POS Android Advertising Display (Network)

User Manual

Manual Version POSHD71.1

Safety Instructions

- Please keep the display away from any heat sources. Place the display in a stable and well-ventilated place.
- Please handle with care as product contains glass.
- The holes or openings on the display are designed for ventilation. Do not cover or block the ventilation holes or openings with any objects.
- Remove protective covering from the screen before you use the display.
- Shut off the power supply before cleaning. Use a soft lint-free cloth instead of a tissue to wipe the screen.
- You may use a glass cleaner to clean the product as required. However, never spray the cleaner directly onto the display surface.
- Do not attempt to repair this product yourself! Improper 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.

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1. Introduction

Congratulations on your purchase of our product. Please read carefully and follow all instructions in the manual before first use.

The product should not be exposed to liquids dripping or splashing and no objects filled with liquids, such as vases, should be placed on the product.

For user convenience, a number of operations can be performed through the remote control.

Attention:

1. Do not change any default setting when it is unnecessary.
2. Keep the product far away from water during installation and use.

1.1 Box Contents

1 x POS Android Advertising Display (Network)

1 x Power Cable

1 x CD (User Manual)

1 x Remote Control (with 2xAAA batteries).

1.2 Product Overview

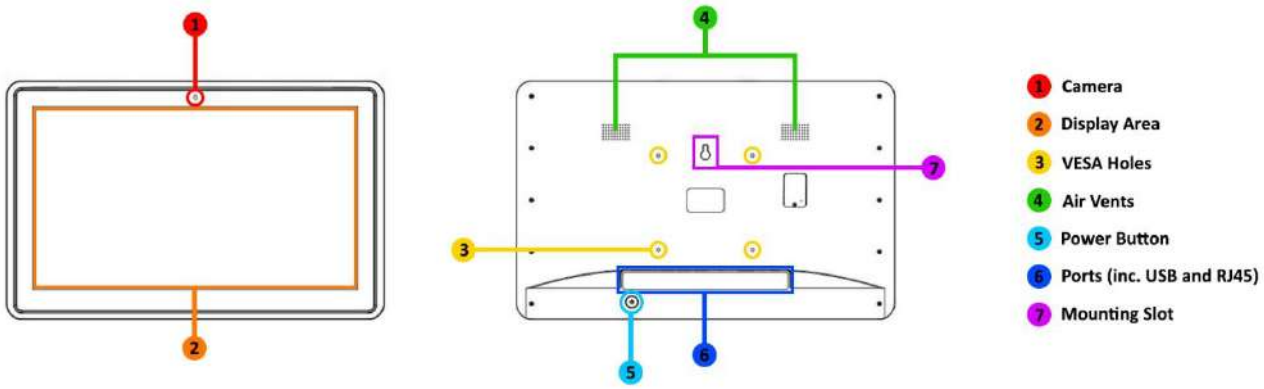


Figure 1. Product Overview

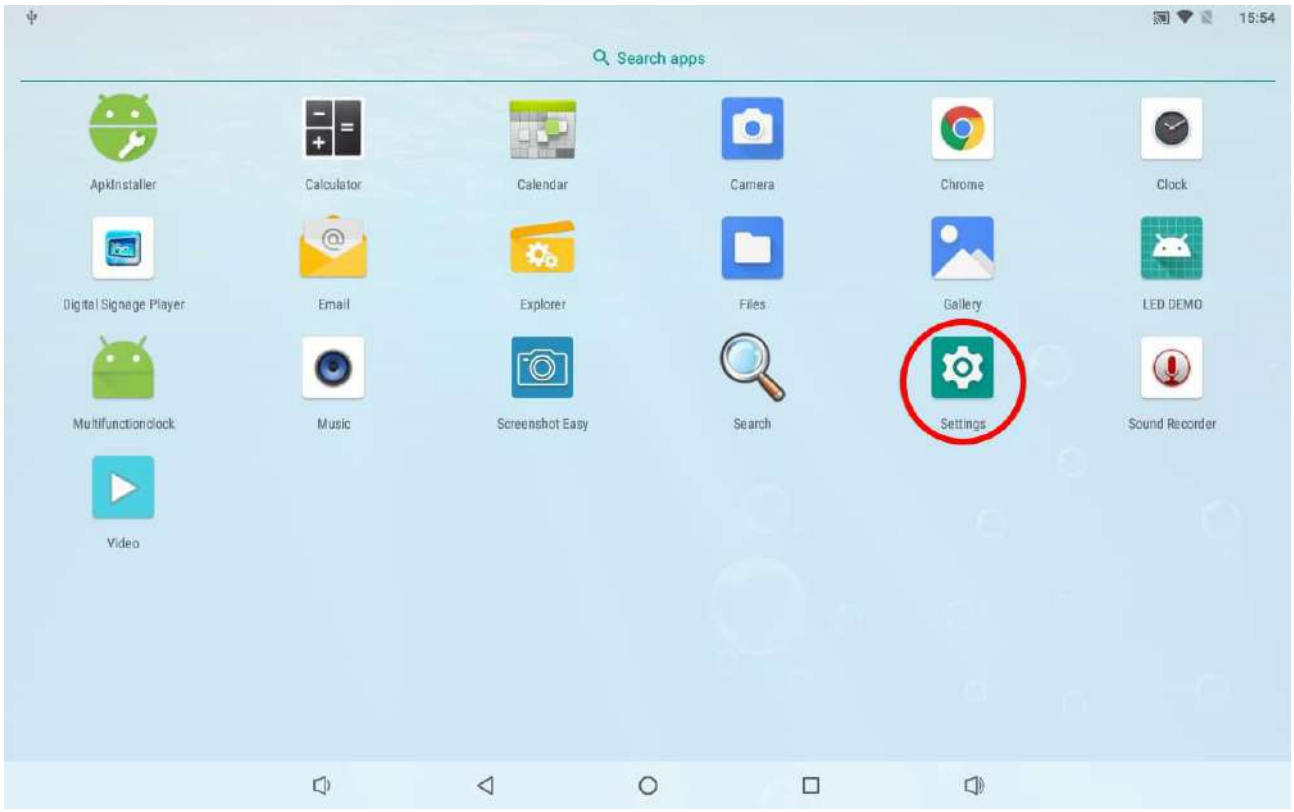
1.3 Getting Your Screen Online

Once the Digital Signage app is on your screen, the next step is to connect your screen to the internet so that it can communicate with the CMS server.

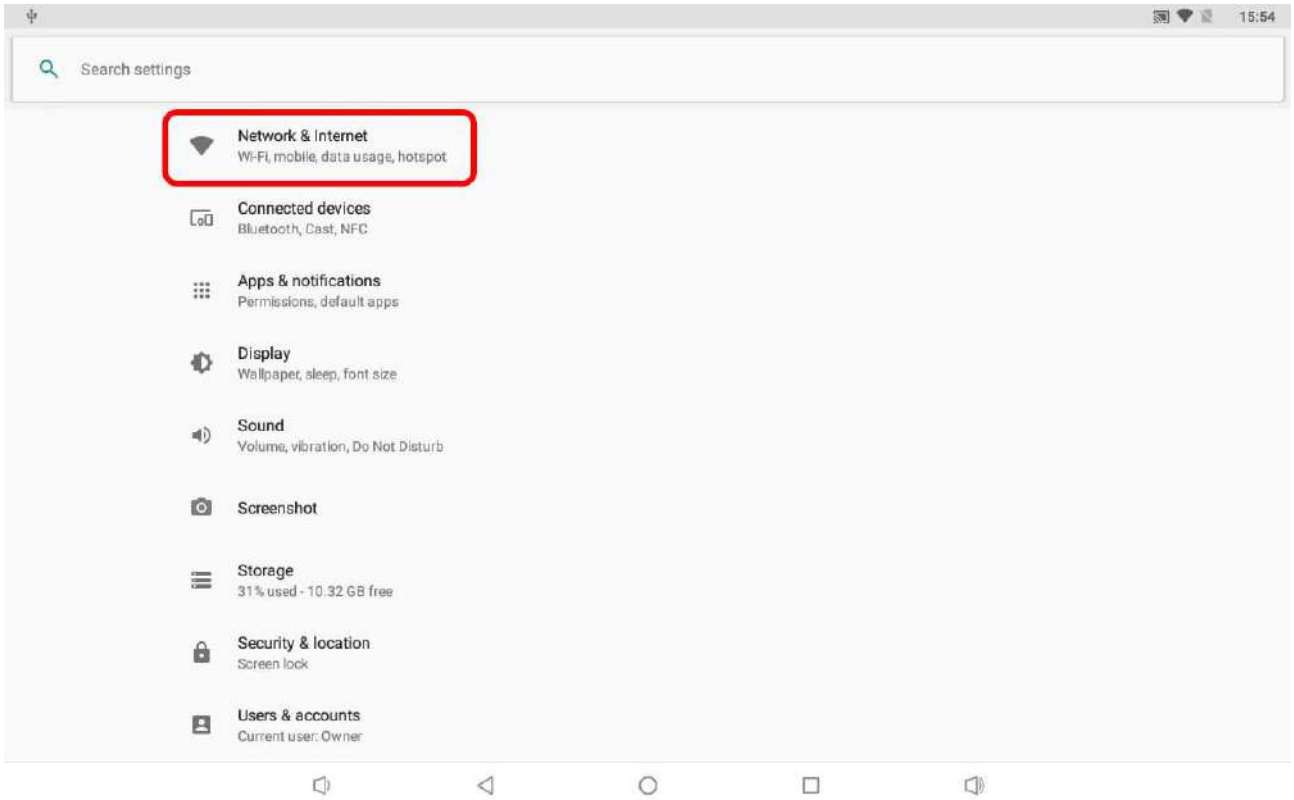
1. If your screen is not already on, power it on from the mains.
2. Allow the screen to complete its boot up procedure and begin playing content. Double tap on the top-left corner then double tap on the bottom-left corner to access the control panel.

3. Tap “Stop” to go to the blue Home screen, then tap “Exit”.

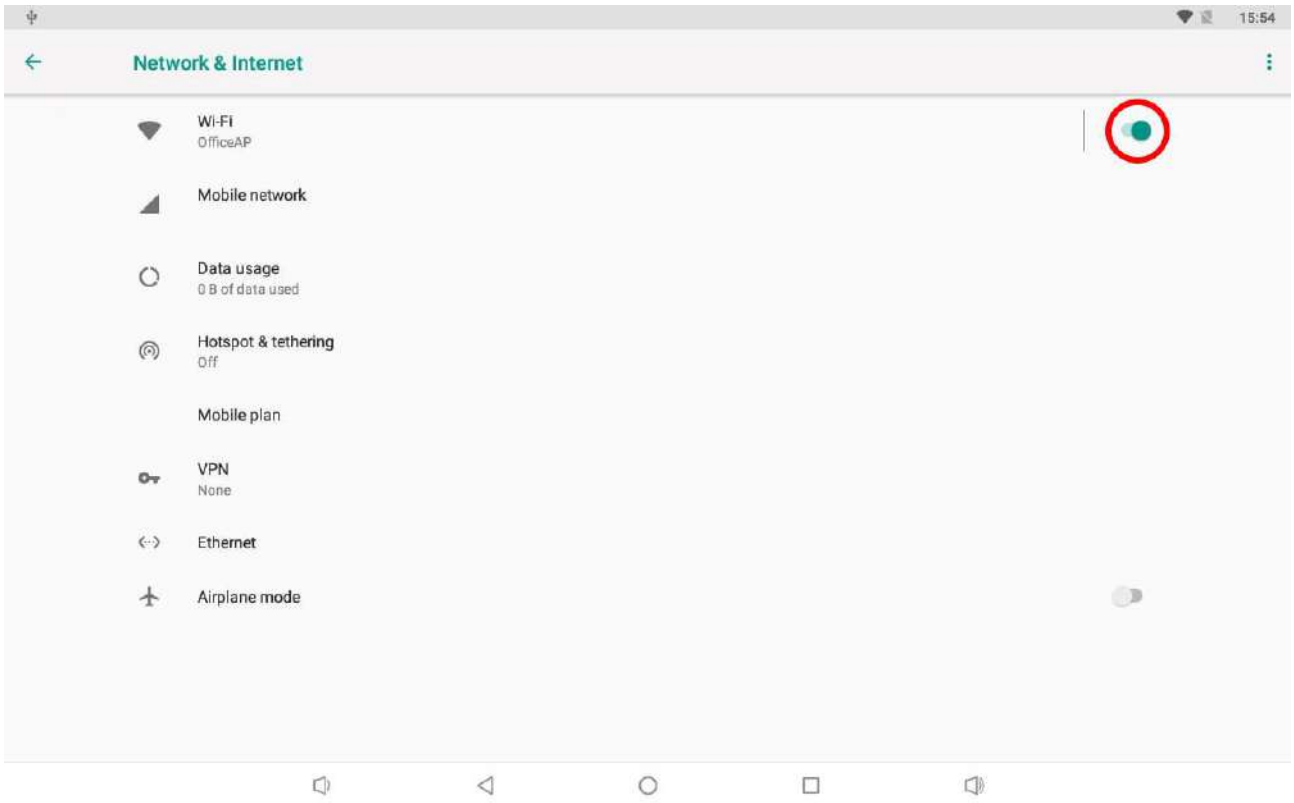
4. This will lead you to the Android App screen. Please tap “Settings”.



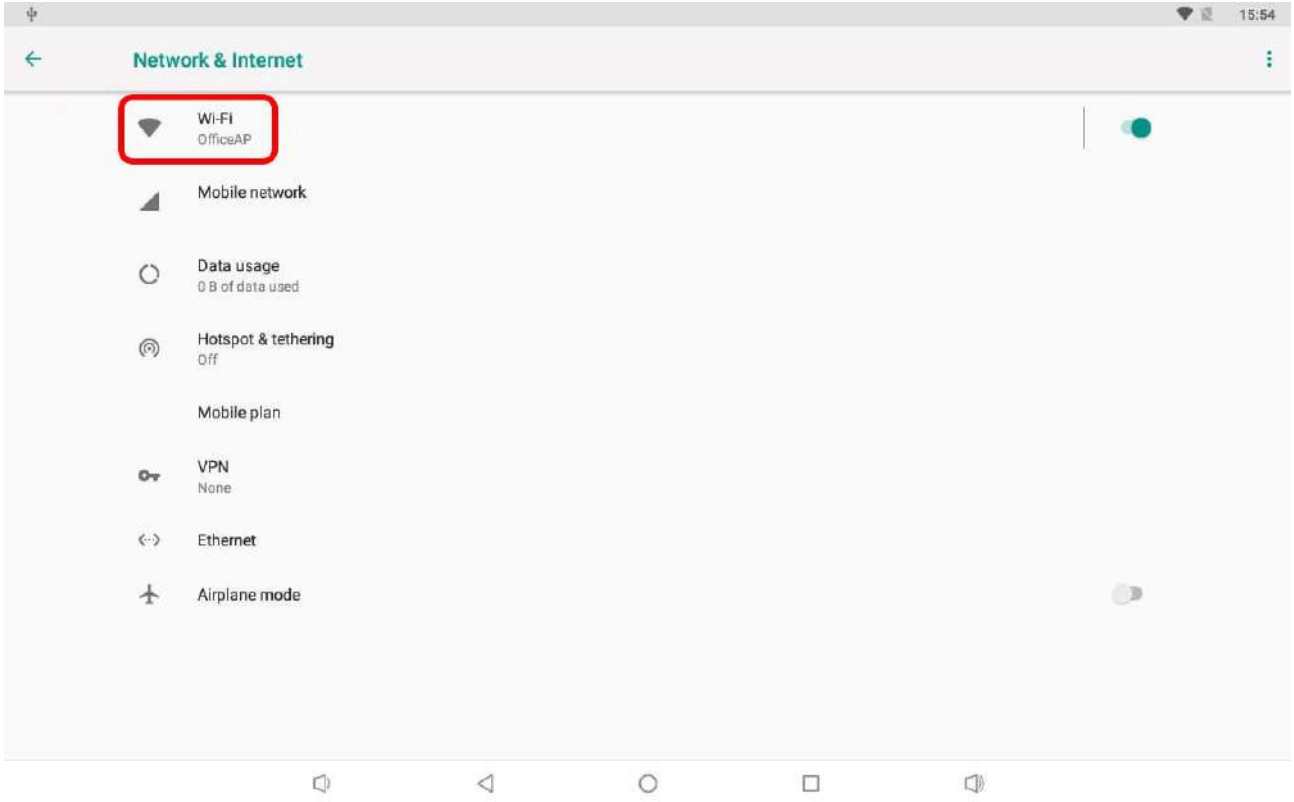
5. Tap “Network & Internet”



6. Tap the Wi-Fi on/off button to turn this on.



7. Tap “Wi-Fi” and then input the required information for the network you wish to connect to.



1.4 Home Screen

Once your screen has powered up and begins to load the Home Screen, please tap “Setup”.

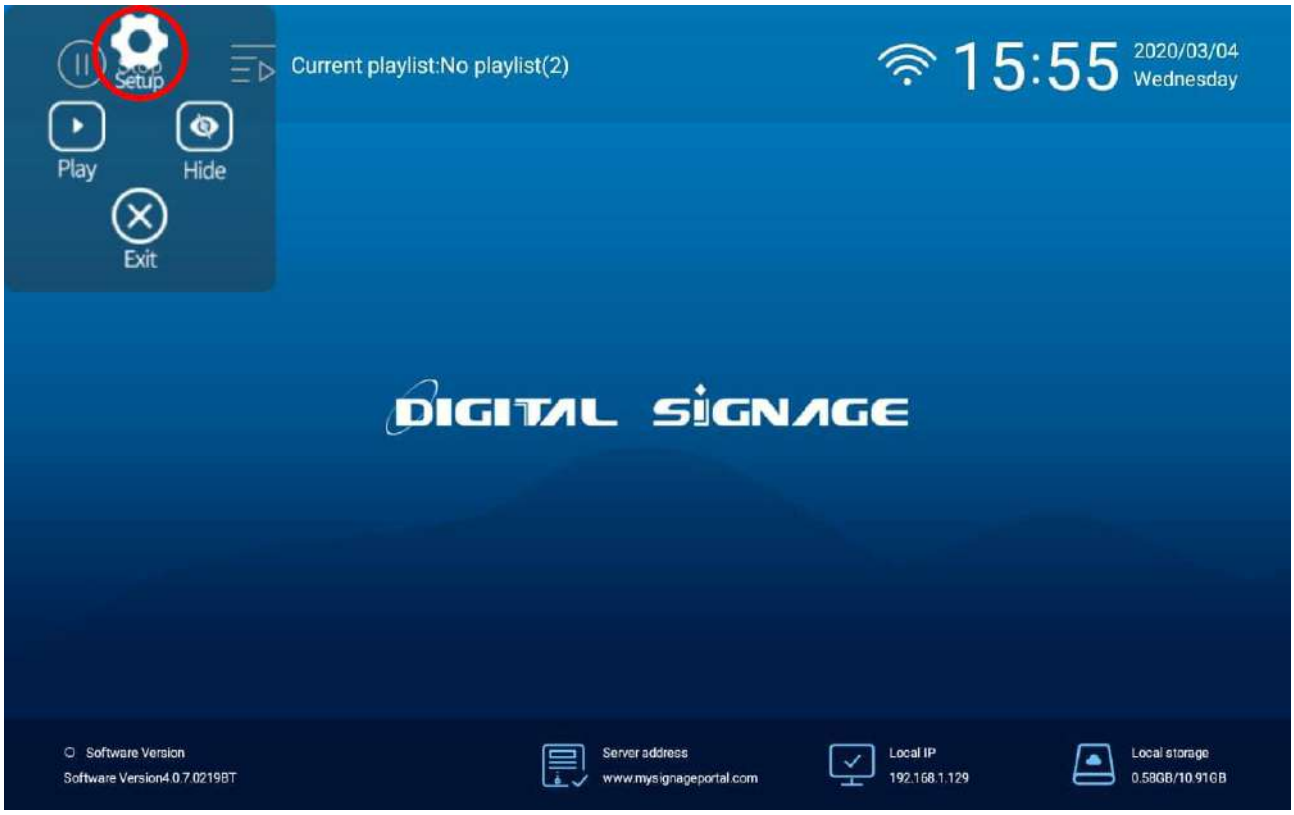


Figure 2. Home Screen

2. System Menu Operation

From the Home Screen, you can bring up the Main Menu by tapping the “Setup” icon (as shown in section ‘1.4 Home Screen’).

The “Basic” Main Menu includes following sub-menus: Screen Rotation, Work Mode, Server, Date & Time, and System. Tap the icon you desire to select it.

If you want to change more settings, please change from “Basic” to “Senior”.

The “Senior” Main Menu includes the following sub-menus: System, Power, Strategy, Network, Server, and File. Tap the icon you desire to select it.

2.1 Basic Main Menu

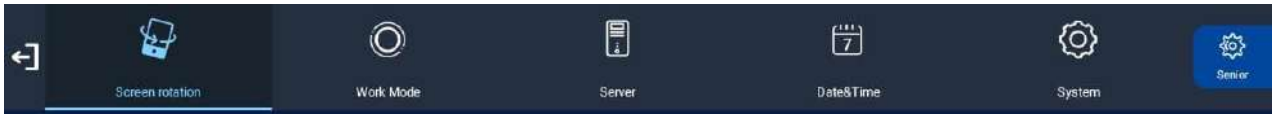


Figure 3. Basic Main Menu

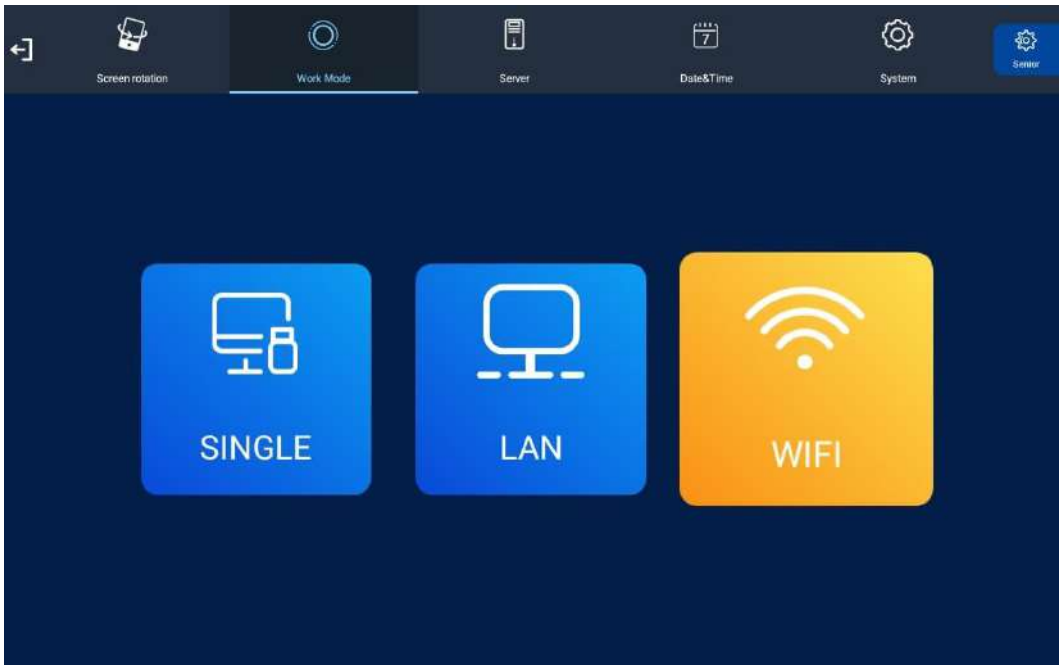
2.1.1 Screen Rotation

Here you can set the screen orientation so that the OSD and content display correctly. There are 4 options, as pictured below:

1. 0° - Displays in landscape with the locker door on the right hand side.
2. 90° (default portrait) - Displays in portrait with the locker door on the bottom.
3. 180° (default landscape) - Displays in landscape with the locker door on the left hand side.
4. 270° - Displays in portrait with the locker door on the top.

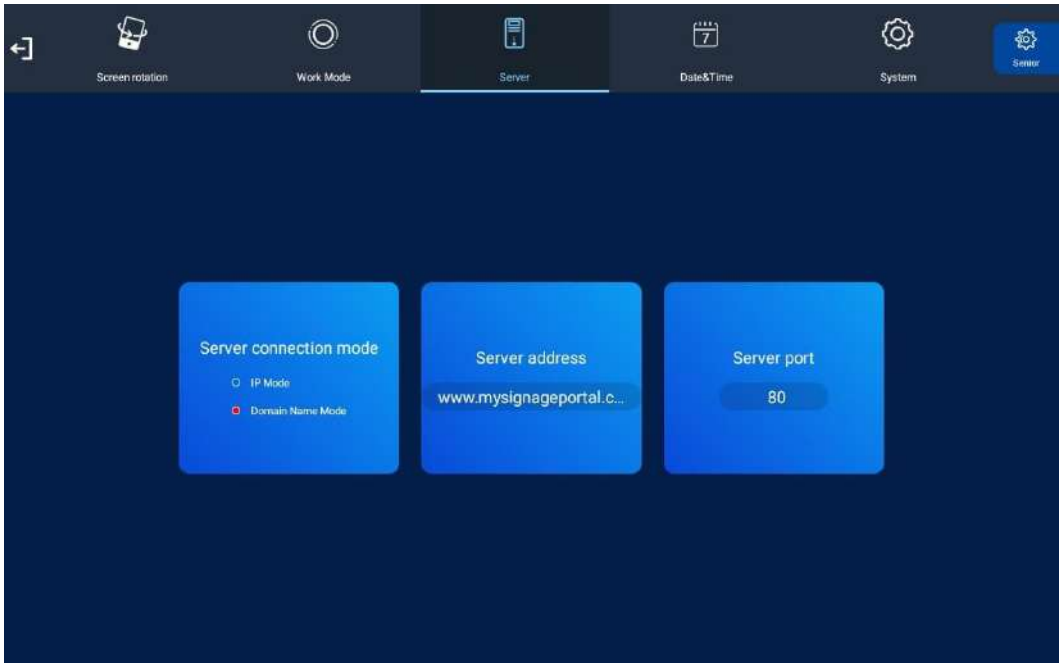
2.1.2 Work mode

Here you can set the update method for your screen. It should be set to “LAN” or “WIFI”.



2.1.3 Server

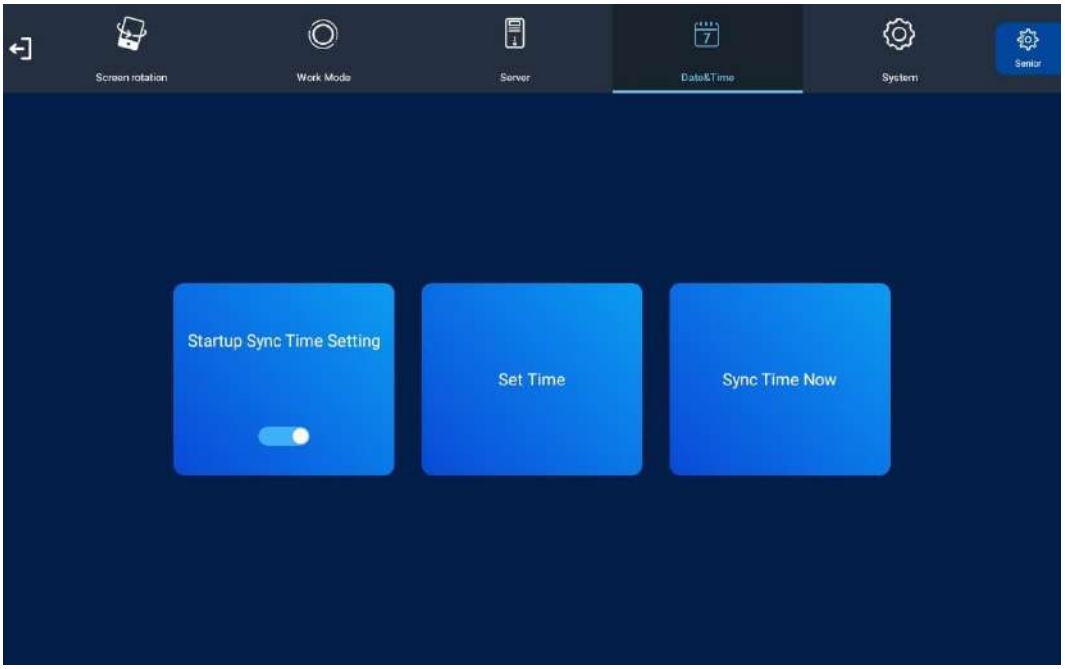
This section contains the information that allows the screen to communicate with the server. All settings within this section will be pre-set before you receive your goods. Please do not change any of these settings unless you have adequate technical support. The settings should be set as follows:



2.1.4 Date & Time

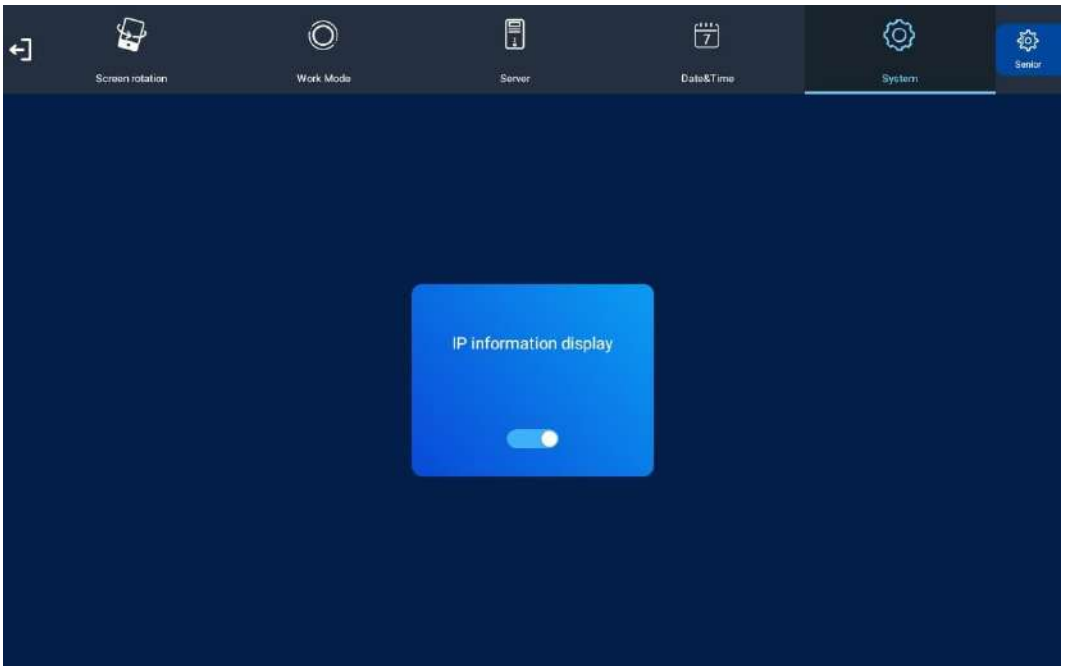
If you are using a screen in network mode, it will be able to retrieve an accurate time from the server using Network Time Protocol. Therefore, you shouldn't need to input manual values for date and time.

If you are using a screen in standalone mode, the date and time will need to be manually inputted. To set manual values, tap the "Set Time" button. Another window will now appear, allowing you to set your date and time values with your finger.



2.1.5 System

This section contains the “IP Information Display” setting.



2.1.6 Exit

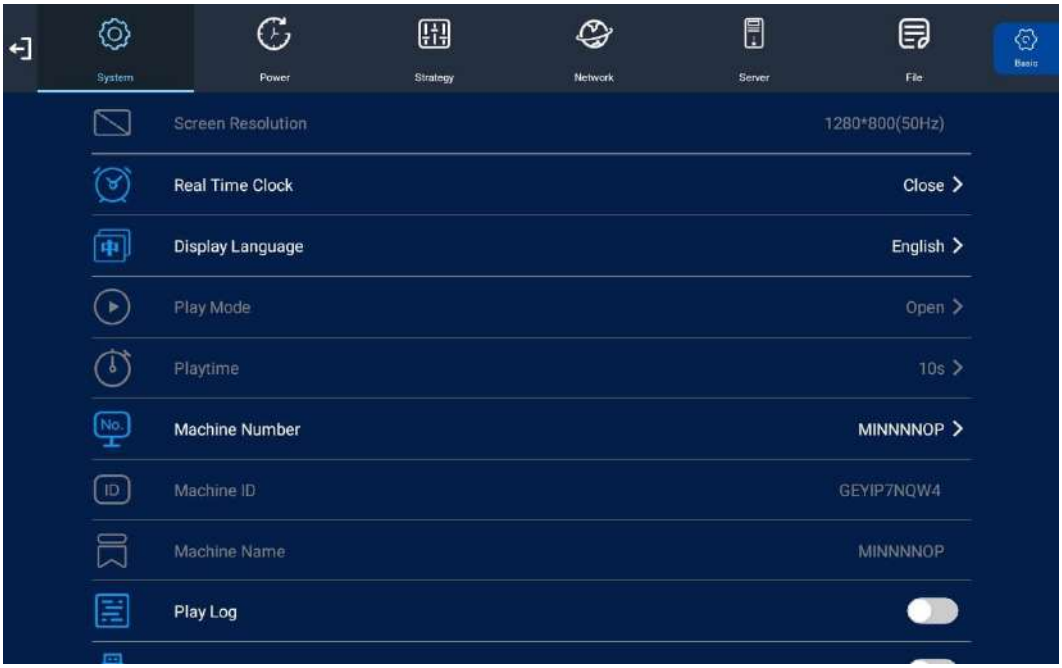
Tap this icon to exit the Main Menu. If you have made any changes, the system will ask to if you want to reboot the screen so that the changes can take effect. Please select “YES”.

2.2 Senior Main Menu

Figure 4. Senior Main Menu

2.2.1 System

This section contains the following options: Screen Resolution, Real Time Clock, Display Language, Play Mode, Playtime, Machine Number, Machine ID, Machine Name, Play Log, USB, Scroll Text Setting, Touch Operation Tools, Auto Start, Sync Setting, Webview Setting, Storage, and Restore to Factory Settings.



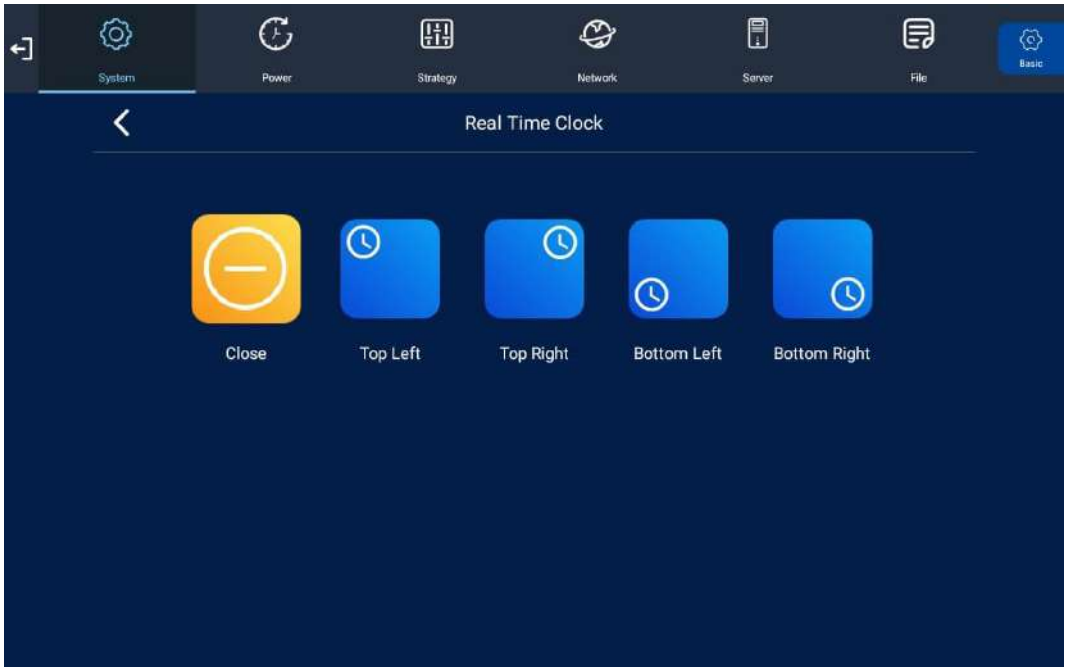
Screen Resolution

This option allows you to change the screen resolution.

Real Time Clock

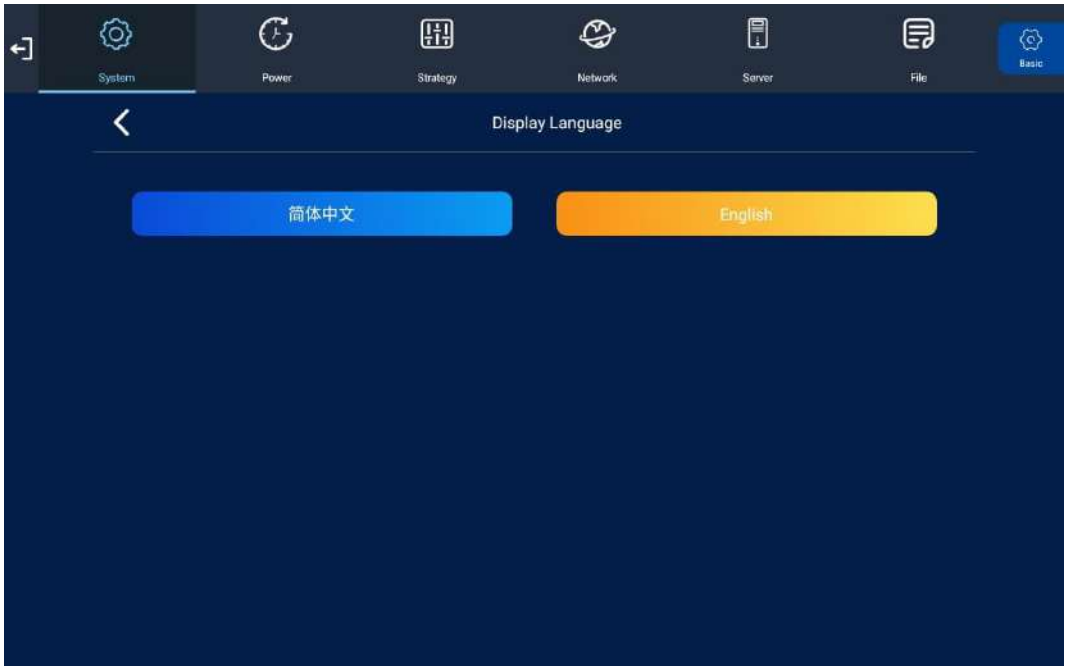
This option allows you to display a clock while content is playing. There are 5 options, as pictured below:

1. Close: The screen doesn't display time.
2. Top Left: The time will be displayed on top left of the screen.
3. Top Right: The time will be displayed on top right of the screen.
4. Bottom Left: The time will be displayed on bottom left of the screen.
5. Bottom Right: The time will be displayed on bottom right of the screen.



Display Language

This option allows you to change the language. There are two options, as pictured below:



Play Mode

This option allows you to change the play mode. It is currently set to the default of “Open”.

Play Time

This option allows you to change the play time on the content of the screen. It is currently set to the default of 10 seconds.

Machine Number

This option will tell you what the name of your screen is on the CMS.

Machine ID

This option will tell you what the ID of your screen is on the CMS.

Machine Name

This option will tell you what the name of your screen is on the CMS.

Play Log

When the slider is turned on (blue), the screen will record all media files that are displayed.

USB

This option allows you to enable or disable the USB port. If you want to be able to update the screen via plug and play, please ensure this is turned on (blue).

Scroll Text Setting

This option allows you to enable or disable the Scroll Text Setting. When this setting has been disabled (grey), any content with subtitles created from the 'Advertising LCD Playlist' and mysignageportal.com will no longer work.

When enabled (blue), the subtitles created from the 'Advertising LCD Playlist' and Mysignageportal.com will work as intended.

Touch Operation Tool

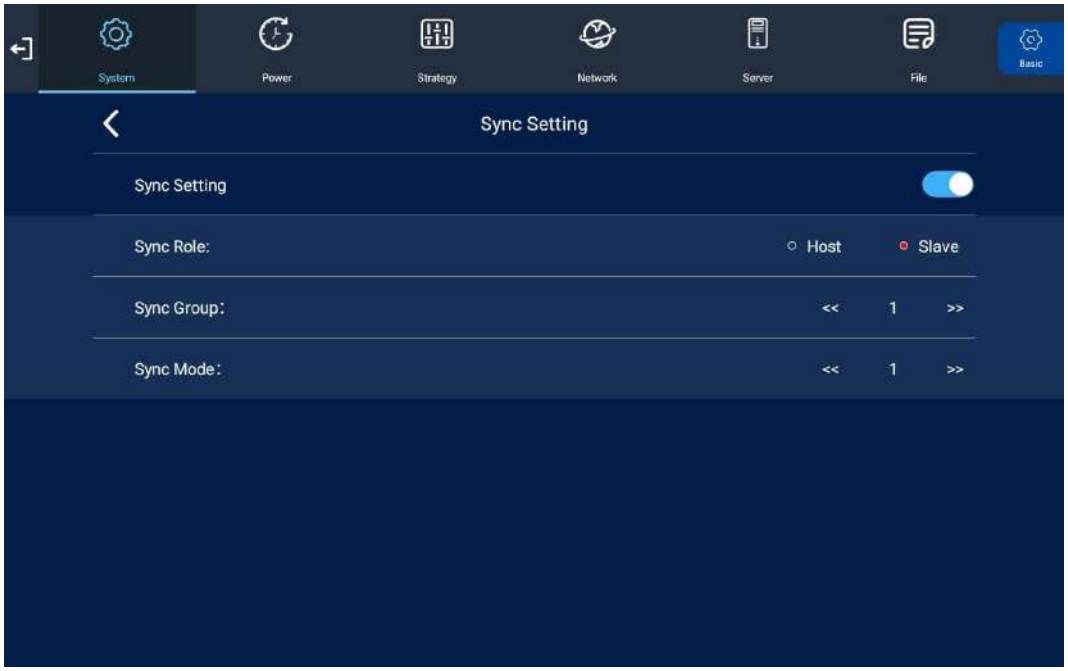
This option allows you to enable or disable the Touch Operation menu that appears on the screen.

Auto Start

This option allows your screen to start playing the pre-loaded content as soon as it has finished booting up. If you want to enable this feature (recommended), please ensure this is turned on (blue).

Sync Setting

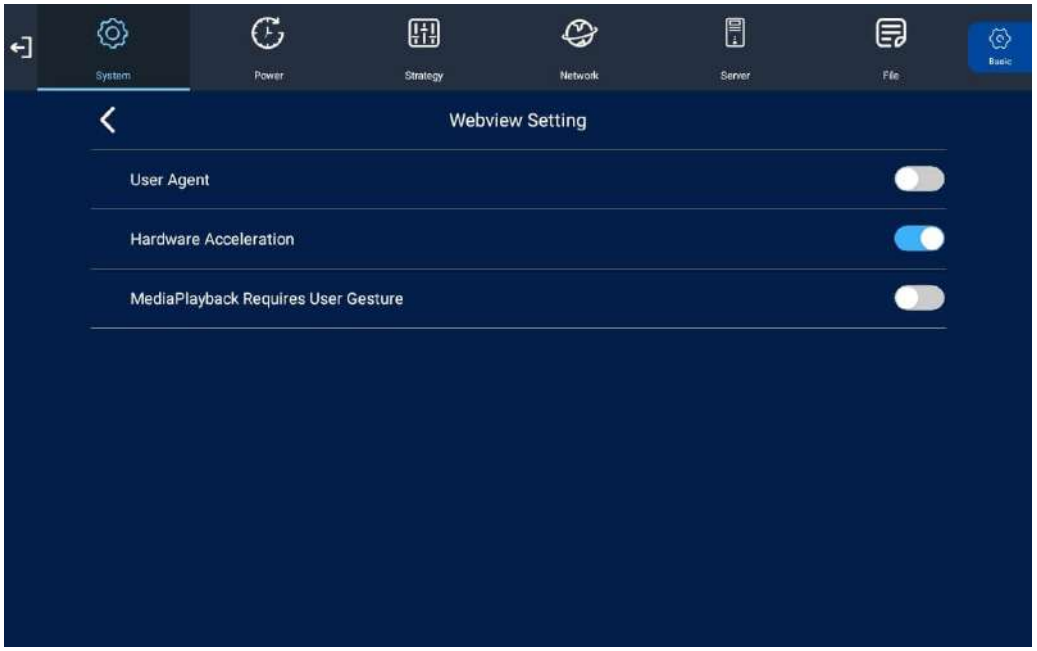
This option allows you to change settings relating to synchronisation.



- *Sync Setting* - enable or disable the feature of synchronisation
    - Synchronisation allows multiple screens to display the same content at the same time
- *Sync Role* - set the role that the screen has during synchronisation
    - Host - set the screen as the unique host in a network; slave screens will synchronise from this host
    - Slave – set the screen as a slave; slave screens will play synchronised content with the host
- *Sync Group* - choose a communication group for the means of synchronisation
- *Sync Mode* - choose a communication delay for the synchronisation of the screens

Webview Settings

This option allows the user to change the way the screen displays a webpage through the CMS.



- *User Agent*
    - When displaying a webpage using mysignageportal.com, this will change the user interface to either a mobile user interface or a PC user interface. The PC user interface will show the whole webpage and will need to be moved in order to display correctly. The mobile interface will scale with size.
- *Hardware Acceleration*
    - This speeds up the web page loading time and graphics intensity.
- *MediaPlayback Requires User Gesture*
    - This is another way to achieve auto-play. Different HTML will play in different ways. When opening a YouTube video, this will determine whether the video itself will auto play or not. This will vary on every webpage.

Storage

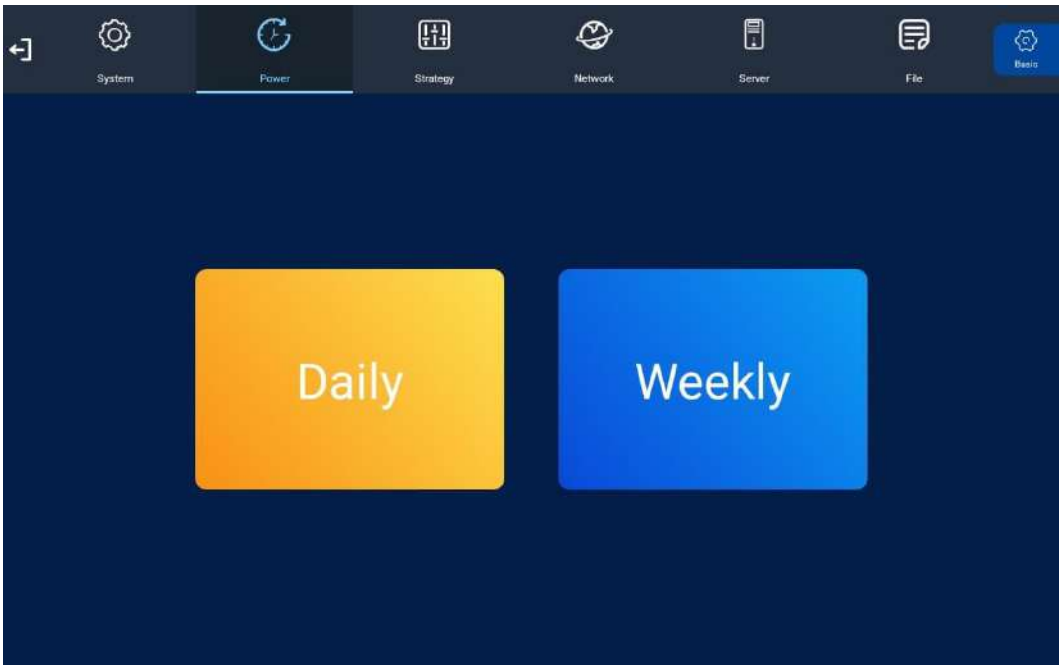
This option allows change of the storage type. This will be set to “Internal Memory” by default.

Restore To Factory Settings

Tap “Yes” to restore factory settings. This will restore all system settings back to default.

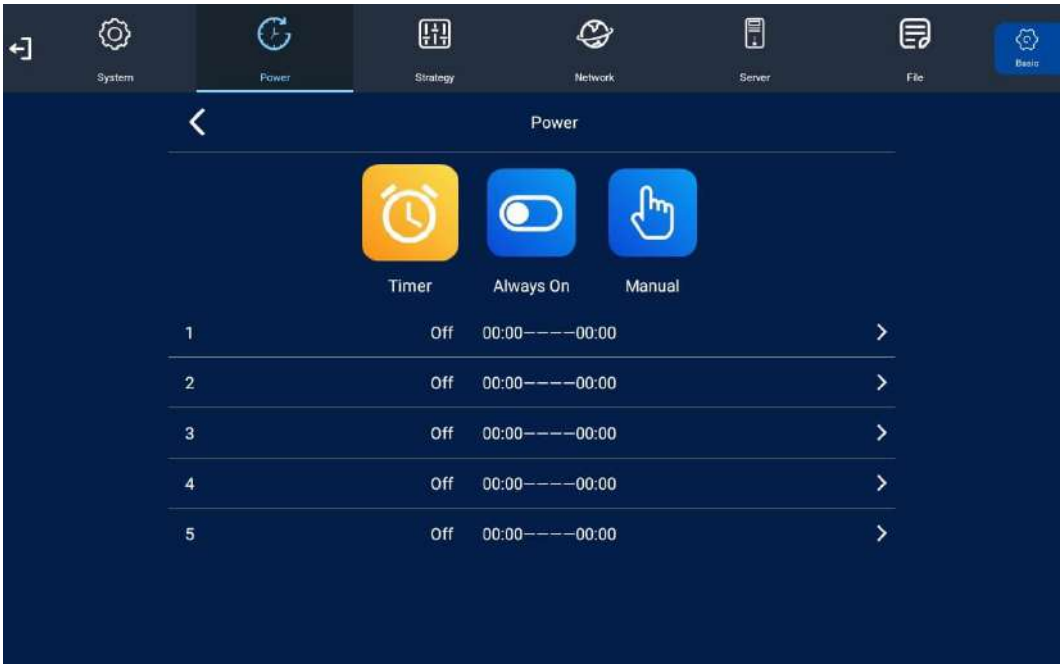
2.2.2 Power

If you want your screen to power on and off automatically at designated times, you can use the CMS to set up an on/off timer. If you do not wish to manually set on/off times for your screen, please select either “Daily” or “Weekly”



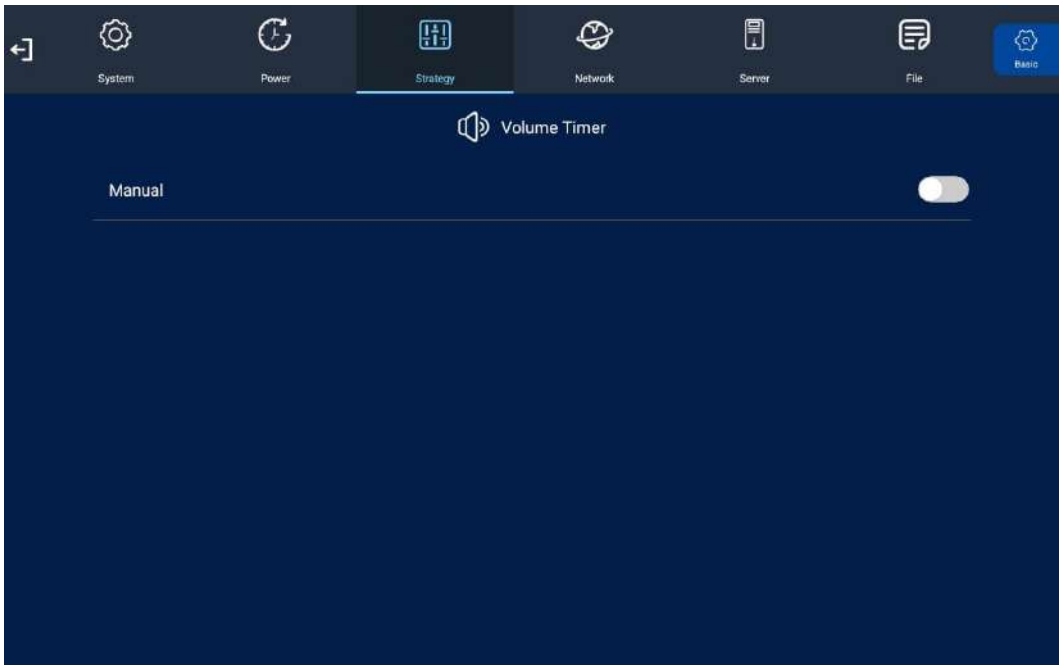
There are two “Setting Modes”: “Daily”, allowing you to set the same on/off times for every day of the week; or “Weekly”, allowing you to set individual on/off times for each day of the week.

To activate the on/off timer, set the “Control Mode” to “Timer”. Next, set the “Setting Mode” to either “Daily” or “Weekly”. Finally, tap the timer fields to set on/off times.

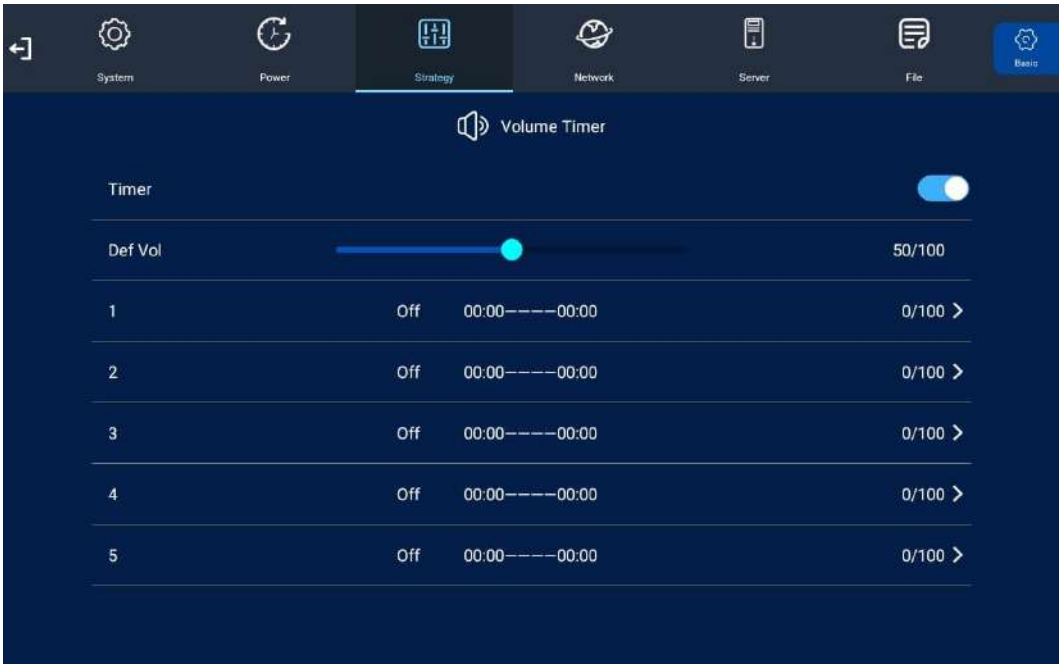


2.2.3 Strategy

This section allows you to schedule your screen to play at different volumes at different times of the day and switch to different AV inputs at different times of the day. This can be achieved remotely using the CMS; however, if you wish to input these values manually you can do so.

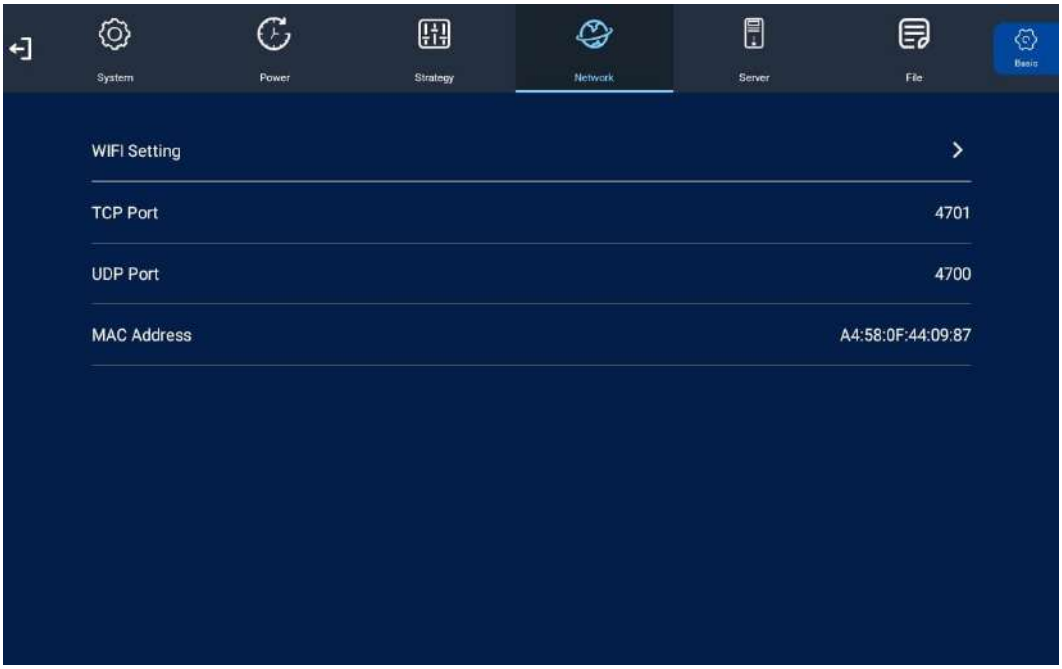


To enable the volume timer feature, turn the slider on (blue). New fields will now appear allowing you to set a default volume level, as well as timer fields for setting different volume levels for different periods of the day.



2.2.4 Network

This section contains the following options: WI-FI Setting, TCP Port, UDP Port, and MAC Address.



WI-FI Setting

This option is only available when the screen is set to “WIFI” mode. It allows you to select your Wi-Fi network and input your password. This information will then be saved so that when the screen reboots, it automatically looks for your Wi-Fi network and has the credentials to connect.

Find your Wi-Fi network from the list of available networks and tap this with your finger. You will then be prompted to input your password (if required). Tap the password field to bring up an on-screen keyboard. Once you have entered your password, highlight and tap “back” from the on screen keyboard. Tap “Connect”.

TCP Port

This is the default TCP Port of your screen. It is pre-set and cannot be changed

UDP Port

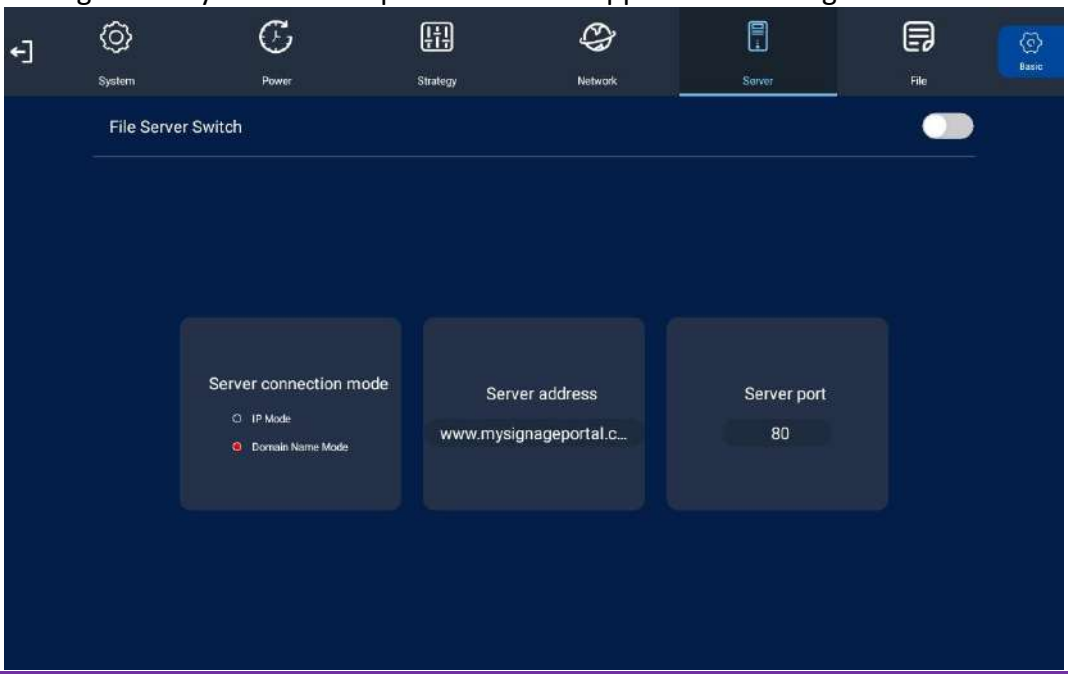
This is the default UDP Port of your screen. It is pre-set and cannot be changed

MAC Address

This is the MAC Address of your screen. It is pre-set and cannot be changed.

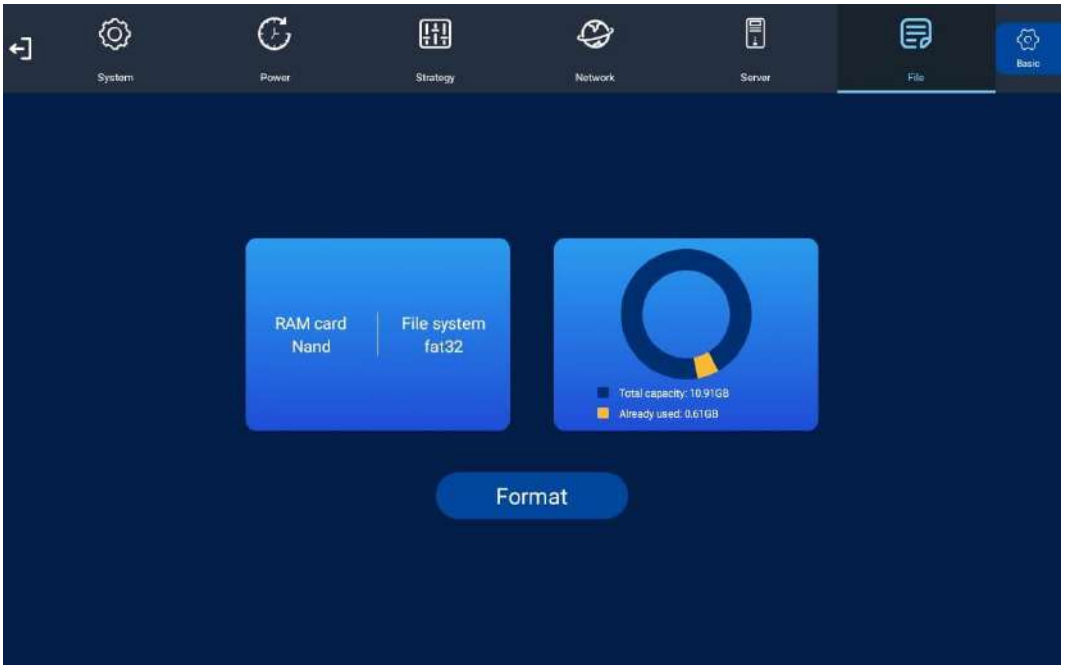
2.2.5 Server

This section contains the information that allows the screen to communicate with the server. All settings within this section will be pre-set before you receive your goods. Please do not change any of these settings unless you have adequate technical support. The settings should be set as follows:



2.2.6 File

Here you can check storage information such as memory capacity, used space and free space. You can also format the disk. You should be extremely careful here as formatting the disk will result in a total loss of data.



2.2.7 Exit

Tap this icon to exit the Main Menu. If you have made any changes, the system will ask to if you want to reboot the screen so that the changes can take effect. Please select “YES”.

3. System Operation

3.1 Supported Media Files

Video	
Container	MP4, AVI, MPG
Codec	MPEG-1, MPEG-2, MPEG-4, XVID, H.264
Width	1920 (1080 for portrait)
Height	1080 (1920 for portrait)
Audio	AAC or MP3

Image	
Container	JPEG
Compression	Baseline
Colour Mode	RGB
Width	1920 (1080 for portrait)
Height	1080 (1920 for portrait)
Maximum DPI	300

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 screens and 1080x1920 resolution for portrait screens.

3.2 Inputs

DC – power input

Micro USB (Universal Series Bus)

RJ45/LAN (Local Area Network) – for PoE (Power-over-Ethernet) and network connection

Recovery – recovery button to re-flash screen

Serial Port – used for most types of devices

USB (Universal Serial Bus) – for updating internal media player

Earphone – input for earphones

SD – input for a portable SD card

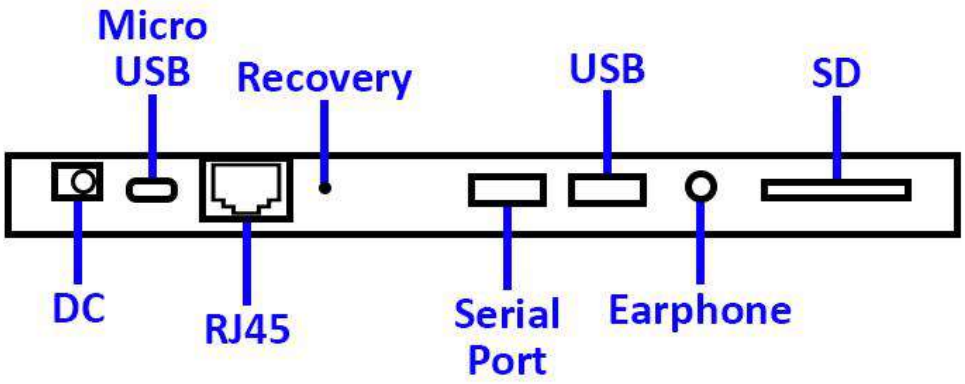


Figure 5. Screen Inputs

4. FAQs and Troubleshooting Guide

4.1 Why is my screen displaying "Error (Screen Mode Mismatch)"?

If you have published a playlist and your screen is now displaying "Playlist: Error (Screen Mode Mismatch)", 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 screen. If your blue "Home" screen is displaying in landscape orientation, it is in horizontal mode (0° or 180°). If it is displaying in portrait orientation, your screen has been set to vertical mode (90° or 270°). If your screen is displaying in the incorrect orientation, you can change it from the Main Menu.

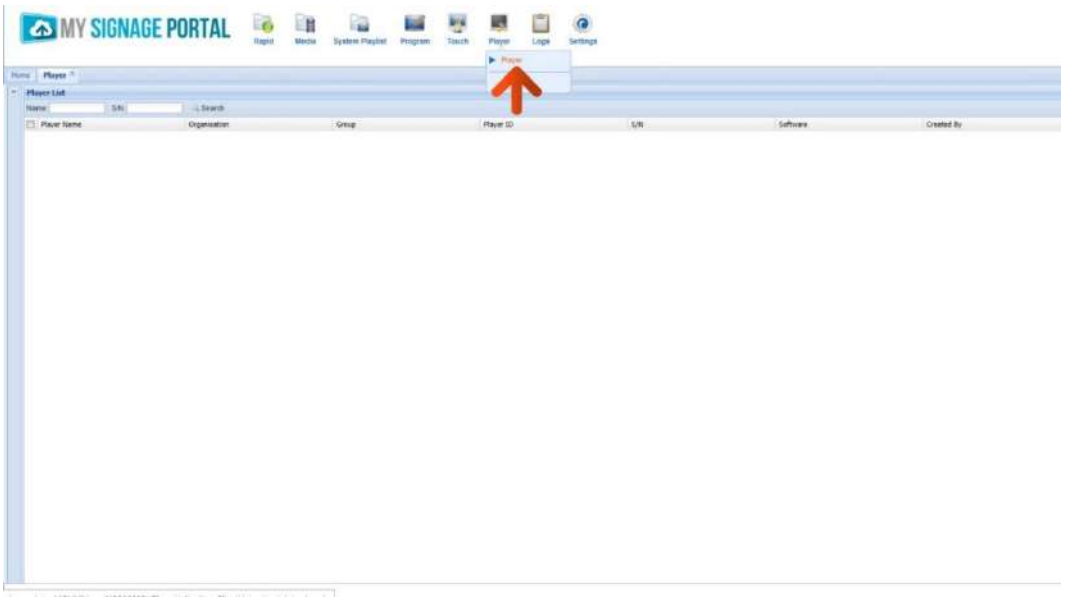
1. If your screen is playing content, begin by pressing "Stop" on the control panel. This should take you back to the "Home" screen. Now press "Setup" and navigate down to “Screen Rotation". From here you can select the correct orientation for your screen.

2. Exit the main menu. The system will ask to if you want to reboot the screen so that the changes can take effect. Select “YES”.
3. Your screen will now restart. When the "Home" screen loads, it should be in the correct orientation.
4. Now you must ensure that the template you use for this screen correlates with the orientation of the screen. If your screen is installed in landscape orientation, you should use a horizontal template. If your screen is installed in portrait orientation, you should use a vertical template.

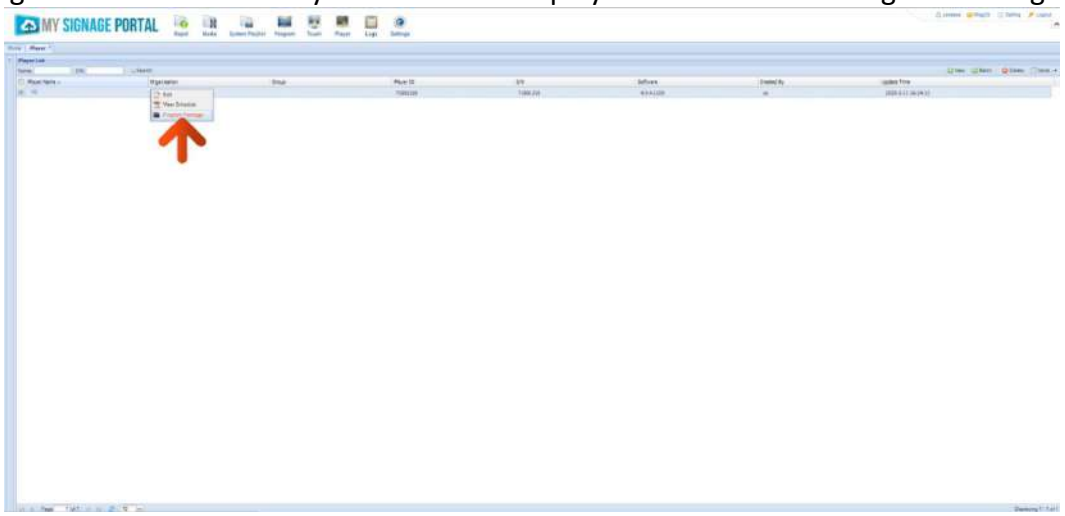
4.2 How do I update my screen if it is not connected to the internet? (Plug and play method)

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

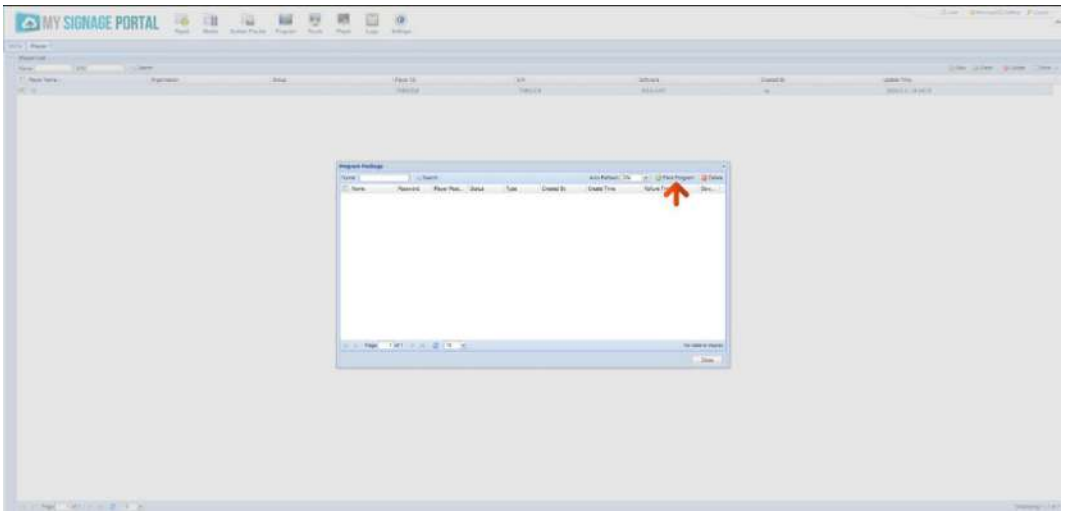
1. Begin by taking the normal steps to create a playlist and publish as normal. Then, hover over the “Player” section of the Top Menu and click on “Player”. You will see a list of all of your screens.



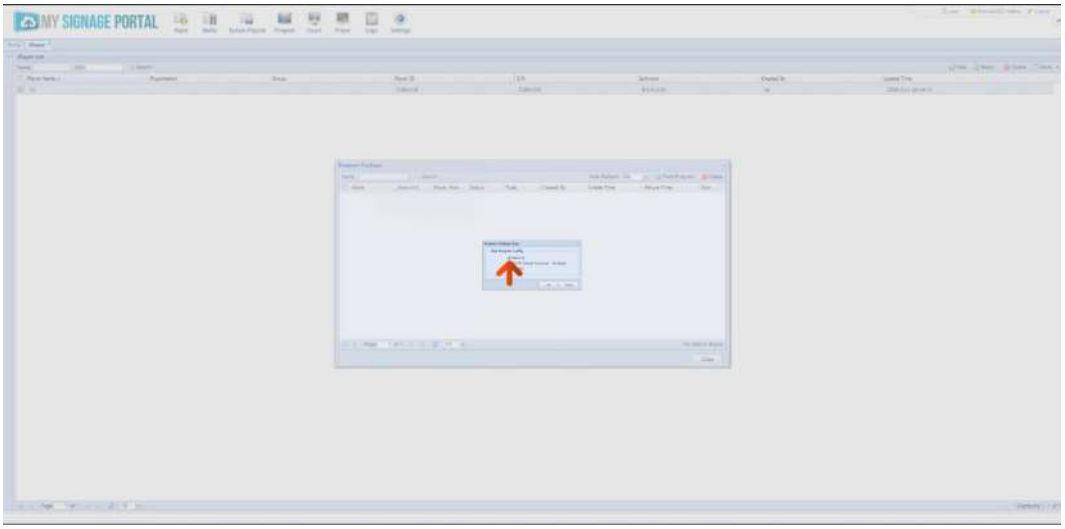
2. Right-click on the screen you have sent the playlist to and select “Program Package”.



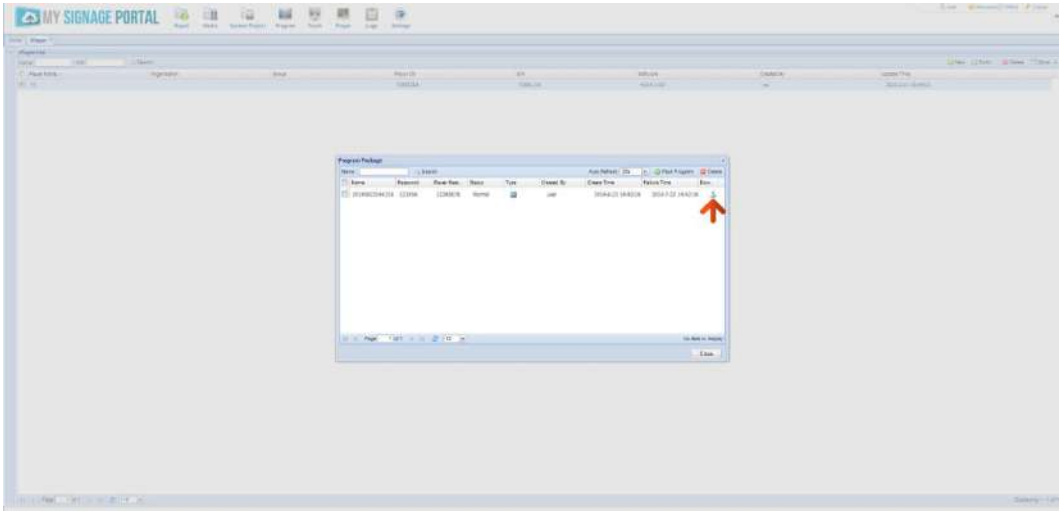
3. The “Program Package” window will appear. Click the “Pack Program” button.



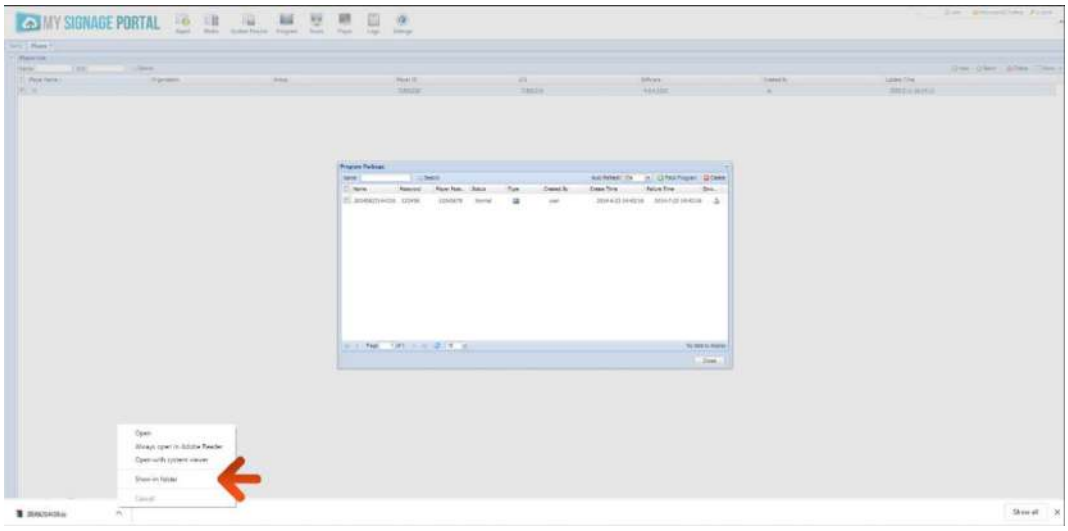
4. The “Program Package Type” window will appear. Tick the “Select All” checkbox to send all timer, download, display and current weather data to the screen as well. Click “OK”.



5. After a few minutes, an icon will appear in the “Download” column. When this appears, click it.



6. 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”.



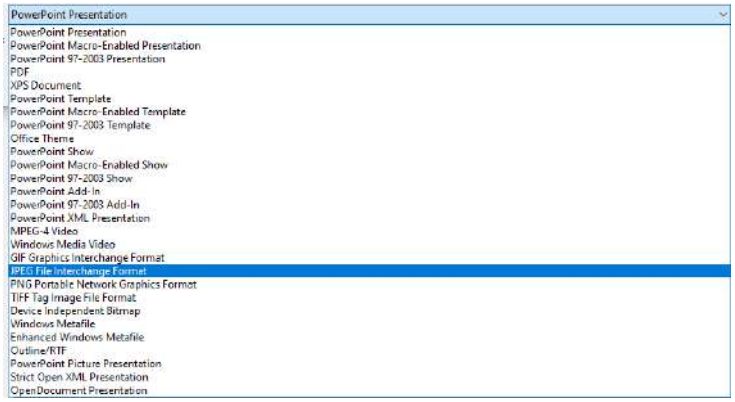
7. Inside the zipped folder that has been downloaded, there should be two folders: “MEDIA” and “SYSTEM”. Copy these two folders onto a blank USB stick, and then plug it into the USB port of your screen. Allow the data to transfer to your screen and follow the on-screen prompts before removing the USB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

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

4.3 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 screen 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”



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

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

4.4 Video Format Conversion

If you have video files in a format that is not supported, you will need to convert them (please see section '3.1 Supported Media Files'). There are two possible tools for converting video, which are as follows.

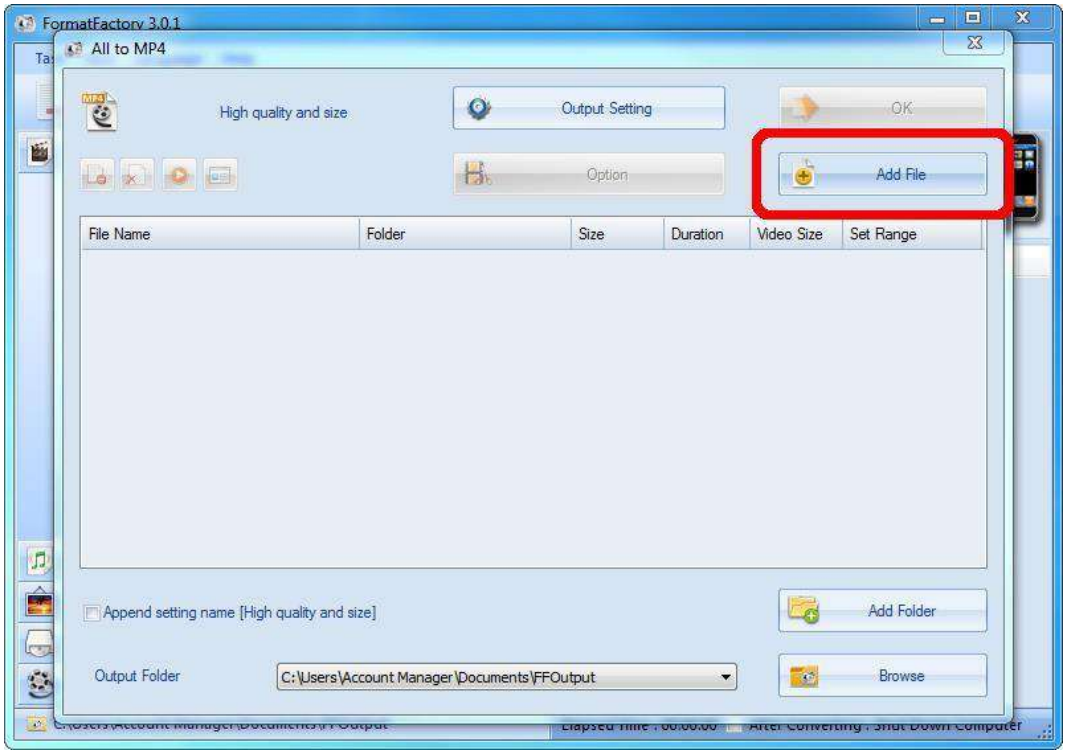
4.4.1 Format Factory (Standard Definition)

This is a free multi-purpose convertor that can be used for normal definition video files.

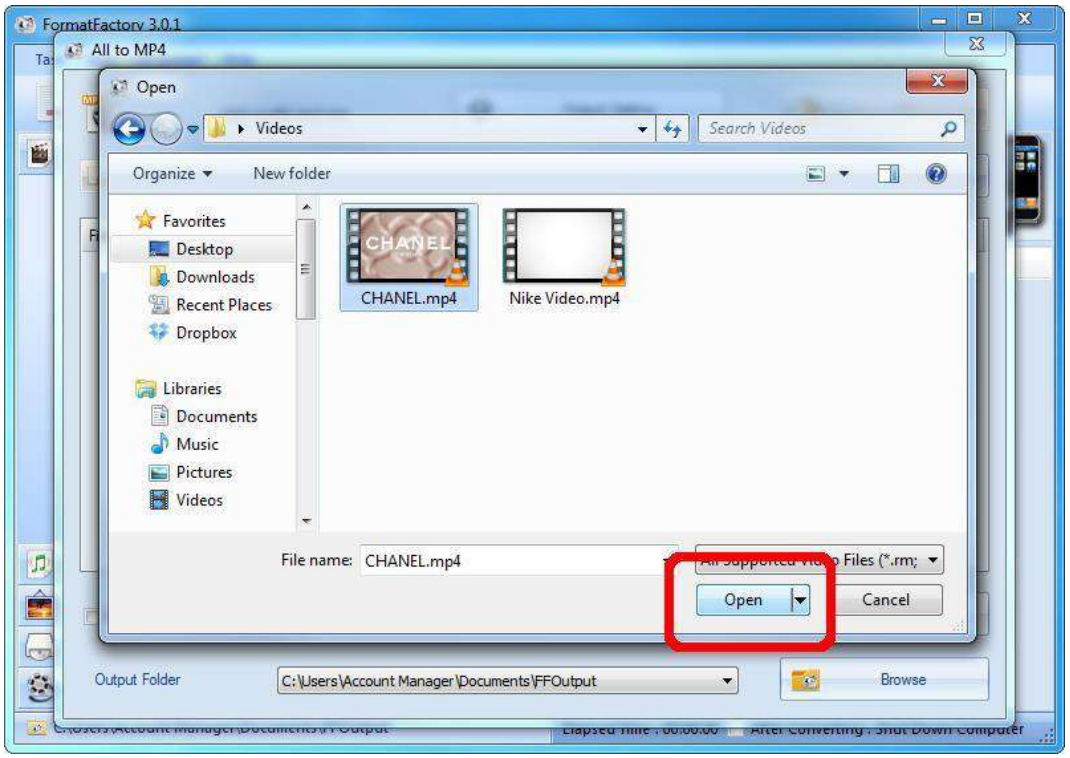
1. Download a free video convertor for Windows called Format Factory, which can be found here: http://format-factory.en.softonic.com/download
2. Once you have finished downloading Format Factory, launch the software.

3. Access the “Video” section of the Top Menu and then click “All to MP4”.

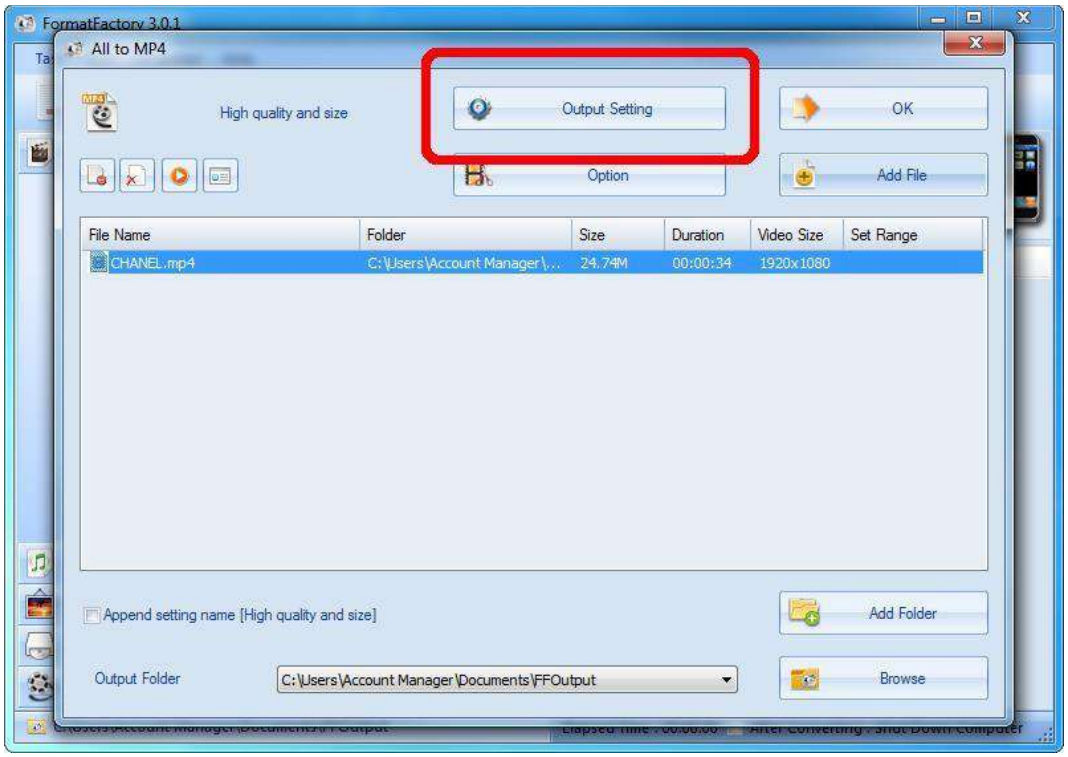
4. Now click “Add File”



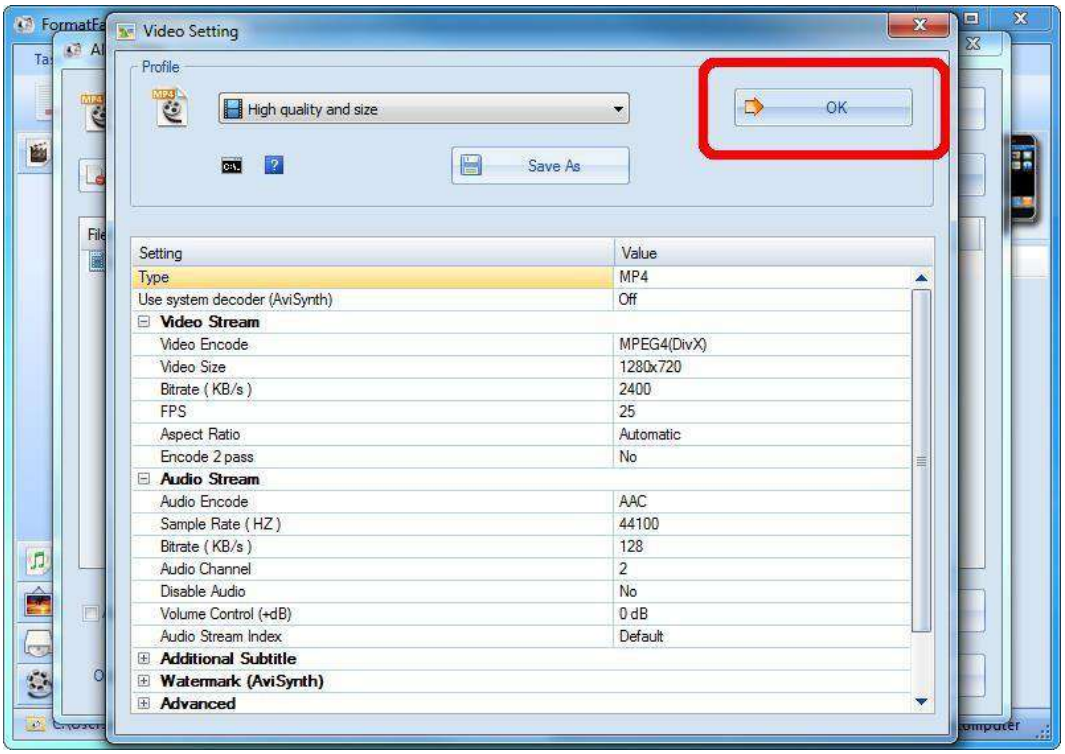
5. Locate and select the video files you wish to convert, then click “Open”.



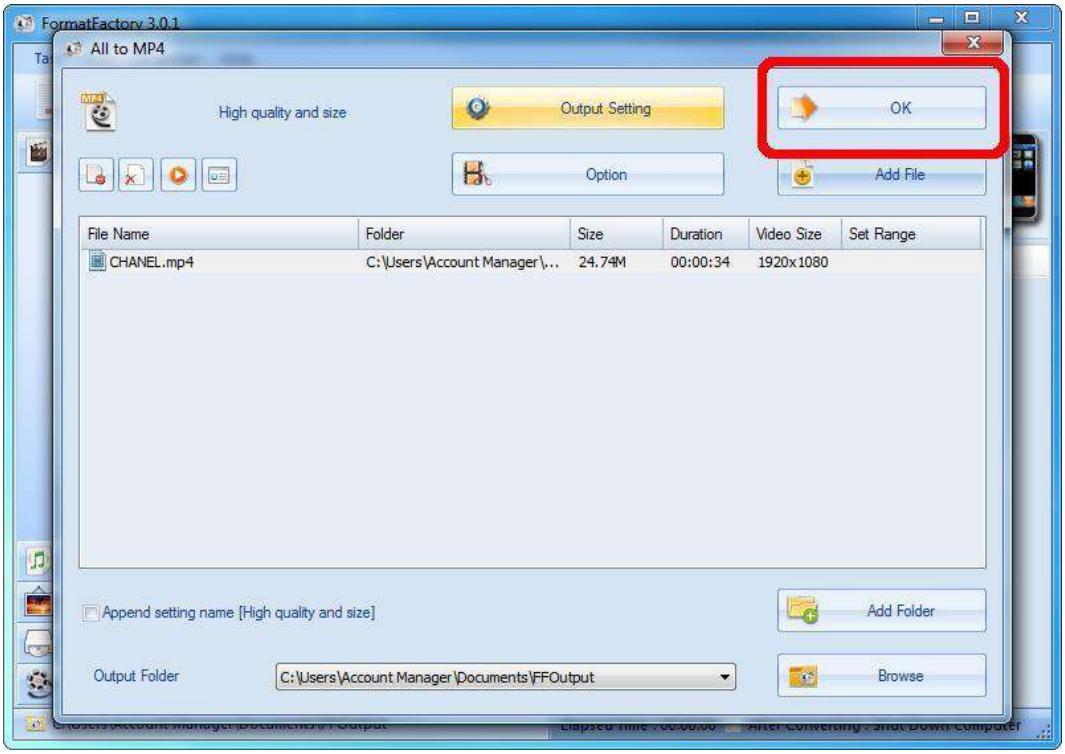
6. Now click “Output Setting”.



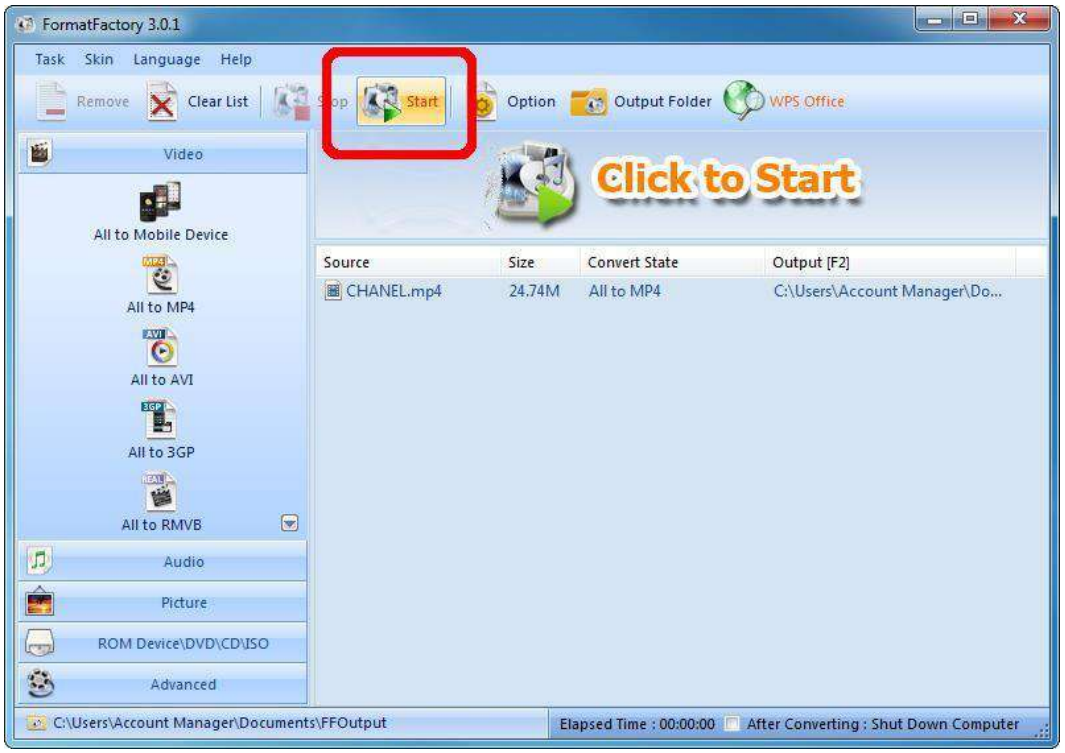
7. Set your “Video Settings” to the following values, then click “OK”:



8. Click “OK”.



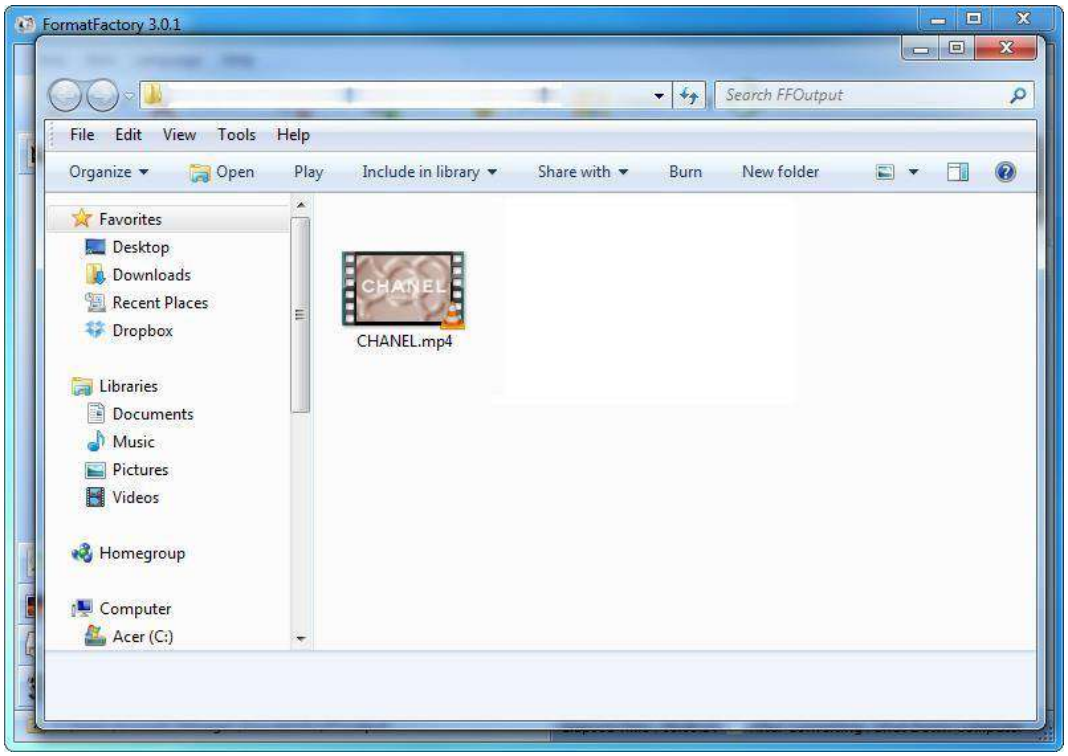
9. Click “Start”.



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

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

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



4.4.2 HD Video Converter Deluxe (High Definition)

This software is only useful for High Definition videos.

It can be downloaded here: http://www.winxdvd.com/hd-video-converter-deluxe/

Note: This software is not free.

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

1. Select the “HD Video” tab, then the “to HD MP4” tab.
2. Change the following values:
    a. Audio Quality to 448
    b. Video Quality to 12000
    c. Output Image Setting to “Custom Size with Custom Aspect Ratio”
    d. Video Resolution to “HD1080P (1920:1080)”
    e. Video Codec to “MPEG4”
3. Click “Start”

4.5 My media file does not fit properly on the screen

This has happened because the file does not have a 16:9 aspect ratio (1920x1080). Please resize file to 1920x1080 pixels and try uploading the media onto the display once again.

4.6 My moving GIF files will not move

As the screen recognises any .gif file as an image, it will display the first frame of a moving GIF for the allocated image display time.