



MosaicONE online software

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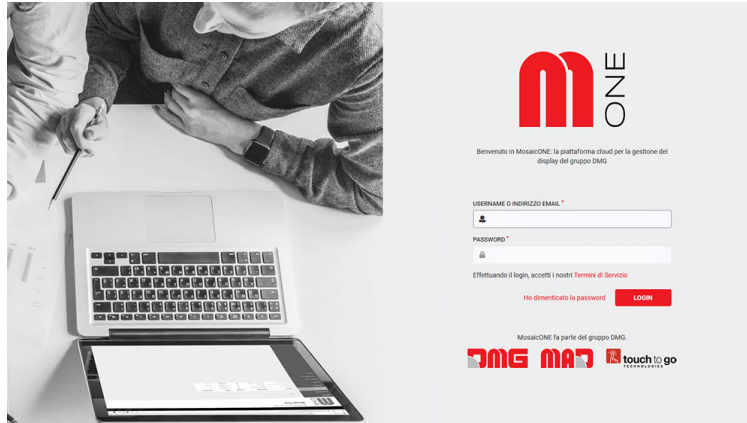
[Enter the PIN and connect the Matisse DSD to the MosaicONE network.](#)

[Check MosaicONE cloud connection](#)

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<https://www.mosaicone.net>

Safety and usage cautions

Before installing our products, we recommend you to consult the section about safety and usage cautions at the link below.



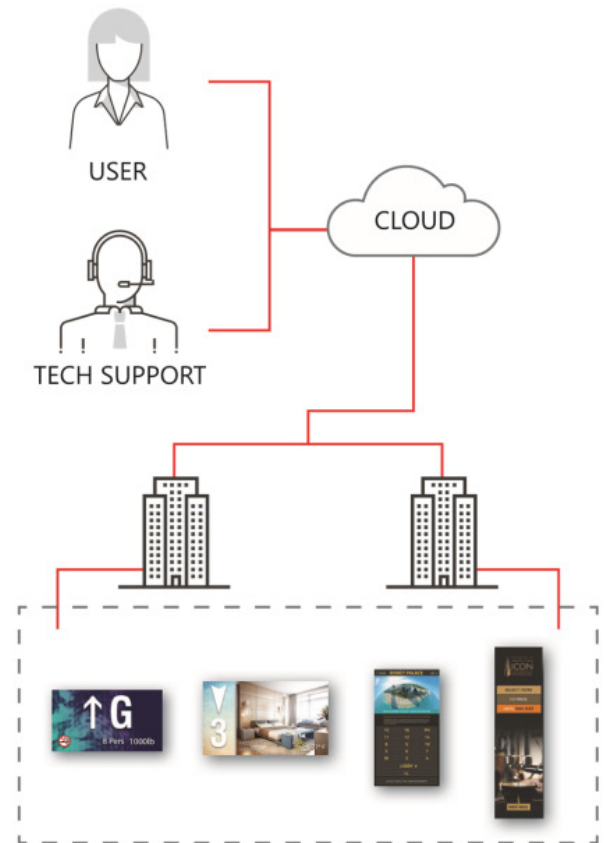
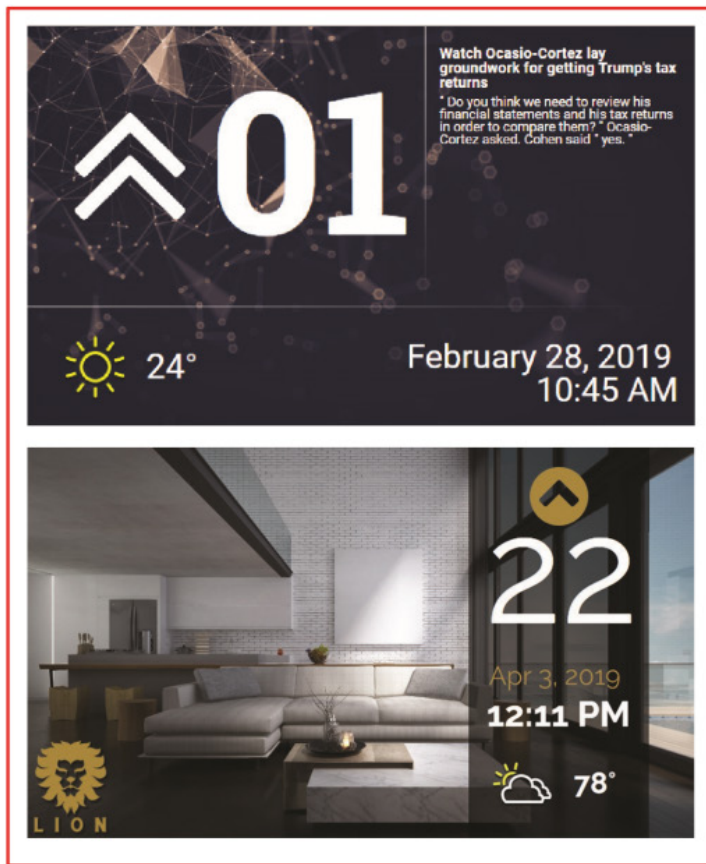
Getting Started

What is MosaicONE

MosaicONE is a cloud-based software that allows the user to update and manage any of the networked devices from MAD through a web browser. The theme designer allows you to create or edit the displays whenever and wherever you want! You can do it all yourself, or delegate responsibility to other users.



- News, Stocks & RSS feeds
- Time & Weather
- Pictures & Video
- HTML Content
- Position Indicator
- Per-Floor Messaging
- Scheduling
- Fully Customizable



Login

Go to www.mosaicone.net and sign in using your pre-assigned login credentials to access the units in each of your buildings.

Once you log in you will see the following screen:

Status	Name	Address	City	Country
	MAD Elevator	6635 Ordan Drive	Mississauga, Ontario	Canada
	Mosaic Test	6635 Ordan Drive	Mississauga, Ontario	Canada

Click on the building name to access each screen and update/modify content remotely.

When you enter the building, the following interface is available:



6635 Ordan Dr. Etobicoke Ontario Canada

Mosaic Test

BUILDINGS

DEVICES

THEMES

USERS

EVENT LOG

CREDENTIALS

Name	Device Type	Schedule	Status	Last Check In
MAD Cab 01	Matisse 21" (wide)		— Disabled	(Never)
MAD Cab 01 Touchscreen	TTG 21W		— Disabled	(Never)
MAD Cab 02	Matisse 15" (normal)		— Disabled	(Never)

At first glance you can determine the status of the units and if they are functioning.

Navigating the interface

Devices: Status

Clicking on each device in “red” will provide access to detailed information on the status of the device. For example, the detailed status information for Lift 1 is shown below:

6635 Ordan Drive Mississauga Ontario Canada

Mosaic Test > **TouchScreen COP**

BUILDINGS

DEVICES

STATUS

SCHEDULE

EVENTS

THEMES

USERS

EVENT LOG

CREDENTIALS

Last Check In
6 minutes ago

Current Theme
MosaicONE

IP Address
192.168.1.16

MAC Address
00-22-4D-B3-55-CD

Power Cycles
693

Device URL
<https://checkin.mosaicone.net/9f2b6f97-ed45-46b3-8618-b10d4b472e70>

Device Usage

Next Check In
in 9 minutes

Software Version
3.00 Build 05

Last Used At
8 hours ago

Startup
#12 - Today at 3:15 AM

Power On Time
Unknown

EDIT DEVICE SETTINGS

Elevator Name
::MAD Elevator::TouchScreen COP

Display Resolution
1080 x 1920

LCD Power Saving Mode
Disabled

Unexpected Shutdowns
686

MARK AS DISABLED

By clicking on “edit device settings” you can change the name and set a pin to apply to the device. Clicking on a device from the “Device” menu opens the sub-menu. The sub-menu shows the “Status”, “Schedule” and “Events” relating to each device.

Devices: Schedule

By clicking on “Schedule” in the left menu for each device, you are able to view the “Theme” that has been scheduled to run on that device. For example, the schedule information for Lift 1 is shown below. By clicking “Add Rule”, you can schedule a second theme to run on the device in addition to the first theme.

BUILDINGS
DEVICES
STATUS
SCHEDULE
EVENTS

DEFAULT RULE


Theme
graphics test

ADD RULE

SAVE
UNDO

Devices: Events

Clicking on “Events” in the sub-menu will show information on the most recent events relating to the device. For example, the “Events” information for Lift 1 is shown below. By clicking “Show More” you can view all the events relating to the device.



6635 Ordan Drive Mississauga Ontario Canada
Mosaik Test > TouchScreen COP

BUILDINGS
DEVICES
STATUS
SCHEDULE
EVENTS
THEMES

EXPORT TO CSV

Name	Status	Date	Time
TouchScreen COP	Up	Feb 19	10:48 AM
TouchScreen COP	Down	Feb 19	10:37 AM
TouchScreen COP	Very Late	Feb 19	10:22 AM

Themes

By clicking on “Themes” in the left menu, you are able to view the theme that has been scheduled to each device. At first glance from the “Themes” screen, you can view each lift theme, the size of the screen in pixels, whether it has been published to its corresponding device, and the status i.e. whether the theme is “idle” or “active”.

BUILDINGS
DEVICES
THEMES
USERS
EVENT LOG
CREDENTIALS

CREATE THEME

Name	Size	Published	Status
10" Matisse	800 x 480		
15" Matisse	1920 x 1080		idle
graphics test	1920 x 1080		idle

Users

Returning to the main menu, by clicking on “Users” you can view the name, email address and the phone number of people who have been allocated access to the system. An example is shown below.



6635 Ordan Drive Mississauga Ontario Canada

Mosaic Test

BUILDINGS

DEVICES




THEMES

USERS

EVENT LOG

CREDENTIALS

Users

Name	Email Address	Phone Number	
 TESTUSER	testuser@madelevator.com	(none provided)	
 Madsales	(none provided)	(none provided)	

By clicking on the cog to the right of the screen beside each person, you can edit the details and create a password for each person you have granted access to the system. Clicking the back button on your browser will return you to the main menu from here. An example is shown below:



My Profile

BUILDINGS

NEW PASSWORD

DISPLAY NAME

TESTUSER

EMAIL ADDRESS

testuser@madelevator.com

PHONE NUMBER

Event Log

The event log shows the device, the status, the date and time of each event on the system. By clicking on “Show More” you can view all the events relating to the building and its devices.



6635 Ordan Drive Mississauga Ontario Canada

Mosaic Test

BUILDINGS

DEVICES

THEMES

USERS

EVENT LOG

CREDENTIALS

EXPORT TO CSV

Name	Status	Date	Time
MAD Cab 01	✓ Up	Feb 19	3:22 PM
MAD Cab 01 Touchscreen	✓ Up	Feb 19	3:22 PM
MAD Cab 02	! Late	Feb 19	3:07 PM

SHOW MORE (16276 REMAINING)

By clicking “Export to CSV” you can download the events log to your computer.

Credentials

Returning to the main menu, by clicking on “Credentials” you can view the Providers, their App ID, Username, and password. An example is shown below:



6635 Ordan Drive Mississauga Ontario Canada

Mosaic Test

BUILDINGS

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ADD

Provider	App ID	Username	Password
Thomson Reuters ▼			

SAVE

By clicking “Add” you can add Providers. In the example below, the provider “Thomas Reuters” has been added so that this provider can provide information for the “Stock” widget (this is explained further on page 21). An example of a Provider is set out below:

Themes

Creating a theme

By clicking on “Themes” in the left menu, you are able to create and manage templates for each device. At the top of the screen you will see the “Create Theme” button. Click on this to create a new theme. Examples are shown below:

BUILDINGS

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EVENT LOG

CREDENTIALS

CREATE THEME

Name	Size	Published	Status
10" Matisse	800 x 480	✓	<div>⚙</div>
15" Matisse	1920 x 1080	✓	— Idle <div>⚙</div>
graphics test	1920 x 1080	✓	— Idle <div>⚙</div>

In the “Device Type” drop-down menu, choose “Generic” as the device type. Leave the “Position Indicator” unchecked if you do not want the floor position displayed on the device.

The width and height are automatically calculated based on the “Device Type” selected. Do not adjust the settings for width and height from the “New Theme Settings” page, only from the “Device Type” tab.

The “Rotate” tab allows to change between landscape or portrait mode.

Once complete, click “Create Theme”. A new screen will open showing the interface where your new theme can be created and edited.

New Theme Settings

NAME

Untitled

DEVICE TYPE *

☐ POSITION INDICATOR

WIDTH *

1024

HEIGHT *

768

ROTATE

CREATE THEME

CANCEL

i

Tip: Give your theme a name which will assist in identifying which lift or occasion it applies to for easy reference

Theme editor

The basic functions are situated at the top of the screen, including the cog at the top left which allows you to edit the theme settings.



- | | |
|----------------------------|----------------------------|
| A) Content options | 1) PI Display |
| B) Content area menu | 2) Logo |
| C) Content editing menu | 3) Video Feed |
| D) Area Properties menu | 4) News Reel |
| E) Content properties menu | 5) Date Display |
| | 6) Time Display |
| | 7) Weather Forecast |
| | 8) Current Weather Display |

Theme content & areas menu

Content Area Menu & Content Editing Menu: The left menus show the “Areas” contained within the Mosaic screen, and below shows the “Contents” of each Area. You first need to create Areas before you can place Content in your theme. Areas act as frames containing content within the size you make it.

Area Properties Menu & Content Properties Menu: The right menus show the “Area Properties” and the “Content Properties”. These two property menus dynamically change depending on which Area and Content is selected. Here you can edit the contents in more detail (such as name, size, colour, etc.).

Content Options: In the top menu there are tabs to “Add an Area”, and to “Add Standard Content”.

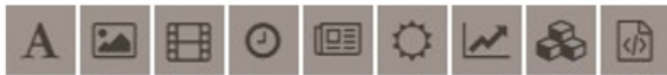
Creating a theme: getting started

When a new theme is first created, the editing space will be blank except for the “Background” Area. You can change the name or color of the background in the Area Properties menu.



In order to add content, you need to first add an Area. When you click on this button, an Area box appears at the top left of the window by default. It will be added to your Areas menu as “Area-1”. The next area by default will be named Area-2, and so on.

An example is shown below. *Note: This example is for signage only and does not have a Position Indicator visible.*

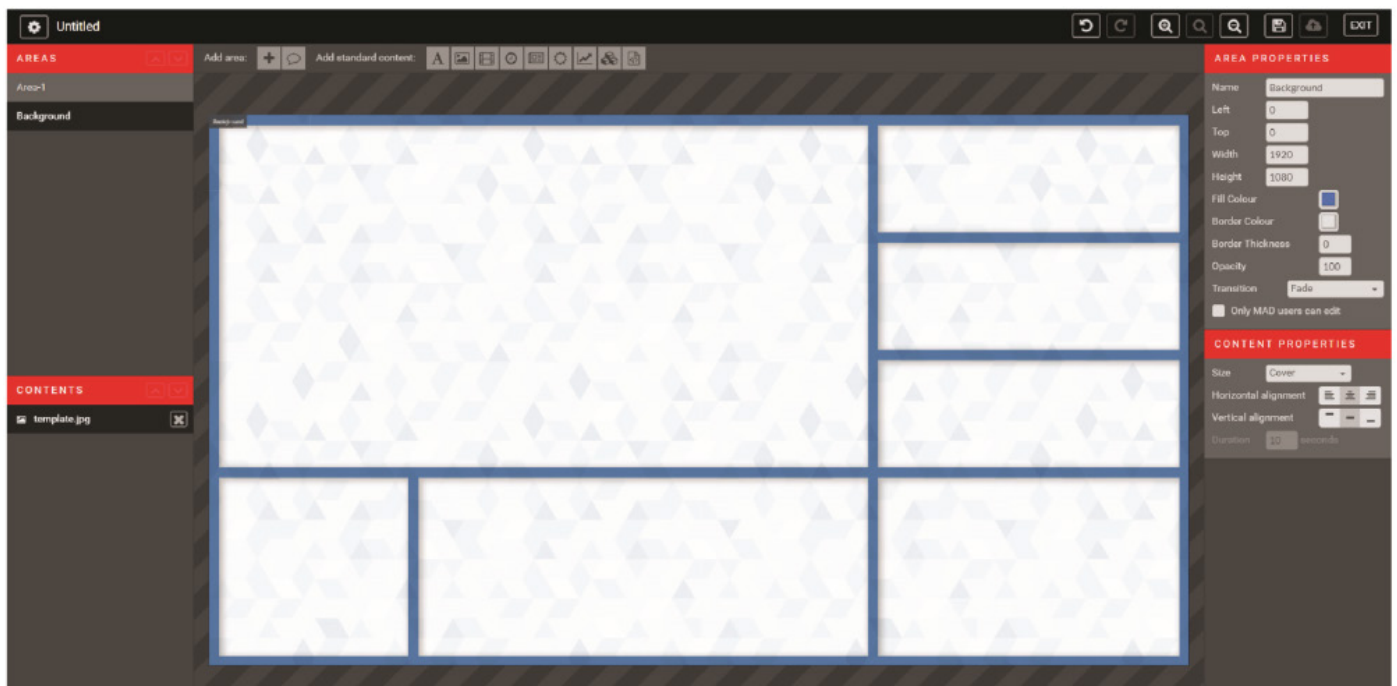


To add content, have the Area desired selected in the Areas menu (in black), and click on desired Content.

To add Content, first have the Area selected in the Areas menu (in black), and use the top menu. From left to right: Text, Image, Video, Date & Time, News, Weather, Stocks, Theme, HTML.

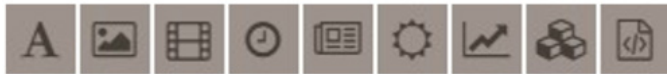
i Tip: If you forget what a button does, hover over it; a tool tip will appear with the name of the button.

Ex. For a background image, while Background is selected in the Areas menu, click on the Image icon on the menu, and upload an image file saved locally on your computer. The upload button will appear in the center of the Area. In this example, we uploaded a template.



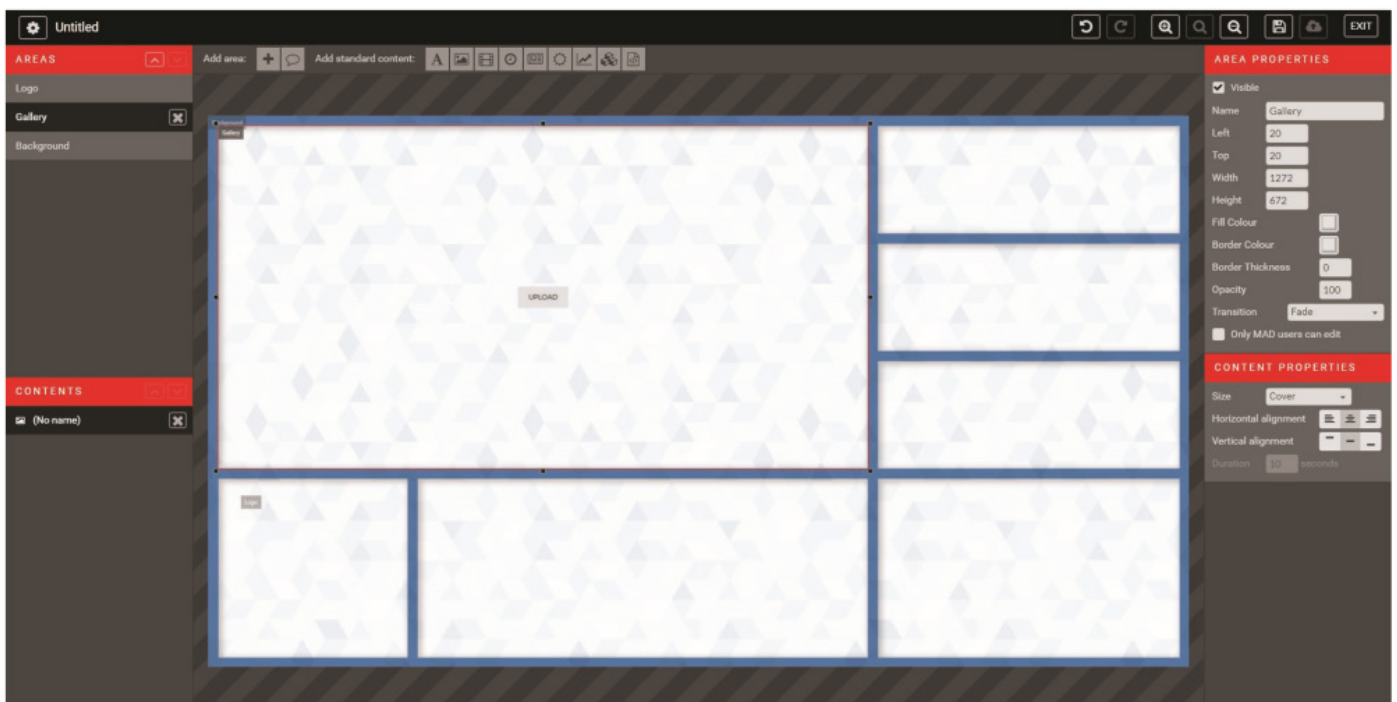
Designated areas & adding content

To add content to Area-1, first resize the Area frame and position it where desired. You can do this by either clicking and dragging it to size, or (while selected) use the Area Properties menu to update to your specific proportions in pixels (this is where you can rename the Area as well).



While an Area is selected, click on an item in the Content Options toolbar to add Content to that Area.

For example, adding an Image will give you an upload screen option like below.



To delete an item in an Area, click on the X beside its name in the Contents menu (needs to be selected first).



To change the order of an Area or Content, use the arrows to move their position (needs to be selected first).

Update the transitions in the Area Properties menu. By default it is selected to "Fade".

Update duration in the Content Properties menu. By default it is 10 seconds.

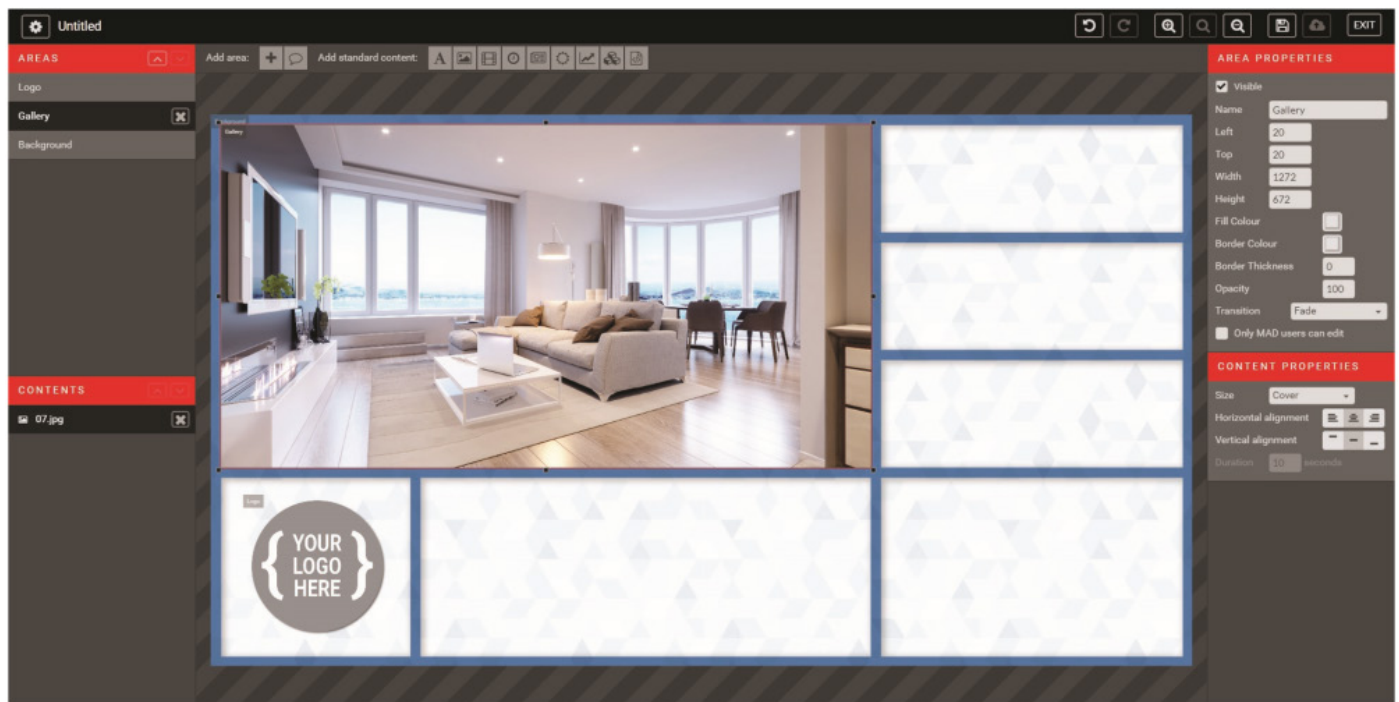
All content will be added in a similar fashion:

1. Add area
2. Resize Area's size and position
3. Add Content to Area
4. Customize Content in Properties menus

Images & Gallery



To add an image to the Gallery, while the Area is selected, click the Image icon in the Content Options menu as many times as images you want to rotate in your Gallery. Formats accepted for images are JPEG, PNG, TIFF, GIF and EPS.



To scale your image, select from the Size dropdown menu:

- Normal: Displays image at exact dimensions
- Stretch: Fit entire image within the Area size; may distort your image
- Fit: Shows entire image within the Area, by default scales by height

- Cover: Scales to width of Area, by default centers vertically

Video



To add Video to an Area, while the Area is selected, click the Film icon in the Content Options menu. Formats for videos are MP4, MOV, AVI, and MPEG.



Similar to the image function, you will see an “upload” button to upload your video to your theme.

i If you want to link a Youtube video, you will need to use the custom HTML function.

Changing colors



To change the border/fill color of an Area, or the color of a font, click on the Color button in either the Area Properties or Content Properties menu. Select a color from the provided color palette to apply the color change.



If you want a cusom color, you will need to manually find the RGB value and type it in this exact format with no spaces:

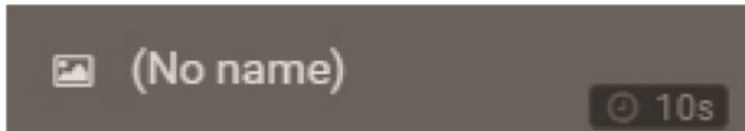
rgb(##,##,##)

For example, the blue used in this theme has the format of *rgb(14,77,151)*.

Click OK when ready.

Transition & Duration

If you have multiple Contents in your Areas, the default transition between them is “Fade” and the default duration is 10 seconds per.



The duration can be updated in the Content Properties menu, and can be seen quickly at the bottom right of each Content in an Area.

Transition is applied to the entire Area. The following transitions are available to choose from:

- Fade
- Slide Down
- Slide Left
- Slide Right
- Slide Up

News



To add News to an Area, while the Area is selected, click the News icon in the Content Options menu.

News Provider can be selected in the first Content Properties drop-down menu. You can also customize the duration of the news feed, and how many items of news you would like displayed at once. A separate property area is provided for headline font and content font.



Available Providers:

- CNBC
- CNN
- Global
- Thomson Reuters
- Yahoo
- Custom

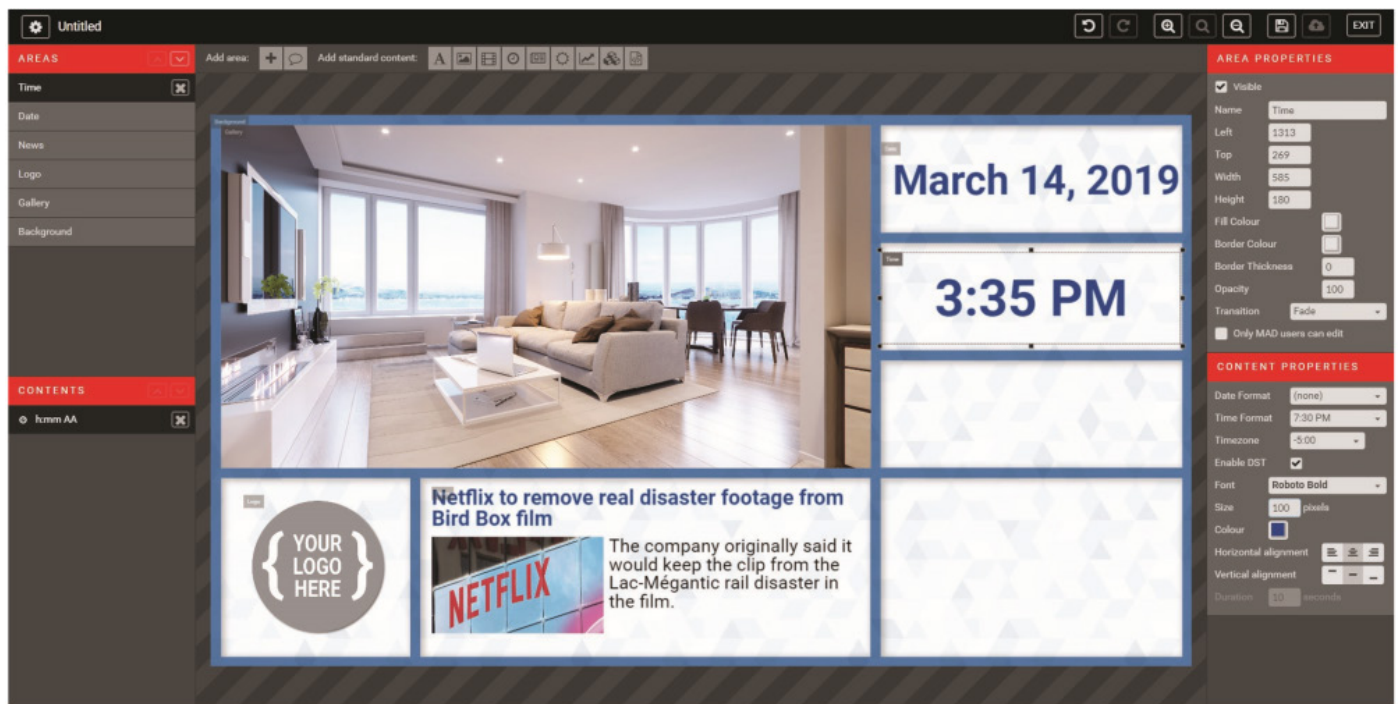
If the News feed you desire is not one of the options, select “Custom” and enter the url of the RSS feed for the news channel. Ex. BBC World News is <http://feeds.bbc.co.uk/news/world/rss.xml> and was entered into the URL box in the example above.

Date & Time



To add the Date and/or Time to an Area, while the Area is selected, click the Clock icon in the Content Options menu.

Date and Time can be added together in one Area, or separately depending on the format selected in the drop down menus.



The following formats are available to choose from:

Date:	Time:
29/3/2019	19:30
3/29/2019	7:30 PM
Mar 29, 2019	7:30:59 PM
March 29, 2019	19h30

If you don't want either date or time displayed, select "none".

Weather



To add the Weather to an Area, while the Area is selected, click the Sun icon in the Content Options menu.

The location will automatically be determined by the location of your building. If you would like to display weather from elsewhere, type in the location in the text box. you would like the weather to display for.



There are two styles of icons to choose from: Vector or Hot. Examples below:



Basic format will display today's date, while Advanced format can display up to 5 days.

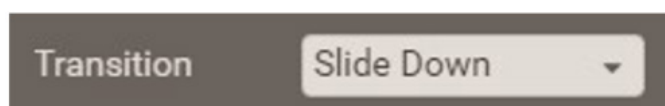
By default the temperature will display in celsius; select the fahrenheit checkbox to display in fahrenheit.

Stocks



To add Stocks to an Area, while the Area is selected, click the Graph icon in the Content Options menu.

Here you can specify which Stocks you want displayed by listing them in the Symbols textbox.






Create separate Content Containers and select Transition "Slide Down" for a traditional stock transition. Duration between sets of stock symbols can also be customized.

You can also customize the font, size, gain colour and loss colour to suit your theme design.

A list of compatible stock symbols can be found at:

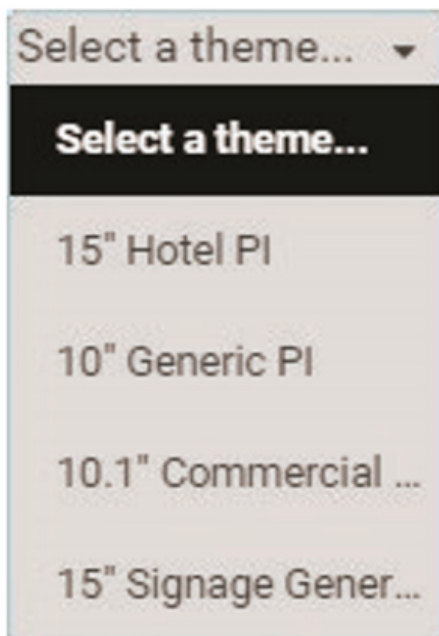
<https://iextrading.com/trading/eligible-symbols>

Provider	Default
Symbols	AAPL,AMZN,GOOG,MSF
Font	Open Sans Regular
Size	41 pixels
Colour	
Gain colour	
Loss colour	
Duration	<input type="text"/> seconds

Themes



To add Existing Themes to an Area, while the Area is selected, click the Building Blocks icon in the Content Options menu.



This tool allows for existing themes to display within another theme.

This can come in handy to schedule different content at different times within an Area to keep the display consistent.

The themes must be saved and published in the same building to be able to display in a Content Area.

Custom HTML



To add Custom HTML to an Area, while the Area is selected, click the Script icon in the Content Options menu.

This is an advanced feature that allows you to customize Areas of your theme through HTML code. This includes embedded Youtube videos.

A dark-themed interface for customizing an area. At the top, it says "HTML or URL". Below this is a large, empty light gray rectangular box. At the bottom, there is a "Duration" label, a small light gray input box, and the word "seconds".

Simply enter your HTML code into the box. The Area will act as an iframe.

Similar to other Areas, you can time the duration of different HTML Containers.

This is fully customizable within the Area.

URL

To display a website, enter the full URL into the box.

Ex. MAD Elevator's s website would be entered as:

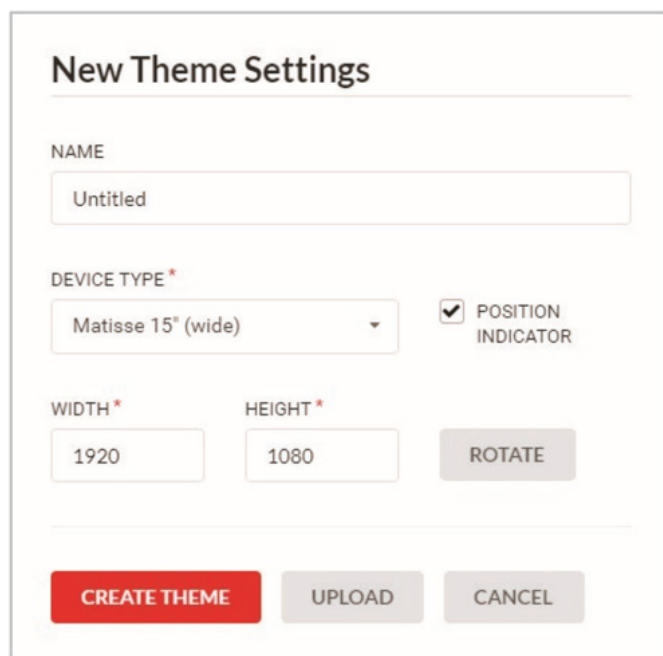
<https://www.madelevator.com/>

Position Indicator

When creating a new theme, be sure to have the Position Indicator checkbox selected. It will then automatically be added as the top-most layer to the theme Areas. It can be minimized at any time.

The following sub-areas are included with the PI. Any element can be hidden. Uncheck the "Visible" box in Area Properties to hide.

- Floor (font customization)
- Direction (arrow style customization)
- Elevator ID
- Maximum Persons
- Maximum Weight
- Logo 2 (no smoking icon)
- Logo 1 (CE icon)

A light gray form titled "New Theme Settings". It contains a "NAME" field with "Untitled" entered. Below is a "DEVICE TYPE" dropdown menu showing "Matisse 15" (wide)". To the right of this is a checked checkbox labeled "POSITION INDICATOR". Below the dropdown are "WIDTH" and "HEIGHT" fields with values "1920" and "1080" respectively. To the right of these is a "ROTATE" button. At the bottom are three buttons: "CREATE THEME" (red), "UPLOAD", and "CANCEL".



Position indicator is required to be a minimum of 2" in height. The minimum pixel size is given in the Content Properties menu.

of floors is updated locally by MAD.

- 📘 To preview the look of the floor numbers, change the floor number in the Content Properties area when Floor is selected. At this time, the floors do not change in the preview window.

Save, publish & preview



In order to Preview your theme, you first need to Save (floppy disk icon) and Publish (upload icon) your theme in the top-right menu. Then Exit to return to the Themes menu.

From here you will see a green checkmark under the Published column. Click on the green checkmark to launch a new tab in your browser to preview your theme.

If you have Saved but not Published your theme, a yellow checkmark will appear instead of a green one. Your theme Preview will be from the last time you Published your theme.

Name	Device Type	PI	Size	Published	Status
Untitled	Matisse		1920 x 1080	✓	Idle

It takes approximately 15 minutes for the system to update the devices after Publishing.

Duplicate a Theme

Once your theme has been created, you can edit it at any time by clicking on the name of a theme, or from the gear

icon selecting Edit.

You can also Publish, Schedule, Copy or Delete a theme from here.

i If your theme was created with a PI, it will only be able to duplicate as a PI theme. The same goes for a Digital Signage theme.

Once your theme has been created, you can edit it at any time by clicking on the name of a theme, or from the gear icon selecting Edit.

You can also Publish, Schedule, Copy or Delete a theme from here.

Schedule a Theme

To schedule a default theme to your device, in the Themes page, click “Schedule” in the drop-down menu from the gear icon.

Select the Device you want your theme to be selected to in the pop-up.

For advanced options in theme scheduling, go to Schedule in the Devices submenu.



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DEFAULT RULE

ThemeFont Test

RULE #2

ThemeMosaic Test Theme

☒ HAS A STARTING AND ENDING DATE

FROM2019-04-10TO2019-05-10

☒ ONLY SHOWN ON CERTAIN DAYS OF THE WEEK

☐ SUN☒ MON☒ TUE☒ WED☒ THU☒ FRI☐ SAT

☒ ONLY SHOWN AT CERTAIN TIMES OF DAY

FROM6:00AMTO4:00PM

ADD RULE

SAVEUNDO

Click “Add rule” to schedule a theme for a specific day or time. You can add as many rules as you’d like with whichever themes you’ve created.

Only themes that are compatible with the device will appear in the drop-down menu.

Pairing with MosaicONE software

Procedure for pairing a Matisse/DSD device with the MOSAICONE cloud software.

The following procedure only works if you already have a MosaicONE account with a building associated with your login credentials.

Generate the PIN code

Access the MosaiONE software (www.mosaicone.net) with your credentials and select the building in which you want to pair the device.







Edifici

AMMINISTRAZIONE

SETUP

EDIFICI

VIDEO

Stato	Nome
10   10	DMG_ROME_LAB 84 c Via delle Monachelle, Rome, 00071 Pomezia RM, Italy
5   3	DMG_ROME_TQ Pomezia, Italy

Select the device you want to pair with.

AMMINISTRAZIONE

SETUP

EDIFICI

DISPOSITIVI

GRAFICHE

REGISTRO EVENTI

SETTINGS

VIDEO

▼ Progel Testing Wall (11)

✖ MainLinuxRouter
Matisse 10.1"

✔ PROGEL Wall 01
Matisse 15" (wide)

✔ PROGEL Wall 02
Matisse 15" (wide)

✔ PROGEL Wall 04
Matisse 10.1"

✔ PROGEL Wall 06
Matisse 10.1"

✔ PROGEL Wall 07
Matisse 7"

✔ PROGEL Wall 08
Matisse 10.1"

✔ PROGEL Wall 09
Matisse 7"

an hour ago

7 minutes ago

6 minutes ago

5 minutes ago

4 minutes ago

6 minutes ago

6 minutes ago

...

172.16.109.106

172.16.109.108

172.16.109.101

172.16.109.103

172.16.109.102

172.16.109.100

...

Select "Change Device"

AMMINISTRAZIONE

SETUP

EDIFICI

DISPOSITIVI

STATO

PROGRAMMA

EVENTI

COMANDI

GRAFICHE

REGISTRO EVENTI

▼ Progel Testing Wall (11)

✖ MainLinuxRouter
Matisse 10.1"

✔ PROGEL Wall 01
Matisse 15" (wide)

✔ PROGEL Wall 02
Matisse 15" (wide)

✔ PROGEL Wall 04
Matisse 10.1"

✔ PROGEL Wall 06
Matisse 10.1"

✔ PROGEL Wall 07
Matisse 7"

✔ PROGEL Wall 08
Matisse 10.1"

✔ PROGEL Wall 09
Matisse 7"

✔ PROGEL Wall 10
Matisse 10.1"

✔ PROGEL Wall 11
Matisse 7"

Quick Commands

MODIFICA DISPOSITIVO

RESET DEVICE

Device Status

Ultimo Check In
10 minutes ago

Prossimo Check In
in 5 minutes

Grafica Attuale
MosaicONE[1431a993ba430c4ca1c77dbda5e6f25d]4.10.7 ALPHA (4/2021)

Ultimo Utilizzo (Solo Matisse Touch)
a day ago

Indirizzo IP
172.16.109.108

Avvio
#462 - Today at 3:11 AM

Indirizzo MAC
f8:dc:7a:37:fd:4b

Tempo di Accensione
8 months

Cicli di Potenza
461

URL Dispositivo
https://checkin.mosaicone.net/490affa6-fc9d-4b8f-8548-690b06b53307

Identificativo dispositivo
[0D]

Risoluzione dello Schermo
1080 x 1920

Modalità di Risparmio Energetico LCD
Sconosciuto

Arresti imprevisti
6015

In the new window, click on «Create PIN». A 5-digit PIN will be generated which must be entered into the MATISSE DSD device. Click on «SAVE» and close the window.

Modifica Dispositivo

TIPO DI DISPOSITIVO *
Matisse 10.1"

GRUPPO
Progel Testing Wall

NOME DA VISUALIZZARE
PROGEL Wall 04

INDIRIZZO IP DELLA TELECAMERA

☒ QUESTO DISPOSITIVO È UN INDICATORE DI POSIZIONE

ID DELL'ELEVATORE

PERSONE MASSIME

PESO MASSIMO

☐ CE LOGO ☐ NO SMOKING

AGGIUNGI

OVERRIDE DEL PIANO

SALVA ANNULLA CREARE PIN ELIMINA



Modifica Dispositivo

TIPO DI DISPOSITIVO *
Matisse 10.1"

GRUPPO
Progel Testing Wall

NOME DA VISUALIZZARE
PROGEL Wall 04

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OVERRIDE DEL PIANO

SALVA ANNULLA 79863 ELIMINA

⚠ Attention: write down the PIN because it is valid for 24 hours, then you will have to repeat the procedure.

Enter the PIN and connect the Matisse DSD to the MosaicONE network.

After connecting Matisse DSD to the network (see "Wirings" section), press ENTER to access the menu. Use the arrows to scroll to "MosaicOne Cloud" and press ENTER to access it.

Menu Language	
Input Encoding	
Interface Options	
Floor Visualizations	
Audio Options	Device registered to MosaicONE No
Audio Mixer	> MosaicONE registration PIN
Data/Time Settings	
Network	MosaicONE Cloud check in period 900 seconds
Screen Configuration	
User Files	
MosaicONE Cloud	
USB Stick	

Select "MosaicOne Cloud registration PIN" and press ENTER.

DMG MATISSE SETTINGS >> MOSAIC ONE CLOUD SERVICE REGISTRATION

Device registered to MosaicONE

No



> MosaicONE registration PIN

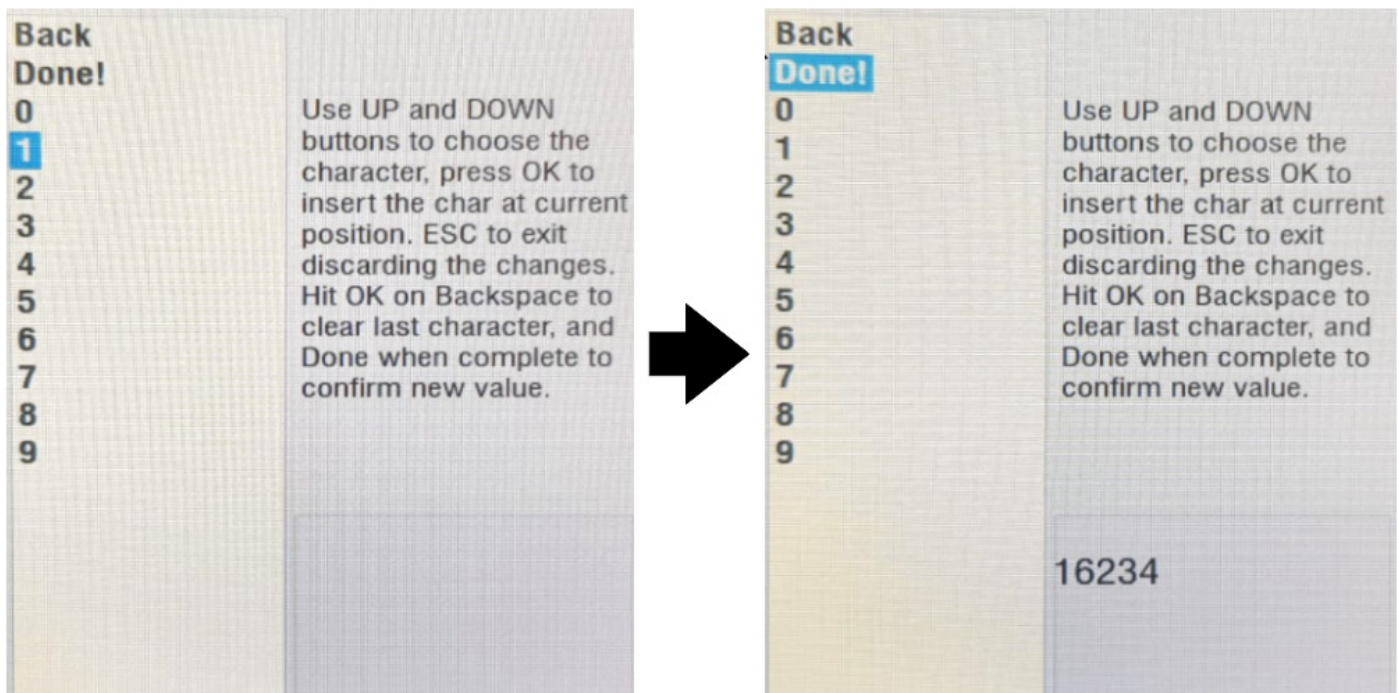
MosaicONE Cloud check in period

900



seconds

Use the arrows to enter the previously stored 5-digit numeric PIN and select “done”. Press ESC to exit the menu.







Now the Matisse DSD is connected to the MosaicONE cloud software and it will be possible to customize it directly from the software.

Check MosaicONE cloud connection


Access the “MosaicOne Cloud” menu again. Check the following values detected directly from the Cloud:

- “**Device registered to MosaicOne**” – Show if the device is connected to the cloud = YES
- “**MosaicOne device ID**” – Automatic assignment of device unique ID = ID value
- “**MosaicOne device Name**” – Shows the name of the building and device registered on the cloud

Menu Language	
Input Encoding	
Interface Options	
Floor Visualizations	
Audio Options	Device registered to MosaicONE Yes 
Audio Mixer	
Data/Time Settings	> MosaicONE device ID -4235-9dd2-faa7bc5285cc 
Network	> MosaicONE device NAME LAB::DesktopRaffaelli10IPS 
Screen Configuration	
User Files	MosaicONE Cloud check in period 900  seconds
MosaicONE Cloud	
USB Stick	

Access the “Network” menu to check the following:

- **Network Interface** = Ethernet
- **Enable DHTP** = YES
- **IP ADDRESS** = 172.10.112.103

Menu Language	
Input Encoding	
Interface Options	
Floor Visualizations	
Audio Options	Network Interface Wired ethernet
Audio Mixer	
Data/Time Settings	Enable DHCP Yes 
Network	IP Address 172.16.112.103
Screen Configuration	
User Files	
MosaicONE Cloud	
USB Stick	

If no value is displayed, the connection to the network may fail.

Main reasons for network connection failure.

- PIN entry incorrect or expired – repeat procedure.
- No building present or associated device creation error.
- No physical connection to the network (ETHERNET) – check Matisse-router connections.
- No network coverage signal – Check connection by positioning the modem correctly.
- If data SIM is used, check available traffic.

Technical Details

Floor designations

The Position Indicator number is controlled by MAD locally (not **MosaicONE**) as the system is set up as a hybrid solution. Size, font, colour, and style of the PI can be managed by the user.

System updates

The system requires updates to the firmware on a regular basis. Once the system is handed over and you are in control of **MosaicONE** and its content, it is your responsibility to ensure that the system is updated. You will be notified when updates are required to the system.

What happens if my device goes offline?

The device will automatically update every 15 minutes. If for some reason the device cannot connect to the building's Internet connection, it will continue to display the last updated information until the connection is back. You will be able to see the status change in your **MosaicONE** panel "Devices" under the "Status" column.

Service

In the event of system failure, contact your Project Manager to arrange for repair by MAD. The cost of any failures, faults or defects not covered by the warranty are the responsibility of the client.

Device setup ?

Our MAD team is happy to help with the initial setup and training to use your device. Please contact our Tech Support team.

How to reboot my MAD screen

You will need to open the COP panel and power cycle the Matisse device/player.

Contact

Our in-house technical support team is happy to help with any questions, concerns, or suggestions for improvement!

Email: support@madelevator.com

Phone: 647-925-4520

Toll Free: 1 (866) 967-8500

Link

To access MosaicONE

[Click here to be redirect](#)

