clinton electronics

Connect LCD
User Manual

For models without
built-in cameras

Software Version 1.35.0

Table Of Contents

ATTENTION: _This is NOT a PoE Device!_ _Power must come from DC24V power source!_

Network Connection →

DC 24V

1. ALARM1
2. GND
3. ALARM2
4. GND

USB   USB   NETWORK

External DC24V Power Supply

PoE

1. Power Input *required*
   This is not a PoE device! Main device power requires a DC24V power supply connection. Power supply not included, sold separately.

2. Wifi Antenna *optional*
   Attach antenna if device is to be connected via Wifi.

3. USB Ports
   Plug a USB mouse into one of these ports to access the LCD menu if the remote controll is misplaced.

4. Network Connection *required*
   This connection must either be hardwired or connected via Wifi for the device to function properly. Cat5e or higher network cable is recommended. Connect to DHCP network.

5. Alarm I/O Connections *optional*
   If desired, make +/- connections from external alarm output, such as EAS pedestal or glass break sensor, to desired Alarm In.

6. LED Device Status Indicator
   Green - Normal Operation
   Purple - No Network Connection
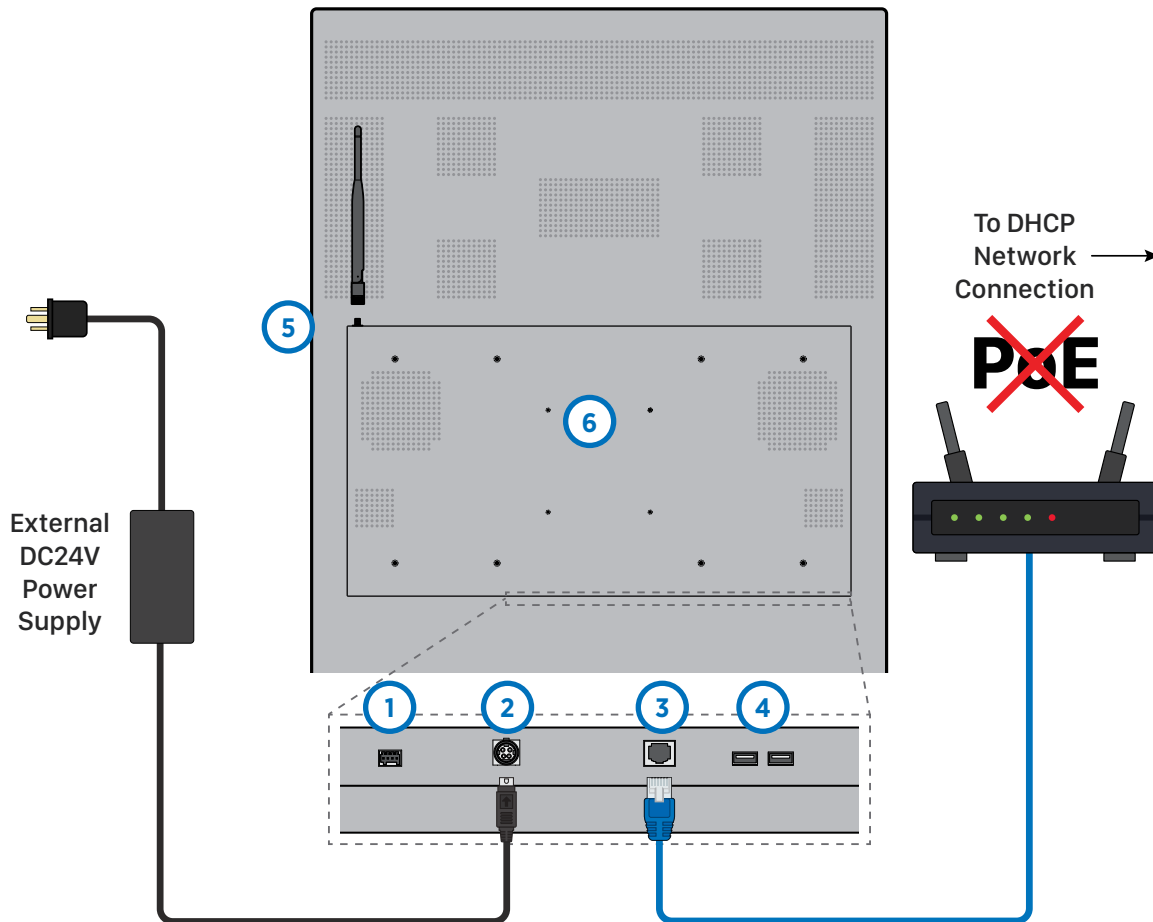   Blue - Schedule Error
   Yellow - Sleep Mode

7. VESA 75/100 Mounting hole patterns

⚠️ **ATTENTION:** ***This is NOT a PoE Device!*** *Power must come from DC24V power source!*

To DHCP Network Connection →

PₒE

External DC24V Power Supply

5

6

1   2   3   4

*Actual connections may vary from the image shown.

1. USB Ports

Plug a USB mouse into one of these ports to access the LCD menu if the remote controll is misplaced.

2. Network Connection **required*

This connection must either be hardwired or connected via Wifi for the device to function properly. Cat5e or higher network cable is recommended. Connect to DHCP network.

3. Power Input **required*

This is not a PoE device! Main device power requires a DC24V power supply connection. Only use the power supply that is included with this LCD.

4. Alarm I/O Connections *optional

If desired, make +/- connections from external alarm output, such as EAS pedestal, to desired Alarm In. Connections vary by model.

5. Wifi Antenna *optional

Attach antenna if device is to be connected via Wifi.

6. VESA 100, 200, 200 x 400 Mounting hole patterns

2

Based on Software Version 1.35.0. Content subject to change without notice. Check www.clintonelectronics.com for the most current manual.
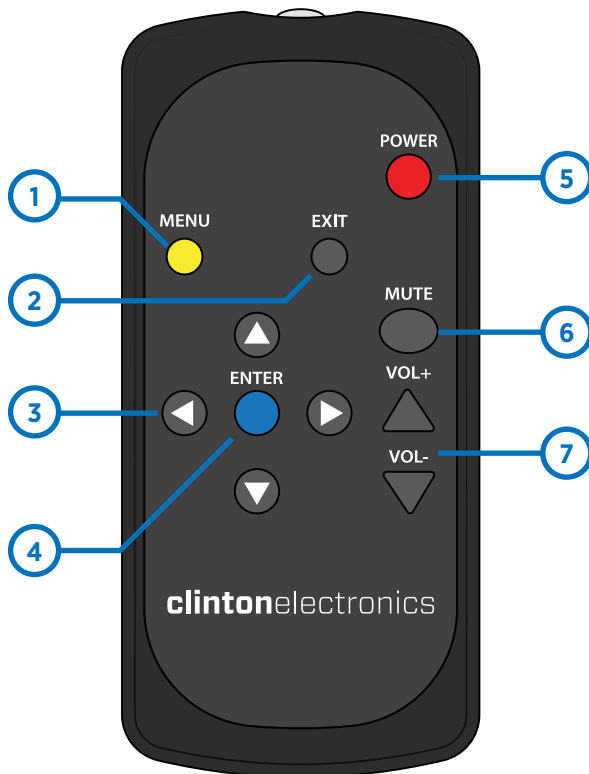
REMOTE CONTROL INFO

ATTENTION: *The included remote is required to access the Main Menu and make any adjustments to menu options. Keep the remote in a safe place for future use.*

(bottom, front of Connect LCD shown)

Flashing LED   **IR Remote Sensor**

Aim IR Remote at the sensor located on the bottom, right corner on the front of the Connect LCD.

1. MENU
Press the *MENU* button to open the Main Menu.

2. EXIT
Press the *EXIT* button to close the Main Menu or to go back to the previous menu screen.

3. LEFT / RIGHT / UP / DOWN
Use these directional buttons to navigate the menu options.

4. ENTER
Press the *ENTER* button to confirm a menu selection.

5. POWER
Pressing the *POWER* button will turn off the LCD panel. This does not power off the device.

6. MUTE
Press the *MUTE* button to disable or enable audio on this device.

7. VOL + / VOL -
Press *VOL +* to increase the volume level or press *VOL -* to decrease the volume level.

clinton electronics

HELPFUL TIPS:

- If the Remote is lost or misplaced a USB mouse can be used to navigate the Main Menu. Plug the mouse into one of the USB ports on the rear of the device. Move the mouse cursor to the top left corner of the screen, then click the left mouse button to open the Main Menu.

- *When Advertising Content is shown:* Pressing LEFT or RIGHT will navigate forwards or backwards through advertising content playing on the screen.

- Press and hold the POWER button, then select Restart from the menu if the device is unresponsive.

Based on Software Version 1.35.0. Content subject to change without notice. Check www.clintonelectronics.com for the most current manual.

3

⚙ INITIAL SETUP / Checklist

ATTENTION: *Verify that the following information is completed before proceeding with the installation.*

☐ **Is the Connect LCD installed vertically?**

Verify the Connect LCD is installed correctly. It should have a vertical orientation (portrait mode) with the LED and IR remote sensor located at the bottom of the device. If the device is installed horizontally the the digital signage content will not display correctly.

☐ **Do you have the Remote that was included with the LCD?**

The included remote is required to complete the initial set up. Keep the remote in a safe place to make any adjustments at a later date.

☐ **Do you have the Company Code/QR Code?**

The code is required to associate the LCD with a company so it can receive the correct content. If you do not have a code, contact your supervisor or Clinton Connect account admin to request a code. The code can be found at the top of the page on the QR code print-out.

☐ **Will this be a wired or wireless internet (Wifi) connection?**

The Connect LCD is a networked device that requires internet access to function correctly. If this device can not access the internet, it can not be completely setup and will not be able to receive advertising updates. This device will accept either a wired or Wifi internet connection. **For best results a wired connection is recommended.**

☐ **Has the network been properly configured?**

Depending on the level of network security, some URLs may need to be white-listed on the network. If the required URLs are not added, the initial set up will fail. For a list of the required URLs consult the Networking Requirements document which can be found on www.clintonconnect.com/support

☐ **Do you have the Store Number and Device Group information?**

If previously set up by the Clinton Connect admin, there may be additional information that is relevant to your installation. This information includes the Store Number and/or Device Group. This information is not technically required to complete the installation and can be changed at a later date.
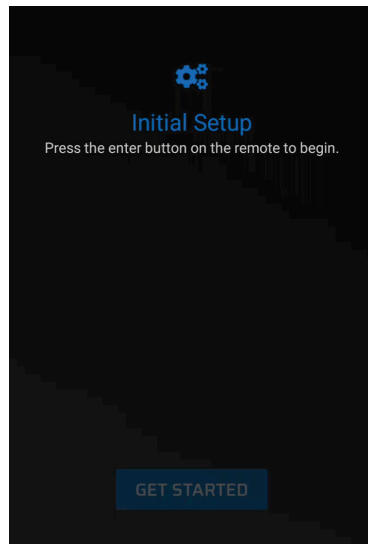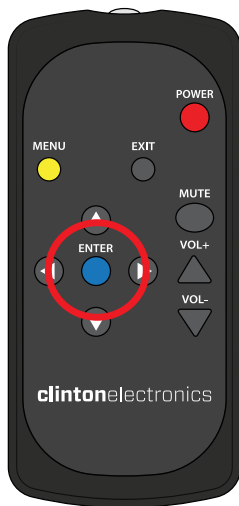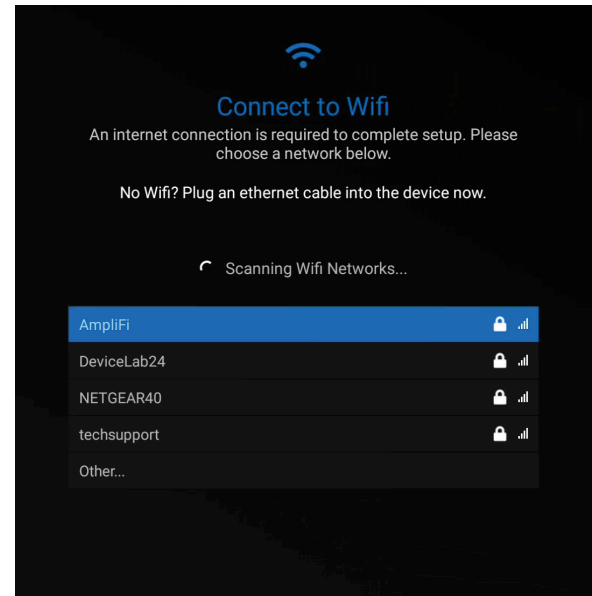
> ⚠️ **ATTENTION:** *This device requires a network connection with access to the internet to complete the initial setup.*

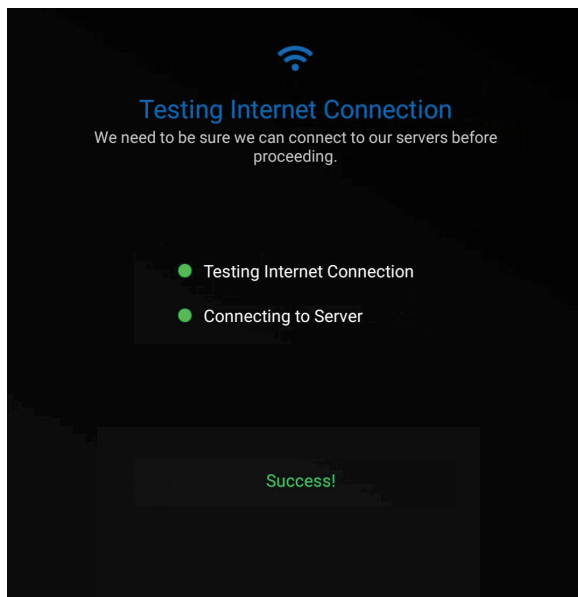**Step 1.** Press the **ENTER** button on the included remote to get started.

Initial Setup
Press the enter button on the remote to begin.

GET STARTED

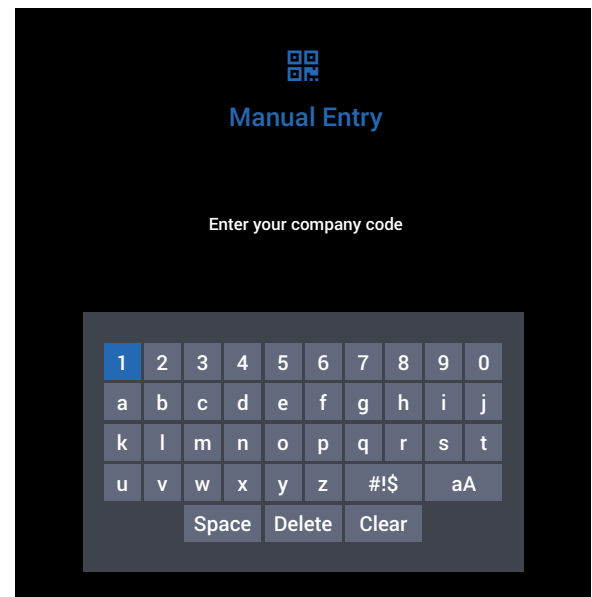**Step 2.** Choose a Wifi Network from the list, enter the password, and select **Join**.

*Hardwired devices will automatically skip this step

Connect to Wifi
An internet connection is required to complete setup. Please choose a network below.

No Wifi? Plug an ethernet cable into the device now.

↻ Scanning Wifi Networks...

AmpliFi	🔒 📶
DeviceLab24	🔒 📶
NETGEAR40	🔒 📶
techsupport	🔒 📶
Other...	

Step 3. After successful network connection, the device will test it's Internet Connection and ping the Clinton Connect Server. Both tests must pass to proceed with the setup.

Testing Internet Connection
We need to be sure we can connect to our servers before proceeding.

● Testing Internet Connection
● Connecting to Server

Success!

Step 4. Enter the Manual Entry Code (found on QR code print-out). Select REGISTER to continue.

Manual Entry

Enter your company code

1	2	3	4	5	6	7	8	9	0
a	b	c	d	e	f	g	h	i	j
k	l	m	n	o	p	q	r	s	t
u	v	w	x	y	z	#!$		aA

Space Delete Clear

**Step 5.** Once the Company Code has been sucessfully entered, verify the correct time and date by selecting **YES**. If the time is not correct, select **NO**, then select the correct time from the list.
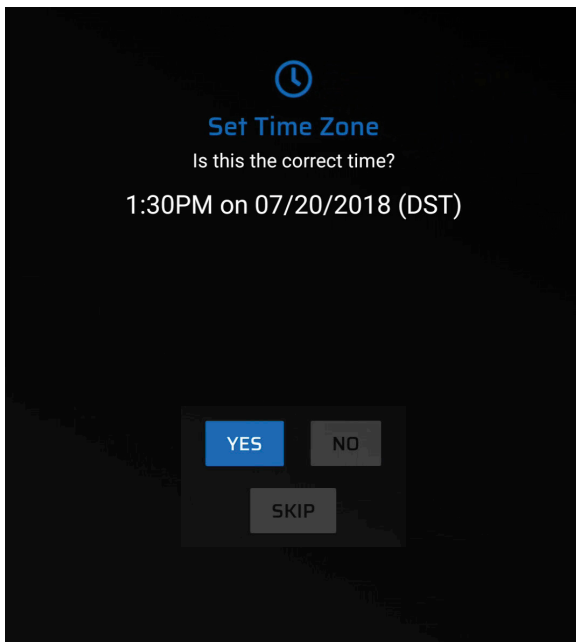
Step 6. Begin typing the store number when prompted, then choose your store number from the list. Store numbers will only appear if they have been entered previously on Clinton Connect.
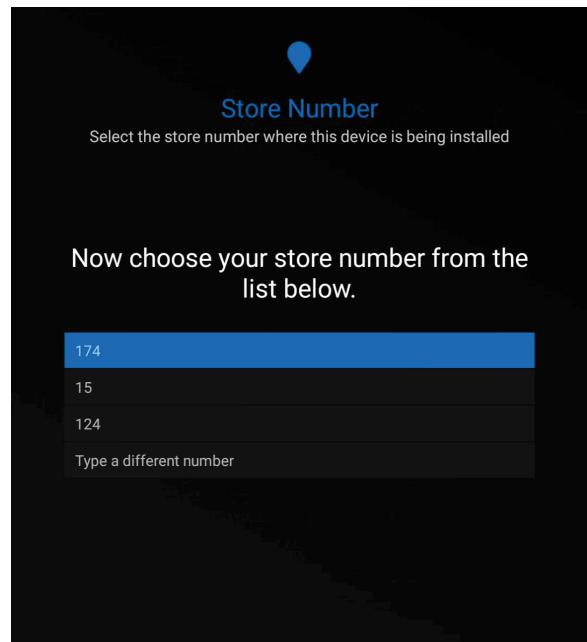
Step 7. Select the appropriate device group from the list to automatically download assigned content.
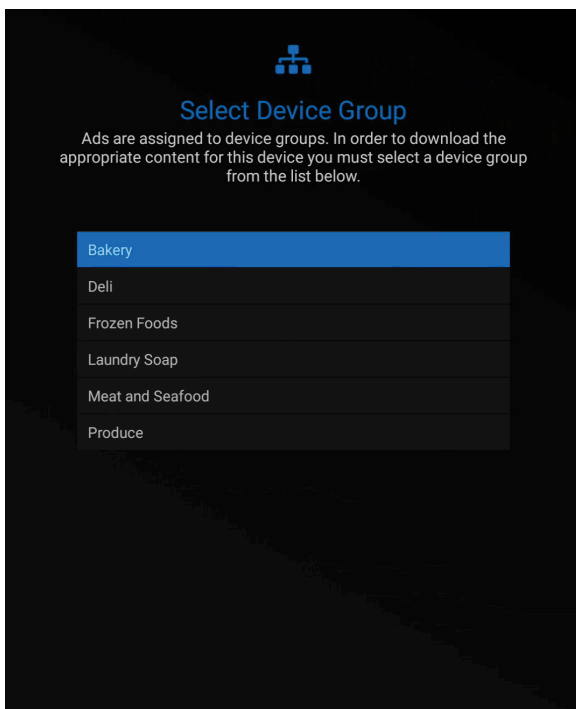
Step 8. Once correctly setup, the LCD will automatically download its pre-assigned content. During the download a cloud icon and percentage complete number will appear at the top/left corner of the screen.
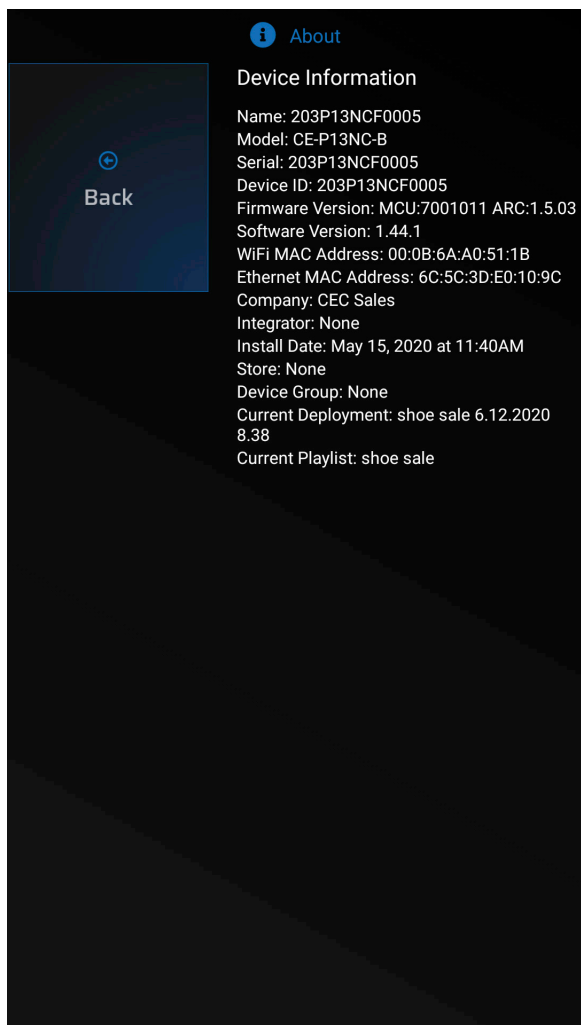
If there is no content assigned to this device the screen will display solid grey.
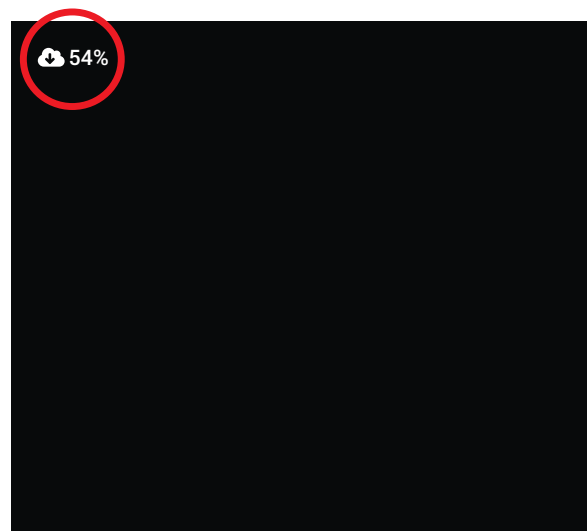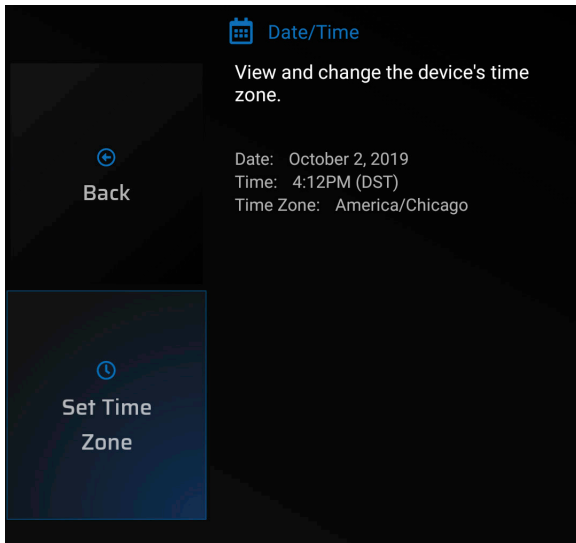
Press the MENU button on the remote to display the Main Menu, then select About. The About screen has basic information about the device that may be useful during setup or in the event you need technical support.

ℹ About

Device Information

Name: 203P13NCF0005
Model: CE-P13NC-B
Serial: 203P13NCF0005
Device ID: 203P13NCF0005
Firmware Version: MCU:7001011 ARC:1.5.03
Software Version: 1.44.1
WiFi MAC Address: 00:0B:6A:A0:51:1B
Ethernet MAC Address: 6C:5C:3D:E0:10:9C
Company: CEC Sales
Integrator: None
Install Date: May 15, 2020 at 11:40AM
Store: None
Device Group: None
Current Deployment: shoe sale 6.12.2020 8.38
Current Playlist: shoe sale

← Back

Based on Software Version 1.35.0. Content subject to change without notice. Check www.clintonelectronics.com for the most current manual.
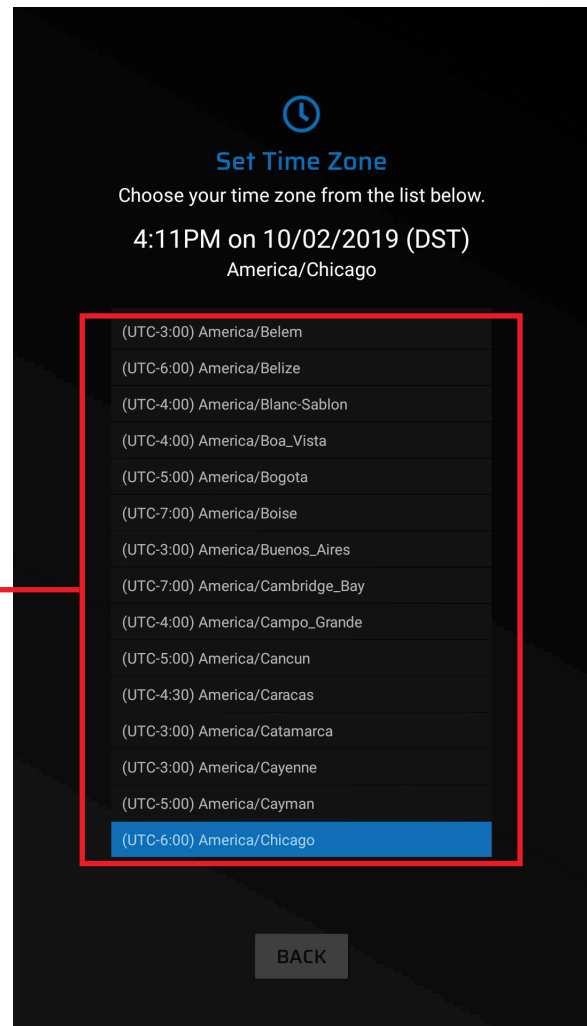
7

📅 DATE/TIME

It is important that the date and time information is set correctly during installation. If the date and time are not correctly set, scheduled content will not display at the appropriate time.

📅 Date/Time

View and change the device's time zone.

⊕
Back

Date: October 2, 2019
Time: 4:12PM (DST)
Time Zone: America/Chicago

🕐
Set Time Zone

Set Time Zone. If the Date & Time information is incorrect, select this to pick a new Time Zone from a list.

🕐
Set Time Zone
Choose your time zone from the list below.

4:11PM on 10/02/2019 (DST)
America/Chicago

(UTC-3:00) America/Belem
(UTC-6:00) America/Belize
(UTC-4:00) America/Blanc-Sablon
(UTC-4:00) America/Boa_Vista
(UTC-5:00) America/Bogota
(UTC-7:00) America/Boise
(UTC-3:00) America/Buenos_Aires
(UTC-7:00) America/Cambridge_Bay
(UTC-4:00) America/Campo_Grande
(UTC-5:00) America/Cancun
(UTC-4:30) America/Caracas
(UTC-3:00) America/Catamarca
(UTC-3:00) America/Cayenne
(UTC-5:00) America/Cayman
(UTC-6:00) America/Chicago

BACK

Use the **UP** or **DOWN** arrows on the remote to scroll through the list. Press the **ENTER** button to select the correct Time Zone.
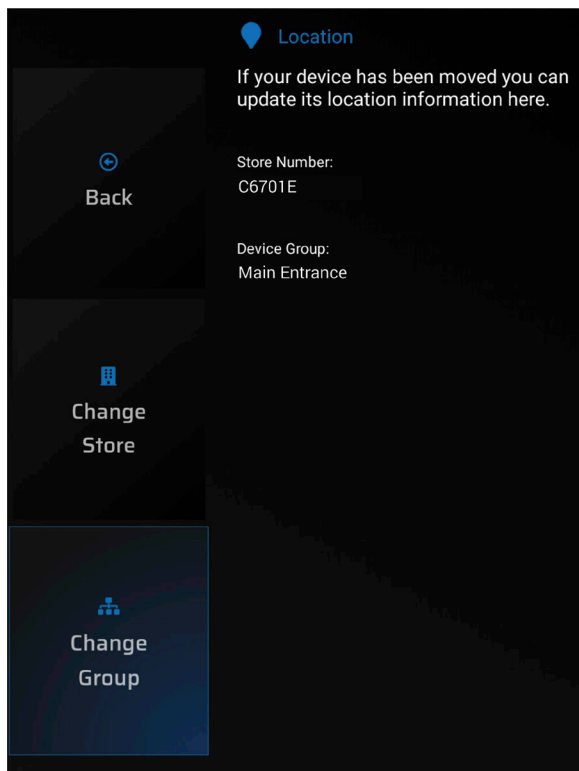
Press the **EXIT** button to leave this screen.

LOCATION

While the Store Number and Device Groups are not required, they are helpful when managing large groups of devices using the Clinton Connect software. Use this menu to edit Store Numbers and Device Group locations.

Change Store. If the Store Number shown in the status area of the screen is incorrect, select ***Change Store*** and select the correct Store Number from the list.
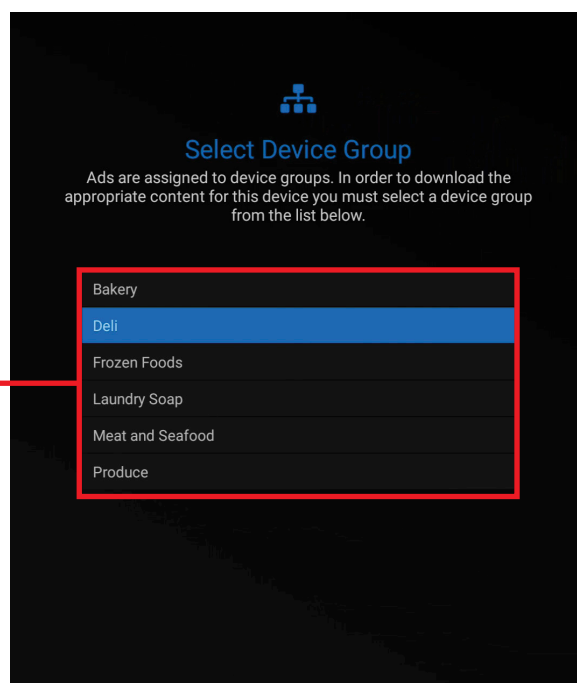
Store Numbers must be set up beforehand by the Clinton Connect admin.

This information can also be remotely edited by the Clinton Connect admin.

Change Group. If the Device Group shown in the status area of the screen is incorrect, select ***Change Group*** and select the correct Device Group from the list.

Device Groups must be set up before hand by the Clinton Connect admin.

This information can also be remotely edited by the Clinton Connect admin.

Use the ***UP*** or ***DOWN*** arrows on the remote to scroll through the list. Press the ***ENTER*** button to select the desired Store or Group.

Press the ***EXIT*** button to leave this screen.

It's important to verify the information regarding network settings is correct to avoid future site visits. Use this menu to view and change network configuration.
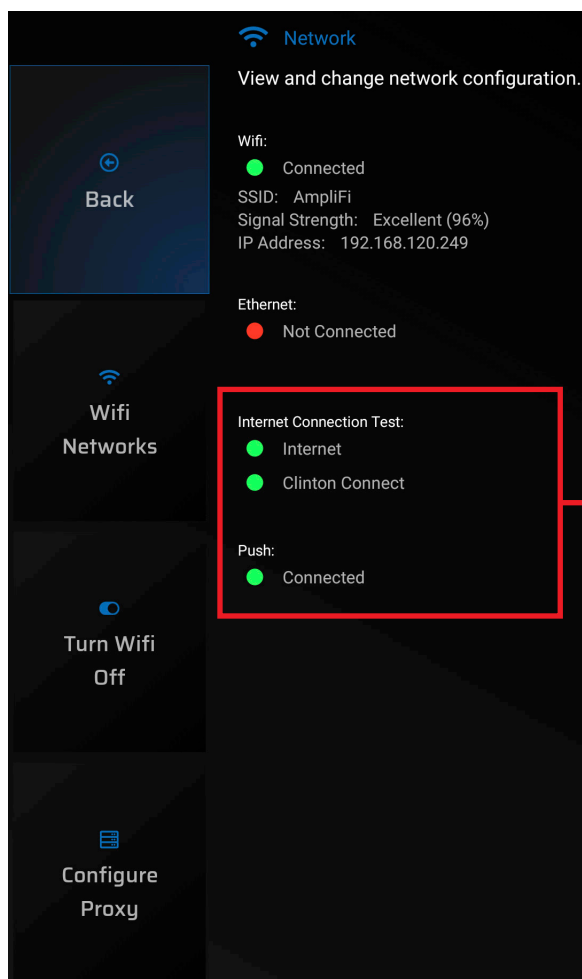
Wifi Networks. If connected to Wifi, select Wifi Networks to view available networks.

See next page for additional information.

Turn Wifi Off. If desired it's possible to toggle ON/OFF the Wifi connection of this device. Select ***Turn Wifi OFF*** and press ***ENTER*** with the remote to disable Wifi on this device.

If the status indicators for Internet Connection Test and/or Push are RED, a firewall could be blocking the connection.

Try testing other Wifi Networks and check with the network admin to verify that the required URLs have been white-listed on the network.

For a list of the required URLs consult the Networking Requirements document which can be found on www. clintonconnect.com/support

Configure Proxy. See page 12.

HELPFUL TIPS:

- A hardwired Ethernet connection provides the most reliable and fastest connection. When connected via Ethernet cable the Ethernet status icon should display GREEN and the Wifi status should display RED.
- Select ***Turn Wifi OFF*** if connected to a wired connection and the Ethernet status is RED - Not Connected.

*Select the Wifi Networks option from the previous screen and press **ENTER** on the remote. This will display a list of available Wifi Networks.*
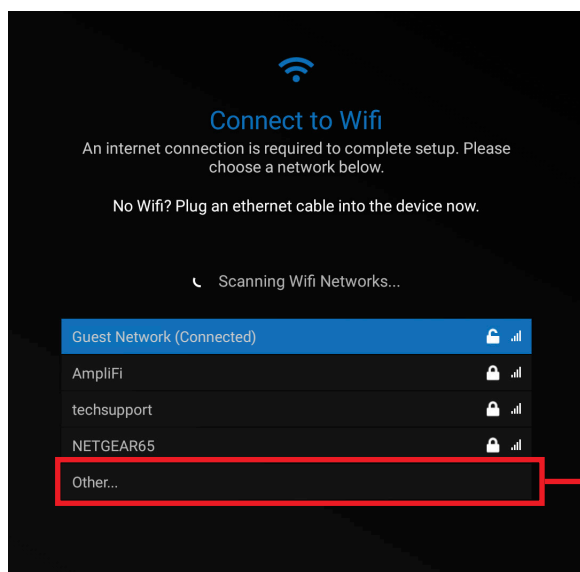

Lock Closed. Indicates that the device does not have login information for that network

Lock Open. Indicates that the device has the correct login information for that network. If/when Wifi is the main network connection type this device will automatically connect to one of the unlocked networks.

> Selecting a Wifi Network with the Lock Open icon will display the information about that network and give you the option to Forget or Disconnect from that selected network.

Select **Other** to manually enter the Wifi name/SSID of the network you would like to join.
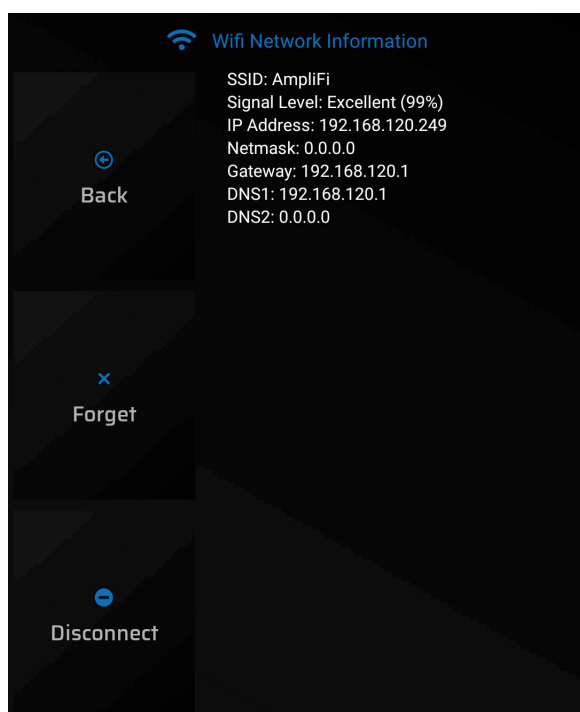
Forget. Selecting **Forget** will disconnect from that Wifi network and remove all login information pertaining to that network. You will be required to re-enter the login information if trying to reconnect to this network.

Disconnect. Selecting **Disconnect** will disconnect from that Wifi network.

Signal Level indicates the signal strength of the Wifi connection, this does not indicate internet connection. It's possible to be connected to a Wifi network with no internet access.
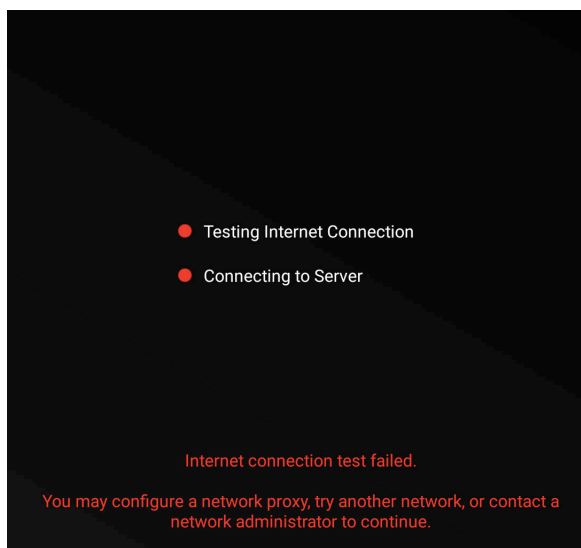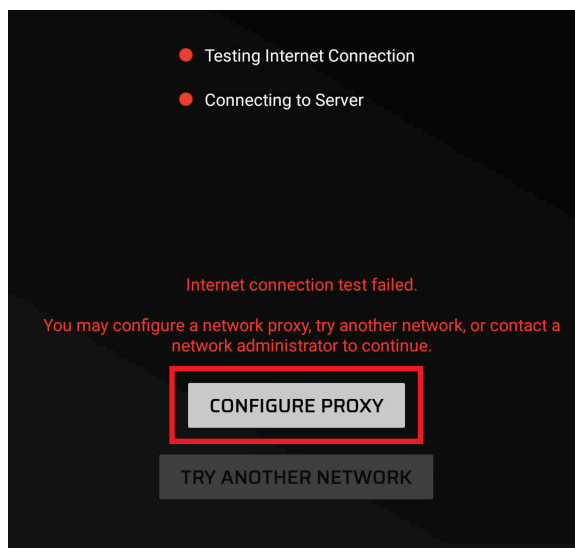
> ⚠️ **ATTENTION:** *Network Proxy settings must first be configured. If the settings are not set up on the network before following these steps, the Connect PVM will not connect to the network.*

Connect PVMs support network proxies as a means of connecting to the internet. Below are the steps to configure the network proxy.

Step 1. If you are configuring the network proxy during on-boarding, start here. Otherwise proceed to *Step 3*. Connect to your network via WIFI or ethernet cable. The PVM will attempt to test the connection, which will fail because the proxy is not yet configured.
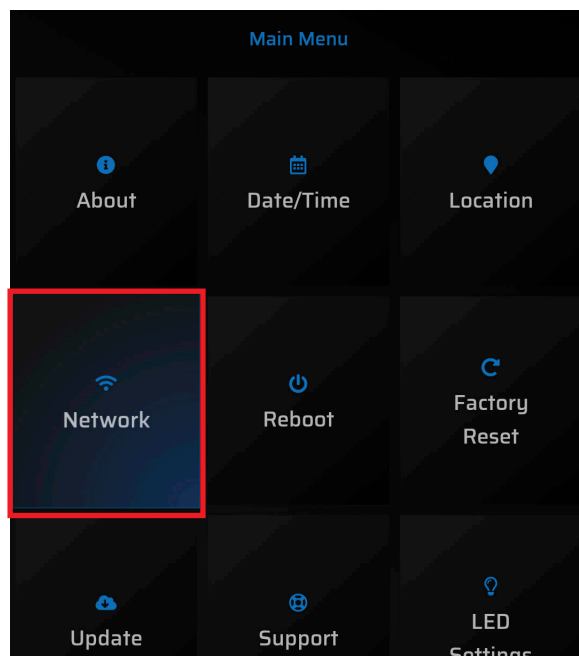
● Testing Internet Connection

● Connecting to Server

Internet connection test failed.

You may configure a network proxy, try another network, or contact a network administrator to continue.

Step 2. Use the arrow keys on the remote to select the **CONFIGURE PROXY** button and press **ENTER**. Continue with the instructions at *Step 6*.

● Testing Internet Connection

● Connecting to Server

Internet connection test failed.

You may configure a network proxy, try another network, or contact a network administrator to continue.

CONFIGURE PROXY

TRY ANOTHER NETWORK

Step 3. If you are configuring the network proxy after the unit has been on-boarded, (already has a network connection) begin by pressing the **Menu** key on the remote.

POWER

MENU   EXIT

MUTE

ENTER   VOL+

VOL-

clintonelectronics

Step 4. Use the arrow keys to move down and select the **Network** button.

Main Menu

ⓘ About   📅 Date/Time   📍 Location

📶 Network   ⏻ Reboot   ↻ Factory Reset

☁ Update   ⊕ Support   💡 LED Settings
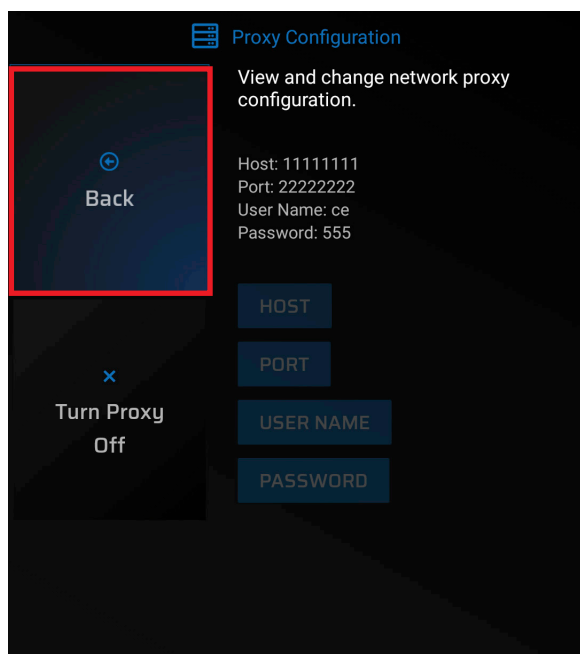
Step 5. From the Network settings screen, use the remote to arrow down to the **Configure Proxy** button located at the bottom of the screen and press **Enter** on the remote.
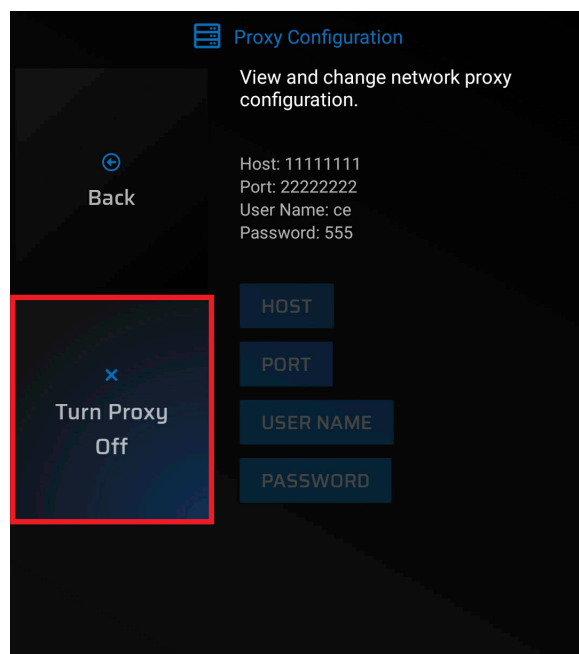
Wifi
Networks

Internet Connection Test:
- Internet
- Clinton Connect

Push:
- Not Connected

Turn Wifi
Off
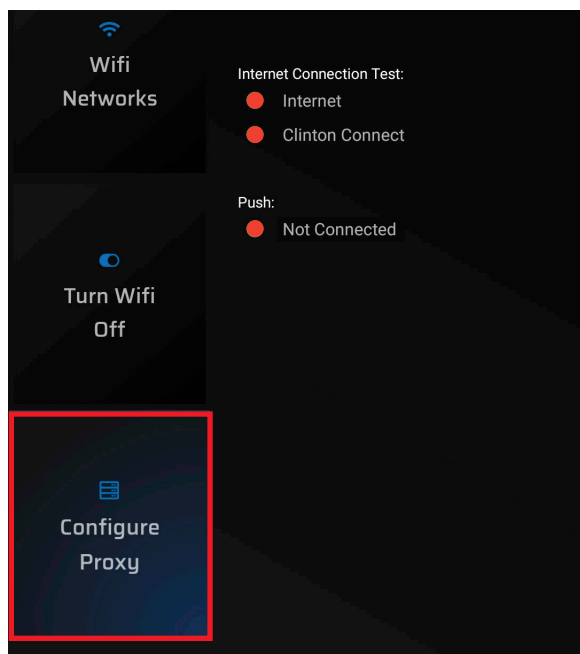
Configure
Proxy

Step 6. From the Proxy Configuration screen, use the remote to set your desired Host, Port, User Name (optional), and Password (optional).

Proxy Configuration

View and change network proxy configuration.

Back

Host:
Port:
User Name:
Password:

HOST

PORT
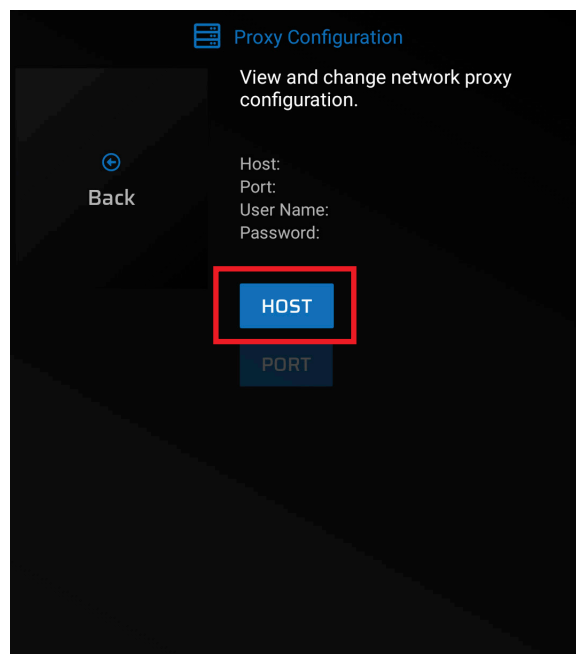
Step 7. Select **Back** and hit the **ENTER** button to complete configuration. While the connection should automatically establish, you may be required to reboot the device to complete the connection.

Proxy Configuration

View and change network proxy configuration.

Back

Host: 11111111
Port: 22222222
User Name: ce
Password: 555

Turn Proxy
Off

HOST

PORT

USER NAME

PASSWORD

Turn Proxy Off. To disable the network proxy setting, select the **Turn Proxy Off** button from the Proxy Configuration screen. The device will reboot after removing the proxy configuration.

Proxy Configuration

View and change network proxy configuration.

Back

Host: 11111111
Port: 22222222
User Name: ce
Password: 555

Turn Proxy
Off

HOST

PORT

USER NAME

PASSWORD

⚠️ **ATTENTION:** *Captive Portals are only recommended for short-term testing and/or product evaluation as Captive Portals often require periodic re-authentication. A USB mouse is required for these steps.*

Connect PVMs support connecting to the internet via a wifi network which employs a Captive Portal. This can be helpful for use when testing or evaluating the Connect PVM.

Step 1. Connect a USB mouse to one of the USB ports on the back of the Connect PVM. Confirm that you can see the mouse cursor on the screen. *USB mouse not included with Connect PVM.*
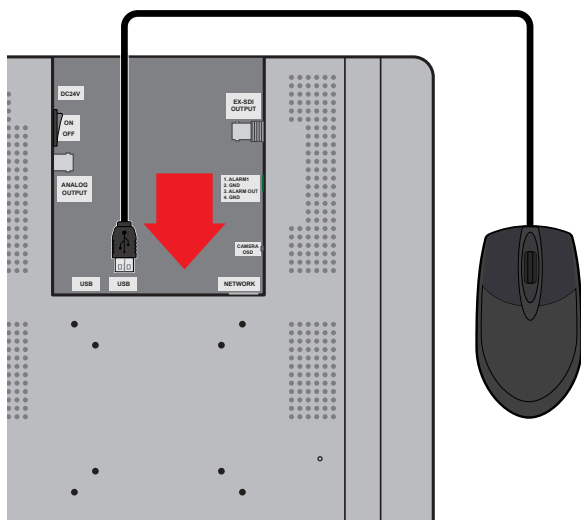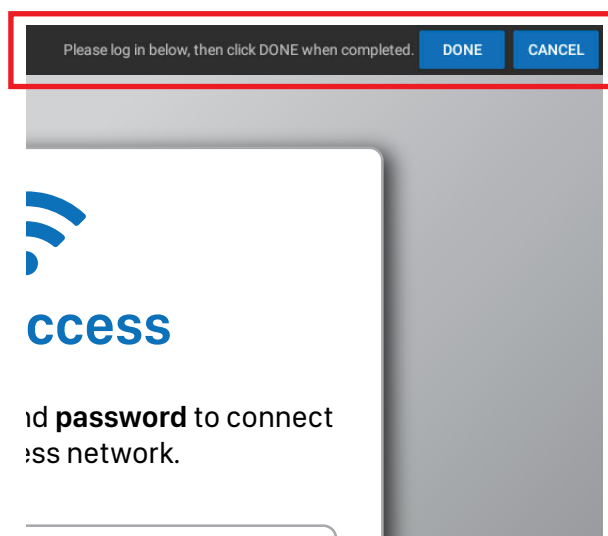
Step 2. Connect to the desired wifi network. This may be done during on-boarding or later via the Network settings menu (Press **Menu** on the remote, then select **Network** and **Wifi Networks**).
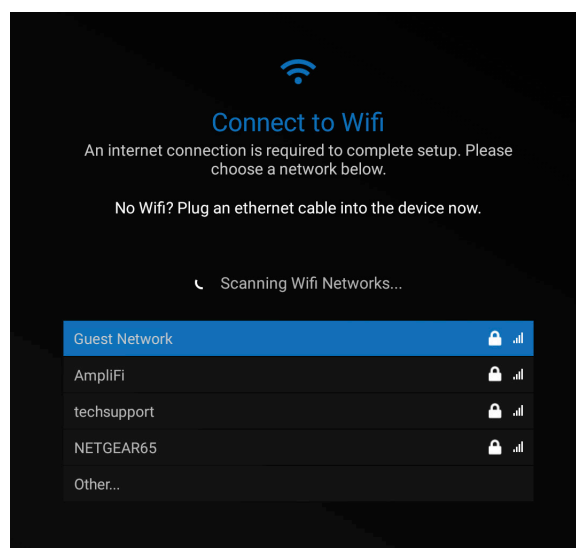
Step 3. Once the PVM has established a connection to the network, it should automatically detect the presence of a Captive Portal and redirect to that screen. *Captive Portal login screens will vary.*
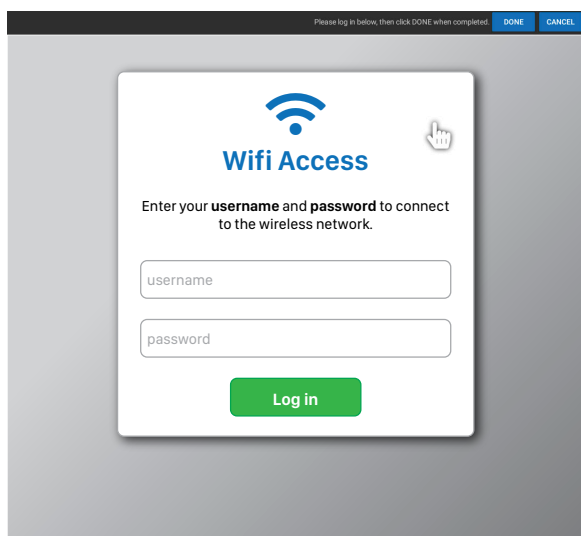
Step 4. This screen should display a black bar at the top with the instructions: "Please log in below, then click DONE when completed." Below this area will be the web page consisting of any steps the captive portal requires for signing in.

Based on Software Version 1.35.0. Content subject to change without notice. Check www.clintonelectronics.com for the most current manual.

Step 5. Use the connected mouse and on-screen keyboard to complete the required steps and login to the Captive Portal Wifi network.
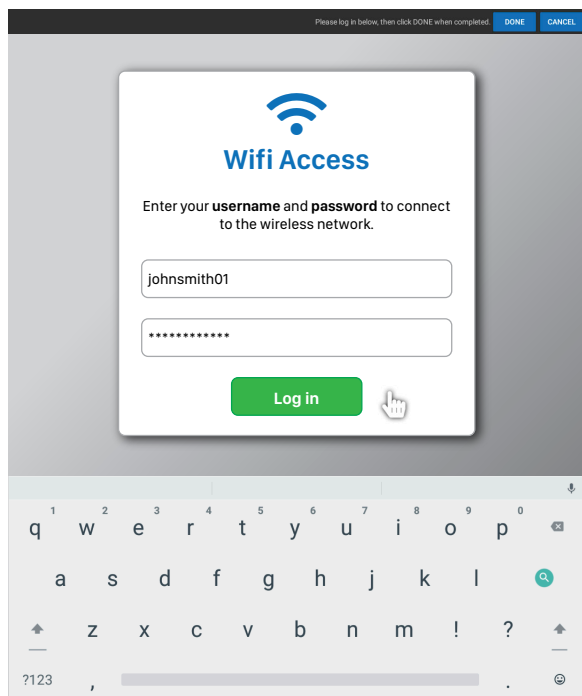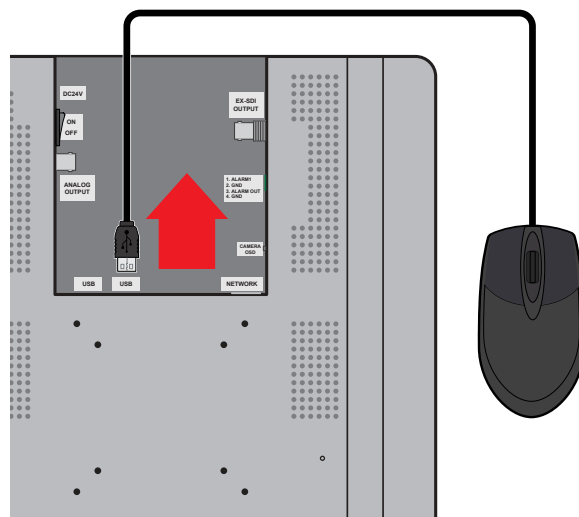

Step 6. After successfully connecting to the network, click the **DONE** button in the black bar at the top of the screen to continue with any additional set up.
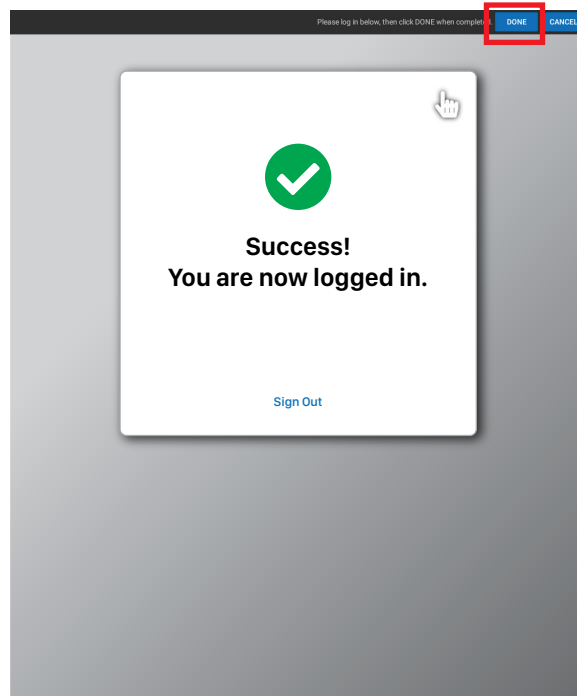
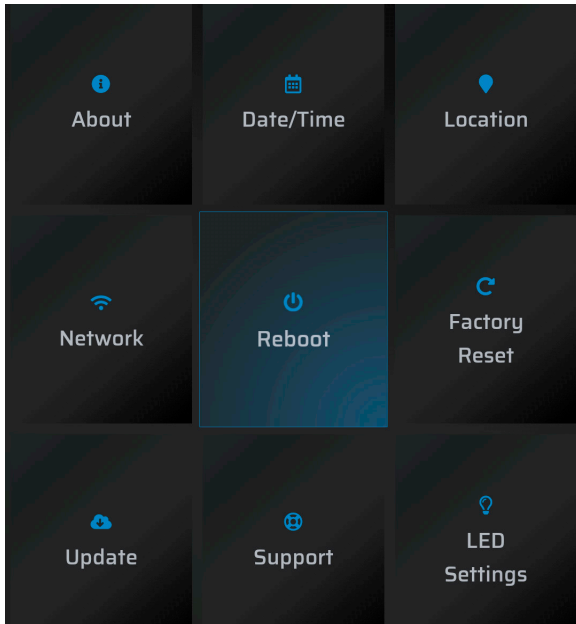**Step 7.** Clicking **DONE** should close this page and return you to the previous page.
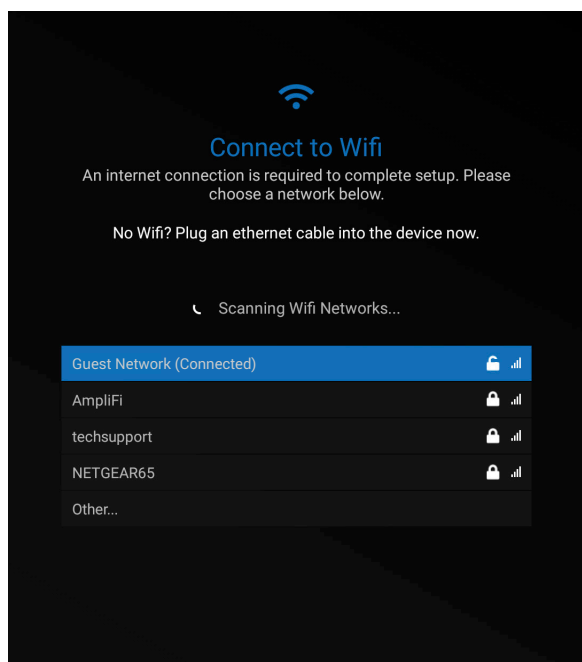
Step 8. Disconnect the mouse from the USB port on the back of the PVM.

⏻ REBOOT

Periodically you may need to reboot the device after making system adjustments or if the device appears to be running slow or experiencing issues.

Reboot. Using the remote, scroll to **Reboot** and hit **ENTER**. There will be a small notification at the bottom of the screen stating "Device will reboot."

Rebooting the device will not remove any of the currently assigned advertising content.

↻ FACTORY RESET

⚠ **ATTENTION:** *Performing a Factory Reset will remove all advertising content, delete any network settings, and un-associate the device from the company it was assigned to.*
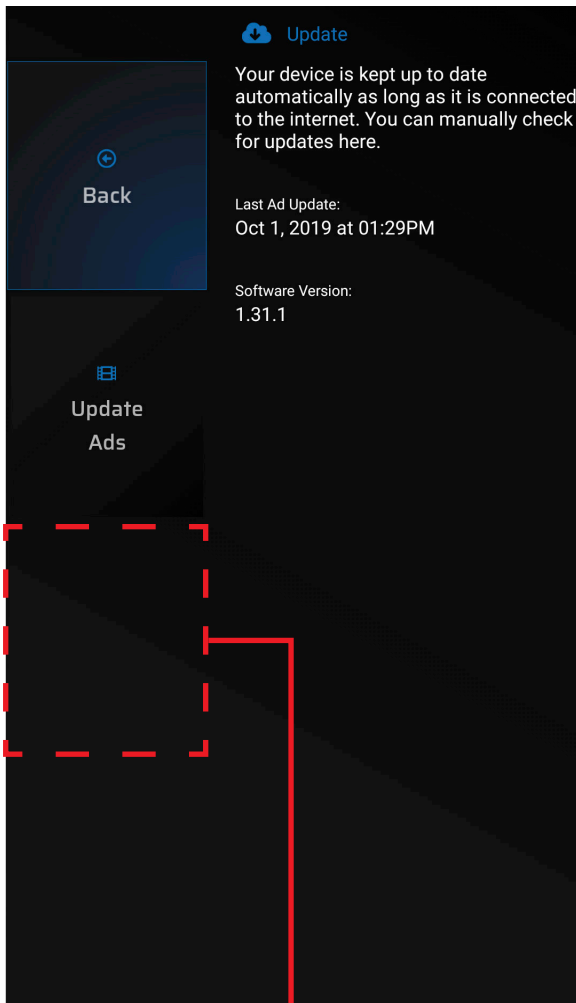

Factory Reset. Using the remote, scroll to **Factory Reset** and hit **ENTER**. Select **RESET** if you understand the actions of performing a Factory Reset.

Enter the Factory Reset code (6701) on the screen that follows. Then select **RESET** at the bottom and hit the **ENTER** button on the remote.

☁ UPDATE

Update Ads. If for some reason the device did not receive it's digital signage content, select **Update Ads** to manually fetch new content if available.

Selecting to manually update the ads will exit the menu screen.

During the update, a WHITE cloud icon and percentage will be shown in the top left corner of the screen. Accessing the menu screen will not be available until the update has completed.

Software Update (Not Shown). Periodically new software is released to connected devices. The software update will automatically install on its own. If for some reason the software update does not install on its own, or if you would prefer to manually update the software now, select **Software Update**.

Update times will vary depending on network performance and the size of the update. After the software update has successfully been installed the device will reboot.
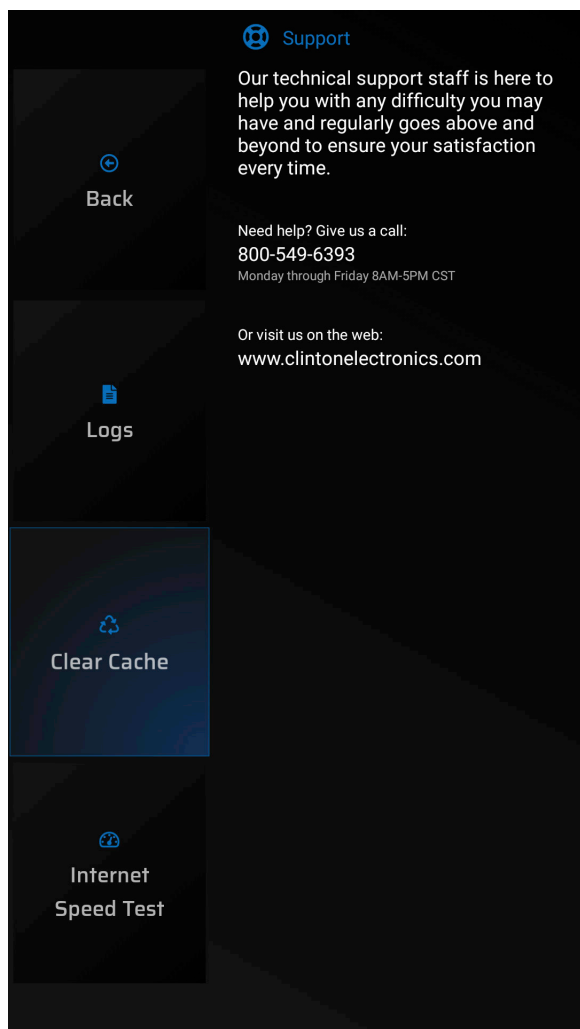

HELPFUL TIP:

- If during the download the cloud icon is RED instead of WHITE, this indicates an error occurred during the download of the content. Check the Network settings to verify the device can connect to the internet. After verifying Network settings are correct, try to re-download the deployed content by selecting **Update Ads**, then **ENTER** on the remote.

If you are having difficulties at any point in the installation process please contact us. We can be reached at 800-549-6393, Monday~Friday, 8am~5pm CST. Before requesting technical support we suggest trying to reboot the device. If you're still experiencing difficulties please access the About menu and have the Company name and device serial number ready.

⊗ Support

Our technical support staff is here to help you with any difficulty you may have and regularly goes above and beyond to ensure your satisfaction every time.

⊕

Back

Need help? Give us a call:
800-549-6393
Monday through Friday 8AM-5PM CST

Or visit us on the web:
www.clintonelectronics.com

📄

Logs

♻

Clear Cache

⊗

Internet Speed Test

Confirm Clear Cache
Clearing the cache will remove all media content and trigger a new download.

CANCEL   CLEAR CACHE

Logs. It may be required when speaking to our technical support staff to detail some of the most recent data logged on this device. If connected to the internet this information can also be accessed remotely by the admin using the Clinton Connect web app.

Clear Cache. If experiencing problems with media not properly deploying or content missing, often clearing the cache can remedy these problems. Scroll to ***Clear Cache*** and hit ***ENTER*** on the remote.
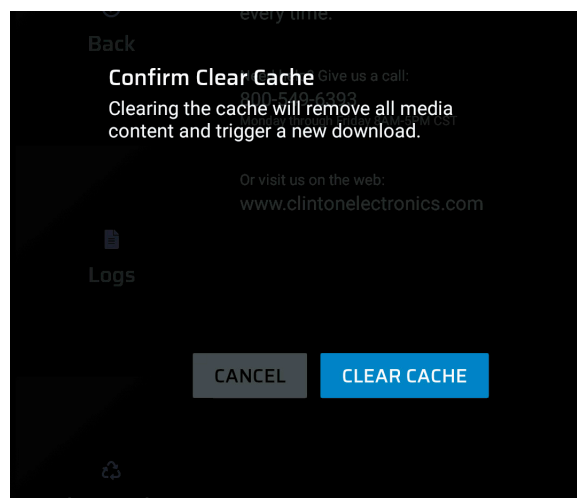
Internet Speed Test. Many problems can be caused by slow internet download speeds. For best performance a minimum 2 Mbps download speed is required, recommended 20 Mbps or faster download speed.

Internet Speed Test:
● Download: 14.17 Mb/s
● Upload: 17.00 Mb/s
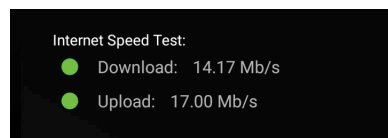
⚡ LED SETTINGS

The LEDs on the front of the device can be turned On/Off in this menu, set to flash, be solid On, or triggered by motion.
Options available will vary depending on the model of Connect PVM.

LED Lightbar

Button LED
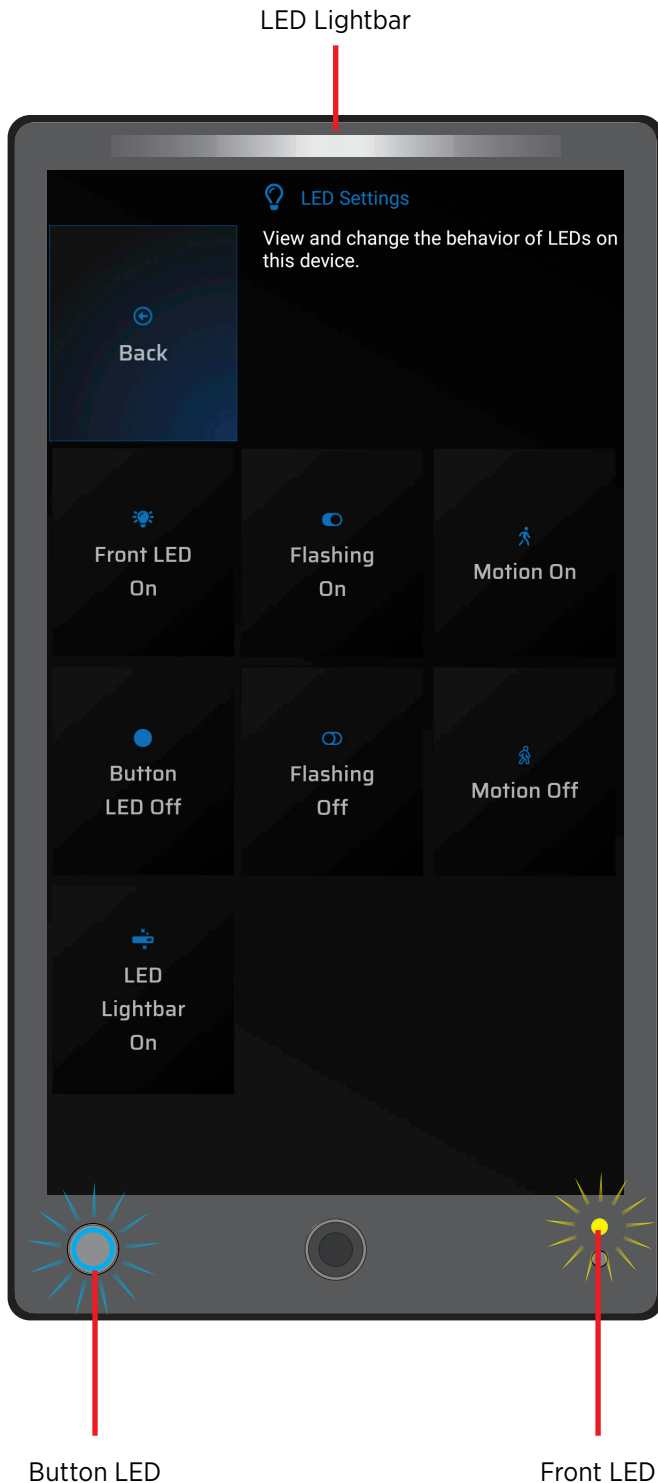
Front LED

Front LED. This is the yellow LED located on the front of all Connect PVMs.

Enable Flashing. When set to On, the LED will flash On and Off.

Enable Solid. When set to On, the LED will not flash, it will be constant On.

Motion On/Off. When set to On, the LED will only turn On (either flash or solid on) when motion is detected.

Button LED. This blue ring LED is located on the push-button of the smaller Connect PVMs only (13" & 21").

Enable Flashing. When set to On, the LED will flash On and Off.

Enable Solid. When set to On, the LED will not flash, it will be constant On.

Motion On/Off. When set to On, the LED will only turn On (either flash or solid on) when motion is detected.

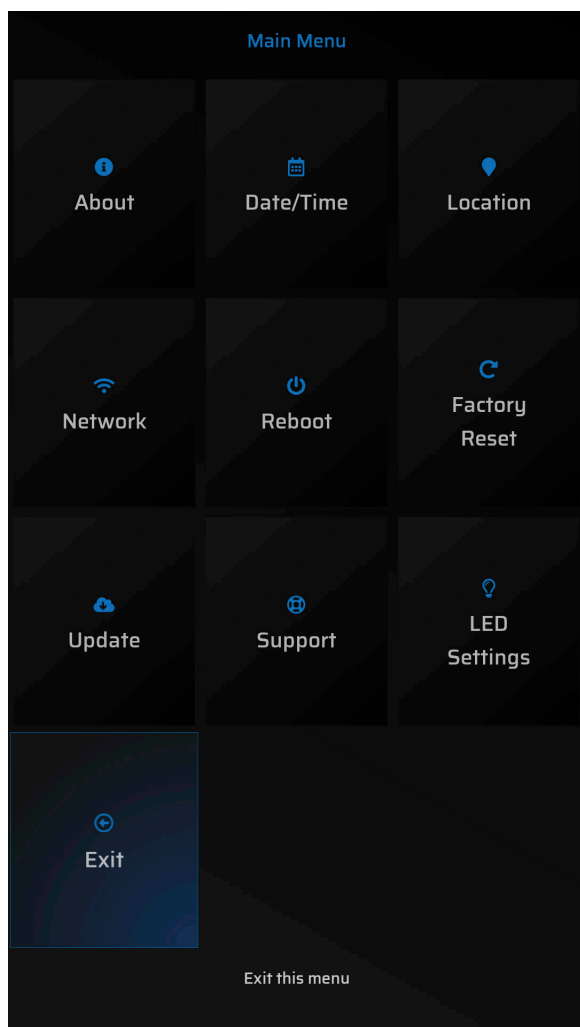**LED Lightbar.** The RGB LED Lightbar is located on the top of the 21" Connect PVMs only.

LED Lightbar On/Off. When set to On, the LED Lightbar will illuminate White & slowly pulse from the center.

The LED Lightbar can be customized by the Clinton Connect admin using the web app software, (different colors and/or triggered by an Action).

Based on Software Version 1.35.0. Content subject to change without notice. Check www.clintonelectronics.com for the most current manual.

19

Exit the menu after making necessary adjustments. The menu will automatically time-out after 5 minutes of no activity.

Main Menu

ⓘ About	📅 Date/Time	📍 Location
📶 Network	⏻ Reboot	↻ Factory Reset
☁ Update	⊕ Support	💡 LED Settings
← Exit		

Exit this menu

Exit. Select *Exit* then hit *ENTER* on the remote to close the Main Menu and return to the advertising content.

EXIT button. Pressing the *EXIT* button on the remote will also go back to a previous screen and/or exit the main menu.

Based on Software Version 1.35.0. Content subject to change without notice. Check www.clintonelectronics.com for the most current manual.

21

NEED HELP?

Tech Support:

1-800-549-6393   Monday~Friday   8am~5pm (CST)

Full PVM Manuals:

www.clintonelectronics.com

Tutorial Videos:

www.clintonconnect.com/support/#videos

Software Version 1.35.0

Manual Version 06.16.20