The following instructions are for launching a TelVue InfoVue 2 system including configuring the InfoVue 2 Standard Player, InfoVue 2 Pro Player, and the InfoVue Stick 4K Player.

Set up the InfoVue 2 Standard or Pro Player

1 Install in a Rack

Screw on the rack brackets, screw on the power adapter bracket, place adapter and screw on retention bracket, then bolt the server in the rack (see diagram below).

2 Power Up

Plug the power cord into the adapter (screw to lock in place) and then to an electric outlet. Press the power button on the front panel to power up the InfoVue server.

3 Log In & Configure Networking

There are two ways to configure networking:

a. WEB UI - requires ethernet cable, and an additional computer.
   i. Assign these address values to a network port on your computer:
      1. IP 192.168.0.101
      2. Subnet Mask: 255.255.255.0
   ii. Connect ethernet cable between your computer and the eth1 port on InfoVue.
   iii. Access the Web UI from a web browser using http://192.168.0.242.
   iv. Login with the default username: admin and password: admin.
   v. Set the IP Address and Configure Networking via the Config –> Network page.

b. DESKTOP CONSOLE - requires keyboard, mouse, and HDMI monitor.
   i. Plug the InfoVue Player Display HDMI Output (#3) into a Monitor or TV.
   ii. Attach USB keyboard & mouse
      1. Press Ctrl+Alt+Del to bring up the Windows login window.
      2. Log off the existing login.
      3. Log in as user "config" with password "config".
   iii. Assign static IP to eth0 - Management.
      1. Double click the desktop icon "Network":
      2. Choose "Change adapter settings" (left side).
      3. Double click on eth0 - Management and select Properties.
      4. Choose Internet Protocol Version 4 (TCP/IPv4).
      5. Click the Properties button.
      6. Choose "Use the following IP address" and fill in your network and DNS values.
   iv. Confirm that the IP address, subnet mask, default gateway, and DNS server addresses are correct for your network. Use DNS servers approved by your network administrator. Google DNS (8.8.8.8, 8.8.4.4) may be used if permitted.
   v. Upon completion, double-click the Restart InfoVue Player icon on the desktop to reboot the InfoVue Player.
   vi. From a computer that is on the same network as your InfoVue, open a web browser and navigate to http://[your_ip_address].
   vii. At the login screen, enter admin for both the username and password.

c. Reconnect using the configured management IP address and confirm that the player is communicating with the InfoVue CMS."

4 Change the Factory Default Password

Default credentials are widely known and can be easily exploited, potentially allowing unauthorized access to your InfoVue. Always set a strong, unique password as part of your initial system configuration.

- Once logged in, click on the Config menu.
- Click on Password in the left column.
- Enter admin in the Current Password field.
- Type a strong password in the New Password and Confirm New Password fields.
- Click Save.

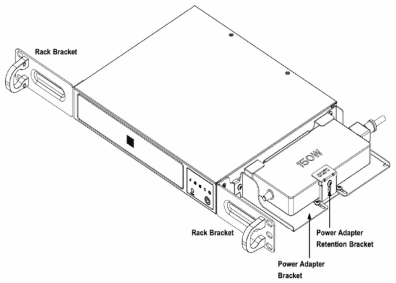
5 Configure InfoVue 2 Standard for Output

Plug the InfoVue 2 Standard Player Display HDMI Output (#3) into the downstream video device such as an HDMI-to-SDI converter (that then feeds an SDI input on a HyperCaster AIO+ playout server or video switcher), or directly to a Scan Converter or an HDMI input.

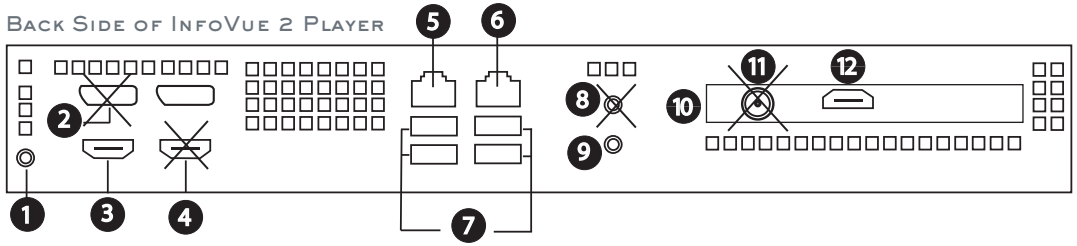
6 Configure InfoVue 2 Pro for Encoding (IP Output)

Plug the InfoVue 2 Pro Player Display HDMI Output (#3) into the HDMI Input (#12) with provided HDMI cable. Set up encoding from the Web UI. Note: This applies to InfoVue 2 Pro Players only, InfoVue 2 Standard Players do not support Encoding.

Refer to the online user instructions on how to use the Web UI for other configuration and encoder streaming settings. https://telvue.com/knowledgebase/infovue-pro-configuration-ui/



Back Side of InfoVue 2 Player



1. Power (locking)
2. Dual Display Port (not used)
3. Display HDMI Out (2.0b)
4. Display HDMI Out (1.4, not used)
5. Ethernet [0] (management)
6. Ethernet [1] (video)
7. USB ports (keyboard, mouse, audio)
8. Audio Out (not used)
9. Mic In (not used)
10. Capture Card (Pro-only)
11. SDI Input (not used)
12. HDMI Input (Capture)

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Set up the InfoVue Stick 4K

The InfoVue Stick 4K is a miniature InfoVue player with WiFi and Ethernet that can be used to display your InfoVue signage on a single HDMI monitor. The InfoVue Stick 4K is a great, ultra-small signage player solution for traditional signage that requires one player per TV. The InfoVue Stick 4K is also a convenient way to preview InfoVue playlists and datafeeds before pushing them to your InfoVue 2 Player.

1 Requirements

a. Monitor with HDMI input (not included).
b. USB keyboard (not included).
c. USB mouse (not included).
d. WiFi or Wired Network Access.

2 Install the InfoVue Stick 4K

a. Connect Stick HDMI Out port to monitor.
b. Connect power to Stick using one of two methods:
   i. Power over ethernet (POE).
   ii. Provided power adapter plugged into the USB-C port on the Stick. Power may be plugged into an electric outlet, or directly into a Monitor or TV's compatible USB port so the Stick is powered whenever the display is powered.

3 Configure the InfoVue Stick 4K

a. Connect USB keyboard and mouse to the Stick.
b. You should see the InfoVue "Channel Loading" or active player screen. Press Alt+Tab to switch to the Settings menu.
c. To setup networking from the Settings menu, select Network & Internet.
   i. For wired networking, select Ethernet, then Ethernet IP Mode. Choose DHCP or Static.
      1. For Static, enter the IP address, Gateway, Netmask, and DNS servers and select Connect.
      2. Under the Ethernet section it should now show Connected with the assigned IP.
   ii. For wireless, select Wifi.
      1. Choose one of the available discovered networks.
      2. If prompted, enter the wifi network's password, click Connect.
      3. The Wi-Fi network should show as Connected on the Network & Internet page. Selecting the Network will show connection details including the assigned IP, and from there selecting Forget network will delete the connection.
d. To set the timezone from the Settings menu, select System.
   i. Select Date & time.
   ii. Toggle "Use network-provided time zone" off
   iii. Click on Time zone and on the next screen click on Time zone again
   iv. Select the player's time zone from the list.

Reboot the Infovue by removing the power from the InfoVue Stick, and plugging the power back in.

4 Log In and Manage Your Signage

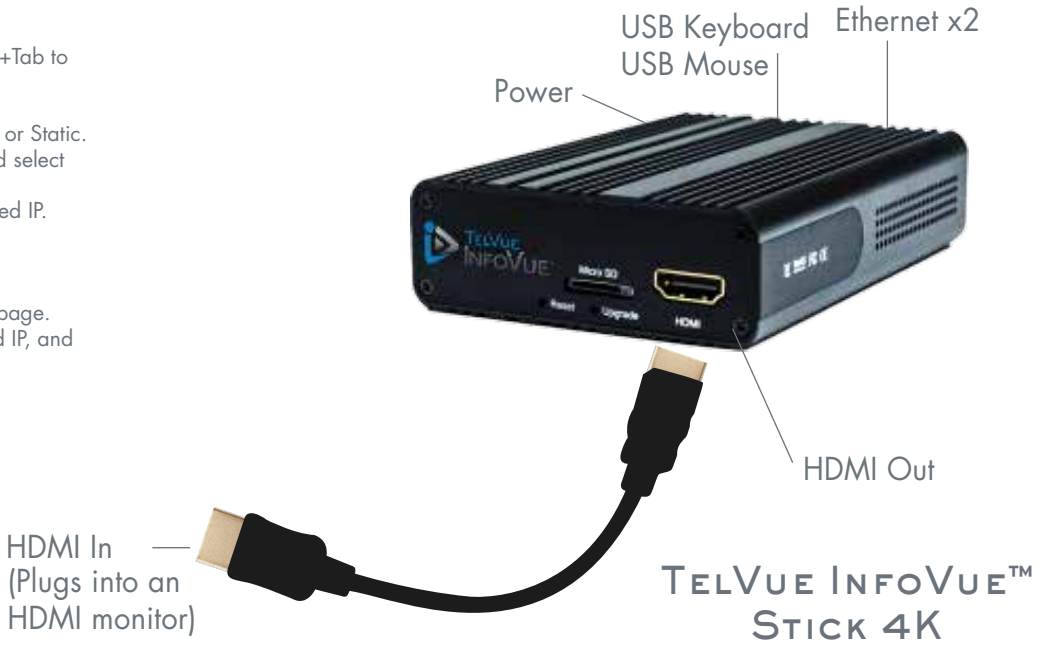
Your InfoVue Stick 4K Player is now ready to receive content. To create content, login to the InfoVue management interface (https://infovue.telvue.com) from a computer using a modern browser.

5 Training and Support

For detailed instructions on using the InfoVue Digital Signage system, please refer to our online knowledgebase at: https://telvue.com/telvue-knowledge-base/infovue-kb/ to view the InfoVue User Manual, Beginner's Guide, and FAQs.

To get the most from InfoVue, we recommend scheduling training for staff and any new users so everyone is comfortable with day-to-day operation and best practices.

If questions or issues come up, TelVue Support is available to assist with troubleshooting and guidance. For urgent outages, off-air support is available 24x7x365.



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