



Carousel

Quick Start Guide

 | tightrope media systems[™]

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Carousel Quick Start Guide
5.2.6 Build 36

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1 Introduction

1.1 Welcome to Carousel!

Thank you for purchasing a Carousel system from Tightrope Media Systems! We have worked hard to make your new system versatile, easy to use and reliable.

Carousel is a family of web-centric digital signage products for common area display networks. Carousel is used every day in schools, businesses, banks, hospitals, religious centers and on television channels. The system displays a series of bulletins in an ordered sequence and on a schedule specified by the bulletins creator. These bulletins are displayed on screens throughout a building or between programs on a television channel.

Tightrope's mission is to design Carousel as a zero-training, zero-administration system. Carousel is *zero-training* because it is designed to be easy enough for anyone to create a bulletin without prior training. It is *zero-administration* because it does not require intervention during normal operation, unless a new bulletin arrives and requires approval¹.

1.2 About Tightrope

Tightrope Media Systems is a manufacturer of web-centric media delivery and display systems. We strive to provide integrated solutions designed specifically for the markets we choose to address, with a web-centric interface as a core design of everything we do.

For more information on Tightrope Media Systems, please visit our web site: www.trms.com

Email us at: info@trms.com

Our Address is:

Tightrope Media Systems
800 Transfer Road, Suite 1B
Saint Paul, Minnesota 55114

For customer service, please contact your dealer or Tightrope Media Systems directly:

Forum : <http://forums.trms.com>

Email : support@trms.com

Support Request Form : An online support request form is at www.trms.com/community.

Knowledge Base : www.trms.com/community/knowledgebase

¹ Even here, Carousel automatically emails the administrator when the new bulletin arrives, thus negating the need to check Carousel for new bulletins.

Training Videos : www.trms.com/community/training_videos

Blogs : blog.trms.com

Chat : chat.trms.com

Phone : (866) 866-4118 / (612) 866-4118



The fastest way to get support is through email, the online support form, chat and our forum. The forum requires a free registration.

1.3 About This Documentation

The Carousel Quick Start Guide is intended for the installer and administrator of your Carousel system. This guide will cover initial setup of your Carousel Server. A full version of the manual, *Carousel: The Manual*, is accessible from our website or on the CD that was shipped with your Server.

This guide is not intended for end users who will simply create bulletins on the system.

Since every system ships with the software pre-installed, this guide does not cover installation of the software on a new system.

Physically installing your Carousel server into your location is outlined in this guide and fully covered in the *Tightrope Server Installation Guide* which can be found on our website.

1.4 Carousel Models and Plug-ins

Carousel is divided into two product families: *Server* and *Solo*.

Products in the Carousel *Server* family operate as the center of a digital signage network. They manage multiple channels of information from a single web interface and can accommodate multiple users with varying levels of access. There are three products in the server family: *Carousel Server*, *Carousel Pro* and *Carousel Enterprise*. Carousel servers are designed to work with networked players to display content, however the standard Carousel Server can display a single channel of content.

Products in the Carousel *Solo* family, include the *Solo 220* and *Solo 300R*. These machines operate as either stand-alone digital signage systems or as *players* within a system controlled by one of the servers in the Carousel Server product family. In stand-alone mode, the Solos include everything required for a single channel of digital signage—just add monitors and cabling. However, Solos only provide one administrator account and one user account and can not communicate with other Carousel Solos for message sharing.

In short, the following is a list of Carousel's hardware possibilities. . .

- Carousel Pro
- Carousel Server
- Carousel 300R - Solo

- Carousel 300R - Player
- Carousel 220 - Solo
- Carousel 220 - Player



On the back cover of this manual, you will see your specific hardware listed.

Carousel systems may also ship with the following special accessories or plug-ins. . .

- TV Input Card
- Real Simple Syndication (RSS)
- Event Display System (EDS)



On the back cover of this manual, you will see your specific accessories or plug-ins listed.

1.5 Upgrading From Older Versions

If you are an experienced Carousel user performing a hardware upgrade, then welcome to our newest release! For a complete list of version changes, please see our web site at <http://www.trms.com>.

1.6 Default Passwords

When your Carousel server shipped from our warehouse, the following usernames and passwords were used. We recommend changing these immediately.

Windows Login : Username: Administrator
Password: trms

FrontDoor Login : Username: Admin
Password: trms

VNC Login : Password: trms

2 Hardware

This chapter will help you become familiar with the physical aspects of your Carousel server.



Please refer to the label on the back cover of this manual to determine your specific hardware.

2.1 Carousel Pro Server

A Carousel Pro server ships with the following parts:

- Carousel Pro Server
- Rear rack mounting rails
- Power cable (x2)
- Carousel Quick Start Guide
- Documentation CD

2.1.1 Physical and Electrical Properties:

Width : 19 inches; rack ears included

Height : 3.5 inches (two rack units)

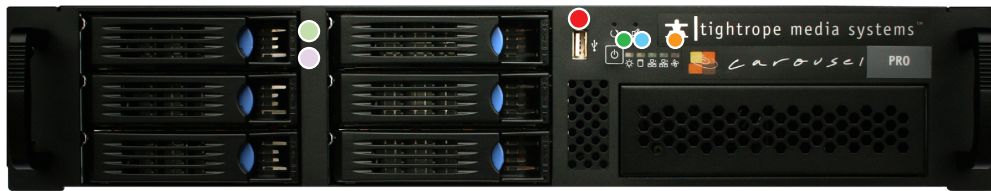
Depth : 29 inches; rails are required and included

Shipping Weight : Approximately 55 pounds

Ventilation : Front and back are vented



Although the Carousel Pro contains 6 hard drive slots, it only ships with two hard drives installed in a raid 1 configuration.



- Hard Drive Power
- Hard Drive Activity
- USB 2.0
- Power LED
- Hard Drive Activity Light
- Fan Status

FIGURE 2.1: Carousel Pro Server - front view.

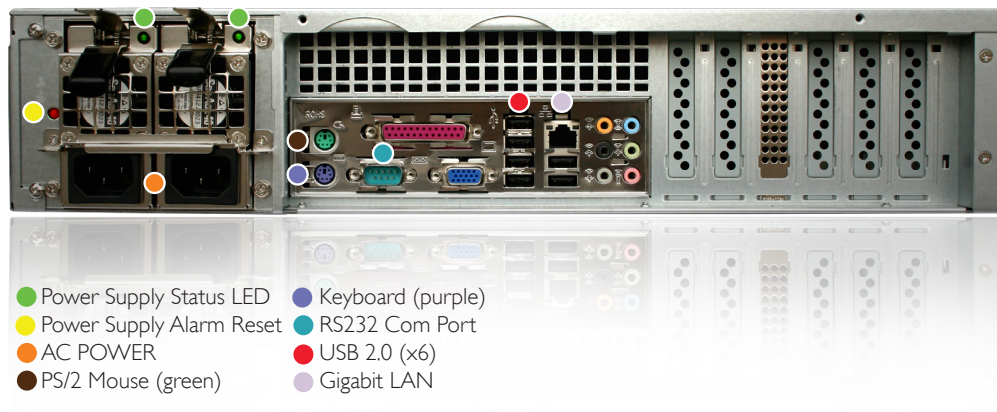


FIGURE 2.2: Carousel Pro Server - rear view.

2.2 Carousel Server

A Carousel Server ships with the following parts:

- Carousel Server
- TV Input Card (optional external box)
- Composite Video Breakout Cable
- Power cable
- Chassis Key (x2)
- Carousel Quick Start Guide
- Documentation CD

2.2.1 Physical and Electrical Properties:

Width : 19 inches; rack ears included

Height : 3.5 inches (two rack units)

Depth : 21 inches; rack rails are not required and not included; *rails are required for shipping in a rack cabinet*

Shipping Weight : Approximately 35 pounds

Ventilation : Left side, front and back are vented



- Power Switch
- Reset Switch
- USB 2.0 (x2)
- Hard Drive Activity LED
- Power LED

FIGURE 2.3: Carousel Server - front view.



FIGURE 2.4: Carousel Server - rear view.

2.3 Carousel 300R - Solo

A Carousel 300R - Solo ships with the following parts:

- Carousel 300R - Solo
- TV Input Card (optional external box)
- Composite Video Breakout Cable
- Power cable
- Chassis Key (x2)
- Carousel Quick Start Guide
- Documentation CD

The 300R ships in the same form factor as the Carousel Server. See section 2.2.1 on page 11 for physical and electrical properties.

The 300R ships in the same form factor as the Carousel Server. See figure 2.3 on page 12 and figure 2.4 on the preceding page for images of the hardware.

2.4 Carousel 300R - Player

A Carousel 300R - Player ships with the following parts:

- Carousel 300R - Player
- TV Input Card (optional external box)
- Composite Video Breakout Cable
- Power cable
- Chassis Key (x2)
- Carousel Quick Start Guide
- Documentation CD

The 300R ships in the same form factor as the Carousel Server. See section 2.2.1 on page 11 for physical and electrical properties.

The 300R ships in the same form factor as the Carousel Server. See figure 2.3 on page 12 and figure 2.4 on the previous page for images of the hardware.

2.5 Carousel 220 - Solo

A Carousel 220 - Solo ships with the following parts:

- Carousel 220 - Solo
- TV Input (optional external box)
- Power supply
- Power cable
- Mounting feet
- Carousel Quick Start Guide
- Documentation CD

2.5.1 Physical and Electrical Properties:

Width : 6.5 inches; mounting brackets included

Height : 2 inches

Depth : 6.25 inches

Shipping Weight : Approximately 6 pounds

Ventilation : Left side, and back are vented



FIGURE 2.5: Carousel 220 - front view.

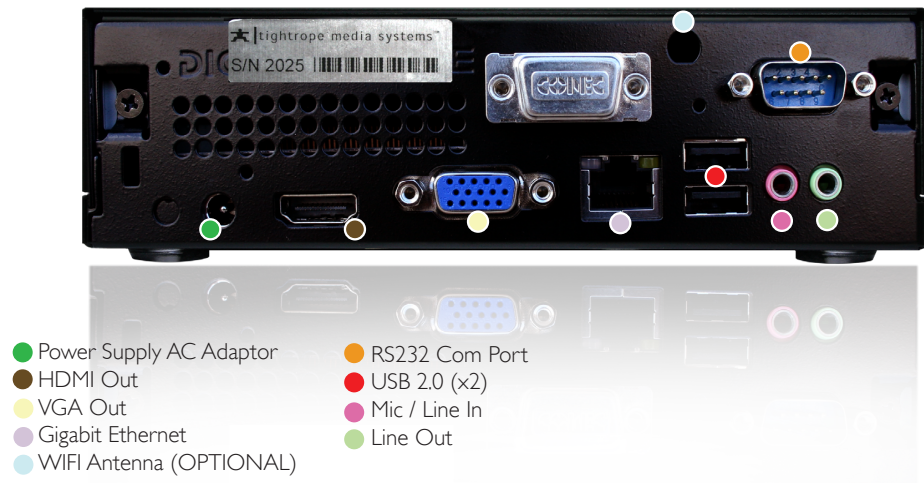


FIGURE 2.6: Carousel 220 - rear view.

2.6 Carousel 220 - Player

A Carousel 220 - Player ships with the following parts:

- Carousel 220 - Player
- TV Input (optional external box)
- Power supply
- Power cable
- Mounting feet

See section 2.5.1 on page 14 for physical and electrical properties.

See figure 2.5 on page 15 and figure 2.6 on the facing page for images of the hardware.

2.7 CAR-TVI (Television Input)

A Carousel-TVI ships with the following parts:

- Car-TVI Input Device
- Power cable
- USB Cable

2.7.1 Physical and Electrical Properties:

Width : 3.875 inches

Height : 1 inch

Depth : 4.125 inches

Shipping Weight : Less than 1 pound

Ventilation : None



FIGURE 2.7: Carousel TVI - front and rear view.

3 Hardware Quick Start

This chapter will help you become familiar with the physical aspects of your Carousel server or player.



Please refer to the label on the back cover of this manual to determine your specific hardware configuration.

3.1 Hardware Installation

3.1.1 Mounting

As a result of the differing size chassis, mounting varies between servers. See the guide below for more information



Do not plug the unit's power in at this step. Since the machine automatically turns on when power is supplied, plugging it in will boot the system. This will reset the system's video settings.

Pro Chassis : When mounting servers that are in the Pro chassis, you must first install the included rack rails.

Each side has a two piece rail. Install the 'C' shaped rail in your rack and install the flat rail to your server, using all of the included screws.

Once the four pieces of the rails are securely installed, you may mount the server in the rack.



These servers are heavy, especially when you are trying to hold them perfectly flat and slide them precisely into the rack rails. This is a job that is best accomplished with two people.

Carousel Server and 300R Chassis : The Server and 300R chassis only need to be mounted using the front ears¹.

220 Chassis : The 220 chassis ship with mounting brackets that can be mounted to either side of the chassis using the included screws in one of two positions.

3.1.2 Connecting the Video Outputs

If you are connecting your Carousel Server, 300R, to an NTSC or PAL video system, you will use the video output marked 'TV Out' in figure 2.4 on page 13.

If you are using a VGA or DVI distribution system, then you will use the system's VGA or DVI connector, marked in the system diagrams.

¹ Due to the weight distribution inside the chassis, only the front ears are required for installation.

Connect the unit to your video distribution system or routing switcher at this time. If you are using the composite video output, you may also connect a VGA monitor² for maintenance purposes³.



If your video distribution system or routing switcher is not yet ready, you may wish to temporarily install a 75 ohm terminator on the server's composite video output. This will force the system to recognize a television connected to its output and prevent you from having to reconfigure the output later. Reconfiguring the video output is covered in the *Tightrope Server Installation Guide*.

3.1.3 Powering Up the Server



Plug the power cable into the unit. If the unit does not power up automatically, press the power button on the front.

Once the system boots, it will automatically start the Carousel Display Engine, if it is loaded with the display engine software. To stop it, click the **Cancel** button when the Carousel splash screen appears.



If you hear a loud constant tone when you boot up the Carousel Pro, verify that you have connected power to both of the onboard power supplies.

3.2 System Setup

3.2.1 Configuring the Network Settings

Everything that Tightrope makes is based on a web-centric design. This means that day-to-day operation and most of the configuration of these systems is accomplished through a web interface. This section covers basic setup procedures, such as setting IP addresses.

Connect the system to your network using the Ethernet port on the back of the server. The *Carousel Server* and *Carousel Pro* require static IP addresses⁴. Setting the IP address is covered in the *Installation Guide*.

Discovering a Computer's Name

Often, you can address a Tightrope server by its name. This may be easier than obtaining a static IP address, although it is less reliable since the network name will point the computer at its address. If that address changes, you're at the mercy of Windows Networking and its ability to 'rediscover' the address.

To find the network name:

Step 1: From the Windows desktop, right-click on **My Computer**. In Windows XP, right-click on **My Computer** from the **Start** menu.

Step 2: Click **Properties**.

² Not included.

³ The VGA and composite video output ports are active at the same time and display the same video. It's sometimes nice to have a VGA monitor when performing maintenance on the server, as it has a clearer text display.

⁴ Carousel Players do not need a static IP address.

Step 3: Click the **Computer Name** tab at the top.

Step 4: The name to the left of **Full computer name** is the name of this computer.

Setting the IP Address of a Server

By designating a static address, you may address the machine using its IP address instead of its network name. This gives you some flexibility in how the computer is named⁵. It may even be necessary, especially if your organization uses a domain controller and restricts access to computers outside your domain.

To set the IP address to a static number:

Step 1: From the Windows desktop, navigate to the control panel by clicking on the **Start** menu.

Step 2: If the Control Panel is in “category view”, select **Networking and Internet Connections**, then click **Network Connections**. If the Control Panel is in “classic view”, double-click on the “Network Connections” icon.

Step 3: Right-click on the “Ethernet” icon and select **Properties**.

Step 4: Double-click “Internet Protocol (TCP/IP)” to open its properties dialog (figure 3.1 on the following page).

Step 5: Change the radio buttons to **Use the following IP address** and **Use the following DNS server addresses**.

Step 6: Enter you servers network settings into the provided fields. If you are unsure about the required settings, consult your network administrator or see the *Installation Guide* for more information.

Step 7: Click **OK** to save your settings.

3.2.2 Setting the System’s Time

All Tightrope servers will automatically attempt to synchronize their system clock using the Network Time Protocol (NTP). At this point, we’ll assume that this is working and only worry about setting the time zone. For more information on synchronizing the clock, refer to *FrontDoor: The Manual*.

From the server’s desktop, double-click on the time in the lower right of the screen⁶. This will open the **Date and Time Properties** dialog box. Click on the **Time Zone** tab to reveal the window shown in figure 3.2 on page 23

Select your time zone from the list.



It is important that you set the time zone for all servers and Carousel Players.

⁵ . . . useful when joining it to a domain . . .

⁶ This region of the screen is called the system tray.

FIGURE 3.1: This is the TCP/IP settings dialog in Windows.

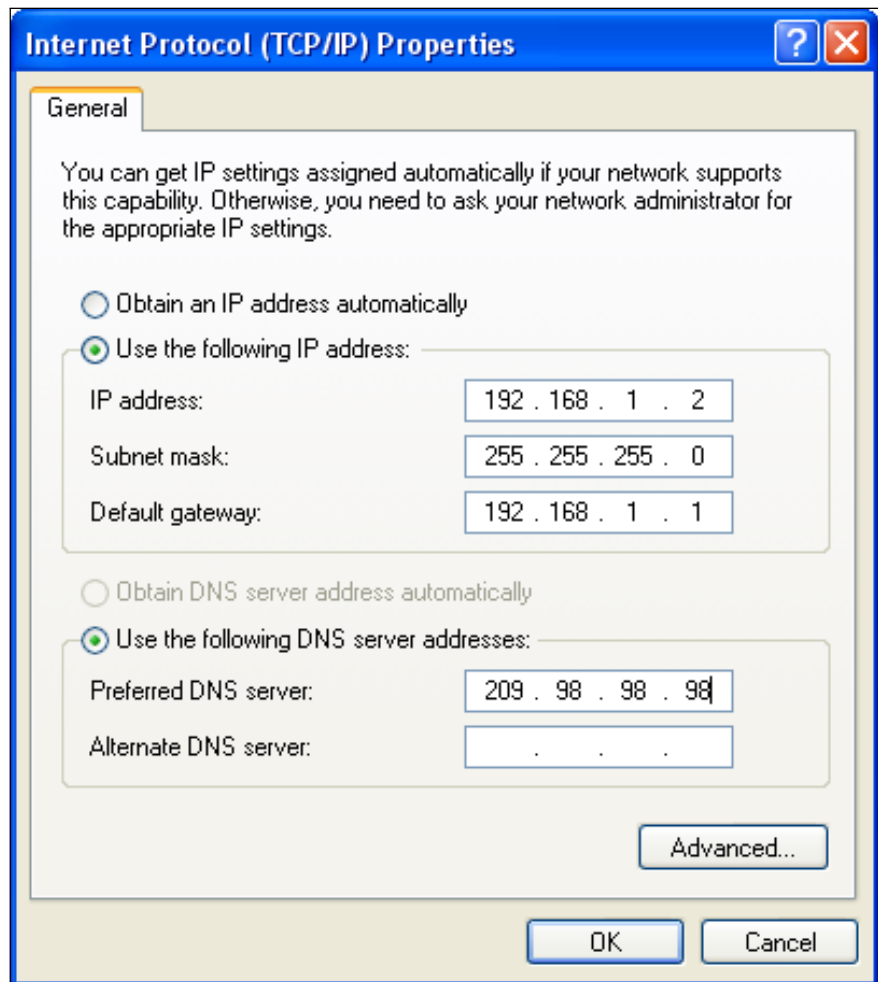
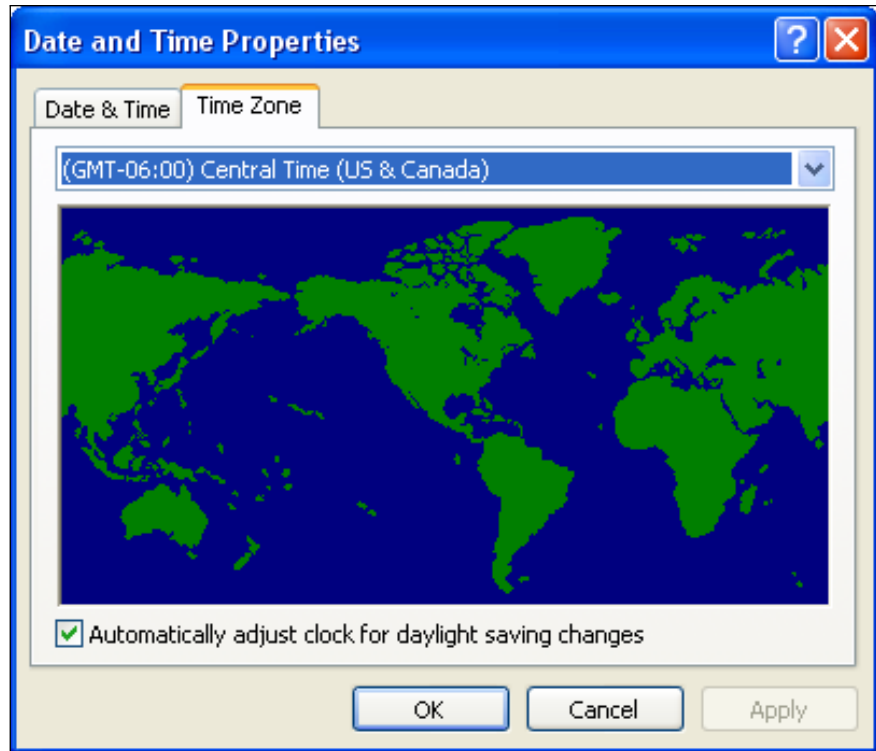


FIGURE 3.2: Select the time zone that the server is in from the pop-down list and choose OK.



3.2.3 Installing Carousel Players

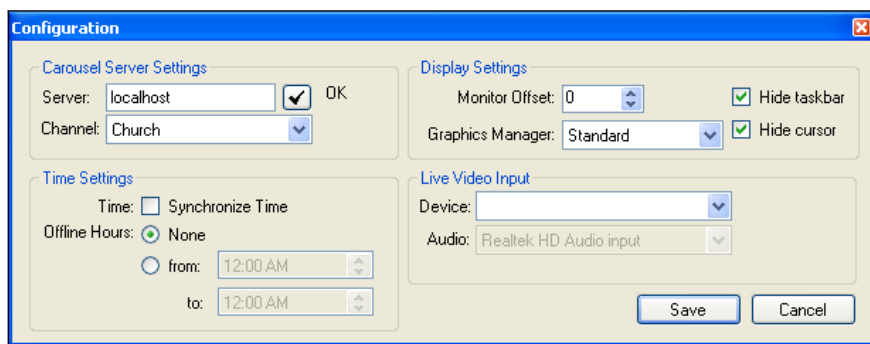
Follow the instructions in section 3.1.2 on page 19 for configuring the player's video output.

Note that you will need to point this server at the main Carousel Server. To do this, start the display engine, click on the **Configure...** button and enter the IP address into the **Server** field located in the **Carousel Server Settings** are of the Configuration screen.

In order to verify connectivity to the Carousel Server, click the check-mark to the right of the **Server** field. This action will verify that Player and the Server can communicate with each other. If you see the status of "OK", choose the channel you want displayed from the **Channel** drop down menu and choose **Save**. If "FAILED" appears, the player cannot communicate with the server, verify network connectivity, network settings, and the server's IP address.

See the *Installation Guide* for information regarding network port requirements for display engines, especially if you are operating a player that is separated from a Carousel server by a network router.

FIGURE 3.3: The Carousel display engine configuration screen.



4 Software Quick Start

This chapter is designed to act as a brief reference for initially setting up your Carousel system. By default, Carousel is a blank slate, ready to be customized to meet your needs.

There are three areas you should configure before using Carousel; Zones, Channels, and Media. In this guide, we will create a Zone, place it on a Channel, and add some Media to the Zone. After these steps are completed, you will have a basic Carousel server setup ready to go.



This guide will take you through a very simple setup scenario. You should tailor this scenario to your specific installation. See *Carousel: The Manual* for information on planning your system or setting up a multi-channel system.

4.1 Prerequisites

Before you begin the quick start, be sure to have completed the following items.

- Step 1:** The Carousel server is plugged in and powered on as described in section 3.1.3 on page 20.
- Step 2:** The server is connected to your network, and has an IP address as described in section 3.2.1 on page 20.
- Step 3:** The Carousel Server's web site is accessible to other computers on your network as described in section 3.2.1 on page 20.

For help with any of these items please see *Carousel: The Manual*, your network team, or your dealer.

4.2 Logging In

A screenshot of a web browser showing a login page. The page title is "Welcome to FrontDoor. Please log in." There are two input fields: "User Name:" with the text "admin" and "Password:" with four asterisks. Below the fields is a "Log In" button.

Before you can access Carousel, you must first log in. Logging in is done via FrontDoor.

- Step 1:** Open a web browser, and navigate to “<http://<YourServerIPAddress>/FrontDoor>”
- Step 2:** You will be taken to the FrontDoor log in screen. Log in with the default username and password of “admin” and “trms”.
- Step 3:** After logging in, click on the **Carousel** link on the FrontDoor main menu. You will be taken to the Carousel web site.

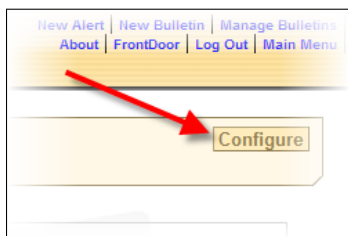
For more information about FrontDoor, see *FrontDoor: The Manual*.

4.3 Step 1: Creating Zones

Zones act as distinct areas of content to be shown on-screen with the DisplayEngine. You can create as many zones on your system as you'd like.



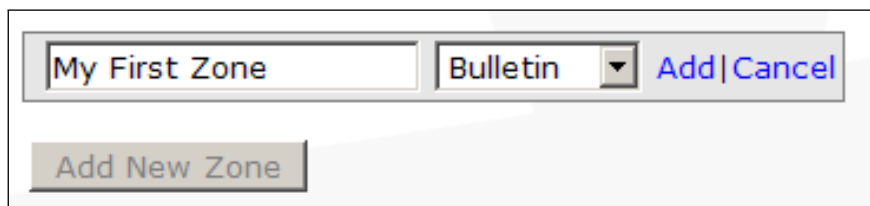
In order to realize the full potential of your Carousel system, we recommend spending some time planning your zones before forging ahead. For suggestions and guidance, see *Carousel: The Manual*.



To create a zone, navigate to the main menu of Carousel and click on the **Configure** button. Click on the **Zones** option in the resulting **Carousel Configuration** window. You'll see a list of zones on the system. (Assuming that this is a brand new system, the list will be empty.)

Click on the **Add New Zone** button, give the zone a name, and select the zone type as in figure 4.1. For this first zone, we will create a standard "Bulletin" zone. When finished, click the **Add** link.

FIGURE 4.1: Creating a new zone.



The next screen lets you configure specific settings for the zone. This is where you'll add Zone Tags, set the zone resolution, etc. For now, we will accept the defaults. Click the **Save** button.

At this point, we have a zone created on the system. We are ready to add that zone to a Channel.

Carousel Configuration

Configuration : Zone configuration : Editing "My First Zone"

Name:

Type: Bulletin

Tags: *There are no tags defined.*

Description:

Resolution: W x H
[Resize Media](#)

Time Settings: Use server's time settings:

 Daylight savings time observation

[Show Zone Synchronization Settings](#)

FIGURE 4.2: Carousel Zone Configuration.

4.4 Step 2: Creating Channels

! → The relationship between channels and zones is flexible; A single channel can display multiple zones, and a single zone can be placed on multiple channels. In this quick start scenario, we will place a single zone (created in section 4.3) onto a single channel.



Planning the assignment and layout of zones onto channels is one of the most important steps you'll undertake when designing your system. See *Carousel: The Manual* for more interesting and complex examples.

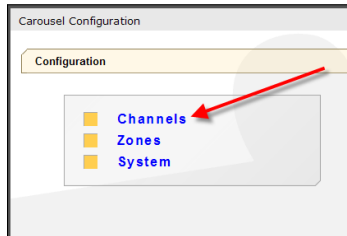
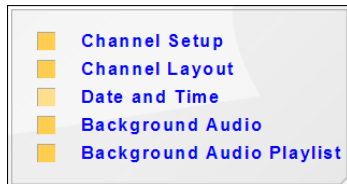
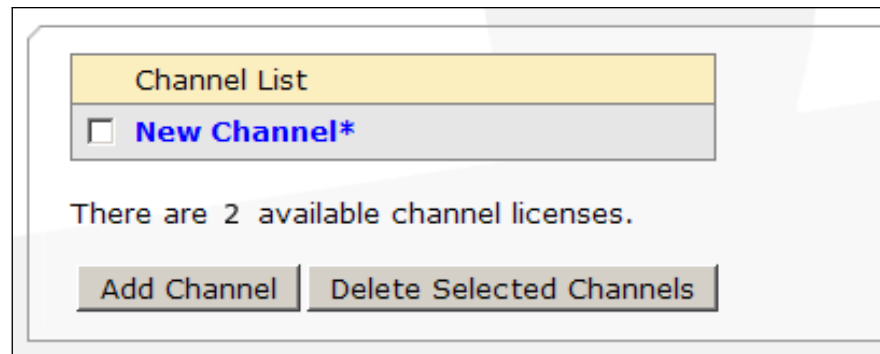


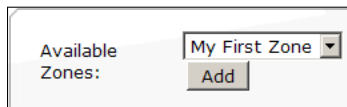
FIGURE 4.3: Creating a new channel.

Let's create a channel that will contain our zone. Navigate back to the Carousel **Configuration** window, and click on **Channels**. You'll see a list of configured channels on your system. Again, if this is a new installation, the list will be empty. Click on the **Add Channel** button to create a new channel¹. The new channel will appear in the list (as shown in figure 4.3). Click the channel name to configure it.

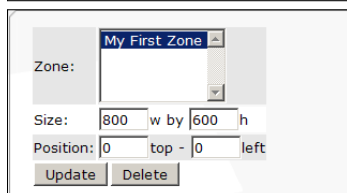


The resulting channel configuration menu has several options. You should configure these options as appropriate for your installation (details, of course, are in the Carousel manual). For now, we want to simply add our zone to the channel. We can do this in the Channel Layout screen (shown in figure 4.4 on the facing page). Click on **Channel Layout**.

This screen is responsible for two things: setting the channel resolution, and assigning zones to the channel. For this scenario, we'll assume that our final channel output resolution will be the default 800 by 600 pixels. This means that we have 800x600 pixels of real estate on which to place our zones.



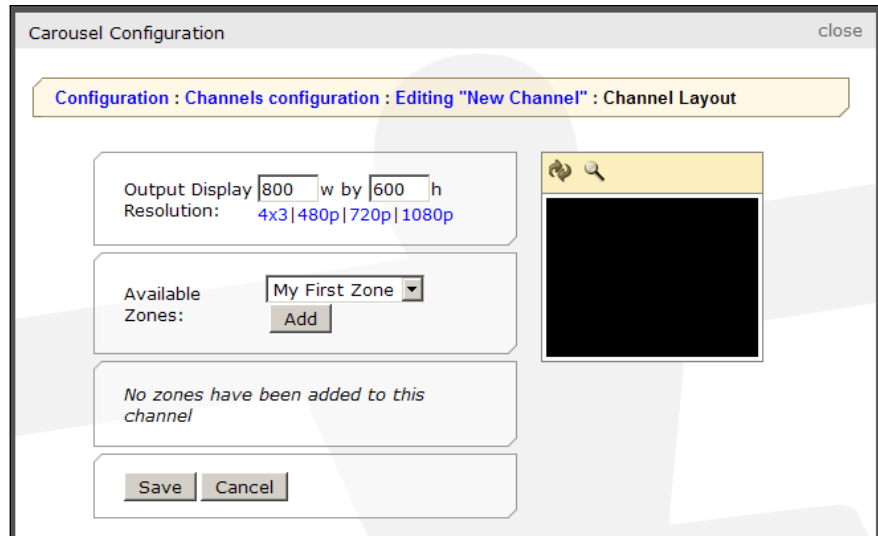
To add a zone to a channel, select the zone in the **Available Zones** drop-down menu and click the **Add** button. The zone will be placed onto the channel.



After adding a zone to a channel, you can configure the size and position of the zone by using the zone layout tools. As you move the zone around the channel, the channel preview image will be updated. You can use this preview image to get an idea of what your final channel layout will look like.

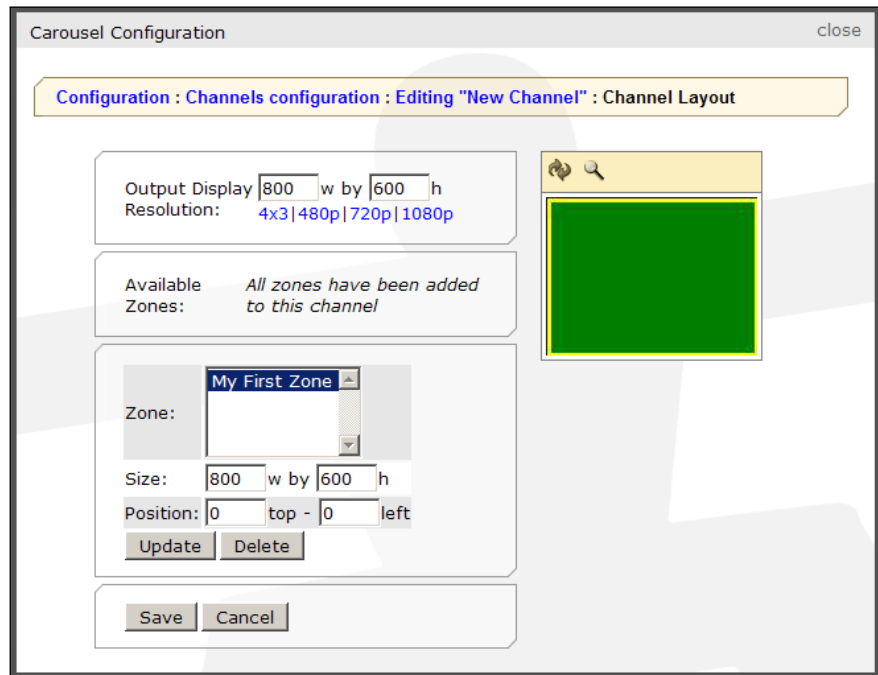
¹ Unlike zones, the number of channels you can create depends on the license you purchased.

FIGURE 4.4: The Channel Layout screen.



In this example, we want our zone to fill the entire channel, so we will keep the zone layout as is. The final channel layout screen is shown in figure 4.5.

FIGURE 4.5: The zone has been added to the channel.



To finish up, click the **Save** button to save your layout, and close the Carousel **Configuration** window. You will be taken back to the Carousel main menu.

Now we have a zone on a channel, but we still do not have any content on the system. Let's add some media.

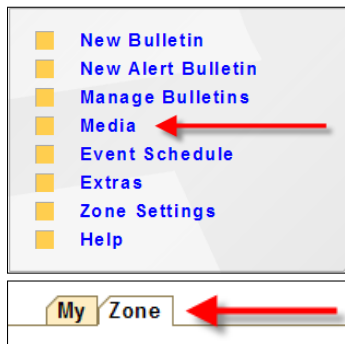
4.5 Step 3: Adding Media

Each zone can have a set of media (backgrounds, templates, pictures, etc.) associated with it. Carousel ships with some sample packages of media that you can upload into your zones. The packages come in a variety of common sizes and dimensions, so you can choose the package that most closely resembles the zone resolutions that you have set up.

! → Since Carousel will scale media to fit inside a zone, it is important to upload media that isn't wildly different in size from your zone, otherwise the media might look distorted.



You can find the media packages on the hard drive of your Carousel system. They will be located in the "D:\TRMS\CarouselMediaPackages" directory. Alternatively, they can be found on the CD that shipped with your server.

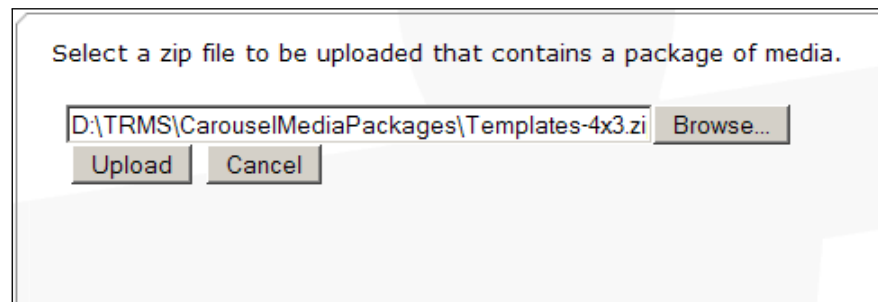


There are two types of media packages that shipped with your system; templates and backgrounds. For this example, we will upload a package of templates. (The process to upload backgrounds is identical.) First, make sure you are on the zone to which you would like to upload the packages, then navigate to the "Media" section of your zone by clicking on **Media** from Carousel's main menu.

By default, you'll be placed in the "My" media section for the zone. Switch to the "Zone" media section by clicking on the **Zone** tab, then click on the **Add media package** link.

You'll be taken to screen that allows you to select and upload a media package. Click the **Browse...** button and select the media package you'd like to upload. In figure 4.6, we are about to upload the 4x3 templates package (appropriate for zones with a 4x3 aspect ratio). Click the **Upload** button, and the package will be uploaded to the system.

FIGURE 4.6: Preparing to upload a template package.



After the media package has been uploaded, you will be asked to confirm the upload. If you have multiple zones on your system, you will also be asked if you would like to copy the media to other zones. In our example we only have a single zone, so our confirmation screen looks like figure 4.7 on the next page.

Click on the **Save** button on the confirmation screen, and the templates will be copied to the appropriate zones.

FIGURE 4.7: Confirming the upload.



Repeat this process to upload backgrounds into your system by browsing to the backgrounds folder instead of the templates folder.

4.6 Conclusion

In this chapter, we have created a zone and a channel, added the zone to the channel, and added some media to the zone. At this point, Carousel is ready for use. Feel free to start creating and managing bulletins on your new system!

Once again, for further details on any of the steps mentioned in this guide please see *Carousel: The Manual*.

5 Registration and Warranty

This chapter includes information about support, training and product warranty. Here, you will find everything that you need to know about our warranty procedures, support policies, training and enhanced support products.

5.1 The Basics: An Introduction To What is Included With Your Registration

Tightrope Media Systems is pleased to continue its decade long tradition of providing excellent support *at no charge*. This means that when you register your customer information, every product purchased on Tightrope's price list comes with free support for the life of the product. In addition to free support, your product is also protected with a one (1) year warranty that covers both parts and labor, provided that you ship the machine to us for repair. We'll pay for the freight back to you and our factory technicians are usually able to turn your unit around within 1-3 days.

In addition, all new systems come with a one (1) year software warranty. This warranty includes software patches that Tightrope will release as a part of its normal development cycle. This means that Tightrope will never "*end of life*" a product before its one (1) year warranty period has expired¹. If a bug or security issue does creep up, we'll make every effort to see that your version of the software gets the fix.

Finally, when you register your system with Tightrope, it will be eligible for any software upgrades that occur for a period of ninety (90) days from the date of shipment from our warehouse. For example, if you buy a product from Tightrope and we release a new version of that product with new features in the software within ninety (90) days, you can get those software enhancements at no charge! At your request, we'll provide you with a download key and instructions for installation. The remainder of your one year software warranty will then apply to that version of the software.

An official statement of these warranties, including important limitations, are spelled out in section 5.4 on page 37 and section 5.3 on page 36. If you wish to extend or enhance the service and warranty of your products, we cover those options in chapter 7 on page 46.

5.1.1 Registration Is Required

When you register with Tightrope Media Systems, your products and serial numbers are entered into our database, which will enable us to track the service history and software status of all of your equipment. This speeds the support process and helps our staff provide the very best service.

For this reason, registration is required before any support or product warranty service is given.

¹ We go into detail on this in section 5.3.2 on page 37.

5.1.2 Privacy Policy

Tightrope Media Systems will never divulge your personal or company information to any third party without your prior approval, unless required to do so by law.

From time to time, Tightrope may use contact information to contact existing customers about upgrades, new products or relevant information and news about their system.

5.1.3 The Four Ways To Get Support

Once you have registered your products, you will be eligible for four types of support:

Web Site : Our web site includes manuals and support documents for all of our products. Visit us at www.trms.com.



There is no doubt about it: This is the *quickest* way to get support. Tightrope posts documents, FAQ files, videos and other support information in an effort to provide you with direct support 24 hours a day. If you want accurate answers quickly, check here first.

Online Chatting : Visit our chatroom where you can talk with Tightrope staff, current customers, prospective customers...whomever happens to be logged in at the time. It's a great place to ask questions, share tips and tricks, or just simply shoot the breeze. Visit us at <http://chat.trms.com>.

Online Forum : At <http://forums.trms.com> you will find our forum. There are past entries from our staff and customers that cover a wide range of topics. If you don't find what you are looking for, please feel free to post! Your question will help future customers! Along with our web site, the forum is a *must see* before you go any further.

Telephone Support : Please feel free to call us toll free at (866) 866-4118, extension 4. Support hours are between 9am and 5pm, central time, Monday through Friday, excluding national holidays. If you call within business hours and someone is not available to answer your question immediately, we will take detailed information about your support request along with your contact information and return your call as soon as possible.



If you are unable to reach us via the telephone, feel free to visit our chatroom or forums for a quicker response!

Email : You can email us at support@trms.com. We will always try to answer your email requests within an hour. After hours emails are answered the next business day.

! → Remember, you must register your system with Tightrope Media Systems before these support options will be available to you.

5.1.4 Technical Support Policies and Limitations

Tightrope Media Systems defines the term “*technical support*” as referring to the support given to the original software customer (licensee) of the

purchased system (licensed system) and applies to assistance in dealing with unexpected behavior in that licensed system.

Tightrope does not charge for reasonable support requests, even when the warranty period has expired. Tightrope Media Systems reserves the right to modify this policy at any time and without notice. See important information in section 5.3.2 on page 37 regarding products that have reached *end-of-life* status.

There are other important limitations of technical support. Specifically:

Training : Training is offered through authorized dealers and comes in the form of on-site or phone training. These dealers may resell factory training from Tightrope or offer training from their own staff.

Questions related to operation that are covered in the licensed system's online documentation are considered training. Training is available for a fee from Tightrope or from an authorized reseller. Training questions may also be directed to Tightrope's [forum](#).

Setup and Installation : Setup and installation support is offered through authorized dealers. Dealers may resell on-site installation and setup support from Tightrope or offer their own installation services.

! → *Tightrope Media Systems does not offer network setup or installation support under its technical support policy.*

Virus Detection and Elimination : Tightrope Media Systems is not liable for damages related to computer virus infection. Should a licensed Tightrope machine become infected, call Tightrope's technical support department for an RMA number.

! → *Virus elimination is not covered under the terms of Tightrope's warranty. Thus, standard labor rates will apply.*

Please see the notes on data loss later in section 5.5 on page 39.

Support Due to or on Third Party Software : Tightrope Media Systems may, at its option, deny support for any system which has been modified without prior written approval. Examples include, but are not limited to: using a Tightrope server as a desktop machine (loading Microsoft Office, or other third party software, for example), a file server, email server or adding hardware to the machine.



Breaking the warranty seal, without prior written approval, on any Tightrope hardware will immediately void both the software and hardware warranty.

Support for Third Party Hardware Used with Tightrope System : Tightrope will provide technical support for integrating hardware that was designed to work with the licensed system. However, once it has been determined that the licensed system is functioning correctly, Tightrope may, at its sole discretion, cease providing support and refer the customer to the manufacturer that made the device.

Support for Attached Storage Devices : Tightrope does not endorse, nor does it support any network, Firewire, USB or any other 3rd party attached storage device. All inquiries related to the setup, installation or maintenance of such devices should be directed to the reseller or vendor of said product.

Customers need not contact Tightrope before loading virus protection software or when configuring Tightrope servers to work on the installation's network².

Furthermore, customers are *strongly encouraged* to install all Microsoft Security Patches. Licensed servers are shipped with *Auto Update* turned on. Customers need not contact Tightrope Media Systems before installing these patches, but are encouraged to check the [Tightrope Forums](#) for any bulletins regarding Microsoft updates.

5.2 Training Options

Tightrope offers training contracts with various terms to meet a range of needs. Training options include phone, web-enhanced and on-site.

If training and installation is required, it is generally purchased from the dealer that originally provided the system. Many dealers offer training directly to the customer or resell factory training from Tightrope. If you prefer, you can purchase training and service directly from Tightrope Media Systems. We accept checks and all major credit cards. Contact your authorized reseller or Tightrope Media Systems for pricing details.

See section 5.3 for more information on technical support terms offered by Tightrope.

5.3 The Software Warranty

During the licensed system's one (1) year software warranty period and beginning on the shipping date of the licensed product from Tightrope's factory (warranty period), Tightrope Media Systems will make available, through electronic network transfer, all software updates related to that version of the purchased software. This warranty does not apply to feature upgrade releases, which are covered under the ninety (90) day upgrade warranty period and the Tightrope Silver Support contract, which is explained in chapter 7 on page 46.

This portion of the software warranty is explicitly limited in the following ways:

Upgrades for 3rd Party Software : Tightrope explicitly excludes software included with the product that is not the intellectual property of Tightrope Media Systems, such as, but not limited to, the operating system or database engines.

Installation Charges : This warranty does not include installation support. Factory or reseller assisted installation support options are available for an extra fee or as part of our enhanced support options, which are covered in chapter 7 on page 46.

Physical Media and Shipping Charges : If physical software media is required or requested by the end user, shipping and materials charges may apply.

Hardware Upgrades : Should a future software upgrade be desired that requires a *hardware* upgrade, costs associated with those upgrades are the responsibility of the licensee. Generally, hardware upgrades may be available at a reduced cost

² See product documentation regarding network ports.

from a Tightrope Media Systems authorized reseller. Contact Tightrope Media Systems for further details.

5.3.1 Disclaimer of Unintended Consequences

Tightrope Media Systems is not liable for any damages or loss of any kind resulting from the use of its licensed software.

5.3.2 Product Support and End Of Life

Software companies, including Tightrope Media Systems, cannot offer perpetual support on their products because of the inability to retain information regarding their operation and issues related to the compatibility of supporting software and hardware. In short, it is impossible to support old software forever.

Therefore, Tightrope will, from time to time, designate a particular version of a product or an entire product line as “end-of-life” (EOL). Generally, and at Tightrope’s exclusive option, there will be notice on our web site and opportunities to upgrade to newer versions of the same product, if available, and at significant discounts. Also, Tightrope will not immediately discontinue development for products after EOL status has been designated. Typically, significant or material issues with existing software will be resolved before EOL status is applied.

Products will never enter EOL status while under the terms of a software warranty, unless a newer version of the software is made available at no charge.

5.4 Hardware Warranty

Tightrope Media Systems (TRMS) provides a hardware warranty for every product sold, which has a hardware component (Products). TRMS’s warranty is limited to the following terms:

TRMS warrants its Products against defects in materials and workmanship under normal use for a period of one (1) year from the date of shipment from TRMS’s factory (Warranty Period). If a hardware defect arises and a valid claim is received within the Warranty Period, at our option and to the extent permitted by law, TRMS will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the Product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product, or (3) refund the purchase price of the Product. TRMS may request that you replace defective parts with new or refurbished user-installable parts that TRMS provides in fulfillment of its warranty obligation³. A replacement product or part, including a user-installable part that has been installed in accordance with instructions provided or conveyed by TRMS, assumes the remaining warranty of the original Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a Product or part is exchanged, any replacement item becomes your

³ For example, TRMS may ship you a replacement hard drive and ask you to install it, as opposed to sending your unit back to TRMS for service.

property and the replaced item becomes property of TRMS. Parts provided by TRMS in fulfillment of its warranty obligation must be used in products for which the warranty service is claimed. When a refund is given, the Product for which the refund is provided must be returned to TRMS and becomes property of TRMS.

5.4.1 Important Limitations to the Hardware Warranty

This Limited Warranty applies only to hardware products manufactured by or for TRMS and excludes special order items not found on the official TRMS price list. Licensed software, from TRMS or other third parties, is not covered by the terms of this warranty. See the license agreement in chapter 6.0.1 on page 40 for further details.

TRMS does not warrant that the operation of the Products will be uninterrupted or error-free. TRMS is not responsible for damage arising from failure to follow instructions relating to the Product's use.

This warranty does not apply: (1) to damage caused by use with non-TRMS Products; (2) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (3) to damage caused by operating the product outside the permitted or intended uses described by TRMS; (4) to damage caused by service (including, but not limited to, upgrades and expansions) performed by anyone who is not a representative of TRMS or an Authorized Tightrope Media Systems Dealer; (5) to a Product or part that has been modified to alter functionality or capability without the written permission of TRMS; (6) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; (7) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports, that does not otherwise affect the Product's functionality or materially impair your use; or (8) if any TRMS serial number has been removed or defaced.

To the extent permitted by law, this warranty and remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, statutory, express or implied. As permitted by applicable law, TRMS specifically disclaims any and all statutory or implied warranties, including, without limitation, warranties of merchantability, fitness for a particular purpose and warranties against hidden or latent defects. If TRMS cannot lawfully disclaim statutory or implied warranties, then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this express warranty and to repair or replacement service as determined by TRMS in its sole discretion. No Tightrope Media Systems Authorized Dealer, agent or employee is authorized to make any modification, extension, or addition to this warranty, unless under the express terms of TRMS's System Assurance contract. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Except as provided in this warranty and to the extent permitted by law, TRMS is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss

of the use of goodwill; loss of reputation; loss of damage to or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing any program or data stored or used with TRMS products and any failure to maintain the confidentiality of data stored on the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions. TRMS disclaims any representation that it will be able to repair any Product under this Limited Warranty or make a product exchange without risk to or loss of the programs or data.

See section [5.5](#) for important information regarding data loss.

5.4.2 Obtaining a Return Merchandize Authorization (RMA)

After contacting technical support and determining that a Tightrope system is defective or inoperable, a return merchandize authorization (RMA) will be issued. An RMA is required before a unit is sent to a Tightrope servicing facility. See section [5.1.3](#) on page [34](#) for details on contacting Tightrope's support department.

Once an RMA number is received, package the inoperable equipment in its original packaging and write the RMA number in a conspicuous location using a water proof marker. This RMA number will serve as a service tracking tool for our technical services department.

Warranty repair shipping to the repair facility is the responsibility of the end user. Return shipping from the repair facility back to the end user will be the responsibility of Tightrope Media Systems. Out of warranty shipping charges are the responsibility of the end user.

5.5 Warranty Support and Data Loss

Tightrope will make reasonable efforts to protect and transfer any data as a part of its service procedures.

Tightrope is not liable for losses or damages of any kind resulting from the loss of customer data during repair, upgrade or installation procedures. By choosing to send equipment to Tightrope Media Systems with an RMA number, the customer agrees to hold Tightrope Media Systems harmless for any damages that result from a loss of data, or any *unintended* transfer of data to a third party. Reasonable measures will be observed to keep customer data safe while equipment is at Tightrope's repair facility.

6 Software License

6.0.1 Introduction

Please read this software license agreement (“license”) carefully before using the Tightrope Media Systems software. By using the Tightrope Media Systems software, you are agreeing to be bound by the terms of this license. If you do not agree to the terms of this license, do not use the software. If you do not agree to the terms of the license, you may return the Tightrope Media Systems software to the place where you obtained it for a refund. If the TRMS software was accessed electronically, click “disagree/decline”. For Tightrope Media Systems software included with your purchase of hardware, you must return the entire hardware/software package in order to obtain a refund.



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6.0.2 General

The Tightrope Media Systems software, and any third party software, disk images, documentation and any fonts accompanying this License whether pre-installed on Tightrope Media Systems labeled hardware, on disk, in read only memory, on any other media or in any other form (collectively the “TRMS Software”) are licensed, not sold, to you by Tightrope Media Systems, Incorporated (“TRMS”) for use only under the terms of this License, and TRMS reserves all rights not expressly granted to you. The rights granted herein are limited to TRMS’s and its licensors’ intellectual property rights in the TRMS Software as licensed hereunder and do not include any other patents or intellectual property rights. You own the media on which the TRMS Software is recorded but TRMS and/or TRMS’s licensor(s) retain ownership of the TRMS Software itself. The terms of this License will govern any software upgrades provided by TRMS that replace and/or supplement the original TRMS Software product, unless such upgrade is accompanied by a separate license in which case the terms of that license will govern.

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6.0.3 Permitted License Uses and Restrictions

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You may connect an unlimited number of client computers to the TRMS Server Software; provided, however, that the number of simultaneous user connections using HTTP and/or Windows Networking protocol does not exceed the number specified in the Microsoft Windows XP Operating System License.

TRMS Carousel Enterprise Framework License : This license allows you to install and use one copy of the TRMS Carousel Enterprise Framework Licence (the “TRMS Enterprise Software”) on a single server computer, which may or may not be TRMS-labeled. This License does not allow the TRMS Enterprise Software to exist on more than one computer at a time, and you may not make the TRMS Enterprise Software available over a network where it could be used by multiple computers at the same time, except as provided by the software’s web user interface. If you transfer software from one computer to another computer, please remember that continued use of the original copy of the software may be prohibited once a copy has been transferred to another computer, unless you already have a licensed copy of such software on both computers.

You may connect an unlimited number of client computers to the TRMS Enterprise Software. Please see the license agreement included with the host operating system for other important limitations.

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Limited Warranty on Media : TRMS warrants the media on which the TRMS Software is recorded and

delivered by TRMS to be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date of original retail purchase. Your exclusive remedy under this Section shall be, at TRMS's option, a refund of the purchase price of the product containing the TRMS Software or replacement of the TRMS Software which is returned to TRMS or a TRMS authorized representative with a copy of the receipt. This limited warranty and any implied warranties on the media including, but not limited to, the implied warranties of merchantability, of satisfactory quality, and of fitness for a particular purpose, are limited in duration to ninety (90) days from the date of original purchase. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. The limited warranty set forth herein is the only warranty made to you and is provided in lieu of any other warranties (if any) created by any documentation, packaging or otherwise. This limited warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

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or of incidental or consequential damages, so this limitation may not apply to you. In no event shall TRMS's total liability to you for all damages (other than as may be required by applicable law in cases involving personal injury) exceed the amount of fifty dollars (\$50.00). The foregoing limitations will apply even if the above stated remedy fails of its essential purpose.

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7 System Assurance

All Tightrope Media Systems products come with a one year hardware and software warranty, which covers both hardware failure and software bug fixes. Please review chapter 5 on page 33 for important details regarding Tightrope's standard warranty and support procedures.



It is critically important that you complete the customer registration form. The System Assurance program and any technical support options will not be made available until a completed registration form is received.

This form is available through the community section of our website located at <http://www.trms.com/community>.

In addition to the standard warranty, Tightrope Media Systems offers System Assurance contracts, which extend the warranty and technical support services of the purchased products.

7.1 Silver Assurance Contracts

With a Silver Assurance contract, your Tightrope Media Systems software is eligible for all upgrades to that product during the contract's effective period. This benefit is identical to the ninety (90) day upgrade benefit included with every system.

These upgrades include any major or minor revisions to the product, including those releases that have major feature enhancements and bug fixes.



The software warranty included with Tightrope's products is for one (1) year. This warranty includes access to minor revisions of the purchased software and not revisions that include feature enhancements.

There are important limitations to the software upgrade benefit under the System Assurance program:

Compatibility With Hardware : From time to time, Tightrope will enhance its software in such a way that it will render some hardware incompatible with the new release of the product. Tightrope will make every effort to accommodate older hardware, but often this will result in a limitation in the software's capability.

For example, Carousel received a new display engine in release 5 that was not compatible with older hardware. A special mode was added to the new display engine that accommodated older hardware, but it limited the types of transitions that could be used.

When this situation arises, Tightrope will make available a hardware upgrade, providing the best available discount to Silver Assurance contract holders. Should the hardware upgrade option be chosen, the new hardware will

come with the latest software and an additional ninety (90) days of Silver Assurance will be added to the end of the contract.

If the contract holder chooses not to upgrade, then the newest release may be installed on the older hardware, but with limited functionality.

In rare cases where the new release is completely incompatible with the Silver Assurance contract holder's hardware¹, then Tightrope Media Systems will keep the compatible version out of end-of-life status, described in section 5.3.2 on page 37, at least until the end of the Silver Assurance contract expires.

Exclusion of New Plug-Ins : Tightrope may add functionality to a product through an optional plug-in. A new plug-in is not considered a part of the original product and therefore will not be considered a part of a free upgrade.

For example, a Silver Assurance contract is in effect for a Carousel Solo. Tightrope later develops a plug-in for the Carousel Solo that makes it integrate with toaster ovens, automatically alerting displays when English muffins are ready to eat. The toaster oven plug-in may be purchased for that Carousel Solo, but it would not be considered part of the free upgrades that the contract holder would receive if the Carousel Solo software underwent a new revision.

Upgrade Assistance : This benefit does not include assistance in installing any upgrades. Tightrope will supply a link to the new update as well as written instructions on installing it. Should assistance be required, it may be purchased from an authorized reseller or directly from Tightrope Media Systems.



Upgrade assistance is part of the Gold Assurance contract. See section 7.2.

Data Migration : The Silver Assurance contract holder is responsible for data migration and any accidental data loss that may be experienced as a part of the upgrade process. The Silver Assurance contract holder agrees to hold Tightrope Media Systems harmless in any such event.

7.2 Gold Assurance Contracts

The Gold Assurance contract includes the benefits of the Silver Assurance contract and adds several important features.

7.2.1 Software Upgrade Assistance

In addition to the upgrade eligibility as stated in the Silver Assurance contract benefits (see section 7.1 on the preceding page), Gold Assurance contract customers also receive assistance in upgrading to new versions of the software.

Important restrictions apply to this benefit:

¹This has never happened and is likely to never happen. Tightrope Media Systems always makes every effort to maintain compatibility with the systems that are still active in the field, especially when they are under warranty or System Assurance contracts.

- A network connection with access from the Tightrope Support utility must be available. That is to say, Tightrope's support staff must be able to get to the desktop of the equipment being upgraded.
- An appointment with Tightrope's customer support department must be made for the upgrade.
- Any training related to the software upgrade must be purchased separately, or count towards the Gold Assurance contract's training benefit, as detailed in section [7.2.4](#).

7.2.2 Extended Hardware Warranty

Gold Assurance extends the hardware warranty under the standard terms Tightrope Media Systems Hardware Warranty, covered in section [5.4](#) on page [37](#).

In addition to the extension of coverage, priority will be given to the servicing of equipment under the Gold Assurance contract. Every effort will be made to repair and return that equipment within one business day.

7.2.3 Priority Telephone Support

Customers with a Gold Assurance contract who require telephone technical support, and call during normal support hours, will be placed in a priority queue. Every effort will be made to answer your support question at the time of your call. Should immediate support prove impossible, Tightrope Media Systems will make every effort to return your call within one hour.

7.2.4 Annual Training

Gold Assurance contracts include an amount of annual installation assistance hours.

This installation assistance, which is under the Gold Assurance contract, is to be conducted via telephone, preferably with remote desktop access to the supported system, via the Tightrope Support application.

It must be requested by an authorized person, listed on the Gold Assurance contract and registration form.

The installation assistance must be scheduled with Tightrope's technical support department.

7.3 Purchasing System Assurance Contracts

System Assurance contracts are purchased as a percentage of the entire system cost. Please contact your Authorized Tightrope Dealer for details.

There are important policies and limitations regarding the purchase of System Assurance Contracts, which are covered in the following sections.

7.3.1 Length of Contract

When a system is purchased, the end user may purchase up to three (3) years of System Assurance. The start of the contract begins the day of shipment from Tightrope Media Systems. Furthermore, when purchased with a new system, ninety (90) additional days are added to the end of the System Assurance contract. The anniversary, as it relates to the training portion of Gold Assurance contracts, is the shipping date of the system plus ninety (90) days.

After three (3) years, a new System Assurance contract may be purchased under the terms of the program at that time. Contact Tightrope Media Systems for details.

7.3.2 All Products Must Be Covered

System Assurance contracts must cover all purchased products and at the same Level (Gold or Silver).

If two products are purchased by the same customer but are utilized in different systems and different System Assurance contracts are desired, contact Tightrope Media Systems prior to purchase.

7.3.3 Purchasing Additional Products Mid-Contract

If products are later added to a system covered under a System Assurance contract, contact Tightrope for pro-rated pricing. If a System Assurance contract exists, additional products must be purchased with a pro-rated contract that matches the rest of the system. This is due to incompatibilities between software versions that may arise if products are not updated at the same time.

7.3.4 Expiration and Renewal of System Assurance Contracts

Once the contract expires, a ninety (90) day grace period goes into effect.

Gold Assurance contracts must be renewed before the ninety (90) day grace period expires. If the grace period expires, then renewal of a Gold Assurance contract may only happen once the system has been re-certified by Tightrope Media Systems or an authorized reseller. Re-certification is not covered under warranty and will be charged at the standard labor rates.

Silver Assurance contracts may lapse and be renewed at any time.

Tightrope does not back-date the renewal of any Assurance contracts. If a lapse occurs and the contract is then later renewed, the contract date starts at the time of renewal.