

# Back Yard Preview - User Manual

Version 2.0 – Cloudsent @ 2020

## Setting up the Device

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Setting up the device only requires a few simple steps (please follow these in-order):

1. Insert the provided SD card into the device (this may already be complete).
2. Insert the barcode scanner's USB "dongle" into the device.
3. Connect the device to a television using an HDMI cable.
4. Plug the device into a wall outlet.

If you followed the above steps, in order, after a few seconds you should see a "Back Yard Preview 2.0" logo screen.

## Troubleshooting

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If the device becomes unresponsive, or video playback stops, follow the below instructions to troubleshoot and restore application functionality.

1. Try scanning any product barcode. If the system resumes video playback, nothing else is required. If this does not resolve the issue, continue to step 2.
2. Navigate to the appendix, found at the end of this document, and scan the barcode "#7 – Restart Kiosk". If the system resumes video playback, nothing else is required. If this does not resolve the issue, continue to step 3.
3. Navigate to the appendix, found at the end of this document, and scan the barcode "#4 – Restart Device". The system should turn off, then back on. Once the device is back on, if the system resumes video playback, nothing else is required. If this does not resolve the issue, continue to step 4.
4. (*Warning: only perform this step if steps 1-3 did not resolve the issue*) Unplug the device from the wall outlet, wait 15 seconds, then insert the plug back into the wall outlet.
5. If none of the above steps were successful in resuming video playback, please contact a support representative for further instructions.

## Accessing the Support Screen

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If you are experiencing issues and need to speak to a support representative for assistance, the support representative might request you access the support screen, so you can provide them with some device-specific details. To access the support screen, navigate to the appendix, found at the end of this document, and

scan the barcode “#1 – Support Menu”. This should load a page with some device information, including some basic support / troubleshooting tips.

Once you are done using the support screen, locate the appendix (at the end of this document) and scan the barcode “#2 – Video Player”. This should return you to the video player, and resume playback.

## Special Barcodes (Keycodes)

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The system is shipped with some special barcodes, called keycodes, which provide additional functionality. Below is an inventory of the different keycodes that are available; these keycodes are located in the appendix, found at the end of this document.

### **#1 – Support Menu**

The support menu keycode, when scanned, will load the support screen on the display device. This screen can be useful when a support team member is requesting additional information, to resolve an issue.

### **#2 – Video Player**

When you are on a screen that is not the video player and wish to return to the video player; this keycode, when scanned, will close the current screen and reload the video player.

### **#3 – Update System**

There will occasionally be new versions of the Back Yard Preview application, containing new features, bug fixes and performance improvements; when a new release is available, this keycode will allow users to install the new version. When you scan this keycode, the interface will load a page that shows the status of the installation. Once the status on the screen indicates that the process is complete, use the “#4 – Restart Device” keycode to restart the device and complete installation. Please note that this requires wifi connectivity.

### **#4 – Restart Device**

The restart device keycode, when scanned, will perform a full system reboot.

### **#5 – Shutdown Device**

The shutdown device keycode, when scanned, will shut the device off. Please note, after shutting the device off, it is recommended you also unplug the device from the wall-outlet; while not required, this will help improve the longevity of the device.

### **#6 – Update Network**

If the device is relocated to a new location with a different internet access point, the network settings will need to be updated. To perform an update, remove the SD card from the device, place inside a full-size SD card adapter, and plug into a computer. Next, open the SD card in the folder explorer, locate the file titled "wifi.json", and enter your wifi information ("ssid" is the name of your router, and "pwd" is the password). Remove the SD card from the computer and reinsert into the device. Finally, once the system is loaded, scan the update network barcode. Once this is done the device will restart, and you will be on the new network.

### **#7 – Restart Kiosk**

Sometimes it may be beneficial to restart the application; for example, if playback becomes unresponsive. When scanned, the restart kiosk keycode will close the application, wait approximately 5 seconds, then restart the application.

### **#8 – Clear Logs**

The clear logs keycode, when pressed, will remove all logs files from the system, then reboot the device. This can be helpful if the machine has been running for a long time and the old logs are no longer useful.

### **#9 – Manage Playlist**

The manage playlist keycode will take you to a page where you can manage / create the playlist. Once on the playlist page, simply scan the product barcodes you want to be included in the playlist and you should see the file name pop-up in the list. Once complete, scan barcode #10 "Save Playlist".

### **#10 – Save Playlist**

The save playlist keycode only works when you are already on the "Manage Playlist" screen. While on the "Manage Playlist" screen, you can scan the save playlist keycode and it will save your playlist, then load it in the video player. If a playlist is saved, it will automatically load every time the player is loaded, until the playlist is deleted.

### **#11 – Delete Playlist**

If you wish to delete the playlist, simply scan the delete playlist keycode. Once scanned, a page will be loaded alerting you to the delete operation. If you decide you don't want to delete the playlist, you have 10 seconds to scan the "Video Player" keycode to cancel the operation.

### **#12 – Enable Wifi**

By default, wifi has been turned off. In order to turn on wifi, simply scan the enable wifi keycode.

### **#13 – Disable Wifi**

If you have enabled wifi, and wish to turn it off, simply scan the disable wifi keycode.



# Appendix

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## #1 – Support Menu



## #2 – Video Player



## #3 – Update System



## #4 – Restart Device



## #5 – Shutdown Device



## #6 – Update Network



## #7 – Restart Kiosk



## #8 – Clear Logs



## #9 – Manage Playlist



## #10 – Save Playlist



## #11 – Delete Playlist



## #12 – Enable Wifi



## #13 – Disable Wifi

