

**XMP-6400**

**(IAD-16000)**

**Hardware User Manual**



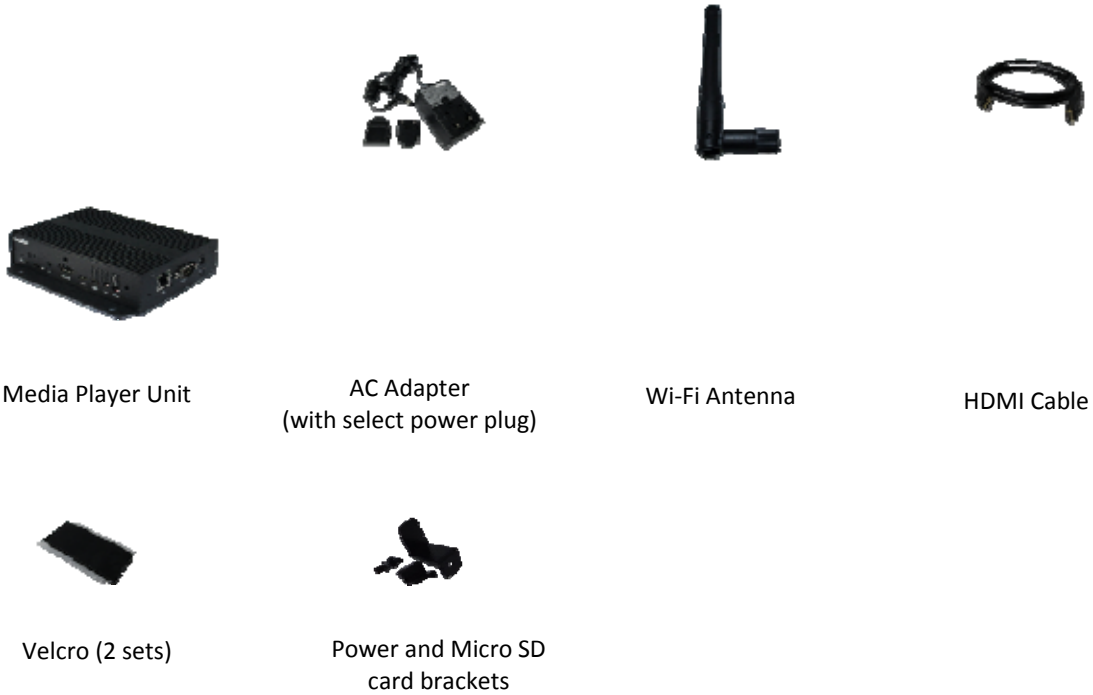
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# 1. Introduction

This document describes the hardware of the XMP-6400 (IAD-16000).

## 1.1. Package contents



**NOT INCLUDED:** A USB mouse is required for system setup

## 1.2. Installation

### Attach wireless antenna

Attach the wireless antenna as shown below, and then screw antenna clockwise onto the post.



### Mounting Option: [Attach the player on the back of the monitor using Velcro]

1. Separate the Velcro pads, and stick on the bottom of player.
2. Stick the other Velcro pad onto the back of monitor, and then attach the player to it.
3. Use HDMI cable to connect player and the monitor.



### 1.3. Physical view



#### Physical features (left to right in above illustration)

- Reset button to perform factory reset
- Micro SD card slot
- 3.5mm Audio out
- HDMI 1.4 connector for digital video and audio combined **INPUT**
- Micro USB for ADB , Android debug console port
- 3 x USB ports for USB content update and configuration
- Power(green) and Status(orange) LED indicator
- Ethernet port for network content update
- RS232 port for display control
- DC input port
- Wireless antenna post
- Kensington lock
- S/PDIF Audio out
- HDMI 1.4 connector for digital video and audio combined **OUTPUT**
- VGA out

## 2. Technical Data

### 2.1. Specifications

XMP-6400 (IAD-16000)	
<b>Video format support</b>	POPAI Screen Media Standards S6 (MPEG-1 SIF, 3Mbps CBR) S7 (MPEG-1 480p, 10Mbps CBR) S8 (MPEG-1 720p, 15Mbps CBR) S9 (MPEG-2 480p, 6Mbps CBR) S10 (MPEG-2 720p, 12Mbps CBR) S11 (MPEG-4 AVC, 480p, 6Mbps CBR) S12 (MPEG-4 AVC, 720p, 10Mbps CBR) E4 (VC-1/WMV9, MP@ML, 720p) E7 (MPEG-4 ASP, 480p, 10Mbps CBR) E8 (MPEG-4 AVC, 1080p, 10Mbps CBR)
<b>Image format support</b>	POPAI Screen Media Standards S1 (JPEG 480p baseline) S2 (JPEG 720p baseline) S3 (JPEG 1080p baseline) E1 (PNG 24bpp+alpha, 480p) E2 (PNG 24bpp+alpha, 720p) E3 (PNG 24bpp+alpha, 1080p)
<b>Audio codec support</b>	POPAI Screen Media Standards S4 (MPEG L2 audio) S5 (MP3 audio, 320Kbps)
<b>Dynamic content</b>	W3C HTML5 (HTML, CSS, JavaScript) W3C SMIL 3.0 instructions (sub-set)
<b>Physical I/O connectors</b>	HDMI 1.4 for AV INPUT HDMI 1.4 for AV OUTPUT VGA RS232 USB 2.0 x 3 RJ45 Ethernet port Wi-Fi antenna port Micro USB for ADB Micro SD card slot LED: Power(green)/Status(orange)
<b>Local storage</b>	8 GB eMMC (up to 6 hrs of typical 720p video @ 3 Mbps) Micro SD card expansion slot
<b>Accessories</b>	AC adapter HDMI cable Wi-Fi antenna Velcro ( 2 sets ) Micro SD card slot bracket/screw x1 Power jack bracket/screw x1
<b>Power requirement</b>	12V 1.5A DC
<b>Power consumption</b>	<b>6 W</b>
<b>Environmental</b>	Operating temperature: 0 – 50° C / 32 – 122° F Humidity: 10 – 85% @ 45° C / 32 – 113° F non-condensing
<b>Dimensions</b>	Top housing: 138.60x98x30.20 mm ( 5.45x3.85x1.18 inches) Base: 138.60x 128.10x30.20 mm (5.45x5.04x1.18 inches)
<b>Weight</b>	<b>478 g</b> <b>1.05 lbs</b>

<b>Safety</b>	UL/FCC/CE
<b>Certifications</b>	CE/FCC/RoHS
<b>Warranty</b>	One-year limited parts & labor

# Firmware User Manual

Firmware version – 1.2

## Media Players:



XMP-6200



MBR-1100



XMP-7300  
(IAD-16001)



XMP-6400  
(IAD-16000)

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### 3. Introduction

This document describes the basic operation of the player and frequently asked questions.

#### 3.1. Features

This is a Full HD 1080p high definition digital signage player featuring industrial grade mechanical design and versatile open-standard HTML5 and SMIL programmability.

- Support for HTML5 widgets for dynamic content (W3C Widgets standard)
- Industry leading W3C SMIL support for developers
- Full HD 1080p hardware decoding of MPEG1/2/4, H.264, and VC-1 media formats
- Supports full POPAI Screen Media Formats Standards profiles S1 to S12, and E1 to E8
- Multiple 3<sup>rd</sup> party software solution compatibility

### 4. Configuring the Player

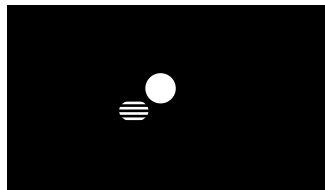
#### 4.1. System connections

If it is a media player, connect it to a monitor via an HDMI cable.

If it is a signboard (with built-in screen), no monitor is required. However, a signboard player can still be connected to a monitor via HDMI for larger display area.

When using an **HDMI connection**, audio is sent along with video over the HDMI cable, so no additional cables are required.

- 1 Attach the AC power adapter to power on the unit. After approximately 15 **seconds**, the booting animation will be displayed on screen as shown below :



- 2 The boot-up process takes approximately 40 **seconds** to complete.

#### Troubleshooting Tips for media players

The operation indicators light up, but no video is displayed on screen

- Ensure that your video cable (HDMI) is securely connected. When using an HDMI connection, choose high quality, certified HDMI cables or try using shorter length cables
- Check if your monitor is turned on and the correct video input source is selected

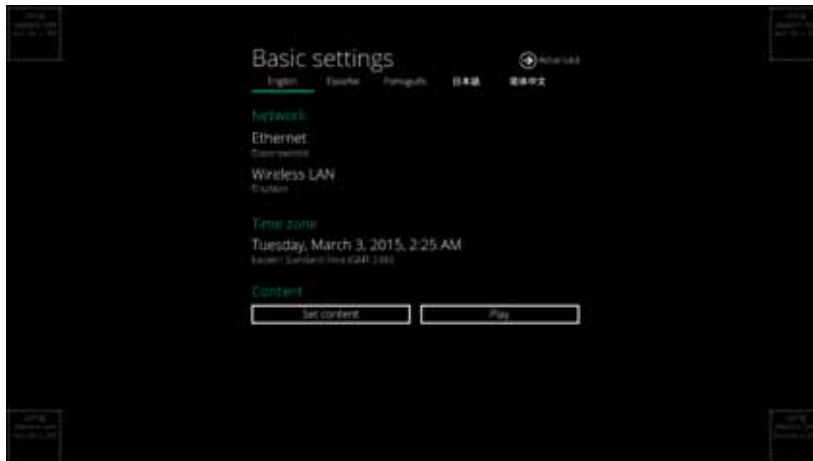




After boot-up completes, player will stay in Basic settings menu if no content service has been configured (i.e. first boot-up for brand new unit or after a factory reset). If you have already set content into the player, contents will play back automatically after 15 seconds after boot-up.

## 4.2. Basic settings

You must attach a USB mouse to the player to configure settings. If the player has **touch screen**, then the USB mouse is not required, and all the click action can be replaced by tap action.



(Fig. 2.2.1)

Basic settings:

– Network, Time zone and Content.

Each time the Basic settings menu is entered, playback will automatically begin after 15 seconds if content services have been previously set. Auto playback can be canceled by clicking on the button before the countdown ends.

User is able to enter Advanced Settings by clicking the Advanced button.

To enter the menu system at any time **during playback**, plug in a USB mouse and hold the left mouse key in the corner area as shown below for 10 seconds. If the player has touch screen, then tapping and holding in the corner areas for 10 seconds would also bring you to the menu.



\*Player will ask for password if password has been configured.

## 4.3. Connect the player to your network

### Wireless connection

- 1 Click the **Wireless LAN** setting to launch the wireless configuration UI.



(Fig. 2.3.1)

- 2 Click the **ON/OFF** button as indicated below to turn ON Wireless interface (network).



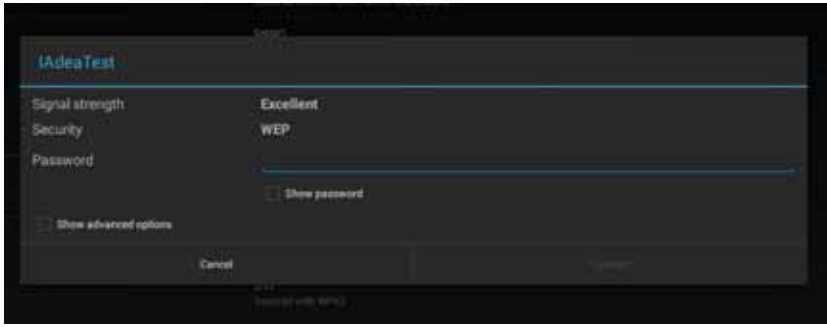
(Fig. 2.3.2)

- 3 The player will scan for wireless signals nearby and available access points will be listed.



(Fig. 2.3.3)

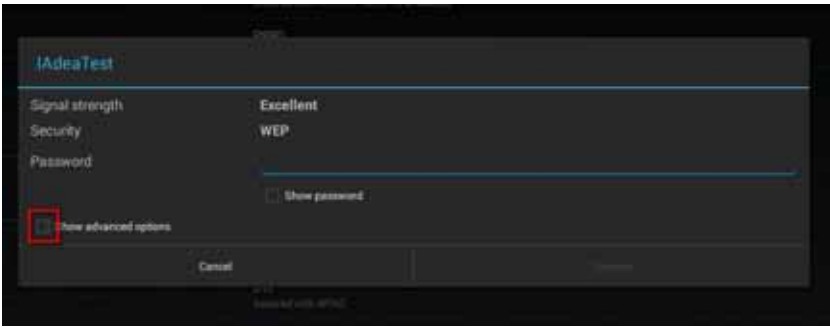
- 4 Click on the network ID to connect. If the network requires authentication, you will be asked to provide a password.



(Fig. 2.3.4)

**Static IP – manually assign network IP address**

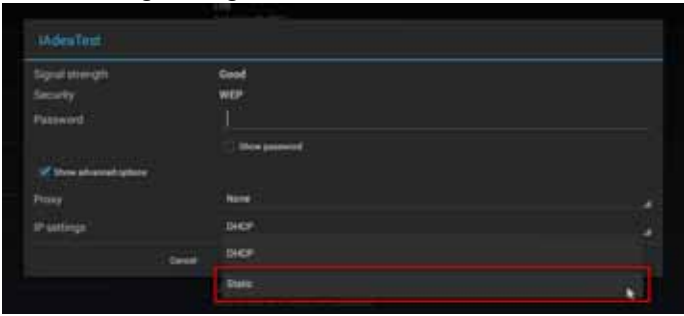
**1** Check the box that says "Show advanced options"



(Fig. 2.3.5)

Click down arrow to hide keyboard if needed.  
You can also scroll down/ swipe to see the rest of the menu.

**2** Under IP settings, change DHCP to Static.



(Fig. 2.3.6)

**3** Fill the form and click Connect to complete the setting.  
(Scroll down/ swipe to see the rest of the menu if needed )



(Fig. 2.3.7)

## Wired connection

To use the wired Ethernet connection, connect an Ethernet cable. Ethernet connection takes higher priority.

### *DHCP – automatically assign network IP address*

- 1 Turn on Ethernet. If using DHCP, no further action is required.



(Fig. 2.3.8)

### *Static IP – manually assign network IP address*

- 1 Click **Static IP Settings** to configure static IP address.



(Fig. 2.3.9)

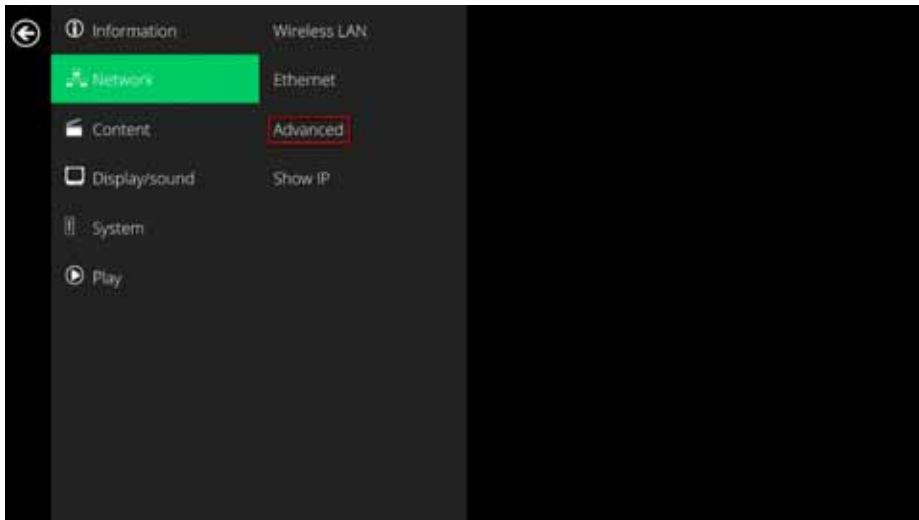
## Proxy settings

- 1 In Basic settings, click the **Advanced** button, advanced configuration menu will be launched.



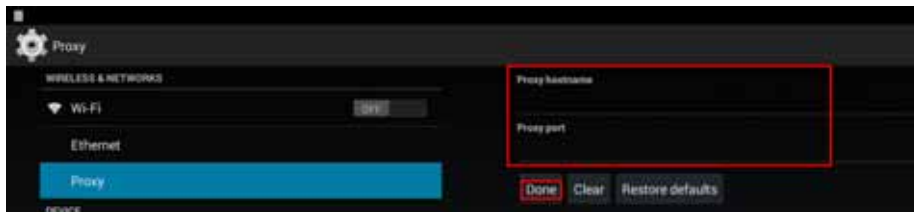
(Fig. 2.3.10)

- 2 Click **Network**, and then click **Advanced**.



(Fig. 2.3.11)

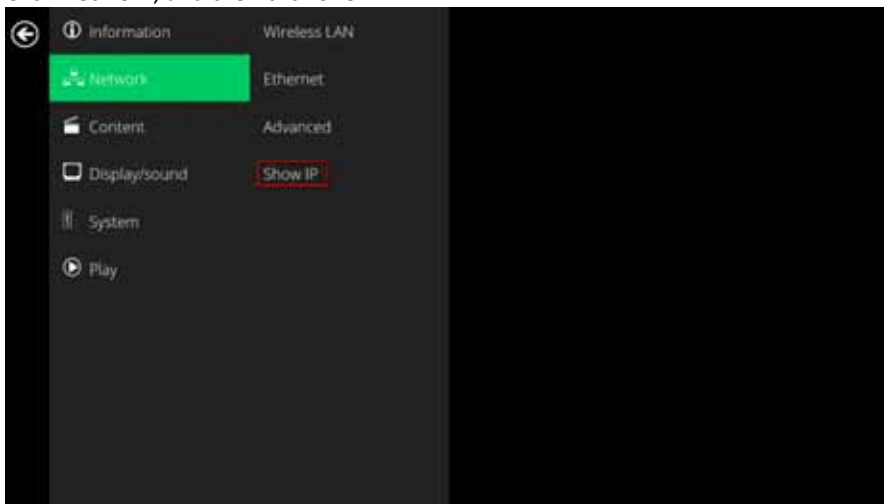
- 3 Proxy setting menu will be launched, input proxy hostname and port , then click Done to finish configuration.



(Fig. 2.3.12)

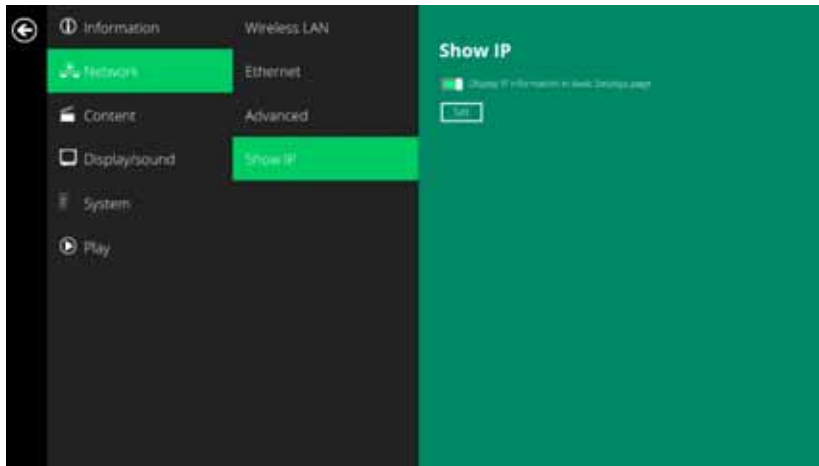
### Show IP settings

- 1 In Basic settings, click the Advanced button, advanced configuration menu will be launched. (Fig. 2.3.10)
- 2 Click **Network**, and then click **Show IP**.



(Fig. 2.3.13)

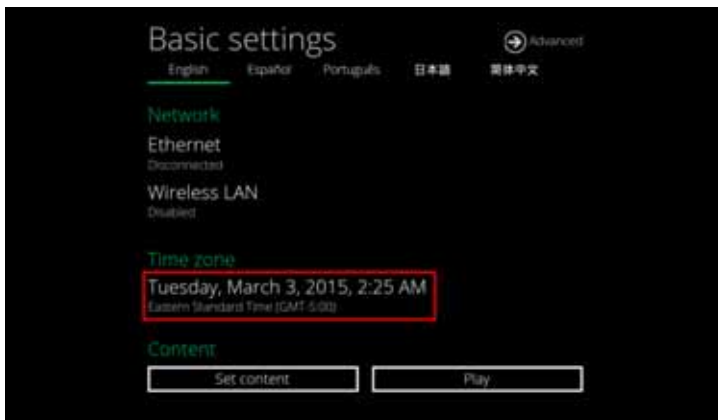
- 3 This feature is to control whether the IP address being displayed in Basic settings menu. This is default enabled. When disabled, Basic settings will display “connected” instead of IP address.



(Fig. 2.3.14)

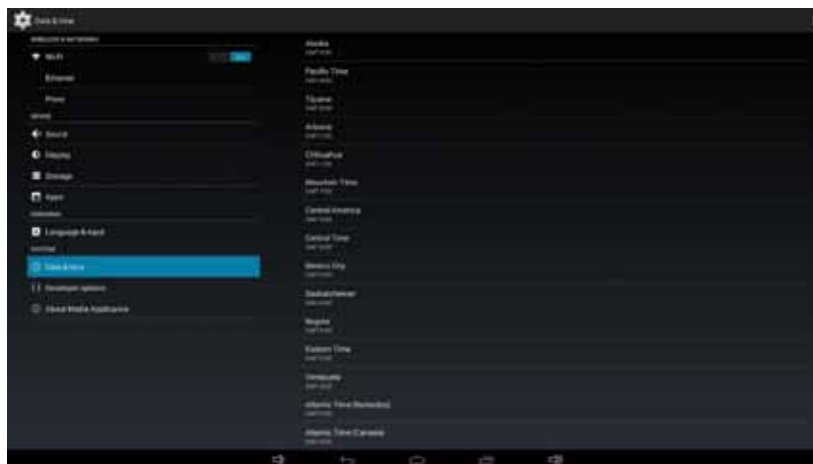
## 4.4. Time zone settings

- 1 Click **Time zone**.



(Fig. 2.4.1)

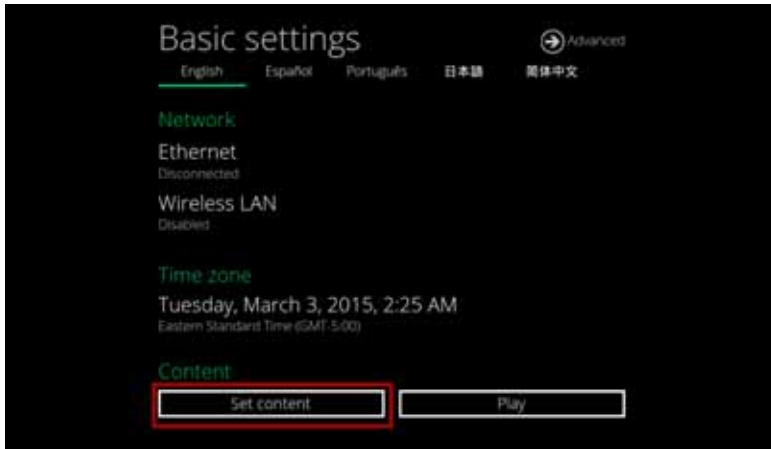
- 2 Choose the correct time zone from the available options.



(Fig. 2.4.2)

## 4.5. Content settings

- 1 Click the **Set content** button.



(Fig. 2.5.1)

- 2 Input the **SMIL/HTML5 content URL** and click **Set**. It will return to **Basic Settings** automatically.

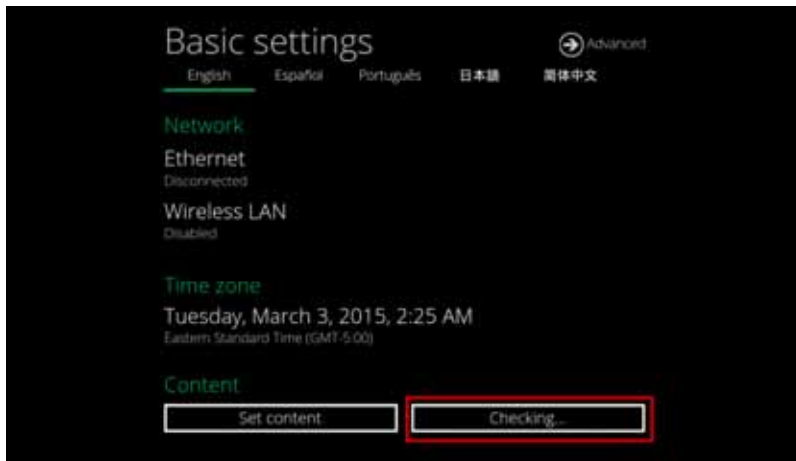


(Fig. 2.5.2)

- 3 The player will check the availability of **SMIL/HTML5 content URL**, with the **Play** button showing **Checking...** The checking action can be canceled by clicking **Checking...** button, it will change back to **Play**.

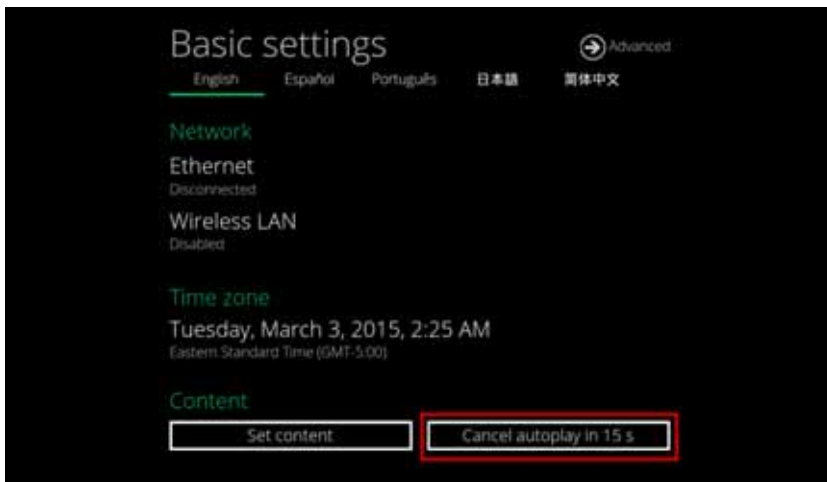
### NOTE:

It is highly recommended to let the player check the availability of the content URL. Clicking **Play** button with a bad/invalid URL set would cause the player to reboot, if the **FailSafe** function is not configured.



(Fig. 2.5.3)

- 4 If the **SMIL/HTML5 content URL** is available, the **Play** button will change to a 15-second countdown and the playback will start after the countdown. The countdown can be canceled by clicking the button. If it keeps showing **Checking...** for a long time, please go back to **Set content** to check the correctness of the URL.



(Fig. 2.5.4)

## 4.6. Player Information

User can check the player's basic information including the Health status, Firmware version, and Player ID.

- 1 Click the **Advanced** button, advanced configuration menu will be launched.



(Fig. 2.6.1)

- 2 Click on **Information**. The definitions of the Health Status:  
Green – Normal. The device is connected to the URL server.  
Blue – Local. The device is playing content from the USB drive or SD card.  
Gray – Disconnected. The device is disconnected.



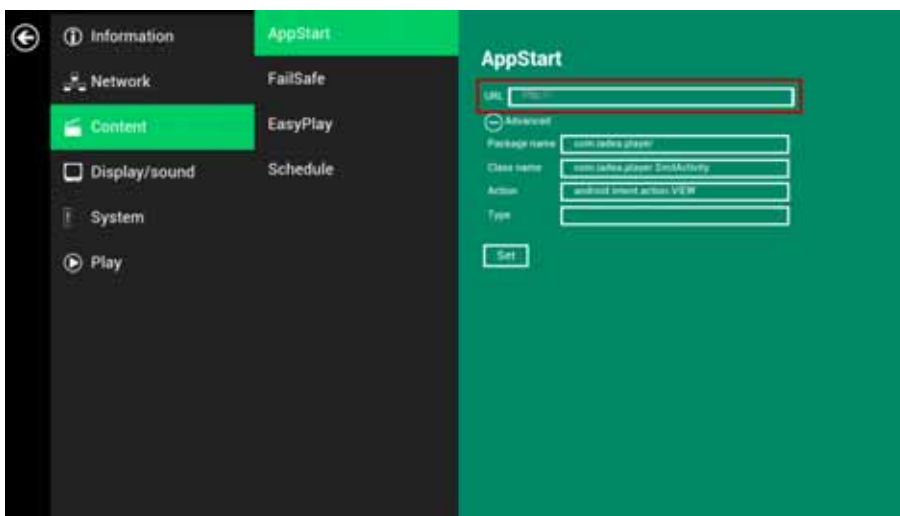


(Fig. 2.6.2)

#### 4.7. Content configuration – AppStart

User can assign the URL and APP for execution right after the system starts up.

- 1 Click the **Advanced** button. (Fig. 2.6.1)
- 2 Click on **Content**, and then click on **AppStart**.
- 3 Enter the valid URL of HTML/SMIL in **AppStart** (Fig. 2.7.1). If you already configured SMIL/HTML5 content URL via "Set content" (Fig. 2.5.2), the URL would be showed here.
- 4 The Advanced option is used for 3rd-party App configuration only.

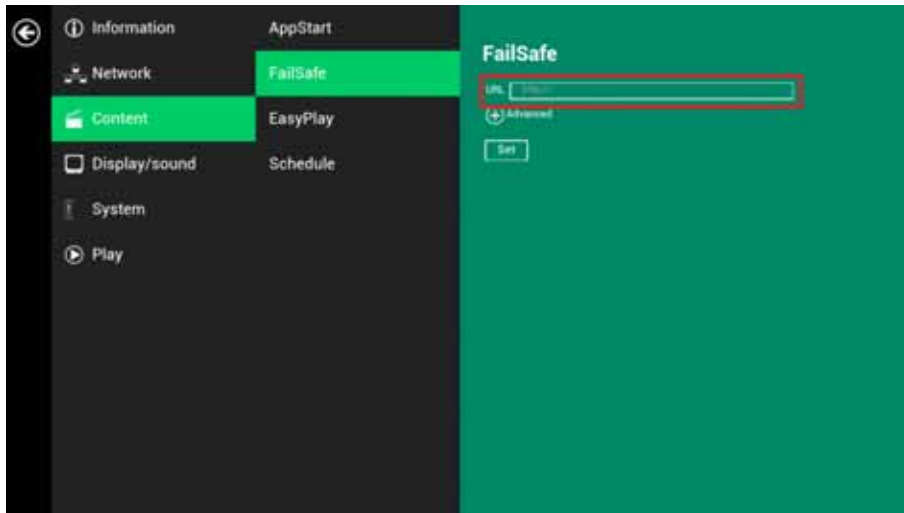


(Fig. 2.7.1)

#### 4.8. Content configuration – FailSafe

User can assign the URL and APP for execution while the system has failed to play the assigned content.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click on **Content**, and then click on FailSafe.
- 3 Enter the URL of HTML/SMIL in FailSafe.
- 4 The Advanced option is used for 3rd-party App configuration only.



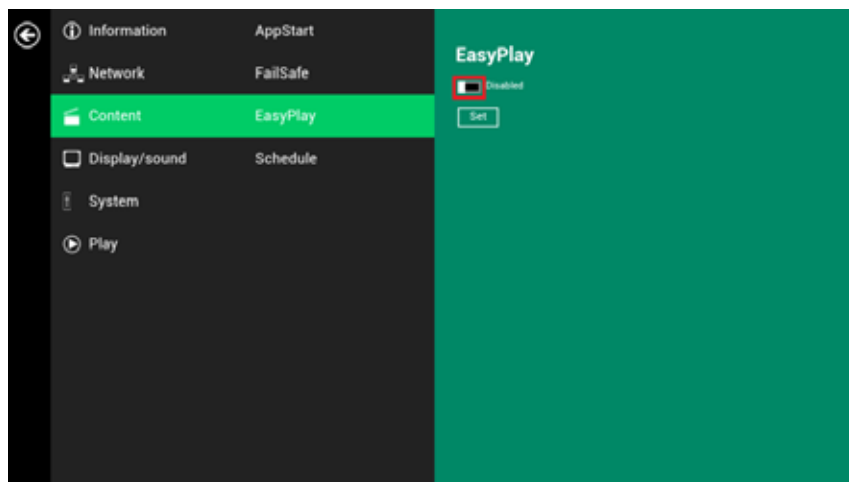
(Fig. 2.8.1)

## 4.9. Content configuration – EasyPlay

The feature EasyPlay allows the player to play media content from the USB flash drive (or Micro SD card) directly. Please note media files does not copied to player’s internal storage, so USB flash drive (or Micro SD card) must not be removed.

When EasyPlay is enabled, the player will play content **only** from the USB drive (or Micro SD card). If user wants to play content from the URL server configured via “**Set content**”, **EasyPlay** must be disabled.

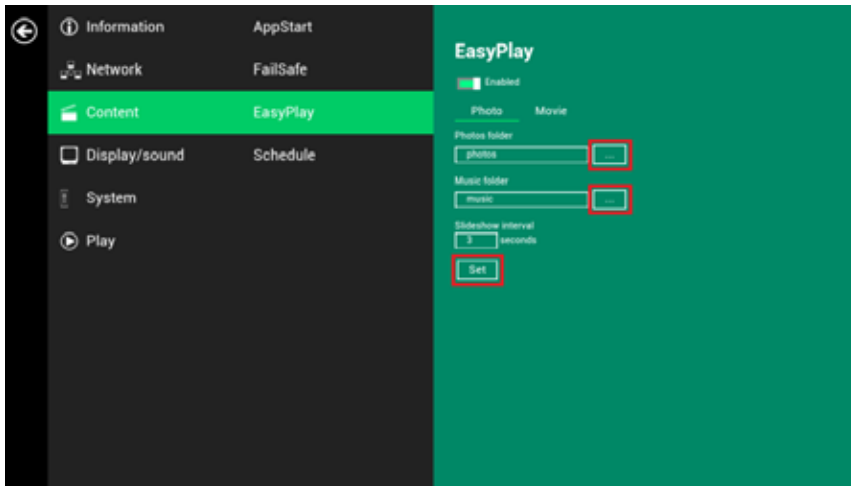
- 1 Insert USB drive or Micro SD card containing media content that you want to play.
- 2 Click the **Advanced** button. (Fig. 2.6.1)
- 3 Click on **Content**, and then click on **EasyPlay**.
- 4 Click **Disabled/Enabled** button to enable EasyPlay, and choose from 2 available operation modes, Photo Mode and Movie Mode.



(Fig. 2.9.1)

### Configure Photo Mode

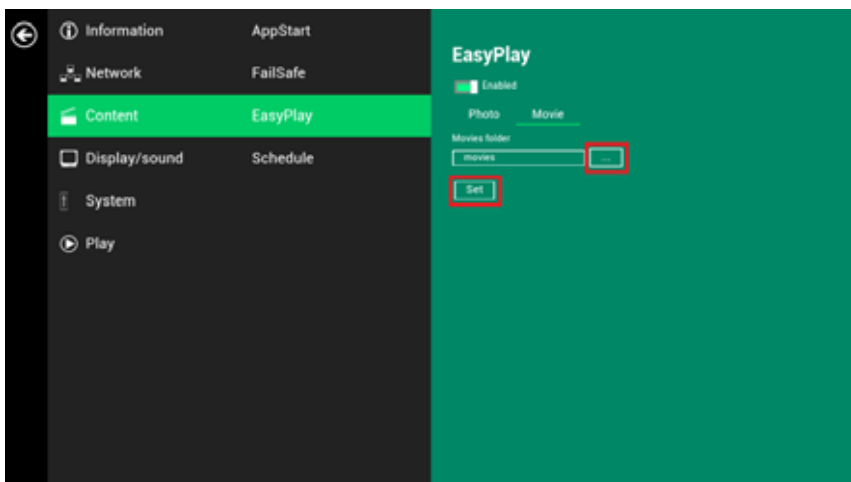
- 1 Click on Photo for choosing photos and music. Click on the buttons as marked in red below, and select the directories for photos and music from the USB drive.
- 2 Click **Set** button after selecting the directories.



(Fig. 2.9.2)

### Configure Movie Mode

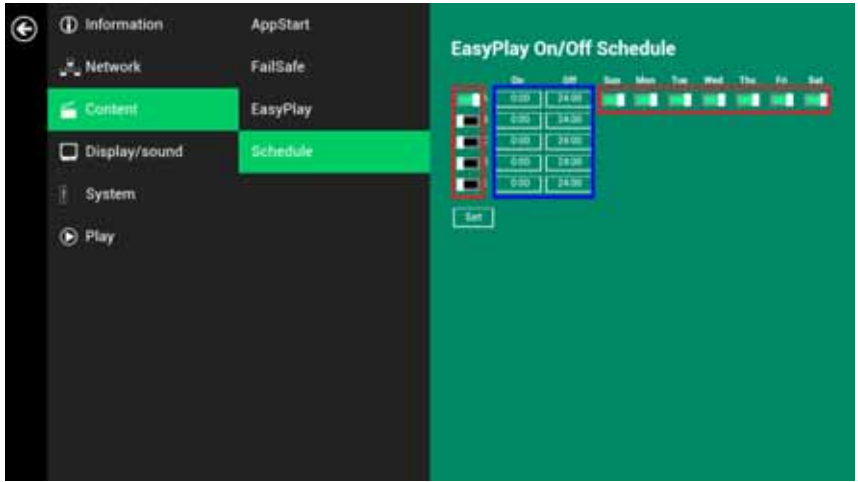
- 1 Click on **Movie**. Click on the button as marked in red below, and select the directory for movies from the USB drive.
- 2 Click **Set** button after the folder is selected.
- 3 The files in the selected folders will be played after clicking the Play button in the Basic or Advanced settings menu.



(Fig. 2.9.3)

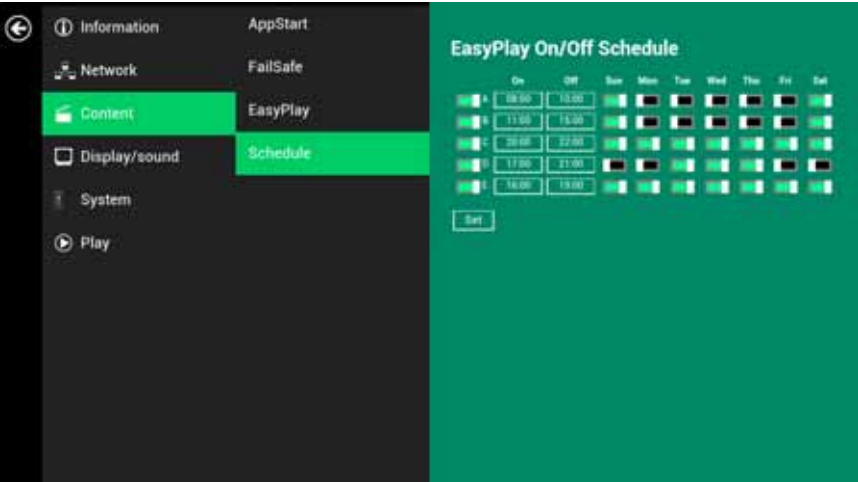
### EasyPlay Schedule configuration

- 1 Click the Advanced button. (Fig. 2.6.1)
- 2 Click on **Content**, and then click on **Schedule**.
- 3 Click on the buttons marked in red below to enable/disable the EasyPlay schedule for each time slots. Type the scheduled time in the dialogue boxes marked in blue below by using the pop-up keyboard or the USB keyboard.



(Fig. 2.9.4)

4 The "On" times assigned in the time slots A-E are **inclusive**. For example, a schedule assigned as the example below:



(Fig. 2.9.5)

The exact playback time will be the time slots marked in blue as shown in figure 2.9.6. The dark blue parts are the overlap time of C/D and D/E.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
00:00							
01:00							
02:00							
03:00							
04:00							
05:00							
06:00							
07:00							
08:00	Blue						Blue
09:00	Blue						Blue
10:00							
11:00	Blue						Blue
12:00	Blue						Blue
13:00	Blue						Blue
14:00	Blue						Blue
15:00							
16:00	Blue	Blue	Blue	Blue	Blue	Blue	Blue
17:00	Blue	Blue	Dark Blue	Dark Blue	Dark Blue	Blue	Blue
18:00	Blue	Blue	Dark Blue	Dark Blue	Dark Blue	Blue	Blue
19:00	Blue	Blue	Dark Blue	Dark Blue	Dark Blue	Blue	Blue
20:00	Blue	Blue	Dark Blue	Dark Blue	Dark Blue	Blue	Blue
21:00	Blue	Blue	Dark Blue	Dark Blue	Dark Blue	Blue	Blue
22:00							
23:00							

(Fig. 2.9.6)

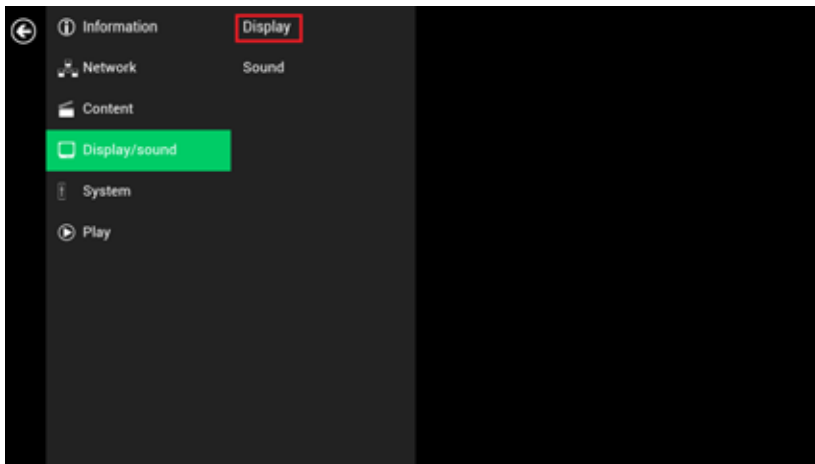
## 4.10. Display settings

### Resolution settings (for media players)

For best quality, set the output resolution to match your display's native resolution to avoid image scaling and blur.

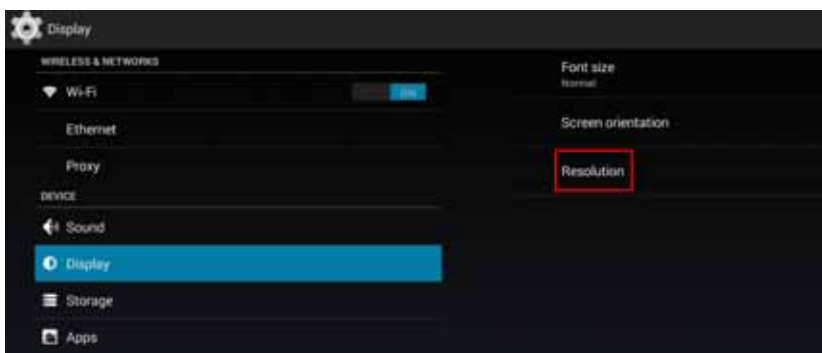
If you are connecting an LCD computer monitor, projector, or plasma display, refer to the device specifications for optimal settings.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click the **Display/sound** button, and then click on **Display**. The Display Settings page will be launched.

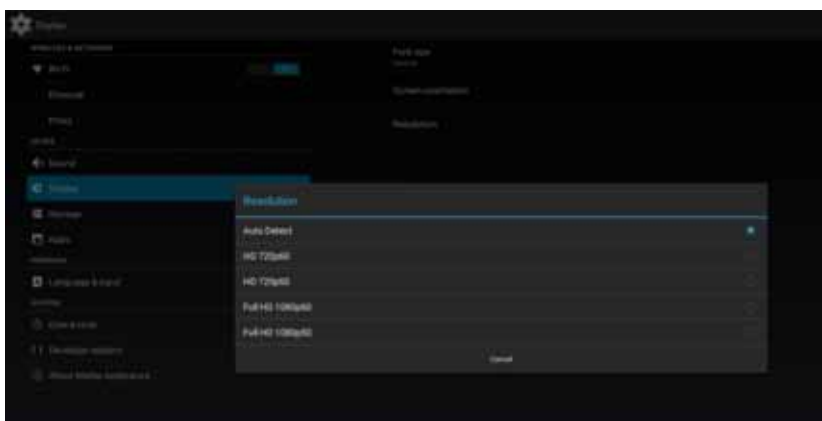


(Fig. 2.10.1)

- 3 Click on **Resolution**, and select suitable resolution from the popup menu. Default configuration is Auto Detect, player will auto detect and use the best optimized resolution that your display supports.



(Fig. 2.10.2)



(Fig. 2.10.3)

## Resolution and Dual Display (for signboards)

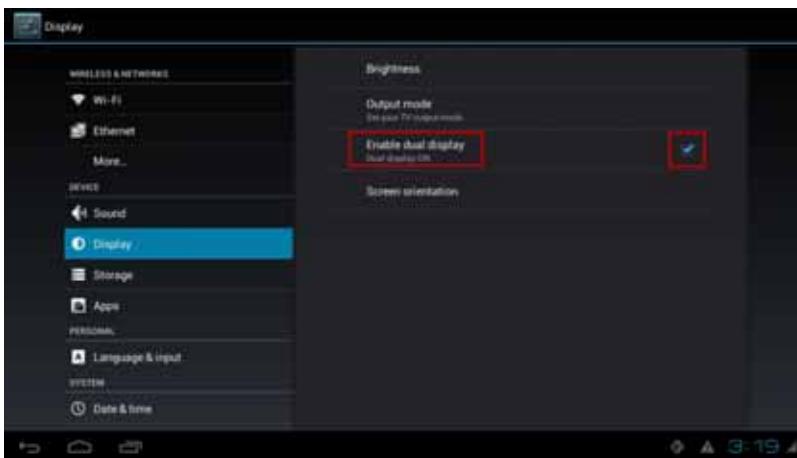
The default **Output mode** is set to "Panel". (Fig. 2.10.4) With **Output mode** set to "Panel", the signboard is **ONLY** displaying image on the panel.



(Fig. 2.10.4)

Signboards support output to panel and external monitor at the same time, to use this function, please:

- 1 Check "Enable dual display" in the **Display menu**. (Fig. 2.10.5)
- 2 Connect signboard to a monitor via HDMI port
- 3 Set the **Output mode** to a setting which best matches the monitor's specification. (Fig. 2.10.6)



(Fig. 2.10.5)

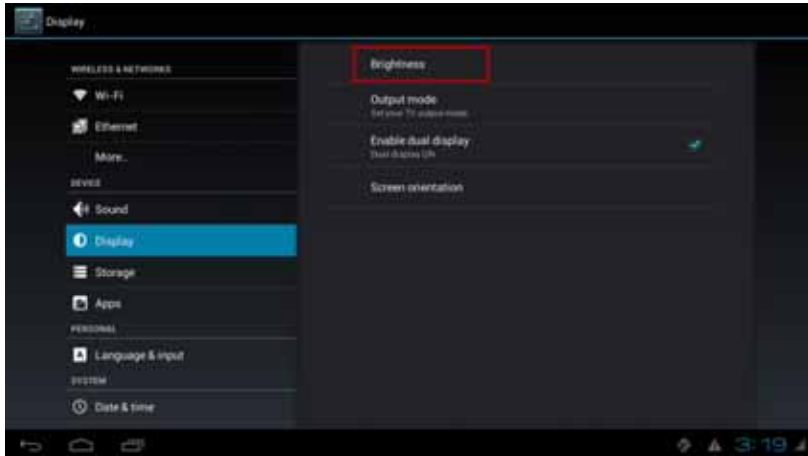


(Fig. 2.10.6)

## Panel Brightness (for signboards)

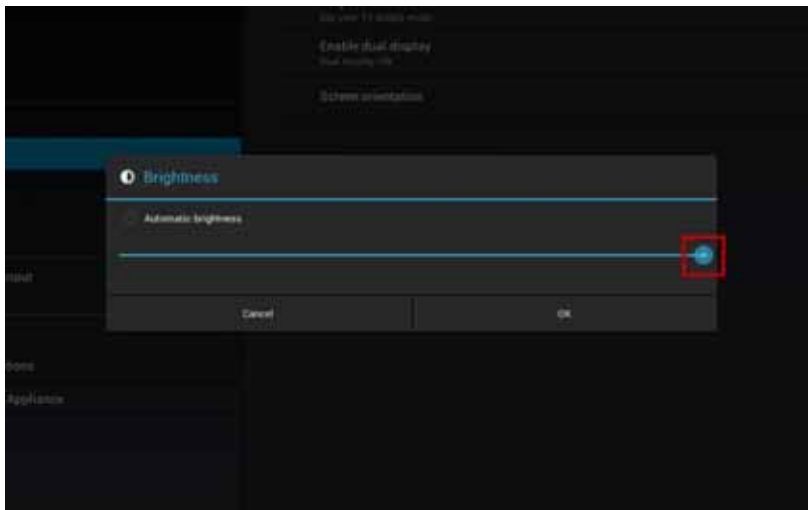
The default panel brightness is set to maximum, and it can be adjusted in the Display settings.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click the **Display/sound** button, and then click on **Display**. The Display Settings page will be launched. (Fig. 2.10.1)
- 3 Click on **Brightness**.



(Fig. 2.10.7)

- 4 Drag the blue dot marked in red below to adjust the brightness. Click on OK to save the configuration.

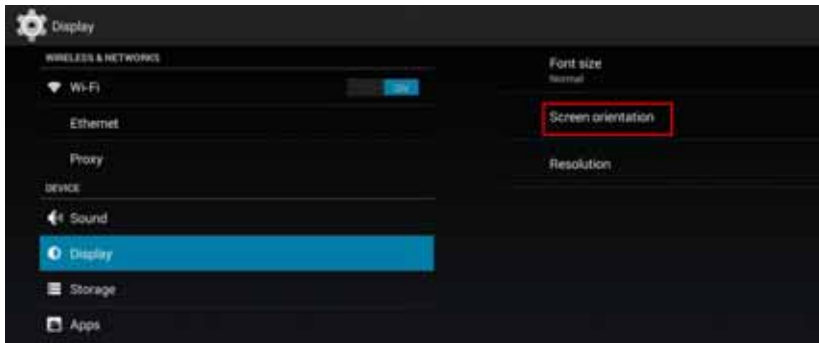


(Fig. 2.10.8)

## Screen orientation

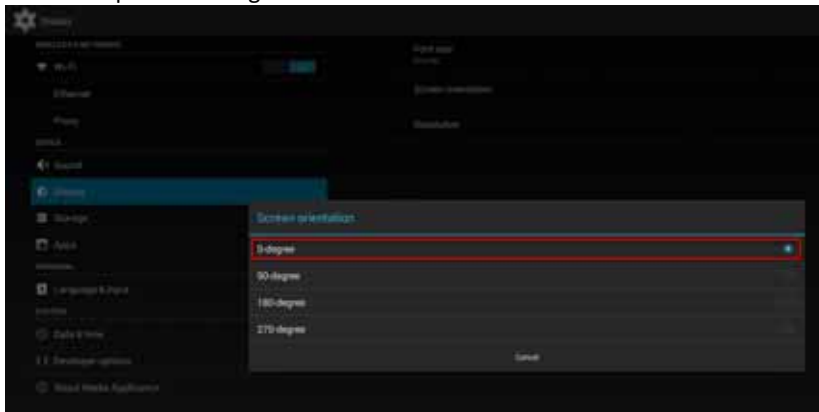
Screen orientation is to set the display to rotate 90/180/270 degrees.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click the **Display/sound** button, and then click on **Display**. The Display Settings page will be launched. (Fig. 2.10.1)
- 3 Click on the **Screen orientation** marked in red below.



(Fig. 2.10.9)

- 4 Click on the preferred angle from the menu.

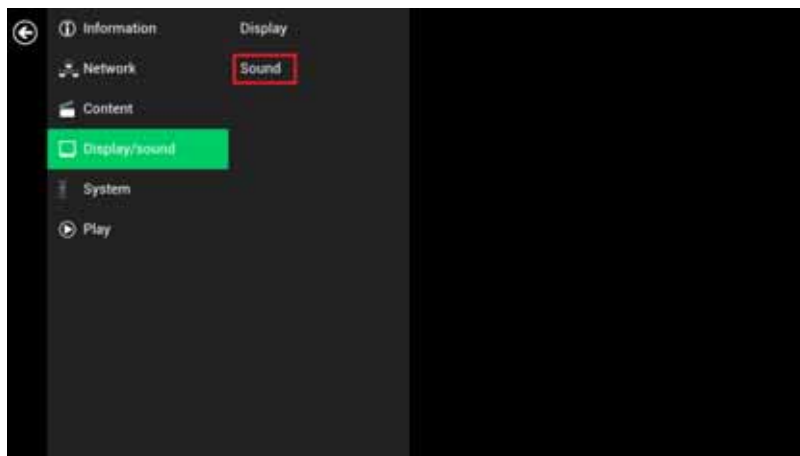


(Fig. 2.10.10)

## 4.11. Sound settings

To control the output sound volumes and touch sounds:

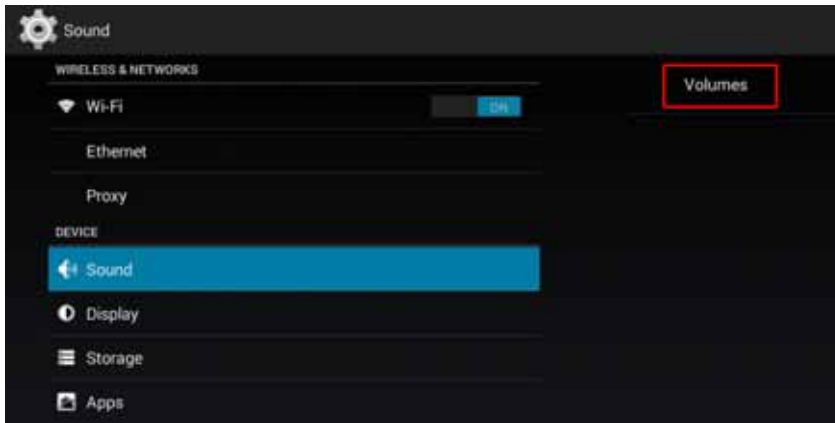
- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click the **Display/sound** button, and then click on **Sound**. The Sound Settings page will be launched.



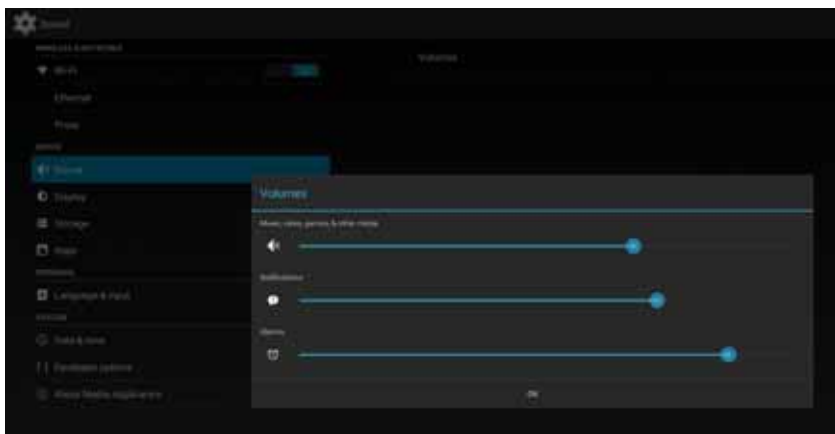
(Fig. 2.11.1)

- 3 Click on **Volumes**, the Volumes settings page will be launched. Drag the blue sliders to adjust the volumes for the selected options, and then click on OK to save the new settings.





(Fig. 2.11.2)

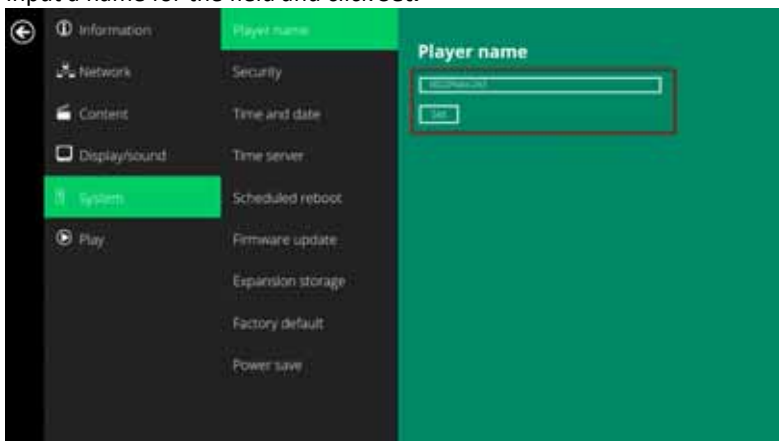


(Fig. 2.11.3)

## 4.12. System configuration – Player name

The player's name can be specified so the player can be easily recognized in the management software. (Management software support is required)

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click on **System**, and click on **Player name**.
- 3 Input a name for the field and click **Set**.

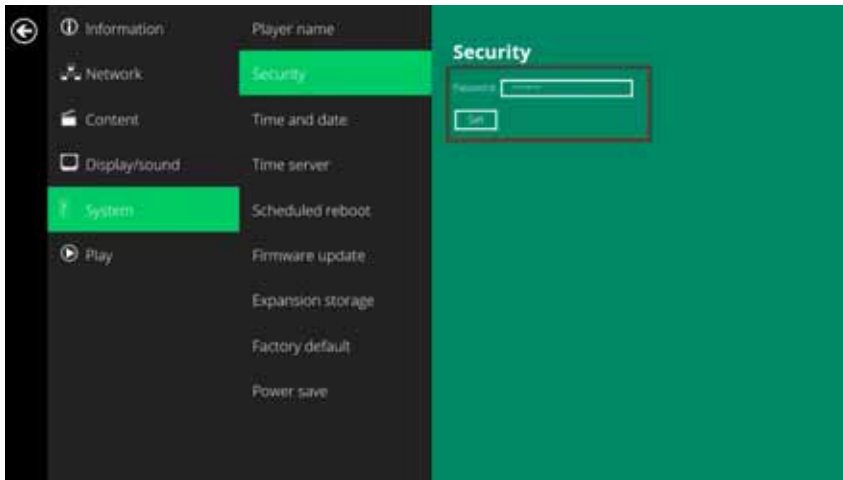


(Fig. 2.12.1)

## 4.13. System configuration – Security

A password can be set to provide authentication for player access. If the password is set, a password prompt will appear if a user is trying to enter the Basic settings menu from playback.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click on **System**, and click on **Security**.
- 3 Input a password in the field and click **Set**.



(Fig. 2.13.1)

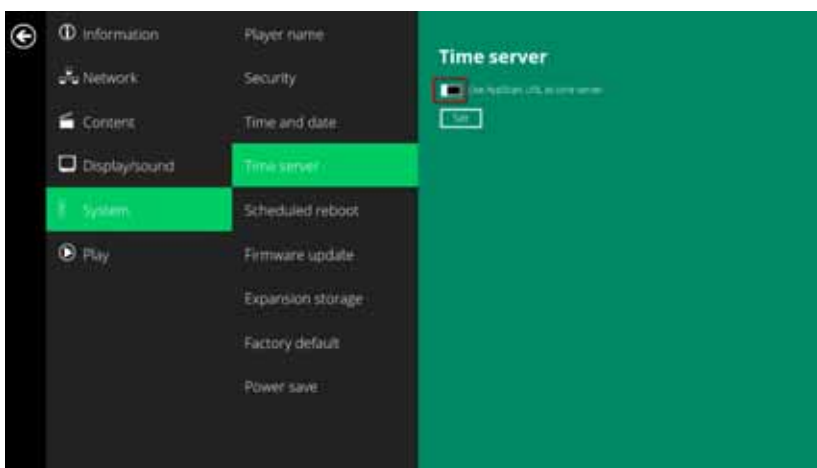
#### 4.14. System configuration – Time Server

The feature allows user to synchronize player's time with the web server where the appStart URL hosted, disabled by default.

When disabled, player synchronize it's time with Android default time server( ntp.pool.org), **this requires internet connection.**

When enabled, player synchronize it's time with the web server where the appStart URL hosted (based on http response header's time)

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click on **System**, and click on **Time server**.
- 3 Click the **Use AppStart URL as time server** button as marked in red below to enable/disable the time server function.
- 4 Click on **Set** to save the setting.

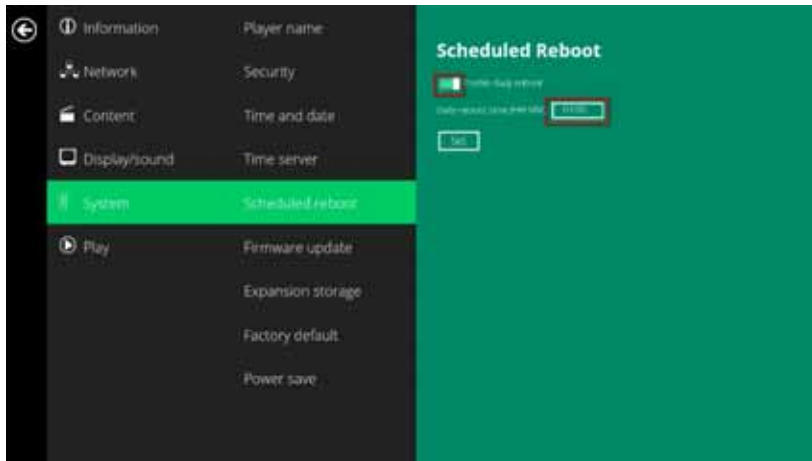


(Fig. 2.14.1)

#### 4.15. System configuration – Scheduled reboot

The feature Scheduled Reboot allows the player to reboot on the assigned time automatically every day.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click on **System**, and click on **Scheduled Reboot**.
- 3 Click the **Enable daily reboot** button as marked in red below to enable/disable the daily reboot function. Click on the dialogue box to set the time. The value can be inputted with the pop-up keyboard or the USB keyboard.
- 4 Click on **Set** to save the setting.



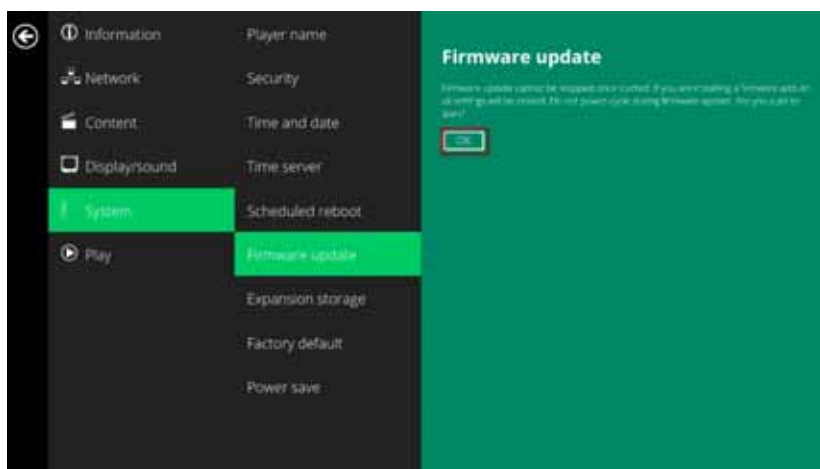
(Fig. 2.15.1)

#### 4.16. System configuration - Firmware update

Firmware updates can be performed by using a USB flash drive. Please read the release notes regarding the changes that will be made to your player before applying the upgrade.

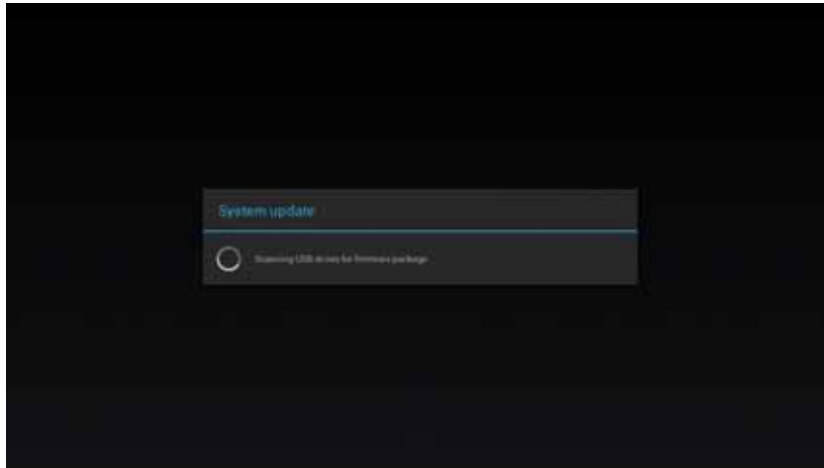
**IMPORTANT: DO NOT** unplug the USB drive or power down the player while the system is performing the firmware update.

- 5 Download the latest firmware from <http://www.digisignage.com> and copy it to the root directory of a USB drive
- 6 Plug in the power cord into the device.
- 7 After the boot-up completes, click the **Advanced** button on the Basic settings menu. (Fig. 2.6.1)
- 8 Click on **System**, then click **Firmware update**.
- 9 Click on **OK** to begin the firmware update.



(Fig. 2.16.1)

- 10 Plug in the USB drive while the screen shows "Scanning USB drives for firmware package".



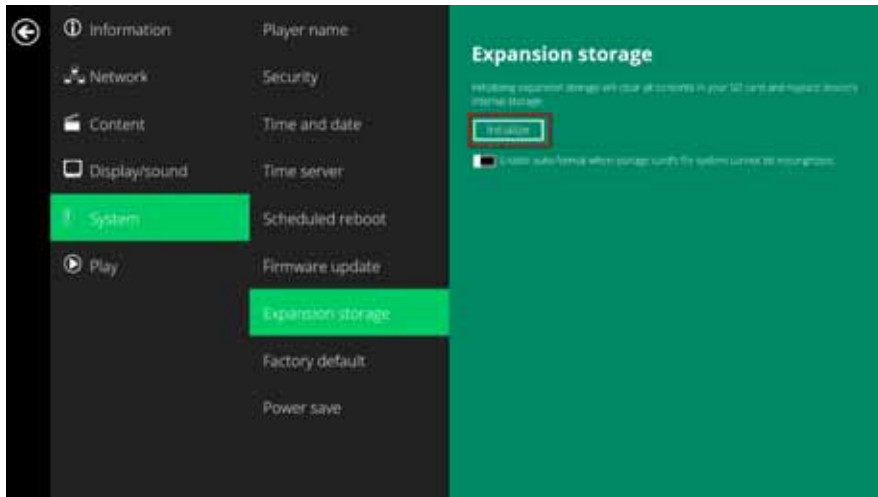
(Fig. 2.16.2)

## 4.17. System configuration – Expansion storage

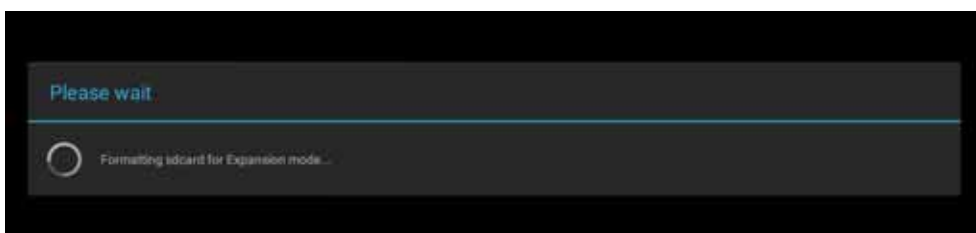
User can add extra Micro SD card to replace its internal storage, please note when internal storage being replaced, player use only the extra Micro SD card as main storage, internal storage will not be used.

### Manual Expansion

- 11** Power off device.
- 12** Insert Micro SD card and then plug in power cord to power on.
- 13** In the Basic settings menu, click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 14** Click on **System**, click on **Expansion storage** and click **Initialize**, player will format Micro SD card then reboot by itself.

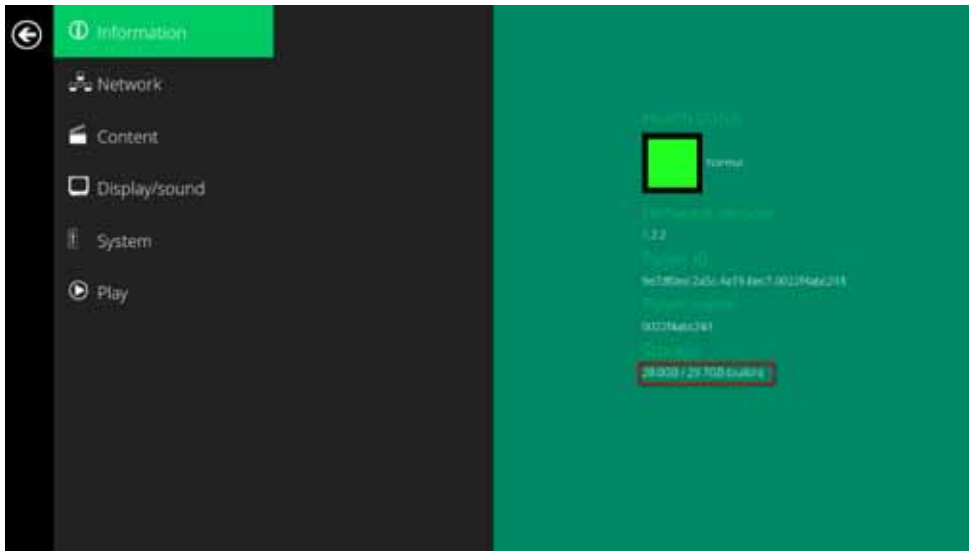


(Fig. 2.17.1)



(Fig. 2.17.2)

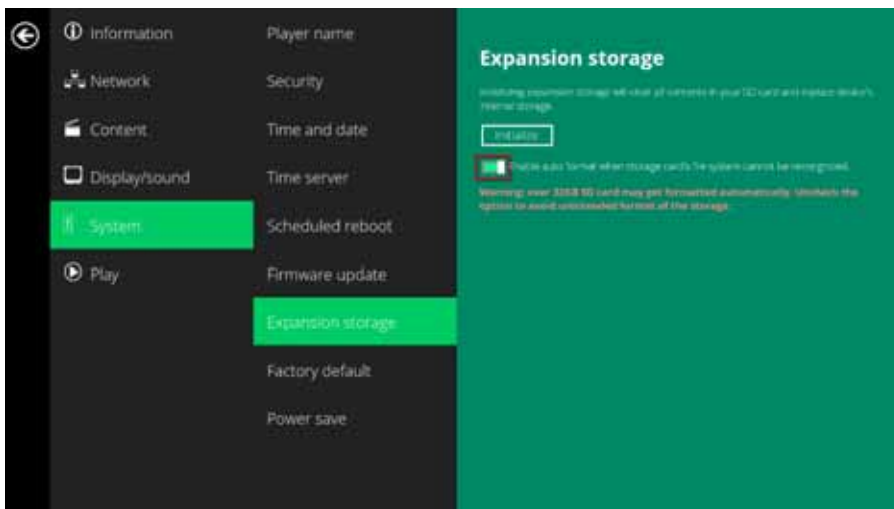
- 15** After boot up, check player information and new capacity will be displayed.



(Fig. 2.17.3)

### Auto Expansion

- 16 In the Basic settings menu, click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 17 Click on **System**, click on **Expansion storage** and enable **auto-format**.



(Fig. 2.17.4)

- 18 Power off device.
- 19 Insert Micro SD card and then plug in power cord to power on.
- 20 After boot up, check player information and new capacity will be displayed.(Fig 2.17.3)

## 4.18. System configuration - Factory reset

If you forget the system password you have set, you must reset the system to regain access to the player.

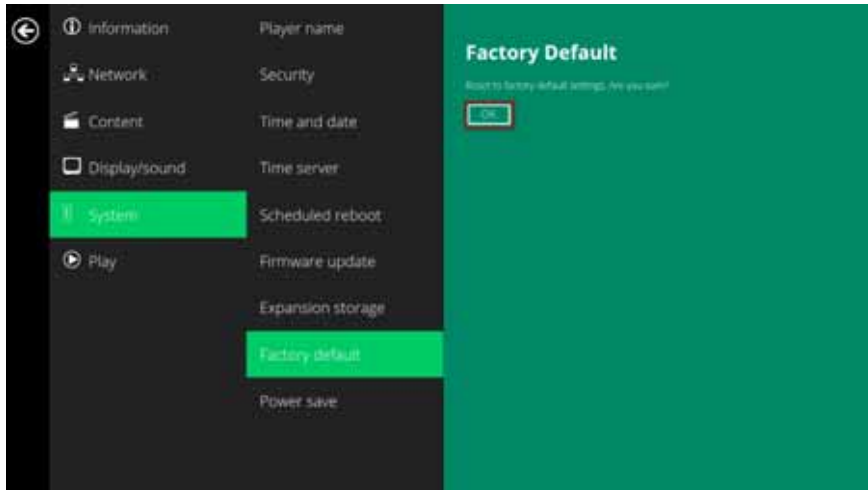
### Using the reset button

- 21 **PRESS** and **HOLD** the reset button with a pin.
- 22 **RE-CONNECT** the power cord.
- 23 **WAIT** until the status LED flashes.
- 24 **RELEASE** reset button and wait for system to initialize.

## Using a USB mouse

System reset will re-initialize the system, clear passwords, and return settings to their default values. Perform the following:

- 25 **CONNECT** a USB mouse or using touch screen for input.
- 2 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 3 Click on **System** configuration, and choose **Factory default**.
- 4 Click on **OK** button to perform the system reset.

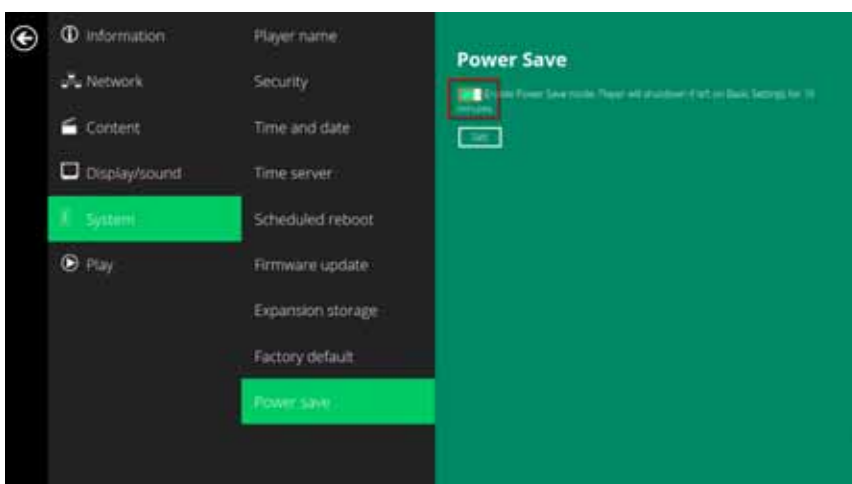


(Fig. 2.18.1)

## 4.19. System configuration – Power save

The Power save feature allows the player to power off automatically while staying at the Basic settings menu without any action taken for 10 minutes.

- 1 Click the **Advanced** button, advanced configuration menu will be launched. (Fig. 2.6.1)
- 2 Click on **System**, and click on **Power save**.
- 3 Click the **Enable Power Save mode** button as marked in red below to enable/disable the power save function.
- 4 Click on **Set** to save the setting.



(Fig. 2.19.1)

## 5. Content Management

The player is designed to work with 3<sup>rd</sup> party management solutions. Please refer to the printed guide for related set up instructions.

## 6. Authoring in HTML5



A major advancement in the player is the ability to playback HTML5 content which can contain dynamic information.

To find out more about using HTML5 for digital signage, visit <http://www.digisignage.com/>

## 7. Working with SMIL

The player uses open communications protocols for content presentation and playback control. SMIL-compliance means predictable results across multiple devices, and SMIL's non-proprietary nature means that your investments are never obsolete.

### 7.1. Introduction

Using SMIL (pronounced "smile"), the language created by W3C for multimedia communications, the media player understands the language "spoken" by professional tools from companies such as Adobe, Apple, Microsoft, and Real Networks. What this means is quicker, easier, and better integration of your players into your digital signage networks, opening up avenues of software controls and realizing the full potential of your player hardware down the road.

### 7.2. [www.a-smil.org](http://www.a-smil.org) for developers

The media player operating system utilizes W3C SMIL as the underlying scripting language, which lends well to customization to your project management needs. For resources, downloads, and community support, please visit [www.a-smil.org](http://www.a-smil.org).

## 8. Appendix: FAQ

### *What video format can I play?*

Video files encoded in MPEG-4 AVC up to 1920x1080 resolutions and bitrates should play perfectly. If a certain video is not played as scheduled, or if it plays poorly, please search the support site for "transcode" instructions.

### *The player is placed near my Wi-Fi access point, yet the connection is unreliable.*

Wi-Fi appliances in general should be placed 10 feet (3 meters) from the Wi-Fi access point for reliable operation. Try relocating the access point further away from the player to improve connection.

### *If both Ethernet & Wi-Fi are connected, which one will take precedence?*

If both connections are available, Ethernet will be used.

### *What should I do if I forgot my password?*

Please perform a factory reset.

Use the S/W RESET button located at the back of the media player to restore factory settings. This will also clear the player's password.

### *How do I manage the playback of contents?*

The media appliance is designed to be interoperable with leading 3<sup>rd</sup> party management software solutions or via SMIL open standard commands.

### *Could the player display Flash or Microsoft PowerPoint presentations?*

The player features limited PowerPoint support, but not Flash support.

While PCs can play many formats with varying degrees of success, RISC-based media players are designed to reliably play specific video formats (see spec for details). While Microsoft PowerPoint native files cannot play directly on a RISC-based player, the file can be converted (i.e. Manager Express) into an image format to be played as an image slideshow.

### *Why won't some media files play properly?*

The video data bit-rate used may have exceeded the recommended bit rate.

The video data bit-rate is the amount of video or audio data used per second to store or play the contents, usually expressed in Mbps (mega-bits per second). Video encoded with excessive bit-rates will not playback smoothly in the media player, likely due to storage I/O bottleneck.

Visit <http://www.digisignage.com> for compatible media format presets.

### *The media playback looks different on a PC compared to the media player's screen. (Wrong aspect ratio)*

There are 2 major aspect ratios (width-to-height ratios) for video content, but many kinds of displays. If you play 4:3 video on a 16:9 display (or vice versa), a circle becomes oval, and the picture takes on a squeezed or stretched look. To avoid this distorted look, adding black bars are a common technique.

The Network Media Player can be configured to automatically add black bars for certain types of displays. You can set the output resolution in the player's configuration menu to match the **native resolution** of your display.

### *Some JPEG images cannot be played in the media player.*

Progressive JPEG files are not supported. Please convert to baseline JPEG for maximum compatibility.

JPEG images can be either of 2 types: baseline or progressive compression. Baseline JPEG offers greatest compatibility, while progressive JPEGs are suitable for web site images. Progressive images are downloaded and displayed "progressively," being rendered more clearly as more data is received over the internet. Progressive images are primarily supported on PCs. For media appliances, make sure to save images as baseline JPEG in your photo editor, or resave them as baseline JPEGs using free tools such as IrfanView (<http://www.irfanview.com/>).

### *Does the media player support video streaming?*

No. Media players play files from local storage and do not support real-time video streaming over the network. This delivers an optimum viewing experience free of playback quality issues such as stuttering, blocking, or blue-screens.

### *The player is not playing. What should I do?*

Play list errors and scheduling issues are two major causes of playback problems. To determine if the problem is caused by a bad playlist, just delete the playlist and restart the player. The player should loop through all media files, indicating a fault with the play list.

If the playback is scheduled to play at specific time, check to see if the device is set to the right time zone on the world clock. If nothing seems wrong, the time zone setting is often the reason the program is not played.

### *The video is playing but I can't hear any sound, what should I do?*

Check volume (mute) settings on monitor.



## **Federal Communications Commission (FCC) Statement**

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) this device may not cause interference and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

## **FCC RF Radiation Exposure Statement:**

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body

## Canadian Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to The following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device complies with the Canadian ICES-003 Class B specifications and RSS-247 of Industry Canada.

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations. Wireless operation is subject to 2 conditions. The first is that the wireless device may not cause interference. The second is that the wireless device must accept any interference, including interference that may cause undesired operation of the device.

To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

## Avis Canadien

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts

de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire

de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet appareil est conforme à la norme canadienne NMB-003 classe B et CNR-247 d'Industrie Canada. Ce dispositif numérique de classe B respecte toutes les exigences du Règlement canadien matériel brouilleur. Fonctionnement sans fil est soumis à deux conditions. La première est que l'appareil sans fil peut ne pas provoquer des interférences. La seconde est que le dispositif sans fil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil. Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.

*This radio transmitter has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.*

*Antenna Type: Dipole Antenna*

*Maximum permissible gain : 3.92dBi*