Atrium — Installation Manual

For onsite IT staff installing the Atrium kiosk app on a new or factory-reset Android TV.

Download the installer (Android phone — recommended)

Provision TVs from your Android phone over the hotel Wi-Fi — no laptop. Install the APK (allow "unknown sources"), join the same Wi-Fi as the TV, and run it.

No Wi-Fi on the TV network?

The installer runs on an Android phone, and the phone has to be on the **same network as the TVs**. At some sites the TVs are on a cabled network with no Wi-Fi access point anywhere on it, so there is nothing for the phone to join.

You do not need the building to have Wi-Fi. You can turn a laptop into a temporary Wi-Fi point: plug it into the TV network with a cable, and share that connection over its Wi-Fi for the phone to join. **Nothing changes on the TVs.** They stay exactly where they are on the cable.

What you need

A laptop with Wi-Fi, a network cable, and a live network point on the TV network. If there is no spare point, unplug a TV for a few minutes and borrow its point. On a MacBook you will also need a USB-C to Ethernet adapter.

Windows 11

1. Plug the network cable from a TV network point into the laptop.
2. Open **Settings**, **Network & internet**, and make sure **Wi-Fi** is switched **On**. It does not need to connect to anything. It just has to be on, because that radio becomes the hotspot.
3. Go to **Settings > Network & internet > Mobile hotspot**.
4. Set **Share my internet connection from** to **Ethernet**. This is the important one. It must say Ethernet, not Wi-Fi.
5. Set **Share over** to **Wi-Fi**.
6. Under **Properties**, click **Edit** and set a network name and a password of at least 8 characters. Write both down.
7. Switch **Power saving** off, so the hotspot does not shut down between rooms. Left on, Windows turns it off after five minutes with no devices connected.
8. Turn **Mobile hotspot** on.

Windows 10

1. Plug the network cable from a TV network point into the laptop, and make sure Wi-Fi is switched on.
2. Go to **Start > Settings > Network & Internet > Mobile hotspot**.
3. Set **Share my Internet connection from** to **Ethernet**.
4. Set **Share over** to **Wi-Fi**.
5. Click **Edit** to set the network name and password, then switch **Power saving** off.
6. Turn on **Share my Internet connection with other devices**.

M Mac (macOS Ventura and later)

1. Connect the Mac to the TV network by cable, using a USB-C to Ethernet adapter if needed.
2. Go to **Apple menu > System Settings > General > Sharing**.
3. Find **Internet Sharing** and click the **i** (Configure) button next to it.
4. Set **Share your connection from** to **Ethernet**.
5. Under **To devices using**, switch on **Wi-Fi**.
6. Click **Wi-Fi Options**. Set a **Network Name**, set **Security** to **WPA2/WPA3 Personal**, and set a password. Do not leave the security set to none. Click **OK**.
7. Turn **Internet Sharing** on and confirm when prompted.

On older macOS (Monterey and earlier)

The same thing lives under **System Preferences > Sharing > Internet Sharing**.

→ Then run the install from the phone

1. On the Android phone, join the network name and password you just set.
2. If the phone warns that the network has no internet access, choose to stay connected.
3. Open the Atrium Installer app and provision the TV as normal.

Keep the laptop plugged into power, awake, and within Wi-Fi range of the room you are working in, or carry it with you as you go.

If the Mobile hotspot toggle is greyed out or missing

Either Wi-Fi is switched off on the laptop, or your IT department has blocked the feature by policy on that machine. If it is policy, that laptop cannot be used and you will need a different one. If Ethernet does not appear in the list to share from, the cable is not being detected: try another cable or another network point.

Doing a whole site?

A small travel router set to access point mode does the same job more reliably for around R400. It plugs into a TV network point, creates the Wi-Fi itself, and takes the laptop out of the process entirely. Worth buying if you are installing more than a handful of rooms.

The Windows installer has been withdrawn

It is no longer offered for download. Android is the only supported installer route: Windows has compatibility issues with Android TV, while the provisioning runs natively on an Android phone, which is why phone installs are reliable. If your TVs are on a cabled network with no Wi-Fi, see No Wi-Fi on the TV network? above rather than looking for the old EXE.

What's in this guide

No Wi-Fi on the TV network? — use a laptop as a temporary Wi-Fi point

Before you start — what you need on hand

Phase A — Prepare the TV (~3 minutes, remote control)

Phase B — Run the installer (~1 minute, Windows laptop)

Phase C — Verify it worked (~30 seconds)

Troubleshooting

Before you start

YOU WILL NEED

- [ ] A Windows laptop with WiFi
- [ ] The hotel WiFi network name (SSID) and password
- [ ] The TV's remote control and a clear view of the screen
- [ ] The room number the TV will be installed in
- [ ] About 5 minutes per TV

How long does each TV take?

Around
5 minutes
total. The longest part is the TV's setup wizard (~3 minutes with the remote control). Once Network ADB is enabled, the installer does everything else in about 30 seconds.

Phase A Prepare the TV

This part must be done with the **TV remote control**. There is no way to skip it — the TV needs to be on a network and have Network ADB enabled before the installer can talk to it.

1 Factory reset (only if the TV has been used before)

If this is a brand-new TV still in the box, **skip this step** and go to step 2.

If the TV has been used before, you must factory reset it first. The Atrium kiosk mode requires "Device Owner" rights, which Android refuses to grant if any Google account is signed in.

1. On the TV remote, press `Home`, then open **Settings**.
2. Go to **Device Preferences → Reset → Factory data reset**.
3. Confirm and wait for the TV to reboot. This takes about 2 minutes.

2 Walk through the first-time setup wizard

When the TV finishes rebooting, it will show its first-time setup wizard. Walk through it as follows:

1. **Pick a language** (English).
2. **Connect to the hotel WiFi network.** This is the only chance to do this through the wizard — once the kiosk app is installed it will lock down the network settings.
3. If asked to **sign in to a Google account: skip this step**. Look for "Skip", "Use TV without Google account", or just press Back. **Do NOT sign in.**
4. Skip everything else (location, terms, app suggestions) until the wizard finishes.

> **Do not sign in to a Google account**
>
> If a Google account ends up on the TV, the installer will fail with "Device owner could not be set" and you will have to factory reset and start over.

3 Enable Developer Options

Android hides Developer Options by default. To turn them on:

1. Open **Settings → Device Preferences → About**.
2. Scroll down to the **Build** entry (it's the last item).
3. Click `OK` on the **Build** entry **7 times in a row**.
4. After the 7th click, the TV will show a small message saying "*You are now a developer*".

4 Turn on Network ADB

"Network ADB" is what lets the installer talk to the TV over WiFi.

1. Press `Back` until you are at **Settings → Device Preferences**.
2. You should now see a new entry called **Developer Options**. Open it.
3. Turn on **ADB debugging** (it may be labelled "USB debugging" on some TVs — same thing).
4. Turn on **ADB over network**. You should see an IP address appear, for example **192.168.1.42:5555**. You don't need to write this down — the installer will find it automatically.

The TV is now ready.

Leave the TV on and on this screen while you run the installer. Move to your Windows laptop.

Phase B Run the installer on your laptop

This Windows route is being decommissioned.

Android will be the only supported installer route. Windows has compatibility issues with Android TV. The provisioning runs natively on an Android phone, which is why phone installs are reliable. If you have an Android phone, use the Android APK instead and skip this whole phase.

Make sure your **Windows laptop is on the same WiFi network as the TV**. If they are on different networks (e.g. laptop on hotel guest WiFi, TV on hotel staff WiFi), the installer will not find the TV.

5 Download and launch the installer

1. Use the copy of **HotelTvProvisioner.exe** you were supplied. It is no longer offered for download here: the Windows route has been withdrawn, so if you do not already have it, use the Android installer above instead.
2. Save the file somewhere you can find it (Desktop or Downloads).
3. Double-click **HotelTvProvisioner.exe** to launch it.

If Windows shows a SmartScreen warning

Click "*More info*", then "*Run anyway*". This warning appears for any new EXE that hasn't been widely downloaded yet — it is safe to proceed if you downloaded the file from `ota.mndev.co.za`.

6 Click through the welcome screen

The installer opens to a Welcome screen explaining what it will do. Read it, then click **Start**.

The next screen ("Prepare the TV") is a reference for what you just did in Phase A. If the TV is already prepared, click **The TV is ready — find it**.

7 Pick the TV from the discovery list

The installer scans the local WiFi network for Android TVs with Network ADB enabled. After 1–2 seconds, your TV should appear in the list, showing the brand, model, and Android version, for example:

- `Skyworth SWTV-22TGS-4K (Android 11) — 192.168.1.42:5555`

Click your TV to select it. If you have multiple TVs to install, just pick the one you're working on now — you will run the installer once per TV.

The TV will show an "Allow USB debugging?" prompt

The first time the installer talks to a TV, the TV pops up a small dialog asking "*Allow USB debugging from this computer?*". On the TV remote:

- Tick the box that says **"Always allow from this computer"**.
- Click **OK** / **Allow**.

Once selected, click **Use this TV**.

8 Configure brand and room number

The "Configure this TV" screen asks for three things:

- **Brand:** Usually auto-detected — verify it shows Skyworth or TCL correctly.
- **Room number (required):** Type the room number this TV is in, e.g. `101` or `Suite 3A`.
- **Cast server (optional):** Leave blank if you don't know. The hotel can configure this later from the app's Settings → Cast Server.

Click **Provision** when ready.

9 Wait for provisioning to complete

The installer now runs about a dozen steps in sequence:

- Downloads the latest Atrium app from this server
- Installs the app on the TV
- Sets it as the Device Owner (kiosk mode)
- Makes it the home launcher (so the TV always boots into Atrium)
- Disables Google's launcher, screen saver, sleep timers, HDMI CEC, and similar TV-side automation
- Applies the room number
- Verifies that all of the above stuck

This takes about **60 seconds**. Each step shows a green tick as it completes. Do not unplug the TV or close the installer during this time.

> **When all steps are green:**
> the TV is provisioned. Click
> **Finish**
> .

Phase C Verify it worked

10 Check the TV

Look at the TV. You should see the **Atrium home screen** — not the Google TV launcher.

If you don't, wait 30 seconds (some Skyworth panels take a moment to switch launcher).

Check that:

- The room number shown on the TV matches what you typed in step 8.
- Pressing the remote's `Home` button always returns to the Atrium home screen, even from inside a streaming app.
- The TV doesn't go to sleep after a few minutes (it shouldn't — sleep is disabled).

11 Check the portal

On your laptop, open https://ota.mndev.co.za. Within about a minute of the TV's first boot, it should appear in the device list with its room number.

If it doesn't show up after 2 minutes, see "TV doesn't appear in portal" in the troubleshooting section below.

You're done with this TV.

Click
Provision another TV
in the installer (or close it) and move on to the next room.

Troubleshooting

The TV doesn't appear in the discovery list

Causes, in rough order of frequency:

- **Laptop and TV are on different WiFi networks.** Check the laptop's WiFi icon and the TV's **Settings → Network**. They must match exactly.
- **"ADB over network" got turned off.** On the TV: **Settings → Device Preferences → Developer Options → ADB over network**. Toggle it off and on again.
- **The hotel WiFi blocks device-to-device traffic.** Some hotel networks isolate clients. If you suspect this, connect both laptop and TV to a phone hotspot for the duration of provisioning.
- Click **Scan again** in the installer.

"Device owner could not be set" / "Failed to set device owner"

This almost always means a Google account got signed in to the TV at some point. Android forbids granting Device Owner once an account exists.

Fix: factory reset the TV (Phase A step 1) and start over. When walking the setup wizard, **do not** sign in to a Google account.

"TV is not responding" / connection lost mid-provisioning

The TV briefly dropped off the network. This sometimes happens right after Device Owner is granted because the TV restarts adbd.

Fix: close the installer, run it again, pick the same TV. The installer is safe to re-run — already-completed steps will be detected and skipped.

"Allow USB debugging?" prompt doesn't appear on the TV

If the Atrium app is already installed (i.e. you're re-provisioning), the kiosk mode may be hiding the system dialog.

Fix: on the TV, navigate to the Atrium app's **Settings**, click **"Device Info"** 5 times — this temporarily exits kiosk mode. The ADB authorization dialog should now appear.

The TV boots to Google's launcher instead of Atrium

This is usually because the Atrium app didn't manage to claim the home launcher slot in time on first boot.

Fix: on the TV remote, press `Home`. Android will offer a chooser — pick **Atrium** and tick **"Always"**.

If the chooser doesn't appear, re-run the installer against this TV.

The TV doesn't appear in the portal device list

The TV reaches out to the portal when it first boots into the Atrium app.

- Confirm the TV is connected to the internet (open any settings menu on the TV; if your WiFi shows "Connected", it has internet).
- Reboot the TV: unplug for 10 seconds, plug back in.
- Wait 2 minutes. The TV registers on first boot.
- If still missing, the room number may be a duplicate — try a different one.

Skyworth TVs only: the TV restarts unexpectedly

Skyworth panels have aggressive HDMI-CEC and "no-signal auto-off" behaviour that can cause phantom shutdowns. The installer disables these, but if you're seeing reboots:

- **Do not use the TV's software reboot** (Settings → Restart). On Skyworth this can corrupt the window manager. Always power cycle by unplugging.
- Verify the TV is not connected to any HDMI source that might be sending CEC standby commands.

Need help?

Contact MN technical support and include:

- The TV brand and model (visible in the installer's discovery list)
- The room number you tried to assign
- A screenshot of the installer at the point it failed (Windows: `Win` + `Shift` + `S`)
- The hotel name