

## Troubleshooting

### How do I 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 do I provide a DEBUG log, for a misbehaving player, to the support team?

Please follow the instructions below to collect the player'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 the player is operating (see welcome screen or playing content).
- 4 Insert the USB stick into player and wait for 30 seconds.
- 5 Within the "DEBUG" folder, is a folder with a string of number as its name. If the string of numbers are all zero's, the debug log has not been collected properly. Repeat step 1-4 again and make sure to wait the 30 seconds.
- 6 Zip the "DEBUG" folder and send to IAdea Support Team.

## Resetting player to default factory

Factory resetting the smart signboard will result in the removal of all saved contents, passwords, and configurations in settings. Please refer to the steps below to complete the smart signboard 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 smart signboard will initialize in factory default state.

# XDS-2285 / XDS-2288

## Quick Start Guide

This printed quick guide provides a quick walk-through of the set up process. For complete documentation, please visit <http://support.IAdea.com>.

## Box Content



Smart signboard



Power adapter



Power cord



IO cover

## Mounting and Installation

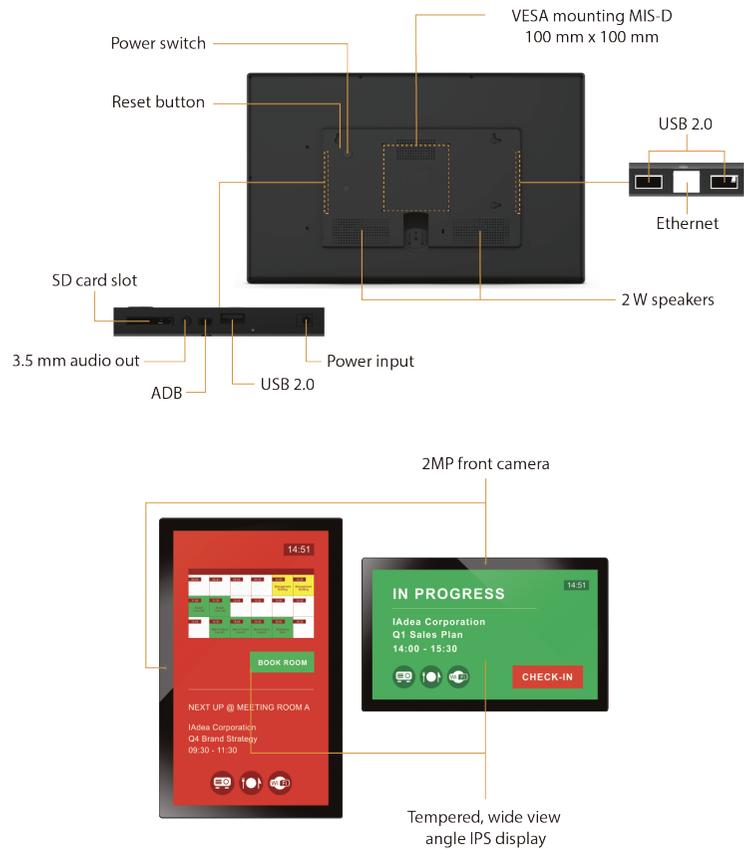
This smart signboard accepts a MIS-D100 (100 mm x 100 mm) VESA-Compliant mounting interface and the recommended screw is M4 x 6 mm excluding bracket thickness.

Important:

Operating the smart signboard with its back casing pressed down against a flat surface (eg. table top) increases the risk of overheating the smart signboard and decreases system performance.

Users are recommended to keep the back casing clear of direct casing-against-flat-surface contact when operating the smart signboard to allow adequate air circulation and minimize overheating the system.

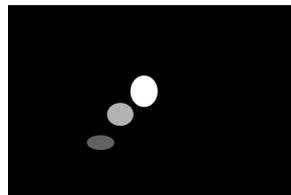
## Port Connections



## System Setup

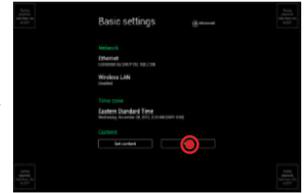
### 1 Boot up

Plug in the AC adapter and Ethernet cable (if that is the preferred method of connecting to network) located at the back of the smart signboard and it will power on automatically. Once the user has exited the boot up screen, users can go through system configurations in both landscape and portrait orientations.



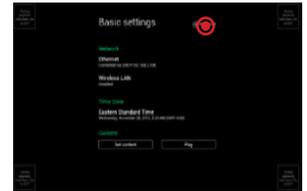
### 2 Basic settings

When boot up is complete, the user will see the “**Basic settings**” which allows the user to make configurations or autoplay pre-loaded content. Please note, the smart signboard is set to autoplay pre-loaded content 15 seconds after boot up. This can be canceled if “**Cancel autoplay in 15s**” is selected which lets the user remain on the “**Basic settings**” and initiate playback manually.



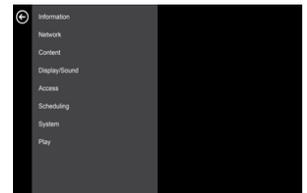
### 3 Make configurations

To change smart signboard system language, touch for XDS-2288 or USB mouse for XDS-2285, select “**(Current Language) ...**” For system configurations, select “**Advanced.**”



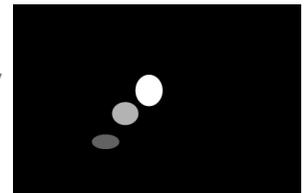
Important recommended configurations:

- 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.



### 4 Set content

Once the smart signboard has completed all the recommended configurations, complete the last boot up process and your smart signboard is ready for the pre-loaded content management system.



## Content Management

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