

UPPER LOBBY LED WALLS

Add & Publish a New Graphic

ViPlex Handy workflow for importing, publishing, and activating new artwork

PURPOSE: Add a new image to an upper-lobby LED wall, publish it to the correct player, and make it available in Playback Control.

Before you begin

- Complete the connection steps in the Upper Lobby LED Walls Turn-On & Shutdown SOP first.
- Confirm the phone is joined to the Wi-Fi network for the wall being updated and ViPlex Handy is connected to the matching device.
- Save the finished vertical graphic to the iPhone Photos library before starting.

Target format shown in the video

Setting	Value / instruction
Solution resolution	352 × 704
Quick Layout	Single full-screen region
Scaling	Fit Screen, then visually confirm the crop
Publish target	Only the LED-wall device that matches the current Wi-Fi network

IMPORTANT: Publish to one wall at a time. After the first wall is complete, switch to the other wall's Wi-Fi network and repeat the entire publish process.

Step 1 | Open Solution Management and create a solution

Open ViPlex Handy on the connected wall device. Tap Solution Management, then tap + New Solution.

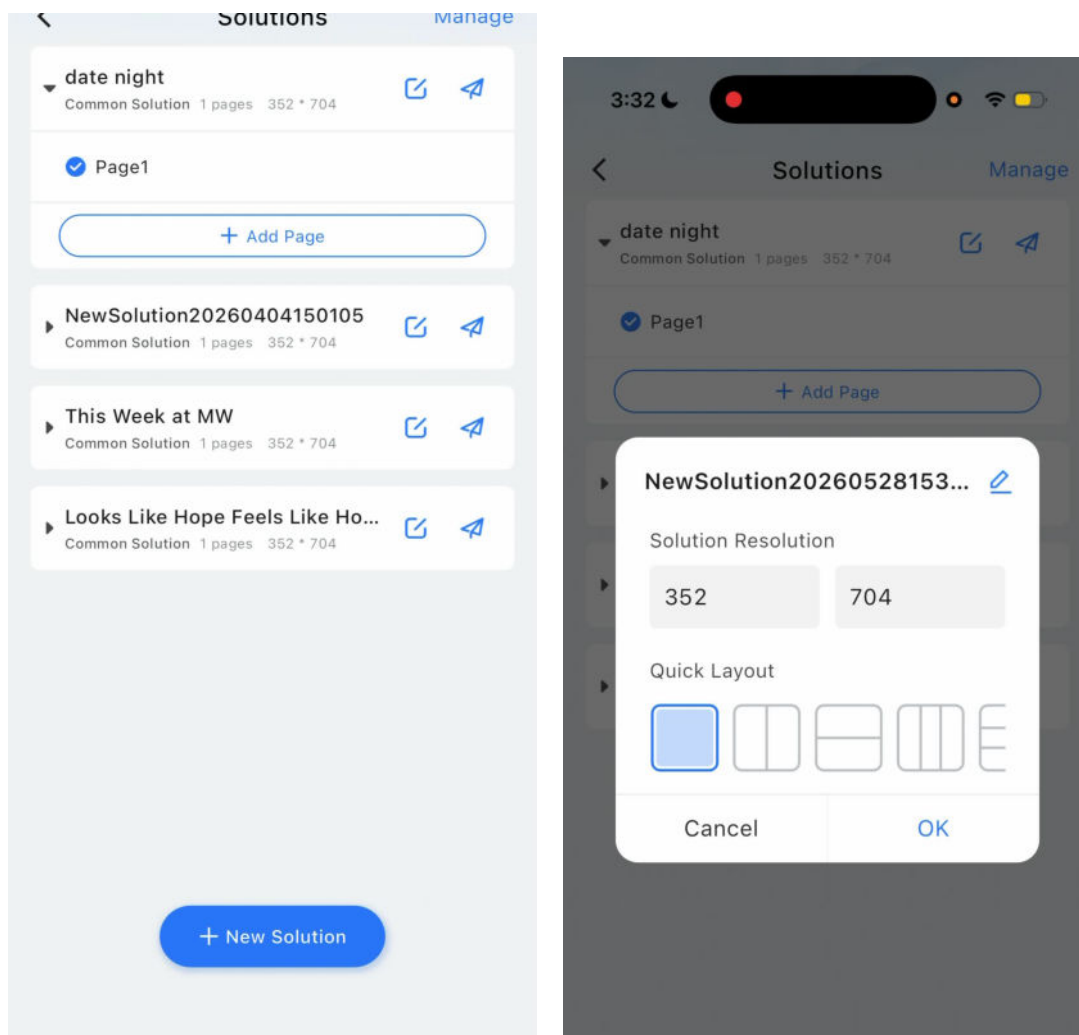


Figure 1. Tap + New Solution • Figure 2. Confirm size and layout

- In the New Solution dialog, keep the 352 × 704 resolution shown in the video.
- Choose the single-region Quick Layout and tap OK.

CHECK: The solution opens as a single 352 × 704 canvas before you add media.

Step 2 | Import the graphic

In the solution editor, tap Media. Browse the iPhone Photos library and tap the graphic you want to use.

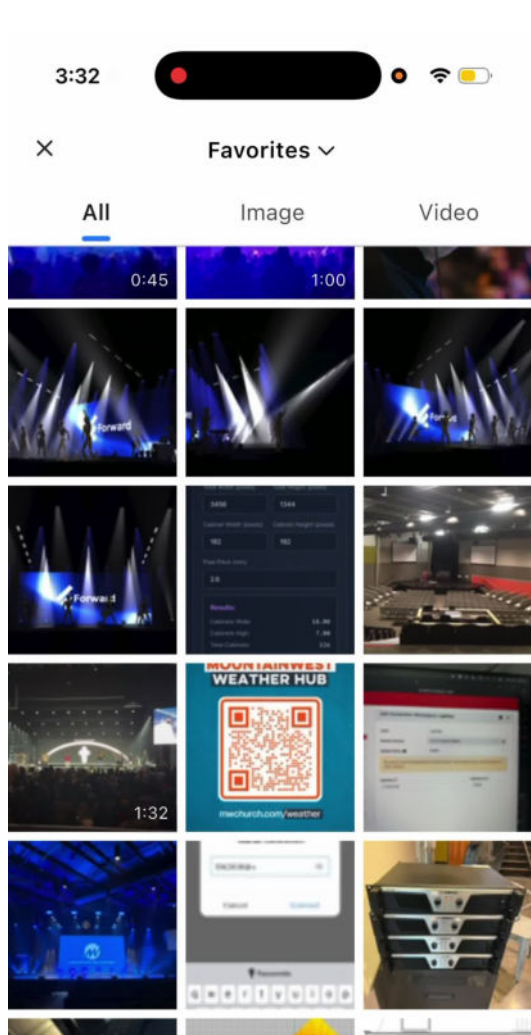


Figure 3. Select the new graphic • Figure 4. Review it in the editor



- Tap Fit Screen so the artwork fills the 352 × 704 canvas.
- Inspect all four edges. Reposition or resize the graphic if important text or logos are cropped.
- Leave Playback Duration at its existing value unless the content schedule requires something different.

CHECK: The canvas should show one full-height graphic with no unintended blank bands.

Step 3 | Publish the solution to the wall

Tap the paper-airplane Publish icon in the upper-right corner of the solution editor.

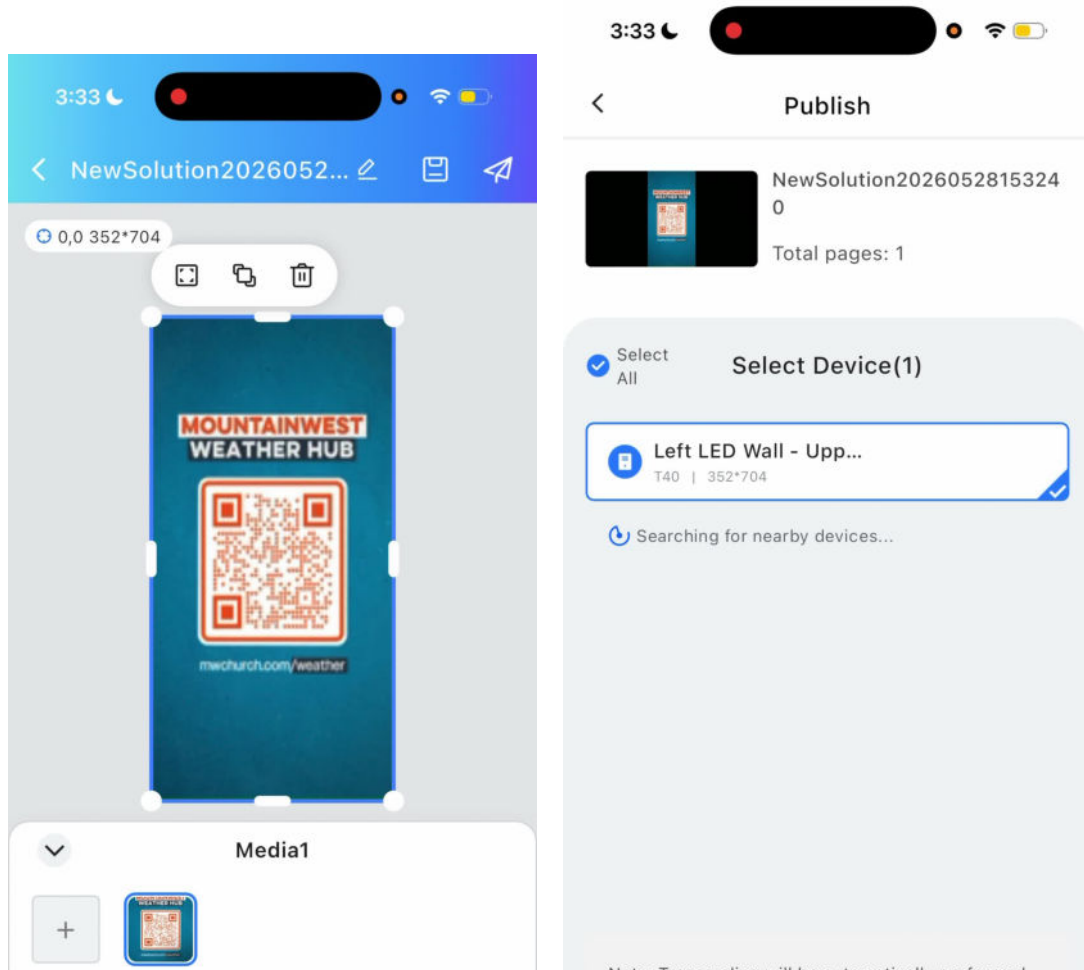


Figure 5. Tap Publish • Figure 6. Select the matching wall device

- Under Select Device, tap the device for the wall you are currently connected to.
- Confirm the selected device count changes from 0 to 1.
- Tap Publish and wait for the app to show Done.

DO NOT: Do not select a device for the other wall while the phone is connected to the current wall's Wi-Fi network.

Step 4 | Save the solution and return to playback

After publishing completes, tap Go Back to Solutions. When prompted, tap Save to keep the solution on the phone.

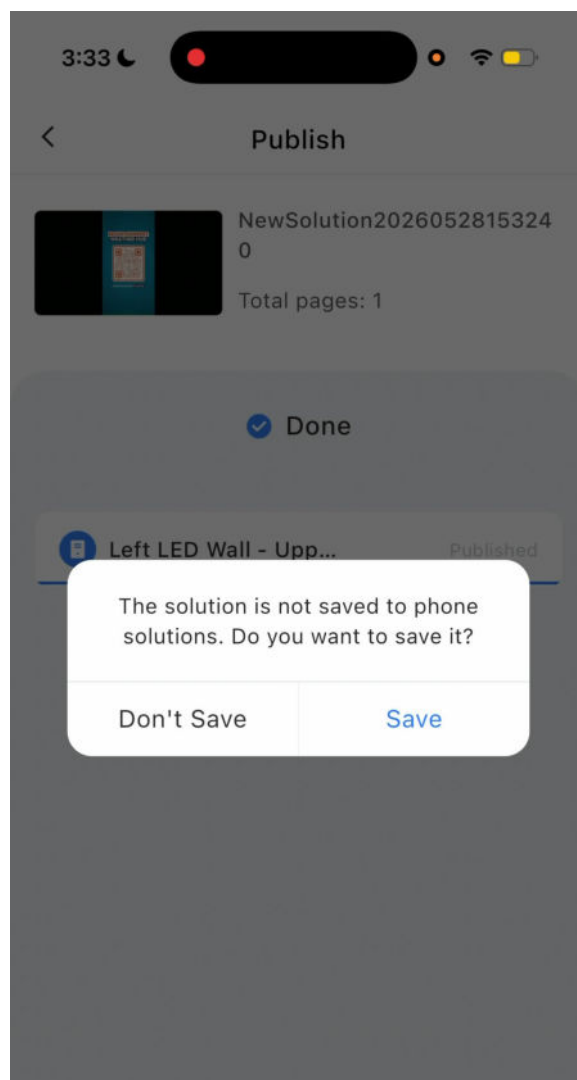


Figure 7. Tap Save when prompted

- Use the back arrow to return to the connected device home page.
- Tap Playback Control.
- The newly published item should now appear in the Solution List.

VERIFY: The new solution appears in the list before you try to display it.

Step 5 | Display the new graphic

In Playback Control, tap the new solution in the Solution List. Open the brightness control and raise the slider so the wall is visible.

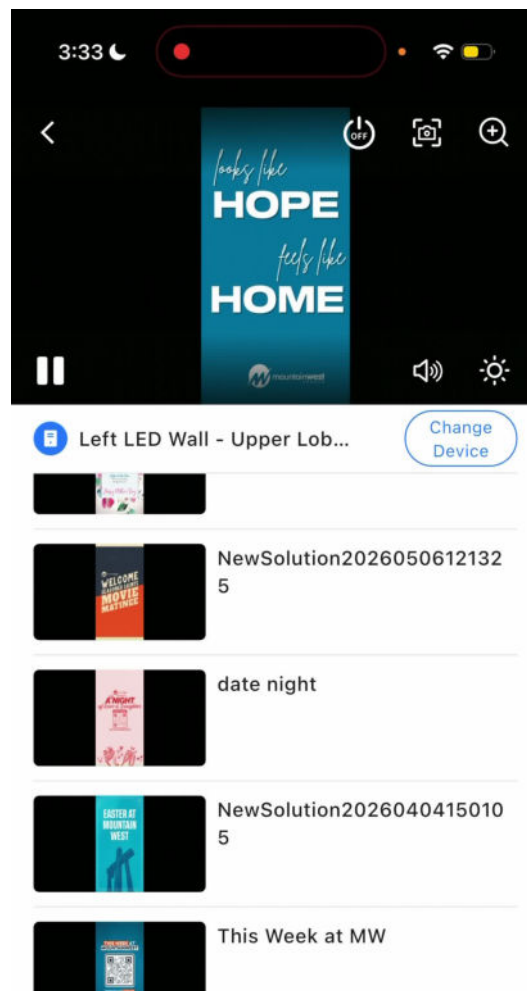
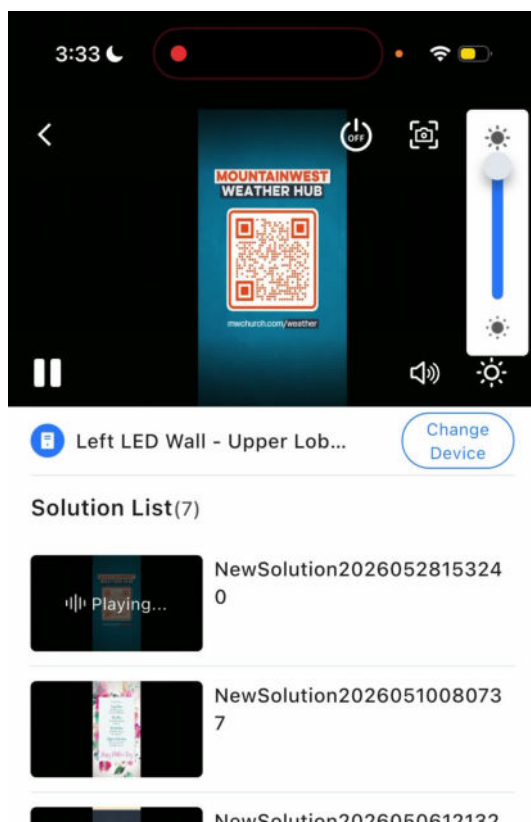


Figure 8. Raise brightness to verify • Figure 9. Select any saved solution

- Confirm the correct graphic appears on the physical wall.
- To change backgrounds later, tap another item in the Solution List.

SECOND WALL: Switch the phone to the other LED-wall Wi-Fi network, connect to its matching device, and repeat Steps 1–5 so both screens receive the graphic.

Completion checklist

- The solution uses the 352 × 704 single-region layout.
- Fit Screen is selected and the artwork is not unintentionally cropped.
- Publishing reports Done for the intended wall device.
- The solution is saved to the phone and appears in Playback Control.
- The graphic has been verified on both the left and right upper-lobby walls.

Quick troubleshooting

- **Media does not appear:** Confirm the image is saved in Photos and reopen the Media picker.
- **Device list is empty:** Confirm the phone is on that wall's Wi-Fi network and reconnect in ViPlex Handy.
- **Publish does not complete:** Keep the app open, confirm one correct device is selected, and retry Publish.
- **New solution is missing:** Return to Solution Management, confirm it was saved, then reopen Playback Control.
- **Graphic is cropped:** Edit the solution, choose Fit Screen, reposition if needed, and republish.