

Real-Time Wallboard for Amazon FireTV Quick Start Guide

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QUICK START GUIDE



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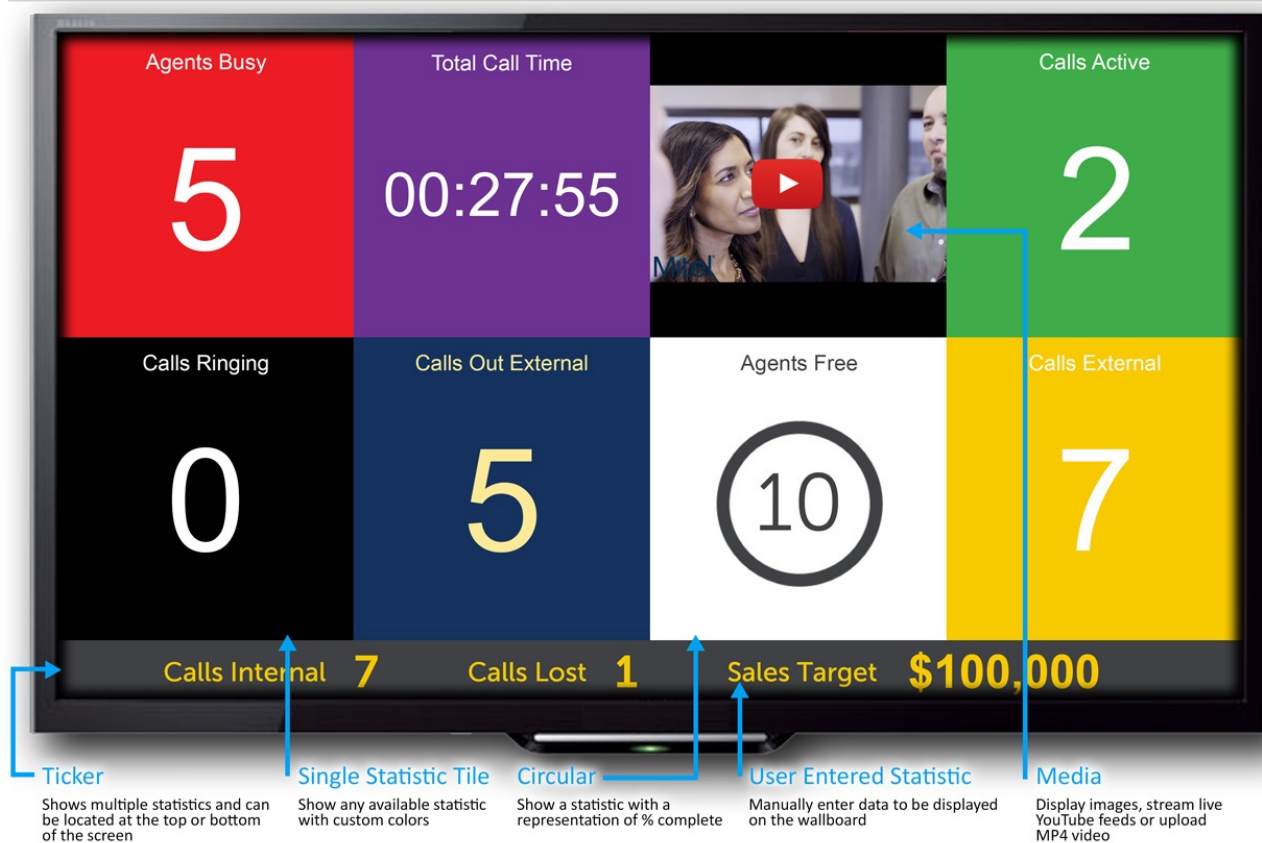
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MiVoice Office Application Suite
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Real-Time Wallboard for Amazon FireTV

The Real-Time Wallboard for Amazon FireTV is designed to render a [MiVoice Call Reporter Real-Time](#) Wallboard view on a wall-mounted TV without the need for a dedicated PC. This reduces the deployment time and keeps costs to a minimum.



Features & Usage

The application connects to a MiVoice Office Application Suite and will display a pre-configured Real-Time Wallboard, including the following features:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Multiple Display Modes - Manual or Uniform Grid • Single Statistic Tiles, Including Gauges • Dual Statistic Cycling Tiles • Ticker Tiles • Media Tiles, including images & video* • External Data Sources & Manually Entered Data** | <ul style="list-style-type: none"> • Alarms Notifications, Including: <ul style="list-style-type: none"> ◦ Full Screen Tiles ◦ Tile Color Change ◦ Email Notifications ◦ Sound Notifications ◦ Screen Alerts to Mitel 6900 Series Phones |
|--|---|

* Only a single video feed is currently supported. Images are supported up to 4096x4096 resolution. Up to 4 image tiles are supported.

 ** Global variables and external data values are truncated to 100 characters when being displayed on the ticker tile or a Real-Time Wallboard for FireTV.

 The application supports tiles that are available using a Real-Time Wallboard. Dashboard Tiles such as Multi-Statistic & Grids are not currently supported.

 Only tile based filters currently work on the FireTV Real-Time Wallboard, View based filters are ignored.

Deployment

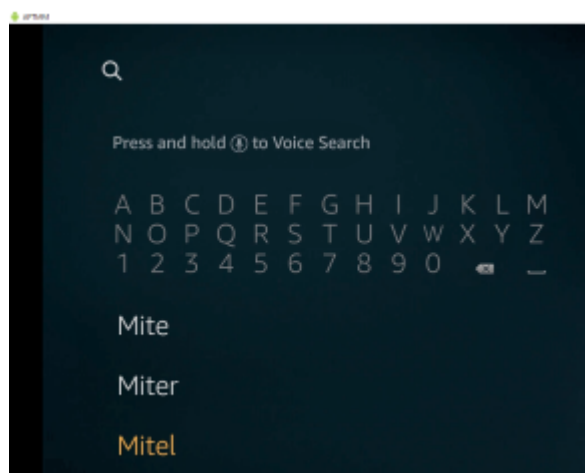
Install the Real-Time Wallboard application from the Amazon Store on your Fire TV Stick (refer to Amazon guides on how to do this, your Fire TV Stick will need to have access to the internet to do this).

To run the application, the Fire TV Stick will need to have network access to the MiVoice Office Application Suite Server (refer to the MiVoice Office Application Suite [Network Requirements](#) for more information).

A voice search for 'Realtime Wallboard' will find it

Alternatively type in the word 'Mitel' with the onscreen keyboard

When Mitel comes up in the list select it and it will bring up a few results including Real-time Wallboard



To run the application, the Fire TV Stick will need to have network access to the MiVoice Office Application Suite Server (refer to the MiVoice Office Application Suite [Network Requirements](#) for more information).

After installation, the Real-Time Wallboard application needs to be linked with a user on the MiVoice Office Application Suite.

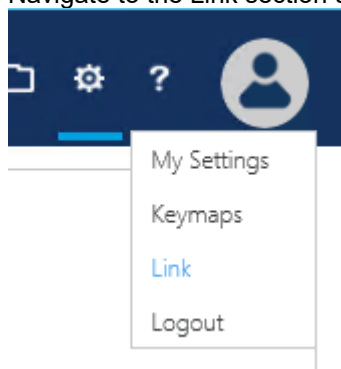
When the application first runs, it will try to locate the MiVoice Office Application Suite automatically. If more than one is discovered, a list will be presented to choose from. If none are discovered, a screen will be displayed prompting for the server address (IP address or DNS) to be entered. Once a connection to the MiVoice Office Application Suite is established, the enrolment screen will be displayed.

The first screenshot shows the 'Server Selection' screen. It has a dark blue header with the title 'Server Selection' and a logo in the top right. The main area is white and contains a 'Server Address' label above a long text input field. Below the input field is a toggle switch labeled 'Use HTTPS' which is currently turned off. At the bottom center is a blue button labeled 'Next'.

The second screenshot shows a screen with a blue loading spinner at the top center. Below it, the text reads 'Waiting for signal from MCS...'. Further down, a message states: 'The following code has been generated to complete the enrolment of this device with MCS. Log into MCS and click on your user icon in the top right, go to the page marked 'Link' and enter this code to enrol the device.' Below this message is the code '0081'.

Enrollment of the FireTV application must now be completed on the MiVoice Office Application Suite:

1. Navigate to the MiVoice Office Application Suite website using a browser on another device
2. Login to the website with the user* the FireTV application is to be linked with
3. Navigate to the Link section under the user menu



4. Enter the enrollment code on the page.

Once the enrollment code has been entered, the Real-Time Wallboard application should automatically start displaying the user's wallboard.

Changes to the layout, tiles and filters displayed must be made using a browser to the MiVoice Office Application Suite website. Changes to the layout cannot be made using the Real-Time Wallboard application.

 * The user must have permission to access the Real-Time features of the solution. The engineer account cannot be used.

Switching User

To link a FireTV application to a different user, follow these steps:

- Close down the FireTV application
- On the MCS website, navigate to the 'Tablet/TV Applications' section under Call Reporting in the Configuration area.
- Locate the FireTV in the grid and select 'Remove' to delete the link the current user
- Launch the FireTV application and complete the Deployment process again

Logging FireTV App Issues

For issues using the FireTV App it may be requested to provide logs from the App.

To access the logs:

- Exit the current Wallboard display on your FireTV by choosing the back button on the remote control.
- At the View selection menu press the Fast Forward and Rewind Buttons at the same time. This will



bring up the logs on the TV screen.

- The act of viewing the logs causes them to be sent to the central log capture folder from where Support will be able to view them to help diagnose the issue.
- In the support ticket you raise for the issue include the current date and approximate time you viewed the logs and most importantly the serial number of the FireTV Stick so Support can link the logs to the support ticket

Amazon FireTV Requirements

The table below outlines the requirements for using the application. In addition, the application requires a Real-Time Wallboard license from MiVoice Office Application Suite.

Area	Minimum Requirement
MiVoice Office Application Suite	5.1.22 or later

Amazon Fire TV	Fire TV Stick 4k Ultra HD (2018) FireTV OS 6 or higher Mains USB Power (TV USB port may not supply enough power)
Television	Must meet FireTV requirements (HDMI input, 1080 resolution etc)
Network	WiFi access is required or the optional Amazon Ethernet Adaptor for Fire TV. Please refer to your specific FireTV manual for supported configurations. TCP Ports 8200/8204 are used to communicate to the MiVoice Office Application Suite

 The Real-Time Wallboard FireTV application has been optimized for a 1080 HD resolution.

 If the Real-Time Wallboard seems to overlap the sides of the screen, perform a screen calibration in the FireTV's settings:

Settings \ Display & Sound \ Display \ Calibrate Display



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