

FREQUENTLY ASKED QUESTIONS

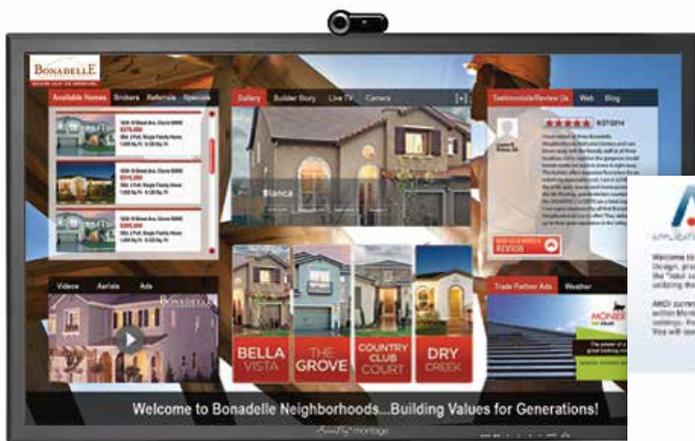
MONTAGE

*If you have any further questions or concerns which are not answered in this document, our **Technical Support can be reached @559.765.0638** or **support@solutionsbydesign.com**. Office Hours: M-TH: 7:30AM-5:30PM F: 7:30AM-11:30AM or by Appointment*

CATEGORIES

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1) What is Montage?

Montage is a touch-base web browser application that uses **Google Chrome** to launch. The Montage application is stored on our web server and can be accessed by you via **www.andisolutions.com**, once you are logged in with your ANDI user credentials. As long as you have internet access and access to your ANDI account, you can launch Montage through ANDI->"ScreenPlay Montage"-> "Play".

2) I closed out of Montage, how do I relaunch it?

- A. To relaunch Montage simply find the Orange Icon titled "Montage" on your Desktop then double tap it to open it up.
- B. If the content that launches after you hit the Montage shortcut is not correct, please give our office a call so that we may correct it for you.

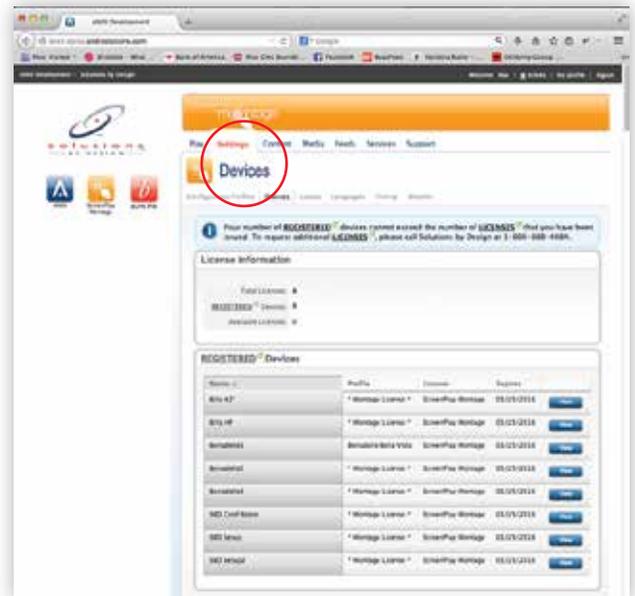


3) Can I make Changes to Montage from any computer?

- A. Yes, simply log into ANDI and select the orange icon labeled "ScreenPlay Montage". You will then be directed to the Montage Settings page where you can make changes to content like the Gallery or Background if you navigate into the tabs labeled "Content", "Feeds", or "Services". Make sure you select the correct Configuration Profile for your location by selecting the dropdown box on the top right corner.
- B. In order for your changes on Montage to take effect on the Big Touchscreen Board please see FAQ's #10 of this guide.
- C. The associated content on Montage plays accordingly to "Configuration Profiles" so if you have multiple locations, you can have different content setup to play in Montage for each location.
- D. In order to "Play" the application on the computer you are making changes on, you will need to register it through ANDI. If you would like to Play Montage through your computer please see FAQ's #4 on how to register.

4) How do I register my computer?

A. You may register your computer with a Montage device by going into “ScreenPlay Montage” once you have logged into ANDI. Once you have selected “ScreenPlay Montage” from the left panel it should automatically take you to the Montage Dashboard Settings. Select the “Devices” tab and it will show you a list of Named Devices (you may ONLY register from any of the devices labeled “Available”). Click “View” then “Edit” and the only thing that needs to change is the “Configuration Profile”. Make sure you have your location selected under Configuration Profile (e.g. Bella Vista Profile). Hit “Save” then “Renew” and you are done.



- B. Keep in mind you only have a limited number of devices to register so if someone else attempts to register under the same “Available” device, this action will register that license away from your computer and you will have to either re-register your device or select from another “Available” device to register.
- C. Please note you may only “Play” your Montage Profile through a computer once you have it registered.
- D. The devices that are named after Office Locations (e.g. Bella Vista Montage) are already registered to the big screen Touchscreen TV’s that are currently running at your office so please do not select from these devices to register your own.

5) How do I access my ANDI account?

A. You can access your account from www.andisolutions.com once you have put in your ANDI Username and Password combination.



B. To create users in ANDI, we use an individual’s Email address as the Username. If you do not have a username already created, you will need to have someone who already has access to your ANDI account add you. Alternatively we may also create these users for you upon request if you email support@solutionsbydesign.com, or call our facility during office hours.

6) How do I add a User in ANDI?

A. While logged into ANDI click on the “Users” tab and then click “Add”. Once you have filled out the appropriate information our system, we will send out a password to the new users email.

7) How do I retrieve my ANDI Password/change it?

A. If you forgot your password but know your User Email you can reset your password at the ANDI login page (www.andisolutions.com). Simply navigate to the authentication screen then click “Forgot Password”. After you put in your User Email our system will send you a new password to your Email account.

B. You may change this password by logging into ANDI with the new User password and then navigating to Users-->Clicking View for your User-->Change Password



8) How do I get my Montage that is being displayed on my Touchscreen Board out of Full Presentation View?

A. Please locate the Virtual Keyboard that is typically hidden to the left side of the Touchscreen (**Hint: If you tap your fingers around the middle of the TV Screen it should slide out**). From there find and click on the key “FN” followed by the key “F11”. At this point you should be out of Full Screen View and able to close out of Montage or Reload the page.

B. For Montage devices running on the MAC please open the keyboard and hit Command+”Q” to exit out of Montage.

Tap your fingers to slide out keyboard



9) How do I Refresh/Reload the Montage Display on my Touchscreen Board?

A. To Refresh/Reload your Montage profile that is displaying on your Touchscreen board we will need to take it out of Full Presentation View if you do not see the Close button on the top right corner of the screen. Please start on FAQ's #8 of this guide.

B. Once you are out of Full Presentation Mode view you can: Reload button will be a (1) hit the looping arrow located on the top left corner of the Web Page Browser next to the Back arrow to Reload the page or (2) simply close out of the browser and re-launch Montage by tapping on the shortcut located on the Desktop.

10) How do I update the Montage that is currently displayed on the Touchscreen Board so that it gets any changes I have made?

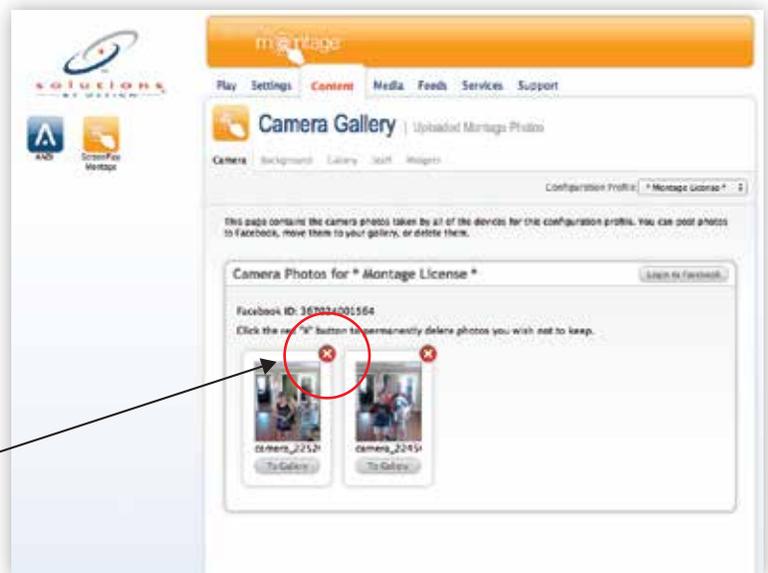
Since Montage runs on a Web Browser you will need to Refresh/Reload the page currently playing on the Big Touchscreen Board. Please follow through the steps provided in FAQ's #9 of this guide.

11) How do I save images taken with the Camera?

A. To save a selected image taken by the camera you will need to tap on the image to enlarge it then click "Save" on the bottom left of the enlarged image. You will also be given the option to Discard/trash the image as well but if you have quite a few to go through, you can also get rid of all the images taken by Refreshing/Reloading the Montage display or closing out of Montage then re-launching.

12) How do I remove or delete images from the Gallery?

- A. To delete images that are displayed through the Gallery you will need to login to andisolutions.com as an ANDI User. Once you are at the Dashboard click on ScreenPlay Montage->Content->Gallery. Before you make any changes make sure you have the right Configuration Profile on the top right selected. "Selecting" an image causes it to be displayed in your profile and "Unselecting" an image will take it down.
- B. To Delete an image permanently from your profile you will need to make sure it is "Unselected" first followed by a click on the Red [X]. Again it is important that the correct Configuration Profile is selected.



13) How do I add images that are taken from the Camera to the Gallery?

- A. Please start on FAQ's #11 of this guide
- B. After following through FAQ's #11 any saved images that are captured by the camera can be found in ScreenPlay Montage->Content->Camera once you have logged in as an ANDI User. Within the Camera tab you will have the option to add the saved images to the Gallery by clicking "To Gallery".

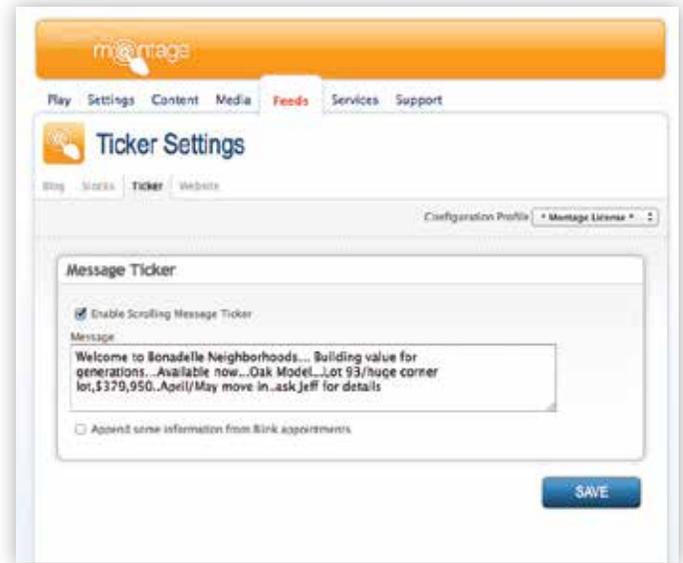
14) How do I change the Background?

A. The settings for the background can be found in ScreenPlay Montage->Content->Background once you have logged in as an ANDI User. Select the correct Configuration Profile which you are editing and hit "Create Playlist". You may choose from a playlist of preconfigured Background images or you may create your own. To select a playlist hit the "Default" radio button for the desired playlist then scroll all the way to the bottom and hit "Save".

B. If you would like to create your own playlist select Content→Background→View All Playlist→Create A Playlist. From this screen you can Browse for images on your local computer and add them by selecting Add to List. For best results you will want to add images that are sized to 1920 X 1080. After you have added all the images you will need to Name the Playlist and make sure the check boxes are marked for the images you would like this new playlist to include then hit “Save” on the top right. This will take you a page back where you can find your new playlist among the selection, go ahead and scroll down until you find it then hit the “Default” radio button for the new playlist and hit “Save”.

15) How do I make changes to the Ticker scrolling at the bottom?

A. The settings for the Ticker Scroll can be found within ScreenPlay Montage→Feeds→Ticker once you are logged in ANDI. You will be provided with a message box where you can type in your message. Once you are finished typing up your message check mark the box for “Enable Scrolling Message Ticker” and then hit “Save”.



16) When I click “Play” to launch Montage, how come I get “Sorry, this device key is no longer valid...”?

A. This error occurs if you are attempting to Play Montage on a computer that is (1) not registered or (2) the license registration for this device was renewed under a different computer.

B. To fix this you will need to follow the steps from FAQ’s #4.

17) How come my Camera is not working?

A. Please check if the camera is plugged into the computer attached to the back of the Touchscreen board or try using a different USB Port.

B. Next refresh the contents of the page that is currently running on the Montage board (if you’re not sure how to do this follow these steps provided in FAQ’s #9). When prompted make sure we are selecting “Allow” when it asks if you want to let www.andisolutions.com use your camera. The message should right above the content of Montage. If it does not please do not hesitate to give our office a call.

C. If the problems persist, let us know and we can get this resolved for you.