

med**in**lav[®]

let's get started

Congratulations, and welcome.

We're excited that you've chosen to join one of the fastest growing subscriber groups in patient education and marketing. Our goal is to make the setup process as simple as possible. That's why we've created this handy guide — it's easy to get your Mediplay system up and running right out of the box. Literally.

Be sure to read through this installation and setup guide before you begin. On page two, you'll find a handy form to record all your vital stats. You'll use this form as a reference in case you need technical support from our team in the future.

We're here for you.

If you need help at any point, just email us at support@mediplay.com or call 919.741.6550.

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Screen manufacturer:

Display resolution:

Screen input:

Time zone:

Media player IP address:

Location of player:

Where did I put the remote?

installation and you: a how-to story.

Installation basics:

- Unpack media player
- Connect media player to display / network using provided HDMI and Ethernet cable
- Power on media player / display
- Select correct input (source) on the display
- Connect USB keyboard / USB mouse
- Verify / configure network connection
- Select your resolution
- Run diagnostic report
- Reboot media player
- Disconnect USB keyboard / USB mouse

1. Power switch
2. USB ports
3. Status lights

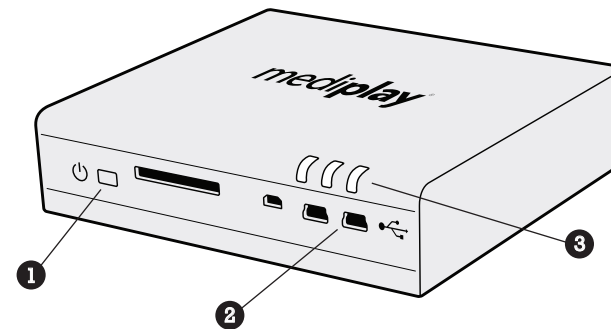


figure 1: Media player front panel

What's included

- 1 – Mediaplay media player
- 1 – Power adapter and cable
- 1 – Wireless antenna
- 1 – 3' HDMI™ cable
- 1 – 3' Cat5e network cable
- 1 – HDMI to DVI adapter
- 1 – Velcro strip

What you need

- Compatible¹ HD LCD² display
- Wired or wireless internet access
- USB keyboard and mouse (for set up and diagnostic purposes only)

1. Display must be capable of displaying a resolution of 1920 x 1080 pixels via DVI over HDMI™ interface (PC interface).

2. Plasma screens should not be used as image burn-in could damage screen permanently.

Installing your media player

1. Choose a location for your player. It should be easy to access, yet out of the reach of children.



TIP: Before you secure the player into place, connect all the cables so you can decide how you'd like to organize them.

2. Attach the media player to your display using the provided industrial Velcro strips.
3. Connect the provided cable from the HDMI port on the back of the media player to the HDMI port on the back of your display.



TIP: If your display has multiple HDMI ports, please check your owner's manual, and select the port used to display DVI over HDMI.

4. For a wired network application, connect media player to network with ethernet cable provided (figure 2).³
5. For a wireless application, attach the antenna to the back of the player. (See network settings on page 10.)⁴
6. Connect the media player's power supply to an AC outlet, turn on the display, and select the HDMI input using your remote control.



TIP: We recommend using a surge protector for both the media player and your display.

^{3,4} Players use DHCP by default, to change network settings please see page 8.

1. Power in
2. Antenna jack
3. Ethernet port
4. USB ports
5. HDMI port

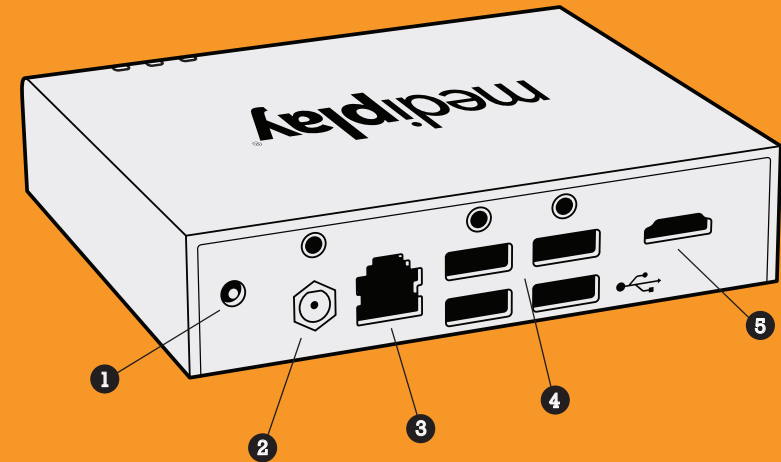


figure 2: Media player back panel

Setting your Date and Time

1. Connect a USB keyboard and mouse to the media player.
2. Press **ESC**. This will minimize the player window.
3. Close the player window by clicking **"X"**. This will launch Windows.
4. When prompted, click on the **Mediplay** user account, and enter the following password: **mediplay**. Press **Enter**.
5. Once at the Windows desktop, double-click the **Date and Time** icon.
6. Set the correct date, time zone and time.
7. Click **Apply**, then **OK**.

Accessing your Network Settings

1. Connect a USB Keyboard and USB mouse to your media player.
2. Press **ESC**. This will minimize the player window.
3. Close the player window by clicking **"X"**. This will launch Windows.
4. When prompted, click on the **Mediplay** user account, and enter the following password: **mediplay**. Press **Enter**.
5. Once at the Windows desktop, double-click the **Network Settings** icon.

6. Apply the proper network settings, as established by your network administrator.⁵
7. Once applied, run the Diagnostic Report to verify a successful connection has been made. See "Running a diagnostic report" page 10.

Selecting your Resolution

1. On the Windows desktop, double-click on the **Display Settings** icon.
2. Click the **Settings** tab.
3. Using the slider, under **Screen Resolution**, verify which resolution(s) listed below are supported by your display.

mpMotion display resolution matrix

| good | better | best |
|---------------------|---------------------|-----------|
| 1280x720 / 1280x768 | 1360x768 / 1366x768 | 1920x1080 |

AAO-HNS Patient Education Network display resolution matrix

| better | best |
|---------------------|-----------|
| 1360x768 / 1366x768 | 1920x1080 |

4. Out of the choices above, select the highest resolution support by your display. Document the resolution selected in the Notes portion of this manual.⁶ Click **Apply**.

5. The following network ports must be open to allow full functionality: 21, 80, 10799 (outgoing TCP), 10805 (outgoing TCP). Please check with your network administrator if you need assistance.

6. You will need this information when you register your system online at www.mediplay.com

Running a Diagnostic Report

1. Click the **Launch Medisplay** icon on the desktop.
2. Once the player window has launched full screen, press **ESC**. This will minimize the player window.
3. Click **Help**, then **Diagnostic Report**.
4. If all tests pass, the media player has successfully connected to the network. If any of the tests fail, please check your network settings and run the test again.
5. Once all tests have passed, close the Diagnostic Report window, as well as the player window.
6. **Reboot** the media player. Your system is now ready to go!

troubleshooting: help is on the way!

Troubleshooting

1. Content not playing / Display is black

- Verify that your display is powered on, and set to the correct input / source.
- Verify that your media player is powered on. When powered on, green lights will be illuminated on the front of the player. If the player loses power (power outage, temporarily unplugged, etc.), it will not turn back on automatically. To turn on the player, press the **Power** button on the front of the player. (See figure 1.)
- Verify that the video cable is properly connected to both the display and media player.
- Verify that your content is scheduled to play on the date in question by logging into your user account at **mediplay.com**. Display will be black outside of scheduled playback times.

2. Content not fitting the display correctly, or displaying at a very low resolution

- Using your display's remote control, verify the following picture / display settings:
 - » Set to 16:9 (if available)
 - » Set to Screen to Fit (if available)

- Verify that your media player is set to the correct resolution, as established during installation. (See "Selecting your resolution")

3. Content is "frozen"

- Press the power button on the media player. If the player does not turn off after 15 seconds, please press and hold the power button until the player turns off. Once powered off, wait 10 seconds, then press the power button again to turn on the player.

4. Custom content file is not playing

- The player will take approximately 15 minutes to download your custom file.
- If you have uploaded multiple custom files, they will not all play at once. The files will be spread throughout your content loop.
- Verify that your custom file is assigned to the correct media player.
- Verify that your custom file is scheduled to play on the date in question.

5. Fader, Weather bug and Date not being displayed

- Verify network connection. If the network connection has been lost, the fader, weather bug and date will not be displayed.

6. Content errors during playback

- Please attempt to identify the content file in question, as well as the area of the screen that is affected. You may submit a support case to mediplay, when logged into your account at **mediplay.com**. Our support team will look into the issue as soon as possible.

7. Wrong date being displayed

- The date displayed is pulled from the computers date / time information. To access these settings, see "Setting your date and time".

8. Content is not updating

- If the player has lost its network connection, it will not receive any updates until the connection is restored. This includes any updates or changes made to the playlist, custom content, fader message, live weather feed, as well as the player's daily schedule.

9. Can't find the answer your looking for?

- You may submit a support case to mediplay, when logged into your account at **mediplay.com**. Our support team will look into the issue as soon as possible.

frequently asked questions.

Frequently Asked Questions:

Q. Is there sound?

A. No, our programming does not contain audio.

Q. Do I need to keep the keyboard and mouse attached to the player?

A. No, a keyboard and mouse is only used to configure the player's settings. During regular use, the keyboard and mouse are not necessary.

Q. How do I update my content?

A. Please login to your user account at www.mediplay.com

Q. How often can I update my content?

A. Topics may be updated monthly; fader messages and custom content (user created) may be updated at any time.

Desktop Shortcuts:

Launch Mediplay - Shortcut to start the media player.

Network Settings - Shortcut to the Network Settings page

Display Settings - Shortcut to Properties window.

Date and Time - Shortcut to Date and Time settings.

Security Features

Our content delivery system contains important networking and security features to prevent unauthorized viewing or manipulation of sensitive data distributed throughout the network.

- All communication is encrypted via SSL.
- There is no inbound communication to the media player. For security reasons our server will never attempt to initiate a connection into a network. It is always the media player that initiates the communication to the server (port 10799 and 10805).
- All communication is outbound to a trusted server, the identity of which is cryptographically verified.
- It is also possible to use a web proxy server if you do not want to open ports 10799 and 10805 for external access.⁷
- It is possible to designate specific times where the media player can use the network.⁸
- The system performs file integrity verification to detect tampered or corrupt media files and prevent their distribution throughout the network. The integrity of files are verified by calculating a checksum on every media file that is imported into the system.
- The system provides mutual authentication between server and media player. This being said, the player authenticates itself to the server and the server authenticates itself to the player in such a way that both parties are assured of the others' identity.

^{7,8} Please contact Mediplay for assistance.

Installation Guide Addendum 10.10.01



TIP: Your display resolution **must** be set on the media player (see guide for instructions and supported resolutions) and reported to Mediplay Support before we can complete the setup of your system. Without this info, we can't assign content to your screen.

Please help us by getting this information to us as soon as you can. Once we receive your resolution, it will take about 3-5 business days for your content upload to complete.