

Basic Setup Instructions for ThinkHub

WHAT YOU'LL NEED TO GET STARTED

- ThinkHub Device (Mac Mini or Mac Pro)
- HDMI Cable
- Power Cable (included with ThinkHub device)
- Ethernet Cable
- USB Cable
- Touch Display (must be on T1V approved vendor list)
- USB Mouse and Keyboard (in the event ThinkHub does not initially load)
- T1V app (download to all individual devices at t1v.com/app)
- [ThinkHub User Guide](#)

INSTRUCTIONS

1. Record ThinkHub device ID with corresponding room location for your records (found on the T1V sticker on the device). You'll need the ThinkHub device ID to register your software, and for any future T1V Support calls/emails.
2. Register your device with T1V Support. Be prepared to supply your device ID and primary contact information for your organization. NOTE: failure to register your device will prevent you from receiving T1V Support should any issues arise.
3. Turn touch display on
 - It's important that the display is turned on before the ThinkHub machine boots up
4. Connect HDMI cable
 - Connect to display (powered on), then connect to ThinkHub device
 - Without this connection, you won't be able to see anything
5. Connect ethernet cable from network port to ThinkHub device
 - You'll get the best performance if this ethernet cable is on the same network that your wireless devices will be using (or, the majority of wireless devices)
 - ThinkHub machine is setup by default to use DHCP (dynamic host config protocol)
6. Plug in USB cable from the display touch sensor to the ThinkHub device
 - This is the cable that communicates touch activity
7. Plug in power cable for the ThinkHub device
8. Turn Power On on ThinkHub device
 - You should see the light on the front of the Mac Mini light up
 - ThinkHub should appear on your display - this could take up to a minute (various things will appear on your screen while ThinkHub is loading)

TROUBLESHOOTING

- If you do not see ThinkHub, there may be some other things that appear on screen:
 - A message on the screen that says, Your Software is in Hibernation

- If the Auto-Restart check box is checked, wait for about 30 seconds, the software should start up soon
- If the Auto-Restart check box is not checked, you'll need to plug in a USB Mouse to manually check the box
- If you see ThinkHub, but touch does not respond:
 - Reseat USB cable to ThinkHub device to ensure connection is secure

CONFIGURATION + TESTING

Display configuration

Please configure your displays to stay powered on at all times. Every night at 2:30am EST, the ThinkHub device will reboot.

Touch

Open a sketch (located in the bottom tray of the Canvas) and drag to the upper left corner of the ThinkHub Canvas. Draw an 'X.' Then, draw two lines (one vertical, one horizontal) that will bisect the center of the 'X.' This is how you'll be able to see if the touch calibration of your touchscreen is accurate. Replicate this exercise in all four corners of the ThinkHub Canvas.

- If touch is inaccurate, refer to the 'Touch Troubleshooting' tutorial for further instruction.

Connectivity

Once ThinkHub is up and running, you'll see the time/date, Room and IP Address, and AirConnect Key.

- If the IP Address does not appear, make sure the ethernet connection is secure. If that does not work, try to plug in another device to test that you have a live ethernet connection.
- If the Room Name is not correct, contact T1V Support at support@t1v.com / +1 877.310.8971 to get it changed.
- If the T1V app Room ID (the 8-digit code) does not appear, your network is not properly configured, and is not allowing the ThinkHub device to contact the T1V server. At this point, contact your network administrator and T1V Support at support@t1v.com / +1 877.310.8971 to review network requirements and configuration for this device.

Open a Web Browser on your ThinkHub Canvas to test that the Internet is connected.

T1V app

Test T1V app connections with individual devices in the room.

- You'll need a laptop and iOS device (if iOS support is required)
- Download the latest T1V app at t1v.com/app to each of the devices you'll be testing.

For Laptops on the SAME network as ThinkHub:

- Launch T1V app
- Enter IP address where prompted

- Select 'Connect'
- Your laptop should appear on the ThinkHub Device Tray

For Laptops on a DIFFERENT network from ThinkHub:

- Launch T1V app
- Enter the T1V Room ID (8-digit code) where prompted
- Select 'Connect'
- Your laptop should appear on the ThinkHub Device Tray

For iOS devices:

- Launch T1V app
- Enter the IP address
- Select 'Add'
- ThinkHub device name should appear in your device list, with 'Ready' alongside it
- Tap the device name
- 'Ready' will switch to 'Connected'
- Tap the device name (again)
- Follow remaining on-screen instructions

Media Tray + Folders

Plug in a USB drive to test that content loads properly to the Media Tray

Dynamic Menu

Tap and hold the Canvas to open your Dynamic Menu