

DigiSign (CMS) Software & DigiSign 4K Signage Player User Manual

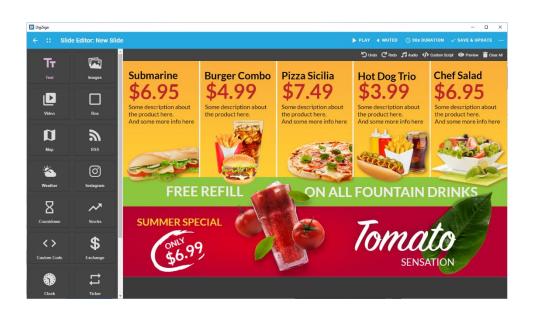




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1. Product Overview

The DigiSign Software is a CMS (Content Management System) Software that works with the DigiSign 4K Signage Player (model 500789) and allows users to easily create, arrange, manage, and schedule Video, Images, Audio, and HTML content from a variety of sources, including content streaming via an H.264/H.265 codec over a local Ethernet network, the Internet, and internal memory. The system supports numerous widgets including RSS Feeds, Instagram Feeds, Text Tickers, Clocks, Stocks, Exchanges, Weather Info, Maps, to name a few. The system supports Multiview layouts, including Picture-In-Picture (PIP), a Keyword Dictionary, Proof of Play, Interactive Mode and the ability to create a schedule of up to 1 year or more of content in advance. The user can then publish the signage content and schedule to the DigiSign 4K Signage Players distributed throughout your network and displayed on the connected TVs.

The DigiSign Software makes this process quick and easy with a powerful and intuitive workflow, that allows even a novice to be up and running in no time. This manual takes you through the steps of creating and managing your signage content via the DigiSign Software and the distributed DigiSign 4K Signage Players.

2. Using the DigiSign Software

This section describes the basic workflow to create, arrange, manage, schedule, and publish Digital Signage content.

The typical workflow consists of the following steps:

- 1. Apply for an API Key (Licence Key) (as needed)
- 2. Adding your First New User Account (as needed)
- 3. Login to DigiSign Software
- 4. Creating and Managing Signage Players and Player Groups
- 5. Creating and Arranging Slide Content
 - 6. Creating and Managing Schedules and Publishing Content to the Signage Players

2.1 Apply for an API Key (Licence Key)

This operation is required once, for more details please refer to section 2.7.1

2.2 Adding your First New User Account

If this is the first time you are running DigiSign Software, a new user should be created, see figure below.

To create a new user, following these steps:

- Enter your email address and password. Then enter your password again.
- 2. Record your password in a safe place and then click on:

"I coped the password to a safe place"

3. Press the "NEXT" button, and then press the "DONE" button on the following page.

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Login		English ~
	Setup & Welcome 2/3	
	Welcome to DigiSign! Let's start by creating your account. Admin Account Email (Valid Email address) Password Confirm Password Language	
	2 → NEXT →	

2.3 Login to DigiSign Software

Any user with an account can login by entering the user email address and password, and then clicking the "LOGIN" button, as shown in the figure below. If you forgot your password, press on "Forgot?" and follow the on screen instructions.

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Login	English -
	*
	DigiSign
	Please log in with your account Forgot?
	Email
	Password
	Remember Me

2.4 Creating and Managing Signage Players and Player Groups

Once logged in, you may add one or more 500789 units either manually (IP address must be known), or by doing an autodiscovery.

Start by going to the "Units" page by pressing on the "Units" tab on the far left of the main screen. This page allows units to be created, configured, managed, grouped, and delated.

2.4.1 Adding Signage Players via Autodiscovery

Select the "Units" tab near the top of the "Units" page, then press the "AUTODISCOVER" button to automatically discover any Signage Players (model 500789) on the network. Once no further units have been discovered for about 30 seconds, you may select any of the discovered units and stop the process by pressing "SAVE", see figure below. If you allow the system to continue the discovery process, it will stop automatically once no further units are discovered for a set amount of time. Again, select any of the discovered units and press the "SAVE" button to complete the process.

Then edit the unit and set the time zone, and then "Save" and "Synchronize" to end the process.

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€	Logout		Can't find all your units?		
				_	

Note: For the Essentials version of the DigiSign Software, up to 10 units in total can be added. The Pro version supports an unlimited number of Players.

2.4.2 Adding Signage Players Manually

Select the "Units" tab near the top of the "Units" page, then press on "NEW UNIT" at 94-000954-C / SE-000954-C Page 6

the top right of the screen to add a new unit manually.

Under the "GENERAL" tab enter the following required information:

- Unit Name: Name of the player (e.g. Lobby)
- DEVICE ID: This info is displayed on the TV connected to the unit.

Under the "NETWORK" tab enter the following required information:

- IP address: This info is displayed on the TV connected to the unit.
- Mask address
- Default gateway

Then press the "SAVE" button to complete the process.

Then edit the unit and set the time zone, and then "Save" and "Synchronize" to end the process.

2.4.3 Editing and Deleting a Signage Player

Units that have been added may be edited or delated by pressing the "Edit" icon or "Delete" icon respectively under the Units subsection, see figure below.

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⇔	Settings Logout	Refreshing list Please walt	click to remove unit	I
		AUTO DISCOVER YOUR UNITS Automatically scan your network for MuxLab Signage Players (500789) AUTODISCOVER		

2.4.4 Creating Player Groups and Adding Players to the Group

You may create a Unit Group and add units to that group. Actions performed on a given group will affect each unit within the group. This is an efficient way of managing several units that need to be affected in an identical manner.

To create a new unit group and assign units to the group, following these steps:

94-000954-C / SE-000954-C

- 1. Click "Units" on the left of the main page.
- 2. Click the "UNIT GROUPS" tab near the top of the units page.
- 3. Click the "NEW GROUP" button.
- 4. Click on the units to be added to the new group.
- 5. Press the "SAVE" button.
- 6. Input the new group name.
- 7. Press the "OK" button to confirm.

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2.4.5 Signage Player Recovery (Unpairing)

If during the discovery process a Signage Player is not paired correctly, or if a unit needs to be unpaired to be re-discovered and repaired, then follow the steps below.

Steps 1, 2 & 3 are to discover and pair one or more units.

- 1. Click "Units" on the left of the main page, and then click on the "DISCOVER UNITS" tab near the top of the units page.
- 2. Select the discovered unit(s).
- 3. Click "save".

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•	Units			C REFRESH UNIT STATUSES
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Note: For the Essentials version of the DigiSign Software, up to 10 units in total can be discovered. The Pro version supports an unlimited number of Players.

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If discovery fails or if you need to unpair a unit for any reason, then:

4. Click on "RECOVER UNITS" to recover the unit(s) in question, so that they may be discovered and paired again as needed.

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** ** ??	Users Proof Of Play Settings Logout	muxlab_8c5c0de3e65e ¥192.168.168.115	Recover Units? Some units failed to get paired. Do you want to try and reset their passwords and try again? CANCEL	o e / …

2.4.6 Signage Player Firmware Update Process

To update the Firmware of one or more DigiSign 4K Signage Player units (500789), please follow the below steps:

- 1. Click "Units" on the left of the main page.
- 2. Click the "UNITS" tab near the top of the units page.
- 3. Select to update one specific unit or all units:
 - a. The user can update all units.
 - b. Or the user can update specified units.

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**	Users Proof Of Play	muxlab_5c8e4c16ae3c ¥192.168.168.65	● FIRMWARE UPDATE 1.0.4 ① ■ / … 31b
\$	Settings	muxlab_8c5c0de3e65e ♀ 192.168.168.115	
€	Logout		

2.5 Creating and Arranging Slide Content

2.5.1 Adding and Configuring a Slide

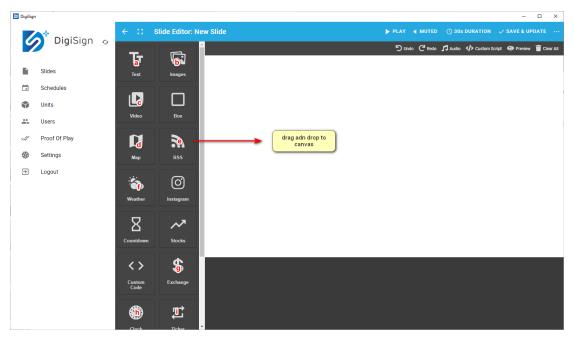
Follow these steps to add a slide:

- 1. Click "Slides" on the far left of the main page, and then click on "SLIDES" near the top of the "Slides" page.
- 2. Click "NEW SLIDE" to create a new project.

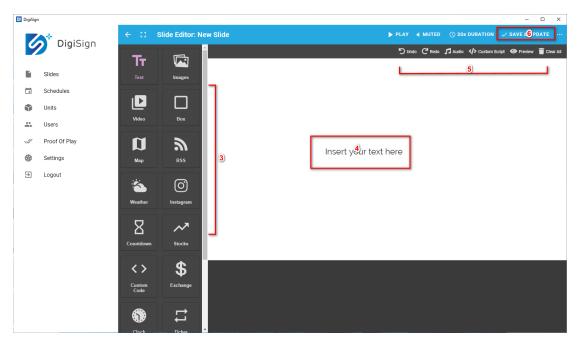
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Follow these steps to edit and save a slide:

3. Drag and drop widget(s) on the far left to the working canvas on the right. Multiple widgets may be arranged on any given canvas and may even be overlapped.



- 4. Position and size the widgets as needed on the canvas and enter any needed information.
- 5. Edit/configure slide:
 - a. Add/remove music
 - b. Mute/unmute music
 - c. Set duration of slide
 - d. Add/remove widget(s) from canvas
 - e. Add custom code
 - f. Preview slide
- 6. Save slide (make sure to save the slide before exiting)



Available widgets:

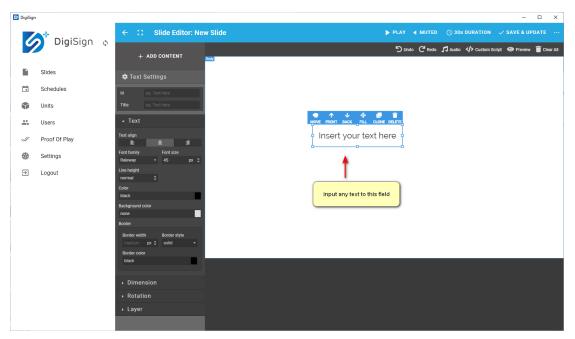
- a) Add a Text widget
- b) Add an image widget:
- c) Add a video widget
- d) Add a Map widget
- e) Add an RSS Feed widget
- f) Add a Weather widget
- g) Add an Exchange widget
- h) Add a Clock widget
- i) Add a Ticker widget
- j) Add an Icons & Shapes widget
- k) Add a Slideshow widget

Plus other widgets such as Box, Instagram, Stocks, and Custom Code.

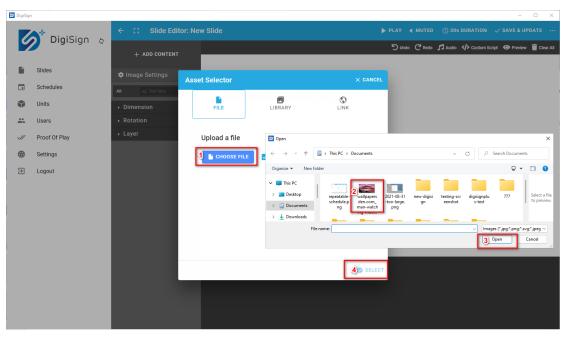
Note: Not all widgets above are available on DigiSign Essentials version.

Examples of how to edit/configure widgets on the canvas.

 a) Edit/Configure a Text widget by dragging the text widget to the canvas, then position and size it as needed, and enter the text to be displayed, as shown below. You may also select the font size & color, and the background color & transparency, etc.



b) Edit/Configure an image widget by dragging the image widget to the canvas, select the image file and then position and size it as needed.



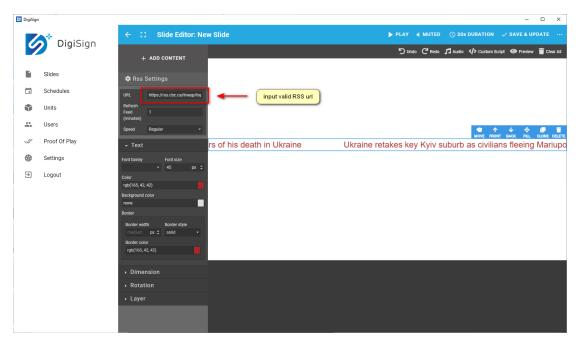
c) Edit/Configure a video widget by dragging the video widget to the canvas, select the video file and then position and size it as needed.

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d) Edit/Configure a Map widget by dragging the map widget to the canvas, select the address and map type, and then position and size it as needed.

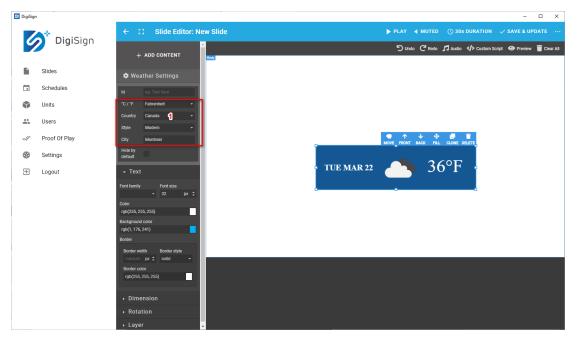


e) Edit/Configure an RSS widget by dragging the RSS widget to the canvas, select the RSS URL, and then position and size it as needed. You may also select the font size & color, and the background color & transparency, etc.



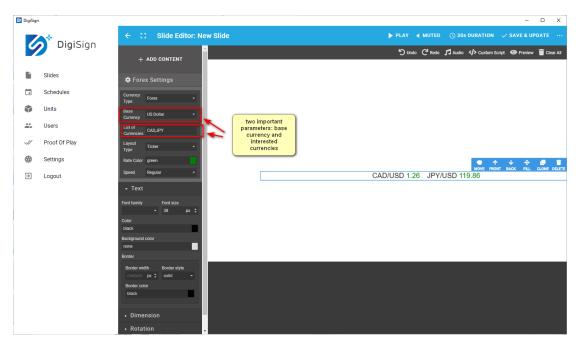
f) Edit/Configure a Weather widget by dragging the Weather widget to the canvas, enter the country and city location information, and then position and size it as needed. You may also select the font size & color, and the background color & transparency, etc.

Note: For first time use, please signup on openweathermap.org and get an API key.

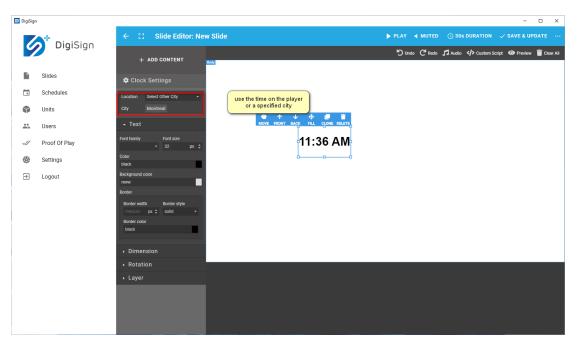


 g) Edit/Configure an Exchange widget by dragging the Exchange widget to the canvas, enter the currency information, and then position and size it as needed. You may also select the font size & color, and the

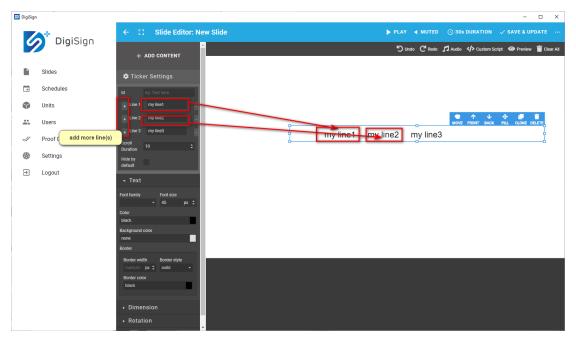
background color & transparency, etc.



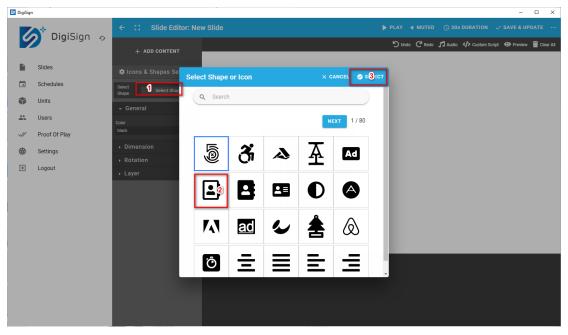
 h) Edit/Configure a Clock widget by dragging the Clock widget to the canvas, enter the time from the player or from a specific city, and then position and size it as needed. You may also select the font size & color, and the background color & transparency, etc.



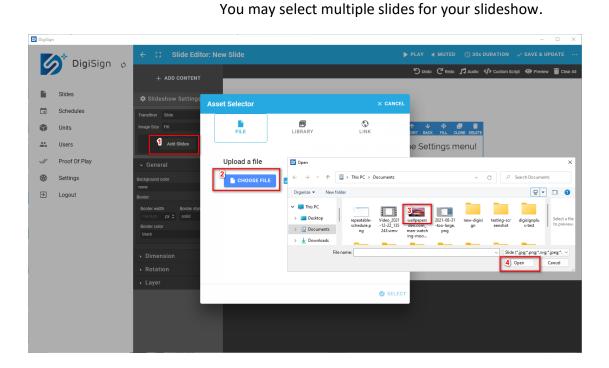
i) Edit/Configure a Ticker widget by dragging the Ticker widget to the canvas, then position and size it as needed, and enter the text to be displayed, as shown below. You may also select the font size & color, and the background color & transparency, etc.



 j) Edit/Configure an Icons & Shapes widget by dragging the Icons & Shapes widget to the canvas, then position and size it as needed., and enter the text to be displayed, as shown below. You may also select the background color & transparency, etc.



 k) Edit/Configure a Slideshow widget by dragging the Slideshow widget to the canvas, then select your file(s)



for the slideshow, position and size them as needed.

Repeat steps above as needed since multiple widgets may be placed on the canvas.

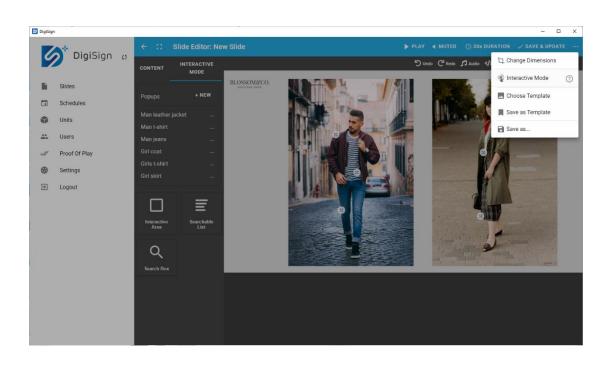
Important Note: Ensure that you "SAVE" your slide (on upper right) before exiting the slide editor.

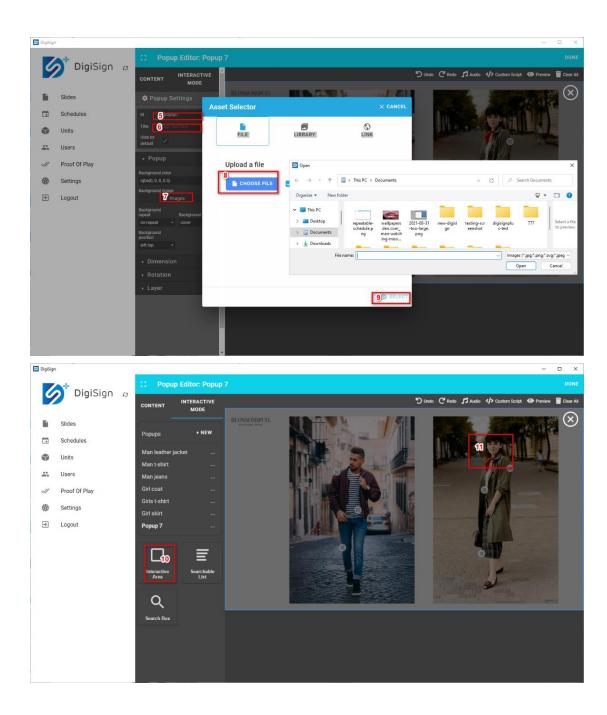
2.5.2 Create an Interactive Slide

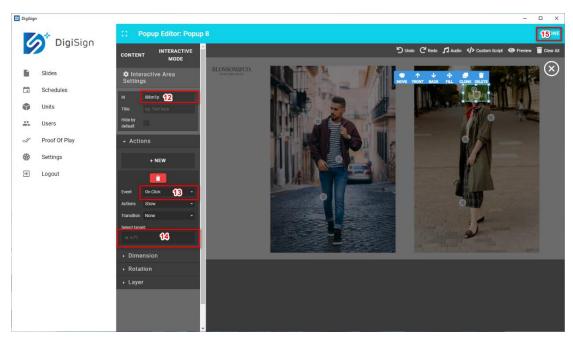
Follow the below steps to create an interactive slide:

- 1. Create a new slide based on any template, and click on the extension menu
- 2. Make sure interactive mode is enabled
- 3. Click interactive mode
- 4. Click "new" button to create a popup
- 5. Give an ID for the created popup (optional)
- 6. Give a title for the created popup (optional)
- 7. Set up the created popup with an image.
- 8. Choose an image from local a computer/device
- 9. Confirm the choice of image selected
- 10. Drag "interactive area" component to a place of interest on the slide

- 11. Adjust the interactive area as needed
- 12. Give an ID to the created interactive area
- 13. Choose event handle type
- 14. Choose target which will be populated





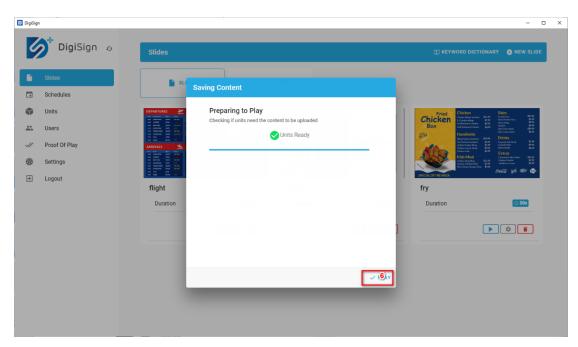


2.5.3 Playing a Slide Directly

Follow the below steps to directly play a slide:

- 1. Click "Slides" on the far left of the main page.
- 2. Click on "SLIDES" tab near the top of the "Slides" page.
- 3. Select a slide to be played by pressing on the slide "PLAY" icon.
- 4. Select the Unit or Unit Group.
- 5. Press "SELECT".
- 6. Press "PLAY" on the following popup screen.

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Sildes 1			
 Schedules Units Users Proof Of Play Settings Logout 	Select Player	<image/> <section-header></section-header>	



2.5.4 Creating a Playlist

To add a playlist, here are the steps:

- 1. Click "Slides" on the far left of the main page.
- 2. Click on "PLAYLIST" tab near the top of the "Slides" page
- 3. Click on the "NEW PLAYLIST" button.
- 4. Check/select slide(s) for this playlist.
- 5. Save to confirm.
- 6. Input playlist name.
- 7. Press "OK" to confirm.

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2.6 Creating and Managing Schedules

A schedule can be configured for a particular Unit or a Unit Group.

Note:

If a unit belongs to a group, the schedule can only be configured on the group as a whole, and not on an individual unit within a group.

As of this DigiSign Software release, each schedule created must be initially linked to a given Signage Player, or to a Group of Signage Players.

2.6.1 Creating a Schedule for a Player and Publishing

To create a schedule for a Unit, please follow the below steps:

- 1. Click "Schedules" on the far left of the main page.
- 2. Select the "UNITS" tab near the top.
- 3. Select a given Unit by clicking on the icon on the far right.

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4	Digi Sign	Schedules		
	Slides Schedules 1	Set up the content you want to play Choose the unit or group for which you want to manage the scheduled content		
*	Units Users Proof Of Play	• UNITS 2 E UNIT GROUPS		
\$	Settings	muxlab_2ffe9c9c0401 3	÷	
€	Logout	muxlab_5c8e4c16ae3c	÷	
		muxlab_8c5c0de3e65e	÷	

- 4. Set the schedule date and time and select slide(s), and press "SAVE".
 - Locate start time on calendar.
 - Drag to form a time slot of a given duration.
 - Adjust start time and end time as needed.
 - Choose a slide or a playlist.
 - Press "SAVE".

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	Users		Repeat event		DISABLED	^		
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\$	Settings							
€	Logout		14 : 08 : 02	March 👻	22 - 2022 -			
			Play Content SELECT					
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		14:09:00	DELETE		CANCEL	TE		
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		14:11:00						
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		14:13:00						
		14:14:00						
		14:16:00						

- 5. The schedule details and published confirmation message is shown.
- 6. Press "DONE" to complete the process.

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	Slides	Mon, March 21	Tue, March 22 Wed, March	23 Thu, March 24	Fri, March 25	Sat, March 26	Sun, March 27
	Schedules	14:03:00	Publishing Content				
	Units	14:04:00	Saving				
	Users	14:05:00	Succes	55			
~//	Proof Of Play	14:06:00					
*	Settings	14:07:00	Info				
€	Logout	14:08:00	Publish Finished ③ 14:28:36				
		14:09:00	Done				
		14:10:00	Schedule - 🏶 Muxlab_2ffe9c9c () 14:28:36	:0401			
		14:11:00	Started				
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		14:17:00					
		14:18:00					

2.6.2 Creating a Schedule for a Player Group and Publishing

To create a schedule for a Unit Group, here are the steps

- 1. Click "Schedules" on the far left of the main page.
- 2. Select the "UNIT GROUPS" tab near the top.
- 3. Select a given Unit Group by clicking on the far-right icon.

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- 4. Set the schedule date and time and select slide(s), and press "SAVE".
 - Locate start time on calendar.
 - Drag to form a time slot of a given duration.
 - Adjust start time and end time as needed.
 - Choose a slide or a playlist.
 - Press "SAVE".

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	Slides	Mon, March 21	Tue, March 22 Wed, March 23	3 Thu, March 24	Fri, March 25	Sat, March 26	Sun, March 27
	Schedules	14:01:00	14:01:30 - 14:14:46 NEW SLOT				
۲	Units	14:02:00	Time period				
	Users	14:03:00	14 : 01 : 30 March	✓ 22 < 2022 			
~//	Proof Of Play	14:04:00	18 : 14 : 46 March	✓ 22 < 2022 			
*	Settings	14:05:00					
€	Logout	14:06:00	Play Content b fashion © 00:00:30				
		14:07:00	EDIT				
		14:08:00	The content is not as long as the t	time slot and will repeat:			
		14:09:00	# Repeats: 506 times Partial Repeat : 16 seconds				
		14:10:00	PLAY ONCE REMOVE 16 SE	CONDS			
		14:11:00	DELETE	CANCEL SAVE	·		
		14:12:00	DELETE	CANCEL	•		
		14:15:00					
		14:16:00					

- 5. The schedule details and published confirmation message is shown.
- 6. Press "DONE" to complete the process.

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Digi Sigr	DAY WEEK	MONTH	21 Ma	r 2022 – 27 Mar 2022			-	>
Slides	Mon, March 21	Tue, March 22	Wed, March 23	Thu, March 24	Fri, March 25	Sat, March 26	Sun, March 27	
-	14:00:00	Publishing Content						
Schedules	14:01:00							
Units	14:02:00	Saving						
Users	14:03:00		Success					
Proof Of Play	14:04:00							
Settings	14:05:00	Info						
Logout	14:06:00	Publish Finis	hed					
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2.7 Managing Users

2.7.1 Import API Key (License Key)

There are 3 types of API Keys (License Keys): Essentials, Trial and Pro. The Essentials API Key (License Key) is free. The Trial API Key (License Key) provides the user with full access of the Pro version for 14 days at no charge in order to evaluate it. The Pro API Key (License Key) is the full featured version. For more details, please access the subscription portal at: <u>https://digisignportal.muxlab.com/</u>

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Login		
	Setup & Welcome	1/2
	To access DigiSign, you need to provide a Product Key (free or paid) - Go to https://digisignportal.muxlab.com/ or click Go To Portal below - Create an account and go to pricing tab and select the license needed - An email will be sent with the Product Key - Copy the key. Product Order API Key - Select the appropriate license type below and paste in the key - Old to on next or done below	
	Licence Type: 1 ESSENTIALS TRIAL PRO Product Key 2	 xr ->

Follow these steps to use your API Key (License Key):

- 1. choose the license type
- 2. input the API key
- 3. and confirm

2.7.2 Add a New User

The DigiSign Software allows administrators to create additional user accounts with administrator or operator or custom role privileges. An operator has more restrictive privileges than an administrator, and custom role may be tailored to your needs depending on the DigiSign Software package that you have.

For example, you may follow these steps to add an operator account:

- 1. Click "Users" on the far left of the main page.
- 2. Select the "USERS" tab near the top.
- 3. Click "NEW USER".
- 4. Input the user email address.
- 5. Input the user password.
- 6. Click the "Role" drop-down selection.
- 7. Select "OPERATOR".
- 8. Click "SAVE".

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2.7.3 Edit a User Account

Follow these steps to edit a user account:

- 1. Click "Users" on the far left of the main page.
- 2. Select the "USERS" tab near the top.

- 3. Select a user account and click "EDIT".
- 4. Input the necessary changes, such as a new password.
- 5. Press "UPDATE" to save the changes.

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2.7.4 Add a New User Role

DigiSign Software supports two standard roles, including administrator and operator, but additional custom role(s) may be created depending on the DigiSign Software package that you have.

Steps for adding a new role:

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- 1. Click "Users" on the far left of the main page.
- 2. Select the "ROLES" tab near the top.
- 3. Click on "NEW ROLE".
- 4. Input the role name.
- 5. Check/select permission(s) as needed.
- 6. Click "SAVE" to confirm.

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	Users 1	Create roles that include your choice of permissions	
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	Slides	[Role Nam	e 4)	
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۲	Units		Slides		
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*	Settings			Edit Slides Edit existing slides	
€	Logout			Delete Slides Delete existing slides	
		5		View Sildes of OPERATOR Open sildes and see their contents	
			Sched		
				Edit Schedules Add slides and playlists to be scheduled playing	
		L		View Schedules OPERATOR View the existing schedules	

2.8 Settings

2.8.1 General

The user can select the DigiSign Software language. Simply go to the "Settings" page, click "general" and click on "Language", and then select the language from the list provided. New languages will be added as new releases are made available. In addition to the language setting, there is a backup/restore feature.

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DigiSign Settings		
Slides GENERAL & SECURITY SLIDE EDITOR API KEYS & SOFTWARE LICENSE		
Schedules		
🜍 Units 🔇 Language	English -	
👪 Users	English	
Image: Weight of Play Enable auto detect disconnected units Deselect if Units > Auto-Discovery gives no results		
Backup slides, playlists, and schedules		
Description Image: Section Content of		
O App Version 1.2.0 Build #05P-1647347588		
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2.8.2 Security

User password rules can be configured.

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*	Units Users	Password Change Policy Prevents a password from being used again if it was used in the last 3 password changes.		1			
~//	Proof Of Play Password strength s characters, 1 lower case, 1 upper case, 1 number, 1 special character						
* •	Settings Logout	Brute force if a password has been entered three times incorrectly, it will lock the screen and all user input for 3 seconds.					
		Password expiration Force a user to change their password every three months if they didn't already.	•				

2.8.3 Software license

The DigiSign CMS Software version can be upgraded from Trial or Essentials to Pro. But currently the Pro version cannot be easily downgraded to Essentials. This will be supported in a future release, but in the meantime you may contact MuxLab support for assistance on how to accomplish this.

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2.9 Proof of Play

Proof of Play is a feature that tracks when a slide is played so that you can bill a customer for a specific AD played which belongs to the given customer. This allows your customers to include their ADs within your signage system.

Create a customer and tag them to their customer slides, in order to be able to export a detailed report for all played activity tracked by your players for the given slides.

2.9.1 New Customer

Follow these steps to create new customer/tag to track their slides.

- 1. Click "proof of play"
- 2. Click "new customer"
- 3. Input necessary info to create a customer ID/key
- 4. And click "save" to confirm

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 Units Users Proof Of Settings Logout 	Play 1	Add a cu: Customers can b New custo	Customer ID Generated ID 00001- ID: 00001- Customer Dett Email Phone Company Address	curturner sterritifter (suffix)					

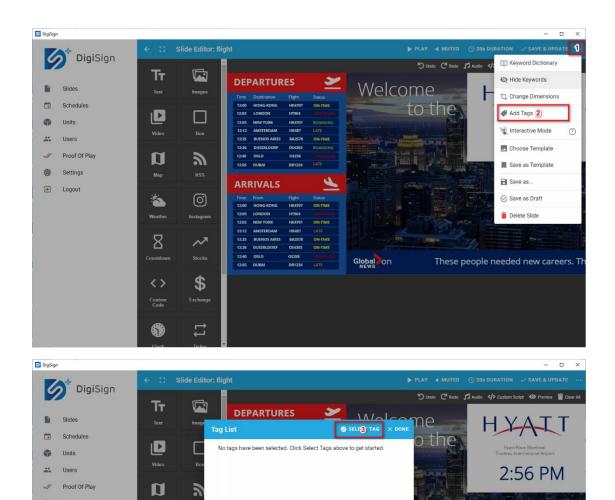
2.9.2 Add a Tag to a Slide

Follow these steps to add a tag to a specified slide for a given customer.

- 1. Open a slide and click on the extension menu
- 2. Click "Add Tags"

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- 3. Click "Select Tag"
- 4. Input the customer ID/key for the tag
- 5. Select a tag from the list
- 6. Click "Done" to confirm



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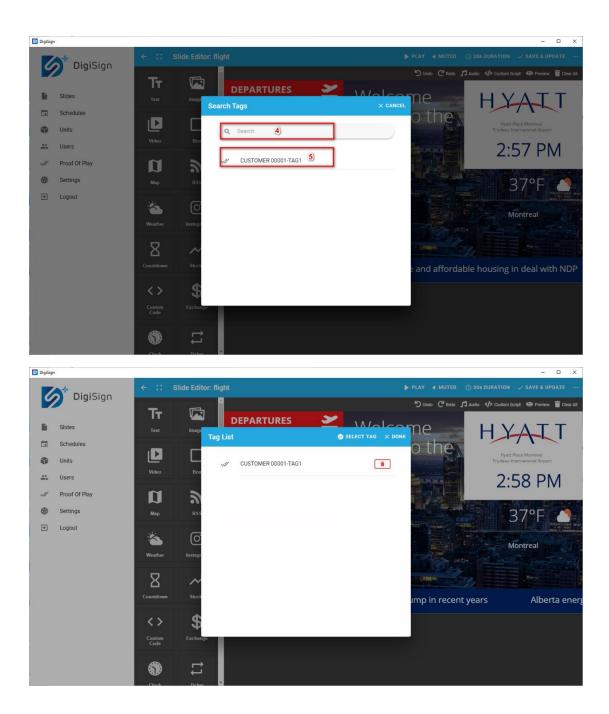
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2.9.3 Generate a Report

Follow the steps below to generate a report for a specified customer/tag

- 1. Click "proof of play"
- 2. Click the icon for a tag
- 3. Input your period of interest and report type (summary or detailed)
- 4. Click "generate" to create a report
- 5. Then click "save" to save generated report to a specified destination

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3. Troubleshooting

The following table describes some of the symptoms, possible solutions regarding the DigiSign Software.

symptom	Probable cause	Possible solution
No video output from Signage Player	 No valid schedule loaded 	Setup and publish a valid schedule to Player
	 Playlist/slide not added to the schedule 	Ensure a playlist/slide is added to the schedule
	 If live stream being used, streaming server may be down 	Ensure stream is valid
	 No default slide configured 	Config a default slide to avoid a blank screen
	 Unsupported stream format 	Currently supports YouTube/vimeo, RTSP and HLS
Output screen is blank	 The Player may not be connected to the network 	Connect the Player to the Ethernet network

Unable to add or find a Signage Player	 Signage Player is in a different subnet Bonjour protocol may not be installed 	Validate the IP address of the Signage Player Ensure that the bonjour protocol is installed.
Not able to publish a schedule to a Signage Player	 Schedule period conflict 	Ensure schedule does not have overlapping schedules
	 Start of schedule occurs too soon after publishing 	Ensure the start of the schedule occurs at least 5 minutes in advance of publishing
	 Schedule start and end time (duration) is less than 30 seconds 	Ensure slide/playlist has minimum of 30 seconds duration
	 Signage Player not ready 	Ensure that the player is powered up and ready
Login fail	Wrong user/password	Recall username / password from window credentials manager, or do a recovery

4. Appendix – API (Application Program Interface)

An API is available for the 500789 DigiSign 4K Signage Player. The document is available on the 500789 webpage of the MuxLab Website.



MuxLab Inc. 2321 Cohen Street Montreal, Quebec Canada H4R 2N7 Tel.: +1 (514) 905-0588 Fax: +1 (514) 905-0589 Toll Free (North America): 877 689-5228 URL: <u>www.muxlab.com</u> E-mail: <u>info@muxlab.com</u>