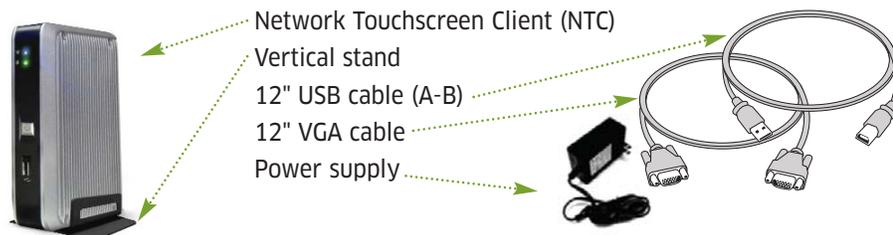
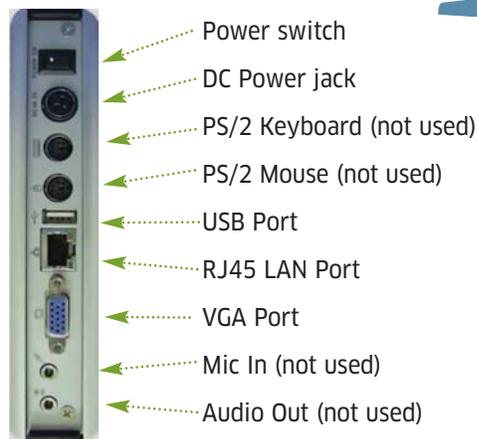




What's in the box?



NTC Overview



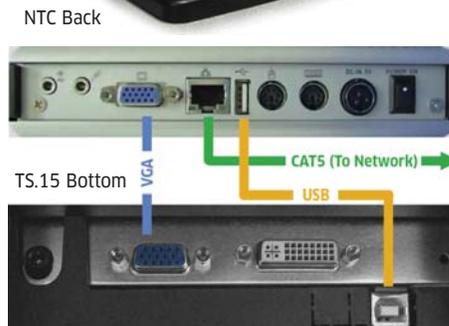
Setting Up (Client Attached To TS.15)

The NTC has been designed to attach to the mounting post of the TS.15 touchscreen. This location provides the best proximity for the computer to the screen and also keeps the system out of view.

1. Remove the adhesive strips from the Velcro backing on the NTC. **DO NOT REMOVE THE STRIP FROM THE UNIT!**
2. Position the device in the orientation depicted and gently press the unit onto the plastic stand of the TS.15 touchscreen.
3. Connect the cables supplied with the NTC (shortened, 12" VGA and USB cables) to the ports on the NTC and the TS.15 touchscreen. Be sure the cables fit snugly and completely.

Note: You may use either USB port on the NTC device.

4. Attach an RJ-45 terminated network cable to the jack on the NTC computer.
5. Attach the power supply cable to the TS.15N and plug the other end into a wall outlet.
6. Attach the power cable to the TS.15 touchscreen and plug the other end into a wall outlet.
7. Turn on the TS.15 touchscreen. Turn on the power switch on the rear of the NTC. Press the power button on the front of the NTC computer.



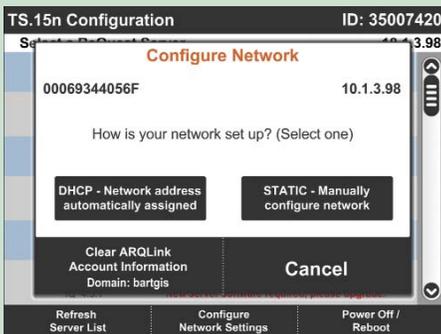
Setting Up (Standalone From TS.15)

You may place the NTC in any location desired provided the USB and VGA cables can reach the TS.15 touchscreen and there is power and Ethernet access for the device. ReQuest supplies 6ft (~3m) VGA and USB cables. You may use up to 20ft VGA and USB cables.

1. Connect the cables supplied with the TS.15 (longer, ~6' VGA and USB cables) to the ports on the TS.15N and the TS.15 touchscreen. Be sure the cables fit snugly and completely.
Note: You may use either USB port on the NTC device.
2. Fit the NTC into the supplied vertical mount stand. You may need to spread the stand open.
3. Attach an RJ-45 terminated network cable to the network jack on the NTC.
4. Attach the power cable to the TS.15N and plug the other end into a wall outlet.
5. Attach the power cable to the TS.15 touchscreen and plug the other end into a wall outlet.
6. Turn on the TS.15 touchscreen and press the power button on the NTC.

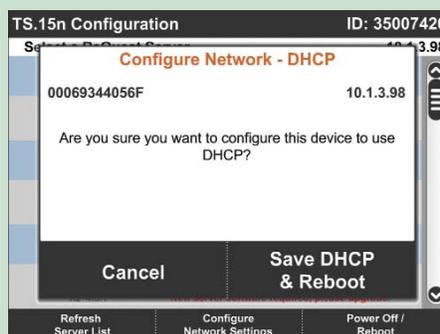


Network Configuration



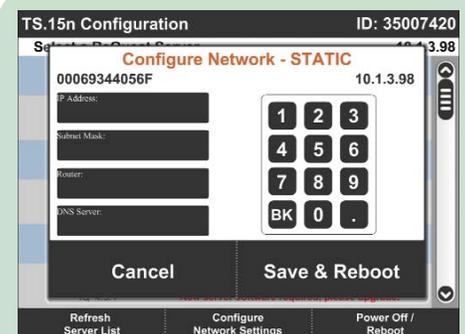
The "Configure Network" dialog is displayed if the NTC detects a network error when it starts up. It can also be displayed by pressing the "Configure Network Settings" button in the bottom row of the "Select a ReQuest Server" screen. If the "Configure Network" dialog is displayed due to an error, the "Cancel" button is replaced with a "Reboot" button; the TS.15N must be rebooted to apply changes and correct any network error.

DHCP Network



The default configuration of the TS.15N is DHCP (Dynamic Host Configuration Protocol). Upon initial boot, the TS.15N will attempt to obtain its IP address and network information automatically. Typically, the router that the TS.15N is connected to provides this DHCP service. Sometimes the router needs to be configured to respond to the TS.15N's configuration request. If there is no DHCP service available at all, the static network information for the TS.15N must be entered manually. If the TS.15N is currently using static network settings, it can be returned to use DHCP by selecting the button labeled, "DHCP - Network address automatically assigned" in the Configure Network dialog; the TS.15N will then confirm that it should reconfigure itself to use DHCP (which will require a reboot).

STATIC Network



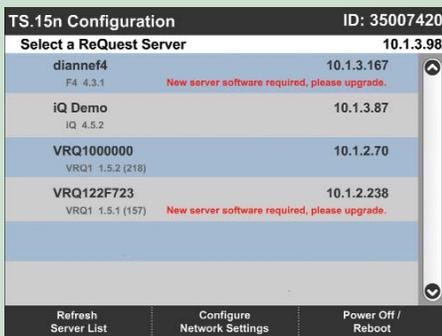
If the TS.15N can not acquire its network configuration from a DHCP, then its network must be configured statically. The button labeled, "STATIC - Manually configure network" will bring up the "Configure Network - STATIC" dialog. Here one can enter the IP Address, Subnet Mask, and Router (sometimes known as a "Gateway") for the TS.15N. The IP Address of the server that the TS.15N should contact for DNS lookup services should also be entered. If the TS.15N can not use DHCP and you need assistance in selecting the correct values for this page, please contact the person responsible for installing and maintaining the local network.

Clear ARQLink Account Information

When a TS.15N is first installed, it is not configured to report to any ARQLink account. When it connects to a ReQuest server, the TS.15N will adopt its account information, and stores it for later use. If the ARQLink account is changed on the ReQuest server, the TS.15N will continue to use its stored information. If the TS.15N should switch to the server's new account, simply clear the TS.15N's stored account and connect it to the server again.

Server Selection

If its network is configured, the TS.15N will attempt to identify all ReQuest servers connected to its network every time it boots. Not all ReQuest servers know how to communicate with a TS.15N; if the TS.15N only finds a single ReQuest server that it can connect to, it will automatically connect to that one. If the TS.15N finds several ReQuest servers that it can connect to, it will automatically reconnect to whichever server it was most recently connected to. If the TS.15N does not find any ReQuest servers that know how to communicate with it, or if it has never connected to any of the servers on its network, the TS.15N will show the "Select a ReQuest Server" screen instead.



All servers that the TS.15N is able to locate will be listed in the "Select a ReQuest Server" Screen. This is the main screen of the TS.15N. The Server Selection Screen is shown when one exits from a ReQuest server, or if the TS.15N does not know what ReQuest server it should connect to. Pressing the line a ReQuest server will launch that server's user interface. If the firmware of the server needs to be upgraded before it knows how to communicate with the TS.15N, its line will be flagged appropriately, and pressing on that line will have no effect.

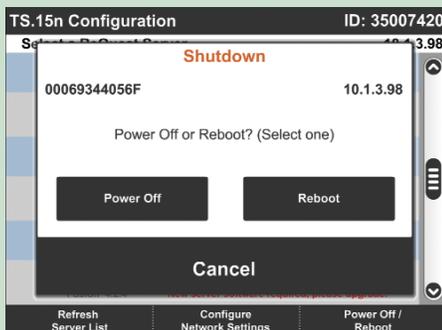
Refresh Server List

Pressing the button labeled "Refresh Server List" will cause the TS.15N to re-examine its network and the servers it discovers. If a ReQuest server was not fully booted when the TS.15N boots, or if the ReQuest server's firmware is upgraded, this will allow the TS.15N to connect to it. The TS.15N will not automatically connect when this button is pressed; it only automatically connects to a server when it boots.

Configure Network Settings

Pressing the button labeled "Configure Network Settings" will display the "Configure Network" dialog. This will allow the network settings of the TS.15N to be changed, including the ARQLink account information currently stored in the TS.15N (if any).

Power Off / Reboot



Pressing the button labeled "Power Off / Reboot" will display the "Shutdown" dialog. This will allow the TS.15N to be powered off or rebooted, without having to access the power button on the front of the NTC. Once the TS.15N is powered off, however, only the power button on the front of the NTC will power it back on. Pressing the NTC's power button when the TS.15N is running is the same as pressing the "Power Off" button in the "Shutdown" dialog. If the TS.15N is powered on, using the power switch on the back of the NTC or cutting power to the TS.15N's circuit is strongly discouraged. Please use the "Shutdown" dialog or the power button on the front of the NTC.

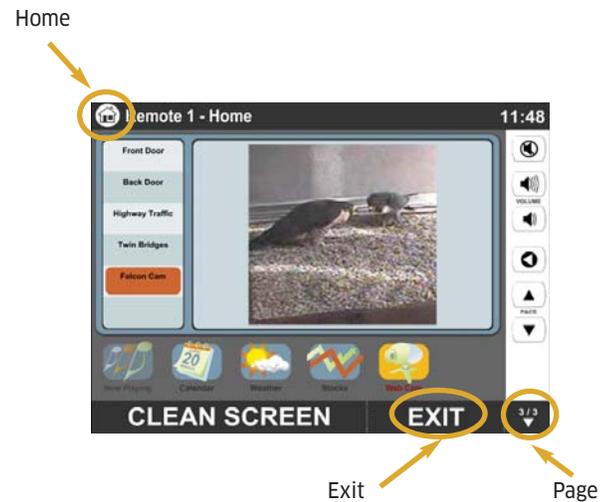
TS.15N With iQ Servers



When a TS.15N first connects to the iQ server, it adds itself to the server's list of Devices with a default, unique name. Each TS.15N is a configurable panel, and must be assigned to a room in the iQ Configuration page of the webserver. Until it is assigned to a room, the TS.15N will display the "not yet configured" screen.

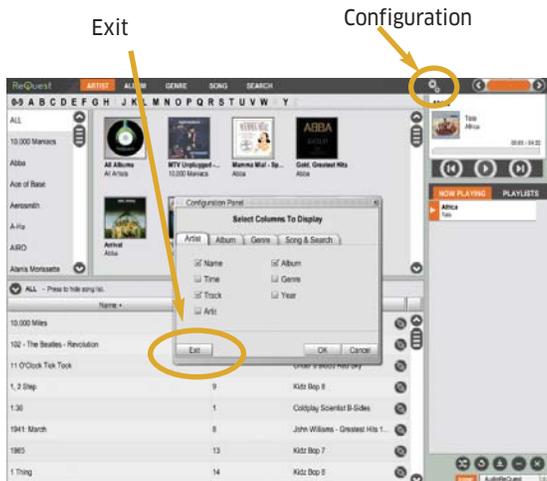
To return to the "Select a ReQuest Server" screen from the "not yet configured" screen, simply press the button at the bottom labeled "EXIT".

Once the TS.15N has been assigned to a room, the Room Control screen will be displayed. This interface is identical in functionality to the Room Control you use from your PC's web browser or from the TS15 directly attached to the iQ server. To return to the "Select a ReQuest Server" screen from the Room Control, first press the Home button in the upper left-hand corner of the display (it looks like a house, and it is located to the left of the room's name). Then change to Page 3 of 3 (the Page button is in the lower right-hand corner of the display, and it shows the current page number); this is the page that shows the "CLEAN SCREEN" button. On a TS.15N, a button labeled "EXIT" will appear between the "CLEAN SCREEN" button and the Page button.



TS.15N With Serious Play OS On AudioReQuest

If you select a TS.15N aware AudioReQuest server, the TS.15N will launch the Serious Play Media Manager. This drag-and-drop interface is identical in functionality to the Serious Play Media Manager you use from your PC's web browser or from the AudioReQuest's direct interface.



To return to the "Select a ReQuest Server" screen from the Serious Play Media Manager, first press the Configuration button in the right-hand corner of the display (it looks like a set of gears, and it is located to the left of the volume bar). This will display the "Configuration Panel" dialog. On a TS.15N, a button labeled "Exit" will appear in the lower left-hand corner of the dialog.





TS.15N With VideoReQuest

If you have a TS.15N aware VideoReQuest server, it will appear in the ReQuest server list. If your server is discovered but not TS.15N capable, it will be listed in the server list, but with the message, "New server software required, please upgrade."

If you have one TS.15N capable VideoReQuest server and it was discovered automatically, the TS.15N will automatically launch the server's touchscreen movie.

Example 1: TS.15N is installed into a home with a single AudioReQuest (N, F, S Series) server and a DHCP network. The TS.15N will boot straight to the SPMM GUI.

Example 2: TS.15N is installed into a home with two or more ReQuest servers. The TS.15N will boot to the "Select a ReQuest Server" screen. Each boot up of the TS.15N after it has successfully paired with a ReQuest server will default to the last server it was paired with.

Entering Calibration Mode

If the TS.15 touchscreen to which the "n" is attached is NOT calibrated, you may enter calibration mode by powering down the TS.15N, removing the network cable, and restarting the TS.15N. The lack of a network voltage at start-up is the trigger to enter calibration mode.

Once in calibration mode, press and hold on each of the targets displayed on the corners of the screen. When the calibration is complete, the system will restart. You should then reinstall the RJ-45 LAN cable to resume normal operations.

Changing the Paired Server

In a multi-ReQuest server environment, it may be necessary for the user to change the TS.15N's focus to a different server. Each of the GUIs (currently iQ and SPMM) will provide an Exit button when run on the TS.15N. This will allow the user to exit the GUI and return to the "Select a ReQuest Server" screen. The new server they select will become the default for each start up of the TS.15N.

ARQLink

The TS.15N will report to ARQLink under the same domain account as the server to which it has been paired. This is done automatically.

Software Updates

TS.15N's will check with the paired ReQuest server to determine if software updates are necessary. Follow the on-screen instructions to complete the update process.

Support

The TS.15N can be supported remotely by ReQuest engineers. Provided that the unit is on the Internet and reporting to ARQLink, ReQuest Support staff should be able to diagnose and troubleshoot any issue.

Error Handling

On the following page is a list of error messages you may see when attempting to set up your TS.15N and some common solutions listed after each. If any error cannot be solved by the methods listed, please contact ReQuest support for further instructions.

Common Errors

Error: Server Not Reachable / No ReQuest Servers Available

Action: The TS.15N is unable to find the ARQ on the network, check the network connections for both the TS.15N and the ARQ. Make sure that the ARQ is powered on. Reboot the TS.15N if necessary.

Error: Unexpected Error

Action: Try to reconnect to your ReQuest server. If that doesn't work, power the NTC off (using the power button on the *front* of the NTC) and on again.

Error: Connection Failed

Action: Refresh server list. Try to reconnect to the ARQ server if that doesn't work reboot the NTC.

Error: Server Disconnected

Action: Check your network connection on the NTC if that doesn't work try refreshing the server list. If you do not see your server in the list check that your ReQuest server is powered on. If it is powered on check network settings and try and connect to the ReQuest server again.

Error: Application Restarted

Action: The application (which application?) encountered a problem and was restarted. If this condition persists, please contact ReQuest for further assistance. Then try to connect to your ReQuest server again; if that doesn't work, press the "Refresh Server List" button. If your ReQuest server does not appear in the list, make sure that it is booted, and that you have a network connection on the ReQuest server and the NTC.

Error: Network connection not found. Please check the network cable.

Action: See if the network cable is plugged into the NTC and its router. Make sure the router is powered on. See if the green LED of the NTC's network jack is lit. Once the network hardware is correct, power the NTC off (using the power button on the *front* of the NTC) and on again.

Error: Cannot acquire network address via DHCP. Please check your network.

Action: Make sure that the router that the NTC is connected to is configured as a DHCP server, and that it will assign an address to the NTC's MAC address. Reboot the NTC, if necessary, configure the NTC to use a static network configuration.

Error: Error Saving Network Settings

Action: This device was unable to save your network settings. Please try to save the new network settings again.

Error: Network Settings Invalid

Action: The Static IP settings entered were invalid or out of range. Please correct the settings and try again. -- One or more of the values entered for the static network configuration were invalid; make sure that you entered valid IPv4 values. The IP should be (x.x.x.x) where x = a range of numbers from 1-255.

IMPORTANT SAFETY WARNINGS



TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.



1. Read, keep and follow these instructions.
2. Do not use this device near water.
3. Device shall not be exposed to dripping or splashing, and no objects filled with liquids shall be placed on the apparatus.
4. Clean only with a dry cloth.
5. Do not block any ventilation openings. Install according to the manufacturer's instructions.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other device (including amplifiers) that produce heat.
7. Do not defeat the safety purpose of the polarized or ground plug. If the provided plug does not fit into your outlet, consult an electrician regarding installation of a modern polarized outlet.
8. Protect the power cord from being walked on or pinched.
9. Only use attachments/accessories specified by the manufacturer.
10. Protect this device through the use of proper UPS or surge protection equipment.
11. Refer all servicing to qualified service personnel.