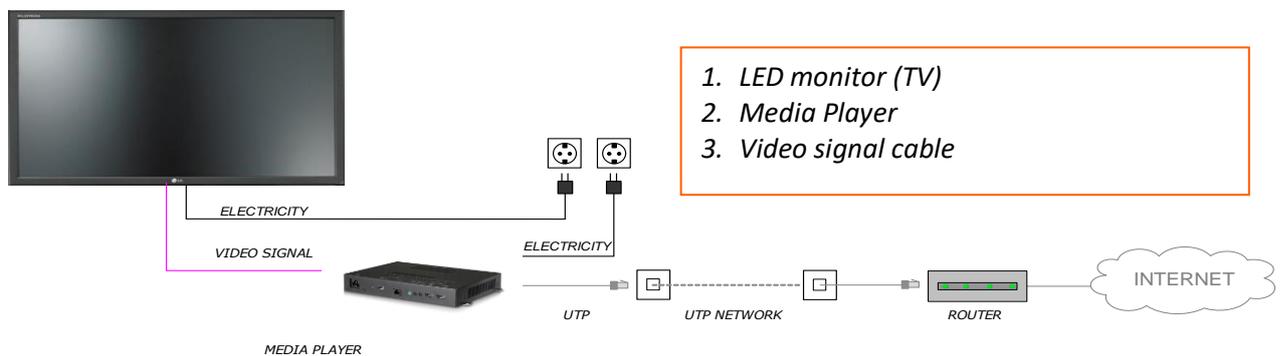


# QUICK REFERENCE CARD – LG WP400 & MONITOR



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 connected 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 Media Player 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 Screen 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](#);
- In the event of a temporary internet failure, the content will still be displayed on the connected 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 few 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 SCREEN IS BLACK! WHAT CAN I DO?

- ✓ First, check whether the SoC Screen is switched on. Note: the power light is not always visible! Point the remote control at the infrared sensor on the Screen (this sensor isn't always visible and is usually located on the back of the Screen) and press the red power button. Another solution is to turn on the SOC Screen by means of the power button on the rear.
- ✓ Check whether the power cable of the SoC Screen is connected.
- ✓ Check whether the network cable (internet) is connected, or when WiFi network is used check the credentials of WiFi network. Please contact your system administrator.
- ✓ 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.
- ✓ Unable to solve your issue with the actions above?  
Restart the SoC Screen:
  - Press the red power button on the remote control player;
  - Wait a moment until the SoC Screen power button light is off;
  - Press the red power button again;
  - The SoC Screen will now restart.
- ✓ Or if the above fails, you can also restart the SoC Screen by disconnecting the power. 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 pressing the blue button on the remote control. 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)