

RISTV System Documentation and User's Manual

RISTV – Interactive TV Solution

Edited by:
Max Rosari

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1. Introduction

Founded in 2001 in Switzerland and expanding in Europe, Middle East and Africa, RISTV has expended and deployed its solutions in numerous hotels and resorts.

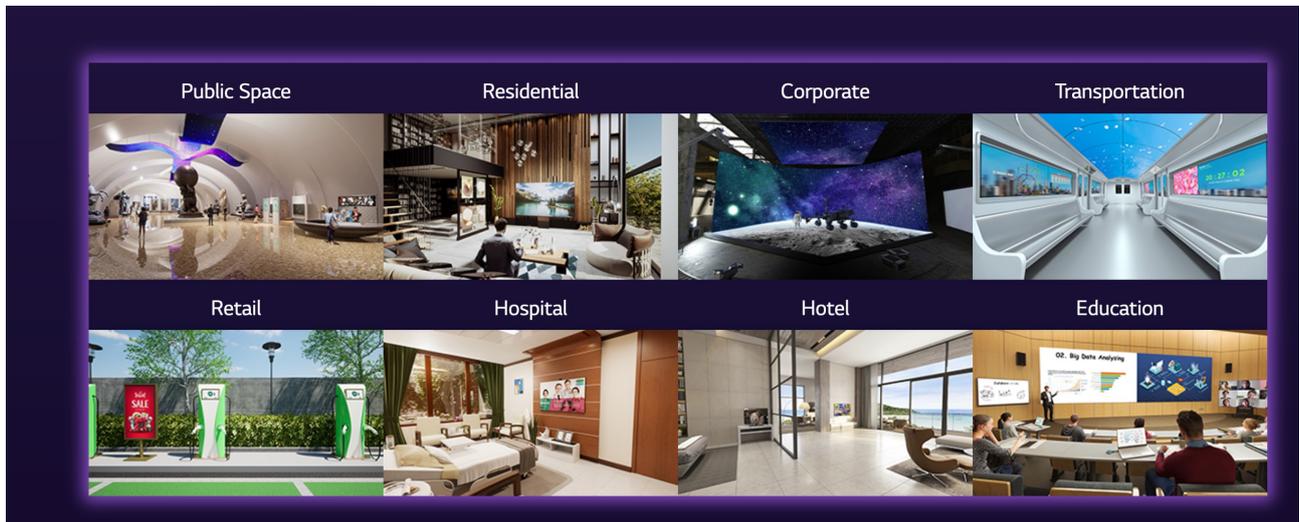
RISTV is one of the leading solution provider focused on developing converged technology solutions for the hospitality industry.

With a longstanding track of more than 20 years record in delivering high-quality solutions to some of the world’s leading hotels, RISTV aim to continuously deliver cutting-edge solutions at very competitive prices which will revolutionize the way you communicate, interact and entertain your guests.

1.1. The Solution

The RISTV Solution, namely “Interactive TV”, has been designed including an enormous number of long-lasting experiences since the first day of conceptual design. You will benefit of a complete and robust solution, which is being enhanced and extended with new functionalities every day.

This manual is intended for End user as well as for beginners and should help knowing much better how to manage the RISTV solution for your company. RISTV has been designed to be compatible and adaptable (customizable) for any kind of activities, e.g., Hotels, hospitals & clinics, villas, resorts, corporates etc.



2. RISTV on Android Systems

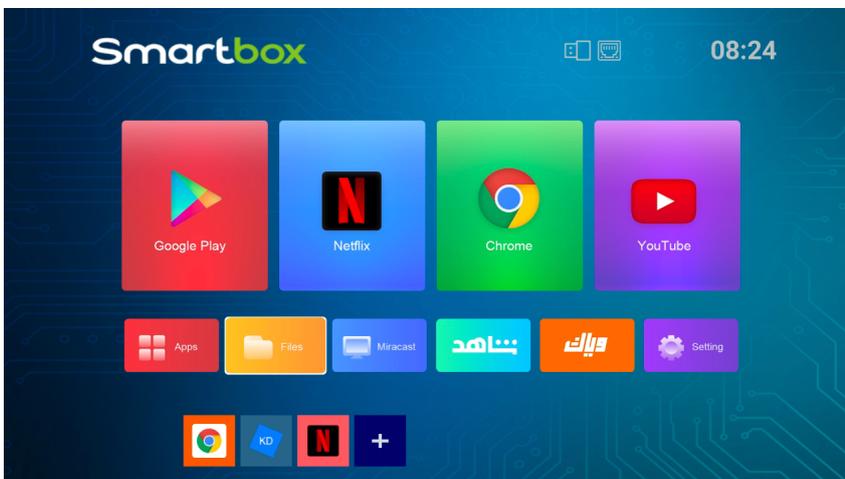
Find here some important settings to be done on Android Systems set itself, to assure a smooth function and integration of the RISTV System. Some parameters must be done manually on each TV or Box as mentioned in the respective section of the respective brand.

2.1. Android TVs & STBs

For Android TVs follow the corresponding setup of the respective Android TV brand to install the RISTV Application. Refer the “Android Setup BOX (STB)” Section for further details on how to install the RISTV App on Android.

2.2. Android Setup & Installation

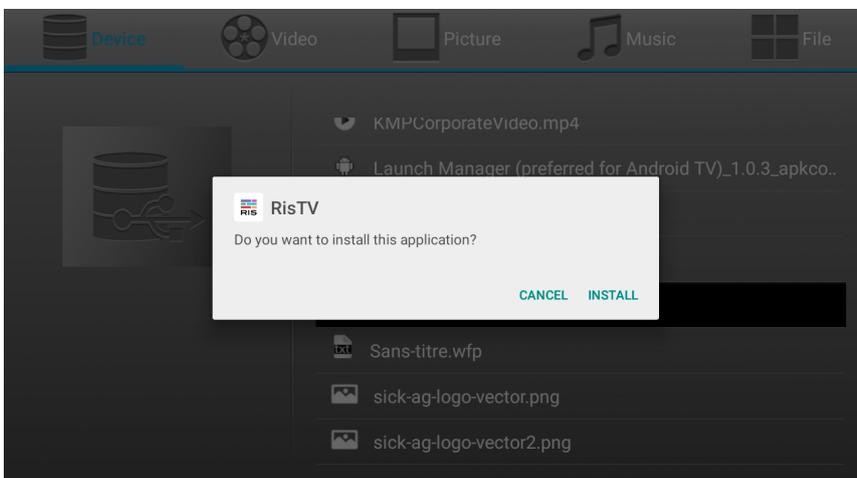
Depending on the STB’s brand and settings, some parameter may vary from the following setup and indications. In General Android systems are very similar to each other, so that the following instructions should mainly match all Android systems.

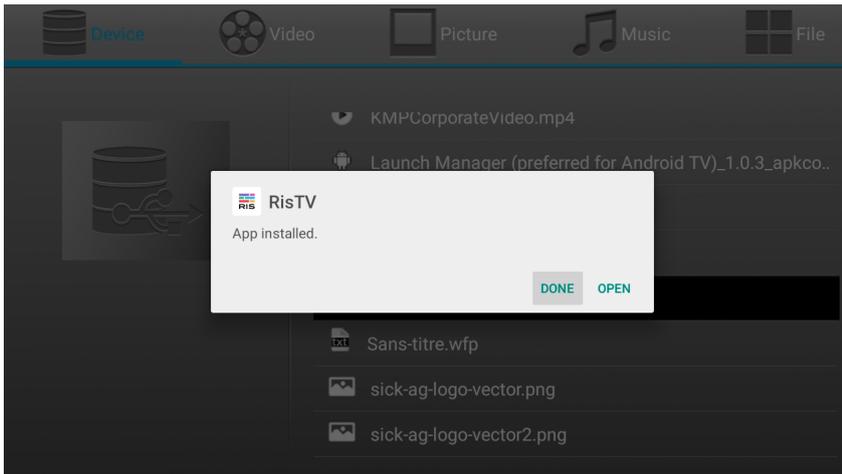


For a hassle-free installation, make sure that you are using standard Android and preferably Google certified systems / STBs.

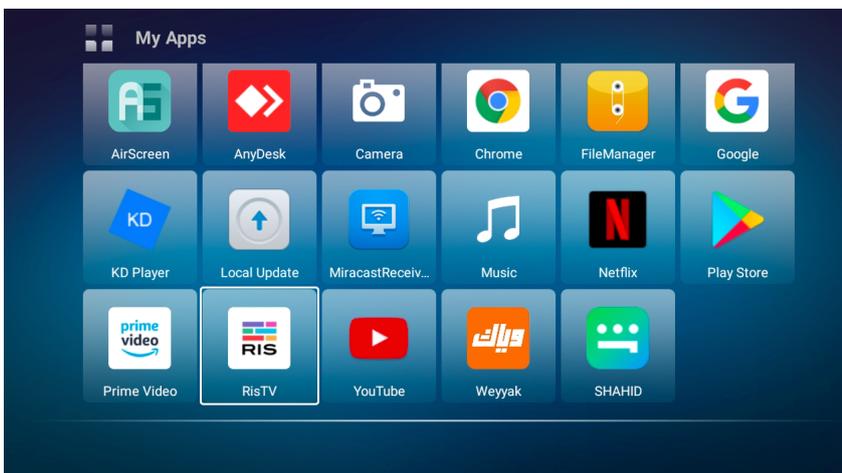
Note that the RISTV App may be installed on various systems but depending on the hardware usability, especially on the remote control, user experience and quality of use may vary from system to systems, due to the fact, that not all hardware are suitable for a good user experience.

To install the RISTV App, just execute the File Browser and search for the RISTV App on the inserted USB Stick. Go thru the single installation steps and finish installation.





After installation, click on “Done”. RISTV is now installed but not configured yet. Please refer to the section “*Organization Management*” for adding STBs, TVs etc. In the section “*Organization Management*” you will be able to build your organization and assign devices and rooms to the respective STBs and TVs.



As soon as you see the RISTV icon, the application is successfully installed.

2.3. STB Hardware

On Android Systems there are three main elements which must be taken into consideration:

1. STB (Setup Box) physical installation
2. Remote Control (User experience)
3. Launcher on the Android System

The following sections will explain in detail how to create a high user experience on Android Systems when deploying RISTV on Android systems.

2.3.1. STB - Physical Installation

Depending on the STB model, size and connectors, you should make sure that the STB is hidden and well connected to the TV set. If you are using an IR (Infrared remote control), make sure that you connect an IR-extender (IR eye) to assure a good IR reception for the STB. Use preferably Bluetooth remote control, in order that the remote control must not be pointed directly the IR receiver for a better user experience.

Sample IR-extender using 3,5 mm Jack and Box-Holder for wall/TV mount



Sample of an IR-extender and replicator using USB-STB connector, if IR-input is not available on the box.



Note RISTV may provide or suggest some standard IR-extender to be implemented, depending on the used STB to maximize the user experience.

2.3.2. Remote Control

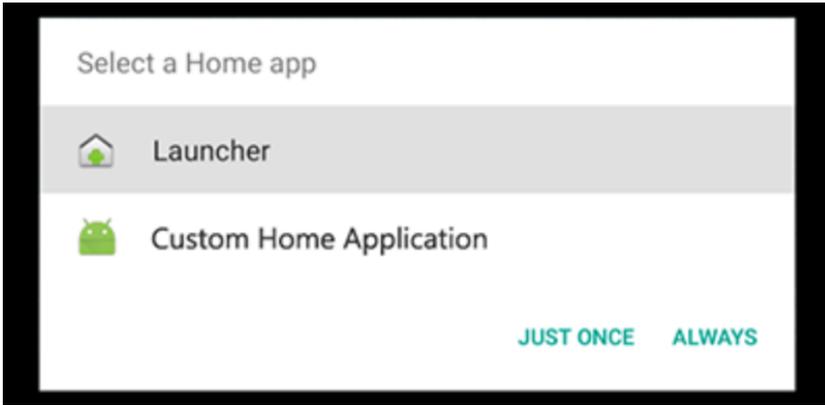
Preferably use a Bluetooth remote control with an USB-dongle to be inserted into the STB. This will assure a better user experience when control the RISTV App and the remote control must not be pointed to the STB or the IR eye.



Note RISTV may provide or suggest some standard remote controls to be implemented, to maximize the user experience.

2.3.3. Set Default Launcher

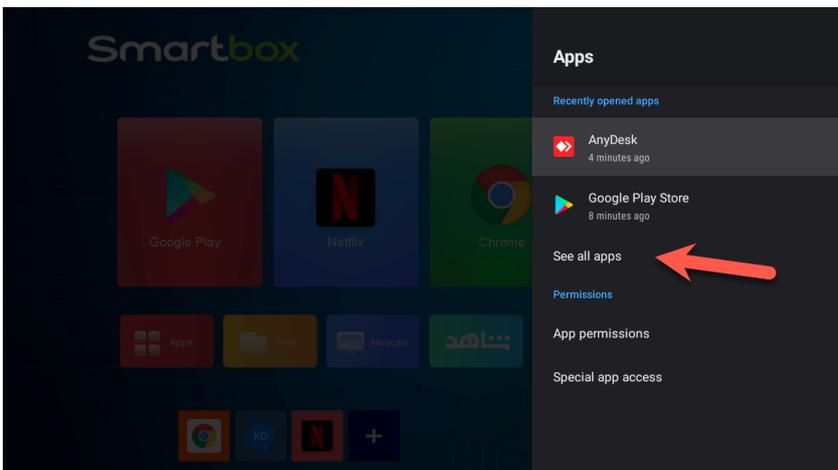
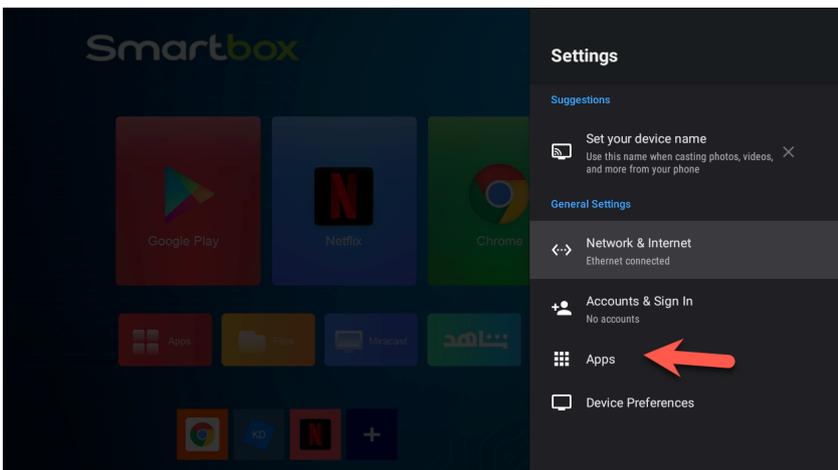
After proper installation and final setup, you must choose to setup the standard Android launcher to be executed as the RISTV App to assure that the RISTV App will automatically be executed when starting up the STB. This will make sure that the user will not be able to enter the STB settings.

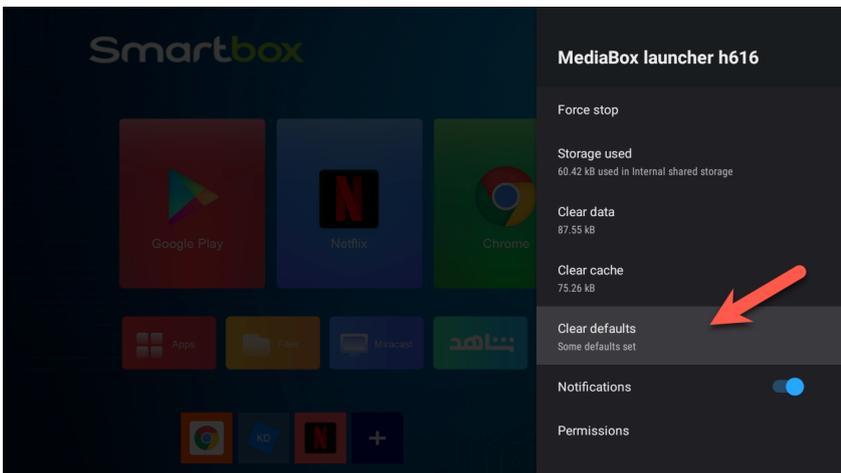
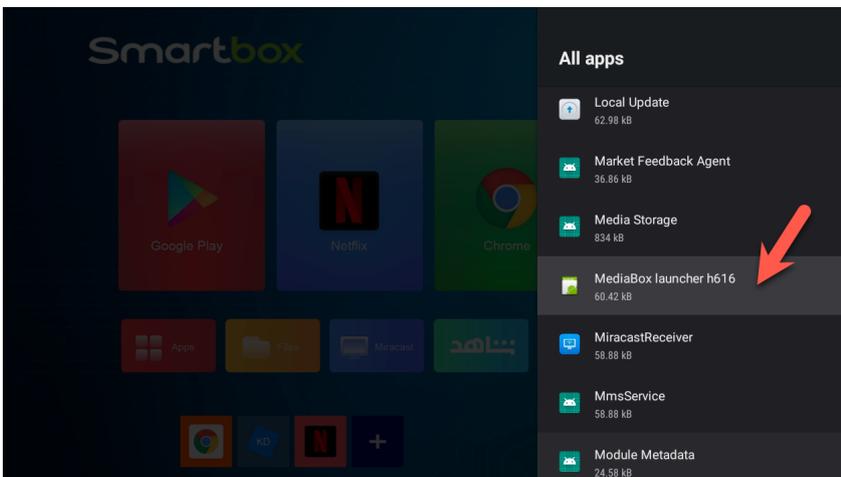
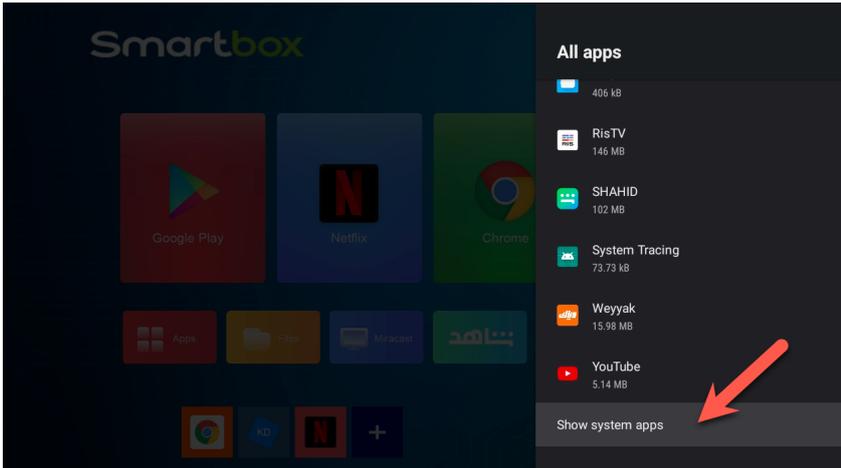


When asked to choose the launcher; choose “RISTV” as the default launcher to make sure that at next startup/boot of the STB, the RISTV App will be directly executed. Also click on the “Always” option. This is mandatory to avoid user’s interaction with the system and settings. Everything and all access to the STB will be handled directly inside the RISTV App.

2.3.4. Remove Launcher Settings

In order to remove the default launcher settings, you have to remove the default launcher flag. As soon as remove, the setup box will ask again for a default launcher at boot time.





And hit “OK” to remove the settings.

Note RISTV may provide or suggest a specific launcher to be installed, in order to maximize the user experience.

3. RISTV on TIZEN Samsung TV

Find here some important settings to be done on the TV set itself, to assure a smooth function and integration of the RISTV System. Some parameters must be done manually on each TV set as mentioned in the respective section of the respective brand.

3.1. Samsung Hospitality TV

For Samsung TV follow the following settings and make sure that the app is correctly installed on the Samsung TV. The settings have been tested on the “H”ospitality versions of Samsung’s TVs, normally models starting with an “H”, e.g. “HAU8000”. The settings must be done manually for each TV. We assume that the TV is running the operating system (OS) “Tizen” based on at least year’s model 2022 / 2023.

- 1 - If the application has been already installed, delete the application from the TV by going to the “Apps” menu and delete by long pressing the OK button and choose “Delete”. Reinstall the RISTV-Application by inserting the USB-Stick. A message “OK” will be displayed if all is ok.
- 2 - Enter the Hospitality Setup by hitting “Mute”, “1”, “1”, “9” and “OK” or “Enter”. This will show up a special menu as follows:
- 3 - Put the TV in “STANDALONE” hospitality mode
- 4 - Disable all “OSD MENU” to → (ALL OFF)
- 5 - Activate “VIRTUAL STANDBY” → (ON)
- 6 - Activate the “H.Brower Solution/Mode” position (ON)
- 7 - Enter in the “URL Launcher Settings” the following: “http://tv.ristv.com” and “OK”. → The TV will install the application and restart
- 8 – Enter the menu “System” and “System Manager”. Change the name of the TV” to the room’s number, e.g. “426”. If you have multiple TVs in the same room add “xx.1” to the room’s number, e.g. “426.1”, “426.2” etc.
- 9 - Turn the TV off/on once in the open application to test if the TV remains in the application once it is turned back on.

Sample of correct settings for the H.Brower (Autostart):



TV Name:



NOTE: ONCE YOU REBOOT THE TV, IT MAY DISPLAY A BLACK SCREEN. DON'T PANIC, JUST NEED TO TURN THE TV OFF AND THAT FIXES THE PROBLEM. If there is another bug, repeat the steps accordingly.

3.2. Samsung Remote Control

The Samsung Remote control may vary depending on your TV model. Usually the new models (2022/2023) have remote controls like this:



The usage of the remote control is like on normal consumer TVs, beside some restrictions given by the RISTV application for the hospitality usage like:

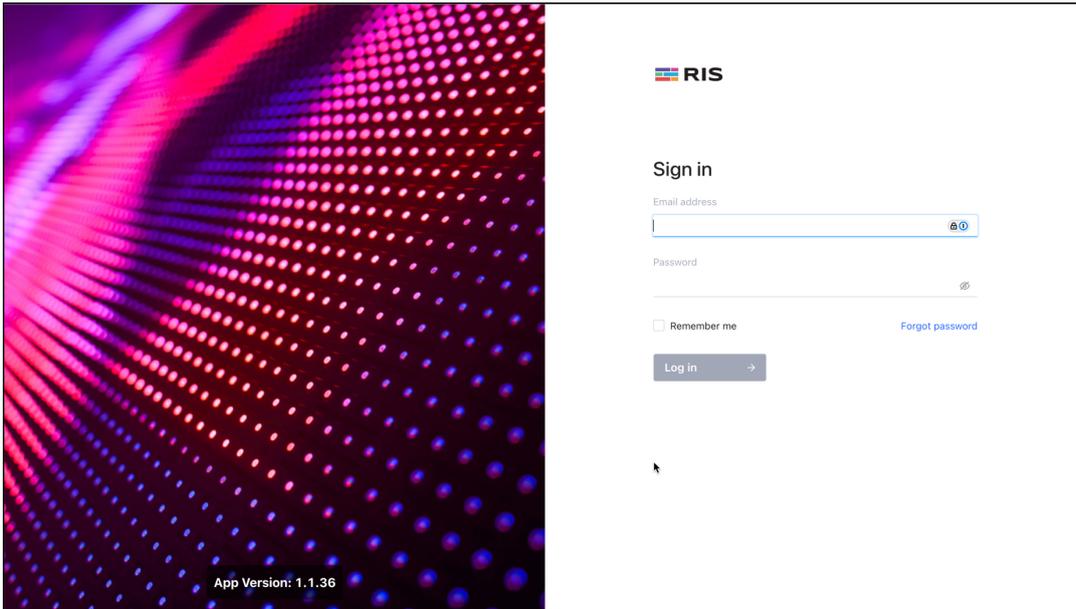
- Put TV in sleep mode → Hit the power on/off button once
- Switch off TV → Long hold the power on/off button
- Abort RISTV-Application → long hold the “Back” button until you see a message which will ask you if you want to exit the application. This option depends on the option selected on the dashboard.
- Resume/restart RISTV-Application → Just select the “RIS” icon and hit the “OK” button

4. RISTV Web Dashboard

4.1. Overview

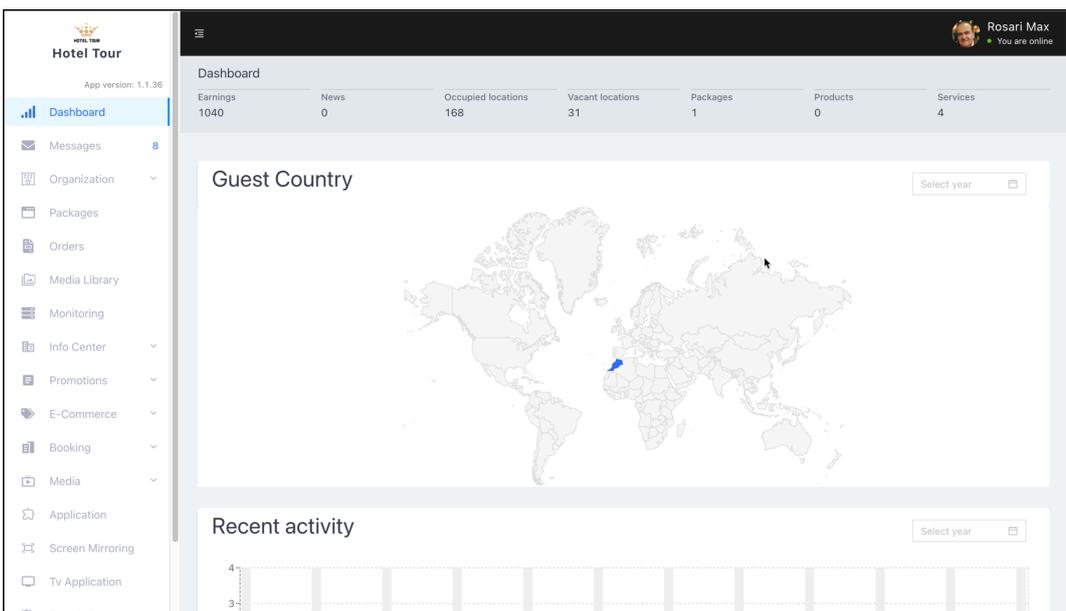
To access the RISTV Dashboard enter the following address: *dashboard.ristv.com*. The following screen will show up to enter your credentials. Enter your email address and password, which normally have been given by your administrator.

4.2. Login & Access



4.3. Introduction to RISTV Dashboard

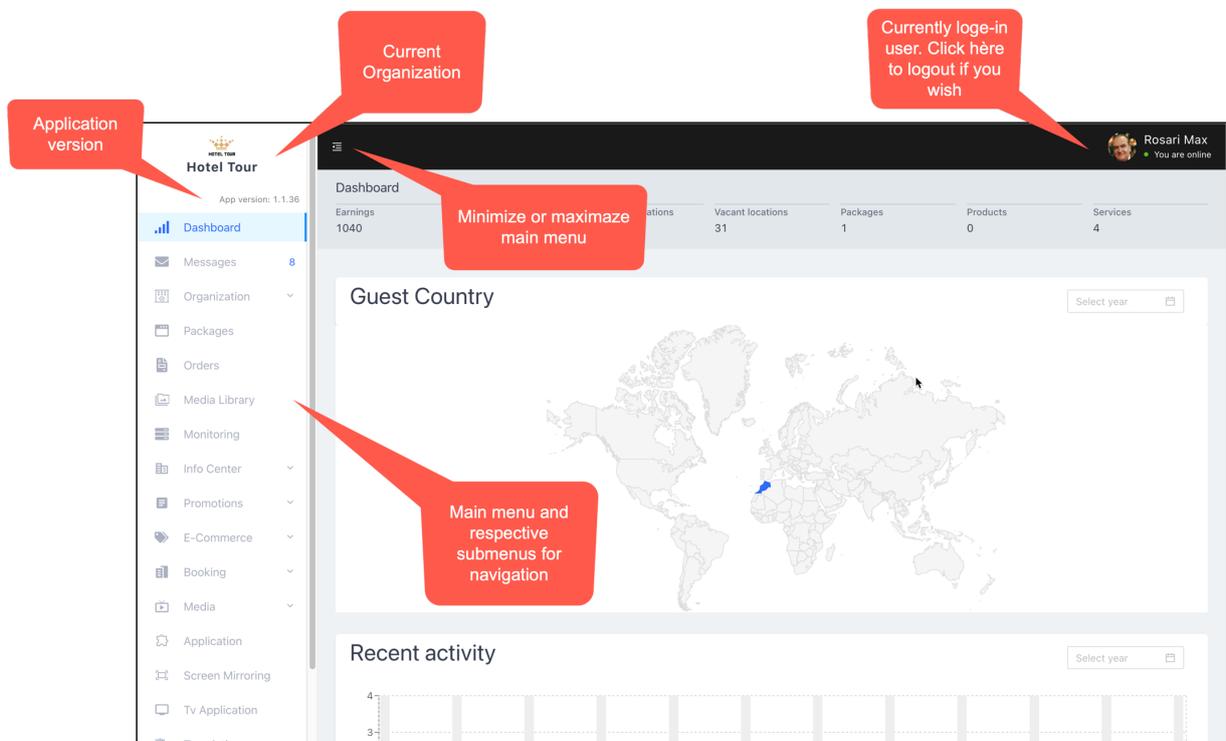
Depending on which Organization your credentials have been setup, you will see the corresponding Organization’s name on the tope left corner and a vertical left menu, depending on your access rights. Note: Access rights my only be modified by the System Administrator.



The main menu of the Dashboard may vary depending on your profile and Organization.

4.4. Structure and Navigation Overview

You can navigate on the Dashboard using several menu and submenu depending which section you may want to manage. Depending on the current Organization's requirements, as well as your current version, location etc., some entries and definitions may vary from the picture.



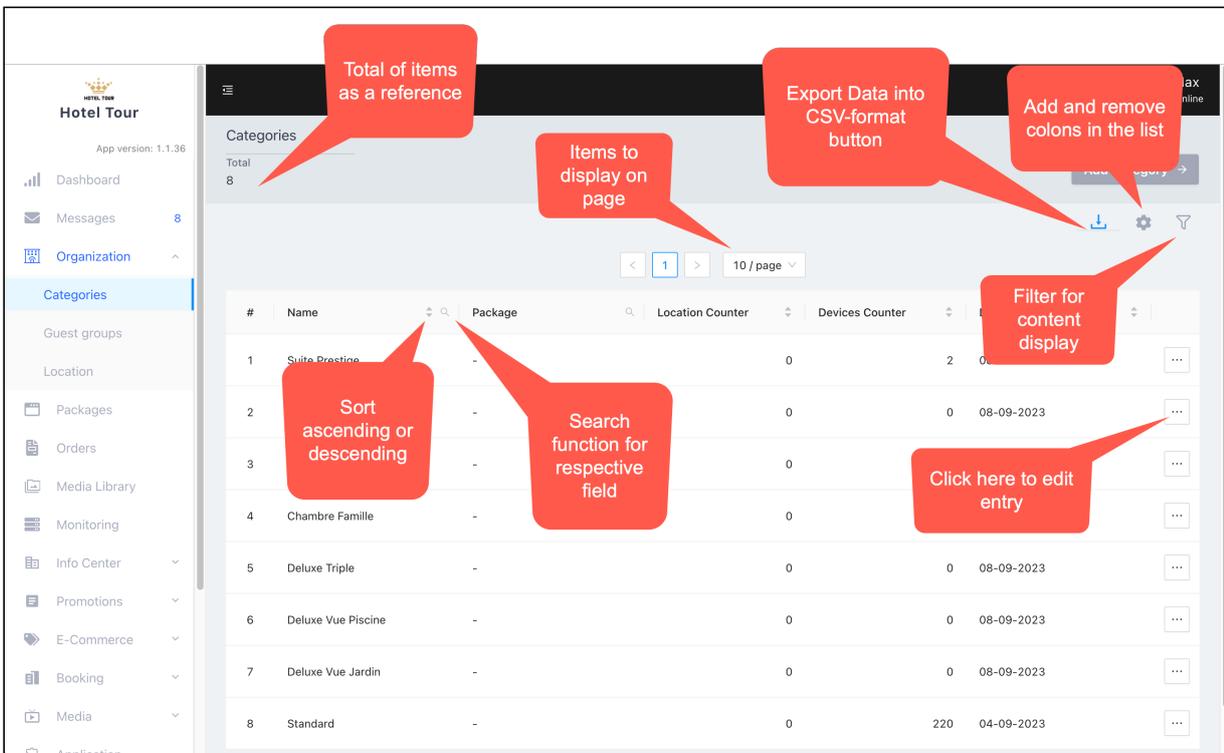
4.5. Menu Positions

Find here some quick explanations for each menu position on the Dashboard.

- **Dashboard and Overview**
The main RISTV-Dashboard (Home)
- **Messages**
Manage message to be sent and received either thru the PMS or manually
- **Organization**
Manages the structure of the organization, e.g. rooms and TVs for a hotel or clinic
- **Packages**
Manage and configure what may be accessed to be allocated later
- **Orders**
Manage sales orders and requests
- **Media Library**
Manage pictures and videos
- **Monitoring**
Monitor devices if they are online or offline and look at their configuration details
- **Info Center**
Manage the Organization's information pages, e.g. for Hotels Restaurants, SPA, Services etc.

- **Promotions**
Manage short terms promotions to be showed up at the screen as a pop-up window, e.g. for hotels “Happy hour” information or last-minute offers
- **E-Commerce**
Manage sales of products and services to be offered
- **Booking**
N/A
- **Media**
Manage Live TV channels, Radio, Music and VOD (Video on demand)
- **Application**
Manage applications to be displayed and executed on the screen, e.g. Netflix, Youtube etc.
- **Screen Mirroring**
Manage screen mirroring and casting instructions
- **TV Application**
Manage the GUI (Graphical User Interface) of the main menu
- **Translation**
Manage Dashboard language translations
- **Settings**
Manage Organization’s preferences and settings, e.g. PMS-Interface, logos, currency, address etc.
- **Help & Info**
Manage help and info screens to be displayed on the device

Note that depending on your access level and needs, respective menu entries may be of interests for your needs or not, depending on your business requirements. E.g. Hotels will not have the same needs as Clinics or organizations. Please see further down for more details of each menu position.



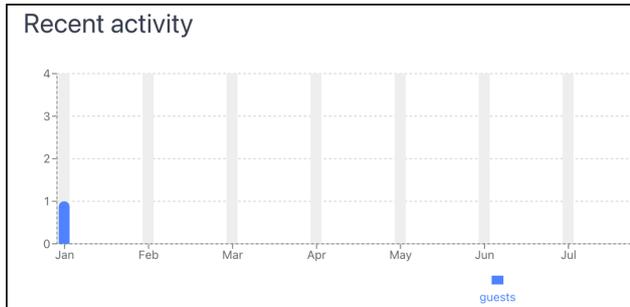
You will find these options and functions on all screens normally, for better managing data and entries.

5. Dashboard

The Main Dashboard gives you some overall information about the current status and some statistics for the current Organization. Let’s have a look at some details of the screen.

5.1. Recent Activity

Here you will find a statistical representation of the recent activity and statistics, mainly guests count for each month.



5.2. Products

It shows the number and amount (price) of all sold products



5.3. Services

It shows the number and amount (price) of all sold services



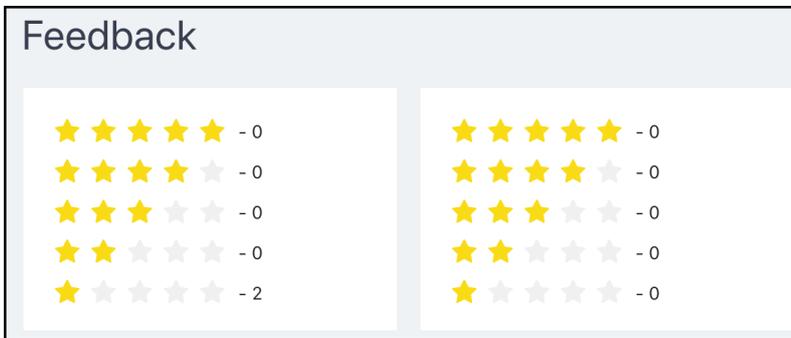
5.4. Movies

It shows the number and amount (price) of all sold movies in the section VOD (Video on demand)



5.5. Feedback

It shows the overall feedback given by the survey application in the “Feedback” menu



6. Messages

Here you may manage incoming and outgoing messages. Depending on the configuration in the “Settings” menu, messages may be exchanged manually or thru the PMS interface (e.g. Opera etc.)

The “origin” of messages may vary depending on their “nature”. Messages may be generated from:

- User’s/guest’s manual entered message from the remote as “Quick Message” (see below for details about Quick Messages), e.g. “Please send me some new blankets”
- As message sent to the device / TV from the Dashboard, e.g. “Your Taxi has arrived”
- As a “Sales Message” for sold / ordered products or service, e.g. “Continental Menu ordered for Room 233”
- As a sold / ordered “VOD” (Movie) sale, e.g. “James Bond ordered for Room 233”

Note that depending on your configuration and settings, also other services may send or receive messages from different and various “Message Sources”.

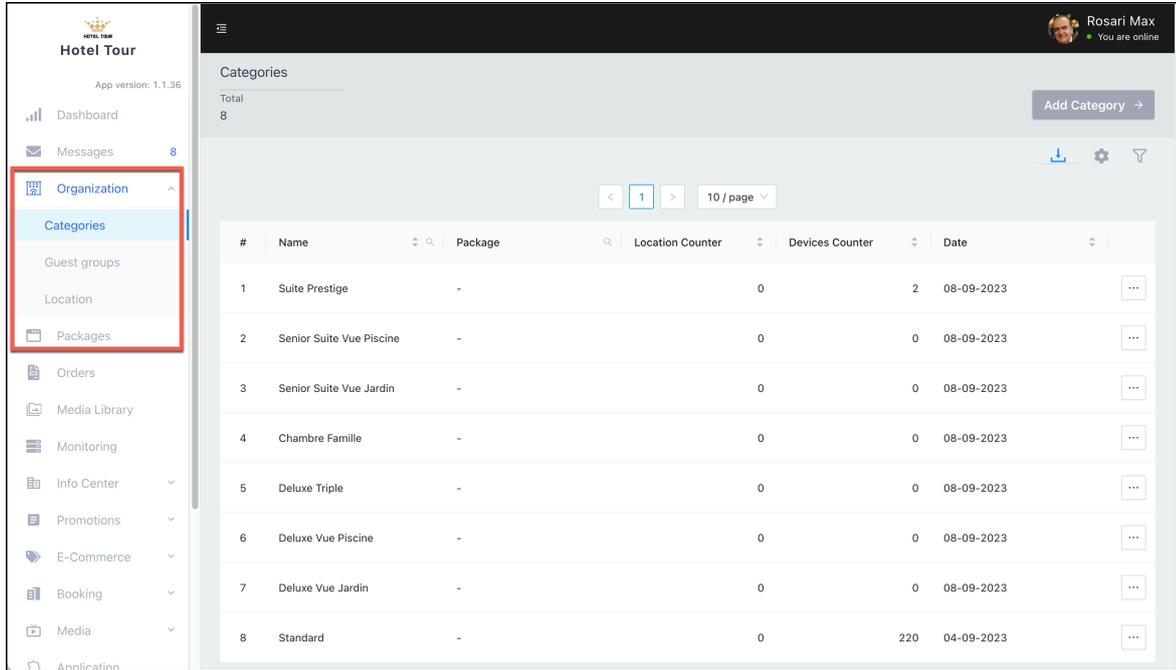
Also depending on your current configuration, messages may be forwarded via email or other services to the corresponding person or department.

6.1. Recent Activity

Here you will find a statistical representation of the recent activity and statistics, mainly guests count for each booked location.

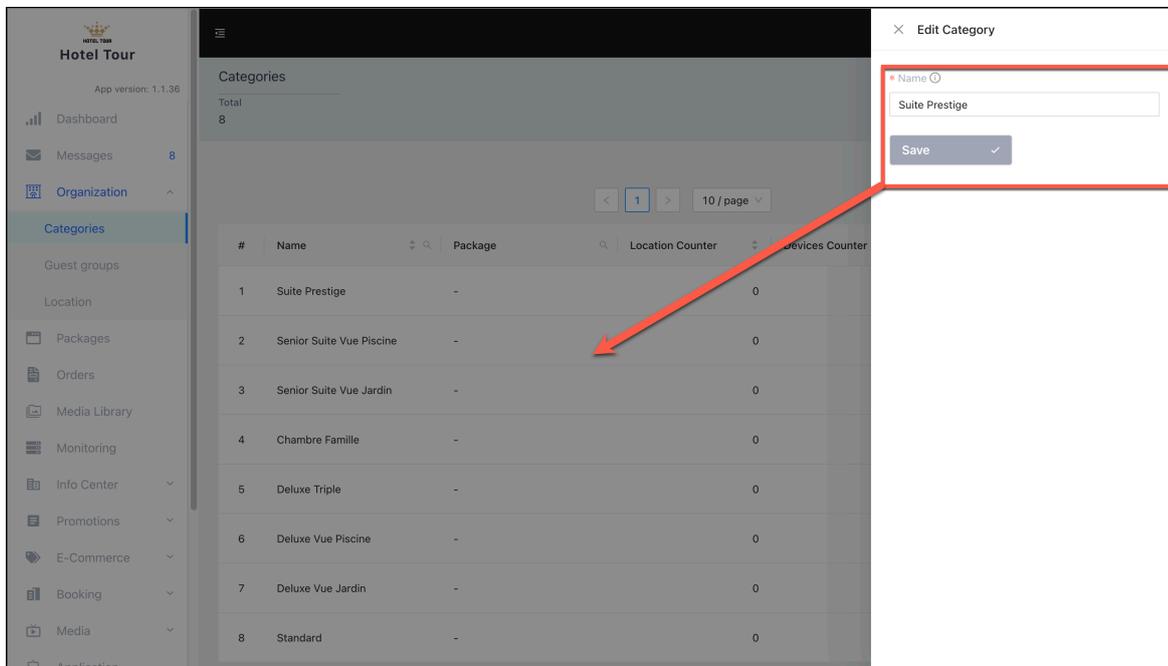
7. Organization Management

Here you can organize and manage the structure of the organization adding, rooms, locations and devices. Depending on your current structure of the organization, you may define different places and locations as well as devices and assigning different configurations.



7.1. Categories

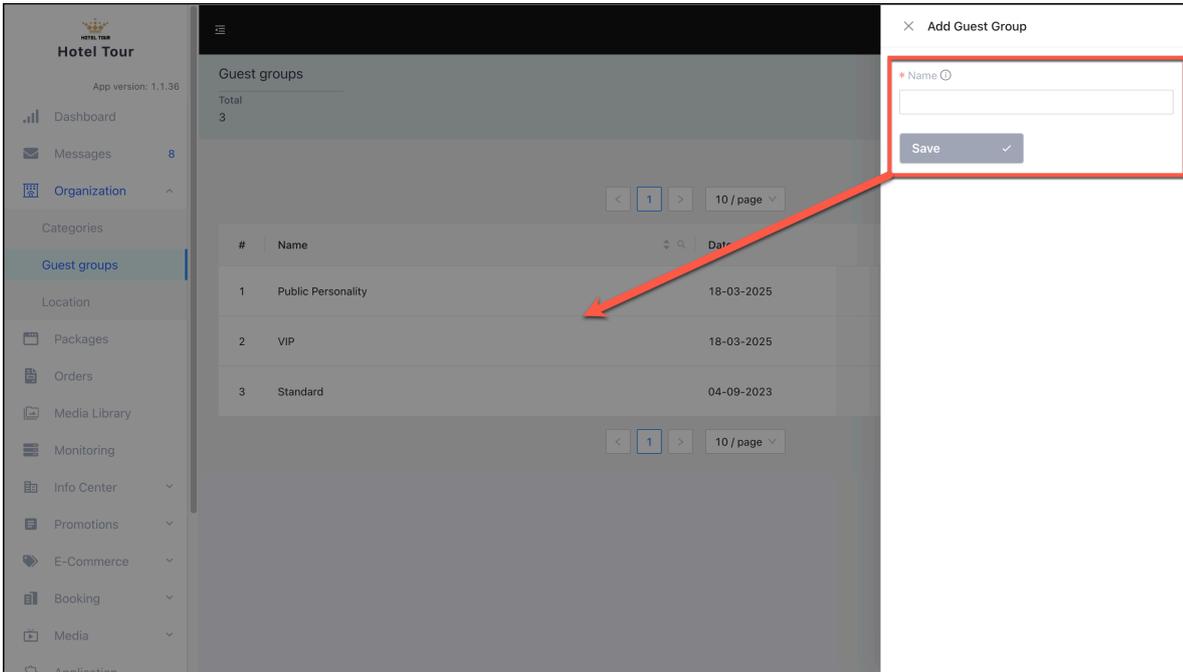
Here you may define the respective category, which will be assigned to the respective location



Add at least one category. This is mandatory for adding locations, otherwise you will not be able to add a location when asked for the category. Categories are just for information and statistics, to divide different location's type/categories.

7.2. Groups

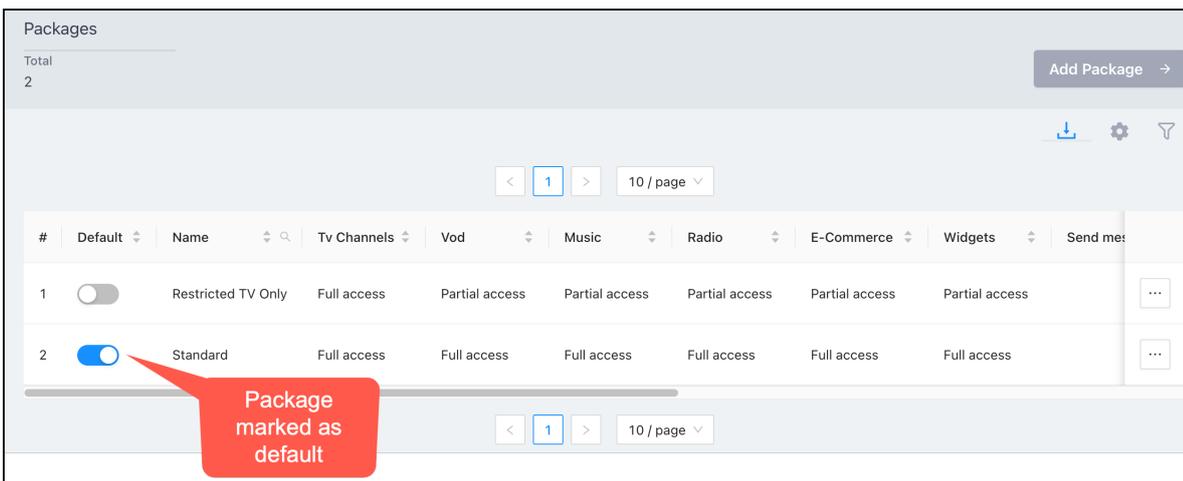
Here you may define the respective groups, which will be assigned to the respective guest and persons in the location for check-in.



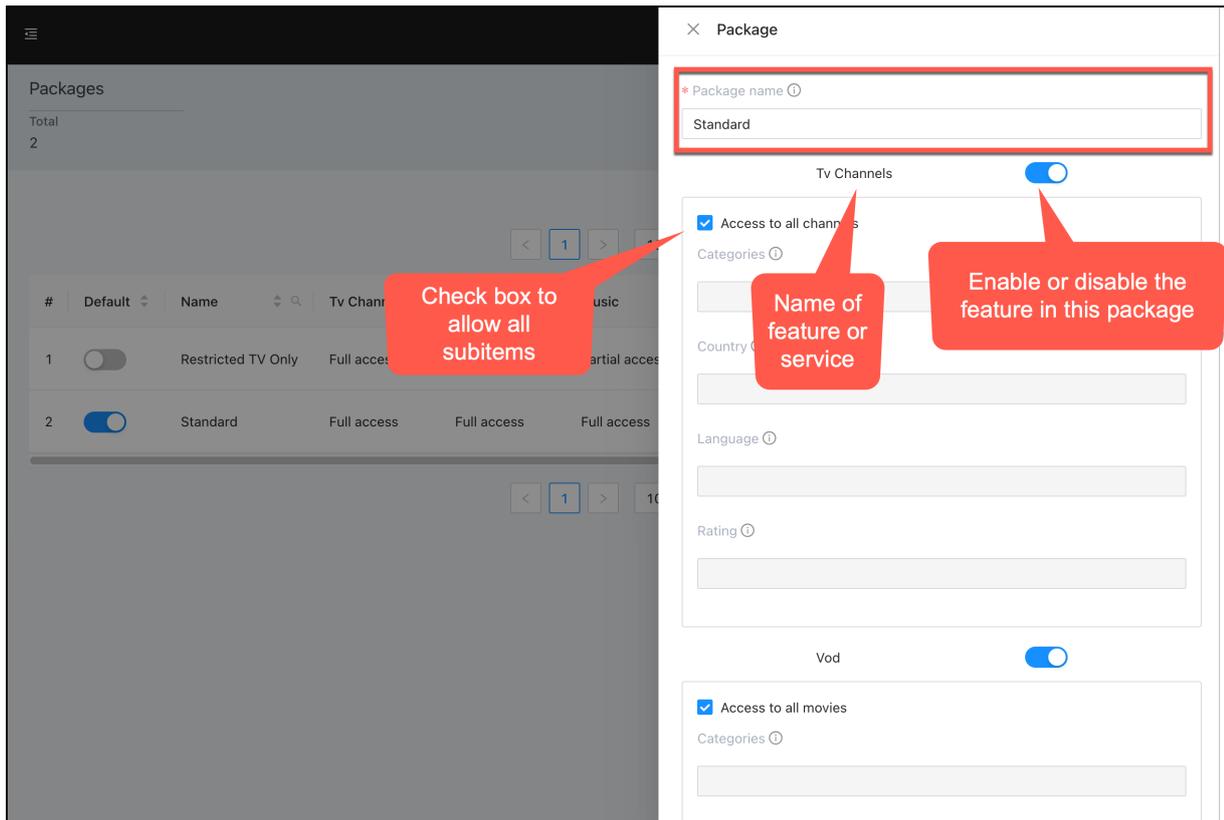
Add at least one group. This is mandatory for adding guests and persons in the location, otherwise you will not be able to add a guest/person for check-in when asked. Groups are just for information and statistics, to divide different type of guests and persons.

7.3. Packages

Using packages, you may restrict or allow access to different services and functions like TV channels, Video On Demand (VOD), Radio, E-Commerce etc. to a respective device.

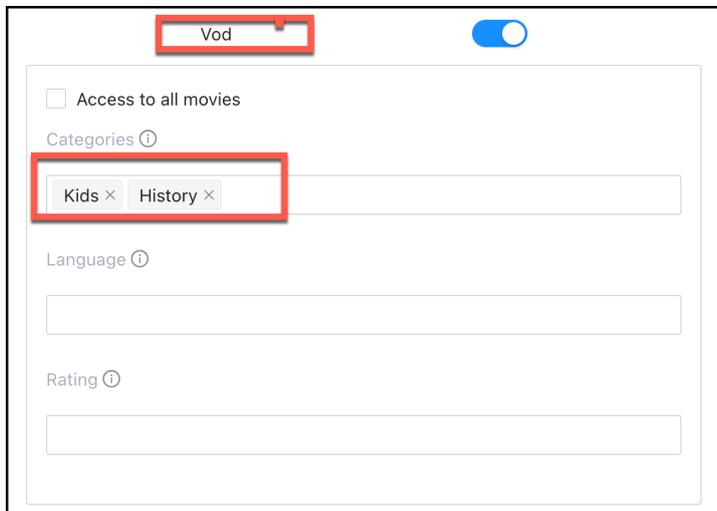


You need at least to create one Package. If you do not want to distinguish packages, then we suggest creating a “generic” package. You may add more packages anytime and assign them to specific devices.



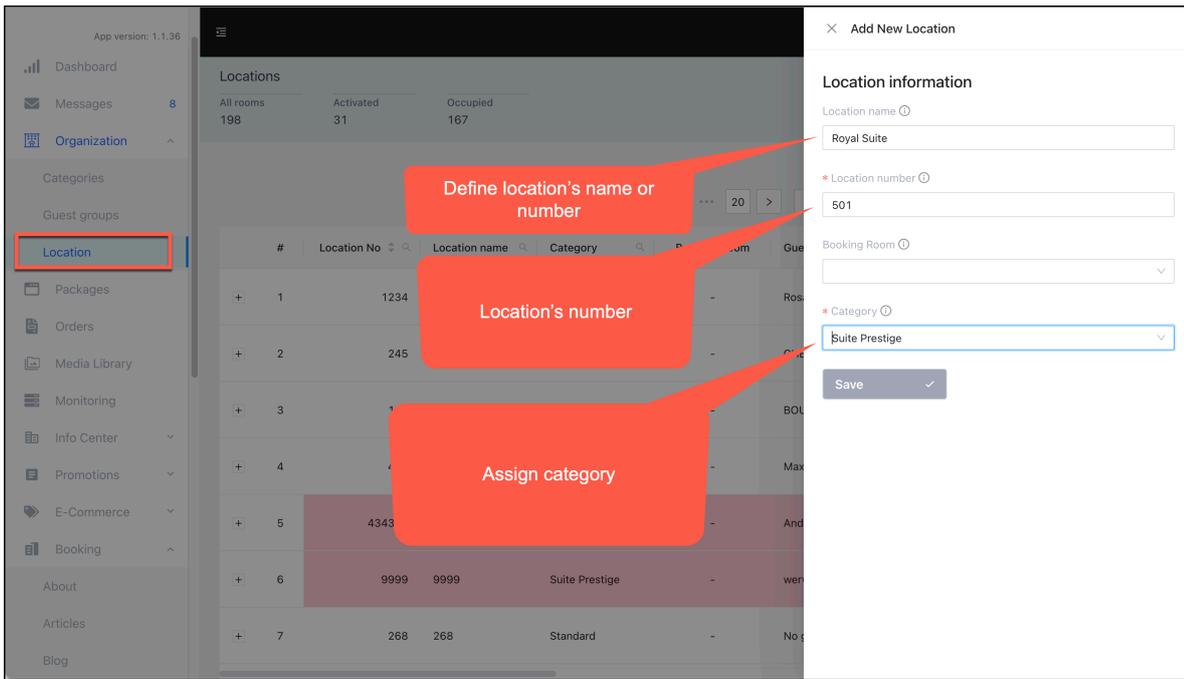
Select, enable or disable respective Package's feature, function or service.

Example to allow to watch only Kids and History marked movies when selecting movies (VOD):



7.4. Locations

Note: It is mandatory that you have previously created at least one category, one group and one package for adding a new location.



7.4.1. Location Name

Assign a location name or room number etc., which will clearly define and name the respective location. For hotels without different locations names, just enter the room number or equivalent.

Some examples:

Suite Prestige, Villa no. 23, 1st Floor, Sea View Bungalow, 234, Maternity

7.4.2. Location Number

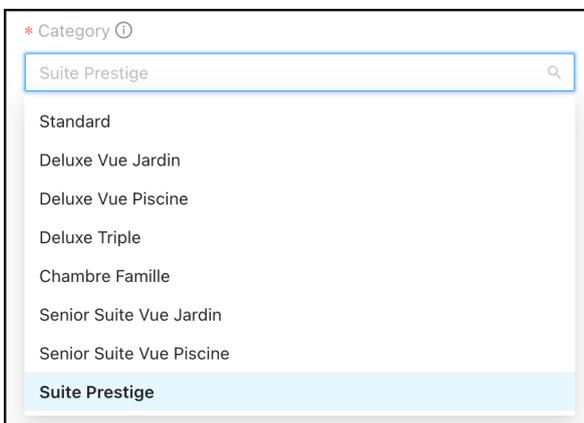
Assign here the location's number

7.4.3. Booking Room

Not used for the moment

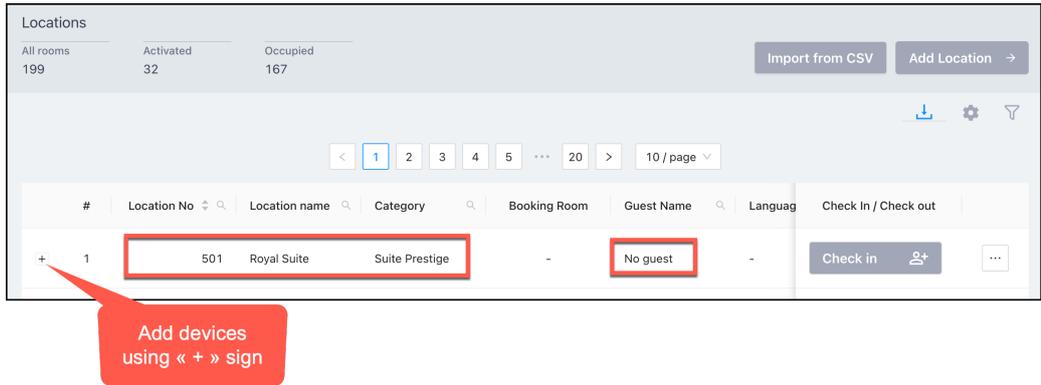
7.4.4. Category

Assign here the respective category of the location, which has been entered before. Select from the drop-down list.

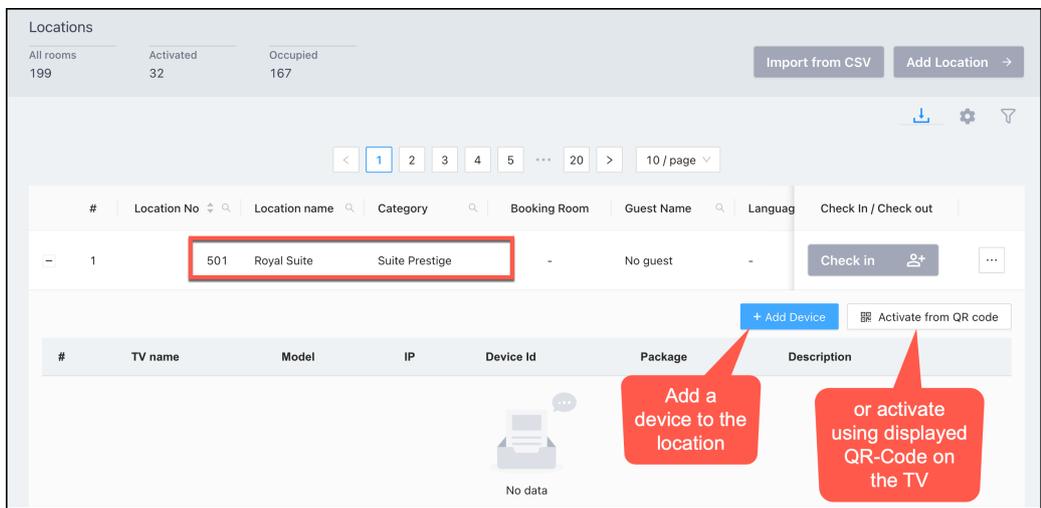


7.4.5. Add Device(s) to the Location

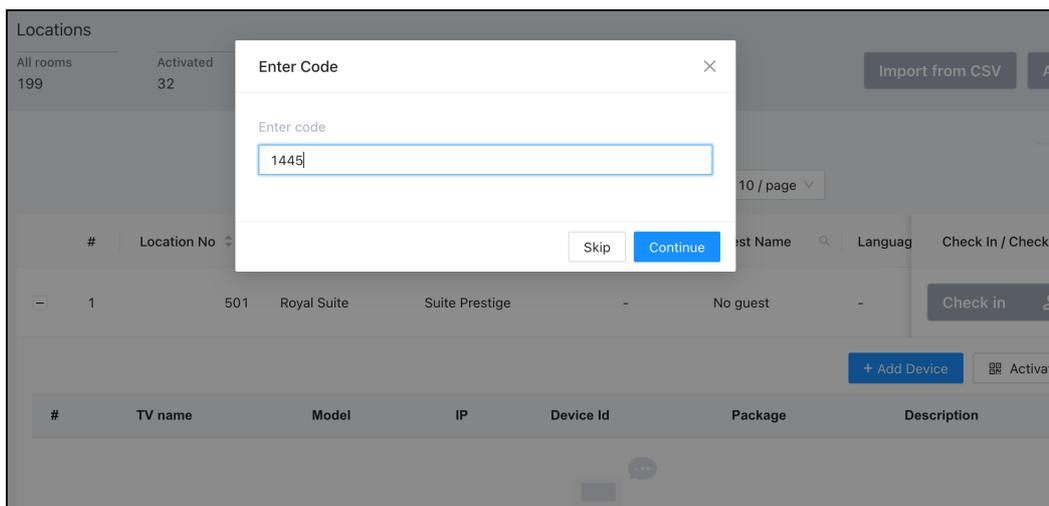
Now you have successfully added a new location.



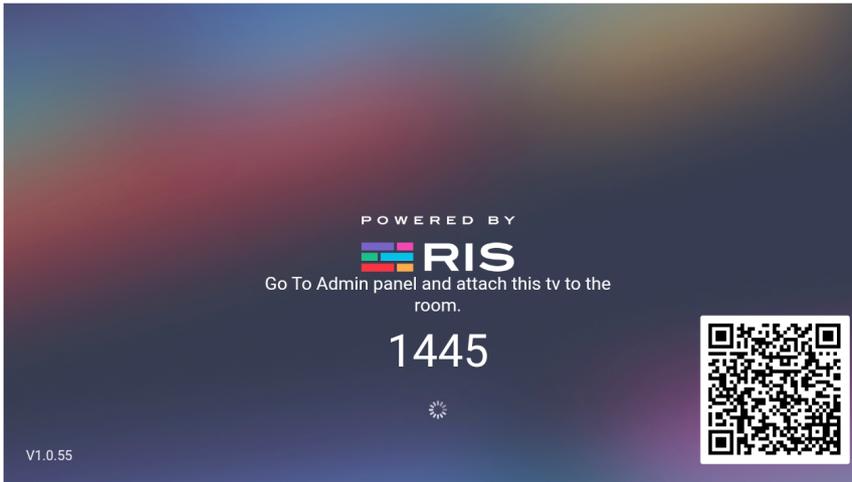
Using the “+” (plus sign) you can add a new device (e.g. TV) to the location.



As soon as the “Add Device” button is pressed, you will be asked for a code to be entered. This code is the one displayed on the TV when starting the first time the RISTV Application.



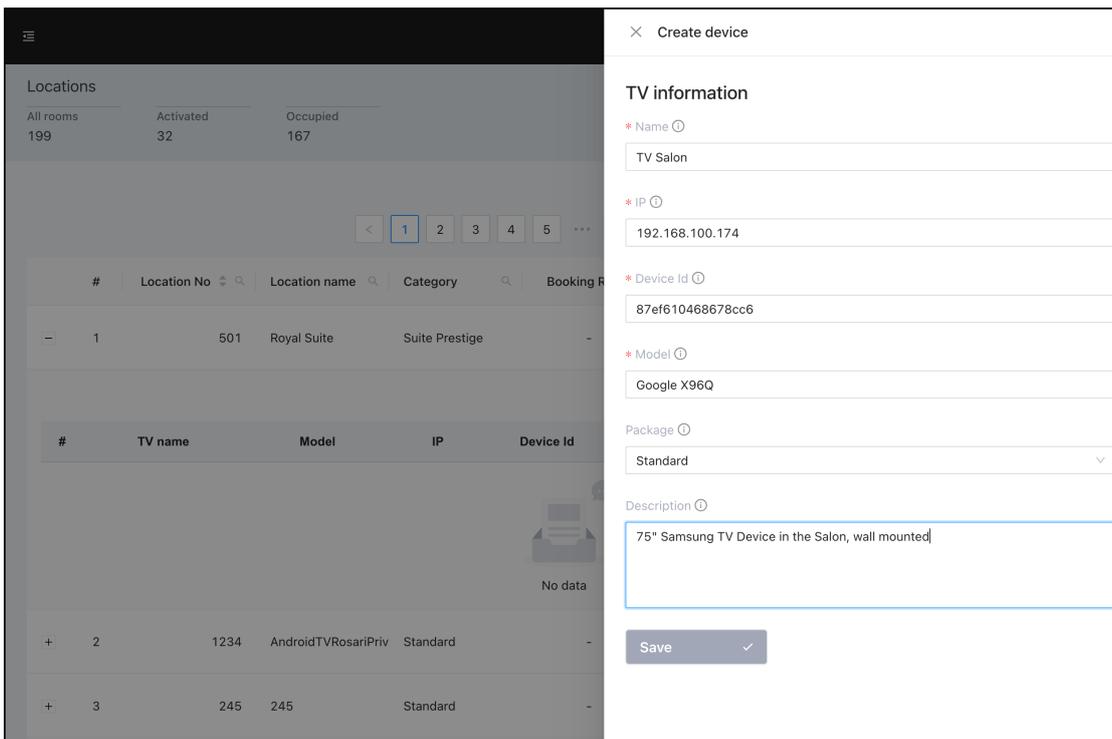
Enter the exact code as shown on the TV. This will allow the Dashboard to collect all information about the device respectively the STB automatically.



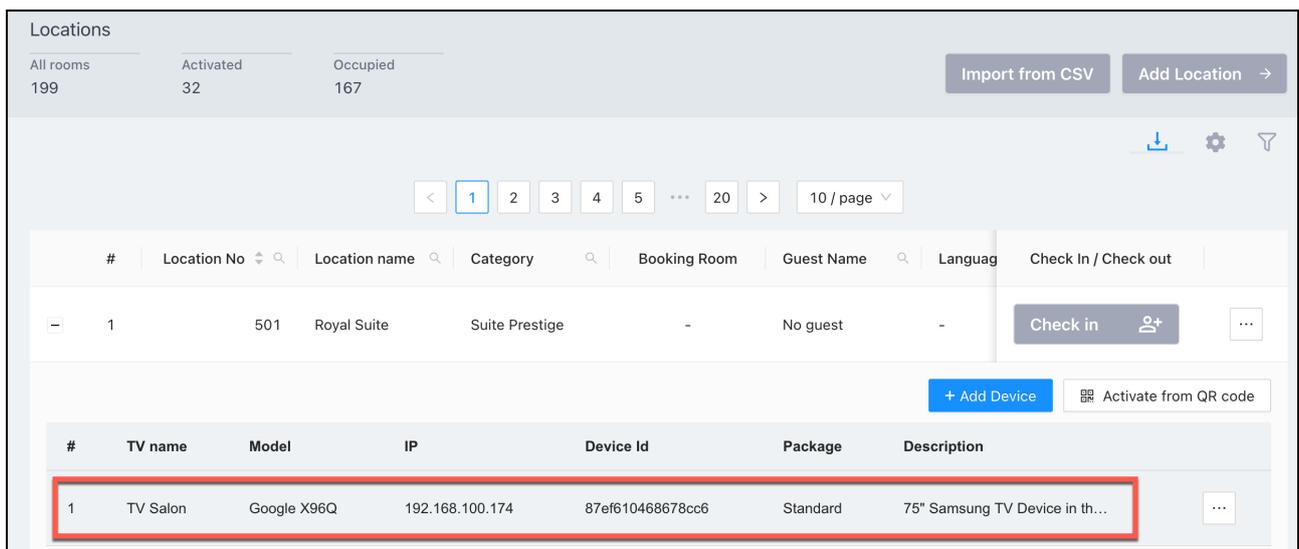
Example of code displayed on the TV waiting for being enabled on the RISTV-Dashboard.

If you choose to hit “Skip” instead of entering the number, then all information must be entered manually, like IP-Address, Model, Device-ID etc. Manual entry is only needed if something goes wrong and the device may not be detected automatically, maybe due to some networking problems etc.

Immediately the new device’s collected data will be displayed.



Complete the missing information like Package, Description etc. to finalize the new device’s information.



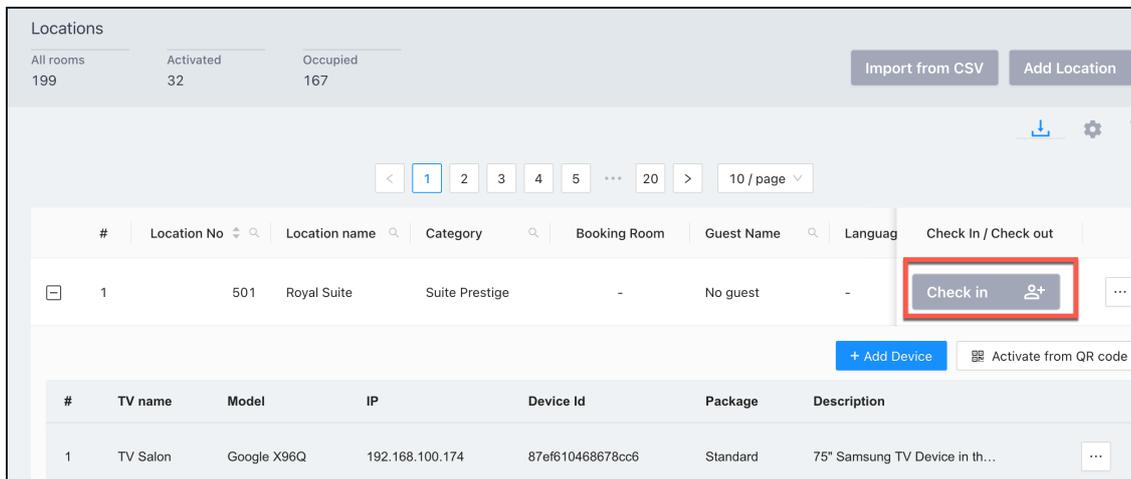
The new device has been successfully entered. Note: You may add as many as needed devices to one location, e.g. for a Suite or Appartement you may have more than one device, so you can add and assign many devices to one location.

Note that even if the new device and location are correctly added and entered, the TV may still be locked and displaying the message "You need to Check In for continuing".

7.4.6. Check-In & Guest Registration

Important for PMS: This Check-In section can be skipped if your system has been configured to use a PMS-System (Fidelio/Opera etc.) directly connected to the RISV (See "PMS" in the "Settings" section). If this is the case, all guests and registrations data as well as Check-In and Check-out will be handled automatically by the PMS, and you will see them on this screen.

The location must be checked-in to enable the devices and opening the menu screen on the TV.



Enter the respective Guest's/Person's information.

Guest Information

Ms
 Mrs
 Miss
 Sir

* Full name ⓘ

* Email ⓘ

* Mobile Phone Number ⓘ

Reservation Number ⓘ

* Check in ⓘ * Check out ⓘ

* Language ⓘ

* Country ⓘ

* Guest groups ⓘ

Note to enter the correct mandatory fields, otherwise the system will not accept the entry. It is also important to enter the correct check-in and out dates, to enable and disable the location’s status after check-out. Follow some important rules for the respective fields:

Full Name

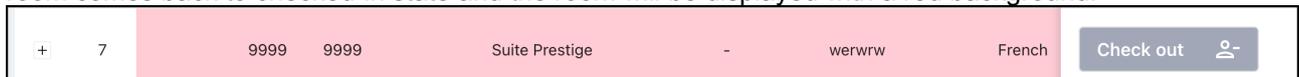
This name will be displayed on the welcome screen/TV when showing the menu.

Check-In

This field defines the availability of the room, and the TV will not be available if not checked-in.

Check-Out

As soon as the check-out date will expire, the TV will automatically not be available anymore as long as the room comes back to checked-in state and the room will be displayed with a red background.



Hint: If you do not need check-in and check-out dates, then put as a check-out date a long-term date, e.g. 31-12-2999 or equivalent, to make sure that the room will never expire.

Language

This will define the guest’s/user’s menu language to be displayed. If the selected language is not available, then the menu will be displayed in English by default.

Note: The guest/user may select manually on the menu his/her language and change it at his/her preference.

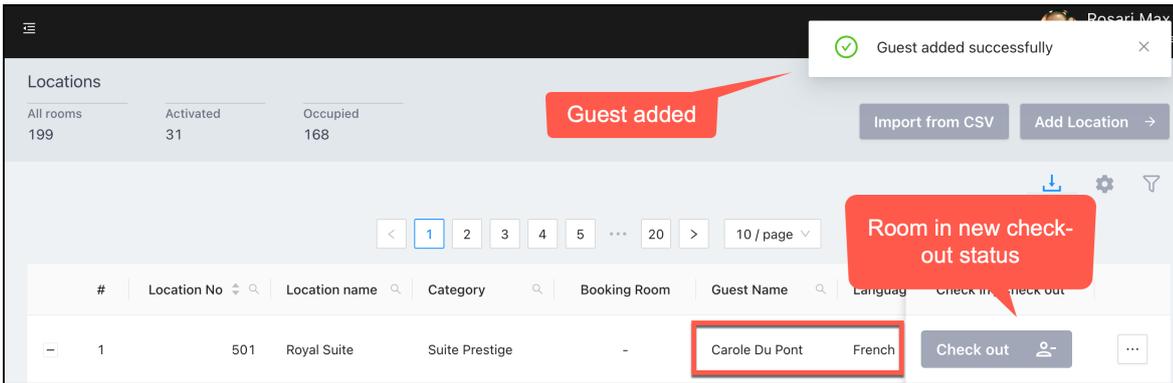
Country

This field is normally informational only, but in some cases and configuration it may affect the default TV channels priority. I.e. a German guest may find his/her channels at the very first position when checked in.

Guest Group

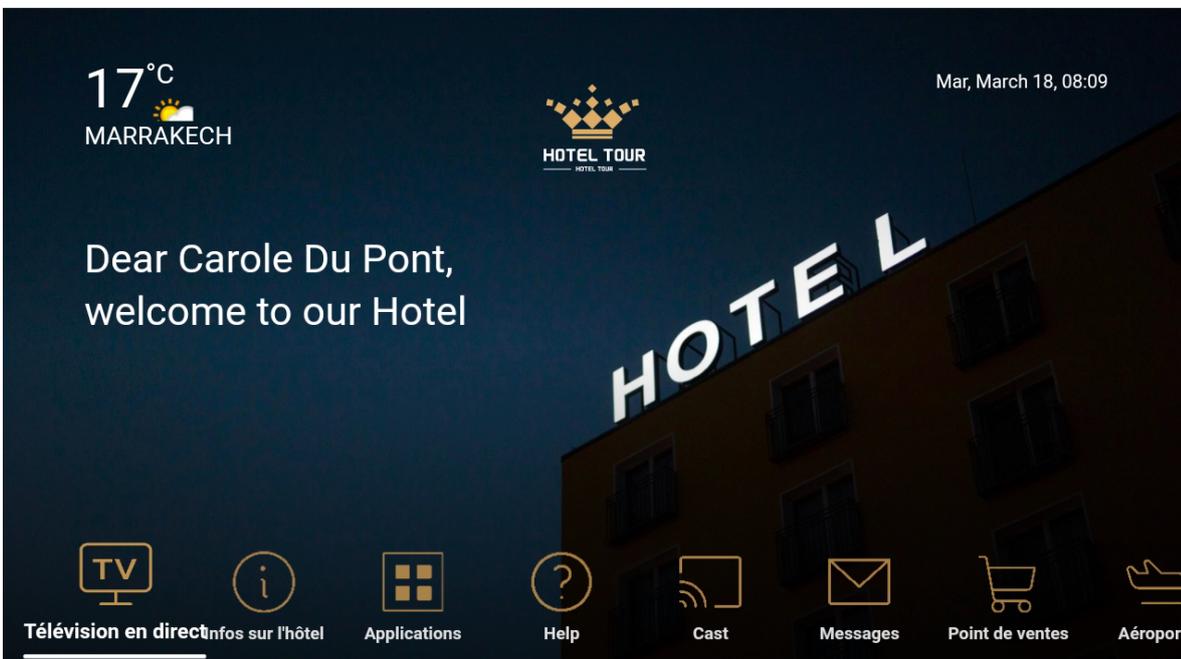
The group field has no effect so far, but it may be a good idea to group guest as an additional information, e.g. “VIP”, “Standard” etc.

Note: Other Fields are just for information and not mandatory.



Note: You may modify any data at any time if some mistakes are detected using the respective “...” (dotted entries) in the respective section.

Now all the devices should have been enabled, respectively activated and the TV should display the main menu.

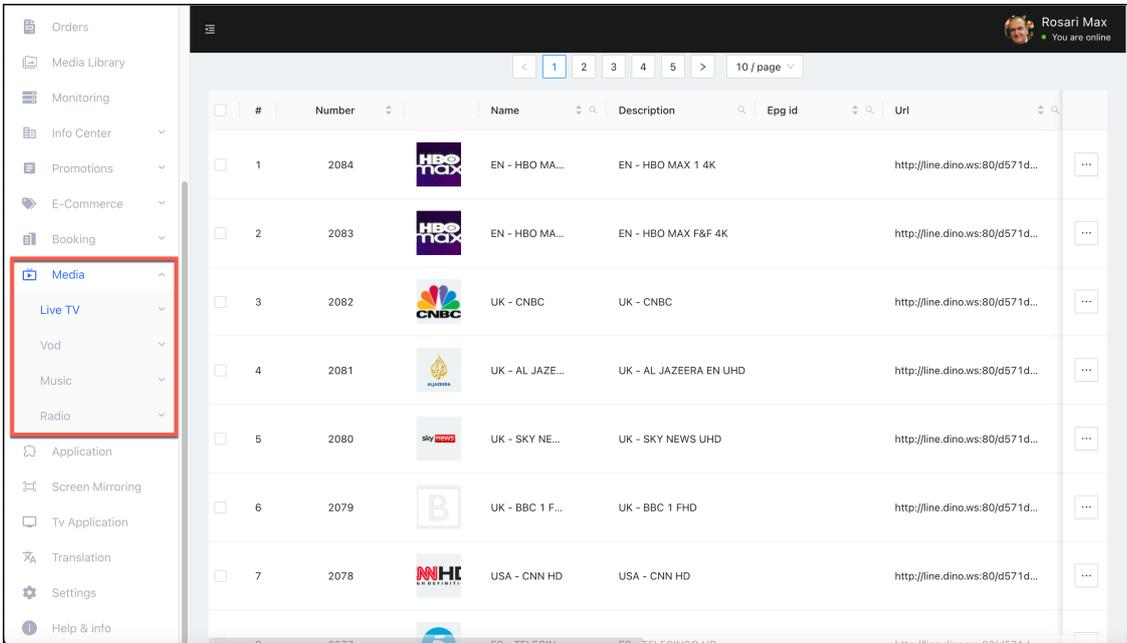


Note that the menu and texts have also switched to the guest’s language, namely “French”.

8. Media

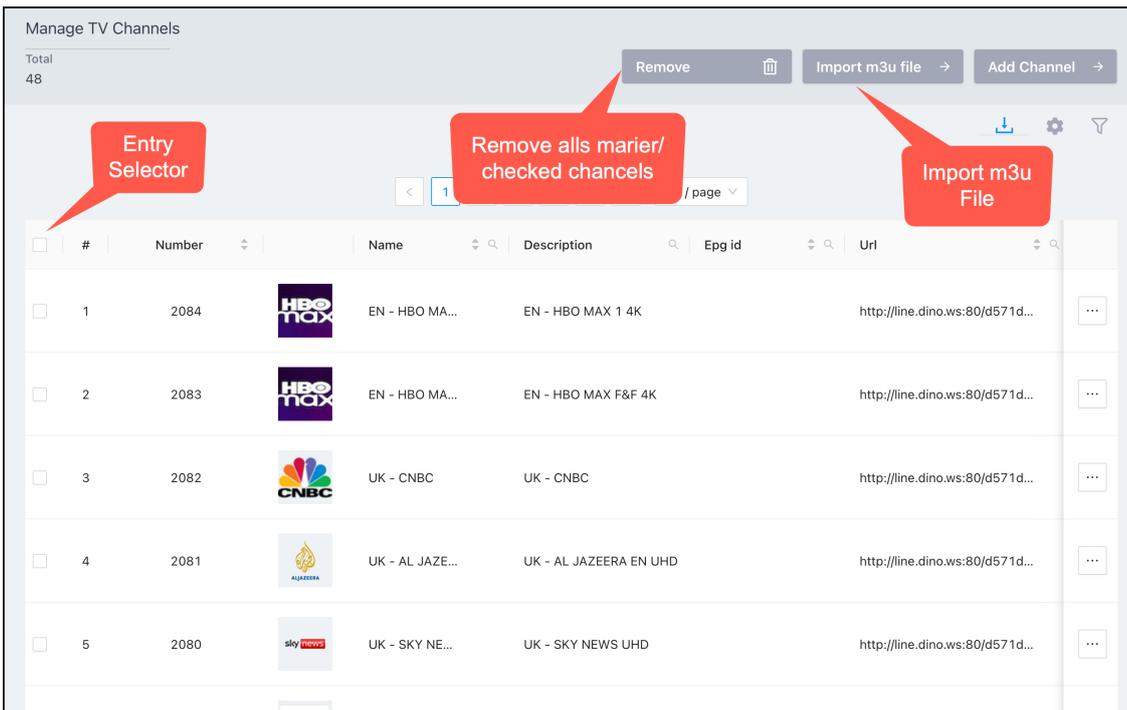
Here you can manage respective Media like:

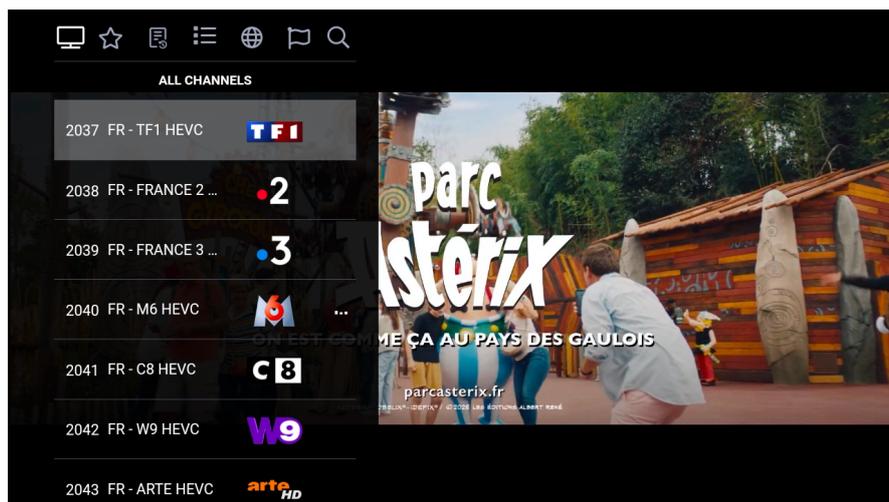
- Live TV
- VOD (Video On Demand) Movies
- Music
- Radio



8.1. Live TV

In Live TV you can manage TV Live Channels streaming from any source, just provide the URL where the stream must be taken and the correct player (see further down for details on how to setup correctly a channel).





8.1.1. TV Channels

TV Channels may be added manually or by importing a m3u-File with a given precise format. Find here a sample of a correct m3u file with TV Channels.

```
#EXTM3U
```

```
#EXTINF:-1 tvg-id="TF1.fr" tvg-name="TF1" tvg-  
logo="http://101.126.94.118/ristv/logos/france/TF1.png" group-title="|EU| FRANCE  
HEVC",FR - TF1 HEVC
```

```
http://(url):80/(username)/(password)
```

Example for France 2 Channel:

```
#EXTINF:-1 tvg-id="France2.fr" tvg-name="FRANCE" tvg-  
logo="http://101.126.94.118/ristv/logos/france/FRANCE2FHD.png" group-title="|EU|  
FRANCE HEVC",FR - FRANCE 2 HEVC
```

<http://line.dino.ws:80/71da95/b19a1c4/84450>

Example of a simple m3u File for UDP Streaming:

```
#EXTM3U
```

```
#EXTINF:-1,2M TV
```

```
udp://@239.1.3.5:1234
```

```
#EXTINF:-1,Al Arabiya
```

```
udp://@239.1.2.9:1234
```

```
#EXTINF:-1,MBC 2
```

```
udp://@239.1.2.2:1234
```

8.1.2. Adding a Channel

✕ Edit Channel



Replace image

 English
 German
 Spanish
 French
...

Name ⓘ

Description ⓘ

Epg id ⓘ

* Channel number ⓘ

Rating pg ⓘ

* Categories ⓘ

[IT] GENERALE ✕
News ✕
Sport ✕
▼

Language ⓘ

Country ⓘ

* Player ⓘ

* HTTP address ⓘ

* UDP address ⓘ

Published Status ⓘ

To add or modify a channel, select the appropriate function and make sure you consider the following points to be respected for the respective fields:

Channel Image

RISTV provides most channel logos. You can find them in the partner area, where you may download the different logos. If you want to create or add your own channel logo, please make sure that it will be good visible on a black background and of proper size. Use a PNG or JPG format (preferably PNG transparent picture) and make sure it will not be bigger than 200 KB in order to assure fast loading in the channel's logo list.

Name

Enter the channel's name in all available languages, if possible, as short as possible. This will be displayed on the TV channels list.

Description

This is only for internal information to describe what channel has been entered. E.g. “*Crypted Channel streaming only from 9AM to 2PM*” etc.

EPG

This function is not available yet

Channel Number

Enter here the channel number or accept the channel counter, which is automatically adding up channel numbers. This channel number is also displayed on the TV’s channel list.

Rating

Here you may define the rating for this channel. This may be useful if you intend to restrict channels using Packages for the respective devices. (See also “Package” and “Locations” section for more details)

Categories

Enter the predefined channel category to be selected in the drop down list. This may be useful if you intend to restrict channels using Packages for the respective devices. (See also “Package” and “Locations” section for more details)

Language

Enter the predefined channel language to be selected in the drop down list. This may be useful if you intend to restrict channels using Packages for the respective devices. (See also “Package” and “Locations” section for more details)

Country

Enter the predefined channel country to be selected in the drop down list. This may be useful if you intend to restrict channels using Packages for the respective devices. (See also “Package” and “Locations” section for more details)

Player

Enter the respective player. Normally you should use “AVPLAYER”

HTTP Address

Enter the respective streaming HTTP-URL.

UDP Address

Enter the respective streaming UDP-URL.

Note: It is recommended to enter the same value in both fields.

Published Status

Enable the channel or disable it. If disabled, then it will not be displayed on the TV. This may be useful if a channel is not broadcasting or is in maintenance temporarily.

Note: Other Fields are just for information and not mandatory.

Add a presentation video of the hotel as a video file:

8.1.3. Add Special Channels and Video

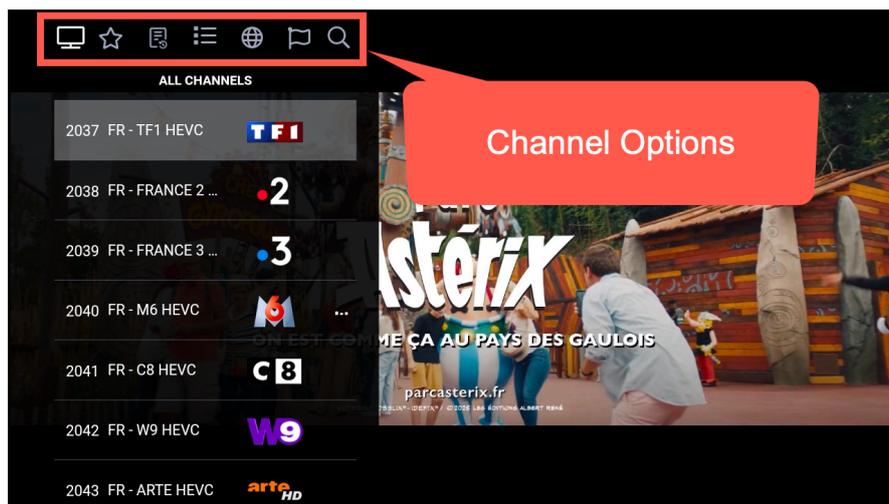
In some cases, you may also add videos or other streaming sources like a stored video file (mp4 etc.) to be selected as a TV channel. Often hotels or clinics use this as a “Information Channel” to show a presentation video of the establishment or an informational video. To do so, store the file as a video-file on RISTV or enter a given external source URL.

Example of an internal video file stored on the RISTV System:

http://api.ristv.com/file-1703068331686_hotelinfocorporatekmp.mp4

8.1.4. Options & Functions

Different options are available for a better navigation and user experience to search channles and add favorites etc.



Options may be chosen by hitting the right → arrow on the remote. The cursor will move to the option menu (upper menu) and you may select following functions:

 Display Channel List (Default)

 Display Favorites

Add or remove Channels Favorites. Add a channel by long pressing/holding the OK button on the remote

 Display List of lastly viewed Channels

Show the current list of all viewed channels so far. This is very useful if you want to go back or forward in your own list of viewed Channels

 Display Channels Group

Search Channels by a given group, e.g. “Kids”, “News”...

 Display Channels Countries

Search Channels by a given country, e.g. “France”, “Italy”...

 Display Channels Languages

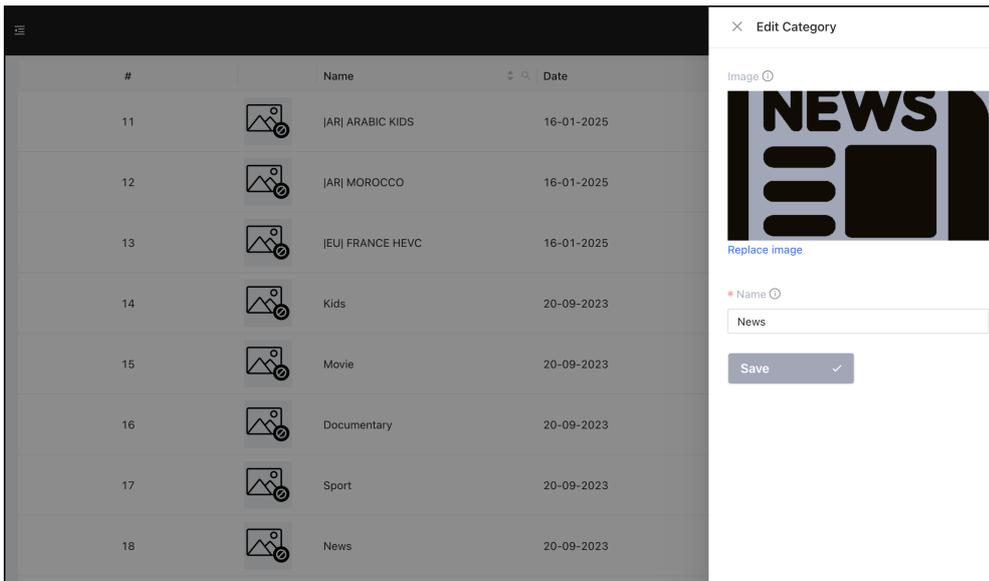
Search Channels by a given Language, e.g. “French”, “English”...

 Search Channels by its Name

Search a Channels by entering a text or partially, e.g. “TF”, “MBC” etc.

8.1.5. Categories

Channels may be broken into different categories. This will allow a better selection when searching channels by category. A respective icon may be added for better recognition of the category when displaying a list of channel categories.



#	Name	Date
11	JAR ARABIC KIDS	16-01-2025
12	JAR MOROCCO	16-01-2025
13	IEU FRANCE HEVC	16-01-2025
14	Kids	20-09-2023
15	Movie	20-09-2023
16	Documentary	20-09-2023
17	Sport	20-09-2023
18	News	20-09-2023

✕ Edit Category

Image 



[Replace image](#)

* Name 

[Save](#) ✓

8.1.6. EPG Link

Not implemented yet

9. Overview Remotes

This document will explain shortly how to program and manage the remote control for the RISTV Solution. We provide many different remotes, depending on the give circumstances, devices, OS etc.

9.1. Standard Remote Android STB

This is the standard remote control which comes with the industry standard STBs. We do not recommend this remote for luxury hotels or other luxury environments, because of its “simplistic” outlook and some buttons which will be still active to enter some STB setup functions (!) - but it is the cheapest version of remote controls and works very well.



Please note to use the version with “learning” functions if you need to program the on/off button to switch on and off the TV via IR (Infra-Red). Otherwise, the user experience will not be high if you need to keep the original TV remote just to switch on and off the TV set and provide two remotes for the end user.

9.1.1. Program the Buttons

1. Press and hold the "Set" button (about three seconds) until the red light on the remote control stays on.



2. Press the key to learn (such as power), the red-light flashes, and the remote control is in the learning and receiving state.
3. Pair the TV remote control and the top of the set-top box remote control opposite each other, press the corresponding button of the TV remote control you want to learn, and the red indicator light of the set-top box general control will flash quickly a few times before entering a solid state, which means that the key learning is successful.
4. If you need to learn other keys, repeat 2-3 steps.
5. Press the "Set" button once or operate without a button for 30 seconds, and the red light will go off to save the well and exit the button to learn the settings

9.2. Air Mouse for Android Devices

First make sure you have the correct RISTV-remote control unit. Compare the following picture to your actual remote control.



9.3. Elements for Android Remotes

The remote comes with 2 x AAA batteries and a small USB-Key (“Dongle”), which will act as a receiver for the remote and must be plugged into the RISTV-Setup Box or TV (for Smart-TVs).



Insert the batteries and press any button/key on the remote to test whether the batteries are inserted correctly. This will be confirmed by the red LED lighting up every time you press a button of the remote. If this is not the case, then check the batteries if correctly inserted or replace them.

9.4. Pairing Remote with Dongle

Pairing the remote with the dongle is normally not needed since it is already done when you are installing a brand-new remote control; but sometimes the pairing may be lost or the remote and the dongle exchanged, and pairing must be done again. Follow these instructions to pair the remote again:

Press the “OK” button and the red “TV” button at the same time for 2-3 seconds. You should now see the arrow moving around when moving your remote. This means the remote is successfully paired with the

dongle. Repeat the operation if the pairing process is not successful. Make sure that you are close to the dongle when pairing, to avoid pairing with other adjacent dongles, e.g. in close hotel rooms, or suites etc.

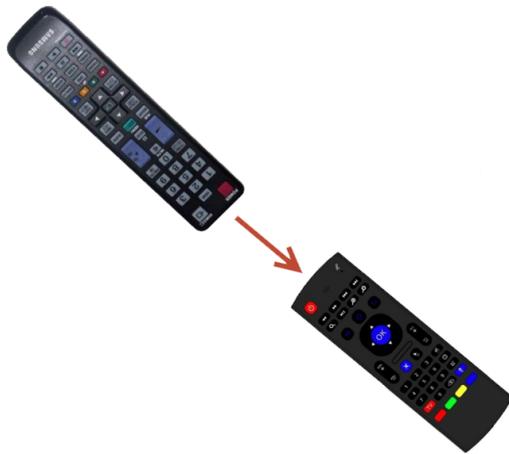
9.5. Learning Infra-Red Codes for the TV

Several buttons may be reprogrammed or “learned” from an existing remote using the IR (Infra-Red) codes of the old TV’s remote control. To avoid having two remote controls, the RISTV-Remote Control has to be programmed with the essential buttons as for the following functions:

- On/Off TV
- Source switching (e.g. for DVD etc.)
- Optional other devices like CD Player etc.

Follow these instructions to learn the respective buttons of the RISTV-Remote Control. (example is made on the On/Off button):

1 - Hold the remotes as shown in the picture. Position the IR of the remotes in order they are pointing to each other.



2 – Press the red “TV” button for about 4-5 seconds until the red LED starts flashing slowly.



3 – As soon as the red LED flashes slowly, press the button on your “old” TV remote control, which you want to set on the new remote control.



4 – As soon as the red LED is not flashing anymore (solid light), this means the RISTV-Remote Control has successfully received your IR signal from your “old” remote control.

5 – Now you may choose the button to be programmed on your RISTV-Remote Control. E.g. the “On/Off” button. To do so, press the red “On/Off” button of the RISTV-Remote Control



6 – If you want to program other keys repeat the steps – otherwise press the red “TV” button on the RISTV-Remote Control to terminate and save the programming procedure.

Tip & Hint: You may program (learn) the red button for changing the TV’s source input, e.g. to switch to a DVD

Now you may use “**only one**” remote to control everything on your TV.

9.6. Keyboard

The RISTV-Remote Control comes with a full QWERTY keyboard.



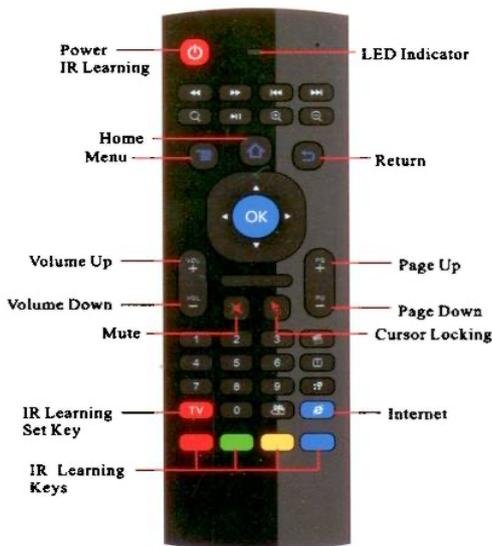
The keyboard has 38 keys:

- Backspace for “Delete” function
- CAPS: Caps Lock (switches caps on and off)
- ENTER: Confirms operation
- SPACE: Spacebar
- ALT: To switch/toggle to blue characters on the keycaps

9.7. Dimensions



9.8. Buttons Diagram



9.9. Specifications

- Transmission: 2.4G RF wireless
- Sensor: 3-Gyro + 3-Gsensor
- Number of keys: 81
- Range: 10m
- Battery Type: AAA*2
- Material: Plastic and silicone
- Standby Power: Almost no power, in line with the European "Energy star" environmental standard
- Size: 172*52*19MM; (8) Weight: 100g

The RISTV-Remote Control is a 2.4 G RF wireless remote with keyboard and mouse functionality. It has a Gyro motion sensor, 81 key keyboard, and operates on less than 10mA of power consumption.

10. Remote Control Hardware Maintenance

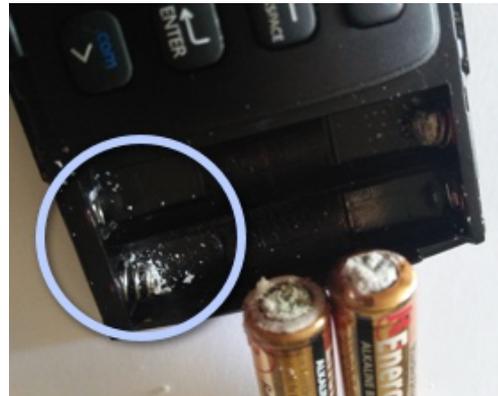
Care should be taken using and maintaining the remote, especially when not used for longer time.

10.1. Batteries

User best quality batteries with long lasting features. Do not use cheap batteries in order to avoid often replacement in the rooms and complaints from guests.

10.2. Cleaning the battery case when batteries leaked

If the remote is not used for longer time, please make sure you take out batteries, in order to avoid dangerous liquid to be dispersed in the battery case and producing corrosion, which could damage the remote in an irreversible way!



10.3. Remove the Corrosion

Remove the corrosion by [contact spray](#) or [WD40 oil](#) and clean with a brush the rests of corrosion. Dry very well all the parts and insert fresh/new batteries. Make sure the contacts are clean again to assure a good contact with the batteries. Warning! Clean your fingers from corrosion powder which is very unhealthy!



11. Glossary

Find here some definitions of words used in this manual for better understanding.

Word	Definition
“Organization”	As an organization we define a fully used entity to be managed in the Dashboard. Examples the name of a hotel, clinic etc.
“Location”	A location is an entity where one or more devices/TVs will be configured
“Room”	A room number or name
“Package”	Is a profile which can be configured to enable or disable features on a location