

taleor

taleor user manual

From first sign-in to the emergency hold. For venue operators and technical staff.

Edition: console as built on 29 October 2026. Every label in quotation marks is the exact text on the screen.

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About this manual

1.1 Who it is for

- **Venue operators:** the people who run the exhibits day to day. Content managers, facilities managers and venue admins.
- **Technical staff:** the people who install the player on an exhibit computer, wire up sensors and equipment, and keep the venue running.

Every chapter is task-based. Each task starts with one line on what it is for and when you would do it, then a short list of numbered steps. Each step names the button, menu or field exactly as the console shows it, in quotation marks, so you can match the page in front of you. Under the steps, "What you'll see" tells you how the console answers.

The console runs in English, German, Dutch and Polish. This manual uses the English labels. The screen positions and the order of steps are the same in every language.

1.2 How to read a step

- "Select 'Add a screen'." means press the control whose label is Add a screen.
- Words in `monospace` are addresses, file paths or things you type.
- A **Tip** box gives a safe practice or a shortcut. A **Careful** box names a common mistake, or an action that cannot be undone.
- Orange numbers on a picture point to the control a step names.
- The pictures show the real console. A few were captured a build or two before this edition: where a picture says "player", the console now says "screen". The steps are the same.

1.3 Key terms

talor uses one vocabulary for every kind of venue. These are the words you will meet.

TERM	MEANING
Venue	One physical place with its own opening hours and team. The console always works inside one venue at a time.
Floor	A vertical division of a venue. A single-storey venue can skip floors.
Zone	An area of a floor that groups exhibits. Schedules, alerts and insights roll up to it.
Exhibit	The thing a visitor stands at. It has a name, a template, one or more screens, a default reel, triggered reels and triggers. The exhibit page is where you set up what plays.

TERM	MEANING
Screen	What the console calls the device on the wall: a PC with a display, a TV, a tablet, a browser tab or a smart display. In Engineering and in technical documents the same thing is called a player .
Player	The software on the screen (the taleor agent or the browser play page) and the engineer's word for the box behind the glass. One player per screen.
Device	Anything wired to a player and recorded in the venue: a display, a projector, a speaker, a sensor, a button, a card reader, a handheld, a controller. Also called equipment .
Driver	The signed software package that lets taleor talk to a device: power it, change its source, read its sensor. A device with a driver is managed ; one without is passive (inventory only).
Template	How a screen draws its reels: a photo book, a video book, a slideshow, a media browser, a touch carousel, an interactive map, a kiosk, 3D models and so on. Each screen has one template, shown on its "Template used" tab.
Reel	A list of photos and films that plays in order. Exhibits play reels. A reel has a name, tags and playback settings.
Playlist	What one screen plays: its default reel plus the triggered reels its triggers switch to. The "Playlist" tab of a screen.
Trigger (cue)	A rule: when an input fires (a touch, a button, a sensor, a key, an OSC message, a handheld), switch to a reel, send an OSC message or move to another exhibit, then return. In technical text a trigger is a cue .
Schedule	The venue's opening hours (the master schedule), dayparts, holidays and special days, plus scheduled content changes.
Emergency hold	A broadcast that takes over every chosen screen with your message until you end it. A notice is the softer form: a banner over the exhibits, which keep playing.
Roles	Network admin, Estate admin, Venue admin, Content manager, Facilities manager. What a person may do comes from their role.
Oli	taleor's assistant. You tell Oli in plain words what a screen should do. Oli proposes the exact changes. Nothing changes until you press "Apply".
Audit log	The record of who did what and when. Every privileged action is written to it and cannot be edited from the console.

Getting started

2.1 Sign in to the web app

The web app is the console you use every day. It runs in any current browser at `app.taleor.net` ; nothing is installed. You sign in once per browser, and the console remembers you.

1. Open `app.taleor.net` . The front door opens; select "Sign in".
2. Choose how to sign in:
 - Select "Continue with Google" or "Continue with Apple" to sign in with that account.
 - Select "Staff sign-in" to sign in with an email address and password. Type your "Email" and "Password". Use "Show password" to check what you typed. Select "Sign in".
3. If you were invited by a colleague, the page says: "You have been invited to a venue. Sign in below with the email address the invitation was made for." Use exactly that address.

Figure 1 The staff sign-in form. Type your address (1) and password (2); "Show password" (3) reveals what you typed before you select "Sign in" (4).

WHAT YOU'LL SEE

The console opens in your venue, on "Home". If sign-in fails you see "Sign-in did not work. Try again." After several wrong attempts the server answers "Too many sign-in attempts from this address. Wait a minute and try again." If your account must change its password first, the "Change Password" page opens: "You must change your password before continuing." Type the "Current password", a "New password" of at least 8 characters, and "Confirm new password".

TIP

Sign in with the address your invitation names. An invitation works once, for seven days, for that address only.

CAREFUL

Do not share one staff account between several people. Every action is logged under the account that did it, and the audit log is only useful when the name is right.

2.2 Sign in on the desktop app

The desktop app is the taleor player installed on an exhibit computer (Windows and Linux). It also opens the console, which is handy when you are standing at the exhibit with a keyboard.

1. On the exhibit computer, open the Start menu and choose the taleor console shortcut. The installer creates it.
2. The console opens in its own window, on the page of this screen when the screen is already paired.
3. Sign in as in 2.1.

WHAT YOU'LL SEE

In the console's side menu the row "This device: {name}" shows that the computer you are using is itself a screen in this venue.

2.3 Your first visit

There is no separate onboarding wizard. The console guides you with cards on "Home", and the cards disappear as you complete them.

- A venue with no screen shows "Add your first screen": "Open {address} on any screen with a browser (a TV, a tablet or a computer), or start the taleor app on it. Type the code on it, and the screen joins your venue." Select "Add a screen" to start. See chapter 4.
- If the demo venue is offered to you, a "Try the Nolabel Demo" card appears while your own venue has no screen. The demo is a running venue with exhibits you can try. It is a copy of your own: nobody else changes it.

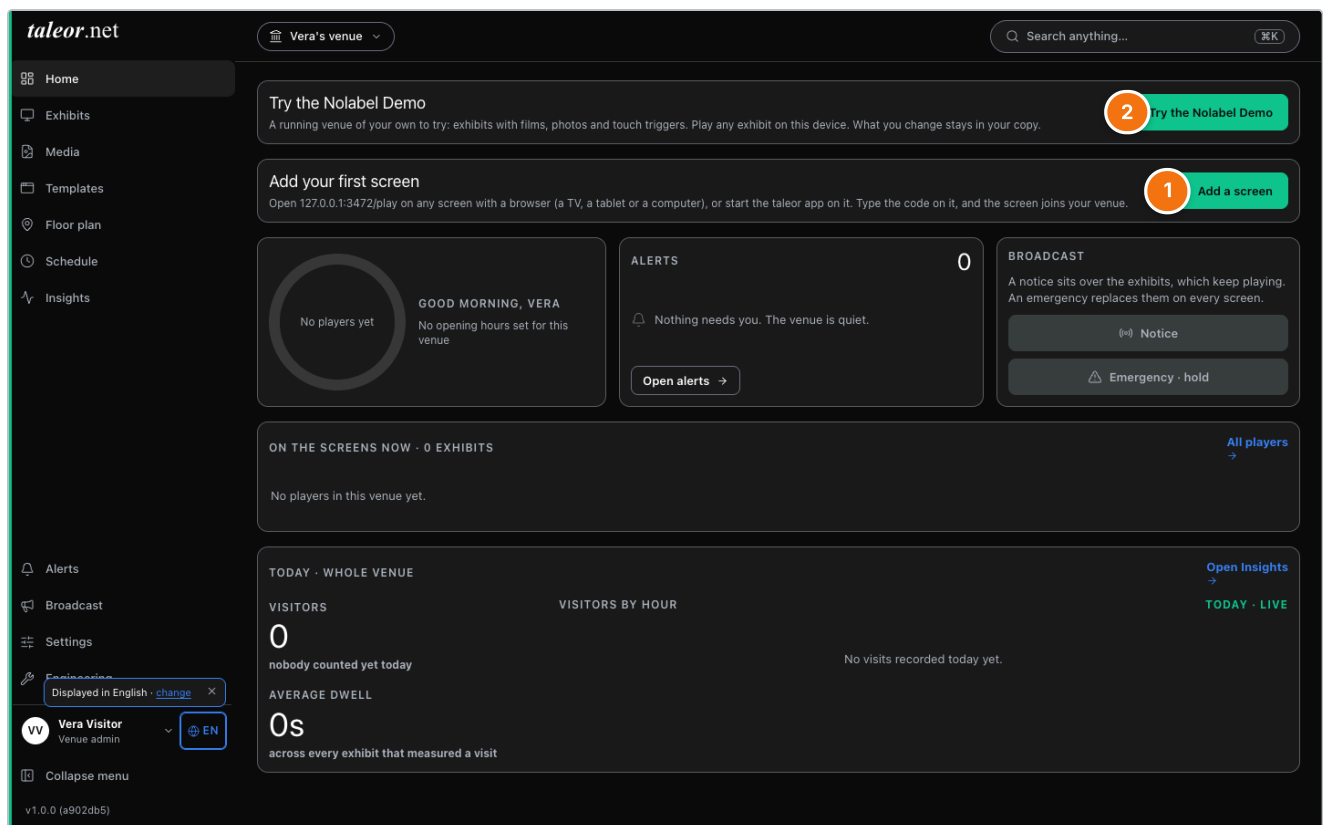


Figure 2 Home in an empty venue: "Add a screen" (1) starts pairing; "Try the Nolabel Demo" (2) opens your own copy of the demo venue.

2.4 The console layout

Every page of the console shares the same frame: a side menu on the left, a top bar, and the page itself. Learn the frame once and every chapter in this manual is easy to place.

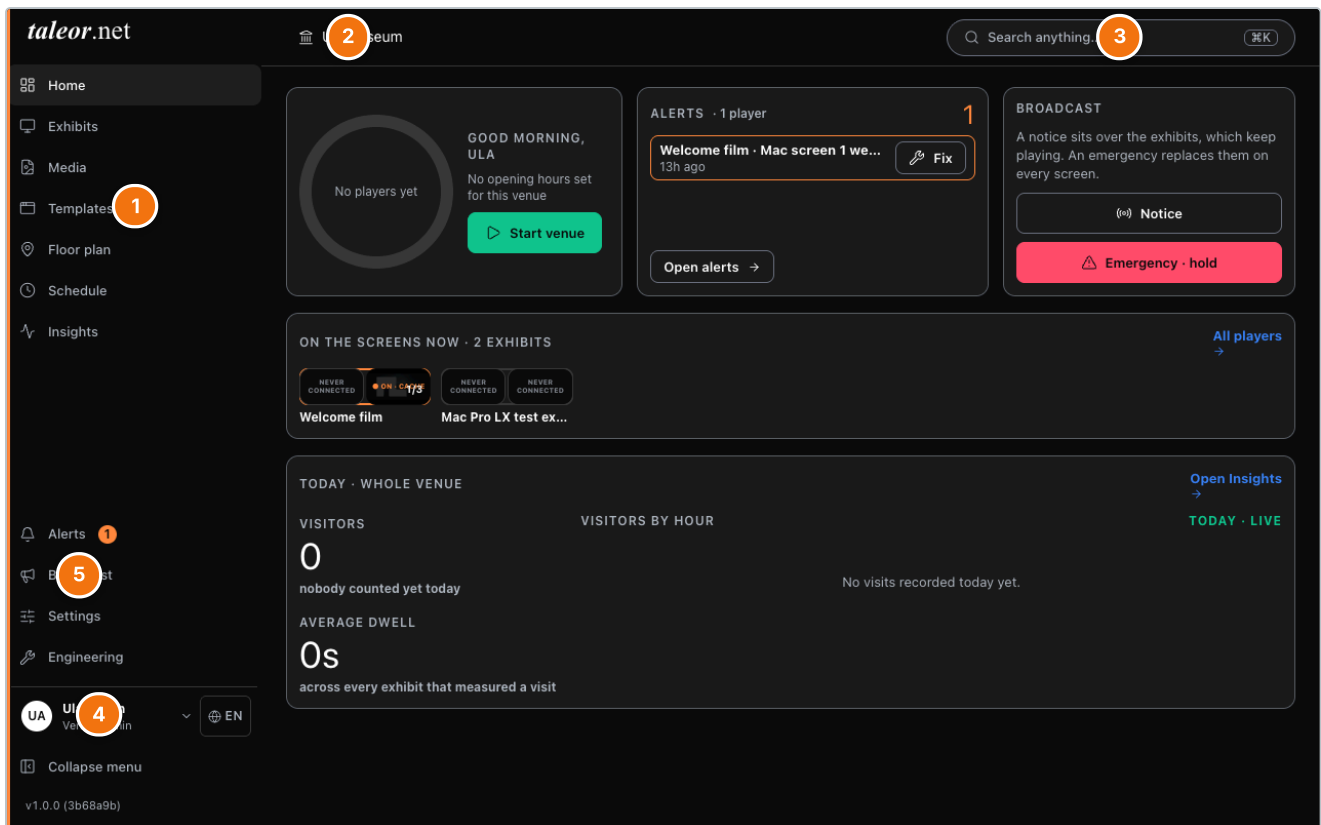


Figure 3 The console frame: the side menu (1), the venue switcher (2), "Search anything..." (3), the account menu (4) and the doors at the foot of the menu (5).

The side menu (the navigation rail on the left) is the building:

DOOR	WHAT IT HOLDS
"Home"	Today at a glance: what the exhibits play, visitors, alerts, the opening hours, the emergency control.
"Exhibits"	Every exhibit and its screens. Views: "Exhibits" and "All screens".
"Media"	The Media Library: every uploaded file.
"Reels"	Every reel. "A reel is a list of photos and films that plays in order. Exhibits play reels."
"Templates"	The templates screens can run, and their venue-wide settings.
"Floor plan"	Views: "Floors" and "Zones". The architect's plan with every screen placed on it.
"Schedule"	Opening hours, dayparts, holidays, special hours and scheduled content changes.
"Insights"	Footfall, dwell, what worked best, proof of play, screen health.

At the foot of the menu:

DOOR	WHAT IT DOES
"Alerts"	Open faults, with a count badge.

DOOR	WHAT IT DOES
"Broadcast"	Not a page: it opens the broadcast dialog from wherever you are. Chapter 12.
"Settings"	"Users and roles", "All venues" (admins of several venues), "Venue", "Account", "Privacy and retention", "Audit log", "Recycle bin".
"Engineering"	"Equipment", "Diagnostics", "Endpoint identity", "Data transfer and backups", "Updates and remote support".

You only see the doors your role allows. Select "Collapse menu" or "Keep menu open" at the foot to change the rail's width. The first Tab stop on every page is "Skip to content".

The top bar:

- The **venue switcher** on the left shows the open venue. Select it to open another venue, "Find a venue...", or create a "New venue". With many venues it also shows "Recently opened" and "All venues...".
- "Search anything..." finds exhibits, screens, zones and media by name. Type at least two characters.
- "Tell Oli" opens the assistant panel (chapter 9). It reads "Get Oli" when the venue does not have Oli.
- The **account menu** on the right holds "Account", "Appearance" (light, dark or system), "Language" and "Sign out".

TIP

Check the venue name in the top bar before you change anything. Every page belongs to the venue shown there.

2.5 Your account

Use this page to change your own password, theme or language. It affects only you, on every machine you sign in on.

1. Open "Settings", then "Account".
2. Under "Profile" you see your name, email and "Role".
3. Under "Password" type the "Current password" and a "New password" (at least 8 characters). Select "Change password".
4. "Interface theme": "System" follows your operating system.
5. "Language": the language of this console. It follows you to any machine you sign in on.

Set up a venue

3.1 Create a venue

A venue is one physical place with its own hours and team. You create one when a new site joins taleor; most people only ever work inside a venue someone else created. You need the Network admin or Estate admin role to create a venue.

1. Select the venue switcher in the top bar.
2. Select "New venue".
3. Type the "Venue name" (what people call the place, for example `The Riverside Centre`).
4. Type the "Venue code": a unique short identifier of letters, numbers and dashes, for example `riverside`.
5. Choose the "Timezone". It is used for schedule calculations.
6. Optionally type the "Building address".
7. Select "Create venue".

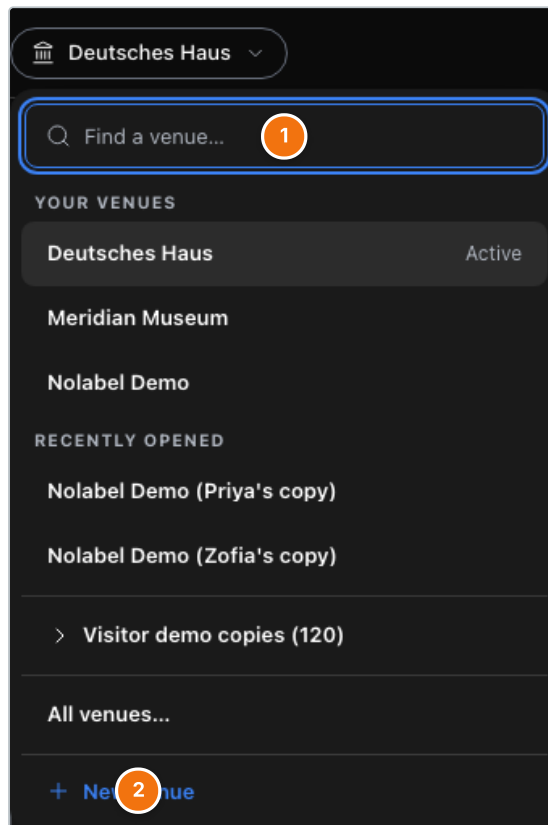


Figure 4 The venue switcher: "Find a venue..." (1) at the top, "New venue" (2) at the foot.

SCREENSHOT TO BE CAPTURED

The "New venue" dialog with "Venue name", "Venue code" and "Timezone"

Figure 5 The "New venue" dialog with "Venue name", "Venue code" and "Timezone"

WHAT YOU'LL SEE

The toast reads "Venue "{name}" created" and the console opens in the new venue, with the "Add your first screen" card on Home.

3.2 Venue settings

The venue page holds the few facts the whole venue shares: its name, timezone, address and mark, and whether changes need approval. Visit it once when the venue is set up, and again if the institution changes its name or mark.

1. Open "Settings", then "Venue".
2. Under "Venue" change the "Venue name", "Timezone" or "Address". The sticky bar at the top holds one "Save"; "Undo" puts the previous values back.
3. Under "Mark", select "Upload a mark" to place the institution's mark in the middle of the top bar. "Take it down" removes it. Until a mark is given, the middle of the bar stays empty.
4. "Require approval before changes go live": when this is on, reels and scheduled changes saved by a content manager wait until a venue admin approves them. The screens keep playing the approved version until then. Default off. See 6.7.
5. "Copy venue ID" copies the venue's identifier for support.

CAREFUL

Do not select "Delete venue" unless the venue is really being retired. Only a Network admin can do it, and the venue stops being selectable in the console.

3.3 Floors

Floors let you place screens on the architect's drawing and give each level its own hours if it needs them. A single-storey venue can skip floors entirely.

1. Open "Floor plan". The "Floors" view opens.
2. Select "Add floor".
3. Type the "Name" (for example `Ground Floor`), a short "Code" (`GF`) and the "Level". Ground is 0; the list is ordered by level, lowest first.
4. Select "Create floor".

5. To place screens on the architect's drawing, open "Options for {name}" and select "Upload plan...". Choose a PNG, JPEG or PDF. Everything placed on it is stored as a fraction of its size, so replacing the drawing later does not scatter the pins.
6. On the plan, drag a screen to place it.

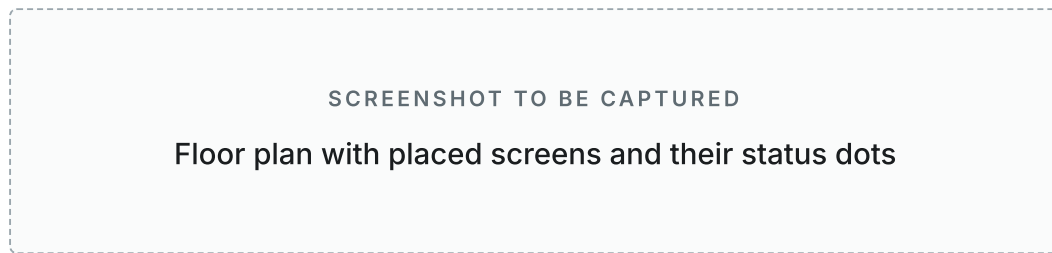


Figure 6 Floor plan with placed screens and their status dots

WHAT YOU'LL SEE

Every placed screen is a dot on the plan. The dot shows live status; the ring colour is the zone. "{count} not placed on the plan yet" tells you what is left.

Other options per floor: "Rename...", "Change level...", "Replace plan...", "Delete". Deleting a floor removes the floor and its plan; nothing that was on it is deleted.

3.4 Zones

"A zone groups the exhibits in one physical area. Schedules and analytics both roll up to it." Make zones when you want hours, alerts or insights per gallery or room rather than per venue.

1. Open "Floor plan", then the "Zones" view.
2. Select "New zone".
3. Type the "Name" (what this area is called on the floor), the "Code" (a short reference used on drawings and exports) and choose a "Colour" (the stripe on the zone card and the pin on the floor plan). Choose a floor, or "No floor" for a single-storey venue.
4. Select "Create zone".
5. Select "Enter" on a zone card to see its screens.

Per zone: "Rename...", "Change colour...", "Move to another floor..." ("Everything in this zone moves with it. Nothing is deleted.") and "Delete".

3.5 Exhibits

An exhibit is the thing a visitor stands at. You create one for every station in the venue, before or after its screens exist: it is created with a name and a template, then given its screens.

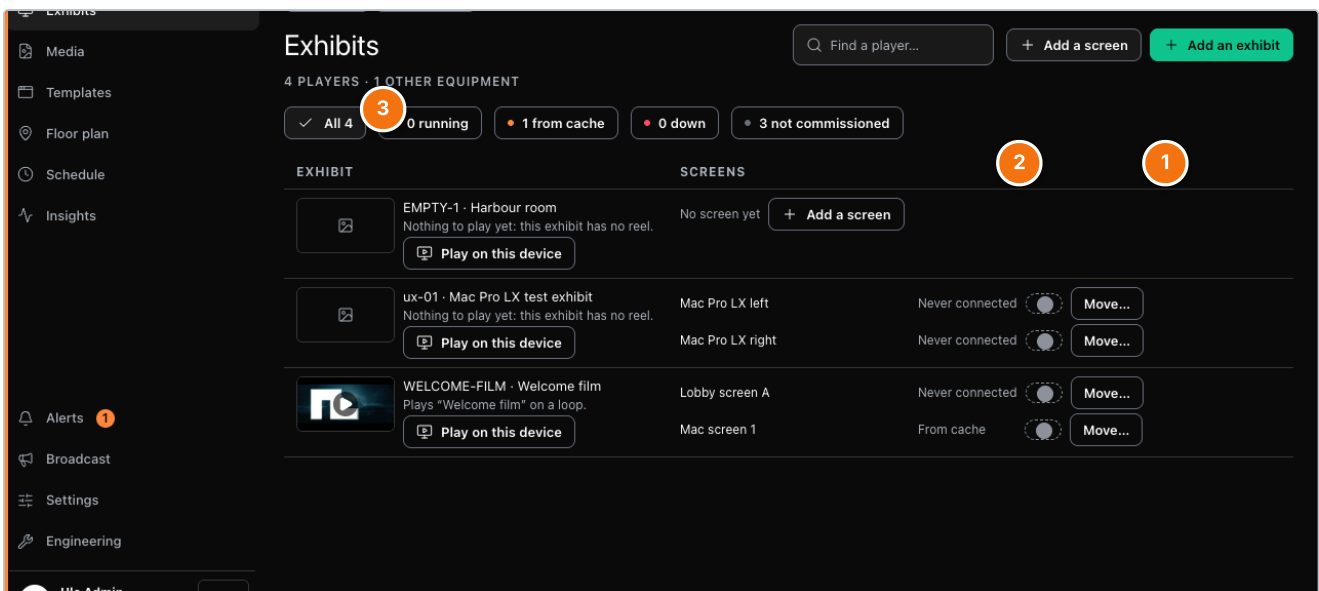


Figure 7 The "Exhibits" list: "Add an exhibit" (1), "Add a screen" (2) and the "All screens" view (3). Each row shows the exhibit, what it plays and its screens.

1. Open "Exhibits".
2. Select "Add an exhibit".
3. Type the "Exhibit name": what a visitor would call it; this is the title on its page. The "Code" (the code on the AV drawing) is filled in from the name; change it if the drawing says otherwise.
4. Select "Next" and choose the "Template": what kind of exhibit this is. Each template has a one-line description. It can be changed later from the screen's own "Template used" tab.
5. Select "Create exhibit".
6. "Which screens belong here?" offers three choices:
 - "Screens already in this venue": tick existing screens, including those "Not in an exhibit yet". A screen is in one exhibit at a time.
 - "Pair a new screen": type "The code on the screen" (chapter 4). The exhibit is created first, then the screen joins it.
 - "Skip for now": "The exhibit is created with no screens. Add them later from its page."

New exhibit · Photobook [X]

EXHIBIT NAME

 What a visitor would call it; this is the title on its page.

CODE

 The code on the AV drawing. Filled in from the name; change it if the drawing says otherwise.

Template
 WHAT KIND OF EXHIBIT THIS IS. CHANGED ANY TIME LATER, FROM THE PLAYER'S OWN TAB.

☒ **Photobook**
 AUTO-PLAYING SLIDESHOW WITH TOUCH NAVIGATION.

☐ **Slideshow**
 HANDS-OFF, AUTO-ADVANCING PHOTO & VIDEO SLIDESHOW WITH TRANSITIONS.

☐ **Media Loop**
 ZERO-INTERACTION LOOPING VIDEO OR SLIDESHOW.

☐ **Media Browser**
 BROWSABLE PDFS, PHOTOS, AND VIDEOS.

[Cancel] **3** Next

Figure 8 The "Add an exhibit" dialog: the "Exhibit name" (1), the template choices with their one-line descriptions (2), and "Next" (3).

WHAT YOU'LL SEE

The toast reads "{name} created" and the exhibit page opens.

The exhibit page holds:

- the still and one line that says what it plays, for example "Plays "Opening loop" on a loop. A tap plays "Demo reel"; a second tap goes back." Select the still to open the preview and "Try a tap";
- "Screens at this exhibit", with "Add screens" and "Play on this device";
- "Add media": the one-step upload (6.1);
- "Exhibit power": "Everything at this exhibit powers down, one second apart: its screens and their equipment." The switch is not shown while the exhibit has no screen;
- "Rename exhibit".

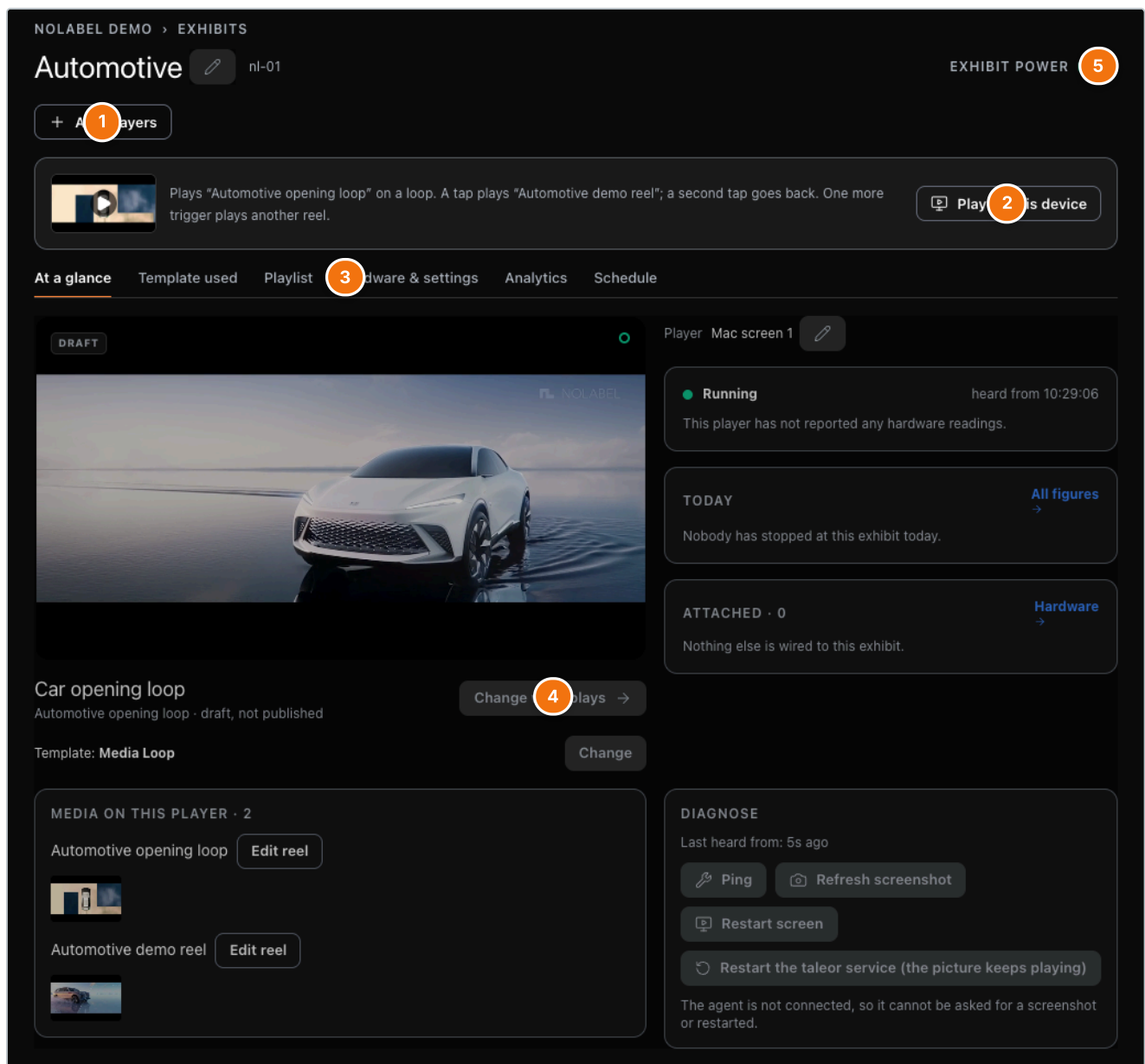


Figure 9 An exhibit page: "Add screens" (1), "Play on this device" (2), the tabs of the selected screen (3), "Change what plays" (4) and "Exhibit power" (5).

An exhibit with no screen says "No screen here yet. Play it on this device, add a screen that is already in this venue, or pair a new screen with the code on it."

The "Exhibits" list shows each exhibit, its still, its line and its screens. Screens that are "Not in an exhibit yet" are listed first, with "Put in an exhibit...". Each screen row in an exhibit has "Move...".

Screens and players

A screen joins a venue by showing a six-digit code that you type in the console. No key or address is ever typed by hand.

4.1 Three ways to make a screen

WAY	WHEN TO USE IT
The taleor app on an exhibit computer (Windows or Linux)	Permanent exhibits. The app keeps playing with no network, restarts the browser when it dies, keeps media on disk, and updates itself.
The browser play page at <code>app.taleor.net/play</code>	A TV with a browser, a tablet, a spare PC, a demo on a laptop or a phone. No install. Best effort offline.
"Play on this device" from an exhibit page	The quickest: the browser you are using becomes the exhibit's screen in a new tab.

4.2 Install the taleor app on an exhibit computer

For technical staff, once per exhibit computer. The app is what makes a permanent exhibit reliable: it plays with no network, restarts the browser when it dies and updates itself. Windows installer and Linux package (Ubuntu 24.04 and later) are supplied by taleor; each bundles its own runtime and creates and starts the service.

Where to download the installers. Download the player for Windows, macOS, Linux, Raspberry Pi or Android from taleor.net, under "Download".

Windows, from the console's script

1. Open "Engineering", then "Updates and remote support". The page "Setting up a player" says: "The server runs in the cloud, so each machine only needs its power and BIOS configured and the agent installed."
2. On the exhibit computer open "PowerShell as Administrator".
3. Under "Run the setup script (elevated PowerShell)" select "Copy to clipboard", paste the line in the PowerShell window and run it. It installs the taleor service and opens the play page full screen.
4. If the computer must wake and sleep on the venue's schedule, follow "Configure BIOS (one time)" and "Run the power script (elevated PowerShell)". The BIOS step is only needed for Wake-on-LAN.
5. Under "Pair the player in this console", pair the screen as in 4.3.

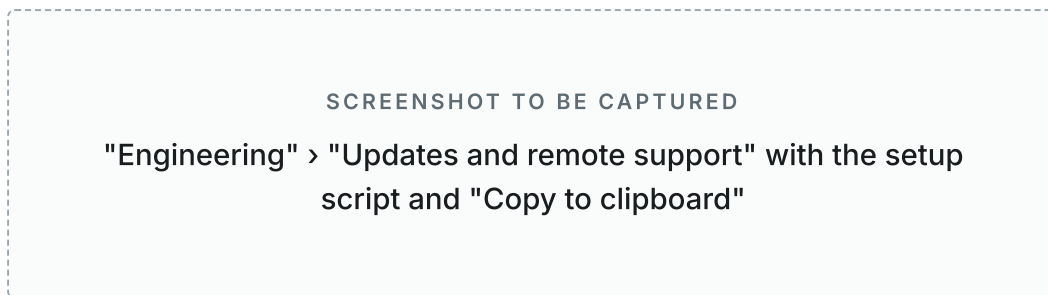


Figure 10 "Engineering" > "Updates and remote support" with the setup script and "Copy to clipboard"

Linux: install the taleor package. It sets up auto-login and runs the player in the signed-in user's graphical session. On Wayland desktops it needs a non-snap Chrome or Chromium; the package requires one.

TIP

Run the setup script in an elevated window and wait for it to finish. It installs a service; a half-finished install leaves a screen that never reports.

CAREFUL

Do not open the console or the play page on the exhibit computer from the old kiosk address with a slug. The app opens `/play` by itself and the console never shows slugs for new screens.

4.3 Pair a screen with the six-digit code

Pairing is how a screen joins your venue. You do it once per screen, with the screen in front of you or someone at the screen reading the code to you.

On the screen you see a six-digit code and a QR code with the line "Sign in at {host}, choose Add a screen and type the code. Or scan the QR with a signed-in phone." "The code changes every 15 minutes." It stays the same across restarts until the screen is paired.

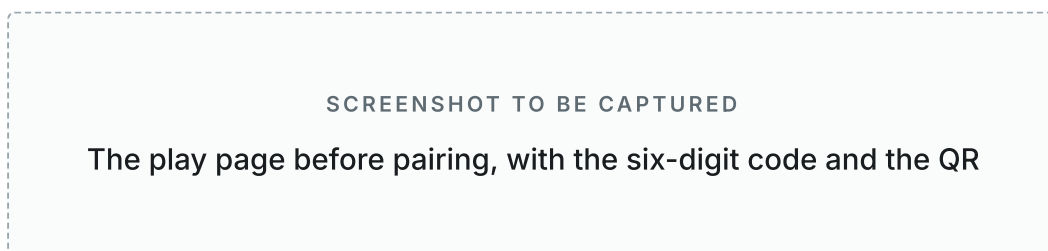


Figure 11 The play page before pairing, with the six-digit code and the QR

1. In the console select "Add a screen" (on Home, on "Exhibits", or on an exhibit page). The page says "Open {address} on the screen, or start the taleor app on it. A code appears."
2. Type the code in "The code on the screen".
3. Choose the "Exhibit" it joins: an existing one, "New exhibit..." (type the "Exhibit name" and choose a "Template"), or "Not in an exhibit yet".
4. Select "Add".

5. Wait. The console says "The code matched. The screen confirms when it collects its key, usually within a few seconds." then "Waiting for the screen to confirm...".
6. When the screen has collected its key, type a "Name" people here will recognise (it defaults to the computer's host name) and select "Done", or "Add another screen".

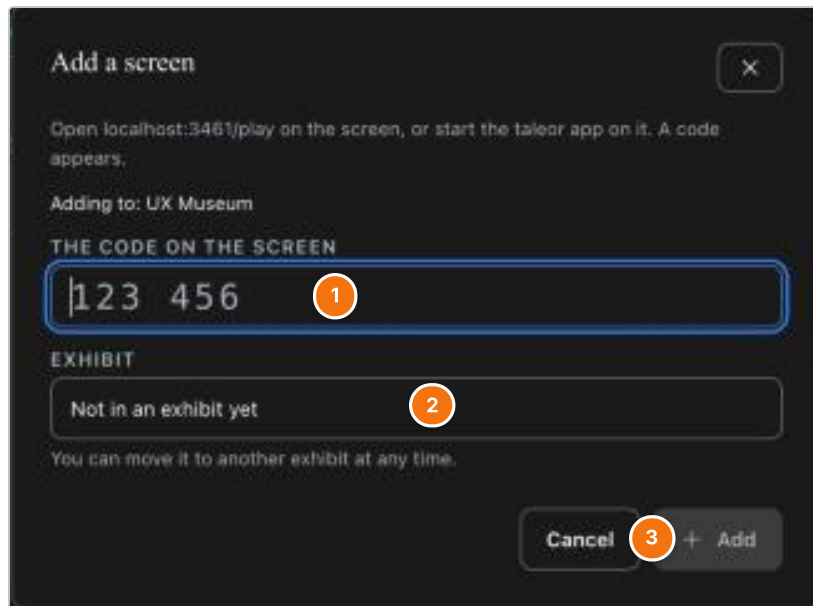


Figure 12 The "Add a screen" dialog: "The code on the screen" (1), the "Exhibit" it joins (2) and "Add" (3).

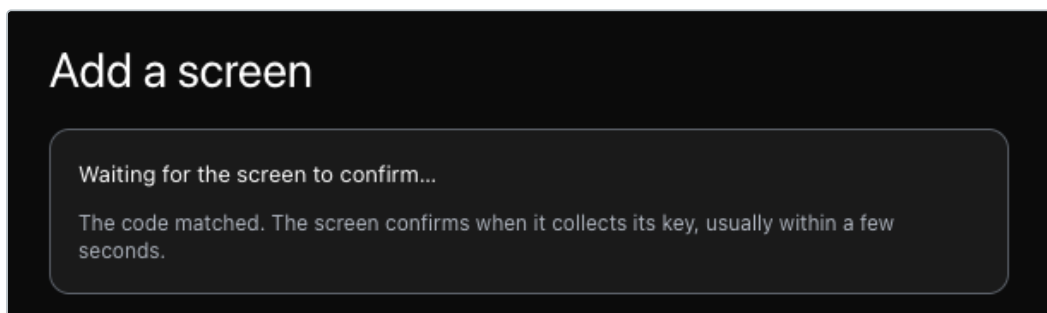


Figure 13 While the screen collects its key the console waits; nothing else is needed from you.

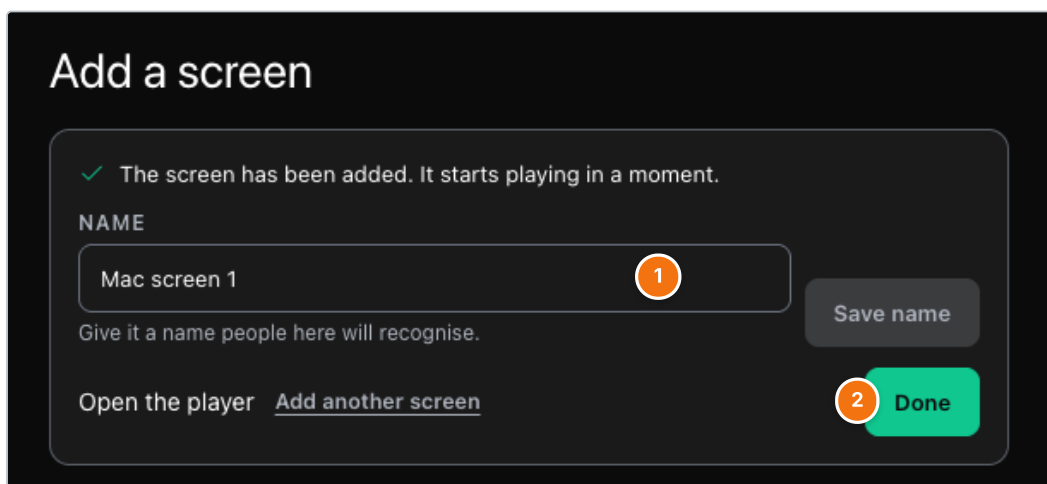


Figure 14 When the screen confirms, give it a "Name" (1) and select "Done" (2).

WHAT YOU'LL SEE

"The screen has been added. It starts playing in a moment." The screen itself says "This screen is now part of {venue}." and plays a short welcome reel. If the exhibit has no reel yet, the screen shows "Waiting for a reel: add one to this screen or its exhibit" until you give it one (chapter 6).

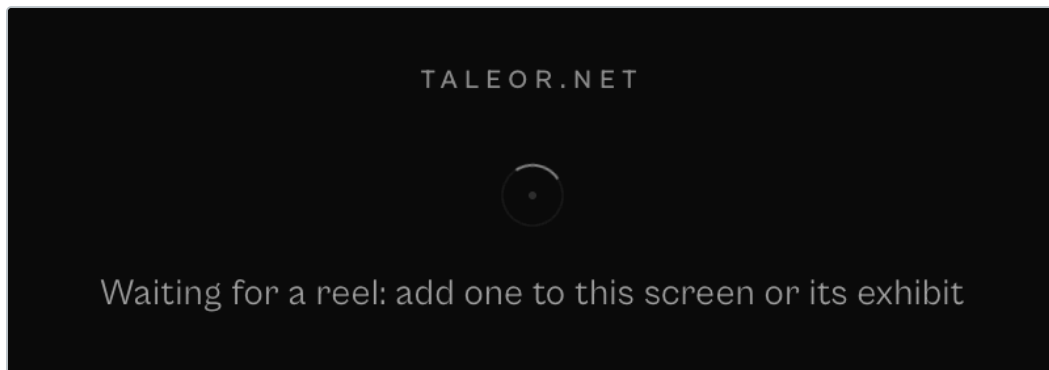


Figure 15 A paired screen with nothing to play yet.

If the code is refused: "This code is no longer valid: it has expired, was already used, or is not on any screen. Type the code that is on the screen now." Read the code off the glass again; a reloaded play page shows a new one.

If the screen never confirms: "The screen did not confirm. Type the new code that is on the screen now." Nothing was added. A screen that loses its network for more than a minute right after the code matched is rolled back and must be added again.

TIP

Type the code that is on the screen now. The console refuses old codes on purpose.

CAREFUL

Do not pair the same screen twice. The screen answers "Already paired. This screen has its credentials."

A screen can also be added before its hardware arrives: "Add a screen" on the "All screens" view offers "It has not arrived yet". "Creates the record now so you can place it and print its label. The machine claims it later with a code. It uses no licence until it actually connects."

4.4 Play on this device

The quickest way to see an exhibit on a screen: the browser you are using becomes the exhibit's screen. Use it for a demo, a test, or a tablet that will stay at the exhibit.

1. Open an exhibit page.
2. Select "Play on this device".
3. If this browser is not yet a screen, a new tab opens at the play page and plays the exhibit at once. The console names the screen after the platform, for example "Mac screen 1".
4. If this browser is already a screen elsewhere, the console asks "This browser is the screen \"{name}\" in \"{venue}\". Move it here?" Choose "Move it here" (only within the same venue) or

"Open as a new screen" (a screen that lives in the new tab only).

5. If the browser blocked the pop-up, select "Open the screen".

4.5 Check a screen's status

The screen page is where you look when someone says "the screen in gallery 2 is dark". It tells you when the screen last reported, what it shows now, and lets you restart it from your desk.

1. Open "Exhibits", then "All screens". The list shows every screen with its "Status", "Template", "Screen type" and "Power". Tick screens to "Turn on", "Turn off", "Restart" or copy a playlist to them.
2. Select a screen to open its page. The tabs are "At a glance", "Template used", "Playlist", "Hardware & settings", "Analytics" and "Schedule".
3. "At a glance" shows "Last heard from: {when}", "Agent {version}", the latest screenshot ("Refresh screenshot"), "Ping", "Restart screen", "Restart the service", "Memory", "Storage", "Temperature", "Uptime" and what is on the screen now.
4. "Hardware & settings" shows under "Offline resilience & health" the "Media store": "Ready offline" or "Fetching {held} of {total}", the "Free space", and "Plays from local cache" when the screen is running from its own copy.

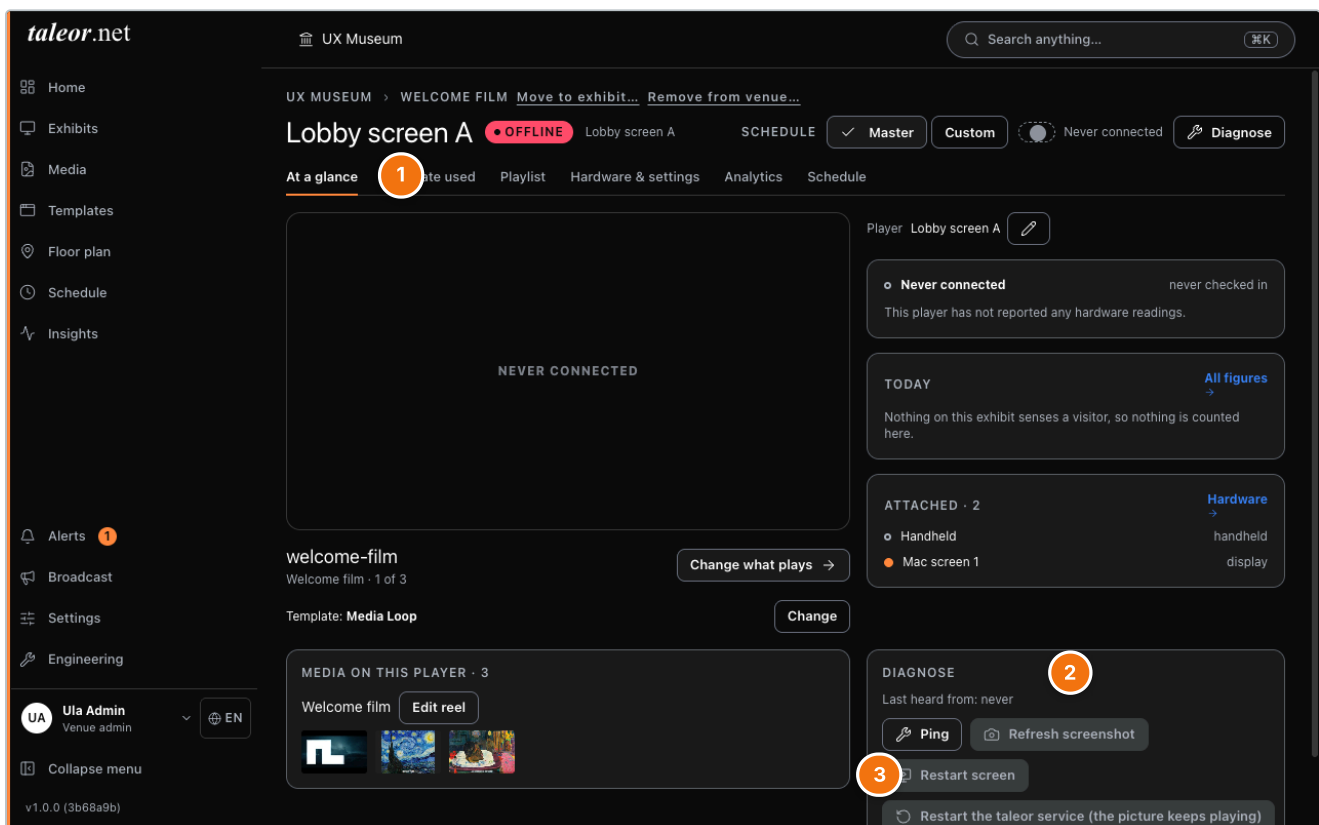


Figure 16 A screen page on "At a glance" (1): the latest picture from the screen, what it plays, and the "Diagnose" card (2) with "Ping", "Refresh screenshot", "Restart screen" (3) and "Restart the taleor service (the picture keeps playing)".

The two restarts are different:

- "Restart screen": "The browser on this screen closes and opens again. The screen is dark for a few seconds, and visitors standing at this exhibit will see it happen."

- "Restart the taleor service (the picture keeps playing)": the service reconnects in a few seconds; the picture keeps playing.

WHAT YOU'LL SEE

A screen with no connection says "The agent is not connected to this screen" and "The agent is not connected, so it cannot be asked for a screenshot or restarted." The page re-reads the screens every 15 seconds.

4.6 Rename, move or remove a screen

Use these when a screen changes job: a new name, another exhibit, or it leaves the venue.

- **Rename:** on the screen page select the name, type the "Screen name" and "Save".
- **Move to another exhibit:** select "Move to exhibit..." in the screen page's trail, or "Move..." on its row in "Exhibits". "Its own settings come with it. A screen is in one exhibit at a time." When the exhibit has a saved setup, the screen takes that setup. If a trigger elsewhere names this screen the console offers "Move anyway and turn those cues off".
- **Remove from the venue:** select "Remove from venue...". "The screen and its history are removed from taleor.net. Media on the store is not deleted. This cannot be undone."
- **Replace a failed machine:** on "Hardware & settings" under "Replace this screen" select "Release the hardware". "Frees its licence and keeps everything that makes this screen this screen: its exhibit, its playlist and its history. The replacement enrolls with a normal code and takes them over."

CAREFUL

"Remove from venue..." cannot be undone. To swap a dead computer for a new one, use "Release the hardware" instead; the new machine takes over the screen's exhibit, playlist and history.

4.7 Keep the player updated

Players update themselves outside opening hours. You only need this page to check a version or to push an update now.

1. On the screen page, "Hardware & settings", find "Keep this device up to date (recommended)".
2. Leave it on. "New versions install outside opening hours, or straight away when the venue has no hours." A version that fails its health check is rolled back by the player itself.
3. "Update agent" sends an update now: "Update sent. The agent restarts itself when it lands".
4. The list view shows "Version {version}, latest {latest}" or "Updates turned off" per screen.

CAREFUL

Do not turn updates off and forget. "This device installs nothing until this is turned back on. It keeps reporting its version." Only a venue admin can change the switch.

4.8 Keys and identity

For technical staff. A screen holds a key that proves it belongs to your venue; you only touch it if the key may have leaked.

- "Rotate credential" replaces the screen's key "for a key that may have leaked. The old key keeps working for a few minutes while the screen collects the new one."
- "Endpoint identity" under "Engineering" shows certificates for players when mutual TLS is on: "Open this venue's authority" creates the venue's own certificate authority; "Withdraw" stops accepting one player's certificate on its next connection. Technical staff only.

Devices and drivers

A device is anything wired to a player. The console calls the inventory **Equipment**.

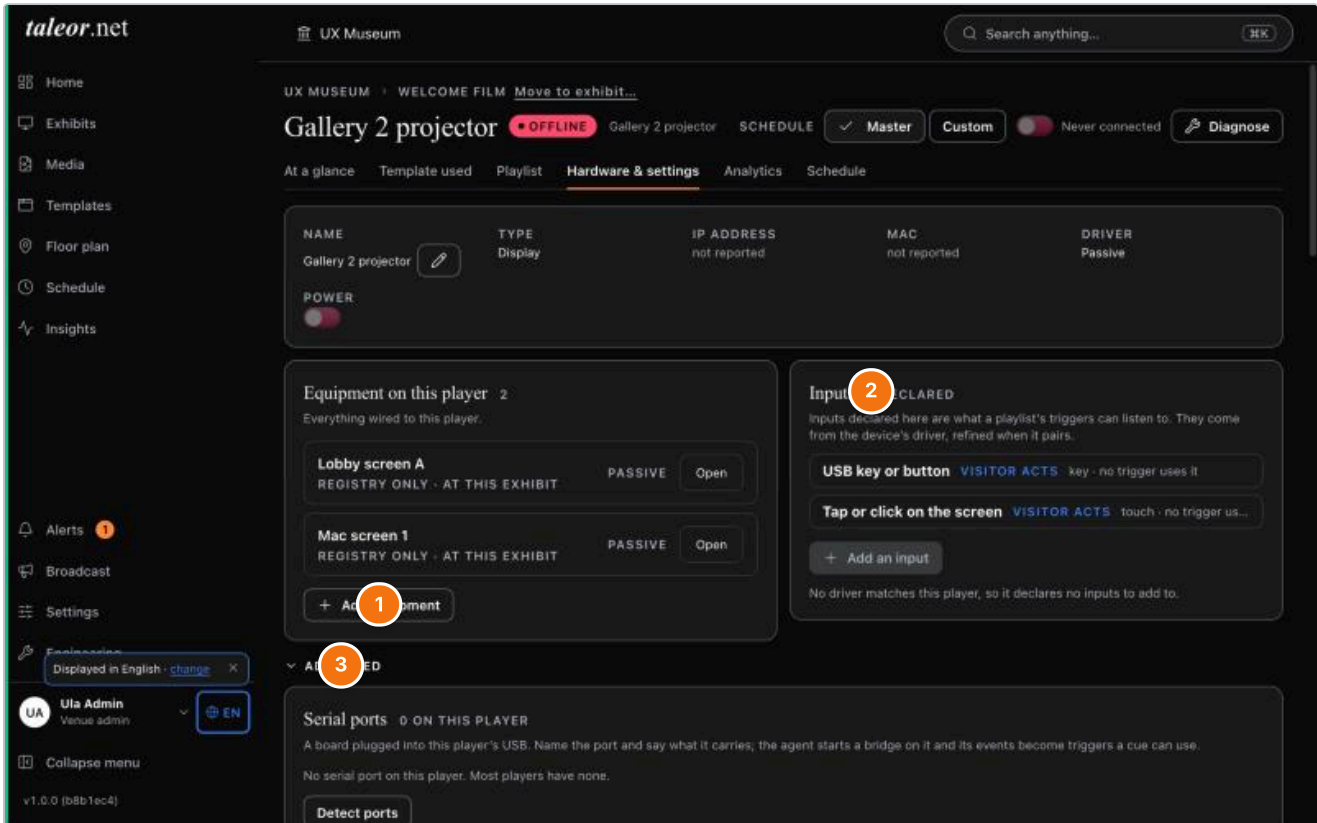


Figure 17 The "Hardware & settings" tab of a screen: "Equipment on this screen" with "Add equipment" (1), the "Inputs" the screen declares (2), and the "Advanced" section with "Serial ports" (3).

5.1 Add a device

Record a device when it is wired to a screen: a projector taleor should switch, a sensor that will fire triggers, or a passive speaker that just needs to be in the inventory.

1. Open the screen's page, then "Hardware & settings". Under "Equipment on this screen" select "Add equipment". (Or open "Engineering", then "Equipment", then "Add equipment" and choose the player it is "Wired to".)
2. Choose "What it is": the device type. If the venue keeps a parts catalogue, choose the "Catalogue part"; "The brand, model and part number travel with it into the tender export."
3. Choose "How it is driven":
 - "Managed": taleor can tell it what to do. Choose the "Driver" and type the "Address": "Where this is reached on the network."
 - "Passive": recorded so the venue's inventory is complete. Nothing here can switch it on. That is a real answer, not a fault.
4. Type the "Name" and select "Add".

Figure 18 The "Add equipment" dialog: "Managed" or "Passive" (1), "What it is" (2), "How it is driven" (3), the "Address" (4) and "Add" (5).

WHAT YOU'LL SEE

The toast reads "{item} added to {player}" and the device appears under "Equipment on this screen". Some drivers show "Not yet confirmed against real hardware of this family". Treat such a driver as a starting point and test it (5.3).

5.2 Add a handheld

A handheld is the visitor's or guide's remote: tap, next, previous, shake and sound inputs, and optionally the emergency message. Add it when a guide will walk a group through the exhibits.

1. "Add equipment", choose "Handheld".
2. Choose the player whose exhibit it works in, or "No exhibit yet" and attach it later.
3. Select "Add". The dialog "Handheld added" shows a "Setup code" and a QR: "Scan this with a phone, or open {address} and enter the code. The phone then lists each setting with a Copy button." "Works once, for 30 minutes."
4. On the phone page "Set up a handheld": start the handheld in setup, join its Wi-Fi, open `192.168.4.1`, and paste "Server", "Device ID" and "Device key" into the fields with the same names. Press Save and restart on the handheld.
5. In the handheld's settings, "May send an emergency message": "When on, holding the button for 2 seconds sends the venue's emergency message."

CAREFUL

Do not close the "Handheld added" dialog before the handheld has its settings. "The key appears only this once: nothing in the console can bring it back." If it is lost, remove the handheld and add it again.

5.3 Test a device

Test every managed device and every sensor on the day it is wired, while the installer is still in the building.

1. On "Hardware & settings", find the device under "Equipment on this screen".
2. For a managed device, select "Read state" to ask it. "Power: controllable · {method}" or "Power: not controllable" tells you what the driver can do.
3. Use the power control. The toast reads "{action} sent". Turning a device off warns: "{name} goes dark. Anything it feeds goes with it."
4. For sensors and buttons, open "Engineering", then "Rig". "Commissioning: bring a player online, watch its inputs, see what each one did, and close a contact by hand." Press the button or walk in front of the sensor.

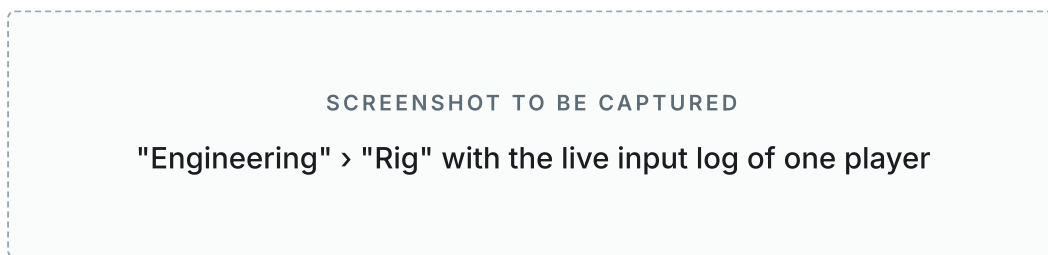


Figure 19 "Engineering" > "Rig" with the live input log of one player

WHAT YOU'LL SEE

Every event appears in the Rig log as it happens, including ones that changed nothing. An input that fires in the log but does nothing on the screen needs a trigger (chapter 7), not a repair.

5.4 Serial and USB boards

A board plugged into the player's USB port (a distance sensor, a card reader, a button box) is declared here so its events become trigger inputs.

1. On "Hardware & settings" under "Serial ports" select "Detect ports". The screen reports the ports it sees (Windows COM, Linux /dev/ttyUSB* and /dev/ttyACM*).
2. Select "Add {port}" and say "What {port} carries": a distance sensor, a card reader, buttons, a gesture sensor. "The agent starts a bridge on it and its events become triggers a cue can use."
3. Select "Save port".

WHAT YOU'LL SEE

"The screen reports no serial ports. Check the USB cable." means the board is not seen by the operating system. Reseat the cable and select "Detect ports" again.

5.5 Inputs

The "Inputs" section lists what this screen can be triggered by: "Inputs declared here are what a playlist's triggers can listen to. They come from the device's driver, refined when it pairs." A browser screen declares touch. Some drivers put a different number of buttons on every installation: set "How many" and each one becomes a trigger input.

5.6 The equipment register

"Engineering", then "Equipment" shows the whole venue as an "Inventory tree" or a "Register" with "Serial number", "Supplier", "Warranty until" and "Installed on". "Export for tender" writes a CSV; "Import from spreadsheet" takes the same columns back. The "Catalogue" tab holds part numbers.

Content

6.1 Put media on an exhibit in one step

The fastest way from a file to a screen. Use it when you have the files in hand and want them playing at one exhibit now.

1. Open the exhibit page.
2. Select "Add media".
3. "Drop files here, or choose them", or "Pick from the library". "They play in the order you drop them."
4. The dialog stays open and shows each file's progress: "Uploaded", "Waiting, retrying", "Upload failed ({status})".
5. Select "Done".

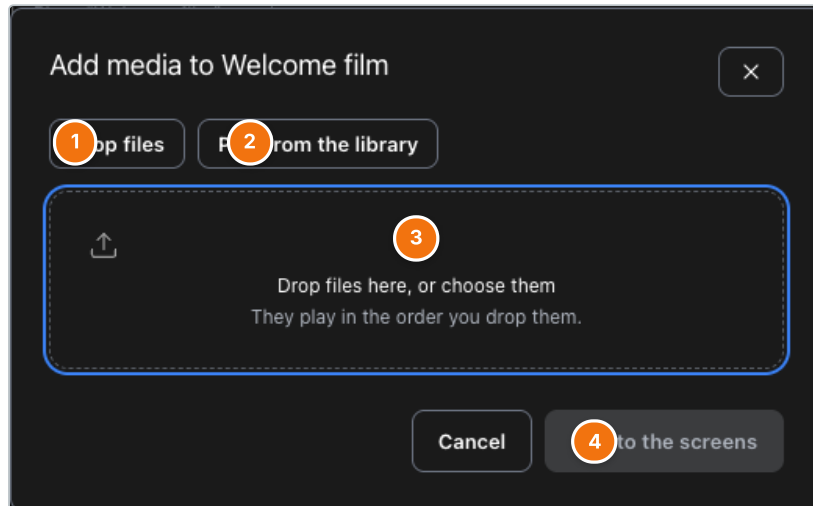


Figure 20 The exhibit's "Add media" dialog: "Drop files" (1) or "Pick from the library" (2), the drop zone (3) and "Add to the screens" (4).

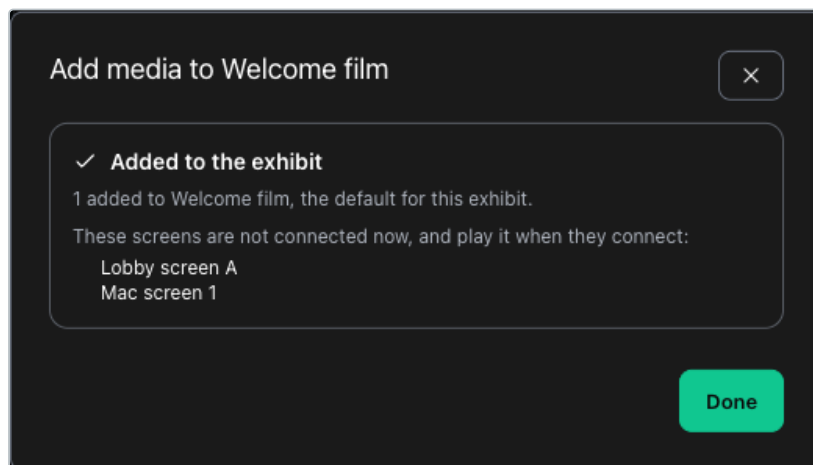


Figure 21 When the upload is done the dialog names the reel and lists the screens that play it now, and those that will when they connect.

WHAT YOU'LL SEE

"{count} added to {reel}, the default for this exhibit." or, for a first upload, "{count} added to a new reel, {reel}, the default for this exhibit." Under "On screen now" it lists the connected screens; others are listed as not connected and play it when they connect. "No screens are in this exhibit yet. The next one to join plays it."

The new reel's template follows the files: a video book for films, a photo book for photos, a video book in arranged order for a mix.

6.2 Upload to the Media Library

Upload to the library when files will be used at several exhibits, or when you want to add licence details before anything plays.

1. Open "Media".
2. Select "Upload media". The dialog takes "Photographs, film, audio, 3D objects and documents".
3. "Drop files here, or choose them". Remove a file with "Remove {name}".
4. Select "Upload {count}". The library sends three files at a time; when the server is busy a file shows "Waiting, retrying" and is retried.
5. After the upload, select "Add details" per item, or "Set details for all {count}" after two or more: "Licence", "Holder", "Tags to add, separated by commas", "Language", "Mark the details as checked". "Only what you fill in is changed."

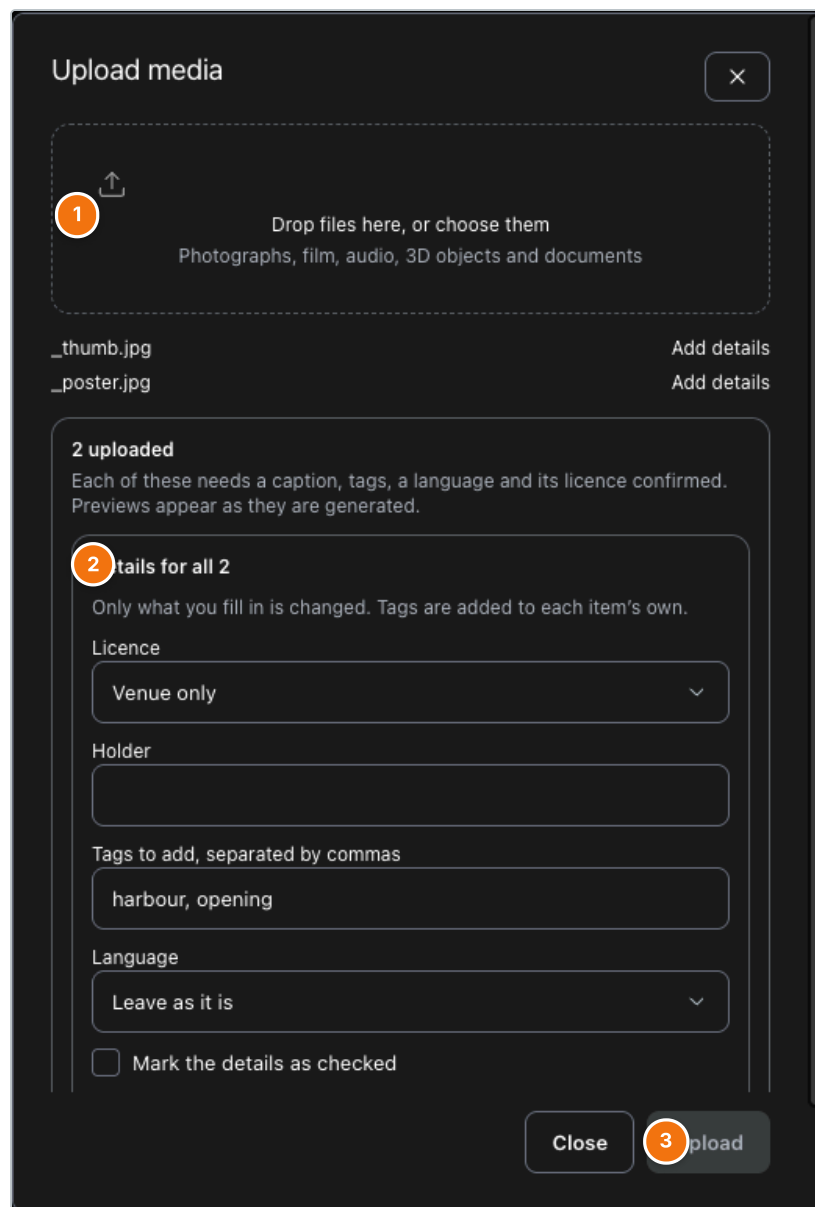


Figure 22 The "Upload media" dialog: the drop zone (1), the details for every uploaded item at once (2), and "Upload" (3).

TIP

Fill in the licence and holder when you upload. The item page flags "Needs details" until "Mark details complete" is selected. The flag is a reminder, not a block.

CAREFUL

A film does not play with sound on a phone before the visitor has touched the page once. The first tap unlocks sound.

6.3 Google Drive in your media library

Use Google Drive when your photos and films already live there. The files stay in your Google Drive; taleor shows them on your screens without copying them into taleor, and reads only the files you pick. Screens keep a copy for offline playback (6.4).

1. Open "Media" and select "Add from Google Drive". It sits beside "Upload media", and in the middle of the page while the library is still empty.
2. The first time, "Connect Google Drive" says what happens next. Select "Continue to Google".
3. On Google's page, choose your venue's Google account and allow access. You come back to the Media Library, which names the connected account.
4. Select "Add from Google Drive" again. Google's own window opens.
5. Tick the photos and films you want and select "Select". While they are added, the button counts them: "Adding {count} files from Google Drive...".
6. Use the new items in reels and on exhibits like any other photo or film.

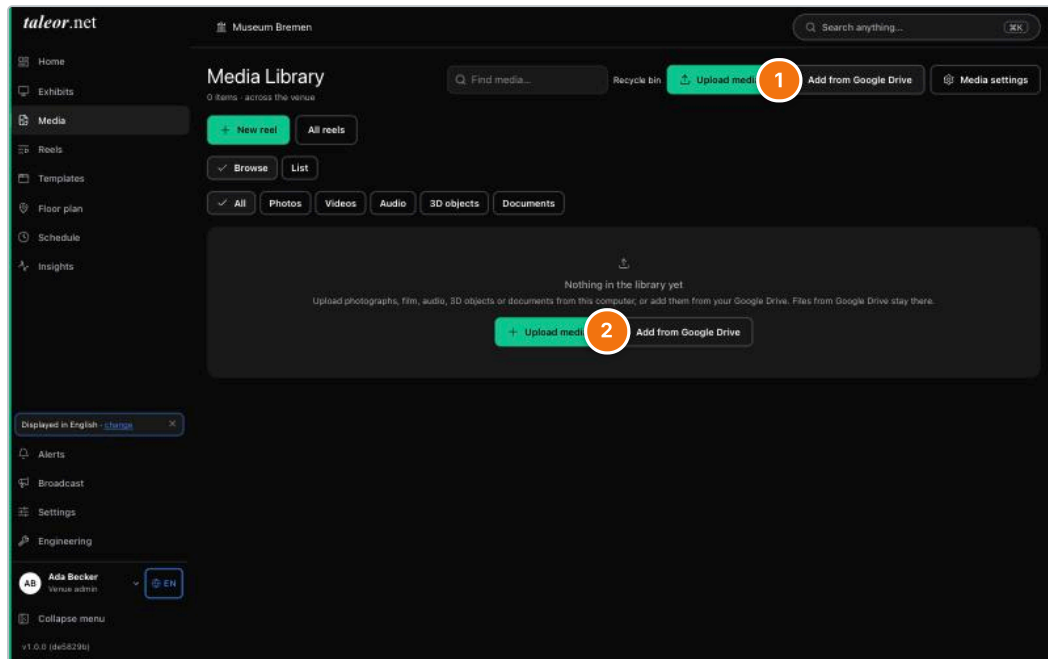


Figure 23 The empty Media Library: "Add from Google Drive" beside "Upload media" (1) and in the middle of the page (2).

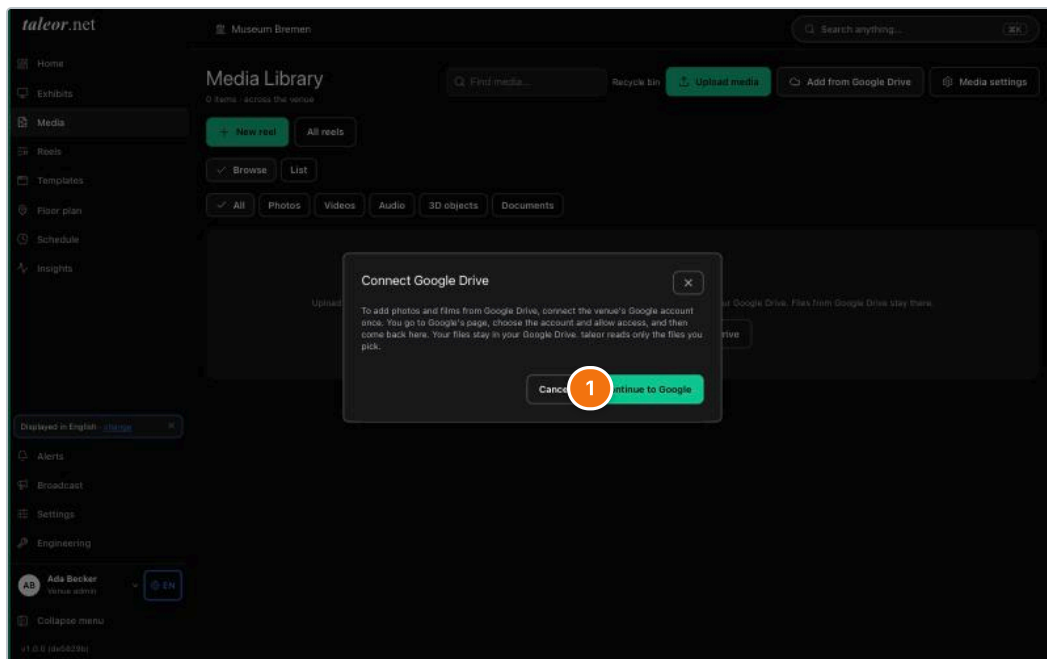


Figure 24 The first time, "Connect Google Drive" explains the step; "Continue to Google" (1) opens Google's page.

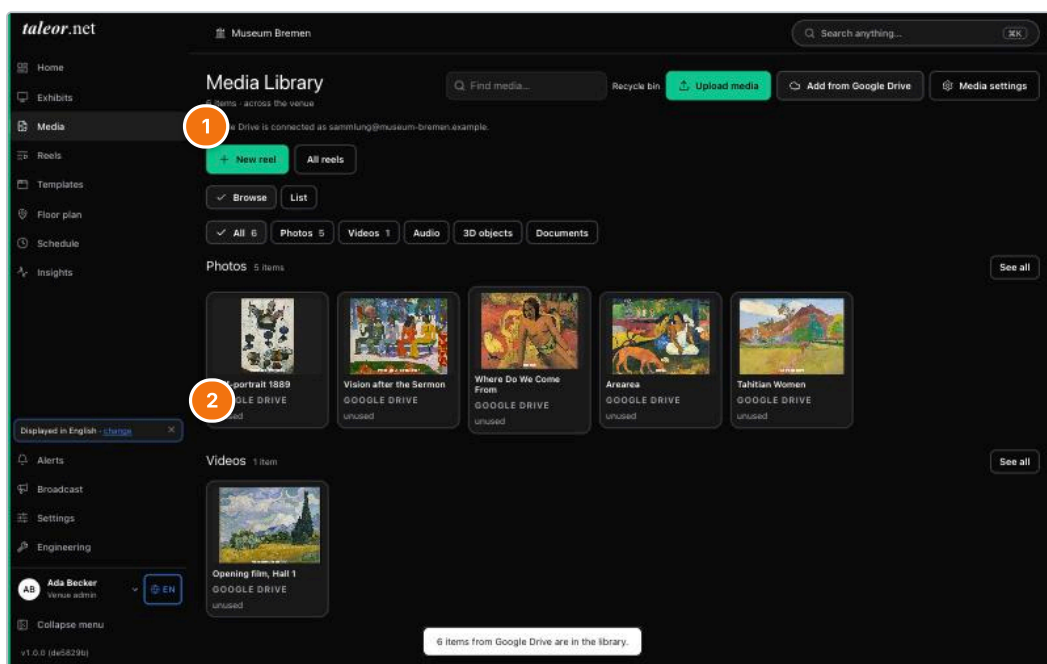


Figure 25 The library after a pick: the connected account (1), and each item marked "Google Drive" (2).

WHAT YOU'LL SEE

Each item from Google Drive carries the mark "Google Drive". When you change a file in Google Drive, the screens play the new version; to change a photo or film, change it in Google Drive. When a file is deleted in Google Drive, the page says so at the top and the item reads "Not available in Google Drive". A screen that already holds a copy keeps playing it; other screens skip it.

CAREFUL

A file deleted in Google Drive stops reaching new screens. Restore it in Google Drive (it comes back by itself) or select "Check again"; or move the item to the recycle bin. When Google ends the connection (access removed in the Google account, or the sign-in expired), the page says "Google Drive is no longer connected". Select "Connect again".

To stop using Google Drive:

1. Open "Media settings" in the Media Library, or "Settings", then "Google Drive".
2. Select "Disconnect". Before you confirm, taleor says how many items, reels and screens use Google Drive.
3. Select "Disconnect" again to confirm. The items stay in the library, marked as not available, until you connect again.

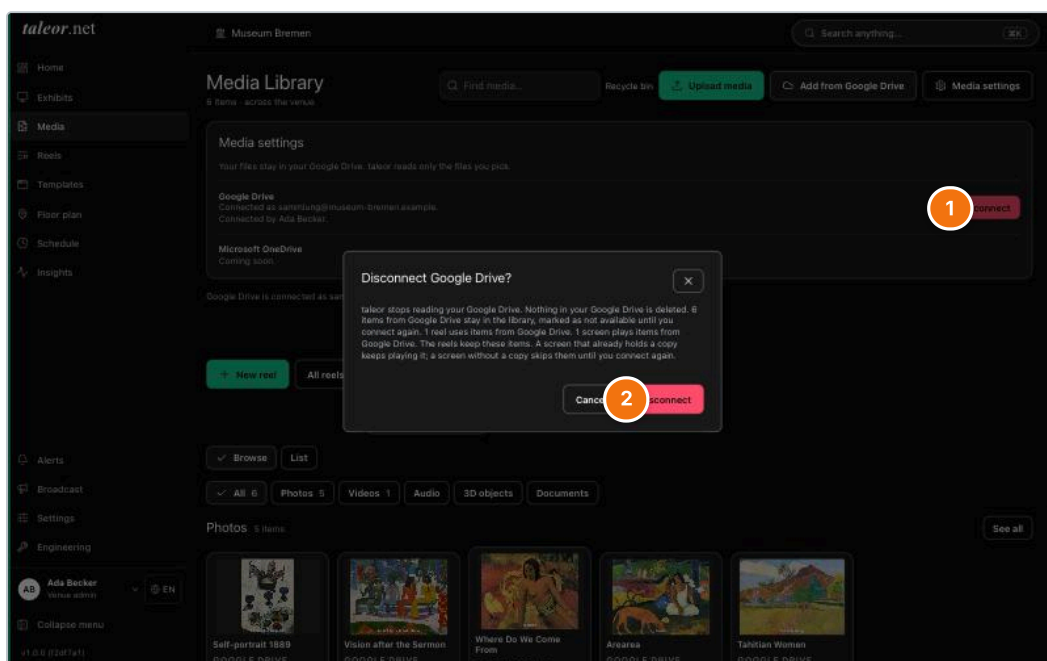


Figure 26 Media settings with "Disconnect" (1) for Google Drive; the confirmation counts the items, reels and screens that use it before "Disconnect" (2).

TIP

"Disconnect" never deletes anything in your Google Drive. To use a folder, open it in Google's window and tick its files. Microsoft OneDrive is coming soon. Only people who manage media in the venue can connect or disconnect Google Drive.

6.4 Upload with no internet (offline)

Screens keep their own media. The taleor app fetches every file the screen can play (its default reel, its triggered reels, its exhibit's reels) on start, when the playlist changes, and every 10 minutes, and keeps them on disk (Windows `C:\ProgramData\taleor.net\media`, Linux `/var/lib/taleor/media`). The screen then plays from its store when the server is unreachable, and answers taps and keys on its own.

- The screen's "Hardware & settings" reports "Ready offline" or "Fetching {held} of {total}", and "Not enough space for this exhibit's media" when the disk is short (the app keeps 2 GB free).
- A browser screen at `/play` keeps the current playlist in the browser cache, best effort. A browser may evict it, especially on a phone after a week without a visit.
- When the network returns, the screen reports the presses it handled alone, and the console records them.

Uploading new media itself always needs a connection to the server. For a venue with no internet at all, run the local server (chapter 13); uploads then go to that server over the venue network.

6.5 The media item page

Open an item when you need to retile it, trim a film, add captions, see where it is used, or move it to the recycle bin. Open "Media" and select an item.

- "Title", "Caption", "Tags", "Language", "Licence", "Held by", "Attribution", "Ends on". Changes are held until "Save" in the sticky bar; "Undo" puts them back.
- Films: "Set poster frame from here", "Trim in from here", "Trim out from here", "Timed captions" with "Import .srt".
- 3D objects: "Preview in 3D", "Choose a poster image", "Add a lighter version" ("Optional: the same 3D object with fewer points, for phones and slow screens.").
- "Where used": the reels and screens that use it. "Add to a reel...".
- "Share": "'{title}' becomes visible to people outside this venue." "Shared · make private" reverses it.
- "Move to recycle bin": it waits 30 days in "Settings", then "Recycle bin", where "Restore" brings it back.

6.6 Templates

A template decides how a screen draws its reels. Change it when an exhibit changes character: a loop becomes a touch carousel, a photo book becomes a kiosk.

1. Open "Templates". "Open a template to set what every device running it shares." Settings that are per device say "{template} is set up per device".
2. To change a screen's template, open the screen page, then "Template used", then "Change template".

WHAT YOU'LL SEE

The toast reads "Template changed to {template}". The screen redraws its reels in the new template.

Templates in the console include photo book, video book, media loop, slideshow, touch carousel, media browser, interactive map, kiosk, reception program, timeline, trigger content, multi-trigger content, 3D models and a custom builder.

6.7 Reels

A reel is a list of photos and films that plays in order. Make one when you want to arrange items by hand, set a slideshow's timing, or reuse the same sequence at several exhibits.

Make a reel

1. Open "Reels".
2. Select "New reel", type the "Name" and select "Create". The reel editor opens.
3. Select "Add media", tick items in the library and select "Add {count}".
4. Reorder with "Move {name} up" and "Move {name} down". Add "Tags".
5. Select "Save" in the sticky bar. One save sends everything and tells every screen at once.

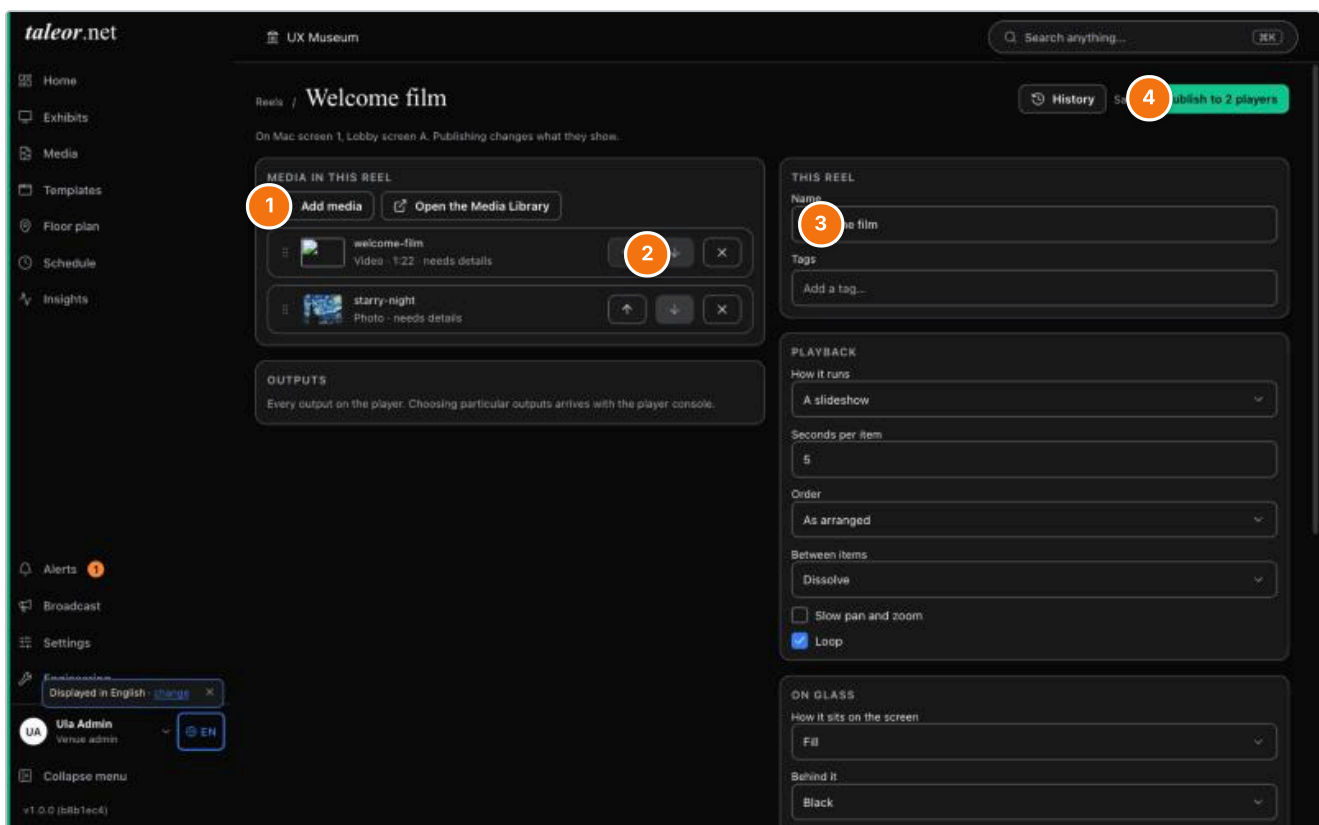


Figure 27 The reel editor: "Add media" (1), the up and down arrows that reorder items (2), the reel's "Name" and tags (3), and the sticky bar at the top right (4). "Playback" sets how the reel runs and how long each item holds.

WHAT YOU'LL SEE

The toast reads "Saved. {n} screens play it now." or "Saved. No screen plays this reel yet." "Undo" reverts the save. A reel with nothing in it is black and silent: "Nothing in this reel yet."

CAREFUL

Under "Playback", "One item, held" plays only the first item. If you add more, the editor warns you; choose "A slideshow" to play them all.

Put a reel on a screen

- From "Reels": select "Put on a screen" on the reel, choose the screens, and confirm.

- From the screen page, "Playlist" tab: "Choose the default reel" or "Change reel". The picker opens on "Your reels" with a still per reel; "New empty reel" is last.

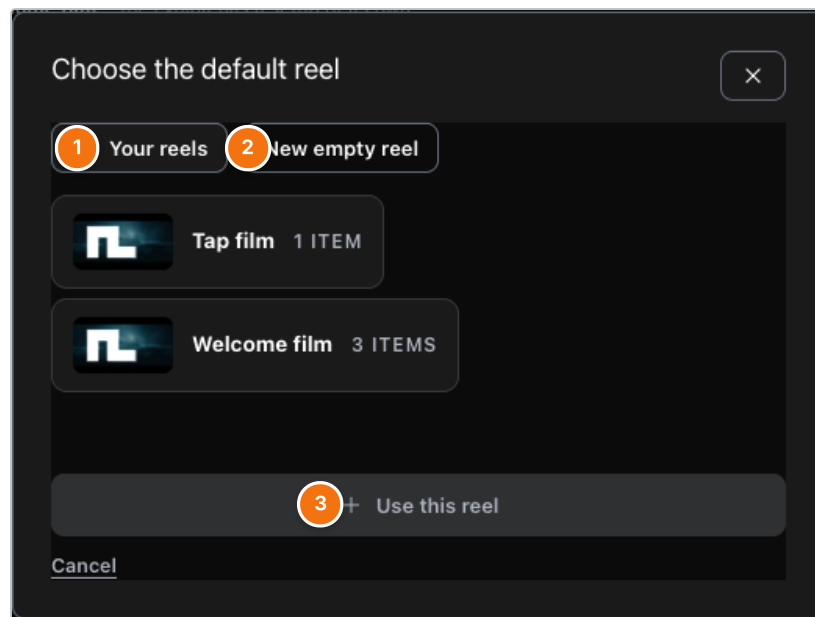


Figure 28 The reel picker from a screen's "Playlist" tab: "Your reels" (1), "New empty reel" (2) and "Use this reel" (3).

Approval: when "Require approval before changes go live" is on in Venue settings, a save by someone who cannot approve shows "Waiting for approval. Saved changes are not on the screens yet." An approver sees "Approve and put on the screens" or "Send back..." with a note. The author is never offered to approve their own change.

6.8 The playlist of a screen

The playlist is the whole answer to "what does this screen do": its default reel, the reels a trigger can switch to, and the triggers. Open the screen page, then "Playlist".

- "Default reel": "what this screen shows whenever nothing else is triggered". "No default reel yet. Without one this screen has nothing to fall back to, which at an exhibit means a dark screen."
- "Triggered reels": "optional: other reels a trigger can switch to, then it returns to the default". "Add a triggered reel".
- Triggers: each card reads like a sentence, for example "When the screen is touched → play Tap film". "Add a trigger" (chapter 7).
- "Use this setup for the exhibit": saves this screen's template, default reel, triggered reels and triggers as the exhibit's setup. "Every screen that joins {exhibit} from now on takes this screen's setup."
- "Apply this playlist to other screens": "The same reels, the same triggers. Each screen keeps its own hardware. Where one is missing an input a trigger needs, that trigger is copied switched off."

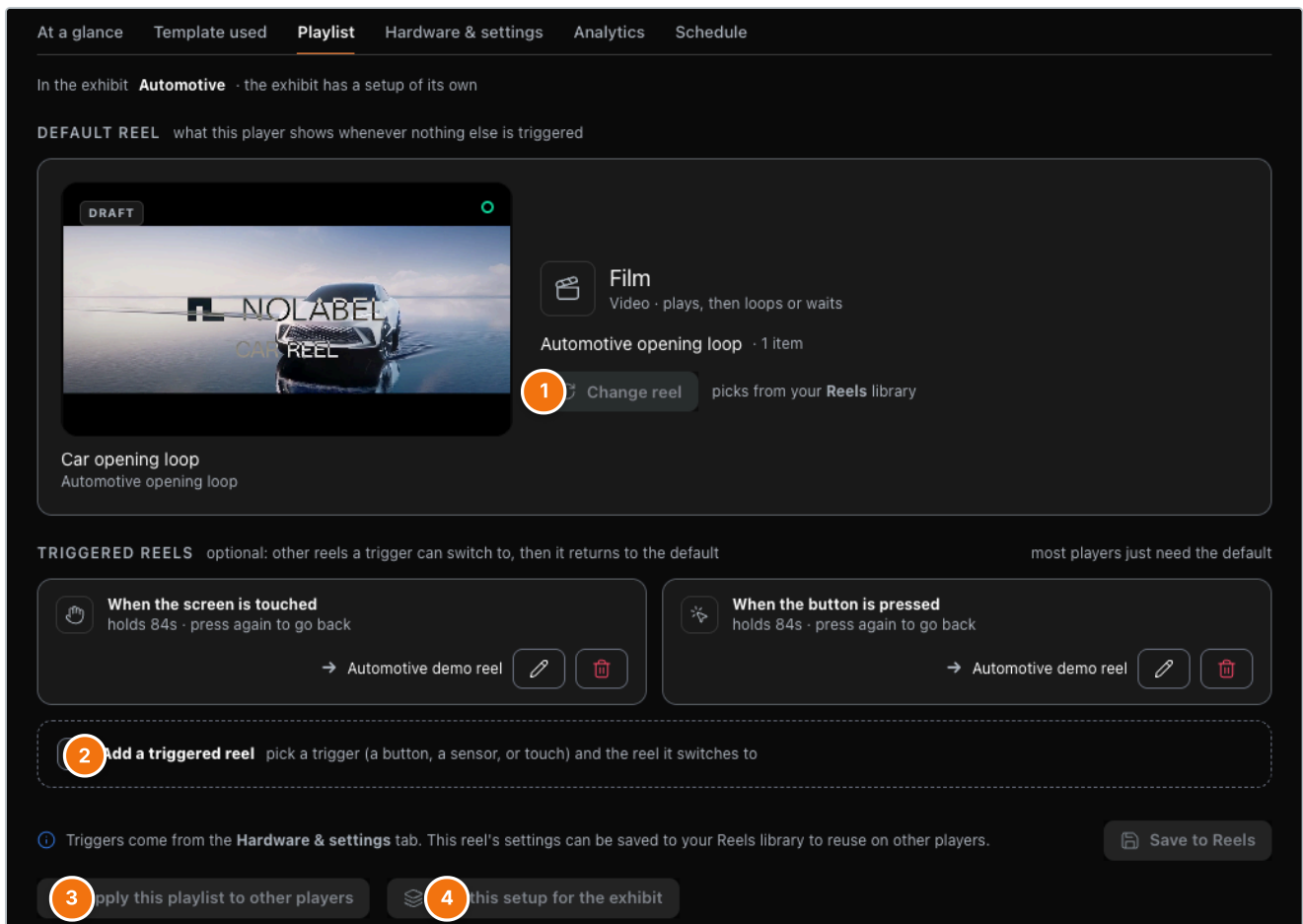


Figure 29 A screen's "Playlist" tab: the default reel with "Change reel" (1), the trigger cards and "Add a triggered reel" (2), "Apply this playlist to other screens" (3) and "Use this setup for the exhibit" (4).

TIP

Save the exhibit's setup once the exhibit plays as you want. A replacement screen then comes up right without a second setup.

Interactivity

7.1 Triggers

A trigger belongs to the exhibit's playlist. It says: **When** an input fires, **Then** do something, and optionally **Release after** a number of seconds. Add one whenever a visitor's action should change what the screen shows.

1. Open the screen page, then "Playlist", then "Add a trigger". The dialog says "Reading what this device can be triggered by..." and then "Only the inputs this device actually declares are offered."
2. Under "When", choose the input. Depending on the hardware: touch ("Tap or click on the screen"), a button ("Which button", or "Leave blank to answer any button on this device."), a presence or distance sensor (a threshold, "At or above"), a card or tag, a gesture, a USB key, an OSC address, a handheld input, or the end of the reel.
3. Under "Then", choose one of:
 - "Show a photo, film or reel": pick a photo, a film or a reel. A photo or film becomes a one-item reel by itself.
 - "Back to default".
 - "Adjust": "Volume %" or "Brightness %".
 - "Send OSC" (7.3).
 - "Go to the next exhibit" or "Go to the previous exhibit" (7.5).
4. "Press again to go back": "A second press while this reel is showing goes back to the default reel." Not offered for presence and distance inputs, because a person standing still would flip it forever.
5. "Release after": "Seconds of quiet before the screen goes back to its default. Blank means it stays until something else fires, which leaves the next visitor looking at the last frame of someone else's film."
6. Select "Add this trigger".

Add a trigger

When

1 handheld tap -- handheld

Only the inputs this device actually declares are offered.

Then

2 show a reel

Adjust

Back to default

Send OSC

Go to the next exhibit

Go to the previous exhibit

Volume %

Brightness %

Release after

3

Seconds of quiet before the player goes back to its default. Blank means it stays until something else fires, which leaves the next visitor looking at the last frame of someone else's interaction.

4 Add this trigger

Cancel

Figure 30 The trigger dialog: "When" (1), "Then" (2), "Release after" (3) and "Add this trigger" (4).

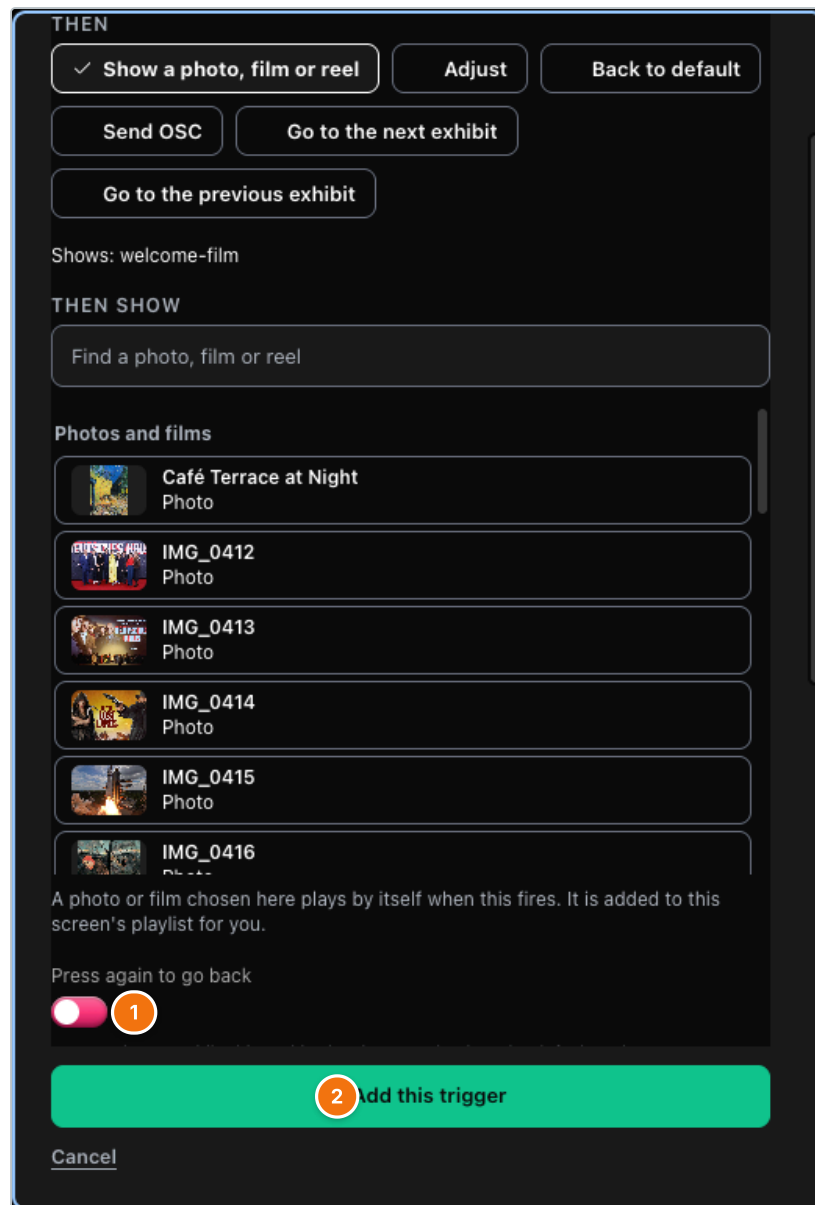


Figure 31 Under "Show a photo, film or reel" you pick from the library; lower down, "Press again to go back" (1) and "Add this trigger" (2).

WHAT YOU'LL SEE

The toast reads "Trigger added" and the trigger appears as a card on the "Playlist" tab, worded as a sentence. To change it select "Edit trigger" on its card; to delete it select "Remove trigger". The toast "Trigger removed" has an "Undo" button for ten seconds. A card that says "{device} has no {input}" is switched off: the hardware this screen has does not declare that input.

TIP

Give every triggered film a "Release after" equal to its length, or rely on the film's end. A triggered reel that ends goes back to the default by itself when the screen is running alone.

CAREFUL

Do not build a trigger on an input the screen does not declare. The dialog only offers what is there; if a sensor is missing, add it under "Hardware & settings" first.

7.2 Touch

Every browser screen and every app screen declares touch. A mouse click, a touchpad tap, a touchscreen tap and a phone tap all count as one press; a double click is one press. Taps on the pairing screen and on controls the page handles itself are ignored. The first tap on a phone also unlocks sound.

The exhibit preview in the console lets you try it: select the still, then "Try a tap".

7.3 OSC in and out

OSC links a screen with a lighting desk, show controller or media server on the venue network. Set it up when the screen must answer a cue from the desk, or fire one.

OSC in (a lighting desk or show controller sends to the screen)

1. On the screen's "Hardware & settings", under "OSC", switch "Listen for OSC" to "On". Set the "UDP port": "The port the desk sends to. 8000 unless the desk says otherwise." The card reads "OSC is on, listening on UDP port {port}".
2. In the trigger dialog, choose the OSC input. Type the "OSC address" "Exactly as the desk sends it, for example /cue/2. End with /* to answer every address under it, for example /cue/*."
3. Optionally set a "Condition on the value": "equals", "at least" or "at most" "A condition on the first value the message carries. Leave as any to answer every message on this address."

The screen listens on the venue network only and never forwards OSC to the cloud. Events are limited to 50 a second per address.

OSC out (a trigger drives a desk or media server)

1. In the trigger dialog, under "Then", choose "Send OSC".
2. Type the "Host": "A private address on the venue network, for example 192.168.1.50." "Only an address on the venue network can be sent to: 10.x, 172.16-31.x, 192.168.x, a .local name or this machine."
3. Type the "UDP port", the "OSC address to send" and the "Values": "Separated by spaces. Whole numbers, decimals, true, false or text."
4. "The screen sends one OSC message on the venue network each time this fires. Nothing changes on the screen."

Technical staff can fire a test message from any laptop with the tool `agent/scripts/osc-send.mjs` described in the integrator notes.

7.4 USB keys, pedals and presenters

A USB button, foot pedal or presenter that acts as a keyboard needs no driver. Use one for a "next" button at a lectern or a pedal under a desk.

1. In the trigger dialog choose the key input. Select "Capture a key": "Press the key now...". Press the button; the code (for example `Space`, `KeyB`, `PageDown`) is captured. "Leave blank to answer any key."

2. Keys are ignored while a text field has focus.

USB serial boards are handled under "Serial ports" (5.4).

7.5 The handheld and walking through exhibits

The handheld's inputs are tap, next, previous, shake and sound. A trigger on "next" or "previous" with "Go to the next exhibit" or "Go to the previous exhibit" moves the screen through the venue's exhibits that have a saved setup, wrapping round at the ends. One press moves one exhibit. The screen takes each exhibit's setup and starts on its default reel. The exhibit page and the screen list update live.

Schedule

Open "Schedule". The tabs are "Hours", "Dayparts & holidays", "Content" and "What wins".

8.1 Opening hours

The master schedule is the venue's weekly hours: when the screens wake, run and sleep. Set it once when the venue opens; everything below it (floors, zones, exhibits, screens) inherits it unless it sets its own.

1. On "Hours", pick the scope: "Pick any level: venue, floor, zone, exhibit or screen." Start with the venue.
2. Select "Change hours". For each day set "Opens" and "Closes", or mark it "Closed".
3. "Wake lead": how many "minutes before the doors" the screens wake. "A zone that boots in front of its first visitor has opened on time and visibly has not."
4. Select "Save hours".

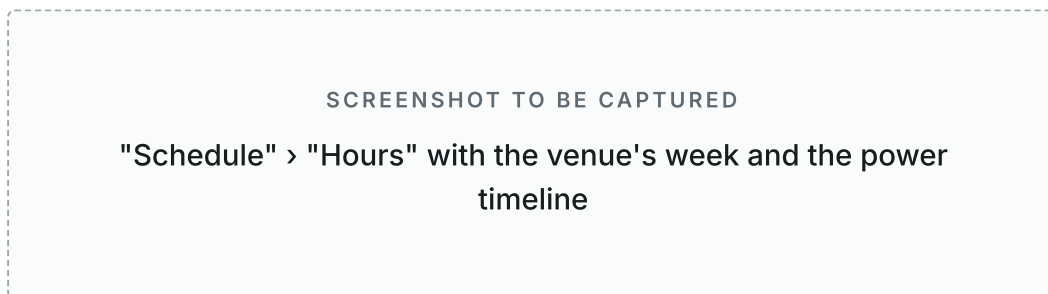


Figure 32 "Schedule" > "Hours" with the venue's week and the power timeline

WHAT YOU'LL SEE

The panel shows "Opening hours · this week" and the power timeline "wake {wake} → run → sleep {sleep}".

To give a zone, exhibit or screen its own hours, select it in the scope list and "Give this its own hours". "Reset to inherited hours" or "Back to the master hours" removes them. The same choice is on each screen's "Schedule" tab: "Follows the venue's opening hours." or "Give this screen its own hours".

"Nothing above this sets opening hours, so nothing here is scheduled to switch on or off. Set the venue's hours first."

8.2 Holidays and special hours

Holidays close the venue on dates; special hours change one day's opening or closing time. Both beat the weekly rule.

1. On "Dayparts & holidays", under "Holidays", select "Add a holiday". "Pick a day. Click a second, later day to make it a range." Name it. The venue is "Closed" on those days.
2. Under "Special hours" set a late opening or an early close for a date. "Both beat the weekly rule: a late opening outranks the usual schedule the same way a closure does."
3. "No holidays set. The venue follows its weekly hours all year." is the default.

From "Home" a venue admin can also "Close now" ("Close the venue now?") or "Close for a holiday or another day", and "Start venue" to power everything on, staggered.

8.3 Dayparts

"A named window of the day you can reuse across rules: "Morning", "School visit", "Late opening". Select "New daypart", set its "Days", "Starts" and "Ends", and "Save daypart".

8.4 Scheduled content changes (special days)

A special day is a date or range on which an exhibit plays a different reel, then reverts by itself. Use it for a festival week, a sponsor's day or a school programme, and set it up in advance.

1. On "Content", select "Schedule a change".
2. "Where": "The whole venue", "One zone" or "One exhibit".
3. "Put this reel on": choose the reel. "It becomes the default reel for everything in scope."
4. "Goes live": the date and time. "Reverts": the end date. "Leave empty to make it permanent."
5. Give it a name "a colleague reading the queue needs to understand", and select "Save".

WHAT YOU'LL SEE

"Saving takes effect at the date you set. Nothing else has to happen." The "Special days" calendar shows what is scheduled per day. "Where two changes cover one day, the Rules tab explains which wins."

8.5 What wins

"Two rules can both apply to one screen. This is which one does, and why." Pick a "Screen" and a day; the tab lists each rule and the "Outcome".

CAREFUL

Do not give every exhibit its own hours when only one differs. Set the venue's hours once and override the exception; "Inherits" is the normal state.

Working with Oli, the assistant

Oli sets up screens and sensors from a sentence. You describe what should happen; Oli reads the venue and proposes the exact changes; you check them and press "Apply".

9.1 Ask Oli

Ask Oli when you know what the exhibit should do but not which dialog does it, or when a trigger would take several steps by hand.

1. Select "Tell Oli" in the top bar. The panel "Conversation with Oli" opens. If you have an exhibit page open, Oli assumes you mean that exhibit and its screens.
2. Type in "Message to Oli". The hint reads: "For example: when someone comes within 1 metre of the lobby screen, play the welcome film, and go back after 30 seconds of nobody."
3. Select "Send".

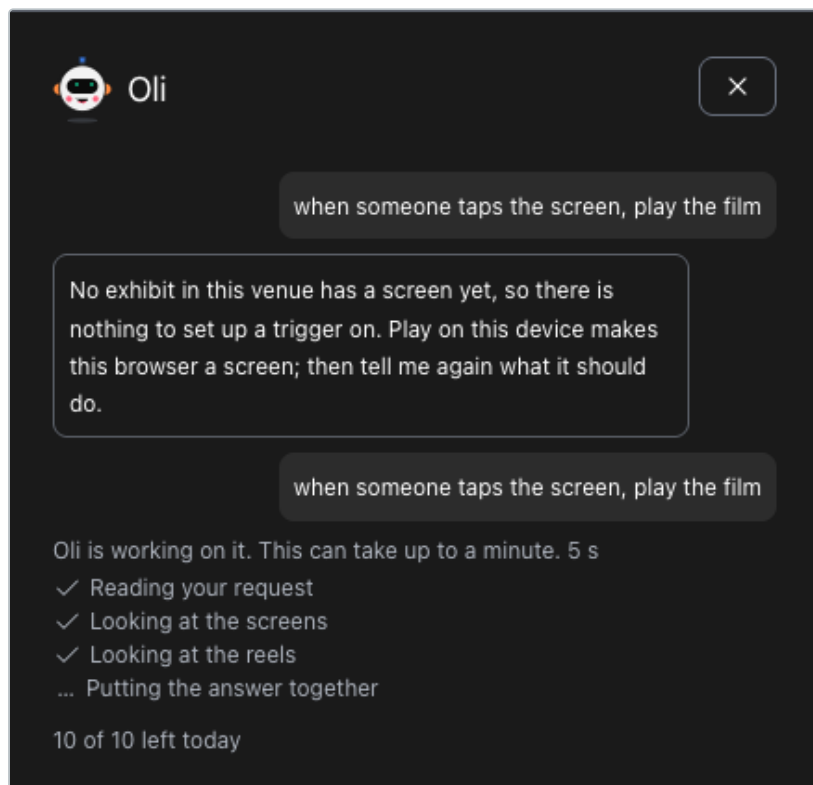


Figure 33 While Oli works, the panel lists the steps as they happen.

WHAT YOU'LL SEE

"Oli is working on it. This can take up to a minute." with the steps as they happen: "Reading your request", "Looking at the exhibits", "Looking at the screens", "Looking at the reels", "Checking what the screen can sense", "Reading the triggers already set", "Writing the plan", "Putting the answer together".

Oli asks one question at a time when the request is unclear. When something is missing (no reel of that name, no presence sensor on that screen) Oli says what, and how to fix it. Oli never guesses hardware that is not there.

9.2 Review the proposed plan

The "Proposed changes" card lists each step in plain words, for example:

- "On {screen}, when someone comes within {cm} cm, play {reel}."
- "On {screen}, when someone touches the screen, play {reel}." "A second press goes back to the default reel."
- "Make {reel} the default reel of {screen}."
- "On {screen}, when {input} fires, send OSC {address} to {host} port {port}. The screen does not change."
- "Switch on a trigger on {screen}."

"Nothing changes until you press Apply."

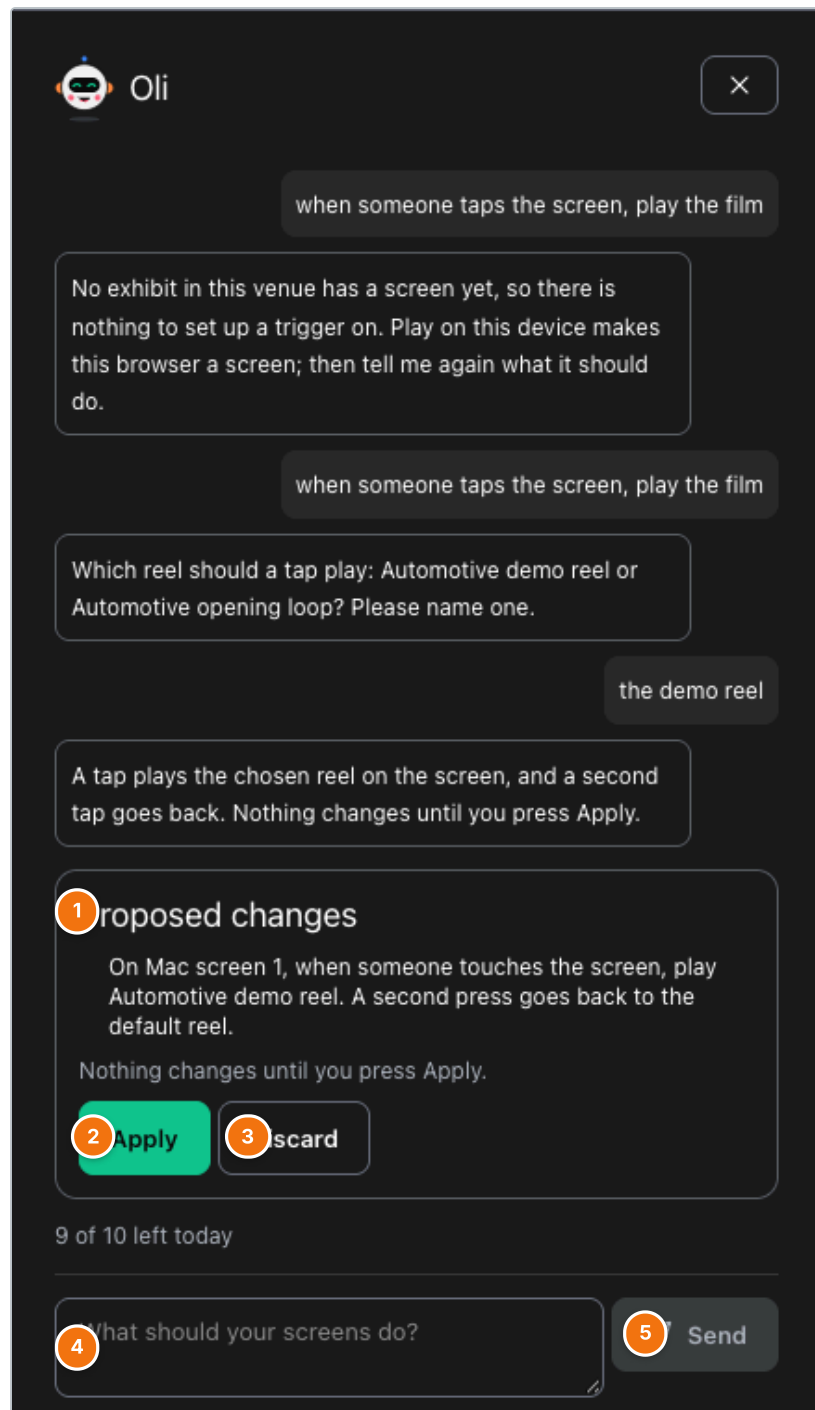


Figure 34 A conversation with Oli: Oli asks one question, then shows "Proposed changes" (1) with "Apply" (2) and "Discard" (3). Your next request goes in "Message to Oli" (4) and "Send" (5).

9.3 Apply or change it

1. Read every line. If one is wrong, do not apply: type what should be different, and Oli proposes again.
2. Select "Apply".
3. Select "Discard" to drop the plan: "Discarded. Nothing changed."

WHAT YOU'LL SEE

The panel says "Done. The changes are live." and offers "See it on the exhibit's Playlist tab", where the new trigger appears as a card you can edit like any other.

Oli applies the plan as you, with your permissions. What you may not change, Oli may not change either: "You do not have permission to change playlists and triggers." A plan that has gone stale is refused: "The venue has changed since Oli made this plan, so nothing was applied. Ask Oli again." Every applied change is written to the audit log in your name.

9.4 What Oli may and may not do

Oli can propose and apply: triggers (touch, buttons, sensors, keys, OSC, the handheld, the end of a reel), reel assignments (the default reel, adding a reel to a playlist), switching a trigger on or off, sending OSC, and moving a screen to the next or previous exhibit. Oli will tell you when a trigger already exists rather than make a duplicate.

Oli does not create venues, floors, zones, exhibits, screens, equipment, media, schedules or users, and does not delete anything. Use the console for those.

Oli only helps with taleor: "I can only help with setting up and running your venue in taleor.net." Oli does not discuss how it is built.

9.5 Limits

- Each person may send Oli 10 messages a day: "You can send Oli 10 messages a day. Questions and proposals both count." The counter reads "{left} of {total} messages left today". At zero: "You have used today's 10 messages to Oli. Oli is back tomorrow." (the day changes at 00:00 UTC). Some accounts show "No daily limit".
- A venue with no screen at all is answered at once: "There is no screen here yet. Someone who may add screens in this venue can make one with Play on this device."
- If Oli is paused for the month you see "Oli has reached this month's limit and is paused until the first of next month." If it is unavailable: "Oli is not available right now. Try again in a minute."
- "Get Oli" in the top bar means the venue does not have Oli yet.

TIP

Name the reel and the screen the way the console names them. Oli reads the venue; the closer your words, the fewer questions.

CAREFUL

Do not paste text from a visitor or an outside document into Oli as an instruction. Oli treats names, captions and pasted text as data, not as commands, and withholds a reply that tries to change that.

Insights (analytics)

Insights tell you how the venue was used: footfall, dwell, which exhibits worked, and whether the screens were up. Open "Insights" at the end of a day, a week or a season. Every figure comes from what the screens and sensors actually report. A figure that cannot be measured says "not measured", never zero.

1. Choose the scope: "Whole venue", a floor, a zone or "Show only {name}" for one screen.
2. Choose the "Window": "today", "this week", "this month", "this year", or an earlier window. Each figure shows "{pct}% vs the window before".
3. Read the cards:
 - "Footfall": "visitors per hour · from sensors and touch" (per day and per month for longer windows). "Nothing here can count a person, so there is no footfall to report. Not zero visitors."
 - "Avg dwell · engaged".
 - "Zones · busiest" and the zone-by-hour heatmap.
 - "What worked best": exhibits ranked by visits and dwell. "visitors and dwell are the exhibit's; uptime and played are each screen's".
 - "Played through": proof of play. "Every play, item by item →" opens the list; "Export" writes a CSV with the same scope and window.
 - "Screen health" and "Screen uptime": "Up {pct}% of the {hours} hours measured". "No health snapshots in this window: unknown, not zero".

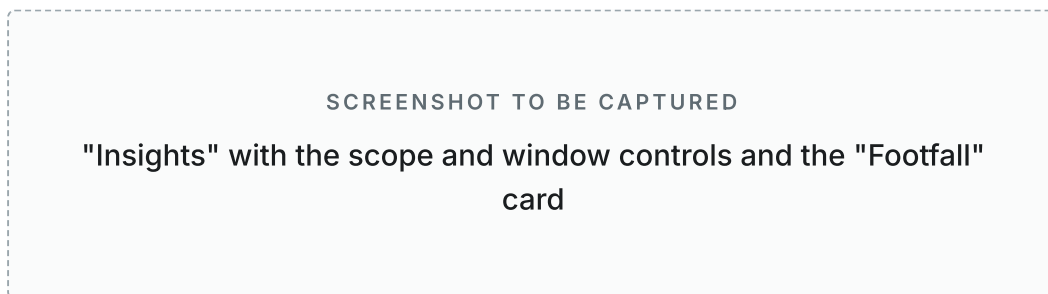


Figure 35 "Insights" with the scope and window controls and the "Footfall" card

Per screen, the "Analytics" tab shows "Engagement · what visitors did" ("Touched the screen", "Stood in front of it", "Swiped or navigated"), "Proof of play" by item with "Export", and "{percent}% watch-through".

On "Home", "Today · live" shows "Visitors by hour" and "Busiest {hour}:00 · {count} visitors".

No visitor is identified. The events behind every figure carry a venue, a device, a zone, a state and a time, and nothing about the person. "Settings", then "Privacy and retention" lists what is kept and for how long, and runs the nightly sweep ("Sweep now").

Users and roles

11.1 The five roles

ROLE	WHAT THEY MAY DO
Network admin	taleor staff. Everything, in every venue.
Estate admin	Everything in every venue of one estate (one customer's set of venues).
Venue admin	Everything in one venue: screens, exhibits, content, schedules, equipment, settings, users, broadcast, the audit log.
Content manager	Media, reels, templates, exhibits, playlists, scheduled content changes and insights. No venue settings, no users, no broadcast, no equipment.
Facilities manager	Runs the building: can restart and switch screens, set opening hours, see equipment, diagnostics, alerts, insights and the audit log, and send a broadcast. Cannot add or delete a screen and cannot touch content.

A person whose old role was retired shows "No role" and must be given one. "Settings", then "Users and roles" has "What each role can do": "This is what the server allows each role to do."

11.2 Invite a colleague

Invite a colleague when someone new joins the team. You choose their role; they sign in with the address you name and land in this venue.

1. Open "Settings", then "Users and roles".
2. Select "Invite a colleague".
3. Type the "Email" and choose the "Role". "They sign in with Google or Apple using this address and join this venue in this role."
4. Select "Create invitation".
5. "Copy this link and send it to them".
6. Select "Done".

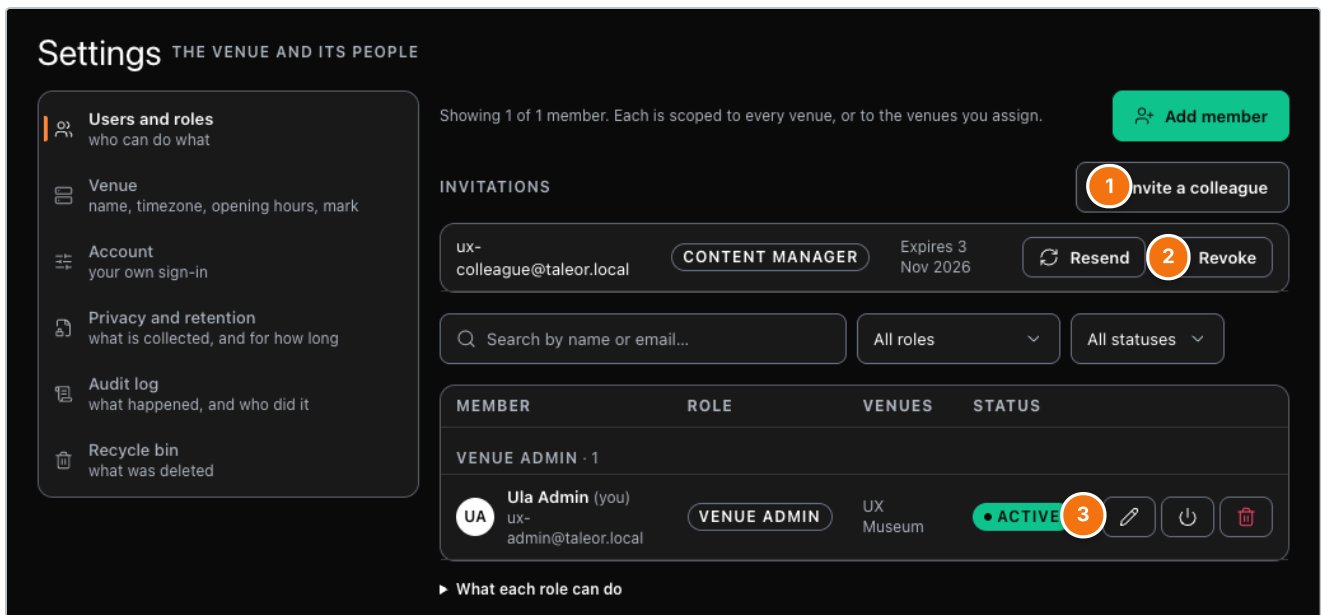


Figure 36 Settings > "Users and roles": "Invite a colleague" (1), the open invitations with "Revoke" (2), and the member list with edit, deactivate and remove per person (3).

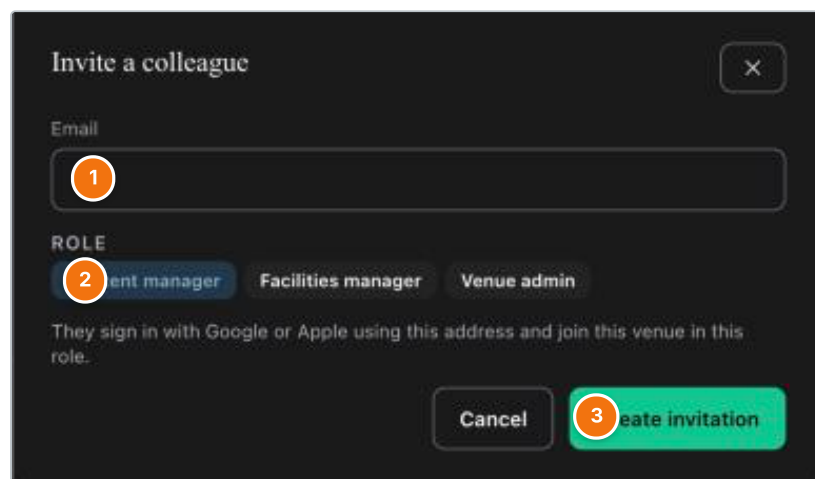


Figure 37 The "Invite a colleague" dialog: the "Email" (1), the "Role" (2) and "Create invitation" (3).

WHAT YOU'LL SEE

"The invitation is for {email}. The link works once, for seven days, for a sign-in with that address. It is shown only now: if it is lost, revoke the invitation and invite them again." Under "Invitations" each one shows "Expires {date}"; "Revoke" stops the link.

TIP

Send the link by a channel the person already uses with you. The console does not send email.

CAREFUL

Do not invite a shared mailbox. The role attaches to the person who signs in with that address.

11.3 Members

- "Edit {name}": change the "Role" or the "Venues" a person may open.
- "Deactivate {name}": "They will no longer be able to log in." Their record is kept, so the audit trail still names them. "Activate {name}" reverses it.
- "Remove {name}" from this venue: their sign-in stops working here; the record is kept.
- "Reset to role": members who were given access by hand get exactly their role's access again.

11.4 The audit log

The audit log answers "who changed this, and when". Open it after a surprise on the floor, or for a compliance export.

1. Open "Settings", then "Audit log". "Read-only. Every privileged action is recorded and cannot be edited or deleted from the console."
2. Filter by "Who", "Action", "Entity", "Timeframe" ("Custom range...") or "Search the log...".
3. Select "Show details" on a row for the recorded details.
4. Select "Export CSV". The export uses the filters you have set.

Changes made through Oli are recorded as applied by Oli for the person who pressed "Apply".

Emergency hold

A broadcast reaches every chosen screen at once. There are two kinds:

- "Emergency": "Takes over the whole screen." "The exhibit stops. The screen shows only this." Exhibit sound goes quiet.
- "Notice": "Puts a banner on the chosen screens until you clear it. The exhibits keep playing underneath."

12.1 Start an emergency from Home

Use this when visitors must be told something now: an evacuation, a closure, a lost child. Home is one click from anywhere, and the hold stops an accidental press.

1. Open "Home". Find "Emergency · hold".
2. Press and hold "Hold to start an emergency broadcast" until it fires. The hold prevents an accidental press.
3. Type what visitors should read and do. Select "Send to": "Whole venue", or "Floors...", "Zones..." or "Screens...". "An emergency normally reaches every screen. Send it to part of the venue only if you mean to; the audit log records that you chose to."
4. Choose the "Duration": "Until I clear it" or "Timed" with the "Minutes".
5. Send.

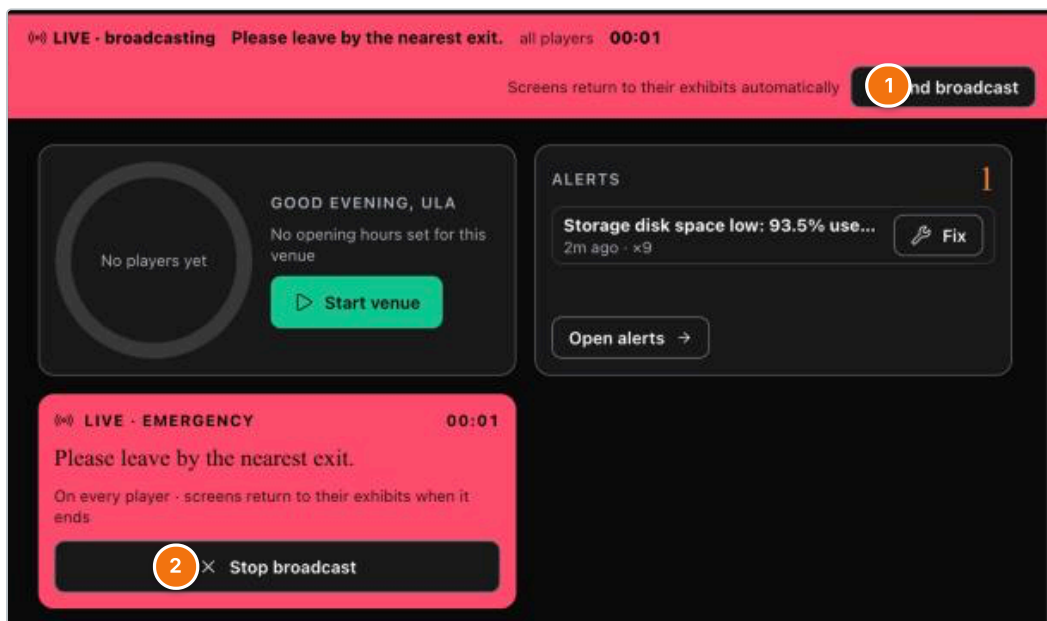


Figure 38 While an emergency is live: the bar at the top of every console page with "End broadcast" (1), and the "LIVE · EMERGENCY" card on Home with "Stop broadcast" (2).

WHAT YOU'LL SEE

The bar "LIVE · EMERGENCY" appears on Home and at the top of every console page. The toast says on how many screens it is live, for example "Live on 3 of 4 screens. Not connected now. These screens get it when they connect: {names}." A screen that reconnects during the broadcast still receives it.

12.2 Start a broadcast from the menu

Use the menu when you want a notice rather than an emergency, when you want to see the message as the screen will draw it, or when you want to save the message for next time.

1. Select "Broadcast" at the foot of the side menu. The dialog "Broadcast to screens" opens.
2. Choose the "Kind": "Emergency" or "Notice".
3. Type the "Headline" (optional, "A few words visitors read first.") and the "Message" ("Shown on every screen. The text is what visitors read."). The preview "On the glass" shows it as the screen will.
4. Choose "Send to" and "Duration" as above.
5. For a message you will need again, select "Save this as a notice: name it" and "Save". It appears under "Saved notices".
6. Send.

Broadcast to screens [Close]

Puts a banner on the chosen screens until you clear it. The exhibits keep playing underneath.

KIND

1 Emergency ✓ Notice

Shows as a banner over the running content; the exhibit never stops.

SEND TO

2 Whole venue · 4 Floors... Zones... Players...

HEADLINE

3 example: Room 2 closes early

Optional. A few words visitors read first.

MESSAGE

4 What visitors should read and do

Shown on every screen. The text is what visitors read.

ON THE GLASS

5

No reel on this player yet

NOTICE

Your message appears here.

Figure 39 The "Broadcast to screens" dialog: the "Kind" (1), "Send to" (2), the "Headline" (3), the "Message" (4) and the preview "On the glass" (5).

12.3 What happens on the screens

- Emergency: the message takes the full screen on every chosen screen. A notice that was showing is paused: "The notice that was showing is paused during the emergency and comes back when it ends."
- Notice: the banner runs over the running content; "the exhibit never stops".

12.4 Release it

1. On the live bar select "End broadcast" (or "End notice").
2. The bar reads "Broadcast ended. Screens are returning to their exhibits". "Exhibits restore themselves when it ends." Nobody has to walk the floors.

A handheld with "May send an emergency message" on starts the venue's emergency message when its button is held for 2 seconds.

TIP

Save your standard messages as notices before you need them. In an emergency you then choose a name instead of typing.

CAREFUL

Do not test an emergency on the whole venue during opening hours. Choose "Screens..." and one screen in a back room, and end it at once.

Running locally and air-gapped

The same software runs entirely on one computer in your building, with no internet. The console then reads "taleor" instead of "taleor.net". Screens, media and the audit log stay on your side of the wall, and equipment on the venue network is driven from this server.

The in-house package is supplied by taleor for Windows, macOS and Linux. It ships its own runtime and its own private database; nothing is downloaded at install. (Windows and Linux installs are proven in CI; the macOS install is written and not yet proven on a Mac.)

13.1 Install the local server (Windows)

For technical staff, once per site. Allow about ten minutes with the server PC in front of you.

1. Copy the package to the server PC and unzip it. Keep the folders as they are.
2. Right-click PowerShell and choose "Run as administrator".
3. Go to the unzipped folder and run `.\setup.ps1`. It takes about a minute: it unpacks its own runtime and database, creates the database, adds the starting venue and starts two services (the database and the taleor server).
4. When it prints that taleor is running, open `http://localhost:3401` in a browser.
5. You never type a database password. The installer generates one and keeps it in `server\.env`, readable by administrators only.

On Linux and macOS, run `setup.sh` the same way.

13.2 Create the first administrator

On a server with no administrator yet, the page "Set up this system" opens: "This taleor has no administrator yet. Paste the setup token printed on the server console to create the first one."

1. Copy the "Setup token" "printed on the server console at startup".
2. Type "Your name", "Email" and a "Password" of "At least 12 characters. A phrase you can remember beats a short string of symbols you cannot."
3. Select "Create administrator" and sign in.

13.3 Point a player at the local server

Each exhibit computer must be told where the local server is. Do this once per player, before pairing.

1. Find the server PC's address on the venue network.
2. On each exhibit computer, open the agent's configuration file (`C:\Program Files\taleor.net\Agent\agent.config.json` on Windows) and set `"serverUrl":`

"http://<server address>:3401" and "allowInsecureHttp": true . Set both lines; without the second the player refuses a plain http address.

3. Restart the taleor service on the player, then pair it with the code as in 4.3, signed in to the local console.

13.4 Backups and moving a venue

Back up on a schedule, and use the JSON export to move a venue to another server.

1. Open "Engineering", then "Data transfer and backups" (Network admin).
2. "Back up now" writes a backup file; "Last backup" shows when and "Kept" how many. Older files are pruned automatically.
3. "Export database JSON": "Download everything this server holds as one JSON file." "The media files themselves are copied separately."
4. "Import database JSON": "Replaces everything on this server with the contents of the file. This is not a merge."

TIP

Copy backups off the server machine on a schedule. A backup on the same disk does not survive the disk.

CAREFUL

Do not run "Import database JSON" on a live server to "add" a venue. It replaces every record.

Updates for an air-gapped server arrive as a new package and are installed the same way. The server is on port 3401; the database listens on 127.0.0.1 only.

Do and don't

Do

- Check the venue name in the top bar before every change.
- Pair a screen with the code that is on the glass now, and wait for "The screen has been added."
- Give every exhibit a default reel. A screen with no default reel is dark.
- Save the exhibit's setup ("Use this setup for the exhibit") once it plays as you want.
- Fill in licence and holder when you upload, and mark the details complete.
- Leave "Keep this device up to date (recommended)" on.
- Set the venue's opening hours first; override only the exceptions.
- Read every line of Oli's "Proposed changes" before "Apply".
- Save your emergency messages as notices before you need them.
- Copy invitation links to the person yourself; the console does not send email.
- Keep backups off the server machine.

Don't

- Don't share accounts. The audit log is only as good as the name on the action.
- Don't pair a screen twice or re-type an old code.
- Don't build a trigger on a sensor the screen does not declare. Add the hardware first.
- Don't put "Press again to go back" on a presence sensor. The console refuses it, and a visitor standing still would flip it forever.
- Don't leave a triggered film with no "Release after" and no end-of-reel return: the next visitor meets the last frame.
- Don't turn updates off and forget.
- Don't test an emergency on the whole venue during opening hours.
- Don't "Import database JSON" to merge. It replaces everything.
- Don't "Delete venue" or "Remove from venue..." unless you mean it. Neither can be undone.
- Don't paste outside text into Oli as an instruction.

Troubleshooting

15.1 A screen is offline

The screen page says "The agent is not connected to this screen" and "Last heard from: {when}". The alert "{name} went offline" appears under "Alerts" and clears itself when the screen returns.

1. Check the exhibit computer has power and network. "Diagnostics" under "Engineering" shows "Agents connected", "Device reachability" and "{count} of {total} unreachable".
2. If the picture is still playing, the screen is running from its own store: the screen list says "Plays from local cache". It recovers by itself when the network returns; the page re-fetches its playlist and the console sees the reconnect at once.
3. If the picture is black with only a title, select "Restart screen" once the agent is connected. If the agent itself is down, restart the exhibit computer.
4. If the screen was recently paired and vanished, the pairing may have been rolled back ("The screen did not confirm."). Pair it again.
5. A screen that never connected shows "never checked in" or "NEVER CONNECTED". It was added before its hardware arrived, or the pairing did not finish.

15.2 A device does not respond

1. On "Hardware & settings", select "Read state" on the device. "Could not reach the device." means the address is wrong or the device is off the network. Check the "Address".
2. "Power: not controllable" means the driver cannot switch this device. That is the driver's declaration, not a fault.
3. A sensor that fires nothing: open "Engineering", then "Rig", and watch the input log while you fire it. "This player's driver declares no inputs." means the wrong device type was chosen. "No cue on this player closes a contact yet." means the trigger is missing, not the hardware.
4. A serial board: "The screen reports no serial ports. Check the USB cable." Select "Detect ports" again after reseating the cable.
5. A driver marked "Not yet confirmed against real hardware of this family" may need help from taleor support with your unit: write to support@taleor.net.

15.3 A trigger does nothing

- The card is greyed with "{device} has no {input}": the screen does not declare that input. Add the equipment or choose another input.
- Two triggers on one input: the "What wins" rules and the trigger's "priority" decide. Edit one of them.
- A tap works in the preview but not on the glass: on a phone, the first tap unlocks sound and still counts. On the app, "Restart screen".

- OSC: "OSC is off" on the screen's card. Switch "Listen for OSC" to "On" and check the "UDP port" matches the desk.

15.4 An upload fails

MESSAGE	WHAT TO DO
"Waiting, retrying"	Nothing. The server asked the console to wait; the file is sent again by itself.
"The server is busy. Try this file again in a minute."	Wait a minute and upload that file again.
"The connection dropped during the upload"	Check the network and upload the file again.
"Upload failed ({status})"	A server error with its code. Try again; if it repeats, note the code and send it to support@taleor.net .
"Previews could not be generated: {error}"	The file uploaded but no poster or thumbnail could be made. On a local server this usually means the media tools are missing; see the server's install notes. Select "Regenerate previews" after fixing it.
"Not enough space for this exhibit's media" (on a screen)	The exhibit computer's disk is short. Free space or use a lighter version of the media.

15.5 Pairing problems

MESSAGE	WHAT TO DO
"This code is no longer valid: it has expired, was already used, or is not on any screen. Type the code that is on the screen now."	Read the code off the screen again.
"The screen did not confirm. Type the new code that is on the screen now."	The screen did not collect its key within a minute. Check its network and pair again.
"Too many screens started from this network. Trying again shortly." (on the screen)	Many screens were started at once behind one address. Wait; the screen retries by itself.
"Could not reach the server. Trying again." (on the screen)	The screen has no route to the server. Check its network.
"You cannot add screens in this venue. Ask an administrator of this venue."	Your role does not include screens.
"This venue is look-only. Switch to your own venue to add a screen."	You are in a demo copy you may only view.

15.6 Oli problems

MESSAGE

WHAT TO DO

"Oli is not available right now. A temporary failure. Try again.
Try again in a minute."

"The venue has changed since Oli made this plan, so nothing was applied. Ask Oli again."

Something the plan named was changed or deleted. Ask again.

"That was more than I could work out in one go. Try asking for one change at a time."

Split the request.

"You do not have permission to change playlists and triggers."

Your role cannot change playlists; ask a content manager or venue admin.

"You have used today's 10 messages to Oli. Oli is back tomorrow."

The daily limit; it resets at 00:00 UTC.

15.7 Where to look

- "Alerts": every open fault. "Nothing needs you. Alerts clear themselves when the fault ends."
- "Engineering", then "Diagnostics": "Control plane", "Agents connected", "Device reachability", "Thermals" ("{count} above 60°C"), "Health checks" ("Run now").
- The screen page, "At a glance": "Last error: {message}".
- Screen logs: "Settings", then "Audit log", choose "Select a screen..." for that screen's own log lines. For a deeper look, "Agent log level" on "Hardware & settings" can be set to "Debug for {count} minutes"; it switches itself back to info.
- "Settings", then "Audit log": who changed what, and when.