

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 signboard 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 smart signboard to factory default

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-108X Series

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



Flush mount bracket with screw



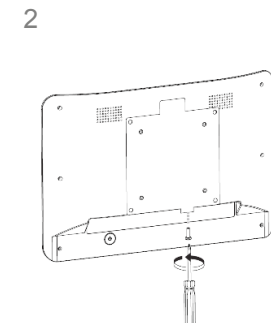
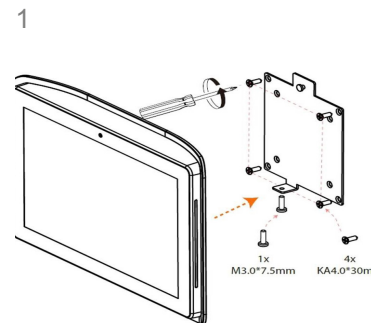
Power adapter with changeable plug

Mounting and Installation

- 1 Standard VESA mount

This smart signboard accepts a MIS-D (75 mm x 75 mm) VESA-Compliant mounting interface and the recommended screw is M3 x 7.5 mm excluding bracket thickness. Use the flush mount screw provided in-box to easily install the flush mount bracket onto the smart signboard.

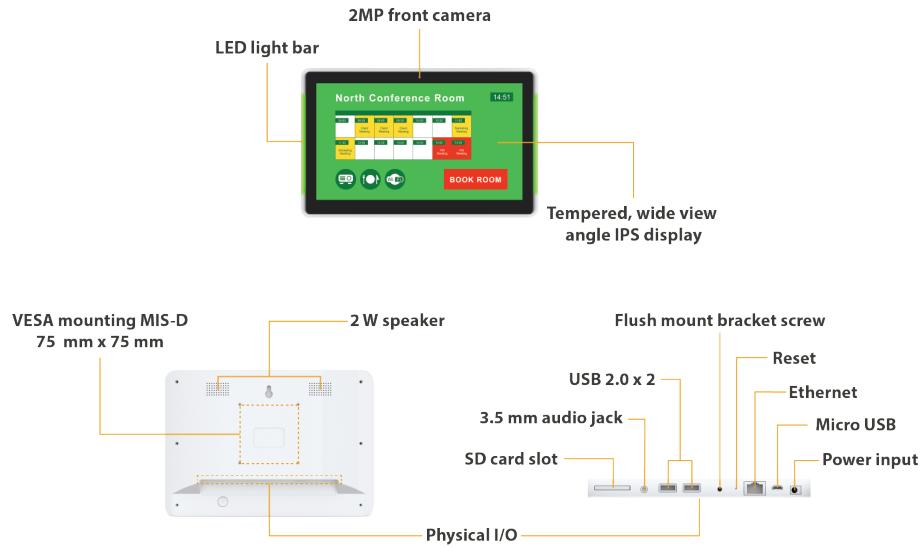
- 2 Flush mount



Important:

Users are recommended to keep the flush mount bracket in direct contact with the to-be-mounted surface when operating the smart signboard to ensure the weight of the device is fully supported by the flush mount.

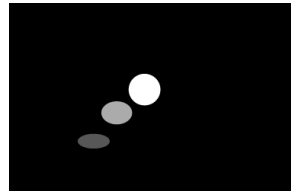
Port Connections



System Setup

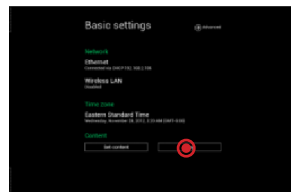
1 Boot up

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 preloaded content. Please note, the smart signboard is set to autoplay preloaded 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.

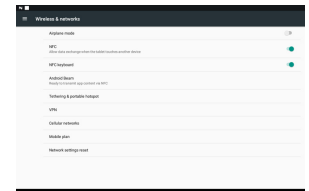
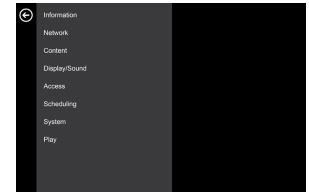
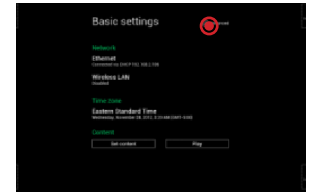


3 Make configurations

To change smart signboard system language of the XDS-108X series, use touch or USB mouse to select “**(Current Language) ...**” For system configurations, select “**Advanced.**”

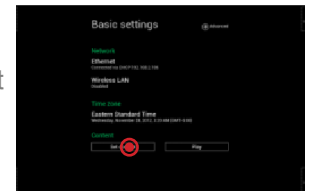
Important recommended configurations:

- 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 Enable NFC keyboard in Wireless & networks if NFC feature is required.



4 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 smart signboard.



Content Management

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