

A Global Perspective of Your Displays

Take the guesswork out of hardware health and performance with the SmartVu® Portal, a secure, cloud-based remote management tool that provides comprehensive information into the status of BoldVu® displays.

A web-based management tool, the SmartVu® Portal provides the unique ability to view individual displays, adjust system settings, create alerts and watchlists and open support tickets from anywhere you can access the internet.

SmartVu® Portal comprises a powerful suite of tools designed to manage your entire network of BoldVu® displays all from a single web interface.



SmartVu® Portal

Global Perspective

A secure, cloud-based web interface to view all your networked displays, in one convenient location.

Reporting Dashboard

Real-time overview of display performance across your entire network, with smart filters and report exports.

Display Stats

View near real-time performance parameters on a display by display basis.

Display Event Logs

Indication when displays call home with an issue, viewable at the network and display level.

Support Ticketing

Submit tickets directly to the Network Operations Center immediately engaging the 24 Hour Team for Support.



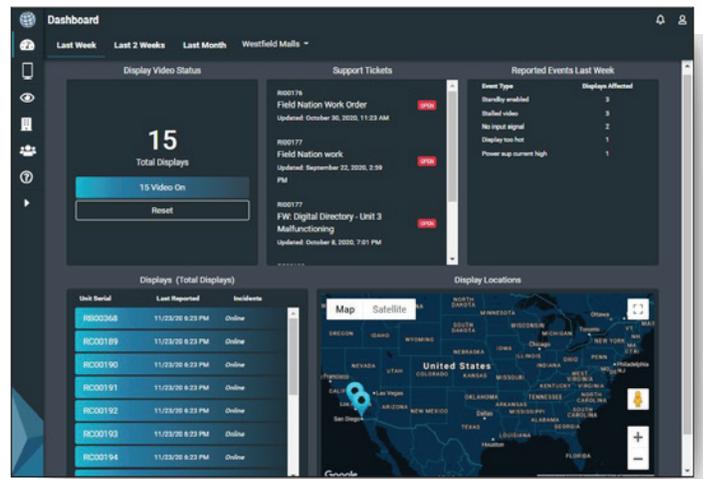
SmartVu® Portal

SmartVu® Portal is a web-based monitoring tool that provides visibility into the status and configuration of BoldVu® displays. Use SmartVu® Portal to view network status, access historical performance data, review incidents, and submit support tickets.

Dashboard

The dashboard provides a global overview of all BoldVu® displays in your SmartVu® Portal account. At a glance you can see a number of important pieces of information including:

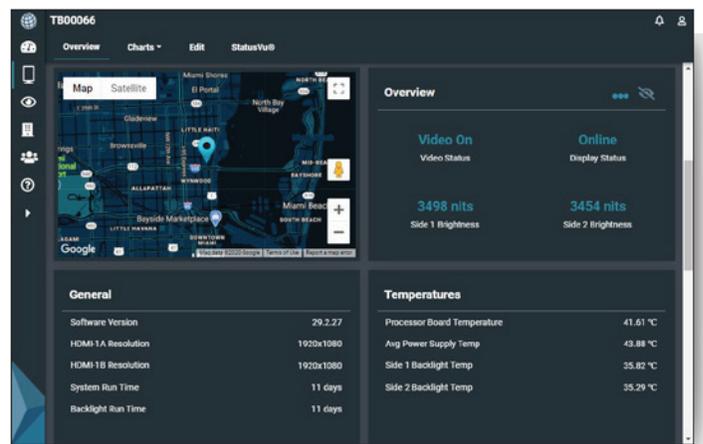
- Display Video Status
- Support Tickets
- Reported Incidents
- Display Serials & Last Reported Timestamp
- Display Geolocations



Display Overview

Drill down on any serial number and you will see the display overview page. On this page is information that gives an overall indication of display health and performance, including:

- Display Video Status
- Connectivity Status
- Display Brightness (per digital face)
- Board Temperatures
- System Run Time



Sensor Charts

Dive deep into sensor data to view display performance in context of its operating environment. Was the weather extraordinarily hot? How did the display manage the heat? View graphical reports for a variety of parameters, including:

- System Temperatures
- Display Brightness
- Power Supply Performance
- Weather Data, Brightness, & Power Draw
- Ambient Temperatures & Fan Utilization



Support Ticketing

When an incident is logged or when you receive a report of vandalism, use the Support Ticketing tool to submit a ticket to MRI global customer support and begin the remediation process in minutes. Report various problems, including:

- Part Failure
- Video Playback Error
- Connectivity Problems
- Touchscreen or Camera Errant Behavior
- Vandalism

The screenshot shows the 'Create Ticket For: TB00066' form in the StatusVu interface. The form includes the following fields: Subject, Description, Problem Reported (set to 'Damage To Product-Glass Vandal Shield'), Part Failure, and Other Part Failure. A 'Submit Ticket' button is visible at the bottom right of the form. The background shows a partial view of the system status page with various temperature and fan utilization metrics.

Display Settings Adjustment

Get even more granular data via the StatusVu® display management tool. View 150+ reported data points and adjust system settings including:

- Incidents and Notifications
- Firmware Updates
- Brightness & Dimming Controls
- Network Settings
- Energy Usage

The screenshot shows the 'Display Status' page for display LV11_APPLE. The page displays various system settings and statistics:

Category	Item	Value
Basic Status	Display Name	LV11_APPLE
	Current Time	Mon Nov 23 10:59:01 2020
	Run Time Since Last Power Up	75 Days, 9 hrs, 55 mins, 0 sec
	Num Active Downtime Incidents	0
Startup Messages	Unit Serial Number	R00366
	Display Serial Number	MRI LSL Release 1.0.4
	USB Version	MRI USBOT Release 1.0.8
	Liboot Version	#44 PREEMPT Sat Oct 13 12:28:03 EDT 2018
Screen Snapshot	Kernel Version	Revision 1.0.20 - Tue Oct 30 14:56:59 EDT 2018 - RELEASE
	Root Filesystem Version	Revision 29.2.22 - Fri May 22 15:35:26 EDT 2020 - RELEASE
	MRI Filesystem Version	
Display Statistics	Link to Historical Min/Max Sensor Data	
	Total Elapsed Run Time	1168 days, 4 hours, 30 mins, 33 secs
	Total Backlight On Time	1168 days, 4 hours, 3 mins, 21 secs
	Total Valid Video Input Time	1130 days, 21 hours, 32 mins, 31 secs
Screen 1 Status	Source	Input 1-A
	Status	Valid Resolution
	Resolution	1920x1080
	Standby mode	Disabled
	Backlight	Enabled
	Luminance	500 (full luminance @ 500)

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