



Retro Legacy Install Guide

Digital Signage Installation Guide

Version 3.0

6/24/2021



Includes Retro Legacy, APEX Wireless, and New Technology install guides. Appendix C is a guide to set up RMS on TVs and players.

VFT Required Tools

- USB Keyboard
- USB Mouse
- Cordless Drill
- Screwdriver Phillips #1, #2 and #3
- Box Cutter/Knife
- Diagonal Cutters
- Small Flashlight
- Cable installation tool set
- Standard Hand Tools
- Laptop
- Phone with camera
- 6 & 8 foot ladders
- Wall anchors and screws

Customer Supplied Materials

- 4 – Samsung external media players
- 1 – Seneca media player
- 1 – HDMI cable
- 1 – Cat 5e patch cable
- 1 – pack of tie wraps
- 1 – roll of Velcro tape (for mounting remotes behind TVs)
- 1 – Return Label
- 2 – “Leave Behind” documents for the manager
- 1 – Box for returning MOOD equipment

Player Type	Location
Samsung media player	Welcome Screen
Samsung media player	Left Menu Board
Samsung media player	Center Menu Board
Samsung media player	Right Menu Board
Seneca media player	Interactive Screen (tire bin)
2.4 embedded Tizen Player (no physical player)	Boss Lounge TV

Log In and Check In

1. Log in with the CrossCom Project Team at **800 – 820 – 9229**.
2. Check in with the Manager or MOD.
3. Ask the Manager for the package that was shipped and help them locate it.

Installation of the Menu Board Samsung External Player

1. Remove the players from the package.
2. Each player box is labeled for the screen it needs to be installed at.
3. The site is currently using MOOD media players which are located behind the Menu board screens. Each screen has a MOOD media player connected to it.
4. Unmount the screens from the bracket in order to de-install the MOOD media equipment.



5. Each screen has 2 brackets bolted to the back that attached to the wall mount bracket.



6. With 2 technicians, unmount one screen at time by pulling the unlatch cable attached to each bracket on the back of the screen (2 cables per screen) and lifting the screen up and off the wall mount bracket.
7. De-install the MOOD media players from behind the Left, Center and Right menu boards. The Mood media players are most likely attached to the back of each screen with Velcro.
8. Set the MOOD media players off to the side with the remotes and power cables. You will be boxing them up at the end and taking them to Fed Ex to be shipped back to CrossCom.
9. Open the Left Menu board player and Install the mounting bracket on the back of the player.
10. Repeat step 9 for the Center and Right players.
11. If possible attach the player to the back of the screen. It will attach on the lower left hand corner (when looking at the back of the screen).

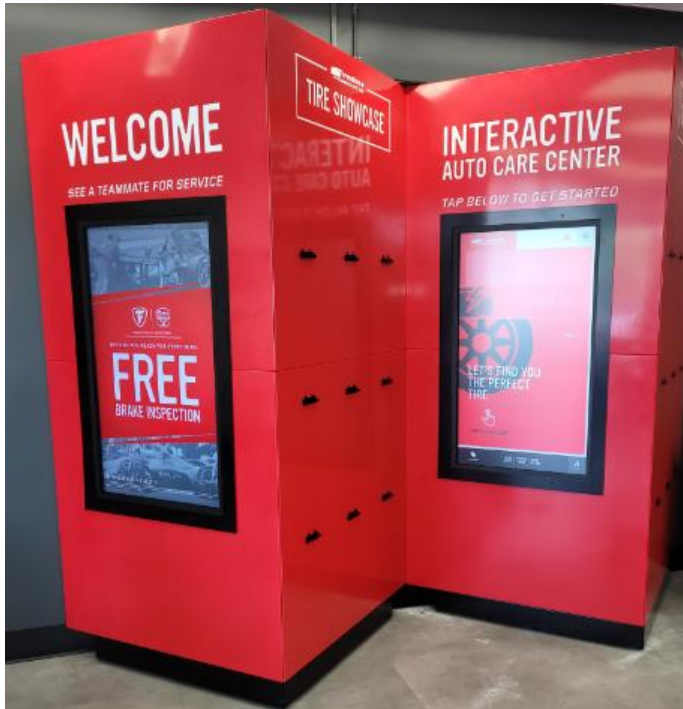
12. If the existing mounting hardware (brackets) on the screen will not permit mounting to the back of the TV, **you MUST wall mount the player.**
13. Mount the player on the wall towards the top of the screen so it does not interfere when you re-mount the TV on the wall bracket. **The screen MUST hide the player!**



14. Once the player is mounted, connect the HDMI cable, power cable and the antenna to the proper ports on the player.
15. Make sure the HDMI cable is connect to HDMI port 1 on the TV.
16. Connect the patch cable to the Ethernet port on the Samsung player.
17. With 2 technicians, re-mount the screen to wall mount bracket.
18. Make sure all cables and power cords are neatly cable managed and hidden behind the screens.
19. Power on the Samsung player.
20. Power on the TV.
21. The Samsung players are configured prior to shipping so they should be plug_and_play.
22. Content should be displaying on the Left, Center and Right Menu boards.
23. Repeat the process for the other 2 Menu board Samsung players.

Installation of the Samsung Player behind the “Welcome” Screen in a MRT Unit

1. The MRT bin has two 50” TVs attached to it, the “Welcome Screen” (not interactive) and the “Interactive” (touch) screen. They are labeled at the top of the MRT.



2. Remove the magnetic trim from around the Interactive screen.



3. The screens are mounted to a bracket bolted to the MRT.

4. At the top left just above the screen there is an access hole to unlatch the lock so the screen turns to gain access behind the screen.



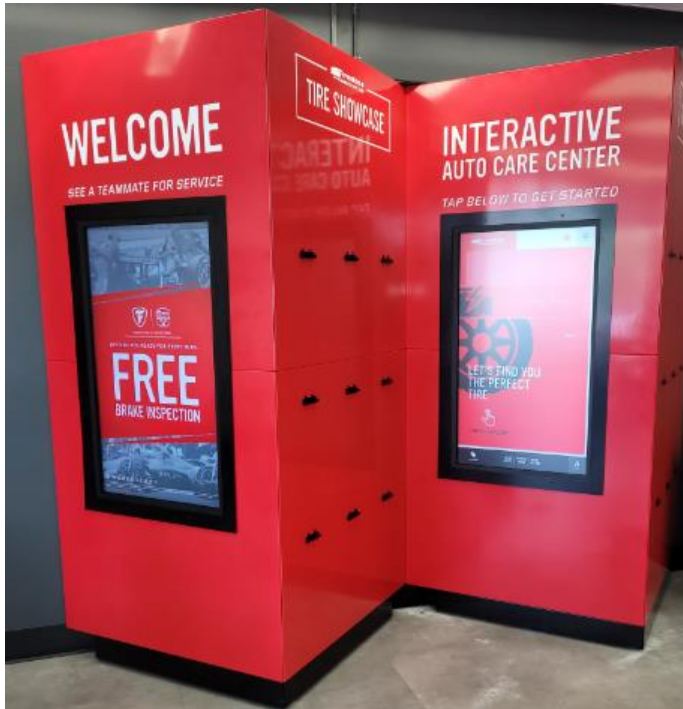
5. Using a screw driver, turn the latch screw to the left to unlock.
6. The screen will spin to allow access behind the screen and inside the MRT where the power and data cabling are located.



7. Remove the existing MOOD media player, power cord and remote from behind the “Welcome” screen.
8. Set the MOOD media player off to the side. You will box it up later.
9. Connect the power cord, HDMI cable and existing network patch cable to the Samsung player.
10. Connect the HDMI cable to HDMI port 1 on the “Welcome” screen.
11. **DO NOT connect the USB Overlay cable to the Samsung player or the “Welcome” screen USB ports.** The “Welcome” screen is not interactive at this point but is there for future use.
12. Slide the Samsung player into the built in bracket.
13. Power on the Samsung player and the “Welcome” screen.
14. The Samsung players are configured prior to shipping so they should be plug_and_play.
15. Content should be displaying on the “Welcome” screen.
16. Install the magnetic trim around the screen.

Installation of the Seneca Player behind the “Interactive” Screen in a MRT Unit

1. The MRT bin has two 50” TVs attached to it, the “Welcome Screen” (not interactive) and the “Interactive” (touch) screen. They are labeled at the top of the MRT.



2. Remove the magnetic trim from around the Interactive screen.



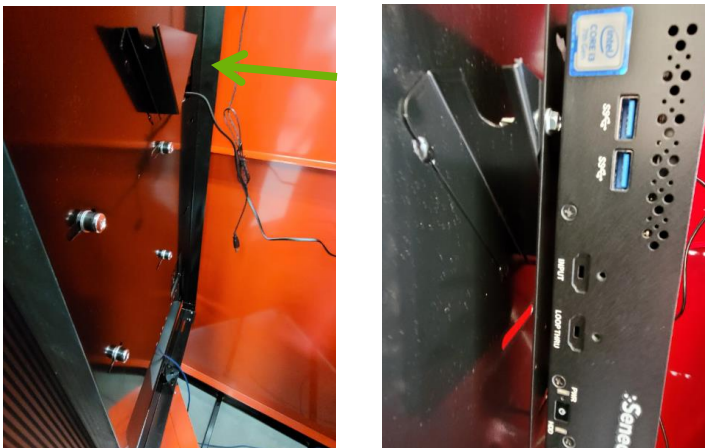
3. The screens are mounted to a bracket bolted to the MRT.
4. At the top left just above the screen there is an access hole to unlatch the lock so the screen turns to gain access behind the screen.



5. Using a screw driver, turn the latch screw to the left to unlock.
6. The screen will spin to allow access behind the screen and inside the MRT where the power and data cabling are located.



7. Remove the existing MOOD media player, power cord and remote from behind the "Interactive" screen.
8. Set the MOOD media player off to the side. You will box it up later.
9. Remove the mounting bracket from the Seneca player.
10. Using two, ½ inch self-tapping screws, mount the bracket vertically to the triangle shaped bracket on the back of the MRT mounting bracket.



11. Connect the power cord, HDMI cable and existing network patch cable to the Seneca player.
12. Connect the HDMI cable to HDMI port 1 on the “Interactive” screen.
13. **Connect the USB Overlay cable to a USB port on the Seneca Player!!**. This allows touchscreen functionality on the “Interactive” screen!
14. Power on the Seneca player and the “Interactive” screen.
15. The Seneca player is configured prior to shipping so it should be plug_and_play.
16. Content should be displaying on the “Interactive” screen.
17. Install the magnetic trim around the screen.
18. Test the touchscreen make sure you can maneuver through the options.
19. Make sure you test the videos and you can hear the audio on the video. The volume may need to be turned up to around 15 so it can be heard but is not excessively loud.

Configuring Internal Tizen 2.4 player for the Boss Lounge TV

1. Remove the MOOD media player from the back of the BOSS Lounge Screen.
2. Set the MOOD player off to the side. You will packing it up later.
3. Ask the manager for the remote for the Samsung TV at the Boss Lounge. DO NOT mistake the Samsung remote and Direct TV remote!

BridgeStone Samsung Tizen 2.4 Configuration Process

Installing the Adobe Application

1. Click the “**Home**” Button on the remote and select “**URL Launcher Settings**”.

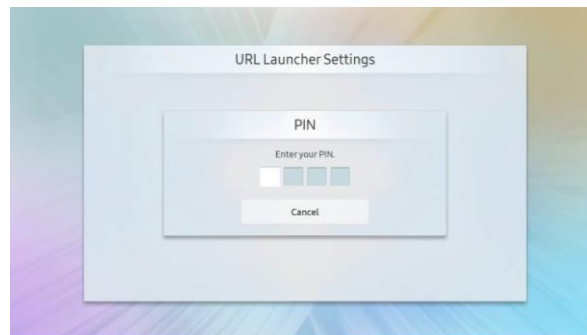


If Installing through URL

2. Select the “Install Web App” option and type in the URL to install the AEM Application
“<https://cwh-digital-signage.s3.amazonaws.com/Tizen2.4>”. (CASE SENSITIVE)



3. Enter pin# 0000 and the installation should begin

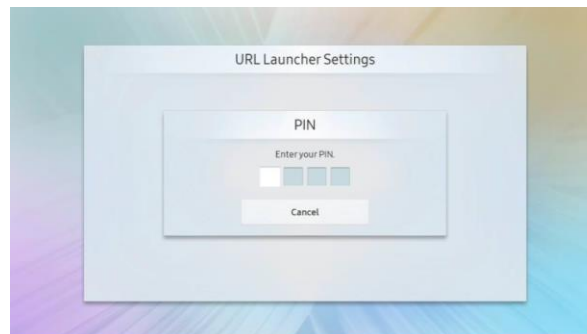


If installing through USB Device

4. Insert the USB drive labelled “**Boss Lounge**” into the TV or External player.
5. Select the “Install from USB Device” option and Select



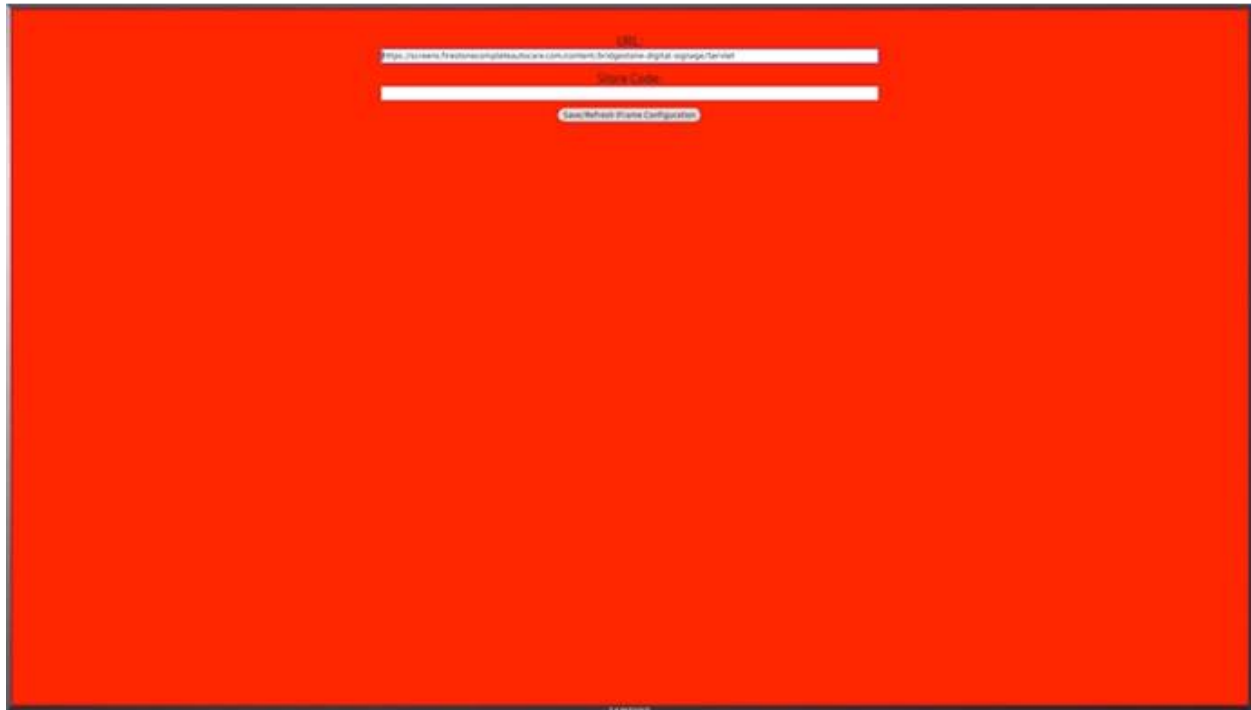
6. Enter pin# 0000 and the installation should begin



7. Once installed you should see Boss Lounge Screen
8. After registering the Tizen 2.4, using the remote control, press "up arrow" on your remote.

NOTE: Hitting "Done" on the virtual keyboard after editing a field will jump to the next field or save the changes and reload the iFrame if on the last field

- Two fields will appear along the bottom of the screen. URL should be prepopulated with the Prod URL: <https://screens.firestonecompleteautocare.com/content/bridgestone-digital-signage/Servlet>
- Enter the Store Code.
- Save and refresh the iFrame.



9. The process is complete! The Boss Lounge TV should now have the media wrap on the bottom and right hand side of the TV.



Pairing the Samsung Remote to the Player

1. To pair the remote:
2. Remove the batteries
3. Then press the power button for 8 seconds.
4. Reinsert the batteries.
5. Test the remote. Make sure it only works with the specific player you paired it with.

Packing the MOOD Media Player for Shipment

1. Collect all the MOOD media players, power cords and remotes.
2. There will be a total of 6 MOOD players returning.
3. Using a couple of Samsung player boxes and the Seneca box, pack the players power cords and remotes neatly in several boxes.
4. Pack those boxes in the larger box shipped with the equipment.
5. Reuse the packing paper from the box shipped to site to tightly pack the MOOD equipment.
6. Seal the box with packing tape.
7. Apply the return label that was shipped with the new equipment.
8. Take the package with you.
9. Drop the package at the nearest FedEx location.

Leave Behind Guide

1. The Leave Behind document was shipped with the parts.
2. Distribute the “Leave Behind” documents to the manager!

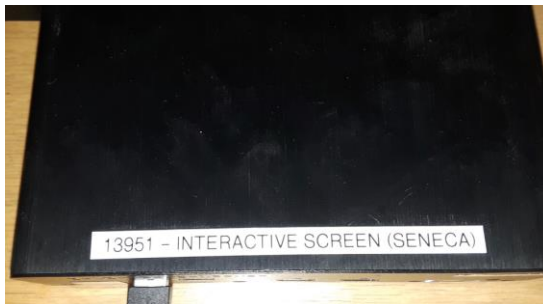
Log Out

1. Take your required deliverable photos.
2. Ensure you handed the manager the “Leave Behind” documents (should be 2 of them).
3. Have the manager or MOD sign off on your paperwork.
4. Log out with the CrossCom Project Team at **800 – 820 – 9229**.
5. Drop off the MOOD media equipment at the nearest FedEx location.

Appendix A: APEX PILOT STORES (Wireless Connection)

Installation of the Seneca Player behind the Interactive TV

1. The Seneca player is installed with the Interactive screen.



2. With 2 technicians, unmount the "Interactive" screen by pulling the unlatch cable attached to each bracket on the back of the screen (2 cables per screen) and lifting the screen up and off the wall mount bracket.
3. Remove the mounting bracket for the Seneca player.
4. Mount the bracket to the wall behind the Interactive TV using wall anchors and screws (Do not use Velcro or tape! The Seneca player is too heavy.)
5. Mount the Seneca bracket vertically, behind the TV, so you can easily reach both sides on the player.

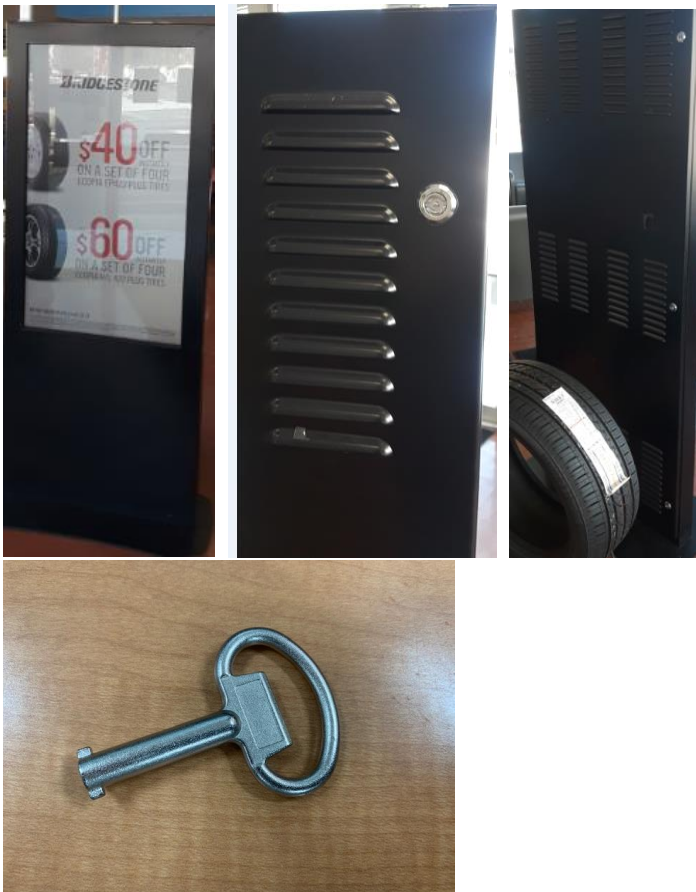


6. Attach the Seneca player to the mounting bracket and tighten the screws.
7. Connect the power and the HDMI cables on the Seneca player.

8. There will be no hardwire network cable as this store set up is wireless!
9. The Overlay USB cable should be connected to a USB port on the actual “Interactive” screen!
10. Power on the Seneca player and the “Interactive” screen.
11. Connect your keyboard and mouse to USB ports on the Seneca player.
12. Set up the wireless connection!
13. Content should be displaying as soon as the Seneca player goes through the startup process.
14. Test the interactive screen for functionality.
15. Ensure the volume is turned up on the videos.

Installation of the Samsung Player at the “Welcome” Screen Kiosk

1. Unlock the “Welcome” screen Kiosk with the key or screw driver.

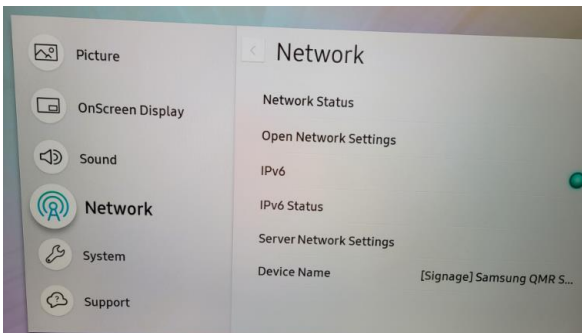


2. The manager should have the key to the kiosk.
3. Remove the existing MOOD media player, power cord and remote from behind the “Welcome” screen.
4. Set the MOOD media player off to the side. You will box it up later.
5. Install the new Samsung “Welcome” screen player and make sure it is secure in the kiosk.
6. Connect the power cord and HDMI cable to the Samsung player.
7. Connect the HDMI cable to HDMI port 1 on the “Welcome” screen.

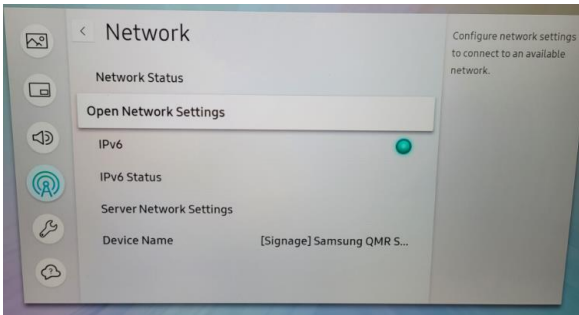
8. **DO NOT** connect the USB Overlay cable to the Samsung player or the “Welcome” screen USB ports. The “Welcome” screen is not interactive at this point but is there for future use.
9. Power on the Samsung player and the “Welcome” screen.
10. Set Up the “Welcome” screen player to connect via Wireless Network.
11. To connect the player via wireless, follow the steps below:
12. Press the MENU button on the Samsung PLAYER remote. **It is IMPORTANT you are setting up Wireless on the player and NOT the TV!!!**



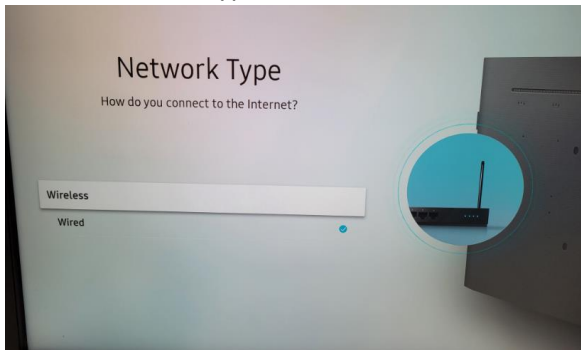
13. Arrow down to NETWORK and the button in the middle of the arrow keys.



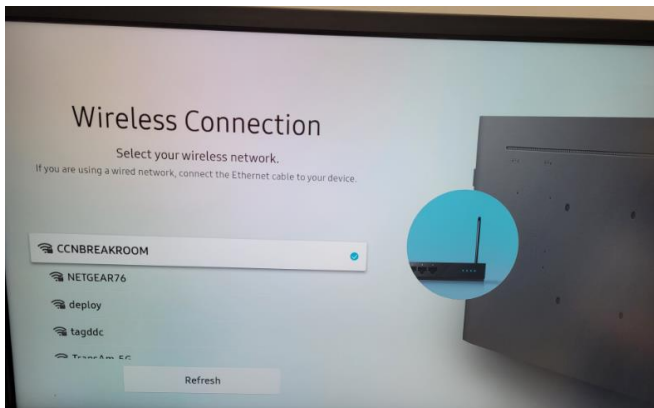
14. Arrow down and select Open Network Settings.



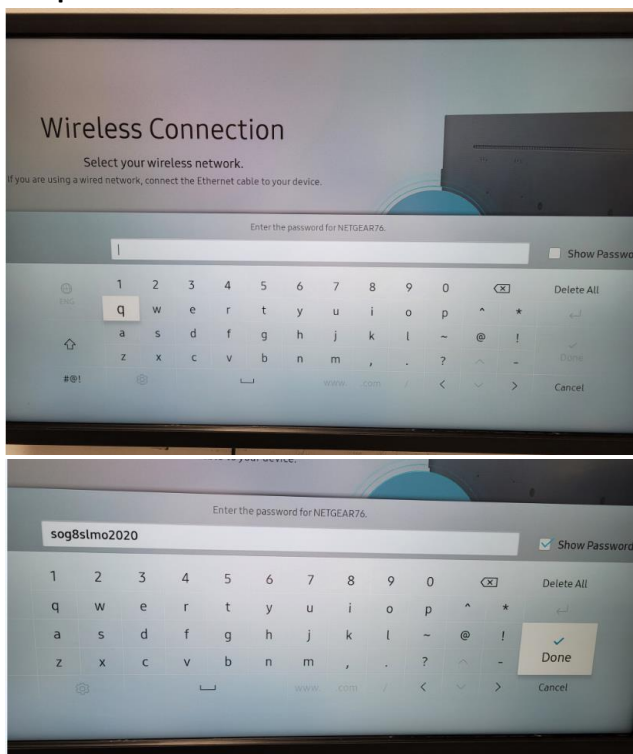
15. On the Network Type Screen, select Wireless.



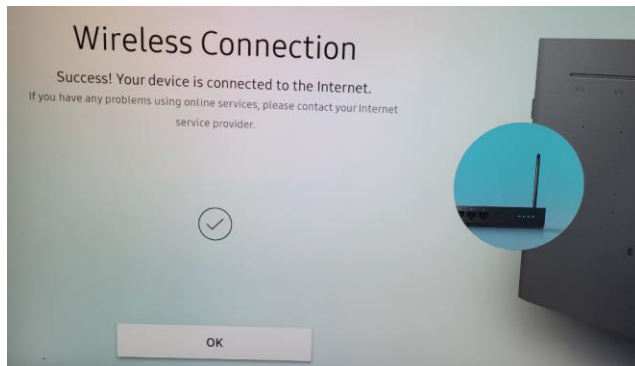
16. On the Wireless Connection screen, select "BSRO-Autel"



17. On the Wireless Connection screen enter Password **sog8slmo2020** and arrow to **DONE** when complete.



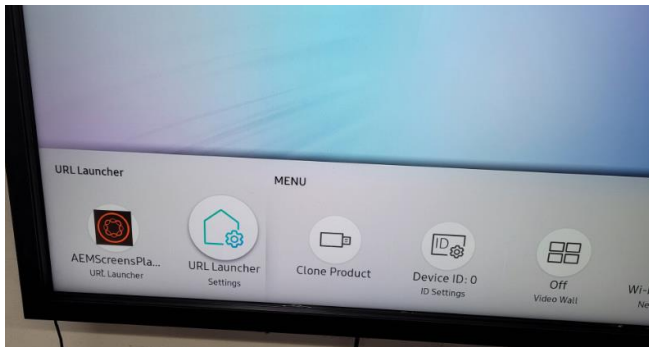
18. Once you press Done, you should see the following screen stating you Success! Your Device is connected to the Internet.



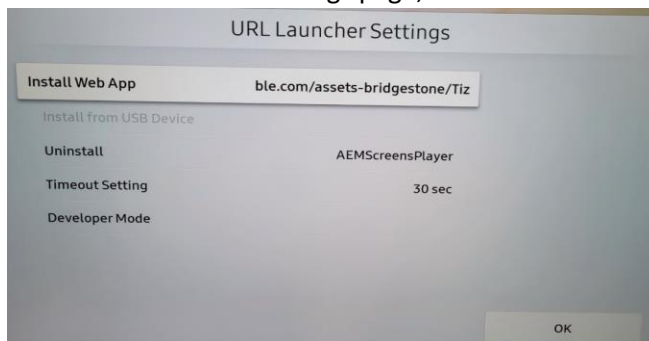
19. Select the OK.
20. Next, you need to point the Samsung player to the correct URL.
21. Using the Samsung player remote, press the SOURCE button.



22. At the bottom of the screen, select URL Launcher Settings.

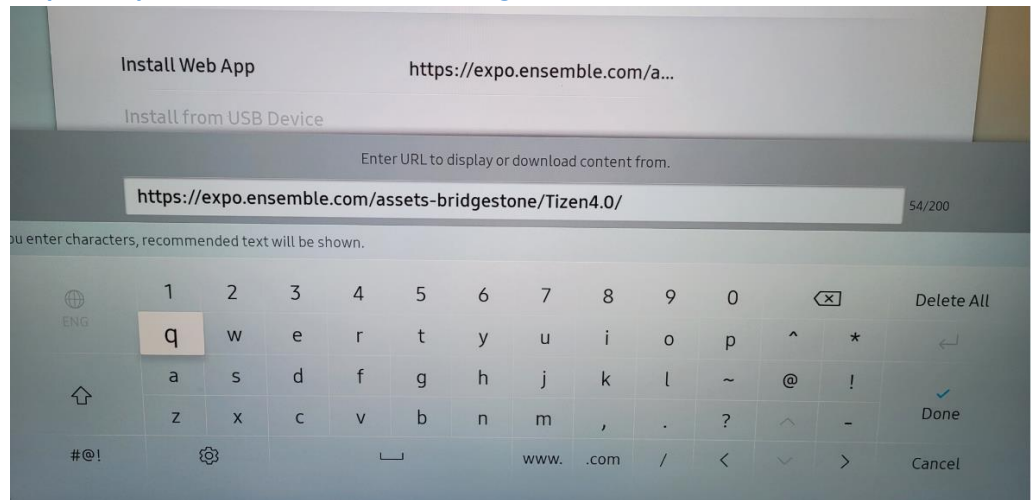


23. At the URL Launcher Settings page, select Install Web App and press OK.



24. Using the Samsung Player remote, enter the following URL:

<https://expo.ensemble.com/assets-bridgestone/Tizen4.0/>



25. Select Done when you finish entering the URL.

26. You may see a message on the screen stating syncing to Wireless.

27. You are now complete setting up the player to use Wireless.

28. Press the Exit button on the remote to return to the HDMI 1 input screen.

29. Content should be displaying on the "Welcome" screen.

30. Verify content is displaying.

Installation of the Menu Board Samsung External Player Via Wireless

1. Remove the players from the package.
2. Each player box is labeled for the screen it needs to be installed at.
3. The site is currently using MOOD media players which are located behind the Menu board screens. Each screen has a MOOD media player connected to it.
4. Unmount the screens from the bracket in order to de-install the MOOD media equipment.



5. Each screen has 2 brackets bolted to the back that attached to the wall mount bracket.



6. With 2 technicians, unmount one screen at time by pulling the unlatch cable attached to each bracket on the back of the screen (2 cables per screen) and lifting the screen up and off the wall mount bracket.
7. De-install the MOOD media players from behind the Left, Center and Right menu boards. The Mood media players are most likely attached to the back of each screen with Velcro.
8. Set the MOOD media players off to the side with the remotes and power cables. You will be boxing them up at the end and taking them to Fed Ex to be shipped back to CrossCom.
9. Open the Left Menu board player and Install the mounting bracket on the back of the player.
10. Repeat step 9 for the Center and Right players.
11. If possible attach the player to the back of the screen. It will attach on the lower left hand corner (when looking at the back of the screen).
12. If the existing mounting hardware (brackets) on the screen will not permit mounting to the back of the TV, **you MUST wall mount the player.**
13. Mount the player on the wall towards the top of the screen so it does not interfere when you re-mount the TV on the wall bracket. **The screen MUST hide the player!**

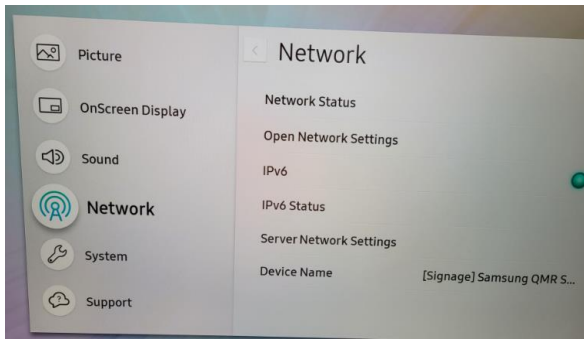




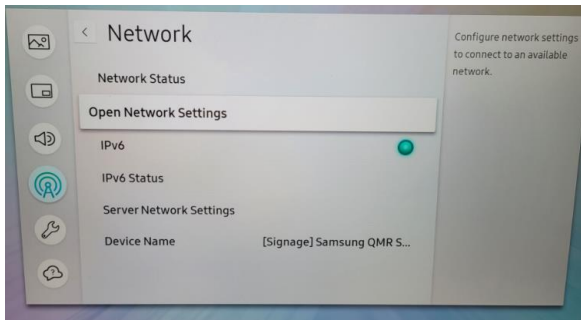
14. Once the player is mounted, connect the HDMI cable, power cable and the antenna to the proper ports on the player.
15. Make sure the HDMI cable is connect to HDMI port 1 on the TV.
16. With 2 technicians, re-mount the screen to wall mount bracket.
17. Make sure all cables and power cords are neatly cable managed and hidden behind the screens.
18. Power on the Samsung player.
19. Power on the TV.
20. Set Up the Menu screen players to connect via Wireless Network.
21. To connect the player via wireless, follow the steps below:
22. Press the MENU button on the Samsung PLAYER remote. **It is IMPORTANT you are setting up Wireless on the player and NOT the TV!!!**



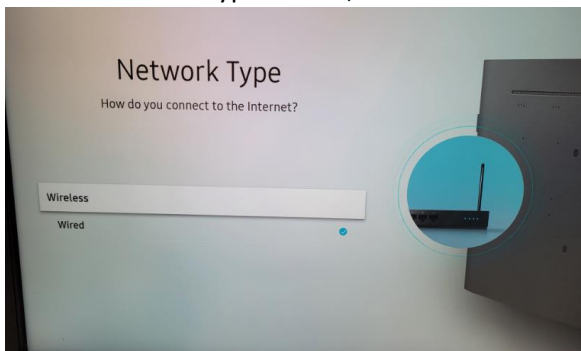
23. Arrow down to NETWORK and the button in the middle of the arrow keys.



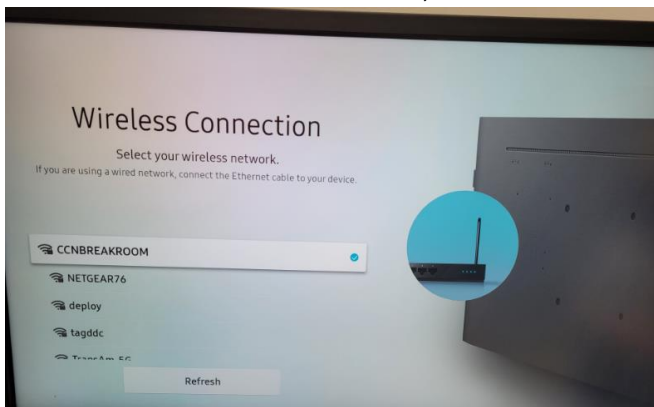
24. Arrow down and select Open Network Settings.



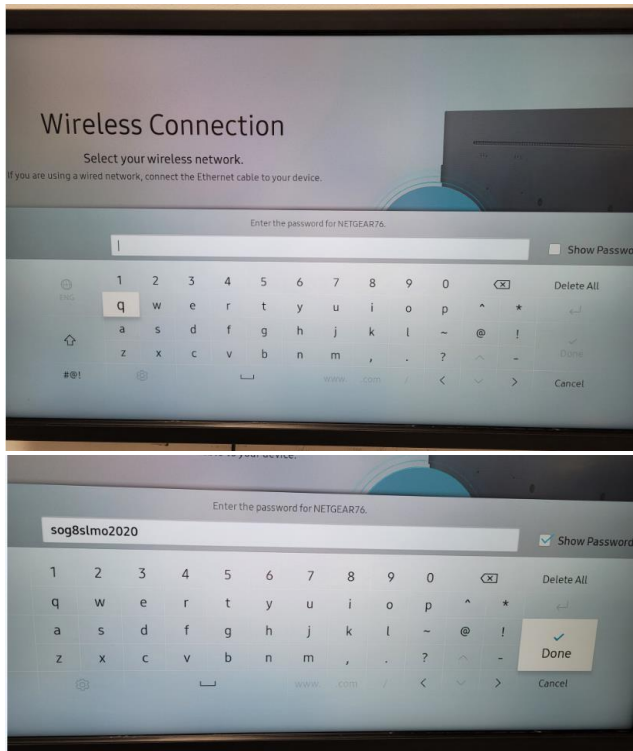
25. On the Network Type Screen, select Wireless.



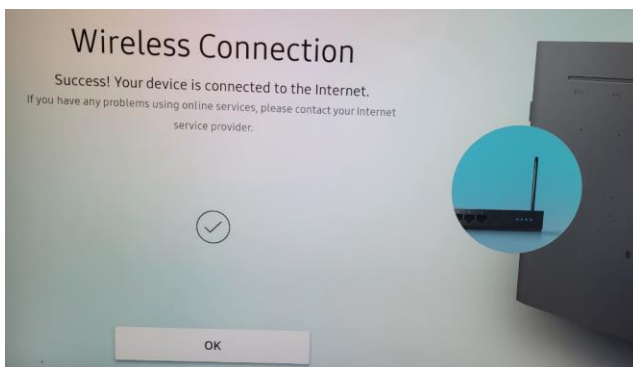
26. On the Wireless Connection screen, select "BSRO-Autel"



27. On the Wireless Connection screen enter Password **sog8slmo2020** and arrow to **DONE** when complete.



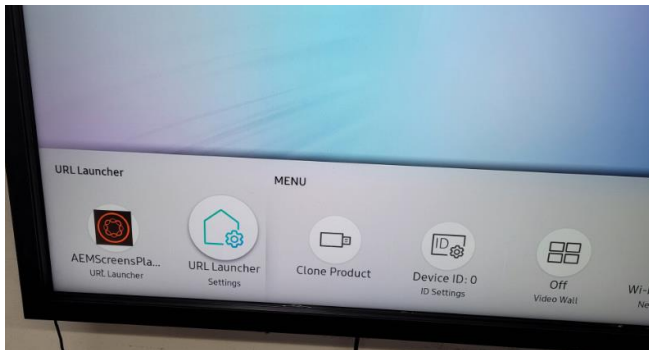
28. Once you press Done, you should see the following screen stating you Success! Your Device is connected to the Internet.



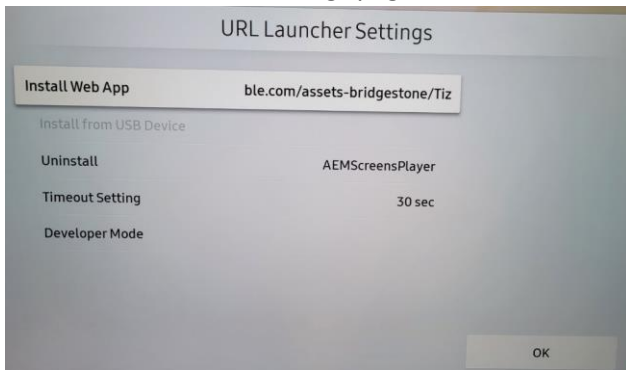
29. Select the OK.
30. Next, you need to point the Samsung player to the correct URL.
31. Using the Samsung player remote, press the Home button.



32. At the bottom of the screen, select URL Launcher Settings.

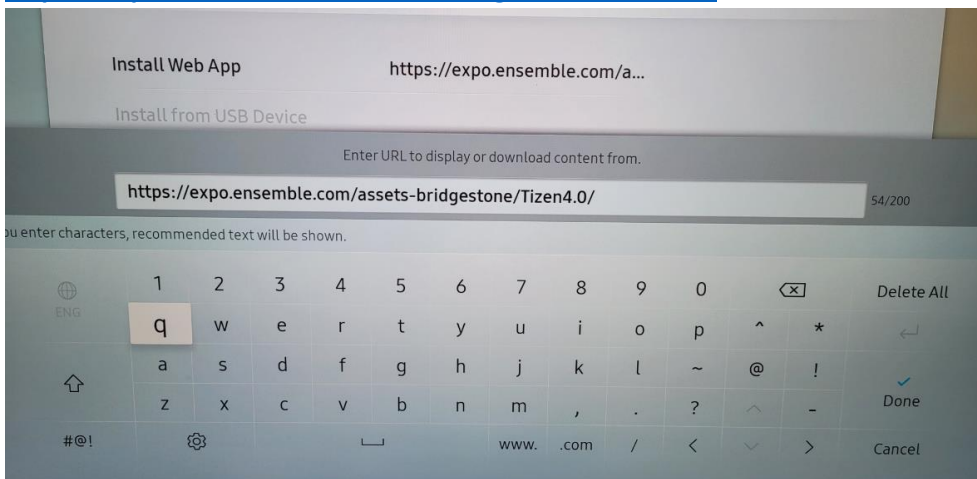


33. At the URL Launcher Settings page, select Install Web App and press OK.



34. Using the Samsung Player remote, enter the following URL:

<https://expo.ensemble.com/assets-bridgestone/Tizen4.0/>



35. Select Done when you finish entering the URL.

36. You may see a message on the screen stating syncing to Wireless.

37. You are now complete setting up the player to use Wireless.

38. Press the Exit button on the remote to return to the HDMI 1 input screen.

39. Content should be displaying on the Menu board screen you are working.

40. Verify content is displaying

41. Repeat the process for the other 2 Menu board Samsung players.

Configuring Internal Tizen 2.4 player for the Boss Lounge TV

1. Remove the MOOD media player from the back of the BOSS Lounge Screen.
2. Set the MOOD player off to the side. You will packing it up later.
3. Ask the manager for the remote for the Samsung TV at the Boss Lounge. DO NOT mistake the Samsung remote and Direct TV remote!

BridgeStone Samsung Tizen 2.4 Configuration Process

Installing the Adobe Application

4. Click the “**Home**” Button on the remote and select “**URL Launcher Settings**”.

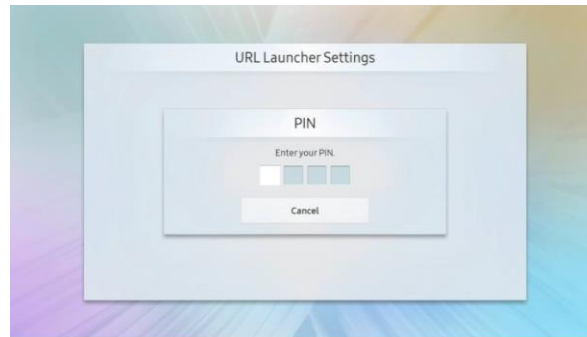


If Installing through URL

5. Select the “Install Web App” option and type in the URL to install the AEM Application “<https://expo.ensemble.com/assets-bridgestone/Tizen2.4/>”. (**CASE SENSITIVE**)



6. Enter pin# 0000 and the installation should begin

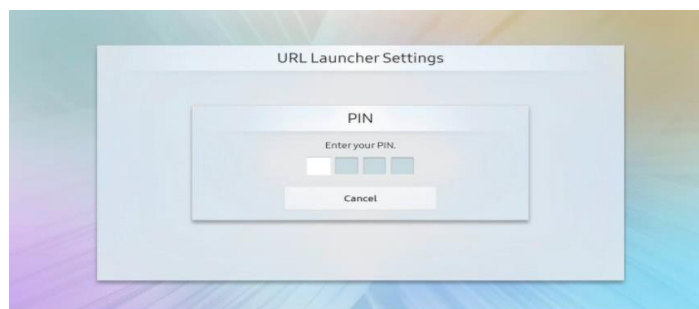


If installing through USB Device

7. Insert the USB drive labelled “**Boss Lounge**” into the TV or External player.
8. Select the “Install from USB Device” option and Select



9. Enter pin# 0000 and the installation should begin

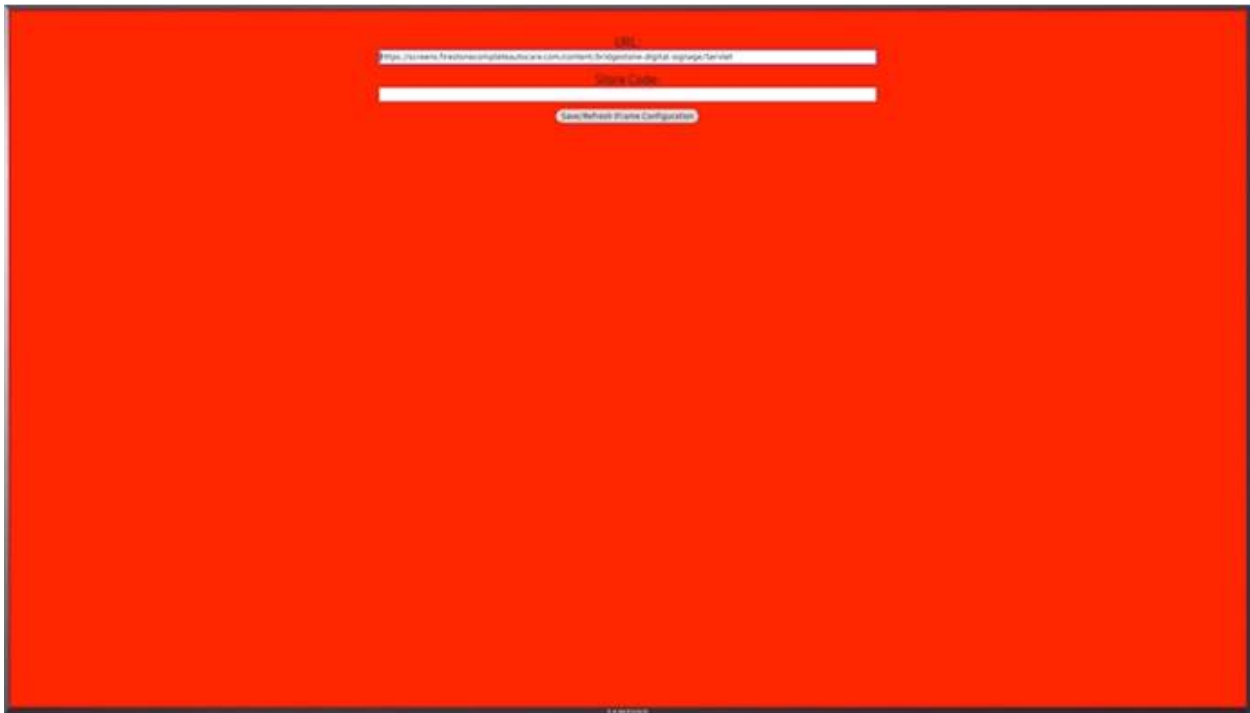


10. Once installed you should see Boss Lounge Screen

11. After registering the Tizen 2.4, using the remote control, press "up arrow" on your remote.

NOTE: Hitting "Done" on the virtual keyboard after editing a field will jump to the next field or save the changes and reload the iFrame if on the last field

- a. Two fields will appear along the bottom of the screen. URL should be prepopulated with the Prod URL: <https://screens.firestonecompleteautocare.com/content/bridgestone-digital-signage/Servlet>
- b. **Enter the Store Code.**
- c. Save and refresh the iFrame.



12. The process is complete! The Boss Lounge TV should now have the media wrap on the bottom and right hand side of the TV.



Appendix B: New Technology Retrofit (QM Model TVs)

1. Check each TV and see if a MOOD media player is connected.
2. If yes, unmount the Menu board screens from the bracket in order to de-install the MOOD media equipment.



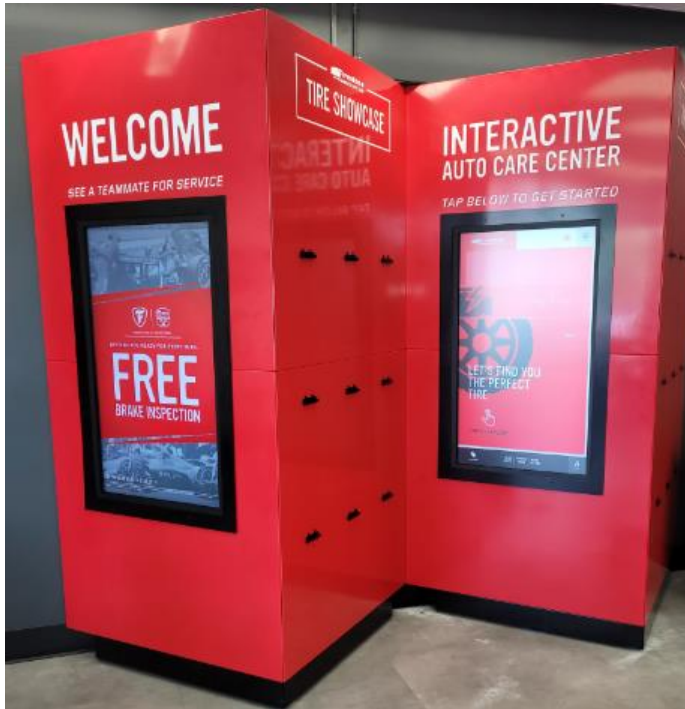
3. Each screen has 2 brackets bolted to the back that attached to the wall mount bracket.



4. With 2 technicians, unmount one screen at a time by pulling the unlatch cable attached to each bracket on the back of the screen (2 cables per screen) and lifting the screen up and off the wall mount bracket.
5. De-install the MOOD media players from behind the Left, Center and Right menu boards. The Mood media players are most likely attached to the back of each screen with Velcro.
6. Set the MOOD media players off to the side with the remotes and power cables. You will be boxing them up at the end and taking them to Fed Ex to be shipped back to CrossCom.
7. Connect the network patch cable to the Ethernet port on the back of each screen.
8. Remount the 3 Menu board screens in the correct location.
9. Follow the Setting Up RMS steps in Appendix C to configure Remote Management Server on each screen.
10. Move to the "Welcome" Screen.

Setting Up the “Welcome” Screen in a MRT Unit on New Technology Retrofits

1. The MRT bin has two 50” TVs attached to it, the “Welcome Screen” (not interactive) and the “Interactive” (touch) screen. They are labeled at the top of the MRT.



2. Remove the magnetic trim from around the Interactive screen.



3. The screens are mounted to a bracket bolted to the MRT.

4. At the top left just above the screen there is an access hole to unlatch the lock so the screen turns to gain access behind the screen.



5. Using a screw driver, turn the latch screw to the left to unlock.
6. The screen will spin to allow access behind the screen and inside the MRT where the power and data cabling are located.



7. Remove the existing MOOD media player, power cord and remote from behind the “Welcome” screen.
8. Set the MOOD media player off to the side. You will box it up later.
9. Connect the network cable to the Ethernet port on the back of the “Welcome” screen.
10. **DO NOT connect the USB Overlay cable to the Samsung player or the “Welcome” screen USB ports.** The “Welcome” screen is not interactive at this point but is there for future use.
11. Power on the Samsung player and the “Welcome” screen.
12. Install the magnetic trim around the screen.
11. Follow the Setting Up RMS steps in Appendix C to configure Remote Management Server on the “Welcome” screen.
12. Move on to the Boss Lounge screen.

Configuring Internal Tizen 2.4 player for the Boss Lounge TV

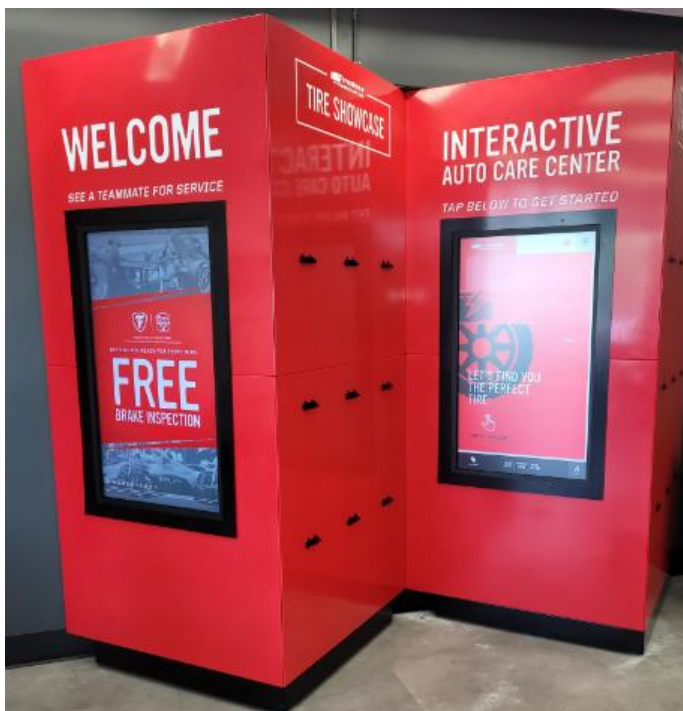
1. Remove the MOOD media player from the back of the BOSS Lounge Screen.
2. Set the MOOD player off to the side. You will pack it up later.
3. Ask the manager for the remote for the Samsung TV at the Boss Lounge. DO NOT mistake the Samsung remote and Direct TV remote!
4. Follow the Setting Up RMS steps in Appendix C to configure Remote Management Server on the screen.

Next Steps

1. Once complete with the Boss Lounge set up, call CrossCom Level 2 to engage Samsung on the Left, Center, and Right Menu boards, "Welcome" screen and the Boss Lounge screen.
2. Level 2 will call Samsung and have the all 5 devices approved for RMS.
3. Once the devices are approved, Level 2 will remotely apply and configure Adobe AEM Screens on the 3 menu boards, "Welcome" screen and the Boss Lounge screen.
4. Level 2 will also remotely configure the Tizen 4.0 embedded media players on the TVs.
5. Have one technician move on the install the Seneca player on the "Interactive" screen.
6. **NOTE: The "Interactive" screen Is a Windows 10 device and DOES NOT need RMS installed!**

Installation of the Seneca Player behind the "Interactive" Screen in a MRT Unit

1. The MRT bin has two 50" TVs attached to it, the "Welcome Screen" (not interactive) and the "Interactive" (touch) screen. They are labeled at the top of the MRT.



2. Remove the magnetic trim from around the Interactive screen.



3. The screens are mounted to a bracket bolted to the MRT.
4. At the top left just above the screen there is an access hole to unlatch the lock so the screen turns to gain access behind the screen.



5. Using a screw driver, turn the latch screw to the left to unlock.

6. The screen will spin to allow access behind the screen and inside the MRT where the power and data cabling are located.



7. Remove the existing MOOD media player, power cord and remote from behind the "Interactive" screen.
8. Set the MOOD media player off to the side. You will box it up later.
9. Remove the mounting bracket from the Seneca player.
10. Using two, ½ inch self-tapping screws, mount the bracket vertically to the triangle shaped bracket on the back of the MRT mounting bracket.



11. Connect the power cord, HDMI cable and existing network patch cable to the Seneca player.
12. Connect the HDMI cable to HDMI port 1 on the "Interactive" screen.
13. **Connect the USB Overlay cable to a USB port on the Seneca Player!!**. This allows touchscreen functionality on the "Interactive" screen!
14. Power on the Seneca player and the "Interactive" screen.
15. The Seneca player is configured prior to shipping so it should be plug_and_play.
16. Content should be displaying on the "Interactive" screen.
17. Install the magnetic trim around the screen.
18. Test the touchscreen make sure you can maneuver through the options.
19. Make sure you test the videos and you can hear the audio on the video. The volume may need to be turned up to around 15 so it can be heard but is not excessively loud.

Final Steps

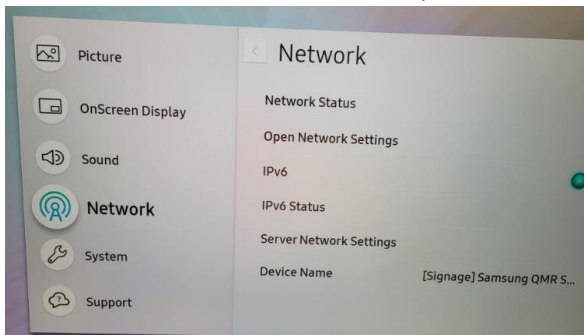
1. CrossCom Level 2 will reach out the technician when the embedded Tizen 4.0 players are configured on the Left, Center and Right Menu boards, "Welcome" screen and the Boss Lounge screen.
2. The technicians will verify the correct content is display on the screens.

Appendix C: Setting Up RMS on the TVs

1. To configure the RMS (Remote Management Server) on the Samsung TVs and external players follow the steps below:
2. Press the MENU button on the remote. **If configuring RMS on an external Samsung player USE THE PLAYER REMOTE!**



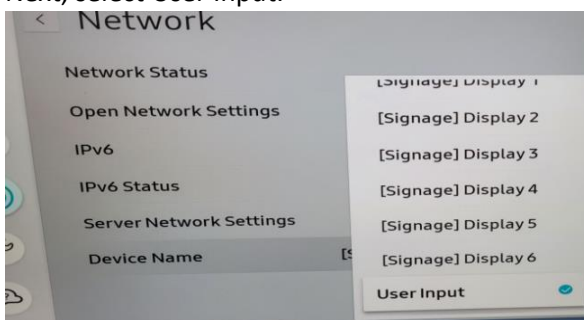
3. Arrow down to NETWORK and the press the button in the middle of the arrow keys.



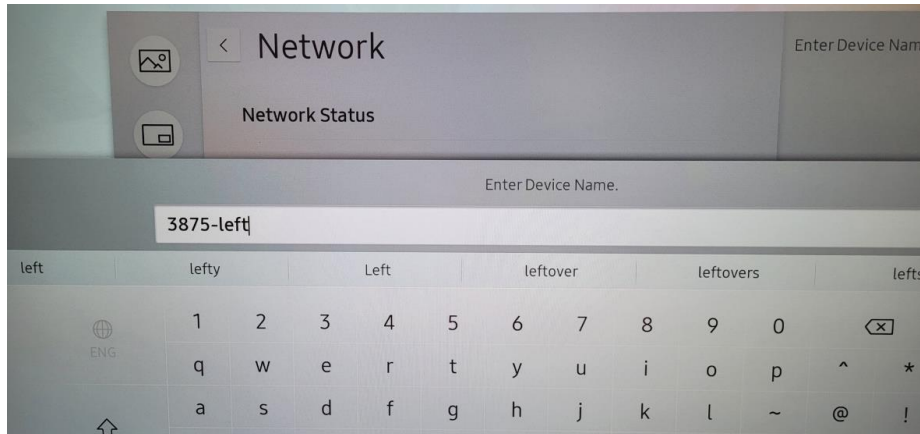
4. At the Network page, select Device Name.



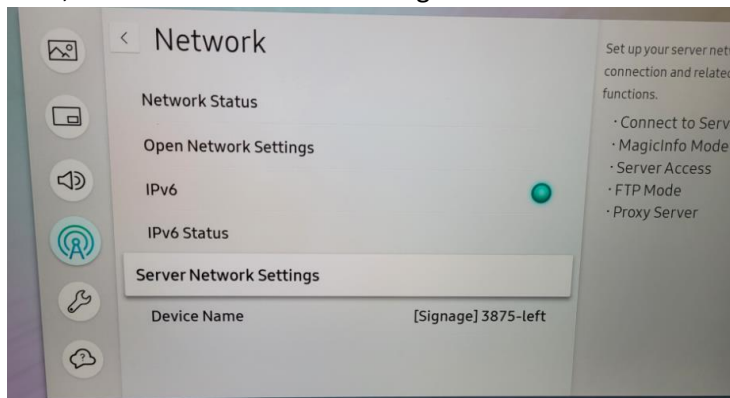
5. Next, select User Input.



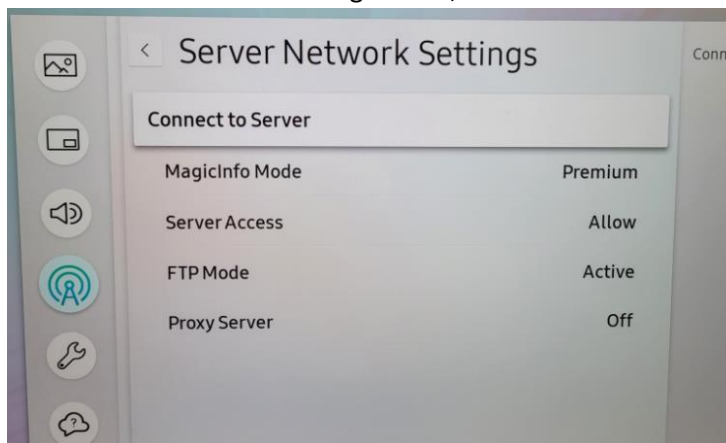
6. Using the remote, name the device you are working on. For example, if you are working on the Left Menu board, **enter the store number-location (3875-Left Menu Board)**



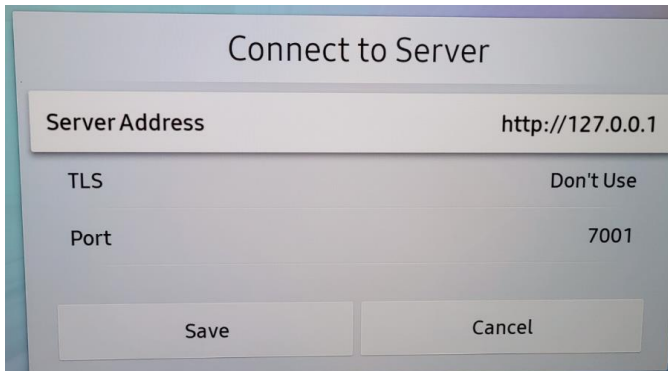
7. Select Done when finished entering the name.
8. Next, select Server Network Settings.



9. At the Server Network Settings menu, select Connect to Server.

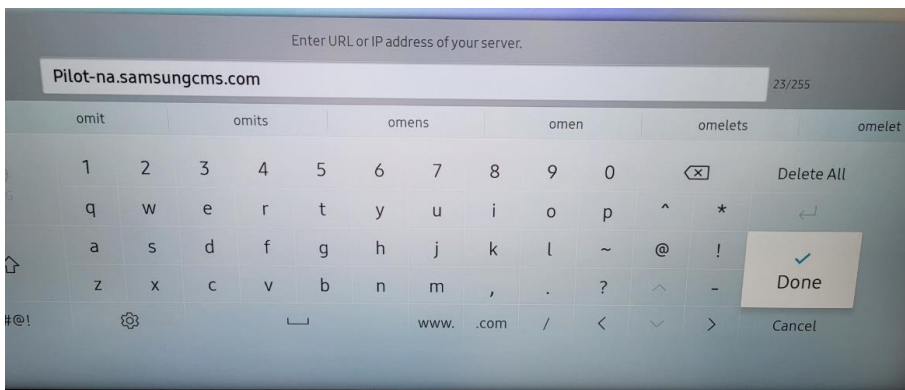


10. At the Connect to Server menu, select Server Address.

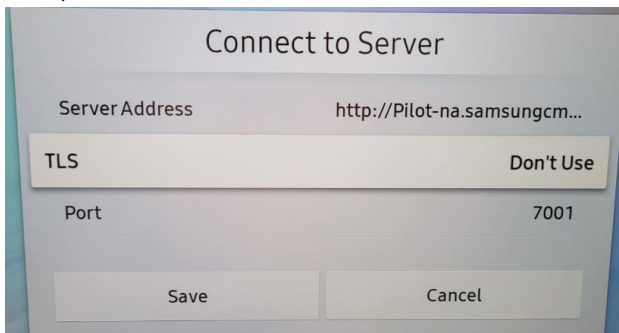


11. Using the remote, enter the follow URL and press done when complete.

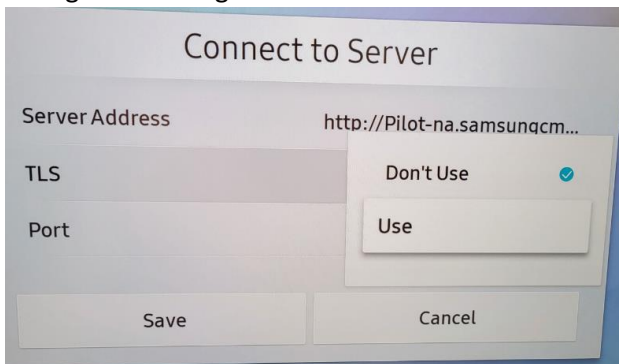
3.133.250.241



12. Next, select TLS



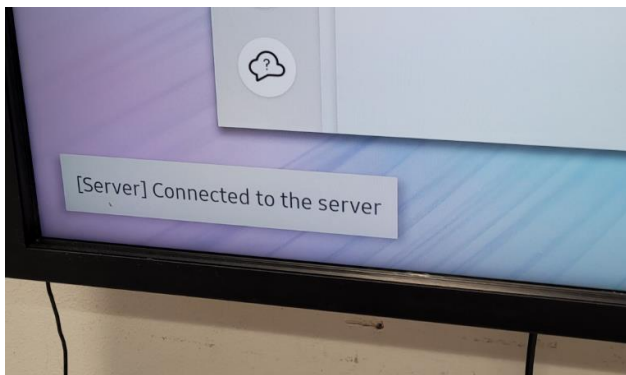
13. Change the setting to USE.



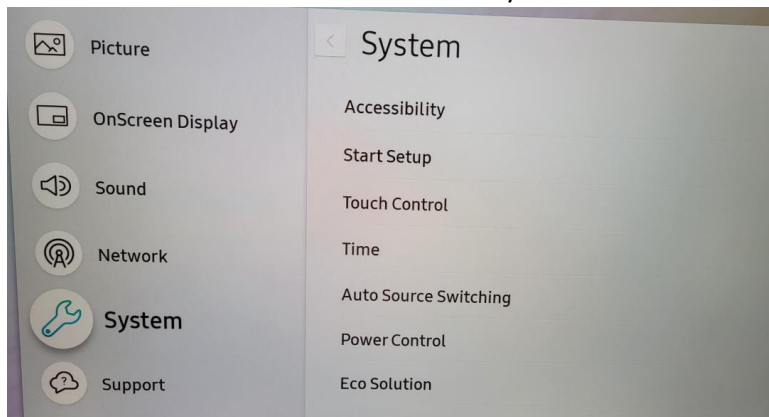
14. Make sure the Port is at 7002 and select SAVE!



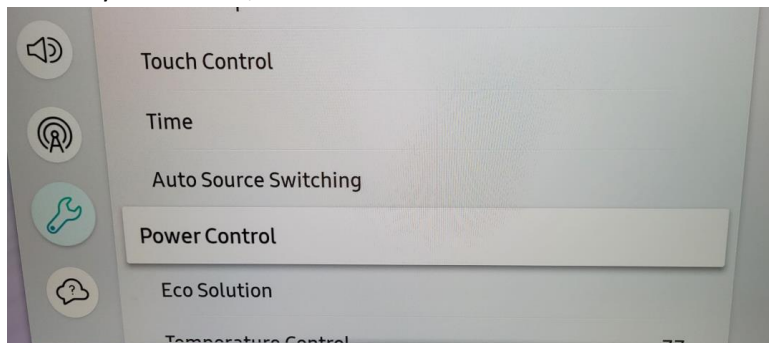
15. You will see an Alert pop up in the lower left hand corner of the screen letting you know you are connected to the server.



16. Hit the return button on the remote until you are back at the main menu. Select System.



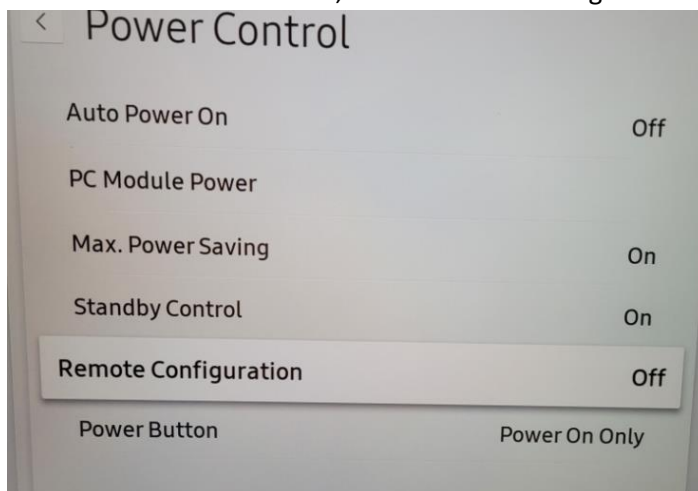
17. At the System menu, select Power Control.



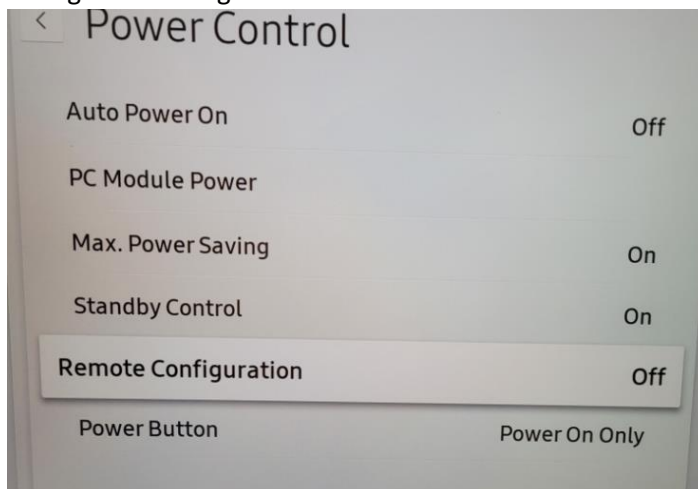
18. At the Power Control menu, select Standby Control, enable the setting to ON.



19. At the Power Control Menu, select Remote Configuration.



20. Change the setting to ON.



21. Press the Exit button on the remote.

22. RMS is now configured!

23. Call CrossCom Level 2 to have Samsung approve the device.

Bridgestone Onsite Installs (New Technology)

Name: _____

Store# _____ Check In Time: _____

Install Date: _____ Check Out Time: _____

**Mask is mandatory at all times within store.*

Tools needed: #2 Phillips Screwdriver, Cordless Drill, Laptop, Phone with Camera, 6 ft. ladder, standard cabling tools
Materials Needed: a bag of tie wraps, roll of velcro tape, toggle bolts 20 - ¼ in x 2 ¼ in Toggle Snap and fender washers

Install Configuration Checklist (CrossCom)

Task	Task Description	Completed (Yes or No)
1	Check in with CrossCom Project Team @ 800-820-9229	
2	Check in with Manager on Duty	
3	Locate the packages shipped to the site	
4	Confirm all equipment matches the packing list	
3 Menu Boards		
1	Have the wall mounts been installed?	
2	Have the menu board 49" TVs been hung?	
3	Have the menu board embedded players been connected the the network?	
4	Has AEM Screens been installed?	
5	Hasve the screens been registered to the correct channels?	
6	Do the 3, 49" TVs display the correct content? (check content list provided)	
Boss Lounge DIRECTV		
1	Has the Crimson wall mount been installed?	
2	Has the Boss Lounge 43" TV been hung?	
3	Is the Boss Lounge TV displaying the correct content?	
4	Has AEM Screens been installed?	
5	Has the screen been registered to the correct channel?	
6	Confirm content is displaying all on the TV and the DIRECTV feed is being displayed (check content list provided)	
Welcome Screen		
1	Has the 49" TV been mounted?	
2	Has the menu board embedded players been connected the the network?	
3	Has AEM Screens been installed?	
4	Has the device been registered to the correct channel?	
5	Does the 49" TV Welcome Screen have the correct content? (check content list provided)	
Interactive Touch Screen Tire Bin (Seneca Player)		
1	Has the Touch Screen 49" TV been mounted?	
2	Is the Seneca player connect the the tire bin 49" TV and overlay?	
3	Have the 49" TV and the Seneca player been connected to the network?	
4	Does the interactive function work on the tire bin TV?	
5	Has AEM Screens been installed?	
6	Has the device been registered to the correct channel?	
7	Does the Tire Bin TV have the correct content playing? (check content list provided)	
Finishing your Deinstall		
1	Make sure to clean up your work area	
2	Validate with Manager the content is still being displayed prior to you leaving the site	
3	Leave support guide behind with Manager on Duty	
4	Sign out with the Manager on Duty and record Managers name	
5	Check in with CrossCom Project Team @ 800-820-9229	

Notes:

Bridgestone Onsite Installs (RetroFit)

Name: _____

Store# _____ Check In Time: _____

Install Date: _____ Check Out Time: _____

*Mask is mandatory at all times within store.

Tools needed: #2 Phillips Screwdriver, Cordless Drill, Laptop, Phone with Camera, 6 ft. ladder, standard cabling tools

Materials Needed: a bag of tie wraps, roll of velcro tape

Install Configuration Checklist (CrossCom)

Task	Task Description	Completed (Yes or No)
1	Check in with CrossCom Project Team @ 800-820-9229	
2	Check in with Manager on Duty	
3	Locate the packages shipped to the site	
4	Confirm all equipment matches the packing list	
3 Menu Boards (Samsung Players)		
4	Deinstall the Mood Media player and power supply from the menu boards	
5	Install the pre configured Samsung devices to the appropriate menu board (Left, Center, Right) via Wireless or provide Patch Cable	
6	Confirm the device is connected to the network either via Wireless or Patch Cable	
7	Confirm accurate content is displaying all on the TV(check content list provided)	
Boss Lounge DIRECTV (embedded 2.4 Tizen player)		
8	Deinstall the Mood Media player and power supply from the Boss Lounge (DIRECTV)	
10	Confirm the device is connect to the network either via Wireless or Patch Cable	
11	Confirm content is displaying all on the TV and the DIRECTV feed is being displayed (check content list provided)	
Welcome Screen (Samsung Player)		
12	Deinstall the Mood Media player and power supply from the Welcome Screen	
13	Install the pre configured Samsung device to the appropriate Boss Lounge via Wireless or provide Patch Cable	
14	Confirm the device is connect to the network either via Wireless or Patch Cable	
15	Confirm content is displaying all on the TV (check content list provided)	
Interactive Touch Screen Tire Bin (Seneca Player)		
16	Deinstall the Mood Media player and power supply from the Tire Bin Screen	
17	Install the pre configured Seneca device to the appropriate Boss Lounge via Wireless or provide Patch Cable	
18	Confirm the device is connect to the network either via Wireless or Patch Cable	
19	Confirm the TSI Overlay is connect to the Seneca player via USB port and that is is functional as well as calibrated	
20	Confirm content is displaying all on the TV- (check content list provided)	
Finishing your Deinstall		
21	Package all Mood Media players and associated power supplies in the PrePaid boxes to be sent to Nvision	
22	Make sure to clean up your work area	
23	Validate with Manager the content is still being displayed prior to you leaving the site	
24	Leave support guide behind with Manager on Duty	
25	Sign out with the Manager on Duty and record MOD's name. Take the Mood Player with you and drop them off at the nearest UPS location	
26	Check in with CrossCom Project Team @ 800-820-9229	

BridgeStone Support Document

1. Firestone location will report issue to Bridgestone Help Desk/SSI.
2. Bridgestone Help Desk/SSI will perform basic troubleshooting with the location directly, referencing the Seneca Player or Samsung Screen Troubleshooting Guide below.
3. If all basic troubleshooting efforts are unsuccessful at a store, Bridgestone Help Desk/SSI will contact CrossCom Gray Service Team at 1-800-933-9203 pressing option 1, then option 8 to report issue.
4. CrossCom Gray Service will assess problem with Bridgestone Help Desk/SSI and/or Firestone Store Manager over the phone to resolve the issue. If network assistance is needed, CrossCom Gray Service will reach out to the following contacts to verify IP information and/or network settings:
Bridgestone IT Contact:
Tony Loyd
tloyd@ssiusa.com
888-688-0888
5. If unable to resolve the issue over the phone, CrossCom Gray Service Support team will inform Firestone Store Manager/ Assistant Store Manager of next steps and CrossCom Gray Service will open applicable dispatch to resolve the issue.
6. CrossCom Gray Service will contact the following Bridgestone IT contacts while the technician is on site if additional IT/network assistance is needed:
Bridgestone IT Contact:
Tony Loyd
tloyd@ssiusa.com
888-688-0888

BridgeStone Support Troubleshooting Process

External Media Player Troubleshooting

Device Will Not Turn On

Verify that the power chord is properly plugged into the back of the device and to a working power outlet or power strip. If plugged into a power strip, make sure it is switched on and store circuit breaker has not been tripped.

When to Power Cycle the Device

The power cycle procedure should be utilized when you begin to troubleshoot the Seneca/Samsung Player.

Press the power button on the side of the media player to begin shutdown. Allow the device to fully shut down; the visual monitor should go black.

Unplug the power cord from the wall outlet and leave unplugged for 30 seconds.

Plug the power cord back into the wall outlet.

Press the power button on the side of the media player, a green LED will come on. The device will initialize for several stages of the process and when complete the media player should resume visual playback.

Screen not Displaying Visual Content

Verify that the device has power. If it does, turn the device off and back on with remote.

Check that the video HDMI cable is properly plugged into the media player and the TV/monitor.

Check that the TV/monitor has power. If it does, turn the TV/monitor off and back on.

Check that the TV/monitor is on the correct input or channel to display your media player's visual content. Use the remote control for your TV/monitor (if present) to cycle through available inputs for your video monitor.

Samsung Television Troubleshooting

Screen Keeps Switching On and Off

Verify that the HDMI cable connection between the Screen and External Media Player connection is secure.

No Cable Connection is Displayed on Screen

Check that the screen is connected correctly with the HDMI cable.

Check that the External Media Player connected to the screen is powered on.