

ARHOCH PRODUCT MANUALS

ARHOCH TV

User manual for administration, player and Android application

Understand each area of the system and follow the procedures, from initial setup to everyday operations.

How to use this manual

Follow the quick start to prepare your environment. Then look up individual tasks in the chapters. Screenshots use demonstration data; available menus and actions depend on your permissions.

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About this manual

This manual teaches the complete flow for pairing screens, creating media, playlists, layouts, SGA calls and operations. Images show the real interface with demonstration data, not customers or commercial results.

Follow quick start first, then the chapter for your task. Registration, invitations, profiles, organization and branches use IAM; also consult the IAM manual for shared operations.

This documentation describes implemented features. External source availability, connectivity, permissions and physical compatibility may affect results. The Android host is a test build and emulator validation does not certify every device.

Quick start

1. Sign in at tv.arhoch.com/app and select organization and branch.
2. Open tv.arhoch.com/player/ on the display device.
3. Pair the screen in the panel using its QR or code and check the destination.
4. Register images, videos and widgets in Media.
5. Build a playlist, review duration, dates and priority, and save.
6. Confirm on the device and its report that the correct version is playing.

1 Getting started and connecting your first screen

1.1 Sign in and select your organization and branch

What it is for The organization groups the company's data. The branch determines which schedule and screens you manage.

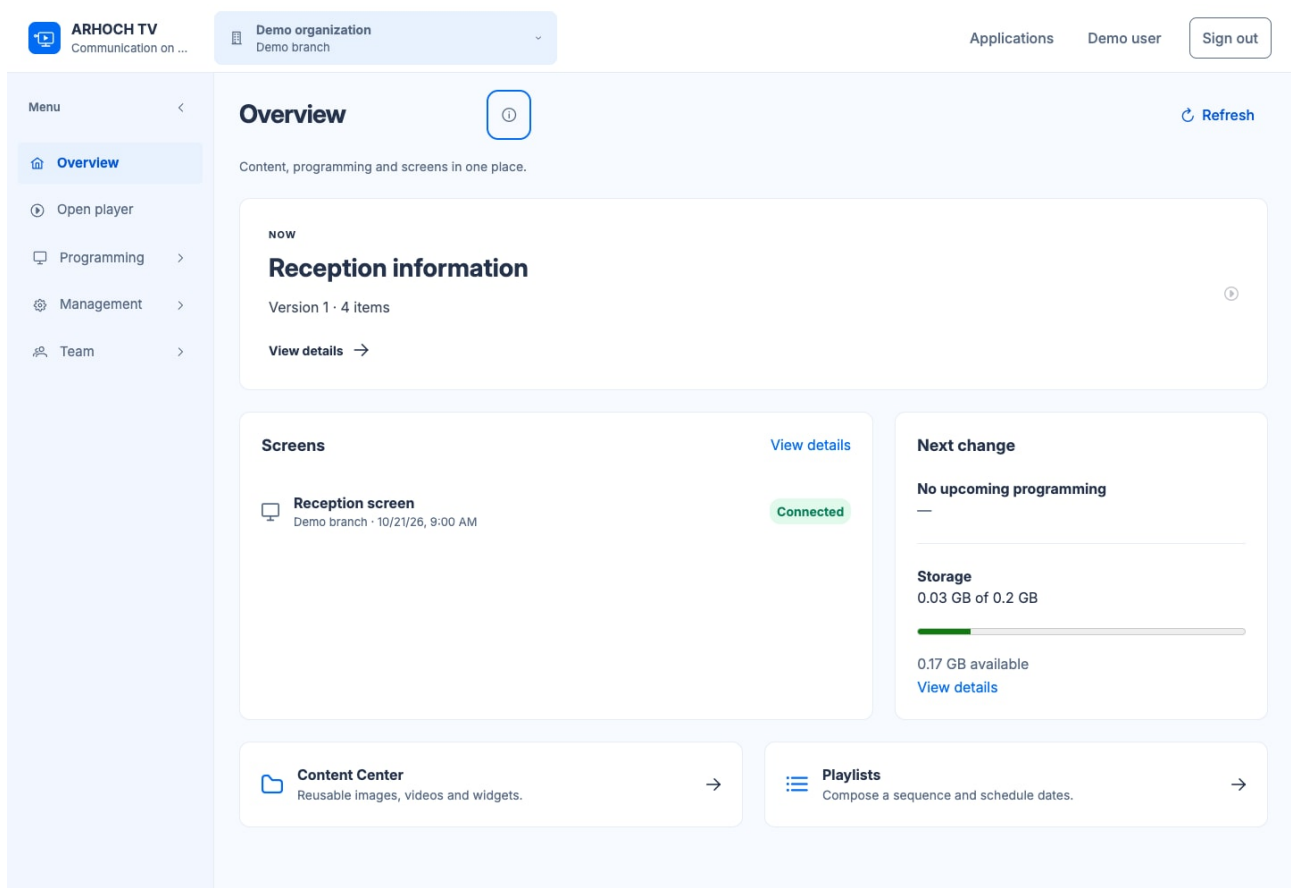
Where to find it <https://tv.arhoch.com/app>

Step by step

1. Open the administration address on a computer or phone. Use your ARHOCH account; if necessary, choose "Create account" on the sign-in page.
2. Complete the verification and sign-in steps requested by IAM. The screen player does not require an administrator login.
3. In the header context selector, check the organization and select the desired branch. If no context is available, complete the official creation flow or ask the responsible person for access.
4. Open "Overview" and review the current schedule, screens, next change and storage. Check the branch again before saving content or connecting devices.

Expected result

The header identifies the context in which your actions will run.



Actual interface in a local documentation environment; demonstration data.

Important information

Menus follow your permissions. A missing button may mean read-only access rather than a display fault.

1.2 Connect a screen using its code or QR code

What it is for Assigns a playback browser or application to the branch. All screens in that branch receive the same active schedule.

Where to find it "Programming" → "Screens" → "Pair screen"

Before you start

- Internet for the first connection, a browser supporting Service Worker and local storage, and permission to pair screens in the branch.

Fields and options

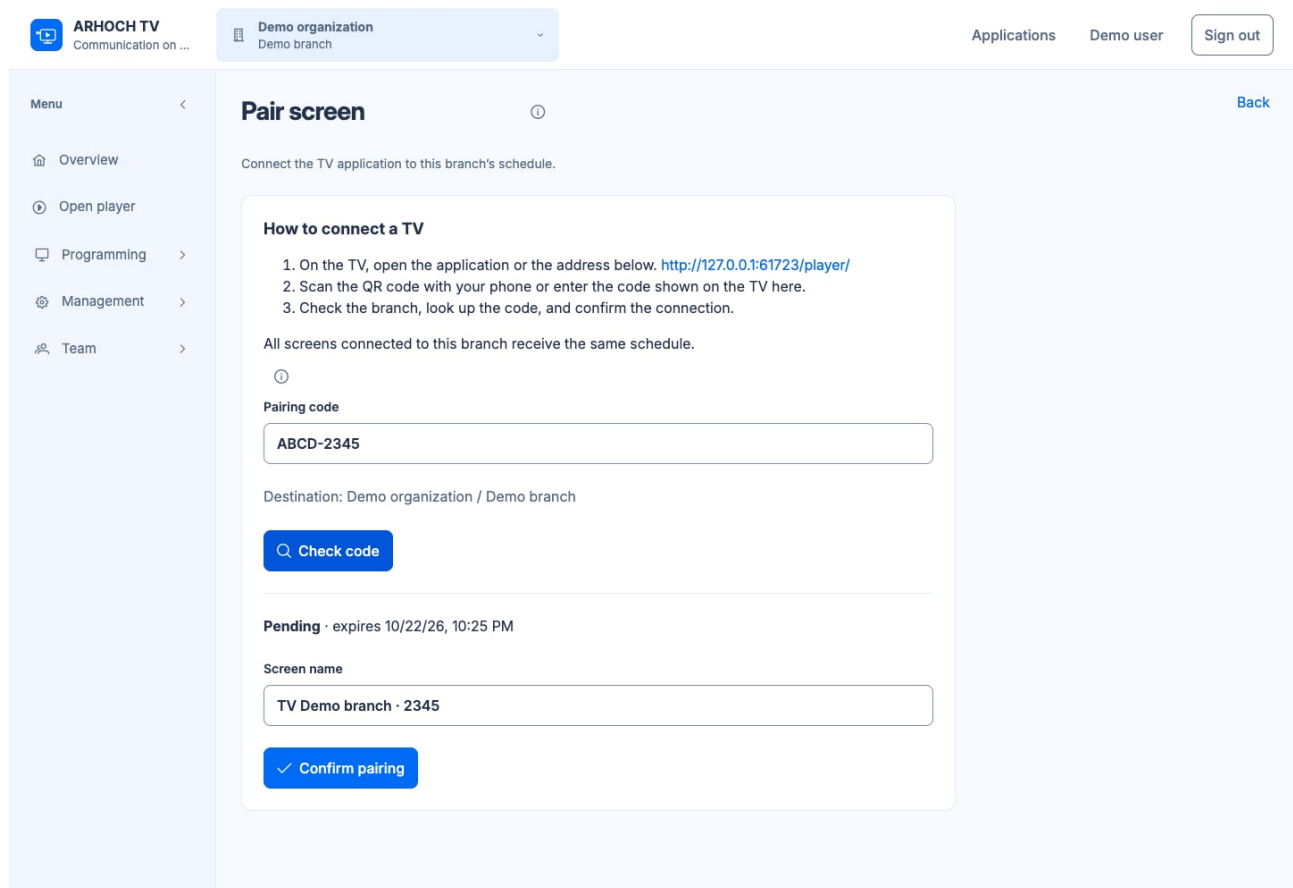
"Pairing code"	Eight characters issued by the screen. Spaces and hyphens are normalized. Valid for one hour.
"Screen name"	Readable device identification; up to 255 characters.

Step by step

1. On the display device, open <https://tv.arhoch.com/player/> in a compatible browser. In the Android application, choose "Produção" (Production). Keep this page open.
2. Wait for the eight-character code, displayed as XXXX-XXXX, and QR code. The code lasts one hour. Do not use the administration page as the player.
3. On another computer or phone, sign in to the administration panel for the same deployment. Check the organization and branch that should receive the screen.
4. Scan the QR code or open "Pair screen" and enter the code in "Pairing code". The QR fills the code; it does not approve the connection automatically.
5. Choose "Check code". If the state is pending, check the expiry and edit "Screen name" so you can recognize the device, for example "Main reception".
6. Review the destination and choose "Confirm pairing". Return to the screen: it fetches the schedule automatically. In "Screens", wait for connected presence and check its last connection.

Expected result

The screen is assigned to the branch and receives its schedule. With no active playlist, it displays the waiting screen; that does not mean pairing failed.



Actual interface in a local documentation environment; demonstration data.

Important information

Open one player instance per screen identity. Clearing browser data can remove the pairing and require a new code.

If something goes wrong

The code expired or was already used.

Use the new code displayed by the player. Check the correct context before looking it up again.

1.3 Use full-screen, language and copy code

What it is for Uses the controls available on the player's own pairing screen.

Where to find it <https://tv.arhoch.com/player/> before pairing is completed.

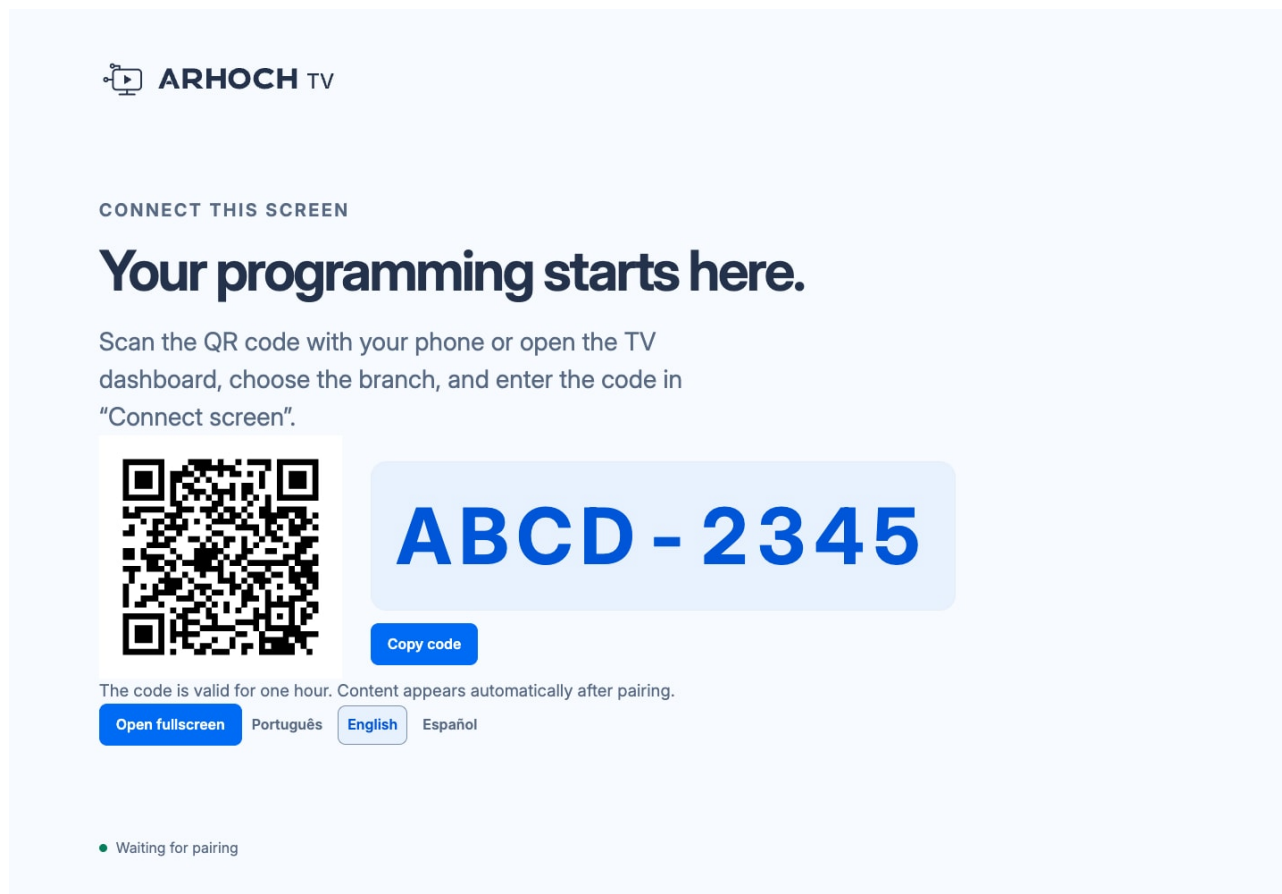
Step by step

1. Open the player directly on the screen, or use "Open player" in the panel menu to inspect the player. The human account does not authenticate it.
2. Choose "Copy code" to copy the eight characters when using a device that permits sharing the code. If the browser blocks clipboard access, read and enter it manually.
3. Choose "Open fullscreen" to request full-screen. This can depend on browser permissions and required user interaction.

4. Use Português, English or Español to change player messages. This does not automatically translate images, videos or saved widget languages.

Expected result

The code remains pending until an authorized person approves it in the panel.



Actual interface in a local documentation environment; demonstration data.

Important information

Codes and QR codes in this manual are demonstrations. In operation, always use the current code displayed on your device.

1.4 Publish your first schedule

What it is for Turns a connected screen into a communication point with selected content.

Where to find it "Programming" → "Playlists"

Step by step

1. Open "Media" and register at least one media item using the relevant chapter. Saving media in the library does not automatically put it on the screen.
2. Open "Playlists" and choose "New playlist". Give the sequence a clear name.
3. Add media with + or the drag handle. Check the order and adjust each timed item's duration.

4. In advanced options, keep the active status and a start time that has already arrived. With no end, the window has no scheduled ending.
5. Choose "Save". Review "Current programming" and, below, "Playback reported by screens" to see the version each device has actually reported.

Expected result

The eligible playlist is sent to the branch screens; they prepare its files before activating the new version.

ARHOCH TV Communication on ... Demo organization Demo branch Applications Demo user Sign out

Menu

- Overview
- Open player
- Programming
 - Screens
 - Media
 - Playlists**
- Layouts
- Announcements
- Commands
- Management
- Team

Playlists Refresh Add screen New playlist

Arrange media sequences and follow branch programming.

CURRENT PROGRAMMING

Reception information

v1 · Priority 1 · 4 items
10/21/26, 9:00 AM → —

NEXT CHANGE

No upcoming programming

Forecast based on current priorities and time windows.

Playlist library 1 playlists

Name	Status	Time window	Priority	Version	Actions
Reception information 4 items	Scheduled	10/21/26, 9:00 AM to —	1	v1 10/21/26, 9:00 AM	Edit Delete

Timeline Period (days) 7

America/Sao_Paulo · 10/21/26, 9:00 AM — 10/28/26, 9:00 AM

10/21/26, 9:00 AM

Reception information

At the boundary · v1 · priority 1

Playback reported by screens Reported by each screen; sending programming does not prove playback.

☐ Reception screen Active: demo-playlist · v1

Actual interface in a local documentation environment; demonstration data.

2 Media and each content type

2.1 Choose a library and find media

What it is for Separates company-wide content from branch-only content.

Where to find it "Programming" → "Media"

Before you start

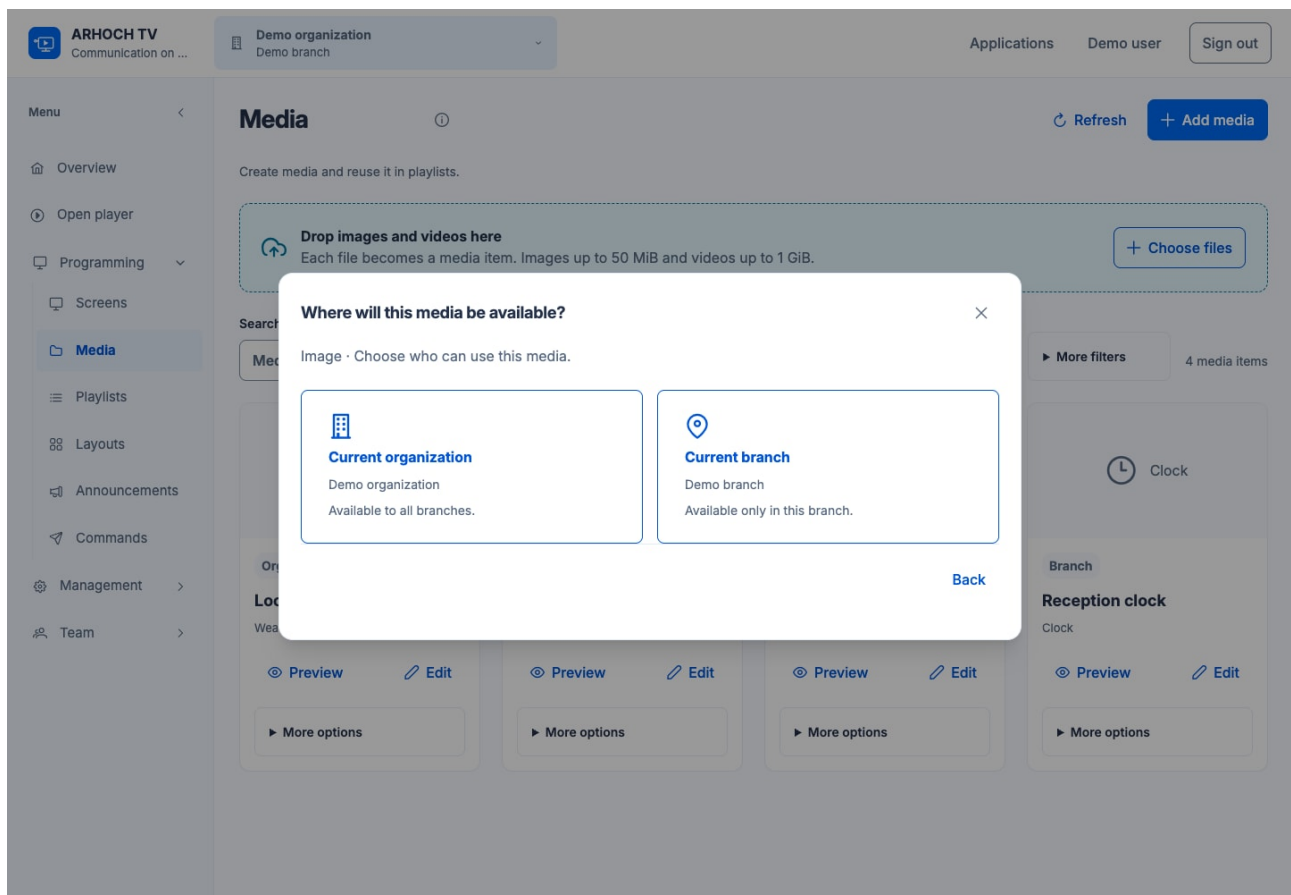
- You need permission to edit the selected library. Images and videos also require upload permission.

Step by step

1. Use "Search" to search by name. Under "Library", choose all, organization or branch.
2. Open "More filters" to filter by type and status. Use "Clear filters" to return to the complete list for your authorized context.
3. On a card, choose "Preview" to inspect the content or "Edit" to change its shared definition.
4. To create, choose "Add media", then the type and library. "Current organization" makes content available to all branches; "Current branch" restricts it to the current branch.

Expected result

Each card identifies its name, type and library. Type and library are fixed after creation.



Actual interface in a local documentation environment; demonstration data.

Important information

The organization library can be used by authorized branches, but editing it requires specific permission. To use a different library, create a new item; the editor does not move it.

2.2 Image

What it is for Displays notices, campaigns and static guidance.

Where to find it "Programming" → "Media" → "Add media" → "Image"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

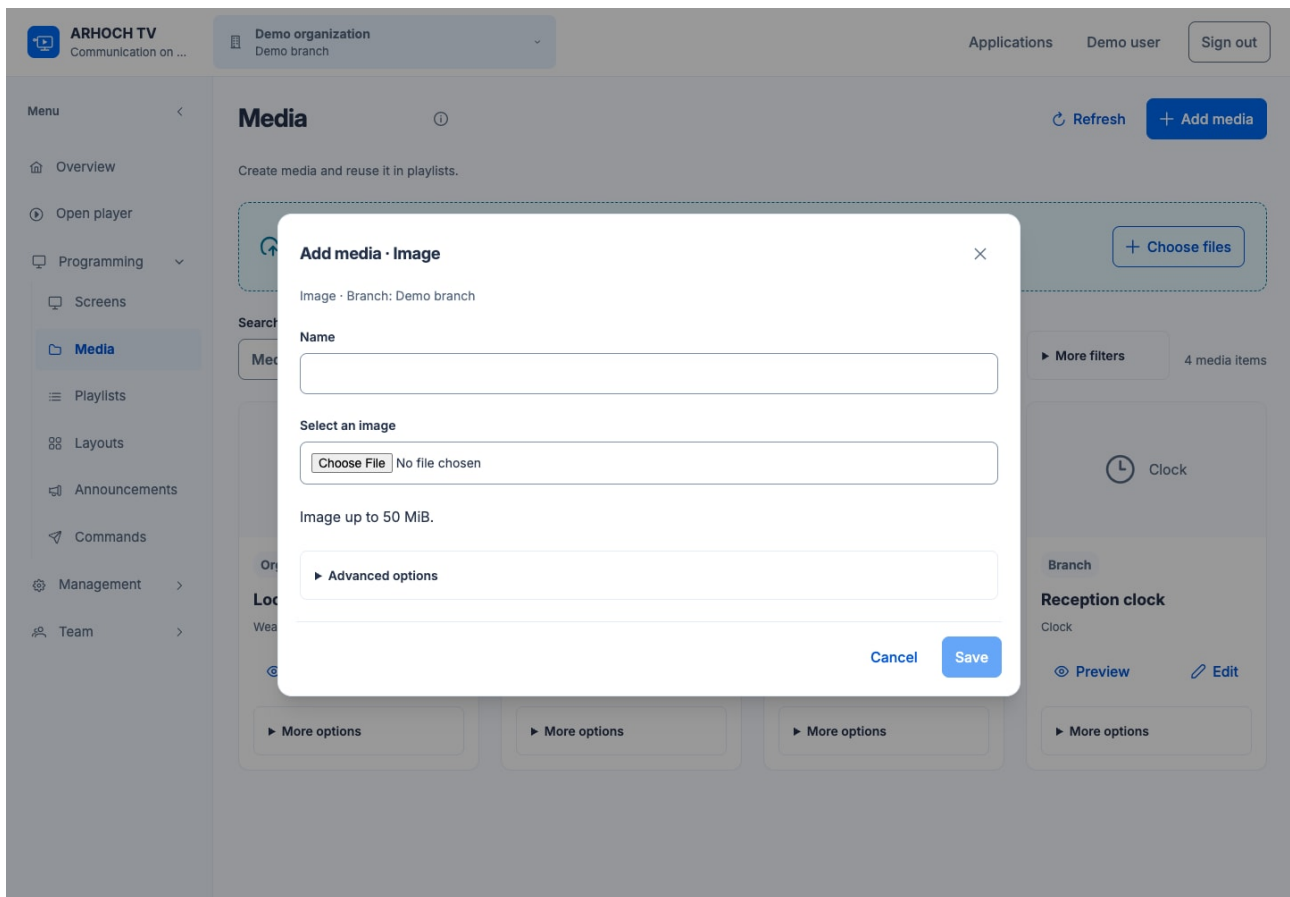
"Name"	Identifies media in the library and playlist builder; up to 255 characters.
"Duration (seconds)"	Positive suggestion for new occurrences. A playlist keeps its own duration.
"Fit on screen"	Show entire content, crop or stretch. A playlist can override sizing for its images.
"Alignment"	Center, top, bottom, left or right within the available area.

Step by step

1. Choose the destination library. Enter a name that identifies the image in the playlist picker.
2. Under "Select an image", select a GIF, JPEG, PNG or WebP file up to 50 MiB. The organization's available quota must also accommodate it.
3. In advanced options, choose sizing and alignment. "Show entire content" preserves every edge; "Fill and crop" fills the area by cropping edges; "Stretch to fill" may distort the image.
4. Set the suggested duration for new occurrences and save. Wait for upload and file confirmation; do not close during progress.
5. Check the image on its card and add it to a playlist. A duration already set in a playlist does not change automatically when you change the media default.

Expected result

The image appears in the library after file confirmation and registration.



Actual interface in a local documentation environment; demonstration data.

2.3 Uploaded video

What it is for Plays a video file through to its actual end.

Where to find it "Programming" → "Media" → "Add media" → "Video"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

"Volume (0 to 1)"	0 is minimum volume and 1 the maximum requested from the player; the device can have its own volume.
"Muted"	Keeps playback muted. This may help autoplay in browsers restricting sound.

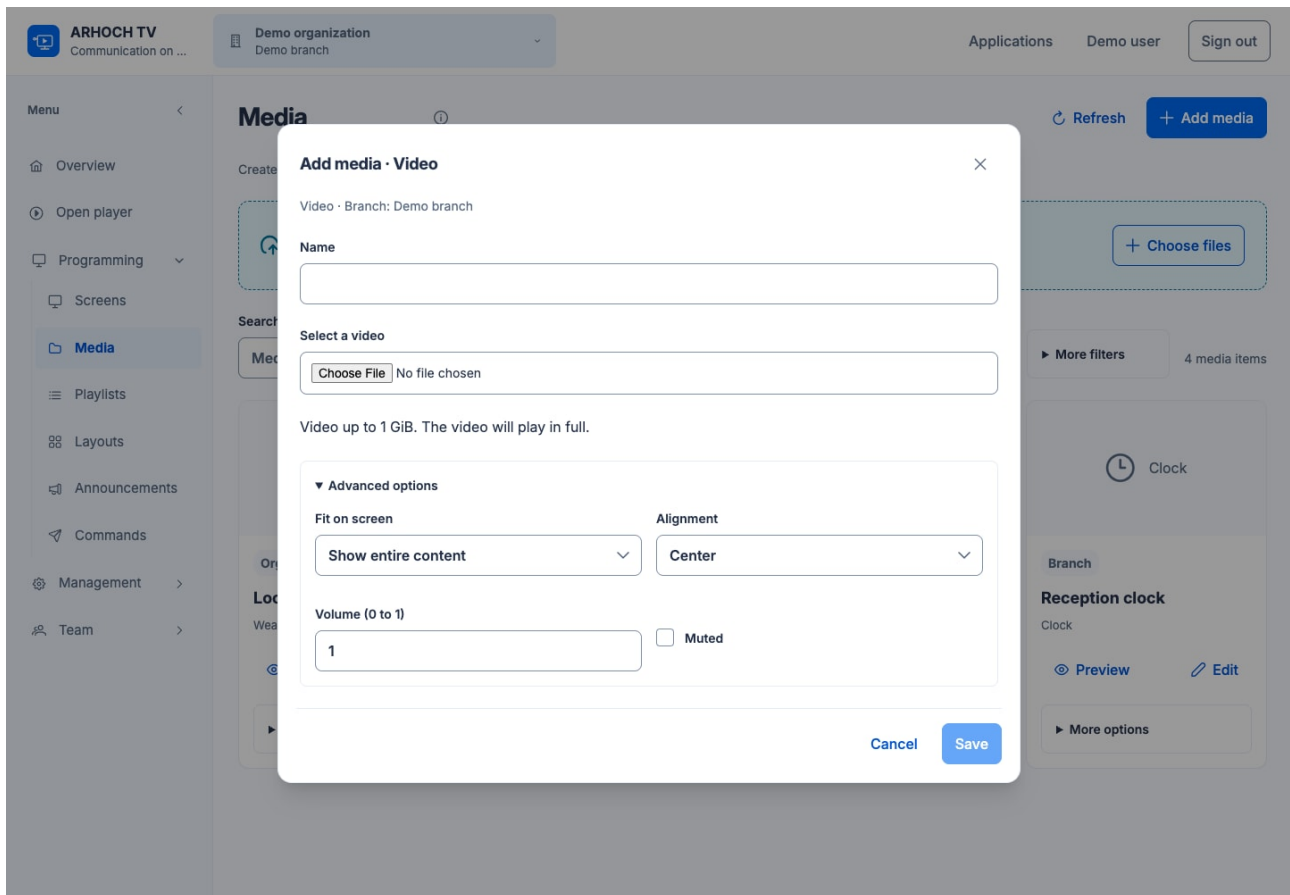
Step by step

- Choose the library and enter a name. Select MP4, OGG, MOV/QuickTime, WebM or M4V up to 1 GiB, subject to available quota.
- In advanced options, check screen sizing, alignment, volume from 0 to 1 and the mute option.
- Save and wait for file confirmation. Open the preview with its video controls and check picture and audio.

4. Add it to the playlist. There is no duration limit field: the next item starts at the video's real end, except for valid scheduling interruptions.

Expected result

The player prepares the file and plays it to the end.



Actual interface in a local documentation environment; demonstration data.

Important information

An accepted extension does not guarantee every codec on every display. Validate the file in the browser and on the actual device model.

2.4 Upload multiple images and videos

What it is for Creates one media item per file without repeating the individual form.

Where to find it "Programming" → "Media"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Step by step

1. Drag files into the upload area or choose "Choose files" and select several files.

2. In the "Upload media" dialog, choose the library and review each name. Remove files you do not want to upload.
3. Choose "Upload pending files". Files are processed one at a time with individual progress and results. The destination is fixed once the batch starts.
4. Wait for the added-media count. If one fails, successful items remain; review the error and resend only pending items.
5. Close the queue and build the playlist separately. Changing context during upload interrupts the previous queue.

Expected result

Each completed file appears as an independent item in the selected library.

2.5 YouTube

What it is for Plays an online video without uploading a copy to ARHOCH storage.

Where to find it "Programming" → "Media" → "Add media" → "YouTube"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

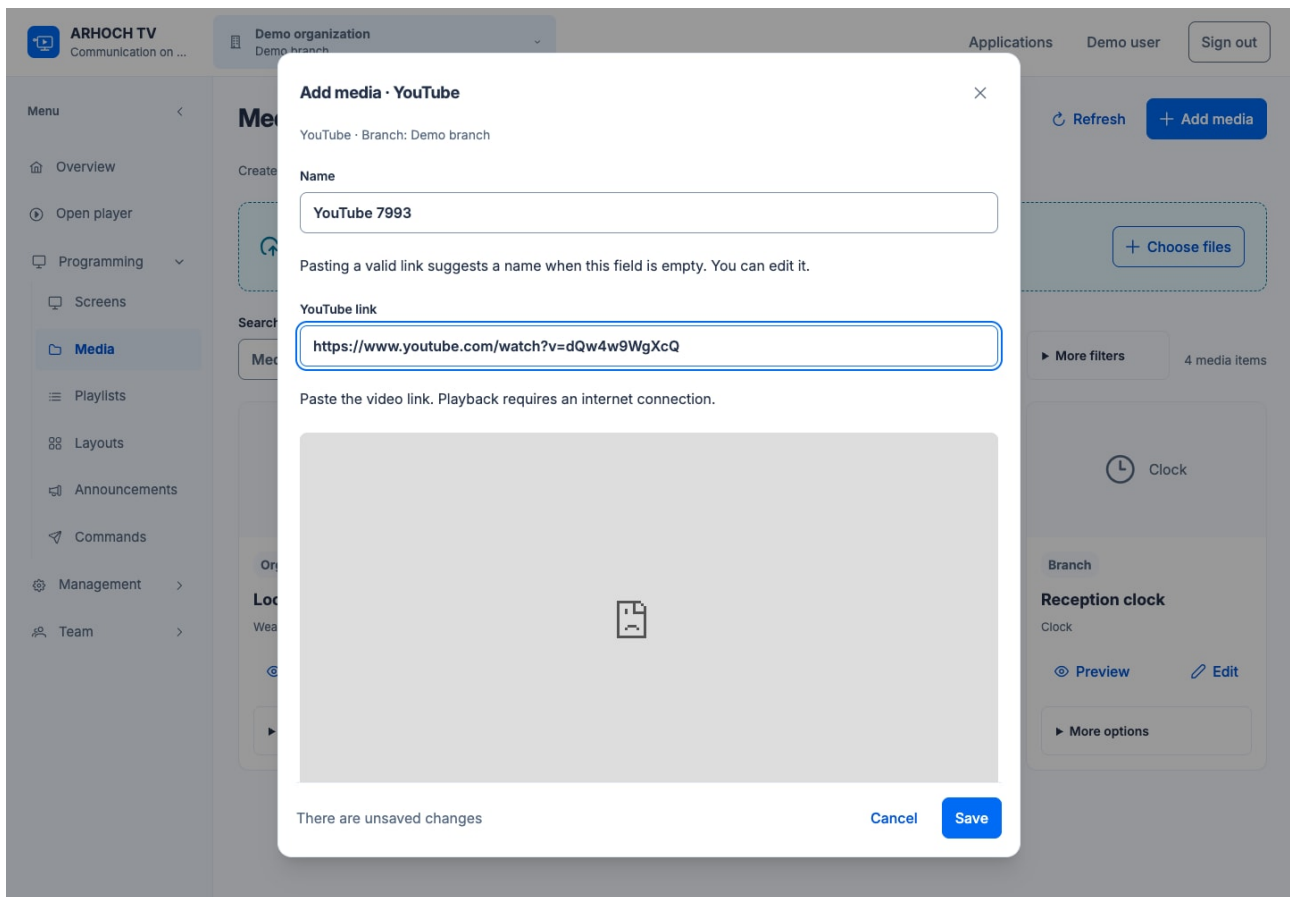
"YouTube link"	A video link from an official host. The panel extracts its identifier; an arbitrary URL is not accepted as media.
"Show controls"	Allows controls exposed by the YouTube embed to be shown.

Step by step

1. Choose the library and paste an official YouTube video link. Supported forms include watch,youtu.be, shorts, live and embed.
2. If the name was blank, the system suggests a name such as "YouTube 4827". Change it to a useful name; the suggestion does not retrieve the remote video title.
3. Check the preview. In advanced options, set volume, mute and show controls. Duration is not editable: videos advance on their actual ending; live streams depend on the source.
4. Save, add it to a playlist and test on the display device with internet. Check that the video permits embedding and playback in that browser.

Expected result

The media stores the video reference and remains dependent on internet access.



Actual interface in a local documentation environment; demonstration data.

Important information

The player does not download YouTube videos for offline use or guarantee third-party availability.

2.6 Custom HTML

What it is for Displays a page made with HTML, CSS and JavaScript in an isolated frame.

Where to find it "Programming" → "Media" → "Add media" → "HTML"

Before you start

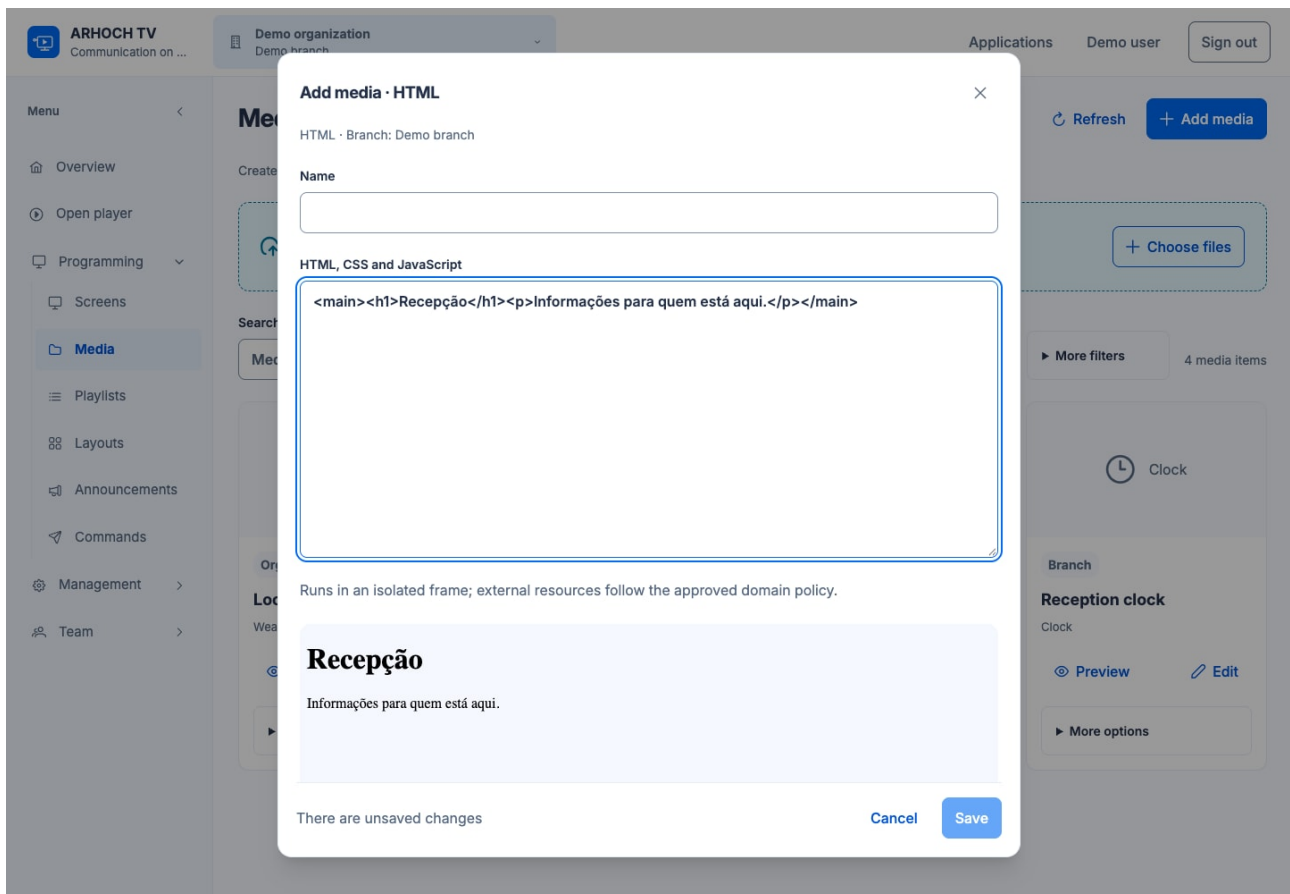
- You need permission to edit the selected library. Images and videos also require upload permission.

Step by step

1. Choose the library, enter a name and paste the document into "HTML, CSS and JavaScript".
2. Check the preview below the editor. Use content you are authorized to display and avoid credentials, personal data and unnecessary third-party scripts.
3. In advanced options, set duration in seconds and save. Add the media to a playlist and check its appearance on the screen.

Expected result

The HTML is displayed in isolation. External resources remain subject to approved domains and available connectivity.



Actual interface in a local documentation environment; demonstration data.

Important information

This editor permits JavaScript. The custom HTML template for dynamic widgets is passive, without JavaScript; these are different features.

2.7 Weather and forecast

What it is for Shows the forecast for a selected location using the source configured in Feeds.

Where to find it "Programming" → "Media" → "Add media" → "Weather"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

"Data source"	Forecast source. The default follows Feeds; specific options depend on their coverage.
"City search source"	Location service, which can differ from the forecast source.

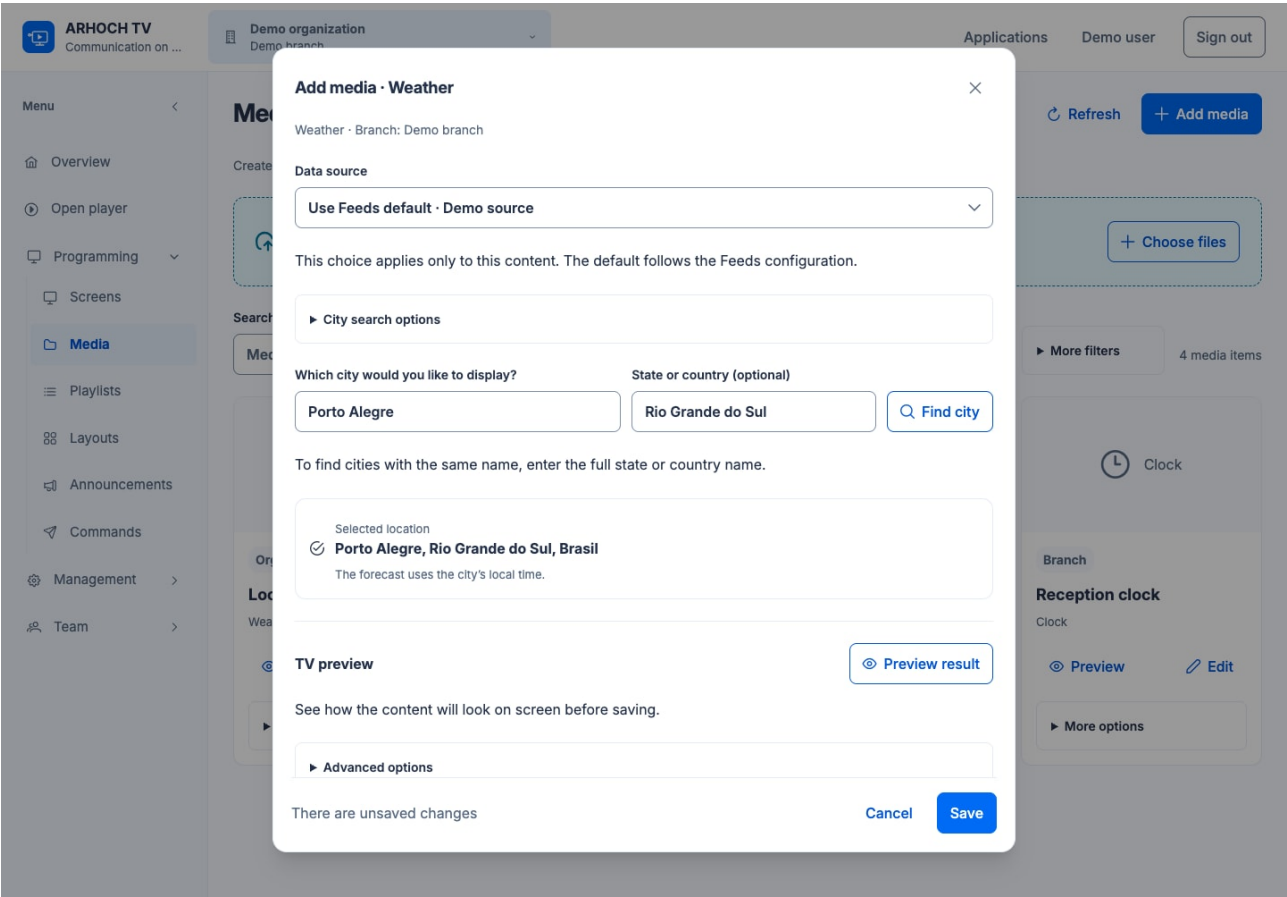
"Temperature"	Celsius or Fahrenheit, depending on source support.
"Forecast days"	One to eight, additionally limited by the selected source's capabilities.

Step by step

1. Choose the library. Keep the default data source or select an available source from the catalog. Options depend on the Feeds configuration.
2. Under "Which city would you like to display?", enter the city name. If needed, fill "State or country (optional)" with the full state or country name and choose "Find city".
3. In the results, check city, region and country before selecting. The same name can exist in different places. The selected-location summary confirms your choice.
4. Optionally, open "City search options" to change the search source, language and result limit. City search is independent of the forecast source.
5. Choose "Preview result" to inspect the preview. In advanced options, adjust temperature units, days, language, refresh, name, duration, title, subtitle and appearance.
6. If the city is missing, use manual location with a name, latitude from -90 to 90 and longitude from -180 to 180. No forecast time-zone selection is needed. Save and use it in the sequence or a fixed playlist zone.

Expected result

The screen uses the saved location and refreshes data when the source is available. An unavailable preview does not prevent saving valid configuration.



Actual interface in a local documentation environment; demonstration data.

Important information
The form supports up to eight forecast days; the effective range depends on the source. Expired data is not presented as current.

2.8 Exchange rates and currencies

What it is for Shows selected currencies priced in a display currency.

Where to find it "Programming" → "Media" → "Add media" → "Currency"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

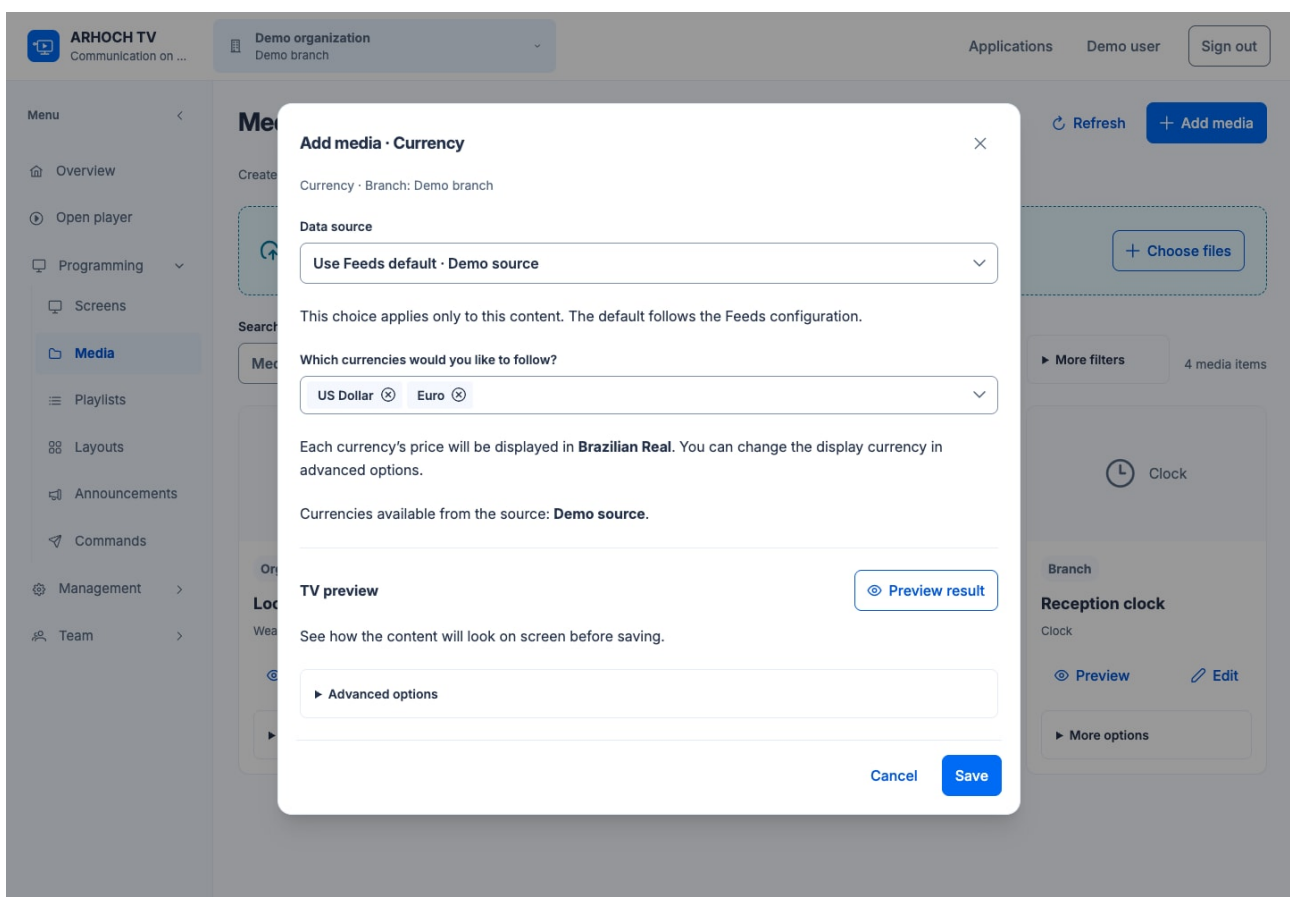
"Which currencies would you like to follow?"	One to twenty currencies whose prices will be shown; unsupported choices require explicit review.
"Display prices in"	Currency used to price the others. Dollars in reais differ from reais in dollars.
"Number format"	Language/region for number formatting, without converting the display currency.

Step by step

1. Choose the library and wait for available sources and currencies. New configuration starts with US dollars and euros priced in Brazilian reais.
2. Under “Which currencies would you like to follow?”, select up to 20 currencies. The list must reflect source coverage, not merely the existence of an ISO code.
3. Check the sentence stating which currency prices are displayed in. To change that direction, open advanced options and change the display currency.
4. In advanced options, select regional format, language, refresh, duration and appearance. Formatting controls separators and presentation; it does not change the quote currency.
5. If unsupported currencies are reported, remove them with the indicated button or choose another source. Your choices remain until you make that explicit decision. Preview, save and add to a playlist.

Expected result

The widget presents currencies in their saved order, price direction and chosen format.



Actual interface in a local documentation environment; demonstration data.

Important information

Do not treat rates as a trading guarantee or a real-time price promise. Availability and refresh depend on the configured source.

2.9 News

What it is for Displays news selected by country and category available from the source.

Where to find it "Programming" → "Media" → "Add media" → "News"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

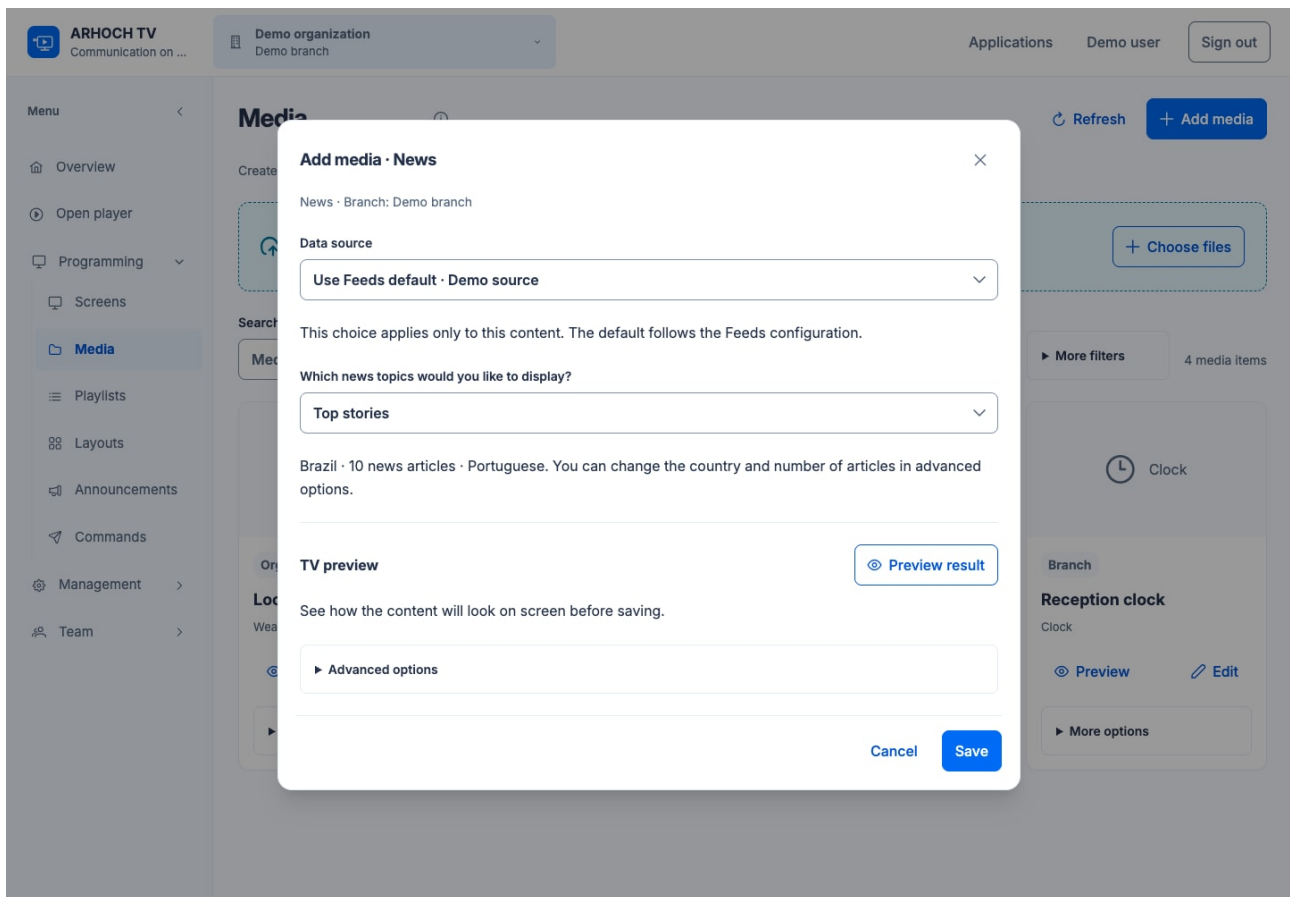
"Which news topics would you like to display?"	A source-provided category, such as top stories, business or sports when available.
"País"	Country requested from the source, without guaranteeing worldwide coverage.
"Number of news items"	One to twenty; the returned count can be smaller when fewer results exist.

Step by step

1. Choose the library and data source. Select the news type in the category field.
2. Check the country, item count and language summary. New items start with Brazil, top stories and ten articles; editing preserves saved choices.
3. In advanced options, change country, article count, language, refresh, duration and appearance. The form supports one to twenty articles; the source may restrict values and categories.
4. Preview the result. If the source has no articles or is unavailable, the state is explicit. Save valid configuration and include it in a playlist.

Expected result

The screen displays returned articles and attribution without inventing headlines when data is missing.



Actual interface in a local documentation environment; demonstration data.

2.10 Digital or analog clock

What it is for Shows time in a selected time zone, in the main sequence or a fixed zone.

Where to find it "Programming" → "Media" → "Add media" → "Clock"

Before you start

- You need permission to edit the selected library. Images and videos also require upload permission.

Fields and options

"Clock style"	Digital or analog.
"Displayed location (optional)"	A visual label that does not change the time zone.
"Time zone"	A zone identifier such as America/Sao_Paulo, including daylight-saving rules.
"Time format"	12 or 24 hours; date and seconds have separate controls.

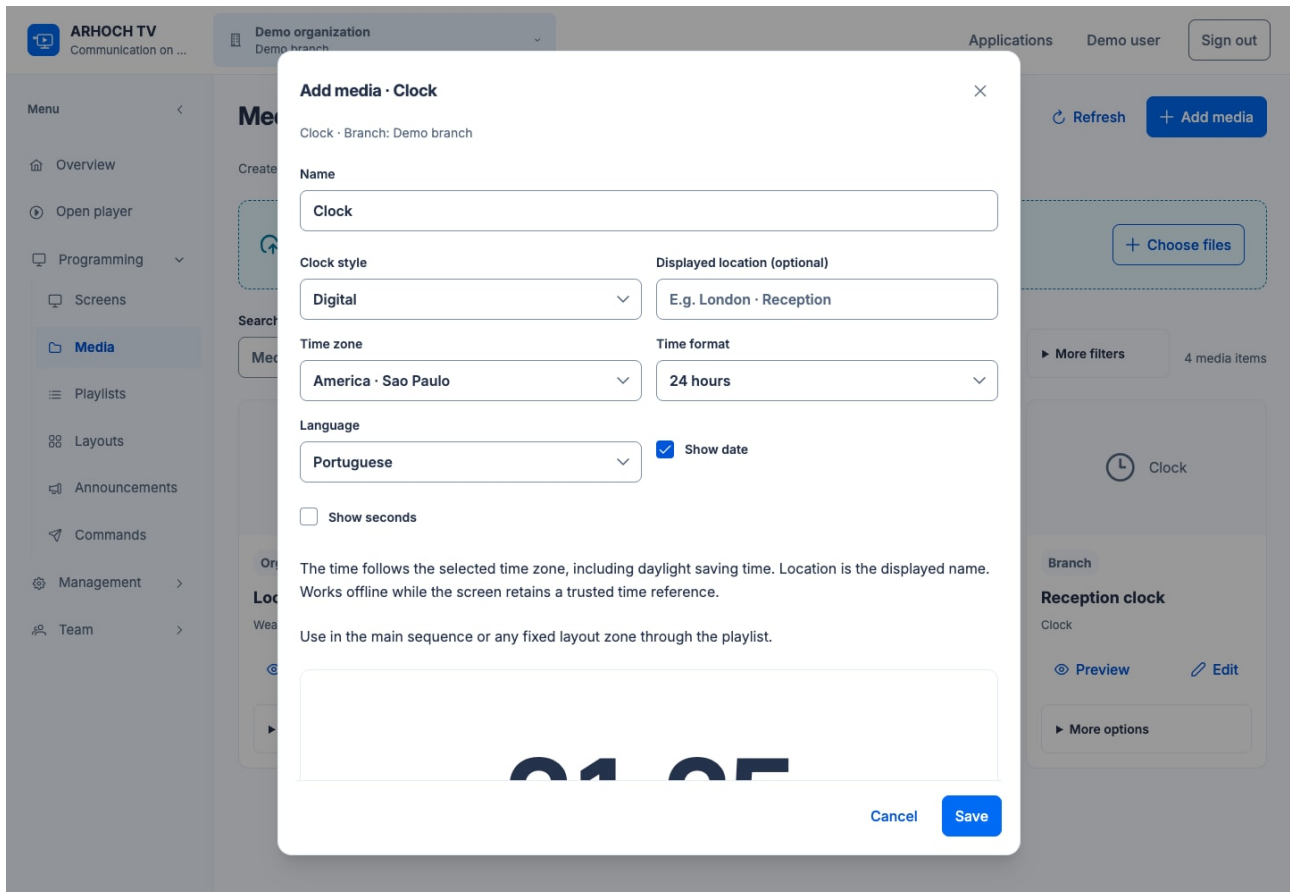
Step by step

- Choose the library. Enter a name and select digital or analog.
- Optionally enter a displayed location, for example "Reception". This text is a visual label; it does not set the time zone.

3. Select the correct time zone, 12- or 24-hour format and an available clock language. Enable or disable date and seconds.
4. Check the live preview. Adjust duration in advanced options when using it as a sequence item. Save and select the clock in the playlist or a widget zone.

Expected result

Time follows the selected zone, including daylight saving. The clock does not depend on Feeds.



Actual interface in a local documentation environment; demonstration data.

Important information

The clock can continue offline while the player retains a trusted time reference. Widget language is independent of the administration interface language.

2.11 Horoscope

What it is for Displays content for one zodiac sign or a summary of all signs.

Where to find it "Programming" → "Media" → "Add media" → "Horoscope"

Before you start

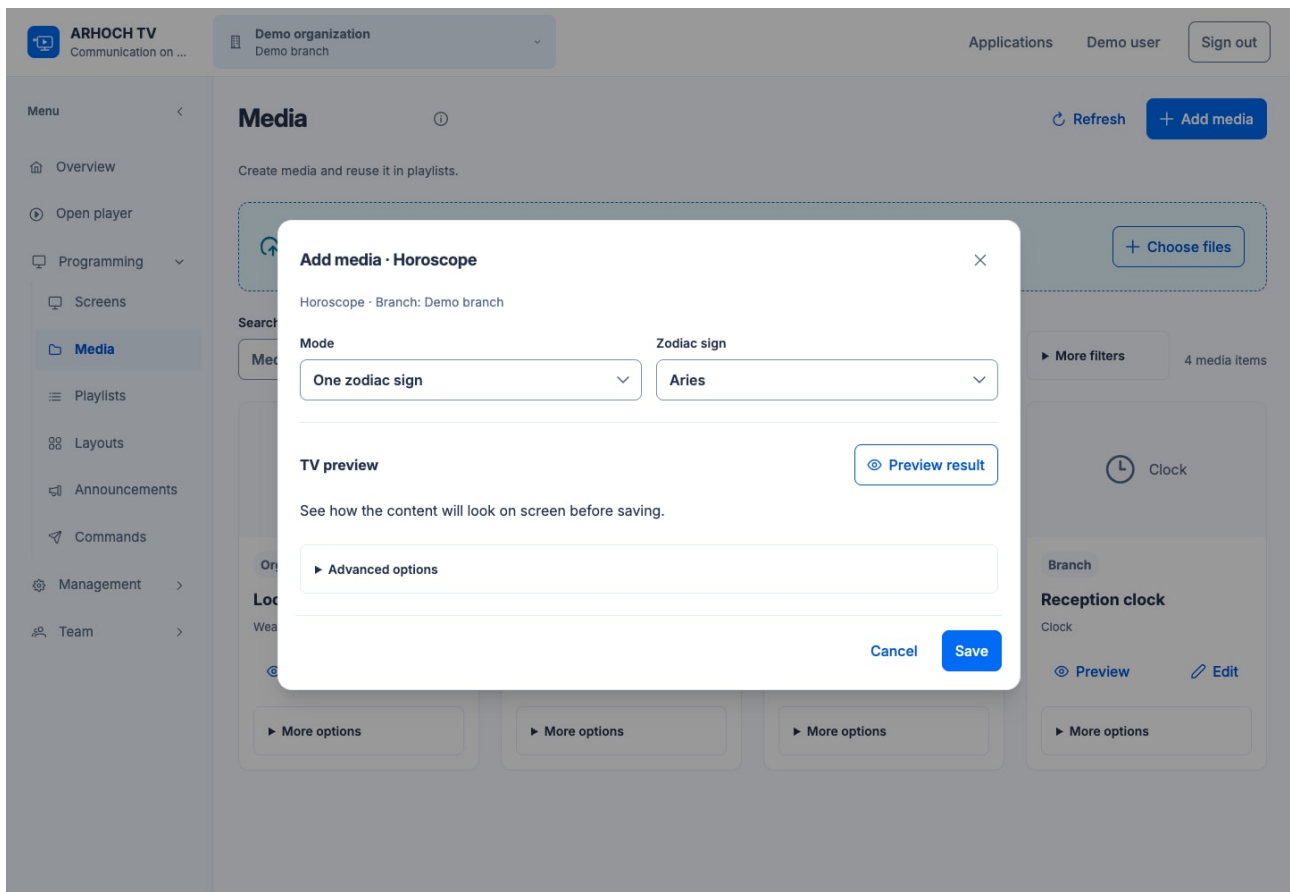
- You need permission to edit the selected library. Images and videos also require upload permission.

Step by step

1. Choose the library and select "One zodiac sign" or "All zodiac signs summary".
2. In single-sign mode, select the desired sign. The individual field is unnecessary in summary mode.
3. Preview the result. In advanced options, adjust name, duration, language, refresh and appearance. Save and use it in the playlist.

Expected result

The screen uses the product's deterministic content without relying on an external horoscope provider.



Actual interface in a local documentation environment; demonstration data.

2.12 Widget appearance and passive HTML

What it is for Adjusts weather, exchange, news and horoscope presentation without duplicating media.

Where to find it "Programming" → "Media"

Fields and options

"Refresh interval (minutes)"	From 1 to 1,440. Organization policy and source deadlines still apply.
"Language"	Content language, independent of the panel; select only supported options.

"Title"	Optional heading. When omitted on a new widget, the renderer keeps its default title.
"Passive template without JavaScript"	HTML template for technical users. Start from the default template and validate the preview.

Step by step

1. Edit the widget and open advanced options. Adjust title, subtitle, language and refresh interval.
2. Choose compact, balanced or soft corners and surface opacity from 0.8 to 1.
3. For technical customization, load the default template and edit its passive HTML without JavaScript. Use the model structure as reference and preview before saving.
4. Save after checking the result. Changing any field invalidates the previous preview; request a fresh one to inspect the latest configuration.

Expected result

Playlists using the widget receive the new definition; customization does not create new source data.

2.13 Edit, archive, delete and inspect usage

What it is for Maintains the library while considering impact on published playlists.

Where to find it "Programming" → "Media"

Step by step

1. On the card, choose edit and check playlist usage. Shared content may affect several playlists and branches.
2. Change fields and save. Referencing playlists automatically receive a new version while preserving dates, priority, order and durations.
3. To replace an image or video, select a new file in the editor. Wait for confirmation; the previous file is not overwritten.
4. Archiving content in use requires removing it from playlists first. Before deleting types other than images and videos, remove existing references.
5. Under more options, deleting an image or video shows a warning: media is removed from playlists and connected screens, and its file is deleted from storage. Confirm only if that impact is intended.
6. If a version conflict occurs, compare the current version. Explicitly keep your changes using the current version or discard and load the saved state; review and save again.

Expected result

The library and playlists remain consistent. An offline screen learns about removal when it reconnects.

Important information

Other blocking usage, such as a shared file or valid announcement, may prevent deletion. An empty visible usage list does not prove absence of usage outside your readable context.

3 Playlists and scheduling

3.1 Build and reorder a sequence

What it is for Defines playback order using registered media.

Where to find it "Programming" → "Playlists"

Before you start

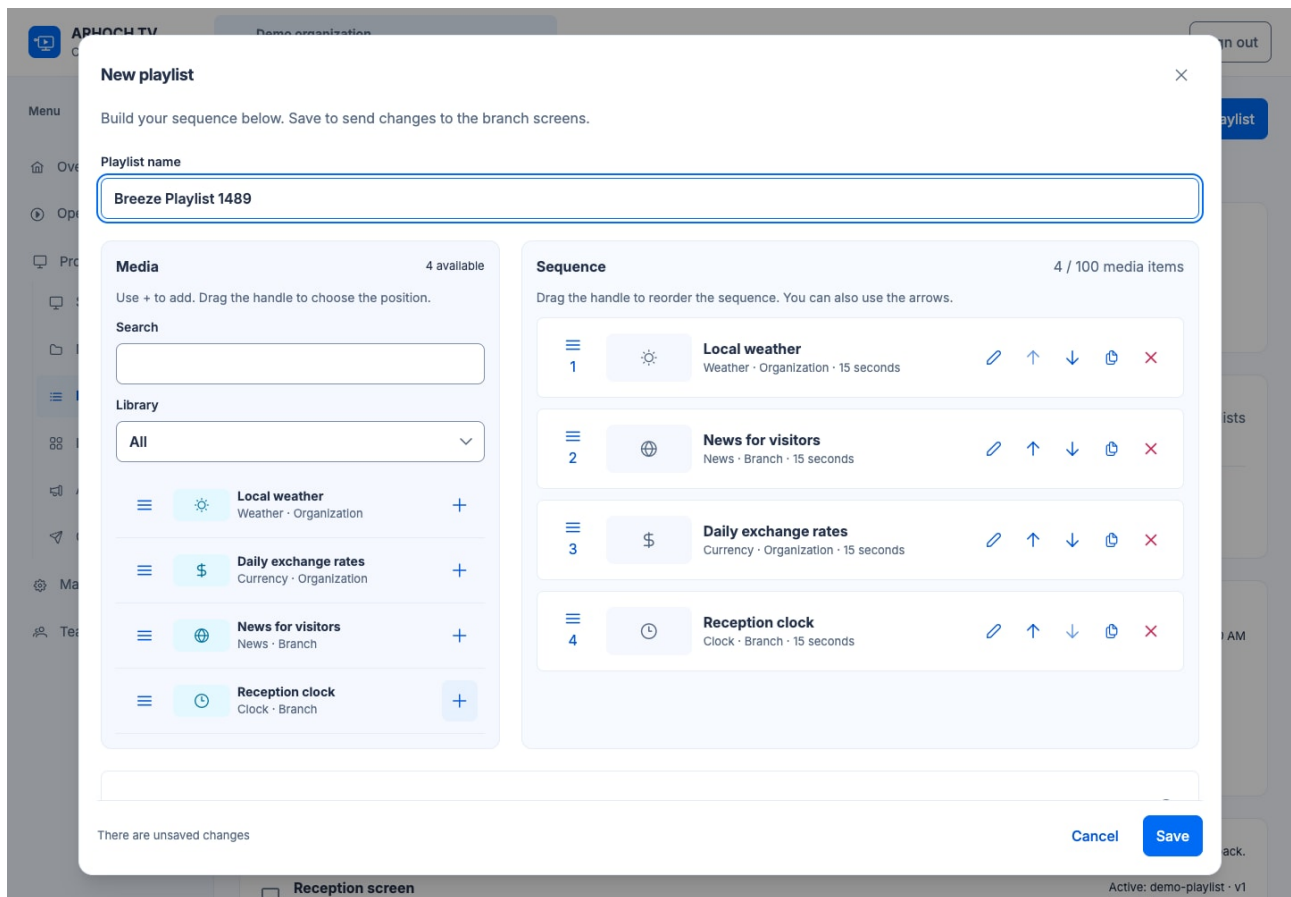
- Media read permission and playlist editing permission in the branch.

Step by step

1. Choose "New playlist" or edit an existing playlist. Check the suggested name and replace it with one you can easily recognize.
2. Search the library and filter by organization or branch. Use + to append an item or drag its handle to the desired position.
3. Reorder using the drag handle or move-up and move-down arrows. On phones, swiping a name or thumbnail scrolls without starting a drag.
4. Duplicate an occurrence to repeat the same media later. Remove an occurrence to remove only that position without deleting library content.
5. The limit is 100 occurrences per playlist. Review the sequence and save; changes reach screens only after saving.

Expected result

The playlist reuses media without duplicating its files.



Actual interface in a local documentation environment; demonstration data.

3.2 Occurrence duration, bulk duration and image sizing

What it is for Adjusts presentation timing without changing shared media.

Where to find it "Programming" → "Playlists"

Step by step

1. In the sequence, open the thumbnail or edit occurrence. Check the preview and, for timed items, set a positive duration in seconds.
2. Choose apply to keep the duration in the playlist draft. Cancel preserves the old duration. Video and YouTube have no duration setting: they play to the end.
3. For bulk adjustment, choose images only or all timed content, enter seconds and apply. This affects only the current sequence.
4. Under image sizing, inherit each media item's setting or enforce entire image, fill and crop, or stretch. With a layout, this applies to the main area.
5. Save the playlist to publish these changes. The library and other playlists are unchanged.

Expected result

Each occurrence keeps its own timing; bulk changes and sizing apply only to this playlist.

3.3 Dates, priority and status

What it is for Controls when a playlist is eligible and which one wins overlapping windows.

Where to find it "Programming" → "Playlists"

Fields and options

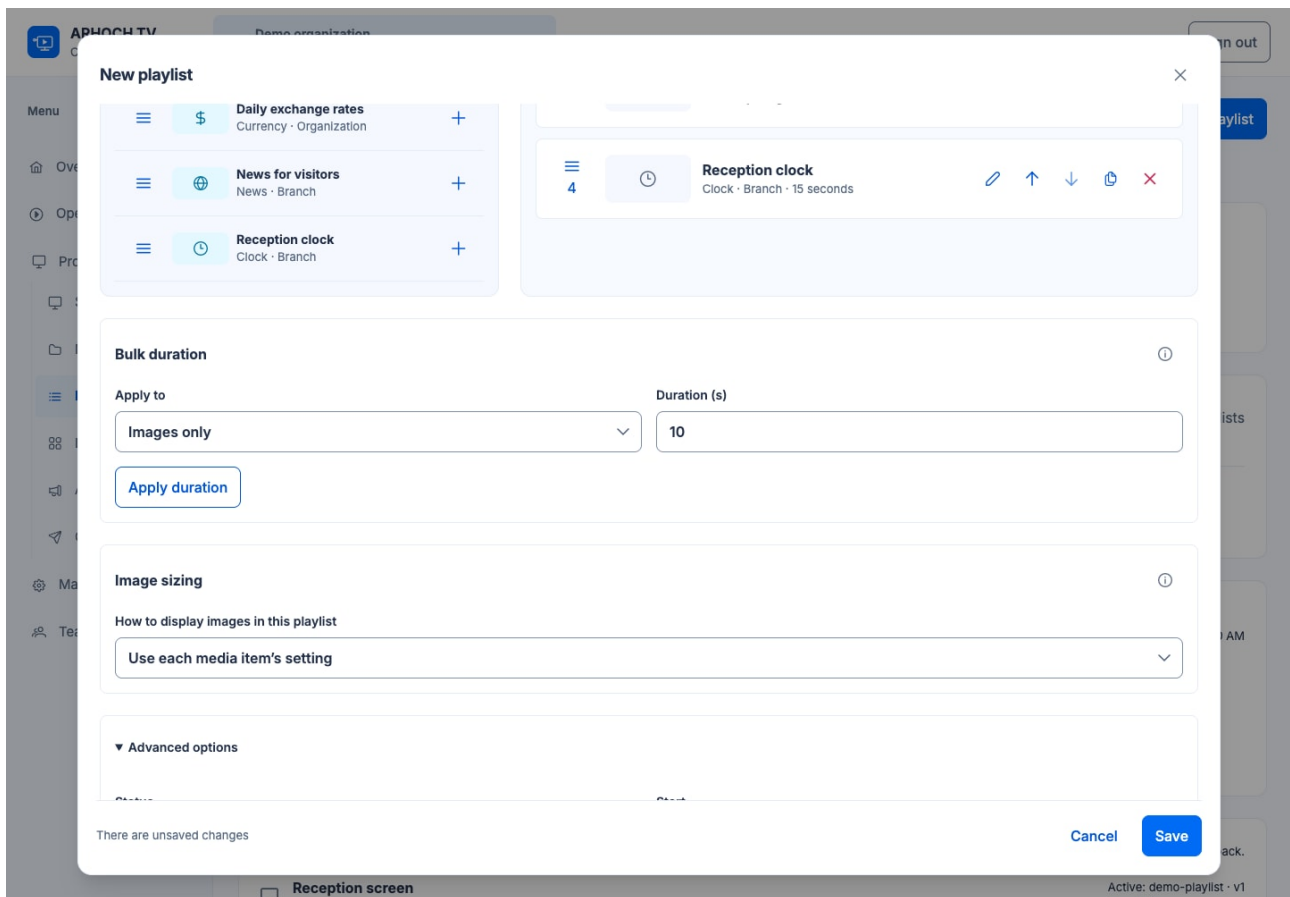
"Status"	Active allows selection when eligible; inactive prevents playback.
"Start"	Initial eligibility date and time in the indicated time zone.
"End"	Optional ending, with an inclusive boundary.
"Priority"	Integer; higher values win overlaps. New playlists default to 1.
"Layout"	Optional shared geometry; each fixed zone requires a compatible widget.

Step by step

1. Edit the playlist and open advanced options. Check the time zone displayed before entering dates.
2. Choose active status to allow playback or inactive to prevent selection. The editor has no published draft status.
3. Enter the start and optional end. New playlists start active, at creation time, without an end and with priority 1.
4. Use a higher priority for a schedule that should win an overlap. Ties favor the most recently manually edited playlist; remaining ties are automatic.
5. Save and check current schedule, next change and timeline. There is no second publish button or manual next-playlist selection.

Expected result

The server recalculates the branch schedule from saved windows and priorities.



Actual interface in a local documentation environment; demonstration data.

Important information

The end boundary is inclusive; the interface may show a change after that limit. An offline screen respects saved content validity and does not start an unsynchronized future schedule on its own.

3.4 Read the timeline and reported playback

What it is for Distinguishes planned scheduling from what each screen reports playing.

Where to find it "Programming" → "Playlists"

Step by step

1. At the top, check current scheduling and the calculated next change. A next change may mean another playlist or a period without scheduling.
2. In the library, check status, window, priority and version. "Scheduled" identifies the playlist selected by the server.
3. On the timeline, choose 7, 14 or 31 days and inspect intervals, changes and waiting periods.
4. Under reported playback, compare active and preparing candidate versions, presence and report time. A disconnected screen may show old information.

Expected result

You know what the branch should show and which devices have reported the version.

Important information

Deleting a playlist removes its schedule but retains library media. Before deleting, check which playlist or waiting screen will become eligible.

4 Layouts and fixed zones

4.1 Create, edit and duplicate a layout

What it is for Divides the screen between media rotation and persistent widgets. Layouts are organization-wide.

Where to find it "Programming" → "Layouts"

Before you start

- Organization-level layout editing permission, normally available to administrative profiles.

Fields and options

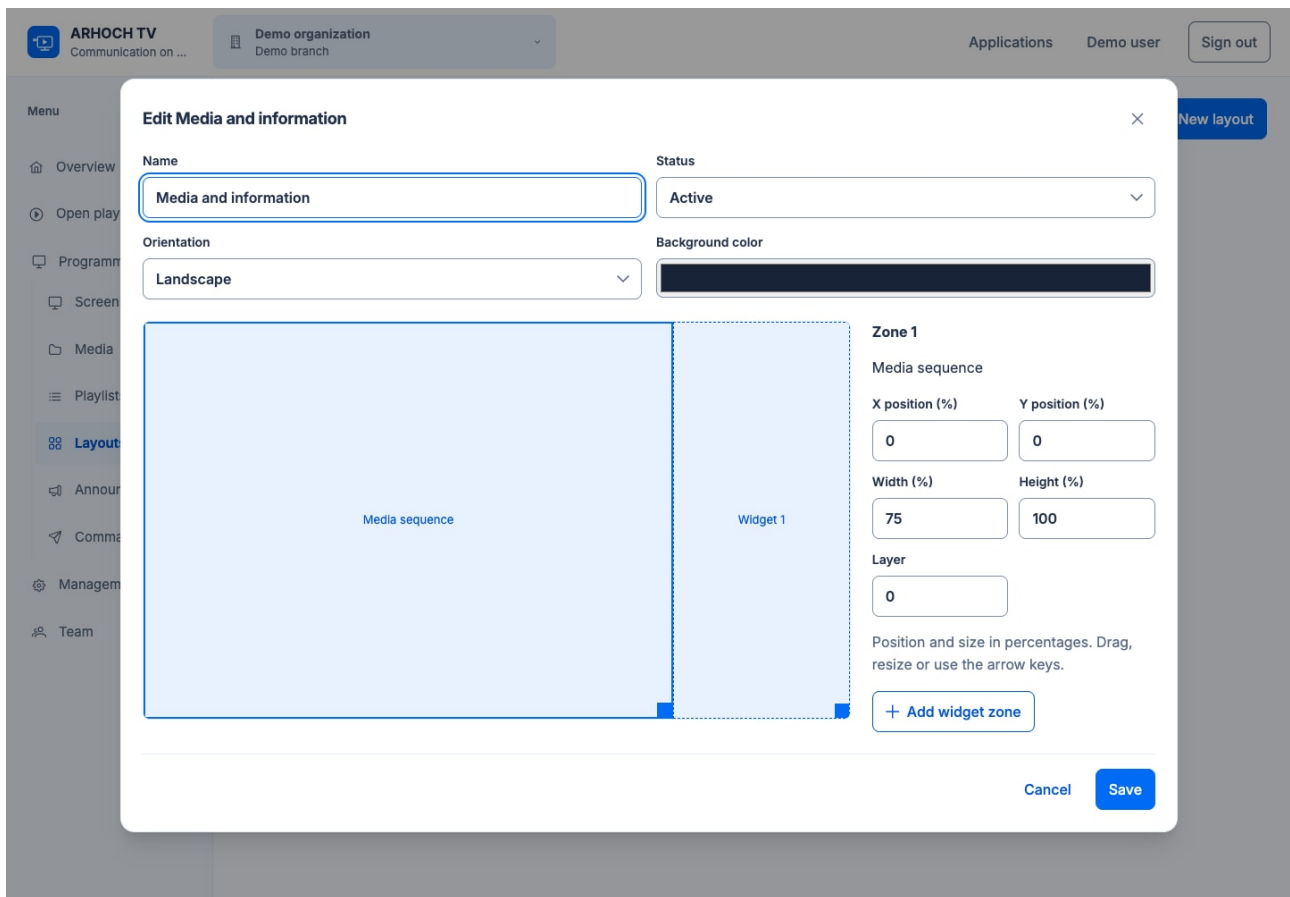
X and Y	Zone position as a percentage of the screen.
Width and height	Percentage dimensions within area boundaries.
Stacking order	Controls which zone appears above another when areas overlap.

Step by step

1. Open layouts and choose new layout. Use duplicate layout to start from an existing one; use edit to modify the shared original.
2. Enter name, active or inactive status, landscape or portrait orientation, and background color. Layout orientation does not physically rotate the device.
3. Select the main media-rotation zone. Drag to position and use its handle to resize, or enter percentage positions and sizes in the inspector.
4. Add widget zones. Set X, Y, width, height and stacking order. Arrow keys move the selected zone; the total limit is 16 zones.
5. Remove unnecessary widget zones and save. Widgets are not selected here; the layout defines only geometry and areas.

Expected result

The layout becomes available to the organization's playlists.



Actual interface in a local documentation environment; demonstration data.

Important information

A layout in use cannot be deleted. Shared changes can affect several branches; check dependent playlists.

4.2 Apply a layout and choose widgets

What it is for Associates shared geometry with content in the branch playlist.

Where to find it "Programming" → "Playlists"

Step by step

1. Register widgets in media first and prepare the layout in layouts.
2. Edit the playlist, open advanced options and select the desired layout. Without a layout, media occupies the whole screen.
3. Under fixed layout widgets, select content for each zone. Use eligible branch or organization widgets, including clocks and SGA calls when configured.
4. Keep the main playlist sequence and save. Check the result on the screen; every zone needs a compatible reference.

Expected result

The sequence rotates in the main area while widgets occupy fixed zones.

Important information

If a layout change invalidates bindings, the player may fall back to full-screen media. Reopen the playlist, review layout and widgets, and save a consistent configuration.

5 Operate and monitor screens

5.1 Screen inventory and diagnostics

What it is for Helps check presence, version and playback preparation.

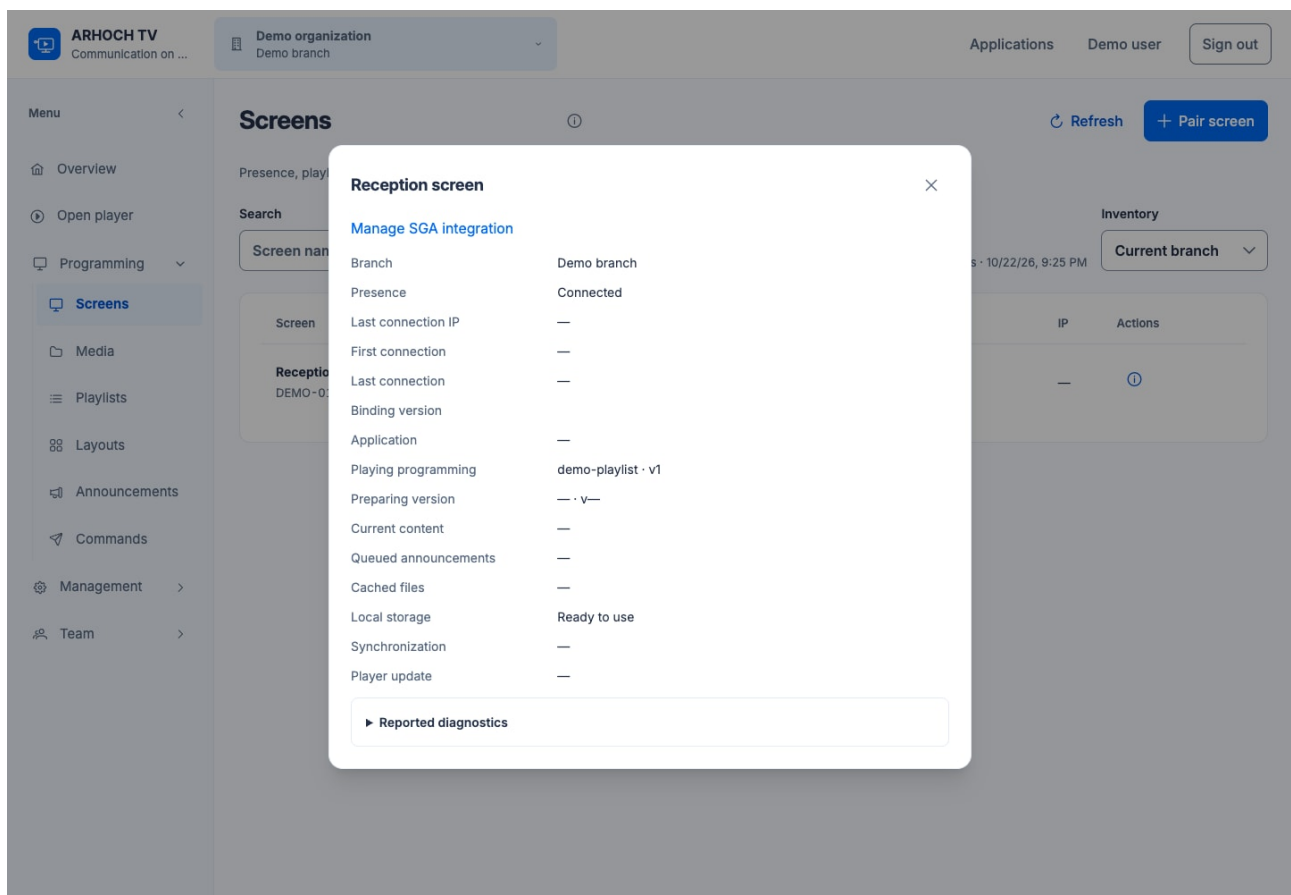
Where to find it "Programming" → "Screens"

Step by step

1. Search by screen name or code. The list refreshes every ten seconds and provides manual refresh.
2. With organization access, switch inventory between current branch and organization and filter by branch. Without that permission, the query stays in the current branch.
3. Check connected, unstable or disconnected presence, last contact and playback version. Presence alone does not prove the correct schedule is displayed.
4. Open details to check branch, last IP, binding version, application, active schedule, preparing candidate, current content, queue, local files and synchronization.
5. Open reported diagnostics when you need an error for support. Provide time, screen name and branch; do not publish tokens or credentials.

Expected result

Investigation uses the device's latest report, distinguishing planned and actual playback.



Actual interface in a local documentation environment; demonstration data.

5.2 Send a temporary announcement

What it is for Interrupts scheduling with text, HTML, image or video until a defined deadline.

Where to find it "Programming" → "Announcements"

Before you start

- Announcement dispatch permission; image and video also require media read permission in the target scope.

Fields and options

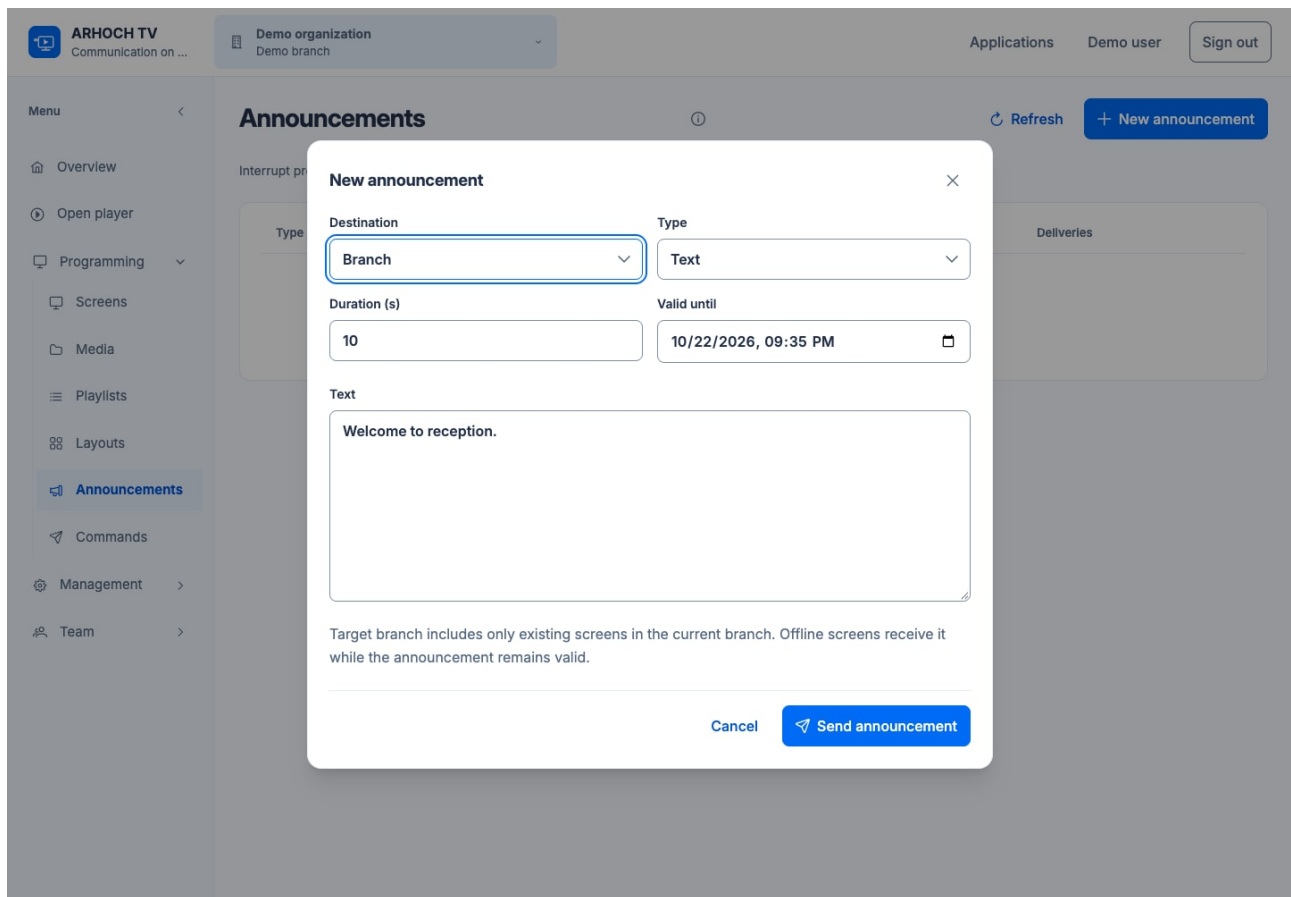
"Destination"	Current branch or organization, subject to permission.
"Duration (s)"	Requested presentation time, bounded by expiry.
"Valid until"	Deadline after which the announcement cannot start or continue displaying.

Step by step

1. Choose new announcement and check the target: current branch, or organization when authorized. Targets include existing screens.
2. Choose text, HTML, image or video. For text/HTML enter the body; for image/video select confirmed, authorized media.
3. Enter duration in seconds and the validity deadline. Check the time zone and choose an appropriate deadline.
4. Review reach before dispatch. An offline screen receives it only if it reconnects while the announcement remains valid.
5. Monitor displayed, pending, failed and expired deliveries. Created or sent is not the same as displayed.

Expected result

Eligible screens display the announcement within validity and queue rules, then resume scheduling.



Actual interface in a local documentation environment; demonstration data.

5.3 Send commands and inspect results

What it is for Runs remote actions with device-specific history.

Where to find it "Programming" → "Commands"

Before you start

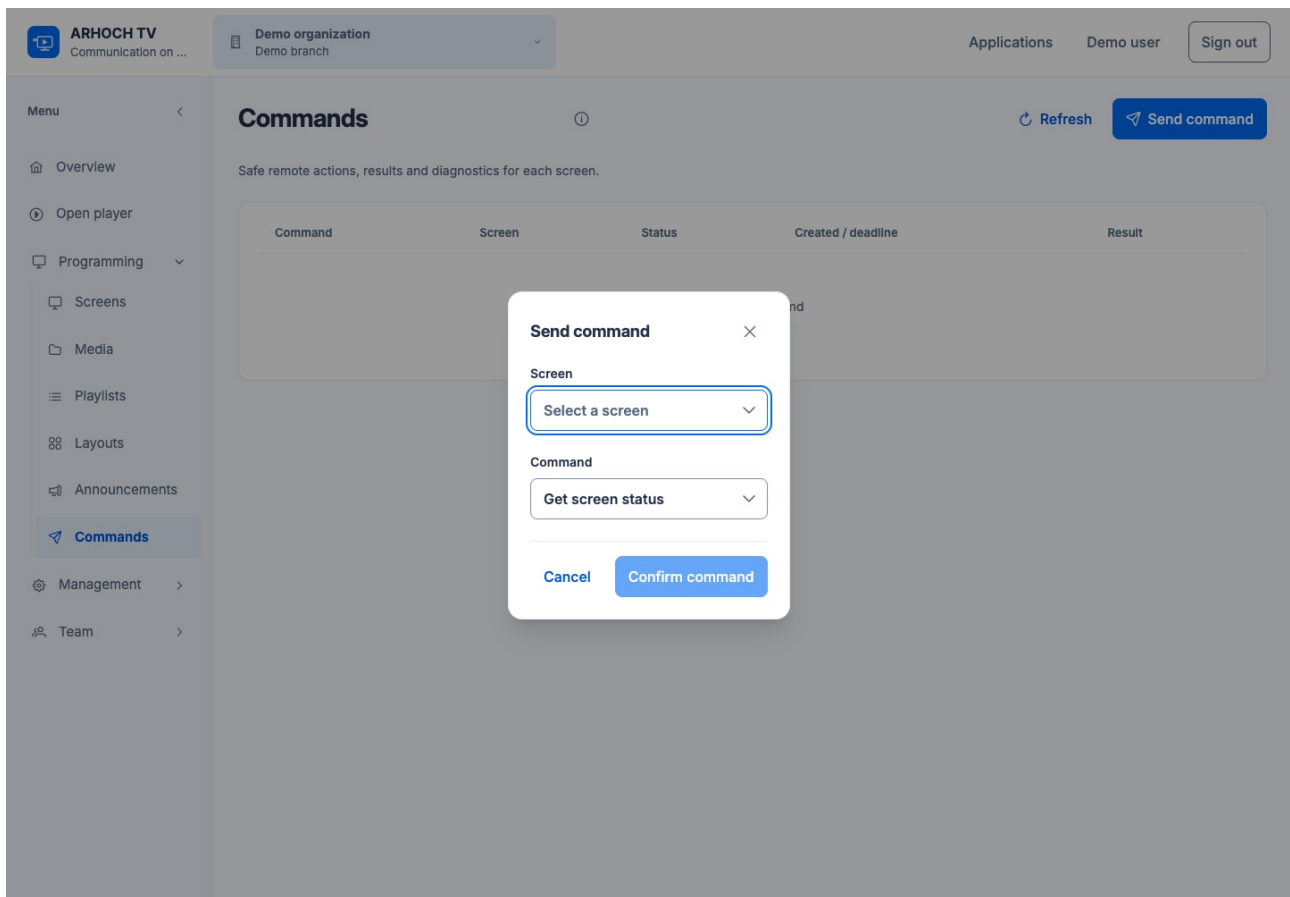
- Command execution permission, plus screen and history read access.

Step by step

1. Choose send command, select the screen and command. Start with "Get screen status" when you only need diagnostics.
2. Listing saved files requests the local inventory. Reload application requests a player reload. Clearing saved content deletes local content and downloads the schedule again while preserving pairing.
3. Review the impact and confirm. Avoid clearing saved content when the screen cannot reconnect to replace files.
4. In history, monitor created, sent, received, executed, failed or timeout states. Open details to inspect the result; submission does not guarantee execution.

Expected result

Each action retains its result or diagnostic in command history.



Actual interface in a local documentation environment; demonstration data.

5.4 Move a screen to another branch

What it is for Changes the screen binding within the same organization.

Where to find it "Programming" → "Commands"

Before you start

- Organization-level screen-move and command permissions, with valid access to the destination.

Step by step

1. Choose send command and select the screen. Choose move to another branch when your profile allows it.
2. Choose a different authorized destination branch in the same organization. If it is missing, ask the responsible person for the proper access.
3. Confirm after reviewing the destination. The server binding changes immediately, even if the screen is offline. The device synchronizes its destination on the next connection.
4. Select the destination branch in the panel and check the screen and its new schedule.

Expected result

The screen belongs to the destination branch and receives its schedule.

5.5 Unpair a screen

What it is for Revokes the identity of a device that should no longer remain connected.

Where to find it "Programming" → "Screens"

Before you start

- Permission to unpair within the screen's scope.

Step by step

1. Find the screen by name and code and check its branch in details.
2. Choose unpair and read the confirmation. The token will be revoked and the screen will need a new code to reconnect.
3. Confirm unpairing. To reinstall or replace the device, repeat the pairing flow with the correct destination.

Expected result

The previous credential no longer authorizes a connection. Signing out of your human account does not replace screen revocation.

6 SGA calls on the screen

6.1 Authorize the branch connection

What it is for Connects SGA queue operations to the screen without copying keys or tokens.

Where to find it "Management" → "SGA calls"

Before you start

- Permission to manage the TV's SGA connection and corresponding authorization in SGA.

Step by step

1. Check organization and branch. Use the same account and context in SGA. If the service integration is unavailable, ask the service administrator to configure it.
2. Choose connect SGA. Continue in SGA to review and authorize the request; it expires in five minutes.
3. When you return to TV, complete the connection once authorization is received. Check the connected-and-communicating message.
4. If the request remains pending or expires, cancel it when needed and start another. No secret, API URL or token must be copied.

Expected result

The branch has an active SGA connection for preparing its panel and screen alerts.

The screenshot shows the ARHOCH TV Management interface. The top navigation bar includes the ARHOCH TV logo, a dropdown menu for "Demo organization" and "Demo branch", and links for "Applications", "Demo user", and "Sign out". The left sidebar contains a "Menu" with options: Overview, Open player, Programming, Management (selected), SGA calls (active), Widget synchronization, Storage, Audit, and Team. The main content area is titled "SGA calls" and includes a "Refresh" button. It contains three main sections:

- 1. Connect this branch's SGA**: Instructions to sign in to SGA with the same account, organization, and branch to authorize. It states "No keys or tokens need to be copied." and "SGA connected and communicating." with a "Disconnect SGA" link.
- 2. Prepare the call panel**: Instructions that the panel shows up to five latest calls of the day. A recall moves the same ticket to the top. It adds content to a playlist's main area or a fixed layout zone. Programming and layout are shared by all TVs in the branch. A "Prepare panel" button is present.
- 3. Choose TVs with main-area alerts**: Instructions that the alert appears for up to 10 seconds, pauses programming and resumes at the same point. Announcements take priority. Widgets remain visible. Recorded videos resume the available position. Animated HTML and live YouTube resume the available state; their playlist time is paused. When the SGA panel is visible, the call is highlighted there without another alert over programming.

Below these instructions is a table with columns: TV, Main-area alert, and Actions.

TV	Main-area alert	Actions
Reception screen	Enabled	Disable Test

At the bottom, there is a link for "Previous integration".

Actual interface in a local documentation environment; demonstration data.

6.2 Prepare and place the call panel

What it is for Shows up to the last five calls of the day as scheduled content.

Where to find it "Management" → "SGA calls"

Before you start

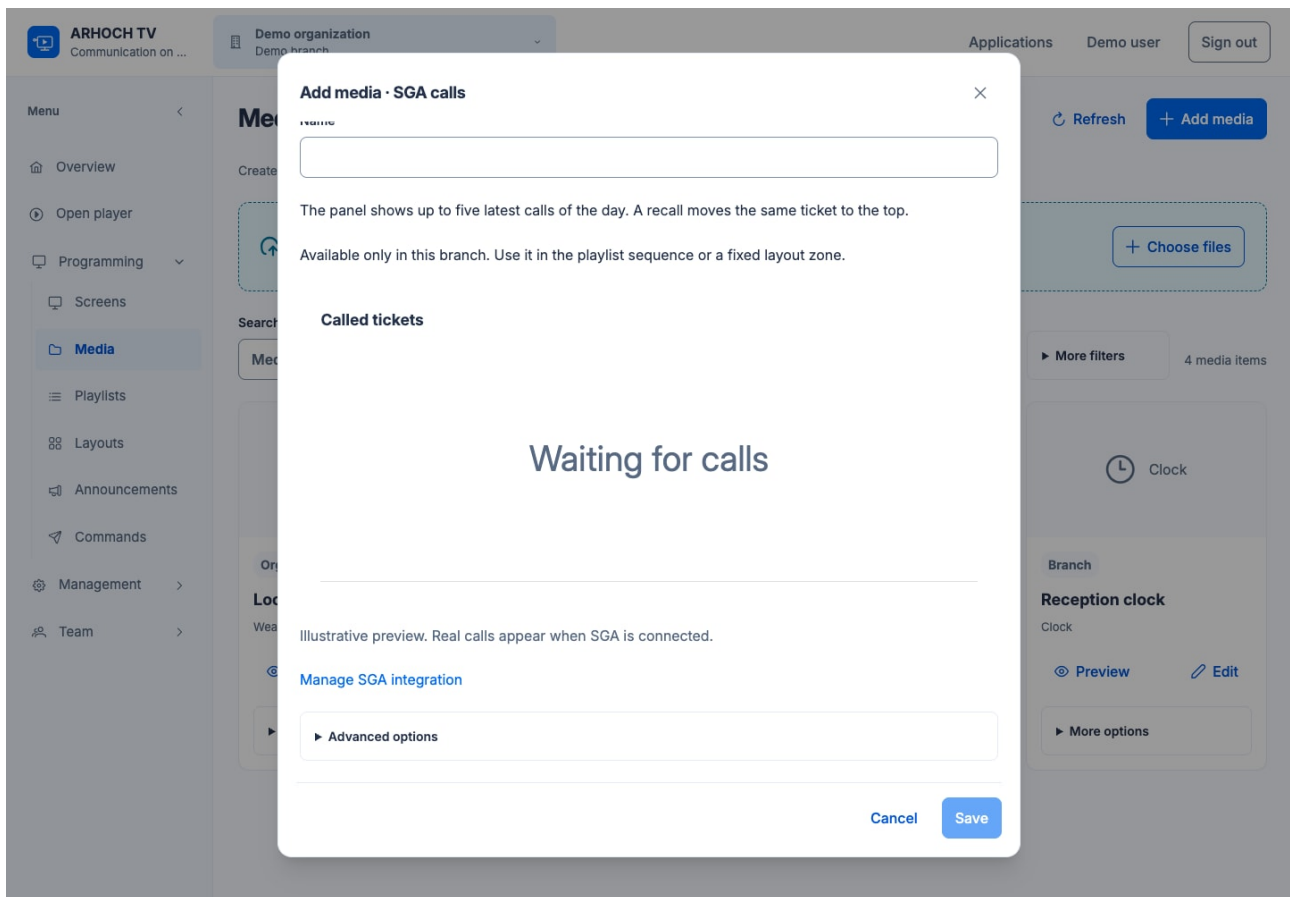
- Active SGA connection, branch content creation and playlist editing permissions.

Step by step

1. With the connection active, choose prepare panel in step two. If it already exists, open scheduling or view content.
2. You can also create it in media by choosing SGA calls. This type always belongs to the current branch and uses its active connection.
3. Open the playlist and add the panel to the main sequence or select it in a fixed layout zone. Save the playlist.
4. Actual SGA calls update the panel. A recall moves the same ticket to the top rather than creating a different ticket. The editor preview is illustrative.

Expected result

The panel follows eligible branch calls. Schedule and layout remain shared by all screens in the branch.



Actual interface in a local documentation environment; demonstration data.

6.3 Select alert screens and test

What it is for Enables temporary call highlighting in each selected screen's main area.

Where to find it "Management" → "SGA calls"

Step by step

1. In step three, find the screen. Check compatibility; an older player may need updating and reconnecting before enabling.
2. Enable the main-area alert only on desired screens. This is per screen, unlike the panel included in the branch-wide playlist.
3. Use test on an enabled screen when an interruption is acceptable. Check highlighting and sound on the device. If the browser blocks sound, use enable audio in the player.
4. The alert lasts up to ten seconds, pauses the main sequence and resumes the available position; widgets stay visible. If the panel is already visible, the call highlights there without a second alert.
5. To stop the whole branch integration, choose disconnect SGA and confirm. Other media continues, but panel and alerts stop receiving calls.

Expected result

Each enabled screen receives alerts compatible with the active connection and call validity.

Important information

Announcements take priority. Recorded videos resume the available position; animated HTML and live YouTube resume their available state. The explicitly labeled previous integration keeps scheduling advancing during alerts and depends on legacy administrator configuration.

7 Settings, team and storage

7.1 People, invitations, profiles and branches

What it is for Shares operations without giving everyone the same password.

Where to find it Team menu → People and access, Branches or Organization. Account → Profile, Preferences and Security.

Step by step

1. Open people and access from the team menu. Use official IAM components to invite a person with the correct email; the complete procedure is in the IAM manual.
2. Choose context and a suitable profile: administrator for delegated administration, editor for content and scheduling, operator for screens and operations, viewer for read-only access.
3. Check assignment scope: organization or branch. A branch profile does not automatically authorize another branch. A TV profile alone does not grant IAM people-management rights.
4. Ask the person to accept the invitation, sign in and select context. Check available menus and actions using their account. For branches, organization, password, sessions and preferences, follow the IAM manual.

Expected result

Each person uses their own identity and only delegated capabilities.

Important information

A screen has its own device identity. Do not invite a human user for each device or sign in administratively on the player.

7.2 Widget synchronization and validity

What it is for Defines the organization's data refresh and retention policy.

Where to find it "Management" → "Widget synchronization"

Before you start

- Organization-level widget-policy read and write permissions.

Step by step

1. Check the organization and current values. Defaults are 30-minute local cache, 5-minute synchronization, 72-hour retention and five consecutive failures.
2. Enter local cache from 1 to 1,440 minutes and synchronization from 1 to 720 minutes. Synchronization must not exceed cache time.
3. Set retention from 1 to 720 hours, at least as long as cache time, and 1 to 20 consecutive failures. Save and check the policy version.
4. If a conflict occurs, compare the current version, explicitly retain your draft if desired, review values and save again.

Expected result

The policy applies to the organization; it does not extend external data beyond source expiry.

Widget synchronization ⓘ

Data refresh and validity policy for this organization.

Local cache (minutes)	Synchronization (minutes)
30	5
Local retention (hours)	Consecutive failures
72	5

Synchronization cannot exceed the TTL. External data never outlives the source deadline.
Default policy · v1 · 10/21/26, 9:00 AM

Save

Actual interface in a local documentation environment; demonstration data.

7.3 Understand storage quota

What it is for Tracks storage shared by every branch.

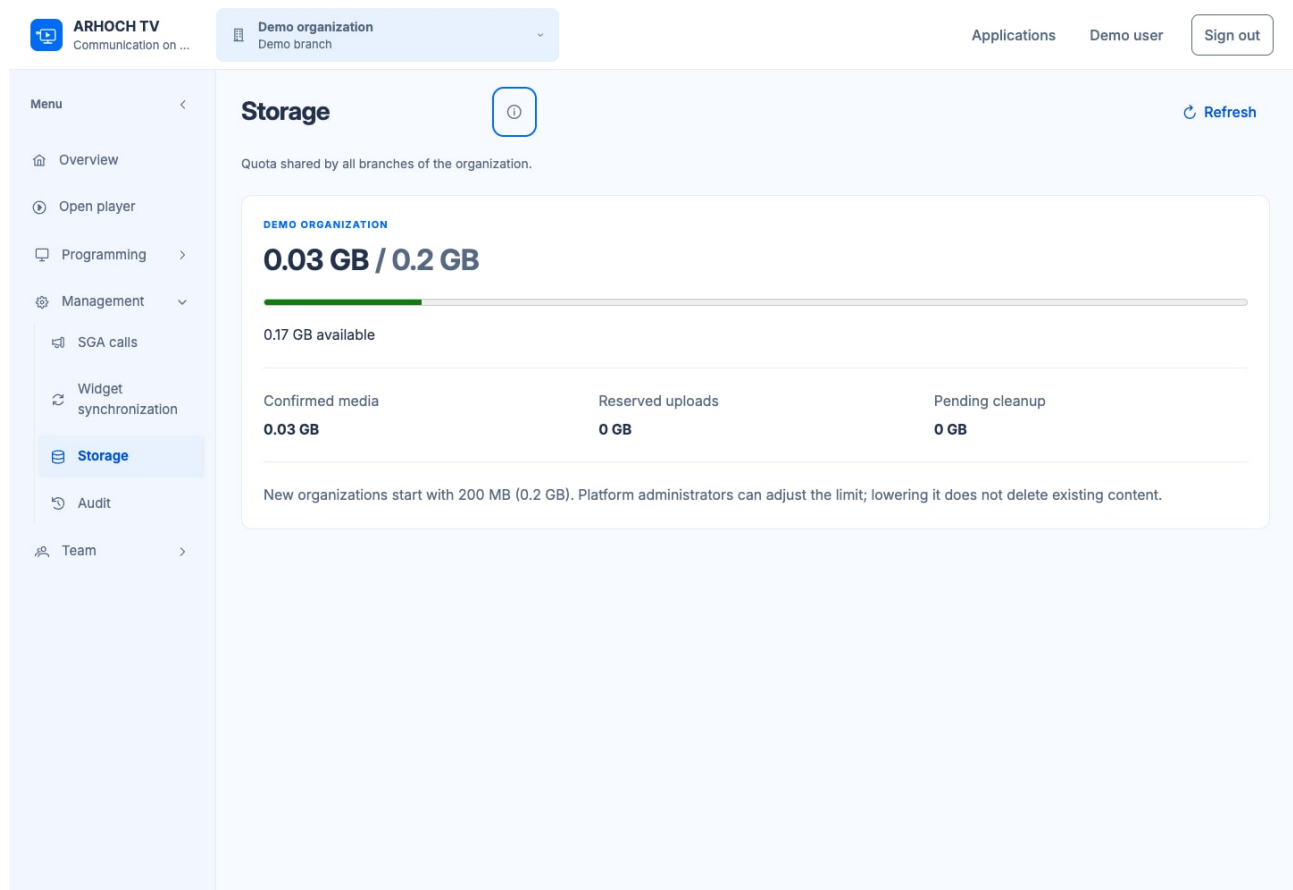
Where to find it "Management" → "Storage"

Step by step

1. Check usage, limit and available space. Quota is not per screen or branch. New organizations start with 200 decimal MB, equivalent to 0.2 GB.
2. Review confirmed media, reserved uploads and pending cleanup. Deletion may not release quota immediately while safe cleanup is pending.
3. If space is insufficient, review large files and references before deleting or request an administrator quota adjustment. Reducing quota does not delete existing content but may block uploads.

Expected result

You distinguish organization storage from each device's local cache.



Actual interface in a local documentation environment; demonstration data.

7.4 Business audit

What it is for Inspects recent TV actions within the organization.

Where to find it "Management" → "Audit"

Step by step

1. Open audit and inspect time, actor, action, target and result. Use refresh to reload recent entries.
2. Use pagination when more than one page exists. The query shows up to one hundred recent entries in pages of fifteen.
3. For login, invitations and access grants, consult IAM records and flows; TV audit covers content, scheduling and screens.

Expected result

Authorized staff can inspect changes without confusing TV audit with identity administration.

7.5 Central administration: quota and watermark

What it is for Explains platform-administrator options, not ordinary company-administrator features.

Where to find it "Management"

Step by step

1. Only the central administrator authorized by IAM sees storage-limit and watermark settings. Organization owner or TV administrator status does not grant this function.
2. To adjust quota, select the organization and branch context first. Open storage limit, enter a positive decimal-GB value and save. One GB equals one billion bytes.
3. For watermark, check screen counts and the display-watermark option. Change only when authorized and save; the setting applies to all branches of the selected organization.

Expected result

Central options remain limited to the selected organization, with authorization and audit.

8 Android application and player operation

8.1 Install and open the Android host

What it is for Opens the official remote PWA on Android TV or TV Box, reusing pairing and scheduling.

Where to find it "Arhoch TV" application on an authorized device.

Step by step

1. Ask the administrator for the appropriate APK and verify its origin. The project currently provides a test APK; public store distribution is not promised.
2. Install only on the authorized device. The host requires Android API 26 or later and WebView at least 111; these minimums do not certify every model.
3. Open Arhoch TV and choose "Produção" for normal use. "Desenvolvimento" is the test deployment. The Android host displays these labels in Portuguese.
4. Wait for the remote player and follow the code/QR chapter to pair it with the branch in the same deployment. Do not use an administrator login on the device.

Expected result

The application displays the same schedule and uses PWA storage. It does not store administrator credentials or provide an administration panel.

Important information

Available validation was performed on an emulator with local image/video playback and simulated network conditions. Physical models are not universally certified; validate video, audio, remote control, standby and cache on the selected device. Automatic system startup and a native watchdog are not promised.

8.2 Remote control, recovery and exit

What it is for Accesses host actions without unnecessarily deleting pairing.

Where to find it Remote control → MENU or BACK.

Step by step

1. Press MENU or BACK to open the menu. If video is full-screen, BACK can also exit that full-screen mode.
2. Choose "Continuar" to return to playback. Use "Tentar conexão novamente" to try loading the PWA again.
3. Use "Escolher implantação" only to switch between production and development. They are separate deployments with their own identities and schedules.
4. Choose "Sair" to close the host. Reopen the application to return. Pairing is retained while local PWA data is preserved.

Expected result

You recover navigation or close the application through explicit actions.

8.3 Internet, cache and player updates

What it is for Explains what continues through network interruptions and how to confirm recovery.

Where to find it Screen player and Scheduling → Screens.

Step by step

1. Before relying on offline playback, pair the screen, publish a playlist and wait for complete file preparation. The full library is not downloaded.
2. Check active version, candidate and storage state in the panel. The candidate replaces the active version only after mandatory caching completes.
3. During network loss, prepared files may continue while scheduling remains valid. YouTube and external resources need internet; expired widgets show unavailability.
4. When network returns, wait for automatic reconnection and check report time and version. Application updates are automatic and preserve identity and scheduling; there is no manual selection of old software versions.

Expected result

The player uses prepared, valid content and reports limitations without inventing new data.

Important information

The local media budget is up to 2 decimal GB and 80% of observed free quota, subject to browser capabilities. This cache differs from the organization's initial 200 MB quota. Clearing browser data differs from clearing saved content and can remove pairing.

9 Routine and troubleshooting

9.1 Check before leaving the screen in operation

What it is for Avoids relying solely on a saved playlist.

Where to find it Administration panel and display device.

Step by step

1. Confirm organization, branch, screen name and code. Open the correct player and keep one instance per screen.
2. Check active playlist, dates, priority, media, duration, audio and layout. Test video and YouTube on the actual device.
3. Confirm the device-reported playback version and last contact. If using SGA, test an authorized call and check audio and panel.
4. Record who manages the branch and how to contact support. Check the screen again after changing files, layout or scheduling.

Expected result

Playback has been checked by its result, not only by saving configuration.

9.2 Diagnose without losing configuration

What it is for Guides initial investigation of common problems.

Where to find it Scheduling → Screens → View details.

Step by step

1. Record time, branch, screen name and visible message. Check connectivity, presence and active version before destructive commands.
2. Follow the matching case below. For support, send a description and screenshot without sensitive data; never share a token or password.

Expected result

Investigation preserves pairing and cache until there is a concrete reason to clear them.

If something goes wrong

Waiting screen despite connected presence.

Check for an active playlist at the current time, unexpired end and eligible media. Wait for preparation and compare the reported version.

Weather, news or exchange rates unavailable.

Check source and parameters, retry preview and ask the administrator to check Feeds. Do not randomly change location or currencies to hide unavailability.

Upload failed or quota is insufficient.

Check type, size, organization quota and network. Keep the draft and resend pending items; a confirmed file can be reused without another upload.

Video has no picture or sound.

Check content volume/mute, autoplay policy, codec and device compatibility. Test a known compatible file before clearing cache.

Two instances competing for one screen identity.

Close the duplicate instance. Keep only the intended player and wait for reconnection; do not share browser data between screens.

Player or local storage cannot be prepared.

Read the diagnosed stage: offline cache, activation or storage. Use HTTPS and a compatible browser, check space and permissions, and reload normally. Avoid clearing all data as the first attempt.

SGA connected but no call appears.

Check the same branch, recent communication, prepared panel and enabled screen alert. Check player compatibility and call validity. Reconnecting does not replay an old call.

Unavailable button or permission error.

Check context and profile with the IAM administrator. Organization editing, layouts, policies and central actions have different requirements from branch editing.

10 Glossary

Organization

Company or primary group sharing libraries, layouts and quota.

Branch

Scheduling context. All screens assigned to the branch receive its active schedule.

Media

Reusable definition of an image, video, HTML, link or widget.

Occurrence

A media position in a playlist, with order and duration where applicable.

Layout

Shared geometry of the screen's main and fixed zones.

Candidate

Received version still preparing required files before activation.

Current / Outdated / Unavailable

Explicit widget states determined by validity and source response.

11 Help and next steps

For support, provide product, organization/branch, screen, incident time, attempted action and displayed message. Avoid personal information in screenshots and never send a password or token.

ARHOCH contact: contact@arhoch.com · +55 51 99764-4349.