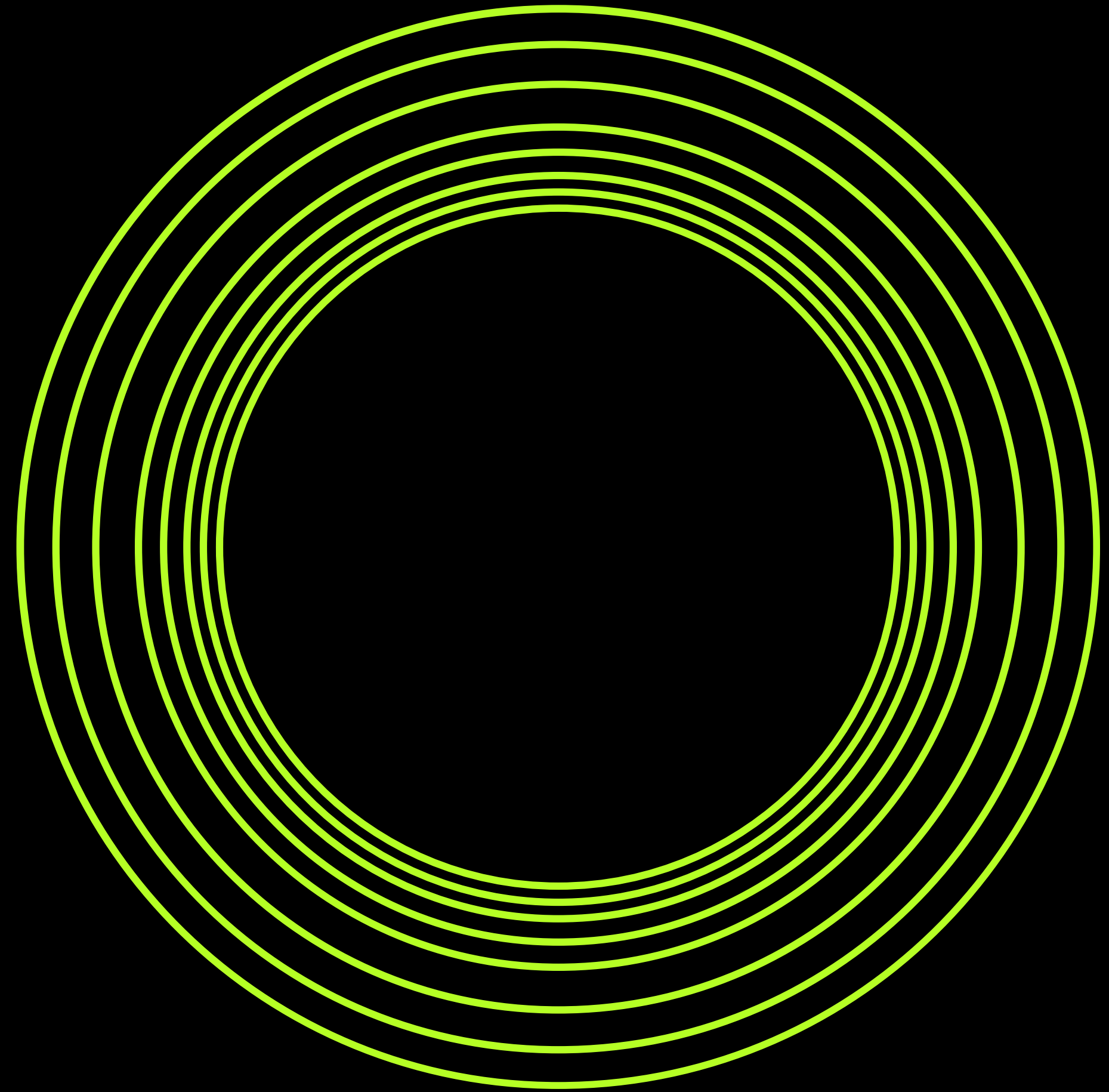


hh global[®]



**Garmin:
Offline Experiences v1:**

Replacing Connie



Contents

[Introduction](#)

[Uninstall Connie](#)

[Download Files to a USB stick](#)

[Installing Offline Experiences app](#)

[Restart in Kiosk Mode](#)

[Troubleshooting](#)

Introduction

Introduction

The Offline Experiences app, is the replacement app for our Connie platform, as it has now reached end-of-life (EOL) and is no longer supported. It will allow us to set kiosk mode on all your existing devices and is much more compatible with differing versions of Android and screen resolutions.

Our app comes pre-configured with all the necessary settings you should require, so it should be a simple process to install:

- Remove the existing CMS platform Connie.
- Use the content folder shared as a template and add your videos and images following [this guide](#)
- Copying the configuration file and app provided to a USB stick
- Upload the content folder to the Downloads folder of the device
- Install the app and launch it
- Allow all the Android permission for Offline Experiences to run in kiosk mode
- Copy a configuration file over
- Restart the app in Kiosk mode

Please follow this instructional guide to complete configuration of the Android device and the Offline Experiences app.

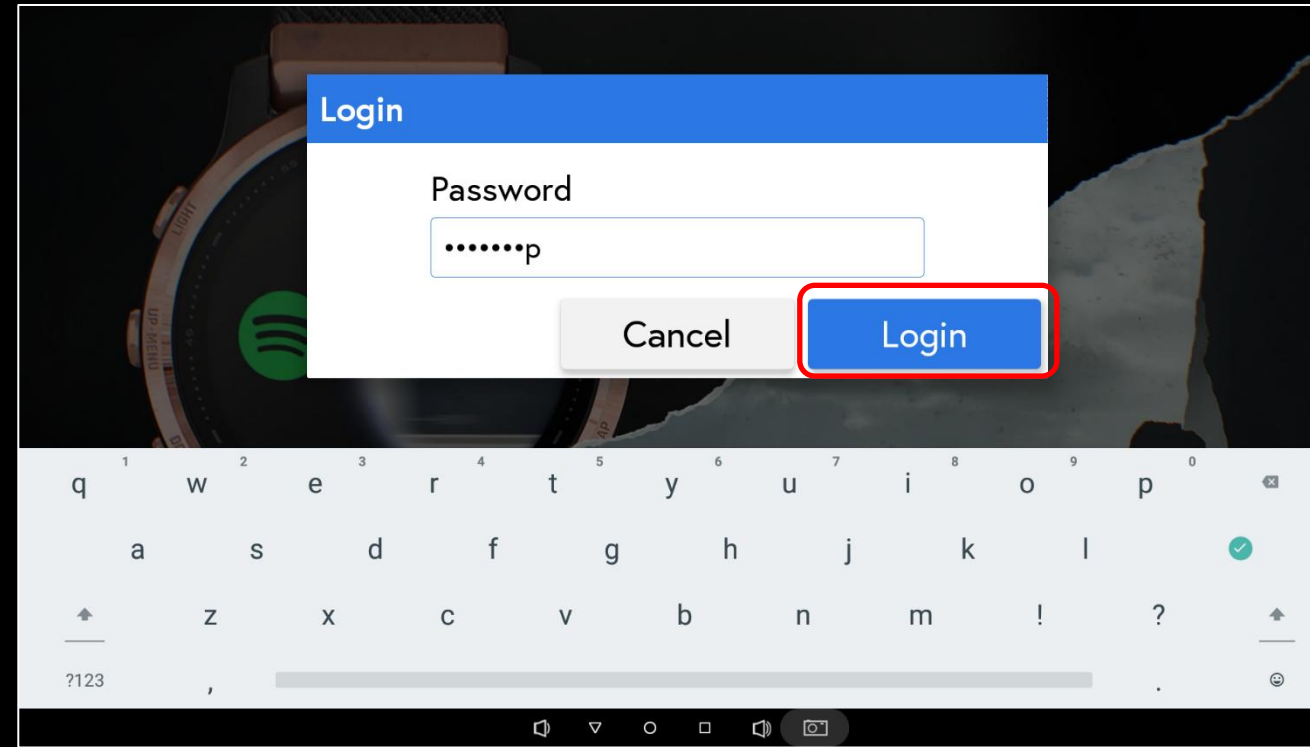
*****NB:** During setup, you will briefly require an internet connection, so the registration key is logged to that device. It will send a small string of data to the server, so connecting to a mobile hotspot briefly from a phone will work fine.***

Uninstall Connie

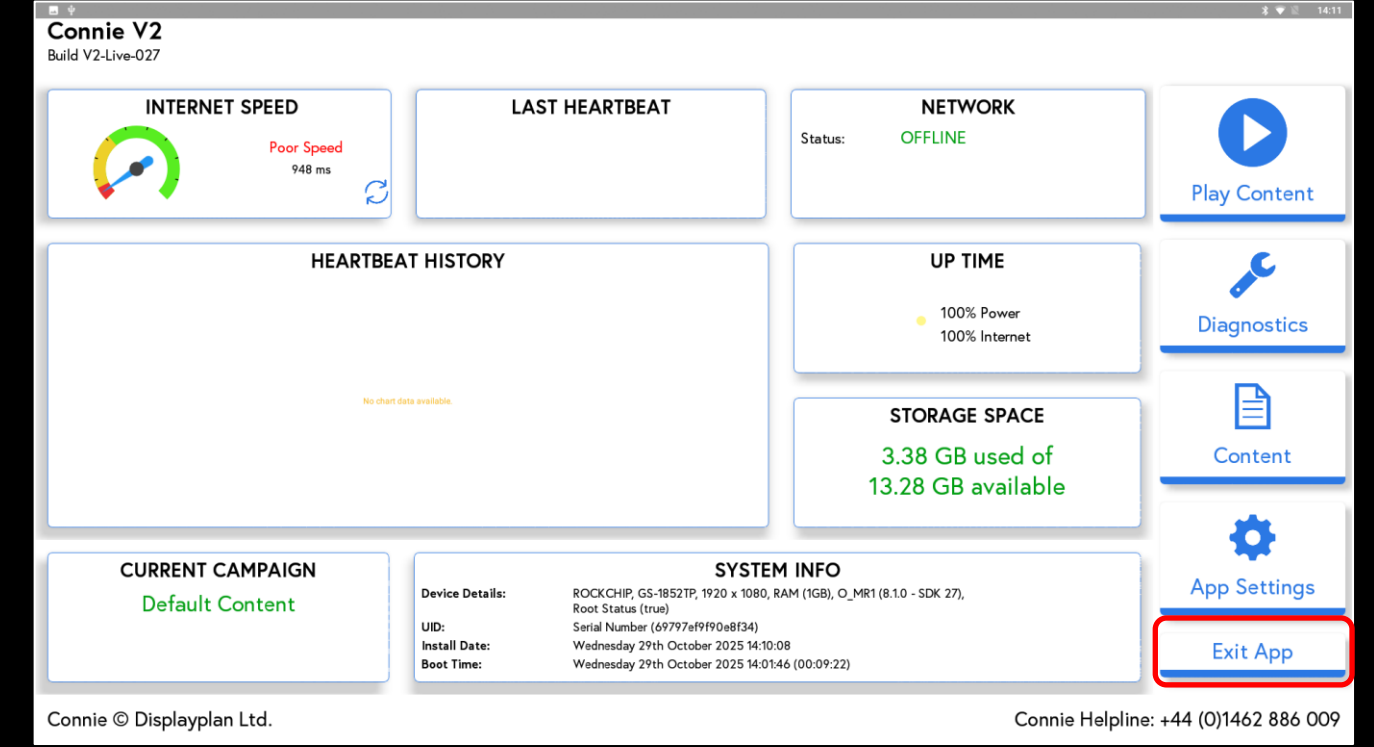
Uninstall existing CMS platform - Connie



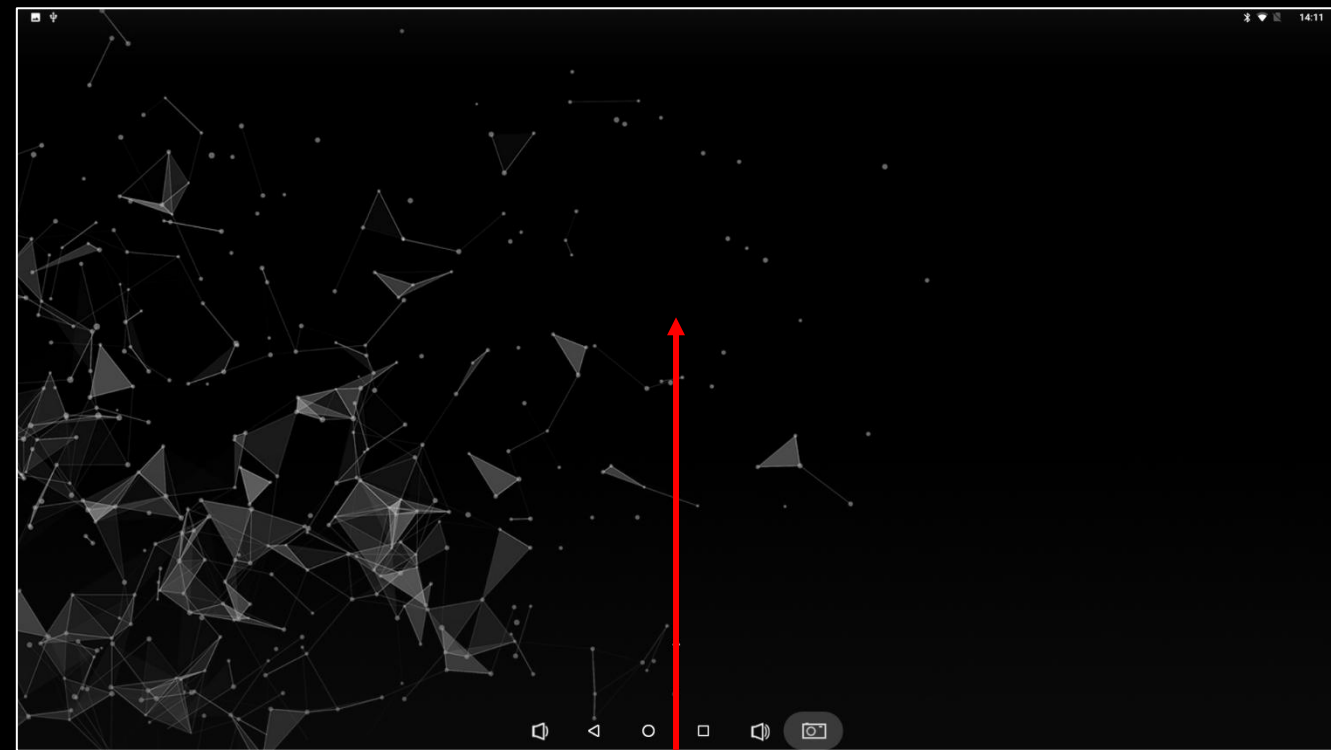
Exit the current content by **tapping 5 times** in the top right corner.



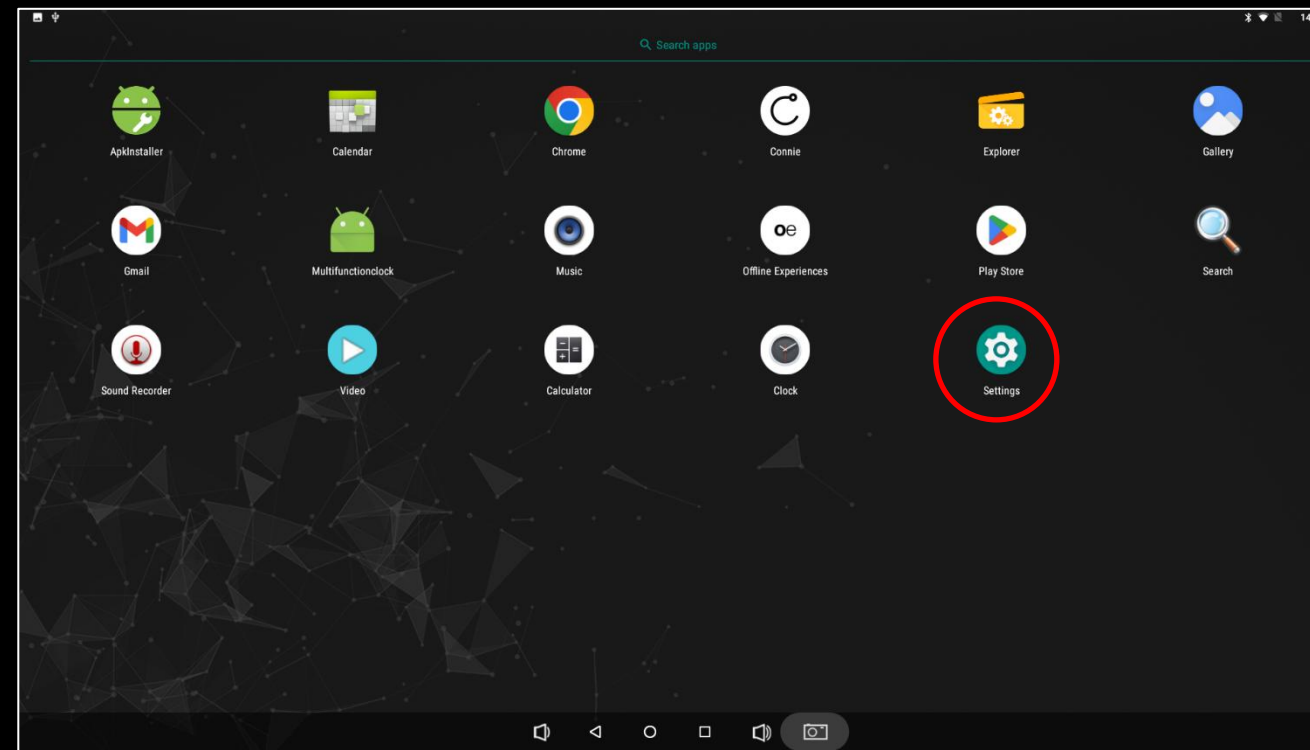
Enter the password **displayp** and tap **Login**.



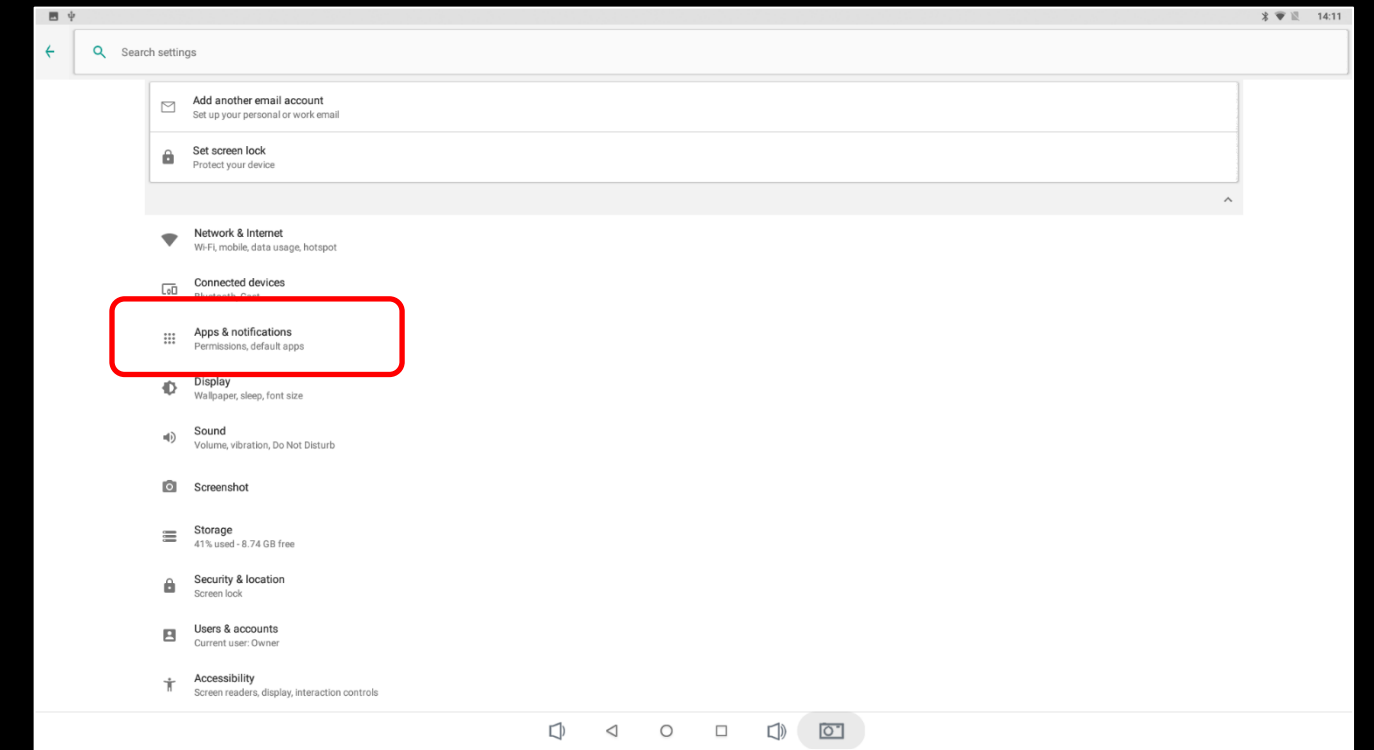
From the Connie menu, tap **Exit App**.



If you see the home screen **swipe up** from the bottom to open the **app drawer**.

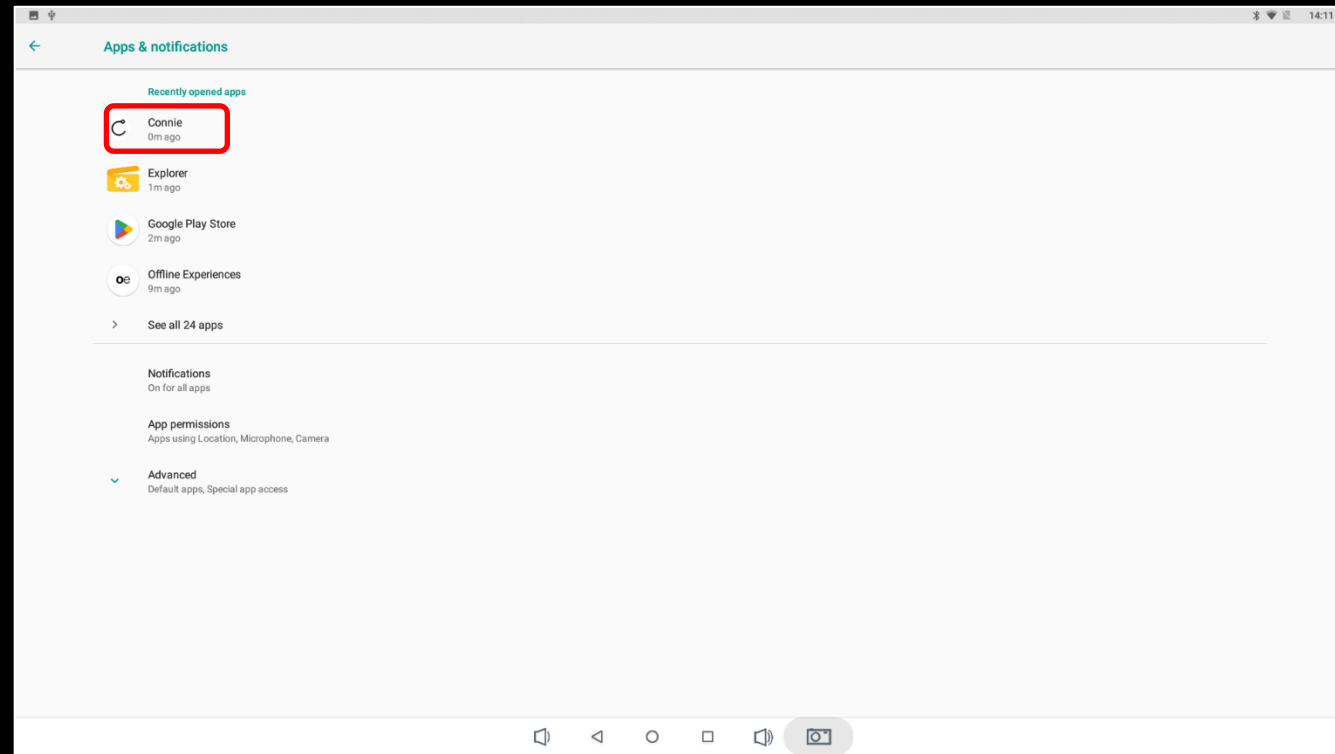


Tap **Settings**.

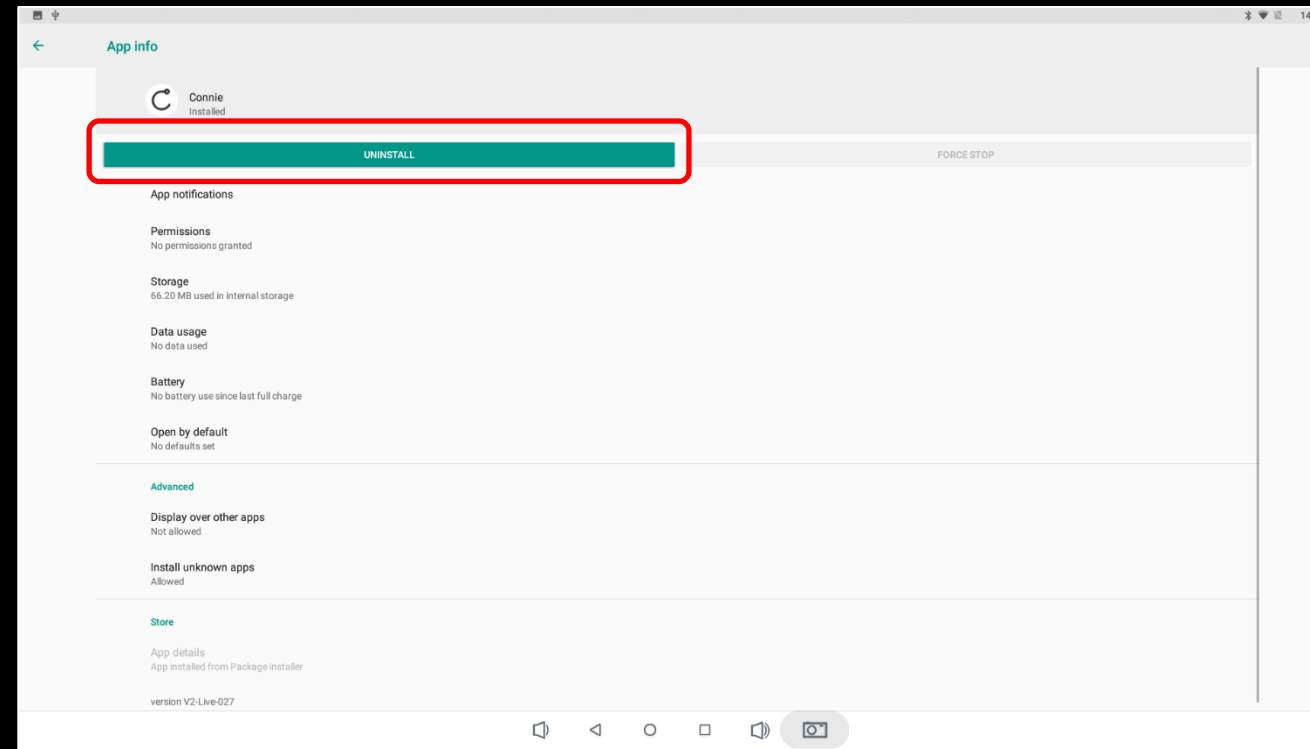


Tap **Apps & Notifications**

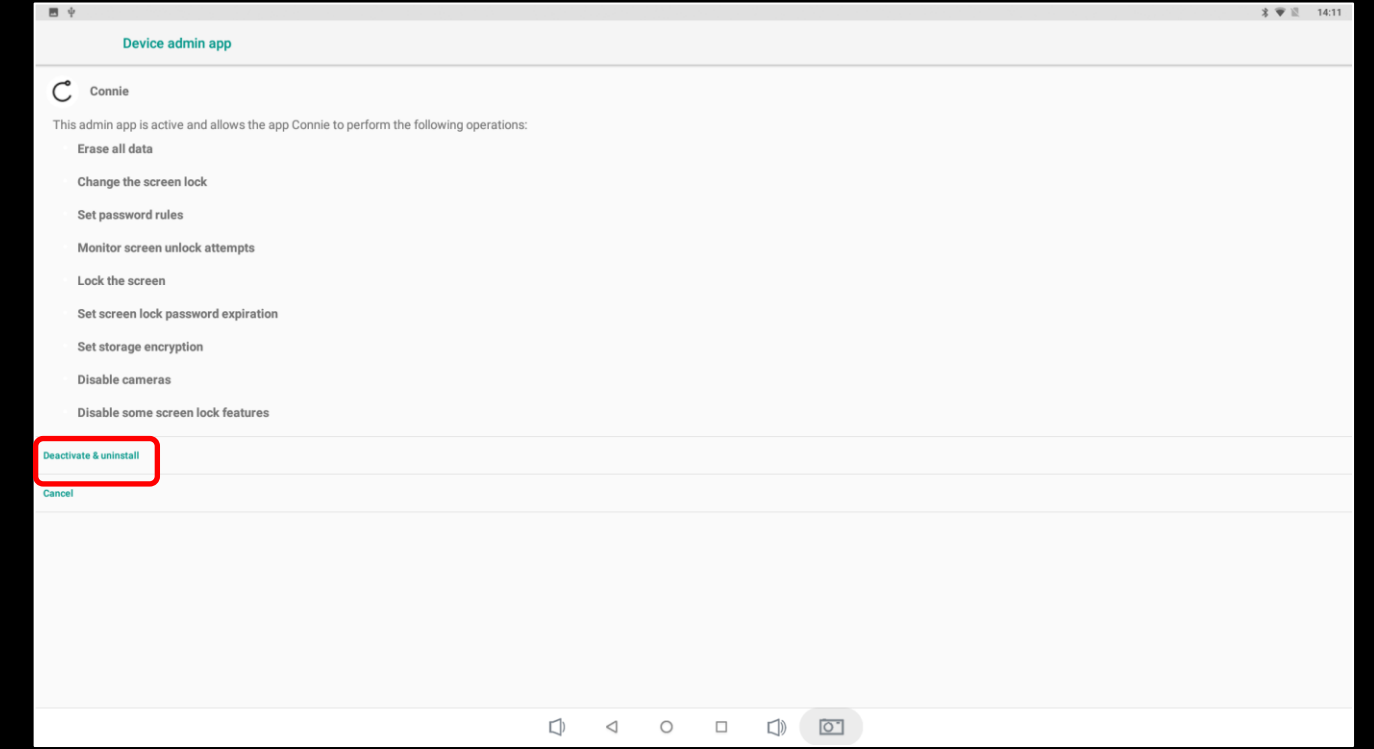
Uninstall existing CMS platform - Connie



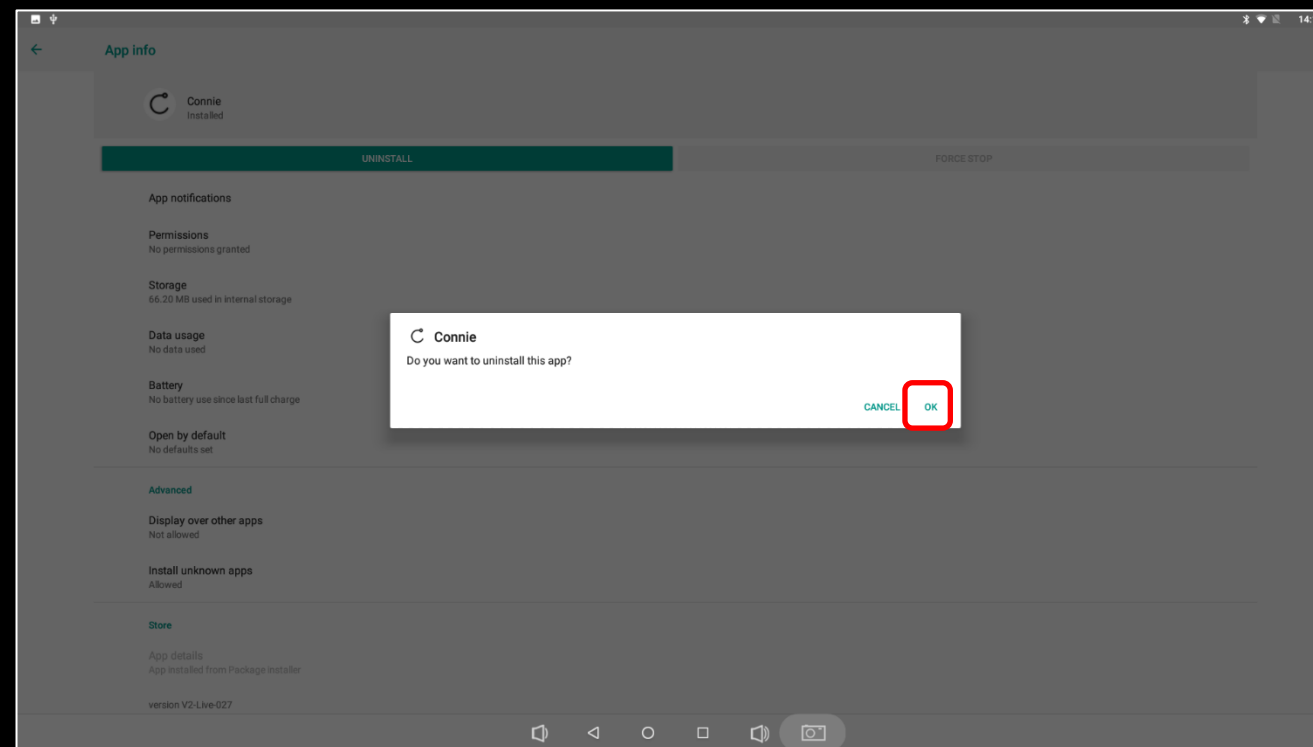
Now tap **Connie**.



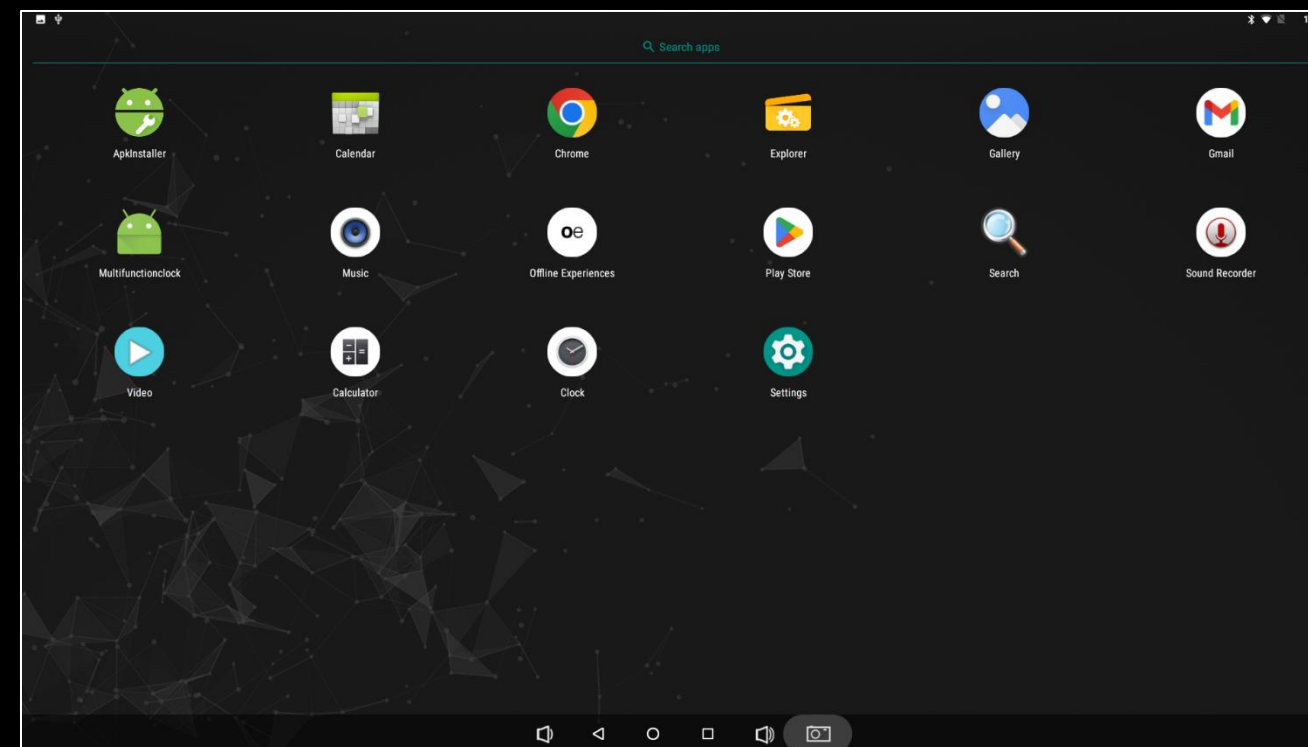
Tap **Uninstall** at the top.



Now tap **Deactivate & Uninstall**.



When the dialogue box appears, tap **OK**.

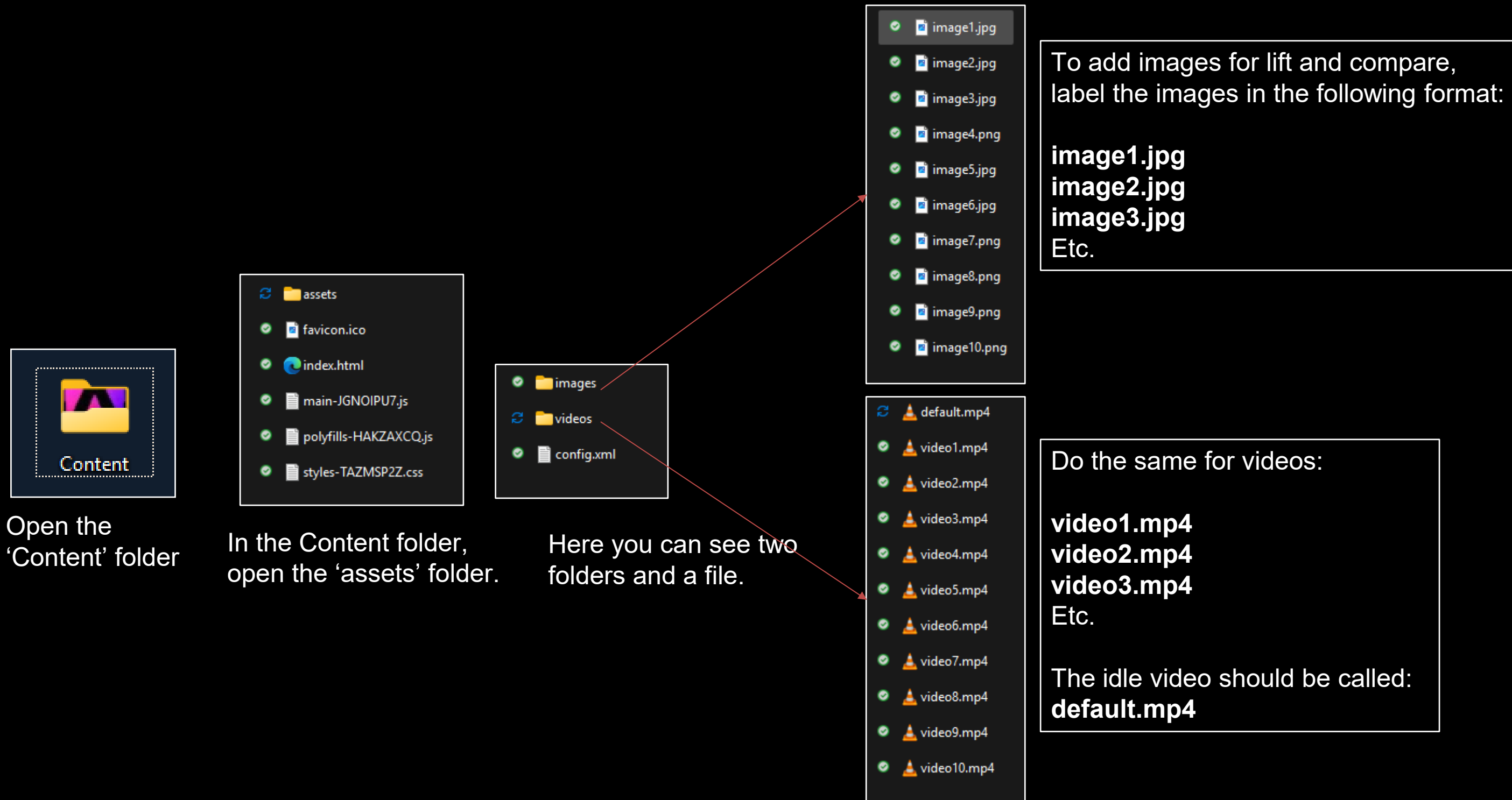


Connie has now been removed. The icon should no longer be visible in the app drawer.

Creating the content

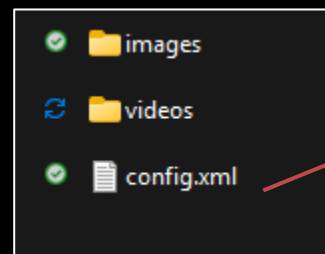
Creating the Content

The content needs to be created in a specific way for Offline Experiences to work correctly. Using the Content folder provided, you will need to add the videos and images you want to see when a product is lifted. Please follow the steps in this chapter.



Creating the Content

The content needs to be created in a specific way for Offline Experiences to work correctly. Using the Content folder provided, you will need to add the videos and images you want to see when a product is lifted. Please follow the steps in this chapter.



The **config.xml** file can be used to add or remove the number of products you have on your fixture. It is currently setup for 10 products.

```
<?xml version="1.0" encoding="utf-8"?>
<Config>
  <Products>
    <Product Name="Item 1"
      Video="assets/videos/video1.mp4"
      Image="assets/images/image1.jpg" />
    <Product Name="Item 2"
      Video="assets/videos/video2.mp4"
      Image="assets/images/image2.jpg" />
    <Product Name="Item 3"
      Video="assets/videos/video3.mp4"
      Image="assets/images/image3.jpg" />
    <Product Name="Item 4"
      Video="assets/videos/video4.mp4"
      Image="assets/images/image4.jpg" />
    <Product Name="Item 5"
      Video="assets/videos/video5.mp4"
      Image="assets/images/image5.jpg" />
    <Product Name="Item 6"
      Video="assets/videos/video6.mp4"
      Image="assets/images/image6.jpg" />
    <Product Name="Item 7"
      Video="assets/videos/video7.mp4"
      Image="assets/images/image7.jpg" />
    <Product Name="Item 8"
      Video="assets/videos/video8.mp4"
      Image="assets/images/image8.jpg" />
    <Product Name="Item 9"
      Video="assets/videos/video9.mp4"
      Image="assets/images/image9.jpg" />
    <Product Name="Item 10"
      Video="assets/videos/video10.mp4"
      Image="assets/images/image10.jpg" />
  
```

If you have more than 10 products, copy this:

```
<Product Name="Item 10"
  Video="assets/videos/video10.mp4"
  Image="assets/images/image10.jpg" />
```

and change the item, image and video number to follow on from 10 for the number of products you have.

A Maximum of 20 products can be added.

For example, if you have 14 products, then add the following to the config.xml file after Product Name="Item 10":

```
<Product Name="Item 11"
  Video="assets/videos/video11.mp4"
  Image="assets/images/image11.jpg" />
<Product Name="Item 12"
  Video="assets/videos/video12.mp4"
  Image="assets/images/image12.jpg" />
<Product Name="Item 13"
  Video="assets/videos/video13.mp4"
  Image="assets/images/image13.jpg" />
<Product Name="Item 14"
  Video="assets/videos/video14.mp4"
  Image="assets/images/image14.jpg" />
```

Download Files to a USB Stick

Download files to USB drive

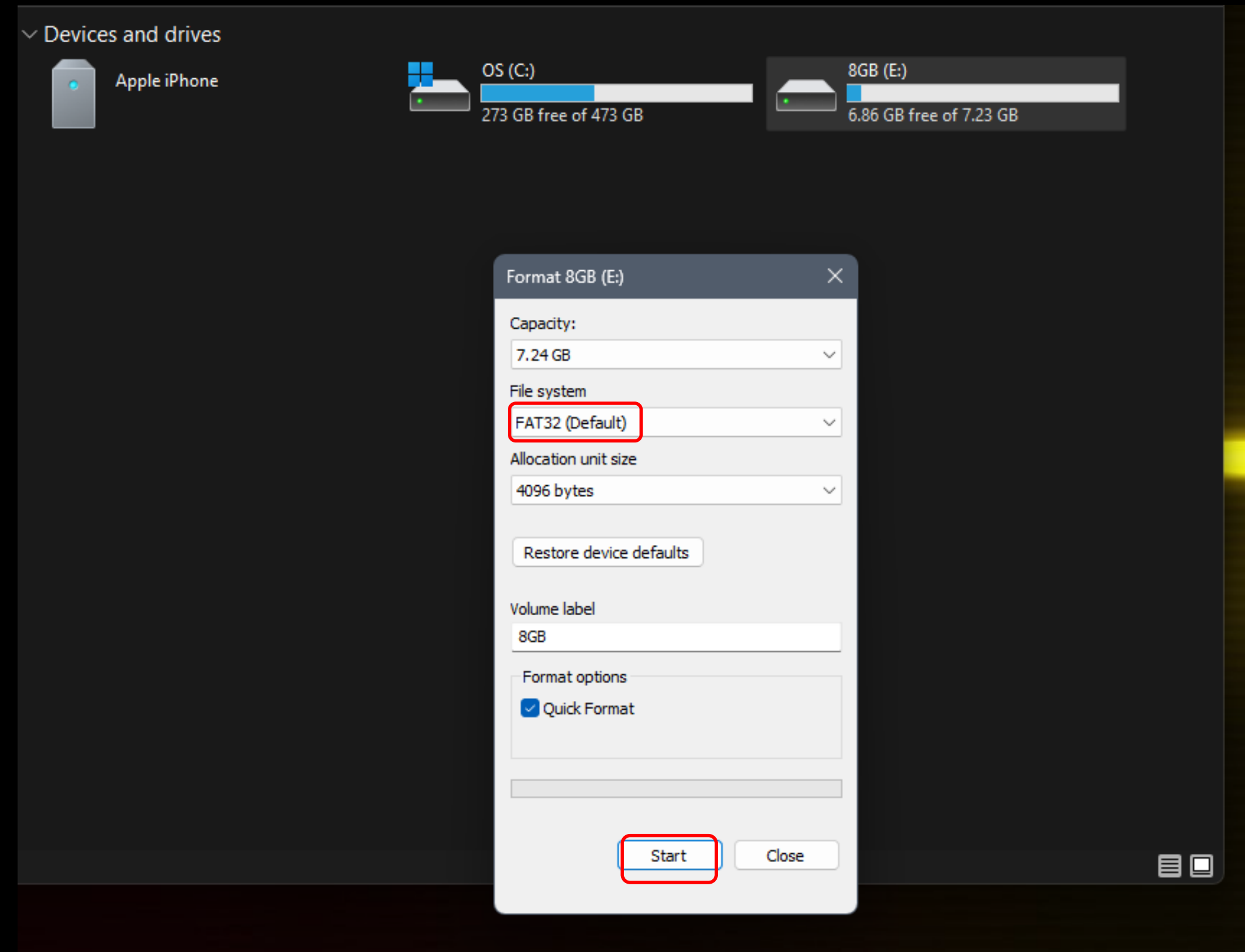
You will require a **USB-A** flash drive.

NB. The USB drive should be no less than **2GB** in size.



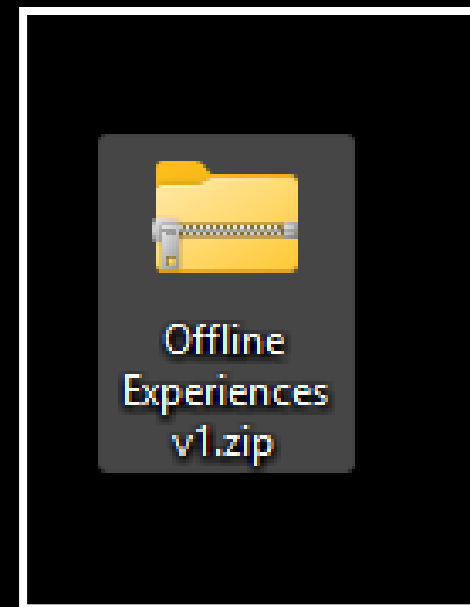
The USB drive needs to be formatted as a FAT32 or exFAT partition if it isn't already formatted this way.
(Most USB drives will be formatted as such by default.)

- Connect the USB drive to a PC.
- Go to **My PC** and right click on the USB drive and select **Format** from the context menu.
- In the box that pops up (pictured below), select **FAT32** or **exFAT** from the **File System** drop down and click the **Start** button.

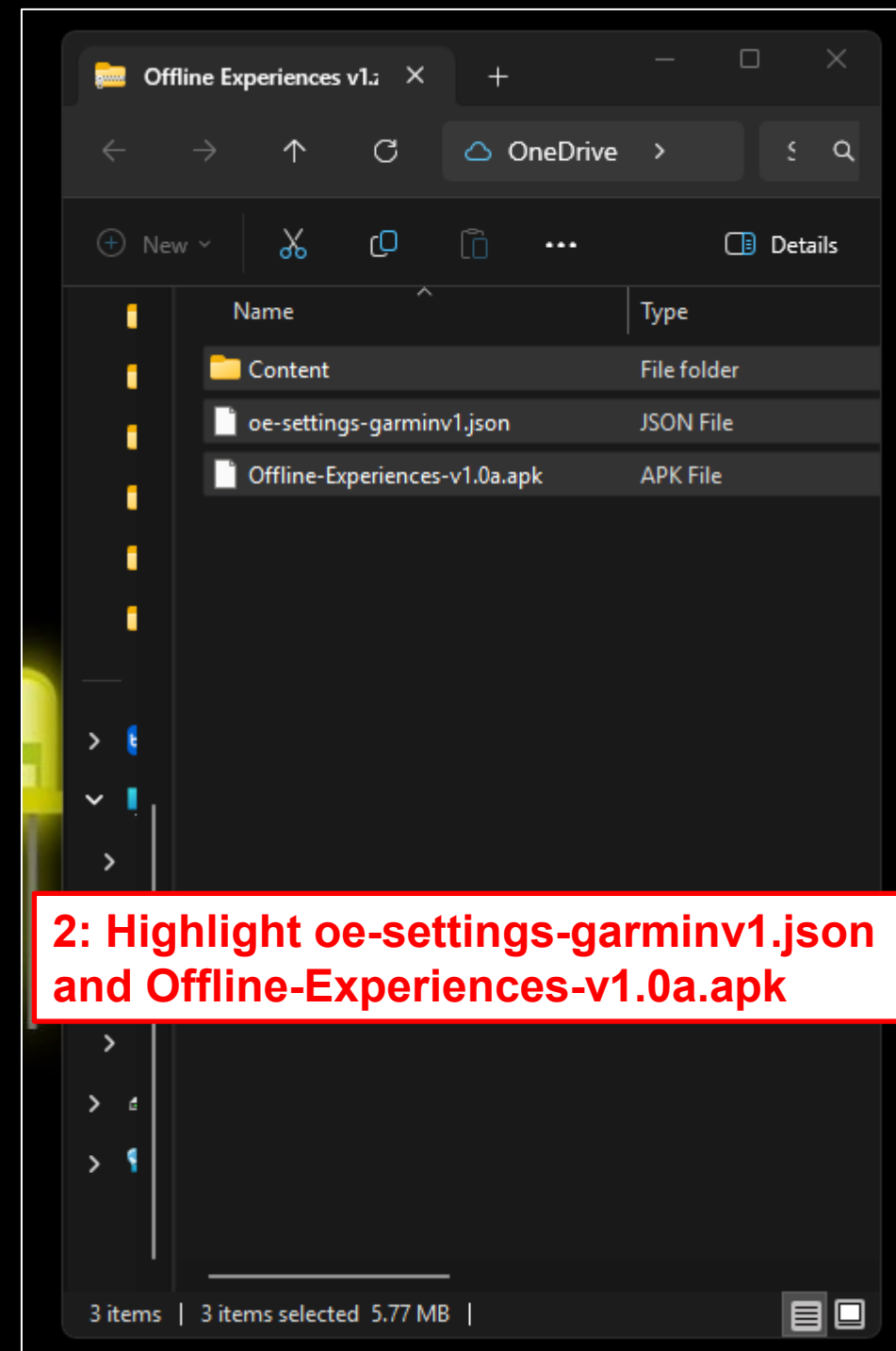


Download files to USB drive

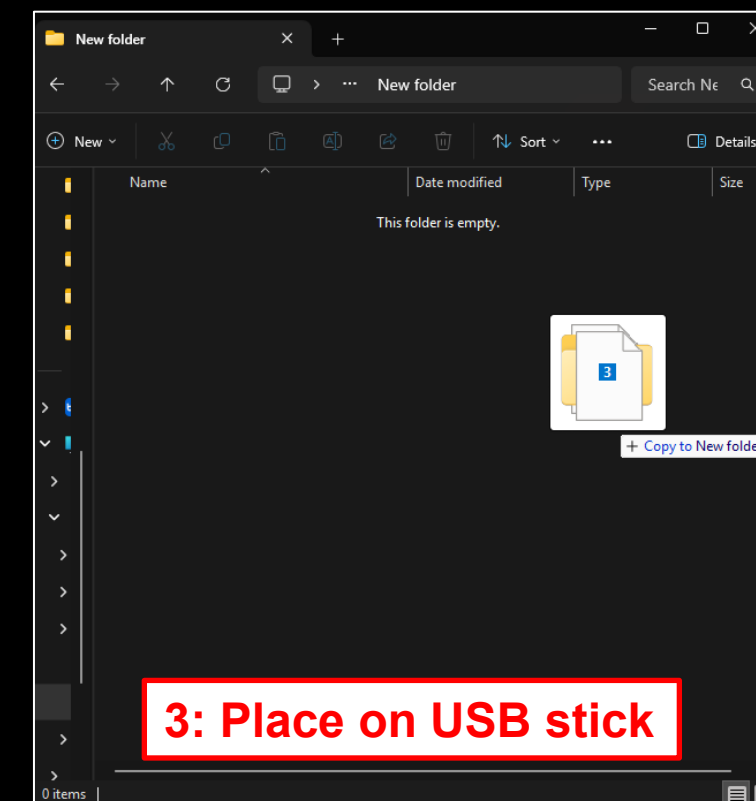
Download the app and settings file from [HERE](#) to a computer.
Unzip the zip file and copy all the content to the root of a USB stick.



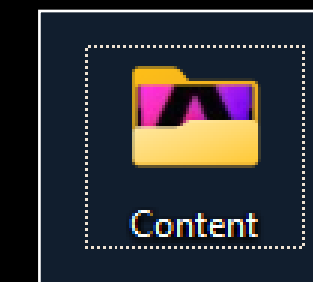
1: Double click the zip file



2: Highlight oe-settings-garminv1.json and Offline-Experiences-v1.0a.apk



3: Place on USB stick

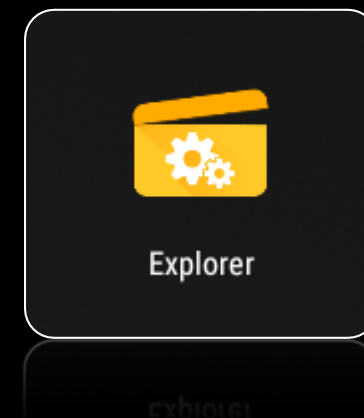


4: Finally copy the content folder you created to the USB stick.

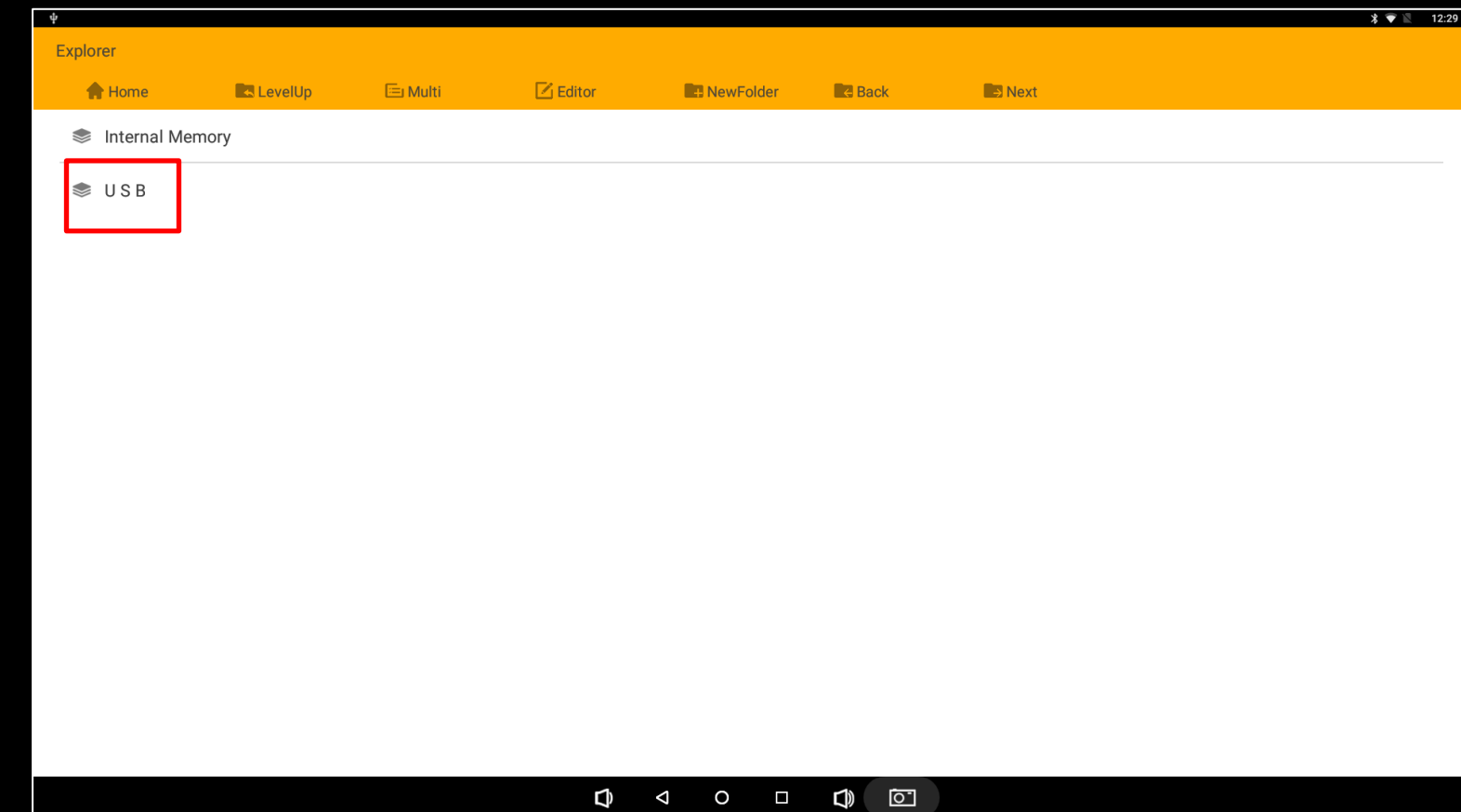
Installing Offline Experiences App

Installing Offline Experiences app

Unzip the content that has been shared with you and transfer the contents to the **root** folder of the USB drive. Please follow the steps below:

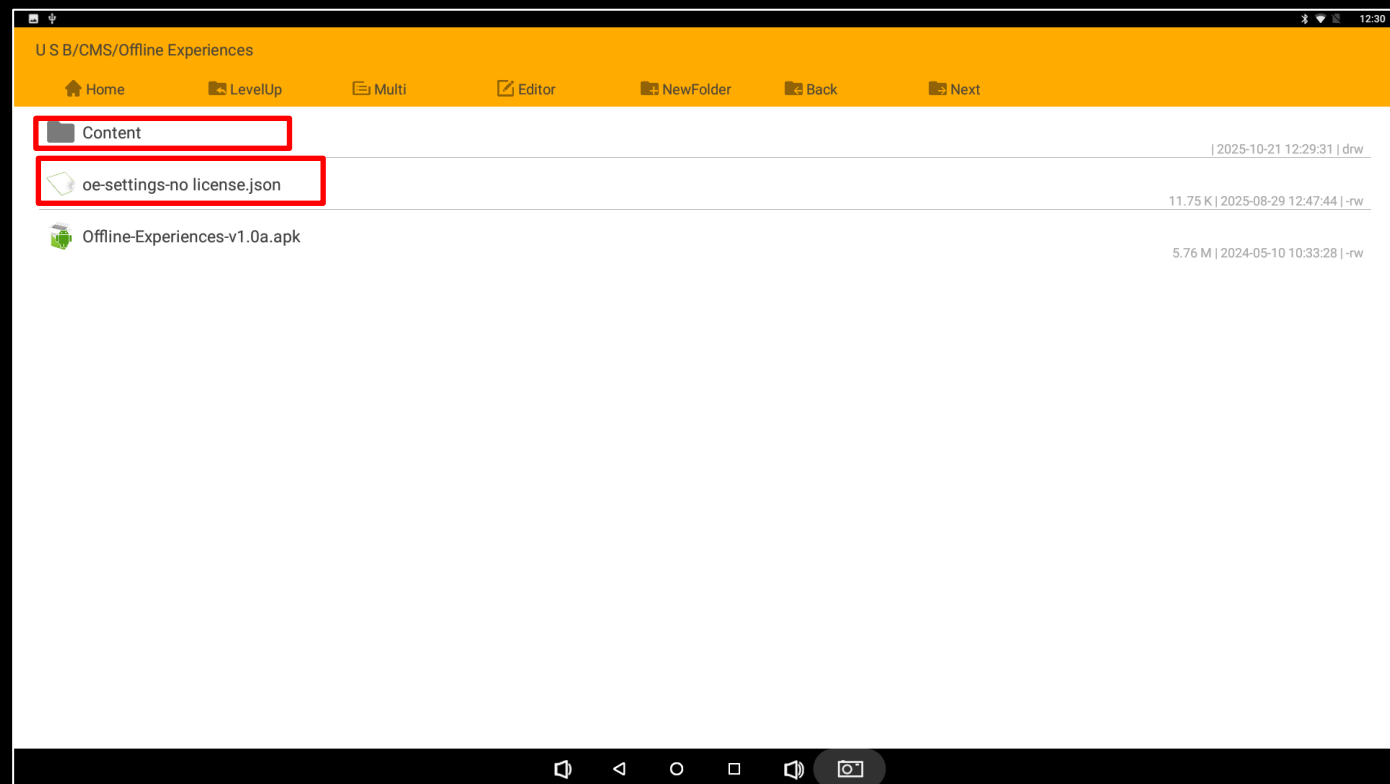


- Insert the USB-A drive into the Android device.
- From the **Home Screen** swipe up or tap the app drawer icon (if available) to open the app drawer.
- Tap the **Explorer** icon. It may be called Explorer, File, File Manager, or File Explorer depending on your device.

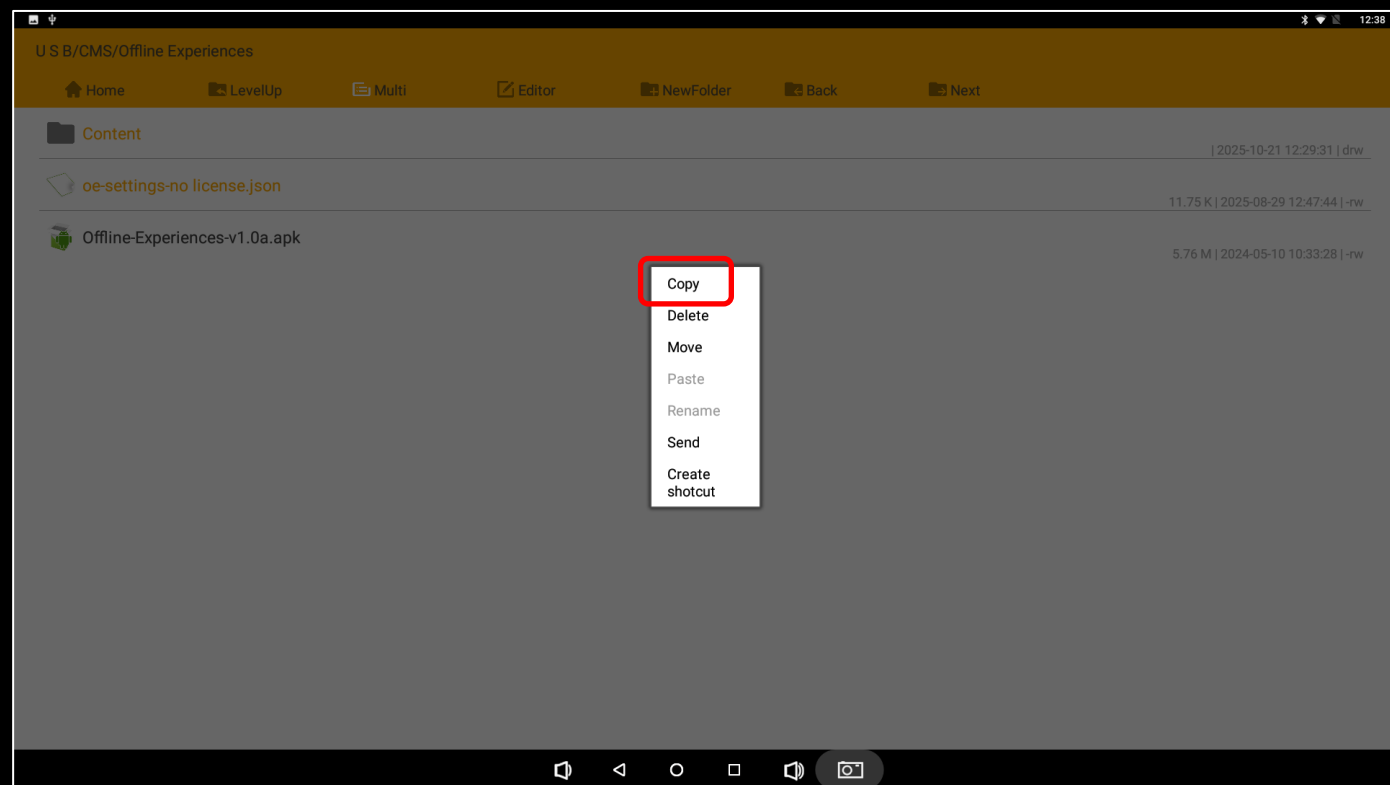


Next tap the **USB** drive icon on the left-hand side.

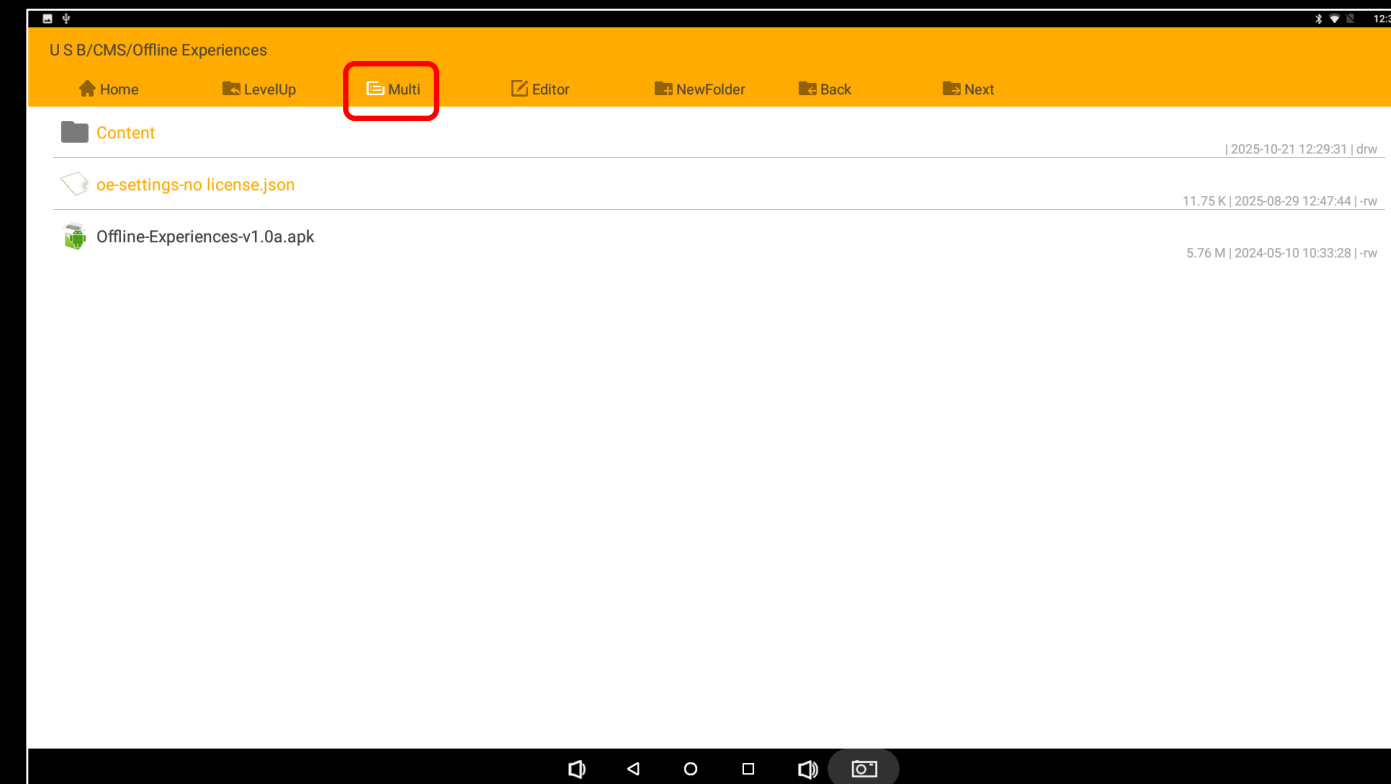
Installing Offline Experiences app



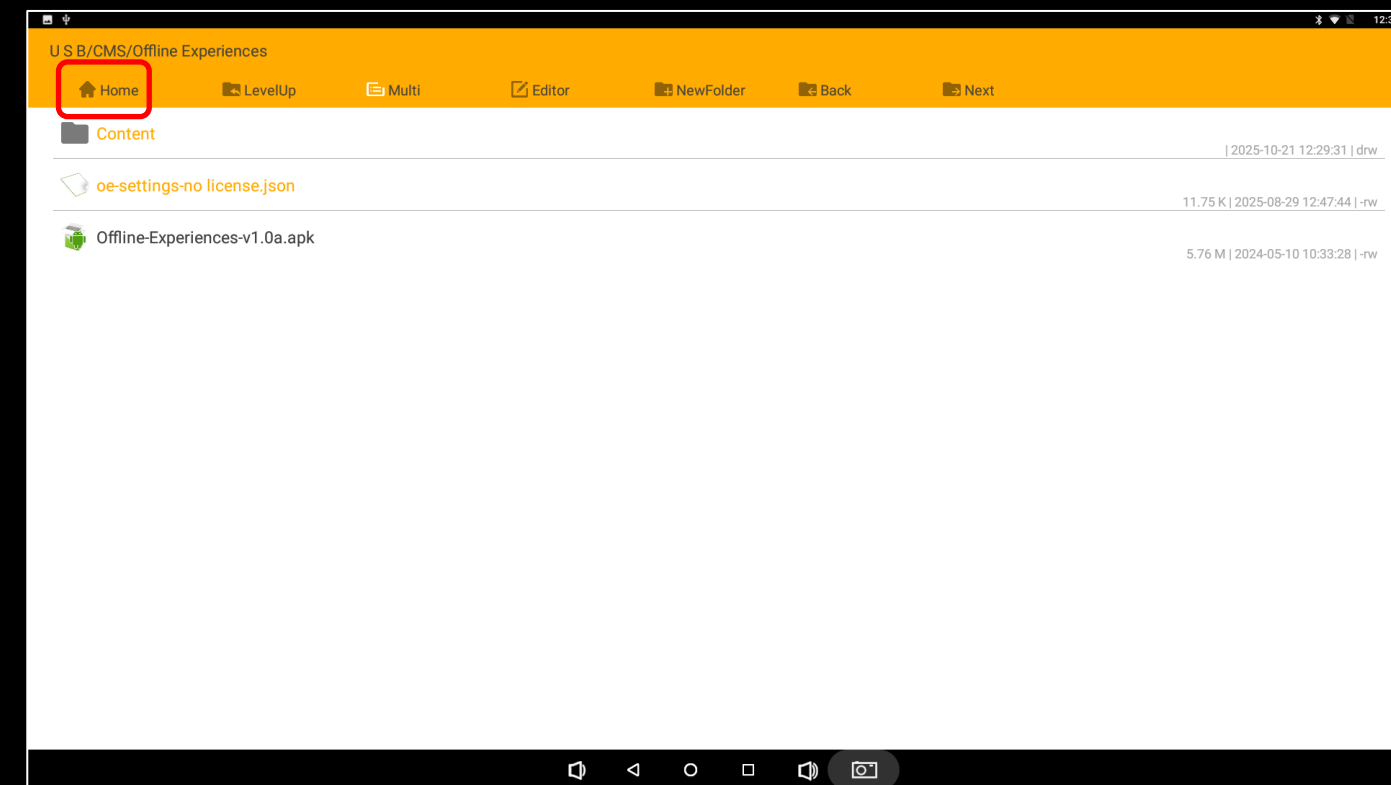
You should now see the contents of the USB drive with the **kiosk app** to install, the **content** folder and the **.json settings** file.



Tap **Copy**, to copy the content and settings file.

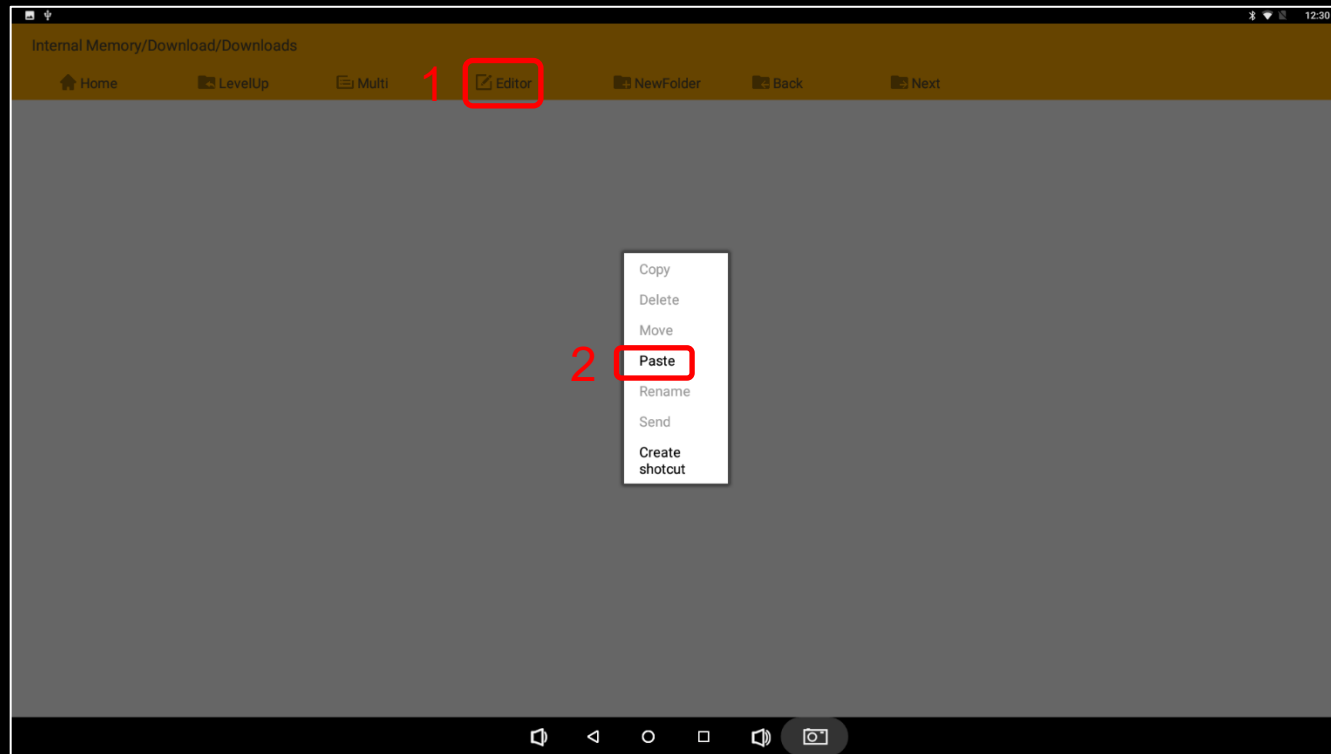


Tap **Multi** then select the **Content** folder and the **.json settings** file so they appear yellow. Next tap **Editor**.

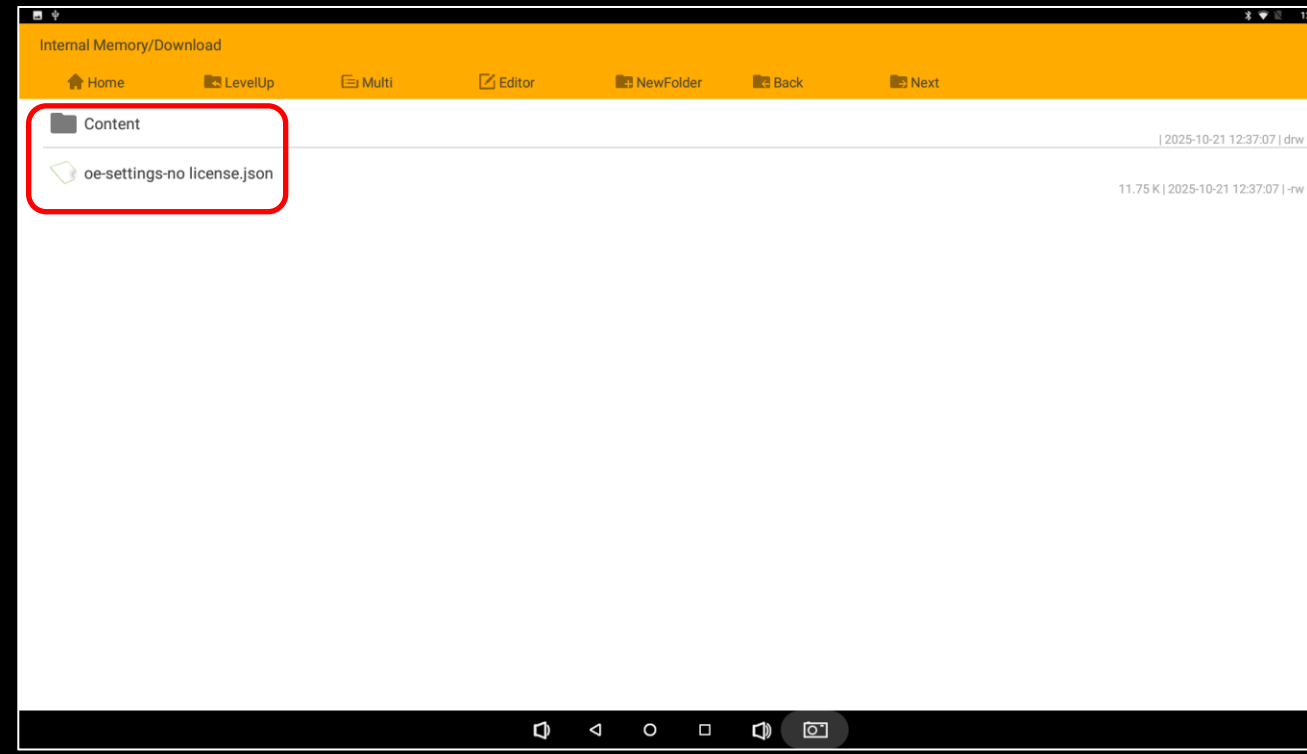


Now tap **Home** and then navigate to the **Downloads** folder.

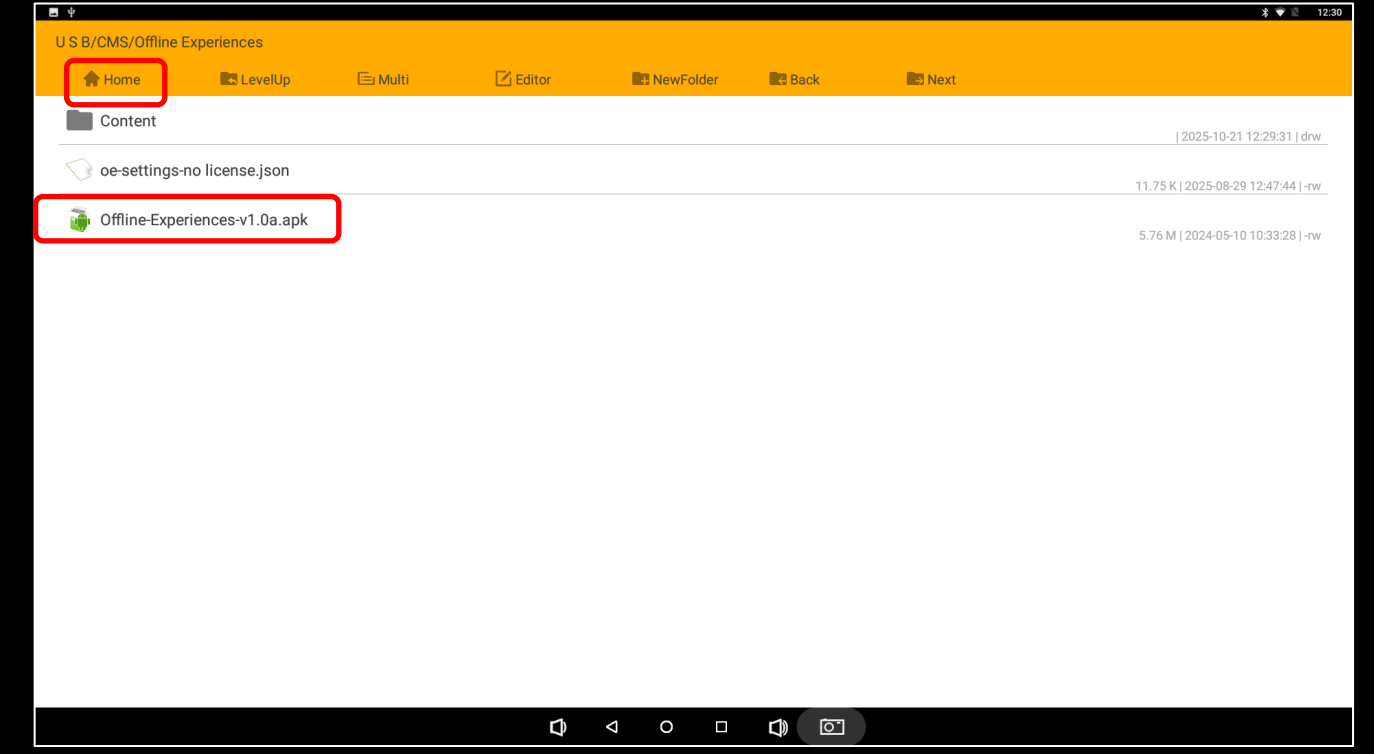
Installing Offline Experiences app



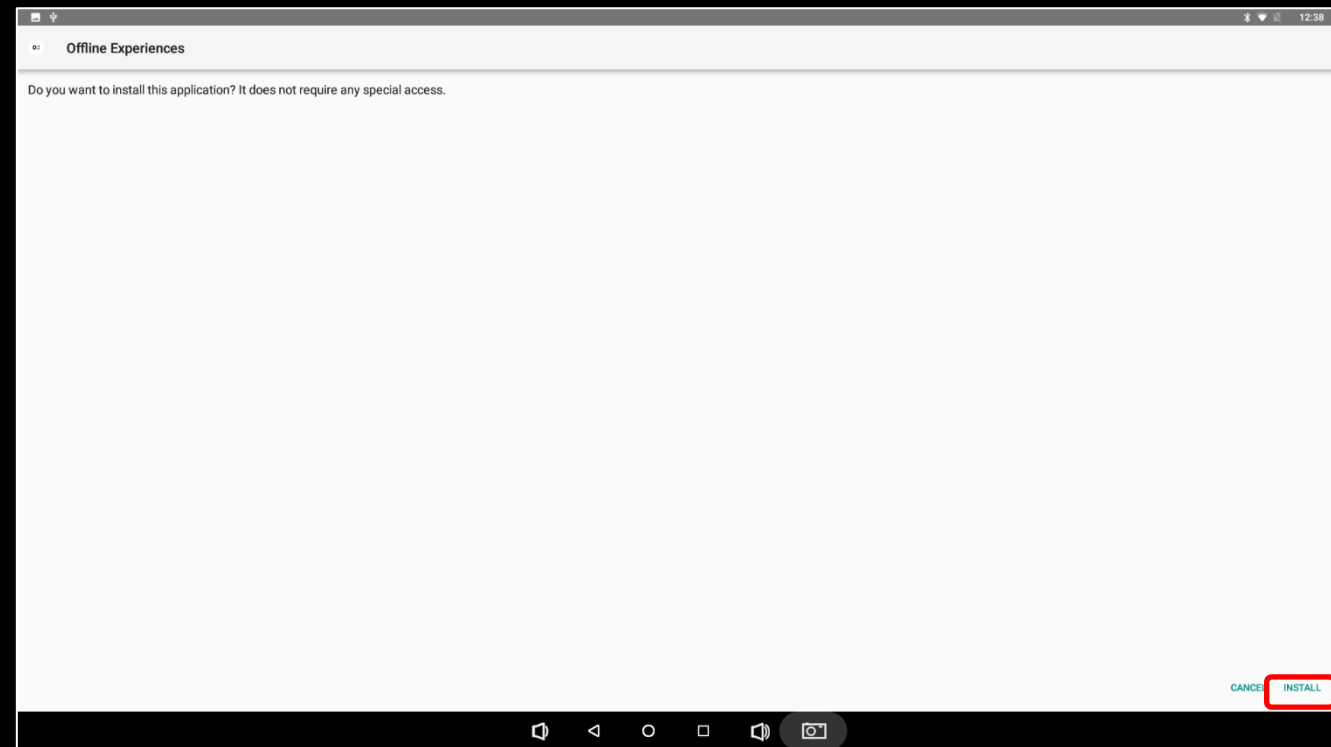
In the **Downloads** folder tap **Editor** and then tap **Paste**.



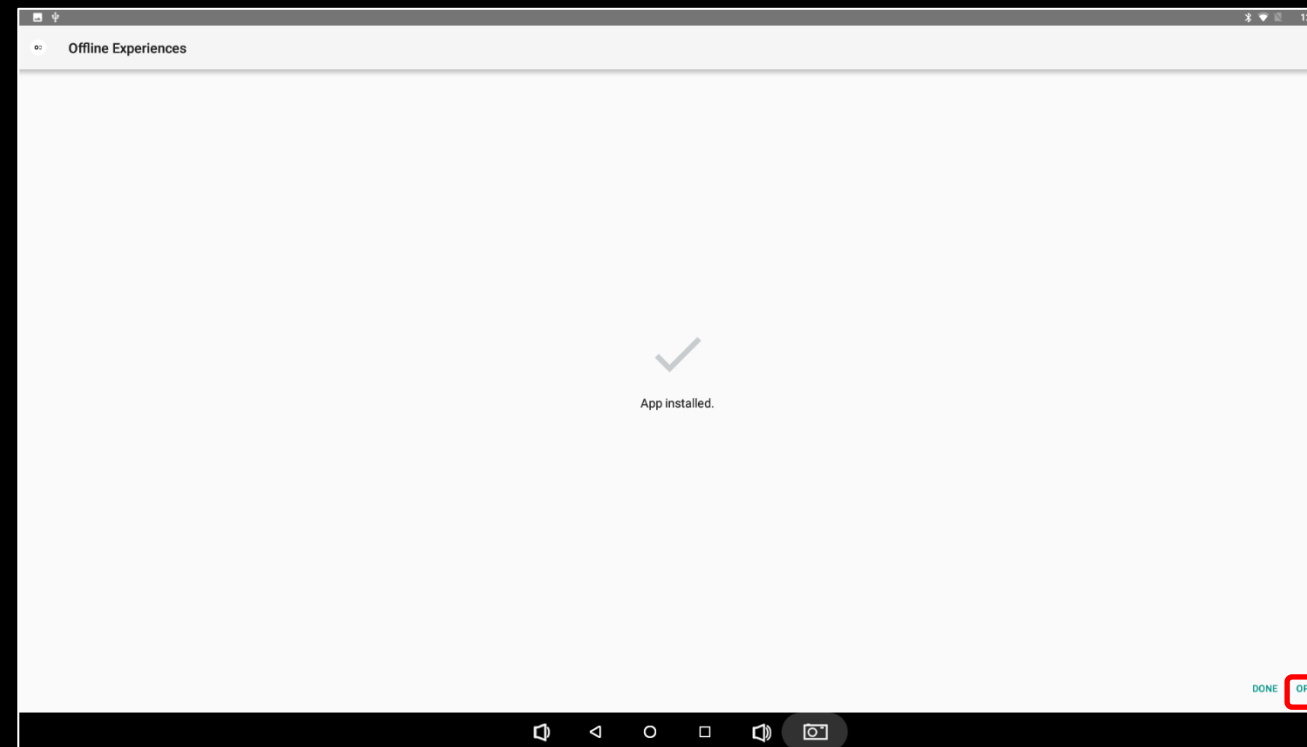
You should now see the two files in the **Download** folder.



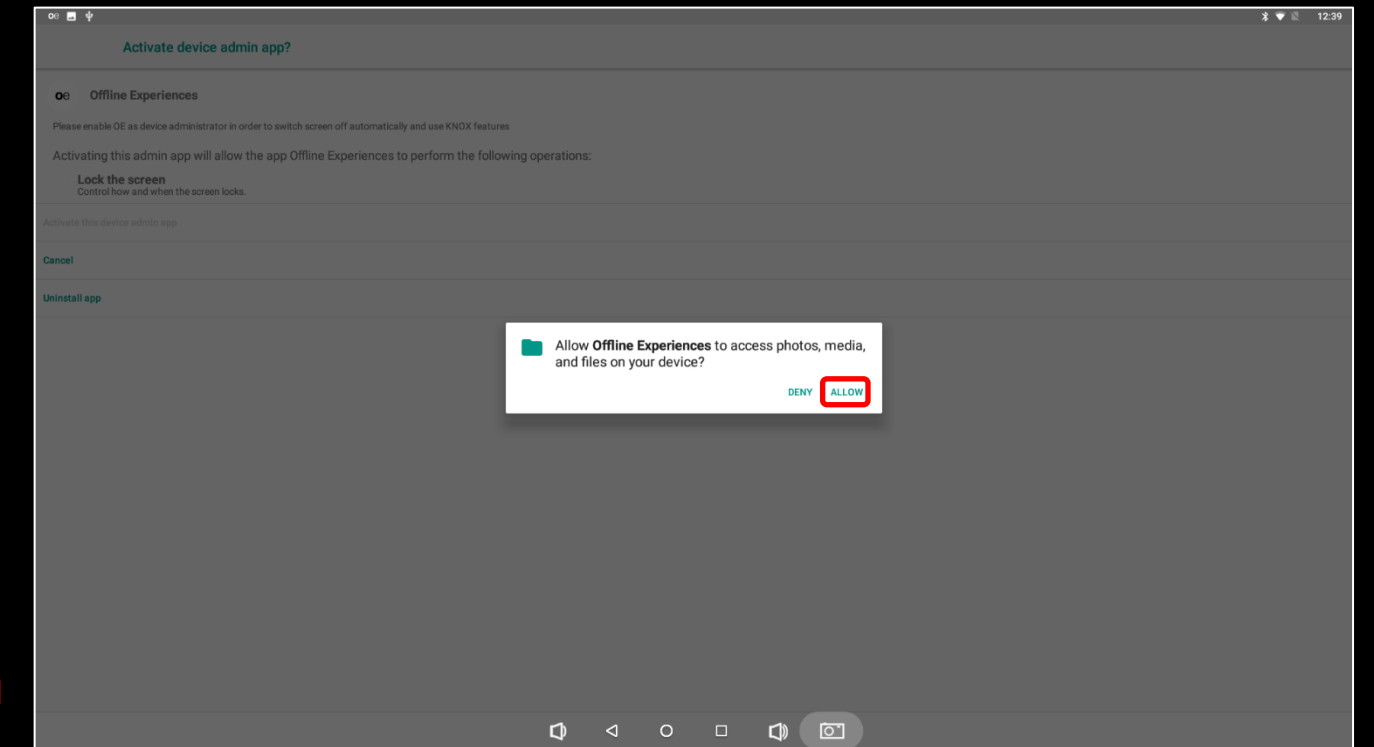
Now press **Home** and then tap **USB** and then double tap **Offline Experiences v1.0a.apk** to install the kiosk app.



Tap **Install** when the dialogue box appears.

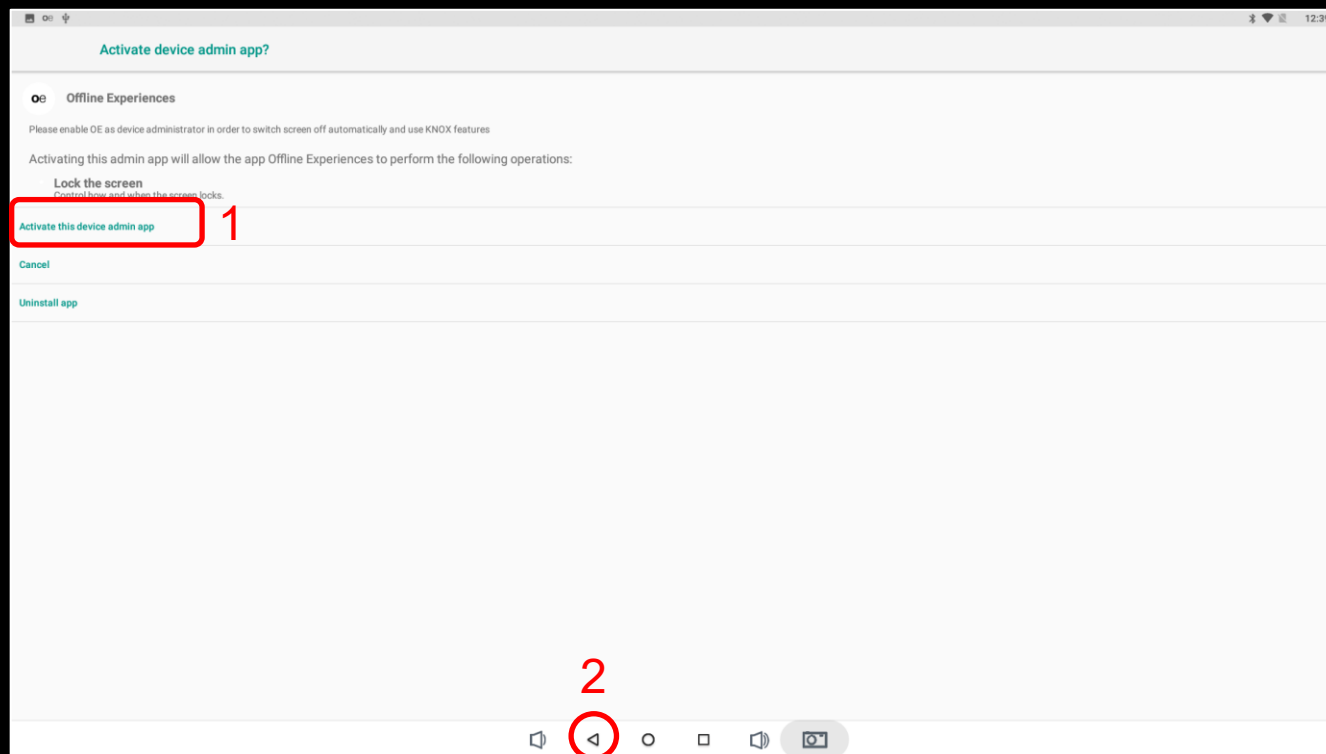


Once complete, tap **Open**. We now need to accept all the permissions that appear.

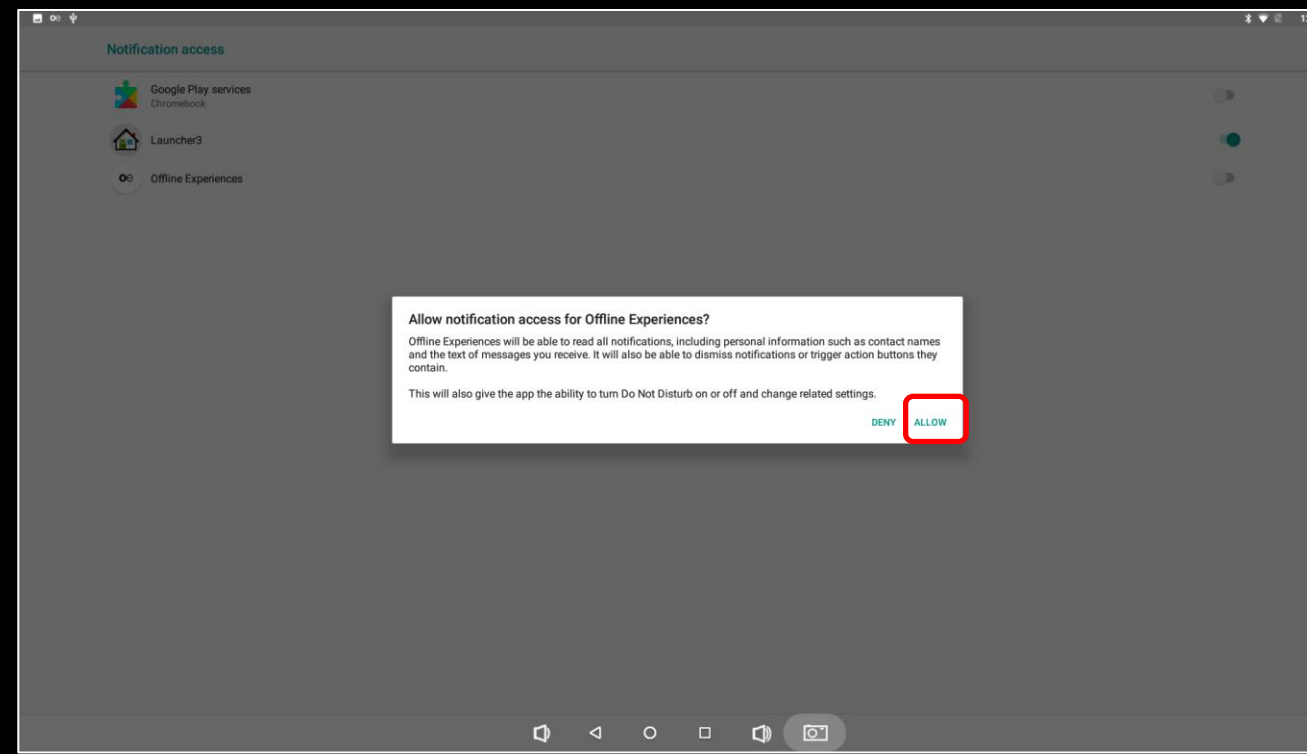


Tap **Allow** to allow access to photos, media and files.

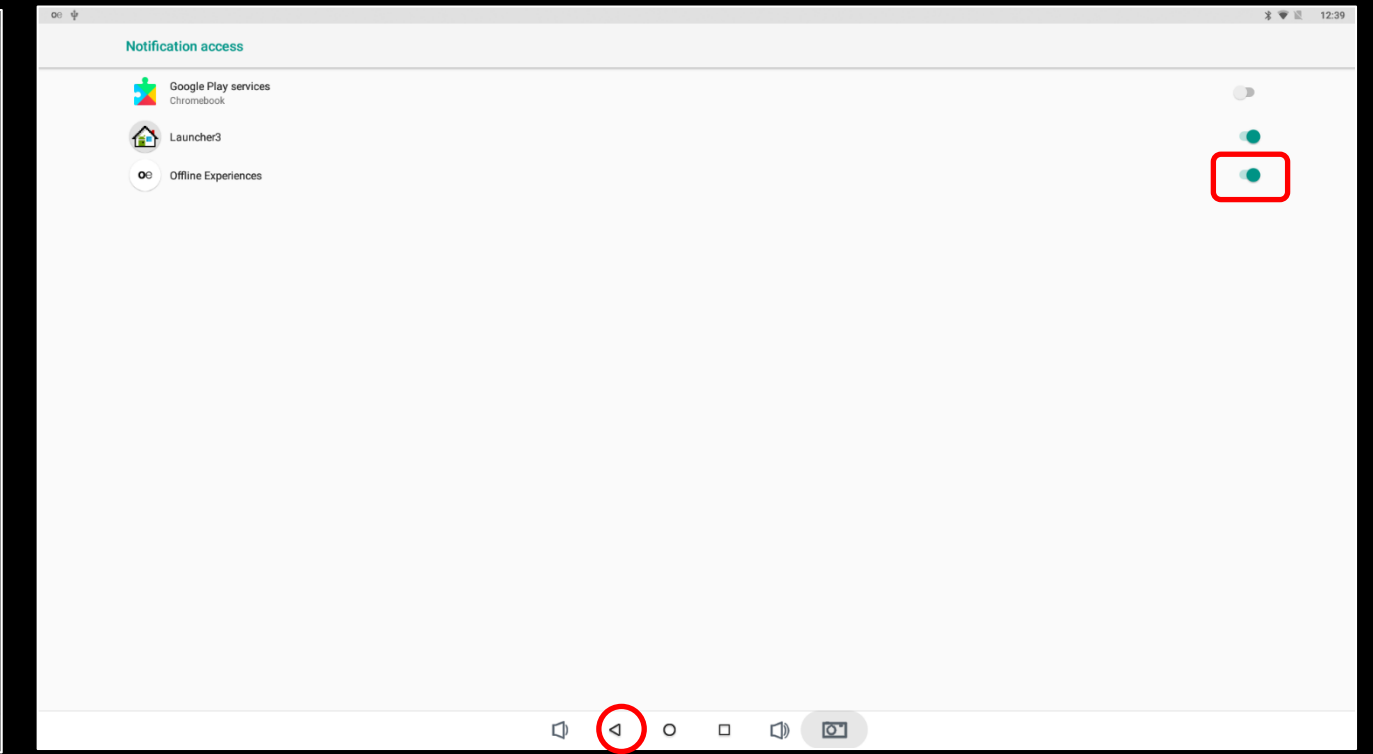
Installing Offline Experiences app



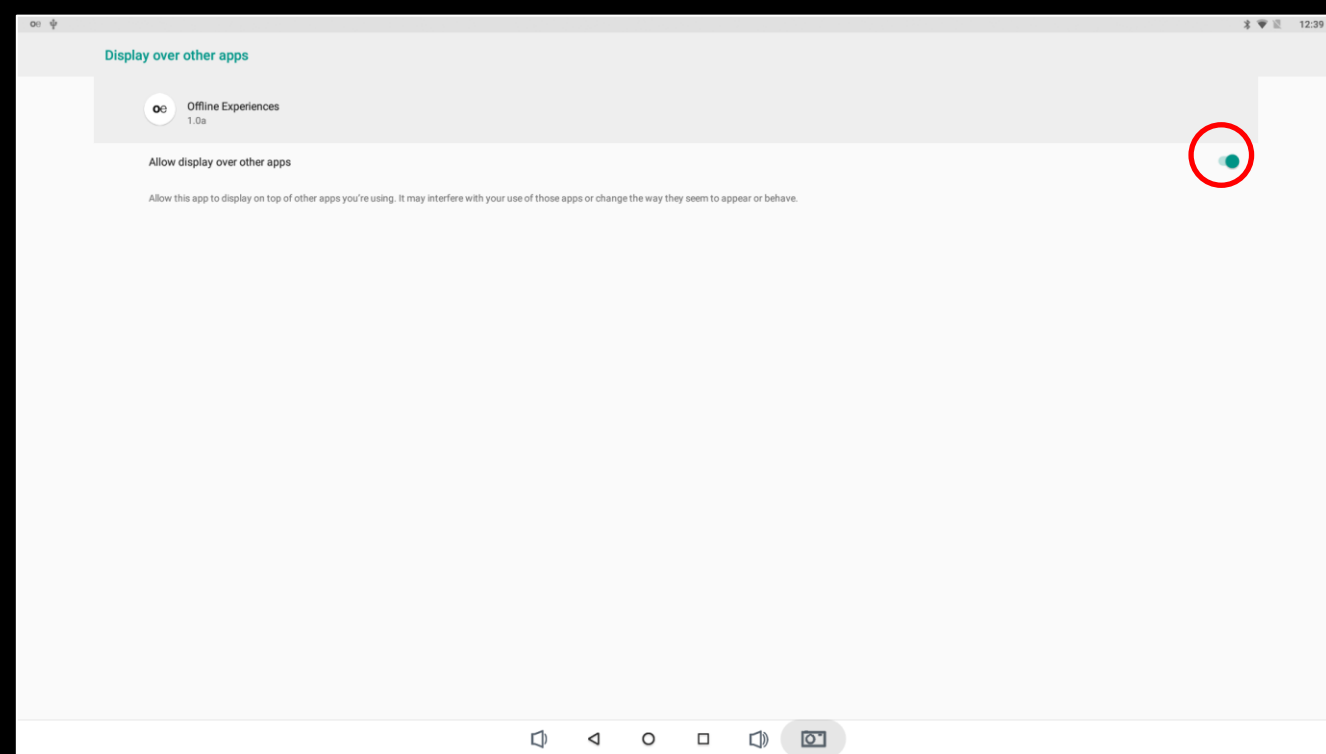
Tap **Activate this device admin app**, then press the **back** button.



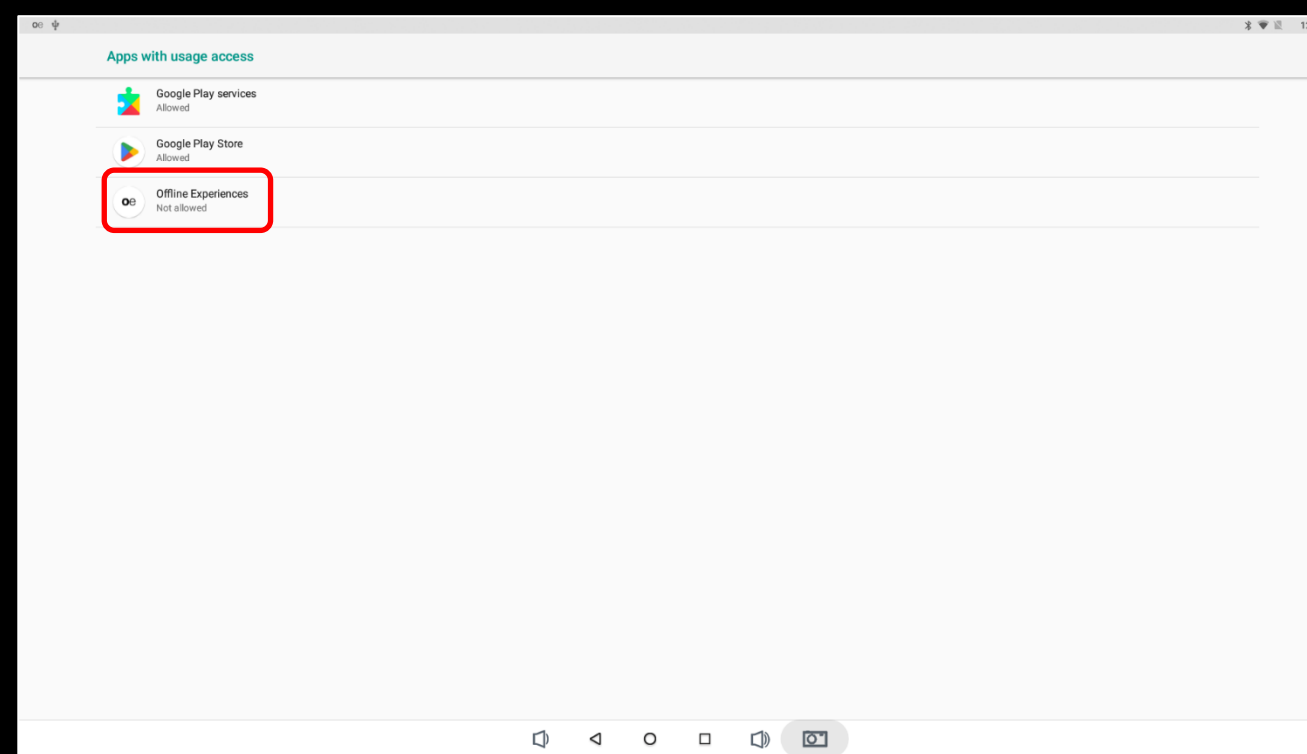
Tap **Allow** on the dialogue that says **Allow notification access for Offline Experiences?** Then turn the radio button **ON**. Next press the **back** button.



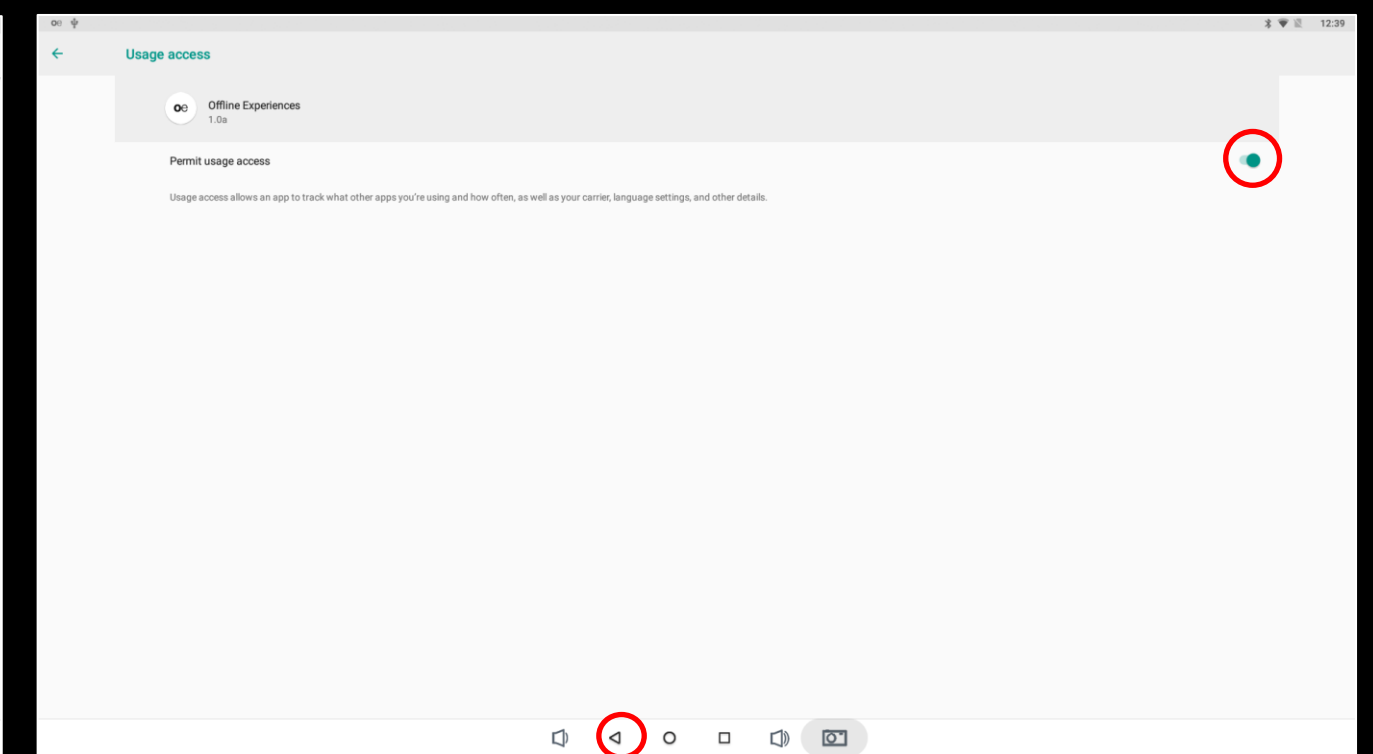
For Notification Access, turn **on** the radio button for **Offline Experiences**. Now press the **back** button.



In the **Display over other apps** page, tap **Offline Experiences** and turn the radio dial **On**, on the following page.

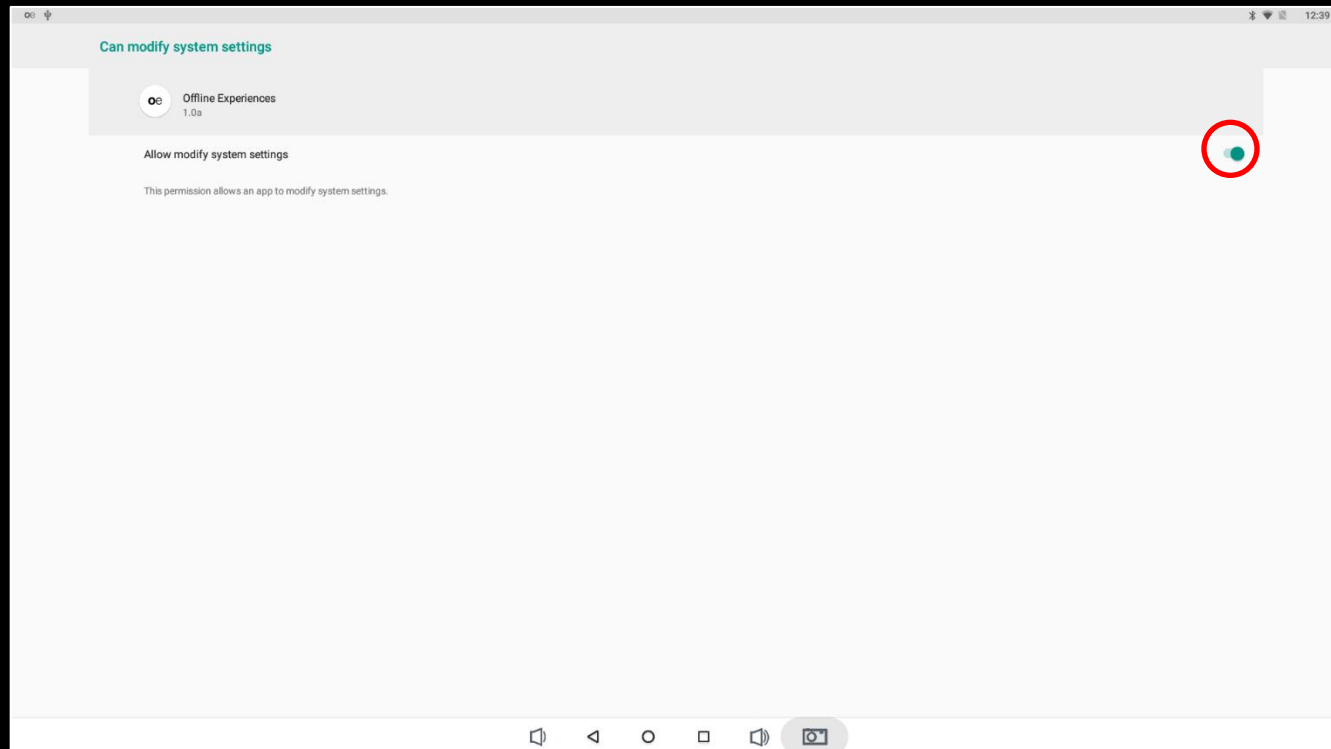


In the Usage Access page, tap **Offline Experiences**.

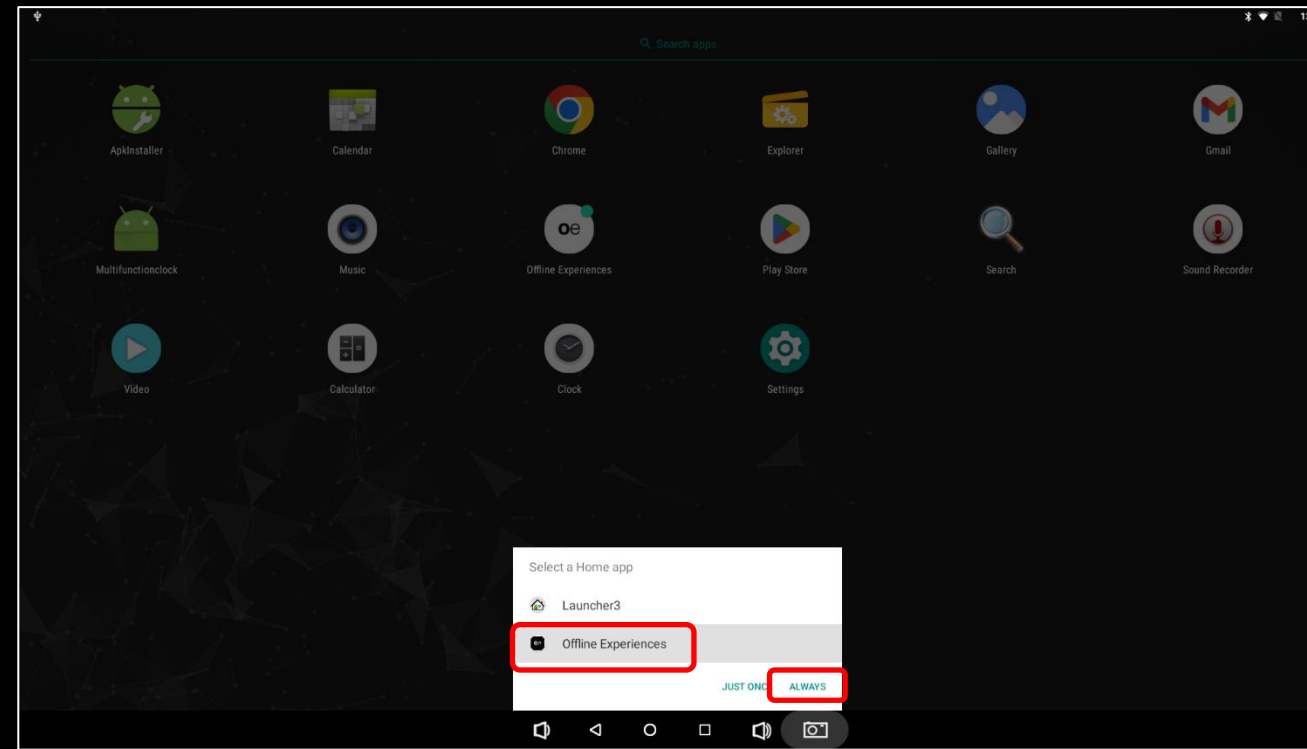


In the next page that appears, turn the radio button **ON**. Now, press the **back** button twice

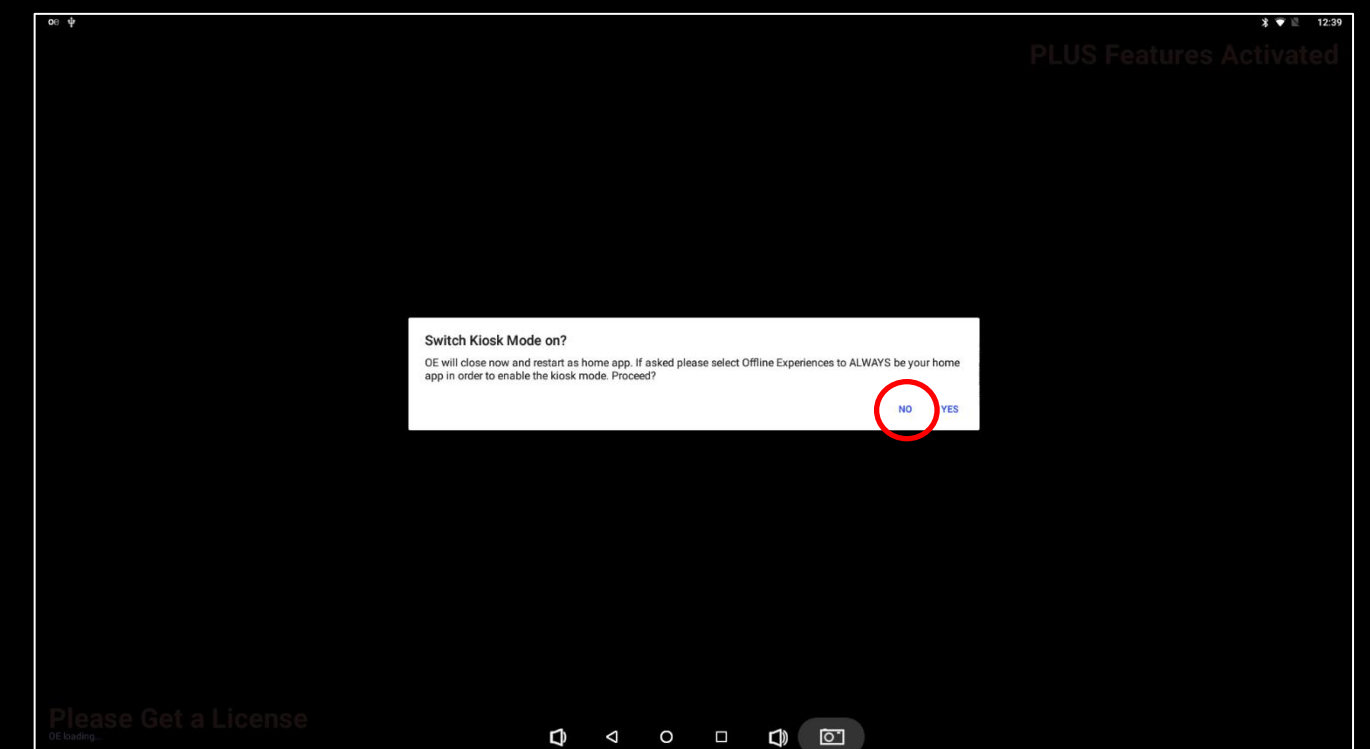
Installing Offline Experiences app



On the Modify system Settings page, turn the radio button **ON**, then tap the **back** button.



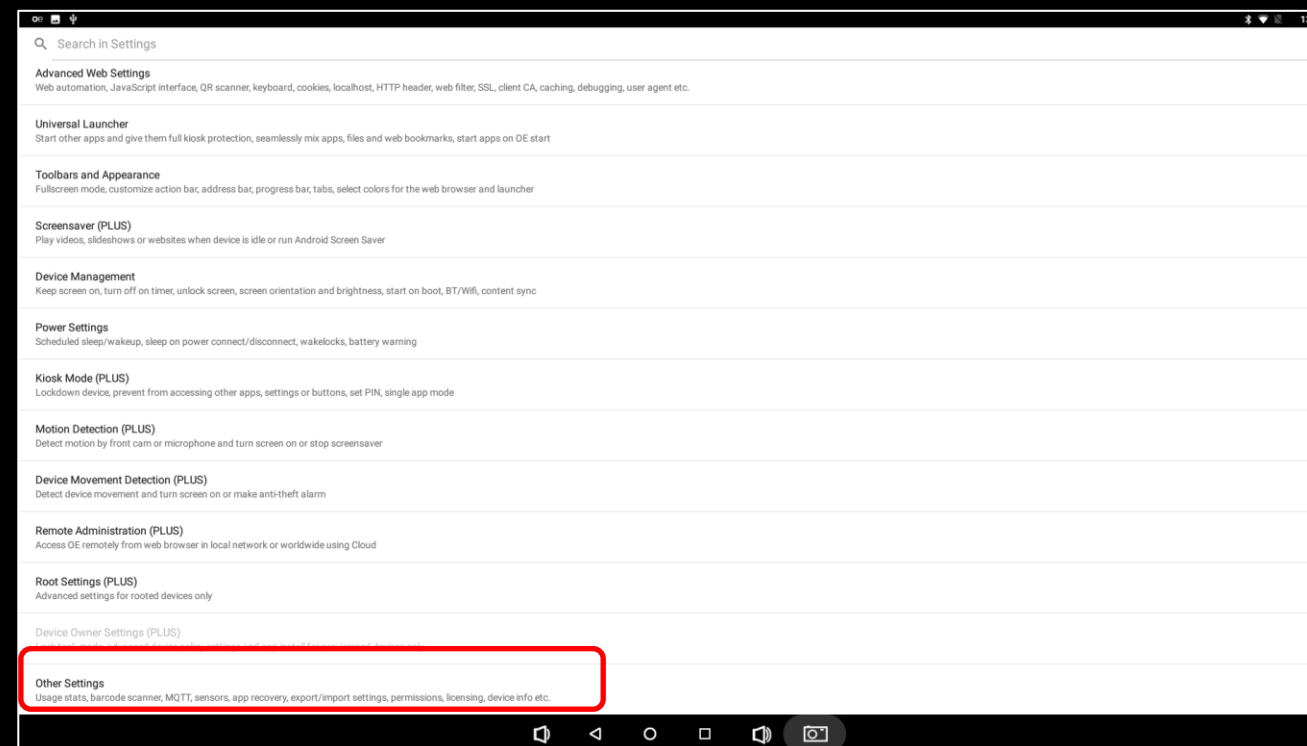
Select Offline Experiences to **ALWAYS** be the Home Launcher.



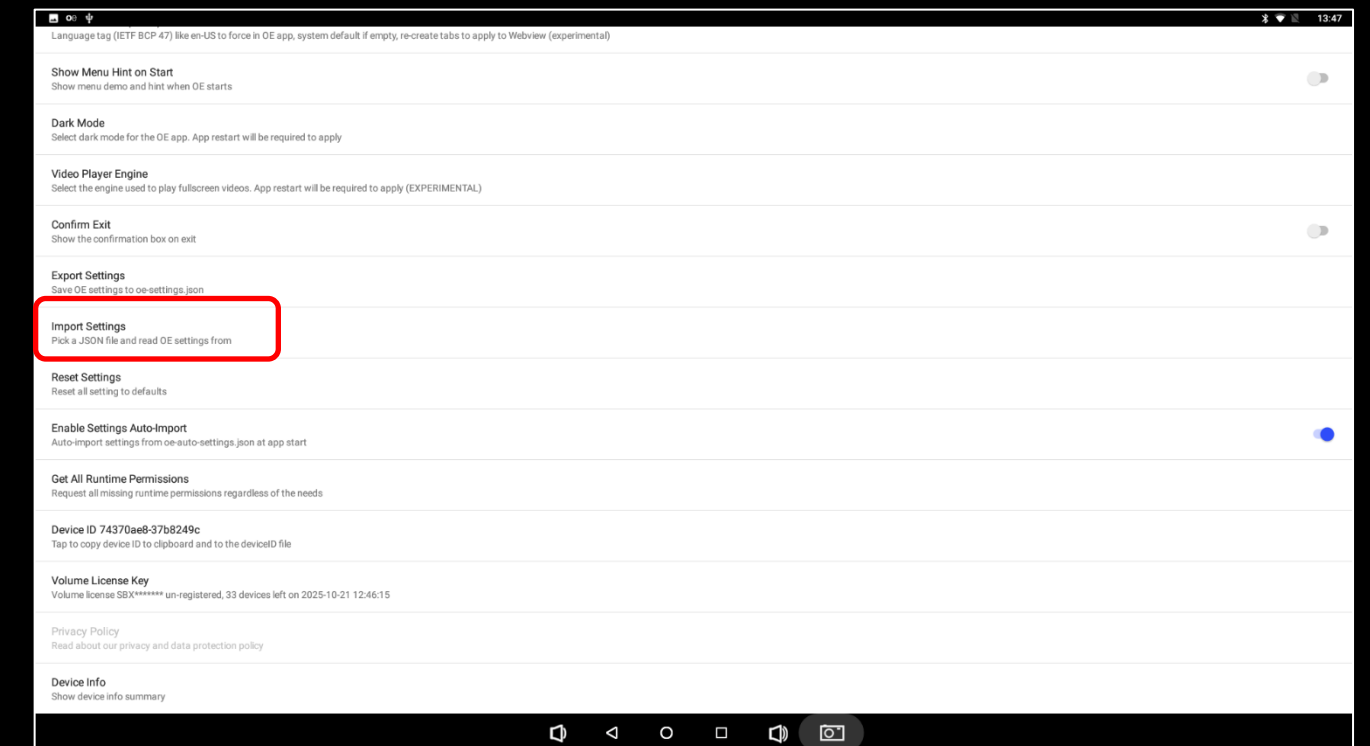
When asked to Switch On Kiosk Mode? Tap **No**



You should now see some content playing with a watermark. We need to import the **settings files** to add the license and remove the watermark. Swipe from the left to open **OE's menu** and tap **Settings**.

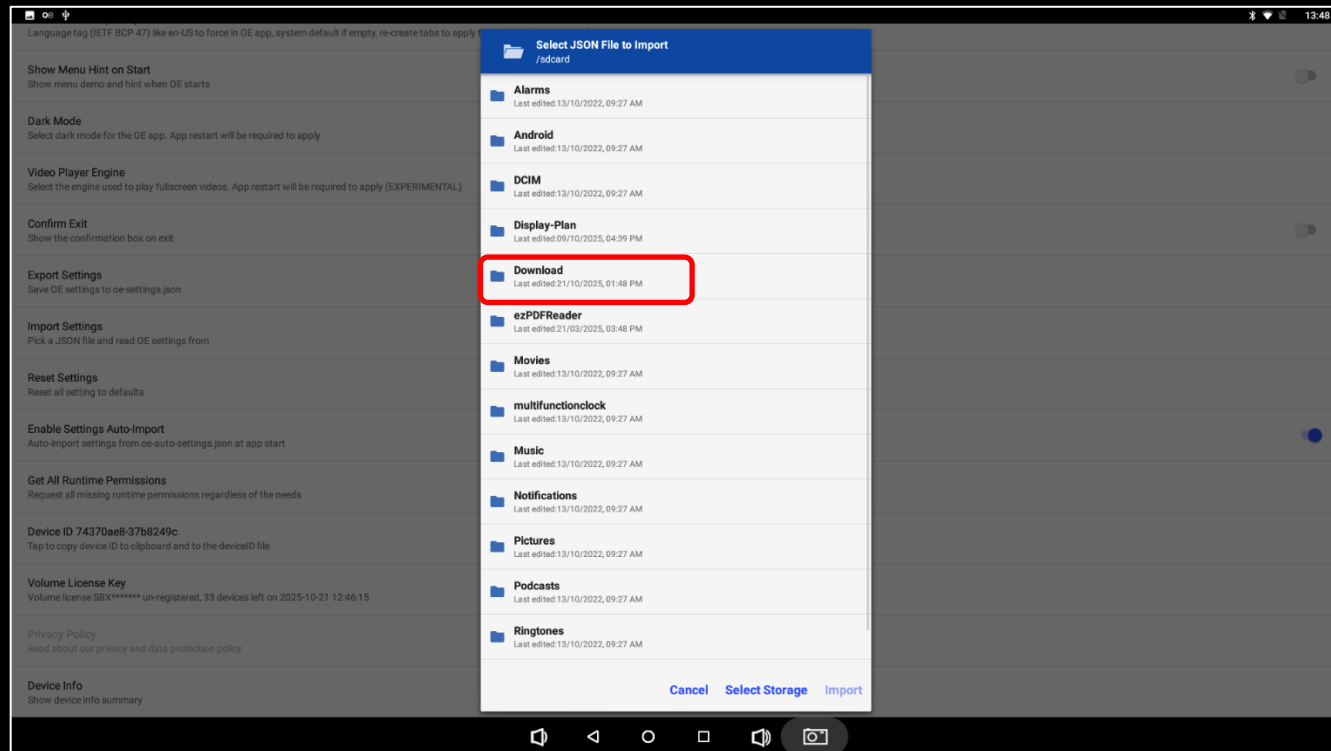


Scroll to the bottom of the Settings Menu and tap **Other Settings**.

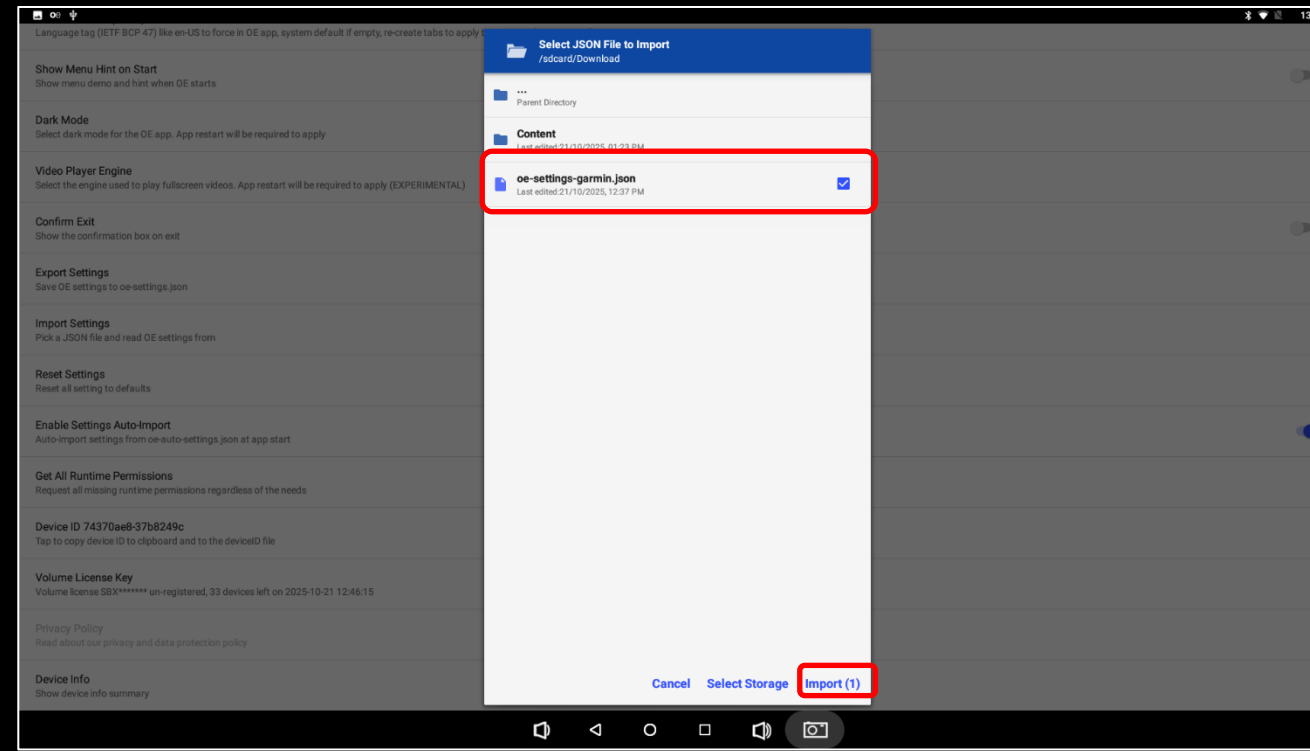


Scroll down Other Settings until you see **Import Settings** and tap it.

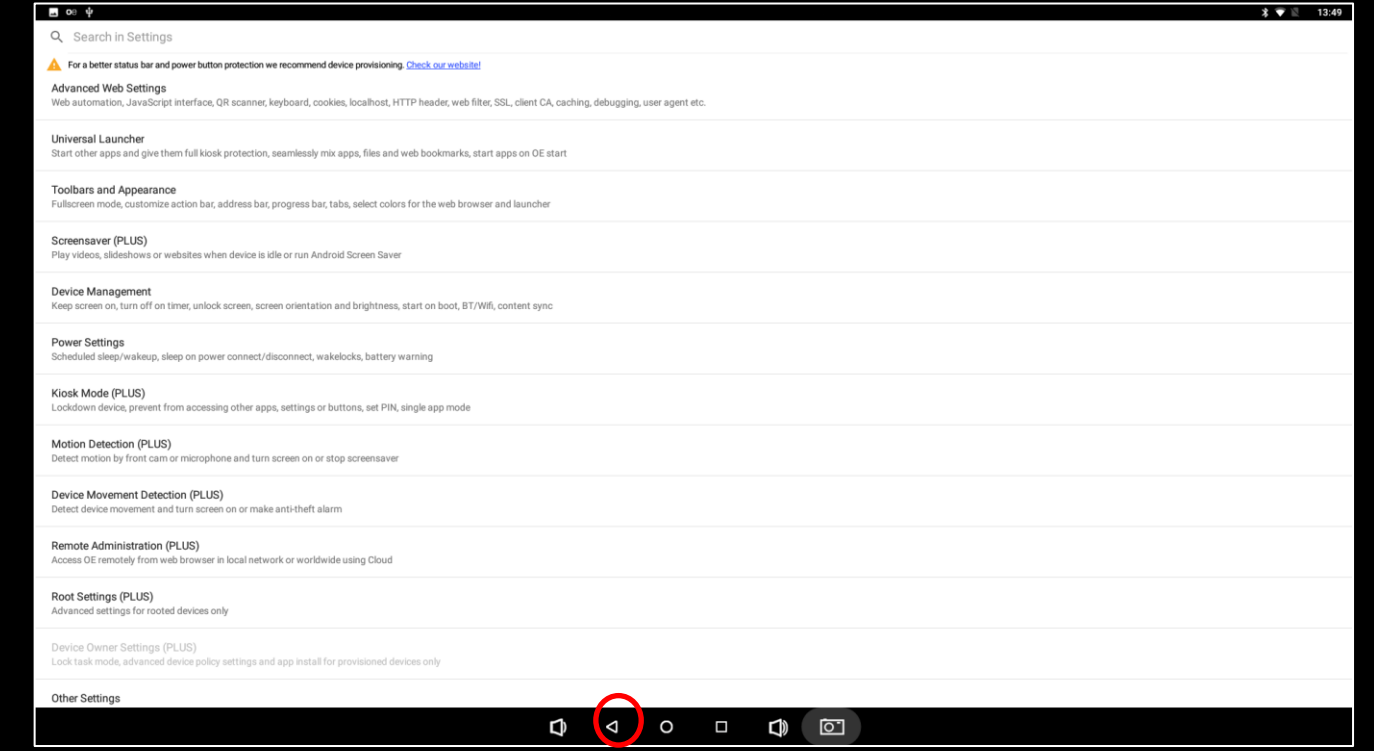
Installing Offline Experiences app



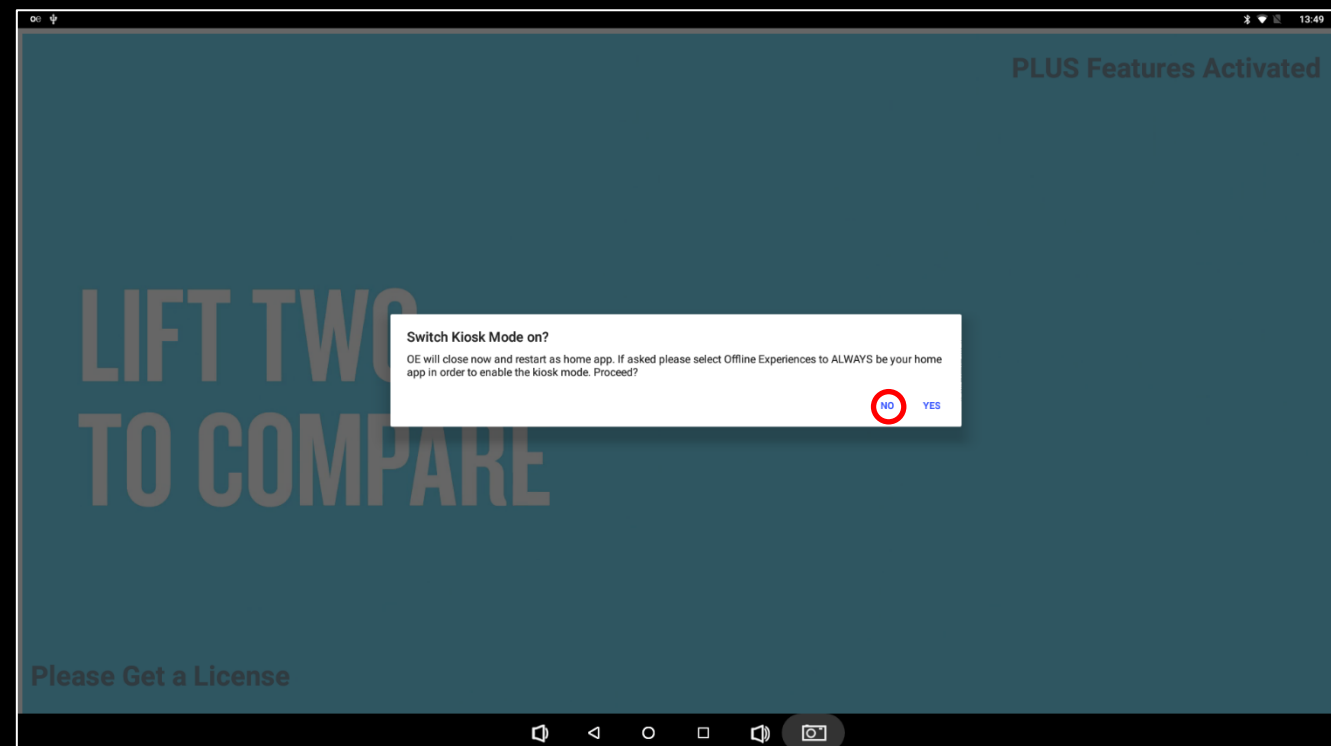
Select the **Download** folder where you saved the .json settings file.



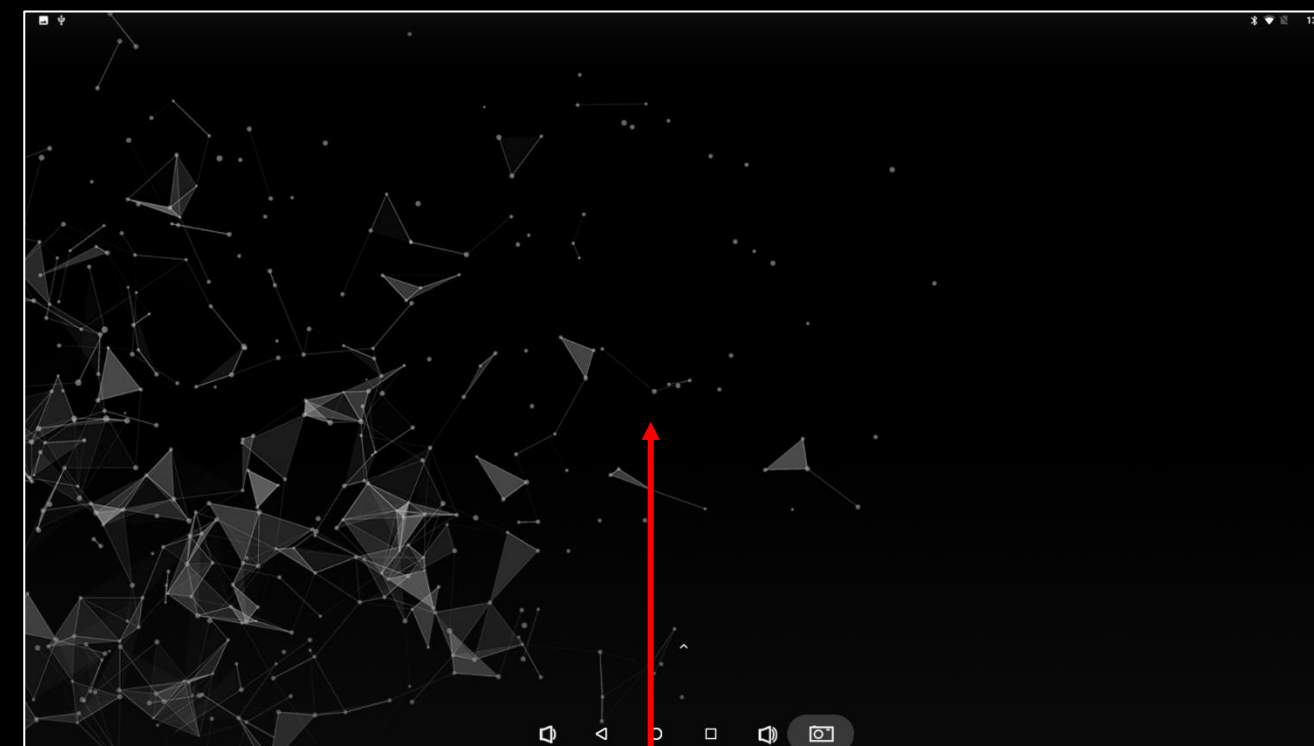
Select the **.json** file and then tap **Import**.



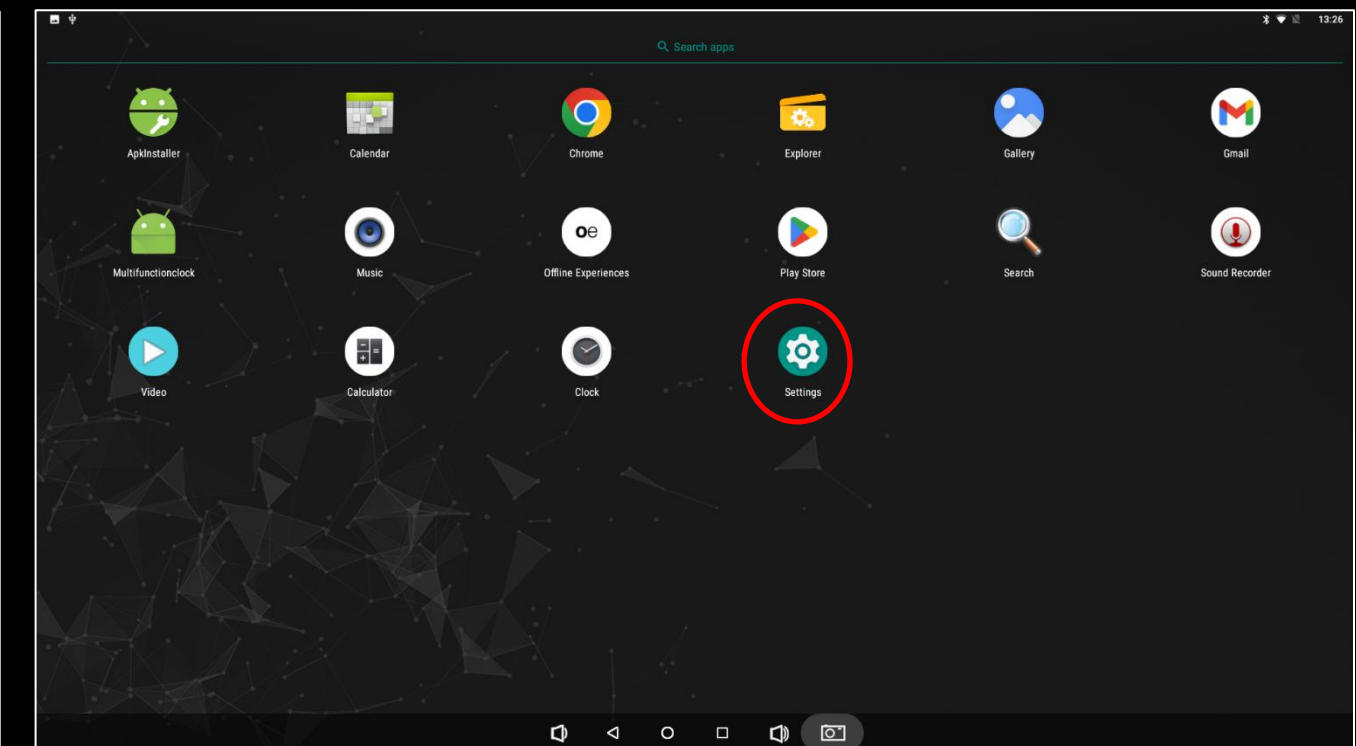
Press the **back arrow** to leave the settings menu.



Swipe from the left to open **OE's menu** and tap **Settings**.



Once complete, tap **Open**. We now need to accept all the permissions that appear.



Tap **Allow** to allow access to photos, media and files.

Installing Offline Experiences app

We now need to quickly connect the device to the internet to register the Kiosk app.
If the store does not have a Wi-Fi network you can connect to, please setup a mobile hotspot on your phone and connect to that.

iPhone:

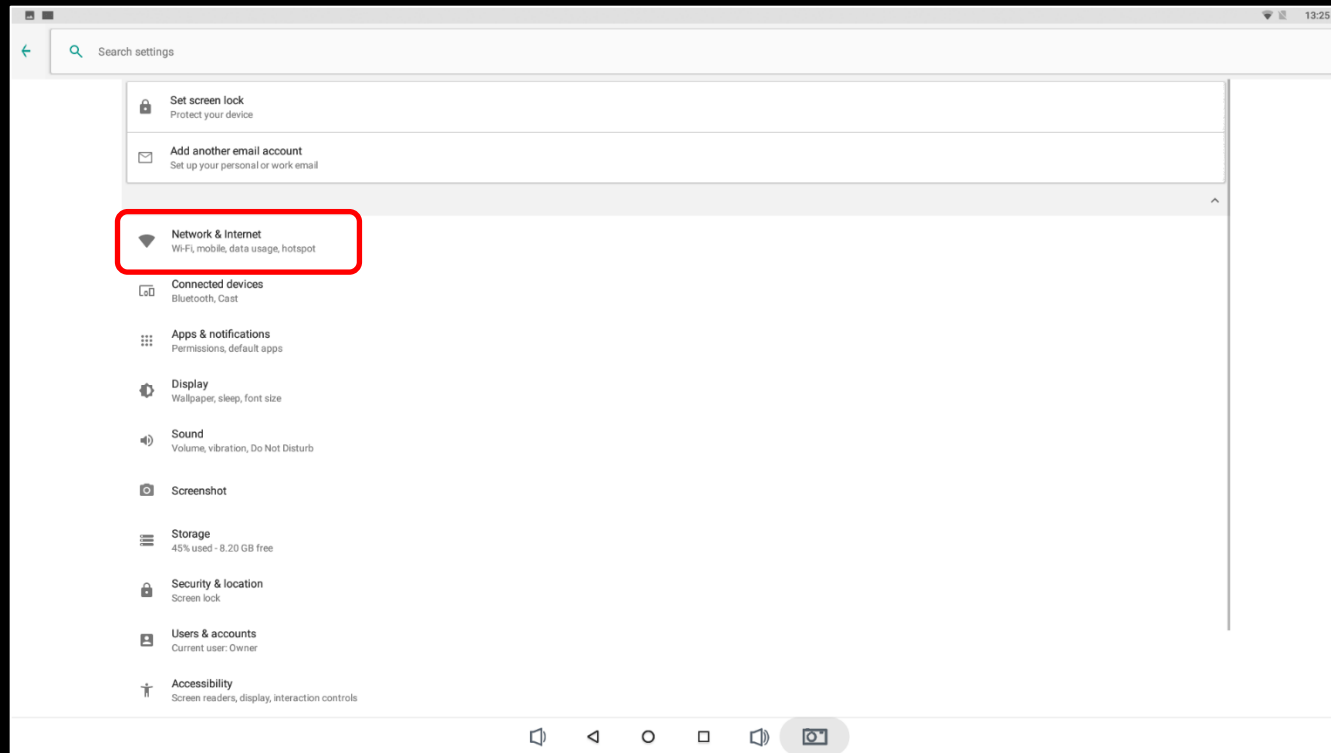
On your iPhone, go to **Settings > Mobile Data > Personal Hotspot** or **Settings > Personal Hotspot** and make sure it's turned on.
Then verify the Wi-Fi password and name of the phone.
Stay on this screen until you've connected your other device to the Wi-Fi network.

Android:

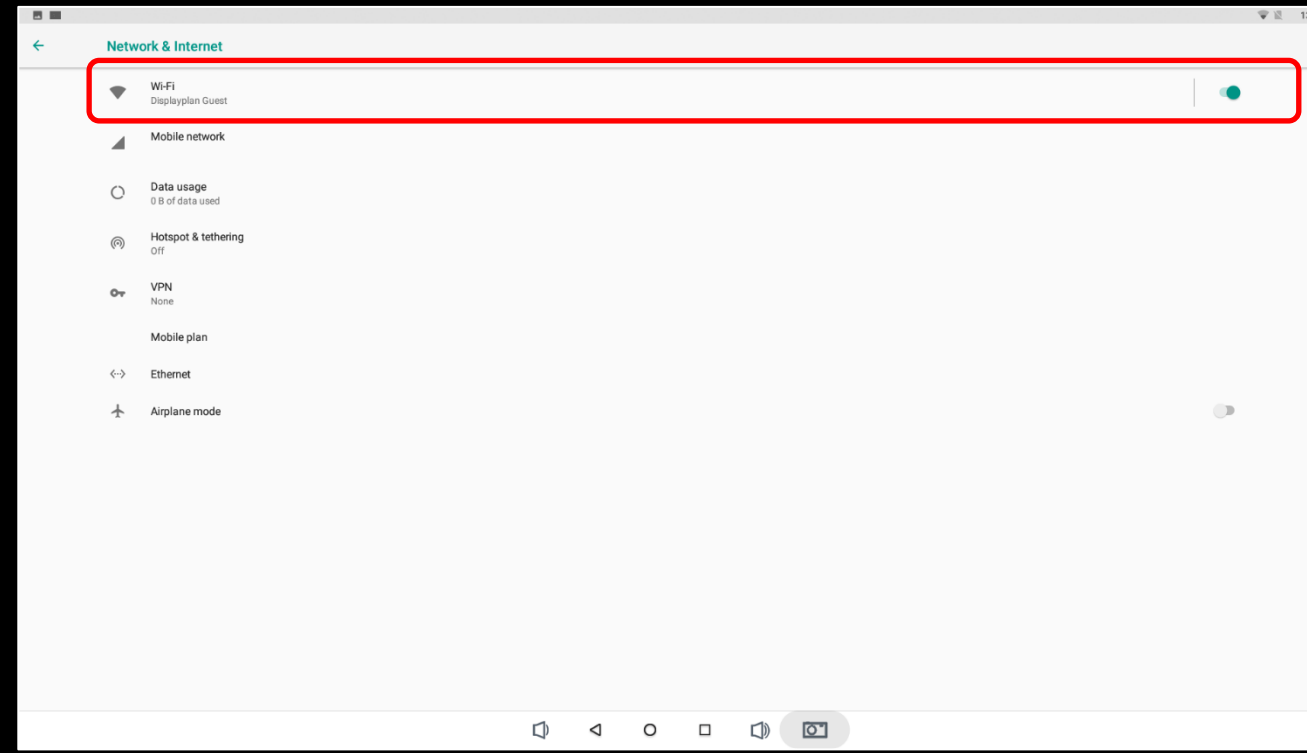
This will vary depending on your Android version, but will be something like the below:
Settings > Wireless Network > Tethering and portable Hotspot
or
Settings > Network & Internet > Hotspot & Tethering

On the device we are setting up, we need to go to **Settings > Network & Internet > Wi-Fi** and look for the iPhone or Android hotspot you just created in the list of available Wi-Fi networks to connect to.
Tap the Wi-Fi network you wish to join and input the password.
Please see the steps on the next page to configure this.

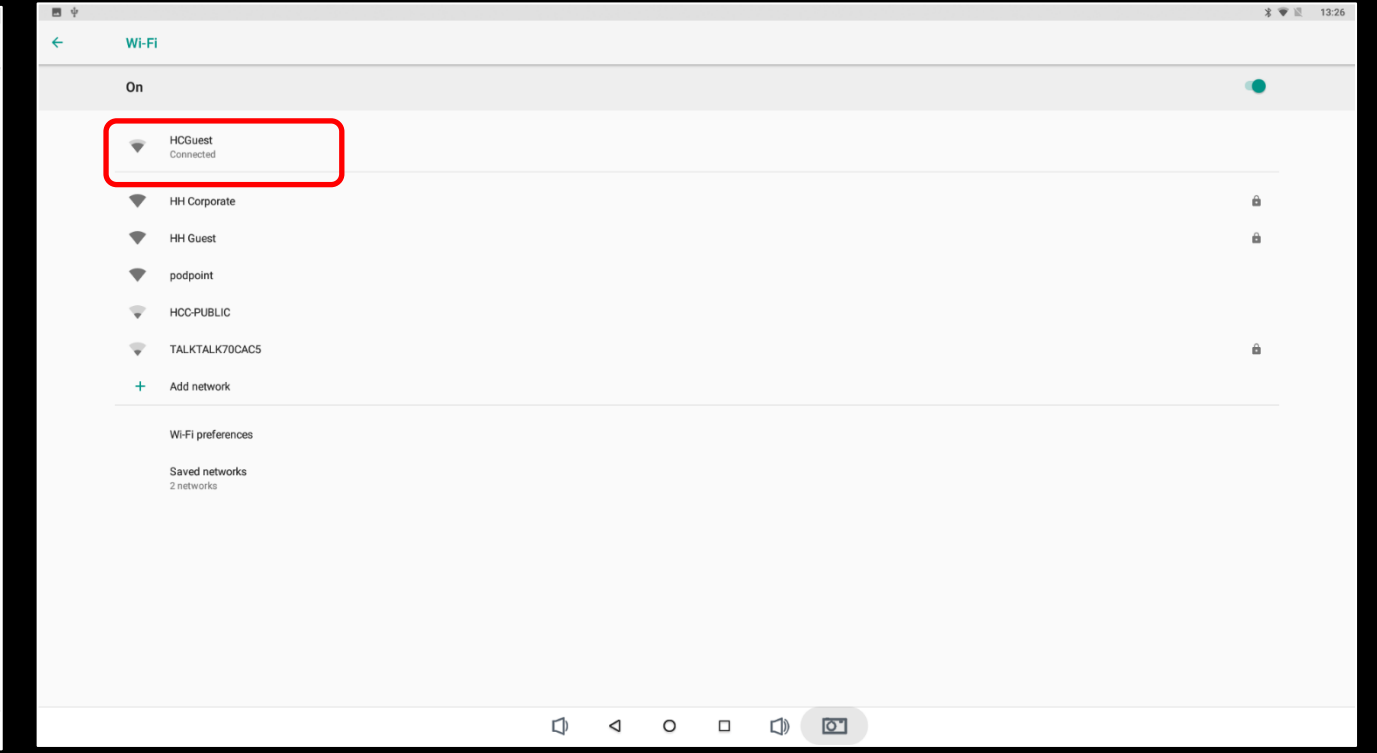
Installing Offline Experiences app



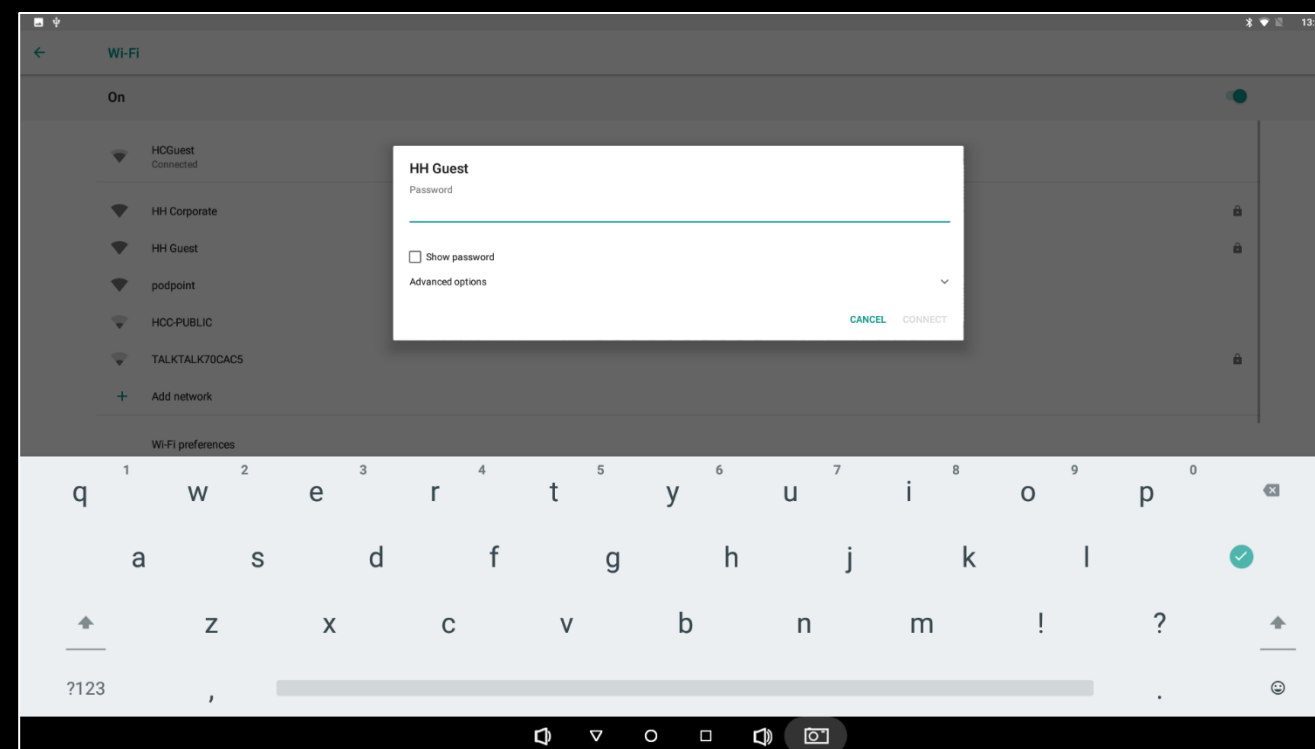
Open the Settings Menu. From the home screen swipe up and tap **Settings**. Next tap **Network & Internet**.



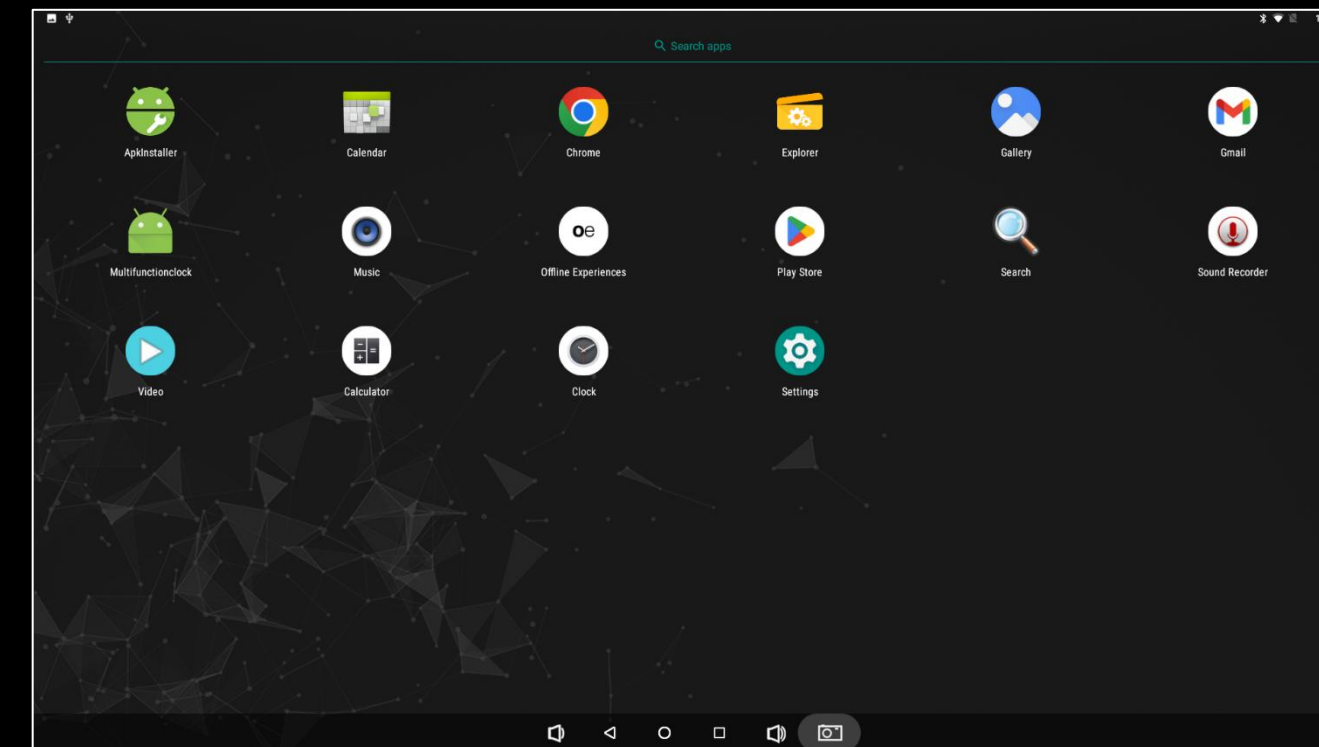
Make sure Wi-Fi is turned on with the radio dial on the right-hand side, then tap the word **Wi-Fi** to see available networks.



Choose the **Wi-Fi hotspot** you just created on your phone.



Input the password and tap **Connect**.



Make sure it says **connected** then load **Offline Experiences** by going back to the app drawer and tapping the **OE** icon.

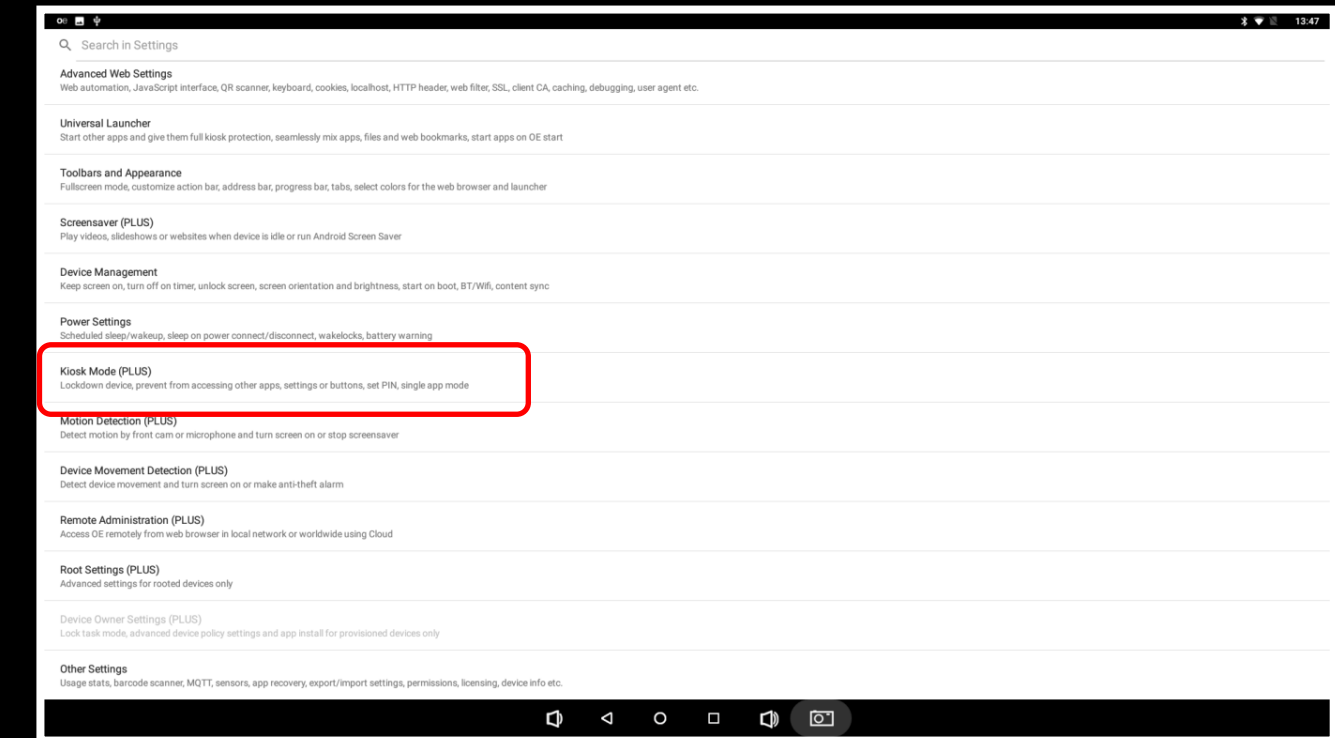
Installing Offline Experiences app



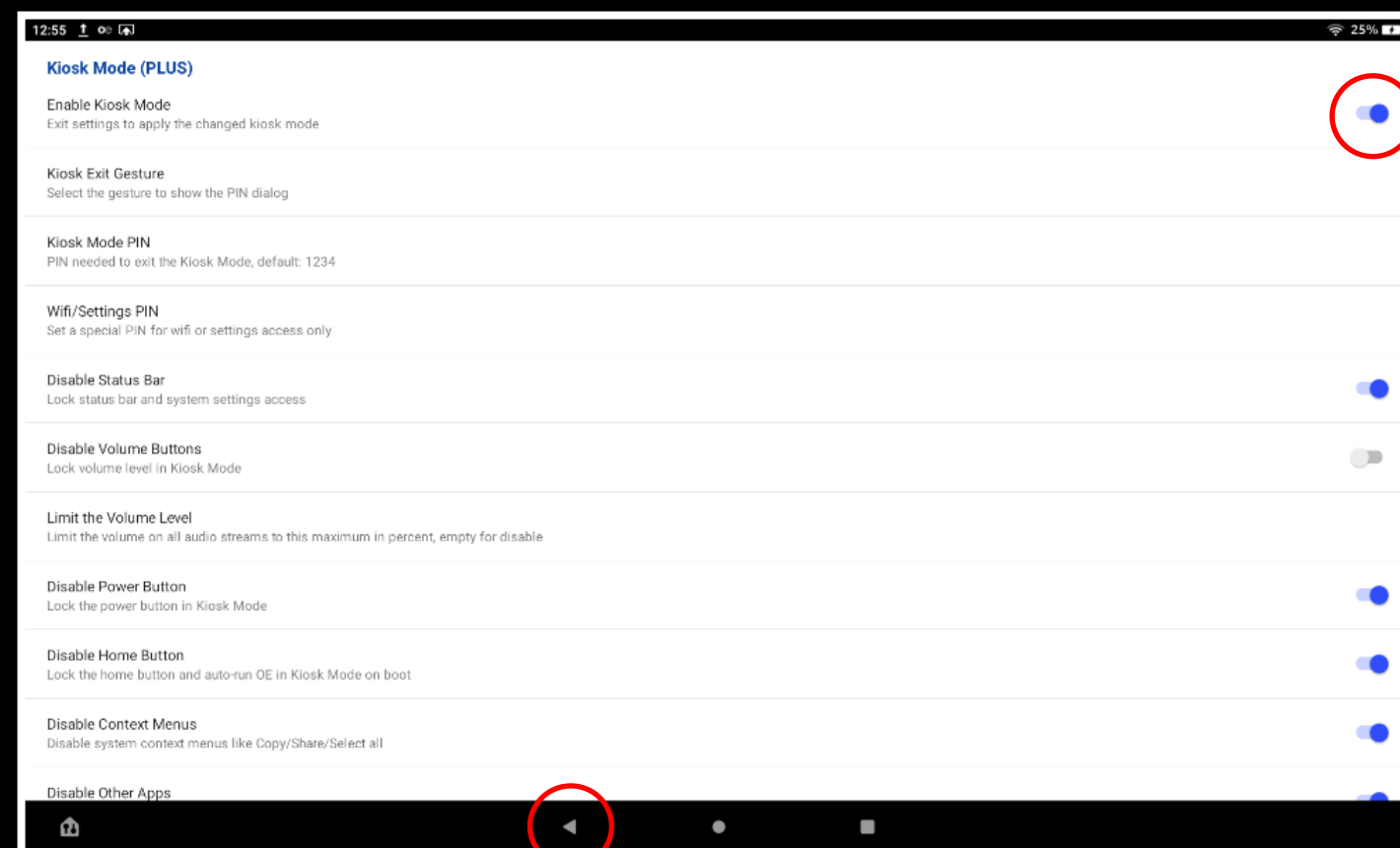
You should now see a message at the bottom that the device is registered, and the watermark has disappeared.



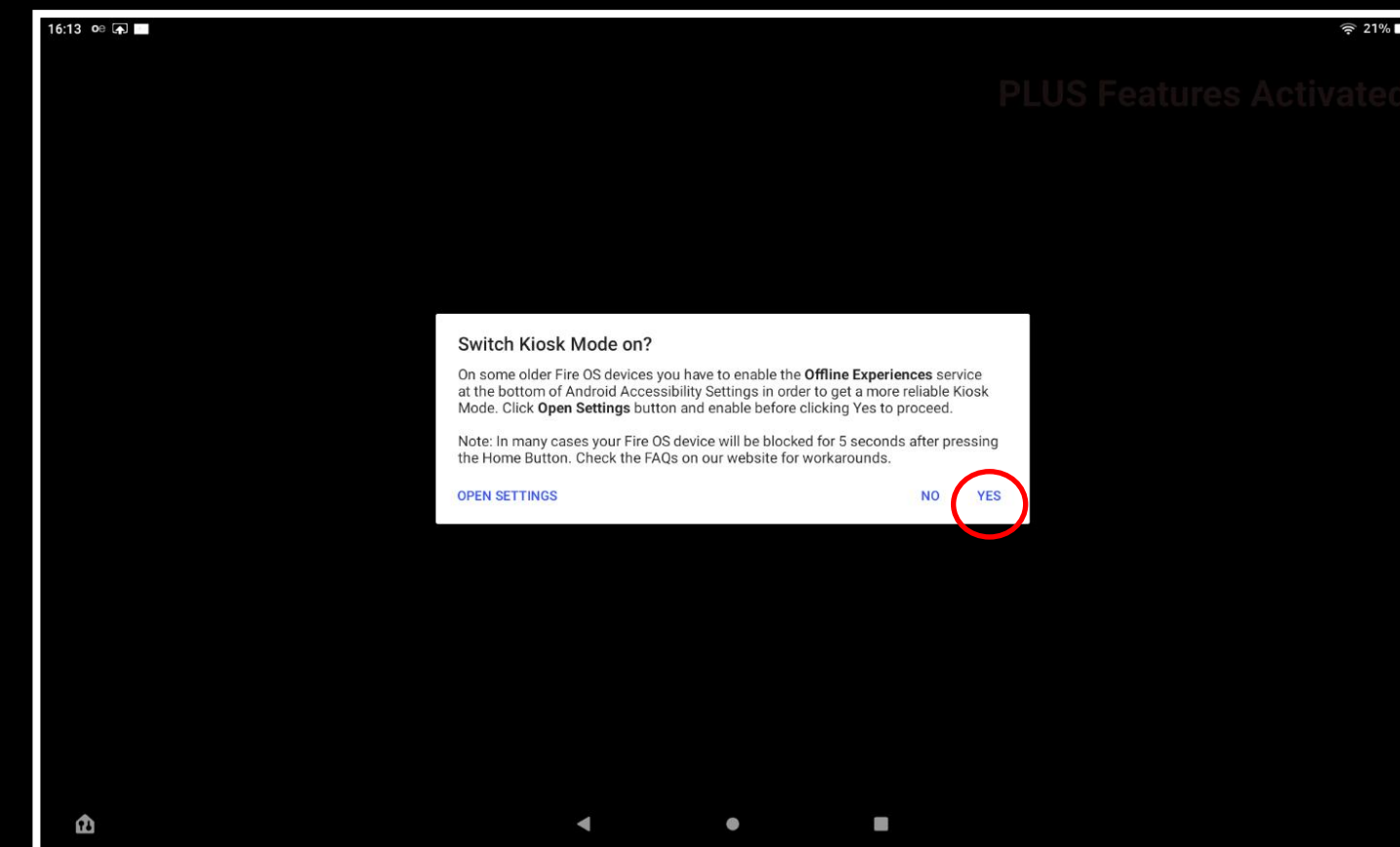
We no longer require the hotspot connection. Swipe from the left to right to open the Menu and tap **Settings**.



Scroll down and tap **Kiosk Mode (Plus)**



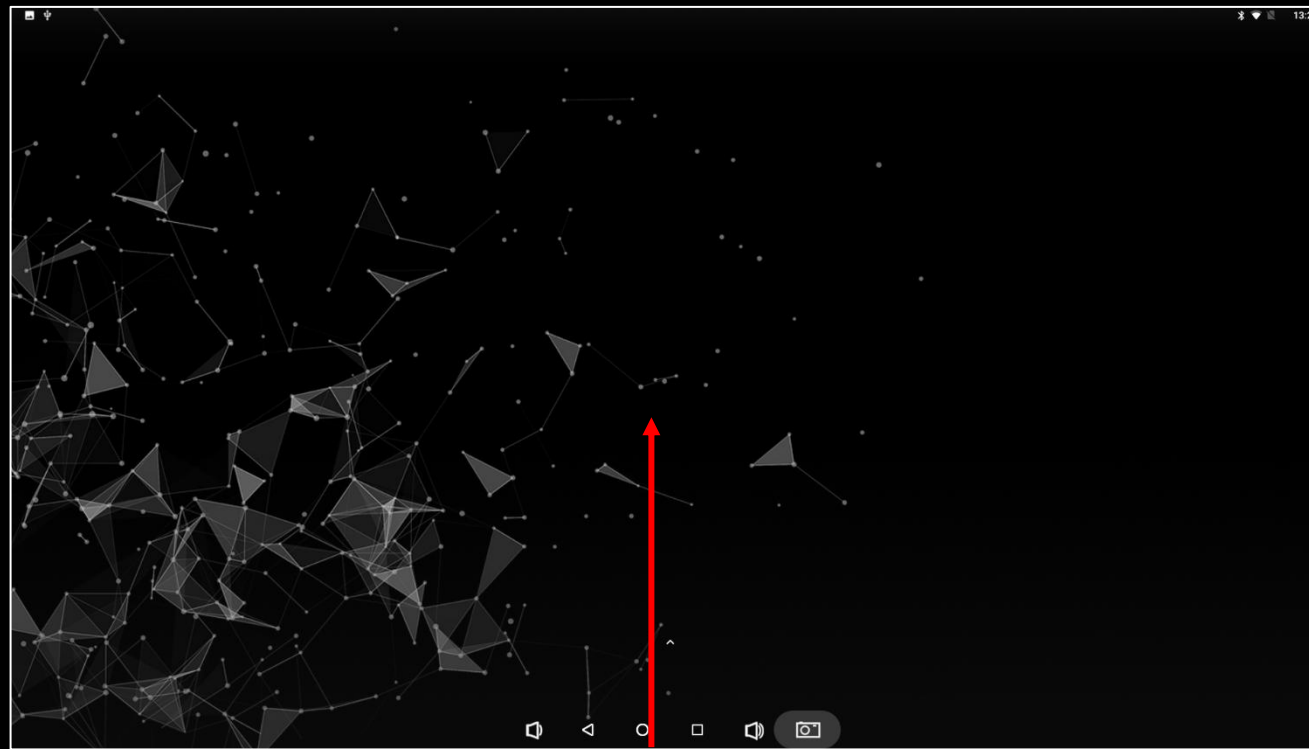
Turn **on** the radio button next to **Enable Kiosk Mode**. Exit **Kiosk Mode (PLUS)** by pressing the **Back** button twice.



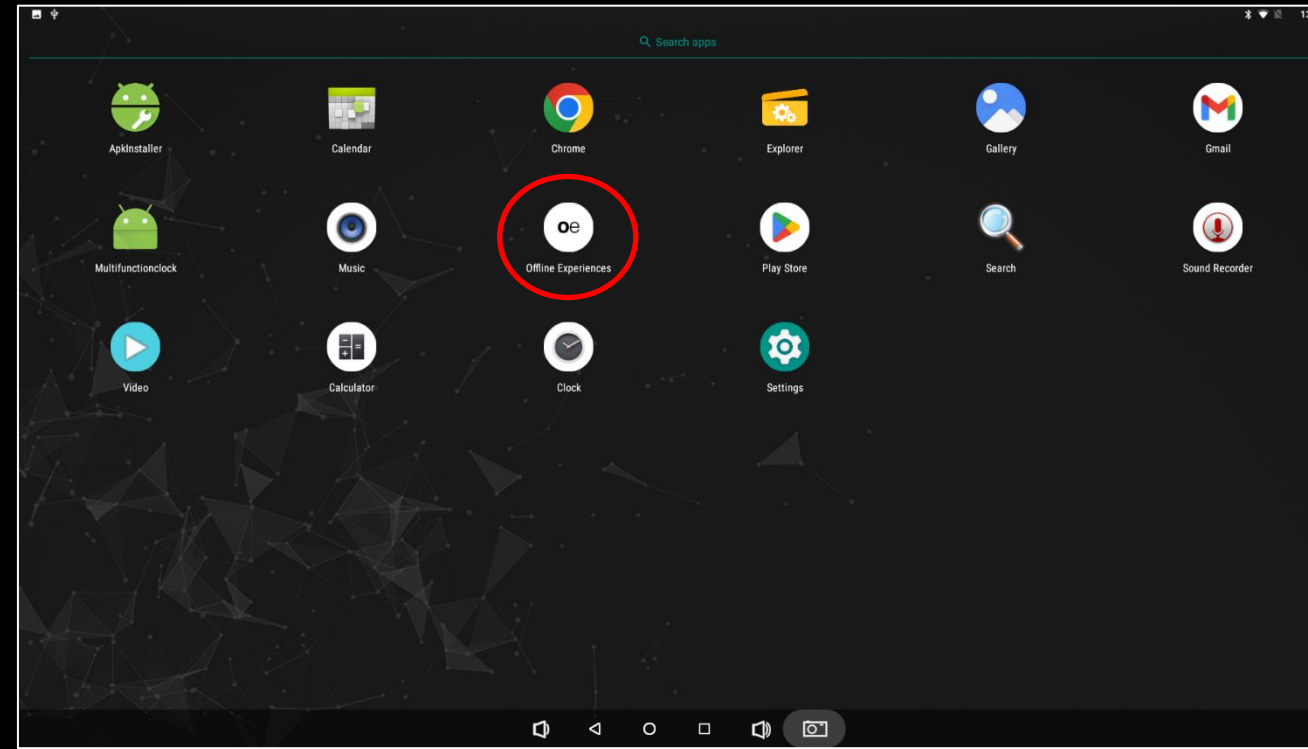
A dialogue box appears asking if you want to turn **Kiosk Mode on**. There is a 5 second countdown before you can tap **YES**.

Restart in Kiosk Mode

Restart in Kiosk Mode



You should now be taken back to the **Home screen**. Swipe up to open the app drawer.



Tap **Offline Experiences** icon to restart the experience in Kiosk mode.



That's it! The unit should now be locked down and playing back content without a watermark.

Troubleshooting

Troubleshooting:

Kiosk mode doesn't start automatically:

Tap the **Offline Experiences** icon to load it.

Swipe from the left-hand edge to the right to open the **Settings** tab.

Scroll down to Kiosk Mode and tap it.

Turn Kiosk mode **ON** (first option)

Tap the back button to exit the settings and restart Offline Experiences app.

Reusing a License Key:

It's possible to reuse a license key, if a device is damaged and needs replacing. It must first be removed from the existing device.

- Tap 5 times and enter the 4-digit pin: 1379
- Swipe from the left edge to the right to open the menu and select Settings.
- Scroll down and tap **Other Settings**
- Scroll down and tap **Volume License Key**
- Tap **Unregister**
- The license can now be used on another device.

USB stick is not recognised in the Android device:

Make sure the USB drive is formatted as FAT32 or exFat

[Follow these steps.](#)

Content Folder:

The content folder must be named **Garmin Content** and reside in the **Downloads** folder. Otherwise, the experience won't work as intended.

How do I exit Kiosk Mode if I need to access the settings pages:

To exit Kiosk mode, tap the screen 5 times, and enter the key: **1379**

Thank you!



For Support, please contact:



dplan-support@hhglobal.com



01462 886 009