



**commBOX**



# User Guide

## CommBox OS Accounts


for CommBox Interactive Classic S4 or S4 Plus





# Table of Contents

<b>Chapter 1: Intro</b>	<b>3</b>
Background	3
Benefits	3
Requirements	3
CommBox Tools data	3
Firmware	3
<b>Chapter 2: Logging in</b>	<b>5</b>
How to log into Accounts on your CommBox	5
Logging in using the QR code	5
Logging in through the browser	5
Setting up your session	7
<b>Chapter 3: Being logged in</b>	<b>10</b>
Access to files in your cloud storage	10
Saving directly to your cloud storage	12
<b>Chapter 4: Logging out</b>	<b>14</b>
Logging out automatically	14
Logging out manually	16
<b>Chapter 5: Troubleshooting</b>	<b>17</b>
<b>Chapter 6: Contact details for FAQ's and Support</b>	<b>17</b>



# Chapter 1: Intro

## Background

CommBox OS Accounts allows each user of a CommBox Interactive Classic S4 or S4 Plus to log in with either their Microsoft or Google credentials.

Logging into your CommBox by using CommBox OS Accounts allows the user to access their cloud files (OneDrive or Google Drive), use previously saved files such as whiteboard files and app specific data such as CommBox Planner as well as access personalisations of the CommBox such as wallpapers while being ensured that all private data is deleted at the end of a session.

## Benefits

What are the benefits of using CommBox OS Accounts?

- Personalisation
  - Set your favourite wallpaper
  - Add and remove shortcuts to the homescreen
  - Move the tiles on the homescreen
  - Add and remove shortcuts in the sidebar menu
  - Change the order of shortcuts in the sidebar menu
  - Save your favourites
- Access to data stored in your cloud
- Easily save files to your cloud
- Save app data of your CommBox tools and use it across different CommBox displays
- Don't worry about remembering to log out - sessions can be set to different lengths and ended at any point

## Requirements

### CommBox Tools data:

If you have been using CommBox Rewards, Phonemes, Planner or Spinner and you have saved content, please update these apps in the app store before logging into CommBox OS Accounts.

Open each app before logging in for the first time. This process will move data into new folders, so they are not deleted when you login and out of CommBox OS Accounts.

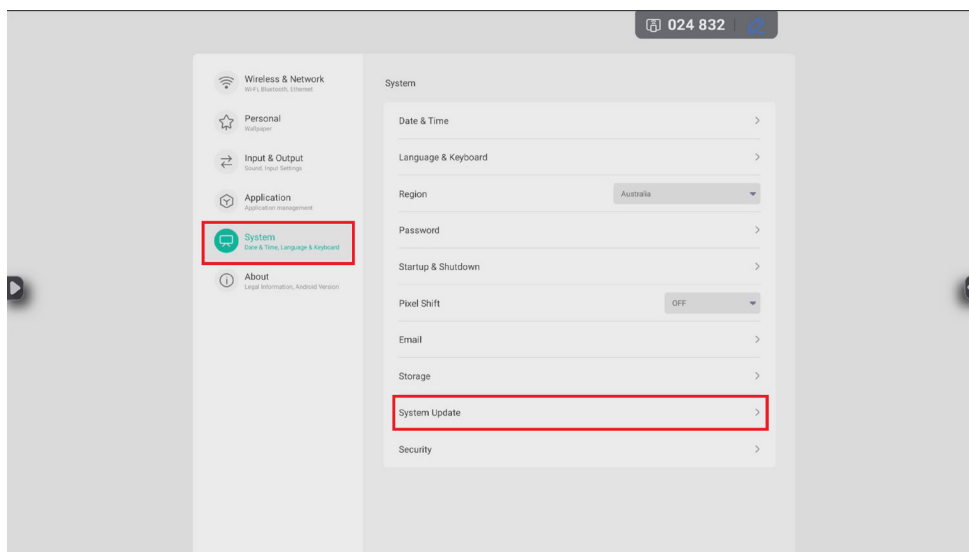
### Firmware:

In order to use CommBox OS Accounts, you will need to ensure the newest firmware has been installed on your screen.

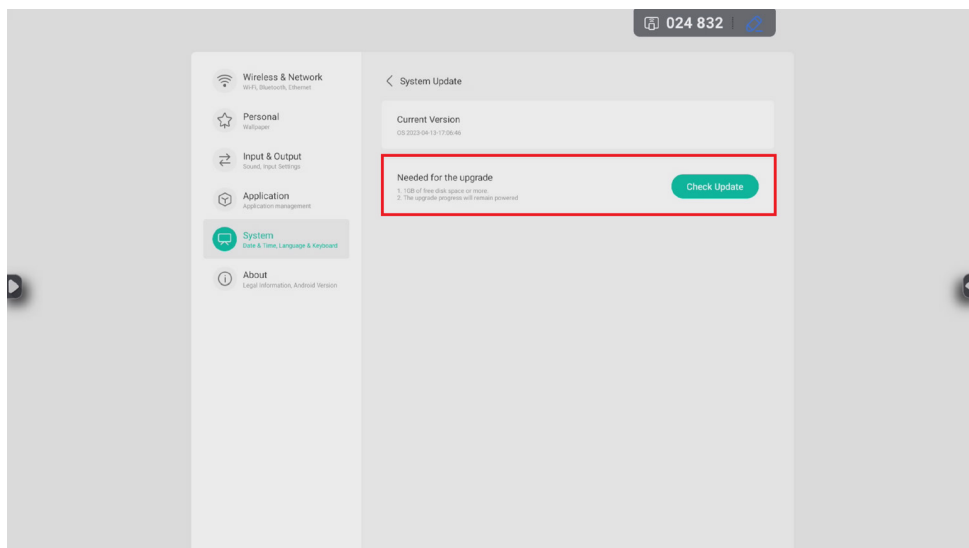
Open the settings menu from the side bar menu.



Go to the *System* tab and click on *System Update*



Select *Check Update* and if required update your CommbOX.



You will now be able to use CommbOX OS Accounts.

## Chapter 2: Logging in

### How to log into Accounts on your CommBox

Click on the sidebar menu on either side and select *Login* at the top.

There are two ways to login: [Scanning a QR code with a device](#) or [logging in through a browser](#)

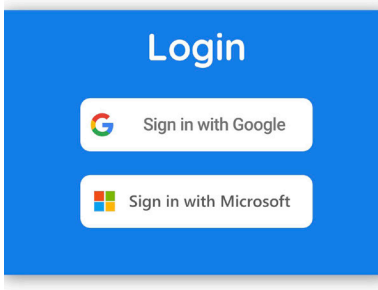
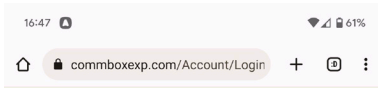
Note: If you don't have a login option at the top of the sidebar menu, you might need to update your CommBox firmware. See [Requirements](#) for update instructions.



#### Logging in using the QR code:

A QR code will appear in the middle of the screen. Scan this with your device.



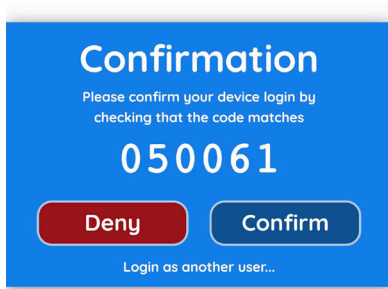
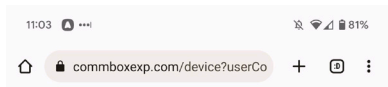


*Do it Better*

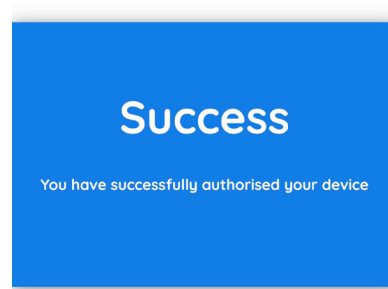
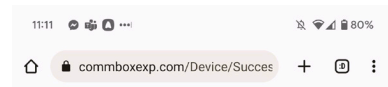


Choose whether you want to login with your Microsoft or Google credentials and confirm these details on your device. If you have 2 factor authentication turned on, you will be asked to confirm the login.

You will also be asked whether the code on your device and on the screen match.



*Do it Better*



*Do it Better*



Logging in through the browser:

If you do not want to use your phone or cannot access it at the moment, go to [commboxexp.com/device](https://commboxexp.com/device)

Enter the code you can see on the CommBox screen.



The screenshot shows the 'User Code' login screen. At the top, the 'commBOX Experience' logo is displayed. Below the logo, the text 'User Code' is centered, followed by the instruction 'Please enter the code displayed on your device'. A red rectangular box highlights a row of five empty input fields for the code. Below the input fields is a 'Submit' button, and a smaller link 'Login as another user...' is visible underneath.

*Do it Better*

Choose whether you want to login with your Microsoft or Google credentials and confirm these details on your device. If you have 2 factor authentication turned on, you will be asked to confirm the login.

You will also be asked whether the code on your device and on the screen match.



The screenshot shows the 'Login' screen. At the top, the 'commBOX Experience' logo is displayed. Below the logo, the text 'Login' is centered. There are two buttons: 'Sign in with Google' and 'Sign in with Microsoft', each with its respective logo icon.

*Do it Better*

**Confirmation**

Please confirm your device login by  
checking that the code matches

600077

Deny

Confirm

[Login as another user...](#)

*Do it Better*

**Success**

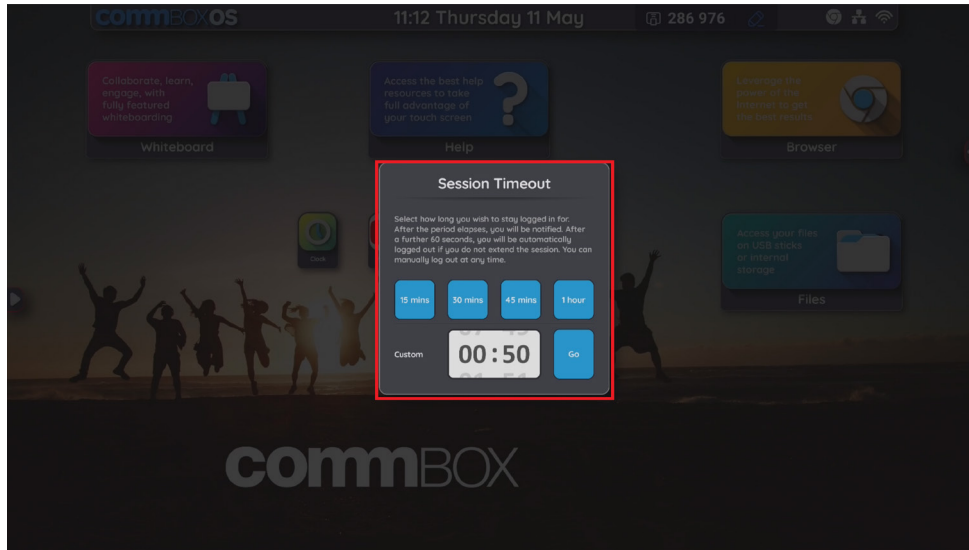
You have successfully authorised your device

*Do it Better*



## Setting up your session

Choose your session length by selecting one of the preset options or entering a custom length. The maximum length is 8 hours. At the end of your session, you will be automatically logged out but you can always extend your session before or log out earlier.



Once logged in, your customised settings such as the wallpaper, homescreen icons and sidebar screenshots will load.



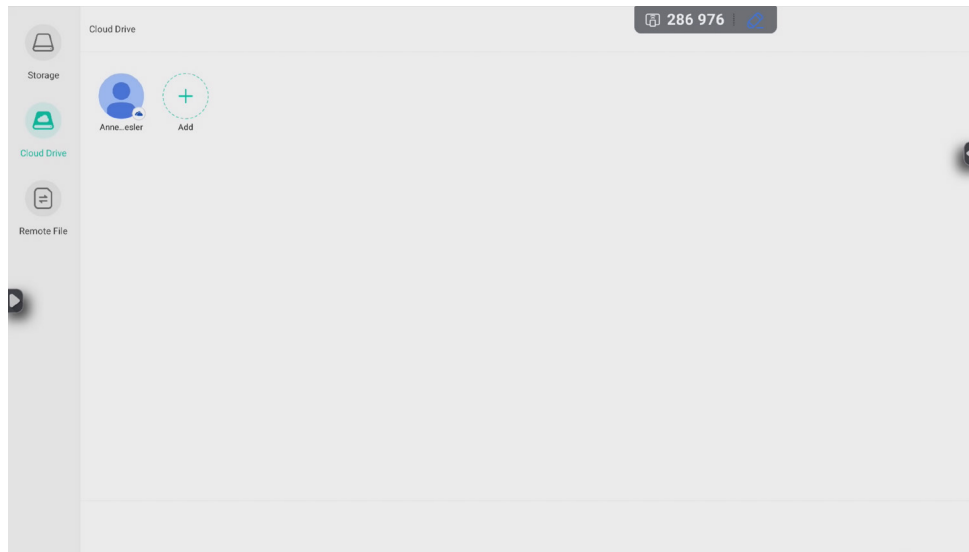
## Chapter 3: Being logged in

### Access to files in your cloud storage

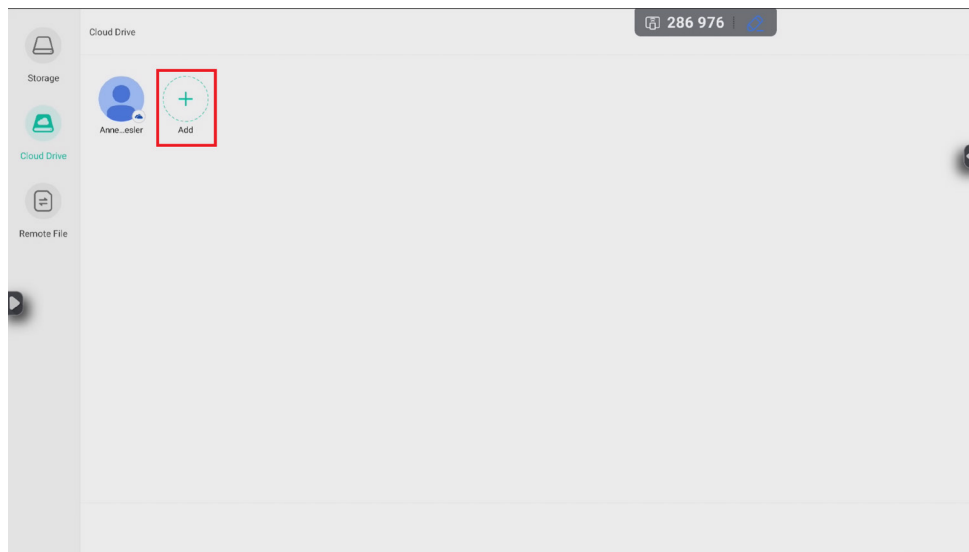
Once logged in, you can access your cloud storage by selecting the Files icon on the home or from the sidebar menu.



This means you can open any file from your cloud storage on the CommBox.



Your OneDrive is automatically added.

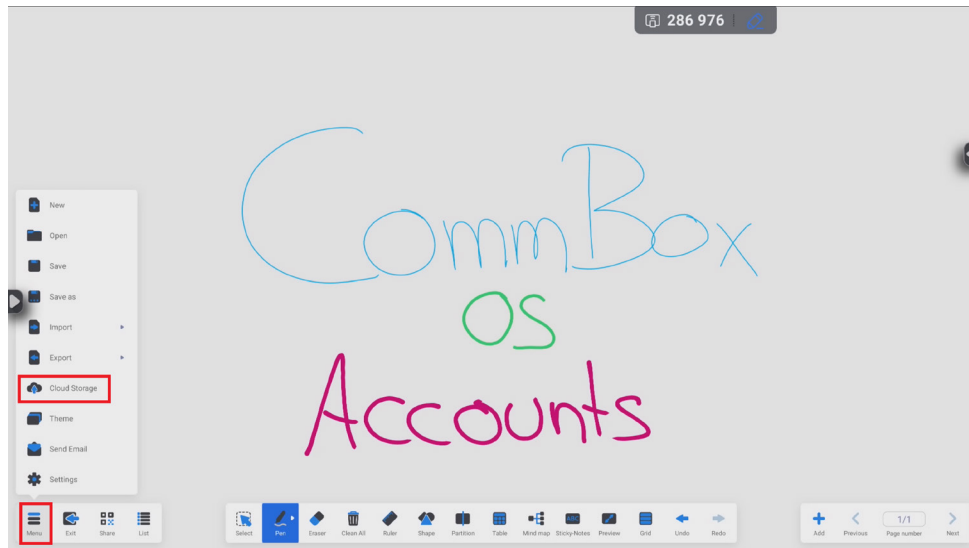


You can also add additional cloud drives by selecting *Add*. You can then manually add your Google Drive or another OneDrive. Please note that the additional cloud drives will be removed automatically when you log out of CommBox OS Accounts and won't be saved for next time.

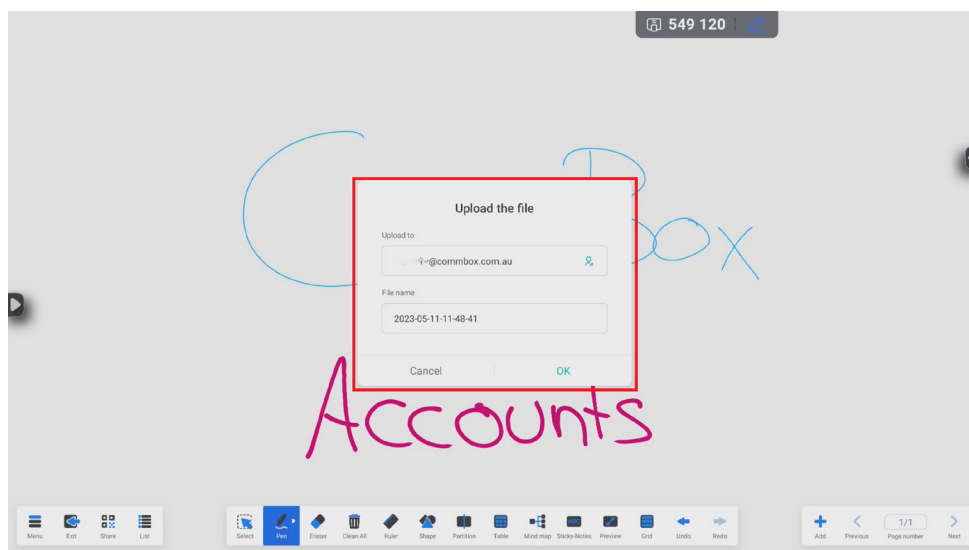
## Saving directly to your cloud storage

You are able to save files from your CommBox directly to your cloud storage.

Let's use a whiteboard file as an example: Once you have created a whiteboard file that you would like to save as an image, select *Menu* and *Cloud Storage*.



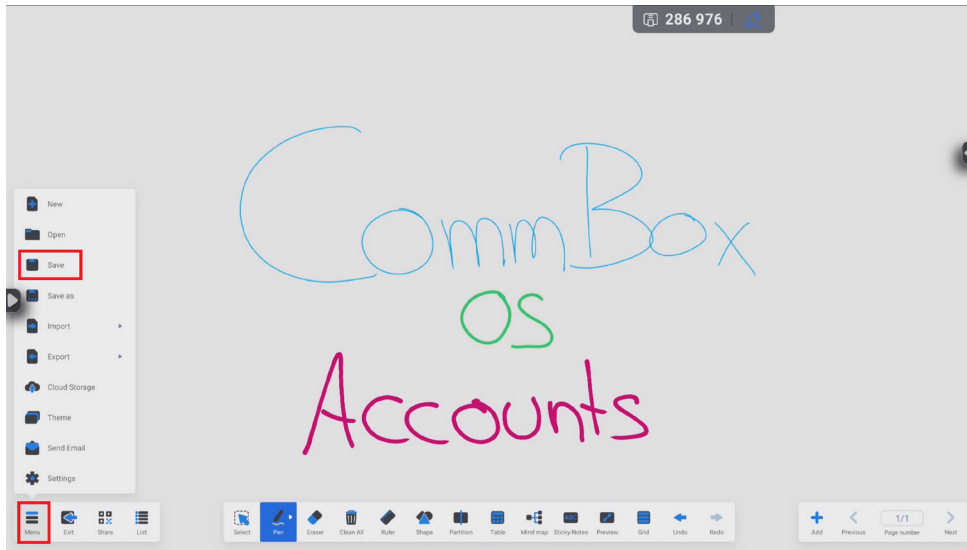
Confirm the location and file name and select *OK* to upload your file.



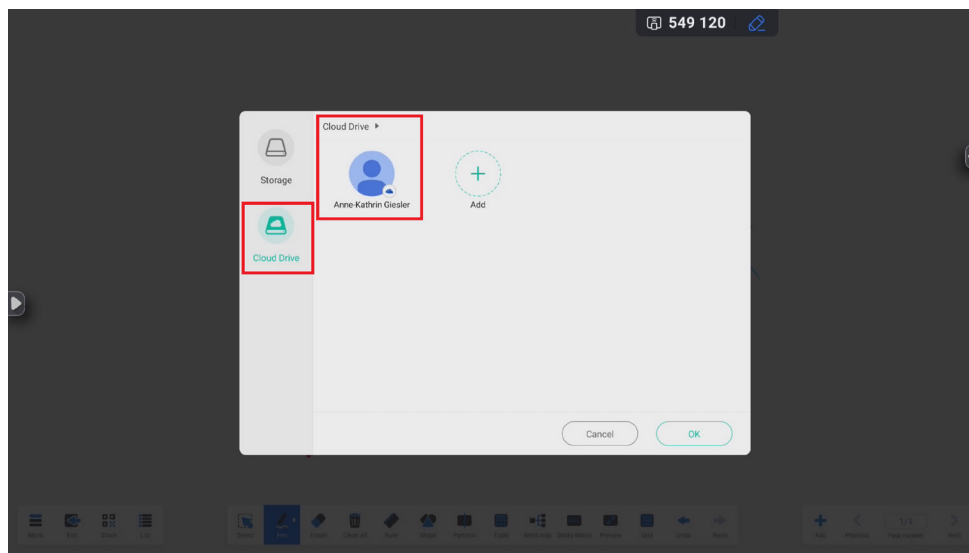
You are now able to access this file from any other device or any other CommBox while being logged in.

Please note that the file format saved is png and is not editable but can be shared.

If you would like to save an interactive whiteboard file and continue your work next time you log into any CommBox Interactive Classic S4 display, select Save.



Select your Cloud Drive, an appropriate location and select OK.



You can edit this .enb file and continue whiteboarding in future settings. Please note that you must save prior to logging out.

# Chapter 4: Logging out

## Logging out automatically

At the end of your session, the CommBox will automatically log you out of your session.

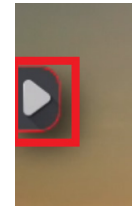
You can always check how much time is left of your session by opening the side bar menu and checking the top tab with your name.



When 5 minutes are left of your pre-selected session length, the sidebar icon will turn amber



When 2 minutes are left of your pre-selected session length, the sidebar icon will turn red.



At 1 minute, a pop up will show up offering you to extend the session if required.



At the end of your session, you will automatically be logged out. All whiteboard files, local storage, browser history and CommBox app data will be saved to your cloud and removed from the CommBox.

Note: If you have manually logged into non CommBox apps, any user data will not be automatically removed.

## Logging out manually

If you would like to log out manually before the end of your session, click on your name on the top of the sidebar menu.



Select *Log out* from the pop up in the middle of the screen.



All whiteboard files, local storage, browser history and CommBox app data will be saved to your cloud and removed from the CommBox.

Note: If you have manually logged into non CommBox apps, any user data will not be automatically removed.

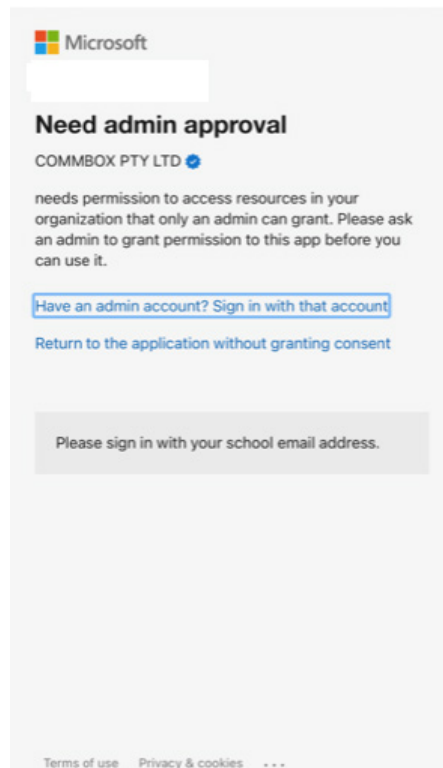


## Chapter 5:

# Troubleshooting

Please note the following to use CommBox OS Accounts successfully:

1. You must be connected to the internet to use CommBox OS Accounts
2. Your Microsoft or Google Admin must approve the use of CommBox OS Accounts for your organisation. All they need to do is log in and accept the admin check in box.



3. The date and time must be correct of your CommBox for CommBox OS Accounts to work.

## Chapter 6:

# Contact Details for FAQ's and Support

If you require further support with the Planner app, you can access our regularly updated knowledge base via our support portal: <https://commbox.com.au/support/>

Alternatively, you can also open a support ticket online:  
<https://support.commbbox.com.au/knowledge/kb-tickets/new>