

BD Rowa™ Vmotion

Things to know

Frequently asked questions

I have forgotten my password!

Use the **Forgot your password?** button on the login page and follow the instructions. You will receive a verification email which you can use to set up a new password.

How can I create my own posters?

A wide range of tools to create posters and videos is available online, such as Canva, Adobe Express, Microsoft PowerPoint, etc. Upload the result to the BD Rowa™ Vmotion Cloud in the **Media** section.

What are the requirements for uploading media?

To upload your own media to the BD Rowa™ Vmotion Cloud, the file needs to meet certain criteria. The platform will check your file during upload. You can always find the requirements on the upload page (*fig. 1*).

Will videos be played in full length?

Videos will always be played fully, regardless of the configured rotation time.

How can I hide certain pack sizes or prices?

To hide a product variant:

- 1 Search the product on the **Products** page.
- 2 Go to **Product variants** > **Visibility**.
- 3 Activate **Hide this product as a variant from the Vmotion pop-up** (*fig. 2*).

Product prices can be hidden in a similar way under **Product properties**.

Can I schedule the on and off times of my screens?

Most BD Rowa™ Vmotion screens can be programmed to turn on and off at set times, either directly on the screen or through the BD Rowa™ Vmotion Cloud. Consult the manual of your screen to find instructions on programming the on-off timer.

Can I use the product prices of my pharmacy IT system in the BD Rowa™ Vmotion Cloud?

The BD Rowa™ Vmotion Cloud supports automatic price updates. Please check with your pharmacy IT system whether this function is supported or subject to additional charges.

How will my team know about changes on the BD Rowa™ Vmotion?

Inform your team about any changes you make. Use the screen to present the changes. This is also a great moment to ask the team for feedback.



Want to learn more?

Visit the BD Rowa™ Customer Learning Center at <https://clc.rowa.de>.

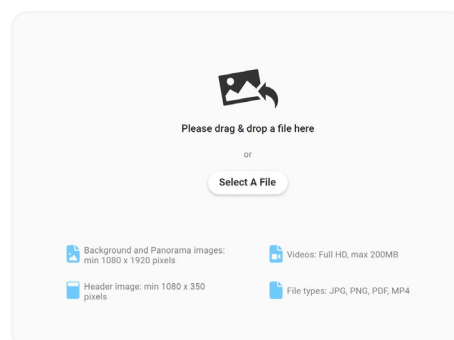


Fig. 1 - Uploading media

Visibility



Hide this product as a variant from the Vmotion pop-up

Fig. 2 - Hiding products

Troubleshooting

Your created content is not visible on the BD Rowa™ Vmotion screens.

- Check if the content is added to the active playlist in the BD Rowa™ Vmotion Cloud.
- Wait a few minutes - the update time is approximately 5 minutes.
- Make sure the BD Rowa™ Vmotion has an active internet connection.

Reporting missing products, incorrect prices, or incorrect images

To report missing products or pack sizes:

- 1 Search the product on the **Products** page.
- 2 Click **Report missing product** (fig. 3).
- 3 Fill in all required data.
- 4 Click **Send request**.

To report incorrect prices or product images:

- 1 Search and select the product on the **Products** page.
- 2 Go to **Product properties > Report issue**.
- 3 Fill in all required data.
- 4 Click **Report issue** (fig. 4).

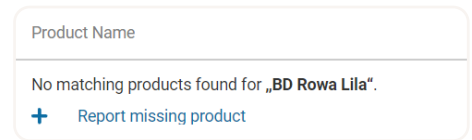


Fig. 3 - Reporting missing products



Fig. 4 - Reporting issues


Other issues

A number of issues may cause the system to not work as intended. For example: the app is frozen or not responding to touch, the error message "Connection error" appears or the screen stays black.

In case of issues, we recommend trying the following troubleshooting steps:

- 1 Make sure all cables are connected properly.
- 2 Restart the BD Rowa™ Vmotion app. You might need an external keyboard or mouse if the touch controls are not working.
- 3 Turn the screen off and on.
- 4 Restart the system.

If any issues persist after trying these steps, please contact BD Rowa™ Service.

 When restarting the screen or system, make sure to wait at least 20 seconds before turning the device back on.

NUCs

Some BD Rowa™ Vmotion installations use separate small-form computers called NUCs, which are connected to the screen. The BD Rowa™ Vmotion application will be running on the NUC.



To access the NUC, grab the bottom of the screen and gently pull forward. You can fix the screen in this open position using the spacer brackets (if available) (fig. 5).

Click or scan the QR code to watch a video on how to restart the NUC.

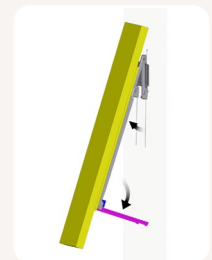


Fig. 5 - Spacer bracket

If you have any questions, please contact BD Rowa™ Service.

This document does not replace the operating instructions. The contents of the operating instructions must be read carefully and followed!

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