

# Digital Signage - Hardware & Appspace Troubleshooting



## Digital Signage - Hardware & Appspace Troubleshooting

### + Diagnose hardware incident

⚠ Issues	✅ Checks to be done
<p><b>Nothing is displayed on TV</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Check</a> that the TV is on</li> <li>• <a href="#">Check</a> that HDMI cable is linked to the TV</li> <li>• <a href="#">Check</a> that the TV works</li> <li>• <a href="#">Check</a> the source TV (HDMI 1, HDMI 2, ...)</li> <li>• <a href="#">Check</a> that the Chromebox is on</li> <li>• <a href="#">Restart</a> the Chromebox</li> <li>• <a href="#">Try to connect the Chromebox</a> to another TV to determine if the problem concerns the TV</li> </ul>
<p><b>Always same contents on TV</b></p> <p>(Because Appspace has a cache system, if the Chromebox is not connected to the network the TV will still displayed contents downloaded previously)</p>	<ul style="list-style-type: none"> <li>• <a href="#">Check</a> that network cable is plugged in</li> <li>• <a href="#">Ping the Chromebox</a> from a computer</li> </ul> <p>(To see IP address of the CB press <b>Ctrl + Alt + M</b> to display Appspace menu and then select device info help.)</p>
<p><b>Other issues</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Contact</a> level 2 (Revevol) (Provide IP address &amp; Serial number)</li> <li>• Create procedure to get SN</li> <li>• The network cable is plugged in</li> <li>• Ping the Chromebox</li> </ul>

### + Content Issues - Google Drive Files

⚠ Issue: Cannot insert Google Sheets or Slides

✅ Solution:	
Google Sheets File:	<ul style="list-style-type: none"> <li>• <a href="#">Refer to this document.</a></li> </ul>
Google Slides File:	<ul style="list-style-type: none"> <li>• <a href="#">Refer to this document.</a></li> </ul>

### + 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.

