



MYCLOUDDISPLAY

Nevco MyCloudDisplay User's Manual

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Overview

Nevco MyCloudDisplay is a cloud-based media management platform for Nevco LED message center

displays. It allows facility owners and staff to create, upload, schedule, and push content to an LED

display entirely through a web portal at myclouddisplay.com — no on-site computer or software installation required.

What MyCloudDisplay Does

With MyCloudDisplay you can:

- Upload images and video to a cloud media library
- Create custom graphics using the built-in content editor
- Schedule content to play automatically by date, time, and day of week
- Assign content to one or more connected displays (clients)
- Trigger content instantly during live events using the Nevco On Demand mobile app
- Monitor whether your display is connected and review its activity log

System Architecture

The MyCloudDisplay system has three layers that work together:

COMPONENT	ROLE
myclouddisplay.com (Cloud Portal)	The web-based management interface. Operators log in here to upload media, configure schedules, and manage clients. Accessible from any modern web browser.

COMPONENT	ROLE
ND Client Device	A small hardware device embedded in or connected to the Nevco LED display. The ND Client maintains a connection to myclouddisplay.com, downloads scheduled content, and plays it on the display. It also broadcasts its presence on the local network so the On Demand mobile app can find it.
Nevco On Demand Mobile App	An iOS and Android app used by event staff to trigger On Demand content instantly from a smartphone — without opening a browser or logging into the portal.

Content flows in one direction: portal → cloud → ND Client → LED display.

The ND Client syncs

changes automatically; no manual transfer is needed.

Two Types of Users

USER TYPE	WHAT THEY DO
Administrator / Owner	Creates and manages the account, uploads and schedules media, invites other users, and configures client settings. This is the account holder registered at the time of display purchase.
Event Staff (On Demand Only)	Uses the Nevco On Demand mobile app at events to trigger instant-play content on the display. They do not need access to the web portal.

Full Access users invited through Account Management can also manage scheduled media in the

portal. See [accountmanagement](#) for details on permission levels.

What You Need Before Starting

Before logging in for the first time, confirm you have the following:

- A Nevco LED message center display with an ND Client device (factory-installed or field-installed by your Nevco installer)
- An internet connection at the venue where the display is installed (Ethernet or Wi-Fi)
- The registration email sent to you by Nevco when your display was manufactured — this email

contains your activation link, serial number, and authorization token

Note: The registration email is sent automatically when your display enters the manufacturing process at Nevco. If you placed your order but have not received the email within a few business days, contact Nevco support (see [support](#)).

Getting Started

Step 1 – Receive Your Registration Email

When Nevco begins manufacturing your display, the system automatically sends a registration email

to the address you provided to your Nevco sales representative at the time of order.

The email contains:

- A welcome message explaining MyCloudDisplay
- Your display's **Part Number**, **Serial Number**, and a unique **Authorization Token**
- An activation link in the format:

```
https://www.myclouddisplay.com/client/activate?  
serial_number=XXXXXX&token=XXXXXXX
```

Tip: You can begin setting up your account and uploading media before your display ships. Content you upload will be waiting for the display when it arrives and connects to the internet.

Step 2 – Activate Your Account

01 Click the **activation link** in the registration email.

02 Your browser opens myclouddisplay.com and guides you through account creation.

If you do not already have a MyCloudDisplay account, you will be prompted to create one — enter

your name, email address, and a password.

01 After your account is created (or if you already have one), the portal displays a **Client Activation**

window with your Serial Number and Authorization Token pre-filled.

Note: If the fields are blank due to browser security settings, copy the Serial Number and Authorization Token from your registration email and paste them in manually.

01 Click **Activate**.

02 A confirmation message appears: "You can now start managing media content on this client."

03 Click **Configure** to set up your client before closing the window.

Step 3 – Configure Your Client

After activation, the **Client Creation** dialog opens. Complete all fields before clicking **Create**:

FIELD	DESCRIPTION
Name	A descriptive label for this display — for example, "Stadium Entrance" or "Gym Lobby". This name appears in the portal and in the On Demand app.
Serial Number	Pre-filled from the activation link. Do not change.
On Demand Password	Optional. A password that On Demand mobile app users must enter before they can trigger content. Leave blank to allow unauthenticated access from the app.
Timezone	Select the timezone where the display is physically located — for example, America/Chicago. This setting is required for correct time and temperature display.
Resolution	Select the pixel resolution of your LED display. If your resolution is not listed, click "Add it here" to add a custom size.

FIELD	DESCRIPTION
Venue	Select the venue where this display is located. If your venue is not listed, click "Add it here" to create one (see below).
On Demand Settings	
Play Limit	Maximum number of On Demand triggers allowed per day for this client. Default: 10. Contact Nevco support to adjust this limit.
Play Length Limit	Maximum total seconds of On Demand content that can be played per day for this client. Default: 600 (10 minutes). Contact Nevco support to adjust this limit.

Warning: Failing to set the correct Timezone and Venue location will cause the DateTime and Temperature tokens in your content to display incorrect values.

Adding a Venue

If no venue exists yet, click the **Venue** field's "Add it here" link. A separate **Add Venue** dialog opens:

01 Enter the **Venue Name** (for example, "Civic Memorial HS Football Field").

02 Select the **Country**, **State**, and **City** from the dropdown menus.

03 Enter the **Zip Code**.

04 Click **Create**.

The new venue is saved and selected automatically in the Client Creation dialog.

Step 4 – Verify Connection Status

After the display is installed at the venue and connected to the internet, confirm it is communicating

with the cloud:

01 Log in to myclouddisplay.com.

02 Click **Manage Clients** in the top navigation bar.

03 Locate your client in the left panel.

04 Hover over the **i** icon next to the client name to see the connection status indicator:

- **Green** — the ND Client is online and connected to the cloud server
- **Grey** — the ND Client is offline or not yet connected

If the display remains offline, see [troubleshooting](#).

Account Management

The **Account Management** tab in the top-right area of the portal navigation bar allows the display

owner to control who can access and modify content on the display.

Permission Levels

There are two types of invited users:

PERMISSION LEVEL	WHAT THE USER CAN DO
Full Access	Can manage all scheduled media in the portal — upload, create, edit, delete, and schedule content — in addition to triggering On Demand content via the mobile app.
On Demand Only	Can only trigger On Demand content using the Nevco On Demand mobile app during live events. Cannot log in to the portal or change scheduled content.

Note: The account owner (registered at activation) has full administrative access and is the only user who can invite others, revoke access, and transfer ownership.

Inviting a User

01 Click **Account Management** in the top navigation bar.

02 Click **Invite**.

03 Enter the user's email address.

04 Select the appropriate permission level: **Full Access** or **On Demand Only**.

05 Click **Send Invite**.

The invited user receives an email with a link to accept the invitation and set their own password.

Each user maintains their own login credentials — sharing usernames and passwords is not required

and is strongly discouraged.

Revoking User Access

01 Click **Account Management**.

02 Locate the user in the **Invited Users Listing**.

03 Click **Revoke Access** next to their name.

The user's access is removed immediately. They will not be notified automatically.

Transferring Ownership

The display owner can transfer full ownership of the account to any user who has already accepted

an invitation.

01 Click **Account Management**.

02 Click **Transfer** in the Transfer Ownership section.

03 Select the user you want to make the new owner.

04 Confirm the transfer.

Warning: After a transfer, you will no longer be able to invite users, request client access, or manage the account unless the new owner grants you access. This action cannot be undone from within the portal.

Note: The original account owner is set at registration time and is tied to the email address provided to Nevco sales. To change the registered owner email prior to activation, contact Nevco support (see [support](#)).

Media Library

The **Media Library** (accessible from the top navigation bar) stores all graphics and video content

associated with your account. Content in the library can be assigned to one or more client displays

and scheduled for playback.

Supported File Types

MEDIA TYPE	SUPPORTED FORMATS
Images	JPG, PNG, GIF (non-animated only)
Video	MP4, MPG, MOV, AVI — maximum 1080p resolution. Files above 1080p are not supported.

Tip: Keep video file sizes reasonable for reliable upload and sync. Large files take longer to transfer to the ND Client over the venue's internet connection.

Adding Media to the Library

Click **Add Media To Library** in the Media Library view. A dropdown menu offers three options:

Uploading Media

01 Click **Add Media To Library > Upload Media**.

02 In the Upload Media dialog, select the **Media Type**:

- **Scheduled** — content that plays automatically based on a date/time schedule
 - **On Demand** — content that is triggered manually from the mobile app during events
-

03 If uploading Scheduled content, configure the **Schedule** fields (see [*scheduling content*](#)).

04 Drag files into the upload area, or click **browse** to select files from your computer.

05 Wait for the upload to complete. Do not refresh the page during upload — doing so cancels the

transfer.

Creating Media with the Built-in Editor

01 Click **Add Media To Library > Create Media**.

02 The content editor opens on a canvas sized to your display's resolution.

03 Build your content using the following six steps:

STEP	ACTION
Step 1	Click the Edit Pencil icon to enter edit mode.

STEP	ACTION
Step 2	Drag an image object from the left panel onto the canvas. Then select a file to upload as the image source (Step 3 in the editor UI).
Step 3	Select and upload the image file for the image object.
Step 4	Drag a Headline , Subheadline , or Text object from the left panel onto the canvas to add text.
Step 5	Edit, resize, and position your text. Double-click a text object to enter edit mode; press Esc to exit text edit mode.
Step 6	Click Exit and Save . Give your content a name when prompted.

The editor also provides the following tokens and controls on the left panel and right properties panel:

- **DateTime Token** — inserts the current date and/or time, updated live on the display
- **Temperature Token** — inserts the current outdoor temperature for the configured venue location
- **Shape Objects** — rectangle, circle, and triangle shapes
- **Layer controls** — bring forward, send backward, duplicate, and delete objects
- **Alignment controls** — horizontal and vertical alignment buttons
- **Opacity slider** — adjust object transparency
- **Monochrome toggle** — convert an image object to monochrome

Note: The editor includes additional tools such as Group-Object controls. These features are visible in the interface but are not covered in this guide. Contact Nevco support if you need assistance with advanced editor functions.

Editor navigation hints:

- Hold **Alt + Left Click** to pan around the canvas
- Use the **mousewheel** or a **multitouch touchpad** to zoom in and out
- Press **Esc** while editing a text object to exit text edit mode

Cloning Media

01 Click **Add Media To Library > Clone Media**.

02 Select an existing media item to duplicate.

Cloning is useful when you want to create a variation of an existing piece of content without

modifying the original.

Managing Existing Media

Each item in the Media Library displays its name, type (Scheduled or On Demand), and duration.

The following actions are available on each item:

CONTROL	ACTION
Thumbnail (click to preview)	Opens a preview of the media item in the browser.
Schedule button	Opens the schedule settings for this media item — modify date range, start/stop time, and days of week.
Clients button	Assign or remove this media item from specific client displays.
Edit (pencil icon)	Re-opens the content editor so you can modify the media.
Delete (x icon)	Permanently removes the media item from the library. The item must not be currently active on any client before it can be deleted.

Note: Removing a media item from a client (via the Clients button or via Manage Clients) does not delete it from the library. To permanently delete, use the x icon in the Media Library view.

Scheduling Content

MyCloudDisplay supports two content types that behave differently at playback time:

CONTENT TYPE	HOW IT PLAYS
Scheduled	Plays automatically on the display according to the date range, time window, and days of week you configure. No staff action required during playback.
On Demand	Does not play on a schedule. Triggered manually by event staff using the Nevco On Demand mobile app. See ondemandcontent for details.

Configuring a Schedule

Schedule settings can be configured when uploading new media or by clicking the **Schedule** button

on an existing media item in the Media Library or Manage Clients view.

SCHEDULE FIELD	DESCRIPTION
Indefinite Date Range	When checked, the content plays on any date that matches the time and day settings. Uncheck to specify a start and end date.
Start Date / End Date	Available when Indefinite Date Range is unchecked. Content plays only between these dates (inclusive).
All Day	When checked, content can play at any time of day. Uncheck to specify a start and stop time.
Start Time / Stop Time	Available when All Day is unchecked. Content plays only during this time window each day.
Every Day	When checked, content plays on all days of the week. Uncheck to select specific days.
Days of Week	Available when Every Day is unchecked. Check the boxes for the days you want the content to play.
Disable	Temporarily removes this item from the playback rotation without deleting it. Useful for seasonal content you want to pause and re-enable later.

Assigning Scheduled Content to a Client

Scheduling a media item in the Media Library defines **when** it can play, but you must also assign

it to a client to define **where** it plays.

You can assign content to a client in two ways:

- From the **Media Library** — click the **Clients** button on any media item and select the client(s) you want it assigned to.

- From the **Manage Clients** view — click **Add Media to Client > Select From Library** and

choose from the library. See [managingclients](#) for the full workflow.

Note: A media item can be assigned to multiple clients simultaneously. Changes to the schedule or content affect all clients the item is assigned to.

How Playback Order Works

Within a client's playlist, items play in the order listed in Manage Clients. Items that are scheduled

are evaluated at playback time — if a scheduled item's time window and date conditions are not

currently met, it is skipped and the next eligible item plays. Use **Reorder Playlist** in Manage

Clients to change the playback sequence (see [managingclients](#)).

Managing Clients

The **Manage Clients** tab in the top navigation bar is the primary workspace for controlling what a

specific display is playing. From here you can add and remove content, adjust playback order, modify

schedules, preview media, and monitor whether the display is online.

The Manage Clients View

The left panel lists all clients registered to your account. Click a client name to select it and view

its current playlist in the main panel.

The connection status indicator is visible for each client. Hover over the **i** icon next to the client

name to see the status:

INDICATOR	MEANING
Green	The ND Client device is online and connected to the myclouddisplay.com cloud server.
Grey	The ND Client is offline, powering up, or not yet connected to the internet.

Note: A "Group Clients" tab is visible in the portal navigation bar. This feature is not documented in the current source material. See ASSETS-NEEDED.md for the open item to obtain documentation from Nevco before this chapter is expanded.

Adding Media to a Client

From the Manage Clients view with a client selected:

01 Click **Add Media to Client**.

02 Choose one of two options:

OPTION	WHEN TO USE
Select From Library	Adds an item already in your Media Library to this client. Fastest option when the content already exists.
Upload New Media	Uploads a new file and adds it to both the Media Library and this client in one step.

01 Complete the schedule settings for the item (see [schedulingcontent](#)).

02 Click **Create** or **Add** to confirm.

The new item appears in the client's playlist immediately.

Reordering the Playlist

01 Click **Reorder Playlist** at the top of the client media panel.

02 Drag items into the desired playback order.

03 Save the new order when prompted.

Items play from top to bottom, looping continuously. Items whose schedule conditions are not

currently met are skipped.

Modifying a Schedule for an Individual Client Item

Each item in a client playlist has a **Schedule** button. Clicking it lets you adjust that item's date

range, time window, and days of week independently — without affecting the same item's schedule

on other clients.

Editing and Removing Content

ACTION	HOW
Preview	Click the thumbnail of any item to preview it in the browser.
Edit content	Click the pencil icon to re-open the content editor for that item.
Remove from client	Click the x icon on a client item to remove it from this client's playlist. The item remains in the Media Library and on any other clients it is assigned to.
Permanently delete	Permanent deletion must be done from the Media Library tab. An item cannot be deleted while it is active on any client — remove it from all clients first.

Activity Log

01 Select a client in the left panel.

02 Click **Activity** (visible in the client panel).

The Activity Log shows a historical playlog of content that has played on the display, including

timestamps. Use this to verify that scheduled content is playing as expected.

On Demand Content

On Demand content lets event staff trigger specific messages on the display instantly from a

smartphone — without opening a browser or modifying the schedule. Common uses include

celebration messages ("3-Pointer!", "Touchdown!"), sponsor spots, or announcements triggered

live during an event.

Setting Up On Demand Content in the Portal

Before staff can use the mobile app, you must create On Demand media items and configure the

client's On Demand password in the web portal.

Creating On Demand Media

01 Open the **Media Library** tab.

02 Click **Add Media To Library > Upload Media** (or **Create Media** for built-in editor).

03 Under **Media Type**, select **On Demand**.

04 Complete the upload or content creation.

On Demand items do not have a date/time schedule — they are available whenever the mobile app

user triggers them.

Assigning On Demand Media to a Client

01 Open **Manage Clients** and select the target client.

02 Click **Add Media to Client > Select From Library**.

03 Choose the On Demand item(s) to add.

On Demand items appear in the client's playlist alongside scheduled items.

Setting the On Demand Password

The On Demand password protects against unauthorized triggering of content from the mobile app.

01 Open **Manage Clients** and select the client.

02 Click **Settings**.

03 Enter a password in the **On Demand Password** field (or leave blank to allow open access).

04 Save the settings.

Tip: The password can also be set during initial client configuration (see [gettingstarted](#)). By default, the password is blank.

Using the Nevco On Demand Mobile App

Downloading the App

Search for "**Nevco -- On Demand**" in the Apple App Store or Google Play Store. Install the app

on the staff member's iOS or Android device.

Connecting to the Display

01 Open the app. It automatically scans the local network for ND Client devices.

02 When the scan finishes, a list of available clients appears.

03 Tap the name of your display to connect.

If the display does not appear in the list, use **Direct Connect**:

01 Tap the **Direct Connect** button in the upper-right corner.

02 Enter the IP address of the ND Client.

Note: The ND Client's IP address is shown on its boot status screen — the information screen that appears on the display when the ND Client first powers on, before the content playlist begins.

Hotspot Mode

If the staff member's phone and the ND Client are on different network segments (for example, the

phone is on cellular and the ND Client is on the venue Wi-Fi), automatic discovery will not work.

In this situation:

- Use **Direct Connect** with the ND Client's IP address, or

- Connect the phone to the ND Client's built-in hotspot (if the ND Client is not connected to another Wi-Fi network)

See [network and its requirements](#) for additional network guidance.

Authenticating

01 After selecting a client, the app displays a password entry screen.

02 Enter the On Demand password configured in the portal (leave blank and tap **Submit** if no password was set).

01 Tap **Submit**.

Triggering Content

After authentication, the app displays a grid of On Demand media thumbnails.

01 Tap a thumbnail to play that content on the display immediately.

02 The content plays once, then the display returns to its scheduled playlist.

Checking Daily Usage

To see how many plays have been used today:

- **Android** — tap the **i** icon in the action bar.
- **iOS** — tap the **i** icon in the navigation bar.

Daily usage resets at midnight.

Play Limit — the maximum number of On Demand triggers allowed per day for this client

(default: 10). **Play Length Limit** — the maximum total seconds of On Demand content that can

play per day (default: 600 seconds / 10 minutes). Both limits are set in the Client Creation

dialog (see [gettingstarted](#)). Contact Nevco support to adjust these defaults.

Network and IT Requirements

NOTE

NOTE: This chapter is intended for IT staff and Nevco installers. End users who purchased a display that is already installed and connected do not need to review this section unless they are reconfiguring their network.

ND Client Network Requirements

The ND Client device requires:

- A network connection — either **Ethernet** (recommended for reliability) or **Wi-Fi**
- Outbound **internet access** to reach `myclouddisplay.com` for content sync and status reporting
- DNS resolution to reach `myclouddisplay.com` and related cloud services

The ND Client does not require any inbound connections from the internet. All communication is

outbound from the client to the cloud.

Note: Specific outbound port numbers and firewall rule details are not documented in the current source material. This is flagged in ASSETS-NEEDED.md for Nevco to supply before this section can be completed for IT deployment guides.

On Demand Discovery – UDP Protocol

The Nevco On Demand mobile app discovers ND Clients on the local network using **UDP broadcast**.

For automatic discovery to work:

- The mobile device and the ND Client must be on the **same network segment** (same subnet)
- The Wi-Fi access point must have **client isolation disabled** — if client isolation is enabled,

broadcast traffic between devices is blocked and the ND Client will not appear in the app

If your wireless infrastructure isolates clients from each other (a common security setting on

guest or public Wi-Fi networks), automatic discovery will fail. Use **Direct Connect** instead.

Direct Connect (Manual IP Entry)

If automatic discovery does not work, event staff can connect to the ND Client manually:

01 In the On Demand app, tap **Direct Connect** (upper-right corner).

02 Enter the ND Client's IP address.

The ND Client displays its IP address on the boot status screen — the information overlay shown

on the LED display when the device first powers on, before the content playlist begins.

For reliable Direct Connect, consider assigning the ND Client a **DHCP reservation** (a fixed IP

address tied to the device's MAC address) in your network's DHCP server or router. This

ensures the IP address does not change between sessions.

ND Client Hotspot Mode

If the ND Client is not connected to any Wi-Fi network, it broadcasts its own hotspot. Event staff

can connect their phone directly to the ND Client hotspot to use the On Demand app in this

configuration. Scheduled content sync from the cloud is not available while the ND Client is

operating in hotspot-only mode.

Installation Reference

For physical installation of the ND Client hardware — cabling, power, mounting, and initial

network configuration — refer to the installation documentation included with your display or

available at:

<https://support.nevco.com/installation/outdoor/controls-and-software/cloud-connected-devices/>

Note: Physical hardware specifications for the ND Client (connector types, power requirements, dimensions) are flagged in ASSETS-NEEDED.md as a gap in the current source documentation.

Troubleshooting

Display Not Showing Content

POSSIBLE CAUSE	RESOLUTION
ND Client is offline	Open Manage Clients in the portal and hover over the i icon next to the client name. If the indicator is grey, the ND Client is not connected. Verify that the display has power and that the venue internet connection is active.
Venue internet connection is down	Check that the network equipment at the venue (router, switch, access point) is operational. The ND Client requires outbound internet access to sync content.
ND Client has no power	Verify the ND Client is receiving power. Consult your installation documentation for power indicator details.
Content not yet synced	After uploading or changing content in the portal, allow up to 5 minutes for the ND Client to download and apply the update. The sync is automatic once the client is online.

Media Not Updating on the Display

- 01 Confirm the ND Client is online (green indicator in Manage Clients).
- 02 Allow up to **5 minutes** after saving changes in the portal — updates are not instantaneous.
- 03 Verify the media item is assigned to the correct client (check Manage Clients).
- 04 Confirm the item's schedule is currently active — check that the current date, time, and day of week fall within the configured schedule window.

On Demand App Cannot Find the Client

SYMPTOM	RESOLUTION
Client does not appear in the automatic scan list	Confirm the phone and the ND Client are on the same network segment. Use Direct Connect with the ND Client's IP address as an alternative.
Direct Connect fails	Confirm the IP address you are entering matches the address shown on the ND Client's boot screen. If the address has changed, check your DHCP server or assign a DHCP reservation.
UDP discovery blocked by network	Client isolation may be enabled on the Wi-Fi access point. Contact your IT administrator to disable client isolation, or use Direct Connect.
Phone on cellular, ND Client on venue Wi-Fi	Automatic discovery will not cross network boundaries. Use Direct Connect, or connect the phone to the ND Client's hotspot if it is not connected to other Wi-Fi.

Content Not Playing on Schedule

- 01 Open **Manage Clients** and select the affected client.
 - 02 Click **Schedule** on the item and verify:
 - The current date falls within the configured date range (or Indefinite Date Range is checked)
 - The current time falls within the start/stop time window (or All Day is checked)
 - Today's day of week is checked (or Every Day is checked)
 - The **Disable** option is not checked
 - 03 Confirm the item is assigned to the correct client.
 - 04 Verify the client's **Timezone** is set correctly in client settings — an incorrect timezone causes
-

schedule evaluation to use the wrong local time.

Account Login Issues

If you cannot log in to myclouddisplay.com:

- 01 Click the **Forgot Password** link on the login page and follow the email reset instructions.
- 02 If you did not receive a registration email, check your spam folder. The email comes from the

Nevco Service Department.
- 01 If your access was revoked by the account owner, contact the owner or Nevco support.

Note: The MyCloudDisplay portal interface has been updated since the original 2020 source documentation was written. If the portal layout looks significantly different from

what is described in this guide, some steps or field names may have changed. Contact Nevco support for assistance with the current portal version (see [support](#)).

Support

Nevco Service Department

For questions about MyCloudDisplay, the Nevco On Demand app, or your ND Client device, contact

Nevco support through any of the following channels:

CHANNEL	DETAILS
Phone (USA)	1-800-851-4040
Phone (Canada)	1-800-461-8550
Phone (International)	+1-618-664-0360
Online Support Ticket	https://nevcosupport.freshdesk.com/support/home
Operating Equipment Help	https://support.nevco.com/operating-equipment/message-center/
Installation Reference	https://support.nevco.com/installation/outdoor/controls-and-software/cloud-connected-devices/
Email	info@nevco.com
Website	https://www.nevco.com

Nevco Service Department

301 East Harris Avenue

Greenville, IL 62246-2151 USA

Before You Call

To help Nevco support resolve your issue quickly, have the following information ready:

- The **Serial Number** of your ND Client (found in the registration email and in Manage Clients

in the portal)
- The **connection status** of the client (online or offline, as shown in the portal)
- A description of the content or schedule that is not behaving as expected
- Any error messages shown in the portal or in the On Demand app

NOTE

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at their own expense.