



Administrators Guide

Welcome to Canditv®

Canditv® extends availability of your website and electronic content to customers and visitors when they are out and about at any time day or night. Canditv® requires only for screens or digital displays to be connected to the Internet so that information can be accessed simply by the customer or visitor dialling a local rate number displayed on the screen. Once connected customers and visitors can use their mobile phones just like TV remote controls. Canditv® works with any phone on any network. This administrator guide will help you to get started using the application, there is also a troubleshooting FAQ section below, should you run into any difficulties.

System Requirements

Before using Canditv® please check that you meet the hardware and software requirements listed below.

Desktop Specification

Intel Pentium, AMD or compatible processor
1Ghz CPU or above
1 GB RAM Recommended
500 MB Free Hard Disk Space
Graphics Card supporting DirectX version 9.0
Microsoft Windows XP or
Microsoft Windows Vista

Hardware Specification

Digital Screen or display (Computer or TV Monitor)
Internet Connection
(Broadband or Corporate Network Access)

Software Specification

Adobe Flash Player Version 10.0.12.36 or above
(Flash is available at <http://get.adobe.com/flashplayer>)
Microsoft Internet Explorer 6 or above

Getting Started

To get started with CandiTv® open a web browser on your internet enabled machine, in the address bar type in the URL that you have been provided. Once the application has loaded a login box will appear in your browser. Click on the login button and enter the password provided by CandiTv®. Your session will now be active, dial the number on screen to start using CandiTv®

Trouble Shooting FAQs

I'm getting the error "The location you specified appears to be in use"

This can occur when a session has not been closed down correctly. To clear the session click on the advanced options button on the login screen and select reset location information. The session will now be cleared and you can log in again.

What does "Alternate HTML content should be placed here" mean?

The Canditv® application requires the Adobe flash browser plug-in to run correctly. Please follow the instructions below to install this.

How do I install Adobe Flash player?

Canditv® requires Adobe Flash version 10.0.12.36 to run correctly. To install flash on your computer please visit the following URL to install the flash component <http://get.adobe.com/flashplayer>
Installation is simple and can be started by clicking on the start installation now option.

Do I need to make any corporate firewall changes?

In a few isolated instances certain corporate firewalls may block the Canditv® traffic. If you encounter issues connecting, please open or request your administrator to open TCP ports 843 and 3000 for outbound traffic on your corporate firewall.

Why do I get "Internet Explorer cannot display the web page"?

This is a typical error when your machine is unable to contact the website. Please ensure that you have a valid and working internet connection

Contacting Us

Should you run in to any difficulties, please contact us using the methods below. Please remember to include your screen number and client reference when contacting us.

Telephone:

0845 8733 200

Email:

support@canditv.com

Website:

<http://www.canditv.com/support>