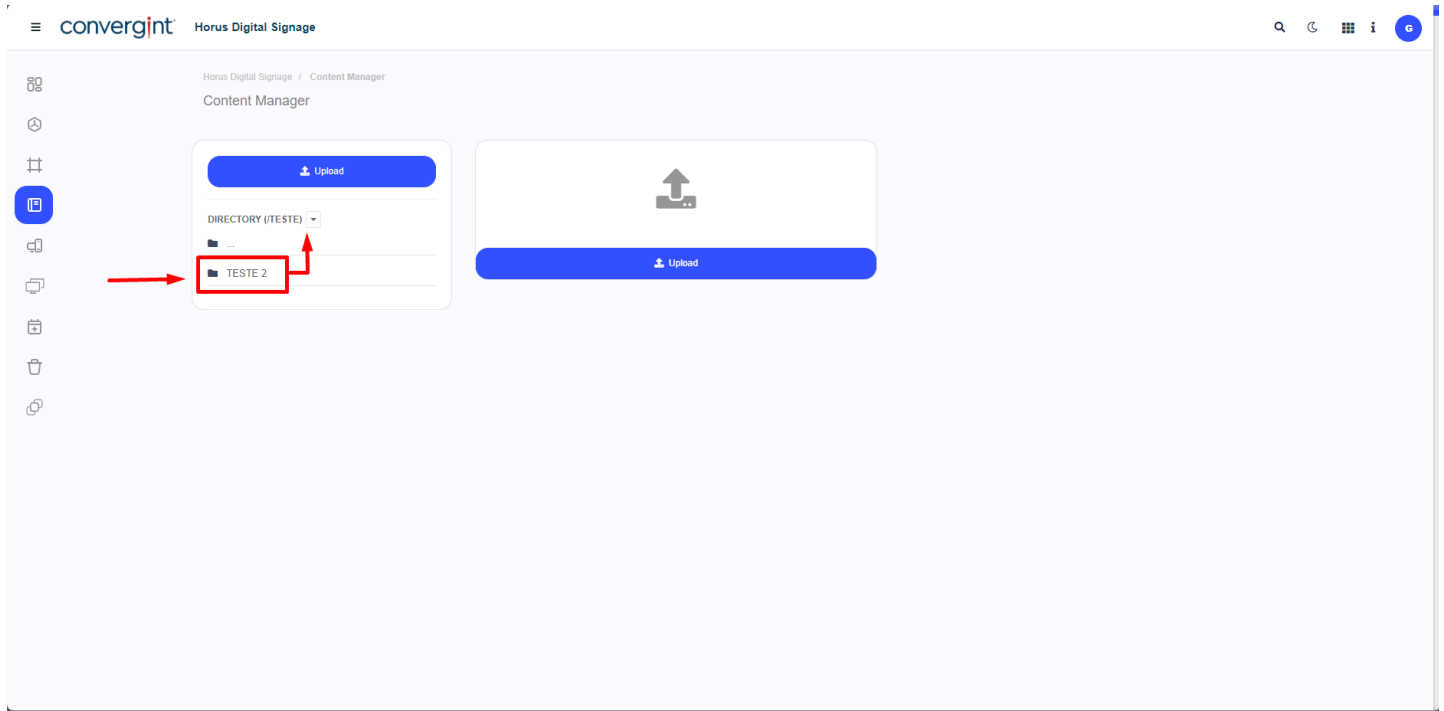
Version: 2.0.1

Removing the Subdirectory and Directory

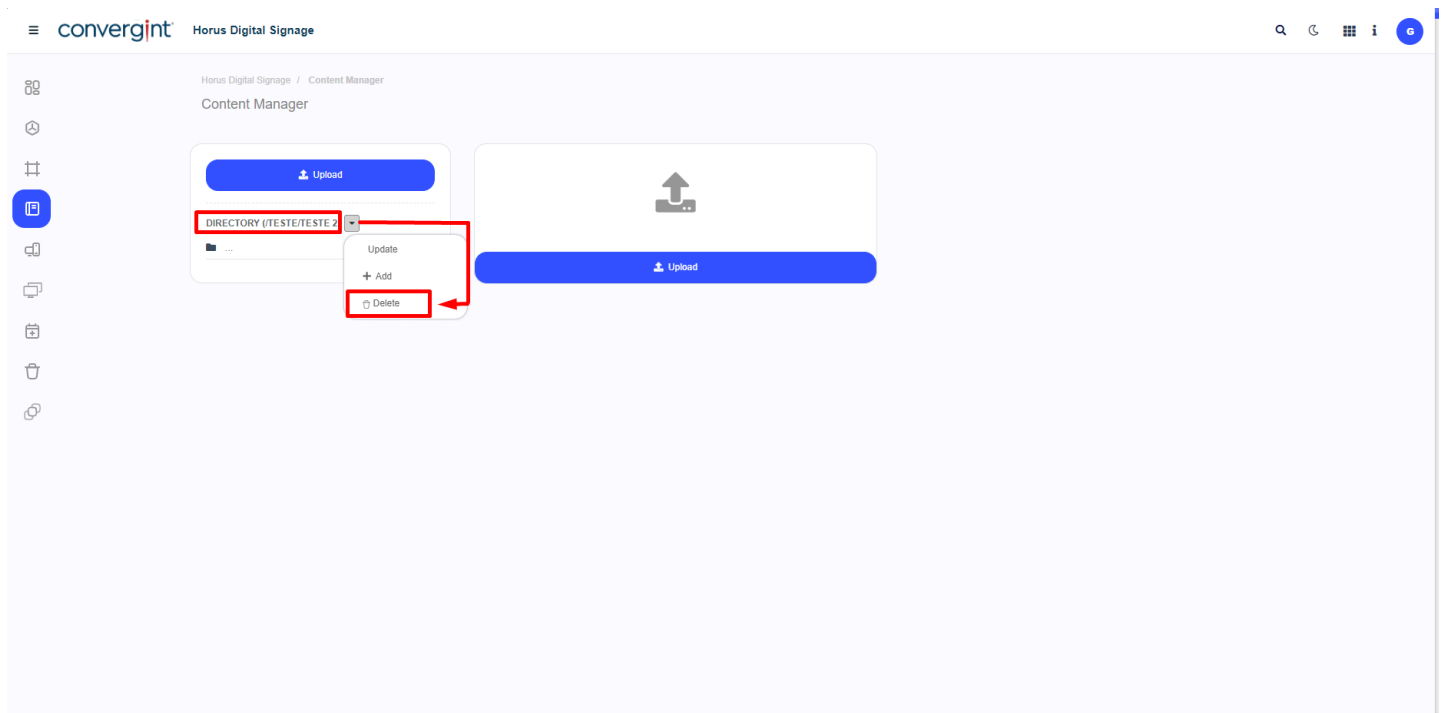
The first step to removing a subdirectory and directory is to access the "Content Manager" tab. Within this tab, there are functions that allow for the management of media files, such as images and videos, thus facilitating the process of creating slides in Horus Digital Signage.



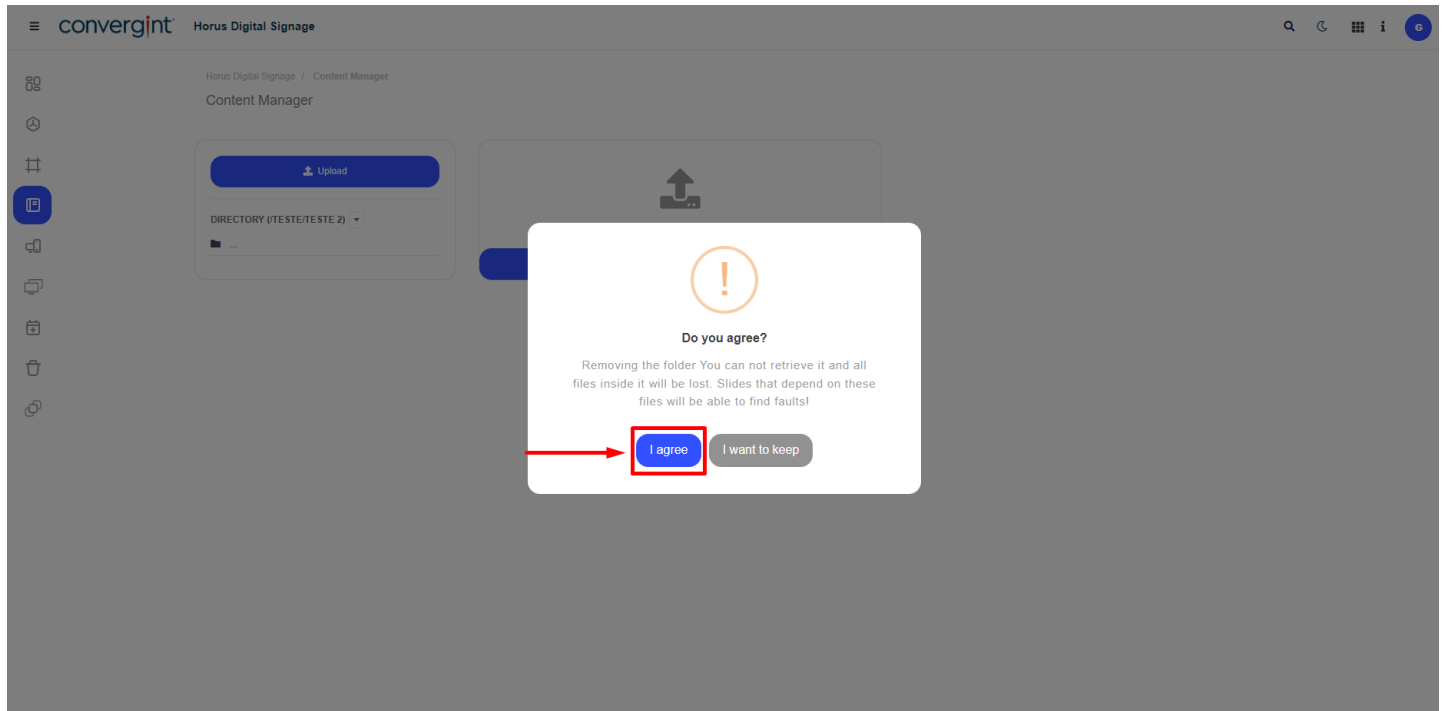
After following the previous steps, access the previously created directory and, within it, locate and access the subdirectory that was also created earlier.



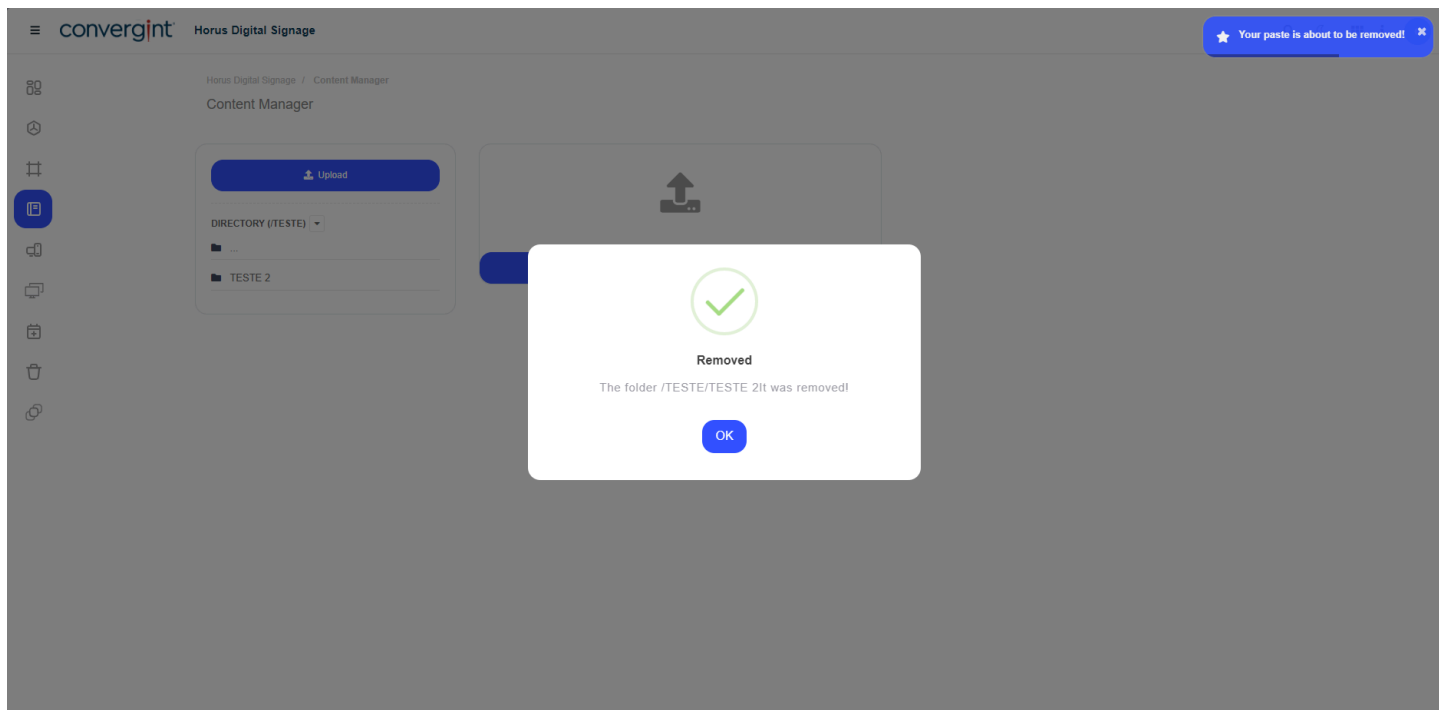
Upon accessing the directory and subdirectory, click on the highlighted option in the image below to start the removal process. Then, the option "Delete" will appear. To proceed, click "Delete."



The system will display a pop-up asking for confirmation to remove the subdirectory. To proceed with the removal, click "I agree."



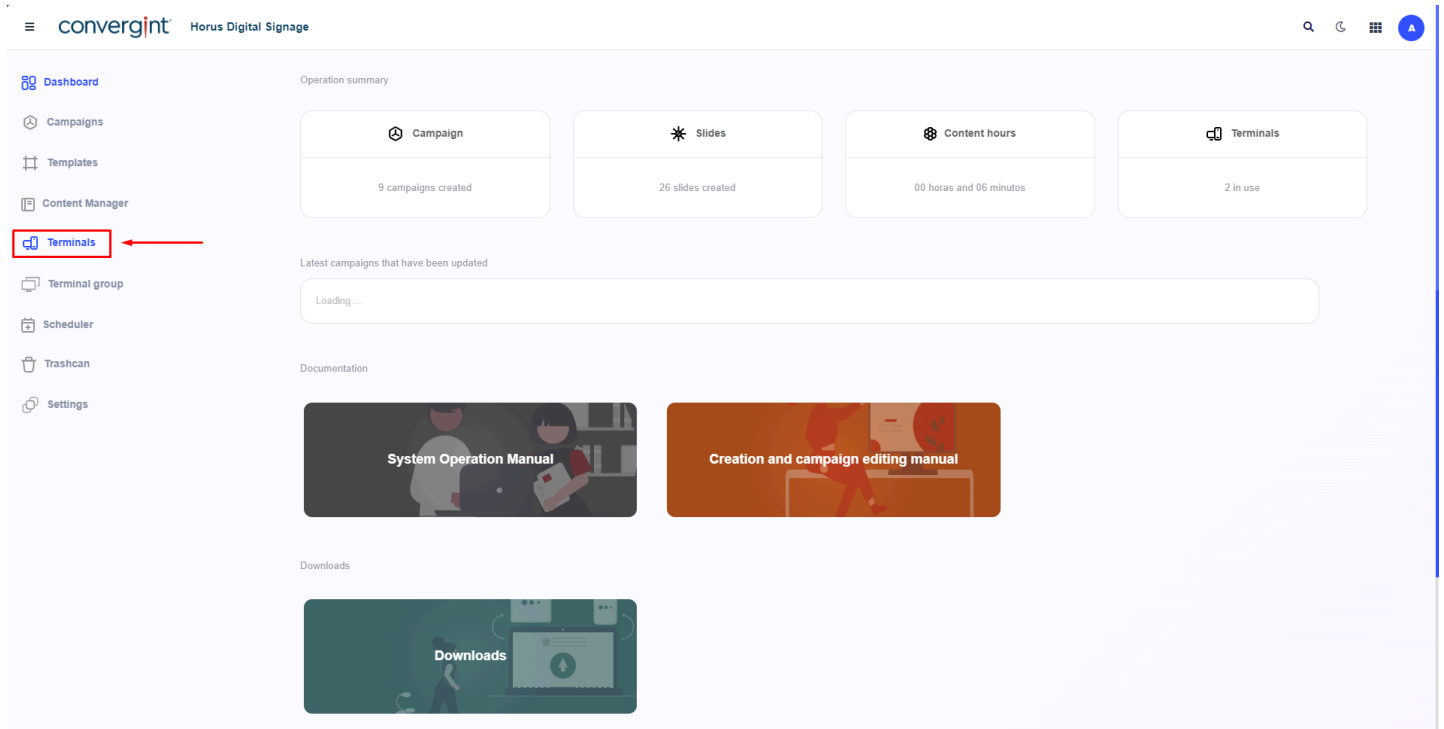
Done! Your subdirectory is removed. To remove the directory, just follow the same procedures for the directory you wish to delete.



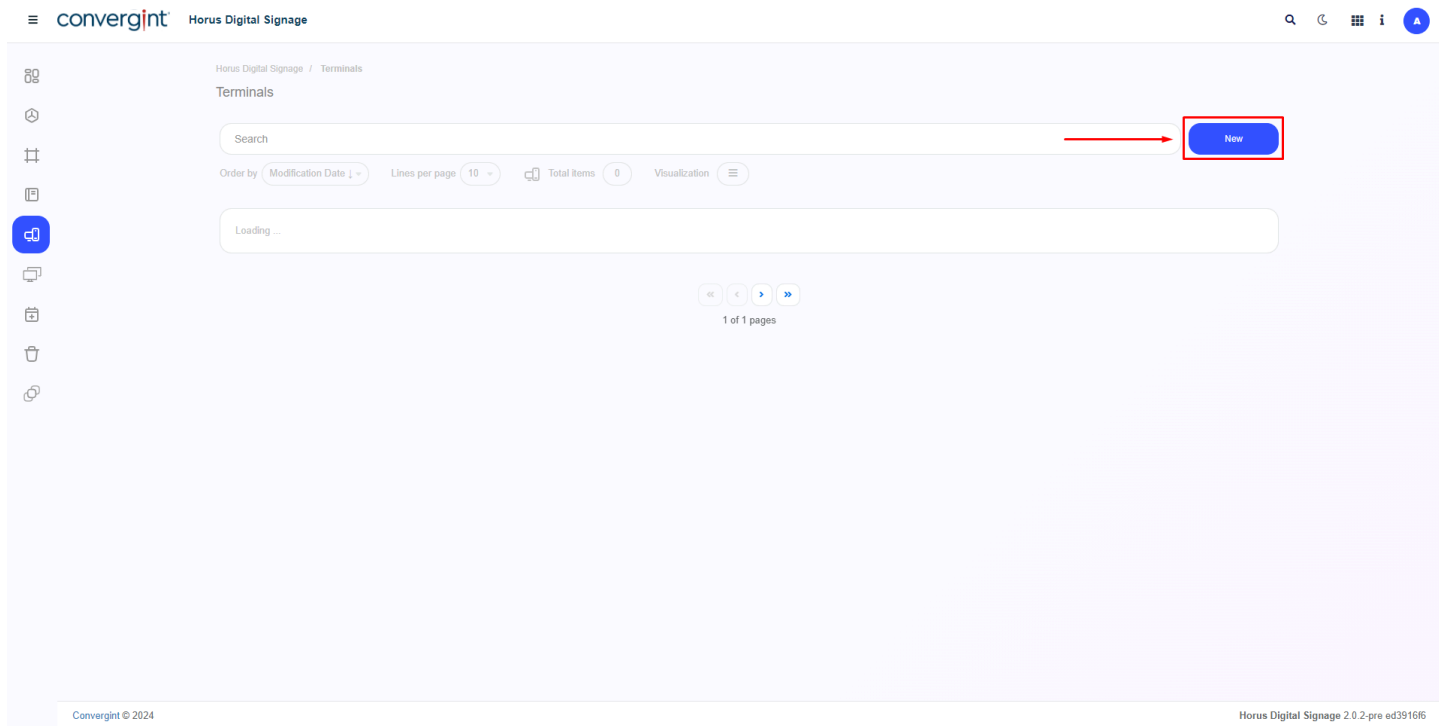
Version: 2.0.1

Registering a Terminal

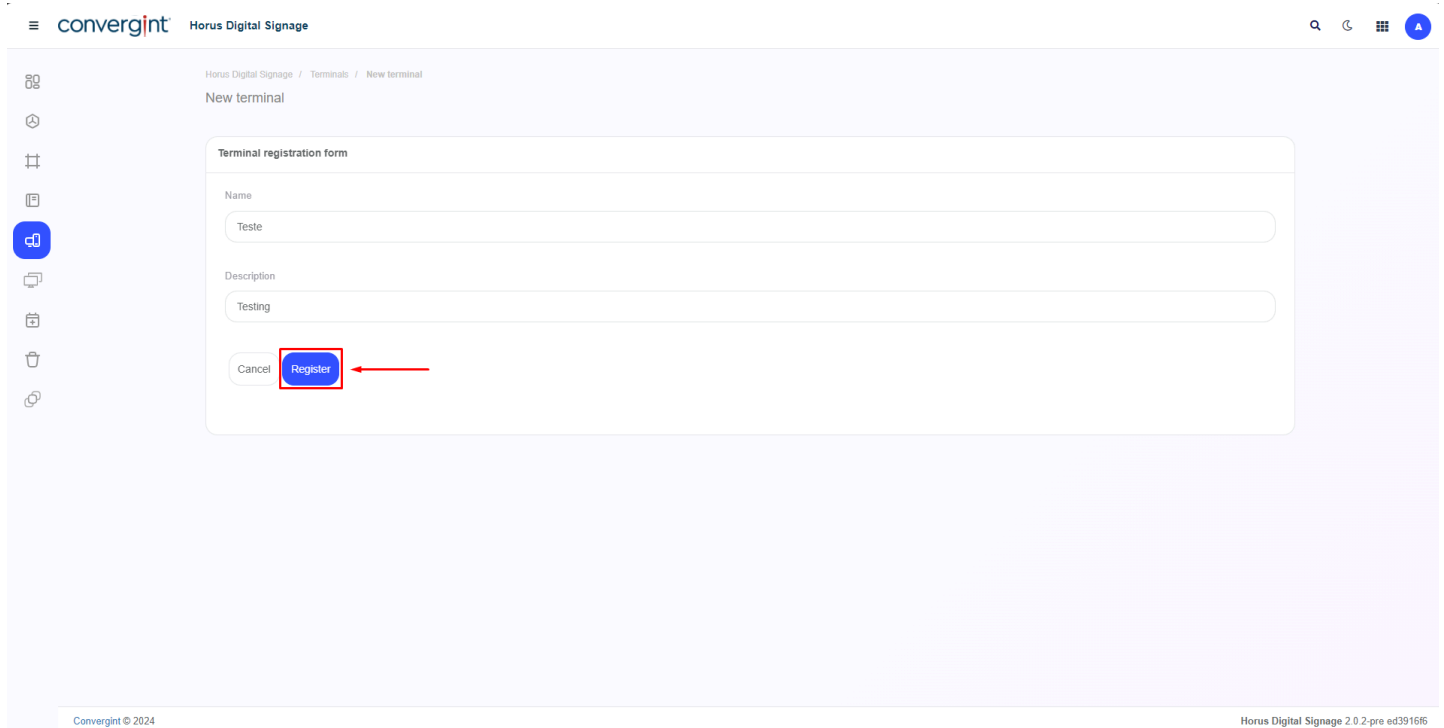
As the first step to register a terminal, access the "Terminals" tab. This function allows you to display Campaign, Scheduler, and Terminal Group within your preferred environment, working in conjunction with the Horus Player.



After accessing the "Terminals" tab, the system will open the screen where we will first define by clicking "New." If you already have any previously created terminals, they should be listed just below the search bar.



Upon accessing the "New" option, it will be necessary to enter a name for the New Terminal. If a description is needed, there is a field labeled "Description." Then, to create the new Terminal, simply click "Register," thus registering the Terminal with the previously provided details.



Next, the system will be updated, redirecting to the interface for adding main actions such as Campaign, Scheduler, and Terminal Group, each with its respective functionalities and

presentations (slides) according to your preference. Additionally, the system will allow user linking, modification of previously assigned data, and the inclusion and synchronization of the player.

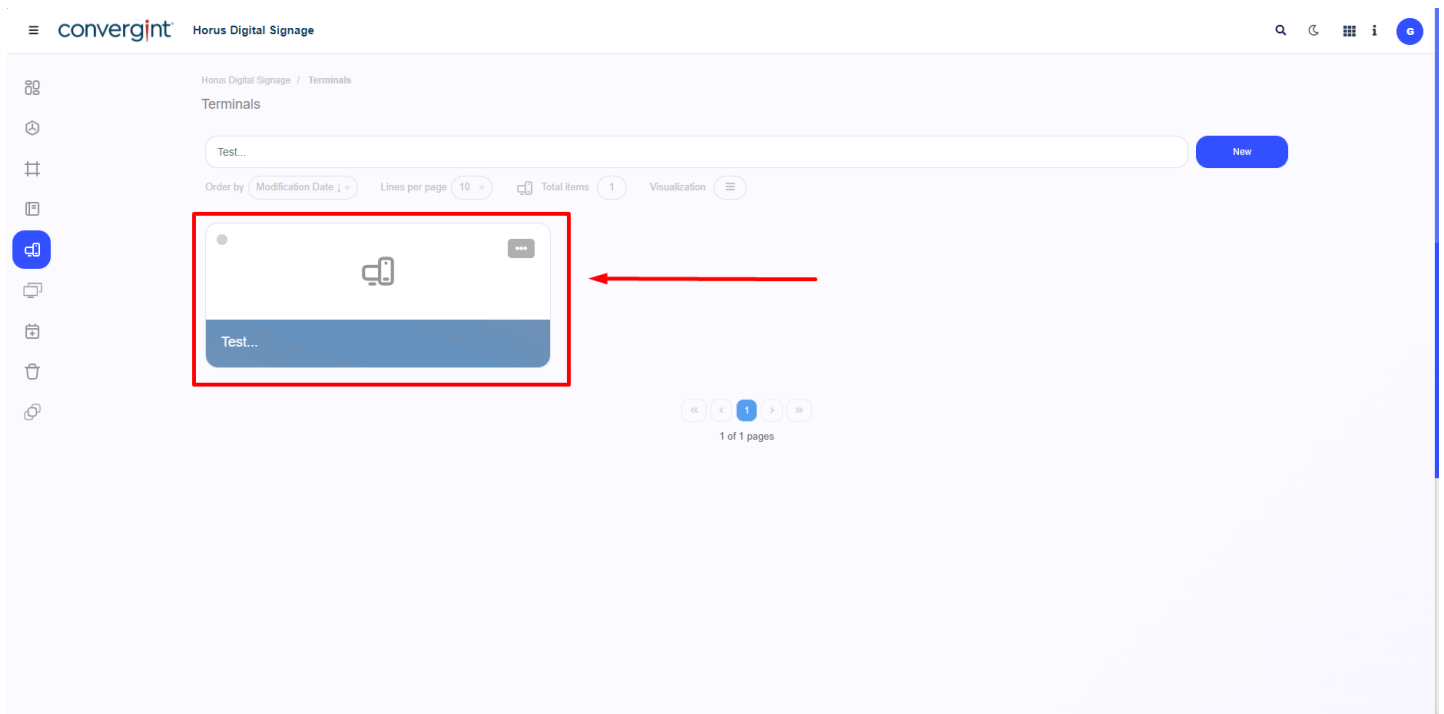
The screenshot displays the 'convergent Horus Digital Signage' interface. The top navigation bar includes the logo and search, update, and delete icons. The main content area is titled 'Terminals Teste' and contains three sections:

- Main action:** A section with a red border containing three options: 'Campaigns', 'Scheduler', and 'Terminal group'. A red arrow points from this section to the 'Users' section.
- Users:** A section with a red border showing 'All users bound 0' and a 'Users' icon. A red arrow points from this section to the 'Details' section.
- Details:** A section with a red border containing form fields for 'Name' (with a dropdown set to 'Teste'), 'Description' (with a dropdown set to 'Testing'), and 'Player code'. A 'Save editions' button is at the bottom.

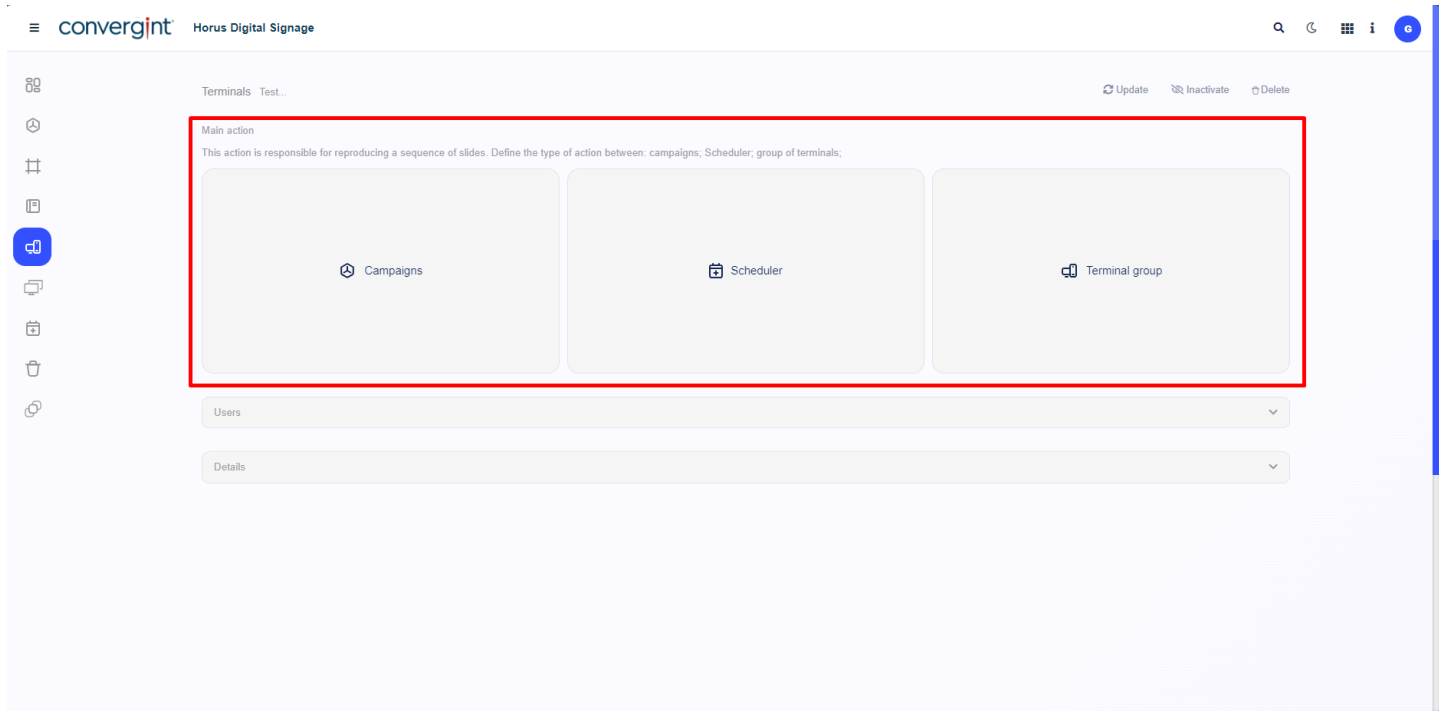
Version: 2.0.1

Adding an Action in the Terminal

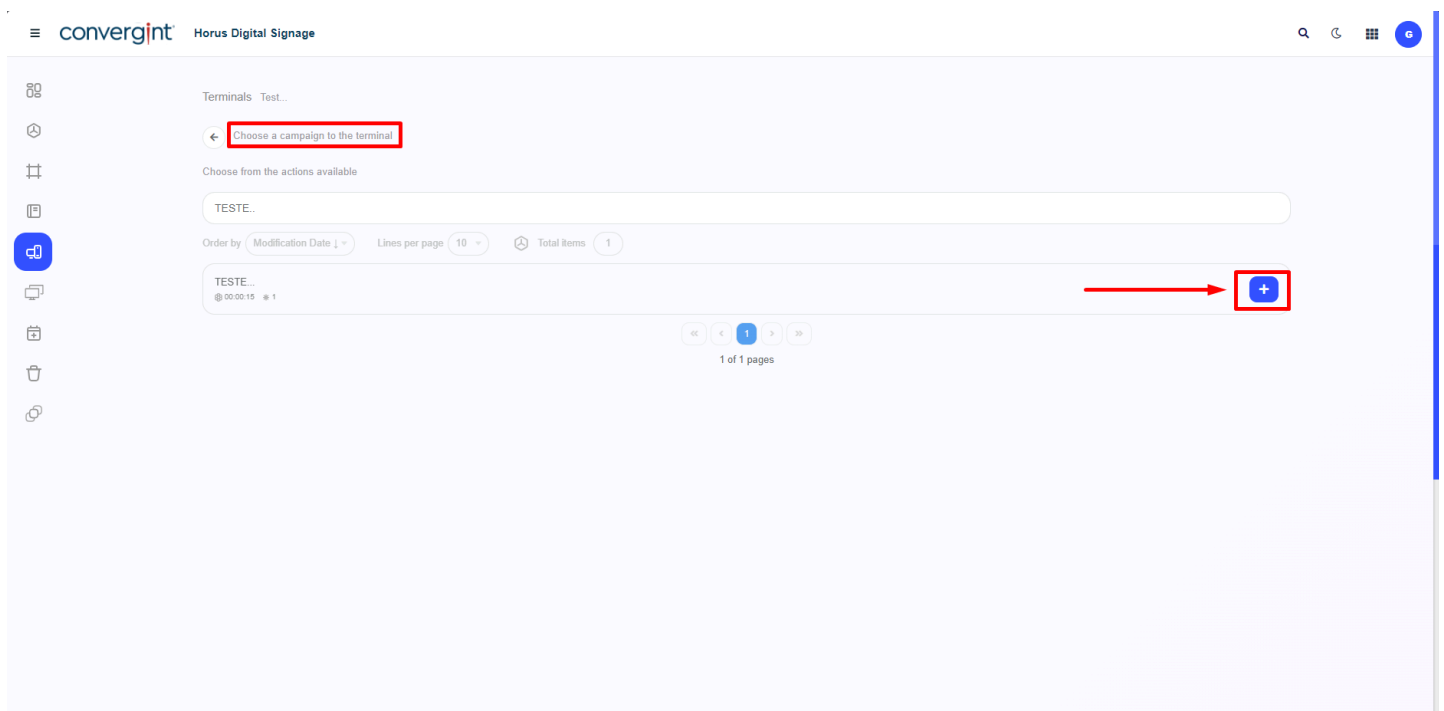
Following the previously mentioned process, the terminal will be created. To continue the adjustment process within the terminal according to your preference, we will include Main Actions to be displayed on the player later. The first step to add a Main Action is to access a previously created terminal where you wish to include the type of Action.



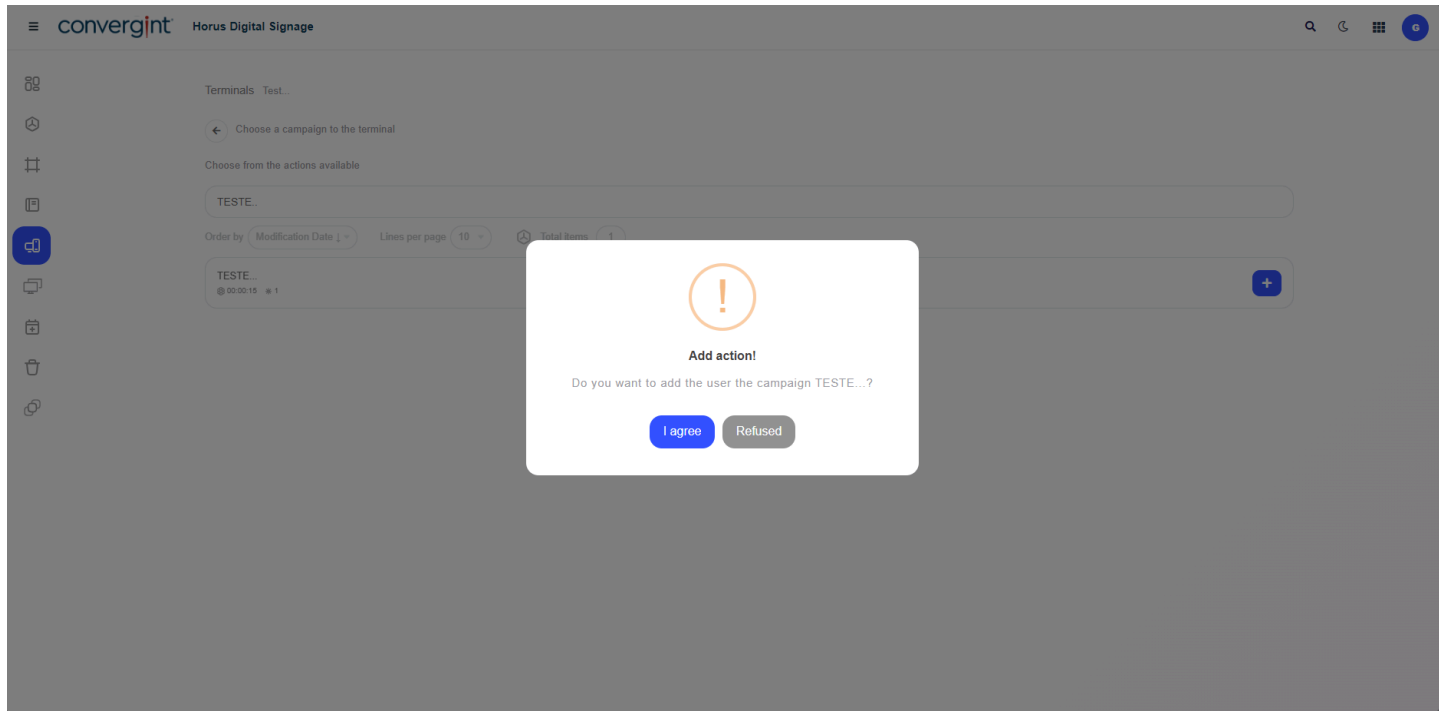
Upon accessing a previously configured terminal with no prior records, the system will display the Terminal interface, where it will be possible to add a Main Action. The user can choose between a Campaign, a Scheduler, or a Terminal Group. Each of these options has a specific functionality, influencing how the previously inserted slides will be displayed. Remember that for all types of inclusion, regardless of the action, the procedure is the same.



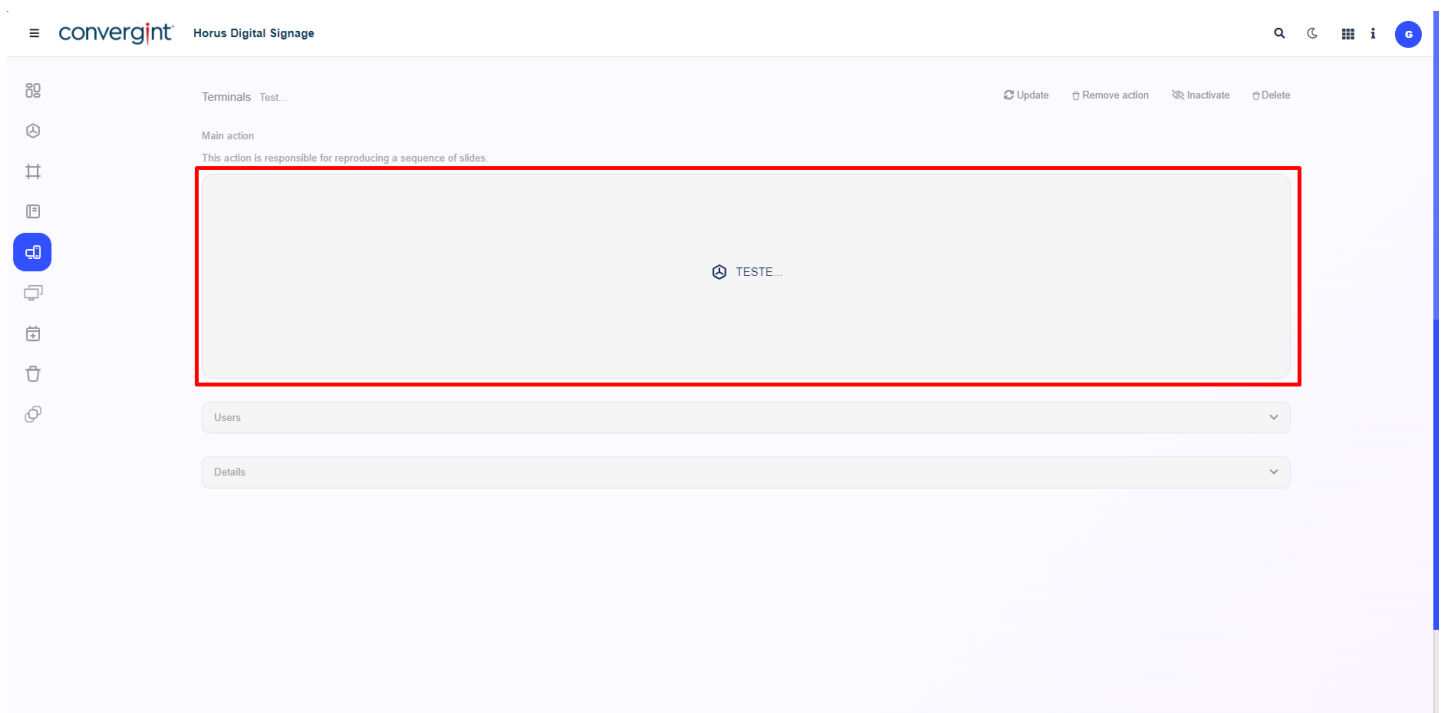
When choosing a main action, the selection screen will display all previously registered items according to the chosen action. To add the listed item to the terminal, simply click the '+' button associated with the selected action. The included action should contain the necessary adjustments and components included in the slide earlier, according to your preference.



When selecting an item based on the chosen action, the system will display a pop-up requesting confirmation for the inclusion of the action.



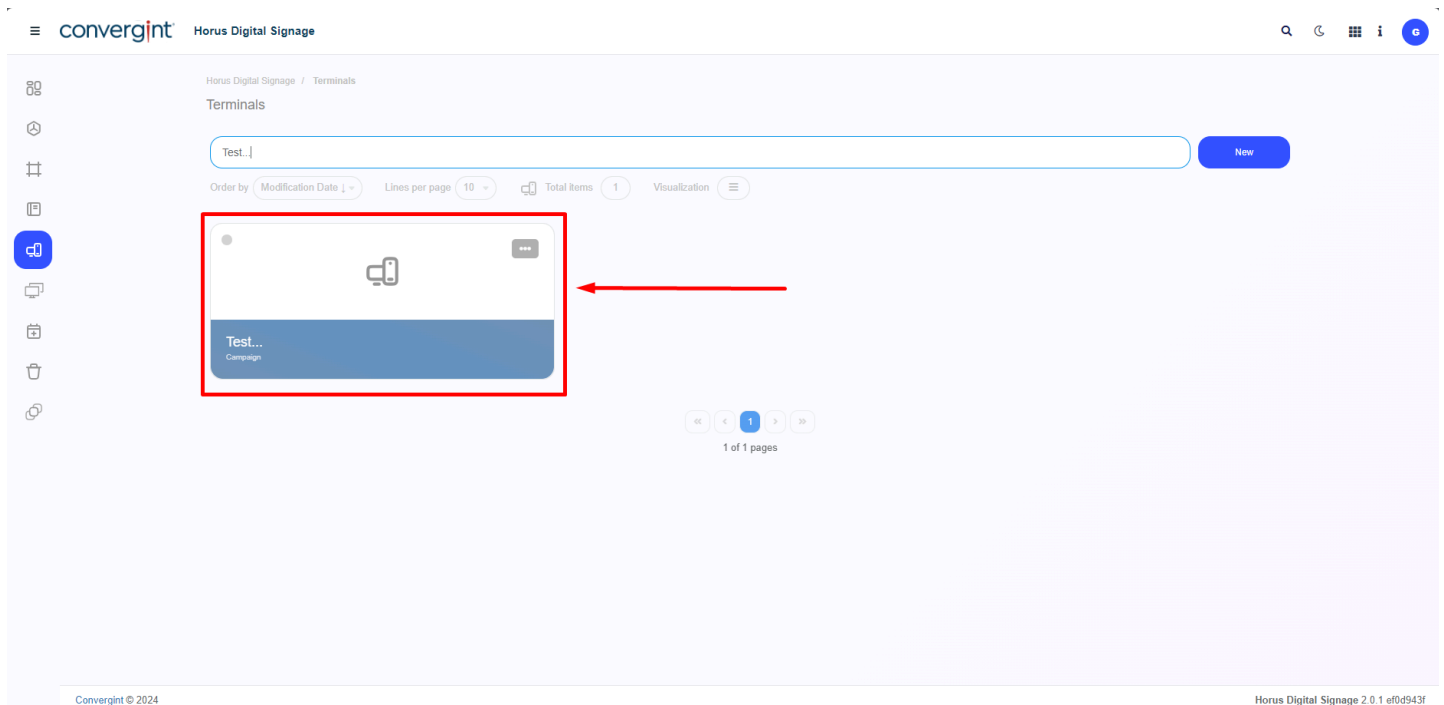
After confirming the inclusion of the item according to the previously selected action, the item will be added as a Main Action within the configured Terminal.



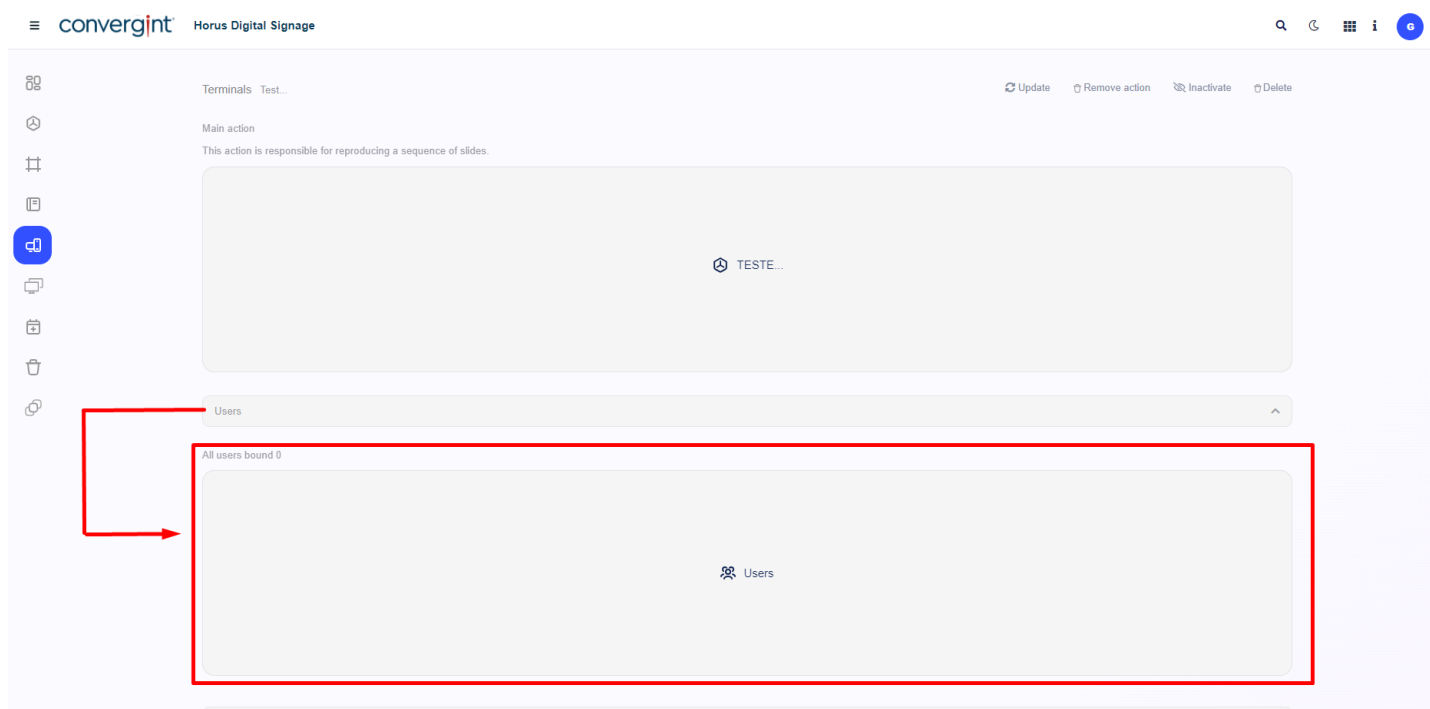
Version: 2.0.1

Linking Users in the Terminal

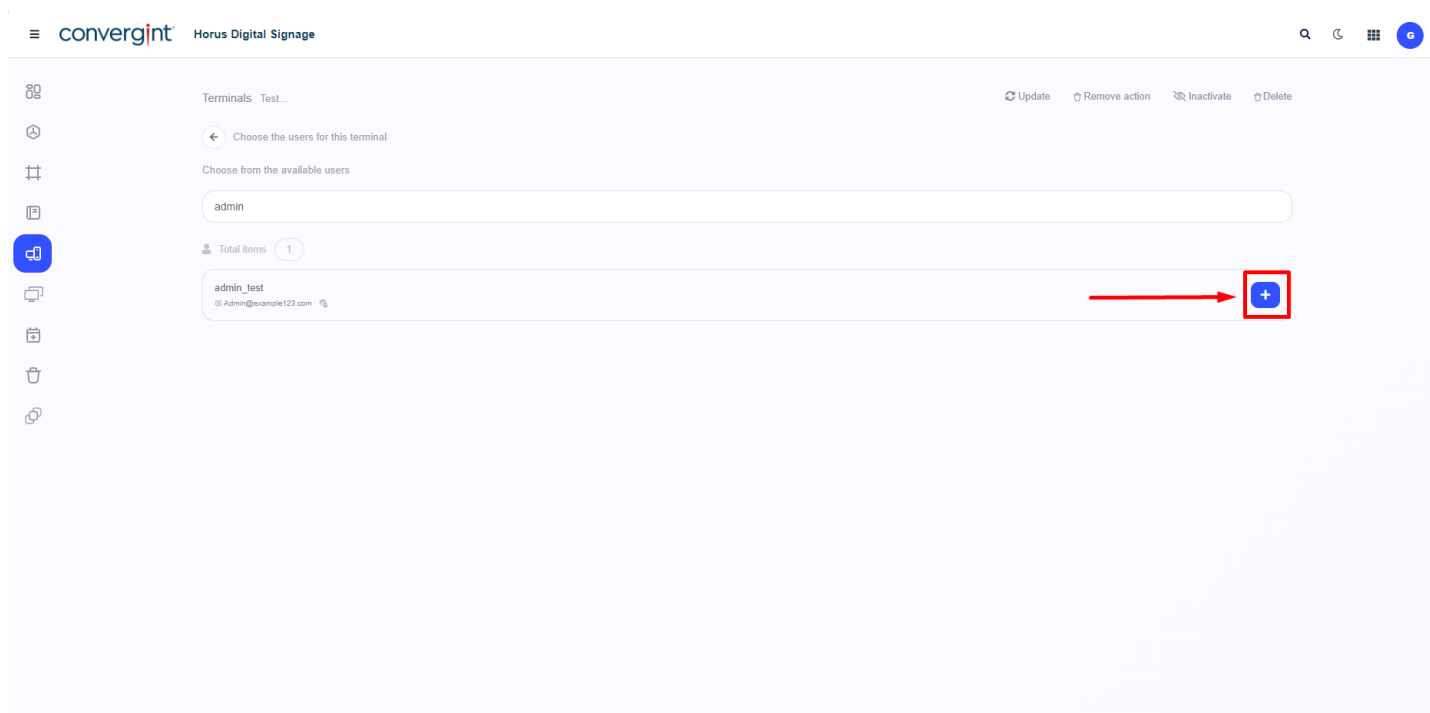
Following the previously mentioned process, the Terminal will be created. To continue the adjustment process within the Terminal according to your preference, we will Link Users. New users who only have permission to view and use the 'Terminal' section, if linked, will have the ability to use the Terminal assigned to them. The first step to Link a User is to access a previously created terminal where you wish to establish the link with the chosen User.



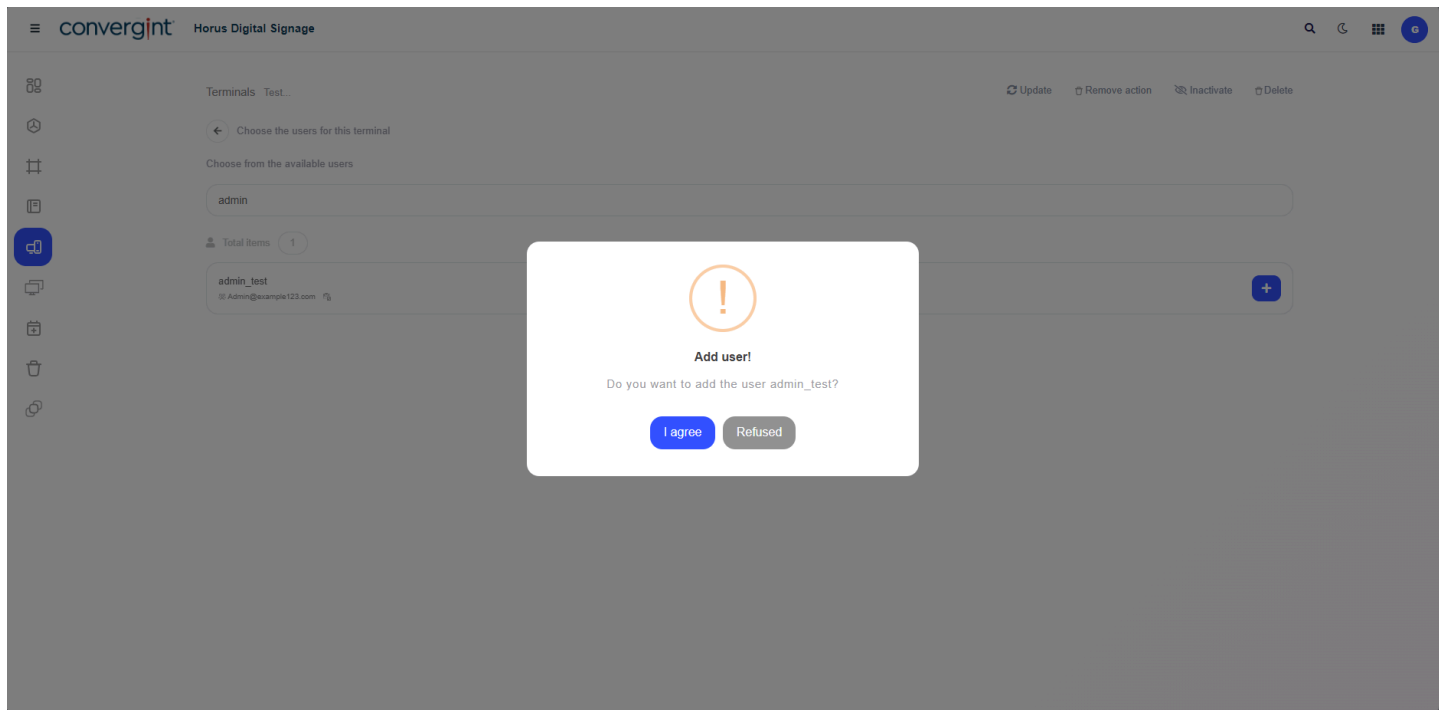
When you access a previously configured terminal, the system will display the Terminal interface, where you can link a User. To do this, simply access the “Users” field and then click on “Users” again to open the selection interface. From this screen, you can choose the Users you want to link to the terminal, according to your preference.



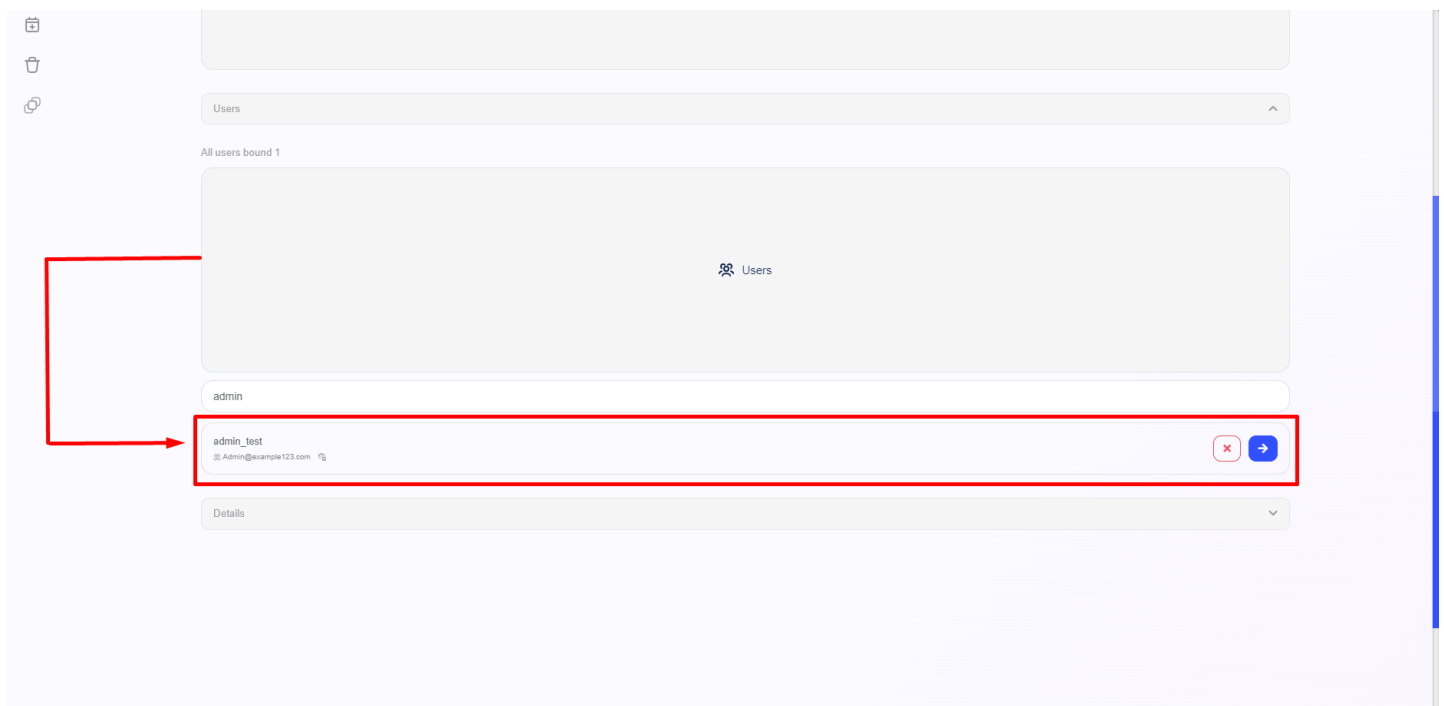
When accessing the user selection interface, in order to later link them to the terminal, to continue the process, click on the “+” button associated with the User of your choice. Remember that for Users with administrator permission, it is still possible to check terminals that have linked users, not preventing Users with more complex and complete permissions from being checked and viewed, but allowing Users who only have permissions related to the Terminal to check if they are linked.



When you select a User, the system will display a pop-up asking you to confirm that the User is linked.



After confirming the User Link, depending on the user of your choice, the user will be linked within the Terminal. Remember that the system allows you to link several users to the Terminal, following the same process as above.

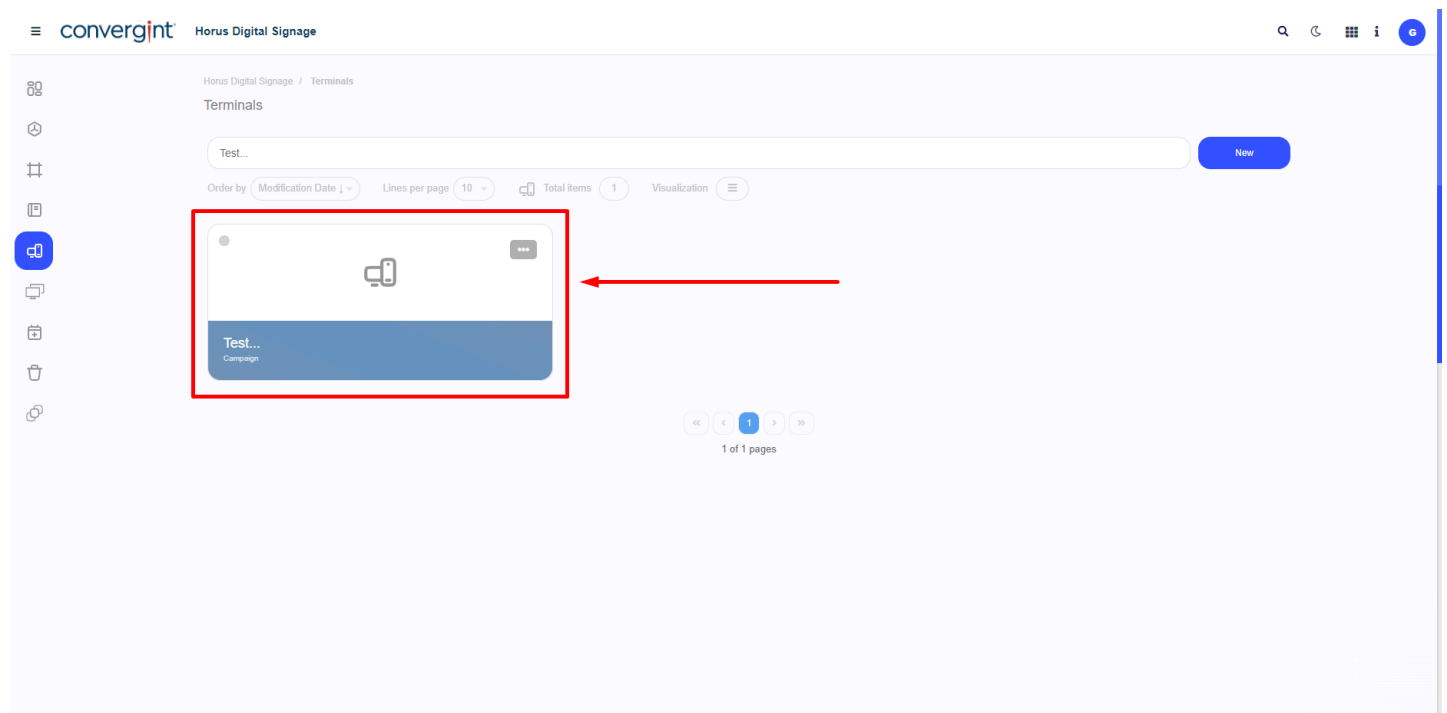


Note: To create Users with their appropriate permissions, according to the preference of the creating User, go to the topic “Users” and “User Profiles”.

Version: 2.0.1

Synchronization of a Terminal with the Player

Following the above process, the Terminal will be created. To continue the process of adjusting the Terminal to your preference, we are going to Synchronize the Terminal with the Player, so that actions previously included in the terminal can be displayed on a specific machine that has the Horus Player and that is certainly configured. The first step in Synchronizing a Player with the Terminal is to access a previously created terminal in which you want to synchronize with a player.



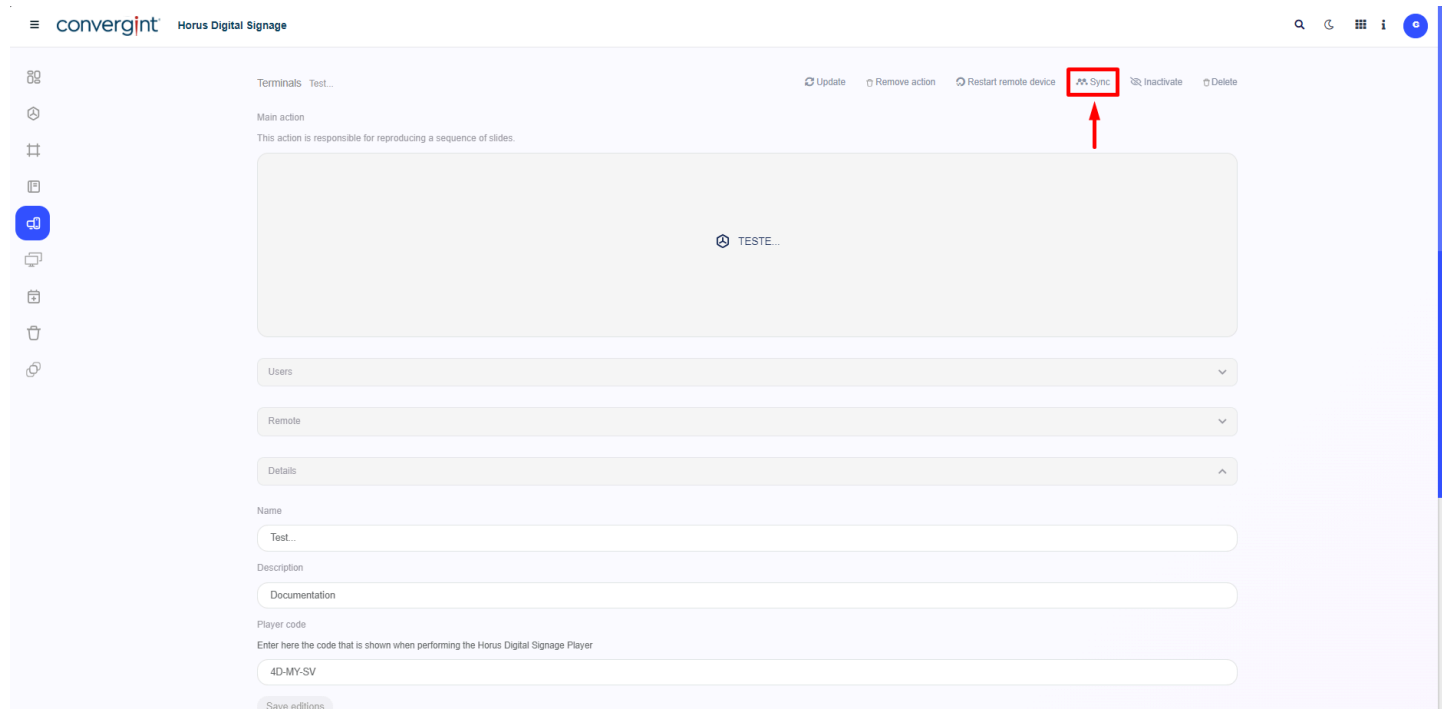
Upon accessing a previously configured terminal, the system will display the Terminal interface, where it will be possible to Synchronize the Terminal with the Player. To do this, simply go to the "Details" field and enter the Player Code in the corresponding field for the desired function. The Player Code is generated when the player is installed and executed. After entering the code in the space provided, click "Save editions", so the system can subsequently verify if the code matches what was displayed after the player was previously executed, showing the message below.

The screenshot displays the Horus Digital Signage configuration interface. At the top right, a green notification box indicates a successful update: "Updated! Loading... Updated successfully!". The main configuration area includes a "TESTE..." button, dropdown menus for "Users", "Remote", and "Details", and input fields for "Name" (containing "Test..."), "Description" (containing "Documentation"), and "Player code" (containing "4D-MY-SV"). A "Save editions" button is located at the bottom of the configuration section. Below the configuration area, a digital display is shown with the Horus DS logo and the text "tv corporativa". The display also shows the code "4D-MY-SV" in large white letters, which is highlighted by a red box. At the bottom of the display, it says "Synchronize this code with your terminal created on".

Note: To install the Player, go to the "Player" topic.

Next, the system will display and enable the "Sync" option (highlighted). To continue the process, simply click on the "Synchronize" button and the slides will be displayed, according to the settings

made in the main action, within the player.



When you click, the slides will be displayed in the Horus Player interface, according to the Main Action included in the Terminal.

The screenshot displays the Convergent Horus Digital Signage web interface. The top navigation bar includes the Convergent logo and the text 'Horus Digital Signage'. On the right side of the header, there are icons for search, a clock, a grid, and a user profile. A left sidebar contains various icons for navigation, with the 'Main action' icon highlighted in blue. The main content area is titled 'Terminals Test...' and includes a toolbar with actions: Update, Remove action, Restart remote device, Sync, Inactivate, and Delete. Below the title, the 'Main action' section states: 'This action is responsible for reproducing a sequence of slides.' A large red rectangle highlights a central area containing a play button icon and the text 'TESTE...'. Below this, there are three expandable sections: 'Users', 'Remote', and 'Details'. The 'Details' section is expanded, showing fields for 'Name' (containing 'Test...'), 'Description' (containing 'Documentation'), and 'Player code' (containing '4D-MY-SV'). A 'Save editions' button is located at the bottom left of the details section. A red arrow originates from the right side of the red rectangle and points down to the bottom right corner of the interface. The bottom of the screen shows a Windows taskbar with a search bar labeled 'Pesquisar' and a date/time display showing '23/09/2023'.

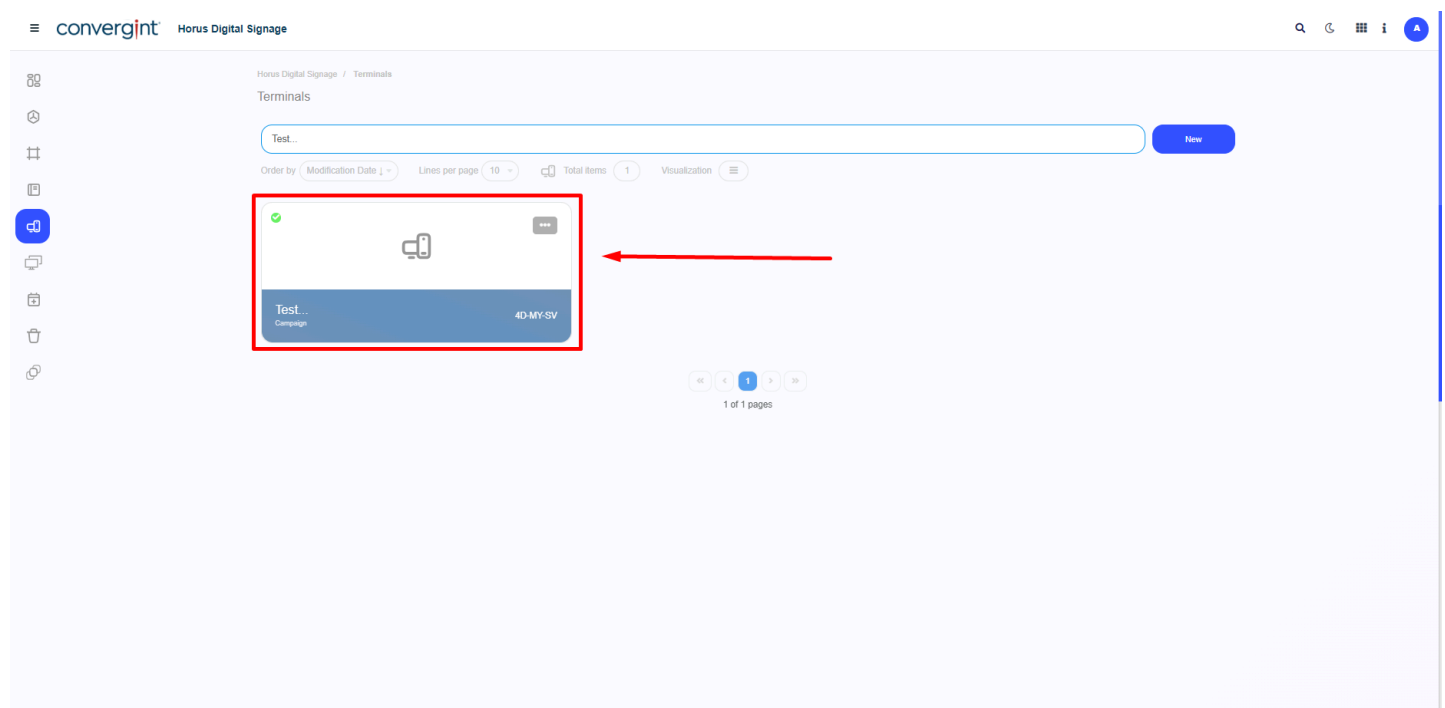
convergent®

Version: 2.0.1

Activation of Remote Power On and Power Off

⚠ **Warning:** To use this function, you need access to On premise.

Following the above process, the Terminal will be created. If you have access to On premise, the system will allow you to adjust the “Power on and Power off” functionality, making it easy to manage the server on which the Horus Player platform resides, using a filtering system. The first step in enabling and adjusting this functionality is to access a previously created terminal in which you want to activate “Power on and Power off”.



Note: In order for the system to be able to include this functionality in the system, the Terminal you are using must be synchronized with the Player, and the native Horus Player machine must be turned on.

When you access a previously configured terminal, the system will display the Terminal interface, where you can adjust the “Power on and Power off”. To do this, simply access the “Details” field. In this field, enable the function in the “activate power on and power off” section, defining the

period when the machine will be switched off and when it will be switched back on. To ensure that this function works correctly, enter the MAC and IPV4 address of the machine hosting Horus Player, allowing an efficient and fast connection between the server and the machine running Horus Player. For this functionality to work correctly, it is essential that both machines, the one hosting the web server and the one running Horus Player, are on the same network. Once you've configured your settings, click on "Save editions". This way, when the period starts, the machine that hosts Horus Player will be switched off and will remain so until it is automatically switched back on after the period ends.

The screenshot displays the 'Details' configuration section of the Horus Digital Signage interface. A red box highlights the 'activate power on and power off' feature, which includes a toggle switch, a description, and fields for 'When it will be turned off' and 'When it will be turned on'. Below these are fields for 'MAC' (AA:AA:AA:AA:AA:AA) and 'IP4' (255.255.255.255). A red arrow points from the 'Save editions' button at the bottom to the 'Details' section header.

Details

Name
Test...

Description
Documentation

Player code
Enter here the code that is shown when performing the Horus Digital Signage Player
4D-MY-SV

activate power on and power off
With the mac lan enabled you can enable this feature which allows you to turn off and on the equipment on which the Horus Digital Signage player resides

☒

When it will be turned off
When it will be turned on

MAC
AA:AA:AA:AA:AA:AA

IP4
255.255.255.255

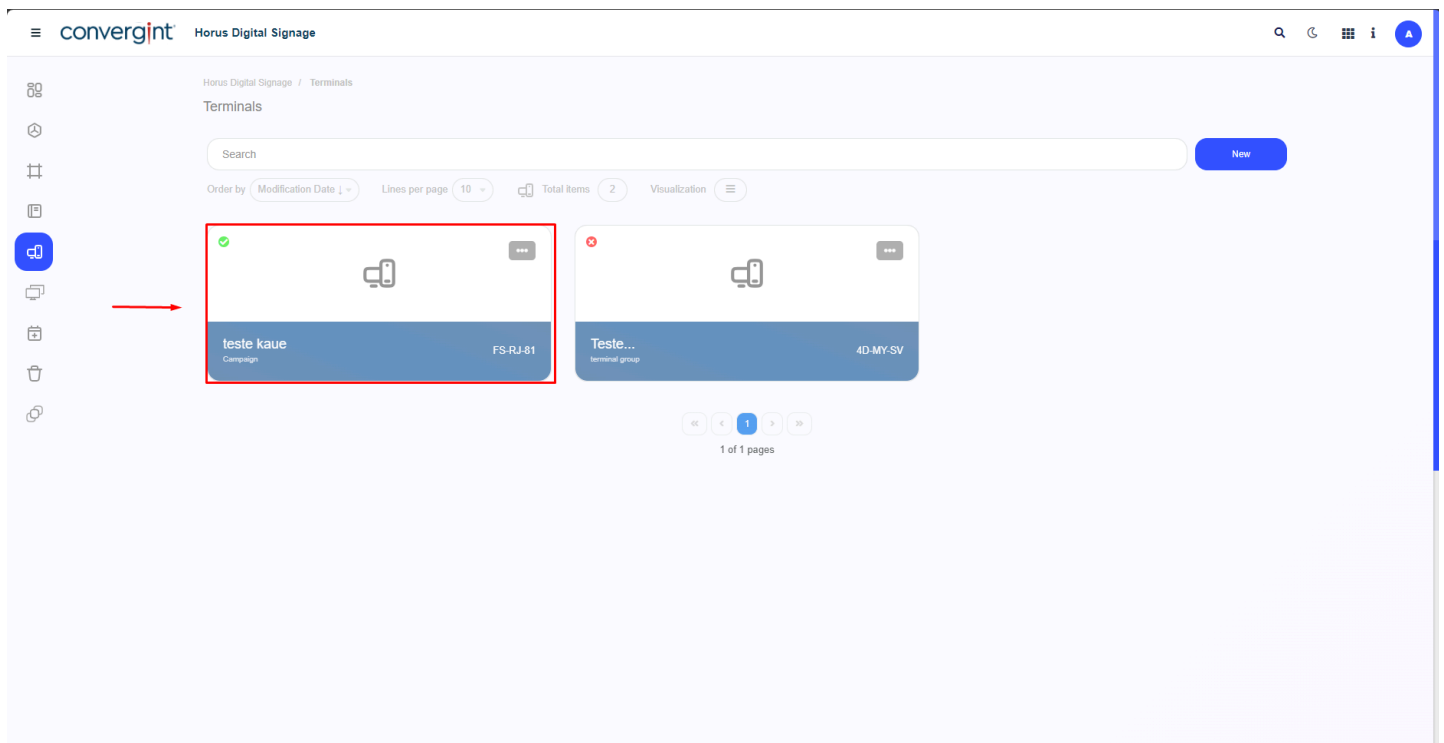
Save editions

Note: For the "Power on and Power off" functionality to work correctly, the "Wake-on-Lan" feature on the machine running Horus Player must be activated. In this way, the machine will be turned off and on again according to the schedule previously set.

Version: 2.0.1

Remote verification of the Horus Player.

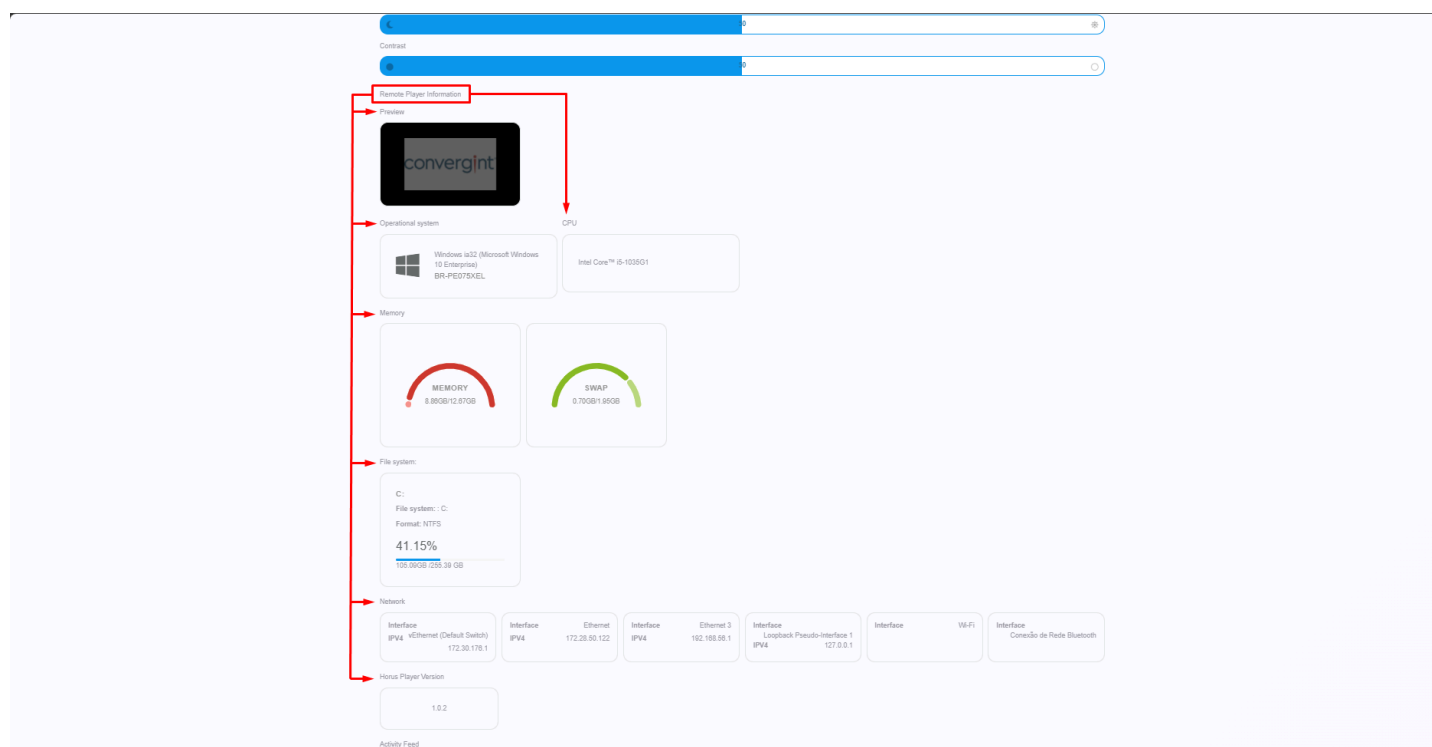
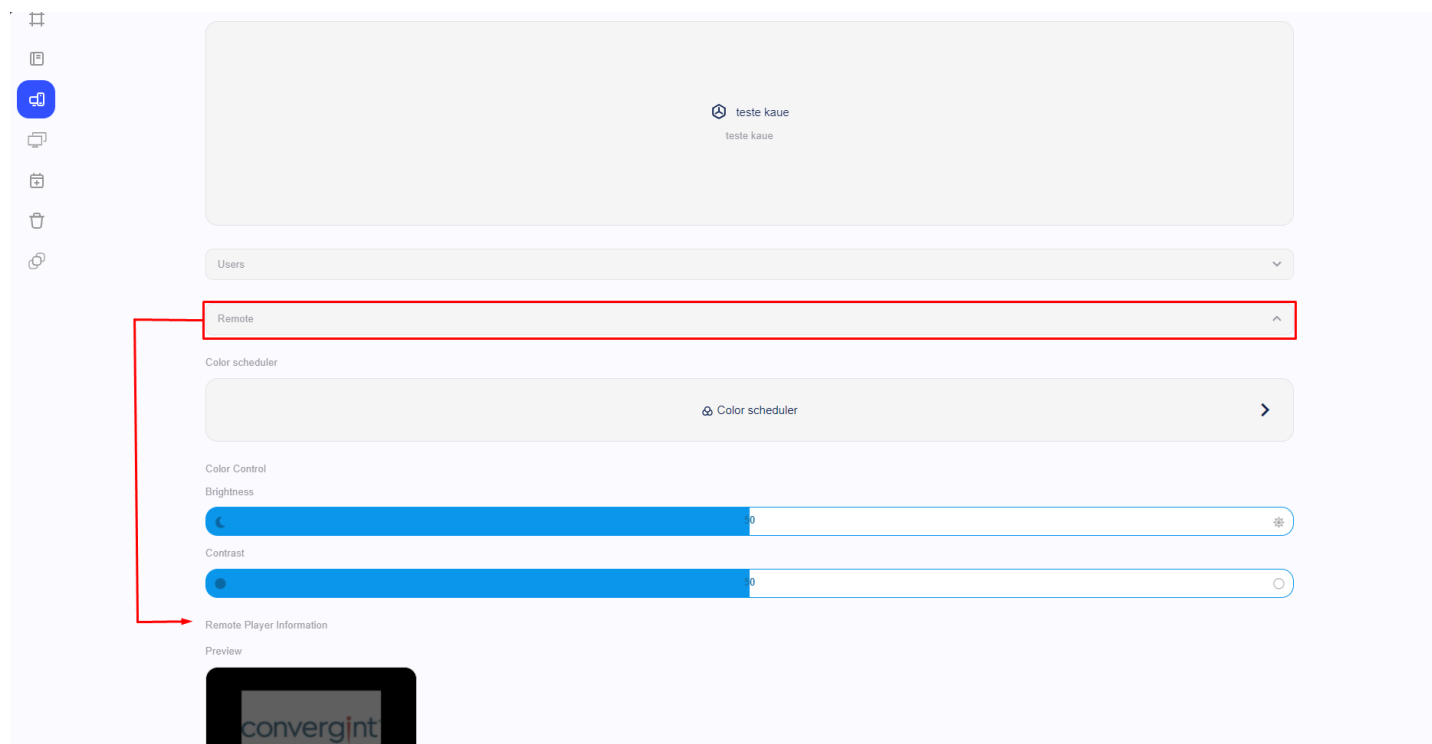
Following the above process, the Terminal will be created. To continue the process of making adjustments within the Terminal, depending on your preference, we will remotely check the server on which the Horus Player resides. This will give you detailed information about the machine running Horus Player, allow you to view the slide according to what is being displayed in the player and manage the history of actions and updates that have taken place in the player. The first step in remotely checking Horus Player is to access a previously created terminal in which you want to perform this check.



Note.: In order for the system to be able to include this functionality in the system, the Terminal you are using must be synchronized with the Player, and the native Horus Player machine must be turned on.

When you access a previously configured terminal, the system will display the Terminal interface, where you can remotely check Horus Player. To do this, simply access the "Remote" field. In this

field, you can obtain detailed information about the machine on which the Horus Player resides in the “Remote Player Information” section, where you can view the slide preview, operating system, CPU, Memory, File System, Network, Horus Player Version, according to the machine running the Horus Player. This allows you to learn more about the machine on which the Player resides.



To manage the history of actions and updates that have taken place in the player, access the “Remote” field again, then access the “Activity Feed” section. In this section, the system allows you to manage and view actions that have taken place in the player, such as synchronizing actions with the player, downloading content within the slide, changing slides, according to the action included, among other various updates within the Horus Player, and it is possible to filter and remove actions. This allows for better management of actions related to the Horus Player.

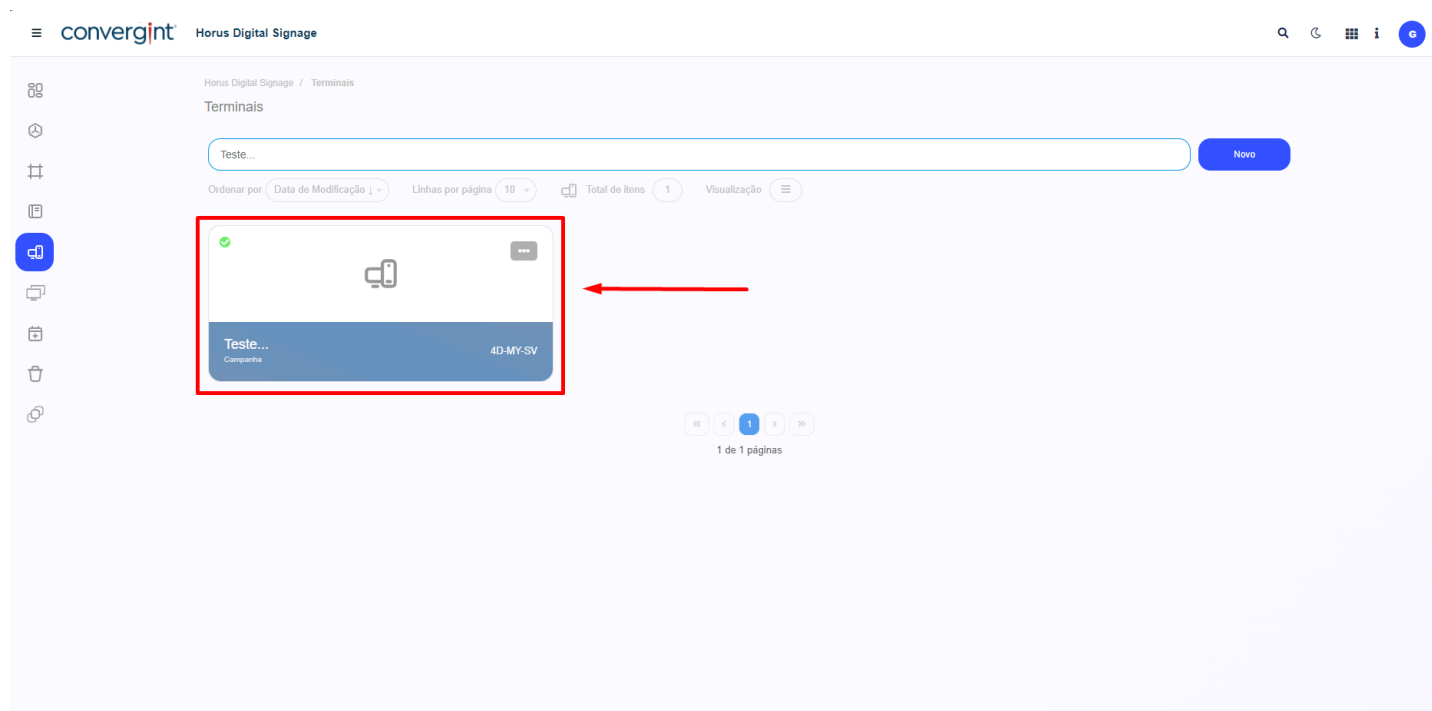
The screenshot displays the 'Activity Feed' section of the Horus Player management interface. At the top, there is a search bar and a 'Remove all activity feeds' button. Below these, a table lists various actions. The first action, 'Campaign started', is highlighted by a red arrow. The table includes columns for action type, description, and timestamp.

Icon	Action	Timestamp
🔔	Campaign started	Fri, Sep 20, 2024 2:44 PM
🔔	Campaign downloads started	Fri, Sep 20, 2024 2:44 PM
🔔	Campaign received	Fri, Sep 20, 2024 2:44 PM
🔔	Player FS-RJ-81 connected	Fri, Sep 20, 2024 2:44 PM
🔔	Campaign started	Thu, Sep 12, 2024 12:57 PM
🔔	Image download was a success	Thu, Sep 12, 2024 12:57 PM
🔔	Campaign downloads started	Thu, Sep 12, 2024 12:57 PM
⚡	Campaign status:404	Thu, Sep 12, 2024 12:44 PM
🔔	Player FS-RJ-81 connected	Thu, Sep 12, 2024 12:44 PM
⚡	Campaign status:404	Thu, Sep 12, 2024 9:42 AM

Version: 2.0.1

Agendamento e Alteração do Brilho e Contraste do slide

Seguindo o processo dito anteriormente, o Terminal será criado. Para dar continuidade ao processo de ajustes dentro do Terminal, conforme sua preferência, iremos Agendar e Alterar o Brilho e Contraste de ações, com seus determinados slides, que estão sendo sincronizados no player, gerando e possibilitando uma gestão maior sobre o slide sendo exibido no Horus Player. O primeiro passo para Agendar e Alterar o Brilho e Contraste do slide, é acessando um terminal previamente criado, na qual deseja realizar o controle de luminosidade dos slide.



Obs.: Para que o sistema possibilite a inclusão dessa funcionalidade no sistema, é preciso que o Terminal, na qual está utilizando, esteja sendo sincronizado com o Player, e que a máquina nativa do Horus Player esteja ligada.

Ao acessar um terminal previamente configurado, o sistema exibirá a interface do Terminal, onde será possível agendar e ajustar o brilho e contraste do slide. Para isso, basta acessar o campo "Remoto". Neste campo, é possível ajustar o brilho e contraste na seção "Controle de Cores", definindo os níveis conforme sua preferência, e o sistema se adaptará automaticamente ao

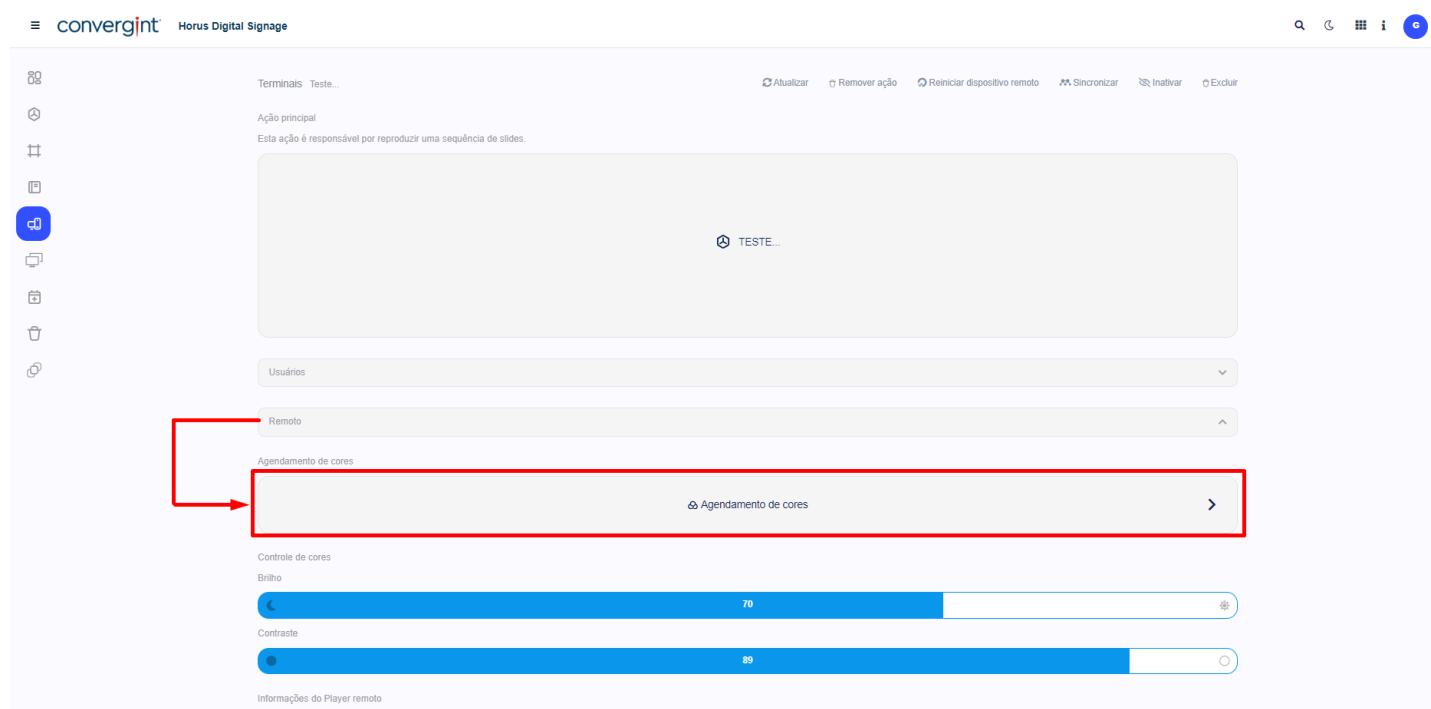
alterar a luminosidade, permitindo que as mudanças de brilho ou contraste do slide sejam visualizadas de forma imediata no Horus Player.

The screenshot displays the convergint Horus Digital Signage management interface. The interface is divided into several sections:

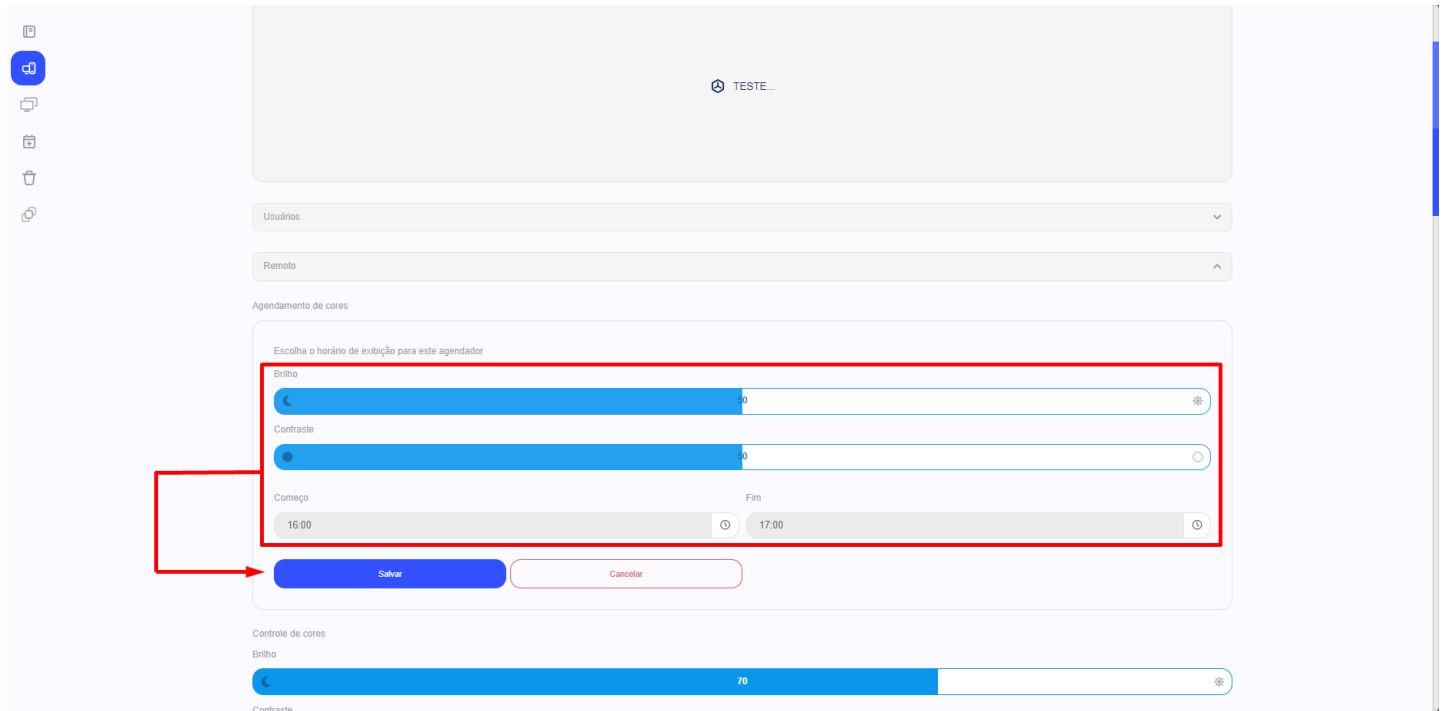
- Top Bar:** Features the convergint logo and the text "Horus Digital Signage".
- Sidebar:** Contains various navigation icons, including a blue icon for "Controle de cores" (Color Control).
- Main Content Area:**
 - Terminais:** A section titled "Terminais" with a "Teste..." button.
 - Ação principal:** A section titled "Ação principal" with a description: "Esta ação é responsável por reproduzir uma sequência de slides."
 - Controle de cores:** A section titled "Controle de cores" containing two sliders:
 - Brilho (Brightness):** A slider with a value of 60.
 - Contraste (Contrast):** A slider with a value of 81.
 - Informações do Player remoto:** A section titled "Informações do Player remoto" with a "Preview" button.

Red arrows indicate the flow of interaction: one arrow points from the "Brilho" slider to the "Teste" button, and another arrow points from the "Contraste" slider to the "Teste" button. The bottom of the image shows a large, semi-transparent "convergint" logo.

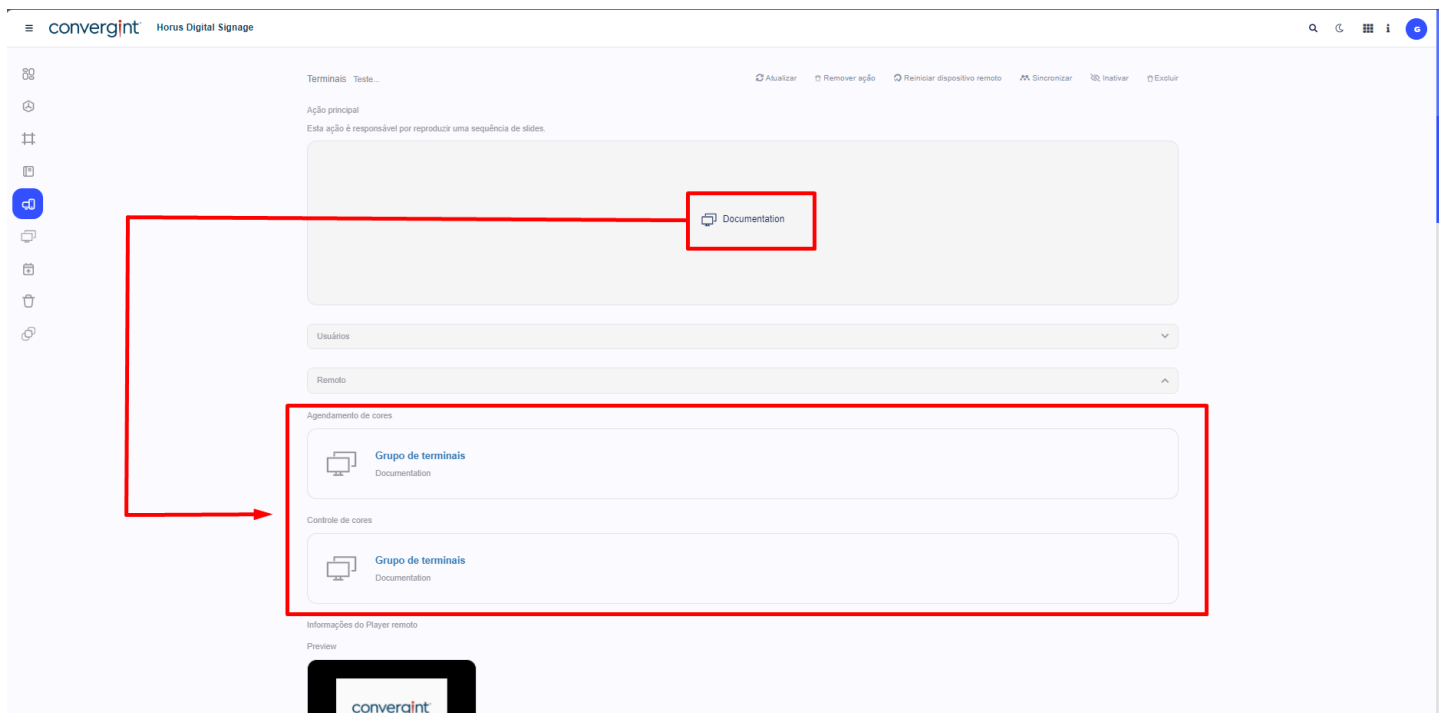
Para ocorrer o agendamento do Brilho e do Contraste do slide, acesse novamente o campo "Remoto", em seguida clique em "Agendamento de cores". Nesta opção o sistema permite definir níveis de luminosidade, ambos, Brilho e Contraste, com base em um período de tempo, onde ao iniciar período definido, o brilho ou o contraste, ou ambos serão redefinidos, conforme declarados anteriormente, o mesmo ocorre quando o período se encerra, voltando para o nível de luminosidade definido na seção "Controle de Cores", como explicado anteriormente.



Ao acessar essa opção, basta ajustar os níveis de brilho e contraste desejados para o início do período. Em seguida, defina o período de acordo com sua preferência. Após configurar os níveis de luminosidade e o tempo, clique em "Salvar". Dessa forma, quando o período começar, o nível de luminosidade será alterado conforme definido, permanecendo assim até o término do período.



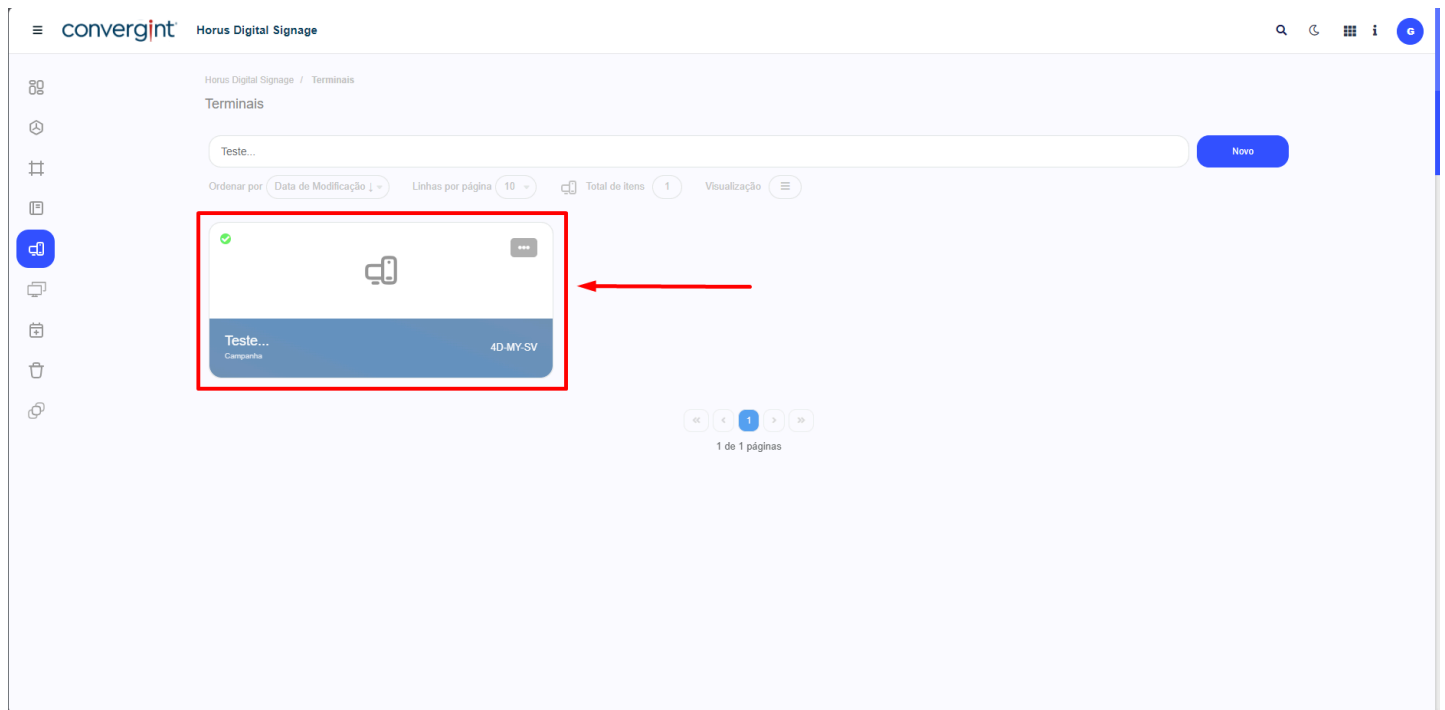
Obs: Caso a Ação Principal do terminal em uso for um "Grupo de Terminais", a funcionalidade de ajuste do nível de luminosidade será transferido para o grupo de terminais associado ao terminal em questão (em destaque). Acesse o tópico "Grupo de Terminais" para saber mais sobre a funcionalidade e a seção.



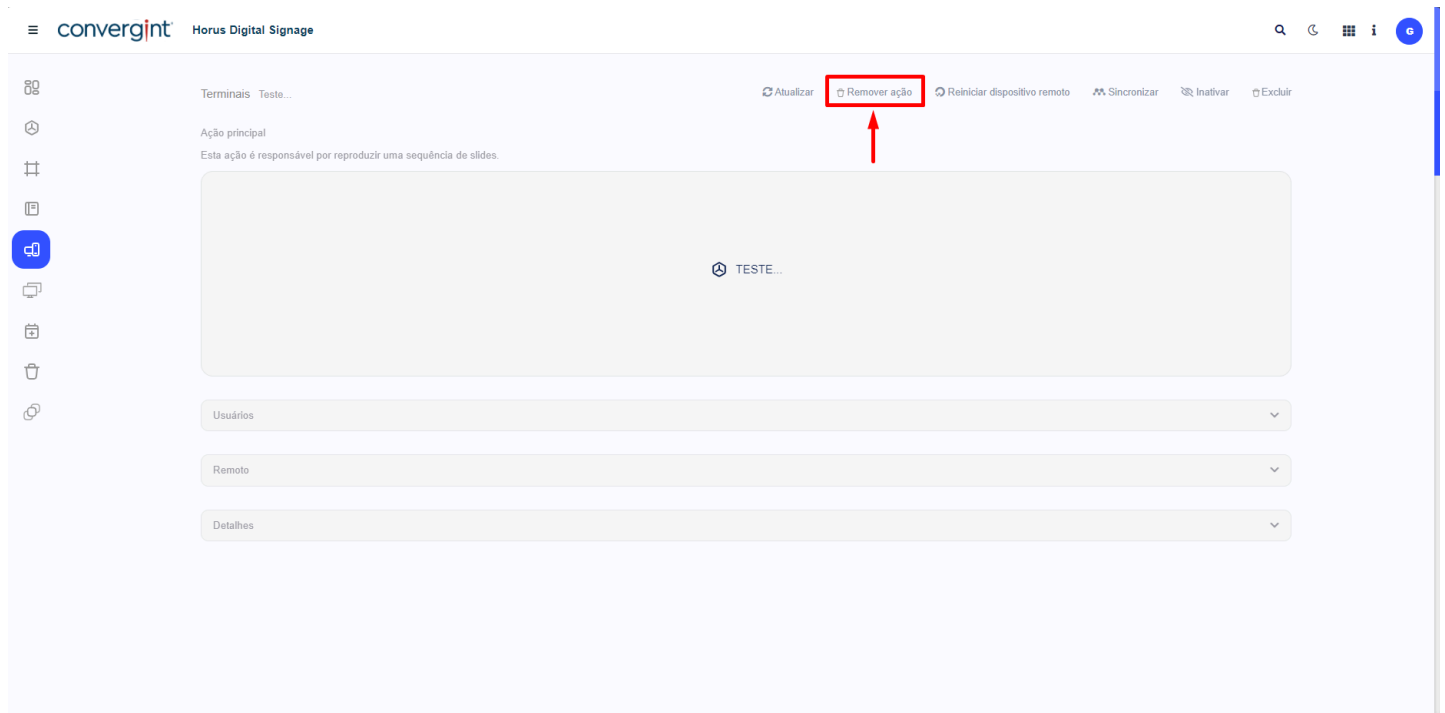
Version: 2.0.1

Remoção de uma Ação Principal

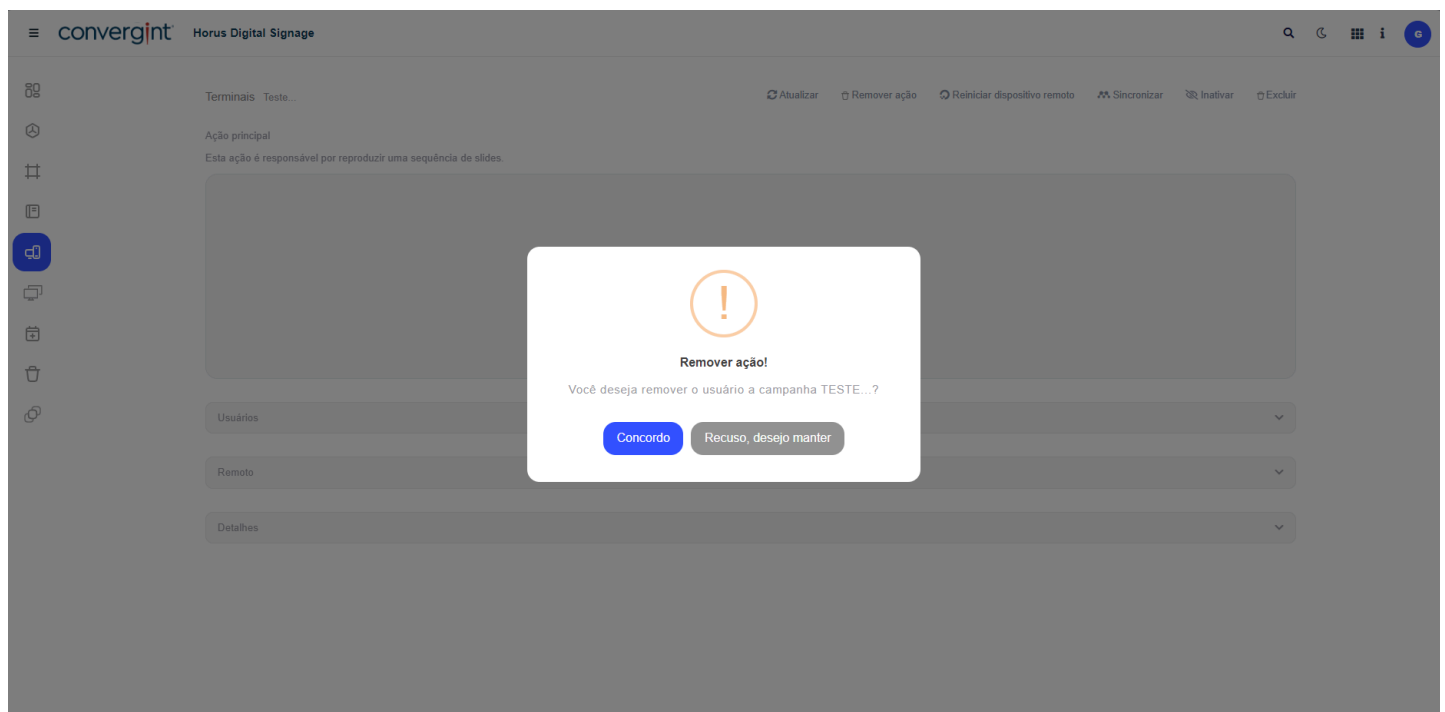
Seguindo o processo dito anteriormente, o terminal será criado. Para dar continuidade ao processo de ajustes dentro do terminal, conforme sua preferência, iremos remover uma Ação Principal. O primeiro passo para remover uma ação previamente incluída, é acessando um terminal previamente criado, na qual deseja remover o tipo de Ação.



Ao acessar um terminal previamente configurado, o sistema exibirá a interface do Terminal, onde será possível remover uma Ação Principal, clicando em "Remover ação", posteriormente removendo a Ação previamente incluída dentro do Terminal.



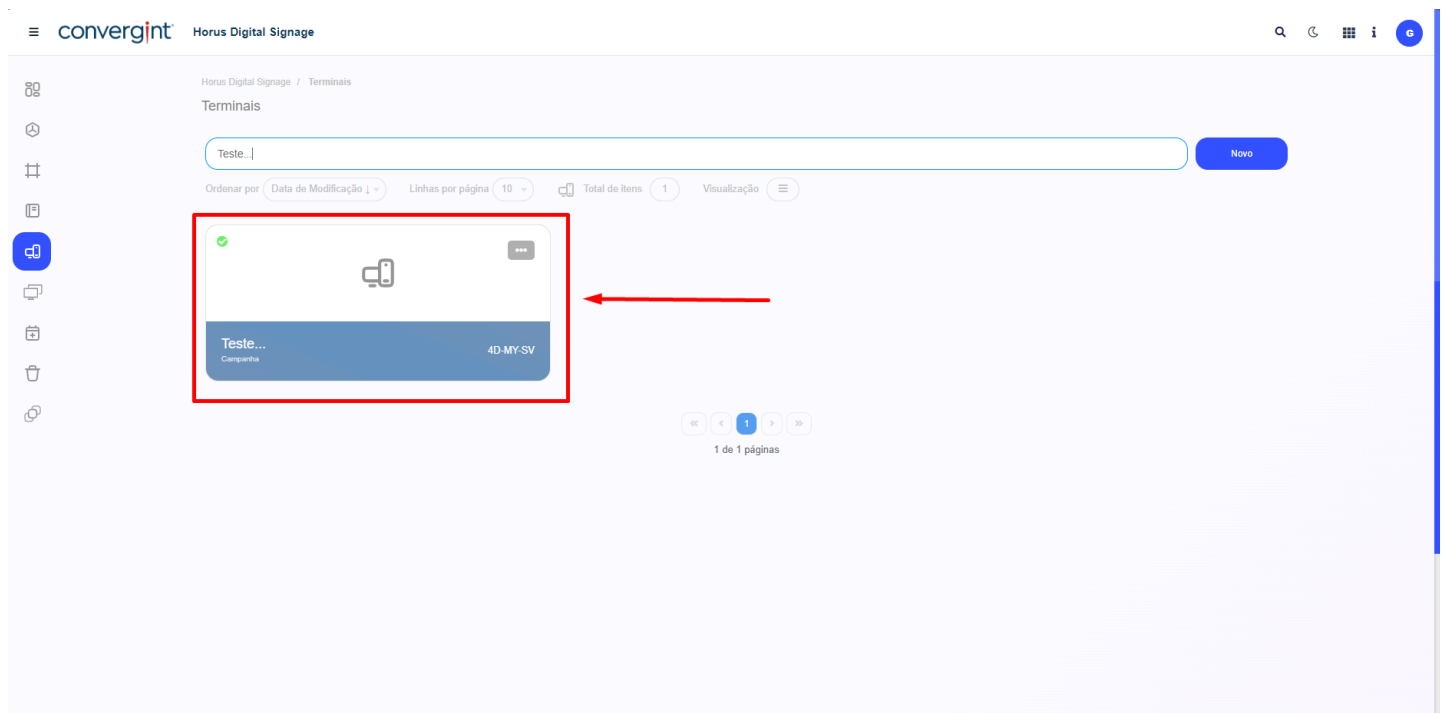
Ao clicar, o sistema exibirá um 'pop up' solicitando a confirmação para a exclusão da Ação Principal.






Version: 2.0.1

Alteração das Informações do Terminal

Seguindo o processo dito anteriormente, o Terminal será criado. Para dar continuidade ao processo de ajustes dentro do Terminal, conforme sua preferência, iremos Alterar as informações do Terminal, conforme sua preferência. O primeiro passo para Sincronizar um Player com o Terminal, é acessando um terminal previamente criado, na qual deseja realizar as alterações das informações declaradas anteriormente.



Ao acessar um terminal previamente configurado, o sistema exibirá a interface do Terminal, onde será possível Alterar as informações do Terminal. Para isso, basta acessar o campo "Detalhes" e declarar novas informações de acordo com sua preferência, mudando o nome e a descrição, caso não tenha incluído anteriormente. Em seguida, clique em "Salvar Alterações", para que ocorra a atualização das novas informações descritas.



Usuários

Remoto

Detalhes

Nome

TESTE

Descrição

Documentação

Código do Player

Insira aqui o código que é mostrado ao executar o Player do Horus Digital Signage

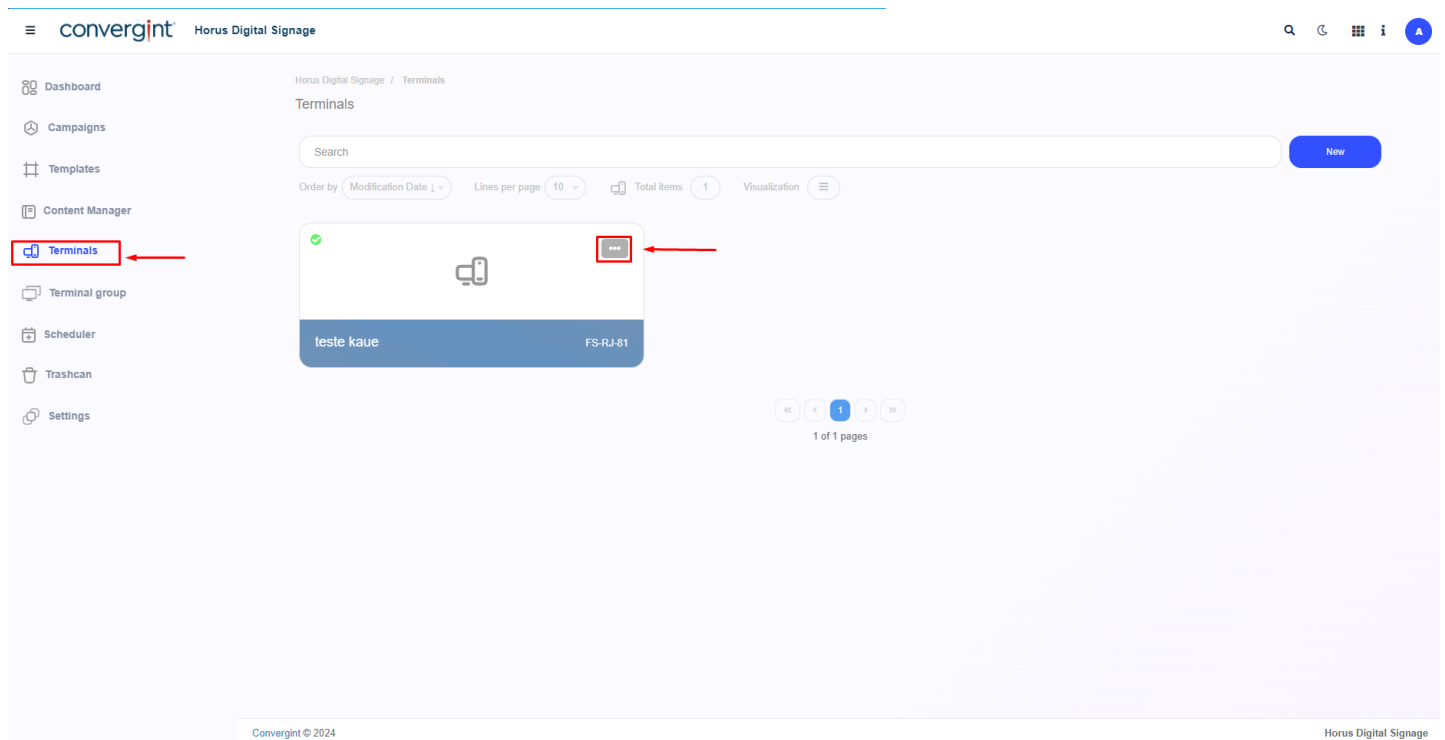
4D-MY-SV

Salvar alterações

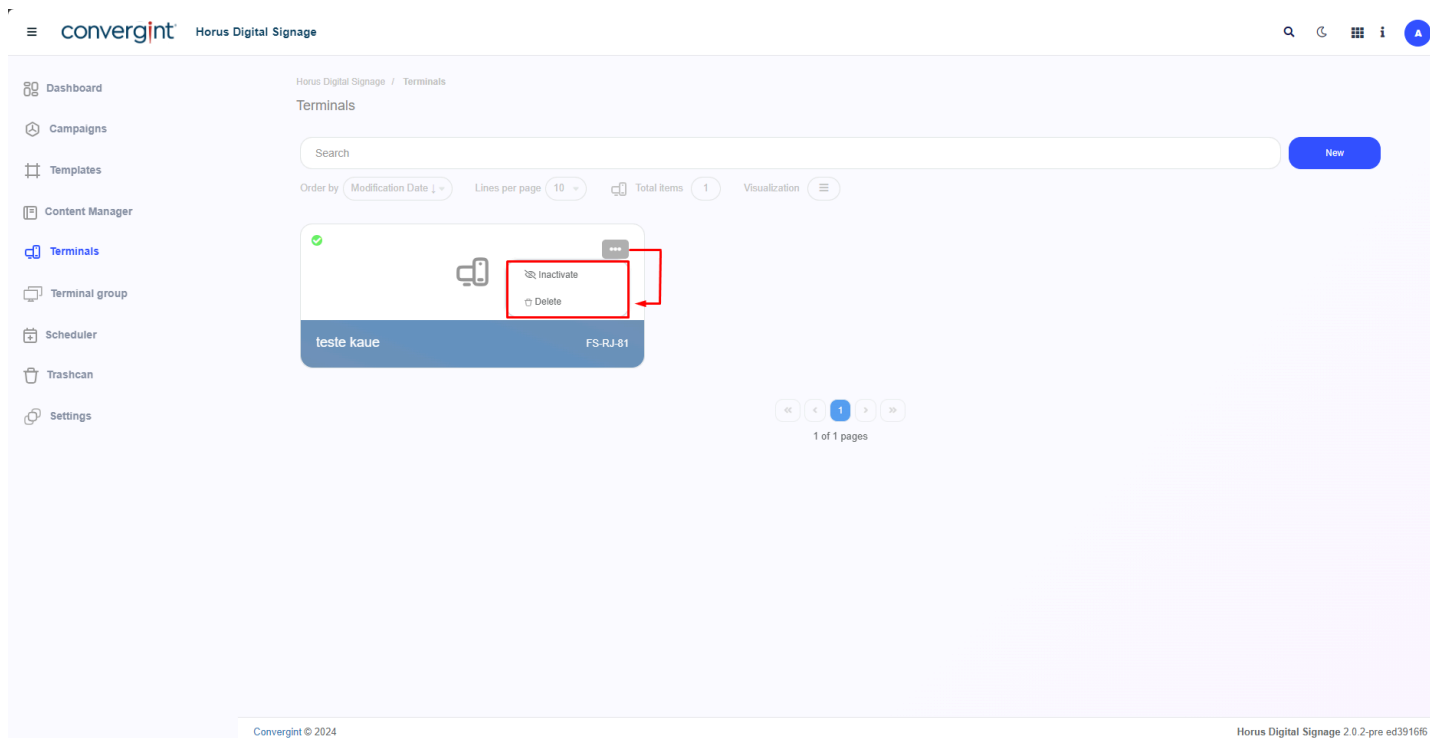
Version: 2.0.1

Deactivation and Removal of Terminals

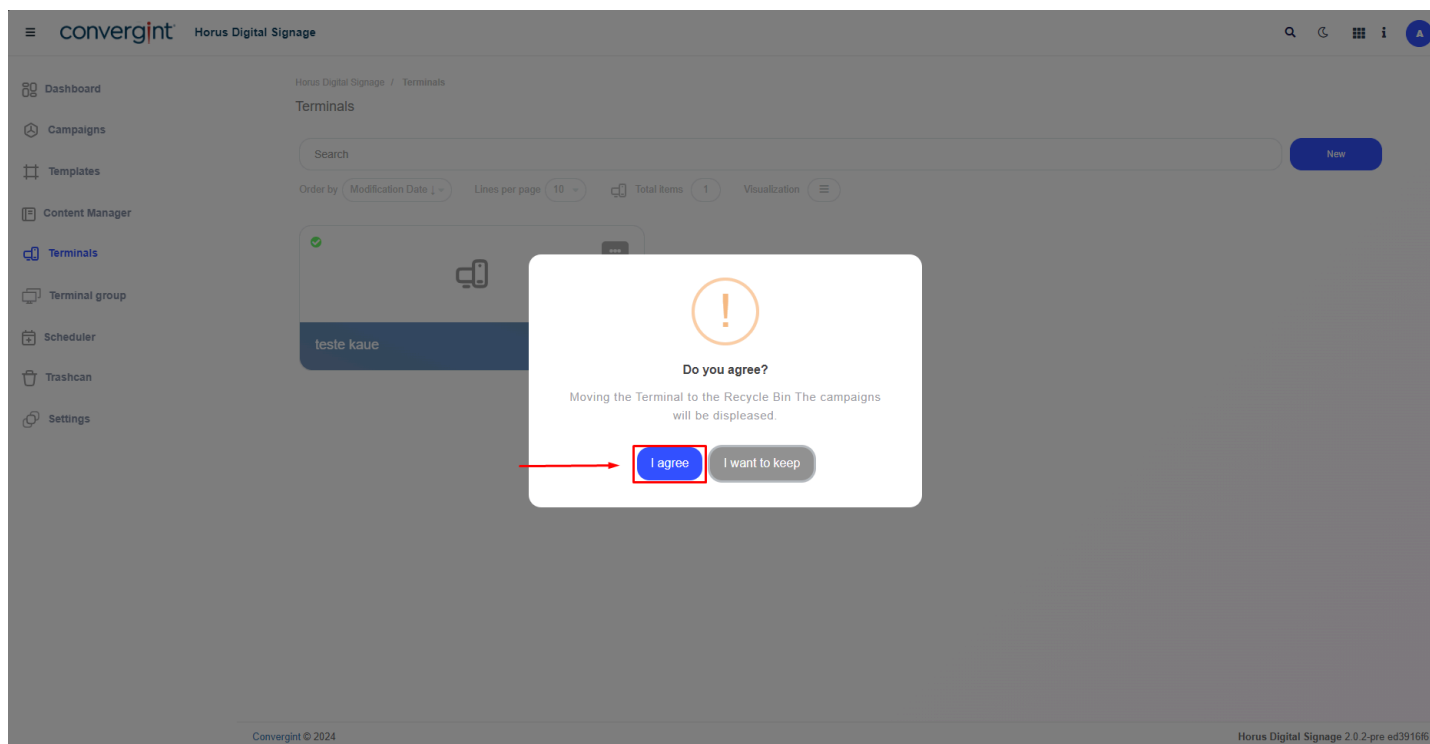
Following the above process, the Terminal will be created. To continue the process of adjusting the Terminal to your preference, we will Inactivate and Remove Terminals. The first step to Inactivate and Remove a Terminal is to click on the “More Options” icon directed to the Terminal you wish to Inactivate or delete.



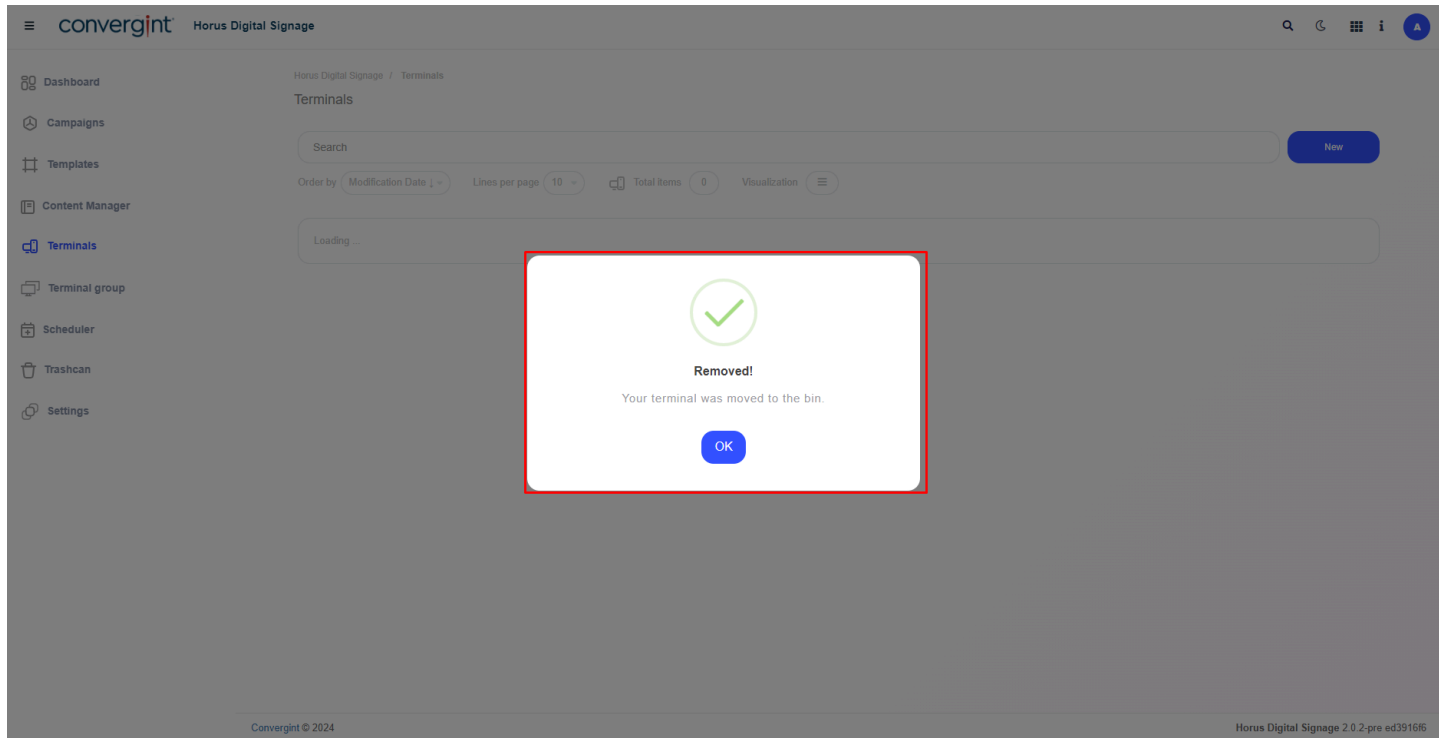
By clicking on the icon, the system will display the “Inactivate” and “Delete” options. Each of these options will have their respective functionalities, and by selecting one of them, the system will carry out the relevant action as established for each option.



If you select one of these options, the system will display a pop-up asking you to confirm that you want to Inactivate or Remove the Terminal of your choice. To proceed with confirmation of the chosen option, simply click on "I agree". Remember that regardless of which action you choose, 'Inactivate' or 'Delete', the system will ask for confirmation via a pop-up.



By clicking “I agree”, the Terminal will be inactivated or removed (highlighted).

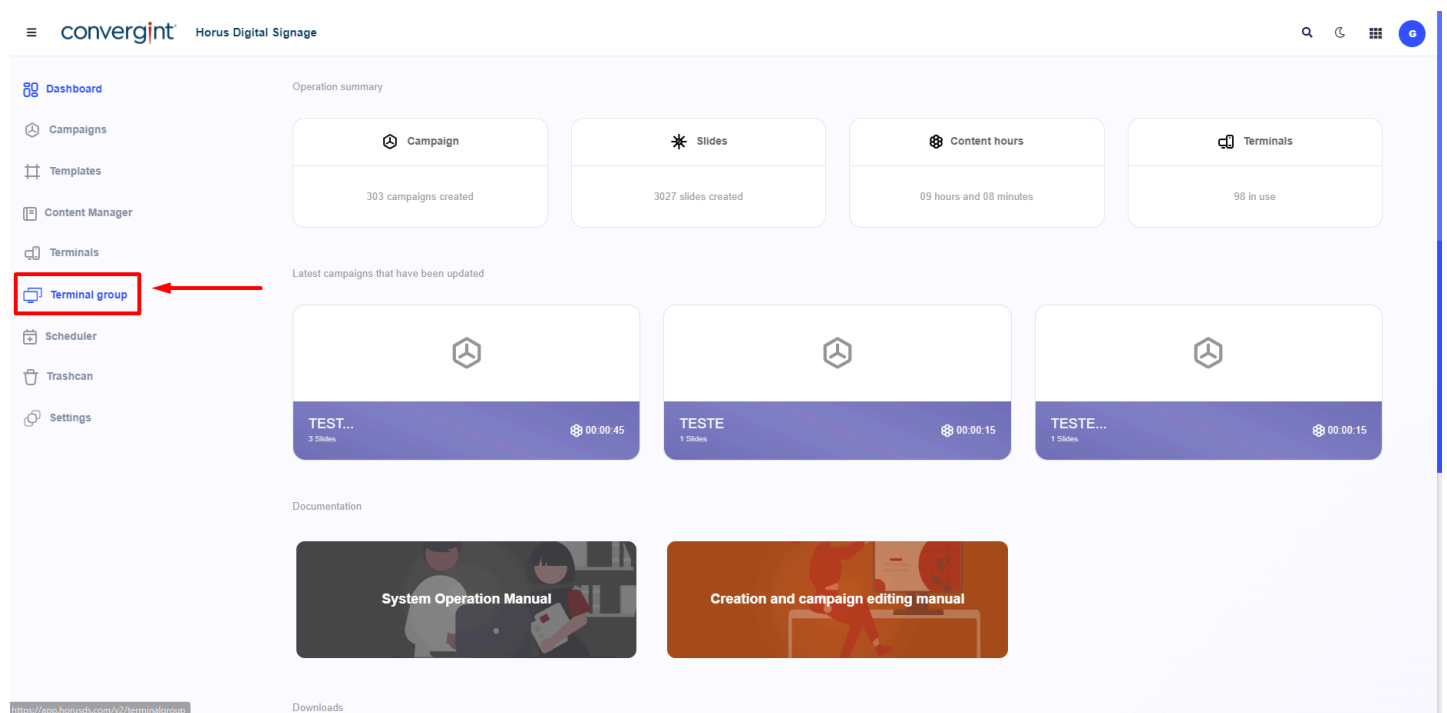


Note.: If you want to Activate the Terminal, just follow the same procedure as before.

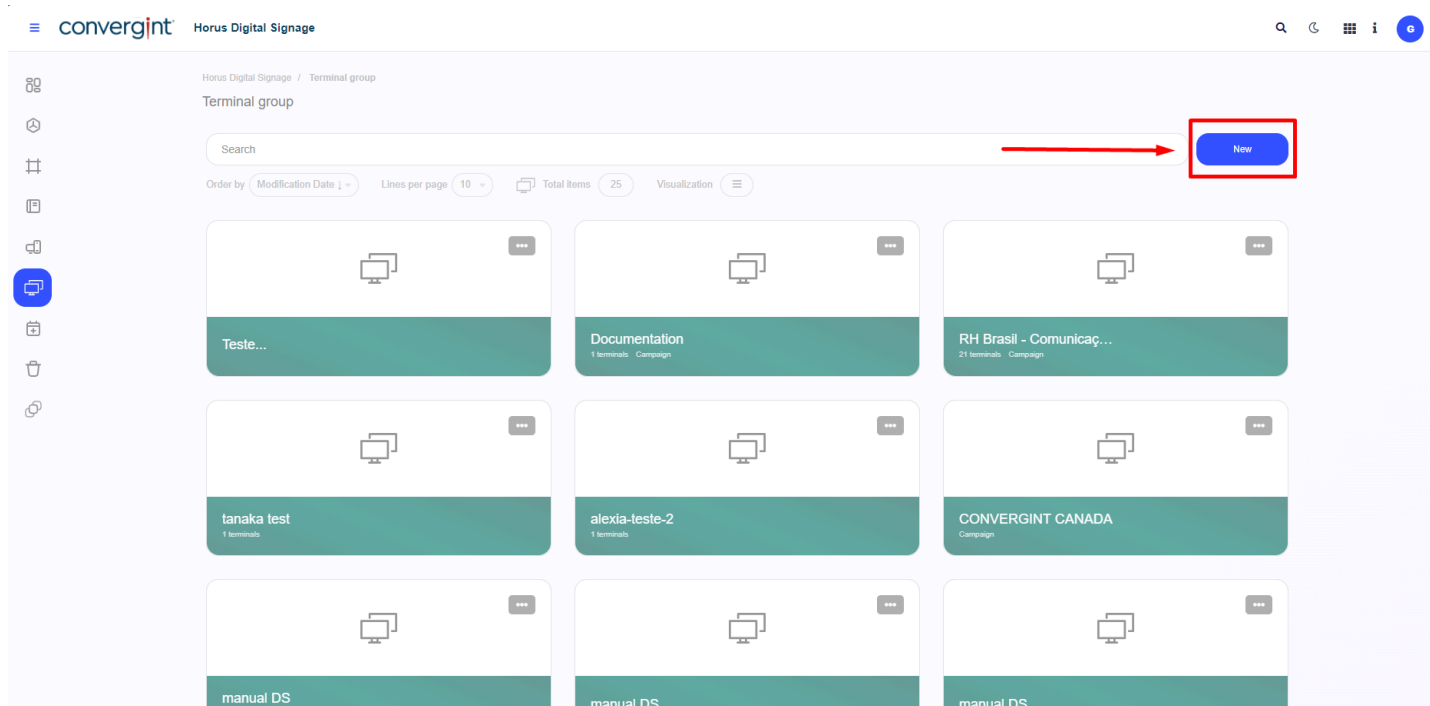
Version: 2.0.1

Registration of a Group of Terminals

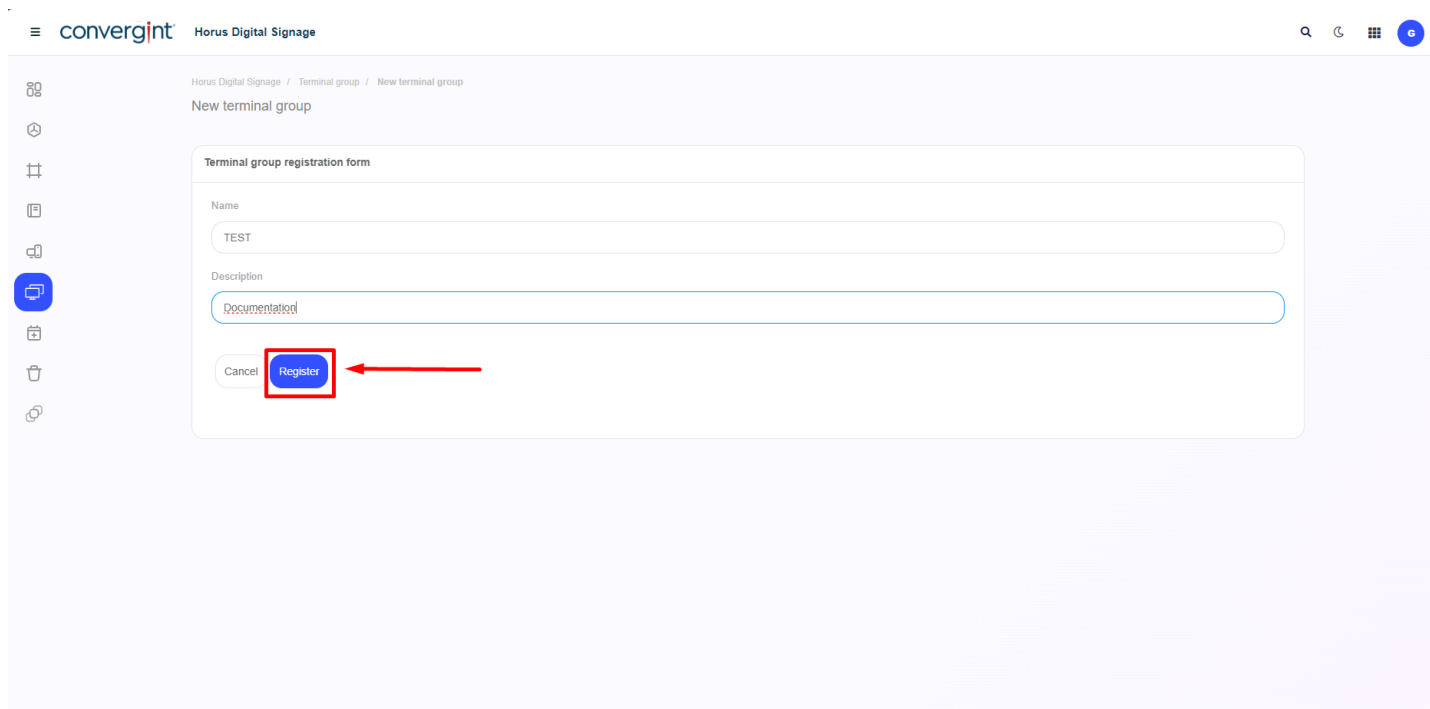
The first step to register a Terminal Group is to access the “Terminal Group” tab, highlighted above. This function allows for the management of multiple terminals simultaneously, which can be either a Campaign or Scheduler.



In the "Terminal Group" section, the system will open a screen. Next, click on “New” to create a new terminal group. If you already have any groups created previously, they should be listed just below the search bar.

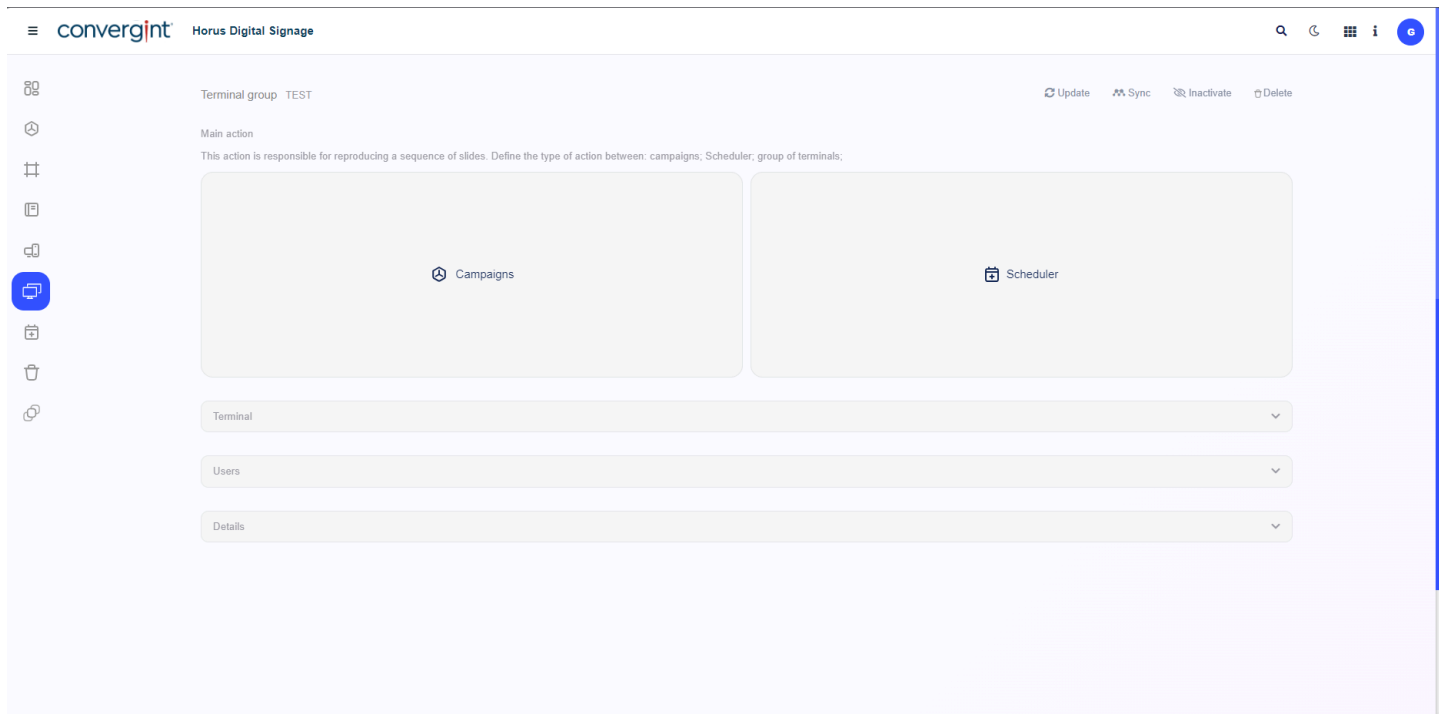


In the "Register Terminal Group" option, you will need to enter a name for the new terminal group. If you need a description, there is a field available just below the "Name" option. After completing the previous steps, simply click on "Register," highlighted, which will register the terminal group and display it below with your selected options.

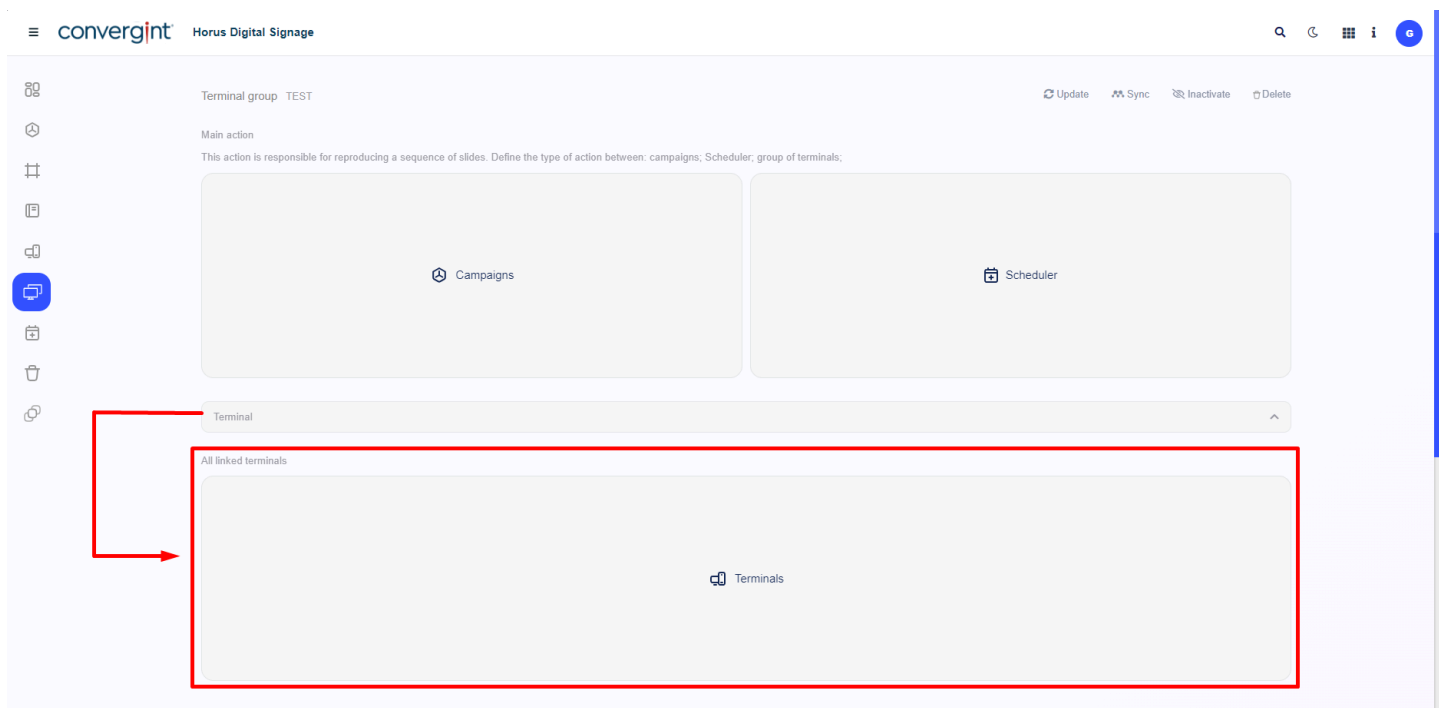


After completing the previous step, you will be redirected to the Slide Addition screen, where you can manage Operators, make changes to the previously described content, and synchronize with

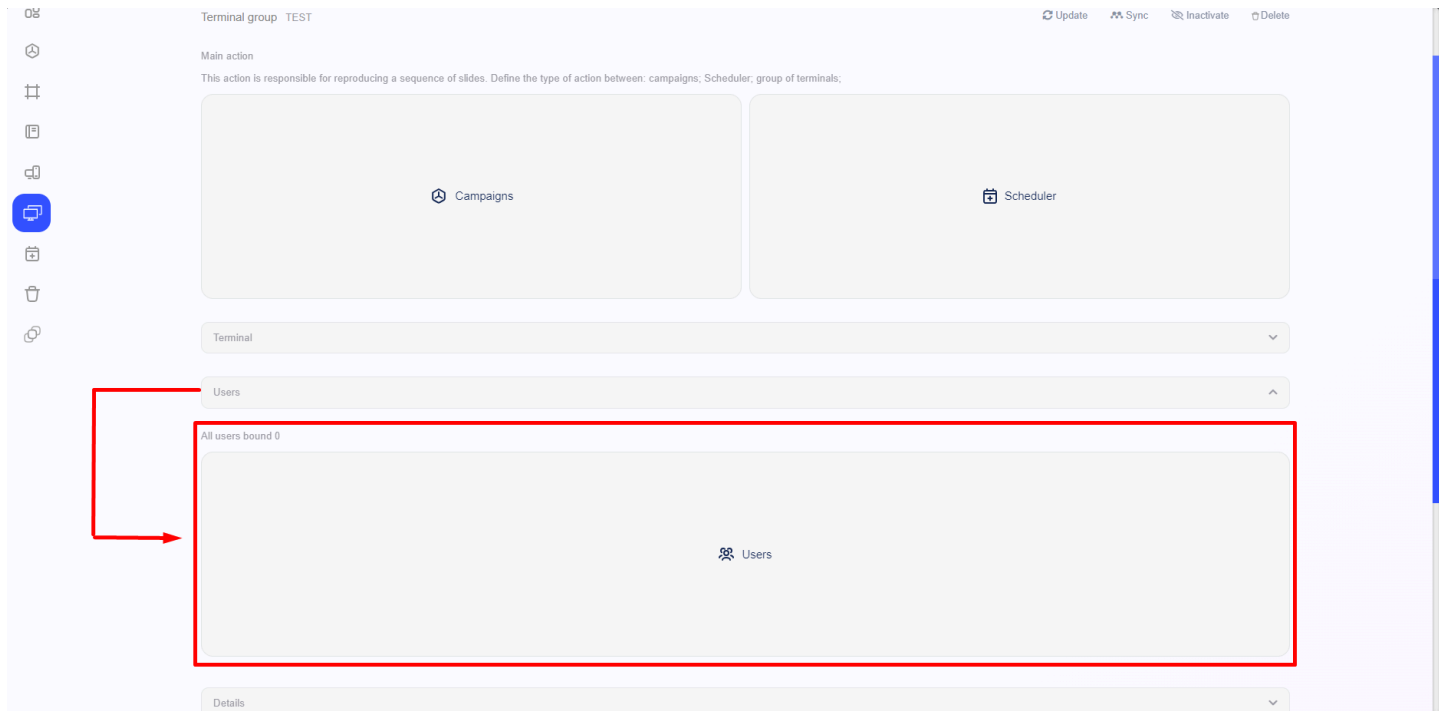
the Player. In this Actions screen, you will have the option to play a sequence of slides by defining the type of action (Campaigns or Scheduler) according to your preference.



Within the “Link Terminal” option, you will have the ability to link terminals to use in the specified Terminal Group. Additionally, it will enable display options, directing to the chosen terminal, offering flexibility and various options for different scenarios.



In the “Users” option, you will have the ability to add specific users to the mentioned terminal. Additionally, it will be possible to customize the permissions for each user, providing flexibility and various options for different scenarios.



Note: It is not necessary to link a user for the functionality to work. The decision to add a user or not is up to your preference.

In the “Details” option, you will find specific fields where you can enter a new name for the terminal group and update the description as needed. This will allow you to customize the information of the terminal group according to your needs and preferences. Be sure to review your changes before saving them to ensure that all information is correct and up to date.

Terminal group TEST

Update Sync Inactivate Delete

Main action

This action is responsible for reproducing a sequence of slides. Define the type of action between: campaigns; Scheduler; group of terminals;

Campaigns Scheduler

Terminal

Users

Details

Name

TEST

Description

Documentation

Save editions

In the upper right corner of the screen, you will find functionalities that allow you to update, synchronize, deactivate, and delete the Terminal Group, providing flexibility.

convergent Horus Digital Signage

Update Sync Inactivate Delete

Terminal group TEST

Main action

This action is responsible for reproducing a sequence of slides. Define the type of action between: campaigns; Scheduler; group of terminals;

Campaigns Scheduler

Terminal

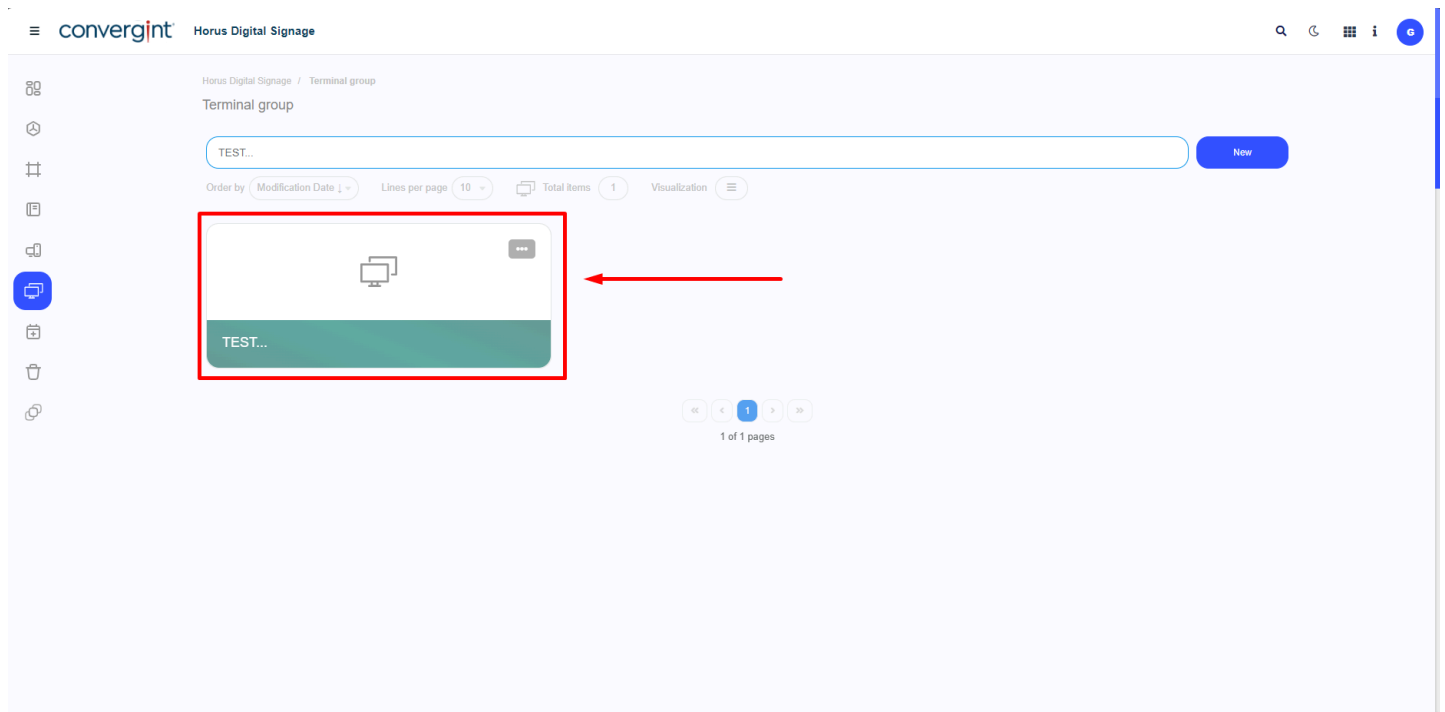
Users

Details

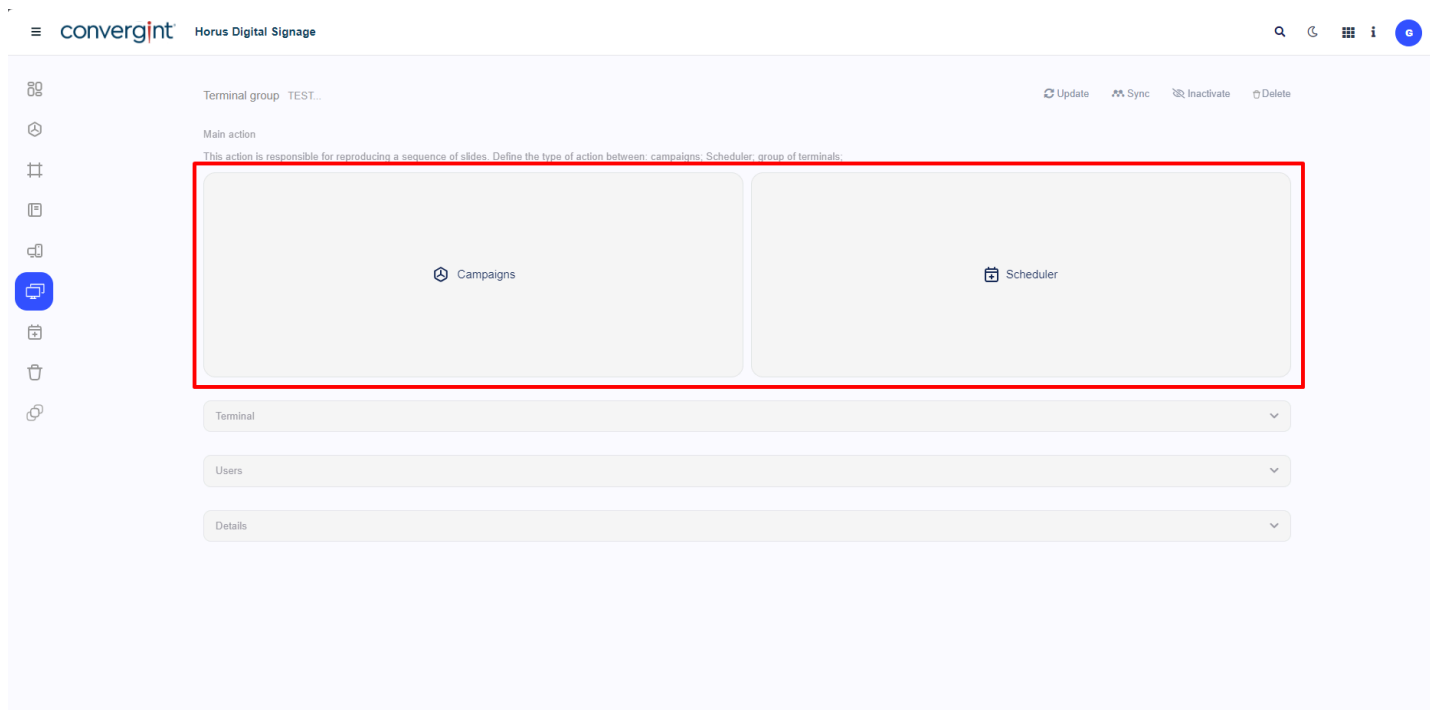
Version: 2.0.1

Adding an Action to the Terminal Group

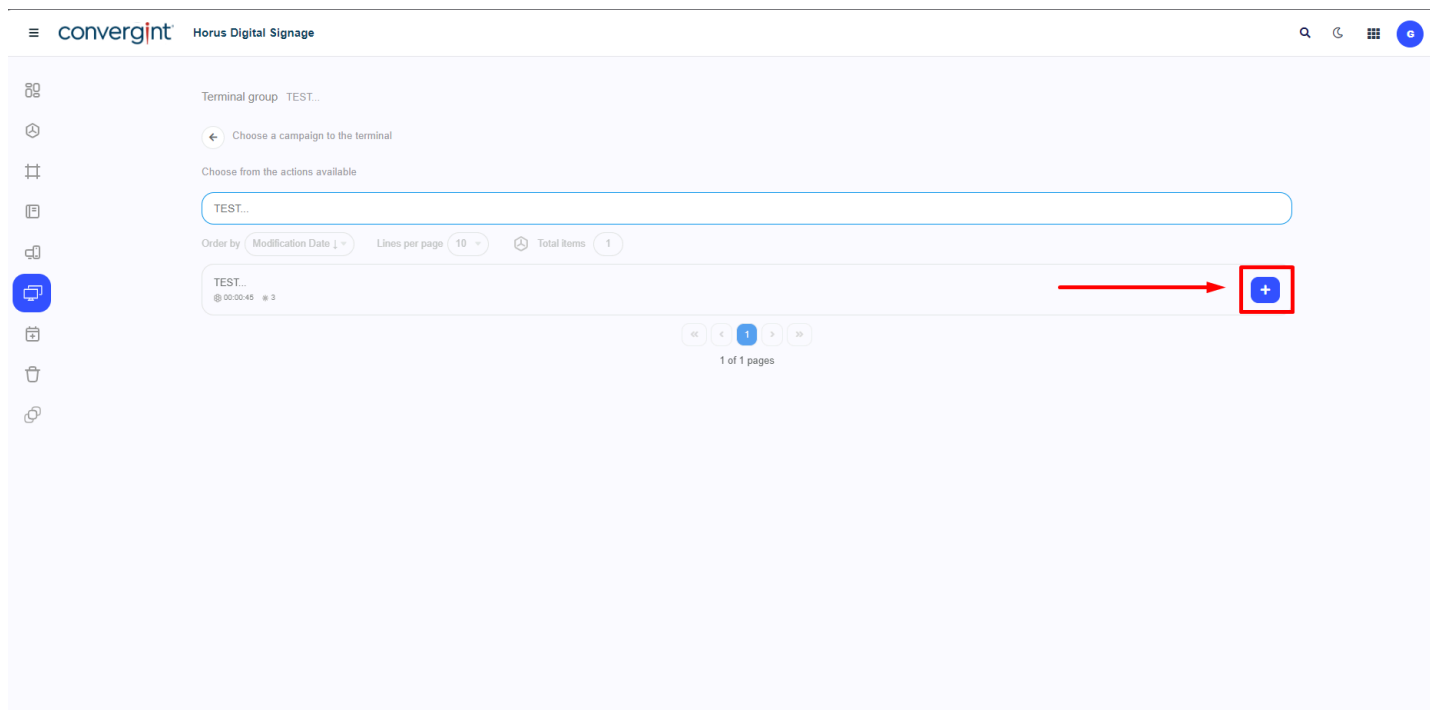
By following the previously mentioned process, the terminal group will be created. To continue adjusting the terminal group according to your preference, we will include main actions to be displayed later on the player. The first step to add a main action is to access a previously created terminal group where you want to include the type of main action (Campaigns or Scheduler).



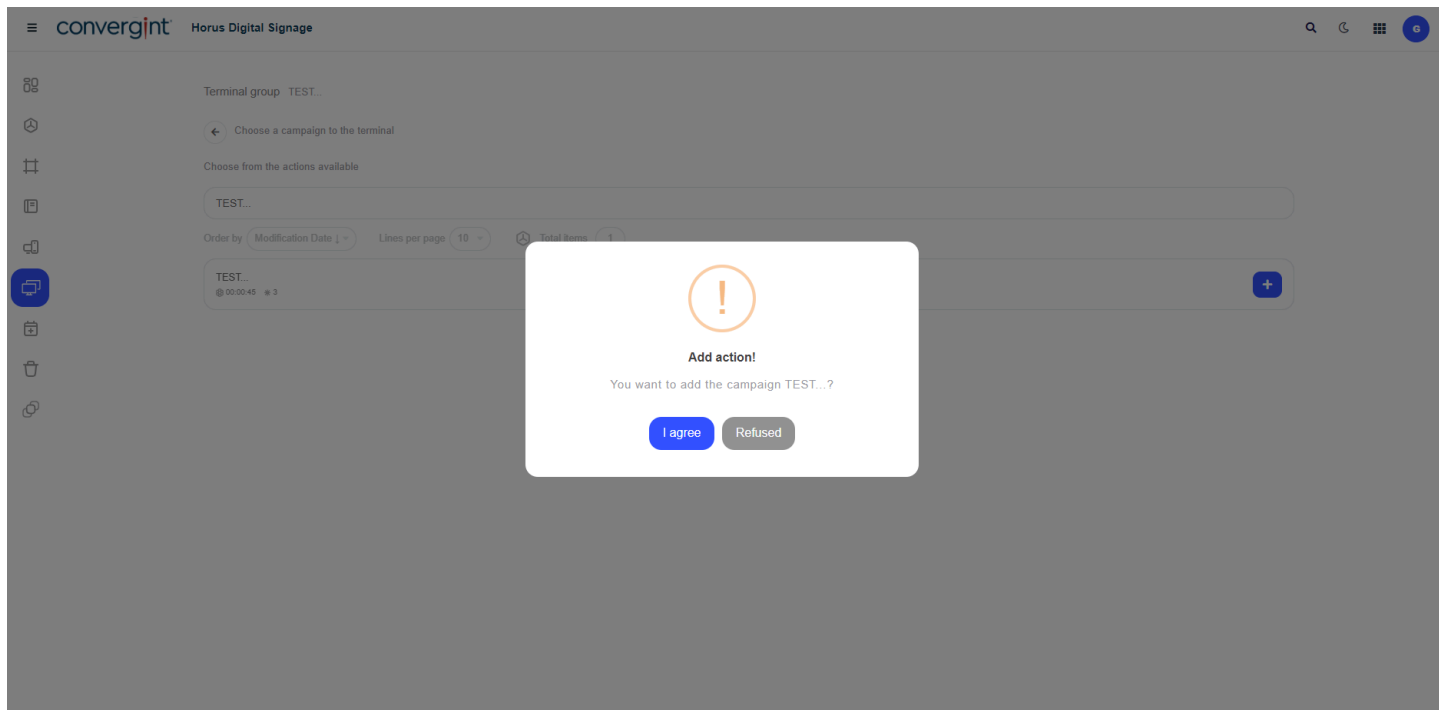
Upon accessing a previously configured terminal group with no prior records, the system will display the terminal group interface, where you can add a main action. The user can choose between a Campaign or a Scheduler. Each of these options has a specific functionality that influences how the previously inserted slides will be displayed. Remember that the procedure for all types of inclusion, regardless of the action, is the same.



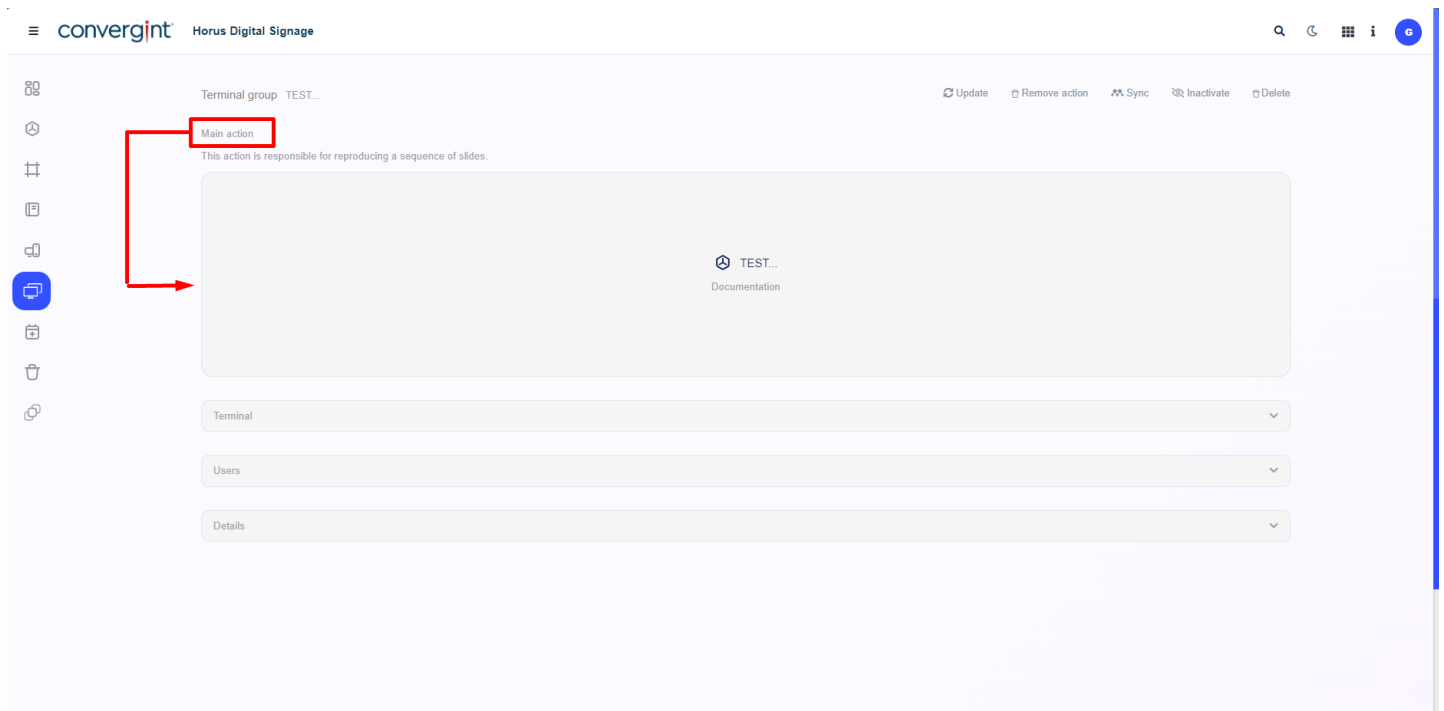
When choosing a main action according to your preference, the selection screen will display all available actions along with all previously registered items related to the chosen action. To add a listed item to the terminal, simply click the '+' button associated with the selected action. The included action should contain the specific adjustments and components previously added to the slide, according to your preference.



Upon selecting an item according to the chosen action, the system will display a pop-up asking for confirmation to include the action.



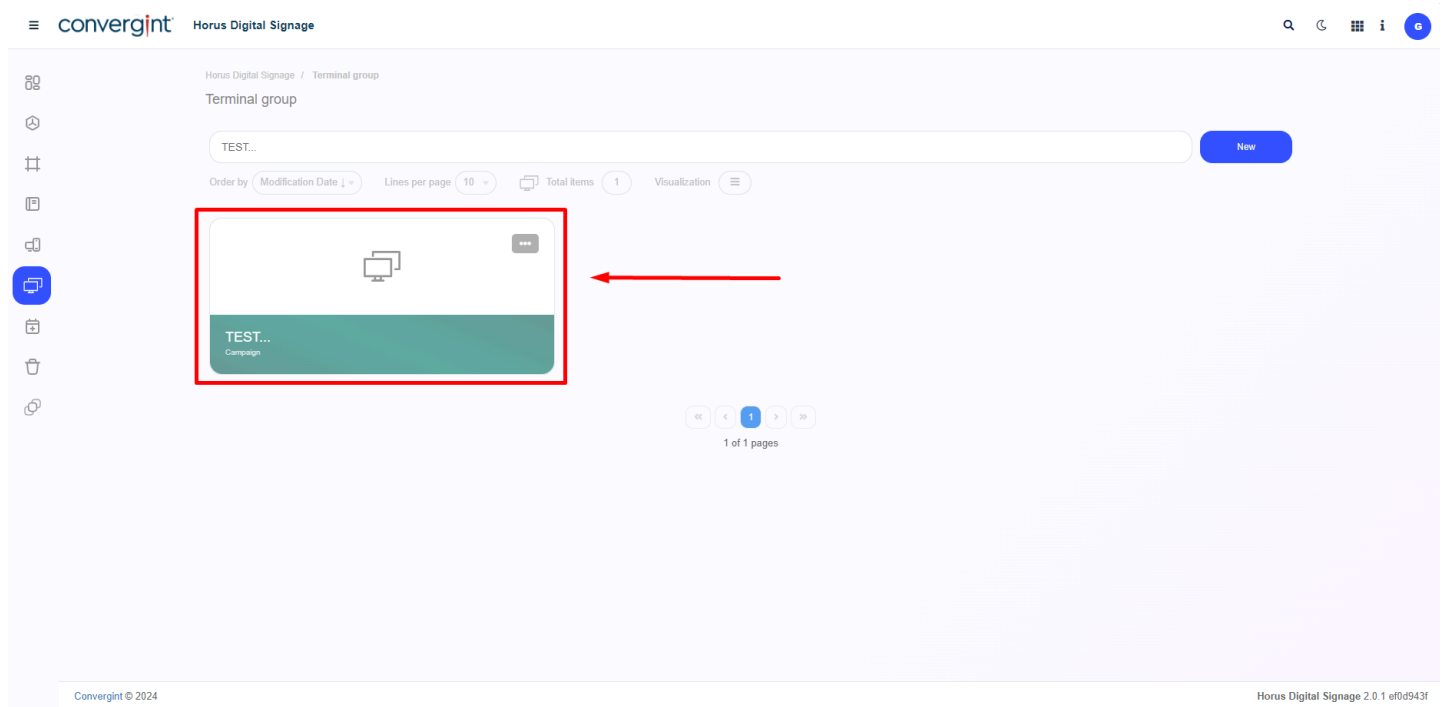
After confirming the inclusion of the item according to the previously selected action, the item will be added as a main action within the configured terminal group.



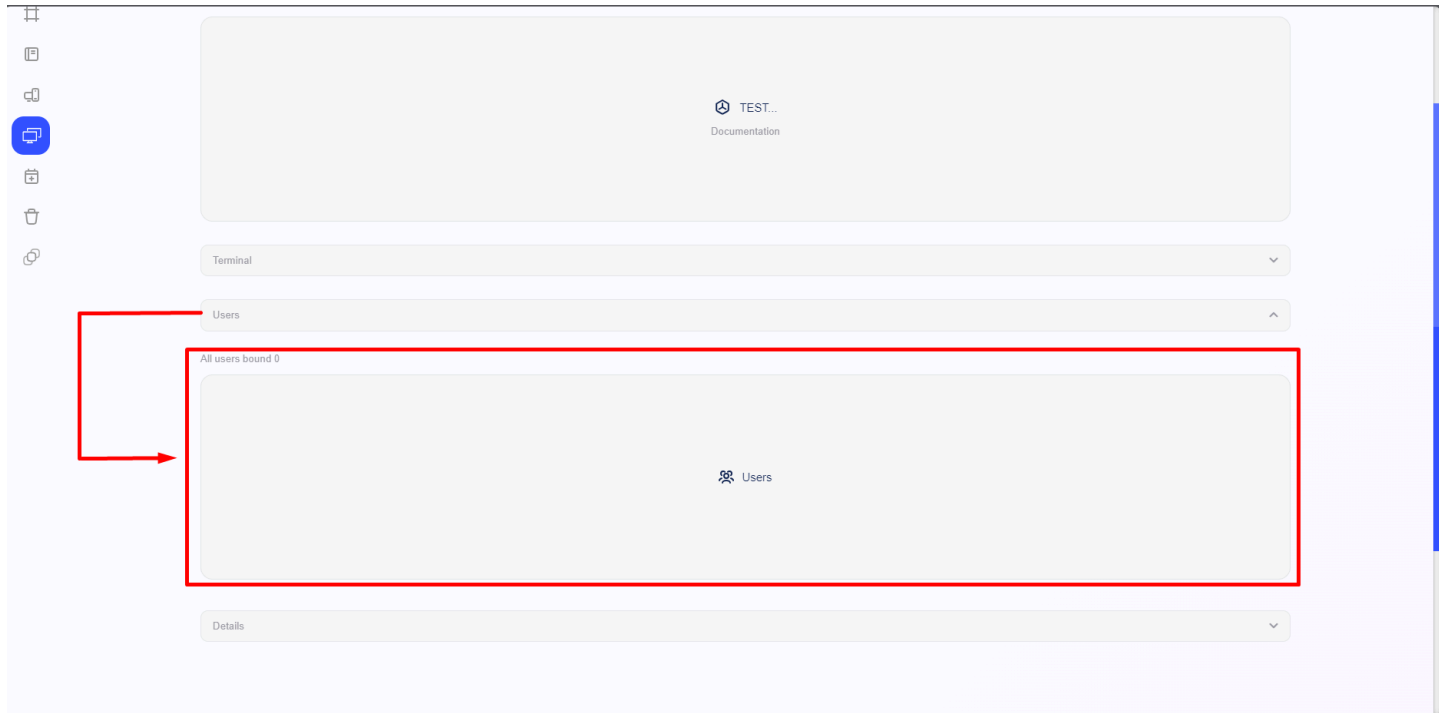
Version: 2.0.1

Linking Users in the Terminal Group

By following the steps described earlier, the terminal will be registered. To link a user, you need to access a previously created terminal where you wish to link the user, according to your preference.

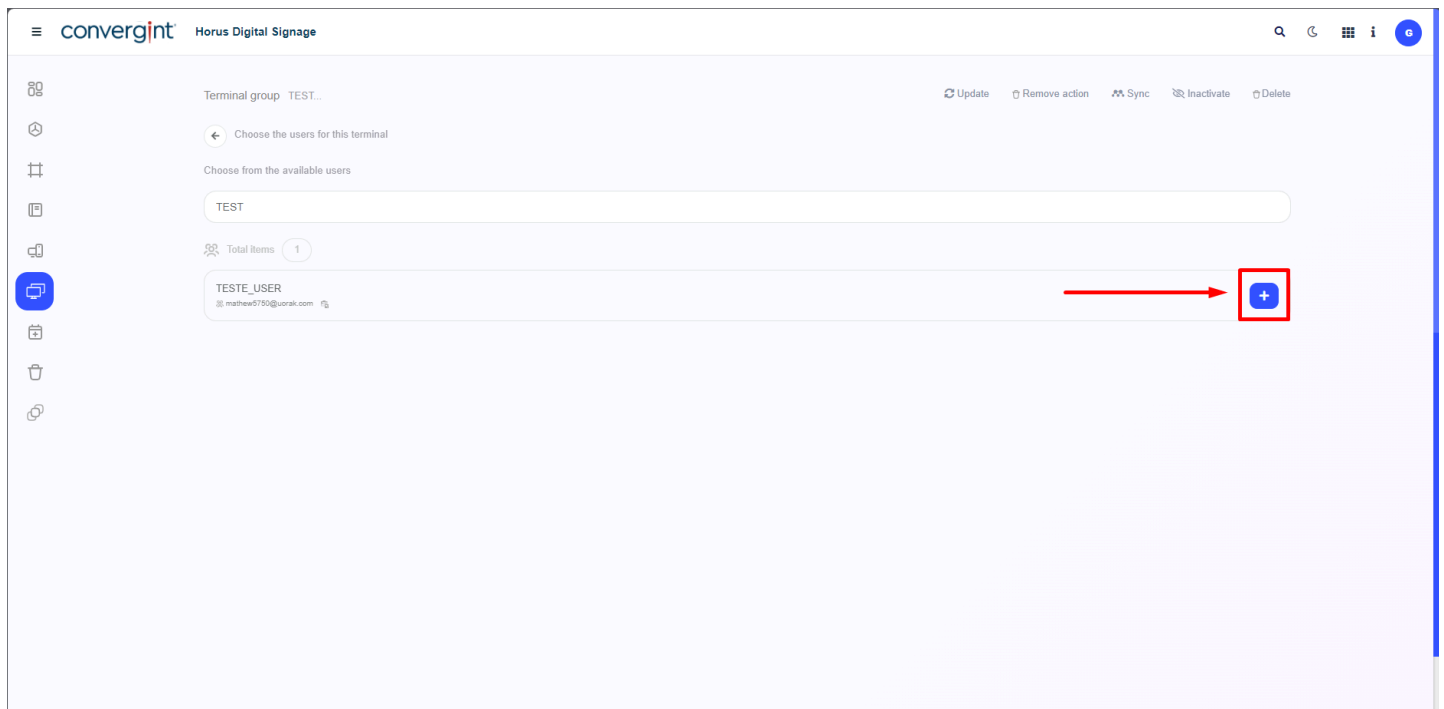


After accessing a terminal, the system will display the terminal interface, where you can link a user by accessing the “Users” section and then clicking on “Users” again.

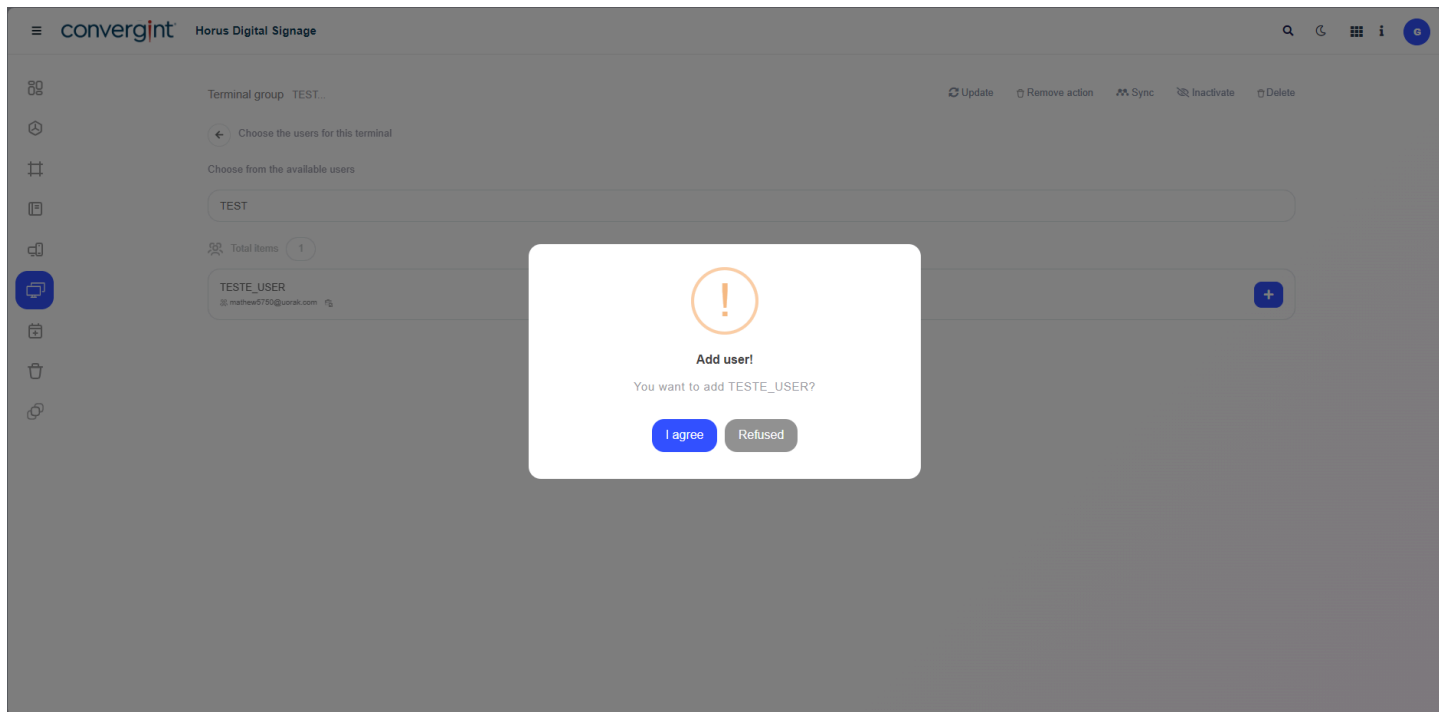


Note: If you do not have any users created, you will need to access the "Users" section.

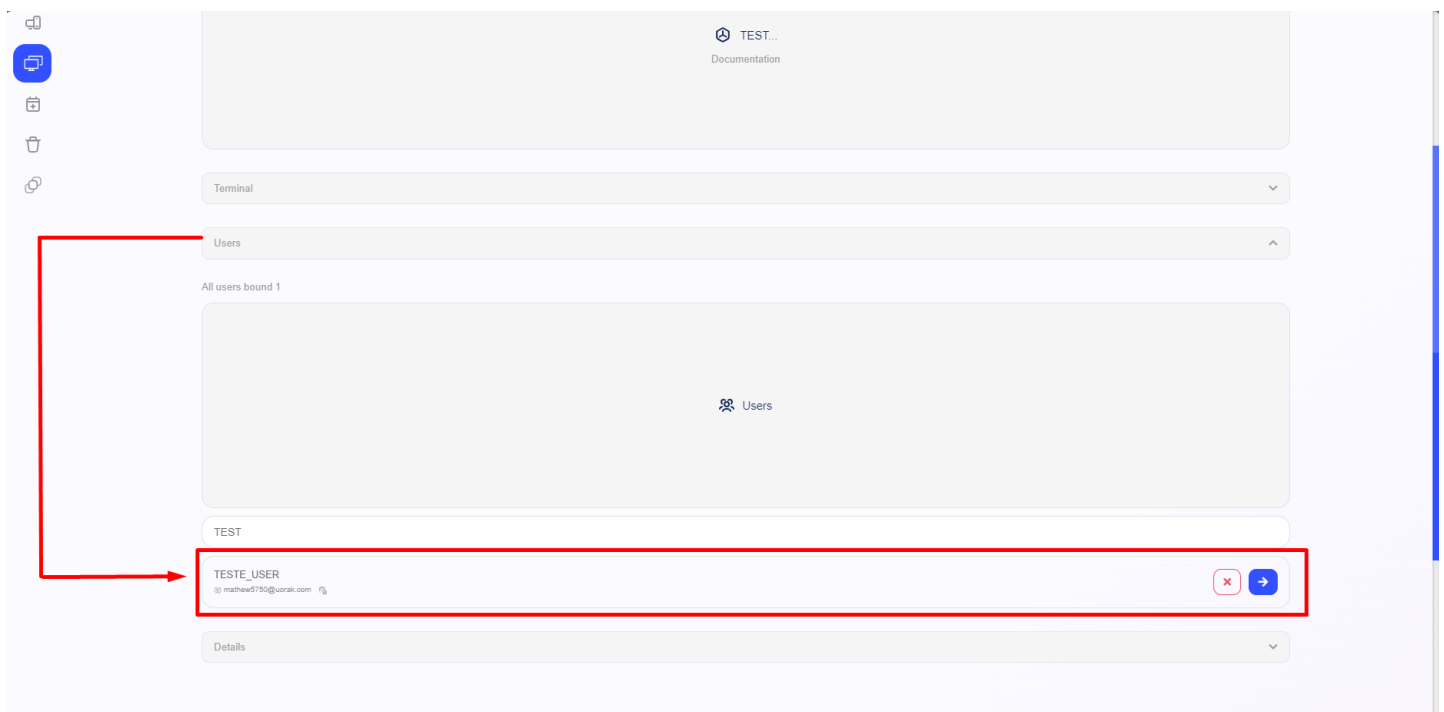
After completing the user registration, simply access the Terminal Group we were using earlier and add the previously registered user by using the "+" option, highlighted, associated with the desired user.



Upon selecting the operator, a pop-up will appear asking for confirmation before proceeding with the functions that each role performs.



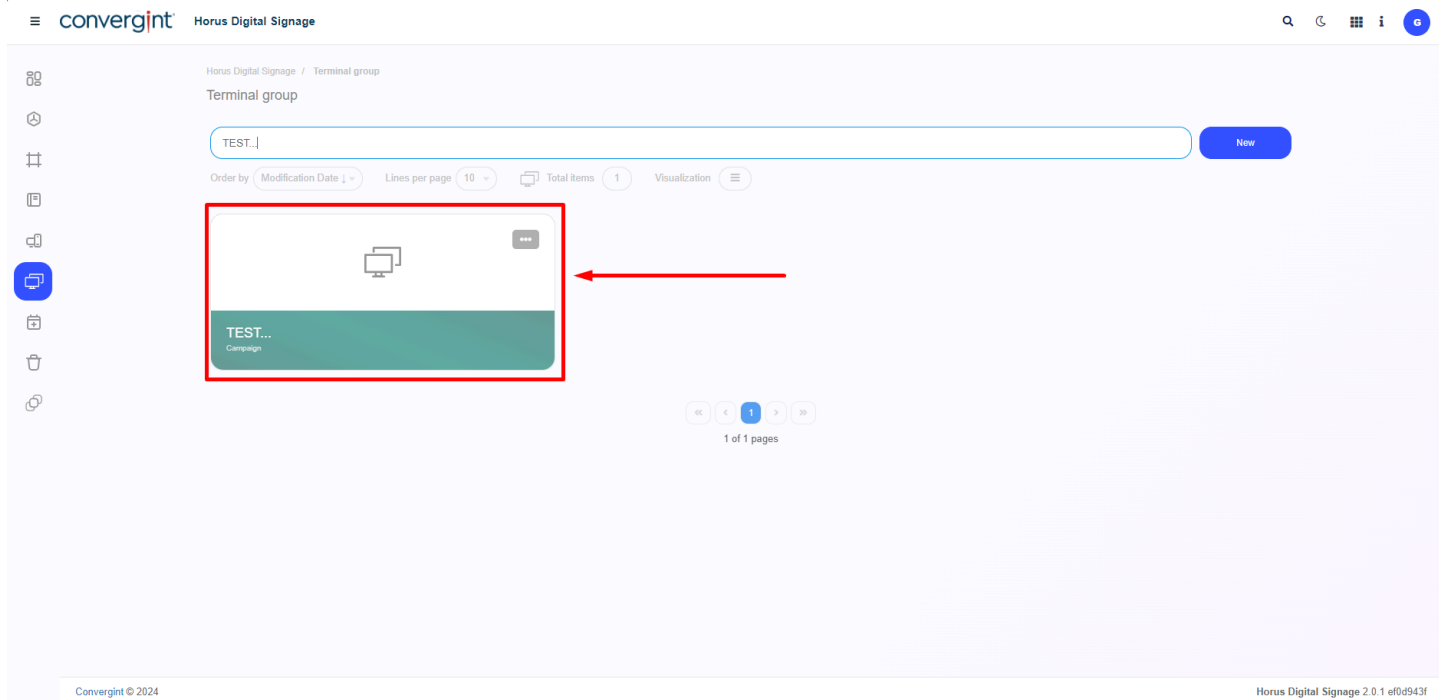
After selecting the desired user, they will be associated with the terminal they are integrated into.



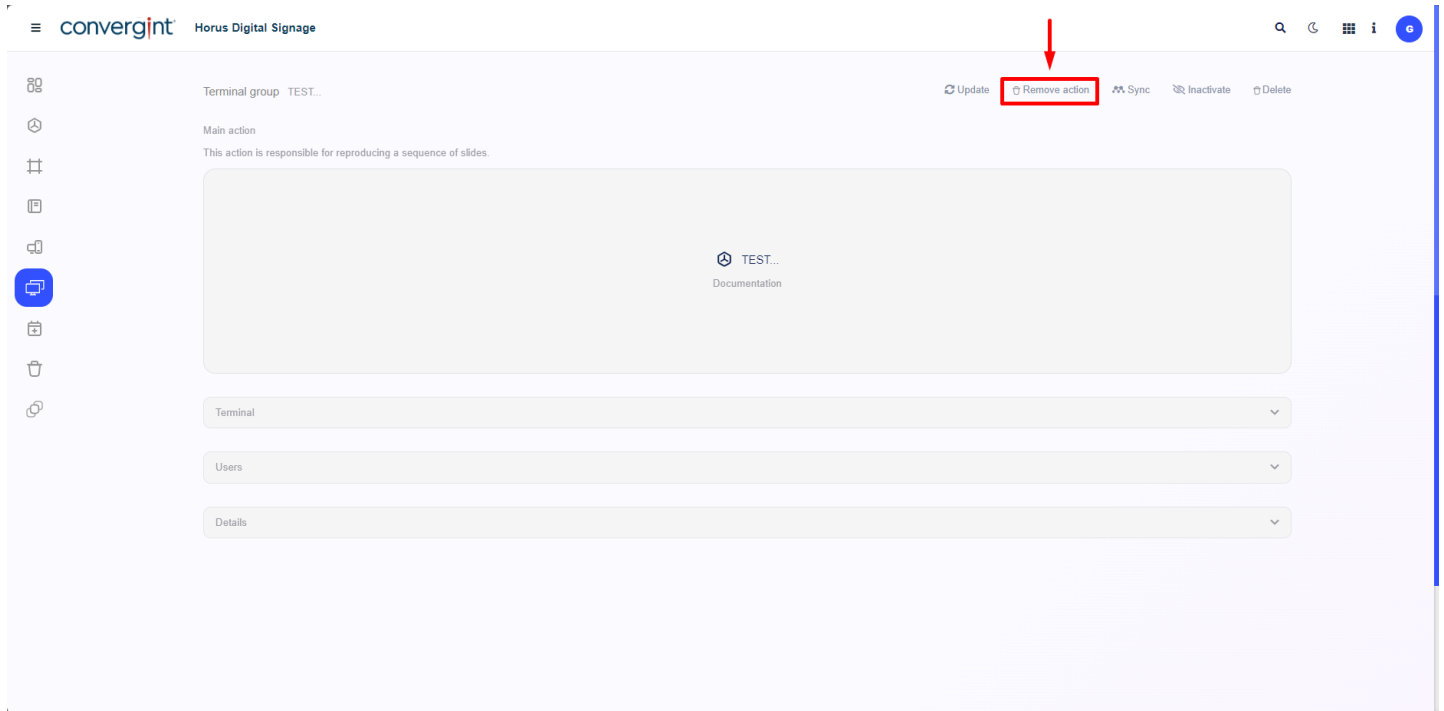
Version: 2.0.1

Removing an Action

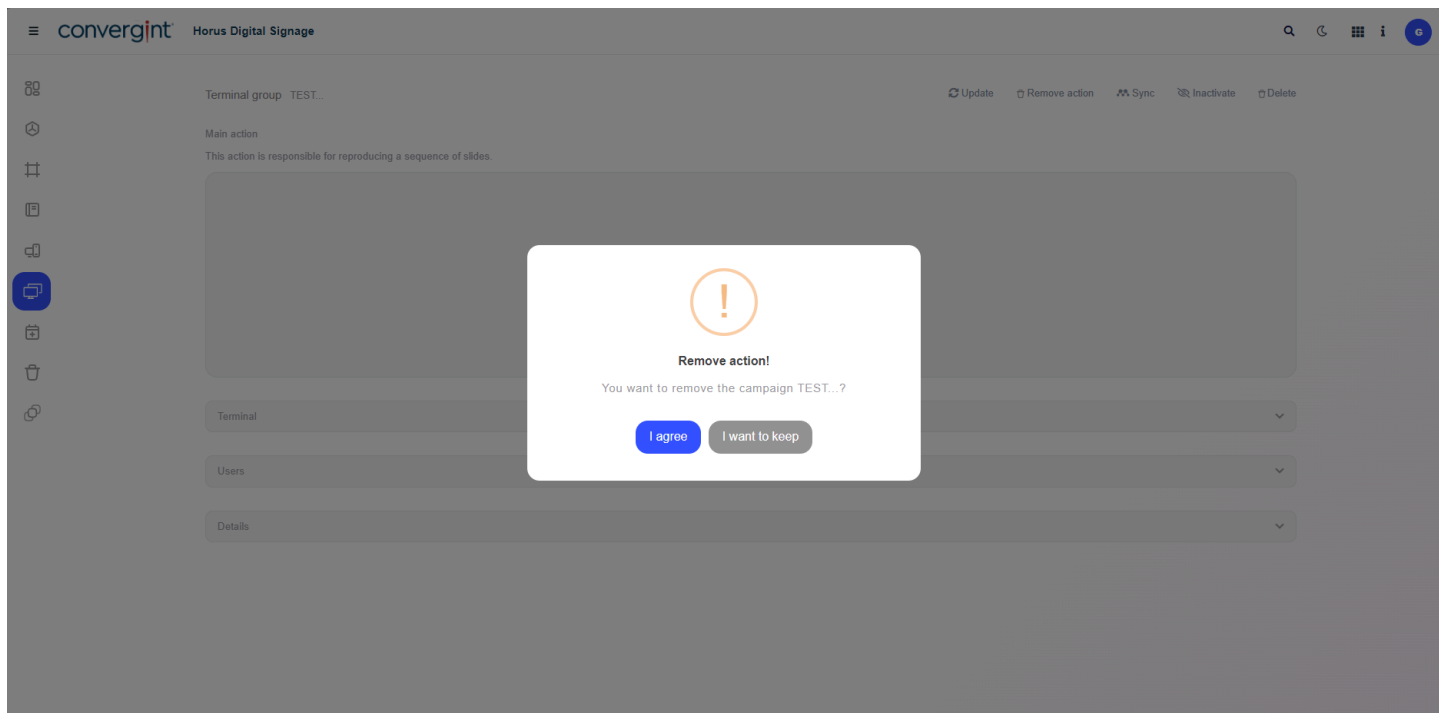
By following the previously described steps, the terminal will be registered. To remove an action from the terminal, you need to access a previously created terminal from which you want to remove the campaign.



After creating or accessing a terminal, the system will display the terminal interface, where you can remove the action through the “Remove Action” option.



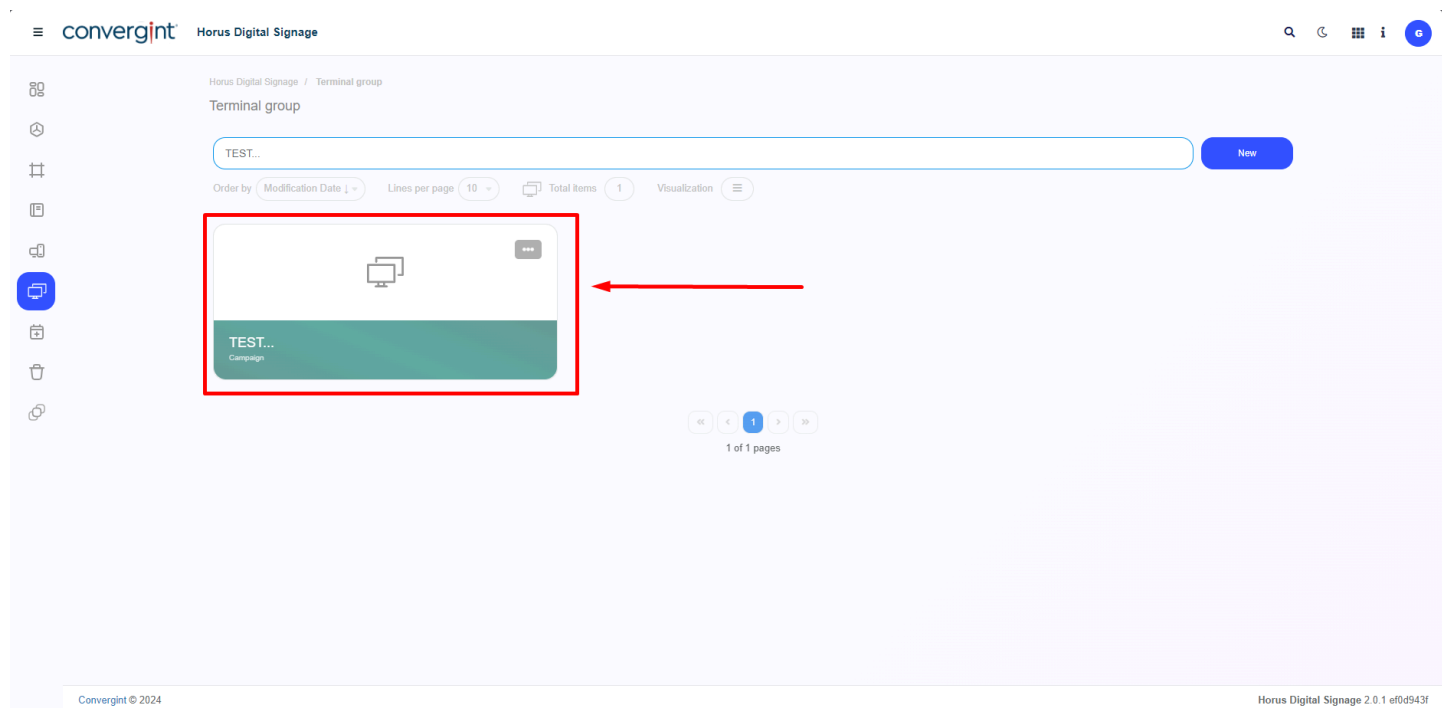
After selecting "Remove Action," a pop-up will appear asking for confirmation before proceeding with the function. Remember that the procedure for all types of deletion, regardless of the action, is the same.



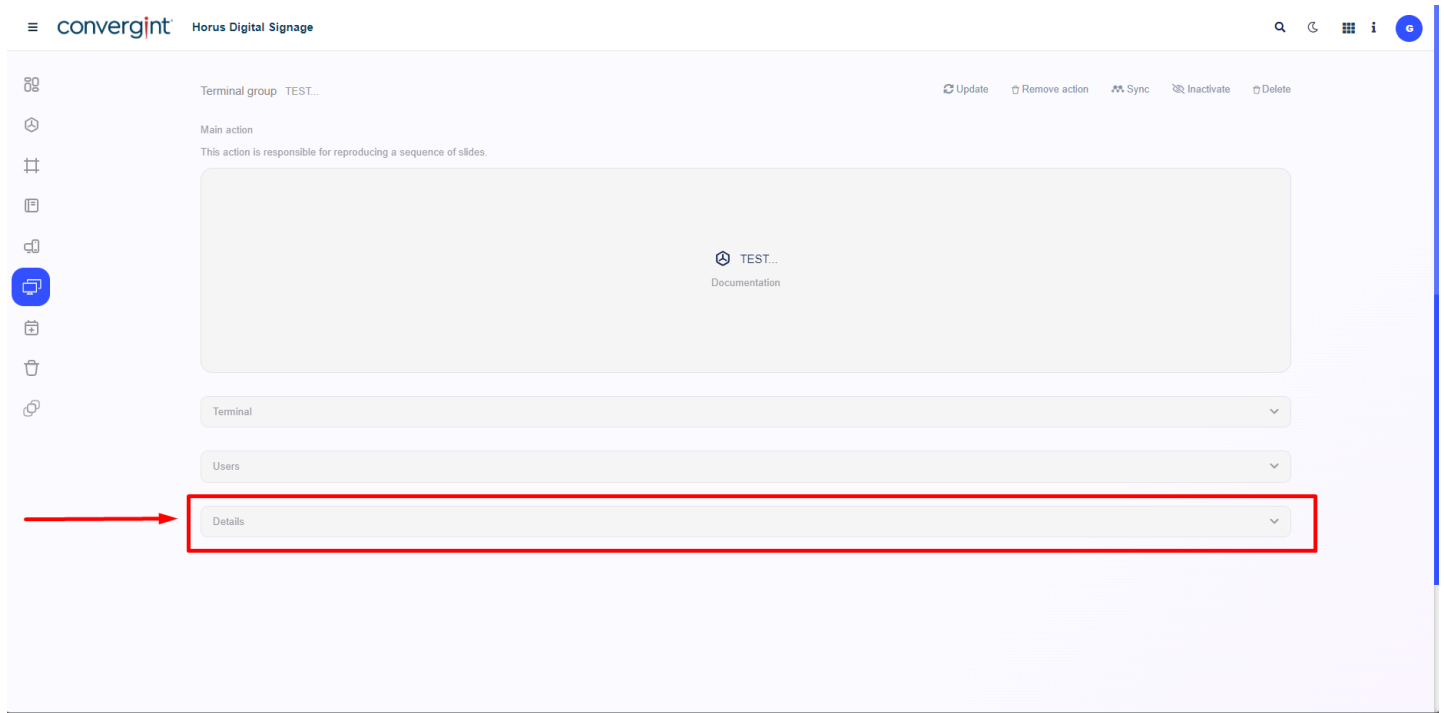
Version: 2.0.1

Terminal Group Configuration

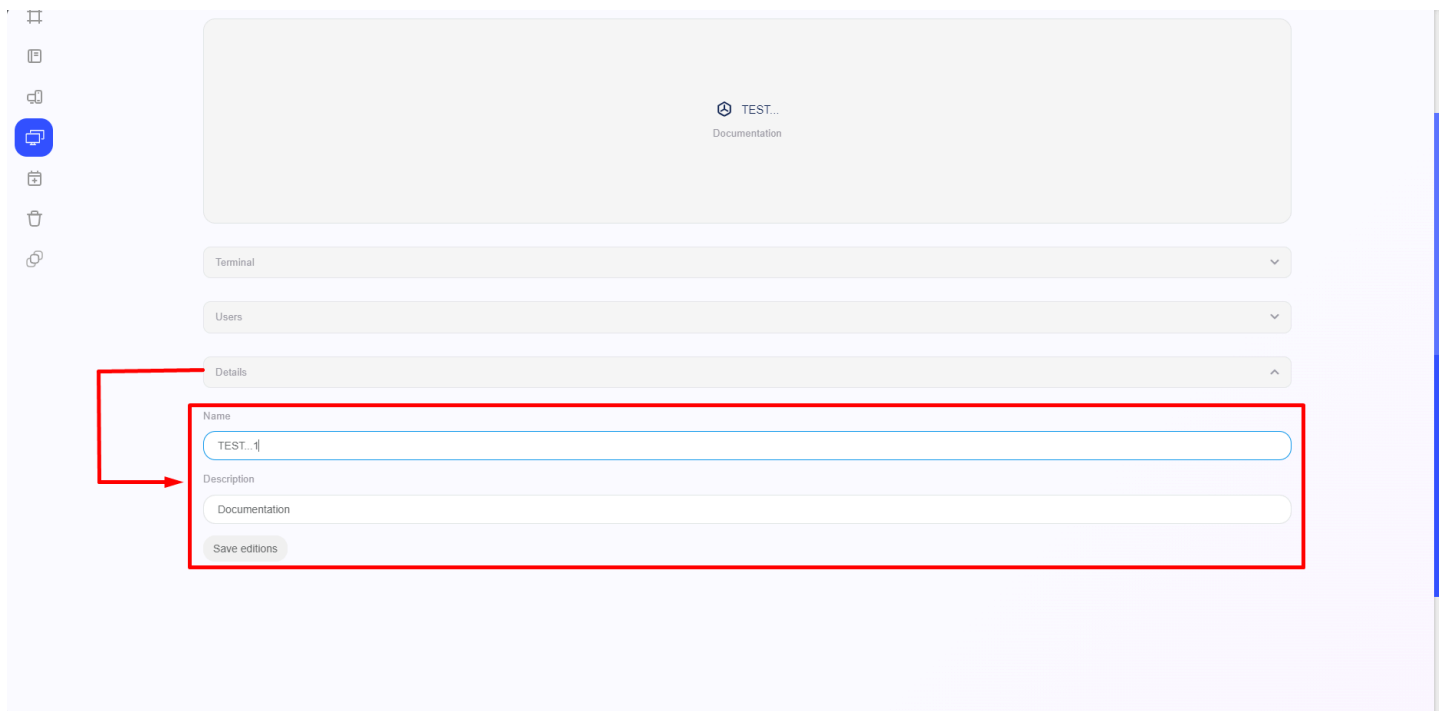
By following the previously described instructions, the Terminal Group will be successfully registered. To proceed with configuring the information for the Terminal Group, you need to access a previously created Terminal Group, which will allow you to modify the corresponding information.



After creating or accessing a Terminal Group, the system will display the corresponding interface for the Terminal Group. In this interface, you can configure the Terminal Group through the "Details" option.



Upon accessing the "Details" option, you will find options to change the name and description.



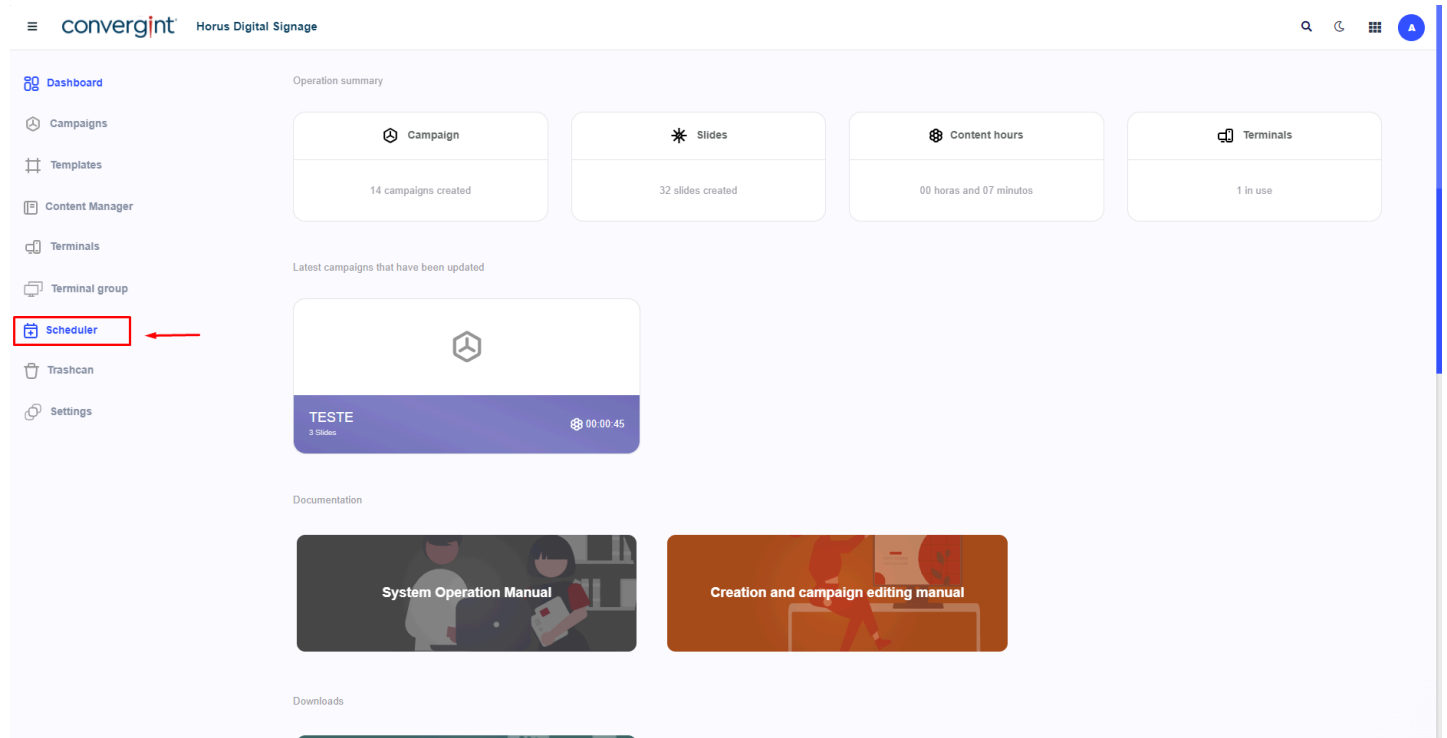
After making your preferred changes, simply click "Save editions," highlighted, to save the changes you made earlier.

Save editions

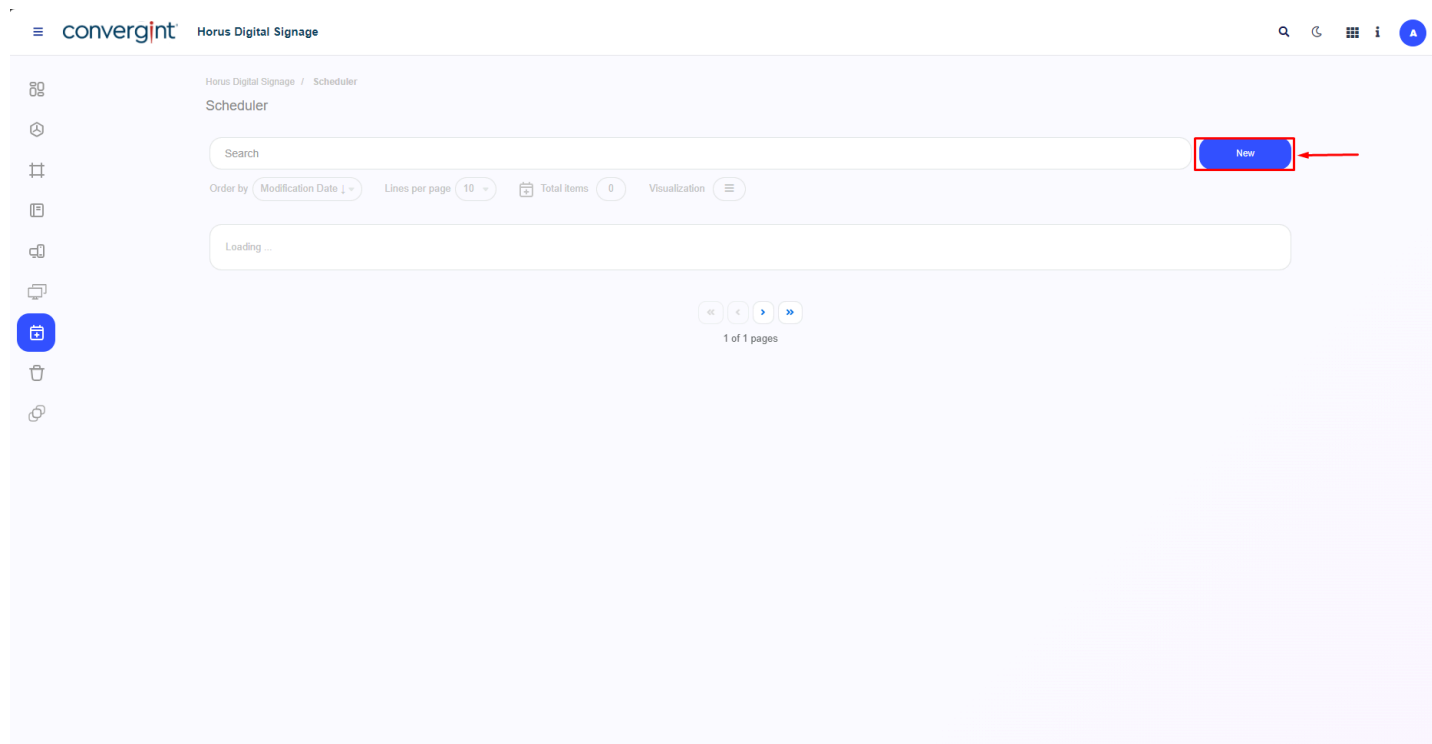
Version: 2.0.1

Scheduler registration

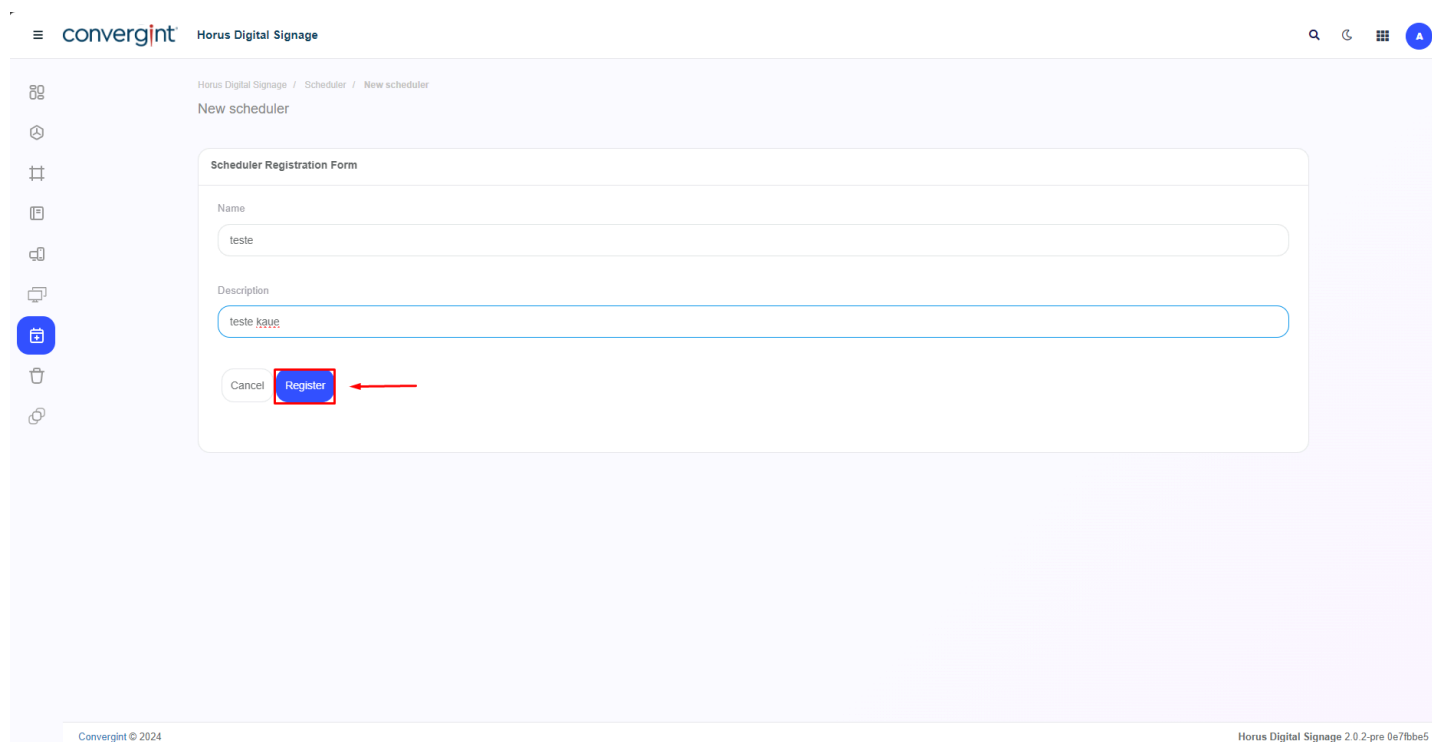
The first step in registering the Scheduler is to access the “Scheduler” tab. This function makes it possible to manage the reproduction of a sequence of slides, offering flexibility in displaying the slides in the period of your choice on Horus Digital Signage.



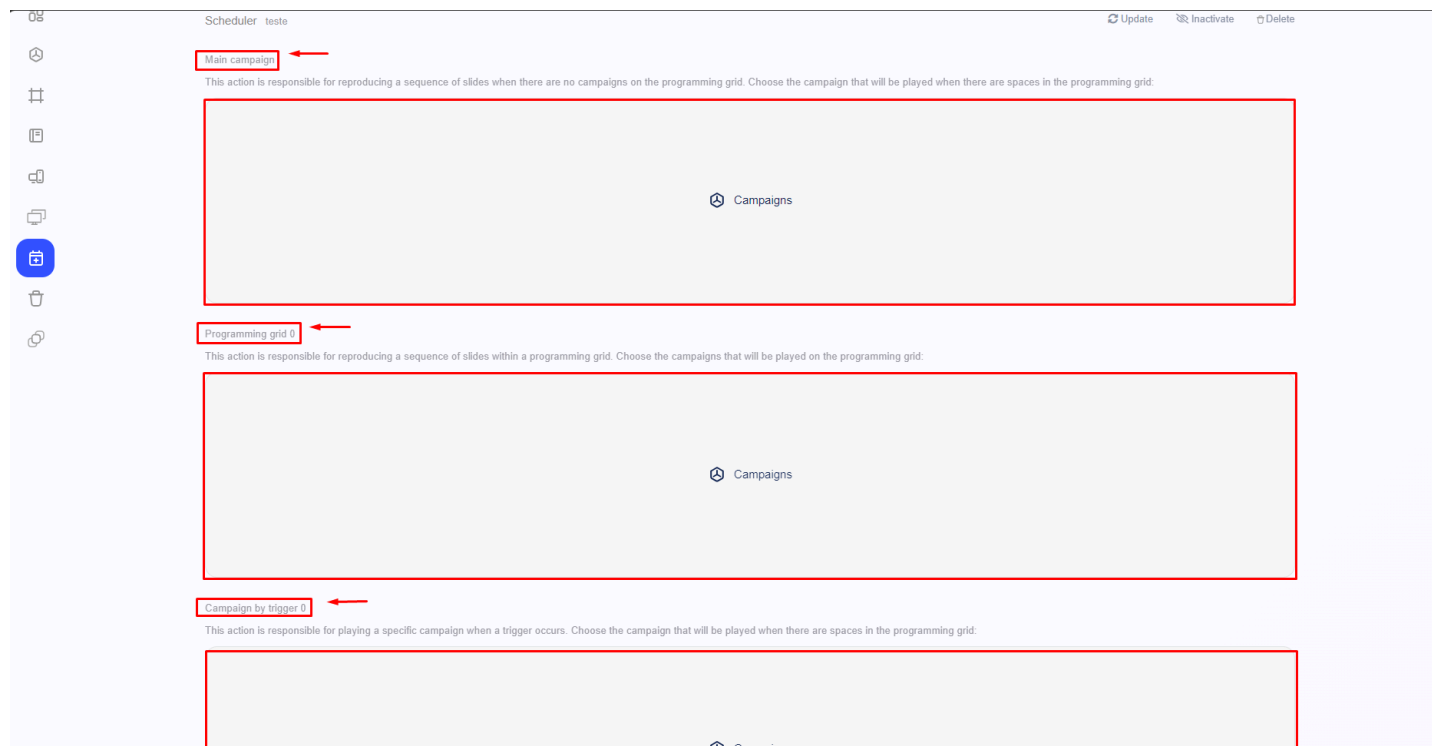
After accessing the Scheduler previously, the system will open the screen, where we will first define in “New” that, if there is already a Scheduler created previously, it should be listed just below the search bar.



When you access the “New” option, you will need to enter a name for the new Scheduler. If you need a description, there is a field available just below the “Name” option. Once you've completed the above steps, simply press “Register”, which is highlighted, and the Scheduler will be registered and shown below with its choices.



After completing the previous step, you will be redirected to the Add Campaigns screen in the Scheduler. On this screen, you will have the option of adding a Main Campaign, a Programming Grid and a Trigger Campaign.



To make changes to the Campaign name and description, simply access the “Details” option, located under the “Campaign by trigger” section. To save the changes, click on “Save editions”.

Campaign by trigger 0

This action is responsible for playing a specific campaign when a trigger occurs. Choose the campaign that will be played when there are spaces in the programming grid.

Campaigns

Details

Name

teste

Description

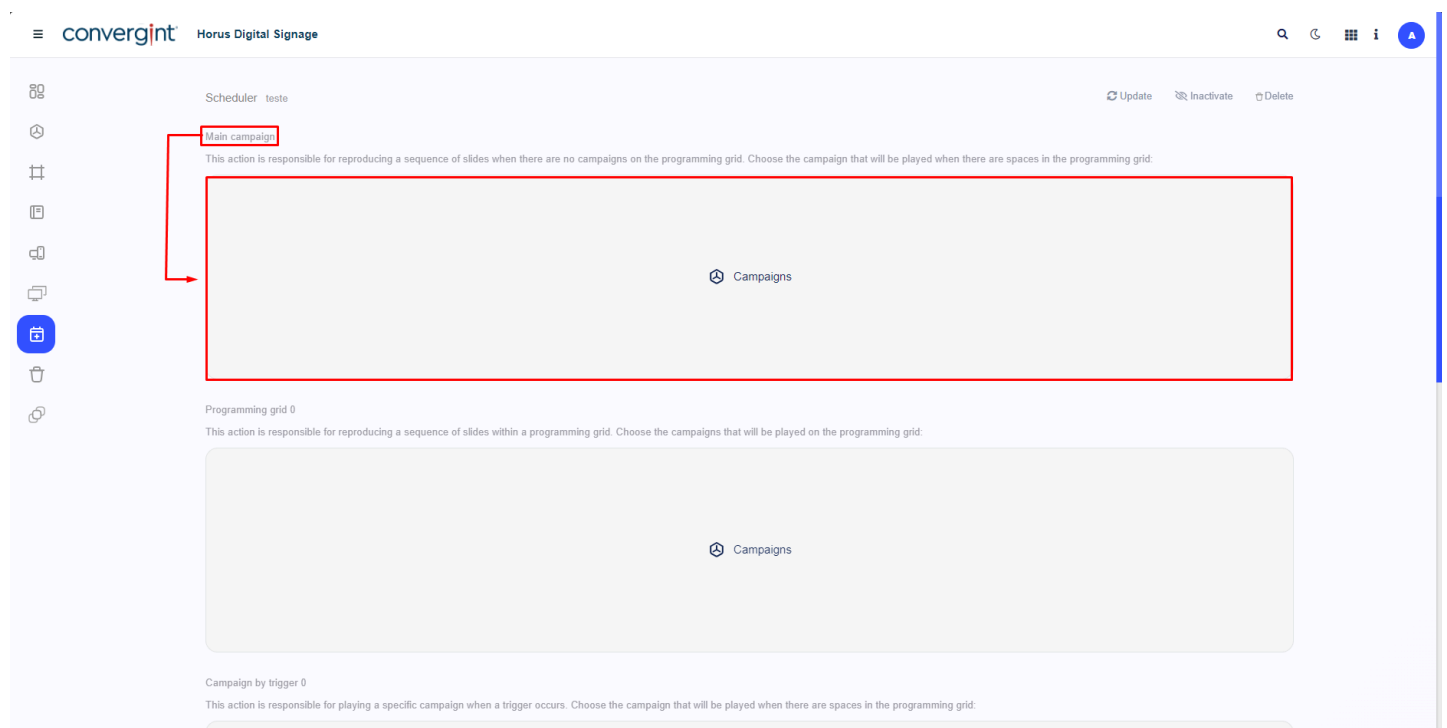
teste kapp

Save editions

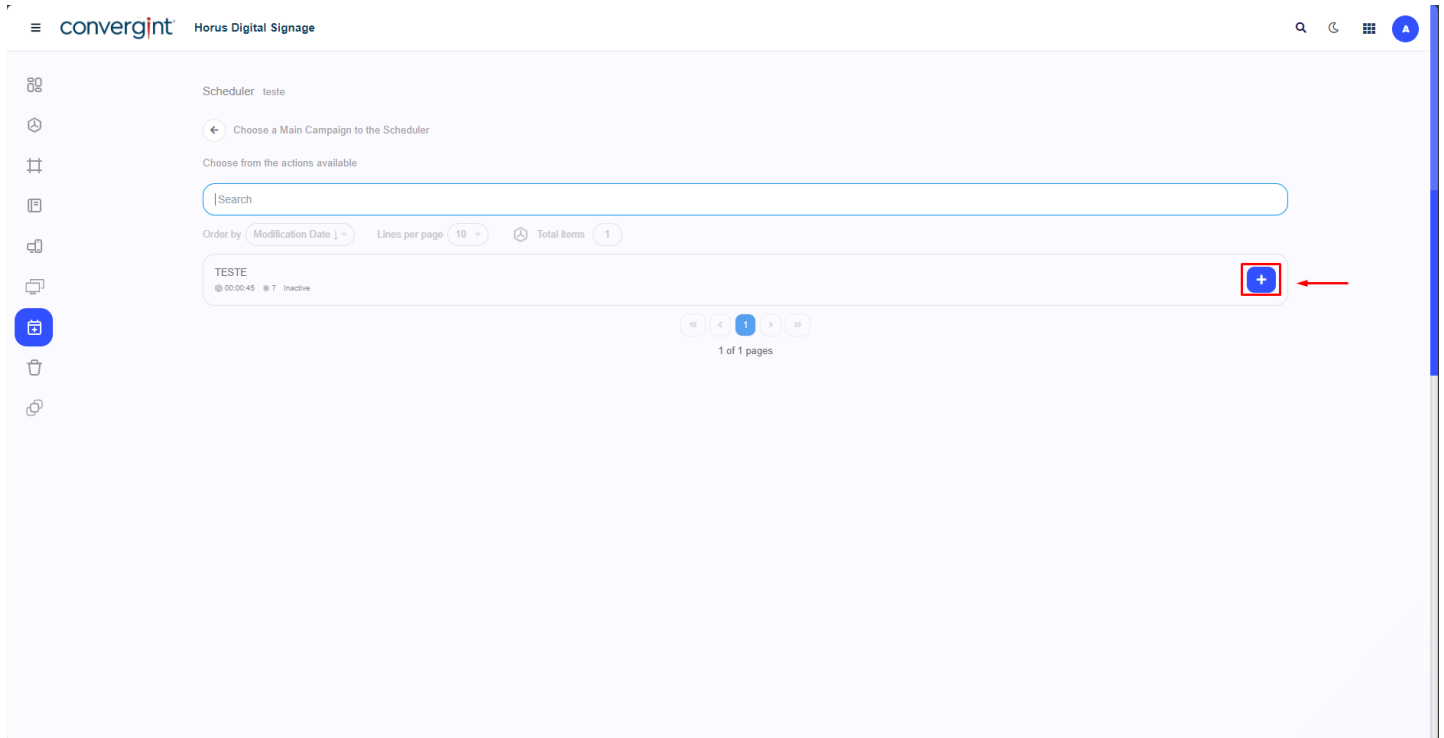
Version: 2.0.1

Main Campaign

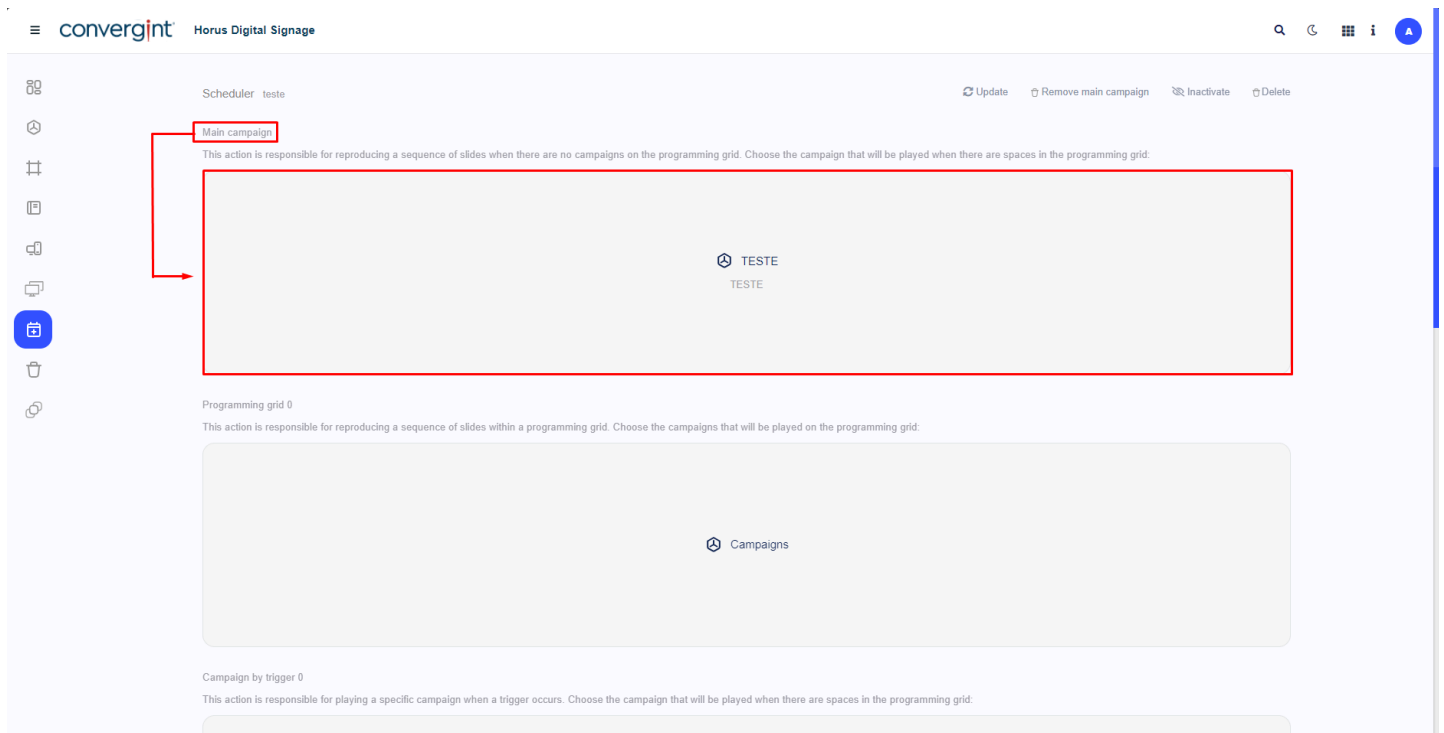
By selecting the “Campaigns” button linked to the Main Campaign, you can include a Campaign of your choice. This will allow the continuous display of a Slide, belonging to the included Campaign, until a Campaign is scheduled in the programming grid or a trigger is activated. In other words, the Campaign added in the “Main Campaign” slot will be shown until the scheduled programming in the grid begins, and after that programming ends, the Main Campaign will be shown again. The Main Campaign may also be affected if a Trigger is triggered.



When you click on “Campaigns” marked in the image above, you will need to click on the plus icon associated with the Campaign you want. This Campaign must contain the Slide needed to be configured as the Main Campaign, according to your preference.



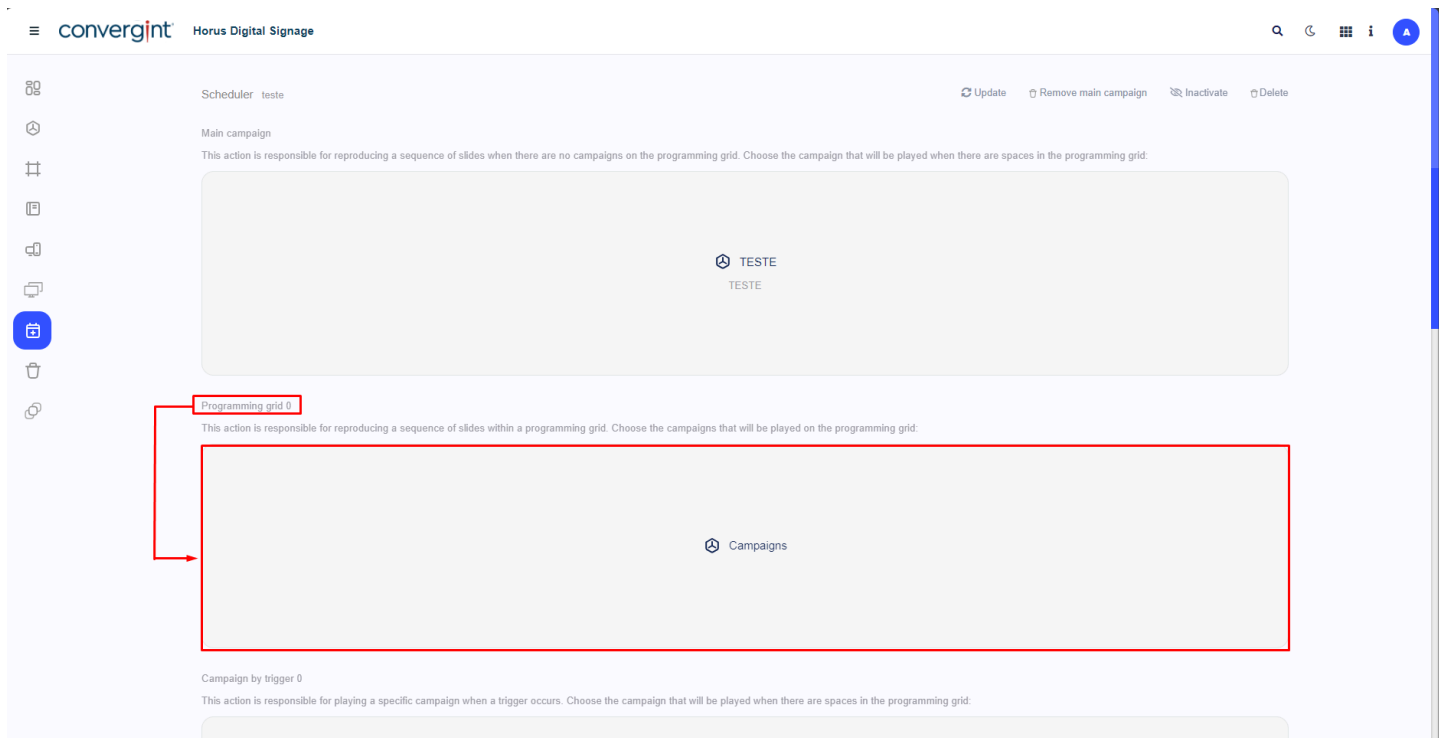
Once selected, the chosen Campaign will be added to the Scheduler as the Main Campaign.



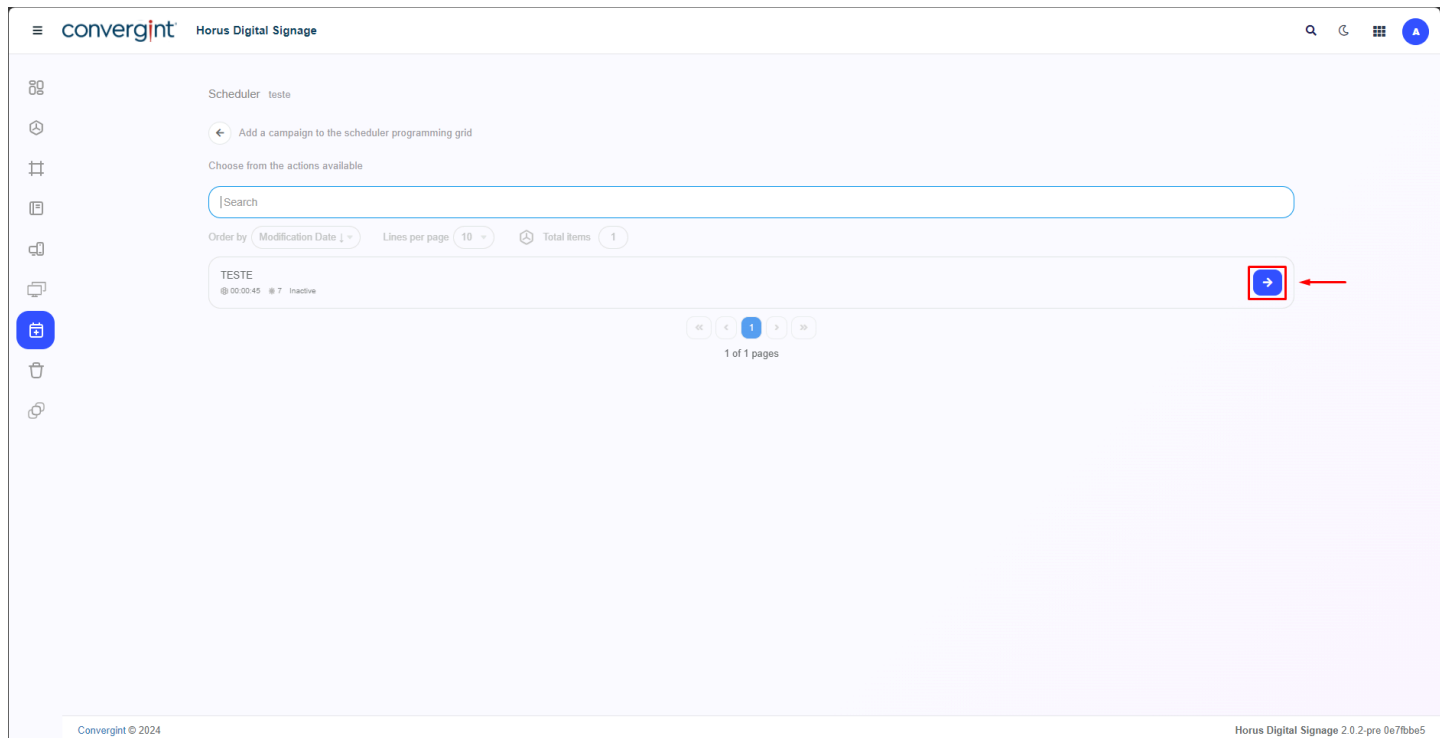
Version: 2.0.1

Programming grid

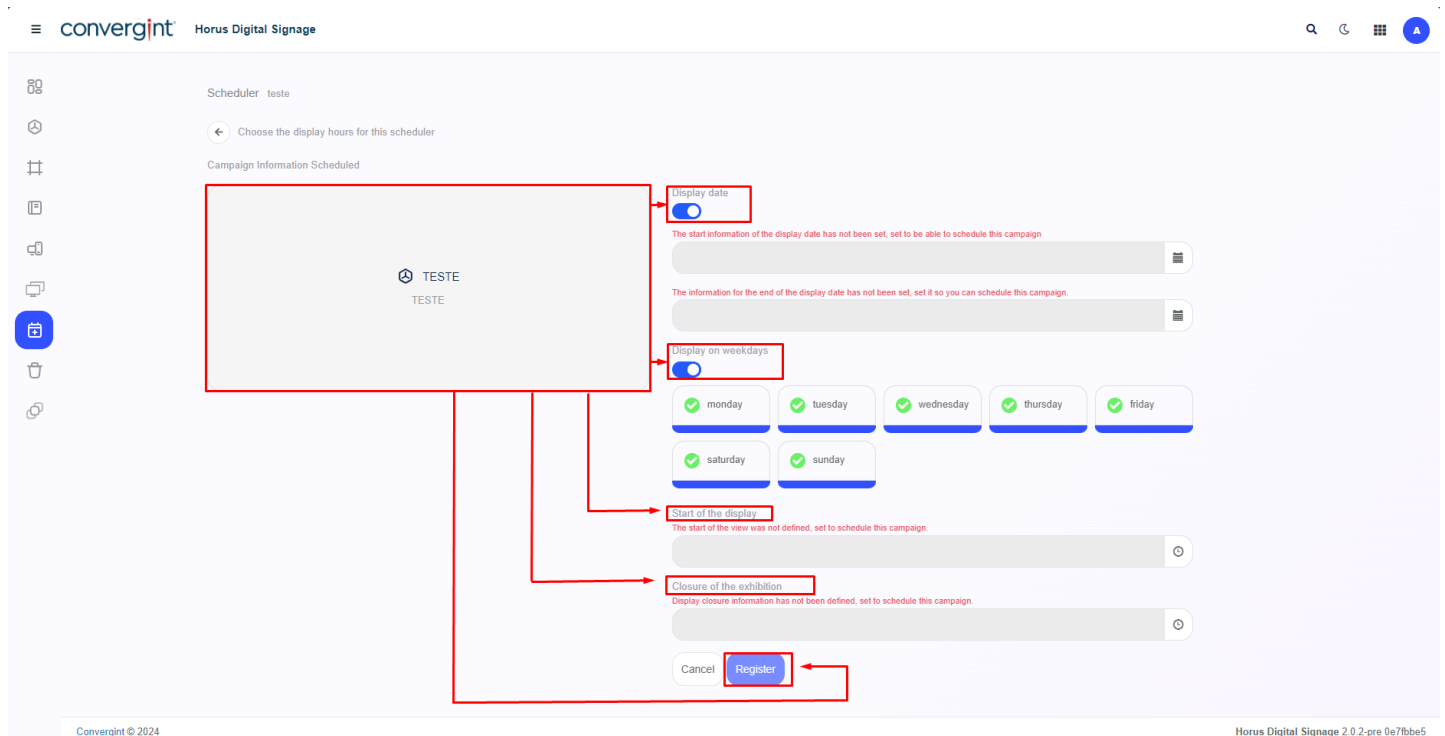
By selecting the highlighted “Campaigns” option, linked to the Programming Grid, it becomes possible to include a Campaign linked to a grid structure. In this functionality, the User has the ability to define a period for displaying each Campaign included. If the defined period is exceeded, the next Slide will be automatically displayed, if it is available for display.



When you click on “Campaigns” marked in the image above, you will need to click “-->”, associated with the Campaign you want. This Campaign must contain the necessary Slide to be configured as a Programming Grid, according to your preference.



After selecting the Campaign you want, the screen will display several template options. You can use them to define Display date, times and Display on weekdays for the chosen Slide. If you want to include a specific date for the display, you will need to enable the “Display date” option. If you prefer to select the days of the week for the campaign to be displayed, enable the “Display on weekdays” option. After customizing the Campaign display period, click on “Register”.



Once you have selected the campaign you want and set the display period according to your preferences, the campaign will be added to the Scheduler in the form of a Programming Grid. To proceed with editing or deleting the campaign previously added to the grid, please click on the “three dots” located next to the campaign. You will find options to edit or delete the campaign.

The screenshot displays the 'convergent Horus Digital Signage' interface. The top navigation bar includes a menu icon, the logo, and the text 'Horus Digital Signage'. On the right, there are search, refresh, grid, and user profile icons. The main content area is divided into sections: 'Scheduler teste' with buttons for 'Update', 'Remove main campaign', 'Inactivate', and 'Delete'; 'Main campaign' with a description and a large 'TESTE' button; and 'Programming grid 1' which contains a 'New' button and a campaign card for 'TESTE'. The 'TESTE' card shows a time slot from 13:00 to 14:00 on 19/09/2024 to 21/09/2024, with days 'mon, tue, wed, thu, fri, sat, sun'. A red box highlights the 'three dots' menu on the campaign card, which contains 'Edit' and 'Delete' options. Below the grid is a 'Campaign by trigger 0' section with a description.

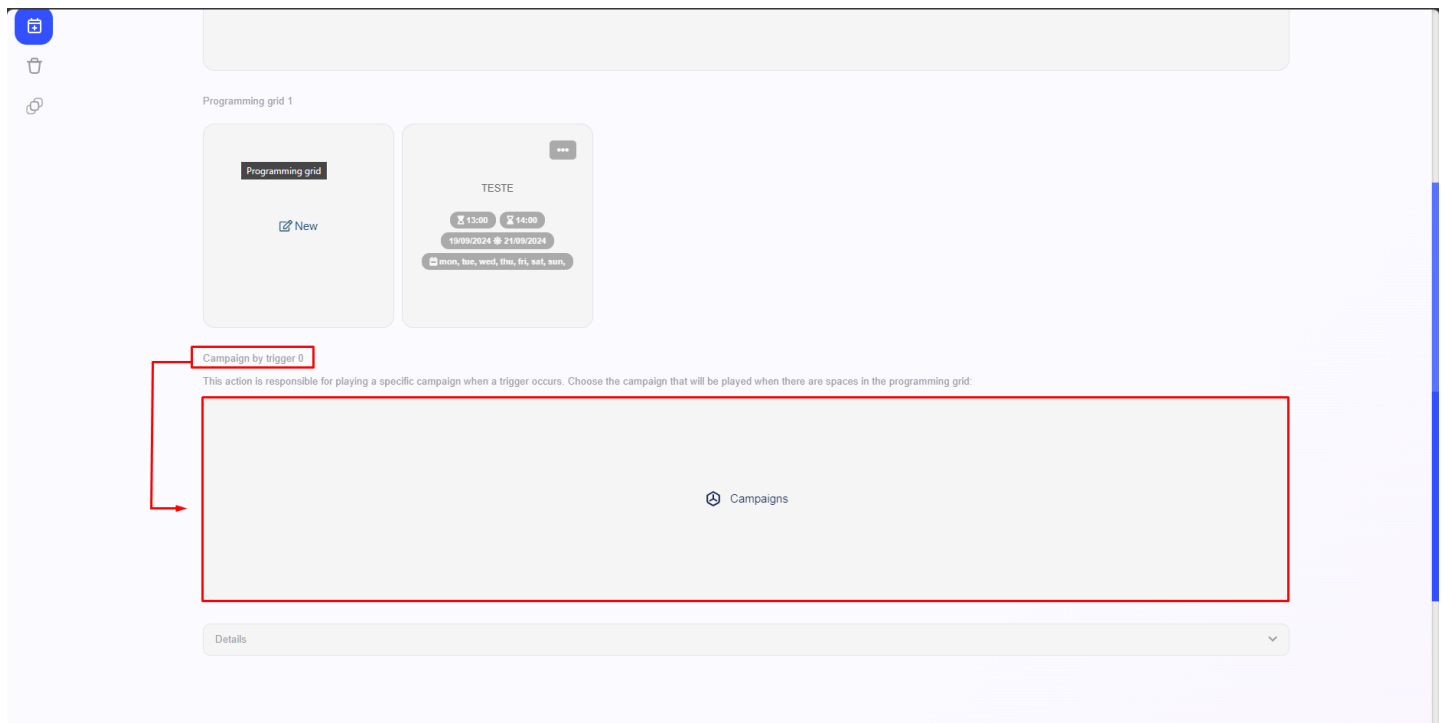
You can add several Campaigns to the Programming Grid according to your preference by clicking on “New”, then just follow the same steps as above.

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Version: 2.0.1

Trigger Campaign

By selecting the “Campaigns” button, linked to the Campaign by trigger, it becomes possible to include a Campaign of your choice associated with a Trigger. This will allow the included Campaign to be displayed every time a specific action chosen by the User, such as a Trigger, is triggered.



When you click on “Campaigns” in the image above, you'll need to click on the “-->” button associated with the Campaign you want. This Campaign must contain the Slide needed to be associated with the Trigger, according to your preference.

Scheduler teste

← Add a campaign per trigger to the scheduler

Choose from the actions available

| Search

Order by (Modification Date) Lines per page (10) Total Items (1)

TESTE
@ 02:00:45 Inactive

1 of 1 pages

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After selecting the Campaign you want, you need to add a previously created Trigger by clicking on “+” (add). If the selected Trigger is triggered, the previously added campaign will be displayed.

Scheduler teste

← Choose a trigger for this scheduler

Choose from the actions available

| Search

Order by (Modification Date) Lines per page (10) Total Items (1)

teste kaue
@ 02:00:45 Initial trigger

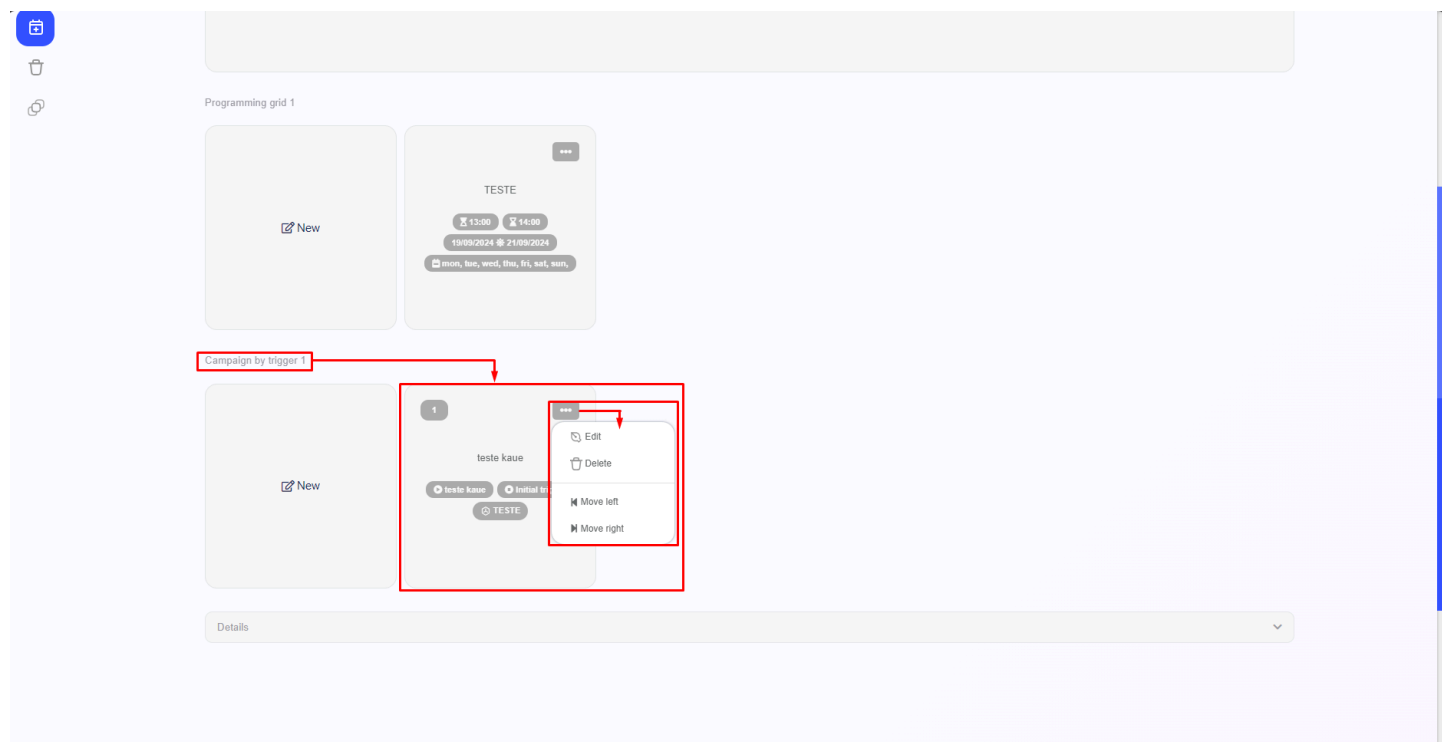
1 of 1 pages

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Once you have selected the campaign you want and set the display period according to your preferences, the campaign will be integrated into the Scheduler as a Campaign by trigger. To

proceed with editing or deleting the campaign previously added as a Campaign by trigger, please click on the “three dots” next to the campaign. You will find options to edit or delete the campaign, as well as the option to move the campaign left or right.

Note.: For more information on the “Trigger” functionality, go to the “Settings” topic.



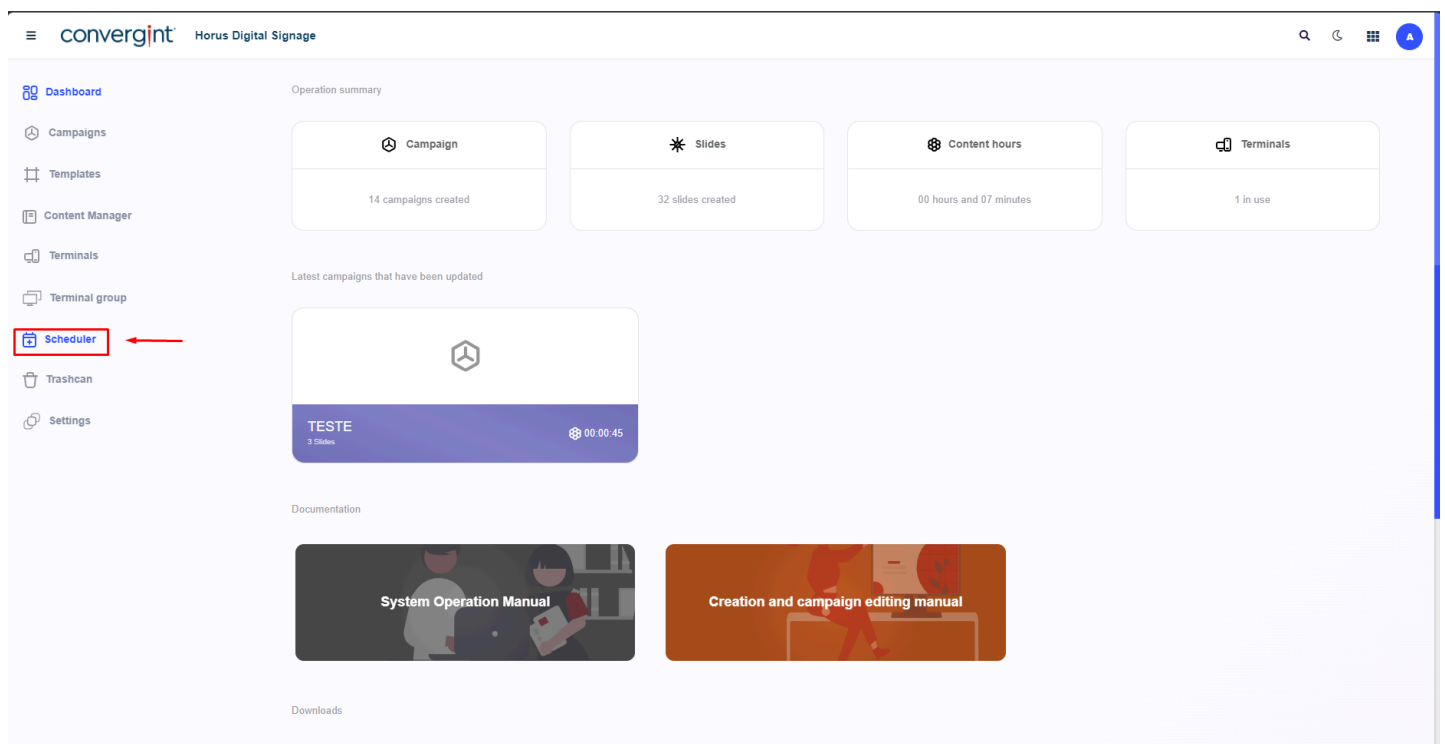
You can add several Campaigns to the Programming grid according to your preference by clicking on “New”, then just follow the same steps as above.



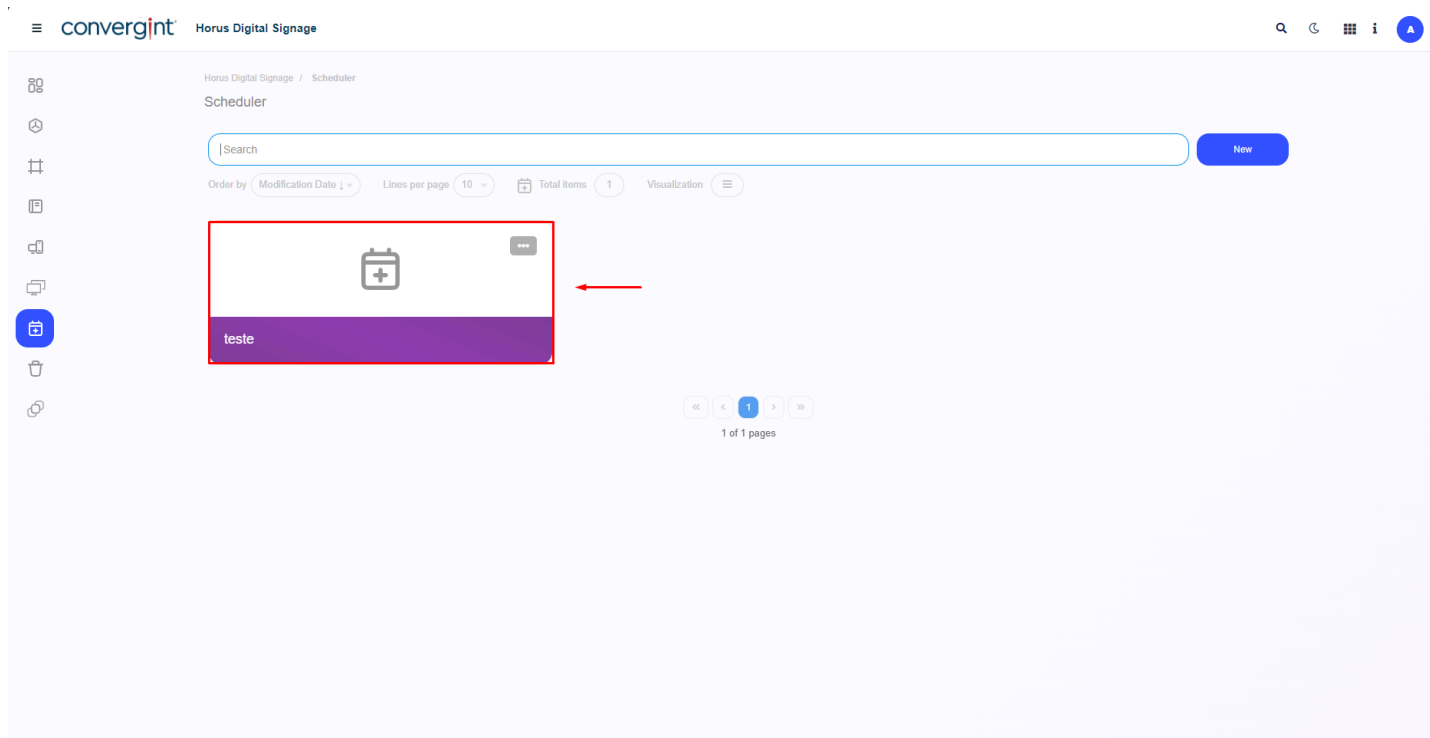
Version: 2.0.1

Change of Period in the Programming Grid

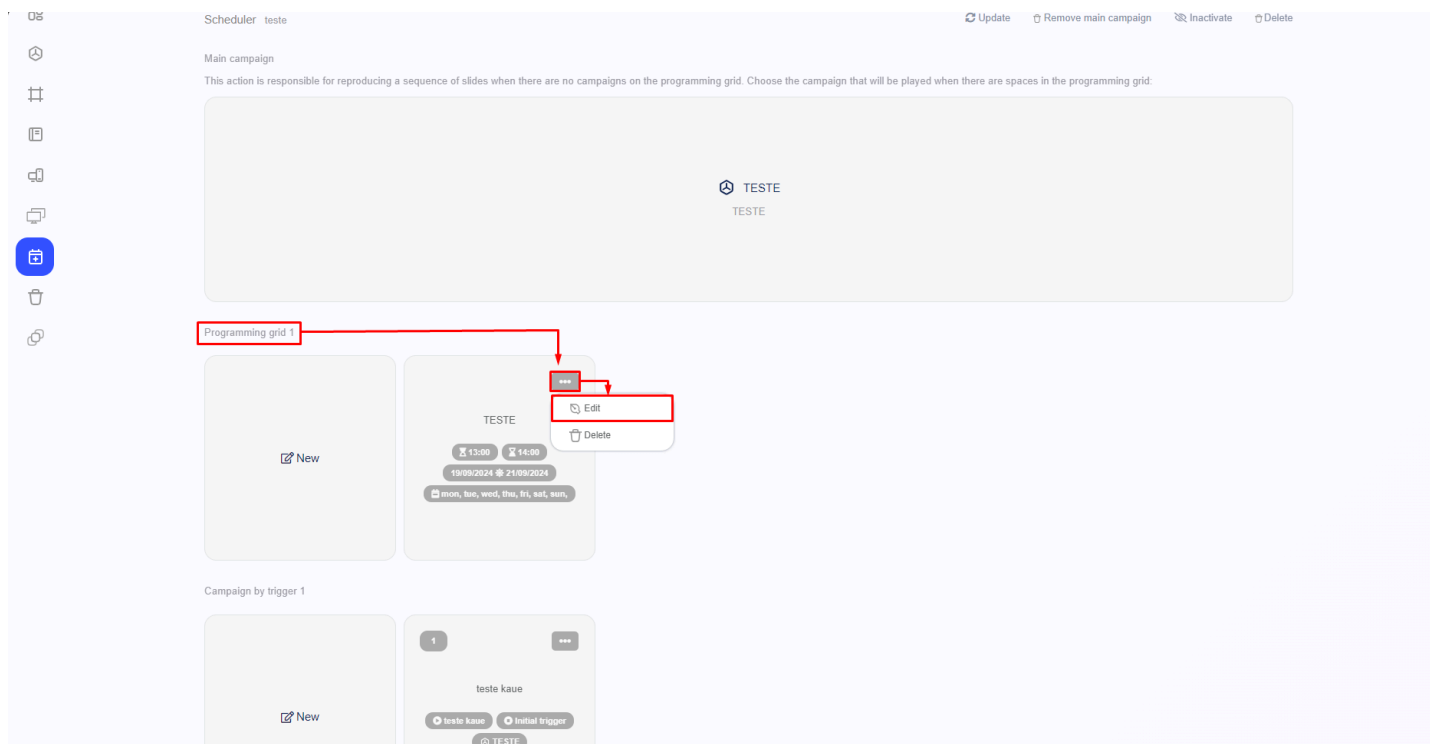
The first step to changing the period in the programming grid is to access the “Scheduler” tab. This function makes it possible to manage the reproduction of a sequence of Slides, offering flexibility in displaying the Slides in the period of your choice in Horus Digital Signage.



After following the steps described in the previous topics, you need to access the Scheduler you created earlier and make the necessary changes to the established periods.



After accessing a Scheduler, the system will display the interface for adding Campaigns to the Scheduler. In this interface, it will be possible to change the periods by clicking on the “three dots” located next to the campaign in the programming grid. After clicking on the three dots, select the “Edit” option.



Once this is done, the screen will be displayed, offering a variety of templates that can be used to assign or change Display date and times for the chosen slide to be shown. After editing, simply click on the “Update” button to save the changes made to the display period.

The screenshot displays the 'convergent Horus Digital Signage' interface. On the left is a sidebar with icons for various functions, including a calendar icon that is highlighted. The main area is titled 'Scheduler teste' and contains a 'Choose the display hours for this scheduler' button. Below this is a 'Campaign Information Scheduled' section with a large grey box labeled 'TESTE'. To the right of this box is a red-bordered modal window for scheduling. This modal includes a 'Display date' section with a toggle switch and two date pickers set to '19/09/2024' and '21/09/2024'. The 'Display on weekdays' section has a toggle switch and seven day buttons: 'monday', 'tuesday', 'wednesday', 'thursday', 'friday', 'saturday', and 'sunday', each with a green checkmark. The 'Start of the display' section has a time picker set to '13:00', and the 'Closure of the exhibition' section has a time picker set to '14:15'. At the bottom of the modal are 'Cancel' and 'Update' buttons. A red arrow points from the 'Update' button to the right.

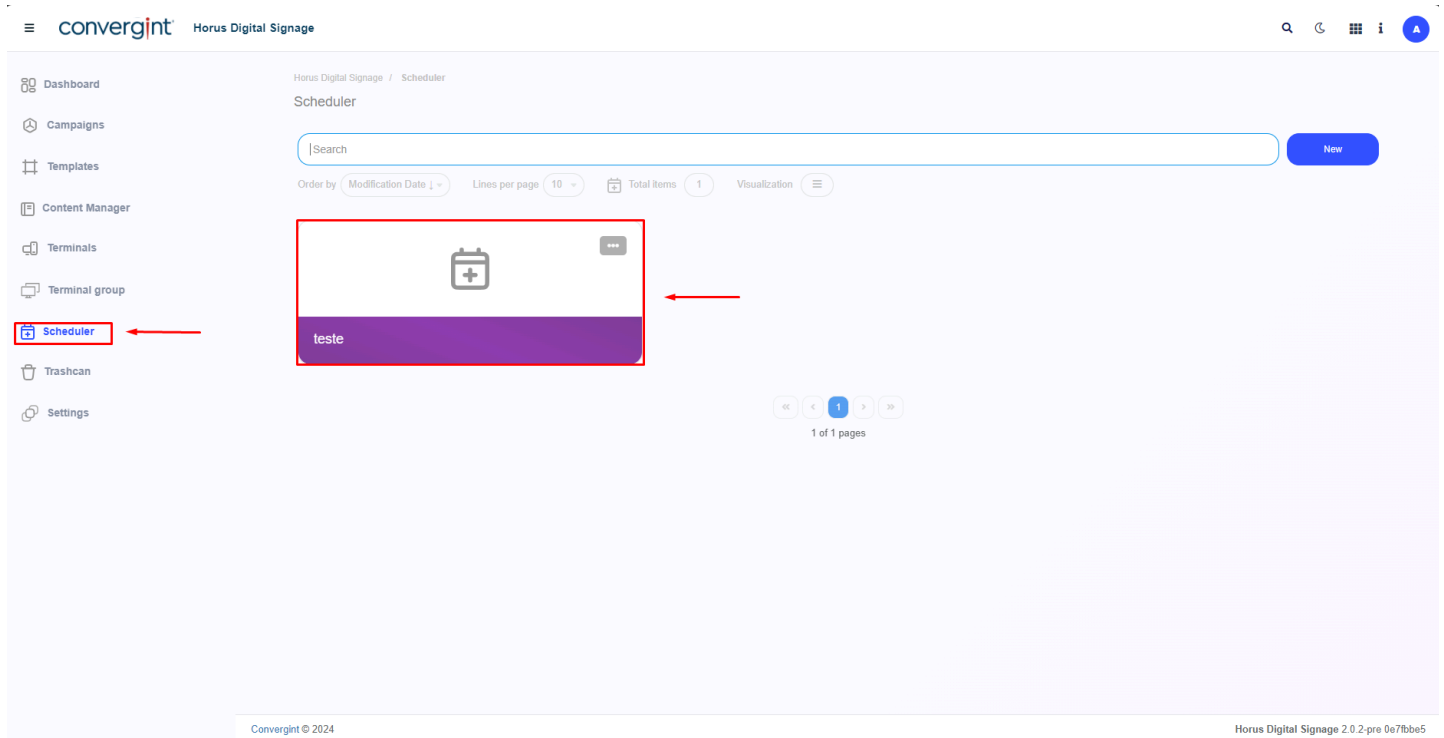
When you click on “Update”, the system will recognize the update and add or change the dates and times in the programming grid.

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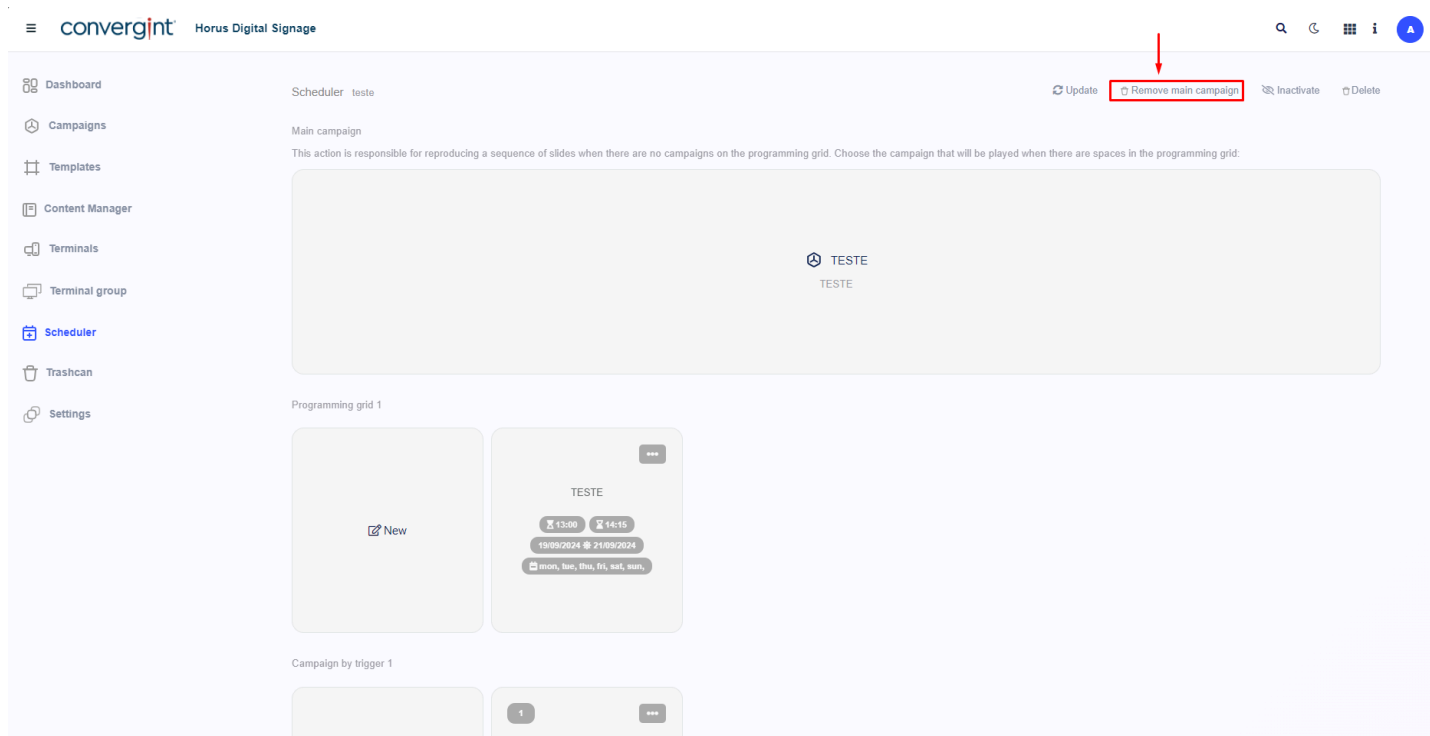
Version: 2.0.1

Removing a Main Campaign

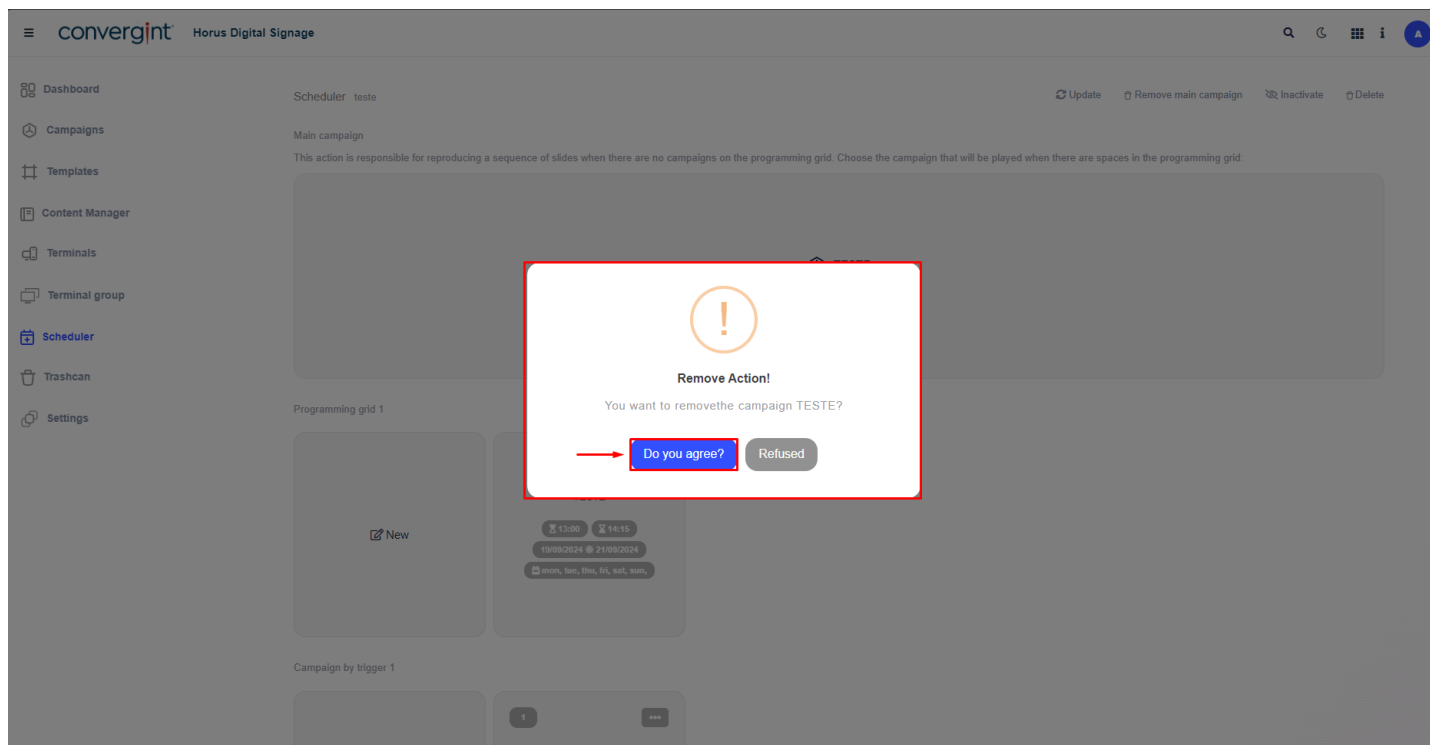
By following the steps described above, the Schedule will be registered. To Remove a Main Campaign, you need to access a previously created Schedule that you want to Remove the Campaign from.



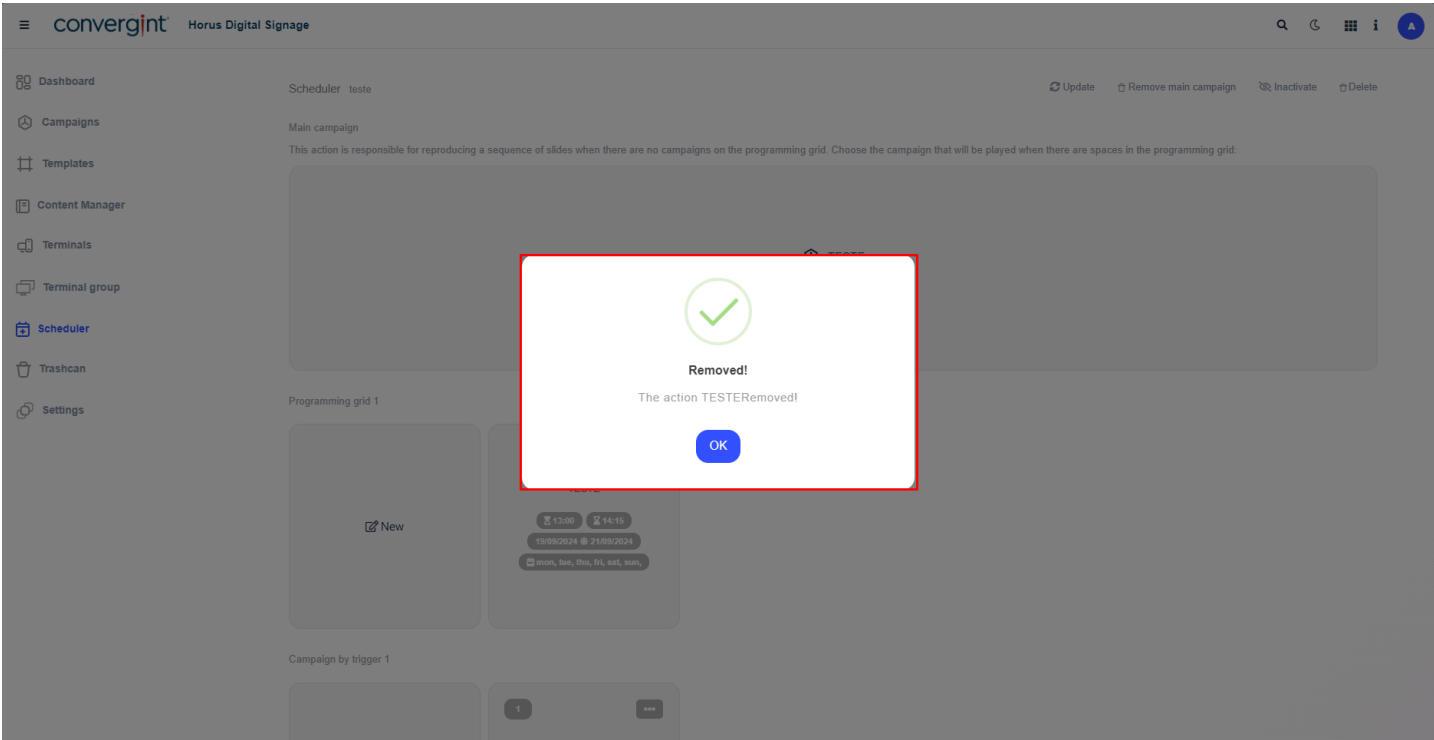
When you log in, the system will display the Scheduler interface, where you can Remove the Main Campaign by clicking on “Remove main campaign”, highlighted.



If you select this option, a pop-up will appear asking you to confirm before proceeding with the corresponding action. Then there is the highlighted “Do you agree?” option, so that the Removal of the Main Campaign can take place or not.



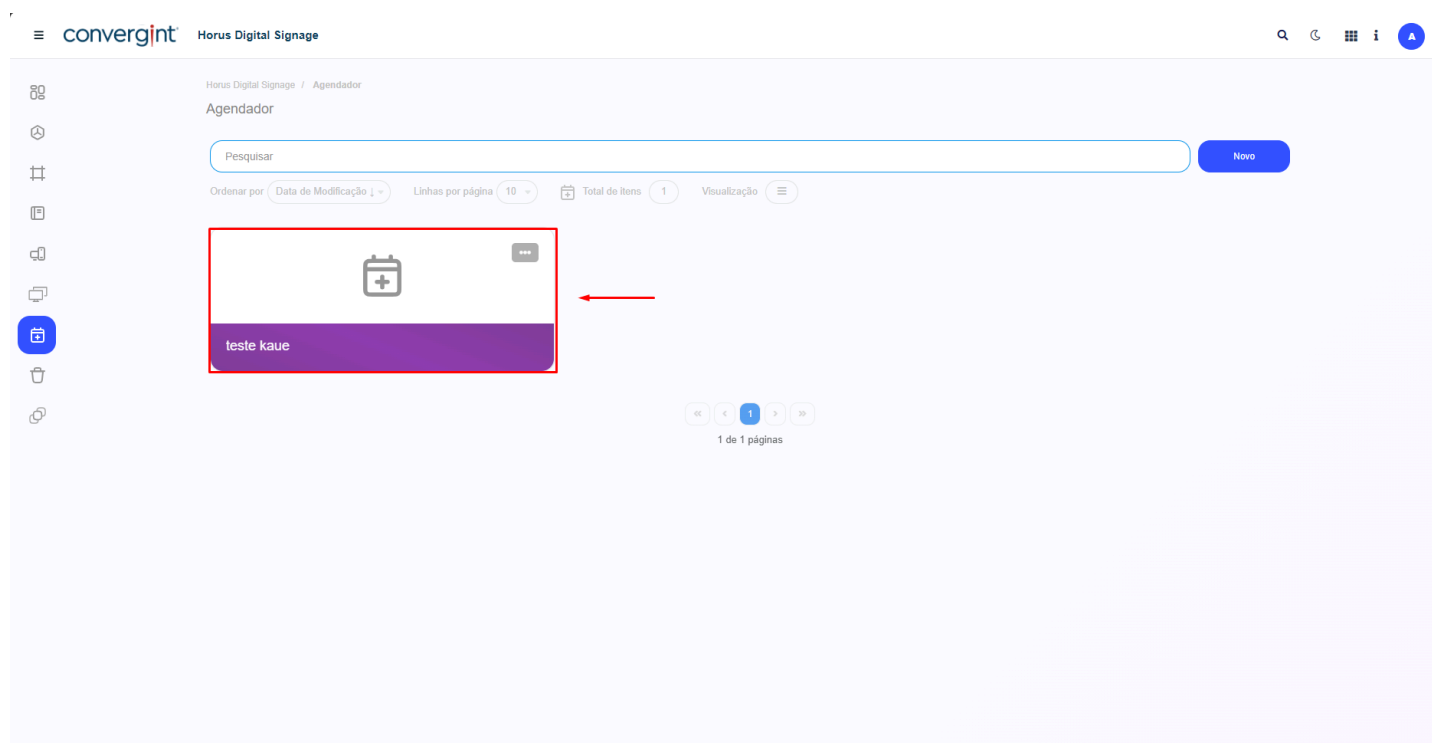
By clicking “You agree”, the Main Campaign will be removed.



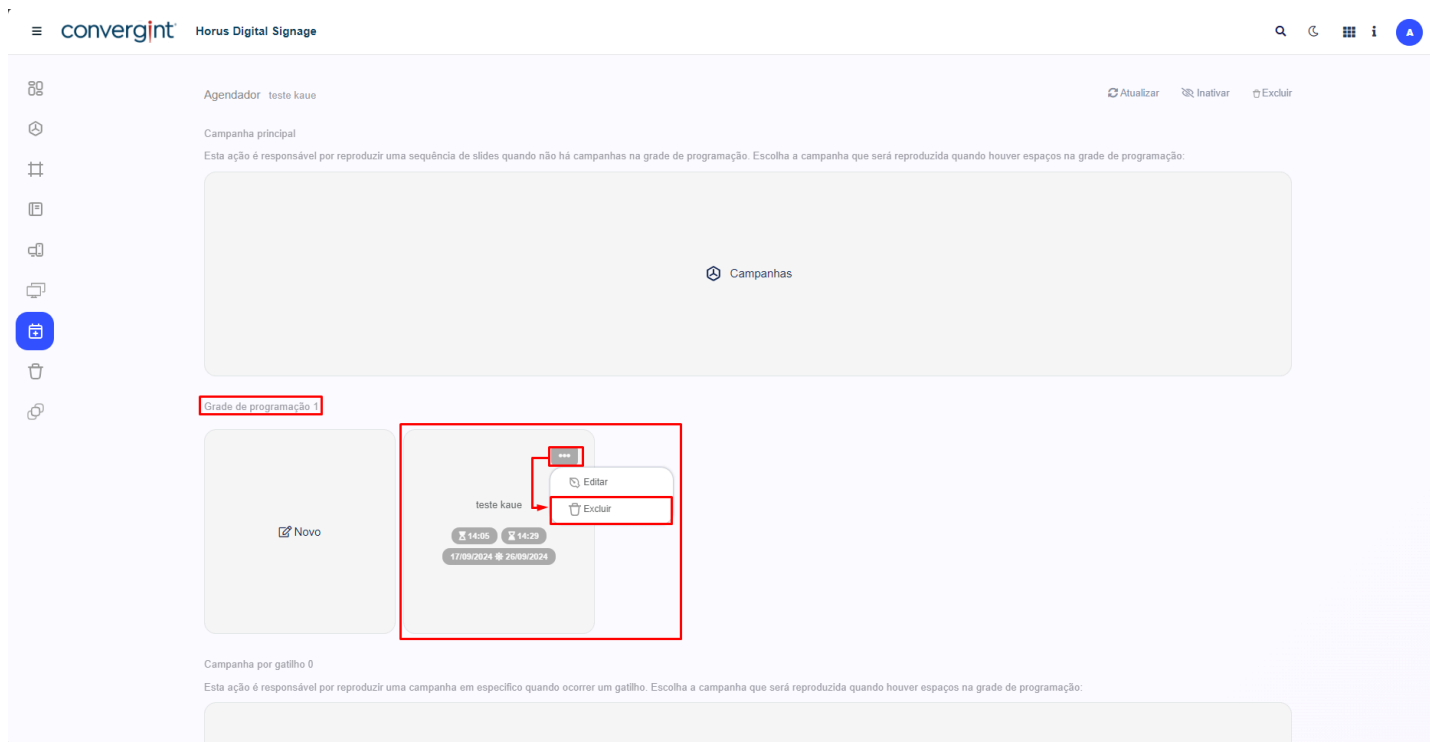
Version: 2.0.1

Remoção de uma Campanha dentro da Grade de Programação

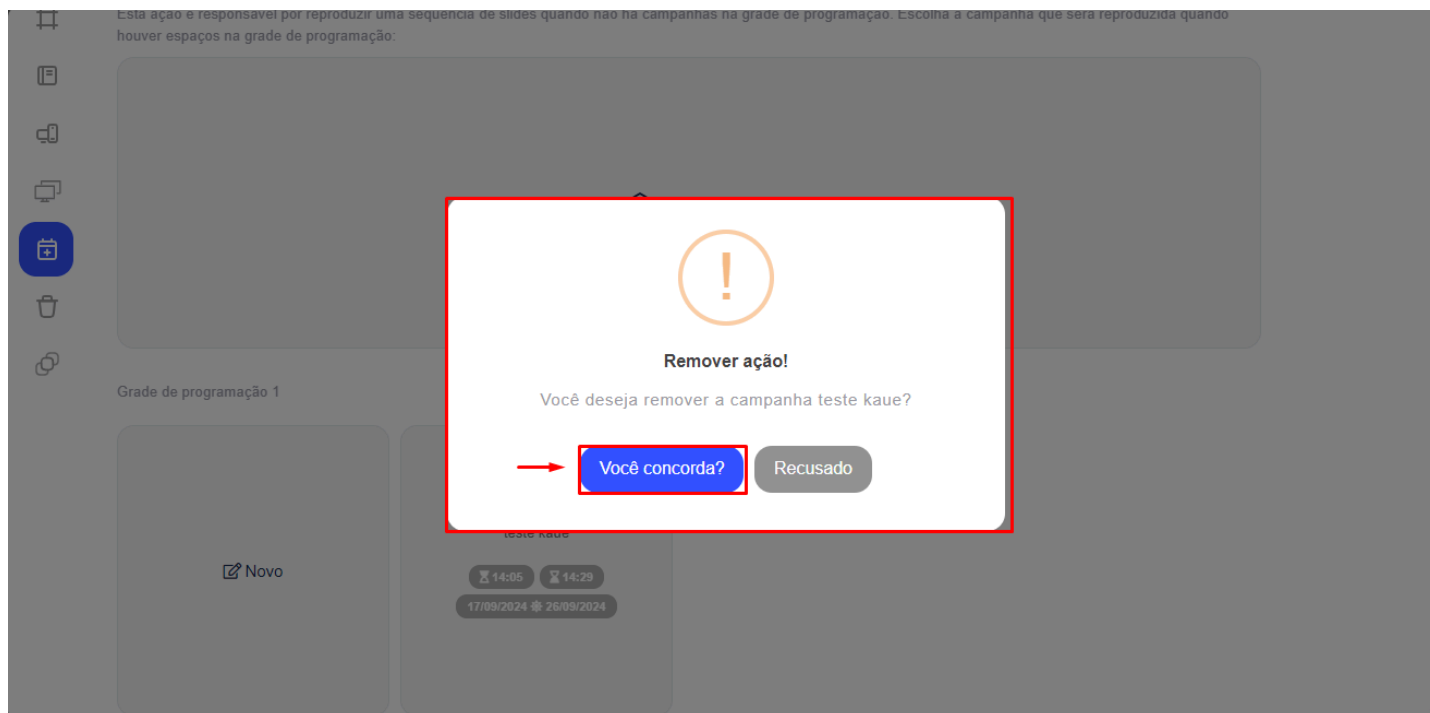
Ao seguir o tópico descrito anteriormente, o Agendamento estará cadastrado. Para Remover uma Campanha pertencente à Grade de Programação, é preciso acessar um Agendamento previamente criado que deseja remover a campanha associada à Grade.



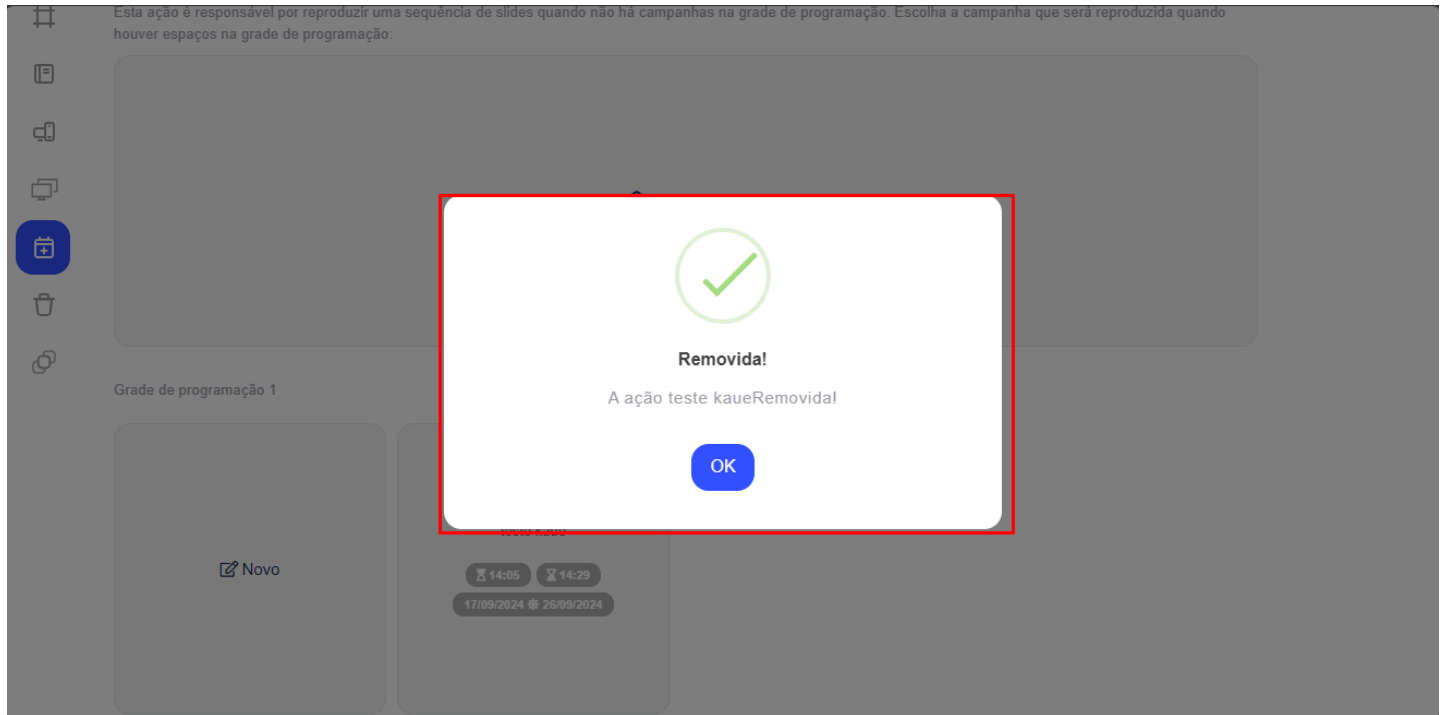
Ao acessar o sistema, a interface do Agendador será exibida. Nessa interface, você poderá Remover a Campanha da Grade de Programação. Para isso, clique nos "três pontos" localizados ao lado da Campanha na Grade de Programação e, em seguida, selecione a opção "Excluir" para Remover a Campanha selecionada.



Selecionando esta opção, aparecerá um "pop up" solicitando a confirmação antes de prosseguir com a Remoção da Campanha dentro da Grade de Programação. Em seguida clique em "Você concorda", em destaque, para que ocorra a Remoção.



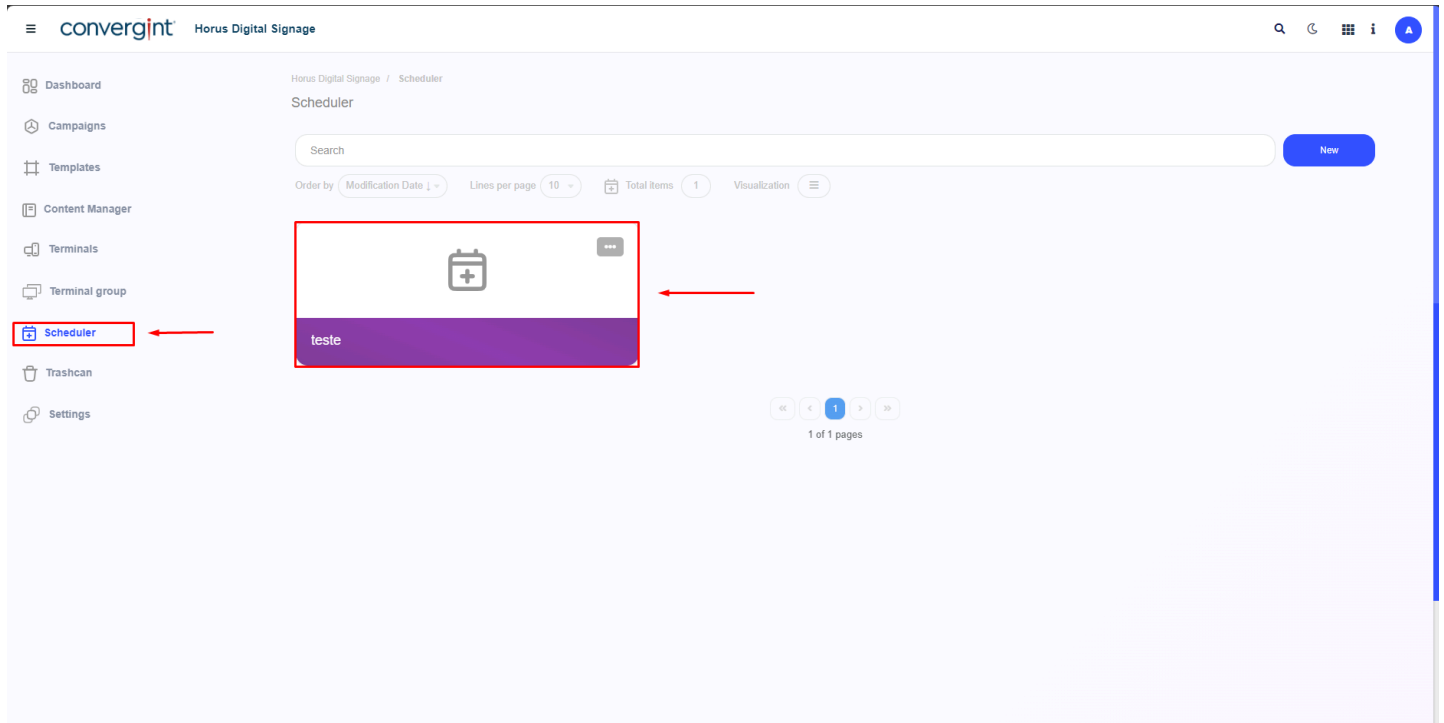
Ao clicar em "Você concorda", a campanha adentro da Grade de Programação será removida.



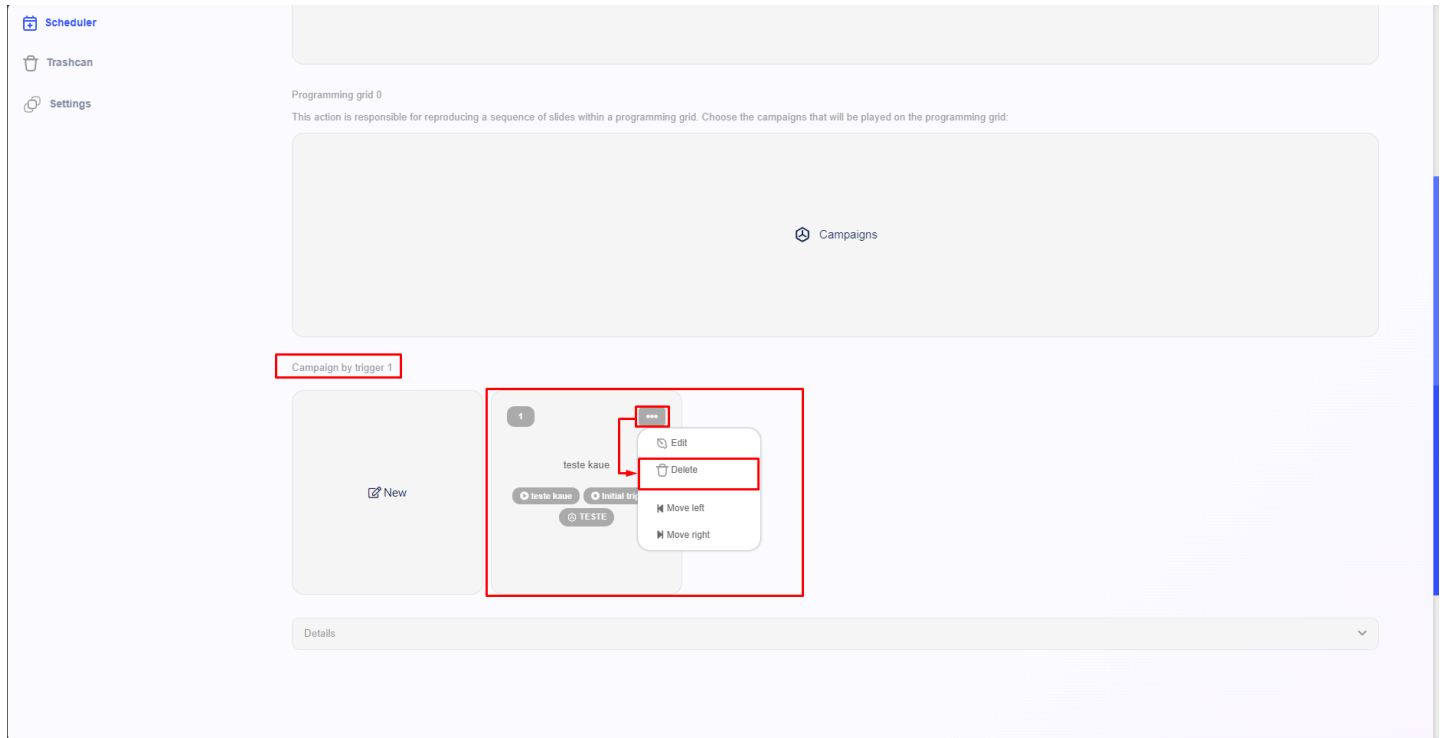
Version: 2.0.1

Removing a Trigger Campaign

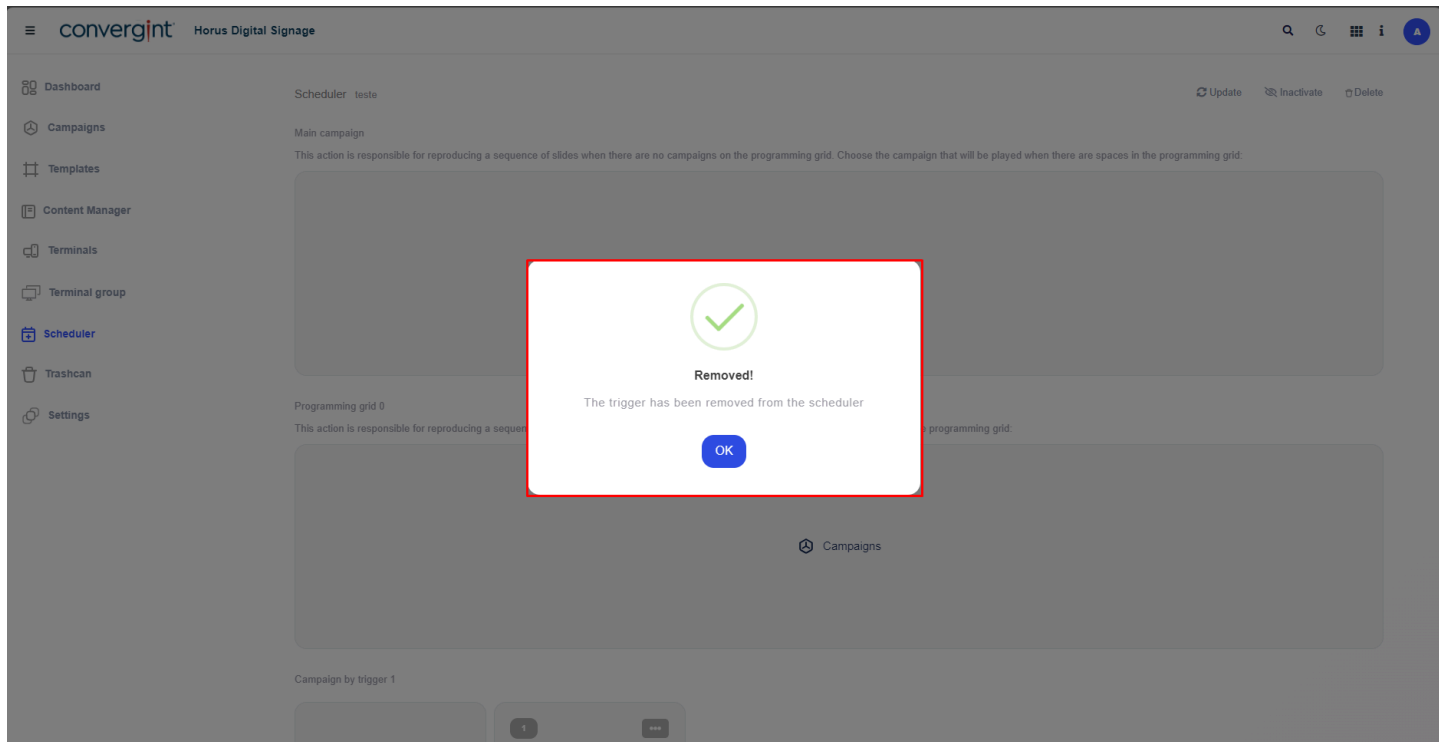
By following the steps described above, the Schedule will be registered. To Remove a Campaign by Trigger, you need to access a previously created Schedule that you want to Remove the Campaign associated with the Trigger.



When you access the system, the Scheduler interface will be displayed. In this interface, you can Remove the Campaign by Trigger. To do this, click on the “three dots” located next to the Campaign by Trigger and then select the “Delete” option to Remove the selected Campaign.



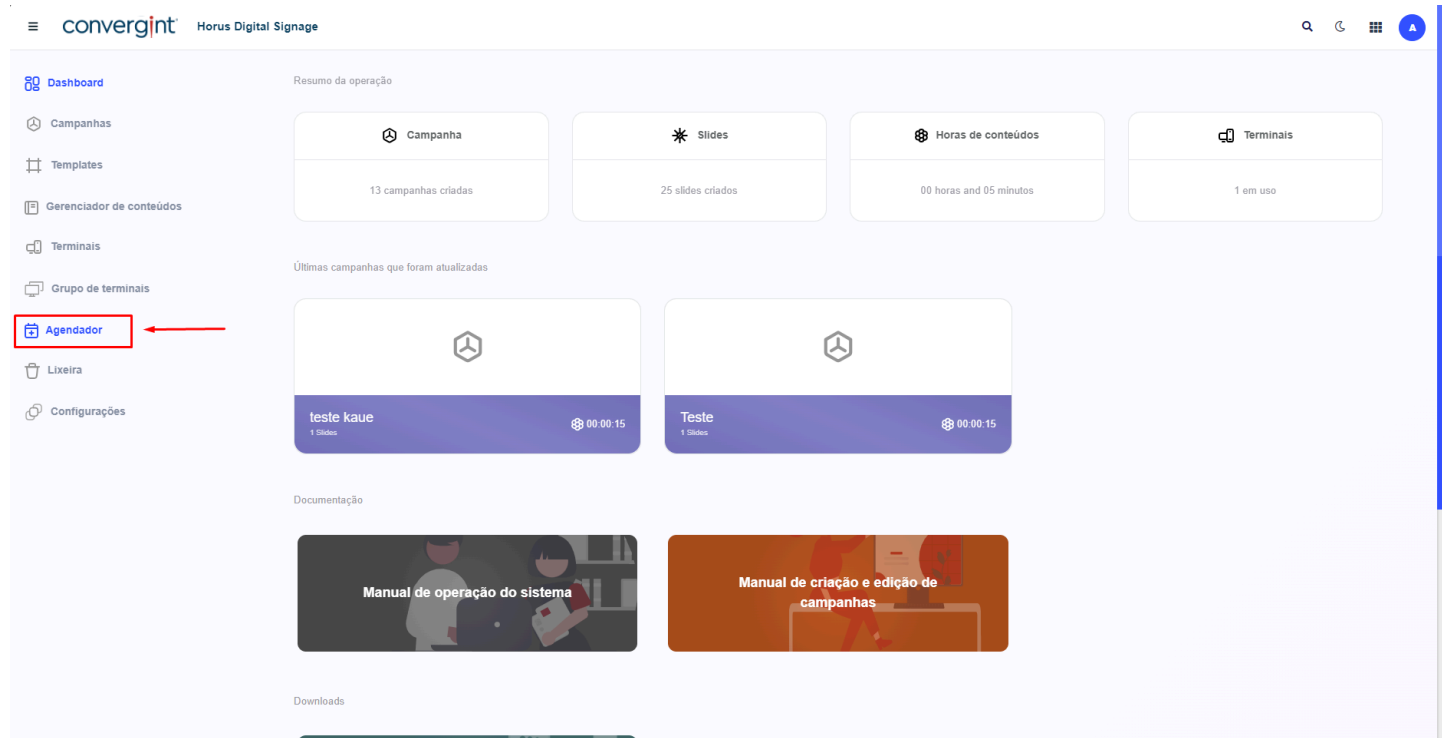
By clicking on the icon, the Campaign by trigger will be removed.



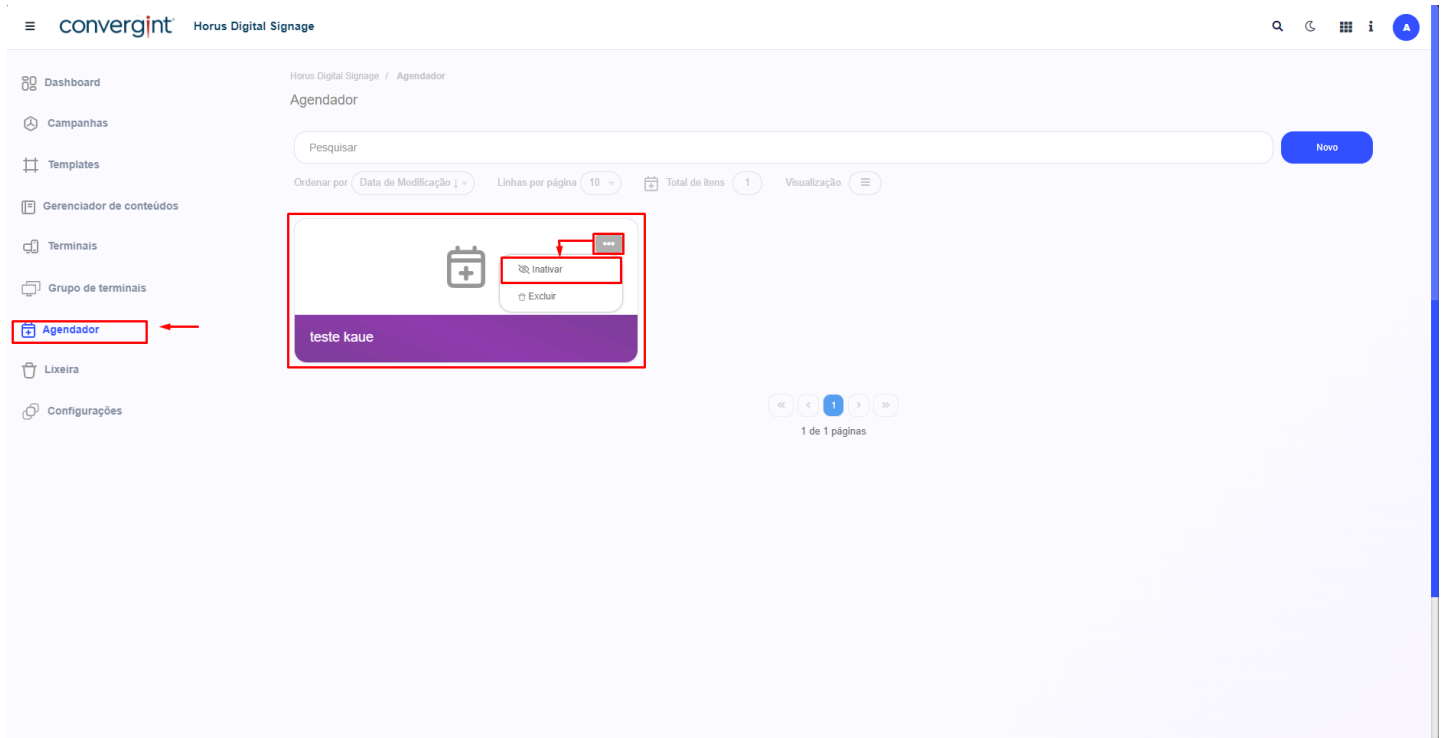
Version: 2.0.1

Inativação do Agendador

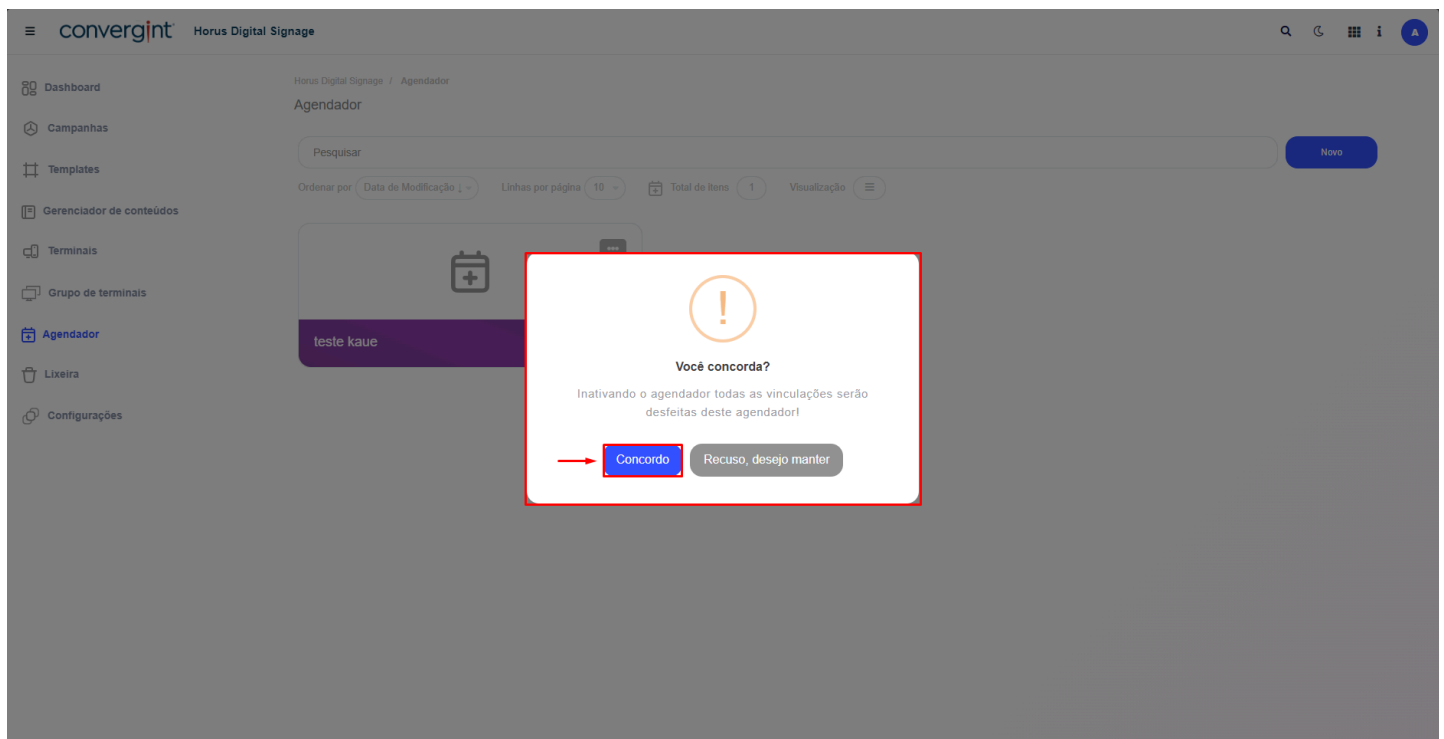
O primeiro passo para a Inativação do Agendador, é acessando a aba "Agendador". Esta função possibilita o gerenciamento da reprodução de uma sequência de Slides, oferecendo flexibilidade ao exibir os Slides no período de sua escolha do Horus Digital Signage.



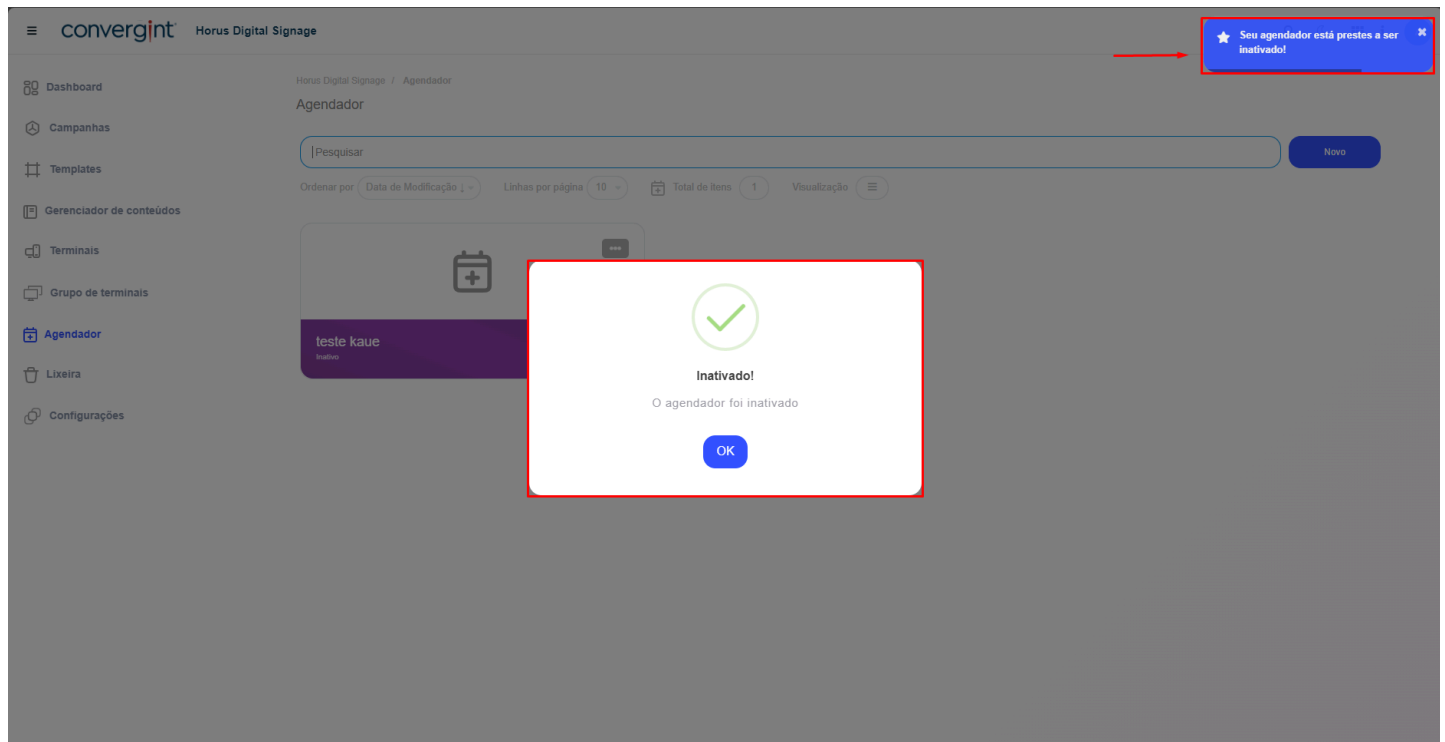
Para ocorrer a Inativação do Agendador, torna-se necessário acessar um "Agendador" previamente criado anteriormente, e clicar nos "Três pontos", direcionada ao Agendador que deseja Inativar, em seguida clicar em "Inativar".



Selecionando a opção, aparecerá um "pop up" solicitando a confirmação antes de prosseguir com a inativação do Agendador. Em seguida, clique em “Concordo”.



Ao clicar em “Concordo”, o Agendador será inativado.

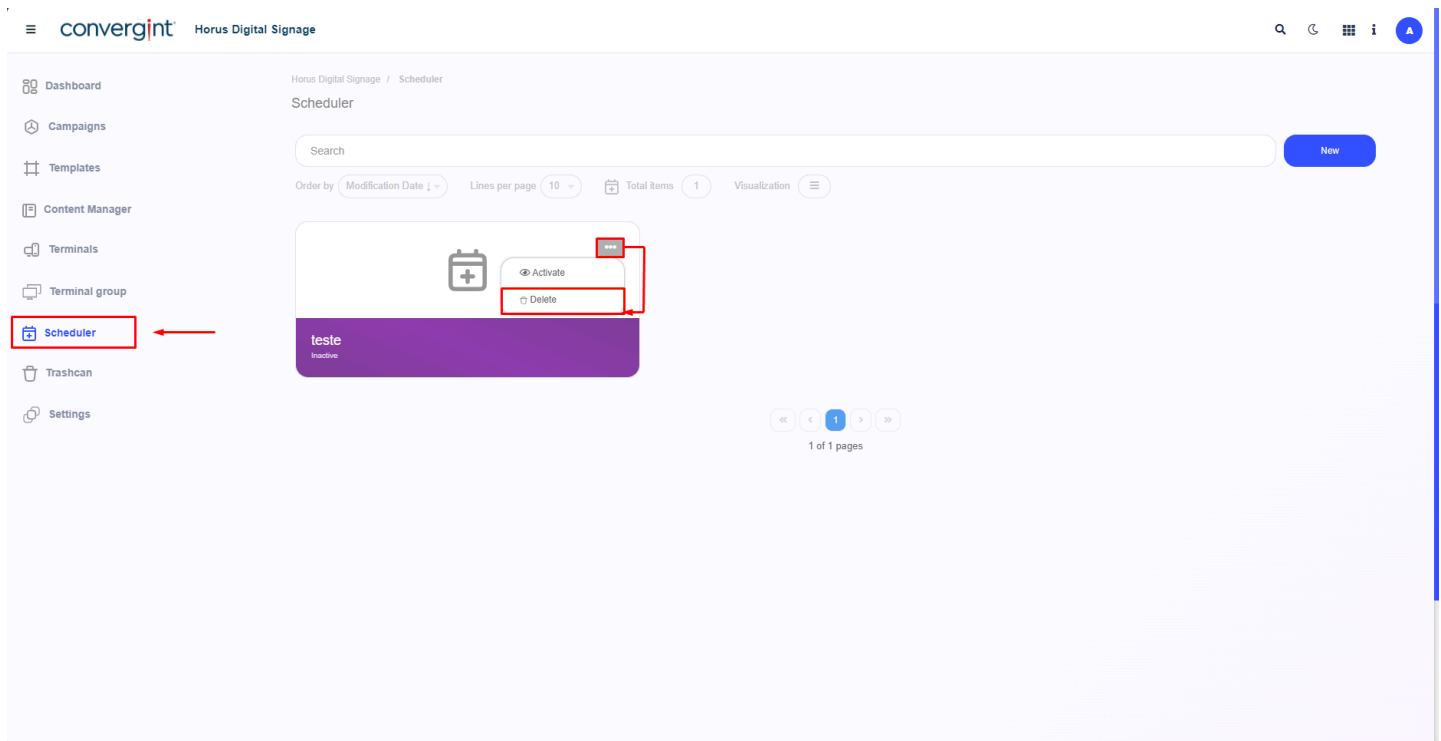


Obs.: Se deseja ativar o Agendador, basta seguir o mesmo procedimento realizado anteriormente.

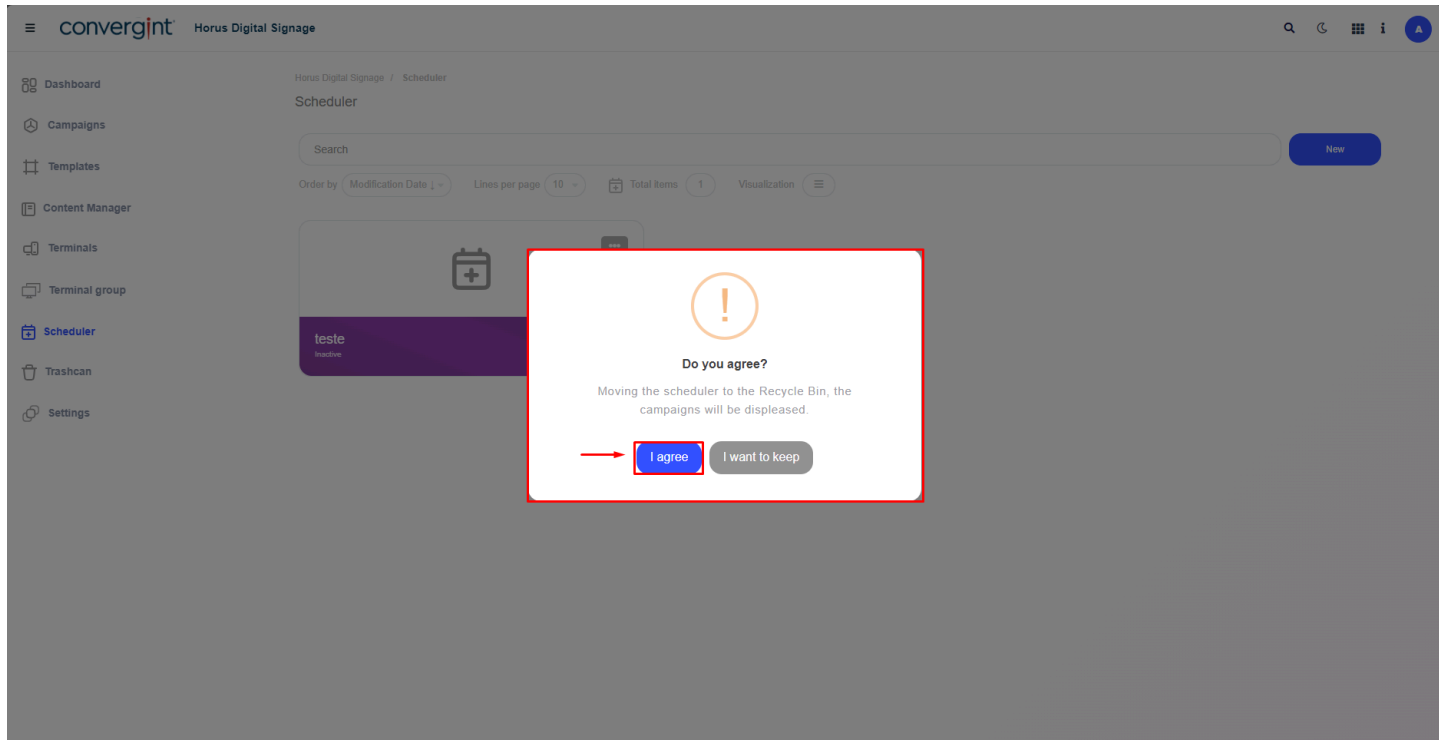
Version: 2.0.1

Removing the Scheduler

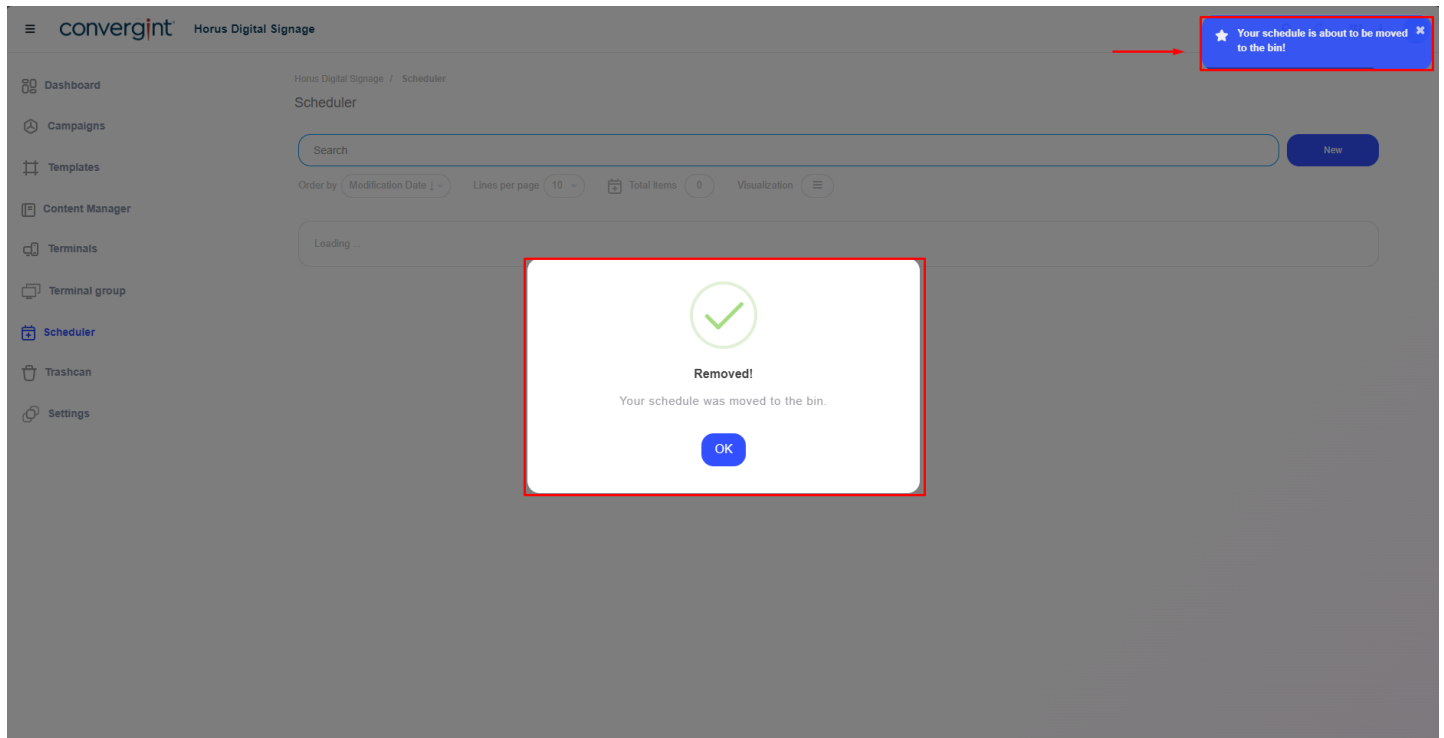
To remove the Scheduler, you need to click on the “Three dots”, directed to the Scheduler you want to remove, then click on “Delete”.



If you select the option, a pop-up will appear asking you to confirm before proceeding with the Scheduler Removal. Then click “I agree”.



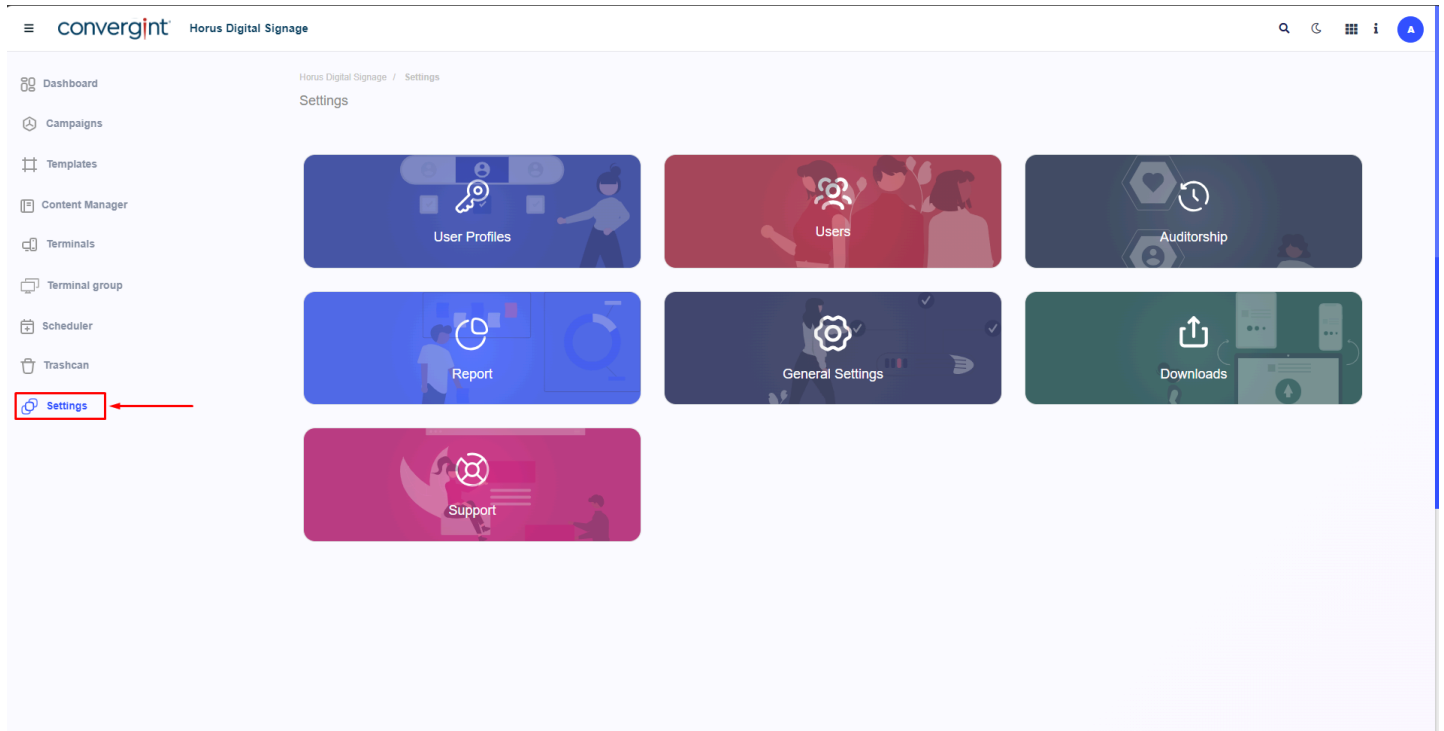
By clicking "I agree", the Scheduler will be removed.



Version: 2.0.1

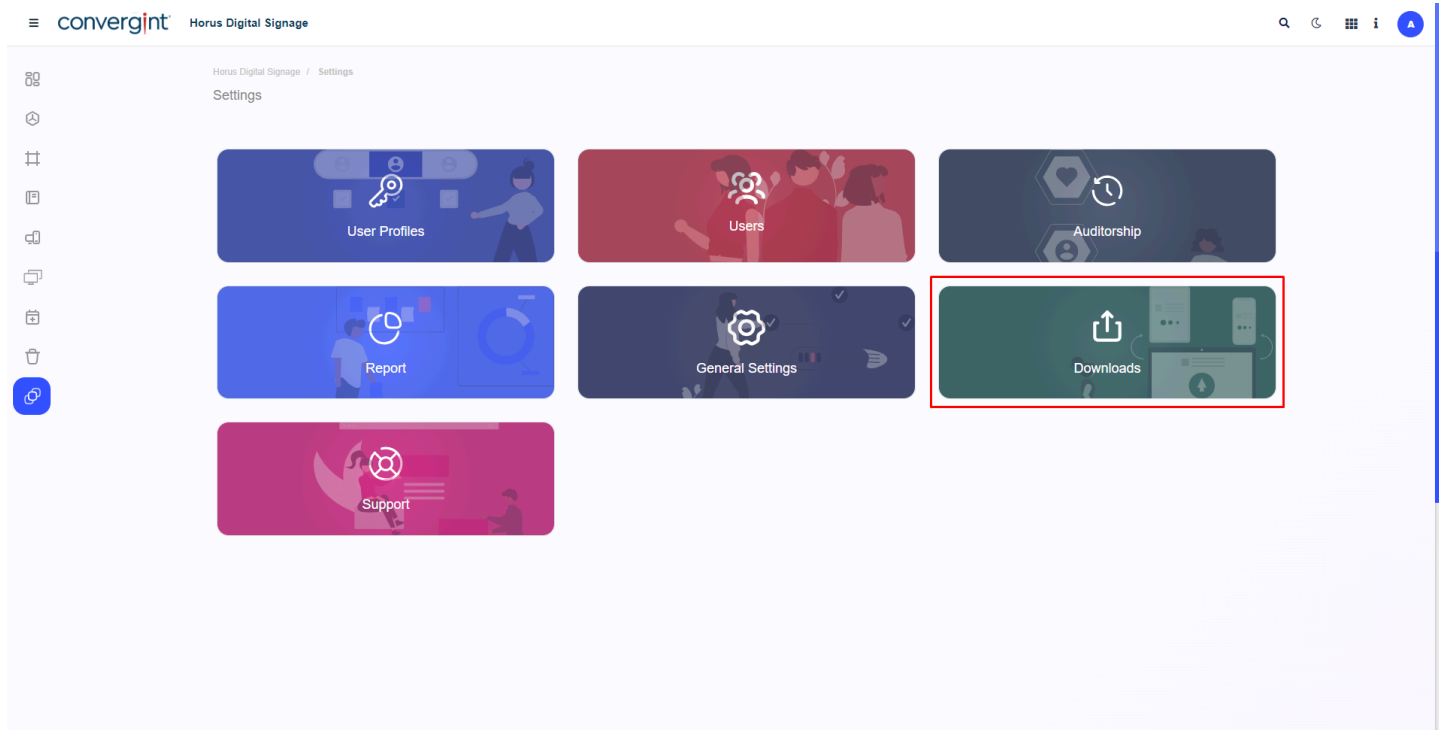
Download the Player

As a first step to perform the download, access the "Settings" tab. Within this tab, it is possible to check the features, download the player, verify previously declared data, create and manage user profiles and users, get support, and adjust the general settings of Horus Digital Signage.

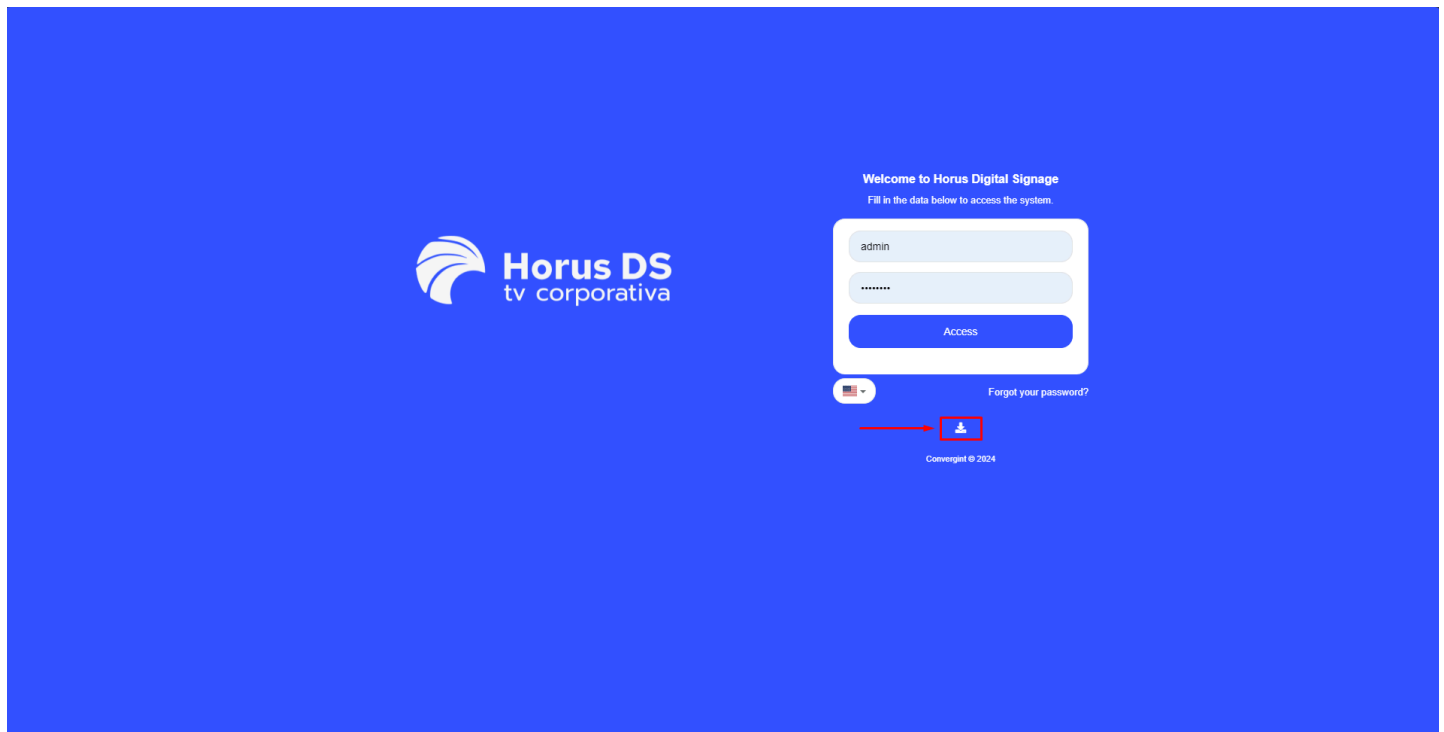


The "Download" feature allows you to install the content playback software—Player—which enables the display of Campaigns and offers synchronization between the Player and Horus DS remotely using the code generated and provided by the platform.

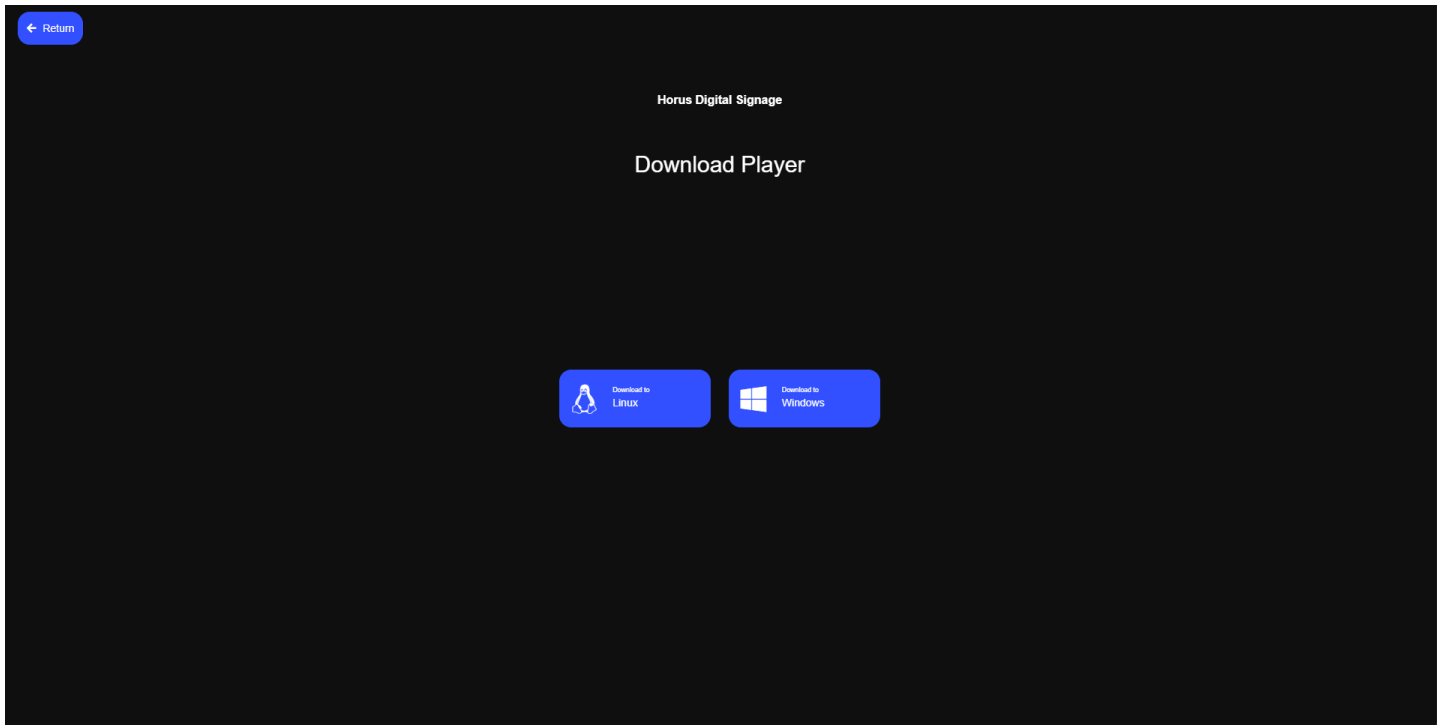
Note: Download through access in the "Downloads" field.



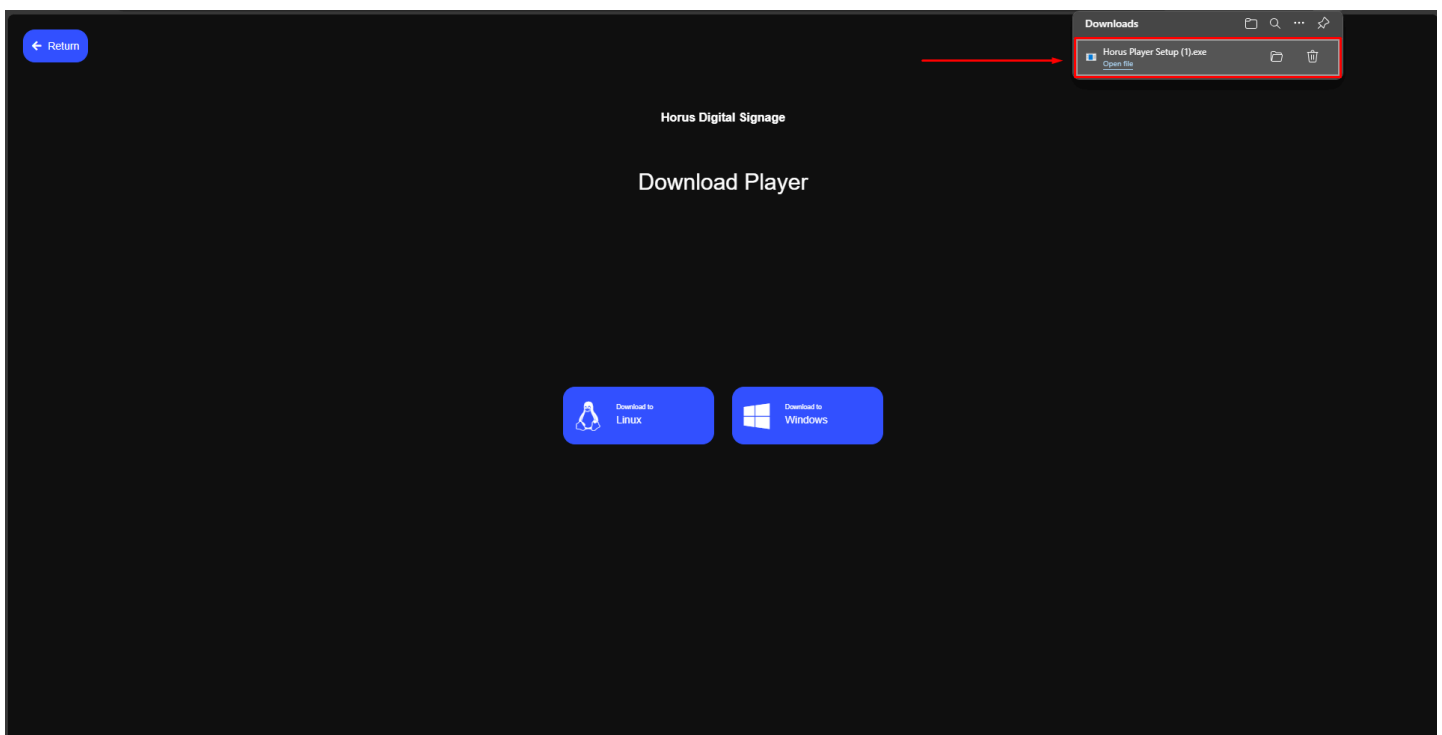
Download through the platform's login interface:



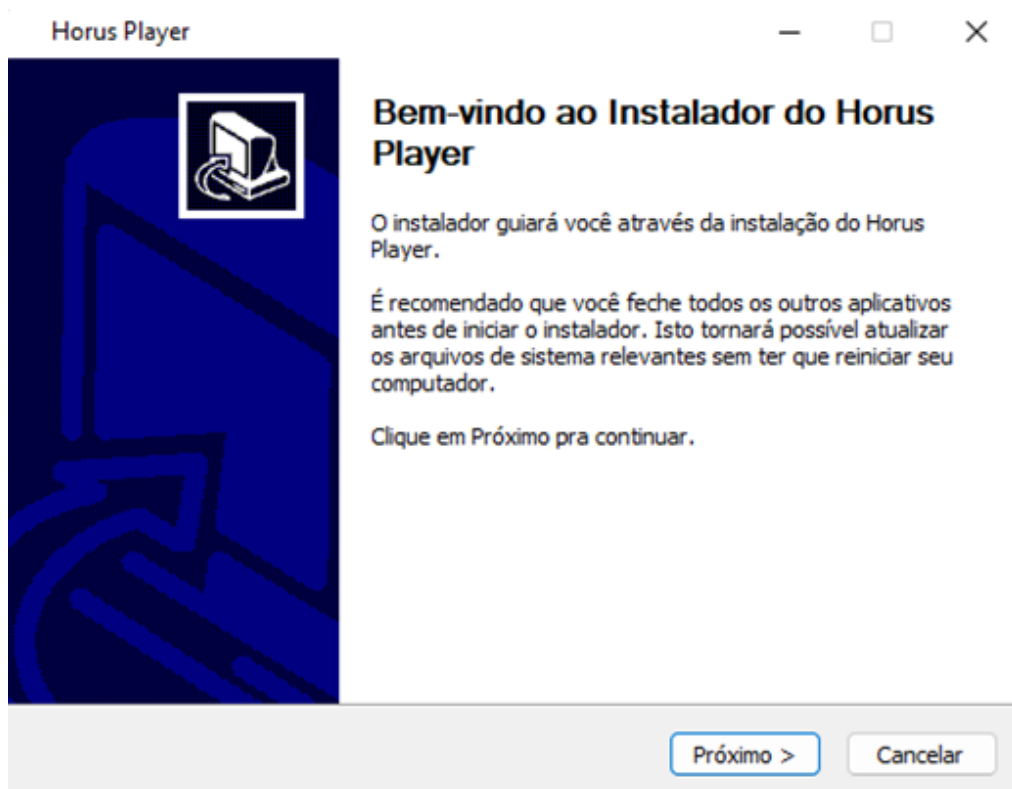
Both download options selected; the system will update, displaying the download selection screen, differentiating between the operating systems that the platform provides (Linux and Windows). To download the Player, it will be necessary to select the desired operating system.



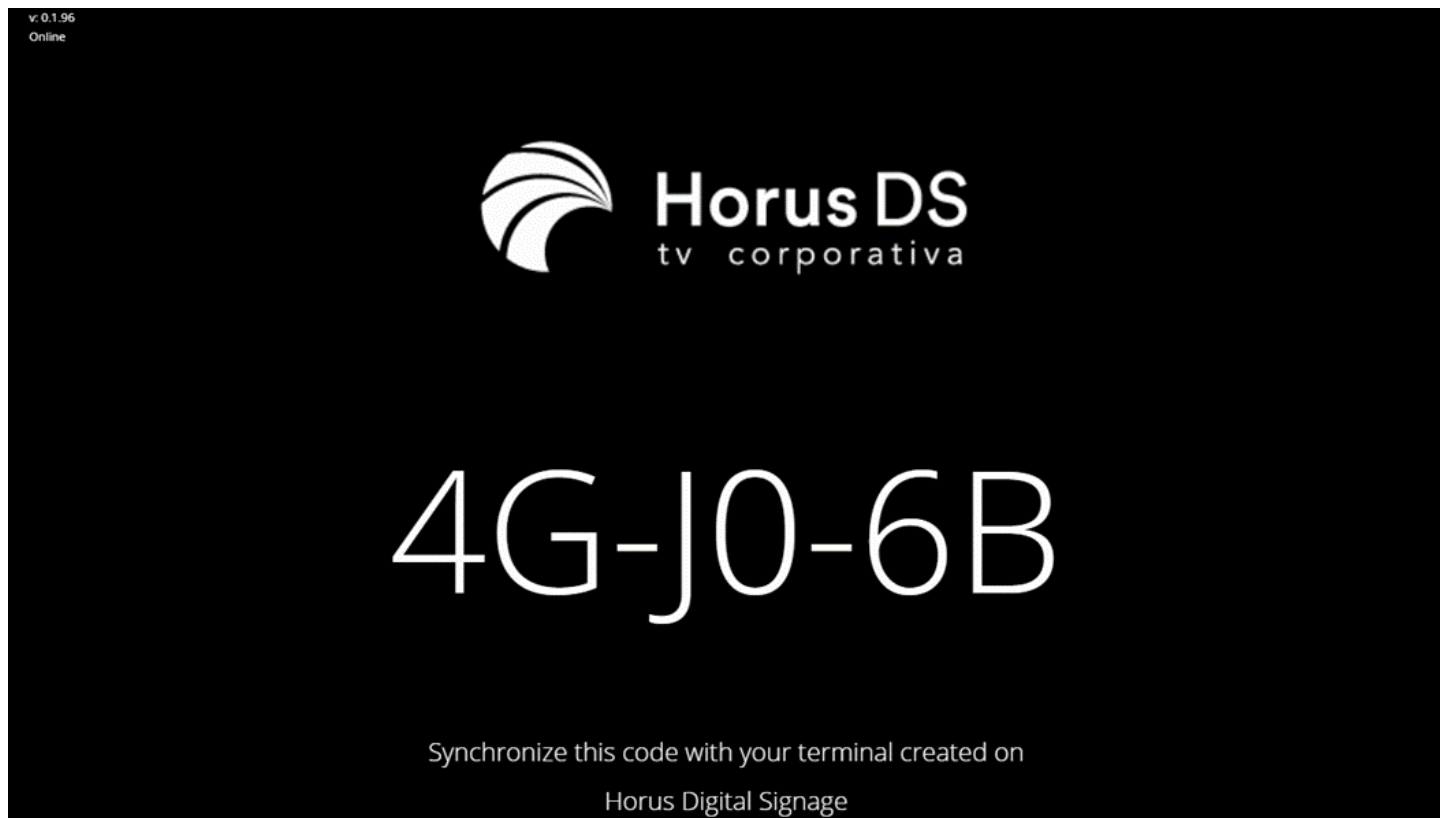
After selecting your preferred operating system, the Player installation file will be downloaded. To complete the Player installation, you will need to access the file.



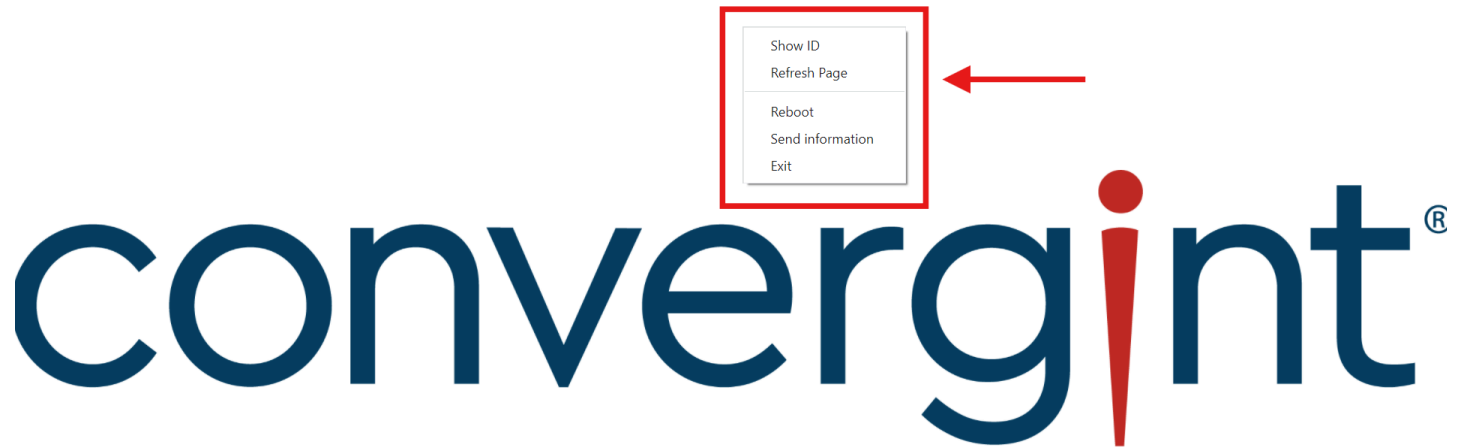
When selecting the installation file, you need to run it and set up the Player installation according to your preferences.



After running and configuring it according to your preferences, you will have access to the Horus Player. This will allow you to view the Player interface and obtain the code necessary to sync it with Horus Digital Signage.



To access more features of the Player, right-click to: view the system-generated code in the upper right corner (ID), refresh the page, restart the system, send information to the interface, and exit or shut down the system, respectively, as highlighted.



Note: To synchronize the Terminals with the previously installed Player, check the "Terminal" section.

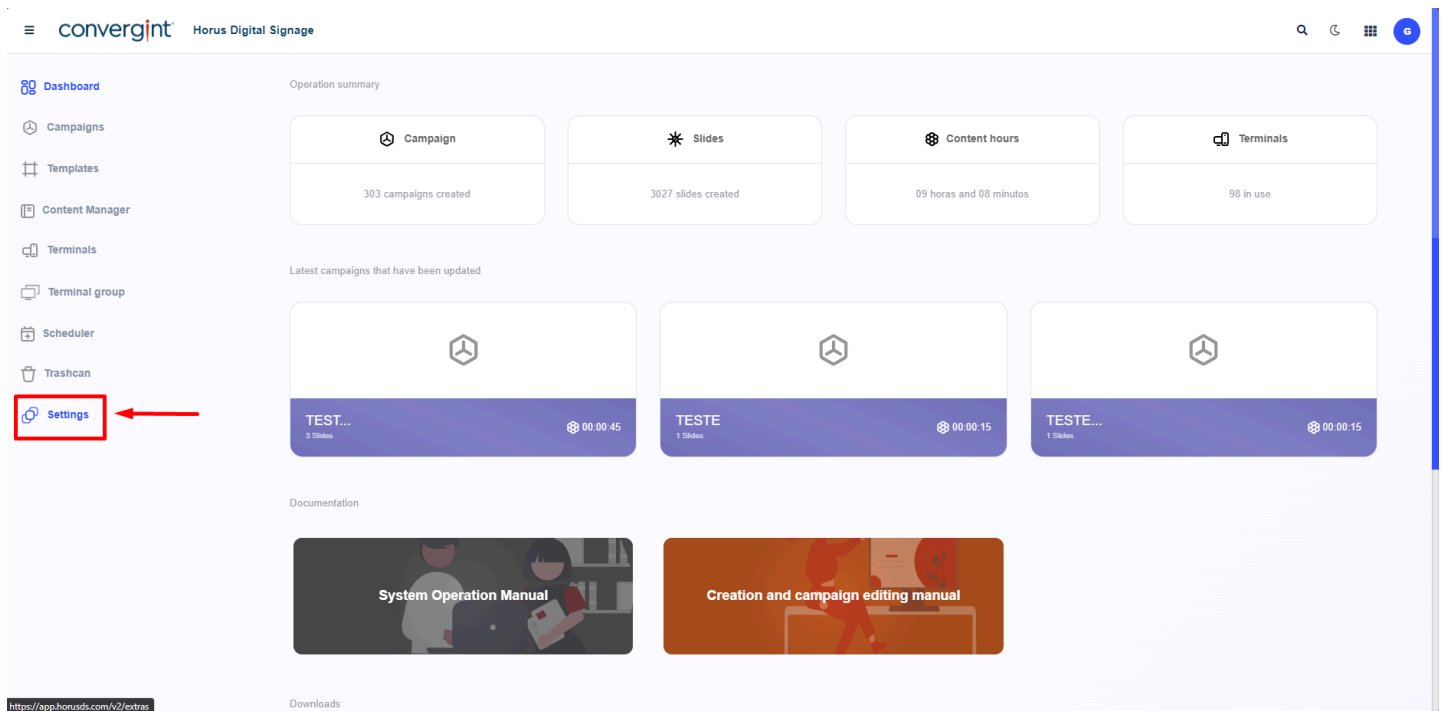
Version: 2.0.1

User Profiles

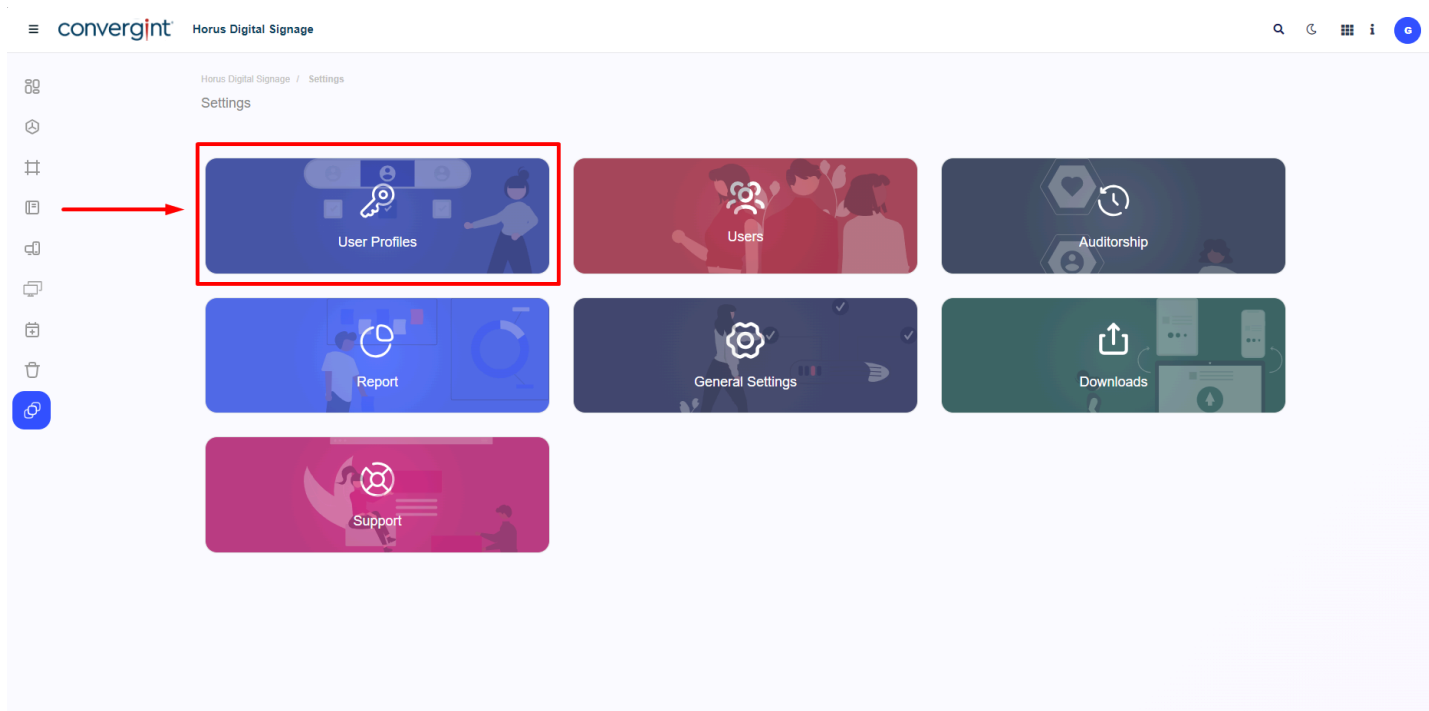
Version: 2.0.1

Adding User Profiles

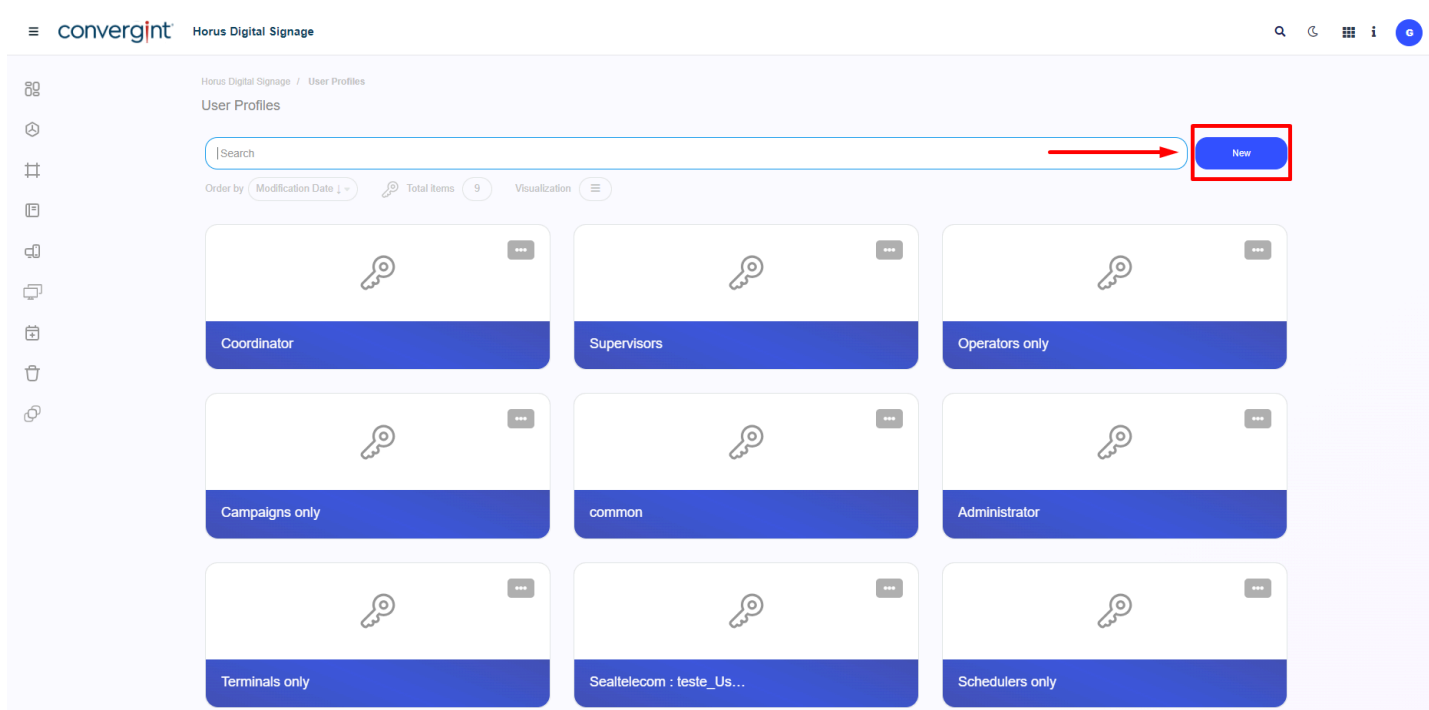
The first step to check the report is to access the 'Settings' tab. Within this tab, it is possible to verify functionalities that are not related to slide display, but rather to checking previously declared data, creating user profiles, managing users, and general settings of Horus Digital Signage.



By clicking on 'Settings', it is necessary to click on 'User Profiles'. This function allows the creation of profiles that encompass permissions granted to users according to their preferences, thus facilitating the creation of users with their respective permissions.



After clicking, the system will allow the process of creating the user profile. To do this, click on "New."



By clicking, you will be able to create a User Profile according to your preference. Enter the profile name, provide a description (optional) to illustrate the new profile, and assign the permissions you want the New User to have access to. Once you have filled in the desired permissions, click on "Register."

convergent Horus Digital Signage

Horus Digital Signage / User Profiles / New User Profile

New User Profile

Name
TEST

Description
User Profile

Profile released (Users > View allowed)
Attribuer ...

Permission

User profiles 5 / 5

✓ Tick All	✓ View	✓ Add	✓ Edit	✓ Activate/Inactivate
✓ Delete				

Users 0 / 6

Settings 2 / 2

✓ Tick All	✓ View	✓ Edit
------------	--------	--------

Content Manager 0 / 4

Campaigns 0 / 5

Resolution 0 / 3

Slides 0 / 5

Templates 0 / 4

Terminals 0 / 18

Terminal Group 0 / 20

Audit 0 / 1

Recycle Bin 3 / 3

✓ Tick All	✓ View all	✓ Delete	✓ Restore
------------	------------	----------	-----------

Report 1 / 1

✓ Tick All	✓ View
------------	--------

* Select the permissions you want for this profile

Cancel Register

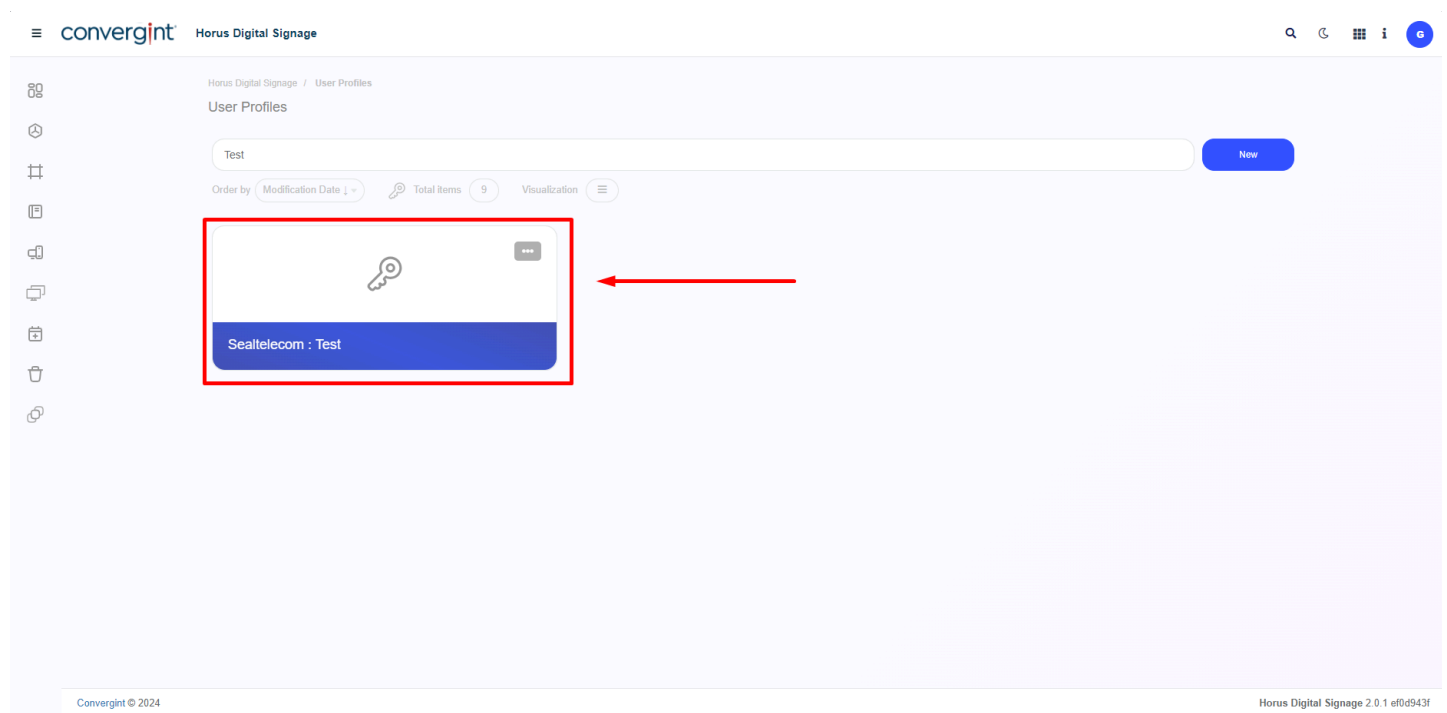
Convergent © 2024 Horus Digital Signage 2.0.1 efb0d943f

Note: Upon accessing the "User Profiles" tab, you will notice that there are standard profiles that increase the convenience of using this function.

Version: 2.0.1

Changing User Profile Information

To change the User Profile information, you need to access the "User Profiles" section and click on the User Profile you wish to modify. This allows you to edit the description and the permissions previously assigned.



Upon selecting the desired User Profile, simply change the information according to your preference. Then, click on "Save editions" to update the new information provided.

✔ Tick All

✔ Delete

✔ Remove Users

✔ View Color Control

✔ Restart System

✔ View

✔ Activate/Inactivate

✔ View terminal

✔ Edit Color Control

✔ View allowed

✔ Synchronise

✔ Add terminal

✔ View Color Scheduler

✔ Add

✔ View users

✔ View Remote

✔ Edit Color Scheduler

✔ Edit

✔ Add user

✔ View Activity Feed

✔ Remove Activity Feed

Audit 1 / 1

✔ Tick All

✔ View

Recycle Bin 0 / 3

Report 0 / 1

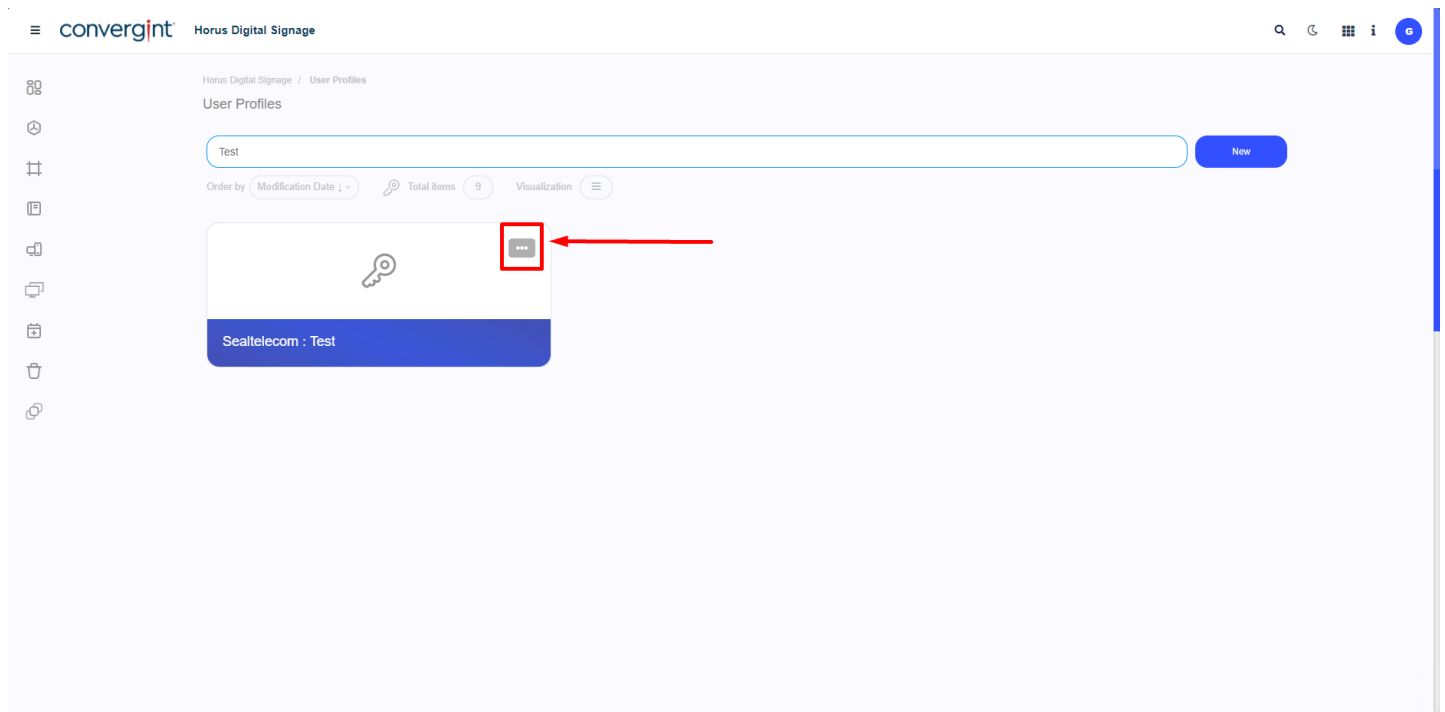
* Select the permissions you want for this profile

Save editions

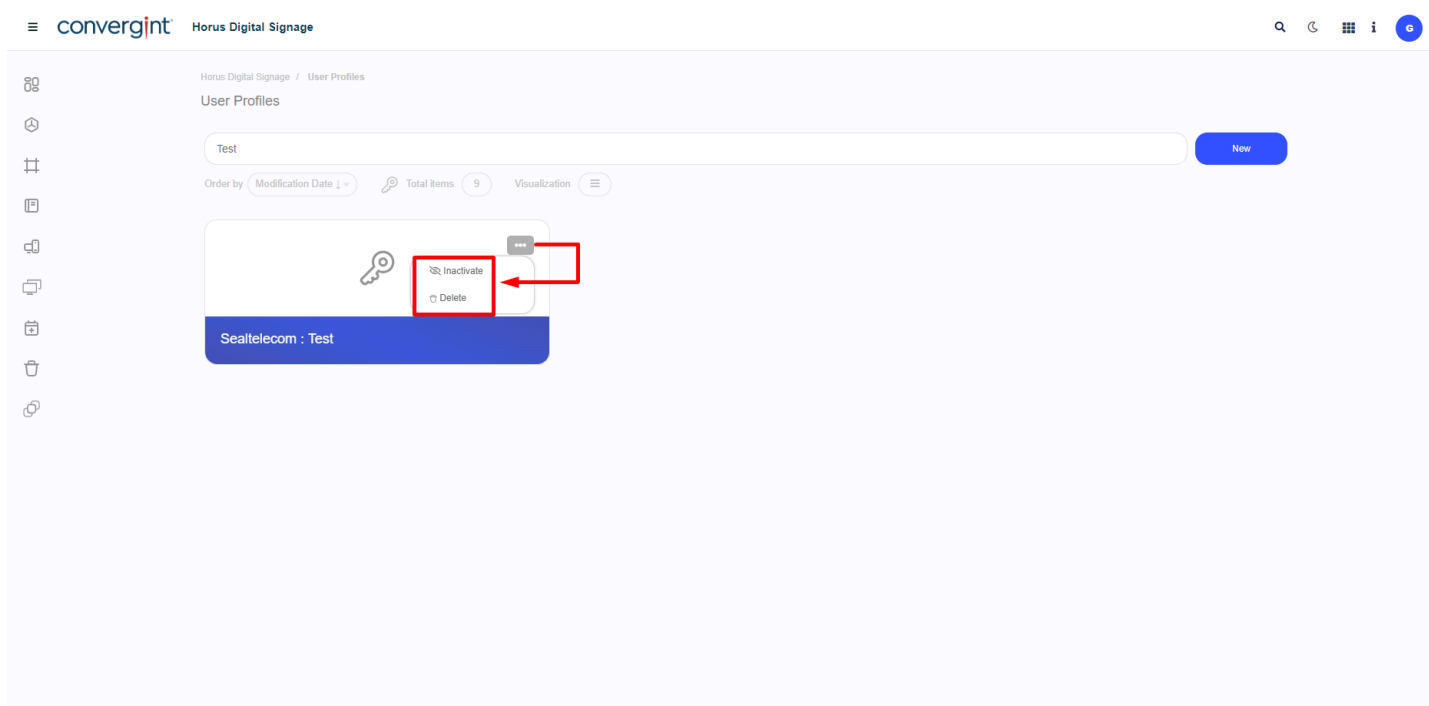
Version: 2.0.1

Deactivation and Removal of User Profiles

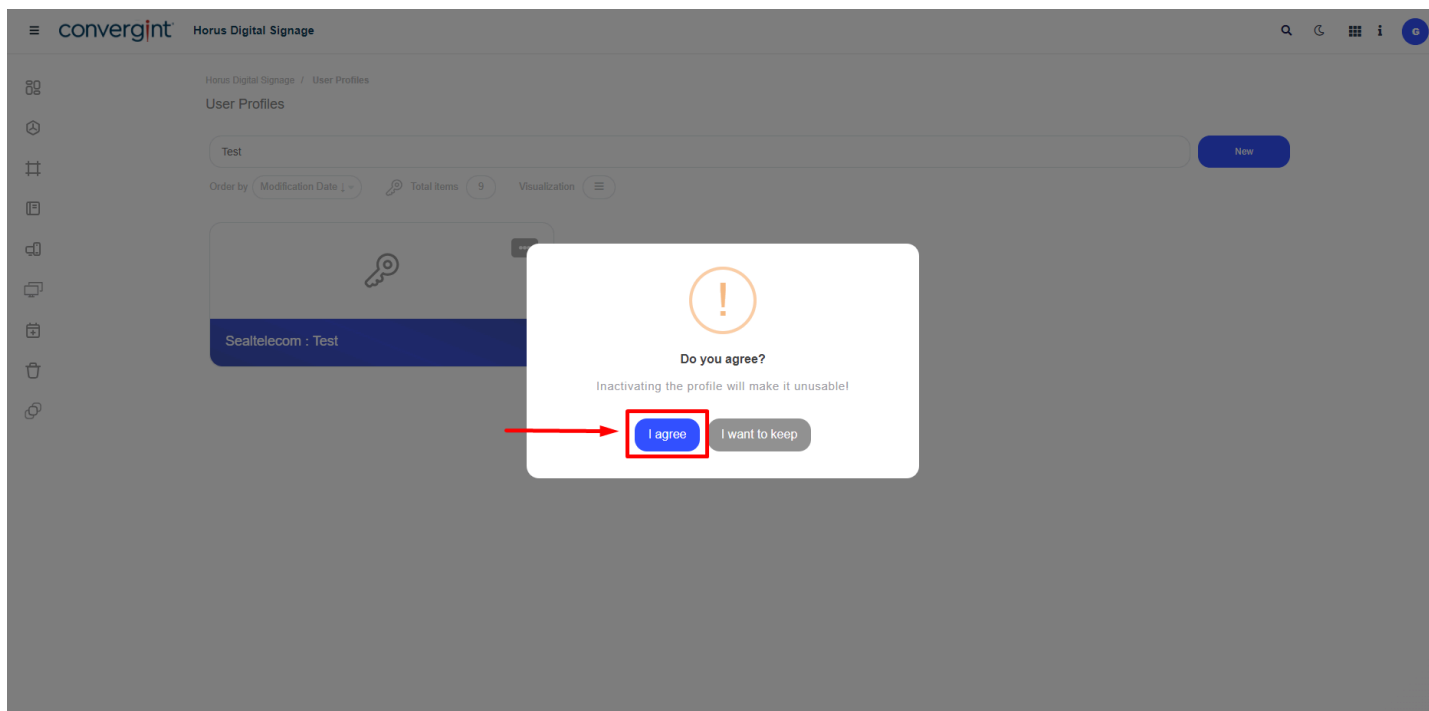
To deactivate or remove User Profiles, it is necessary to access the "User Profiles" section and click on the "More Options" icon next to the User Profile you wish to deactivate or remove.



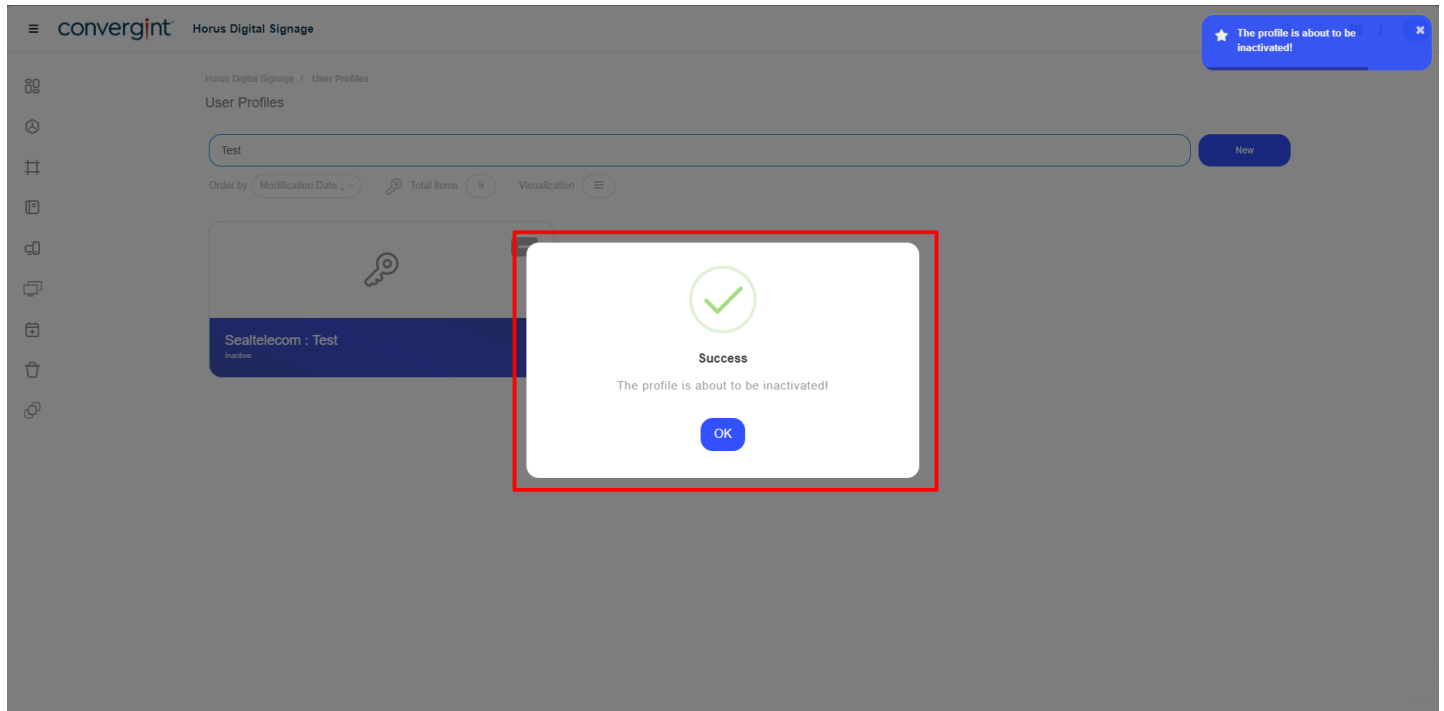
Upon clicking the icon, the system will present the options "Inactivate" and "Delete." Each of these options will have its respective functionalities, and by selecting one, the system will perform the relevant action as specified for each option.



Selecting one of these options will prompt the system to display a pop-up requesting confirmation for the deactivation or removal of the chosen User Profile. To proceed with confirming your selected option, simply click "I Agree." Remember that regardless of whether you choose to "Inactivate" or "Delete," the system will request confirmation through a pop-up for both actions.



By clicking "I Agree," the User Profile will be deactivated or removed (highlighted).



Note: If you want to activate the User Profile, just follow the same procedure as before.

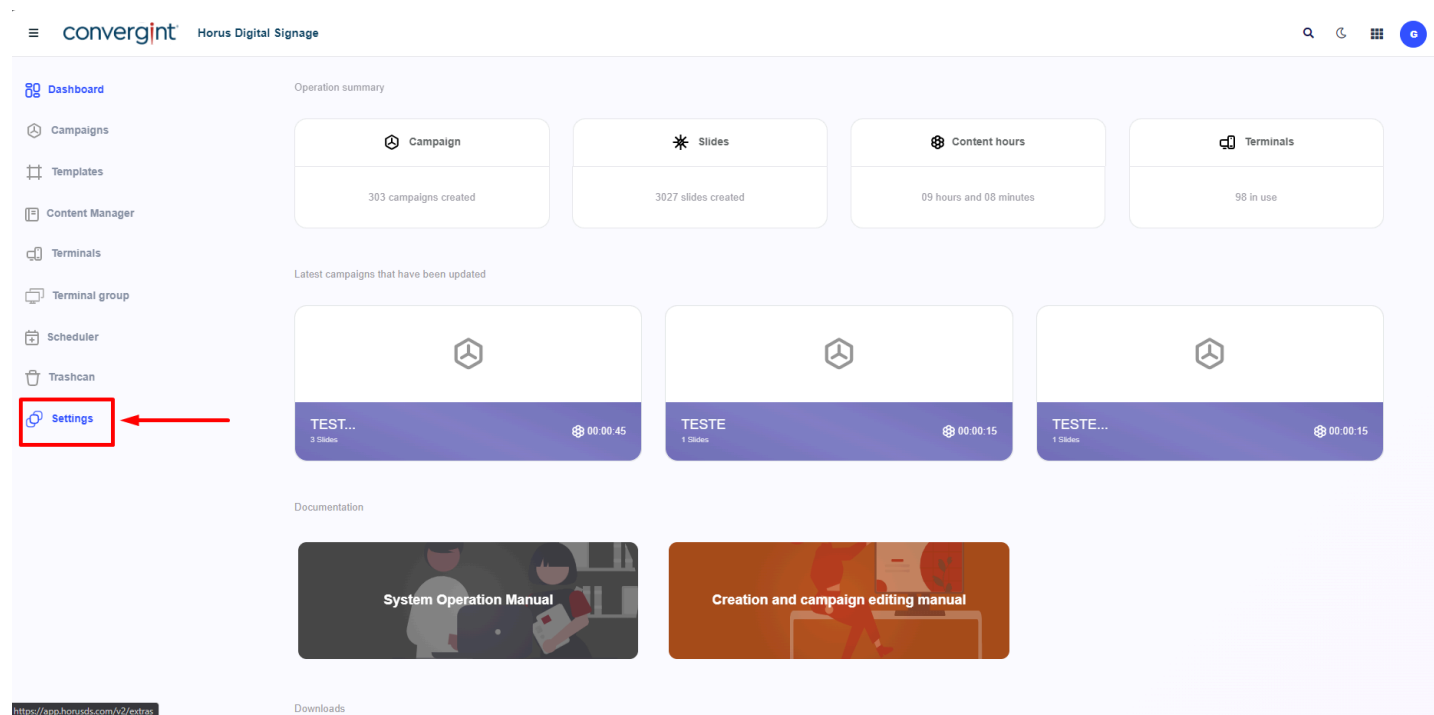
Version: 2.0.1

Users

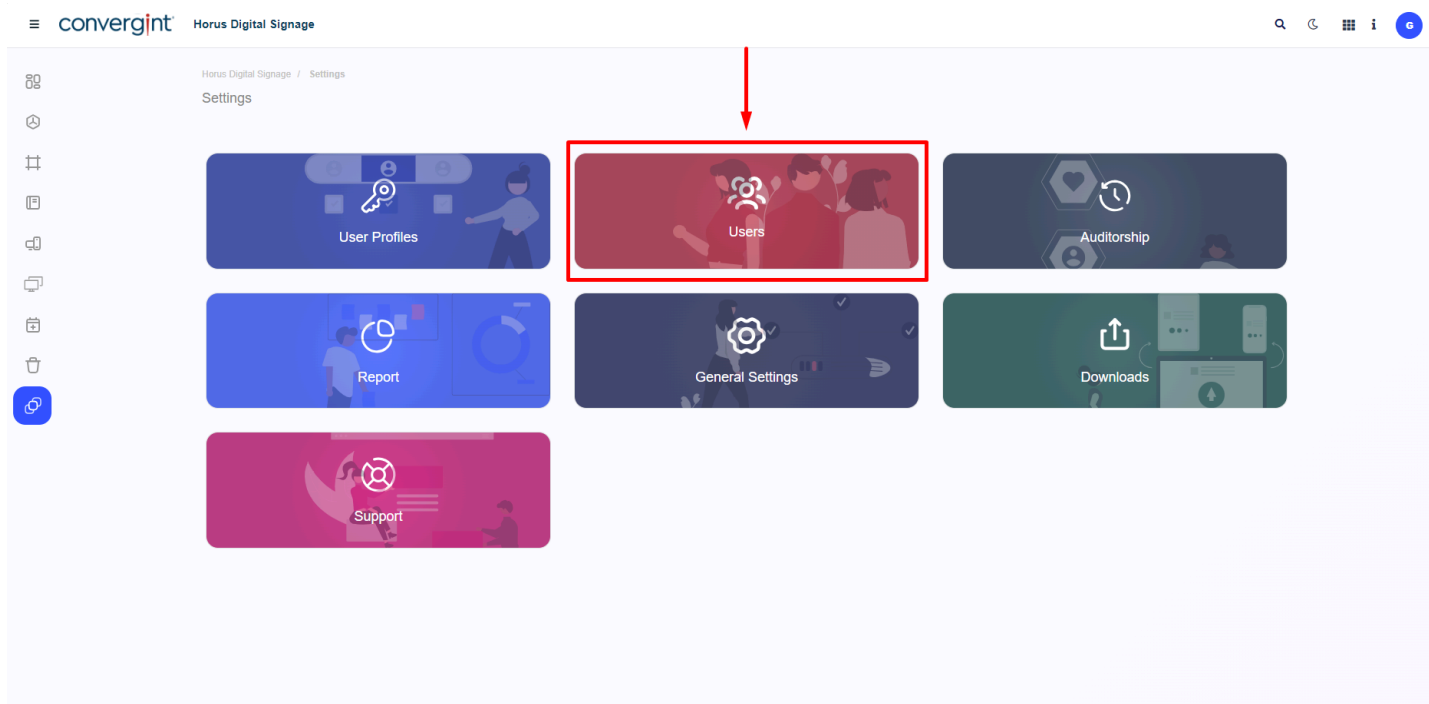
Version: 2.0.1

Adding New Users

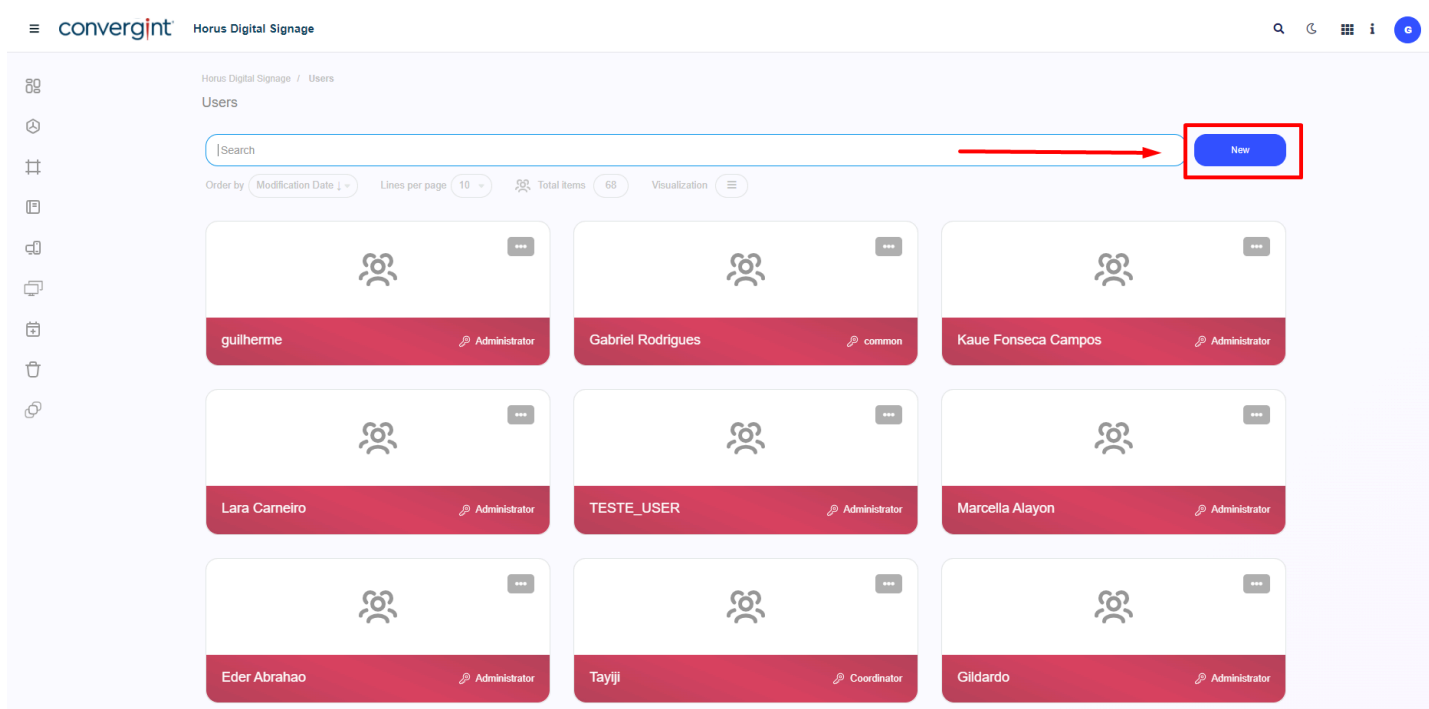
The first step in checking the report is to access the “Settings” tab. In this tab, you can check the functions that are not related to the slide show, but only the verification of previously declared data, the creation of user profiles and users and the general settings of Horus Digital Signage.



When you click on “Settings”, you need to click on “Users”. This step makes it possible to create a User with specific information according to the User's preference.



After clicking, the system will start the user creation process. To do this, click on “New”.



By clicking, you will be able to add a new user by entering a name, email address and a User Profile that you want to insert in the New User registration. After filling in the necessary information, click on “Register”.

convergint Horus Digital Signage

Horus Digital Signage / Users / New user

New user

User Register Form

Name
Admin

Email
admin@horus123.com

User Profile
Administrator

Register

After clicking on “Register”, the User will be created with the data provided.

convergint Horus Digital Signage

User Admin_Test

Update Inactivate Delete

Name
Admin_Test

Email
admin@ds.com

User Profile
Administrator

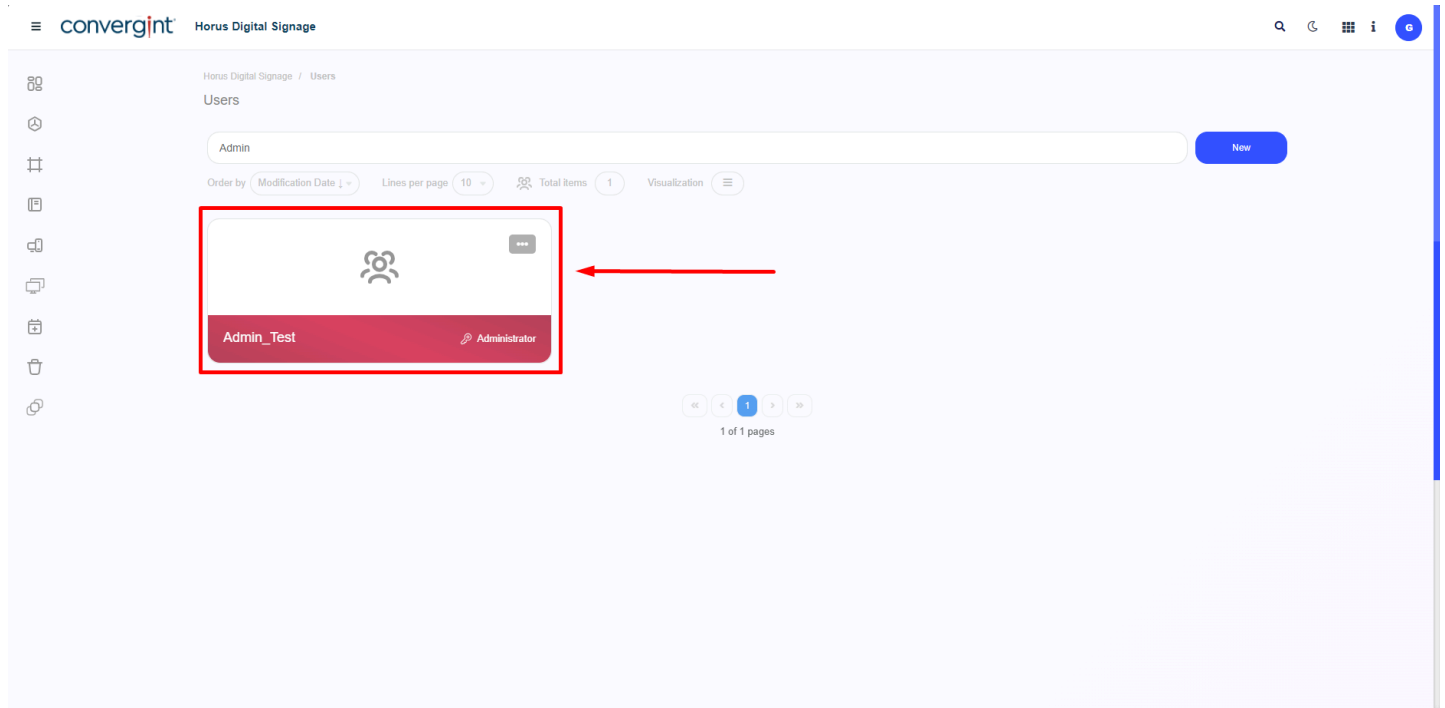
Save editions

Created! Admin_Test Created successfully!

Version: 2.0.1

Changing User Information

To Change User Information, you need to go to the “Users” section and click on the User you want to change the information for. This allows you to edit the user's previously declared Email and Permission.



When you select the User you want, simply change the information you provided earlier, except for the User's name, which cannot be changed. After changing the data according to preference, click on “Save editions”.

convergent Horus Digital Signage

User Admin_Test

Update Inactivate Delete

Name

Admin_Test

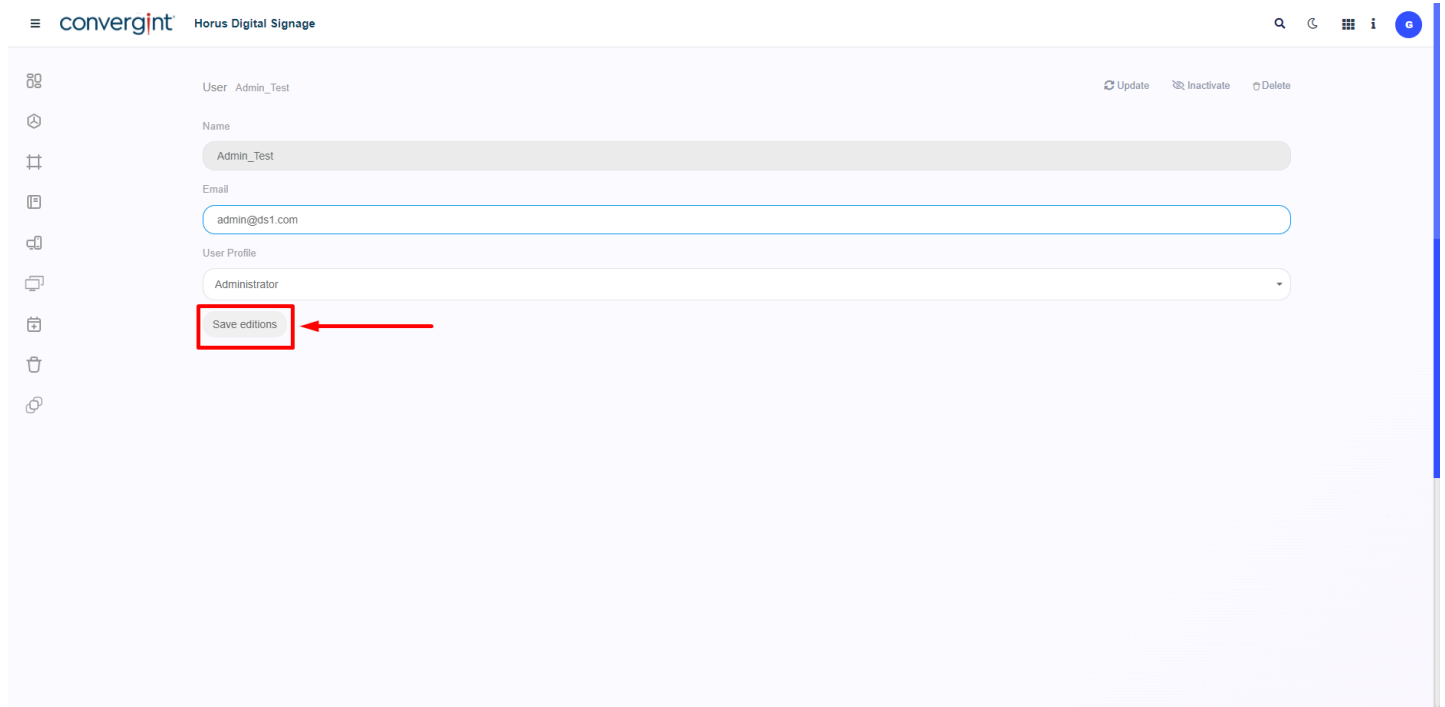
Email

admin@ds1.com

User Profile

Administrator

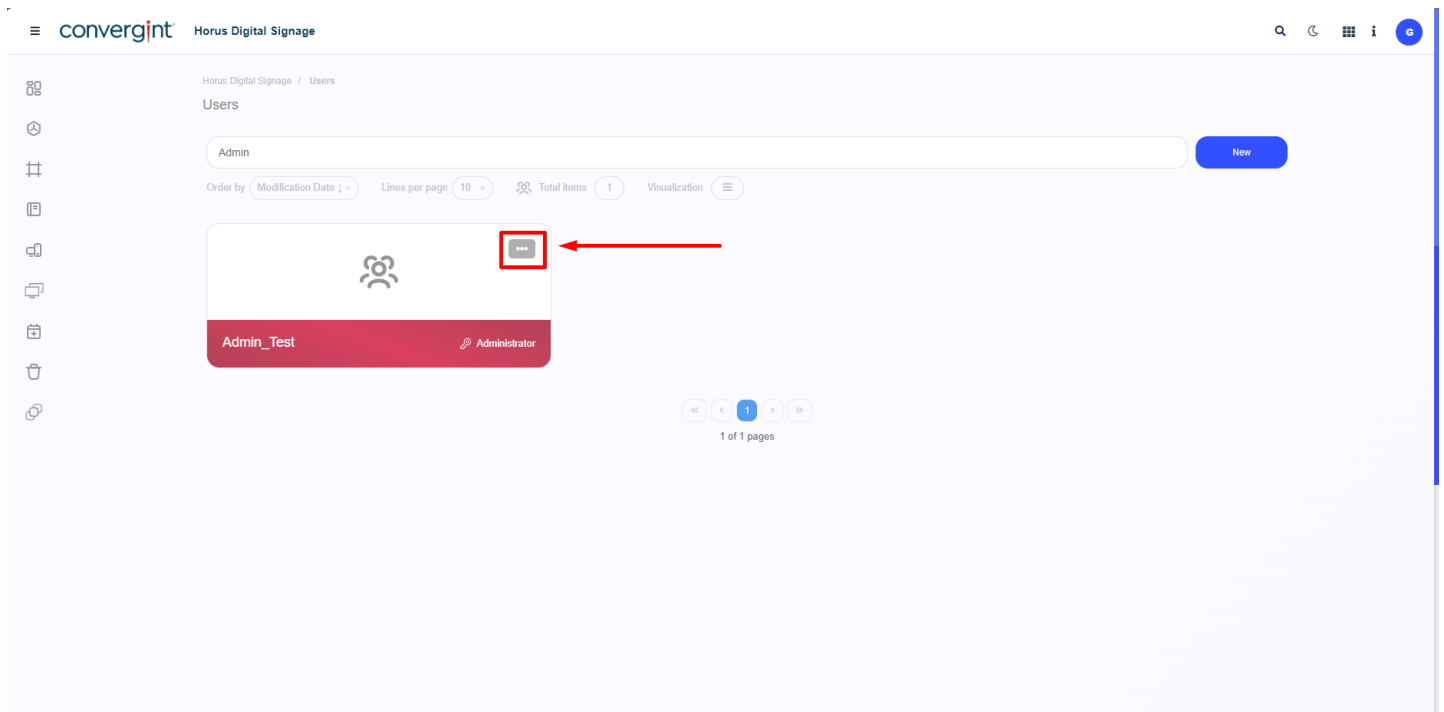
Save editions



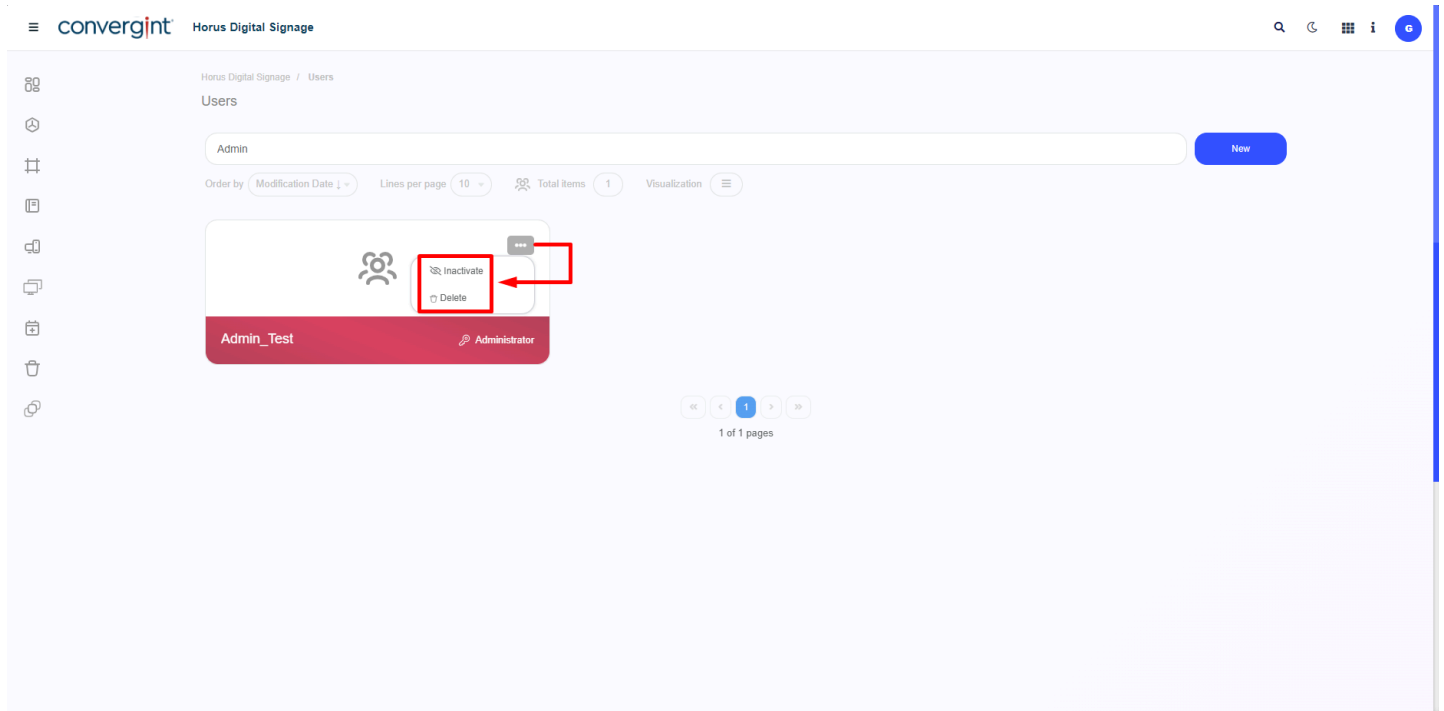
Version: 2.0.1

Deactivation and Removal of Users

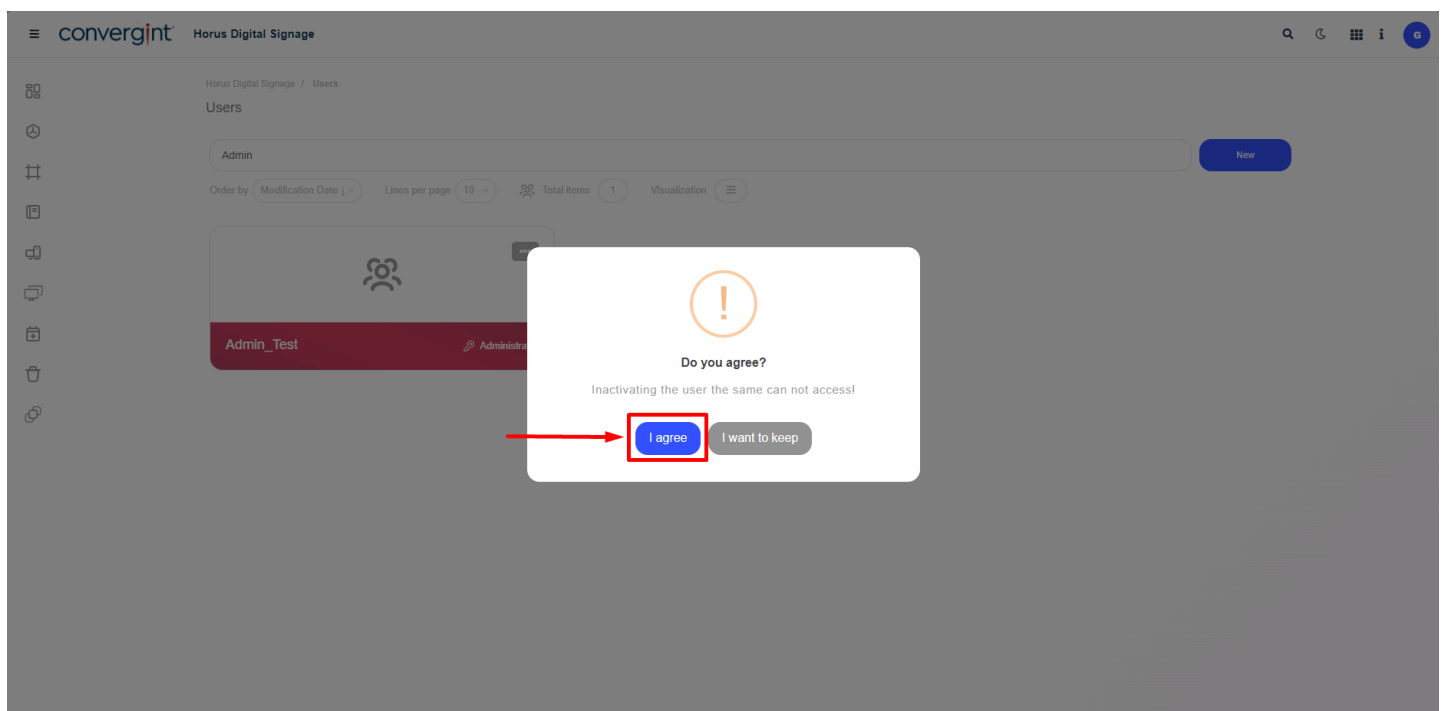
To Inactivate or Remove Users, you need to go to the “Users” section and click on the “More Options” icon for the User you want to Inactivate or Remove.



By clicking on the icon, the system will display the “Inactivate” and “Delete” options. Each of these options will have their respective functionalities, and by selecting one of them, the system will carry out the relevant action as established for each option.



By selecting one of these options, the system will display a “pop up” asking you to confirm the Inactivation or Removal of the User of your choice. To proceed with confirmation of the chosen option, simply click on “I agree”. Remember that regardless of which action you choose, 'Inactivate' or 'Delete', the system will ask for confirmation via a pop-up.



By clicking on “I agree”, the User will be inactivated or removed (highlighted).

The screenshot displays the 'convergent' Horus Digital Signage Users management page. A modal dialog is centered on the screen, indicating a successful inactivation. The dialog contains a green checkmark icon, the text 'Inactivated!', and 'The user was inactivated', with an 'OK' button at the bottom. The background shows a list of users in a table format, including 'Admin_Test', 'Gabriel Rodrigues', 'Kaue Fonseca Campos', 'Lara Carneiro', 'TESTE_USER', 'Marcella Alayon', 'Tayiji', and 'Gildardo'. A blue notification banner at the top right states 'The user is about to be inactivated!'.

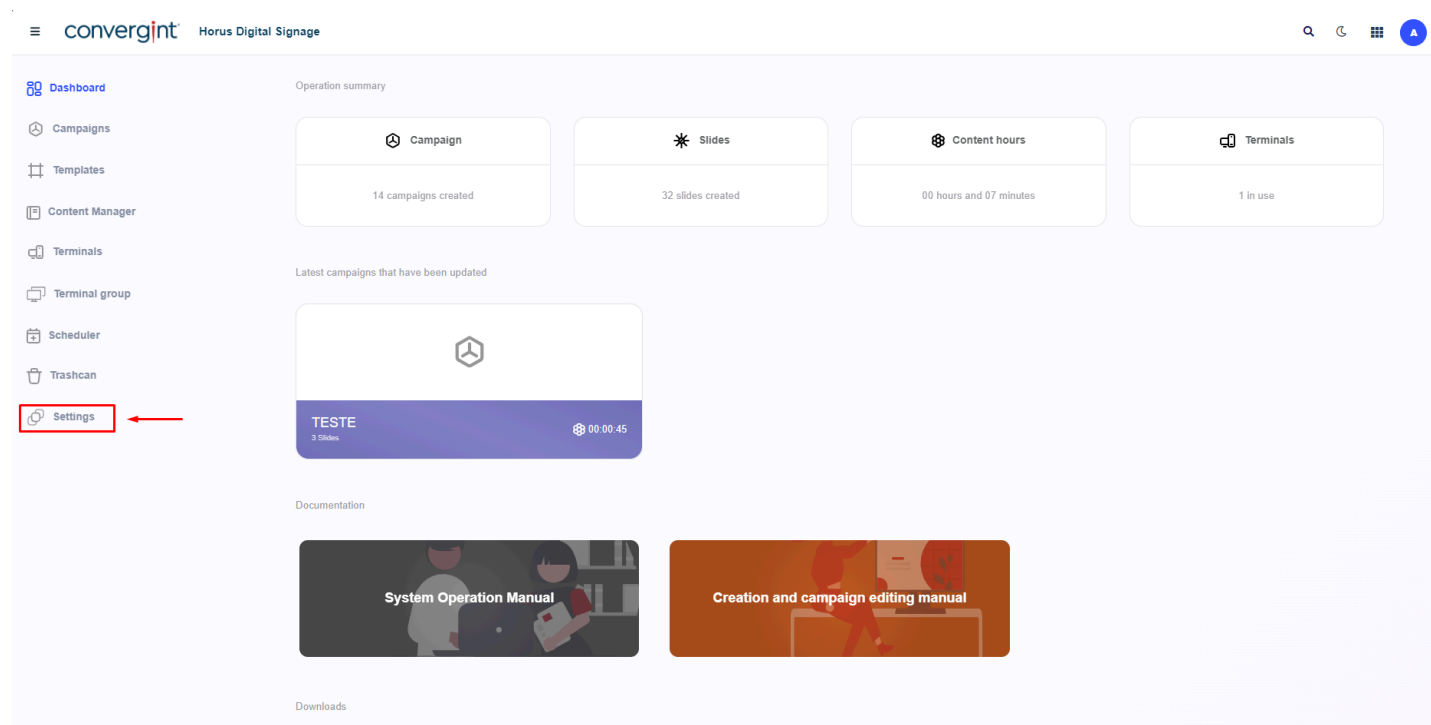
User Name	Role
Admin_Test	Administrator
Gabriel Rodrigues	common
Kaue Fonseca Campos	Administrator
Lara Carneiro	Administrator
TESTE_USER	Administrator
Marcella Alayon	Administrator
Tayiji	Coordinator
Gildardo	Administrator

Note: If you want to Activate the User, just follow the same procedure as before.

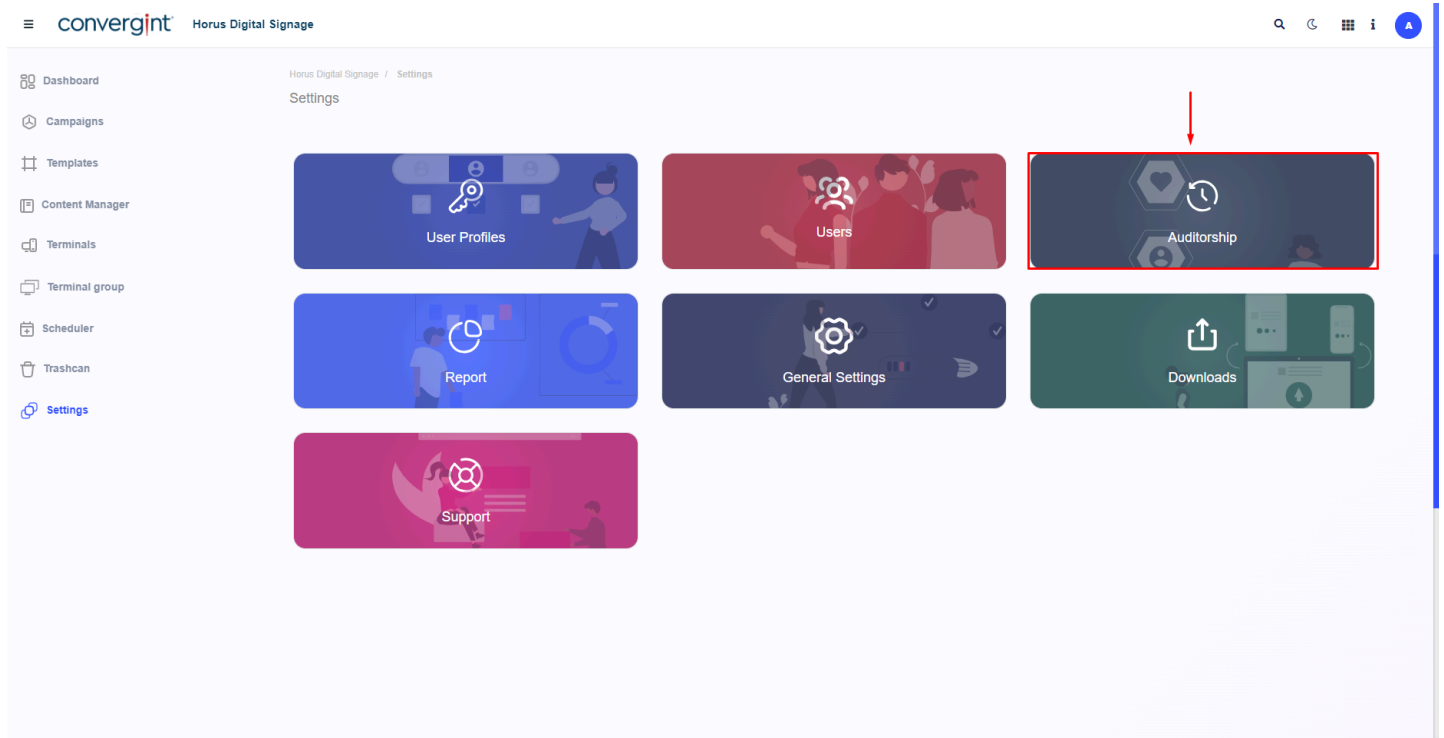
Version: 2.0.1

Viewing Auditorship Events

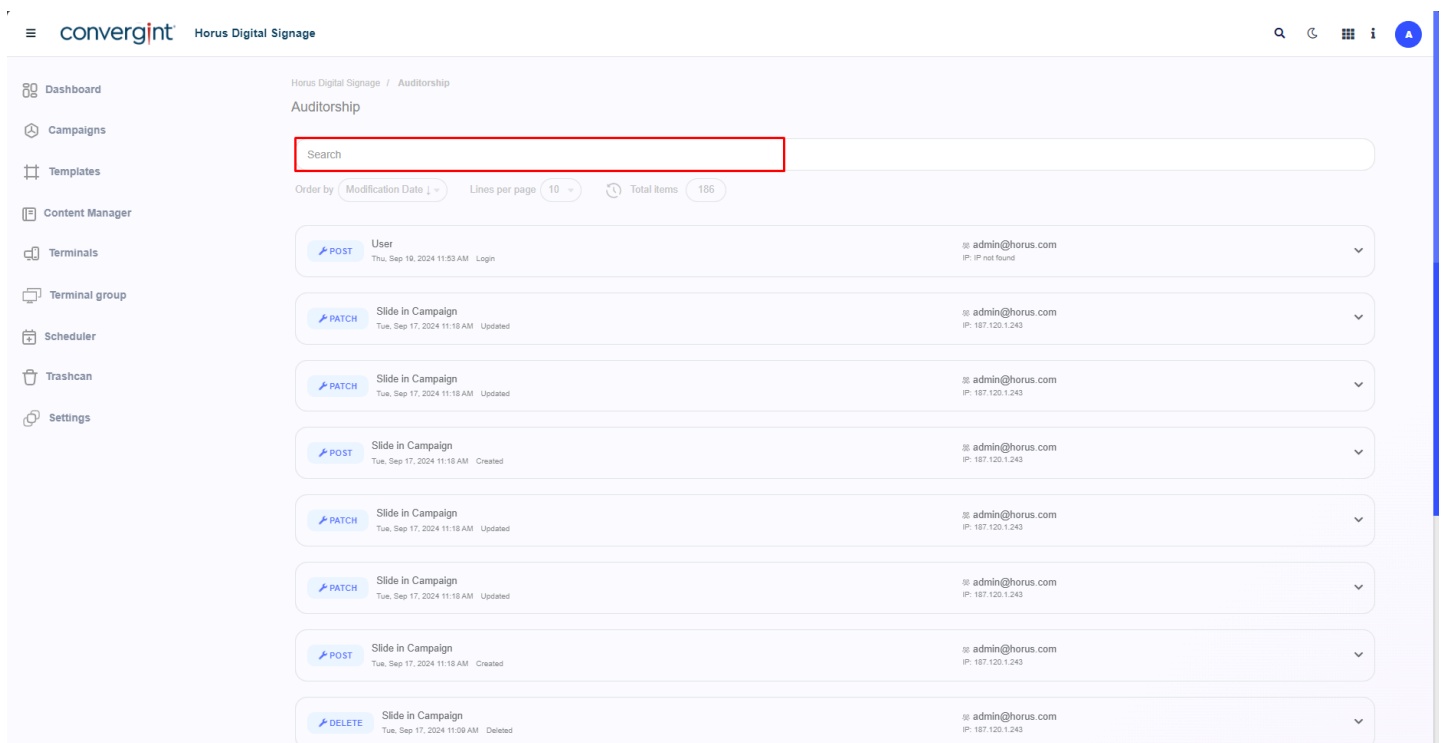
To start viewing Auditorship Events, go to the “Settings” tab. This function allows you to view Auditorship Events that have occurred previously.



After following the previous step, select the “Auditorship” option, which allows you to filter the events recorded, such as logins to the system, campaign edits and other events that occurred on the Horus Digital Signage portal.



After clicking on Auditorship, the system will open the screen where you can see the actions carried out by the previously registered user.



Version: 2.0.1

Changing the Order and Number of Events

By following the steps described above, you will be able to view the events that have taken place. To change the order and number of items displayed per page, you need to adjust the corresponding settings, located at the top left and in the center of the screen, according to your preference.

The screenshot displays the 'Auditorship' section of the Horus Digital Signage interface. The left sidebar contains navigation links: Dashboard, Campaigns, Templates, Content Manager, Terminals, Terminal group, Scheduler, Trashcan, and Settings. The main area shows a search bar and a table of events. The table has columns for 'Order by', 'Lines per page', and 'Total Items'. The 'Order by' dropdown is set to 'Modification Date' and is open, showing options: 'Modification Date ↑', 'Name ↓', 'Name ↑', 'Description ↓', and 'Description ↑'. The 'Lines per page' is set to 10, and 'Total Items' is 186. The table lists several events, each with a status icon (PATCH, POST, DELETE), a title 'Slide in Campaign', a timestamp, and a user 'admin@horus.com'.

Order by	Lines per page	Total Items
Modification Date ↑	10	186

Status	Title	Timestamp	User
PATCH	Slide in Campaign	Tue, Sep 17, 2024 11:18 AM Updated	admin@horus.com
PATCH	Slide in Campaign	Tue, Sep 17, 2024 11:18 AM Updated	admin@horus.com
POST	Slide in Campaign	Tue, Sep 17, 2024 11:18 AM Created	admin@horus.com
PATCH	Slide in Campaign	Tue, Sep 17, 2024 11:18 AM Updated	admin@horus.com
PATCH	Slide in Campaign	Tue, Sep 17, 2024 11:18 AM Updated	admin@horus.com
POST	Slide in Campaign	Tue, Sep 17, 2024 11:18 AM Created	admin@horus.com
DELETE	Slide in Campaign	Tue, Sep 17, 2024 11:09 AM Deleted	admin@horus.com

Version: 2.0.1

Search for Events Occurring

By following the steps described above, you will see the Events Occurred. To search for Previously Occurred Events, you need to go to the search bar and type in the term and the search will be displayed.

convergent

Horus Digital Signage

Dashboard

Campaigns

Templates

Content Manager

Terminals

Terminal group

Scheduler

Trashcan

Settings

Horus Digital Signage / Auditorship

Auditorship

Search

Order by

Modification Date

 Lines per page

10

 Total Items

186

POST

User

Thu, Sep 19, 2024 11:53 AM Login

admin@horus.com
IP: IP not found

PATCH

Slide in Campaign

Tue, Sep 17, 2024 11:18 AM Updated

admin@horus.com
IP: 187.120.1.243

PATCH

Slide in Campaign

Tue, Sep 17, 2024 11:18 AM Updated

admin@horus.com
IP: 187.120.1.243

POST

Slide in Campaign

Tue, Sep 17, 2024 11:18 AM Created

admin@horus.com
IP: 187.120.1.243

PATCH

Slide in Campaign

Tue, Sep 17, 2024 11:18 AM Updated

admin@horus.com
IP: 187.120.1.243

PATCH

Slide in Campaign

Tue, Sep 17, 2024 11:18 AM Updated

admin@horus.com
IP: 187.120.1.243

POST

Slide in Campaign

Tue, Sep 17, 2024 11:18 AM Created

admin@horus.com
IP: 187.120.1.243

DELETE

Slide in Campaign

Tue, Sep 17, 2024 11:09 AM Deleted

admin@horus.com
IP: 187.120.1.243

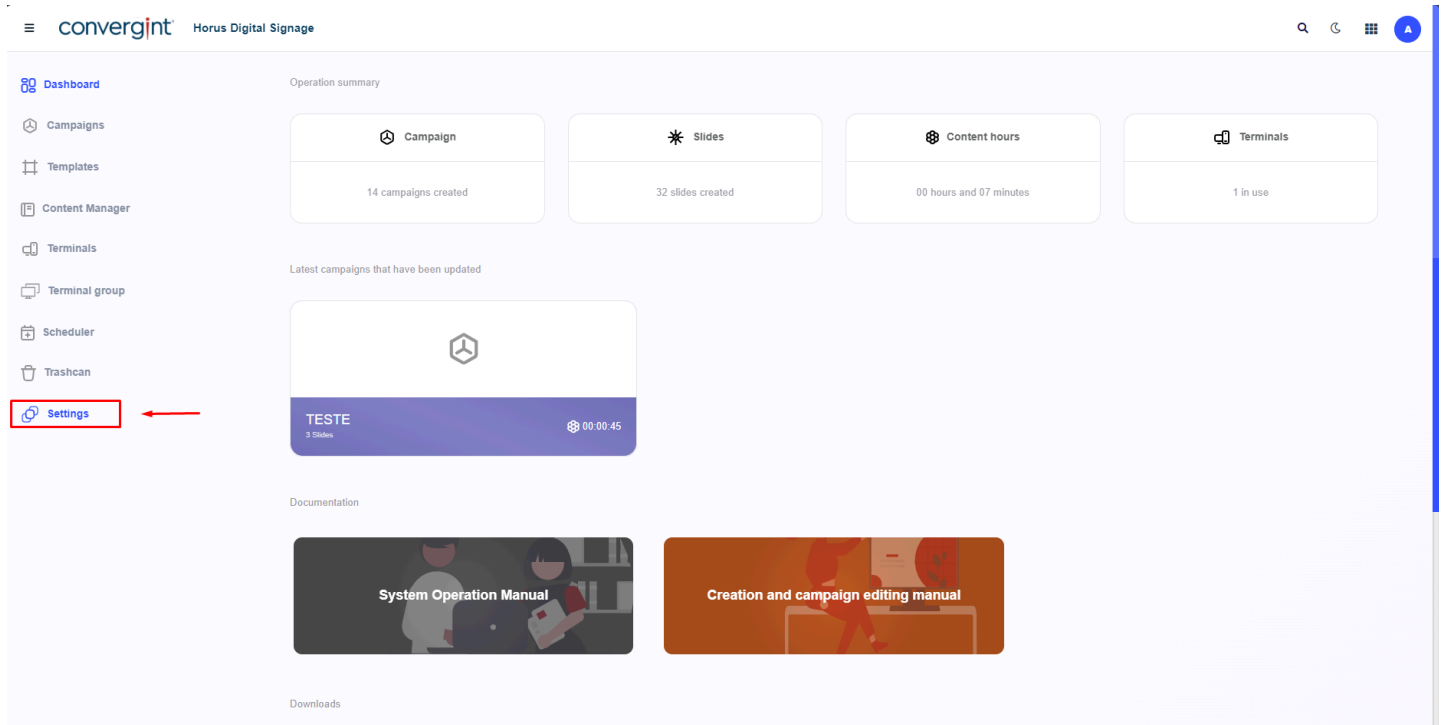
Version: 2.0.1

Report

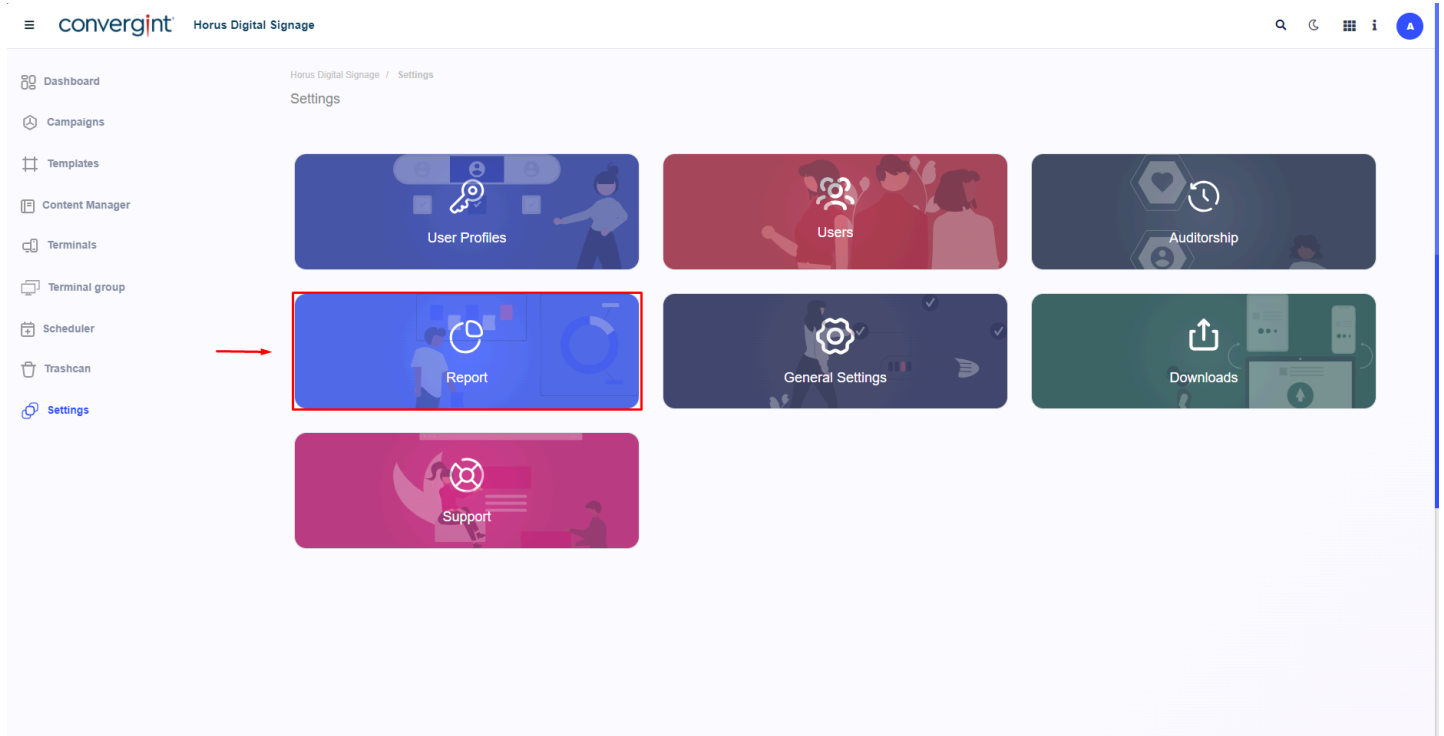
Version: 2.0.1

Report Verification

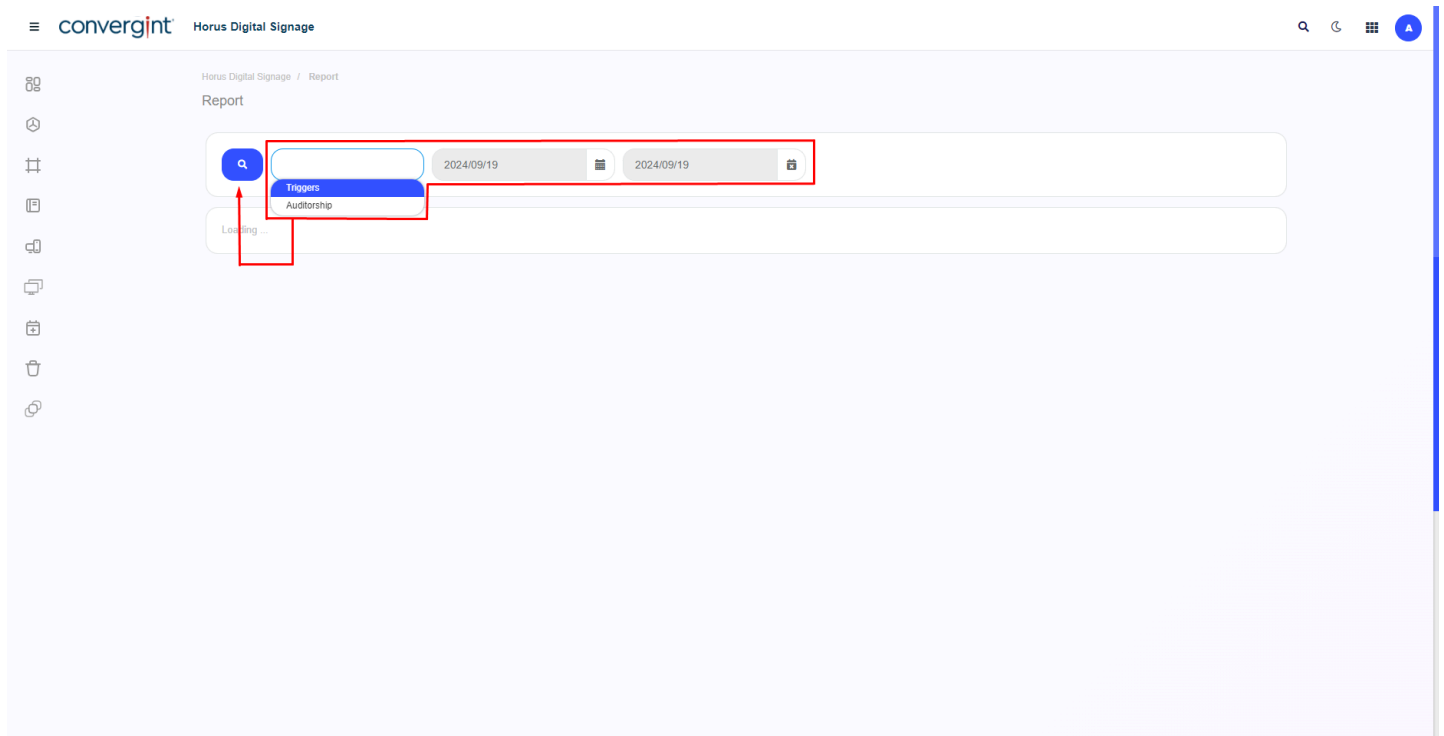
The first step in checking the report is to access the "Settings" tab. In this tab, you can check the functions that are not related to the slide show, but only the verification of previously declared data, the creation of user profiles and users and the general settings of Horus Digital Signage.



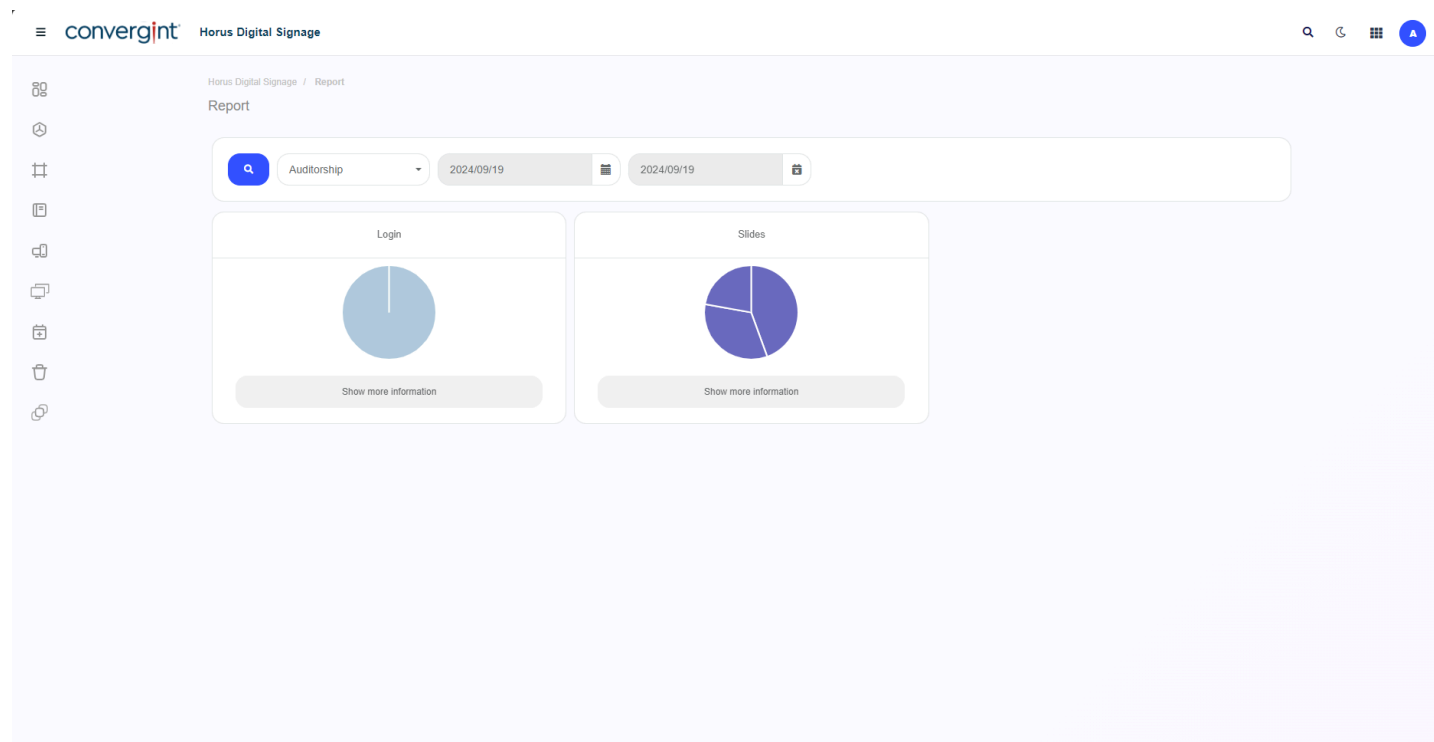
When you click on "Settings", you need to click on "Report". This function allows you to check updates and additions within the platform. It also makes it possible to check the frequency of actions related to the Trigger.



After clicking, the system will allow you to choose a check, including "Auditorship" and "Trigger", and you will be able to declare a period in which the action corresponding to the selected option was carried out. Once you have selected your preferred option and period, click on the search icon.



Note.: By selecting the "Auditorship" option, it becomes possible to check the updates and additions previously made to the platform for each tab, facilitating a simplified consultation of the registrations made.



Note.: By selecting the "Trigger" option, you can check the frequency of the Trigger's actions in relation to the content synchronized with the Player. This allows the performance of the Trigger to be analyzed.

(img)

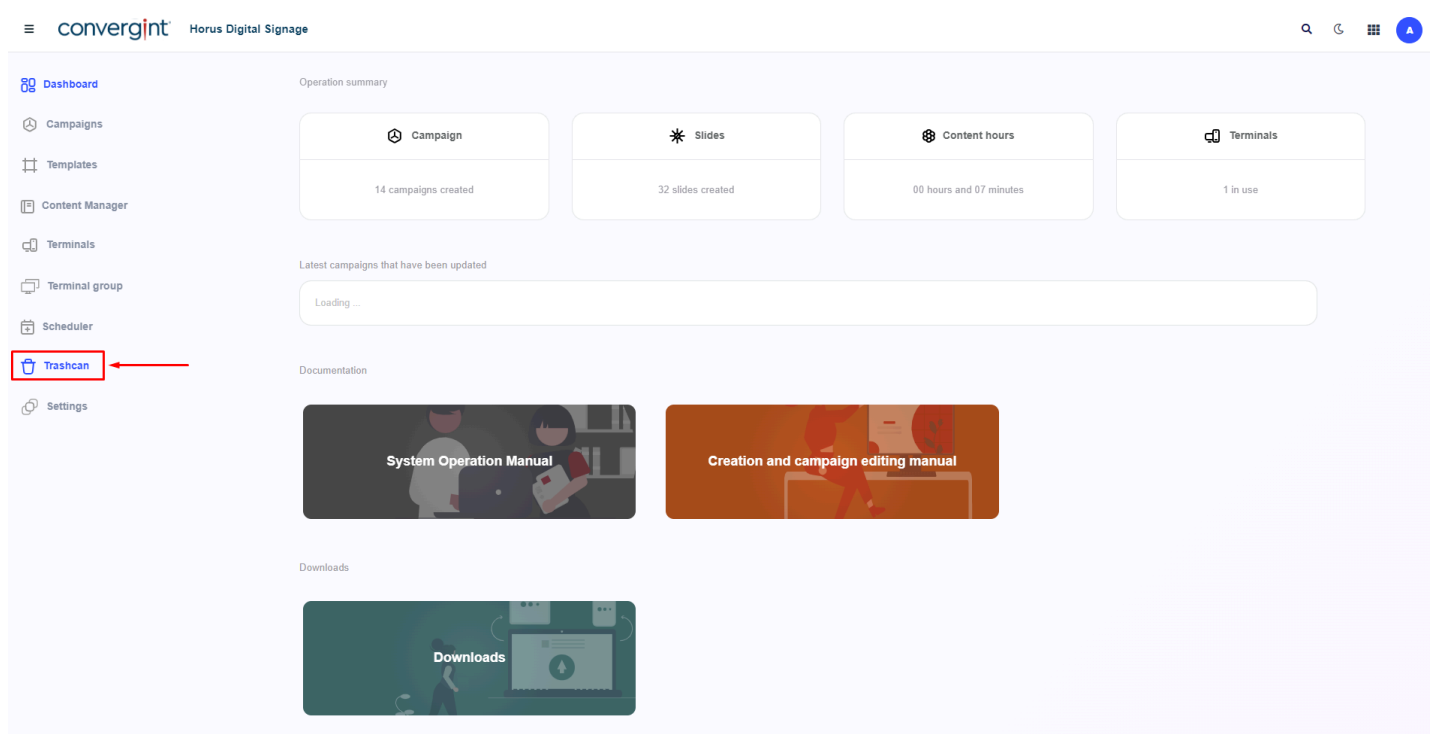
Version: 2.0.1

Trash

Version: 2.0.1

Trash Access

To access the Trash, the first step is to click on the tab called "Trash." This function allows you to restore or confirm deleted items, which can include Users, Campaigns, and Content.



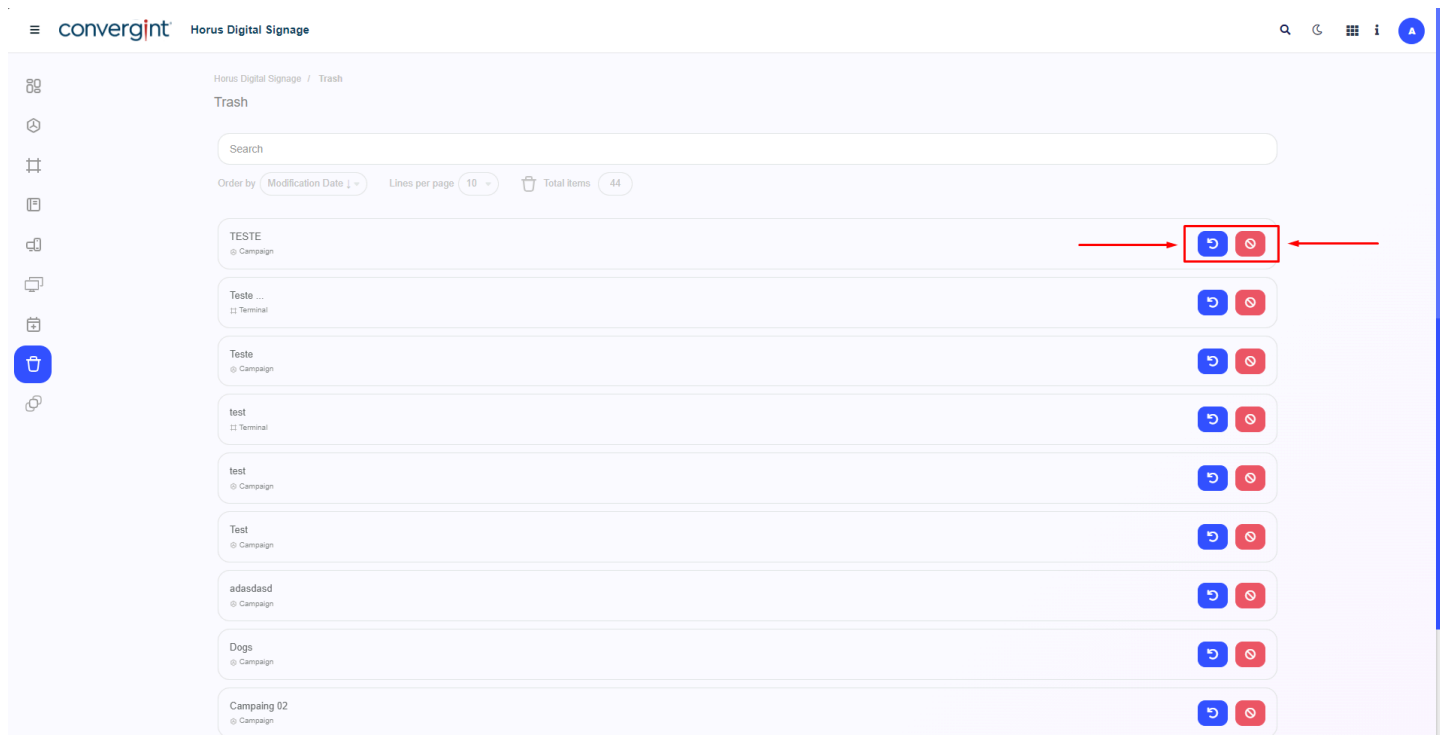
After clicking on Trash, the system will open a screen where you can view the items that were previously deleted.

207 / 273

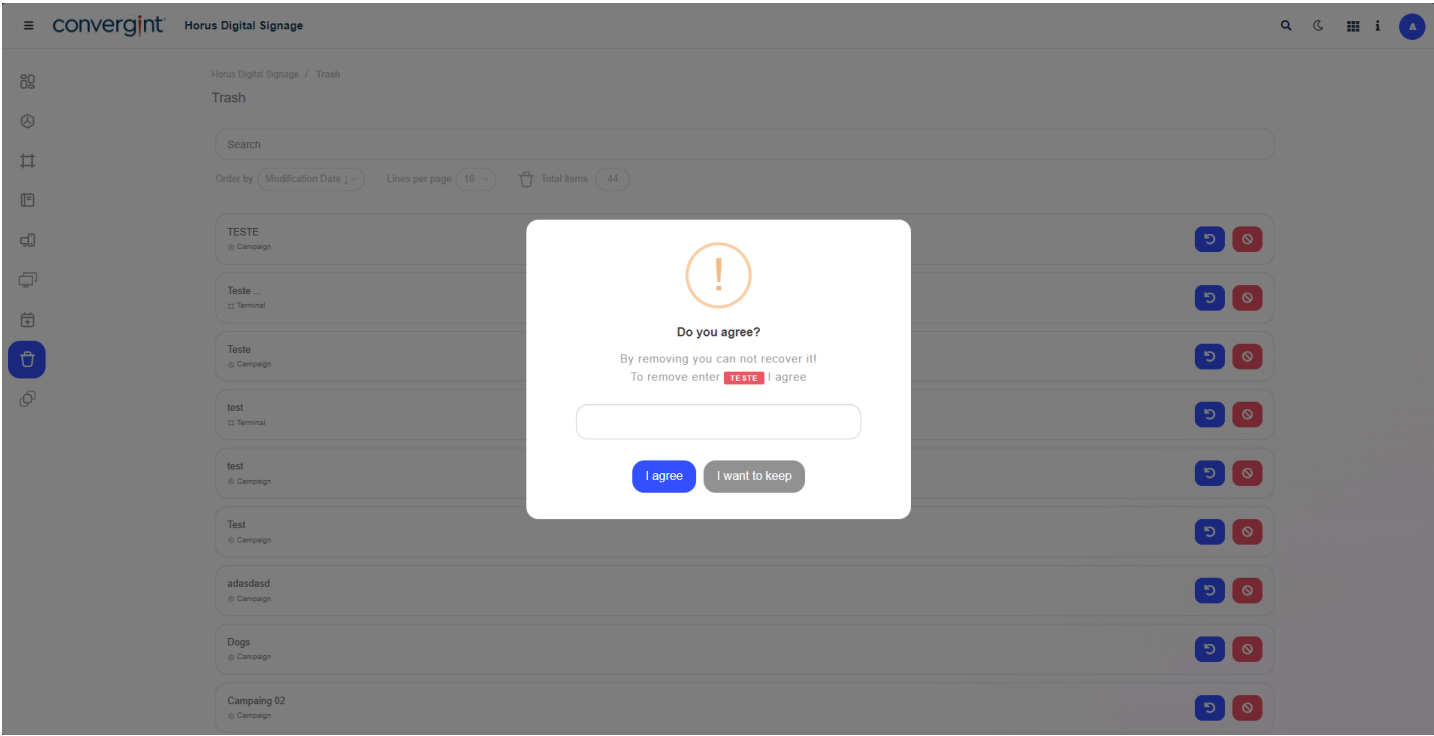
Version: 2.0.1

Restoring or Confirming Previously Deleted Items

By following the steps described earlier, you will see the items that were previously deleted. To restore an item, click the "Restore" button, which will allow you to recover the deleted item. To confirm the permanent deletion of an item, click the "Delete" button. This will result in the item being permanently removed.



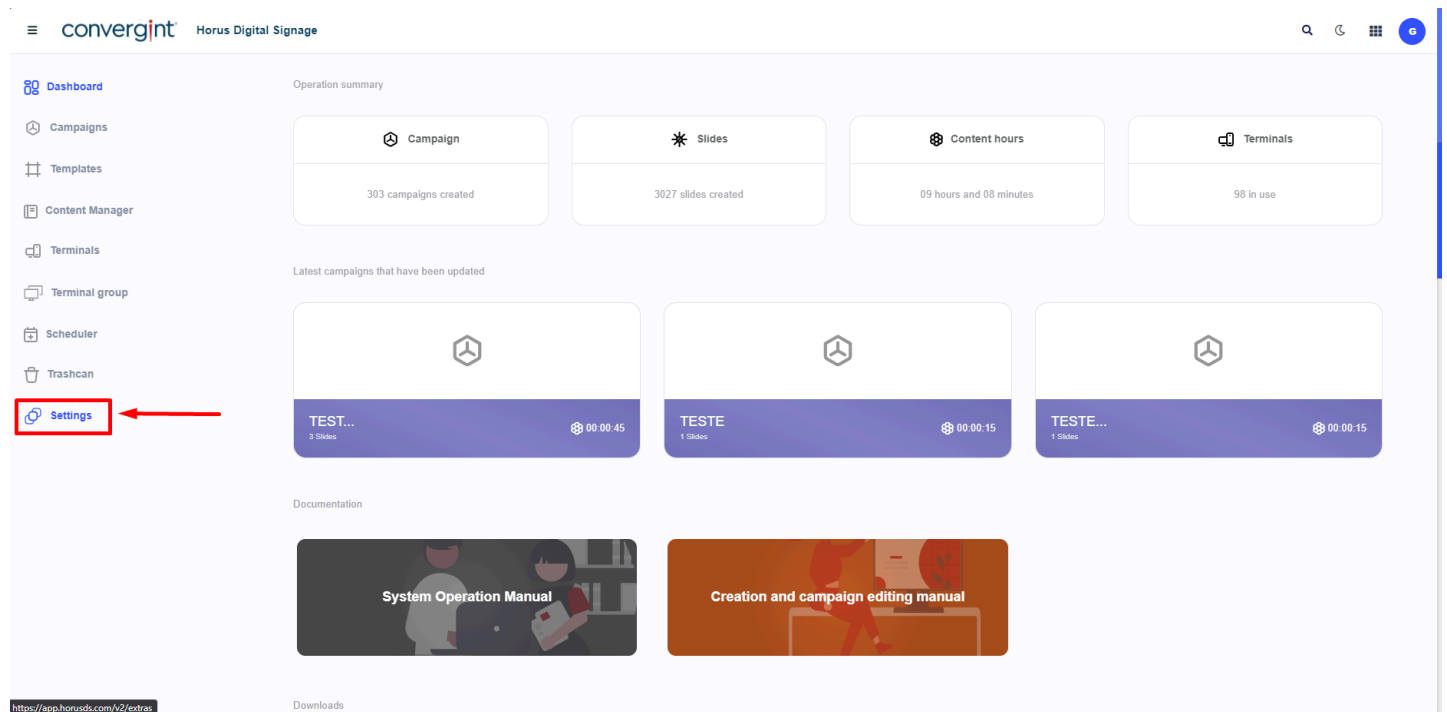
When selecting an item based on the chosen action, the system will display a pop-up requesting confirmation for the deletion or restoration of the action.



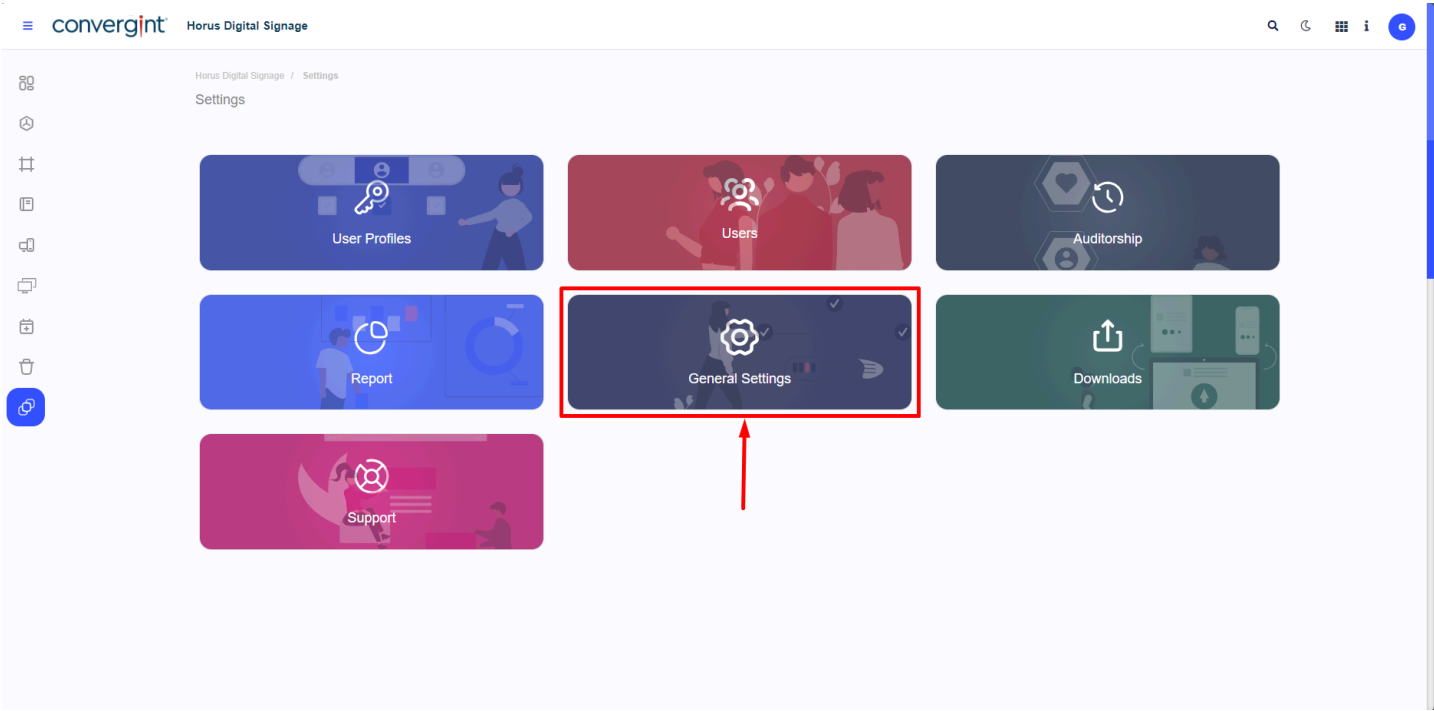
Version: 2.0.1

Accessing and Making General Settings

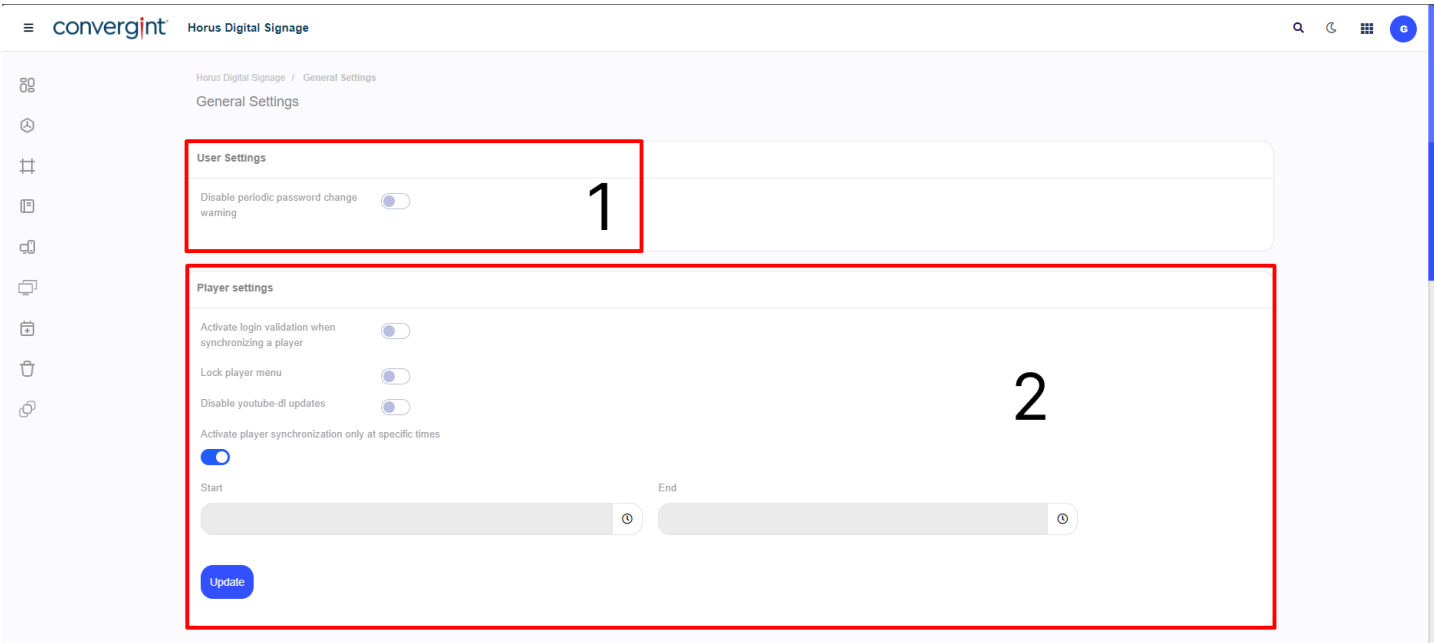
The first step to access and implement the General Settings is to go to the 'Settings' tab. Within this tab, you can check functionalities that are not related to slide display, but rather to verifying previously declared data, creating user profiles and users, and the general settings of Horus Digital Signage.



By clicking on 'Settings', you need to click on 'General Settings'. This function allows for System Configuration based on your choices, assigning necessary and additional information according to your preferences.



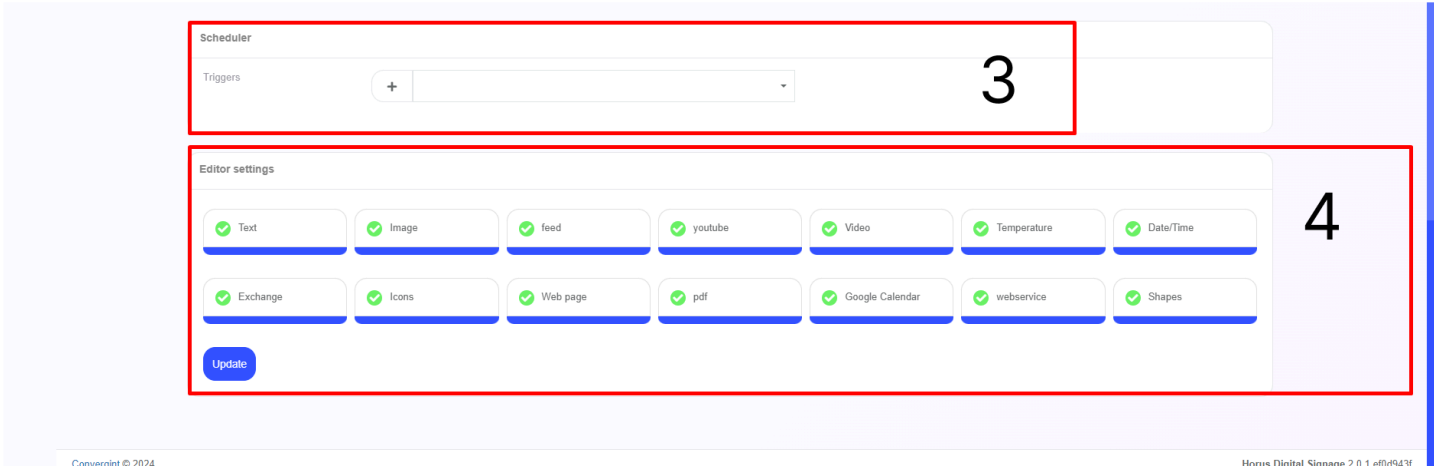
• Configurations part 1 and 2



Item	Configuration	Function	How to Configure
1	User Settings	Warns or does not warn the user to change the password periodically	Activate or deactivate

Item	Configuration	Function	How to Configure
2	Player Settings (1)	The system validates the User's login before allowing synchronization with the Player.	Activate or deactivate
2	Player Settings (2)	Blocks the function and display of additional options within the Player.	Activate or deactivate
2	Player Settings (3)	Prevents updating the youtube-dl component	Activate or deactivate.
2	Player Settings (4)	Set a period of your choice for the Player to synchronize.	Activate or deactivate (If you activate it, set a period of your choice, then click on "Update").

- Configurations part 3 and 4



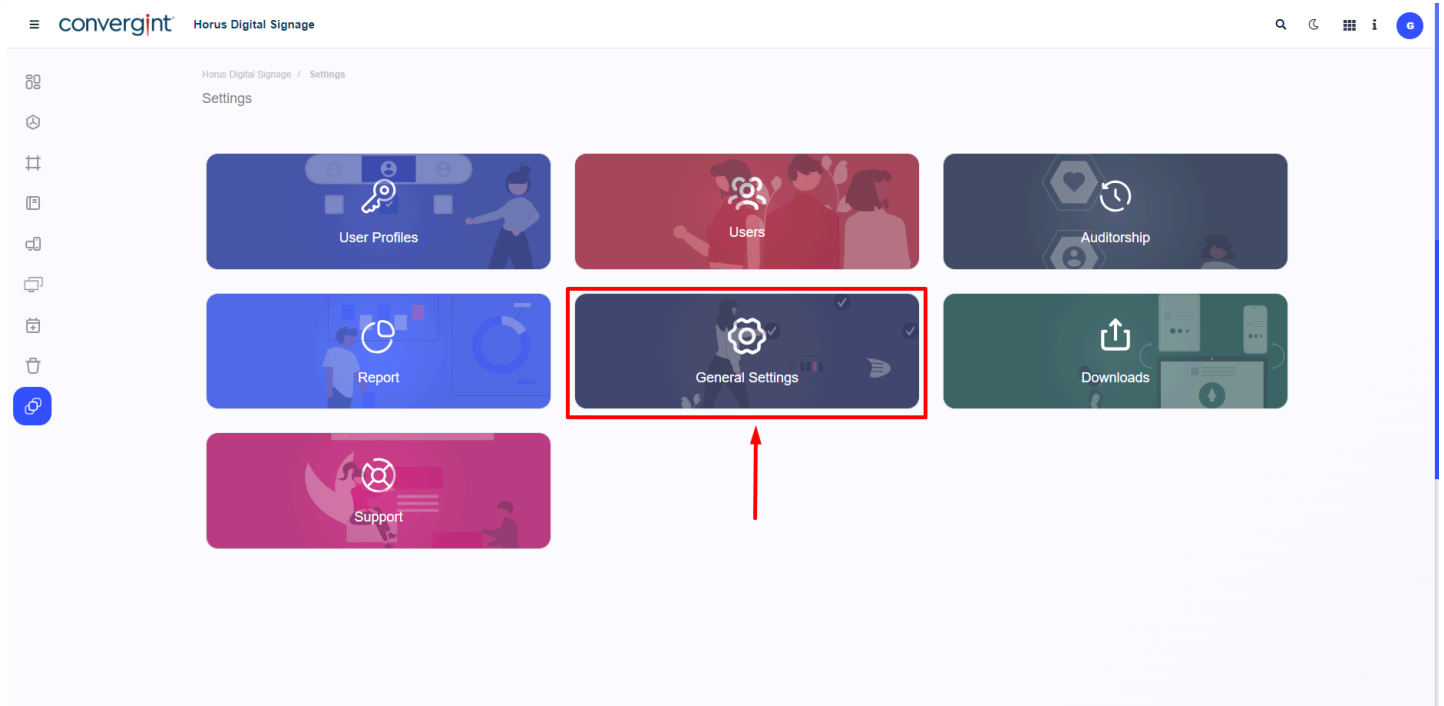
Item	Configuration	Function	How to Configure
3	Scheduler	It allows you to create new Triggers according to your preference and	Go to the topic "Creation triggers".

Item	Configuration	Function	How to Configure
		to select previously created Triggers.	
4	Editor Settings	It allows you to select the components in the editor that you want to include in the Slide.	Select the topic you want or don't want to use in the editor, then click on "Update".

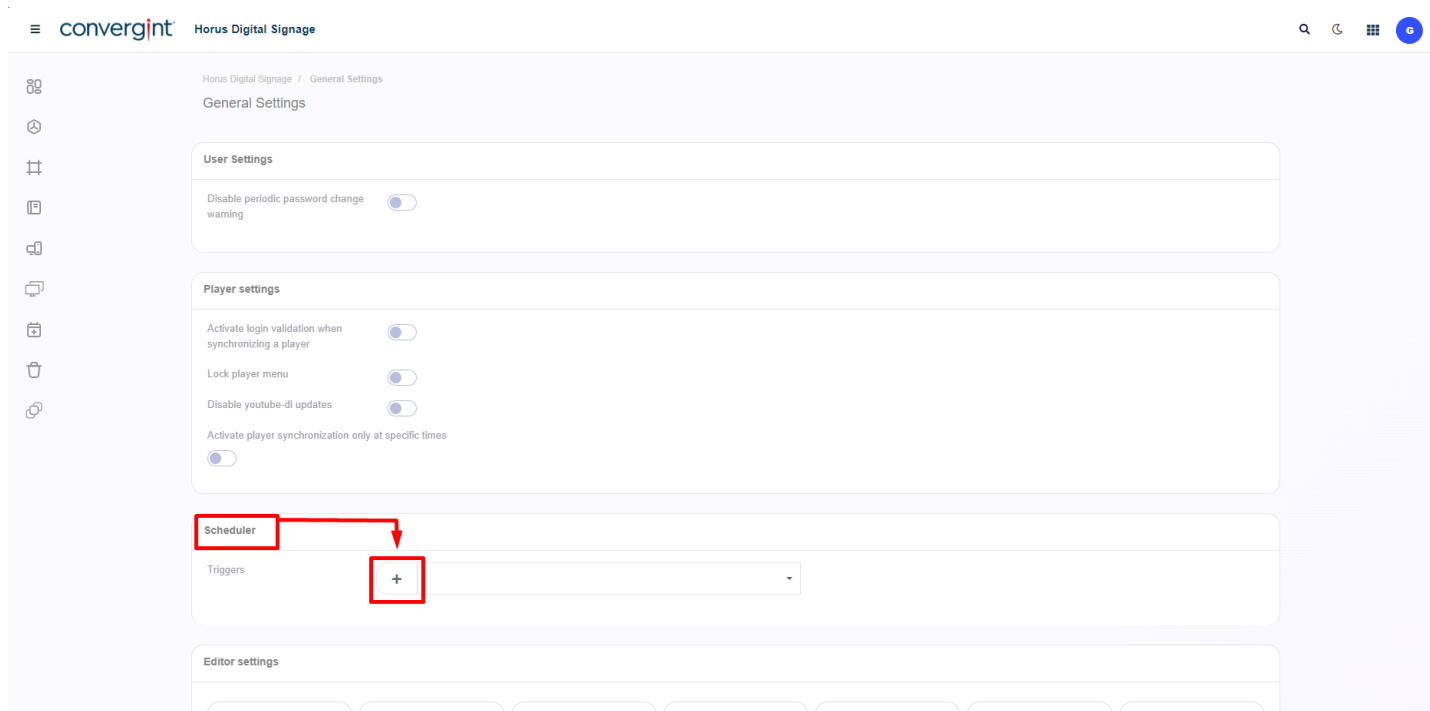
Version: 2.0.1

Creating Triggers

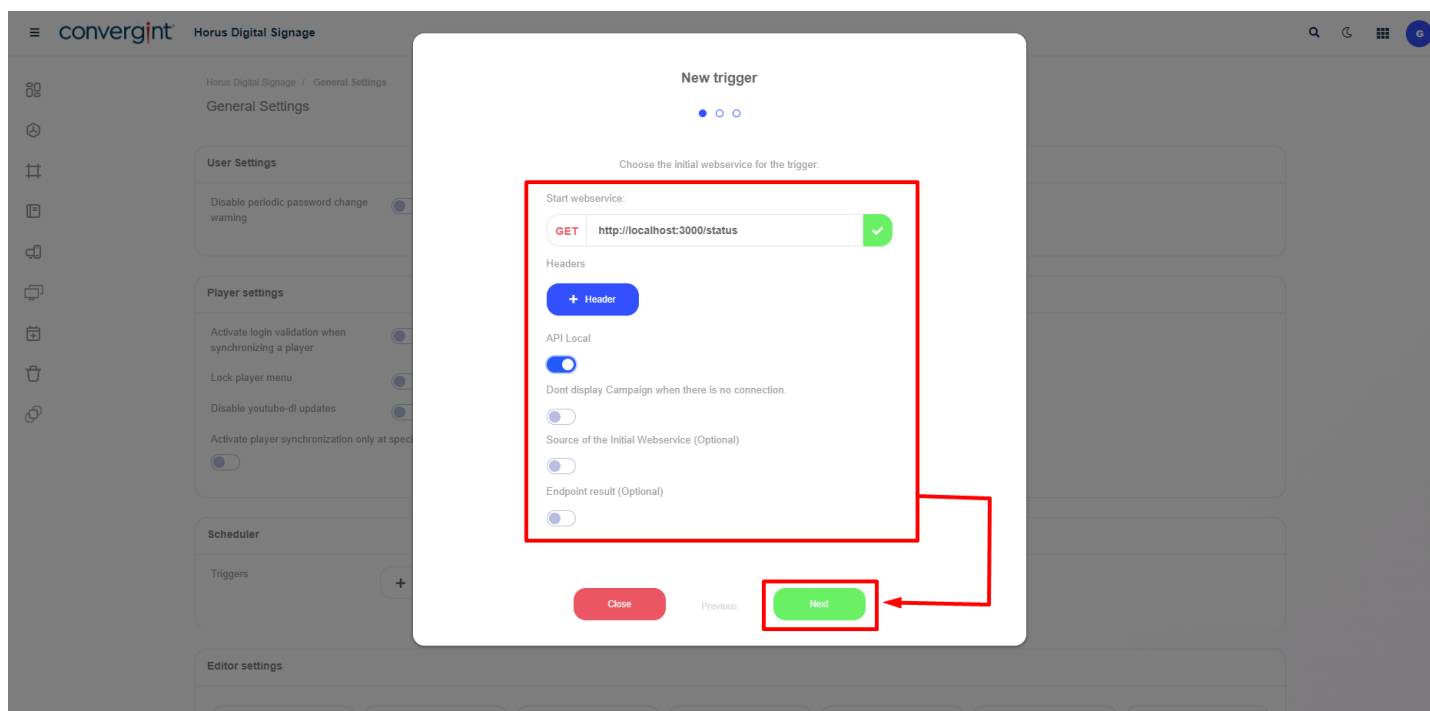
To create a Trigger in our system, it is necessary to access the “General Settings” section. This function allows you to automate the execution of actions based on specific events within the configured environment, using the Scheduler function.



Upon accessing the section, you need to click on the addition button next to the “Scheduler” topic. This will allow the creation of the specified Trigger.

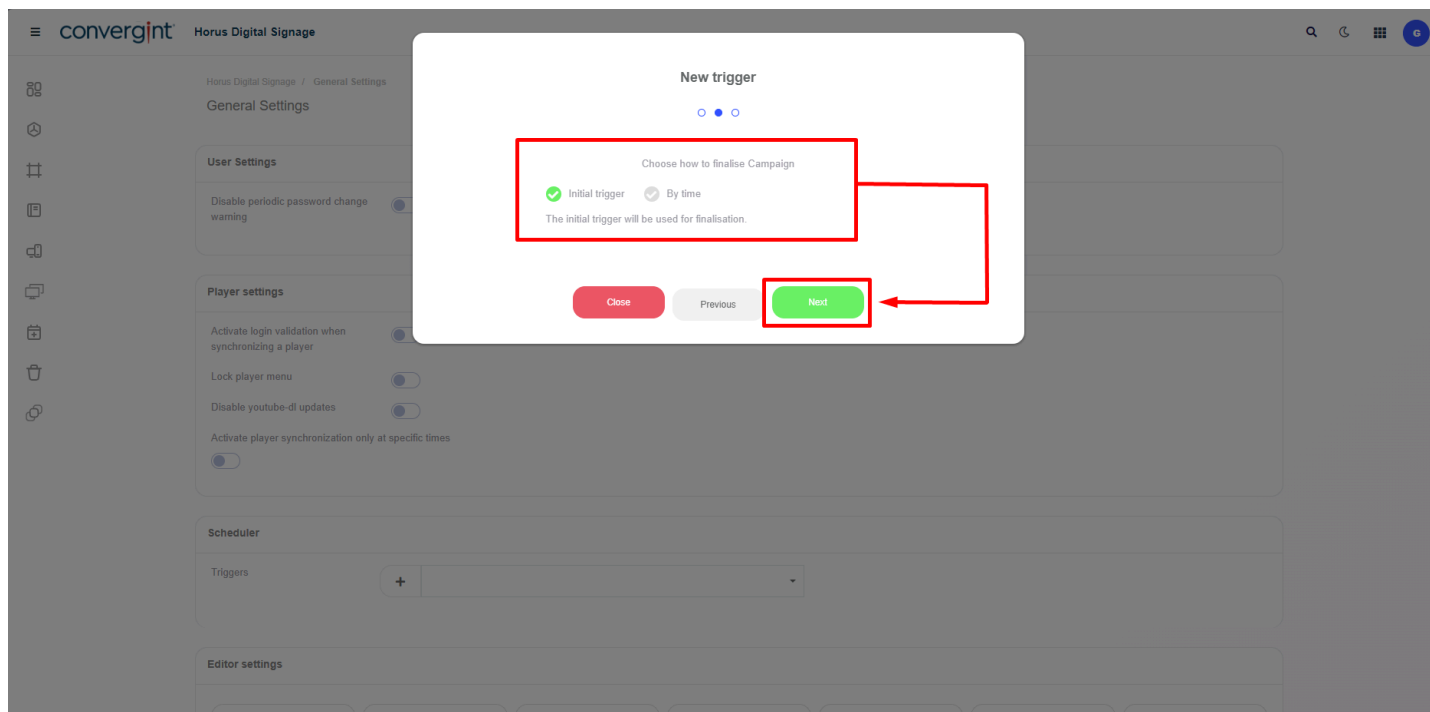


Upon accessing, you will be able to define crucial factors such as: Webservice, Headers, and other configuration criteria, as well as the actions that should be executed in response to the activated Triggers. This detailed control allows for precise adjustments to meet the specific needs of the operational environment. Then, click “Next.”

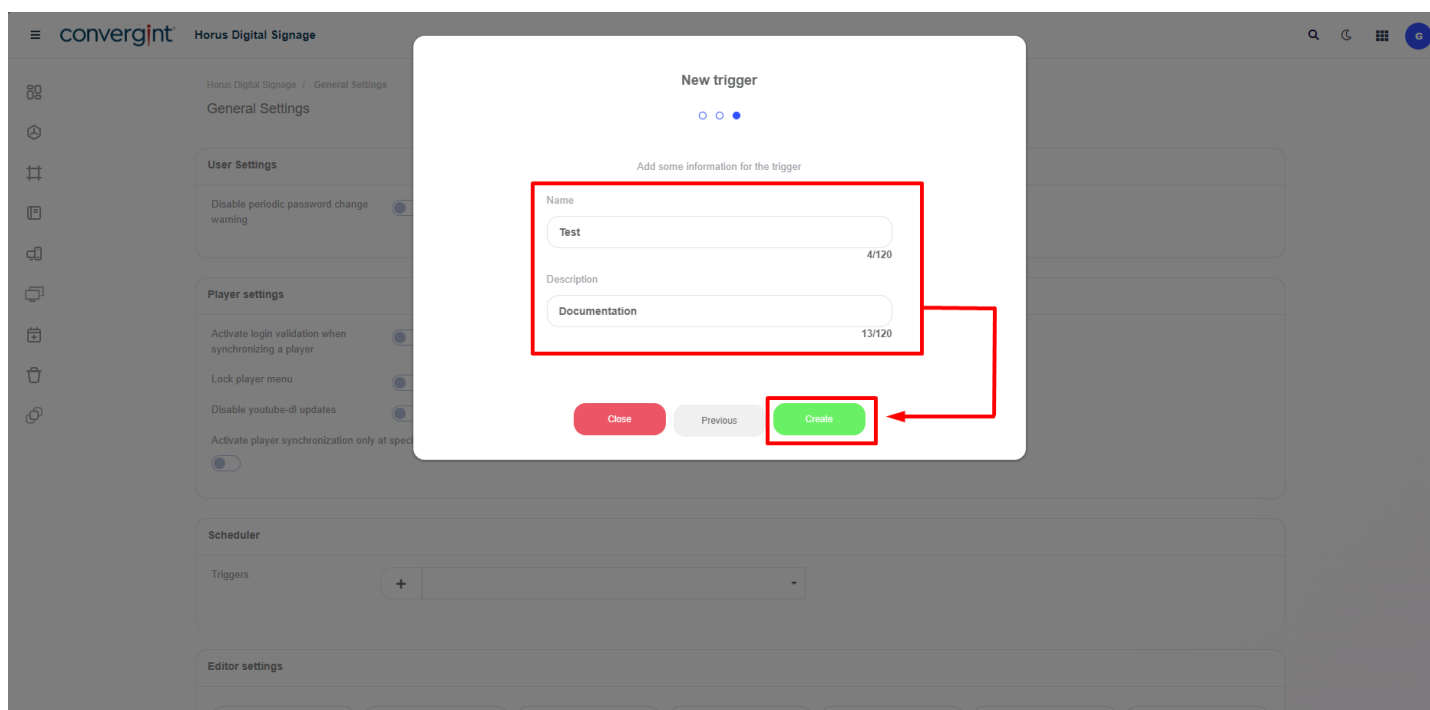


After completing the first stage of Settings, Users will have the option to select the desired method for ending the campaign. This can be done by using the previously configured “Initial

Trigger” to determine the moment of completion, or by setting a specific time for the automatic closure of the campaign (“By Time”). Then, click “Next” again to finalize the Trigger configuration.



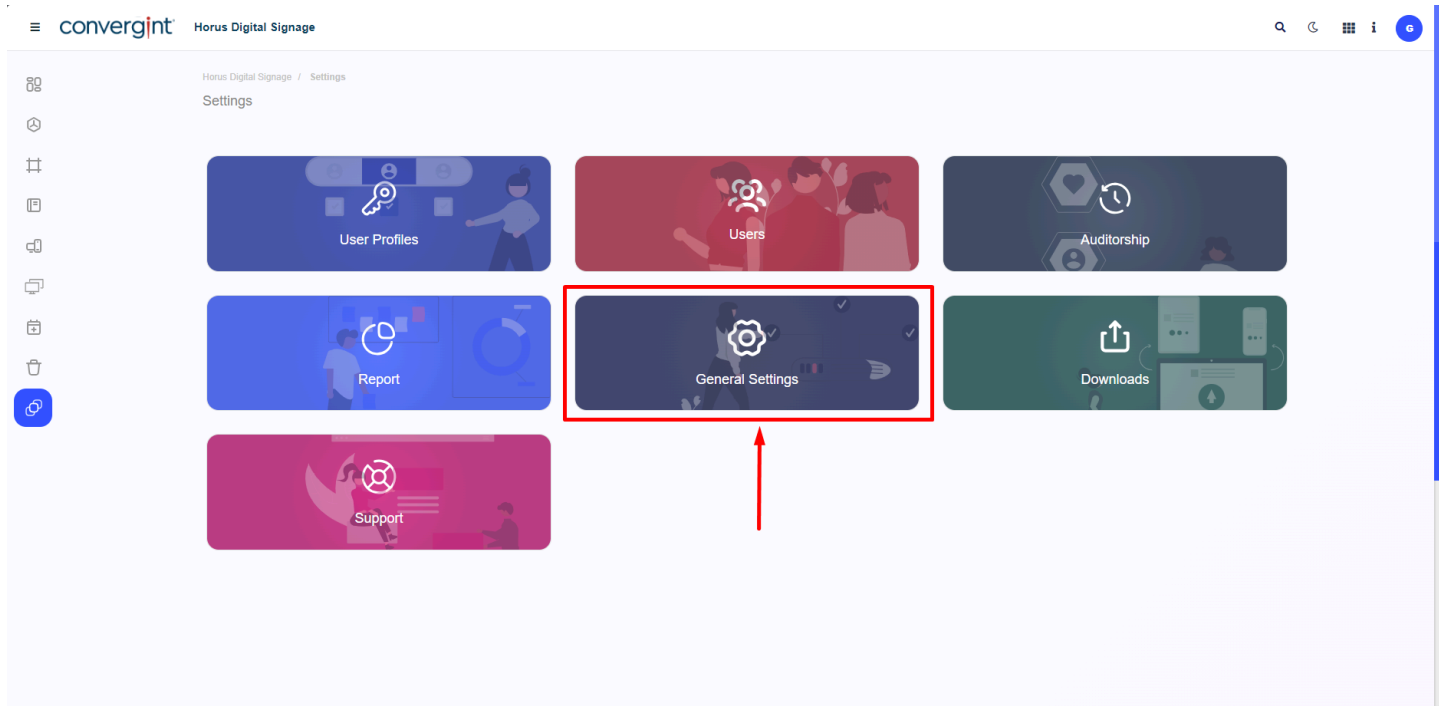
To finalize the Trigger configurations, you will need to add a Name and a Description (Optional), according to your preference. Then, simply click on "Create" to generate the Trigger as configured.



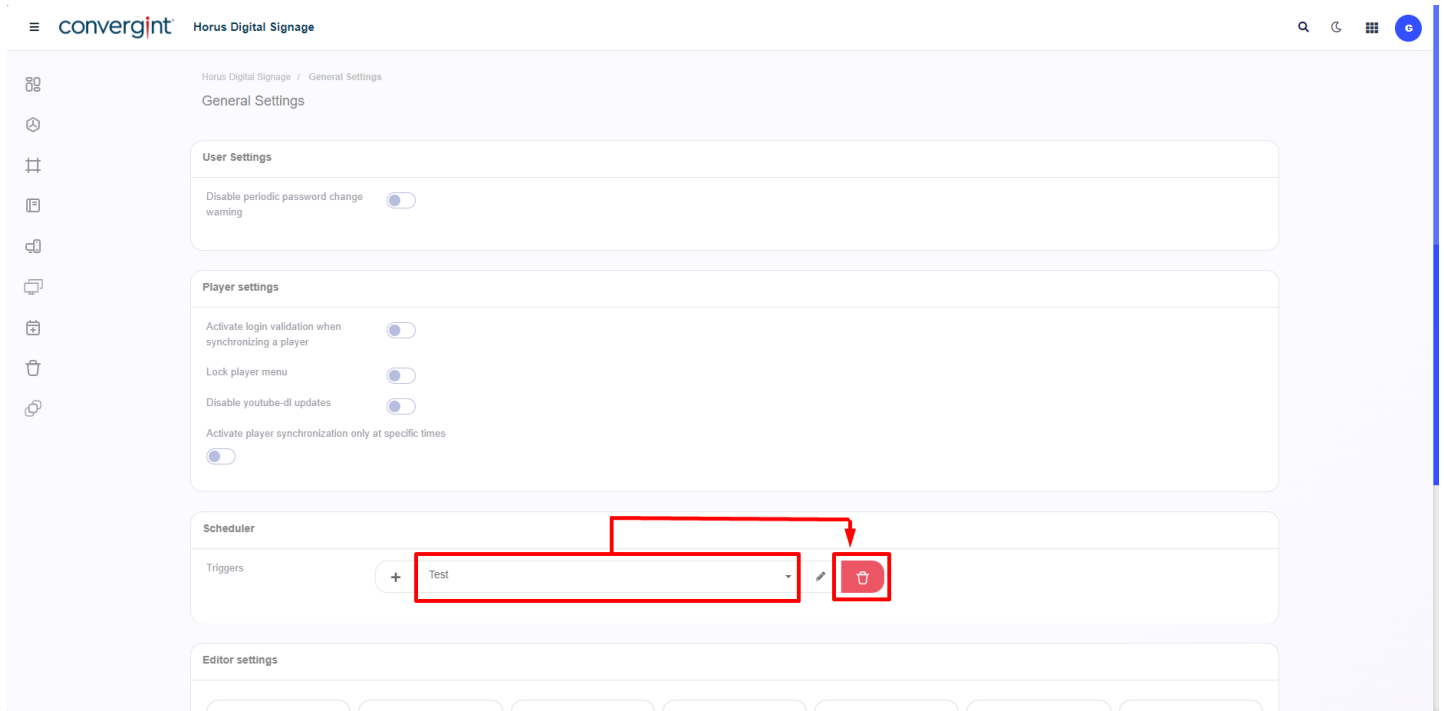
Version: 2.0.1

Removing Triggers

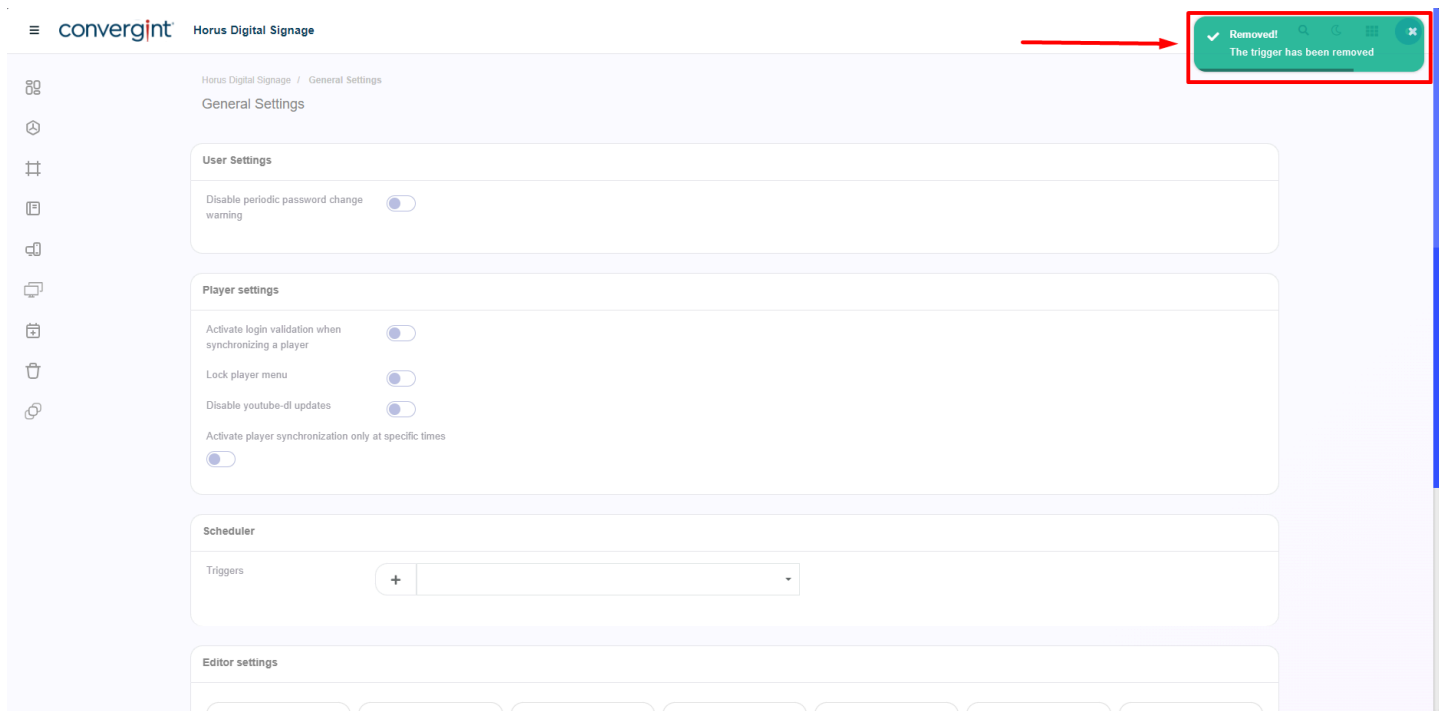
To remove a Trigger, you need to access the “General Settings” section.



Once you access the tab, navigate to the “Scheduler” topic, then click on the “Remove” icon next to the Trigger you wish to delete.



Upon clicking, the Trigger will be removed.



Version: 2.0.1

Especificações

Version: 2.0.1

Firewall

RLS for the installation of Horus Digital Signage:

- get.docker.com
- download.docker.com
- github.com
- registry.gitlab.com
- hub.docker.com
- storage.googleapis.com
- gitlab.com

Ports for the use of Horus Digital Signage:

- 80
- 443
- 8989

URLs for the use of Horus Digital Signage:

Use of the Feed

- <http://g1.globo.com/dynamo/rss2.xml>
- <http://g1.globo.com/dynamo/brasil/rss2.xml>
- <http://feeds.bbci.co.uk/portuguese/rss.xml>
- <http://www.cartacapital.com.br/feed/>
- <http://www.valor.com.br/rss>

- <http://g1.globo.com/dynamo/carros/rss2.xml>
- <http://www.noticiasautomotivas.com.br/feed>
- <http://rss.uol.com.br/feed/noticias.xml>
- <http://rss.uol.com.br/feed/economia.xml>
- <http://cinema.uol.com.br/ultnot/index.xml>
- <http://tecnologia.uol.com.br/ultnot/index.xml>
- <http://rss.esporte.uol.com.br/ultimas/index.xml>
- <http://rss.uol.com.br/feed/jogos.xml>
- <http://musica.uol.com.br/ultnot/index.xml>
- http://click.uol.com.br/?rf=tecnologia_geramodulo-lista&u=http://rss.carros.uol.com.br/ultnot/index.xml
- <http://rss.uol.com.br/feed/vestibular.xml>
- <http://thecanadianjournal.com/rss/>
- <http://www.dailymail.co.uk/news/index.rss>
- <http://feeds.skynews.com/feeds/rss/world.xml>
- <http://feeds.skynews.com/feeds/rss/uk.xml>
- <http://feeds.skynews.com/feeds/rss/us.xml>
- <http://feeds.skynews.com/feeds/rss/business.xml>
- <http://feeds.skynews.com/feeds/rss/technology.xml>
- <http://feeds.skynews.com/feeds/rss/politics.xml>
- <http://feeds.skynews.com/feeds/rss/entertainment.xml>
- <http://feeds.skynews.com/feeds/rss/strange.xml>
- <http://e00-marca.uecdn.es/rss/portada.xml>
- <http://www.abc.es/rss/2.0/ultima-hora/>
- <http://www.abc.es/rss/atom/espana/>
- <http://www.latina.pe/feed>
- <http://larazon.pe/feed/>
- <http://www.diariochile.cl/feed/>
- <http://www.elrancaguino.cl/feed/>
- <http://www.rionegro.com.ar/feed/>
- <https://elargentinodiario.com.ar/feed/>

- <http://www.portafolio.co/rss/economia>
- <http://www.portafolio.co/rss/economia/gobierno>
- <http://www.portafolio.co/rss/economia/impuestos>
- <http://www.portafolio.co/rss/economia/empleo>
- <http://www.portafolio.co/rss/economia/infraestructura>
- <http://www.lemonde.fr/rss/une.xml>
- <http://www.france24.com/fr/france/rss>
- <http://www.france24.com/fr/culture/rss>
- <http://www.france24.com/fr/europe/rss>
- <http://www.france24.com/fr/am%C3%A9riques/rss>
- <http://www.france24.com/fr/moyen-orient/rss>
- <http://www.france24.com/fr/rss>
- <http://www.france24.com/fr/sports/rss>

Use of YouTube

- <https://www.youtube.com>
- <https://yt-dl.org>
- <http://img.youtube.com>
- <https://github.com/yt-dl-org/youtube-dl/releases>
- <https://api.github.com/repos/yt-dlp/yt-dlp/releases/latest>
- <https://github.com/yt-dlp/yt-dlp/releases>

Use of Email

- <https://us-east4-seal-support.cloudfunctions.net/ihorus-mailservice-prod-send>

Other components

- <https://api.exchangeratesapi.io>
- <https://api.openweathermap.org>
- <https://storage.googleapis.com>
- <https://fonts.googleapis.com>

- <https://maps.googleapis.com>
- <https://www.gstatic.com/>
- <https://i.imgur.com/>

Version: 2.0.1

Server

MINIMUMS::

- Requires a 64-bit processor and operating system
- OS: Ubuntu 24.04.1 LTS or Manjaro Linux GNOME 24.1.7 or higher
- Processor: Intel(R) Xeon(R) CPU @ 2.30GHz or higher
- Memory: 8 GB of RAM
- Storage: 1 TB of available space

Version: 2.0.1

Players

Operating System

Windows

- Windows 10 and later versions are supported; older operating systems are not supported (and do not work).

Linux

- The following platforms have been verified to run the binaries:
- Ubuntu 24.04.1 and later
- Fedora 36
- Debian 10
- Manjaro GNOME 24
- Running the application on Linux for ARM v7 devices is also possible.

Hardware

- Processor: Intel i3 from the 12th generation or higher
- Memory: 8 GB of RAM or higher
- Storage: 240 GB SSD
- Connectivity: 10/100/1000 Mbps port, 802.11 b/g/n/ac, and Bluetooth 4.0
- Interfaces: One HDMI output, audio output, and USB 3.0

WebOS Signage

- WebOS Signage 4.0 e 6.0

Version: 2.0.1

FAQ

Version: 2.0.1

FAQ (Horus Digital Signage)

1. I installed the player on a Windows system, but when the application opens automatically, it asks for administrator permission..

Possible Solution:

If the player is installed on Windows, open the Control Panel > System and Security > Security > Change User Account Control settings > and set it to never notify. Save these changes and that's it. Test to see if it worked.

2. How to resolve issues when there are problems with YouTube videos or the video is invalid.

Possible Solution:

Restart the application.

3. Why are the news feeds not working?

Possible Solution:

There may be a network block for the news feeds.

4. How to resolve when the campaign displayed on the player gets stuck?

Possible Solution:

Try resynchronizing the campaign; if the issue is not resolved, clear the cache of the terminal remotely.

5. What is the best web browser to use with Horus DS?

Possible Solution:

It is recommended to use browsers with a Chromium-based engine, such as Google Chrome, Brave, Opera, Edge, and Vivaldi.

6. How to make Horus Digital Signage work on a vertical screen (9:16)?

Possible Solution:

You need to change the computer's resolution to a 9:16 ratio. Additionally, specify the ratio in the campaign you want to publish.

7. What are the prerequisites for installing Horus Digital Signage?

Possible Solution:

Install Docker and Docker Compose. The documentation to install them is:

- docker: <https://docs.docker.com/engine/install/>
- docker-compose: <https://docs.docker.com/compose/install/>

8. I followed the steps to install the Horus Digital Signage server, but when I try to access it, I get this error: Hmmm... can't reach this page.

Possible Solution:

If the player is installed on Windows, open the Control Panel > System and Security > Security > Change User Account Control settings > and set it to never notify. Save these changes and that's it. Test to see if it worked.

Version: 2.0.1

FAQ (General)

FAQ, or Frequently Asked Questions, groups problems, possible causes, and solutions for common situations related to software, Linux environments, Windows, networks, and more.

1. *Internet Connection Problems

Description: The user is unable to access an online application.

Possible Causes:

- Problems with the user's local network.
- Firewall or proxy settings that block access.

Support Solutions:

- Check the user's Internet connection.
- Ask the user to test the connection on another device or network.
- Guide the user to adjust firewall or proxy settings if necessary.

2. Browser Configuration Errors

Description: The application does not work correctly in a specific browser.

Possible Causes:

- Cache or cookie settings.
- Extensions or plugins that interfere with operation.

Support Solutions:

- Instruct the user to clear the browser's cache and cookies.

- Recommend that the user disable extensions or plugins temporarily to identify if any of them are causing the problem.
- Advise the user to try accessing the application in a different browser or in an incognito window.

3. File Permission Problems

Description: The user is unable to save or access files in an application.

Possible Causes:

- Inadequate folder or file permissions in the user's operating system.
- Security settings that prevent access.

Support Solutions:

- Guide the user to check and adjust folder and file permissions.
- Ask the user to run the application as an administrator, if appropriate.
- Instruct the user to check the operating system's security settings that may be blocking access.

4. System Configuration Problems

Description: The software is not behaving as expected on a specific system.

Possible Causes:

- Incorrect configurations of the operating system or other software.
- Incompatible versions of system components.

Support Solutions:

- Ask the user to check and adjust system settings, such as environment variables or system-specific settings.

- Guide the user to update drivers and system components if necessary.
- Check that the system meets the minimum hardware and software requirements for the application.

5. Problems with User Accounts

Description: The user is unable to log in or access specific functionalities.

Possible Causes:

- Forgotten passwords or incorrect login information.
- Problems with the user's account, such as locks or inappropriate permissions.

Support Solutions:

- Assist the user with password recovery or login reset.
- Check that the user's account is active and has the correct permissions to access the desired functionalities.
- Guide the user to check the multi-factor authentication configuration, if applicable.

6. Synchronization problems

Description: Data is not synchronizing between devices or with the server.

Possible Causes:

- Intermittent network connection.
- Incorrect synchronization settings.

Support Solutions:

- Check the network connection and ask the user to try again.
- Instruct the user to review and adjust the synchronization settings in the application.

- Recommend that the user restart the application or device to try to resolve synchronization problems.

7. Software installation errors

Description: The user encounters errors when trying to install or update the software.

Possible Causes:

- Corrupted installation files.
- Conflicts with other applications or previous versions.

Support Solutions:

- Instruct the user to re-download the installation file from a reliable source.
- Instruct the user to uninstall older versions of the software before attempting a new installation.
- Check for the administrative permissions required for the installation and ensure that the user has them.

8. Compatibility problems

Description: The software does not work correctly on a specific operating system or device.

Possible Causes:

- Incompatibility with the operating system or hardware.
- Outdated versions of necessary libraries or components.

Support Solutions:

- Check that the software is compatible with the user's operating system and hardware.
- Guide the user to update the operating system or install the necessary components.

- Recommending the installation of updates or patches that can solve compatibility problems.

9. Account Configuration Problems

Description: The user is unable to access or configure options in their account within the application.

Possible Causes:

- Incorrect account or profile settings.
- Lack of information needed to complete the configuration.

Support Solutions:

- Instruct the user to review and correct the account or profile settings.
- Guide the user to provide additional information or complete configuration steps.
- Help the user update account details, such as payment information or preferences.

10. Slow Performance

Description: The software is running slower than expected.

Possible Causes:

- Insufficient system resources.
- Background applications consuming resources.

Support Solutions:

- Ask the user to close other applications that may be consuming resources.
- Guide the user to check CPU and memory usage to ensure that there are sufficient resources available.
- Recommend cleaning up temporary files and carrying out basic system maintenance.

11. Problems with Application Settings

Description: Custom settings or preferences are not saved or applied correctly.

Possible Causes:

- Configuration files corrupted or not accessible.
- Inadequate permissions to save settings.

Support Solutions:

- Instruct the user to check and correct permissions for files or directories related to the application.
- Guide the user to reset or recreate configuration files, if possible.
- Check that the application has permission to access and modify the necessary settings.

12. Update problems

Description: The software is not updating to the latest version.

Possible Causes:

- Connectivity problems with the update server.
- Incorrect automatic update settings.

Support Solutions:

- Check the Internet connection and try again.
- Guide the user to check and adjust the automatic update settings.
- Ask the user to perform the update manually, if possible.

13. Authentication errors

Description: The user is unable to authenticate or access the application.

Possible Causes:

- Incorrect password or username.
- Problems with multi-factor authentication.

Support Solutions:

- Help the user reset their password or recover their username.
- Check that multi-factor authentication is configured correctly and provide support to resolve problems related to this.
- Confirm that the user is using the correct credentials and revise them if necessary.

14. Licensing problems

Description: The software is reporting problems with the license or is not recognizing the license key.

Possible Causes:

- Invalid or expired license key.
- Problems with license activation or verification.

Support Solutions:

- Guide the user to check the validity and correct entry of the license key.
- Help the user to reactivate the software or contact the license provider if necessary.
- Check if there are any updates or patches available that could solve licensing problems.

15. Data Import/Export problems

Description: The user is unable to import or export data in the software.

Possible Causes:

- Incorrect or incompatible file format.
- Corrupt or invalid data in the file.

Support Solutions:

- Guide the user to check that the file is in the correct and recommended format.
- Help the user validate and correct corrupt or invalid data in the file.
- Provide information on the format and structure specifications for import/export.

16. Data Synchronization Problems

Description: Data is not synchronizing correctly between different devices or platforms.

Possible Causes:

- Incorrect synchronization settings.
- Temporary connectivity problems.

Support Solutions:

- Instruct the user to check and adjust the synchronization settings.
- Instruct the user to ensure that all devices are connected to the Internet.
- Recommend that the user restart the software or device to resolve temporary problems.

17. Problems with Generic Error Messages

Description: The user is receiving generic or uninformative error messages.

Possible Causes:

- Problems with software configuration or permissions.

- Corrupted temporary files or cache.

Support Solutions:

- Check and adjust software permissions and settings.
- Guide the user to clear cache and temporary files related to the software.
- Provide instructions on how to access detailed error logs, if available.

18. Problems with Software Updates

Description: The user is unable to update the software to the latest version.

Possible Causes:

- Conflicts with existing software or system settings.
- Problems connecting to the update server.

Support Solutions:

- Guide the user to temporarily disable the antivirus or security software that may be blocking the update.
- Check that the user has the necessary permissions to install updates and adjust settings if necessary.
- Ask the user to download and install the update manually, if applicable.

19. Network Configuration Problems

Description: The software is unable to connect to a specific network or server.

Possible Causes:

- Incorrect or conflicting network configurations.
- Problems with DNS or network servers.

Support Solutions:

- Guide the user to check and correct network settings, such as IP and DNS.
- Recommend rebooting the router or modem to resolve temporary problems.
- Help the user configure exceptions in the firewall or router, if necessary.

20. Licensing or Activation Problems

Description: The software requests reactivation or has licensing problems.

Possible Causes:

- Expired or invalid license key.
- Activation problems due to hardware changes.

Support Solutions:

- Help the user enter the correct license key or provide a new one if necessary.
- Guide the user through the process of reactivating the software in the event of hardware changes.
- Check for specific instructions for reactivating licenses in the event of significant system changes.

21. Performance Problems in Specific Environments

Description: The software is experiencing performance problems in a specific environment, such as a corporate network.

Possible Causes:

- Corporate network configurations or security policies that affect performance.
- Limited resources or overload on internal servers.

Support Solutions:

- Consult with internal IT staff about network configurations or security policies that may be impacting performance.
- Recommend adjustments to software configuration for better performance in corporate environments.
- Help the user identify and free up resources on the server or device that may be overloaded.

22. **Interface Visualization Problems

Description: Elements of the user interface are not displayed correctly.

Possible Causes:

- Inappropriate screen resolution or display settings.
- Problems with video drivers or graphics settings.

Support Solutions:

- Guide the user to adjust the screen resolution and display settings.
- Recommend updating video drivers or adjusting graphics settings.
- Instruct the user to check that the software is compatible with the current hardware and display configuration.

23. Problems with Backup and Recovery Processes

Description: The user has problems performing backups or recovering data in the software.

Possible Causes:

- Incorrect backup or recovery settings.
- Backup files corrupted or inaccessible.

Support Solutions:

- Instruct the user to review and adjust the backup and recovery settings.
- Guide the user to verify the integrity of the backup files and provide guidance on how to perform a new backup if necessary.
- Assist the user in recovering data from existing backups.

24. Problems with Access Permissions

Description: The user is unable to access certain features or functionalities of the software.

Possible Causes:

- Incorrectly configured user permissions.
- Access restrictions based on roles or groups.

Support Solutions:

- Check and adjust user or group permissions in the software.
- Confirm that the user belongs to the correct group with the necessary permissions.
- Help the user to request additional permissions if necessary.

25. Problems with Notification Configuration

Description: The user is not receiving expected notifications from the software.

Possible Causes:

- Notification settings disabled or incorrect.
- Problems with spam filters or email configuration.

Support Solutions:

- Guide the user to review and adjust the notification settings within the software.
- Check whether notifications are being blocked by spam filters or email settings.
- Help the user to add the notification address to the list of trusted senders.

26. Problems with Specific Error Messages

Description: The user is encountering specific error messages when using the software.

Possible Causes:

- Incorrect or missing data required for operation.
- Incorrect settings or user input.

Support Solutions:

- Help the user identify and correct incorrect or missing data.
- Guide the user to adjust the settings or inputs to avoid the error.

27. **Problems with printing resources

Description: The user is having difficulty printing documents from the software.

Possible Causes:

- Incorrect printer settings or outdated drivers.
- Compatibility problems between the software and the printer.

Support Solutions:

- Check and adjust the printer settings in the software.
- Instruct the user to update or reinstall the printer drivers.
- Guide the user to select the correct printer and test with a simple document.

28. Performance Problems on Mobile Devices

Description: The software is experiencing performance problems on mobile devices.

****Possible Causes**

- Inadequate settings for mobile devices.
- Insufficient resources on the mobile device.

Support Solutions:

- Guide the user to adjust specific performance settings for mobile devices.
- Recommend freeing up storage space and closing other applications that may be consuming resources.

29. **Problems with corrupted files

Description: The user is unable to open or use files that were created with the software.

Possible Causes:

- Files corrupted during creation or storage.
- Compatibility problems with previous versions of the software.

Support Solutions:

- Instruct the user to try to recover the file from backups or previous versions.
- Instruct the user to check the integrity of the files and use recovery tools, if available.

30. User Preferences Update Problems

Description: The user is unable to save or update their preferences in the software.

Possible Causes:

- Problems with local storage of settings.
- Conflicts with other settings or user profiles.

Support Solutions:

- Help the user check for problems with local storage or configuration files.
- Instruct the user to reset their preferences and try again.

31. Integration Problems with Other Tools

Description: The software is not integrating correctly with other tools or platforms.

****Possible Causes**

- Incorrect integration settings.
- Problems with APIs or network connections.

Support Solutions:

- Check and adjust the software's integration settings.
- Guide the user to check network connections and API settings.

32. Problems with Configuration Synchronization

Description: Settings made on one device are not synchronized with other devices.

Possible Causes:

- Problems with cloud synchronization or synchronization configuration.
- Unstable connectivity between devices.

Support Solutions:

- Guide the user to check and correct the cloud synchronization settings.

- Recommend restarting the devices and checking network connectivity.

33. Problems with History or Logs

Description: The user is unable to access or view history or logs in the software.

Possible Causes:

- Inadequate settings for storing or viewing logs.
- Problems with permissions to access histories.

Support Solutions:

- Instruct the user to adjust the settings for viewing logs or histories.
- Check and adjust permissions required to access the desired information.

34. Problems with Added User Accounts

Description: The user has difficulty adding or managing additional accounts in the software.

Possible Causes:

- Configuration limitations for multiple accounts.
- Problems with account synchronization or permissions.

Support Solutions:

- Guide the user through the correct procedure for adding and managing additional accounts.
- Check settings and permissions related to managing multiple accounts.

35. Problems with Content Display

Description: The content is not being displayed correctly on the monitors.

Possible Causes:

- Incorrect settings for the resolution or format of the content.
- Connection problems between the device and the monitor.

Support Solutions:

- Check and adjust the resolution and content format settings to ensure compatibility with the monitor.
- Check the cable connections and adjust the display settings on the device.

36. Content scheduling problems

Description: Scheduled content is not being displayed at the correct time.

Possible Causes:

- Incorrect scheduling settings.
- Problems with the device's clock or time zone.

Support Solutions:

- Check and correct the scheduling and time settings in the digital signage software.
- Ensure that the device is configured with the correct time zone and the exact time.

37. Problems with Content Update

Description: The content is not being updated as expected.

Possible Causes:

- Problems with synchronization between the server and the devices.
- Cache settings that are preventing the update.

Support Solutions:

- Check and restart synchronization between the digital signage server and the devices.
- Guide the user to clear the software cache to ensure that the content is updated.

38. Issues Network Connection

Description: The digital signage devices are unable to connect to the network.

Possible Causes:

- Problems with network settings or cables.
- Problems with firewall or proxy configuration.

Support Solutions:

- Check and adjust the network settings of the devices, including IP and DNS.
- Ensure that the firewall or proxy is not blocking communication from the digital signage software.

39. Issues with Multimedia Content

Description: Videos or images are not being displayed correctly.

Possible Causes:

- Incompatible or corrupted file formats.
- Problems with codecs or multimedia drivers.

Support Solutions:

- Check that the content is in a format compatible with the digital signage software.
- Guide the user to install or update the codecs and drivers required for multimedia playback.

40. **Remote control problems

Description: The digital signage software's remote control is not responding.

Possible Causes:

- Problems with the remote control's connection to the server.
- Incorrect settings in the software or device.

Support Solutions:

- Check the connection between the remote control and the digital signage server.
- Adjust the remote control settings in the software to ensure that it works correctly.

41. Template or Layout Issues

Description: Templates or layouts are not being applied correctly.

Possible Causes:

- Problems with the template or layout configuration.
- Incompatibility between the template and the content.

Support Solutions:

- Review and correct the configuration of templates and layouts in the digital signage software.
- Check the compatibility between the template and the content being displayed.

42. Real-Time Data Integration Issues

Description: Real-time data (such as news feeds or social media updates) is not being displayed.

Possible Causes:

- Problems with the real-time data source.

- Integration or connectivity settings.

Support Solutions:

- Check if the real-time data source is functioning properly and is accessible.
- Adjust integration settings to ensure that data is updated and displayed correctly.

43. Software Access Issues

Description: Users are unable to access the digital signage software or are experiencing login problems.

Possible Causes:

- Issues with login credentials or user permissions.
- Problems with the authentication server configuration.

Support Solutions:

- Assist the user in recovering or resetting login credentials.
- Verify and adjust user permissions and authentication server settings.

44. Performance Issues

Description: The digital signage software is slow or freezing.

Possible Causes:

- Insufficient resources on the server or device.
- Issues with the software configuration.

Support Solutions:

- Check resource usage on the server and device and free up resources if necessary.

- Adjust software settings to improve performance and prevent freezing.

45. Backup and Recovery Issues

Description: Problems when performing backups or recovering settings and content from the digital signage software.

Possible Causes:

- Incorrect backup settings or issues with backup files.
- Failures in data recovery.

Support Solutions:

- Review and adjust backup and recovery settings in the software.
- Assist the user in checking the integrity of backup files and performing data recovery.

46. Licensing Issues

Description: The software is experiencing licensing-related problems.

Possible Causes:

- Expired or invalid license.
- Issues with license activation or verification.

Support Solutions:

- Assist the user in checking and renewing the license if necessary.
- Guide the user through the activation process or troubleshooting license issues.

47. Security Configuration Issues

Description: Problems with security configurations affecting the software's functionality.

Possible Causes:

- Inadequate security settings or firewall blocks.
- Insufficient permissions for software operations.

Support Solutions:

- Adjust security settings and permissions to allow the software to function properly.
- Check and adjust firewall settings and other security measures that may be blocking the software.

48. Screen Configuration Issues

Description: The videowall screens are not configured correctly, resulting in a distorted or misaligned image.

Possible Causes:

- Inadequate resolution or alignment settings for the screens.
- Errors in the videowall software configuration.

Support Solutions:

- Guide the user to adjust resolution and alignment settings in the software.
- Assist in recalibrating the screens to ensure the image is aligned correctly.

49. Video Input Issues

Description: The videowall is not displaying the selected video input.

Possible Causes:

- Connection issues between the video and the videowall system.
- Incorrect video input settings in the software.

Support Solutions:

- Check and adjust cable connections and video input configuration.
- Guide the user to select and correctly configure the input source in the software.

50. Brightness and Contrast Control Issues

Description: The brightness and contrast settings of the videowall screens are not uniform.

Possible Causes:

- Inadequate brightness and contrast settings on each screen.
- Issues with the calibration control of the videowall.

Support Solutions:

- Instruct the user to adjust brightness and contrast settings to standardize display across all screens.
- Assist in calibrating the videowall to ensure all screens are correctly adjusted.

51. Split-Screen Content Playback Issues

Description: Content displayed in a split-screen setup is not appearing correctly.

Possible Causes:

- Inadequate settings for displaying content in multiple sections of the screen.
- Issues with the split-screen management software.

Support Solutions:

- Check and adjust the split-screen settings in the software to ensure that content is displayed correctly in each section.
- Guide the user to update or reconfigure the split-screen management software if necessary.

52. Image Overlay Issues

Description: Images or videos are being overlaid or overloaded on the videowall screens.

Possible Causes:

- Issues with layer or overlay configuration in the software.
- Errors in content configuration.

Support Solutions:

- Assist the user in reviewing and adjusting layer and overlay settings in the software.
- Check and correct content configuration to avoid unwanted overlaps.

53. Remote Control Issues

Description: The remote control for the videowall software is not functioning or responding.

Possible Causes:

- Connectivity issues between the remote control and the system.
- Incorrect settings in the software or device.

Support Solutions:

- Check the connection between the remote control and the videowall system and replace batteries if necessary.
- Adjust settings in the software to ensure that the remote control functions correctly.

54. Firmware Update Issues

Description: The firmware of the videowall system needs to be updated or is experiencing issues.

Possible Causes:

- Outdated or corrupted firmware.
- Problems during the update process.

Support Solutions:

- Guide the user to perform the firmware update following the provided instructions.
- Assist in troubleshooting any issues that may occur during the update process.

55. Multichannel or Multiple Sources Issues

Description: The videowall system is not displaying multiple video sources simultaneously.

Possible Causes:

- Inadequate settings for displaying multiple sources.
- Issues with managing video inputs and outputs.

Support Solutions:

- Check and adjust settings for displaying multiple sources in the videowall software.
- Guide the user to correctly configure video inputs and outputs to support multichannel display.

56. Sensor or External Device Integration Issues

Description: Sensors or external devices connected to the videowall are not functioning correctly.

Possible Causes:

- Configuration or compatibility issues with sensors or external devices.
- Connectivity problems.

Support Solutions:

- Check and adjust integration settings to ensure that sensors or external devices function properly.
- Assist in troubleshooting connectivity issues between the videowall and external devices.

57. Video or Audio Feedback Issues

Description: Video or audio feedback from the videowall is not synchronized or is experiencing failures.

Possible Causes:

- Synchronization issues between video and audio.
- Inadequate settings in the videowall software.

Support Solutions:

- Guide the user to adjust audio and video synchronization settings in the software.
- Check and correct any hardware issues that may be causing feedback failures.

58. Security Configuration Issues

Description: The security configurations of the videowall software are not functioning correctly.

Possible Causes:

- Inadequate security settings in the software.
- Issues with access permissions or authentication.

Support Solutions:

- Review and adjust security settings to ensure that the system is adequately protected.
- Assist in configuring permissions and authentication for secure access to the videowall software.

59. Remote Access Issues

Description: Remote access to the videowall system is not functioning.

Possible Causes:

- Issues with remote access or network configuration.
- Firewall or security settings blocking remote access.

Support Solutions:

- Check and adjust remote access and network settings to ensure connectivity.
- Review and configure firewall and security rules to allow remote access to the videowall system.

60. Licensing Issues

Description: The videowall software is experiencing licensing issues.

Possible Causes:

- Expired or invalid license.
- Issues with license activation.

Support Solutions:

- Assist the user in checking and renewing the license if necessary.
- Guide the user in reactivating or troubleshooting license issues.

61. File Permission Issues

Description: The user cannot access or modify files in the system.

Possible Causes:

- Inadequate file or directory permissions.
- File or directory ownership not assigned to the correct user.

Support Solutions:

- Check and adjust file and directory permissions using `chmod` and `chown`.
- Assist the user in changing permissions and ownership as needed.

62. Software Dependency Issues

Description: The software is not functioning due to missing or outdated dependencies.

Possible Causes:

- Missing or incompatible packages or libraries.
- Unmet or conflicting dependencies.

Support Solutions:

- Use package managers (like `apt`, `yum`, `dnf`, `zypper`) to install or update necessary dependencies.
- Assist in resolving dependency conflicts and installing packages.

63. Network Configuration Issues

Description: The software cannot connect to the network or server.

Possible Causes:

- Incorrect network settings or lack of configuration.
- Firewall or security issues.

Support Solutions:

- Check and adjust network settings using tools like ifconfig, ip, and netstat.
- Review and configure firewall rules (iptables or firewalld) to allow communication for the software.

64. Environment Configuration Issues

Description: The software is not recognizing environment variables or specific settings.

Possible Causes:

- Unconfigured or incorrect environment variables.
- Configuration files (like .bashrc, .profile, .env) not updated.

Support Solutions:

- Assist the user in correctly setting environment variables in the profile or configuration file.
- Review and adjust configuration files to ensure variables are loaded correctly.

65. Process or Service Issues

Description: A service or process related to the software is not starting or is stuck.

Possible Causes:

- Service not started or failed to initialize.
- Issues with service resources or configuration.

Support Solutions:

- Use commands like systemctl, service, or ps to check the service status and start or restart if necessary.
- Review service logs to identify and correct configuration or resource issues.

66. Log File Issues

Description: Problems accessing or viewing the software's log files.

Possible Causes:

- Missing log files or inadequate permissions.
- Corrupted or difficult-to-read logs.

Support Solutions:

- Check and adjust permissions of the log files.
- Use tools like less, grep, or tail to view and analyze logs.

67. ** Software Update Issues**

Description: The software is not updating correctly or is failing to update.

Possible Causes:

- Outdated packages or issues with the repository.
- Update conflicts or installation failures.

Support Solutions:

- Use package managers to update the software and resolve any repository issues.
- Check update logs to identify and fix installation failures.

68. User and Group Configuration Issues

Description: The software is experiencing issues related to user or group permissions.

Possible Causes:

- Inadequate user or group settings.
- Incorrect permissions associated with users or groups.

Support Solutions:

- Use commands like `usermod`, `groupmod`, and `passwd` to manage users and groups.
- Adjust permissions and settings as needed to ensure proper software functionality.

69. System Resource Issues

Description: The software is facing issues due to lack of system resources (memory, CPU, disk space).

Possible Causes:

- Insufficient resources available for the software.
- Excessive resource usage by other processes.

Support Solutions:

- Monitor resource usage using tools like `top`, `htop`, or `df`.
- Assist in freeing up resources or properly configuring the software to optimize resource usage.

70. Startup Script Issues

Description: The software's startup scripts are not executing correctly.

Possible Causes:

- Misconfigured scripts or syntax errors.
- Issues with permissions or execution environment.

Support Solutions:

- Review and correct startup scripts to ensure they execute correctly.
- Adjust permissions and execution environment to ensure proper script execution.

71. Software Compatibility Issues

Description: The software is not functioning due to compatibility issues with the Linux environment.

Possible Causes:

- Incompatibility with the Linux distribution or version.
- Lack of support for specific libraries or dependencies.

Support Solutions:

- Check the software's compatibility requirements and adjust settings as necessary.
- Assist in installing any libraries or dependencies needed for compatibility.

72. System Startup Issues

Description: The software is not starting correctly after system boot.

Possible Causes:

- Issues with the automatic startup configuration.
- Failures during the system startup process.

Support Solutions:

- Review and adjust the software's automatic startup settings.
- Use tools like `systemctl` or `journalctl` to diagnose and resolve issues during system startup.

73. File Permission Issues

Description: The user cannot access or modify files.

Possible Causes:

- Inadequate file permissions
- File ownership assigned to another user.

Support Solutions:

- Adjust file and folder permissions through security properties.
- Change file or folder ownership to the correct user.

74. Software Dependency Issues

Description: The software is not functioning due to missing or outdated dependencies.

Possible Causes:

- Missing packages or libraries.
- Conflicting versions of dependencies.

Support Solutions:

- Install or update necessary packages using the appropriate installer or package manager.
- Check and resolve dependency conflicts.

75. Network Connection Issues

Description: The software cannot connect to the network or a server.

Possible Causes:

- Incorrect network settings or lack of configuration.
- Issues with the firewall or security rules.

Support Solutions:

- Check network settings and connections through Control Panel or Settings.

- Adjust firewall settings and add exceptions for the software if necessary.

76. Software Update Issues

Description: The software is not updating correctly.

Possible Causes:

- Problems with the installation of updates.
- Corrupted or missing update files.

Support Solutions:

- Force check and installation of updates through the software or Windows Update.
- Reinstall the update or software if necessary.

77. Windows Registry Issues

Description: The software is experiencing errors related to the Windows registry.

Possible Causes:

- Corrupted or missing registry entries.
- Conflicts in the system registry.

Support Solutions:

- Use tools like the Registry Editor (regedit) to check and fix registry entries.
- Utilize registry cleaning utilities if applicable and safe.

78. Log File Issues

Description: Problems accessing or viewing the software's log files.

Possible Causes:

- Missing log files or inadequate permissions.
- Issues with the location or format of logs.

Support Solutions:

- Check and adjust permissions for log files.
- Use appropriate tools to view and analyze logs, such as the Windows Event Viewer.

79. Process or Service Issues

Description: A service or process related to the software is not starting or is stuck.

Possible Causes:

- Service not started or failure to start.
- Issues with service resources or configuration.

Support Solutions:

- Check and manage services using Task Manager or services.msc.
- Restart or reconfigure the service as necessary.

80. Software Compatibility Issues

Description: The software is not functioning due to compatibility issues with the version of Windows.

Possible Causes:

- Incompatibility with the version or edition of Windows.
- Lack of support for specific functionalities.

Support Solutions:

- Run the software in compatibility mode using the executable file's properties.
- Check the software requirements and adjust system settings as necessary.

81. Printer Configuration Issues

Description: The software is experiencing issues when trying to print.

Possible Causes:

- Incorrect printer settings or outdated drivers.
- Communication issues between the software and the printer.

Support Solutions:

- Check and update printer drivers.
- Properly configure the printer in the system and check connections.

82. Remote Access Issues

Description: The remote access software is not functioning, or the user cannot connect.

Possible Causes:

- Incorrect remote access or network settings.
- Issues with the firewall or security rules.

Support Solutions:

- Check remote access and network settings in the software and system.
- Adjust firewall settings and add necessary exceptions.

83. System Startup Issues

Description: The software is not starting correctly after system boot.

Possible Causes:

- Issues with the automatic startup configuration.
- Conflicts with other programs that start with Windows.

Support Solutions:

- Manage startup programs using Task Manager or msconfig.
- Check and adjust the software's automatic startup settings.

84. User and Group Configuration Issues

Description: The software is experiencing issues related to user or group permissions.

Possible Causes:

- Inadequate user or group settings.
- Incorrect permissions associated with users or groups.

Support Solutions:

- Manage user permissions and groups through Control Panel or Administrative Tools.
- Adjust permissions and settings as necessary for the software to function.

85. File System Issues

Description: The software is having trouble accessing or writing files.

Possible Causes:

- Corrupted or damaged file system.
- Issues with access permissions for files or folders.

Support Solutions:

- Use disk check and repair tools, such as chkdsk.
- Adjust file and folder permissions to ensure necessary access.

86. Windows Update Issues

Description: The software is facing problems after a Windows update.

Possible Causes:

- Conflicts caused by recent updates.
- Changes in system settings after the update.

Support Solutions:

- Check update history and roll back problematic updates if necessary.
- Adjust system or software settings to resolve conflicts caused by the update.

87. Network Service Issues

Description: The software cannot connect to network services or the Internet.

Possible Causes:

- Issues with network services, such as DNS or DHCP.
- Inadequate network settings.

Support Solutions:

- Check and restart network services using services.msc or netsh.
- Adjust network settings and resolve connectivity issues.

88. Firewall Configuration Issues

Description: The software is not functioning due to firewall rules blocking its operation.

Possible Causes:

- Inadequate firewall rules or blocking of necessary ports.
- Security settings preventing the software's communication.

Support Solutions:

- Adjust firewall rules in Windows Firewall to allow the software to operate.
- Add exceptions for the software in the security settings.

89. Network Connection Issues

Description: The software cannot connect to the network.

Possible Causes:

- Problems with network configuration.
- Network adapter failure.

Support Solutions:

- Check and correct network settings (IP, DNS, gateway) in the system.
- Restart the network adapter or replace network cables.

90. Server Connection Issues

Description: The software cannot connect to the remote server.

Possible Causes:

- Incorrect or inactive server address.
- Issues with the local network or router.

Support Solutions:

- Confirm the server address and check its availability.
- Check and resolve issues with the local network and routers.

91. Network Latency Issues

Description: The software is experiencing high latency or slowness in network communication.

Possible Causes:

- Network congestion or insufficient bandwidth.
- Issues with the remote server or routing.

Support Solutions:

- Use tools like ping and traceroute to diagnose latency issues.
- Check and optimize network bandwidth and routing.

92. Proxy Configuration Issues

Description: The software cannot connect to the Internet through a proxy server.

Possible Causes:

- Incorrect or missing proxy settings.
- Authentication issues with the proxy server.

Support Solutions:

- Check and correct the proxy settings in the software and system.
- Test and update proxy authentication credentials if necessary.

93. Firewall Issues

Description: The firewall is blocking the software's traffic.

Possible Causes:

- Inadequate firewall rules.
- Security settings blocking network traffic.

Support Solutions:

- Add exceptions in the firewall for the software or adjust existing rules.
- Check security settings and adjust as needed.

94. VPN Issues

Description: The software does not function correctly when the VPN is enabled.

Possible Causes:

- Configuration conflicts between the VPN and the software.
- Routing issues within the VPN.

Support Solutions:

- Check and adjust VPN and software settings to ensure compatibility.
- Test the software with the VPN disabled to identify conflicts.

95. DNS Resolution Issues

Description: The software cannot resolve domain names to access servers.

Possible Causes:

- Issues with DNS settings on the system.
- Inactive or unresponsive DNS server.

Support Solutions:

- Check and update DNS settings on the system.
- Test and, if necessary, switch to a different DNS server (e.g., Google DNS).

96. Database Connection Issues

Description: The software cannot connect to the database.

Possible Causes:

Incorrect connection settings (address, port, credentials).

- Issues with the database server.

Support Solutions:

- Check and correct database connection settings in the software.
- Confirm the availability and status of the database server.

97. Data Synchronization Issues

Description: The software is having trouble synchronizing data with the server.

Possible Causes:

- Network connection issues during synchronization.
- Conflicts or errors in data transfer.

Support Solutions:

- Check and resolve network connection issues that may affect synchronization.
- Analyze and fix synchronization errors and data conflicts.

98. Cloud Service Issues

Description: The software cannot connect or synchronize with cloud services.

Possible Causes:

- Incorrect settings for cloud services.
- Authentication or availability issues with the cloud service.

Support Solutions:

- Check and adjust connection settings for the cloud service.
- Test and fix authentication and availability issues with the service.

99. Network Software Update Issues

Description: The software cannot download or apply updates via the network.

Possible Causes:

- Network connection issues or problems with the update server.
- Proxy or firewall settings blocking updates.

Support Solutions:

- Check and correct network connectivity and communication with the update server.
- Adjust proxy and firewall settings to allow update traffic.

100. Multicast or Broadcast Issues

Description: Software relying on multicast or broadcast is not receiving or sending data correctly.

Possible Causes:

- Inadequate network settings for multicast or broadcast.
- Issues with switches or routers that do not support multicast properly.

Support Solutions:

- Check and adjust network settings to support multicast and broadcast.
- Diagnose and resolve issues with switches and routers related to multicast.

101. Network Authentication Issues

Description: The software is failing to authenticate on a corporate network.

Possible Causes:

- Incorrect or expired credentials.
- Issues with authentication servers or security policies.

Support Solutions:

- Check and correct authentication credentials used by the software.
- Test and resolve issues with authentication servers and network policies.

102. IP Configuration Issues

Description: The software is not functioning due to IP configuration issues.

Possible Causes:

- Incorrect static or dynamic IP settings.
- IP conflicts on the network.

Support Solutions:

- Check and adjust IP settings on the system and software.
- Resolve IP conflicts and adjust IP configuration if necessary.