

QMATIC

Manual

Qmatic Show

233.01I

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Contents

1. Introduction	1
1.1 Overview.....	2
1.2 Main features.....	2
2. Prerequisites and preparations	3
2.1 Preparations checklist	4
2.2 System requirements.....	5
2.3 Required software	5
2.4 Required hardware	5
2.5 Samsung TV setup	6
2.6 Licensing	7
2.7 Orchestra preparations.....	8
2.8 Solo preparations	11
3. Installation	13
3.1 Installation settings for Orchestra	14
3.2 Installation settings for Solo.....	16
3.3 Installation settings for browser mode	17
3.4 Install Qmatic Show using the USB.....	17
3.5 Install Qmatic Show as Web App	18
4. Upgrade.....	19
4.1 Upgrade Qmatic Show with Orchestra	20
4.2 Upgrade Qmatic Show with Solo.....	21
5. Uninstallation.....	23
6. Using Qmatic Show.....	25
6.1 Start Qmatic Show.....	26
6.2 Open the menu.....	26
6.3 Menu choices	28
6.4 Nightly reset and publish	34
6.5 Troubleshooting Orchestra.....	35
6.6 Troubleshooting Solo.....	36

1. Introduction

Topics

Overview	2
Main features	2

1.1 Overview



Qmatic Show is a media player for Orchestra 7 and Solo. With this application, it is possible to set up a media display to show images, video, live TV, context marketing messages and customer journey information on Samsung professional TV displays.

1.2 Main features

- ✓ Easy to configure
- ✓ Support for portrait or landscape orientation
- ✓ Caching of files (Orchestra only)
- ✓ Live TV (Orchestra only)
- ✓ Error log repository
- ✓ HTTP/HTTPS support (Orchestra only)
- ✓ Automatic upgrade

2. Prerequisites and preparations

Topics

Preparations checklist.....	4
System requirements.....	5
Samsung TV setup	6
Required software.....	5
Licensing.....	7
Orchestra preparations	8
Solo preparations.....	11

This chapter describes the prerequisites and preparations needed to install and use Qmatic Show.

2.1 Preparations checklist

The following table can be seen as a checklist for the preparations that need to be considered before going ahead with the installation.

Preparation step	Check	N/A
You have an Orchestra 7 or Solo system installed.		
Orchestra or Solo is prepared and configured for Qmatic Show. See also "2.7 Orchestra preparations" on page 8 and "2.8 Solo preparations" on page 11		
Samsung TV is installed, configured and connected. See also "2.2 System requirements" on page 5 and "2.5 Samsung TV setup" on page 6.		
Qmatic Show zip file is available. See also See "Required software" on page 5.		
A FAT32 or NTFS formatted USB is available.		
The correct licenses are in place. See also "2.6 Licensing" on page 7.		

2.2 System requirements

Qmatic Show is only supported by **Qmatic Orchestra 7** and **Solo**. It is not supported by earlier Orchestra releases.

2.3 Required software

To use the app, you need the **Qmatic Show zip file**, found on Qmatic World. The file contains:

- QmaticShow.wgt (for new installation, found in the SSSP folder)
- QmaticShow.utt (unit type file, found in the utt folder)
- qmaticshowTV.wgt (TV widget, found in the widget folder)
- qmaticshowDing.wgt (Ding widget, found in the widget folder)
- QmaticShow.war (for upgrade)
- config_xx.xml (for configuration, found in the SSSP folder)
- sssp_config.xml (for install configuration, found in the SSSP folder)
- readme.txt
- release-notes

2.4 Required hardware

2.4.1 Samsung TV display

To use Qmatic Show, you need a Samsung TV display. The following Samsung TV displays from the SMART Signage family have been tested:

- Samsung PM32F
- Samsung DB43J
- Samsung DB49J
- Samsung PM55H
- Samsung QM55H
- Samsung QB43R
- Samsung QM55B

However, any SSSP4, SSSP5, SSSP6, SSSP7 or SSSP10 display can be used, but all haven't been tested. If you use a newly released model, you may see a security warning when installing, and Qmatic Show may not work correctly. If this

is the case, please contact Qmatic support and you will get an updated version of the application.

2.4.2 Remote Control

Navigation between menu pages as well as configuration of the application is handled with the remote control.

2.5 Samsung TV setup

We recommend that you configure the Samsung TV according to the following settings:

- Select **orientation** – landscape or portrait
-  If you want to mount your display vertically (portrait mode), turn the display 90 degrees clockwise. It is not supported to mount the display upside down.
- Set Auto power off to **off**
- Connect to a network and set a date and time
- Select to play via **URL launcher** and not MagicInfo
- If you want to, give your device a name
- Select a **PIN number** for the TV and remember it
- In the Home menu, use **On/Off timer**  to turn the TV off during non office hours and on some time before office open. This will save power and screen lifetime. For On timer, select **URL Launcher** as source for Qmatic Show to start automatically. Also, set the volume you want the app to have at startup.

2.6 Licensing

To use Qmatic Show, you need at least one of the following licenses:

Orchestra

- Media Display
- Digital Signage

Both licenses are scaled on number of units, i.e. you need one license per display.

Solo

- Solo License with media option

The table below shows how the licenses differ.

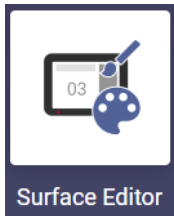
Feature	Media Display (Orchestra)	Digital Signage (Orchestra)	Media License (Solo)
Static images	✓	✓	✓
Static text	✓	✓	✓
Scrolling text	✓	✓	
Caching of playlists		✓	
Live TV		✓	
Customer journey information	✓		✓

2.7 Orchestra preparations

This section describes what you need to set up in Orchestra to use Qmatic Show.

ⓘ Note that Qmatic Show is only supported by Orchestra 7.

2.7.1 Surface editor



To use Qmatic Show, you need to set up a **media display** in Surface Editor in Orchestra. We recommend that you use 1080 Full HD. For more information about the Surface Editor, see the Surface Editor chapter in Orchestra Administrator's Guide.

ⓘ Qmatic Show doesn't automatically adjust its surface to match with the TV resolution. If you are using a 4k display, you should create a generic media surface type with a resolution that matches the 4k TV.

Supported content

If you have the Digital Signage license and you want to add a channel player to your surface, you need to make sure that the content in the playlist is supported. The Samsung displays only support a subset of the image and video formats that can be uploaded in Context Marketing in Orchestra. Please see the Samsung documentation to know which content is supported.

If needed, convert the content into **supported file formats** or make other required changes before proceeding.

Qmatic Show Ding widget

If you want to play a sound when a customer is called, use the Qmatic Show Ding widget.

1. Go to System Administration > Widgets
2. Click on Qmatic Show Ding widget and select surface type. If it isn't in the list you can upload it.
3. Go to Surface Editor and drag the widget to the wanted surface.

ⓘ Make sure you use the latest version of the Ding widget, with sample rate 44,1 kHz.

Limitations

- With SSSP4, any video used in the channel player will pause while the ding widget is played
- With SSSP5 and later, the sound will mute but video will keep playing while the ding widget is played.
- It is recommended that you put the ding widget on a call page and not use a transparent background.

TV widget

If you want to show live TV, you need to map the widget **Qmatic Show Live TV** to the surface used by Qmatic Show.

To use the TV widget, follow these steps:

1. Go to System Administration > Widgets.
2. Click on Qmatic Show Live TV and select a surface type.

If the widget isn't in the list, you can upload it. Look for qmaticshowTV.wgt in the widget folder in the Qmatic Show zip file.
3. When you have mapped the widget to the surface, go to Surface Editor where you can select either HDMI or TV as source. Note that all displays do not support TV content.

Limitations

- It is not supported to show video in the channel player if the TV Widget is also being used (i.e you can not play two videos at the same time)
- You can not place a widget above the TV widget (for example a call widget). If you want to place a call widget on top of the TV widget, please create a call page and add the call widget there.
- If you use a widget with sound, e.g. the ding widget, it is recommended to use videos without sound.

Below are some examples of what a start page and a call page can look like.

Example Start Page:



1. Ticket Call History Widget
2. Channel Player - playlist with a series of images.
3. Logotype (image)

Example Call Page:



1. Ticket Call History Widget
2. Ticket Call Widget
3. Fixed image
4. Logotype (image)

2.7.2 Qmatic Show unit type

For more information about unit types, see the Standard Unit Types Guide. The following steps should be specifically considered for Qmatic Show:

1. Log in to Orchestra with system administration rights. In the System Administration application, add **QmaticShow.utt** to your unit types. The file can be found in the utt folder. On this level you can configure
 - **Bandwidth limit:** Maximum bandwidth to use while downloading media content to the unit (kbit/sec).
 - **Media update time:** This defines the time interval (minutes) for when Qmatic Show connects to Orchestra and checks for new content.
2. In Business Configuration, add the Qmatic Show unit type to the equipment profile used by the branch.

ⓘ Note that you need to add one unit type for every display, i.e if you have five displays, you need to add the Qmatic Show unit type to the equipment profile five times (and give them a unique unit id, see below).

On this level you can configure

- **Unit id:** Every Qmatic Show unit needs a unique unit id.
 - **Media application:** Select the Media Display surface you have created for Qmatic Show.
 - **Queues:** Queues that the presentation point should display visits from, in combination with service points, set on branch level.
 - **Min display time:** Minimum time that a visit number is displayed until the next visit can be called (seconds).
3. Finally, go to the Branches tab and configure the settings there. On branch level you can configure
 - **Service Points**
 - **ServicePoints to the left**
 - **ServicePoints to the right**

2.8 Solo preparations

For information about how to set up your Solo system for Qmatic Show, please see the Media Display chapter in Solo Reference Manual.

3. Installation

Topics

- Installation settings for Orchestra 14
- Installation settings for Solo 16
- Installation settings for browser mode 17
- Install Qmatic Show using the USB 17
- Install Qmatic Show as Web App 18

This chapter describes how to install Qmatic Show. Before installing the app on the TV, we recommend that you define the settings for Qmatic Show in the configuration file. You can install either for Orchestra mode, Solo mode or browser mode.

3.1 Installation settings for Orchestra

1. Unzip the **Qmatic Show zip file** and open it.
2. In the SSSP folder, open the file **config_orchestra.xml**. The configuration parameters look like this:

```
<config>

<SYSTEM>ORCHESTRA</SYSTEM>

<!-- HOST, Hostname or ip address that QmaticShow shall connect to -->
<HOST>hostname</HOST>

<!-- IS_SSL, true if SSL enabled and false if SSL is not used -->
<IS_SSL>false</IS_SSL>

<!-- WS_PORT, the websocket port, normally one of the below
WS distributed 18888
WS central 8888
WSS distributed 18989
WSS central 8989 -->
<WS_PORT>8989</WS_PORT>

<!-- BRANCH_PREFIX, The id of the branch that QmaticShow shall connect to -->
<BRANCH_PREFIX>BRA</BRANCH_PREFIX>

<!-- UNIT_ID, The id of the Unit to use, shall be unique for each screen per branch-->
<UNIT_ID>QmaticShow</UNIT_ID>

<!-- PIN, Defines the PIN number used to open the QmaticShow Menu (values: 4 NUMERIC Characters ) -->
<PIN>0000</PIN>

</config>
```

3. Enter values that match your environment:

- **<SYSTEM>**: ORCHESTRA
- **<HOST>**: Hostname or IP address of the system that Qmatic Show should connect to.
Example: demo.qmatic.com (don't type http://)
- **<IS_SSL>**: Enter **true** if SSL is enabled, and **false** if SSL is not enabled.
- **<WS_PORT>**: The websocket port. Normally one on the following:

WS distributed: 18888
WS central: 8888
WSS distributed: 18989
WSS central: 8989

- **<BRANCH_PREFIX>**: The branch prefix of the branch that Qmatic Show should connect to. Can be found in Business Configuration> Branches.
- **<UNIT_ID>**: The unit id of the unit. Can be found in the equipment profile.
 - ⓘ The unit id must be unique per display!
- **<PIN>**: The PIN number used to open the Qmatic Show menu.

4. Change the file name to **config.xml** and save. Delete the other .xml files.

You can also enter all or some of these settings *after* installing the app on the TV. For example, you may want to configure everything except for branch prefix and unit id. Note that the settings that you don't configure here, have to be entered manually with a remote control.

3.2 Installation settings for Solo

1. Unzip the Qmatic Show zip file and open it.
2. In the SSSP folder, open the file `config_solo.xml`. The configuration parameters look like this:

```
<config>

<SYSTEM>SOLO</SYSTEM>

<!-- HOST, hostname or ip address that Qmatic Show shall connect to -->
<HOST>hostname</HOST>

<!-- PORT, the port number (values: any NUMERIC characters ) -->
<PORT>80</PORT>

<!-- DISPLAY_NO, display number of the Solo system -->
<DISPLAY_NO> 1 </DISPLAY_NO>

<!-- START_PAGE, the start page URL (values: any ) -->
<START_PAGE>index.html</START_PAGE>

<!-- PIN, defines the PIN number used to open the QmaticShow Menu (values: 4 NUMERIC Characters ) -->
<PIN>0000</PIN>

</config>
```

3. Enter values that match your environment:

- **<SYSTEM>**: Solo
- **<HOST>**: Hostname or IP address of the system that Qmatic Show should connect to.

Example: demo.qmatic.com (don't type http://)

- **<PORT>**: The port number
- **<DISPLAY_NO>**: The display number.

❗ The display number must be unique per display!

- **<START_PAGE>**: The start page URL
- **<PIN>**: The PIN number used to open the Qmatic Show menu.

4. Change the file name to `config.xml` and save. Delete the other `.xml` files.
5. You can also enter all or some of these settings after installing the app on the TV. Note that the settings that you don't configure here, have to be entered manually with a remote control.

3.3 Installation settings for browser mode

1. Unzip the Qmatic Show zip file and open it.
2. In the SSSP folder, open the file `config_Browsermode.xml`. The configuration parameters look like this:
3. Enter values that match your environment:
 - **<SYSTEM>**: BROWSER_MODE
 - **<HOST>**: Hostname or IP address of the system that Qmatic Show should connect to.
Example: demo.qmatic.com (don't use http://)
 - **<IS_SSL>**: True/false, depending on if SSL is used.
 - **<PORT>**: The Orchestra port number
 - **<BRANCH_PREFIX>**: The branch prefix of the branch the Qmatic Show should connect to.
 - **<UNIT_ID>**: The id of the unit to use, shall be unique for each screen per branch.
 - **<PIN>**: The PIN number used to open the Qmatic Show menu.
4. Change the file name to `config.xml` and save. Delete the other .xml files

You can also enter all or some of these settings after installing the app on the TV. Note that the settings that you don't configure here, have to be entered manually with a remote control.

3.4 Install Qmatic Show using the USB

When you have edited the configuration file, please follow these steps to complete the installation:

1. Copy the **SSSP folder** to your FAT32 or NTFS formatted USB root location.
2. Insert the USB stick into the TV.

3. Press **HOME**  on the remote control.

4. In the home menu, select **URL Launcher Settings** .

ⓘ if you don't see this option, go to **Menu > System > Play via** and select **URL Launcher** (instead of MagicInfo).

5. Select **Install from USB device**.

6. Enter the **PIN** for the TV.

7. The app should now start automatically.

ⓘ If you have an Orchestra system that is installed using localhost, Qmatic Show will not be able to connect, and you will be notified about that.

ⓘ You will also be notified if you don't have a valid license.

8. If you need to complete the configuration, press **Info**  on the remote control. For more information, see "Settings" on page 28.

3.5 Install Qmatic Show as Web App

Please follow these steps to complete the installation:

1. The QmaticShow.war file needs to be deployed to Orchestra. How this is done depends on if you run Orchestra central or a distributed queue agent:

- For Orchestra central, go to the application server (Wildfly) and deploy QmaticShow.war.
- For distributed queue agents, you need to create a new agent profile and add QmaticShow.war. Then you need to run a remote upgrade and publish the affected branches. For more information about agent profiles and remote upgrade please see the sections "Suggested working order, remote upgrade" and "Remote Upgrade Overview" in the System Administration chapter in the Reference manual.

2. Press **HOME**  on the remote control.

3. In the Home menu, select **URL Launcher Settings** .

ⓘ If you do not see this option, go to Menu>System>Play via and select **URL Launcher** (instead of MagicInfo)

4. Select **Install Web App**.

5. Enter the URL <orchestra URL:port>/QmaticShow - for example http://10.20.0.40:8080/QmaticShow

6. The application starts automatically.

7. You need to complete the configuration, press **Info** on the remote control. For more information, see "Settings" on page 28.

4. Upgrade

Topics

Upgrade Qmatic Show with Orchestra	20
Upgrade Qmatic Show with Solo	21

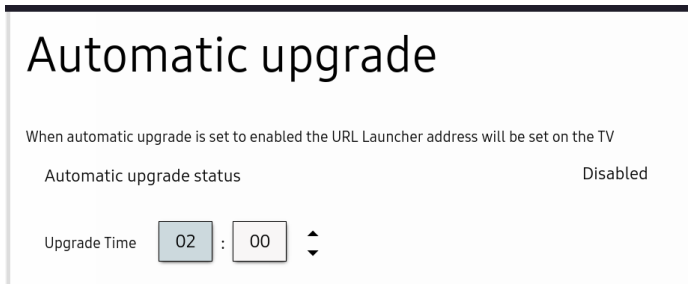
This chapter describes how to upgrade Qmatic Show.

An automatic upgrade feature makes it easy to upgrade Qmatic Show.

4.1 Upgrade Qmatic Show with Orchestra

To upgrade the app, please follow these steps:

1. Open the Qmatic Show menu and set Automatic upgrade to **enabled**. Also set an **upgrade time**. The upgrade time must be at an hour when the screen is turned on (applicable if you use the on/off timer). Default is 02.



2. The **QmaticShow.war** file needs to be deployed to Orchestra. How this is done depends on if you run Orchestra central or a distributed queue agent:
 - a) For Orchestra central, go to the **application server** (Wildfly) and deploy QmaticShow.war.
 - b) For distributed queue agents, you need to create a new agent profile and add QmaticShow.war. Then you need to run a remote upgrade and publish the affected branches. For more information about agent profiles and remote upgrade please see the sections "Suggested working order, remote upgrade" and "Remote Upgrade Overview" in the System Administration chapter in the Reference manual.
3. At the set restart time, or the next time you manually restart Qmatic Show, the app will automatically search for new versions and upgrade if it detects a new version.
4. After upgrade, we recommend to remove the war file from Orchestra central and also set Automatic Upgrade to **disabled**.

ⓘ Qmatic Show won't know if it is an older or a newer version that is deployed on Orchestra. This means that if you have a version of Qmatic Show deployed on Orchestra that is older than the one running on the TV, the app will downgrade if automatic upgrade is enabled.

4.2 Upgrade Qmatic Show with Solo

To upgrade the app, please follow these steps:

1. Open the Qmatic Show menu and set Automatic upgrade to **enabled**. Also set an **upgrade time**. The upgrade time must be at an hour when the screen is turned on (applicable if you use the on/off timer). Default is 02.
2. Start the ftp client in the Solo System
3. Use an ftp client and login to the Solo System (e.g. WinSCP)
4. Go to the media directory **/qwin/media**
5. Create a folder and name it **QmaticShow**.
6. Copy **QmaticShow.wgt** and **sssp_config.xml** to the created folder.
7. At the set restart time, or the next time you manually restart Qmatic Show, the app will automatically search for new versions and upgrade if it detects a new version
8. After upgrade, we recommend to set Automatic Upgrade to **disabled**.

ⓘ Qmatic Show won't know if it is an older or a newer version in the media folder. This means that if you have a version of Qmatic Show deployed on Solo that is older than the one running on the TV, the app will downgrade if automatic upgrade is enabled.

5. Uninstallation

This chapter describes how to uninstall Qmatic Show.

⚠ It's recommended to clear the cache and the log before you uninstall the app. Just uninstalling the app will not remove the cache and the log files.

To uninstall the app, please follow these steps:

1. **Clear the log** and the **cache** in Qmatic Show (if applicable). For more information, see "6.3.4 View Log" on page 32 and "6.3.5 Cache" on page 33. .

2. Press the **HOME** button  on the remote control, and go to URL Launcher
Settings  .
3. Select **Uninstall** – QmaticShow and confirm.

6. Using Qmatic Show

Topics

Start Qmatic Show	26
Open the menu	26
Menu choices.....	28
Nightly reset and publish	34
Troubleshooting Orchestra	35
Troubleshooting Solo	36

This chapter describes the different parts of the Qmatic Show menu, how nightly reset works, and also how to interpret error messages.

6.1 Start Qmatic Show

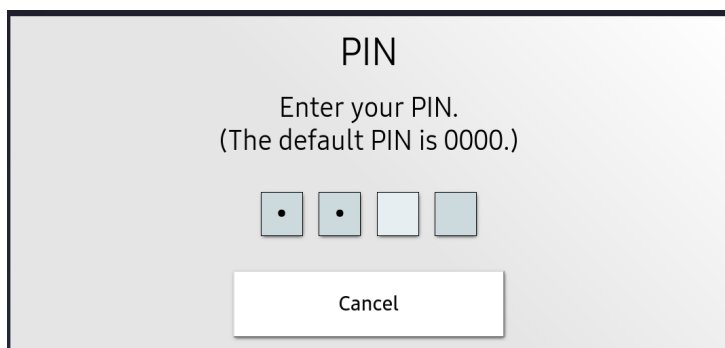
To open Qmatic Show on the Samsung display (when it has already been

installed), press the HOME button  on the remote control. Select the Qmatic Show icon.

If the Qmatic Show icon isn't there, check that the app is installed and that the system is set to play via URL Launcher.

6.2 Open the menu

To open the Qmatic Show menu, press the **Info** button  on the remote control. The first window that is displayed when the app starts, is the Enter PIN window:

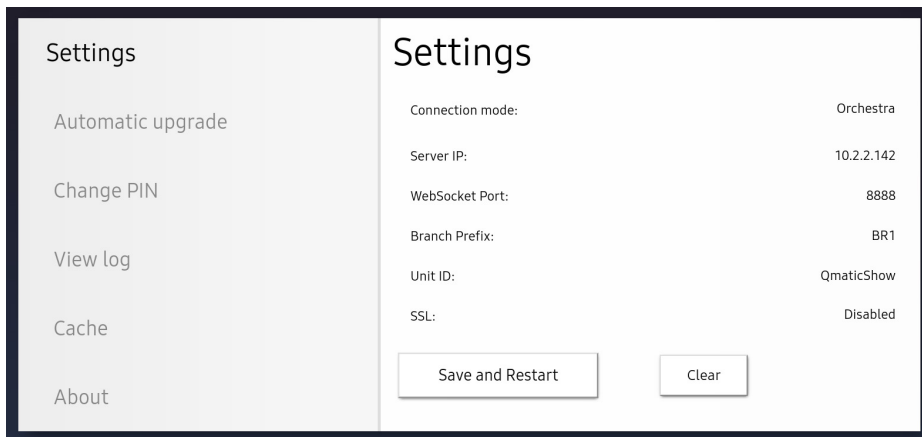


The default PIN is 0000. However, it is highly recommended that the PIN is changed (see "6.3.3 Change PIN" on page 31).



Note that there is one PIN number for the TV and one for the app.

A menu is displayed:



The menu contains the following tabs:

- Settings
- Automatic upgrade
- Change PIN
- View Log
- Cache
- About

ⓘ After 60 seconds of inactivity, the menu will automatically close.

6.3 Menu choices

6.3.1 Settings

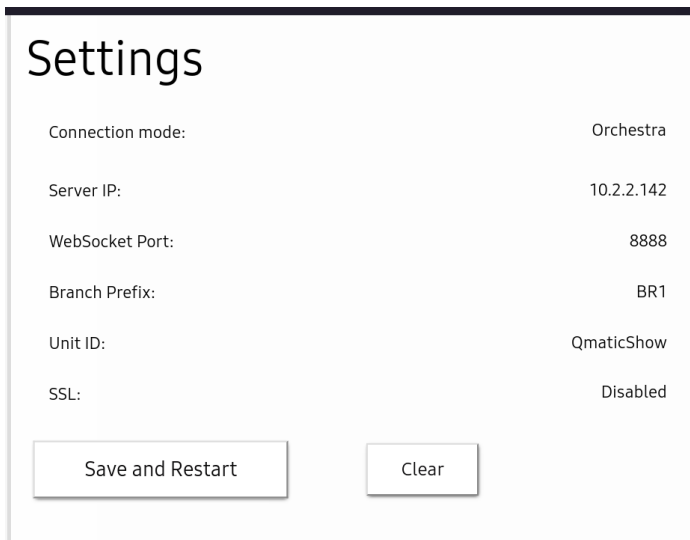
When you open the Qmatic Show menu, the Settings tab automatically opens. If you have configured the settings in config.xml, those are displayed here. If you don't want to change anything in the settings, you don't have to change anything in this tab. Note that all settings entered beforehand can be overridden in this menu.

The following sections explain all settings that are necessary in order to get Qmatic Show up and running.

The first setting is **Connection mode**: Orchestra, Browser Mode or Solo. Depending on the connection mode, the rest of the settings will look different.

Orchestra settings

The Settings page for Orchestra looks like this:



The screenshot shows a web interface titled "Settings". It contains a list of configuration items, each with a label and a value. At the bottom, there are two buttons: "Save and Restart" and "Clear".

Connection mode:	Orchestra
Server IP:	10.2.2.142
WebSocket Port:	8888
Branch Prefix:	BR1
Unit ID:	QmaticShow
SSL:	Disabled

Save and Restart Clear

You can enter the following settings:

- **Server IP:** Hostname or IP address of the system that Qmatic Show should connect to

Example: demo.qmatic.com (don't type http://)

- **Websocket Port:** The websocket port. Normally one on the following:

WS distributed: 18888
WS central: 8888
WSS distributed: 18989

WSS central: 8989

- **Branch Prefix:** The branch prefix of the branch that Qmatic Show should connect to. Can be found in Business Configuration > Branches.
- **Unit ID:** The unit ID of the unit. Can be found in the equipment profile.
 ! The unit ID must be unique per display!
- **SSL:** If SSL is enabled or not

When you have configured these settings, select **Save and restart**.

Solo settings

The Settings page for Solo looks like this:

The screenshot shows a web interface for 'Solo' settings. The title 'Settings' is at the top left. Below it, there are five rows of settings, each with a label on the left and a value on the right. At the bottom, there are two buttons: 'Save and restart' and 'Clear'.

Setting	Value
Connection mode:	Solo
Server IP:	10.2.6.220
Port Number:	80
Display Number:	1
Start page:	index.html

Buttons: Save and restart, Clear

You can enter the following settings:

- **Server IP:** Hostname or IP address of the system that Qmatic Show should connect to
 Example: demo.qmatic.com (don't type http://)
- **Port Number:** The port number that Qmatic Show should connect to
- **Display Number:** The display number in Solo
- **Start Page:** The Start Page URL

When done configuring these settings, select **Save and restart**.

Browser mode settings

The Settings page for Browser mode looks like this:

You can enter the following settings:

- **Server IP:** Hostname or IP address of the system that Qmatic Show should connect to

Example: demo.qmatic.com (don't type http://)

- **SSL:** If SSL is enabled or not
- **Port Number:** The port number that Qmatic Show should connect to
- **Branch prefix:** The branch prefix of the branch the Qmatic Show should connect to.
- **Unit Id:** The id of the unit to use

When done configuring these settings, select **Save and restart**.

6.3.2 Automatic upgrade

In the Automatic upgrade tab, you can enable **automatic upgrade**:

Automatic upgrade

When automatic upgrade is set to enabled the URL Launcher address will be set on the TV

Automatic upgrade status Disabled

Upgrade Time : 

1. Select **Enabled** if you want automatic upgrade to be turned on.
2. Then select an upgrade time, that is, an hour for when you want the automatic upgrade to take place.

ⓘ If you have set an on/off timer for the screen, you need to make sure that the screen isn't turned off when the automatic upgrade takes place.

6.3.3 Change PIN

To change the PIN of the app, go to the Change PIN tab.

1. First, you have to enter the current PIN number.
2. Then enter the new PIN twice.

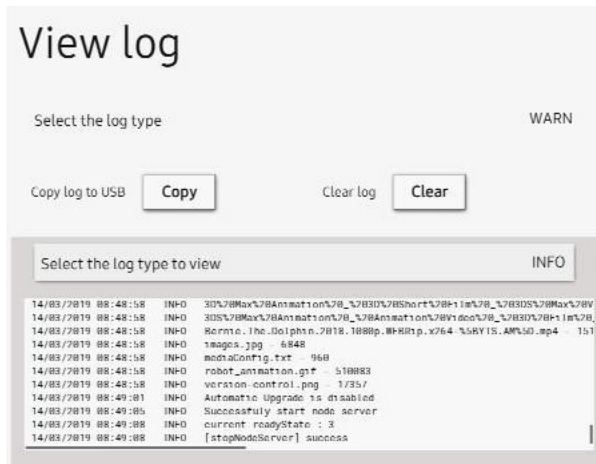
Change PIN

Enter a new PIN.

Enter the PIN again.

6.3.4 View Log

In this tab, you can view the log for Qmatic Show:



- In the Select log type list, you can select which log types should be registered:
 - **Info:** registers info, warnings and errors
 - **Warnings:** registers warnings and errors
 - **Errors:** registers errors
- You can also select the log type to view: info, warnings and errors.
- To clear the log, press **Clear**.

Copy log

It is possible to export the log to a USB memory:

1. Insert in the USB stick.
2. Go to “Copy log to USB” and select **Copy**.
3. You will see a confirmation message that the log was copied to the USB.
4. Open the USB folder on your computer and make sure that the exported log file `QmaticShowLog-<date>.txt` has been saved to that folder.

⚠ If you get the message “Failed to copy log”, something went wrong and the log couldn't be copied to the USB. Check that the USB isn't full or write protected. Also check that it has a correct file system.

6.3.5 Cache

If you use Orchestra and have the Digital Signage license, the app will cache your content.



The bar shows how much content is cached.

ⓘ You can cache maximum 2 GB.

To clear the cache press **Clear**.

Content download for cache

Qmatic Show will use the maximum bandwidth that is defined in the Qmatic Show unit type. For more information, see the Standard Unit Types guide.

Qmatic Show connects to Orchestra at the time interval defined in the unit type to check if there is new content.

6.3.6 About

About



The About tab shows information about the Qmatic Show app:

- Version number of the app
- Copyright information
- The IP of the Samsung TV

6.4 Nightly reset and publish

The following applies to nightly reset and publish:

- Qmatic Show is restarted at nightly reset.

For Solo, you need to install the patch that supports this (found on Qmatic World), for this functionality to work properly.

- Qmatic Show is restarted when a branch is published, in Orchestra.

6.5 Troubleshooting Orchestra

Table 1: Error messages Orchestra

Error message	Comment
Communication channel break, restart communication channel... Please wait	Communication channel is trying to reinitialize
Failed to connect to QAgent, Reason: User timeout caused connection failure	Connection cannot be established with the QAgent host
Central server host address mismatch	The user given host address and the one returned from the websocket has been mismatched
Central server is incorrectly configured with localhost	The Orchestra server has been installed using localhost instead of the real address
RESET - Application try to restarting...	A reset event has been received from the websocket. A branch may have been published.
Unit id should be unique for device. Please contact your system administrator	The configured unit id is not unique
Error in connection establishment, please check configuration and restart	The websocket connection has been closed due to a configuration error (for example an invalid branch id.
Invalid Orchestra license. Please contact your System Administrator	License invalid.
Unsupported	Content is unsupported. If content in a playlist is unsupported, the channel player will skip that content. If, however, the last content of a playlist is unsupported, the channel player will stop the looping and remain black.
Corrupted	Content is corrupted, or there may be an issue with the network connection.

6.6 Troubleshooting Solo

Table 2: Error messages Solo

Error message	Comment
Licensing error: No 'Media' option present.	License invalid.
Connection to the server lost. Retrying...	Connection has been lost to the Solo server.

Q-MATIC

Q-MATIC AB,
Box 198,
SE-431 23 Mölndal,
Sweden.

VAT No SE556212749701

Phone: +46 31 756 46 00

Email: info@qmatic.com

Web: www.qmatic.com