

# Building Directory User Manual



Building Directory Instruction Manual  
Produced by Your Digital Directory  
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## Table of Contents

<b>1 Disclaimer .....</b>	<b>2</b>
<b>2 Overview .....</b>	<b>2</b>
<b>3 Building Directory Requirements .....</b>	<b>3</b>
3.1 Using Google Sheets (for self-manage users) .....	3
3.2 SCM Building Directory Computer .....	3
<b>4 Installation of SCM Directory Service.....</b>	<b>3</b>
4.1 Directory Display.....	3
4.2 SCM Building Directory Computer .....	4
4.2.1 Connect Your SCM Directory Computer to the Directory Display Screen.....	5
4.2.2 Connect Your SCM Building Directory Computer to the Internet.....	5
4.2.2.1 Connect Android Building Directory Computer to Wireless Internet.....	5
4.2.2.2 Connect Windows Building Directory Computer to Wireless Internet.....	7
<b>5 Using the SCM Building Directory System (self-managed only) 9</b>	<b>9</b>
5.1 Using Google Sheets .....	9
5.2 Entering Information.....	9
5.3 Saving Information .....	10
<b>6 Frequently Asked Questions .....</b>	<b>10</b>
7.1 Display Screen is Dark .....	10
7.2 Cannot Access Google Sheet Document .....	10
7.3 You have updated the Google Sheets web user form but the data on the screen has not updated .....	10
7.4 How do I turn on and off the SCM Building Directory Computer? .....	10
7.5 I turned on the device and there is a message saying “checking internet connection” or “no internet connection” .....	11
7.6 Do the SCM Building Directory Computers support Portrait Orientation? .....	11
7.7 There is an error message displaying on the directory display.....	11
7.8 received notification that my SCM building directory computer is offline .....	11
7.9 The USB Keyboard does not work.....	11
7.10 What type of support is available if I have a problem? .....	12
<b>Network Connection Overview .....</b>	<b>13</b>
<b>Contact Screen Content Management.....</b>	<b>16</b>



## 1 Disclaimer

Due to the online nature of the YDD Building Directory service, some information may become outdated, inaccurate, or obsolete. Reasons for this include changes in security protocols, software or hardware updates, or changes in available features. Changes are periodically added to the information herein; these changes will be incorporated in new editions of the manual. Your Digital Directory may make improvements and/or changes in the services or features described in this manual at any time. Updated versions will be posted online at [yourdigitaldirectory.com](http://yourdigitaldirectory.com) for users to download. If you notice a significant change in the use or operation of the Building Directory service, we encourage you to check the website for an updated instruction manual. It is possible that any manual produced may have technical or other inaccuracies, in addition to typographical errors. If you notice any information that you think is inaccurate or in error, please contact Your Digital Directory at [info@yourdigitaldirectory.com](mailto:info@yourdigitaldirectory.com). This manual does not constitute as a service agreement and is for informational purposes only.

## 2 Overview



Your Digital Directory SAAS provides users with many options so your system might vary. Primarily, we have two service offerings; Standard or Active directories. Within those offerings, there are touch and non-touch models so please use the appropriate section related to your specific directory. This manual will serve as a general overview so custom developed directories may operate somewhat differently. Regardless of the specifics of your system, this guide should be able to help you in most cases. If your specific system is custom developed and this guide does not address any of the custom features of your directory, reach out to Your Digital Directory directly at [support@yourdigitaldirectory.com](mailto:support@yourdigitaldirectory.com) for further assistance.



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## 3 Building Directory Requirements

YDD's building directory service requires a display screen(s) with a minimum resolution of 1080p, a Your Digital Directory computer, and internet connectivity. You can use your own existing display or purchase a commercial quality display from Your Digital Directory.

If your system is self-managed, YDD utilizes Google Sheets for data input. The user will need a device that can access Google Sheets to make updates or changes. Since Google Sheets is an online platform, you can update the information from anywhere on any type of device with an internet connection. If you do not have the link or permissions to access your individual directory Google Sheets platform, contact Your Digital Directory to obtain the necessary information. If you are using the YDD managed service, you do not need to perform any of the self-management tasks mentioned in this guide.

### 3.1 Using Google Sheets (for self-manage users)

Each building directory customer will have access to their own Google Sheet which will allow the user to update or change information. Google Sheets is an online spreadsheet application that is similar to Microsoft Excel. If you have used Microsoft Excel in the past, you will find that Google Sheets shares much of the same functionality. If you have not used Google Sheets or Microsoft Excel before, there are many great tutorials on YouTube that can get you up and running very quickly.

### 3.2 YDD Building Directory Computer

All Your Digital Directory systems require a local computer to render the graphics to the Building Directory display screen. This YDD directory computer may be located behind the display screen or in an equipment/server room at the site. Under normal operating conditions, this computer does not require any attention from the user.

## 4 Installation of YDD Directory Service

This section will describe how to install the YDD digital directory service at your site. This installation can be performed by anyone with minimal technical experience. Installations will vary depending on equipment required and your specific site configuration. If you are uncomfortable completing this installation yourself, contact Your Digital Directory and we will assist you setting up the service over the phone.

### 4.1 Directory Display

If you do not already have a display screen installed at your site, you will need to purchase a minimum 1080p resolution display screen with the dimensions that will fit in the physical space available. You can purchase a directory display screen from Your Digital Directory or purchase your own locally. Just keep in mind that the display will be on 24/7 and you will need extra brightness to compete with ambient light. Your Digital Directory recommends a commercial quality display to meet these specific demands.



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If you are installing your own directory display screen in a new location, you will need a mount, ac power, and an internet connection. Let your building engineer know so that he or she can plan for this in advance. If you need to have your directory display screen installed for you, contact Your Digital Directory for assistance.

If you have an existing display screen installed or have already installed a new display screen, you can move on to the next step.

## 4.2 YDD Building Directory Computer

As part of your YDD directory service package, you should have received a directory computer.

Here are examples of what the computer may look like:



You should have also received a USB mouse/keypad with the directory package. You will need this to connect the directory computer to the internet and setup the campaign.

Provided is an HDMI cable which will connect the YDD Directory Computer to the directory display screen. You will also need an active Ethernet connection (should have unlimited access to the web) to connect the YDD Directory Computer to the Your Digital Directory servers. If your site network is operating with a firewall, you will need to program your router/switch to allow the YDD directory computer data traffic through your network. We have included the network traffic rules in your YDD directory package and in Network Connection Overview section of this instruction manual. You can also view the Network Connection Requirements document online by going to [yourdigitaldirectory.com/buildingdirectoryinstall](http://yourdigitaldirectory.com/buildingdirectoryinstall). Contact your IT specialist if needed to complete this work.



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#### 4.2.1 Connect Your YDD Directory Computer to the Directory Display Screen

For this step, you will need the YDD Directory Computer, the HDMI cable, the directory display screen, and the live Ethernet connection if you are using hardwired Ethernet (highly recommended).

- Connect the one end of the HDMI cable to the YDD directory computer and the other end to an open HDMI input slot on the display screen (remember which slot if there is more than one).
- Insert the USB dongle for the mouse/keyboard device into any open USB slot on the YDD directory computer (we suggest leaving the dongle in the USB slot for future use)
- Plug the Ethernet cable into the RJ45 jack on the back of the YDD directory computer
- Plug in the YDD directory computer and turn on your directory display screen. If you don't see the directory computer start up screen, make sure the directory display screen input is on the HDMI input you plugged the directory computer in to. Once you see the directory computer graphics on the screen, you are ready to move to the next step.

#### 4.2.2 Connect Your YDD Building Directory Computer to the Internet

The YDD directory computer can use a hardwire or wireless connection to access the internet. We strongly recommend connecting your YDD directory computer to the internet using a hardwire connection as this is the most reliable and stable connection. If you cannot use a hardwire connection for whatever reason, the YDD directory computer will also work with a wireless connection. If you are using a hardwired Ethernet connection, you should already be connected as instructed in the previous step. Once this is done, after powering up the YDD directory computer and completing the start-up sequence, the campaign should begin to play shortly thereafter. You may see a screen that asks you about the security or privacy of the internet connection so if you do, using the keypad, select the option that is private and non discoverable or whatever your specific network security protocol requires.

The process of connecting your YDD directory computer to your existing wireless network may differ based on many factors including the type of operating system and or version of the software. First step is to identify the wireless network SSID you want to connect the YDD directory computer to. Make sure you have the passcode for this network as well. You are now ready to move on to the next step based on the type of directory computer you have. For an Android based player (may appear similar to the images below), go to step 4.2.2.1. For a Windows based media player, go to step 4.2.2.2.

##### 4.2.2.1 Connect Android Building Directory Computer to Wireless Internet



Plug-in the device and it will auto start (there is no need to press a power button). During the startup sequence you will see the home screen. Right after the home screen appears (if at any time over the next few steps the campaign starts playing, just right click on the keypad):

- Left click on the settings icon near the bottom of the home screen (gear icon). This selection will open your Networks and Internet panel.



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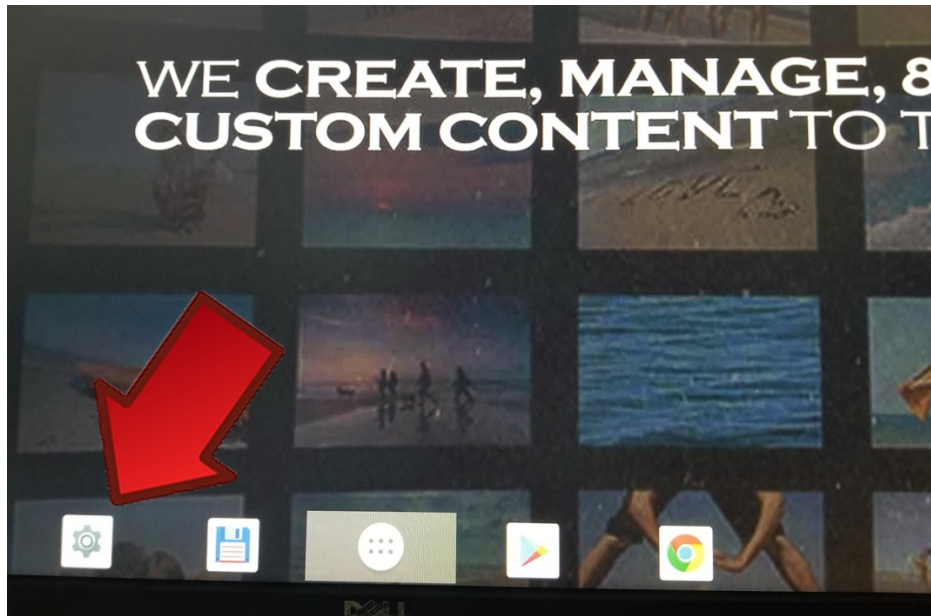


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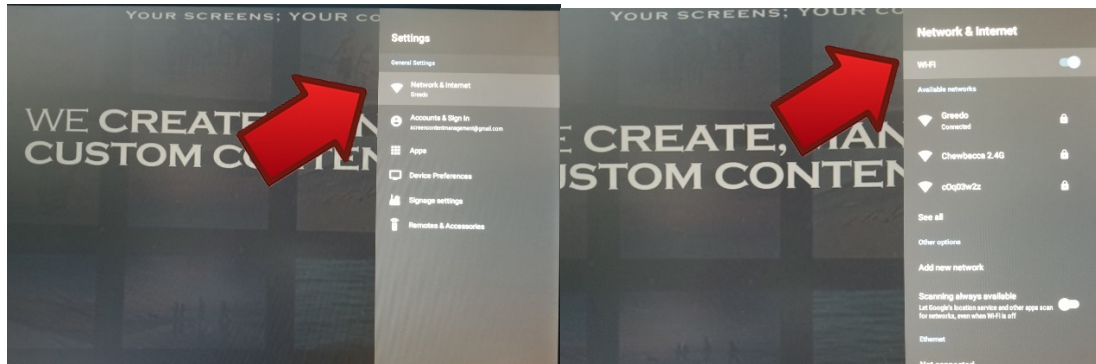


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- b. Left click on Networks & Internet. The Networks and Internet panel will appear near the top right of the screen, along with some other options.
- c. Confirm the WiFi selector is enabled, displaying all wireless networks in range of the YDD directory computer



- d. Select the appropriate network and enter the passcode.
- e. Verify connectivity by opening the Chrome app, found in the [HOME SCREEN]. Type in a known URL and confirm that the site can be reached. If the page does not load, please recheck your wireless credentials to ensure that you have entered them correctly
- f. Reboot the YDD directory computer once you have verified that your device is connected to the internet, by disconnecting the power cord and then plugging it back in. After restarting, the directory computer should automatically connect and your campaign should start playing.



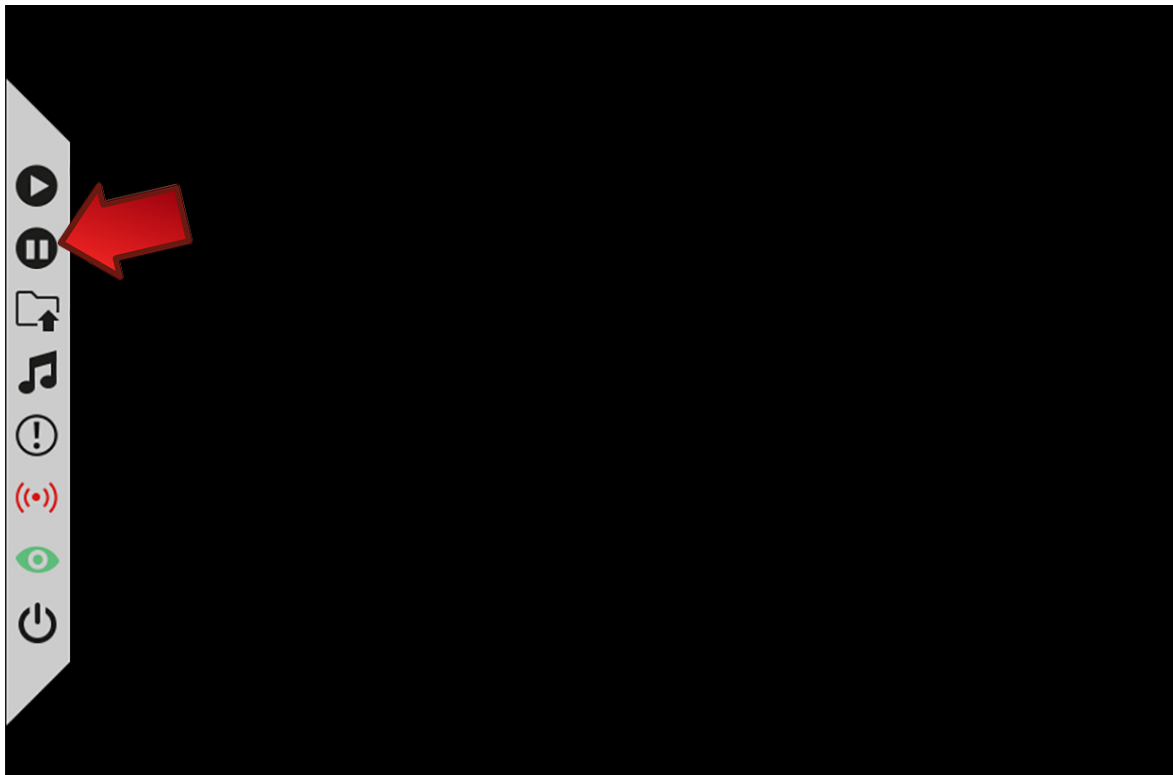
#### 4.2.2.2 Connect Windows Building Directory Computer to Wireless Internet



Plug-in the YDD directory computer and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to your property. Once the

campaign is up and running, complete the following steps:

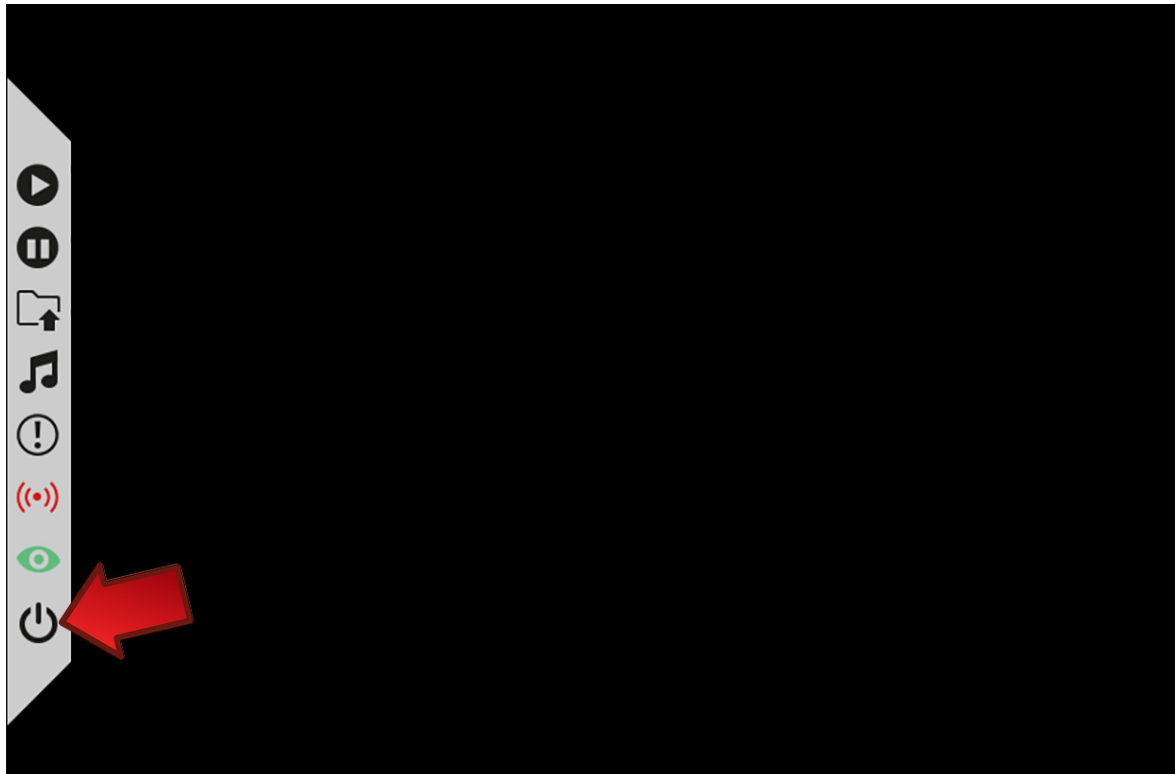
- a. Click the left mouse button to display the control sidebar (will appear on the left side of the screen).
- b. Click the pause icon once the sidebar is visible (see below for image – your image may look different) to stop the campaign.



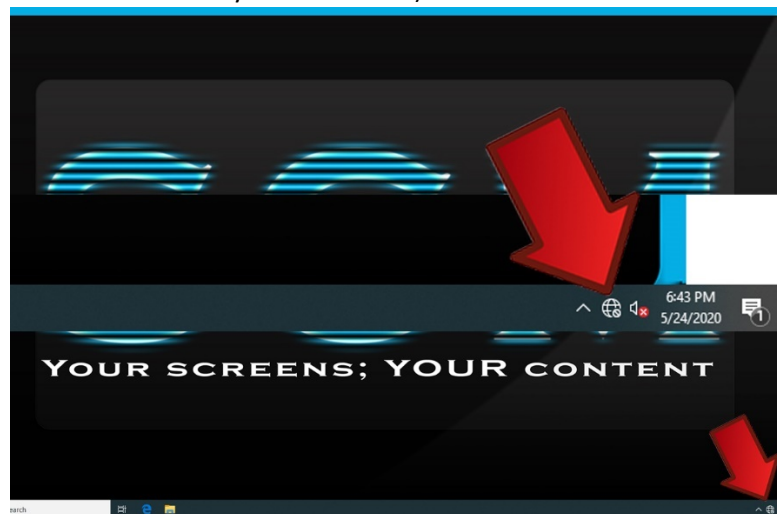
- c. Click the power icon once the campaign has stopped running (see image below) to exit the player software. This will take you to the Windows main screen.







- d. Click on the wireless icon which should be at the bottom close to the right side of the screen (see image below – your actual visual may look different)



- e. Review the wireless networks available within the range of the YDD directory computer
- f. Assign to the YDD directory computer to the desired wireless internet connection by left clicking on the network. When asked if Windows should remember credentials and connect automatically to this network, make sure that option is selected. Then left click on connect.



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- g. Enter the network security key or passcode to connect to the network and select next.
- h. Select no on the next screen which will ask if you want your PC to be discoverable by other PC's or computers on the network. Then left click on next.

Depending on your network configuration, it may take a few minutes before access will be granted for the YDD building directory computer so please be patient. Once access has been granted, a message will display saying "Connected secured" or some similar language and the internet icon in the bottom right of the screen will change to something like this 

Restart the YDD building directory computer using the Windows restart procedure in the Windows operating system. After the restart, your media player should automatically connect to the internet and start playing your building directory campaign.

## 5 Using the YDD Building Directory System (self-managed only)

If system is managed by Your Digital Directory, please use the supplied web portal to request your updates. This section (section 5) does not apply to YDD managed systems.

For customers that are using self-managed systems, this section is for you.

YDD Building Directories utilizes the Google Sheets platform for users to update information that displays on the directory display screen. Since Google Sheets is online, you can update the information anywhere on practically any type of device with an internet connection.



If you do not have the link or permissions to access the Google Sheets platform for your directory, contact Your Digital Directory to obtain the necessary information.

### 5.1 Using Google Sheets

Google Sheets is an online spreadsheet application that is similar to Microsoft Excel. If you have used Microsoft Excel in the past, you will find that Google Sheets shares much of the same functionality. If you have not used Google Sheets or Microsoft Excel before, there are many great tutorials on YouTube that can get you up and running very quickly.

### 5.2 Entering Information

The building directory spreadsheet is color coded to help you determine which cells are designated for user entry. If the cell is green in color, you can enter information into that specific cell. If the cell is red in color, that specific cell is not editable and not to be used by the user. Depending on your version of the spreadsheet, your options may vary however you can enter your tenants, suites, etc in the provided



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cells. If your directory was setup to sort tenants by suite, name or some other field, that will be done at the server level so you do not have to worry about moving information around or blank rows.

## 5.3 Saving Information

The building directory spreadsheet automatically saves as you enter in data. There is no need to save anything as once you make your changes, just close the browser when you are done. If you make an error or want to restore a change you made, just use the undo button at the top of the spreadsheet to step back your changes.

## 6 Frequently Asked Questions

Here are the answers to some common questions/issues:

### 7.1 Display Screen is Dark

Firstly, determine if there is power at the display screen and the Your Digital Directory (YDD) directory computer. If you have power at the display screen and Your Digital Directory computer (YDD), power cycle the YDD directory computer by unplugging and plugging it back in. If you do not see anything being displayed on the screen, check the hdmi input on the display screen. Cycle through each input, pausing between each selection, to make sure the right input has been selected. If after doing this, the display is still dark, contact Your Digital Directory for further troubleshooting.

### 7.2 Cannot Access Google Sheet Document

First, make sure you have online access. You can do this by opening a browser window and connect to any website. If you have internet access and the link that you have been provided does not bring up the spreadsheet or if the passcode does not allow access, contact Your Digital Directory for further troubleshooting.

### 7.3 You have updated the Google Sheets web user form but the data on the screen has not updated

First, check internet access at the YDD Building Directory Computer. If you are using hardwire, connect a laptop to the Ethernet cable and try getting online. If you are not able to get online with your laptop, contact your IT administrator to check your internet. If you are using wireless, check to see if the SSID or passcode has been changed. If either of these has been changed, your building directory computer will not be able to access the internet and update the campaign. In this case, contact your IT administrator to get the updated credentials or if you have the updated credentials, you will need to go into the settings of the building directory computer to re-connect the player to the wireless network. There are instructions on how to do this in the installation section of this manual. If you have internet access however your directory display is still not updating, contact Your Digital Directory for further troubleshooting.

### 7.4 How do I turn on and off the YDD Building Directory Computer?

Even though there is a power button on the YDD directory computer, they are designed to always be powered on. To turn on a YDD directory computer, just plug it in and the YDD directory computer will auto-start. If your YDD directory computer is plugged in but not powered on (this can happen after an



update or other configuration change), push the power button on the top or side to restart the unit. To turn off the YDD directory computer, simply unplug the power from the unit.

### 7.5 I turned on the device and there is a message saying “checking internet connection” or “no internet connection”.

It usually takes about 5 to 10 seconds before the presentation starts. If it seems stuck or you see pinging count “#\_\_ of 20”, you would need to check your network configuration.

### 7.6 Do the YDD Building Directory Computers support Portrait Orientation?

Yes, both Windows and Android based directory computers support both landscape (aka horizontal mode) and portrait (aka vertical mode) modes. You will need to go into the settings of the respective device and change the screen orientation. Contact Your Digital Directory for more information on how to do this.

### 7.7 There is an error message displaying on the directory display

Under normal operation, there should not be any error messages displaying on the screen. Sometimes there could be error messages after an update or if there is a data corruption issue. If you are seeing an error message, powercycle the YDD directory computer. If after restarting this does not resolve the problem, there could be a more serious issue that needs addressing. In this case, contact Your Digital Directory for additional troubleshooting.

### 7.8 received notification that my YDD building directory computer is offline

If you received a notification from Your Digital Directory that your YDD directory computer is offline, follow these steps. First, access the YDD directory computer, plug in the supplied USB wireless keyboard and stop the campaign from playing. For Android OS based players, right click and you should be taken to the home screen. On Windows OS based players, left click to bring up the campaign control panel, stop and quit the campaign to return to the home screen. Next, open the Chrome browser and go to a known working web address. If you can access that website, you have internet access available, which means that there is a firewall issue blocking the communication to and from the YDD directory computer. If this is the case, contact your IT manager or whomever is responsible for managing your network to setup the firewall rules needed for the YDD directory computer to communicate to the YDD servers. You can find the network requirements document on our website at [YourDigitalDirectory.com/buildingdirectoryinstall](http://YourDigitalDirectory.com/buildingdirectoryinstall). If you cannot access a known working website from the browser, contact your ISP to restore your internet connection. If you are using wireless internet, the passcode may have been changed which will disconnect the YDD directory computer from the internet. If you need assistance with this, contact Your Digital Directory.

### 7.9 The USB Keyboard does not work

If your included wireless USB Keyboard has stopped working, please check to see if the battery in the keyboard has power available. This is the most common problem. If your battery is dead, recharge the unit by plugging it in or just plug in the adapter. If your battery has power, check to make sure that the USB dongle is plugged in to the YDD directory computer. If the USB dongle is plugged in and there is



power to the USB Keyboard, check the supplied instructions for the keyboard for additional troubleshooting steps.

## 7.10 What type of support is available if I have a problem?

Depending on the type of package that was purchased, the level of support varies. To determine the level of support your account has, open the Google Sheets document and click on the Support tab. There, you will see the support level included with your account and how to reach us if you need support.



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# Network Connection Overview

This document is intended as an overview of the operation, security model, and authentication process used by the Your Digital Directory (YDD) Computers and the YDD Digital Signage software application.

## Overview

Your Digital Directory (YDD) utilizes a cloud based solution along with local/remote data to deliver media content to display screens. This content can be a combination of video web streaming, XML/javascript data, or media cached locally on a network or computer. If real-time media content is necessary, the YDD computer media player will be calling out when required to update the campaign with the requested information. Media content that is not real-time will be updated after hours to reduce bandwidth consumption.

## Connecting to the Digital Signage Cloud Servers

The YDD Digital Signage network cloud is comprised of network servers and routers which are hosted at central data centers. The hosted servers provide all services to your Digital Signage network. The services include authentication, streaming of media files and database services. In order for the YDD Computer Media Player to join this cloud, the Computer Media Player must be registered. Next we insure that the YDD Computer Signage Player can transmit ingress and egress data from and to the digital signage cloud. The following sections will cover requirements for proper operation and transmission of the YDD Computer Signage Player.

## Registering into the Digital Signage networks

When the YDD Computer Media Player boots up, the YDD Computer Media Player software is configured to automatically start. On the 1st boot, there will be a prompt to enter your login email and password. Once this information is provided, the Media Player will be associated with your account. After proper authentication is completed, the Media Player will be allowed to join your digital signage network.

## Broadband

The YDD Computer Media Player relies on a broadband connection to download all of the campaign's data. This includes RSA authentication, XML configuration and media files. It also uses the broadband to access external data sources such as RSS, video podcasts and other data. It is vital to a successful integration of a digital signage solution that a fast and reliable internet connection is available. We recommend a connection upload minimum speed of 3 mbps and a download minimum speed of 10mbps. It should be noted that the YDD Computer Media Player will work with almost any type of connection however performance may be impacted with less than the minimums mentioned. Additionally, the YDD Computer Signage Player uses internal caching and retry mechanisms to insure smooth playback at all times.

The YDD Computer Media Player will not be affected when internet connection is down given that all resources had an opportunity to cache locally. The YDD Computer Media Player may also be rebooted when no connection exists; in such scenarios the YDD Computer Media Player will roll back to the last good known campaign. However, a fast broadband connection will allow for rapid download of content, smoother transitions into new content and more reliable remote control functionality.

## Security



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The YDD Computer Media Player uses an elaborate authentication scheme to validate against the Digital Signage servers. Once fully authenticated, the YDD Computer Media Player will be allowed to join the Digital Signage cloud. The YDD Computer Media Player uses 128 bit private and public keys. It is powered by RSA ciphering cryptography to insure maximum security. All tokens used are validated on the server side before they are allowed to pass through. The YDD Computer Media Player stores the authenticated password locally within the local file system as an encrypted key.

### Firewall

The YDD Computer Media Player communicates with the hosted servers over TCP/IP. The protocol uses http and https (as well as RSA public / private keys over standard http) and raw sockets. In order to insure proper operation, the YDD Computer Media Player must be allowed to communicate with the hosted servers within the Digital Signage network.

The YDD Computer Media Player does not include an internal firewall and so no special configuration is required. However, if your local area or corporate network does have a firewall, you will need to insure proper rules exist within your firewall to allow traffic originating from the YDD Computer Media Player to pass through.

To allow access to our servers be sure to open type: SOCKET (port range 49152 to 65535), type: HTTP (port 80) and type: HTTPS (port 443) to the destination of: \*.signage.me for both inbound and outbound traffic.

If you need explicit rules be sure to add:

54.213.139.226 signage.me  
 54.200.115.211 galaxy.signage.me  
 54.213.120.251 earth.signage.me  
 54.213.45.90 socket.earth.signage.me  
 54.213.141.167 eris.signage.me  
 54.213.3.30 socket.eris.signage.me  
 54.200.232.81 ida.signage.me  
 54.200.194.110 socket.ida.signage.me  
 54.200.159.110 ida2.signage.me  
 54.200.82.139 jupiter.signage.me  
 54.213.160.58 socket.jupiter.signage.me  
 54.213.145.191 moon.signage.me  
 54.213.120.28 socket.moon.signage.me  
 54.201.214.88 neptune.signage.me  
 54.200.235.59 socket.neptune.signage.me  
 54.213.160.52 pluto.signage.me  
 54.213.159.95 socket.pluto.signage.me  
 54.200.76.248 sun.signage.me  
 54.213.151.2 socket.sun.signage.me  
 54.213.159.84 repository.signage.me  
 54.213.159.84 repository2.signage.me  
 52.27.154.185 leda.signage.me  
 52.27.154.185 adnet.signage.me  
 54.200.230.159 leda2.signage.me  
 54.200.230.159 adnet2.signage.me  
 52.85.158.244  
 52.85.33.145  
 52.85.33.189



52.85.5.46  
54.182.2.197  
54.200.109.147  
54.200.133.40  
54.200.84.221  
54.213.130.252  
54.213.152.120  
54.213.159.108  
54.213.160.58  
54.213.47.132  
54.213.5.133  
54.230.80.224  
54.230.80.84  
54.213.160.84 secure.digitalsignage.com

Note: If you have a firewall with an existing port 80 rule, this may NOT be enough. The reason is many firewalls will only allow HTTP traffic. However, the YDD Computer Media Player communicates using a persistent TCP/IP socket connection. You may need to add a rule in your gateway / router to specifically allow connection oriented traffic over port 80 (not just HTTP).

You should know opening port 80 on your firewall does not compromise in any way the security of your local area network. Allowing trusted traffic originating from within the LAN onto a specific destination is common practice. It does not induce any potential security breach. This is acceptable and standard procedure in internet security models.

Any questions related to the contents of this document should be sent to [support@yourdigitaldirectory.com](mailto:support@yourdigitaldirectory.com)

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# Contact Your Digital Directory

If you have questions, need support, or want to add, remove or purchase services, you can reach Your Digital Directory in the following ways:

Phone : (702) 331-2033

Email : [info@yourdigitaldirectory.com](mailto:info@yourdigitaldirectory.com)

Web : <https://www.yourdigitaldirectory.com>

We are ready and available to assist you during normal business hours Monday through Friday pacific standard time.



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