

Digital Signage - Hardware & Appspace Troubleshooting



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+ Diagnose hardware incident

⚠ Issues	✅ Checks to be done
Nothing is displayed on TV	• Check that the TV is on • Check that HDMI cable is linked to the TV • Check that the TV works • Check the source TV (HDMI 1, HDMI 2, ...) • Check that the Chromebox is on • Restart the Chromebox • Try to connect the Chromebox to another TV to determine if the problem concerns the TV
Always same contents on TV (Because Appspace has a cache system, if the Chromebox is not connected to the network the TV will still displayed contents downloaded previously)	• Check that network cable is plugged in • Ping the Chromebox from a computer (To see IP address of the CB press Ctrl + Alt + M to display Appspace menu and then select device info help.)
Other issues	• Contact level 2 (Revevol) (Provide IP address & Serial number) • Create procedure to get SN • The network cable is plugged in • Ping the Chromebox

+ Content Issues - Google Drive Files

⚠ Issue: Cannot insert Google Sheets or Slides

✅ Solution:	
Google Sheets File:	• Refer to this document.
Google Slides File:	• Refer to this document.

+ Content Issues - WMV Video Files

⚠ Issue: Cannot use WMV video files

✅ Solution: Convert your video file to a supported file format

Supported File Formats for Chrome OS	
❌ MPEG-1	No
❌ MPEG-2	No
✅ MPEG-4	Yes
❌ WMV	No
❌ VC-1	No

+ Content Issues - PowerPoint Files

⚠ Issue: Cannot insert PowerPoint files into a Sign

✅ Solution: Export each slide as a JPEG file which you can then use in a Mediazone Widget or as Media. Export your powerpoint in Google slides and apply the below process.

