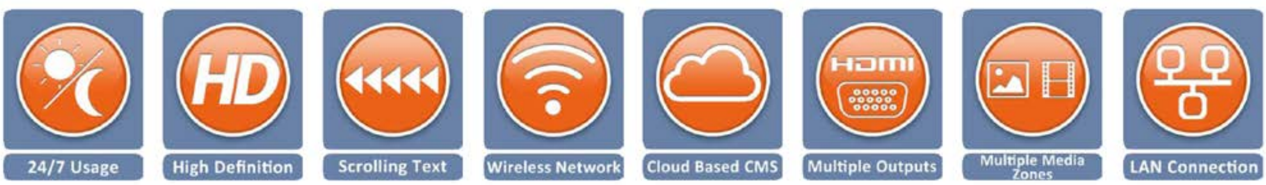
Cloud Network Media Player - LAN & Wi-Fi

(ANDROID)

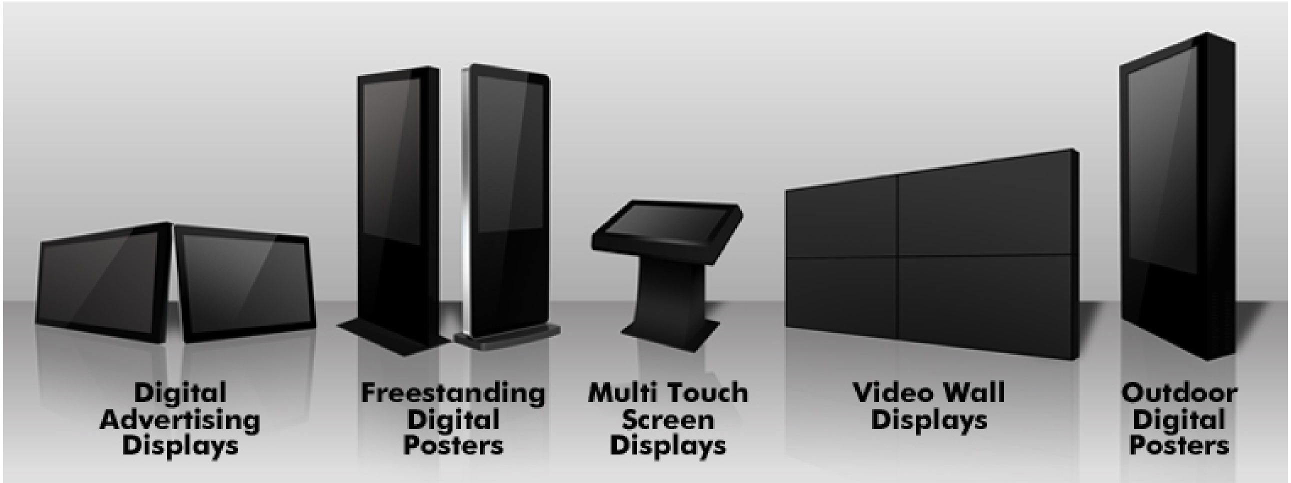
Software User Manual

(Content Management System)

Manual Version PPCNET-B v1.2 (ANDROID)



Our Full Product Range



Safety Instructions

- Please keep the unit away from any heat sources. Place the unit in a stable and well-ventilated place.
- The holes or openings on the unit are designed for ventilation. Do not cover or block the ventilation holes or openings with any objects.
- Do not attempt to repair this product yourself! Improperly disassembly of the product may invalidate the warranty and lead to possible danger
- If you have a problem that cannot be solved using the "Troubleshooting" guidelines, please contact your supplier.

Contents:

1. Introduction 5
1.1 Logging In 6
2. Top Menu - System Operation 8
2.1 Media 8
2.1.1 Image 8
2.1.2 Video 12
2.1.3 Music 16
2.1.4 RSS 20
2.1.5 Media Groups 23
2.1.6 Supported Media Files 26
2.2 Program 27
2.2.1 Template 27
2.2.2 Playlist 46
2.2.3 Publish 60
2.2.3.1 Publishing from Playlist 60
2.2.3.2 Publish 65
2.2.4 Message 66
2.3 Player 70
2.3.1 Player 70
2.3.2 Status 75
2.3.3 Creating Groups 79
2.4 Logs 83
2.4.1 User Operations 83
2.4.2 Player Monitoring 85
2.5 Settings 87
2.5.1 Organisation 87
2.5.2 User 90
2.5.3 Role 94
2.6 Logging Out 97

3. F.A.Qs and Troubleshooting Guide 98
3.1 My video/images are squashed or distorted on my screen or have back boarders 98
3.2 Why is my screen displaying "Error (Screen Mode Unmatch)"? 99
3.3 How do I update my player if it is not connected to the internet? (Plug and play method) 100
3.4 How do I play PowerPoint presentations on my display? 104
3.5 Video Format Conversion 104
3.5.1 Format Factory (Standard Definition) 105
3.5.2 HD Video Converter Deluxe (High Definition) 111

1. Introduction

The Content Management System (CMS) is your way of updating and managing your players' contents. Through it you can upload media to our secure server, arrange your media in various layouts, schedule playlists, and remotely send them to your player. You can also control your players' display settings and assign On/Off times for all of your players.

If you have an administrators' account you can also manage and control your user activities and privileges.

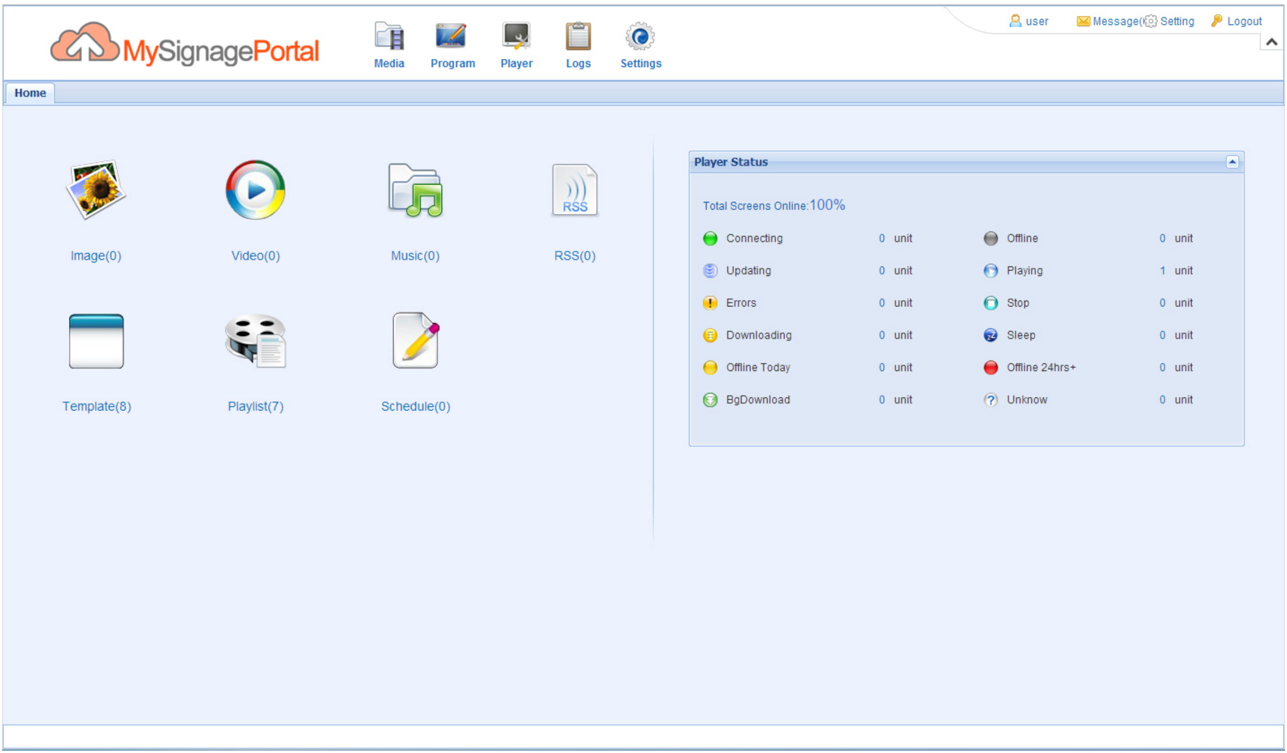
NOTE: Before using the CMS please set up your player by following the installation steps in the Hardware User Manual. You must at least connect the power lead and ensure it is connected to your network via Wi-Fi as well as being connected to a monitor.

1.1 Logging In

To log in to the CMS begin by launching a web browser, we recommend Google Chrome however most popular browser should be compatible, then go to www.mysignageportal.com and click "Login" from the top navigation menu. Next, enter the username and password that you were provided with when you received your player along with the security code. If you do not have any login details please contact your supplier and they will provide you with a username and password.

Once you have logged in you will be greeted by an overview of your players. If you have connected yours players to the internet as per the installation instructions in the Hardware User Manual next to “Playing” in your Player Status area you should see the number of players that you have. If there are any players “Offline” or “Offline 24hrs+” please check that they are correctly connected to the internet. If your players appear next to “Unknown” please contact your supplier to make sure your players have been pre-loaded for you.

For all other Statuses please see section 2.3.2 Status.



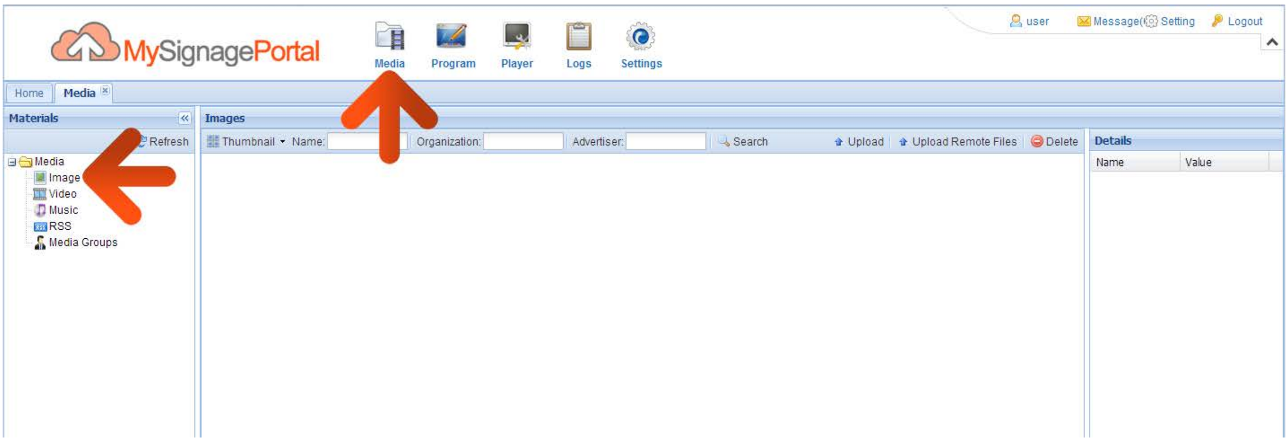
2. Top Menu - System Operation

2.1 Media

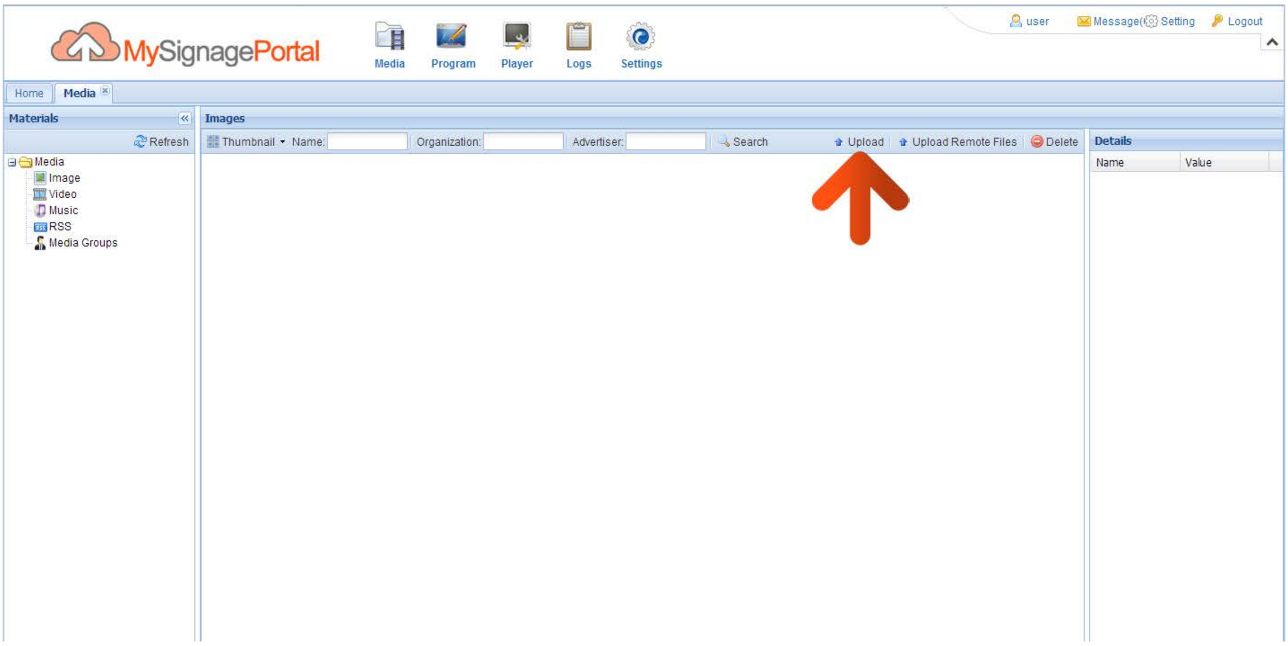
Before creating any layouts or playlists you must first upload any media files you wish to use. Once you have uploaded them they will remain on our secure server until you wish to delete them.

2.1.1 Image

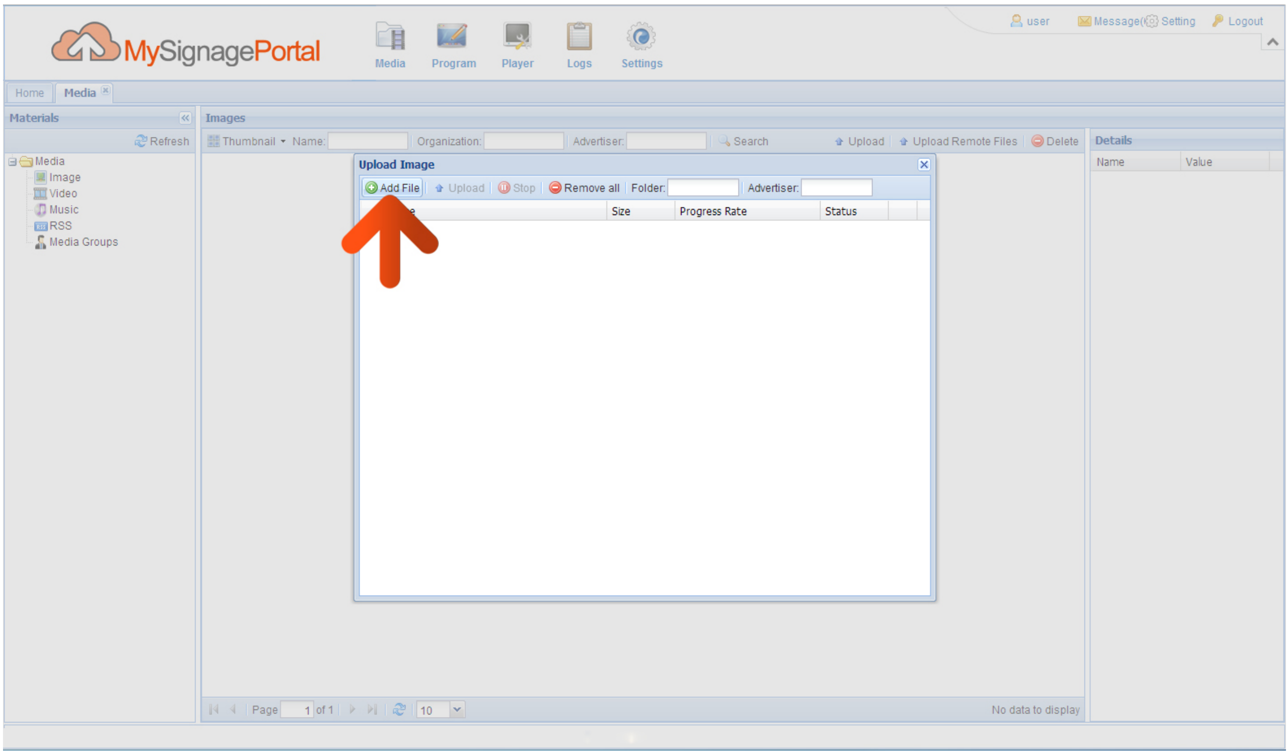
Begin by clicking on the “Media” icon on the Top Menu then click on “Image”.



Then click on the “Upload” button.



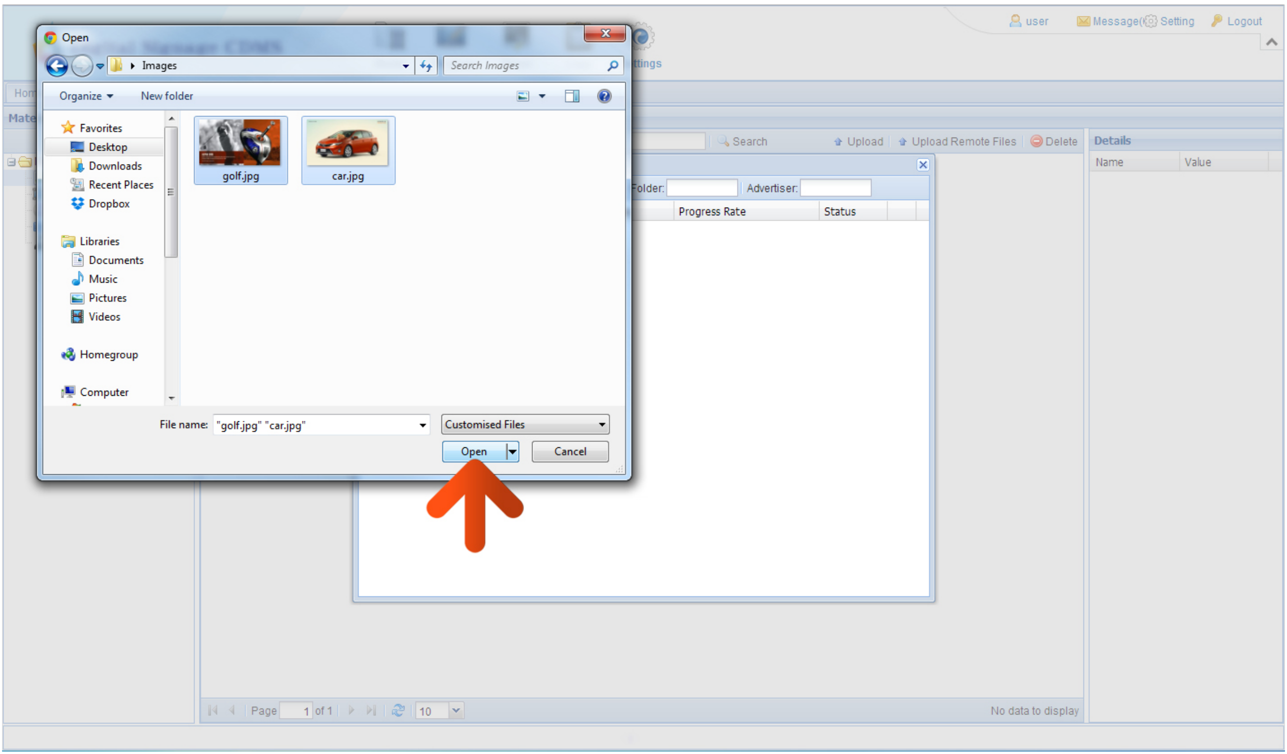
An upload box will now appear. To begin uploading files please click "Add Files".



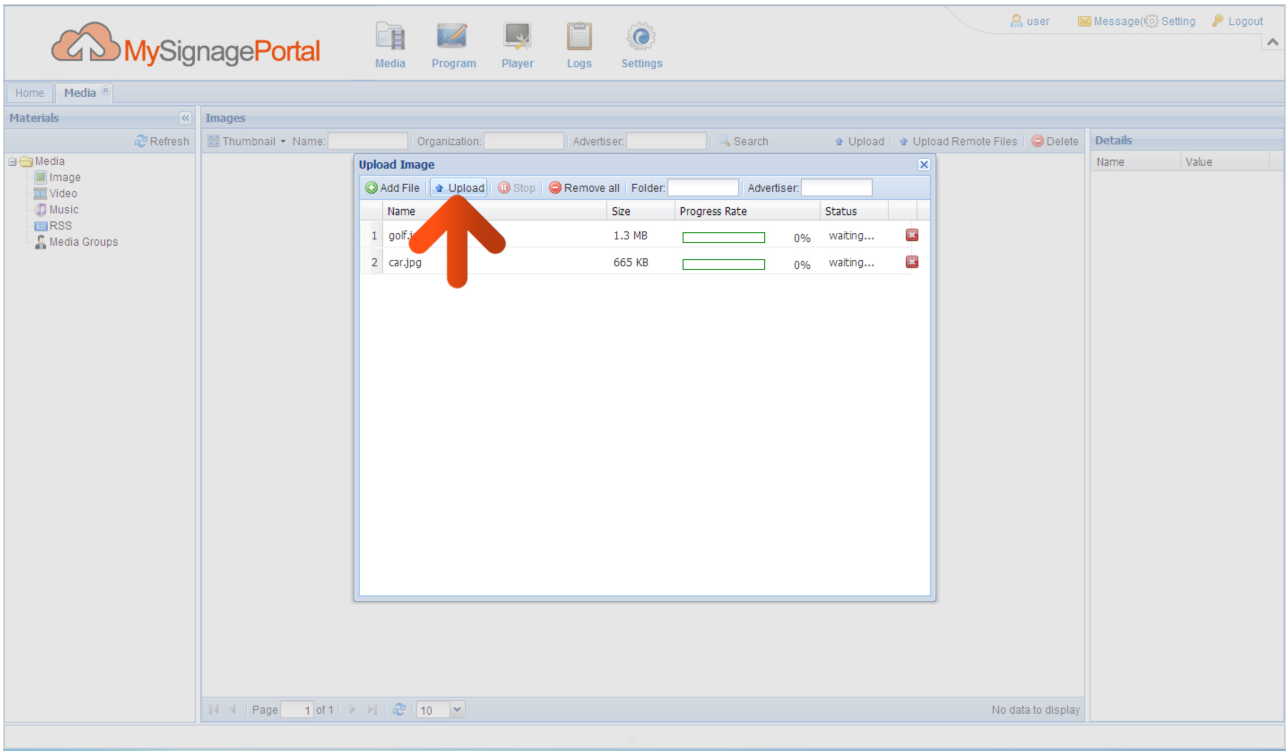
You can now browse through your files and select the images you wish to upload.

NOTE: Please see section 2.1.6 for supported media formats.

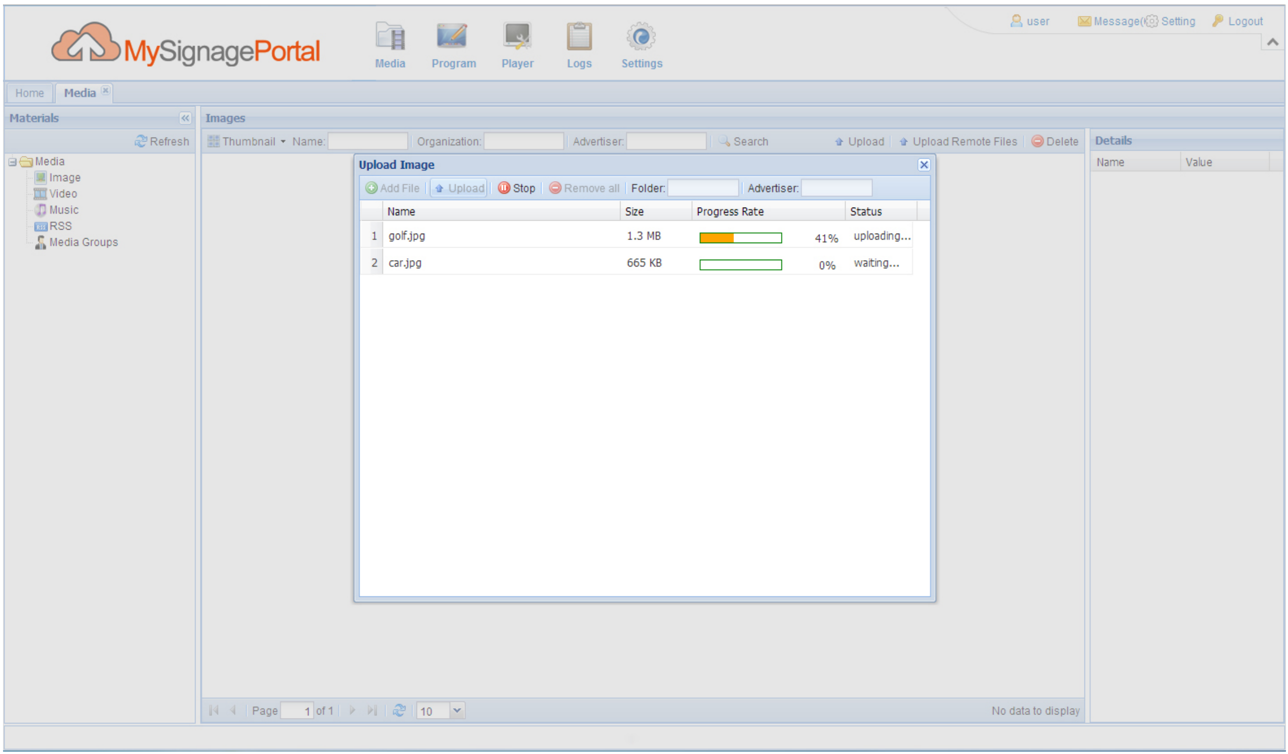
Once you have selected all the image files you wish to upload click "Open" in the browser window.



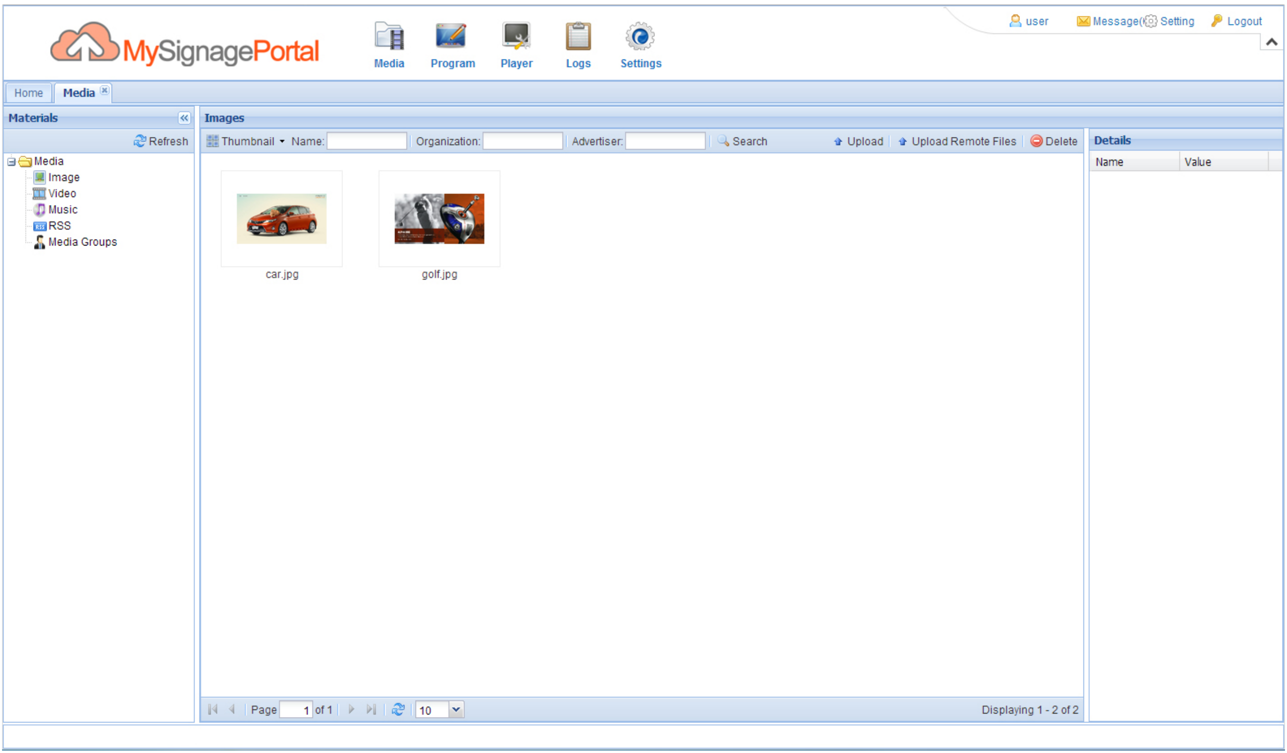
You will now have a list of all the images you selected to upload. Click the "Upload" button and wait until they have all finished uploading. You can track the progress of each file by the loading bar underneath the file name.



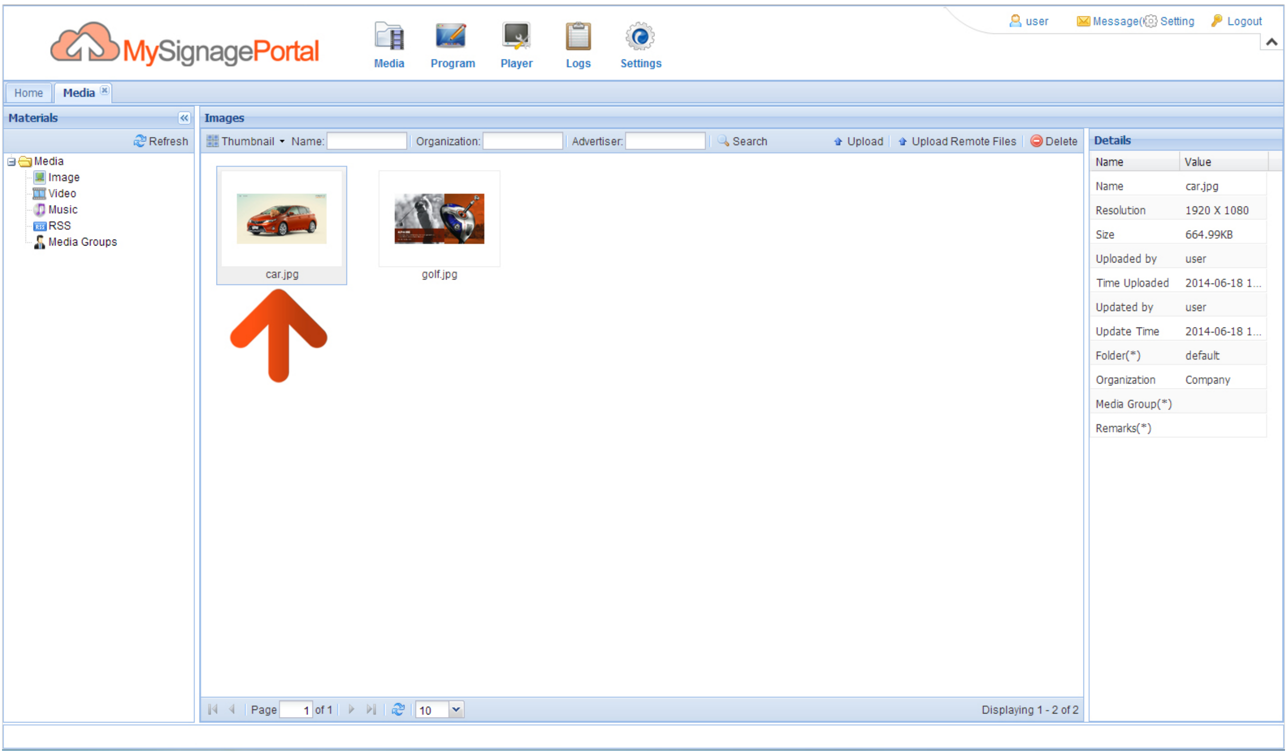
You will now see the "Progress Rate" bar expand until the files have completely uploaded.



You should now see a list of all the images you have uploaded.

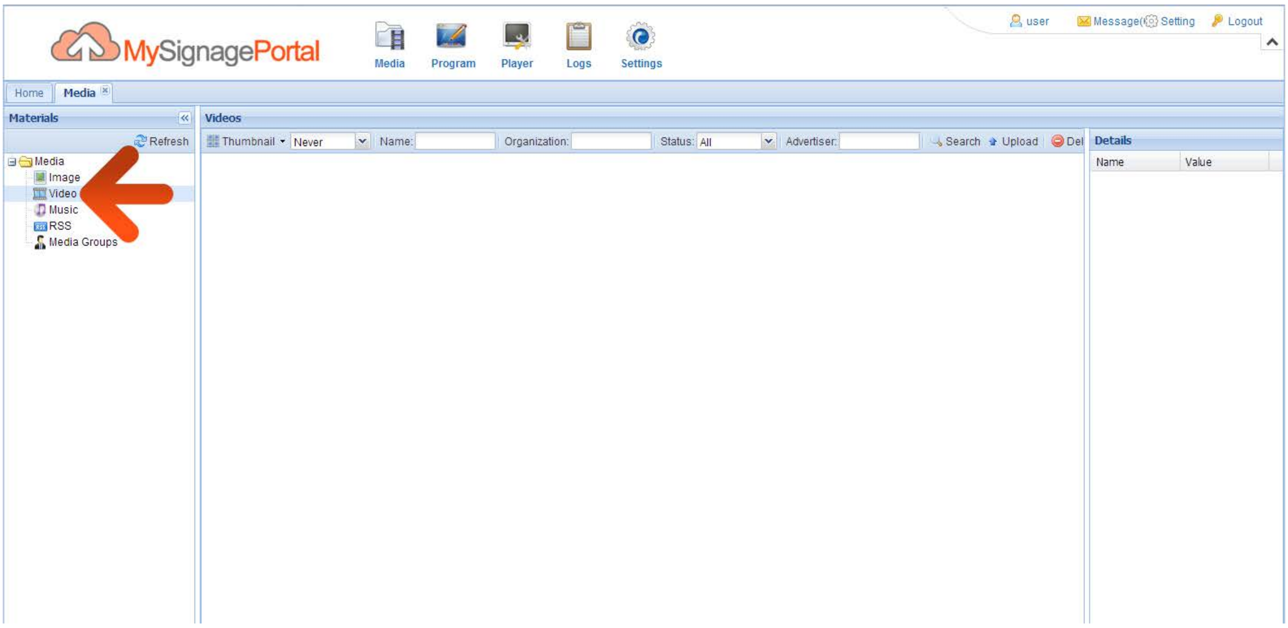


If you want to know the details of any image that you have uploaded (such as resolution, the time and date it was uploaded or which user uploaded it) you can simply click on the image thumbnail.

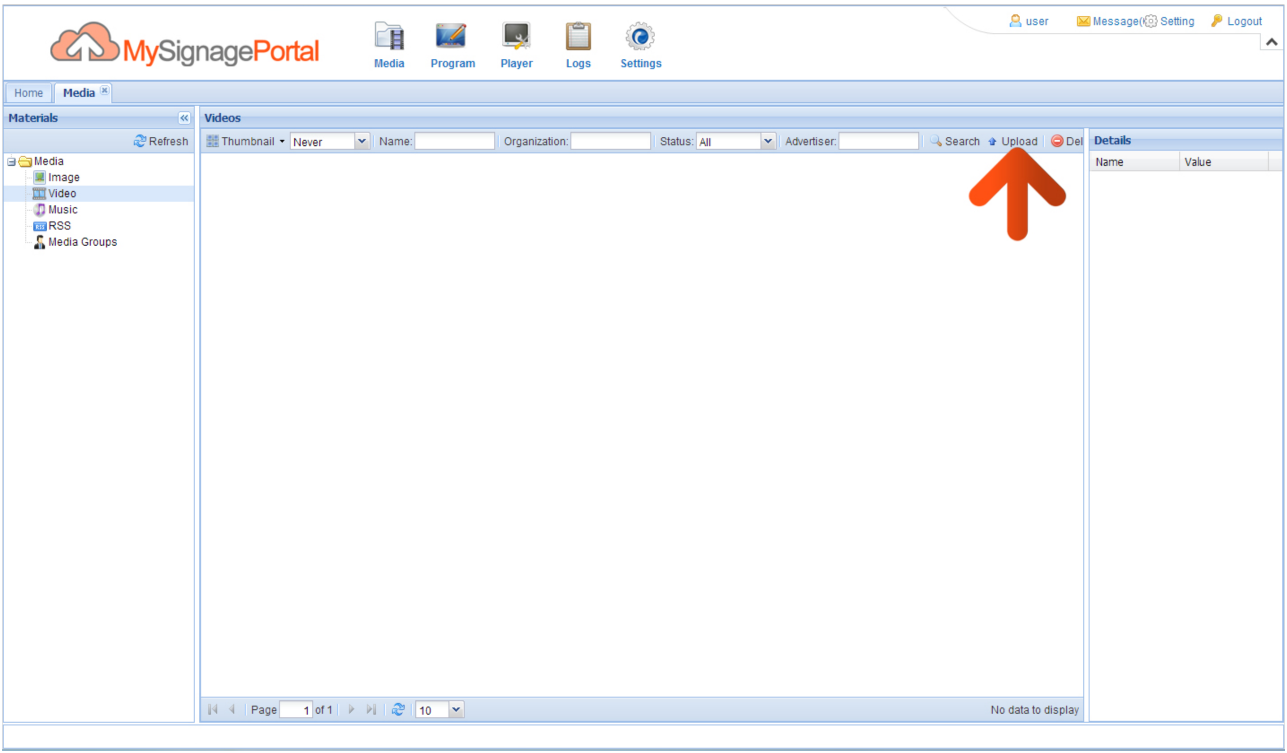


2.1.2 Video

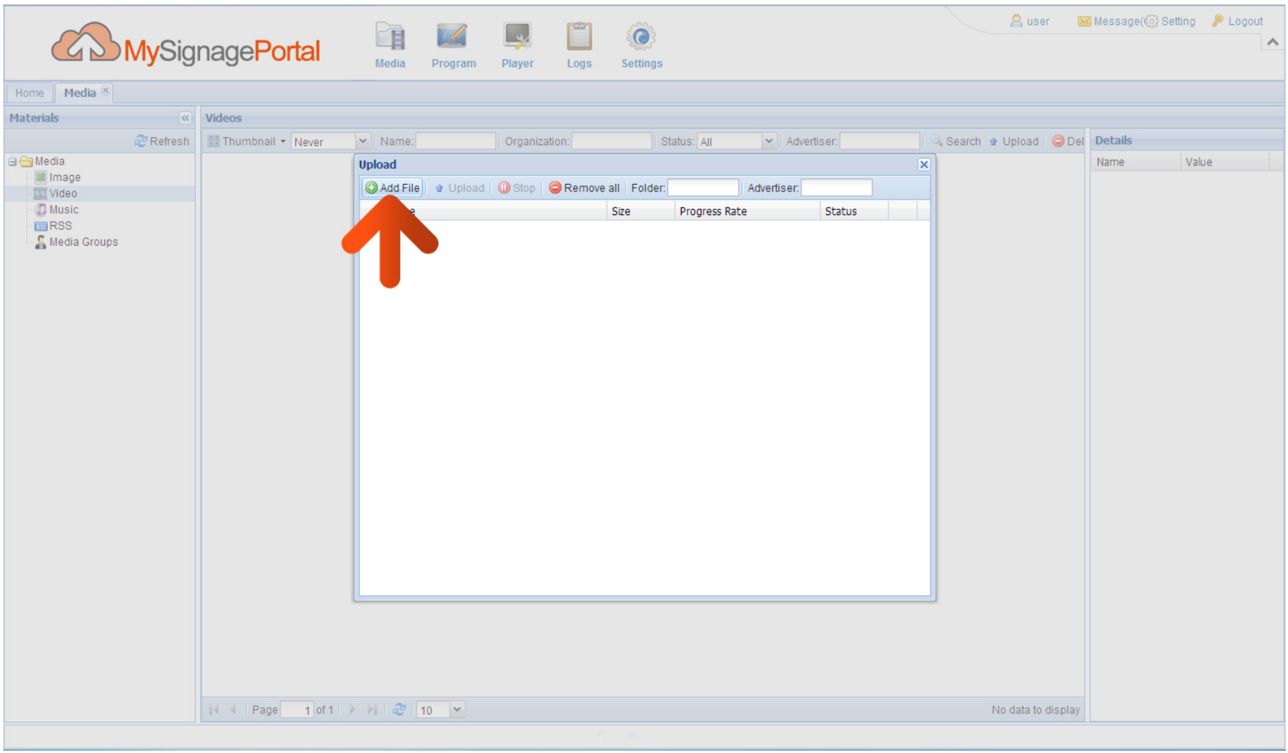
Begin by clicking on the “Media” icon on the Top Menu then click on “Video”.



Then click on the “Upload” button.



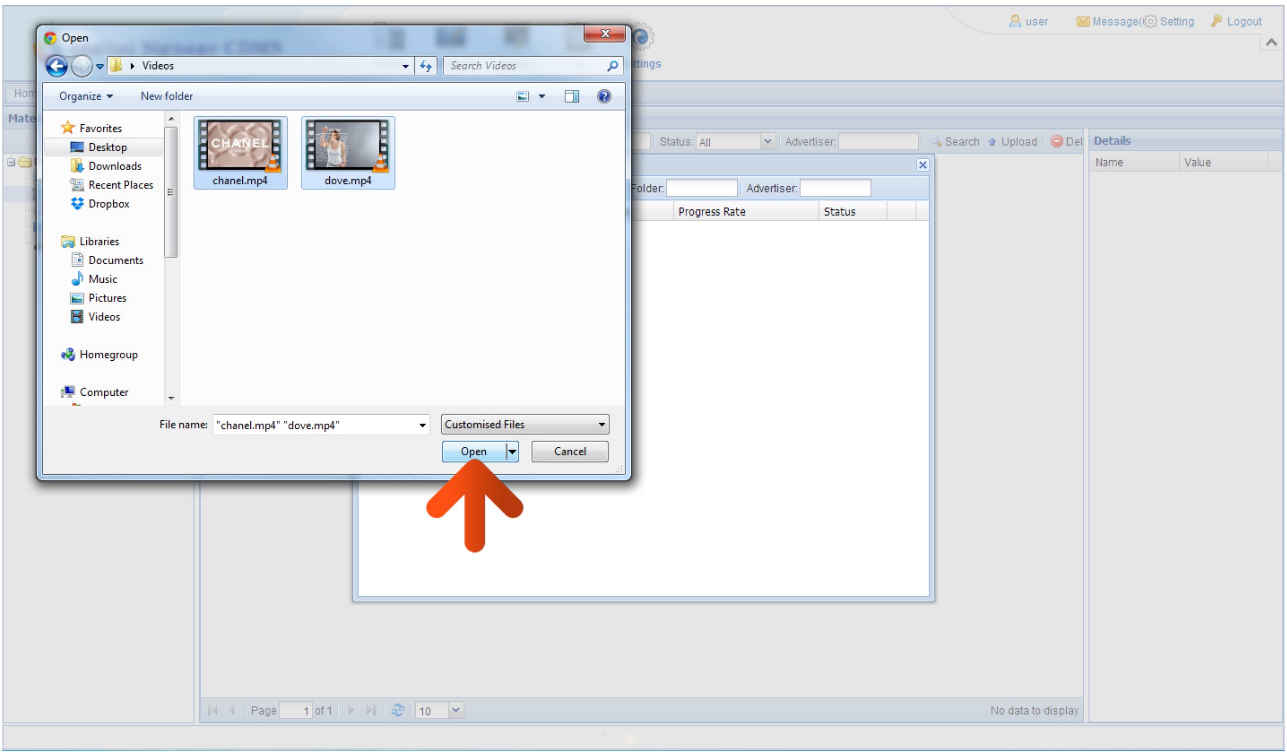
An upload box will now appear. To begin uploading files please click "Add Files".



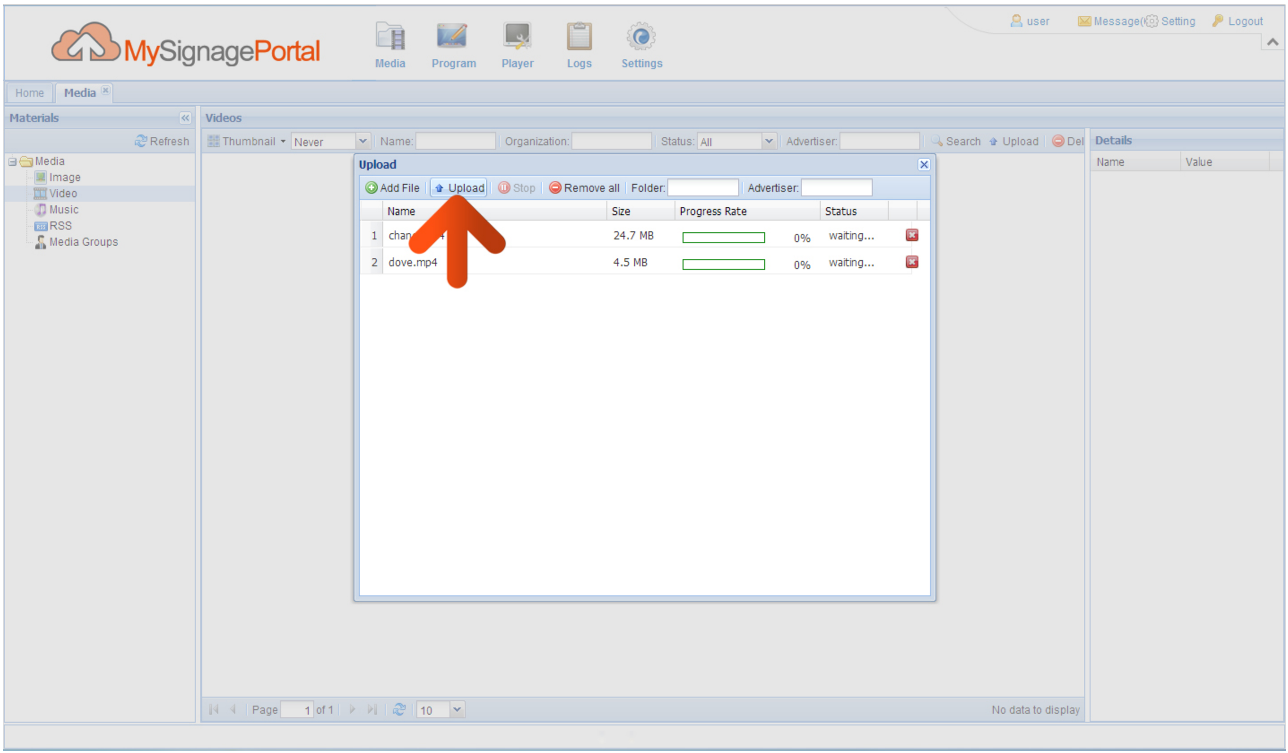
You can now browse through your files and select the videos you wish to upload.

NOTE: Please see section 2.1.6 for supported media formats.

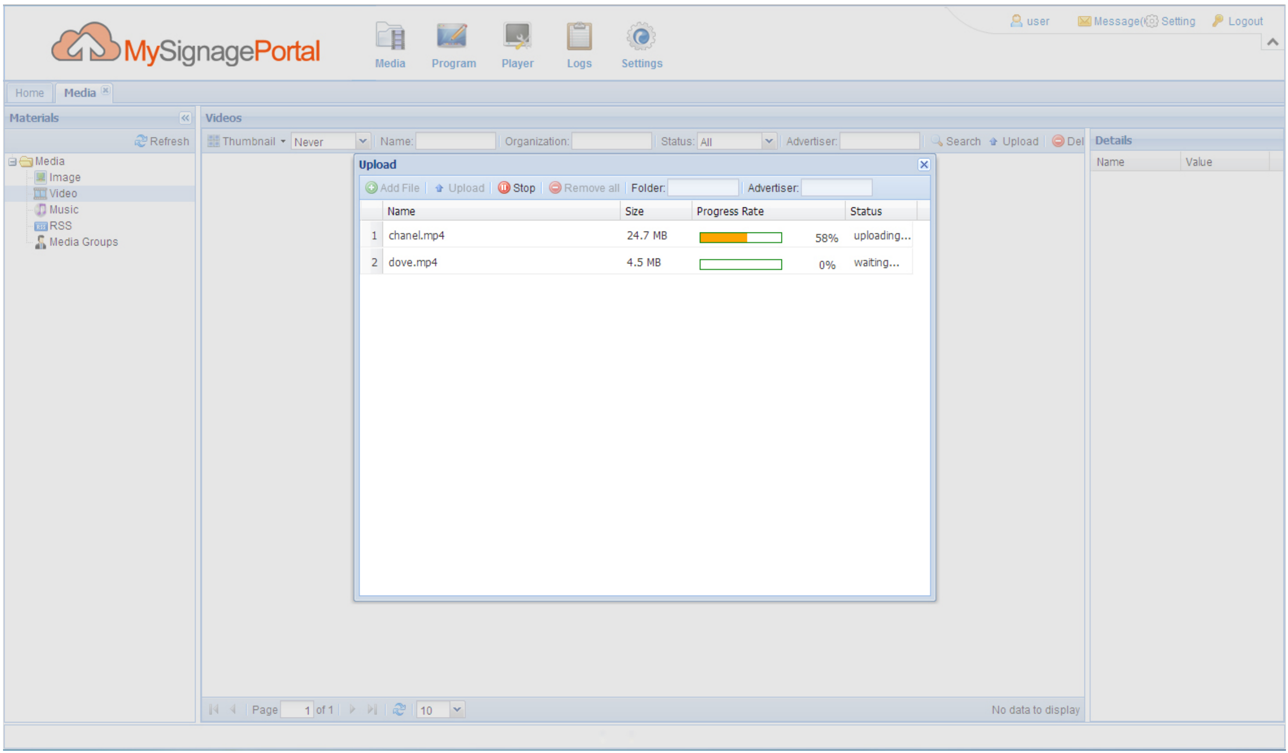
Once you have selected all the video files you wish to upload click "Open" in the browser window.



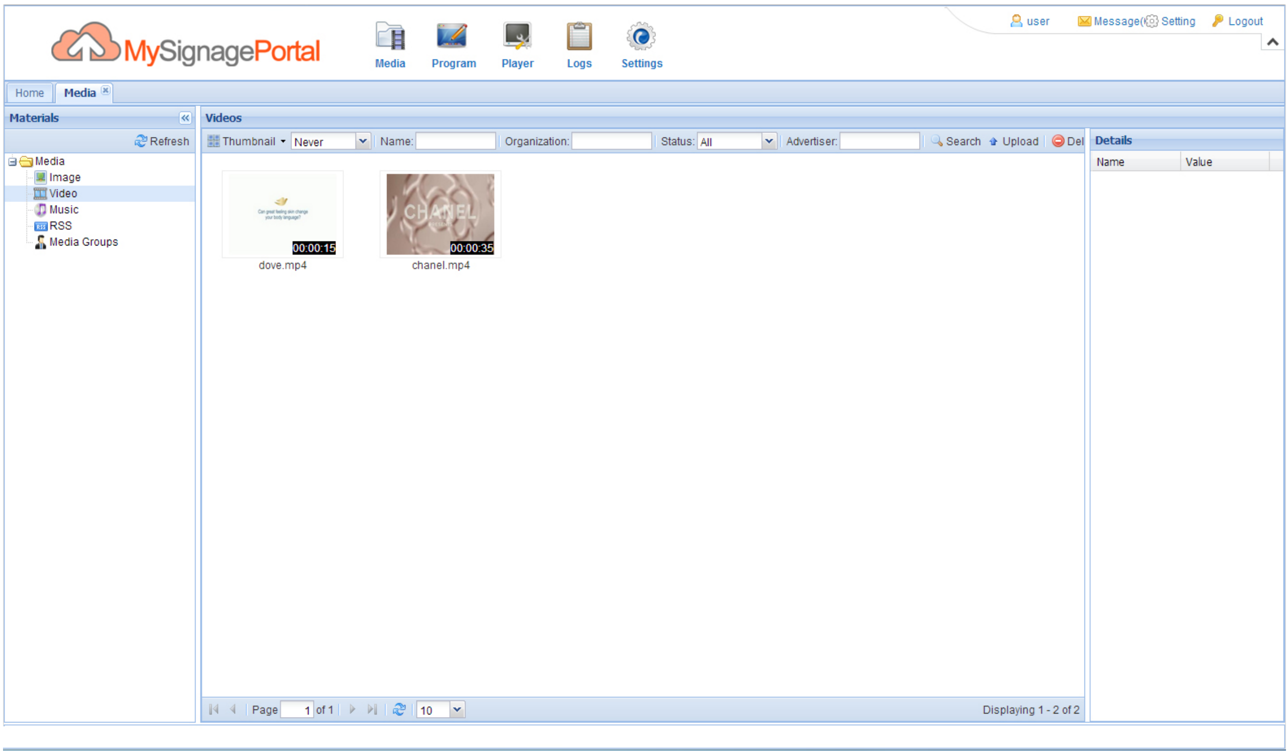
You will now have a list of all the videos you selected to upload. Click the “Upload” button and wait until they have all finished uploading.



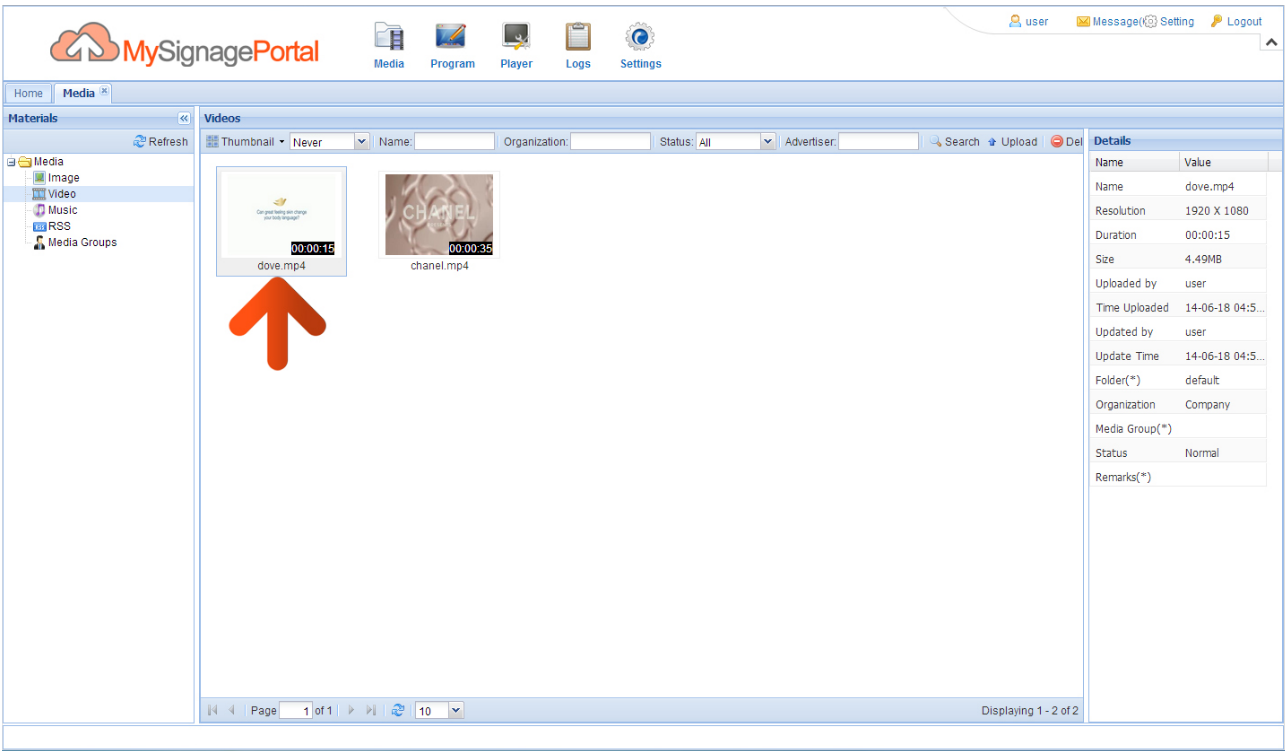
You will now see the “Progress Rate” bar expand until the files have completely uploaded.



You should now see a list of all the videos you have uploaded.

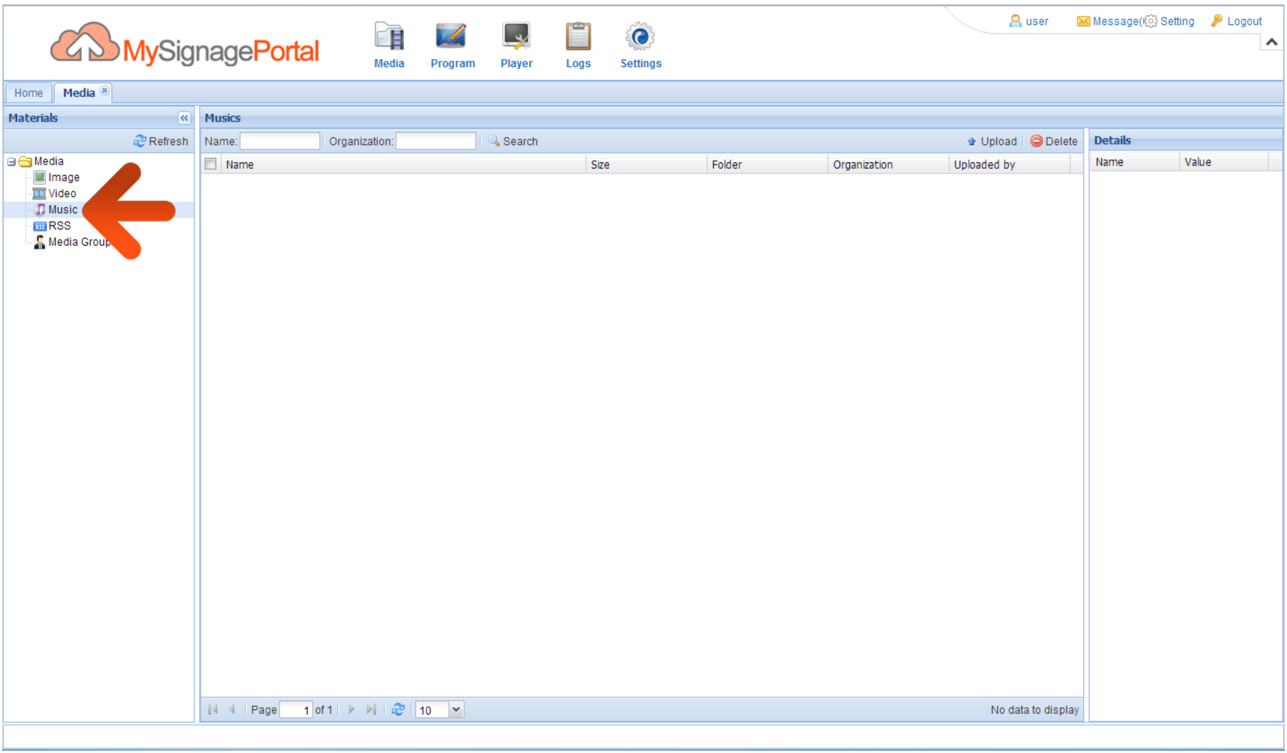


If you want to know the details of any video that you have uploaded (such as resolution, duration, the time and date it was uploaded or which user uploaded it) you can simply click on the video thumbnail.

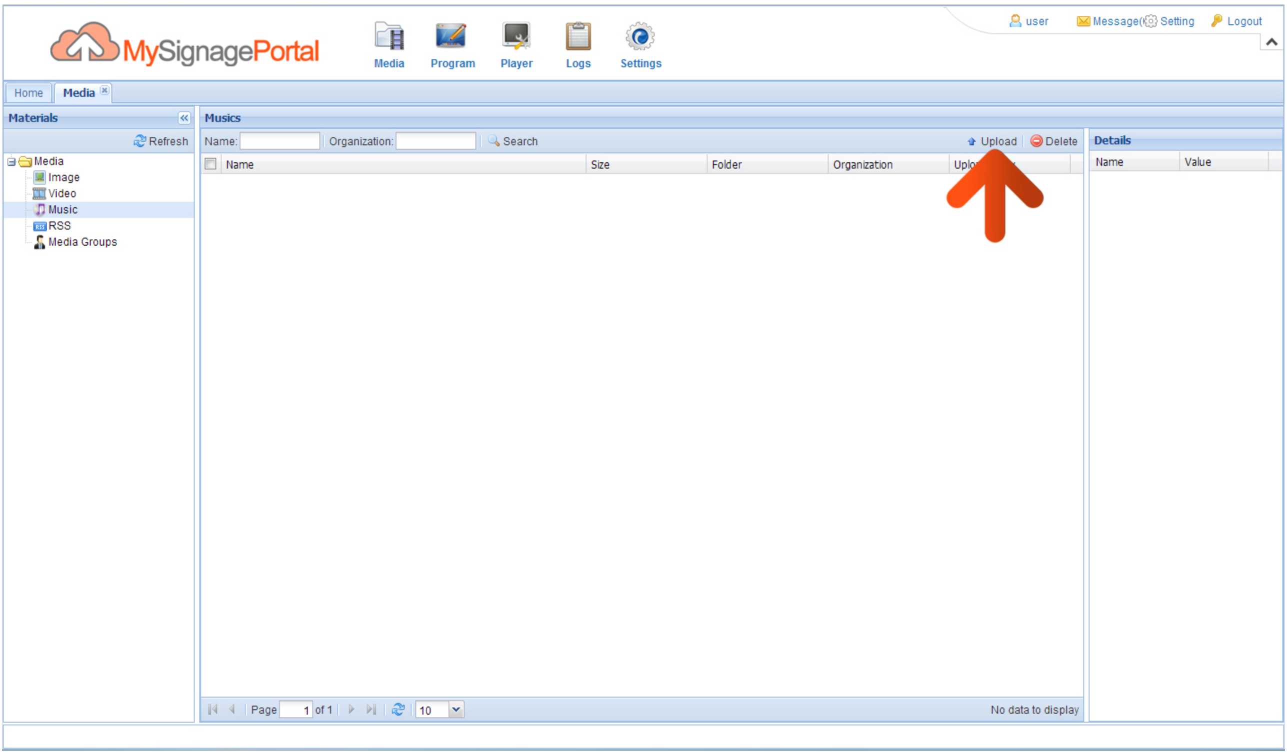


2.1.3 Music

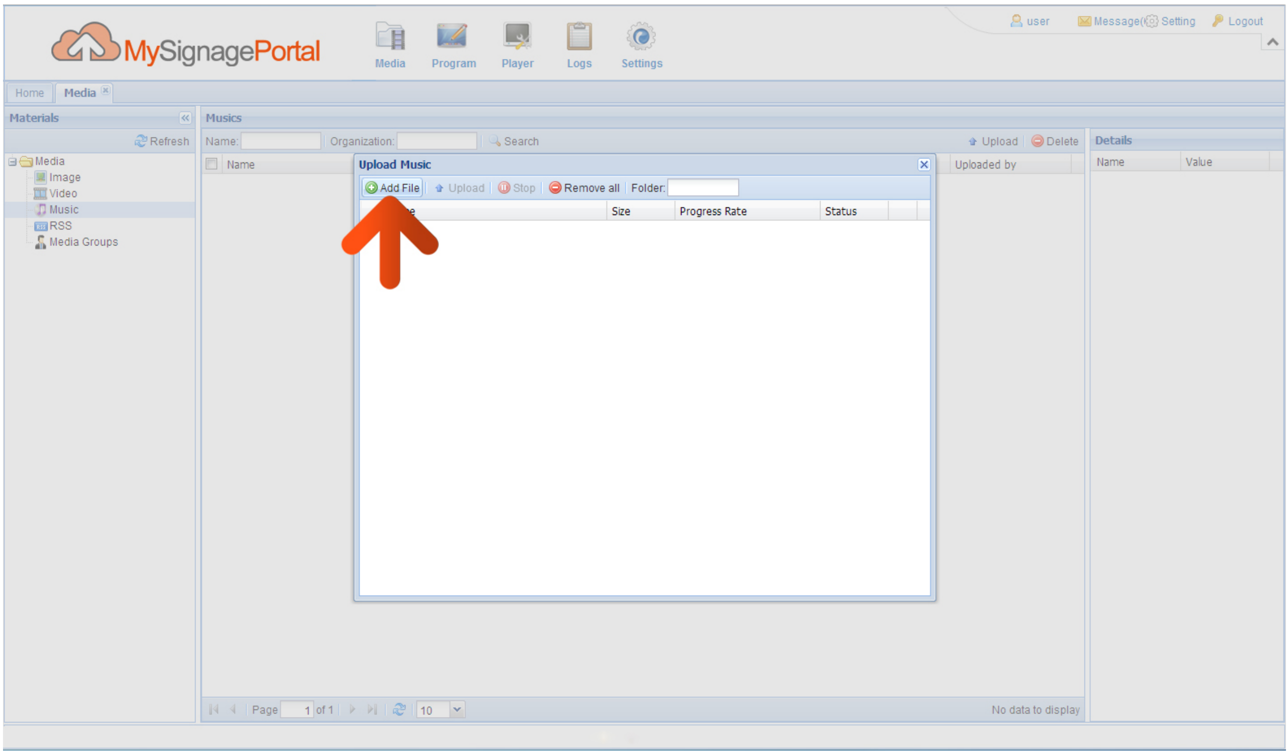
Begin by clicking on the “Media” icon on the Top Menu then click on “Music”.



Then click on the “Upload” button.



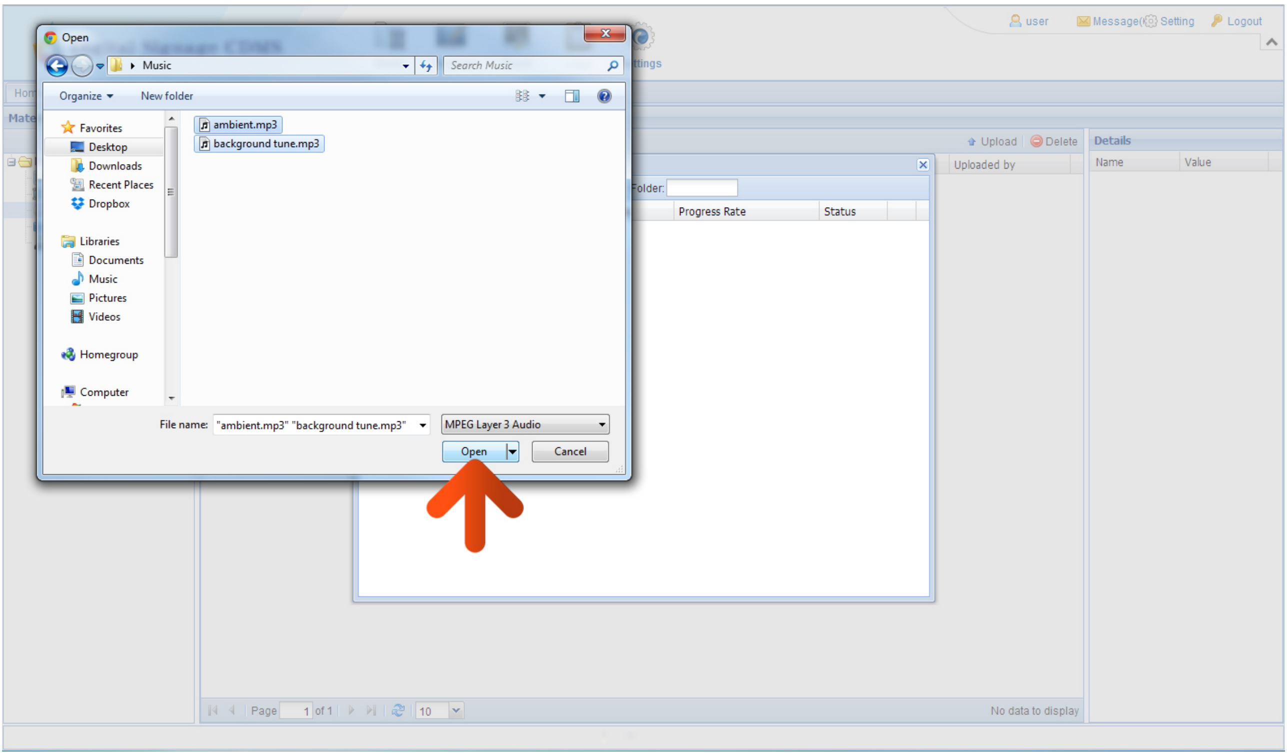
An upload box will now appear. To begin uploading files please click "Add Files".



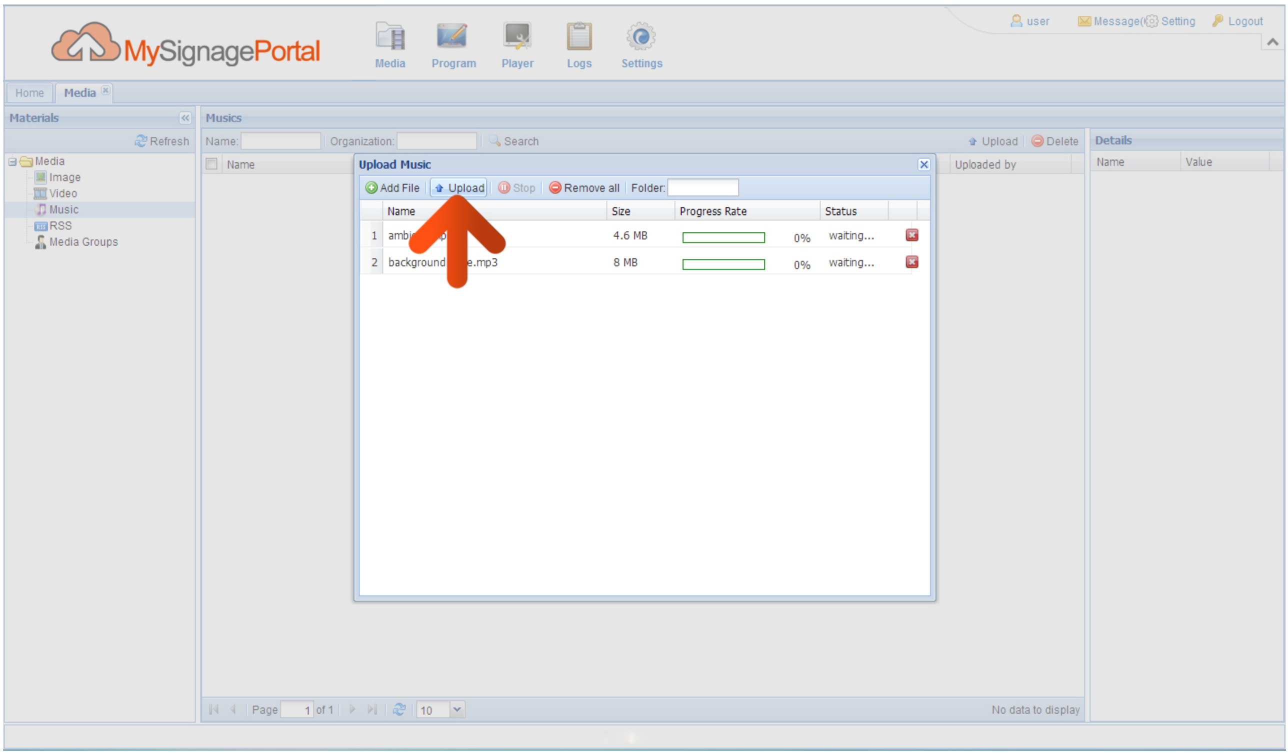
You can now browse through your files and select the music files you wish to upload.

NOTE: We recommend using MP3 files only.

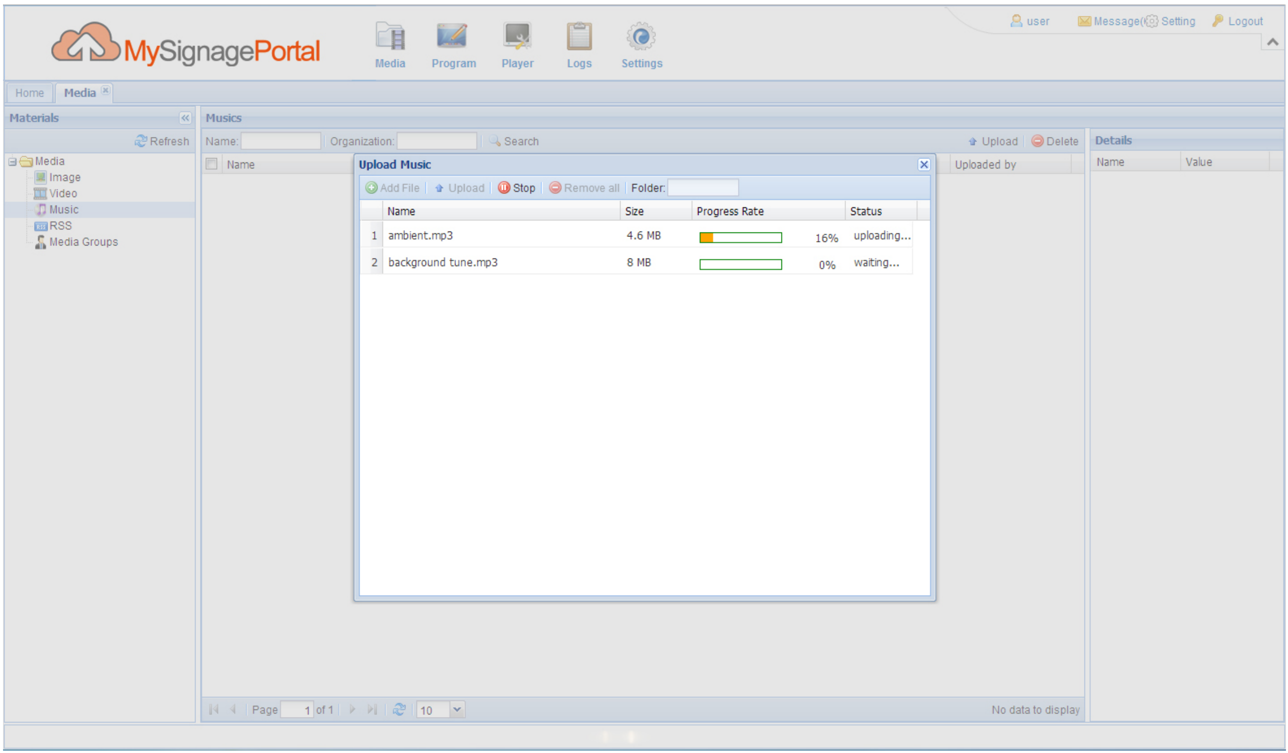
Once you have selected all the music files you wish to upload click "Open" in the browser window.



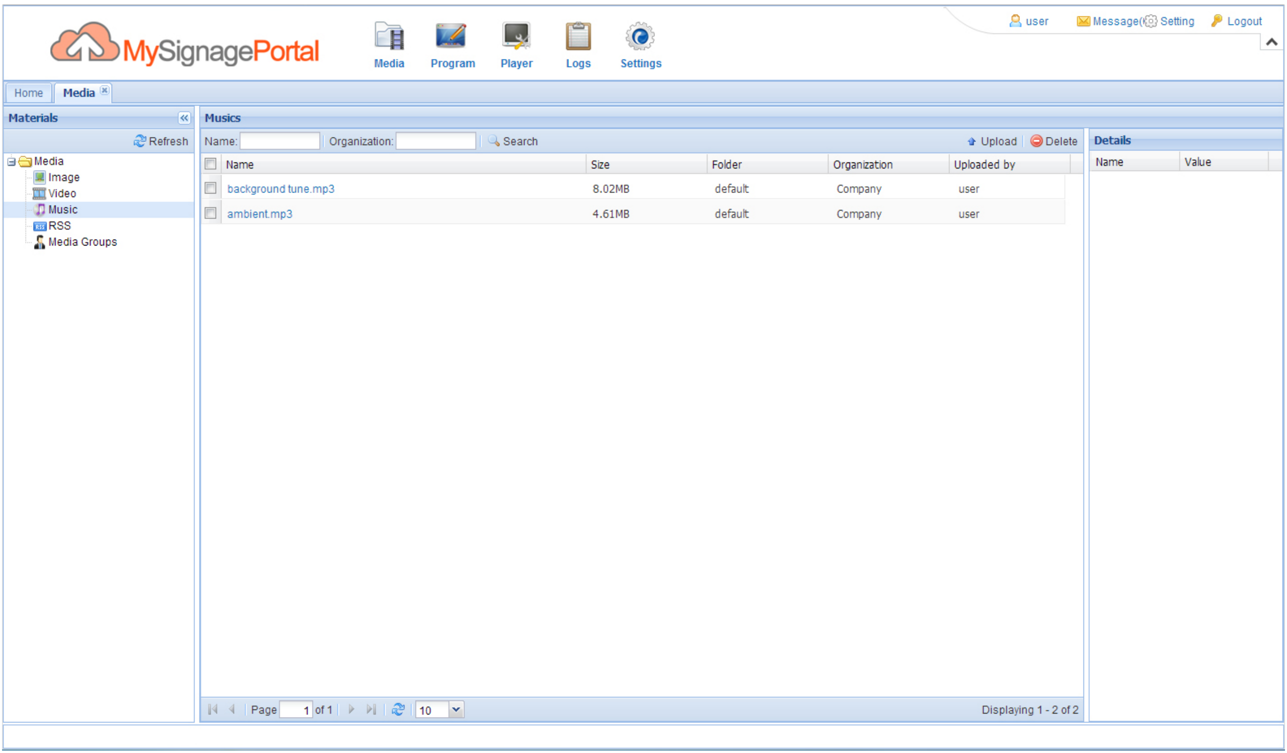
You will now have a list of all the music files you selected to upload. Click the "Upload" button and wait until they have all finished uploading.



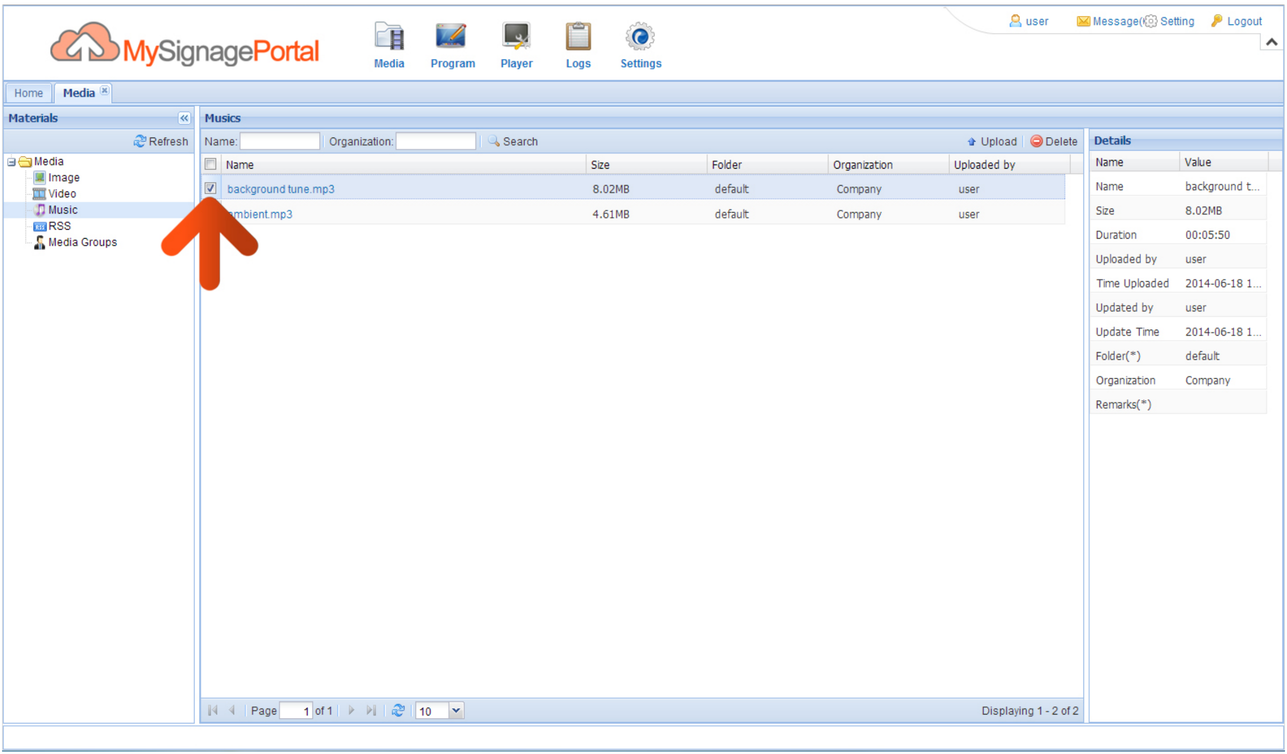
You will now see the "Progress Rate" bar expand until the files have completely uploaded.



You should now see a list of all the music files you have uploaded.

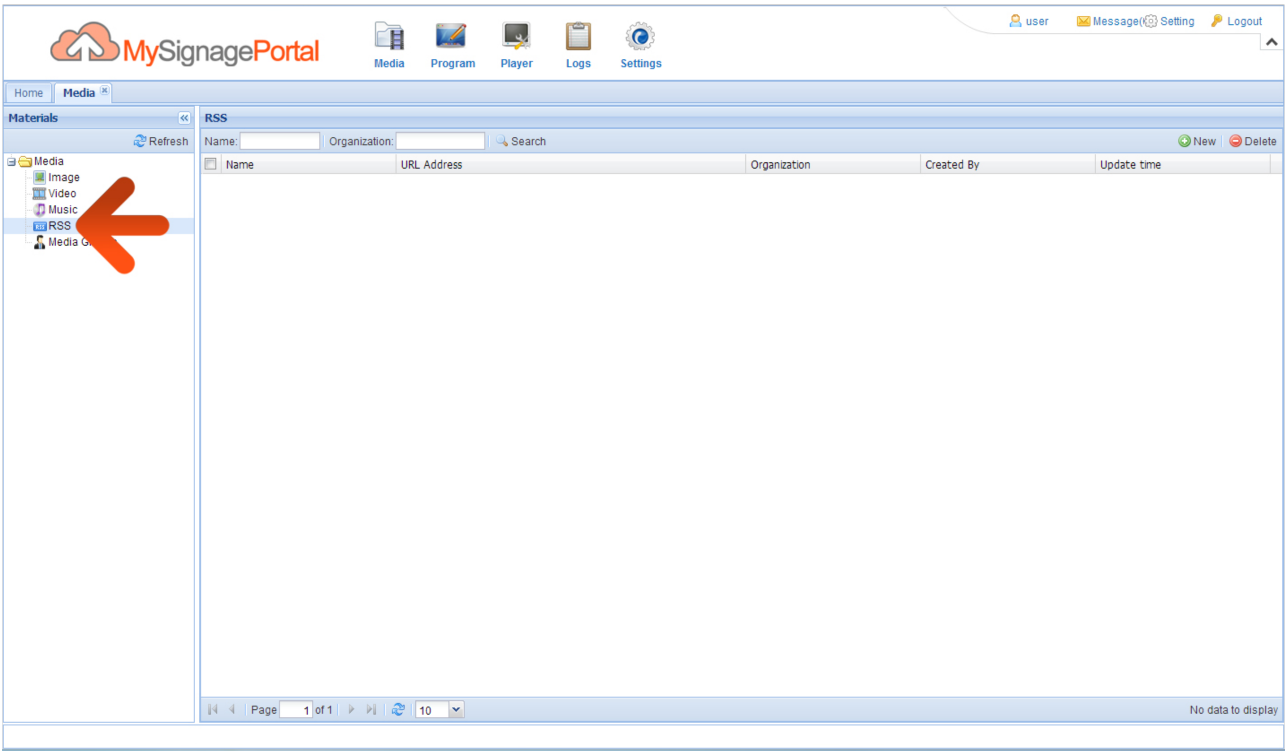


If you want to know the details of any music file that you have uploaded (such as duration, the time and date it was uploaded or which user uploaded it) you can simply tick the check box next to the music file name.

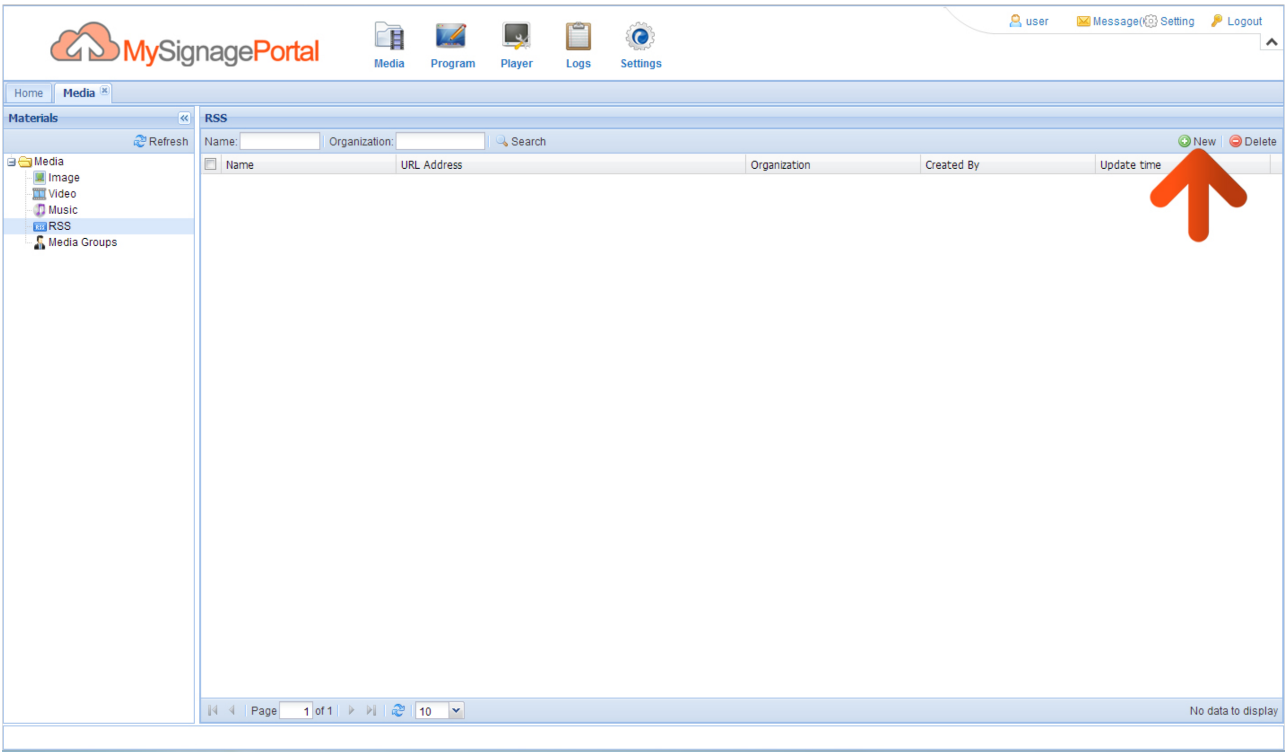


2.1.4 RSS

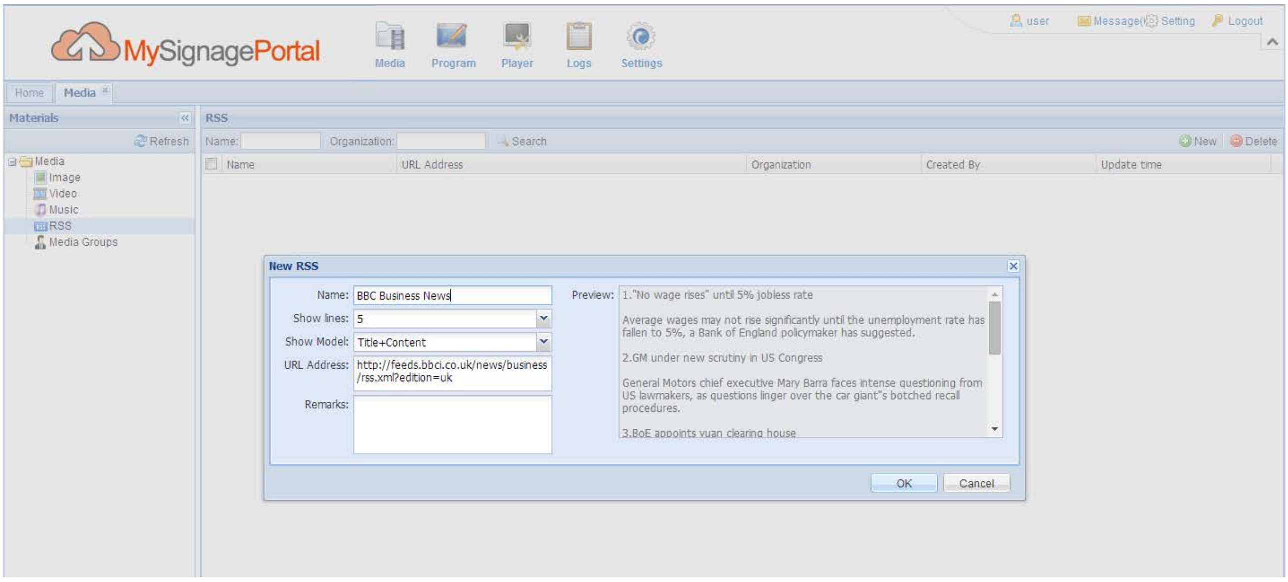
Begin by clicking on the "Media" section of the Top Menu, then click on "RSS".



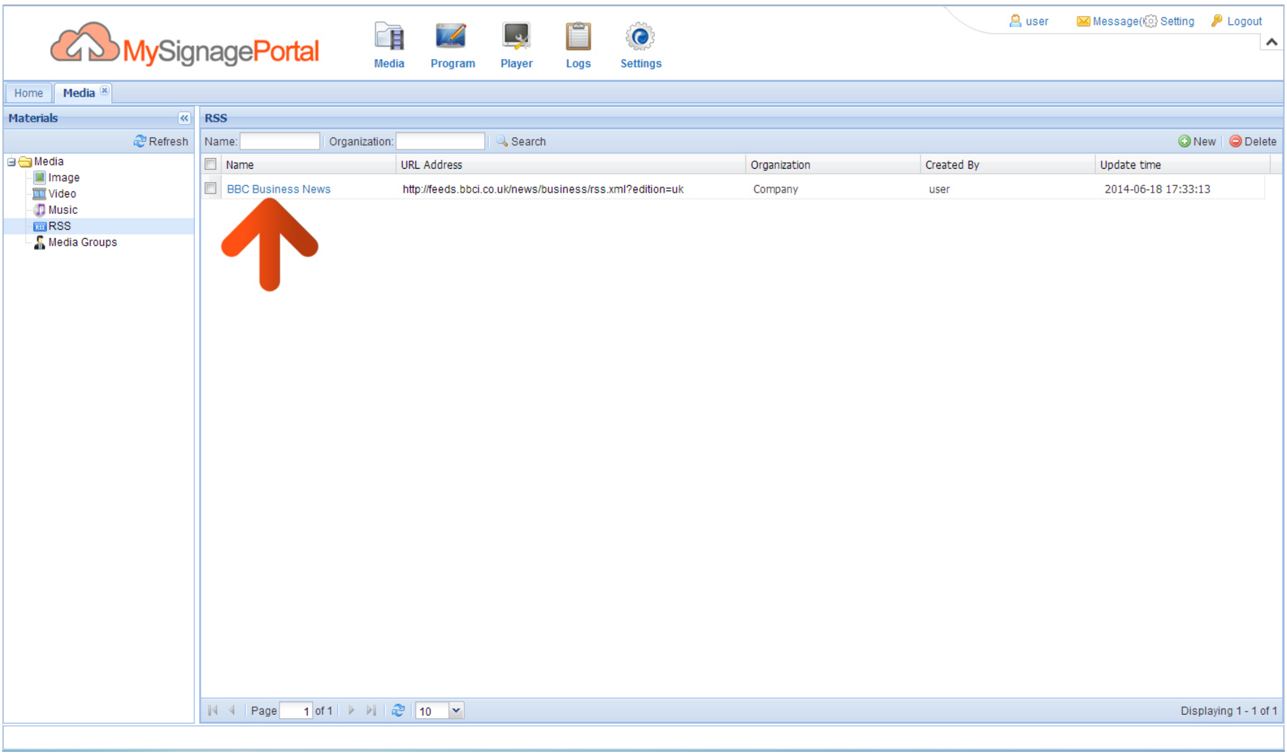
Next, click the "New" button.



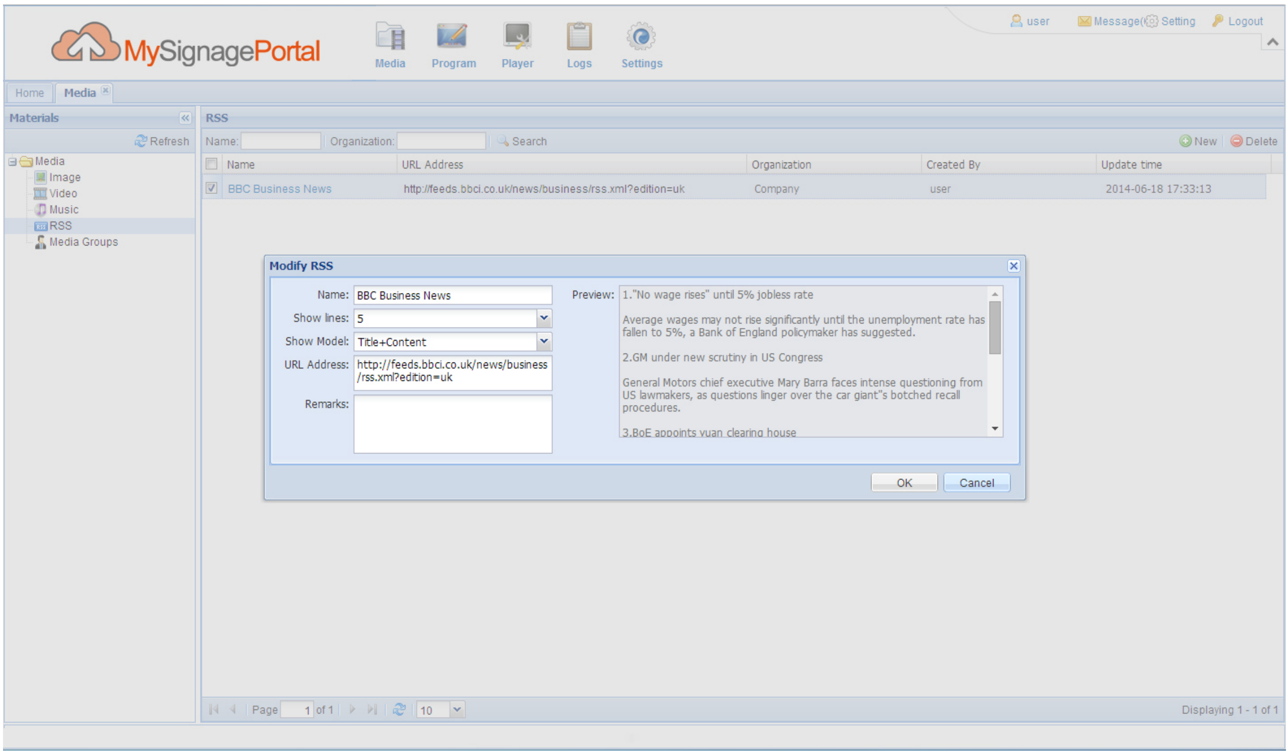
The first step is to name your RSS feed so as you can refer back to it later. Next you must set the "Show lines", this is how many entries you wish to display, for example if you set this as "1" your player will only display the last entry of the RSS feed. Next you must set the "Show model", if you are displaying news for example you can choose between showing the headline on its own, the content on its own or both the headline and content. Most critically, you must enter the URL address of your RSS feed. When you are finished, click "OK".

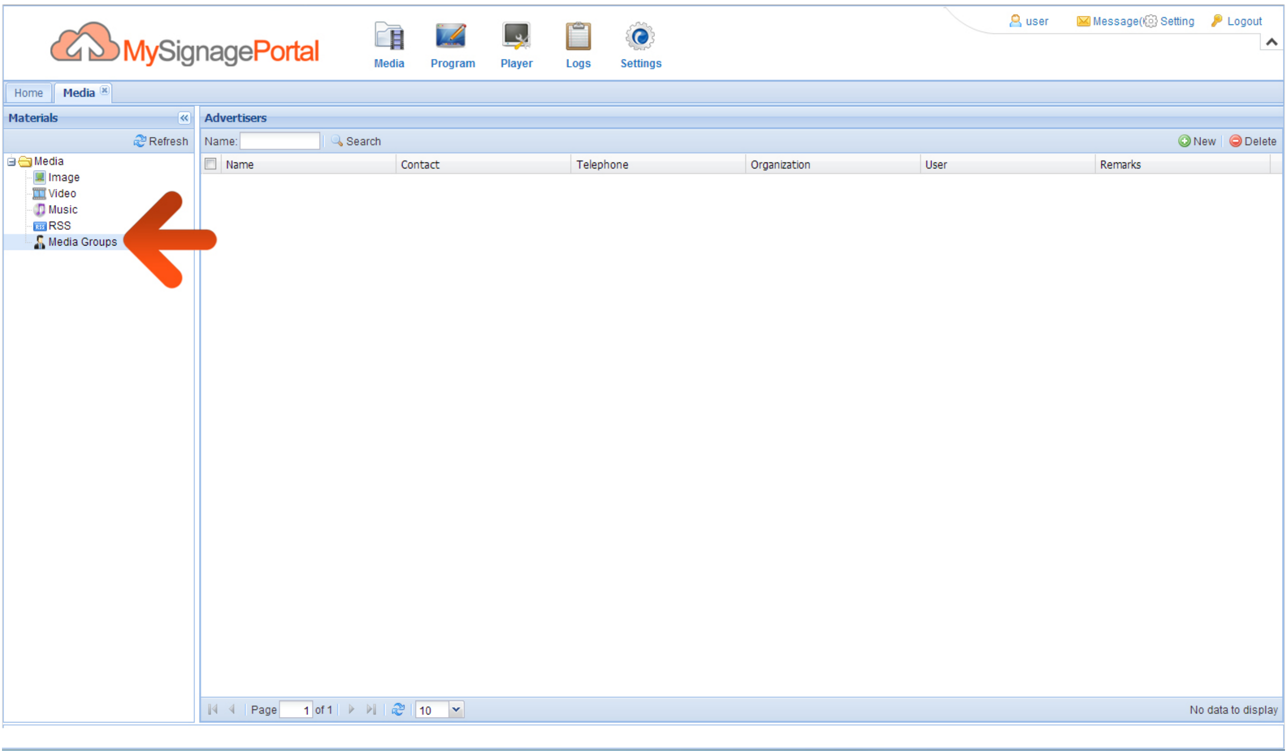


If you want to know the details of any RSS feed that you have created (such as Show lines, Show model, URL address, the time and date it was created or which user created it) you can simply click on the RSS feed title.



You will then see a summary of your RSS feed.

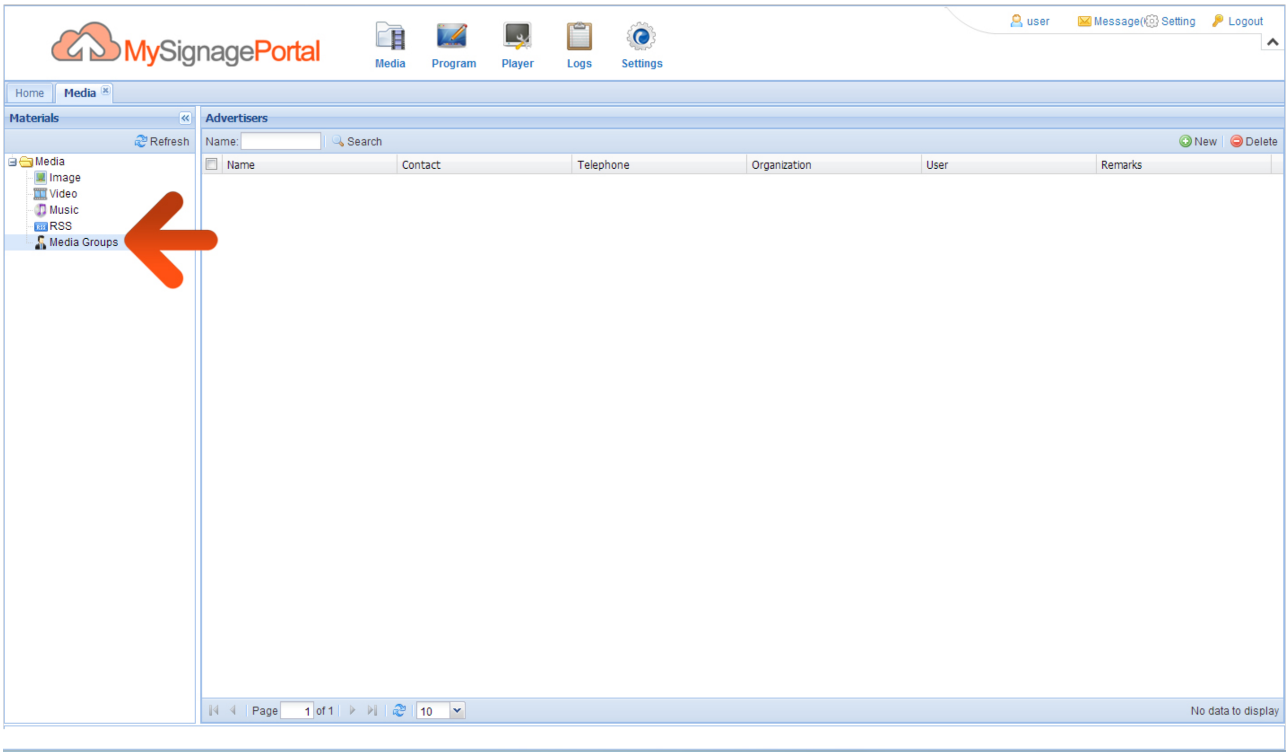




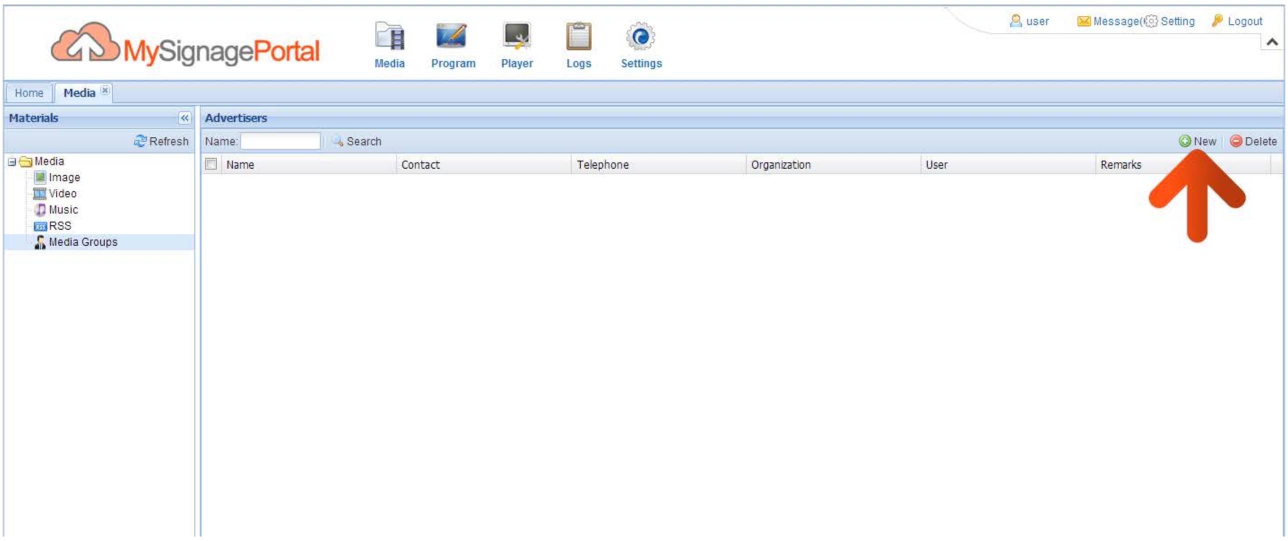
2.1.5 Media Groups

If you are managing content for a number of clients you may wish to group their media together. This will make it easier to access the correct files later on when creating layouts.

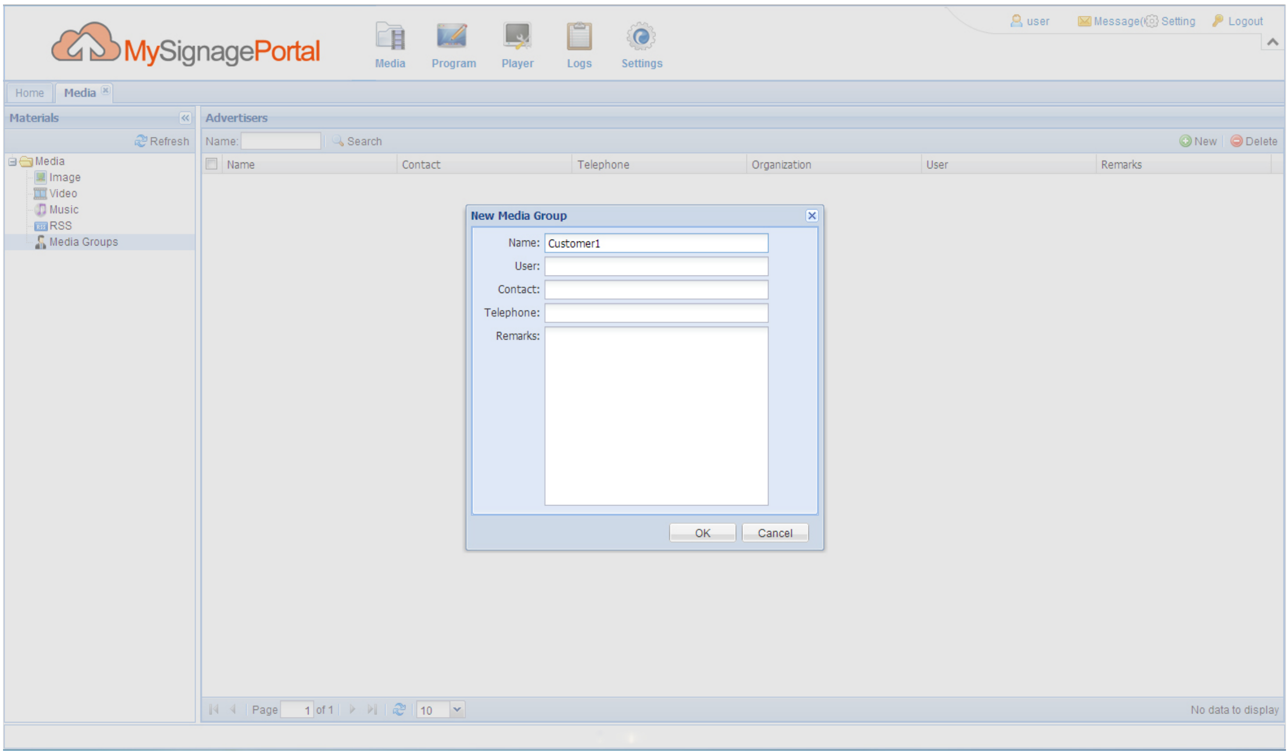
Begin by clicking on the “Media” icon on the Top Menu then click on “Media Groups”.



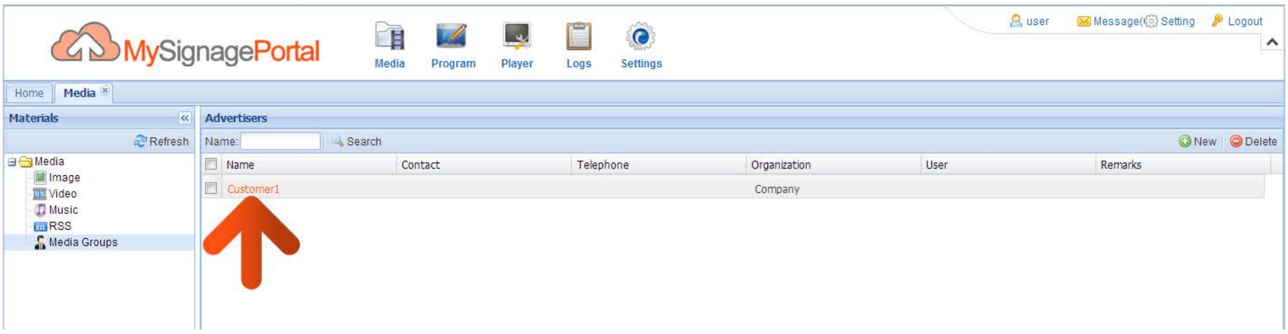
Next, click the “New” button.



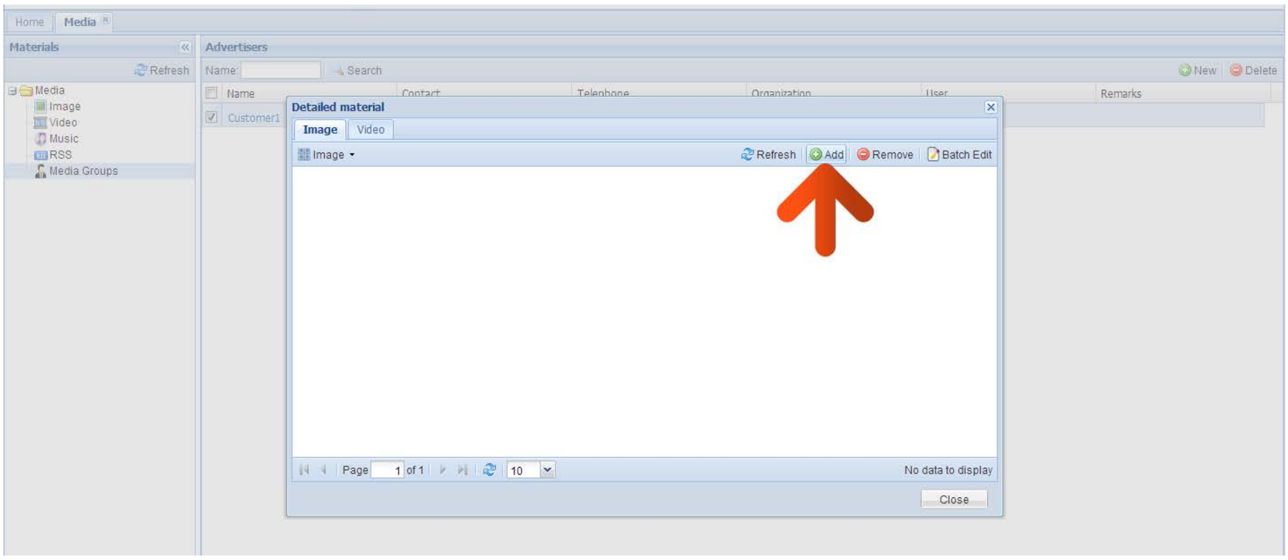
Next, give your Group a name. You can also add a contact name and telephone number for your client. When you are finished, click "OK".



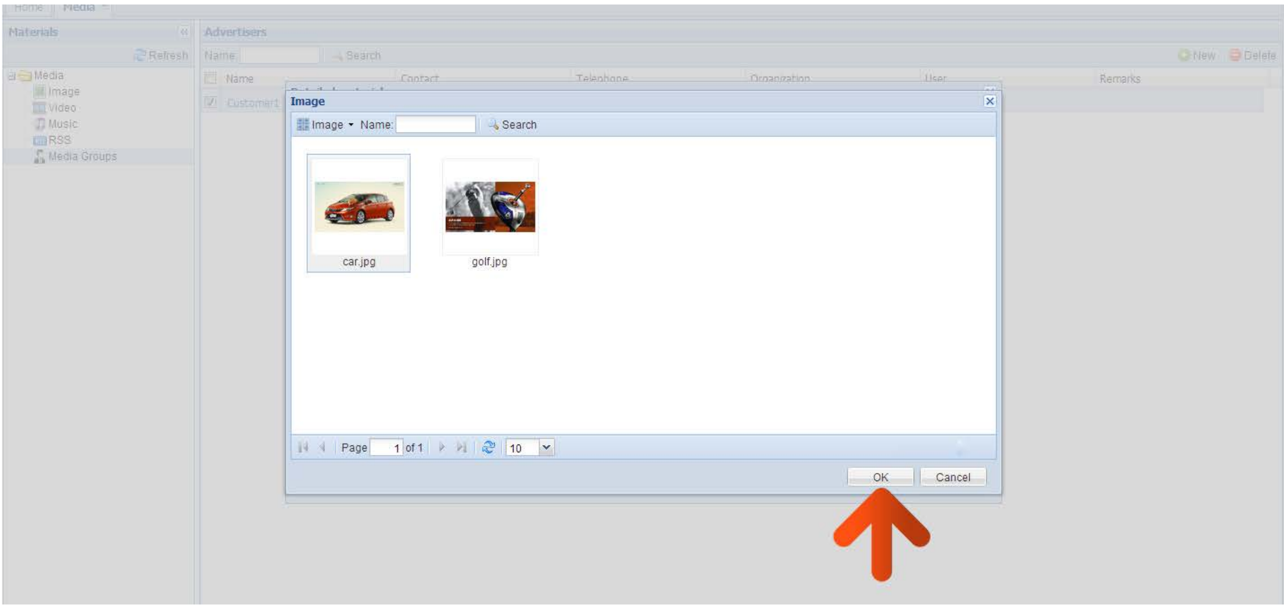
Next, click on the title of your Group to start adding media to it.



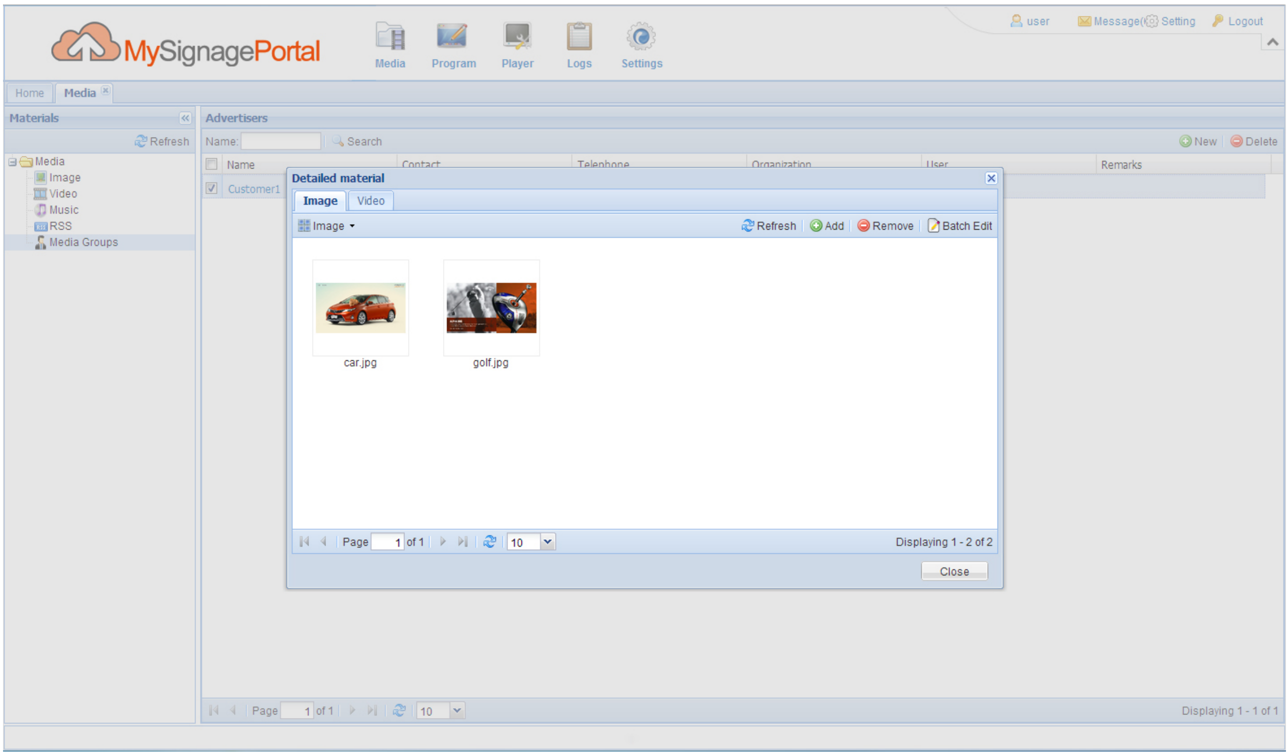
To add images make sure the “Image” tab is highlighted then click the “Add” button.



From the images that you have already uploaded select the ones that you wish to add to the Group, and then click “OK”.



These images will now be added to your Group.



To add videos, complete the same steps with the "Video" tab highlighted.

2.1.6 Supported Media Files

Media Type	Supported File Type
Image	JPG, BMP, PNG, GIF
Video	MPG, AVI, MP4, TS

1. This unit does NOT support WMV or FLV video file types.

NOTE: Video and image files should be a maximum of 1920x1080 resolution (for Landscape players) and be a maximum of 1080x1920 resolution (for Portrait players).

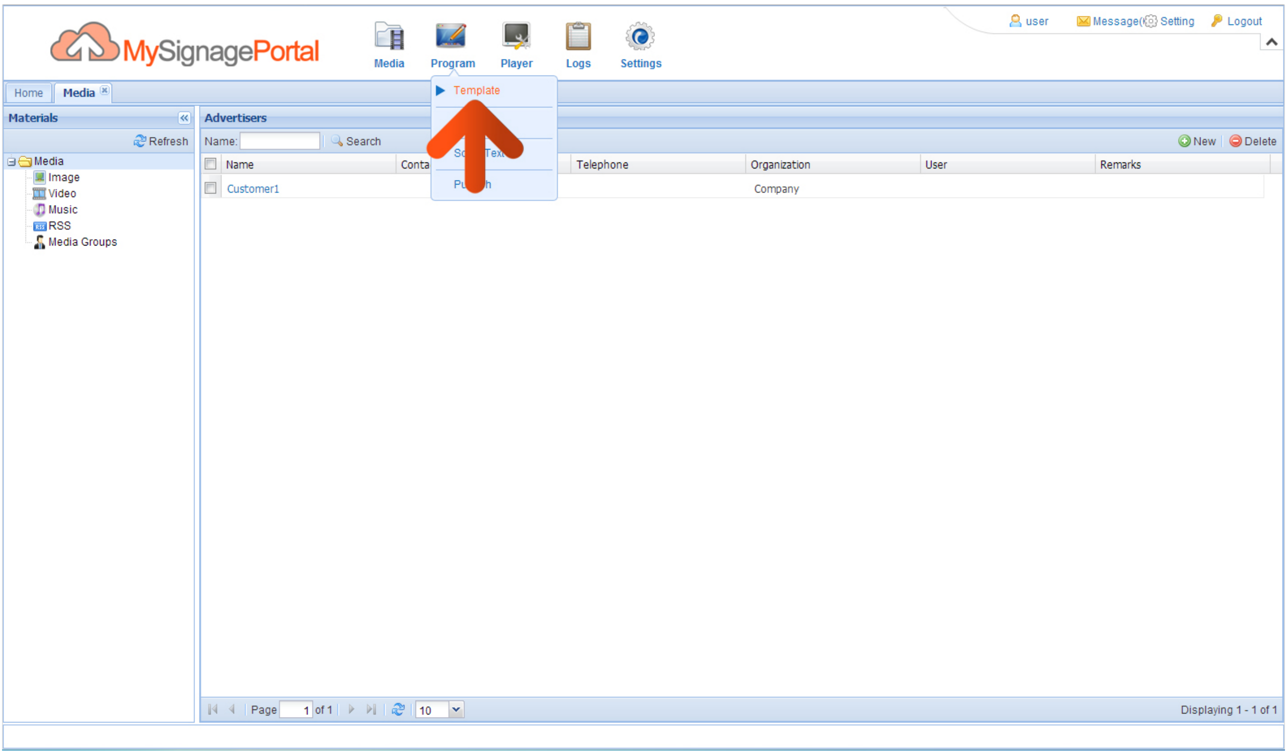
2.2 Program

Here is where you control the content that is sent to the each player, how it looks and when it will display. You must first create your Template(s) to structure the layout of your content zones then use Playlists to assign media to your zones. You can then schedule these to play whenever you like. You can also use the Message or Break functions override any current or scheduled content if you need to broadcast anything that is time sensitive.

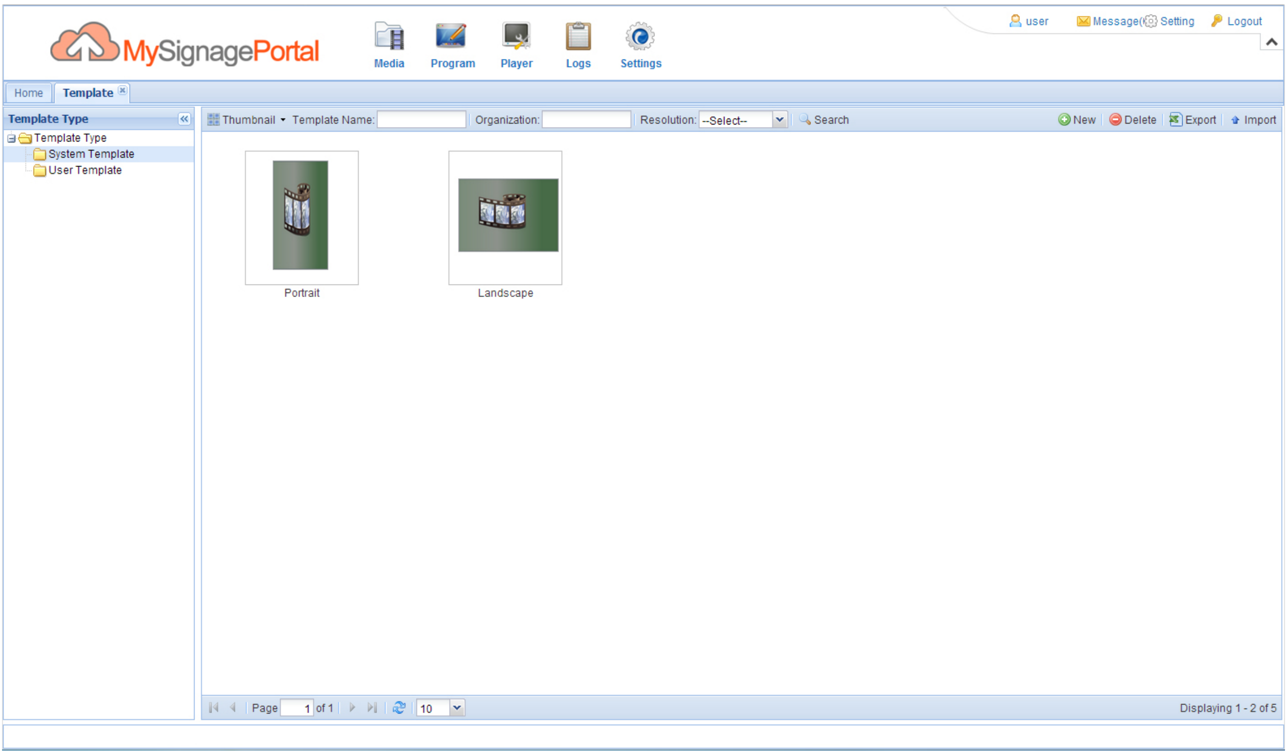
2.2.1 Template

There are two plain pre-developed Templates that you can use to display your content or you can make your own. If you are making your own you can combine images, videos and scrolling text (RSS or plain text) into one layout.

Begin by hovering over the “Program” icon on the Top Menu then click on “Template”.



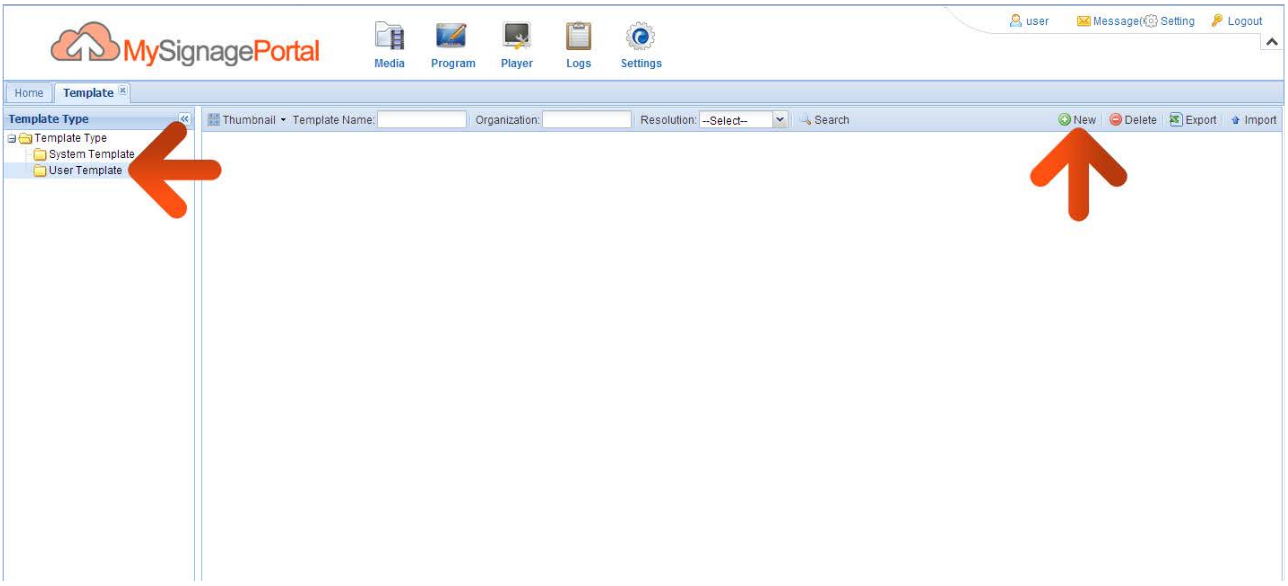
You should now see two pre-developed Templates under the "System Template" section.



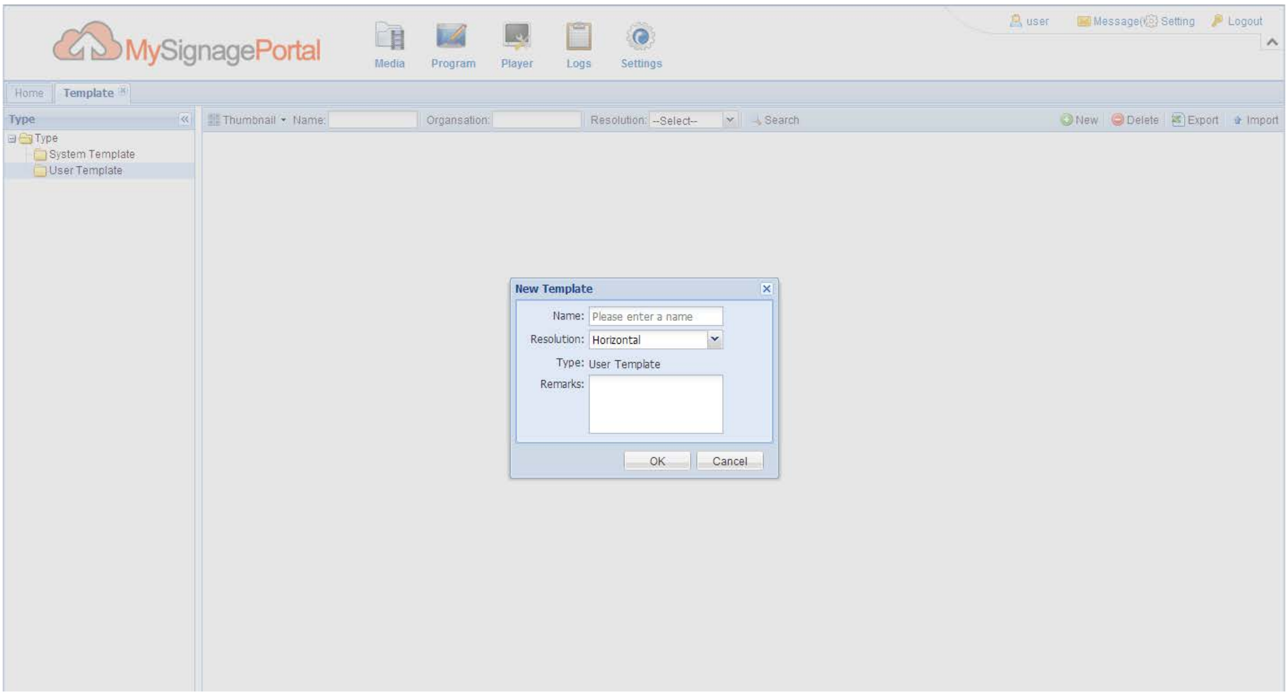
If you only wish to have one video or image displayed at one time then these Templates are all you need. However if you wish to create different zones for different media, add scrolling text or RSS feeds, add a logo or add the time and date you must create your own Templates.

The following example is for a Template that includes all of the elements that you can select and is for demonstration purposes only. None of the elements are essential and as long as you have at least one video zone (which can also house images) the Template will function.

To create your own Template, begin by clicking "User Template" and then clicking the "New" button.

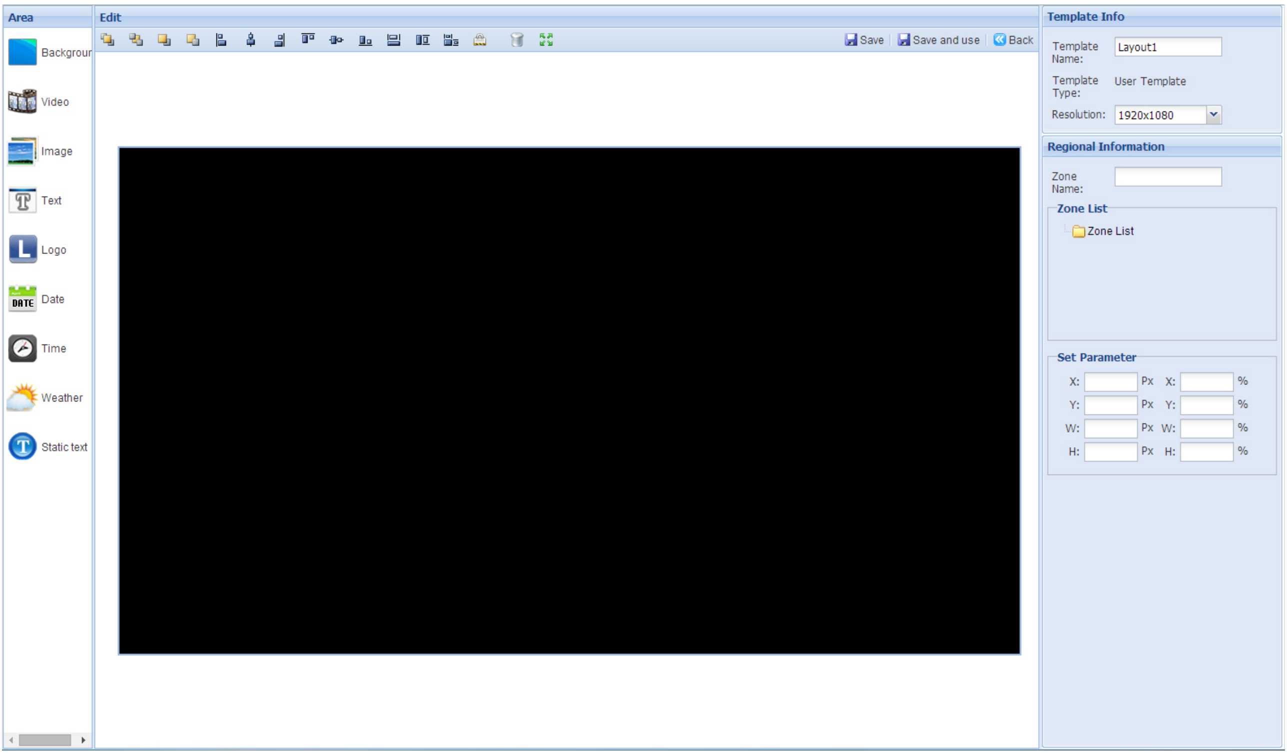


A "New Template" box will now appear. Give your Template a name and choose a resolution. If you are creating a Portrait Template then select "Vertical", if you are creating a landscape Template then select "Horizontal". Once you have done this click "OK".



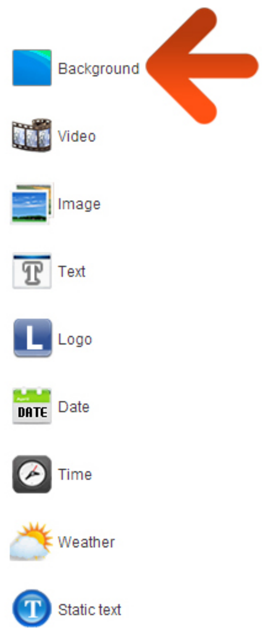
NOTE: Please ensure that the resolution of your Template matches "Screen Mode" that has been set on your players.

You will now see a Template design interface and can begin laying out the different zones for your media.



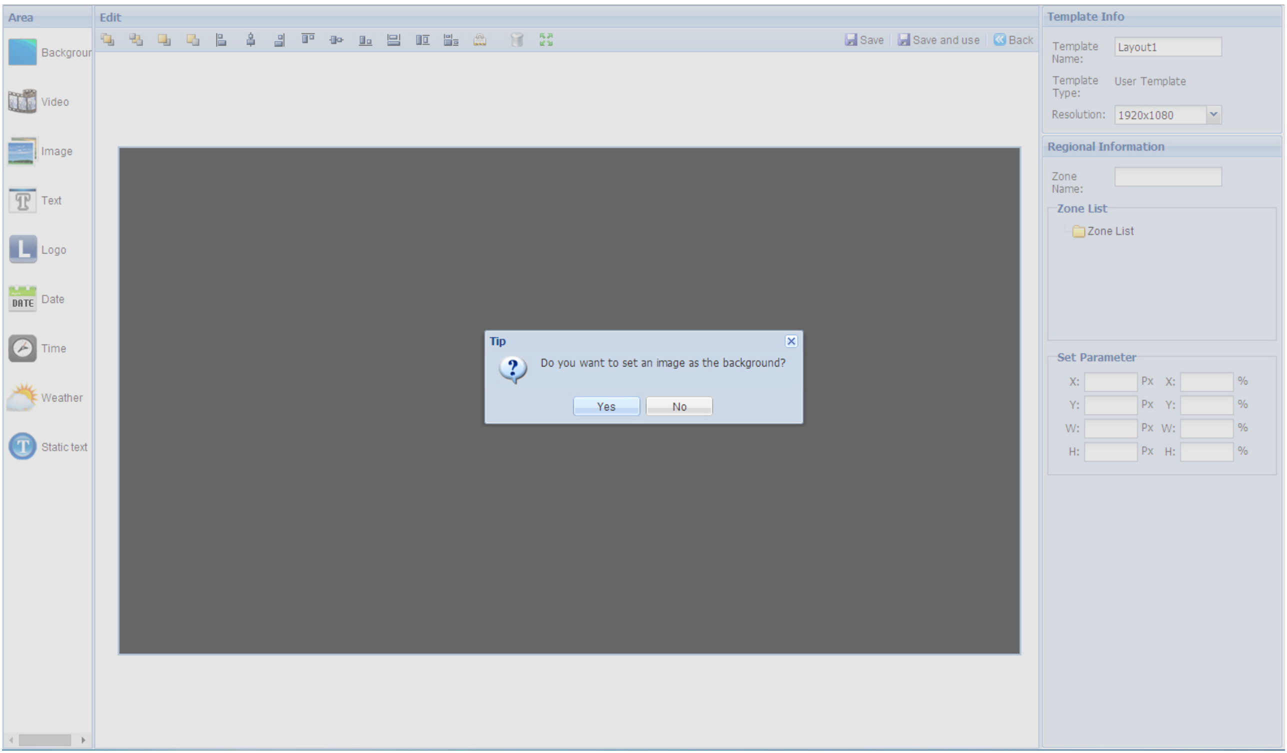
Background

Your Template can have a background that you can see underneath and between the media zones. It can either be a previously uploaded image or a colour. This is not an essential element but can be used to give your content corporate branding. Whether you want an image or a colour as your background, begin by clicking the “Background” option from the interface’s side menu.

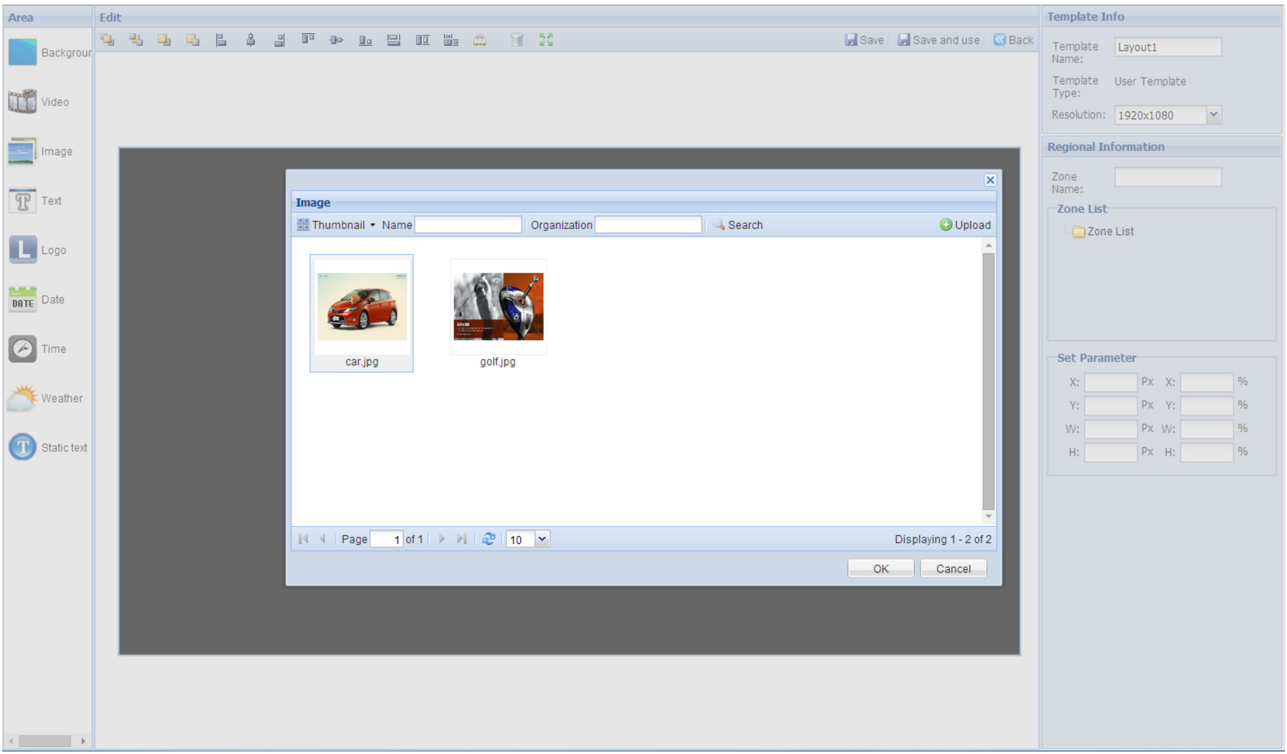


Setting an image as a background

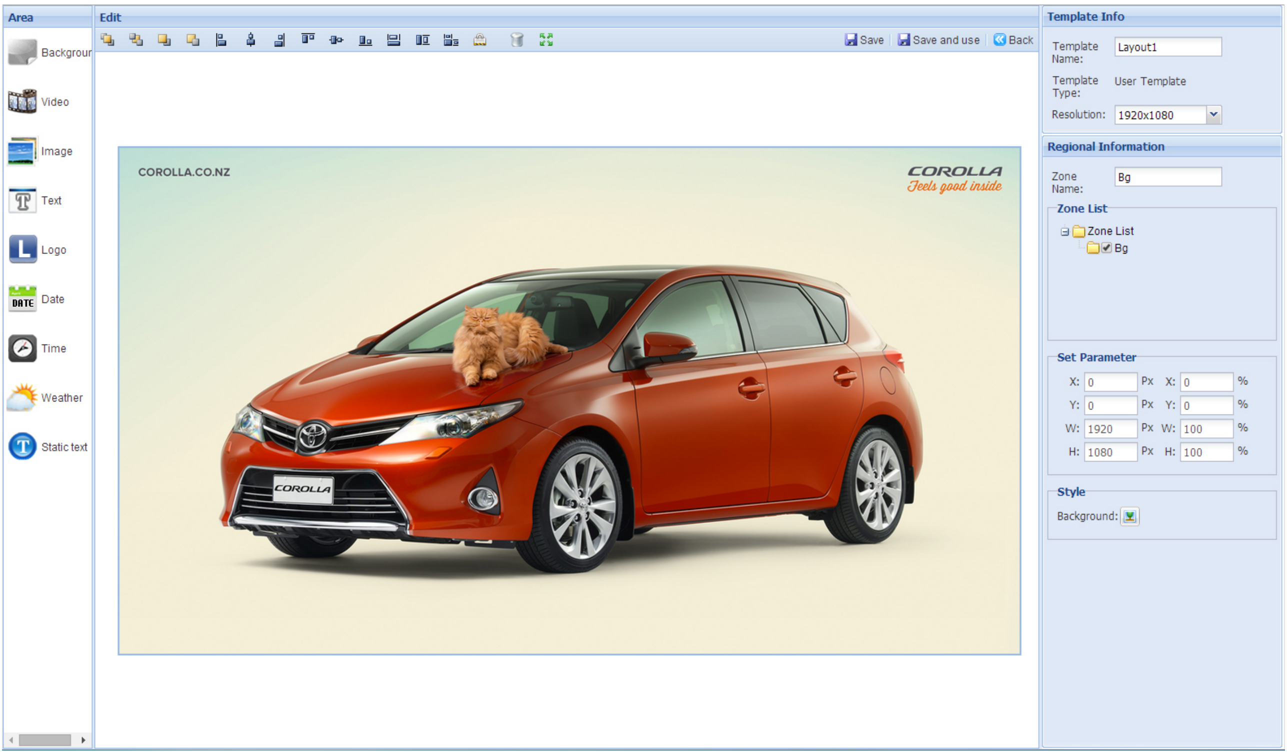
Once you have clicked on the “Background” option from the interface’s side menu a message will appear asking if you wish to set an image as a background.



If you click “Yes” you will be redirected to your list of uploaded images. To upload your background image to this list please see section 2.1.1 for instructions.



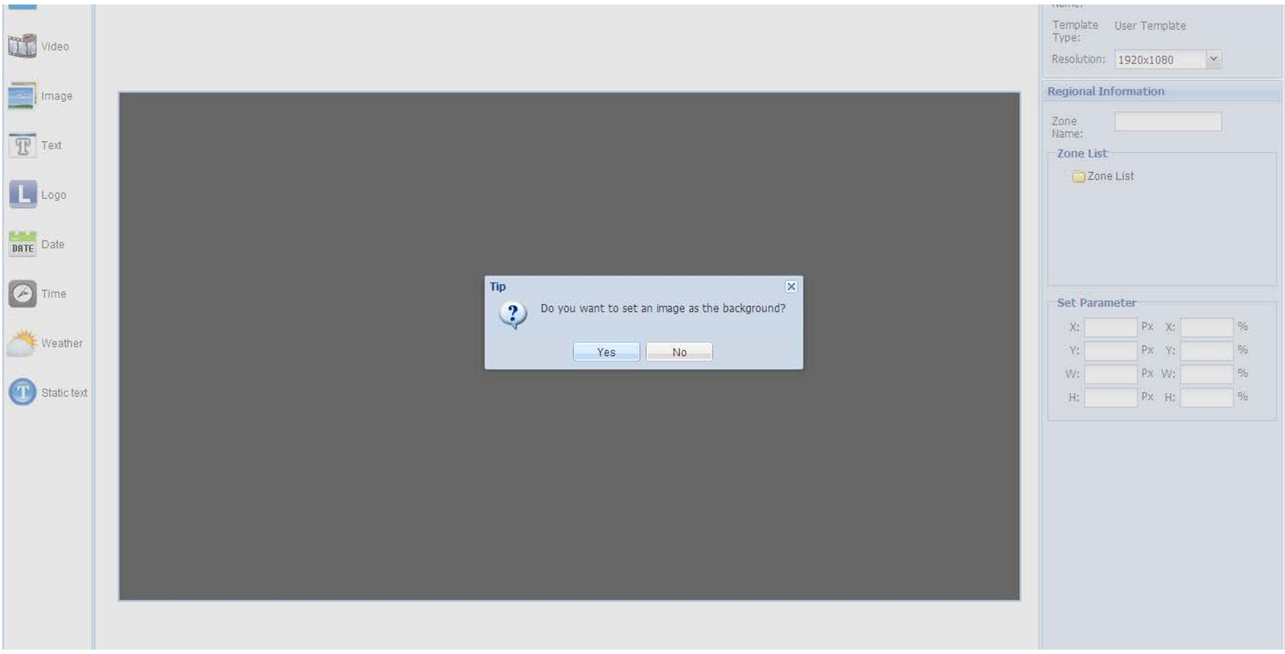
Next, select the image you wish to use as your background and then click "OK".



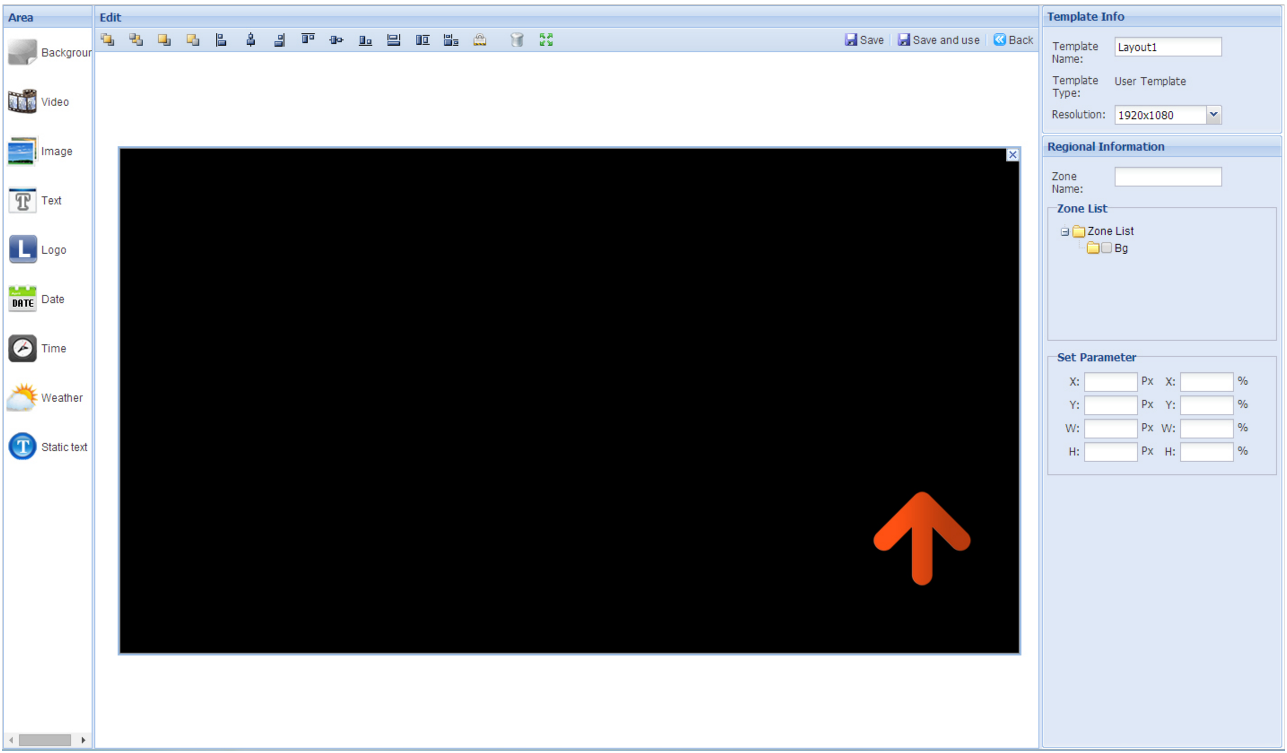
Your image will now appear as your background, you can now add media zones on top of this.

Setting an colour as a background

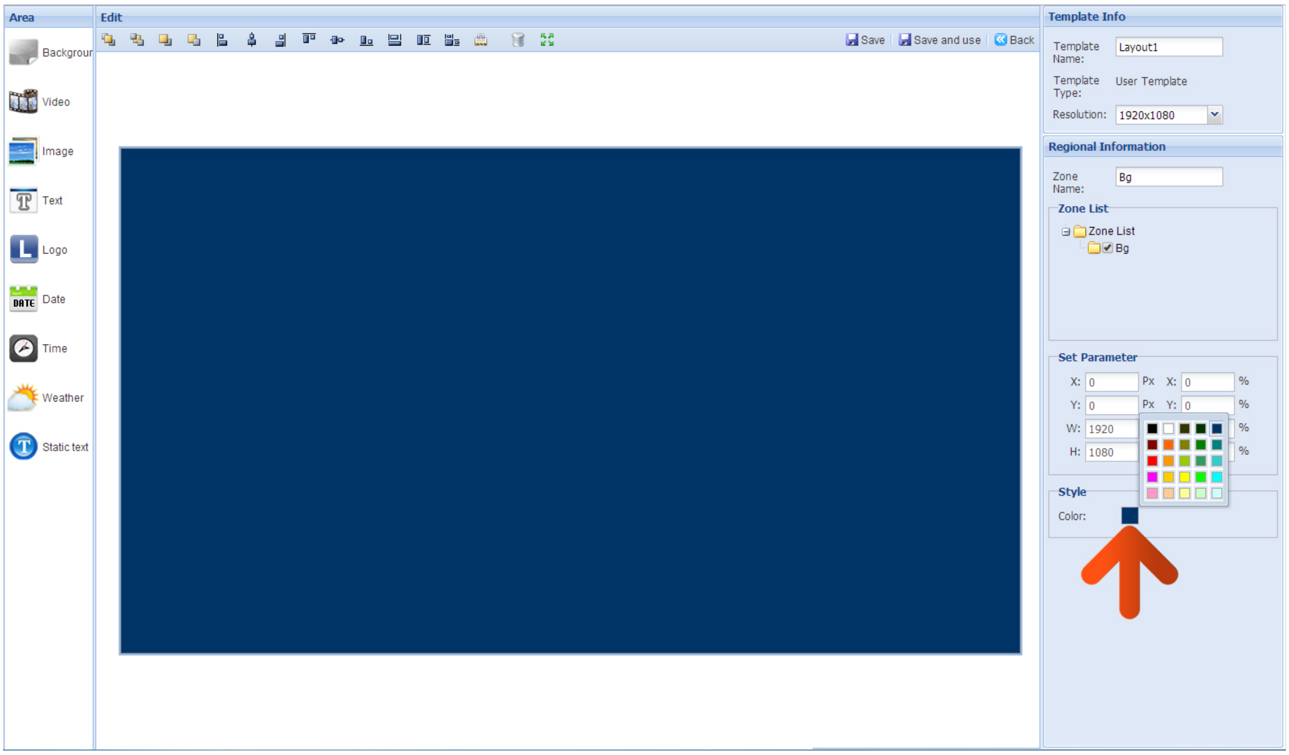
Once you have clicked on the "Background" option from the interface's side menu a message will appear asking if you wish to set an image as a background.



If you click "No" and then click anywhere on your Template preview, a colour option will appear.



Now click the colour dropdown box and a colour palette should appear.

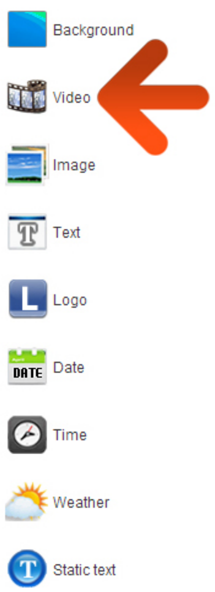


You can select a colour from one of the samples or choose your own by entering a HEX colour code. Once you are happy with your background colour you can move on to the next step of adding media zones.

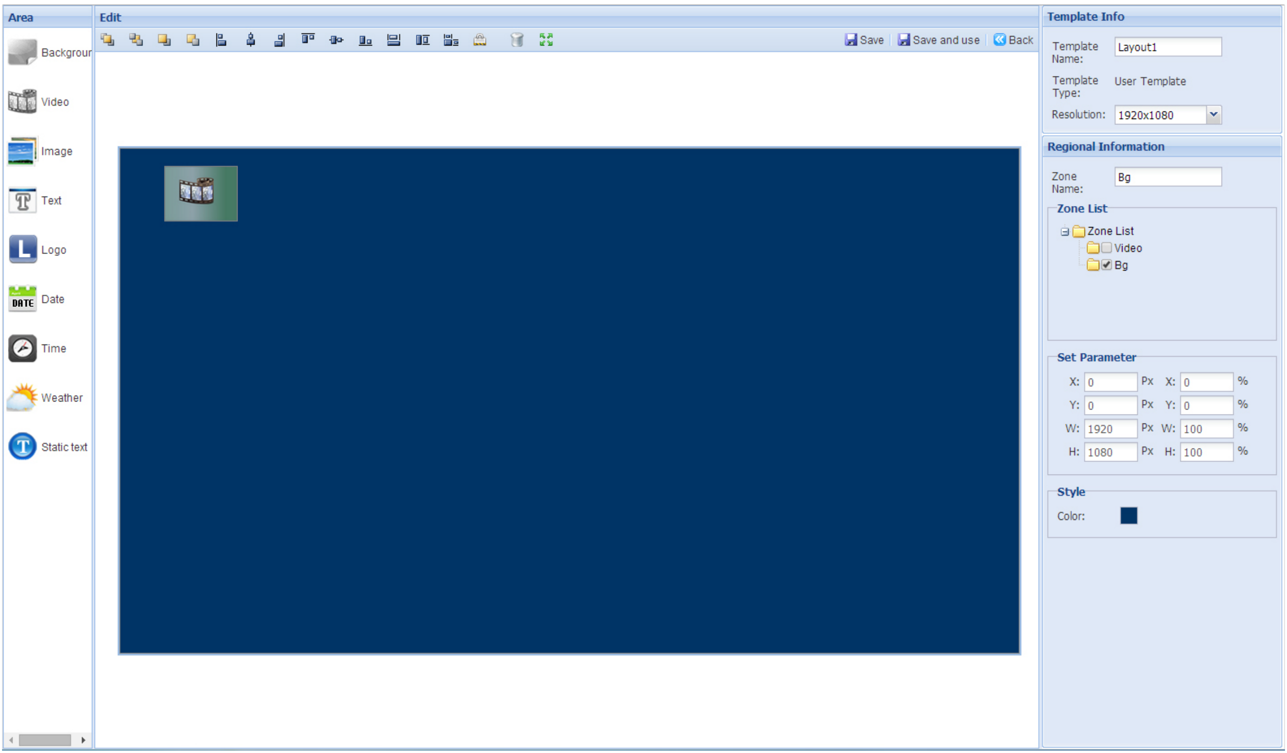
Video

NOTE: Your Template must include a video zone; these can display either videos or images. Video, image and static text zones cannot overlap.

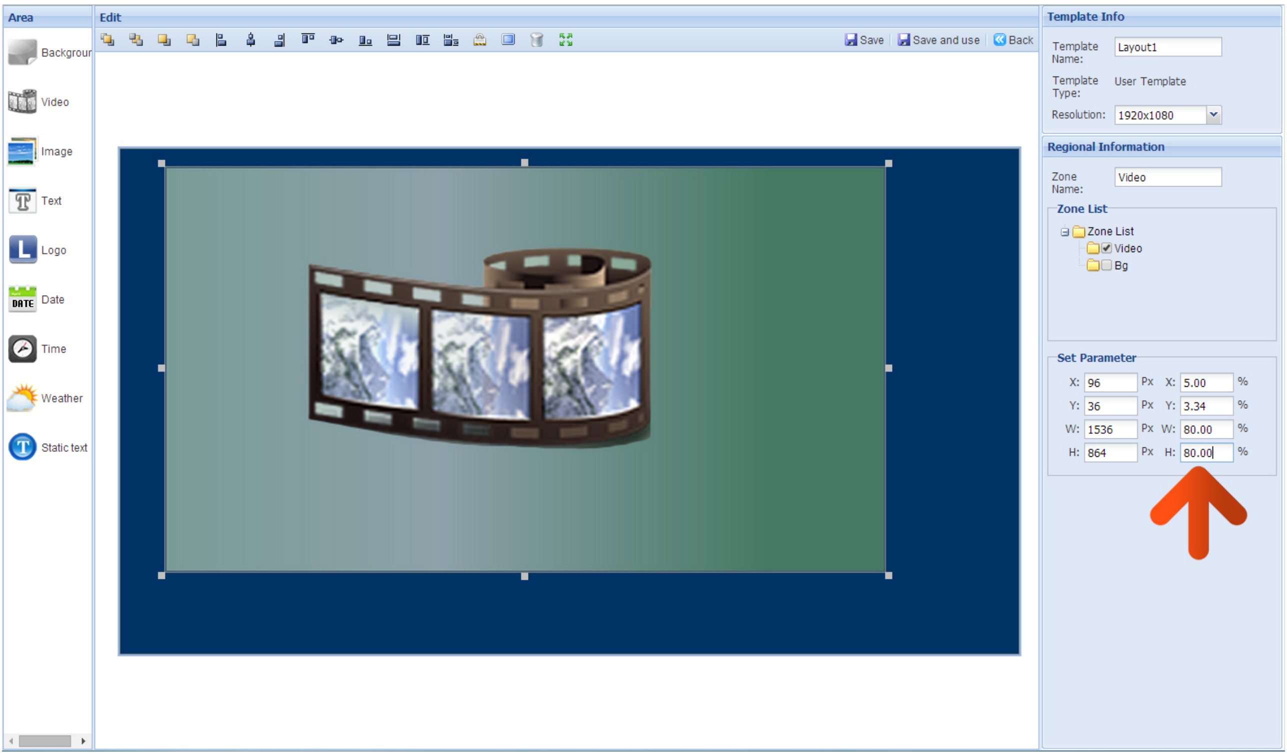
You can only have one video zone per Template; this is to avoid complicated content with conflicting motion and sound. Video zones can display both video and image files. You can set these zones to any size you require. Begin by clicking on the "Video" option from the interface's side menu.



Once you have clicked on the “Video” option from the interface’s side menu a media zone will appear in your Template preview.



Your next step is to size and position your video zone. You can do this manually by clicking on the zone and dragging out the frame handles. You can also size and position your zones more accurately by entering values into the input area on the right hand side of the interface.

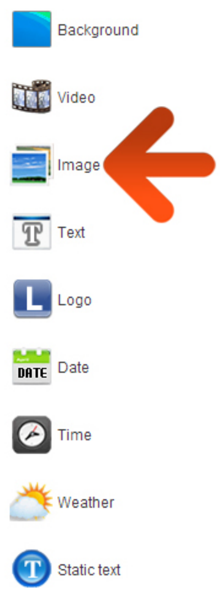


In this example the video zone has been resized, both vertically and horizontally, to 80% of the total layout. As long as the video has an aspect ratio of 16:9 it will display without any distortion. The position of the zone can also be inputted here, either in pixels or percentage of the overall Template.

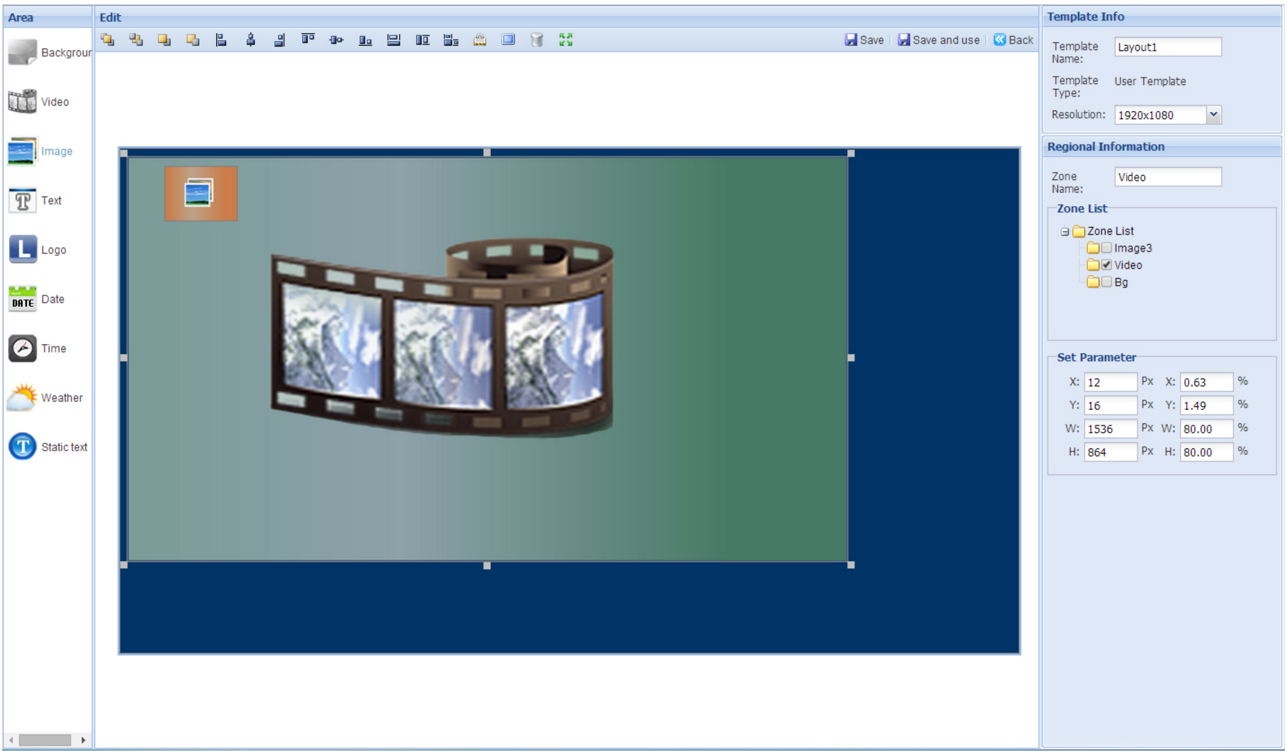
To delete this, or any, zone at any time simply right-click with your mouse and click “Delete” or click the cross in the top right hand corner of the zone.

Image

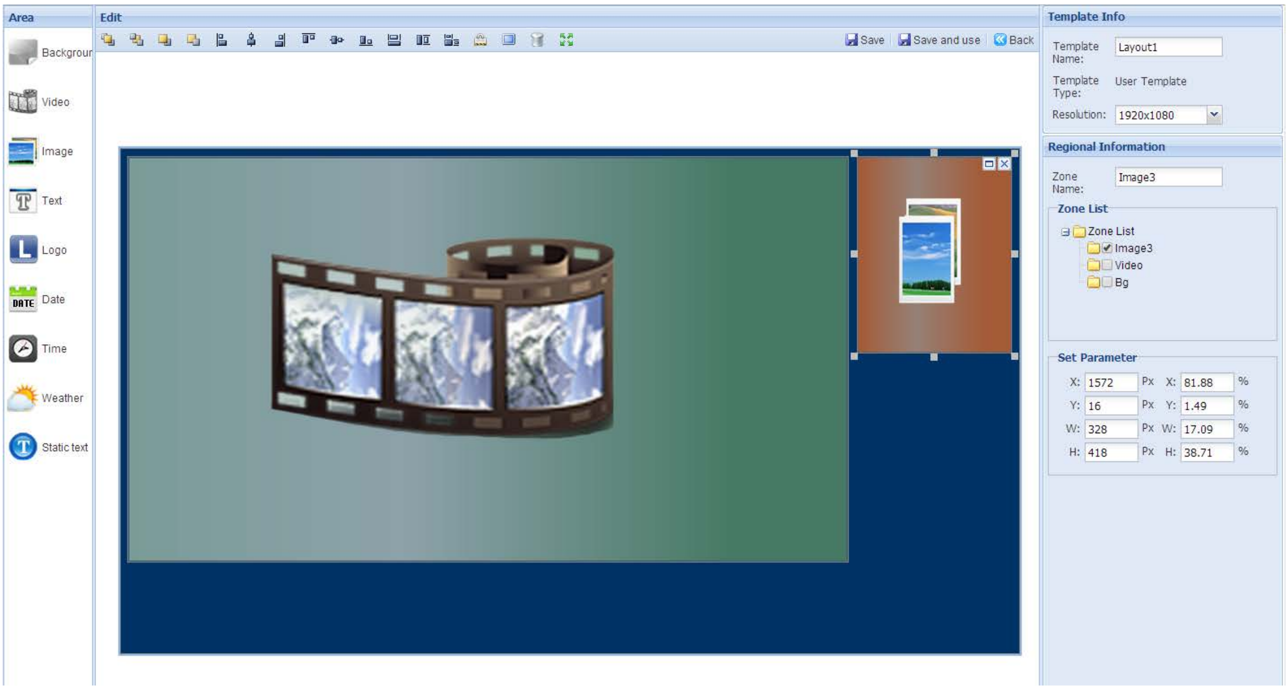
You can add up to four image zones per Template. You can set these zones to any size you require. Begin by clicking on the "Image" option from the interface's side menu.



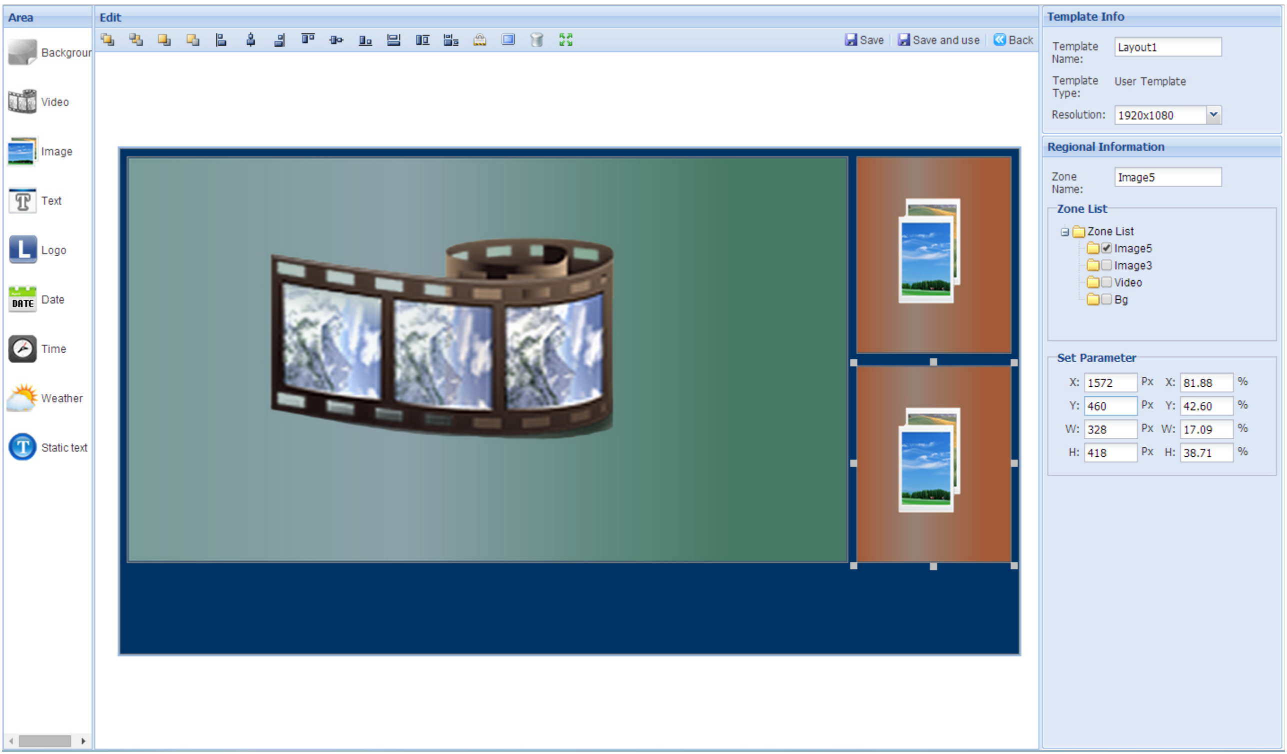
Once you have clicked on the "Image" option from the interface's side menu a new media zone will appear in your Template preview.



You can resize and position your image zones in the same way as your video zones. You can do this manually by clicking on the zone and dragging out the frame handles. You can also size and position your zones more accurately by entering values into the input area on the right hand side of the interface.

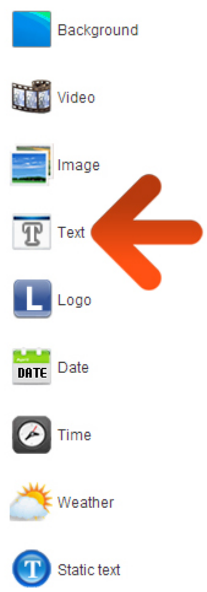


Once you are happy with your first image zone you can add another by clicking on the “Image” option of the interface’s side menu. You can resize and position this in the same way.

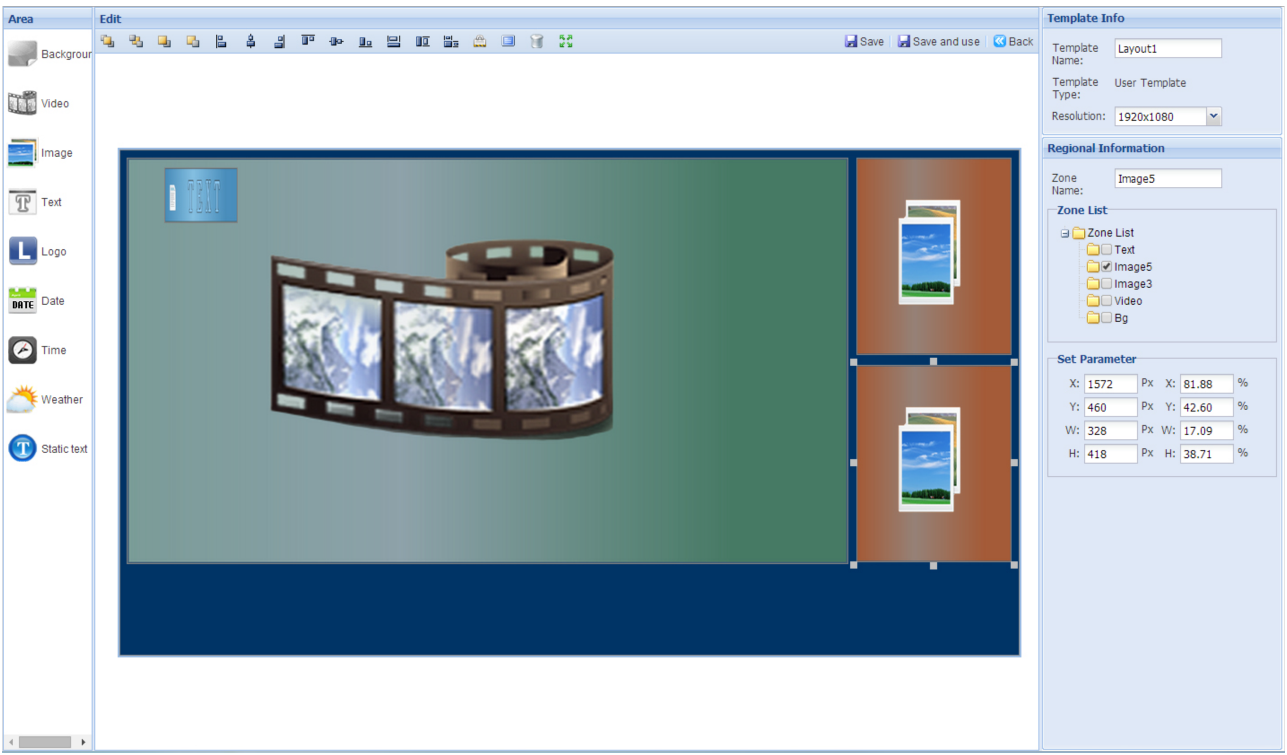


Scrolling Text and RSS Feeds

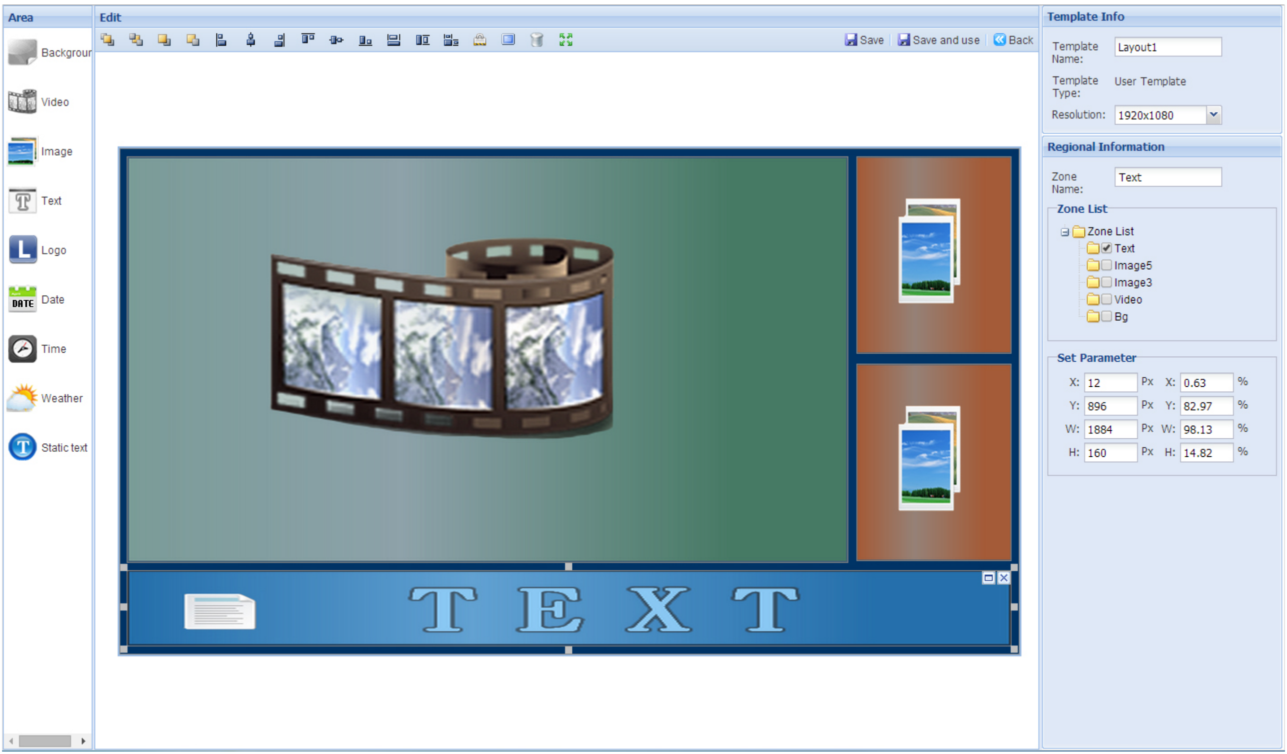
You can add one scrolling text or RSS feed area to your Template. You can set this zone to any size you require, with text scrolling in any direction you like (this is set at a later stage). Begin by clicking on the “Text” option from the interface’s side menu.



Once you have clicked on the “Text” option from the interface’s side menu a new media zone will appear in your Template preview.



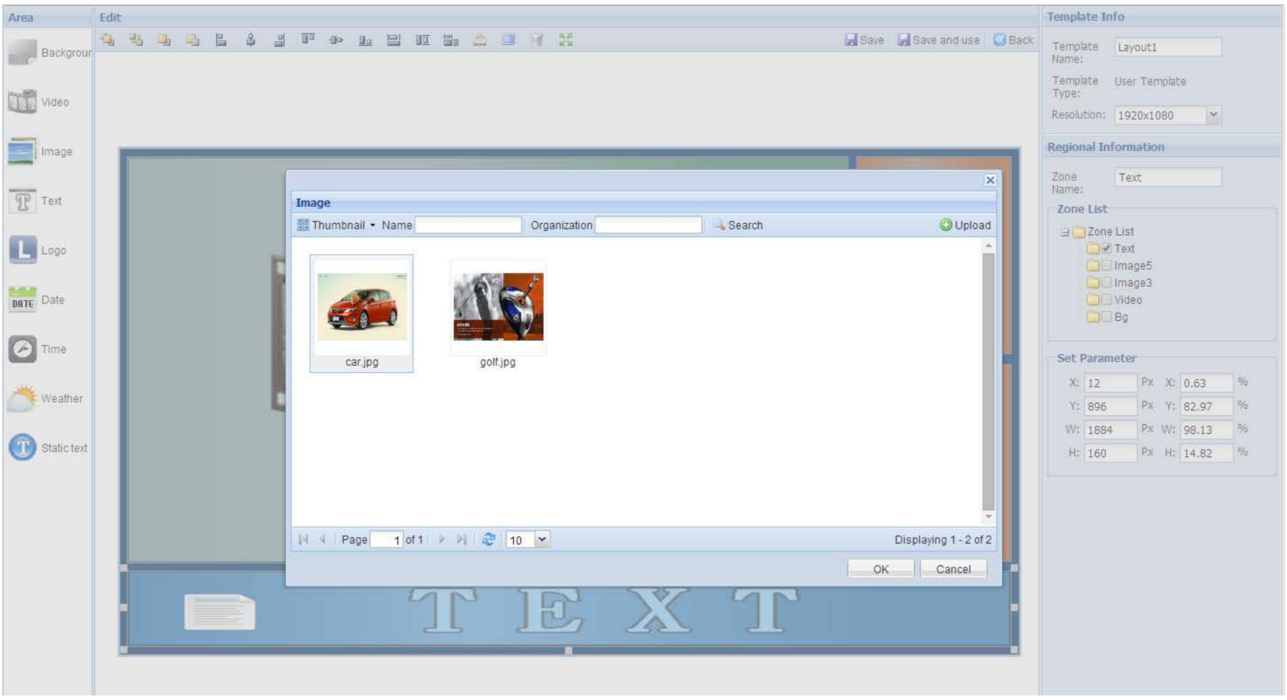
You can resize and position your scrolling text zone in the same way as your video and image zones. You can do this manually by clicking on the zone and dragging out the frame handles. You can also size and position your zones more accurately by entering values into the input area on the right hand side of the interface.



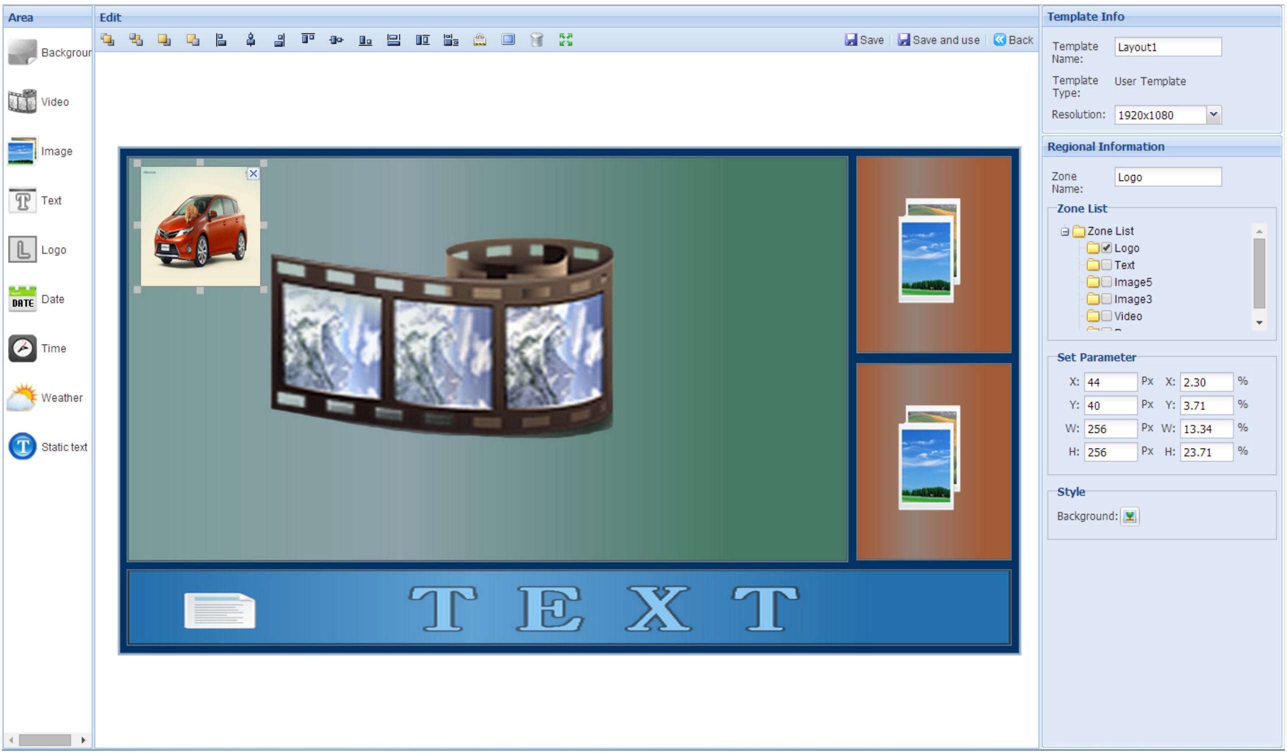
Logo

In addition to your other zones you can add one logo area to your Template. This zone has a size restriction, with a maximum of 256x256 pixels. It is ideal for branding as it will stay on top of all of your other zones meaning it will always be seen. Begin by clicking on the "Logo" option from the interface's side menu.

Once you have clicked on the "Logo" option from the interface's side menu you will be redirected to your list of uploaded images. To upload your logo image to this list please see section 2.2.1 for instructions on how to do so.



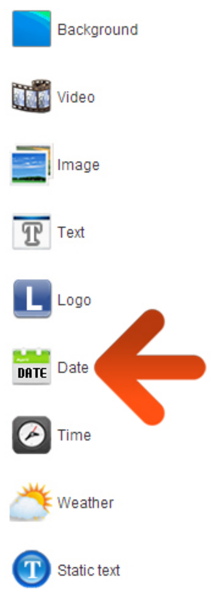
Next, select the image you wish to use as your logo and then click “OK”.



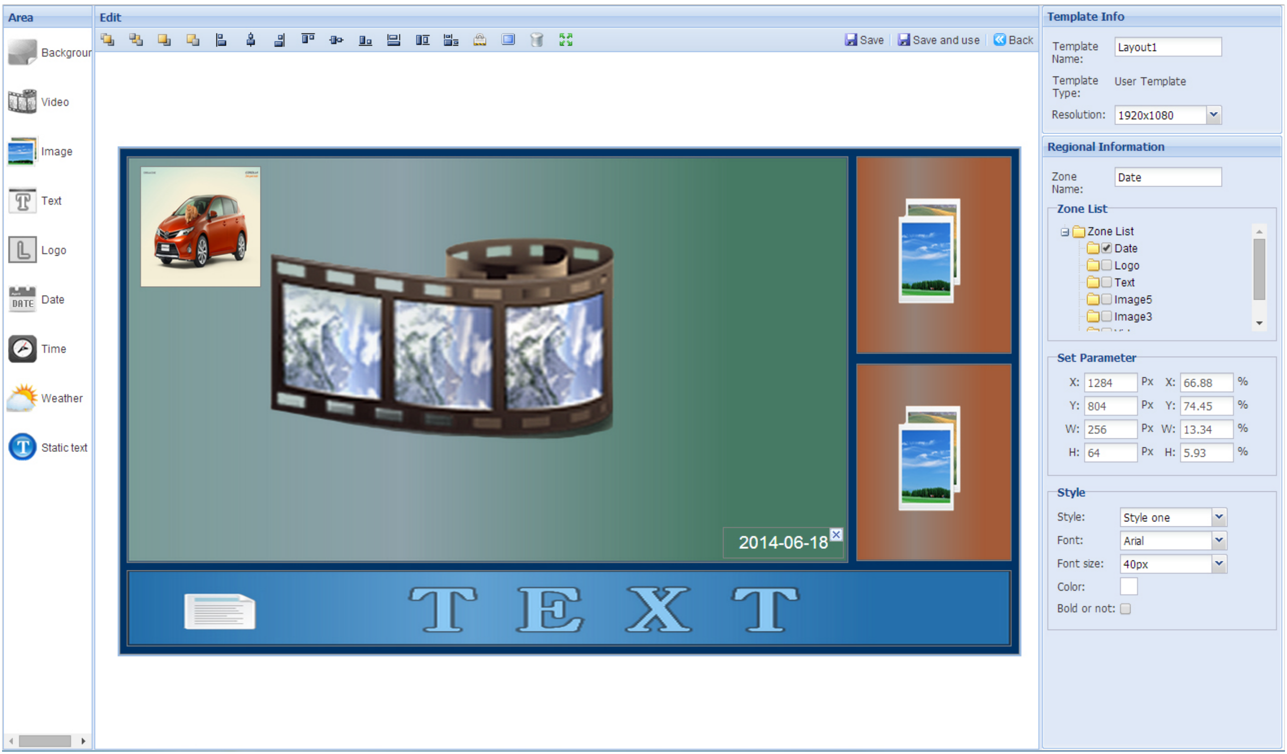
Your image will now appear as your logo, you can now set the size based on the original file dimensions.

Time and Date

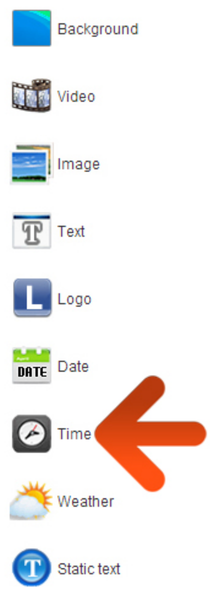
In addition to your media zones you can add the time and date to your Template. These zones cannot be resized however you can set the style, colour and font size of both. These zones will also stay on top of all of your other zones meaning it will always be seen. To add a date display to your Template, begin by clicking on the “Date” option from the interface’s side menu.



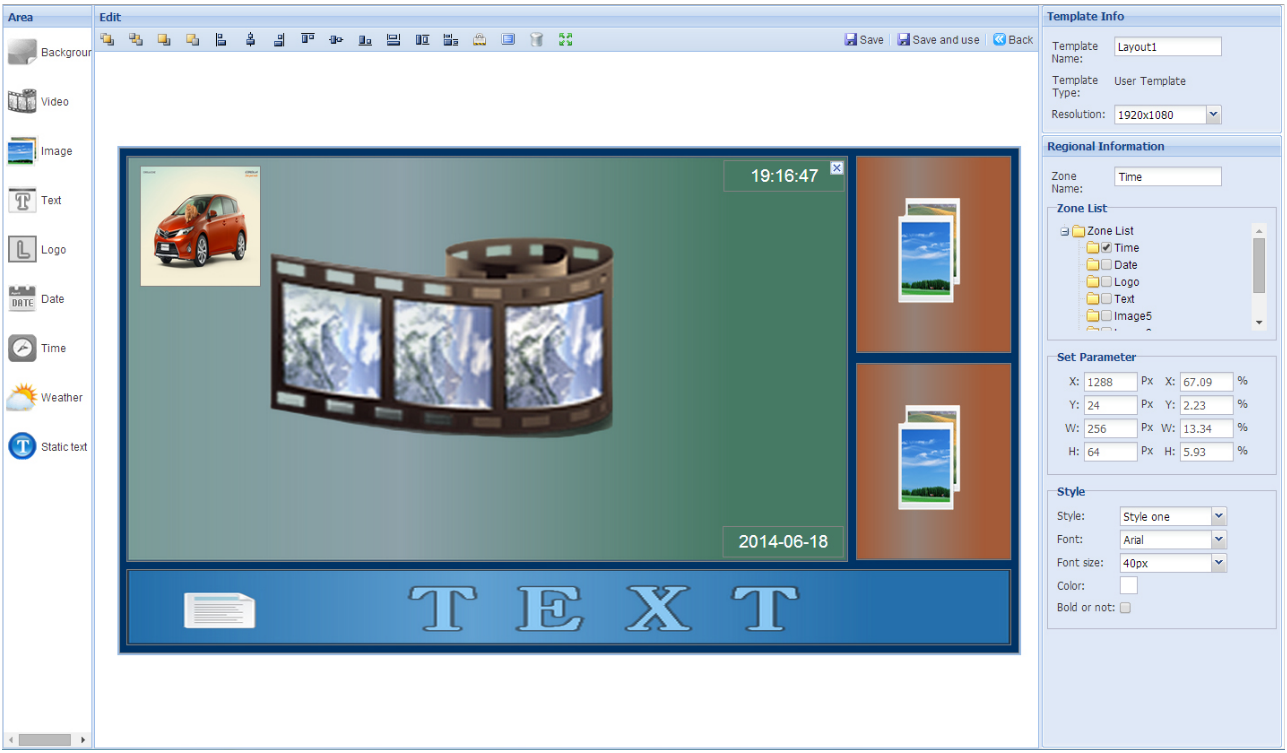
A new zone containing the date will now appear, please reposition this where you want the date to appear on you Template.



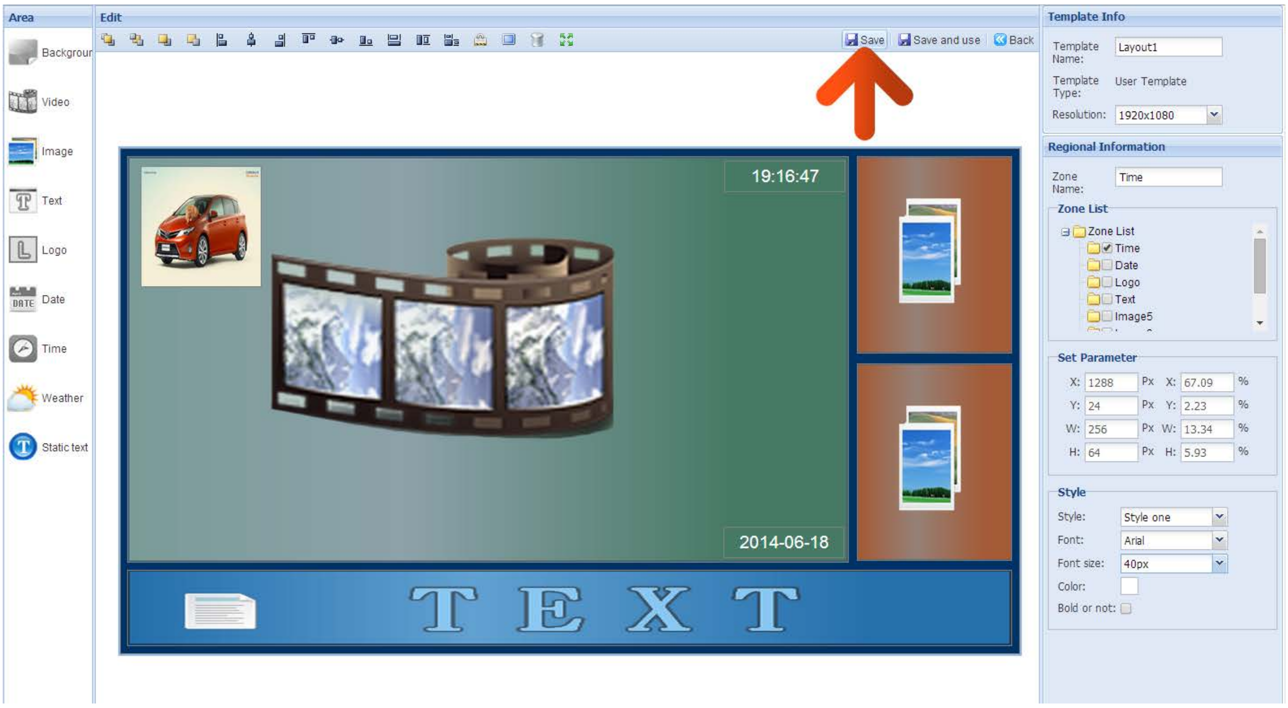
To add a time display to your Template, begin by clicking on the “Time” option from the interface’s side menu.



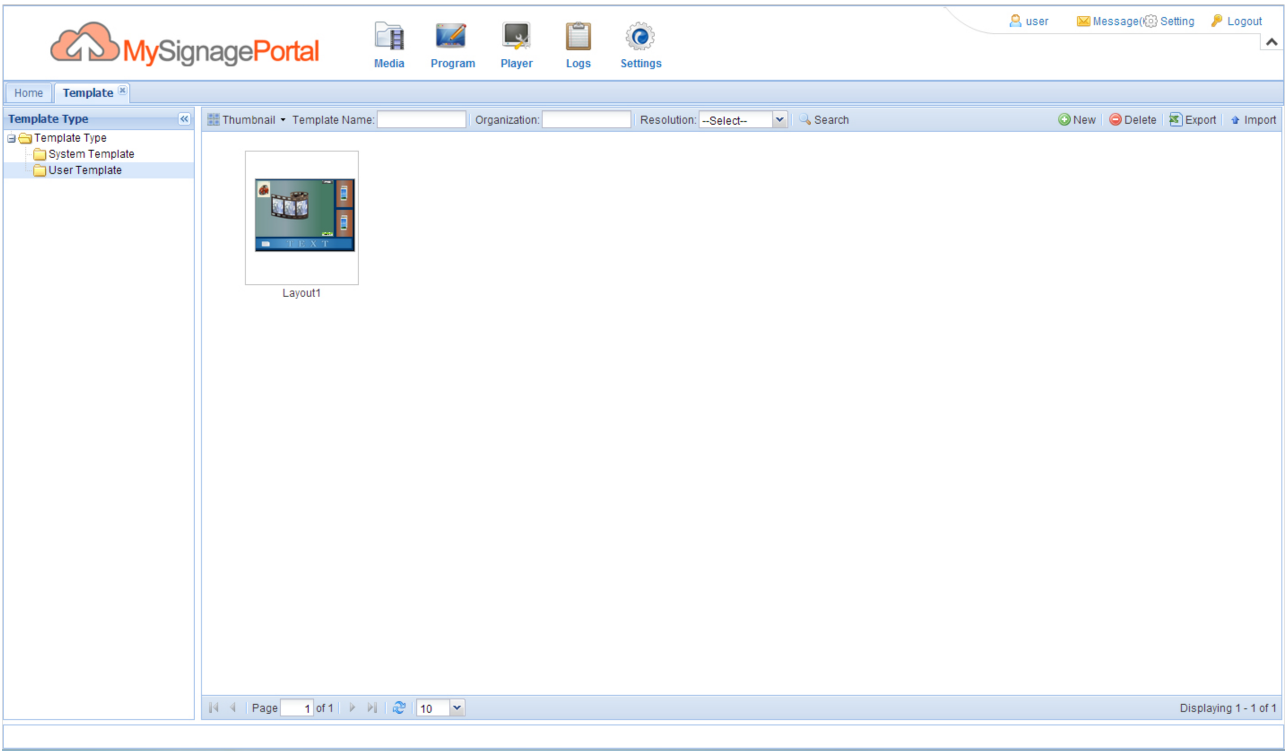
A new zone containing the time will now appear, please reposition this where you want the time to appear on you Template.



Once you have finished adding all of the media zones that you want to include, you can now save your Template by clicking the “Save” button.



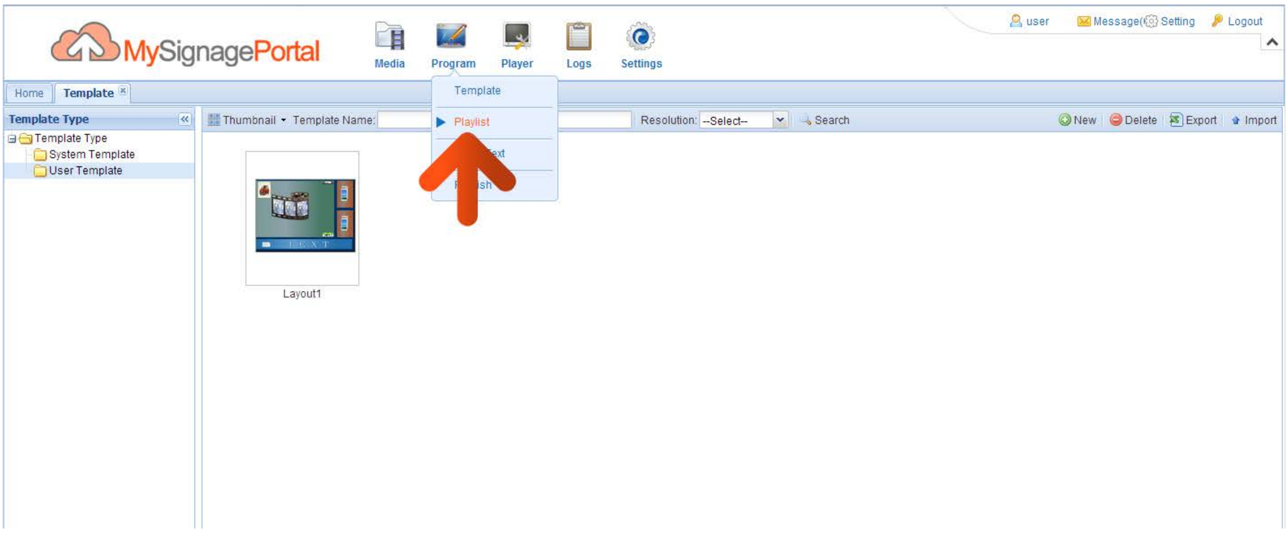
You will now see a list of the Templates you have created.



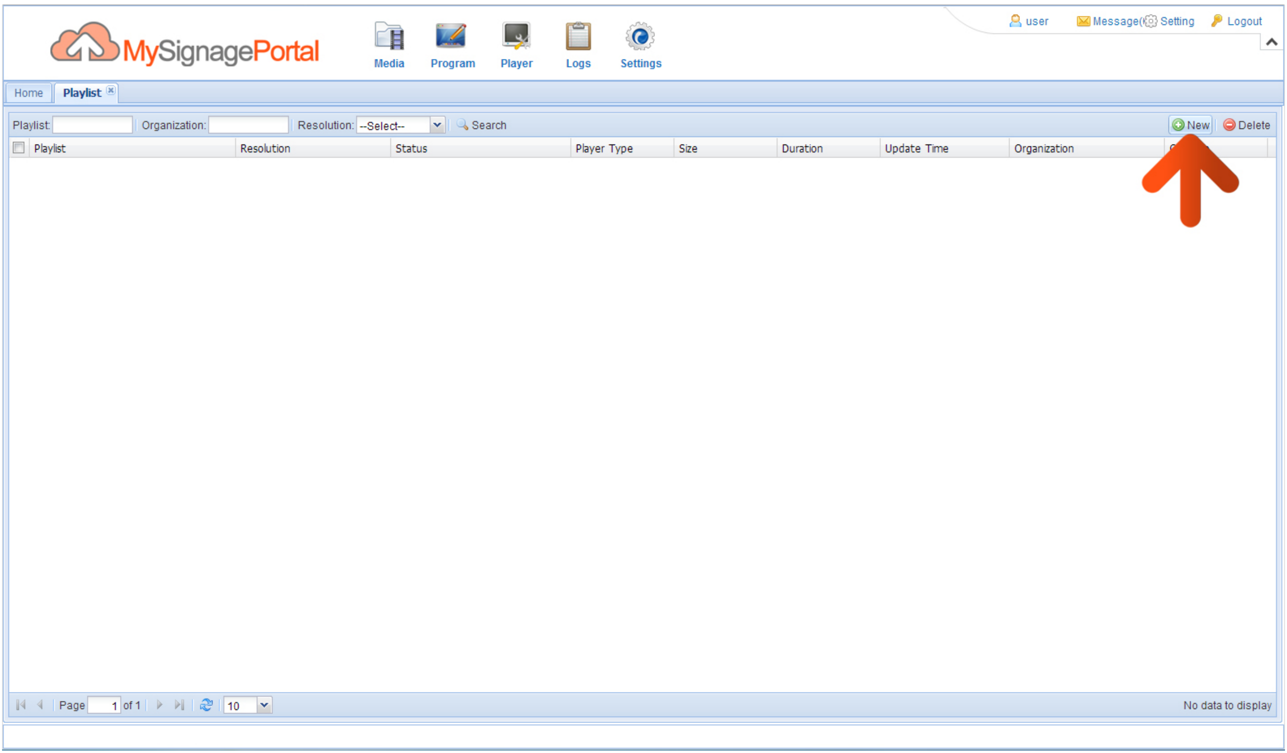
2.2.2 Playlist

Now that you have created a Template you can now assign the media you have uploaded to the zones of your Template and assign other values such as duration time and transition effect for images.

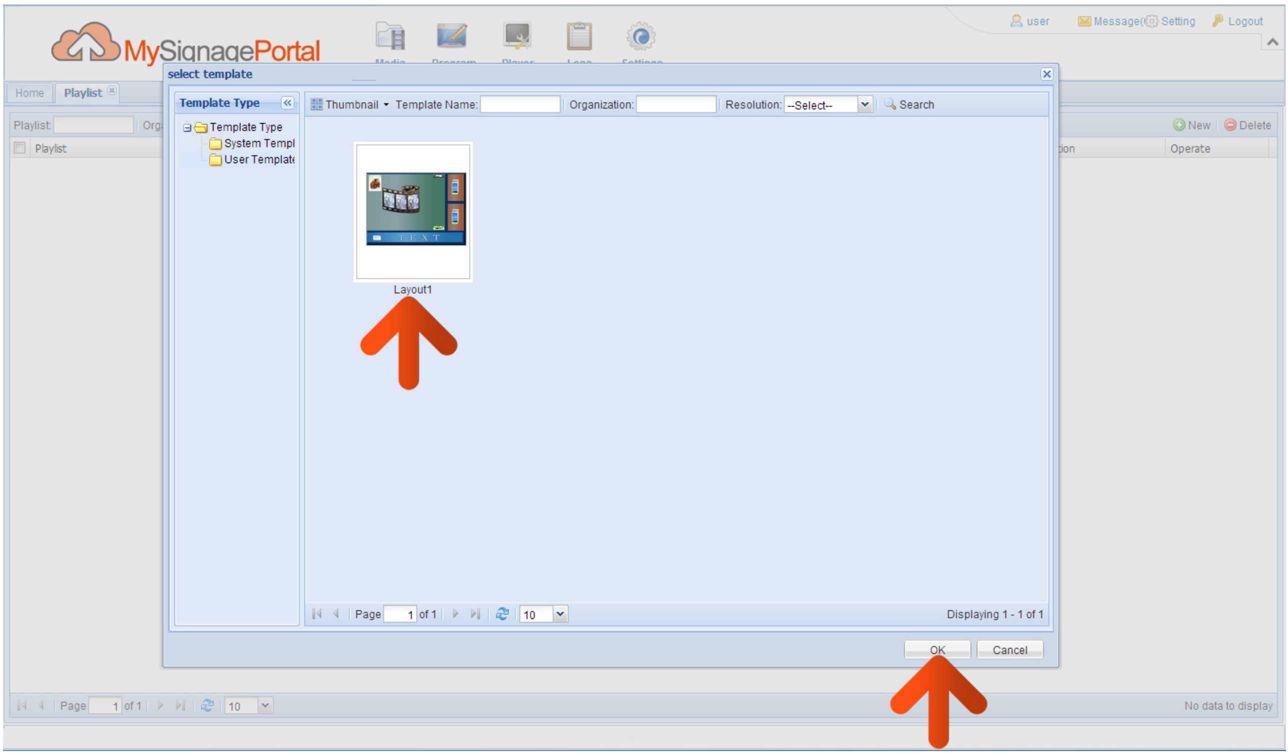
Begin by hovering over the “Program” icon on the Top Menu then click on “Playlist”.



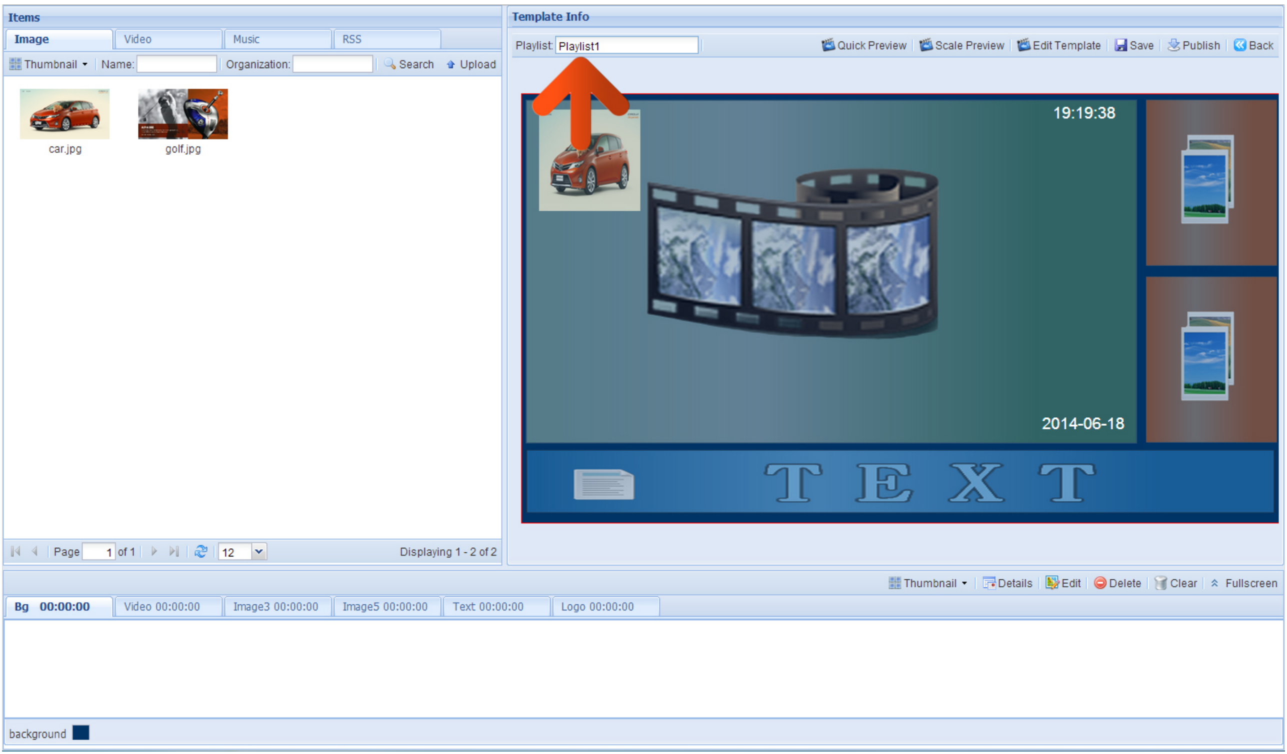
Next, click the “New” button.



You then have to select a Template. To select your own Templates Click on “User Templates”, then select the desired Template and click “OK”.

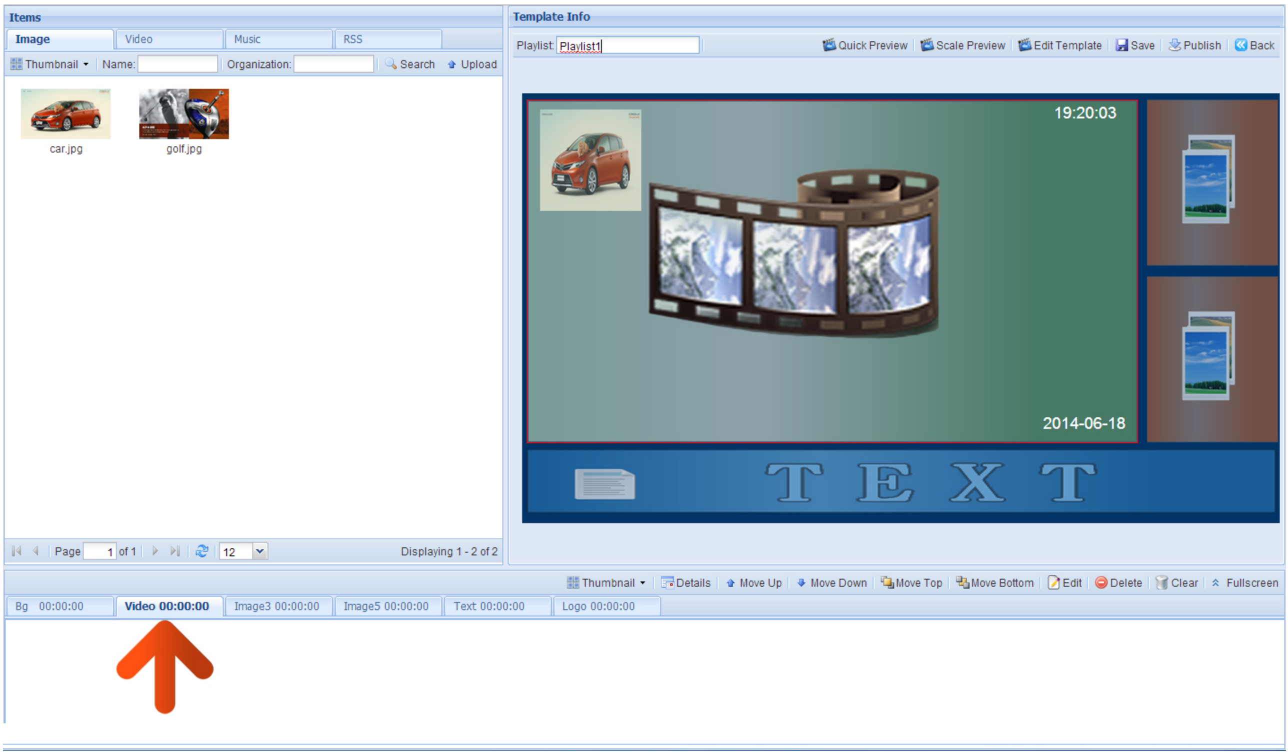


You may want to give your Playlist a name for future reference; you can do so by imputing it into the “Playlist” field.

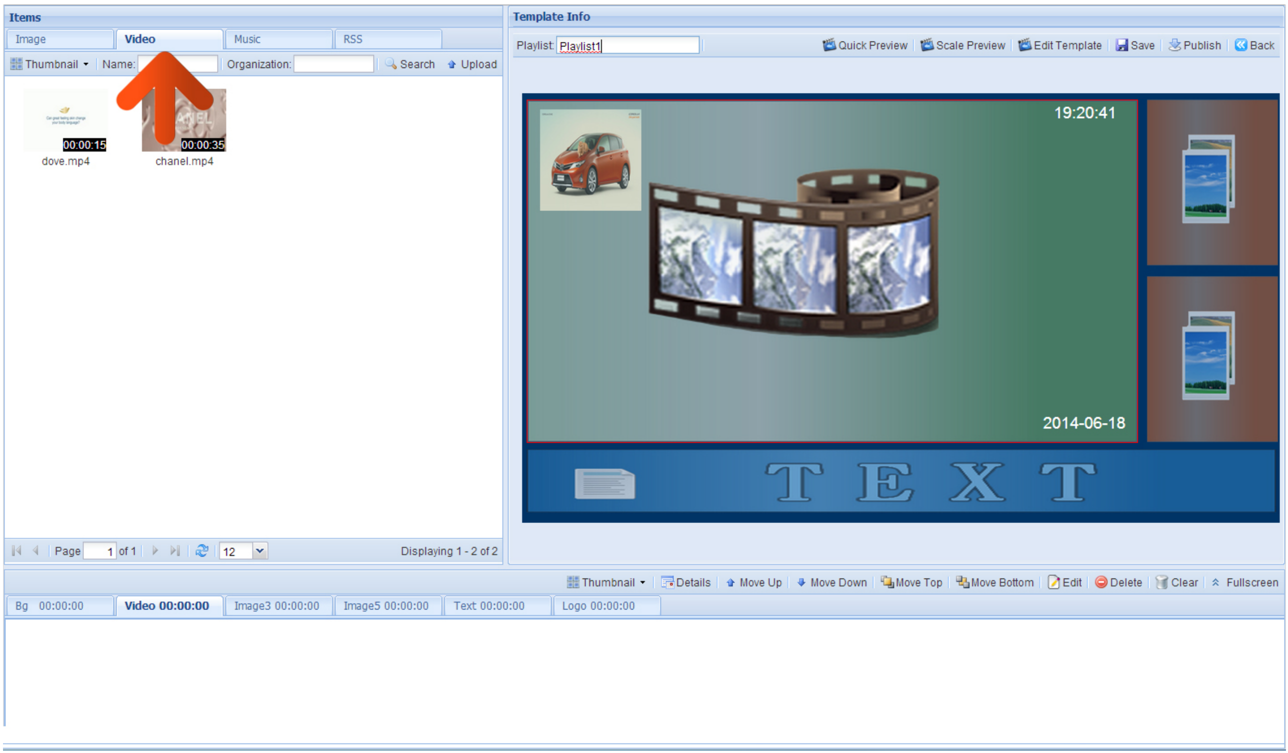


Video and Music

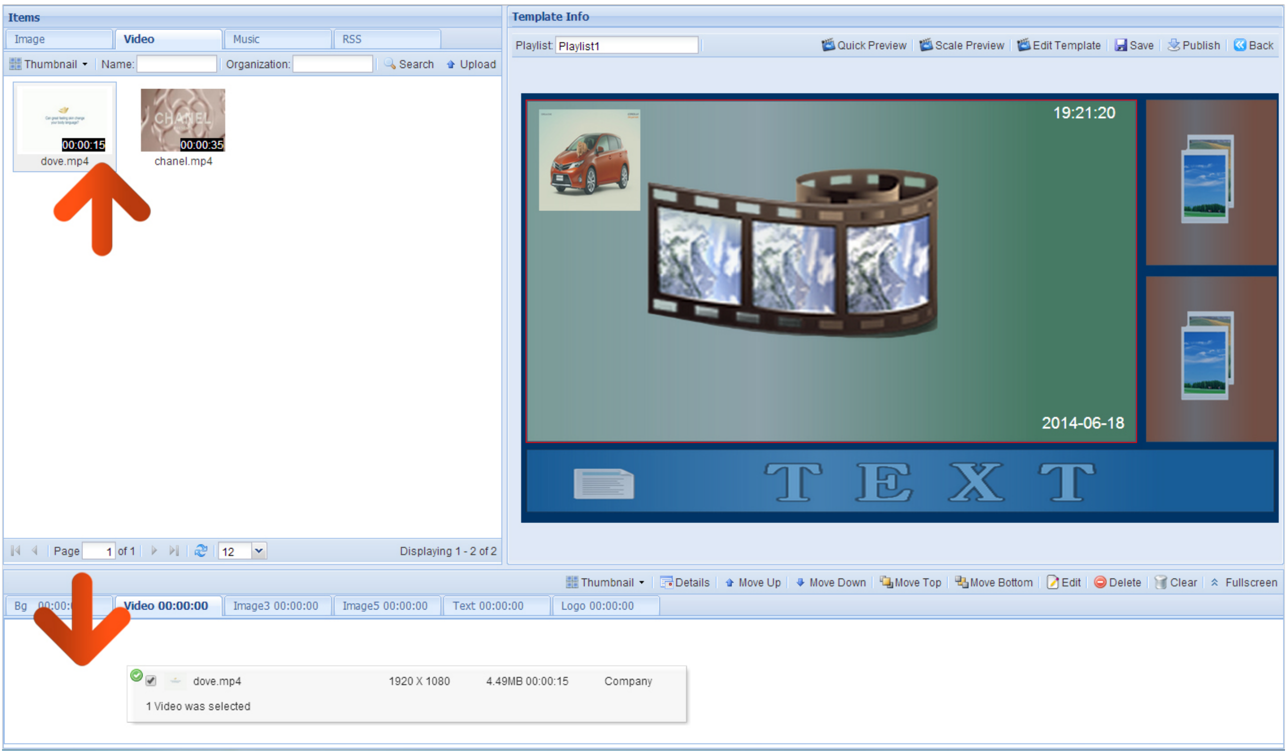
You will now see a Playlist design interface with various tabs representing your different media zones. You will automatically find yourself on the "Background" or "Bg" tab. Begin adding media by clicking on the "Video" tab. This zone will now he highlighted in the preview located in the "Template Info" section.



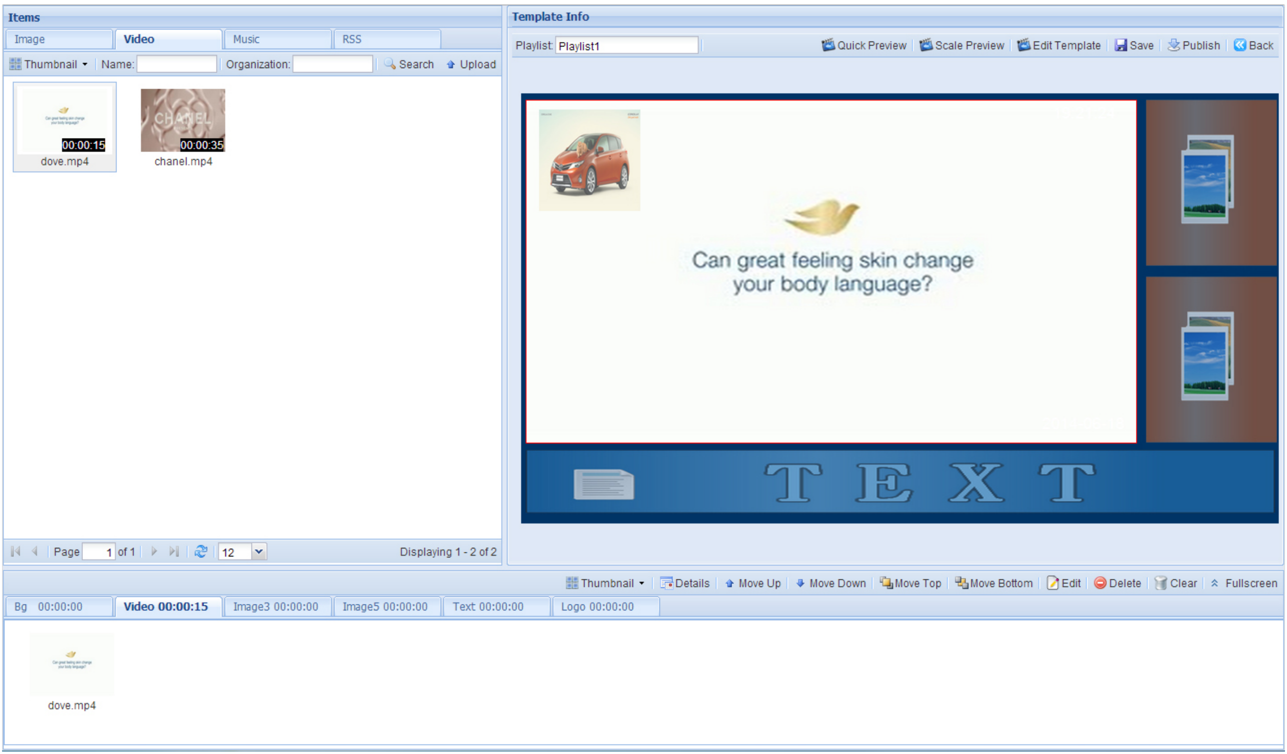
Then click the “Video” tab located in the “Items” section.



From the videos that you have already uploaded drag and drop the ones that you want to populate this zone into the bottom section.



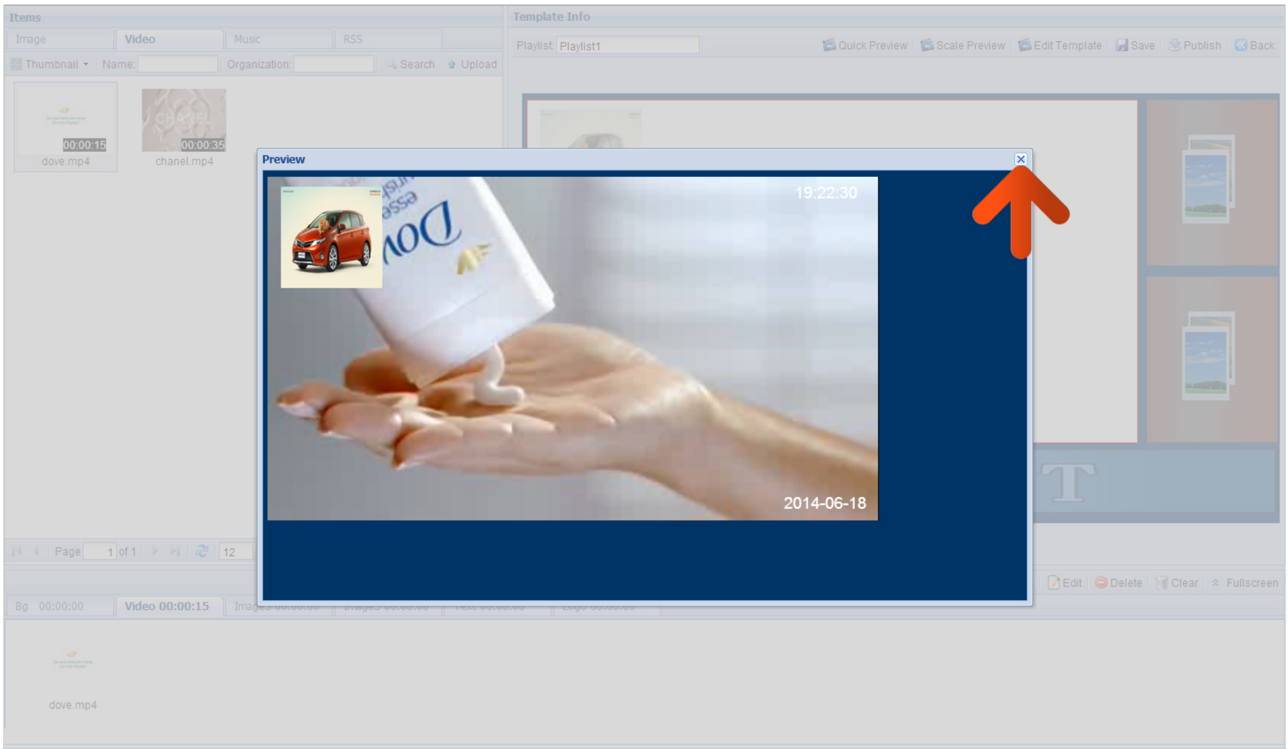
You will now see a list of the video files that this zone contains.



You can also add Music files to this zone in the same way.

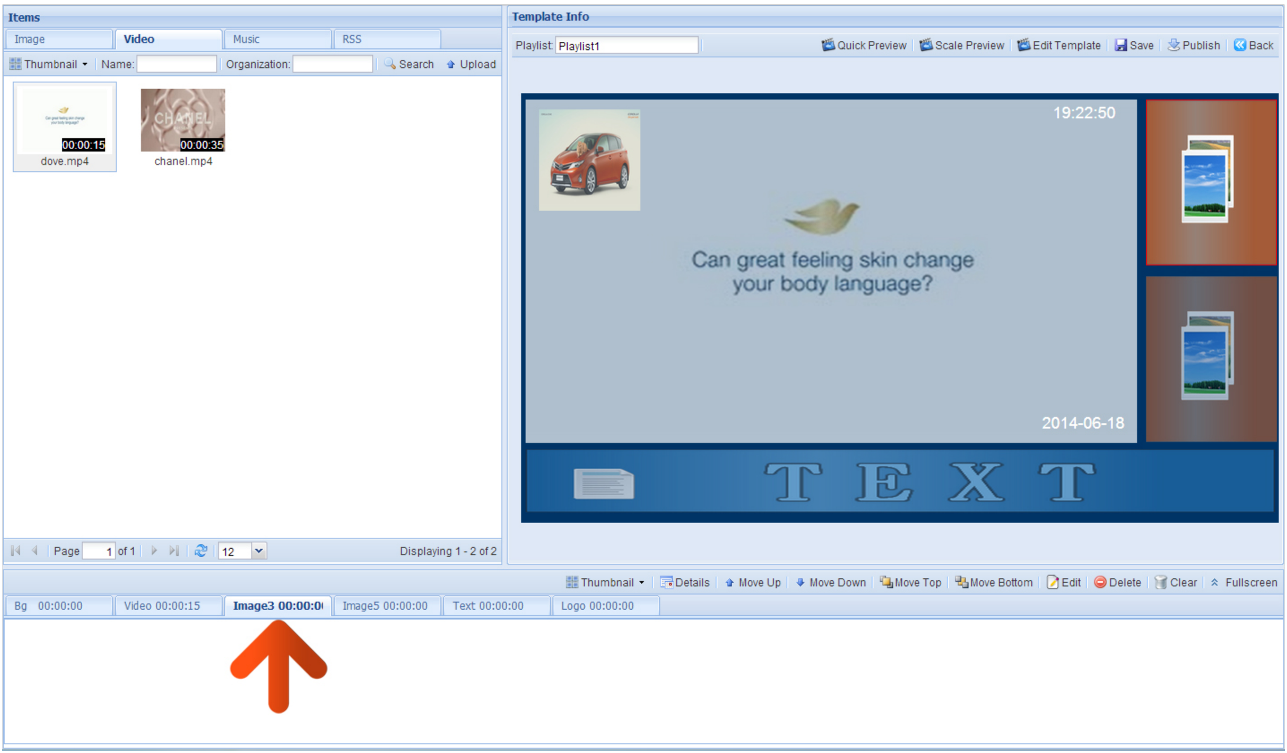
At any time you can preview what the Playlist will look like on a live screen by clicking “Quick Preview”.

This will launch a preview box showing how your Playlist would look if you were to Publish it now. To exit click the “X” in the top right hand corner.

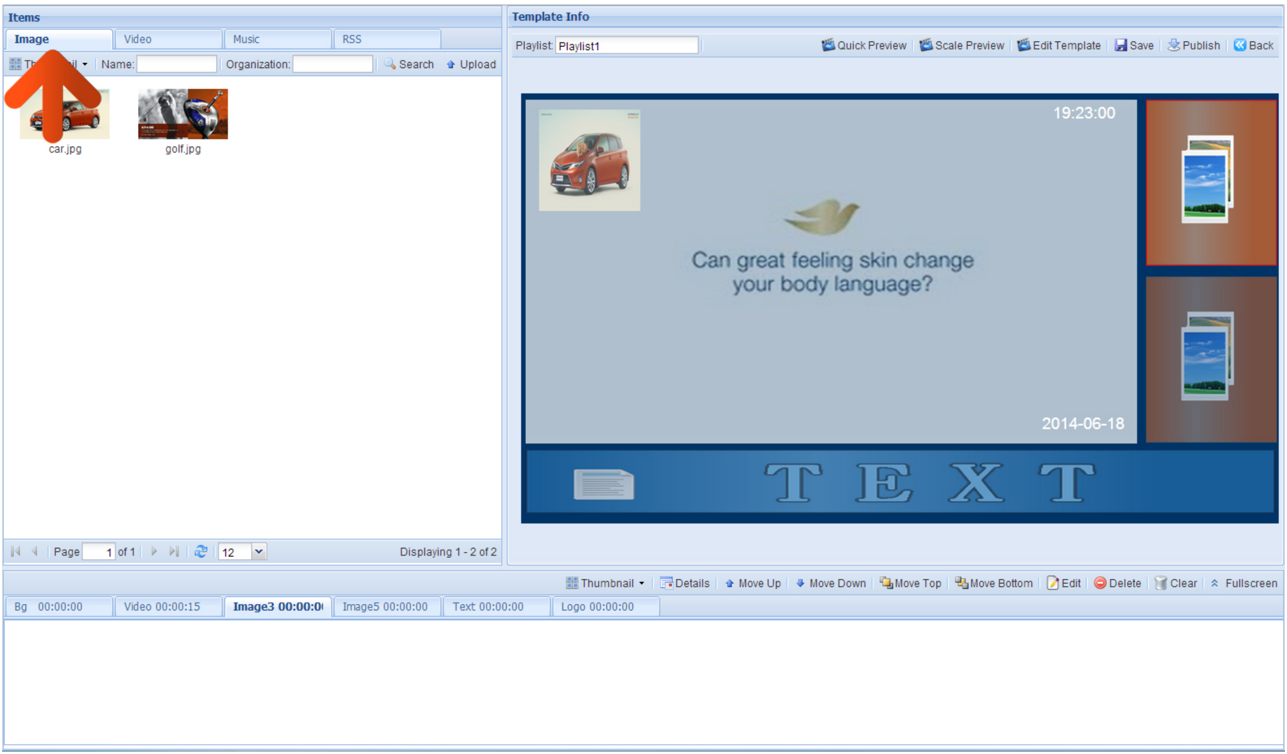


Image

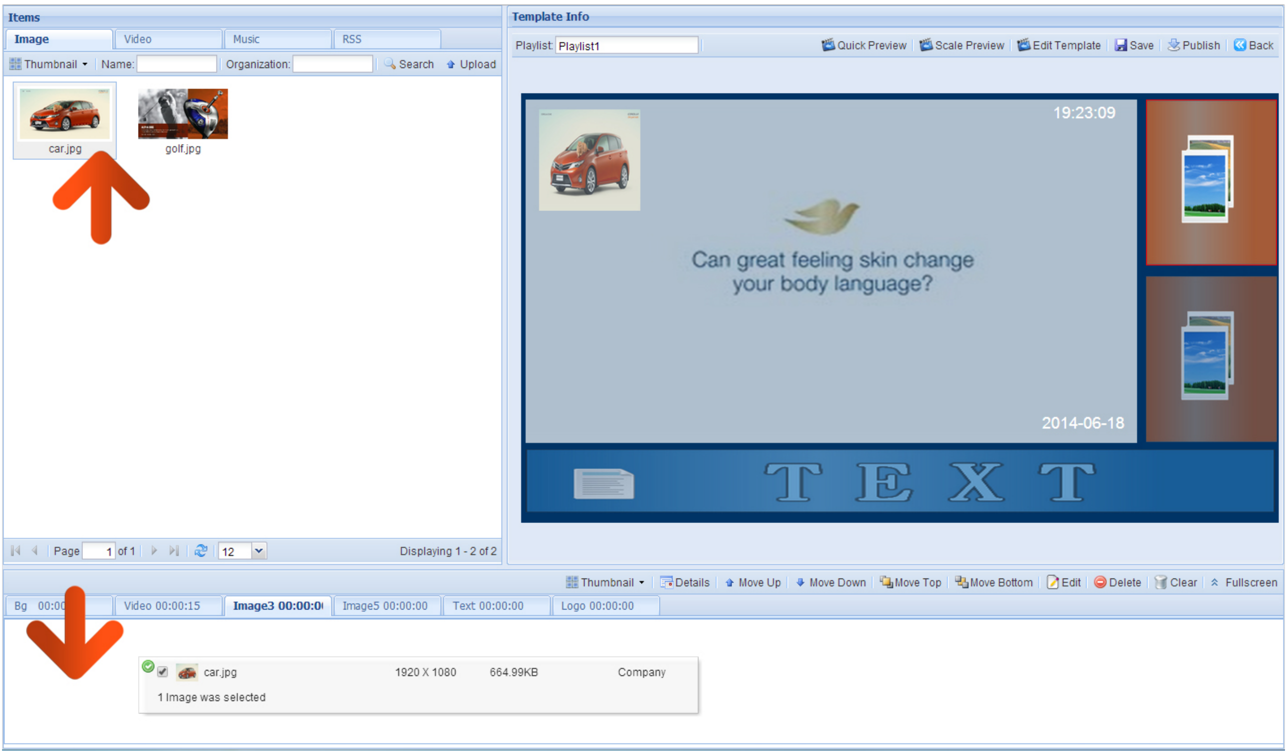
Next, click on the first “Image” tab. This zone will now he highlighted in the preview located in the “Template Info” section.



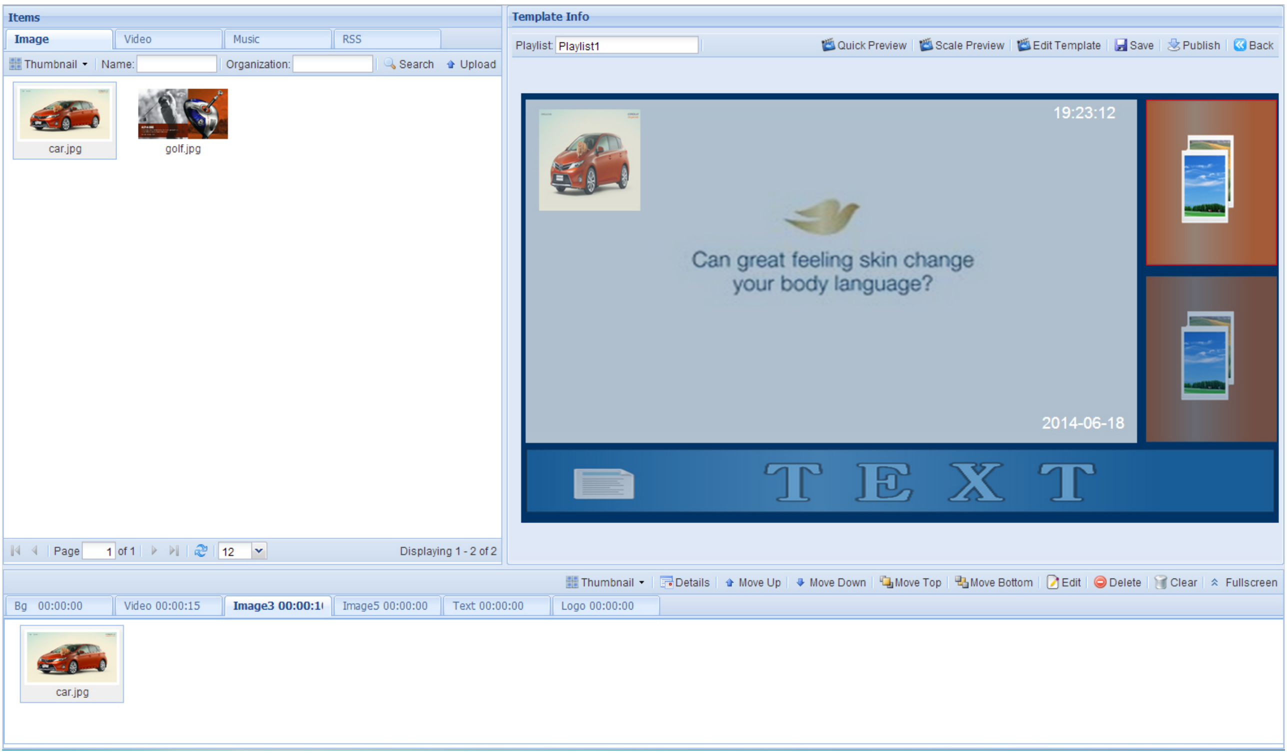
Then click the “Image” tab located in the “Items” section.



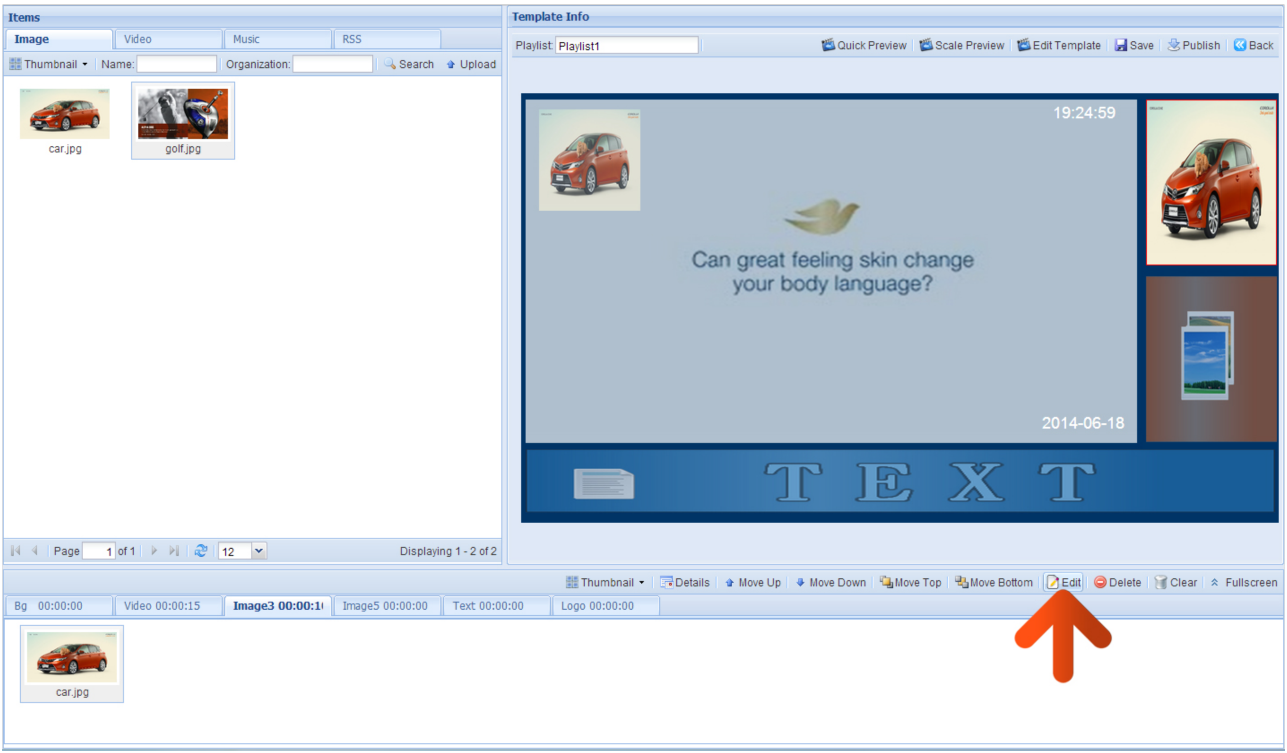
From the images that you have already uploaded drag and drop the ones that you want to populate this zone into the bottom section.



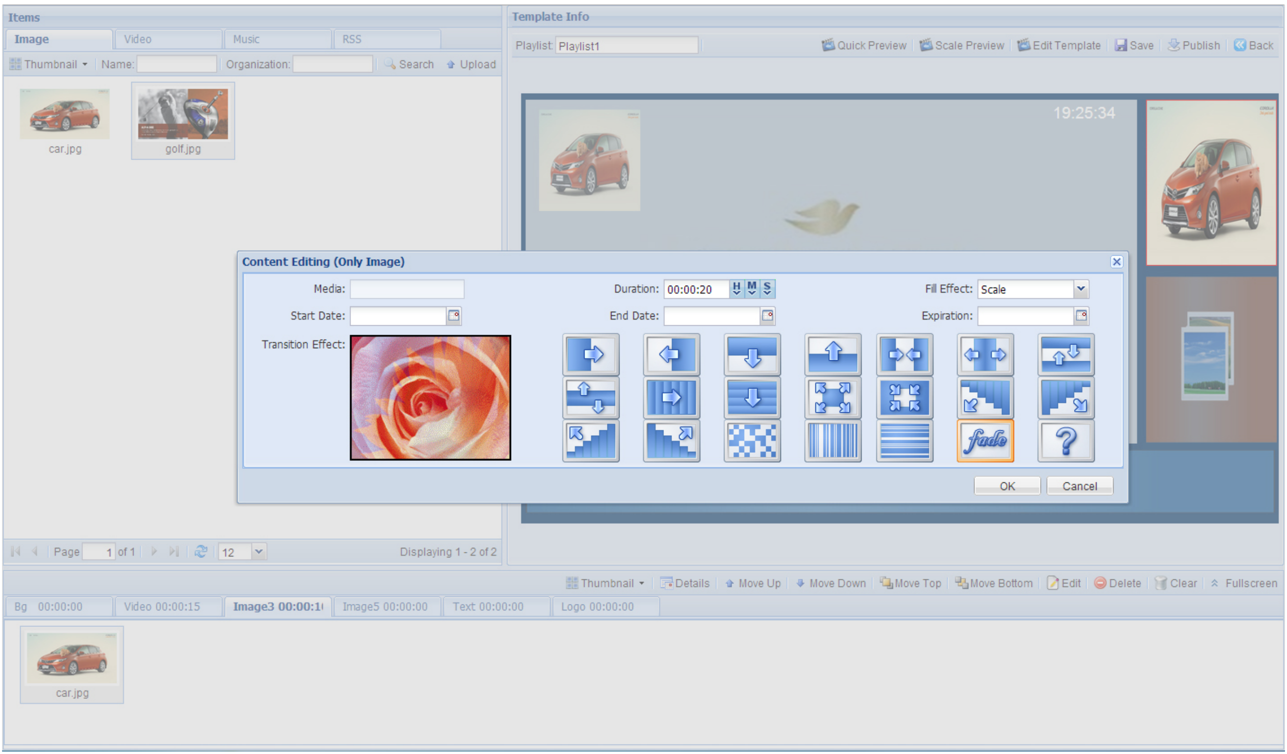
You will now see a list of the image files that this zone contains.



To edit their duration periods and transition effects select the image files you want to edit then click the "Edit" button.



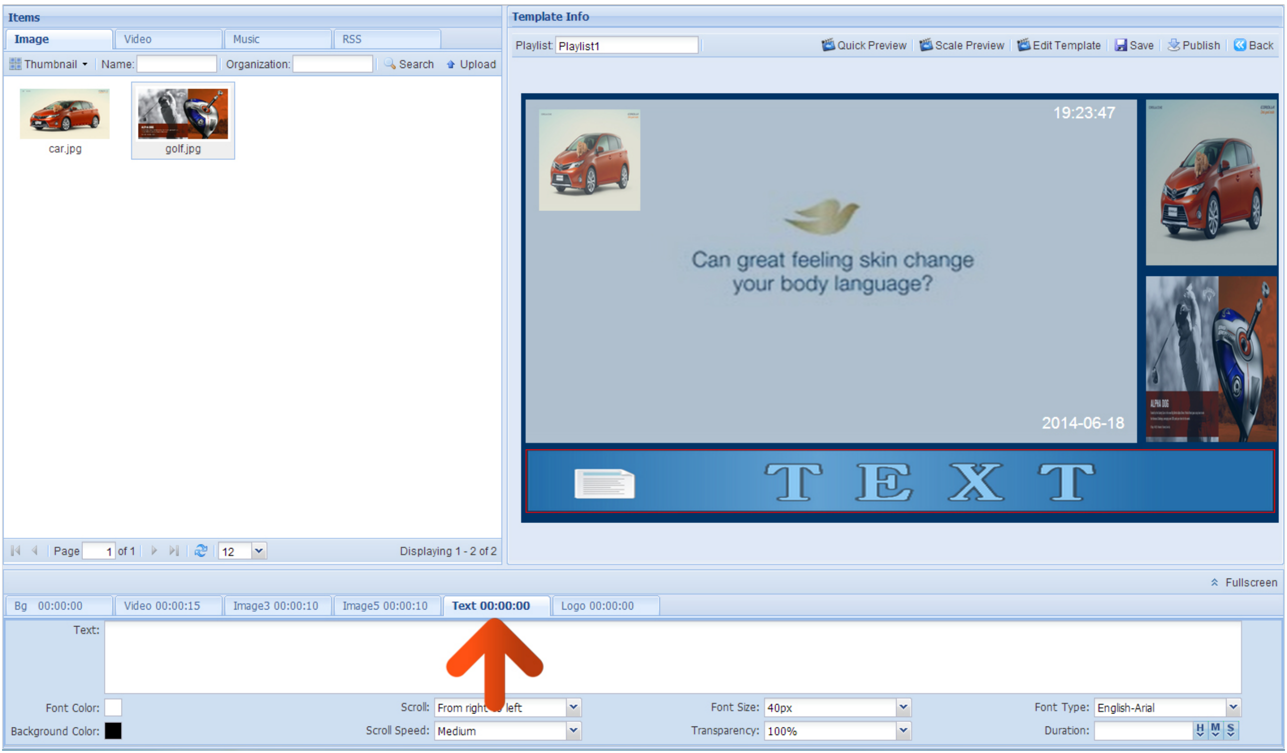
A "Media Edit" box will now appear; here you can set the duration time and transition effect of each image file. When you have finished, click "OK".



You can populate your other image zone by following the same steps.

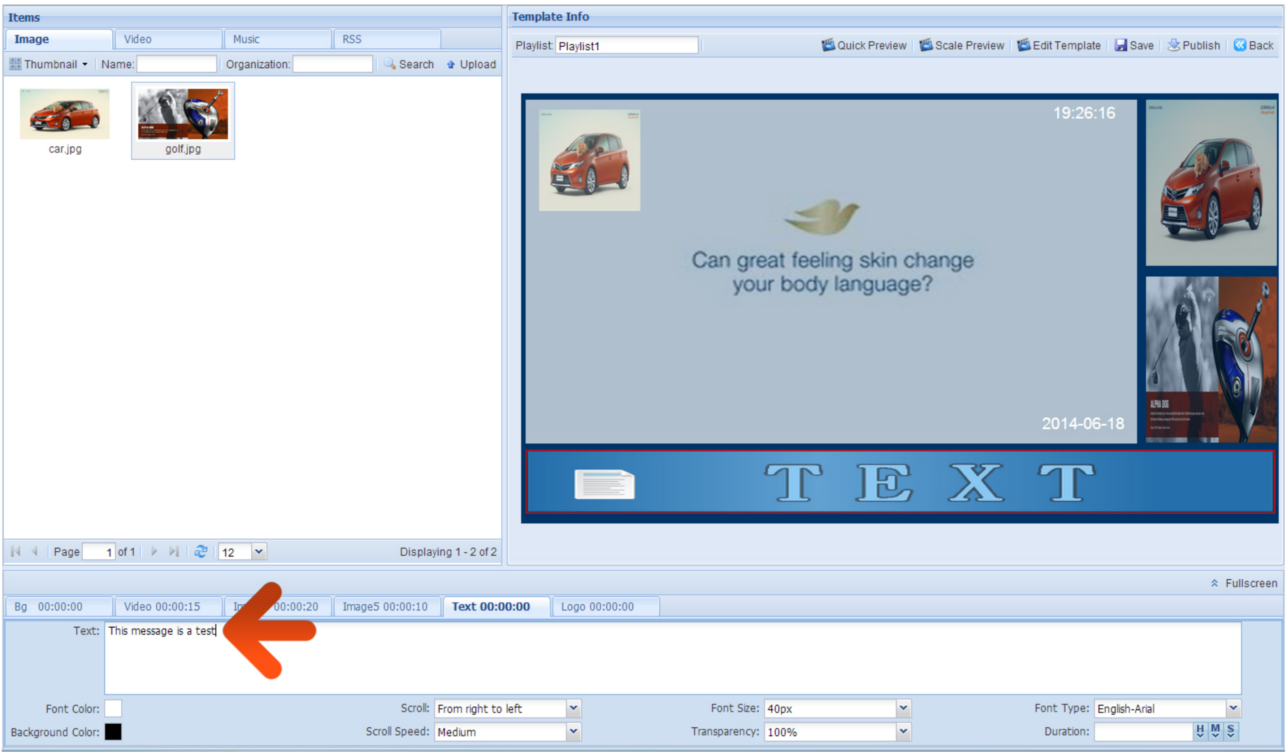
Scrolling Text and RSS Feeds.

Next, click on the “Text” tab. This zone will now he highlighted in the thumbnail preview.

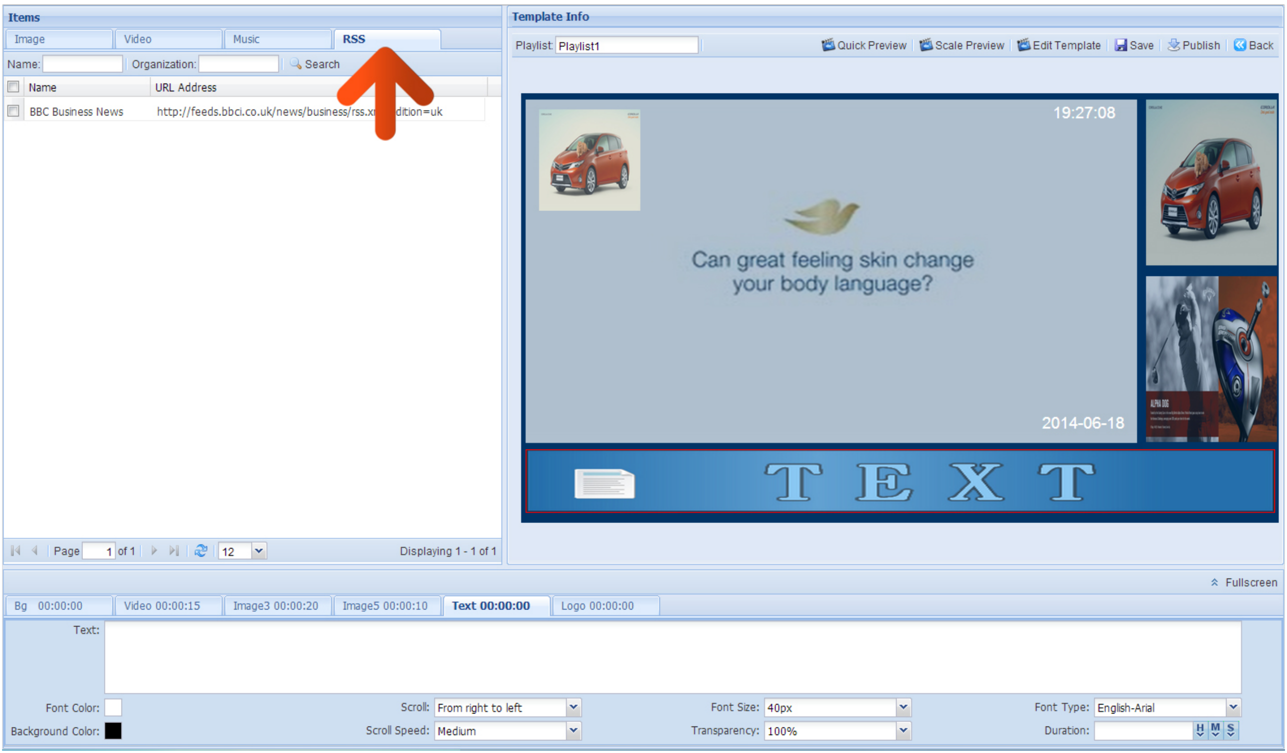


Here you can adjust the font size, scroll direction, scroll speed, transparency and the colours of both the area’s background and text.

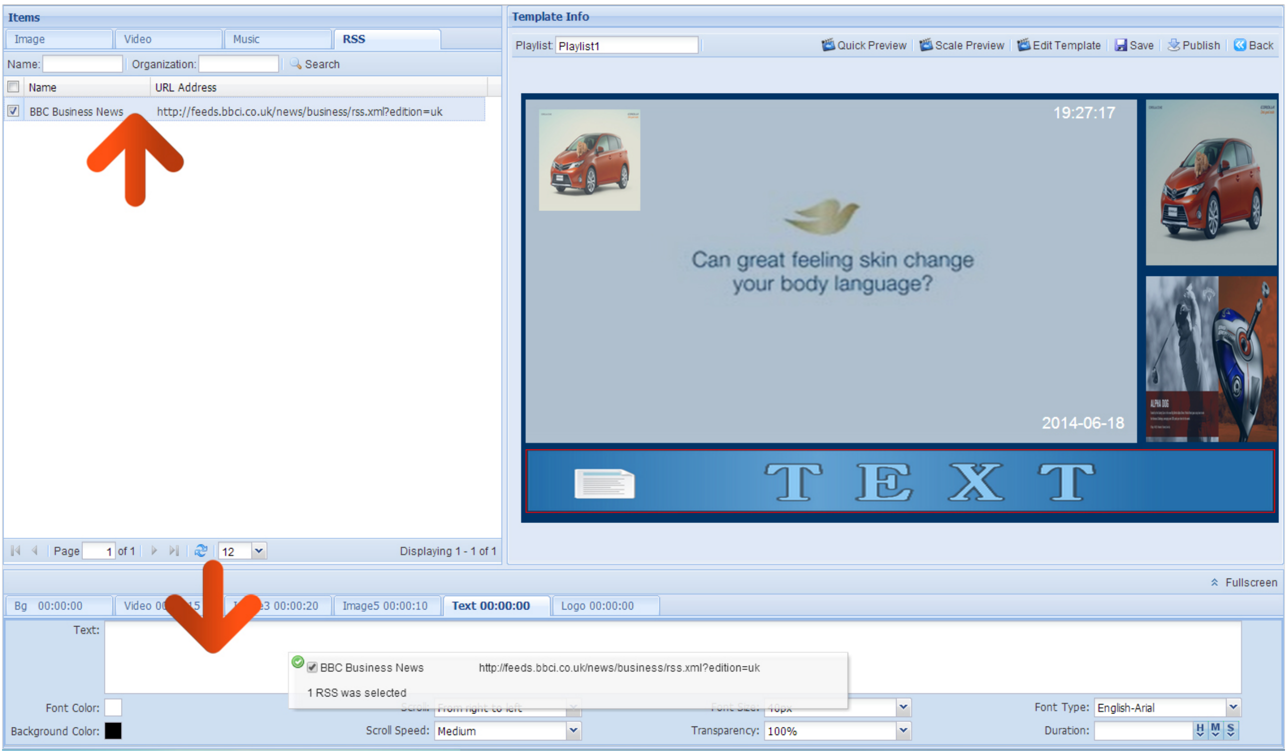
If you wish to add a scrolling message you can simply enter it into the “Text” field.



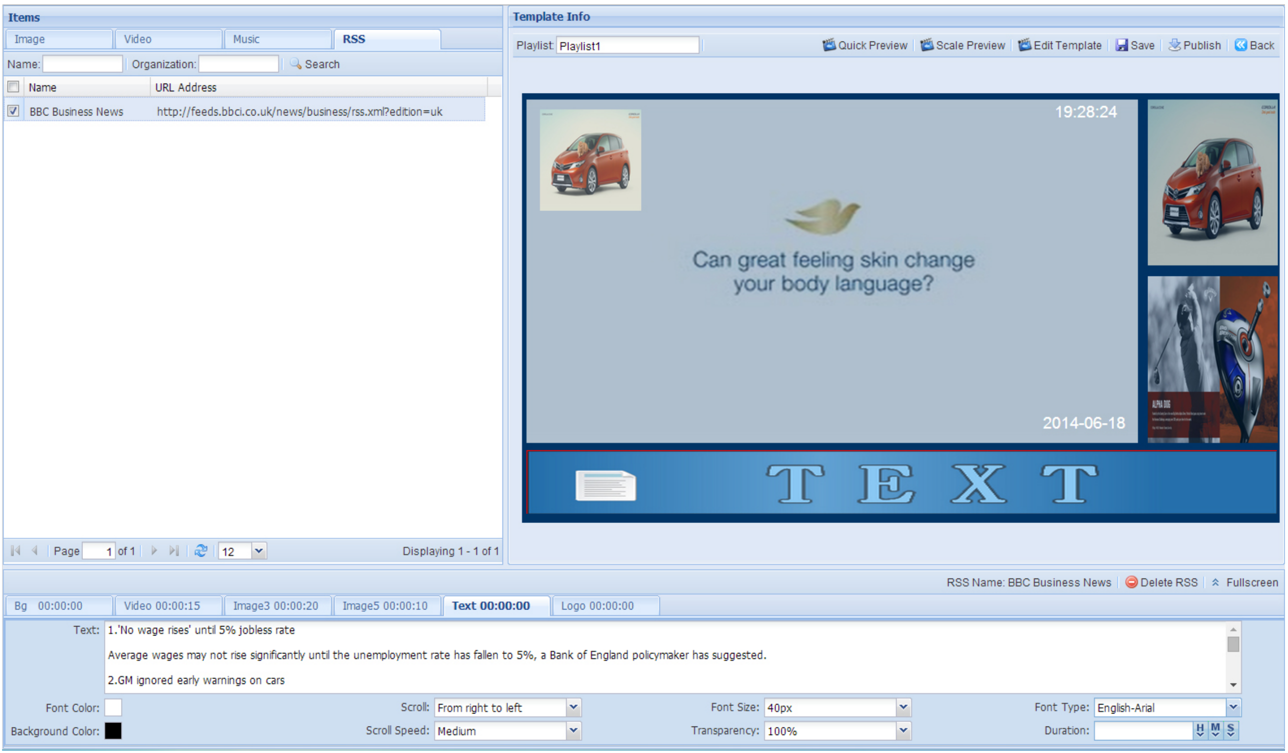
However if you wish to add an RSS feed you must click the "RSS" tab in the "Items" section.



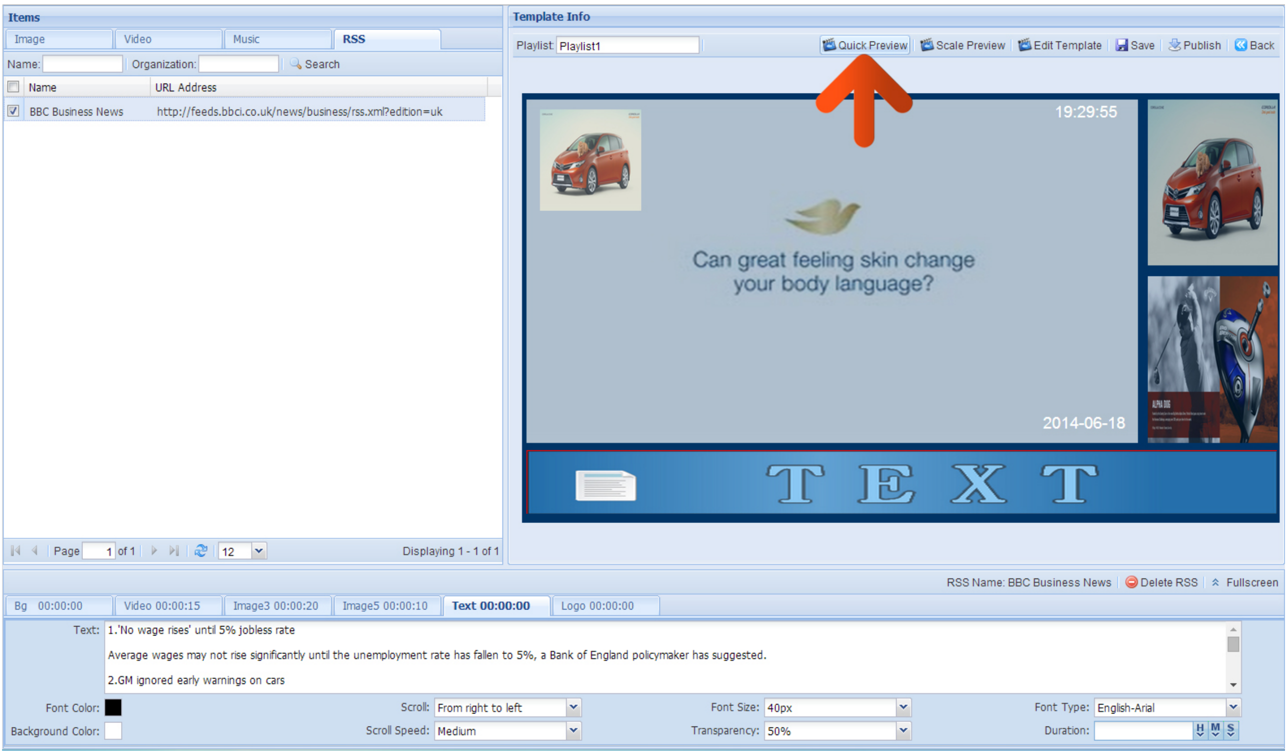
You will now see a list of the RSS feeds that you have previously set up. Drop and drag the feed that you wish to display into the bottom section.



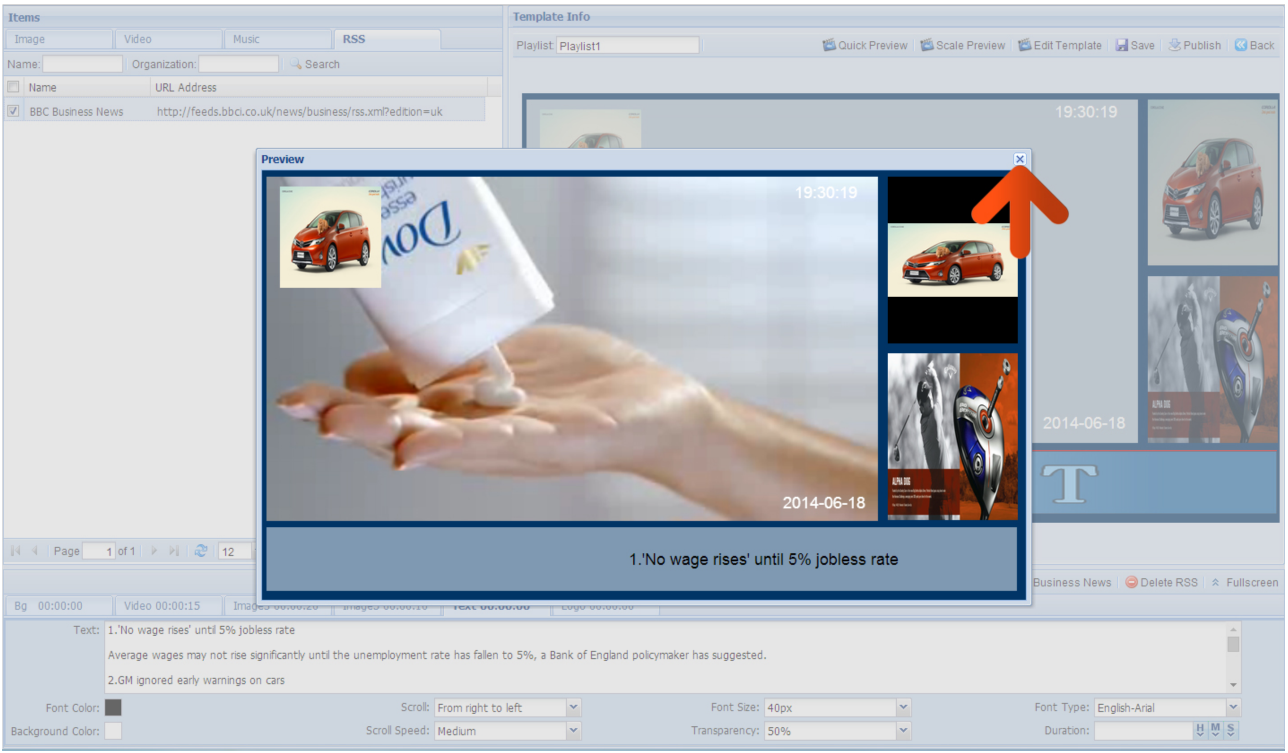
You will now see the text field filled out with your RSS information.



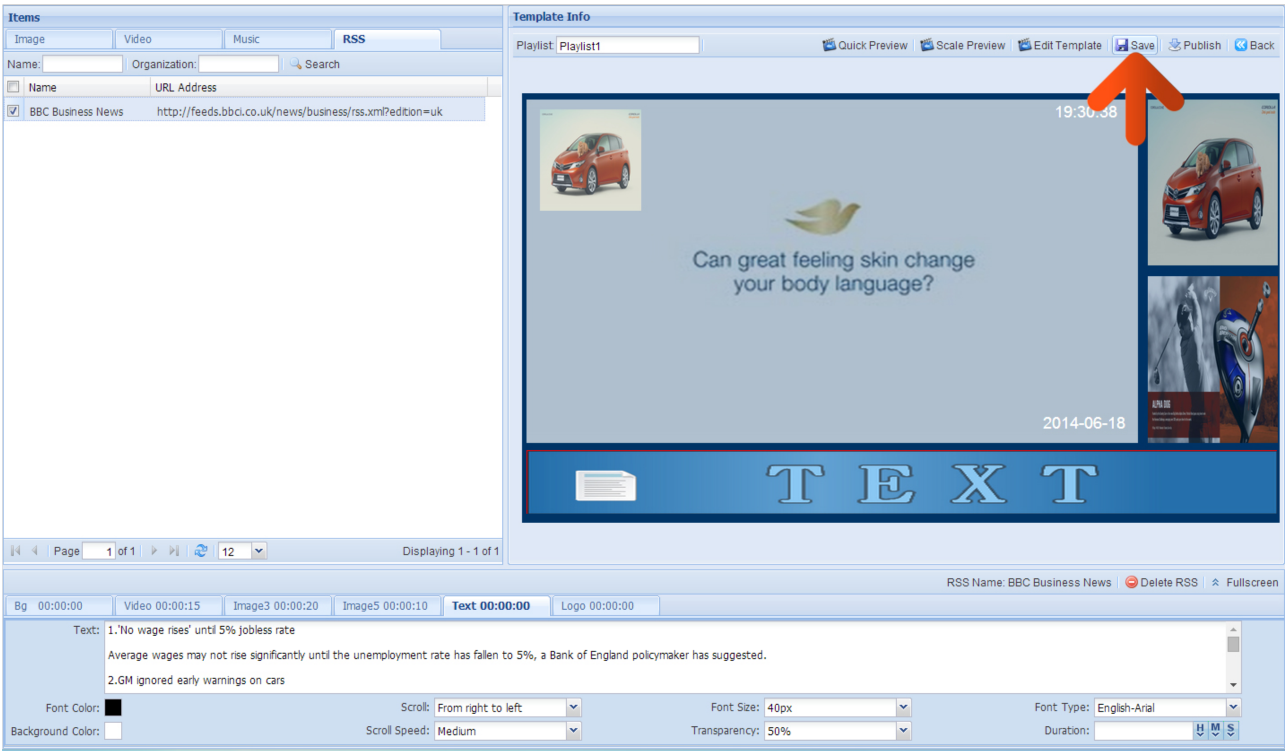
It is a good idea to do a final preview of your content before saving, so as you are happy with how the content should look on your screen. Click “Quick Preview”.



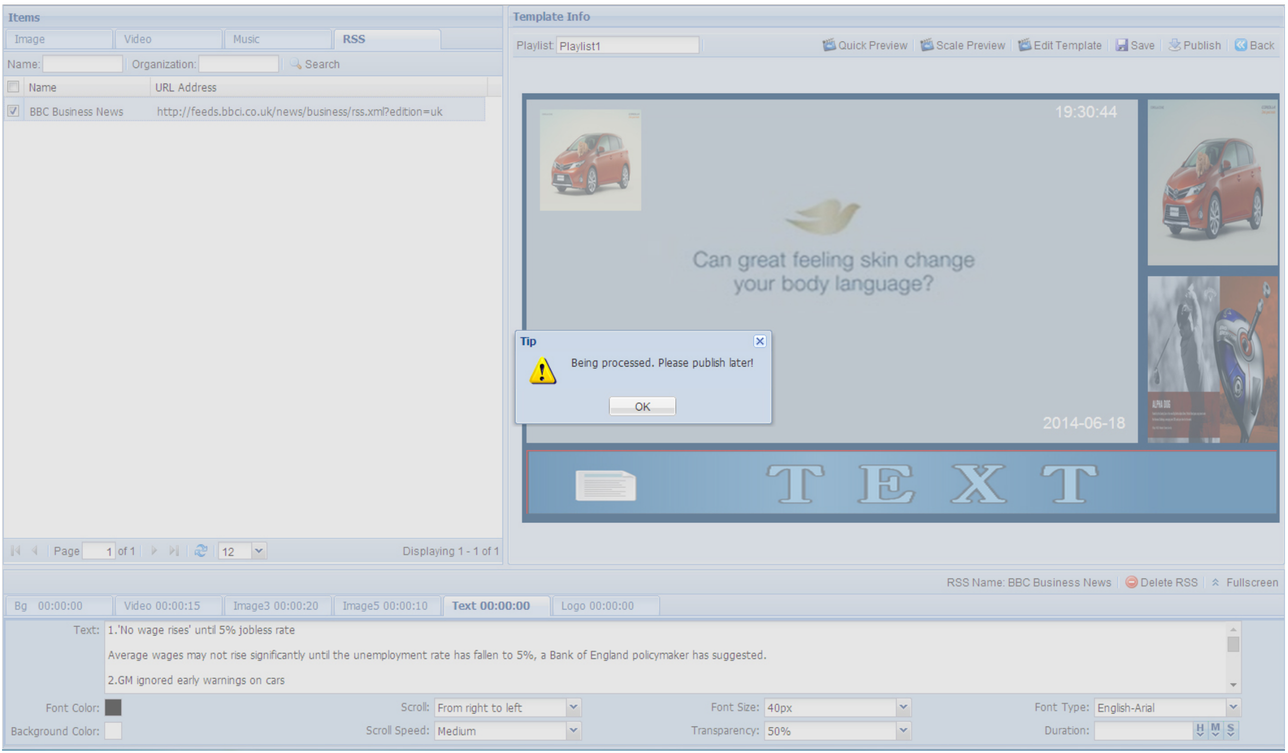
This will launch a preview box showing how your Playlist would look if you were to Publish it now. To exit click the “X” in the top right hand corner.



Now click the “Save” button.



You will be presented with the following message, please click “OK”.

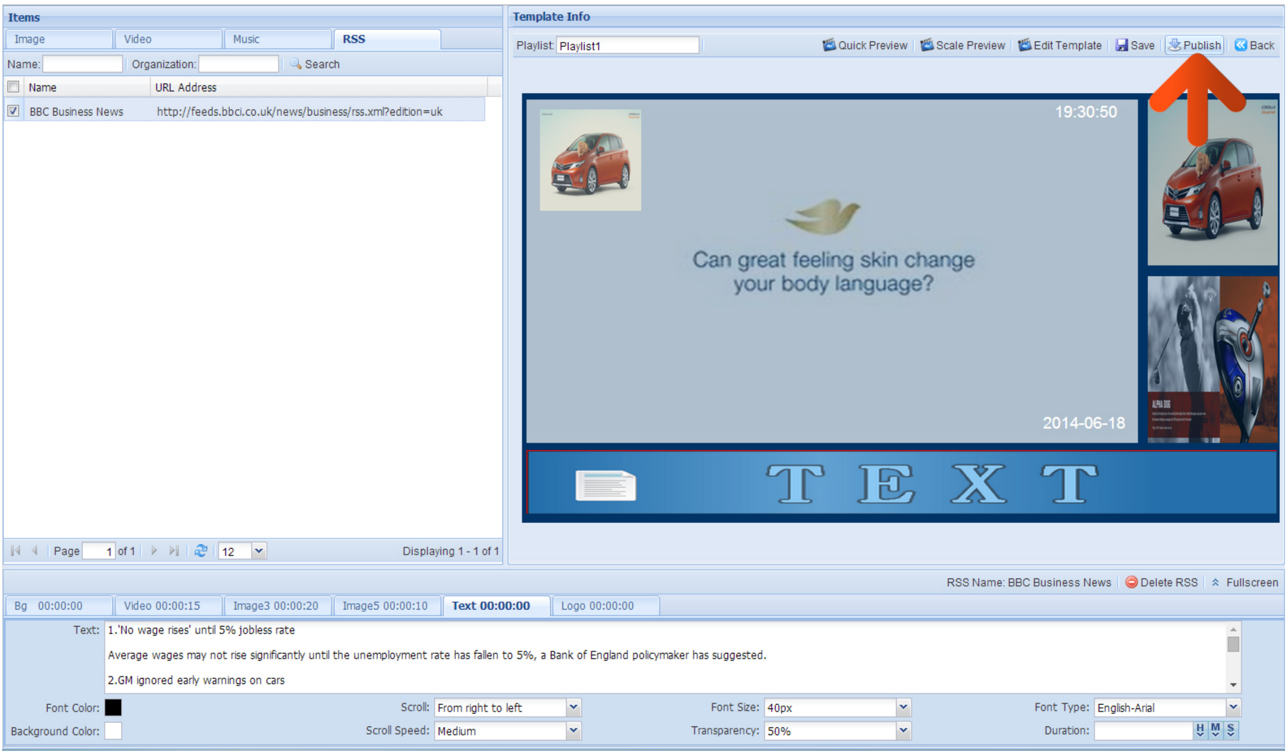


2.2.3 Publish

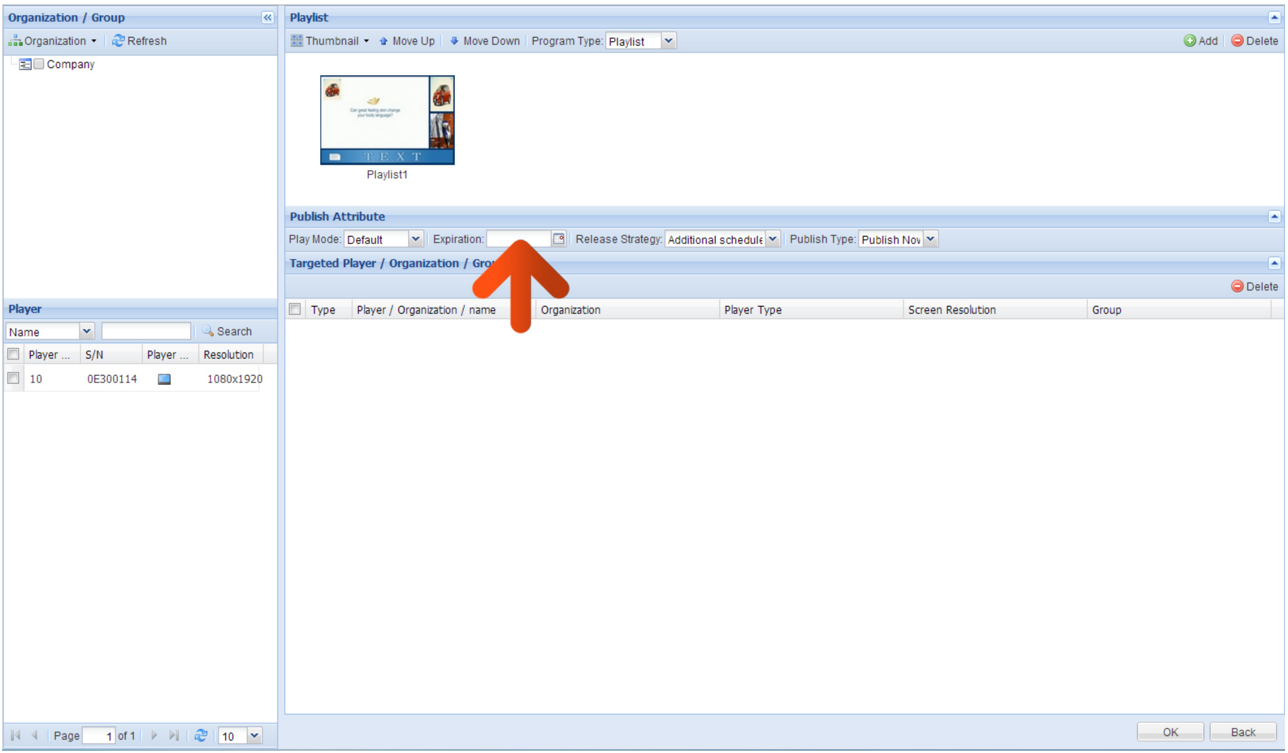
2.2.3.1 Publishing from Playlist

Once you have populated your Templates zones with Media and you are happy with your Playlist you can either save it for a later date or you can send it to your player(s) immediately.

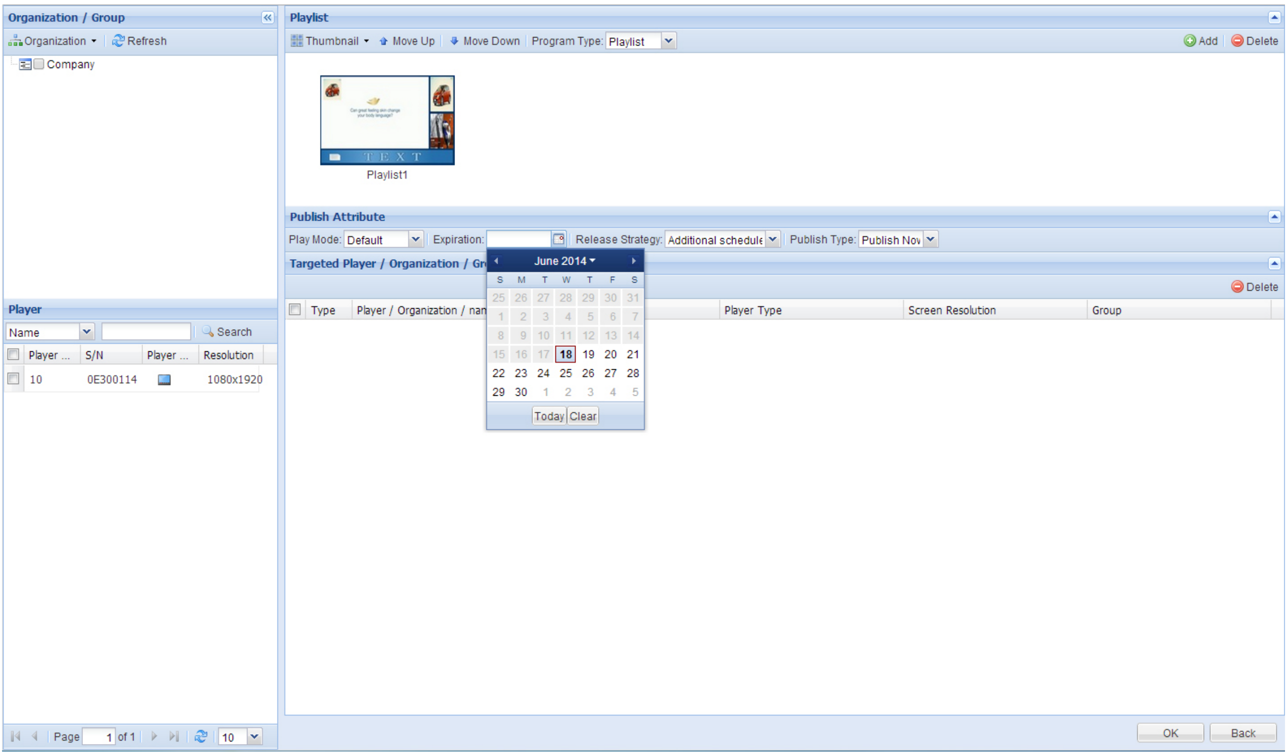
From the Playlist screen, click the “Publish” button.



First, set an expiration date. This just means that this Playlist will be accessible on your records until this date. Click on the field to select a date.



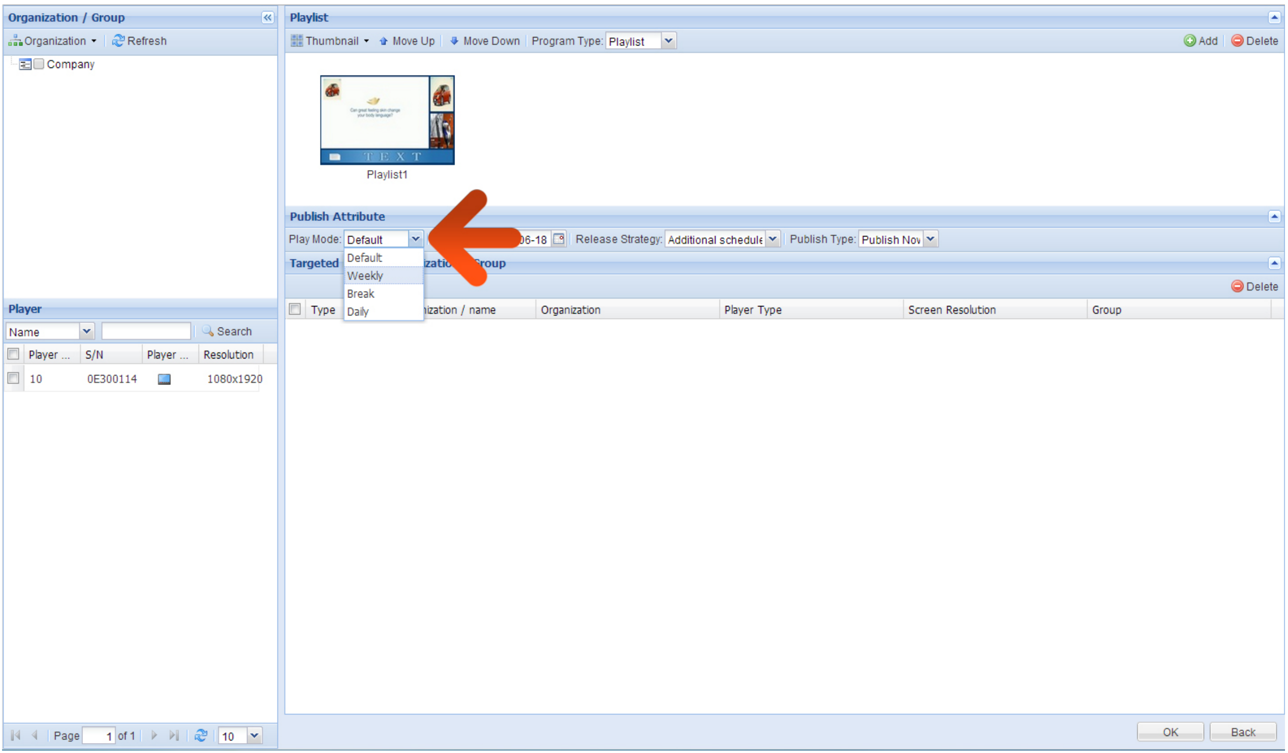
We recommend that you set this to at least one year on from your current date just in case you want to refer back to this playlist in the future.



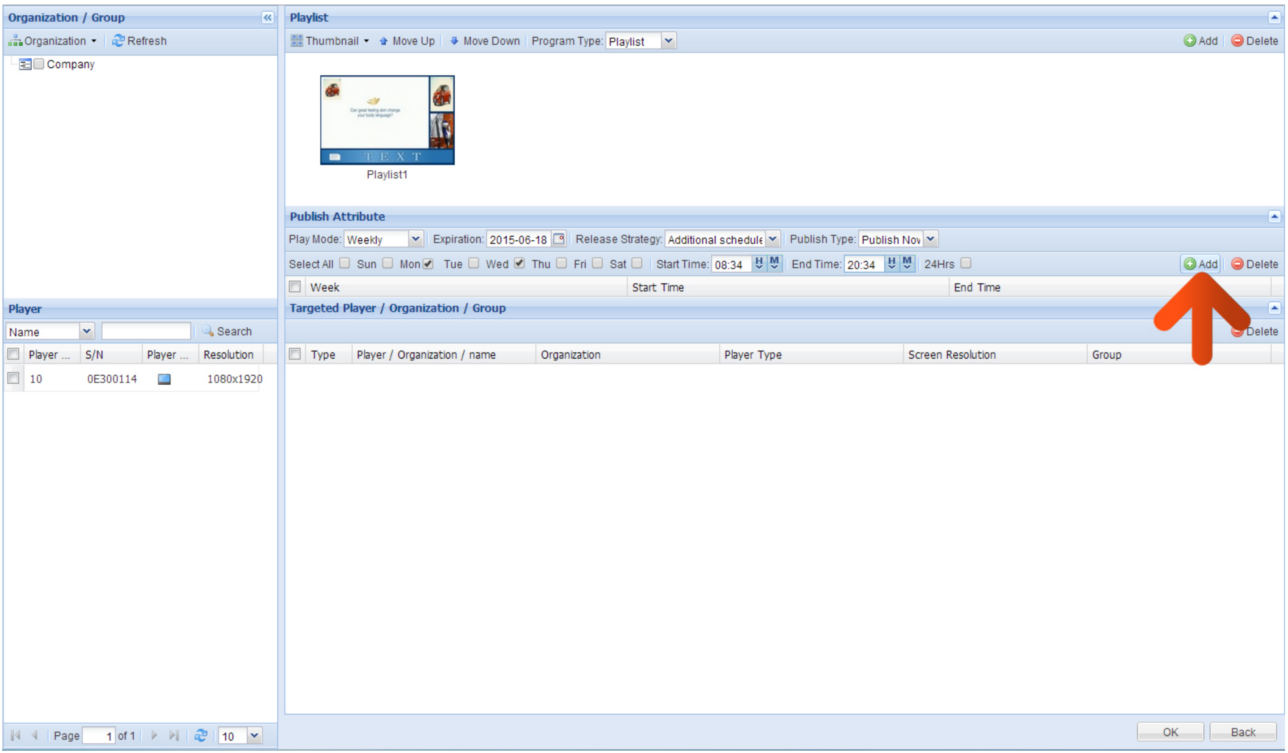
Next, select an option from the "Play Mode" list, they are as follows:

- Default – sends the Playlist to the player now.
- Weekly – allows you to schedule the Playlist to play on a weekly schedule.
- Daily – allows you to schedule the Playlist to play on a daily schedule.
- Break – allows you to schedule to play during a period, overriding everything else.

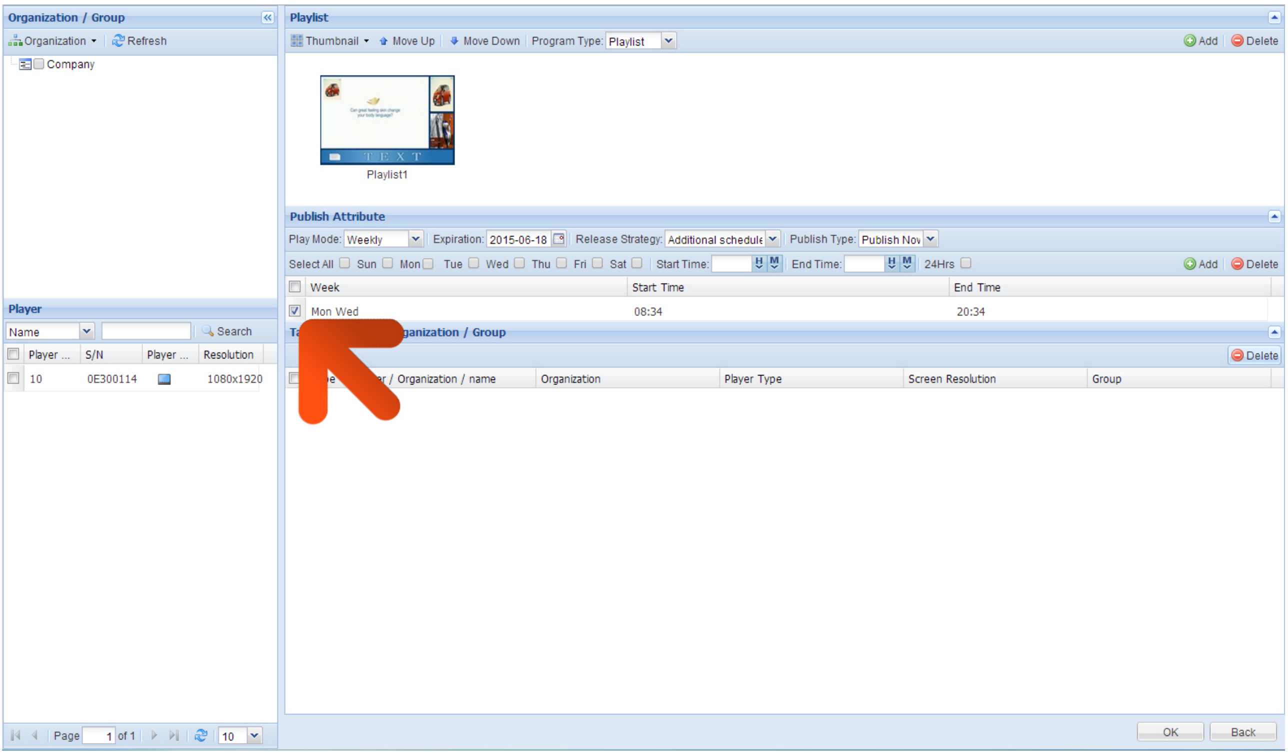
When you select any option other than "Default" another field will appear allowing you to set a play period of this Playlist.



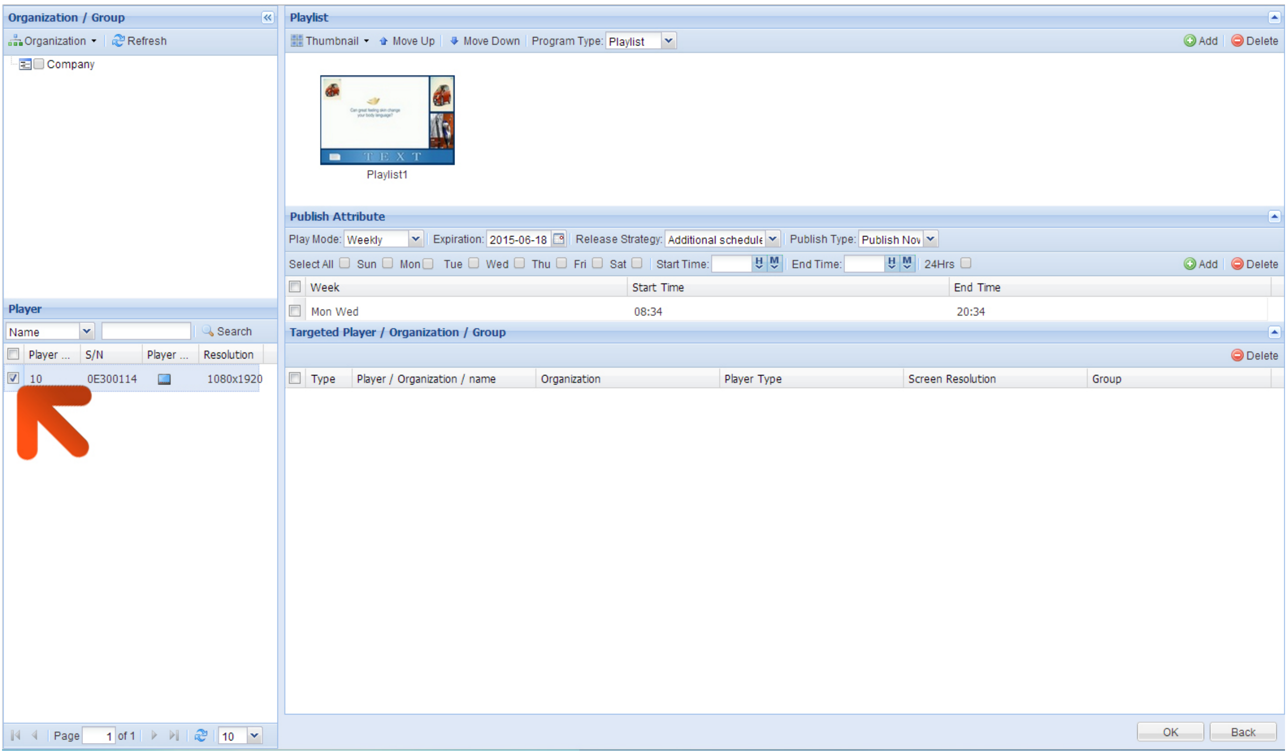
Set the period(s) for which you would like this Playlist to display, and then click the "Add" button.



This will then add another line that represents the period you have set. You must then tick the checkbox next to this period.



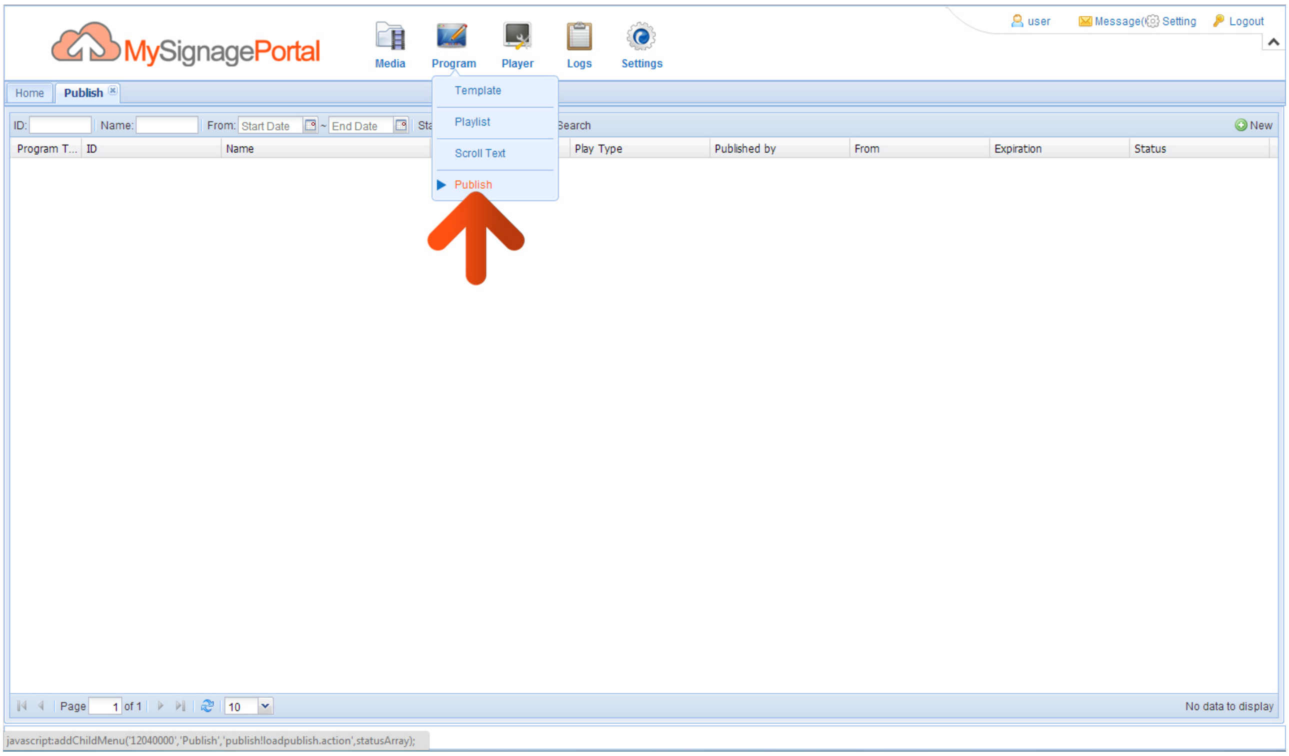
Finally add the players that you would like to Publish the Playlist to by clicking the checkbox next to the name of the player. Then Click "OK".



2.2.3.2 Publish

This is another method of publishing playlists to your players as well as viewing previous playlists that have not yet expired.

Begin by hovering over the “Program” section of the Top Menu, then click “Publish”.

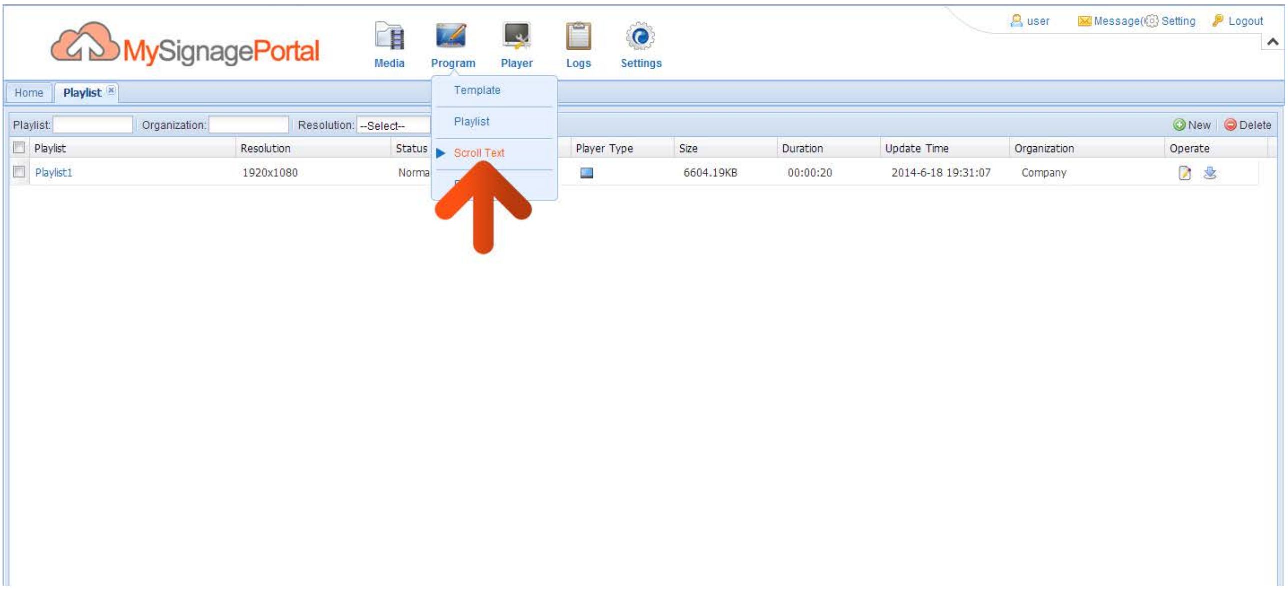


You will then see a list of previous playlists that you have published that have not yet expired. You can create a new Publish from scratch by clicking the “New” button, selecting a previously configured Playlist then following the steps from section 2.3.3.1.

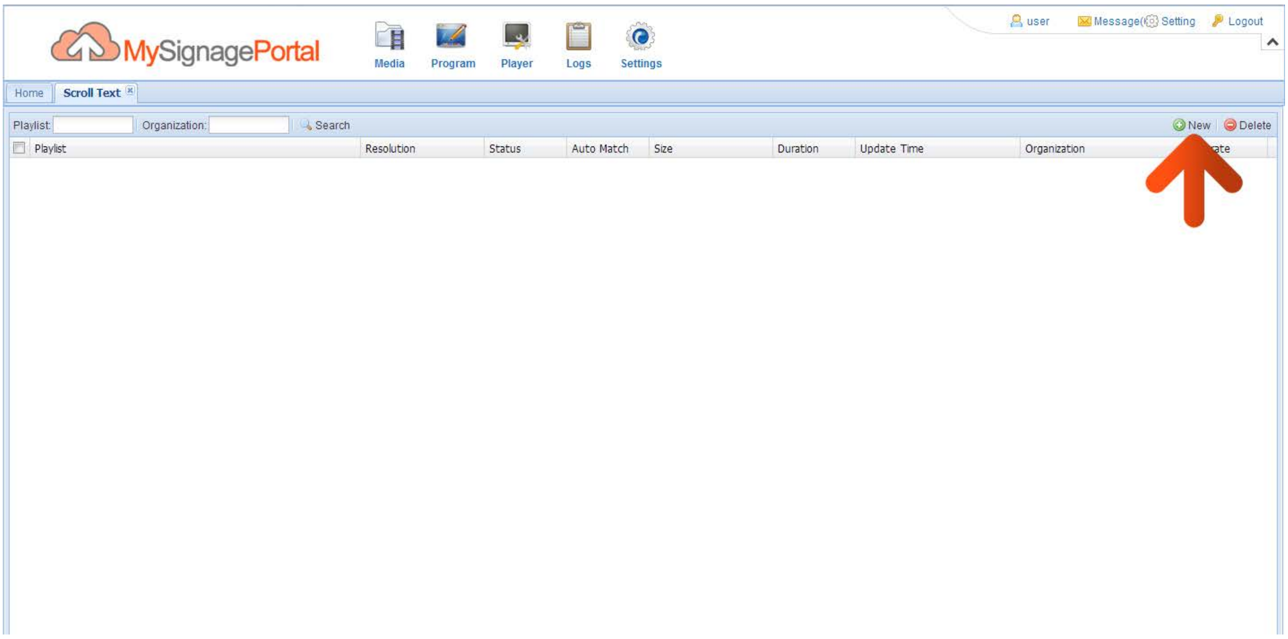
2.2.4 Message

You can send a Scrolling Text message to your player that will override any scheduled or current content playing. Once your Message Playlist has finished playing your player will continue to display its normally scheduled content. You may wish to have pre-loaded content and pre-made Templates for these occasions.

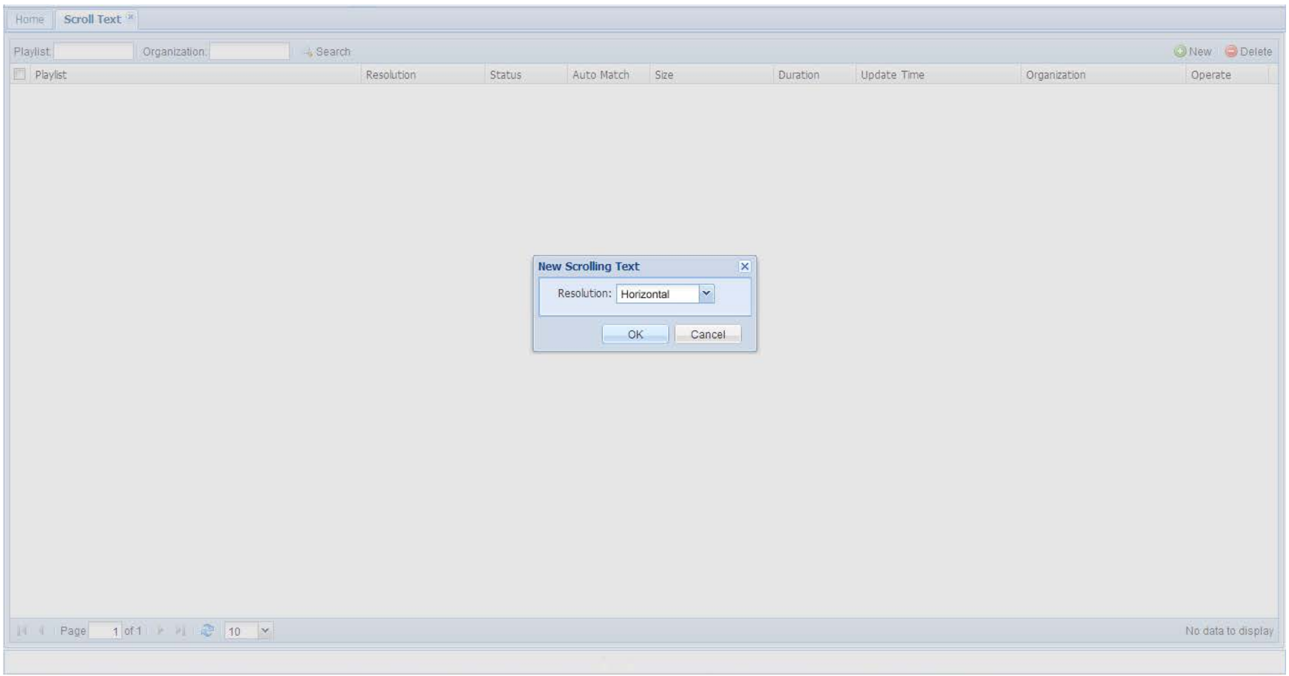
Begin by hovering over the "Program" section of the Top Menu then click on "Message".



Next, click the "New" button.

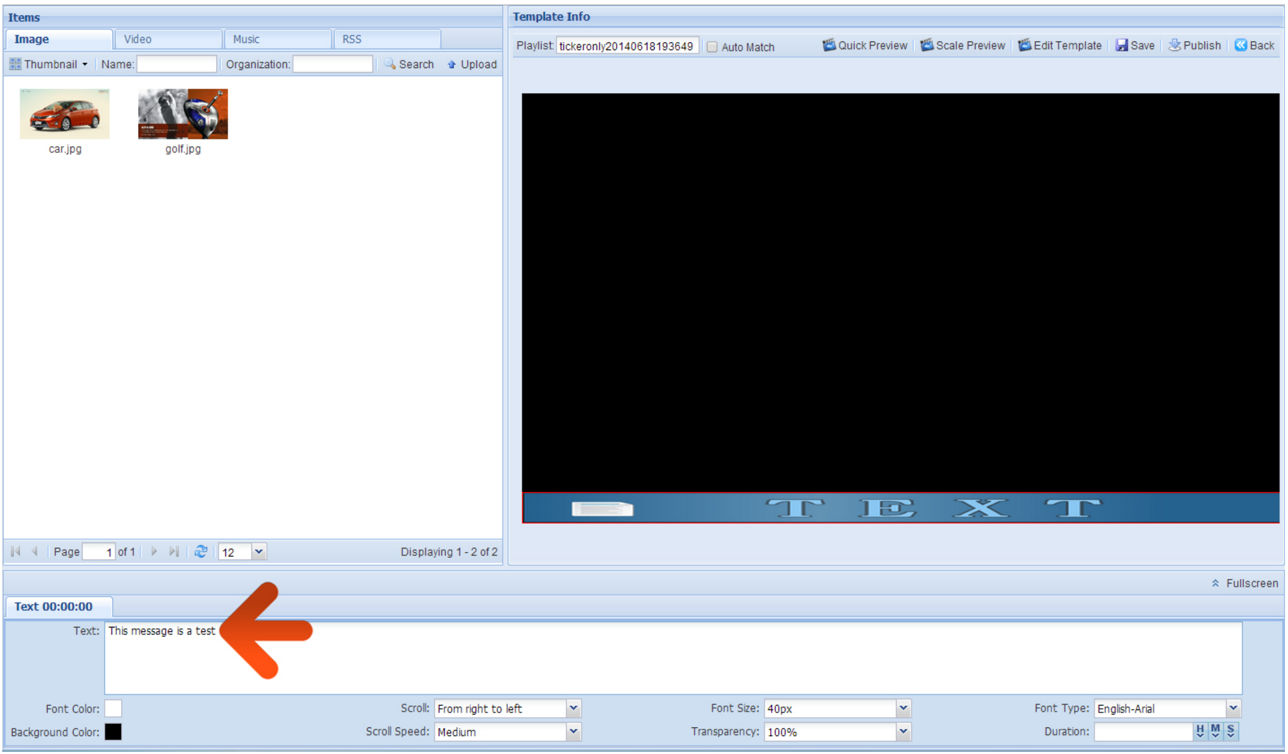


A "New Scrolling Text" box will now appear. If you are sending the message to a portrait screen then select "Vertical", if you are sending the message to a landscape screen then select "Horizontal". Once you have done this click "OK".

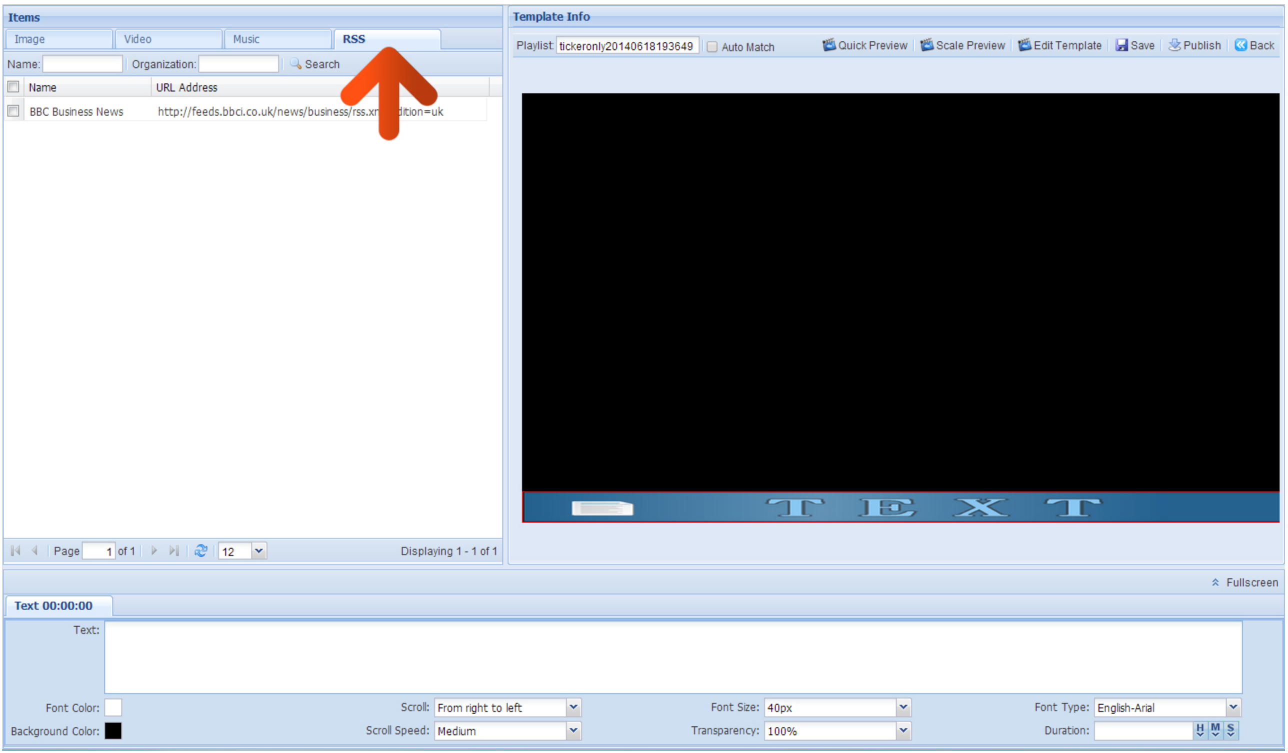


Now you can adjust the font size, scroll direction, scroll speed, transparency and the colours of both the area's background and text.

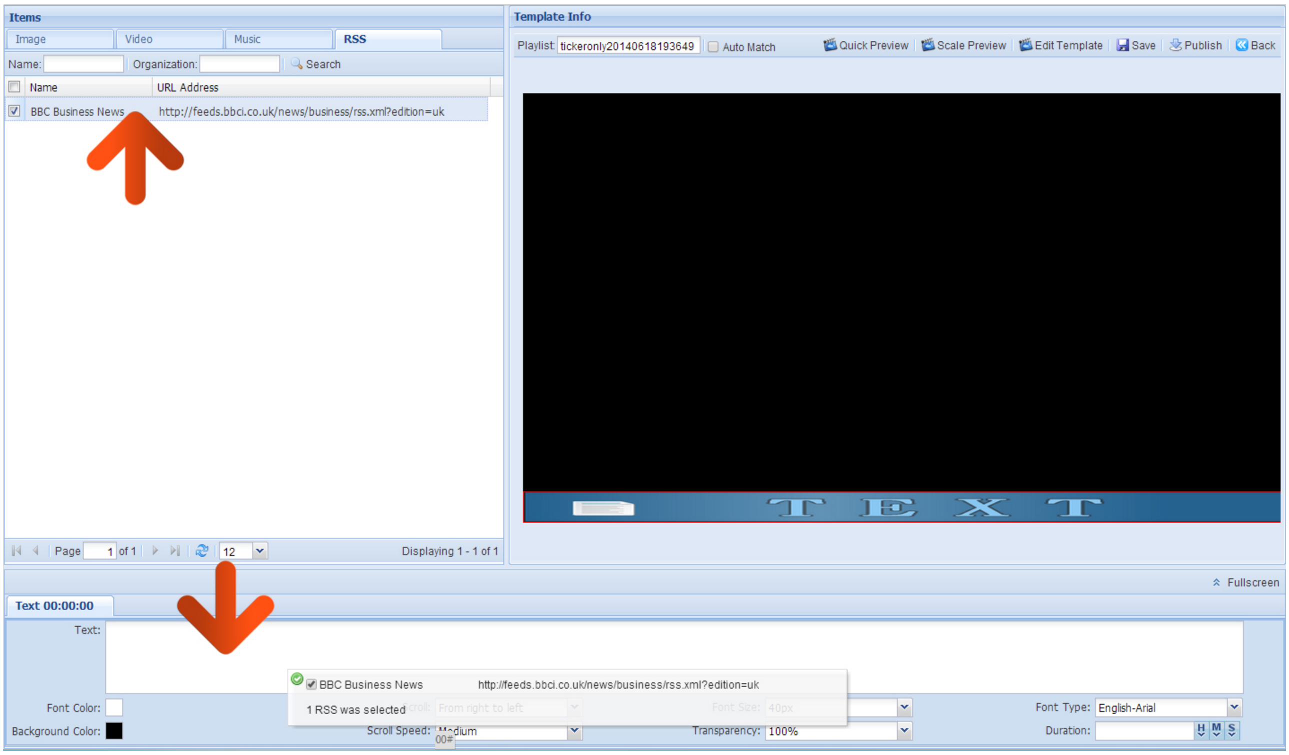
If you wish to add a scrolling message you can simply enter it into the "Text" field.



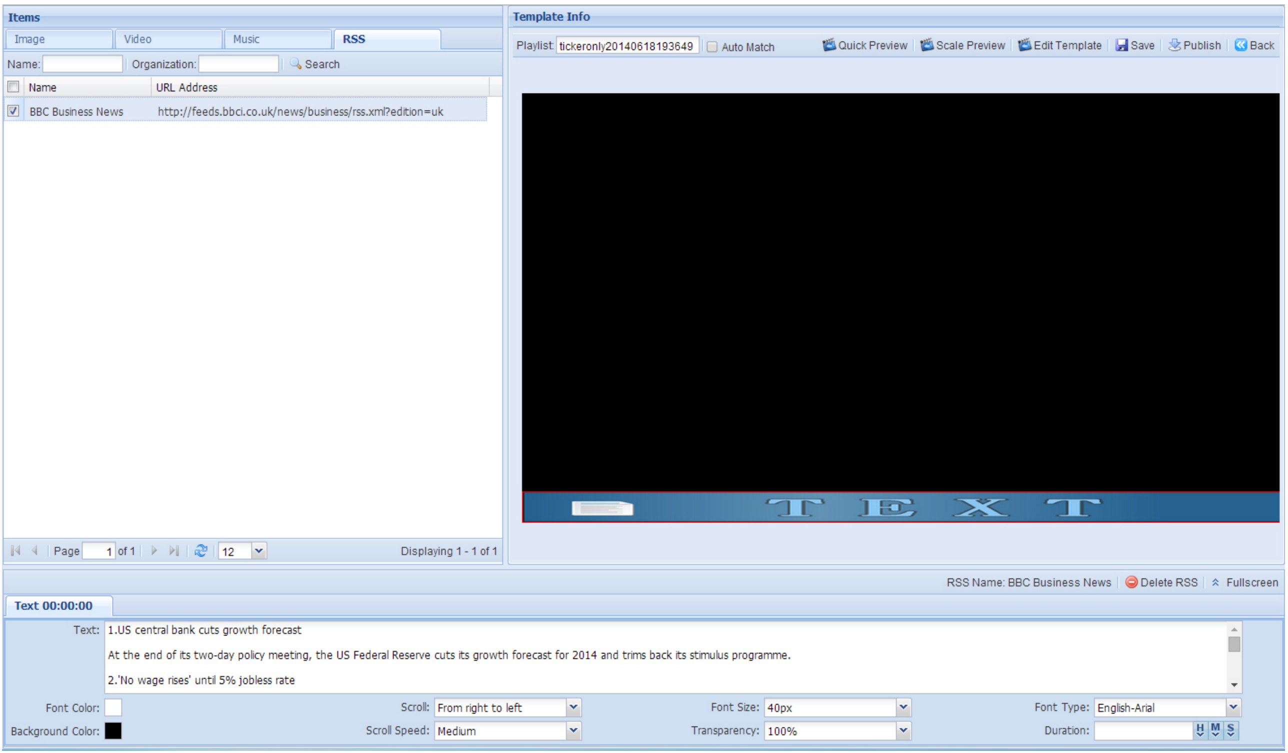
However if you wish to add an RSS feed you must click the "RSS" tab in the "Items" section.



You will now see a list of the RSS feeds that you have previously set up. Drop and drag the feed that you wish to display into the bottom section.



You will now see the text field filled out with your RSS information.



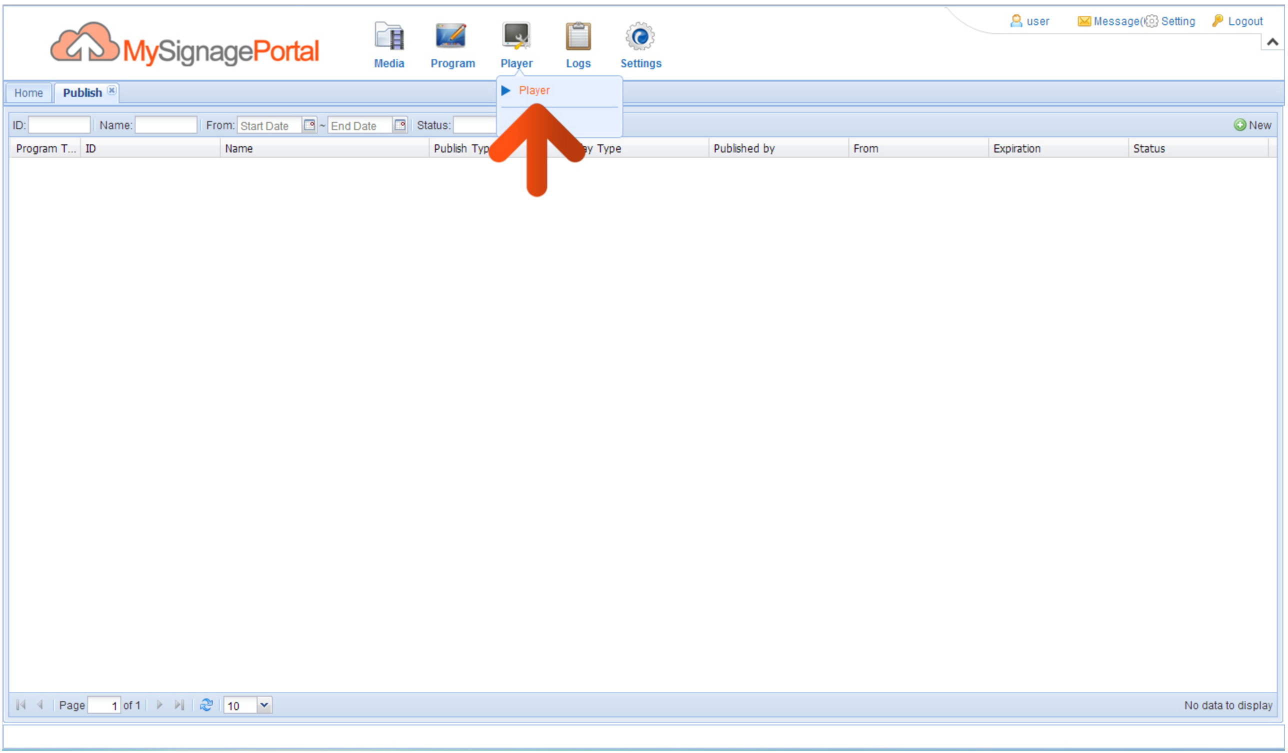
Once you have completed this you can then click the “Publish” button and follow the steps from section 2.3.3.1.

2.3 Player

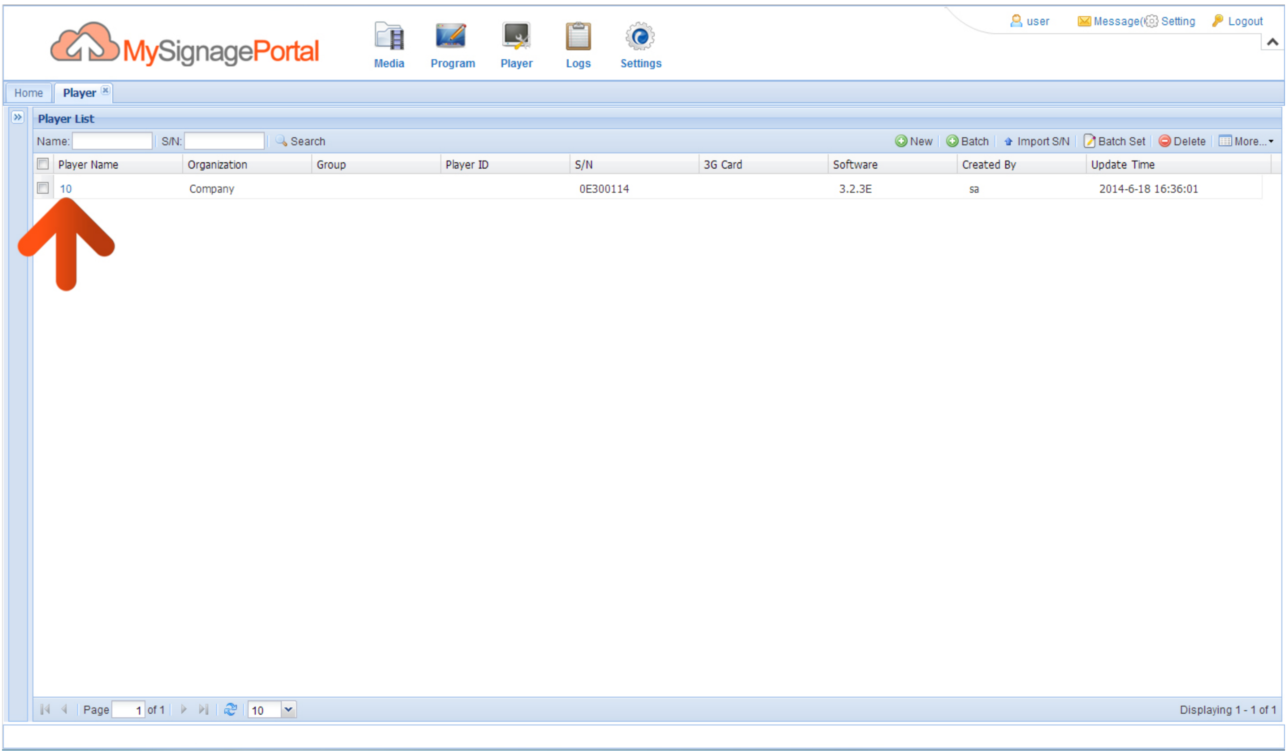
In this section of your CMS you can check player settings, statuses and control remote functions such as on/off times and volume levels.

2.3.1 Player

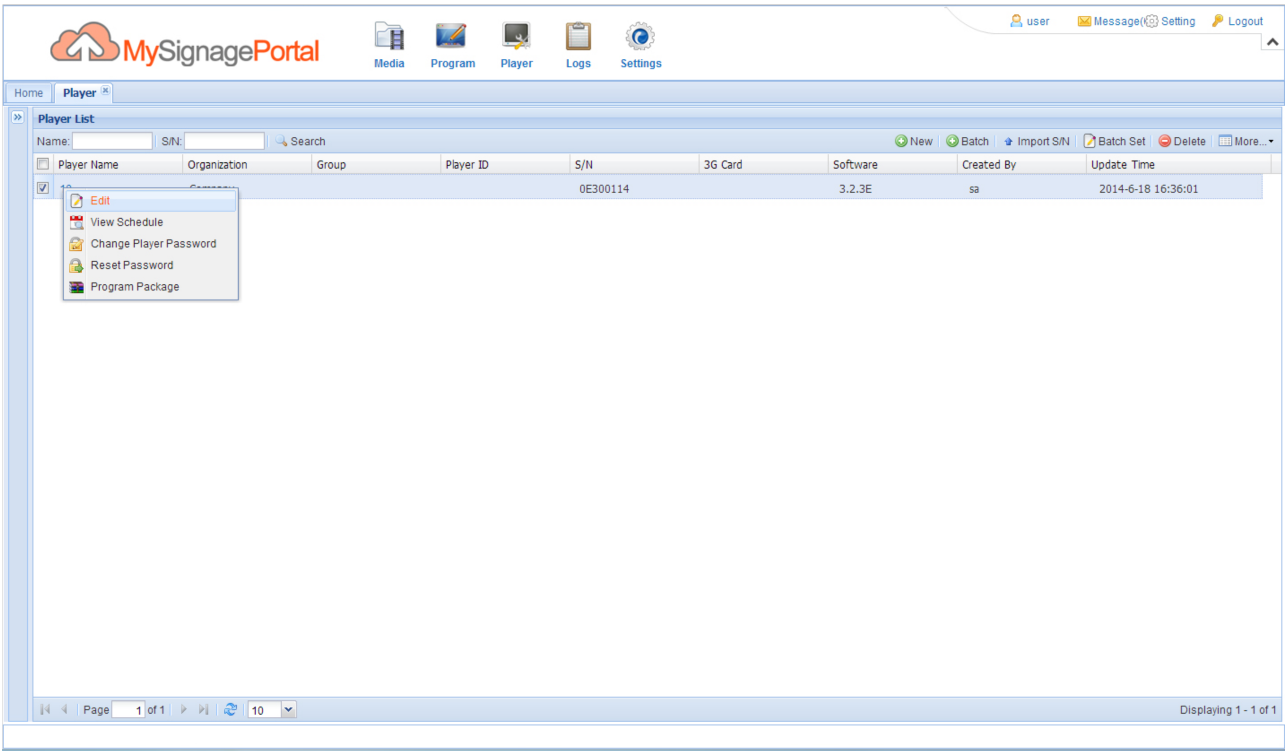
Begin by hovering over the "Player" section of the Top Menu then click on "Player". You will see a list of all of your players.



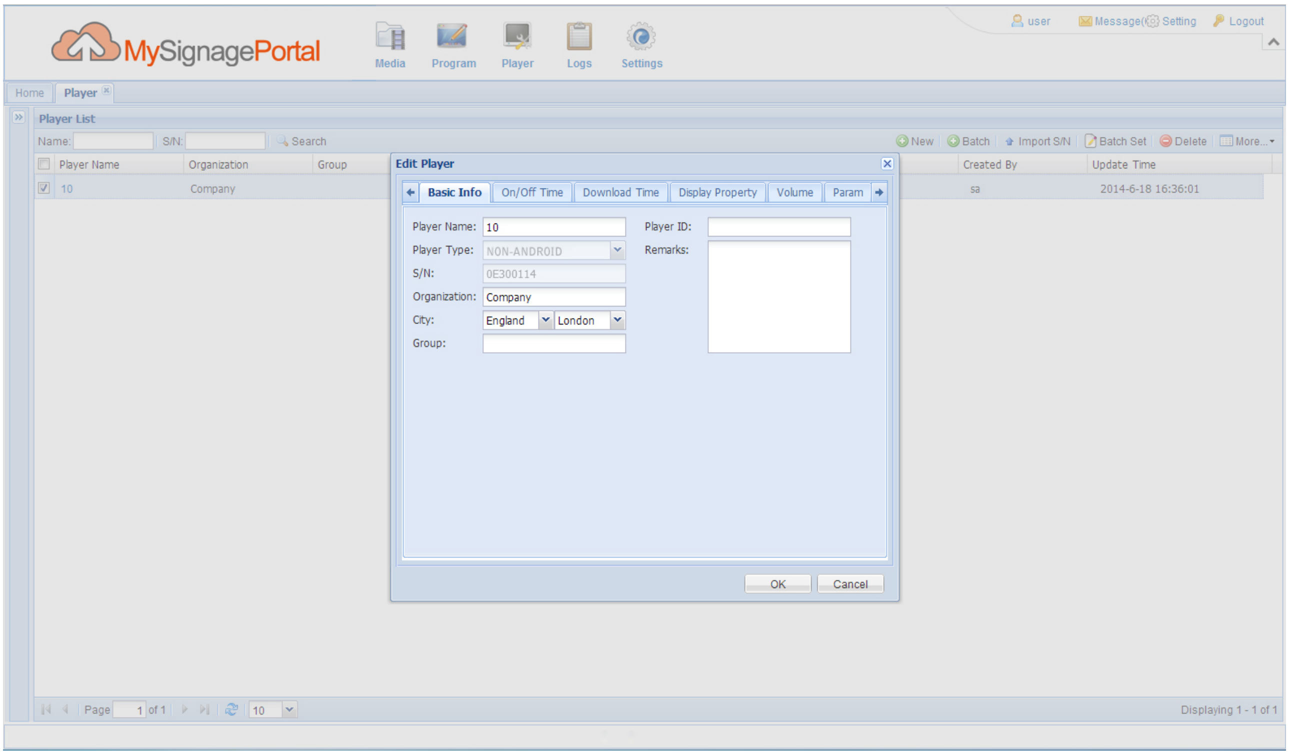
To view or change any settings of any player begin by right-clicking on the name of the player you want to edit.



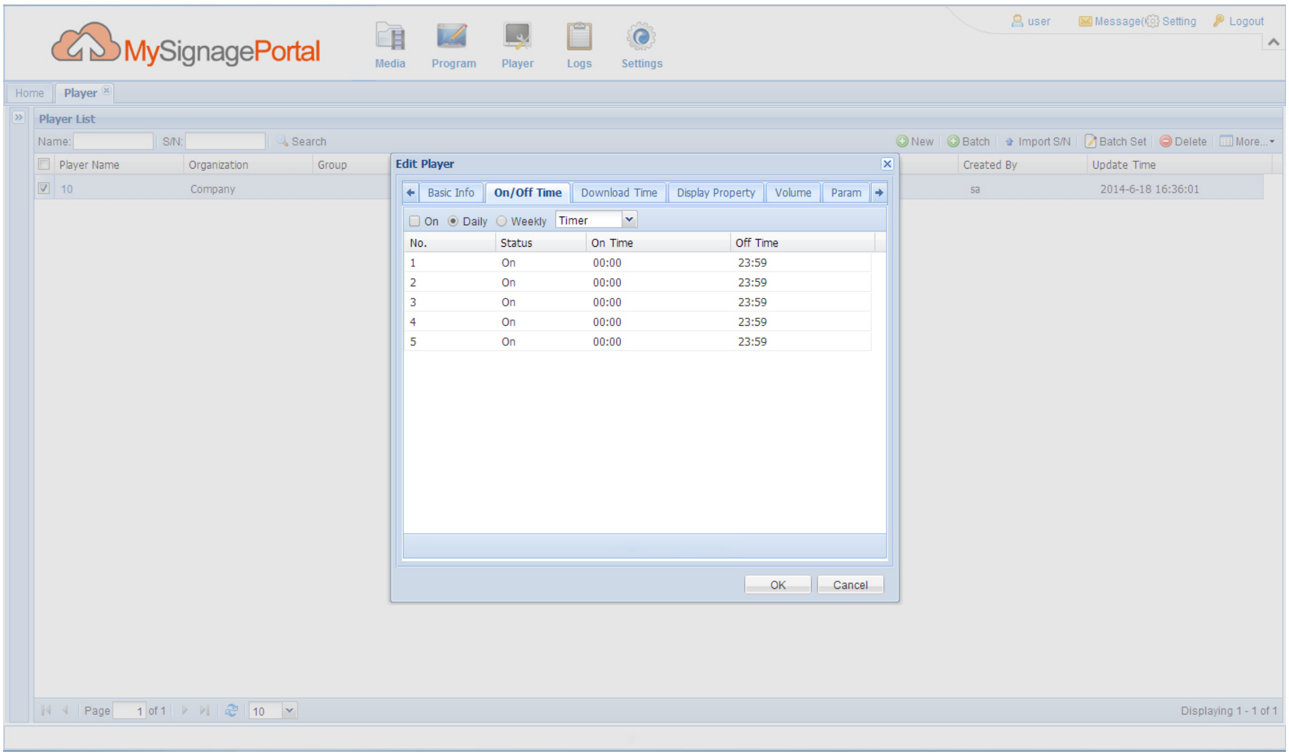
Then click “Edit”.



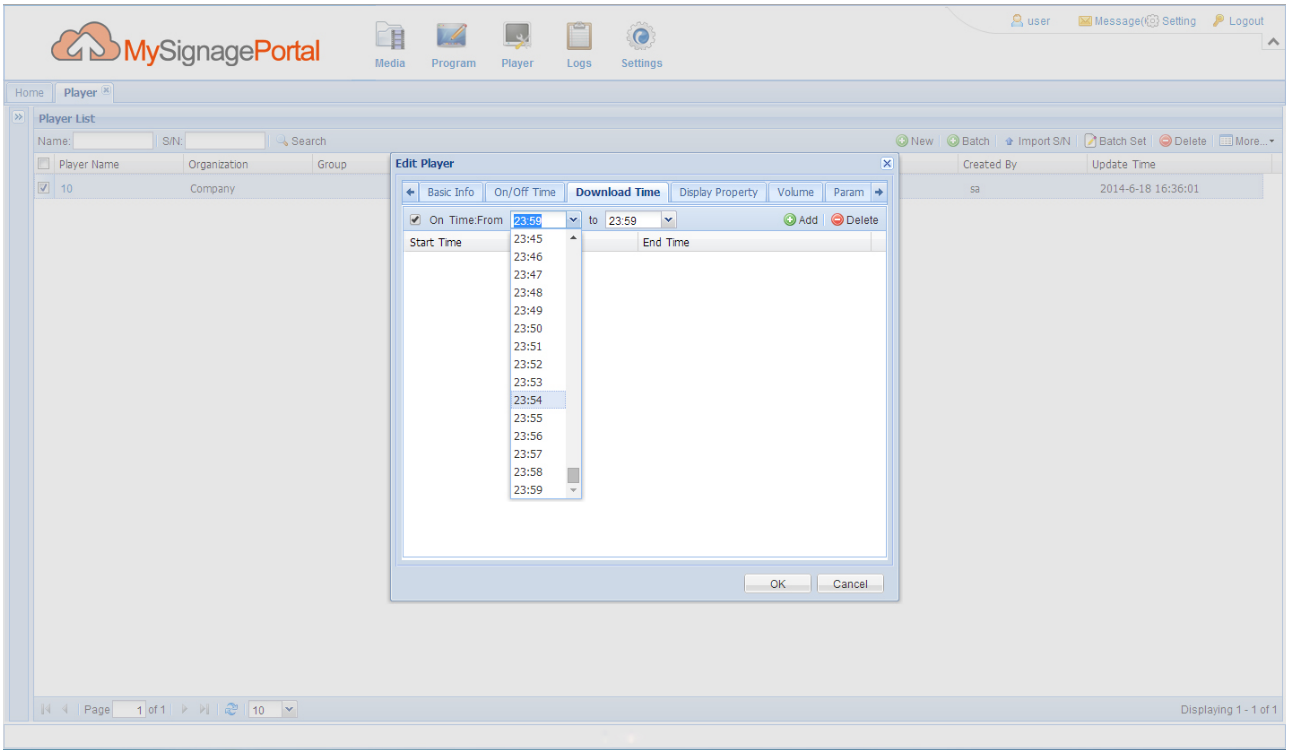
This will bring up the “Edit Player” window. Under the “Basic Info” tab you can edit your player’s name as well as changing which Organisation it is associated with. You can also assign it to a Player Group.



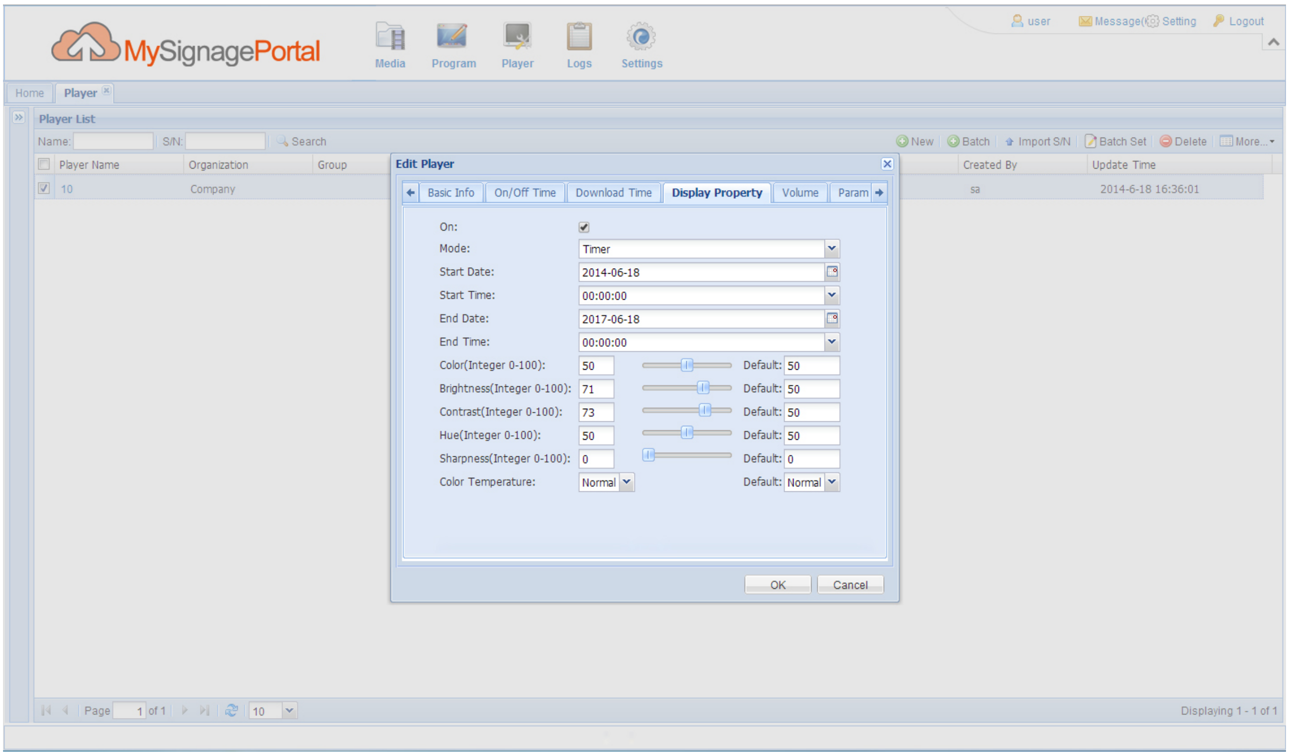
Under the “On/Off Time” tab you can set daily or weekly on and off times for your player.



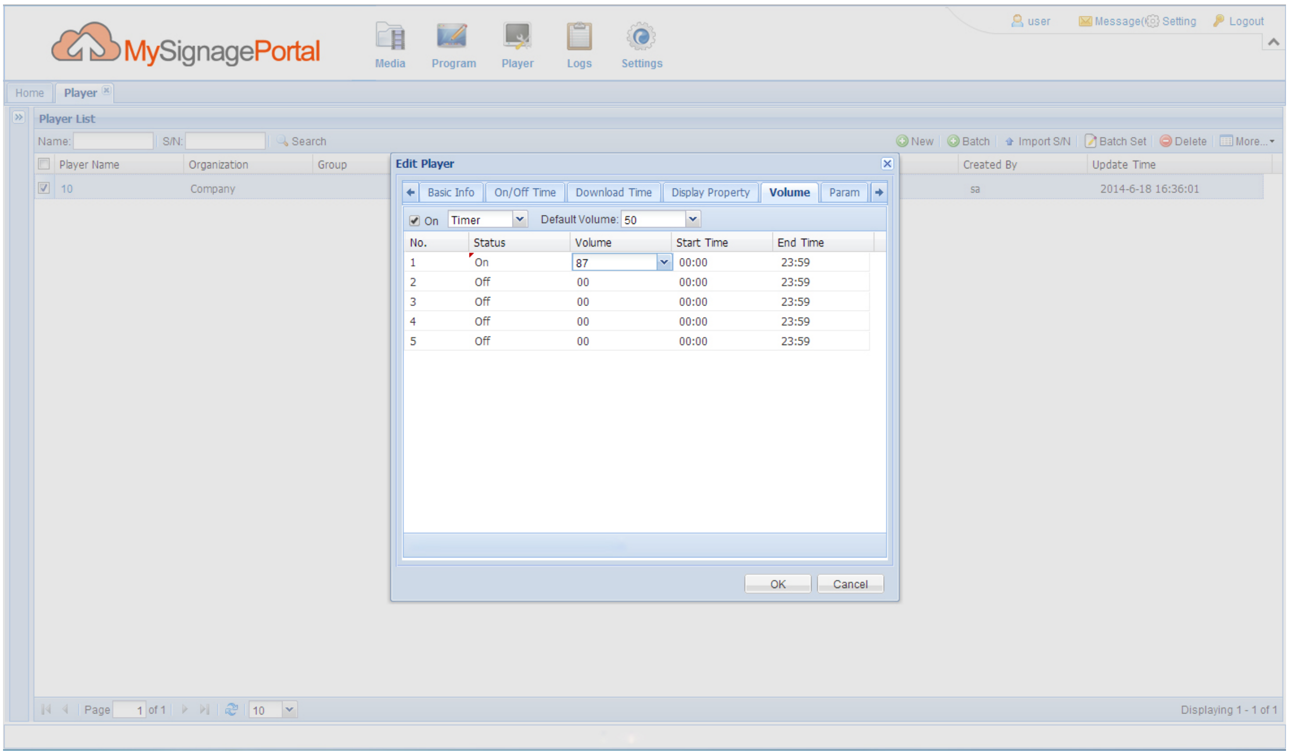
Under the “Download Time” tab you can set download periods for your player meaning it will only attempt to download new content from the server during this period.



Under the “Display Property” tab you can change your player’s display settings, such as brightness and contrast, as well as setting time periods when these changes apply.



Under the "Volume" tab you can change your player's volume level, as well as setting time periods when these changes apply.

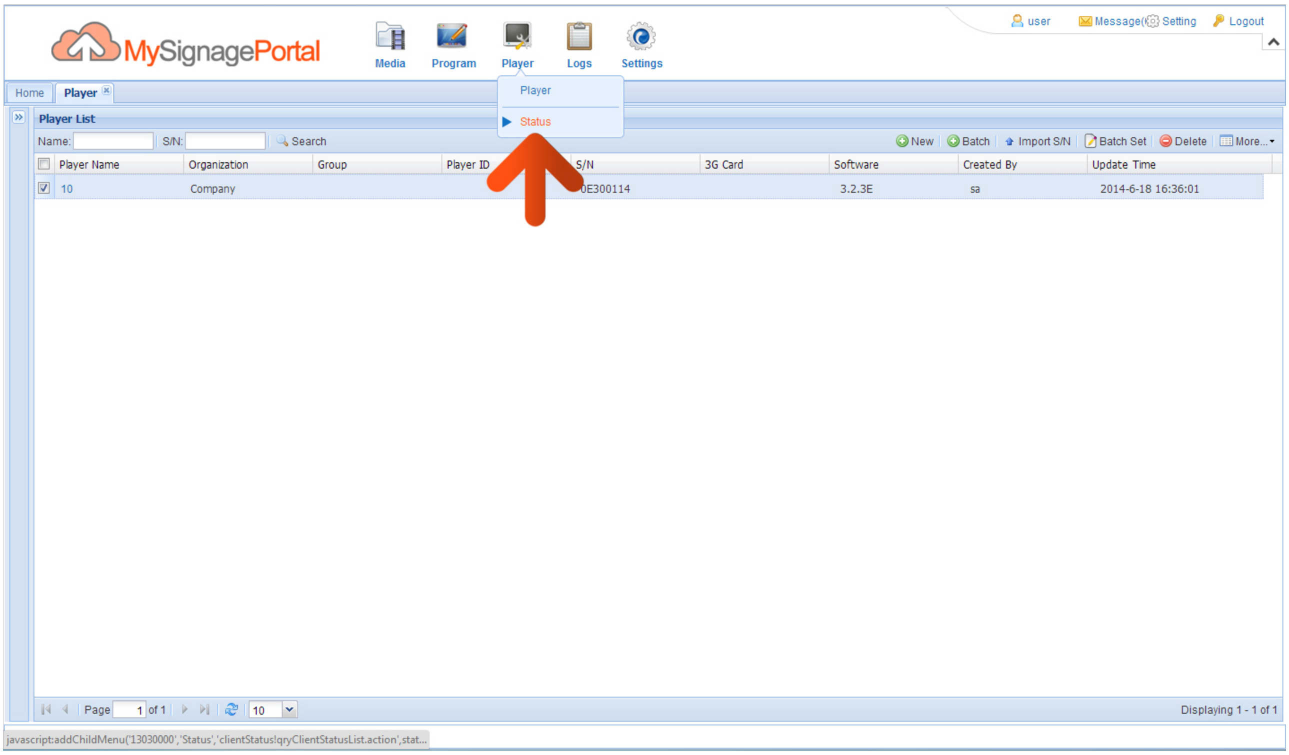


Chen you have finished making changes click "OK".

You can also change the settings of multiple players by ticking the checkboxes next to each of the player name then clicking the "Batch Set" button.

2.3.2 Status

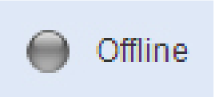
Begin by hovering over the “Player” section of the Top Menu then click on “Status”. You will see a list of all of your players.



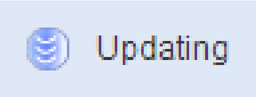
From this list you can check the “Player Status”, “Progress” and any other player properties you may wish to track. The “Player Status” is quite useful as it will show you when players are loading their content and if any players are not connected properly. The following list describes all of the possible statuses there can be and what they mean.

Statuses

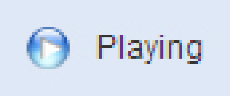
Your player is still establishing a connection. This should only be displayed for a few minutes while your player connects to the server.



Your player has not been connected to the server for less than 24 hours. Please make sure your player is connected to your Wi-Fi network and that your player has been set up correctly as per the Hardware user manual.

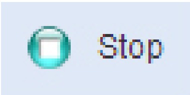


Your player has successfully received the content you have sent and is currently processing it in preparation to display it.



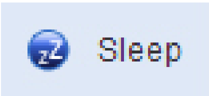
Your player is successfully displaying its scheduled content.

Your player has crashed or has downloaded corrupted files. Please restart it from the mains and format its internal memory. For full instructions please see section 1.5.6 of the Hardware User Manual.

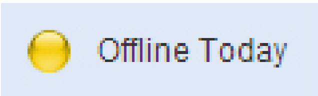


Your player is currently displaying the Home screen with a message. This is due to the player being stopped manually with the remote control or because there is incorrectly configured content scheduled to display. Please see Troubleshooting section 3.2 for more information.

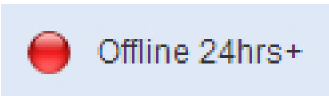
Your player is currently displaying the Home screen and is downloading the content you have sent.



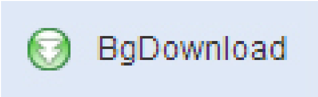
Your player is in Sleep mode. This is due to the player being scheduled to Sleep using the remote control or by remotely scheduling the player to be in Sleep mode for this period.



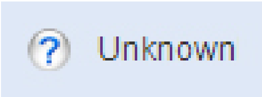
Your player has not been connected to the server for 24 hours. Please make sure your player is connected to your Wi-Fi network and that your player has been set up correctly as per the Hardware user manual.



Your player has not been connected to the server for more than a day. Please make sure your player is connected to your Wi-Fi network and that your player has been set up correctly as per the Hardware user manual.



Your player is successfully displaying its scheduled content whilst downloading the content that you have sent it in the background.



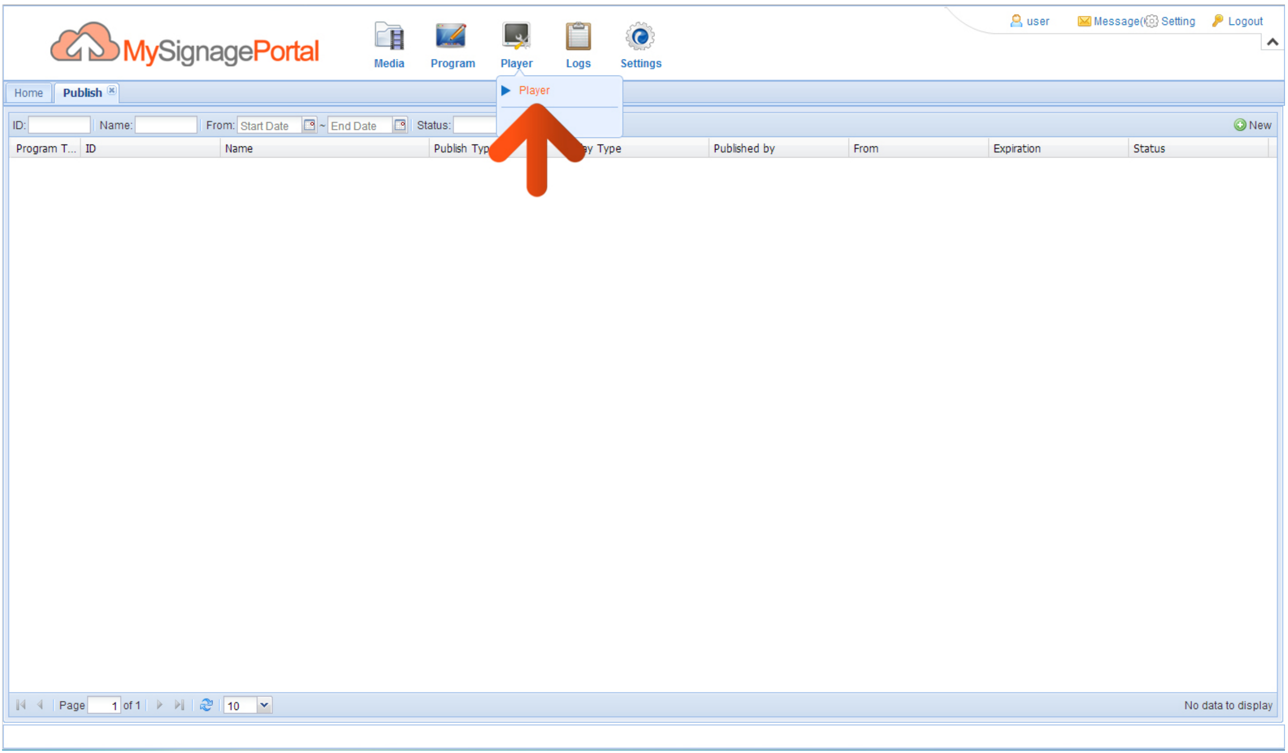
Your player been loaded onto the system but has not yet made a connection with the server. Please contact your supplier to ensure that it has been successfully licensed to use.

Your “Progress” bar will indicate how much of your media has successfully been transferred to your player.

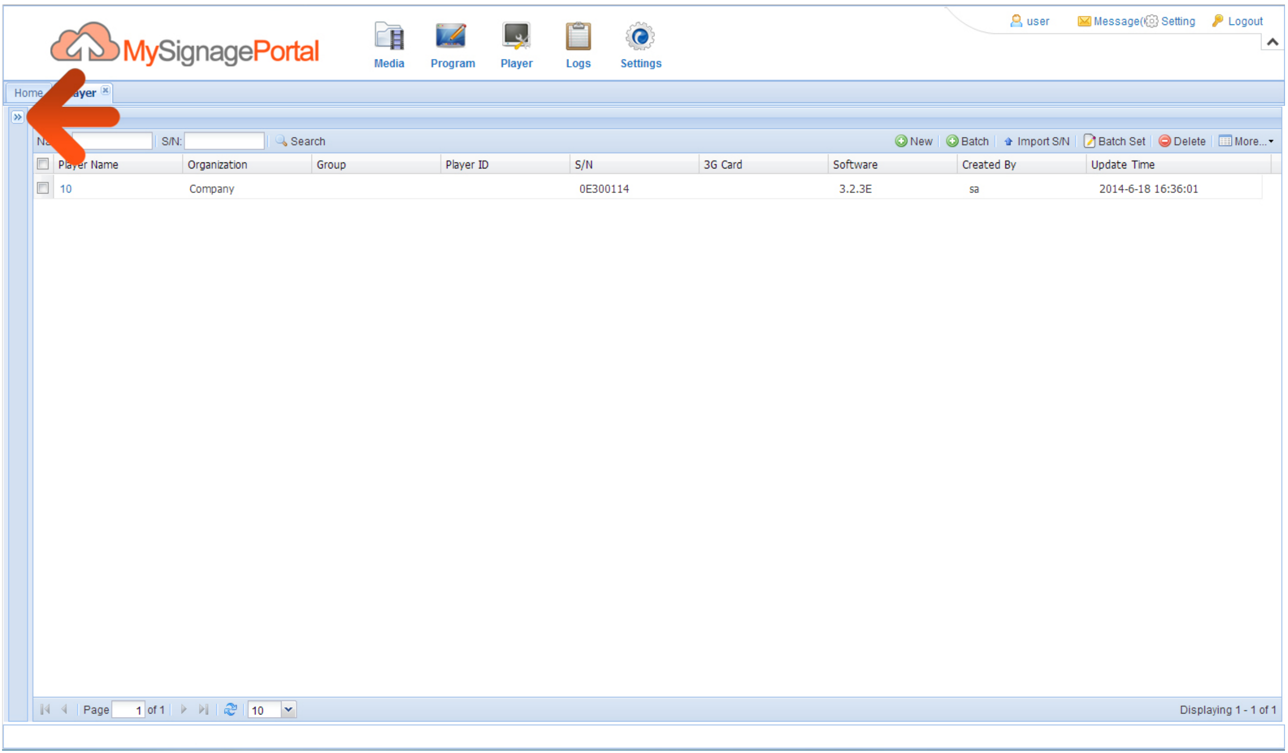
2.3.3 Creating Groups

You can group your Players together for more convenient updates. For example if you have more than one player in any given room you may wish to group them together so as you can Publish Playlists to them simultaneously.

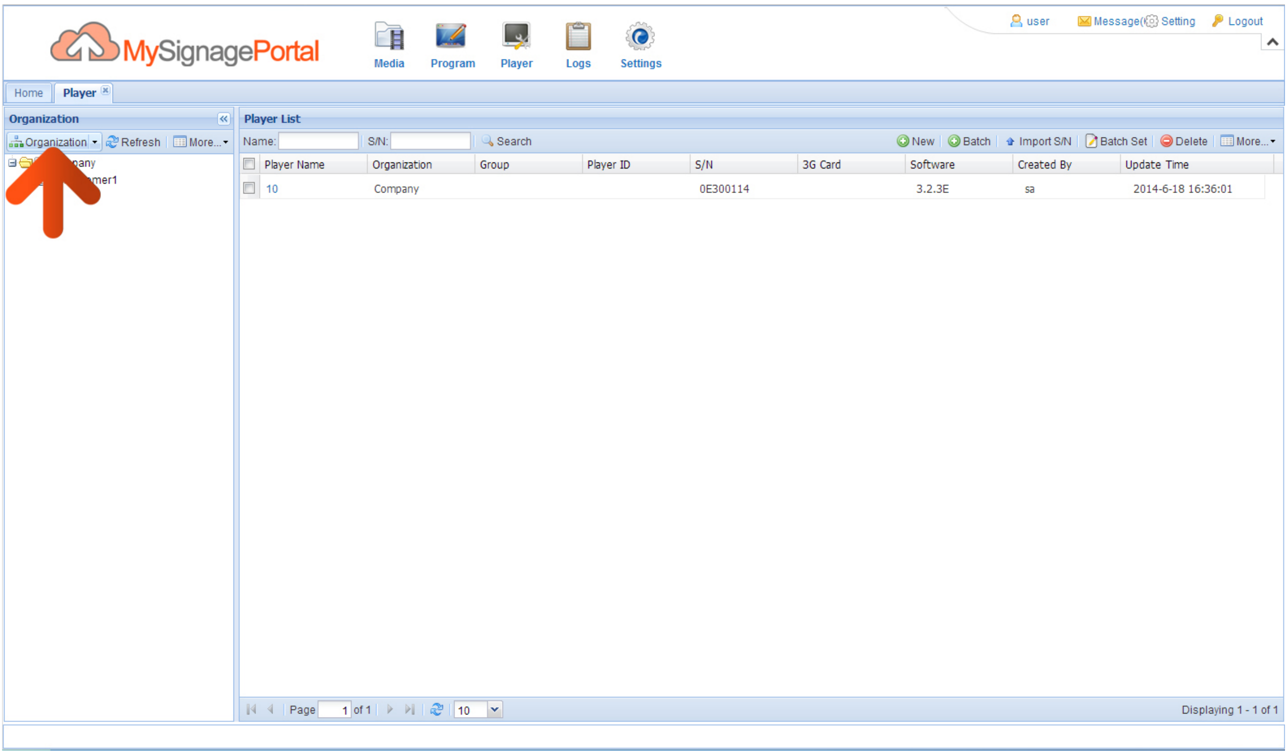
Begin by hovering over the "Player" section of the Top Menu then click on "Player". You will see a list of all of your players.



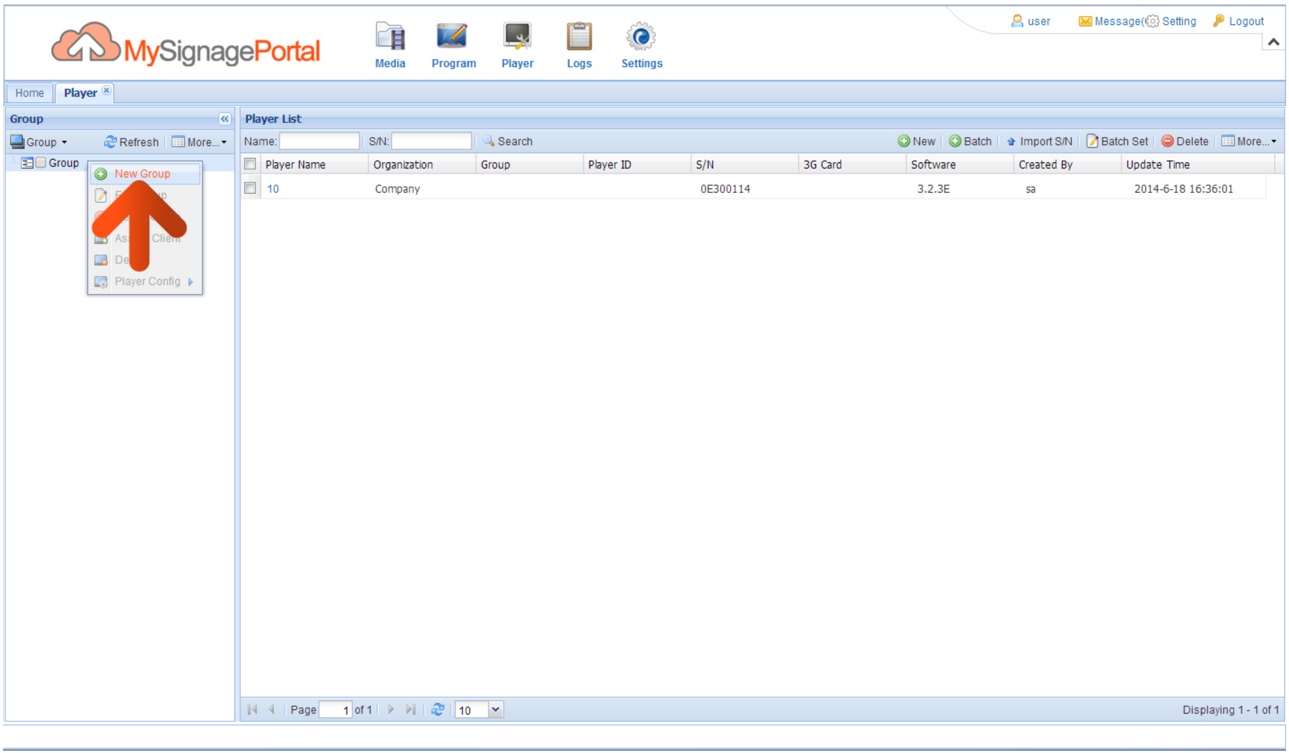
Click the “Expand” button.



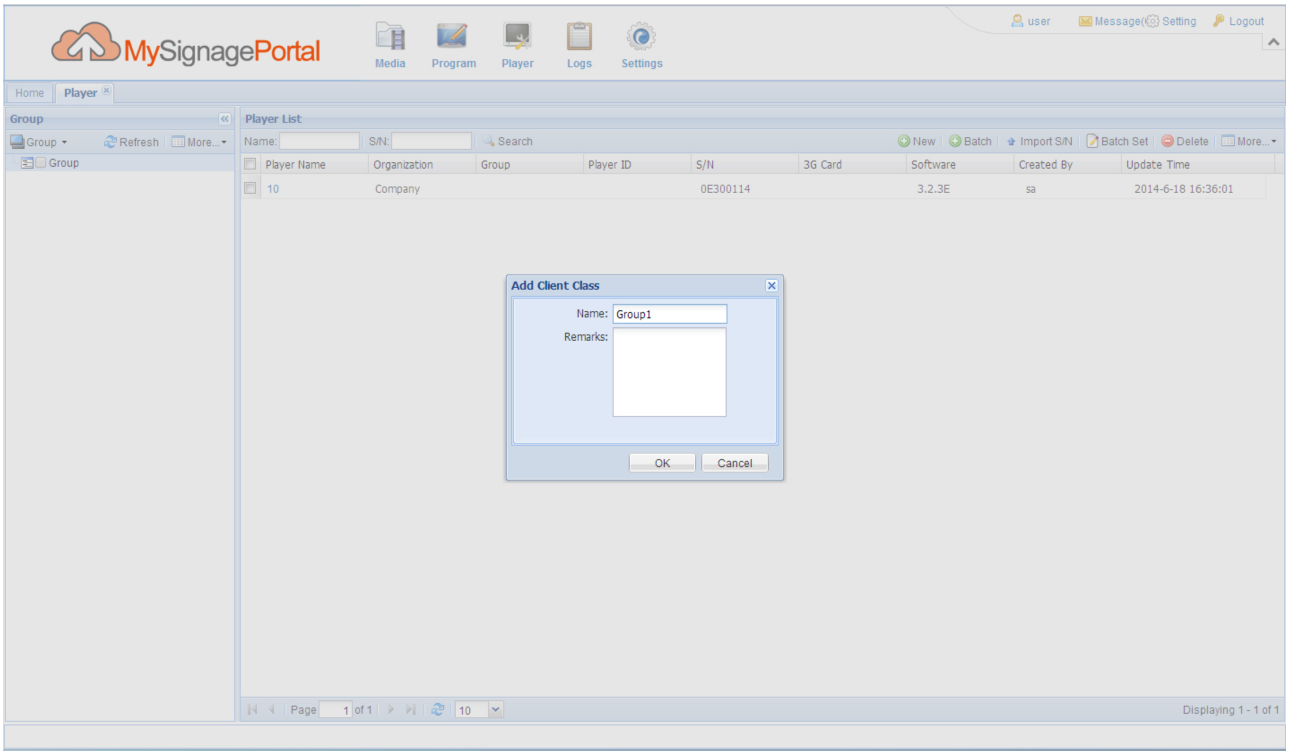
Click the “Organisation” button in the new area, changing the button to “Group”.



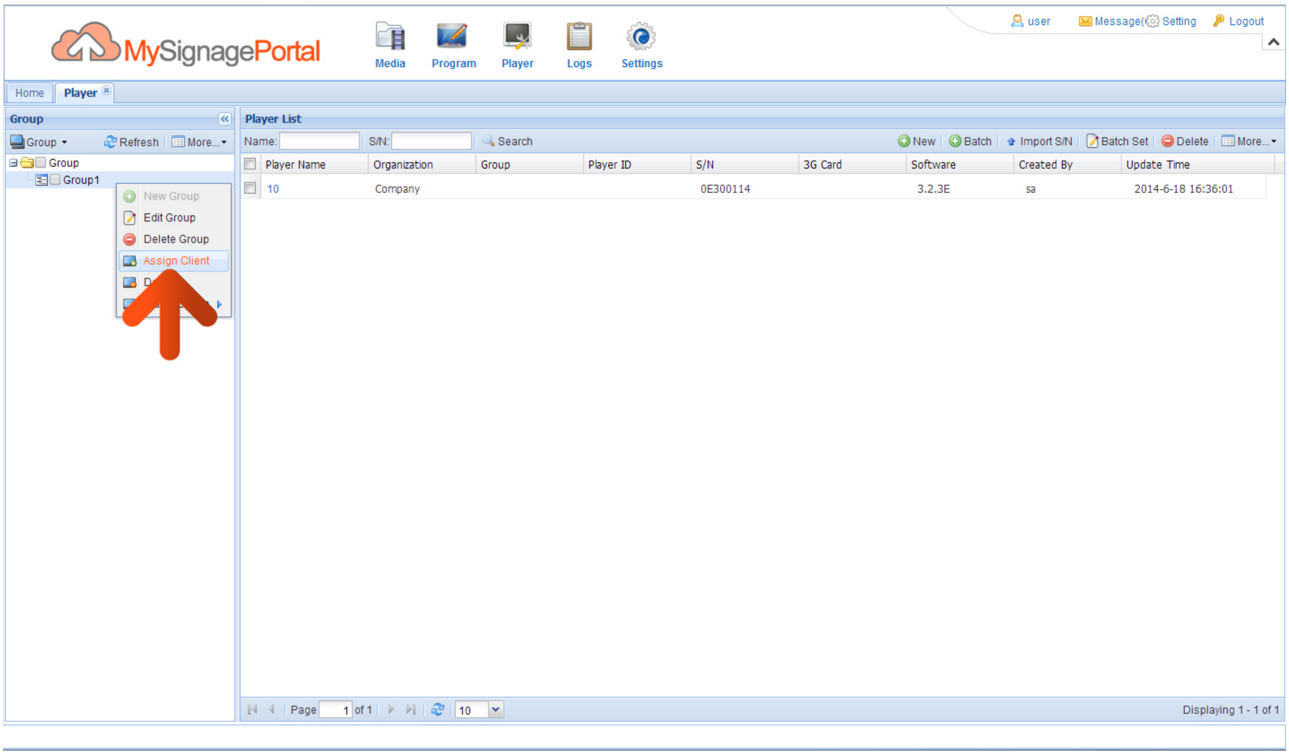
Right click on the "Group" tree then select "New Group".



Give your Group a name then click "OK".



Right-click the Group name and select “Assign Client”.



Finally, tick the checkboxes next to the players you would like to add to this Group then click “OK”.

Alternatively you can assign your players to a Group in the “Edit Player” menu. Please see section 2.3.1.

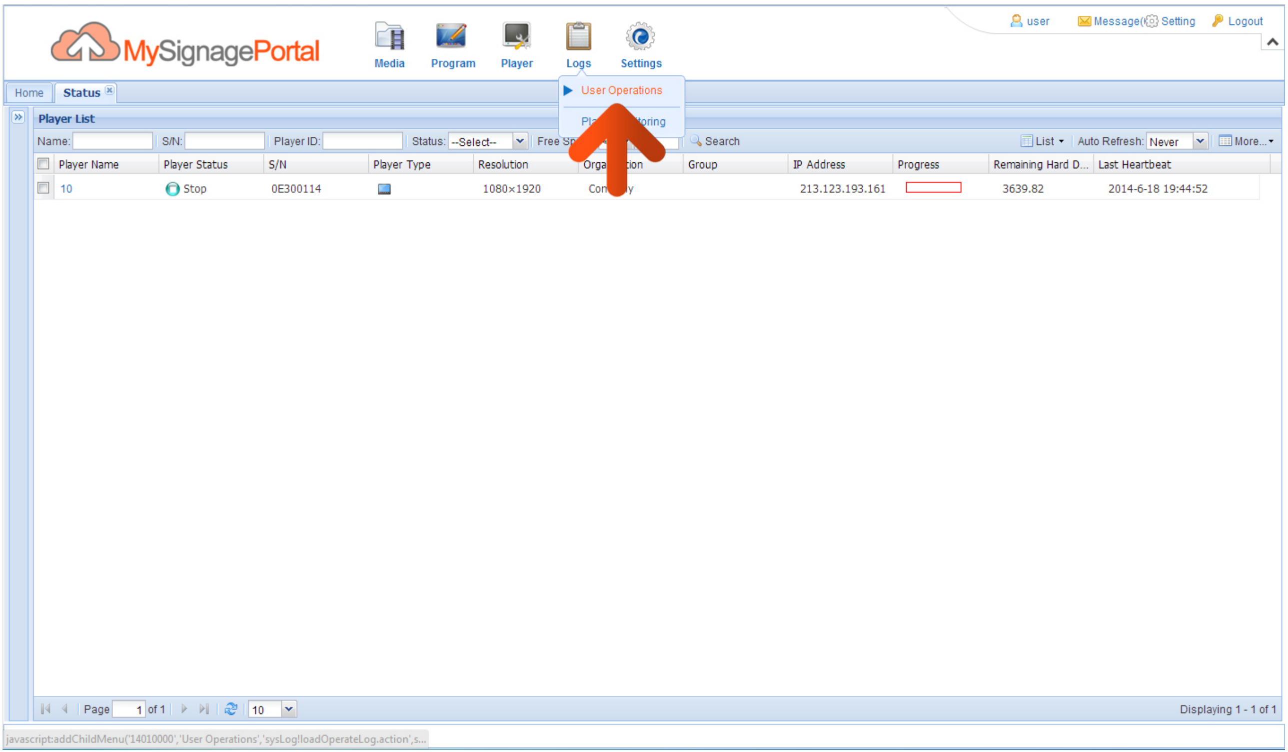
2.4 Logs

Here you can view and track the activity of both your users and your players.

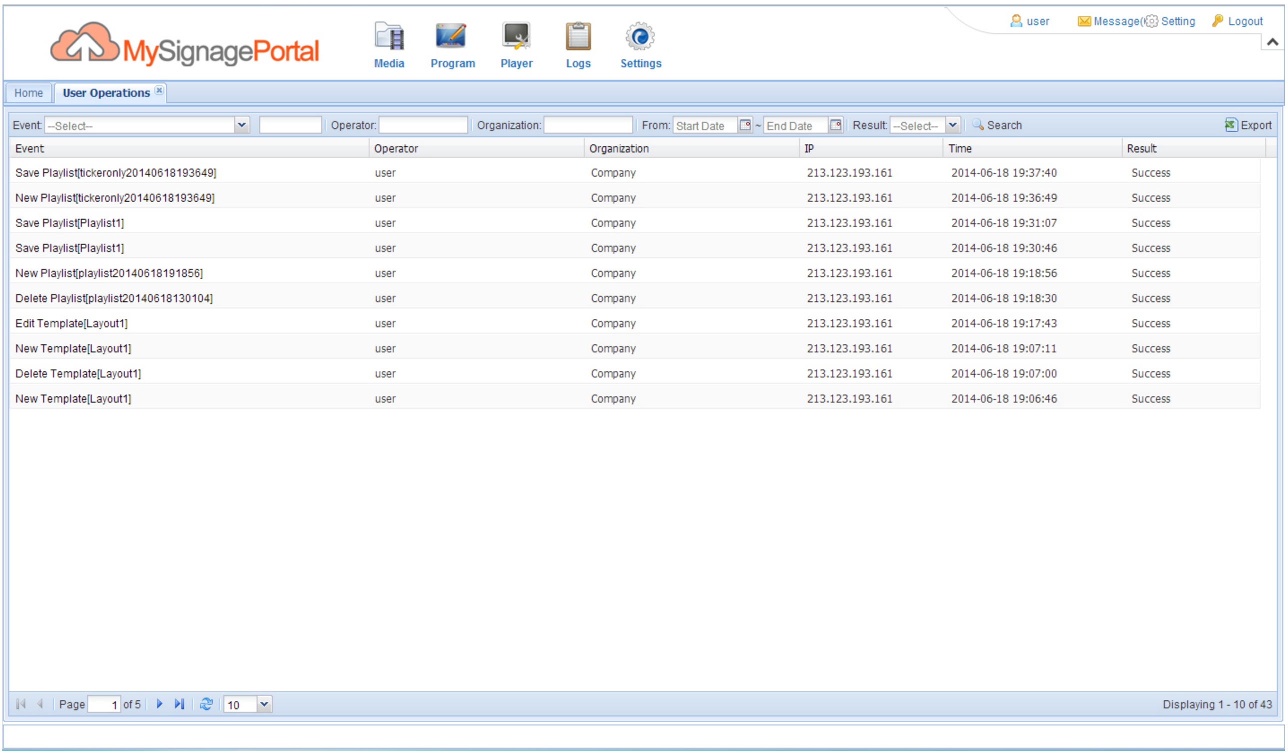
2.4.1 User Operations

This section makes it easy for you to monitor your user's operations. You can also keep a record of these logs by exporting the data into a spreadsheet.

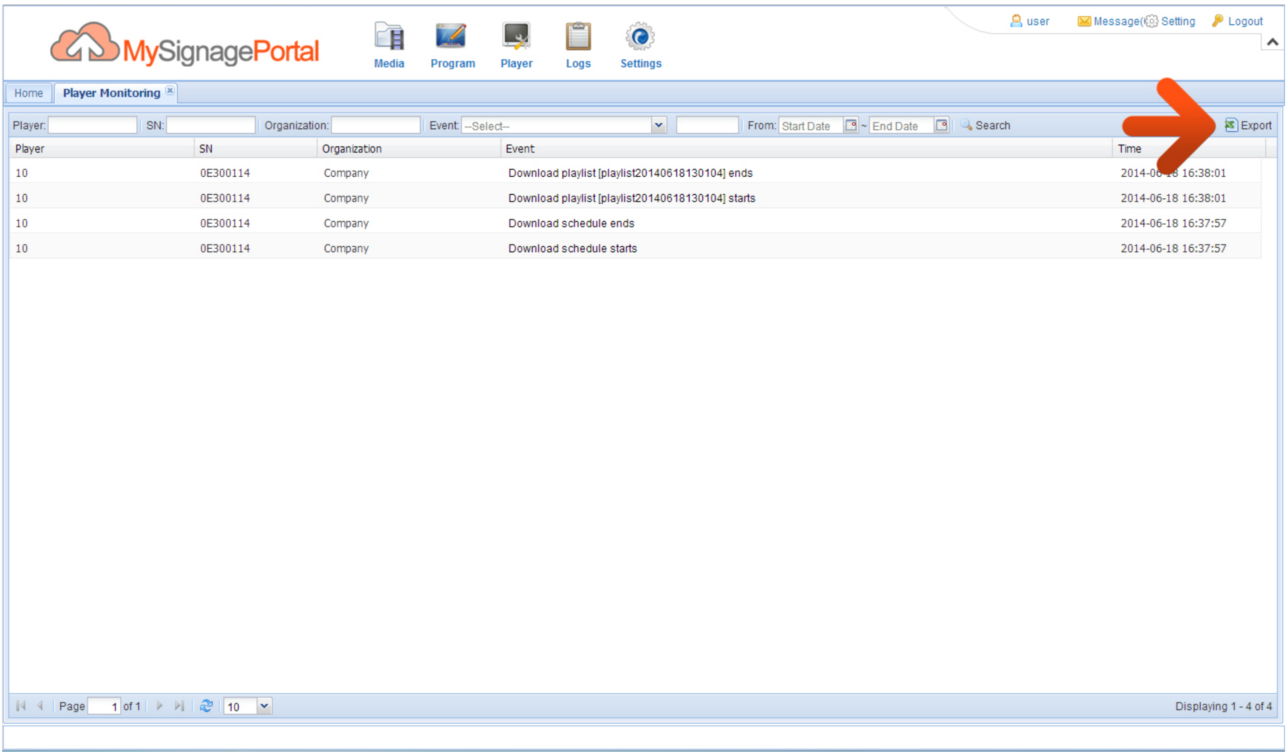
Begin by hovering over the "Logs" icon on the Top Menu then click on "User Operations".



You will then see a list of every action that each user has taken. You can refine your search by Event, Username, Organisation, date or Result.



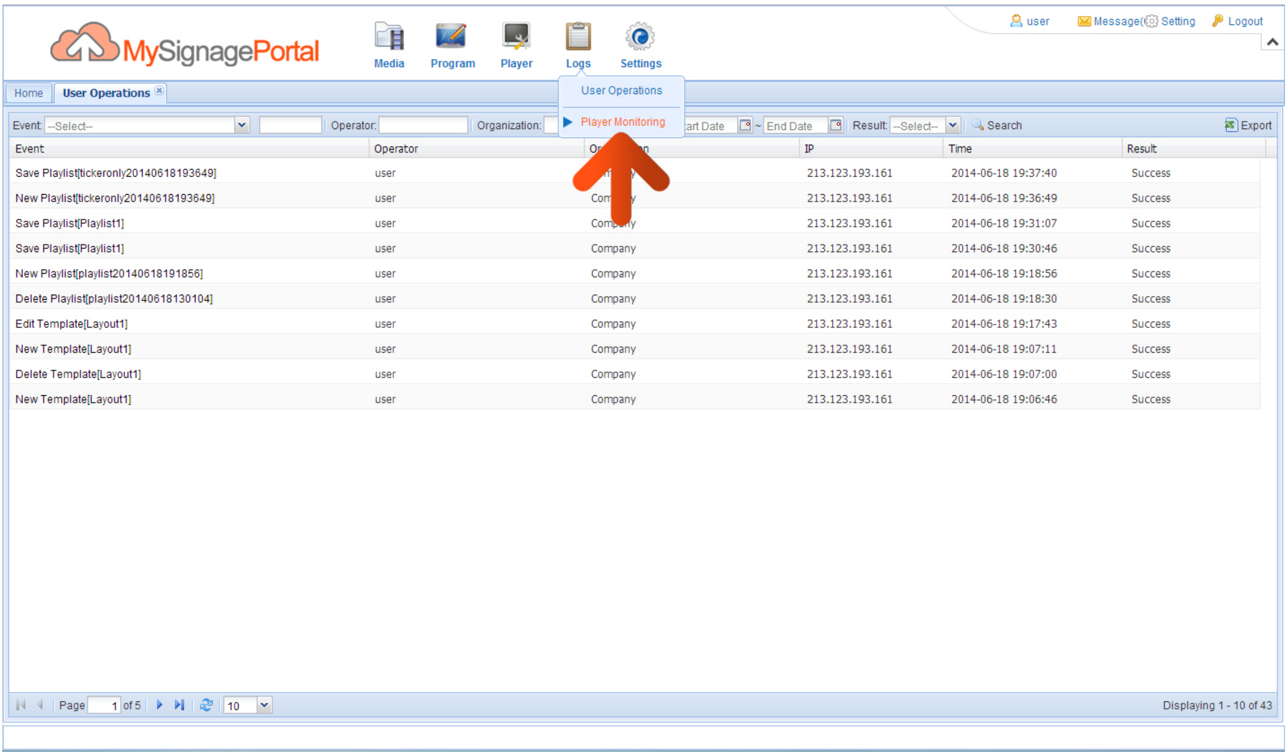
You can also export these records as an .XLS spreadsheet file. You can do this by clicking the "Export" button.



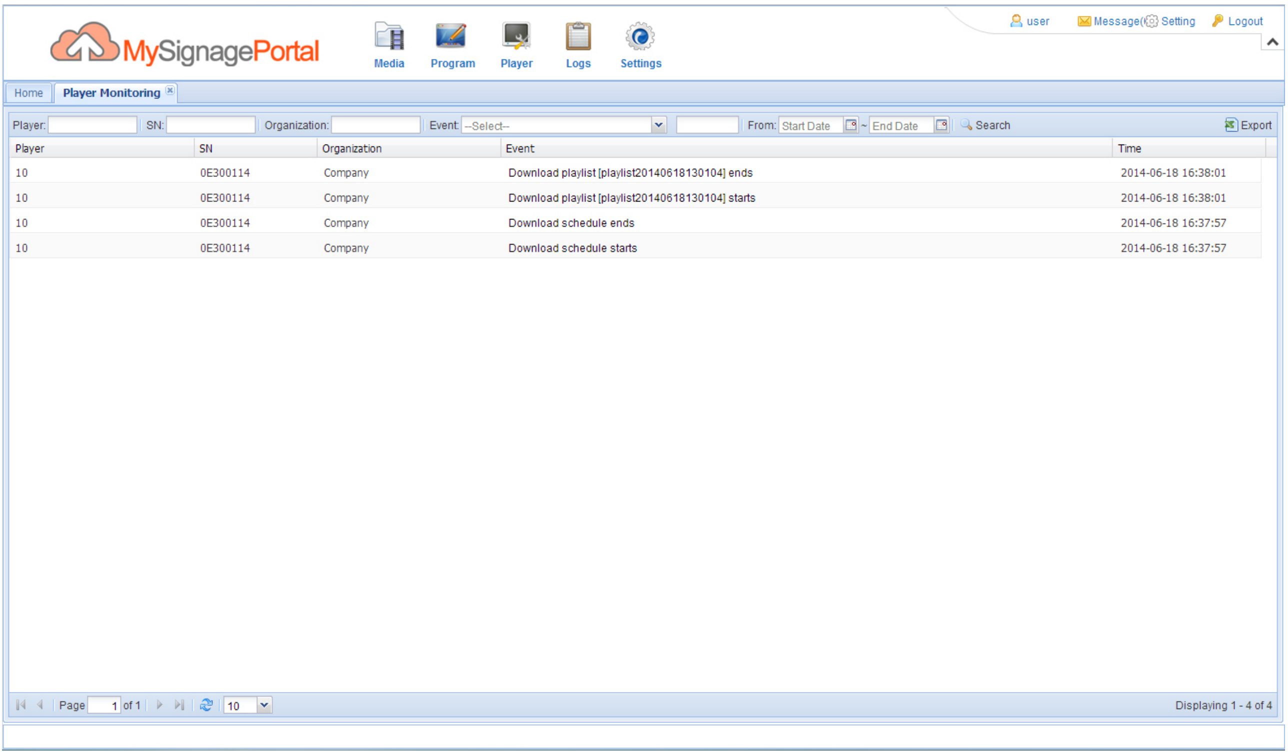
2.4.2 Player Monitoring

This section helps you to monitor the activity of all of your players. You can also keep a record of these logs by exporting the data into a spreadsheet.

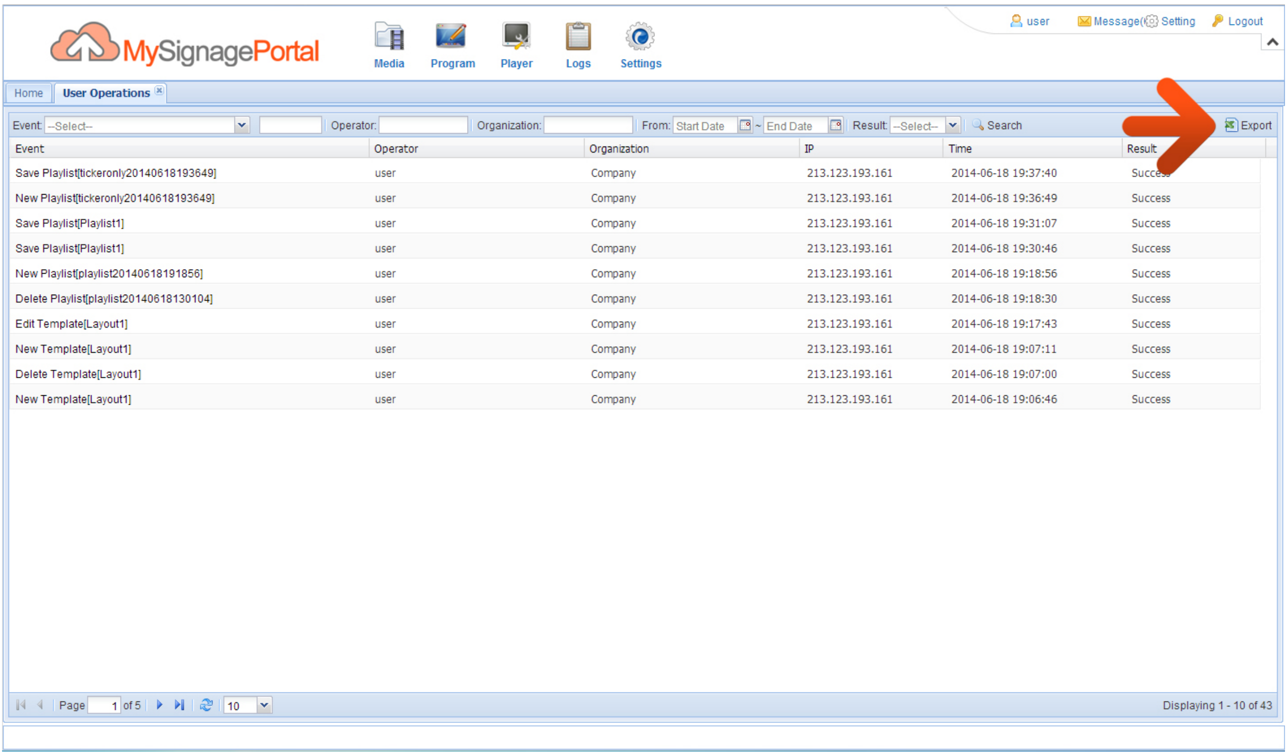
Begin by hovering over the “Logs” icon on the Top Menu then click on “Player Monitoring”.



You will then see a list of every action that each player has taken. You can refine your search by Player, SN, Organisation, Event or date.



You can also export these records as an .XLS spreadsheet file. You can do this by clicking the “Export” button.



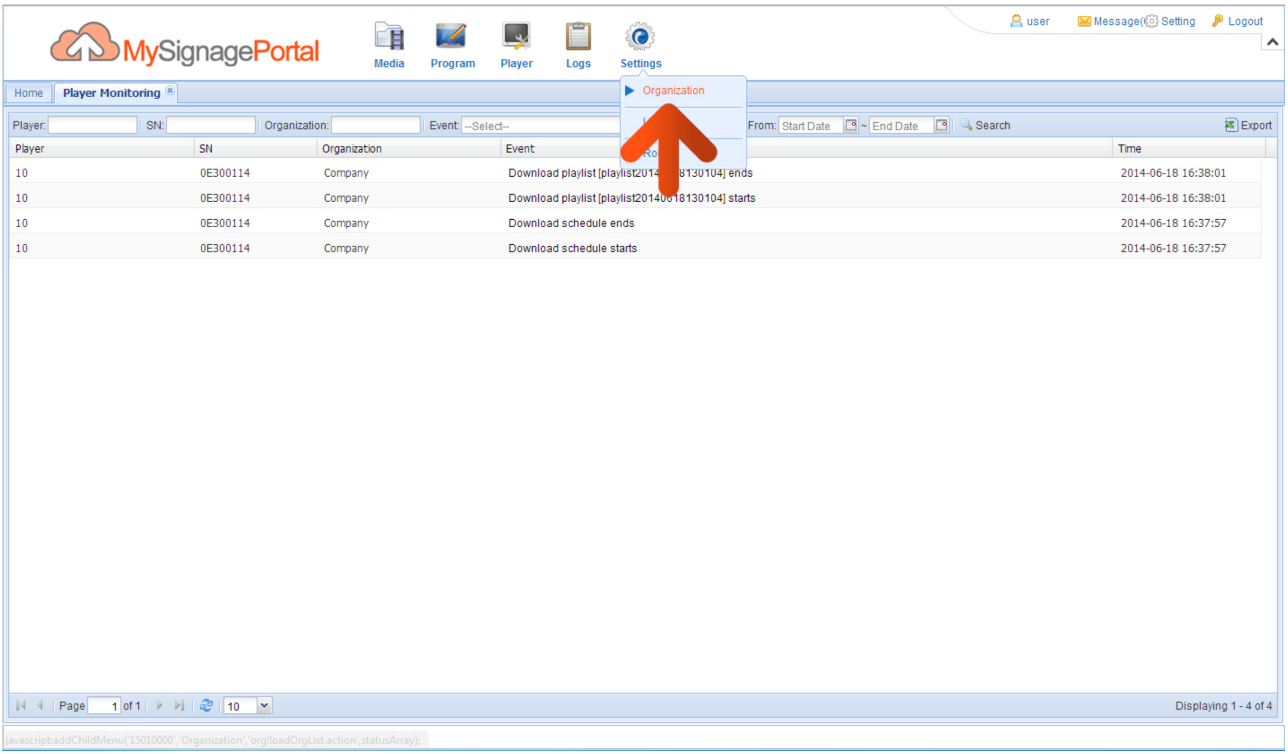
2.5 Settings

The functions available in this section are administrator tools, allowing you to set up Organisations and effectively control your Users and their Roles.

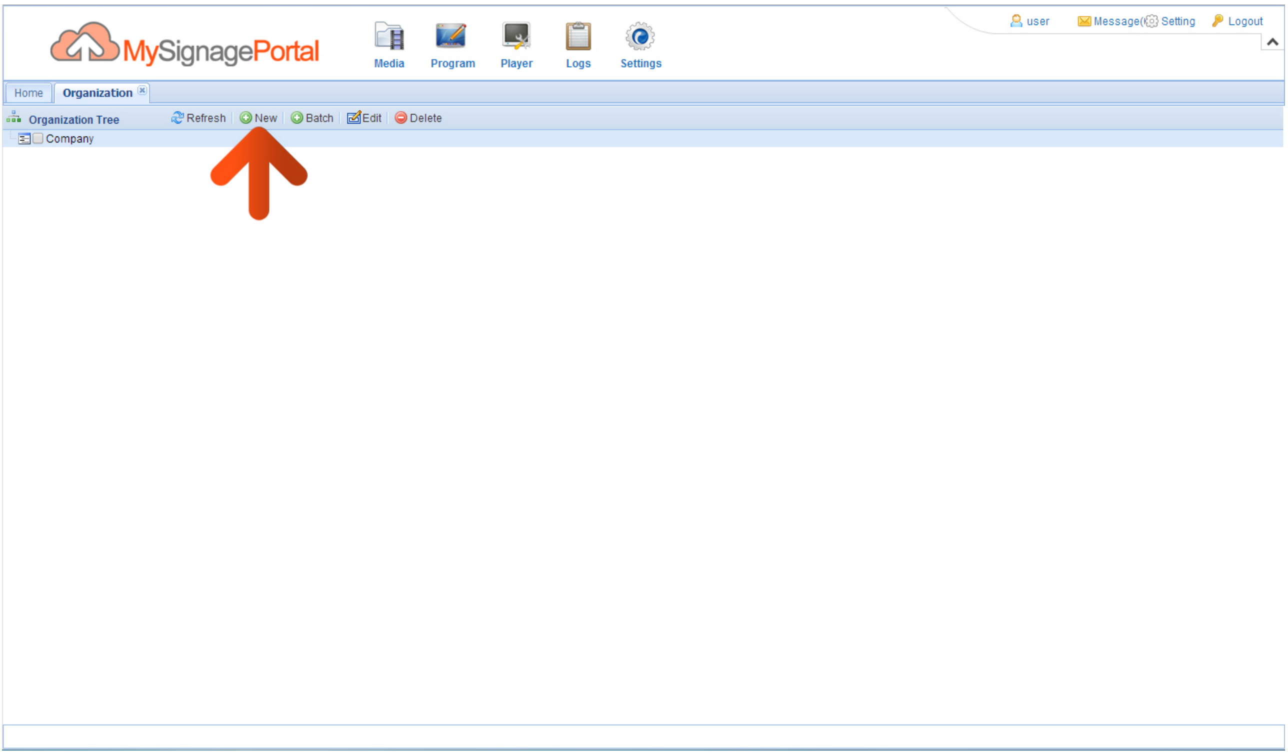
2.5.1 Organisation

If you have a large number of users or have separate customers you may wish to create Organisations for them to be grouped under. You can create as many Organisations and Sub-Organisations as you want to help organise your users.

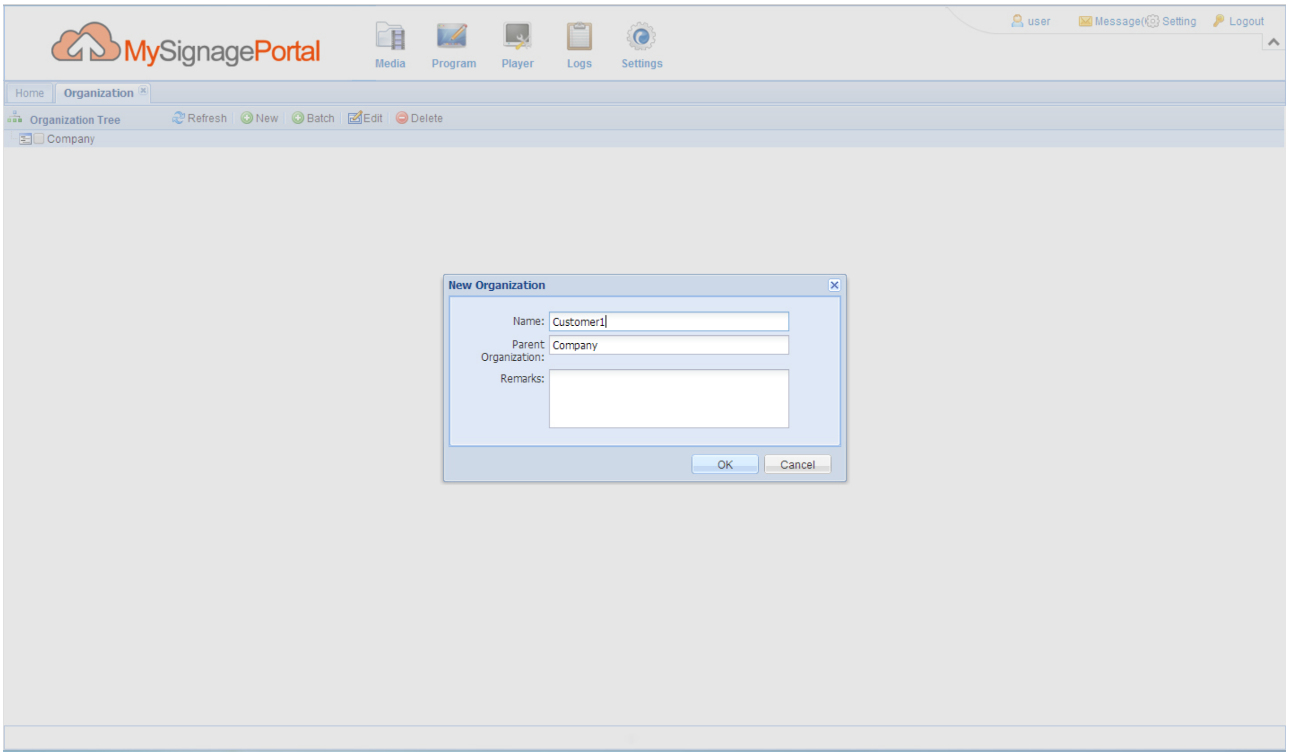
Begin by hovering over the "Settings" icon on the Top Menu then click on "Organisation".



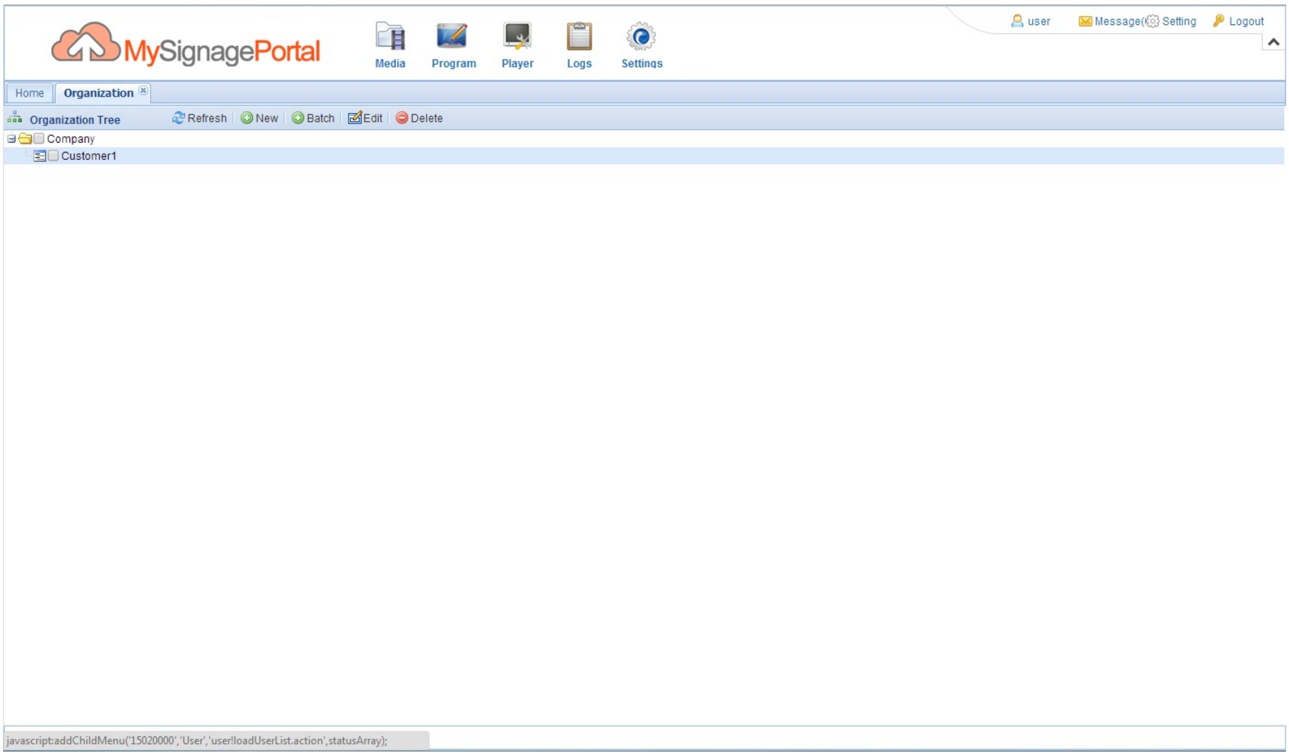
Next, click the “New” button.



Give your Organisation a name. If you are setting up a sub-Organisation then select a Parent Organisation.



You will now see a list of your Organisations.

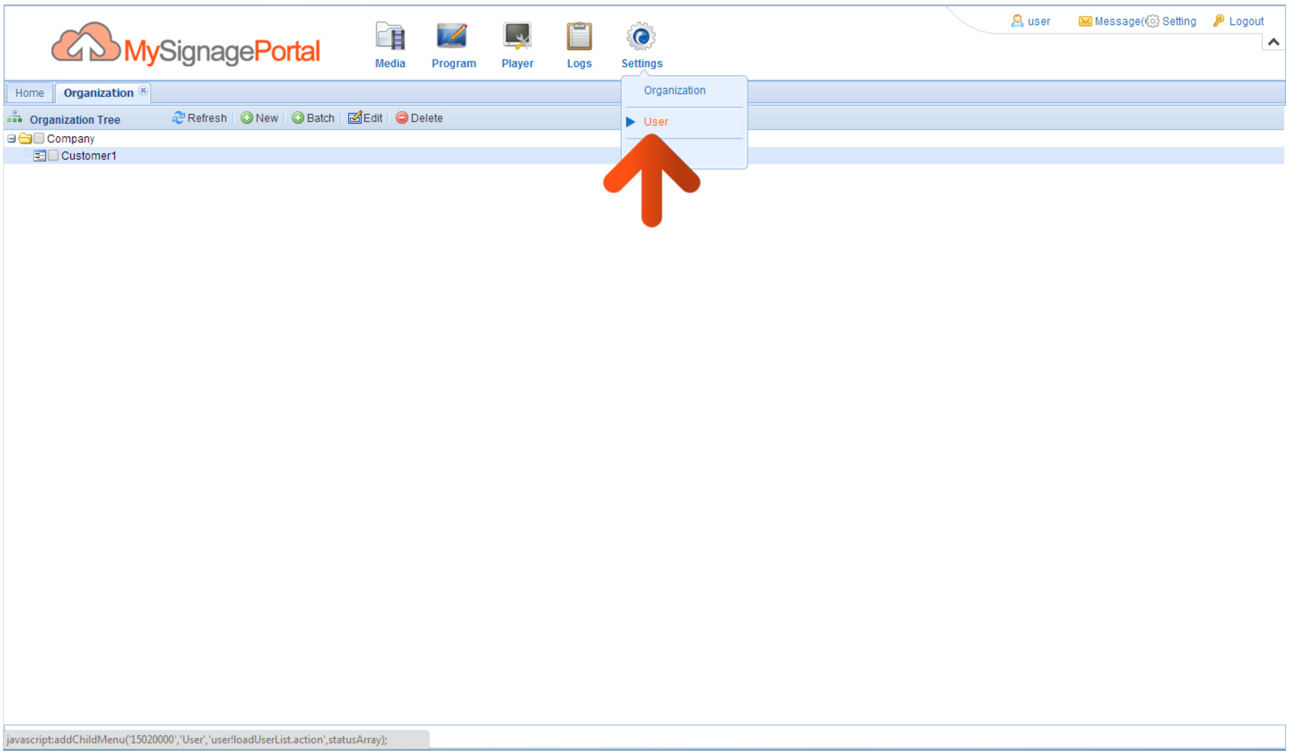


2.5.2 User

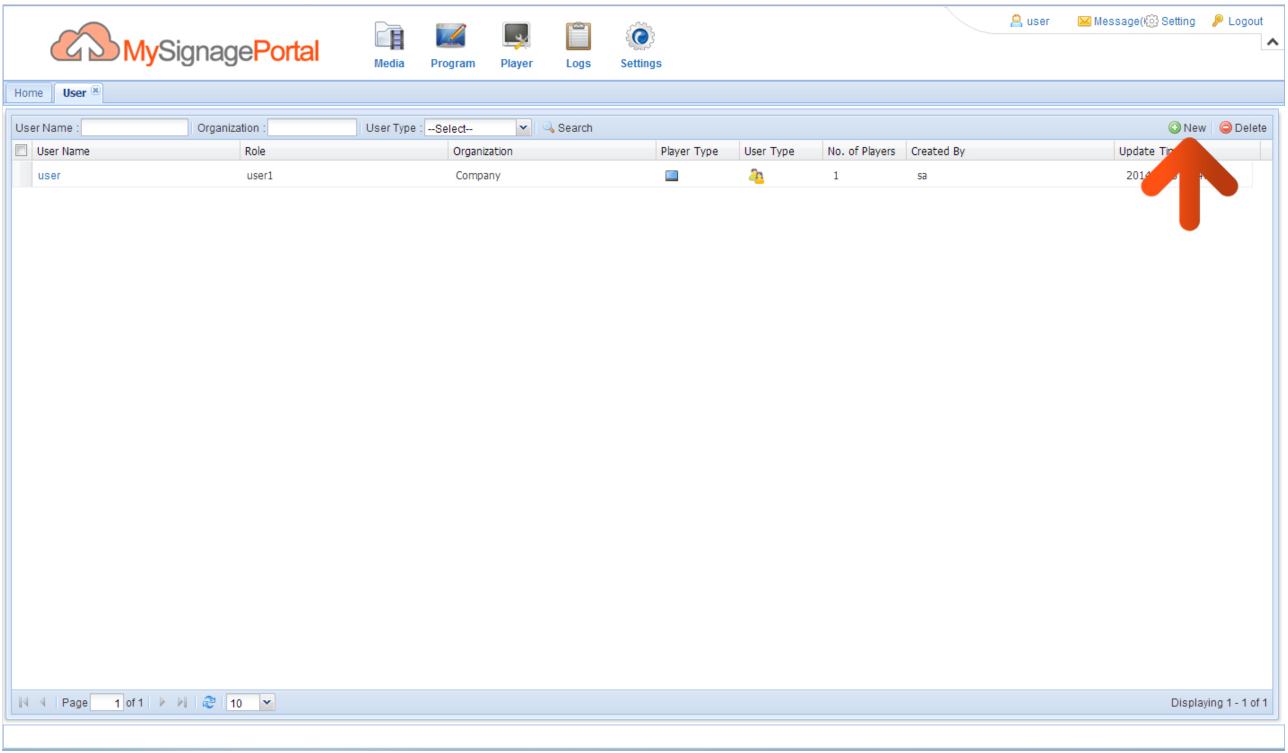
Here you can create new User accounts for each of your Organisations. You can create as many User accounts, for each of your Organisations, as you like. You can also assign Users with different Roles, controlling their access to each section of the Top Menu.

NOTE: When creating your first User accounts please begin by setting up the Role you would like to use first by following the steps in the next section (2.5.3).

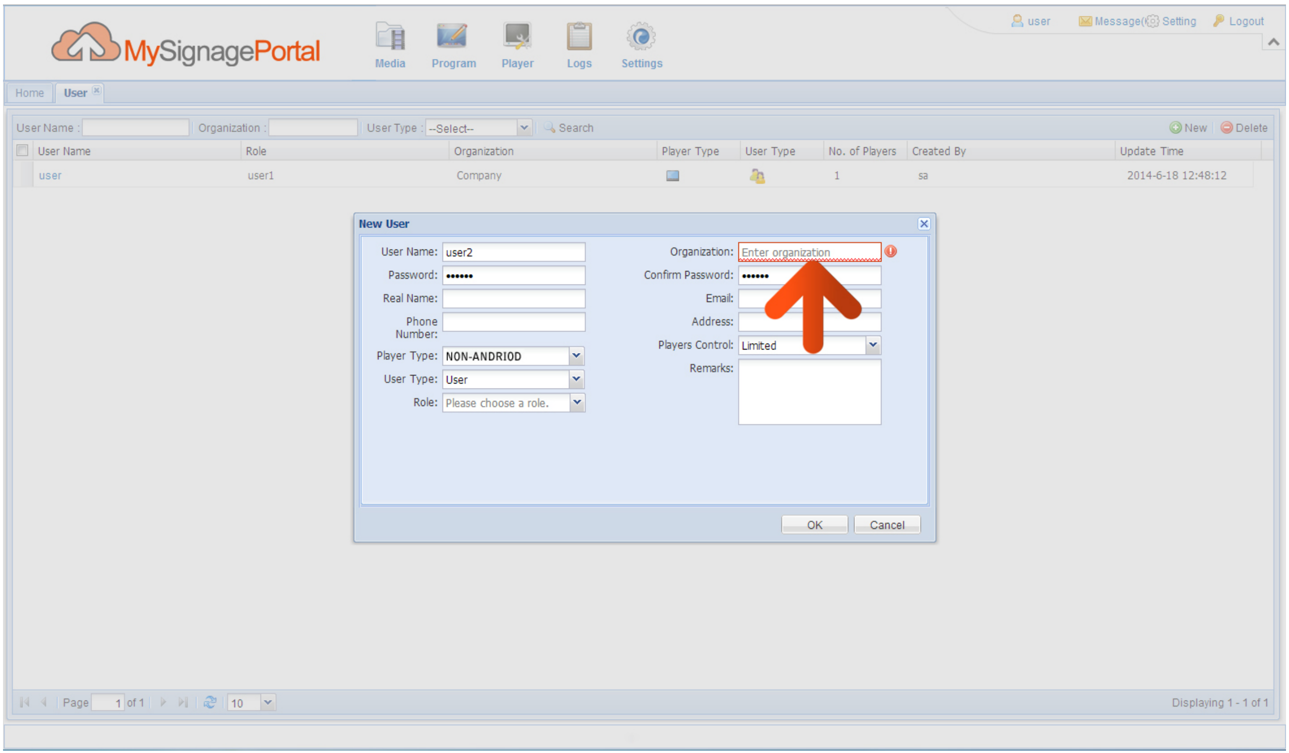
Begin by hovering over the "Settings" icon on the Top Menu then click on "User".



Next, click the “New” button.

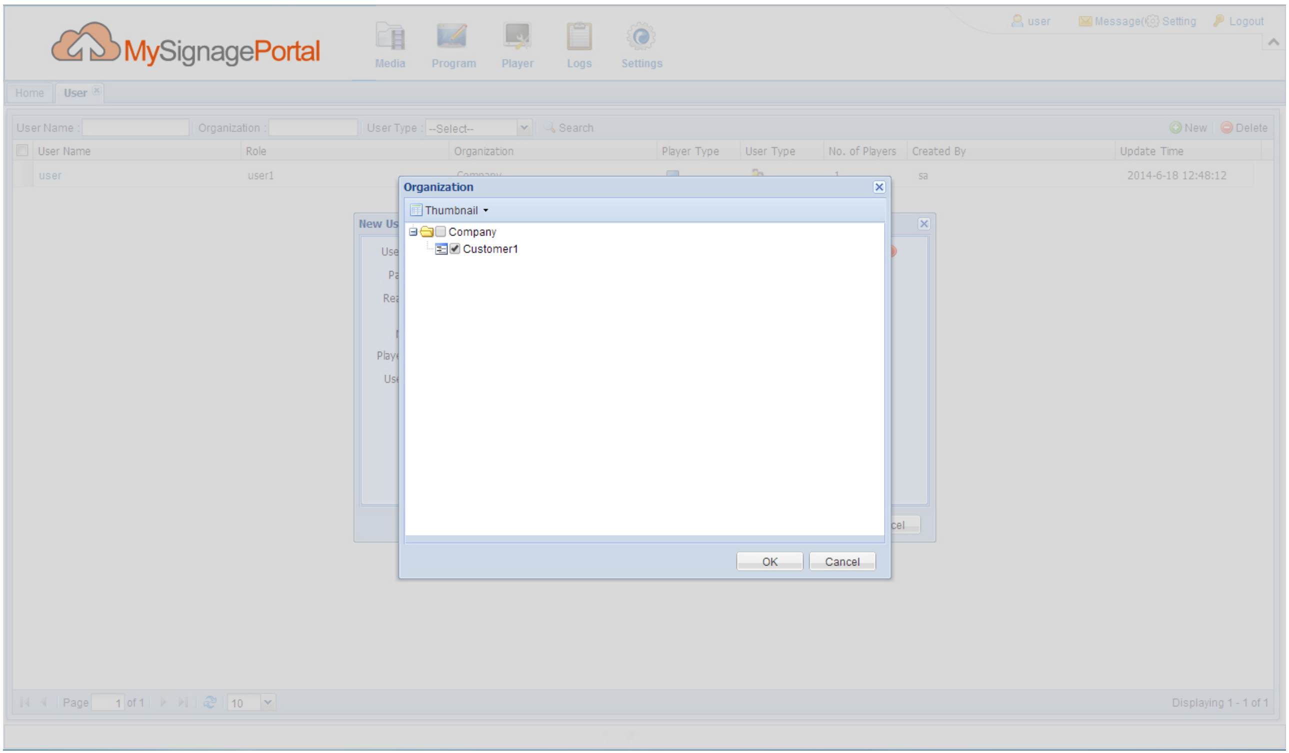


This will bring up the “New User” window. Give the account a Username, Password then confirm the Password. Next, Click on the Organisation field.

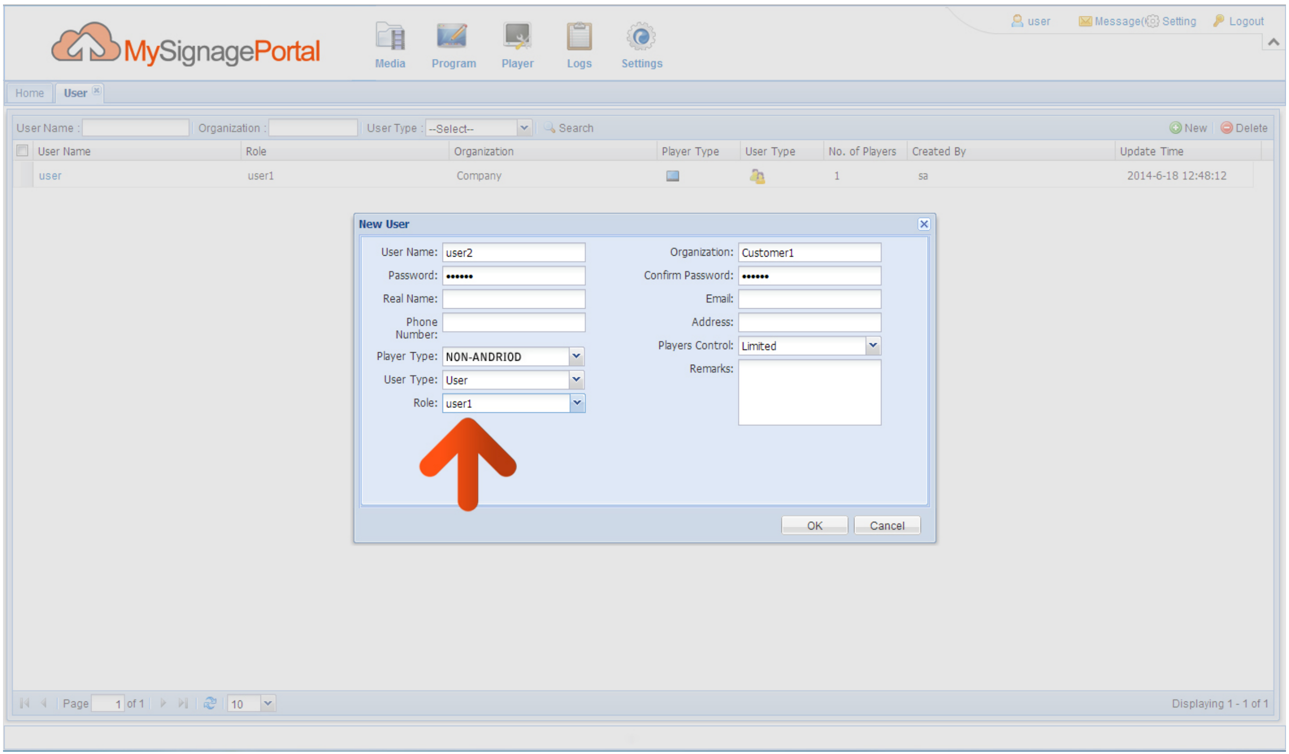


NOTE: Please make sure to keep a record of these details as you cannot view this password again, only reset it.

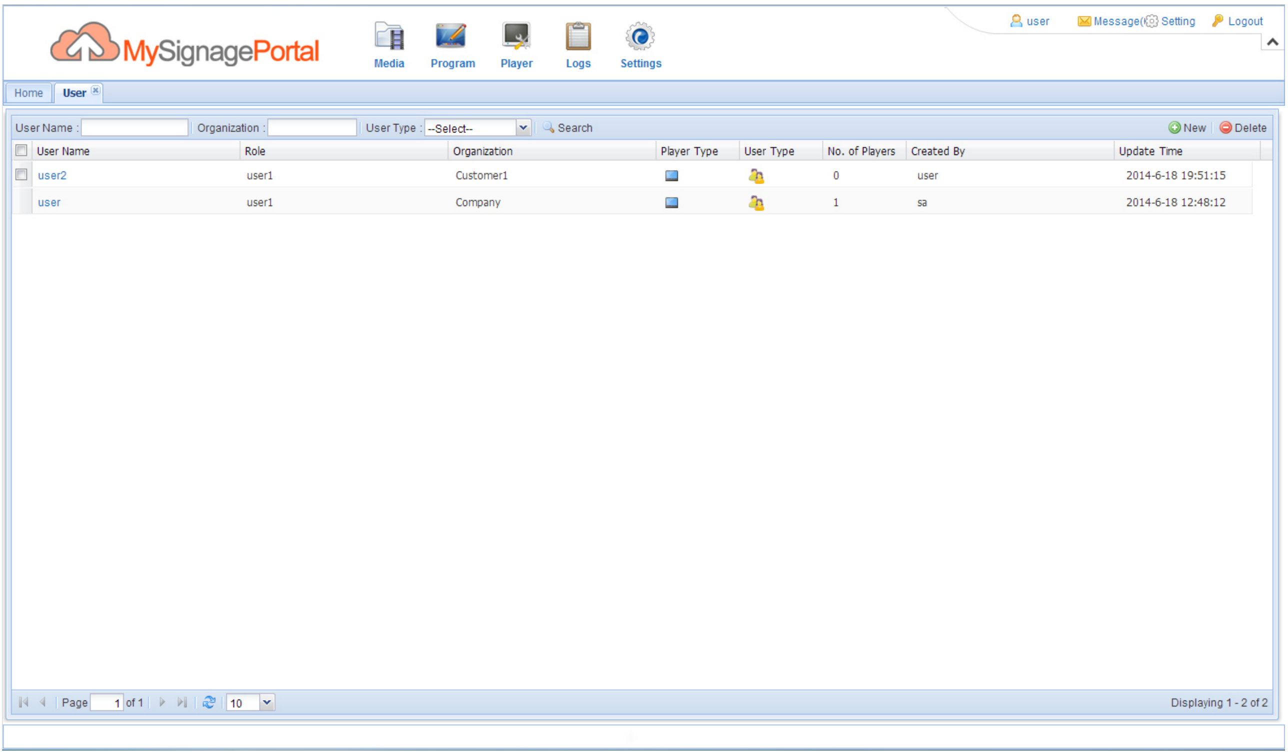
You will then see the Organisation window. Select which Organisation you want this User to be under from the tree of Organisations that you have created.



Next, select a Role. If you have not set up any Roles, please see section 2.5.3 Roles.



Finally you must select which players the User has control over. If you want this account to have control over all players then select “All”, however if you want to limit their control to a restricted number of players select “Limited”.



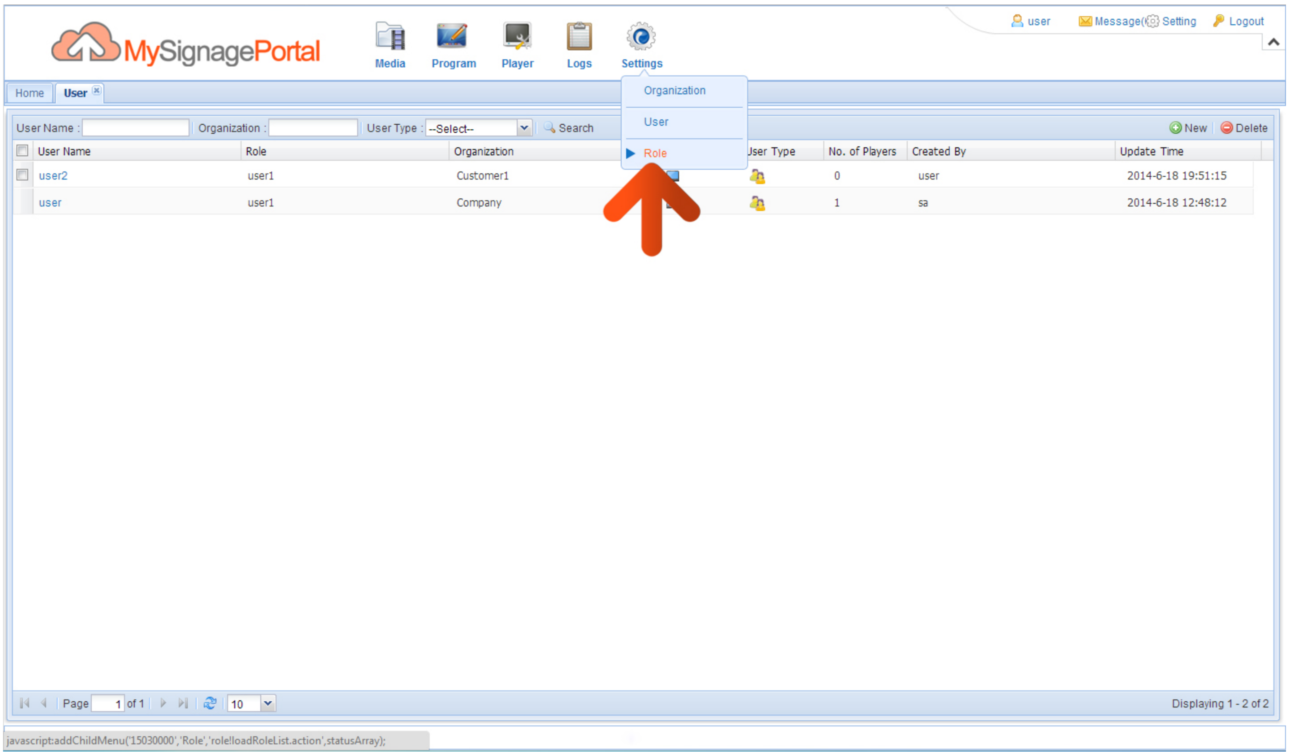
To assign players to this User, right-click the Username and select “Add”.

Tick the checkboxes next to the players that you would like this user account to have control over then click “OK”.

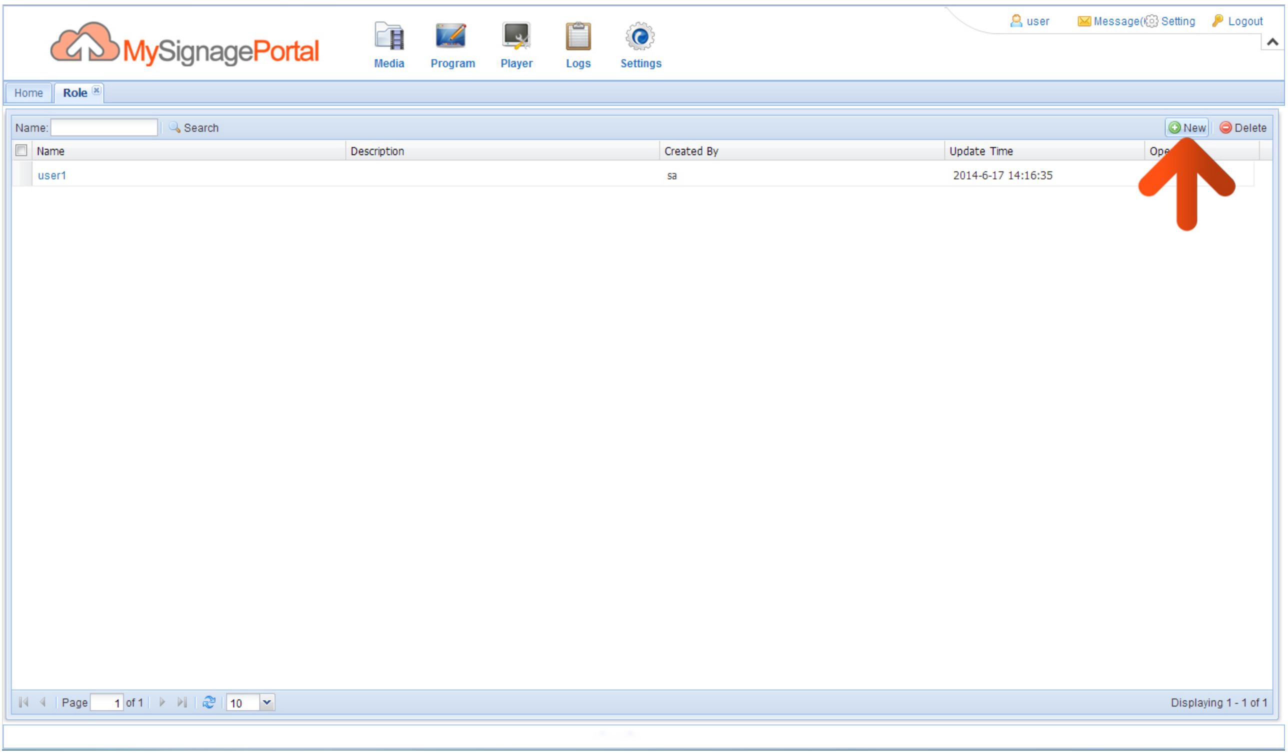
2.5.3 Role

This is where you set up your User's permissions, controlling their access to each section of the Top Menu and its tools. Once you have created a Role you can then assign it to a User's account.

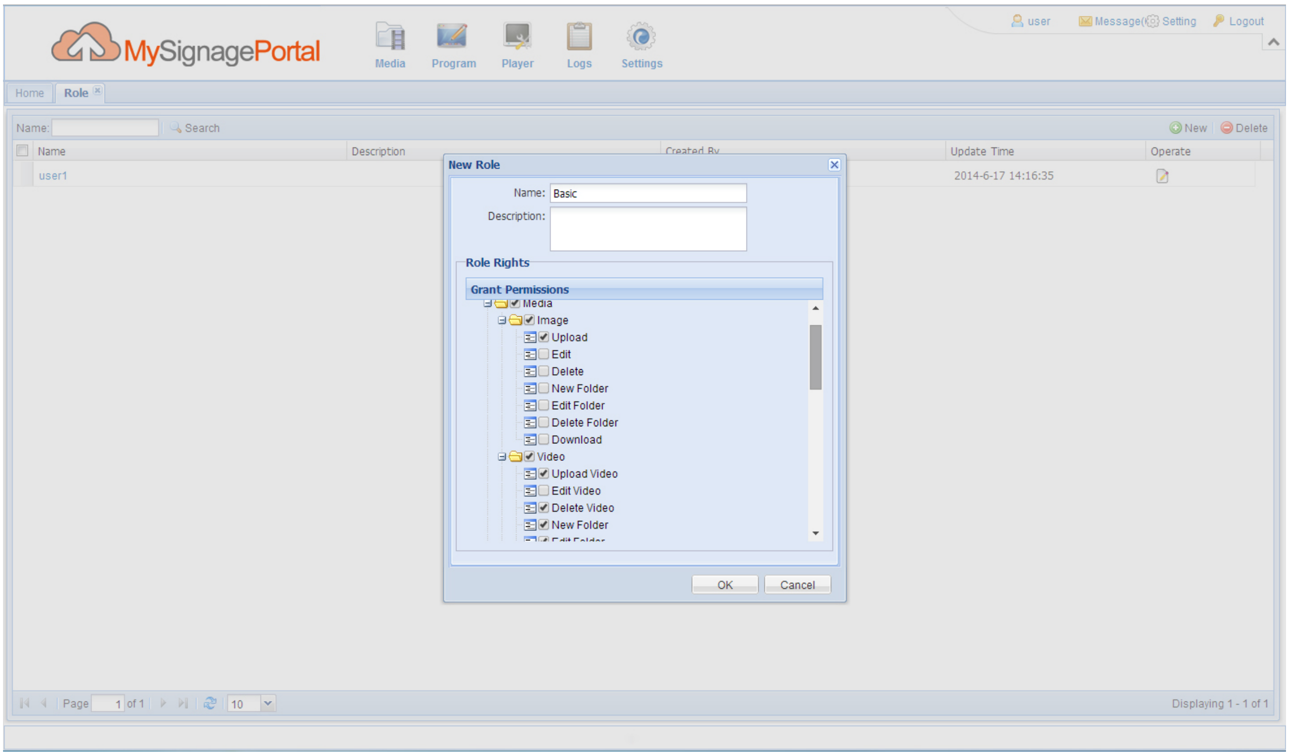
Begin by hovering over the "Settings" icon on the Top Menu then click on "Role".



Next, click the “New” button.

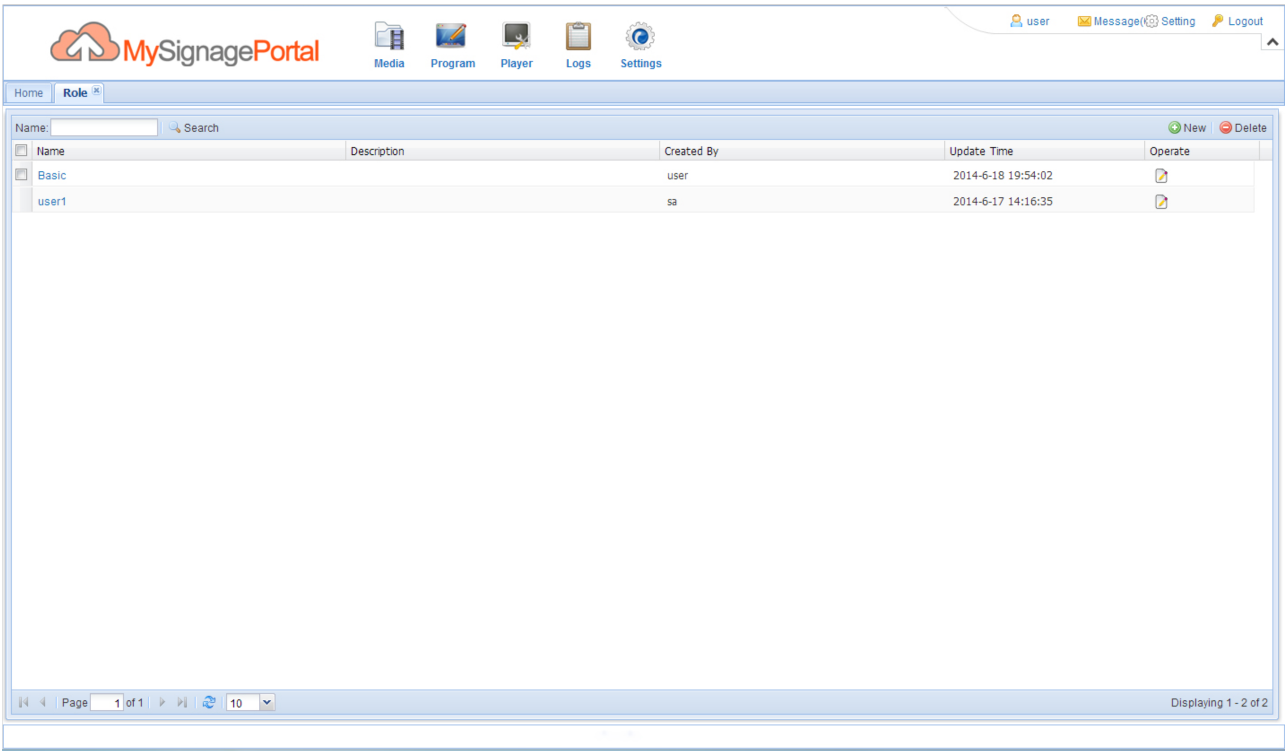


Then give your Role a name. You must now set the permissions of this Role. This will determine what sections of the CMS your User will have access to. You may find it easier to tick the “All Permissions” checkbox then untick the areas that you do not want this Role to have access to.



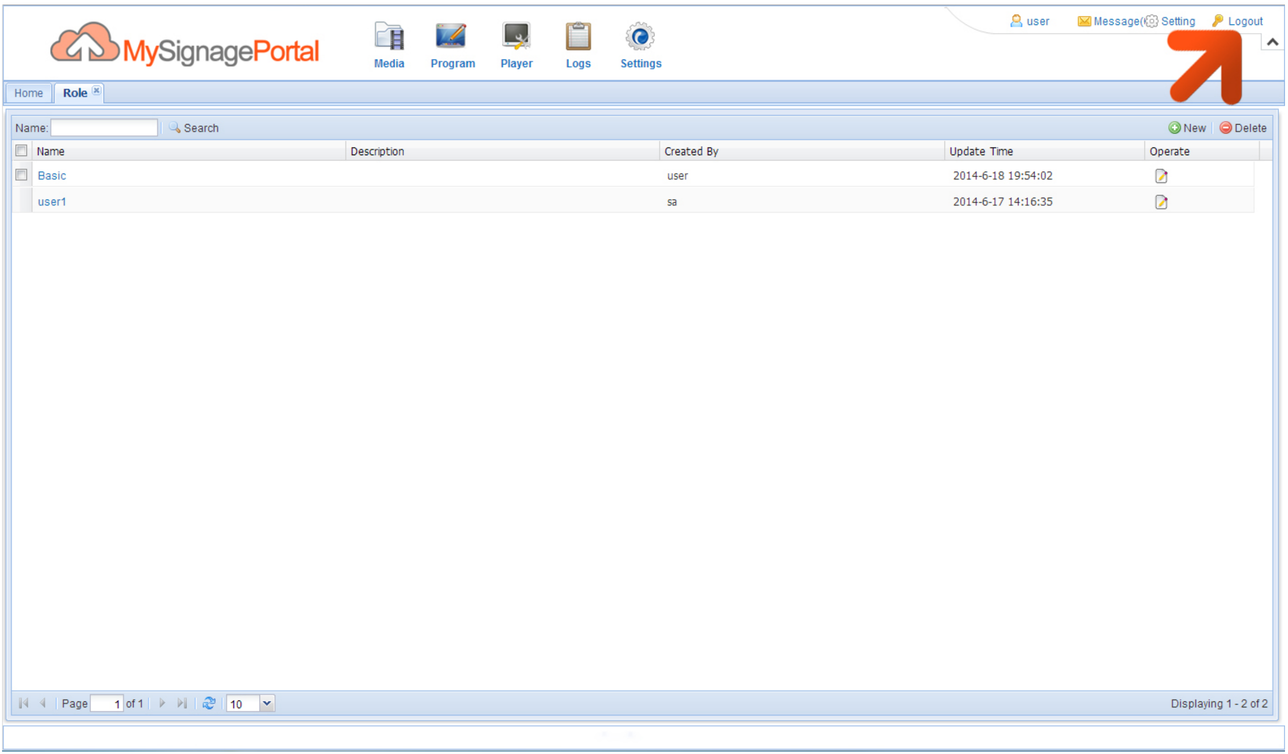
When you have finished assigning permissions to this Role, click “OK”.

You will now see a list of your Roles.



2.6 Logging Out

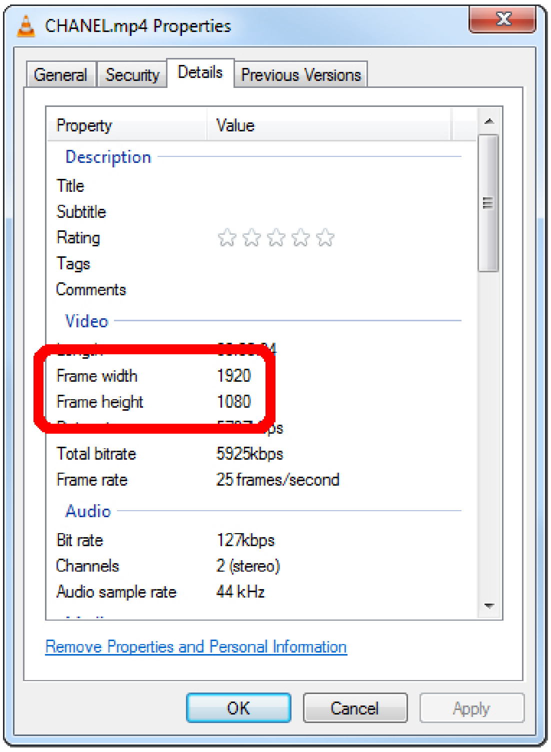
To log out of the CMS is very simple. Click “Logout”, which is located on the top right hand corner of your CMS interface.



3. F.A.Qs and Troubleshooting Guide

3.1 My video/images are squashed or distorted on my screen or have back boarders

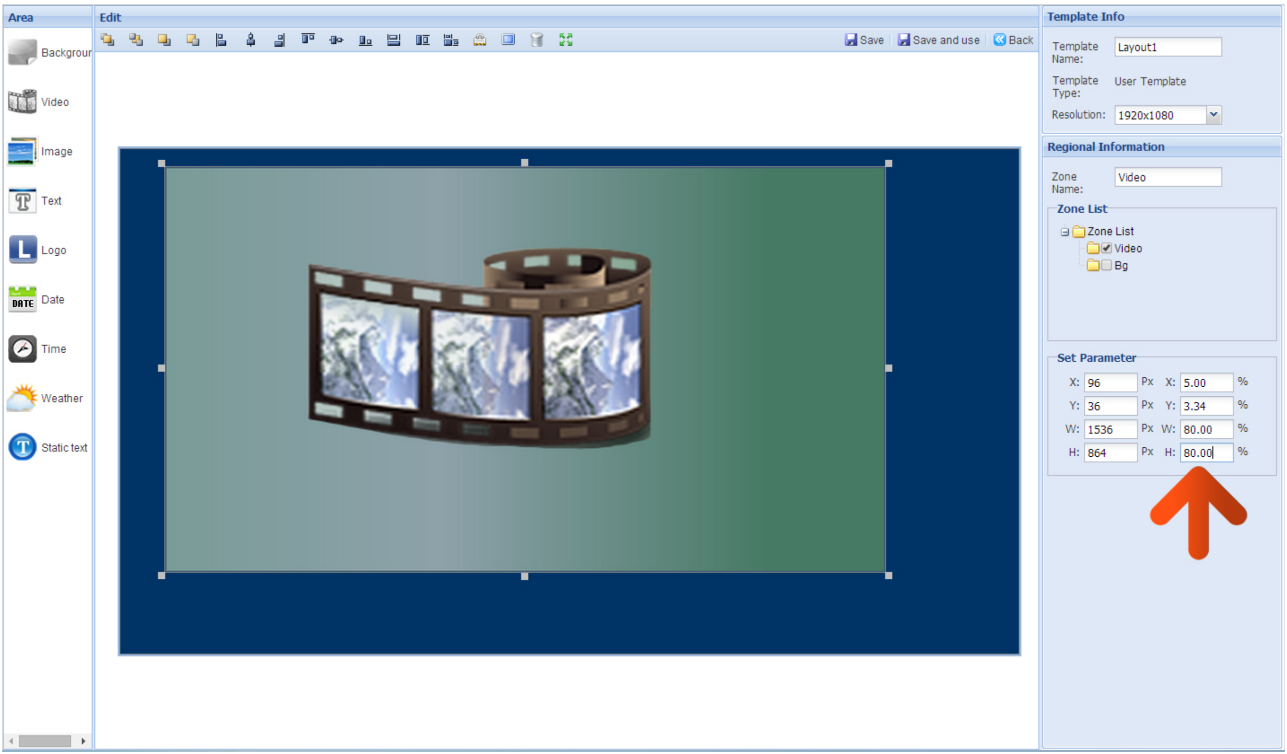
The most likely reason for this is that the video or image file's aspect ratio does not match that of the media zone that it is in. Start by checking the dimensions of your video or image file. You can do this by right-clicking on the file and selecting "Properties". Then highlight the "Details" tab, there it should tell you the width and height of the media file in pixels.



In this case the video is 1920x1080 pixels. In "Template" when creating a media zone for this video make sure you set the horizontal and vertical percentages the same.

You can size your media zones accurately by entering values into the input area on the right hand side of the interface.

If you want your image file to fill your image zone you can set the "Fill Effect" to "Scale" when creating your Playlist. This will cause distortion to your image.



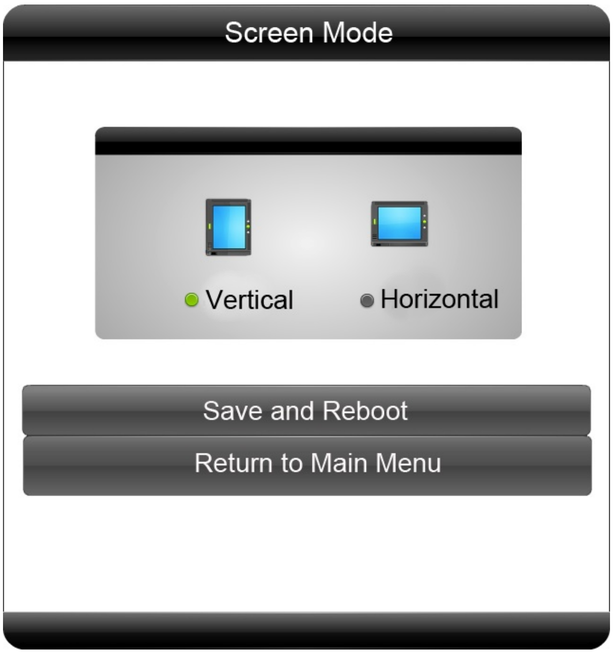
As shown above, the video zone has been resized, both vertically and horizontally, to 80% of the total layout.

3.2 Why is my screen displaying "Error (Screen Mode Unmatch)"?

If you have published a playlist and your screen is now displaying "Playlist: Error (Screen Mode Unmatch)" it is because you have sent a playlist containing a template that is in the wrong orientation.

This can be easily solved by first checking the orientation of your player. If your blue Home screen is displaying in Landscape orientation it is in Horizontal mode, if it is displaying in Portrait orientation your player has been set to Vertical mode. If it is displaying in the incorrect orientation you can change it from the Main Menu.

1. If your player is playing content begin by pressing "Stop" on your remote control, this should take you back to the Home screen. Now press "Setup" on your remote and navigate down to “Screen Mode” and press "Play" on your remote. From here you can select the correct orientation for your player. Do so by using the left or right button on your remote then highlight "Save and Reboot" and press "Play" on your remote.

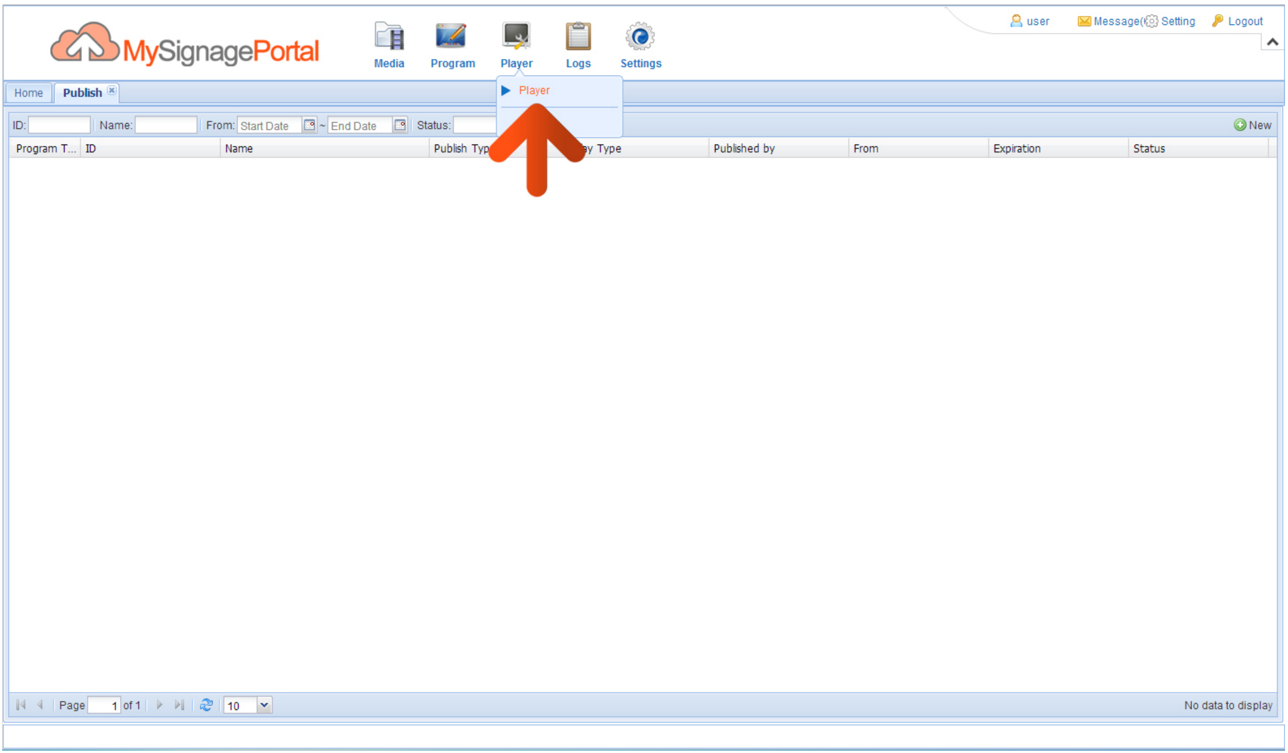


2. Your player will now restart and when the "Home" screen loads, should be in the correct orientation.
3. Now you must ensure that the template you use for this player correlates with the orientation of the player. That is to say that if you have a Landscape screen then you should use a Horizontal template and if your screen is installed in Portrait orientation you should use a Vertical template.

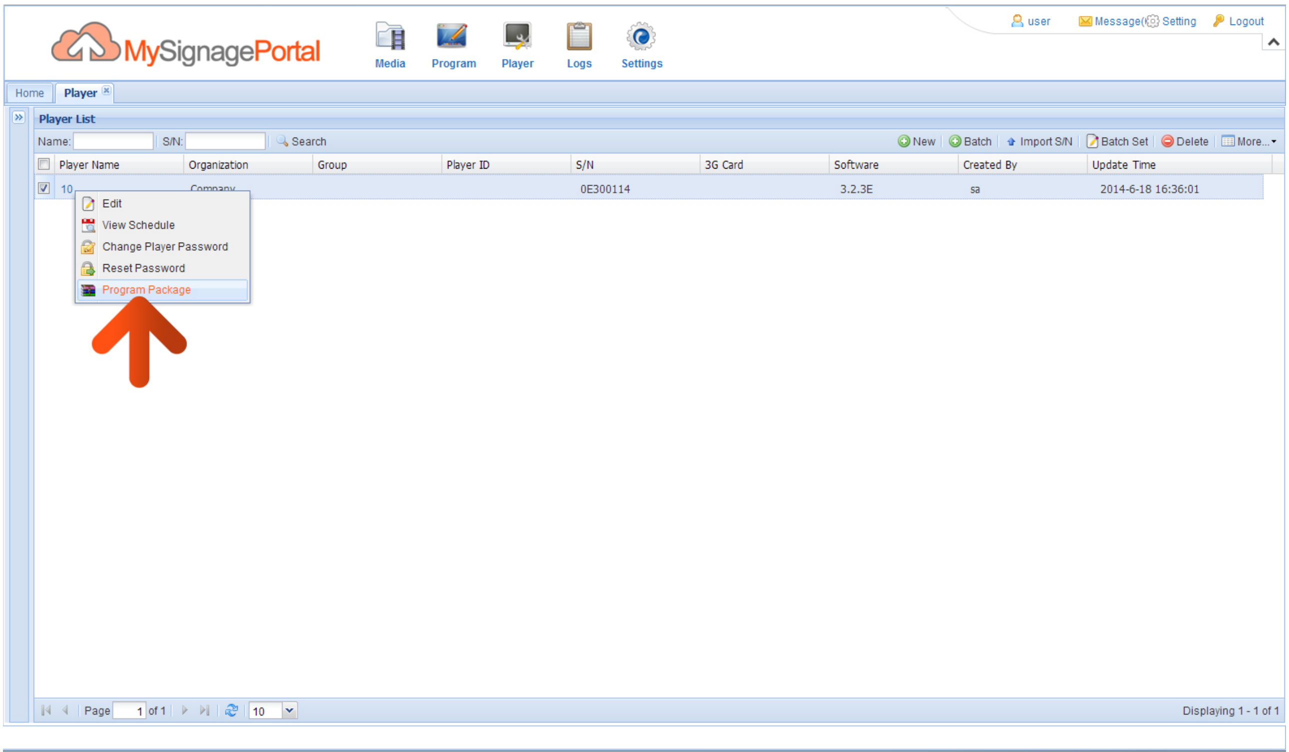
3.3 How do I update my player if it is not connected to the internet? (Plug and play method)

If your player is not connected to the internet for whatever reason and you still want to update it you can do so by a physical plug and play method.

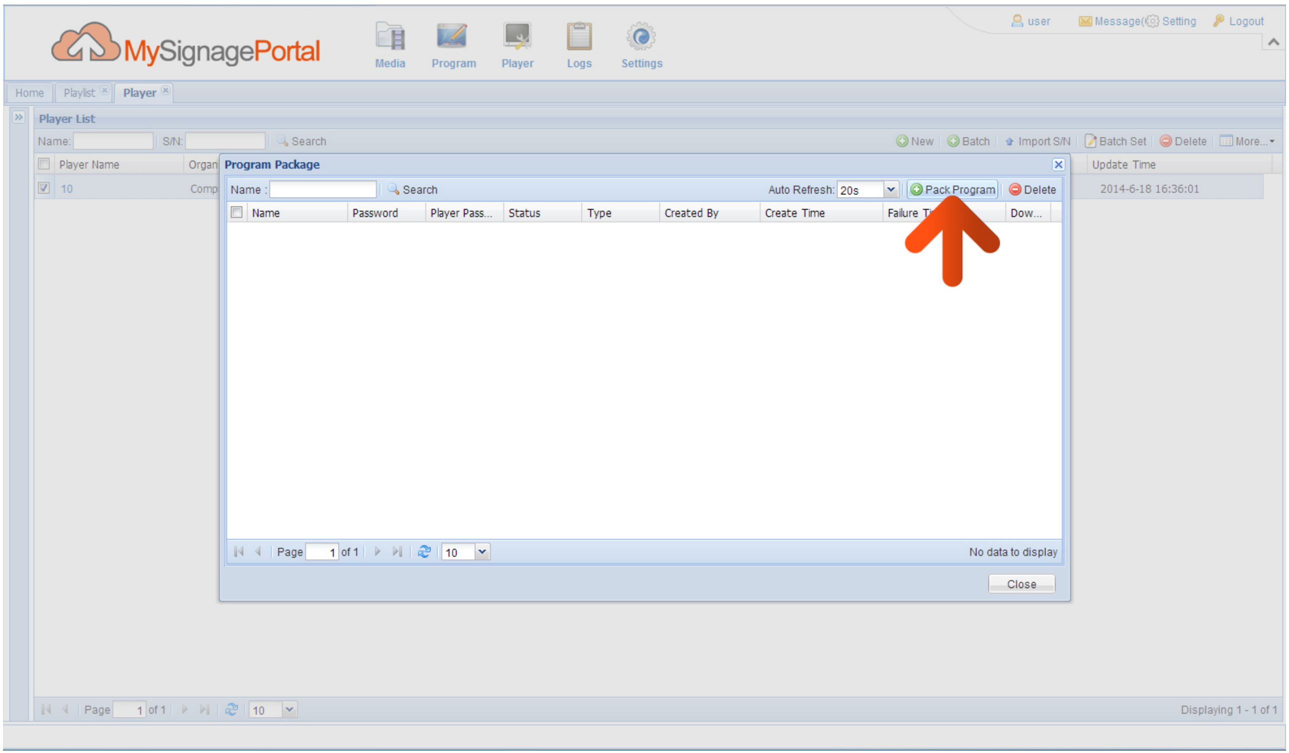
Begin by taking the normal steps to create a playlist and publish as normal. Then hover over the “Player” section of the Top Menu then click on “Player”. You will see a list of all of your players.



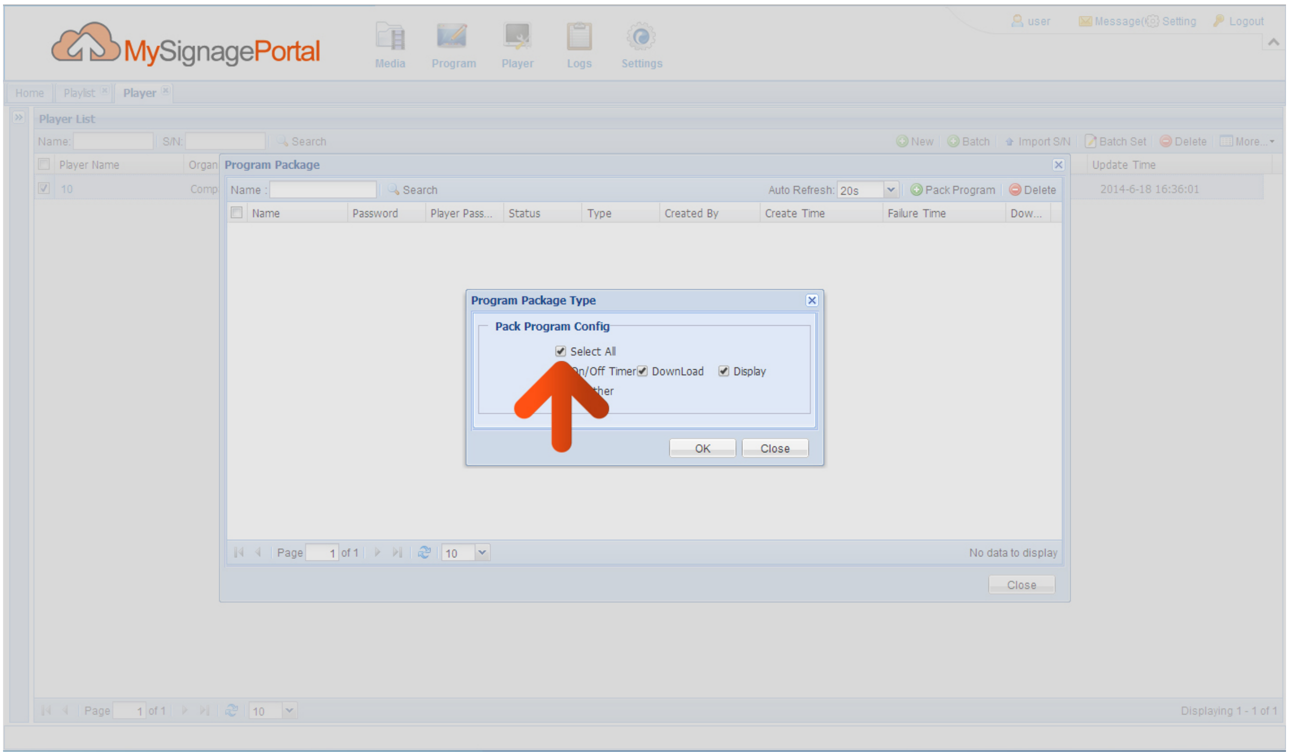
Right-click on the player you have sent the playlist to and select “Program Package”.



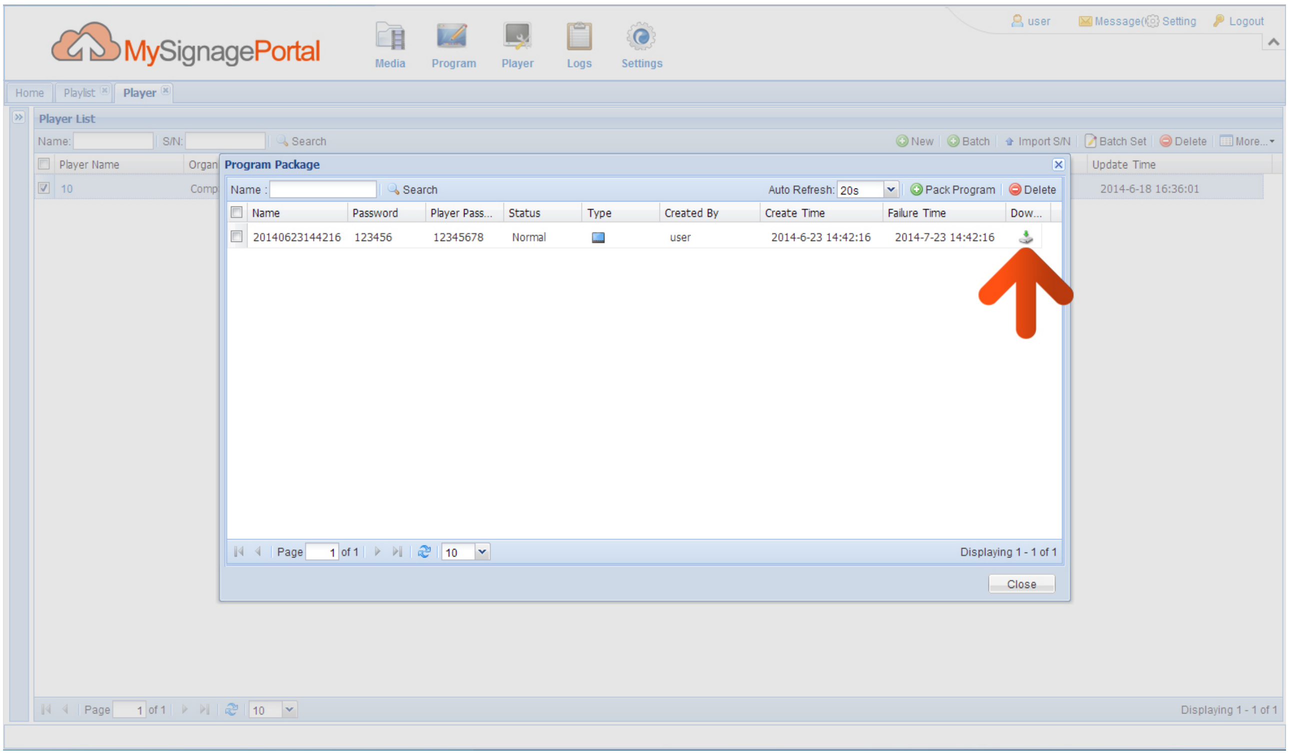
The “Program Package” window will then appear, click the “Pack Program” button.



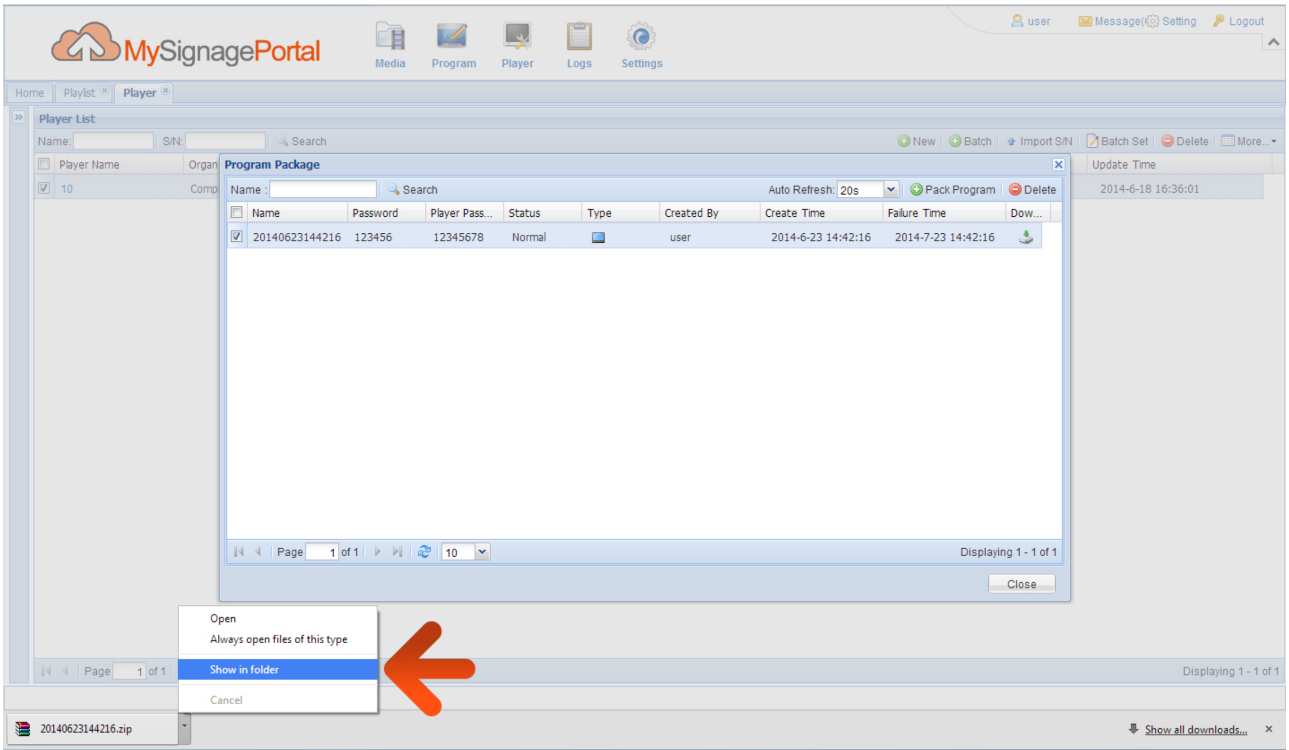
The “Program Package Type” window will then appear. Tick the “Select All” checkbox to send all timer, download, display and current weather data to the player as well. Then click “OK”.



After a few minutes an icon will appear in the "Download" column, when it appears, click it.



Once the download is complete your web browser will inform you and normally help direct you to your files. If you are using Google Chrome, select the option "Show in folder".



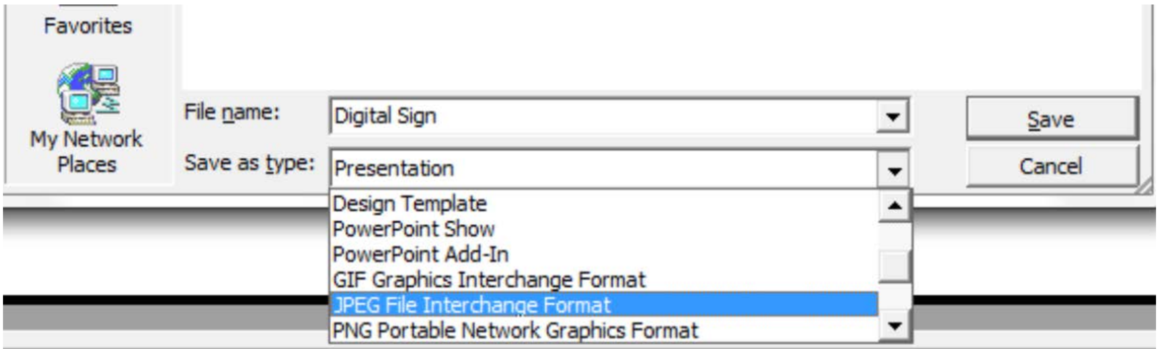
Inside the zipped folder that has been downloaded should be two folders; “MEDIA” and “SYSTEM”. Copy these two folders onto a blank USB stick, and then plug it into the USB port of your player. Allow the data to transfer to your player and follow the on-screen prompts before removing the USB stick.

NOTE: If the zipped folder may require a password, this should be “123456”.

3.4 How do I play PowerPoint presentations on my display?

You can save the PowerPoint presentation as a JPEG File Interchange Format (JPEG). Microsoft PowerPoint software allows the user to do this. Once you have done this, you can upload your JPEG images and send them to the player using the CMS.

1. Create or open a PowerPoint presentation.
2. Click “File” > “Save As”
3. Enter a File name
4. Click on “Save as type” scroll down and find the file extension “JPEG file interchange format”, as shown in the image below.



5. Click “Save”.
6. A message will appear asking if you would like to save all slides as JPEG’s
7. Once you have selected “Yes”, The JPEG images will be saved and are ready to use.

NOTE: For the best resolution, you can use the following PowerPoint Page Setup:
Width 42.6cm; Height 24cm (16:9 Ratio)

3.5 Video Format Conversion

If you have video files in a format that is not supported you will need to convert them (please see section 2.1.6 for Supported Media Files). There are two possible tools for converting video and are as follows.

3.5.1 Format Factory (Standard Definition)

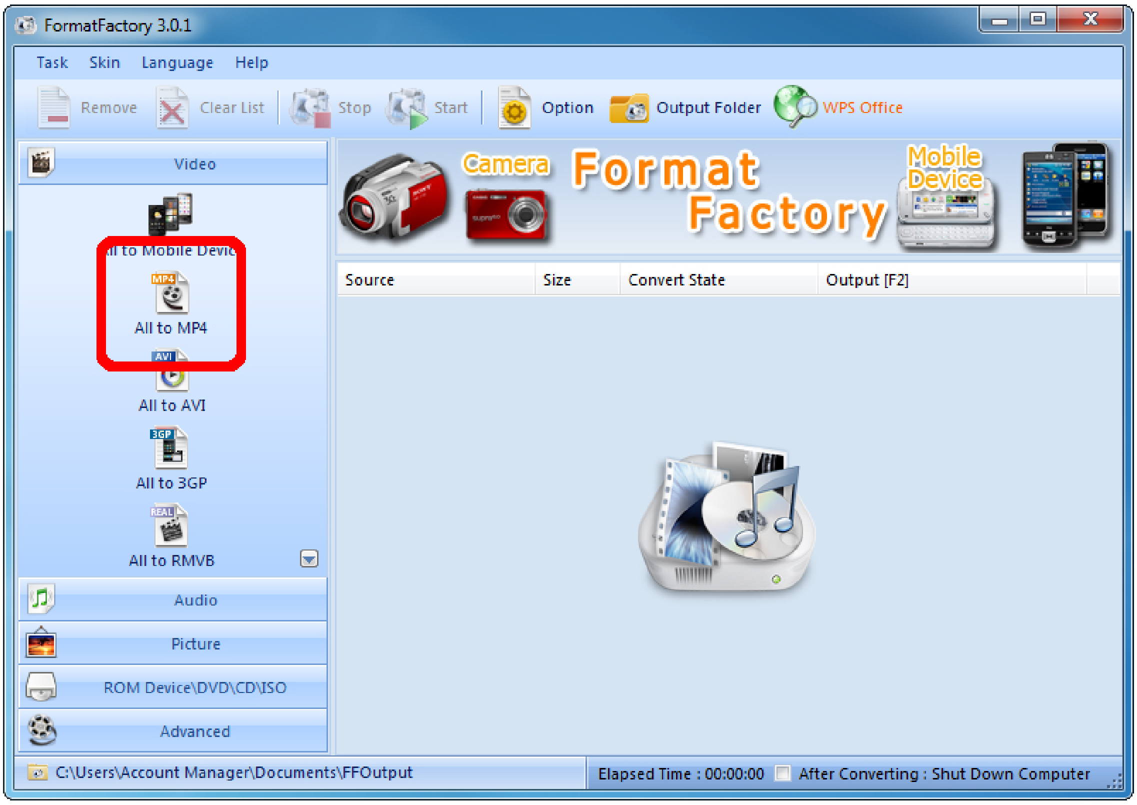
This is a free multipurpose convertor that can be used for normal definition video files.

1. Download a free video convertor for Windows called Format Factory which can be found here:

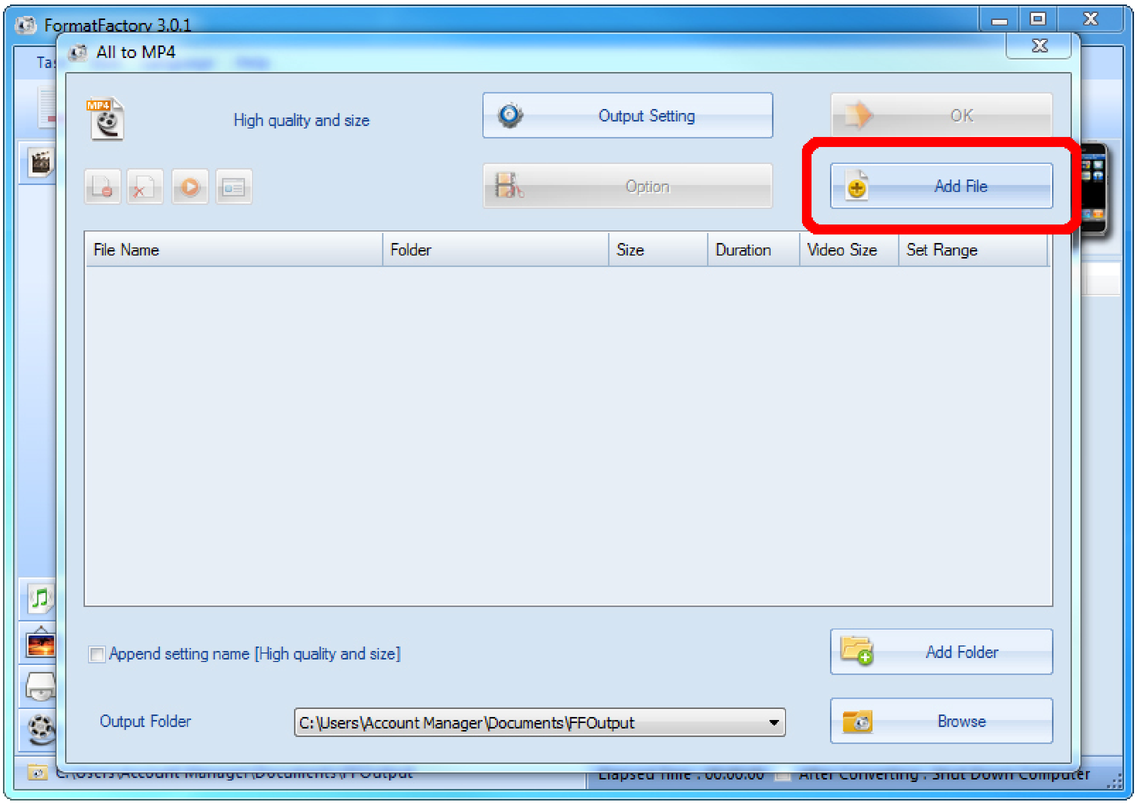
   https://format-factory.en.softonic.com/

2. Once you have finished downloading Format Factory, launch the software.

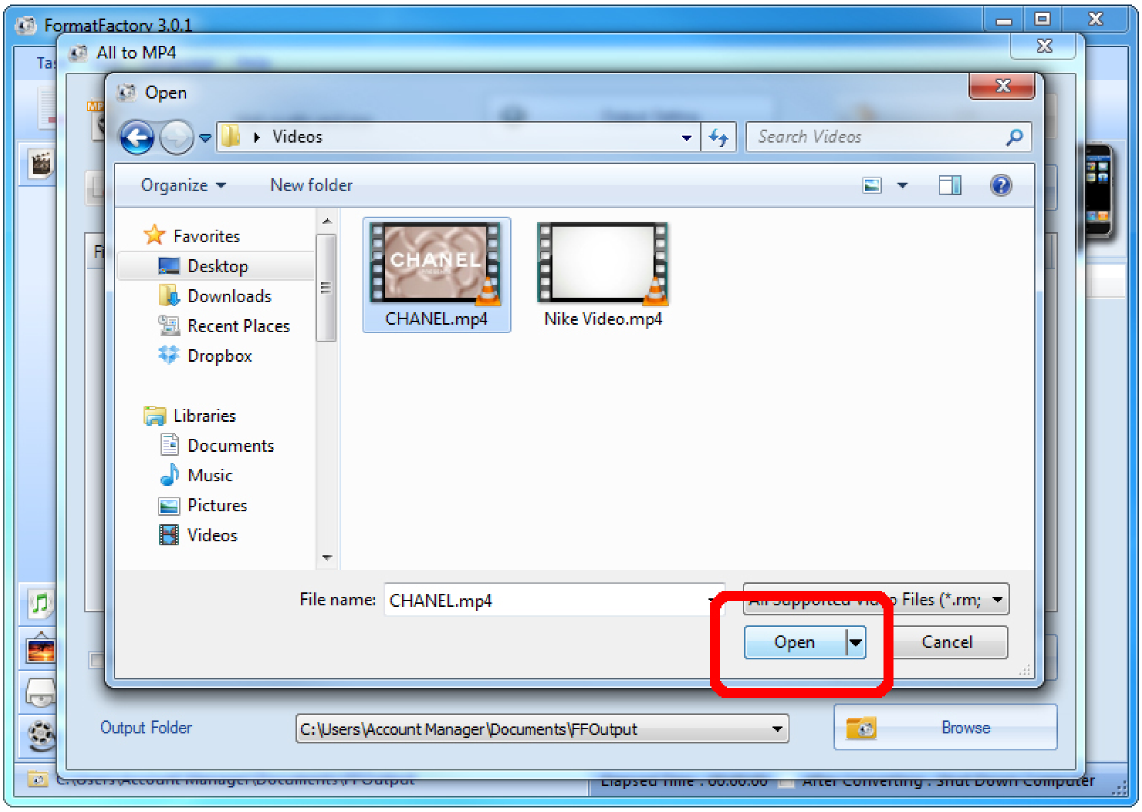
3. Next, access the "Video" section of the Top Menu then click on "All to MP4".



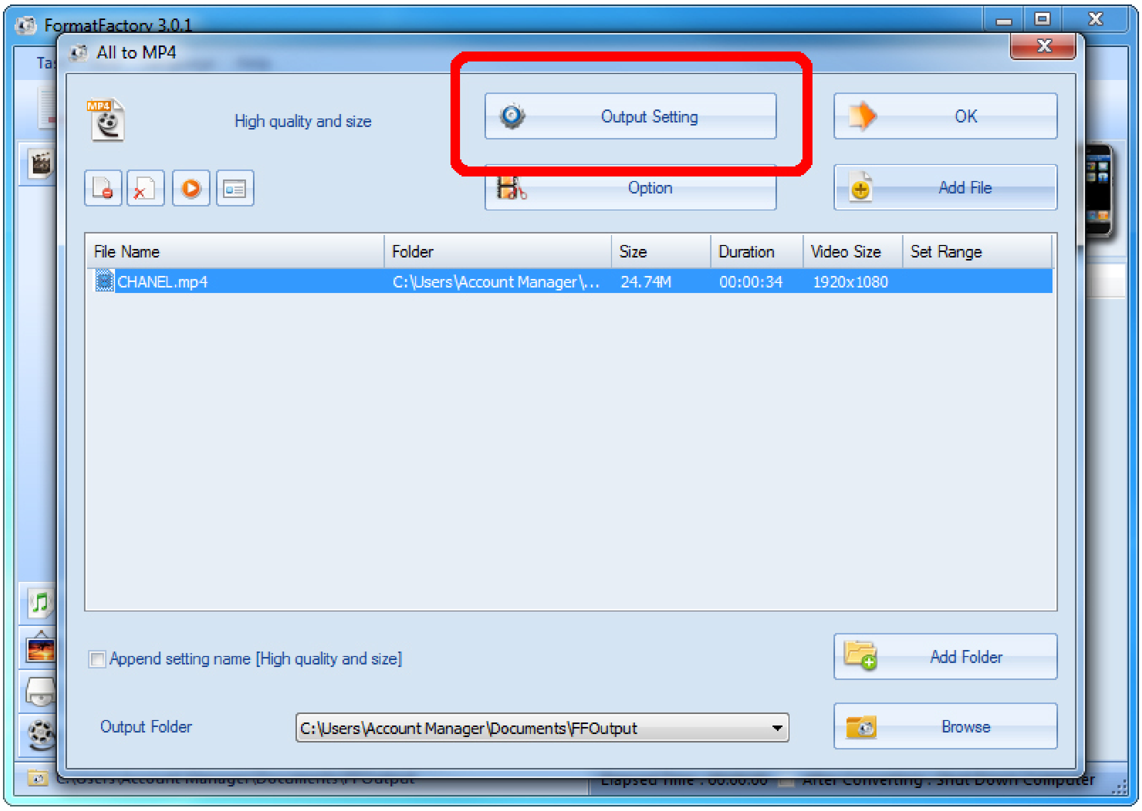
4. Now click "Add File"



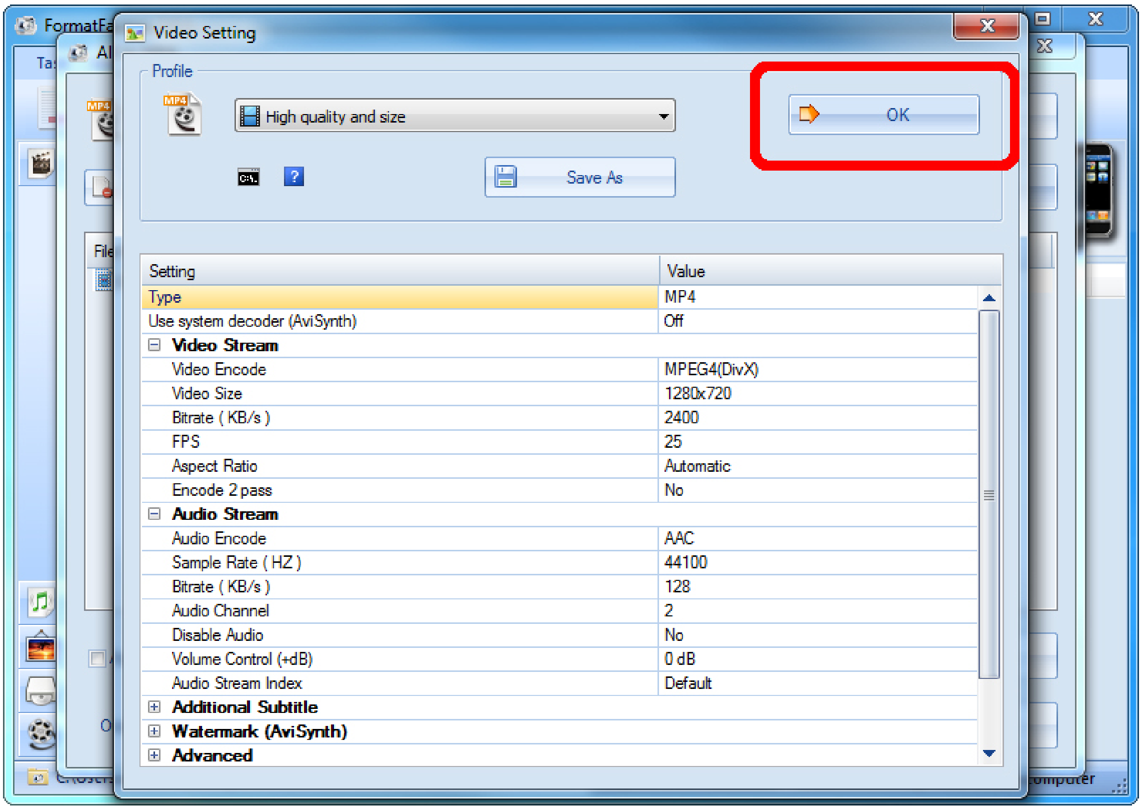
5. Next, locate and select the video files you wish to convert and click “Open”.



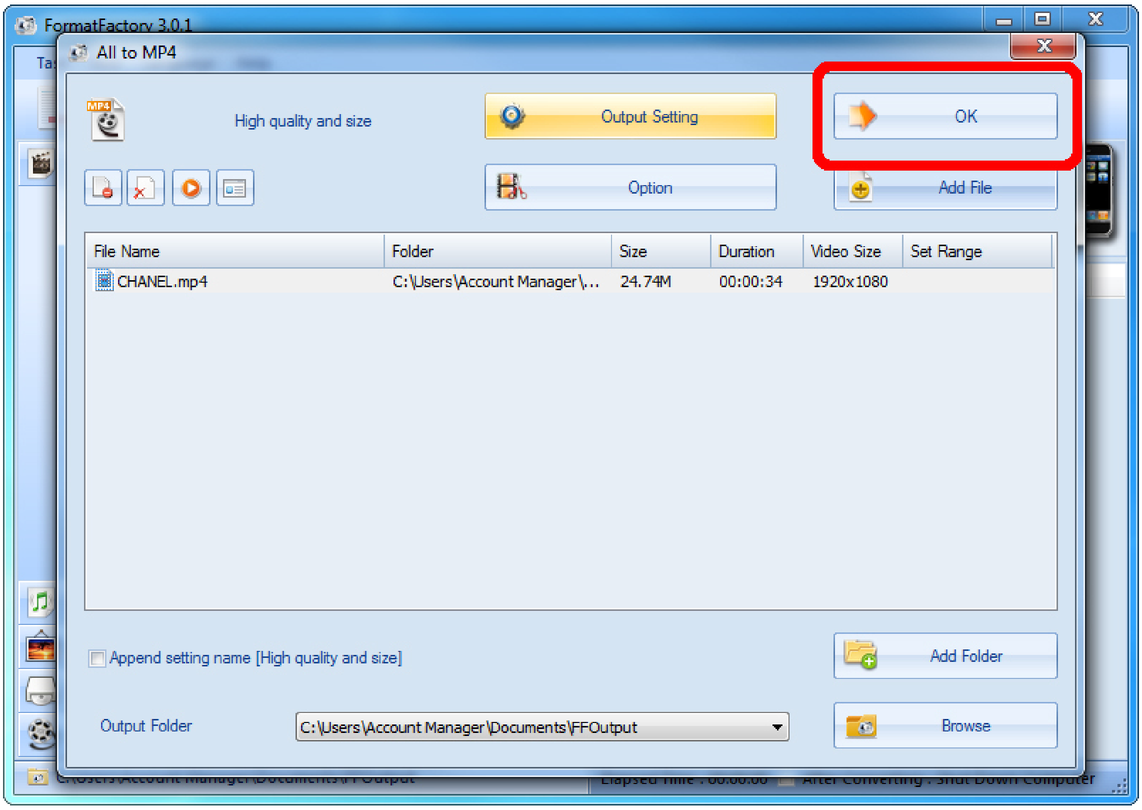
6. Now click “Output Setting”.



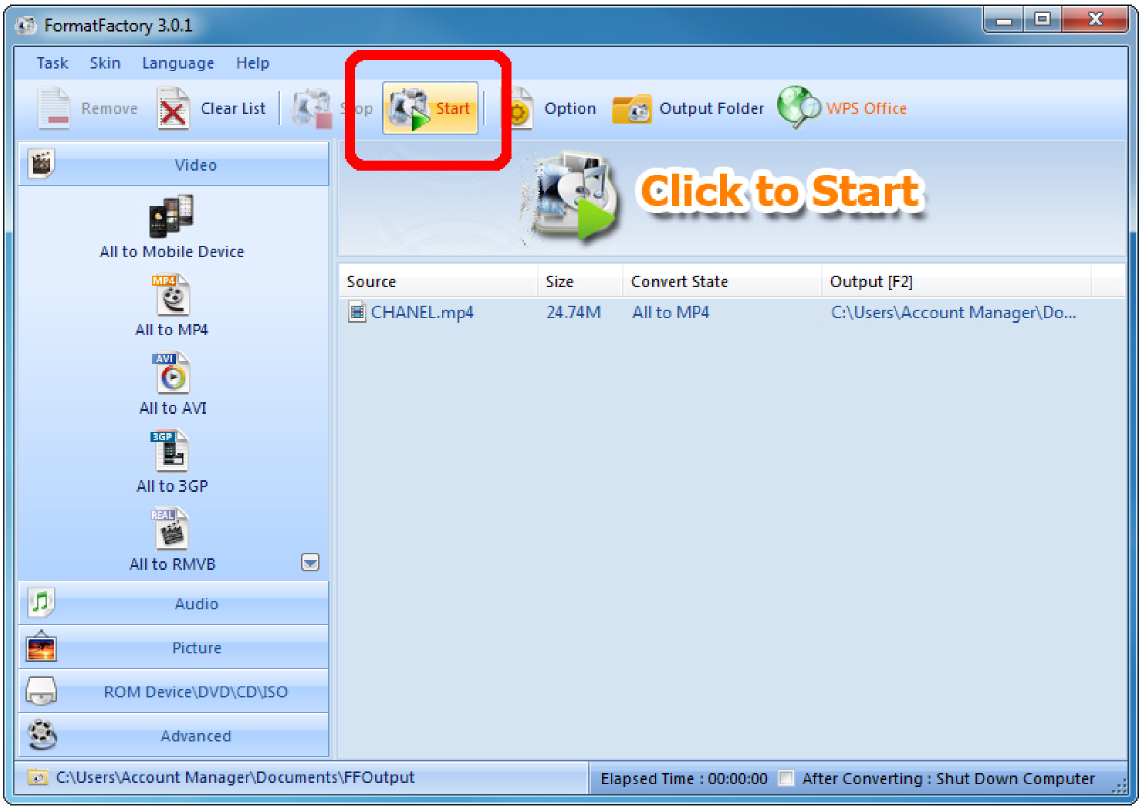
7. Set your "Video Settings" to the following values, then click "OK":



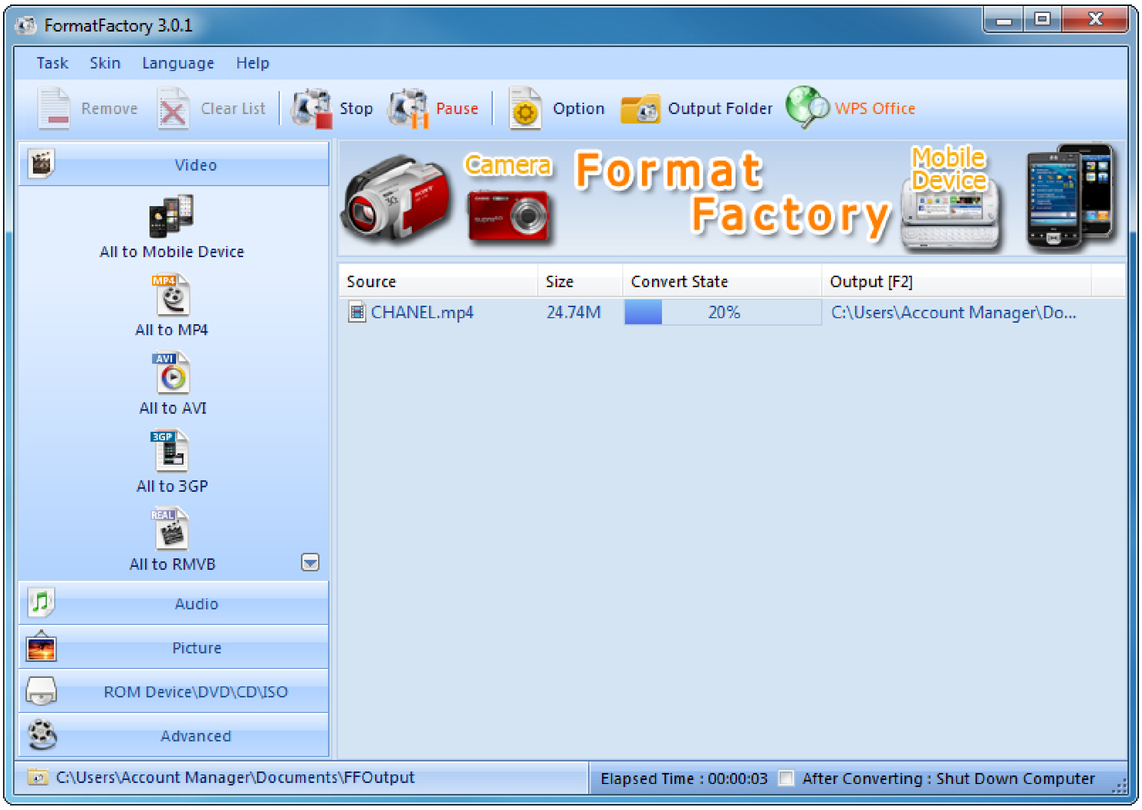
8. Click "OK".



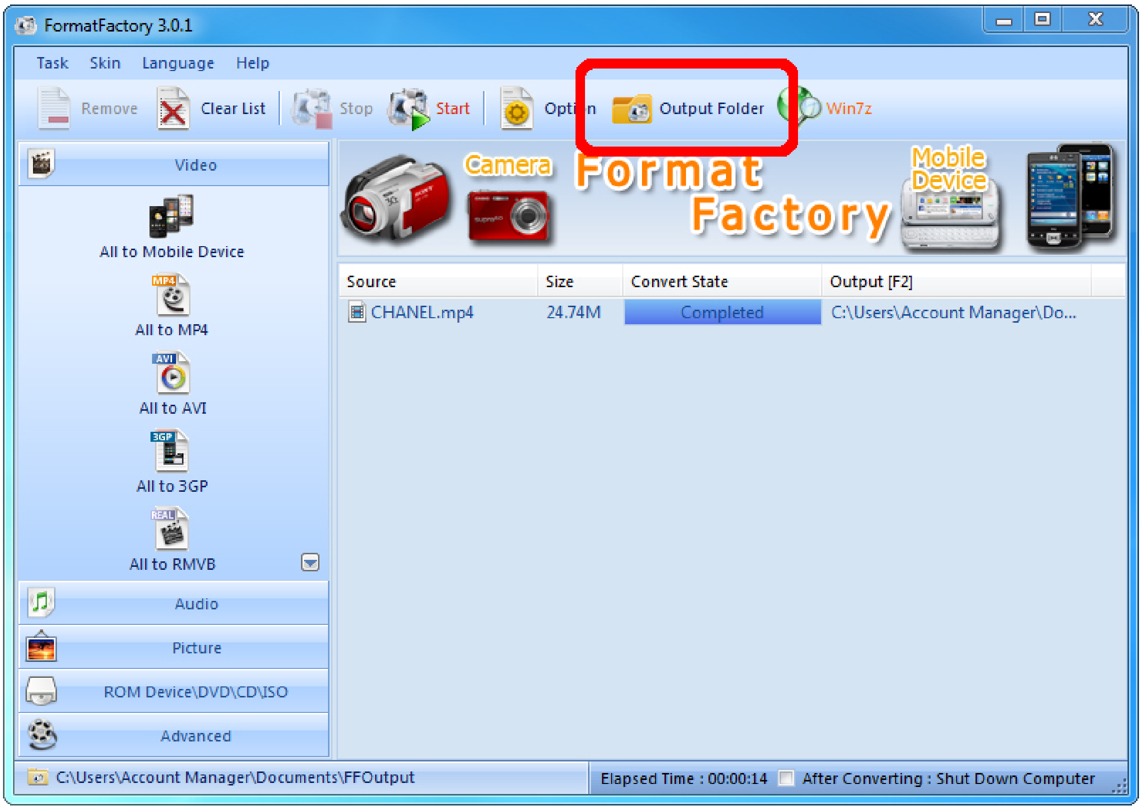
9. Click “Start”.



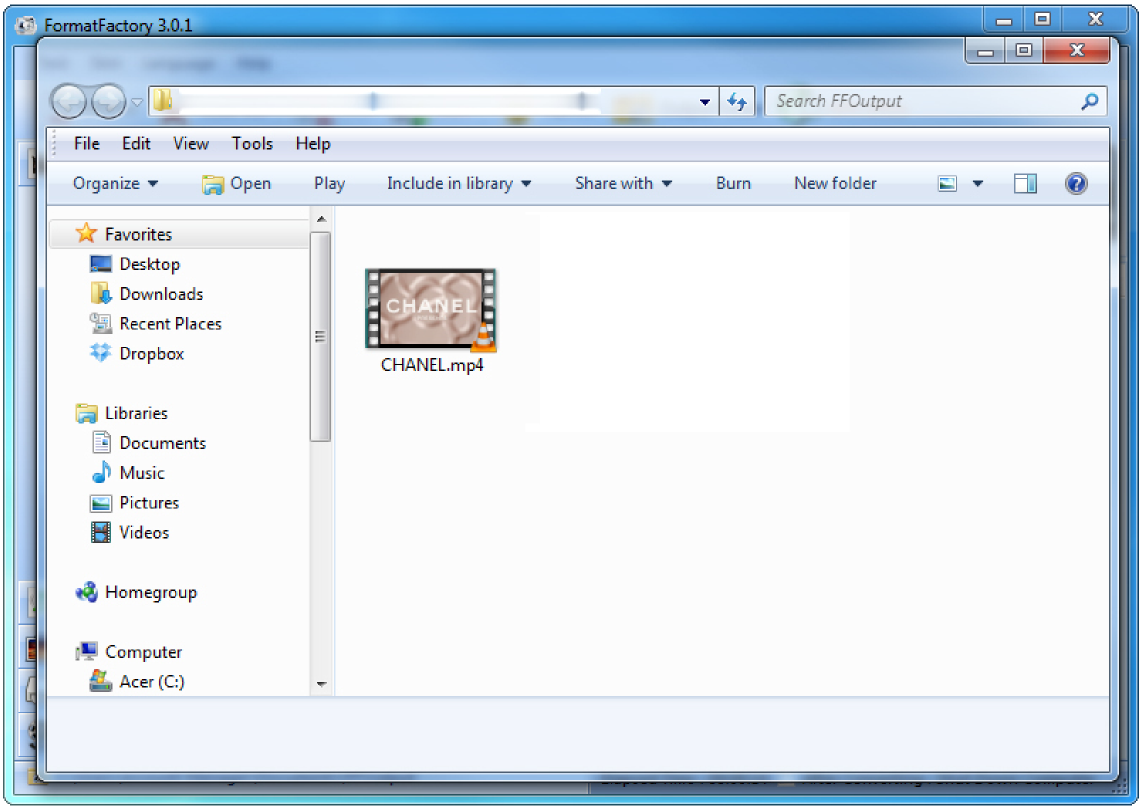
10. Your video will now be converted. You can track it’s progress with the “Convert State” bar.



11. Now click "Output Folder" to access your converted video(s).



12. You will now be redirected to your converted videos. Please copy them to a location more convenient for uploading later.



3.5.2 HD Video Converter Deluxe (High Definition)

This is only really useful for High Definition videos.
Download link: http://www.winxdvd.com/hd-video-converter-deluxe/

This software is not free.

MP4 gives the best display quality. Please follow the following steps:

1. Select “**HD Video**” tab then the “**to HD MP4**” tab.
2. Change audio quality to 448 kbps, and change video quality to 12000, output image setting to custom size with custom aspect ratio, and video resolution to HD1080P(1920:1080), video codec to MPEG4.

See the screen shot below for the recommend settings.