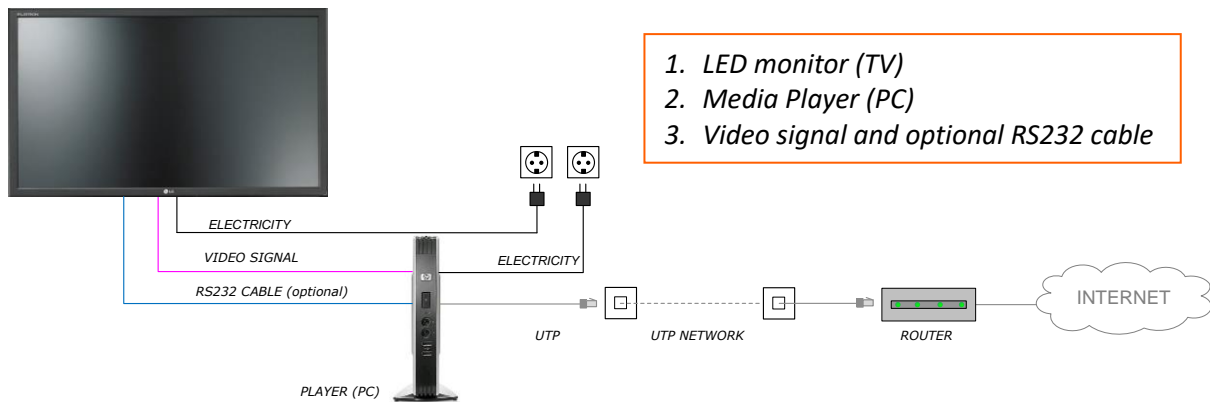


# QUICK REFERENCE CARD - WINDOWS WEB



The Digital Signage solution shown above has been (recently) installed in your environment.

## HOW DOES IT WORK?

The above Digital Signage solution plays the playlist as created in the ZetaDisplay CMS. This solution uses an internet connection to download the latest content and display it on the monitor.

## WHAT ARE THE REQUIREMENTS?

To prevent malfunctions and to be assured of the most recent version of the playlist, the system requires the following:

- A permanent, 24/7, internet connection;
- A permanent, 24/7, power supply;
- The player and monitor must always be switched on in order to function properly and for service and content updates during the night.

## WHAT CAN YOU EXPECT?

- The on and off times of the monitor can be set in the ZetaDisplay CMS. Generally, ZetaDisplay sets these times to 15 minutes prior to opening and 15 minutes after closing of your location. You can adjust these times in the CMS if necessary. How do you do this? Check the manual on our [Support Portal](#);
- If the monitor is switched off manually during opening hours, it will automatically switch on again;
- If a different input is manually selected on the monitor, it will automatically switch back to the correct HDMI input;
- In the event of a temporary internet failure, the content will still be displayed on the monitor, with the exception of live feeds (such as live weather and news).

## WHAT CAN YOU DO YOURSELF?

Keep the Digital Signage solution as dust-free as possible. The monitor can be cleaned with a dry soft cloth. Please do not use any cleaning agents to clean it.

## HAVING TROUBLE?

The back of this checklist includes a number of steps that may help you resolve any issues.

# CHECKLIST: WHAT POTENTIAL SOLUTIONS CAN YOU EASILY TRY OUT FOR YOURSELF?

## THE SCREEN ON MY DIGITAL SIGNAGE MONITOR IS BLACK! WHAT CAN I DO?

- ✓ First, check whether the monitor is switched on. Note: the power light is not always visible! Point the remote control at the infrared sensor on the monitor (this sensor isn't always visible and is usually located on the back of the monitor) and press the red power button. Another solution is to turn on the monitor by means of the power button on the rear.
- ✓ Check whether the Player is switched on. The power light must be on or flashing. If this is not the case, press the power button on the player.
- ✓ Check whether the power cables of both the monitor and Player (the player is usually mounted behind the monitor) are connected. Also check whether the cables between the player and monitor are all connected. If this is not the case: reconnect them.
- ✓ Check whether the network cable (internet) is connected
- ✓ Check whether the internet connection is active. You can do this by checking whether other computers in the network have access to the internet. If this is not the case, please contact your system administrator.
- ✓ Check whether the Player is connected to the local network. On the back of the Player, the light on the left above the network connection should be green. The right light should be blinking. If this is not the case: Please contact your system administrator.
- ✓ Unable to solve your issue with the actions above?  
Restart the Player:
  - Press the power button on the player;
  - Wait a moment until the power button light is off;
  - Press the power button again;
  - The system will now restart.
- ✓ Or if the above fails, you can also restart the player by disconnecting the power or holding the power button for 5 seconds. Wait 30 seconds before reconnecting. Is the startup logo visible?

## MY SCREEN TURNS BLACK AFTER THE "GETTING READY" MESSAGE. WHAT CAN I DO?

- ✓ Check whether you have a working internet connection. You can do this by connecting a USB keyboard and pressing the L key. If it says "offline" next to network, please contact your system administrator or try to restore your internet connection using the manuals on our [Support Portal](#).

If the above steps have not resulted in a solution, or you are still having issues, please contact our Support Team.

ZetaDisplay Support Team

Support Portal: <https://support.zetadisplay.com>

Tel: +31(0)85 6207280

Email: [supportdesk.nl@zetadisplay.com](mailto:supportdesk.nl@zetadisplay.com)