

DigiSign MXW

Quick Installation Guide

500789-V2



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1. Safety Precautions

To ensure the best performance from the product, please read all instructions carefully before using the device. Save this manual for future reference.

- Follow basic safety precautions to reduce the risk of fire, electrical shock, and injury.
- Do not dismantle the housing or modify the module. It may result in electrical shock or burns.
- Do not open or remove the housing of the device as you may be exposed to dangerous voltage or other hazards.
- To prevent fire or shock hazard, do not expose the unit to rain, moisture and do not install this product near water. Keep the product away from liquids.
- Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on the housing, unplug the module immediately.
- Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- Using supplies or parts not meeting the product specifications may cause damage, deterioration or malfunction.
- Refer all servicing to qualified service personnel.
- Install the device in a place with adequate ventilation to avoid damage caused by overheat.
- Unplug the power when left unused for a long period of time.
- Information on disposal of devices: do not burn or mix with general household waste, please treat them as normal electrical waste.

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2. Introduction

The DigiSign MXW (model 500789-V2) is capable of playing multiple audio/video content simultaneously in a multiview window up to 4K/60 (4:4:4) from a local network, the Internet, or internal memory, and supports multiview capability including dual 4K videos, or multiple 1080p videos and supports a scheduler to automatically deliver the windowed audio/video content based on a yearly schedule. Multiple video, audio and image file formats are supported. The unit delivers 4K@60Hz (4:4:4) content to a display or to a MuxLab AV over IP system to be distributed to multiple displays and video wall arrangements. The Player supports a Keyword Dictionary, Proof of Play and Interactive Mode.

The DigiSign MXW is managed by the DigiSign CMS (Content Management System) Software running on PC, which supports video, audio and image content as well as HTML5, RSS feeds and many other widgets. DigiSign CMS can easily and quick create digital signage content and schedule the content to be played on the Player. The Player has 128GB of internal memory to store the created signage content and schedule in order to run autonomously.

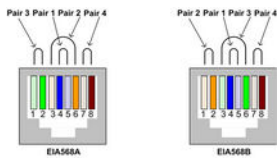
3. Features

- Supports up to 4K@60Hz (4:4:4) video streams
- Decodes H.264/265 video streams over the Internet and local network
- Multi-format video, image and audio files
- Plays slides & playlists on a flexible, intuitive yearly scheduler
- 4 x USB 3.0, 2 x USB 2.0
- Multi-view & PiP layouts, including dual 4K/60 windows
- Touch gestures such as tap and swipe for interactive experiences
- Remote preview of player output
- HDMI and DisplayPort Output Ports

4. Applications

Applications include digital signage / media player, audio/video streaming over LAN and Internet, commercial and residential AV systems, corporate lobbies, malls and boutiques, airports, subway/train/bus stations, etc.

5. Specifications

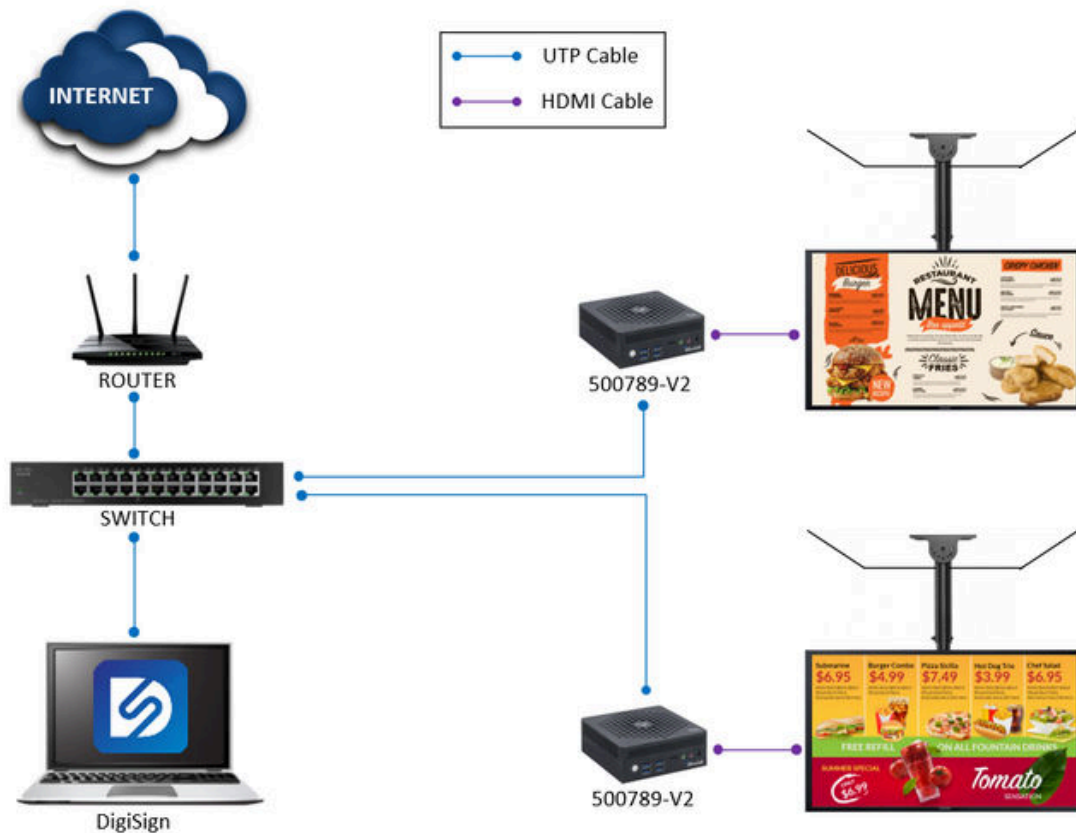
Technical	
Environment	HDMI 2.0
Devices	TVs, monitors, projectors supporting HDMI.
Signal Protocol/Standard	HDMI 2.0 and HDCP 2.2
Video Bandwidth	594MHz
Network Bandwidth	25Mbps (typical)
Protocols	Supports Multicast, HLS and RTSP
Connectors	<p>One (1) HDMI output connectors for AV. One (1) DisplayPort output connectors for AV. One (1) RJ45 Ethernet connection for LAN connection. Four (4) USB 3.0 connectors (for future use). Two (2) USB 2.0 connectors (for future use). One (1) 3.5mm output connector for audio extraction. One (1) 3.5mm input connector for Mic. One (1) Micro SD slot (for future use). One (1) VGA port. One (1) Slot for Kensington lock One (1) 2.1mm power connector.</p>
Maximum Distance	<p>Cat5e/6: 330ft (100m) from Ethernet Switch. Unlimited over the Internet</p> <p>Note: When installed in an electrically noisy environment, an STP cable must be used. Also, cross-connection reduces the effective distance depending on the grade of twisted cable used.</p>
RJ45 Pin Configuration	<p>RJ45 Link</p> <p>Pin 1 (R) Pin 2 (T) Pin 3 (R) Pin 6 (T) Pin 4 (R) Pin 5 (T) Pin 7 (R) Pin 8 (T)</p>
Reverse Polarity Sensitive. Use EIA/TIA 568A or 568B straight-through wiring.	 <p>The diagram shows two RJ45 pin configurations. On the left is EIA568A, with pairs 1, 2, 3, and 4 connected in order. On the right is EIA568B, with pairs 2, 1, 3, and 4 connected in order.</p>
Power Supply	Includes a 12VDC/ 2A power adapter.
Power Consumption	12W
Temperature	Operating: 0° to 40°C Storage: -20° to 85°C
Dimensions	Humidity: Up to 95% non-condensing 3.9" x 3.8" x 0.9" (99mm x97mm x 24mm)
Weight	0.48 lbs (0.21kg)
Compliance	Regulatory: FCC, CE, RoHS Flammability: 94V0
Warranty	3 years
Order Information	500789-V2 DigiSign MXW (UPC: 627699017890)

6. Installation

1. Connect the player to the HDMI display equipment with an HDMI compliant cable, or alternatively connect the Player to an AV over IP Transmitter to be able to connect to multiple AV over IP Receivers and/or video walls and turn on the Display equipment.
2. Using a CAT5/6 cable connect the Ethernet port of the player to an Ethernet switch.
3. Next connect the power supply to the unit and then to an AC outlet. The Power LED will turn on and the unit will start up.
4. MuxLab's DigiSign CMS software can now be used to discover the 500789-V2 and manage the unit. Please reference the DigiSign manual on how to discover, manage and publish Signage content to this unit.

The unit is configured in DHCP mode by default, and will be assigned an IP address if your network has a DHCP server.

5. If audio extraction is required, connect a Stereo 3.5 mm audio cable to the 3.5 mm jack for analog audio, or a Digital Optical audio cable to the SPDIF connector and then connect the other cable end to audio equipment.
6. The following diagram illustrates a typical configuration.



7. Troubleshooting

The following table describes some of the symptoms, probable causes and possible solutions in regard to the installation of the DigiSign Android Signage Player:

Symptom	Probable Cause	Possible Solutions
No Power LED	No power to the unit	<ul style="list-style-type: none"> • Check power connections
Choppy Video	Configuration	<ul style="list-style-type: none"> • Check cable length • Check the HDMI Cable Quality • Check if IGMP is enabled on the Ethernet Switch • Validate your video stream
USB drive not detected	(function not available in current release, for future use)	(function not available in current release, for future use)

If you still cannot diagnose the problem, please call MuxLab Customer Technical Support at 877-689-5228 (toll-free in North America) or (+1) 514-905-0588 (International).