

PC Media Player Configuration to Displays2go Digital Signage

Version 1.0

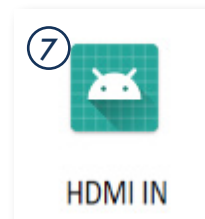
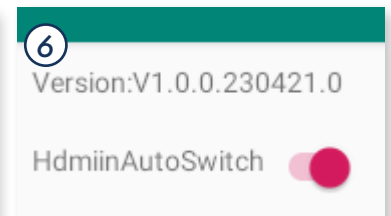
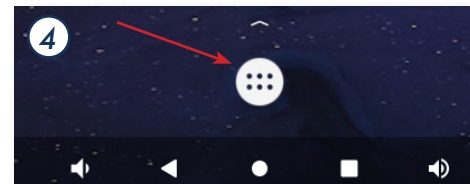
PC Media Player to Digital Signage Connection

1. With the digital signage powered off, insert PC media player into the HDMI port of the digital signage.
2. For non-touch signage, navigate by connecting a USB mouse to the USB port of the digital signage.
3. Power on the digital signage. The home screen appears upon startup.



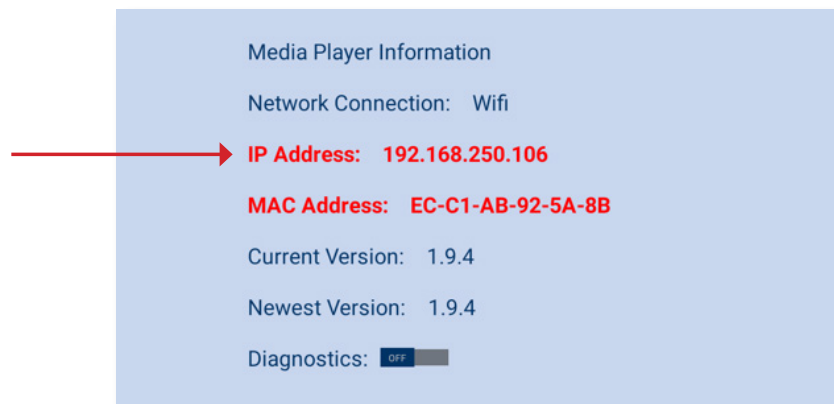
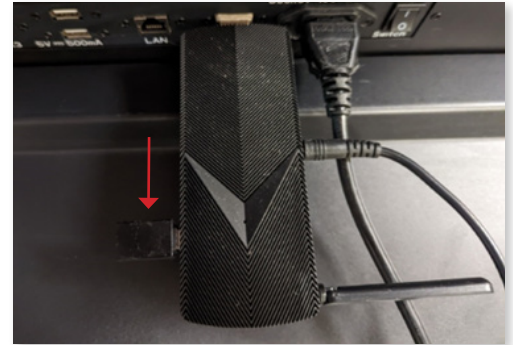
HDMI Input Configuration

4. Click the white app drawer button at the bottom of the screen to show all applications.
5. Click **HDMI Auto Boot**.
Note: If your signage does not have **HDMI Auto Boot**, download it from here: www.bestwave.com/DisplayItX-Product.php and install on the digital signage. It may be easiest to download it and copy it to a USB drive to do this.
6. Toggle to enable automatic HDMI display after a power restore.
7. Click the right mouse button to go back to the main applications screen and open the **HDMI In** app. This switches the display input to HDMI. The screen is black until media player is powered on.



PC Media Player Network & Activation

8. Connect a mouse and keyboard to navigate the media player. You may connect using the USB-C to USB adapter (included) and the standard USB port on the right side of the media player OR connect a wireless keyboard and mouse by connecting the USB receiver to the standard USB port on the media player.
9. Connect the media player to power. The media player shows the start screen, then will automatically run the DisplayItX application. Hold down the right mouse for a few seconds to stop the application.
10. Click **Settings** from the start menu, then **Wi-Fi**, and select your preferred network.
Note: Select the same network as your desktop computer that will be running the Management Console, which is used to set up your playlist and send it to the digital signage.
11. Type in the network password and confirm "Connect Automatically" is selected.
Note: If you cannot use the same network or the display is in a different location, there is a Best Wave Cloud updating service available from Best Wave. It requires a \$4 per month subscription (paid annually). Contact support@bestwave.com to set this up for you.
12. Write down the IP address that is shown on the startup screen for later in the setup process.

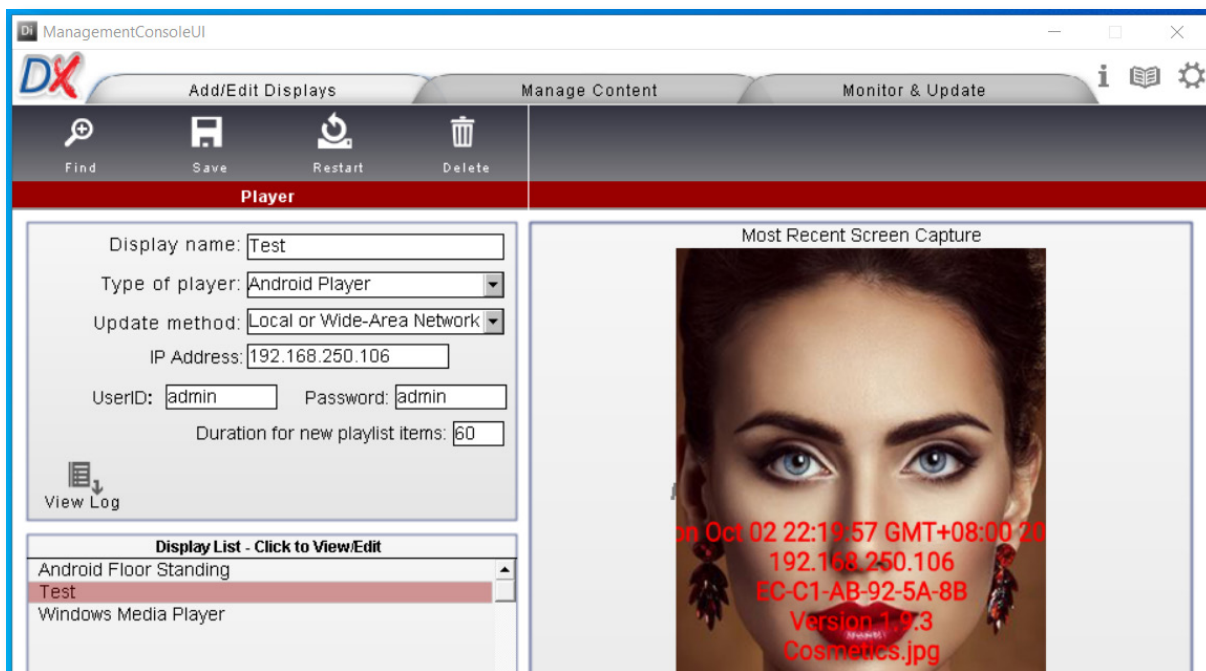
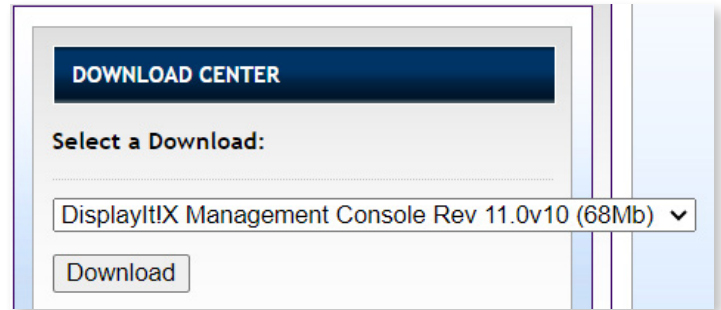


13. Once the network is connected, close the Settings window and click on the **Watch DisplayItX** shortcut at the top left of the screen.
14. Enter the email address assigned to your account for registration. Type in the activation email and wait for the timer to count down to zero.
Note: If you do not know this email address, exit the software and contact support@bestwave.com to get a registered or trial email assigned.
15. Once registration email is entered, restart the software. After loading, a blue-sky image with the Best Wave logo appears indicating the software installation is complete.

Desktop Computer Management Console Installation

Install the Management Console on your Windows desktop computer in order to send content to the media player to display on the digital signage.

16. On your desktop computer, go to DisplayIt!Xpress website:
www.bestwave.com/DisplayItX-Product.php.
17. Click the **Watch Demo** button to watch the full product tutorial.
18. Download the Management Console from the Download Center on the right.
19. Install and open the Management Console on your desktop computer.
20. Enter your login credentials.
21. Click the **Add/Edit Displays** tab. In the **Display List** window, find your media player on the network by entering the requested fields:

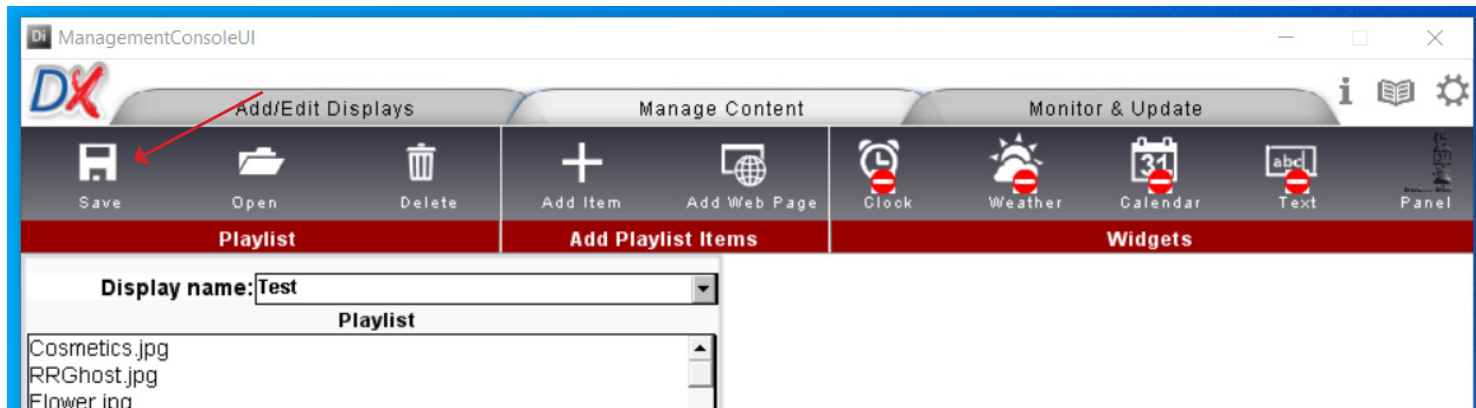


- a. **Display Name:** (usually location of display i.e. 'Main Lobby')
- b. **Type of Player:** Windows PC
- c. **Update Method:** LAN/WAN, USB drive, Best Wave Cloud
- d. **IP Address:** IP Address written down from DisplayIt!Xpress app
- e. **User ID and Password:** by default, both user ID and password are 'admin' (lowercase).
- f. **Default Duration:** Default time to display new playlist items i.e. '45'

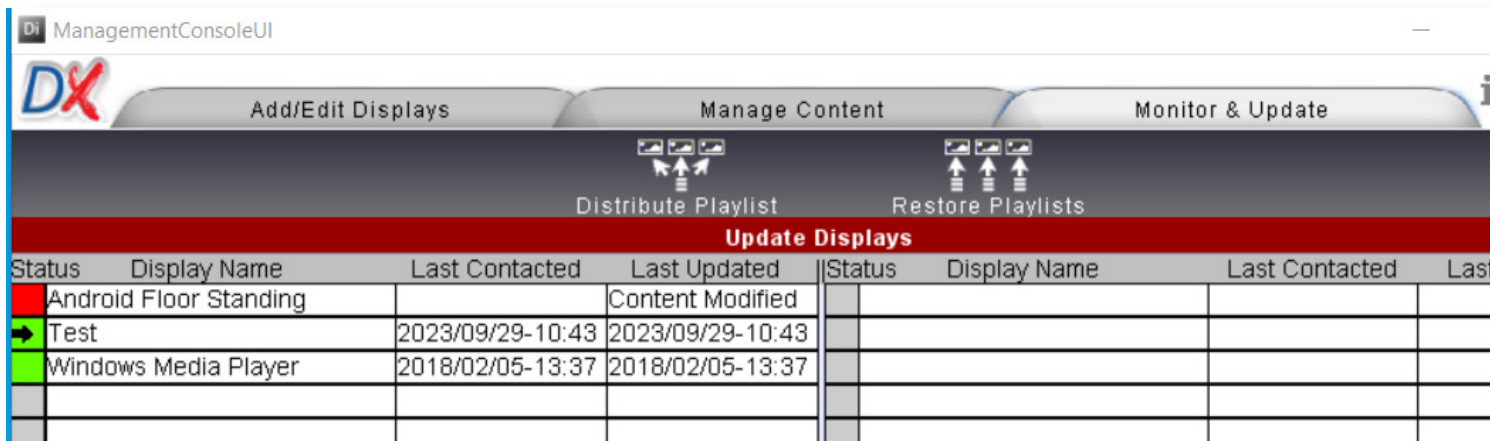
Note: You can modify the duration for any individual item when you add it to the playlist, or you can embed the time in the name of any file. For example, to set the duration for a file named *testImage.jpg* to 45 seconds, change its name to *45_testImage.jpg*. When it is added to a playlist, the duration will automatically be set to 45 seconds.

22. In the *Manage Content* tab, drag and drop an image file to add to the playlist. Make sure it is the correct orientation (landscape or portrait) for your display.

23. Click **Save**.



24. In the *Monitor & Update* tab, click on the red status box next to the name of the media player. It will turn yellow, then green indicating that the playlist has been transmitted successfully.



25. The digital signage automatically displays the playlist after transmission. External PC media player configuration is complete.

If the playlist does not display or there is any problem with communication from the desktop computer to your media player, go to the Support tab on the Best Wave website and refer to the Communications Troubleshooting Guide.

There are many helpful PDF files available at the Support tab of www.bestwave.com, including communications troubleshooting. For additional support, email: support@bestwave.com or phone 480-368-8900.

Audio Output Troubleshooting

If the digital signage does not output audio after media player configuration, follow the troubleshooting steps below to identify and resolve the issue.

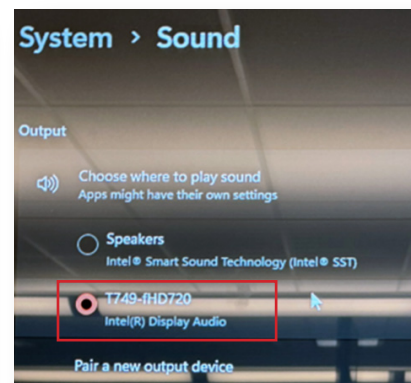
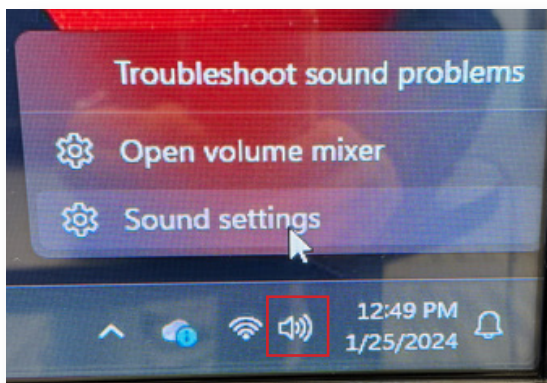
1. Check Digital Signage Audio

1. Switch display source back to the digital signage home screen using **Source** button on remote control.
2. Check that the volume is turned on.
3. Switch source back to HDMI input using **HDMI In** app (see page 1, step 7).
4. Play a video file with audio to test for successful audio output. If problem persists, proceed to next step.



2. Check Media Player Audio Settings

1. Right-click the sound icon on the right of the menu bar.
2. Double-click **Sound settings**.
3. Check that **Intel® Display Audio** option is selected.
4. Play a video file with audio to test for successful audio output. If problem persists, proceed to next step.



3. Update Media Player Driver

1. Return to System Sound settings menu.
2. Double-click **Intel® Display Audio** to view its properties.
3. Double-click on **Check for driver updates**.
4. Download the driver update to automatically install the latest driver.
5. Restart the media player.

