Basic Setup Instructions for ViewHub

Watch the Training Video at t1v.com/thinkhub-setup

WHAT YOU'LL NEED TO GET STARTED

- ViewHub Device (Mac Mini)
- HDMI Cable
- Power Cable for Mac Mini (included with ViewHub device)
- Ethernet Cable
- Display (1920 x 1080, unless using a 4K version of ViewHub)
- USB Mouse and Keyboard (in the event ViewHub does not initially load)
- AirConnect App (download to all individual devices at t1v.com/AirConnect) ViewHub User Guide (download at t1v.com/thinkhub-setup)

INSTRUCTIONS

1. Record ViewHub device ID with corresponding room location for your records. You'll need the ViewHub device ID to register your software, and for any future T1V Support calls/emails.
2. Register your device at t1v.com/thinkhub-setup. Be prepared to supply your device ID and primary contact information for your organization. NOTE: failure to register your device will prevent you from receiving T1V Support should any issues arise.
3. Turn display on
    - It's important that the display is turned on before the ViewHub machine boots up
4. Connect HDMI cable
    - Connect to display (powered on), then connect to ViewHub device
    - Without this connection, you won't be able to see anything
5. Connect ethernet cable from network port to ViewHub device
    - You'll get the best performance if this ethernet cable is on the same network that your wireless devices will be using (or, the majority of wireless devices)
    - ViewHub machine is setup by default to use DHCP (dynamic host config protocol)
6. Plug in power cable for the Mac Mini device
7. Turn Power On on Mac Mini device
    - You should see the light on the front of the Mac Mini light up
    - ViewHub should appear on your display - this could take up to a minute (various things will appear on your screen while ViewHub is loading)

TROUBLESHOOTING

- If you do not see ViewHub, there may be some other things that appear on screen:
    - A message on the screen that says, Your Software is in Hibernation
        - If the Auto-Restart check box is checked, wait for about 30 seconds, the software should start up soon
        - If the Auto-Restart check box is not checked, you'll need to plug in a USB Mouse to manually check the box

CONFIGURATION + TESTING

Connectivity

Once ViewHub is up and running, you'll see the time/date, Room and IP Address, and AirConnect Key.

- If the IP Address does not appear, make sure the ethernet connection is secure. If that does not work, try to plug in another device to test that you have a live ethernet connection.
- If the Room Name is not correct, contact T1V Support at support@t1v.com / +1 877.310.8971 to get it changed.
- If the AirConnect Key (required for T1V AirConnect World Mode) does not appear, your network is not properly configured, and is not allowing the ViewHub device to contact the AirConnect server. At this point, contact your network administrator and T1V Support at support@t1v.com/+1 877.310.8971 to review network requirements and configuration for this device.

AirConnect

Test AirConnect connections with individual devices in the room.

- You'll need a laptop and iOS device (if iOS support is required)
- Download the latest AirConnect App at t1v.com/AirConnect to each of the devices you'll be testing.

For Laptops on the SAME network as ViewHub:

- Launch AirConnect App
- Enter IP address where prompted
- Select 'Connect'
- Your laptop should appear on the ViewHub display

For Laptops on a DIFFERENT network from ViewHub:

- Launch AirConnect App
- Enter the AirConnect Key where prompted
- Select 'Connect'
- Your laptop should appear on the ViewHub display

For iOS devices:

- Launch AirConnect app.
- Enter the IP address.
- Select 'Add'
- ViewHub device name should appear in your device list, with 'Ready' alongside it
- Tap the device name
- 'Ready' will switch to 'Connected'
- Tap the device name (again)
- Follow remaining on-screen instructions.