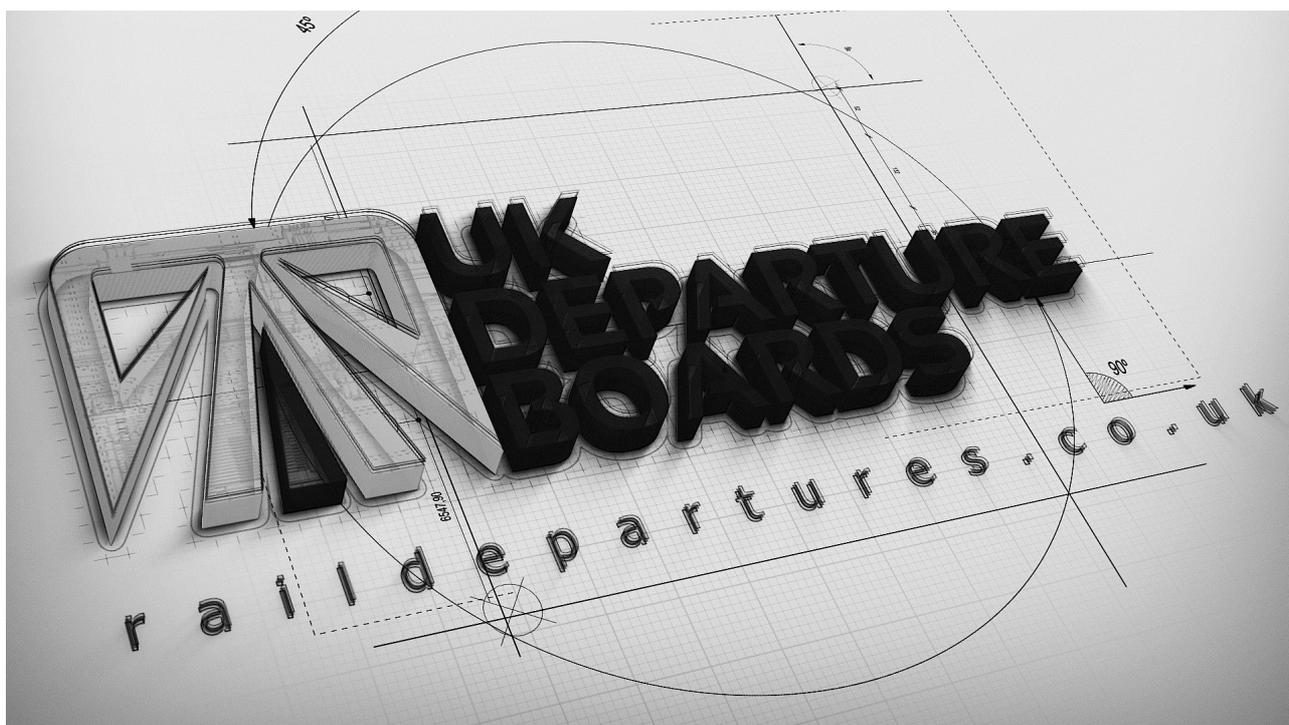


# UK Departure Boards getting started guide

## Getting started guide

**This guide will walk you through the initial setup process for the Desktop Departure / Large LED departure board.**



# UK Departure Boards getting started guide

**LED PANEL WARRANTY:** Any panel with a severe defect will be replaced under warranty. This does not include pixels very slightly glowing green. This is minor design error with all these panels and can not fixed. Each departure board has 6,144 pixels that is 18,432 separate LEDs, which are very fragile and can some times die. Each departure board is carefully tested three times for faulty pixels before packaging to ensure a fault free product is shipped. A panel with 3 or more faulty pixels will be replaced under warranty.

**OLED DISPLAY WARRANTY:** Any OLED display with a severe defect will be replaced under warranty.

**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.**

**Warning: DO NOT REMOVE THE SD CARD. This may void warranty. The device can be setup without removing the sd card.**

# UK Departure Boards getting started guide

## INITIAL SETUP

(Step1) Turn on the board by plugging it into any USB socket (Desktop Departure). Or plugging in the external 5v power supply for Large LED board.

**Note: It takes a while for the device to boot.**

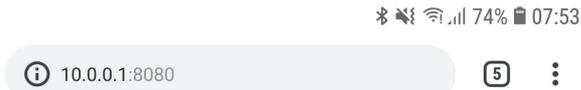
The following text should appear on the board.

```
Device WiFi setup!  
Search and connect to 'DepartureBoard' Wifi network.  
Goto url '10.0.0.1:8080' using your web browser.
```

(Step2) Using a WiFi enabled device (ie phone, laptop) search for 'DepartureBoard' and connect to this network.

**Note: Ignore any warnings of this device does not have internet.**

Once connected, using your devices web browser navigate to '10.0.0.1:8080' via the url address bar.



### Select your WiFi network

Realistic_Contractor	📶
Realistic_Staff	📶
Realistic_Personal	📶
Realistic_Departures	📶
Realistic_Controller	📶
Realistic_LED	📶
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BT Hub 2	📶
BT Hub 1	📶
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BT Hub -1	📶
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# UK Departure Boards getting started guide

## CONFIGURATION TOOL (WEB APPLICATION)

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The web configuration can be found at <https://ukdepartureboards.co.uk/store/configuration/>

(Step1) Register your account [here](#). If you have recently purchased a board directly from [www.ukdepartureboards.co.uk](http://www.ukdepartureboards.co.uk) you will already have an account and can simply sign in. If you bought a board from UKTronix you will need to create a fresh account. You will need your boards serial. This is the first 8 digits on the second row of the boards boot screen (when first turned on).

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

(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 re sync it self before changes are applied. This can take up to 15sec.**

# UK Departure Boards getting started guide

## FAQ

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- Problem:** Large LED Board does not boot (no lit leds on controller / blank display).  
**Solution:** Check the power supply is connected correctly.
- Problem:** Large LED Board keeps resetting.  
**Solution:** Check the power supply is connected correctly. If using an extension cable check cable is of good quality and under 2 meters.
- Problem:** Large LED Board display does not display text but controller pcb leds are lit.  
**Solution:** Make sure controller pcb ribbon cable seated well on display connector.
- Problem:** Desktop Departures 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.
- Problem:** Desktop Departures 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.
  - If tethering to an iPhone remove any apostrophes from your name.
- Problem:** Board does not connect to a NETGEAR router.  
**Solution:** Temporary disable the 5Ghz SSID broadcast under Advanced Tab/Advanced Settings/Wireless Settings. And set the channel number between 1 to 6.
- 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. If the problem does not resolve it self. Try restarting the board / your WiFi router.

Email [contact@ukdepartureboards.co.uk](mailto:contact@ukdepartureboards.co.uk) if you require more information / additional help.

# UK Departure Boards getting started guide

## ACKNOWLEDGEMENTS

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### 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.

# UK Departure Boards getting started guide

## DISCLAIMER

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### LIMITATION OF LIABILITY

IN NO EVENT WILL UKDB BE LIABLE, WHETHER IN CONTRACT, TORT, OR OTHERWISE, FOR ANY INCIDENTAL, SPECIAL, INDIRECT, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR LOST PROFITS, SAVINGS, OR REVENUES TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.