Digitarium®
Universal Console™
for Nightshade® NG
User Manual

For Universal Console release 1.9.0

Manual Version 3.0

August 3, 2016

Digitalis®
EDUCATION SOLUTIONS, INC.

Table of Contents

817 Pacific Ave
Bremerton, WA 98337, USA
DigitalisEducation.com
Phone: +1.360.616.8915

Introduction

The Digitarium® Universal Console™ is a software interface that allows you to control your Digitarium digital planetarium system through a web browser. Version 1.9 and above are designed to work with systems using Nightshade NG (not Nightshade Legacy) software.

With a cross-platform, web-based application interface, users can control their system from a number of devices over a wired or wireless network. For example, a fixed dome user may want to use a PC type console in a control booth. For a more portable device, users might choose an Apple® iPad®.

The Universal Console is designed to give presenters more options for controlling their Digitarium planetarium system. The Universal Console has clear advantages for users who want finer control over their presentations, or who want to hide any trace of their user interface from the audience to maximize the immersive experience.

A drawback with the Universal Console is that you need to look at the interface while using it, whereas you can easily operate the Digitarium remote control by touch alone. Therefore it is entirely possible that you might use both during one presentation, using whichever is easier for a given task.

You should familiarize yourself with the Digitarium Software User Manual in order to understand and make effective use of all your Digitarium system software features. This manual only explains how to set up and use the Universal Console interface to your system.

If you have just downloaded a new version of this manual, remember that access to new features may require running a free Internet software update to get the latest software versions. We recommend that you always keep your system and user manuals up to date for the latest features and bug fixes.

Conventions Used

In this manual, when a special term is defined for the first time it will be shown in ***bold italics***.

```
If text needs to be entered exactly, it will be drawn like this in a
box.  Note that capitalized phrases in brackets need to be replaced
with an appropriate value when entering the text.
```

iPad

If something behaves differently on a particular platform, that will be called out like this, next to an icon for the browser or device (in this case for the Apple iPad).

Requirements

1. **Digitarium Control Unit:** A Digitarium control computer running the Digitarium OS6 software platform is required. If you purchase a license for the Digitarium Universal Console after receiving your system, you will need to perform an Internet software update to install the required software. See the Digitarium Software User Manual for more detail on this process.

2. **Computing Device:** Any Apple iPad model running iOS 9.3 and using the built in Safari web browser, or a computer running a recent version of the free Firefox® web browser is required. Firefox can be downloaded from http://www.mozilla.com. Other browsers or devices may also work, but we do not officially support anything else at this time.

WARNING: *Never update your iOS (iPad operating system software) without confirming this will not cause problems with the Universal Console application! You can find this information on the Updates by Operating Platform pages at: http://digitaliseducation.com/support.html*

Recommended and tested iPad iOS version is: 9.3
Some features may not work on older iOS versions.

Recommended and tested Firefox version is 46 or newer.

3. **Network hardware:** Some method of networking the Digitarium control unit computer and your computing device(s) is required. All Digitarium control units support a wired Ethernet connection, but this cable can be connected to a wireless router to enable access from an iPad or notebook computer via a WiFi wireless connection. If you are using a desktop computer, a wired network is usually the preferred option. Ideally this network would also have Internet access, so that you can easily perform software updates. Consult your local network administrator for advice and local policies. See Router Configuration Requirements on page 26 for more details.

The Digitarium CU-S control unit supports a direct WiFi connection, meaning that no additional networking hardware is required. Similarly, OP5 or newer Digitarium CU-1 control units support a tiny WiFi dongle (available from Digitalis) which can be left in the system while transporting. These options are great for portable users.

Typical Network Configuration

Interaction with Other User Interfaces

Digitarium hand-held remote controls can be used at the same time as the Universal Console interface. Multiple Universal Console interfaces can even be used at the same time, limited to the processing power of your system. However, there are a few limitations.

We recommend that you do not interact with the Universal Console interface while you are using a remote control to access the Media Browser function, while synchronizing your hard drive from a USB drive, or while performing a software update. This is because in these cases the simulator is suspended, which can lead to unexpected behavior in the Universal Console application.

When using multiple Universal Console instances, media shown on the dome is not shared between the different instances. So if one instance places media on the dome, another will not show this in its Media View.

First Time Set Up

The first time you set up your system to use a Universal Console interface, you will need to follow the steps below. **It is critical that you not skip any steps.** If you experience any problems setting up your system, please consult the Troubleshooting section on page 28.

1. Make sure your computing device meets the requirements outlined in the Requirements section above.

iPad

A. *Update your iPad operating system using Apple iTunes on a Mac or Windows computer to a supported version of iOS listed on page 4.* ***Other versions may not work and are not supported by Digitalis.***

B. *While holding the iPad in a landscape (rather than portrait) type orientation, press the home button on the face of the iPad twice in rapid succession. Some icons or controls will show up along the bottom of the screen. Drag your finger on this area to the right so that you scroll to the left until you see a circular arrow icon. If there is not a lock icon in the middle of the circle, click this button to lock the display orientation in landscape mode. Hit the home button once to exit.*

2. If using a wired network or external WiFi router, make sure the control unit Ethernet port is physically connected to your network.

3. Turn on your network router or switch if required and not already running.

If you are setting up a wireless router for the first time, follow the manufacturer's instructions for configuring your router. Typically you need to use a web browser to connect to the router and change settings. Be sure to:

3.1. Change the default password (and write this down so you remember it) so other people can not change your settings.

3.2. Set up a unique network ID (SSID). This must be a unique ID so that you and your wireless device can easily and correctly identify your network.

3.3. Configure a secure network to prevent unauthorized users from connecting to your network. We recommend the WPA2-PSK security option for speed and security.

3.4. Review Router Configuration Requirements on page 26 for other possible settings that may be required.

4. Boot up the Digitarium control unit.

5. Connect your computing device to the network the control unit is on. If you are connecting directly via WiFi to a CU-S or an OP6+ CU-1 with a WiFi dongle, join the “Digitarium-XXXX” network, where XXXX is a number unique to your system. The shared WPA key is “d” followed by your control unit serial number from your product label.

iPad

Press the home button on the iPad once to exit and then two more times to get to the home screen. Click on the Settings icon. Select the “Wi-Fi” section. Select your wireless network by the unique ID you gave it. Press the home button again to exit.

6. Using the Digitarium remote control, go to menu item 8.9 and note the IP address of the control unit. However, if connecting directly via WiFi to the control unit, use the address 10.0.0.1 instead.

7. Open the web browser on the device and open the location:

```
http://[IP ADDRESS]
```

Example:

```
http://10.0.0.1
```

8. You will be prompted to set a 6 digit password. If you ever need to reset this password, you can do so from the tui menu using your Digitarium remote

9. A Universal Console page should now load. If you get a warning about a pop-up window, you need to enable pop-ups with the button on the warning message and try again.

iPad

Do not be alarmed if this page is poorly formatted or cut off, you will fix this in the next step.

10. Create a Home Screen icon for easy future access. When you log in for the second time, you will be give the option to have your password remembered for one year.

mozilla Firefox

For optimal results in Firefox you can remove the unused browser controls around the Universal Console window to make it look like a native application. To do this, open a new browser window and enter "about:config" in the location bar and hit Enter. Scroll to "dom.disable_window_open_feature.location", right click this and toggle this setting to false. Do the same for the setting "dom.disable_window_open_feature.status". You can now close this window.

iPad

Click the icon next to the address box that looks like an arrow coming out of a rectangle (see screenshot at right). Select "Add to Home Screen" from the pop-up menu. You will then be prompted to name your application ("Universal Console" is a good option). Starting the application from the home screen allows the Universal Console interface to fit on the iPad screen without being cut off at the bottom.

11. Close your web browser. Next start up the Universal Console application from your bookmark or application icon you just created to make sure it works properly. You will be prompted to read and accept the license agreement before continuing to the application itself. Third generation iPads may not remember your password when using the pin to homescreen feature. You may be prompted to enter your password with each login.

12. You may want to turn down the brightness on your screen to avoid illuminating your dome with distracting stray light.

See the “Brightness & Wallpaper” section in the iPad settings.

Start Up

Once you have performed the first time setup, you should only need to perform the following steps to start up your Digitarium system and use the Universal Console interface. For any problems see the Troubleshooting section on page 28.

1. Make sure that the control unit can reach your network (Ethernet cable or WiFi dongle plugged in, for example).
2. Turn on any network router or switch if not already running.
3. Boot up the control unit.
4. Connect your computing device to the network the control unit is on.
5. Open your Universal Console bookmark in your web browser.
6. Enter your user name and password if required and get started.

Universal Console User Interface

The Universal Console user interface (UI) is divided into different sections, called ***views***. Each view allows you to control one major aspect of your Digitarium system. Each view is accessed from a row of tabs across the top of the screen. Clicking on the “Media” tab will take you to the Media View, for example.

Basic UI Actions

The following actions are used throughout the remainder of this manual to describe how to interact with the various UI components. If you are using a mouse or similar type pointing device, refer to the “Mouse” column for action definitions. If you are using an iPad, refer to the “Touchscreen” column.

Action	Mouse	Touchscreen
Click	Press and release your left mouse button with the cursor positioned on the component to click.	Touch one finger to the screen on the component to click, and immediately lift your finger.
Drag	Press your left mouse button with the cursor positioned on the component, move the mouse as desired, and then release the mouse button.	Touch one finger to the screen on the component, move your finger as desired, and then lift your finger.
Flick	Like a drag, but move the mouse quickly and release the mouse button while the cursor is still moving.	Like a drag, but move your finger quickly and lift your finger while it is still moving.

Basic UI Components

The following is a list of basic user interface components and instructions for using each. A graphical example follows each description. Specialized components used on single views are described in the later sections describing those views.

Button**:** Click the button to perform the action. If a button is not applicable to your current situation, the button will be darkened to signify it is inoperative.

Toggle Button**:** The checkbox to the left of the label shows the current state of the feature labeled on the button. Click the button to toggle the state of this feature.

***Pulldown Menu*:** Click the pulldown menu to bring up a list of other options. Drag or flick to scroll through the list. Click to select an option and close the menu.

***Edit Box*:** Click on the box to edit the value.

When you click on the box an on-screen keyboard will come up so that you can edit the value. Click the keyboard hide button to finish editing.

***Direct Slider*:** Drag the diamond shaped handle along the bar to adjust the value between the two endpoints. A direct slider can be horizontal or vertical. If the possible values are "On" and "Off", be sure to drag the handle all the way over to one side or the other before letting go so that your change will be made.

***Inertial Slider*:** Drag the round handle to the right to increase the value, or the left to decrease the value. The further you move the handle away from the center, the faster the value will change.

***Time Control Logo*:** To save space yet allow access to time rate control from any view, the Universal Console logo in the lower right of every view also doubles as a time control.

(can vary)

Flick from left to right over the logo to accelerate the time rate in a positive (forward) direction. Flick from right to left over the logo to accelerate the time rate in a negative (backward) direction. Click the logo for a real time rate. This takes some practice.

Click on the left side of the logo to accelerate time in a negative (backward) direction. Click on the right side of the logo to accelerate time in a positive (forward) direction. Click on the middle of the logo for a real time rate.

Observer View

The Observer view is used to view and adjust your observation position and control the simulation time and time rate.

Observation location controls are on the left side of the view. To change the observation home body, hit the “Change” button. This will take you to the Objects view where you can then fly to another body. To reload your default location, click the “Defaults” button.

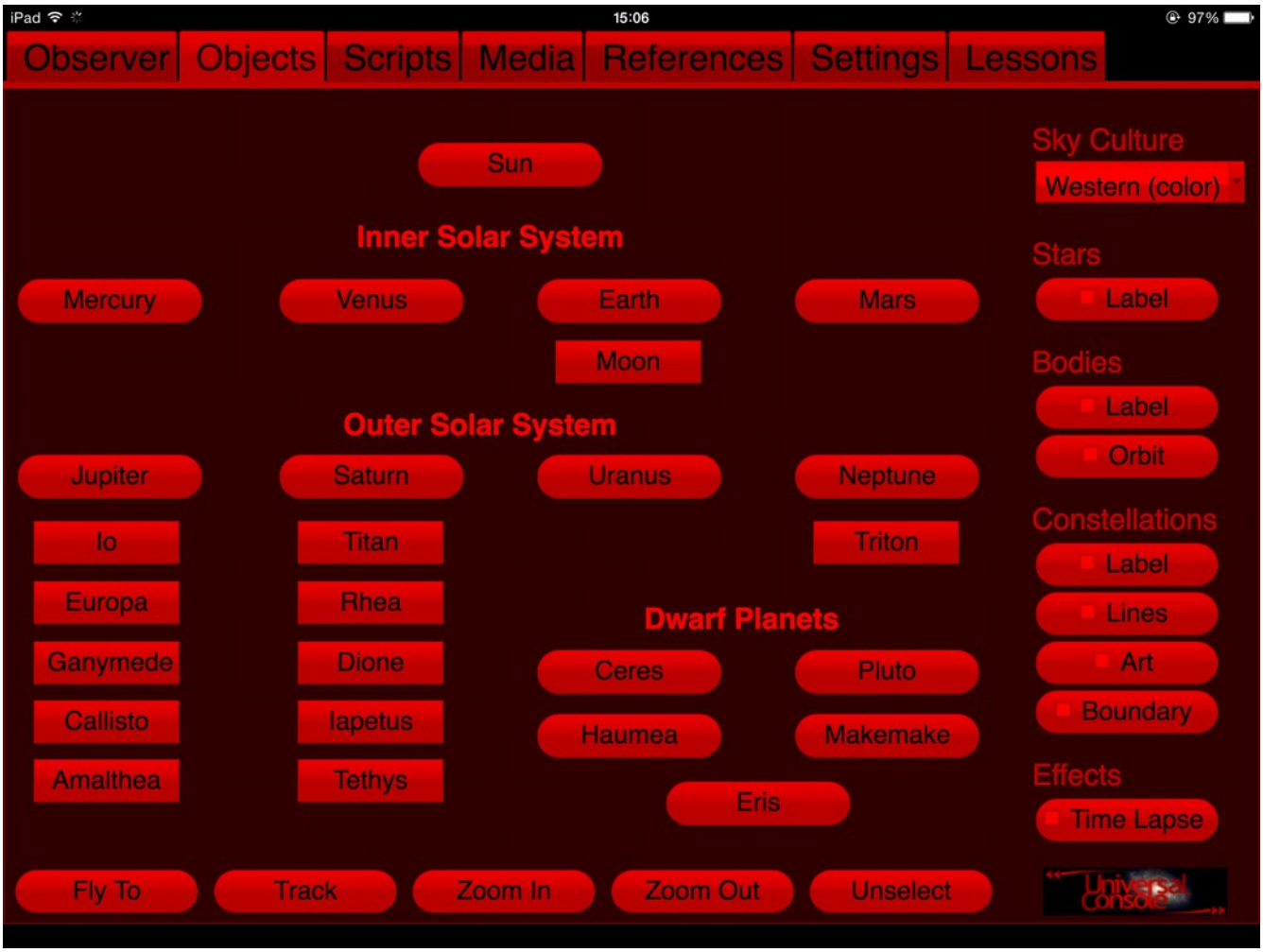
Time controls are on the right side of the view. The time control buttons at the upper right control the rate of time in the simulation, and work the same way as the buttons on the Digitarium remote. The fast forward button accelerates the time rate in a positive (forward) direction, and can be pressed multiple times. The rewind button accelerates the time rate in a negative (backward) direction. The play button moves forward in real time. To return to the current date and time, click the “Now” button.

One way to change your date is to use the calendar component, which is quite simple to use. Another option is to use the edit boxes to change your date or time directly. Note that the calendar component will not display properly past approximately the year +/- 275,000, but that all other time control methods will continue to work.

TIP Rather than adjusting your latitude, longitude, and timezone, it is often easier to simply change your latitude. Obviously this will not be sufficient for events such as eclipses, where longitude is critical, but it is often a quick shortcut in many other situations.

The -7, -1, +1, and +7 buttons adjust time by that number of Earth calendar days, unless the Sidereal button is checked. In that case these buttons adjust time using local sidereal days.

Objects View



The Objects view allows you to:

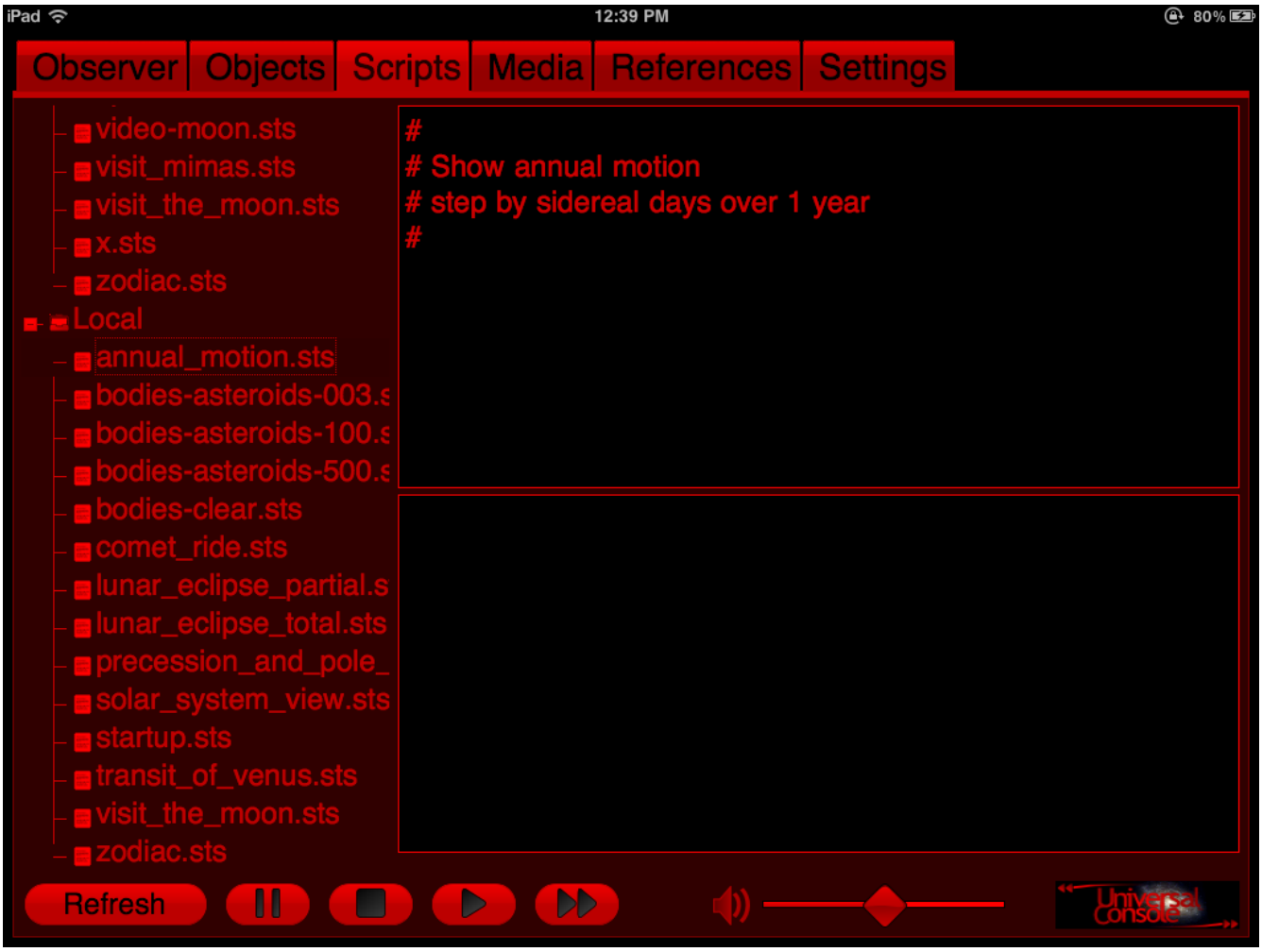
- Select and track objects in the sky
- zoom in or out on selected objects
- fly to other bodies
- toggle constellation labels and lines
- toggle star labels
- toggle planet labels and orbits
- turn on time lapse
- change your sky culture

To select an object just click the labeled button. You can only select one object at a time. To unselect an object click the “Unselect” button.

To zoom in you need to have an object selected. When you are in manual zoom mode (see the Settings view), you can hold down the zoom buttons to zoom in or out as desired.

This page intentionally left blank.

Scripts View



The Scripts view allows you to select and play StratoScript™ scripts from your internal hard drive.

On the left is a tree of the Local (maintained by Digitalis) and Internal (maintained by you) scripts on your system. Drag to scroll up/down/left/right as needed. If you have just synchronized files to your internal hard drive, you can hit the “Refresh” button to generate an updated tree. Click on a script in the tree to select it.

When a script is selected, any comments at the top of the script will be displayed in the upper right viewing box. Drag to scroll within this box if needed.

The lower right viewing box shows any script errors while a script is playing. Note that some script errors will not produce error messages. It is always better to initially debug a script on a desktop version of Nightshade where you have full access to the error log.

The playback controls at the bottom of the view allow you to control script playback. Click the play button to begin script playback. You can click the fast forward button multiple times to fast forward at faster rates through the script.

If a script is playing, the play button icon will be red rather than black. Likewise, if a script is paused, the pause button icon will be red.

To the right of the playback controls is a volume control slider. If your script has audio, you can easily adjust the playback volume here. Note that this is equivalent to using the volume control on the Media view or using the Digitarium remote control.

Media View

The Media view allows you to easily select images or videos to show on your dome, adjust media placement and projection types, play automated slide shows, and even play audio tracks in the background.

Directory Tree

On the left is a directory tree of the Internal hard drive (maintained by you) in your system. If you have a USB drive inserted, this will also show up here. Drag on the directory tree to scroll up/down/left/right as needed. If you have just synchronized files to your internal hard drive or switched USB drives, hit the “Refresh” button to generate an updated tree.

Thumbnail List

When you click on a folder in the tree, the folder will be highlighted in black and the media in that directory will be drawn as thumbnails across the top of the view. For large folders or files there may be a short delay before the thumbnails show up.

Video files are signified by thumbnails with film sprockets at the sides. Audio files are signified by a waveform pattern. If a file format is not supported, it will not show up in the thumbnail list.

If there are more files than fit on the view, you can use the arrow buttons on the sides of the thumbnail list to page through the full list.

Dome Preview

The large black circle with cardinal points is a simplified ***dome preview*** which allows you to place media directly onto the dome where you want it. Note that the dome preview is a reflection of the dome, as if you were sitting in the South and facing North with your screen laid flat in front of you.

Media Slots

A ***slot*** is a place where a media file can be shown. A square with a red pulsating border is the currently selected slot. If a slot is empty, it has a dark red interior. If a slot contains a media file, a thumbnail is shown in the slot and the media will be visible on the dome. To select a different slot, simply click on another slot in the dome preview.

By default, the Media view starts with an empty slot above the South horizon. This is also the default location if you create a new slot by clicking on the “New Slot” button.

Adjusting Slots

Simply drag a slot to move it. This can be done whether or not the slot is empty.

iPad

You can click on multiple slots at the same time and move these independently.

To rotate a slot, touch the slot with one finger and then use another finger to rotate around the first finger. If you vary the distance between the second and first finger, you will scale the slot.

mozilla Firefox

To rotate a slot hold down the Shift key and drag.

To scale a slot use the mouse wheel.

Selecting a Thumbnail

If you click on a thumbnail in the thumbnail list, the full filename is displayed just below the row of thumbnails so that you can confirm you have selected the correct file. The currently selected thumbnail is surrounded by a red border in the thumbnail list.

Playing Media

To place the media file associated with the currently selected thumbnail into the currently selected slot, simply click again on the selected thumbnail. If the media file is an image, it will show up on the dome in that approximate location. If the media file is a video, it will show up and begin playing.

However, audio-only files will only show up in the ***audio slot*** located to the lower left of the dome preview, even if you select another slot before clicking on the audio thumbnail.

Replacing or Clearing Slot Contents

To replace the contents of the currently selected slot, simply click on another thumbnail twice (once to select, again to place on the dome). To empty the media file from the currently selected slot, but keep the slot otherwise unchanged, click on the “Clear” button. To clear and erase all existing slots, click the “Clear All” button.

Projection Modes

A slot can be in the default ***perspective mode*** or in ***fulldome mode***. To switch between perspective and fulldome mode click the “Fulldome” toggle button with the slot selected.

In perspective mode, media files are distortion corrected to look correct on a small portion of the dome. In perspective mode, slots can be moved, scaled, rotated, and mirrored. When a perspective mode slot is moved, the bottom stays parallel to the horizon as much as possible.

In fulldome mode, a media file will be scaled to fit your dome, and the slot can only be rotated. This is most useful for fulldome videos or fisheye images.

Mirroring

To mirror a perspective mode slot so that it displays on two sides of the dome for easier viewing, simply click the “Mirror” toggle button while the slot is selected.

Playback Controls

The playback buttons at the bottom of the view control the currently selected slot. To switch to the previous or next media file in the same folder, click on the previous and next buttons respectively.

With an image slot, if you press the play button a simple slideshow will begin taking you through the other image files in that folder. Click the stop button to end the slideshow.

For a video or audio file, you can stop, pause, or resume playing the media. Before playing an audio file you can click the loop button below the audio slot to toggle between the default of playing the track once, or looping so that the file will repeat indefinitely. You can not change this once an audio track is already playing. Note that only one audio track and only one video file can play at any one time. Also note that a video will always overlay any images being displayed.

The volume control slider on the right adjusts the playback volume for audio or video files. This is equivalent to using the volume control slider on the Scripts view, however the volume control buttons on the Digitarium remote control will not work here unless a script is also running.

Note that if you display images with transparent backgrounds (PNG is a good format for this) you can move spacecraft, figures, etc. around the dome without any distracting square edges.

References View

The References view allows you to quickly toggle reference lines and other visual settings, including setting the current landscape.

For background on each feature, see the Digitarium Software User Manual.

Settings View

The Settings view allows you to change configuration settings that are otherwise accessed through the text menu using the Digitarium remote control. On this view you can change your sky and user interface languages, save and load your default settings, and shut down the Digitarium control computer.

The sky language is used for labeling objects in the sky. The UI language affects the text menu interface and the Universal Console interface.

Setting effects are discussed in the “Menu Mode” section of the Digitarium Software User Manual.

To change colors of drawn lines or labels, select the item you want to change the color of from the pulldown menu in the upper right. The current color will be shown in the color selector immediately below it. The color selector control consists of a ***color saturation square***, a vertical ***hue selector*** (looks like a rainbow), and a small ***color preview*** square.

You can click within the color saturation square to adjust the saturation of the current hue. A small circle shows the current saturation selection and the color preview gives you a larger sample of the current color. To change the hue, click on the desired hue in the hue selector.

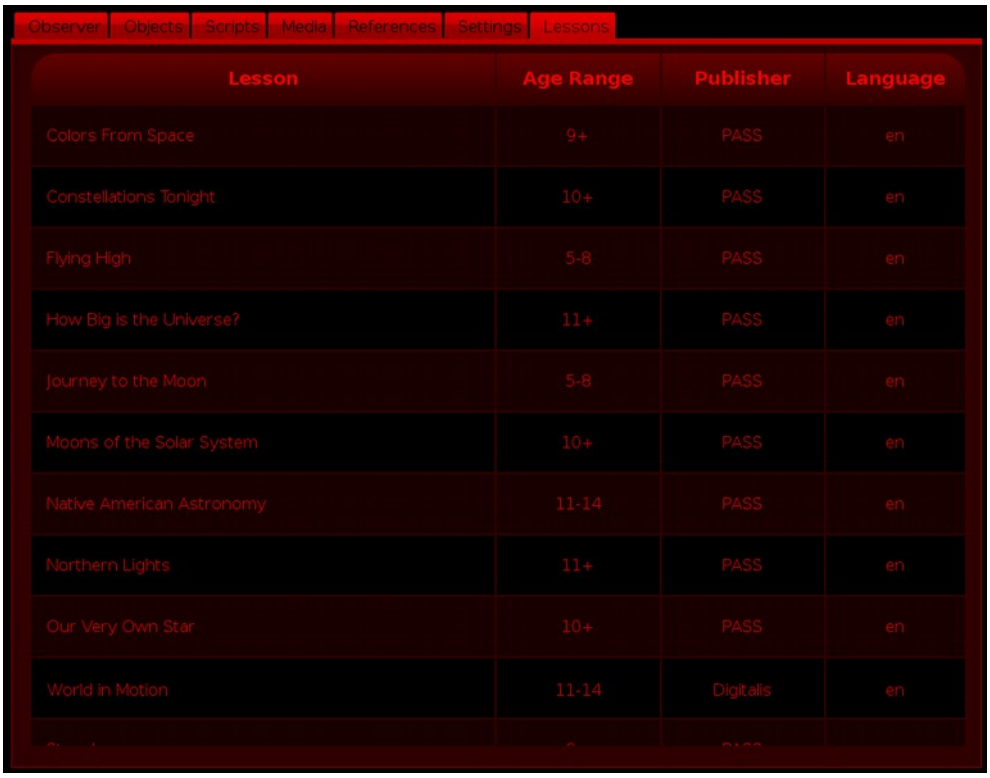
The pulldown menu on the right hand side, labled “Rendering”, allows you to select **light exposure, Gamma, or Saturation**, and adjust these settings with the slider bar below. You

can find more information about these Rendering settings in the “Menu Mode” section of the Digitarium Software User Manual.

Click the “About” button for Universal Console version information.

Lessons View

The Lessons view allows you to access Augmented Lessons that are specifically developed for use with the Universal Console.



Lesson	Age Range	Publisher	Language
Colors From Space	9+	PASS	en
Constellations Tonight	10+	PASS	en
Flying High	5-8	PASS	en
How Big is the Universe?	11+	PASS	en
Journey to the Moon	5-8	PASS	en
Moons of the Solar System	10+	PASS	en
Native American Astronomy	11-14	PASS	en
Northern Lights	11+	PASS	en
Our Very Own Star	10+	PASS	en
World in Motion	11-14	Digitalis	en

Lesson Index

When the Lessons view is first selected you will see an index of all available augmented lessons which reside on your Digitarium's internal hard drive (example shown above). New lessons can be synced to your internal hard drive in the same way that new media is synced.

The lesson index includes the name, target age range, publisher, and language of each lesson. Simply click/tap on the lesson name to load the lesson.

If you do not have any Augmented Lessons or want more, please go to the Digitalis Community Site (http://community.digitaliseducation.com/digitalis-lessons). Lessons can be customized to your needs or created from scratch by someone with basic experience writing HTML and StratoScript scripts.

Navigation

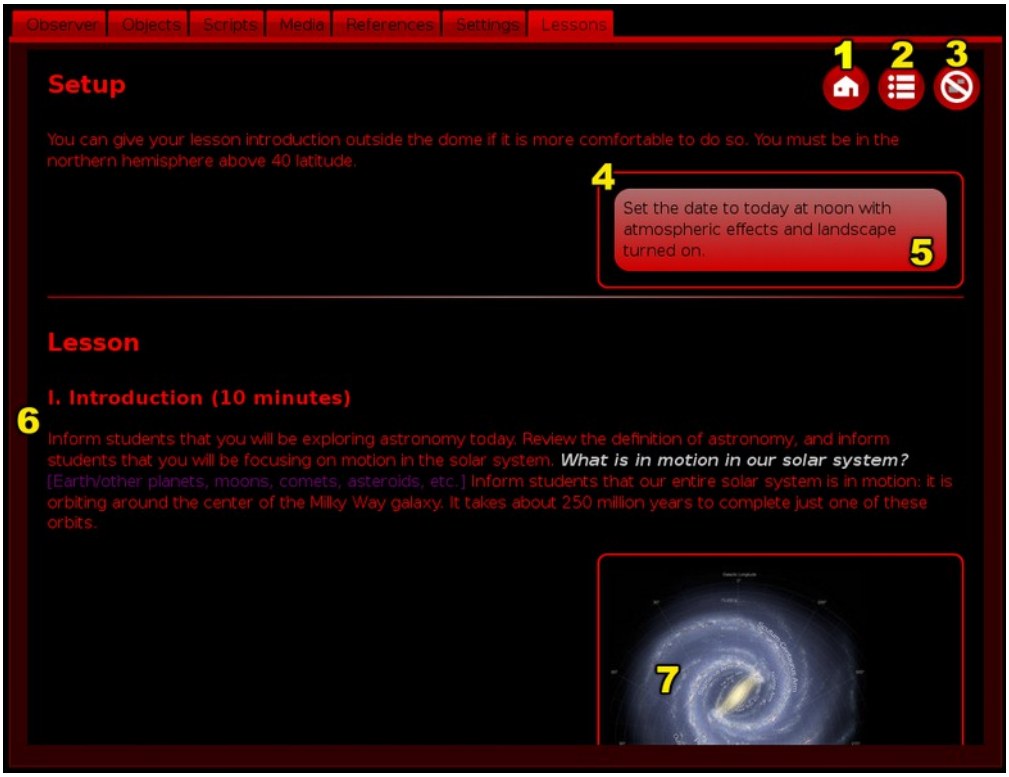
Once you are viewing an individual lesson you can leave the lesson to go to other tabs as needed, and then hit the Lessons tab to return where you left off.

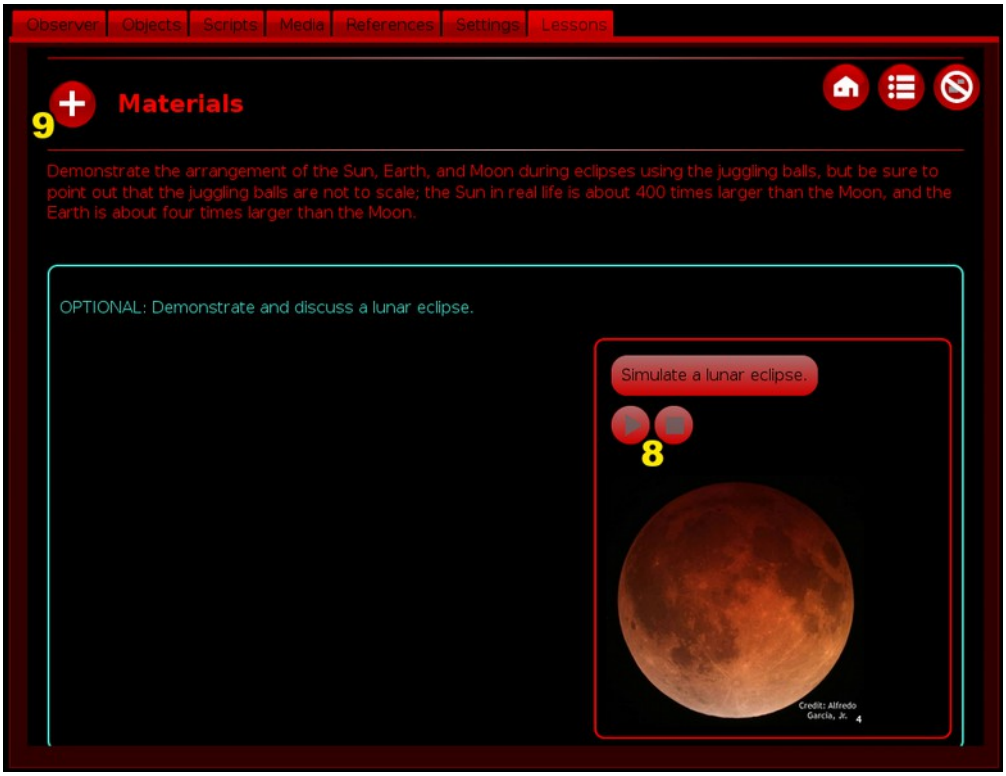
Lessons typically include everything a presenter should need to give a full presentation, including narration text, images, videos, and scripted actions. Just scroll down.

Feature Identifier

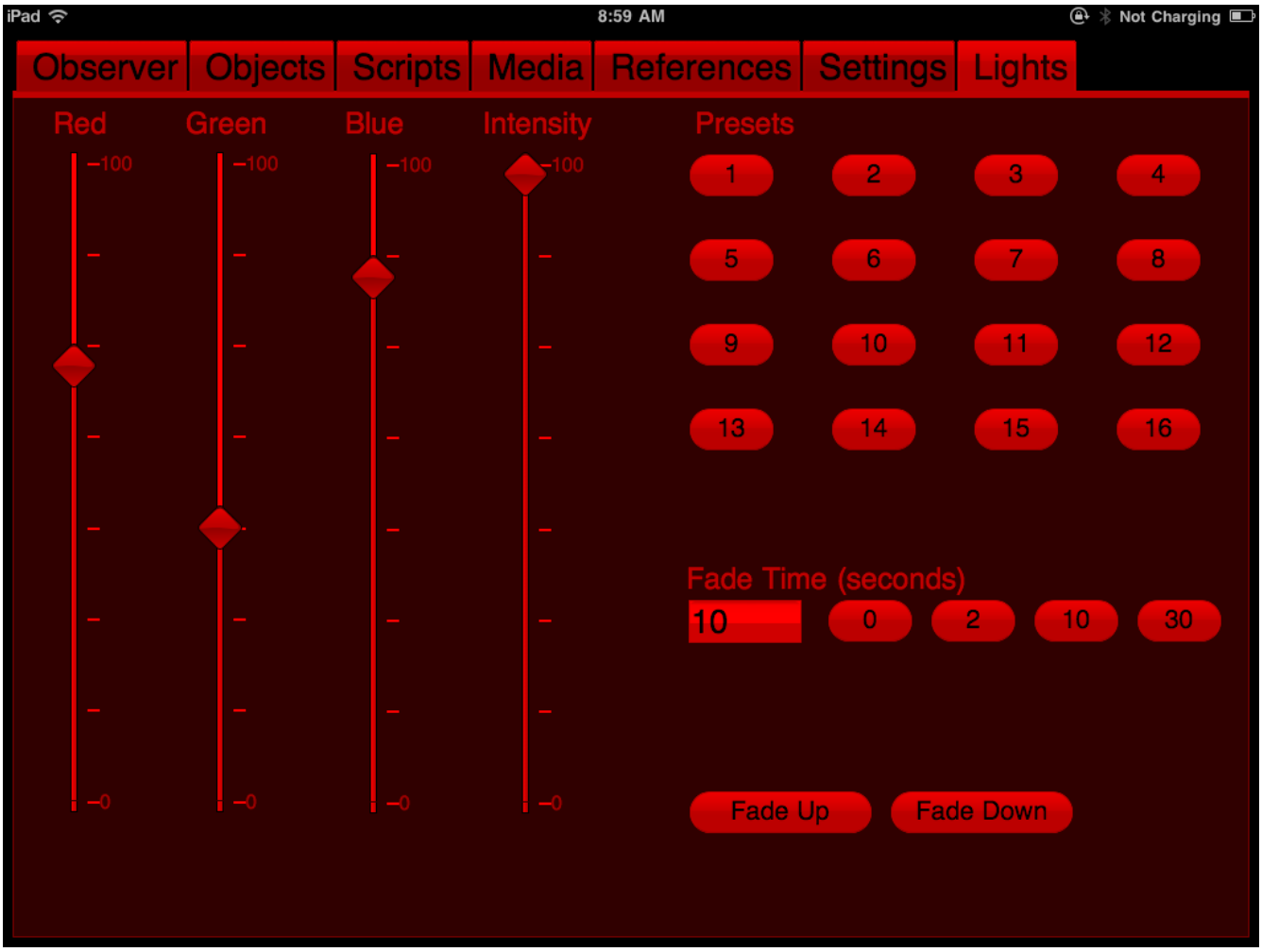
The images below identify key features of an Augmented Lesson:

1. Close the current lesson and go to the **lesson index**.
2. Jump to the lesson's **Table of Contents**.
3. **Drop all media** (images/videos/audio) which are currently being shown or played.
4. **'Action'** boxes have red borders and appear on the right side of the screen. These are things you should do as the presenter. Actions include media, system commands, and physical activities.
5. **'Effects'** are red buttons. Clicking such a button will result in the effect taking place on your Digitarium system.
6. **'Narration'** text is left justified and offers narrative guidance for the lesson.
7. **Image/video/audio thumbnails** located inside action boxes are clicked to load the image or play the audio or video on your Digitarium system.
8. **Play**, **pause**, and **stop buttons** allow you to control audio, videos, and some complex script effects.
9. Click the plus sign to **expand collapsed sections**, and click the minus sign to collapse them when desired.




Observer
Objects
Scripts
Media
References
Settings
Lessons
9
Materials
Demonstrate the arrangement of the Sun, Earth, and Moon during eclipses using the juggling balls, but be sure to point out that the juggling balls are not to scale; the Sun in real life is about 400 times larger than the Moon, and the Earth is about four times larger than the Moon.
OPTIONAL: Demonstrate and discuss a lunar eclipse.
Simulate a lunar eclipse.
8
Credit: Alfredo Garcia, Jr.

Lights View



Digitalis has collaborated with Bowen Technovation so that you can control one of their excellent AstroFX Aurora LED cove lighting systems from your Digitarium system. If your network is configured properly (see Router Configuration Requirements on page 26) you will see the Lights tab show up when starting up a Universal Console session.

The Intensity slider allows you to adjust the brightness of the cove without changing your color setting. The Red, Green, and Blue sliders can be dragged to adjust the final combined color of the cove lights. Note that slider changes take effect over a fade time, which is set on the middle right of this screen. You can either enter the number of seconds manually, or click the shortcut buttons to the right of the text box instead.

The Fade Up and Fade Down buttons set the cove intensity full on or full off, respectively, using the current fade duration setting.

The 16 preset buttons activate preset 'scenes' that you can set up using your Aurora control console.

Router Configuration Requirements

Note: Always consult your local network administrator or IT department when setting up routers or changing networks so that they can assist you and comply with local policies and security considerations.

Basic Configuration

If using a wired network to the control unit, your router needs to support DHCP in order for the Digitarium control unit to obtain an IP address and communicate on the network.

You do not need to use a wireless router if you do not plan on using a wireless device like an iPad. In this situation you could use a wired router, or just use your existing network, depending on your local network policies.

Ideally your network has Internet access so that you can easily perform software updates, but this is not required for the Universal Console interface to function.

We recommend configuring your router's DHCP settings to always assign the same IP address to your control unit so that you can easily connect each time you start up a Universal Console session. Adjusting this setting will be easiest if the control unit is running and connected to the router so that you can identify it (IP assignment is done by MAC address, a unique identifier that exists in every network interface).

Basic Wireless Settings

We recommend setting up your Wi-Fi network as a secure network dedicated to your Digitarium in order to prevent unauthorized access and reduce latency from other traffic. A suggested security option is WPA2-PSK for speed and security.

Bowen Technovation Integration

For your Digitarium to control a Bowen AstroFX Aurora cove lighting system, you must set up your router to use the 192.168.2.x network and the control unit must have a wired ethernet connection. When both the Digitarium control unit and Bowen control server are booted up attached to the router, the Digitarium will have a 192.168.2.x IP address and be able to communicate to the Bowen system (which is always IP 192.168.2.245).

If you have a Bowen AstroFX Commander system, which can control your Digitarium system, you need to configure your router's DHCP settings to assign an IP address of 192.168.2.100 to the Digitarium control unit (based on its MAC address). This will be easiest if the control unit is running and connected to the router already. After a reboot with the Commander computer and control unit connected to the router, you will be able to control the Digitarium from the Commander console.

Software Updates

Free Universal Console software updates are announced through the Digitalis community site at:

http://community.DigitalisEducation.com

Please register for an account if you have not already done so to get email announcements and share with other Digitarium users. Our software update history is publicly posted at:

http://DigitalisEducation.com/support.html

To perform a software update, refer to your Digitarium Software User Manual.

UPDATE WARNING: *Due to bugs in the iPad, every time you update your control unit with a new Universal Console software release, you will need to force your iPad to clear its application cache for the Universal Console. Otherwise you may get strange behavior.*

On your iPad:

1. *Go to Settings -> General -> Date & Time.*
2. *Turn off "Set Automatically" and manually set the date a year into the future.*
3. *Reload the Universal Console application from your home screen bookmark icon.*
4. *Go back and restore your previous time settings.*

Troubleshooting

Symptom	Possible Solution
No IP address shown on Digitarium control unit.	**1.** Did you have the wired network connected before booting the control unit? If not, reboot. **2.** Is your network set up to use DHCP for IP assignment? If not, you can use a low cost router and place this between the control unit and your normal network. Assign a static IP to the router following the manufacturer's instructions and your local network administrator's policies.
Can not connect to IP address of Digitarium.	**1.** Is your computing device connected to the network? iPad *Click the button on the lower right side (or upper left side depending on your iPad's current orientation) of the device once to blank the screen and a second time to wake it back up. Slide the on-screen slider to unlock the device. This should restart the Wi-Fi connection without having to exit the Universal Console interface.* **2.** Are you on the correct network? iPad *The network could be switched without your knowledge if you have "Ask to join other networks" set to "ON" in the Wi-Fi settings. Turn this off to avoid this problem.* **3.** Is the control unit still connected to the network? Look at menu item 8.9 using the remote control and verify that an IP address is listed and that this is the one you are connecting to (unless you are connecting directly via WiFi to a Digitarium control unit that supports this). If your IP address changes from time to time, you can assign the control unit a static IP address in your router so that it will not change. See the router manufacturer's instructions and/or your local network administrator.
Universal Console suddenly stops controlling Digitarium.	**1.** The iPad 1 (at least with iOS 4) had a power saving feature which disconnected WiFi after 30 minutes, and there was no option to turn off this feature. One option is to upgrade to iOS 5 or see the workaround (1) immediately above. **2.** See test (2) immediately above. **3.** Try restarting your Universal Console session. **4.** If this happens frequently, make sure your computing device operating system is up to date and try using a more reliable wireless router if you are using Wi-Fi (check for Wi-Fi interference as well).

Symptom	Possible Solution
No sound when playing a video or audio file.	**1.** Are you sure the video has an audio track? **2.** Do you have speakers plugged in, powered, turned on, and turned up loud enough to hear? **3.** Turn up the audio volume.
Can not remember password.	Use the Digitarium remote control to go to menu item 8.12 and eset your password.
Bottom of interface cut off or missing	Is your browser resolution at least 1024x768? Try enlarging your browser window. iPad *Did you start the Universal Console application by clicking on the icon on your home screen that you created in the First Time Set Up on page 6? This is not optional.*
User interface is intermittently unresponsive using Firefox	Try upgrading Firefox.
Using 3 or more fingers on the iPad leads to the iPad freezing up.	iPad *This is an Apple bug with multitouch multitasking. Try to avoid using more than 2 fingers at a time on the iPad.*
Unable to leave the Universal Console on the iPad	iPad *If the round button on the face of the iPad will not close the Universal Console, hold down that button and the power button on the edge of the iPad together for a few seconds until the iPad turns off. Then restart the iPad.*
General strange behavior or Augmented Lessons not working fully.	iPad *Did you possibly upgrade your iOS version without checking if this version works with the Universal Console or are you running an older unsupported iOS version? See the warning on page 4.* *Have you cleared your application cache after a Universal Console software update, as described on page 27?*
Thumbnails show up as question mark icons.	You probably have used up all the space on your internal drive and there was no room left to store thumbnails. Try removing some files from your master external drive and synchronizing your files again.

How to Get Help

If you are experiencing problems with your Digitarium system, please:

1. Reread the manuals to make sure you haven't missed a possible solution.

2. Contact your local distributor, or (for English) technical support use:

- email: support@digitaliseducation.com
- phone: +1.360.616.8915
- fax: +1.360.616.8917

Software Licenses

The Digitarium system is driven by software, both proprietary and open source.

Proprietary Digitalis software is covered under our standard End User License Agreement. You will need to review and accept this license when you log in to your Universal Console for the first time and possibly again after updating your system.

Open source software licenses are listed at: http://digitaliseducation.com/licenses.html