Quick Start Hardware Setup

Congratulations on the purchase of your new product! The first thing you will need to do is setup your hardware, once this is complete you can then manage and update your product though MySignagePortal.com

A1. Connecting via Ethernet Cable

1. Insert your Ethernet cable into the LAN port of your screen/player:

Freestanding

Wall-mounted

Media Player

2. Insert the power cable, power on from the mains and allow the screen/player to complete its boot up procedure and begin playing content.

Once content begins to play please go to section B – Checking Your Connection

A2. Connecting via Wi-Fi

1. Begin by screwing the Wi-Fi aerial (included) as shown below:
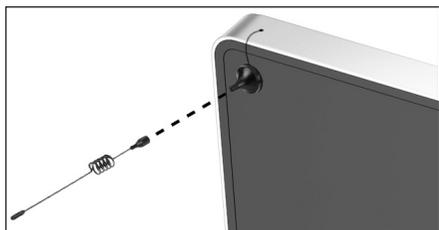
Freestanding
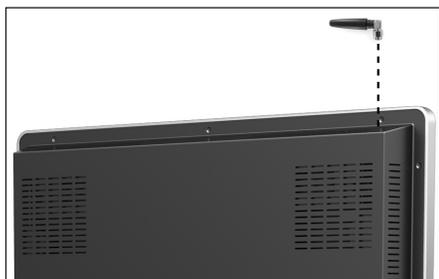
Wall-mounted

Media Player

2. Insert the power cable, power on from the mains and allow the screen to complete its boot up procedure and begin playing content then press "STOP" on your remote control.

3. Once on the blue Home screen press "SETUP", navigate to "Network Setting" and select "Wi-Fi Setting" using the "PLAY" button.
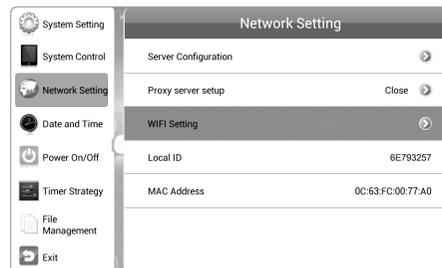
4. Navigate to and select your Wi-Fi network, then a box will appear, press "PLAY" to bring up an on-screen keyboard and enter your Wi-Fi password. Once you have finished select "Back" on the on-screen keyboard then select "Connect".
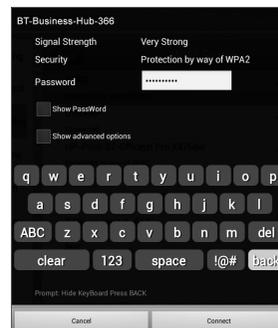
5. The status under your Wi-Fi network should change from "Connecting…" to "Connected", if this doesn't happen please try checking and re-entering your password.

Next, please go to section B – Checking Your Connection

B. Checking Your Connection

If your screen/player is playing content begin by pressing "STOP" to access the blue Home screen then check the "Network Status" information box.

- If the two statuses read "Logged in" and "Connected" you can now move on to updating your screen/player via MySignagePortal.com. If you are unsure how to update your screen/player please follow the steps outlined in the "Getting Started" section of the website.

- If the statuses read "Logged out" and "Disconnected" then begin by making sure that you are using the correct connectivity method. There should be a small icon at the bottom of the "Network Status" box that reads "LAN", "Wi-Fi" or "3G", if this doesn't match the method you are trying to use please press "SETUP" then go to "System Control" and change the "Work Mode". If you make a change please ensure that you select "Exit" from the Main Menu and when asked if you would like to save the changes select "YES".

- If the statuses read "Logged out" and "Connected" then this usually means there are restrictions in place on the network that you are using. This status indicates that the screen/player is connected locally to the network but something is preventing it from communicating with the CMS server. Please see section C – Network Restrictions.

C. Network Restrictions

If the network that you are connecting to has restrictions in place please contact your network administrator and ask that they be lifted. For the screen/player to communicate correctly with the server the following ports need to be open both ways: 80, 4700 & 4701. Your network administrator may also require the IP address of the CMS server, this is: 54.77.30.37. Should there be any other restrictions in place the screen/player also allows you to input a static IP address or input proxy server settings. For these please refer to the main User Manual.