



## **OPERATORS MANUAL**

Revision 190828a

This system uses a cloud server to send updates and playlists to the sign. As a result, changes to the sign may not be evident for 1-2 minutes. Any computer may be used to program the sign, but diagnostics require a computer on the local network that the sign is connected to.



## Computer Setup Instructions

**For the computer being used to program/diagnose the CloudLED controlled sign**

1. Insure that Chrome is installed. Make it the default browser on the computer.  
The *my.cloudled.com* website works best with this browser.
2. Make a shortcut to *my.cloudled.com* on the computer desktop for easy access. Pinning to the taskbar is recommended.
3. If a wireless pair of antennae was installed for sign internet access, install the appropriate software on the computer for antenna detection. (A computer on the same network as sign)

Ubiquiti = Device Discovery Tool

Engenius = Locator Tool

4. These tools may be located at <https://olympianled.com/support/>
5. Install Teamviewer11. This is a specific version used for remote diagnostics by **Olympian LED**.

It is located at <https://olympianled.com/support/>

All of the steps should be completed at the time of sign and/or sign controller installation; they are necessary before scheduling remote service and support from **Olympian LED**.

# Sign Operation Instructions

## Quick Reference Guide

|   |    |
|---|----|
| Account Login .....                         | 05 |
| Create new playlist .....                   | 06 |
| Create new slide.....                       | 06 |
| Add content to slide .....                  | 07 |
| Text .....                                  | 07 |
| Images .....                                | 10 |
| Video/Animations .....                      | 12 |
| RSS.....                                    | 13 |
| Time/Temperature .....                      | 13 |
| Website .....                               | 15 |
| Scrolling text.....                         | 16 |
| Multiple Content Types .....                | 17 |
| Slide Duration/Scheduling/Transitions ..... | 18 |
| Send Playlist to Sign.....                  | 20 |
| Editing Playlist/Slide.....                 | 22 |
| Troubleshooting Sign Status .....           | 23 |
| Brightness Settings .....                   | 24 |



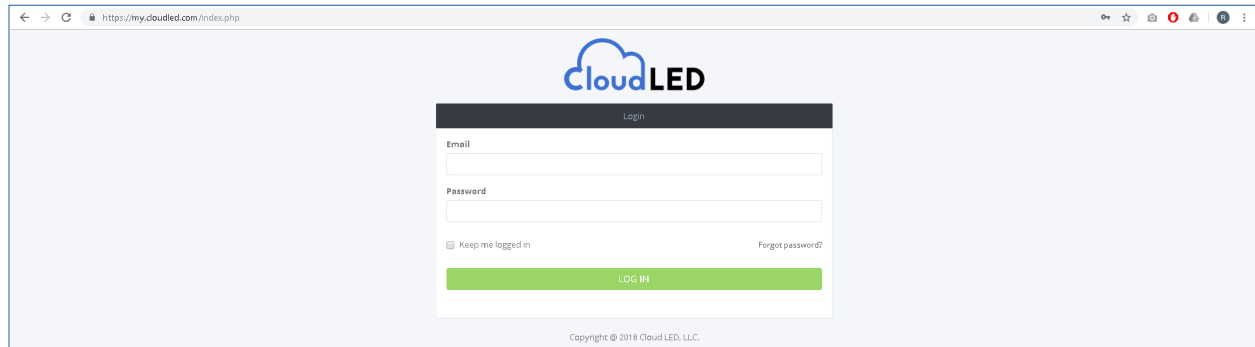
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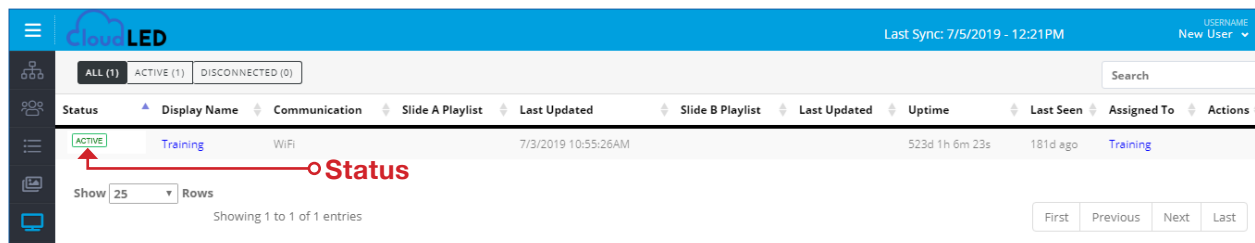
# Account Login

1. Using Chrome, log into my.cloudled.com. Use the email and password combination provided by you sign installer.

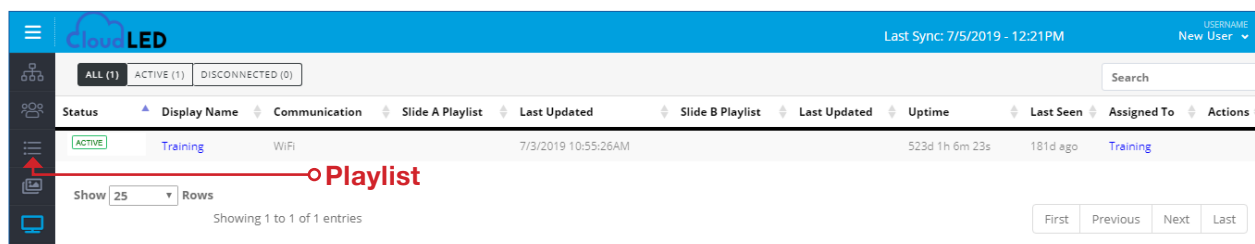


After logging in, you will be taken to the **Devices** page where you will see your sign(s) listed.

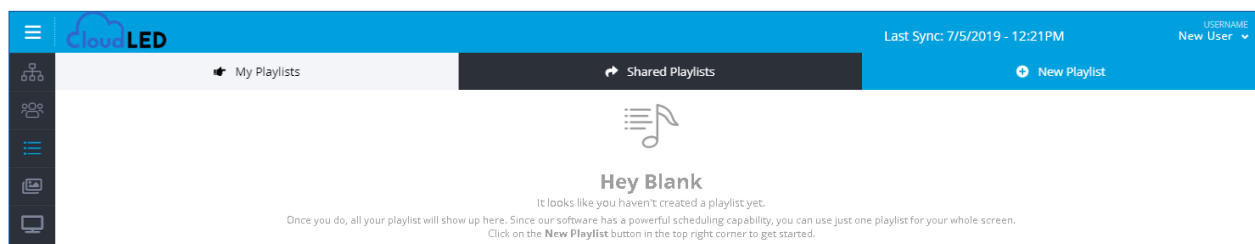
The sign status should be **Active**. If it is **Disconnected**, there is a problem with the internet connection to the sign. (See page 22)



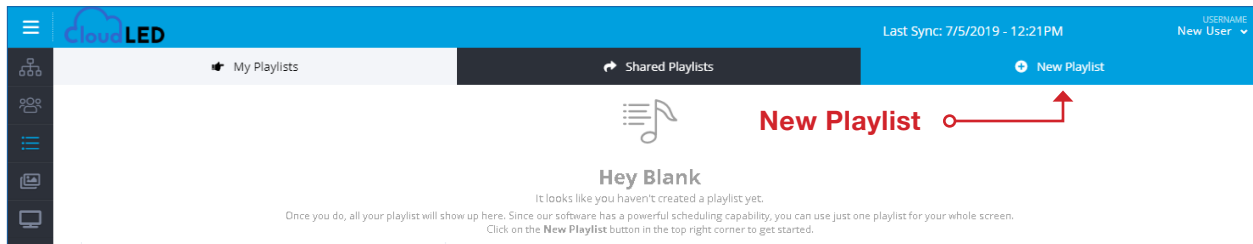
2. Next, click on the **Playlist** tab.



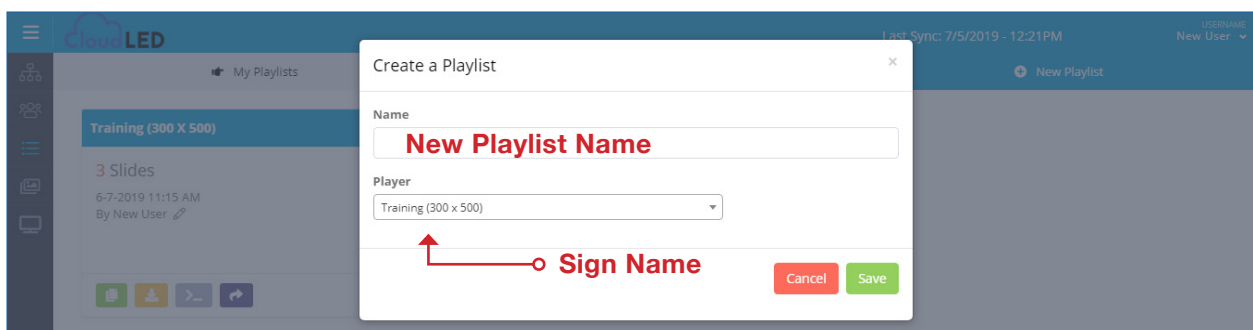
On the **Playlist** page, if a playlist has never been created, there will be a message indicating so.



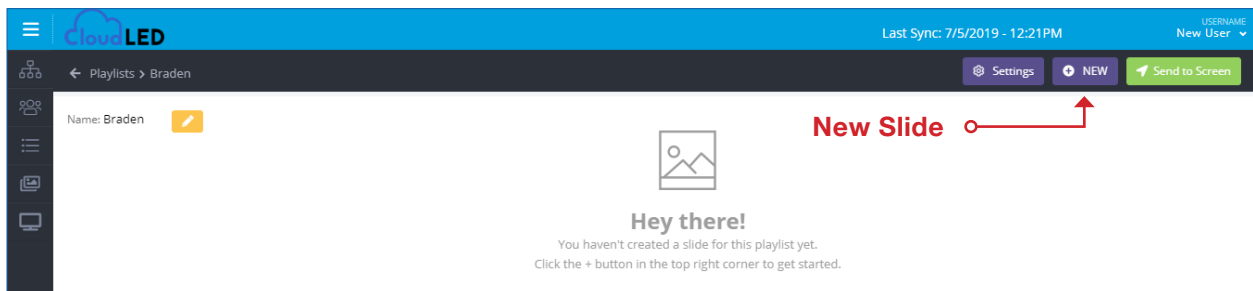
3. To create a *new playlist*, click on the button in the upper right corner.



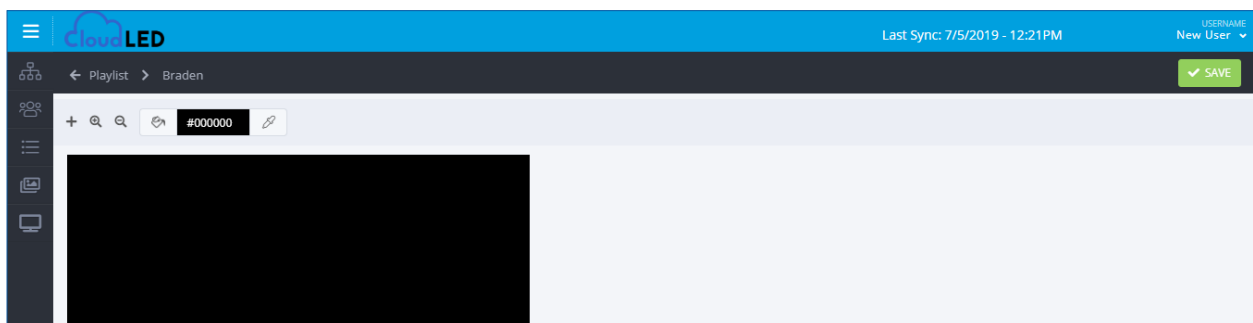
4. Name your new playlist. If there are multiple signs on the account, make sure the one the playlist is being designed for is chosen. Click the green Save button.



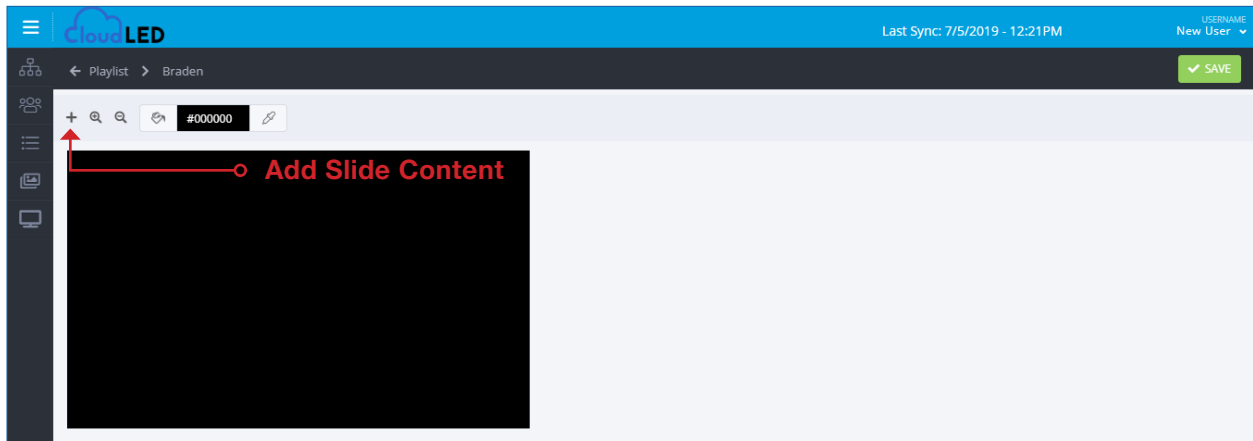
5. a. There is now a playlist awaiting slide creation.  
b. In the upper right corner click the *New* button to start a new slide.



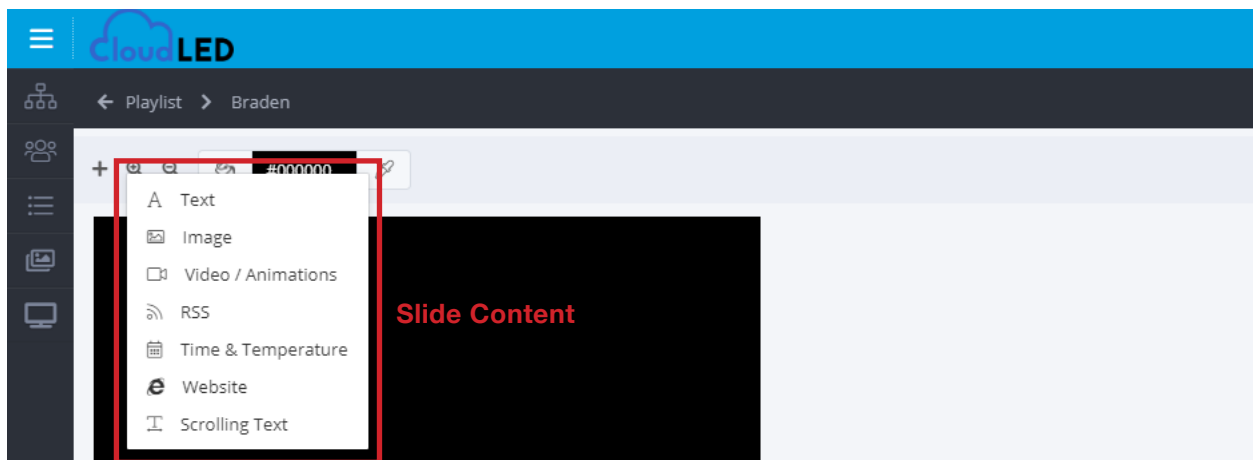
6. A new, blank slide has been created. The dimensions of the sign are represented by the black box.



7. To add content to the blank slide, first click the + above the black box.

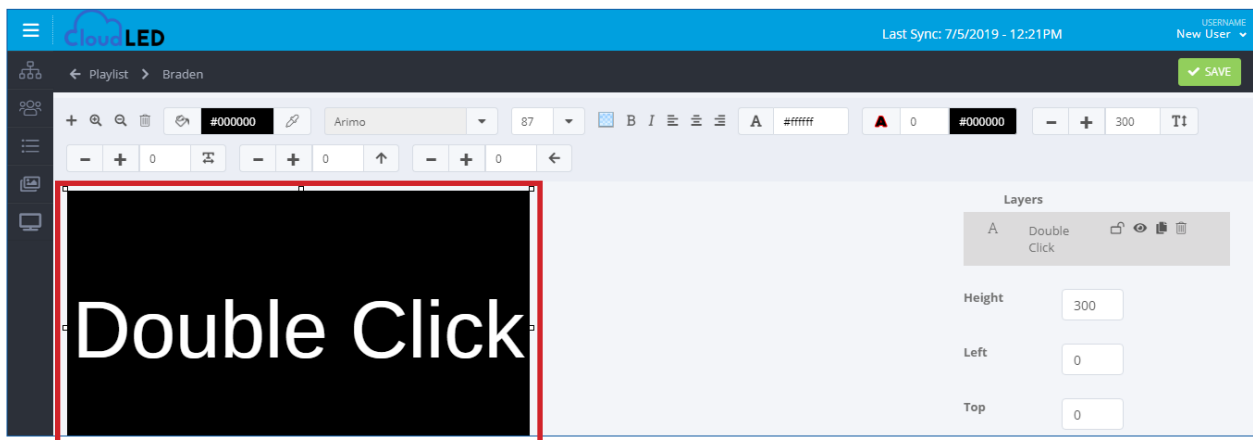


8. Choose what type of *content* to add to the slide.

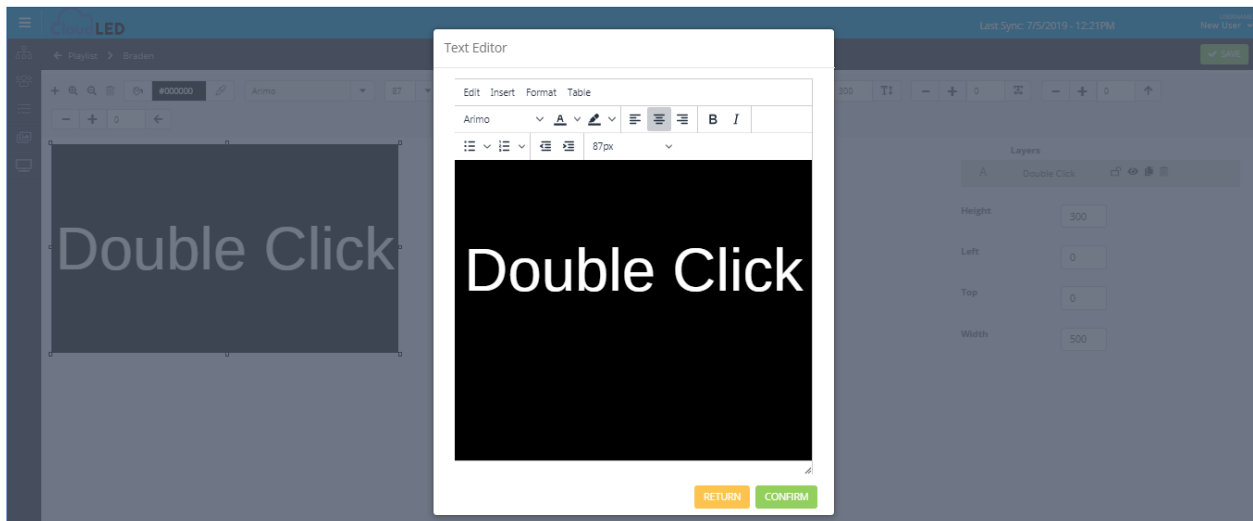


**a. Adding Text: (To create a slide, refer to Sec. 5b-8)**

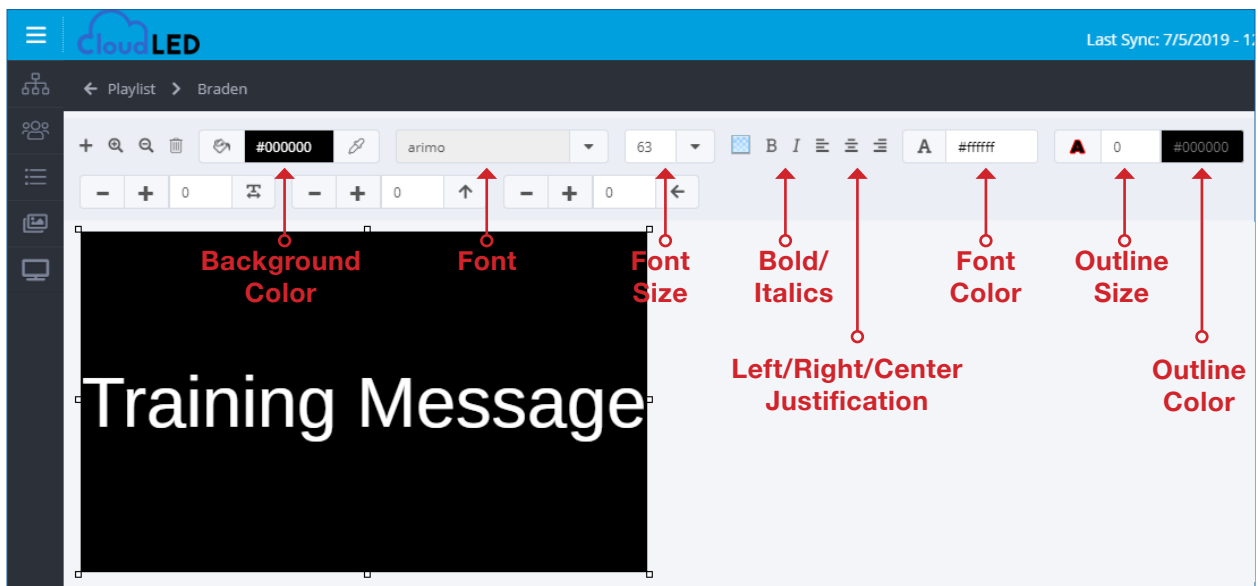
A “text box” has been added with words “Double Click” inside. Double click the *words* to open the *Text Editor*.



Click in the black box to place the cursor in the editor. The words “Double Click” may now be changed to whatever the desired message is. If multiple lines of text are desired, hit the “Enter” key in between lines. Click the green *Confirm* button when complete.

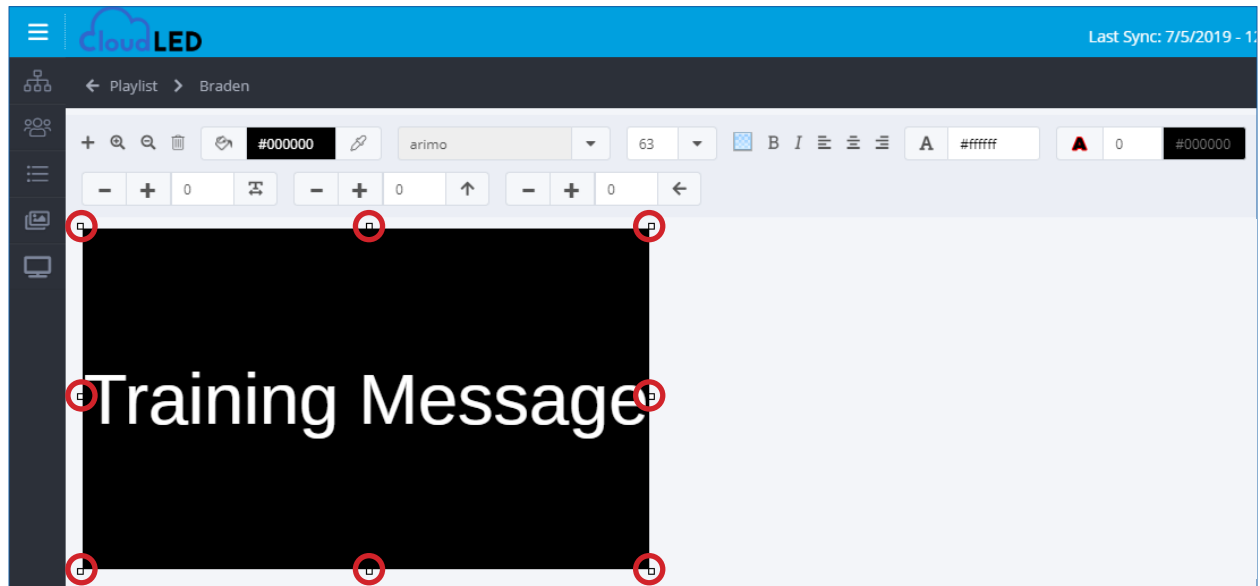


Many options are available to customize text.

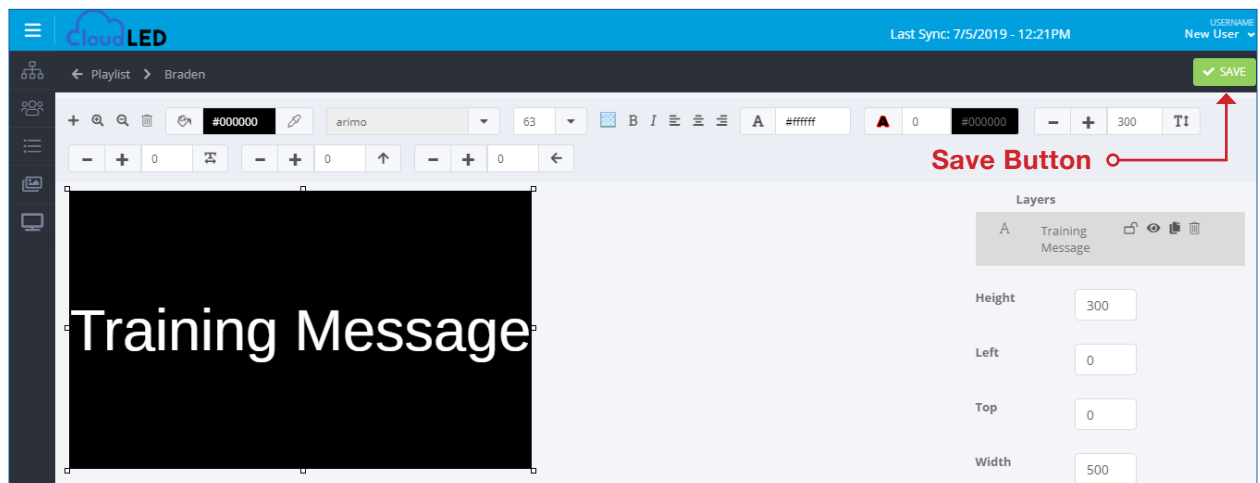




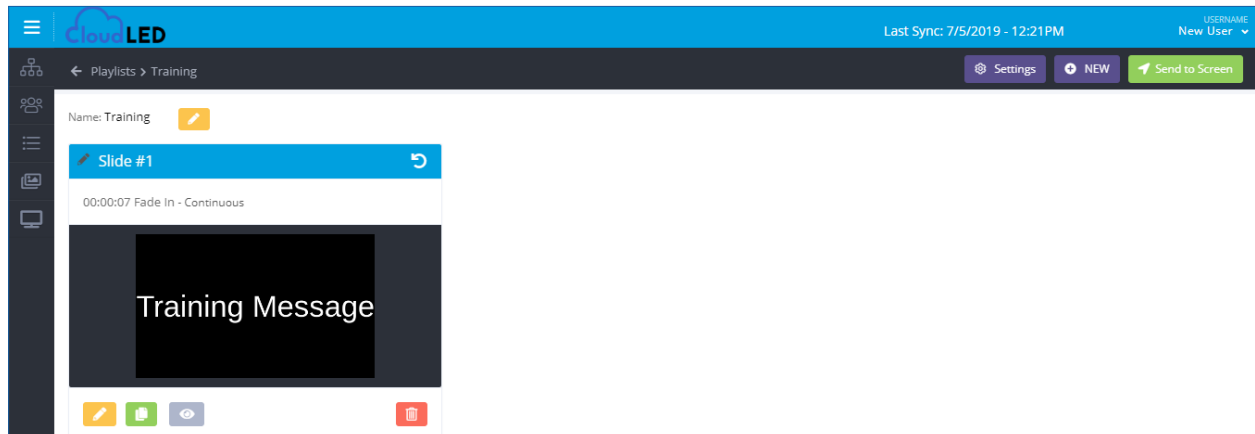
The size of the text box can be adjusted by clicking and dragging any of the 8 resize points.



When the message is properly customized, click the green Save button in the upper right corner.



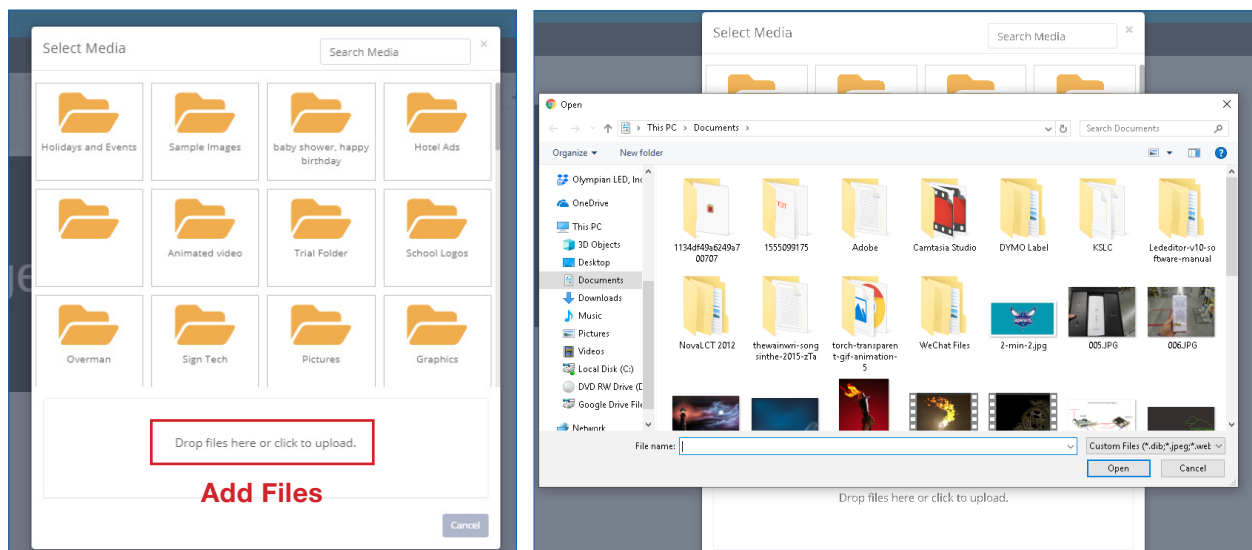
The playlist now has a slide with *Text* content.



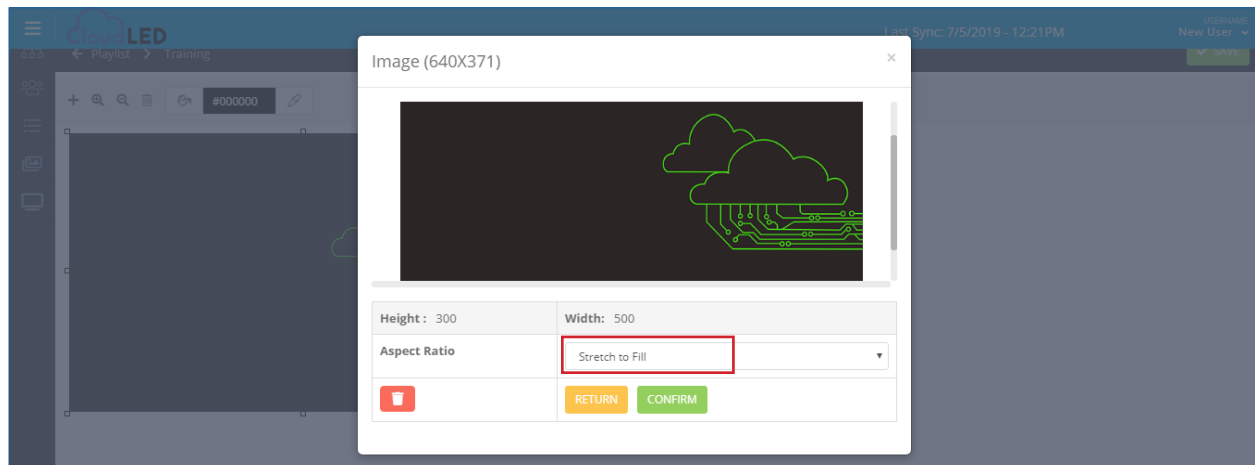
## b. Adding Image: (To create a slide, refer to Sec. 5b-8)

An image browser has been opened. Browse and select existing images or add new images from the computer.

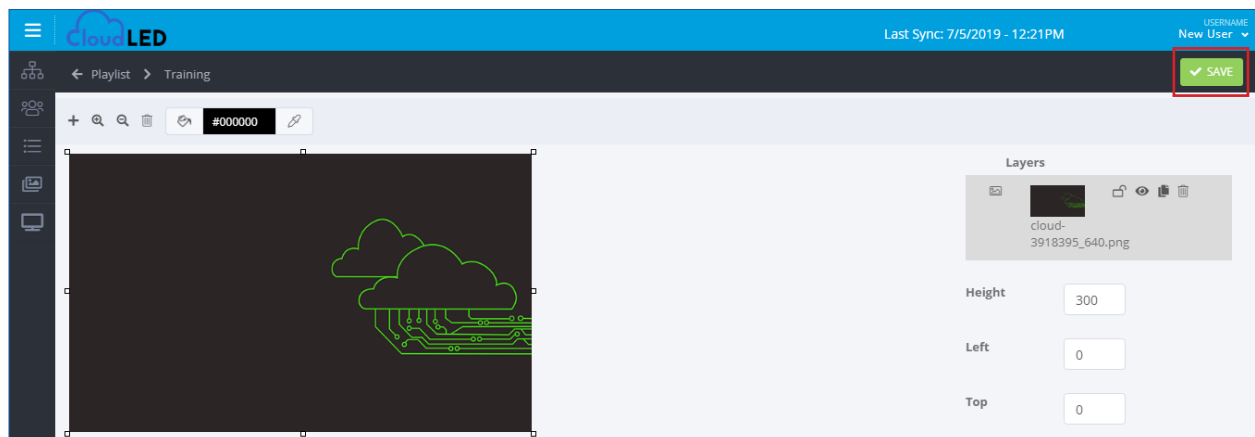
To add new, either “drag and drop” files to the indicated location or click on the indicated location to open a traditional windows file browser.



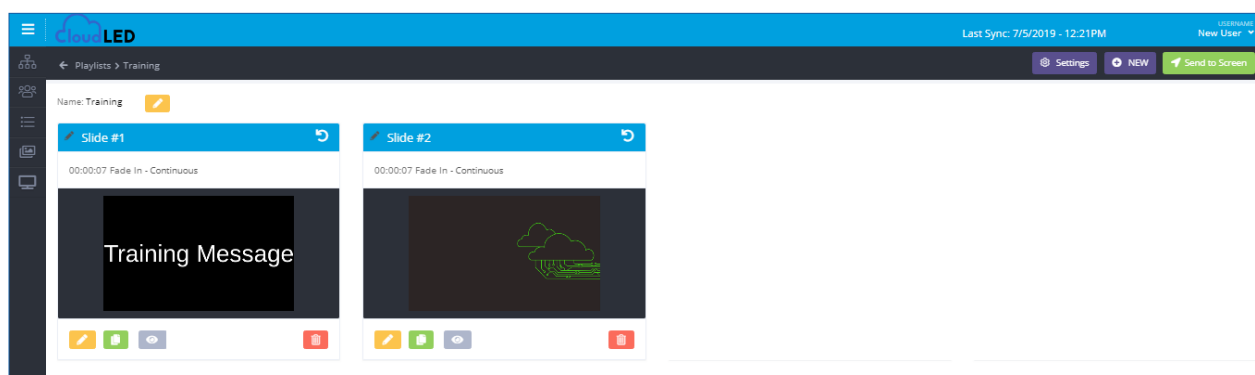
Once an image is chosen from existing files or uploaded new, the image options window opens. Stretch to *Fill* is selected by default and will completely fill the slide with the chosen image. If this would stretch the image to the point it does not look correct, choose *Preserve Aspect Ratio*. The image will retain the original look and only cover a portion of the slide. Its position can be moved around the slide for optimal placement. Click the green *Confirm* button.



When the image is properly placed, click the green *Save* button in the upper right corner.



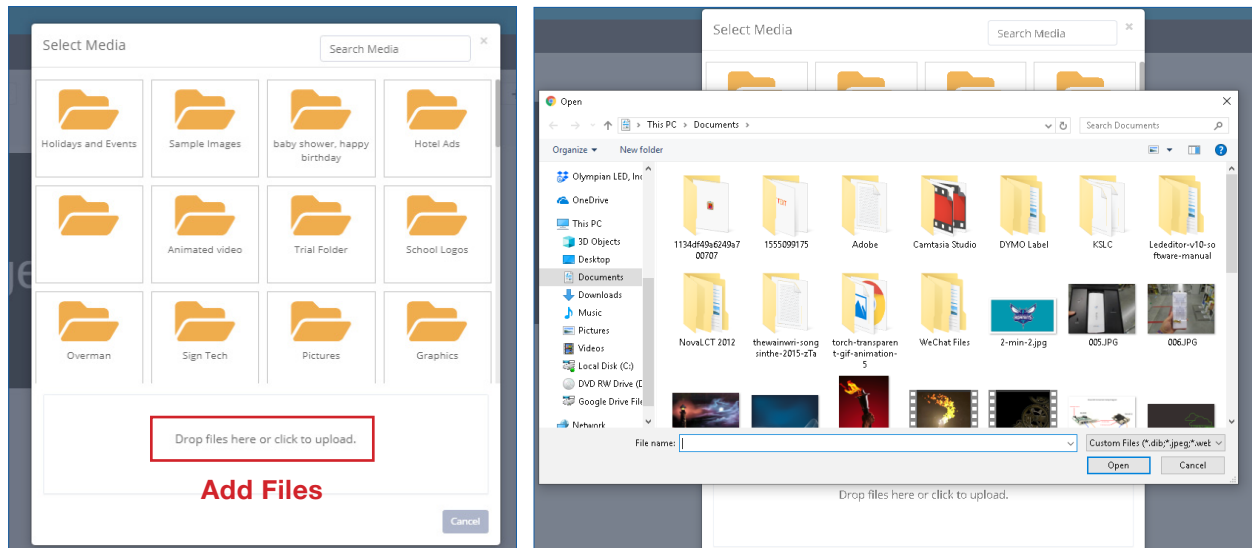
The playlist now has a slide with Image content.



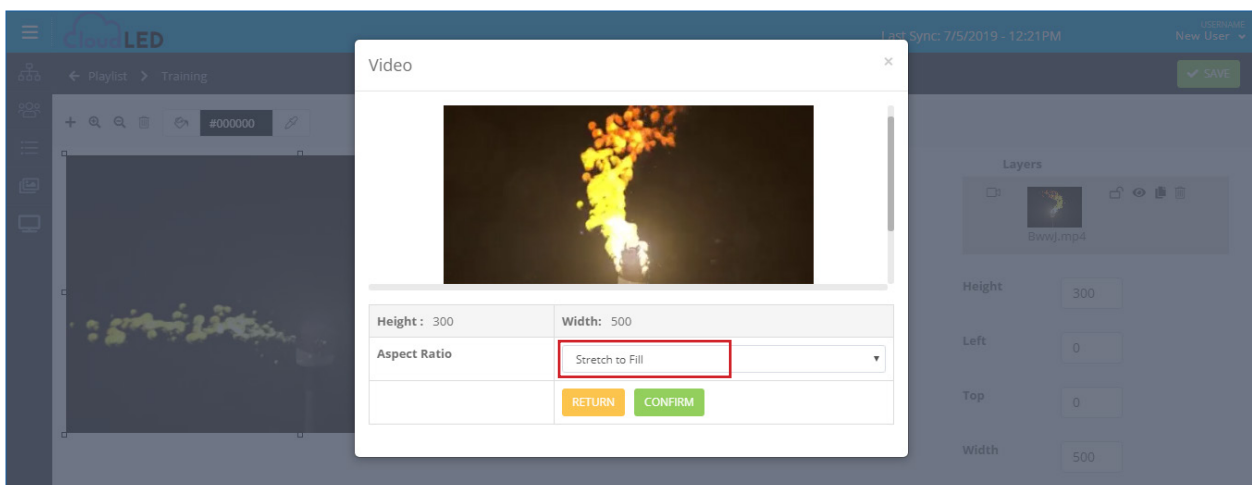
### c. Adding Video/Animations: (To create a slide, refer to Sec. 5b-8)

A media browser has been opened. Browse and select existing media files or add new files from the computer.

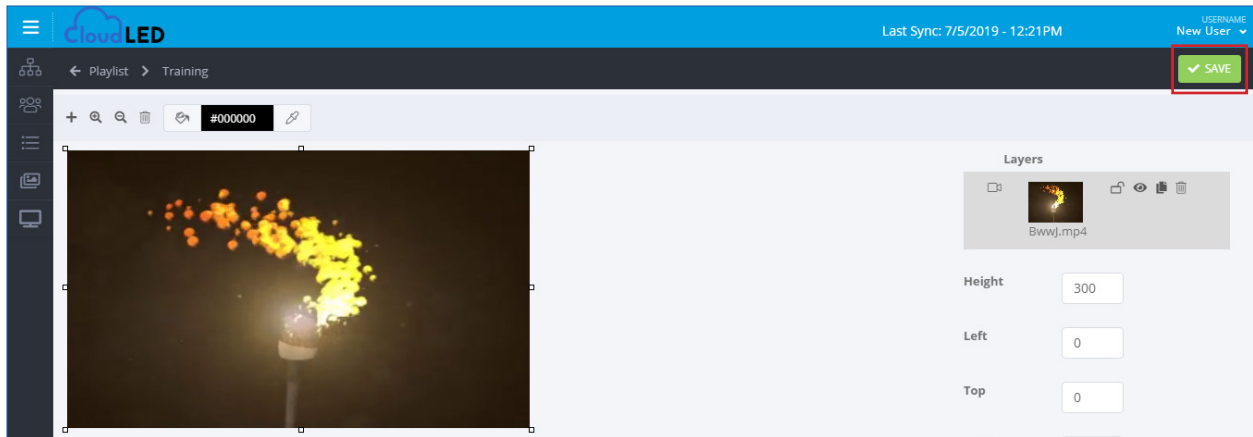
To add new, either “*drag and drop*” files to the indicated location or click on the indicated location to open a traditional windows file browser.



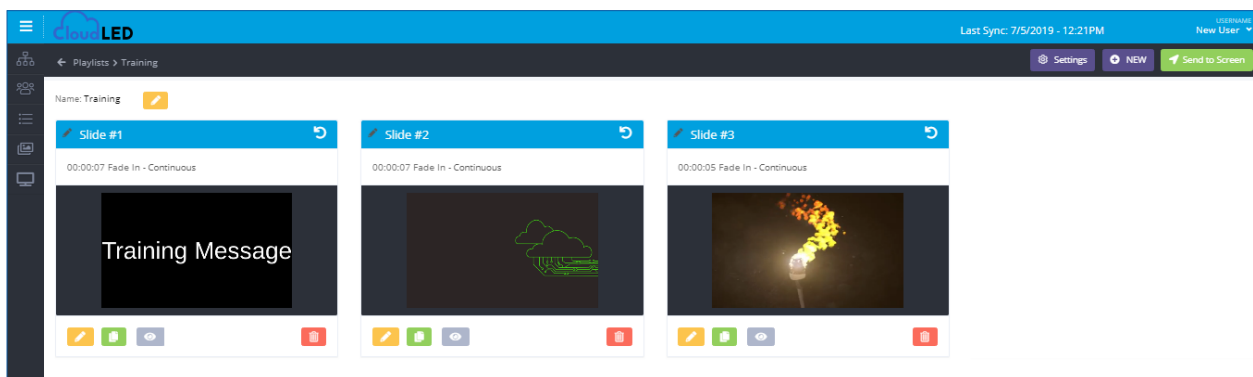
Once a video/animation is chosen from existing files or uploaded new and chosen from the browse section, the video/animations options window opens. Stretch to *Fill* is selected by default and will completely fill the slide with the chosen content. If this would stretch the content to the point it does not look correct, choose *Preserve Aspect Ratio*. The content will retain the original look and only cover a portion of the slide. Its position can be moved around the slide for optimal placement. Click the green *Confirm* button.



When the content is properly placed, click the green Save button in the upper right corner.



The playlist now has a slide with *Video/Animation* content.



#### d. Adding RSS content: (To create a slide, refer to Sec. 5b-8)

RSS feeds are currently in development and as a result may not be fully functional. Feel free to experiment with them.

#### e. Adding Time & Temperature content: (To create a slide, refer to Sec. 5b-8)

*Note: The information used to generate the correct day, time, and temperature is based upon the registered physical address of the sign.*

The Time/Date options window has been opened. By default it will display-

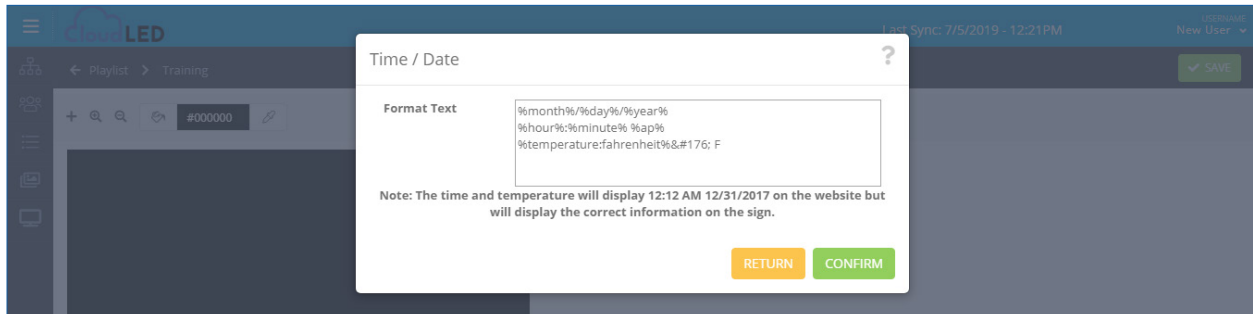
%month%/%day%/%year% (Month/Day/Year)

%hour%:%minute% %ap% (Hour:Minutes)

%temperature:fahrenheit%&#176; F (Temperature [in Fahrenheit])

If only some of this information is desired, such as only time and temperature, delete the appropriate line of code from the text box. Note: Make sure to delete not only the lettering, but the empty line itself. Otherwise it will cause the content to be offset on the sign.

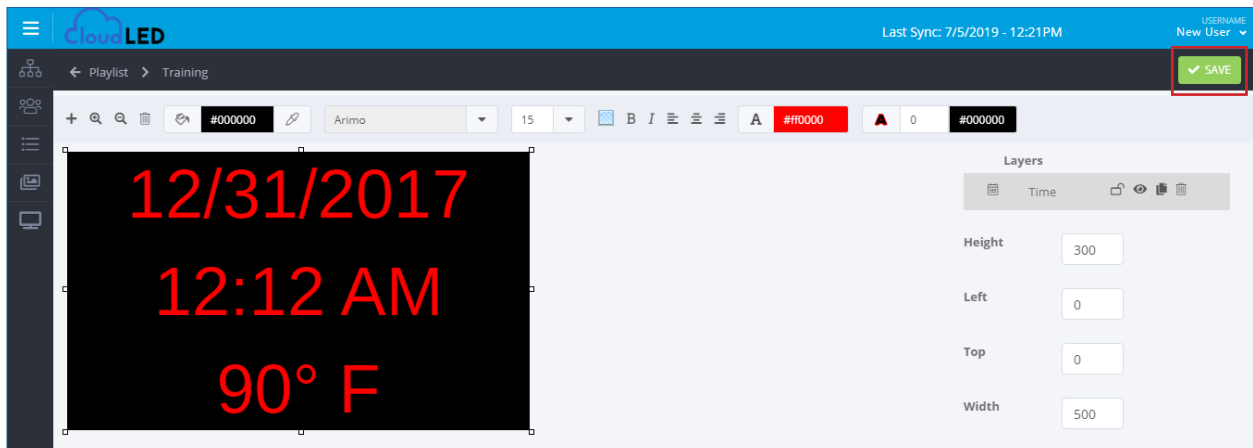
Once the content has been customized, click the green *Confirm* button.



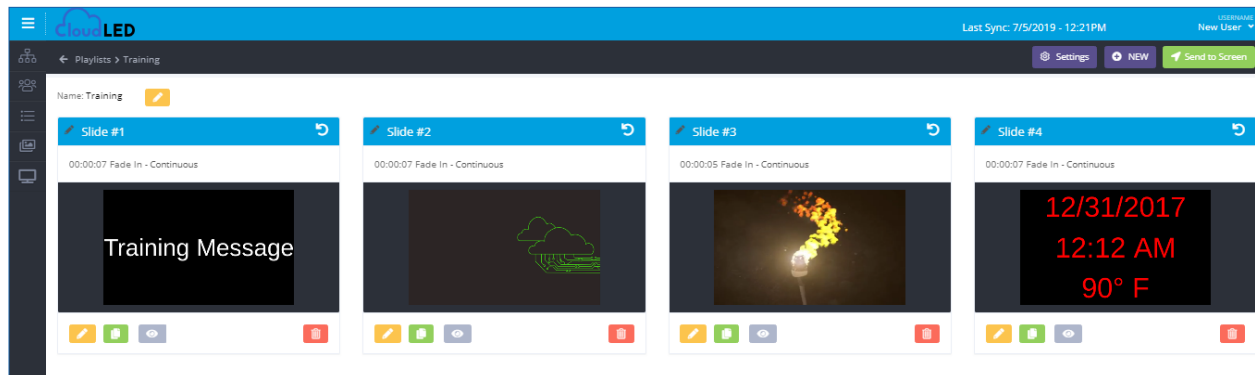
The content automatically stretches to fill the entire slide. If desired, the text box containing the content can be adjusted manually using the *Resize Points*. Also, font, color, etc. can be adjusted in the same method as a standard text box. (See Section 8.a)

*Note: The information displayed on the slide will not be accurate. It is placeholder information and will be correct on the sign once playlist has been sent to screen.*

When the content is properly placed and customized, click the green Save button in the upper right corner.



The playlist now has a slide with *Time & Temperature* content.

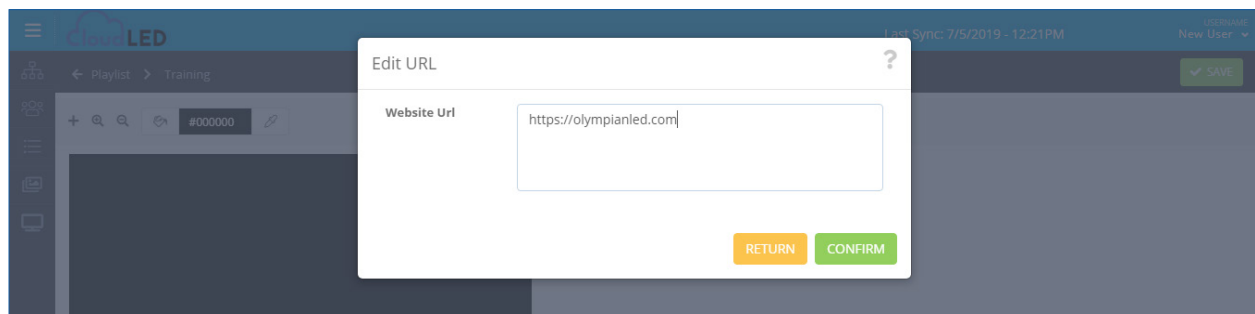


#### f. Adding Website content: (To create a slide, refer to Sec. 5b-8)

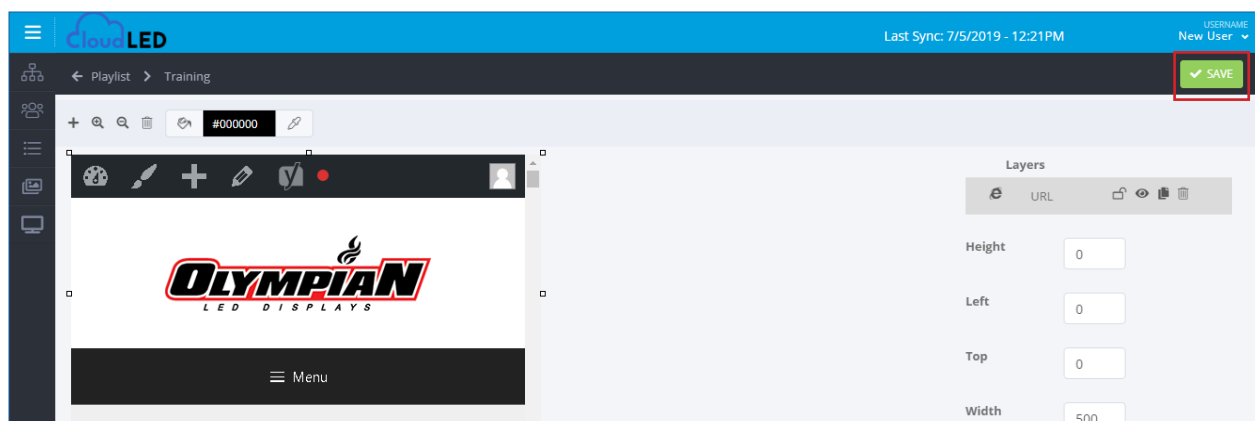
*Note: This function is for people who have custom designed a website to feed content to a sign.*

An Edit URL window has been opened. Place the web address for the appropriate site here.

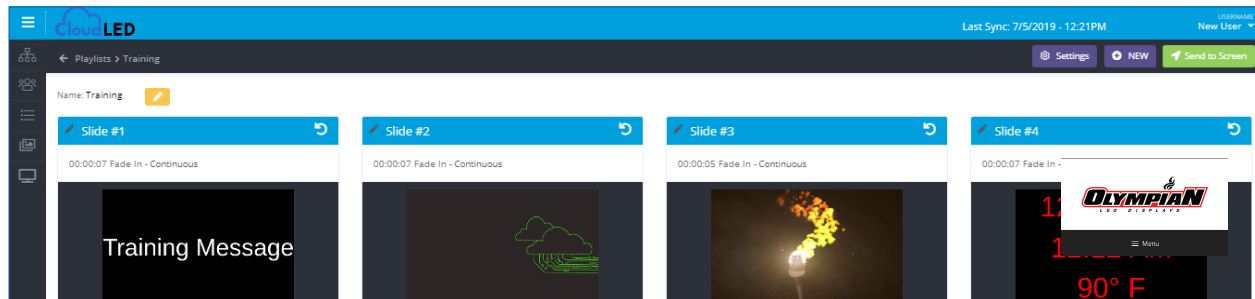
Click green *Confirm* button when finished.



The content automatically stretches to fill the entire slide. If desired, the box containing the content can be adjusted manually using the *Resize Points*. (See section 8.a) When the content is properly placed and customized, click the green *Save* button in the upper right corner.

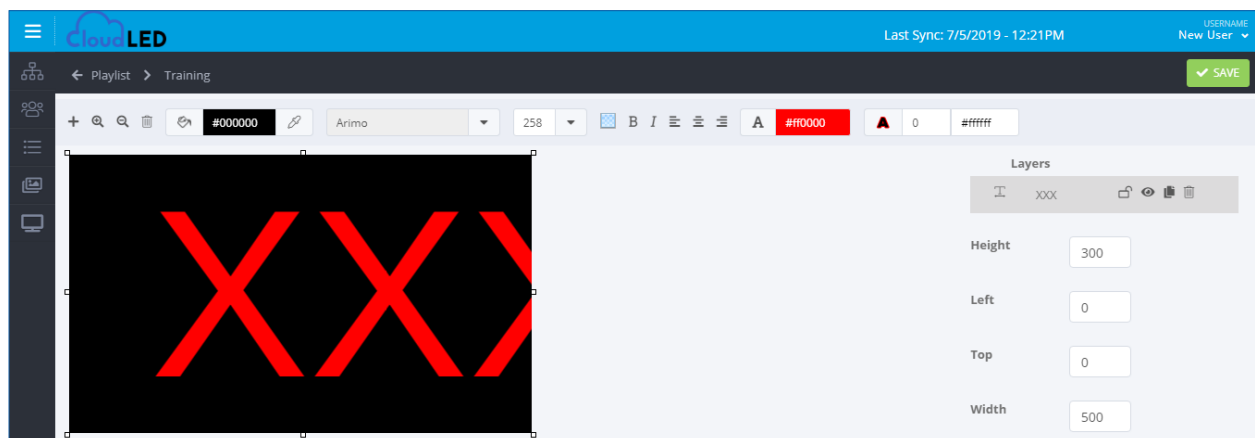


The playlist now has a slide with Website content.

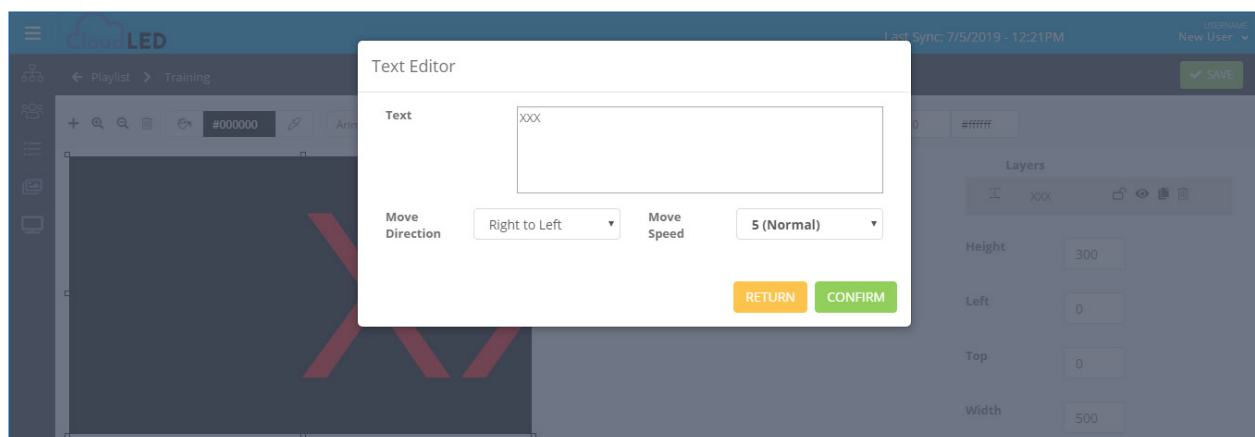


### g. Adding Scrolling Text: (To create a slide, refer to Sec. 5b-8)

A “text box” has been added with scrolling letters “XXX” inside. Double click the XXX to open the *Text Editor*.

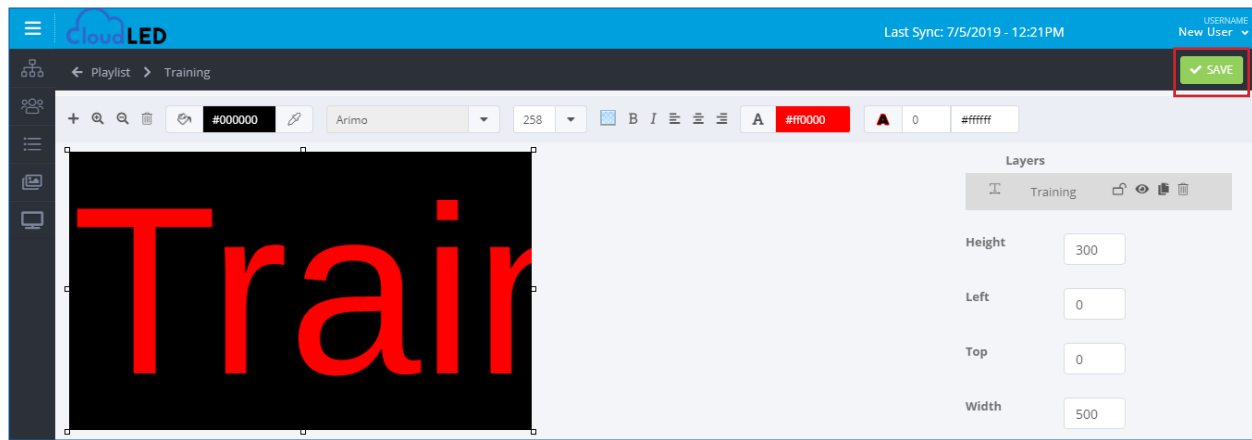


Use the *Text Editor* to customize the content of the scrolling text, as well as direction and speed. Scroll speed is set to a default of 5 by the manufacturer.

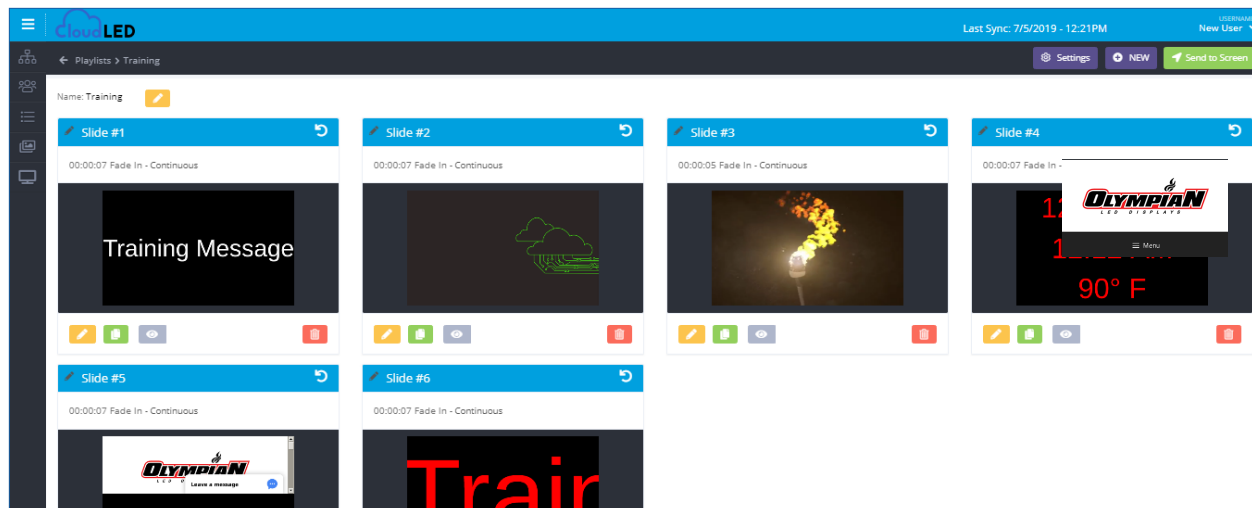




The content automatically stretches to fill the entire slide. If desired, the text box containing the content can be adjusted manually using the *Resize Points*. Also, font, color, etc. can be adjusted in the same method as a standard text box. (See Section 8.a) When the content is properly placed and customized, click the green Save button in the upper right corner.



The playlist now has a slide with *Scrolling Text* content.



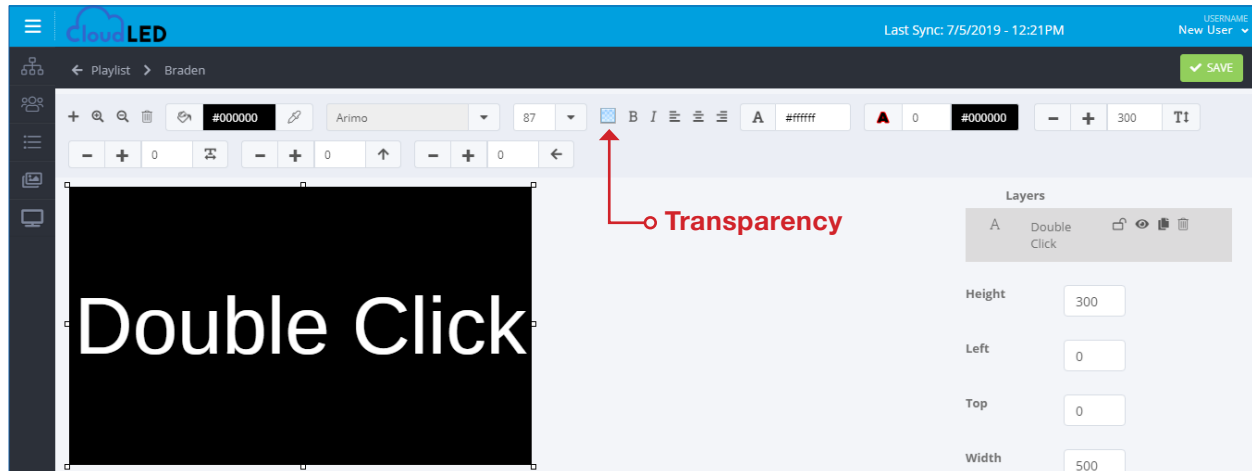
#### h. Adding multiple types of content to the same slide: (To create a slide, refer to Sec. 5b-8)

Multiple types of content can be added to the slide by clicking the “+” above the slide again after completing the previous content addition. Add all various content types before clicking the green Save button.

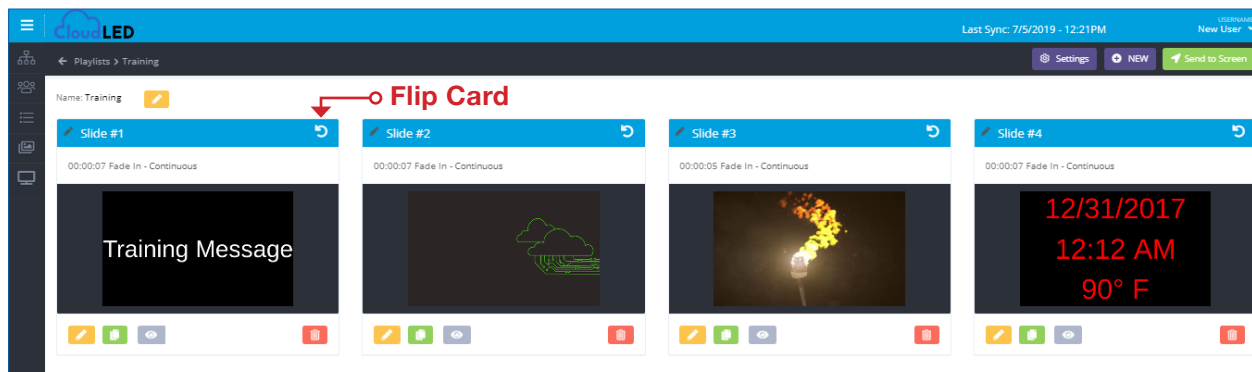
*Notes: Transparent Text Boxes (Section 8.a) may be placed on top of images, but not videos. This is a limitation of the player software. This is under development and may change in the future.*

The same is true of *Time & Temperature* text boxes (Section 8.e) and *Scrolling Text* boxes (Section 8.g).

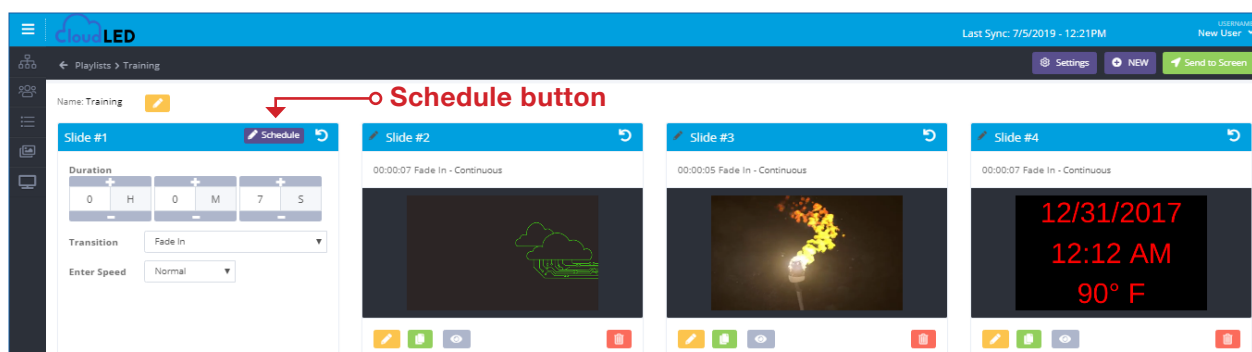
The Transparency button is in the Text Options area next to the Bold button.




i. After slide has been saved, *Slide Duration*, *Scheduling*, and *Transition* type may be accessed by clicking the *Flip Card* circular arrow.



Duration is listed in hours, minutes, and seconds. Transition type and entry speed are adjustable with drop down boxes. Scheduling is accessed by clicking the dark blue *Schedule* button.



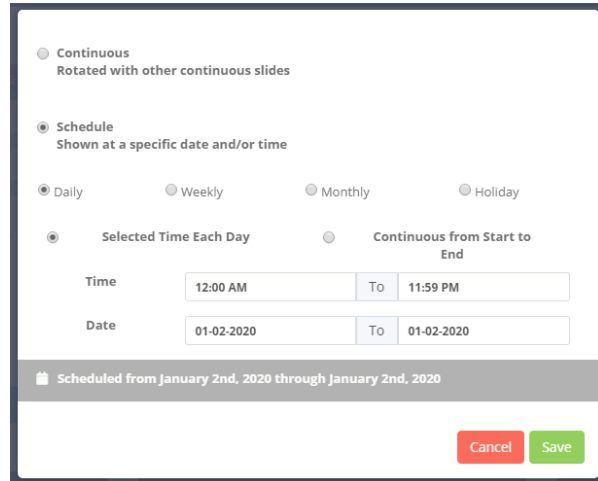
By default, Scheduling is set to *Continuous*, which means the slide will play in rotation every time the *Playlist* cycles.



☒ Continuous  
 Rotated with other continuous slides

☐ Schedule  
 Shown at a specific date and/or time

If Schedule is chosen, options become available to set slides to play only on certain days and times.



☐ Continuous  
 Rotated with other continuous slides

☒ Schedule  
 Shown at a specific date and/or time

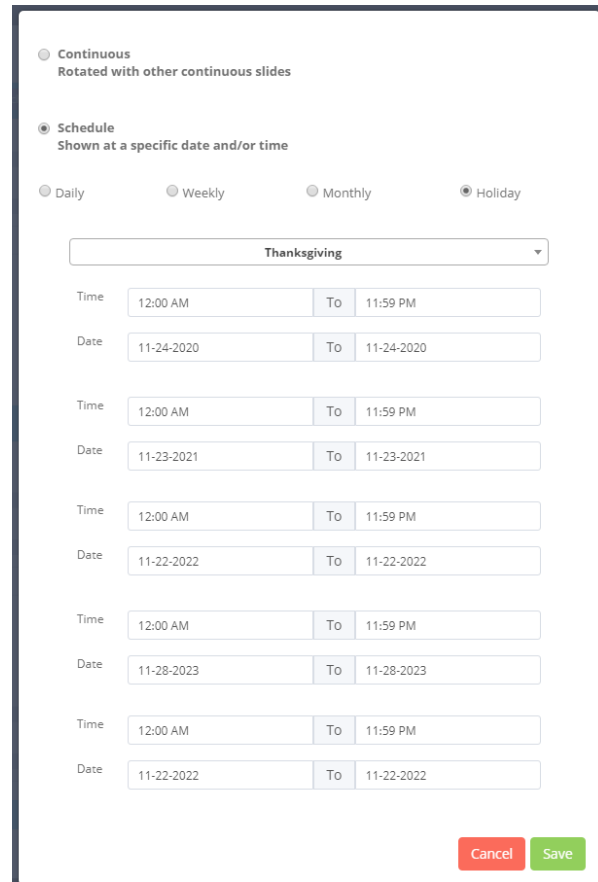
☒ Daily ☐ Weekly ☐ Monthly ☐ Holiday

☒ Selected Time Each Day ☐ Continuous from Start to End

Time: 12:00 AM To 11:59 PM  
 Date: 01-02-2020 To 01-02-2020

Scheduled from January 2nd, 2020 through January 2nd, 2020

Holiday Scheduling is available for a five year span. For holidays in which the date changes each year, the dates automatically populate.



☐ Continuous  
 Rotated with other continuous slides

☒ Schedule  
 Shown at a specific date and/or time

☐ Daily ☐ Weekly ☐ Monthly ☒ Holiday

Thanksgiving

Time: 12:00 AM To 11:59 PM  
 Date: 11-24-2020 To 11-24-2020

Time: 12:00 AM To 11:59 PM  
 Date: 11-23-2021 To 11-23-2021

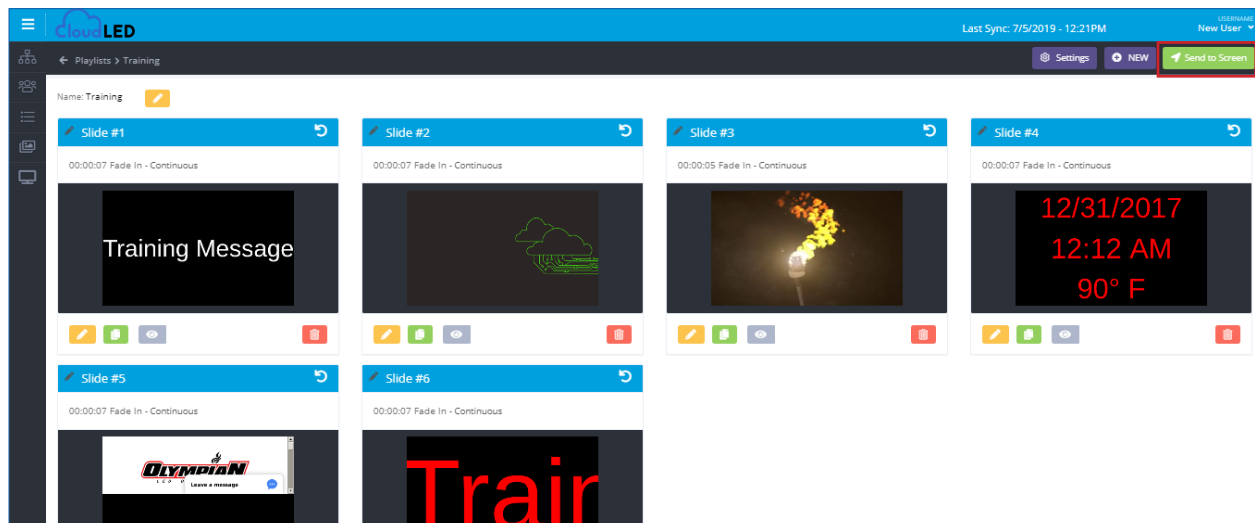
Time: 12:00 AM To 11:59 PM  
 Date: 11-22-2022 To 11-22-2022

Time: 12:00 AM To 11:59 PM  
 Date: 11-28-2023 To 11-28-2023

Time: 12:00 AM To 11:59 PM  
 Date: 11-22-2022 To 11-22-2022

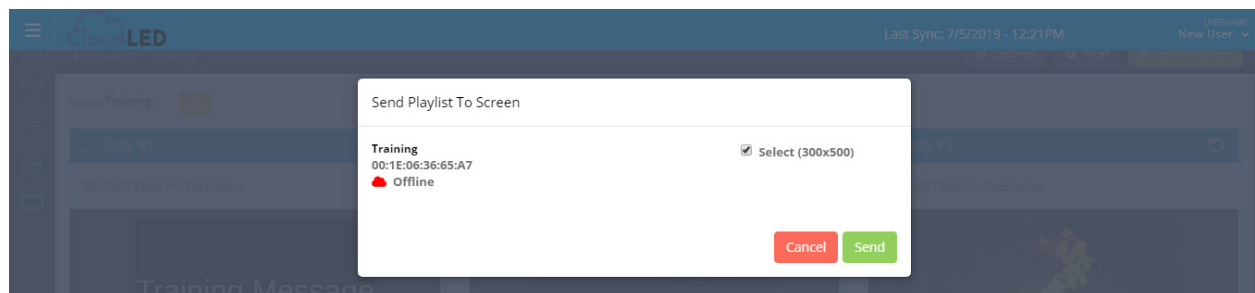
## 9. Sending Playlist to sign.

Click green *Send to Screen* button in upper right corner.

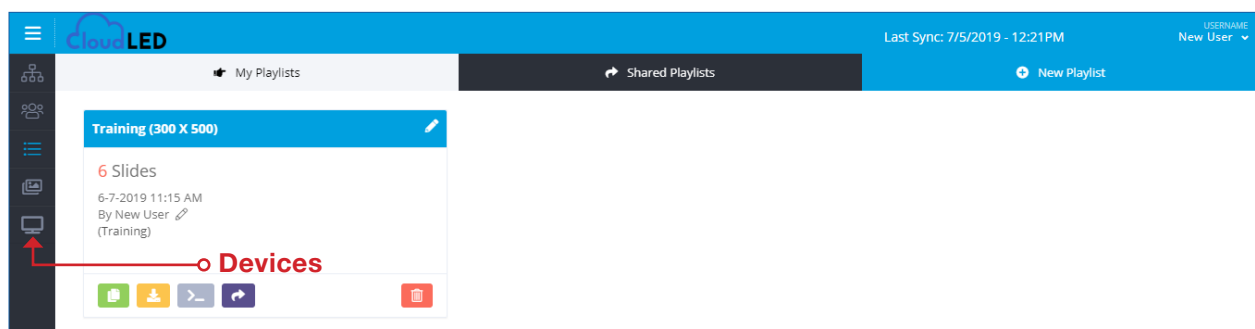


If multiple signs are listed, select the appropriate one that the playlist was designed for. Click on green *Send* button once proper selection is made. This will place the playlist in the *Device Queue* to be sent to the sign from the server.

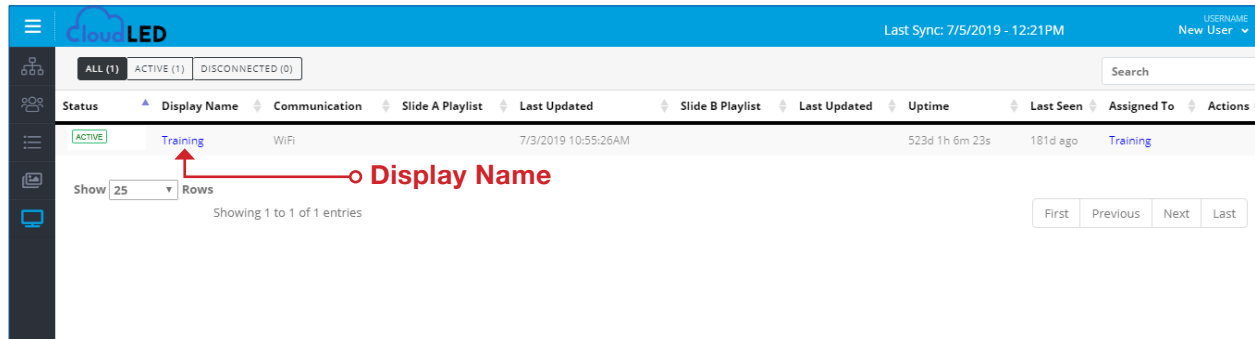
*Note: Depending on hardware configuration of the sign, Sides A & B may be shown. Select both sides for playlist to play on both simultaneously.*



Click on the *Devices* tab.



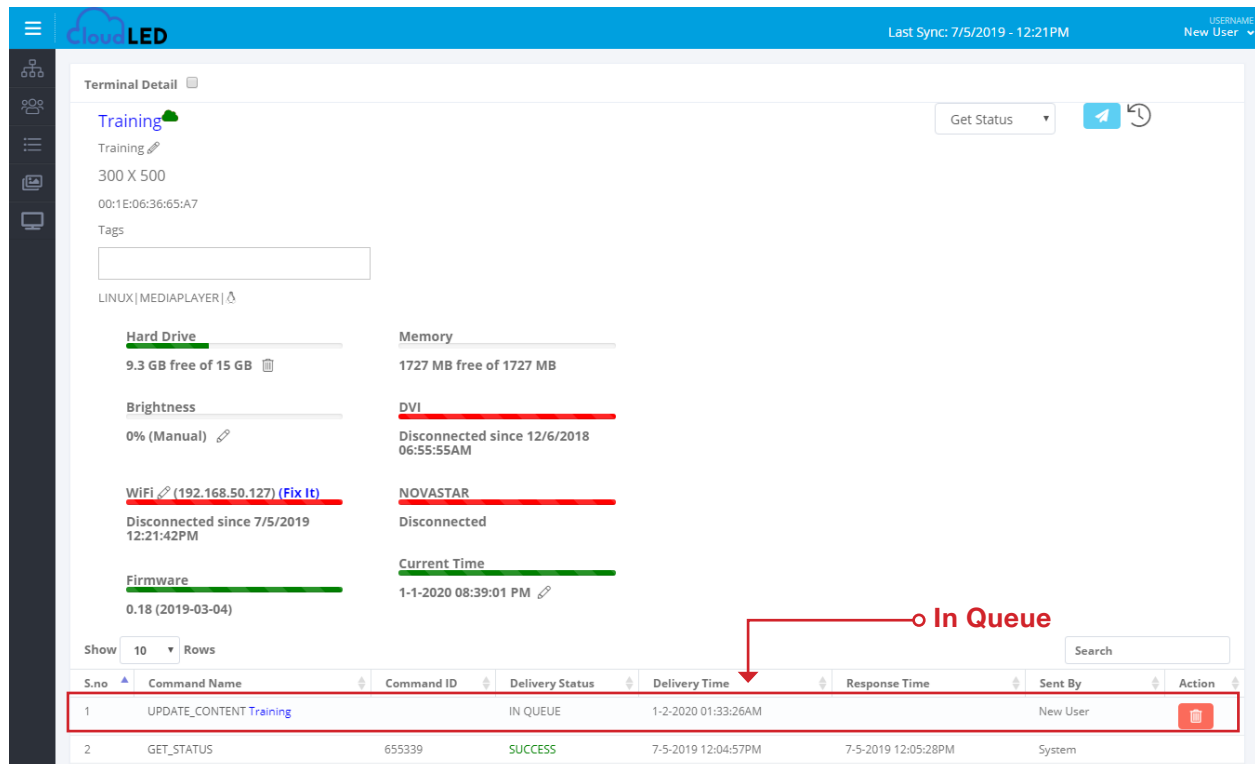
Click on the *Display Name* of the sign the playlist was sent to. This will open the details page of the sign.



The screenshot shows the CloudLED dashboard with a table of signs. The table has columns: Status, Display Name, Communication, Slide A Playlist, Last Updated, Slide B Playlist, Last Updated, Uptime, Last Seen, Assigned To, and Actions. The first row is highlighted with a red arrow pointing to the 'Training' display name.

| Status | Display Name | Communication | Slide A Playlist | Last Updated        | Slide B Playlist | Last Updated | Uptime         | Last Seen | Assigned To | Actions |
|--------|--------------|---------------|------------------|---------------------|------------------|--------------|----------------|-----------|-------------|---------|
| ACTIVE | Training     | WiFi          |                  | 7/3/2019 10:55:26AM |                  |              | 523d 1h 6m 23s | 181d ago  | Training    |         |

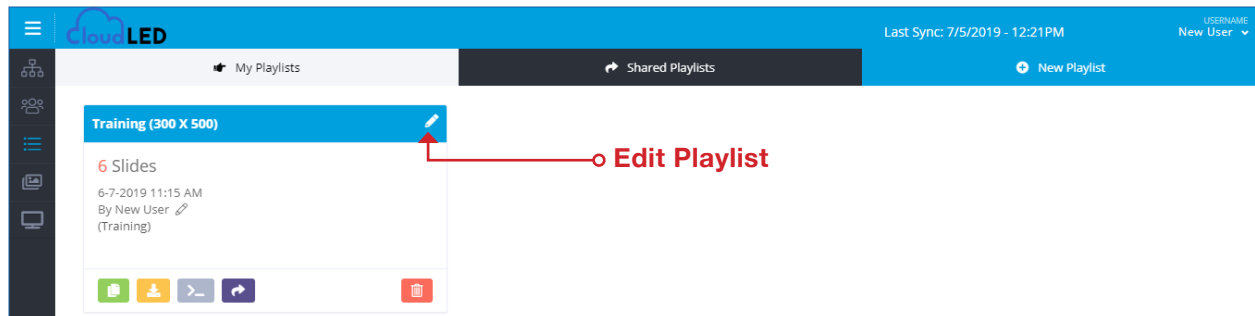
This is where the playlist shows being *In Queue*. Within 1-2 minutes the status should change to **Success**. Refresh the web page to check this. The playlist should now be playing on the sign.



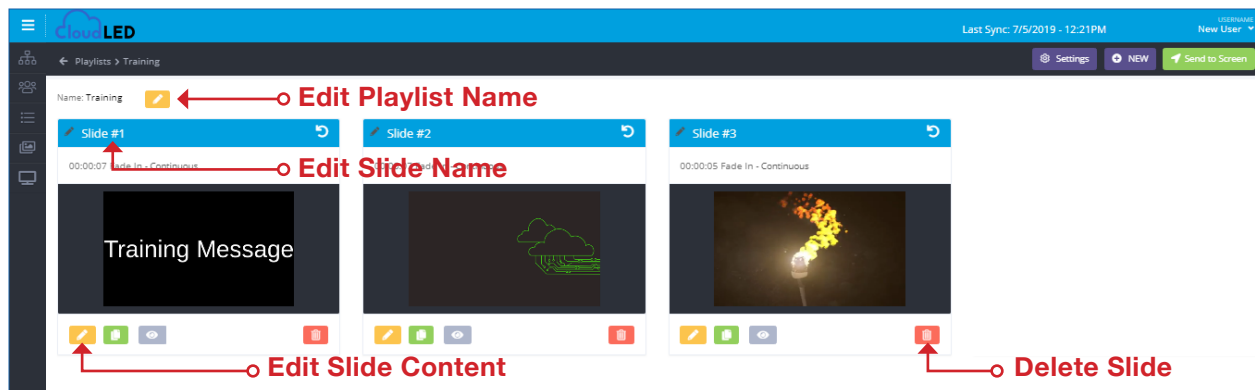
The screenshot shows the 'Terminal Detail' page for the 'Training' sign. It displays various system metrics like Hard Drive, Memory, Brightness, DVI, WiFi, and Firmware. Below these, there is a table of commands with columns: S.no, Command Name, Command ID, Delivery Status, Delivery Time, Response Time, and Sent By. A red arrow points to the 'IN QUEUE' status in the 'Delivery Status' column of the first row.

| S.no | Command Name            | Command ID | Delivery Status | Delivery Time       | Response Time       | Sent By  |
|------|-------------------------|------------|-----------------|---------------------|---------------------|----------|
| 1    | UPDATE_CONTENT Training |            | IN QUEUE        | 1-2-2020 01:33:26AM |                     | New User |
| 2    | GET_STATUS              | 655339     | SUCCESS         | 7-5-2019 12:04:57PM | 7-5-2019 12:05:28PM | System   |

10. To edit a playlist, click on the blue bar containing the name of the playlist.

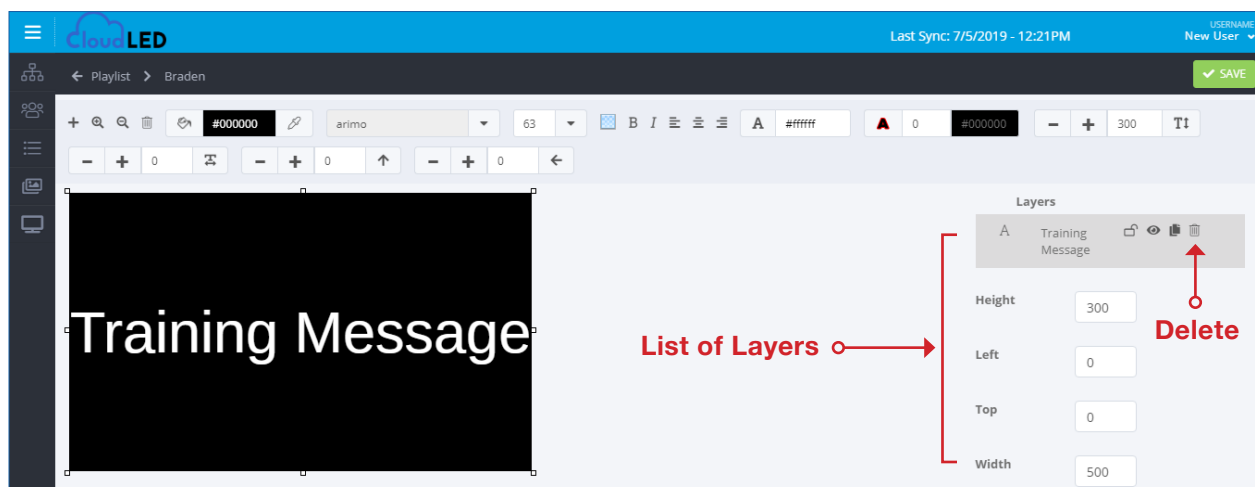


New slides may be added, or existing slides edited by clicking the yellow pencil button at the bottom of the slide. Playlist name may be edited by clicking the yellow pencil button next to it. Slide names may be edited by clicking the pencil in front of the slide's name in the blue bar. Slides may be deleted from playlist by clicking red trash button.

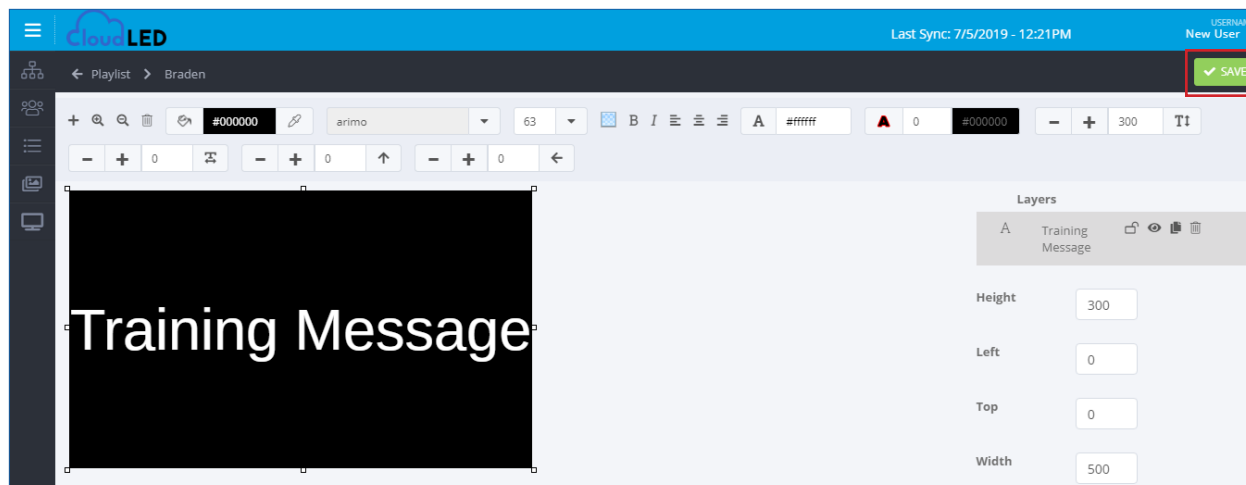


After clicking the yellow pencil button, the slide opens showing previously placed content.

The right side has a list of layers that represents the content placed in the slide. The trash button may be used to delete content.

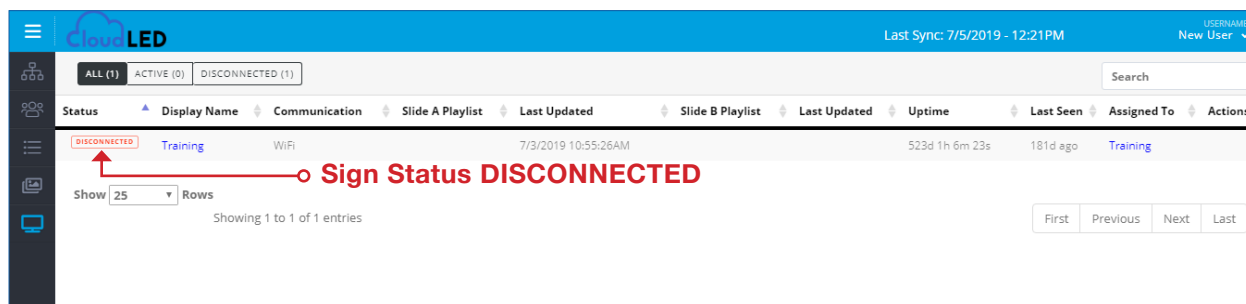


When slide editing is complete, click the green Save button in the upper right corner.



## Troubleshooting Sign Status

On the *Devices* tab, if the status is showing **Disconnected**, it means that the sign is not able to connect to the internet.



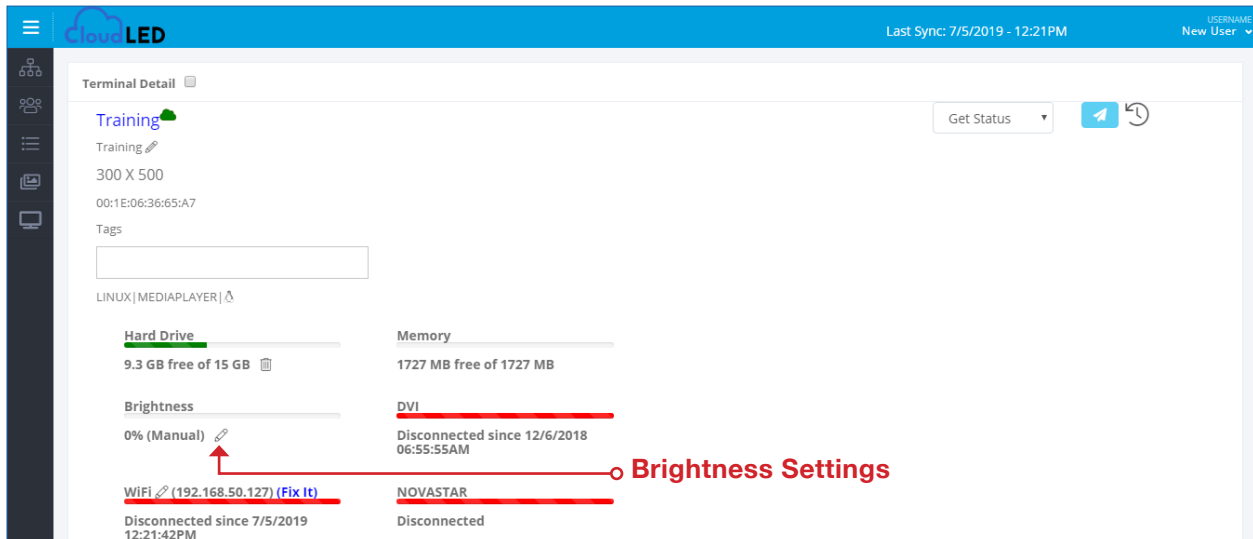
The first step to resolving this problem is to reset the power to the sign. Sometimes the computer inside the sign needs a reboot to reestablish the internet connection. Allow approx. 2 minutes after power restart to check again and see if the sign status is **Active**.

If the problem is not resolved, run the appropriate antenna detection software. Either Ubiquiti or Engenius software should be installed on a computer within the same network as the sign. (Skip this step if the sign has a wire running directly to it for internet connectivity.)

The software should have two antennae listed. If only one is listed, there is an issue with the antenna at the sign. If none are listed, there is an issue with the antenna at the building. Powering the antenna off and then on will sometimes fix antenna issues. Make sure that the router/switch port that the building side antenna is connected to is able to provide internet by hooking a laptop to it. If the laptop receives internet connection via the wire and **not it's wireless connection**, the port is good. The antennae may need to be replaced. Schedule for service.

## Brightness Settings

Brightness of the sign may be adjusted by clicking the pencil symbol next to the current brightness percentage on the *sign details* page.



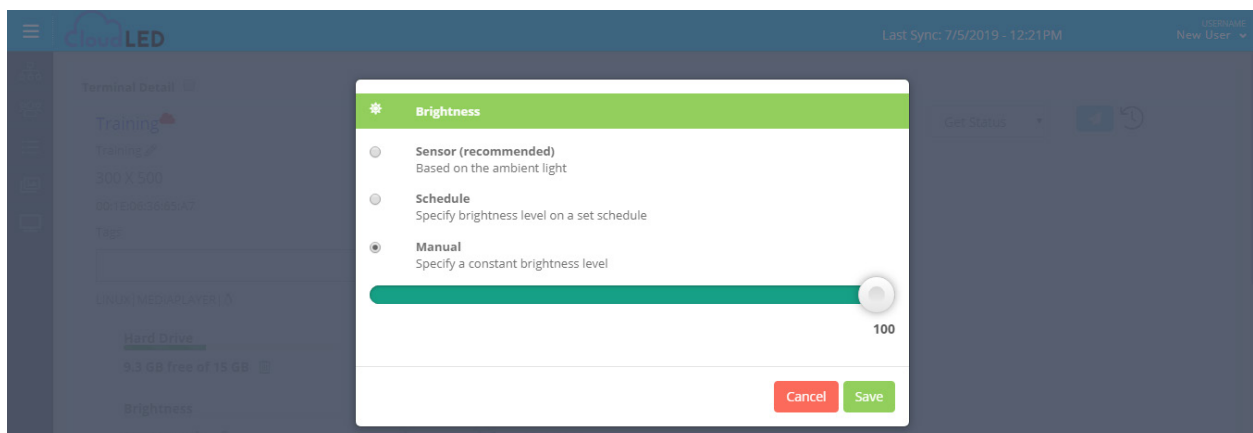
The screenshot shows the 'Terminal Detail' page for a sign named 'Training'. The page displays various system metrics: Hard Drive (9.3 GB free of 15 GB), Memory (1727 MB free of 1727 MB), and a 'Brightness' section showing '0% (Manual)' with a pencil icon. A red arrow points from the text 'Brightness Settings' to this pencil icon, indicating where to click to adjust the brightness.

The three settings for brightness are:

1 – *Sensor*: Brightness is automatically adjusted based upon the ambient light as measured by a sensor. This is the manufacturer recommended setting.

2 - *Schedule*: A timed schedule may be set up based upon daily brightness needs of the customer.

3 – *Manual*: This setting will keep the sign at a desired brightness continuously.



The screenshot shows the 'Brightness' settings modal. It has three radio button options: 'Sensor (recommended)' (Based on the ambient light), 'Schedule' (Specify brightness level on a set schedule), and 'Manual' (Specify a constant brightness level). The 'Manual' option is selected. Below the options is a horizontal slider bar with a green gradient, ranging from 0 to 100. The slider is currently set at 100. There are 'Cancel' and 'Save' buttons at the bottom right.