



# iViewer User Guide

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## Introduction

This document has been created for system integrators to install and setup the iViewer application on an iPad, iPhone or iPod Touch for integration into home automation systems.

More information on the CommandFusion software products can be found at [www.commandfusion.com](http://www.commandfusion.com)

## What is iViewer?

CommandFusion iViewer is an application for the iPhone or iPod Touch that communicates over Ethernet with various hardware and software such as home automation systems (eg. our own CommandFusion hardware, Crestron, AMX, GlobalCache). There is a built-in protocol for advanced Control Systems such as Crestron, documented in our Control Systems Protocol document, or you can send/receive data in any protocol format.

## Requirements

- iPad, iPhone or iPod Touch with 4.0 firmware or above.
- PC (or Mac with VM software) running Windows XP.
- .NET 3.5 SP1 Framework
- WiFi network with internet access.
- iTunes Store account.

## Installation

To install iViewer on an iPad, iPhone or iPod Touch, please follow the procedure below:

1. On your iPad, iPhone or iPod Touch, open the App Store.
2. Press the 'Search' button in the bottom menu to access the Search page.
3. Search for 'iViewer'.
4. Select 'iViewer 4' from the search results (or whatever is the latest version).
5. Press the 'Free' button, followed by 'Install'.
6. Enter your iTunes Store account details.
7. The device will then go back to the home menu and begin installing.
8. Once finished, the iViewer app icon (blue CF Logo) will be visible.
9. Installation is now complete.

## Setup

Before launching the application, the settings must be entered. Otherwise the default built-in GUI will load, which shows nothing but a basic introduction screen.

To change the settings:

1. Open the 'Settings' application on your device (silver icon with gears).
2. Scroll to the bottom and select 'iViewer' from the list.
3. Enter the URL to the custom GUI file created with guiDesigner. If you are setting up for the first time, please refer to the 'Upload Custom GUI' section of this document for more details.
4. If you want the GUI to be updated from the file path on every load (when making changes to the GUI for example) turn ON the 'Reload GUI Layout' option. Same goes for the image assets – turn ON 'Reload GUI Assets' to force them to be loaded each launch.
5. If the GUI is finalized, ready for use, you can turn OFF the 'Reload GUI' options and it will use a local cache. This disables the GUI file updating and makes loading times much quicker.
6. When doing frequent uploads for testing, also disable 'Allow Multitasking'. Otherwise you will need to force close the app each time (by double clicking the home button on your device).
7. Simply press the home button on the device (hard button below the screen) to save the settings and be taken back to the home screen.

## Launching iViewer

To launch iViewer, go to the home screen on your iPhone or iPod Touch and select the iViewer icon (blue CF logo).

iViewer will now launch and try to download your GUI, as specified in the settings described above.

If the connection fails, you will be shown an error message. Please ensure the connection details are correct for the GUI file path.

## Upload Custom GUI

Once you have completed designing a custom GUI using our guiDesigner software, you have a few options on how to upload the GUI file to the iPad/iPhone/iPod Touch.

The first option is using the Upload Service from within guiDesigner itself. Follow these steps to start the upload process using guiDesigner:

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1. Open the project you wish to upload in guiDesigner. Make sure the project or any of its pages are selected in the project tree view.
2. Open the 'Upload Service' dialog from the File menu (F12).
3. By default the upload service will use port 8019. To change this port, simply change the Port text box before starting the upload server.
4. Press the start button. The connection details will be shown below the start button when the service successfully starts.
5. Make sure the 'Upload Service' window stays open. If this window is closed the Upload Service will be stopped.
6. In the iPad/iPhone/iPod Touch CF iViewer settings, change the GUI URL to point to the address as shown on the Upload Service dialog.
7. Ensure the 'Reload GUI Layout' option is turned on.
8. Close the settings and launch iViewer on the iPad/iPhone/iPod Touch, after ensuring the WiFi connection is connected to your local network.

The GUI file will then load and be cached onto the device itself. All aspects of the GUI file will be cached, including images.

Once the GUI file has been cached, you can go back into the iViewer settings and turn the 'Reload GUI Layout' and 'Reload GUI Assets' options OFF. This will force iViewer to use the cache each time it is launched.

Another option of uploading the GUI file is to place it on any webserver, such as Crestron's built-in webserver, or any web host you may have access to. Then you can follow the above steps 6 – 8, but use the full path to the GUI file instead of the guiDesigner address. For example, <http://mydomain.selfip.org/projectname.gui>

This has the benefit of still being accessible long after guiDesigner is closed, and allows you to make remote updates to a clients GUI by getting them to simply toggle the 'Reload GUI Layout' setting on their device. Ensure they also toggle it back off after the new file has been cached.

## Device Management

All devices must be registered within the GUI file itself that is going to be loaded. Follow the steps below to correctly register your devices:

The easiest way to obtain a device's unique Device ID is to follow the instructions in our wiki:

<http://www.commandfusion.com/wiki2/software/iviewer/licensing/retrieving-your-device-id>

Follow the below instructions to obtain the Device ID using guiDesigner:

1. Follow steps 1 to 8 in the 'Upload Custom GUI' details above.
2. In the Upload Service dialog in guiDesigner, the device will report its unique Device ID when it connects to guiDesigner to retrieve the GUI file. The Device ID will automatically load into the 'Connected Device ID' text box.
3. Copy the Device ID (from the Connected Device ID text box)

After you have obtained the Device ID, follow these instructions to register your device:

1. Open up your favorite web browser and navigate to our website:  
<http://www.commandfusion.com/myaccount.html>.
2. You must login (or create a new account) and you will then be presented with a list of your currently registered devices.
3. If the current device is not already registered, press the 'Order Licenses' button on the webpage. If you have already ordered a license, please skip to step 6.
4. Follow the on screen instructions to purchase license(s) for your devices from our online store.
5. Once you have purchased licenses for iViewer, select 'register new device' from the 'my account' side menu.
6. Here you select 'iViewer' from the product list, enter a name for your device (any name, just for your records) and paste the Device ID you copied using one of the methods above. Then press Continue.
7. The final step will show you the devices registration code. It will also be emailed to you for future reference.
8. Now go back to guiDesigner, File > Manage Devices... and enter the name of the device (use the same name entered in step 6 to help you remember which device the registration code belongs to and which devices you have registered the GUI for) and paste the registration code into the Registration Code text box on the Manage Devices dialog.
9. Finally press the 'Add' button. The newly registered device will appear in the list of registered devices for the current GUI file.
10. Now save your guiDesigner project.

The device is now registered to run the current GUI file. You need to save the GUI project within guiDesigner again before uploading it to the device for the registration to take effect.

**Please Note:** If a device is not registered to load a selected GUI file, page flips and subpages will be disabled. This limits the device to loading a single page, with both portrait and landscape views still operational.

See our wiki for more details on licensing:

<http://www.commandfusion.com/wiki2/software/iviewer/licensing>

Devices can be removed from the list of registered devices by right clicking and choosing 'Remove Device'.

### Support

For further support using CommandFusion iViewer, please view the support documents available on our website.