BD Rowa
Quick Guide

Vmotion FAQ – Things to know

1. **Forgot your password?**

   If you have forgotten the password. Click on the link and follow the instructions. You will receive a verification email, this must be confirmed.

2. **Do you like to create your own poster?**
   Use the wide range of tools available, such as Canva, Adobe Express, Microsoft PowerPoint, etc. and upload the result to the BD Rowa™ Vmotion Cloud.

3. **A new planogram was created, or the playlist was adjusted.**
   Inform your team about the changes. Present and communicate the changes. Use the time on the BD Rowa™ Vmotion screen to demonstrate the news.

4. **Playing videos in full length.**
   The display of the videos is independent of the set rotation time of your screens.

5. **You would like to transfer your inventory management prices automatically to the Vmotion Cloud.**

   BD Rowa offers a free solution for this. Please check with your pharmacy IT system whether this function is supported or is subject to additional charges.

6. **Setting the time on the monitor:**
   Please refer to the user manual of your monitor manufacturer. If you are using a Technipad device, the changeover is automatic.

7. **Report missing products, package sizes, incorrect price, or image information to BD Rowa conveniently in just a few steps:**

   a) Report missing product:
   Menu item Products, search product,
   Report missing product,
   fill in data –> Send request.

   b) Incorrect RRP prices or product images:
   Menu item Product, search product,
   select article, product properties, Report issue,
   fill in data –> Report issue.

   (i) If you use our price updater, this program item is not available. Depending on the authorities or manufacturer we change the data immediately.

8. **You don't want to display all available pack sizes or prices.**

   Hide a product variant:
   Menu item Product, search product, Product variants, Visibility: Activate: Hide this product as a variant from the Vmotion pop-up.

   Hide price:
   Menu item Product, search product, product properties, Prices: Hidden.

BD Rowa™

BD Rowa
Quick Guide

Vmotion FAQ – Possible errors

1. The screens are not responding.

If your monitors do not respond, first check the plug connection of all cables.

Otherwise, press the NUC power button until you hear a click to reboot the NUC. After waiting 30 seconds, you can switch it on again.
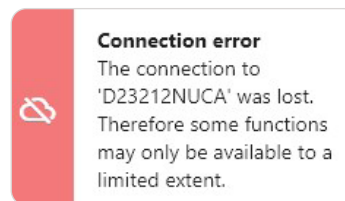
Also take a look at our instruction video.

Accessing the NUC:

a)   You can reach the NUC via the screens site.

b)   If it is installed behind the monitor, pull the screen forward on the bottom part and attach the spacer bracket as shown in the illustration. Some installations may not have a spacer.

1.1. Error message: Connection error

Connection error
The connection to 'D23212NUCA' was lost. Therefore some functions may only be available to a limited extent.

Restart the main NUC (located by the left monitor).

ⓘ   For this purpose, use the letter indication in the upper area! As an example, NUC-A is mounted on the left, NUC-B on the right. The assembly is continuous.

1.2. Black Screen

a)   Restart the main NUC.

b)   Check the HDMI source.

c)   Turn on the monitor.

d)   Check the power supply if necessary.

2. Your created content is not visible on the Vmotion screens.

There may be one of the following reasons for this:

- The transmission time is approx. 5 minutes.

- The playlist or schedule has not been updated.

- The internet connection is interrupted. Check the router and NUC and restart them if necessary. Also check all cable plug connections.

If you have any question, don't hesitate to contact your local service desk.

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

bd.com/rowa