

**clintonelectronics**

# **Connect PVM**

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## **User Manual**



For models with Built-in  
IP or EX-SDI cameras

**Software Version 1.31.1**

Clinton reserves the right, without notification, to make changes in product design & specification.



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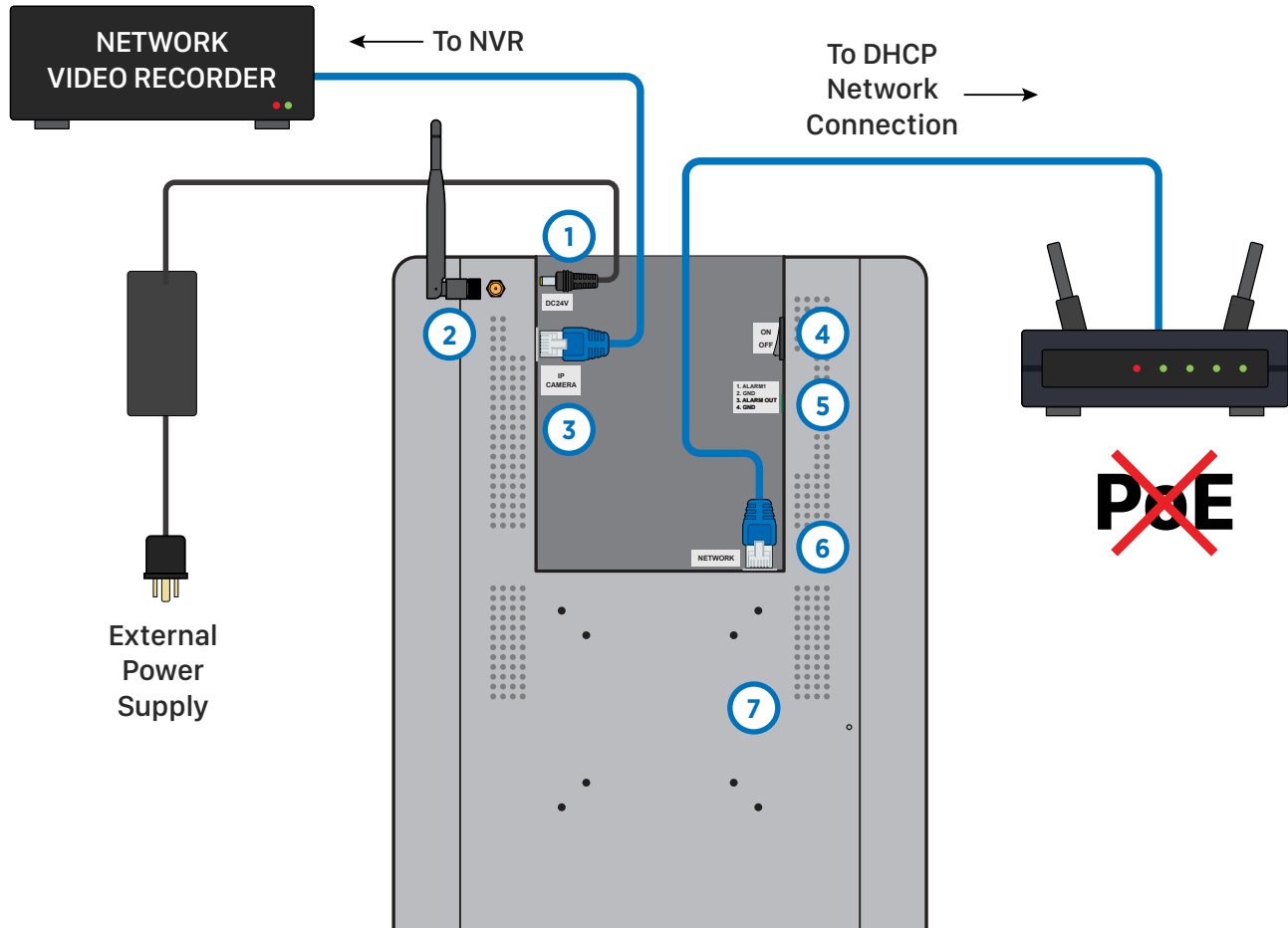
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# CONNECTION DIAGRAM / IP Camera models



**ATTENTION: This is NOT a PoE Device! Power must come from DC24V or 110VAC power source!**



*\*Actual connections may vary from the image shown.*

## 1. Power Input *\*required*

**This is not a PoE device!** Main device power requires a DC24V power supply or 110VAC connection (110VAC available on select models). Power supply not included, sold separately.

## 2. Wifi Antenna *\*optional*

External antenna only offered on 32" and larger models. Attach antenna if device is to be connected via Wifi.

## 3. IP Camera Output *\*optional*

Built-in IP camera output only. Connect to NVR or other network device.

## 4. Power On/Off Switch

After connecting power to device, put the switch to the ON position. Pressing the Power button on the remote will not turn On/Off the device, it will only turn off the LCD.

## 5. Alarm I/O Connections *\*optional*

If desired, make +/- connections from external alarm output, such as EAS pedestal, to desired Alarm In. Connections vary by model.

## 6. Network Connection *\*required*

This connection must either be hardwired or connected via Wifi for the device to function properly. Cat5e or higher network cable is recommended. Connect to DHCP network. There is no communication between the NETWORK and IP CAMERA ports. If the IP Camera feed is to be viewed/recorded by an external device, the additional IP CAMERA port must also be used.

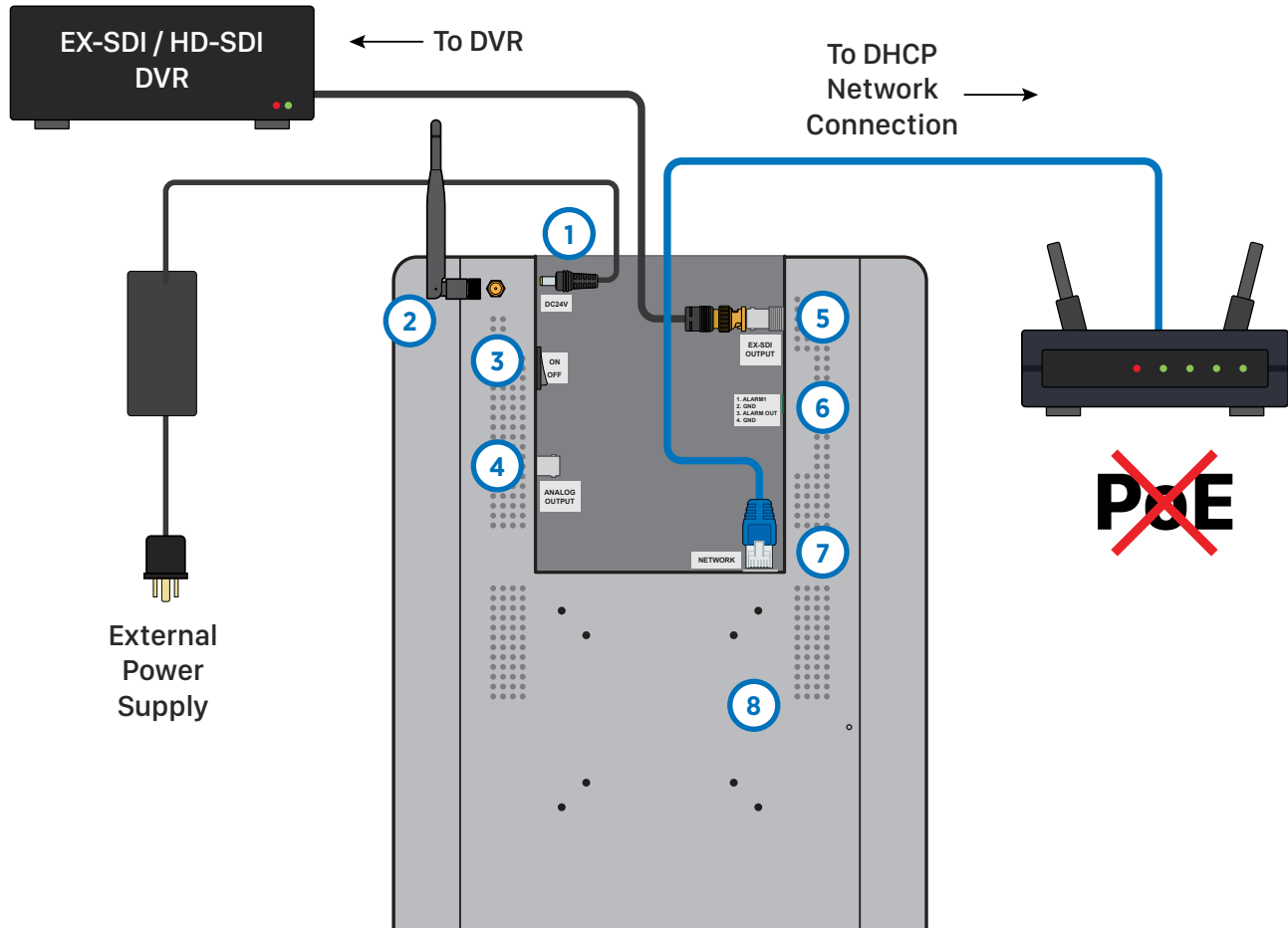
## 7. VESA 75/100 Mounting hole patterns



# CONNECTION DIAGRAM / EX-SDI Camera models



**ATTENTION: *This is NOT a PoE Device! Power must come from DC24V or 110VAC power source!***



*\*Actual connections may vary from the image shown.*

## 1. Power Input *\*required*

**This is not a PoE device!** Main device power requires a DC24V power supply or 110VAC connection (110VAC available on select models). Power supply not included, sold separately.

## 2. Wifi Antenna *\*optional*

External antenna only offered on 32" and larger models. Attach antenna if device is to be connected via Wifi.

## 3. Power On/Off Switch

After connecting power to device, put the switch to the ON position. Pressing the Power button on the remote will not turn On/Off the device, it will only turn off the LCD.

## 4. Analog Video Output *\*optional*

Connect to Analog DVR or other device.

## 5. EX-SDI / HD-SDI Video Output *\*optional*

Connect to EX-SDI or HD-SDI compatible DVR or other device.

## 6. Alarm I/O Connections *\*optional*

If desired, make +/- connections from external alarm output, such as EAS pedestal, to desired Alarm In. Connections vary by model.

## 7. Network Connection *\*required*

This connection must either be hardwired or connected via Wifi for the device to function properly. Cat5e or higher network cable is recommended. Connect to DHCP network.

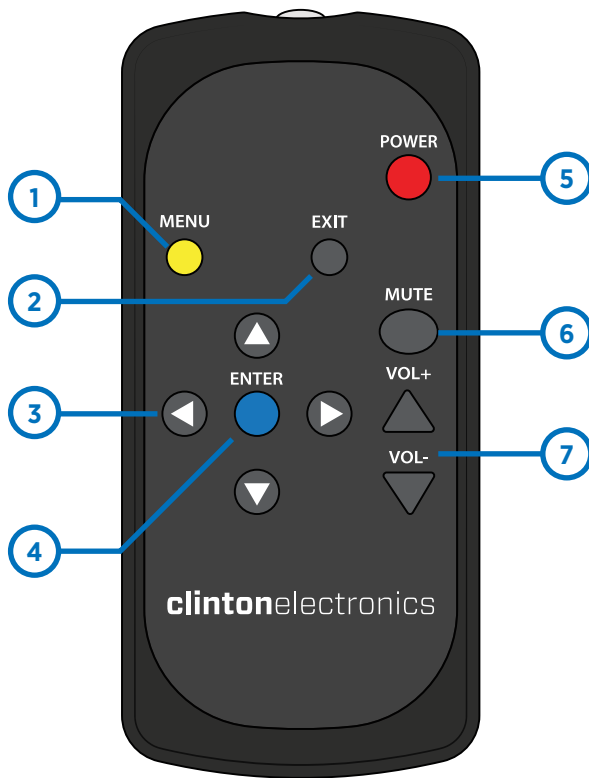
## 8. VESA 75/100 Mounting hole patterns



# REMOTE CONTROL INFO



**ATTENTION:** *The included remote is required to access the Main Menu and make any adjustments to menu options. Keep the remote in a safe place for future use.*



## 1. MENU

Press the **MENU** button to open the Main Menu.

## 2. EXIT

Press the **EXIT** button to close the Main Menu or to go back to the previous menu screen.

## 3. LEFT / RIGHT / UP / DOWN

Use these directional buttons to navigate the menu options.

## 4. ENTER

Press the **ENTER** button to confirm a menu selection.

## 5. POWER

Pressing the **POWER** button will turn off the LCD. This does not power off the device. While the screen is off the camera will still have power and output video to connected devices.

## 6. MUTE

Press the **MUTE** button to disable or enable audio on this device.

## 7. VOL + / VOL -

Press **VOL +** to increase the volume level or press **VOL -** to decrease the volume level.

### HELPFUL TIPS:

- If the Remote is lost or misplaced a USB mouse can be used to navigate the Main Menu. Plug the mouse into one of the USB ports on the rear of the device. Move the mouse cursor to the top left corner of the screen, then click the left mouse button to open the Main Menu.
- **When Advertising Content is shown:** Pressing LEFT or RIGHT will navigate forwards or backwards through advertising content playing on the screen.
- Press and hold the POWER button, then select Restart from the menu if the device is unresponsive.



# INITIAL SETUP / Checklist



**ATTENTION:** Verify that the following information is completed before proceeding with the installation.



## Is the Connect PVM installed vertically?

Verify the Connect PVM is installed correctly. It should have a vertical orientation (portrait mode) with the camera located at the bottom of the device. If the device is installed horizontally both the camera feed on connected DVR/NVR and the digital signage content will not display correctly.



## Do you have the Remote that was included with the PVM?

The included remote is required to complete the initial set up. Keep the remote in a safe place to make any adjustments at a later date.



## Do you have the QR Code?

The company specific QR Code is required to register the device to the correct company. If the QR Code was not provided contact your Clinton Connect admin.



## Will this be a wired or wireless internet (Wifi) connection?

The Connect PVM is a networked device that requires internet access to function correctly. If this device can not access the internet, it can not be completely setup and will not be able to receive advertising updates. This device will accept either a wired or Wifi internet connection. **For best results a wired connection is recommended.**



## Has the network been properly configured?

Depending on the level of network security, some URLs may need to be white-listed on the network. If the required URLs are not added, the initial set up will fail. For a list of the required URLs consult the Networking Requirements document which can be found on [www.clintonconnect.com/support](http://www.clintonconnect.com/support)



## Do you have the Store Number and Device Group information?

If previously set up by the Clinton Connect admin, there may be additional information that is relevant to your installation. This information includes the Store Number and/or Device Group. This information is not technically required to complete the installation and can be changed at a later date.

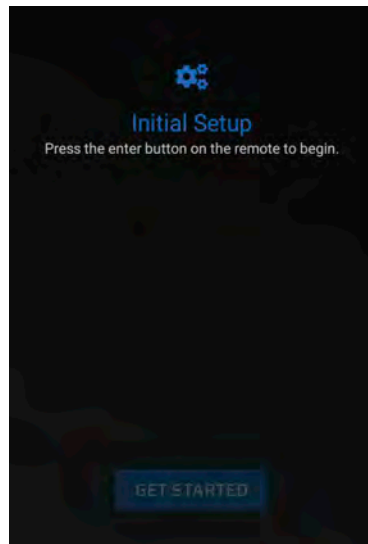
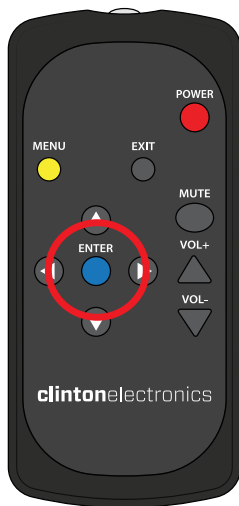


# INITIAL SETUP



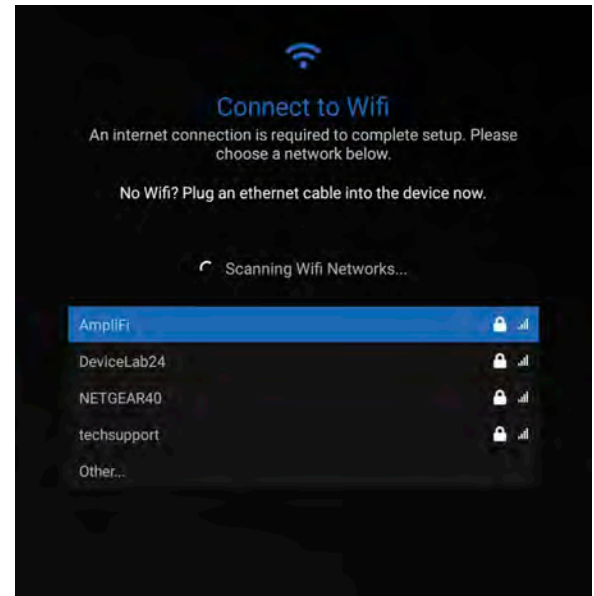
**ATTENTION:** *This device requires a network connection with access to the internet to complete the initial setup.*

**Step 1.** Press the **ENTER** button on the included remote to get started.

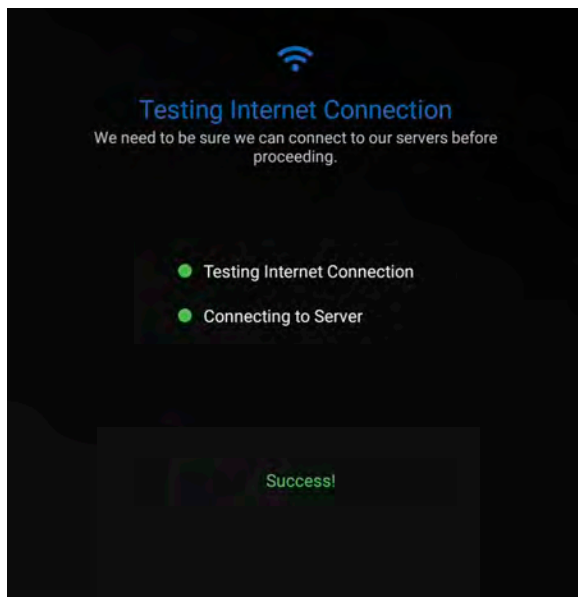


**Step 2.** Choose a Wifi Network from the list, enter the password, and select **Join**.

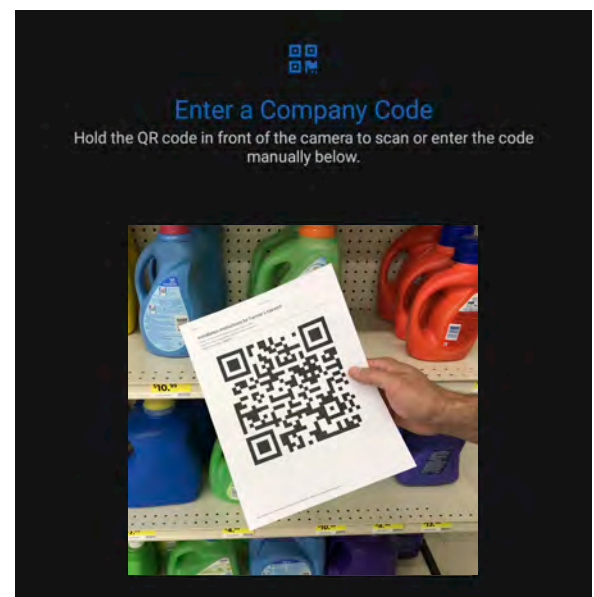
*\*Hardwired devices will automatically skip this step*



**Step 3.** After successful network connection, the device will test it's Internet Connection and ping the Clinton Connect Server. Both tests must pass to proceed with the setup.



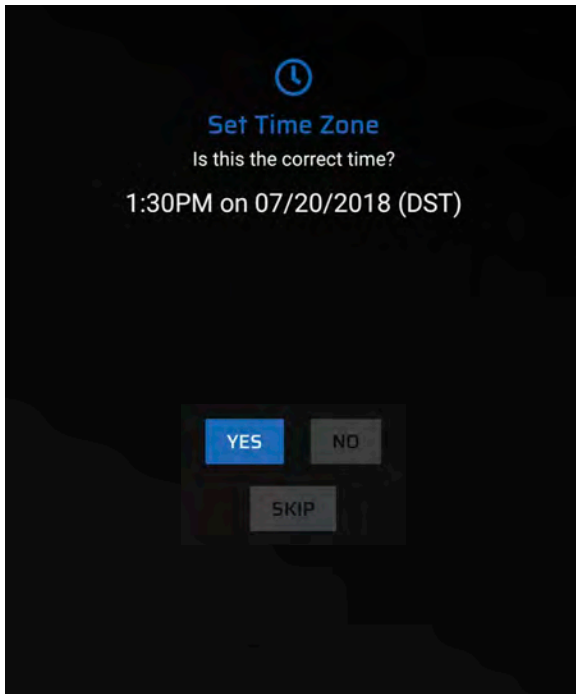
**Step 4.** Hold the QR code in front of the Connect PVM camera to scan. If the code does not scan, you can also enter it manually.





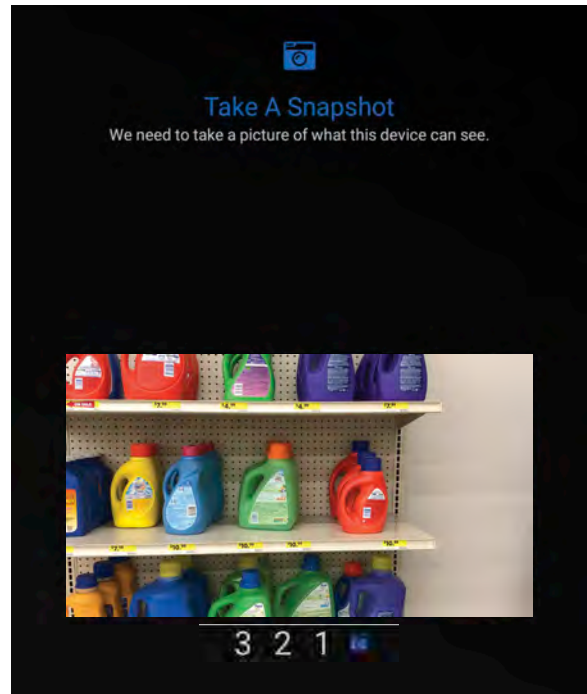
# INITIAL SETUP

**Step 5.** Once the QR Code has scanned, verify the correct time and date by selecting **YES**. If the time is not correct, select **NO**, then select the correct time from the list.

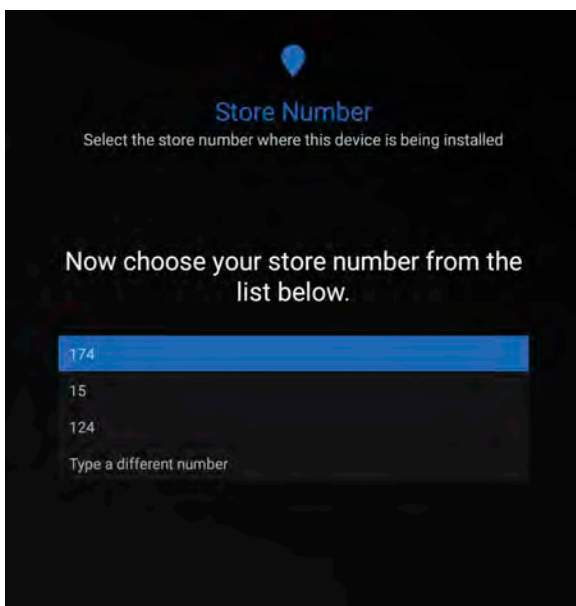


**Step 6.** Press the **ENTER** button on the remote to Snap a Photo. This photo is used to help verify the device is installed in the correct location.

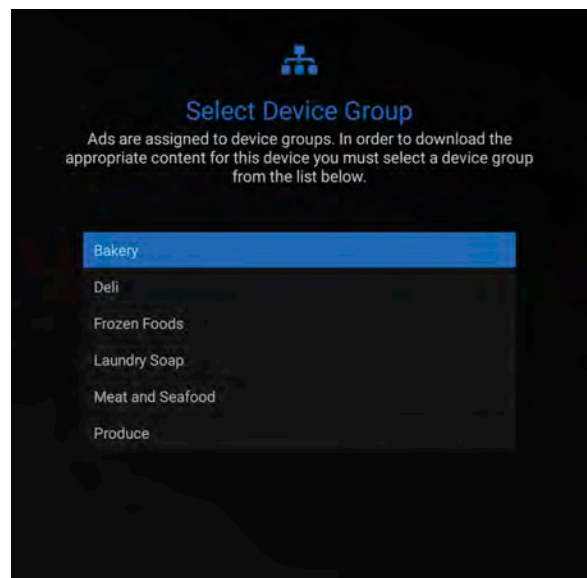
Choose to **Accept** or **Redo** the photo.



**Step 7.** Begin typing the store number when prompted, then choose your store number from the list. Store numbers will only appear if they have been entered previously on Clinton Connect.



**Step 8.** Select the appropriate device group from the list to automatically download assigned content. If there is no content, the device will display the full-screen camera view until the next deployment to that device or device group.







# ABOUT



**ATTENTION: Models with built-in IP cameras— IP Camera information ***WILL NOT*** be shown on this screen. IP Camera information can only be viewed after making a connection to the IP Camera (output) located on the back of the Connect PVM, then accessing camera via internet browser or other network device/software.**

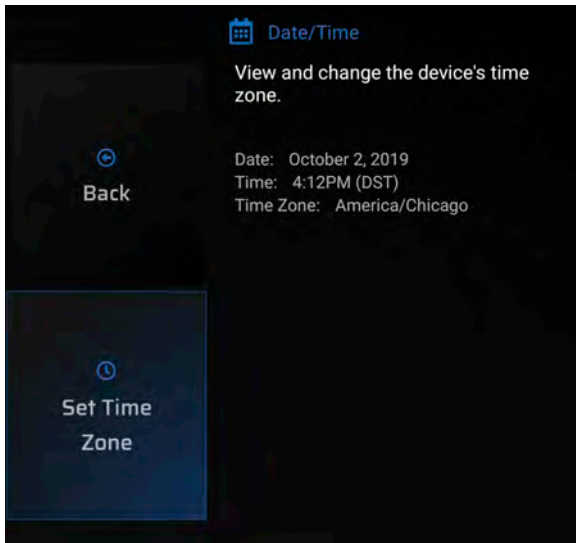
Press the MENU button on the remote to display the Main Menu, then select About. The About screen has basic information about the device that may be useful during setup or in the event you need technical support.





# DATE/TIME

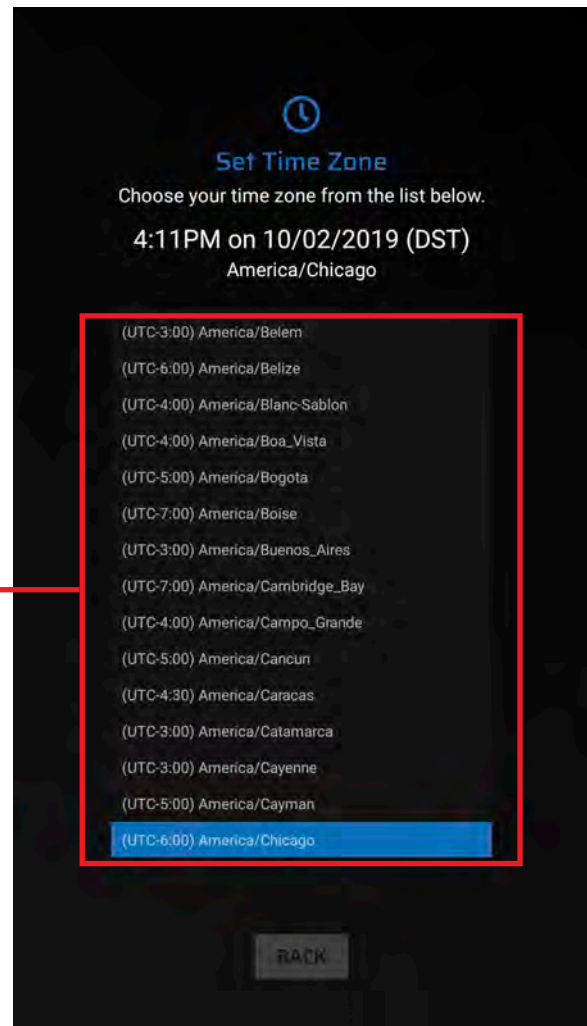
*It is important that the date and time information is set correctly during installation. If the date and time are not correctly set, scheduled content will not display at the appropriate time.*



Use the **UP** or **DOWN** arrows on the remote to scroll through the list. Press the **ENTER** button to select the correct Time Zone.

Press the **EXIT** button to leave this screen.

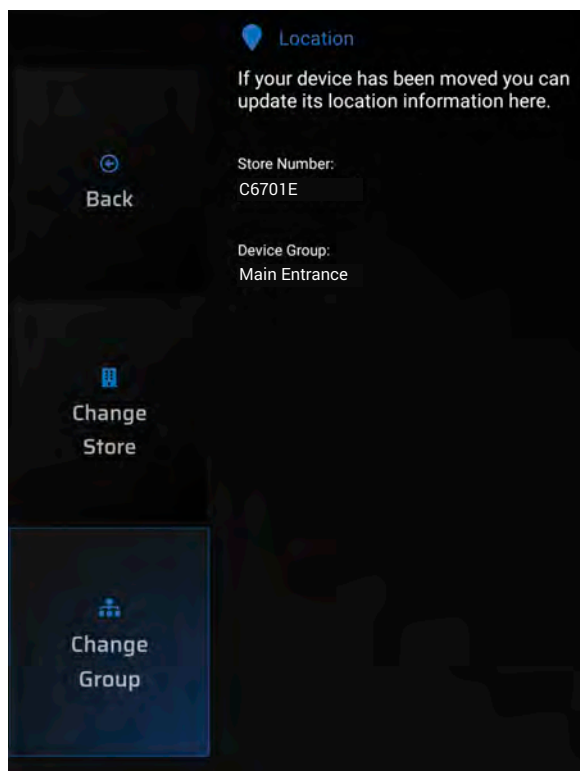
**Set Time Zone.** If the Date & Time information is incorrect, select this to pick a new Time Zone from a list.





# LOCATION

While the Store Number and Device Groups are not required, they are helpful when managing large groups of devices using the Clinton Connect software. Use this menu to edit Store Numbers and Device Group locations.



**Change Store.** If the Store Number shown in the status area of the screen is incorrect, select **Change Store** and select the correct Store Number from the list.

Store Numbers must be set up beforehand by the Clinton Connect admin.

This information can also be remotely edited by the Clinton Connect admin.

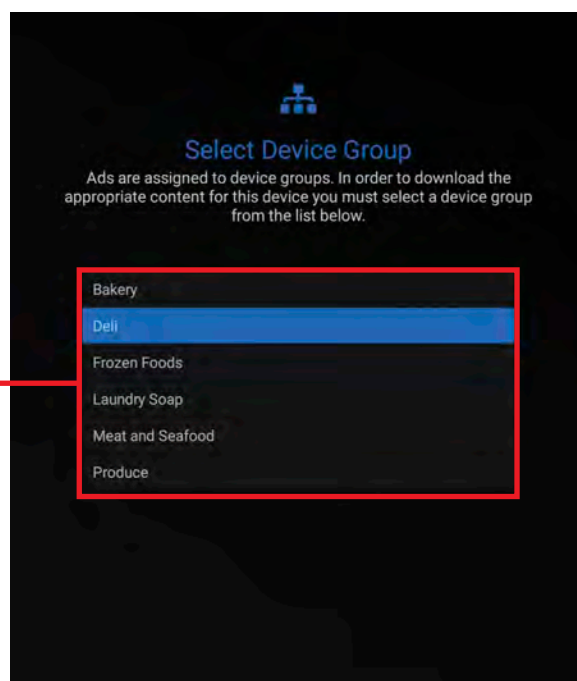
**Change Group.** If the Device Group shown in the status area of the screen is incorrect, select **Change Group** and select the correct Device Group from the list.

Device Groups must be set up before hand by the Clinton Connect admin.

This information can also be remotely edited by the Clinton Connect admin.

Use the **UP** or **DOWN** arrows on the remote to scroll through the list. Press the **ENTER** button to select the desired Store or Group.

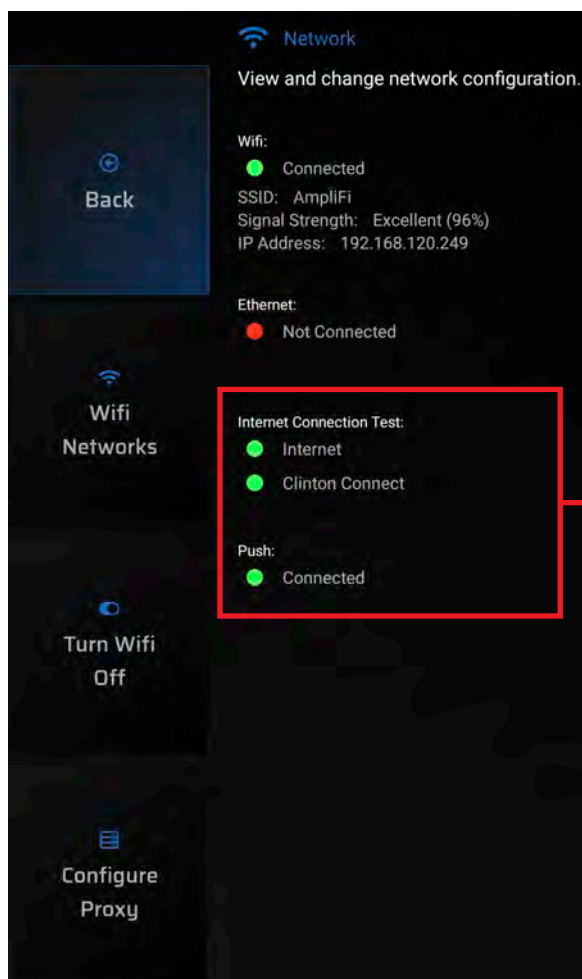
Press the **EXIT** button to leave this screen.





# NETWORK

It's important to verify the information regarding network settings is correct to avoid future site visits. Use this menu to view and change network configuration.



**Wifi Networks.** If connected to Wifi, select Wifi Networks to view available networks.

**\*See next page for additional information.**

**Turn Wifi Off.** If desired it's possible to toggle ON/OFF the Wifi connection of this device. Select **Turn Wifi OFF** and press **ENTER** with the remote to disable Wifi on this device.

If the status indicators for Internet Connection Test and/or Push are RED, a firewall could be blocking the connection.

Try testing other Wifi Networks and check with the network admin to verify that the required URLs have been white-listed on the network.

For a list of the required URLs consult the Networking Requirements document which can be found on [www.clintonconnect.com/support](http://www.clintonconnect.com/support)

**Configure Proxy.** See page 12.

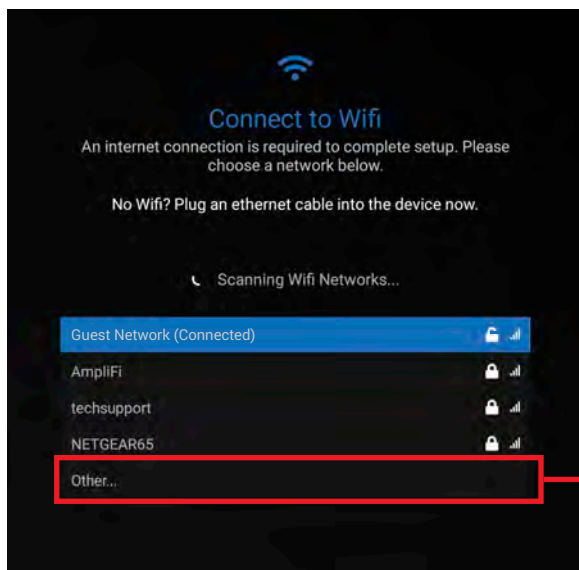
## HELPFUL TIPS:

- A hardwired Ethernet connection provides the most reliable and fastest connection. When connected via Ethernet cable the Ethernet status icon should display GREEN and the Wifi status should display RED.
- Select **Turn Wifi OFF** if connected to a wired connection and the Ethernet status is RED - Not Connected.



## NETWORK / Wifi Network

Select the **Wifi Networks** option from the previous screen and press **ENTER** on the remote. This will display a list of available **Wifi Networks**.

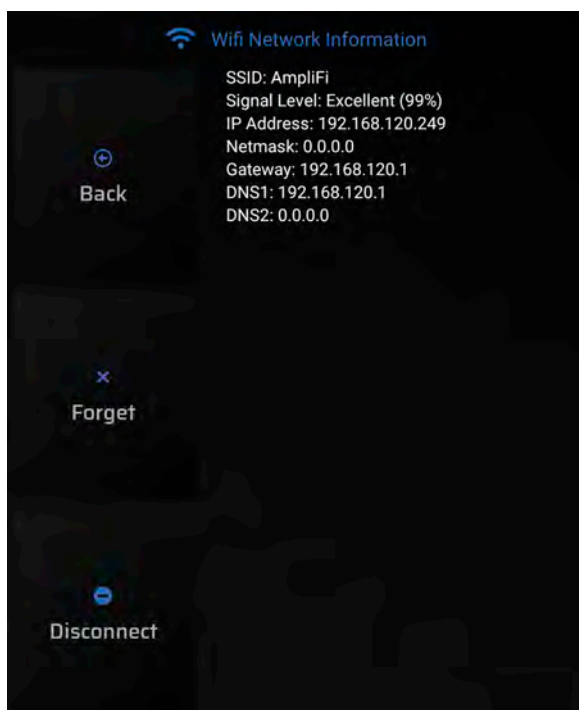


**Lock Closed.** Indicates that the device does not have login information for that network

**Lock Open.** Indicates that the device has the correct login information for that network. If/when Wifi is the main network connection type this device will automatically connect to one of the unlocked networks.

Selecting a **Wifi Network** with the **Lock Open** icon will display the information about that network and give you the option to **Forget** or **Disconnect** from that selected network.

Select **Other** to manually enter the **Wifi** name/SSID of the network you would like to join.



**Forget.** Selecting **Forget** will disconnect from that **Wifi** network and remove all login information pertaining to that network. You will be required to re-enter the login information if trying to reconnect to this network.

**Disconnect.** Selecting **Disconnect** will disconnect from that **Wifi** network.

Signal Level indicates the signal strength of the **Wifi** connection, this does not indicate internet connection. It's possible to be connected to a **Wifi** network with no internet access.



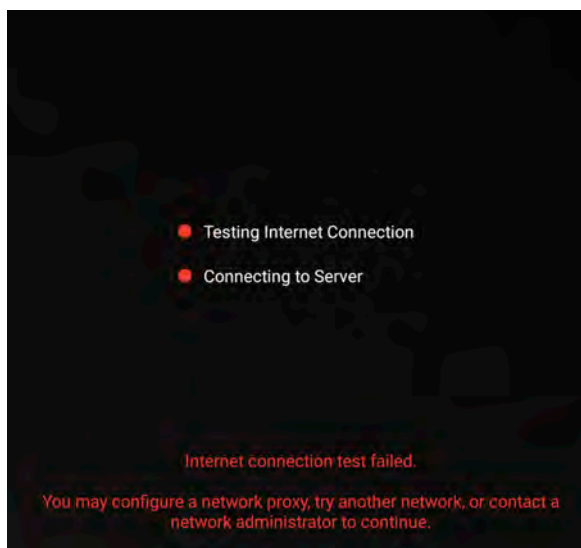
# NETWORK / Proxy Configuration



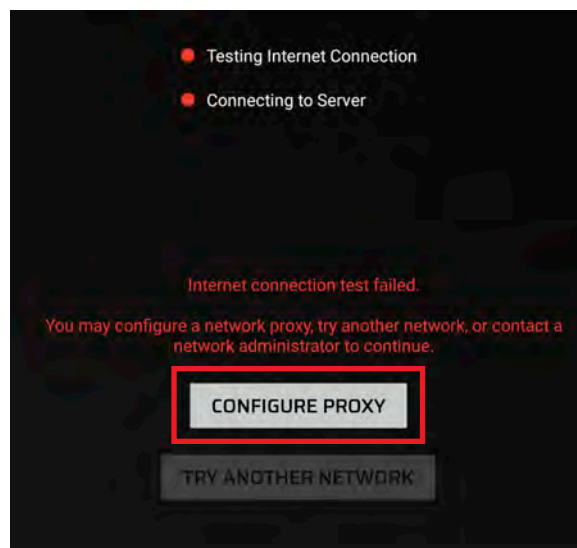
**ATTENTION:** Network Proxy settings must first be configured. If the settings are not set up on the network before following these steps, the Connect PVM will not connect to the network.

Connect PVMs support network proxies as a means of connecting to the internet. Below are the steps to configure the network proxy.

**Step 1.** If you are configuring the network proxy during on-boarding, start here. Otherwise proceed to [Step 3](#). Connect to your network via WIFI or ethernet cable. The PVM will attempt to test the connection, which will fail because the proxy is not yet configured.



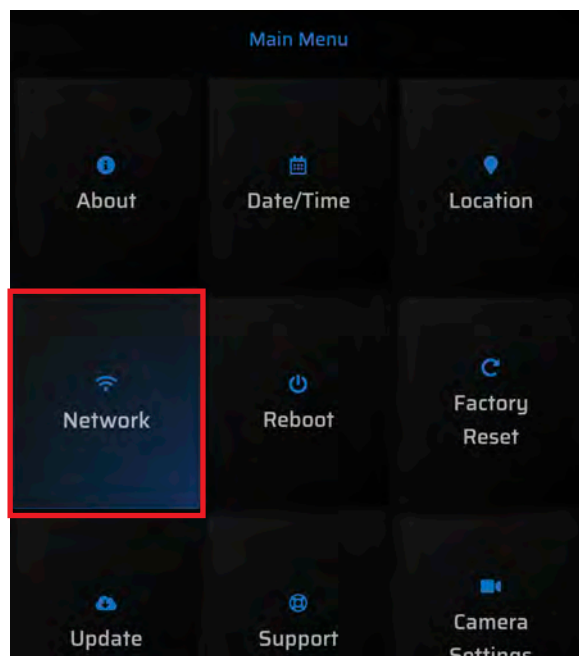
**Step 2.** Use the arrow keys on the remote to select the **CONFIGURE PROXY** button and press **ENTER**. Continue with the instructions at [Step 6](#).



**Step 3.** If you are configuring the network proxy after the unit has been on-boarded, (already has a network connection) begin by pressing the **Menu** key on the remote.



**Step 4.** Use the arrow keys to move down and select the **Network** button.

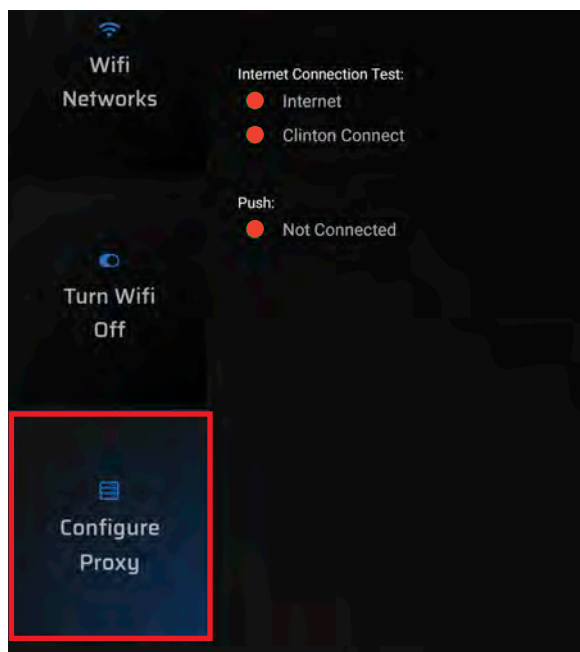




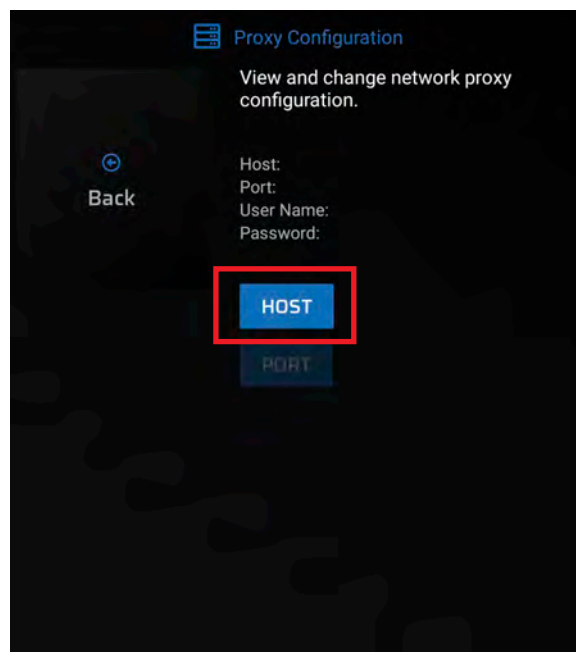
# NETWORK / Proxy Configuration

...Continued

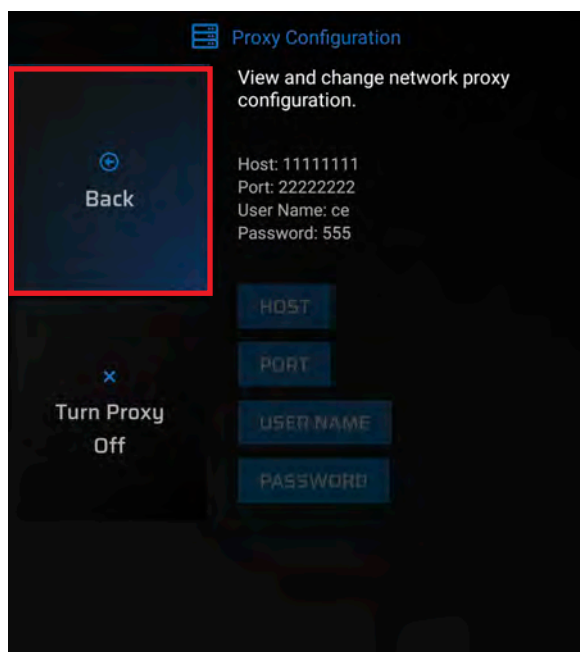
**Step 5.** From the Network settings screen, use the remote to arrow down to the **Configure Proxy** button located at the bottom of the screen and press **Enter** on the remote.



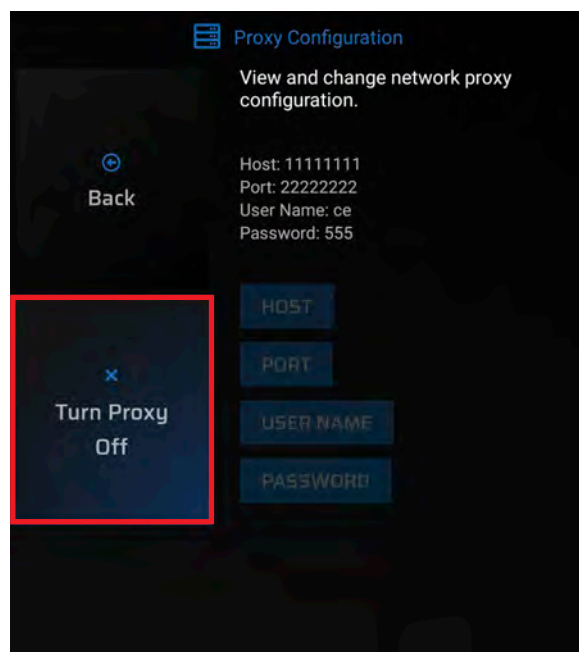
**Step 6.** From the Proxy Configuration screen, use the remote to set your desired Host, Port, User Name (optional), and Password (optional).



**Step 7.** Select **Back** and hit the **ENTER** button to complete configuration. While the connection should automatically establish, you may be required to reboot the device to complete the connection.



**Turn Proxy Off.** To disable the network proxy setting, select the **Turn Proxy Off** button from the Proxy Configuration screen. The device will reboot after removing the proxy configuration.







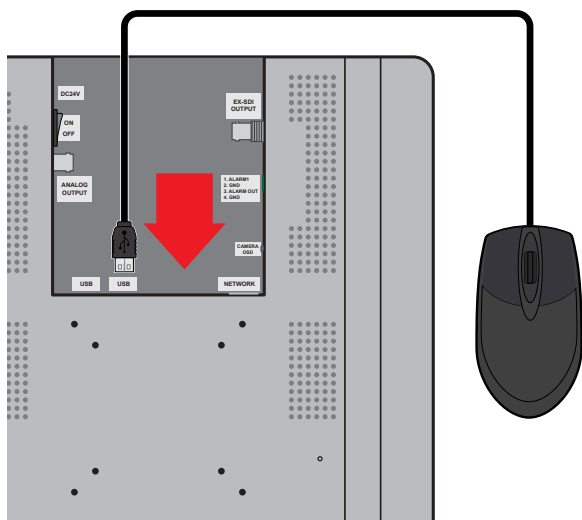
# NETWORK / Captive Portal



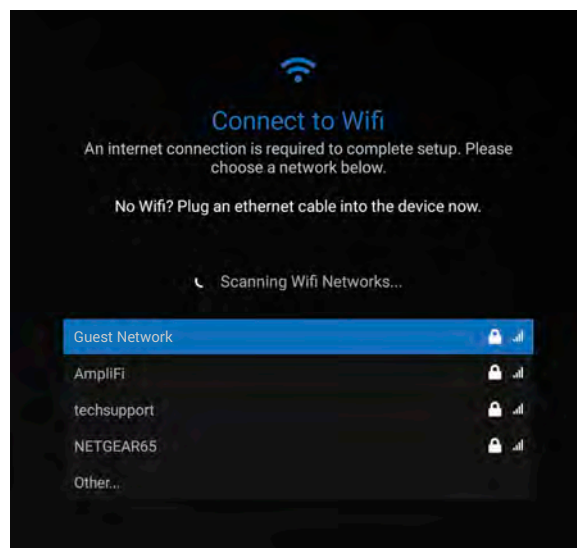
**ATTENTION:** *Captive Portals are only recommended for short-term testing and/or product evaluation as Captive Portals often require periodic re-authentication. A USB mouse is required for these steps.*

Connect PVMs support connecting to the internet via a wifi network which employs a Captive Portal. This can be helpful for use when testing or evaluating the Connect PVM.

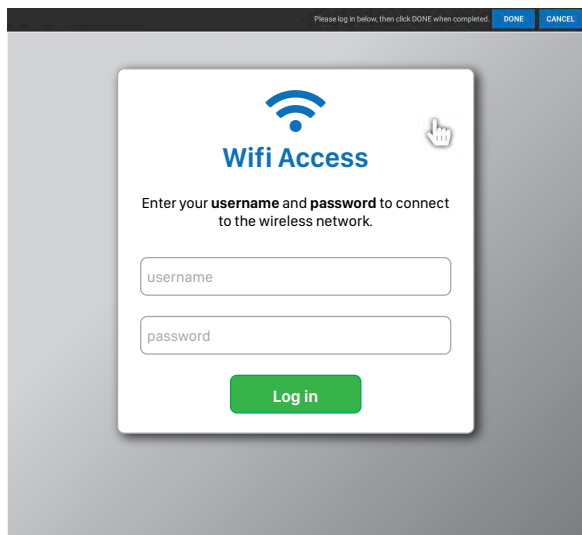
**Step 1.** Connect a USB mouse to one of the USB ports on the back of the Connect PVM. Confirm that you can see the mouse cursor on the screen. *\*USB mouse not included with Connect PVM.*



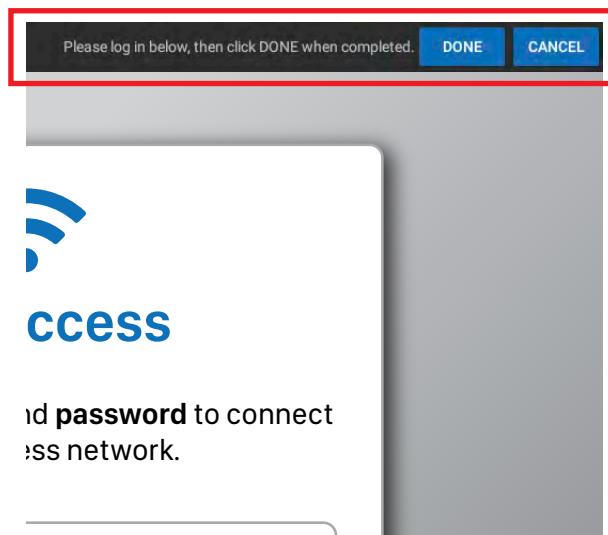
**Step 2.** Connect to the desired wifi network. This may be done during on-boarding or later via the Network settings menu (Press **Menu** on the remote, then select **Network** and **Wifi Networks**).



**Step 3.** Once the PVM has established a connection to the network, it should automatically detect the presence of a Captive Portal and redirect to that screen. *\*Captive Portal login screens will vary.*



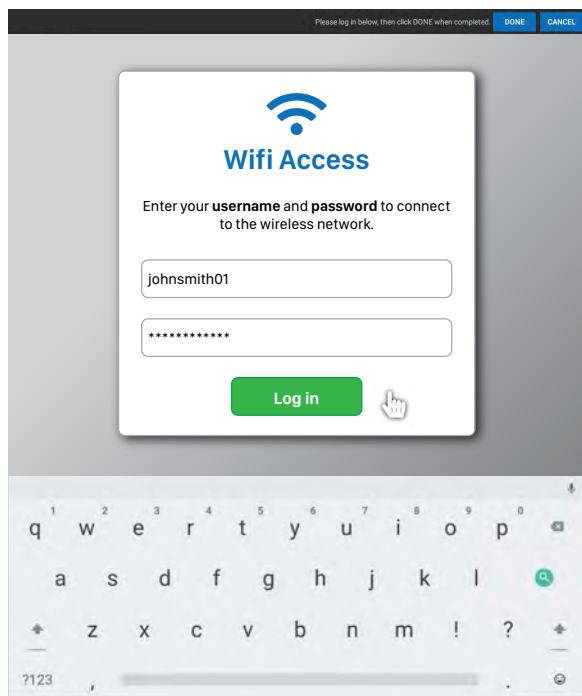
**Step 4.** This screen should display a black bar at the top with the instructions: "Please log in below, then click DONE when completed." Below this area will be the web page consisting of any steps the captive portal requires for signing in.



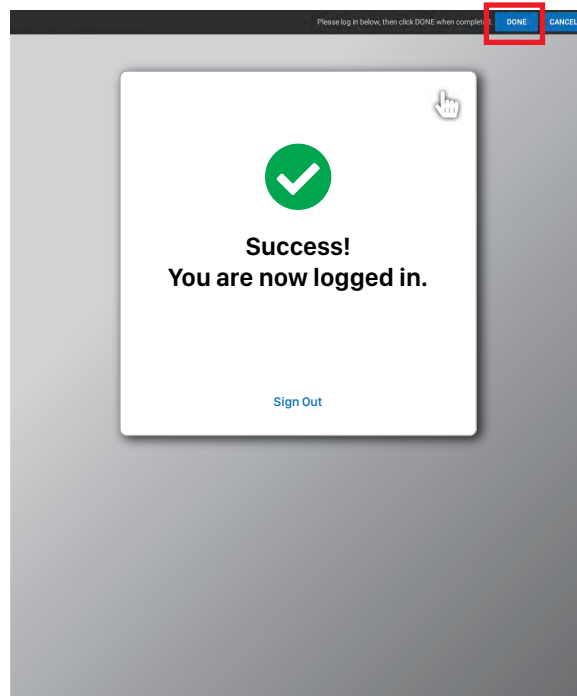




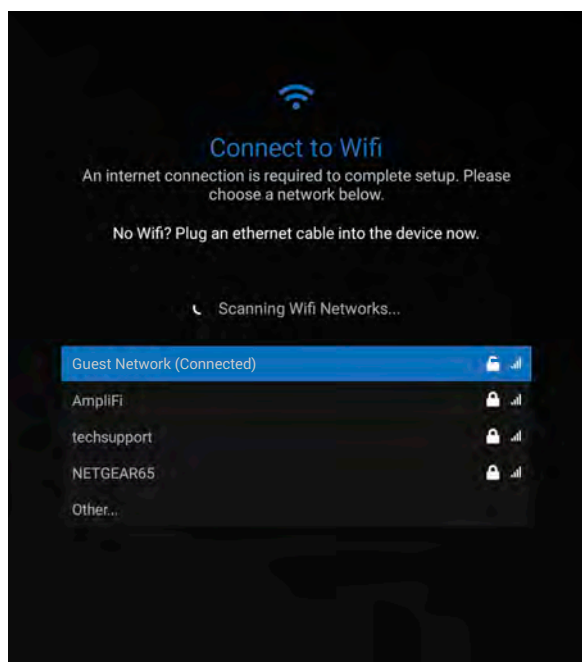
**Step 5.** Use the connected mouse and on-screen keyboard to complete the required steps and login to the Captive Portal Wifi network.



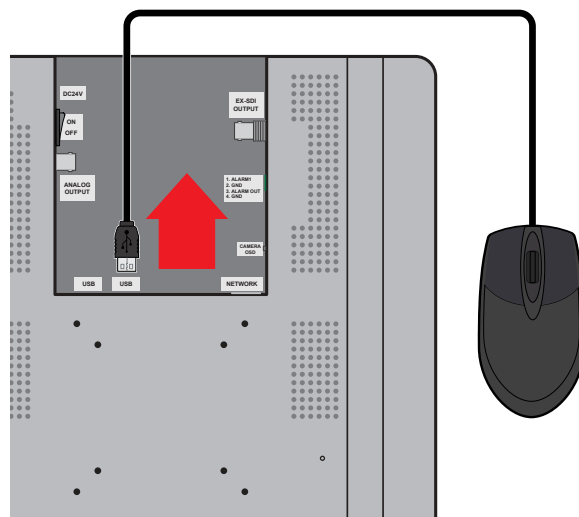
**Step 6.** After successfully connecting to the network, click the **DONE** button in the black bar at the top of the screen to continue with any additional set up.



**Step 7.** Clicking **DONE** should close this page and return you to the previous page.



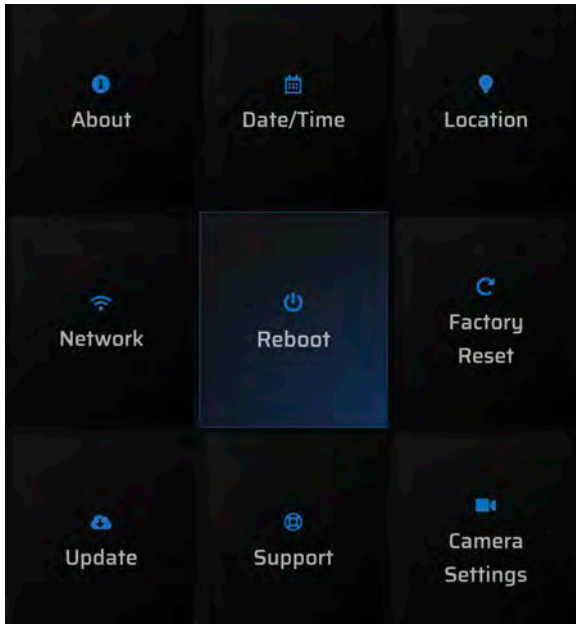
**Step 8.** Disconnect the mouse from the USB port on the back of the PVM.





## REBOOT

Periodically you may need to reboot the device after making system adjustments or if the device appears to be running slow or experiencing issues.



**Reboot.** Using the remote, scroll to **Reboot** and hit **ENTER**. There will be a small notification at the bottom of the screen stating “Device will reboot.”

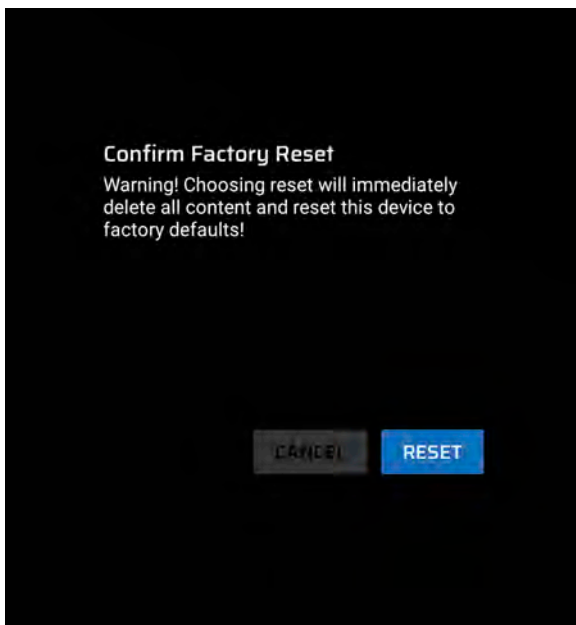
Rebooting the device will not remove any of the currently assigned advertising content.



## FACTORY RESET



**ATTENTION:** Performing a Factory Reset will remove all advertising content, delete any network settings, and un-associate the device from the company it was assigned to.

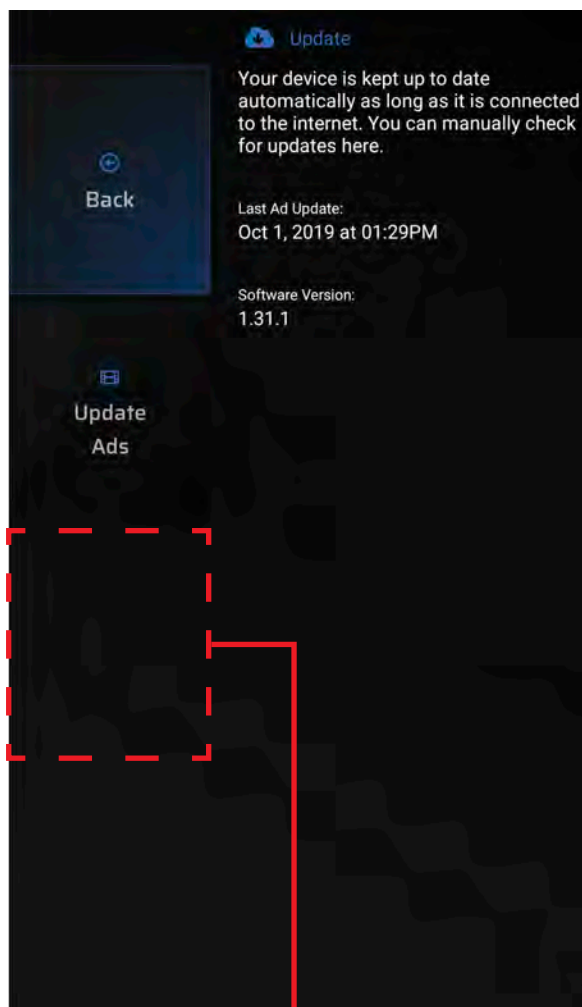


**Factory Reset.** Using the remote, scroll to **Factory Reset** and hit **ENTER**. Select **RESET** if you understand the actions of performing a Factory Reset.

Enter the Factory Reset code (6701) on the screen that follows. Then select **RESET** at the bottom and hit the **ENTER** button on the remote.



# UPDATE



**Software Update (Not Shown).** Periodically new software is released to connected devices. The software update will automatically install on its own. If for some reason the software update does not install on its own, or if you would prefer to manually update the software now, select **Software Update**.

Update times will vary depending on network performance and the size of the update. After the software update has successfully been installed the device will reboot.

**Update Ads.** If for some reason the device did not receive it's digital signage content, select **Update Ads** to manually fetch new content if available.

Selecting to manually update the ads will exit the menu screen.

During the update, a WHITE cloud icon and percentage will be shown in the top left corner of the screen. Accessing the menu screen will not be available until the update has completed.



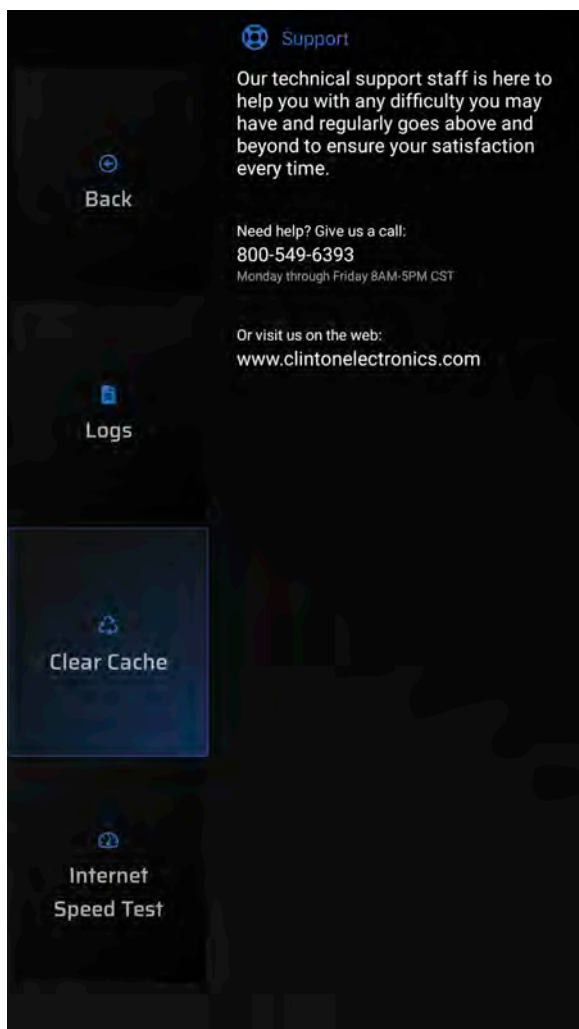
## HELPFUL TIP:

- If during the download the cloud icon is RED instead of WHITE, this indicates an error occurred during the download of the content. Check the Network settings to verify the device can connect to the internet. After verifying Network settings are correct, try to re-download the deployed content by selecting **Update Ads**, then **ENTER** on the remote.



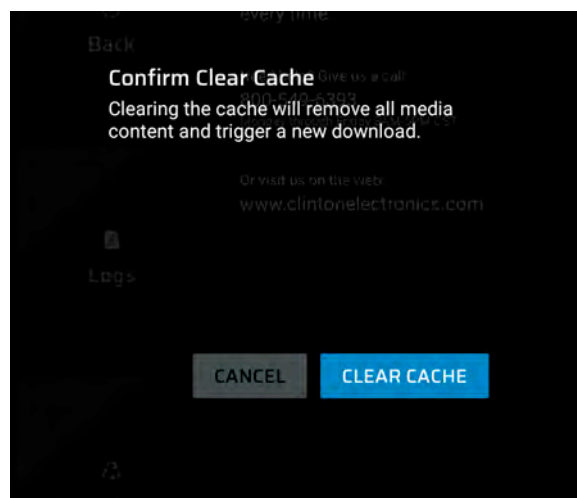
# SUPPORT

If you are having difficulties at any point in the installation process please contact us. We can be reached at 800-549-6393, Monday-Friday, 8am-5pm CST. Before requesting technical support we suggest trying to reboot the device. If you're still experiencing difficulties please access the About menu and have the Company name and device serial number ready.

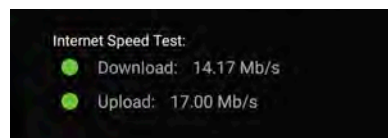


**Logs.** It may be required when speaking to our technical support staff to detail some of the most recent data logged on this device. If connected to the internet this information can also be accessed remotely by the admin using the Clinton Connect web app.

**Clear Cache.** If experiencing problems with media not properly deploying or content missing, often clearing the cache can remedy these problems. Scroll to **Clear Cache** and hit **ENTER** on the remote.



**Internet Speed Test.** Many problems can be caused by slow internet download speeds. For best performance a minimum 2 Mbps download speed is required, recommended 20 Mbps or faster download speed.

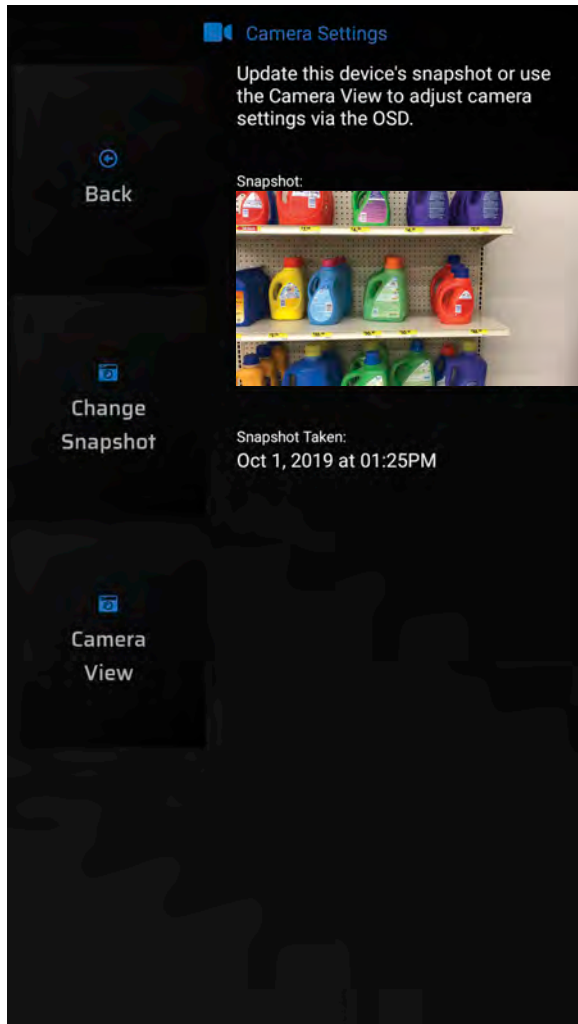




# CAMERA SETTINGS



**ATTENTION:** Actual camera settings can not be adjusted through this menu. The process of adjusting camera settings will vary depending on the model of camera equipped with this device.

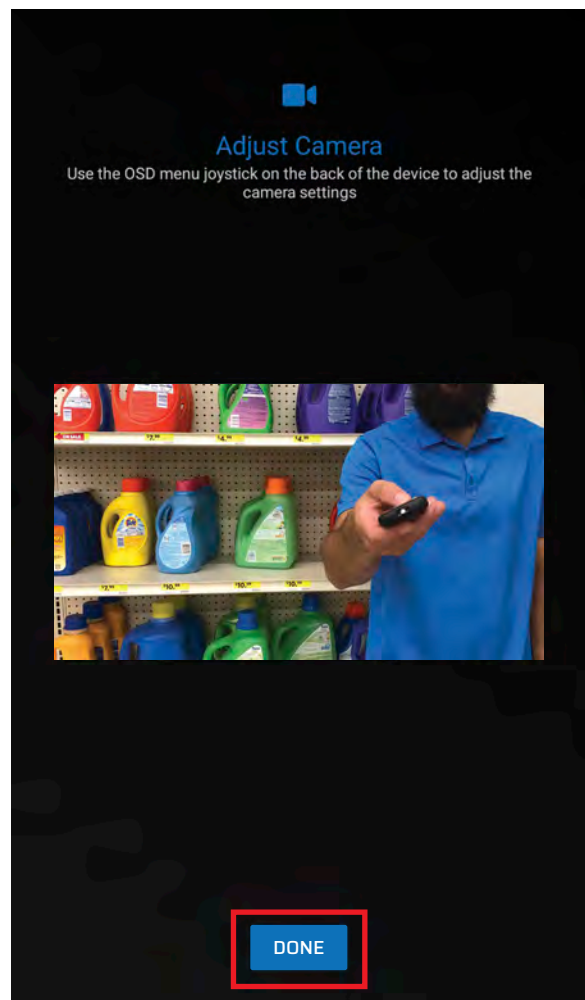


**Change Snapshot.** If needed, the saved image of the camera view can be retaken. Select **Change Snapshot** then hit **ENTER** on the remote when ready to **Snap a Photo**.

This information can also be remotely updated by the Clinton Connect admin.

**Camera View.** Select this option to display a 16:9 live camera view on the screen. This can be helpful when making adjustments to the camera and a test monitor is not available.

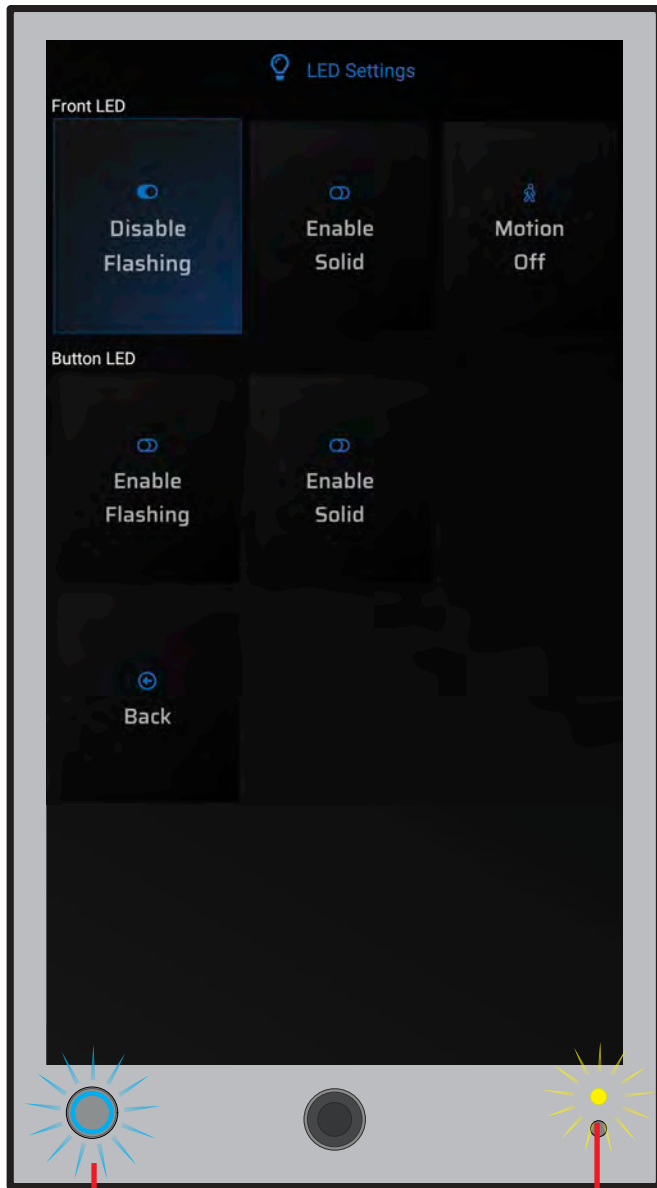
Once the desired settings have been adjusted on the camera, select DONE to exit this menu.





# LED SETTINGS

The LEDs on the front of the device can be turned On/Off in this menu, set to flash, be solid On, or triggered by motion.  
\*Options available will vary depending on the model of Connect PVM.



Button LED

Front LED

**Front LED.** This is the yellow LED located on the front of all Connect PVMs.

**Enable Flashing.** When set to On, the LED will flash On and Off.

**Enable Solid.** When set to On, the LED will not flash, it will be constant On.

**Motion On/Off.** When set to On, the LED will only turn On (either flash or solid on) when motion is detected.

**Button LED.** This blue ring LED is located on the push-button of the smaller Connect PVMs only (13" & 21").

**Enable Flashing.** When set to On, the LED will flash On and Off.

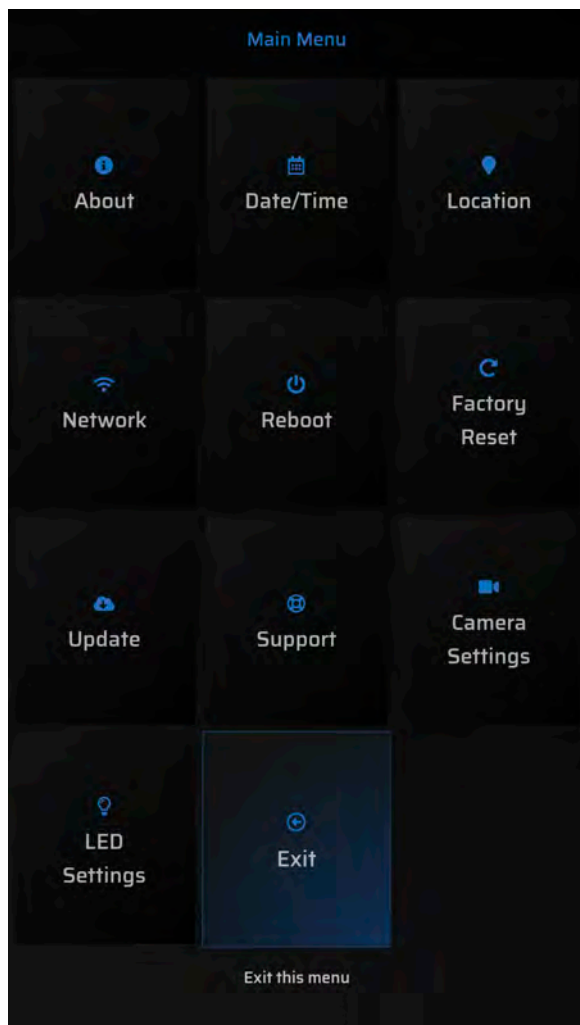
**Enable Solid.** When set to On, the LED will not flash, it will be constant On.

**Motion On/Off.** When set to On, the LED will only turn On (either flash or solid on) when motion is detected.



# EXIT

Exit the menu after making necessary adjustments. The menu will automatically time-out after 5 minutes of no activity.



**Exit.** Select **Exit** then hit **ENTER** on the remote to close the Main Menu and return to the advertising content.



**EXIT button.** Pressing the **EXIT** button on the remote will also go back to a previous screen and/or exit the main menu.

# clintonelectronics

6701 Clinton Road | Loves Park, IL 61111

## NEED HELP?



### Tech Support:

1-800-549-6393 Monday-Friday 8am-5pm (CST)



### Full PVM Manuals:

[www.clintonelectronics.com](http://www.clintonelectronics.com)



### Tutorial Videos:

[www.clintonconnect.com/support/#videos](http://www.clintonconnect.com/support/#videos)

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