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PADS4 Viewer on Samsung SSP4 (F serie Tizen)

SAMSUNG
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1. First time use

During the first installation you will have to enter some settings which included the URL of the PADS4 Server. Best approach is to complete the installation of the PADS4 Server first, before continuing the configuration of the device.

When you turn the device on for the first time it will automatically show the configuration wizard. Follow the steps and specify settings, as mentioned in the table below.

Samsung configuration wizard

Step	Description
01	Welcome. Select language and press Next
02	Display Orientation. Select Landscape
03	Auto power off. Select off
04	Network settings. Connect to your network
05	Clock set. Configure current date and time
06	Play via. Select URL Launcher. Specify PADS4 Server url (see chapter 3 for details)
07	Device name. (optional)
08	Complete. Select Done
09	In Home menu select URL launcher

If the wizard does not show up on startup, change the input to HDMI, next press the menu button on the remote control and select Setup under System menu (Default pin is 0000).

To perform a factory reset of the device follow the next steps:

Step	Description
1	Turn the screen off
2	Press on the remote control: <button>Mute + 1 + 8 + 2 + <button>ON
3	Select option => Factory reset => factory reset

When you fail to open the device menu by pressing the key combination in step 2, it is possible that the installed app blocks this option. Then you need to uninstall the app first before you can open the device menu.

To uninstall an app:

Step	Description
1	Open Home menu
2	Select URL Launcher Settings
3	Select the uninstall option
4	Confirm to uninstall the app
5	Try the factory reset steps again

2. Firmware check

Steps required to check the firmware version:

- 1) Power on the screen and press the Menu button on the remote control
- 2) Select Support
- 3) Select Contact Samsung

Software Version: shows the complete version number installed.

Check the current Tizen firmware version.

Using a firmware version lower than specified may cause the PADS4 Viewer to lose functionality. Please check with Samsung if installation of the firmware requires additional actions.

Minimum PADS4 Viewer version	Minimum Tizen Firmware version
4.7.6297 March 29 th 2017	2000.6
	2002.3 video aspectratio bug solved
	2008.6 Issues: In firmware version 2008.6 there are numerous issues, such as not being able to start the API or retrieve screenshots. We do not recommend the use of firmware version 2008.6. Contact Samsung for a different firmware version.
4.9.6702 May 8 th 2018	2030.0 download firmware 2030.0 Firmware version 2030.0 is required from PADS4 version 4.9.6702. Samsung adjustments related to videos required a different approach in code.
2020.1	2070.6 Numerous issues are resolved in this firmware. Streams are implemented into version PADS4 2020.1.

If the firmware is older as mentioned in the table, please contact Samsung for new firmware. Currently there is no general firmware download page available.

How to update firmware:

- 1) Insert the USB Stick with the new firmware into the Tizen screen
- 2) Press Menu button
- 3) Select Support
- 4) Select Software Update
- 5) Select Update now and follow the instructions

3. Specify URL launch settings

The URL specifies the location of the PADS4 Server.

When hosting PADS4 on HTTP (default) the form of the URL is

http://<server>/pads4/apps/tizen

where <server> is the IP address or domain name of your PADS4 Server.

When hosting PADS4 on HTTPS the form of the URL is

https://<server>/pads4/apps/tizen

where <server> is the domain name of your PADS4 Server.

When finished the device will download the software and start the PADS4 Viewer. A connection indicator and the generated PADS4 Viewer name will be displayed in the lower left corner of the screen. If the connection fails, open the Viewer log from the options screen (see step 4).

4. Adjust PADS4 Viewer options using the options screen



















PADS4 Viewer options can be adjusted directly on the display.



To enter the options screen on the device itself, a mouse must be connected. Click the left mouse button and hold this down until a menu appears.

Changing Viewer options can also be managed afterwards from a central location using the PADS4 Agent.

5. Supported features & limitations

The following features and limitations are related to Tizen.

Area		Support
Display models		List with compatible display product for SSP
Portrait mode		Set the PADS4 rotation option to 270 degrees in the Viewer settings to set the screen in portrait mode. Do NOT use the screen SSP rotate option
Block Remote Control		Option to prevent the usage of a remote control to operate the screen.
Device Power		If the device does not have power for more than 72 hours, the internal clock will reset back to default factory date time. When this device is started again and there is no network connection to the PADS4 Server, you schedules may not be visible due to the factory date time.
HTTPS		Supported
Video		<p>Maximum of 2 seamless videos. Check out the Samsung documentation for the limitations.</p> <ul style="list-style-type: none"> *Video element rotation not supported *Reflection, skew and flip not supported *Maximum framerate of 30fps. (device limitation) *Playback speed adjustments not supported <p>Detailed information about support for media files and resolutions can be found at displaysolutions.samsung.com</p>
		<p>Support streaming</p> <ul style="list-style-type: none"> *HTTP, HLS, RTP, UDP streaming. <p>Simultaneous playing video from stream and file is not supported.</p>
		Seamless video's
Image		Support for JPG, PNG, BMP, GIF
Text		Supported
Line		Supported
Shape		Supported
Scrolling text		Supported
Formatted Text		Supported
Flash		<p>Supported</p> <ul style="list-style-type: none"> *there is no support to detect end of flash presentation when playing. Functions such as play once next page and detect end of presentation are not supported
Table		Supported
Interactive Button		<p>Supported</p> <ul style="list-style-type: none"> *Mouse cursor options not supported *Interactive Data filter & sort dialog window not supported
Playlist		Content from PADS4 Content Library & URL supported
Web		<p>Supported</p> <ul style="list-style-type: none"> *Usage of the interactive Address Bar not supported

Colors		Supported *Texture and pattern colors are not supported
Data providers		All PADS4 data providers (70+) supported
Transitions		Supported *Horizontal and vertical blinds not supported *Splitters, increased circle and sliced circle not supported
Rules		Presentation, Page and Element rules supported
Offline Content Library storage		PADS4 Content Library is stored on the local device. 8GB local storage (shared with memory)
MD5 check		PADS4 Content Library file integrity is checked during synchronization using MD5 *Synchronization speed performance cost due to MD5 calculation
Offline Schedules		All scheduled presentations are cached local
Offline Data		Data retrieved from data providers is cached local
Property bindings		Supported
Viewer variables		Supported
Software updates		Automatic software updates supported
Turn Off Display		Turn off display when no presentation scheduled
PADS4 Agent		PADS4 Agent supported. *The following Viewer functionality: Screenshot, Viewer Log, Synchronization Log, Viewer Settings, System Info, Fonts, Viewer Blackbox and Proof of Play
		Restart of Viewer software supported (this is not a device reboot!)
		Reboot device supported
		Display current connection state supported
		Viewer variables supported
		Monitoring & Alerts supported *The following functionality: Network connections
		Wake On Lan

6. General limitations

Data Providers	Data providers always make use of the PADS4 data server. A HTML5 Viewer is not able to read the information itself from the source.
Content Library	Support for content from PADS4 Content Library . *Content from file is not supported when pointing to a local disk location.
Proof of Play	Local storage limitation of max. 50.000 records on the HTML5 Viewer during offline period. When the 50.000 is hit, the oldest value will be removed first.
Storage capacity	Storage capacity for content differs per device and browser.