

ScreenCloud OS 3.0 Webinar

Webinar Questions May 15, 2024

Q: We recently purchased several ScreenCloud OS 2.0 devices. Can we upgrade these to ScreenCloud OS 3.0?

A: All ScreenCloud OS devices running ScreenCloud OS 2.0 will automatically update to ScreenCloud OS 3.0 via our automatic OTA update system. You will also be able to update your ScreenCloud OS devices manually in case the OTA update process fails.

Q: How can we tell if the OS on our ScreenCloud OS device has been updated to the new 3.0 version?

A: There are a few places to view the version of ScreenCloud OS that your device is running. Firstly, when you power on a ScreenCloud OS device, you can view the OS version on the boot screen. Secondly, you can connect a mouse to your device and open the side menu, where the OS version is noted. And finally, the OS version is also displayed in the device info section in Studio or the RDM Console.

Q: We are using one Microsoft unit and one Station P1 Pro unit. Will we only see the new features on the ScreenCloud device? Will the new features be available on the Microsoft device as well, or will new devices need to be purchased to access the new features?

A: New features coming to ScreenCloud OS 3.0, like Display Resolution Control and HDMI CEC support, are not coming to our Windows player app yet, but we may add support for them to our Windows player app or player apps for other platforms in the future. Our Windows player app also supports many of the RDM features available for ScreenCloud OS, for example device info, screenshot, and clear cache.

Q: Is the Intel support intended to increase the number of devices supported, or is there a specific use case where they perform better?

A: By adding Intel support we mainly want to provide more choices for our customers in terms of form factors and use cases. For example, adding support for an Intel-powered device could result in a ScreenCloud OS device that can power more than one display. While we can't confirm which Intel-powered devices we will support yet, we'll share more information as we have it.

Q: If I move one of my devices to Canary and something goes wrong, can I roll back to Stable easily?

A: Yes, it's possible to use our SD Flasher tool to reflash your ScreenCloud OS device with the latest stable version of ScreenCloud OS in the event that you want to stop using a ScreenCloud OS device to test pre-release versions of ScreenCloud OS via our Canary OTA update channel.

Q: We noticed the YouTube app has a slight delay with a 1-second black screen before each video. Will this be fixed with the new updates?

A: We are committed to fixing issues that our customers experience and actively look into issues that customers report and the possibility of fixing them. If you experience any issues feel free to reach out to our support team at support@screencloud.com to report them.

Q: If I buy new devices now that run ScreenCloud OS, which version will they ship with?

A: The ScreenCloud OS devices we have in stock often run older versions of ScreenCloud OS, as it may have been a few months since they were flashed during manufacturing. Nevertheless, every ScreenCloud OS device will check for and download the latest version of ScreenCloud OS during the provisioning process, so your ScreenCloud OS device should be up to date once you've completed provisioning it.

Q: Could you please clarify which devices are certified for touch-enabled features?

A: Currently ScreenCloud Touch is supported on Android, Fire OS, Windows, and macOS devices. ScreenCloud Touch is not currently supported on ScreenCloud OS, but support for this will be coming soon.

Q: Will it be possible to set static IP addresses in ScreenCloud OS 3.0?

A: The ability to set static IPs is already supported in ScreenCloud OS and will also be supported in ScreenCloud OS 3.0. For more information on how to set up a ScreenCloud OS device, see [here](#).

Q: Will custom screen dimensions, such as those for unusual LED walls, be supported?

A: ScreenCloud OS 3.0 will come with Display Resolution Control, which will allow you to use any resolution supported by both your ScreenCloud OS device and your display. However, if your LED video wall has a resolution that is not supported by your ScreenCloud OS device, for example a very wide or very tall resolution, it may not work.

Q: With ScreenCloud OS 3.0, will the timezone of the space be respected, or will we still need to set it in two locations?

A: This is a known issue and we are looking to improve this in the future, but fixes for this may not coincide with the launch of ScreenCloud OS 3.0 and may be completed later.

Q: In the new RDM, is it possible to extract both MAC addresses and not just the connected interface?

A: It is currently possible to view both the wireless and wired MAC addresses for a ScreenCloud OS device on the device's provisioning screen, but not yet possible to view this in the RDM Console. This is a known issue and we are looking to improve this in the future, but fixes for this may not coincide with the launch of ScreenCloud OS 3.0 and may be completed later.

Q: During deployment at a remote location, the local IT support might use a USB stick to connect the device via WiFi. However, if the device is later moved to its final location, it may be connected via a wired connection. It would be helpful if we could add the MAC address to the system to bypass the wired captive portal. Currently, the reporting only shows the connected MAC address, Is this something you are working on?

A: Currently it is necessary to factory reset a ScreenCloud OS device and re-provision it in a case like this, but many customers have requested the ability to change the network settings of a ScreenCloud OS device so the device can be moved to a new location more easily, so yes, this is something we are looking to improve in the future.

Q: Will the hostnames also be shown in the new RDM?

A: Currently the hostname of a ScreenCloud OS device is displayed in the device info section of both Studio and the RDM Console, but isn't available as a column. In the future we will make it possible to add hostname as a column in both the RDM Console and Screens Manager.

Q: When will you develop the option to pull reports instead of logs?

A: We are currently actively considering feedback from our customers in order to design the best reporting systems we can for our RDM tools, and once that is completed we will start working on new features for our RDM tools, including reporting features. While we can't provide an exact ETA of when these reporting features will be ready, we hope to add them as soon as possible.

Q: Will the RDM updates be available even if we don't update our devices to version 3.0?

A: Most RDM feature updates are added separately to ScreenCloud OS, so you will see them added even if your ScreenCloud OS device is not updated to ScreenCloud OS 3.0, but on the other hand support for some RDM features like Display Resolution Control and HDMI CEC support is coming with ScreenCloud OS 3.0, so to use those features an update would be required. Please note that all ScreenCloud OS devices will automatically update to ScreenCloud OS 3.0 as well, so you can expect your ScreenCloud OS devices to update automatically as well.

Q: When you say 2 HDMI, does that mean getting two different outputs from one device?

A: Yes, when we say 2 HDMI, we are talking about 2 HDMI out ports on the same device.

Q: Do ScreenCloud OS devices have the ability to reboot and clear the cache?

A: Clear cache is supported on ScreenCloud OS, but does not require a reboot to complete. The ability to reboot a ScreenCloud OS device is also supported though, with both features being available in Studio.

Q: If I'm currently using the "set operating hours" functionality, will the launch of 3.0 automatically convert existing settings to power on/off, or will a setting need to be changed?

A: HDMI CEC support will be gradually rolled out and improved over time, with operating hours not connected to HDMI CEC's ability to turn your display on/off at launch, but this is something we will add as soon as possible.

Q: Will the Intel devices be set at a different price point? And is there an ETA on their availability?

A: Currently we have not confirmed which Intel-powered devices we will be adding support for or what their price point will be. It's likely though that they will be slightly more expensive than the \$150 price Station P1 Pro powered by ScreenCloud OS.

Q: Besides feedback, will you accept requests for company demos via video call?

A: Our sales team regularly conducts demos via video call. To reach out to our sales team see [here](#).

Q: Is there a way to force the device output to be 1080p, 2K, or 4K?

A: With Display Resolution Control, which is coming with ScreenCloud OS 3.0, yes, it will be possible to set your display's resolution to 1080p, 2K or 4K.

Q: Is there any tool to diagnose or troubleshoot problems on the Station P1 or StationP1 Pro?

A: Currently we only provide device info for ScreenCloud OS devices, but in the future yes, we do want to add additional troubleshooting tools to ScreenCloud OS.