MONSCIERGE®

Hospitality TV Manager App

The Apple TV for Hospitality Manager App is designed as an easy to use, intuitive mobile app that allows Customers to directly install and manage their Apple TV devices. Specifically, the app has two main functions:

- Quickly install an Apple TV for Hospitality device in a specific hotel room
- Once installed, easily perform the most common device management features as needed (such as resynching apps, erase and reset, restart etc.), without the need to be physically near the device or contacting Monscierge Support.

PREREQUISITES

- In order to add Apple TVs to rooms, they must be powered on and connected to a reliable internet source.
- The Apple TV will be erased during this process so a good connection is crucial.
 Note: Ethernet is the preferred connection type. If WiFi is the only option we recommend using Wireless Bridges.
- You must also have the box the Apple TV came in, in order to scan the barcode (manual entry is also an option).

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HOW IT WORKS

I. SIGNING IN

- Step 1)Download, install and launch the Hospitality TV Manager app.The app is available for both iOS and Android devices.
- Step 2) Log in with the same username and password as you currently use to access Monscierge's CMS portal, or the Connect Staff app.

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Apple TV for Hospitality Room Control	Apple TV for Hospitality Room Control
Email Address	Email Address
	Password
Password Q	Forgot Passwo
y signing in, you agree to Monscierge's <u>Privacy Policy</u> and erms of Service.	By signing in, you agree to Monscierge's <u>Privacy Policy</u> and <u>Terms of Services</u>
SIGN IN	Sign In
orgot Password?	

Resetting a Password

If you forget your password or you wish to reset your password, you can reset your email by tapping on the "Forgot Password?" link, then entering your email address and tapping the "Reset" button.

You will then receive an email with instructions on how to reset your password.

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Forget Your Password?	Forget Your Password?
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Email Address	Email Address
RESET	Reset
Or return to <u>Sign In.</u>	Or return to <u>Sign In.</u>

II. ACCESSING YOUR PROPERTY

Step 1) Once logged in the app will load a list of all available properties your credentials have access to. From there you can select the Property for which you'll be working on at the time, by tapping on the name.



III. ADDING OR CHANGING YOUR ROOMS [* Requires Admin permissions]

Step 1) After you have selected your property, you will then be taken into the rooms list. This is where Admins can edit room names and even create new rooms.

> Accounts with Staff-only permissions are only able to manage the existing Apple TVs, so if you are a Staff member feel free to skip to section V.

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Step 2) A To <u>create a new room</u>, select the icon in the bottom right corner of the app.

Step 2) B To <u>change a room name</u>, tap on the room you'd like to change. Then, on the next screen click on the room name to edit for Android, or click "edit" for iOS.

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Room Name or Number	ROOM NAME	
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Description	DESCRIPTION	
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Reset Bertow TV Add TV	Reset Remove	N Add TV

Step 3) Type in the new room name as needed.

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Step 4) After you've entered the new name, click the check mark in the upper right for Android or the "Done" button for iOS.

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Room Name or Number Honeymoon Suite		ROOM NAME	lite	
Description		DESCRIPTION		
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IV. ADDING AN APPLE TV TO A ROOM

Step 1) To add an Apple TV to your newly created room, or edited room, select the "Add TV" button.



Step 2) Accept permissions to allow the app to access the camera.



Step 3) Once you have accepted permissions the scanning camera should be active. Point the scanner at the back of the box your Apple TV came in.

Tip: Try to focus on the very last barcode labeled "**Serial Number**". We recommend using a piece of paper to cover up the other barcodes before scanning.



Step 4) If you do not have the box your Apple TV came in, or if you are having trouble scanning the barcode, you can always choose to manually type it in.

For Android select the keyboard icon in the upper right.

For iOS select the "enter serial number manually" box just below the scanning window.

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		Apple TV Setup
Serial Number		Scan the Apple TV packaging barcode in the area below.
Enter Serial Number		Look for the serial number Look for the serial number barcode on the back of the Apple TV and position it in the frame.
		OR
	CANCEL SAVE	You can also enter the serial number Manually You can also enter the serial number manually.
		Enter the Serial Number Manually
© © ∳	en &	Save
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Step 5) A Once the barcode scan has been picked up, or manual entry has been saved, you will see a success wheel loading on the screen. You will then be brought to the Apple TV management screen.



Step 5) B If the Apple TV has already been assigned to a different room, you will receive an error after successfully scanning or manually entering the serial number.

Tip:

- If this error occurs, you will need to go back out to the rooms list, and try to locate the room to which the device is currently assigned.
- Tap on that room to select it.
- Once on that screen you can remove the Apple TV from that room, so you can then add it to the current room you are in. Steps on how to do this will be covered in section V.



V. MANAGING YOUR APPLE TV DEVICES

Step 1) The Hospitality TV Manager app offers several management commands that were not previously available from the CMS portal.

To access the Apple TV management commands, you will first need to select the room you'd like to work on from the Room List screen.

Once there, you will see several options available, as long as there is already an Apple TV assigned.

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← Honeymoon	Suite	<	Room Details	Edit
Room Name or Number	ę.	ROOM NAME		
Honeymoon Suite		Creekside Su	uite	
Description		DESCRIPTION		
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Apple TV (10) DY5D94U1J1WF		Apple T	'V (10) IJ1WF	
Available Actions		AVAILABLE ACTI	ONS	
Restart Sync A	pps Refresh	O Restart	Sync Apps	Refresh
Reset Remov	e TV Add TV	eset	Remove TV	+ Add TV
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RESTART Restart will restart the Apple TV.

Tip: This is helpful if the TV is not picking up the video or sound from the Apple TV.

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Available Actions	AVAILABLE ACTIC	ONS	
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Reset Remove TV Add TV	eset	Remove TV	Add TV

SYNCSync Apps will run a command to ensure all apps are up to date, while also checking if the
device is online.



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REFRESH Refresh will send a command to refresh the device.

Tip: this is helpful if an app is failing to install or is taking too long.

Room Name or Number	ROOM NAME		
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Description	DESCRIPTION		
Annia TV	APPLE TV		
Apple TV (10)	Apple	TV (10)	
DY5D94U1J1WF	DY5D94L	JIJIWF	
Available Actions	AVAILABLE ACT	TIONS	
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Reset Remove TV Add TV	eset Reset	Remove TV	Add TV

RESET Reset will send an erase command to the Apple TV. This will erase the device back to factory settings, clearing any and all guest credentials.

After the reset, the Apple TV will begin to install the profile and apps automatically.

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Room Name or Number	ROOM NAME		
Honeymoon Suite	Creekside Suite		
Description	DESCRIPTION		
Apple TV	APPLE TV		
Apple TV (10)	Apple TV (10)		
DY5D94U1J1WF	DY5D94U1J1WF		
Available Actions	AVAILABLE ACTIONS		
O O E Restart Sync Apps Refresh	Nestart S	Sync Apps	Refresh
Resot Remove TV Add TV	Reset R	emove TV	Add TV

REMOVE Remove will remove the Apple TV from that room number in the system. This will also allow you to move the Apple TV to a different room

UThis option is only available for Admin accounts.

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toom Name or Number	ROOM NAME		
loneymoon Suite	Creekside Suite		
Description	DESCRIPTION		
Angle TV	APPLE TV		
Apple TV (10)	Apple TV (10 DY5D94U1J1WF)	
DY5D94U1J1WF			
Available Actions	AVAILABLE ACTIONS		
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Step 2) After you select any command, you will receive a confirmation prompt. You may choose to cancel that command at this time.

Once the command has been sent, all other commands for that Apple TV will be disabled for 15 minutes to allow the System to fully refresh.





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VI. MANAGING YOUR SETTINGS

Step 1)The Settings screen gives you access to sign out, view our Terms of Service, get Help
& Support, and more.
To access settings, on the rooms list, click the gear icon in the upper right corner of
the app.

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CHANGE If you have access to multiple properties you can switch between them by selecting your current property name, then selecting the new property you wish to work with.

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BIOMETRICS You can also enable Biometrics (if your device supports it). This will allow you to sign back into the app next time with an easy and secured method.

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Property	Jordaniertest.com
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elp & Support	Help Do you want to allow "Room
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For additional support please reach us at: <u>support@monscierge.com</u> 1-888-426-5730, opt. 2