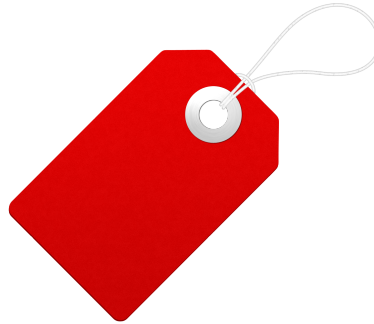




Red Tag Document



DTVGameControl RED TAG Document

This Documentation is Provided to Authorized DTVGameControl Dealers Only

**If you have questions please contact our Tech Support Team at
support@dtvgamecontrol.com
or 727-223-6494 Ext 3.**

Prior to arriving on site we suggest you complete the first 3 pages of this document. This will save you time and ultimately save you money \$\$\$



iTunes Account and Basic iPad Setup

DTVGameControl uses the iCloud for backing up all settings and programming. Set up an iTunes account per account / location. It's important to save the password and iTunes account name in a secure location. **DO NOT use a your personal or a temporary iTunes account to download DTVGameControl.** The Apps are linked/property of the iTunes account at time of install/download. Apple apps **CANNOT be transferred between iTunes accounts.** Losing the iTunes credentials and not setting up email the iTunes mail account on the iPad could possibly result in BRICKING the iPad

New iPad and New iTunes Account Set up - Power up the iPad and follow the step by step prompts on the new iPad. Below are some key points to follow and can be modified later per this document.

- Power up iPad > Set up > **Manually** > **Don't Transfer Apps & Data** > **Forgot password or Don't have an Apple ID?**
- Create a Free Apple ID example only locationcitystatename@icloud.com
- Create password

Important to document the Apple ID & Password - Losing the iTunes credentials not setting up email the iTunes mail account on the iPad will possibly result in BRICKING the iPad in the future.

- Apple News & Announcements > **Off** > Express Settings > **Continue** > Keep iPad up to Date > **Install Update Manually**
- Application Analytics > **Share with Developers** (suggested) > Appearance > **Light Mode ON** (DTVGameControl **does not support dark mode**)

Selecting the Correct Version of DTVGameControl from the App Store

There are two versions of DTVGameControl on the Apple App Store

- DTVGameControl **Matrix Version** (White Icon), is for Matrix based systems from IP to RF distribution.
- DTVGameControl **Non Matrix Version** (Black Icon), is for one to one systems. A DirecTV receiver is connected to each TV directly.

DO NOT install both on your iPad, database corruption can happen. If both versions are installed, **both must be deleted** and the proper one needs to be installed.



Advanced iPad Settings

MANDATORY

Name the iPad - Create a name that makes sense to identify the iPad, based on location. This will aid in identifying the correct iPad within the iTunes account in the event of restoring an iPad if lost or damaged.

-Go to Settings > **General** > **About** > **Name**

Appearance Settings - Set to Light Mode. **DTVGameControl does not support Dark Mode**

-Go to iPad Settings > **Display & Brightness** > **Select Light**

Push Notifications Allow- Set to Allow. If not, schedules will not work in DTVGC

-Go to iPad Settings > **Notifications** > **Select DTVGC** > **Slide switch to Green**

Location Services ON - Turn ON. If not, preferred network notification will not work

-Go to iPad Settings > **Privacy** > **Location Services** > **Select DTVGC - Always**

Auto-Updates OFF- We recommend turning auto update OFF on the iPad

-Go to iPad Settings > **General** > **Software Updates** > **Automatic Updates On** > **Slide switch to Green**

Forget WIFI Networks - Forget all other WIFI networks to keep iPad from joining the wrong network. If previously connected to a different network.

-Go to iPad Setting > **WIFI** > **select blue i with circle next to the previously connected network** > **Forget Network**

iTunes Mail Account on the iPad - This will ease the efforts when transferring floor plan images and other set up activities

-Go to iPad Settings > **Passwords & Accounts** > **Add Account** > **Select iCloud** > **Setup Account**

RECOMMENDED

-Do not use a password for the iPad

-**Set Auto-Lock** > **Never**

DO NOT Start to Configure DTVGameControl There are several other steps including Network set up that must to be completed prior to DTVGC configuration. See MANDATORY steps below

-**Network set up MUST be completed**

-**All hardware needs to be configured**. Including but not limited to: DirecTV Equipment, IP transmitters, IP receivers, Global Cache devices and Video Preview Window

DTVGameControl Key Code Purchase

Go to www.dtvgamecontrol.com > **Dealer Area** > **Select System Type** > **gameon** (password) > **Click Here to Purchase** (towards bottom of page) > **Enter Dealer Code**

A special dealer code is required to purchase DTVGC. If you do not already have a Dealer Code, please contact Sales at sales@dtvgamecontrol.com or 727-223-6494 x1

After purchasing DTVGameControl a receipt will be emailed with the Key Code needed for activation. The key code is located at the bottom of the receipt.



DTVGameControl Key Code Registration

Open DTVGameControl, the first time the application is opened you will be prompted to create a 4 digit Admin and a User code, make a note of these codes. Suggested to keep codes with the iTunes account and password.

-DO NOT use the same 4 digit code. These codes can be changed at a later date in the application

-Admin Code is for the *Installer*. Allows setup and edit mode capabilities. **SHOULD NOT** share with the enduser or staff.

-User Code is for the *client / staff*. Allows controlling capabilities only.

Login Under Admin Code > Edit Mode > Green/ON > Hammer and Wrench Icon > System Settings > Click the Blue Manage License Link > Follow the Safari link to register DTVGameControl to the iPad

DTVGameControl must be restarted after registration To restart > Close DTVGameControl App > Swipe up from bottom of iPad Home Screen or Double Tap Home Button > Swipe DTVGameControl Up to Close.

Preparing FloorPlans

DTVGameControl uses images from Photos on the iPad for the floor plan background. Images can be transferred to the iPad multiple ways including AirDrop, Email or Screen Shots. There are many drawing programs such as Photo Shop available to create your customizable floor plan.

For example, you can email a PDF to the iPad, open the PDF and take a screen shot. The image will be available in Photos on iPad.

After you have created your floor plan, DTVGameControl gives you the ability to invert colors White on black and scale your images to fit to size. You DO NOT need to add or label TV's to your floor plan this is done directly in the DTVGC app.



Additional iPads

DTVGameControl uses iCloud to duplicate and restore iPads. There are no files associated with the setup of DTVGameControl. We use a backup of an existing iPad with DTVGameControl completely setup to duplicate to other iPads. This backup consists of the entire iPad. The benefit of this overall process gives the enduser the ability to quickly replace a damaged or lost iPad, and the dealer has no programs or programming files to keep track of. All editing of DTVGameControl takes place when using the Admin passcode to log into DTVGameControl application.

1. *Complete Setup* of DTVGameControl.
2. *Name the iPad* with common sense and make sure it is easily identified. When a new iPad is restored from the iCloud the license will also transfer to the new iPad. If there are multiple iPads that are named the same, there is risk the wrong iPad will be selected for the restore causing the 2nd or another iPad to lose its license. Naming an iPad Go to iPad Settings > **General** > **About** > **Name**.
3. *Back up the iPad* Go to iPad Settings > **Select Name/Top box** > **iCloud** > **iCloud Backup** make sure switch is green, select Back Up Now.
4. *Setup a new iPad* Choose restore from iCloud during this process and select the iPad you want to duplicate. If the iPad is not new or has previously been setup it will need to be factory reset. Factory reset an iPad Go to iPad Settings > **General** > **Reset** > **select Erase All Content and Settings**.
5. *Name the iPad the Restored iPad* again with common sense, make sure it is easily identified. Name an iPad Go to iPad Settings > **General** > **About** > **Name**.
6. *Submit a request to activate additional iPad* Go to www.dtvgamecontrol.com > Click the **Dealer Area** top of page > Scroll to **Click Here to Clone an Additional iPad** > **Fill out form and submit**.

Replacement iPad

If an iPad is broken or lost, simply take a new iPad and do a restore from the iCloud.

Adding Your Company Logo to the Splash Screen of DTVGameControl

This is a paid feature. Available at time of key code purchase. Preferred logo dimensions are square, 450 x 450, in PNG format.

To submit logo go to www.dtvgamecontrol.com > Click the **Dealer Area** top of page > Scroll to **Click Here to Upload Your Company Logo**



Network Setup

DTVGameControl automatically detects devices on the network, this saves a lot of setup time. ***Do not start to configure DTVGameControl until the MANDATORY network items are completed. If you do, you are wasting your time, and DTVGC's Tech Support's time. Additional support billing will incurred at this point.***

MANDATORY

-Set Static IP address to *all hardware* that communicates with DTVGameControl; including but not limited to DirecTV receivers, Global Cache devices, and Video Preview Streamer.

-Setup and test all other manufactures hardware per their specifications; including but not limited to IP Transmitters/ Encoders and Receivers/Decoders.

-Reserve MAC addresses in router for *all hardware* that communicates with DTVGameControl.

-Disable *2.4* on AP's and Wifi routers, only use 5G.

-Internet connection is required for the Guide Service, updates, and licensing. Note: DTVGameControl will still function for 30 days if Internet connection is interrupted. Internet must be available when setting up DTVGameControl.

-Password protect WiFi network.

-In high populated areas set the WIFI channel to a non used WIFI channel. Failure to do so can result in network failures during peak business hours.

-Label Wifi network "DTVGameControl"

RECOMMENDED

Hardwire iPad to Network, for more info on powering and hardwiring iPads to a network contact RedPark @ 510-594-1034 ext 102

-Turn off QOS (Quality of Service)

DTVGameControl Network Ports Most routers are defaulted with the below ports open. The below ports may be closed if you are dealing with a secure network "such as" Casino or Government Facility.

All utilize Multicast Group 224.0.0.1

62666	Audio UDP Listener
62799	Matrix Master Listener
62775	DTV Emulator Seeker
62799	Matrix Status Listener
62780	Companion App Discovery Port
9131	Global Cache Seeker
1900	DirecTV Seeker



Video Preview Window Setup

ADDITIONAL HARDWARE IS REQUIRED for the Video Preview Window.

MATRIX Version needs an additional output from the system. This can be in the form of a component or HDMI output (Recommended Video Streamer has HDMI and Composite inputs, if your matrix output is component a converter is required) from a conventional matrix system.

The *NON MATRIX Version* requires an extra DirecTV receiver designated for *only* for the Video Preview Window Feature. A Video Preview Window is recommend for each iPad in a system, especially systems where multiple iPads will be used at the *same* time.

Recommended RTSP Video Streamer “Easily found on Amazon” J-Tech Http Streamer (JTECH-ENCH4 / JTD-ID:220)

DirecTV and Cable Box Settings

DirecTV currently offers two models of DirecTV receivers for commercial use H24 and H25. DTVGameControl *recommends using H24's* over H25's. H24's *have* a network connection. H25's *do not have* a network connection. DirecTV H25's use a Deca for their network connection. Deca's work in a star type configuration, if one DirecTV receivers network connection locks up, control to all the other DirecTV receivers will be lost until the failed receiver is identified and reset. Refer to H25DSWM30 or H25SWM16 connection diagram.

Identifying a DirecTV receiver with a locked up network connection. Point the factory DirecTV IR remote at the DirecTV receiver and press the Exit button. If the blue DirecTV logo on the right of the DirecTV receiver does not flash when the Exit button is pressed on the DirecTV receivers remote, the DirecTV receiver needs to be rebooted. See our DirecTV Line Diagram for more details on proper setup and use of DirecTV Deca systems.

Most *Cable Boxes* have a setting for *discreet Power On*, this is very important to utilize. Go to > **Devices > Power Setting > Set to Power and Numeric**. Enabling this will turn the cable box on when trying to set channel if the state of the Cable Box is Off.

Configuring DIRECTV Receivers Static IP Address and External Device Access.

Go to > **Menu > Setting > Network Setup > Setting Static IP** (DTVGameControl recommends using a consecutive IP address scheme for identification purposes staring at .101 for the first DirecTV receiver etc..) > **Connect Now >**

Configuring External Device Access.

Go to > **Menu > Setting > Whole-Home > External Devices > Set External Access to Allow**.