1remote^{TM} Frequently Asked Questions:

- What is the relationship between 1remote and Kaleidescape, Inc.?

  1remote is part of LCA Soft Limited registered in England and is an independent company with no corporate relationship to Kaleidescape, Inc. LCA Soft Limited was founded by Jesper Madsen who is also a Kaleidescape systems owner.

- What do I fill in on the Kaleidescape^{TM} Server section of the settings screen?

  As a minimum you need to fill in the Kaleidescape Server IP and Port numbers. The application will try to auto detect the IP address of your server and the default port number of 10000 should be fine as is. If for some reason the auto detect fails then you can obtain it by pinging the Kaleidescape server via its System URL which defaults to "my-kaleidescape". Simply open a command prompt and type "ping my-kaleidescape" or "ping my-kaleidescape.local" on a MAC and the IP will be displayed e.g. "10.168.1.50". Note it's not recommended that you use the friendly name "my-kaleidescape" as the IP due to connection instabilities this can cause.
  If you enable the volume buttons option then volume control buttons will appear on the Now Playing screen and gestures (pinch in/out) for volume down and up can be used. When pressed these will send Kaleidescape user defined events e.g. VOLUME_UP_PRESS, VOLUME_UP_RELEASE, TOGGLE_MUTE that can be handled by a 3rd party systems controller to perform the actual volume control.

- What do I fill in on the Controller and Id sections of the settings screen?

  These settings are optional and should only be filled in if your home entertainment systems installer has programmed your 3rd party (AMX^{TM} / Crestron^{TM} or similar) control system to handle event notifications from the 1remote Kaleidescape application. This can be used to turn on/off TVs/audio/video sources and control the volume etc. for a particular room.

- Do I need to be connected to the internet for the application to work?

  No, but you do need to be connected your local WIFI network to be able to control your Kaleidescape system and synchronize your albums and movies.

- Why do my movies and albums not show up after I've synchronized?

  The 1remote application does not currently support Kaleidescape Parental Control. So to synchronize successfully this has to be turned off. You can turn it back on once done, but note that all movies and albums will show up on the iPad/iPhone.
  Also note that you server cannot be in standby mode when you synchronize as it only accepts a limited set of commands in this mode and the app will be unable to get movie details etc.

- My movies are showing up in the movie list as "þ: 20/…", what's wrong?

  Your server was likely in standby mode while you synchronized so the app could not get the movie details etc. Turn your server on and perform the synchronization again.

- The movie sync stops on movie number N, what's wrong?

  There is currently an outstanding issue with some Blu-ray titles (Harry Potter Deathly Hallows Part 1 is one of those) which can stop the movie sync on some of the Kaleidescape servers. However you can easily work around the issue and use the app by following the steps outlined below:

  Navigate to this URL in your browser:

  http://my-kaleidescape/movies

  Then choose the Download Excel Format option and save to file. Open it in Excel and delete the first row so that your first movie starts with index 1 in the Excel sheet. Then scroll down to index where the sync has stopped e.g. 85 and look at the movie title, - then go back to the movie list in the browser and move that movie to trash. Then try the sync in the app again and hopefully it will complete this time round, but if not then repeat the steps again (note you can re-use the same spreadsheet by just deleting the row of the deleted movie from it as well so that the indexes are aligned with the new movie list). If you choose to restore the movie from trash, after the movie sync completes successfully, then during another full movie sync it would fail again on that title, however the app has an option to sync the last N imported movies which should work without getting the issue.

  We are sorry for the inconvenience caused.

- Can I control/navigate the Kaleidescape server using swipe gestures?

  Yes. On the Now Playing screen you can use various swipe gestures to control the Kaleidescape on screen interface. The supported gestures are:
  - Swipe up / down / left / right with one finger to navigate menus and lists.
  - Swipe up / down with two fingers to send page up / down commands.
  - Tab once to select a Kaleidescape menu or list item.
  - Tab twice to send a play command when viewing Kaleidescape lists or covers. When resuming a movie you can also tab twice to send another play command meaning the movie will be resuming from the beginning.
  - Tab twice with two fingers to bring up the Kaleidescape menu or DVD menu if playing a movie.
  - While playing music or a movie you can swipe left / right to change to the previous / next track or chapter. Swiping two fingers left / right will send reverse and fast forward commands respectively.
  - On the Kaleidescape covers screen (on the TV) a shake will toggle between alphabetized and related titles.
  - If a 3rd party controller has been setup or the volume buttons have been enabled then a pinch inwards (fingers moving towards each other) will send volume down commands and a pinch outwards (fingers moving away from each other) will send a volume up command.

- Can I browse my media collection without being connected to my WIFI network?
  Yes, the application allows for offline browsing of your media collection. The application will try and connect to your server when started and if it fails or you cancel, will give you the option to browse your last synchronized media collection offline.

- What does the 'Please ensure that the movies are listed by title in the movie list view.' message mean?
  At present there is no Kaleidescape command for playing a movie, so it's done by filtering the movie list by the selected movie title and then playing the remaining movie. However if the Kaleidescape movie list is filtered/sorted by something else than titles e.g. genres etc. then the movie cannot be found and played. To resolve this simply make the movie list filtered/sorted by title – you can do this from the 1remote Now Playing screen, while viewing the movie list on the TV, by swiping left with one finger until the title column is highlighted and then tabbing once to select it.
  Also, if you have selected a Blu-ray movie, but are controlling a Player which cannot play Blu-ray titles, then the movie will not be visible on the Movie List, and thus cannot be found. If you wish to select Blu-ray movies, simply select a Blu-ray Player zone and try again.

- How do I resume from the start a movie?
  When the movie starts playing then simply tab twice to send a play command which will result in the movie starting payback from the beginning.

- How do I get music albums in the favorite collection?
  Go to the Kaleidescape music web utility (http://<Server>/user/music.html, where <Server> is either my-kaleidescape or my-kaleidescape.local (MAC) or the server IP address). Choose "My Collections" and click the "Create New Collection" link. Name the collection "favorites" and select it. Then simply drag and drop favorite albums into the collection. Next time you synchronize you should see the albums on the Favorite Albums tab.

- What's the difference between synchronizing from the Select Zone screen and the Settings screen?
  When synchronizing from the Select Zone screen you get different synchronization options whereas from the Settings screen a full system synchronize is performed which includes the Kaleidescape system details (i.e. number of players/zones etc.).

- What are the different synchronize options and what do they mean?
  The synchronize options are:
    - All Movies & Music – synchronizes all the movie and music metadata.
    - All Movies Only – synchronizes all the movie metadata.
    - All Albums Only – synchronizes all the music metadata.
    - New Movies & Music imports – lets you pick a number of last imported media to synchronize from the media import list.

  Note the last option will only pick up newly added items and not any deleted

items. So if you have deleted any media then this will still show up in the app and you should use one of the other synchronize options to remove these.

- Why can't I see album tracks in offline mode?
  Album tracks are not synchronized and can therefore only be shown when you are connected to your Kaleidescape system. If we were to synchronize the track details as well the synchronization process would take a lot longer.

- Why can't I see the volume buttons on the Now Playing screen?
  The zone off, volume up/down/mute buttons only appear if a controller IP and port number have been specified on the settings screen or if the volume buttons option is enabled. These should only be specified if integration with a 3rd party system controller has been implemented specifically for 1remote in your home by your home entertainment systems integrator.

- Can I play my Kaleidescape movies or albums directly on my iPhone/iPad?
  No. 1remote allows for remote control of your Kaleidescape system only and merely downloads and displays the Kaleidescape movie and music guide metadata.

- What are the 3rd party controller commands that the application sends?
  PLAY_ACTION_EVENT|<Room Id>|<Player SN>|Zone
     - Is sent from the Now Playing screen when a play command is sent to kscape.
  PLAY_MOVIE_EVENT|<Room Id>|<Player SN>|Zone|<Handle>
     - Is sent from the Movie Details screen when a play movie command is sent to kscape.
  PLAY_MUSIC_EVENT|<Room Id>|<Player SN>|Zone|<Handle>
     - Is sent from the Music Details screen when a play music command is sent to kscape.
  VOLUME_UP_EVENT|<Room Id>|<Player SN>|Zone
     - Is sent from the Now Playing screen for the volume up button.
  VOLUME_DOWN_EVENT|<Room Id>|<Player SN>|Zone
     - Is sent from the Now Playing screen for the volume down button.
  VOLUME_MUTE_EVENT|<Room Id>|<Player SN>|Zone
     - Is sent from the Now Playing screen for the volume mute button.
  ZONE_OFF_EVENT|<Room Id>|<Player SN>|Zone
     - Is sent from the Now Playing screen for the volume zone off button.
  ZONE_SELECTED_EVENT|<Room Id>|<Player SN>|Zone
     - Is sent from the Select Zone screen when a player/zone is selected.

  , where the <Room Id> is the Room Id specified on the settings screen of the iPhone application, <Player SN> is the serial number of the selected Kaleidescape player, <Zone> is the selected Kaleidescape player zone number, and <Handle> is the Kaleidescape handle id of the movie or album/track that will be played.
  Note these commands can be fully customized on the settings screen.

- I've imported a new movie and/or album, but I don't see it on my iPhone/iPad?
  To see newly imported movies and/or albums you have to synchronize your iPhone/iPad with your Kaleidescape system. This can be done my clicking the top right-hand refresh button on the Select Zone screen or the bottom right-hand refresh button on the Settings screen.

- Can I launch the 1remote app from within another app?
  Yes. You can launch it using the app URL: 1remote:// e.g. from an app:

  [UIApplication sharedApplication] openURL:[NSURL URLWithString:@"1remote://"]];

  It also supports a returnURL parameter that allows another app to specify a URL to return to from a HOME button on the Now Playing screen. The name of the HOME button can be customized via the URL by specifying a returnBtnName parameter. The following URL for example would add a button named DEMO PAD on the Now Playing screen to return home to the launching DemoPad app:

  1remote://launchApp?returnURL=DemoControlHD&returnBtnName=DEMO PAD

  Note if ':// ' isn't specified in the returnURL parameter then it will be automatically added.