

Update Guide

TEOS Manage 3.3 - Document revision 1.0

Description

TEOS Manage is updated several times a year with new features and functionality. This document shows how a server can easily be updated with an update file. You will find also information about some changes in the new TEOS Platform and a proposed planning idea of an update

Requirements

- TEOS Manage server from version 3.2.0
- Access to the TEOS Manage server with admin rights
- Prepare the login/password to access to the SQL database as sysadmin and TEOS Manage access to administrator account.
- All the devices with adb ON to easily update the apk on the devices
- If you are updating from an older version than TEOS 2.1.6 and using Room booking with Microsoft 365, you will have to review the connection with TEOS using OAuth2.0 and tenant ID if using Azure on top
- If not done, allow ADB with TEOS Manage and your device (procedure requested when using a BRAVIA and a Player)
- For CLOUD updates please contact and request to support@teos.support

Application	Version
TEOS Android Player (For BRAVIA, tablet and player)	5.372
Control for TEOS for Android	1.57
Cloud Control for TEOS	1.4.68
Employee App for TEOS (TEOS Mobile V3 Android)	1.1.8
Employee App for TEOS (TEOS Mobile V3 iOS)	1.0.6
Connect for TEOS Receiver (compatible with Manage for TEOS)	1.9.8.13
Connect Client PC v1.6.4.0	1.6.4.0
Connect Client Mac v1.0.9	1.0.9
Sensor Listener Service for TEOS	1.3
Control for TEOS for Windows	1.1.0
TEOS Universal Add-in (Outlook plugin)	1.1

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1. Requirements on Server Side

- TEOS Manage server installed with the previous version (2.2), if your TEOS version is **older than 3.2.0**, please check the **TEOS Manage 3.2 – Update Guide for more details**
- **All licenses need to be valid to install updates**, if your licenses are out of date, please contact your Sony representative to request new extension.
- Access to the **TEOS Manage server** with admin rights, **do a snapshot/backup of the machine if possible** or at list a static backup from TEOS Manage interface
- If there is a centralized database, have the access to data as a sys admin user (sa).
- If upgrading from a version older than 2.0.17, some other options can be lost like the Content schedule configuration or Action schedule. Make sure you have the configuration (by doing screenshots for example) saved, just in case it needs to be done again.
- **Please check “TEOS Manage 3.3 – Release note - rev 1.0”** document to see the **new items features** to consider before updating
- **Please check the “TEOS Manage 3.3 – Technical Flowchart – rev1.0”** document to check all the network aspects in terms of network. **No new port is required** on a simple update to version 2.2, only **if you want to add new integration** with Building or IoT.
- Please check the new “TEOS Manage 3.3 - Technical specifications and requirements rev1.0” document to find all the requirement based on the version you used. If there is no new device to be added and it is just a simple update from version 2.1.6 to 2.2, no need to review this part.

2. Requirements on Device side

If you are already using TEOS 3.X and follow the update process with firmware upgrade or additional configurations, the process below is not required.

- BRAVIA: For a full usage of TEOS Manage 3.1, ADB mode and remote firmware upgrade (only for devices with Android 8) must be activated. With that option, TEOS will be able to remotely install new firmware or apps into BRAVIA and see the interface of the BRAVIA (not HDMI input).
- You can follow the manual in <https://teos.solutions> > resources > technical documentation > 3.3 > Hardware
- The update of BRAVIA to Android 9 is recommended if there is no used of it. If you need a feature from Android 9, it is suggested to test it in one device and make sure all the features are working and not update all of them.
- For FY21 models only BRAVIA BZ models are compatible with TEOS because Android and pro mode are mandatory to have the full control of the BRAVIA. Android 10 version has been verified with TEOS 3.1.
- TEOS Book (TEB-10DSQPL) is End of Life and will not be supported from the next TEOS Main version: make sure to have at least the firmware (you can find it under <https://bit.ly/sonypsetech> TEOS Corporate Solution > Tablet for TEOS and firmware). If you have the version 06f and ADB enable, the firmware upgrade is not mandatory.

- Please report to the **Professional Tablets for TEOS – Installation & user guide** to check how to update a tablet
- This firmware will give the possibility to update TEOS Apps from TEOS Manage

You can find on the same folder <https://teos.solutions/resources> the firmware of the other types of tablets:

- TEB-7XPL, TEB-7XPLN, TEB-10XPL, TEB-10XPLN, TEB-10SLB, TEB-10SLBN, TEB-15XP and TEB22XP, the firmwares includes the TEOS Cloud control app and can be removed for the TEOS Cloud Control and TEOS Signage app. By default, the physical buttons of those tablets are enabled
- Older ones TEB-7DSQPM, For TEB-15DSKP, For TEB-22DSK
- A new unlock method has been introduced from version 2.2 , when using the Android Player App When the tablet is configured with all the apps and the physical buttons and status bar and disable, content (Room booking, Reception, Survey, Signage) is displayed and there is no possibility to go out of this Interface. The only way is by doing touch sequence in TEOS app Interface to be able to go back in the app and go to desktop menu or other menus. The sequence is:

Press on the bottom Right side of your Tablet for around 12s When releasing, the TEOS Android Player App will show the menu With an exit option.

You can also press home on your virtual remote from TEOS to go to the tablet desktop



A configuration using micro USB port needs to be done in order to enable the remote update for TEOS Apps from TEOS Manage.

For Android Player for TEOS just update the TEOS apps from TEOS Manage directly
The Manual for the player Android player for TEOS has been updated with new information for the rotation mode

Make sure your devices are accessible via ADB (in service management > ADB test or using the virtual Remote).

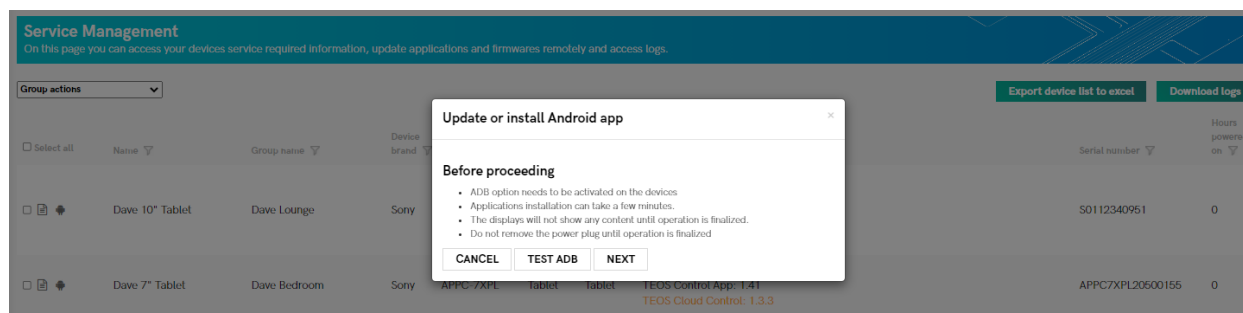
Refresh	Name	Device model	IP Address	Status	Behaviour status	Device type	License type	Localization
	Dave 10" Tablet	Sony TEB-10SLB	Cloud: d_CF0AB1	?	Unknown	Tablet	Tablet	Dave Lounge
	Dave 7" Tablet	Sony APPC-7XPL	Cloud: d_4F3FC4	?	Unknown	Tablet	Tablet	Dave Bedroom

By pressing to the virtual remote, TEOS will do a first adb request to your BRAVIA and Player. **BRAVIA and player will after ask to allow the connection (debugging), for a security measure** which needs to be done when the ADB connection is setup for the first time, you need to authorize the RSA key from the TEOS server, once this is accepted and saved into the local configuration file the connection can be setup at any time when the display is online.

You will have to accept the connection by TEOS Manage to be able to see the snapshot from the screen.

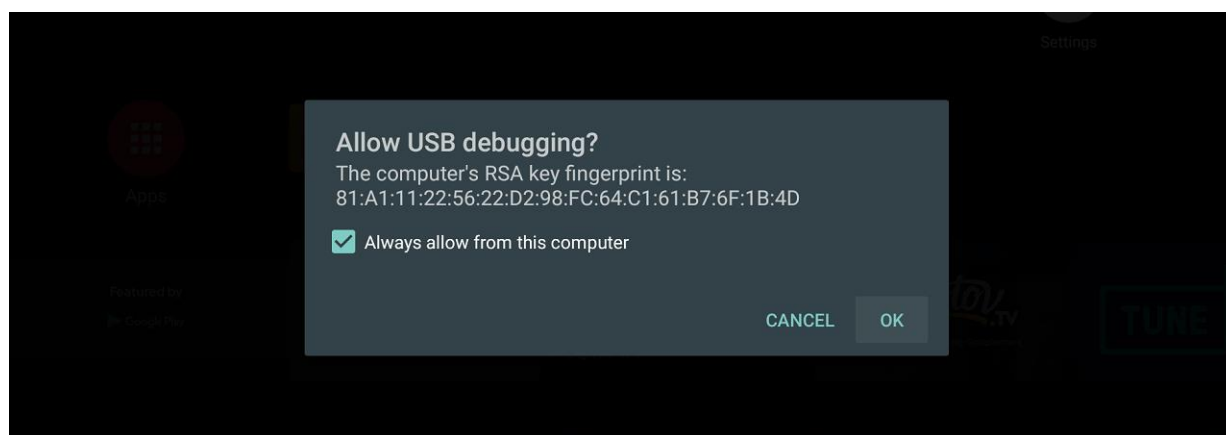


When trying to install a new App in TEOS via Site Management > Service management, and in the device press test ADB, TEOS is doing the same request to the device.



To allow this ADB debugging you have 2 options:

- i. Most simple one is by using the real device remote
- ii. The second one if you IP Control is ON is by using the enter button + right arrow + enter button (not possible with an Android Player)



As soon as the it is allowed, you will be able to see the interface of the device into your virtual remote or in service management, you can test again adb and see it “online”.
If the operation failed, a deep reboot (pressing the reboot button of the virtual remote) and opening again the virtual remote will request again for adb connection.

For specific usage/installation, don't hesitate to contact Sony support or your Sony representative.

3. Planning an update of TEOS

4.1 Get an overview of the new features

Please consult our website to have a quick view on the latest features available into new TEOS version: <https://teos.solutions>

A cloud version is accessible for demo purpose you can access into it with the following account:

- <https://test.teoscloud.com>
- Login: visitor@sony.com
- Password: [Teos@2024!](#)

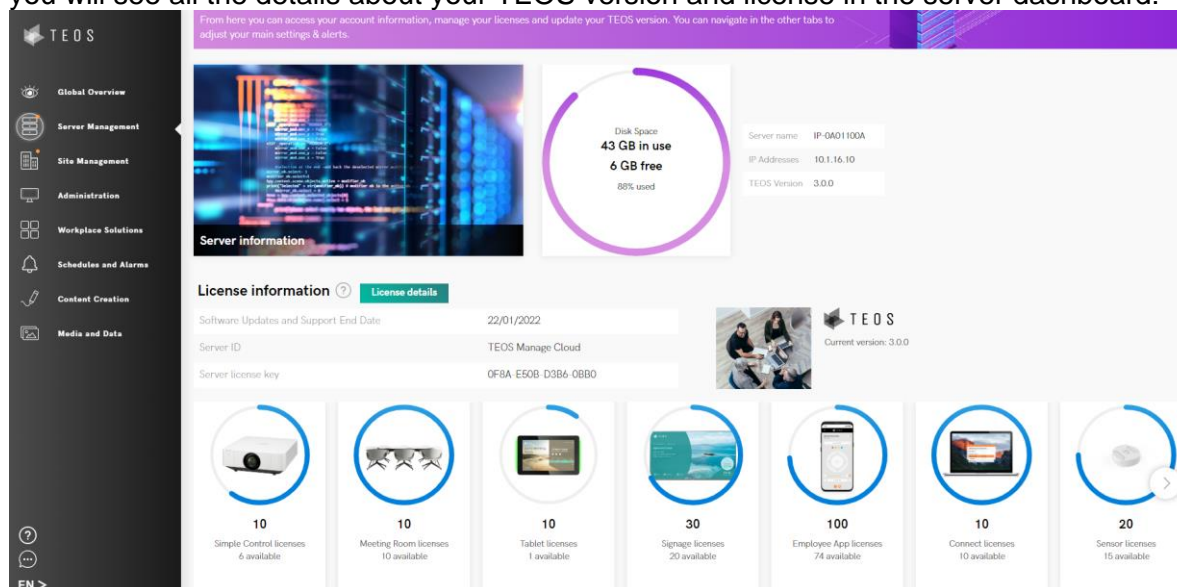
Don't hesitate to contact your sale/pre-sale representative if you need more details or a demonstration of the new version of the platform.

4.2 Verify the version of your TEOS Server

It is important to understand from what version you will have to update your server in order to understand how many actions can be needed to update to the latest version.

You can check as well, if your software updates and support (warranty extension) is covering your TEOS licenses.

To find all this information you can go to your server management menu into TEOS Manage and you will see all the details about your TEOS version and license in the server dashboard:



4.3 Define the scope of the update

An update can be decided for 3 reasons:

- Update the platform to make sure you get the latest code for always more stability
- You are interested by new features proposed
- New hardware is available, and you need to update your platform to be compatible with the new hardware

No matter the reason is, you need to take into consideration the current platform version and status (with licenses), to check the status of your device versions, configuration of them, to review what new requirements can be needed for an update of your platform and get an understanding about how much time it can take and depending on the usage of your spaces how to be as much efficient as possible when doing the update.

Please consider all the points to start drawing a plan for the update.

4.4 Check the requirements for the update

Those informations are shown upper in this documentation. More information can be found in other documents such as the release note.

4.5 Download/prepare the material needed for the update

To download the latest available apps and setup for TEOS, please go to <https://teos.solutions> website and subscribe as partner to be able to download it.

You can also ask to our elite support by mail: elitesupport@sony.com or support@teos.support or contact your Sony pre-sale representative for big installation

It is recommended to download all the material before the date of the update just in case he need to be authorized by an IT department.

4.6 Plan when to update

Make sure when you defined the update date that:

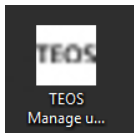
- Your licenses are covered for software upgrade
- You have all the needed accesses:

- TEOS Manage server Windows machine with Admin rights
 - SQL Database with sa account and password
 - Access to TEOS Manage portal with user
 - If you are using O365 or other external datasource, make sure you have the credentials or responsible people helping when updating
- Download the material for the installation
 - If you have devices to update, make sure you can get access to them. A USB insert can be required or a remote for the configuration (when using BRAVIA)
 - In each device, ADB should be authenticated (allowed) with TEOS Manage Server to make sure you can proceed to the update of your apps remotely. If it is not the case, please do again the procedure to allow TEOS Manage server to connect in ADB with your device (needed into a BRAVIA and a Player)
 - Try to define the best effective day in term of spaces access to make sure you can do an update as much completed as possible

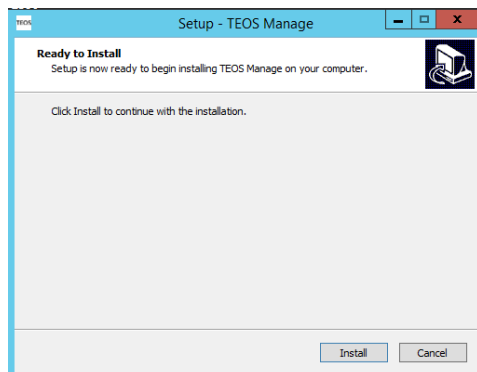
4.7 During the update

4.7.1 Software update process on TEOS server

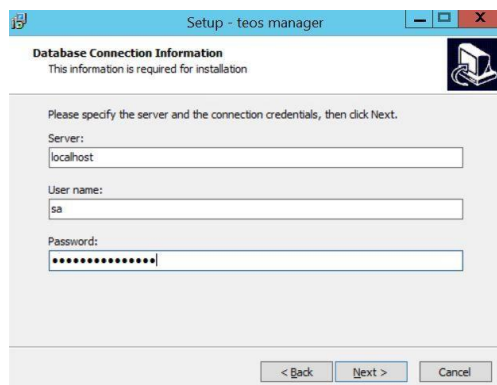
1. Download the latest TEOS update installer. If you do not have the Installer please contact your Sony representative.
2. Log into the server, copy the installer file, and open it



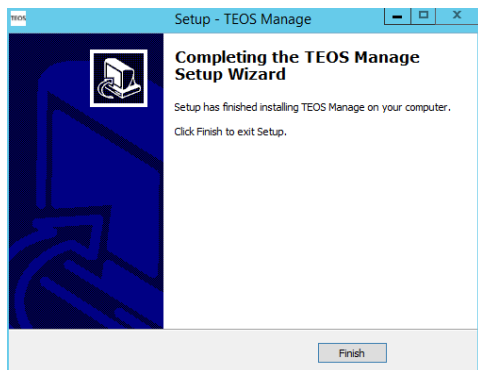
3. Click on Install in the installer window



4. Fill up the SQL database location field and the sa password to install the update



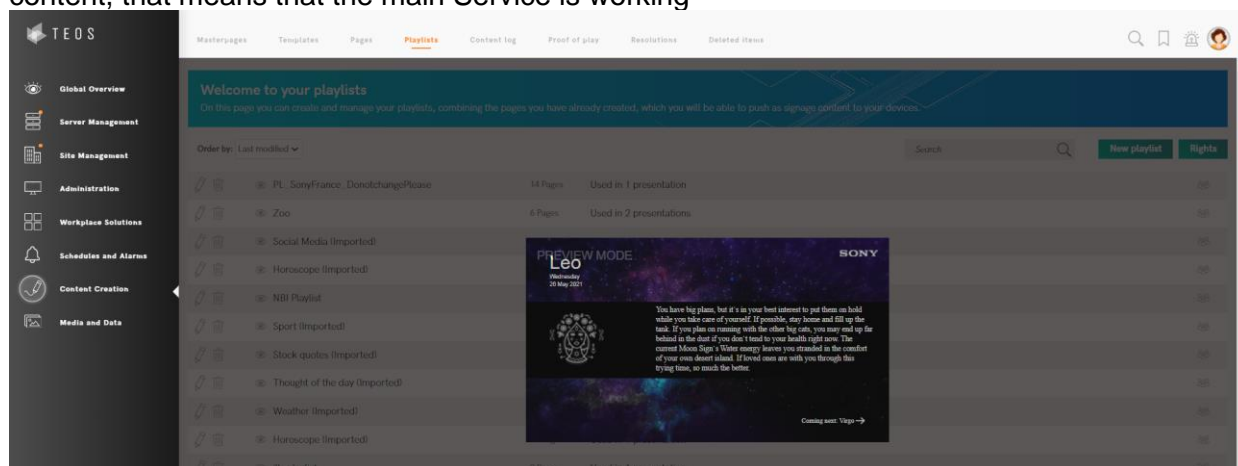
5. After the update is finished, click Finish



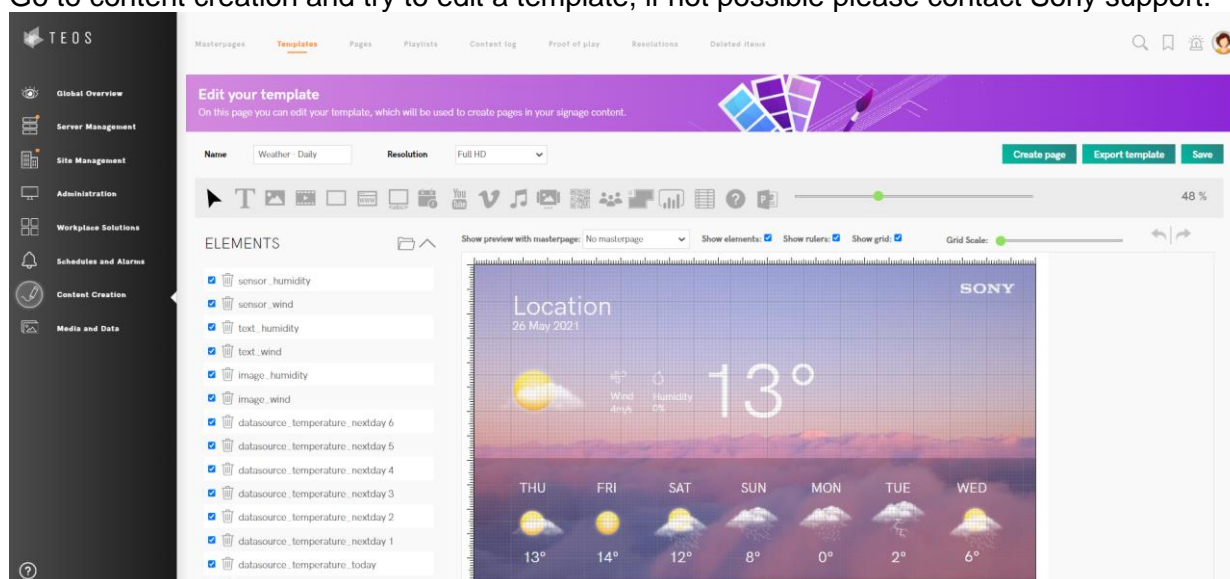
4.7.2 Connect to the web interface

6. Open your TEOS website from a client PC or from TEOS Server and check the following pages:

Go to Workplace Solutions > Signage and try to open a preview of a Signage. If you can see the content, that means that the main Service is working



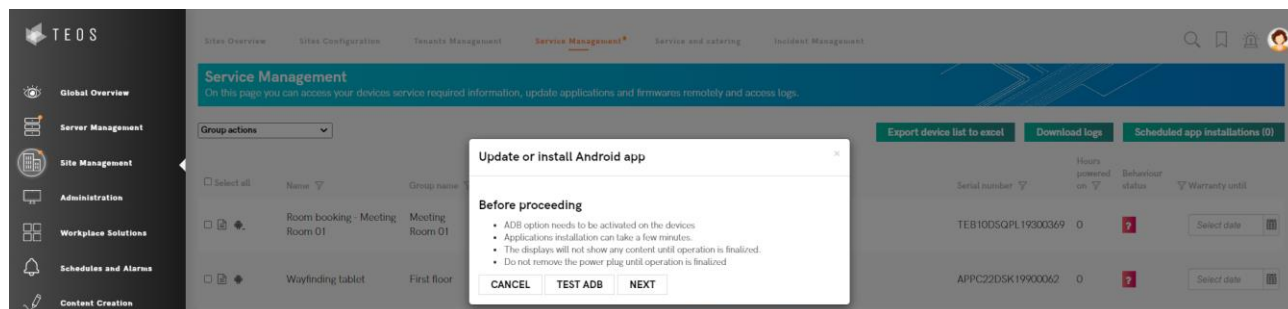
Go to content creation and try to edit a template, if not possible please contact Sony support.



As the protocol of communication between BRAVIA and TEOS is still the same, BRAVIAs will be directly in green in the Administration>Device management tab.

4.7.3 Update TEOS Android Apps into the devices

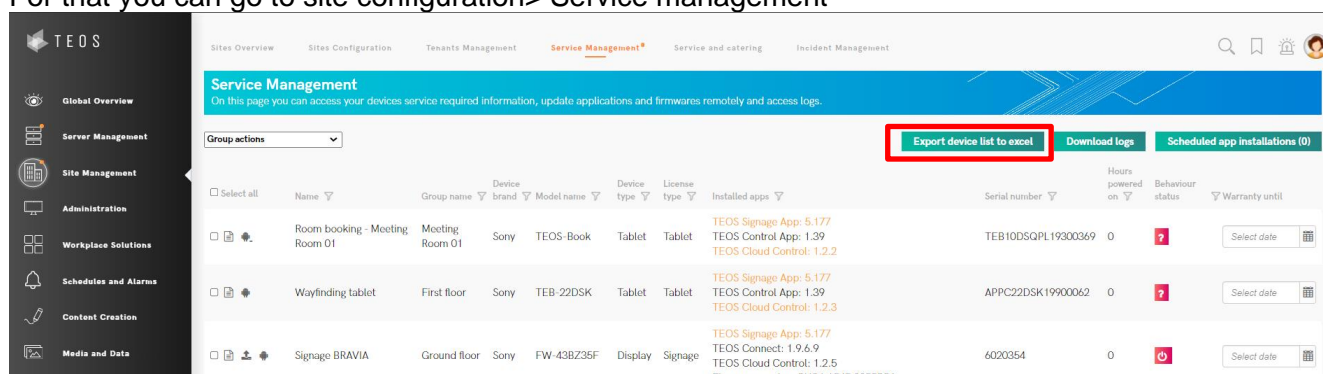
Please go to Site Management> Service management and considering that adb is ON in the different devices, you will be able to update to the new version TEOS Control app for tablets and players and TEOS Signage for all the devices if needed.



For specific usage/installation, don't hesitate to contact Sony support or your Sony representative.

4.8 After the update configuration

After an update and configuration, it is recommended to do an extract of the devices installation with their application version in order to have an export of your TEOS platform installation. For that you can go to site configuration> Service management



You can also run a snapshot/backup of your machine at that moment.



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<https://teos.solutions>