Tisio CE
Users Guide

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Tisio User's Guide

This guide is for people who use Tisio terminals.

Tisio Basics

This guide describes basic operating procedures for Tisio Windows-based terminals (WBTs).

It explains how to turn on your terminal, how to create and start connections, and how to end your work session.

What is a Windows-based Terminal?

Your Tisio terminal is a thin client device that allows you to use Microsoft Windows applications on servers running Microsoft Windows 2000/2003 Terminal Services, Microsoft Windows NT 4.0, Terminal Server Edition, Citrix Presentation Server, or Citrix MetaFrame Server.

The Microsoft Windows servers may also be running Citrix Presentation Server or Citrix MetaFrame Server. These Citrix products allow connections via the ICA (Independent Computing Architecture) protocol.

In addition, your system administrator may have added optional software to your terminal that allows you to connect to additional types of hosts, such as Linux and UNIX servers.

In this manual, Terminal Services refers to the Microsoft server software, and Terminal Server host refers to the server computer.

Once you connect to a server and log on, the server's desktop or the application you request appears on your terminal screen and you can begin your work session.

What is a Client?

A client is an application or device that can communicate over a network with a server (a computer that provides services, such as applications). The Tisio thin client is a simple device, with built-in software, that can communicate with powerful servers.

The programs that provide the ability to connect to servers are called connection clients. Three connection clients are included in the software built into the Terminals: the Microsoft Terminal Server Client, the Citrix ICA Client, and the Microsoft IE Browser. The TisioTerminal Emulation Client can be added an option.

Initial Screens

Your initial screen may be the application that you requested. Other possibilities are:

- Windows desktop or logon information dialog.
  If a connecting message briefly appears, and the Windows desktop or logon dialog appears, you are connected to a Windows host through either a Microsoft RDP (Remote Desktop Protocol) connection or Citrix ICA connection.
- Tisio Connection Manager
  If the Tisio appears, to connect to a server, select a Connection Name and click Connect.
- Tisio Startup Wizard
  If the Tisio Startup Wizard appears, your terminal has not been configured. You need to take further steps in order to use it.
- If a Desktop or Logon Dialog Box Appears

If automatic logon has not been configured, you need to log on before the desktop appears. This section describes the logon process and the two desktops that are likely to appear.

Logon Dialog Box

If a Logon Information dialog box appears:

1. Enter your user name and password.
2. If the domain in the Domain or From field is not correct, select another from the drop-down list. If you are not sure which domain to use, ask your system administrator.
3. Click OK.

Terminal Server Session

A Terminal server session is a connection to a Windows 2000/2003, Windows 4.0, Citrix Presentation Server or Meta Frame Desktop Windows server. Go to Start > Programs and select the program you wish to run.

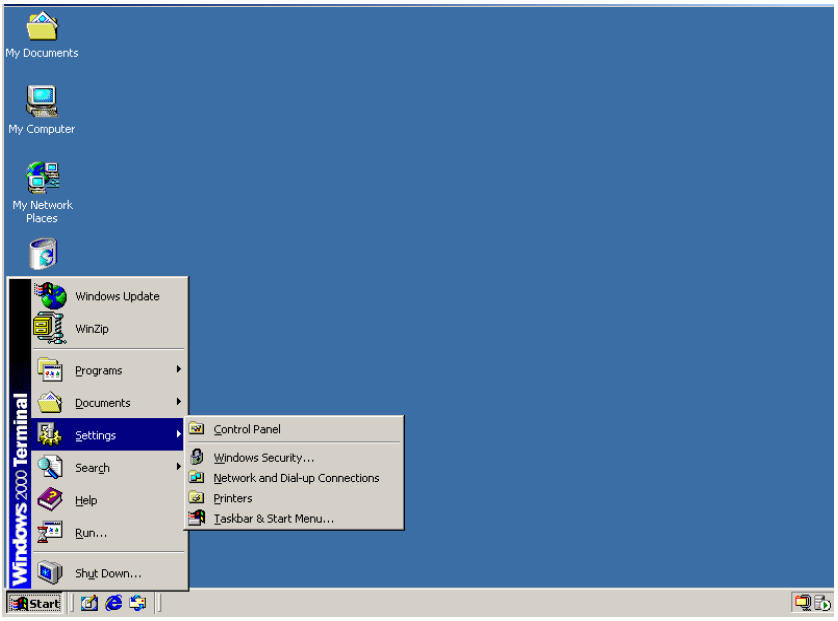

Figure 1 - Terminal Server Session

If the Tisio Connection Manager Appears

Depending on how your terminal is configured, the Connection Manager lists one or more connections. To select a connection, select a Connection name in the connection list and click Connect.

- If the connection was defined for automatic log-on and the server it connects to is running, the terminal makes the connection and you are logged on.
- If the connection was defined for automatic logon and automatic application startup, and the server it connects to is running, the terminal makes the connection, you are logged on, and your application starts.
- Otherwise the connection contacts the server and its logon dialog appears.

See Using the Connection Manager .

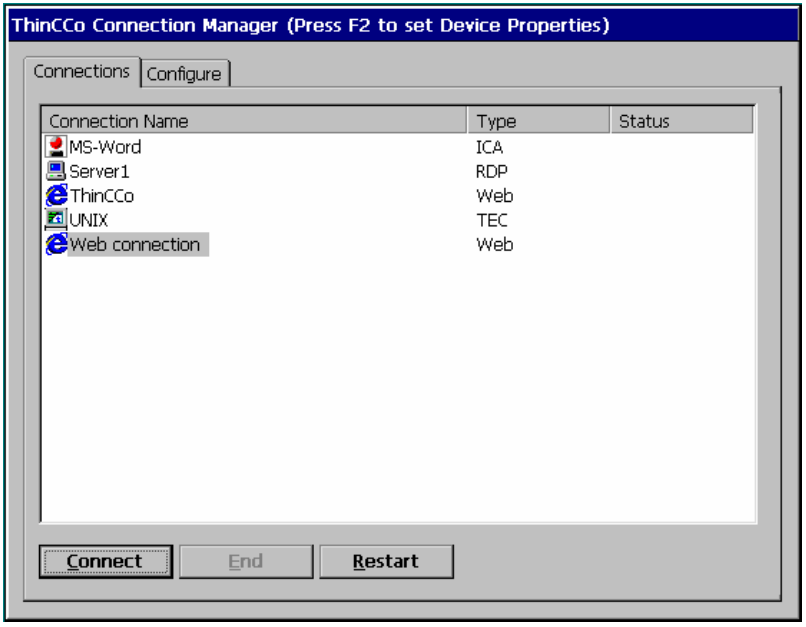

Figure 2 - Connection Manager

If the Tisio Startup Wizard Appears

The first time a terminal starts, the Tisio Startup Wizard appears. The Tisio Startup Wizard may also appear under other circumstances controlled by your system administrator.

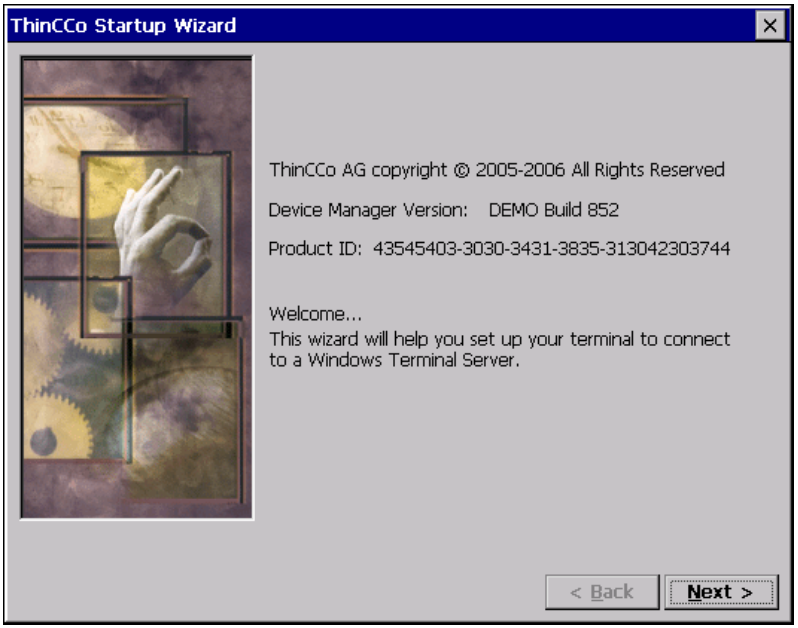

Figure 3 - Tisio Startup Wizard

Ask your system administrator whether you need to change any of the data in the Setup Wizard screens. See Using the Tisio Startup Wizard. The following instructions assume you are using the terminal's default values.

To page through the Setup Wizard:

1. Click Next.
2. Click Accept on the license acceptance page.
3. Click Next to accept the default Network settings after entering a host name.

4. Click Next to accept the default Device Manager settings.
5. Select the Color and display resolution settings. Click Test if you have changed the default display setting to make sure it is visible. Click Next.
6. Click Finish.

After you finish with the Tisio Device Manager Wizard, a Connection Wizard may appear; see details on Using Connection Wizards.

Figure 4 - Tisio Startup Wizard, Finish

Using Connection Wizards

If your terminal has not been configured with any connections, a connection wizard appears after you complete the Setup Wizard. A connection wizard also appears when you add or edit a connection in the Connection Manager.

This section describes how to configure connections with the following wizards:

- Microsoft's WTS Connection Wizard
- Citrix ICA Client's Connection Wizard
- IE Browser Connection Wizard

Note Your terminal may display other client connection wizards if optional software has been installed such as the Pericom Terminal Emulator Client.

Once you create a connection with a connection wizard, the Tisio Connection Manager appears.

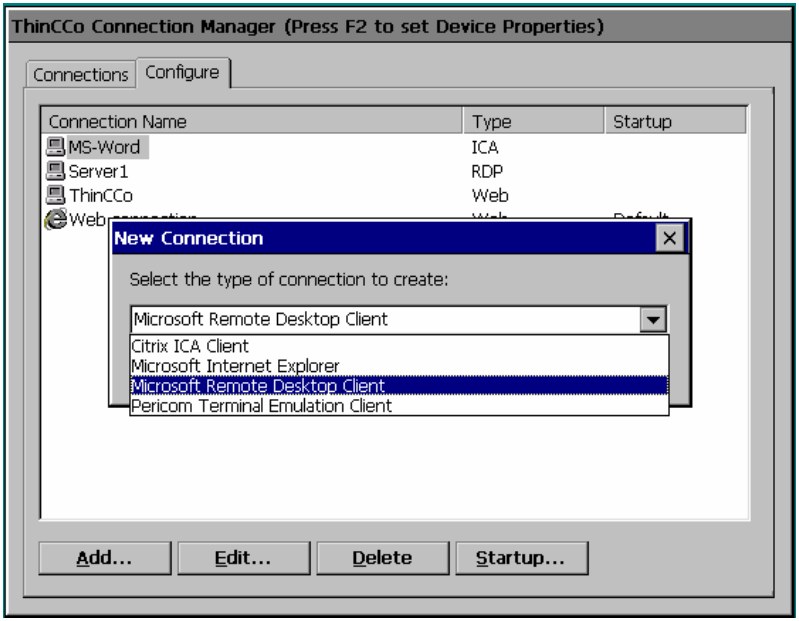

Figure 5 - Starting Tisio Connection Wizards

The WTS Connection Wizard

If the WTS Connection Wizard appears, create a Microsoft RDP connection using the name or network address of a server running Windows, Terminal Server Edition, referred to as the Terminal Server host in this Guide.

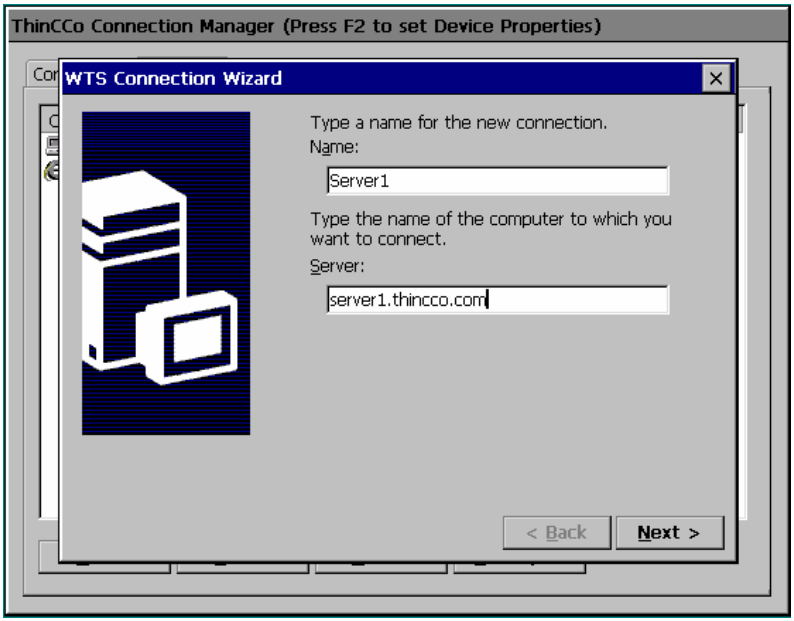

Figure 6 - Windows Terminal Server Wizard initial window

To create the connection:

1. In the first dialog box of the WTS Connection Wizard:
   - Enter a brief description of the connection in the Name field.
   - Enter the name or network IP (Internet Protocol) address of a Terminal Server in the Server field and click Next.

Note If you plan to use the Tisio dial-up client to access this connection, you may need to enter an FQDN (fully qualified domain name, for example, ts1.thicco.com) or IP address in the Server field.

2. The next two dialog boxes specify an automatic log on and automatic application startup. Do not change the fields in these dialogs unless instructed to do so by your system administrator. Click Next each time.
3. Click Finish. The Tisio Connection Manager appears.
4. To select the connection you just created, select its Connection name, and click Connect.

The Citrix ICA Connection Wizard

If the Citrix ICA Connection Wizard appears, create a Network or Dial-In ICA connection to a Citrix Presentation Server, WinFrame or MetaFrame (Terminal Server) host using the name or network address of the host computer (server).

As with other connections, you can configure the automatic startup of an application or a published application (ICA connections only). A published application is one that your system administrator has named and made available to everyone on the network.

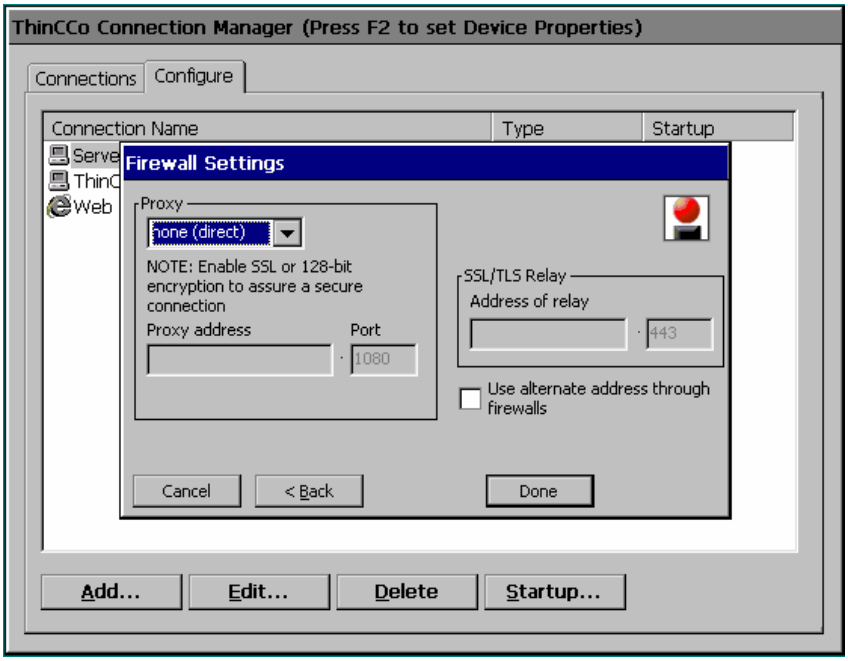

Figure 7 - Tisio ICA Connection Wizard

To create the connection:

1. Select a Citrix server or Published Application for your connection. If you select Published Application, you must use one that is listed. If no published applications are listed, select a Citrix ICA server, or enter a Citrix server name. Click Next.

   Note If you plan to use the Tisio Dial-Up client to access this connection, the server may need to be defined with its FQDN (fully qualified domain name, for example, ts1.yourdomain.com) or IP address.

2. Enter a descriptive title for the connection. Click Next.
3. If desired, select an application for automatic startup. Click Next.
4. If desired, specify logon information. Click Next.
5. Select Window Options, if needed. Click Next.
6. Select the ICA options, if needed. Click Next.

Set Compression, Sound, Speed Screen, Windows Keys, and Encryption Level, if needed (at this time Cache and Microphone Input cannot be configured). Click Next.

7. Select the Firewall settings. Consult your network administrator for settings specific to your local network. Click Done. The Connection Manager appears.
8. Select the connection you just created and click Connect.

The IE Browser Connection Wizard

The Tisio Make New IE Browser Connection Wizard only appears if you are adding a local Web Browser connection.

As with other connections, you can configure the automatic startup of an IE Browser Connection.

Figure 8 - Web Browser Connection Wizard

To create the connection:

1. Enter a name for your connection and the URL or IP address of the web connection. Click Finish.
2. When the Connection Manager appears, select the connection you just created and click Connect.

The Terminal Emulator Connection Wizard

The Tisio New Terminal Emulator Connection Wizard only appears if you are adding a Terminal Emulator.

Note The Terminal Emulator Client is an optional licensed software component and may not be installed on your Tisio device.

If the New Terminal Emulator Connection Wizard appears, create a Terminal Emulator connection.

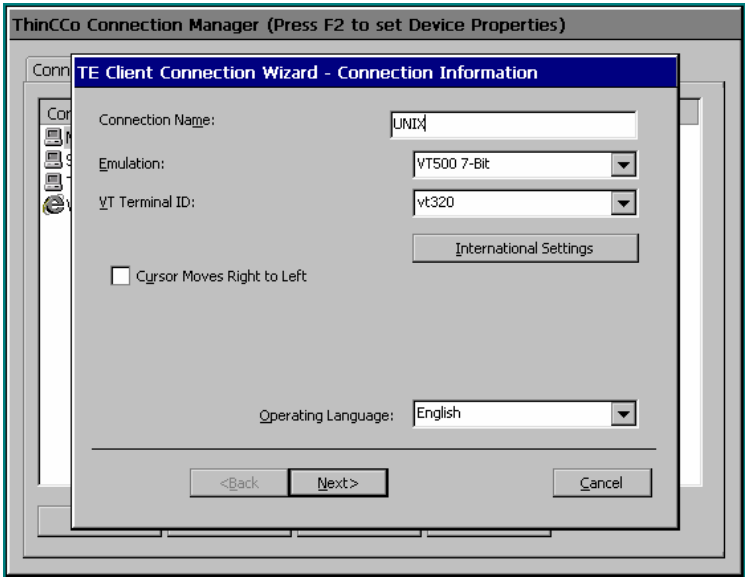

Figure 9 - Terminal Emulation Connection Wizard

To create the connection:

1. Give the connection a descriptive name, select Emulation, Terminal ID, Operating Language and click Next.
2. Select the type of connection you will be using. Consult your Network Administrator for details. Click Next.
3. Set Automate Login Process, if desired. Click Next.
4. Set Printer Port Settings, if desired. Click Next.

5. Set GUI Overrides, if desired. Click Next.
6. Set Aux Port Settings for a secondary output device if connected. Click Next.
7. Next verify setting choices, if satisfied Click Finish and the Connection Manager appear.
8. Select the Terminal Emulator connection and click Connect.

Using the Tisio Connection Manager

The Tisio Connection Manager lists all defined network connections. Active connections are designated in the Status column.

This section explains how to use the Connection Manager to start, stop, add, edit, and manage connections.

When the terminal is not connected to a server, the Connection Manager is always displayed. When the terminal is connected to a server, you can display the Connection Manager by pressing Ctrl+Alt+End.

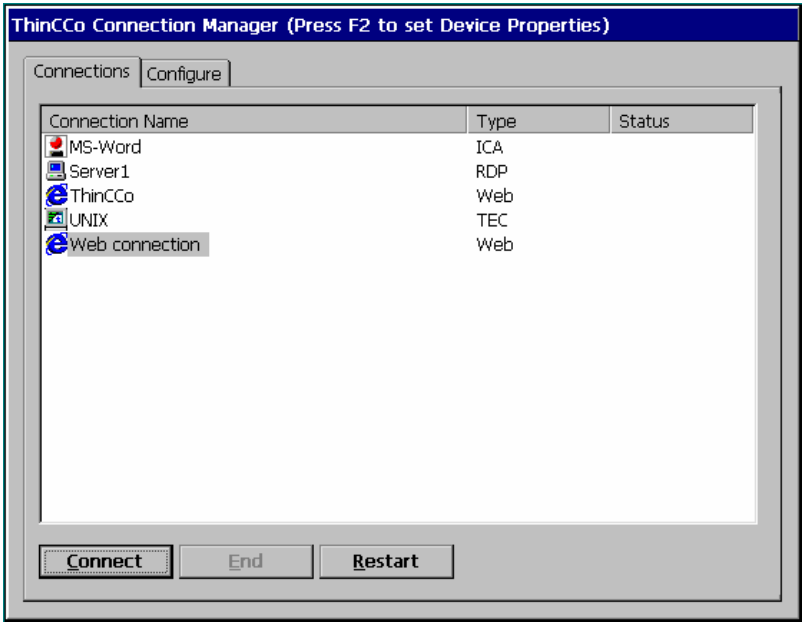

Figure 10 - Tisio Connection Manager

The Tisio Connection Manager lets you:

- Start connections

  Select the connection name and click Connect.

- Switch among currently active connections.

  See Starting Multiple Connections for more details.

- Stop connections.

  If problems on the server cause your connection to be unresponsive to a normal log off, select the connection name and click End. See Logging Off

- Add or edit new connections.

  See Adding or Editing Connections , for more details.

Adding or Editing Connections

To add or edit a connection when connected to a server, press Ctrl+Alt+End to bring up the Tisio Connection Manager, and click the Configure tab.

- To add a connection, click Add. The New Connection dialog box appears. Select a client from the drop-down list and click OK.
- To edit a connection, select a connection name and click Edit.

In either case, the appropriate connection wizard for the client you selected appears.

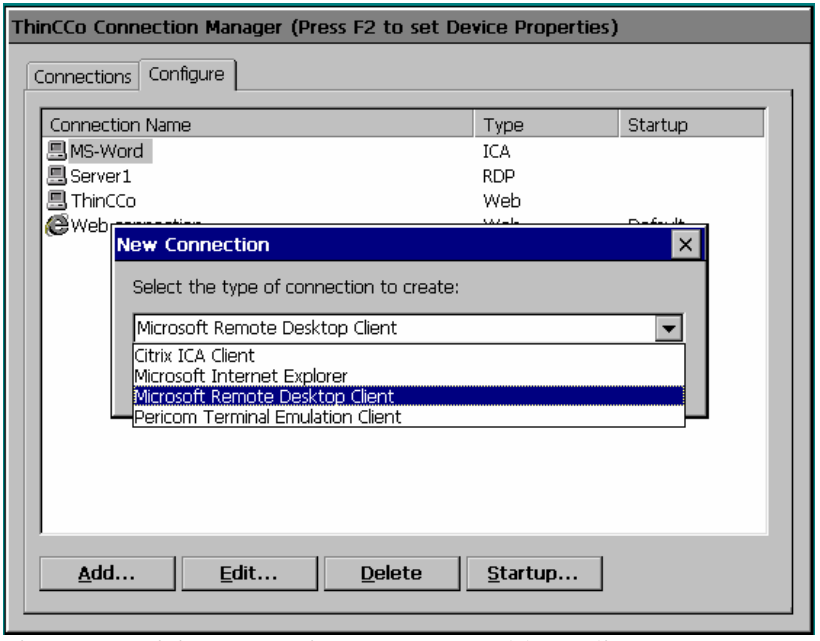

Figure 11 - Tisio Connection Manager, Add or Edit

Note If the Configure tab does not appear, your system administrator has disabled it.

Setting the Default Connections

Specifying a connection as the default connection:

- Highlights that connection when the terminal starts up and the Tisio Connection Manager appears.
- Starts the connection if Ctrl+Alt+Home are pressed.

To select a connection as the default:

1. Select the Configure tab of the Tisio Connection Manager window.
2. Select a connection (defined previously) and click Startup.
3. Click Make the selected connection your default connection and click OK.

Setting Autostart Connections

Specifying an autostart connection:

- Starts that connection when the terminal starts up.
- Restarts the connection when it ends.

1. On the Configure tab of the Tisio Connection Manager, select the connection you want to start automatically.
2. To display the Connection Startup dialog box, click Startup.
3. Click Automatically Start the selected connection at startup and click OK.

For more information, see Ending Autostart Connections.

Note An autostart connection also functions as the default connection. Designating a different connection as the default makes any autostart connection revert to non-autostart status. When you log off an autostart connection, the connection restarts automatically. For details, see Ending Autostart Connections.

Starting Multiple Connections

The Tisio terminal allows multiple simultaneous LAN connections to one or more servers. The number of connections you can start depends on the amount of memory in your terminal.

To start your second connection:

1. Press Ctrl+Alt+End to bring up the Tisio Connection Manager.
2. Select the connection name, and then click Connect.

To switch between running connections:

Press Ctrl+Alt+End to bring up the Tisio Connection Manager.

- Select a connection name whose Status field is active, and then click Connect.

OR

- Press Ctrl+Alt+Up arrow or Ctrl+Alt+Down arrow to cycle through the list of active connections. The connection list reflects the order in which the connections were started, the most recent being on top.

  Note Hot keys for managing multiple connections are explained in more detail in hot keys section and also, Managing multiple connections.

Hotkeys

Hotkeys are used to navigate through active connections and to display Tisio setup and configurations screens. These hot keys are used for local control of the Tisio client windows.

Client applications windows used to connect to remote hosts resources are displayed in full screen mode. In most cases the full screen client application does not display a title bar allowing the full screen window to be lowered. Hotkeys are used to lower and raise these windows to enable access other active client application sessions, local configuration windows and even local Operating System recovery scenarios.

Hot Key	Use
Ctrl+Alt+Down-Arrow	Cycle up through active connections in the Connection Manager.
Ctrl+Alt+Up-Arrow	Cycle down through active connections in the Connection Manager.
Ctrl+Alt+Home	Go to the default connection. The connection is started if it is not already active.
Ctrl+Alt+End	Display Tisio Connection Manager Window Display
F2	Display Tisio Device Properties Window. The Tisio Connection Manager Window must be visible. Press Ctrl+Alt+End if not showing.
Ctrl+Alt+F8	Used to initiate a boot forcing video settings to a standard VGA mode.
Ctrl+Alt+F10	Used to initiate a Forced Recovery of the Operating System. See System Recovery for details on use.
Ctrl+Alt+F2	Used to initiate a Forced Recovery of the Operating System with logging enabled. See System Recovery for details on use.

Figure 7 - Hot keys Description

Logging Off

To log off and end your session:

1. If you connected to an application instead of a server's desktop, closing the application terminates the connection.
2. If you connected to a Windows server running Microsoft Terminal Services or Citrix Presentation server:
   - Close all applications.
   - Click Start on the taskbar at the bottom of the Windows server desktop.
   - Select Logoff, and then click OK. The Windows server closes any programs that are still running.
3. If you connected local Terminal Emulator session:
   - Logoff as described by your application.
   - Close Terminal Emulator window.
4. If problems on the server cause your connection to not respond to a normal log off, bring up the Tisio Connection Manager by pressing Ctrl-Alt-End, select the connection name and click End. Your session is will be disconnected, but you may not be logged off. Contact your systems administrator for more astistance.

Once a session ends, a new session starts or the Tisio Connection Manager appears. Repeat the steps to end all active connections and then you can turn off the terminal.

Disconnecting vs. Logging Off

To disconnect from a server session:

- Select Start > Disconnect on a Windows server or Citrix MetaFrame
- Select File > Disconnect on Citrix WinFrame.

This suspends all open applications.

When you reconnect to the session later by logging on again, your applications resume. Because disconnected sessions still consume server resources, most system administrators prefer that you log off.

When you log off, your programs are terminated and the session is ended. You must restart the programs at the next log on.

Ending Autostart Connections

To end an autostart connection, follow these steps:

1. Press Ctrl+Alt+End to bring up the Tisio Connection Manager and select the Configure tab.
2. Select the autostart connection name, click Startup and the Connection Startup dialog box appears.
3. Select Make the selected connection your Default connection and click OK.
4. Log off from the session as described above or select the Connections tab, select the connection name, and click End.

Using the Tisio Startup Wizard

The first time a terminal is powered on, the Tisio Startup Wizard appears. The Startup Wizard may also appear if the Tisio thin client was reset to factory defaults or a System Recovery was performed.

This section describes the configuration settings associated Tisio Startup Wizard:

- License Agreement – Requires acceptance to operate device.
- Network Settings – Defines network connectivity settings
- Device Manager – Defines the Management server settings
- Display Settings – Color, Resolution and screen saver settings

Once you exit from the Startup wizard, the Tisio Connection Manager appears.

License Agreement Screen

The License Agreement window provides information about the Tisio thin client Operating System License. The License Agreement must be accepted be for use of the product can begin.

Click Accept to accept License agreement. Click Next to continue.

Network Settings Screen

The Network Settings window provides information and access to modify the Tisio Network settings that will be used when attached to a Local Area or Wide Area Network. These settings include:

- Host Name – View and modify the name of the Tisio thin client.
- Domain Name – View and modify the domain name of the Tisio thin client.
- Network Adapter Settings – Defines the network IP Address, Subnet Mask and Default Gateway settings.

Host Name

The Host Name field defines the name of the Tisio and is the same as the Terminal Name. By default the *TTC-* is added to the Tisio device's MAC address, *TTC-000fea6ebc71.* Enter a new host name of use the default.

Domain Name

The Domain Name field defines the domain name portion of the host name that will be used on the network to identify it from other network devices.

Enter the Domain Name matching your local network requirement. See you network administrator if you are unsure what your domain name is. An example domain name is *yourdomain.com*.

Network Adapter Settings

The Network Adapter Settings allows configuration of all TCP/IP Network parameters. The network parameters can be automatically assigned or statically set.

The setting ***Obtain an IP Address via DHCP*** is the normal choice. To manually set the IP Address settings refer to Network Adapter Settings section.

Device Manager Screen

The Device Manager screen provides settings to specify the Tisio management server also known as the Tisio Device Manager.

The controls and settings under the Device Manger screen include:

- Device Manager server name field – Modify the host name of the Tisio thin client management server.
- Test button – Used to test connections to the Tisio thin client management server.

Device Management Server

The Device Manager field defines the network host name and URL of the Tisio Device Management server. This field can contain a simply hostname, IP address or a full URL address.

Enter a new Tisio Device Manager server URL or accept the default. See Device Management Server description for more details.

Testing the Device Manager Connection

In the Device Manager window the **Test** button verifies communication to the Device Management server.

Click on the Test button. A message indicating a pass or fail will be returned in the message box.

Display Settings Screen

The Display Settings screen provides access to initially set the Tisio display settings that will be used for the attached video monitor or LCD Flat Panel Display. These settings include:

- Desktop Area and Refresh Frequency setting and Test button.
- Colors selection for 256, 16 Bit & 32 Bit Color depths.
- Screen Saver Controls.

Set the desired Display settings required for your attached monitor. For a full description of these settings see Display Settings.

Finish Screen

Once at the finish screen you can Click ***Finish*** to begin using you Tisio thin client. You also have the opportunity to go ***Back*** and modify any previous Tisio Startup Wizard setting.

Once you have selected Finish you will be required to reboot your Tisio thin client before you can begin using it. To change any settings once you have finished the Tisio Startup Wizard refer to Using the Tisio Device Properties.

Using the Tisio Connection Manager

This section provides a quick reference and some additional detail on the Tisio Connection Manager.

Modifying your terminal's configuration can cause unexpected and undesirable results — ask your system administrator before attempting any of these procedures.

After initial configuration, you can modify connections using the Tisio Connection Manager.

The Connection Manager is on the screen by default, unless you have a active connection running. If you are connected to a server, press **Ctrl+Alt+End** to display the Connection Manager.

Using Tisio Connection Manager (continued)	
Task	**Action**
Displaying the Tisio Connection Manager	Press Ctrl+Alt+End. Note By default the Tisio Connection Manager displays two tabs: Connections and Configure. If the Configure tab does not appear, your system administrator has disabled it.
Viewing active connections	Display the Connections tab of the Tisio Connection Manager.
Managing multiple connections	From within an active session you can bring up the Connection Manager and create new connections. Additionally, you can switch to another active connection by using the following hot keys, which are enabled by default. ■ Press Ctrl+Alt+Up arrow or Ctrl+Alt+Down arrow to cycle through the list of active connections. ■ Press Ctrl+Alt+Home to display or start your default connection.
Creating new RDP connections	On the Configure tab, display the New Connection dialog box by clicking Add. Select Microsoft Terminal Server Client and click OK. Follow the steps given in the WTS Connection Wizard.
Creating new ICA connections	On the Configure tab, display the New Connection dialog box by clicking Add. Select Citrix ICA Client and click OK. Follow the steps given in the Citrix ICA Connection Wizard.

Using Tisio Connection Manager (continued)	
Task	**Action**
Creating new Microsoft IE Browser connections.	On the Configure tab, display the New Connection dialog box by clicking Add. Select Microsoft Internet Explorer Browser and click OK. Follow the steps given in the IE Browser Connection Wizard
Designating default or autostart connections	Use the Configure tab; follow the steps given in Autostart Connections.
Deleting connections	On the Configure tab, select the connection you want to delete, click Delete.
Modifying Citrix ICA Client connections	On the Configure tab, select the connection you want to modify. Display the Citrix ICA Client's utility for making modifications by clicking Edit. Make your changes and click OK.
Modifying Microsoft IE Browser connections	On the Configure tab, select the connection you want to modify. Display the Microsoft Internet Explorer Browser utility for making modifications by clicking Edit. Make your changes and click OK.
Modifying Microsoft Terminal Server client connections — changing connection Application properties	On the Configure tab, select the connection you want to modify. Display the Properties dialog box by clicking Edit. Use the Applications tab to change the following attributes: ■ **Desktop:** Select Desktop if you want the standard Windows desktop to appear when connecting to the Terminal Server host. ■ **File name:** Select File Name if you want a particular application to appear when connecting to the Terminal Server host.

Using Tisio Connection Manager (continued)	
Task	**Action**
Modifying Microsoft Terminal Server client connections — changing Network Connection properties	On the Configure tab, select the connection you want to modify. Display the Properties dialog box by clicking Edit. Use the Net Connections tab to change the following attributes: Name: a description for the connection ■ Server: the IP address or the name of the Terminal Server host ■ Username: depending on what you enter for the Domain: — Username of a local account set up on a particular Terminal Server host. — Username of a global account set up on a Domain Controller. ■ Password: The password associated with the Username specified above. ■ Domain: — If the Terminal Server host belongs to a Windows domain, and you want users authenticated by the Primary Domain Controller, enter the Windows domain name. — If the Terminal Server is not a member of a Windows domain and/or you want users authenticated locally on that server, enter the name of the Terminal Server. ■ Low Speed Connection: If the physical connection to the Terminal Server is through a low bandwidth line (WAN or serial), rather than over an Ethernet cable, check this box.

Using the Tisio Device Properties

After initial configuration, you can modify settings using Device Properties.

To display Device Properties when the Connection Manager is on the screen, press **F2**. If you are connected to a server, first press **Ctrl+Alt+End** to display the Connection Manager, and then press **F2**.

After making changes, you can click **OK** to apply changes without closing Tisio Device Properties, click **OK** again to close Device Properties.

Note Your system administrator may have set a password in order to prevent you from making changes to Tisio Device Properties. In that case, access to the Device Properties window is denied until you enter the password when prompted. If no password has been set, you can make changes to any Device Properties field.

This section describes the configuration settings associated Tisio Device Manager:

- Introduction – Set terminal name and reset to factory
- Display Settings – Color, Resolution and screen saver settings
- Network Settings – Defines network connectivity settings
- Device Manager – Defines the Management server settings
- Update Manager – Defines software update settings
- Control Panel – Access the local control panel window for additional settings.

Introduction Tab

The Introduction window provides information about the Tisio Tisio thin client, the terminal name and factory-default.

- Tisio Thin Client Information
- Product ID – Used to license Microsoft Terminal Server sessions.
- OEM Software Version – Base Tisio software version.
- Microsoft Windows CE – Base version of Windows CE.
- Terminal name – View and modify the name of the Tisio thin client.
- Factory-defaults check box – Reset all settings to their factory default.

Terminal Name

The Terminal Name field defines the name of the Tisio that will be used on the network to identify it self from other network devices.

The Terminal name can be viewed or modified. To modify the Terminal Name simply enter a new name. The next time the device is rebooted the new name will be registered with the Tisio Device Management server.

Factory-Default

The "Reset the terminal to Factory-default property settings" check box is used to force the Tisio thin client to reset all setting to factory-defaults on the next reboot or power-up. After a Factory-default, the Tisio thin client will automatically start the Device Manager Startup Wizard requesting input on basic settings required for basic operation of the Tisio thin client.

To reset to factory the Tisio terminal, follow these steps:

1. When the Terminal Connection Manager is showing press F2 to display the Tisio Device Manager Startup Wizard.
2. Select the Introduction Tab.

3. Chick in the Reset the terminal to Factory-default property settings check box.
4. At the prompt "All settings will be reset to default value. Would you like to do it now?" click Yes.

The Tisio device will now reboot and reset all settings to factory.

Display Settings Tab

The Display Settings window provides information and access to modify the Tisio display settings that will be used for the attached video monitor or LCD Flat Panel Display. These settings include:

- Desktop Area and Refresh Frequency setting and Test button.
- Colors selection for 256, 16 Bit & 32 Bit Color depths.
- Hide Video Settings check box.
- Screen Saver Controls.
- Power Saver Controls

The next sections describe in detail these individual controls, settings and how to modify and test a new video resolution.

Desktop Area and Refresh Frequency

The Desktop Area and Refresh Frequency setting is used to allow the resolution to be changed. By default the best desktop resolution and refresh frequency will be automatically selected based on the capabilities of the attached video display device. The default resolution and Frequency is set to a value recommended by the video display manufacture. The Tisio device supports the following list of video settings.

Supported Video settings:

- 320 x 200 @60Hz
- 320 x 240 @60Hz
- 400 x 300 @60Hz
- 640 x 480 @60Hz, 75Hz, 85Hz, 100Hz & 120Hz
- 720 x 480 @60Hz
- 720 x 576 @60Hz
- 800 x 600 @60Hz, 75Hz, 85Hz, 100Hz & 120Hz
- 848 x 480 @60Hz
- 1024 x 768 @60Hz, 75Hz, 85Hz & 100Hz
- 1280 x 720 @60Hz
- 1280 x 768 @60Hz
- 1280 x 960 @60Hz
- 1280 x 1024 @60Hz, 75Hz & 85Hz
- 1360 x 768 @60Hz
- 1366 x 768 @60Hz
- 1400 x 1050 @60Hz
- 1600 x 1200 @60Hz, 75Hz & 85Hz
- 1920 x 1080 @60Hz
- 1920 x 1440 @60Hz
- 2048 x 1536 @60Hz

Note Your terminal may not display all resolutions listed here. The list of resolutions depends on the capabilities of the attached video display device.

Hide & Show all Video Modes

Uncheck the box labeled "**Hides modes this monitor cannot display**" see the full list of supported video resolution settings. The video settings not supported by the Monitor are hidden by default.

Note Selecting a video setting not supported by your monitor may cause severe damage to your monitor. Please consult the Monitors operators' manual for supported settings not in the supported list.

Colors

The colors setting allow selection for 256 colors, High Color (16 Bit), and True Color (32 Bit). For proper support of Windows 2003 Terminal Server sessions, 16 or 32 Bit color modes must be selected.

Screen Saver

The Enable Screen Saver and Wait setting is used to allow the screen saver control to be changed. By default the screen saver is enabled and set to a wait time of 20 minutes. To disable the screen saver click the check box.

Power Saver

The Power Saver provides controls to automatically power down the Monitor or Tisio device. By default these are set to **Never**. Click on the Power Button to modify these controls.

Modifying Display Settings

When modifying display settings the Tisio thin client will require restarting. When changing the desktop resolution the new setting must be verified the new value will be visible to the user. The test button is used to allow the new video setting to be tried be fore making the selection permanent.

To change and test a new the display resolution, follow these steps:

1. When the Terminal Connection Manager is showing press F2 to display the Tisio Device Manager Startup Wizard.

2. Select the Display Setting Tab.
3. Select a new display resolution and frequency from the drop down menu.
4. Select the desired Color setting.
5. Click on the Test box and follow the instructions in the screen dialog window.
6. At the prompt "Did you see the test image properly?" click **Yes** if it was visible otherwise select **No**.
7. If you selected "**No**", Repeat steps 2, 4 and 5 until a new setting is visible.

When the Device Manager Startup Wizard window is closed The Tisio device will require rebooting for the new display settings to take affect.

Network Settings Tab

The Network Settings window provides information and access to modify the Tisio Network settings that will be used when attached to a Local Area or Wide Area Network. These settings include:

- Host Name – View and modify the name of the Tisio thin client.
- Domain Name – View and modify the domain name of the Tisio thin client.
- Network Adapter Settings – Defines the network IP Address, Subnet Mask and Default Gateway settings.

Host Name

The Host Name field defines the name of the Tisio and is the same as the Terminal Name.

Domain Name

The Domain Name field defines the domain name portion of the host name that will be used on the network to identify it from other network devices.

The Domain name can be viewed or modified. To modify the Domain Name simply enter a new name, i.e. *yourdomain.com*. The next time the Tisio device is rebooted the new domain name will be activated.

Network Adapter Settings

The Network Adapter Settings allows configuration of all TCP/IP Network parameters. The network parameters can be automatically assigned or statically set. Normally the IP Address, Subnet Mask, Default Gateway, and DNS parameters are obtained via DHCP.

Adapter Name

This is the name assigned to the network interface hardware. The Adapter Name field is automatically defined by the local hardware configuration and can not be changed by the user.

Getting an IP Address via DHCP

By default the "Getting an IP Address via DHCP" is set so at initial boot the Tisio thin client will try broadcast on the local subnet to automatically obtain all TCP/IP address settings. This includes the IP Address, Subnet Mask, Default Gateway, Domain name and DNS host.

When unchecked the TCP/IP address settings below for the Tisio thin client become active enabling them to be manually entered.

Note Assigning the same IP address to more that one TPC/IP network attached device can cause loss of data. Your network administrator is responsible for assigning the proper network addressing so each device will properly communicate over your network.

IP Address

This defines the address use on the local TCP/IP network. Use this field to manually enter an IP Address. An example IP address is; 192.168.1.22

Subnet Mask

This defines the subnet mask use on the local TCP/IP network. Use this field to manually enter an IP Address. An Example Subnet Mask; 255.255.255.0 where this is a Class C defined network

Default Gateway

This defines the Tisio default gateway use on a TCP/IP network. Use this field to manually enter an IP Address. An Example Default Gateway is; 192.168.1.1, where this is the address of the local gateway on this subnet.

Advanced Network Settings

The advanced network setting allows for manual setup of Domain Name Service (DNS) hosts. Use these settings to set the Primary and Secondary DNS server names providing domain name lookup on your local area network. The IP address of the DNS server must be used; not the host name of the primary and secondary DNS servers.

Note When using the Tisio local IE Web browser the DNS setting must be properly configured to allow for World Wide Web URL host name lookups.

Advanced Network Utilities

The advanced network utilities "ipconfig", "ping" and "wzctool" allow administrators to diagnose network related issues. Select the Usage button to see the command line options available for these commands. Enter a command in the top entry box and click on the Run button.

Security Tab

The Security window provides settings to block access to all local settings and configurations. Setting a password here will require a password to be entered to change any setting under the Terminal Properties window. If "Disable the Configure tab" is checked the Configure tab is not displayed in the Connection Manager window. So users are unable to edit or create new connections.

Device Manager Tab

The Device Manager window provides settings to specify the Tisio management server also known as the Tisio Device Manager. The Tisio Device Manager provides administrators a simple and easy tool to perform remote management for all Tisio thin client configurations.

The controls and settings under the Device Manger tab include:

- Device Manager Name field – View and modify the host name of the Tisio thin client management server.
- Connection button – Used to test connections to the Tisio thin client management server.

Device Management Server

The Device Manager field defines the network host name and URL of the Tisio Device Management server. This field can contain a single hostname, IP address or a full URL address. The following syntax is supported:

http[s:]/[<username>:<password>@<hostname>.<domain name>:8080/ThinCCo/Servlet

Example: ***thinccodm.yourdomain.com or http://thinccodm.yourdomain.com/ThinCCo/Servlet***

- At minimum a single host name or IP address must be entered to change it from the default settings.
- If the Tisio Device Manger server was set up as a secure web server use *https://* otherwise use *http://*. If not included, the value *http://* will be used.
- The username and password can optionally be used if the Tisio Device Manger server was configured to require user name and password values for enhanced security.
- The Tisio Device Manger is configured by default to use *port :8080*, and can be left off. This value should be included however, if changed at the Tisio Device Manger server.
- The Tisio Device Manger server is configured by default to use the directory path */ThinCCo/Servlet,* and can be left off. If the virtual directory path was changed on the Tisio Device Manger server, the directory path is required.

Tisio Device Manager *Default Settings*

The Device Manager field is initial set to *default settings*. When set to *default settings*, the Device Management server name used to contact the management server will be ***http://thinccodm.<your domain>:8080/ThinCCo/Servlet***, where *your domain* is the Tisio thin client's domain name set by DHCP or from the Domain Name under Network Setting.

Testing the Device Manager Connection

In the Device Manager window the **Connection** button allows communication to the Device Management server to be verified to validate the Device Manager server name field.

1. when the Connection Manager window is displayed, Press F2 to open the Tisio Startup wizard.
2. Click in the Device Manager tab.
3. Enter the device Manger server name.
4. Click on the Test button. A message indicating a pass or fail will be returned in the message box.

Update Manager Tab

The Update Manager window allows new client components to be installed from the Tisio Device Manager (TDM) server. The TDM server must be correctly defined under the Device Manager tab.

The Update Manager window shows Installed Software components and any new available components to install.

Installed Software

The Installed Software window displays the version of installed software client components. The Information button displays detailed information about the selected installed component. Select the Uninstall button to remove the selected component.

Avaiable for Update

The Available for Update window displays either newer or new software client components that can be installed from the TDM server.

Using Tisio Device Properties Control Panel

After initial configuration, you can modify settings using Device Properties.

To display Device Properties Control Panel when the Connection Manager is on the screen, press **F2** and select the **Control Panel** tab. If you are connected to a server, first press **Ctrl+Alt+End** to display the Connection Manager, then press **F2** and select the **Control Panel** tab.

After making changes, you can click **OK** to apply changes without closing Tisio Device Properties, click **OK** again to close Device Properties.

Note Your system administrator may have set a password in order to prevent you from making changes to Device Properties. In that case, access to the Device Properties window is denied until you enter the password when prompted. If no password has been set, you can make changes to any Device Properties field.

The table on the next page describes the settings and how to change them.

Using Device Properties under Control Panel (continued)	
Setting	**How to Change settings under Control Panel**
Internet Options – IE Browser	In the Internet Options applet select the General tab. ■ Start Page—Enter the initial web page to be visible when IE Browser starts. ■ Search Page—enter the default search web page, i.e... http://www.google.com. ■ User Agent—Select Default Windows CE. ■ Cache Size—Select the amount of RAM memory in Kbytes to use for caching of web pages. Default is 512.
Internet Options - Connections	In the Internet Options applet select the Connection tab. ■ Autodial—Check **Use Lan** to disable accessing the network over a modem connection. Select an **Autodial name** to automatically connect to the network using a modem. ■ Network—Configure the Tisio device to use a proxy server. Consult your network administrator for proper settings.
Internet Options - Security	In the Internet Options applet select the Security tab. ■ Settings—Configure the IE browser security settings. Consult your network administrator for proper settings matching your environment.
Internet Options - Privacy	In the Internet Options applet select the Privacy tab. ■ Cookies—Configure the IE browser cookie settings. Consult your network administrator for proper settings matching your environment.
Internet Options - Advanced	In the Internet Options applet select the Advanced tab. ■ Advanced Settings—Configure the IE browser Advanced settings. Consult your network administrator for proper settings matching your environment.

Using Device Properties under Control Panel (continued)	
Setting	**How to Change settings under Control Panel**
Internet Options – Browser Popup	In the Internet Options applet select the Popup tab. ■ Popup—Configure the IE browser popup settings. Consult your network administrator for proper settings matching your environment.
Printers	■ Add Printer—Used to add a local printer or a network shared printer to be used for printing in a RDP session. Note: ICA, local IE Brower, or other local clients will not be able to use these printers.
Terminal Server Client License	Terminal Server Client License—This is used to view or delete a Terminal Server Client license. This license is assigned by the Microsoft Terminal Server and is used for both ICA and RDP Terminal Server connections.
Keyboard	Use the Keyboard Properties applet to set: ■ Keyboard Repeat—Enable or disable character repeat. ■ Repeat Delay—Select the character repeat delay with slider bar. ■ Repeat Rate—Set repeat rate with slider bar.
Password	The Password Properties screen is used to set a password to control locking of the Tisio thin client device. A password can be set so a password prompt will be displayed at power on or after the screen saver. ■ Password—Enter a password confirm password to use this feature. ■ Enable Password Protection—Click on **At Power On** or (and) **Screen Saver** to enable password protection on the Tisio thin client.

Using Device Properties under Control Panel (continued)	
Setting	**How to Change settings under Control Panel**
Owner	The Owner Properties are used identify the location, Company and network identification of the Tisio thin client. This information is used by the Tisio Device Manager providing administrator's information to easily locate the Tisio thin client. ■ Identification and Notes—Use these fields to identify the location of the Tisio thin client. ■ Network ID—Used to access network resources. Enter the Windows Username, Password and Domain name.
Power	The Power Properties are used to control when the device enters the suspend state. User and System states are not supported at this time.
System	The System Properties displays information on the device name, memory usage and copyrights. ■ General – Displays the Operating System Version. ■ Memory – Shows memory usage and controls the amount of RAM memory to reserve for client applications. The Program Memory allocation is typically larger and is used for running local client programs. ■ Device Name – Displays the network name of the device. Can also be modified. ■ Copyrights – Display local software Copyrights.
Display	The Display Properties areas used to change the appearance and background on the Tisio thin client.
Mouse	Mouse Double-click—In the Mouse Properties, you can adjust the double click speed of the Mouse. To test, click on the test icon.

Using Device Properties under Control Panel (continued)	
Setting	**How to Change settings under Control Panel**
Mouse	Mouse right or left handedness—Make these adjustments on the Terminal Server host through Start > Settings > Control Panel > Mouse, if using Windows or Citrix Presentation Server. If using Citrix ICA, go to Main > Control Panel > Pointing Device on the Citrix Server.
Volume & Sound Properties – Volume tab	In the Volume & Sound applet select the Volume tab. ■ Speaker volume—Slide the tab to set the volume. ■ Enable sounds for: —Check or uncheck to enable Event, Applications and Notification sounds. ■ Enable Clicks and taps for—Check **Key Clicks** to enable keyboard key presses through speakers. Select **Loud** or **Soft** to set key click volume.
Volume & Sound Properties – Sound tab	In the Volume & Sound applet select the Sounds tab. ■ Event window—Select a sound event to be modified or played. ■ Sound —Select a new sound to be associated with the sound event selected in the Event window. Click on the **Play** button to test the sound and **Stop,** to stop playing the sound. ■ Scheme—Select either the Windows CE Default, No Sounds, or All Sounds sound scheme.
Remove Programs	The Remove Program window displays installed local software components. Removing components using this utility is not supported at this time.
Date & Time	Set the local clocks date, time, and time zone.
Certificates	The Certificates are used to improve authenticity of network connections and are used primarily for secure IE Browser connections. See your network Administrator for details on adding Certificates required by your company.

Using Device Properties under Control Panel (continued)	
Setting	**How to Change settings under Control Panel**
Regional Settings	Regional and Language Settings Select the locale, language and input device such as keyboards. ■ Regional Settings > Local—Select the desired language to represent numbers, currency, time and dates on the Tisio thin client. ■ User Interface Language—Select the language to be used for local menus, dialogs and alerts. ■ Input Language > Input Language—Select the input language that matches the keyboard attached to the Tisio thin client.
Network	The Network Connections are used to define how the Tisio thin client communicates over a TCP/IP network. See Network Settings for details on setting these parameters.
Citrix ICA Client	Used to set Citrix ICA Client global attributes. ■ Specify the default client by selecting a client from the Set Default Client list. ■ Attribute Attribute
Terminal Server Client Licenses	Displays Microsoft Terminal Server CAL's.
ThinPATH Systems LPD	Used to configure a local LPD print server. This enables remote LPD print spoolers to print to a locally attached printer on the Tisio device.

Figure 8 - Using the Device Properties Control Panel Applets

Tisio System Recovery

When the terminal is powered on, the Tisio appears while loading its operating system. After the operating system has been loaded, the Tisio will display the initial screens for normal use. If the initial screens do not display properly or the Tisio boot screen never disappears then a system recovery should be performed.

The Tisio system recovery process downloads a new Operating System image from the Tisio Device Management recovery server. See the Tisio Device Manager Installation documentation on installing and configuring the Tisio Device Management recovery server.

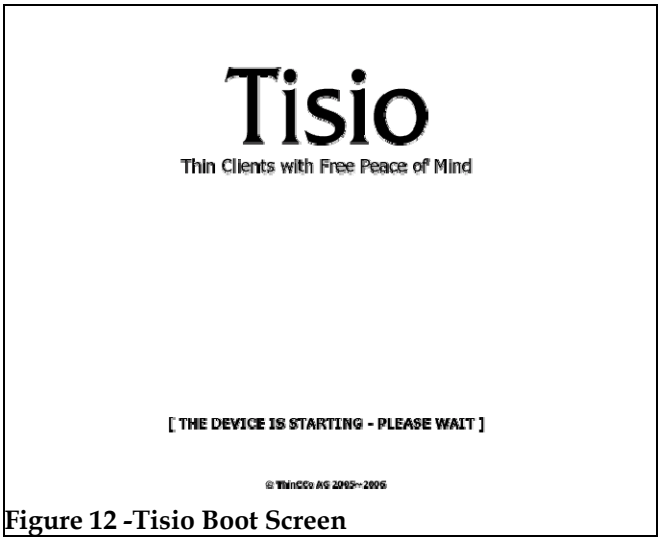

Figure 12 -Tisio Boot Screen

The Tisio system recovery process is initiated just after power on by a key press sequence. During the system recovery process the **Error! Reference source not found.** is shown.

Note The power to the Tisio terminal should not be interrupted until the system recovery has completed.

Figure 13- Tisio Boot Screen

Initiating System Recovery

When the terminal is powered on, system recovery can be initiated using the key sequences below.

Key Press Sequence	Use
Ctrl+Alt+F10	Used to initiate a normal system recovery of the Operating System.
Ctrl+Alt+F2	Used to initiate an advanced system recovery of the Operating System with logging enabled.

The system recovery key sequence can only be pressed within a short period of time and only during the initial power up sequence. After power

on, wait for a second beep before pressing the system recovery key sequence. There is a 3 second window in which the system recovery key sequences can be pressed. If the system recovery key sequence is pressed after the 3 second window it will be ignored. The diagram below shows what happens during power on and the recovery process.

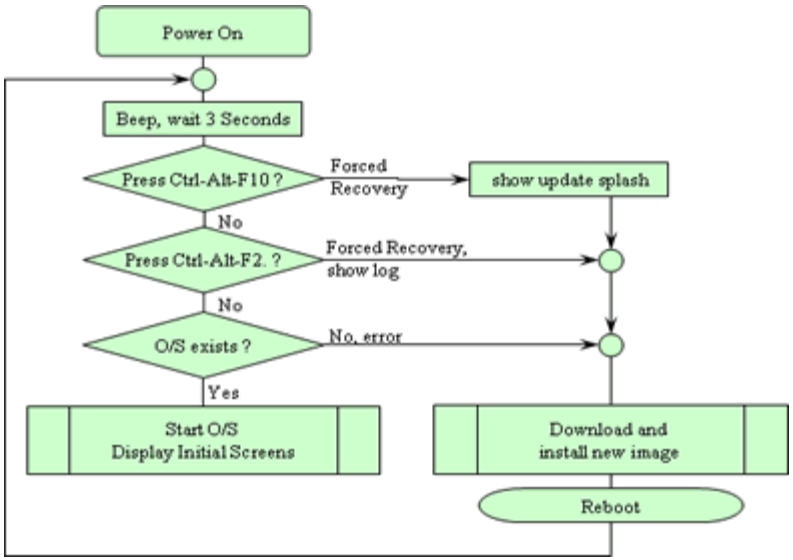

Figure 14 - Tisio Recovery Process

Start System Recovery

The system recovery key sequence can only be pressed within a short period of time and only during the initial power up sequence. To start Tisio system recovery, follow these steps.

1. Power on the Tisio terminal.
2. After power on wait for a first beep, and a short while later there will be a second beep. After the second beep there is a three second window in which the system recovery key sequences can be pressed.
3. Press the system recovery key sequence before the three second window.

4. If the system recovery key sequence is pressed after the three second window it will be ignored. Repeat the steps until the **Error! Reference source not found.** is shown.

After the Tisio recovery sequence completes, the Tisio Startup Wizard will appear indicating Tisio thin client has been fully recovered and set to factory defaults. Follow the steps in the section If the Tisio Startup Wizard Appears to configure your Tisio terminal.

In Case of Trouble

This section describes some exceptional circumstances that may occur when you power on the Tisio Tisio terminal. This is the place to look for information if the initial screen on your terminal does not resemble those described in

Initial Screens.

If your problem is not addressed in this section, see your system administrator.

This section explains the steps to take if a network error dialog box or other error message appears and how to handle upgrade messages. Also discussed are screen display problems and blinking LEDs.

Display is Blank – Reset Video to VGA Mode

When the attached display is blank the video setting defined on the Tisio device may not match the supported video rates of the attached monitor. When the terminal is powered on, a video system initialization can be initiated using the key sequences below. This will reset all Tisio video settings to a default VGA mode.

Key Press Sequence	Use
Ctrl+Alt+F8	Used to initiate a normal video system initialization of settings stored in the Operating System.

The Tisio IP address is set to 0.0.0.0

If the terminal cannot detect the network connection, the Tisio IP address is set to "0.0.0.0". Check the network cable is properly attached and network indicator led next to the network connector is on. Also ensure there is a DHCP server running on your network or open the Tisio Device Properties window and under the Network Settings assign a valid IP address.

Fixing a Cable Problem

If there is a problem with the terminal's network cable, the Network dialog box appears indicating that the terminal may not be

connected to the network.

First, check the network cable connection at the terminal and at the outlet on the wall or hub. If the cable is not secure, make sure it is plugged. Once properly attached the Tisio terminal will automatically initialize its network interface and obtain an IP address from a DHCP server.

Fixing an Address Problem

If the terminal cannot be assigned the address information required for network communication. Contact your system administrator.

If the system administrator is able to fix the problem on the Terminal Server host, click Restart when told to do so.

If you have to fix the problem at the terminal:

1. Obtain the necessary address information from the system administrator.
2. Open the Tisio Device Properties window and under the Network Settings assign a valid IP address.
3. Enter the address information obtained from your system administrator.

A Device Manager Update Message Appears

Each time it is turned on, the Tisio terminal checks the network for a newer version of its operating software. If it detects that an upgrade is necessary, it displays the following upgrade message:

Figure 15 - Device Manager Update dialog

Note Do not turn off the Tisio terminal during a software upgrade. Turning off the terminal at this time may damage it.

After the upgrade is complete, the terminal automatically restarts.

The Screen Looks Garbled

If the screen is unreadable or blank when you turn on the terminal, this means that the terminal's monitor settings (desktop area and/or refresh frequency) may be incorrect.

To restore the screen to a readable state, you must perform a Tisio System Recovery.

Error Messages Appear

If error messages appear right after you power on the terminal, the terminal may not be able to start. For example:

Unable to Load Operating System

If such messages appear and the terminal does not connect to a Terminal Server host or display a panel, contact your system administrator.

LEDs Blink on Front of Base Unit

If there is a problem and the terminal is not able to display an error on the screen, the screen goes blank, the base unit beeps, and an LED on the front of the base unit blinks. If this happens, contact your system administrator.

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