

medinlav[®]

installation guide

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Welcome

We're excited that you've chosen to join one of the fastest growing subscriber networks 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.

Equipment Provided

- media player (with power supply)
- wireless antenna
- all-in-one mini USB keyboard-touchpad (with charging cable)
- HDMI cable, ethernet cable
- Wall mount, table stand, Velcro strips

What you need

- compatible HD LCD or LED display **
- wired or wireless internet access

***must be an LCD or LED display capable of one of the following resolutions: 1920x1080, 1366x768, 1360x768, 1280x768, 1280x720*

Installing your media player

1. Connect the all-in-one USB keyboard-mouse receiver to one of the USB ports on the media player. If the touchpad is unresponsive, it may need a quick charge. To do so, simply connect the touchpad to any USB port using the included charging cable.



Media player back panel

2. Choose a location for your player. It should be easy to access, yet out of the reach of children. You can use the tabletop stand, wall mount or simply use the Velcro strips provided to attach the player behind your large screen TV.
3. Connect the provided HDMI cable from the HDMI port on the back of the media player, to an available HDMI port on your display.
4. For a wired network application, connect the media player to your network with the ethernet cable provided. For instructions on how to setup your network, See “**Setting your Date, Time and Network**”.

5. For a wireless application, attach the wireless antenna to the back of the player. For instructions on how to setup your network, See “**Setting your Date, Time and Network**”.
6. Connect the media player's power supply to an AC outlet, turn on the display, and select the HDMI input using your TV's remote control.



TIP: We recommend installing a quality surge protector and / or battery back up (if possible) for both the media player and your display.

Setting your Date, Time and Network

1. After charging the USB keyboard-mouse, turn it on by sliding the switch at the bottom of the device. The large area on top is a mouse track pad. Use one finger to move the cursor on the screen.
2. When prompted, click on the Mediplay user account, and enter the following password: **mediplay**
3. Press enter.
4. Once at the Windows desktop, double-click the Date and Time icon.
5. Set the correct date, time, and time zone.
6. Click Apply, then OK.
7. Double-click on Network Settings. Apply the proper network settings. If joining a wireless network, you may be required to enter a network password, as established by your network administrator.

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.

Mediplay display resolution matrix

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

4. Out of the choices above, select the highest resolution supported by your display. Please make note of the resolution selected on the back page of this manual. This information will later need to be provided to Mediplay.



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 up to three business days for your content upload to complete.

Running a Diagnostic Report

(The diagnostic report is intended to verify that the media player is properly configured.)

1. On the Windows desktop, double-click the Launch Mediplay icon.
2. Once the player window has launched full screen, press ESC. This will minimize the player window.
3. Click Help, then Diagnostic Report.
4. During the initial install, all tests should pass except for "8. player registration". Once the resolution has been communicated to Mediplay, and the player has been registered, this test will pass. During the initial installation, you need only worry about tests 1-7.
5. Once tests 1-7 have passed, close the Diagnostic Report window, as well as the player window.

Completing the installation

1. On the Windows desktop, click the Start menu.
2. Go to Programs > Broadsign > Broadsign Player
3. Click "Dedicate the Broadsign Player"
4. Once prompted, click OK.

5. Reboot the media player. Upon reboot, your display should be black (full screen). This is because your player has not been registered, and therefore content has yet to be assigned to your media player.

Final Step: Player registration

Email the following information to: support@mediplay.com

- practice name
- player # (located on sticker on top of media player)
- requested on/off times of player
- resolution selected
- location of media player in office

Congratulations! You have now completed the installation, and registration, of your Mediplay device! Please allow 3-5 business days for your registration to be processed, and your content to fully download.

Troubleshooting Tips

1. Content not playing / Display is black

- Verify that your player has been registered by Mediplay.
- 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, power button is green. If red light is showing, press the power button to start the player.
- 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. 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 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 shown. (Currently the weather bug is only available on displays using 1920x1080 resolution)

5. Content errors during playback.

- Please attempt to identify the content file in question, as well as the area of the screen that is affected. Email support issue to: support@mediplay.com.

6. Wrong date being displayed.

- The date displayed is pulled from the computers date / time information. To access these settings, see "Troubleshooting Tip #8"

7. 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.

8. Need to change date, time, or network settings.

- Using a USB keyboard-mouse, press ESC. Once the player window has been minimized, close the player by clicking the "X". When prompted, enter the following password: "mediplay". This will allow you to access the Windows desktop to make any necessary changes. Once all changes have been made, simply reboot the media player.

Frequently Asked Questions:

Q. Is there sound?

A. No, our programming does not contain audio.

Q. Do I need to keep the mini USB keyboard-touchpad attached to the player?

A. No, a keyboard and mouse is only used to configure the player's settings. During regular use, the keyboard / 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, fader messages and custom content (user created) may be updated at any time.



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

System Notes:

Screen manufacturer / model #:

Display resolution:

Screen input:

Time zone:

Media player IP address:

Location of player:

Where did I put the remote?

