EverAlert Dynamic Display User Manual

Product Model: EADV3

May 2023

The contents covered in the manual are based on the latest information of the machine when the manual is written. If the product parameters are changed, please refer to the current product without prior notice. If necessary, please go to our website to download the latest user manual.

Safety Instructions

- Please use the original power adapter and accessories.
- Unplug the power cord during thunderstorms or when the machine will not be used for a long time.
- Please do not put the product in high temperature, humidity, or dusty places, especially in summer, do not put the product in the car with the windows closed, or the place where the sun can be directly exposed.
- Please avoid dropping or colliding the product strongly, and do not subject the display to violent vibration or impact, otherwise the display may be damaged or display abnormally.
- The company only undertakes limited warranty responsibility for the hardware product itself. For any data loss during use, the company does not take any responsibility for the data stored in the machine. The company strongly recommends that you back up your data during use.
- When the machine is formatting or uploading or downloading data, please do not suddenly disconnect the power connection, otherwise it may cause damage to the device.
- Please keep the display away from any heat sources. Place the display in a stable and well-ventilated place.
- Please handle with care as product contains glass.
- The holes or openings on the display are designed for ventilation. Do not cover or block the ventilation holes or openings with any objects.
- Remove protective covering from the screen before you use the display.
- Shut off the power supply before cleaning. Use a soft lint-free cloth instead of a tissue to wipe the screen.
- You may use a glass cleaner to clean the product as required. However, never spray the cleaner directly onto the display surface.
- Do not attempt to repair this product yourself! Improper disassembly of the product may invalidate the warranty and lead to possible danger
- If you have a problem that cannot be solved using the "Troubleshooting" guidelines, please contact your supplier.

Introduction

Congratulations on your purchase of our product. Please read carefully and follow all instructions in the manual before first use.

The product should not be exposed to liquids dripping or splashing and no objects filled with liquids, such as vases, should be placed on the product.

Attention:

1. Do not change any default setting when it is unnecessary.
2. Keep the product far away from water during installation and use.

Box Contents

1 x Dynamic Display
1 x Power Adapter
1 x Desktop Stand
1 x Screws Pack
1 x Ports Cover

Product Overview

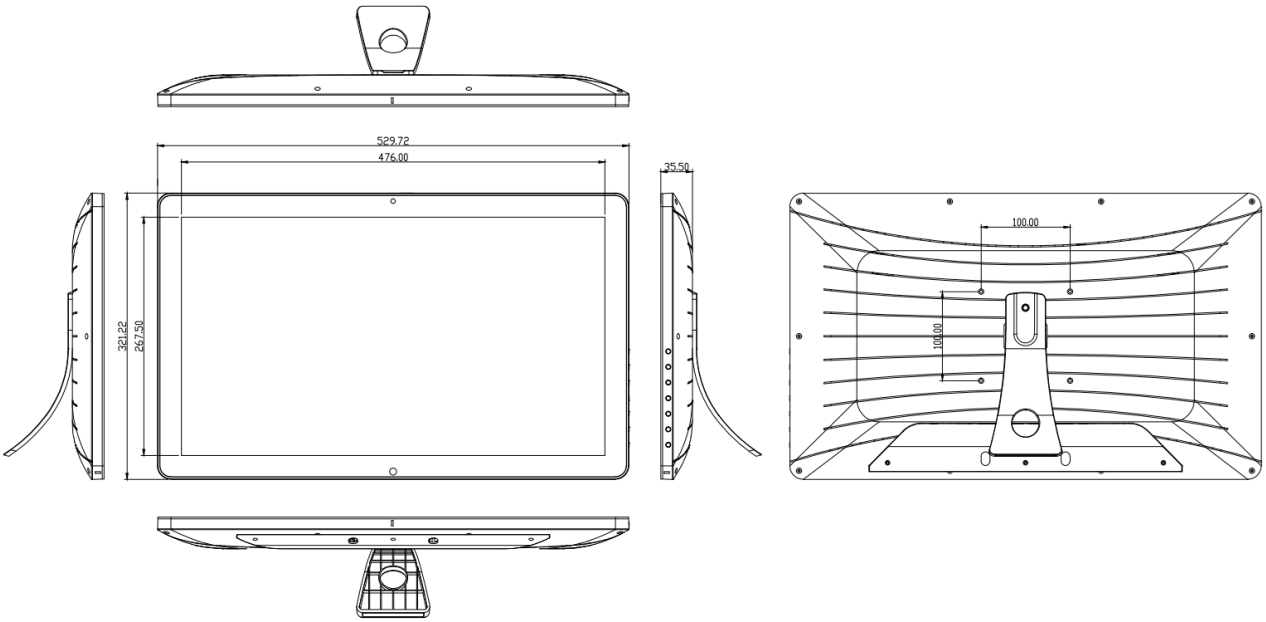


Figure 1. Product Size

The EverAlert communication system performs as a comprehensive, campus-wide network of displays to support daily, institutional messaging and extend emergency notifications through integrated services. EverAlert multi-functional digital signage delivers synchronized scheduling capabilities and dynamic or automated messaging communications, keeping building occupants safe, informed, and on time.

EverAlert Dynamic Display FEATURES

- Smart 22” class HD screen with built-in speakers
- The inCloud management portal supports a virtually unlimited number of EverAlert displays
- Display functions in either landscape or portrait orientation
- Preloaded with operating system software
- Communicates to the inCloud management portal through wired Ethernet or Wi-Fi network
- Resumes normal operation without intervention after a temporary power interruption
- Operator adjustable or scheduled screen brightness
- Scheduled sleep mode for energy conservation
- 1 year warranty

Hardware Features

AP2152-EADV3	
CPU	Quad Core ARM Cortex A17 RK3288
RAM	2GB
eMMC	16GB
Storage	TF Card, Supports up to 64GB SDHC
Display	21.5” LCD with LED backlight 1920 x 1080
USB	2 x USB2.0
LAN	10/100M, RJ45 connector
Audio	Internal speakers 2 each at 3W 3.5mm External speaker output jack
WiFi	802.11b/g/n/a/ac (2.4GHz & 5GHz)
HDMI	HDMI Output
Input voltage to power supply	100-240VAC, 50/60Hz
Output voltage from power supply	12VDC
Operating temperature /humidity	32˚F – 104˚F, <85% RH
Power Consumption	25W (average), 40W (maximum), 20W (sleep)
OS	Android 9.0
Dimensions	2013/16” L, 13/8” W, 129/16” H
Weight	8lbs
Mounting	Landscape (horizontal) or portrait (vertical)

Supported Media Files

Video	
Container	MP4, AVI, MPG
Codec	MPEG-1, MPEG-2, MPEG-4, XVID, H.264
Width	1920 (1080 for portrait)
Height	1080 (1920 for portrait)
Audio	AAC or MP3

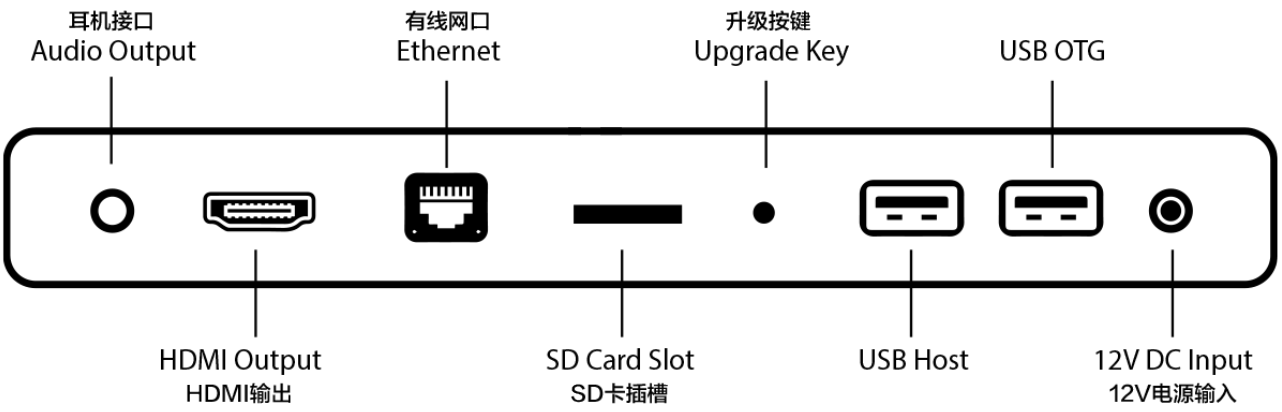
Image	
Container	JPEG
Compression	Baseline
Colour Mode	RGB
Width 1920	(1080 for portrait)
Height 1080	(1920 for portrait)
Maximum	DPI 300

This unit does NOT support WMV or FLV video file types.

NOTE: Video and image files should be a maximum of 1920x1080 resolution for landscape screens and 1080x1920 resolution for portrait screens.

Inputs / Outputs

- DC – power input
- USB OTG - for updating internal media player
- USB OTG
- USB Host
- Recovery – recovery button to re-flash tablet
- SD – input for a portable SD card
- RJ45/LAN - for network connection
- HDMI Output
- Earphone – for earphones



Getting Your Screen Online

If your screen is not already on, power it on from the mains.
Allow the screen to complete its boot up procedure, This will lead you to the Android Home screen.
Please tap “Settings”.

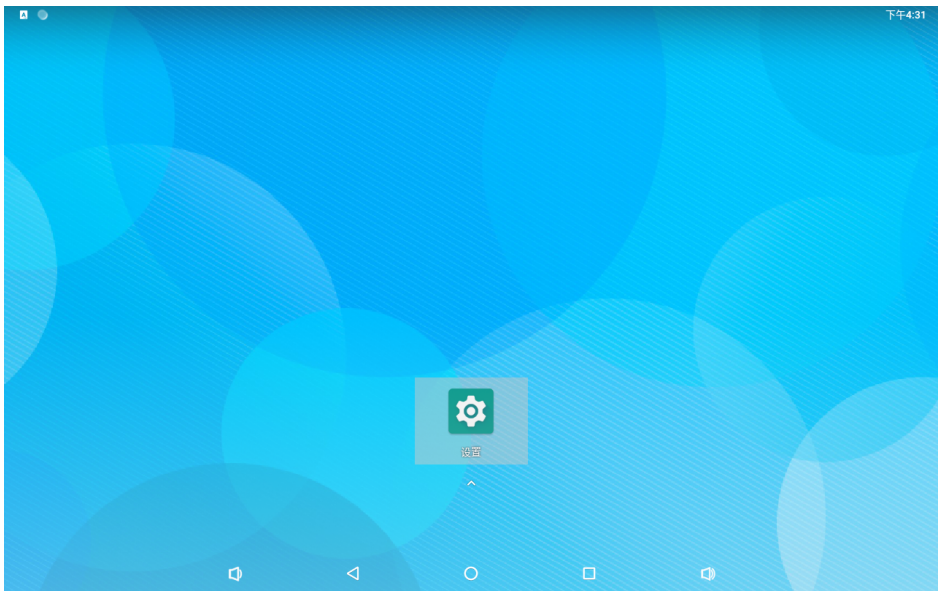


Figure 2. Settings

Tap “Network & Internet”

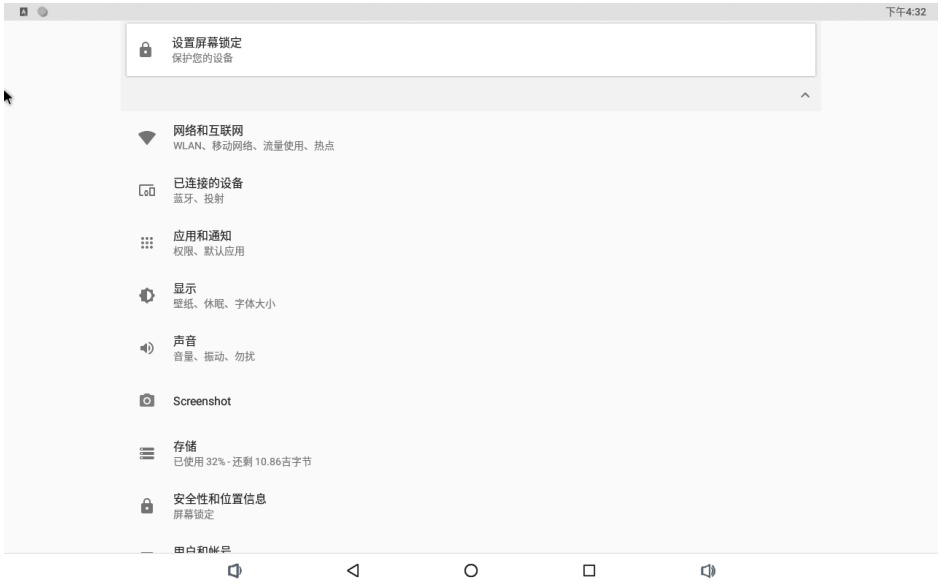


Figure 3. Network & Internet

Tap the Wi-Fi on/off button to turn this on.

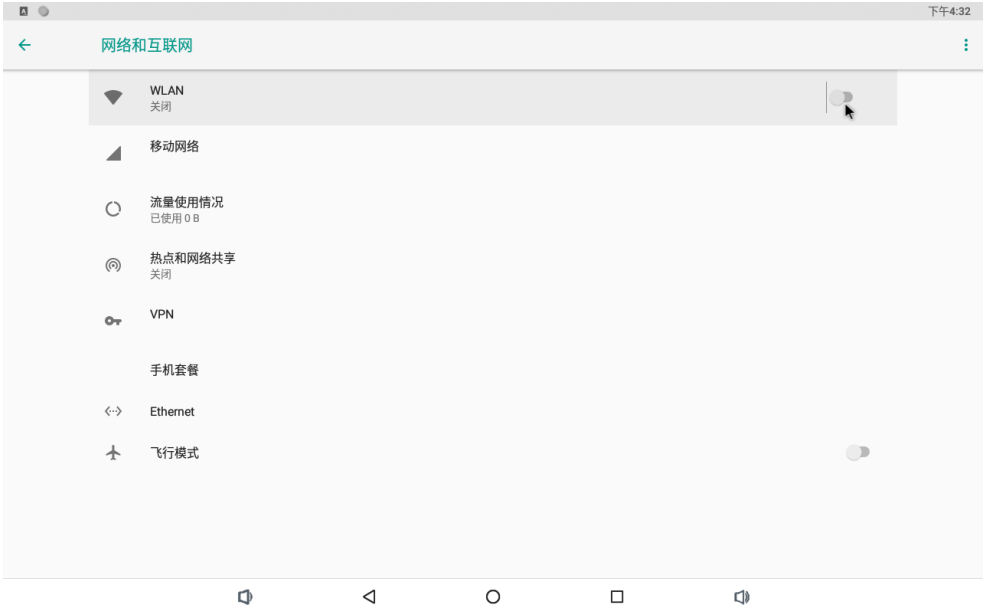


Figure 4. Turn on Wi-Fi

Tap “Wi-Fi” and then input the required information for the network you wish to connect to.

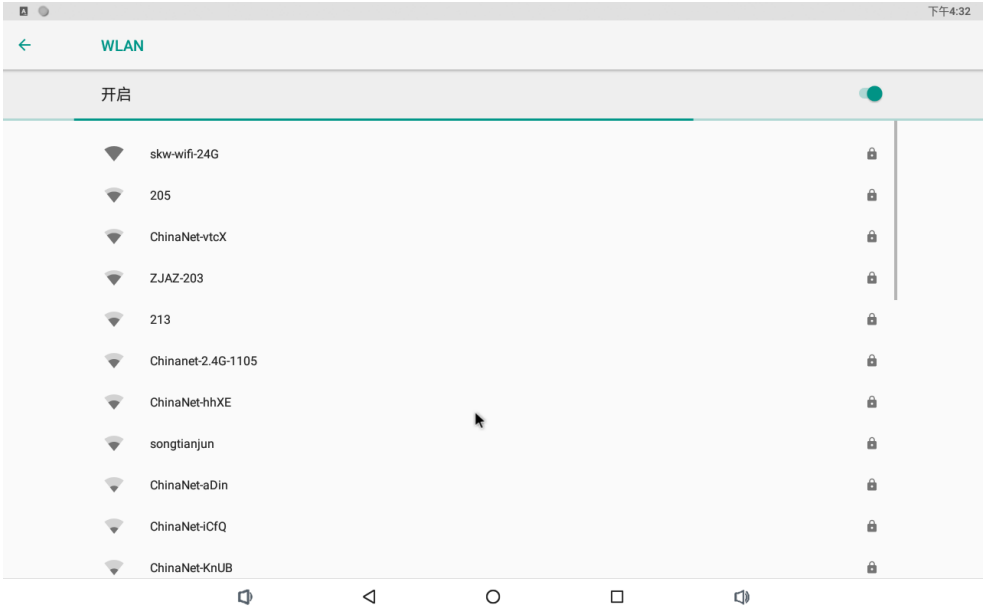


Figure 5. Connect your wifi

Quick Start Installation Guide

Pre-Installation

1. Verify with your IT Staff:
   - Dynamic Host Configuration Protocol (DHCP) is enabled.
   - Note: Currently, EverAlert Dynamic Display does not support static IP address configuration.
   - Ports 53, 80, 123, and 443 are open.
   - Internet Connection via Wi-Fi or Ethernet 10/100Base-T is available.
   - Verify SSID, Password & Security Type (if using Wi-Fi)
2. Choose a location that is near an AC power receptacle.

Unpack the box

- Remove the content from the box. Save packing materials in case you need them later.

Check the contents

i. Quick Start Guide
ii. EverAlert Dynamic Display
iii. 12vdc Power Supply (if 120VAC version)
iv. Port Cover with screws
v. Desktop Stand with thumb screw

Assigning an EverAlert Dynamic Display to the inCloud Portal

There are two simple ways to provision the displays to connect to the management portal. Option 1 uses a wired LAN ethernet cable on a DHCP enabled network with internet access. Option 2 uses a USB key that is created from the management portal and contains the encrypted Wi-Fi credentials for connecting the device to your network and Site.

Position the display in the desired orientation (landscape or portrait) before beginning the provisioning process. Once the display is provisioned, it will be locked into this orientation.

NOTE: If you will be using a Wi-Fi connection for your display and have not already created a security key on the inCloud Management Portal, please reference your welcome e-mail for instructions on generating a security key.

1. Option 1 – Configuration using wired LAN on a DHCP Network All displays have been preconfigured to a specific Site using their MAC address.
   A. Make sure the Ethernet cable is plugged into the display (if using the Dynamic Display PoE Kit, use the Ethernet patch cable from the PoE Splitter).
   B. Go to Step 3.
2. Option 2 – Configuration using USB Key
   A. Login to https://incloud.american-time.com

   B. If you have more than one site established, select the Site on which the new display(s) will be installed. Note that displays are assigned to a specific site by American Time and cannot be installed to a different site.
   C. In the side menu, click Admin. In the dropdown, click on EverAlert Configs, followed by Default Config.
   D. Make sure the desired wireless credentials have been entered. If they are blank and the intention is to use a Wi-Fi network to connect, enter them now and click Save Only.
   E. Click Create Key. The encrypted file will download to your computer.
   F. Go to the default download location on your computer and copy the SecurityKey.txt file to a USB flash drive. Note: If this process has been done before on your computer, there might be more than one security file in this directory with a number suffix like SecurityKey(1).txt. Be sure to identify the correct file and rename it to SecurityKey.txt if it is numbered.
3. Power up the display by plugging into an AC wall receptacle. (If using the Dynamic Display PoE Kit, connect the DC power cable to the power jack on the back of the Display; if using Battery Backup, see kit instructions.)
4. If using wired Ethernet, skip to Step 8.
5. Once the Display has fully loaded, the screen will display the provisioning screen that says Plug in your Security Key.
6. Insert the USB flash drive with security key into one of the two USB ports on the bottom of the EverAlert Display. Once the key is read, the screen will show Security Key Found and update the Wi-Fi credentials on the display and connect to the Portal.
7. After the device has established an internet connection, it will connect to inCloud and download any necessary updates.
8. Once updates are complete, the display will load its predefined default clock layout and the display is ready for use.

FCC& ISDE Statement

This device complies with Part 15 of the FCC Rules and with Industry Canada licence-exempt RSS standard(s).Operation is subject to the following two conditions:

(1)this device may not cause harmful interference, and (2)this device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la partie 15 des règles de la FCC et aux normes RSS exemptées de licence d'Industrie Canada. Le fonctionnement est soumis aux deux

conditions suivantes :(1)cet appareil ne doit pas causer d'interférences nuisibles, et (2)cet appareil doit accepter toute interférence reçue, y compris les interferences pouvant entraîner un fonctionnement indés

Changes or modifications to this unit not expressly approved by the party responsible forcompliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonableprotection against harmful interference in a residential installation. This equipment generates,uses and can radiate radio frequency energy and, if not installed and used in accordance withthe instructions, may cause harmful interference to radio communications. However, there is noguarantee that interference will not occur in a particular installation. If this equipment doescause harmful interference to radio or television reception, which can be determined by turningthe equipment off and on, the user is encouraged to try to correct the interference by one ormore of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme aux limites d'exposition aux rayonnements du Canada établies pour un environnement non contrôlé.

Radiation Exposure Statement for camera

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateuret votre corps.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

L'appareil destiné à fonctionner dans la bande 5150-5250 MHz est uniquement destiné à une utilisation en intérieur afin de réduire le potentiel d'interférences nuisibles aux systèmes mobiles par satellite cocanaux.