User Guide

Digital lane Waitlist

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Version 1.1.0

Powered by

FUNK SOFTWARE

Contents

1. About

A *Digital lane Waitlist* app is a part of the bowling scoring platform that allows you to broadcast the lane statuses and queue of customers and inform customers of ongoing promotions. This document describes how to use the **broadcast screen**, set it up, and customize it.

Integration of the **self-registration kiosk** and **digital lane waitlist** streamlines the registration process, improves visitor flow, and ensures a more efficient service experience.

The *Digital lane Waitlist* application allows you to create *queue* and *lane broadcasts* for the **broadcast screen** using different layouts. These layouts allow users to customize the display of information by modifying rows with columns, customer information, and notification placement.

The *Universal Content Management* (*UCM*) app allows you to target and manage the content displayed as advertisements. When placed in one of the frames on the broadcast screen, the *UCM* app presents content as an ad carousel, cycling through promotional information at set intervals.

2. Broadcast screen

The **broadcast screen** shows the lane status, the queue of waiting customers, and an optional advertising block. Customize the layout of the **broadcast screen** in the *Funk Portal* applications. The following applications handle content delivery on the **broadcast screen**:

- *Digital lane Waitlist (Visitors Grid Bowling):* Displays the status of the bowling lanes in the lane status block.
- *Digital lane Waitlist (Visitors List Bowling):* Displays the queue of waiting customers in the digital lane waitlist block.
- *Universal Content Manager (UCM)*: Displays advertisements or other types of content tailored to customers' needs.

See chapter *3. Configuring broadcast screen frames* to configure the placement of applications on the **overhead TV** screen. Refer to chapters *4.2. Configuring Digital lane Waitlist* and *4.3. Configuring Universal Content Manager app* on more detailed information for app configuration.

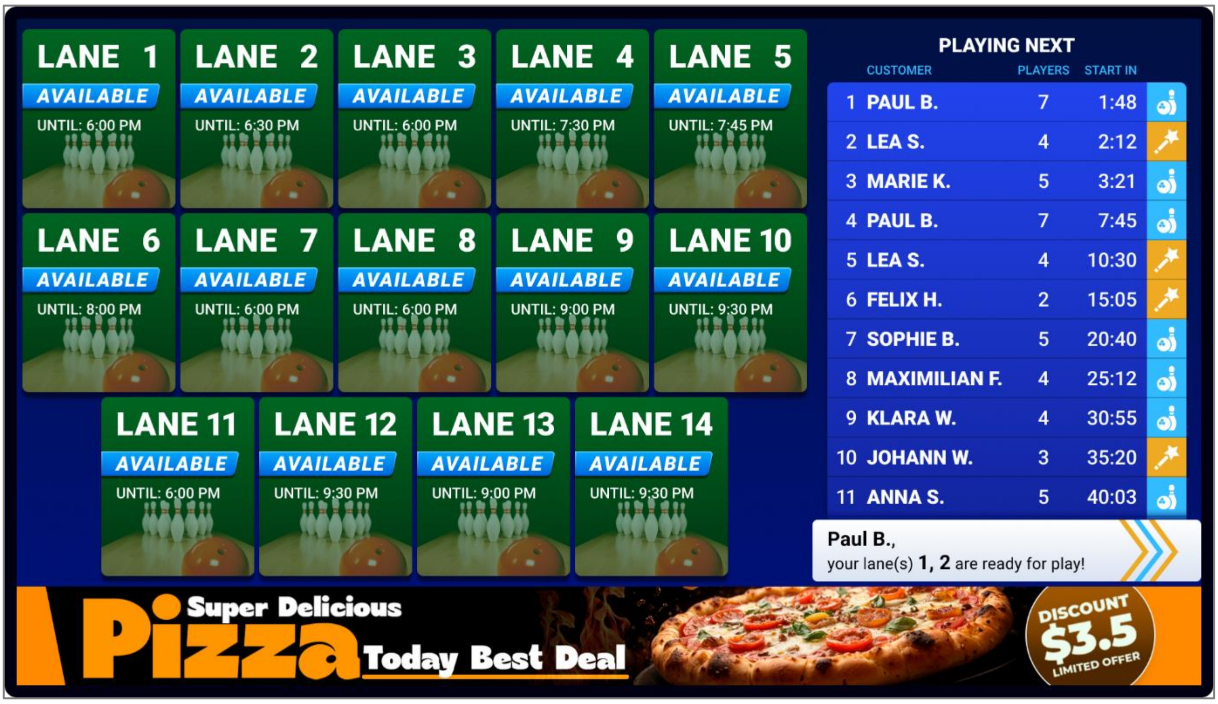

Figure 1. The Broadcast screen

2.1. Viewing digital lane waitlist

Once the reservation is completed, your name appears in the queue. The digital lane waitlist section displays the following queue details:

- *Customer queue number*: The sequence number of the customer in the queue
  Note: The first person in the queue has the first sequence number.
- *Customer*: The first name and the initial of the last name of the visitor.
- *Players*: The number of players registered in the reservation.

- *Starts in*: The countdown timer to when the reservation starts. The less time remaining on the countdown timer, the higher the customer is in the queue.
- *Game type*: Icons indicating the type of game reserved. The “bowling pin” icon stands for classic bowling games, and the “magic wand” icon stands for augmented games with interactive features.

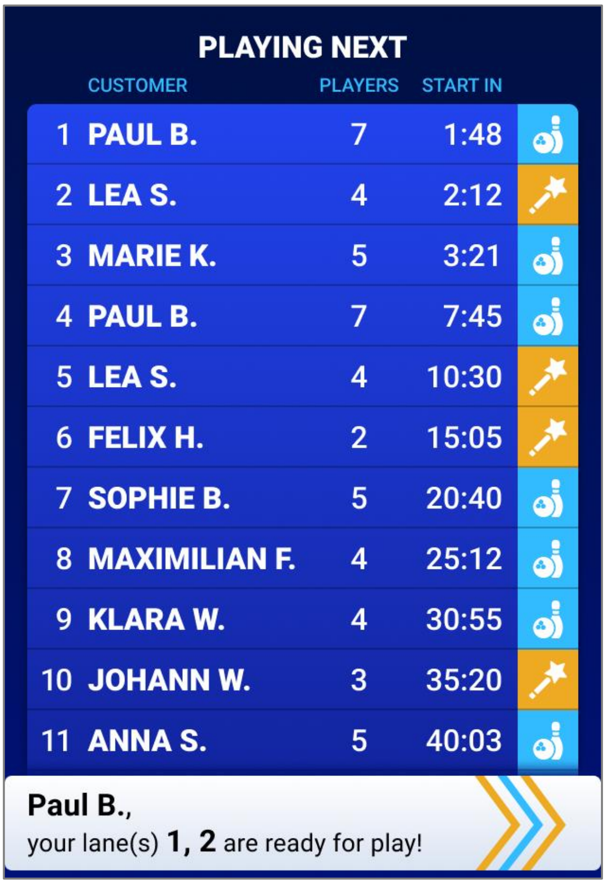

Figure 2. Digital lane waitlist

If the Digital lane waitlist section becomes overloaded, the list automatically paginates to display the remaining waiting customers after a predefined interval configured through *Funk Portal*. Refer to chapter *4.2. Configuring Digital lane Waitlist* for more detailed information.

2.1.1. Viewing notifications

The *Notification* block in the Digital lane waitlist section is a pop-up window for displaying notifications from the system or messages manually entered by employees and sent from the **center management control pad**. The notifications can be configured in the same way as notifications for the **self-registration kiosk**, as described in *Center Management Control Pad User Guide.docx*.

At the end of the waiting time, a notification appears on the screen inviting you to your lane:

**Name*, your lane(s) XXX are ready for play!*

When the lane is ready, you receive an email and/or SMS notification:

*Hi *name*! Your lane *number* is waiting for you. Have fun!*

As the notification appears, the lane will be ready for the players to start the game directly at the **self-service kiosk**.

2.2. Viewing lane broadcast

The *Lane broadcast* section is an interface that allows you to view the representation of lanes on the screen with their numbers, current statuses, timelines, and other details. The content will be displayed by the *Digital lane Waitlist* app on *Funk Portal*.

Each lane block on the *Lane broadcast* section includes the following information:

- The lane's number
- The current status of the lane:
    - *Available* for lanes with no games in progress
    - *Busy* for occupied lanes
    - *Maintenance* for lanes under repair
- The current status expiration time

Figure 3. Lane broadcast

Depending on the status, each lane has its own design. If two or more lanes are framed in the same color, they are part of a single reservation *(Figure 3)*.

Note: If the *Lane broadcast* becomes overloaded, the list is automatically paginated to display the remaining lanes after a predefined interval configured through *Funk Portal*. Refer to chapter *4.2. Configuring Digital lane Waitlist for* more detailed information.

2.3. Viewing advertisements

The advertisement section is optional. It displays predefined advertisements and can be configured through the *Universal Content Manager* application in *Funk Portal*.

Figure 4. Advertisements

Refer to chapter *4.3. Configuring the Universal Content Manager app* for more detailed information.

3. Configuring broadcast screen frames

Before configuring applications and adding new content, configure the units that will display information in the broadcast mode. To do this, go to *Funk Central* , add or edit the *Lane status* group, and set it up to display the queue.

3.1. Logging in Funk Central

Initial user accounts for access to *Funk Central* are provided by your account manager during system setup.

To log into the server:

1. Open your browser.
2. Type the internet address of *Funk Central* into the address bar of your browser.
3. Press *Enter*, and the login form will be displayed. Enter your access credentials.
4. Select the *Remember me* checkbox if you want to be automatically logged into the system in the future.
5. Press *Enter* or click *Log in*.

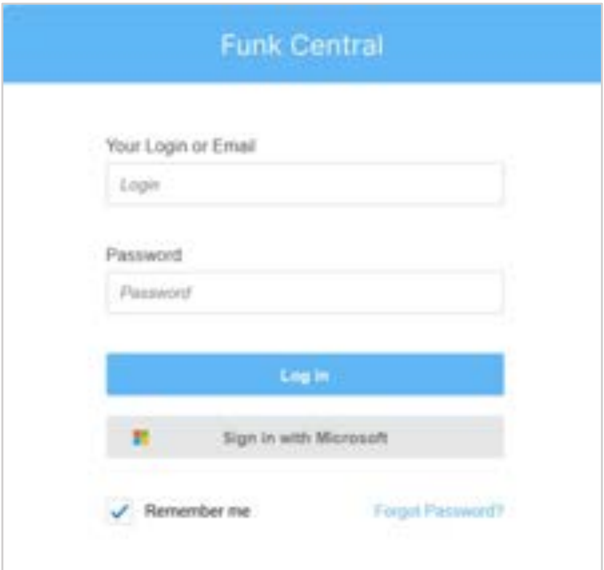

Figure 5. The Funk Central login form

Note: If you have trouble either reaching *Funk Central* or logging in, please check the credentials supplied to you very carefully. Passwords are case-sensitive.

3.1.1. Logging in first time

The first time you log, you will be guided through the setup process. You must step through each part and enter the requested information. Fields marked with an asterisk (*) are mandatory; all other fields are optional.

3.1.2. Accessing home page

Once you log into *Funk Central*, you will see the main page.

Figure 6. The Funk Central home page

The *Funk Central* user interface includes the following areas:

- **Header:** Contains elements enabling you to view information about unread notifications, currently unregistered appliances, and the company. There is also a link to log out of *Funk Central*.
- **Menu bar:** Shows up to eight menus including:
  - *Devices*
  - *Media Center*
  - *Sequences*
  - *Task Requests*
  - *Analytics*
  - *Identity Server*
  - *Appointments & Queues*
  - *System*
- **Navigation area:** Includes subcategories as clickable tabs that allow you to see all subcategories for the main category.
- **Search bar:** Allows you to find content in the main panel.
- **Sidebar:** Displays lists of items. Clicking one will usually switch to the selected content in the main area.
- **Main area:** Displays lists or tables of information that you use to edit items.

Note: Users will have different levels of access to the *Funk Central* sections and menus based on their user role.

3.2. Accessing an appliance group

Appliances are grouped based on having the same configuration. Appliance configurations are considered identical if they have the same number of channels, the same layouts on the channels, and the same types of corresponding frames.

From within the *Devices > Appliances & Groups* section on the left sidebar locate the appliance group with the **overhead TV** for Digital lane waitlist in the list.

If there is no desired appliance group in the list, create a new one. Refer to *Funk Central 3.1.2 Administration Guide.docx* for more information on the appliance group creation.

Note: Make sure that the group's location, either its already existing group or newly added, corresponds to the bowling center's location. Otherwise, no information will be transferred to the broadcast screen.

3.2.1. Creating a DSCP in Funk Portal

When adding an appliance group, uncheck the *Don't create associated Control Panel on Funk Portal* checkbox. If unchecked, the *Control Panel* will be added to the appliance group's tabs. A *Digital Signage Control Panel (DSCP*) will be automatically created in Funk Portal.

3.3. Configuring broadcast layout

Using the *Digital Signage Control Panel* application, you can configure the placement of Digital lane waitlist, lane broadcast, and advertising sections.

Follow these steps to open the *Digital Signage Control Panel* app using *Funk Central*:

1. Go to the *Devices > Appliances & Groups* tab.
2. Find the desired appliance group named in the list of appliance groups or create the group with the *Control Panel* option (see chapter *3.2.1. Creating a DSCP in Funk Portal*).

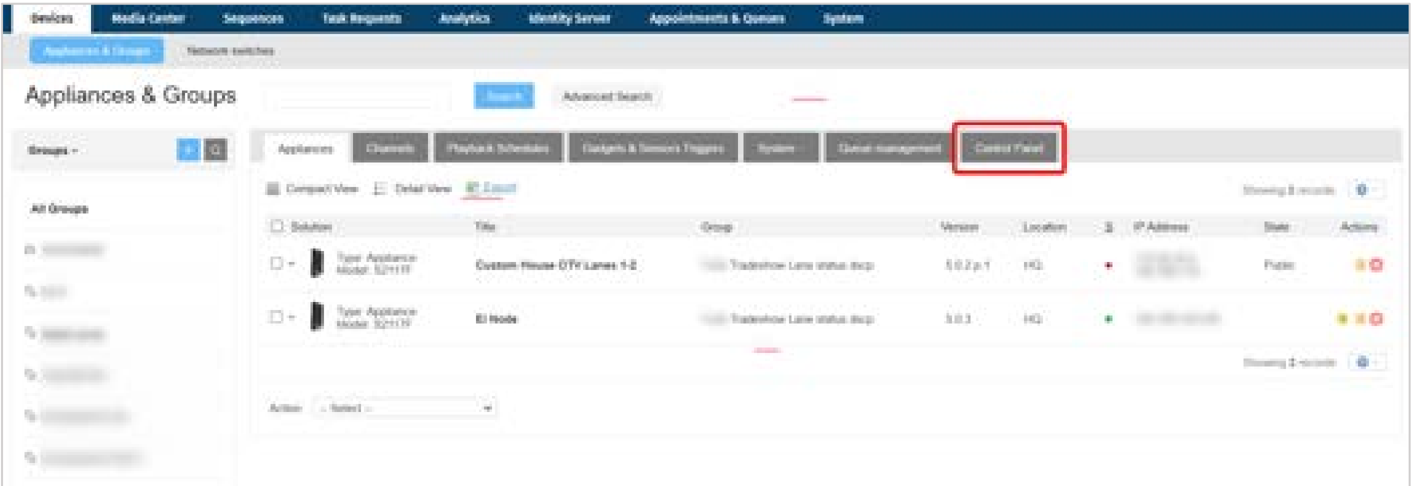

Figure 7. The Control Panel tab

3. Click the *Control Panel* tab, and you will be automatically taken to the *Digital Signage* application page.

Figure 8. Settings section

3.3.1. Setting up the application

From within *Settings*, go to the *General* tab in the right upper corner. Edit the *Application title* field in the *General* block. Any changes applied to the application may be delivered automatically to the associated device. To enable this feature, select the *Appliance data feed enabled* checkbox and click *Save* to commit the changes.

Figure 9. General settings

The *Exposure settings* block allows you to configure the default duration for exposure. You can set the time by adjusting the hour, minute, and second fields. This section provides an easy way to control how long content will be displayed in the system.

Figure 10. Exposure settings

3.3.2. Defining inactive time

For the *Digital Signage Control Panel*, you can set the period during which the application will remain turned off. It can be managed under the *Settings* > *Inactive Time* tab. The grid for inactive time configuration will appear.

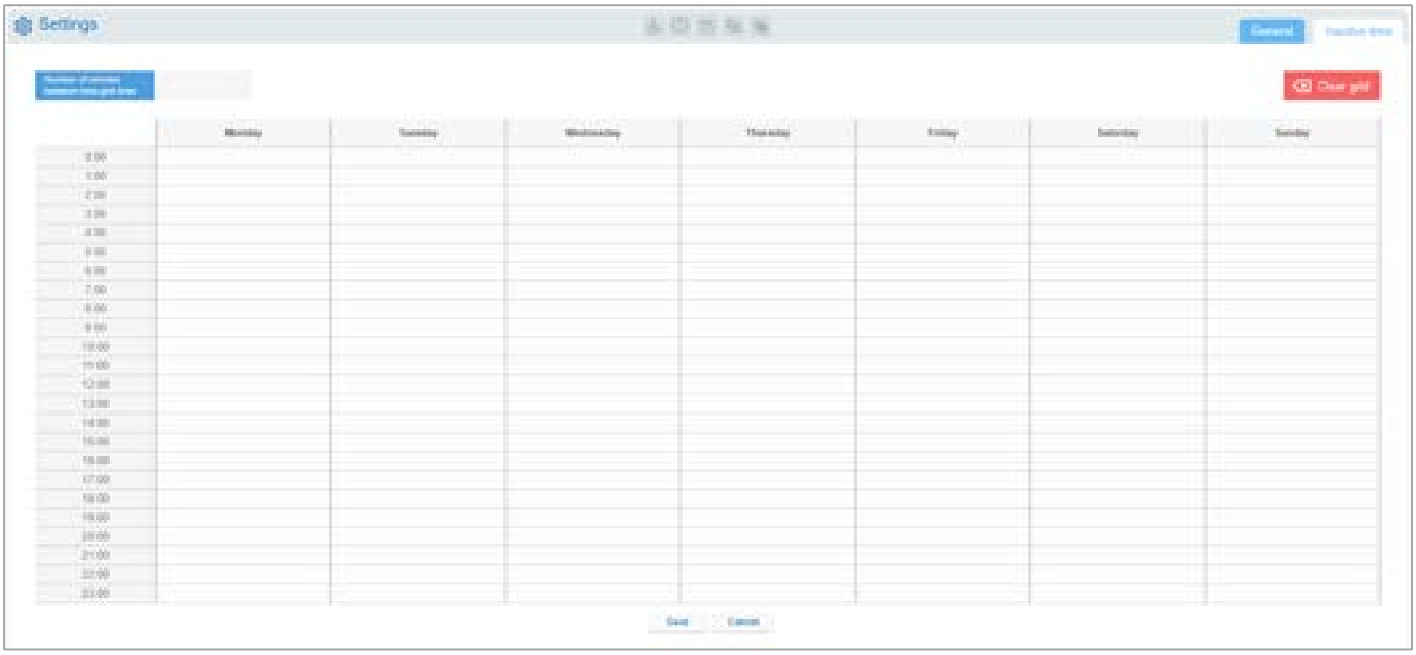

Figure 11. An inactive time grid

To alter the number of minutes between the grid lines, select the proper time range in the respective drop-down menu. The number of minutes can be altered between one and twenty.

To establish the inactive time, click on a gridline. In the pop-up window (*Figure 12*), select schedule options:

- Select the *Every day* option if you want to establish the same inactive time for every day of the week and choose timing options (start time/end time).

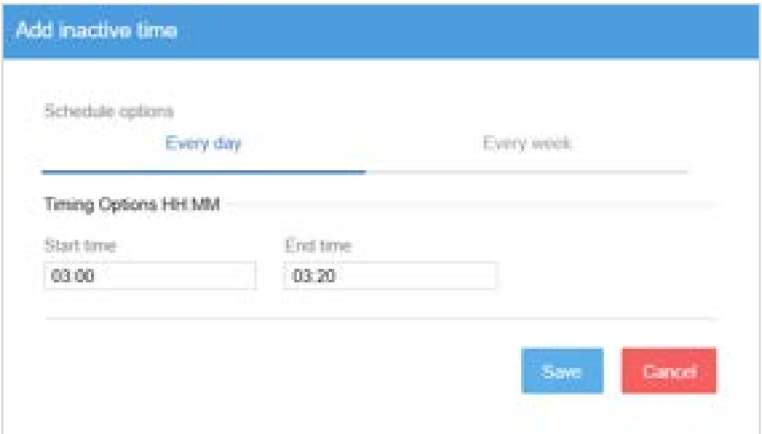

Figure 12. Adding inactive time (Daily option)

- Select the *Every week* option if you want to customize the inactive time for particular days of the week and choose timing options (*Start time* and *End time*).

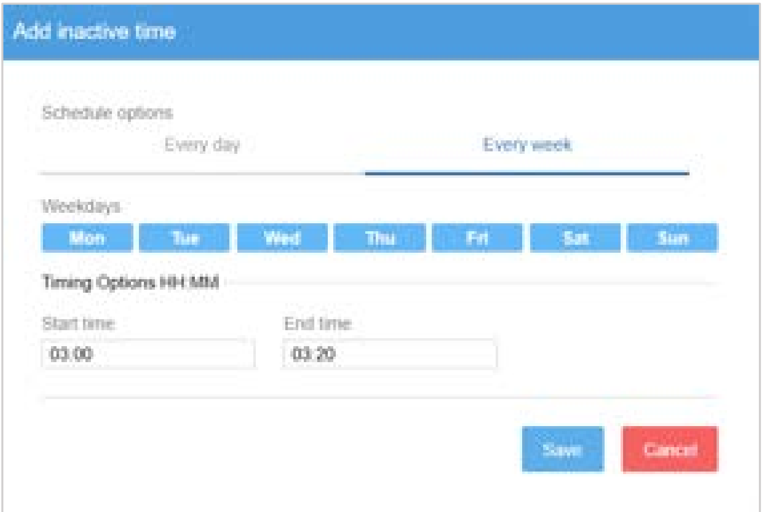

Figure 13. Adding inactive time (Weekly option)

When the inactive time grid is fully configured, press *Save* to commit the changes.

3.3.3. Configuring the video channel

To configure the video channel, click the "content management" icon in the top-right corner of the screen. All video channels' parameters are available under the *Content Management* panel.

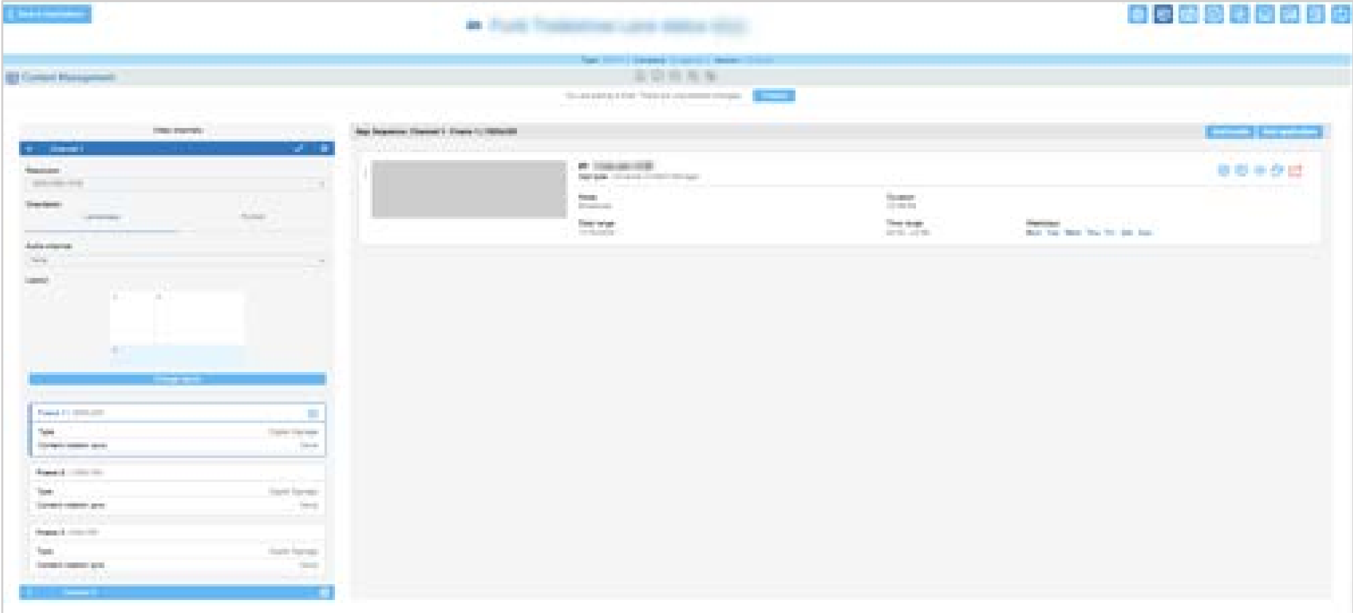

Figure 14. Content management panel

Video channel parameters at the left portion of the page include:

- *Resolution*
- *Orientation*
- *Audio channel*
- *Audio level*
- *Screen layout*

3.3.3.1. Altering resolution

Resolution refers to the clarity of the content displayed on the screen. The higher the resolution is, the sharper items appear on the screen.

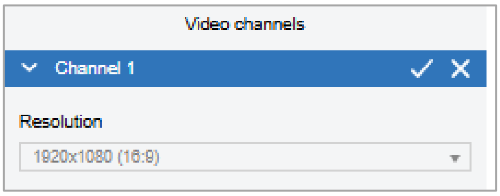

Figure 15. Screen resolution configuration

To configure the resolution (*Figure 15*), click on the “gear” icon next to the channel number and click on the drop-down list. In the drop-down list, select the suitable resolution type.

3.3.3.2. Altering screen orientation

To alter the screen layout, click on the “gear” icon next to the appropriate channel. Orientation is the direction in which content appears on the screen. The orientation can be portrait (vertical) or landscape (horizontal).

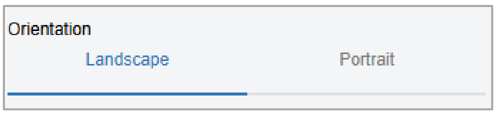

Figure 16. Screen orientation configuration

Select the desired orientation by clicking it.

3.3.3.3. Altering screen layout

To alter the screen layout, press the “gear” icon next to the appropriate channel. Click the *Change layout* button and select one of the available layouts in the pop-up window (*Figure 17*).

If none of the existing layouts suits you, create the custom one as described in chapter *3.4. Creating a custom layout*.

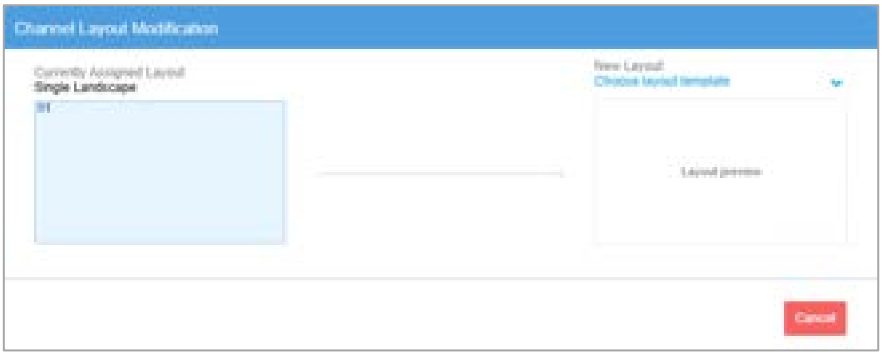

Figure 17. Channel layout modification

Once the layout is selected, choose the frames that will be transferred content from the current layout. To select a frame, expand the drop-down list above the new layout and select the frame from the available options (*Figure 18*). The number of frames available for selection will vary based on the selected layout.

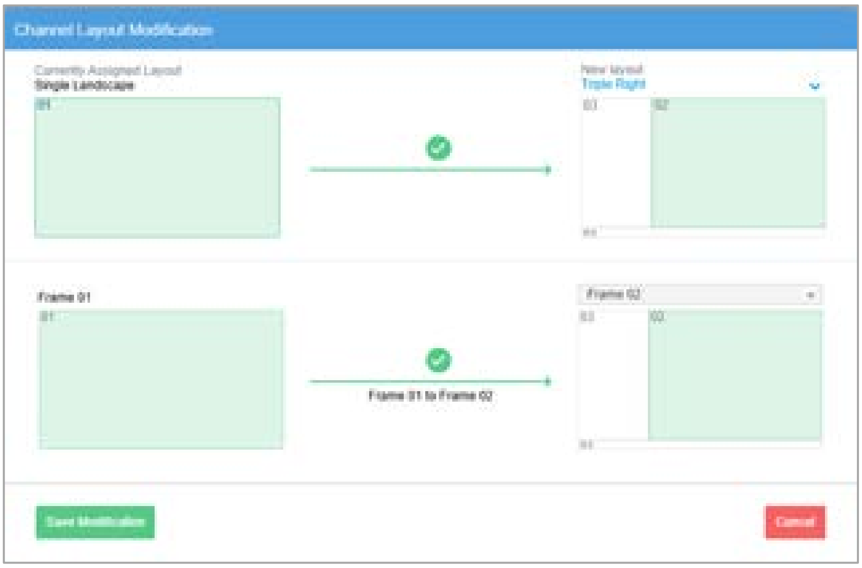

Figure 18. Choosing a frame

To commit the changes, press *Save Modification*. To discard the changes, press *Cancel*.

3.3.4. Adding applications for frame

Video channel frames can be of three types: *Digital signage*, *Xpane*, and *Chapters*. Choose the *Digital signage* type for the broadcast screen.

Digital signage displays content in the broadcast mode and requires configuration of *Content rotation sync* (*Figure 19*). This parameter allows switching broadcast content on all devices at once. For *Content rotation sync*, select the *None* option.

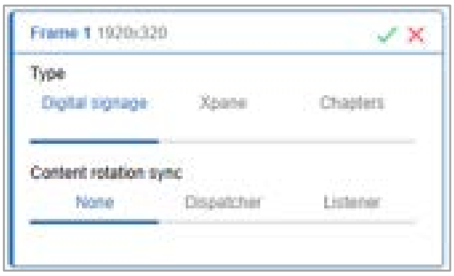

Figure 19. Digital signage configuration

Press the “tick” icon to save the changes or the “cross” icon to discard any alterations.

Each frame should display its own application. To add applications to the broadcast screen, follow the next steps:

1. Make sure that the *Company* is selected. If not, select the *Company* from the drop-down list in the upper-right corner of the screen.
2. Select the frame from the left sidebar by clicking on it.
3. As the frame is open, click the *Add application* button in the top-right corner of the screen for a specific frame.
4. From the pop-up window, enter the application title in the search bar and select the application.

- **Note**: Click the *Create new application* button if there is no needed application, select the application type from the drop-down list, and fill in the mandatory fields. Read more on how to create a new application in the chapter *4. Configuring applications in Funk Portal .*

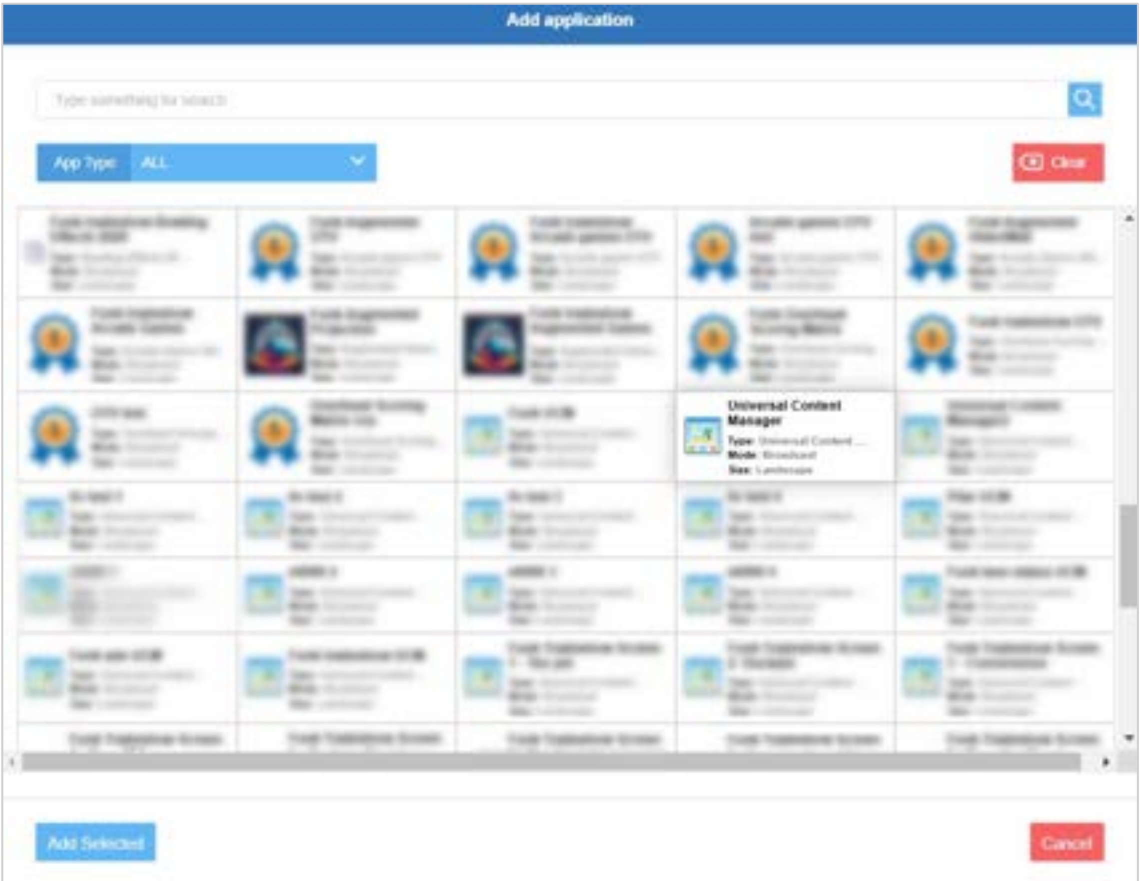

Figure 20. Adding application form

5. Click the *Add selected* button to apply the application to the frame.

Now your application will be displayed when selecting the frame.

For more information on configuring each application for the broadcast screen, see chapter *4. Configuring applications in Funk Portal*.

3.4. Creating a custom layout

From within the *Funk Central*, create a custom video channel layout for use in DSCP. The layout consists of the frames placed inside in a specific order. It is responsible for the application placement on the screen within the frame through the *Digital Signage Control Panel* application.

To access the form for adding a new video channel layout, follow the next steps:

1. Go to the *System* section in the *Funk Central.*
2. Select the *Video Channel Layout* tab.

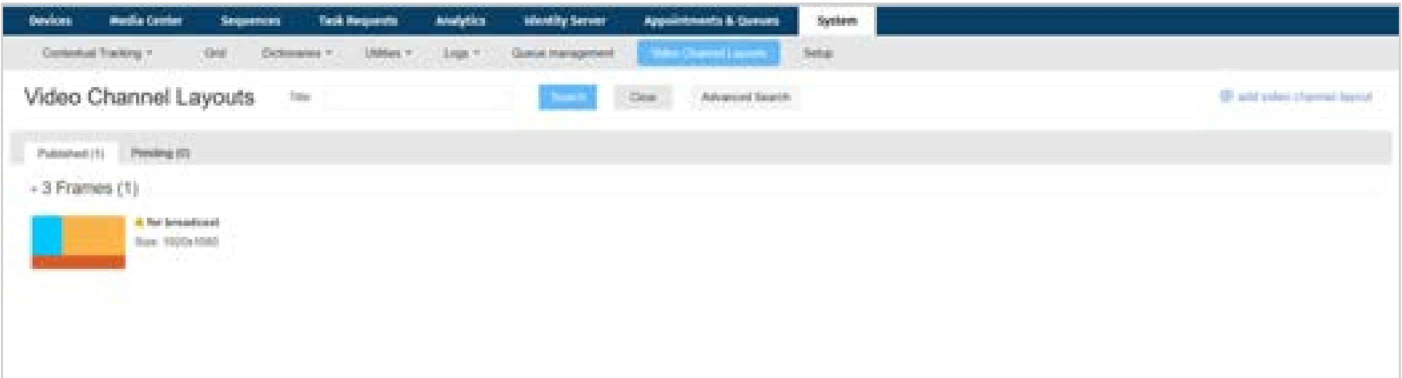

Figure 21. The Video Channel Layouts section

3. From the *Video Channel Layout* tab click the *add video channel layout* button which is located in the upper right corner (*Figure 21*). The form for frame configuration will appear.

Figure 22. The adding video channel layout form

The form for adding a new layout includes the following details to specify:

- *Title*: Enter the layout's name for easy identification.
- *Company*: Select the company from the drop-down list.
- *Canvas*: The canvas starched over the image. Click the *Choose File* button to select the image from your PC or the *Remove image* button to delete it.
- *Portrait Layout*: Select the checkbox to change the orientation of the layout from landscape to portrait.
- *Current Frame*: The frames that are placed on the layout. Click the *Add frame* button to add a frame.
- *Calculate sizes for resolution*: Select the resolution from the drop-down list.

The list will appear under the *Current Frame* block, as frames are added to the layout.

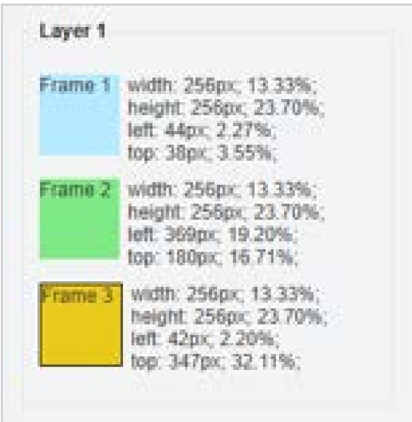

Figure 23. The list of frames

To change the color of the frame, select the color from the layout or the list of frames in the sidebar, and click the color. In the pop-up window select the color to represent the frame.

Figure 24. The Current Frame block

The following combinations from the keyboard with the frames are available:

- Select the frame and click “Del” to delete the frame.
- Select the frame and click “Shift” to lock the horizontal moving frame.
- Select the frame and click “Ctrl” to lock the vertical moving frame.
- Select the frame and click “Esc” to discard the selected frame.

To adjust the size and the placement of the frame on the screen, use the resize markers and drag and drop the frame to the needed position.

Figure 25. The resize markers

Avoid the cases when one frame overlays the other. The warning on the *intersection frames* will appear above the *Current Frame* block, informing you to reposition the frames.

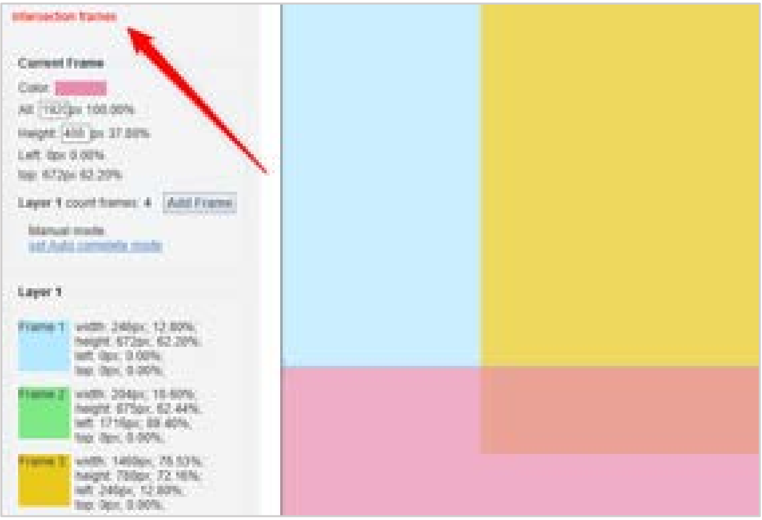

Figure 26. The intersection frames warning

As the whole layout is covered with the frames, click the *Save* button. Now your custom layout will appear in the list of layout template selections from within the *Content management* section, as described in chapter *3.3.3.3. Altering screen layout*.

4. Configuring applications in Funk Portal

This chapter provides a detailed overview of the setup steps required to access and configure the *Digital lane Waitlist* and the *Universal Content Management* applications.

4.1. Accessing the Funk Portal

Initial user accounts for access to *Funk Portal* are provided by your account manager during system setup.

To log into the server:

1. Open your browser.
2. Follow the link portal.funkbowling.com .
3. Press *Enter*, and the login form will be displayed. Enter your access credentials.
4. Select the *Remember me* checkbox if you want to be automatically logged into the system in the future.
5. Press *Enter* or click *Log in.*

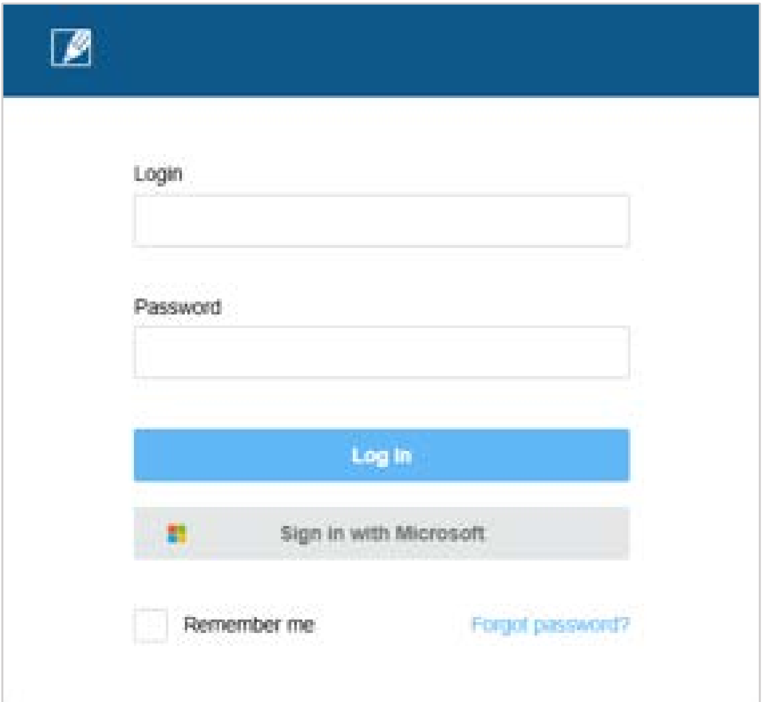

Figure 27. The *Funk Portal* login form

Note: If you have trouble reaching *Funk Portal* or logging in, check the credentials supplied to you very carefully. Passwords are case-sensitive.

4.1.1. Managing applications

Once you log in, you will see a menu of items at the top of the screen (*Figure 28*). Select *Center Apps* to see a list of installed applications. If there are many, you may filter applications by type or find the application you need by its title.

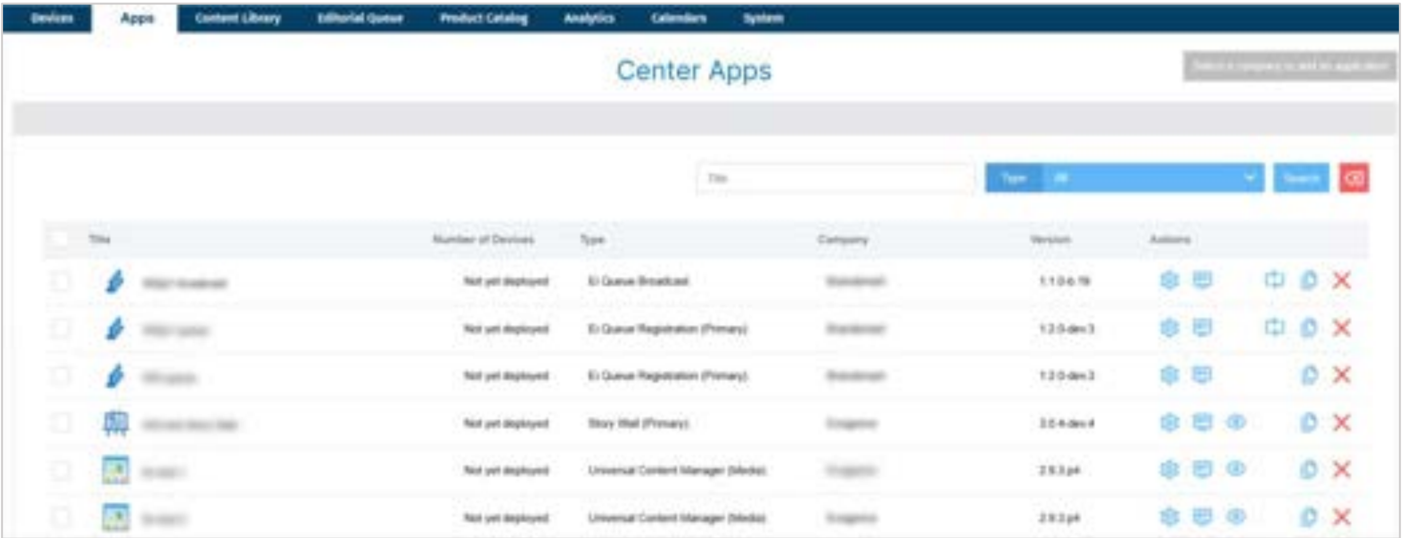

Figure 28. The Center Apps panel

Each application has the following items on display:

- *Title*: The name of the application.
- *Number of Devices*: The number of devices where the application is installed.
- *Type*: The specific type of the application.
- *Company:* The name of the company.
- *Version*: The version of the application.
- *Actions*: A series of icons to configure the application and its content.

The actions available on the *Center Apps* panel are as follows:

Table 1. Icons description

Icon	Caption	Action
	Configure application settings	Review and configure the application setting parameters.
	Content management	Configure and add digital content.
	Preview	Preview the application.
	Force sync	Activate the sync process.
	Duplicate	Copy the application instance.
	Delete	Remove the application.

4.2. Configuring Digital lane Waitlist

The *Digital lane Waitlist* can display the following information:

- Lane statuses and the remaining time until the lanes become available.
- The queue of waiting customers and the remaining time until their reservation should start.

4.2.1. Adding the application

After logging in, navigate yourself to the *Center Apps* section. Select the company under which you want to create this application (if applicable). Each company has different permissions and available apps. If you have appropriate permissions to create new applications on the server, you will see an *Add Application* button in the top-right corner. Click the button to open a panel and define your new application.

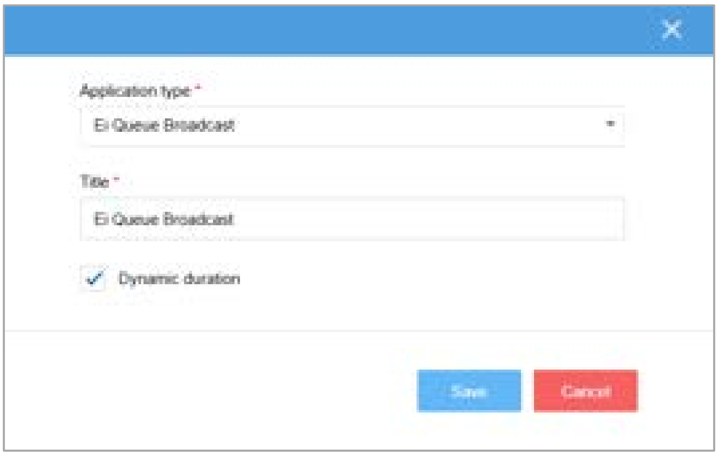

Figure 29. The Add application form

The *Add application* form has the following fields that must be completed:

- *Application type*: Select the *Digital lane Waitlist* option from the drop-down list.
- *Title*: Enter the application name in the text field to help you recognize it in the list later.
- *Dynamic duration*: Enable the checkbox to have the application run through to completion before moving on to the next.

Once all your pre-configuration options are set, click *Save* to add the application to the repository.

4.2.2. Configuring the application

To alter the aspect and behavior of the application, locate the proper application instance on the *Center Apps* page and click its “gear” icon.

The *Settings* panel may look as follows:

Figure 30. The Settings panel

4.2.2.1. Altering application title

From the *Settings* panel, edit the *Application Title* field and click *Save* to commit the changes.

Figure 31. Editing the application title

4.2.2.2. Configuring appliance data feed

Any changes applied to the application instance can be delivered automatically to the associated device. To enable this feature, select the *Appliance data feed enabled* checkbox and click *Save* to commit the changes.

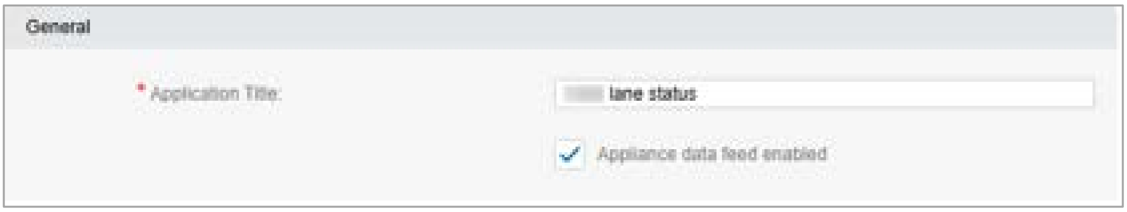

Figure 32. Application auto-sync with units

4.2.2.3. Altering the application layout

The application contains some preset layouts from which you can choose. Select the proper option from the drop-down list based on the information you want to display on your screens:

- *Visitors List Bowling:* Select to display the queue of the waiting customers.
- *Visitors Grid Bowling:* Select to display the lane availability statuses broadcast.

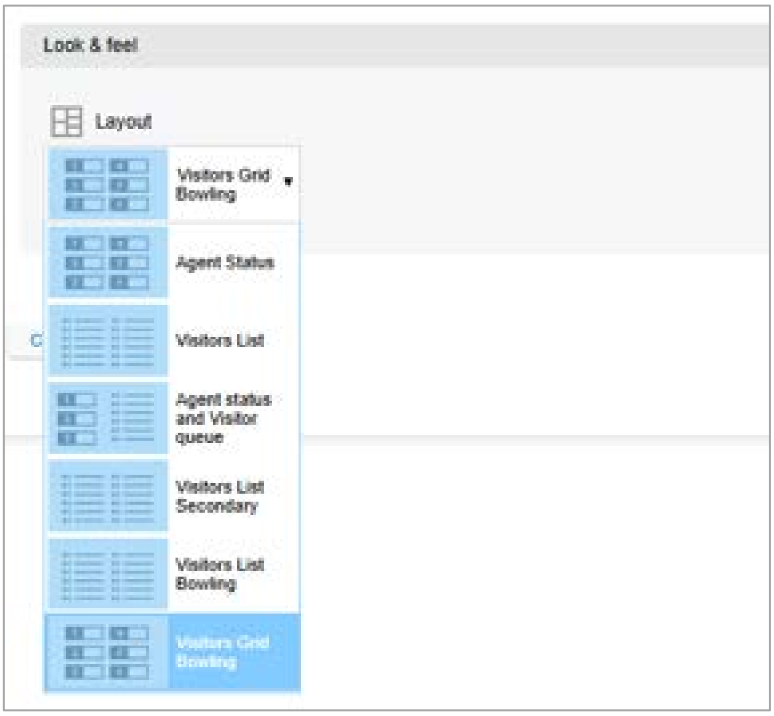

Figure 33. Layout options

Confirm your choice via the *Save* button.

Note: Depending on the selected layout, content management options will vary.

4.2.3. Managing digital content

To reach the *Content management* panel, click the "content management" icon.

The options on the *Content management* panel will vary based on the selected layout on the *Settings* page.

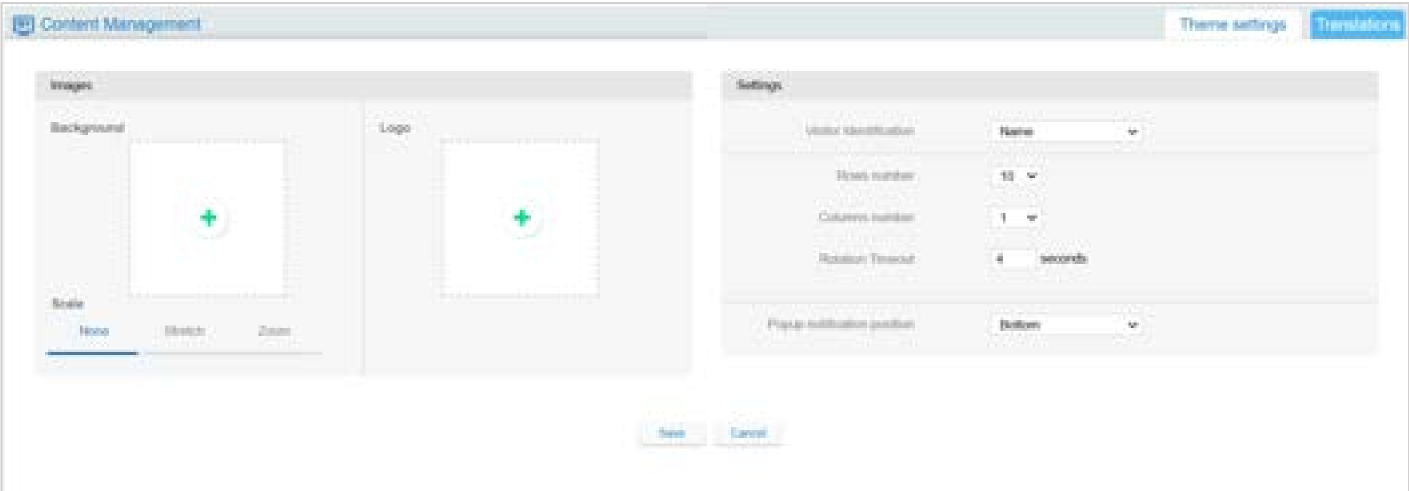

Figure 34. Content management

4.2.3.1. Setting up queue display

Queue settings are located in the right section of the *Content management* page. The set of available setting options will vary based on the selected layout of the application. The following table provides a full list of available configurational parameters:

Table 2. Theme settings

Caption	Description
Visitor identification	Select the visitors' identifier in the queue: the name or the last 4 digits of their phone number.
Rows number	Select the number of rows of visitors or lanes that can be simultaneously displayed. You can select up to three rows for the *Visitors Grid Bowling* and up to 10 in *Visitors List Bowling*.
Columns number	The number of columns of the visitors or lanes. You can choose to display up to seven columns for the *Visitors Grid Bowling and* only one for *Visitors List Bowling*.
Rotation time-out	Set the rotation time-out of the screen if the content doesn't fit for one page.
Pop-up notification position	Select the placement of the notifications that are sent by the employee onto the screen, either at the top or the bottom of the list.

Once the configuration is done, click *Save* to commit the changes.

4.2.3.2. Adding the translations

Configure the language settings for various status labels in the *Translation* tab of the *Content management* section. The left column displays status labels such as *Desk*, *Servicing*, *Awaiting Service*, *Available*, *Offline*, *No Waiting Visitors in the Queue*, and *Unavailable*.

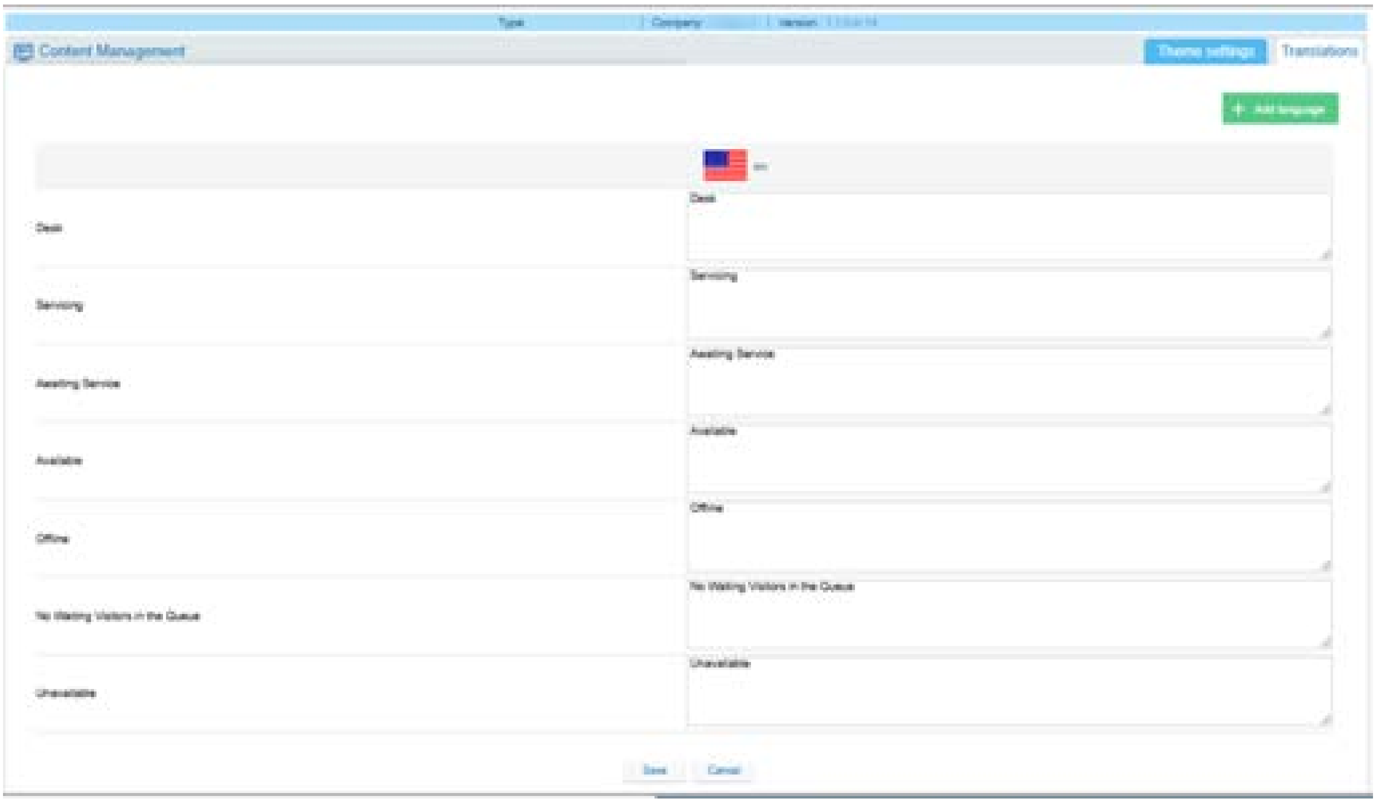

Figure 35. Translations

You can add a new language by clicking the *Add language* button. Choose a desired language from the drop-down list.

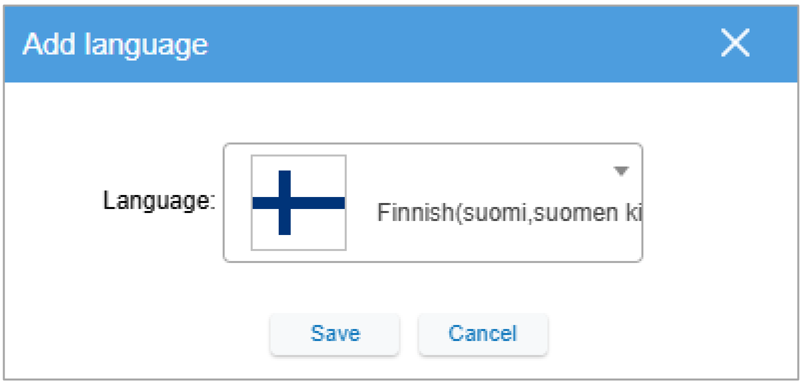

Figure 36. Adding a new language

Use the *Save* button to confirm the changes. The right column of the *Translation* tab allows you to edit or add translations for each label in the selected language.

4.3. Configuring Universal Content Manager app

The *Universal Content Management* (*UCM*) app allows you to target and manage the content displayed as advertisements. When placed in one of the frames on the broadcast screen, the *UCM* app presents content as an ad carousel, cycling through promotional information at set intervals.

4.3.1. Adding the application

After logging in, navigate yourself to the *Center Apps* section. Select the company under which you want to create this application (if applicable). Each company has different permissions and available apps. If you have appropriate permissions to create new applications on the server, you will see an *Add application* button in the top-right corner. Click this button to open a panel (*Figure 37*) that allows you to define your new application.

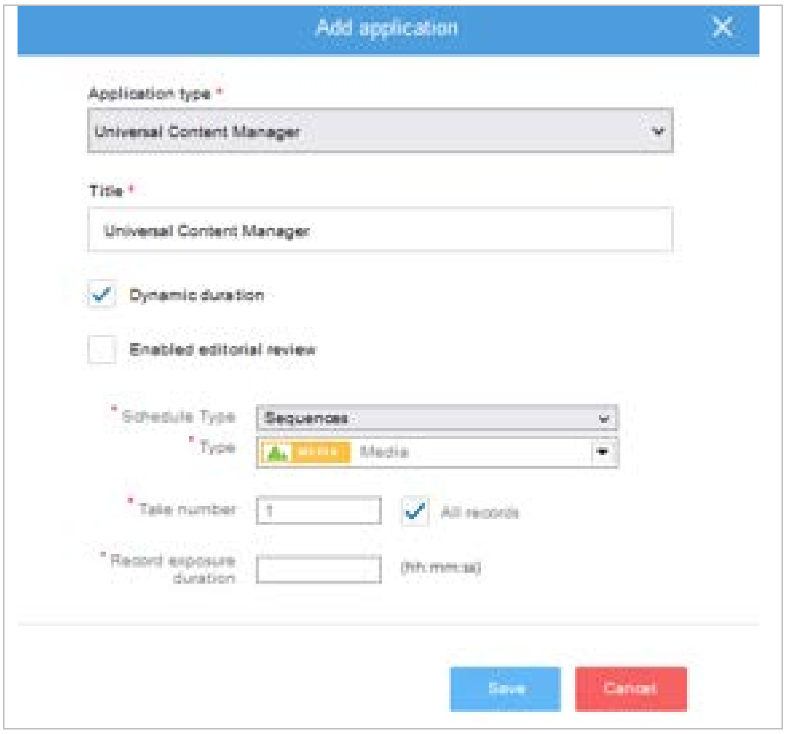

Figure 37. The Add application form

The *Add application* form has the following fields that must be completed:

- *Application type*: The drop-down list with selectable application options.
- *Title*: A text field for the application name input.
- *Dynamic duration*: If the checkbox is enabled, the application will run through to completion and then move on to the next (if several applications are scheduled to play on the device). By unchecking the *Dynamic duration* checkbox, you can set an explicit time in HH:MM:SS that this content will run before moving on to the next app.
- *Enabled editorial review*: If the checkbox is enabled, the content will not be published until it is approved by the manager with appropriate permissions. Refer to the chapter *4.3.4. Processing editorial review* for more details about content review permissions.
- *Schedule Type*: A drop-down list with selectable schedule options. Select *Sequences* if you want to arrange images, videos, and other visual content into a playlist with its schedule, or select *Records* to define the schedule for each image or video separately.

- *Type*: A drop-down list with selectable types of *Universal Content Management* (*Media* or *Custom template*).
- *Take number*: A text field where you can specify the number of records the application will display during its invocation.
- *All records*: If the checkbox is enabled, the sequences/records will start rotating from the beginning when the application is invoked.
- *Record exposure duration*: A text field for the record default duration input.

Once all your pre-configuration options are set, click *Save* to add the application to the repository.

4.3.2. Configuring the application

Click the application's "gear" icon in the *Center Apps* tab to display the *Settings* panel that allows you to alter aspects of the application's behavior. Once you have made changes, click *Save* to commit them.

The *Settings* panel will look as follows:

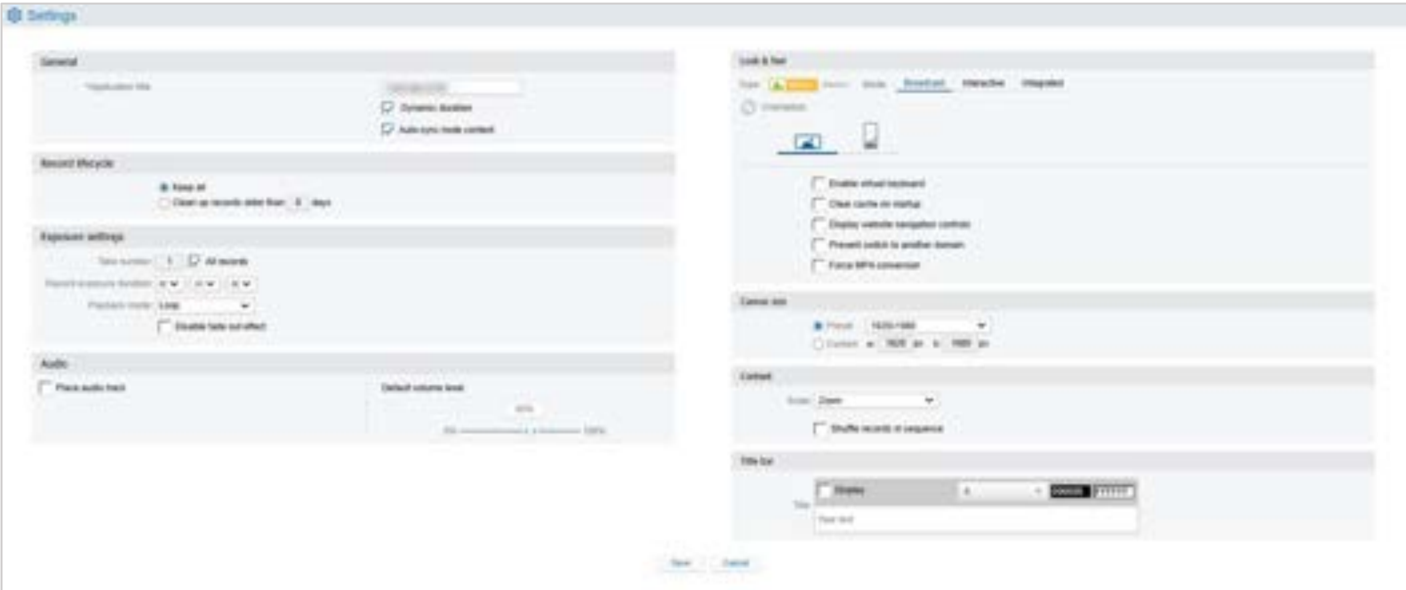

Figure 38. The Settings panel

4.3.2.1. Configuring general settings

The *General* block allows you to set up the *Application title* and configure the appliance data feed.

Altering the application title

From the *Settings* panel, in the *General* block, edit the **Application title** field and click *Save* to commit the changes.

Figure 39. Changing the application title

Configuring the dynamic duration

To run the application through to completion and then move on to the next (if several applications are scheduled to play on the device), mark the *Dynamic duration* checkbox. By unchecking the *Dynamic duration* checkbox, you can set an explicit time in HH:MM:SS that this content will run before moving on to the next app.

Click *Save* to commit the changes.

Figure 40. Configuring the dynamic duration

Configuring appliance data feed

Any changes applied to the application instance can be automatically delivered to the associated device. To enable this feature, select the *Auto-sync node content* checkbox and click *Save* to commit the changes.

Figure 41. Enabling automatic delivery of content

4.3.2.2. Altering record lifecycle

The content added to the application can be kept or removed over time. If you want to reuse the records, select the *Keep all* checkbox in the *Records lifecycle* block (*Figure 42*). If you want to delete the records over time, check the adjacent *Clean up records older than* checkbox and set the number of days after which the records will be removed.

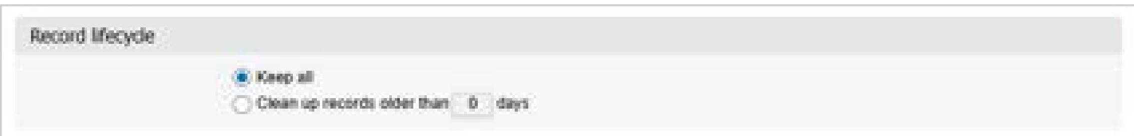

Figure 42. Record lifecycle configuration

Click *Save* to commit the changes.

4.3.2.3. Configuring content exposure settings

In the *Exposure settings* block, set the *Record exposure duration* setting to influence the length of time during which each new item of content is displayed on-screen before automatically moving on to the next. This setting determines the default value that is used for each image added to the app; the length of time during which each asset is displayed is determined by the duration you explicitly set for each record.

Figure 43. Exposure settings

The Take number setting affects how many of your content items are used during the invocation of the app. If you had 50 published items in your collection and set the take number to 10, it would only cycle through 10 of them the first time the app was invoked. The next time it is scheduled, it will cycle the next 10, and so on.

The All Records checkbox starts rotating published items from the beginning when the application is invoked.

When the application reaches the last item in the set governed by the *Take number* setting, you can use the *Playback mode* setting to decide what happens next:

- Select *Loop* if you want the content to restart from the beginning and repeat for the entire period specified in the *Record exposure duration* field.
- Select *Play once* if you want the last item to trigger the “end” of the set. If you have sequenced this application alongside another, the next application will begin playback.

Each time a content item appears, it transitions smoothly from one to the next using a “fade” effect. If you want the content to bypass this effect and directly “cut” from one asset to the next, select the *Disable fade out effect* checkbox.

4.3.2.4. Configuring application view

The *Look & feel* block allows you to configure the application mode and orientation and enable extra features for a better user experience.

Selecting the operating mode

The application can operate in the *Broadcast* mode, which means no user interactivity. Each piece of the published content in the schedule will appear for a while and then automatically move on to the next.

In the *Look & feel* area, select the *Broadcast mode*.

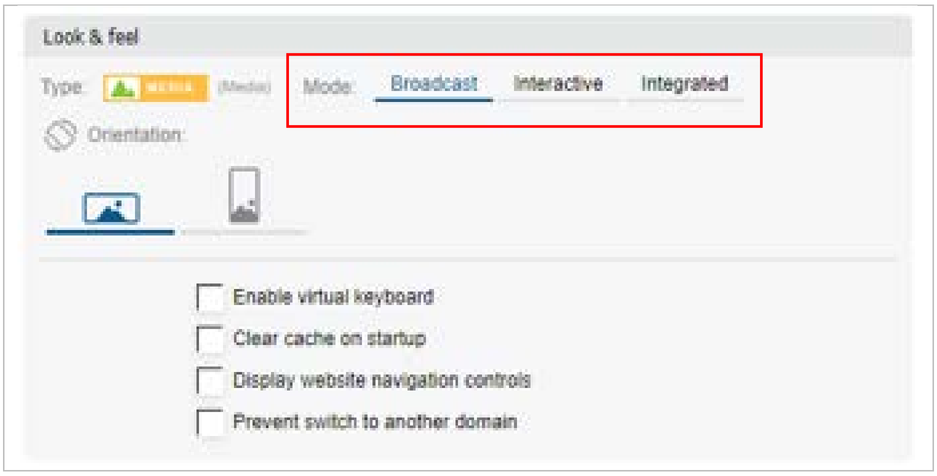

Figure 44. Choosing the operating mode

Altering screen orientation

Your screen will either be hung on the wall vertically (portrait) or horizontally (landscape). From the *Settings* panel, select the appropriate option from the **Orientation** section (*Figure 45*) and click *Save* to commit the changes.

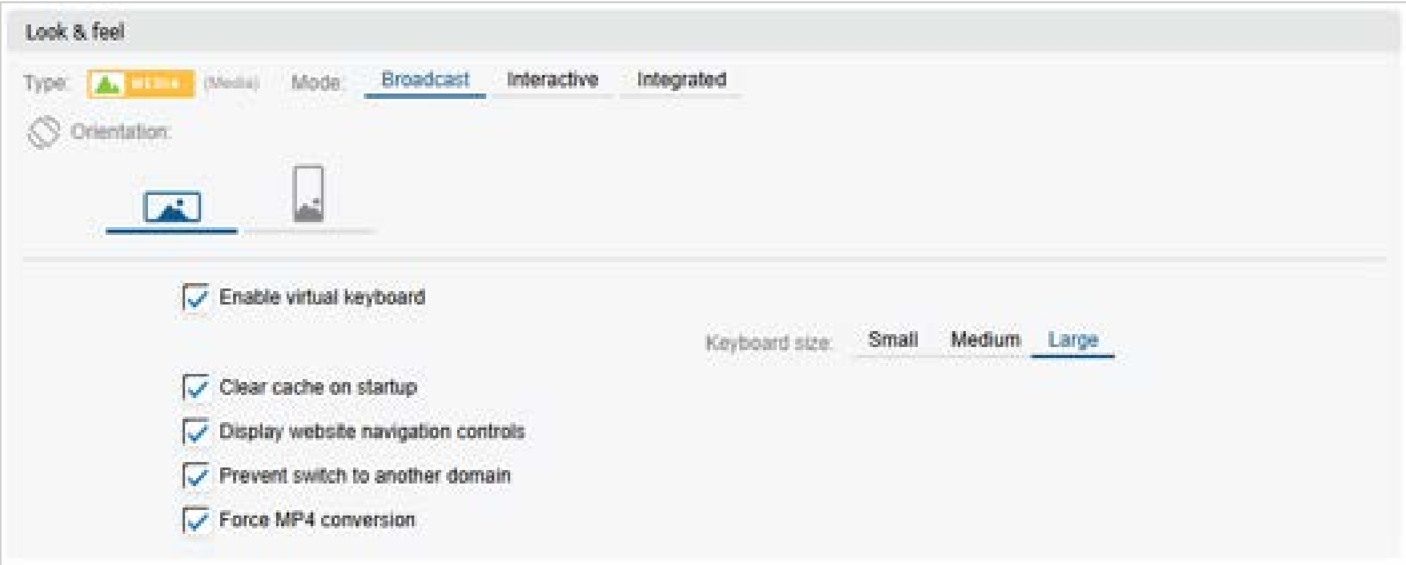

Figure 45. Orientation setup

Note: You should choose the correct orientation. Failure to do so will result in a poor customer experience.

4.3.2.5. Altering the canvas size

The application needs to be told how big your intended display area is. Most full-screen sizes and common frame sizes are defined in the **Preset** select list in the *Canvas size* block. Choose one of the sizes from the list or select the **Custom** setting to specify your own width and height, then click *Save*.

Figure 46. Canvas size configuration

Note: Failure to set the correct dimensions will likely result in content being visually distorted.

4.3.2.6. Changing the way content is displayed

Content that is not optimized to exactly fit the dimensions of your chosen canvas can be adjusted to fit. Locate the **Content** block and expand the *Scale* drop-down list:

Figure 47. The Content section

Choose one of the following options:

- *Stretch*: Scale the image to fill the entire screen. The image aspect ratio may not be preserved.
- *Zoom*: Scale the image to fit the screen while preserving the image aspect ratio. Blank bars may be shown above/below the image or next to the image's left/right sides.

By default, records in the sequence will be displayed in the order they were added. However, you can change it by ticking the *Shuffle records in sequence* checkbox (*Figure 48*). After you save the changes, the records will appear in random order.

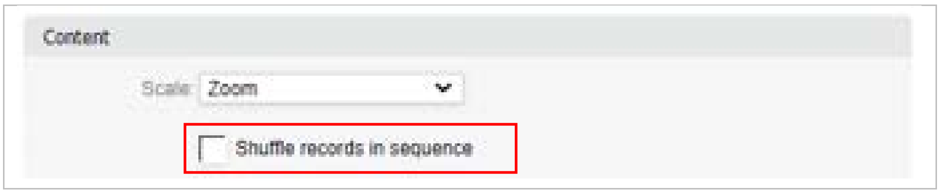

Figure 48. The Shuffle records in sequence checkbox

Click *Save* to confirm the changes.

4.3.3. Creating and managing digital content

You can arrange the digital content in sequences of records, or you can publish each record separately. Each sequence or record has a dedicated broadcast schedule that determines when it plays back its content. You define when and in what order these items appear.

Go to the *Content management* panel by clicking the “content management” icon.

Note: In the *Media* versions of the application, you simply add content items (assets) and schedule them.

4.3.3.1. Arranging sequences

A list of default and regular sequences is displayed on the main panel with the following columns:

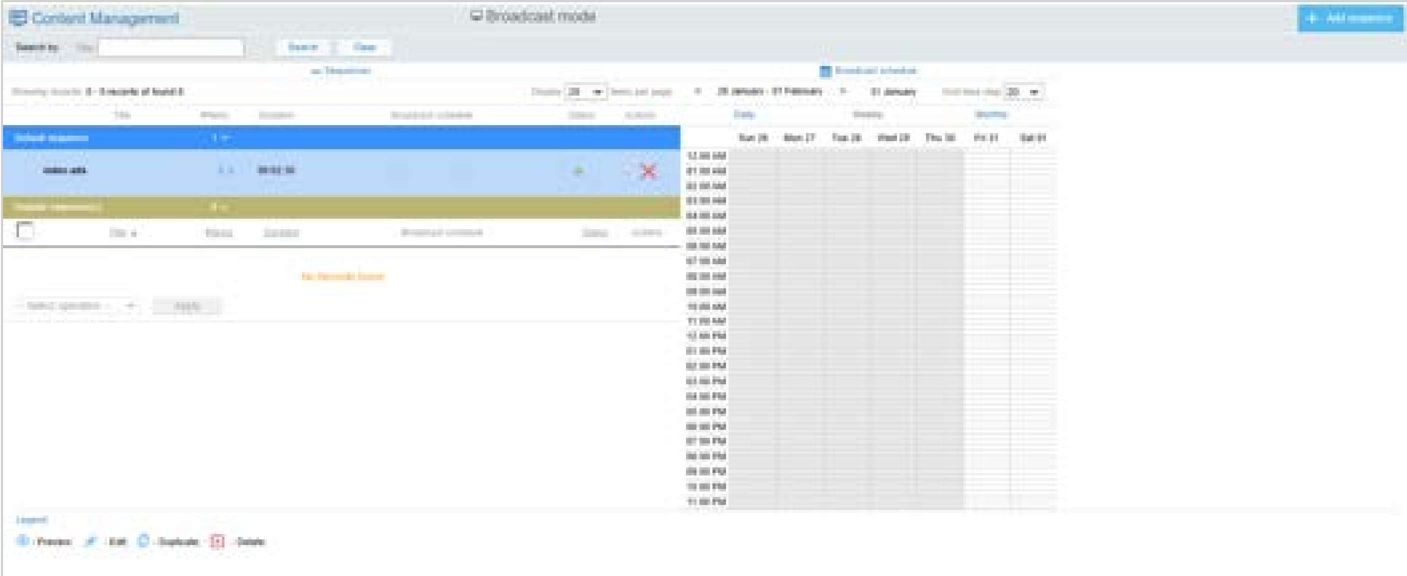

Figure 49. Sequences

- *Title*: The name of the sequence for easy reference.
- *#Items*: The number of sequences. Click the arrow to toggle whether the records that constitute the sequence are displayed for editing or hidden.
- *Duration*: The playback duration of the sequence.
- *Broadcast schedule*: The start date, end date, time, and days during which the sequence will playback.
- *Status*: Whether the sequence has been published, rejected, or is awaiting approval.
- *Actions*: The actions you can perform on a sequence, e.g., publish/suspend or delete.

When you click an arrow near the number of items that constitute the sequence, the records will be displayed. You can choose whether to show the records as *Cards* or as a *List*.

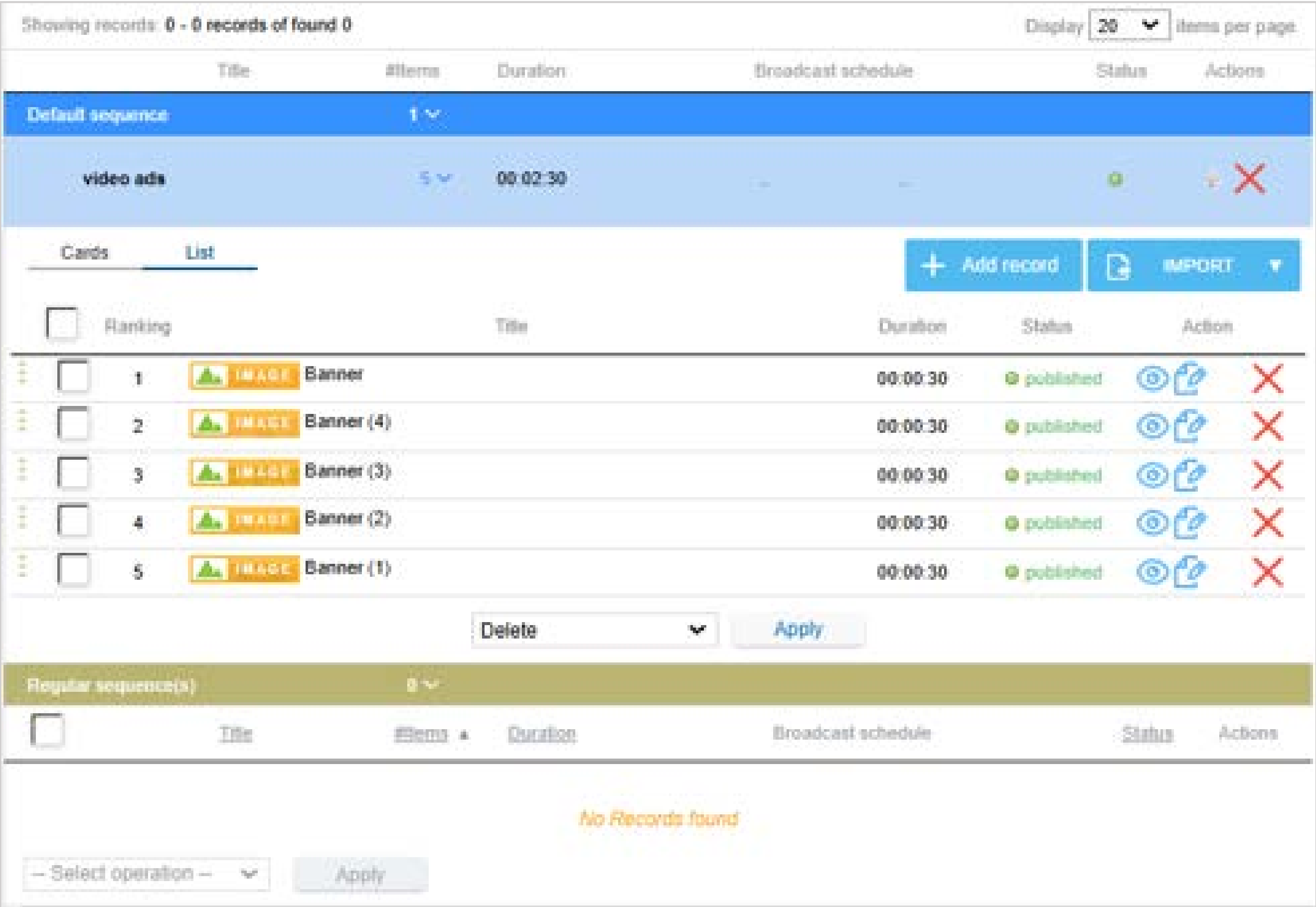

Figure 50. Records in the List view

If you select the *List view*, the records will be displayed in a table with the following columns:

- *Ranking*: The display order of the records. Click the record and drag it to the position where you want it to be.
- *Preview*: A thumbnail of the record.
- *Title*: The record's given title.
- *Duration*: The length of time during which the record will be displayed on-screen.
- *Status*: The status of the record: published or expired.
- *Action*: The actions you can perform on that record: preview, edit, or delete.

Click the checkboxes next to desired records and select an action from the drop-down list at the bottom of the section. Click *Apply* to delete all selected records at once.

The *Cards* view displays each record separately in blocks, with all of the information described above.

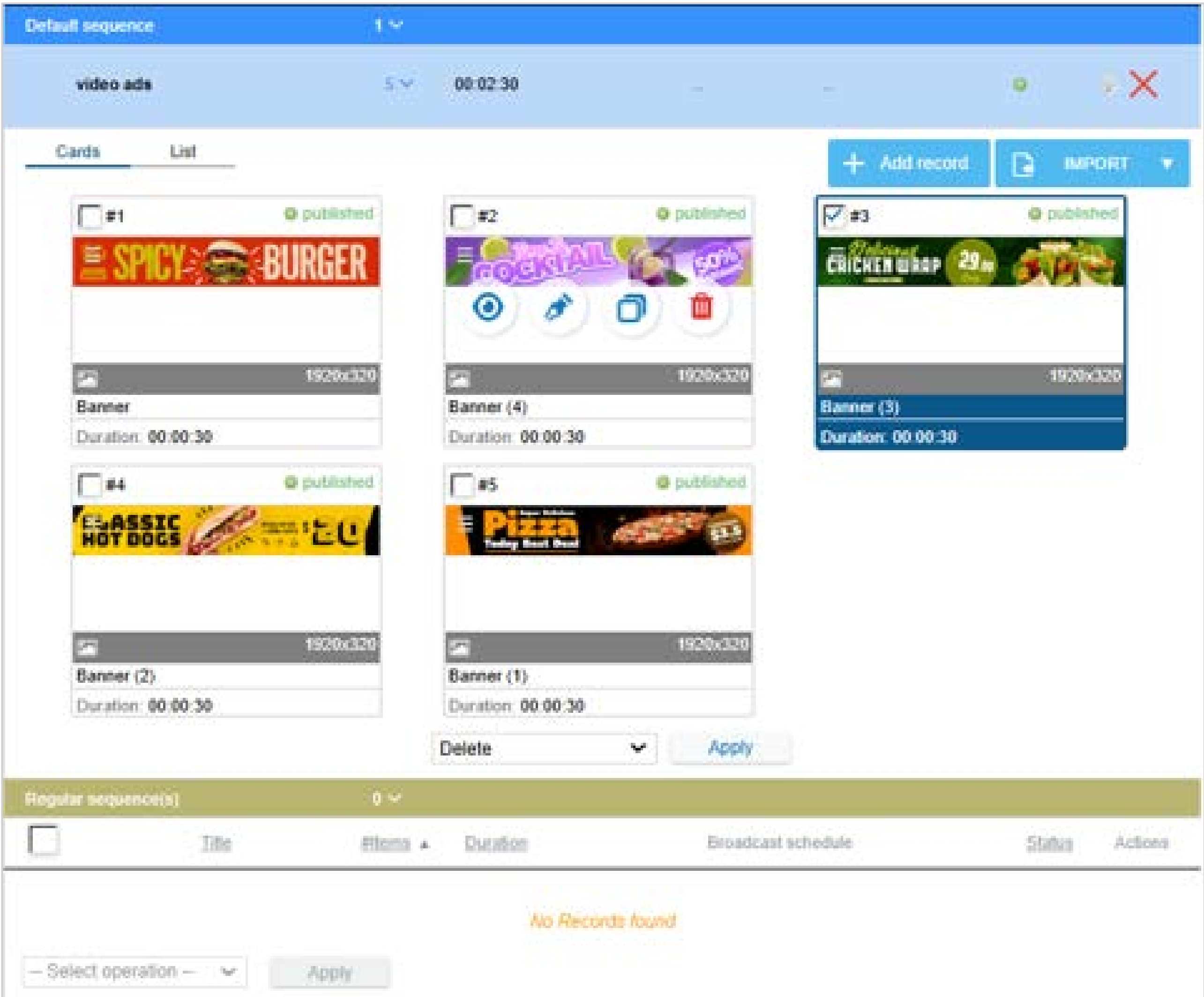

Figure 51. Records in the Cards view

Setting a default sequence

If at any point during the broadcast of the content, there is a time when “nothing” is scheduled to play, you can choose one of the options:

- Show nothing on-screen
- Display one sequence as a default

This sequence will become your designated default content and will not appear in the regular rotation. The sequence will appear at the top of the list in the *Content management* panel. Default content is still subject to *Editorial review* and must be published before it becomes visible during playback.

Add and edit the media content to the sequence as described in chapter *4.3.3.2. Arranging records in sequence*.

Note: Default sequence configuration is available for the *Broadcast* mode only.

Adding a sequence with the content

From the *Content management* panel, click *Add sequence* and click the *Media* tab in the pop-up window.

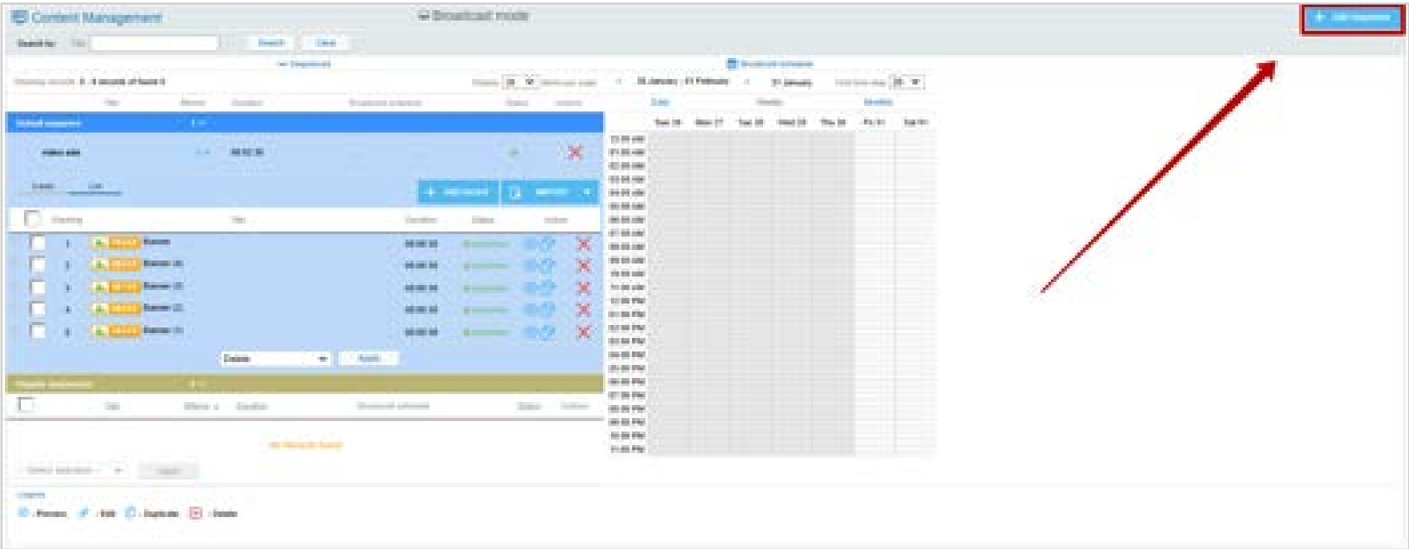

Figure 52. The Add sequence button

This will display a panel where you can upload your image or video asset and define their playback order and schedule (*Figure 53*). Pay attention to the information at the top of the panel regarding acceptable codecs and video formats to avoid lengthy conversion delays during the upload process.

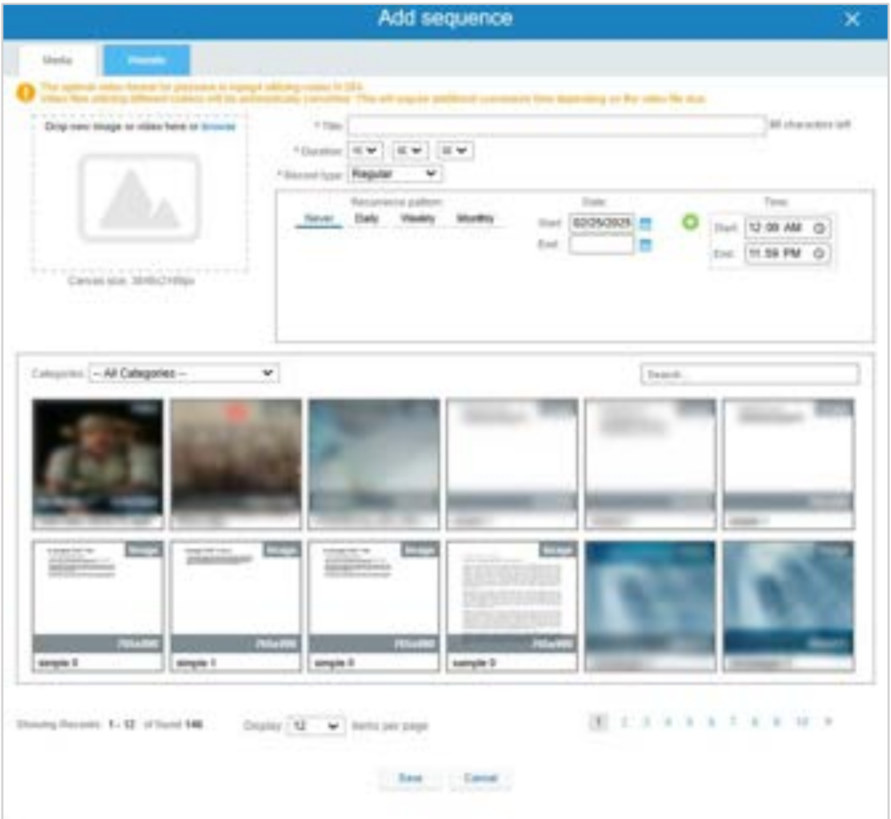

Figure 53. The Add sequence form

Follow these steps to add image/video records and set their playback schedule:

1. Assign the content by performing one of these actions:
   - Drag images/videos from your computer onto the placeholder area in the top-left of the panel.
   - Click the *Browse* button and search for the desired content on your computer.

- Click one or more of the pre-approved images from the *Content library* images and videos in the lower portion of the panel. You can use the *Categories* drop-down list and *Search* field to find content.

2. Enter the sequence name into the *Title* field so you can easily identify it.
3. Enter a length of time value for showing this sequence on-screen into the *Duration* field. By default, it will be the total playback duration of all content within the sequence. The app will use the *Record exposure duration* parameter from the *Settings* panel for images or the length of the selected video. If you want to display this sequence for longer or cut it short, you may do so by altering the value.
4. Select if the record is a regular content item in the *Record type* field.
5. Adjust the *Broadcast schedule* settings to determine the start and end dates/times between which the sequence will play. If you want the sequence to repeat playback at a specific interval—daily, weekly, or monthly—then select the appropriate recurrence pattern.
   Note: You can set this sequence to promote seasonal advertisements, etc.
6. Click *Save* when you are done, and your sequence will be added to the *Content management* panel.

If *Editorial review* is enabled (see chapter *Processing editorial review*), the content in the sequence will not be delivered immediately to your unit and will thus not appear on the screen until it is published. Either you or a designated member of staff must first approve the sequence by clicking the *Status* field on the relevant item and selecting the correct status to set it. Records may be removed from the display rotation by selecting *Refused* from the *Status* list and then confirming.

Editing a sequence schedule

From the *Content management* panel, locate the sequence you want to alter and click its "edit" icon in the *Broadcast schedule* column. This will display the sequence in which you can edit the information. Edit the recurrence pattern, enter the start/end date and time, and click *Save* to confirm your changes.

The schedule setting parameters will appear as follows:

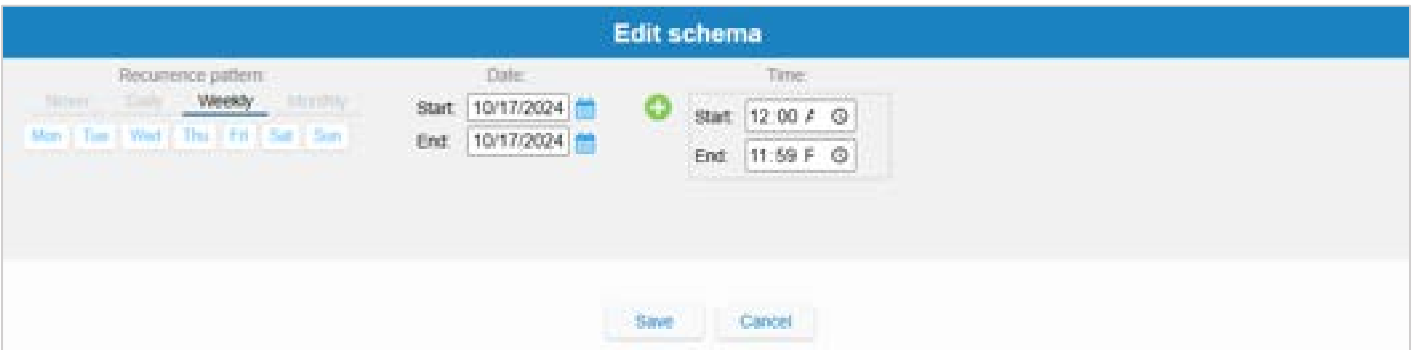

Figure 54. Sequence schedule configuration

If you want a sequence to be broadcast on two or more independent schedules, perform the following actions:

1. Locate the sequence you want to alter.
2. Click its "plus" button in the **Broadcast schedule** column.
3. An *Add schedule* panel will appear. Make changes to the schedule and click *Save* to add it.

Click the "cross" icon in the **Broadcast schedule** column to delete the corresponding schedule.

Deleting a sequence

From the *Content management* panel, locate the sequence you want to remove and click the "cross" ✕ icon in the *Actions* column. If you want to delete several sequences at a time, use the checkboxes alongside each sequence to select the ones upon which you want to operate. Then, from the *Select operation* menu below the list, choose *Delete sequences*, click *Apply*, and confirm your action.

4.3.3.2. Arranging records in sequences

For each sequence, you can upload the image or video. You can add, edit, and delete records. Also, there is a possibility to reorder the records in the sequence as well as to preview them. Read how to proceed with those actions in the following subchapters.

Adding a record to a sequence

To upload records to the already existing sequence, from the *Content Management* panel, go to the sequences list and expand the needed one.

Click the *Add record* button.

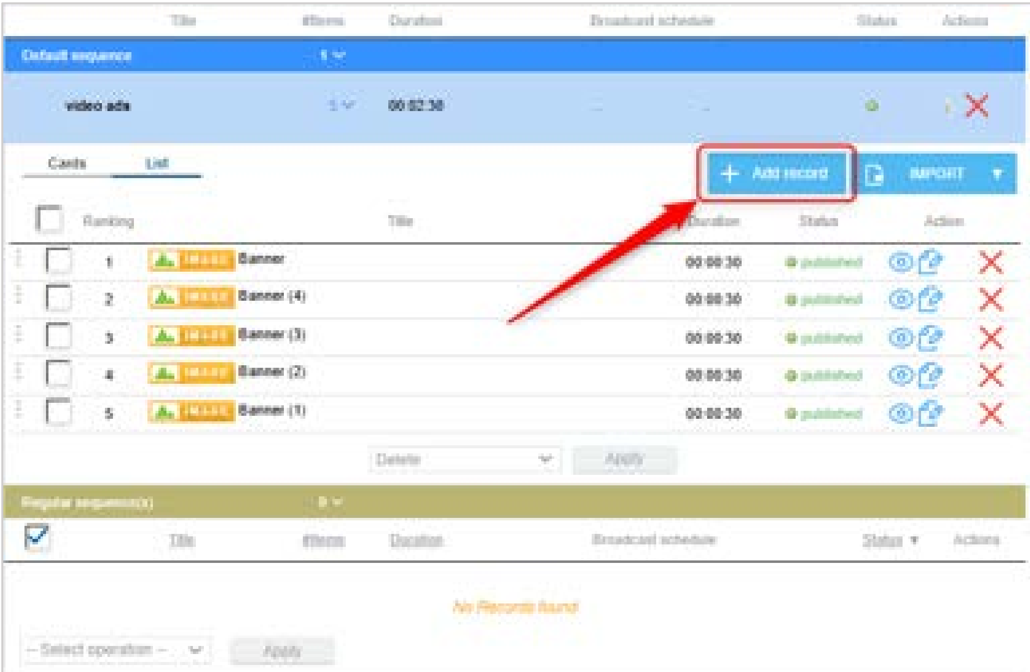

Figure 55. Add record button

In the following pop-up window select the *Media* tab, drag and drop the needed images, use the *Browse* button, or select them from the content library.

Add the title for your images and set the duration in the corresponding fields.

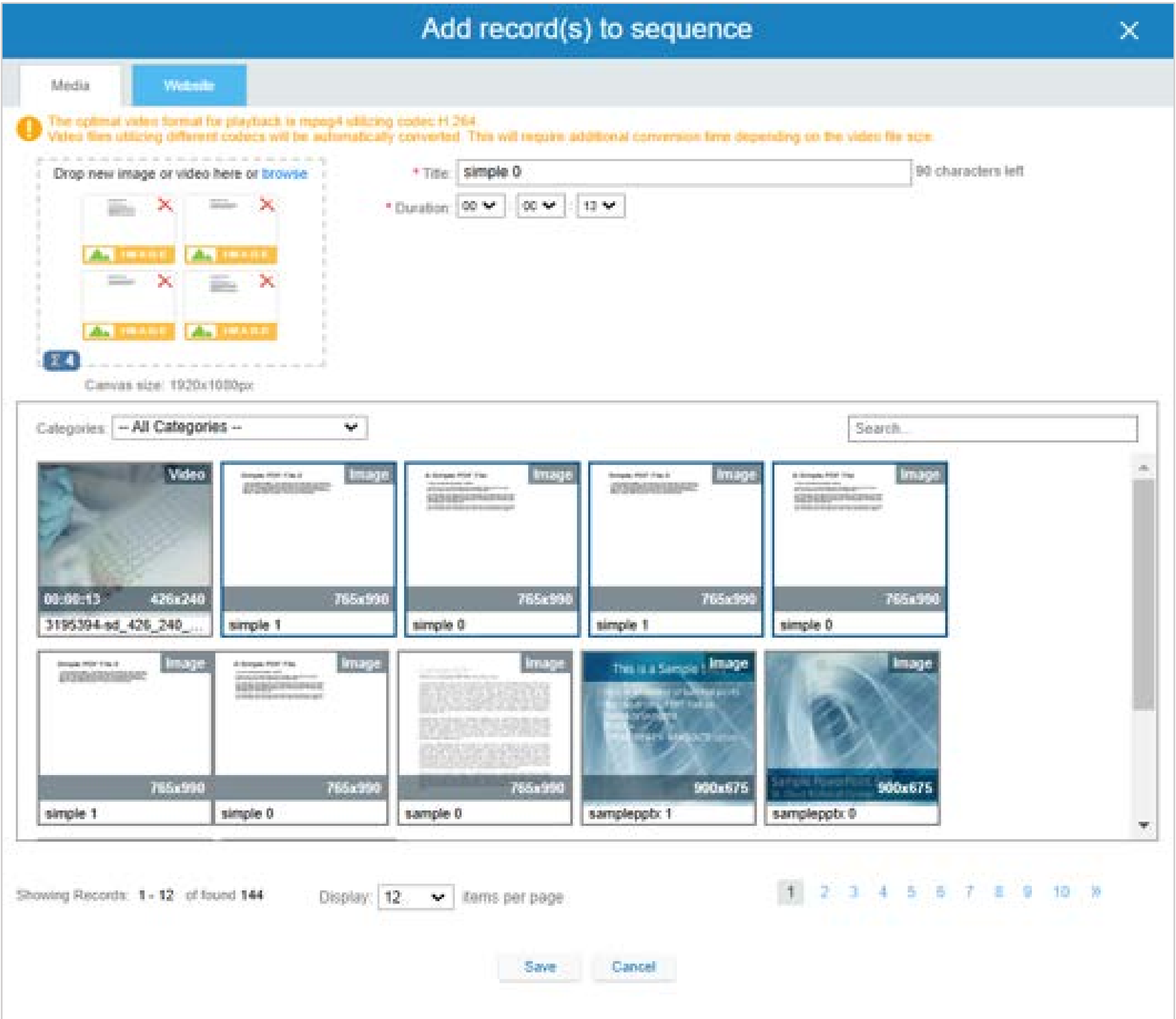

Figure 56. Add record(s) to sequence, Media tab

To upload the record from the website, select the *Website* tab. Select the image from the content library web pages or enter the URL in the corresponding field. Enter the name of the record into the *Title* field and set the record duration using the *Duration* selectors.

Note: Unlike selecting records on the *Media* tab, you can upload one record through the tab *Website*.

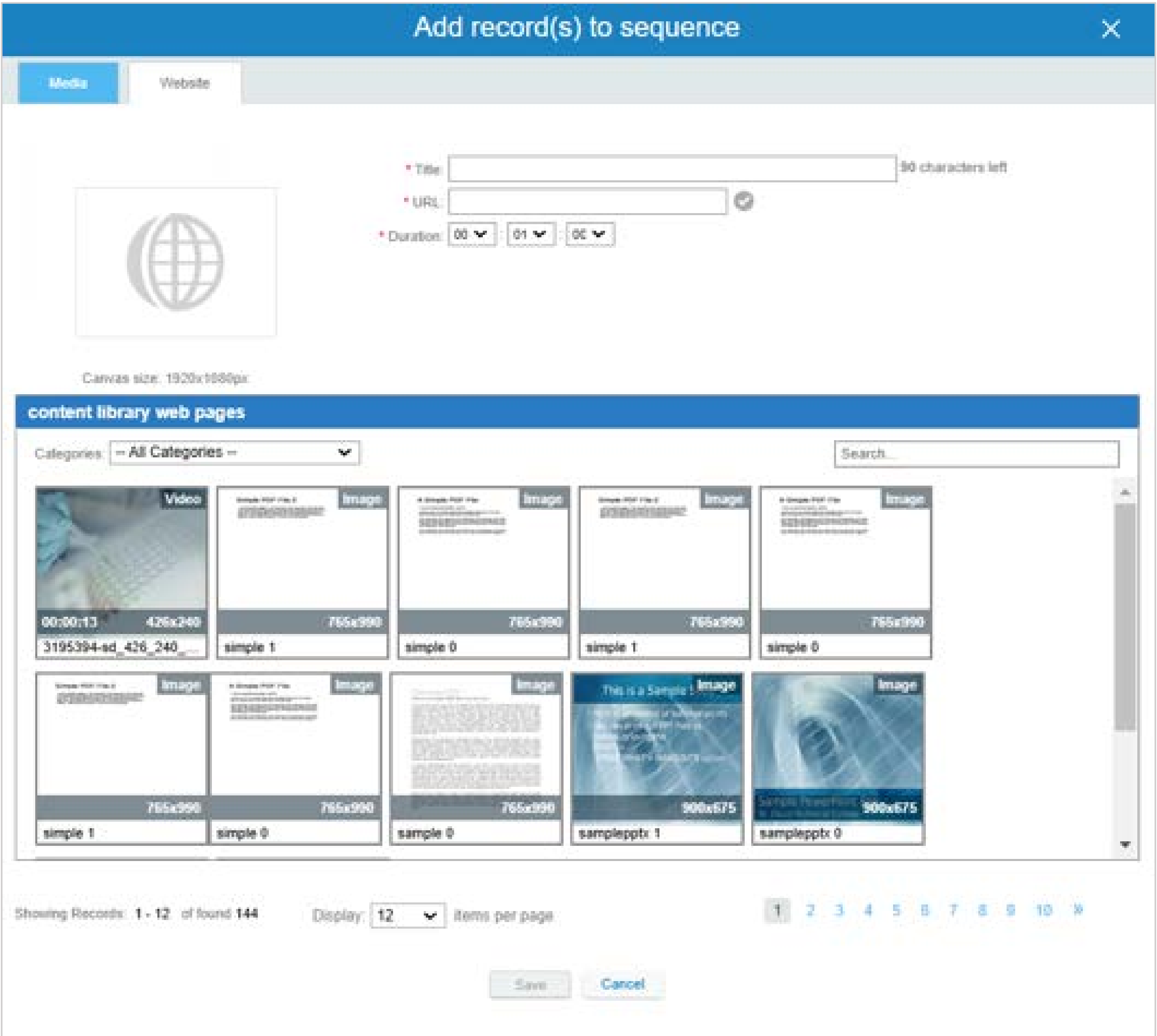

Figure 57. Add record(s) to sequence, Website tab

Click *Save* to proceed.

Editing a record in a sequence

From the *Content management* panel, locate the record you want to alter and click its edit icon when hovering over its card or in the *Actions* column. This will display the record in which you can edit the information. Edit the title and duration of the record, then click *Save* to confirm your changes.

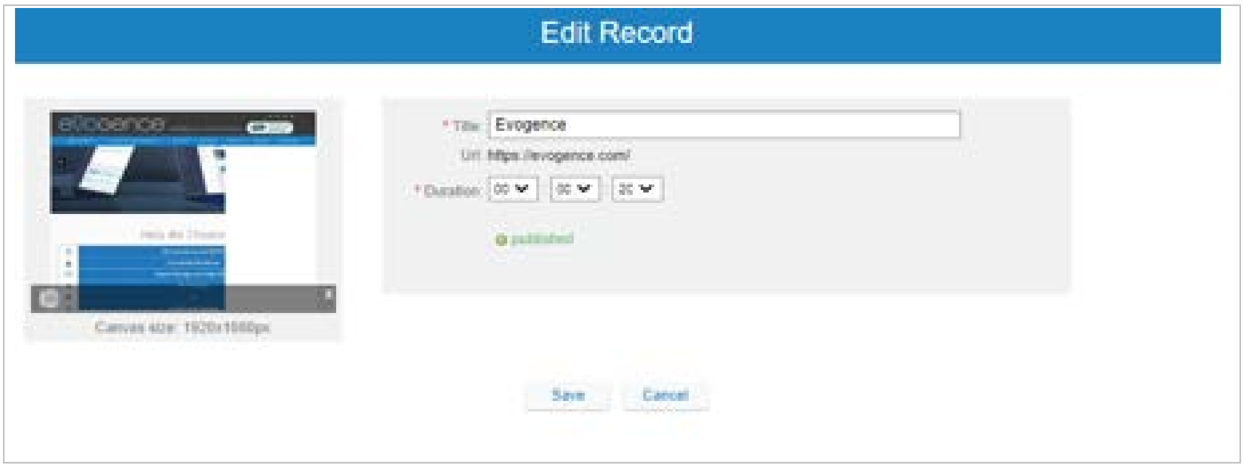

Figure 58. Edit record panel

Reordering records in a sequence

To change the order of display, drag and drop by clicking and holding any record, then releasing the mouse button when it is in the position where you want it to be.

Deleting a record from a sequence

From the *Content management panel*, locate the record you want to remove and click its delete icon, either from the *Actions* column or when hovering over its card, then confirm your intention.

Previewing a record

From the *Content management* panel, locate the record you want to view and click the "preview" icon from the *Actions* column or when hovering over its card. The asset will appear in a pop-up panel so you can see what it will look like when rendered on the node. Click the "X" icon in the corner to close the pop-up panel.

4.3.3.3. Publishing and revoking records and sequences

The *Status* field displays the status of the sequence and records in it. New added records have the *Pending* status.

Click the "publish" icon to publish the sequence to the unit and change the sequence status to *Published*. Click the "suspend" icon to withdraw the sequence from published and change the sequence status to *Refused*.

If you want to publish or revoke more than one record or sequence at once, select the ones upon which you want to operate using the checkboxes alongside each record or sequence. Then, from the *Select operation menu* below the list, choose either *Publish sequences, Refuse sequences, or Delete sequences.* Click *Apply,* and confirm your action.

4.3.3.4. Previewing the application

Click the "preview" icon to see a visual representation of what the app will look like when it is active on the unit**.**

At the top of the panel is a date and time selector. Use this to see what content will appear at a certain point in time. Now, your content will play back using the current date and time. If, however, you pick a specific date/time, the preview will begin showing content scheduled from that time.

4.3.4. Processing editorial review

This app takes advantage of an approval process, granting some users the ability to approve content for publication. That functionality is available only with the *Enabled editorial review* feature (refer to chapter *4.3.1. Adding the application*). There are two user roles defined as follows:

Caption	Description
Content Editor	1. Create, edit, and prepare content records. 2. Send completed records for approval to Company Manager.
Company Manager	1. Create, edit, and prepare content records. 2. Receive approval requests from Content Editors. Options to: a) Decline it b) Publish it c) Request a new revision

In the list of records on the *Content management* panel, you will see a *Status* column indicating the approval state of each record. Click the *Status* field of the relevant sequence. The following statuses will be displayed according to the previously selected buttons in the *Actions* column:

- The *Pending* status indicates the added sequence waiting for the company manager's approval.
- The *Published* status indicates the published sequence with the content that will be delivered to the unit and displayed according to the schedule.
- The *Refused* status indicates the withdrawn sequence. The content of this sequence won't be delivered and played within the schedule.

4.4. Adding application to the frame

To deliver the applications to the unit, you should create and configure the *Digital signage control panel (DSCP)*. Once the *Digital Signage Control Panel* app is set up, you can locate the proper *UCM* or *Digital lane Waitlist* application instance and add it to the specific frames. All the settings will be automatically delivered to the unit. For more detailed information about frames configuration, see chapter *3. Configuring broadcast screen frames*.

5. Delivering the applications to the unit

When all the necessary application settings are completed, from within the *Funk Central*, select the appliance group, and go to the *Queue Management* tab. In the *Player settings* section select the following checkboxes:

- *Enable QMS Server*: This option enables the *Queue Management System* (*QMS*) server, which processes visitors in the queue and manages the queue flow. Enabling the QMS server ensures seamless delivery on the visitors' queue.
- *Enable Lobby Appliance*: This option enables the Lobby Screen (Appliance), which retrieves the current queue order from the QMS Server and displays it on the connected screens. Enabling lobby appliance settings ensures seamless delivery on the lane broadcast.

Figure 59. Editing the name of an appliance group

Click *Save* to confirm the changes.

5.1. Completing task request

To ensure that all of the applications are delivered, proceed with the task request. Select the *Task Requests* panel from the menu bar to see current requests.

Figure 60. The Task Requests panel

The page is split into three tabs:

- *Active Queue*: Displays the list of active task requests pending delivery to the target appliance group.
- *Schedules:* Displays the list of scheduled task requests.
- *Completed Requests:* Displays the list of completed task requests with detailed information about each task.

5.1.1. Adding a task request

From the *Task Requests* panel, click the *add new request* button at the top-right corner of the screen. This will open a pop-up window (*Figure 61*).

Figure 61. Adding a task request

Follow the next steps to proceed:

1. In the pop-up window configure the request by following the next steps:
    - Choose the *Queue Management Configuration Delivery* request type.
    - Choose the *Immediate request* option in the *Priority Level* area.
2. Once you have completed the steps described above, click *Next* to proceed. You will go to a page where all appliance groups and individual appliances are listed:

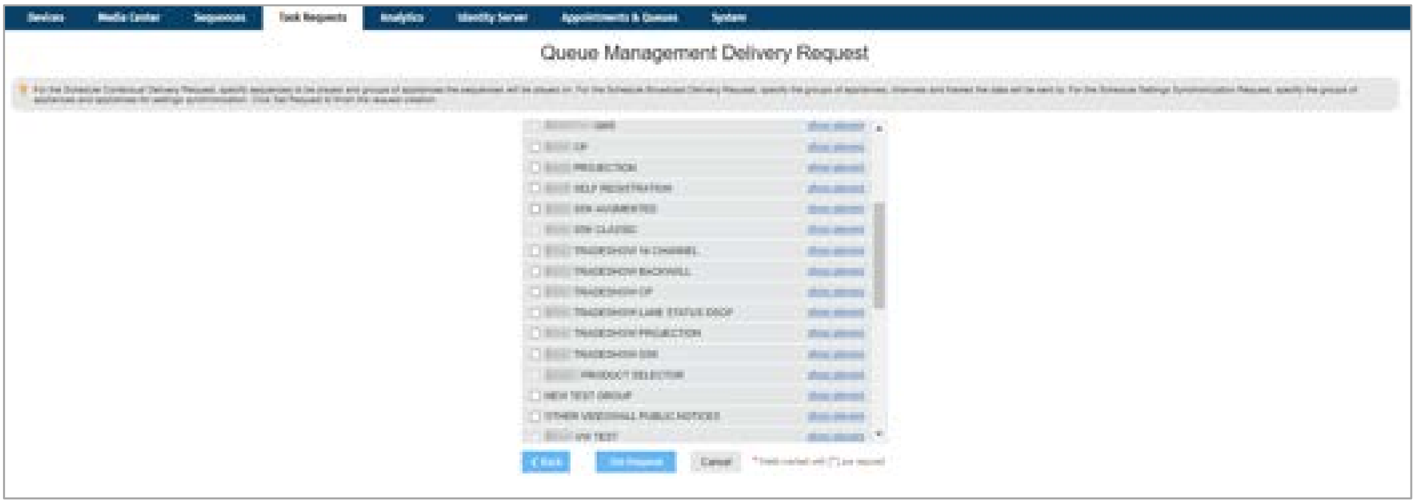

Figure 62. A task request for an appliance group

3. Select the appliance group where the task request will be sent.
4. Click the *show players* button next to the proper group. This will show all players assigned to that group. Select the checkboxes next to the players with the *online* status you need to set the request.
5. After you have selected the appliances, click *Set Request* and confirm your action.

Once the task request is fulfilled, you will see it in the *Completed Requests* list.

5.1.2. Viewing active queue

After you have set a task request, click *Back* and select the *Active Queue* tab. The new request will appear (*Figure 63*).

Figure 63. The Active Queue tab

From this page, you can view information about active requests. The following information about every request is available:

- *Type*
- *Status*
- *When scheduled*
- *Number of groups and appliances affected*
- *Task request creation date*

Click the “arrow” icon next to the request status to open a page with detailed information.

5.1.3. Viewing completed requests

After the request is completed, it will appear in the list on the *Completed Requests* page. On this page, the following information is available:

- *Creation Time*: The date and time when the request was set.
- *Start Time*: The start date and time of the task request delivery.
- *Type*: The task request type.
- *Appliance/Group*: The name of the target appliance or appliance group to which the task was delivered.
- *Appliance Qty*: The number of appliances to which the task request was delivered.
- *Request Status*: The status of the task request delivery and the number of requests per each status (*Finished with errors*, *Finished successfully,* or *Canceled*).

Click the “view” icon to open the details of the task request.

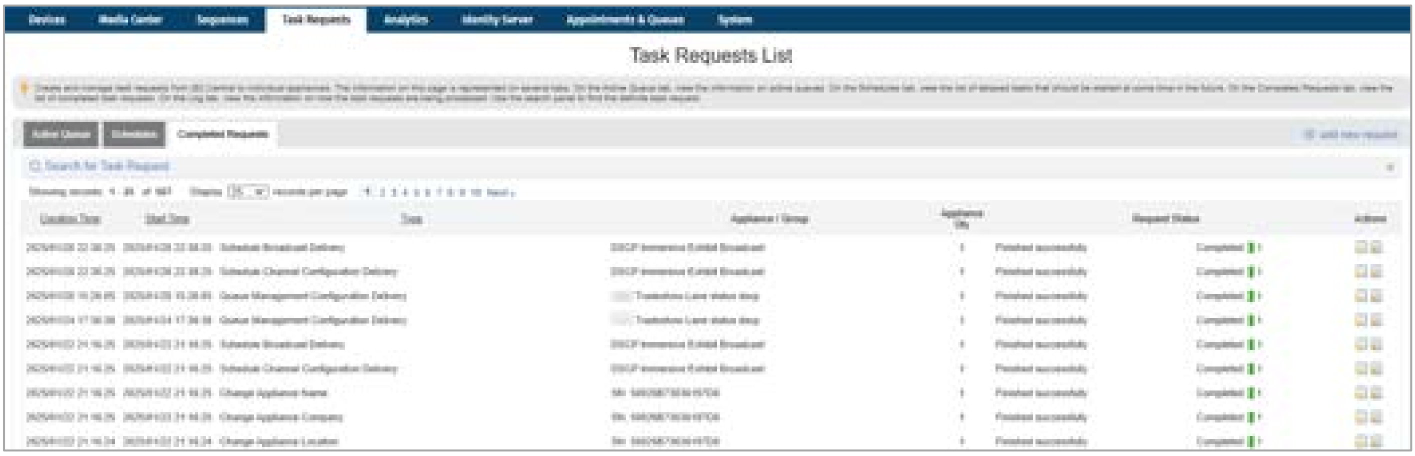

Figure 64. Completed requests

5.1.4. Resending a task

If a task fails for whatever reason or you want to repeat it, locate the task on the *Completed Requests* panel and click the "resend" icon in the *Actions* column for the task you need to repeat. Confirm your choice.

5.1.5. Canceling a task

At any time, you can click the "cancel" icon alongside the request title to revoke a task in the active queue or a task scheduled for the future. Confirm your action to proceed.

6. Additional resources

6.1. Support and documentation

The Funk Helpdesk website provides licensing information, additional product documentation, notes and downloads, as well as guides and troubleshooting information. This may help you resolve a product issue before contacting the Funk Helpdesk.

1. To access a product-specific Funk Helpdesk page:
2. Visit funkbowling.zendesk.com
3. Select the relevant product section.

For further questions or to speak directly with our support team, please call us at +49 7356 93700.

6.2. Service requests

To receive comprehensive assistance from the Funk Helpdesk, submit a service request. To do so, click Create Service Request in the Service Center on the Funk Helpdesk website.

> To submit a service request, you must have a valid support contract. Contact a Funk sales representative for information on purchasing a valid support contract or to ask questions about your account.

To open a service request, please fill out the request form on the support site for further review and prompt response.

6.3. Provide feedback

Feedback helps to improve the accuracy, organization, and overall quality of our publications. You can send feedback to your project manager.