



SETUP SCREEN FLOWS

SNOW WHITE

6-29-26

Brandon Zdany

Inspiring the world to work out

SETUP INSTRUCTIONS

SNOW WHITE SETUP REQUIREMENTS

Hardware Requirements

- Casting Box + Mounting Bracket
- LG Setup Remote + IR Sensor
- PC
- USB Flash Drive

Software Requirements

- Console SW Requirements: v**5.13.30** or later
- Minimum Casting Box SW Requirements:
 - US Version: v**03.55.90**
 - EU Version: v**03.70.50**

SNOW WHITE INSTALLATION TIMING

Setup Procedure Time Study

User Input: Power

- Casting Box Boot: ~30 sec
- Pro:Centric Server Setup: ~2 min

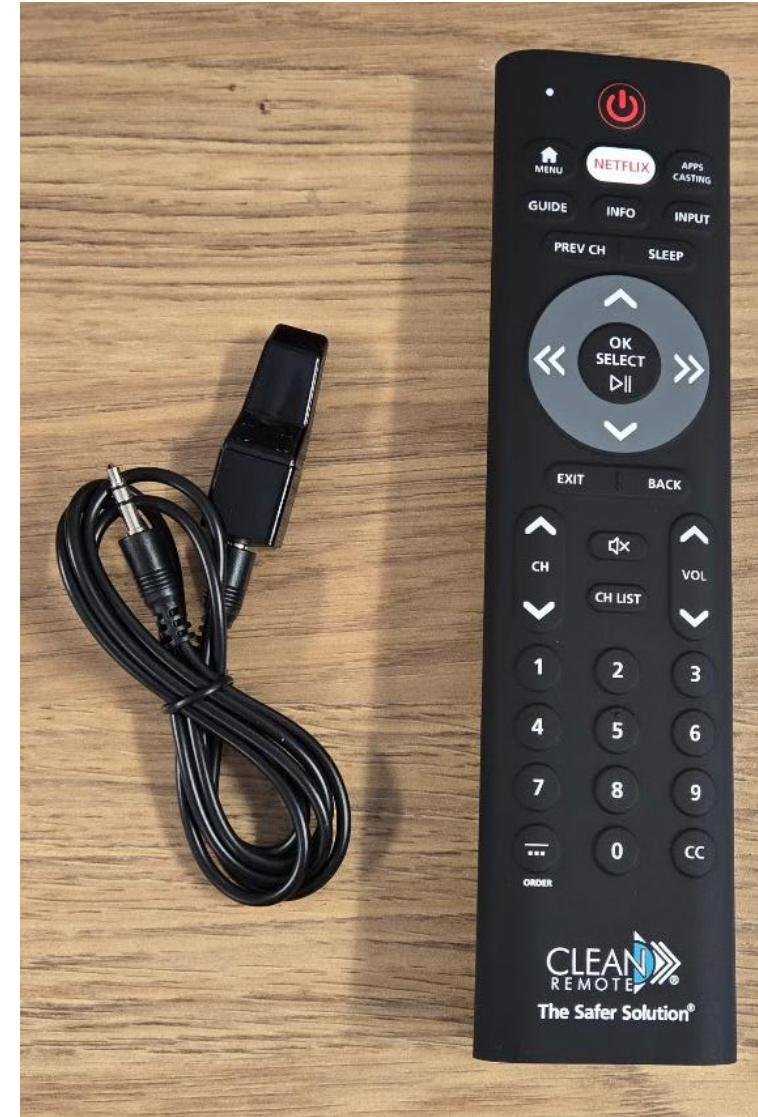
User Input: Power

- Casting Box Boot: ~30 sec
- Update Casting Box Firmware: ~7 min
- Enable Casting Wi-Fi: ~1 min
- Casting Application Installation: ~5-10 min
- Renaming Casting Box: ~2 min

Total Estimated Time: ~23 min

SNOW WHITE SETUP

- The initial setup requires a remote due to a video resolution screen needing an IR input to bypass. You will require the below SKU with a facility order.
- Orderable SKU: **CASTING-IR-REMOTE**



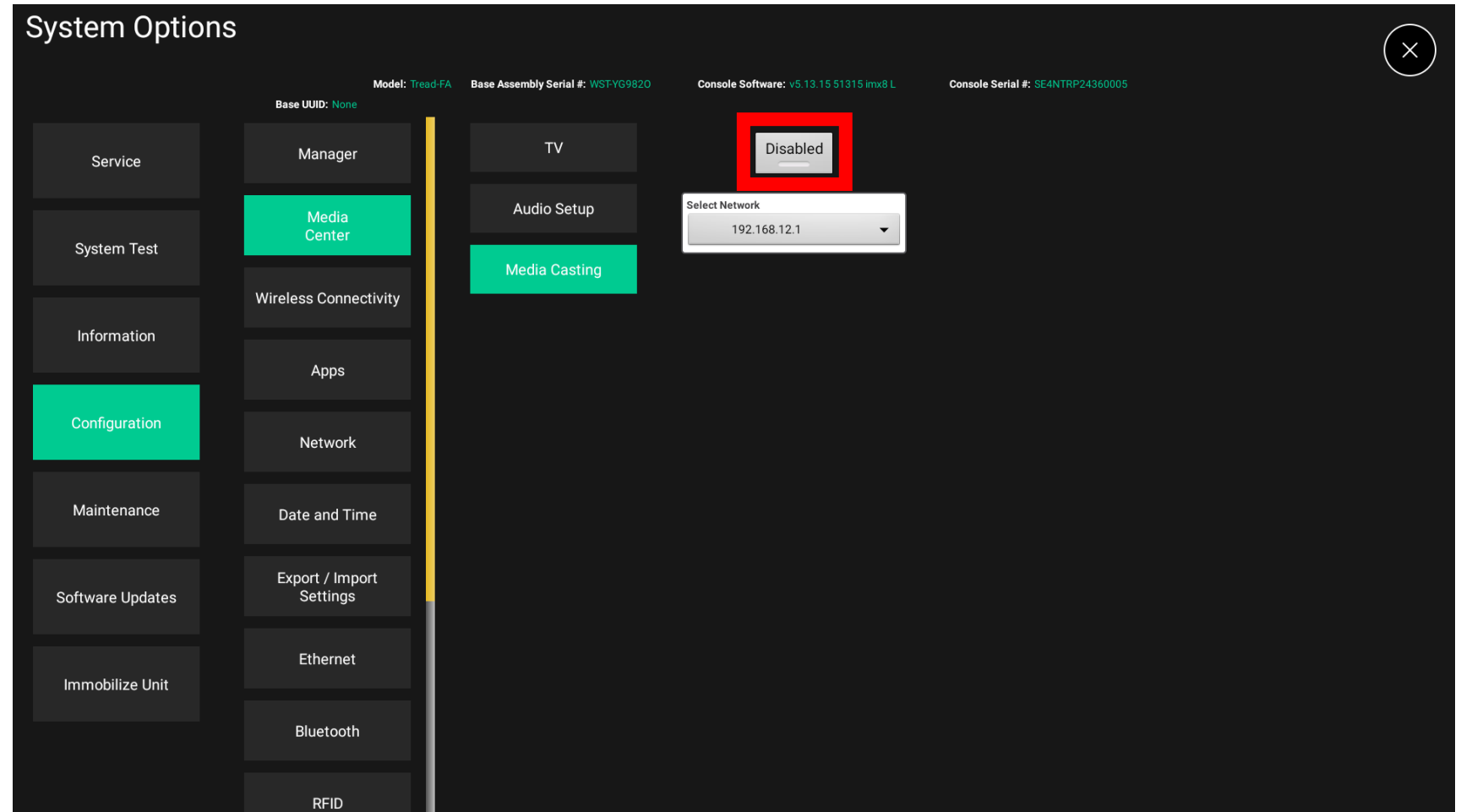
SNOW WHITE SETUP

- IR sensor plugs into the **External IR IN** 3.5mm jack
- You can connect the IR sensor when the Casting Box is full installed



SNOW WHITE SETUP

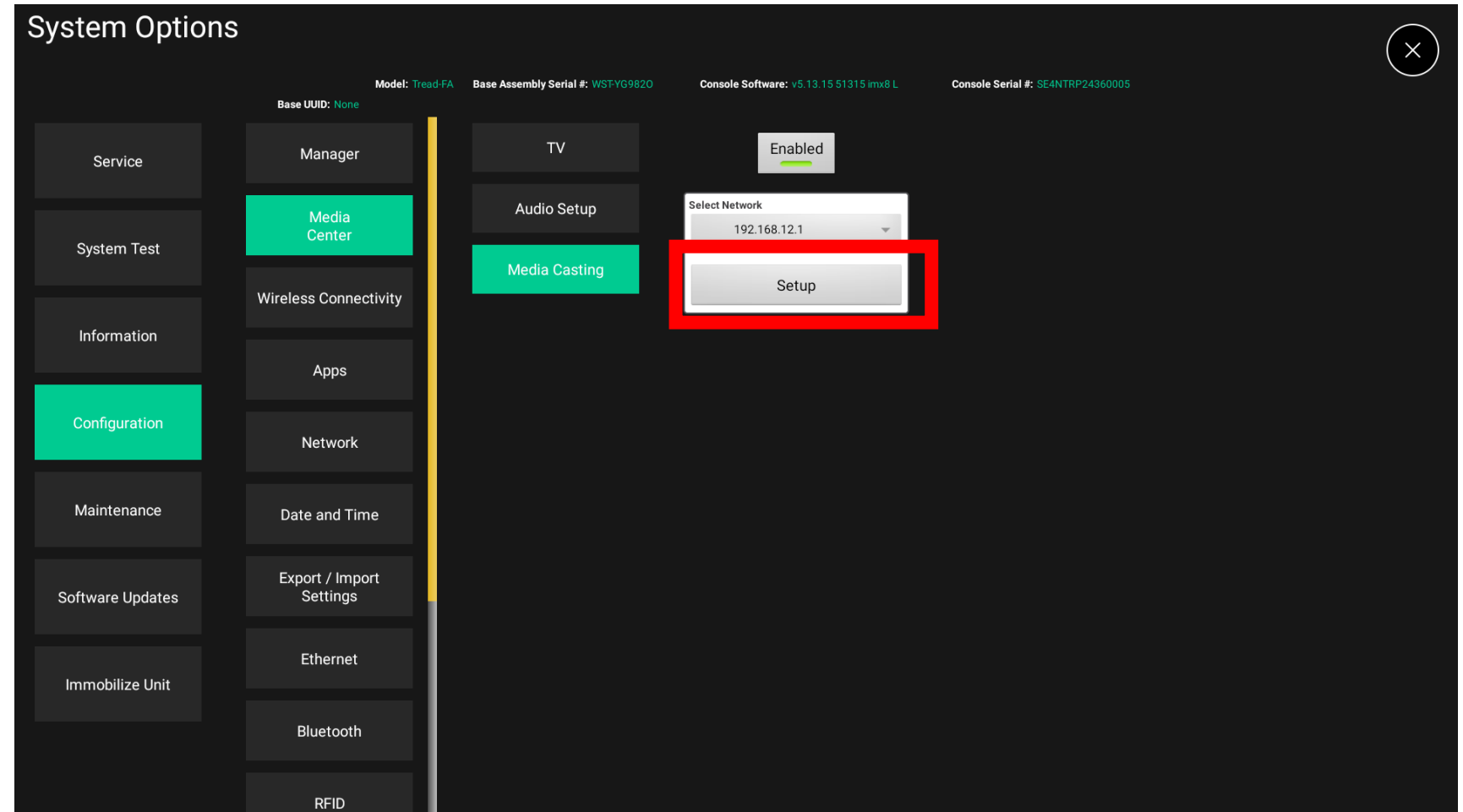
- Navigate to **System Options** → **Configuration** → **Media Center** → **Media Casting**
- Toggle button to **Enabled**
- Default Static IP address is set to 192.168.12.1. This does not need to be changed.



SNOW WHITE SETUP

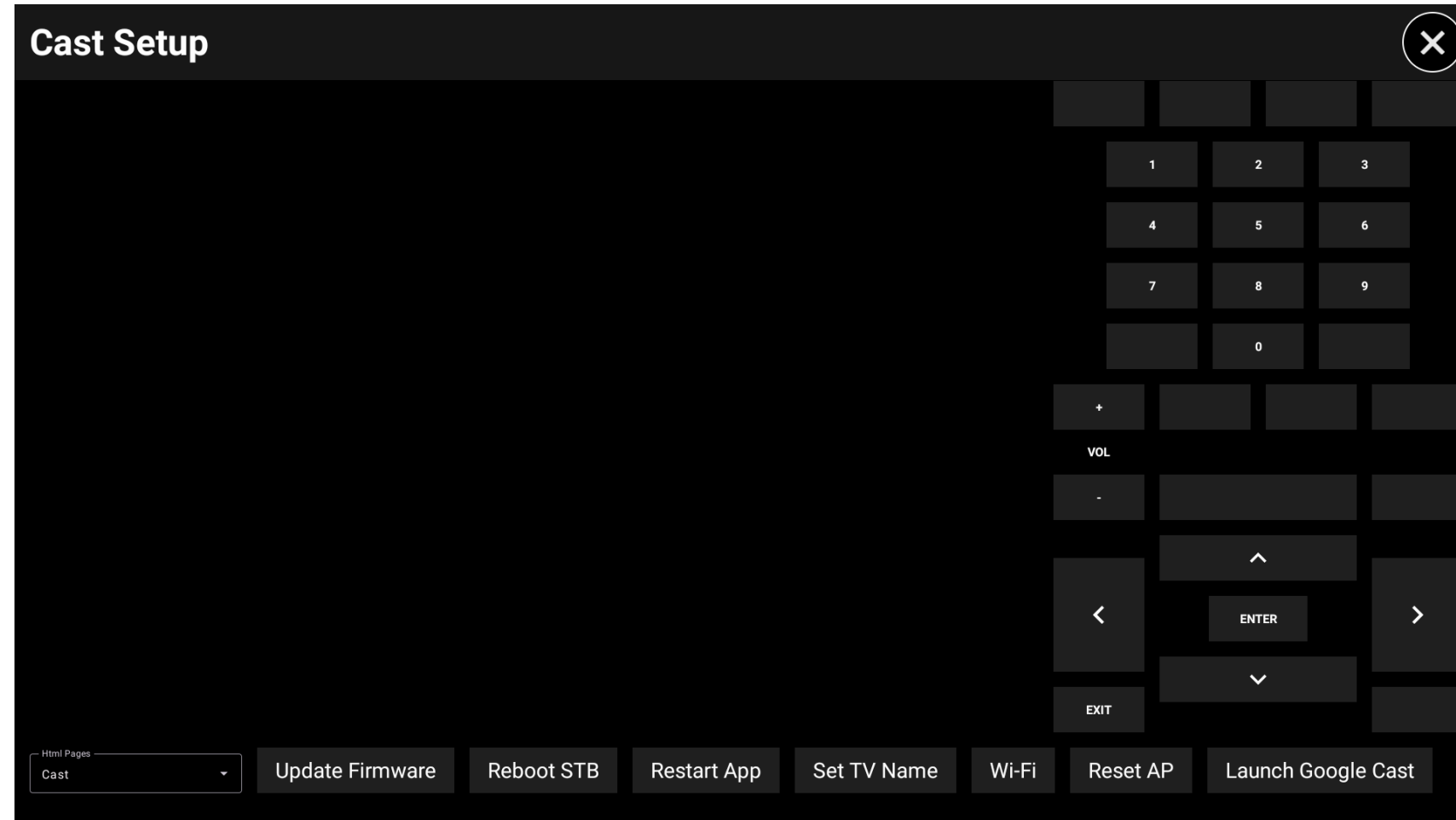
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- Select **Setup**



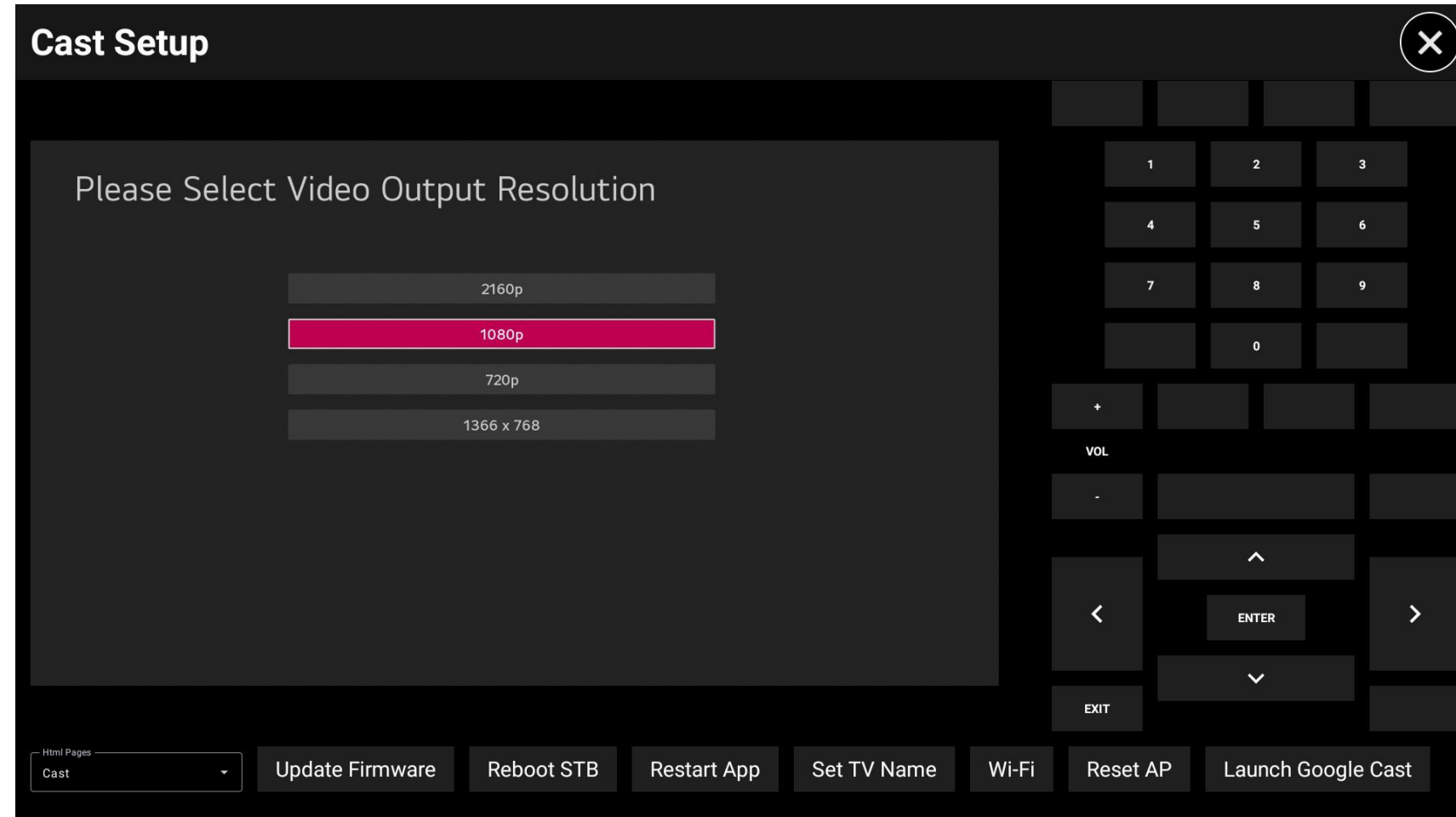
SNOW WHITE SETUP

- **Cast Setup** screen will launch and show video from the LG STB-6500 box in the view window if powered ON.
- If a black/blank video window is shown, please make sure the Casting box is powered **ON**
- This may require the **Power** button to be pressed on the remote after the IR sensor is connected. (Boot process takes about 30-45 seconds)



SNOW WHITE SETUP

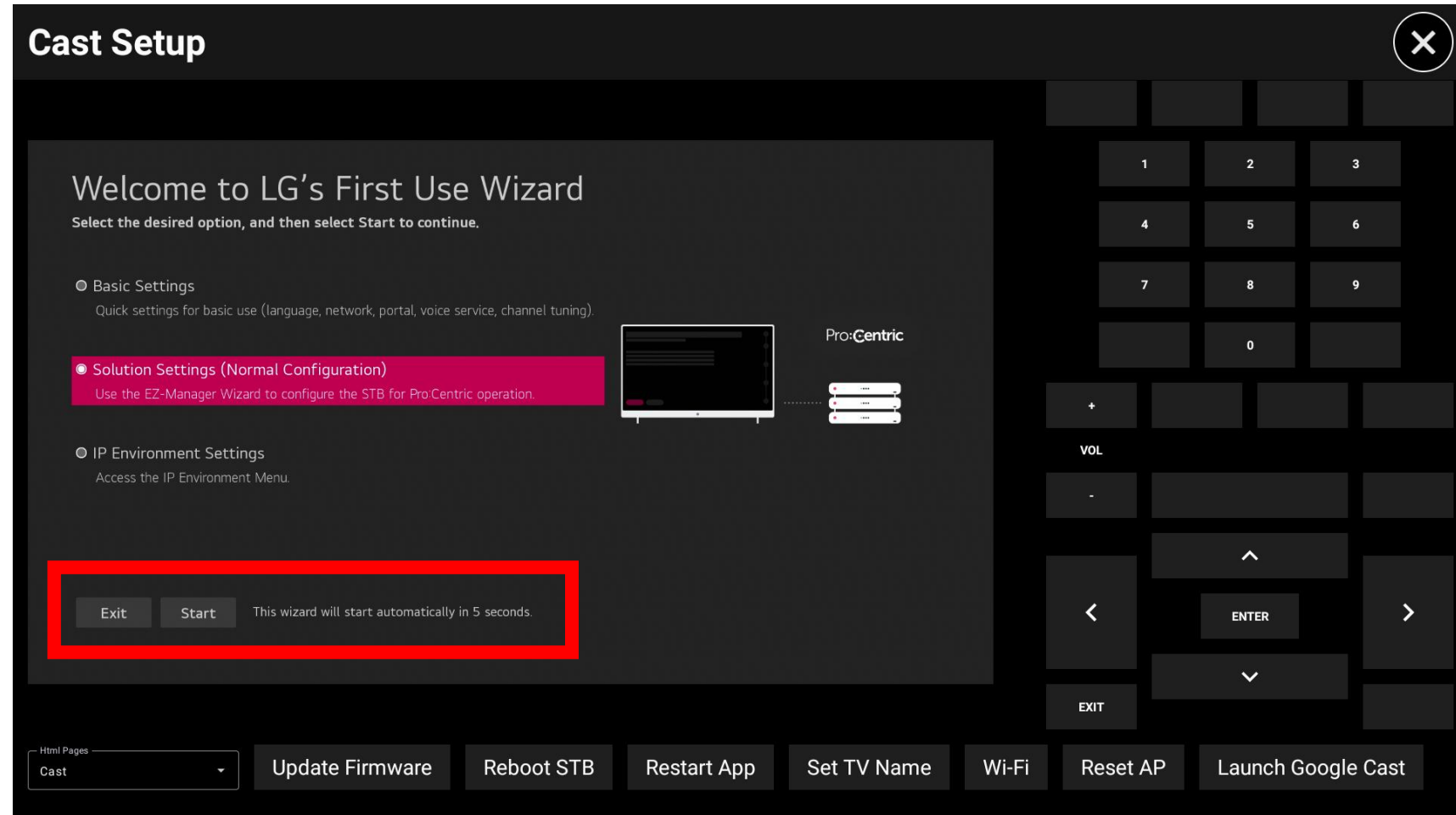
- LG's First Time Setup Wizard should launch automatically. The first screen as a part of the setup is a video resolution selection*.



**Unfortunately, there is no way to move past this menu until an IR press selects 1080p*

SNOW WHITE SETUP

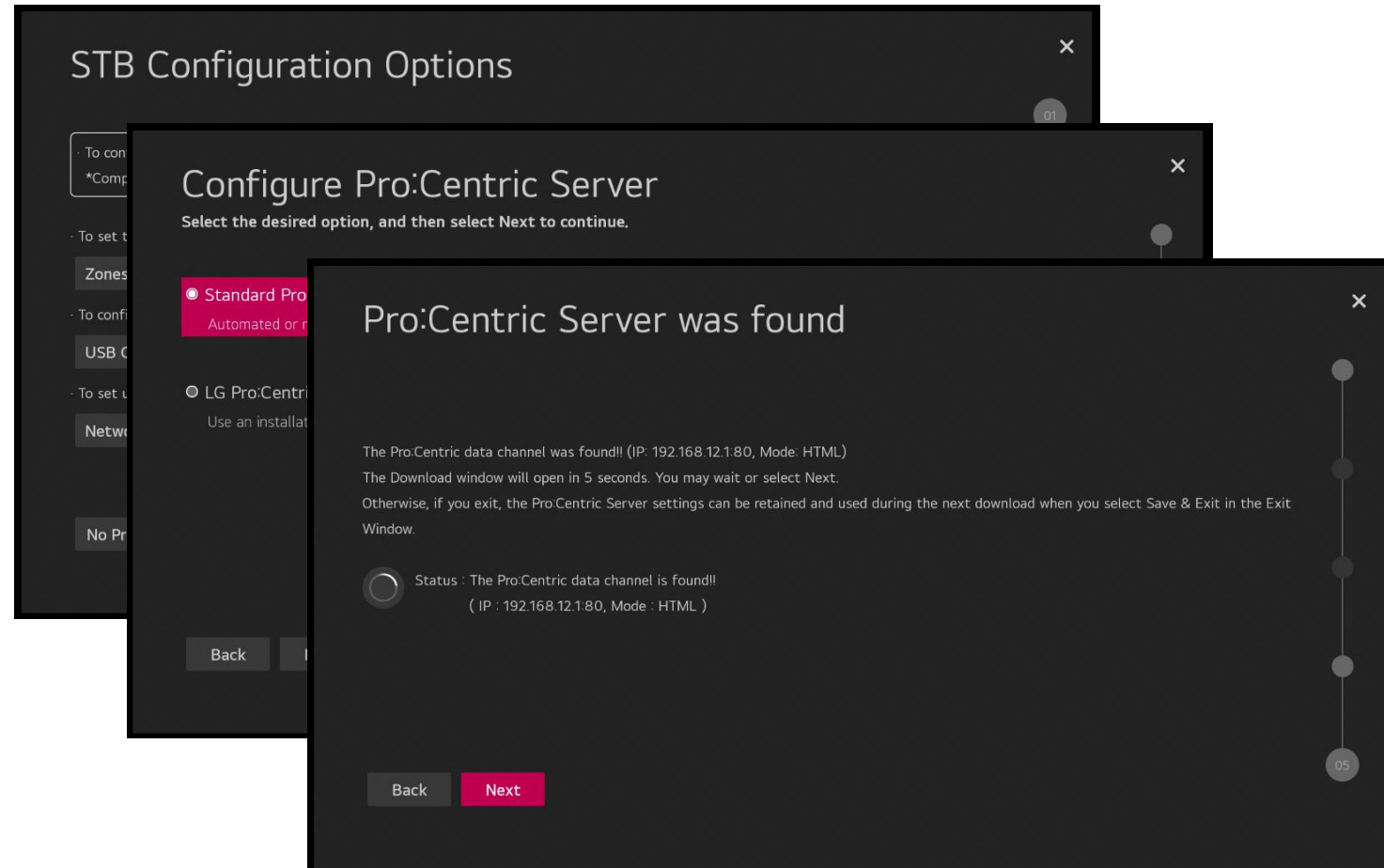
- Select 1080p on the IR remote by selecting the **"OK"** button while pointing the remote at the IR sensor
- Once 1080p is selected, the Setup Wizard will continue through varying screens that will either time out or automatically select. **No user interaction is required.**



SNOW WHITE SETUP

- The wizard will continue through a series of menus with timeouts until it locates the Pro:Centric Server*.

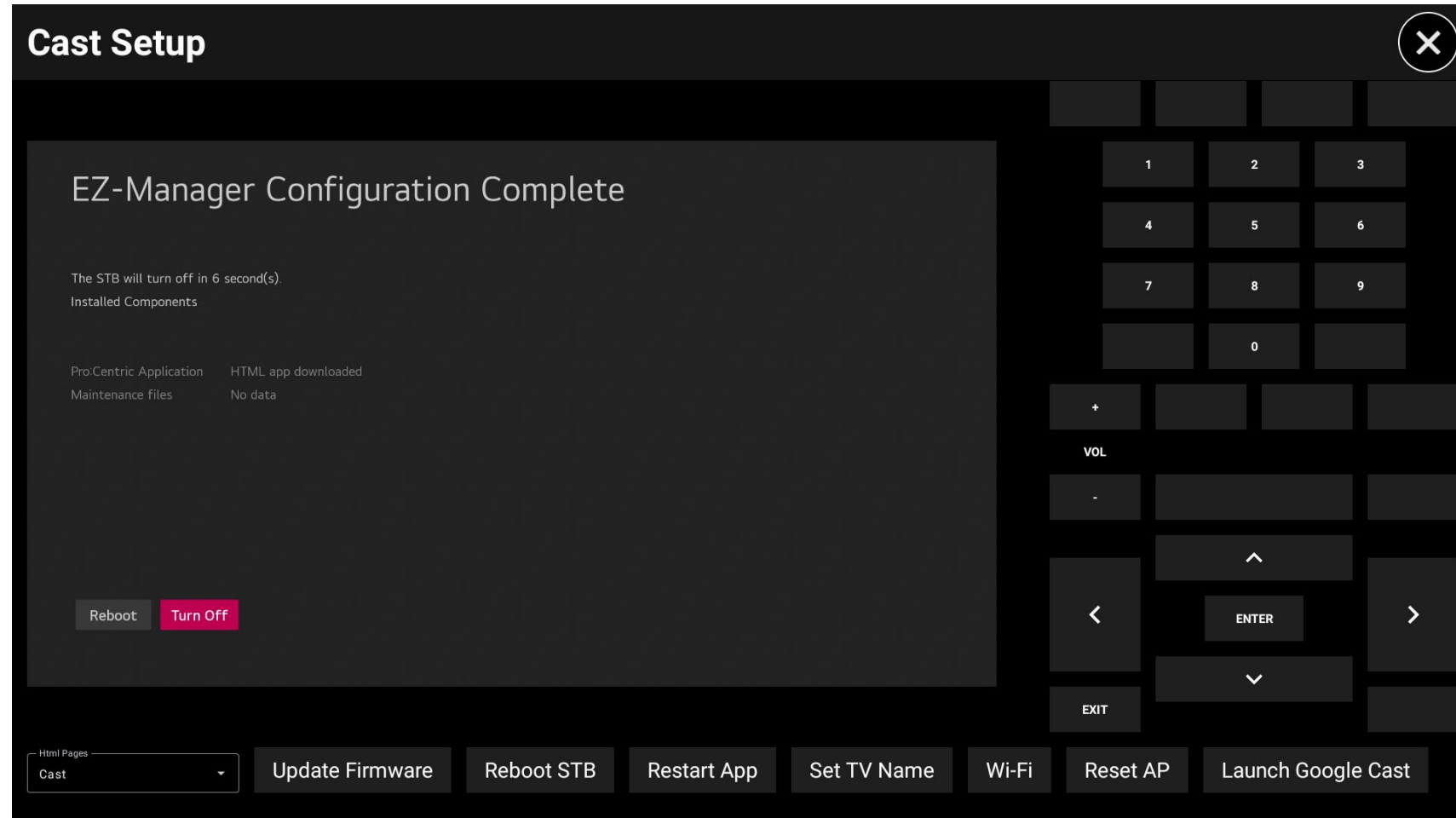
No user interaction is required.



**Pro:Centric Server is located in the SE4/Symbio console. No external Internet connection is needed for this setup step. (Timeouts total: 80 seconds)*

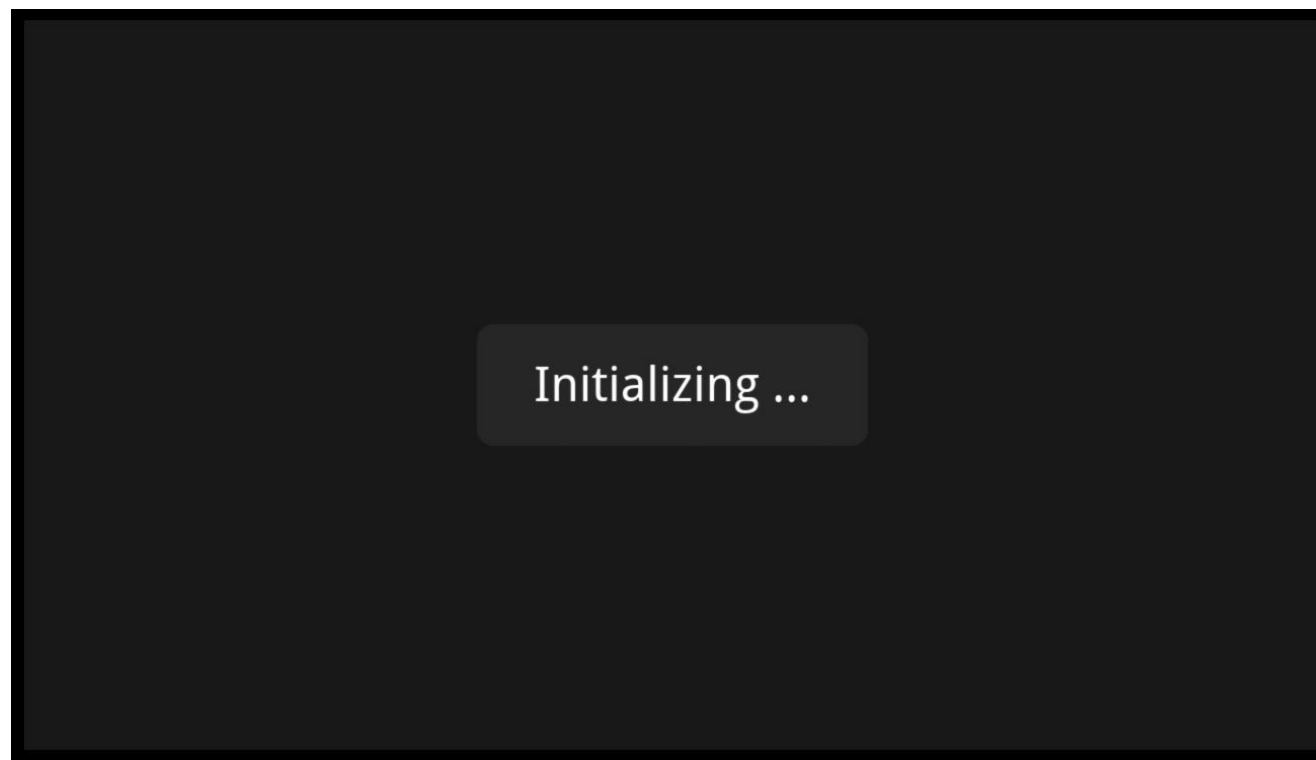
SNOW WHITE SETUP

- Once the Pro:centric server is found and components are installed, select Reboot using the IR remote.
- If not, the system will power off after a short delay, and you can simply use the IR remote to power on the unit.



SNOW WHITE SETUP

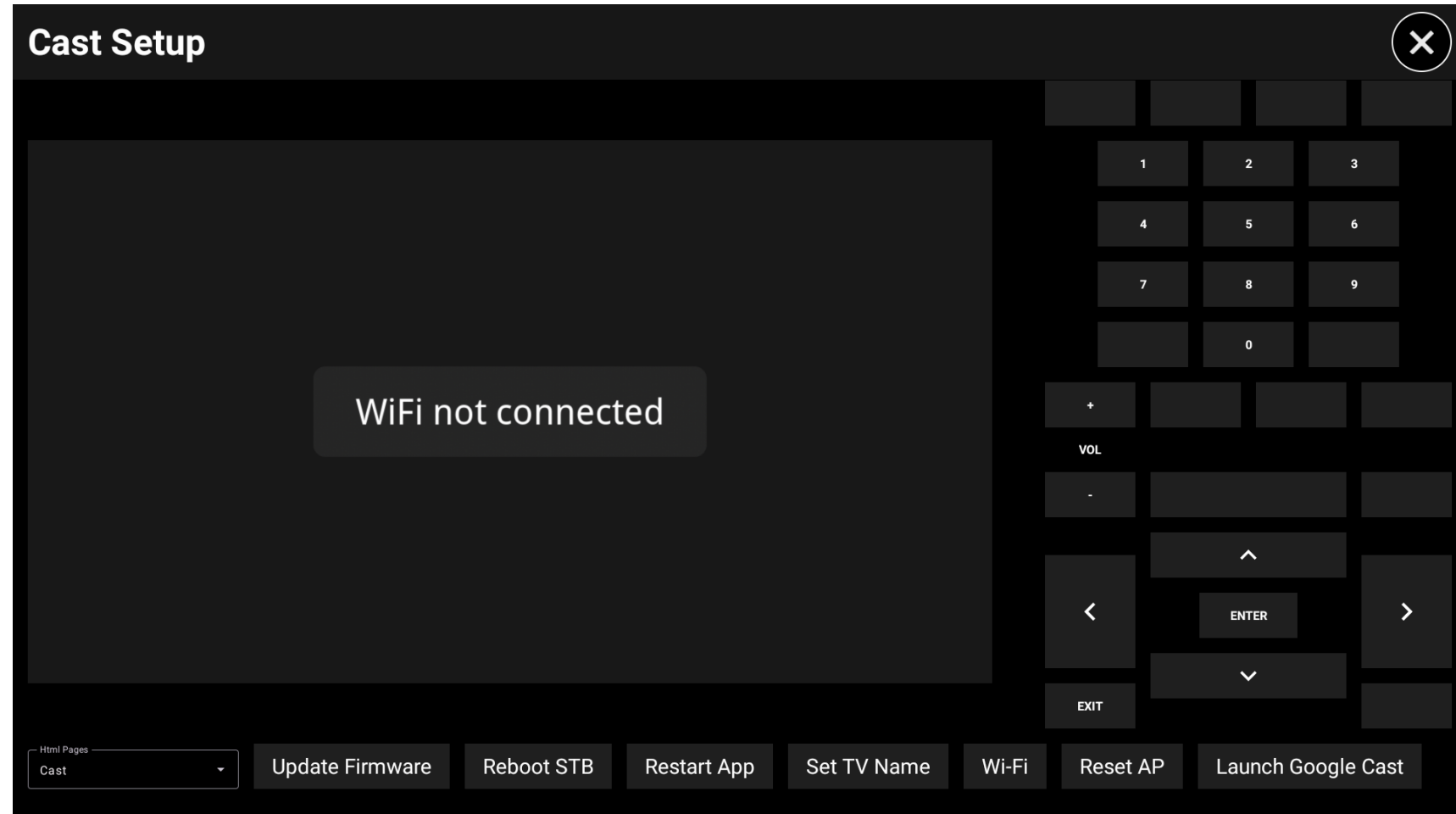
- After the reboot, the Pro:centric server should load



[Note] "Initializing..." screen shows as the Pro:Centric server is waiting for the Casting box to fully load.

SNOW WHITE SETUP

- When the Casting Box is ready, **WiFi not connected** will appear
- You may disconnect the IR sensor at this stage. It no longer will be needed for the setup or operation of the solution
- Proceed to next setup phase



SNOW WHITE SETUP

- We will need to make sure the Casting box is up to date with the latest firmware.
- Using a PC, extract the **STB-6500-XX_FW** zip file onto the root of a USB drive. (**XX** = STB Model ID | see next page)
- A folder named **LG_DTV** will appear. This contains the necessary files to update the Casting Box
- Eject the USB.

Should we look to post this firmware file somewhere?

Does STB-6500-XX_FW make sense for naming?

 STB-6500-UB_FW	6/29/2026 3:53 PM	ZIP File	2,982,550 KB
			
 LG_DTV	5/26/2026 10:27 AM	File folder	

Firmware update step used with v5.13.30 Software

SNOW WHITE SETUP

Firmware update step used with v5.13.30 Software

Should we look to post these firmware files somewhere?

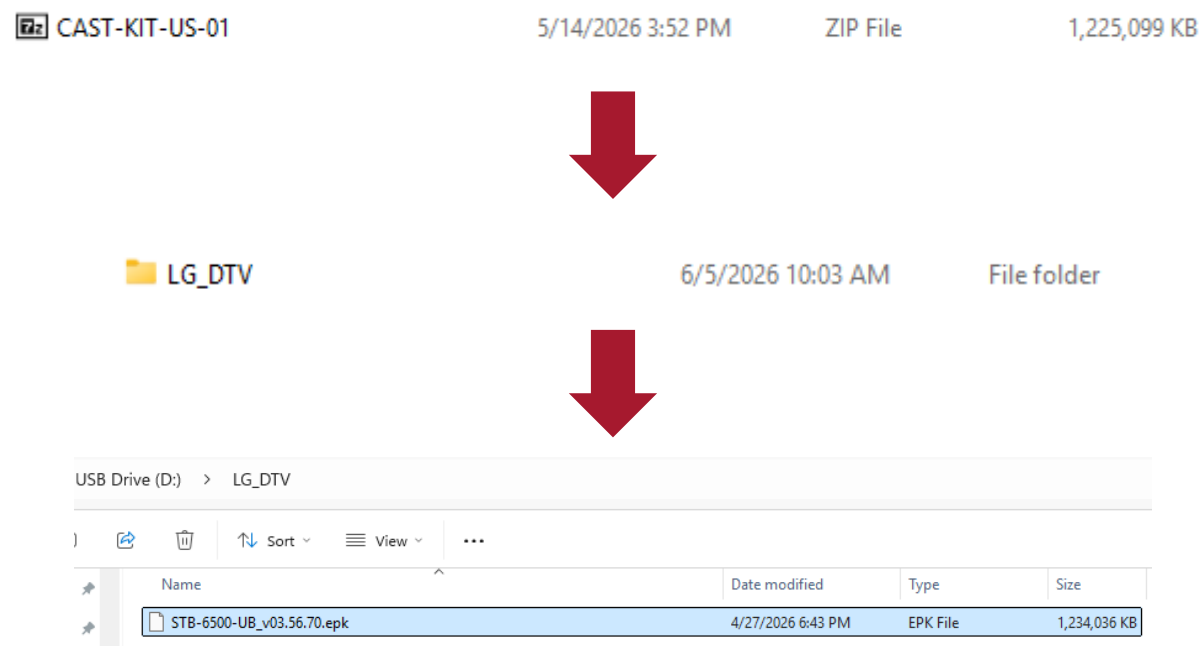
- **STB-6500-XX_FW** zip file
- **XX** = STB ID

STB ID	Supported Region	STB Model
UB	US/Canada	STB-6500-UB
ZA	Europe / UK / Turkey	STB-6500-ZA
TA	Australia/New Zealand	STB-6500-TA
TB	APE	STB-6500-TB
GA	ATE	STB-6500-GA
NA	Korea	STB-6500-NA
CB	Not Used	STB-6500-CB
UA	Not Used	STB-6500-UA

SNOW WHITE SETUP

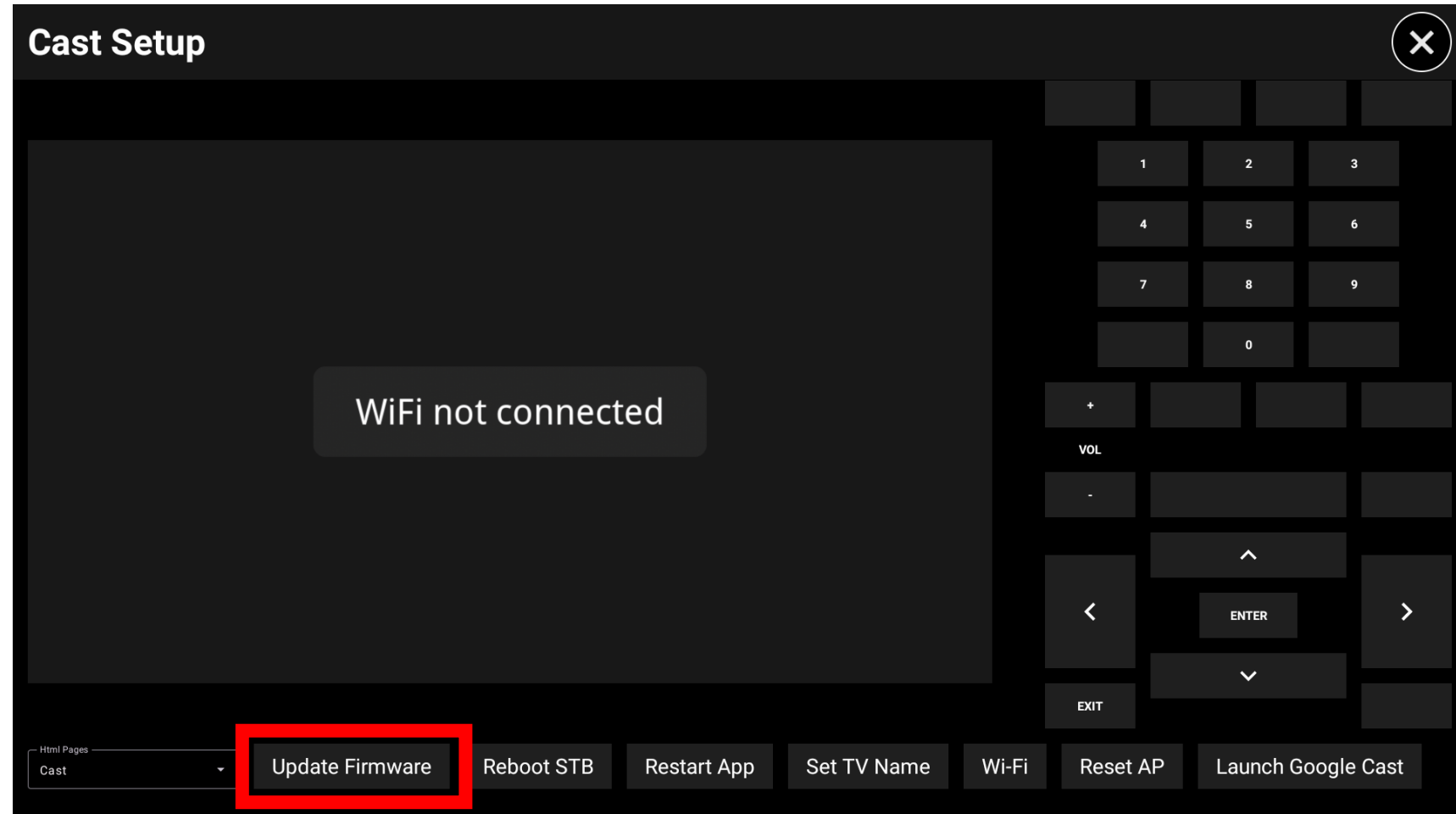
Firmware update step used with v5.14.XX Software and beyond

- We will need to make sure the Casting box is up to date with the latest firmware.
- Using a PC, extract the **CAST-KIT-US-01** zip file onto the root of a USB drive.
- A folder named **LG_DTV** will appear. This contains the necessary file(s) to update the Casting Box
- Eject the USB.



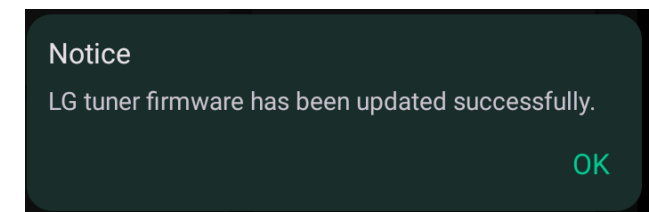
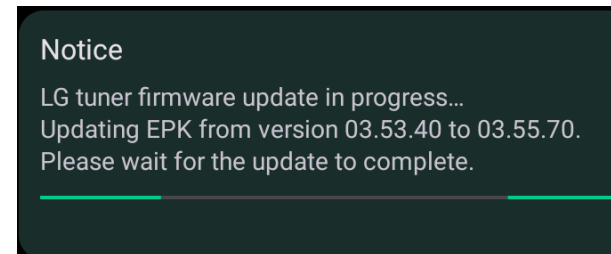
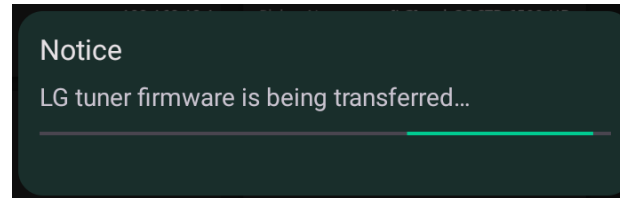
SNOW WHITE SETUP

- Insert the USB drive with the unzipped firmware
- Select **Update Firmware** icon



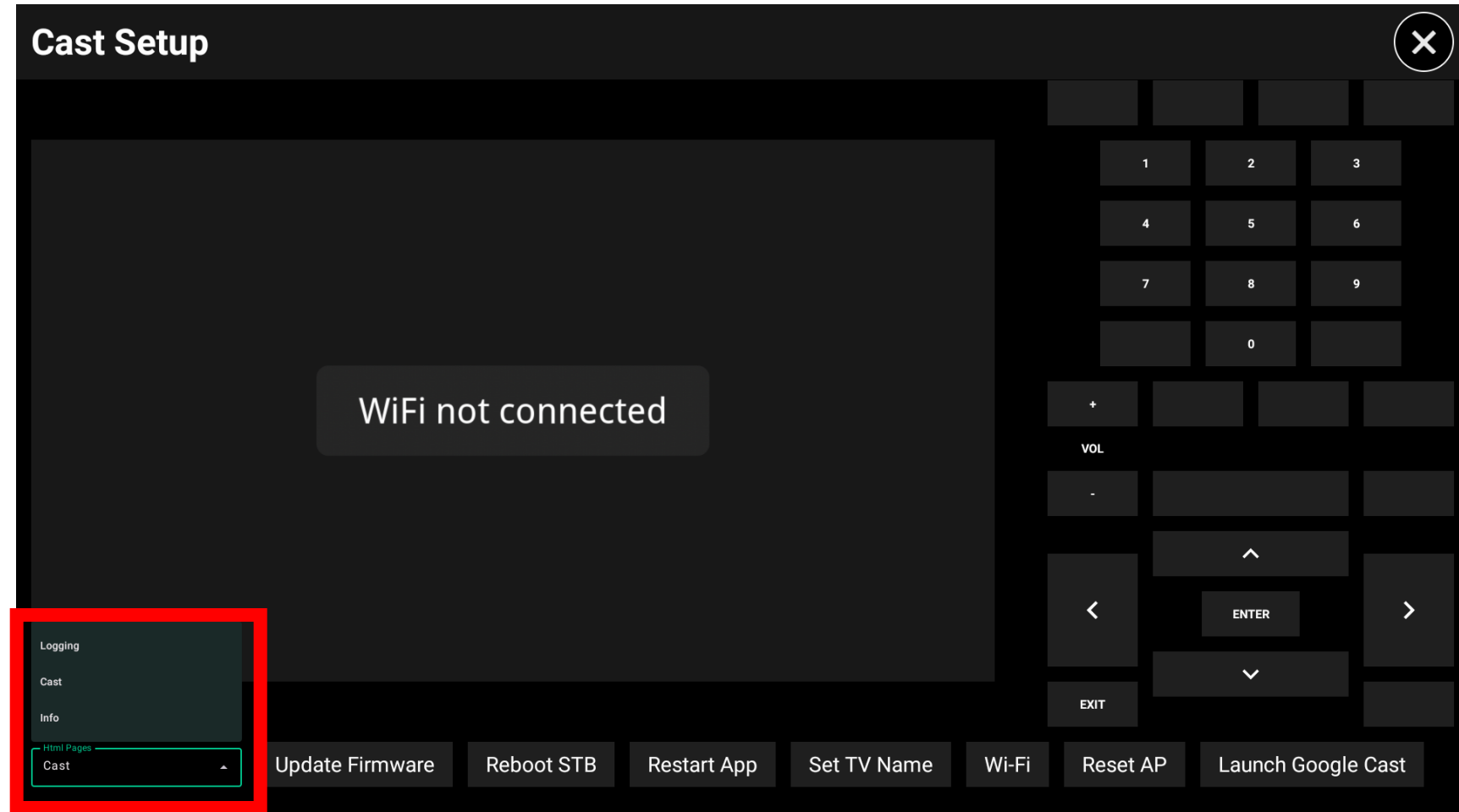
SNOW WHITE SETUP

- A series of images should indicate update process.
- Estimate ~5 minutes to complete



SNOW WHITE SETUP

- Under **HTML Pages**, select **Info** from the pop-up box.



SNOW WHITE SETUP

- You should see all the information reported in the STB-6500 including software revisions, MAC addresses, and IP addresses

Cast Setup

Software Versions

Application / XAIT	1.08 / 1
Service XAIT	0
Boot	6.00.105
Platform	5.4.2
Ptc / Micom	V1.00.037
Firmware	03.53.40
Model	STB-6500-UB
Serial Number	411KKDWLG194
Chromecast	
Chromecast Settings	
Chromecast Guide	
Netflix	

ProCentric

Media	ip
IP Address	192.168.12.1
Port	80

Ethernet

MAC Address	00:a1:59:99:9f:c7
State	connected
IP Address	192.168.12.75
Subnet Mask	255.255.255.0
Gateway	192.168.12.1
Dns 1	192.168.12.1
Dns 2	0.0.0.0

Wlan

MAC Address	3c:f0:83:5f:88:18
State	disconnected
IP Address	
Subnet Mask	
Gateway	
Dns 1	
Dns 2	
SSID	

Soft AP

MAC Address	00:00:00:00:00:00
IP Address	0.0.0.0
Number of connected devices	0
WIFI Channel	0
Signal strength	0
Picker Name	[LG] webOS STB-6500-UB
Password	

Other Info

Console Name	ILLCONM23300034
mDNS Enabled	no
Up Time Hours	0

1

2

3

4

5

6

7

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9

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ENTER

>

EXIT

v

Html Pages

Info

Update Firmware

Reboot STB

Restart App

Set TV Name

Wi-Fi

Reset AP

Launch Google Cast

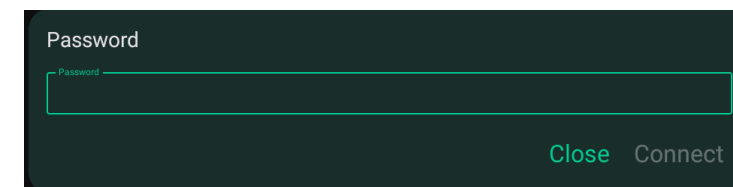
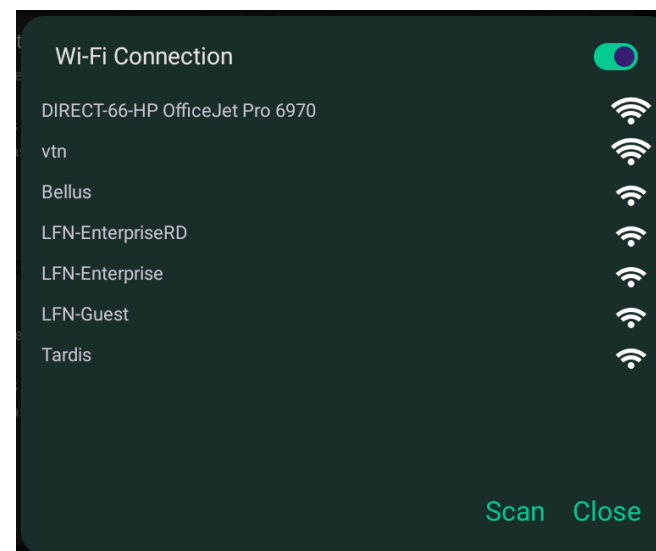
SNOW WHITE SETUP

- Some of the information such as software versions for Chromecast are missing until the casting solution is connected to the Internet.
- These are required for casting to function properly
- Select **Wi-Fi**

The screenshot shows the 'Cast Setup' interface. It features several panels for system information: 'Software Versions' (Application / XAIT: 1.08 / 1, Service XAIT: 0, Boot: 6.00.105, Platform: 5.4.2, Ptc / Micom: V1.00.037, Firmware: 03.53.40, Model: STB-6500-UB, Serial Number: 411KKDWLG194, Chromecast, Chromecast Settings, Chromecast Guide, Netflix), 'Ethernet' (MAC Address: 00:a1:59:99:9f:c7, State: connected, IP Address: 192.168.12.75, Subnet Mask: 255.255.255.0, Gateway: 192.168.12.1, Dns 1: 192.168.12.1, Dns 2: 0.0.0.0), 'Soft AP' (MAC Address: 00:00:00:00:00:00, IP Address: 0.0.0.0, Number of connected devices: 0, WIFI Channel: 0, Signal strength: 0, Picker Name: [LG] webOS STB-6500-UB, Password:), 'ProCentric' (Media: ip, IP Address: 192.168.12.1, Port: 80), 'Wlan' (MAC Address: 3c:f0:83:5f:88:18, State: disconnected, IP Address, Subnet Mask, Gateway, Dns 1, Dns 2, SSID), and 'Other Info' (Console Name: ILLCONM23300034, mDNS Enabled: no, Up Time Hours: 0). On the right is a numeric keypad (0-9) and navigation buttons (+, -, VOL, ^, v, ENTER, <, >, EXIT). At the bottom is a menu bar with buttons: 'Info' (dropdown), 'Update Firmware', 'Reboot STB', 'Restart App', 'Set TV Name', 'Wi-Fi' (highlighted with a red box), 'Reset AP', and 'Launch Google Cast'.

SNOW WHITE SETUP

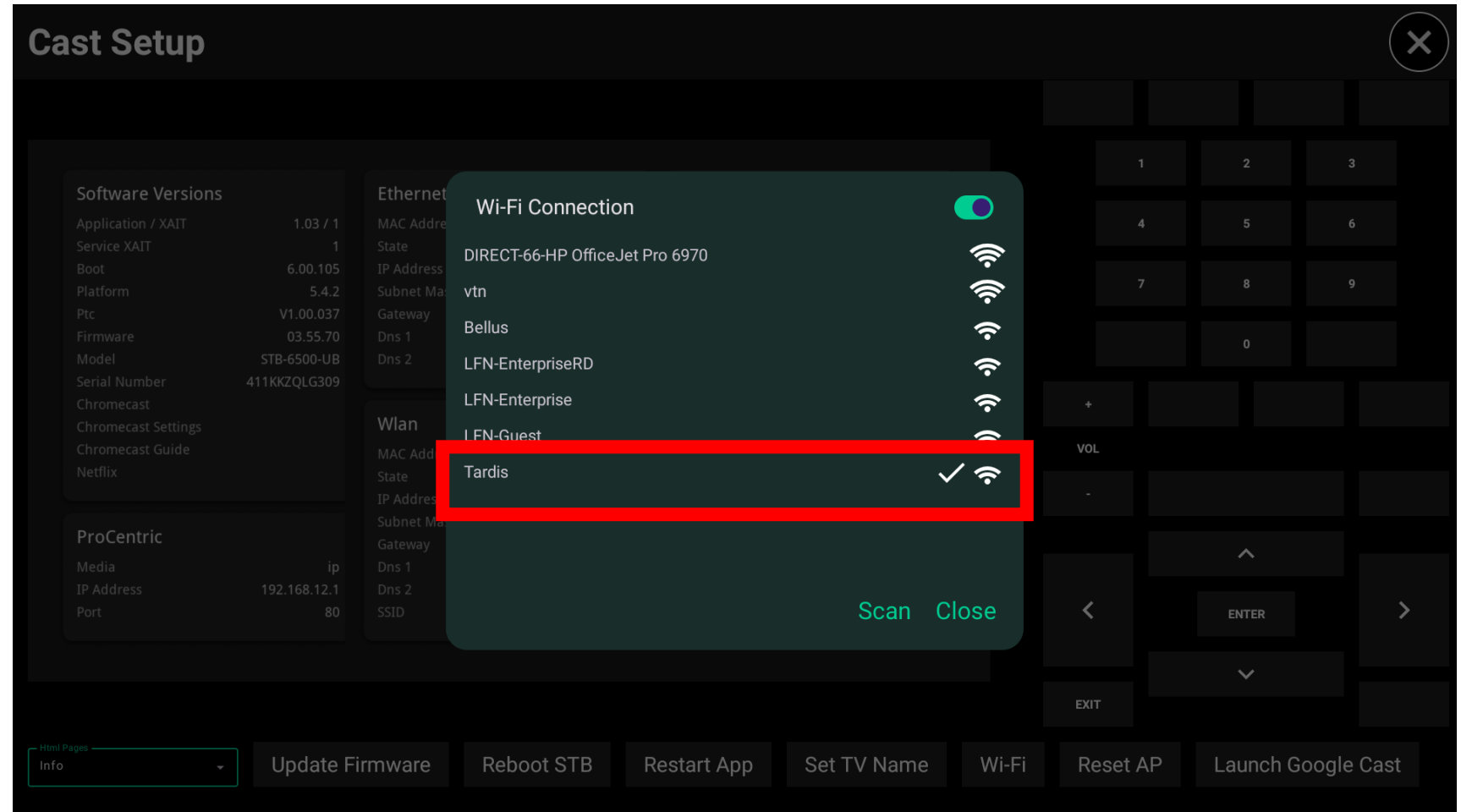
- Select the enable icon
- The select **Scan**
- A list of available access points will populate.
- Select the appropriate AP in the list and enter the password credentials



SNOW WHITE SETUP

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- Check Mark appears next to the network you are connected to



SNOW WHITE SETUP

- Once connected, software versions for **Chromecast**, **Chromecast Settings**, and **Chromecast Guide** should show under the Software Versions section of the Info menu*

*If the Software versions for either of these 3 do not populate after a few minutes, select **Restart App**. This should show all 3 versions. If Software versions are still missing, select **Reboot STB**

SNOW WHITE SETUP

- The Casting Device's picker name should be changed to differentiate itself to its neighbors.
- Select **Set TV Name**

Cast Setup

Software Versions

Application / XAIT	1.08 / 1
Service XAIT	1
Boot	6.00.105
Platform	5.4.2
Ptc / Micom	V1.00.043
Firmware	03.56.70
Model	STB-6500-UB
Serial Number	411KKDWLG194
Chromecast	5.4.46
Chromecast Settings	0.4.12
Chromecast Guide	1.6.23
Netflix	1.0.46

ProCentric

Media	ip
IP Address	192.168.12.1
Port	80

Ethernet

MAC Address	00:a1:59:99:9f:c7
State	connected
IP Address	192.168.12.75
Subnet Mask	255.255.255.0
Gateway	192.168.12.1
Dns 1	192.168.12.1
Dns 2	0.0.0.0

Wlan

MAC Address	3c:f0:83:5f:88:18
State	connected
IP Address	192.168.50.249
Subnet Mask	255.255.255.0
Gateway	192.168.50.1
Dns 1	192.168.50.1
Dns 2	0.0.0.0
SSID	Italy30

Soft AP

MAC Address	
IP Address	
Number of connected devices	0
WIFI Channel	
Signal strength	
Picker Name	[LG] webOS STB-6500-UB
Password	DeIKtJfO

Other Info

Console Name	ILLCONM23300034
mDNS Enabled	no
Up Time Hours	0

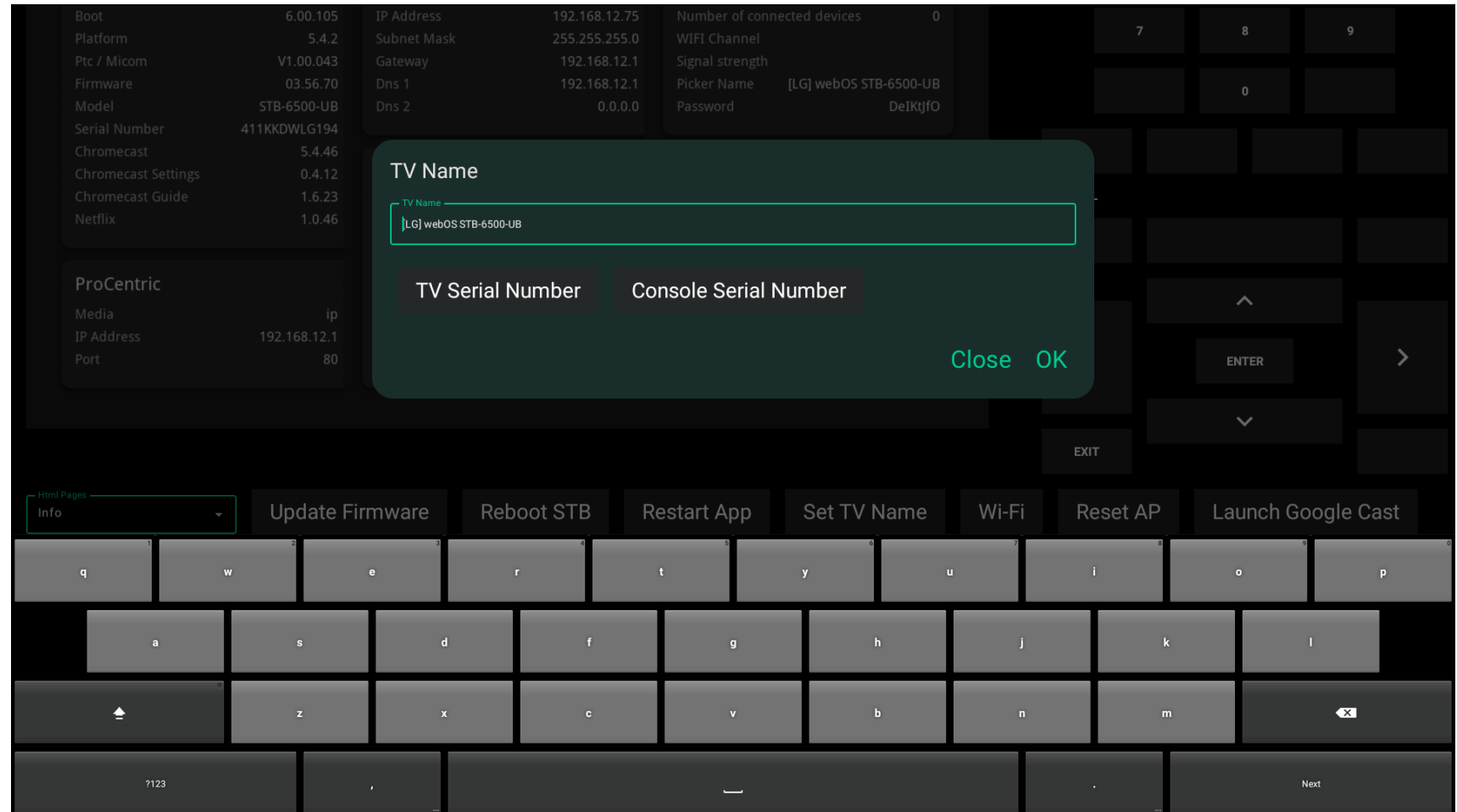
Buttons: 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, +, VOL, -, ^, ENTER, v, EXIT, <, >

Footer: Html Pages (Info), Update Firmware, Reboot STB, Restart App, **Set TV Name**, Wi-Fi, Reset AP, Launch Google Cast

Current Picker name is shown under the Soft AP section of the Info menu

SNOW WHITE SETUP

- Enter a custom Casting Device name such as "Treadmill 1" or select either TV Serial Number or Console Serial Number to pull those into the casting device name
- Select **OK**



Timeout is roughly 2 minutes to save the new name

SNOW WHITE SETUP

- Setup is complete
- To verify setup, select **Launch Google Cast** to demo casting in System Options

Cast Setup

Software Versions

Application / XAIT	1.08 / 1
Service XAIT	1
Boot	6.00.105
Platform	5.4.2
Ptc / Micom	V1.00.043
Firmware	03.56.70
Model	STB-6500-UB
Serial Number	411KKDWLG194
Chromecast	5.4.46
Chromecast Settings	0.4.12
Chromecast Guide	1.6.23
Netflix	1.0.46

ProCentric

Media	ip
IP Address	192.168.12.1
Port	80

Ethernet

MAC Address	00:a1:59:99:9f:c7
State	connected
IP Address	192.168.12.75
Subnet Mask	255.255.255.0
Gateway	192.168.12.1
Dns 1	192.168.12.1
Dns 2	0.0.0.0

Wlan

MAC Address	3c:f0:83:5f:88:18
State	connected
IP Address	192.168.50.249
Subnet Mask	255.255.255.0
Gateway	192.168.50.1
Dns 1	192.168.50.1
Dns 2	0.0.0.0
SSID	Italy30

Soft AP

MAC Address	
IP Address	
Number of connected devices	0
WIFI Channel	
Signal strength	
Picker Name	Treadmill 4
Password	S0zssyCR

Other Info

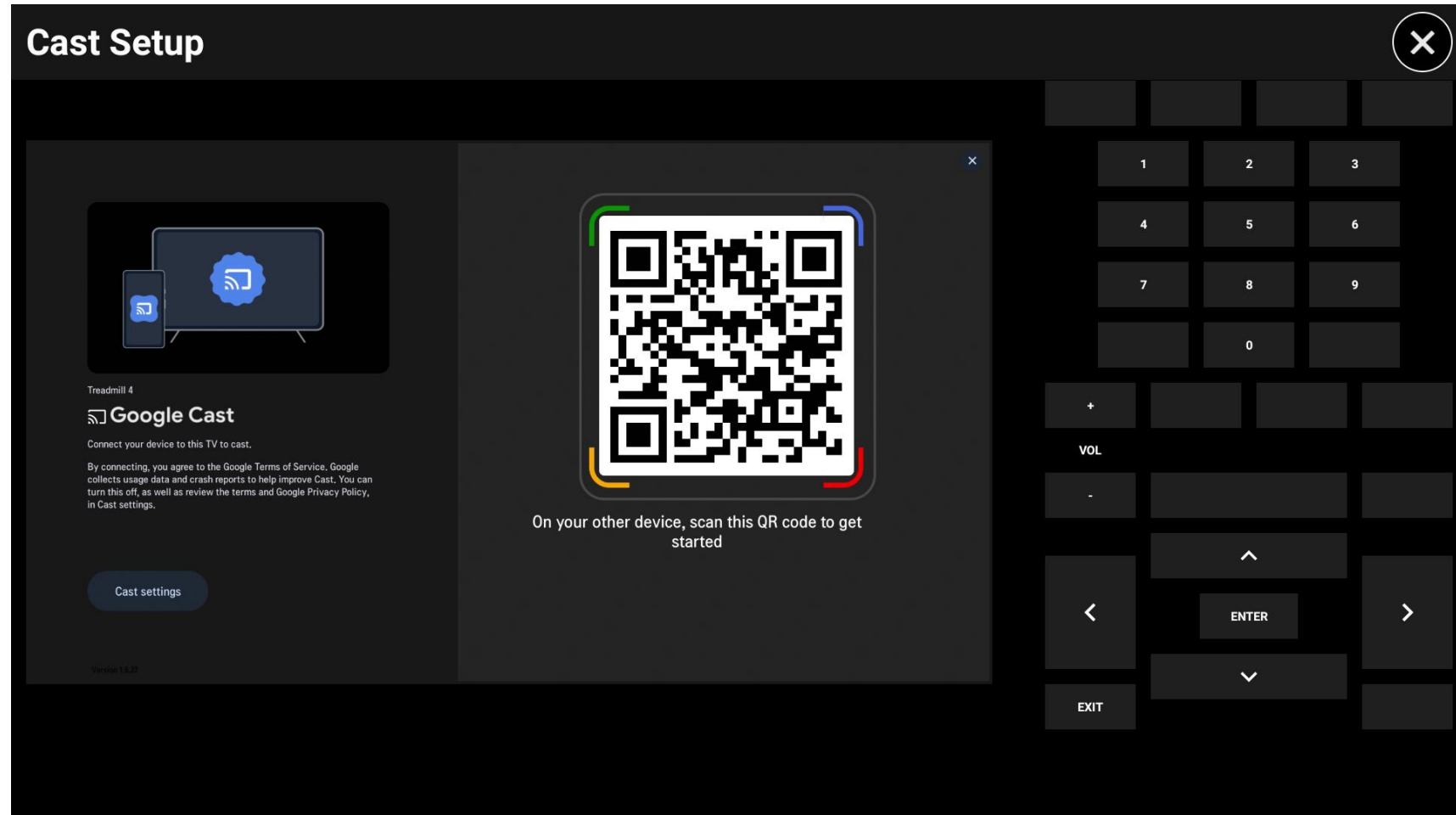
Console Name	ILLCONM23300034
mDNS Enabled	no
Up Time Hours	0

1234567890+
VOL
-
^
ENTER
v
EXIT

Update FirmwareReboot STBRestart AppSet TV NameWi-FiReset APLaunch Google Cast

SNOW WHITE SETUP

- The cast view will launch within the Cast Setup window and a test session can be conducted

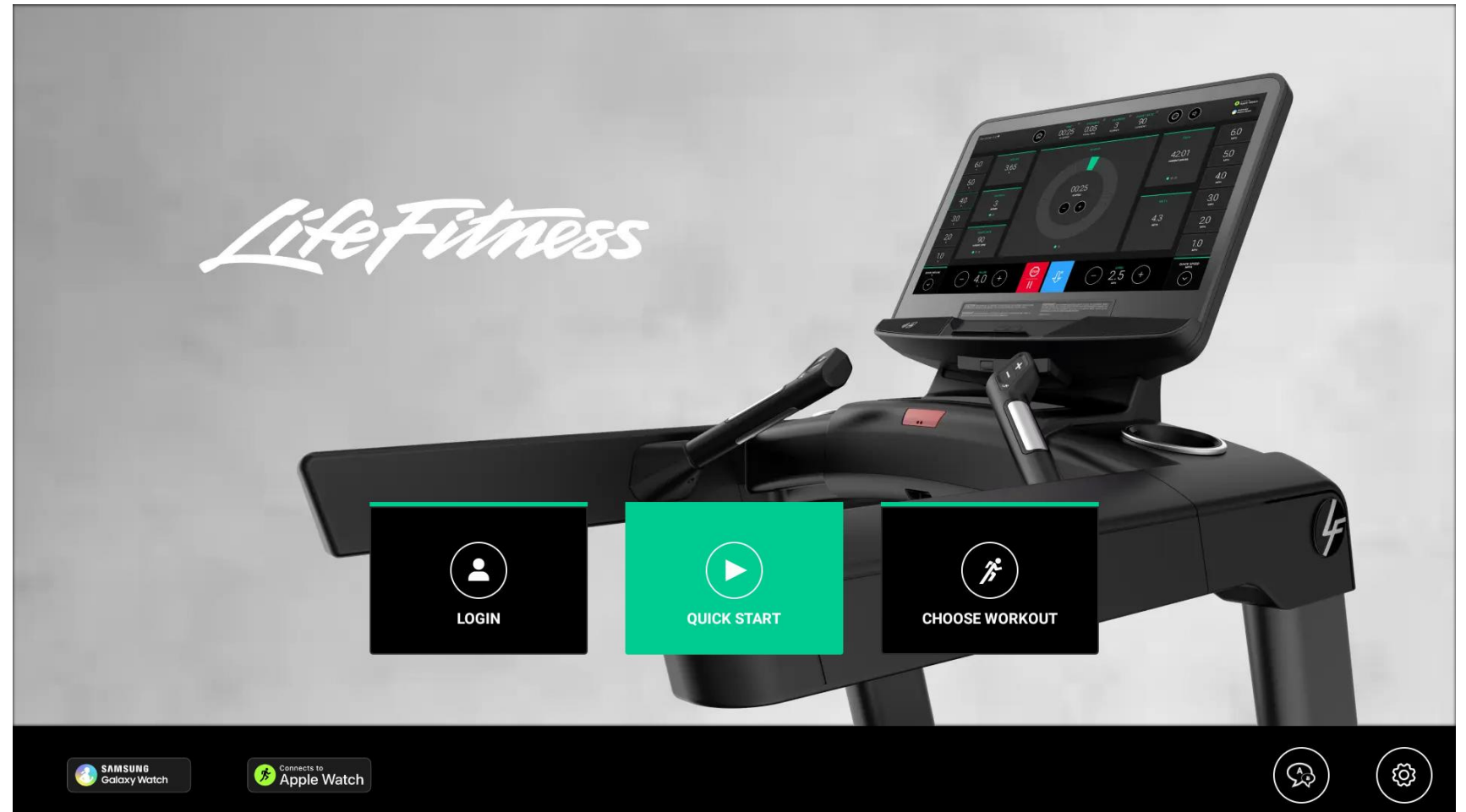


USER FLOW

USER FLOW

Inspiring the world to work out

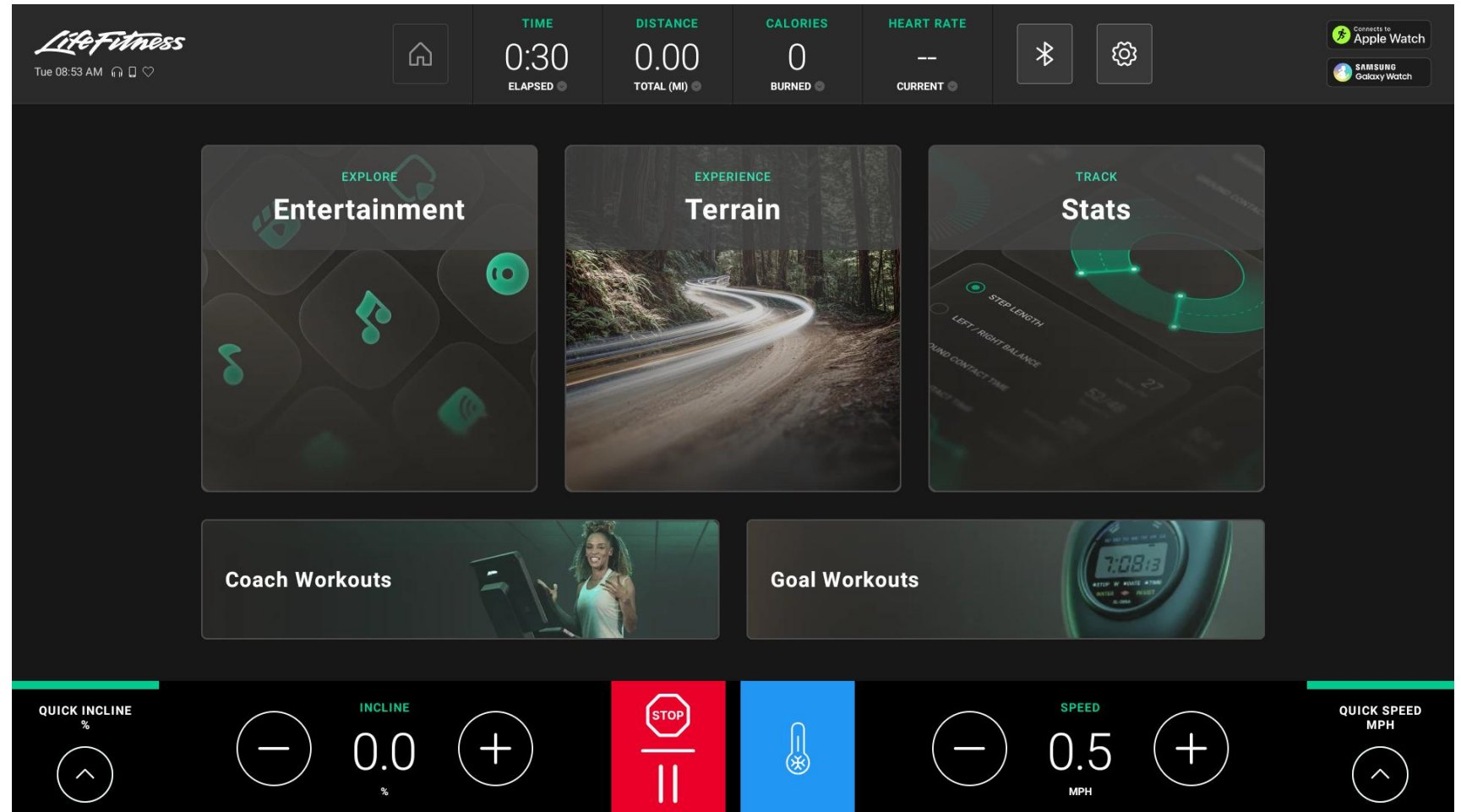
- Launch a workout



USER FLOW

Inspiring the world to work out

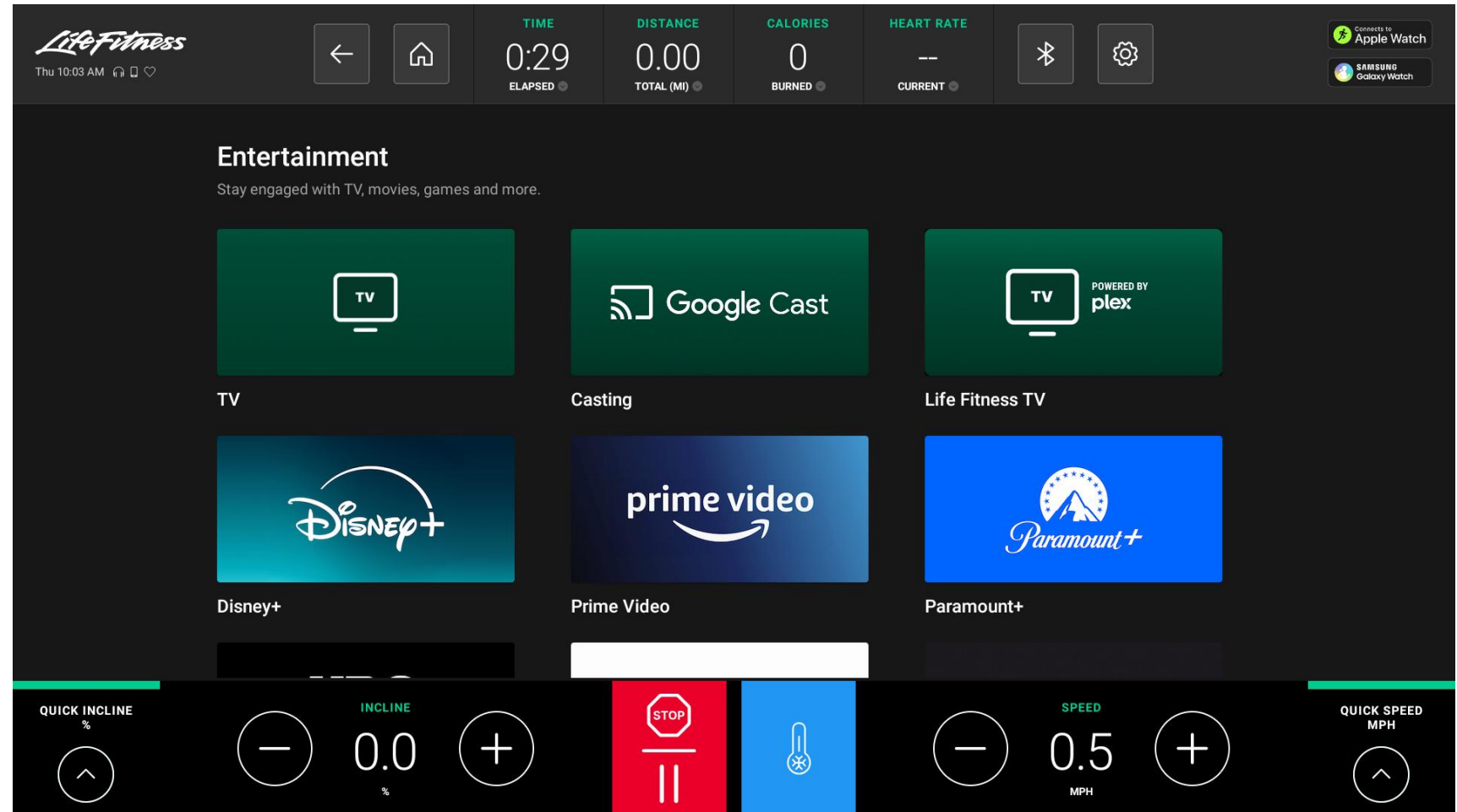
- Select Entertainment



USER FLOW

Inspiring the world to work out

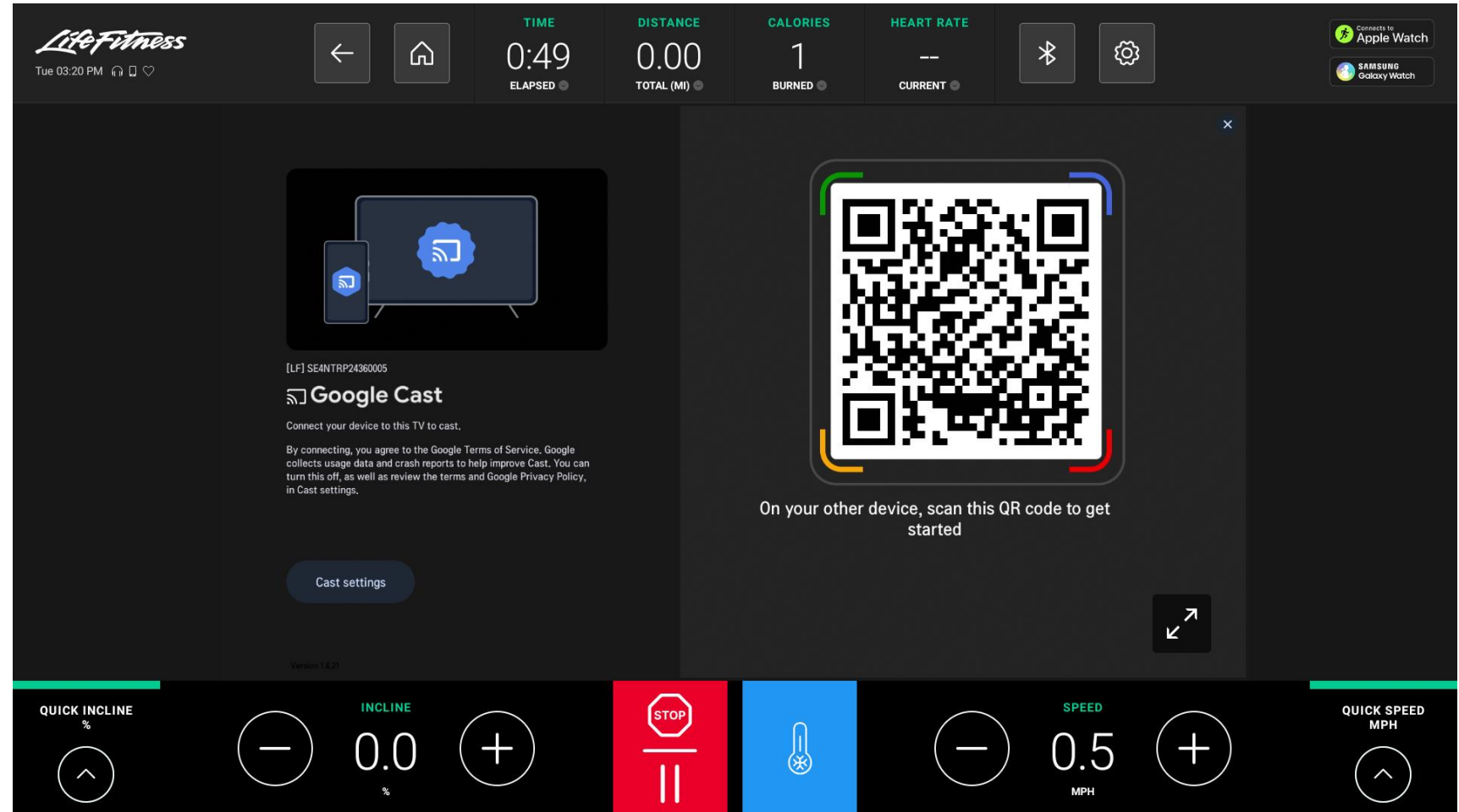
- Select **Google Cast** tile



USER FLOW

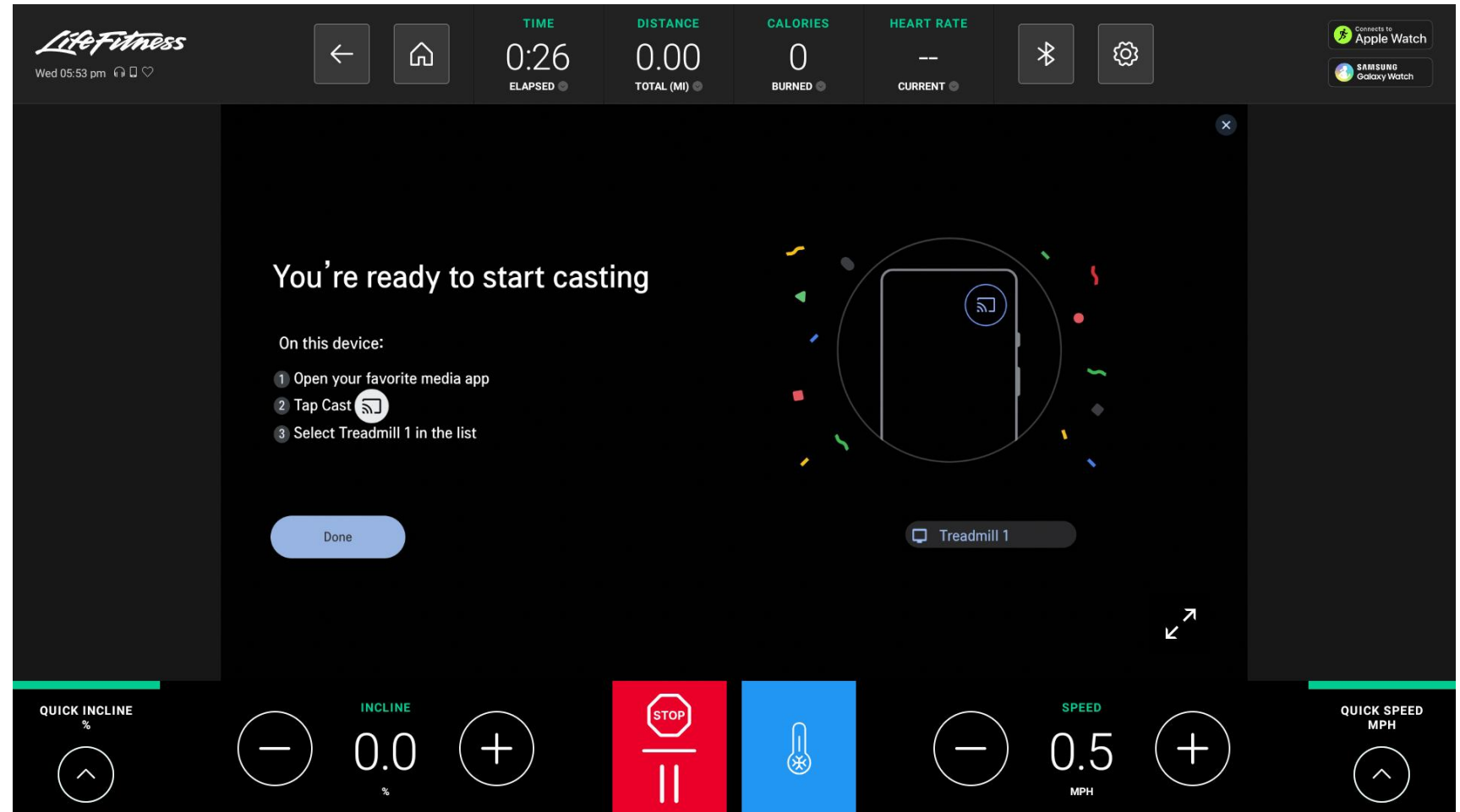
Inspiring the world to work out

- Cast Session for the workout starts and instructs the user to scan the QR code



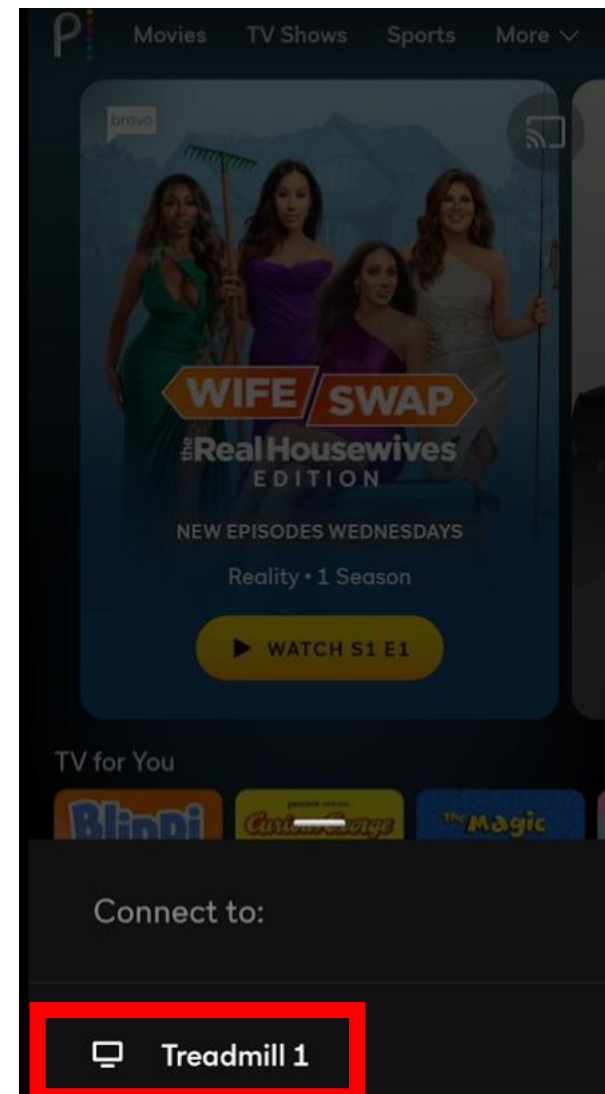
USER FLOW

- Once the QR code is scanned and the phone is connected for the casting session the screen will change, providing the user additional instructions to cast content from the user's personal device



USER FLOW

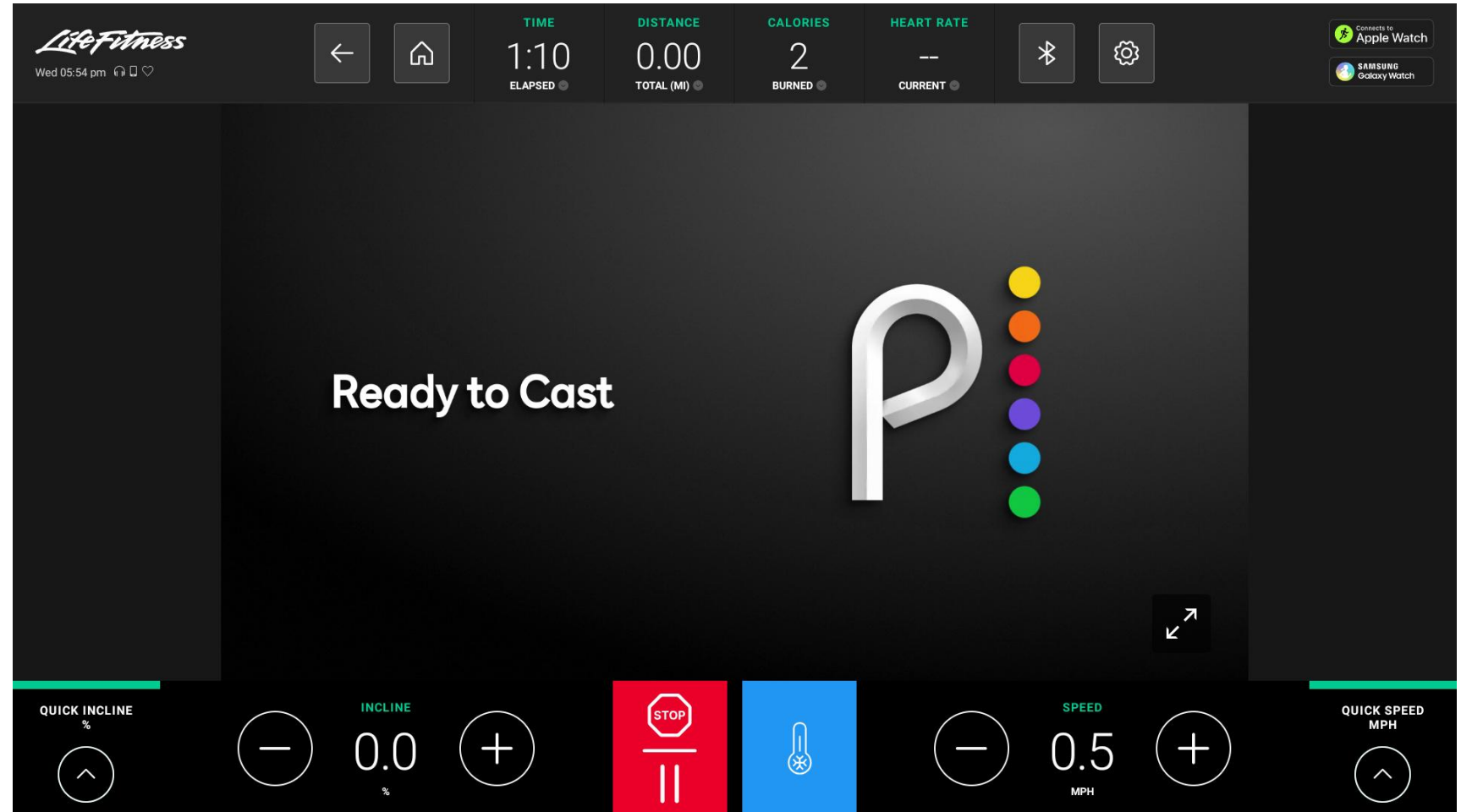
- On the user's device, launch the service they would like to cast with
- Select the Cast icon in the top right corner
- Select the device to cast to "Treadmill 1"



USER FLOW

Inspiring the world to work out

- User should see the screen launch the casting session of the app they decided to cast.



USER FLOW

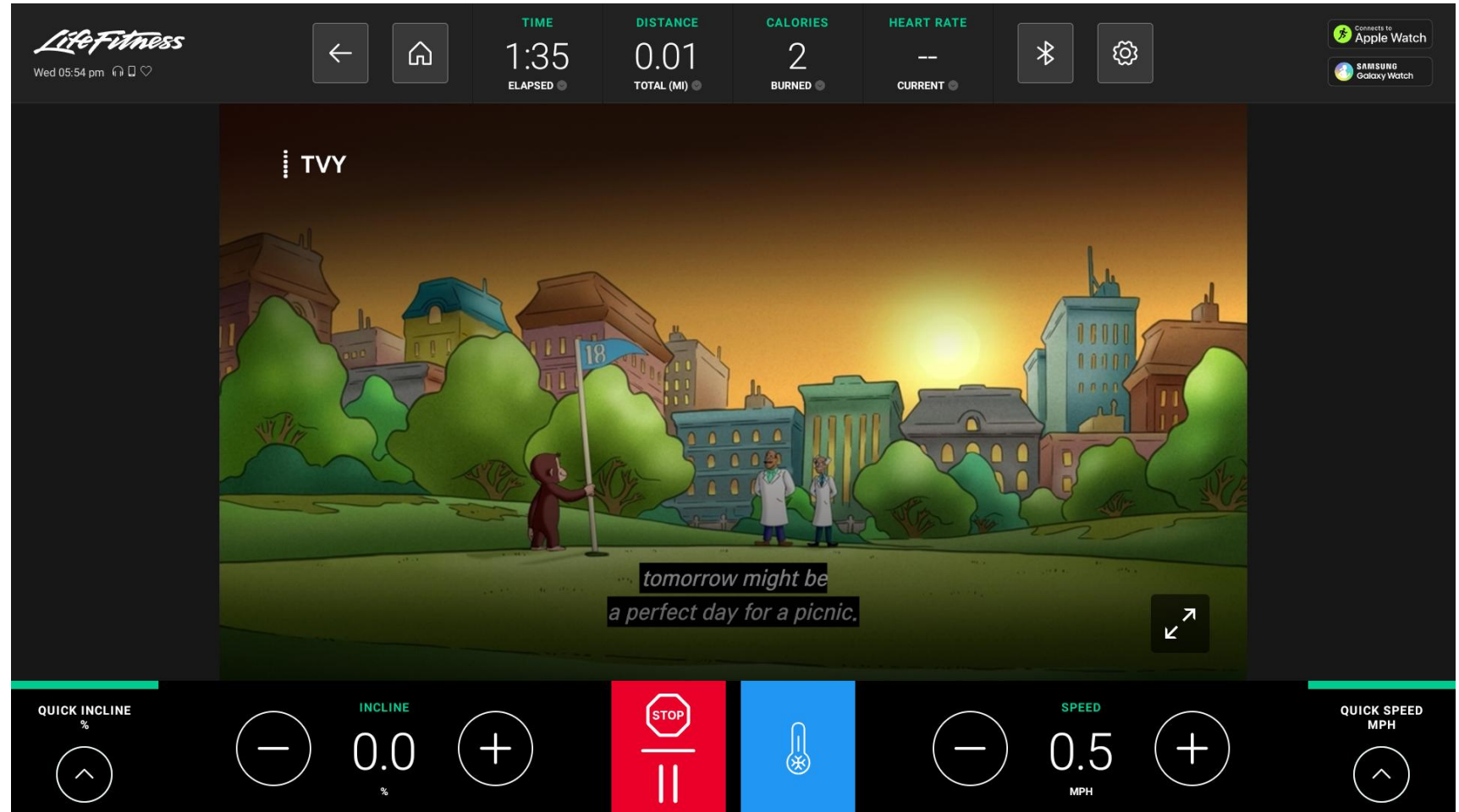
- On the user's phone they will select the content to cast
- Icon in the top right will change showing you are connected



USER FLOW

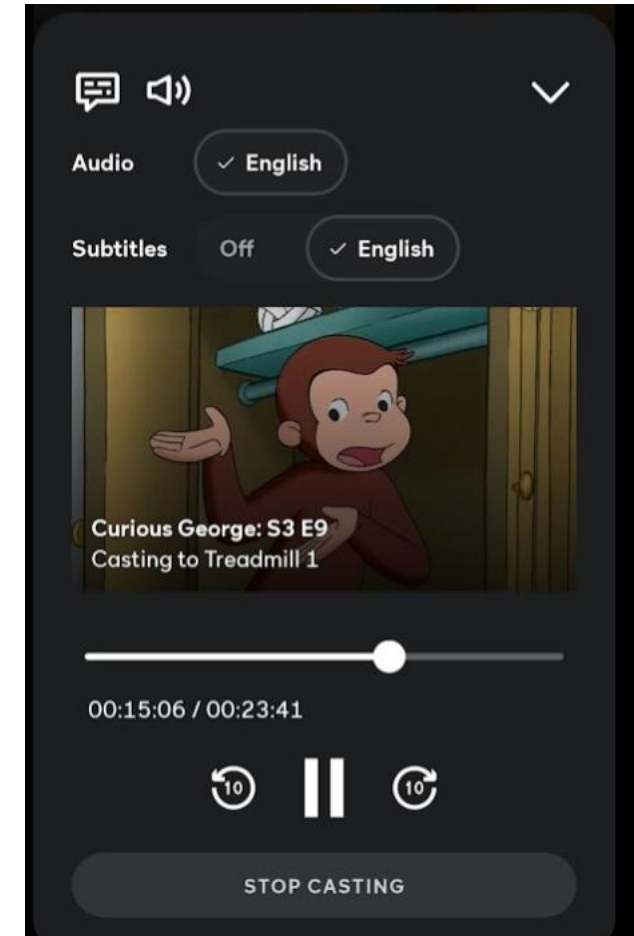
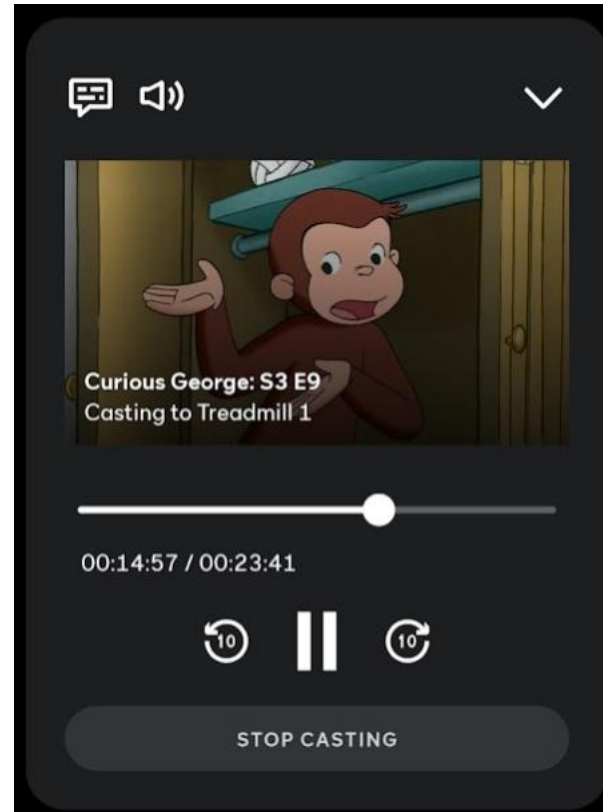
Inspiring the world to work out

- Content will play once selected



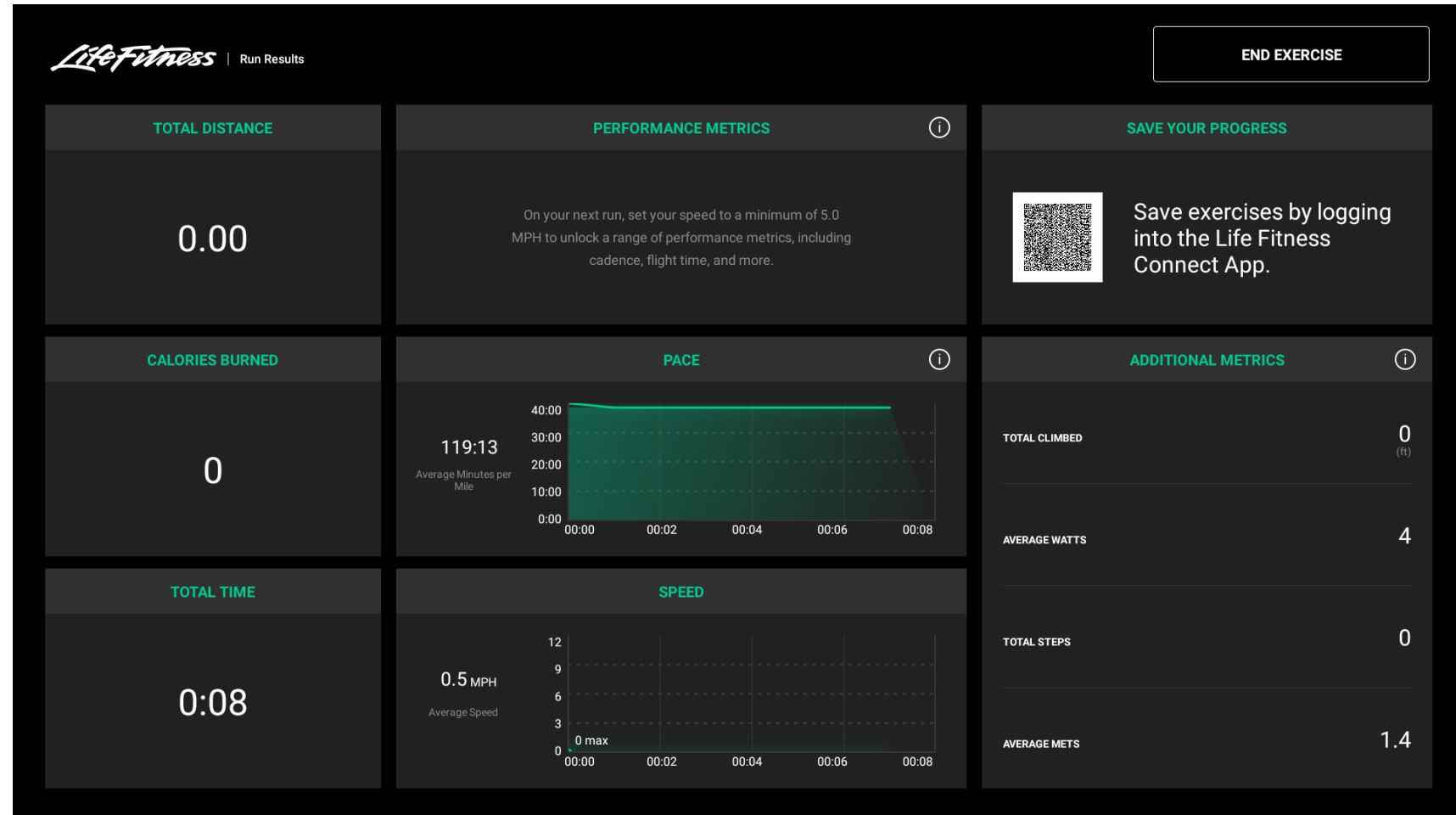
USER FLOW

- User has controls (app dependent) to control various aspects of the casting session including subtitles (CC), volume control, and play/pause
- **NOTE:** audio is only available through the console including Wired and Bluetooth Headphones



USER FLOW

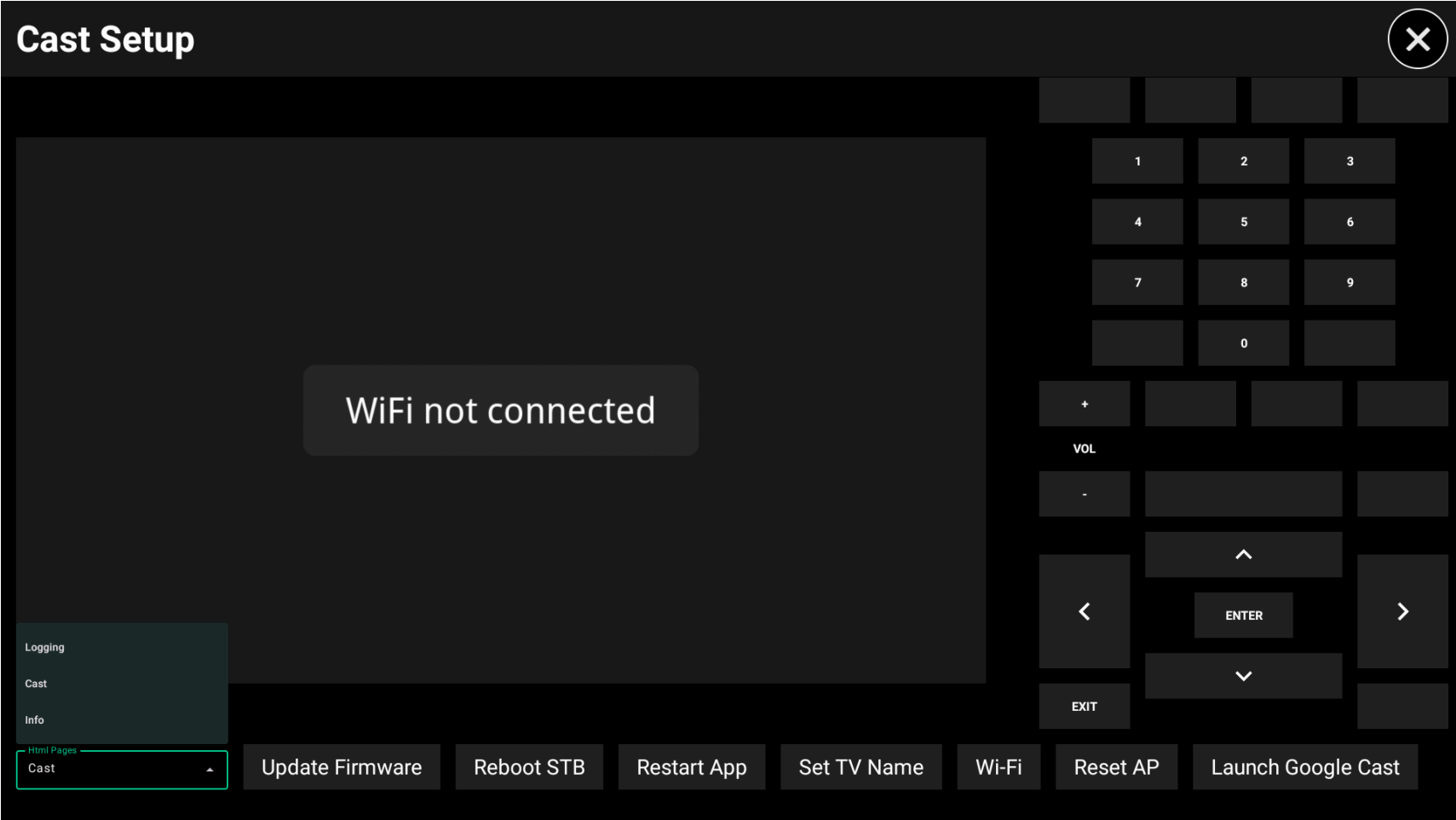
- Once the work out ends, the casting session is automatically ended, and the user's device will no longer be connected to the console/cardio equipment.



TROUBLESHOOTING

SNOW WHITE FACTORY RESET

- TBD



SNOW WHITE TROUBLESHOOTING

Important Details:

A. Software Version

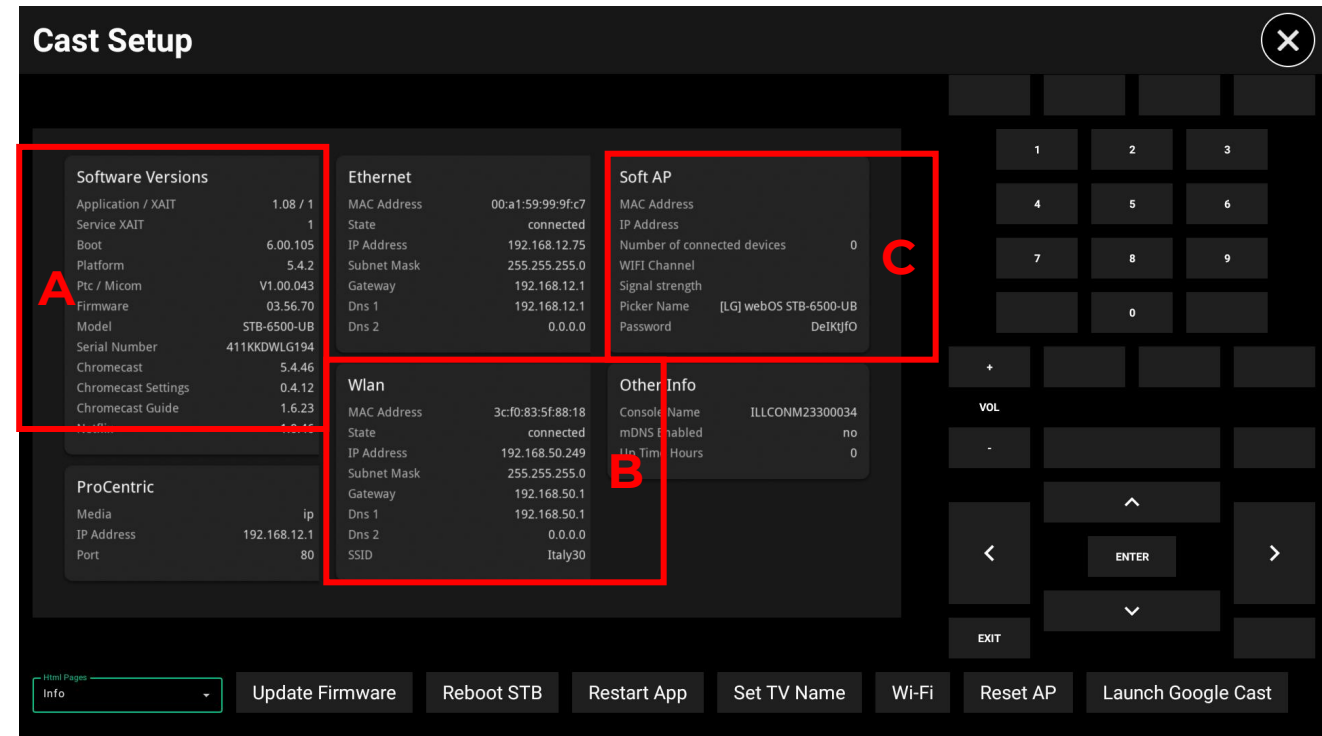
- I. Application - App version loaded onto the Casting Box
- II. Firmware (min. v03.55.70) - Casting Box firmware version
- III. Chromecast Apps (3 total) - Apps install once the Casting Box is connected to WiFi

B. Wlan (WiFi)

- I. WiFi interface details including dynamically assigned IP address

C. Soft AP

- I. Picker Name - Assigned using the **Set TV Name** function and should be unique to each casting box/cardio production





THANK YOU