

## Guidelines for changing Lavi Electronic Queuing Promotional Media Drive

Changing or updating promotional or informational media is simple and easy. By following the simple step-by-step guidelines below, your Lavi Electronic Queuing System can be updated in just a few minutes.

### Overview

Media can be changed by simply inserting a USB drive with new media on it into the Lavi Electronic Queuing Computer which is normally located on the back of the TV.

The new media on the USB drive will override the existing media that was preconfigured on your system and will start to play within seconds of inserting the new USB drive.

The new media will continue to play as long as the USB drive is inserted into the computer. If the USB drive is removed, the system will revert to playing the default media that was originally programmed.

The USB drive with media can be placed in any of the available USB ports on the Lavi Electronic Queuing System Computer. If there is currently a USB drive in the two USB ports marked by the yellow circle (see page 4 image 3), simply remove it and replace it. You can repurpose the same USB drive and update the graphics within it, as described in the steps below.



**DO NOT REMOVE ANY OTHER DEVICE ALREADY PLUGGED INTO THE COMPUTER.**

**NOTE:** When inserting a USB drive with media, **do not restart the computer.** It must be **ON** at all times.

**NOTE:** If restart is needed for troubleshooting, the USB Media Drive must be removed before restart.

**NOTE:** Please make sure the USB Media Drive is formatted before you update or add new images.

## 01

### CREATING new media to play on the Lavi Electronic Queuing System

The Lavi Electronic Queuing System can play a still image slide show between queuing messages.

Save each image as a JPEG with the following specifications: no larger resolution than 96 dpi @ 1920 x 1080 pixels, regardless of TV size ordered.

## 02

### NAMING new media to play on the Lavi Electronic Queuing System

The Lavi Electronic Queuing System requires specific names for media files in order to recognize and play the files.

#### STILL IMAGES (JPEG):

InfoDsp001.jpg, InfoDsp002.jpg, InfoDsp003.jpg, etc. *(as many as needed)*

**HINT:** Each slide has a default timer of 5 seconds per image. If there are slides that require additional time, simply duplicate the same image in a sequence.

## 03

### COPYING new media to a USB Media Drive

Before copying the media files, please format the USB Media Flash Drive.

Once created and named properly, new media files are ready to be added to your Lavi Electronic Queuing System.

- Copy your new files to a blank USB drive.
- Files need to be loose and not contained within any folders.

**NOTE: The USB Media Drive should not be larger than 16GB.**

## 04

### Adding a new USB Media Drive

The installation of this flash drive can be done in 5 seconds, and there is no previous experience needed. Simply follow the instructions below.

**For technical assistance, please call a Q Specialist at 888-528-4872.**

**NOTE: When inserting a USB Media Drive, *do not restart* the Lavi Electronic Queuing System. It must be ON at all times.**

- Locate the Lavi Electronic Queuing Computer (shown in image 1). The Computer is most likely installed on the back of the TV.
- Do not turn off any part of the TV or the Lavi Electronic Queuing Computer.
- Insert the USB Media Flash Drive (shown in image 2). It can be placed in any of the two available USB ports on the Lavi Electronic Queuing Computer (shown in image 3).
- If there is currently a flash drive in any of the two available slots, remove it and replace it with the new USB Flash Drive. **Do not remove any other device already plugged into the Lavi Electronic Queuing Computer.**

**NOTE:** When rebooting the computer, the USB Media Flash Drive must be unplugged and plugged back in once the system is fully booted. The small micro SanDisk USB is the Configuration Drive and must remain plugged in at all times.

