

# Displayz Management - Salesforce User Guide

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## Table of contents

<a href="#">Quick Setup</a>	2
<a href="#">Next Steps</a>	7
<a href="#">Object Definitions</a>	12
<a href="#">Troubleshooting</a>	13
<a href="#">Support</a>	13



**SMART STORE  
DISPLAYZ**


salesforce

## Quick Setup

### 1. Go to **{Setup}** Tab

You will see the text below.

On connecting you will receive 3 display licenses for 3 months free of charge. This will allow you enough time to test and understand the ins and outs of the solution.



**Thank you for choosing SS Displayz. Connecting the org, will create 3 licenses (valid for 3 months), free of charge. Feel free to reach out to support for any clarification.**

Manage the connection between your SmartStore account and Salesforce.


[Connect](#)

### 2. Click the **\*Connect\*** button.

If the connection is successful, you will receive a message as below.

*The entity number is your dedicated company number in the SSDisplayz platform.*

Following a successful connection, Salesforce will automatically create some sample records that will help you understand each object.



**The Org is connected with Entity Number: 1010**

Manage the connection between your SmartStore account and Salesforce.

[Disconnect](#)

### 3. Run first Sync with Server

Go to the **{Home}** tab and Click on the **\*Next\*** button in the Sync Data to Server box. The sync requires multiple steps to ensure that all the elements are updated on the server correctly.

**Note:** Unsynced records will not appear on the physical displays.

The screenshot shows the SMART STORE DISPLAYZ web application. At the top, there is a search bar and navigation menus for Home, Medias, Displays, Zones, Sites, and Setup. The main content area is divided into two panels. The left panel is titled 'Sync Data to Server' and contains a progress bar with steps: Sites (checked), Zones, Displays, Medias, Licenses, and Sync Complete. Below the progress bar, it says 'Sync requires several steps. To start click "Next" button and sync Sites'. A 'Next' button is visible at the bottom right of this panel. The right panel is titled 'Display Licenses' and shows 'Free to use: 0', 'Valid: 0', and 'All: 0'. It also has a table for 'Active Licenses' with columns for License, Start Date, End Date, and Free, and a 'Close' button at the bottom right.

After each **\*Next\*** you should see a successful message like this:

This screenshot shows a success message within the 'Sync Data to Server' section. The progress bar now shows 'Syncing' (checked), 'Zones' (active), 'Displays', 'Medias', 'Licenses', and 'Sync Complete'. Below the progress bar, it says 'If you get a success message, click "Next" to sync Zones'. The main message in green text reads: 'The Sites have been updated on the server successfully'. At the bottom right, there are 'Previous' and 'Next' buttons.

If this success message does not appear, click **\*Previous\*** and try again. If the problem persists then reach out to support.

Continue clicking **\*Next\*** until the Sync finishes a full cycle. After the full sync, you should see the allocated licenses appear under **"Display Licenses"** (see below).

Support email: [support@ssdisplayz.com](mailto:support@ssdisplayz.com)

**SMART STORE DISPLAYZ**

Displayz Managem... Home Medias Displays Zones Sites Setup

### Sync Data to Server

You are about to synchronize all the Display data to the Media Management Server.

Progress: Sites (checked) → Zones → Displays → Medias → Licenses → Sync Complete

*Sync requires several steps. To start click "Next" button and sync Sites*

**Next**

### Unsynced Records

This section shows the records that are not synced with the server. **Reminder:** Unsynced records will not appear on the physical displays.

### Display Licenses

These are the current licenses allocated to your org.

Free to use: 3    Valid: 3    All: 3

**Active Licenses**  
Showing 3 of 3 items

License ...	Start Date	End Date	Free
FDf866F275...	27/05/2024	27/08/2024	✓
EE96FD524B...	27/05/2024	27/08/2024	✓
3D56B0B234...	27/05/2024	27/08/2024	✓

**Get More Licenses**

**Close**

#### 4. Download and run the Display Android App.

Go to: <https://manage.ssdisplayz.com/downloads/ssdisplay.apk> to **download** and **install** the android application (will soon be available on Google Play.)

#### 5. Add Device UDID to Display

*This connects the physical device to the display record.*

Open the Android application and you will see a message indicating the **Device ID** number (take a note of the ID).

Go to a **Display** record and insert the Device ID into the **[Display UDID]** field and save.

**SMART STORE DISPLAYZ**

Displayz Managem... Home Medias Displays Zones Sites Setup

Display: **My First Display**    Edit    Update Allocated Medias    Activate / Deactivate

### Details

\* = Required Information

**Display Name:** My First Display    **Sync:**  *This field is calculated upon save*

**Display Description:** A display is the screen that will display the media. Replace text by th...    **Display Active:**

**Zone:** My First Zone    **#Medias:** 3 *This field is calculated upon save*

**Information - Required for Activation**

**Display UDID:** 23rwf3554fhhs57674bd    **License Num.:** *This field is calculated upon save*

**Zone Active:**     **Overlay Image:**

### Allocated Medias (3)

- SampleMedia1: Media: Image:
- SampleMedia2: Media: Image:
- SampleMedia3: Media: Image:

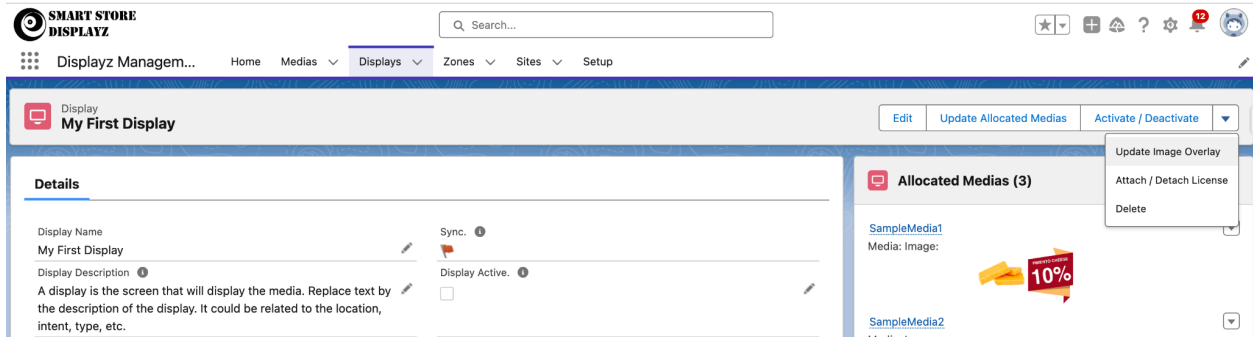
[View All](#)

Support email: [support@ssdisplayz.com](mailto:support@ssdisplayz.com)

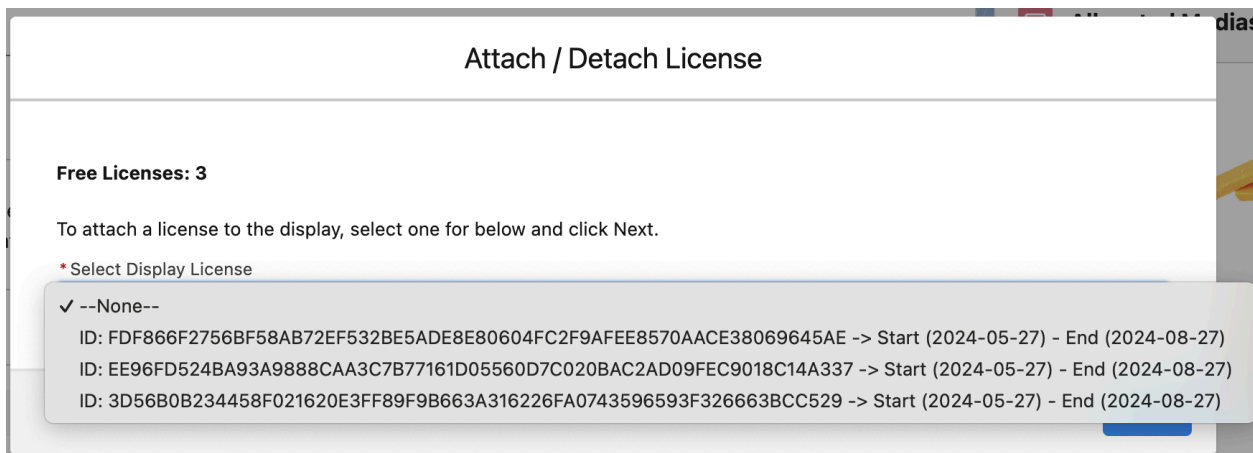
## 6. Allocate a valid License to the Display

*A valid license allows the activation of the display*

Click on the arrow in the action buttons of the display and select **\*Attach/Detach License\***

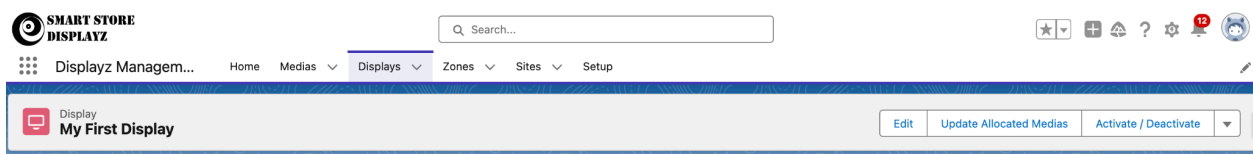


Select a license to attach and click **\*Next\***



## 7. Activate the Display

*Inactive displays will not update on the physical screens*



If successful, you will receive a message with **Action Successful**, otherwise follow the steps required on the screen.

## Next Steps

### 1. Sites

If you have only one site, click on the site and update the information.

This information will be useful for further actions and communications in coming upgrades.

For more sites, create new **Site** records.

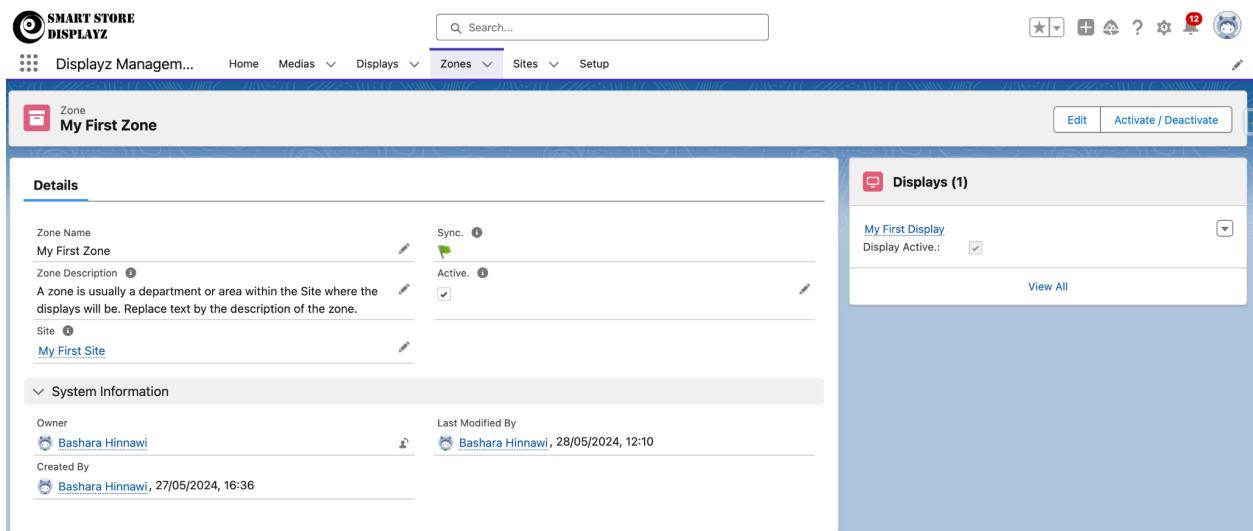
The screenshot displays the SMART STORE DISPLAYZ management interface. The top navigation bar includes a search bar, a star icon, a plus icon, a home icon, a question mark, a gear, a notification bell with a red '12', and a user profile icon. The main menu shows 'Displayz Managem...', 'Home', 'Medias', 'Displays', 'Zones', 'Sites', and 'Setup'. The current page is titled 'Site My First Site' with an 'Edit' button. The 'Details' section includes a 'Sync.' button with a green checkmark and a 'Description' field with a placeholder text: 'A site is usually a geographical location of the place where the displays will be. Replace text by the description of the site.' Below this is a 'Contact Information' section with fields for 'Contact Name', 'Main Contact on Site', 'Mobile', 'Telephone', 'Address', 'City', 'Zip / Postal Code', and 'Country'. A 'Zones (1)' sidebar on the right shows 'My First Zone' with an 'Active' checkbox checked and a 'View All' link.

### 2. Zones

If you have only one Zone, click on the sample Zone and update the information.

#### Record Actions Buttons

- **\*Activate/Deactivate\***
    - If the Zone is Active, it will deactivate it along with all the Displays that are active in the Zone.
    - If the Zone is not Active, it will activate it.
- Note:** The displays in the Zone will not be automatically activated. You will have to Activate each Display separately.



### 3. Displays

Update the Display information giving it a meaningful name and description and add more Displays if necessary.

#### Record Actions Buttons

- **\*Update Allocated Medias\***
  - Add and remove Medias allocated to the Display. Media that is not allocated to a Display will not be shown on the physical screen.
- **\*Activate/Deactivate\***
  - If the Display is Active, it will Deactivate the Display.
  - If the Display is not Active, it will try to activate the Display. The following criteria has to be fulfilled in order for the Display to become Active:
    - Overlay Image is added - the overlay image is a semi-transparent image that is added as a layer on top of the Medias.
    - Display UDID is filled in.
    - An active License Number is attached to the Display.
    - The Zone of the display is also Active.
- **\*Update Image Overlay\***
  - Replace or an image overlay to the Display.
- **\*Attach/Detach License\***
  - If License is attached, it removes the License.
  - If License is not attached, it allows attaching a Free License to the Display.

The screenshot shows the 'My First Display' configuration page. The left sidebar contains a 'Details' section with the following information:

- Display Name:** My First Display
- Display Description:** A display is the screen that will display the media. Replace text by the description of the display. It could be related to the location, intent, type, etc.
- Zone:** My First Zone
- #Medias:** 3
- Information - Required for Activation:**
  - Display UDID:** 23rwf3554fhnn57674bd
  - License Num.:** FDF866F2756BF58AB72EF532BE5ADE8E80604FC2F9AFEE8570AA CE38069645AE
  - Zone Active:**
  - Overlay Image:** (empty field)

The right sidebar shows 'Allocated Medias (3)' with three items:

- SampleMedia1:** Media Image:
- SampleMedia2:** Media Image:
- SampleMedia3:** Media Image:

Buttons at the top right include 'Edit', 'Update Allocated Medias', and 'Activate / Deactivate'.

## ListView Actions Buttons

- **\*Show Licenses\***
  - Shows all the licenses and their statuses.
- **\*Purchase/Extend Licenses\***
  - Submit a request for New License and/or the extension of Old Licenses. Following the submission, SS Displayz will provision the licenses and send an invoice for payment.

The screenshot shows the 'Recently Viewed' list in the SMART STORE DISPLAYZ interface. The table below contains the data for the displayed item:

Display Name	S...	Overlay Image.	Di...	Zone	Display UDID	License Num.	#...	
1	<input type="checkbox"/>	My First Display		<input checked="" type="checkbox"/>	My First Zone	23rwf3554fhnn57674bd	FDF866F2756BF58AB72EF532BE5ADE8E80604FC2F9AFEE8570AAACE38069645AE	3

Buttons at the top of the list view include 'New', 'Sync All Data', 'Show Licenses', and 'Purchase/Extend Licenses'. A search bar is also present above the table.

Support email: [support@ssdisplayz.com](mailto:support@ssdisplayz.com)

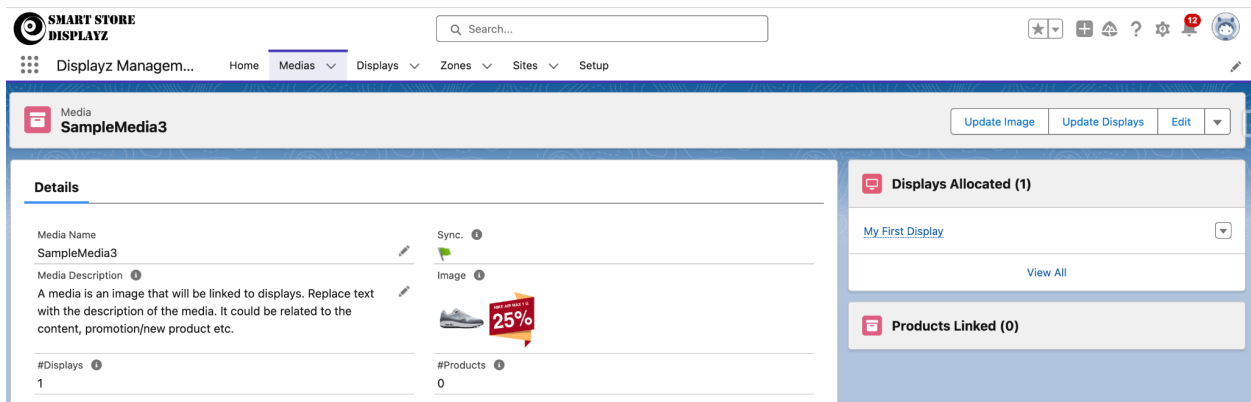


## 4. Medias

Add, Remove and Update Medias that will show on the Displays.

### Record Actions Buttons

- **\*Update Image\***
  - Replace the image that is allocated to the Media.
- **\*Update Displays\***
  - Select the Displays that will show the current Media.



### ListView Actions Buttons

- **\*New Media\***
  - Step by step actions to create a new media, allocate it to the relevant displays and link relevant products (optional) and upload the image.

## 5. Home

Home Dashboard provides a snapshot of unsynced records and the Display Licenses.

### Actions

- **Sync Data to Server**
  - Step by Step sync of the data required to be submitted to the server.

### Sync Data to Server

You are about to synchronize all the Display data to the Media Management Server.

Progress bar with steps: Sites (active), Zones, Displays, Medias, Licenses, Sync Complete.

*Sync requires several steps. To start click "Next" button and sync Sites*

Next

### Unsynced Records

This section shows the records that are not synced with the server. **Reminder:** Unsynced records will not appear on the physical displays.

### Display Licenses

These are the current licenses allocated to your org.

Free to use: 3      Valid: 3      All: 3

License ...	Start Date	End Date	Free
FD866F275...	27/05/2024	27/08/2024	✓
EE96FD524B...	27/05/2024	27/08/2024	✓
3D56B0B234...	27/05/2024	27/08/2024	✓

[Get More Licenses](#)

Close



## Object Definitions

### 1. Sites

A Site is a physical location where you have one or more displays installed. Usually two different geographical locations require different site records.

### 2. Zones

A Zone is an area defined within a Site. A Site can hold one or more different Zones. Usually Zones are separated by a business or a geofenced logic, for example an area within a store or a different department in a company, etc.

### 3. Displays

A Display is a physical screen located within a Zone. Each Display requires a valid Display License to work with the physical screens.

### 4. Medias

A Media is an image that is displayed on one or more Displays. The name of the Media is also shown on the Displays several seconds before showing the image.

More controls over the behavior of the Medias will be added in coming upgrades.

### 5. Display Licenses

A Display License is the license that is attached to the displays, one license per display that allows the activation and functionality of the physical screen.

New customers get 3 Display licenses for 3 months free of charge.

### 6. Home

The Home tab shows a dashboard of the current state of the records. At a glance, you can see the Unsynced records, the display licenses and their status. You can also perform a Data Sync directly from the Home page.

### 7. Setup

The Setup tab allows you to connect/disconnect from the server.

On first connection, it will allocate an Entity Number, which will be the fixed Org number on the server and also create sample records for a quick start.

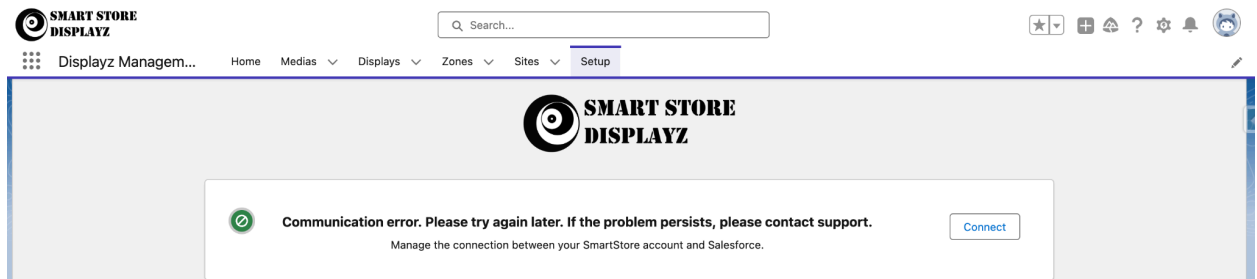
## Troubleshooting

Here is a list of potential errors that you might encounter.

### 1. Setup

Communication error signals that there was a problem communicating with the server. Try to refresh several times in 1 minute intervals until this message is replaced by another one.

If the problem persists, please contact support.



### 2. Sync Error

After every “Next” click, please make sure that you get a green success message. If any other message appears, click “Previous” and the “Next” to repeat this step.

If the problem persists, please contact support.

## Support

For any support or license related queries, please contact us at: [support@ssdisplayz.com](mailto:support@ssdisplayz.com)

*Support email: [support@ssdisplayz.com](mailto:support@ssdisplayz.com)*