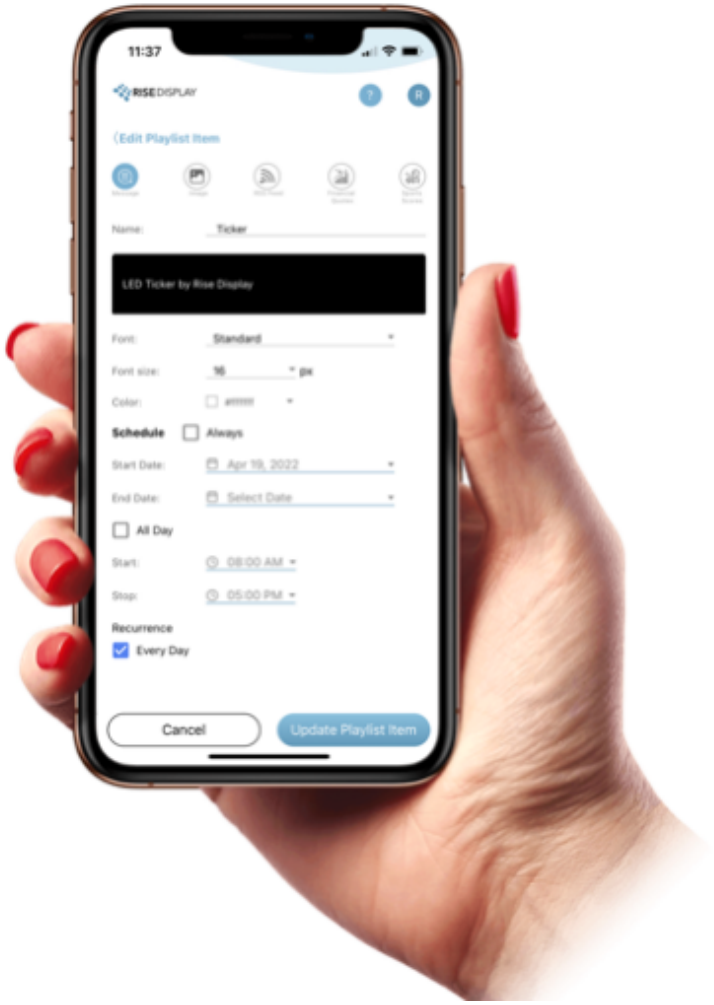
Rise Ticker App User Guide



www.RiseDisplay.com

Version 1.5 (update 10/4/23)

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A seven minute software demo and other training resources are available at https://www.risedisplay.com/ticker-software-training/

Network Connectivity

The LED ticker's IoT controller communicates with our Cloud platform via both inbound and outbound TCP/IP connection to **cms.risedisplay.com** via **TCP Port 9090**. In order for the ticker to properly function, please make sure you whitelist this URL and port number on your network firewall. If you are unable to whitelist the domain cms.risedisplay.com, you will need to whitelist the IP address range for the AWS region "US East 1" located at https://docs.aws.amazon.com/vpc/latest/userguide/aws-ip-ranges.html

For instructions to connect your ticker hardware to a wireless network, review the Network Connectivity section in the **Rise Ticker Hardware Install Guide**.

Security

Our SaaS platform is built using a modern technology stack with a multi-tenant architecture. Our Cloud Software applications are deployed on Amazon's Web Services platform and leverages its built-in security features.

Intelligent threat detection and continuous monitoring

- Amazon GuardDuty threat detection service continuously monitors for malicious activity and unauthorized behavior to protect our AWS accounts, workloads, and data stored in Amazon S3. The service uses machine learning, anomaly detection, and integrated threat intelligence to identify and prioritize potential threats.

Network and Infrastructure Security

- Virtual Private Clouds (VPCs) - this gives us complete control over all inbound and outbound network traffic. We use VPCs to secure our applications by restricting, where appropriate, access to and from the Internet.
- Security Groups and Network ACL's - We have created firewall rules controlling incoming and outgoing traffic at the instance or service level.
- CloudTrail - gives us the history of all API calls made against account resources, including API calls made via the AWS Management Console, SDKs, and command line tools.

Data Protection and Encryption

- Each Customer's information and data is partitioned into individual accounts in our Data lake. All data at rest is encrypted and protected.

Getting the Rise Ticker App

The Rise Ticker App can be installed from either the **Apple App Store** or the **Google Play Store** or you can login via a browser at app.risedisplay.com.

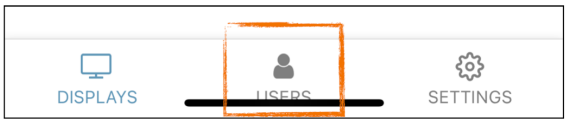
If your ticker is connected to the old Tickercom server and you want to upgrade, please follow these instructions.

Once you receive the welcome email, you can log in with your email address and your temporary password is Rise@123. With your first log in, you will be prompted to create a new password.

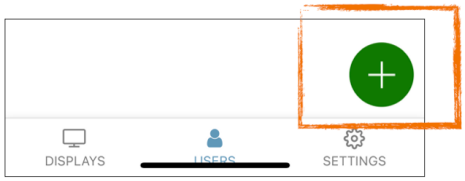
Managing Users

Add a new User

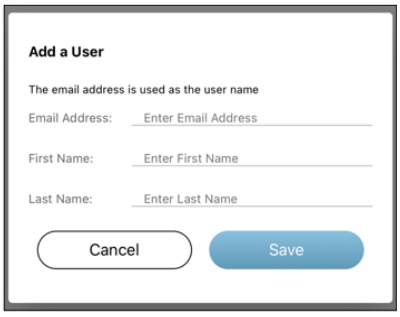
1. Open the Rise Ticker App and click Users at the bottom of the screen.



2. Click the green + sign in the lower right.



3. Enter the Email Address, First Name, and Last Name and hit Save.



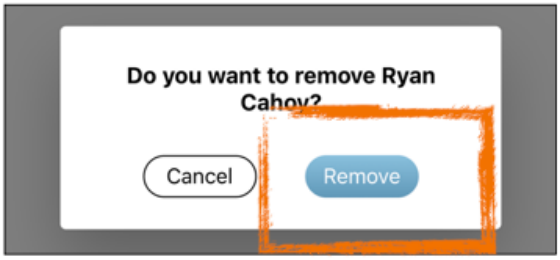
4. The new User will receive an email to set their password and then be able to use the Rise Ticker App.

Remove a User

1. Open the Rise Ticker App and click Users at the bottom of the screen.

2. Select the User you want to remove and swipe to the left until you see the red delete and press the icon.

3. Confirm by pressing Remove.



Ticker Display Settings

Check Display Status

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. If the icon next to the display is green the ticker is online and receiving data. If the icon is red the display is offline and you can see when the ticker last connected to the server to receive updates.

3. For more details, select the name of the LED ticker you want information on.

4. In the shaded box you will find the Mac address, ticker height (in pixels), active subscriptions, and when those subscriptions expire. These are returned from the system and not editable from the Rise Ticker App.

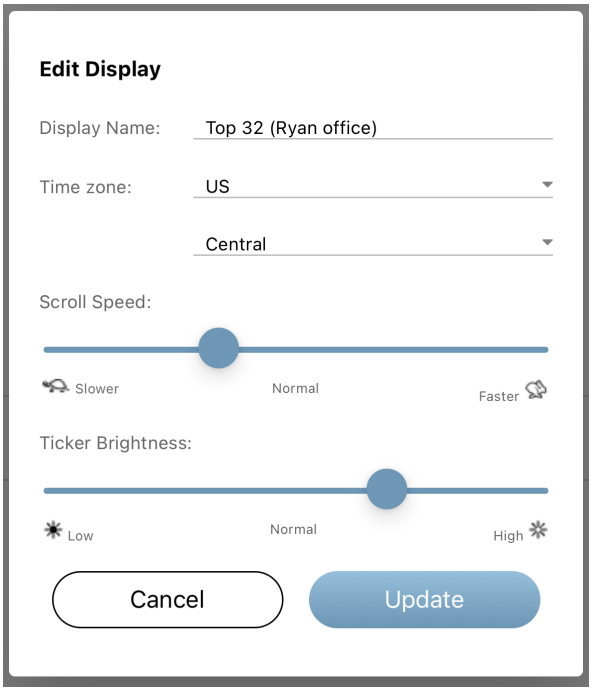
Update Display Settings

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update.

3. Select the gray edit button in the upper right hand corner.

4. From this page you can update the Display Name, select a new time zone, adjust the scroll speed and brightness. After making any changes select Update to save the changes.



Remote Control (power on/off)

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to control.

3. Select the gray icon with a gear in the upper right corner.

4. Select the command for Power on, Power off, or Restart. Please note, commands may take up to 60 seconds to update the ticker display.

Twin Ticker

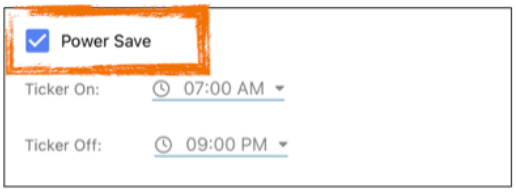
Twin Tickers (2 separate streams) must be defined at the time of purchase so the displays are properly built with a 2nd controller (i.e. this can not be changed after installation). Each ticker stream requires a separate mobile app subscription.

Set Power Save Schedule

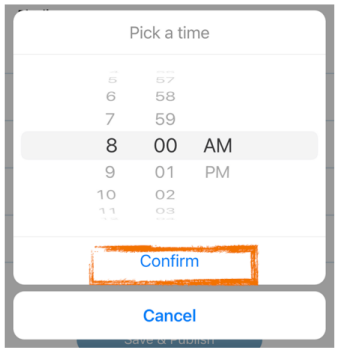
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to set a power save schedule on.

3. If the Power Save is unchecked, the display will run continuously 24/7. To edit the operation time, check the box and you can edit the time the ticker comes on and turns off.



4. To adjust the time, select either the ticker on or off time, and then scroll through the desired hour, minute, and AM/PM to fit your schedule. After you have selected the desired time, press confirm to save your update.



RISE DISPLAY

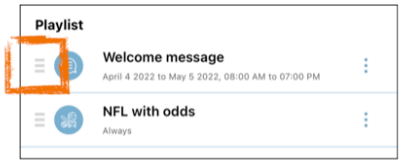
Managing Content

Working with Playlists

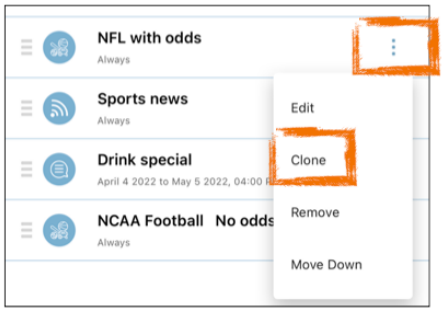
1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

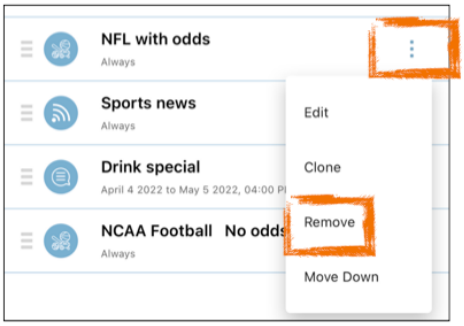
3. To change the order touch and hold the 3 vertical lines on the left next to the name of the playlist item you want to move. Alternatively, you can click the 3 dots on the right and select move up or move down to change position.



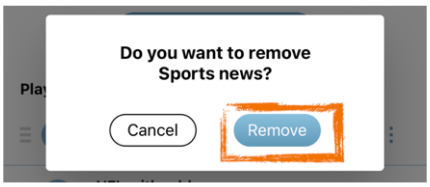
4. To make a copy of one of your playlist items, select the 3 dots on the right and then select clone from the menu.



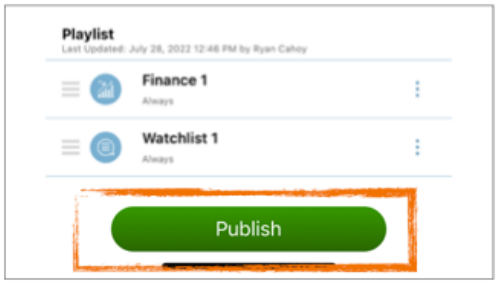
5. To remove an item from your playlists, select the 3 dots on the right then select remove from the menu.



6. Confirm by pressing Remove.



7. To send the updates to your ticker, press Publish at the bottom of the screen. It may take up to 60 seconds for the ticker to reset to show the new content and depending on the amount of data and number of logos, it may take a few minutes for all content to download.

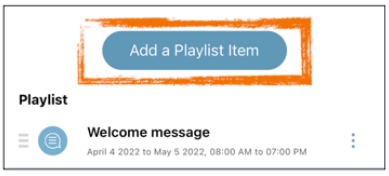


Adding a Message to your Ticker

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

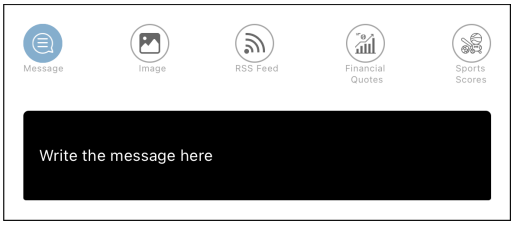
3. Select Add a Playlist item.



4. Select the Message Icon and type a name to label the content (i.e. Welcome).

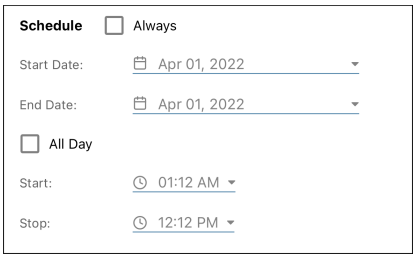
Add a Playlist Item
Message
Image
RSS Feed
Financial Quotes
Sports Scores
Watchlist
Google Sheets
Name:
ENTER NAME HERE

5. In the black field, type your message (i.e. Welcome to our office).



6. Format your message by selecting the font style, size, and color.

7. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time, uncheck All Day and select the appropriate start and stop times.



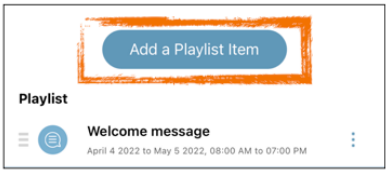
8. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

Adding an Image to your Ticker

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

3. Select Add a Playlist item.

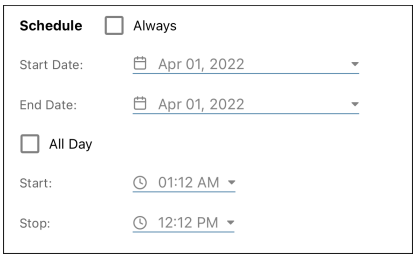


4. Select the Image Icon and type a name to label the content (i.e. My Logo).

5. Click Upload to search your phone for the .png or .bmp image you want to use. Note: the image must be built to match the pixel height resolution (16, 32, 48 or 64) of your display.

6. Alternatively, you can select Gallery to view our library of standard graphics available for your ticker.

7. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time uncheck All Day and select the appropriate start and stop times.



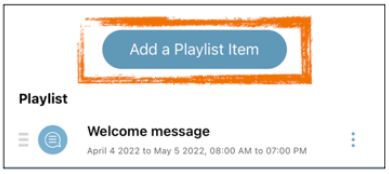
8. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

Adding a RSS Feed to your Ticker

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

3. Select Add a Playlist item.

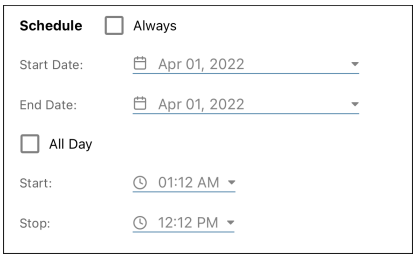


4. Select the RSS Icon and type a name to label the content (i.e. My Blog feed).

5. In the RSS URL field, copy the link to your RSS feed and using the switches, select if you want to show the title, summary, or both. If typing, note this is case sensitive so make sure all letters are in lowercase. See addendum at the end of this user guide for suggested RSS feeds.

6. Format your RSS Feed by selecting the font style, size, and color.

7. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time uncheck All Day and select the appropriate start and stop times.



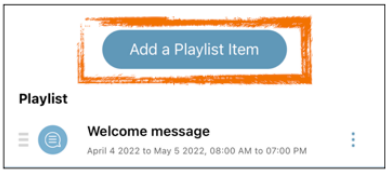
8. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

Adding Financial Quotes to your Ticker

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

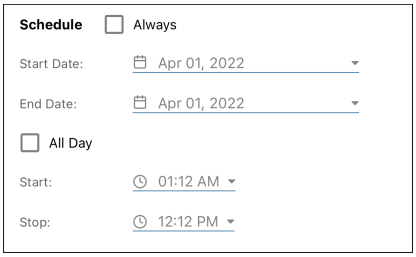
3. Select Add a Playlist item.



4. Select the Financial Quotes Icon and type a name to label the content (i.e. Dow 30).

5. From the Content pull down select the category of financial content you want to show. For details on the financial content format see the addendum at the end of this document.

6. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time uncheck All Day and select the appropriate start and stop times.



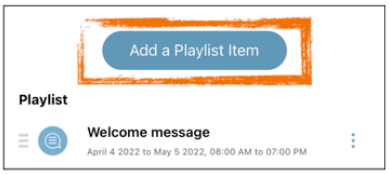
7. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

Adding Sports Scores to your Ticker

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

3. Select Add a Playlist item.

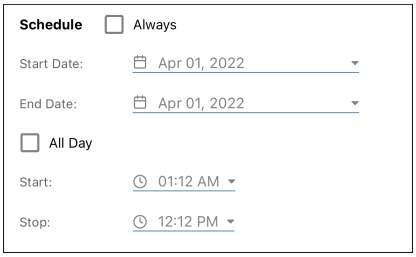


4. Select the Sports Scores Icon and type a name to label the content (i.e. baseball).

5. From the Content pull down select the Sport you want to show.

6. If you would like to show betting odds, turn the switch on and select if you want to show the moneyline or spread.

7. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time uncheck All Day and select the appropriate start and stop times.



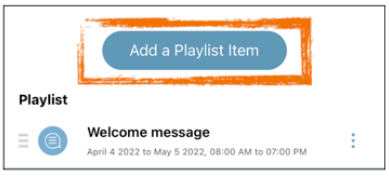
8. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

Creating your own Stock Watchlist

1. Open the Rise Ticker App and click on Displays on the bottom of the screen.

2. Select the name of the LED ticker you want to update the content for.

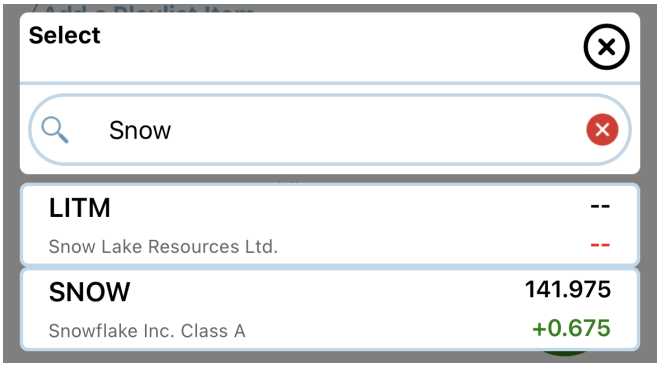
3. Select Add a Playlist item.



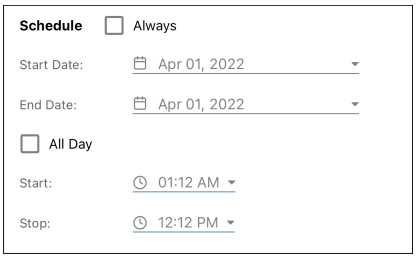
4. Select the Watchlist Icon and type a name to label the content (i.e. My Fund).

5. Press the green circle with a plus sign.

6. In the search box type the 1 to 5 letter stock symbol and press enter to search then select the symbol you want added to your watchlist. Note: we are currently licensed for real-time equities on the NYSE and NASDAQ exchanges, if you don't see the symbol you are looking for or you want to inquire about other exchanges email us at support@risedisplay.com.



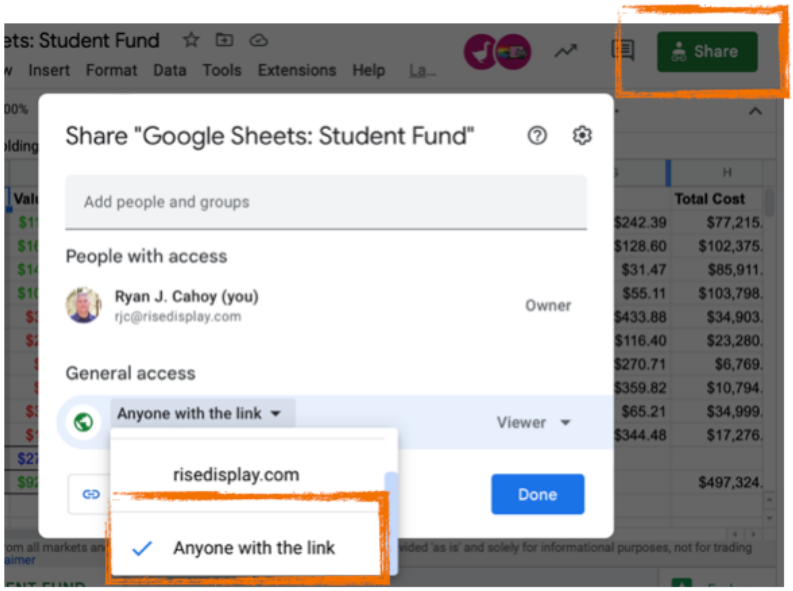
7. Repeat the process until you have all of the symbols for your custom watchlist.
8. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time uncheck All Day and select the appropriate start and stop times.



9. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

Linking to a Google Sheet

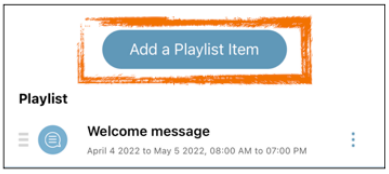
1. We have created a number of sample spreadsheets that you can copy from.
    a. Weather forecast
    b. Student Fund
    c. Sales Leaderboard
    d. Birthdays
    e. Schedule of Events
    f. Dean's List
    g. Lunch Menu
    h. Fantasy Football Draft Order
2. Open your Google Sheet, update your information, and then in the upper right hand corner select share and under access, change to "Anyone with link", then copy the link to the spreadsheet.



3. Open the Rise Ticker App and click on Displays on the bottom of the screen.

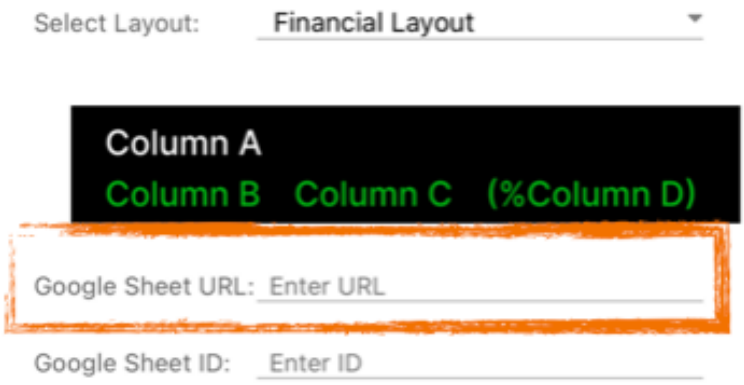
4. Select the name of the LED ticker you want to update the content for.

5. Select Add a Playlist item.

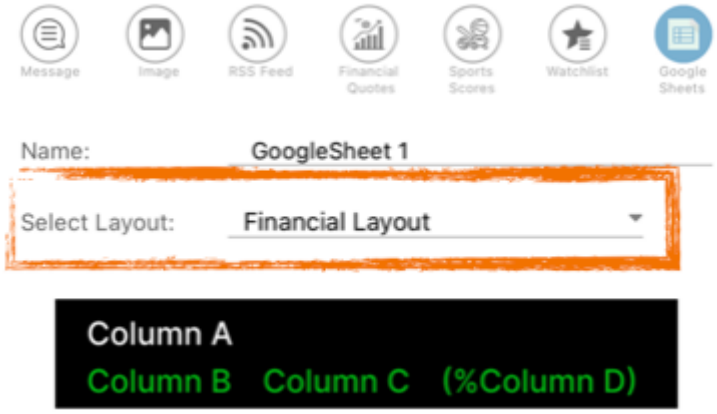


6. Select the Google Sheets Icon and type a name to label the content (i.e. Sales Report).

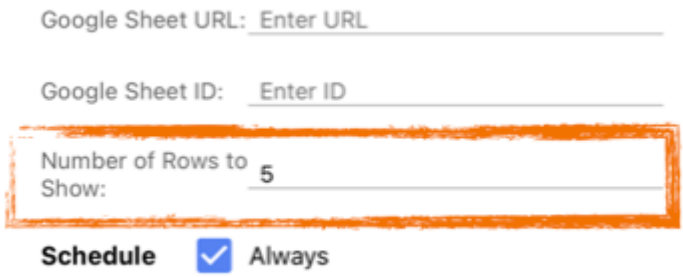
7. Open Google drive on your mobile phone and find your spreadsheet or share the link via text, email etc. Paste the link to your spreadsheet into the Google Sheet URL field, and this will automatically fill in the Sheet ID (note: the integration is only designed to work with one sheet, if you need to pull data from multiple sheets you will need to create multiple files and create a playlist item for each spreadsheet)



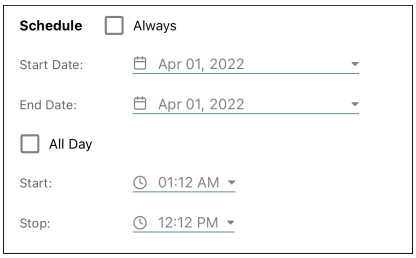
8. From the Select Layout pull down select the format of your content.



9. The software will always assume row 1 is a header so it will skip that row and collect the first 2 to 4 columns depending on the layout you select. Select the number of rows you want to show on your ticker by entering a number from 1 to 200.



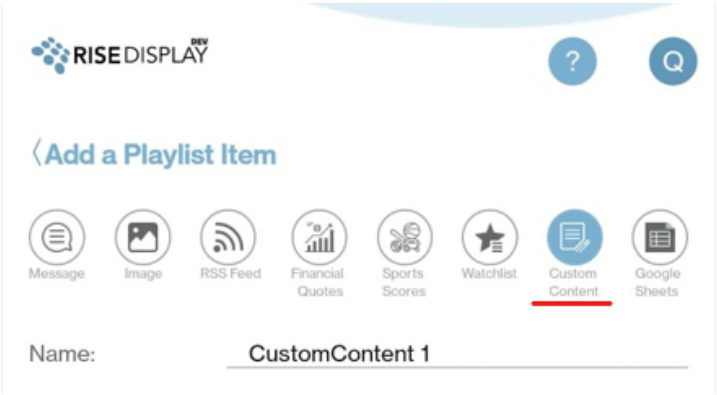
10. The default schedule for displaying the content is 24/7 (i.e., every day, all day.) To customize the schedule, uncheck the box next to Always then select the appropriate start date, end date. If you would like your message to show at a specific time uncheck All Day and select the appropriate start and stop times.



11. Click the Add to Playlist button at the bottom. Note: this does NOT publish to your ticker, changes will NOT take effect until you have completed all changes and hit the green Publish button.

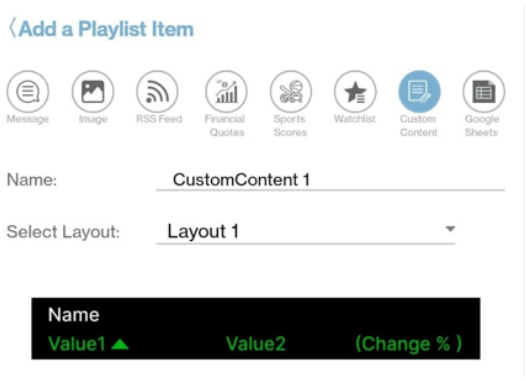
Showing Custom Data

1. Select the playlist item ‘Custom content’

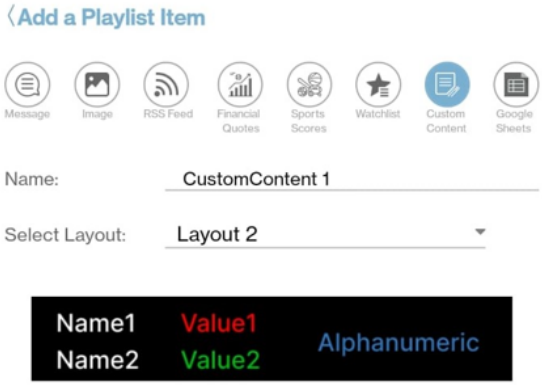


2. Select the Layout type

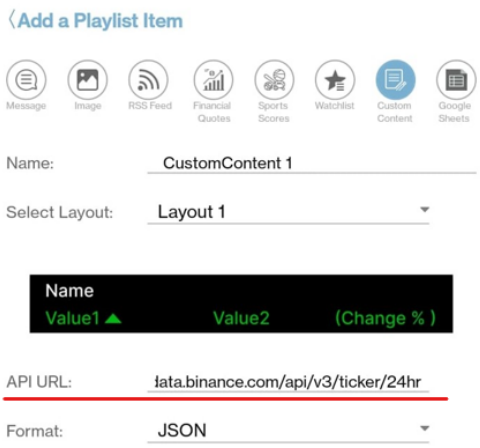
- Layout 1 (financial data) with 4 fields: Name, Value1, Value 2 and Change %



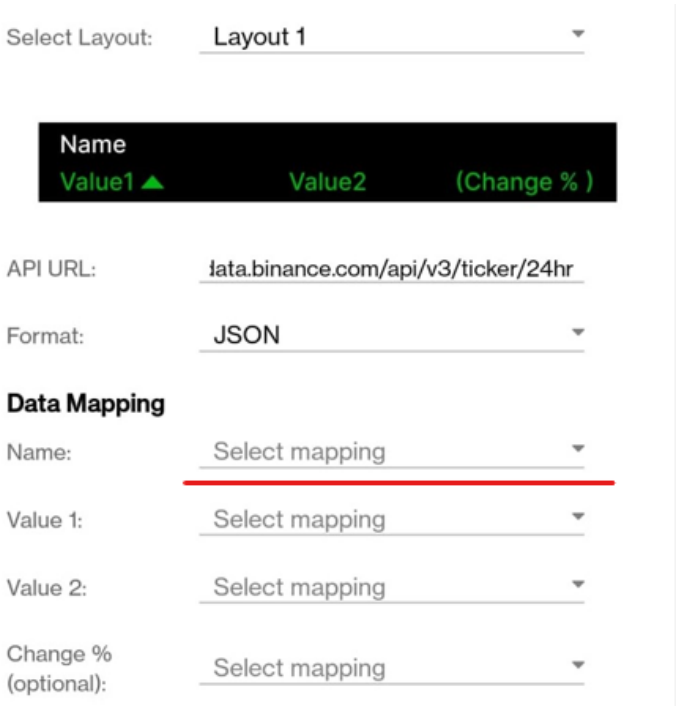
- Layout 2 (Sports data) with 5 fields: Name 1, Value 1, Name 2, Value 2 and Alphanumeric



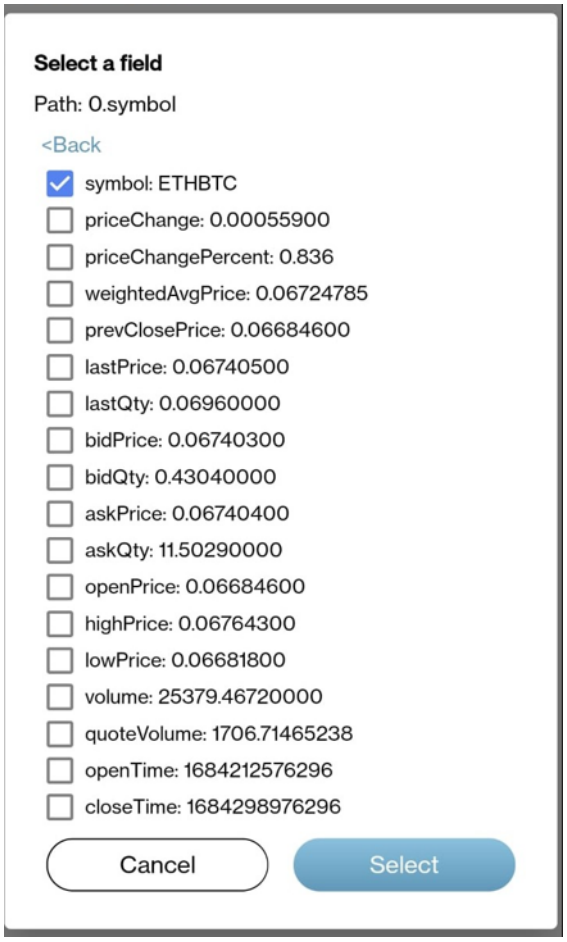
3. Provide the custom API URL



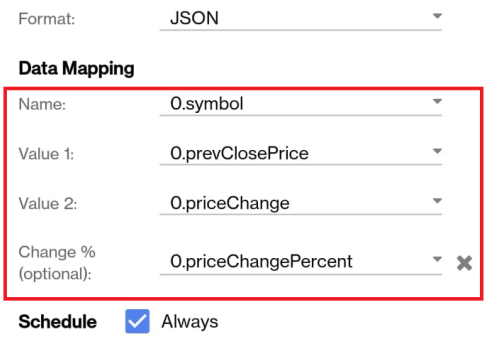
4. Data Mapping
    - Select the field from the layout



- Select the parameter from the API that needs to be displayed in the selected layout field



- Repeat the step to map all the fields on the selected layout.



Addendum:

Finance Data

We provide a number of predefined lists of financial instruments. You can view the current options in the Rise Ticker App but we have prebuilt lists for the constituents of the Dow 30, Nasdaq 100, S&P 100, Crypto currencies, End of day Commodities prices (Energy, Metals, Livestock, Agriculture).

All financial data is formatted as follows

Here is an example of how the data will appear on your ticker and will properly size all fonts and logos to fit your specific ticker height. If we do not have a logo for a particular instrument the logo will be replaced with the stock symbol.

Sports Data

We have layouts for the top US professional sports: NBA, NHL, NFL, MLS and MLB along with NCAA Division 1 sports (Football and Basketball).

All sports are formatted as follows in pre-game (betting odds are optional and you can turn them on or off in the Rise Ticker App.

Here is an example of how the data will appear on your ticker and will properly size all fonts and logos to fit your specific ticker height.

As games go into progress the format will change to the following

Here is an example of how the data will appear on your ticker.

RISE DISPLAY

RSS Feeds

You can publish any public RSS feed that you have permission to show. We have tested the following RSS feeds as examples. We encourage you to read the terms of service before using it for your application.

CNBC (RSS Library)

- Top News https://search.cnbc.com/rs/search/combinedcms/view.xml?partnerId=wrss01&id=100003114
- World News https://search.cnbc.com/rs/search/combinedcms/view.xml?partnerId=wrss01&id=15837362
- Business News
  https://search.cnbc.com/rs/search/combinedcms/view.xml?partnerId=wrss01&id=10001147
- Earnings News
  https://search.cnbc.com/rs/search/combinedcms/view.xml?partnerId=wrss01&id=15839135
- Economy News
  https://search.cnbc.com/rs/search/combinedcms/view.xml?partnerId=wrss01&id=20910258

ESPN (RSS Library)

- Top Headlines: https://www.espn.com/espn/rss/news
- NFL Headlines: https://www.espn.com/espn/rss/nfl/news
- NBA Headlines: https://www.espn.com/espn/rss/nba/news
- MLB Headlines: https://www.espn.com/espn/rss/mlb/news
- NHL Headlines: https://www.espn.com/espn/rss/nhl/news
- Motorsports: https://www.espn.com/espn/rss/rpm/news
- Soccer Headlines: https://www.espn.com/espn/rss/soccer/news
- College Basketball: https://www.espn.com/espn/rss/ncb/news
- College Football: https://www.espn.com/espn/rss/ncf/news

Wall Street Journal (RSS Library)

- World News https://feeds.a.dj.com/rss/RSSWorldNews.xml
- US Business https://feeds.a.dj.com/rss/WSJcomUSBusiness.xml
- Market News https://feeds.a.dj.com/rss/RSSMarketsMain.xml