



Everbrite CONNECT

LumiConsole™
Operations Manual



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MANUAL OVERVIEW

This manual is for end user operation of Everbrite's LumiConsole™ featuring EverbriteCONNECT software and the EverbriteCONNECT web and mobile applications.

For additional product information and support documents, visit <https://app.everbriteconnect.com/>

Everbrite® is a registered trademark of Everbrite LLC.
lumiDigit® is a registered trademark of Everbrite LLC.

Getting Started with EverbriteCONNECT

The EverbriteCONNECT Cloud-connected solution provides powerful remote control, monitoring, and diagnostic capabilities for your LumiDigit® 4 and LumiText™ sign systems. The secure cloud-based software is available via a web portal, mobile phone app, or the LumiConsole handheld console.

For first-time console setup, please review the Quick-Start Guide included with your console. The guide is also available as a download from <http://app.everbriteconnect.com>

EverbriteCONNECT Account & Portal

The LumiConsole is designed to operate in conjunction with the EverbriteCONNECT Cloud to provide powerful remote management, monitoring, and troubleshooting capabilities. While the console can operate independently of the Cloud, it is **Strongly** recommended to utilize EverbriteCONNECT for security purposes, even if remote monitoring and control features are not desired.

An EverbriteCONNECT account controls access to your physical Console in Locked Mode (recommended), as well as remote access via the EverbriteCONNECT web portal and mobile apps.

EverbriteCONNECT Web Portal: <http://connect.everbrite.com>

EverbriteCONNECT Mobile App:



Obtaining an account

- Store managers will have their accounts created by their jobber's Account Administrator or Everbrite prior to installation.
 - Store managers may create additional accounts for employees they would like to grant access to EverbriteCONNECT.
- The Account Administrator for a jobber will have their account created for them by Everbrite at the time of their first LumiConsole order
- Installers should use credentials printed on the protective film adhered to the console as shipped from the factory.

For instructions on creating an account for another user, see [User Management](#)

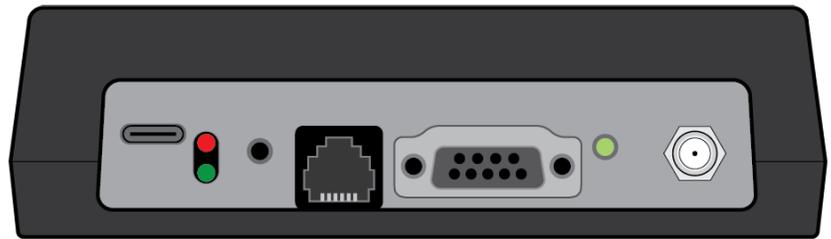
Hardware & System Overview

LumiConsole Product Layout

Important

Protective film on console screen contains username and password needed for product activation. Leave film on console until final product installation. Credentials will be valid for 1 week after activation and should be securely discarded after use and not shared.

Top View



Detail:



USB-C Power Input - Power input for your EverbriteCONNECT Console. Everbrite recommends using the power supply that came with your console. Requires use of a 5.1V/3A USB-C, UL62368-compliant power adapter.

Note

Console must be plugged in to input power and remain on during normal operation, with battery function used as-needed for troubleshooting. Using console on battery power excessively will degrade battery life. Use of an incorrect power supply may cause damage to the console.



Power LEDs - Displays the current power, battery, and charging status of your console.

LED States:

Console state	Red LED	Green LED	Description
On	On	Off	Battery Charging
On	Off	On	Charging Complete
Off	3 Flashes	Off	Battery too low. Charge for at least 15 minutes.
Off	Alternates	Alternates	Charge error. See troubleshooting information.



Power Button - Used to power on, off, or reboot your console. For details on how to perform these operations through the touchscreen interface, see [The Menu - Console](#)

Power Button Behavior:

To power on the console, press and hold the power button for at least three seconds.

If you see three **RED** LED flashes, the battery is too low to run the console. Connect the charger and charge for at least 30 minutes before operating on battery. Once the charger is connected, the console may be powered on.

To power off the console, press and hold the power button for at least five seconds. The UI will shut off within another two seconds and the power will be cut off within another 5 seconds.

If the console does not power off using the directions above, the console can be forced off. To force the console to power off, press and hold the power button for at least eight seconds. The LED will flash **GREEN** 3 times indicating forced power-off, the screen will blank, and the device will be able to be powered on again after another 5 seconds.



Hardwired Connector - Provides an interface for a wired connection to a sign. Not typically utilized and should not be connected except by an authorized Everbrite installer.



RS232 Input - Provides a connection to a supported Point of Sale system via a DB9 RS232 cable.



Radio LED - Illuminates when console radio is actively transmitting/receiving data from your sign(s).

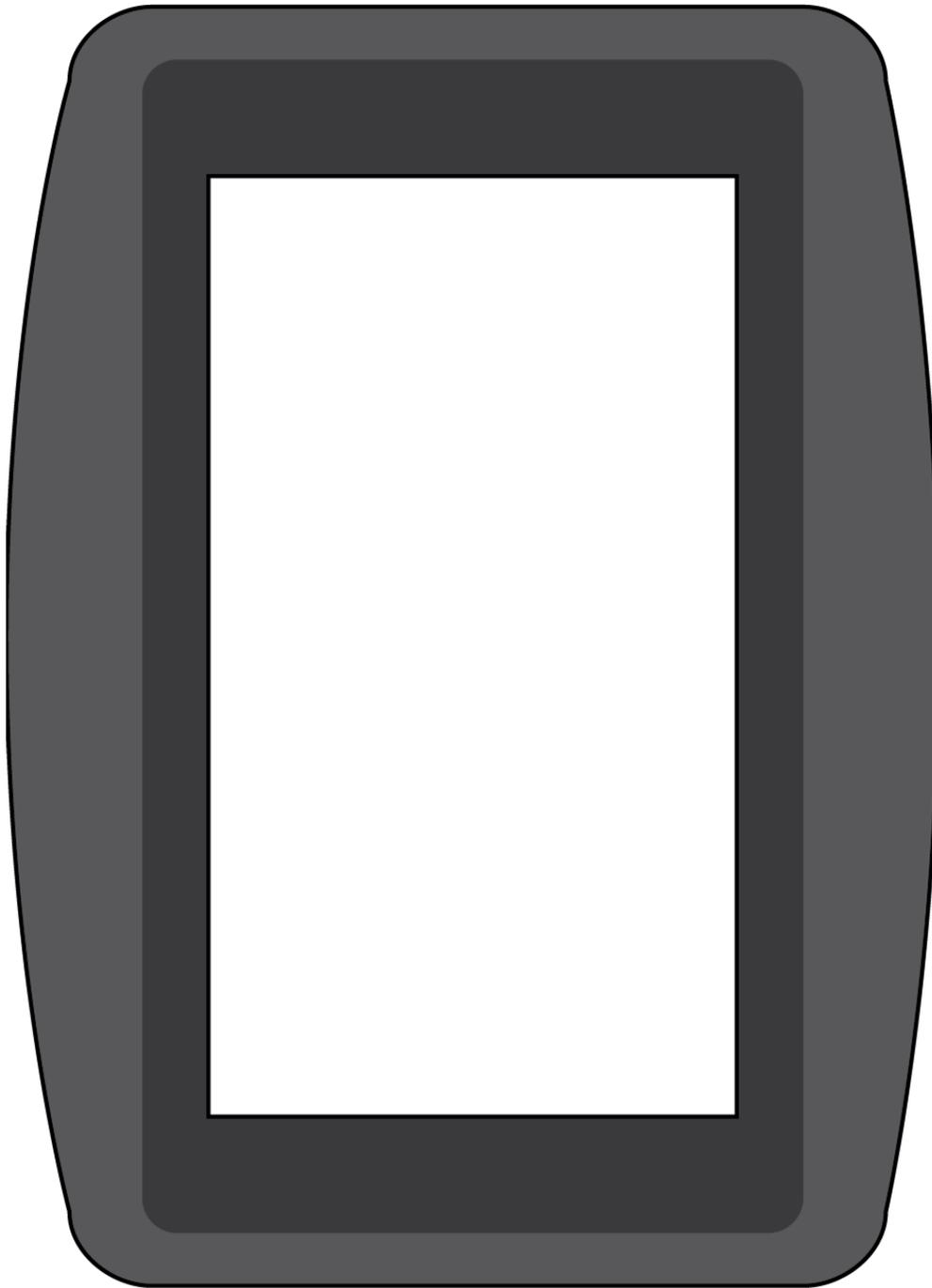


Antenna Connector - Attachment point for the antenna used for communication to/from your sign(s). Antenna can be connected by threading on clockwise.

Note

Antenna should remain connected at all times, and must remain connected for console to communicate to sign. During normal operation, antenna should be oriented vertically.

Front View

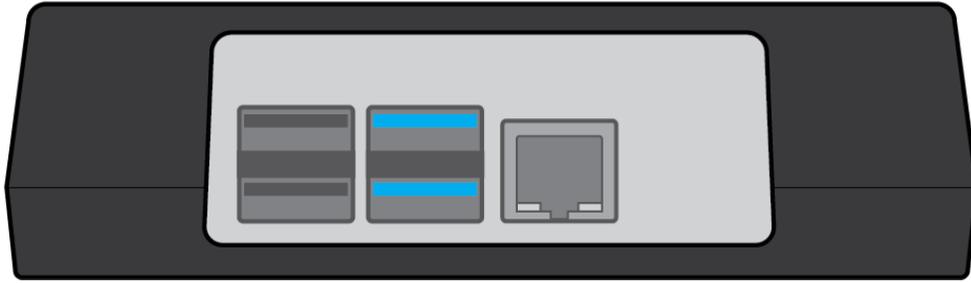


Touchscreen - Console touchscreen is designed to be operated with a finger.

Note

Care should be taken to avoid damage to the touchscreen. Use touchscreen with a finger only - using a pen, stylus, or other object may cause damage to the screen. Avoid spilling liquid on console and only clean with damp microfiber cloth.

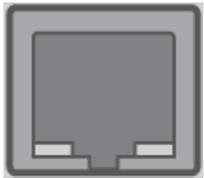
Bottom View



Detail:



USB Ports - Can be used for local software updates to the EverbriteCONNECT console in the event an internet connection is not available. Not used during normal operation - only use at the direction of Everbrite Technical Support.



Ethernet Port - Ethernet port allowing for a hardwired connection to the internet. Must use a cat5 ethernet cable or higher. For full list of technical requirements, see [LumiConsole Technical Requirements](#)

Operation Modes

The LumiConsole provides three different operating modes to accommodate site-specific requirements and user preference. To change between operating modes, see [The Menu - Console](#)

Locked Mode

Locked Mode is the default operation mode for the EverbriteCONNECT console. In Locked mode, an EverbriteCONNECT login will be required at power-on and every 24 hours for security purposes. Point of Sale-controlled pricing updates and remote pricing updates will continue to operate in the event a login has timed out. The Console will also remain connected to EverbriteCONNECT to enable health monitoring and remote control.

Note

Everbrite recommends utilizing Locked Mode to ensure that only authorized users may make changes to sign pricing, captions, and other settings

Unlocked Mode

Console will not require a login at power-on, remains connected to EverbriteCONNECT services over the internet. Many console and sign configuration items are disabled in this mode for security purposes.

Note

In Unlocked Mode, any person with physical access to the console will be able to make changes to sign pricing, captions, and other settings

Offline Mode

Offline Mode can be used in the event the EverbriteCONNECT console is installed at a location that does not, and will not have internet access. Console will operate similar to unlocked mode, with additional hardware configuration options unlocked. Operating in off-line mode will disable mobile/sms/email health monitoring alerts, remote control and diagnostics.

Note

Do not utilize Offline Mode for temporary internet disruptions. In Offline Mode, any person with physical access to the console will be able to make changes to sign pricing, captions, and other settings. Operating in off-line mode will disable mobile/sms/email health monitoring alerts, remote control and diagnostics.

Common Functions

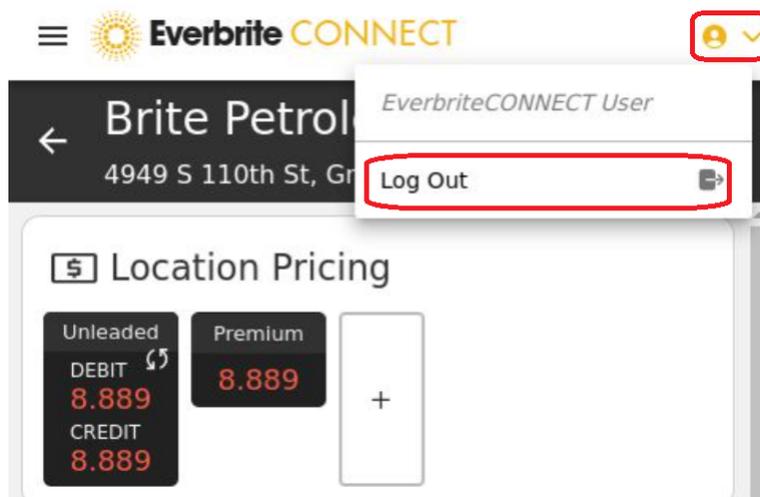
Below is a list of common functions, frequently performed on your console or through the web portal/app. For additional details on other features and troubleshooting information, be sure to check out the associated Operations and Troubleshooting sections.

Logging out of the console

Note

Everbrite recommends operating your console in Locked mode and logging out when not in use to ensure that only authorized users may make changes to sign pricing, captions, and other settings.

When not in use and operating in Locked Mode, logging out of your account can prevent unauthorized changes to your console. For more details on Locked/Unlocked mode, see [Locked/Unlocked Mode](#)



- To log out of your console, press the Profile icon on the Header Bar
- Press Log Out to log out of your account. The next user that wishes to use the console must log into their account to gain access

Manual Price Changes

Note

Consoles connected to and configured for your Point of Sale system will automatically update pricing when the Point of Sale system is updated. Any manual price updates on the console will be overridden.

← Brite Petroleum Greenfield
4942 110th St, Greenfield, WI 53228

Location Pricing

Unleaded CASH ↻ 8.889 CREDIT 8.889	Premium 8.889	+
--	------------------	---

- Press on the grade whose pricing you would like to change in the **Location Pricing** section of the site's dashboard.

Brite Petroleum Greenfield ×

Products	Discount Groups	Manage Available Captions	Price History
Caption 2* CREDIT			
+ ADD PRICE ROW			
Product* Premium			
Preferred color* Red			
Price 1 8 . 8 8 9			
POS Mapping* Not Mapped			
+ ADD PRICE ROW			
+ ADD PRODUCT			

CANCEL SAVE

- On the *Products* tab, press on the price value to be changed. For example, press on the *Price 1* field's dollar value to begin editing. Key in the desired price in the associated product price field
- Press the **SAVE** button to commit the change and send the prices to the sign(s).

Alternating Prices

Signs with alternating pricing such as a Cash/Credit/Debit toggle, or a custom caption will show multiple price lines.

Brite Petroleum Greenfield ×

Products Discount Groups Manage Available Captions Price History

Product*
Unleaded 🗑️

Preferred color* R ▼
Red

Price 1 ⊖
8 . 8 8 9

POS Mapping* ▼
Not Mapped

Duration (s)* ▼
8

Caption 1* ▼
CASH

Price 2 ⊖
8 . 8 8 9

POS Mapping* ▼
Not Mapped

CANCEL **SAVE**

- To change a specific alternating priceline, locate the Product and associated Caption for the price you would like to enter. In this case, Price 1 is the Cash price for Unleaded.
- Update the pricing as needed, and press Save

LumiConsole Technical Requirements

The LumiConsole featuring EverbriteCONNECT software is designed for 24/7 connectivity to allow for health monitoring alerts and remote control and diagnostics. The console should be left powered on and connected to ethernet/wifi at all times.

Physical Network Requirements

Use of an ethernet connection is strongly recommended and requires use of a CAT5e ethernet cable or greater. Wireless connectivity requires an 802.11 b/g/n/ac network.

Required Firewall Rules

Outbound access on the following IPs/Domains and ports are required for proper operation of the EverbriteCONNECT system. Your network's firewall must allow this traffic by default or have exceptions configured.

IP/Domain	Port	Proto	Use
everbrite-connect-api-prod.azurewebsites.net	443	TCP	Console Cloud traffic
everbrite-connect-iot-hub-prod.azure-devices.net	443	TCP	Console Cloud traffic
172.183.162.109	4242	UDP	Everbrite support (VPN)
*.npmjs.org	443	TCP	Console software updates
*.debian.org	80	TCP	Console Cloud traffic
packages.microsoft.com	443	TCP	Everbrite support (VPN)
archive.raspberrypi.org	80	TCP	Everbrite support (VPN)

Mobile App Technical Requirements

The EverbriteCONNECT Mobile App is available for Android and Apple (IOS) phones and laptops through the Google Play Store and Apple App Store. See the app store for your device for minimum operating system requirements.

EverbriteCONNECT Mobile App:



Setup Wizard

Overview

The Setup Wizard is used for configuring basic console settings such as network configuration and date and time, as well as initial console setup and warranty activation. For abbreviated instructions on first time setup, consult the Quick-Start guide provided with your console, also available at <http://app.everbriteconnect.com>

Accessing the Setup Wizard

! IMPORTANT

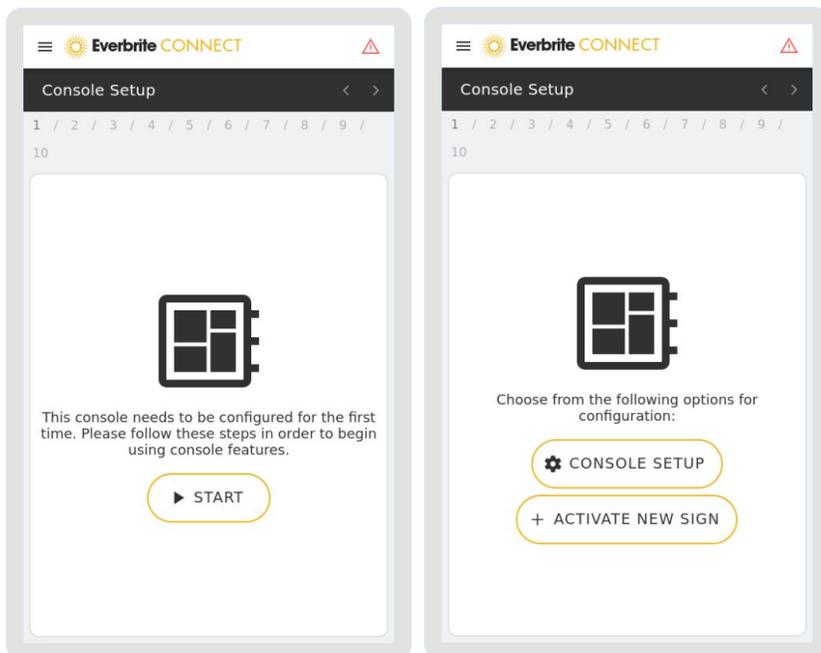
The Setup Wizard will appear automatically on new consoles to allow for first-time setup. First-time setup should only be performed at the final install location.

To access the setup wizard on an existing console, press the  button from any screen, followed by  **Setup Wizard** .

The Setup Wizard

The initial setup wizard screen varies based on whether the console has already been set up.

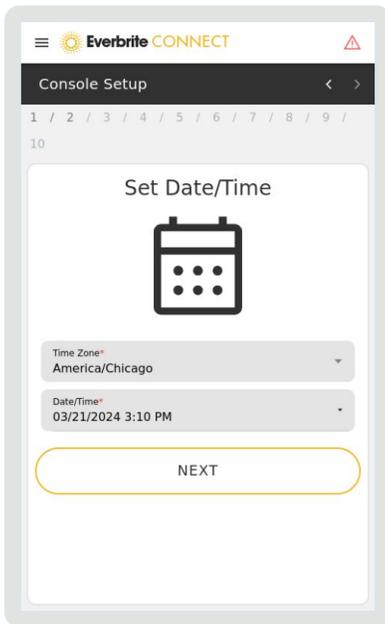
New Console Setup / Existing Console Setup:



Press Console Setup to begin the Setup Wizard

Activate New Sign is used only during installation of a new sign using an existing console.

Date & Time

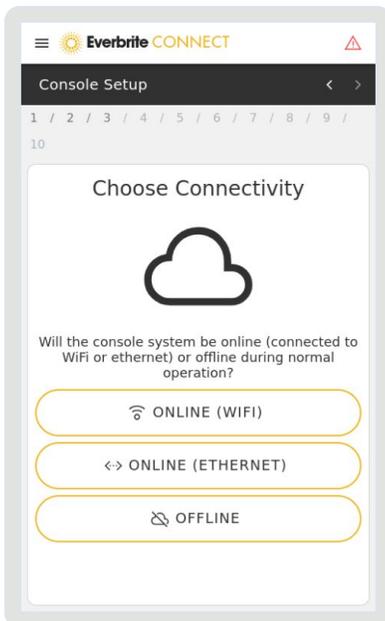


Select the correct time zone for the console. The current date and time should display here. If the date/time is incorrect, tap into the field and correct. The time will automatically adjust according to daylight savings time (if applicable)

Connectivity

It is **STRONGLY** recommended to operate the console via a hardwired ethernet connection.

Using an unstable wireless network may impact the ability to change configurations such as prices, and will affect remote diagnostic and alert features.



If using wireless (wifi), press Online (Wifi)

If using wired (Ethernet), press Online (Ethernet)

Offline Mode can be used in the event a console will never be connected to the internet. If being set up for the first time, an internet connection will be temporarily required for product activation purposes.

See [Offline Mode](#) section for more setup and usage instructions

Note: Some console features may not be available in offline mode.

Configure Network

Note: Options related to wireless networks will only appear if Online (Wifi) was selected at the previous screen.

Everbrite CONNECT

Console Setup

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10

Configure Network

REFRESH

EVB-GUEST
Security: WPA2

SSID*
EVB-GUEST

Password

Auto (DHCP) Manual (Static)

SAVE NETWORK SETTINGS

Status: **ONLINE**

Interface: wlan0
IP: 10.1.199.128
MAC: 2c:cf:67:0e:24:e7

Interface: nebula1
IP: 172.24.0.19
MAC: 00:00:00:00:00:00

NEXT

Press Refresh to re-scan nearby networks

Available wireless networks will be listed here, as well as the encryption type of the network

An SSID (Network name) and password (network key) can be entered here. The SSID will auto-populate if an SSID is selected from the list above.

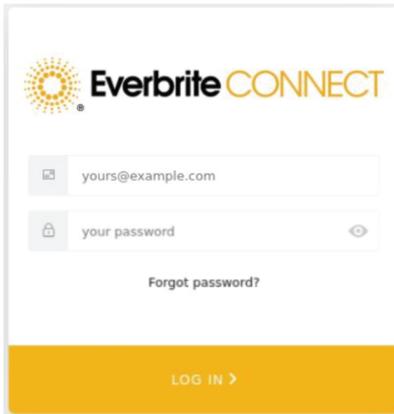
The IP address mode of the network can be selected. Use Auto (DHCP) unless instructed otherwise by your network administrator.

After selecting your SSID and password, press Save Network Settings to save the configuration.

Network interface information will be displayed for diagnostic purposes.

Login Page

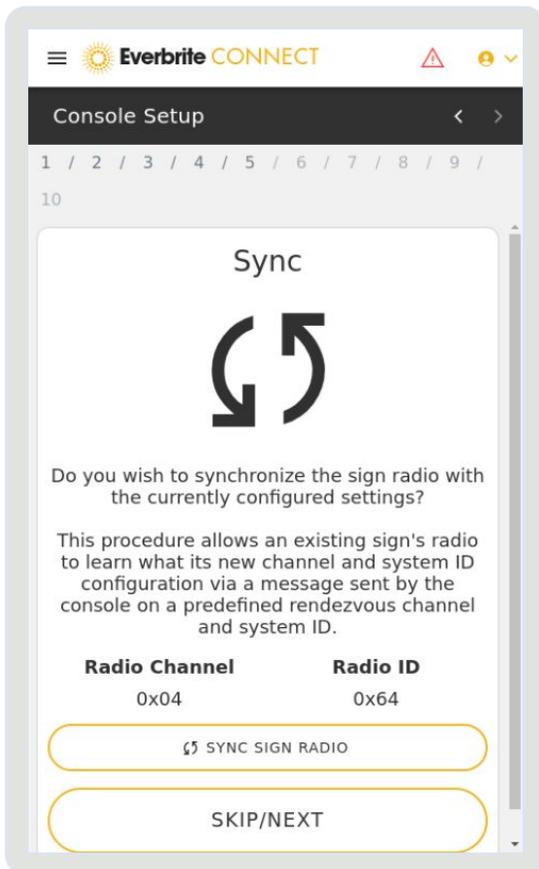
You will be prompted to log into an EverbriteCONNECT account



Installers should use the credentials printed on the protective film that came attached to the console during first time setup. See quick start guide for more details

End users should use the credentials created for them by their Account Administrator or Everbrite. See [Common Issues](#) for more information

Sync Sign



Radio Channel	Radio ID
0x04	0x64

This step can typically be skipped, and should only be used by a qualified technician at the direction of Everbrite Technical Support.

The current radio channel and ID for the console and sign(s) are displayed.

Pressing Sync Radio will synchronize the channel of the sign to match the value configured on the console, if the sign has been placed in Sync Mode.

Note

Physical access to sign internals is required in order to trigger Sync Mode. This should only be performed by a qualified technician, at the direction of Everbrite Technical Support.

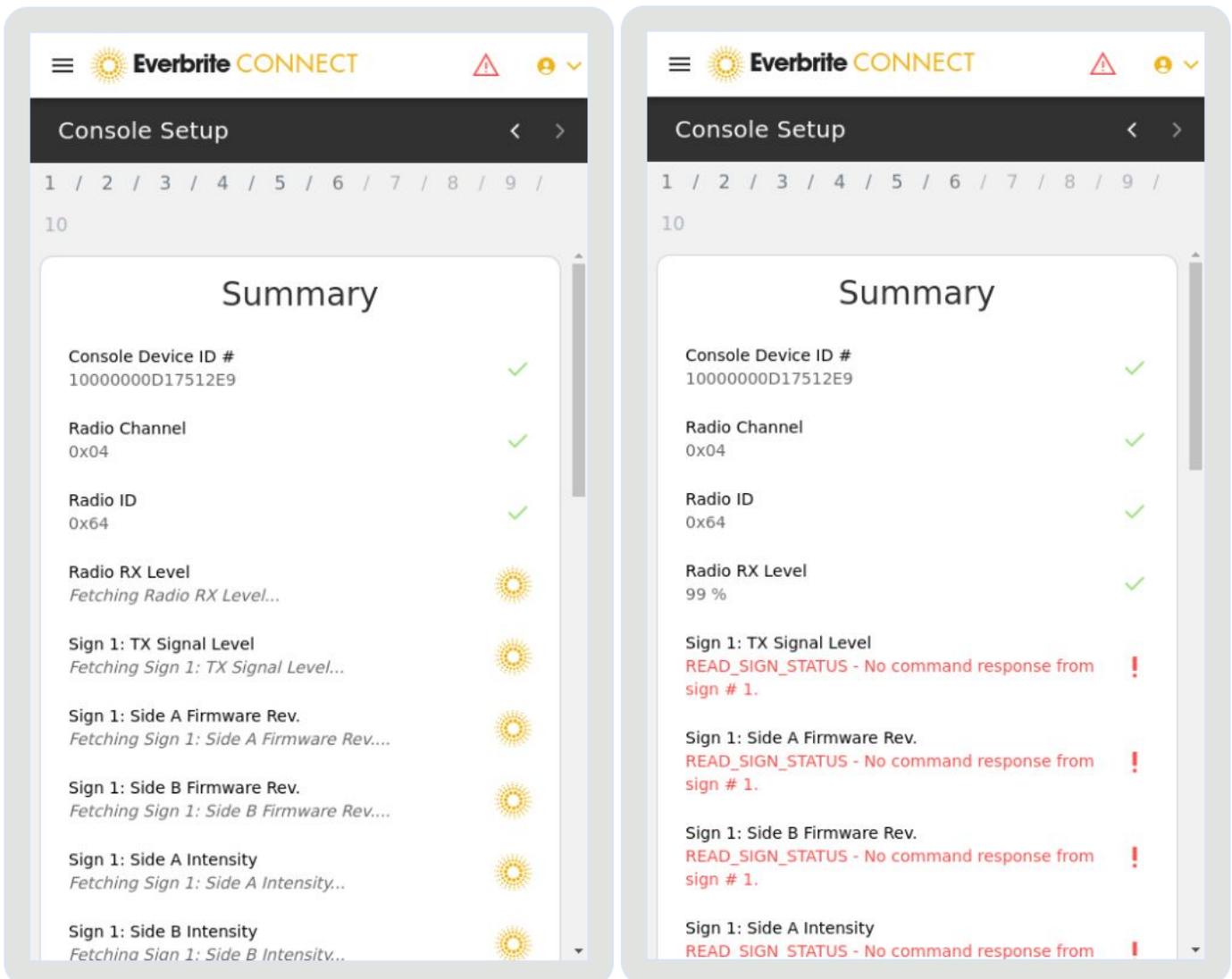
Unauthorized changes to radio channel/ID may prevent communication between Console & Sign(s)

Summary/System Health Checks

The console will begin automatically running through a series of health checks on the console and sign(s).

A  icon indicates the test was successful and is operating properly.  indicates an error state that likely affects system operation.  indicates a watch status that may need to be addressed if sign is not operating normally.

Please note that single-sided signs will show warnings for Side B Voltage value, Intensity, and Firmware rev. Please contact Everbrite Tech Support for any other warnings.



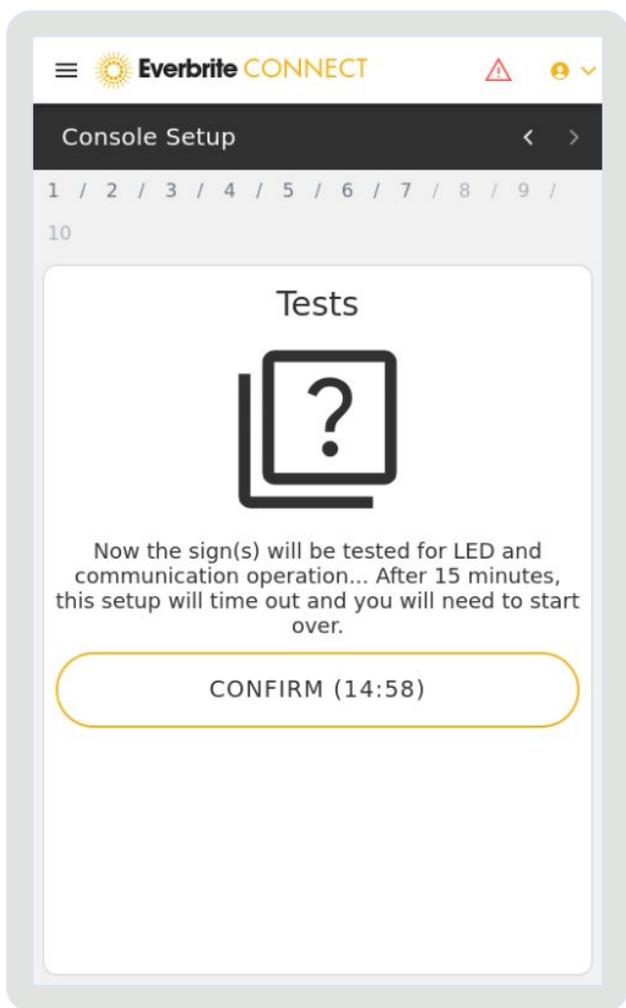
Sign Communication/Health Test

The console will place all signs in a self-test mode.

If correctly triggered, LumiDigit® signs' digits will cycle from 0-9, and LumiText™ signs will cycle through diagnostic information.

Physically inspect both sides (if applicable) of all signs to ensure the sign has entered self-test mode, and all LEDs are illuminating.

If a sign has not entered self-test mode, return to the previous step and ensure all signs are communicating. For more assistance, contact Everbrite Technical Support.

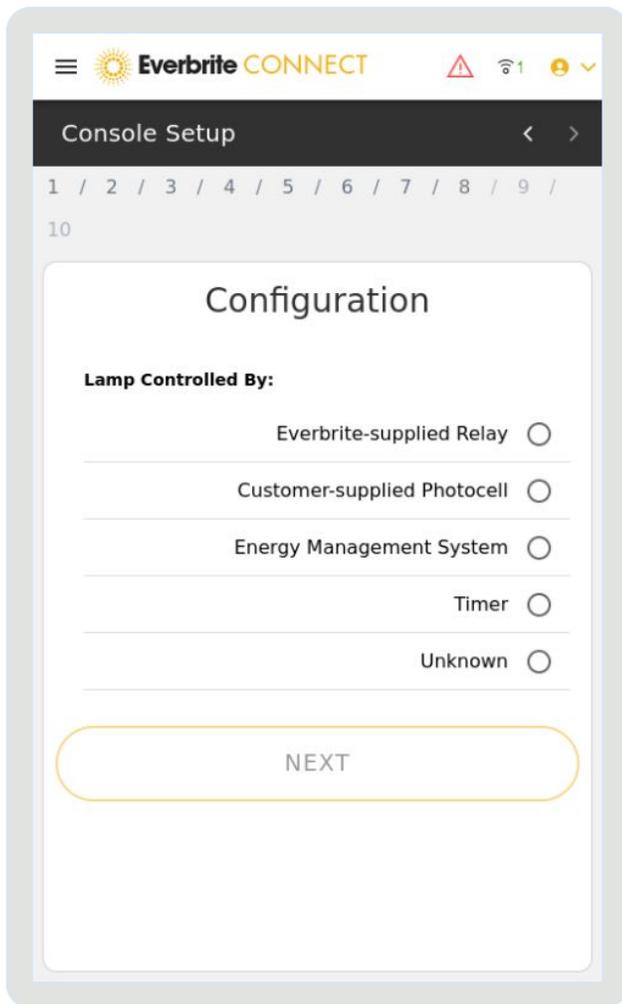


When all signs have been inspected and are operating as described above, press Confirm

If more than 15 minutes have elapsed, the sign(s) will exist self-test mode and you will need to return to the previous step and back to the Sign Communication/Health Test to re-activate the test.

Lamp Configuration

Select the type of lamp control method installed in the signs.



- **Everbrite-supplied Relay:** Everbrite-supplied lamp control relay, turns on/off internal cabinet lighting via the sign controller. On/off points are adjustable; cabinet lights will turn on as the digits dim, and turn off as the digits brighten in response to the sign's light sensors.
- **Customer-supplied Photocell:** Internal cabinet lighting is switched on and off by an external photocell on the sign cabinet. The photocell is not installed by Everbrite. As the ambient light changes, the photocell switches the internal sign lighting on and off.
- **Energy Management System:** Internal sign lighting circuit power is switched on/off by a centralized energy management system. This requires the LED digits circuit to have constant power, and a separate circuit supplying power for the internal sign lighting. Everbrite does not control on and off times of the internal sign lighting in this configuration.
- **Timer:** Timer: A time-clock or other timer-based switch is used to turn on and off the internal sign cabinet lighting at specific times of day. Times which the sign internal cabinet lighting are switched on and off are not controlled by Everbrite.
- **Unknown:** A manual switch, constant power, or other unknown method is used to control switching on and off the internal sign cabinet lighting. Times which the sign internal cabinet lighting are switched on and off are not controlled by Everbrite

Console Activation

This step is for console warranty activation.

The screenshot shows the 'Everbrite CONNECT' app interface. At the top, there's a navigation bar with a menu icon, the Everbrite logo, and a user profile icon. Below that is a 'Console Setup' header with back and forward navigation arrows. A progress indicator shows steps 1 through 10, with step 10 being the current step. The main content area is titled 'Activation' and is divided into two sections: 'Installer Details' and 'Confirm Location Details'. The 'Installer Details' section has three input fields: 'Installer Business Name*', 'Contact Name*', and 'Phone Number*'. The 'Confirm Location Details' section shows 'Customer Account' as 'Craig's Crude', 'Location Name' as 'Test Location for QA', 'Store Number' as 'Test', and 'Address' as '4969 S 110th St, Greenfield, WI 53228'. At the bottom, there's a confirmation statement: 'I have confirmed that the above location details are accurate. If they are not'.

If installing the console for the first time, you will be prompted to enter in your installer business name, contact name, and phone number. See installation manual and quickstart guide for more information.

If location details are incorrect, please contact Everbrite Technical Support to correct.

Finished

The screenshot shows the 'Everbrite CONNECT' app interface at the 'Finished' step of the 'Console Setup' process. The top navigation bar is the same as in the previous screenshot. The progress indicator shows step 10 as the current step. The main content area is titled 'Finished' and features a large checkmark icon. Below the icon, the text reads: 'This console setup has completed successfully! Tap Go to Dashboard to begin using this console.' At the bottom, there is a prominent button labeled 'GO TO DASHBOARD'.

Console setup and activation is complete, press Go To Dashboard to begin using the console.

Offline Mode

Overview

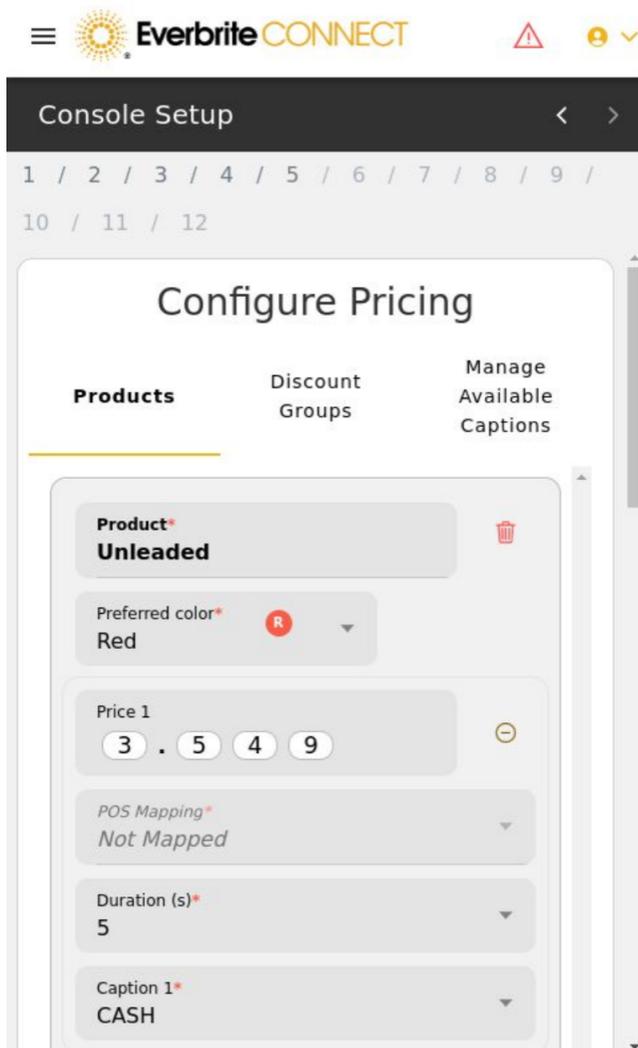
Offline Mode can be used in the event a console will never be connected to the internet. If being set up for the first time, an internet connection will be temporarily required for product configuration and warranty activation purposes.

Note: Some console features may not be available in offline mode.

Additional Setup Wizard Steps in Offline Mode

Selecting Offline Mode during the Setup Wizard process, either during initial setup or at a later date will present several configuration options unique to Offline Mode.

Price Configuration



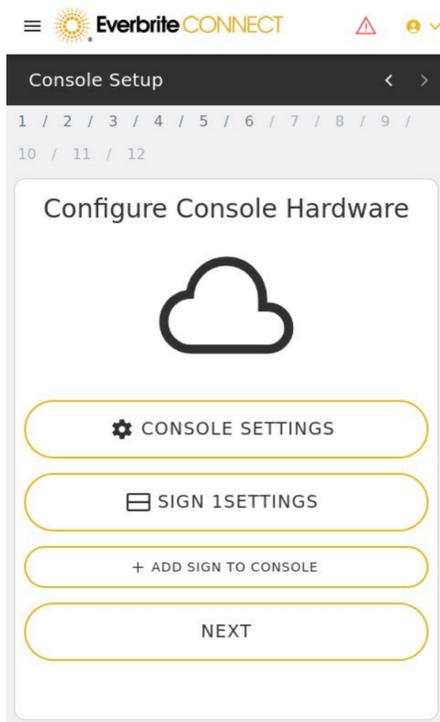
Product name can be adjusted if needed.

The display color of the product on the dashboard can be customized by changing the Preferred Color

Adjust pricing as needed. If using POS-controlled pricing, this is not needed as the POS system will override the price entered

See [Location Pricing](#) for more options and configuration information

Configure Console



To edit console settings such as dim/bright level and priceline mappings, press Console Settings

To edit the configuration of sign parameters such as the configured sign ID or priceline slots, press Sign Settings

Console Settings

Note

Options not listed below such as radio channel/ID should not be altered except at the direction of Everbrite Technical Support. Incorrect configuration may affect sign function or warranty.

Dim Level - Sets the MINIMUM brightness level of the sign LEDs in low light conditions. Sign will adjust brightness up/down in response to its light sensor, but not below this value. Higher numbers are brighter, with 9 being approximately 50% maximum brightness. Value should be set as low as practical for optimum readability, with the default value being 0.

Bright Level - Sets the MAXIMUM brightness level of the sign LEDs in bright conditions. Sign will adjust brightness up/down in response to its light sensor, but not above this value. Higher numbers are brighter, with 9 being approximately 100% maximum brightness

Backlight On/Off Level - Sets the threshold at which the sign's backlight turns on based on LED brightness.

Product Priceline Slots

Slot 1	Product Unleaded
Slot 2	Product Diesel
Slot 3	Product Unassigned
Slot 4	Product Unassigned

Assigns a slot number to a Product that has been configured under Price Configuration. This slot must be assigned to individual signs under Sign Configuration.

Console **POS Settings**

POS Settings

POS Type*
None/Other

POS Status Threshold*
1

Reduce POS Communication Traffic *

POS Type - Sets the brand/protocol of POS system that is connected to the LumiConsole.

POS Status Threshold and Reduce POS Communication Traffic should not be adjusted except at the direction of Everbrite Technical Support

Sign Settings

Note

Options not listed on this page such as Serial and Release should not be adjusted and may affect sign function or warranty.

Sign ID - The ID number assigned to the sign controller. This must match the physical assignment on the sign controller. See installation manual for details on sign ID assignment.

Has LumiText EMC - Configures whether a LumiText EMC is physically present in the sign.

LumiText ID - The ID number assigned to the LumiText sign controller. This must match the physical assignment on the sign controller. See installation manual for details on sign ID assignment.

Sign Pricelines

Slot
1

Product Type
LumiDigit

Console Priceline
1 - Unleaded

Color
Red

Definition
Static

This priceline will only show the first price if assigned an alternating price configuration

The Slot number configured in Console Configuration

The Priceline ID and description configured in Price Configuration

The physical color of the priceline. Affects rendering on the Dashboard only.

Definition configures the toggle configuration of the priceline. Possible options include:

Static - No physical toggle caption panel is present, or is not used to toggle prices displayed on this priceline

Alternating - A physical toggle caption panel is present on the sign, and the priceline will toggle between multiple user-configured prices.

Discount Toggle - A physical toggle caption panel is present on the sign, and the priceline will toggle between multiple prices. A single product price is specified, with a discount (Subtraction or Percentage) applied, often by a POS system.

The Dashboard

Overview

The Dashboard is the main user interface for EverbriteCONNECT, showing the system status and links to all diagnostic and configuration pages. The Dashboard contains the following components:

Header Bar

The Header Bar is present on most screens, including the dashboard.



Header Bar Icons:



Menu Icon - When pressed, the menu is presented - See below for details on the Menu screen.

Note

When using the Web Portal on a sufficiently large screen, the menu icon will not be visible and instead, sidebar items will be visible by default.



EverbriteCONNECT Logo - When pressed from any screen, you will be returned to the dashboard.



Status Icon - Warning - Console Only. Indicates an error in the sign, console, or communication. Tap to view more information. Icon will persist for up to 5 minutes after an error is encountered.

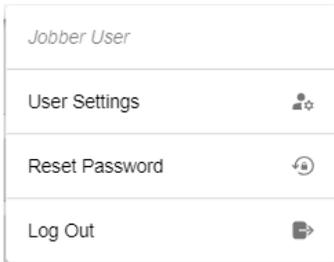


Status Icon - Activity - Console Only. Indicates active communication between your console and your sign. This icon will not be visible when the console is not actively communicating with the sign.



Profile Icon: Shows your name and allows you to log out of your account. Options differ when using the Console or Web/Mobile app. Not visible if operating the console in Unlocked mode.

Profile Icon - Web/Mobile: Additional options are available on Web/Mobile:

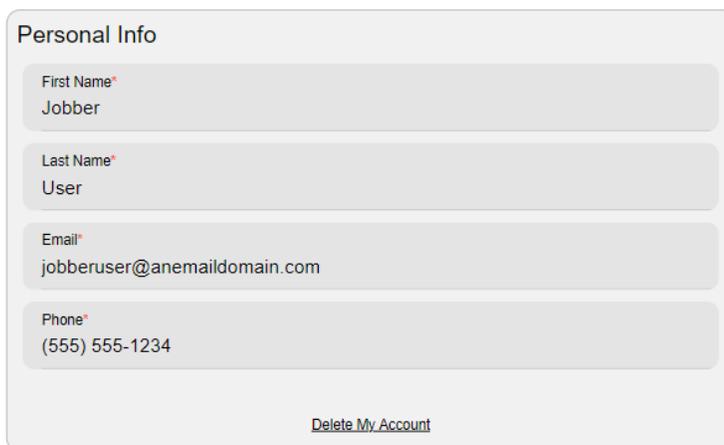


User Settings - Allows you to edit your account.

Reset Password - Allows you to change your password by sending yourself a password reset email.

Log Out - Log out of EverbriteCONNECT

User Settings

A screenshot of the 'User Settings' form. The form is titled 'Personal Info' and contains four input fields: 'First Name*' with the value 'Jobber', 'Last Name*' with the value 'User', 'Email*' with the value 'jobberuser@anemaildomain.com', and 'Phone*' with the value '(555) 555-1234'. At the bottom of the form, there is a link that says 'Delete My Account'.

Allows you to edit your name, email address, and phone number

Delete Account

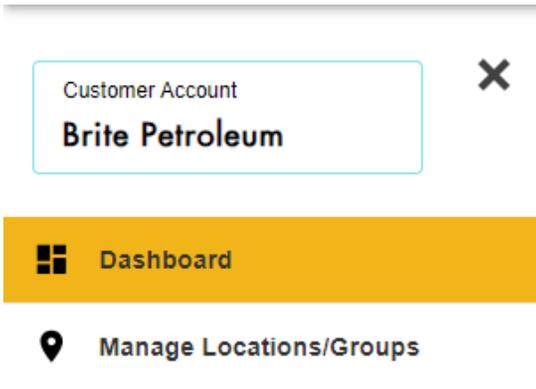
Permanently deletes your EverbriteCONNECT account and all stored personal information.
WARNING This cannot be reversed!

The Menu - Web/Mobile

When utilizing the EverbriteCONNECT Web Portal or mobile app, pressing the  icon on the Header Bar loads the Menu:

Note

These items are only available when using EverbriteCONNECT via the Mobile App or the Web Portal. Only the Dashboard will be visible unless you are a Customer Admin.



Customer Account - Displays the company account name for the company that administrates your account

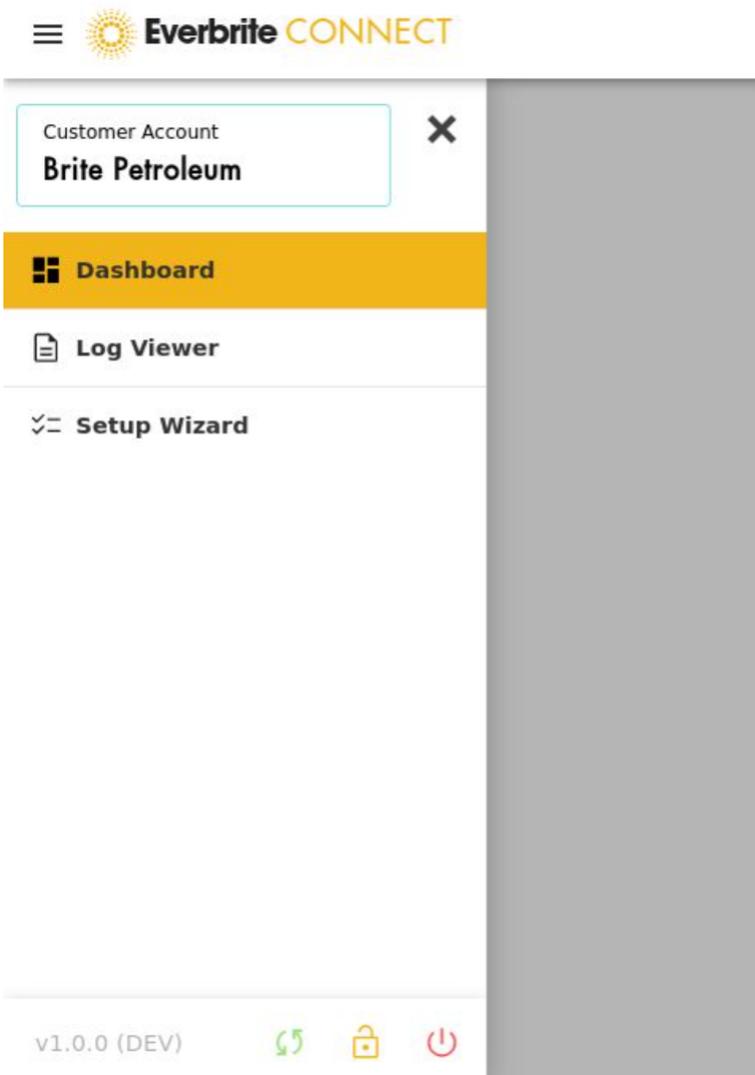
Dashboard - Returns you to the Dashboard.

Manage Locations - Brings you to the [Location/Group Management](#) screen.

Manage Users - Brings you to the [User Management](#) screen.

The Menu - Console

Pressing the  icon on the Header Bar on the console loads the Menu:



Menu Icons:



Customer Account - Displays the company account name for the company that administrates your EverbriteCONNECT account



X Icon - Hides the Menu. You can also press the  Menu Icon to hide the menu.



Dashboard - Returns you to the Dashboard.



Log Viewer - Opens the Log Viewer. See [Console Logging](#) for more information.



Setup Wizard - Opens the Setup Wizard - See Setup Wizard section for more information



Software Version - Displays your console software version. This information is also available under [Location Console](#) on The Dashboard.



Refresh - Re-syncs the console with your sign(s). Note that your console will automatically sync with your sign when changing settings/pricing, and at regular intervals.



Lock/Unlock - Provides the following authentication methods for the console:

Locked Mode - Console will remain connected to EverbriteCONNECT to enable health monitoring and remote control. EverbriteCONNECT login will be required at power-on and every 24 hours for security purposes. **Everbrite recommends utilizing this setting to ensure that only authorized users may make changes to sign pricing, captions, and other settings**

Unlocked Mode - Console will not require a login at power-on, remains connected to EverbriteCONNECT services over the internet. Many console and sign configuration items are disabled in this mode. **Any person with physical access to the console will be able to make changes to sign pricing, captions, and other settings**



Shutdown Options - Provides shutdown options for the console. See [Hardware & System Overview](#) for methods of shutting down and rebooting the console with the physical button

Power Off - Safely shuts down console. Console will remain off until the power button is pressed.

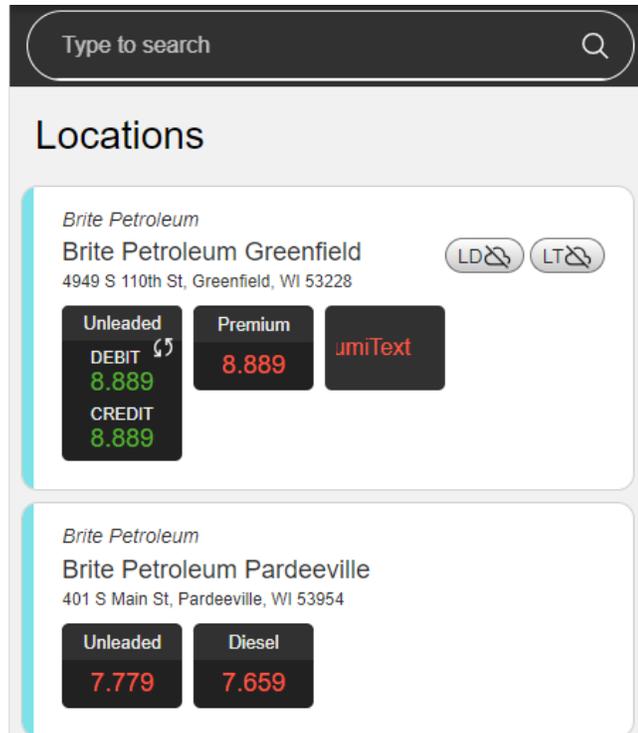
Reboot - Safely shuts down console, and then restarts it.

Dashboard View - Multi-Location

Web and Mobile-Only

This feature is only available on the web and mobile app for users with access to multiple locations with EverbriteCONNECT consoles.

Users with access to multiple locations with EverbriteCONNECT consoles will have access to a dashboard showing a summary of all of the locations they have access to.



You can search by store name, address, or store number to filter the stores displayed

All locations your account have access to are displayed here, showing the current pricing configuration and health status. To view and edit site-specific information, press the location you would like to view/edit.

Dashboard View - Single Location

Selecting an individual location from the Multi-Location Dashboard view will bring you to the Dashboard for the location in question. The EverbriteCONNECT Console will default to this view.

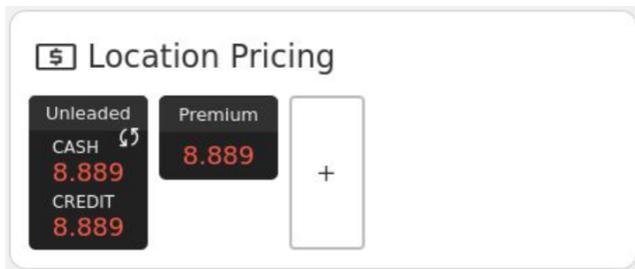
The Dashboard contains complete system status information, configuration options, and diagnostics. The Dashboard contains the following main components:

Location Pricing

Location Pricing contains the configuration (including pricing) for all of your products and grades.

Note

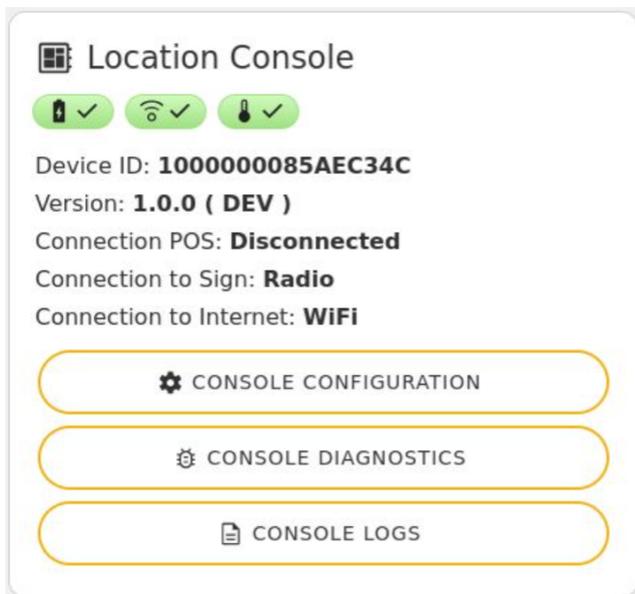
Displayed pricing reflects the currently **configured** values for your products. To see the pricing figures last reported as displaying on your sign, see [Location Sign](#)



Pressing a grade or the + icon will take you to the [Location Pricing](#) screen

Location Console

Location Console displays the current health of your console. It also contains certain global configurations for your console such as bright/dim levels, as well as diagnostic tools and logs for the console.



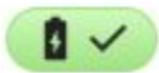
- Press Console Configuration to edit [Console Configuration](#) information
- Press Console Diagnostics to access [Console Diagnostics](#) tools
- Press Console Logs to view the [Console Logging](#)

Console Health Badges

These badges display the current health of your LumiConsole's battery, radio, and temperature. Pressing an icon will bring up [Health Metric History](#) for the metric in question.

- A green icon represents good health and optimum performance.
- A yellow icon represents a warning condition that a value is out of the optimum range and may require attention
- A red icon represents a critical condition that requires immediate attention to maintain console performance
- A white icon indicates no current data is available. Check back in 15 minutes.

For help troubleshooting warning or critical states, see the [Common Issues](#) section



Battery Level - Displays the current charge level of the console's onboard battery.



Console Radio - Displays the current health of the signal your console is receiving from your sign(s).



Console Temperature - Displays the current health of the console's internal temperature.

Console Information

Device ID: - A unique hardware ID associated with your console

Version: - The current software version running on your LumiConsole

Connection POS: - Displays whether your system is currently communicating with your Point of Sale system, if applicable. Locations that do not have console integration with the Point of Sale system will always show Disconnected.

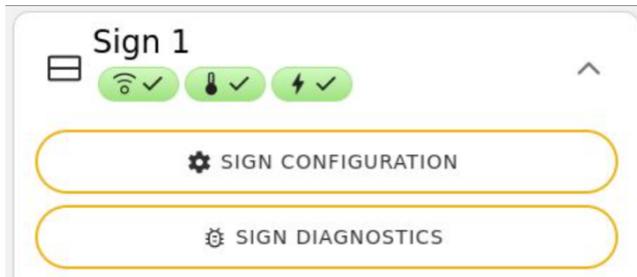
Connection to Sign: - Displays Radio for a wireless connection to your signs, or Wired for a hardwired connection to your signs.

Connection to Internet: - Displays whether your console is configured to connect to the internet via Ethernet or WiFi, or if the console is configured for Offline Mode.

Location Sign

Location Sign contains current health information for your LumiDigit® and/or LumiText™ sign(s), current pricing displayed on your sign(s), as well as diagnostic tools for your sign(s). Locations with multiple signs will have multiple signs listed. This section is broken into two sections: Sign Information and Priceline Information

Sign Information



- Press Sign Configuration to edit the name of your sign as displayed on the Dashboard
- Press [Sign Diagnostics](#) to access Sign Diagnostic tools.

Sign Health Badges

These badges display the current health of your LumiDigit® sign's radio, temperature, and voltages. Pressing an icon will bring up [historical data](#) for the metric in question.

- A green icon represents good health and optimum performance.
- A yellow icon represents a warning condition that a value is out of the optimum range and may require attention
- A red icon represents a critical condition that requires immediate attention to maintain console performance
- A white icon indicates no current data is available. Check back in 15 minutes.

For help troubleshooting warning or critical states, see the [Common Issues](#) section



Temperature - Displays the current health of the sign or priceline digit's internal temperature.



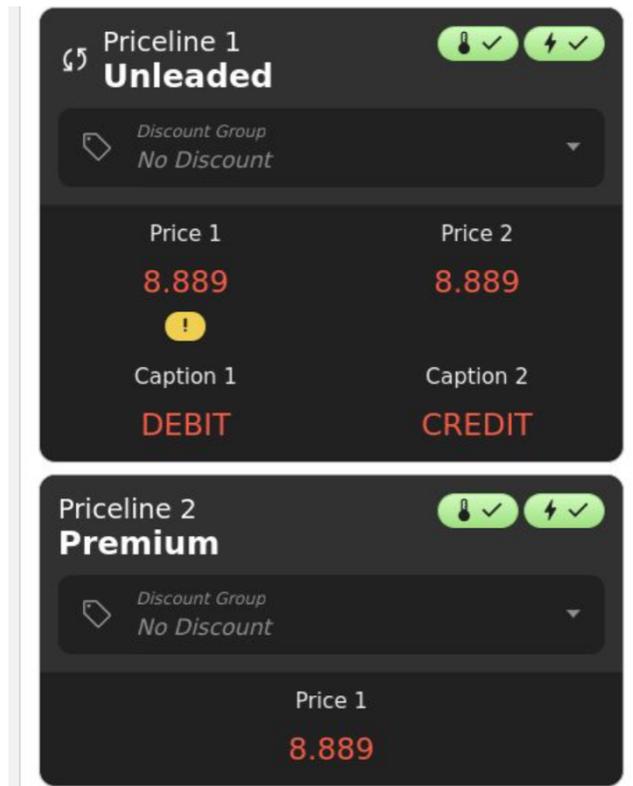
Sign Radio - Displays the current health of the signal your sign is receiving from your console.



Voltage - Displays the current health of the sign's input voltage.

Priceline Information

Priceline Information displays configured priceline(s) for the sign, health information for the digits, the ability to set discount groups, and a view of the last reported pricing displayed on your sign.



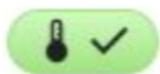
- A Discount Group can be applied by pressing the dropdown and selecting the associated discount group. Note that this cannot be applied to alternating pricelines.
- The last reported values displayed on the sign for the given pricelines and caption are displayed. If there is a mismatch between the pricing configured in [Location Pricing](#) and what is reported by the sign, a  icon will appear. This can be pressed for more details. See [Common Issues](#) for more details.

Priceline Health Badges

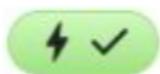
These badges display the current health of each priceline's digit temperature and input voltage. Pressing an icon will bring up [Health Metric History](#) for the metric in question.

- A green icon represents good health and optimum performance.
- A yellow icon represents a warning condition that a value is out of the optimum range and may require attention
- A red icon represents a critical condition that requires immediate attention to maintain console performance
- A white icon indicates no current data is available. Check back in 15 minutes.

For help troubleshooting warning or critical states, see the [Common Issues](#) section



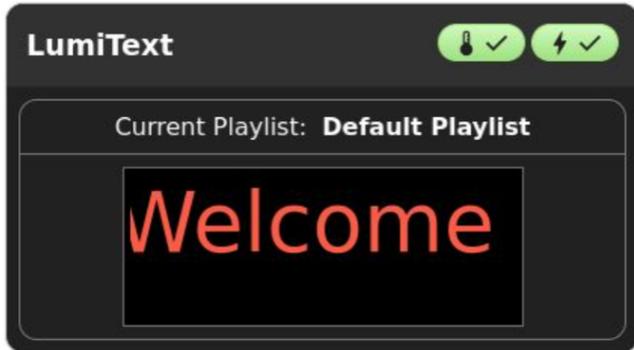
Temperature - Displays the current health of the priceline digit's internal temperature.



Voltage - Displays the current health of the priceline digit's input voltage.

LumiText™ Display

LumiText Display contains current health information for your LumiText sign(s), as well as displaying the current playlist assigned to your sign(s) and a preview.



To manage the messages and schedules for your LumiText™ Electronic Message Center, press anywhere in the Current Playlist or Preview area to enter the [Playlist Configurator](#).

LumiText™ Health Badges

These badges display the current health of your LumiText Sign's controller temperature and input voltage. Pressing an icon will bring up [Health Metric History](#) for the metric in question.

- A green icon represents good health and optimum performance.
- A yellow icon represents a warning condition that a value is out of the optimum range and may require attention
- A red icon represents a critical condition that requires immediate attention to maintain console performance
- A white icon indicates no current data is available. Check back in 15 minutes.

For help troubleshooting warning or critical states, see the [Common Issues](#) section



Temperature - Displays the current health of the LumiText controller's internal temperature.



Voltage - Displays the current health of the LumiText controller's input voltage.

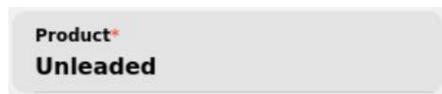
Location Pricing

Overview

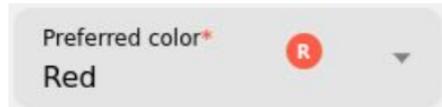
The Location Pricing screen contains various settings related to the configuration of your configured products, as well as an audit log of price changes.

Products Tab

The products tab contains pricing and other configurations for each of your products.



Product Name - The display name for the product on the Dashboard and other screens.



Preferred Color - The display color for the priceline on the dashboard's Location Pricing section. Possible options are Default (Factory configured value), Red, Green, Amber, White, and Blue.



Price - This is the configured price(s) for the product that will be displayed on the sign. If multiple prices exist for a given product, a price may be removed with the  button.

Note

Consoles connected to and configured for your Point of Sale system will automatically update pricing when the Point of Sale system is updated. Any manual price updates on the console will be overridden.



POS Mapping - The product ID defined by your POS system for this product.



Add Price Row - For signs equipped with and configured for alternating caption tiles, additional product prices and captions can be set.

The following options are available with a sign equipped with and configured with alternating caption tiles:

Duration (s)*
8

Duration (s) - The number of seconds the price and caption will display when utilizing alternating captions. Values can be set from 3 seconds up to 20 seconds.

Caption 1*
DEBIT

Caption - The product caption associated with the product price. For CCD tiles, only Cash, Credit, or Debit may be used. For Rewards toggles, only Rewards may be used. For full custom caption tiles, any value may be set. If none of the default options are desirable, custom captions can be set under [Manage Available Captions Tab](#)

Discount Groups Tab

The Discount Groups tab allows you to set a discount value to quickly apply to a pricing configuration. For details on how to apply the pricing configuration, see [Priceline Information](#)

Discount Type
Fixed

Discount Type - The type of discount that is applied. Currently only Fixed is available, indicating a fixed discount of the configured price

UNLEADED Discount Groups

A
\$ Amount
0.00

B
\$ Amount
0.00

C
\$ Amount
0.00

Discount Groups - Three separate configurations that may be set to store different discount values to be applied.

Manage Available Captions Tab

The Manage Available Captions tab allows you to define custom captions for use with a full custom caption tile. This impacts the available options under Caption on the [Products Tab](#).

1	CASH
2	CREDIT
3	DEBIT
4	REWARDS
5	W/WASH
6	W/PURCHASE
7	WITH PAY CARD
8	WITHOUT PAY CARI
9	MEMBER
10	NON-MEMBER

Press the caption you would like to alter, set it to the desired value, and press Save.

Price History Tab

The Price History tab provides an audit log of price change history for different products.

Product: **Unleaded** ▾

Product: **Premium** ▾

To view the price change history for a product, press the product in question to expand the view

Price	Caption	User	Date
8.889	DEBIT	James Stationowner	9/6/24, 9:20 AM
1.889	DEBIT	James Stationowner	9/6/24, 9:20 AM

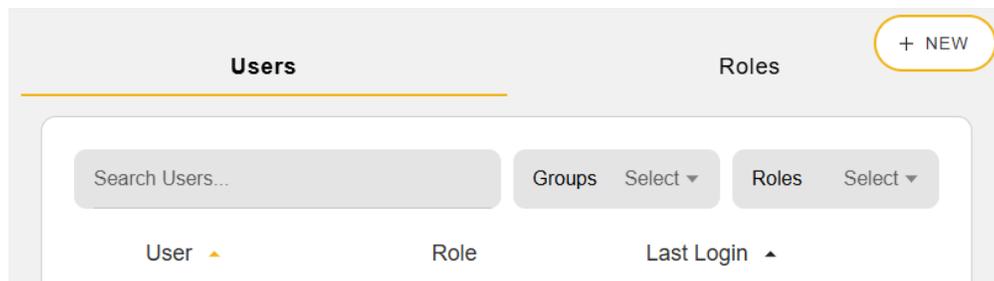
The value of the price change and caption (if applicable), as well as the user that performed the change and the date changed will be displayed. Operating the console in Unlocked mode allows any person with access to the console to make price changes. These changes will be logged as the user "Console"

User & Location/Group Management

User Management

Note

These are instructions for creating and managing other users's accounts. These options will only be available to a Customer Admin, typically the jobber or account administrator. For instructions on managing your own account, see [User Settings](#)



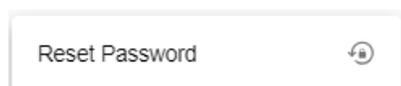
Pressing + New will allow you to create a new user account.

Search Users - Search users by name or email address

Group Filter - Filter users by Group assignment

Role Filter - Filter users by Role (Customer Admin or Customer Operator)

Users - Shows the users that fit the filters (if any) above. Pressing the  icon next to a user will give you additional options:



Reset Password - Sends a Password Reset email to the user's email address



Edit - Allows you to edit the name, email address, phone number, and other details of the user's account



Block User - Disables the user's account, preventing future access. This will keep any associated user logs for future reference.



Delete User - Permanently deletes all record of the user account in question including any associated logs

Note

It is recommended to use the Block User function instead of Delete User to retain logs.

New/Edit User Screen

The Edit User and Add New User screens are identical apart from the Edit User screen pre-populating with the user information of the user you are editing.



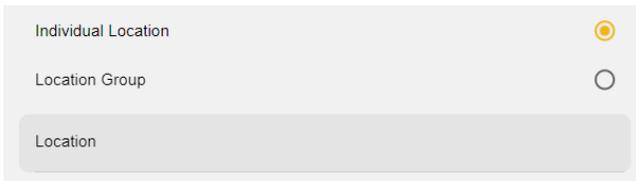
A form titled "Personal Info" containing four input fields: "First Name*", "Last Name*", "Email*", and "Phone". Each field has a light gray background and rounded corners.

The Name, Email Address, and phone number (optional) of the user you are creating/editing an account for. The email address must be a valid email address for the user to log in. Phone number is required for SMS (text) message alerts.



A dropdown menu labeled "Role*" with a downward arrow on the right side.

The Role of the user in question. A Customer Admin has access to ALL locations under your customer account, and can create and edit other users. A Customer Operator cannot create/edit users and only has access to the Location or Group you assign below



A form with three options: "Individual Location" with a selected radio button, "Location Group" with an unselected radio button, and a "Location" text input field below.

The Location(s) the user in question will have access to. You can either specify an individual location to grant access, or if a user should have access to multiple Locations, a Location Group that you have set up with those locations.

Location/Group Management



Two tabs: "Manage Locations" (active, highlighted with a yellow underline) and "Manage Groups".

You can navigate between Manage Locations and Manage Groups using the tabs on the top of the screen.

Manage Locations

The Manage Locations screen displays all of the locations your user account has access to. For Customer Admins, this will be all locations under your Customer Account.

The screenshot shows the Manage Locations interface. At the top is a search bar labeled "Search Locations...". Below it is a "Groups:" dropdown menu with a "Select" arrow. The main area is a table with columns "Location" and "Group". Two location entries are visible:

Location	Group
<i>Brite Petroleum</i> Brite Petroleum Greenfield 4949 S 110th St, Greenfield, WI 53228 N/A	:
<i>Brite Petroleum</i> Brite Petroleum Pardeeville 401 S Main St, Pardeeville, WI 53954 N/A	:

Search - Search locations by name/address

Group Filter - Filter locations by groups

Locations - Shows the locations that fit the filters above. Pressing the location will take you to that location's Dashboard. Pressing the  icon will allow you to Edit the display name of the location. To change the address of the location, please contact Everbrite.

Manage Groups

Groups allow you to create an organizational structure for your Locations. This can be used for organizational reasons, however the primary use for Groups is to allow individual Users to have access to multiple Locations. For example, if multiple Locations share the same manager or owner, a Group can be created with those Locations assigned which can then be assigned to the User.

The screenshot shows the Manage Groups interface. At the top is a search bar labeled "Search Groups...". Below it is a table with columns "Group Name" and "# Locations".

Group Name	# Locations
Created	

Search - Search Groups by name/address

Locations - Shows the Groups that fit the filters (if any) above.

Adding Groups

The screenshot shows the "Add New Group to Brite Petroleum" dialog box. It has a title bar with a close button. Inside, there is an "Enter Group Name*" input field, a "Type to Filter Locations" input field, and a section titled "Available Locations" with two items:

- Brite Petroleum Pardeeville
401 S Main St, Pardeeville, WI 53954
- Brite Petroleum Greenfield
4949 S 110th St, Greenfield, WI 53228

Group Name - Enter the display name desired for the group

Filter Locations - Allows you to search by name or address for locations displayed

Available Locations - Shows the locations that fit the filters above. Check any locations you want to assign to the group.

LumiText™ Configurator

Overview

LumiText signs have the ability to display user-configured messages as well as other information such as temperature, date and time, and more.

EverbriteCONNECT introduces new scheduling features allowing you to configure playlists and easily view and manage those playlists in a user-friendly interface

The [Playlist Configurator](#) provides the ability to group individual messages (“frames”) on your LumiText™ Electronic Message Center into playlists for easy scheduling.

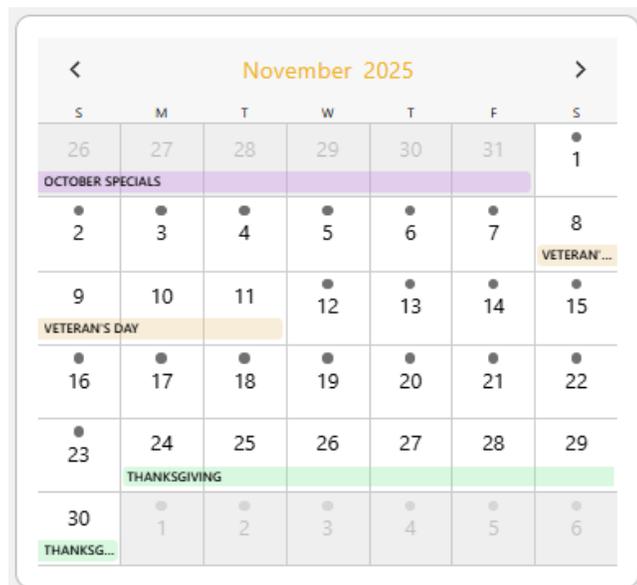
For new signs, by default there will be no playlists scheduled and the LumiText sign will be blank until one is configured.

Playlists Viewer

The Playlists Viewer displays a calendar view of which playlist(s) play on different dates, as well as a list of your current playlist library and the ability to create new playlists.

Playlist Calendar

Displays a calendar view of any playlist(s) configured.

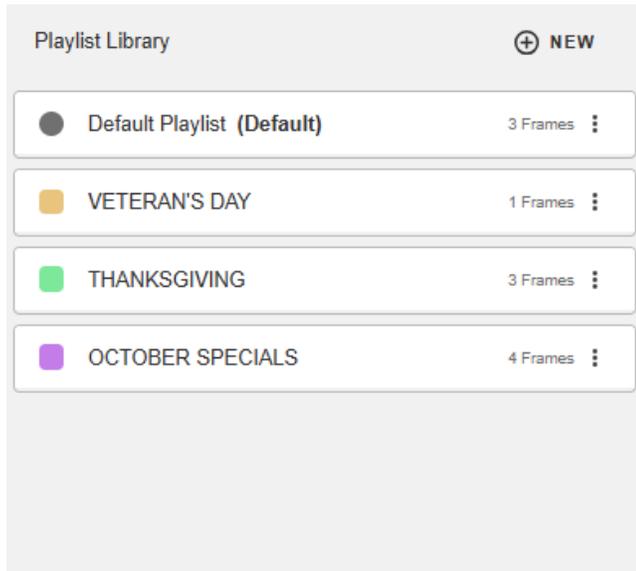


Use the left and right arrow icons to change months.

Any configured playlists for the dates visible will be displayed. Dates with a configured playlist will show the name of the playlist, color coded to the color shown in the Playlist Library. Dates with a ● will play a Default Playlist if no other playlist is configured. If no playlist or Default Playlist is configured, the date will show no icon and the sign will be blank.

Playlist Library

The Playlist Library shows all currently configured playlists. If you have several playlists you may need to scroll down.



Press **+ NEW** to create a new Playlist

Press **:** to be given the following options:

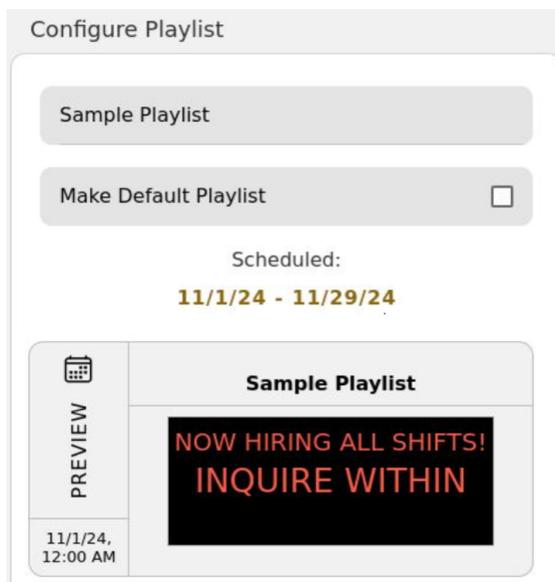
Edit - Edit playback dates and frames for the playlist by entering the [Playlist Configurator](#)

Duplicate - Create a copy of the existing playlist. Not available for the Default Playlist

Delete - Deletes the playlist. This will NOT delete frames configured or assigned to the playlist.

Playlist Configurator

Configure Playlist



Playlist Name - Select an easy to remember name for what you are using the playlist for

Checking **Make Default Playlist** sets this playlist to play on days where no other playlists are configured.

Lists the dates the playlist is configured to run. To set or edit a date range, press the dates.

A preview of the display of the frame(s) configured for this playlist.

Note

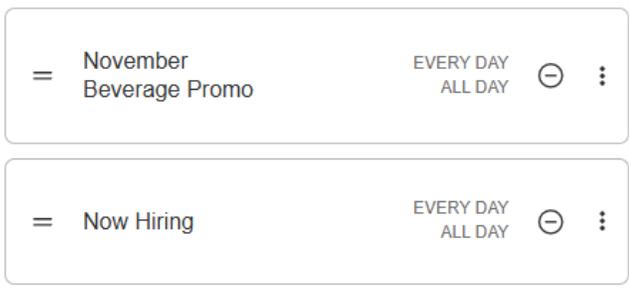
Preview is for illustrative purposes only. Actual display on your sign will vary based on the number of rows and columns of your LumiText sign.

Playlist Timeline

Lists all of the frames (up to 20) configured to play in the playlist. Frames will play back in the order shown.

Playlist Timeline

Drag here from available frames (up to 20)



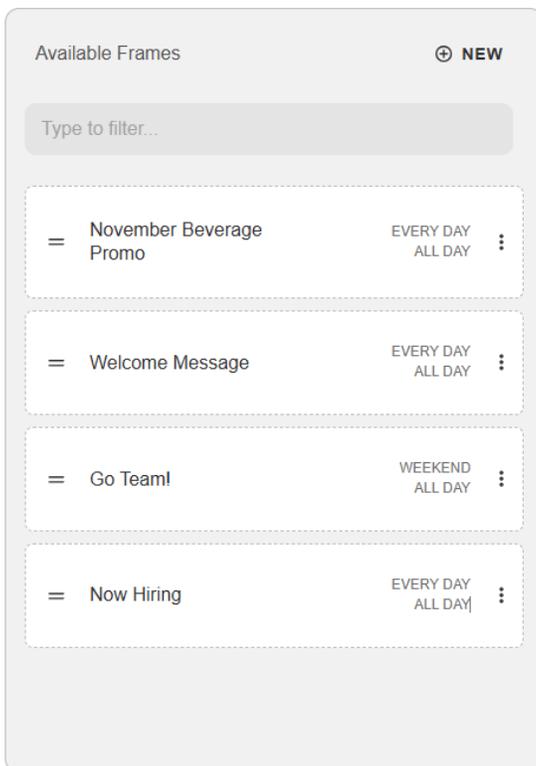
Press the  icon to remove the frame from the playlist. This does not delete the frame.

Drag the  icon up and down to rearrange the order of the frames in the playlist.

Press  and then Edit to edit the Frame in the Frame Configurator.

Available Frames

Lists all of the frames you have configured.



Press  **NEW** to create a new frame.

Use to filter the titles of your configured frames

A list of your configured frames, and the dates and times they are configured to play back. Press  to Edit, Duplicate, or Delete the frame.

Drag the  icon up and down to rearrange the order of the frames in the playlist.

Press Save to save any changes to your Playlist, or discard unsaved changes.

Frame Configurator

The Frame Configurator is used to configure the messages that will display on your LumiText sign.



The screenshot shows a configuration interface with three rows. The first row is labeled 'Name*' and contains the text 'November Beverage Promo'. The second row is labeled 'Days*' and has a dropdown menu currently set to 'All'. The third row is labeled 'Times*' and has a dropdown menu currently set to 'All Day'.

Name - An easy to remember name for the message. This will be the name used to find your Frame in the list of Available Frames in the Playlist Configurator.

Days - Restricts playback of the frame to specific day criteria. Available options include individual days of the week, weekdays only, weekends only, All days, and off (frame is not used)

Times - Restricts playback to specific times of the day. By default this will be set to All Day - you can also specify specific time ranges for playback.

Line Configuration

Individual lines (rows) of your LumiText sign can be configured with different types of content.

Line Mode: Defines the type of content that will be displayed in the frame. Available options include:

- **Text** - Displays user-configured text on the display.
 - The following characters are supported by the LumiText EMC: 0-9, A-Z (Uppercase), Space, and the following special characters: ! @ # \$ % & * () - _ = + [] ; : ' " , . < > / ? o
- **DayOfWeek** - Displays the current day of the week (e.g. Thursday)
- **Date** - Displays the current month, day, and year (e.g. Nov 1st, 2024)
- **DayAndDate** - Displays the current day of the week, month, day, and year (e.g. Friday, Nov 1st, 2024)
- **Time** - Displays the current time (e.g. 2:54 PM)
- **Temperature** - Displays the current temperature (e.g. 75°F)
- **TimeAndTemperature** - Displays the current time temperature (e.g. 2:54PM 75°F)
- **Height** - The number of physical lines (rows) that the configured message will take up on the sign

ⓘ Note

Total number of lines and height must not exceed the total number of physical lines (rows) on your LumiText sign. For example, a LumiText sign with two lines (rows) can have either up to two lines, or one line with a height of 2. Any additional configured lines will not be visible. Exceeding these limits will present an error message reminding you of this limitation.

- **Animation** - Configures an animation for the text. Available options include:
 - **Travel** - Text scrolls from right to left
 - **Hold** - Text stays visible at all times and does not move
 - **Flash[Number]** - Text flashes on and off a number of times equal to the number selected (e.g. Flash2 will flash 2 times)
 - **PushUp** - Text rises from the bottom of the line and stops when centered.
 - **Push Down** - Text appears from top and stops when centered.
 - **Wipe Up** - Text appears showing the bottom of the character and wiping up.
 - **Wipe Down** - Text appears showing the top of the character and wiping down.
 - **Wipe Left** - Text appears by wiping left from the end of the line.
 - **Wipe Right** - Text appears by wiping right from the beginning of the line.
 - **Wipe In** - Text appears by wiping in from the outer edges of the sign to the center.
 - **Wipe Out** - Text appears by wiping out from the center of the sign to the edges.

⊕ ADD LINE

Adds a new line (row) to the frame.

ⓘ Note

Total number of lines and height must not exceed the total number of physical lines (rows) on your LumiText sign. For example, a LumiText sign with two lines (rows) can have either up to two lines, or one line with a height of 2. Any additional configured lines will not be visible.

Frame Options

The following options are available for the frame:

Speed - Controls the speed of the animation. Options are Slow, Medium, and Fast

Delay (s) - Controls the number of seconds that each frame will be displayed before moving on to the next frame in the playlist

Preview - Displays a preview of the line(s) configured.

Preview

All November - Buy 1
Get 1 Half Off All Soft Drinks!

Note

Preview is for illustrative purposes only. Actual display on your sign will vary based on the number of rows and columns of your LumiText sign.

Console Configuration

The Console Configuration screen contains various settings vital to the operation of your console. Where marked, certain settings should only be performed by an authorized service technician or at the direction of Everbrite Technical Support. Incorrect configuration may negatively impact sign function.

Configuration

Dim Level - Sets the MINIMUM brightness level of the sign LEDs in low light conditions. Sign will adjust brightness up/down in response to its light sensor, but not below this value. Higher numbers are brighter, with 9 being approximately 50% maximum brightness. Value should be set as low as practical for optimum readability, with the default value being 0.

Bright Level - Sets the MAXIMUM brightness level of the sign LEDs in bright conditions. Sign will adjust brightness up/down in response to its light sensor, but not above this value. Higher numbers are brighter, with 9 being approximately 100% maximum brightness

Backlight On/Off Level - Sets the threshold at which the sign's backlight turns on based on LED brightness.

Note

The following settings should only be adjusted by an authorized service technician or at the direction of Everbrite Technical Support. Incorrect configuration may negatively impact sign function.

Sign Face - Configures the LED face type of the signs as a Translucent panel, or Exposed (push-through) LEDs. Affects lighting/dimming and backlight operation.

Radio Channel/Radio ID - Configures the channel and ID of the console radio. This is configured at the factory and MUST match the sign ID which cannot be adjusted without physical access to the sign controller

LumiDigit Thousands Mode - Configures the type of digit pattern installed in the thousandths place - 9/10 digit, 9 digit, or a full 8 digit

Temperature Mode - Configures the temperature mode to Fahrenheit or Celsius. Affects temperature display on LumiText EMCs

LumiText EMC Rows/Columns Per Sign - Configures the number of EMC tiles used in the LumiText sign, if installed. Incorrect assignment may cause messages to be cut off, display partially on the wrong line, or other unexpected behavior

Product Priceline Slots

Slot 1	Product Unleaded
Slot 2	Product Diesel
Slot 3	Product Unassigned
Slot 4	Product Unassigned

Assigns a slot number to a Product that has been configured under [Location Pricing](#). This slot must be assigned to individual signs under Sign Configuration and can only be performed by authorized service technicians or Everbrite Technical Support.

Diagnostics & Troubleshooting Tools

Overview

The EverbriteCONNECT console and web/mobile apps contain various diagnostic and troubleshooting tools, allowing you to troubleshoot and resolve issues that may arise after installation. Everbrite Technical Support can also utilize these and other diagnostic tools to provide further assistance if needed.

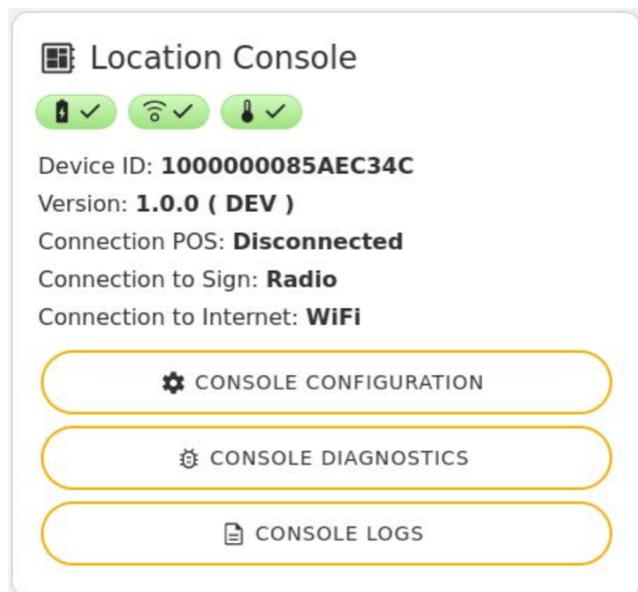
Health Metric History

Note

Health Metric History graphs are optimized for viewing on a computer or tablet. While still accessible on the console or a phone, you will need to scroll left/right to see the entire graph.

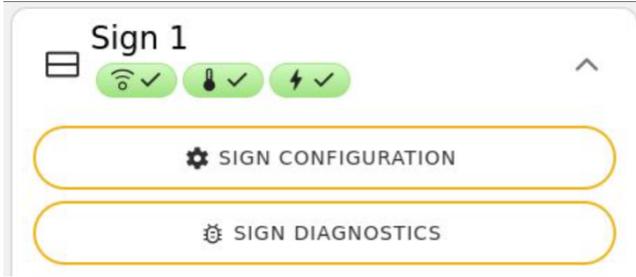
EverbriteCONNECT logs historical information for various Console and Sign health metrics over time. The Health Metric History graphs can be used to diagnose intermittent issues or issues over time.

Accessing Console Health Metrics



To access the Console health metrics, press the  /  /  icon associated with the metric you would like to view.

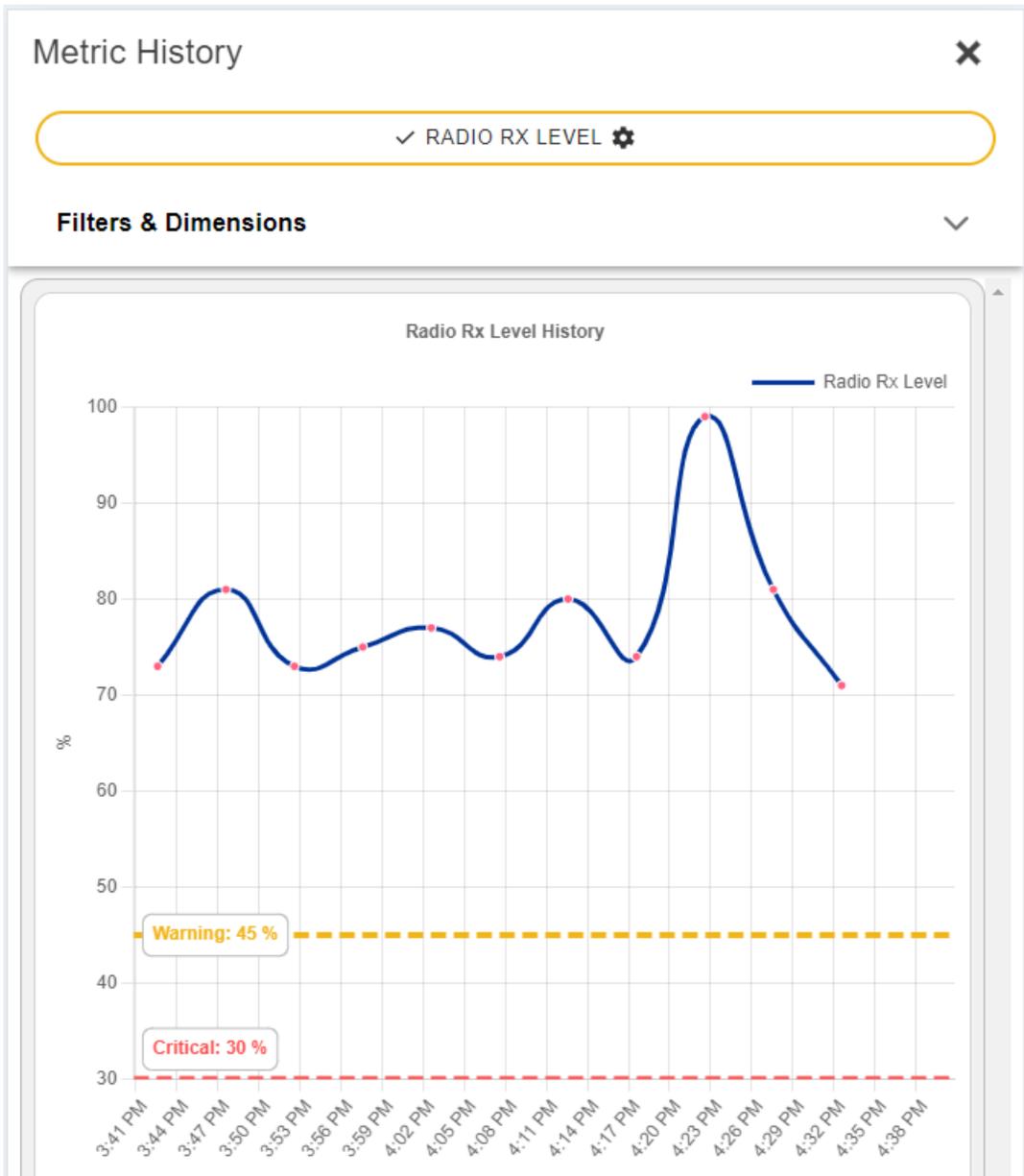
Accessing Sign Health Metrics



To access the sign health metrics, press the  /  /  icon associated with the metric you would like to view. For sites with multiple signs, individual signs have their own health metrics, so be sure to select the correct sign that you would like to view health metrics for.

Viewing Health Metrics:

The health metric displayed will default to the Console/Sign health metric badge you selected above, over a time period of 1 hour. Warning and Critical levels will be indicated.



Changing Health Metric Views

To change the Console/Sign metric to be displayed, press the button for the current health metric being displayed, in this example Radio RX Level:



You will then be presented with a list of available metrics for your Controller/Sign.

To change the date/time range displayed, press Filters & Dimensions:

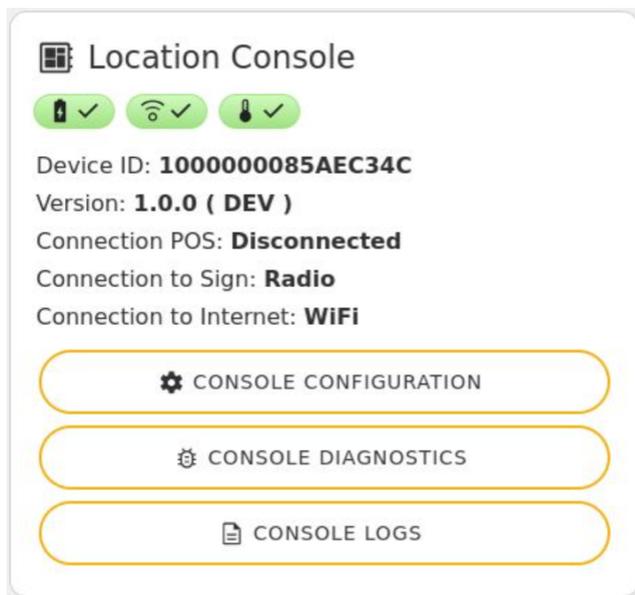
Filters & Dimensions



Press Date Range to select the range you would like displayed. Selecting Custom will allow you to set a custom start and end date/time.



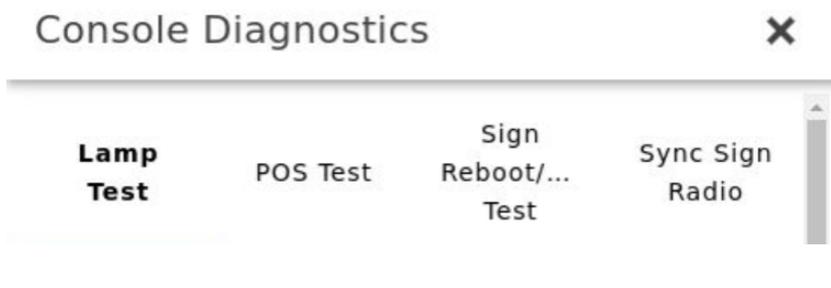
Console Diagnostics



- Press Console Diagnostics to access the Console Diagnostic tools

To navigate to different tabs, select the desired test from the tabs at the top of the screen:

To navigate to different tabs, select the desired test from the tabs at the top of the screen:



Lamp Test

For signs equipped with a lamp control relay, this will test the relay and the lamps by turning the lamps on to high for 5 minutes and then shutting off.

POS Test

Returns information about the current Point of Sale system and configuration. Can be used to diagnose POS communication or configuration issues

Sign Reboot/Self Test

This will reboot any attached signs, and initiate a self-test mode that will cause the sign(s) to cycle through illuminated LEDs and display diagnostic information.

Note

As this will temporarily remove any pricing information on your sign(s), it is recommended only to run this test at the direction of Everbrite Technical Support

Sync Sign Radio

Used to synchronize and reconfigure the radio channel and ID used by your sign(s). Requires physical access to the sign internals.

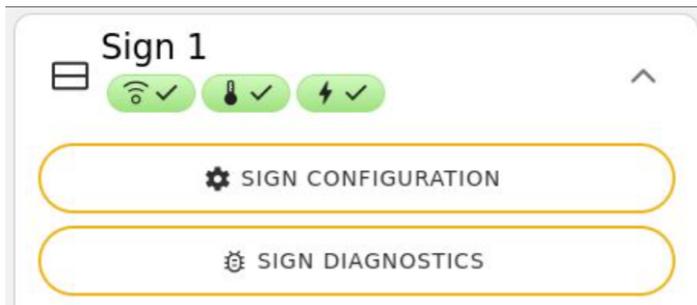
Note

This function should only be used by a qualified installer, or at the direction of Everbrite Technical Support

Sign Diagnostics

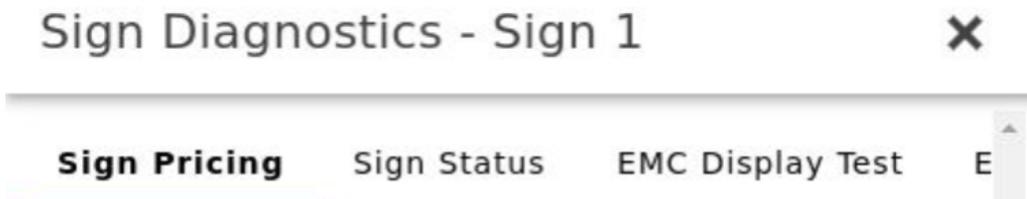
Note

Sign Diagnostics apply to individual signs and their digits. For sites with multiple signs, be sure to select the sign you wish to interact with



Press Sign Diagnostics to access the Sign Diagnostic tools

To navigate to different tabs, select the desired test from the tabs at the top of the screen:



Note

Additional tabs and diagnostic tools will become visible by tapping the furthest-right tab at the top, or swiping to the right to advance to the next tab.

Sign Pricing - Reads back the values currently displayed on the digits on your sign, including the value of the 9/10ths digit and not including the decimal point. Any product line(s) not in use will display N/A

Sign Status - Reads back the values of vital operating parameters of the sign such as the signal level, controller temperature, and more.

EMC Display Test - For signs equipped with a LumiText™ Electronic Message Center. Will reboot the sign, which will then cycle through a diagnostic mode for roughly 3 minutes. This will illuminate all LEDs and cycle through various diagnostic information.

EMC Display Off - For signs equipped with a LumiText™ Electronic Message Center. Will interrupt the current playback and blank the LEDs for several minutes.

Controller Message Counter - For two-sided signs. Reads back the number of messages sent between the Side A and Side B controller, and the success rate. A particularly low success rate may indicate a problem with the A/B connector or one/both controllers.

Controller Voltage - Reads back the current voltage values for the sign's controller(s)

Digit Firmware Versions - Reads back the current firmware version running on all of the sign's digits

Digit Voltage - Reads back the current voltage values for all of the sign's digit(s)

Digit Temperature - Reads back the current temperature values for all of the sign's digit(s)

Console Logging

Logfiles containing advanced technical information about the console operating history can be found in Console Logging, accessible either through the Console Logs button under Location Console, or Log Viewer under the Menu.

Note

While available to the end user, Console Logging is intended primarily for use by Everbrite Technical Support to diagnose issues. Information provided by this tool is extremely verbose.



Filters & Options can be expanded to change the Date Range and severity level displayed.

Log entries for the date range and scope specified are displayed here

Common Issues & Solutions

Below is a list of common issues and potential issues you may encounter with your EverbriteCONNECT console or the portal. For additional support, see [Additional Help](#).

Common Issues

Issue: Console does not power on or continually reboots while powering on.

Solutions

- If operating on battery power: Connect console power adapter and do not attempt to use on battery power for a minimum of 30 minutes. NOTE: The console must have a minimum of 20% battery charge remaining to boot. This protects the device from potential damage
- If console is plugged in: Verify console power adapter is securely attached to console power input and power outlet.

Issue: Sign prices aren't updating.

Solutions

- Verify the pricing set in Location Pricing is the desired value.
- Verify the Console Radio and Sign Radio health badges () are showing green. Low radio signal represented by a yellow or red health badge may result in slow or intermittent ability to update pricing * If the Radio Health Badge is showing Red or Green, ensure the console's antenna is securely connected and the console has line of sight to the sign(s) not updating.

Issue: I cannot log into my console or the EverbriteCONNECT website/mobile apps.

Solutions

- Verify your account credentials are correct. Passwords are case-sensitive. If you have forgotten your password, use reset password link
- When your account is first created, you must set your initial password by clicking the link in the account creation email. * You must log in to EverbriteCONNECT on a computer or mobile device to accept terms & conditions before credentials are active on your console
- If you do not have an account, contact your account administrator for assistance.

For additional help with your EverbriteCONNECT Console, web portal, or mobile app contact Everbrite Technical Support at:

Phone: 800-796-7427

email: tsupport@everbrite.com