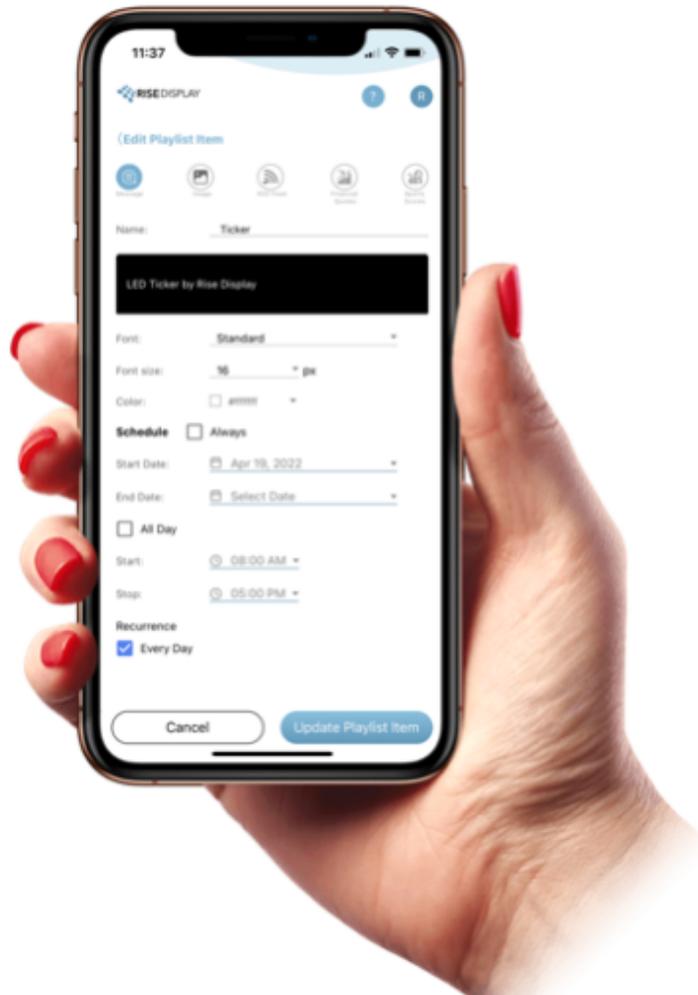


Ticker App User Guide



www.SkyboxFanCave.com

Version 1.1 (update 10/4/23)



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A five- minute software demo and other training resources are available at <https://www.risedisplay.com/ticker-software-training/>

Network Connectivity

The LED ticker's IoT controller communicates with our Cloud platform via both inbound and outbound TCP/IP connection to **cms.risedisplay.com** via **TCP Port 9090**. In order for the ticker to properly function, please make sure you whitelist this URL and port number on your network firewall. If you are unable to whitelist the domain [cms.risedisplay.com](https://docs.aws.amazon.com/vpc/latest/userguide/aws-ip-ranges.html), you will need to whitelist the IP address range for the AWS region "US East 1" located at <https://docs.aws.amazon.com/vpc/latest/userguide/aws-ip-ranges.html>

For instructions to connect your ticker hardware to a wireless network, review the Network Connectivity section in the [Rise Ticker Hardware Install Guide](#).

Security

Our SaaS platform is built using a modern technology stack with a multi-tenant architecture. Our Cloud Software applications are deployed on Amazon's Web Services platform and leverages its built-in security features.

Intelligent threat detection and continuous monitoring

- Amazon GuardDuty threat detection service continuously monitors for malicious activity and unauthorized behavior to protect our AWS accounts, workloads, and data stored in Amazon S3. The service uses machine learning, anomaly detection, and integrated threat intelligence to identify and prioritize potential threats.

Network and Infrastructure Security

- Virtual Private Clouds (VPCs) - this gives us complete control over all inbound and outbound network traffic. We use VPCs to secure our applications by restricting, where appropriate, access to and from the Internet.
- Security Groups and Network ACL's - We have created firewall rules controlling incoming and outgoing traffic at the instance or service level.
- CloudTrail - gives us the history of all API calls made against account resources, including API calls made via the AWS Management Console, SDKs, and command line tools.

Data Protection and Encryption

- Each Customer's information and data is partitioned into individual accounts in our Data lake. All data at rest is encrypted and protected.

Getting the Rise Ticker App

The Rise Ticker App can be installed from either the [Apple App Store](#) or the [Google Play Store](#).

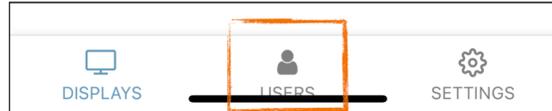
If your ticker is connected to the old Tickercom server and you want to upgrade, please follow [these instructions](#).

Once you receive the welcome email, you can log in with your email address and your temporary password is Rise@123. With your first log in, you will be prompted to create a new password.

Managing Users

Add a new User

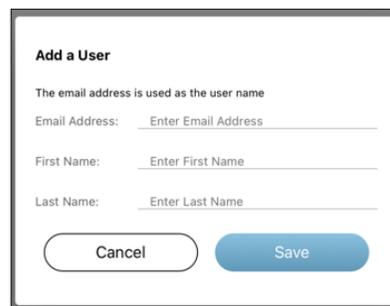
1. Open the Rise Ticker App and click Users at the bottom of the screen.



2. Click the green + sign in the lower right.



3. Enter the Email Address, First Name, and Last Name and hit Save.



Add a User

The email address is used as the user name

Email Address:

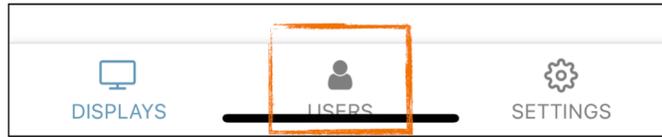
First Name:

Last Name:

4. The new User will receive an email to set their password and then be able to use the Rise Ticker App.

Remove a User

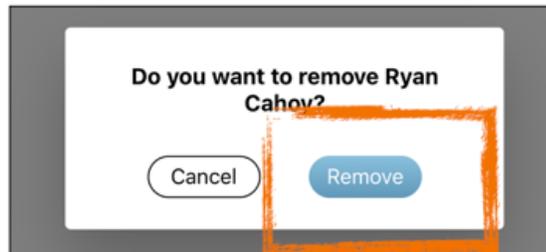
1. Open the Rise Ticker App and click Users at the bottom of the screen.



2. Select the User you want to remove and swipe to the left until you see the red delete and press the icon.



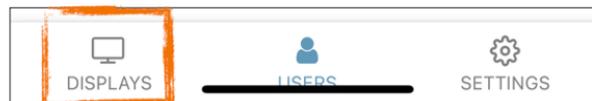
3. Confirm by pressing Remove.



Ticker Display Settings

Check Display Status

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



2. If the circle next to the display is green the ticker is online and receiving data. If the circle is red the display is offline and you can see when the ticker last connected to the server to receive updates.



3. For more details, select the name of the LED ticker you want information on.



4. In the shaded box you will find the Mac address, ticker height (in pixels), active subscriptions, and when those subscriptions expire. These are returned from the system and not editable from the Rise Ticker App.

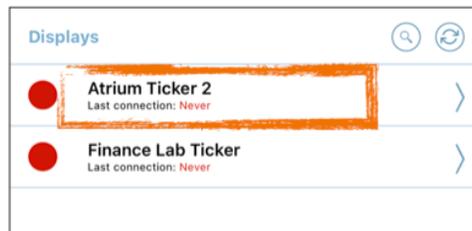


Update Display Settings

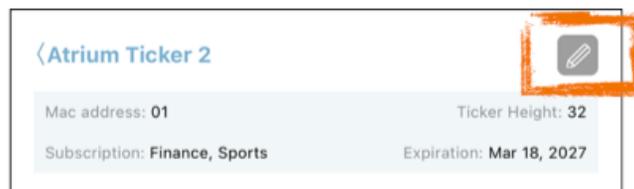
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



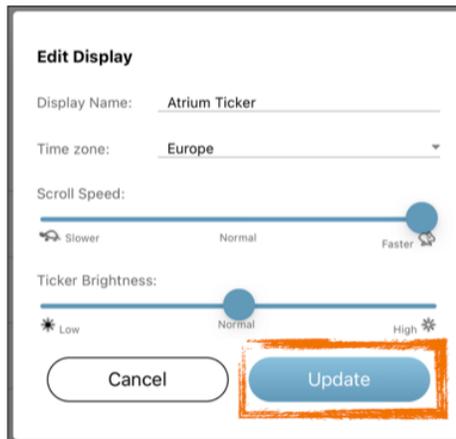
2. Select the name of the LED ticker you want to update.



3. Select the gray edit button in the upper right hand corner.

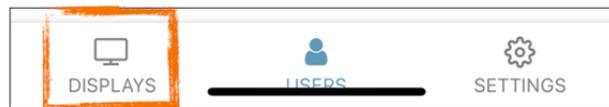


4. From this page you can update the Display Name, select a new time zone, adjust the scroll speed and brightness. After making any changes select Update to save the changes.

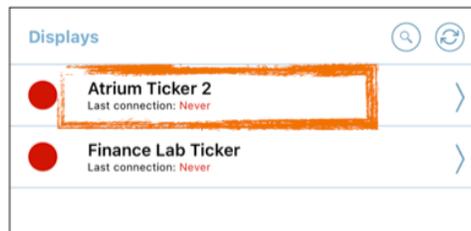


Remote Control (power on/off)

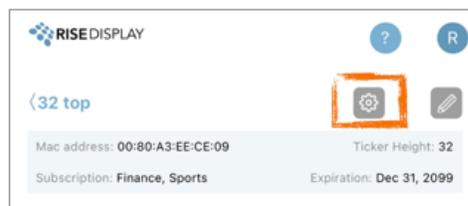
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



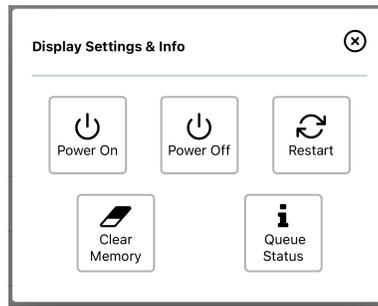
2. Select the name of the LED ticker you want to control.



3. Select the gray icon with a gear in the upper right corner.



4. Select the command for Power on, Power off, or Restart. Please note, commands may take up to 60 seconds to update the ticker display.



Set Power Save Schedule

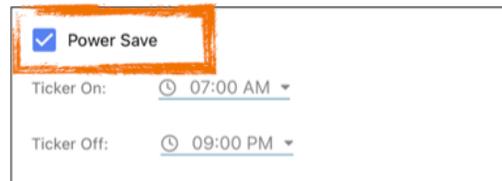
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



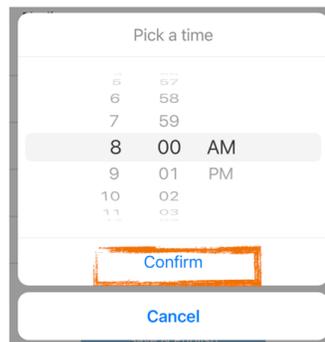
2. Select the name of the LED ticker you want to set a power save schedule on.



3. If the Power Save is unchecked, the display will run continuously 24/7. To edit the operation time, check the box and you can edit the time the ticker comes on and turns off.



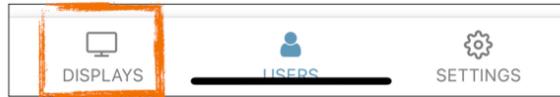
4. To adjust the time, select either the ticker on or off time, and then scroll through the desired hour, minute, and AM/PM to fit your schedule. After you have selected the desired time, press confirm to save your update.



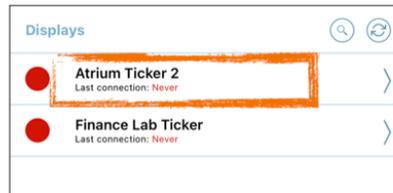
Managing Content

Working with Playlists

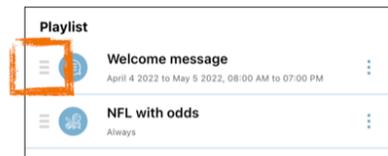
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



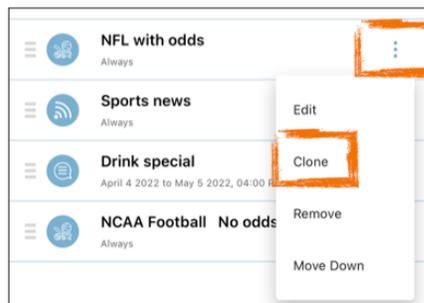
2. Select the name of the LED ticker you want to update the content for.



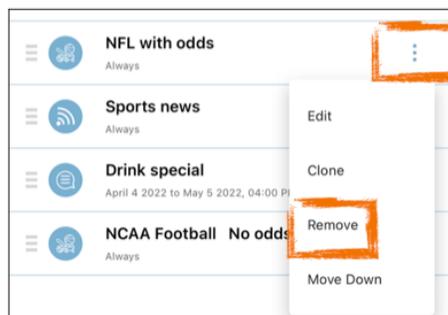
3. To change the order touch and hold the 3 vertical lines on the left next to the name of the playlist item you want to move. Alternatively, you can click the 3 dots on the right and select move up or move down to change position.



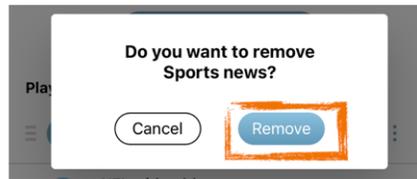
4. To make a copy of one of your playlist items, select the 3 dots on the right and then select clone from the menu.



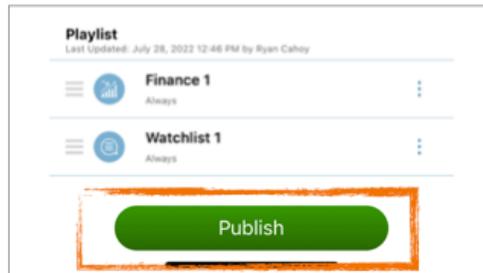
5. To remove an item from your playlists, select the 3 dots on the right then select remove from the menu.



6. Confirm by pressing Remove.

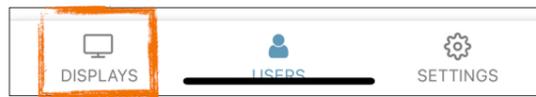


- To send the updates to your ticker, press Publish at the bottom of the screen. It may take up to 60 seconds for the ticker to reset to show the new content and depending on the amount of data and number of logos, it may take up to 10 minutes for all content to download.

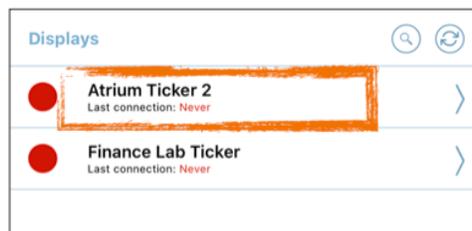


Adding a Message to your Ticker

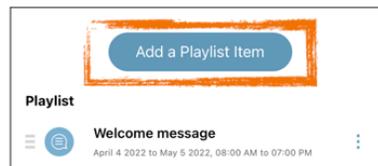
- Open the Rise Ticker App and click on Displays on the bottom of the screen.



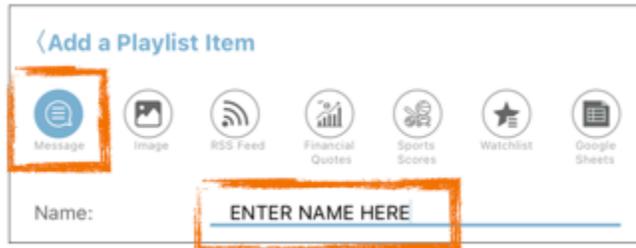
- Select the name of the LED ticker you want to update the content for.



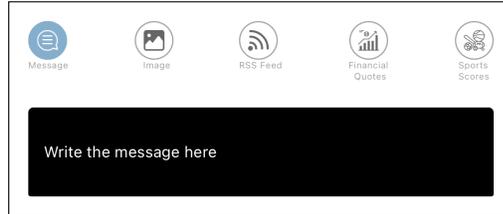
- Select Add a Playlist item.



- Select the Message Icon and type a name to label the content (i.e. Welcome).



5. In the black field, type your message (i.e. Welcome to our office).



6. Format your message by selecting the font style, size, and color.



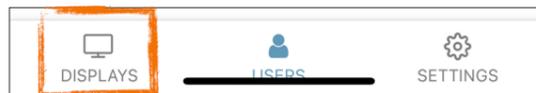
7. Scheduling is not available in the consumer version.

8. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

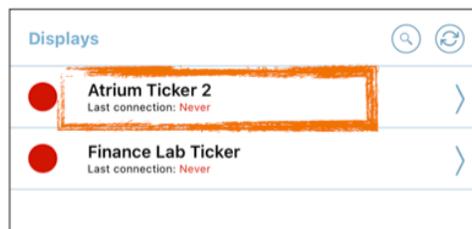


Adding Sports Scores to your Ticker

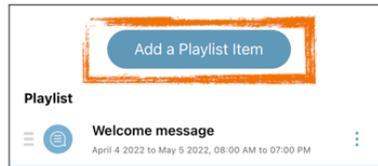
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



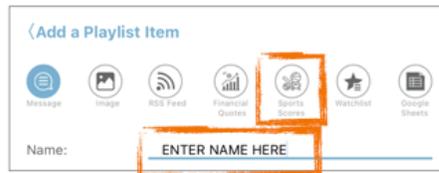
2. Select the name of the LED ticker you want to update the content for.



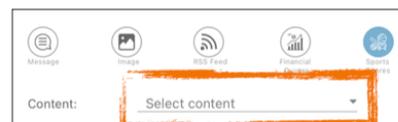
3. Select Add a Playlist item.



4. Select the Sports Scores Icon and type a name to label the content (i.e. baseball).



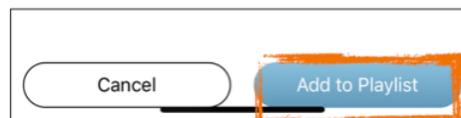
5. From the Content pull down select the Sport you want to show. (note logos are available for the Titan (16 pixel) and Franchise (32 pixel) models. We do NOT have logos for the Game Day (7 pixel) models.



6. If you would like to show betting odds turn the switch on

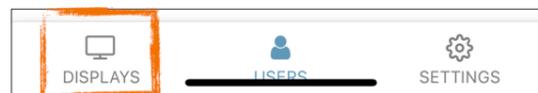


7. Scheduling is not available in the consumer version.
8. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.



Creating your own Stock Watchlist

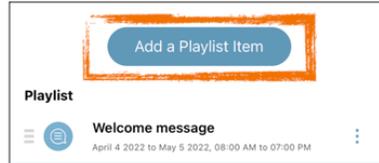
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.



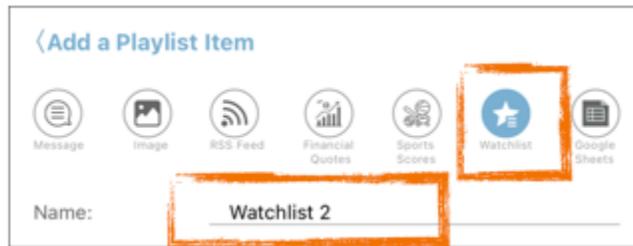
2. Select the name of the LED ticker you want to update the content for.



3. Select Add a Playlist item.



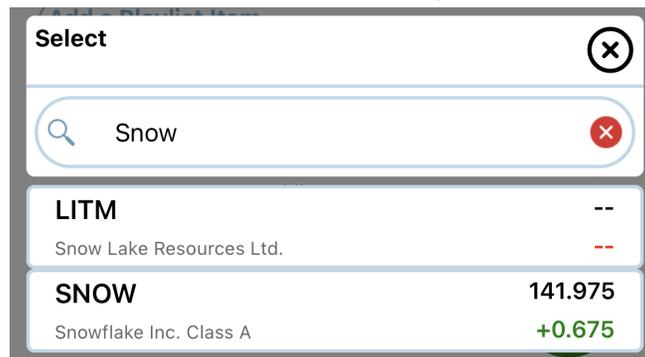
4. Select the Watchlist Icon and type a name to label the content (i.e. My Fund).



5. Press the green circle with a plus sign.

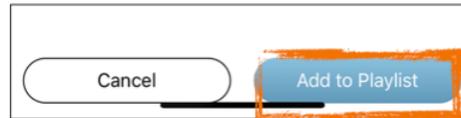


6. In the search box type the 1 to 5 letter stock symbol and press enter to search then select the symbol you want added to your watchlist. If you need help finding the symbol go to Quotemedia.com and use the Symbol look up in the top right corner. Note: we are currently licensed for equities on the NYSE and NASDAQ exchanges, if you don't see the symbol you are looking for or you want to inquire about other exchanges email us at support@risedisplay.com.



7. Repeat the process until you have all of the symbols for your custom watchlist.

8. Scheduling is not available in the consumer version.
9. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.



Commercial Version of Rise Ticker App

If you would like to upgrade to our Commercial version of the Rise Ticker App it is available for a fee to enable the following features:

- Scheduling content
- Showing Images / Graphics
- Support for RSS Feeds
- Prebuilt lists for popular financial instruments like the Dow 30, Nasdaq100, S&P 100 etc.
- Google Sheets integration for showing content from spreadsheets
- API integration

If you have questions about upgrading email support@risedisplay.com