

Desktop Departures getting started guide

Desktop Departures getting started guide V1



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WHAT'S INCLUDED

Desktop Departures board	x1
USB Cable	x1
USB Micro SD card adaptor	x1

OLED DISPLAY WARRANTY: Any OLED display with a severe defect will be replaced under warranty within 2 months from the delivery date.

OLED DISPLAY LIFESPAN: The OLED displays have a 4 year lifespan. Over the 4 years they can drop in brightness by 50% These displays can also suffer from 'pixel burn' This is where pixels which remain lit for a long time appear to 'burn in' on the display when unlit. All of the above can be significantly reduced by using some simple lifespan saving features built into the board's firmware. These features can be found in the 'Power/Display lifespan saving' section under the 'Desktop' tab on the web configuration app. These features DO NOT have to be enabled but will help prolong the life of the display.

Warning: THIS IS A 5V DEVICE. DO NOT EXCEED THIS VOLTAGE.

Desktop Departures getting started guide

INITIAL SETUP

(Step1) Remove the Micro SD card from the side of the desktop departure board.



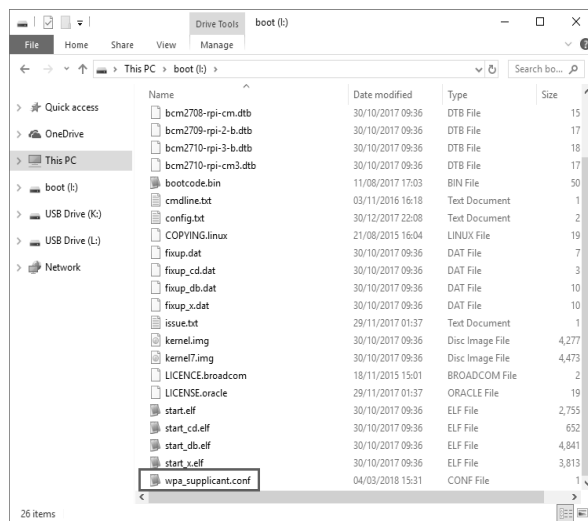
(Step2) Insert the Micro SD card into your pc/laptop via a built in SD card reader(preferred option) or using the supplied USB SD card adaptor.

Note: Ignore/Cancel any notifications asking you to format the disk.

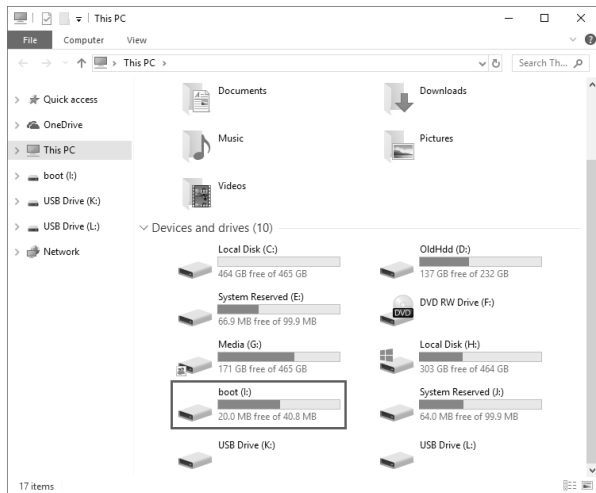
(Step4) There are 2 options for entering your WiFi credentials.

a) **(Preferred option)** Use the online `wpa_supplicant.conf` file creator tool([found here](#)) to create the file for you (no editor required). Enter your details and it will create and download the file for you. Simply drag and drop this into your boot drive (selecting yes to 'do you want to overwrite' and skip to step6)

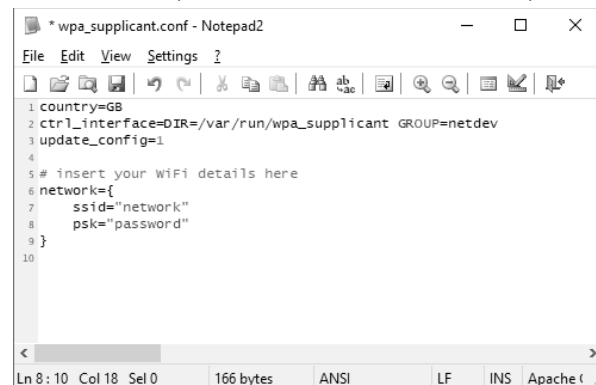
b) (If you want to edit the file directly) Navigate the boot drive and open the file named 'wpa_supplicant.conf' via a text editor **(Please read below notes!)**



(Step3) Navigate to the boot drive (it will be labelled 'boot')



(Step5) Replace 'network' and 'password' with your own WiFi details and save. **(DO NOT REMOVE QUOTE MARKS)**



WARNING: Window's users!
Do NOT use Wordpad for editing this file.
Use a proper text editor!
Recommended: [Notepad2](#).

WARNING: Mac users!
If you use Textedit make sure to use "plain text format"
Also "disable smart quotes" in "Textedit > Preferences"

Note: You can support multiple networks by simply duplicating the network section inside this configuration file. If tethering to an iPhone you need to remove any apostrophes from your name.

(Step6) Remove the SD card from your pc/laptop and place back into the board's SD card slot.

(Step7) Plug the supplied usb cable into the **BACK** of the board and wait 15 seconds for the system to boot.

Note: The display will always be completely blank for the first 15seconds when the system boots from cold.

Desktop Departures getting started guide

CONFIGURATION TOOL (WEB APPLICATION)

The web configuration can be found [here](#).

(Step1) Register your account. You will need your boards serial. This can be found on the boards boot screen (when first turned on).

(Step2) Log In.

```
Firmware | REV-CIS3-05007
Device Info | 00000000-ERROR_NO_IP
Status | Initializing Firmware
```

Registration form

Full name

Email address

Departure Board KUID

New password

Login

Email address

Password

(Step3) Edit the configuration and click "UPDATE BOARD"(at the bottom) to submit your changes to the board.

Note:

- Changes are not instant. You will need to wait for your board to make its next request(every 10sec) before the changes will be applied.

Device Info & Stats:

Firmware:	REV-CIS2-02019
KUID:	
Last request:	05-12-2016 12:49:32
Current uptime:	0 days 03:04:33
Total uptime:	3 days 06:21:08
Current server requests:	275
Total server requests:	7352
Current request errors:	9
Total fatal errors:	1
Board pending update:	False

Desktop Departures getting started guide

API COMPARISON TABLE

This table describes what features different API's support. As more API's come available they will be added to the list. In the future the API's can hopefully be merged, so all features of each individual API can be available.

	National Rail Enquires (LDBWS)	Realtime Trains
Delayed services	Yes	Yes
Cancelled services	Yes	Yes
Station information	Yes	Yes
Delay reason	Yes	Yes
Cancelled reason	Yes	No
Service seating information	No	Yes
Service carriages length	Yes (very rare)	No
Service in reverse formation	Yes (very rare)	No
Service Via destination text	Yes	No
Service approaching station	No	Yes
Service at station	No	Yes

Desktop Departures getting started guide

FAQ

Problem: Board does not boot (no lit leds on controller / blank display).
Solution:
- Check the usb cable is connected correctly.
- The sd card may be accidentally formatted / corrupt, follow this [guide](#) to restore it.

Problem: Board keeps resetting.
Solution: Check the usb cable is connected correctly / not loose.

Problem: Board displays ERROR_NO_IP / CANT_CONNECT_TO_NETWORK
Solution:
- Check you have entered your correct WiFi credentials (ie SSID / PASSWORD).
- Check your internet connection is working correctly.
- Check your WiFi supports 2.4ghz / Board is connecting to this network.
- Make sure 'wpa_supplicant.conf' is not named 'wpa_supplicant.conf.txt'
- Use this [tool](#) to create your 'wpa_supplicant.conf' file, as it may be corrupt.
- If tethering to an iPhone remove any apostrophes from your name.

Problem: Cant create a web configuration account.
Solution: The board must have been connected to your network before you can create a account. The serial number is the first 8 digits on the second row on your boards boot up screen, not the product serial number on the device it self.

Problem: Board displays JSON_PARSE_ERROR
Solution: This is most likely a server issue and will resolve by it self.

Email contact@ukdepartureboards.co.uk if you require more information / additional help.

Desktop Departures getting started guide

ACKNOWLEDGEMENTS

API Feeds:

<http://www.realtimetrains.co.uk/>

<http://www.nationalrail.co.uk/46391.aspx>

<https://api.tfl.gov.uk/>

Special Thanks:

Kris Baillie	Firmware / web config testing / Station name renaming.
Andy Carter	Firmware / web config testing / Station name renaming.
Danny Cox	Firmware / web config testing / Promo video / media.
Ross Muggeridge	Firmware / web config testing / TFL data expert.

Desktop Departures getting started guide

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