

eTag User Manual

(IOS & Android)



IOS App Store



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1. Document Description

This document is intended for end users and is mainly used to guide users through the following tasks:

- Launching the app for the first time and completing basic setup
- Selecting an industry mode and checking system permissions
- Managing resources, templates, goods, and devices
- Adding devices through Bluetooth scanning and completing Wi-Fi configuration
- Binding display content to devices and performing save, preview, and sync operations

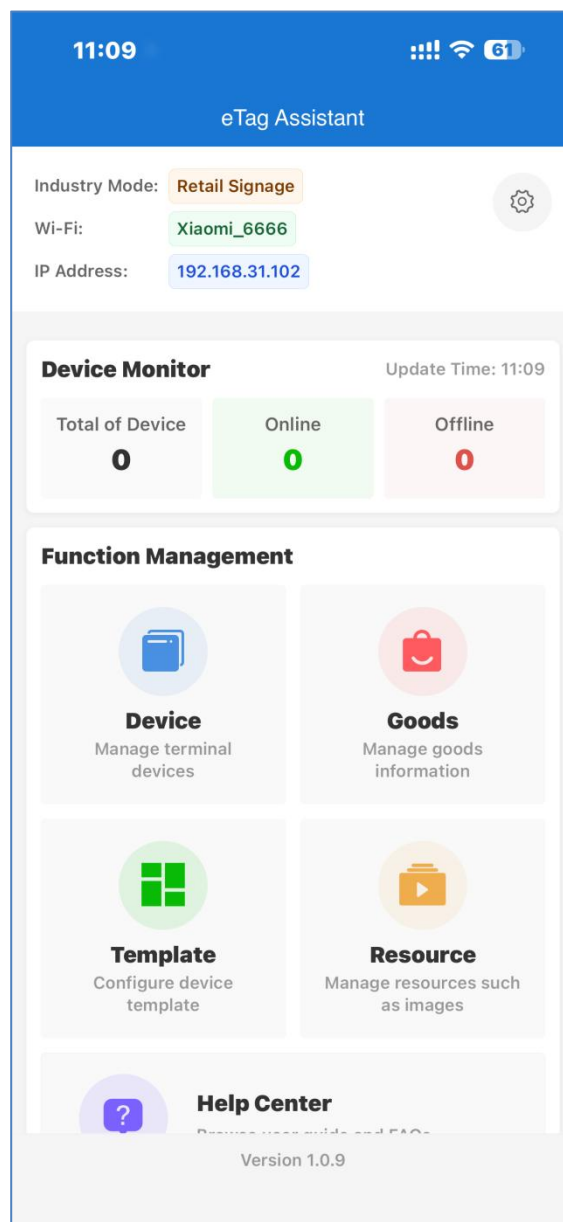


Figure 1: Main Home Screen

2. Product Overview

This app is used to manage electronic signage devices and is organized around the following 4 core modules:

2.1 Resource Management

Used to centrally manage image and video assets. These assets can later be reused directly in templates, goods, or devices.

2.2 Template Management

Used to define the display layout of a device screen, including text, numbers, images, barcodes, QR codes, and multimedia playback areas.

2.3 Goods Management

Displayed only in Retail Signage mode. Used to enter actual display data such as goods name, price, description, image, and barcode.

2.4 Device Management

Used to scan, add, configure, and maintain devices, and to sync templates, goods, or multimedia content to devices.

3. Preparation Before Use

Before formal use, please confirm the following conditions:

3.1 Device Preparation

1. The target electronic device is powered on.
2. The target device is in a scannable, network-configurable, or connectable state.
3. Keep the phone close to the device. It is recommended to operate them in the same area.

3.2 Phone Preparation

1. The app has been installed.
2. Bluetooth is enabled on the phone.
3. The phone is connected to the target Wi-Fi network.

4. The app has been granted location, Bluetooth, camera, photo album, and local network permissions.

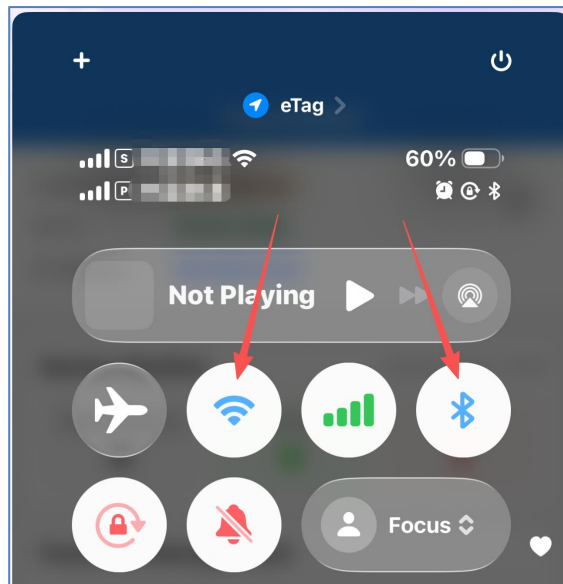


Figure 2: Bluetooth and Wi-Fi Enabled on the Phone

3.3 Usage Recommendations

It is recommended to prepare resources first, then create templates, then enter content, and finally bind devices.

- Recommended sequence for Retail Signage mode: Resource → Template → Goods → Device
- Recommended sequence for Advertising Signage mode: Resource → Template → Device

4. First Launch and Quick Start

4.1 First Launch of the App

When the app is opened for the first time, the system automatically runs the initialization workflow, which usually includes:

1. Initializing the local database.
2. Initializing data tables for resources, templates, devices, goods, and other modules.
3. Copying built-in media files.
4. Checking and supplementing sample data.

Note: Do not force close the app during the first initialization.

4.2 Select an Industry Mode

After the first launch is completed, the system prompts you to select an industry mode.

Available modes are as follows:

1. Retail Signage

- Suitable for convenience stores, supermarkets, fresh food stores, pharmacies, and other retail industries. It is used to display product prices, promotional information, and basic product details.
- The Home screen displays the Goods Management entry.

2. Advertising Signage

- Suitable for advertising, poster display, branded stores, restaurant storefronts, exhibitions, and multimedia carousel display scenarios.
- The Home screen does not display the Goods Management entry.

Steps:

1. Tap the target mode in the industry selection dialog.
2. Wait for the system to save the mode.
3. After entering the Home screen, confirm that the current industry mode is displayed at the top.

Description: If you need to switch modes later, you can reselect it in Settings.

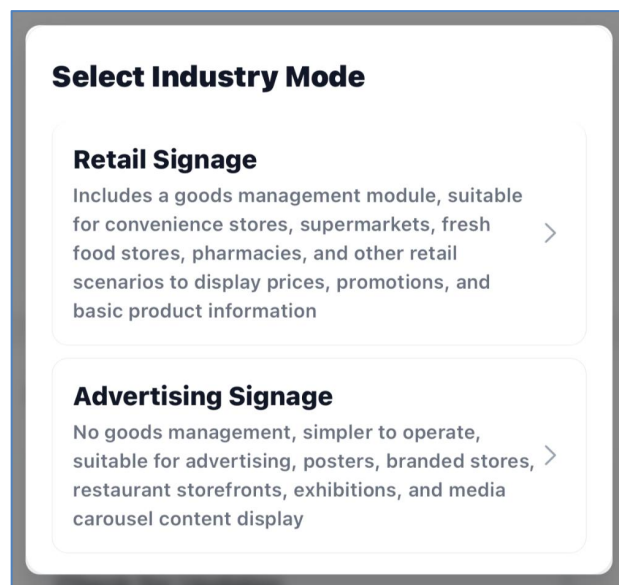


Figure 3: Industry Mode Selection Dialog

4.3 Check Basic Status After Entering the Home Screen

After entering the Home screen, first confirm that the following information is displayed correctly:

1. Current industry mode
2. Current Wi-Fi name
3. Current IP address
4. Total devices, online devices, and offline devices

If Wi-Fi or IP is empty, do not start Wi-Fi provisioning or syncing yet. It is recommended to check authorization in permission management first.

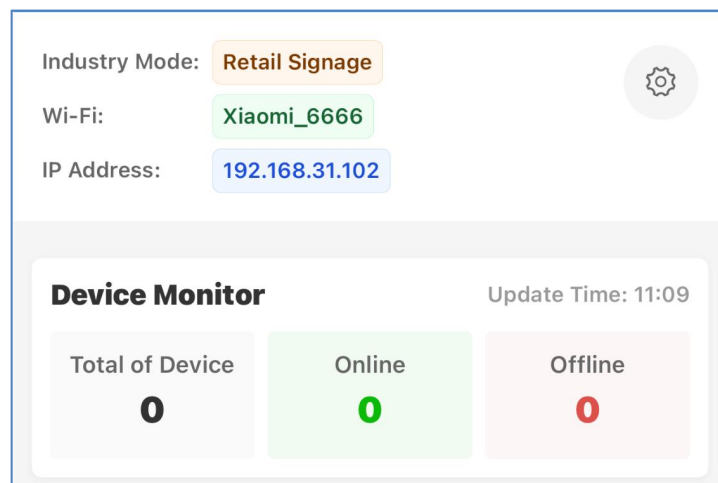


Figure 4: Status Information at the Top of the Home Screen

5. Home Screen Features

The Home screen is the main entry point for daily operations and is mainly divided into the following areas:

5.1 Top Status Area

Displays:

- Current industry mode
- Current connected Wi-Fi
- Current IP address
- Settings button

5.2 Device Monitoring Area

Displays:

- Total devices
- Online devices
- Offline devices
- Last update time

Instructions:

1. Tap Total to enter the device list.
2. Tap Online to directly filter online devices.
3. Tap Offline to directly filter offline devices.

5.3 Function Entry Area

Depending on the current industry mode, the Home screen displays the following entries:

- Device Management
- Template Management
- Resource Management
- Help Center
- Goods Management (displayed only in Retail Signage mode)

5.4 Refresh Operation

1. Pull down in the Home content area.
2. The system refreshes network information and device monitoring data.

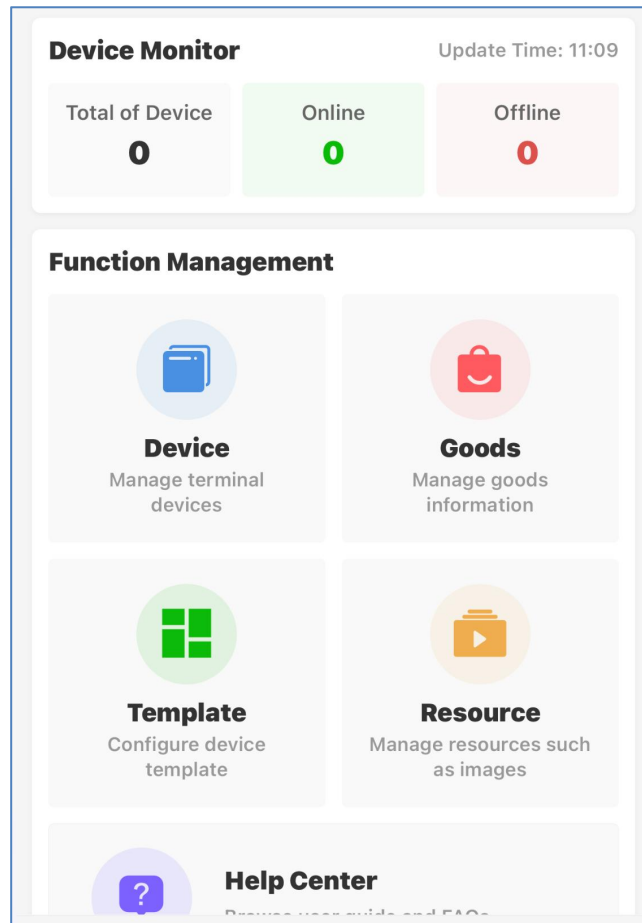


Figure 5: Home Monitoring Cards and Function Area

6. Settings and Permission Management

6.1 Enter Settings

Steps:

1. Tap the **Settings** icon in the top-right corner of the Home screen.
2. Enter the **Settings** page.

The Settings page allows the following operations:

- Switch industry mode
- Enter system permission management
- View the Privacy Policy
- View the Service Agreement
- View the app version
- Check for updates

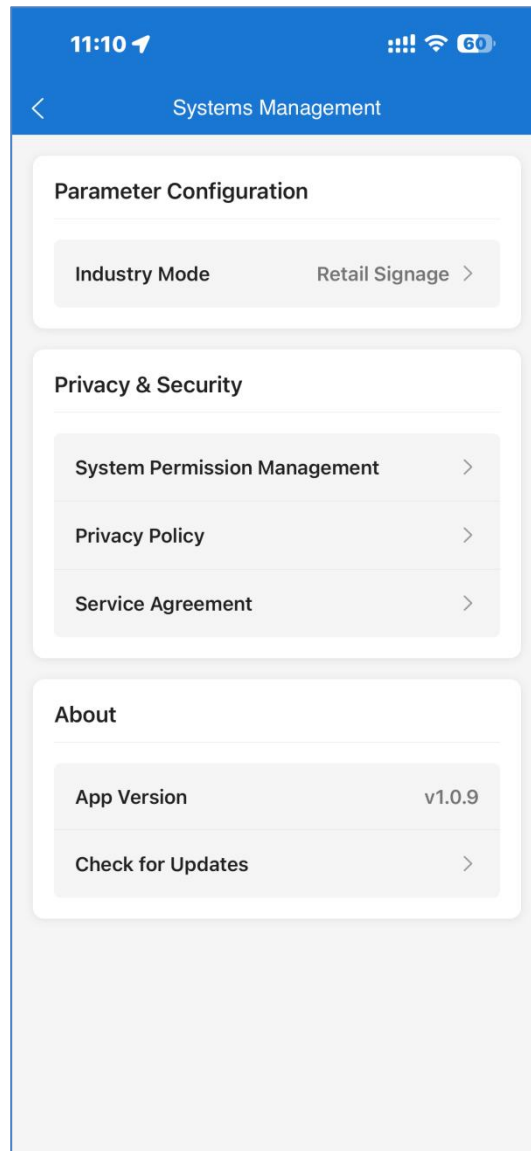


Figure 6: Settings Page

6.2 Switch Industry Mode

Steps:

1. Tap **Industry Mode** on the **Settings** page.
2. Select **Retail Signage** or **Advertising Signage** in the dialog.
3. Wait for the system to show that the switch is successful.
4. Return to the Home screen and confirm that the displayed entries have changed correctly.

Impact of switching:

- In Retail Signage mode, Goods Management is displayed, and you can select related goods while editing a device. Depending on the template definition, multiple goods can be associated.
- In Advertising Signage mode, it is more suitable to directly edit content fields and playback media on the device page.

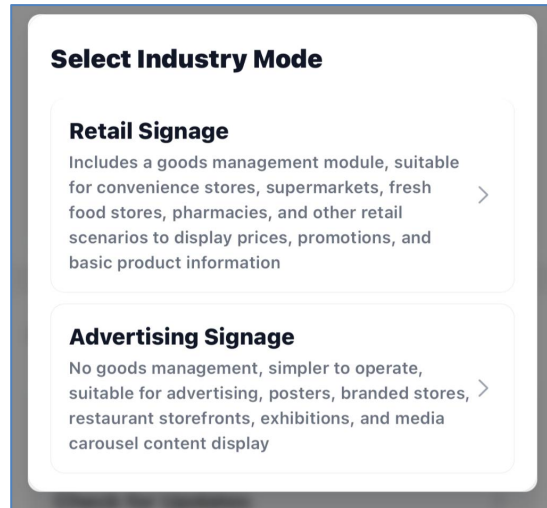


Figure 7: Industry Switching Dialog

6.3 Permission Management

Steps:

1. Tap System Permission Management on the Settings page.
2. Enter the permission management page.
3. Tap each of the following permissions one by one to check them:
 - ☐ Location permission
 - ☐ Bluetooth permission
 - ☐ Local network permission (displayed on iOS)
 - ☐ Photo album permission (displayed on iOS)
 - ☐ Camera permission
4. If the system prompts for authorization, choose Allow.
5. If authorization was permanently denied before, tap Open Settings at the bottom of the page for manual authorization.

It is recommended to check permissions first in the following cases:

- Bluetooth devices cannot be found
- QR codes cannot be scanned

- Images or videos cannot be selected
- Wi-Fi or IP cannot be read on the Home screen

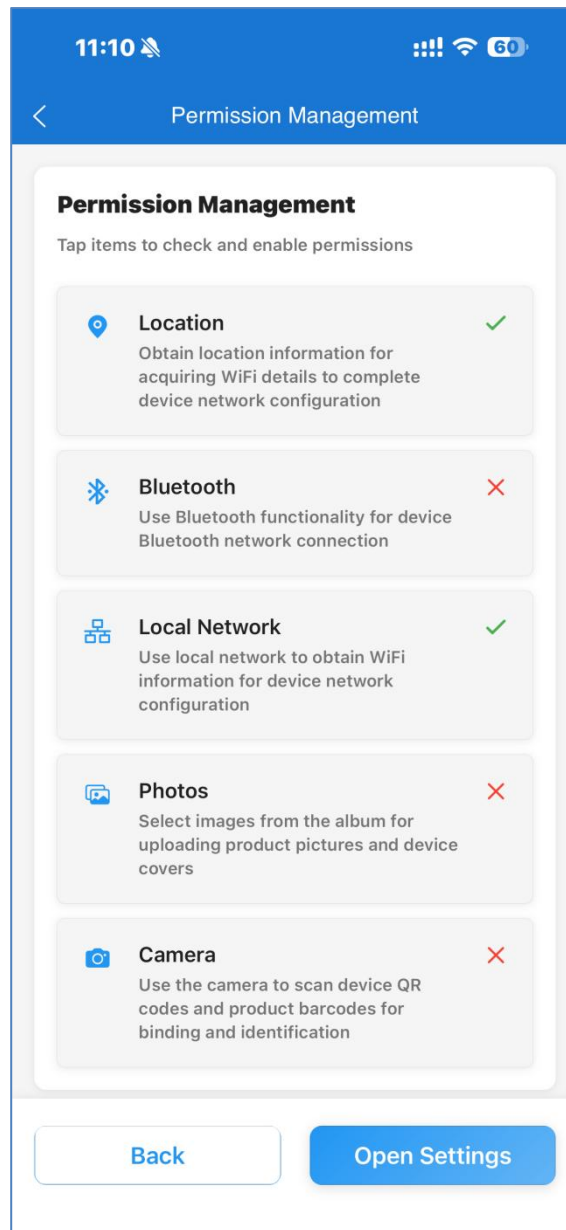


Figure 8: Permission Management Page

6.4 Check for Updates

Steps:

1. Tap **Check for Updates** on the **Settings** page.
2. If a new version is detected, follow the dialog prompt and choose **Update Now**.
3. If the system indicates that the current version is already the latest, no further action is required.

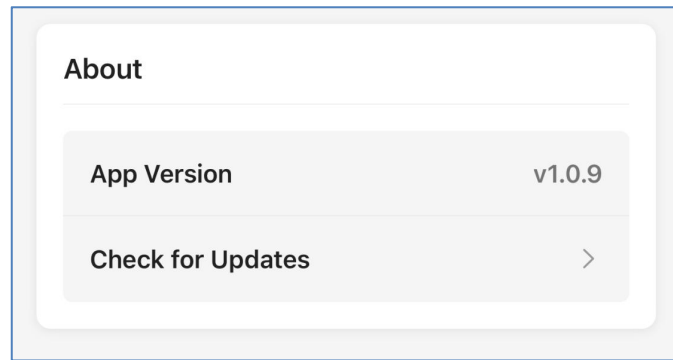


Figure 9: App Version and Update Check

7. Resource Management

Resource Management is used to centrally maintain image and video assets. It is recommended to complete resource preparation before creating templates and binding devices.

7.1 Enter Resource Management

Steps:

1. Tap **Resource Management** on the Home screen.
2. Enter the resource list page.

The list supports:

- Searching resources
- Filtering by type (All, Image, Video)
- Sorting by type, size, and update time
- Previewing, editing, and deleting resources

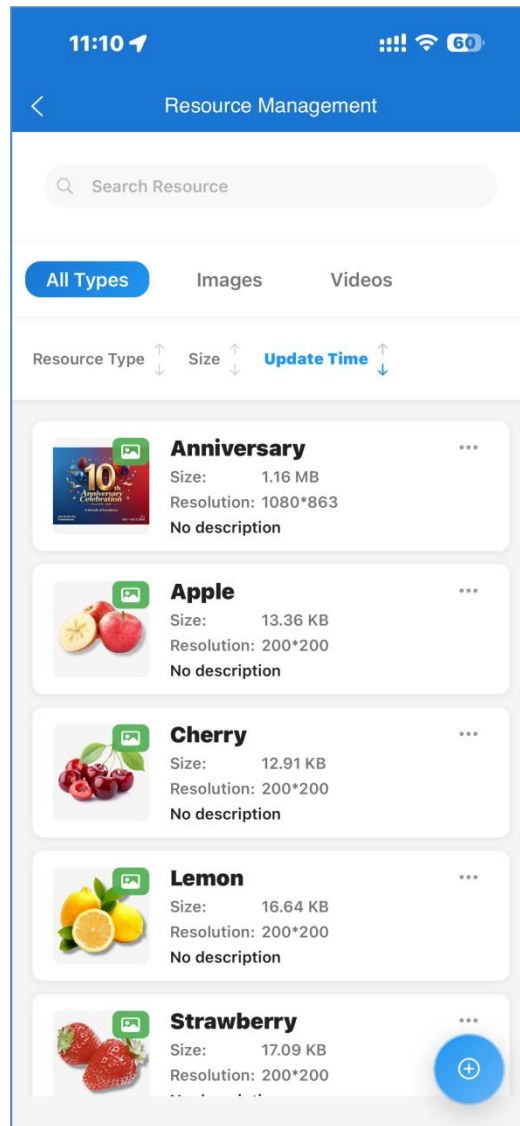


Figure 10: Resource List Page

7.2 Add an Image Resource

Steps:

1. Tap **+** in the bottom-right corner of the resource list page.
2. Enter the resource edit page.
3. Select **Image** as the resource type.
4. Enter the resource name.
5. Optionally enter a resource description.
6. Tap the upload area to choose an image.
7. After confirming that the image preview is correct, tap **Save**.

Applicable scenarios:

- Goods images
- Advertising poster images
- Image assets used in content fields

11:10

Add Resource

Basic Information

Resource Name Please enter resource name

Description Please enter description

Media File

Image Video

Click to select image

Cancel Save

Figure 11: Add Image Resource Page

7.3 Add a Video Resource

Steps:

1. Tap + in the bottom-right corner of the resource list page.
2. Enter the resource edit page.
3. Select Video as the resource type.
4. Enter the resource name.

5. Optionally enter a resource description.
6. Tap the upload area to choose a video file.
7. Select the video processing resolution as needed.
8. Wait for the system to complete processing, transcoding, and cover generation.
9. After confirming that the preview is correct, tap **Save**.

Description:

- When adding a video, the system displays the processing progress.
- After the video is saved, a cover image is automatically generated for later preview in lists and on the device page.

The screenshot shows a mobile application interface for adding a resource. At the top, the status bar displays the time 11:11, signal strength, Wi-Fi, and battery level at 60%. The page title is 'Add Resource' with a back arrow. The form is divided into two main sections: 'Basic Information' and 'Media File'. In the 'Basic Information' section, the 'Resource Name' field contains 'IMG_4610_origin', and the 'Description' field is empty with a placeholder 'Please enter description'. The 'Media File' section has two buttons: 'Image' and 'Video', with 'Video' selected. Below these buttons is a progress indicator showing 'Processing... 35%' and 'Transcoding video...' with a blue progress bar. A 'Cancel Compression' button is located below the progress bar. At the bottom of the page are two buttons: 'Cancel' and 'Save'.

Figure 12: Add Video Resource Page

7.4 Preview, Edit, and Delete Resources

Steps:

1. In the resource list, tap the **Actions** button on the right side of a resource.
2. Select one of the following operations:
 - ☐ **Modify**
 - ☐ **Preview**
 - ☐ **Delete**
3. If you perform deletion, confirm the operation again.

Note: Before deleting a resource that is already referenced by a template or device, it is recommended to confirm that it will not affect existing display content.

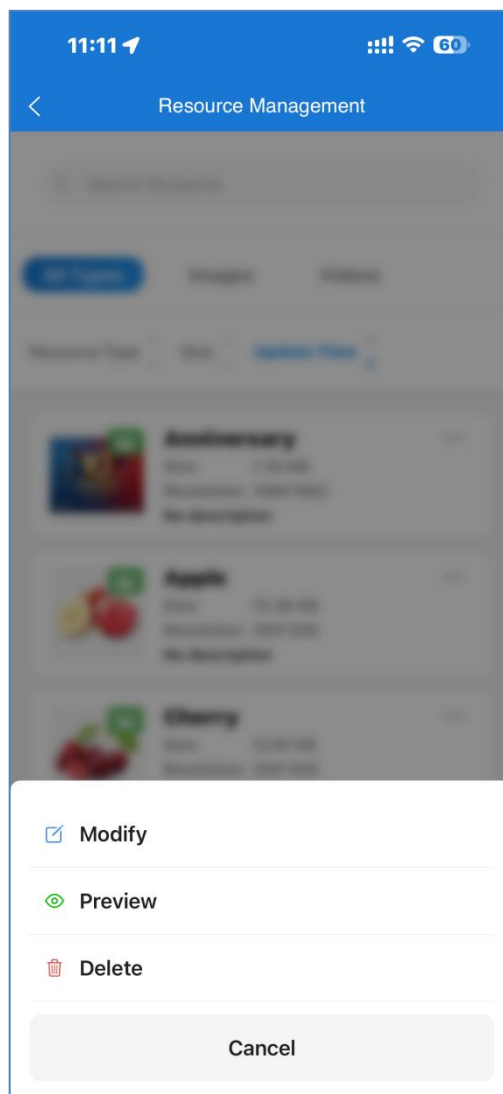


Figure 13: Resource Action Menu

8. Template Management

Templates are used to define screen display layouts and are the key bridge between

resources, goods, and devices.

8.1 Enter Template Management

Steps:

1. Tap **Template Management** on the Home screen.
2. Enter the template list page.

The list supports:

- Searching templates
- Filtering by screen model
- Sorting by template ID, resolution, and update time
- Previewing, copying, editing, and deleting templates

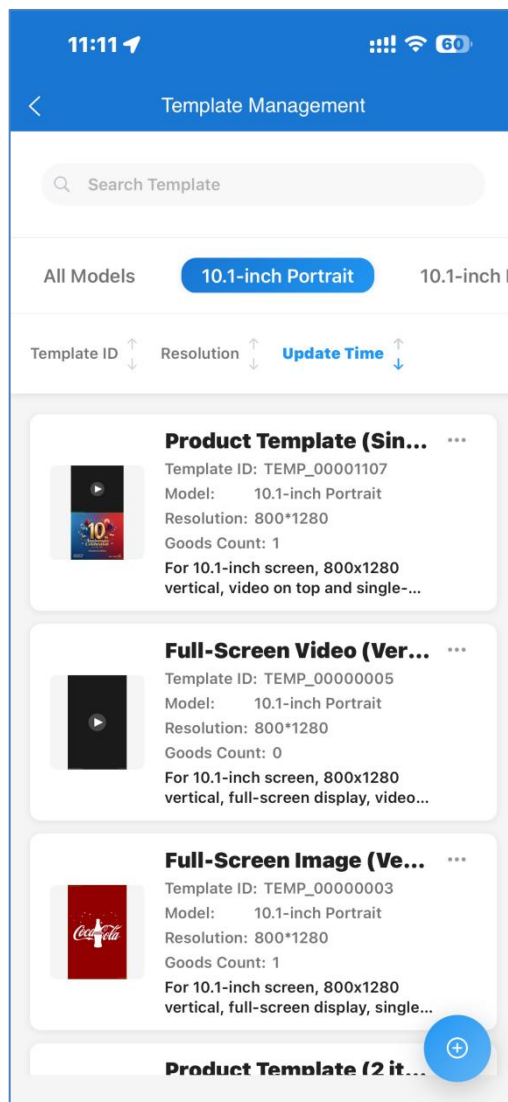


Figure 14: Template List Page

8.2 Add a Template

Steps:

1. Tap **+** in the bottom-right corner of the template list page.
2. Enter the template name.
3. Select the Device Model.
4. Select the Layout Style.
5. If this is a multi-goods template, set Tag Rows and Tag Columns.
6. Enter the template design area.

Description:

- The template resolution should match the target device resolution.
- In Advertising Signage mode, a fixed single-area display is usually used.

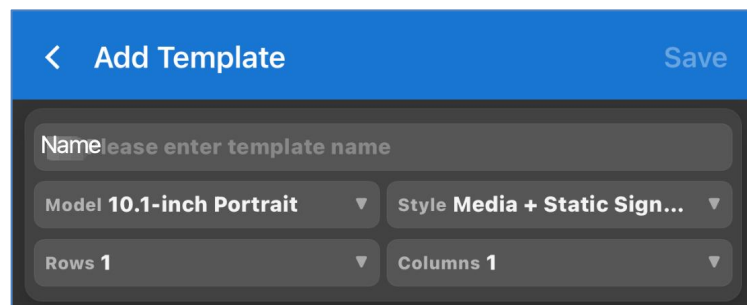


Figure 15: Template Basic Settings Area

8.3 Edit Template Content Fields

In the template designer, you can add or edit the following field types:

- Text
- Number
- Image
- Barcode
- QR code

Field editing steps:

1. Add or select a field in the designer.
2. Set the field name (Caption).
3. Set the field type.
4. Enter default text or default content as needed.
5. Set the coordinate position (X, Y).

6. Set the width and height.
7. Set font size, color, alignment, and style.
8. For number fields, set display properties such as decimal places and thousands separators as needed.
9. For image fields, you can directly choose an image from the resource library.
10. Save the field configuration after completion.

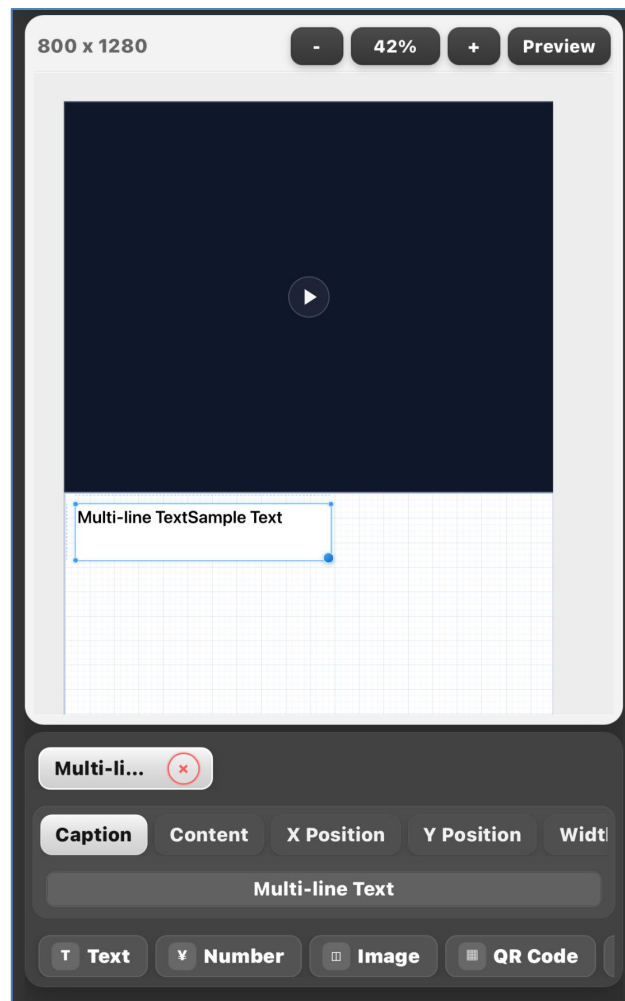


Figure 16: Template Designer and Field Editing

8.4 Template Preview and Save

Steps:

1. Tap **Preview** on the template design page.
2. Check whether the layout, text, images, and visible area are correct.
3. After confirming everything is correct, tap **Save** in the top-right corner of the navigation bar.

Recommendations:

- Complete one preview before formally saving.
- If the template will be used for device binding, be sure to confirm that its resolution matches the device.

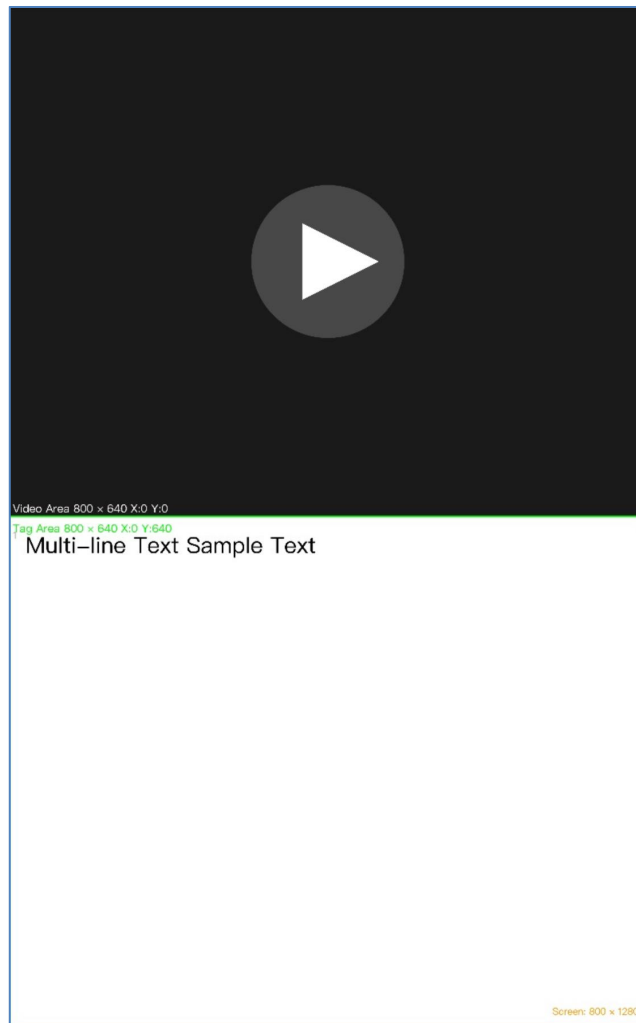


Figure 17: Template Preview Effect

8.5 Copy, Edit, and Delete Templates

Steps:

1. In the template list, tap the **Actions** button on the right side of the target template.
2. You can choose:
 - ☐ Preview
 - ☐ Copy
 - ☐ Modify
 - ☐ Delete

Usage recommendation:

- If you only need to modify a small amount of content based on the original template, it is recommended to use **Copy** first to avoid directly affecting a template that is already in use.

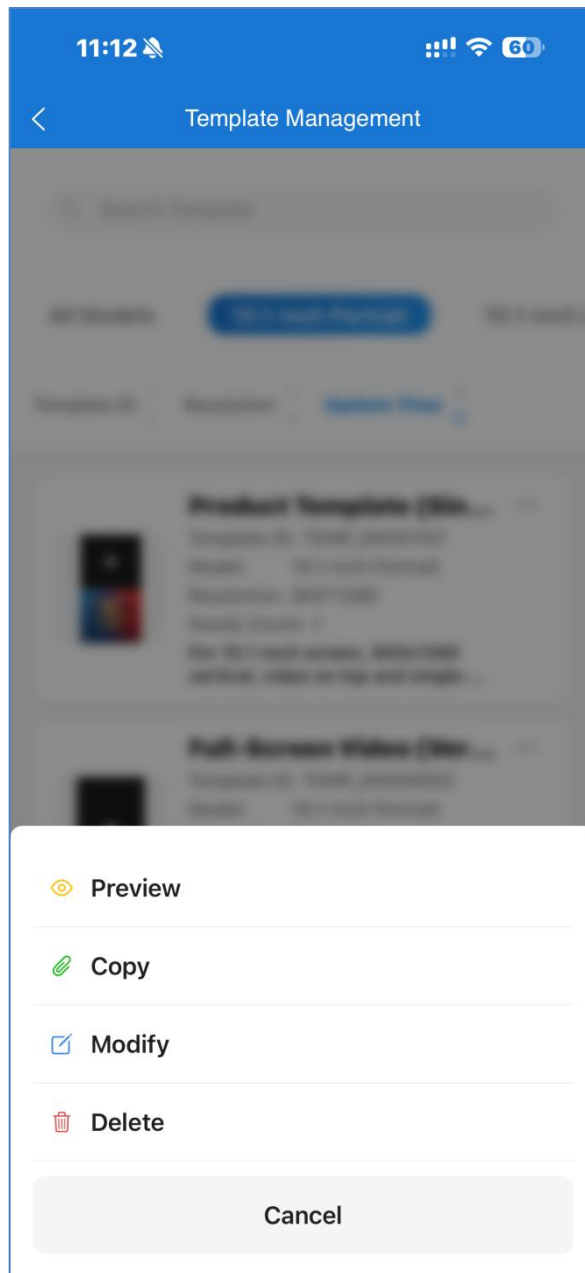


Figure 18: Template Action Menu

9. Goods Management (Retail Signage Mode Only)

Goods Management is displayed only in **Retail Signage** mode and is used to enter actual goods information for display.

9.1 Enter Goods Management

Steps:

1. Confirm that the current industry mode is Retail Signage.
2. Tap Goods Management on the Home screen.
3. Enter the goods list page.

The list supports:

- Searching goods
- Finding goods by scanning a barcode
- Sorting by goods ID, goods name, and update time
- Copying, editing, and deleting goods

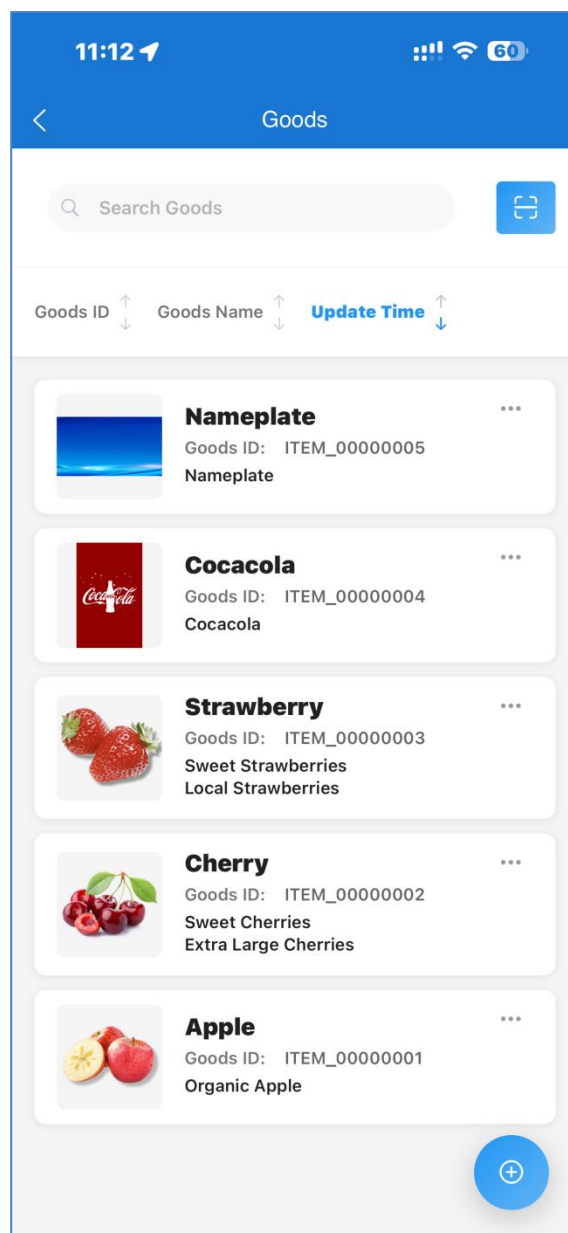


Figure 19: Goods List Page

9.2 Add Goods

Steps:

1. Tap **+** in the bottom-right corner of the goods list page.
2. Enter the goods edit page.
3. Enter the goods name.
4. Optionally enter the goods description.
5. Tap **Select Template**.
6. Select a suitable template from the template list.
7. The system automatically generates goods fields according to the template.
8. Fill in the content as required by each field.

The screenshot shows a mobile application interface for adding goods. At the top, there's a blue header bar with a back arrow, the title "Add Goods", and status icons (time 11:13, signal, Wi-Fi, and battery at 60%). Below the header, there's a placeholder image for a product and a "Generate Preview" button. The main form is divided into two sections: "Basic Information" and "Related Template". The "Basic Information" section has three input fields: "Goods ID" with the value "ITEM_00000006", "Goods Name" with the placeholder "Please enter the goods r", and "Description" with the placeholder "Please enter description n". The "Related Template" section has a "Select Template" button. At the bottom, there are "Cancel" and "Save" buttons.

Figure 20: Goods Basic Information and Template Selection

9.3 Fill in Goods Fields

Depending on the template configuration, goods fields may include the following types:

Text, Number, Barcode, QR code, Image

Instructions:

1. For text or number fields, enter the content directly.
2. For barcode fields, you can enter the value manually or tap the scan button to input it.
3. For QR code fields, you can enter the value manually or tap the scan button to input it.
4. For image fields, tap the image area and then choose an image from the resource library.

The screenshot shows a mobile application interface for adding goods. The top status bar displays the time 11:13, signal strength, Wi-Fi, and 60% battery. The app's header is blue with a back arrow and the text 'Add Goods'. The main content area is white and divided into two sections. The 'Related Template' section shows a template card for 'Product Template (1 item)' with ID 'TEMP_00000001' and a 'Select Template' button. The 'Goods Details' section contains several input fields: 'Product Name' with the placeholder 'Product Name', 'Product Details' with a dropdown menu showing 'Item details', 'Description', and 'Features', 'LOGO' with a placeholder image and a right arrow, and 'Currency Symbol' with the placeholder '\$'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

Figure 21: Goods Field Editing Page

9.4 Generate Goods Preview and Save

Steps:

1. Tap **Generate Preview** on the goods edit page.
2. Check the thumbnail display effect.
3. If the preview is correct, tap **Save** at the bottom.

Description:

- If the preview effect is abnormal, first check whether the template field layout and image resources are correct.



Figure 22: Goods Preview

9.5 Copy, Edit, and Delete Goods

Steps:

1. In the goods list, tap the **Actions** button on the right side of the target goods item.
2. You can choose:
 - ☐ Copy
 - ☐ Modify
 - ☐ Delete

Recommendation:

- For similar goods, it is recommended to use **Copy** first and then modify individual fields to improve entry efficiency.

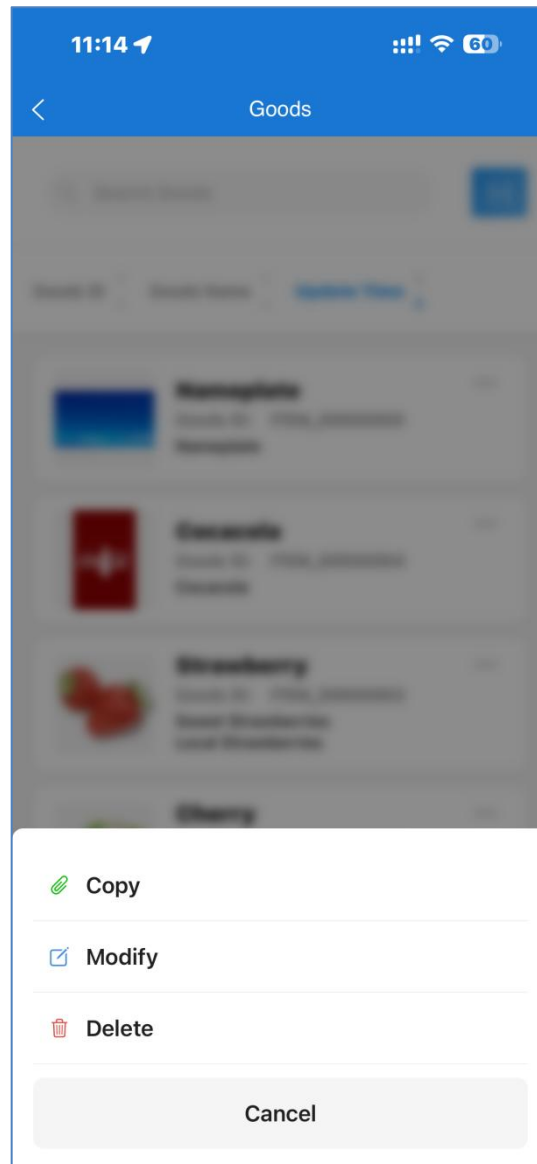


Figure 23: Goods Action Menu

10. Device Management

Device Management is the core part of the app and includes device scanning, Bluetooth connection, Wi-Fi provisioning, saving, content binding, and syncing.

10.1 Enter Device Management

Steps:

1. Tap **Device Management** on the Home screen.
2. Enter the device list page.

The list supports:

- Searching devices

- Finding devices by scanning a QR code
- Filtering by screen model
- Sorting by device ID, online status, and update time
- Editing, Bluetooth configuration, and deleting devices

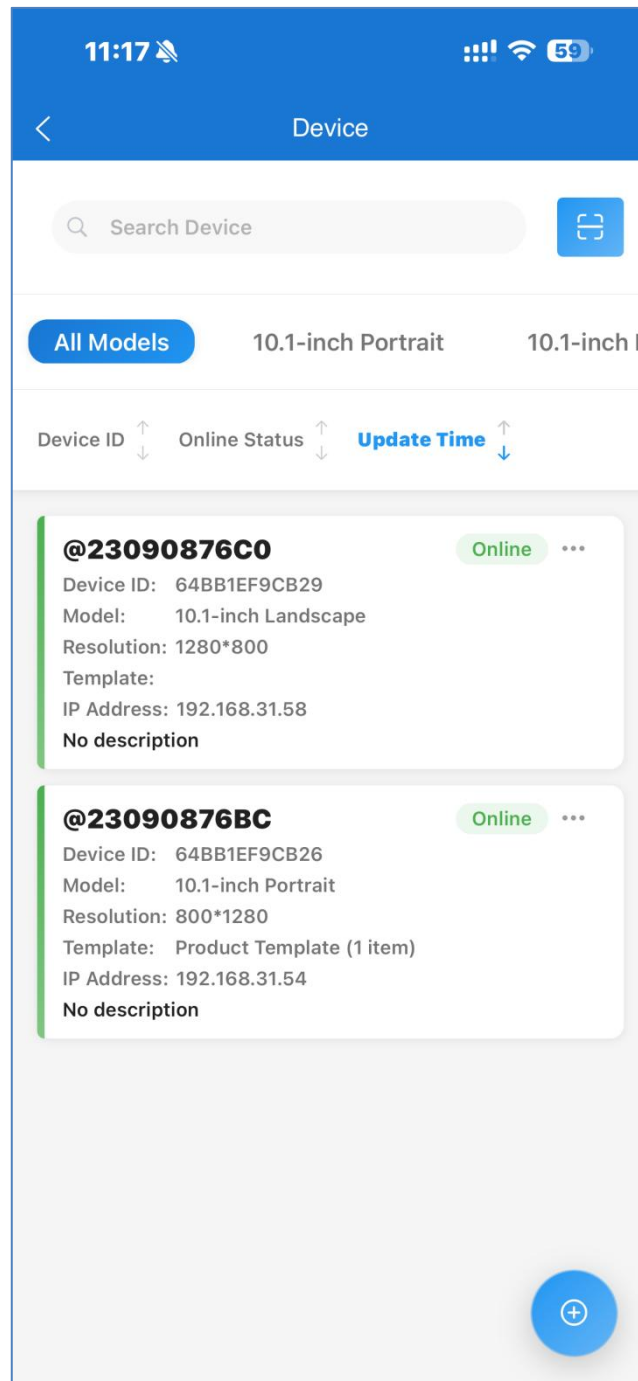


Figure 24: Device List Page

10.2 Overall Workflow for Adding a Device

It is recommended to complete device onboarding in the following order:

1. Scan the device over Bluetooth.
2. Connect to the device.
3. Read the device configuration.
4. Configure or sync Wi-Fi.
5. Save the basic device information.
6. Enter the device edit page to bind a template, goods, or videos.
7. Generate a preview.
8. Save and then perform sync.

10.3 Scan Devices via Bluetooth

Steps:

1. Tap + in the bottom-right corner of the device list page.
2. Enter the Discover Devices page.
3. Tap Start Scan at the bottom.
4. Wait for the scan results to refresh.
5. You can filter the list by the following conditions:
 - ☐ All
 - ☐ Bound
 - ☐ Unbound
6. You can sort by signal strength, Bluetooth name, and bound status.
7. Tap the target device to enter the Bluetooth configuration page.

Description:

- The scan page usually displays only Bluetooth devices that meet the required conditions.
- If you already know the device QR code, you can use the scan entry in the top-right corner for targeted lookup.

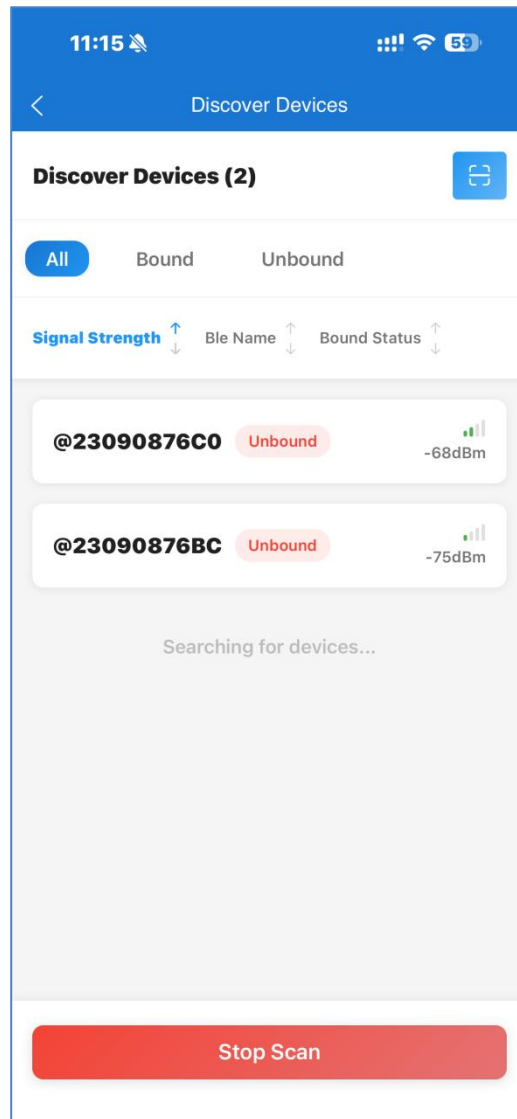


Figure 25: Bluetooth Scan Page

10.4 Connect the Device and Read Configuration

Steps:

1. After entering the Bluetooth configuration page, tap **Connect Device**.
2. Wait until the status at the top of the page changes to **Connected**.
3. Tap **Read Config**.
4. Confirm that the following information has been read successfully:
 - ☐ Device name
 - ☐ Wi-Fi
 - ☐ IP address
 - ☐ Firmware version
 - ☐ Resolution

- Other read-only configuration items

Note:

- If the device is not connected first, the system does not allow you to continue reading or saving.
- If the MAC address, IP address, or resolution cannot be read, first check device status and Wi-Fi configuration.

The screenshot shows a mobile application interface for configuring a device. At the top, the status bar displays the time 11:16, signal strength, Wi-Fi, and battery level at 59%. The app header is blue with a back arrow and the text 'Add Device'. The main content is divided into two sections: 'Connection Status' and 'Device Configuration'. The 'Connection Status' section has a 'Connect Device' button, shows 'Device Status' as 'Connected' with a green dot, and 'Device Name' as '@23090876C0'. The 'Device Configuration' section has a 'Read Config' button and lists various settings: 'WiFi' (Xiaomi_6666), 'IP Address' (192.168.31.58), 'Brightness' (100), 'Volume' (0), 'Panel Visibility' (4/4), 'Firmware Version' (V3.46), and 'Device ID' (64BB1EF9CB29). At the bottom are 'Cancel' and 'Save' buttons.

Connection Status	
Device Status	• Connected
Device Name	@23090876C0

Device Configuration	
WiFi	Xiaomi_6666 >
IP Address	192.168.31.58
Brightness	100 >
Volume	0 >
Panel Visibility	4/4 >
Firmware Version	V3.46
Device ID	64BB1EF9CB29

Figure 26: Bluetooth Configuration Page and Read Configuration

10.5 Configure Device Wi-Fi

When the phone Wi-Fi and the device Wi-Fi are different, or when the device is not

yet connected to a network, Wi-Fi configuration is required.

Steps:

1. Tap the WiFi configuration item on the Bluetooth configuration page.
2. Check the current phone Wi-Fi in the dialog.
3. If you want to directly use the current phone Wi-Fi, tap Use Current.
4. Enter or confirm the Wi-Fi name (SSID).
5. Enter the Wi-Fi password.
6. If a Wi-Fi QR code is posted on site, you can tap the scan button for automatic recognition.
7. Tap Confirm.
8. Wait for the device to complete network configuration and status feedback.
9. After Wi-Fi provisioning is complete, read the configuration again and confirm that the device has obtained the correct IP address.

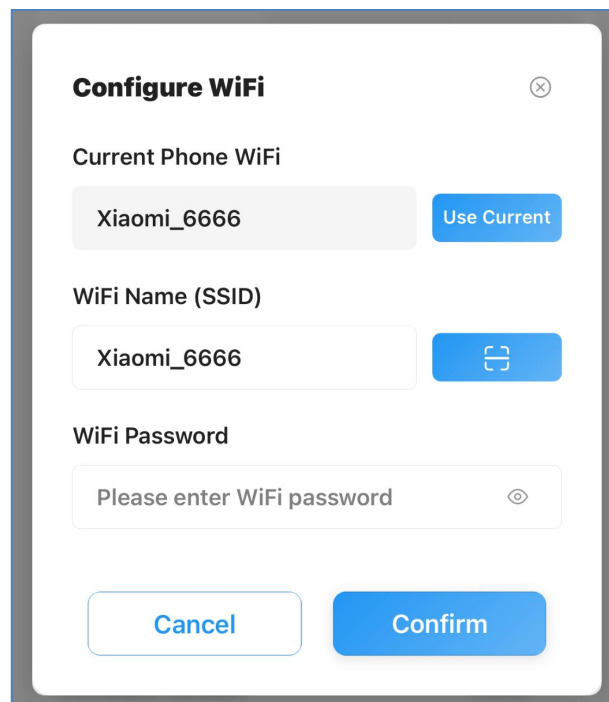


Figure 27: Wi-Fi Configuration Dialog

10.6 Adjust Device Parameters

The Bluetooth configuration page supports adjustment of some device parameters, such as:

- Panel visibility items
- Top message bar

- Bottom status bar
- System status panel
- Device QR code display
- Backlight brightness
- Volume

Steps:

1. Tap the corresponding configuration item on the Bluetooth configuration page.
2. Adjust the switch or drag the slider in the dialog.
3. Tap **Confirm**.

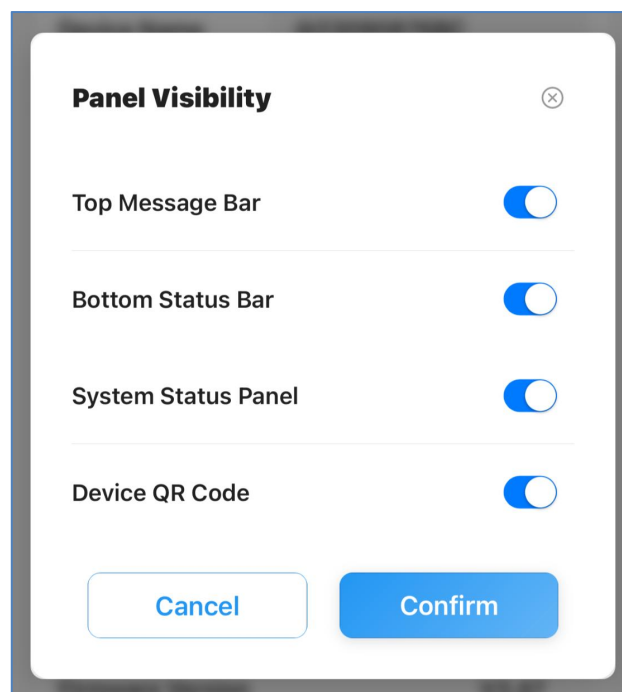


Figure 28: Panel Configuration Dialog

10.7 Save Basic Device Information

Steps:

1. Confirm that the device is connected.
2. Confirm that the device configuration has been read successfully.
3. Confirm that the device is correctly connected to Wi-Fi and has obtained an IP address.
4. Tap **Save** at the bottom.
5. After the system saves successfully, it automatically jumps to the device edit page.

Description:

- After a new device is saved, the system usually enters the device details editing workflow.
- If saving fails, first check whether the device MAC address and IP address have been read.

10.8 Edit the Device and Bind a Template

After entering the device edit page, you can continue completing business content binding.

Steps:

1. Enter or confirm the device name on the device edit page.
2. Tap **Select Template**.
3. Select a template whose resolution matches the device from the template list.
4. Confirm that the template thumbnail, template ID, and resolution information are correct.

Note:

- If the template resolution does not match, the display may be misaligned or may fail to render correctly.

11:18

Modify Device

Basic Information

Device Name Test 1

Device ID 64BB1EF9CB26

Related Template

Product Template (1 item)
TEMP_00000001
Goods Count : 1

Select Template

Related Goods

Select Goods

Carousel Content

Cancel Save

Figure 29: Device Edit Page and Template Binding

10.9 Bind Goods to the Device (Retail Signage Mode)

When the template contains goods areas, the device page displays the Related Goods section.

Steps:

1. Tap Select Goods on the device edit page.
2. Enter the goods selection page.
3. Check the goods you want to display.
4. Tap Confirm Select.
5. Return to the device page and check the goods order and thumbnails.

Recommendations:

- The number of goods should match the planned display quantity in the template.
- If the display content is incomplete, first check whether the template fields and goods fields correspond correctly.

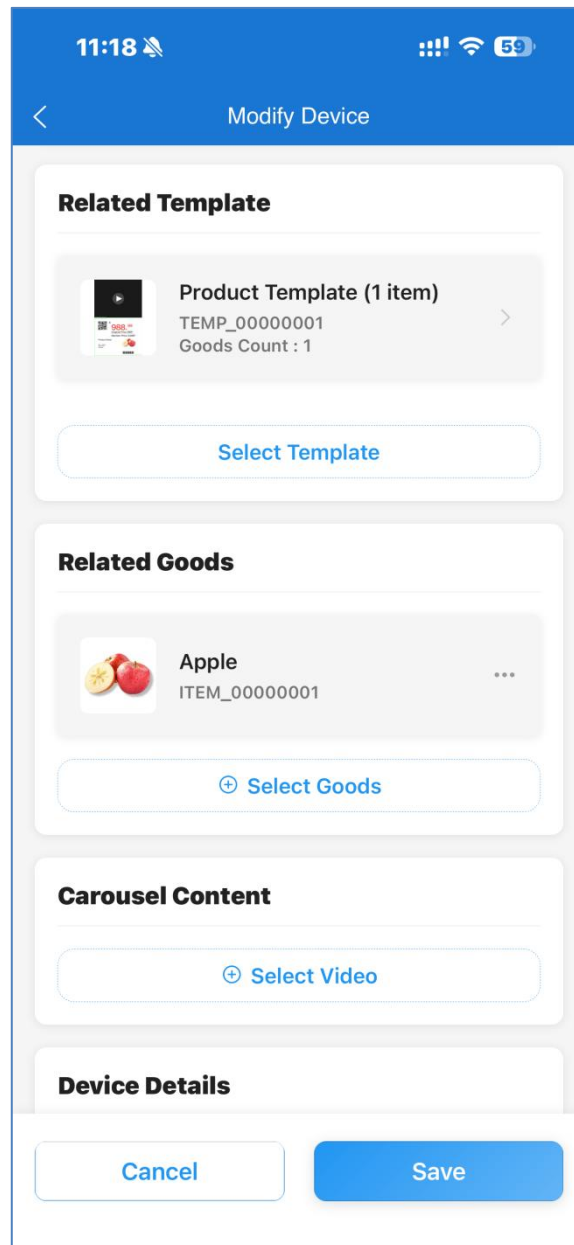


Figure 30: Device Related Goods Page

10.10 Fill in Content Fields for the Device (Advertising Signage Mode)

When the current industry mode is Advertising Signage, the device page directly displays the content field editing area.

Steps:

1. Enter the device edit page.
2. In the Content Fields area, fill in text, number, barcode, QR code, or image content item by item.
3. For barcode and QR code fields, you can scan directly to enter the content.
4. For image fields, you can select an image from the resource library.

Description:

- Advertising Signage mode usually does not rely on the goods module.
- Display content can be maintained directly at the device level.

The screenshot displays the 'Modify Device' interface. At the top, the status bar shows the time 11:21, signal strength, Wi-Fi, and 53% battery. The title bar is blue with a back arrow and the text 'Modify Device'. Below this, the 'Related Template' section features a thumbnail of a product template, the text 'Product Template (Single Image)' with a right arrow, and the ID 'TEMP_00001107'. A 'Select Template' button is positioned below. The 'Static Content' section has a 'Main Image' label and a field containing a Coca-Cola logo with a right arrow. The 'Carousel Content' section includes a 'Select Video' button with a plus icon. The 'Device Details' section is currently empty. At the bottom, there are 'Cancel' and 'Save' buttons.

Figure 31: Device Content Field Editing in Advertising Signage Mode

10.11 Bind Video Resources to the Device

When a video area is configured in the template, the device edit page displays the **Carousel Content** section.

Steps:

1. Tap **Select Video** on the device edit page.
2. Enter the resource selection page and filter video resources.
3. Select one or more videos.
4. Return to the device page and confirm the video thumbnails and order.
5. If you need to adjust playback order, use the video action menu to move items up, move items down, or delete them.

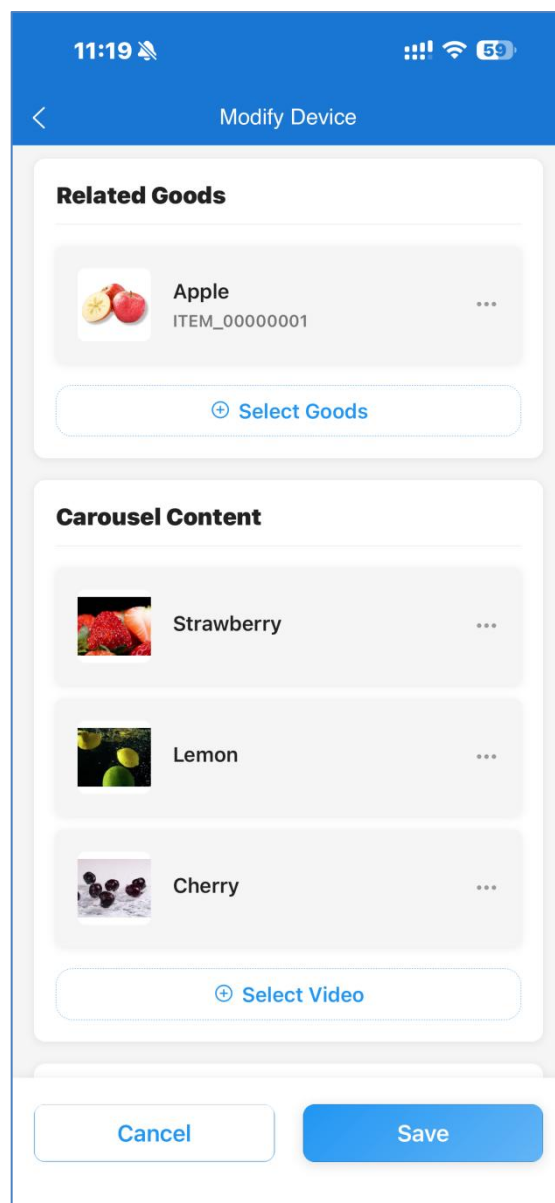


Figure 32: Device Related Video Page

10.12 Generate Device Preview

Steps:

1. Tap **Generate Preview** on the device edit page.
2. Wait for the system to generate the thumbnail.
3. Tap the preview image to view the large version.
4. Check the following content:
 - ☐ Whether the template layout is correct
 - ☐ Whether goods or content fields are complete
 - ☐ Whether image or video cover content is correct
 - ☐ Whether text overflows or is blocked

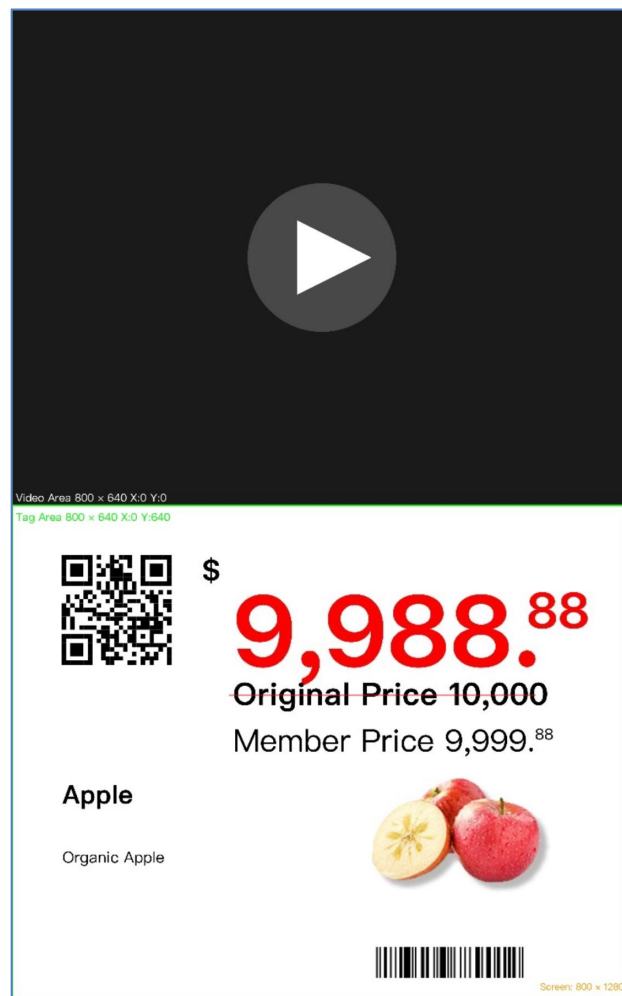


Figure 33: Device Preview Generation Result

10.13 Save the Device and Sync to the Terminal

The bottom button on the device edit page performs different actions according to the current state:

- When there are unsaved changes, the button is used for Save
- When the data has already been saved and there are no new unsaved changes, the button is used for Sync

Steps:

1. After completing template, goods, content field, or video binding, tap Save first.
2. Wait for the system to show that the save is successful.
3. Tap the bottom button again and follow the prompt to perform Sync.
4. Tap confirm in the confirmation dialog.
5. Wait for the system to complete syncing.
6. Check the success or failure prompt.

Before syncing, it is recommended to check:

7. The device is online.
8. The device template is correct.
9. Goods, image resources, and video resources have all been bound correctly.
10. The preview effect has been confirmed to be correct.

Figure 34: Device Sync In Progress

10.14 Edit or Delete an Existing Device

Steps:

1. In the device list, tap the Actions button on the right side of a device.
2. You can choose the following actions:
 - ☐ Modify
 - ☐ Bluetooth Config
 - ☐ Delete
3. Before deleting, confirm whether the device is still in use.

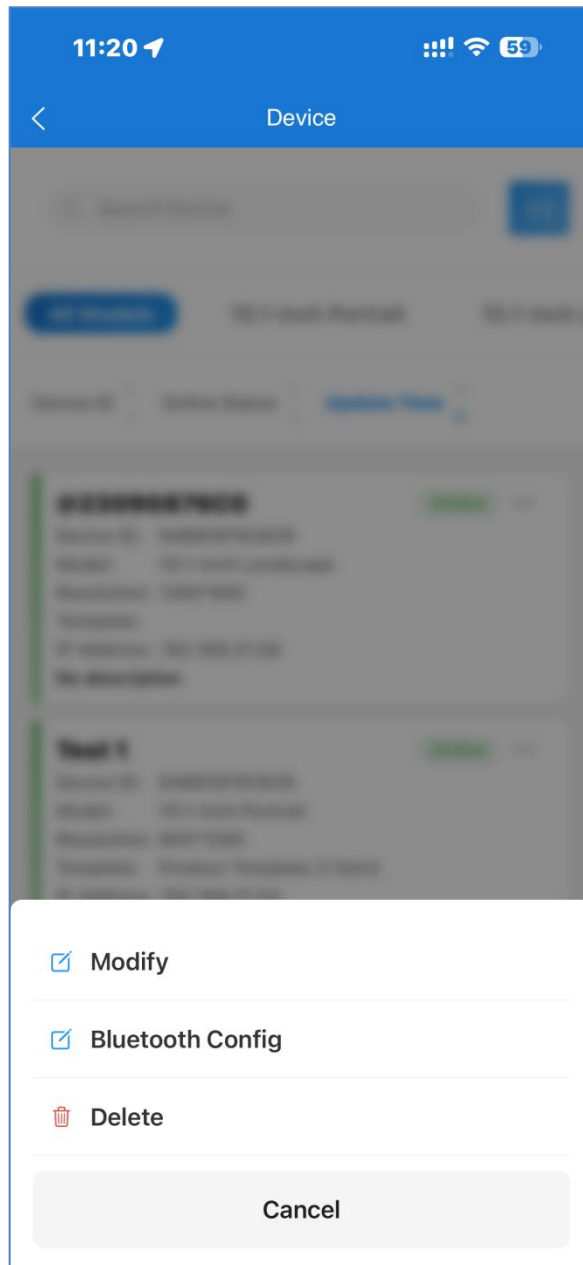


Figure 34: Device Action Menu

11. Help Center

The app includes a built-in Help Center for viewing module relationships, recommended operating order, and common questions.

Steps:

1. Tap **Help Center** on the Home screen.
2. Enter the Help page.
3. Browse operating instructions, module introductions, and FAQ content.

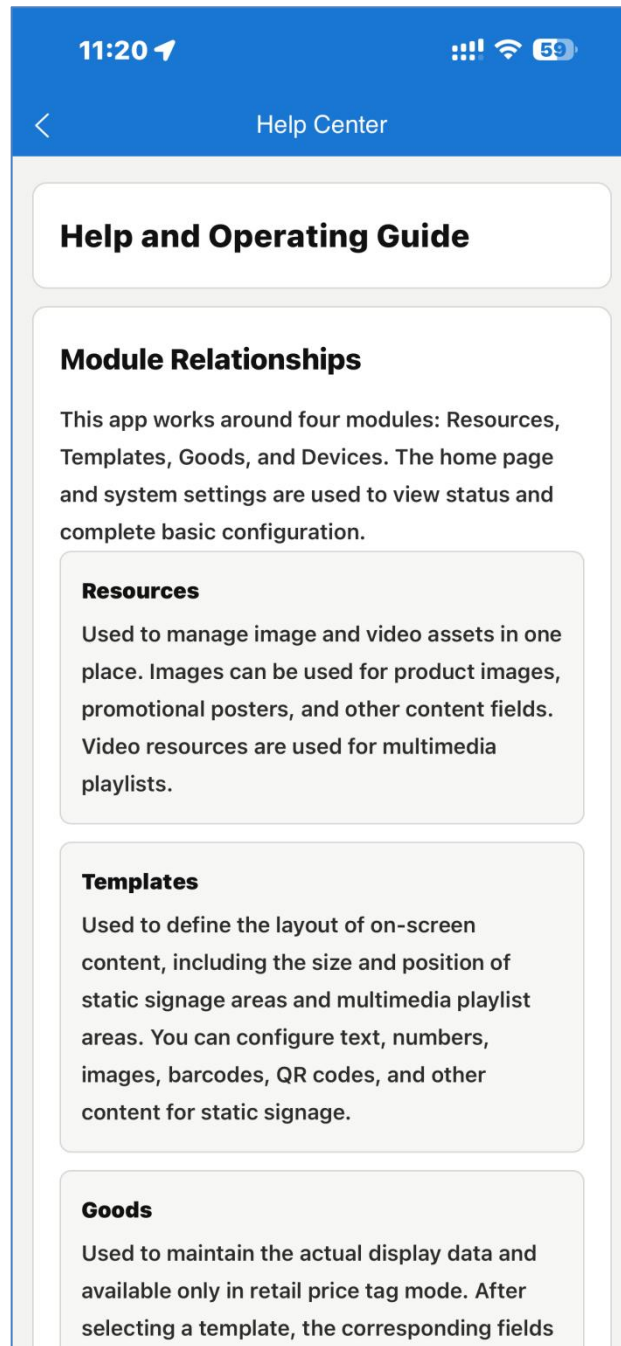


Figure 35: Help Center Page

12. Recommended Standard Workflow

12.1 Recommended Workflow for Retail Signage Mode

1. Launch the app and select Retail Signage.
2. Check system permissions.
3. Confirm that the phone is connected to the target Wi-Fi.

4. Add goods images, background images, and other resources in Resource Management.
5. Create a price tag template in Template Management that matches the device resolution.
6. Enter goods data and generate previews in Goods Management.
7. Scan and add devices in Device Management.
8. Bind the template and goods on the device edit page.
9. Generate a preview.
10. Save and sync to the device.

12.2 Recommended Workflow for Advertising Signage Mode

1. Launch the app and select Advertising Signage.
2. Check system permissions.
3. Confirm that the phone is connected to the target Wi-Fi.
4. Add poster images and video resources in Resource Management.
5. Create an advertising display template in Template Management and configure image areas or video areas.
6. Scan and add devices in Device Management.
7. Bind the template on the device edit page.
8. Directly fill in content fields or bind video resources.
9. Generate a preview.
10. Save and sync to the device.

13. Common Issues and Troubleshooting Suggestions

13.1 There Is No “Goods Management” Entry on the Home Screen

Cause: The current industry mode is Advertising Signage.

Suggested action: Go to Settings -> Industry Mode and switch to Retail Signage.

13.2 Devices Cannot Be Found During Scanning

Troubleshooting order:

1. Check whether Bluetooth is enabled on the phone.
2. Check whether location permission has been granted.

3. Check whether the target device is powered on.
4. Check whether the device is in a scannable or network-configurable state.
5. Move closer to the device and scan again.

13.3 Wi-Fi or IP Cannot Be Read on the Home Screen

Troubleshooting order:

1. Confirm that the phone is connected to the target Wi-Fi.
2. Check location permission and local network permission.
3. Return to the Home screen and pull down to refresh.
4. If the issue persists, continue troubleshooting from the permission page and the device page.

13.4 QR Codes Cannot Be Scanned or Images/Videos Cannot Be Selected

Troubleshooting order:

1. Check camera permission.
2. Check photo album permission.
3. Check whether authorization was permanently denied before.
4. If it was permanently denied, enter system settings and grant authorization again.

13.5 Device Display Effect Is Incorrect

Key checks:

1. Whether the template bound to the device is correct.
2. Whether the template resolution matches the device.
3. Whether goods or content fields have been filled in completely.
4. Whether image and video resources have been bound correctly.
5. Whether the preview has been regenerated and sync has been executed again.

13.6 The Device Cannot Play Video

Key checks:

1. Whether a video area is configured in the template.
2. Whether video resources have been added to the resource library.
3. Whether videos have been correctly bound on the device page.
4. Whether sync has been executed after saving.