USER GUIDE

Version 1.0.0

XMP-8550/8552 Series
High-Performance Kiosk Processor
and 4K Media Player Series

America

20 Fairbanks,
Ste, 170 Irvine, CA 92618
California, U.S.A

Taiwan

114, 3F, No. 21
Ln. 168, Xingshan Rd.
Neihu Dist., Taipei, Taiwan

XMP-8550/8552 Series

User Guide

Package content

Media Player Unit

AC Adapter

Wireless Antenna (8552)

HDMI Cable

Velcro

Power & MicroSD bracket

Physical view and features

Kensington lock

Wireless antenna

Micro SD slot

Power

Micro USB

Audio out

HDMI out

USB port

Ethernet

Reset
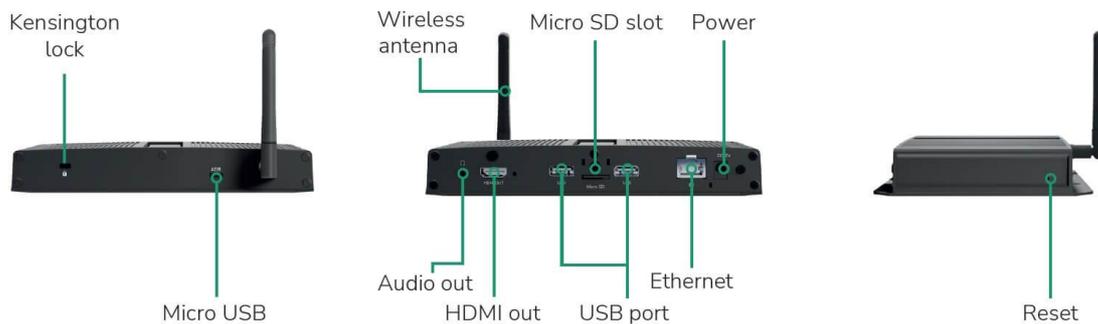
Mounting and installation

Attach on the back of the monitor using Velcro

- The media player can be mounted to the back of a monitor using the provided Velcro.
- To mount the media player, separate the Velcro stripe into singles and attach it to the surface of the media player.
- Secure the media player to the monitor with the Velcro.

Built-in wall mount bracket]

- There are mounting holes on the media player with screw specs of M4.
- For XMP-8552 only, attach the wireless antenna by screwing it clockwise onto the post.

XMP-8550/8552 Series

User Guide
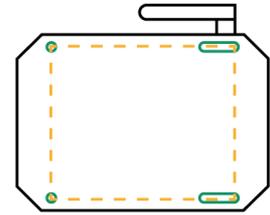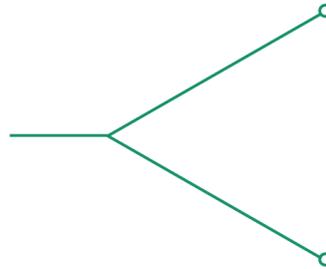
Wall bracket
115 mm x 100 mm
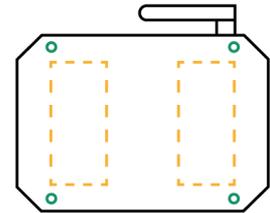
Velcro

System setup

1   Boot up

Plug in an Ethernet cable connecting from a PoE switch at the back of the display, and it will power on automatically. Once user exits boot up screen, users can go through system configurations in both landscape and portrait orientations.
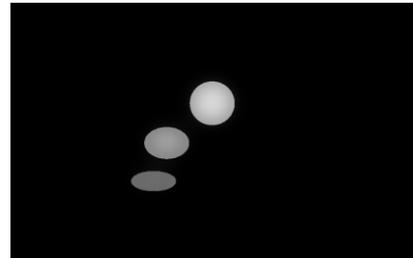
2   Autoplay content

When boot up is complete, if the system detects preloaded content, the loading circle will appear. Once the loading circle completes, contents will be played. To stop autoplay and enter "Basic settings," users need to select the pause button in the center of the loading circle.

3   Basic settings

XMP-8550/8552 Series

User Guide
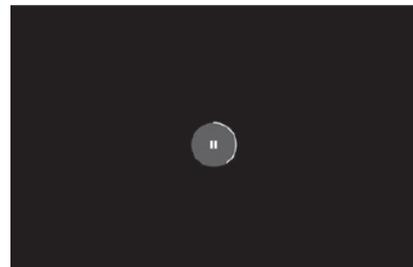
When boot up is complete, if the system detects preloaded content, the loading circle will appear. Once the loading circle completes, contents will be played. To stop autoplay and enter "Basic settings," users need to select the pause button in the center of the loading circle.
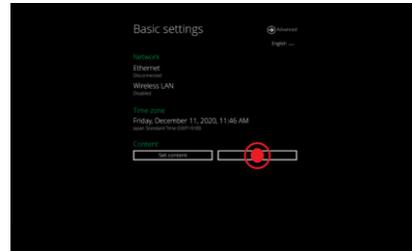
4   Make configurations

To change system language, select "**(Current Language) ....**" For system configurations, select "**Advanced.**"

Important recommended configurations:

1. Set correct time, date, and time zone for properly scheduled playback.
2. Set password to prevent unauthorized access during setup menu.
3. Set network for establishing network connection.
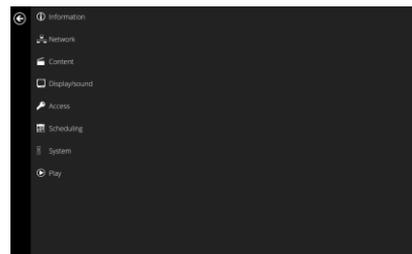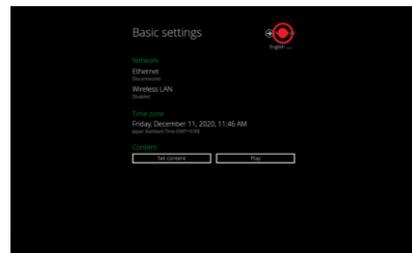
5   Set content

Users can set content by clicking "Set Content" to enter the URL or use the desired content management system to upload the contents onto the room panel.
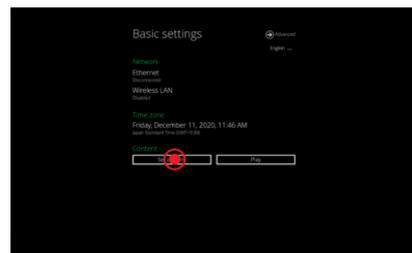
Content management

Please consult the software documentation for information specific to your content management solution.

System troubleshooting

How to interrupt playback and enter setup menu?

Press at one corner of the screen and hold for 10 seconds to exit playback and enter setup menu.

How to provide a DEBUG log for a misbehaving room panel to the support team?

Please follow the instructions below to collect the room panel's DEBUG log:

1. Prepare a blank USB stick in FAT-32 format.
2. Create a folder named "DEBUG" (case insensitive) in the root of USB stick.
3. Make sure room panel is operating (see welcome screen or playing content).
4. Insert the USB stick into display and wait for yellow dot on upper right corner to stop blinking.
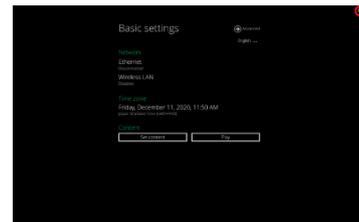
5. Within the "DEBUG" folder, is a folder with a string of number as its name. If the string of numbers are all zeros, the debug log has not been collected properly. Repeat step 1-4 again and make sure to wait until stop blinking.
6. Zip the "DEBUG" folder and send to IAdea Support Team.

Reset system to factory default

Factory resetting the room panel will result in removal of all saved contents, passwords, and configurations in settings. Please refer to the steps below to complete the room panel factory resetting process:

1. Use a pen to press and hold the reset button – do not release until Step 4.
2. Insert the power cord.
3. Wait 30 seconds for the system reboot indicating your data is erased.
4. Release the reset button and your room panel will initialize in factory default state.

Technical Specification

CPU	Quad-Core Cortex-A55 up to 1.8GHz RAM 2GB DDR4
Local Storage	16 GB eMMC built-in Micro SD card (replaces internal storage)
Video format supported	H.265/HEVC up to 4K (3840 x 2160) H.264/AVC up to 1080p (1920 x 1080) MPEG-4 up to 1080p (1920 x 1080) MPEG-2 up to 1080p (1920 x 1080) MPEG-1 up to 1080p (1920 x 1080) VC-1 up to 1080p (1920 x 1080) VC-1 up to 1080p (1920 x 1080)
Image format supported	JPEG up to 1920 x 1080 PNG up to 1920 x 1080
Audio format supported	MP3 up to 320 Kbps
Open standards supported	W3C HTML5 (HTML, JavaScript, CSS) W3C SMIL 3.0 instructions (sub-set) W3C Widgets for HTML delivery Android API 12.0
Connectivity	IEEE 802.3ab Gigabit Ethernet IEEE 802.11a/b/g/n/ac dual-band Wi-Fi (8552) IEEE 802.3af PoE (8552) SD card slot (expendable to 128 GB) Micro USB for ADB (Android Debug Bridge) 3.5 mm audio out USB 2.0 x 1 USB 3.0 x 1 Ethernet port x 1 Power jack x 1 Embedded wireless antenna (2.4GHz & 5GHz) Built-in stereo speaker 2 W x 1 Front camera: 8 MP Auto Focus
Supplied accessories	HDMI Cable Velcro DC Jack Bracket MicroSD Bracket

	M2.5 Screws Quick start guide
Power requirement	Input: 100 - 240V, 50 - 60 Hz, 0.5 A Max. Output: 12V, 1.5 A UL/CB/PSE certified power supply
Power consumption	Max. 20.3 W
Environmental	Operating temperature: -20 to 50 °C Humidity: 10 – 85 % @ 40 °C / 104 °F non-condensing Shock: IEC 60068-2-27 Table A.1 (railway) Vibration: 1.5 G @ 5 - 200Hz, random
System dimension	166 x 27 x 125.5mm / 6.5 x 1.1 x 4.9"
System weight	915 g (2.3 lbs)
Certifications	CE / FCC / RoHS
Warranty	1-year limited parts & labor* (varies based on region, contact sales for more details)