



# Digital Signage Media Player

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## NC1000

**WARNING** –This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Temporary noise is normal when powering ON or OFF this device.

# Contents

## Digital Signage Media Player

<b>Introduction of SuperSign .....</b>	<b>1</b>
Characteristics of the product (What is SuperSign?).....	1
Minimum System Requirement.....	1
Files supported by SuperSign.....	2
Product Specifications.....	2
<b>Composition of SuperSign.....</b>	<b>4</b>
Parts.....	4
Name of each part .....	5
Installation procedure of the product.....	6
Cable connection procedure of the product.....	7
<b>Usage of the SuperSign Manager Software.....</b>	<b>8</b>
Installation of SuperSign program.....	8
Removing SuperSign Software.....	10
<b>Usage of each item on SuperSign Manager Software .....</b>	<b>11</b>
SuperSign Login.....	11
Canvas Setting.....	12
<b>CONTENTS EDIT MENU.....</b>	<b>13</b>
Main Window .....	13
Registering Media Library.....	15
Creation of Contents.....	16
Contents Copy .....	16
Configuration of TimelLine .....	17
Contents Properties.....	18
Configuration of service function .....	22
Others.....	22
<b>PLAN MENU.....</b>	<b>23</b>
Main Plan Window .....	23
Plan configuration .....	24
Contents Copy .....	25
<b>MANAGEMENT MENU.....</b>	<b>26</b>
Main Management Screen .....	26
Management configuration.....	27
Tile Mode Control Cable.....	28
Control Tile Configuration .....	29
<b>OPTION.....</b>	<b>31</b>

UPDATE .....	31
Message .....	33
Log Report.....	33
E-mail Configuration.....	34
File Menu .....	35
Edit Menu .....	35
View Menu.....	35
Option Menu.....	36
Setup Menu.....	36
Help Menu .....	36
<b>Player Menu usage of SuperSign .....</b>	<b>37</b>
Login Screen .....	37
Network .....	38
Display.....	40
Password .....	41
EWF.....	42
Initialize .....	42
Others.....	43
Setting Regional and Language Options.....	44
<b>Program Restriction items.....</b>	<b>45</b>
Installation / Removal .....	45
Login.....	45
Registering Media.....	45
Edit Manager .....	45
Plan Manager .....	46
Management Manager .....	46
Preview Player Manager .....	47
Player Manager .....	47
Player Software Manager .....	47
Other .....	47
<b>Q &amp; A .....</b>	<b>48</b>
<b>SuperSign network connection guide .....</b>	<b>50</b>
1. Simple network connection (LAN).....	50
2. Hierarchical network connection (Internet) .....	51
3. Wireless network connection.....	52
<b>Limitation of Windows embedded .....</b>	<b>53</b>
Microsoft Windows Embedded Standard limited element.....	53
<b>Restrictions of Nvidia Graphic chipset.....</b>	<b>54</b>

# Introduction of SuperSign

## Characteristics of the product (What is SuperSign?)

- LG SuperSign is a solution to allow users to transmit media and information files stored on a computer installed with SuperSign Software using LAN.

Differentiated special feature

- VAR(SI: System Integration), a software that can be easily used by system operators as well as private users.
- SuperSign Software provides convenient User Interface(UI) and various functions for management of contents.
- Highly efficient management expenses and provides advertising effect of Digital Signage.

LG SuperSign Software enables convenient contents editing, preparation, distribution and management.

### 1. Convenience (Easy)

- Drag & Drop form of User Interface (UI)
- Transmission of simple contents and management by grouping method
- Provides templates configured in advance

### 2. Flexibility

- Provides player that supports various type of files such as video, audio, documents, etc.

### 3. Expandable

- Close range or remote management of contents and power(On/Off) are possible.

## Minimum System Requirement

### ■ Manager PC Recommendation

1. CPU : Over 2.5 GHz Core2 Duo L2 Cache 2 MB
2. RAM : 2 GB and above
3. HDD: 250 GB and above
4. Network : 100 Mbps and above
5. OS : Windows XP sp3 or Windows 2003 Server
6. Graphics card memory : 512 MB and above

### ■ Manager PC Requirements

1. CPU : Over 2.0 GHz L2 Cache 512 K
2. RAM : 1 GB and above
3. HDD: 40 GB and above
4. Network : 10 Mbps and above
5. OS : Windows XP sp2 and above
6. Graphics card memory: 512 MB and above

### ■ OS

Windows XP(32bit), Windows 2003 Server(32bit), Windows VISTA(32bit)

# Introduction of SuperSign

## ■ Installation of universal codec and S/W

### 1. Microsoft Office

- To support Microsoft Office Word, PowerPoint or Excel documents, MS Office (2000, XP, 2003, 2007) must be installed on the Manager and Player.
- Slide show viewing is possible if 'Show' configuration is configured on the Microsoft PowerPoint document.

### 2. Unified Codec Package : A bundle of Direct Show Filters gathered for play of Microsoft Windows Videos

<http://www.codecguide.com>

<http://shark007.net>

<http://www.free-codecs.com>

- Universal codec package such as K-Lite Codec Pack, Vista Codec Pack, etc. can be downloaded.
- Install after verifying that codec of video to be played is included in the package.
- Please install identical codec package on both SuperSign Manager and SuperSign Player.
- Do not overlap installation of universal codec package.
- When installing a different universal codec package, install after removing a previously installed package.
- Please refer to description on respective website for license related information of codec usage.
- Websites above do not have any connections with our company and they can be changed according to circumstances of the respective websites.

### 3. PDF

- Adobe Acrobat Reader 8.1(exclusion of Lite version) or above have to be installed on the SuperSign Manager Software to view 'Help' from the SuperSign Manager.

## Files supported by SuperSign

### ■ Video files supported

- File format supported : avi, wmv, mp4, mov, mkv, ts, tp, mpg, mpeg, flv
- Corresponding unified codec has to be installed on the SuperSign Manager and SuperSign Player for registration and play of videos.

### ■ Image files supported

- File format supported: jpg, bmp, png
- Maximum supported display size is 8,192 pixels (Width or height) and total of 16,777,216 pixels.

### ■ Audio files supported

- File format supported: mp3, wma, wav

### ■ Flash files supported

- File format supported: swf

### ■ Document files supported

- File format supported: ppt, xls, doc, pdf

## Product Specifications

### ■ General Specification

\* Product specifications can be changed without notice for improvement of the product

Size	250 mm (W) x 43 mm (H) x 205 mm (D) (only Set)
Weight	1.43 kg (only Set)
CPU	Intel ATOM Processor 330 1.6 GHz(Dual Core), FSB 533 MHz
Main Memory	DDR3 1066 1024 MB SODIMM type
Secondary Storage Device	SATA SSD 8 GB
O/S	Windows Embedded Standard

# Introduction of SuperSign

## ■ Multi I/O Port

Chip Set	Nvidia MCP7A-ION
Serial Port	One external RS-232 Serial port
USB Port	Hi-Speed USB 2.0 port 480 Mbps rate (x 5)
LAN Port	Realtek RTL8103E 10/100 Mbyte Ethernet controller
VGA / HDMI	Nvidia MCP7A-ION integrated Graphic chipset
4-in-1 Card	Secure Digital(SD) / MultiMedia Card(MMC/MMC4.0) / Memory Stick(MS/MS-Pro) / xD Memory Card
PCI Express Card Slot	Supported
LINE OUT	Supported
SPDIF (Digital audio out)	5.1 Channel supported (Depend on source signal)

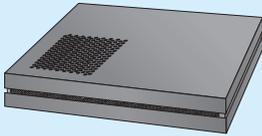
## ■ Operation Specification

Resolution	Maximum Resolution	1920 x 1080 @ 60 Hz		
	Recommended Resolution	1920 x 1080 @ 60 Hz		
Power	Rated Voltage	AC 100 - 240 V~, 50 / 60 Hz, 1.2 A		
Sound output wattage	RMS Audio Output 10 W + 10 W(R + L) : with Monitor (Model name: M4224C)			
	Input Sensitivity 0.7 Vrms			
	Reference: 1 kHz 0.7 V RMS sine wave input			
Operating Condition		Sync (H/V)	Video	LED
	Normal Mode	On/On	Active	On
	Deep Sleep Mode (Set = Off)	Off/Off	Off	Off
Environment Condition	Operational Temperature	5 °C - 35 °C	Humidity	10 % - 80 %
	Storage Temperature	-20 °C - 60 °C	Humidity	5 % - 95 %

# Composition of SuperSign

## Parts

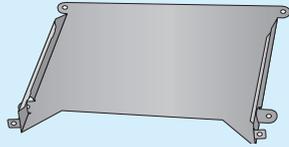
!!! Thank you very much for purchasing our product !!!



Case



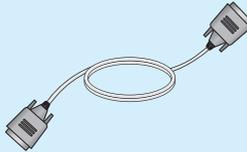
Setup program/  
User Manual



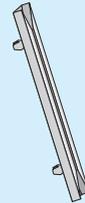
Box Guide



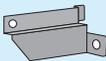
Power Cable



RS-232C Cable



Rail x 2



Handle x 2



M3, L8 x 4  
(For attachment of handle)



M3, L12 x 4  
(for attachment of Box Guide  
on the monitor)

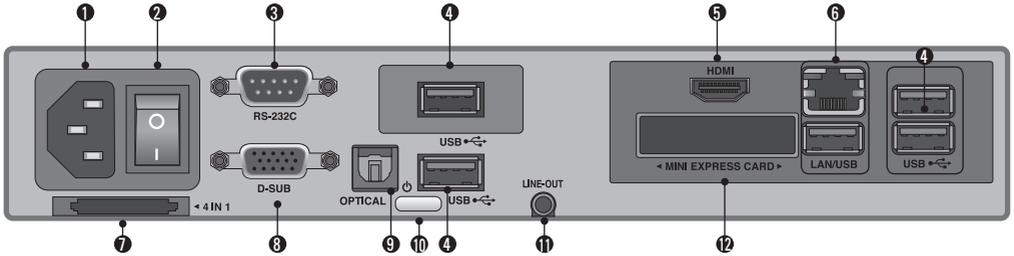


### NOTE

Parts may look different than the pictures shown here.  
Make inquiries to the purchased store or purchase from electronics store or online shopping malls for purchase of accessories

# Composition of SuperSign

## Name of each part



- ❶ Power cable input terminal
- ❷ Power Switch
- ❸ RS-232C output terminal
- ❹ USB input terminal  
Operation and program installation can be carried out using USB Memory, USB Hard-disk, USB CD-ROM, Keyboard (wired/wireless), Mouse (wired/wireless), etc.
- ❺ HDMI output terminal
- ❻ LAN/USB connection terminal
- ❼ 4 IN 1 Multi-card Slot
- ❽ D-SUB output terminal
- ❾ OPTICAL
- ❿ SuperSign Power Button
- ⓫ Line-Out Connection Terminal
- ⓬ Mini express card slot

# Composition of SuperSign

## Installation procedure of the product

1. Please insert the handle into the groove on the side of product as shown in the picture.



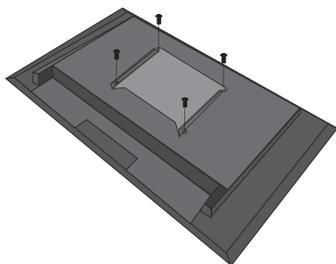
2. Please secure the handle using screws as shown in the picture.



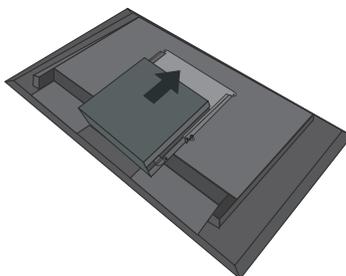
3. Please insert rails into the groove on the side of the product.



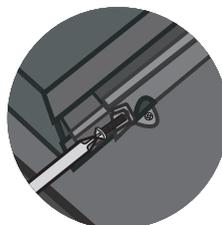
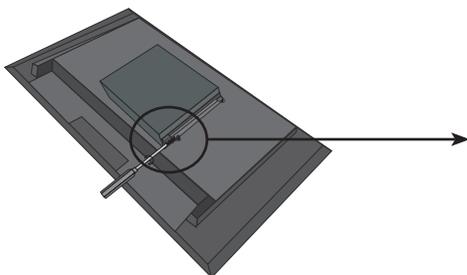
4. Please attach Box Guide on four hole on the back of monitor as shown in the diagram using screws.



5. Please attach the case on the Box Guide as shown in the diagram.



6. Please use the screws as shown in the diagram to attach the case on Box Guide.



### NOTE



The diagram may be different than the product as it is a generalized attachment diagram.  
Attention : Make attention to the cutting edge of rail when assembling.

# Composition of SuperSign

## Cable connection procedure of the product

### A Connect using D-SUB input cable (Check monitor RGB input)

LINE-OUT Cable should be connected for Audio output during D-SUB connection

### B Power Cable

### C RS-232C Cable

Provided RS-232C cable is to connect the SuperSign to the monitor.

### D HDMI Cable (Check monitor HDMI input)

\* When connecting a HDMI device

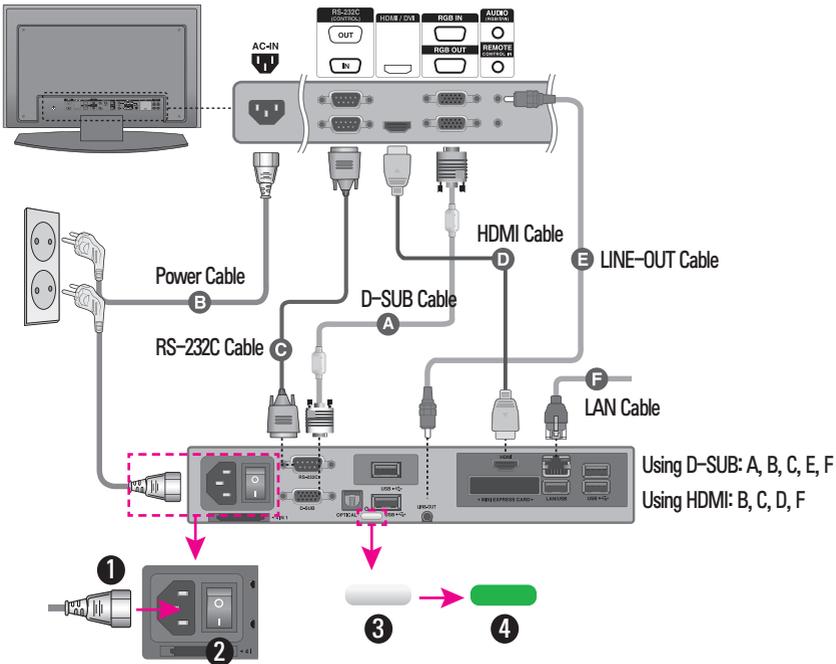
- 1) Connection for audio output is not necessary as HDMI terminal outputs both audio and video.
- 2) Select Start > Control Panel > Sounds and Audio Devices > Audio.
- 3) Select Sound playback > NVIDIA High Definition Audio, then click on 'OK' button.

\*When Removing a HDMI device

- 1) Select Start > Control Panel > Sounds and Audio Devices > Audio.
- 2) Select Sound playback > Realtek HD Audio output, then click on 'OK' button.
- 3) Sound is not output if speaker is not set as default after removing the HDMI cable.
- 4) Programs currently running have to be closed and restarted for sound to be output normally.

### E LINE-OUT Cable

### F LAN Cable



\* After switching on the power switch and pushing the SuperSign power button, light of the SuperSign power button turns to green and the power is on.

### NOTE

Please set the SET ID of the display connected Player to 1.  
Display Device which does not use LG RS23C Protocol can not be controlled and monitored on SuperSign Manager

# Usage of the SuperSign Manager Software

In order to use SuperSign program, install the SuperSign Manager Software from the included CD and connect to user's monitor and SuperSign.

## Installation of SuperSign program

### <Auto Installation Steps>

1. Installation window appears automatically when you click on 'SuperSign Manager' from main screen of the CD Please Install SuperSign Manager Software in the order shown below.

### <Windows Vista>



### <Windows XP/2000>

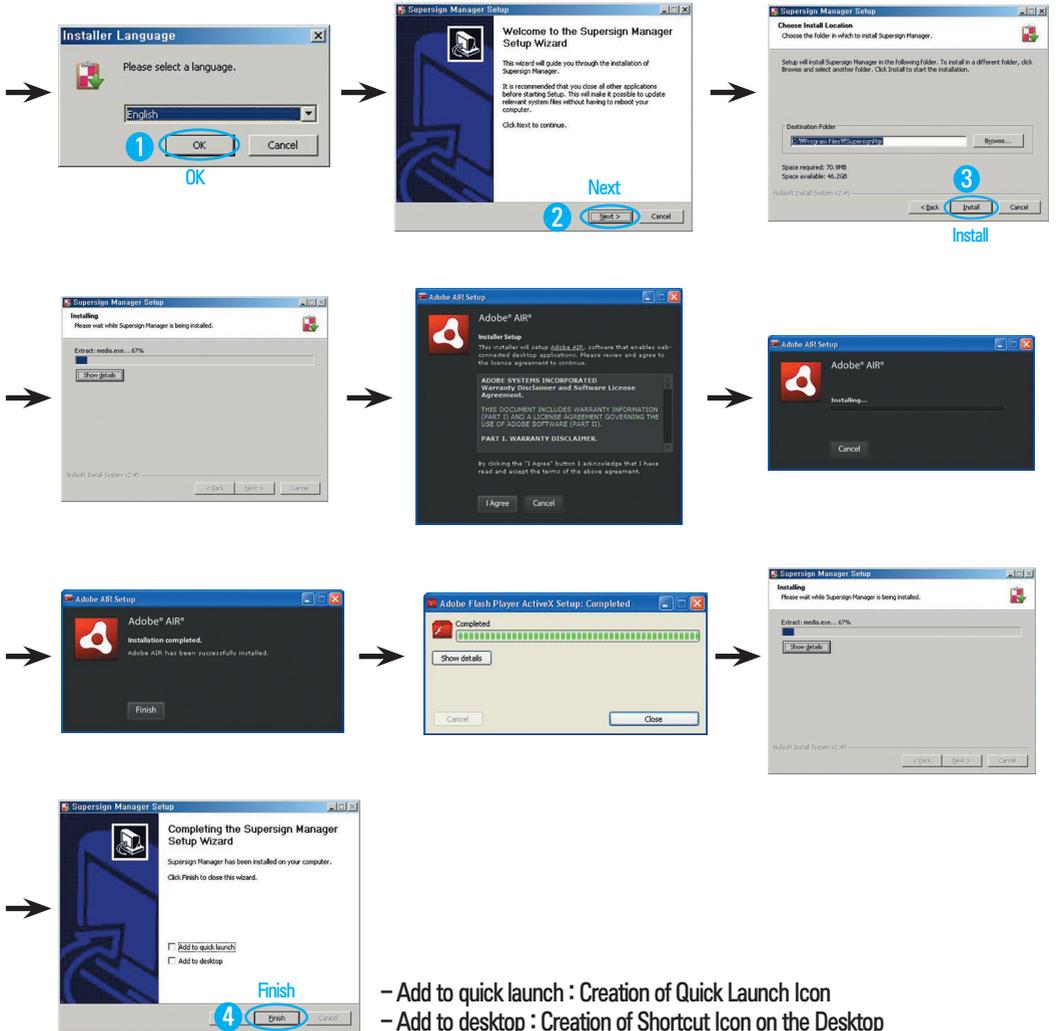


# Usage of the SuperSign Manager Software

## <Manual Installation Steps>

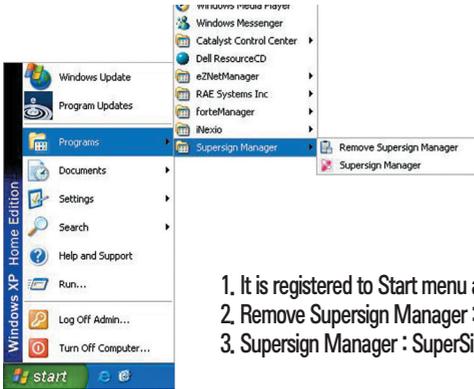
Install SuperSign Manager Software in the order shown below.

\*My Computer > SuperSign > SuperSign > SuperSign Software > Application > SuperSign Manager > SuperSignManager\_setup.exe



- Add to quick launch : Creation of Quick Launch Icon
- Add to desktop : Creation of Shortcut Icon on the Desktop

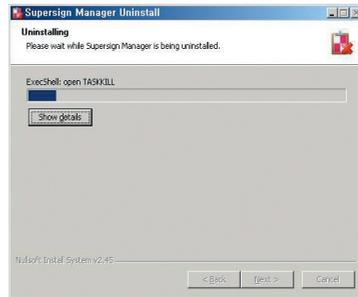
# Usage of the SuperSign Manager Software



1. It is registered to Start menu after program installation automatically.
2. Remove Supersign Manager : Removal of installed SuperSign Manager Software.
3. Supersign Manager : SuperSign Manager Software is operated.

## Removing SuperSign Software

Select remove Supersign Manager removal of installed SuperSign Manager Software.



\* When deleting from the control panel

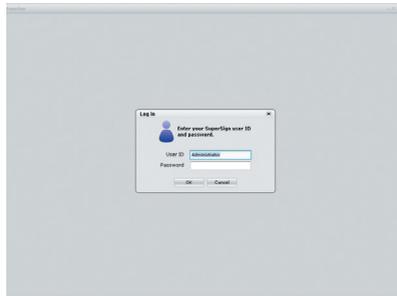
1. (Windows XP / Windows 2003)  
Select Start → Configuration → Control Panel → Add/Remove Programs → SuperSign Manager then remove.
2. (Windows VISTA)  
Remove after selecting Start → Setup → Control Panel → Control Panel Program and Function → Remove or Change Programs → SuperSign Manager.

# Usage of each item on SuperSign Manager Software

## SuperSign Login

1. Following login window appears when SuperSign Manager Software is executed.
2. Default ID is "Administrator".  
ID and password is stored as the values input during initial login.  
Password can be changed from File Menu.  
ID is fixed as value input during initial login and it cannot be changed.
3. SuperSign Manager Software closes automatically when not logged in by pressing "Cancel" button.

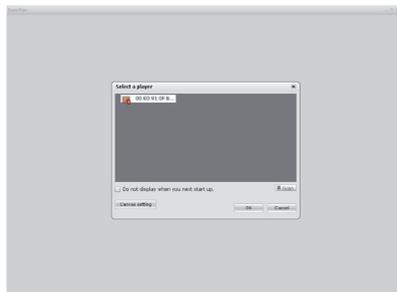
\* Select 'Logout' from File Menu to logout after logging in.  
User is transferred to SuperSign Manager Software Login window after Logout.



4. Scanning of connected Players occur after a successful login.  
(Other functions do not work during scanning.)



5. Connected Players are shown after completion of scanning.  
Selected Players that you wish to use and click on "OK" button.



- \* "Cancel" : Pop-up window closes.
- \* "Scan" : Restart scanning.
- \* "Canvers Setting" : Resolution, templates and layout setting can be configured.
- \* Pop-up window does not appear during startup if "Do not display when you next start up" is checked.

# Usage of each item on SuperSign Manager Software

## Canvas Setting

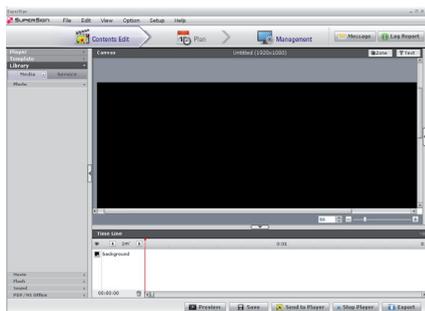
1. Select "OK" after selecting desired resolution.



2. Select "OK" after selecting desired template and layout setting.



3. Move to Edit screen



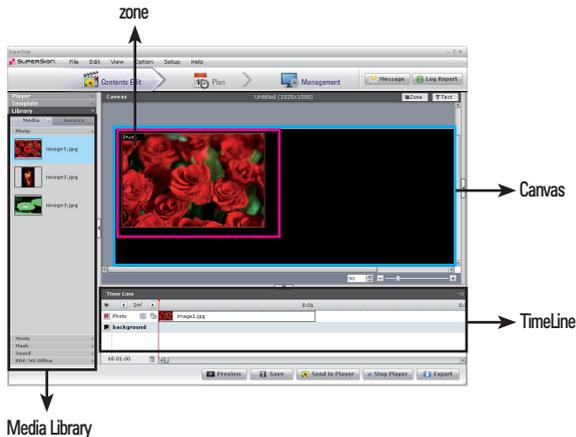
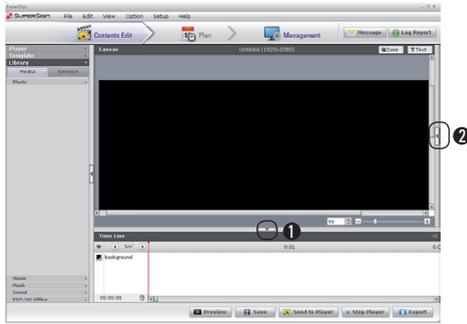
# Usage of each item on SuperSign Manager Software

## CONTENTS EDIT MENU

### Main Window

Time Line is closed when ❶ is clicked

Property screen of each Zone appears when ❷ is clicked



\* Media Library : Desired video, image, sound, flash and documents can be imported.

( : Import files by clicking on the icons.)

\* Canvas : Zone of respective files are created when files registered on Media Library dragged and dropped on Canvas or Time Line.

\* Zone : Exists on the Canvas and it shows a region sectionalized by properties of a specific media.

\* TimeLine : Time can be edited with X-axis:Time/ Y-axis:Zone

# Usage of each item on SuperSign Manager Software



1. Preview : Previews the contents of current Canvas.
2. Save : Creates Contents by storing details of current Canvas.
3. Send To Player : A function to play current contents of the Player by immediately distributing them. (Contents information and Player information can be viewed by selecting a Player to play back and clicking on "OK" button.)

\* Player Scan pop-up window appears if there are no connected Player and Players can be scanned.

4. Stop Player : It is a function to stop the contents being played on the Player

5. Export : A function to play back contents edited from a Player not connected to a network.

\* Click on "Export" after creating contents.

\* Input name of a folder to store the contents. Folder is created on designated location when "export" is clicked.

\* Media files and content information file used in the contents are stored in the folder created.

\* Play back stored files from a player by using removable disk, etc.

\* Exported files can be played on the Player.

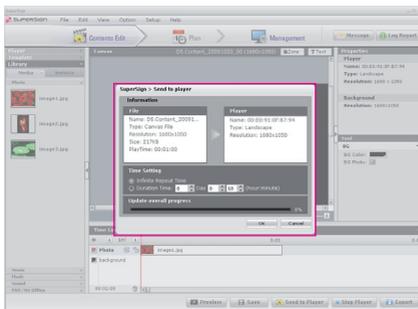
\* There are Auto-Play and Manual-Play for play methods.

## \* Auto-Play Procedure

1. Create a folder called "AutoPlay" on the root of USB
2. Copy exported xml and media files.
3. Auto-play begins when USB storage device is plugged into the USB port of the player box
4. Auto-play ends when USB storage device is unplugged.
5. If you unplug USB storage device while media files are loading, the program error may occur.

## \*Manual Play Procedure

1. Copy Export folder onto a USB storage device then copy onto the Player.
2. Pop-up menu appears when right button of the mouse is clicked on SuperSign Tray icon.
3. File (xml) open window appears when 'Open' is selected
4. Play begins when exported xml is selected from file open window.
5. Play ends when 'esc' key is pressed.



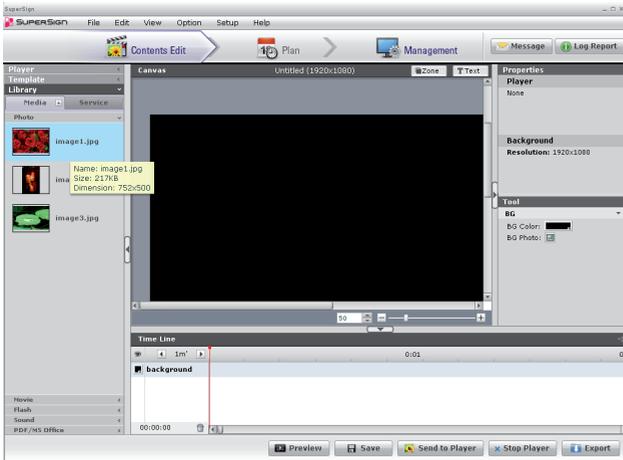
## 6. Time Setting

\* Infinite Repeat Time : Infinite Repeat Time : Repeat play back until a newly scheduled contents are executed.

\* Duration Time : Play back of contents for configured duration from current time.

# Usage of each item on SuperSign Manager Software

## Registering Media Library

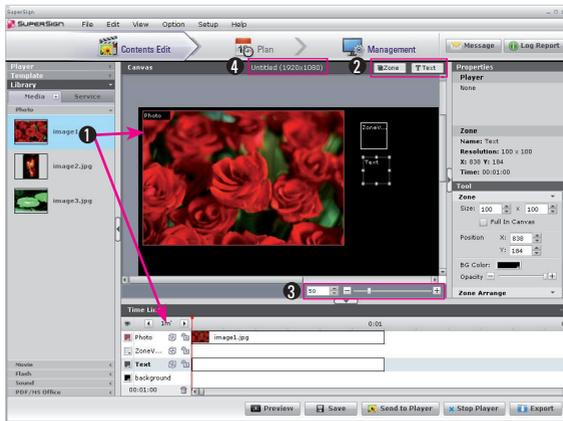


1. Click on Media  icon on "Library tab " to open the popup window.
2. Select the file to upload from the popup window.
3. "File Uploading" popup window will be displayed while the file is being uploaded, and it will automatically disappear when the upload is completed.
4. The uploaded file will be displayed in the tab of each corresponding file format.
5. When you locate the file in the "AutoUpload" folder of the directory where the SuperSign Manager Software is installed and execute the SuperSign Manager Software, the applicable file will automatically be uploaded.  
Ex) C:\Program Files\SupersignMgr\AutoUpload
6. The location of "AutoUpload" folder is shown in "Local media library folder information" of "Option > Contents Edit".
7. If you set the time of "Cycle of directory sync" in "Option > Contents Edit" SuperSign manager starts uploading media automatically at the given time In everyday.  
If you click "Start sync." button The uploading process starts immediately.

# Usage of each item on SuperSign Manager Software

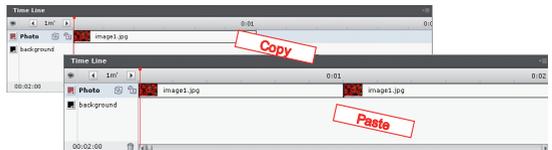
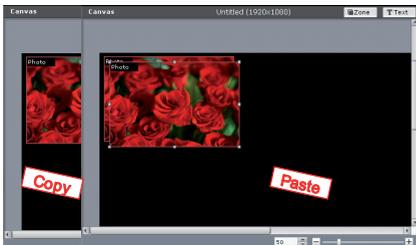
## Creation of Contents

1. Zone of respective file is created when a file registered on Media Library is dragged and dropped on Canvas or Time Line.  
\* It is added to one single Zone if several files are selected, dragged and dropped simultaneously.
2. Zone : Only a Zone is created when Canvas is clicked after selecting this button. Files can be inserted into the created Zone by dragging and dropping files onto the Zone.  
Text : Text Zone is selected to enable input of text when Canvas is clicked after selecting this button.
3. It is a canvas enlargement/reduction control function.  
Slider Bar provided :+ : Zoom in -: Zoom out  
Direct input text field provided : Zoom in / Zoom out in 10 units.
4. File name and resolution of Canvas is shown



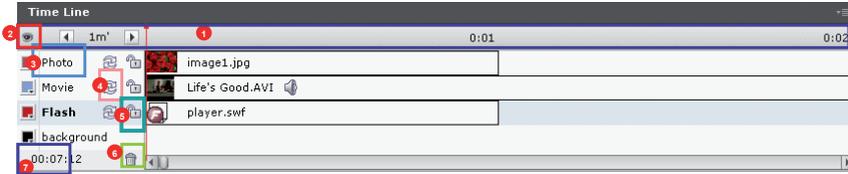
## Contents Copy

1. Copy : Copy contents by selecting File Menu > Edit > Copy or using Ctrl + C shortcut key.
2. Paste : Paste copied contents by selecting File Menu > Edit > Paste or using Ctrl + V shortcut key.

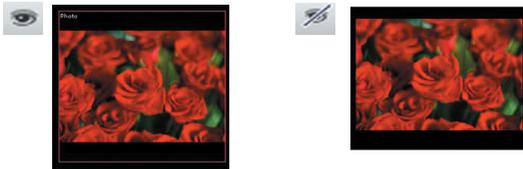


# Usage of each item on SuperSign Manager Software

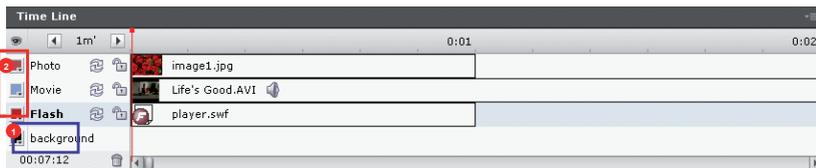
## Configuration of TimeLine



1. Gap of time axis on Time Line can be adjusted. Intervals are 1,10,30 minutes and 'upper time limit' is 12 hours.
2.  : Function to display/hide each color properties and icon information from the screen for classification of Zones.



3. Zone name can be changed by double-clicking on the Zone. Zone name is created depending on the type of media by default.
4.  : Repeated play back for entire duration occurs when repeat function is selected. Default setting is "on".  
(On:  , Off:  )
5.  : A function to fix a region for a Zone on the Canvas zone. Default setting is "off".  
Zone cannot be selected from Canvas when it is set to "On". (On:  , Off:  )
6.  : A Zone is deleted when it is clicked after selecting a Zone or a Zone is selected, dragged and dropped onto  .  
Media file is deleted when it is selected and  is clicked.
7. Shows entire duration of the Canvas. It follows duration of the longest Zone. It also defines play back duration of repeat function.
8. The minimum play time of each media on the TimeLine is 1 minute.

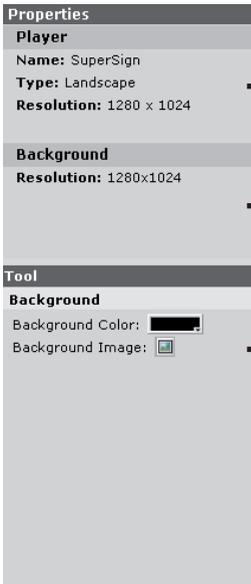


1. Background : Only 1 file can be inserted as a background of Canvas.
2. Shows color property of Zones. The user can directly designate a color.  
When dragging and dropping on to the TimeLine, it must be dropped on the background region.

# Usage of each item on SuperSign Manager Software

## Contents Properties

### Media File

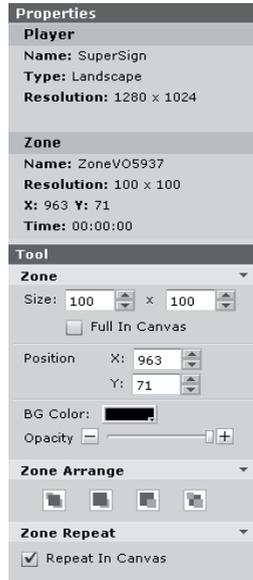


Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Resolution information

Background Color assignment.  
Background Picture assignment. (Limited to pictures registered on the Media Library)

<When background is selected>



Displays connected Player or group information. Nothing is displayed when there is no connected Player.

It shows media information selected.  
Name, resolution, size, play time

A Function to adjust size, location and transparency of background color of a Zone.

Configuration of priority order of a Zone. (Very front/One step forward/One step backward/Very back)

Zone set repeatedly in canvas.

<When Zone is created>



Displays connected Player or group information. Nothing is displayed when there is no connected Player.

It shows media information selected.  
Name, resolution, size

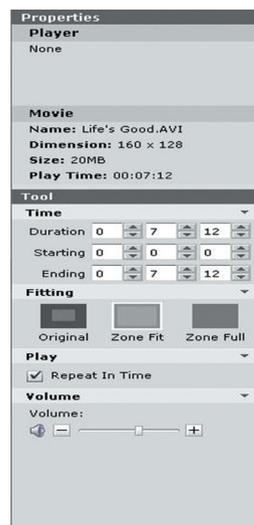
Set media play time selected.

image expression method setting.

Original : express as the original size.  
Zone Fit : it shows to be fit to Zone.  
Zone Full: it is indicated as Full at Zone.

Provide effects to image.

<Photo>



Displays connected Player or group information. Nothing is displayed when there is no connected Player.

It shows media information selected.  
Name, resolution, size, play time

Set media play time selected.

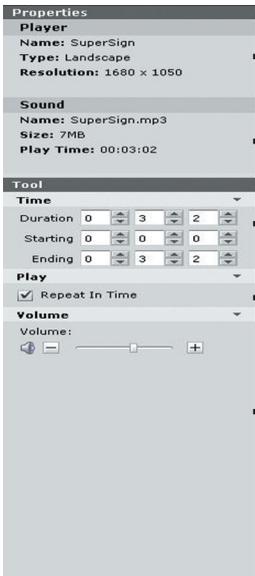
image expression method setting  
Original : express as the original size when image is larger than Zone it shows to be fit to zone.  
Zone Fit: it shows to be fit to Zone.  
Zone Full: it is indicated as Full at Zone

Within the set media play time, the repeating play of the file setting.

Volume Control

<Movie>

# Usage of each item on SuperSign Manager Software



<Sound>

Displays connected Player or group information. Nothing is displayed when there is no connected Player.

It shows media information selected, Name, size, play time

Set media play time selected

Within the set media play time, the repeating play of the file setting.

Volume Control



<Flash>

Displays connected Player or group information. Nothing is displayed when there is no connected Player.

It shows media information selected, Name, resolution, size, play time

Set media play time selected.

Within the set media play time, the repeating play of the file setting.



<PDF/MS Office>

Displays connected Player or group information. Nothing is displayed when there is no connected Player.

It shows media information selected, Name, size

Set media play time selected

# Usage of each item on SuperSign Manager Software

## ■ Service



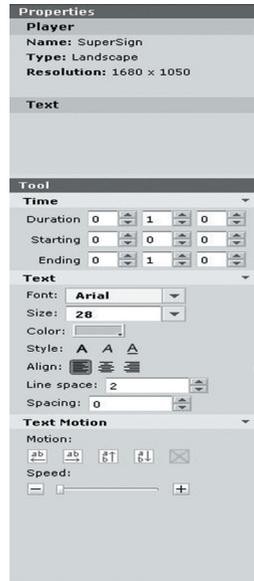
<Web>

Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Information of URL to be linked.

Set media play time selected.

URL to be linked can be changed.



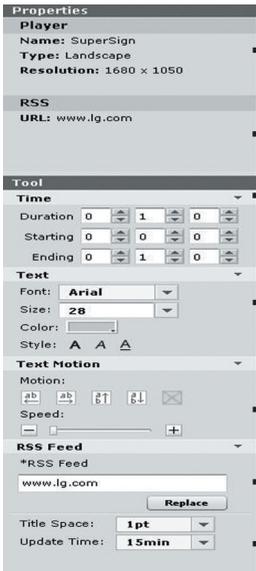
<Text>

Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Set media play time selected.

Setting for text condition.  
Font : text form  
Size : text size  
Color : text color  
Style : Bold, Italic, Underline.  
Align : left array, central array, right array.  
Line Space : Line gap setting.  
Spacing : Letter gap setting.

Motion: Configuration of text movement direction.  
Speed: Configuration of text movement speed.



<RSS>

Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Information of RSS to be linked.

Set media play time selected.

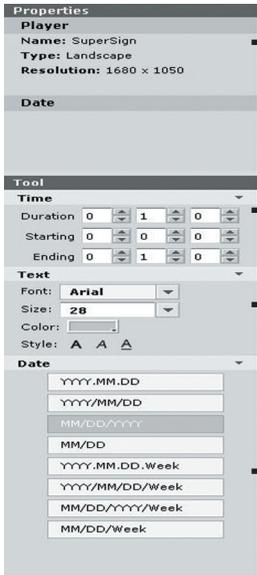
Setting for text condition.  
Font : text form  
Size : text size  
Color : text color  
Style : Bold, Italic, Underline

Motion: Configuration of text movement direction.  
Speed: Configuration of text movement speed.

URL to be linked can be changed.

Title Space : Configure space between RSS Titles.  
Update Time : Configure RSS update period.

# Usage of each item on SuperSign Manager Software



Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Set media play time selected.

Setting for text condition.  
Font : text form  
Size : text size  
Color : text color  
Style : Bold, Italic, Underline

Configuration of expression method.  
Year.Month.Day  
Year/Month/Day  
Month/Day

<Date>



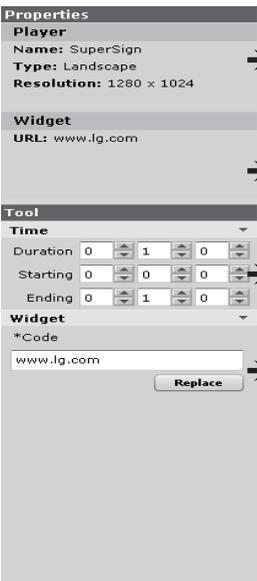
Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Set media play time selected.

Setting for text condition.  
Font : text form  
Size : text size  
Color : text color  
Style : Bold, Italic, Underline

Configuration of expression method.  
AM Hour:minute:second  
Hour:minute:second

<Time>



Displays connected Player or group information. Nothing is displayed when there is no connected Player.

Connected Widget Information.

Set media play time selected.

Function to change URL to be connected.

<Widget>

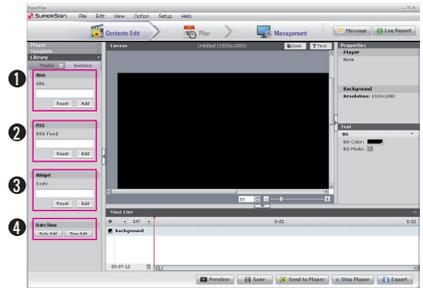
# Usage of each item on SuperSign Manager Software

## Configuration of service function

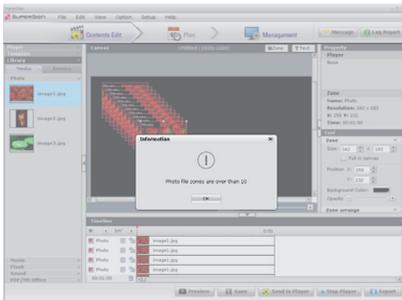
1. URL : Add = Web Zone is created when clicked after entering a URL  
Reset = Stored URL disappears.
2. RSS Feed  
Add = RSS Zone is created when clicked after entering a URL  
Reset = Stored URL disappears.
3. Widget  
Add = Widget Zone is created when clicked after entering a URL  
Reset = Stored URL disappears.
4. Date/Time : Date Add = Date Zone is created.  
Time Add = Time Zone is created

### \* Widget Usage Guide.

- 1) User connects to widget site for web as shown below.  
[Reference website]  
<http://www.google.com/ig/directory?synd=open>  
<http://www.yourminis.com/>  
<http://widgetbank.daum.net/>
- 2) Copy the html code of desired widget.
- 3) Paste on 'service' of left tab on 'Contents edit' then 'Add'.
- 4) Run preview and adjust zone size  
– Widgets for desktops are not supported.



## Others

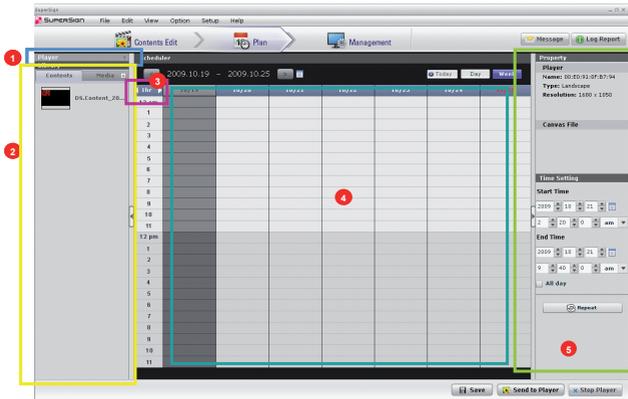


1. There are limitations to number of play back per media on a Player.
2. When 'Preview' or 'Send to Player' is attempted after creating a Zone with number of files exceeding maximum play back limit, a notification Pop-up windows appears.
3. 4 Video files / 10 Audio files / 10 image files(including background) / 20 flash files / 40 text files(sum of all RSS, Date, Time) / 10 web pages (sum of all Widget) / 4 Office files (sum of all excel / ppt / word files) / 10 PDF files
4. Maximum of 2 full HD level videos are supported for the video that requires accelerated codec (H.264, MPEG-2 VMMV) from Player.
5. Media which is linked to office file can be impossible to play in Player.
6. An office file in different zones can't be played at the same time.

# Usage of each item on SuperSign Manager Software

## PLAN MENU

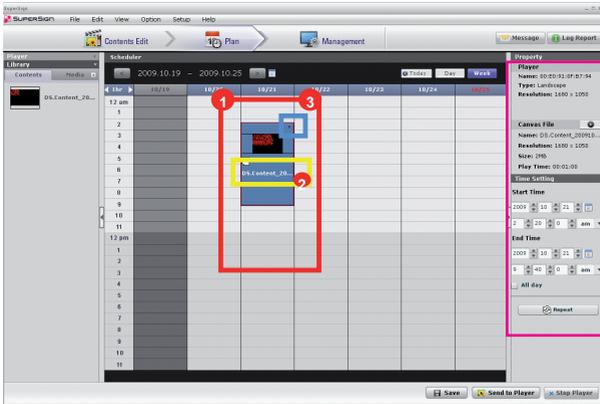
### Main Plan Window



1. Information of connected Player can be viewed.
  2. List of created contents and media files can be viewed from 'Contents edit'.
  3. Units of displayed time can be selected. (10minutes/ 30minutes/ 1hour are supported.)
  4. Contents and media files can be input into desired date.
- \* Schedule input into past dates is not possible and therefore, it is disabled.
5. Plan related property screen is displayed.
  6. Schedule input period is from this week to 180 days.

# Usage of each item on SuperSign Manager Software

## Plan configuration



1. Create Time Cell by drag & drop after selecting contents or media files.  
Play back time of Time Cell can be adjust by selecting a Time Cell and dragging each corner of the Time Cell.
2. It is name of selected content for media file.
3. Time cell deletion function. (Warning Pop-up window appears when deletion is selected)
4. Week View : Shown on the screen as 7 day units.

A week including today's date is displayed when 'Today' is selected.

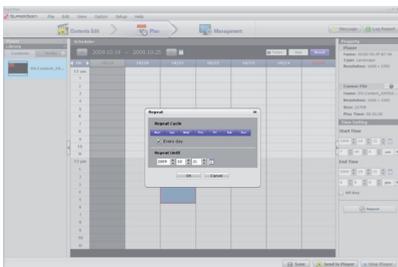
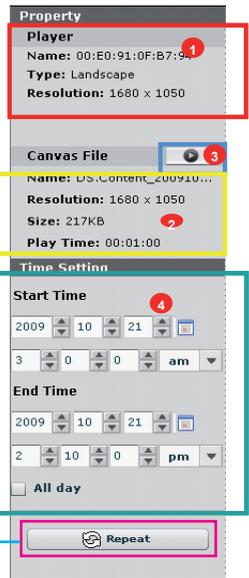
It moves to Monday of the selected week when 'Day' is selected.

Day View : Screen extends into 1day units and detailed content information is shown.

It moves immediately to today's date when 'Today' is selected.

It moves to the week including selected date when 'Week' is selected.

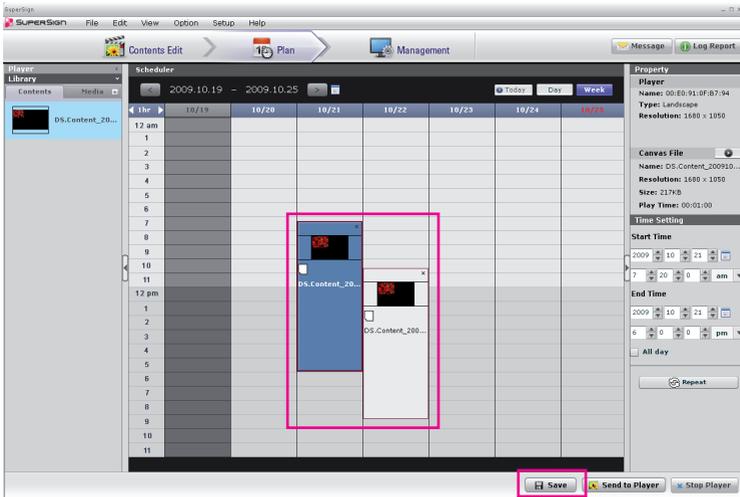
1. Shows property information of selected Player such as name of the Player, etc.
2. Shows property information of contents or media files inserted into schedule.
3. Preview Function. Only provided during Content selection.
4. Time Setting value can be manually input.



1. It is a function to configure repetition cycle of the schedule.
2. Firstly, configure repeat duration.
3. Configure days to add repeated schedule during selected duration.
4. It is repeated for entire duration when 'Everyday' is selected.
5. Repeated schedule is applied and displayed on the Plan when "OK" button is pressed..

# Usage of each item on SuperSign Manager Software

## Contents Copy



1. Select a Time Cell
2. Shape of mouse point is changed and enters into copy mode when Ctr I + C is pressed.
3. Paste copied Time Cell by clicking on desired location.
4. Exit from copy mode by pressing "ESC" key.
5. Changed schedule is applied when 'Save' is clicked after changes are made to schedule.

# Usage of each item on SuperSign Manager Software

## MANAGEMENT MENU

### Main Management Screen



1. Shows currently connected Players.
2. Contents and media file lists created from 'Contents Edit' can be viewed.
3. Information and Control function. However, information is not shown in case of a group.

\* : Group    : Player    : Display Device

4. Scan : Rescans Players.

Add Group : Creates a new group.

Release : Deletes selected group.

Tree : Tree view mode.

List: List view mode.

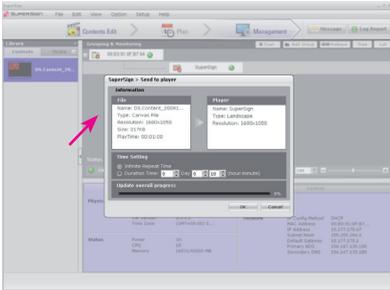
- \* Default is Tree view mode.

5. Name can be changed by double clicking on a group or a player.

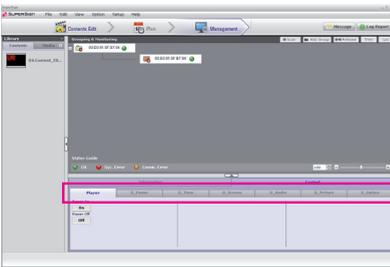
Changed names are immediately applied.

# Usage of each item on SuperSign Manager Software

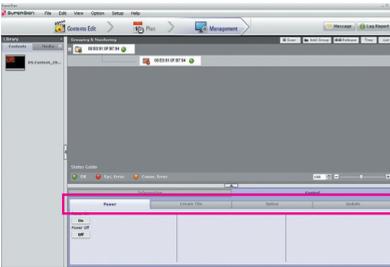
## Management configuration



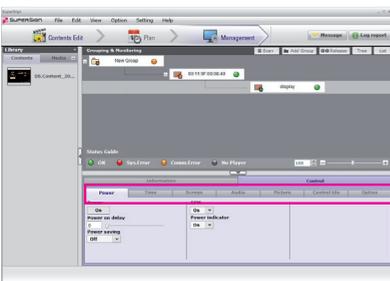
1. Select a Player.
  2. Drag & drop by selecting contents or media files.
  3. Contents and Player information to be played back can be viewed.
- \* Time Setting
- Infinite Repeat Time: Repeated play back until a newly scheduled content is executed.
  - Duration Time : Play back of contents from current time for configured duration.



1. A function for combined management of Players and Displays included in the Group.
2. Controllable functions can be selected by selecting each item's Tab.
3. You can adjust the Power function of the Player and Power, Time, Screen, Audio Picture and Option function of the Display.



1. A function to control the Players.
2. Controllable functions can be selected by selecting each item's Tab.
3. You can adjust the Power, Create Tile, Option and Update related function of the Player.
4. Create Tile menu is the menu to set the Video wall
5. Option menu is the menu used for additionally connecting the monitor to the Player.
6. Update menu is used for updating the program installed on the Player.



1. A function for control the selected Displays.
2. Controllable functions can be selected by selecting each item's Tab.
3. You can adjust the Power, Time, Screen, Audio, Picture, Control Tile and Option function of the Display.
4. If select each Tab control, you can check the current value of display settings.

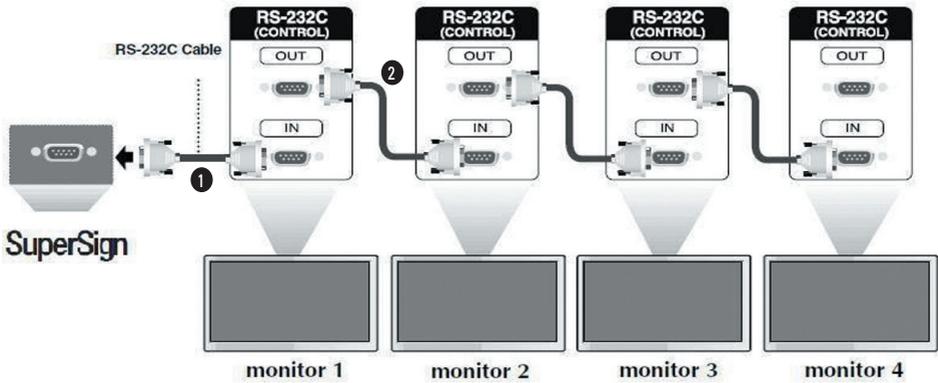
### NOTE



Some Management functions on Display Device may not work because SuperSign Player is not fully compatible with all of LG Display Device in terms of LG Protocol.

# Usage of each item on SuperSign Manager Software

## Tile Mode Control Cable



1. Tile mode can be configured when several monitors are connected to one SuperSign
2. Connect 'RS232C Out' of SuperSign to 'RS232C In' of the monitor. ①
3. For connection between monitors, connect 'RS232C In' and 'RS232C Out' as shown in ②
4. To set the Tile Mode, you must separately purchase the RS-232C cable.

### NOTE

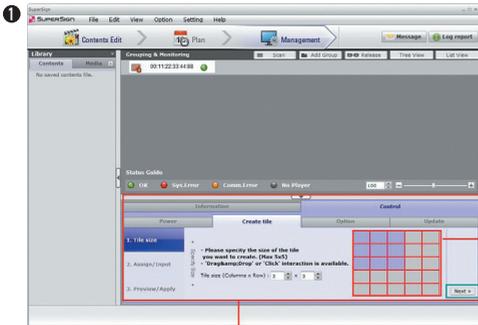


· To set the Tile Mode, you must set unique Set ID in each Monitor OSD Menu ( Set ID: 1 ~ 25)

# Usage of each item on SuperSign Manager Software

## Control Tile Configuration

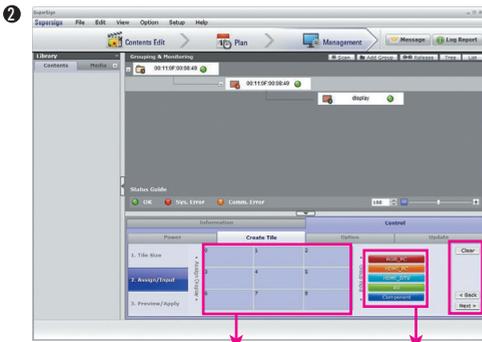
Please execute the “Display Search for Daisy Chain” of option in advance when you configure the Tile Mode.



Tile size can be configured with mouse drag and clicks.

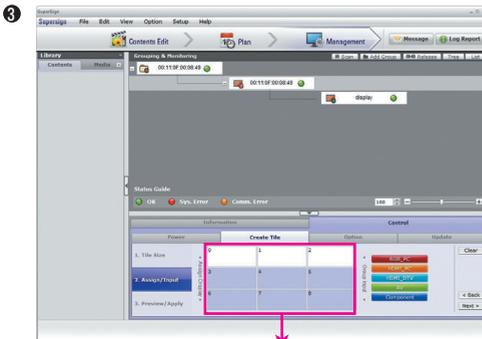
Can go to the next step.

A tab to configure Tile Mode of the display connected to a Player.



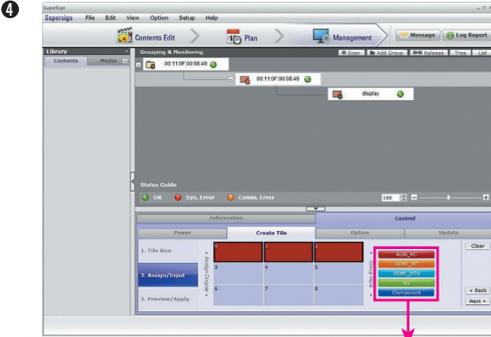
Button to go to the next step is positioned.

Display is arranged by configured Tile Size    Button to configure each input is positioned.



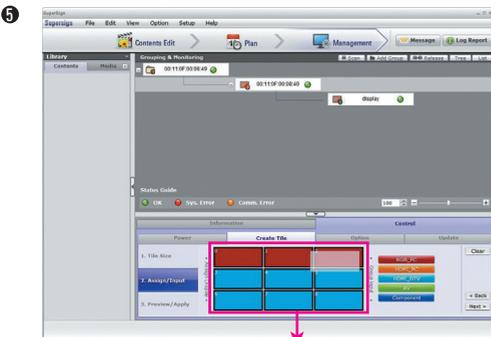
Selected button is activated in white color when each display is selected.

# Usage of each item on SuperSign Manager Software

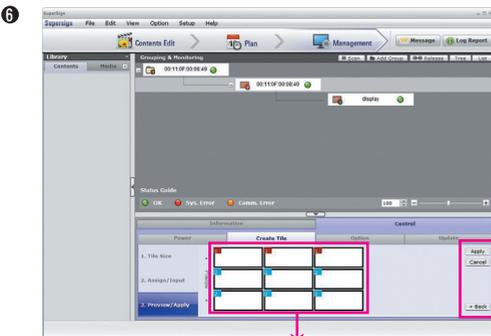


\* Attention  
If select input source after selecting one display, the display sets its tile size as 1x1.

After selecting display areas to be set as a tile, you can select the input source



Monitor location can be configured by Drag & Drop.



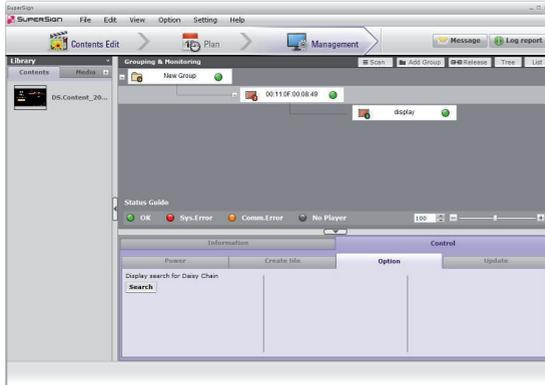
Complete configuration of Tile Mode using 'Apply' button  
Cancel configuration of Tile Mode using 'Cancel' button  
Initialize configuration of create Tile using 'Reset' button

Shows the configured Tile image.

# Usage of each item on SuperSign Manager Software

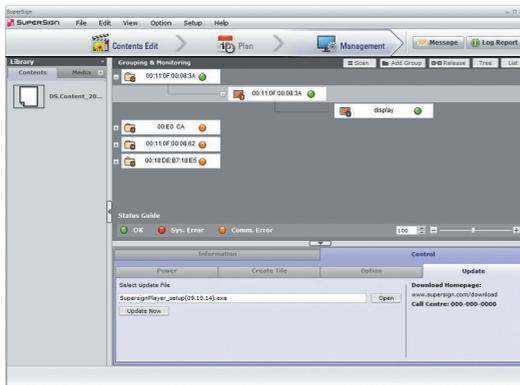
## OPTION

1. When Display is searched manually after connecting a monitor with RS232C cable, select Player and use 'Display Search Control' from "Control -> Option -> Daisy Chain Display".
2. When 'Search' button is clicked after selecting Daisy Chain, the Display is found and added.



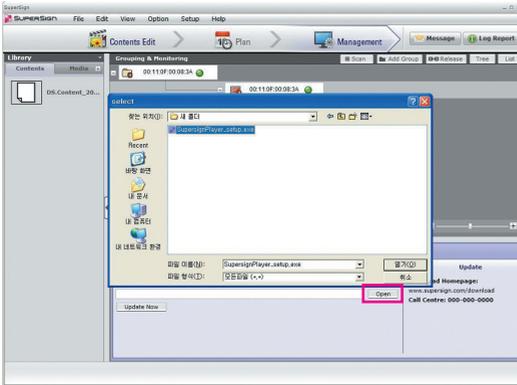
## UPDATE

- It is a function to remotely update SuperSign Player Software of the selected Player. Setup values input by the user on the Player is maintained.
- ❶ Select a connected Player from 'Grouping & Monitoring' window, and select Update tab menu from the Control menu.



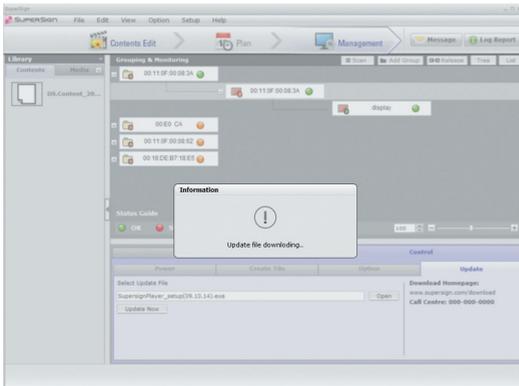
# Usage of each item on SuperSign Manager Software

- 2 Select SuperSign Player installation file downloaded from SuperSign website (www.lge.com) by pressing on 'Open' button.



- 3 Execute update function of the selected Player by pressing on 'Update Now' button.

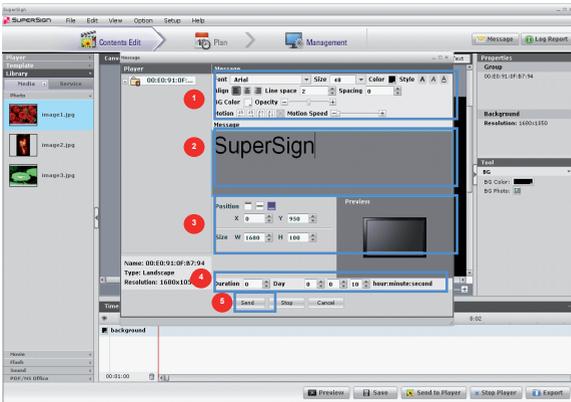
Player on the remote site executes update with installation file selected by the user and automatically reboots once the update is completed. At this point, connection between the Manager and the Player is disconnected and reconnected when rebooting completes.



# Usage of each item on SuperSign Manager Software

## Message

A function to display messages in cases of situations such as notice, information and emergency.



1. It changes text attributes (size,color,etc).
2. It changes text messages to be displayed.
3. It adjust a message location to send.
4. It changes play time of message to be displayed..  
Default Play time is 10 seconds.
5. Message is immediately transmitted to the Player when "Send" is input after writing the message.

## Log Report

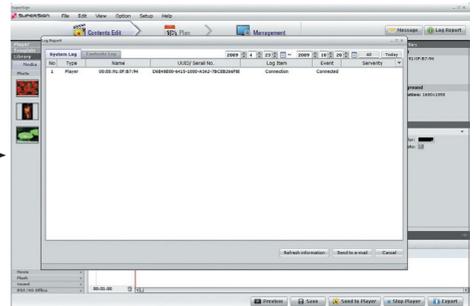
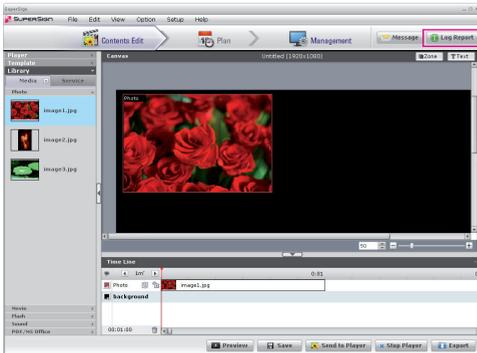
Provides log information of system and contents.

Log information is provided from today up to 180 days through period configuration.

'Refresh' renews to the latest Log information.

'Send To e-mail' sends Log Report files (csv file) to configured E-mail address.

E-mail setup can be done in 'File Menu>Option>Management'.

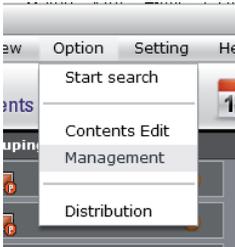


# Usage of each item on SuperSign Manager Software

## E-mail Configuration

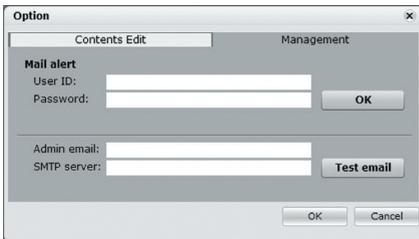
Log report can be sent by e-mail if you follow the procedure as below.

1) To set e-mail configuration, select 'File menu>Option>Management' as shown.



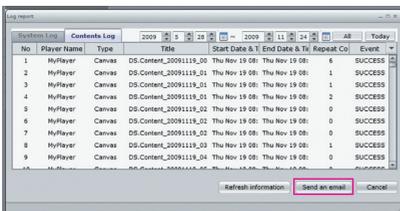
E-mail configuration menu

- 2) Pop-up window appears. Input an e-mail address and outgoing mail server in 'Admin email' and 'SMTP Server' textbox respectively.
- 3) If SMTP Server needs user authentication, Input user ID and password in the corresponding fields, then click 'OK' button. (SPA or SSL encryption is not supported.)
- 4) After mandatory fields are completed, click the button, 'Test email'.
- 5) Click 'OK' button in the below of the pop-up window, then check if you receive a test mail.



E-mail configuration window

6) As shown, click 'Send an email' button in Log report window in order to send an e-mail with the log file.



Log report window

# Usage of each item on SuperSign Manager Software

## File Menu

1st Depth	2nd Depth	3rd Depth	Access Right			Description
			Contents Edit	Plan	Management	
File	Write a new canvas		●			Contents Edit Wizard Start
	Open		●			Contents list
	Close		●			Display an alert to close after saving the contents if there are any changes made. It closes immediately if already saved, and leaves Player list selection status and Library information remains as it is.
	Save		●	●		If already saved once in save pop-up window, it is overwritten.
	Save as		●			Save as Window Popup
	Save for Template		●			Save for Template Window Popup
	Export contents		●			Export Window Popup
	Send to Player		●	●		Distribute to Players
	Log out		●	●	●	Enable after user logs in
	Password Change		●	●	●	Password Change by the user
Exit		●	●	●	Close the program	

## Edit Menu

1st Depth	2nd Depth	3rd Depth	Access Right			Description
			Contents Edit	Plan	Management	
Edit	Cut		●	●		Cut
	Copy		●	●		Copy
	Paste		●			Paste
	Delete		●	●		Delete
	Move to Contents Edit window			●		Menu displayed when DS Contents is selected. Plan : Select DS Contents on Schedule then edit by moving to 'Edit'
	Move to Plan window		●			Menu displayed when Planning is selected Contents Edit : Auto-save currently progressing contents and carry out scheduling by moving to Plan screen (When not saved, 'Save' pop-up window appears)
	Add group				●	Create new group
	Release group				●	Delete selected groups

## View Menu

1st Depth	2nd Depth	3rd Depth	Access Right			Description
			Contents Edit	Plan	Management	
View	Zoom	150%	●		●	150% (Zoom in)
		120%	●		●	120% (Zoom in)
		100%	●		●	100% (Original)
		80%	●		●	80% (Zoom out)
		60%	●		●	60% (Zoom out)
		50%	●		●	50% (Zoom out)
		30%	●		●	30% (Zoom out)
	Preview		●			Contents Edit : Preview
	Show Wizard		●	●	●	Display Start Wizard : Enable in "Do not Display 'Start Wizard'" Status
	Hide Wizard		●	●	●	Do not Display Start Wizard : Enable in "Display 'Start Wizard'" Status
	Contents Edit Window	Timeline	●			Show/Hide Timeline
		Player Template Library	●			Show/Hide Player/Template/Library
		Property Tool	●			Show/Hide Property/Tool
	Plan Window	Player Library		●		Show/Hide Player/Library
		Property TimeSetting		●		Show/Hide Property TimeSetting/Library
Management Window	Library			●	Show/Hide Library	
	Information Control			●	Show/Hide Information/Control	

# Usage of each item on SuperSign Manager Software

## Option Menu

1st Depth	2nd Depth	3rd Depth	Access Right			Description
			Contents Edit	Plan	Management	
Option	Start search		●	●	●	Start Player Scanning
	Contents Edit	Local media library folder information	●	●	●	Auto upload folder route
		Local export file folder information	●	●	●	Export file folder route
		Directory sync (AutoUpload) cycle	●	●	●	Configuration of directory synchronization(AutoUpload) period : Daily Configuration of directory synchronization(AutoUpload) time : 00:00:00 (User input within 24 hours) Start synchronization immediately(AutoUpload) when Sync Start button is clicked
	Management	mail Notification	●	●	●	Set the E-mail of the administrator to send the Logreport
Distribution	Set distribution time schedule	●	●	●	Set distribution time schedule (Use enters within 24 hours)	

## Setup Menu

1st Depth	2nd Depth	3rd Depth	Access Right			Description
			Contents Edit	Plan	Management	
Setting	Server		●	●	●	Server Information
	Reset		●	●	●	Initialization of SuperSign Configuration

## Help Menu

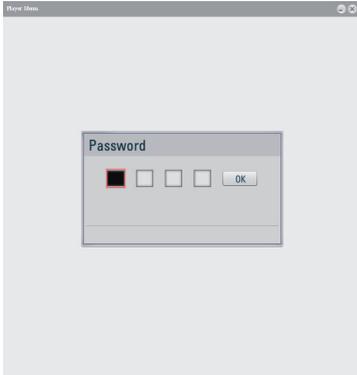
1st Depth	2nd Depth	3rd Depth	Access Right			Description
			Contents Edit	Plan	Management	
Help	Manual		●	●	●	Manager/Player Help
	Technical support		●	●	●	SuperSign Manager/Player Technical Information
	About		●	●	●	Version Information

# Player Menu usage of SuperSign

- ※ You can enter the SuperSign Player Menu by selecting the Setup menu from the SuperSign Player TrayIcon menu from the desktop. (Refer to the screen on page 43 for location of Tray Icon).
- ※ When you press the ESC button from the SuperSign Player standby screen, you can exit to the desktop.

## Login Screen

- 1 Enter password.  
Default password is "0000" and it can be changed.  
Move the cursor with the mouse.



- 2 Screen that appears when an incorrect password is entered.



〈When incorrect password is entered〉



〈When nothing is entered〉

# Player Menu usage of SuperSign

## Network

- **Player IP Mode** : A menu to configure network connection related information.  
Initial condition is Dynamic IP.



- ❶ When setting as Dynamic IP, IP assigns automatically.
- ❷ Player Name can be put in Dynamic IP  
Other items be arrangement disable state.
- ❸ Player Name is able to put by number/English/special characters.
- ❹ When input is done and click "Save", setting condition is saved.



- ❶ It is the same as Dynamic IP setting.
- ❷ Default value of each item is "0.0.0.0".  
However, disabled items become active and values can be entered.
- ❸ Only numerical values can be entered for IP Address/ Gateway/ Subnet Mask/ DNS Server.
- ❹ When input value is larger than 255 and "Save" is clicked, value of '0' is stored.
- ❺ When input is done and click "Save", setting condition is saved.

# Player Menu usage of SuperSign

- **Manager Discovery** : Menu for setting server IP.  
Initial condition is Auto Discovery.



- ① IP assigns to Auto Discovery automatically.
- ② Click "Save", setting condition is saved.



- ① "Manual Discovery" is a menu for setting server IP directly.
- ② Default value of IP Address is "0.0.0.0"
- ③ Only numerical values can be entered.
- ④ When input value is larger than 255 and "Save" is clicked, value of '0' is stored.
- ⑤ Click "Save", setting condition is saved.

# Player Menu usage of SuperSign

## Display

Menu for setting display form.  
Submenu is Landscape and Portrait.  
Initial condition is Landscape.



<Landscape>



<Portrait>

# Player Menu usage of SuperSign

## Password

### ■ Setting



- 1 A function to configure password input requirement at initial entrance.
- 2 Submenu is 'Disable' and 'Enable'
- 3 It is saved when each category is selected.
- 4 Initial condition is 'Enable'

### ■ Change



- 1 It is a menu to change password.
- 2 Password provided initially can be changed.
- 3 Enter desired password on 'Change' field and press "OK" to save.
- 4 Input the changed password at Verify menu to check the password.
- 5 Input the password at Verify and click "OK", then password will be saved.

\* Screen that appears in case of password change error.

〈When nothing is entered〉



〈When 'Change' value and 'Verify' value is different〉



〈When password change is completed〉



# Player Menu usage of SuperSign

## EFW

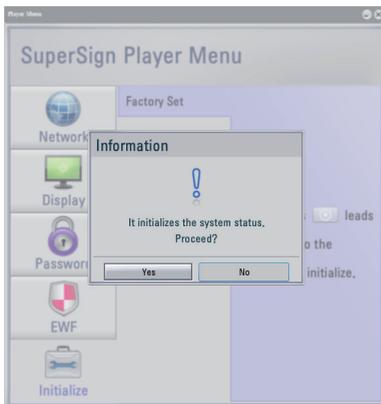
It is a function to protect the product and file systems.

When EWF is in Enable status, data saved on C drive is deleted when the system restart.



- 1 Initial condition is 'Enable'.
- 2 System must be restart after changes are made to settings from the menu.
- 3 Maintain EWF as Enable if possible to protect the system from virus or spywares.
- 4 If program installation or changes in the system such as changing windows settings are to be carried out, procedure is as follows.
  - 1) Set EWF as Disable from the menu.
  - 2) Execute desired process on the system such as program installations or Windows setting change.
  - 3) Check whether the system is changed as desired. If the changes are not completed, maintain EWF as Disable.
  - 4) If the changes are completed, setup EWF as Enable from the menu.
  - 5) Restart the system.

## Initialize



- 1 It is a menu to initialize configuration values of the Player Menu.
- 2 First input is "No"
- 3  Pop-up window appears when selected.
- 4 Initialization of configuration is not carried out when 'No' is selected.
- 5 Initialization of configuration is carried out when 'Yes' is selected.
- 6 It is a menu to not initialize configuration values of the "Network" Menu.

# Player Menu usage of SuperSign

## Others

Composition of SuperSign Player Tray Icon Menu

Open exported file : Exported canvas can be selected by creating a file open window. (Identical function when tray icon is double clicked)

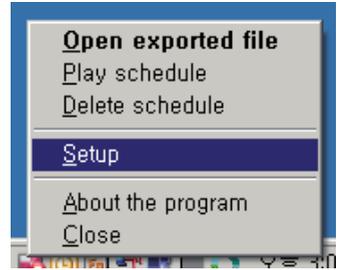
Play schedule : Returns to Signage mode and if a schedule exists, it is played according to preexisting schedule.

Delete schedule : Deletes preexisting schedule.

Setup : Shows the Setup Windows needed for Player setup.

About the program : Displays program information.

Close : Closes SuperSign Media Player.



\* Contents are played back according to the last schedule when the Player restarts (However, in case that content is distributed immediately on 'Contents Edit' or 'Management' in the SuperSign Manager, Content transmitted is not played back when the Player restarts)

Tooltips is shown for approximately 5 seconds when mouse is rolled over to SuperSign Player Tray Icon.

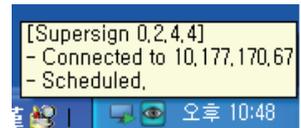
First Row : Displays name of S/W and Version.

Second Row : Displays connection status with the Manager and displays IP of the Manager when connected.

Third Row : Displays current status of SuperSign Player.

Ready → Standby status with no Schedule

Scheduled → Scheduled status



\* Tray Icon changes and notifies connection status to the User during connection with the Manager.



<Connected>



<Disconnected>

# Player Menu usage of SuperSign

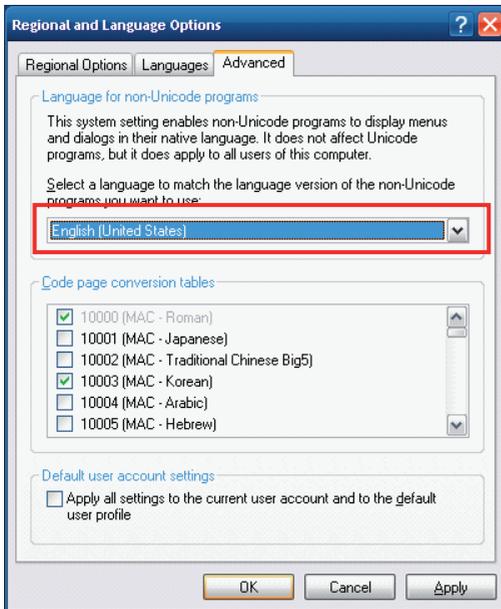
## Setting Regional and Language Options

Set the Windows Language to the SuperSign Manager and SuperSign Player by using the Regional and Language Options menu from Windows Control Panel.

Windows language on SuperSign Manager should be identical to SuperSign Player.

\* How to change the Windows Language setting

1. Disable the EWF.
2. Click on Control Panel > Regional and Language Options.
3. Set the Regional and Language Options displayed on the picture to the same language you want to set.
4. Reinstall SuperSign Player after setting language.
5. Enable the EWF.
6. Restart the system.



# Program Restriction items

## Installation / Removal

- All previously input data by the user are deleted during program removal.
- Data preservation or initialization can be selected when the program is reinstalled without removal.
- In the case of Windows Vista OS, approaching user system with administrator's authority must be allowed during installation/ execution.

## Login

- Password is managed as the input value of initial entry.
- Password cannot be recovered if forgotten. Manager account has to be initialized.
- Please input "1234567890ini" on password input field for initialize the manager account.
- Maximum of 20 characters can be input for ID and Password.

## Registering Media

- Frame in the middle of the file is extracted for video thumbnail extraction.
- Please verify installation of codec by referring to page 2 if the video cannot be uploaded.
- Files with characters that cannot be recognized by OS locales of the system with Manager Program installed may not be uploaded.  
Ex) Korean files may not be uploaded in the case where the Manager Program is installed on English Window.
- Media files registered on the library should not be deleted from the local filesystem. Abnormal activity may occur if deleted.

## Edit Manager

- As for monitor resolutions supported from SuperSign, only 1360\*768, 1920\*1080, 768\*1360 and 1080\*1920 are supported.
- Images included in the templates provided cannot be exported.
- When sending contents with 'Send to Player', previously sent schedule from the Plan is ignored.
- In the case where 'Storage Full' pop-up message appears during transmission of contents to a player, please use after verifying the capacity remaining from the Management.
- As for Service and Text zone, only one Service, Text is possible on a Zone.
- During copy/paste operation of media files from the time line, it is pasted on the empty time if the empty space of current zone is larger than the duration of the media; otherwise, it is pasted after the last file.
- During copy/paste operation of media files from time line, operations regarding Service items (Web, RSS, Date, Time) and text items are not carried out.
- Only alphabets and special characters(@, #, \$, %, [, ], {, }) can be input for file name of contents
- Save operation is not executed again if saved contest are saved again without changes.
- It is transmitted not for each player but in groups during 'Send to Player'.

# Program Restriction items

## Plan Manager

- During transmission of prepared schedule through 'Send to Player', it may take some time depending of network status, and it can be stopped during transmission using 'Cancel' button. In this case, download of stopped contents cannot be resumed, and overwrite is carried out during retransmission.
- Proper operation of the Player is not carried out of transmission is not completed to 100%.
- Schedule distribution reservation time is set to 'Off' initially, and it can be operated by configuring the time from File Menu>Option>Distribution.
- Only schedule saved from the plan can be reserved for distribution.
- Default play time is 1 hour during creation of each schedule, minimum of 10 minutes and maximum of 180 days.
- Creation of continuous schedule of more than one day should be composed of schedule composed with identical contents centered on 00:00 AM and it can be conveniently edited if 'Repeat' function is used.
- Minimum of 10 minutes and maximum of 24 hours can be setup when setup selected schedule from the 'time setting tab'.
- You cannot edit the schedule in the past dates.
- Setup repeat period of the schedule is not displayed separately and the user have to search for the last repeat time cell.
- Schedule deletion is possible through File Menu-> Edit -> Delete, 'Close' button or "Delete" key input.
- It is transmitted not for each player but in groups during 'Send to Player'.
- When contents currently playing on the player are transmitted after deletion/ edition, it is not refreshed at real-time.
- Stop the play with 'Stop Player' and retransmit using 'Send to Player'.

## Management Manager

- Scan operation is only carried out when all players are connected to the same local area network.
- Searched Player is basically composed of Player and Display.
- When connected to the server from player using manual discovery, server program has to be executed in advance for connection to be possible, and player cannot be found through 'scan' if it is setup as 'manual'.
- Scan time may differ depending on number of players.
- If connection of already connected player is disconnected, automatic reconnection is attempted.
- When several Managers are used, they have to be directly connected using Manual Discovery, and when searching for player using 'Scan' (Auto discovery), it is connected to the first server found.
- When disconnection occurs during operation, it is notified through pop-up message, and communication error is displayed on tree control.
- Display control is activation and non-activation following the input and options.
- Display control shows current status information by reading it.
- Group control does not read in current status information.
- Maximum of 20 characters can be input for name setup of Group, Player and Display.
- Create tile cannot be configured to tile size larger than number of connected monitors.
- Power On/Off of PC is only possible from local network area.
- RS232C commands through hyper terminal do not work during operation of SuperSign Player.
- It is transmitted not for each Player but in Group units during media transmission using Drag & Drop.

# Program Restriction items

## Preview Player Manager

- When different codec is installed on the Manager and the Player, the Player may not play. (Install same type and version of codec on both the Manager and the Player.)
- Install same version of Microsoft Office on both the Manager and the Player. Play form maybe displayed differently. (It is supported from MS OFFICE 2000, XP, 2003, 2007)
- In the case of Office files, please close the office program before preview.
- In the case of Office or Web, it may not display in the order of edited screens (Z-order).
- In the case of SWF files, only files configured for repeat play can be repeated.

## Player Manager

- Play may slow down when more than 2 Full HD video (H.264, MPEG-2, WMV) and other media are combined.
- Blinking may occur when more than 2 messages or text are overlaid on a video.
- PowerDVD SE is installed on the Player. Accelerated play of video cannot be done if PowerDVD is removed. Please reinstall PowerDVD SE using the provided CD if it is removed.
- Transition Effect may slow down when transition effect is applied to image of Full HD and above or more than 2 images.
- When changing the Windows standard time, you must restart the Player.

## Player Software Manager

- Only IPv4 is supported for IP Setup.
- Name of player is configured to Mac Address of the network device. Name change of the player can be configured from Network -> Player IP Mode of the Player menu.
- When internet of Manager cannot be connected in the case where IP setup is set to static IP, please verify the IP value entered and reconfigure.
- Changing settings of Network or EWF menu, it can take a while for operation. Please wait until the operation is completed.
- Settings of Network, Display, Password and EWF, which Player provides to users, will be maintained even if the system is restarted. Meanwhile, other settings from Windows will be volatile if EWF is set as "Enable".

## Other

- Message can only be written horizontally.
- Message contents are not saved.
- Message setup values are saved. However, changed setup values are saved only when the message is transmitted and it is not saved when message window is closed without transmitting.

# Q & A

- \* Transmission stopped during 'Send to Player'.
  - Cancel and retransmit after verifying that it is a proper media file.
- \* Player cannot be found when scanned.
  - Verify power on/ off of the Player.
  - Verify the operation of SuperSign Player.
  - Verify the connection status of network cable which plugged in SuperSign Player.
  - Verify the IP address settings of SuperSign Player.
  - Try to connect with 'Manual Discovery' from the Player Menu during operation of SuperSign Player.
- \* Template is not shown on the Manager.
  - Template is not shown if the resolution of selected Player is a non-supported resolution.
  - Resolutions supporting template are 1360\*768, 1920\*1080, 768\*1360, 1080\*1920.
- \* Data stored on C drive of the Player disappeared.
  - SuperSign Player uses EWF(Enhanced Write Filter) function for protection of the product. If EWF is set to enable, data is temporarily written on overlay of C drive and data written in such a way disappears during booting process. Please set EWF to 'disable' from the Player menu if you do not want the EWF function.
- \* Office file cannot be opened from the Player.
  - Please verify whether Office program is installed properly. When installing Office program on the Player, if installation of the program is carried out with EWF set to 'enable', installation process is not carried out properly. Remove installed program, and reinstall the program after changing the EWF to 'disable'. Please set EWF to 'enable' after installation if possible.
- \* When editing and sending a file after registering on media library, it is not played back by being updated on the Player.
  - Stop play using 'Stop Player' and retransmit using 'Send To Player'.
- \* I cannot read the letters of RSS, Text and Message.
  - Change the Windows Language setting by referring to the Regional and Language Options setting.
- \* I cannot view the Photo and PDF file.
  - Refer to the Regional and Language Options setting to change the set language and then register the file again to the library.
- \* I have set up the time from Windows and it has changed automatically.
  - First check whether EWF was disabled when the Windows time was set.
  - If it was enabled, reset the time by disabling the EWF.  
Also right click on the Windows Taskbar to open Date/Time dialog menu to check the Time Synchronization Option.  
If this option is checked, the time will periodically be reset based on the timezone selected by the user. If you do not want to use this function, select the Internet Time tab from the menu screen and uncheck the "Automatically synchronize with an Internet time server".
- \* Video does not play back smoothly while contents is being sent to a player.
  - Contents playback can be slower upon network environment. We recommend you to send contents when a player stands by.
- \* I have forgotten password of my administrator account of SuperSign Manager Software.
  - Password cannot be recovered if forgotten. Manager account has to be initialized.  
Please input "1234567890init" on password input field for initialize the manager account.
- \* How can I get SuperSign Player program or driver files?
  - Those are provided "SuperSign\SuperSign Software\Application\SuperSign Player" or "SuperSign\SuperSign Software\System\SuperSign Driver" in bundle CD of NC1000.

# Q&A

※ They are information pop-up used in the Manager. Please use as “Solution Methods”

Details	Solution Method
The file is not supported.	It is already registered in Media Library of the file. Please check the Media Library.
The file is not supported.	It is an unsupported file. Please verify if it is an improper file.
The file is not supported. The video file is invalid or its codec is not available.	It is an improper file or a codec is not installed. Please verify whether it is a proper file or installation of the codec.
Please install Adobe Reader version 8.1 or later.	Please install Adobe Reader as it is not installed.
Please update the old Adobe Reader to version 8.1 or later.	Version of Adobe Reader is lower than 8.1. Please update Adobe Reader to version 8.1 and above.
Adobe Reader version 8.1 or later is installed but the older version is being used. Please remove the older version.	Adobe Reader currently running is of a version lower than 8.1 and please delete the program lower than version 8.1.
The preview player is stopped. Please restart SuperSign Manager program.	Preview Player was forcefully closed due to errors. Please restart after closing the Manager Program.
Web server cannot be run. The program will be terminated.	Either web server is not installed properly during system installation or it is closed due to an unknown cause. SuperSign Manager may not operate properly if a different web server was installed previously. In this case, please remove preexisting web server.
The (Player name) storage capacity is full. Please check the free space available.	Please use after checking the remaining capacity from Management. (In order to secure more capacity, configure media used in the schedule to a size smaller than remaining capacity and 'Send to Player' from the Plan. All media files of player except current schedule's media files will be deleted, it make a free storage size in player. )

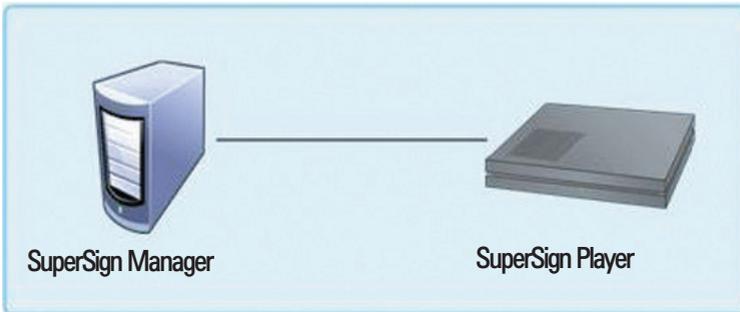
# SuperSign network connection guide

## 1. Simple network connection (LAN)

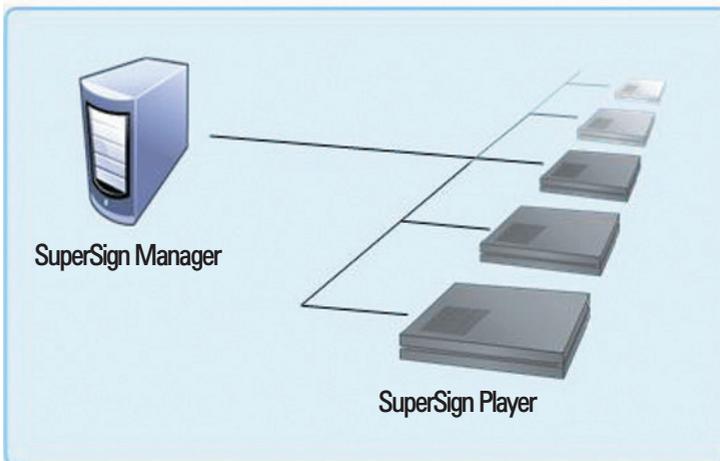
〈When the SuperSign manager and Supersign player are connected to the same network〉

- Same network refers to the case of using the same Gateway and Subnet Address in IP communications.
- SuperSign manager can find the SuperSign player in the same network through the scan function.
- For 1:1 connection, you must use the cross cable made for direction connection without any network equipment.
- In a closed network environment without any external internet connection, the web, widget and RSS function cannot be used.
- If there is no DHCP server in a network, the IP addresses of SuperSign manager and SuperSign player must be set manually.

### ■ 1:1 connection



### ■ 1:N connection



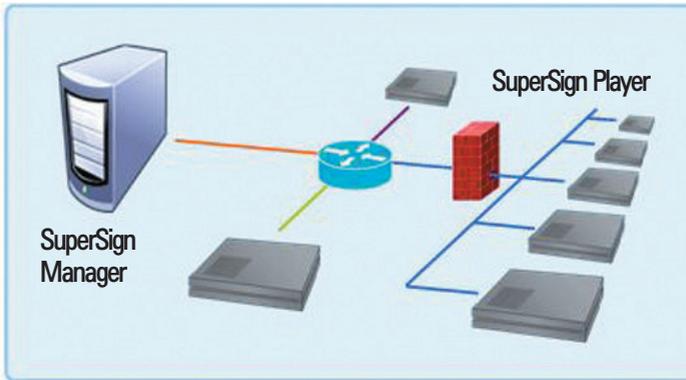
# SuperSign network connection guide

## 2. Hierarchical network connection (Internet)

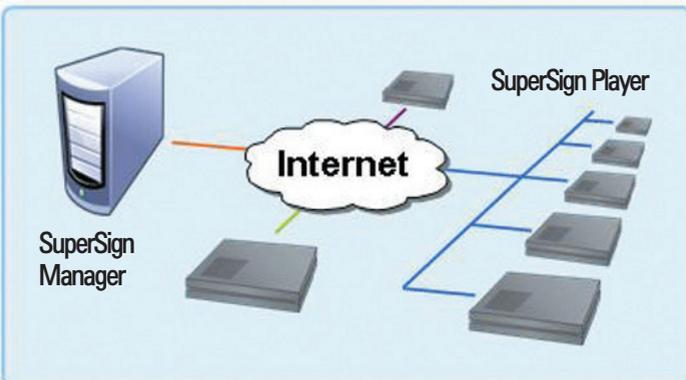
〈When SuperSign manager and Supersign player are connected through a different network〉

- SuperSign manager cannot find the SuperSign player in a different network through the scan function.
- SuperSign player can connect to the SuperSign manager on another network using the manual discovery mode.
- When the SuperSign manager is in a private network, it may not be connected properly to the SuperSign player.
- If there is a firewall in the network, some transmission functions may not work normally.
- In a closed network environment without any external internet connection, the web, widget and RSS function cannot be used.
- If there is no DHCP server in a network, the IP addresses of SuperSign manager and SuperSign player must be set manually.

### ■ Hierarchical connection



### ■ Internet connection

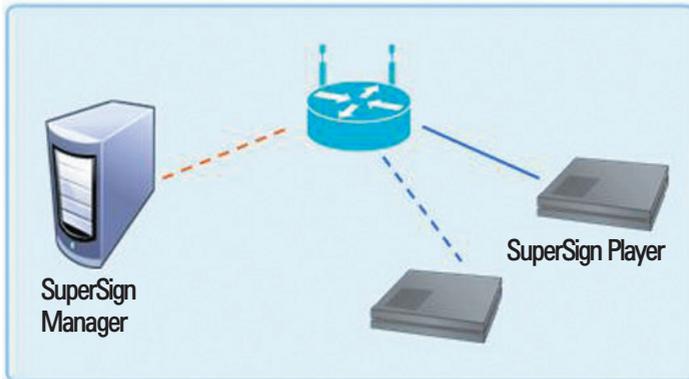


# SuperSign network connection guide

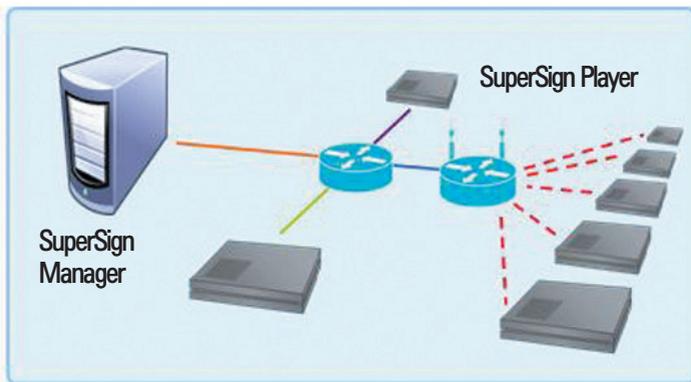
## 3. Wireless network connection

- SuperSign manager and Supersign player supports both wired and wireless network connections.
- SuperSign player may not work properly when both the wireless and wired network devices are used simultaneously.
- When connecting to SuperSign manager using the wireless network, unplug the LAN cable. When connecting to the SuperSign manager using the wired network, do not connect the wireless network device.
- When using wired/wireless hub, check whether the SuperSign manager and SuperSign player are in the same network. If they are connected to different networks, the player cannot be searched through the scan function. If the SuperSign manager is behind the router or firewall, it may not be possible to connect to the SuperSign manager.

### ■ Wired/Wireless hub



### ■ Wired/Wireless multi-network



# Limitation of Windows embedded

## Microsoft Windows Embedded Standard limited element

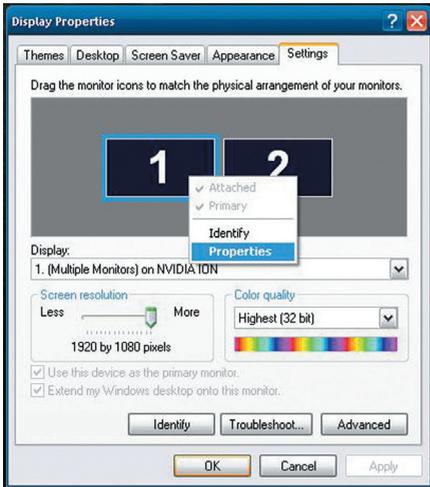
- When you run Full Screen (Alt+Enter) from the DOS window, the font can be broken.
- When saving the file with a different name from the Print window, the name of the menu window is displayed in English
- When moving to the detail menu item of Control panel etc., some menus are displayed in English (HyperTerminal, Language setting by country etc.)

	Windows Embedded POSReady	WEPOS (SP3)	Windows Embedded Standard
Office 2003	Normal installation/Operation	Error during installation (Same as existing) Installation is completed after ignoring the error	Error during installation (Same as existing) Installation is completed after ignoring the error
Office 2007	Normal installation/Operation	Normal installation/Operation	Normal installation/Operation

※ English versions, Office 2003/Office 2007, are all normally installed

# Restrictions of Nvidia Graphic chipset

- ※ Nvidia Graphic chipset included to NC1000 does not support change in main/sub screen of monitors from Display properties.



- ※ Main/sub screen of monitors can be changed from Control Panel/NVIDIA Control Panel Menu.

