



Training Manual (L1)

Version 1.0.0

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Revisions

Date	Description
6/18/2019	Initial release
7/15/2019	Updated "Content Uploads (App Library)" section to include additional information about uploading zip files to the App Library.
8/19/2019	Updated "Content Uploads (App Library)" section to include additional information for handling local web applications

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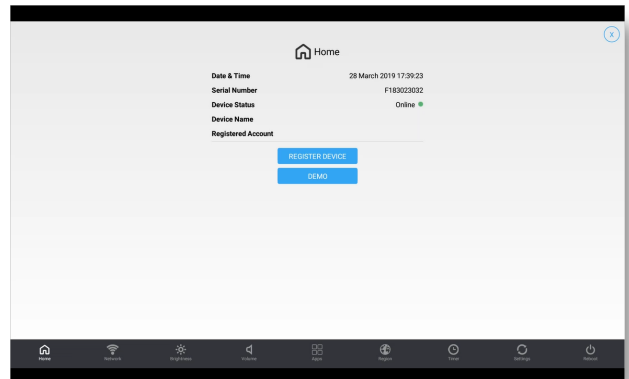
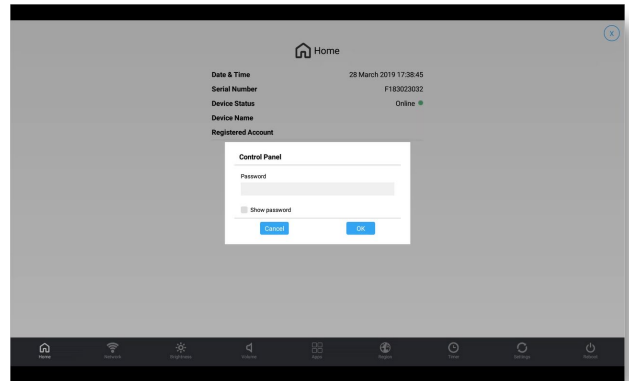


Device Control Panel

The password-protected Device Control Panel gives you access to several sensitive areas, including networking settings, advanced Android settings, and Elo test applications. Additionally, you can reboot or reset the device from the Control Panel.

Access the Device Control Panel

1. On the device itself, access the Control Panel by pressing the physical <Home> and <Power> buttons at the same time.
2. When prompted, enter the default password “1elo” (no quotes)
 - Note: for registered devices, check with your EloView Admin (or the EloView web portal) for the current Control Panel password
3. By default, you are taken directly to the “Home” area





EloView Account Setup

EloView is a secure, cloud-based remote device and content delivery solution. With EloView, setting up your Elo devices is a breeze. Upon initial startup, the device automatically calls home, retrieves the most current configuration settings, and installs all necessary applications.

Moreover, EloView can be used to remotely and silently deliver software upgrades and security patches, deploy new content, update settings, monitor the health and status of devices, and much more. To get started, sign up for a free 90-day trial and manage up to 10 devices. After that, you can subscribe to the EloView service for continued access.

Requesting a New EloView Account

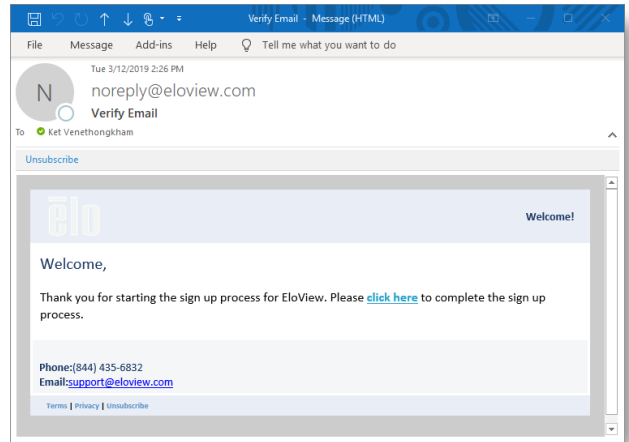
1. Go to this website:
 - <https://manage.eloview.com>
2. Click the **Not a member? Start Here** link to create a new member account

3. Enter a valid email address and strong password
 - Note – this email address will be used for the “Account Admin” and cannot be deleted in the future. We recommend that you use a generic email account (such as eloviewadmin@yourcompany.com) that can potentially be accessed by different people within your organization. After setup, you can create user accounts for specific individuals as necessary.

4. Click the **Create Account** button when done
On the “Almost Done” message, click the **Click Here** link to return to the Login page

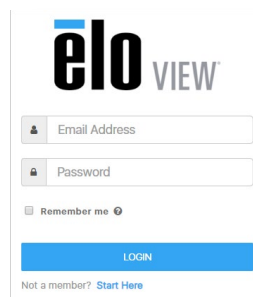
- An email is sent to the specified email address. Click the verification link provided to validate the email address.

- Note: If you do not receive the email, check your company's spam filter to release the email.

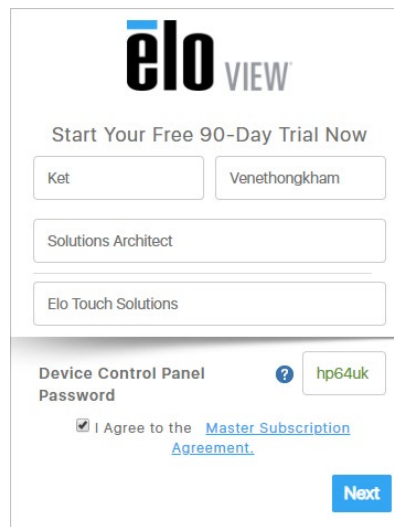


- The verification link will return you to the <https://manage.eloview.com> website to logon to EloView.

- Login using your validated email and password.

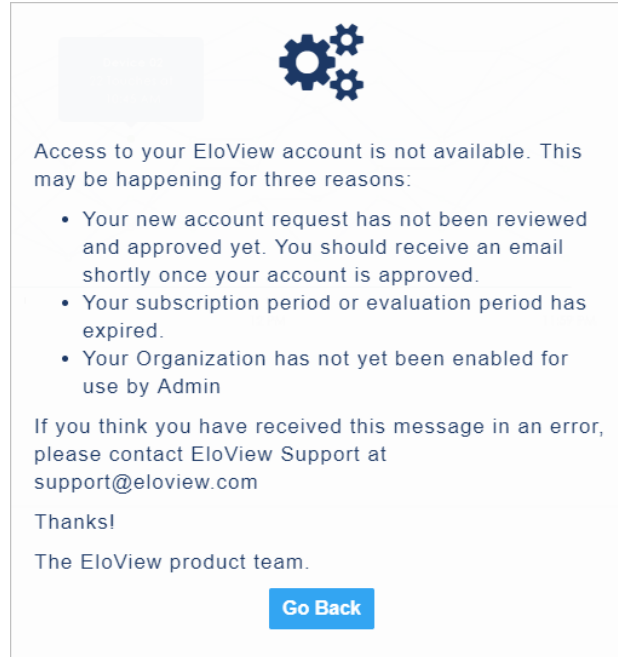


- Fill out the registration form with your personal and company information.
 - Note the system-generated "Device Control Panel Password." You will need this password to access the Control Panel on registered devices. When necessary, this password can be changed at any time in the future.

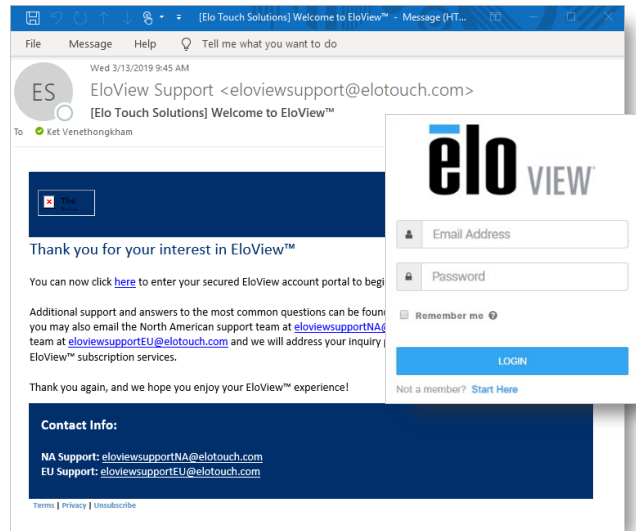


- When done, check the "Master Subscription Agreement" and click the **Next** button

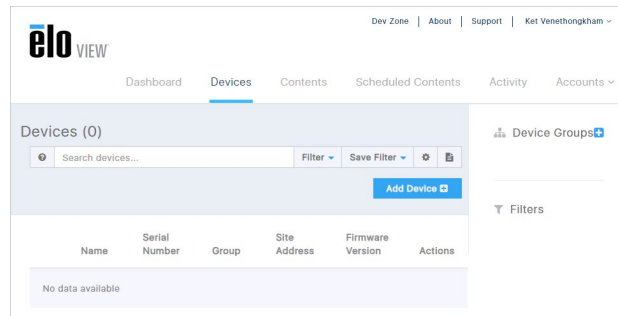
10. Your EloView account is now being reviewed. Click the **Go Back** button to return to the login page.
- Note: the review process can take 1-2 business days. For expedited review, please contact your Elo representative.



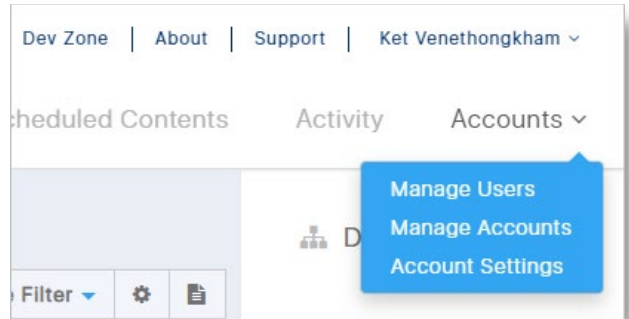
11. Once approved and activated, you will receive a confirmation email. Click the provided link to return to the <https://manage.eloview.com> website to logon to EloView.



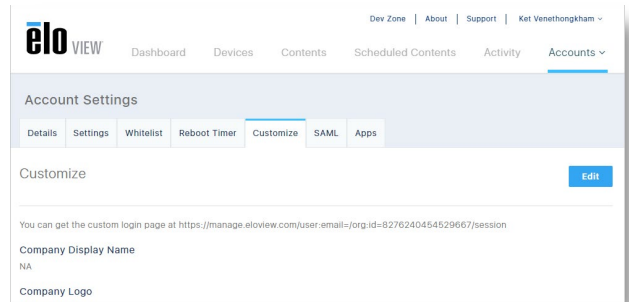
12. You now have access to EloView.



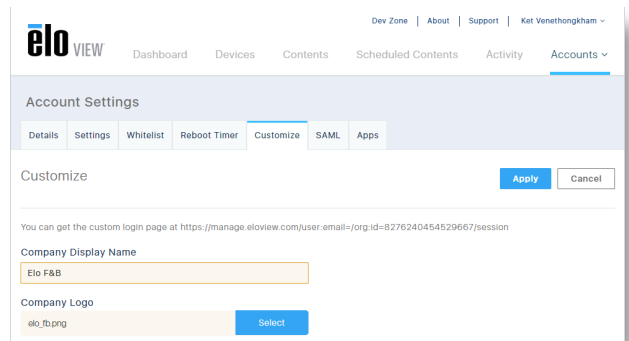
13. In the “Accounts” section, click the **Account Settings** link



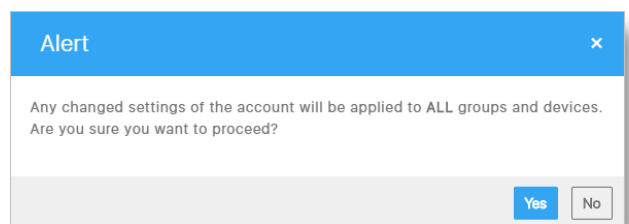
14. On the “Customize” page, click the **Edit** button



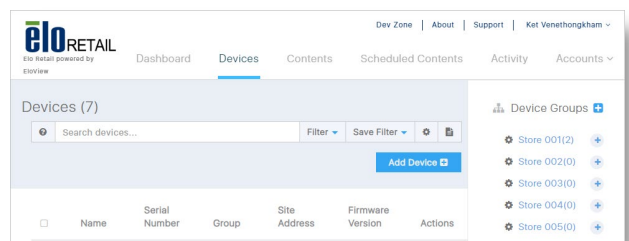
15. Enter a company name and logo to brand the Account.



16. Click the **Apply** button when done



18. The Account is now ready for you to start creating security roles and users and registering devices.





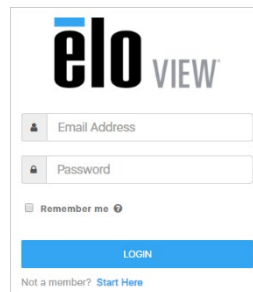
Security Roles

EloView user management begins with setting up roles. Create a role and assign permissions to that role. Then, when setting up a new user, assign the user to one or more roles. Automatically, the user inherits all permissions associated with their assigned roles. By default, EloView comes with three predefined roles, which are available for use but cannot be edited.

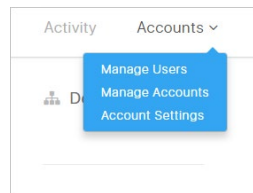
- **Admin** – full access to all features except sub-accounts (no access)
- **Registered User** – full access to all features except sub-accounts (no access), users (read only), account (read only), roles (read only)
- **Viewer** – read access to all features except sub-accounts (no access)

Creating a New Role

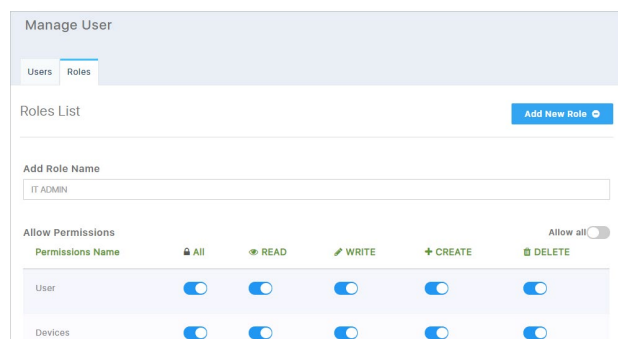
1. Login to the EloView website – <https://manage.eloview.com>



2. In the “Accounts” section, click the **Manage Users** link

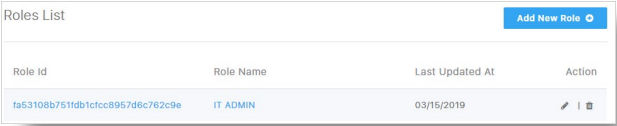


3. Click the **Roles** tab
4. Click the **Add New Role +** button
5. Specify a name for the role in the “Add Role Name” field
6. Assign the appropriate permissions (Read/Write/Create/Delete) for this role.
 - **Note:** As a safety precaution, it is not possible to enable the “Delete Sub Accounts” permission. This will prevent the accidental deletion of Sub Accounts. To delete a Sub Account, please contact Elo Support.





7. When finished, click the **Done** button

8. The role has now been created. To edit the role, click the **Edit** icon.



The screenshot shows a table titled "Roles List" with a blue "Add New Role" button in the top right corner. The table has four columns: "Role Id", "Role Name", "Last Updated At", and "Action". There is one data row with the following values: "fa53108b751fdb1cfc8957d6c762c9e" for Role Id, "IT ADMIN" for Role Name, "03/15/2019" for Last Updated At, and an "Action" column containing an edit icon (pencil) and a delete icon (trash).

Role Id	Role Name	Last Updated At	Action
fa53108b751fdb1cfc8957d6c762c9e	IT ADMIN	03/15/2019	 



EloView Security Permissions

Below are the security permissions available for EloView.

Permission	Description	All	Read	Write	Create	Delete
User	View, edit, invite, and delete users. Note: Account Admin user cannot be edited.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Devices	View, edit, register, and delete devices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
> Enterprise Reset	Perform an enterprise reset. Related to Devices permission.	<input checked="" type="checkbox"/>				
Device Groups	View, edit, create, and delete device groups.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Content	View, edit, upload, and delete content in the App Library.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
> Download	Download existing content from the App Library. Related to Content permission.	<input checked="" type="checkbox"/>				
Filters	View, edit, create, and delete filters and filter profiles.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account	View and edit account settings.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Content Deploy	Deploy content to devices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Serial Number Coupling	View, edit, create, and delete device serial numbers. Used primarily when replacing devices. Edit and update the serial number and the EloView will send all data associated with the old device to the new device. The original device will be moved to a locked state, and all the data from the device will be removed.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Scheduled Contents	View, edit, create, and delete content schedules.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sub Accounts	View, edit, and create sub-accounts.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Roles	View, edit, create, and delete user-created roles. Note: Pre-defined roles cannot be edited or deleted.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

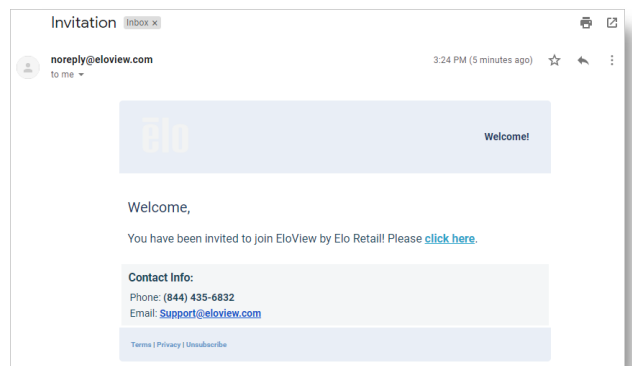
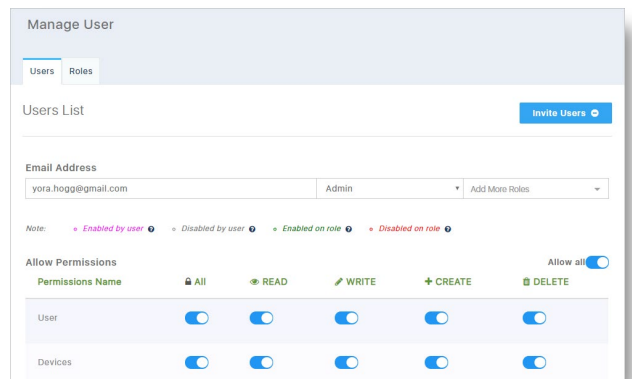
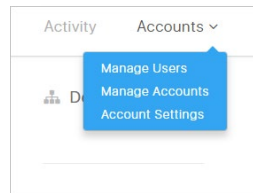
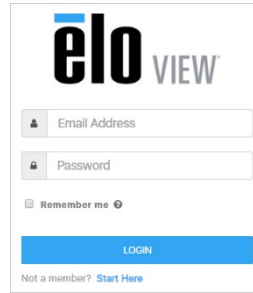


User Setup

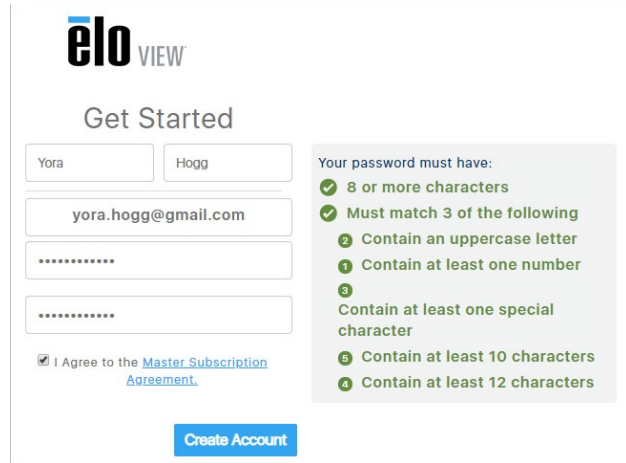
To setup new users for EloView, start by sending them an email invitation.

Inviting a New User to Access EloView

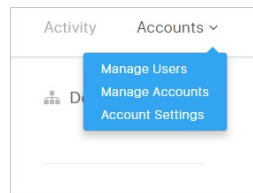
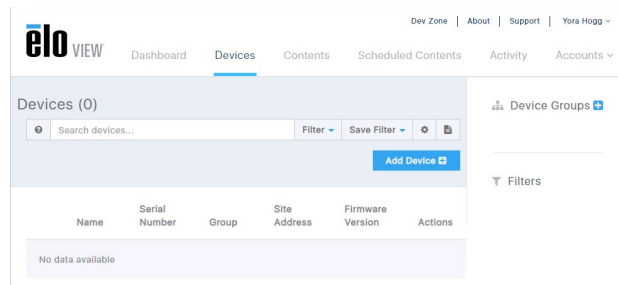
1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Accounts” section, click the **Manage Users** link
3. You are taken directly to the Users tab
4. Click the **Invite Users +** button
5. Specify the user’s email address
6. Assign a role to the user. Optionally, select additional roles.
7. When finished, click the **Done** button
8. An invitation email is sent to the user. They would click the verification link provided to validate their email address.



9. The verification link will take the user to the <https://manage.eloview.com> website to create a user account.
10. They would enter their first name, last name, and a strong password.
11. They would check the “Master Subscription Agreement”
12. They would click the **Create Account** button when done
13. The user is now registered and has access to EloView.

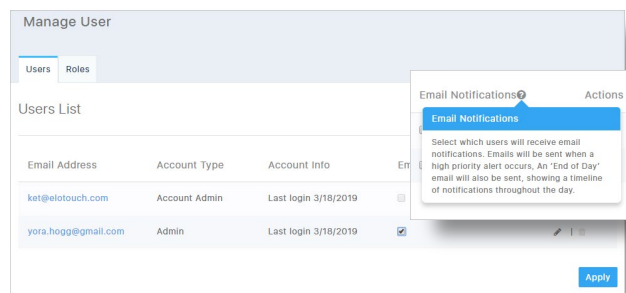


14. In the “Accounts” section, click **Manage Users** link



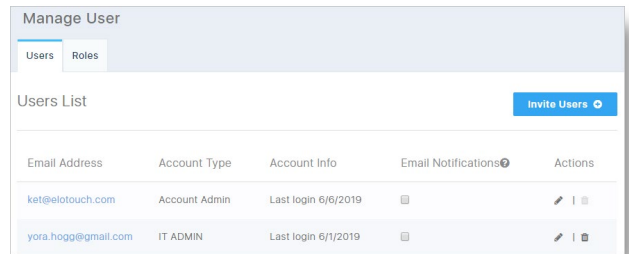
Setting up Email Alerts/Notifications

15. Optionally, for the appropriate users, you can check the “Email Notifications” option to ensure the user is immediately notified when high priority alerts occur plus a daily summary of all notifications throughout the day.
16. Click the **Apply** button when ready.

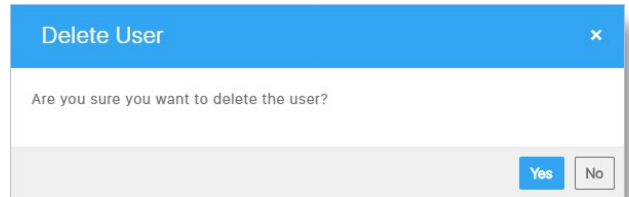


Deleting a User Account

17. To delete a user account, click the **Delete** icon next to the user name



18. Click **Yes** to confirm the deletion.



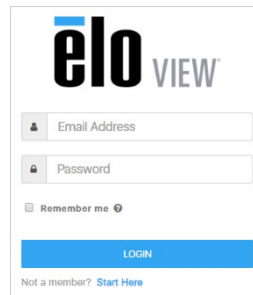


Default Account Settings

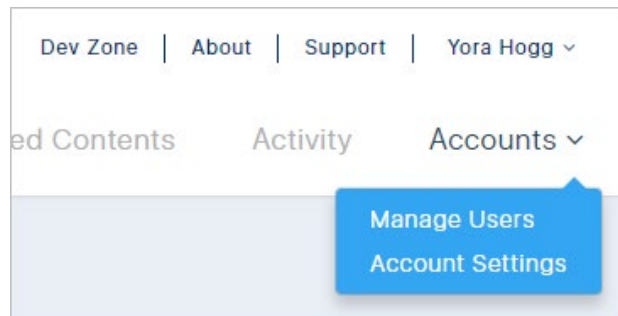
All Elo devices are preconfigured for “kiosk mode” (also known as “EloView mode”) to give users a rich and secure full-screen kiosk experience. The main application or web page is always maintained in the foreground and launches automatically upon bootup. Status and navigation bars are removed. System notifications and popups are hidden. Access to default Android apps and settings are restricted. Even the physical “Home” and “Power” buttons are disabled, along with keyboard shortcuts. Now, most of the settings that constitute kiosk mode, as well as many others, can be adjusted and managed directly from the EloView web portal.

Establish Global Account Settings (Applied to all Devices by Default)

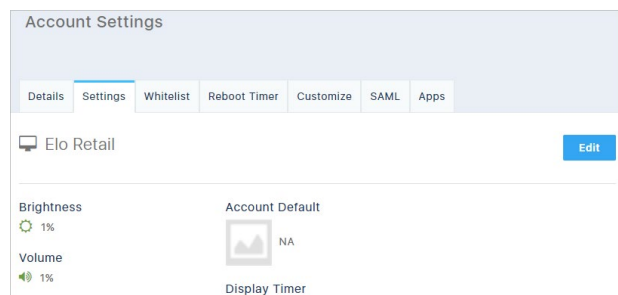
1. Login to the EloView website – <https://manage.eloview.com>



2. In the “Accounts” section, click the **Account Settings** link

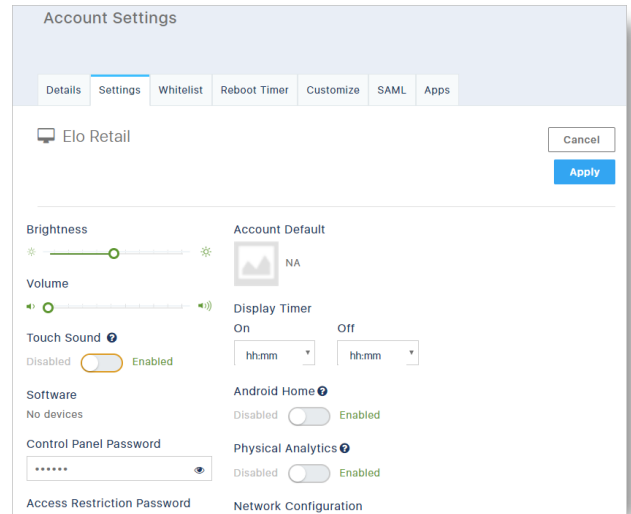


3. Click on the **Settings** tab
4. Click the **Edit** button



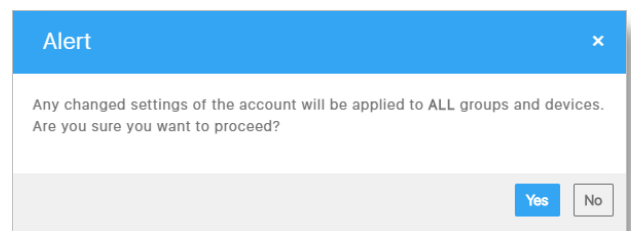
5. Establish all appropriate settings that will apply account-wide (across all groups and devices).

- Brightness
- Volume
- Touch Sound
- Software
- Control Panel Password
- Access Restriction Password
- Language
- Orientation
- Interactive Overlay
- Android Navigation Bar
- NTP URL
- Device Screenshot
- Display Timer
- Android Home
- Physical Analytics
- Network Configuration
- Auto Play
- Home Button
- Power Button
- Delayed Content Deployment
- Wi-Fi
- Virtual Keyboard
- Reboot
- Enterprise Reset
- Custom Value(s)



6. When done, click the **Apply** button.

7. Click the **Yes** button to confirm.





Device Settings Managed by EloView

Below are device settings and functionality that can be managed by EloView. Most of these settings are available at all levels of device management – account (global), group and filter (subset of devices), or individual device.

Settings	Description	Account	Group	Filter	Device
Brightness	Edit brightness on device.	X	X	X	X
Volume	Edit volume on device.	X	X	X	X
Touch Sound	Enables sound when tapping/typing on the device	X	X	X	X
Software Update	Update the device software.	X	X	X	X
Control Panel Password	Use this password to gain full (admin) access to EloView Control Panel on the Elo device.	X	X	X	X
Access Restriction Password	Use this password to gain restricted access to EloView Control Panel on the Elo device. User cannot update the device (OS), access advanced Android Settings.	X	X	X	X
Language	Set Language of device. Languages available: English, Italian, Japanese, Chinese, German, French, Spanish.	X	X	X	X
Orientation	Device orientation – Landscape or Portrait	X	X	X	X
Interactive Overlay	Adds a navigation bar with a home and back button.	X	X	X	X
Android Navigation Bar	Allows access to the app drawer so merchant can navigate to different apps deployed on device.	X	X	X	X
Show Stock Apps	Displays all default Elo Apps and Android apps in the EloView Control Panel.	X	X		X
NTP URL	Overrides the default Network Time Protocol (NTP) server used by Android devices for official time-keeping services – android.pool.ntp.org. For example, you may prefer to use a regional server like “asia.pool.ntp.org” or “pool.ntp.org” to access a cluster of public NTP time servers across the internet.	X	X	X	X
Device Screenshot	View current screenshot of device.	X	X	X	X
Navigation Bar Color	Customize the color of the navigation bar.	X	X		X

Account Default	Default app deployed to newly-registered devices during the auto-provisioning process.	X	X		X
Display Timer (On/Off)	Sets timer on display to turn on and off each day. The "on" time will turn on the device display. The "off" time will turn off the device display.	X	X	X	X
Android Home	Displays the standard Android UI.	X	X	X	X
Physical Analytics	Allows device to collect analytics data to determine application effectiveness as measured by impressions vs. touches. This information is displayed in the EloView Dashboard.	X	X	X	X
Network Configuration	Customize Network configuration	X	X	X	X
Auto Play	Allows the device to side-load applications from USB.	X	X	X	X
Home Button	Allows the physical Home button on the Elo device to behave as intended in Android i.e. display the app drawer.	X	X	X	X
Power Button	Allows the physical Power button on the Elo device to behave as intended in Android i.e. shut down the device.	X	X	X	X
Delayed Content Deployment	When enabled, new content deployed on EloView Portal will be downloaded to device on specific time as set here.	X	X	X	X
Wi-Fi	Enable/Disable Wi-Fi	X	X	X	X
Virtual Keyboard	Enables the virtual keyboard for use on the device	X	X	X	X
Reboot	Reboots the device.	X	X	X	X
Enterprise Reset	Resets data on device	X	X	X	X
Remote Control (TeamViewer)	Allows remote access to device using TeamViewer		X	X	X
Time Zone	Need to establish, especially for logging purposes.	X	X	X	X
GPS Co-ordinate	Establish GPS Coordinates for a device.				X
Add Custom Value(s)	Create custom data fields to store additional information about a device e.g. location (kitchen vs. floor)	X	X	X	X



Device Registration (EloView Web Portal)

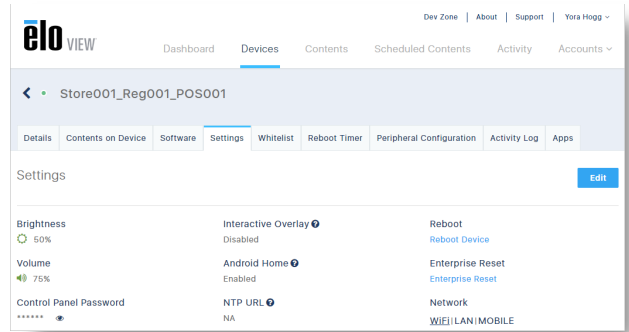
There are two ways to register your devices with EloView – through the EloView web portal or directly from the device. To register a device using the EloView web portal, simply add the device using its serial number along with a unique name. When the device comes online for the first time, it will call home to retrieve instructions. This is a process known as Auto Provisioning and will automatically configure the device settings and install all required applications.

Registering a Device on the EloView Web Portal

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Devices” section, click the **Add Device +** button
3. Enter a unique device name and serial number.
 - Note: device name can be a simple and effective way to filter for devices, so establish a naming convention for your devices wisely. For example, the device name can potentially include store name, store location, device type (POS/Kiosk/KDS), device size (10”/15”/22”/32”), device form factor (desktop/tablet/phone), etc.
4. Click the **Save** button
5. From the device list, click on the device name

<input type="checkbox"/>	Name	Serial Number	Group	Site Address	Firmware Version	Actions
<input type="checkbox"/>	Store001...	G1830427...	NA	Milpitas		

6. Click on the **Settings** tab and verify that all default accounts settings have been applied to the new device.



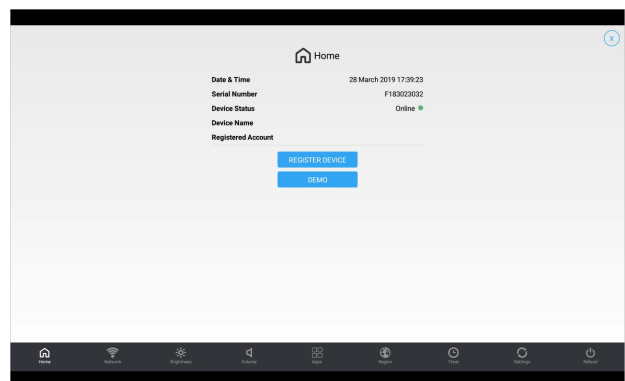
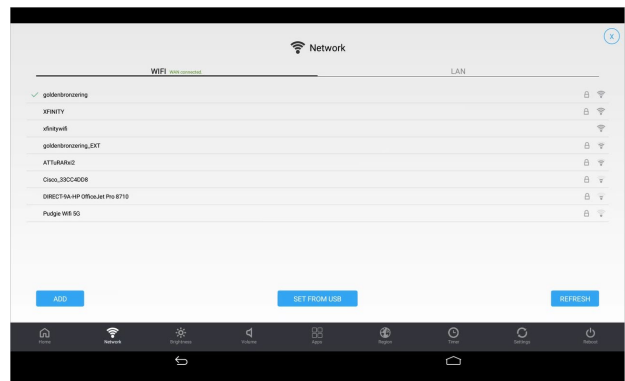
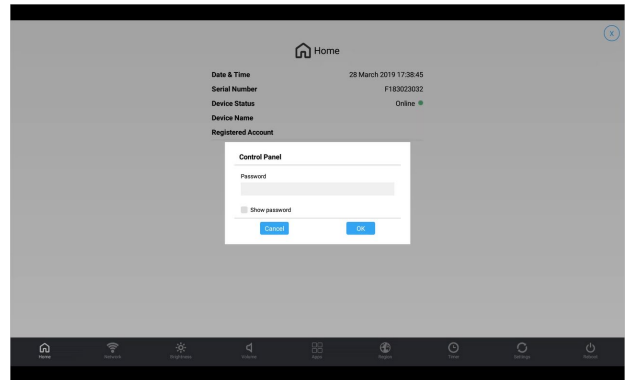


Device Registration (Manually from Device)

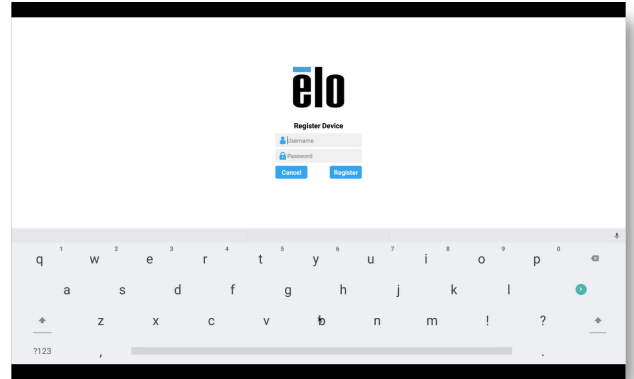
There are two ways to register your devices with EloView – through the EloView web portal or directly from the device. To register a device directly from the device itself, use the EloView Control Panel to logon to the EloView web portal. Once connected, the Auto Provisioning process will start to configure the device settings and install all required applications.

Registering the Device Manually from the Device

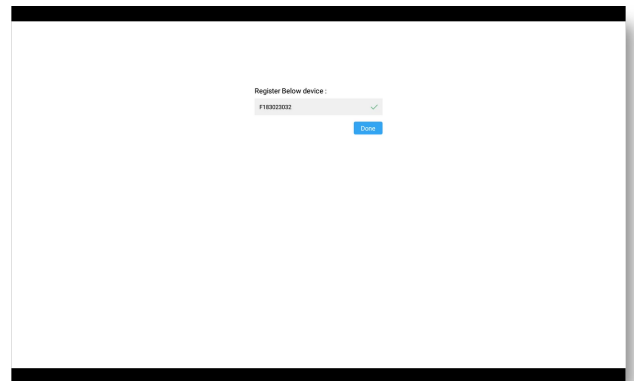
1. On the device itself, access the Control Panel by pressing the physical <Home> and <Power> buttons at the same time.
2. When prompted, enter the default password “1elo” (no quotes)
 - Note: after registration, the default password is overwritten by the Control Panel password specified on the EloView web portal.
3. If necessary, go to the “Network” area to connect to a Wi-Fi network.
4. In the “Home” area, click the **Register Device** button



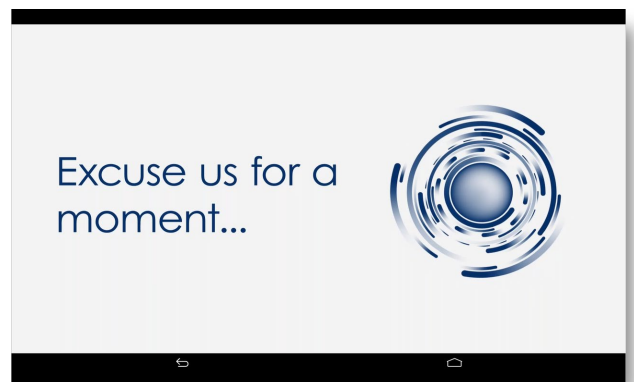
5. Enter your EloView username/password and click the **Register** button



6. Click the **Done** button.



7. The device will start applying device details from the EloView web portal.

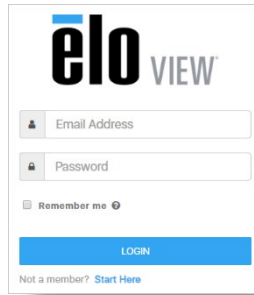


8. When done, the default application will play on the device

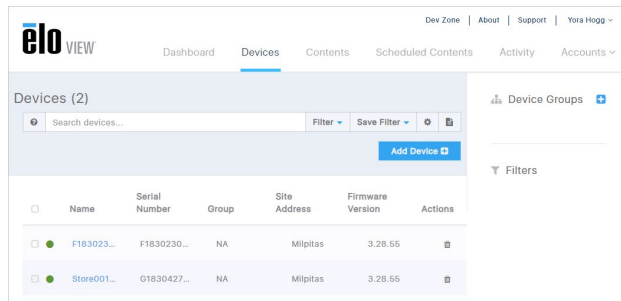


Adding Device Name (and Additional Information)

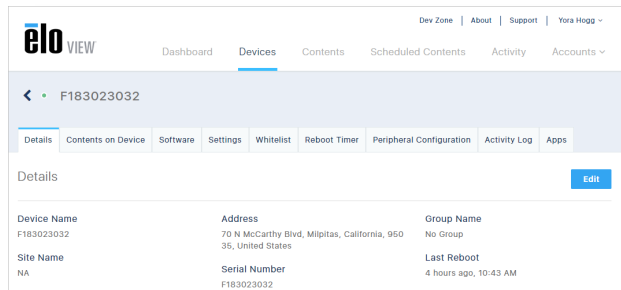
9. Login to the EloView website – <https://manage.eloview.com>



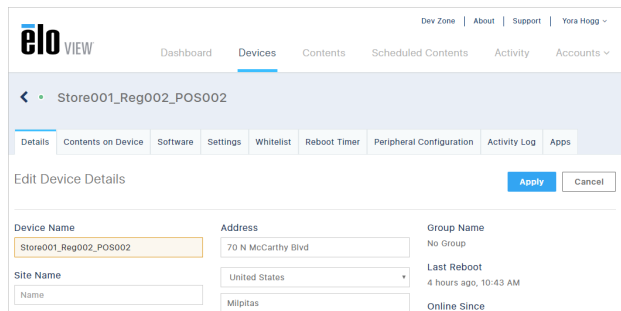
10. In the “Devices” section, the new device is now listed. Click on the device name.



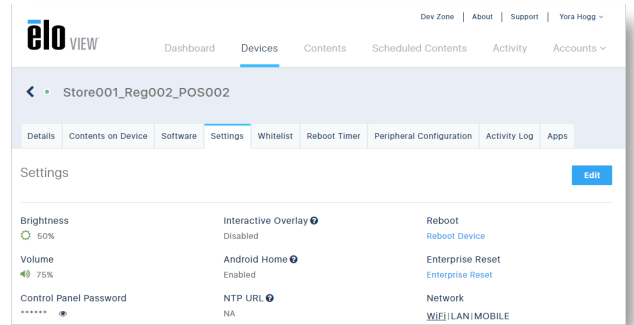
11. On the **Details** tab, click the **Edit** button to edit the device name (optional)



12. When done, click the **Apply** button.



13. Click on the **Settings** tab and verify that all default accounts settings have been applied to the new device.



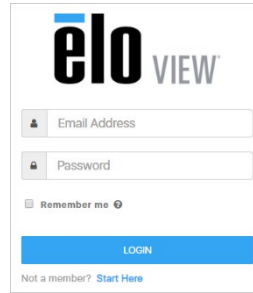


Multiple Device Registration (Using a Device List)

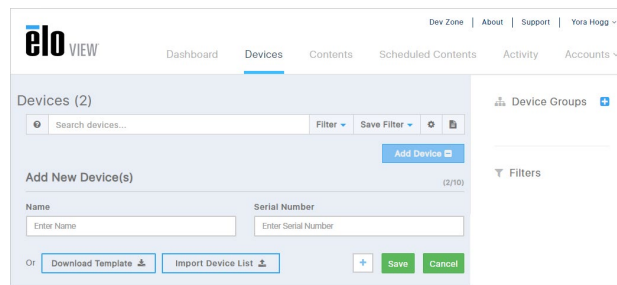
To register multiple devices at once, fill out and import a specially-formatted device list (CSV format).

Downloading the Device List Template

1. Login to the EloView website – <https://manage.eloview.com>

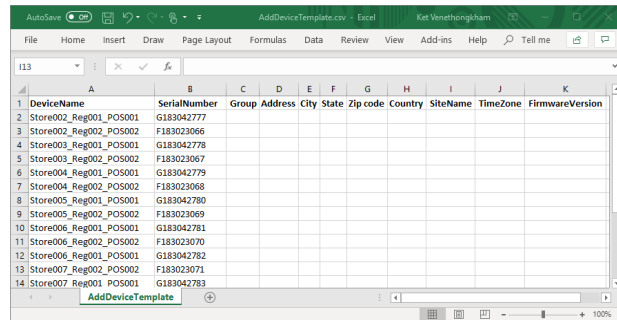


2. In the “Devices” section, click the **Add Device +** button
3. Click the **Download Template** button



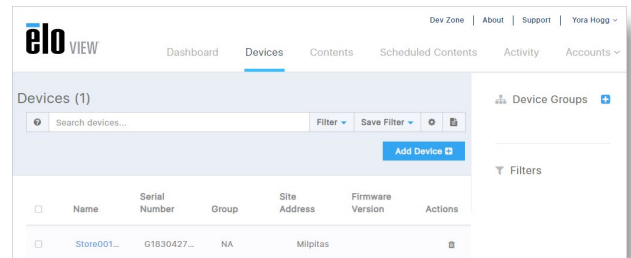
Populating the Device List

4. Open the downloaded AddDeviceTemplate.csv file
5. Using the template as a guide, enter all relevant information and save.
 - Device Name (required)
 - Serial Number (required)
 - Group
 - Address
 - City
 - State
 - Zip code
 - Country
 - Site Name
 - Time Zone
 - Firmware Version



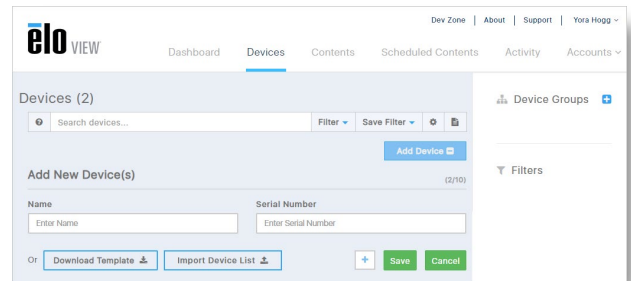
Importing the Device List

6. From the device list, click on the device name

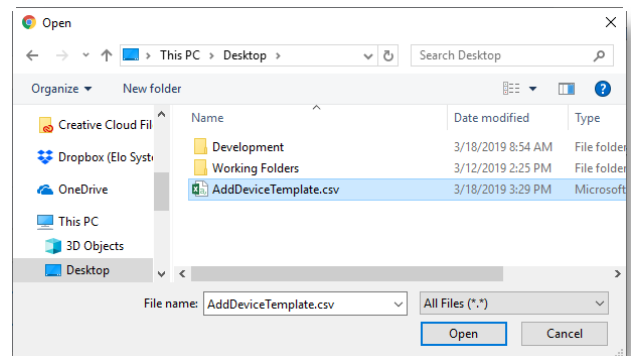


7. In the “Devices” section, click the Add Device + button

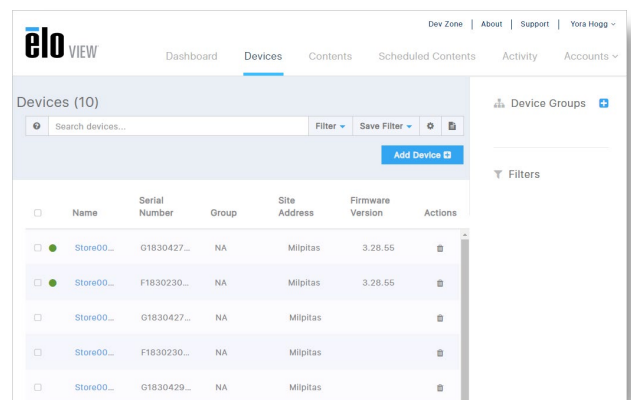
8. Click the **Import Device List** button



9. Browse to the device list and click the **Open** button



10. All devices from the device list have now been registered in EloView.



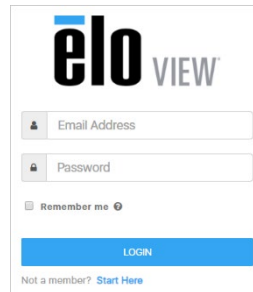


Device Deletion

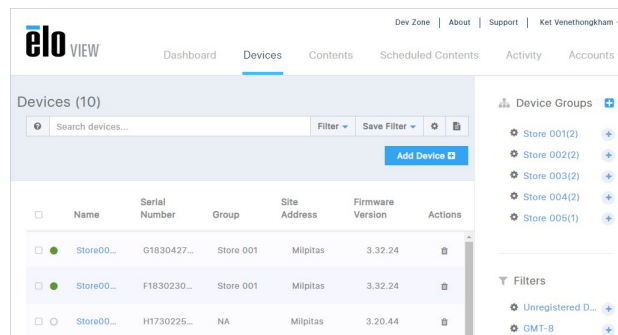
Deleting a single device or a group of devices (within a group or filter) from EloView is a quick and simple process.

Deleting a Single Device

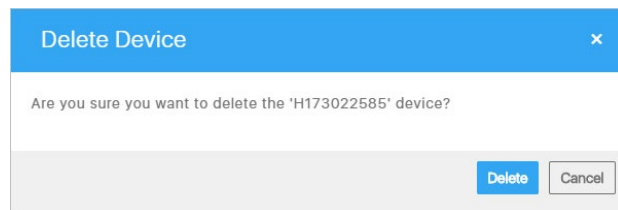
1. Login to the EloView website – <https://manage.eloview.com>



2. In the “Devices” section, click the **Delete** icon next to the appropriate device

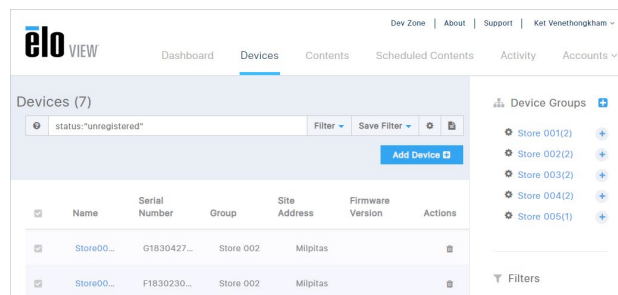


3. Click the **Delete** button to confirm

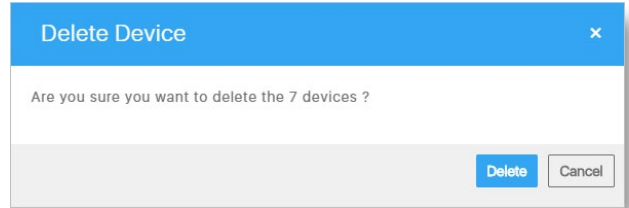


Deleting a Group of Devices (Using an Ad-Hoc Filter)

4. In the “Devices” section, filter for a group of devices
5. Select all devices using the checkbox on the header row
6. Click the **Delete** icon next to the appropriate device

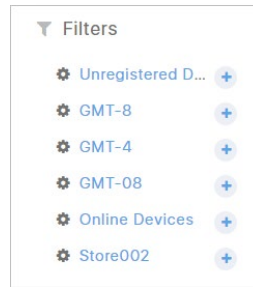


7. Click the **Delete** button to confirm

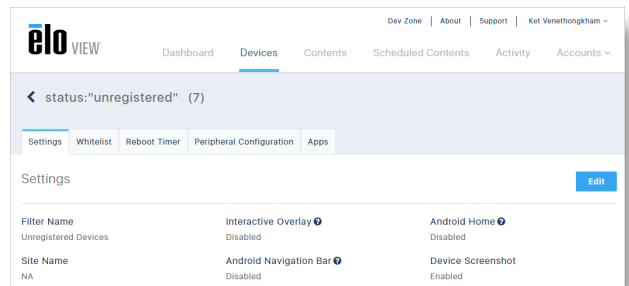


Deleting a Group of Devices (Using a Saved Filter)

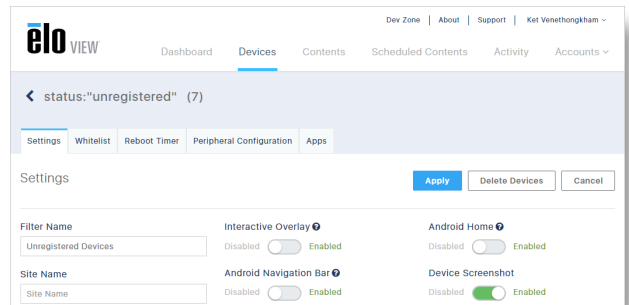
8. In the “Devices” section, click the **Settings** icon next to the appropriate filter



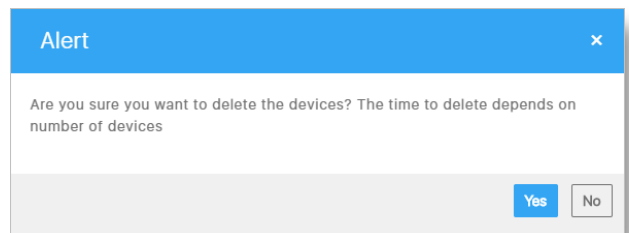
9. Click the **Edit** button



10. Click the **Delete Devices** button

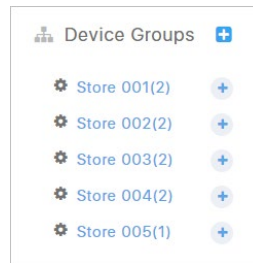


11. Click the **Yes** button to confirm

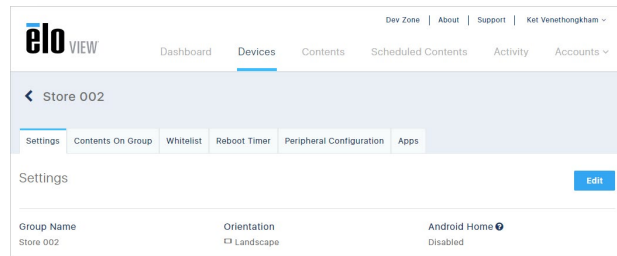


Deleting a Group of Devices (Using a Saved Group)

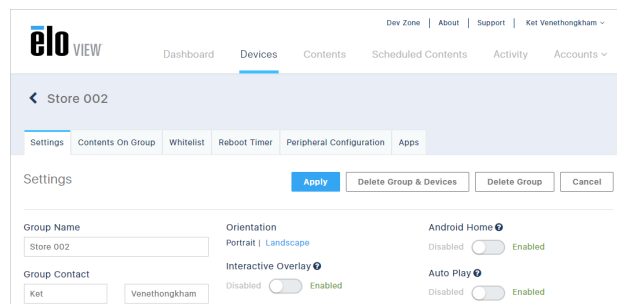
12. In the “Devices” section, click the **Settings** icon next to the appropriate group



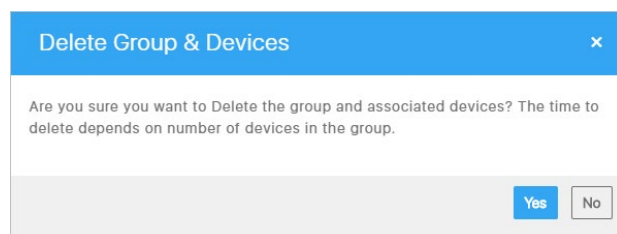
13. Click the **Edit** button



14. Click the **Delete Group and Devices** button



15. Click the **Yes** button to confirm





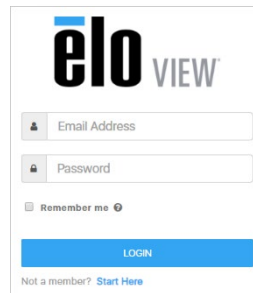
Device Groups

To more-effectively manage devices that share similar settings or applications, put them into the same device group. You can group devices together based on location (store, city, region), business type (retail vs. outlet, bar/restaurant vs. quick service), or even customer account. Once created, a group will initially inherit all default settings from the account. But if changes are made to the group, they effectively overwrite the account-level settings.

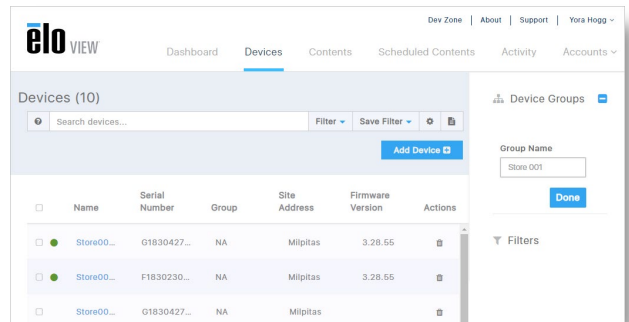
Setting	Account	Group	Device
Brightness	50%	50%	50%
Volume	1%	1%	1%
Orientation	Landscape	Landscape Portrait	Portrait
Virtual Keyboard	Disabled	Disabled Enabled	Enabled

Creating a Device Group and Establishing Group Settings

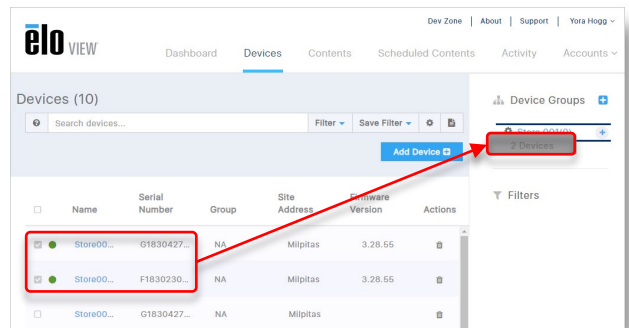
1. Login to the EloView website – <https://manage.eloview.com>



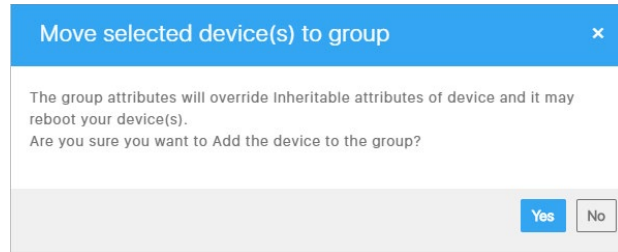
2. In the “Devices” section, click the **Device Groups +** button.
3. Specify a group name and click the **Done** button



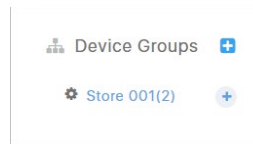
4. Select one or more devices from the device list and drag-and-drop them to the group
 - Note: a device can only be assigned to a single group



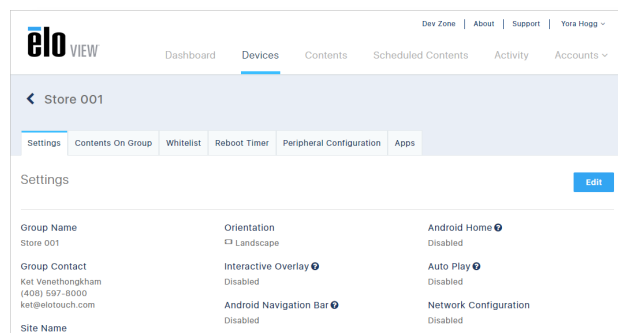
5. Click the **Yes** button to confirm



6. Click the **Settings** icon next to the group name

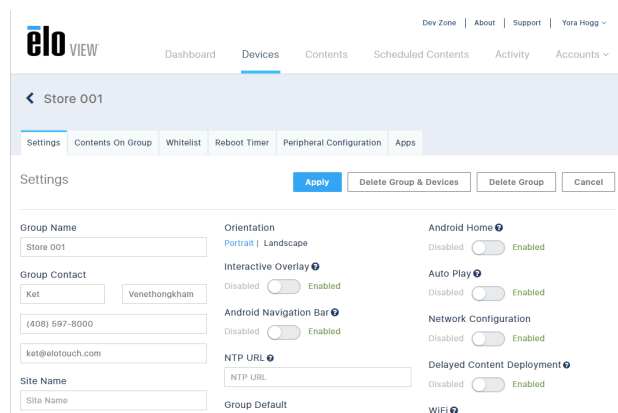


7. On the “Settings” tab, click the **Edit** button



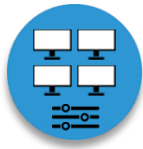
8. Establish all appropriate settings that will apply group-wide (across all devices within the group).

- Group Name
- Group Contact
- Site Name
- Software
- Brightness
- Volume
- Control Panel Password
- Access Restriction Password
- Touch Sound
- Orientation
- Interactive Overlay
- Android Navigation Bar
- NTP URL
- Display Timer
- Physical Analytics
- Remote Control
- Time Zone
- Android Home
- Auto Play
- Network Configuration
- Delayed Content Deployment



- Wi-Fi
- Home Button
- Power Button
- Device Screenshot
- Virtual Keyboard
- Reboot Devices
- Enterprise Reset
- Language

9. When done, click the **Apply** button.



Device Filtering

Over time, the number of devices managed by EloView can easily grow into the hundreds, if not thousands. To quickly and efficiently locate specific devices, just type what you're looking for in the search box. This would work for any information that is typically displayed on the

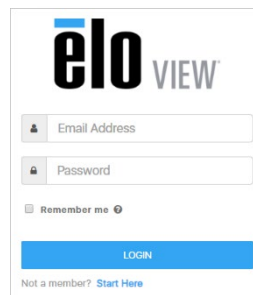
device list screen – name, serial number, group, site address, or firmware version.

For more advanced searches, additional parameters are available for use – location, content, content status, time zone, analytics, online status, and orientation. To help you assemble a query, select a parameter from the drop-down menu and you're presented with a list of valid criteria for the selected parameter. Of course, Boolean operators (AND, OR, and NOT) and quotes (for exact phase) are supported when conducting multi-field searches.

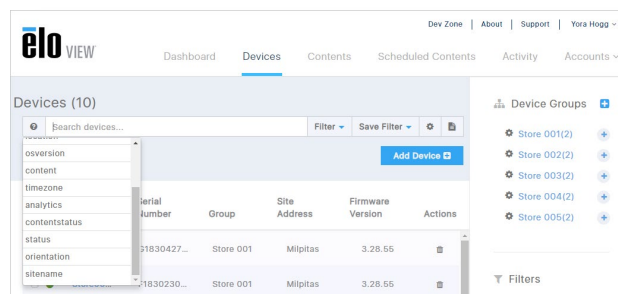
Once you have a filtered list of devices, you can make quick changes to the settings for those devices or deploy new content to them. And for frequently-used searches, you can save the filter (along with search criteria) for future use.

Filtering for Devices

1. Login to the EloView website – <https://manage.eloview.com>



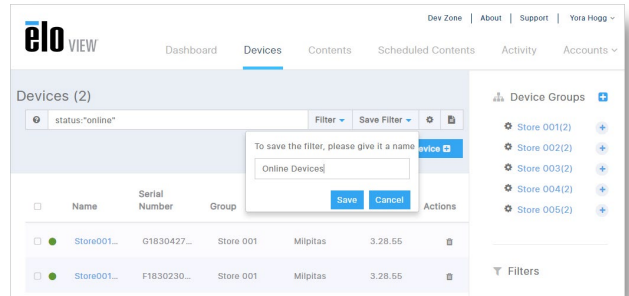
2. In the “Devices” section, click inside the search field and select the “status” option.



- Click inside the search field once again and select the “online” status option.

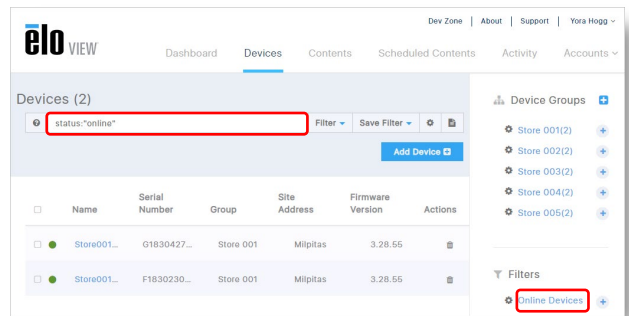


- This device list is now displaying devices which are currently online. Click the **Save Filter** link and specify a name for the filter e.g. Online Devices.



- Click the **Save** button when ready.

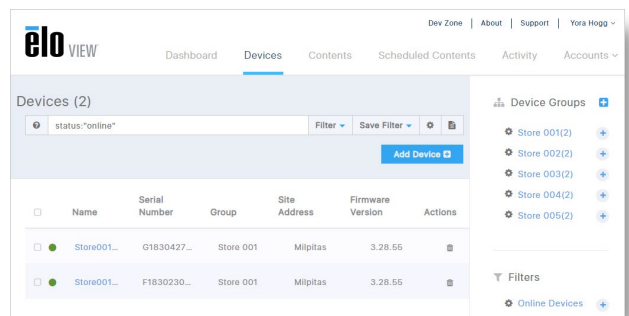
- To clear the filter, click inside the search field and delete the filter criteria.



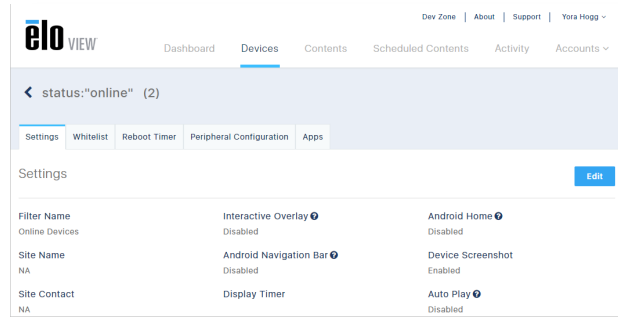
- To reapply the filter, click the filter name in the list of saved filters.

Establishing Settings for a Filtered List of Devices

- To establish settings for the filter, click the **Settings** icon next to the filter name.



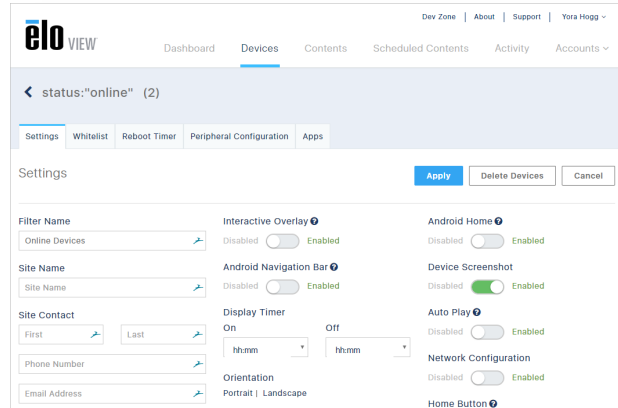
9. On the “Settings” tab, click the **Edit** button



10. Establish all appropriate settings that will apply to matching devices.

- Note: settings changed within a filter are not saved as part of the filter. They are only used to quickly modify settings for a group of devices at once.

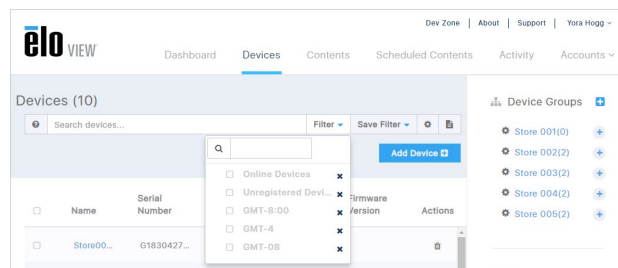
11. When done, click the **Apply** button.



Deleting Filters

12. To delete a saved filter, in the “Devices” section, click the Filter drop-down menu.

13. Click the delete (X) icon next to the filter name to delete the filter





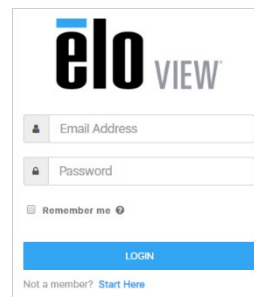
Filter Profiles

Filter Profiles allow you to create a subset of devices within a group or filter, giving you even more granular control over device settings. Moreover, settings established as part of a filter profile are automatically locked for that subset of devices. That means they cannot be overwritten by subsequent changes made at the filter, group, or account levels. And if a device is part of multiple filter profiles, the first filter profile to change a given setting wins. That setting is immediately locked and cannot be edited by other filter profiles.

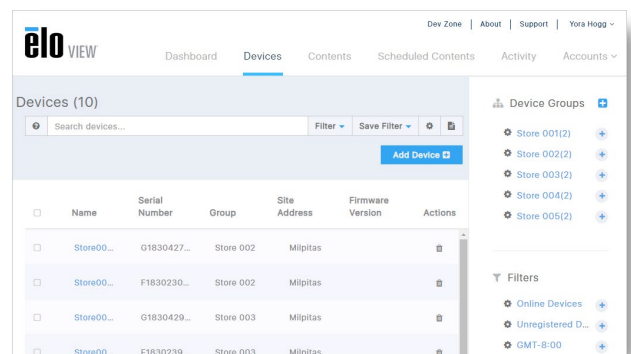
Setting	Group	Filter Profile	Device
Brightness	50%	50%	50%
Volume	1%	1%	1%
Orientation	Landscape	Landscape Portrait	Portrait
Virtual Keyboard	Disabled	Disabled	Disabled

Creating a Filter Profile (for a Group or Filter) and Lock Settings

1. Login to the EloView website – <https://manage.eloview.com>

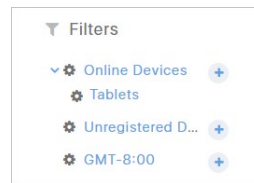


2. In the “Devices” section, click the **plus sign (+)** next to a group or filter.



3. Specify a name for the filter profile
4. Specify a filter for the filter profile
5. Click the **Save** button

6. To establish settings for the filter profile, click the **Settings** icon next to the filter profile name



7. On the “Settings” tab, click the **Edit** button

8. Establish all appropriate settings that will apply to the subset of devices within the group or filter. Modified settings are automatically locked for that subset of devices and cannot be overwritten by subsequent changes.

- Filter Name
- Site Name
- Site Contact
- Brightness
- Volume
- Control Panel Password
- Access Restriction Password
- Time Zone
- Physical Analytics
- NTP URL
- Interactive Overlay
- Android Navigation Bar
- Display Timer
- Orientation
- Language

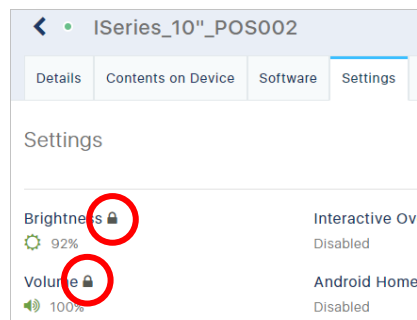
- Android Home
- Device Screenshot
- Auto Play
- Network Configuration
- Home Button
- Power Button
- Delayed Content Deployment
- Wi-Fi

9. When done, click the **Save & Apply** button.

10. The filter profile settings will only display those settings that have been modified.



11. For a device that is part of the Filter Profile, note that those settings are locked and cannot be modified.

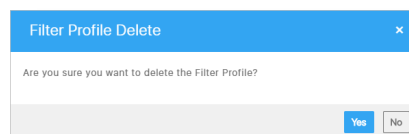


Deleting a Filter Profile to Unlocked Settings

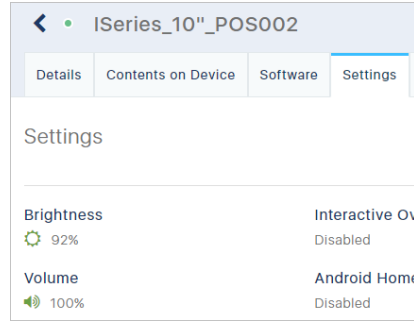
12. To remove previously-established filter profile settings, edit the filter profile and click the **Delete Filter** button.



13. Click **Yes** to confirm



14. For a device that was previously part of the Filter Profile, note that those settings are now unlocked and can be modified.



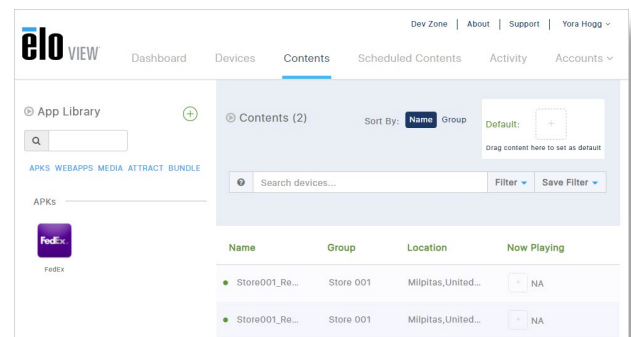
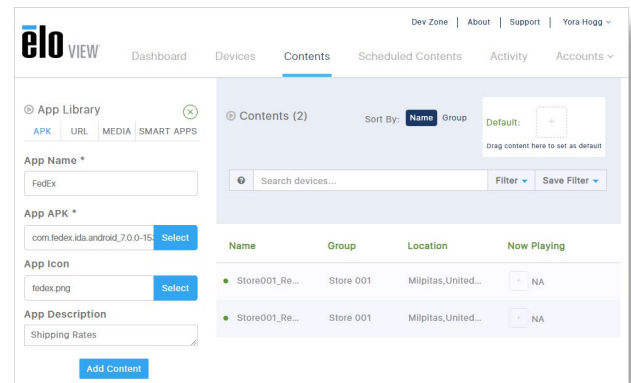
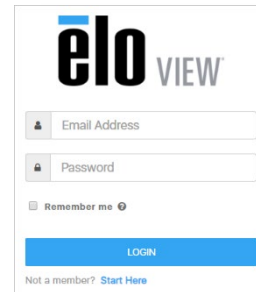


Content Uploads (App Library)

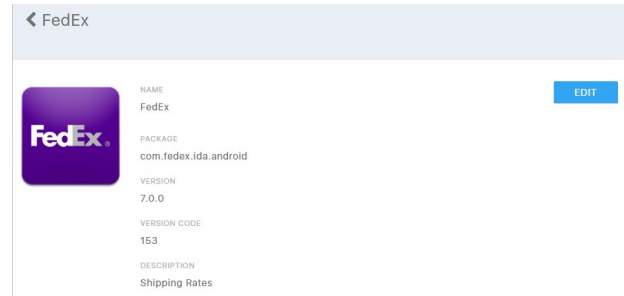
With EloView, you have complete control over what's running on your devices. Start by uploading content to the App Library. EloView supports Android Apps (APKs), websites and web applications, as well as media files (MP4, PNG, JPG, PDF, and TXT). You can even setup an attract loop that automatically runs when the device is not in use, typically to encourage customers to interact with the device.

Adding an Android App (APK)

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Contents” area, click the **Plus Sign (+)** in the App Library
3. By default, you have the option to add an application (APK). Specify the following:
 - The application name
 - Note: some people include the app version in the name to allow for quick searches of devices by app name and version
 - Browse to the APK file
 - Browse to the APK icon file
 - A short description of the application
4. Click the **Add Content** button when ready
 - Note: it may take a few minutes to upload the new application to the App Library.
5. If successful, the new application will be displayed in the App Library under APKs.
6. To edit or delete the application, double-click the icon in the App Library.



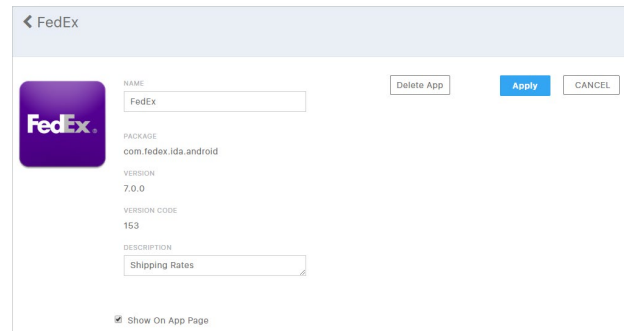
7. Click the **Edit** button



8. Edit the application name and/or description and then click the **Apply** button

9. Select the “Show on Apps Page” setting to have the app displayed in the “Apps” section of the device Control Panel.

10. To delete the application, click the **Delete App** button



Adding a Website/Web Application

11. In the “Contents” area, click the **Plus Sign (+)** in the App Library

12. Click the **URL** link

13. Use the switch to choose the appropriate web app type:

- Web (online website)
- Local (local HTML file)

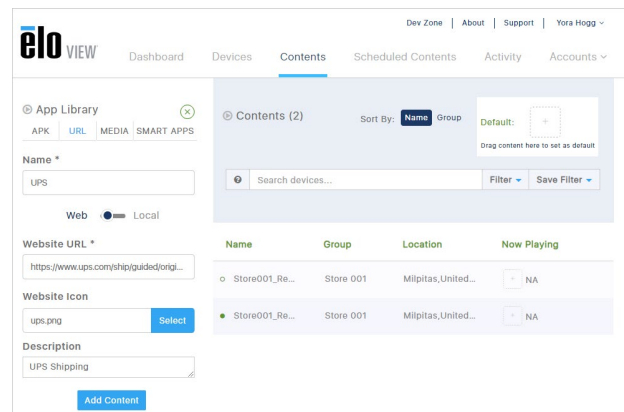
14. For a website, specify the following:

- The website name
- The website address (URL)
- Browse to the website icon file
- A short description of the website

15. For a local web application, specify the following information:

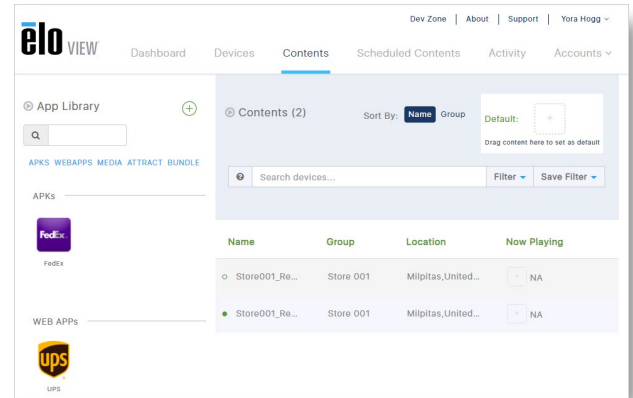
- The web app name
- The web app upload folder (this is a single zip file of all web application files, folders, and subfolders)
- The web app home page (located within the zip file)
- Browse to the website icon file
- A short description of the website

16. Click the **Add Content** button when ready

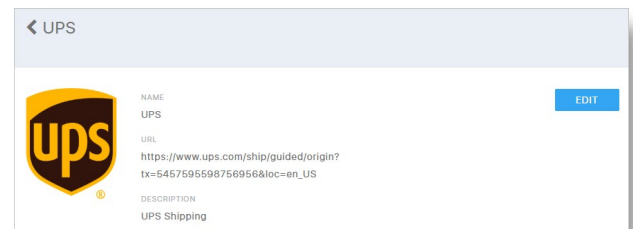


17. If successful, the new website will be displayed in the App Library under WEB APPS.

18. To edit or delete the website, double-click the icon in the App Library.

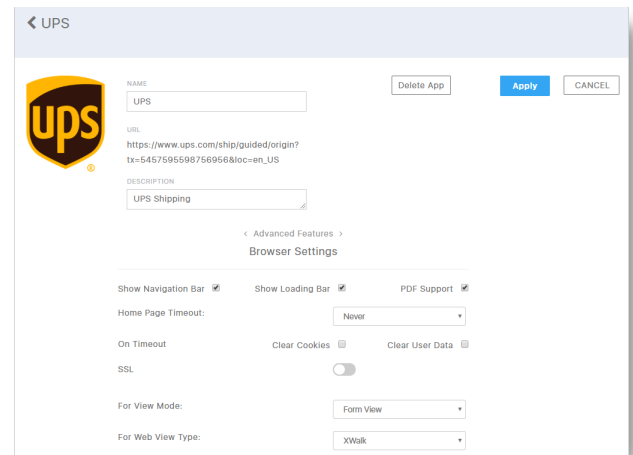


19. Click the **Edit** button



20. Make all necessary changes to the website in order to enhance performance, customize the user interface and clear browser data:

- Website name and/or description
- Show/hide the navigation bar
- Show/hide the loading bar
- Support/Not Support PDF documents
- Establish a timeout period (inactive time) after which the system will return to the home page
- Designate a View Mode – Full View or Form View. Select “Form View” for automatically scrolling within the website.
- Web View Type – choose the browser rendering engine to use. Select “Native” to use the default Android Chrome-based WebView (WebKit). Select “Xwalk” to use the Crosswalk WebView. Crosswalk is effectively a modified version of Chromium, the open source basis of the Google Chrome browser, and provides better performance, more video codec support and HTML5 features like WebGL, WebRTC, IndexedDB, Web Sockets, CSS3. Moreover, it has been optimized for running continuous display devices.
- User Agent – choose which browser (version and operating system) to use. Default user agent is Mozilla/5.0 (Linux; Android 7.1; EloView 2.0/MSM8953) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.68 Mobile Safari/537.36.
- Append information (site name, device name, or serial number) to the website address. This is considered a Smart URL and allows you to track individual device use and potentially customize the website experience for each device. For example, smart URLs can be used to display a store’s inventory.
- Enable/disable the hardware layer to speed up buffering of online videos



- Enable/disable the virtual keyboard
- Enable/disable SSL
- When done, click the **Apply** button

Adding a Media File (Zip File, MP4, etc.)

21. In the “Contents” area, click the **Plus Sign (+)** in the App Library

22. Click the **MEDIA** link

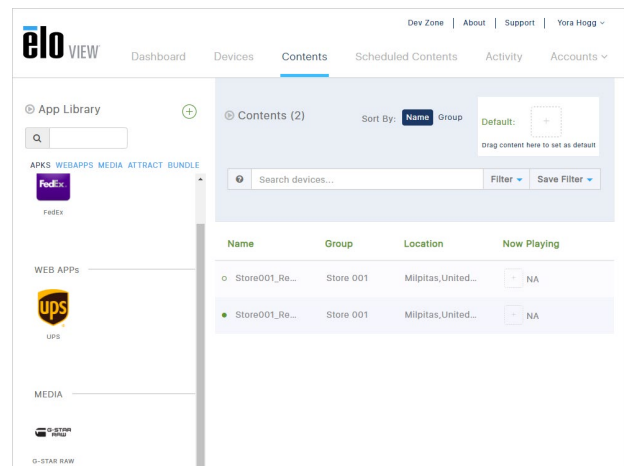
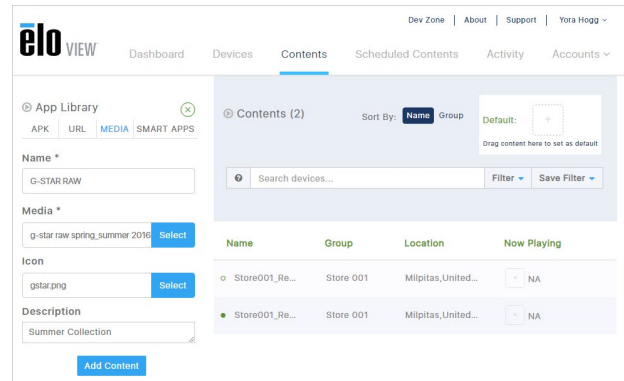
23. Specify the following:

- The media file name
- Browse to the media file
- Browse to the media icon file
- A short description of the media file

NOTE: make sure to create a zip file for any miscellaneous data packages (e.g. configuration files) before uploading to the App Library. Once deployed to devices, this miscellaneous data will be store in this location:
/sdcard/elo/downloaded_content/slides/media.

24. Click the **Add Content** button when ready

25. If successful, the new application will be displayed in the App Library under MEDIA.



Adding Customer “Attract” Loop (Screensaver Mode)

26. In the “Contents” area, click the **Plus Sign (+)** in the App Library

27. Click the **SMART APPS** link

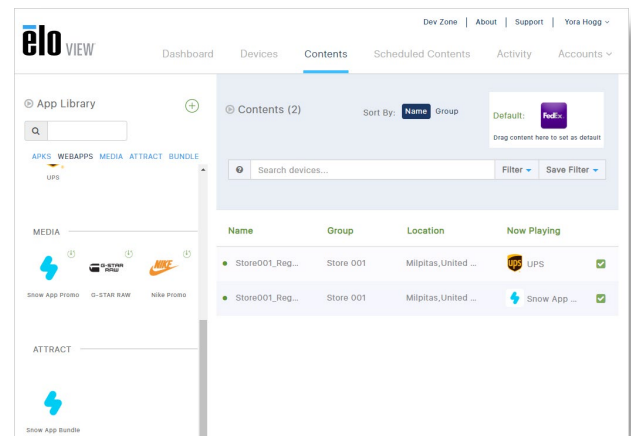
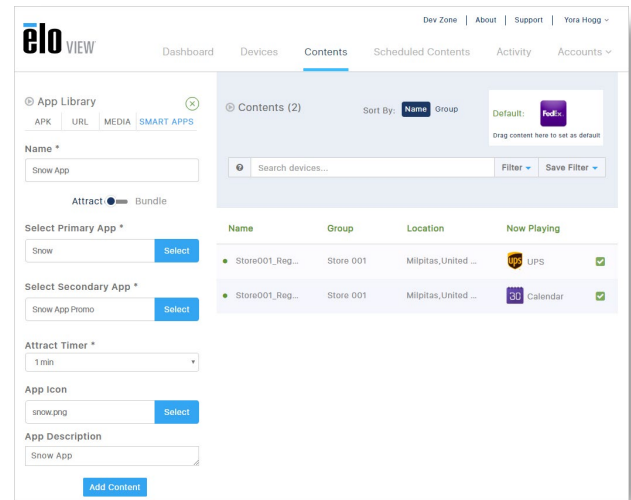
28. Select the **Attract** Smart App Type

29. Specify the following:

- Browse to the primary application
- Browse to the secondary customer “attract” loop (screensaver) designed to encourage users to interact with the display
- Set the attract timer i.e. how many minutes of inactivity before the “attract” content plays automatically
- Browse to the attract icon file
- A short description of the application bundle

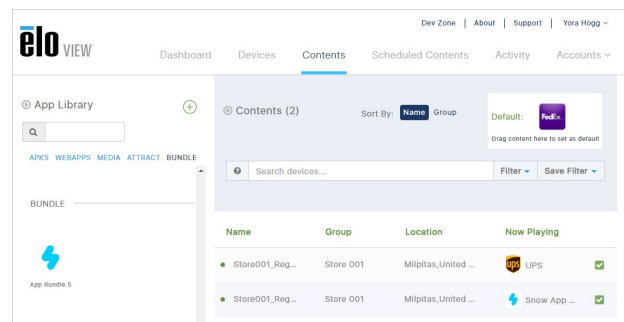
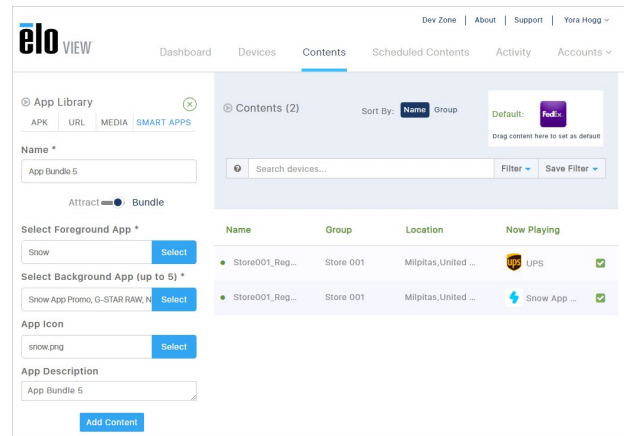
30. Click the **Add Content** button when ready

31. If successful, the new primary + attract combination will be displayed in the App Library under ATTRACT.



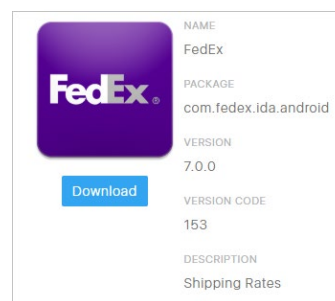
Adding a Content "Bundle"

32. In the "Contents" area, click the **Plus Sign (+)** in the App Library
33. Click the **SMART APPS** link
34. Select the **Bundle** Smart App Type
35. Specify the following:
 - Browse to the foreground application
 - Browse and select up to five background apps
 - Browse to the bundle icon file
 - A short description of the application bundle
36. Click the **Add Content** button when ready
37. If successful, the new bundle will be displayed in the App Library under BUNDLE.



Downloading Content from the App Library

38. To download content, double-click the icon in the App Library
39. Click the **Download** button



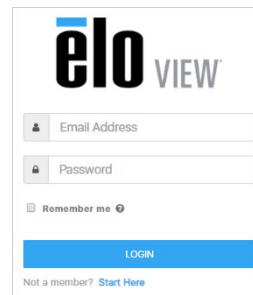


Content Deployment

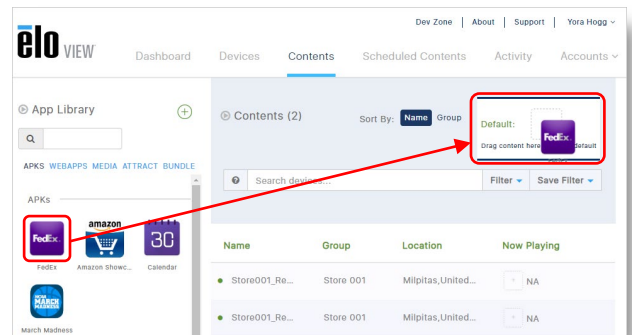
Once uploaded to the App Library, content can be quickly and easily pushed down to devices using a simple drag-and-drop process. Deploy (publish) content system-wide to all devices, to a group of devices, to a filtered list of devices, or to individual devices.

Publishing Content System-Wide (All Devices) and Establishing a Default Application

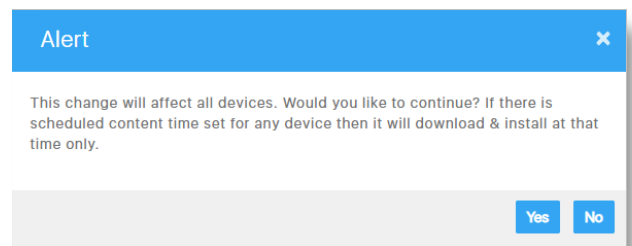
1. Login to the EloView website – <https://manage.eloview.com>



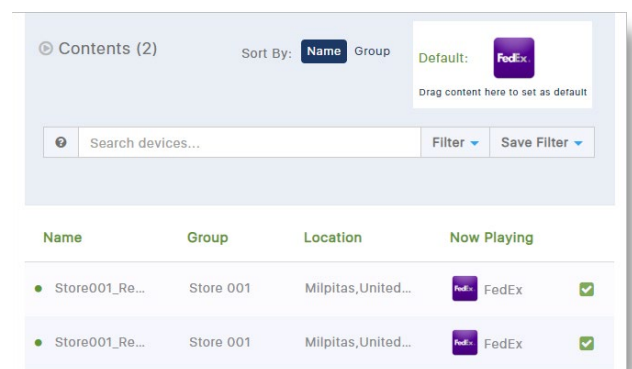
2. In the “Contents” area, drag-and-drop the content to the “Default” box.



3. Click **Yes** to confirm.

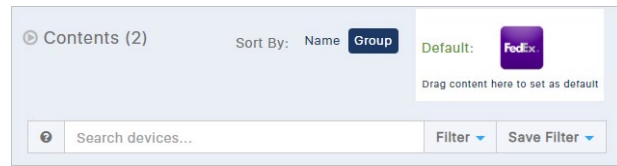


4. If successfully published, a green arrow appears next to the device name.

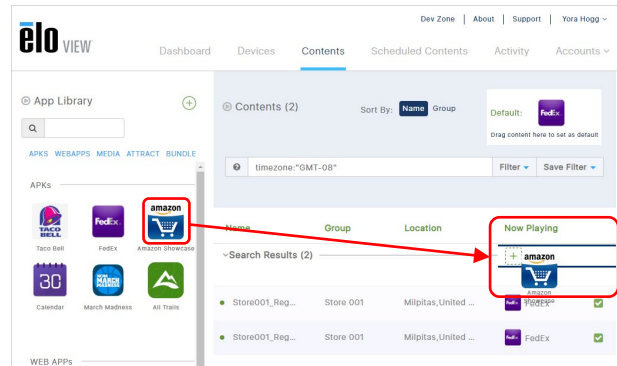


Publishing Content Group-Wide (All Devices Within a Group)

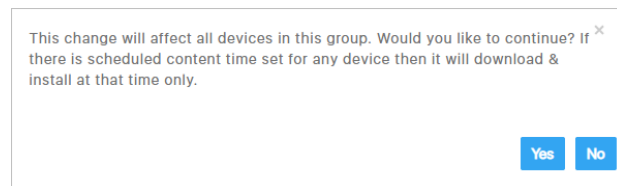
5. In the “Contents” area, sort by group



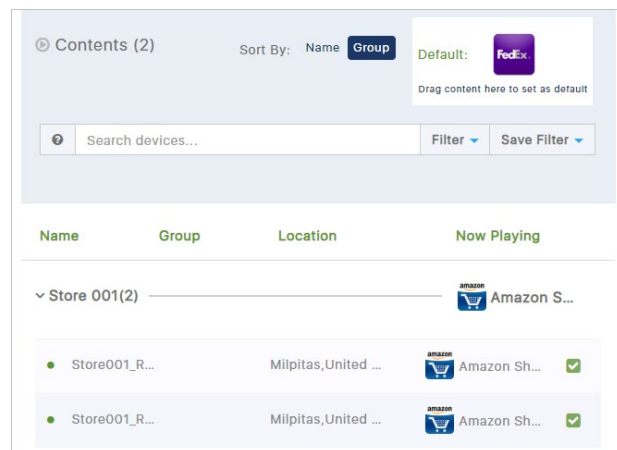
6. Drag-and-drop the content “Now Playing” box.



7. Click **Yes** to confirm.

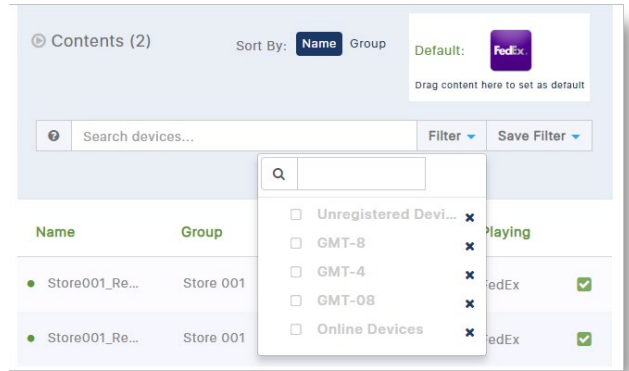


8. If successfully published, a green arrow appears next to the group’s device names.

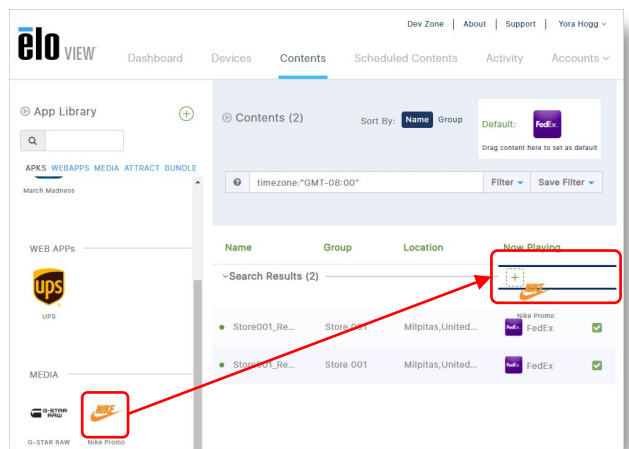


Publishing Content to a Filtered List of Device

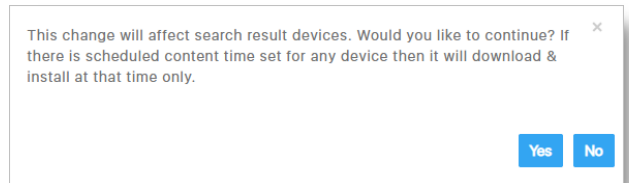
- In the “Contents” area, select a saved filter (or create a new filter)



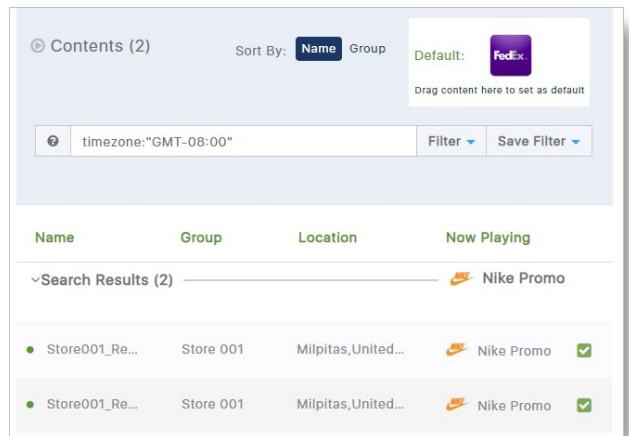
- Drag-and-drop the content “Now Playing” box.



- Click **Yes** to confirm.

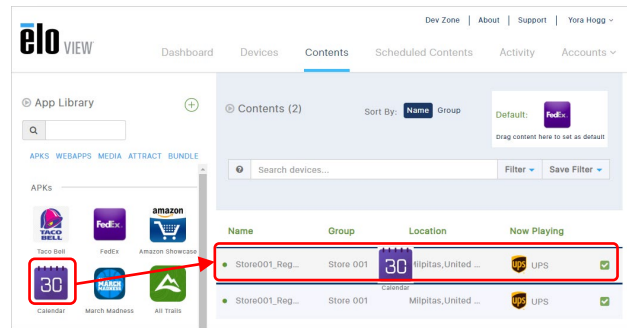


- If successfully published, a green arrow appears next to the filtered list of device names.

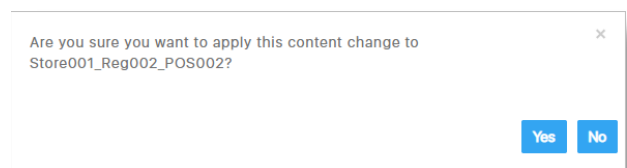


Publishing Content to a Single Device

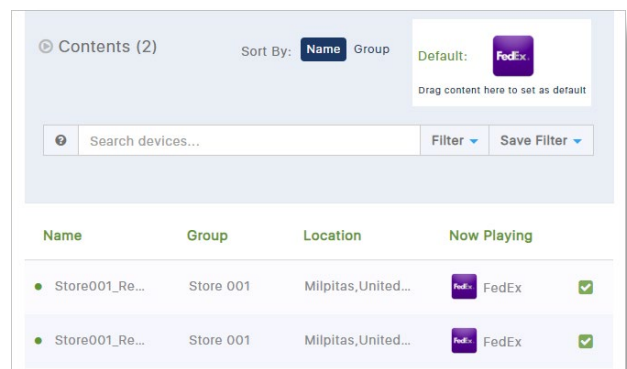
13. In the “Contents” area, drag-and-drop the content to the appropriate device in the list.



14. Click **Yes** to confirm.



15. If successfully published, a green arrow appears next to the device name.





Scheduled Content

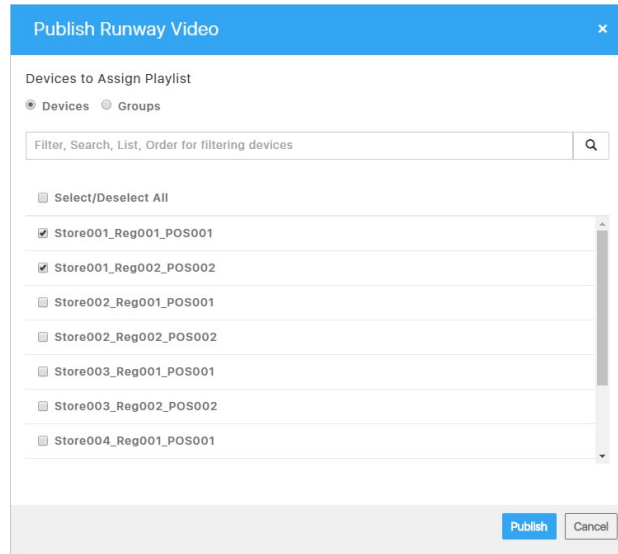
Like software updates, sometimes it's more appropriate to schedule content to be deployed at a specific time.

Scheduling Content to be Published

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Scheduled Contents” area, click the **Create Content Schedule +** button
3. Give the scheduled content a name
4. Select the content (application, website, media, bundles, etc.) to be published – Step 1
5. Browse to the content icon file
6. Specify when the content should start/stop playing – Step 2
7. When ready, click the **Save and Publish** button

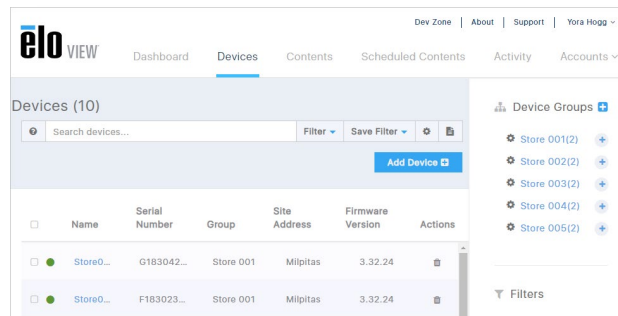
8. Select the device(s) or group of devices to play the content

9. Click the **Publish** button



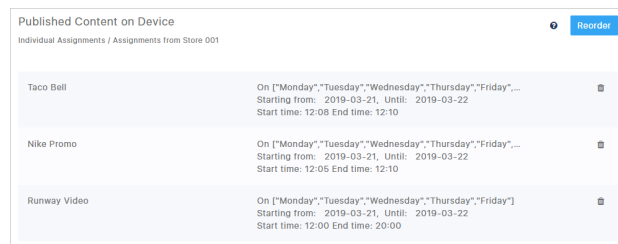
Viewing Currently Scheduled Content

10. In the “Devices” area, select a device that is scheduled to play the content



11. On the “Contents on Device” page, a listing of all scheduled content is displayed. If necessary, you can delete or reorder (re-prioritize) the content scheduled for this device.

- Note: if conflicting schedules exist, the higher schedule takes priority



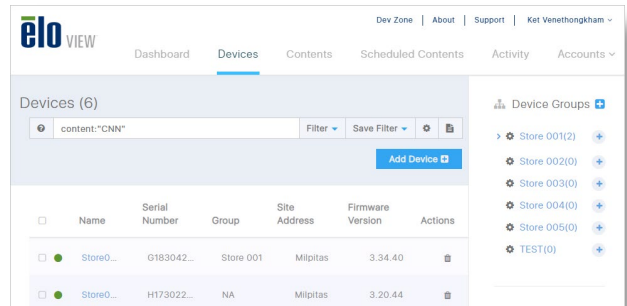
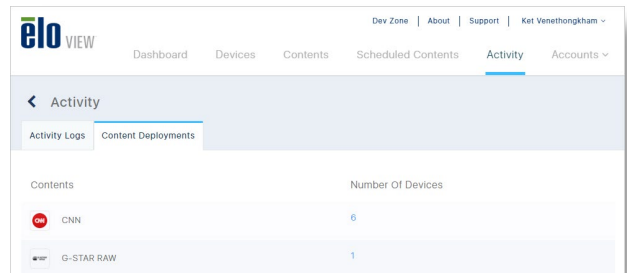
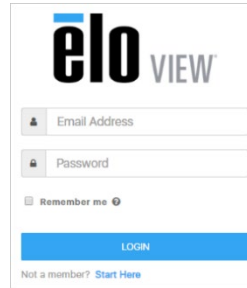


Content Deployment Status

Once content has been deployed to your devices, there are several different ways to check their current status.

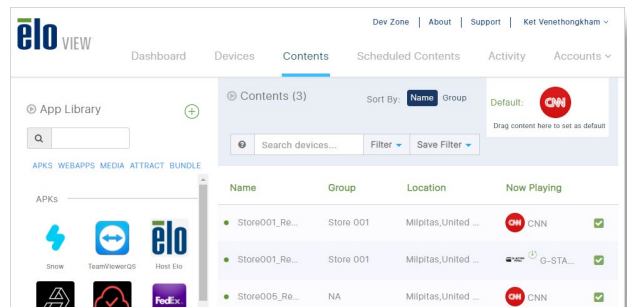
Checking Deployment Status in the Activity Area

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Activity” area, go to the “Content Deployments” page
3. Next to each content item is the number of devices the content has been deployed to. Click on a “Number of Devices” value to see the devices
4. Displayed is a list of devices the content has been deployed to.



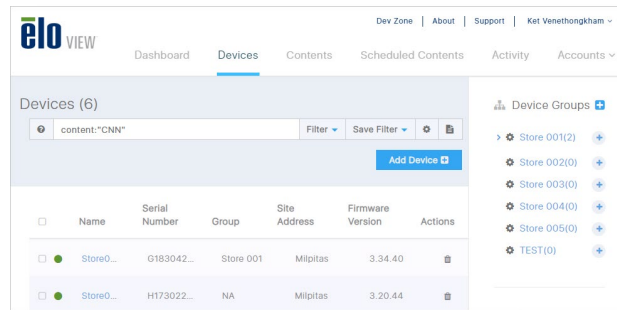
Checking Deployment Status in the Content Area

5. In the “Content” area, search/filter for the appropriate group or device
6. Next to each device is the name of the content currently playing on the device along with status.

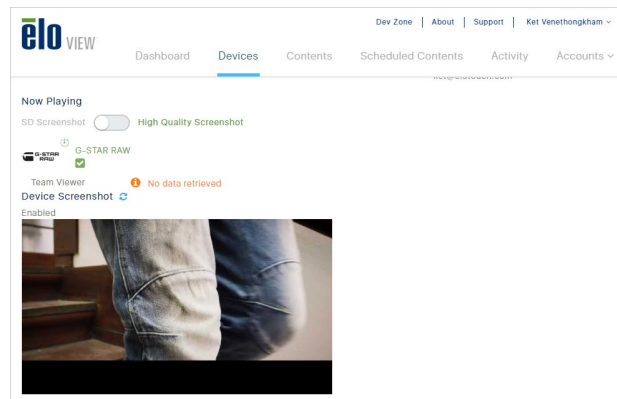


Checking Deployment Status in the Devices Area

7. In the “Devices” area, select the appropriate device

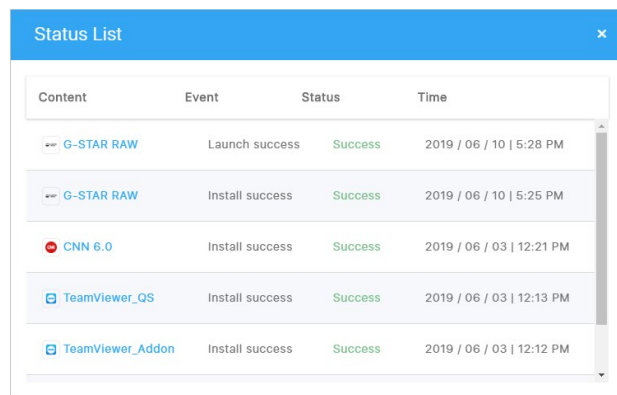


8. On the “Details” page, scroll down to see the content currently playing on the device along with status.



9. Additionally, click the **Status** button (green checkmark) next to the content name.

10. This window displays a list of all applications previously installed and launched on the device.



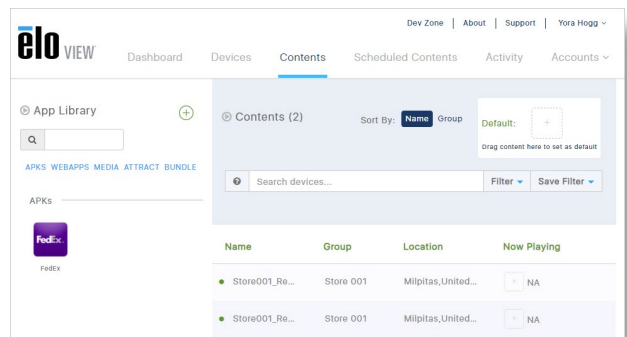
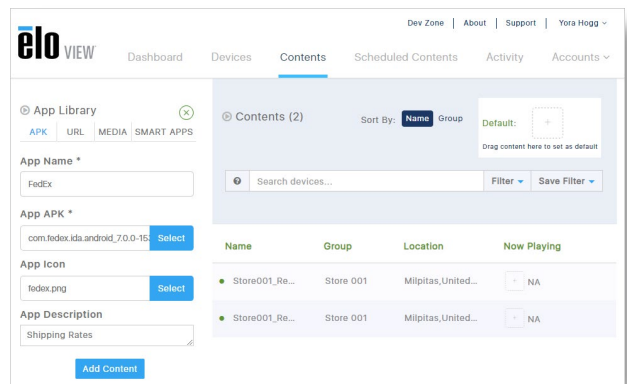
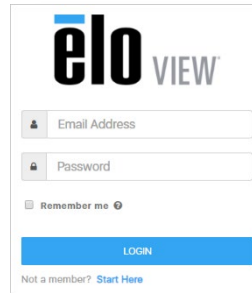


Application Update Delivery Process

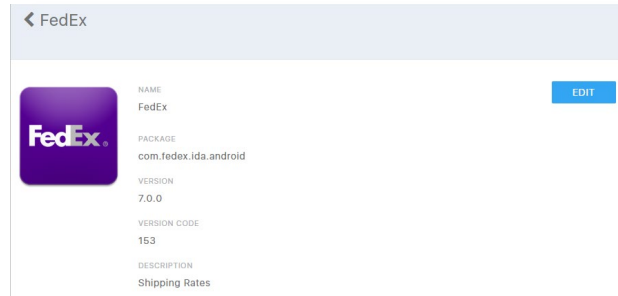
All software applications evolve over time – to fix existing bugs, add new features and functionality, to enhance performance and security, or to adapt to changing customer needs and requirements. The following sequence describes the best practice for using EloView to manage and deliver application updates to Elo devices.

Adding an Android App (APK)

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Contents” area, click the **Plus Sign (+)** in the App Library
3. By default, you have the option to add an application (APK). Specify the following:
 - The application name
 - Note: some people include the app version in the name to allow for quick searches of devices by app name and version
 - Browse to the APK file
 - Browse to the APK icon file
 - A short description of the application
4. Click the **Add Content** button when ready
 - Note: it may take a few minutes to upload the new application to the App Library.
5. If successful, the new application will be displayed in the App Library under APKs.
6. To edit or delete the application, double-click the icon in the App Library.



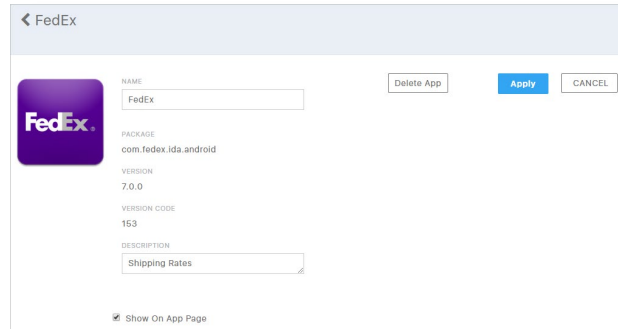
7. Click the **Edit** button



8. Edit the application name and/or description and then click the **Apply** button

9. Select the “Show on Apps Page” setting to have the app displayed in the “Apps” section of the device Control Panel.

10. To delete the application, click the **Delete App** button



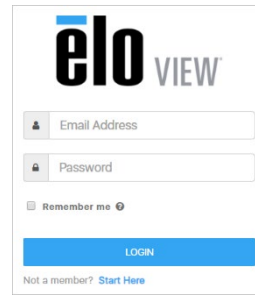


Sideload Apps

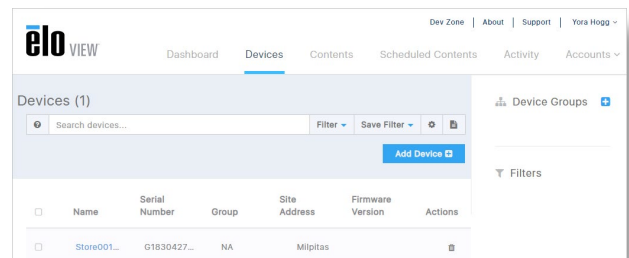
Even though it's more convenient to deploy applications using the EloView web portal, you can still, when necessary, sideload applications directly on the device.

Enabling Auto Play Setting

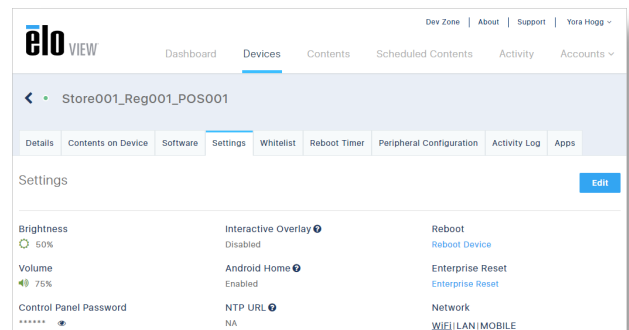
1. Login to the EloView website – <https://manage.eloview.com>



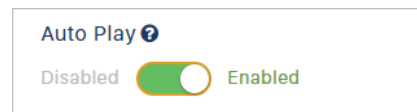
2. From the device list, click on the appropriate device



3. On the **Settings** tab, click the **Edit** button



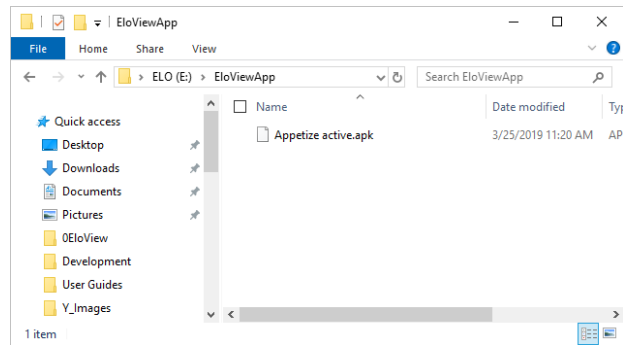
4. Enable the “Auto Play” setting. This will allow the device to automatically install apps via a USB key placed in the device’s USB port.



5. Click the **Apply** button when ready

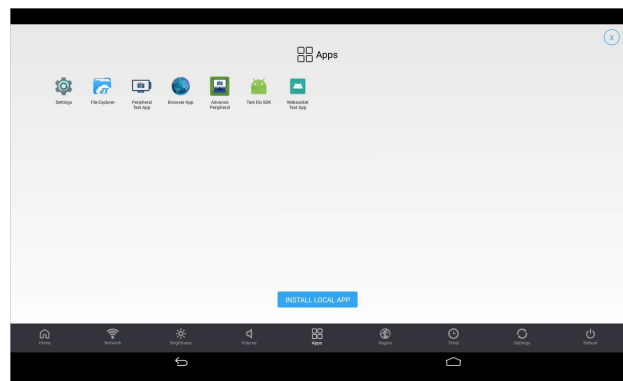
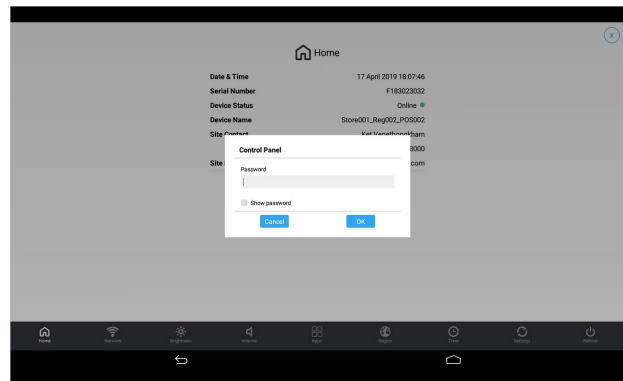
Preparing USB Thumb Drive

6. Format the USB thumb drive using the “FAT32” file system option
7. On the USB thumb drive, create a “EloViewApp” folder
8. Copy the Android application (APK) to this folder
9. Insert the thumb drive into an available port on the Elo device

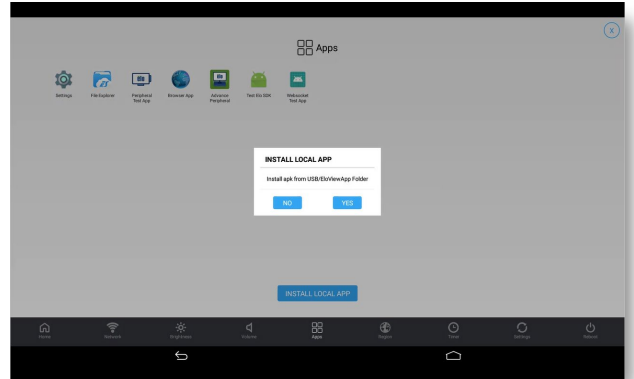


Manually Installing Android App (APK)

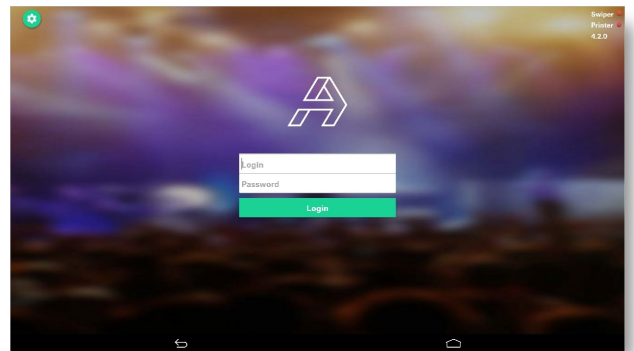
10. On the device, access the Control Panel button by pressing the <Home> and <Power> buttons at the same time. If necessary, enter the password
 - Default password is “1elo” unless you changed it in EloView
11. In the “Apps” area, click the **Install Local App** button



12. Click the **YES** button to install the app



13. The application will automatically run after installation.



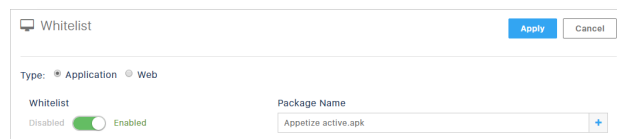
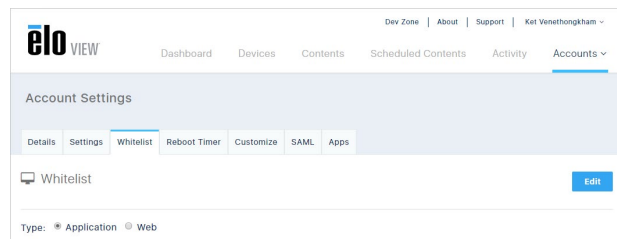
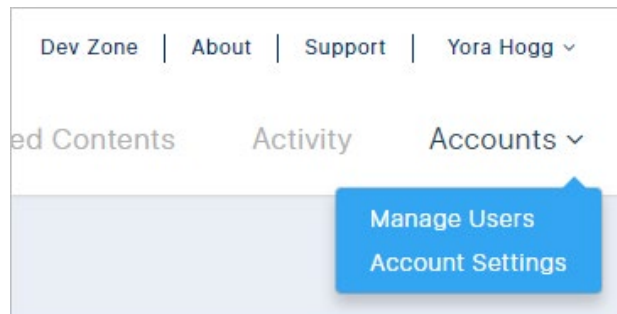
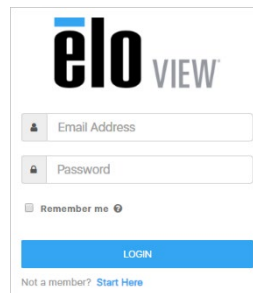


Whitelisting Content

Whitelisting ensures that devices only run approved applications or websites. All others are blocked. Additionally, for web applications, automatically redirect users to a specific website when they are unable to reach a blocked website.

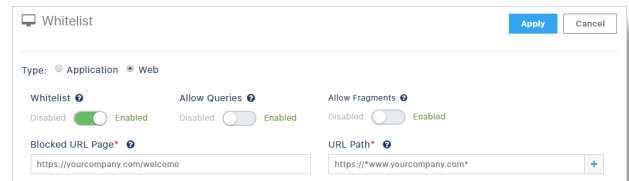
Whitelisting Applications

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Accounts” section, click the **Account Settings** link
3. Click on the **Whitelist** tab
4. Click the **Edit** button
5. Enable the “Whitelist” setting. By default, you can whitelist applications
6. In the “Package Name” field, enter the APK name and click the **Plus (+)** icon
7. Repeat for all whitelisted applications



Whitelisting Websites

8. Select the “Web” Whitelist Type
9. Enable the “Whitelist” setting
 - Optionally, enable the “Allow Queries” setting to allow whitelisted websites with a “?...” suffix
 - Optionally, enable the “Allow Fragments” setting to allow whitelisted websites with a “#...” suffix
10. In the “URL Path” field, enter the website URL to whitelist in the appropriate fields click the **Plus (+)** icon.
 - Note: use a asterisks (*) wildcard at the beginning and end of the path for more flexibility
11. In the “Blocked URL Page” field, enter the website URL that users will be redirected to when they are unable to reach a blocked website
12. Repeat for all whitelisted websites



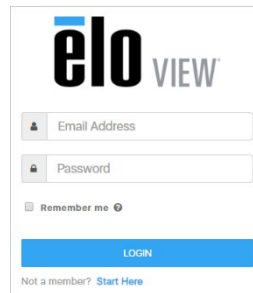


Android Navigation Bar

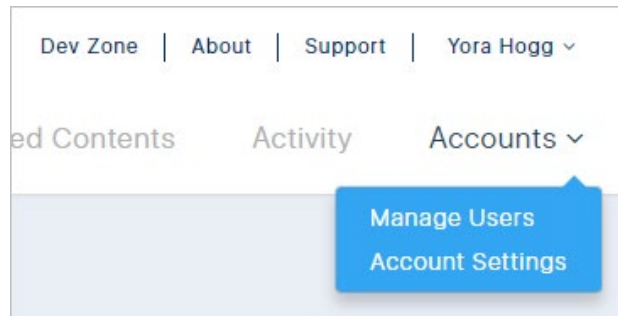
Enabling the Android Navigation Bar places a navigation bar (including Back and Home buttons) at the bottom of the screen. Pressing the “Home” button brings up the app drawer, allowing for quick navigation between applications. After 1 minute of inactivity, the system will automatically play the default application. Do note that the Android Navigation Bar should not be used in conjunction with the Interactive Overlay Bar or when running web applications. Either scenario would result in double bars, which is not desirable.

Displaying the Android Navigation Bar

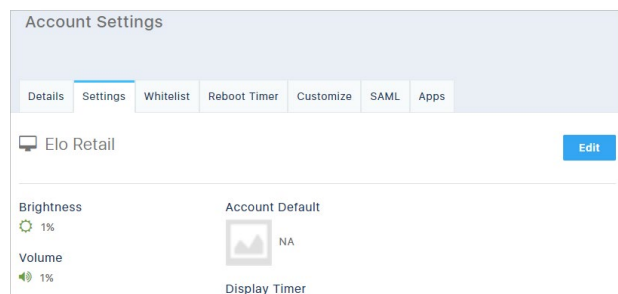
1. Login to the EloView website – <https://manage.eloview.com>



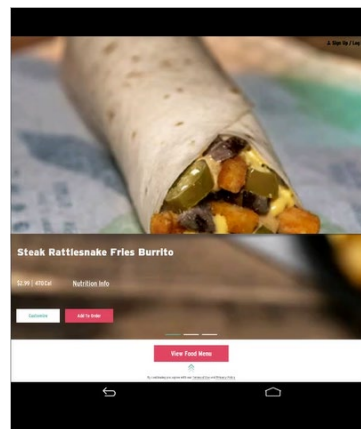
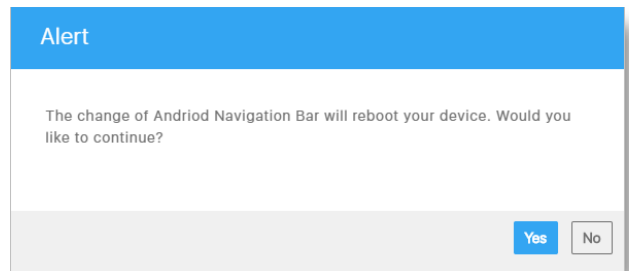
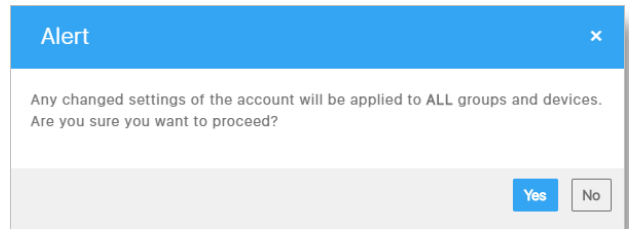
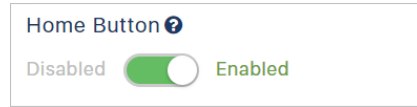
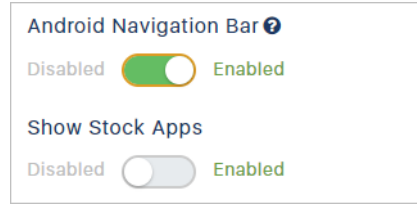
2. In the “Accounts” section, click the **Account Settings** link



3. Click on the **Settings** tab
4. Click the **Edit** button



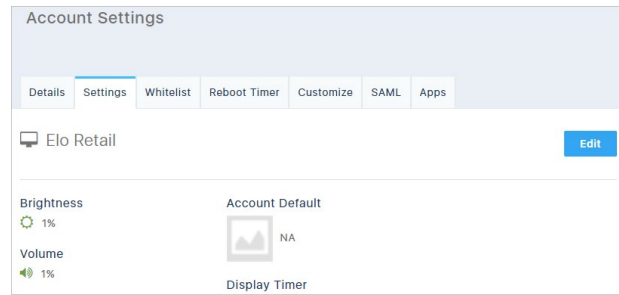
5. Enable the “Android Navigation Bar” setting
6. Optionally, enable the “Show Stock Apps” setting to display all apps.
7. Enable the “Home Button” setting
8. When ready, click the **Apply** button
9. Click the **Yes** button to confirm.
10. Click the **Yes** button to confirm.
11. After reboot, the device will display the Android Navigation Bar.



Customize the Navigation Bar Color

12. Click on the **Settings** tab

13. Click the **Edit** button

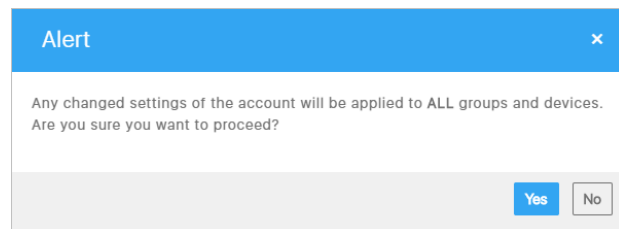


14. Click inside the “Navigation Bar Color” setting and select a color from the color picker/palette.

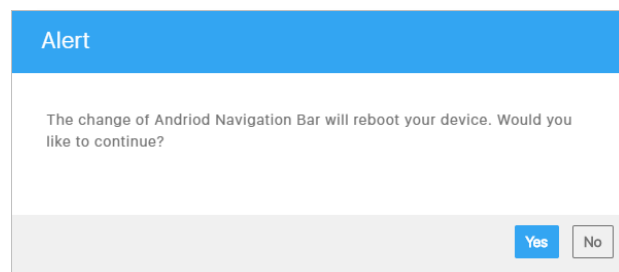
15. When ready, click the **Apply** button



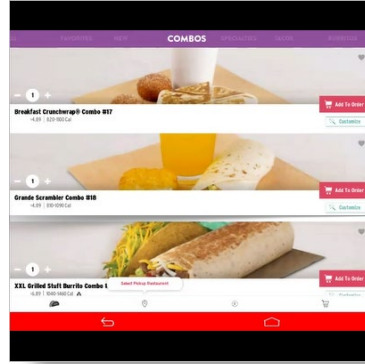
16. Click the **Yes** button to confirm.



17. Click the **Yes** button to confirm.



18. After reboot, the device Navigation Bar will have the new color.



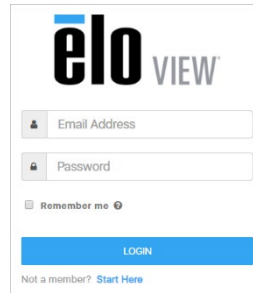


Interactive Overlay

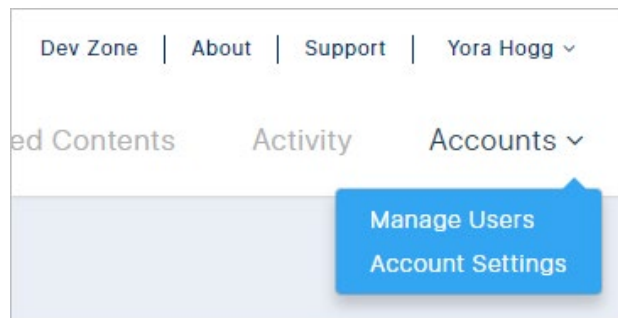
Enabling the Interactive Overlay places a navigation bar at the bottom of the screen, which is useful for navigating between applications. Depending on content type, the overlay bar may look slightly different. For web applications, the bar includes Back, Forward, and Home buttons. For non web apps, the bar includes Back, Home, and Top/Bottom buttons.

Displaying the Interactive Bar

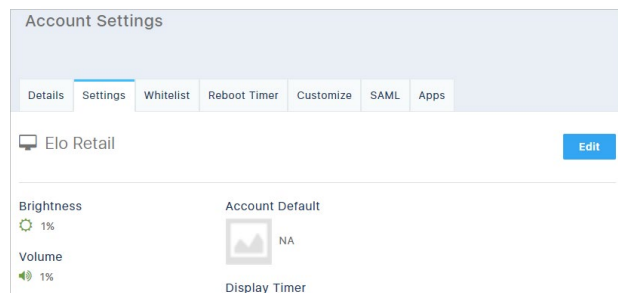
1. Login to the EloView website – <https://manage.eloview.com>



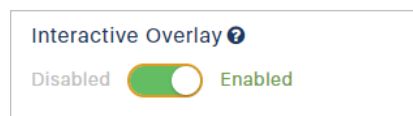
2. In the “Accounts” section, click the **Account Settings** link



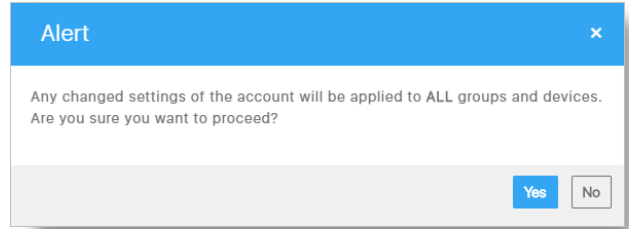
3. Click on the **Settings** tab
4. Click the **Edit** button



5. Enable the “Interactive Overlay” setting
6. When ready, click the **Apply** button

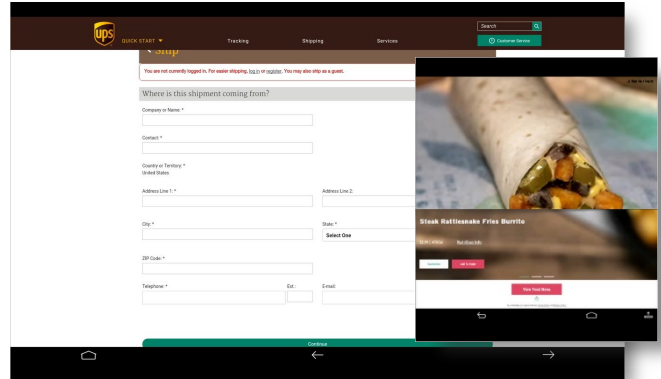


7. Click the **Yes** button to confirm.



8. The device will now display the Interactive Overlay bar.

- For WebApps, the interactive overlay bar includes Back, Forward, and Home buttons.
- For Non-WebApps, the interactive overlay bar includes Back, Home, and Top/Bottom buttons.





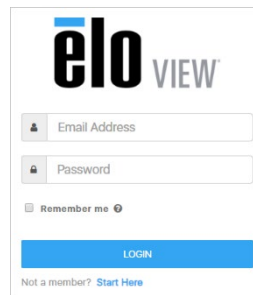
Android Home Mode

All Elo devices are preconfigured for “kiosk mode” (also known as “EloView mode”) to give users a rich and secure full-screen kiosk experience. The main application or web page is always maintained in the foreground and launches automatically upon bootup. Status and navigation bars are removed. System notifications and popups are hidden. Access to default Android apps and settings are restricted. Even the physical “Home” and “Power” buttons are disabled, along with keyboard shortcuts.

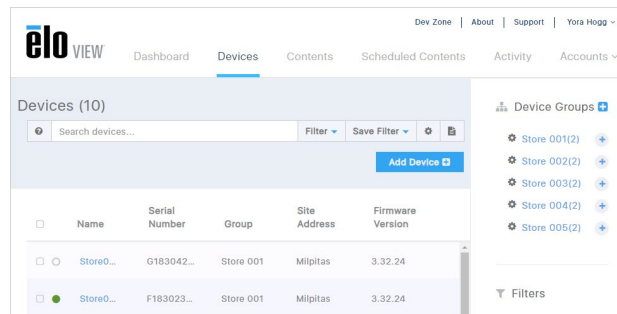
If necessary, you can enable “Android Home mode” for a device in order to use the standard Android user interface. Do understand that this effectively disables EloView mode for the device, so it will no longer have access to many EloView features, including OS updates. To return to EloView mode, the device will require a factor reset.

Enabling Android Home Mode

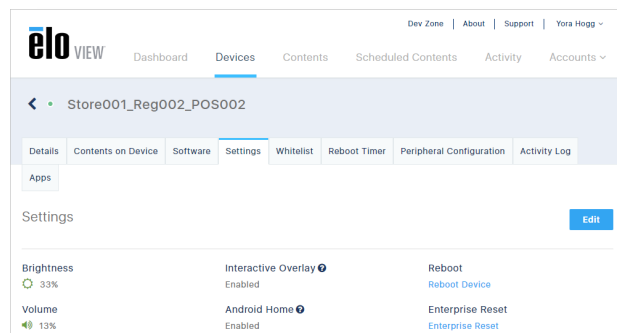
1. Login to the EloView website – <https://manage.eloview.com>



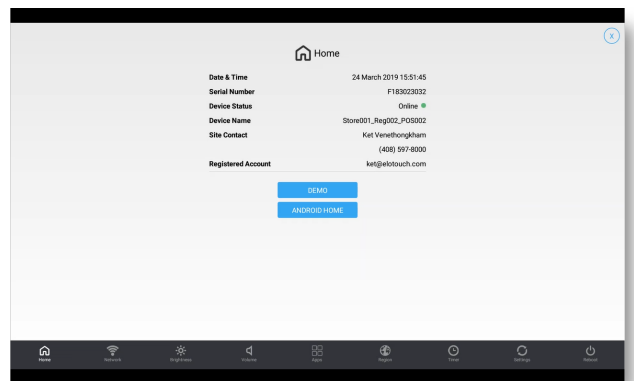
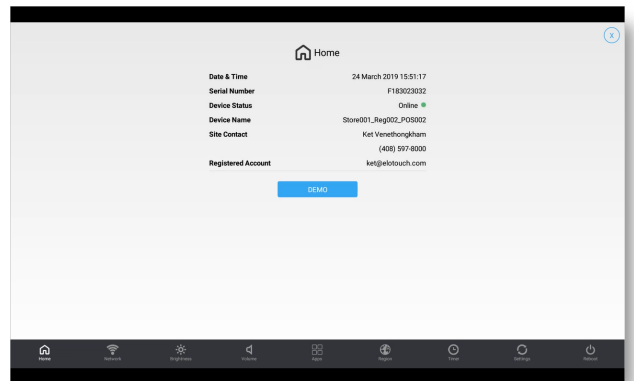
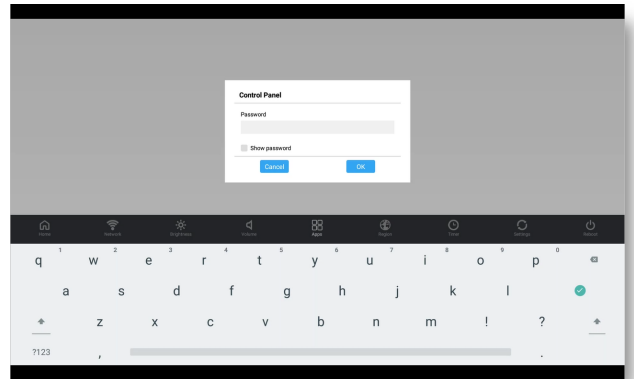
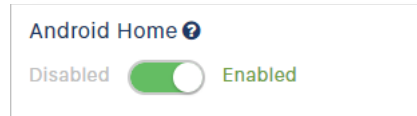
2. In the “Devices” section, select a device from the device list



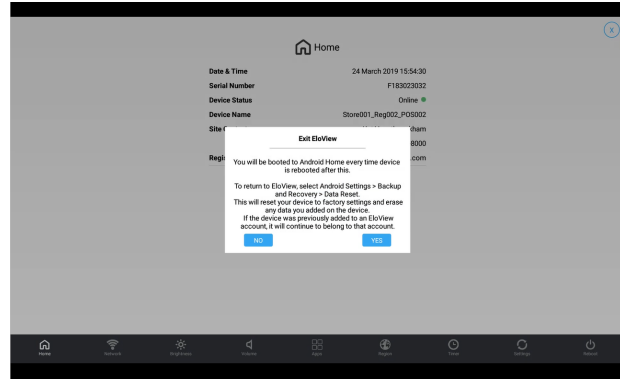
3. In the “Settings” area, click the **Edit** button



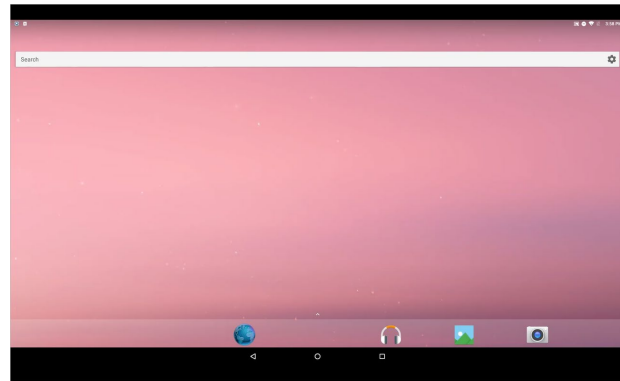
4. Enable the “Android Home” setting
5. When ready, click the **Apply** button
6. On the device itself, access the Control Panel button by pressing the <Home> and <Power> buttons at the same time.
 - Default password is “1elo” unless you changed it in EloView
7. On the “Home” screen, tap anywhere on the screen five times.
8. Click the **Android Home** button



9. Click the **Yes** button

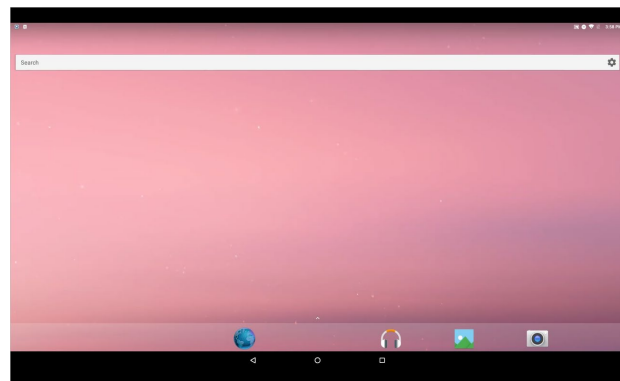


10. The system will automatically reboot and display the Android Home screen.

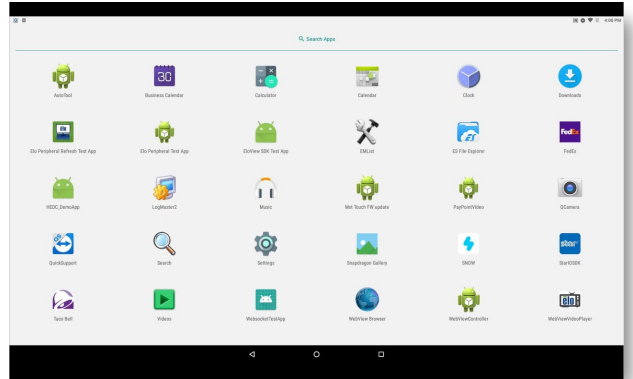


Returning to ElovieView Mode

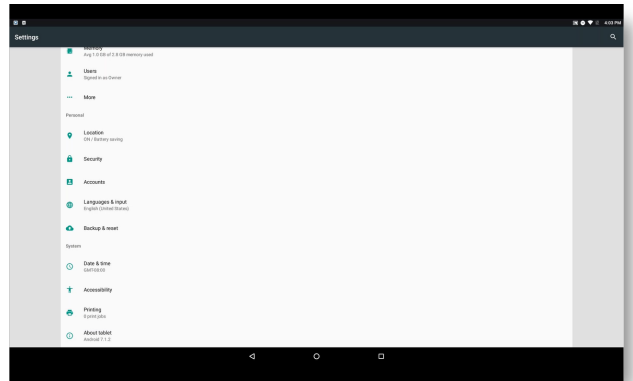
11. From the Android Home screen, swipe up for quick access to all installed Apps and Settings.



12. Click the **Settings** button

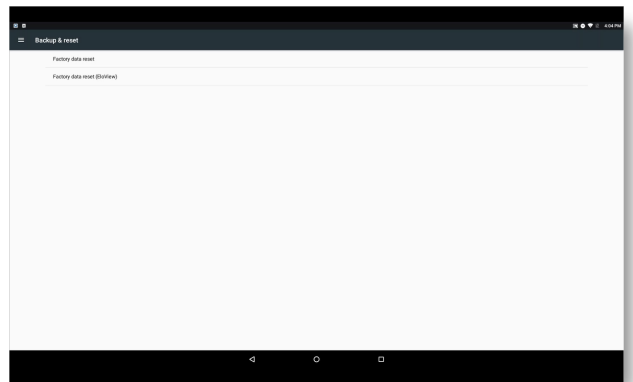


13. Click the “Backup & Reset” option

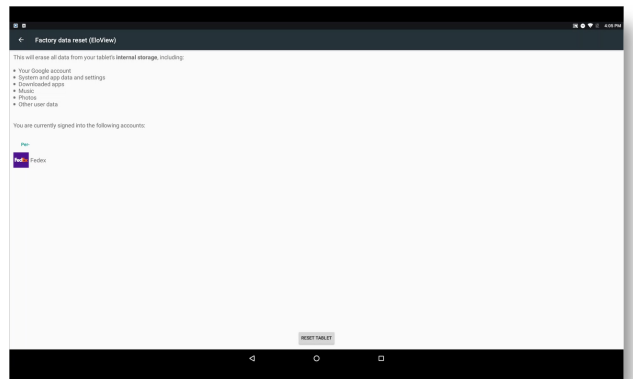


14. Click the “Factory Data Reset (EloView)” option

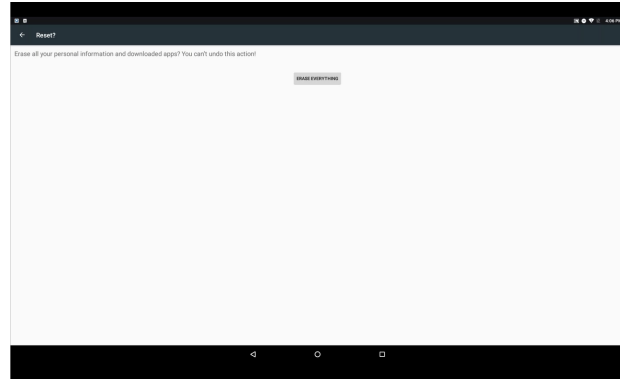
- Note: choosing “Factory Data Reset” will perform a full data wipe but retain Android Home mode.



15. Click the **Reset Tablet** button



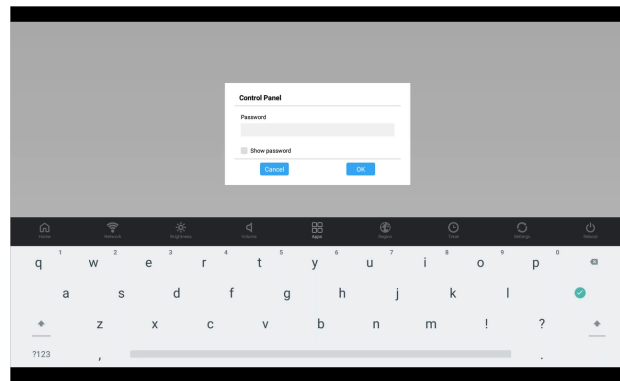
16. Click the **Erase Everything** button



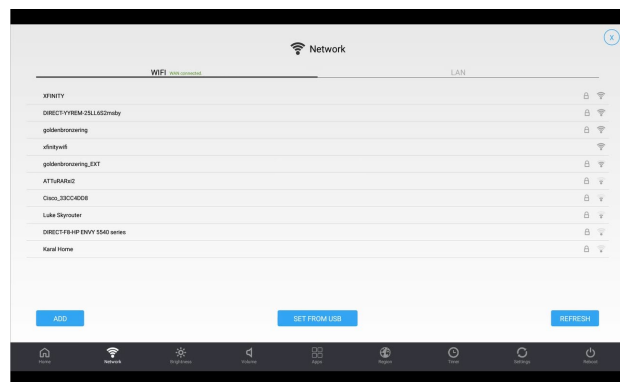
17. The system will automatically reboot.

18. Access the EloView Control Panel button by pressing the <Home> and <Power> buttons at the same time.

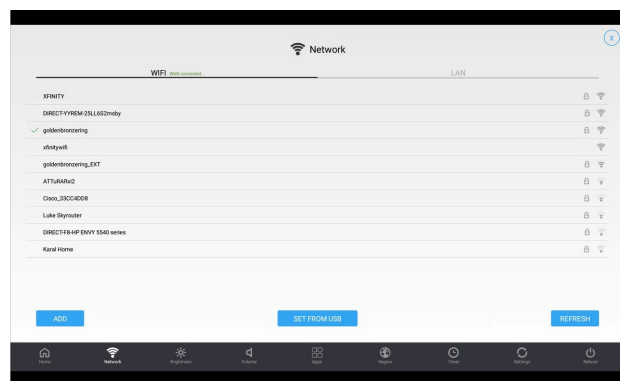
- Default password is “1elo” unless you changed it in EloView



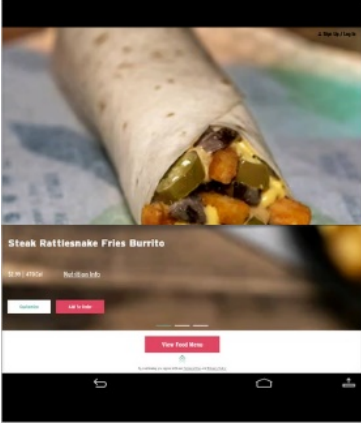
19. In the “Network” area, connect to the network



20. Close the Control Panel by click on the ⊗ in the upper-right hand corner



21. If the device was previously registered in EloView, the system will automatically download and install the default application.



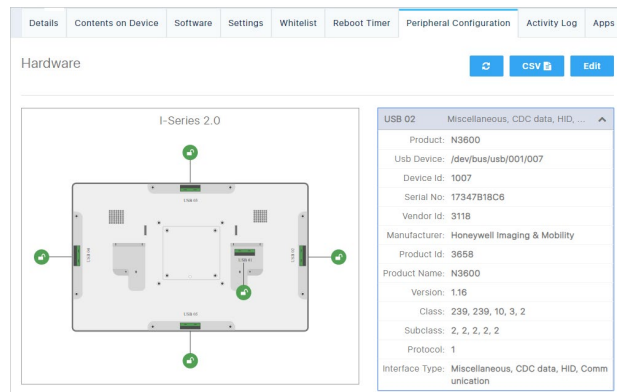
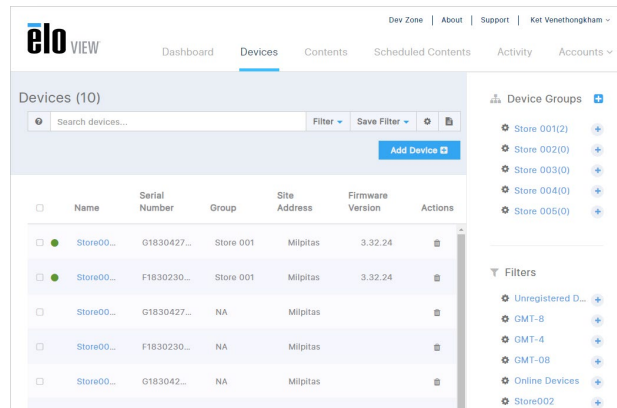
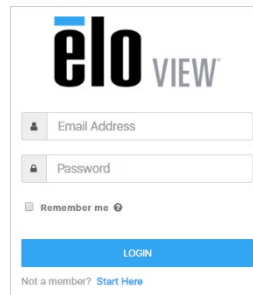


Device Port Locking

External flash and hard drives are one of the most significant potential threats to any computer system. With EloView, you can lock down any USB port on a managed device to protect it from malware and viruses, as well as unauthorized data transfers. Unlike many software-based solutions which block access to USB devices but leaves the USB port fully-functional, EloView powers down the USB controller chip itself, rendering the USB port useless. This hardware-based approach is much more secure.

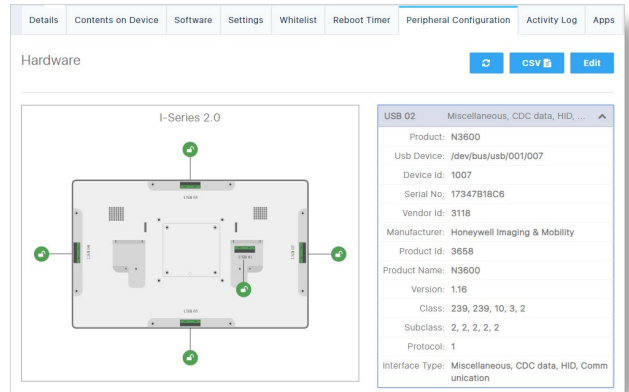
Locking USB Ports

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Devices” section, click the appropriate device to configure.
 - Alternatively, click the **Settings** icon next to the appropriate group or filter
3. In the “Peripheral Configuration” area, you can view detailed information about each USB-attached device
 - Product
 - USB Device
 - Device ID
 - Serial Number
 - Vendor ID
 - Manufacturer
 - Product ID
 - Product Name
 - Version
 - Class
 - Subclass
 - Protocol

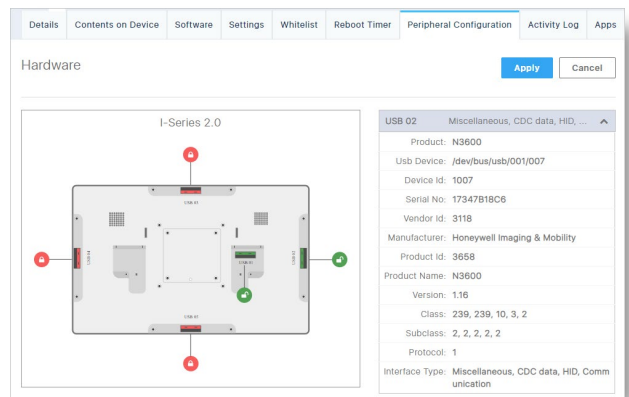


- Interface Type

4. In the “Peripheral Configuration” area, click the **Edit** button



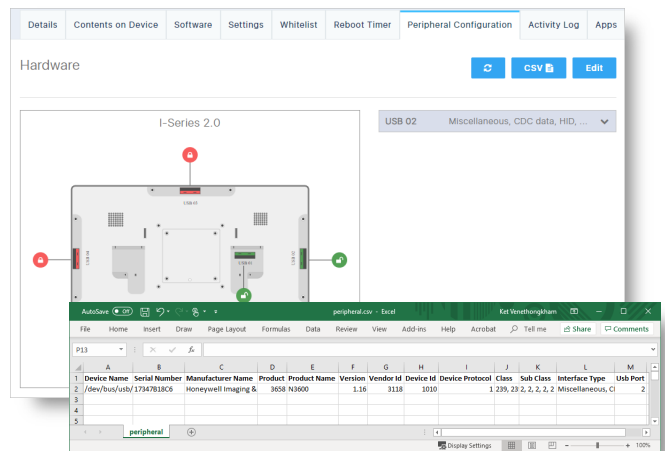
5. Click the ports that needs to be locked down



6. Click the **Apply** button when done

Downloading a Detailed Device Report

7. Click the **CSV** button to download a report (peripheral.csv) with detailed information about each USB-attached device.





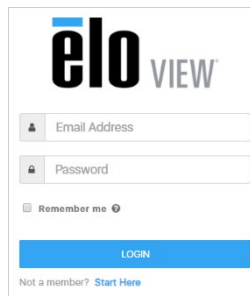
Device Report

Download a detailed custom report for all or a select number of devices. The report can potentially contain the following information:

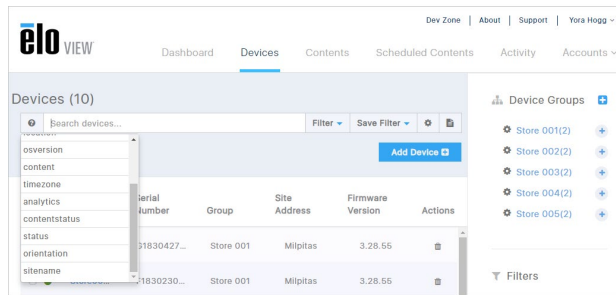
- Content ID
- Device ID
- Device Name
- Display Timer Data
- Group Name
- Home Button Status
- Language
- Power Button Status
- Registered Account Email
- Scheduled Content Time List
- Screenshot Status
- Serial Number
- Site Address
- Software Update Date
- Software Version
- Time Zone

Downloading a Device Report

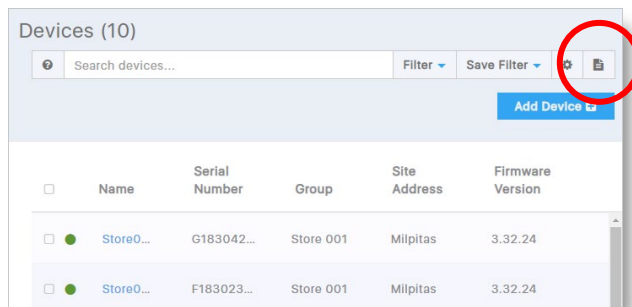
1. Login to the EloView website – <https://manage.eloview.com>



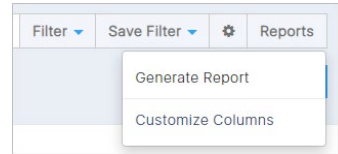
2. In the “Devices” section, if necessary, click inside the search field to perform a freeform or advanced search. The report will only include these devices.



3. Click the **Report** icon (above the **Add Device +** button)

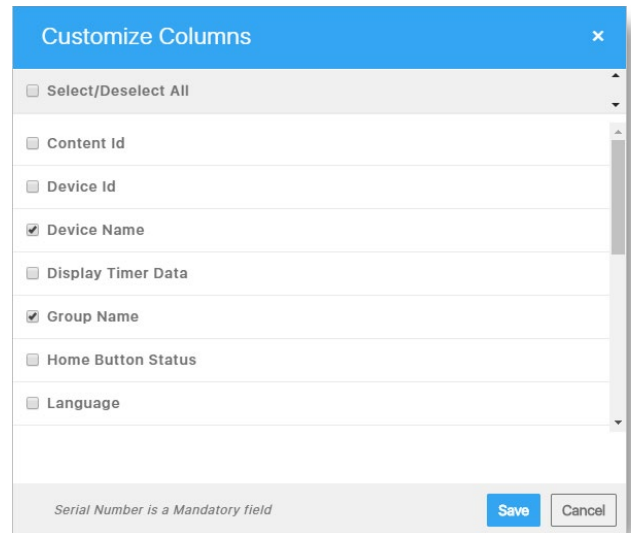


4. Select the **Customize Columns** option

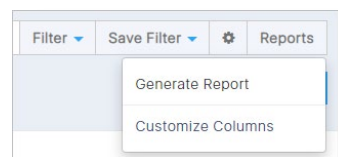


5. Select the data fields to include in the report (CSV format) and click the **Save** button

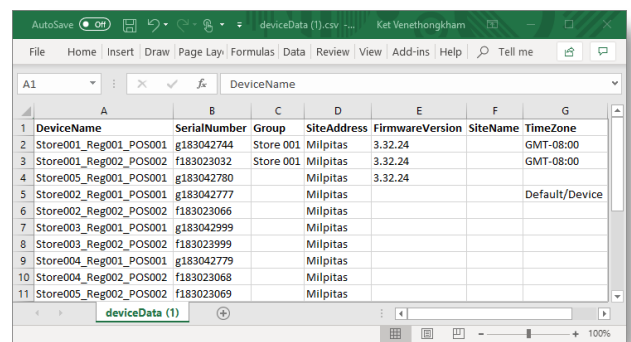
- Content ID
- Device ID
- Device Name
- Display Timer Data
- Group Name
- Home Button Status
- Language
- Power Button Status
- Registered Account Email
- Scheduled Content Time List
- Screenshot Status
- Serial Number
- Site Address
- Software Update Date
- Software Version
- Time Zone



6. In the “Devices” area, click the **Reports > Generate Report** button



7. Open the downloaded report



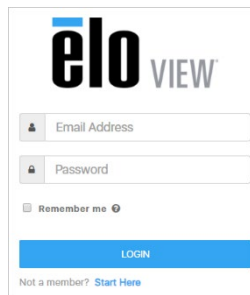


Device Screenshot

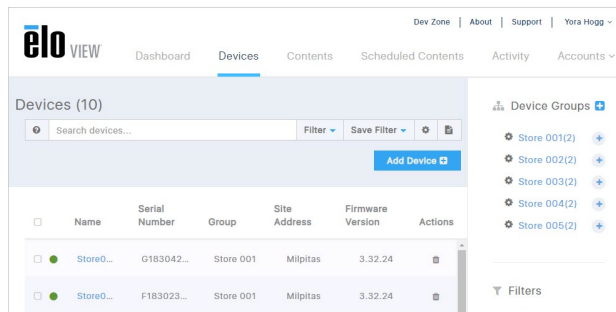
Using EloView, you can view a near-real time screenshot for any managed device, which is helpful for determining content status. And for EloView 3.24.38 or higher, you can even interact with the screenshot to click buttons when necessary.

Viewing a Device Screenshot

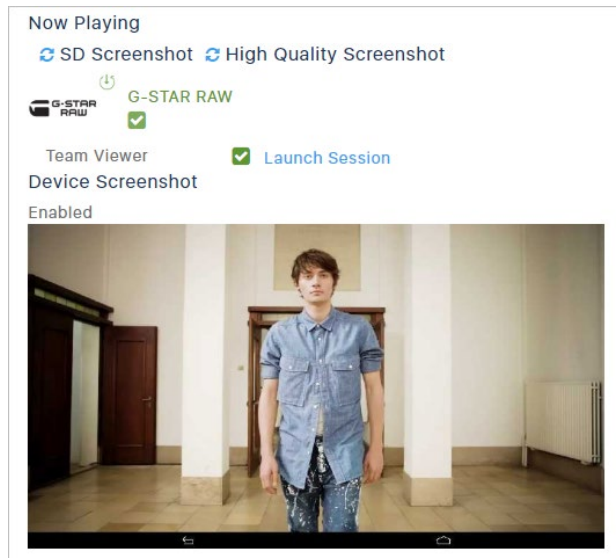
1. Login to the EloView website – <https://manage.eloview.com>



2. In the “Devices” section, select the appropriate device from the Device List



3. On the “Details” page, scroll down to the Screenshot area to a current screenshot of the device.
4. Click the **High Quality Screenshot** link to view a larger screenshot





Remote Device Access Using TeamViewer (Manual)

EloView has partnered with TeamViewer to allow remote access to any managed device (without user confirmation). This allows you to access the device control panel, view a list of currently running apps and processors, and much more. There are two ways to enable this functionality – manually push down the required TeamViewer applications (APKs) to the remote device OR enable the “Remote Control” setting to push down the required TeamViewer applications (APKs) in the background. Below are instructions are manually pushing down the required TeamViewer applications in order to remotely access a device.

Remotely Accessing Devices (Manual Deployment)

1. To make use of this functionality, you will need an active license to TeamViewer license. For more information, go to the TeamViewer website:

- <https://www.teamviewer.com>

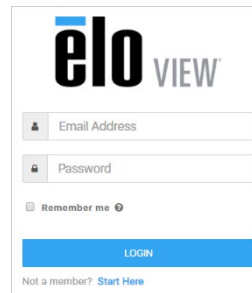


2. Download these TeamViewer APKs for upload to the EloView App Library

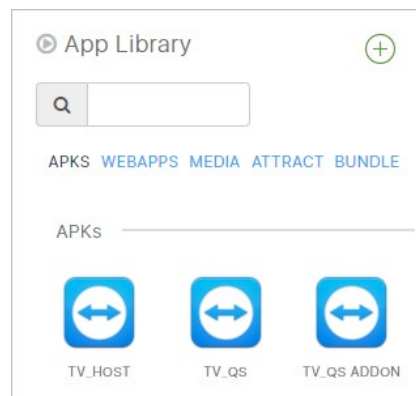
- [Dropbox](#)



3. Login to the EloView website – <https://manage.eloview.com>

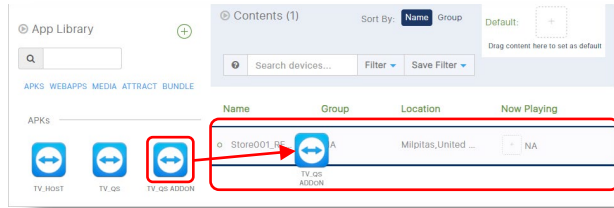


4. In the “Contents” area, click the **Plus Sign (+)** in the App Library and upload each TeamViewer APK.

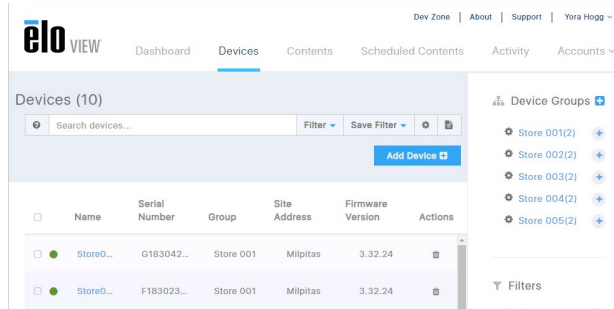


5. In the “Contents” area, drag-and-drop the correct APKs to the device:

- TeamViewerQSAddon.apk (first)
- TeamViewerQS.apk (second)

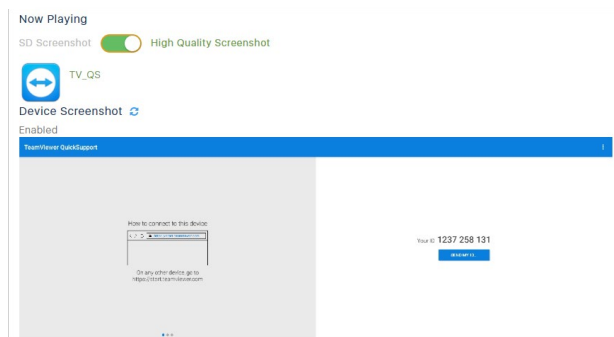


6. In the “Devices” section, select the appropriate device from the Device List



7. On the “Details” page, click the **High Quality Screenshot** link to view a larger screenshot

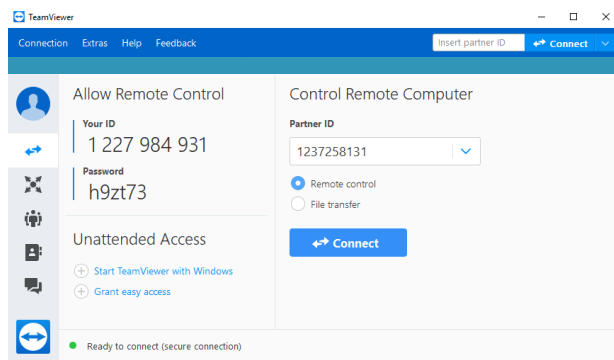
- Note the Remote Computer ID



8. Launch the TeamViewer application or go to the TeamViewer portal (<https://start.teamviewer.com>)

9. Enter the ID from the remote device into **Partner ID** field

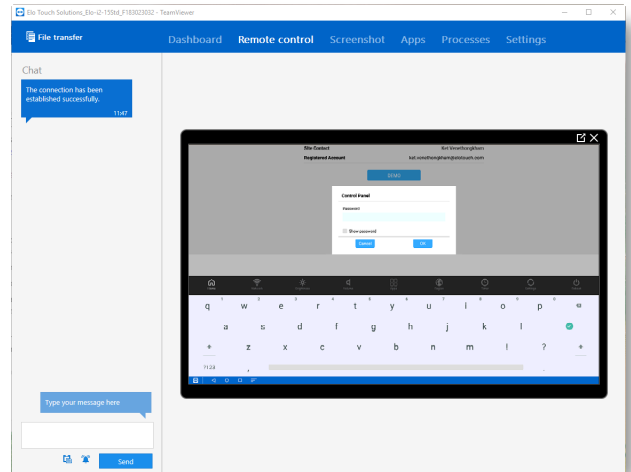
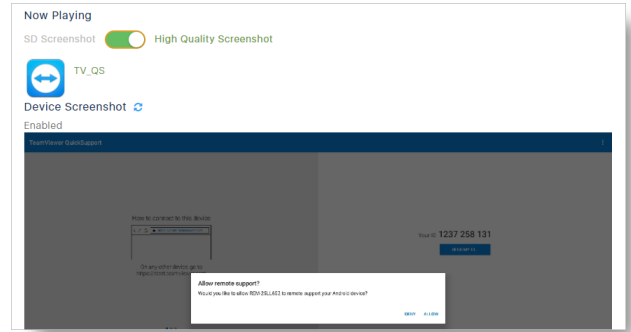
10. Click the **Connect** button



11. Go back to the **High Quality Screenshot** area in EloView. Click the **Refresh** button to get a current screenshot

12. Click the **Allow** option.
▪ **Note:** Only EloView 3.24.38 or higher will allow you to click inside the screenshot. This functionality is not possible in earlier versions.

13. You now have full remote access to the device using TeamViewer.



14. When done, in the “Contents” area, drag-and-drop the primary application/content back to the device.





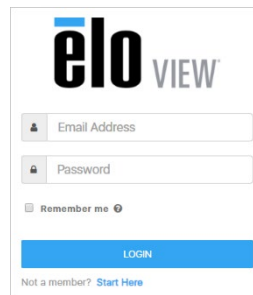
Remote Network Configuration and Setup

With EloView, you can perform many network configuration tasks remotely and without having to go into the Android settings.

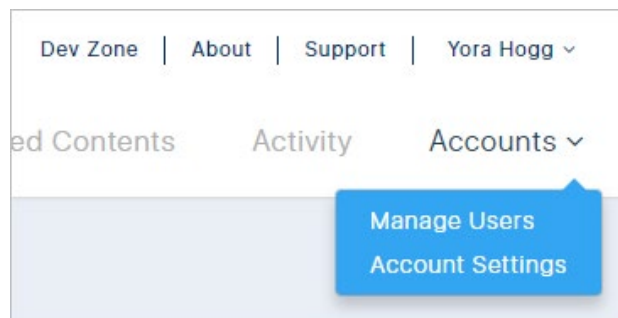
- Changing Static IP, Gateway and DNS settings
- Setting up secured and unsecured Wi-Fi networks
- Setting up network priority to ensure consistent connectivity and smooth transition between available Wi-Fi networks
- Setting up proxy server for each Wi-Fi network and, optionally, a list of URLs that should bypass the proxy server
- Enabling/disabling the “Avoid poor connections” setting
- Enabling/disabling the “Open Network Notification” setting

Downloading Network Configuration Template

1. Login to the EloView website – <https://manage.eloview.com>

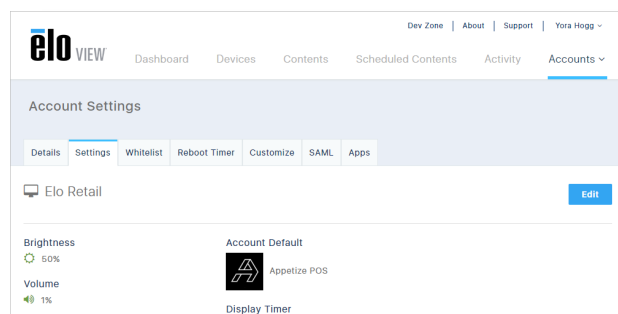


2. In the “Accounts” section, click the **Account Settings** link

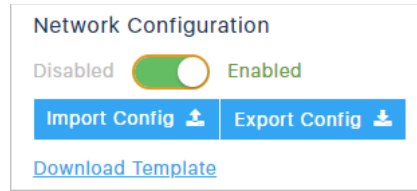


3. Click on the **Settings** tab

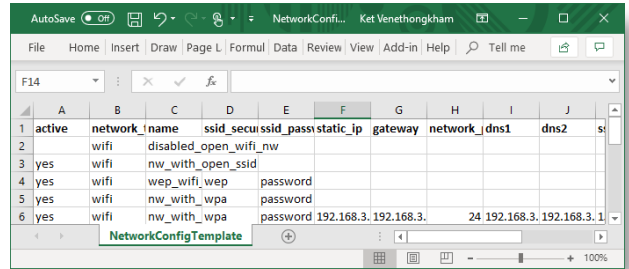
4. Click the **Edit** button



5. Enable the “Network Configuration” setting
6. Click the **Download Template** link



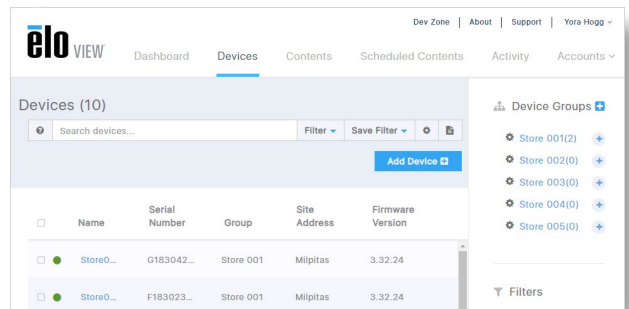
7. Open the downloaded NetworkConfigTemplate.csv file
- 8.
9. Using the template as a guide, enter all relevant network and proxy settings. Maximum 5 Wi-Fi configurations and 1 Ethernet configuration.



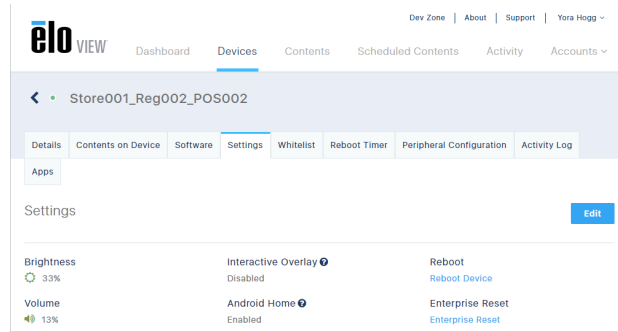
- active
- network_type
- name
- ssid_security_type
- ssid_password
- static_ip
- gateway
- network_prefix
- dns1
- dns2
- ssid_proxy_host
- ssid_proxy_port
- ssid_priority – specify a number between 1 (lowest priority) and 5 (highest priority). This setting applies to Wi-Fi connections only.
- disable_open_network_notification
- proxy_exclusion_list
- avoid_poor_wifi_connection

Importing Network Configuration Settings

10. In the “Devices” area, select the appropriate device

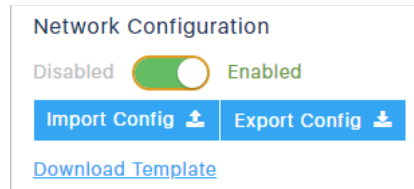


11. In the “Settings” area, click the **Edit** button

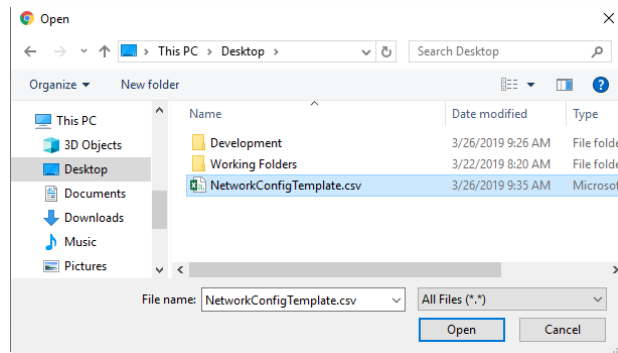


12. Enable the “Network Configuration” setting

13. Click the **Import Config** button



14. Browse to the network configuration file and click the **Open** button



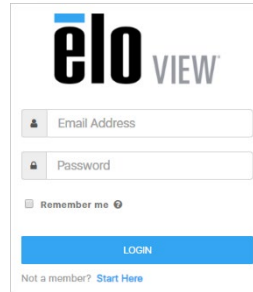


EloView Dashboard

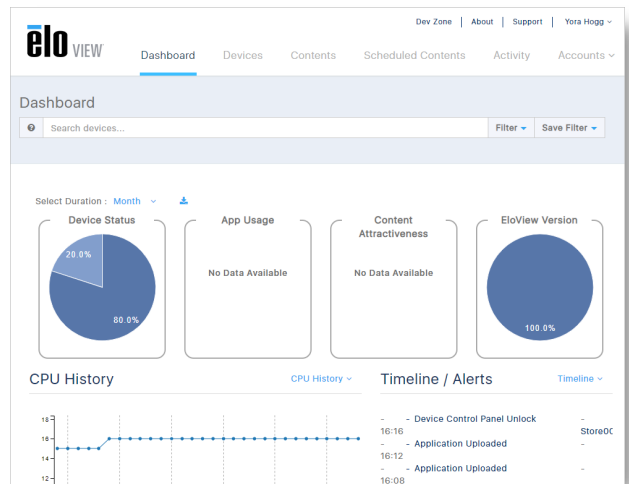
The EloView Dashboard provides a real-time, easy to understand graphical presentation of key EloView metrics and data. How many devices are currently online? What EloView versions are being used? Which applications are running on the network? How effective or “attractive” is the content? You can even see CPU activity and analytics as a measure of general device health, as well as a listing of all high priority alerts and notifications.

Viewing the EloView Dashboard

1. Login to the EloView website – <https://manage.eloview.com>

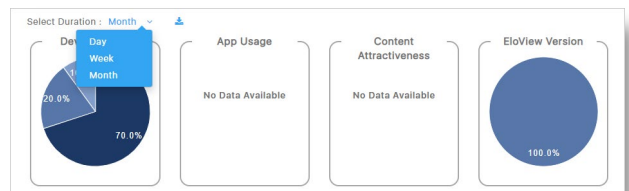


2. In the “Dashboard” area, you can view the following key metrics
 - Device Status - % of devices online, offline, unregistered
 - App Usage - % of time each application has been playing (compared to total time across all applications)
 - Content Attractiveness - % of touches to impressions (faces) as a measure of effectiveness
 - EloView Version - # of devices on each version of EloView

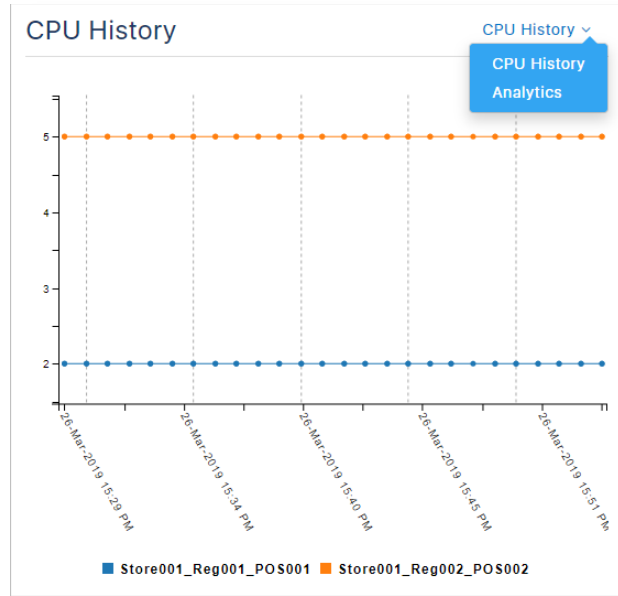


Click on a metric to view the associated devices.

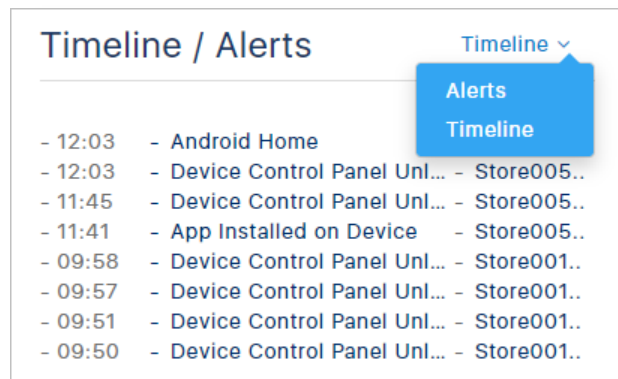
3. By default, the date range is month-to-date, but you can toggle between day, week, and month using the “Duration” drop-down menu.



4. You can toggle between CPU history and Physical Analytics
 - CPU History – CPU activity of devices, measure of general health and activity
 - Analytics – total touches and impressions (faces) as a measure of application effectiveness



5. You can toggle between Timeline and Alerts
 - Timeline – a listing of device activities
 - Alerts – list of notifications to select users based on the severity of the issue. P1 Severity: (instant emails) for change of status of apps installed on a device locally. P2 and P3 severity: (daily summary emails)



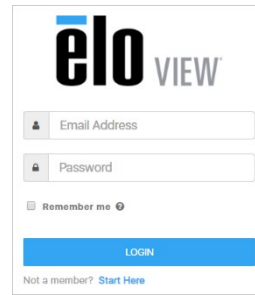


Showing/Hiding Elo Applications

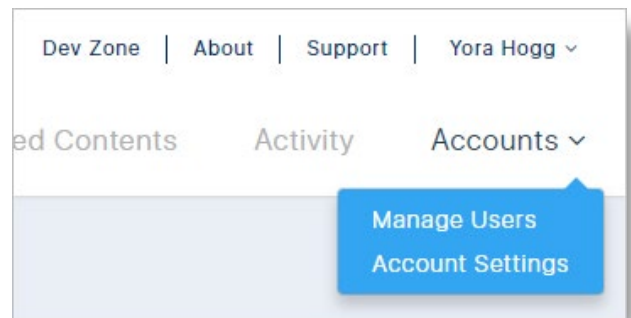
Several applications are preloaded on all Elo Android devices. You can choose to hide or show these applications in the EloView Control Panel.

Hiding/Showing Elo Applications

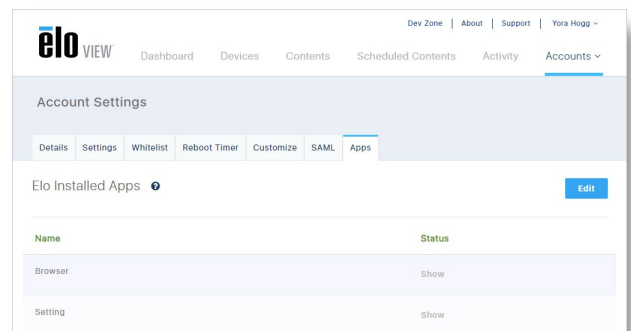
1. Login to the EloView website – <https://manage.eloview.com>



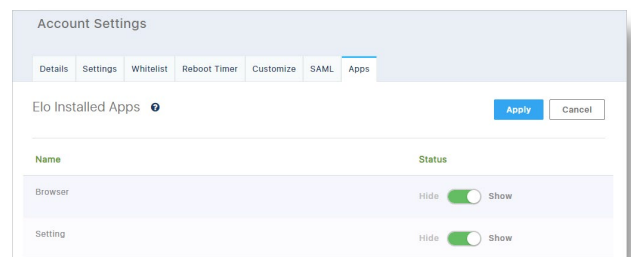
2. In the “Accounts” section, click the **Account Settings** link



3. In the “Apps” tab, click the **Edit** button

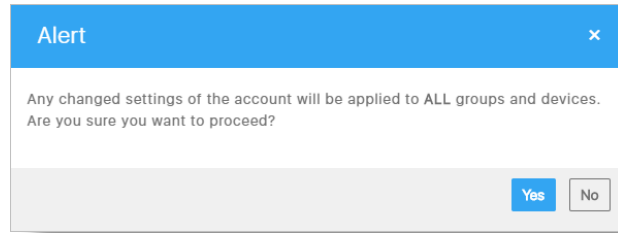


4. By default, all Elo applications are shown in the Admin Console. To hide a given application, click the **Hide/Show** slider.



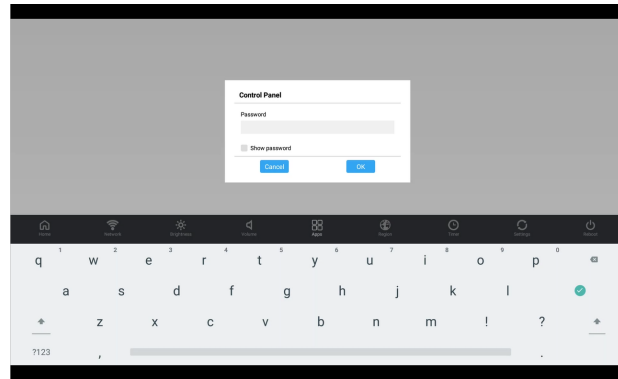
5. Click the **Apply** button when

6. Click the **Yes** button to confirm

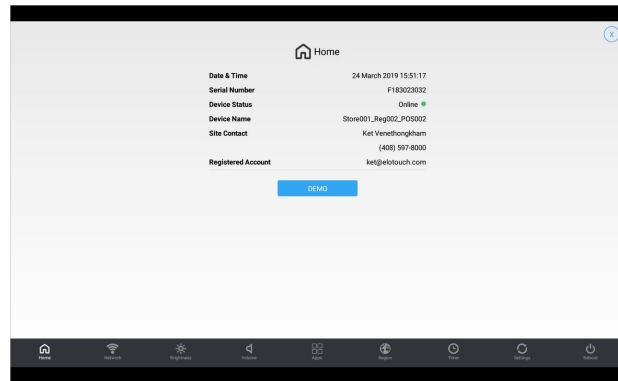


7. On the Elo device, access the EloView Control Panel by pressing the <Power> and <Home> buttons at the same time. Enter the Control Panel password

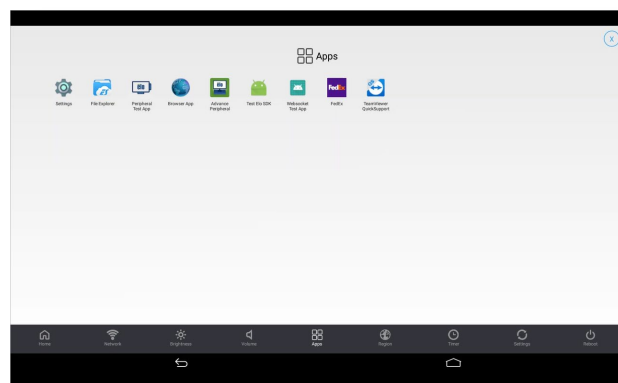
- Default password is "1elo" (no quotes)



8. Click **Apps**



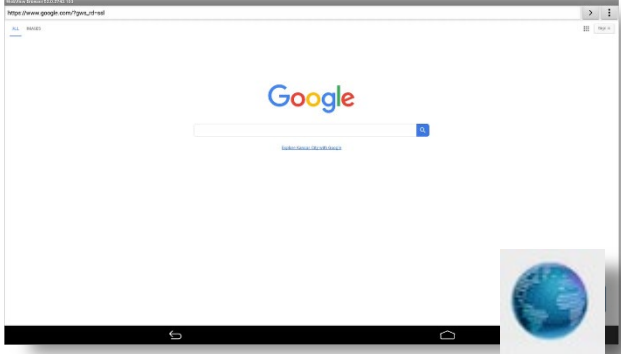
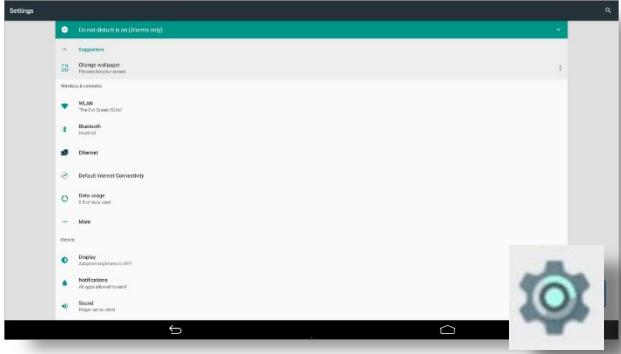
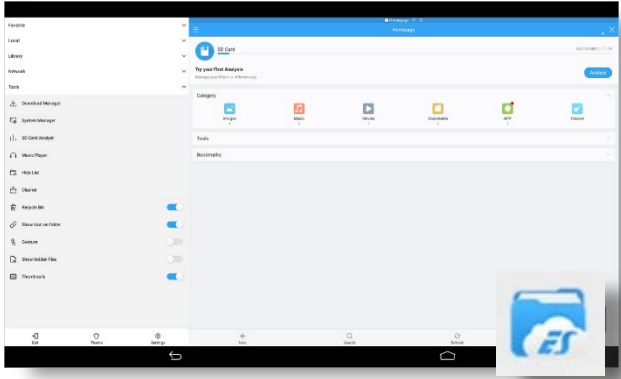
9. On this screen are all Elo applications not hidden as well as all non-Elo applications with the "Show on App Page" setting enabled in the EloView App Library.

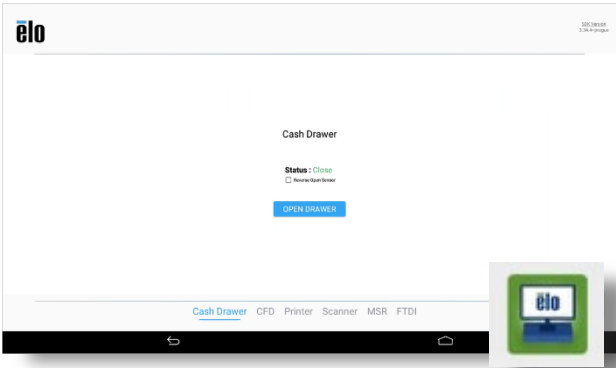
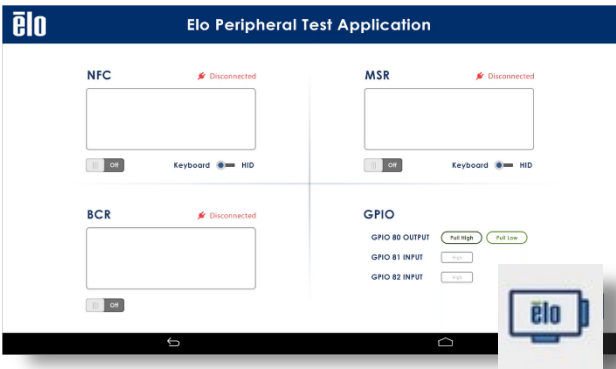
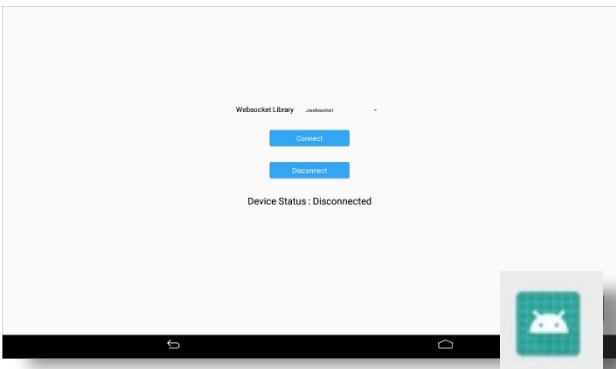




Default Elo Applications

These applications are pre-installed on Elo Android devices.

Elo Application	Description
<p>Browser App</p>	<p>Use this app to launch the built-in web browser, which uses the default Android Chrome-based WebView (WebKit). Default user agent is Mozilla/5.0 (Linux; Android 7.1; EloView 2.0/MSM8953) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/54.0.2840.68 Mobile Safari/537.36.</p> 
<p>Settings</p>	<p>Use this app to access the Android settings.</p> 
<p>File Explorer</p>	<p>Use this app to manage your files and folders on device memory, external drive, or the network.</p> 

<p>Advanced Peripheral</p>	<p>Use this app to test peripherals on PayPoint devices.</p> <ul style="list-style-type: none"> ▪ Open the cash drawer ▪ Test the CFD (Customer Facing Display) ▪ Print a sample receipt ▪ Scan a barcode ▪ Test the MSR (Magnetic Stripe Reader) ▪ Test the FTDI 	
<p>Peripheral Test App</p>	<p>Use this app to test peripherals on I-Series devices.</p> <ul style="list-style-type: none"> ▪ NFC (Near-Field Communication) ▪ MSR (Magnetic Stripe Reader) ▪ BCR (Barcode Reader/Scanner). ▪ Configure GPIO pins with either a high or low state. 	
<p>WebSocket Test App</p>	<p>Use this app to test the WebSocket Service.</p>	

Test Elo SDK

Use this app to test specific API calls, in order to set/get device settings like name, address, brightness, volume, location, serial number, orientation, etc.



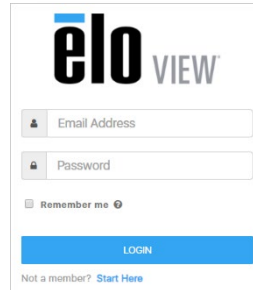


Remote Access to Device Logs

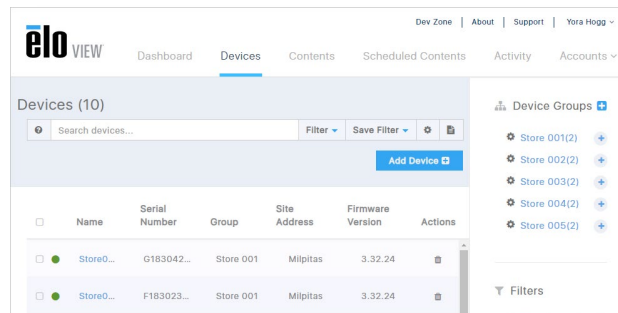
Data logs provide fine-grained data that can be used for troubleshooting purposes. With EloView, you have remote access to all the logs for each managed device. By default, 72 log files maximum are retained. After that, the system will overwrite the earliest logs with newly-generated ones. For this reason, higher-numbered logs may not necessarily be the most current logs. It is highly-recommended that you check the time-stamps within each log to confirm.

Remotely Accessing Device Logs

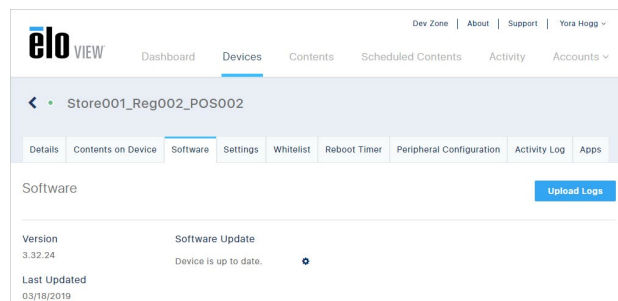
1. Login to the EloView website – <https://manage.eloview.com>



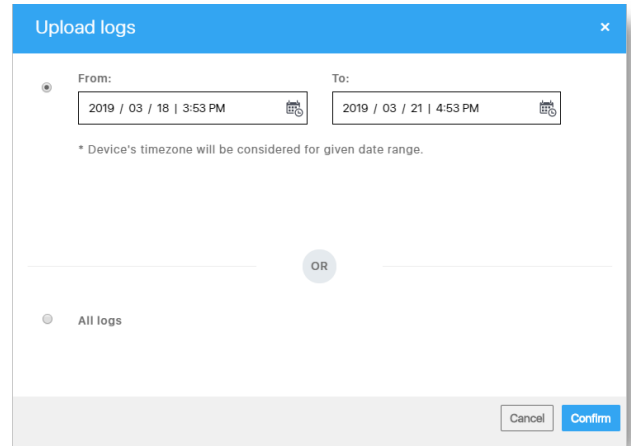
2. In the “Devices” section, select the appropriate device from the Device List



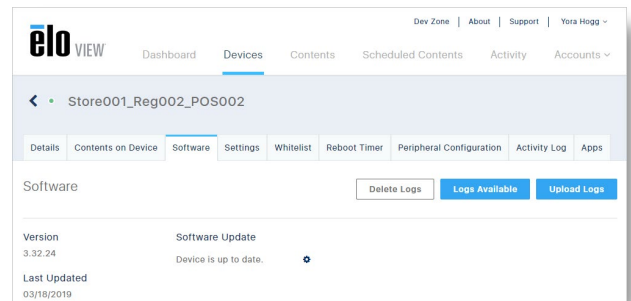
3. On the “Software” page, click the **Upload Logs** button



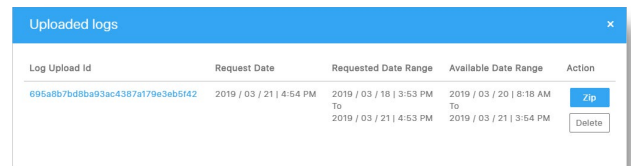
4. Specify a date range for the logs OR select to upload all logs.
 - Note: the “All Logs” options will delete the logs after upload.
5. Click the **Confirm** button
 - Note: it may take a few minutes for the logs to upload from the device to the EloView Cloud Portal. If necessary, refresh the page.



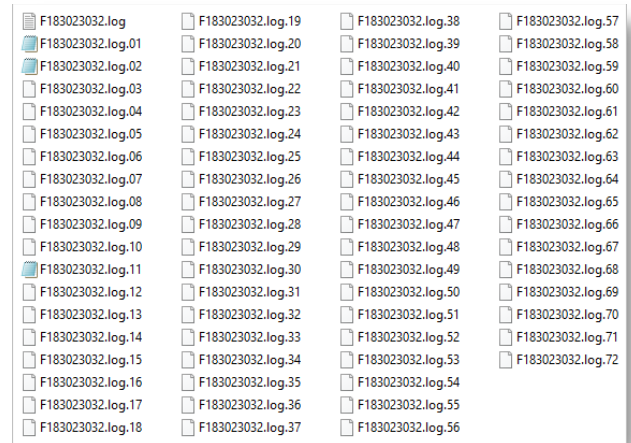
6. Click the **Logs Available** button



7. Click the **Zip** button to download the logs as a zip file.



8. After unzipping the file, the logs are available for viewing.



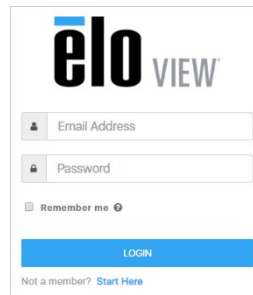


Enterprise Reset

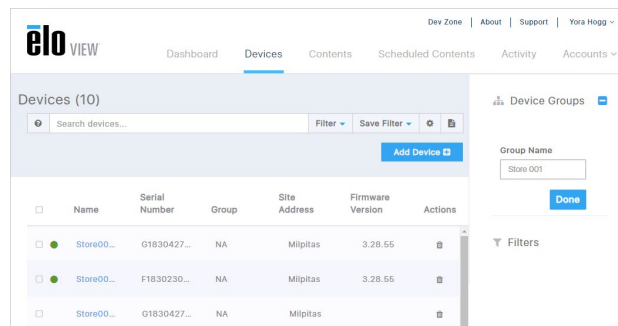
An Enterprise Reset will erase all existing data stored on a device, including downloaded applications. Afterwards, the device will run the Auto Provisioning process again to automatically configure the device settings and install all required applications. Though a data reset can help fix issues or restore settings, it should be performed with caution.

Resetting the Device

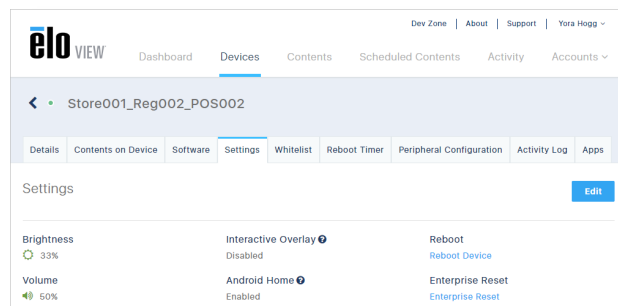
1. Login to the EloView website – <https://manage.eloview.com>



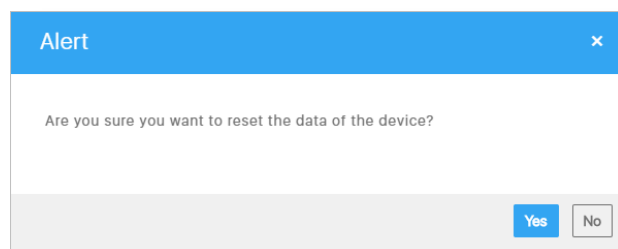
2. In the “Devices” section, select the appropriate device



3. In the “Settings” area, click the **Enterprise** link



4. Click the **Yes** button to confirm
 - Note: An Enterprise Reset will erase all data on the device, including downloaded applications. After reboot, the device will automatically download, install, and run the default application.





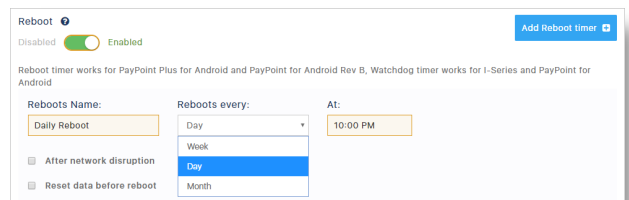
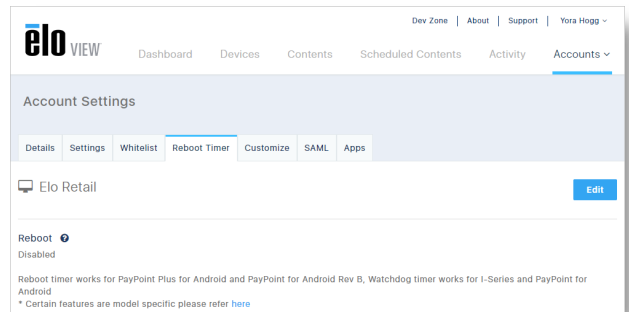
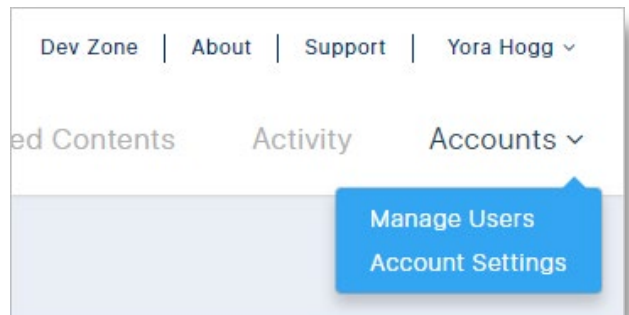
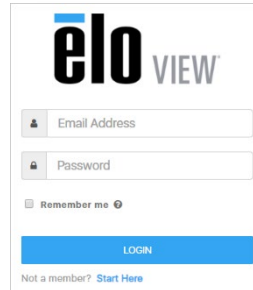
Reboot Timer

In some situations, it may be beneficial to periodically reboot managed devices. For example, rebooting may help to boost performance, free up memory, or resolve networking issues.

Using the Reboot Timer, you can perform two functions – setup a “Reboot Timer” to schedule periodic device reboots and/or a “Watchdog Timer” to automatically reboot devices every 24 hours in case they lose connectivity.

Scheduling Reboots

1. Login to the EloView website – <https://manage.eloview.com>
2. In the “Accounts” section, click the **Account Settings** link
3. Click on the **Reboot Timer** tab
4. Click the **Edit** button
5. Enable the “Reboot” setting
6. Give the reboot timer a name
7. Specify when the system reboot should take place (monthly, weekly, or daily) and at what time of day.



8. Optionally, determine if a system reboot should take place after a network disruption. If so, how much time should elapse before reboot.

A configuration field with a checked checkbox labeled "After network disruption of:". To the right is a text input box containing the number "5", and further right is a dropdown menu currently showing "Minute".

9. Optionally, determine if an enterprise reset should take place before the system reboots.

A configuration field with a checked checkbox labeled "Reset data before reboot".

- Note: An Enterprise Reset will erase all data on the device, including downloaded applications. After reboot, the device will automatically download, install, and run the default application.

10. Click the **Add Reboot Timer+** button to add another reboot timer

The screenshot shows the "Reboot" configuration interface. At the top, there are fields for "Reboots Name:" (Daily Reboot), "Reboots every:" (Day), and "At:" (10:00 PM). Below these are checkboxes for "After network disruption" (unchecked) and "Reset data before reboot" (checked). A "Reboot" toggle switch is shown in the "Enabled" position. A blue "Add Reboot timer" button is visible in the top right. Below this, a second configuration section is shown for "Weekly Data Reset". It has "Reboots every:" set to "Week" and "On:" set to Sunday (S). The "At:" field is set to "10:00 PM". Checkboxes for "After network disruption" (unchecked) and "Reset data before reboot" (checked) are present. A red "Delete" button is in the bottom right corner.



User Activity Monitoring

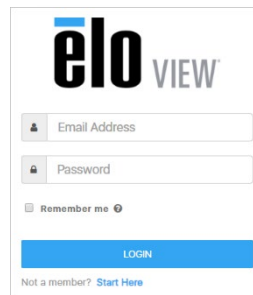
EloView automatically monitors and records user activity taking place on the web portal as well as the devices. This tracking can help you proactively detect and stop threats, and determine if users are misusing access privileges or engaging in potentially risking behavior.

Specifically, EloView will track the following types of user activity:

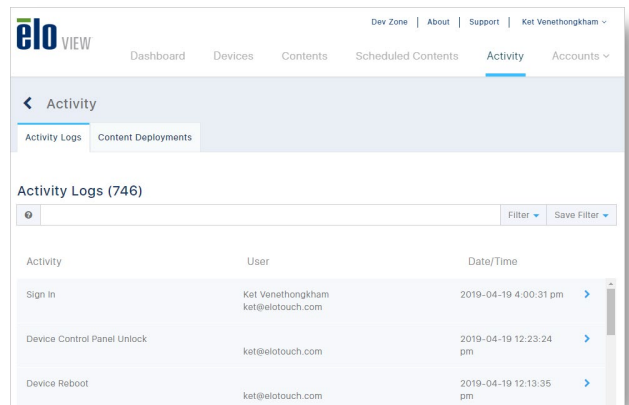
- User Manipulation - Login, Logout, Invite, Delete, Edit Settings, update permissions
- Content Manipulation - Add, Edit, Delete, Upload, Push Content
- Device Manipulation - Add, Edit, Delete, Reboot Device, Data Reset

Viewing User Activity Logs

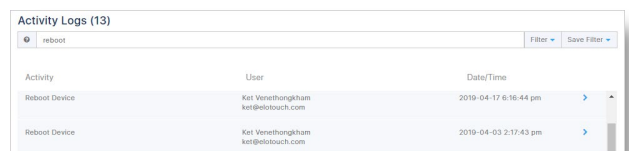
1. Login to the EloView website – <https://manage.eloview.com>



2. In the “Activity” area, there is an “Activity Logs” page displaying all recorded user activities.



3. If necessary, click inside the search field to perform a freeform or advanced search.



- 4. Click on an entry in the log to see additional information about the activity.

The screenshot shows a web interface for 'Activity Logs (13)'. At the top, there is a search bar with 'reboot' entered and buttons for 'Filter' and 'Save Filter'. Below is a table with columns for Activity, User, and Date/Time. The second entry is selected and expanded to show details.

Activity	User	Date/Time
Reboot Device	Ket Venetongkham ket@elotouch.com	2019-04-17 6:16:44 pm
Reboot Device	Ket Venetongkham ket@elotouch.com	2019-04-03 2:17:43 pm

Log Details

Device Name:	Store001_8ag002_POS002	Log Level:	1	Log Type:	activityLog
Org:	6669834784004633				

Device Manipulation

Device Id:	AWHLFFAny1zEly0YF1	Device Model:	I-SERIES-2.0-STD_16_7.5.2 _G-SENSOR_PANEL-30	Hardware Id:	1183023032
User Email Id:	ket@elotouch.com	User Fullname:	Ket Venetongkham		

Below the expanded entry, other log entries are visible, including one for 'Reboot Device' on 2019-03-28 and another on 2019-03-27.



EloView Sub Accounts

Using the EloView Sub Accounts functionality, a company can setup an unlimited number of “child” EloView accounts, each with the capacity to manage its own users, devices, content, etc. For example, a food services provider working primarily with sports and entertainment facilities may want to setup an EloView Sub Account for each stadium. A POS reseller may want to setup an EloView Sub Account for each retailer. And if the retailer has multiple brands, they may want to setup “grandchild” EloView Sub Accounts for each brand. In each of these cases, the company has full visibility for all devices across the entire enterprise, making it much easier to manage, support, and even invoice for those devices.

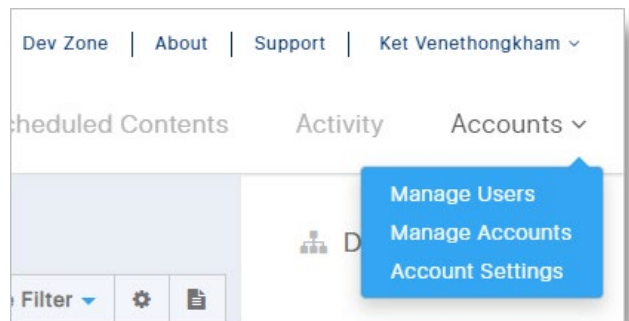
Creating an EloView Sub Account

1. Contact the EloView Support team at Support@EloView.com to request Sub Accounts to be enabled for your EloView account. Include the email address of the EloView admin account holder

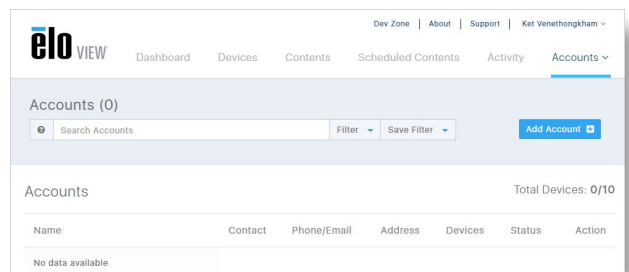


2. Login to the EloView website using the Account Admin – <https://manage.eloview.com>

3. In the “Accounts” section, click the **Manage Accounts** link

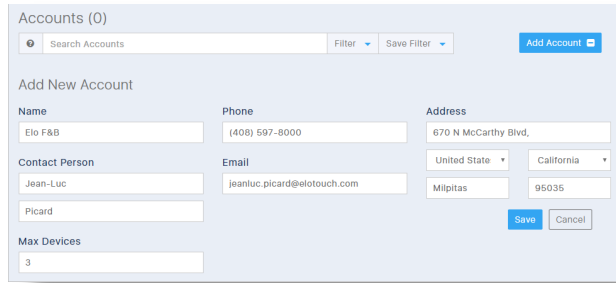


4. Click the **Add Account +** button



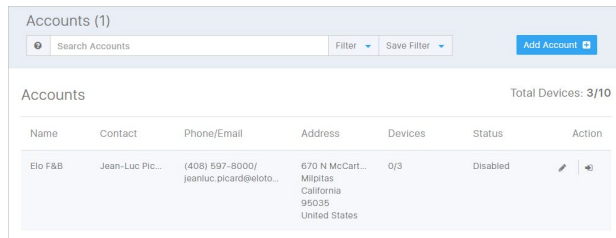
5. Enter all relevant information including:

- Account Name
- Contact Name
- Phone Number
- Address
- Max Devices



6. Click **Save** when done

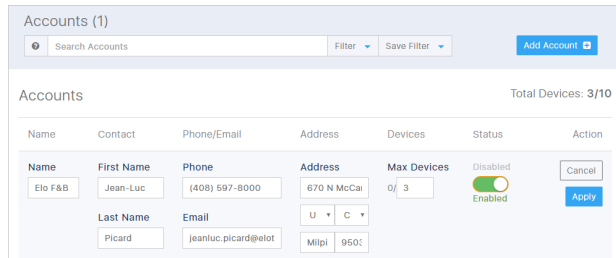
7. From the Accounts List, click the Edit button for the new Sub Account



Name	Contact	Phone/Email	Address	Devices	Status	Action
Elo F&B	Jean-Luc Pic...	(408) 597-8000/ jeanluc.picard@eloto...	670 N McCart... Milpitas California 95035 United States	0/3	Disabled	

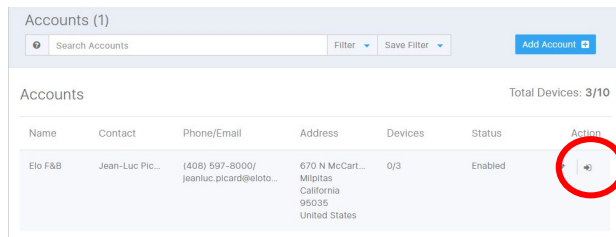
8. Enable the Sub Account

9. Click the **Apply** button



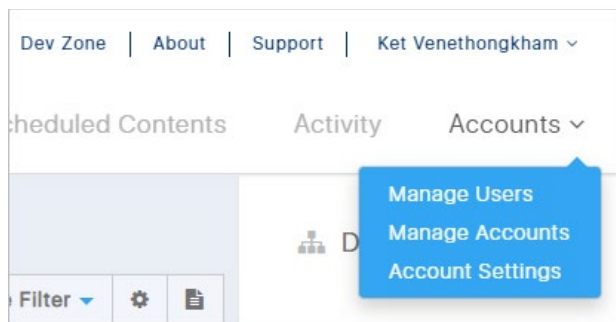
Name	Contact	Phone/Email	Address	Devices	Status	Action
Elo F&B	Jean-Luc	(408) 597-8000	670 N McCart...	0/3	Enabled	

10. Click the **Open Door** icon to access the Sub Account



Name	Contact	Phone/Email	Address	Devices	Status	Action
Elo F&B	Jean-Luc Pic...	(408) 597-8000/ jeanluc.picard@eloto...	670 N McCart... Milpitas California 95035 United States	0/3	Enabled	

11. From within the Sub Account, in the “Accounts” section, click the **Account Settings** link

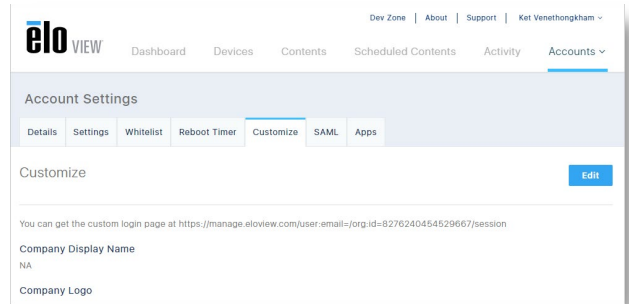


Dev Zone | About | Support | Ket Venethongkham

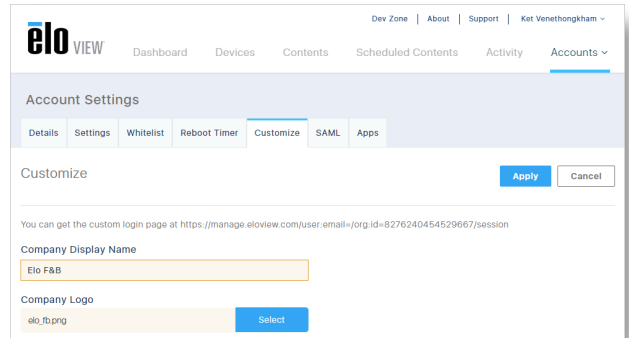
Scheduled Contents | Activity | Accounts

Manage Users
Manage Accounts
Account Settings

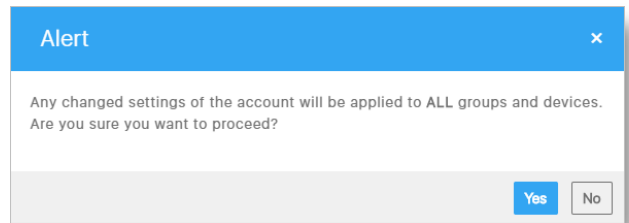
12. On the “Customize” page, click the **Edit** button



13. Enter a company name and logo to brand the Sub Account. This will help identify the Sub Account when using EloView.

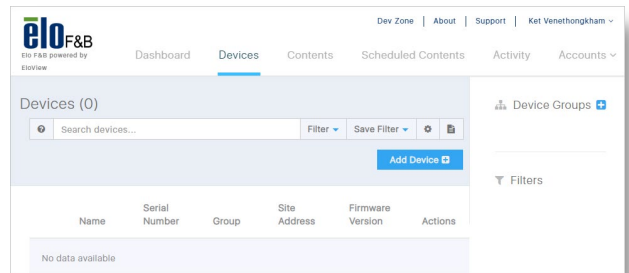


14. Click the **Apply** button when done



15. Click **Yes** to confirm

16. The Sub Account is now ready for use – add roles, invite users, register devices, deploy content, etc.



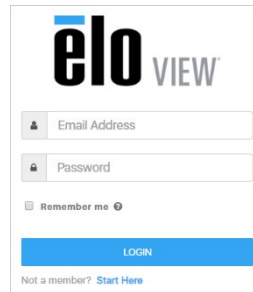


Device Software Updates

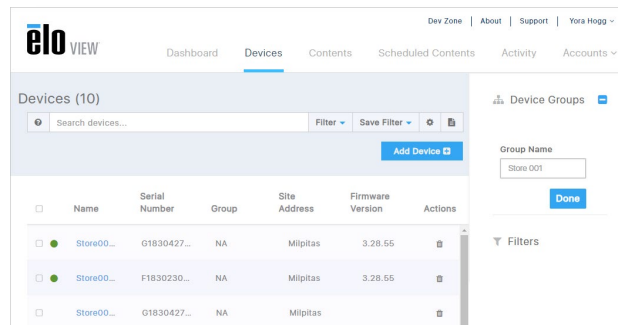
EloView makes it easy to remotely and silently apply software updates when necessary to optimize device performance, resolve known issues, apply security patches, and add new functionality. Choose to apply the most current update or pick a specific version your company has internally-tested and approved as ready to release. Force devices to update immediately or schedule them to update during a more appropriate time. For more

Updating the Device Software

1. Login to the EloView website – <https://manage.eloview.com>

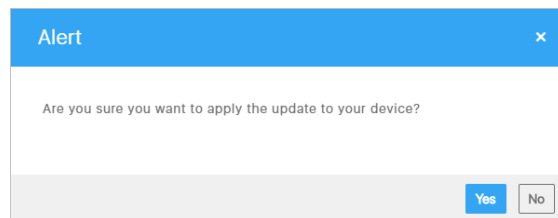
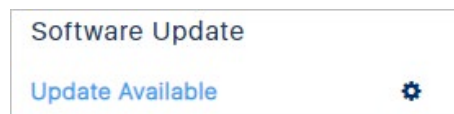


2. In the “Devices” section, select the appropriate device



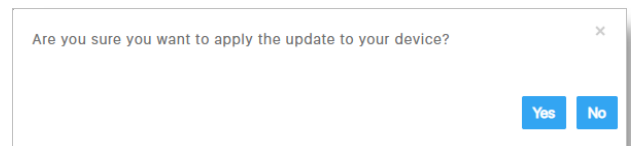
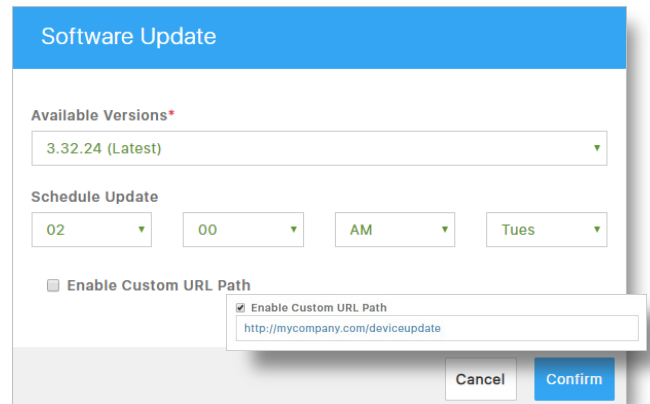
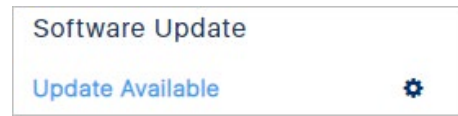
Updating to the Most Current Version

3. Click on the **Software** tab
4. Click the Software **Update Available** link
5. Click **Yes**



Updating to a Specific Version

6. Click the “Settings” icon next to the Software **Check for Updates** or **Update Available** links
7. Select the EloView version to install
8. Select when the update should be applied (Day, Hour, Minute)
9. If the update files are stored on your own server (internet or intranet), check the “Enable Custom URL Path” setting and specify the path.
10. Click the **Confirm** button when ready
11. Click the **Yes** button to confirm
12. The EloView software update can also be accomplished at the Account, Group, or Filter levels.
 - To update EloView system-side (all devices), go to the “Settings” section of the “Account Settings” area
 - To update EloView for a specific group, go to the “Settings” section of the group
 - To update EloView for a specific filter, go to the “Settings” section of the filter





EloView Technical Support

For EloView-related questions or issues, please contact the EloView Technical Support team.

Support Option	Details
Phone	1-844-356-3548
Web	https://eloview.com/help/elo_contact.html
Email	support@eloview.com



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