

Network Digital Signage Display

User Manual



V4.1

www.digitalframe0.com

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Introduction

EOOKE network digital signage displays allow you to create & distribute media rich content easily across unlimited location from any internet or Local Area Network connected computer. You can remote scheduling your presentations to be displayed on unlimited screens and turn them ON and OFF from central admin device with a simple web login.

Features:

- 1080P FHD or 4K LED IPS panel.
- B/S Structure, powerful signage hardware embedded.
- Smart and easy to use APM software system.
- Deliver media rich programs to any EOOKE screens via Wi-Fi/Lan.
- Support Standalone mode and Network mode.
- Power timer & Volume scheduler.
- Easily position in either landscape or portrait.
- Light metal housing, aluminum brushed round bezel, super slim profile.

Please note:

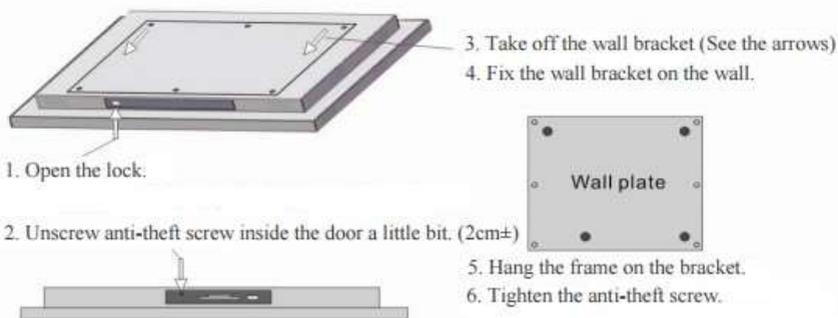
This manual provides common information for all EOOKE network models, some features described in the manual may not be supported in certain models, and the contents in the manual is subject to change without prior notice to improve the performance. Please read this manual carefully before operating display and retain it for future reference.

Caution:

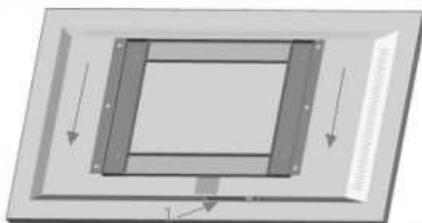
1. Unboxing & Installation: Due to the large size and heavy weight, we suggest at least two people in handling.
2. Do not place the display outdoor, in direct sunlight or near sources of heat.
3. Don't blend the cable with force, insert it all the way so it is not loose.
4. During thunderstorm, power off and disconnect the product.
5. Do not block the openings and other holes, ensure the unit is not overheating.
6. Do not attempt to disassemble the unit. Contact support if have any questions.

Wall mounted display

Wall Bracket 1



Wall Bracket 2



Installation guide:

1. Open the security lock.
2. Unscrew an anti-theft screw inside the door.
3. Take off the wall bracket.
4. Fix the wall bracket on the wall.
5. Hang the frame on the bracket.
6. Screw back the anti-theft screw to keep your frame from being stolen.

Floor standing display



01

Open the box, take out the base, remove EPE, carefully lift out the screen, lay it on a flat surface.



02

Unscrew 6 screws from the bottom of the screen with an Allen wrench.



03

Attach the base, screw the screws in and tighten all screws with an Allen wrench.



04

Adjust 4 leg screws on the bottom of the base until the screen is stable and sturdy.

Wi-Fi version: The Wi-Fi antennas is packed in a EPE, please screw it directly into the Wi-Fi port on the back.

Work Mode: Network Mode vs Standalone/USB Mode

By default, the unit starts [xbh player] app at start up then enter into [Network Mode] after powered on. In [Network Mode], the unit only playbacks program created with signage management system (APM). If you wise to playback videos/photos from USB drive, please switch the unit from [Network Mode] to [Stand-alone Mode]. Check page16 [Stand-alone Mode] for detail.

1. Connect the display to your APM account.

To play programs you create with APM, you need to link the display to APM. Please set up network and input OrgID and server IP for the display first.



Fig.1

1.1 Turn on the display then connect it to wired/WIFI network (Fig.1)

Wi-Fi Network: [System Setting] > [Network Setting]> turn on Wi-Fi > Connect to your 2.4G Wi-Fi (5G not supported).

Wired Network: Insert LAN cable to LAN port which inside the bottom door (Wall-mounted display) or door on the back (Floor-standing display).

1.2 Navigate to [Server Config], input name, OrgID and IP (Fig.1/2 & Note1)



Fig.2

There are 2 options available: Connecting the unit to free cloud account (if have) or to your own APM. You can switch between them anytime.

(a) Installing APM on Windows PC (See P17 for detail), connect the unit to it. Terminal Name: Any name (No space / character).

Server Address: Your PC static IP.

Organization ID: 0001. (See page 24 for actual ID if sub-Org is created.)

Storage path: Internal storage by default. External memory option is available when a Fat32 formatted TF card is inserted. (Optional feature)

(b) Connecting to free cloud account. (See page 27 / readme.txt / shipping confirmation email for OrgID / server IP address of your free account.)



Fig.3



Fig.4

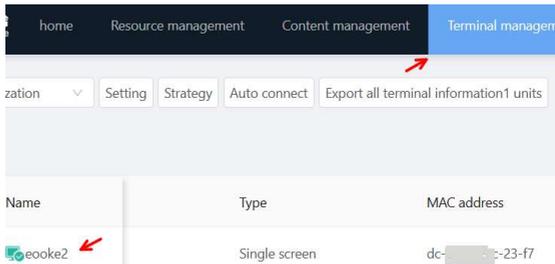


Fig.5

Note:

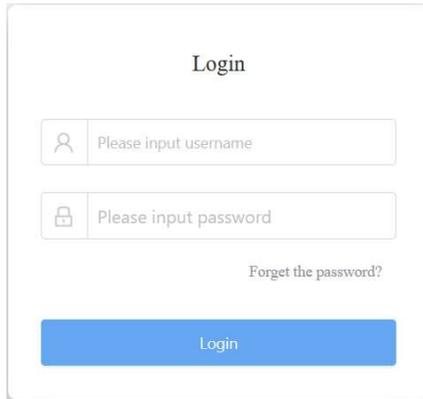
Once network is set up correctly, the Earth icon will turn blue (Fig.3). Once account info is input correctly, the Triangle icon will turn blue (Fig.4). It will also live in APM system > Terminal management (Fig.5).

2 Make a program.



Fig.6

2.2.1 Type server url in your browser and input your user name/password to login. (Check page27, readme.txt, email for url/username/password.)



The image shows a login form with the following elements:

- Header: "Login"
- Username field: "Please input username" with a user icon on the left.
- Password field: "Please input password" with a lock icon on the left.
- Link: "Forgot the password?"
- Button: "Login" (blue)

Fig.7

2.2.2 Navigate to "Content Management" > "Program Production" (Fig.8).

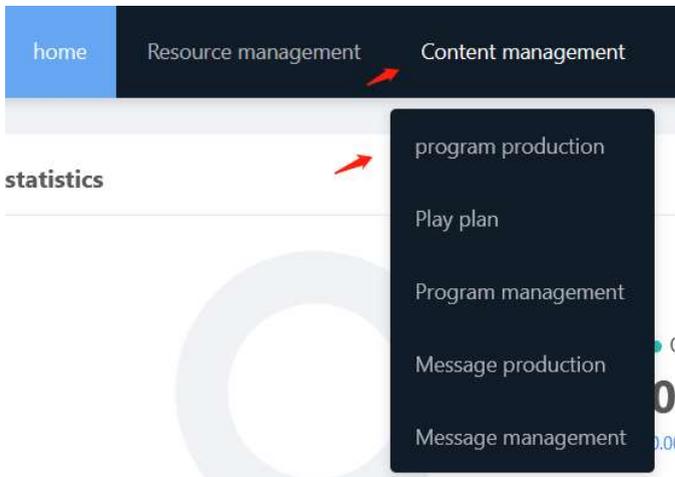
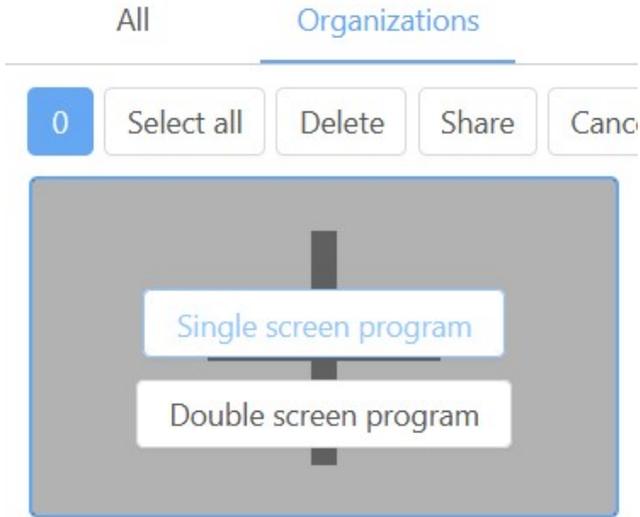


Fig.8

2.2.3 Select "Single screen program" to go to next step (Fig.9).



(Fig.9)

2.2.4 Horizontal display please select 16:9, vertically mounted display and floor-standing display please select 9:16 (Fig.10).

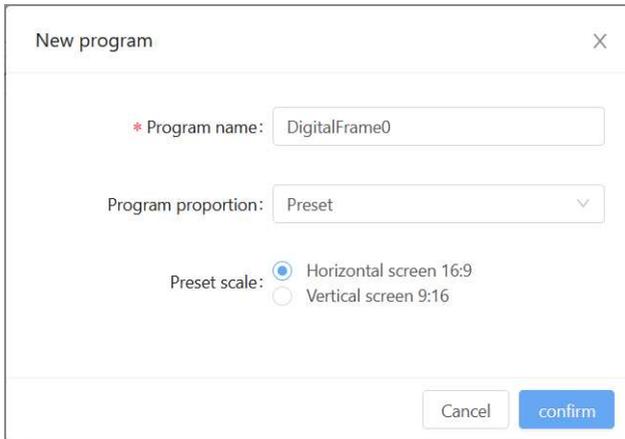


Fig.10

2.2.5 Design and make your presentation (Fig.11).

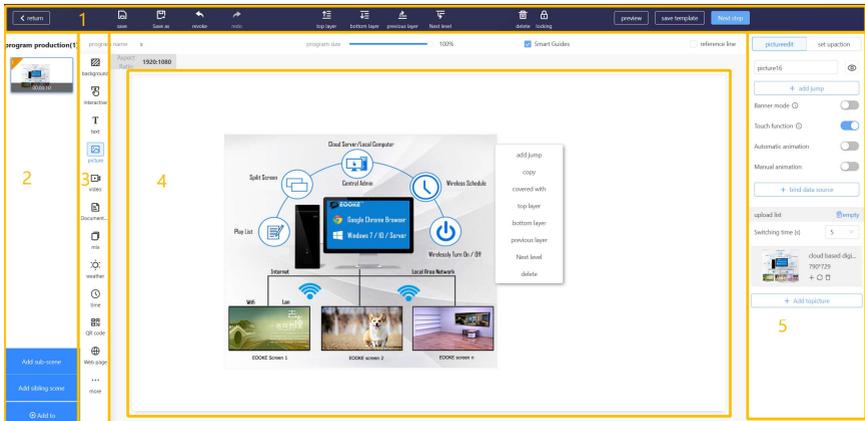


Fig.11

- (1) Tools bar. Move layer up/down/to top/to bottom. Lock/delete elements. Redo/Undo. Save/Save as template. Preview / Next step.
 - (2) Scene zone: Thumbnail views and change time duration of a scene;
 - [Add sibling scene]: Add additional slides/scenes.
 - [Add sub-scene]: N/A. For touch screen.
 - (3) Element box: Add background images / Pictures / Videos / Texts
- Note:**
- [Word] [Excel] [PPT] [Weather] [Exchange Rate] [Stock] [Location] [APK] [Maps] work in China only. For ".doc/.ppt/. xls", please convert to PDF.
- (4) Work zone for designing your programs. Right click to popup menu.
 - [Add jump]: For touch screen.
 - [Covered with]: Full screen.
 - [Top/Bottom Layer]: Move the layer to the top or bottom.
 - [Previous Layer / Next level]: Move the layer up/down.
 - (5) Element features edit zone: Edit features for current element.
 - [Blind date source] [Add jump] and its sub option: For touch screen.
 - [Add to picture/video]: Add more pictures/videos to current layer.
 - [Set up action]: Set up transition effects.

2.2.6 Click "Next Step" to specify a date/time and playing type (Fig.12).

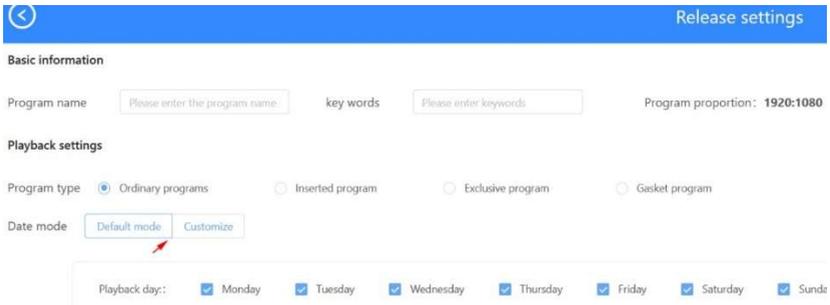


Fig.12

Program Type: Priority [Inserted] > [Exclusive] > [Ordinary] > [Gasket]
[Ordinary program] Regular programs will be run in chronological order.
[Inserted program] Top priority. Play it first then play all others one by one.
[Exclusive program] Playback this program only except for [Inserted program].
[Gasket program] Playback only when no above programs are being played.
Date Mode: Here you can set schedule for every week day or specific day.
[Default mode] The programs will be played in the chosen day.
[Custom] Set up specific date/period for the program.

Please note:

- (1) The Date Mode may not work if display system time is not correct.
- (2) Turn on the display > System Settings > (Sub) system settings > System > Date & Time > Setup correct Time zone and time here.

2.2.7 Click "Next Step" to select the display (Fig.13).

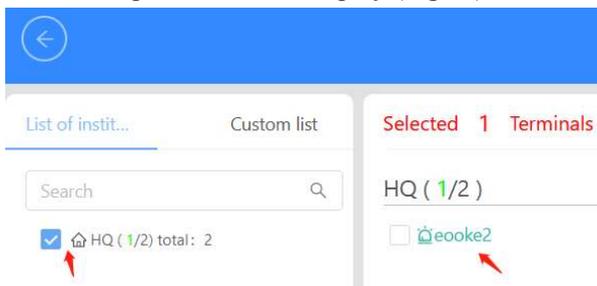


Fig.13

2.2.8 Click "Next Step". You will be redirected program management page. Click "Check" to view progress (Fig.14).

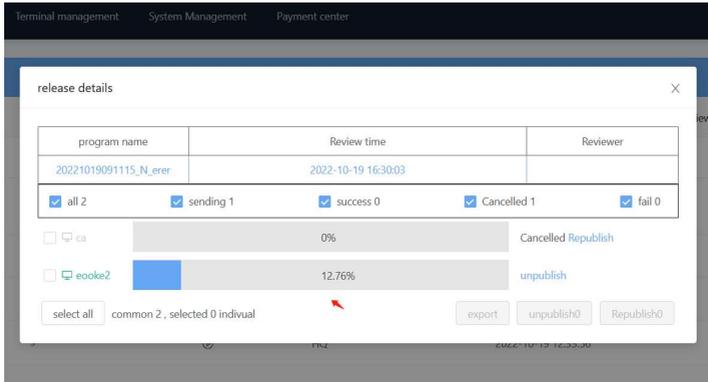


Fig.14

Note: If the network is disconnected, here is the way to upload the program created with APM to the display: [Content management] > [export] > unzip and copy the folder to "Lprogram" folder of USB drive (Fat32 format) > insert it in and remove after copy is completed (Fig.15).

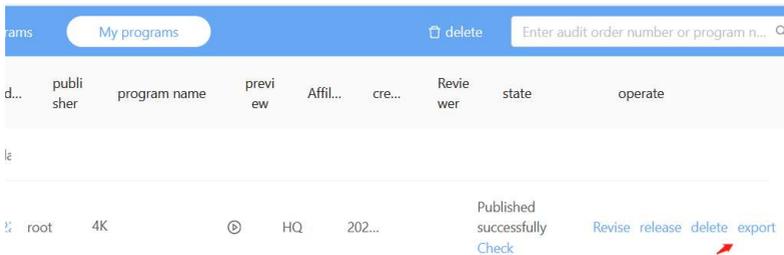


Fig.15

3 Create a scrolling message.

Schedule rolling messages on screen Top/Central/Bottom directly. Navigate to [Top menu] > [Content management] > [Message Production] (Fig.16)

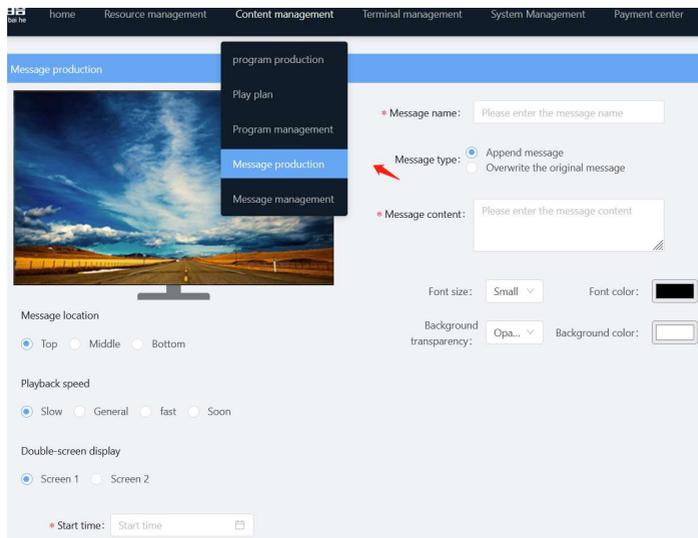


Fig.16

4 Schedule multiple programs in one time.

It allows you to plan multiple programs for any displays at one time.

4.2 Navigate to "Content Management"> "Play Plan" > add (Fig.17)

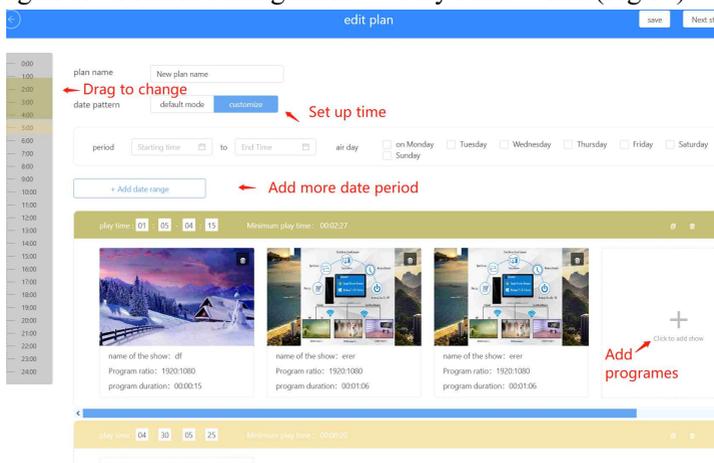


Fig.17

Drag or input to change time, add more times and date periods per your need.
10-time segments max allowed.

5 Manage the displays.

Navigate to "Terminal management", all your displays live here (Fig.18).

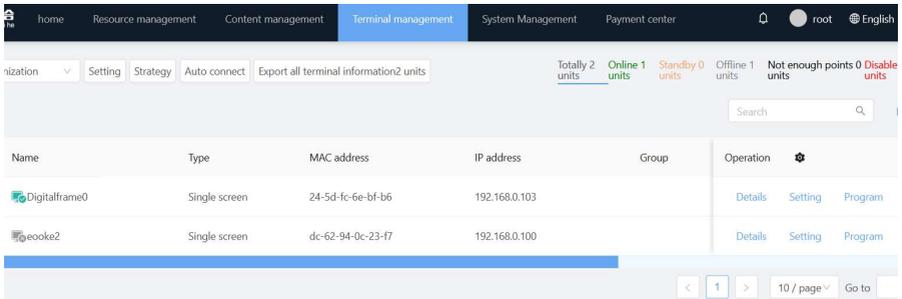


Fig.18

[Detail]: Full display detail. [Setting]: All settings on the display.

[Program]: View screenshot and manage current programmes.

6 Display setting.



Fig.19

QR Code: N/A

Server Config: Set up Org ID / Server IP to connect to the APM.

System Settings: General settings & set up timer, time & date, language.

4K Program: 4K version only

6.2 Change Time & Date on the display.

You can change the Dat and Time by navigating to [System Settings] > [System Settings] > [System] > Set up correct Time zone / Time.

6.3 General settings.

Navigate to [System setting] > [General setting] (Fig.20).

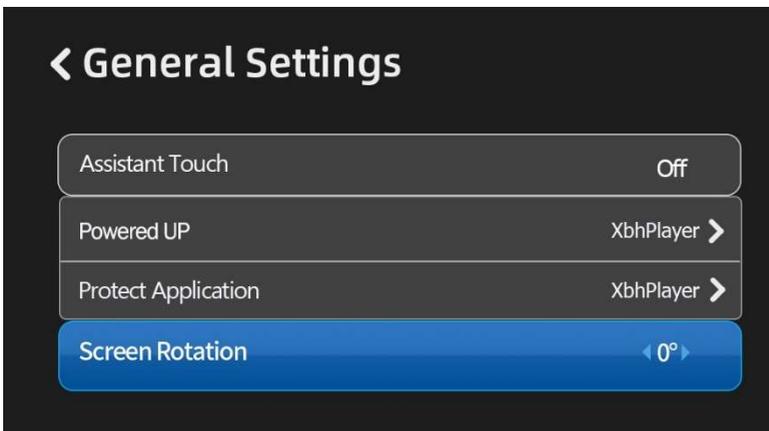


Fig20

Assistant Touch: N/A, for touch version.

Powered UP: Set up default start-up application.

[xbh player]: Default app, it functions as Network Mode.

[single player]: It functions as Standalone Mode.

Protect Application: Set up the default app after 30 seconds of inactivity.

Screen Rotation: Rotate the screen by 0 / 90 / 270 degrees. For some 4K models this feature available in [System setting] > [Display] > [Screen rotation].

6.4 Power Timer settings.

Navigate to [System Setting] > [Schedule Task setting]

Every day: 4 different timers/day. **Weekday:** 4 different timers/weekday.



Fig21

Please note: Most display setting can be set up in APM too.

7 Stand-alone Mode.

Work independently without network and APM. Plug in USB drive (NTFS) and playback photo/video/subtitle with selected split-zone template (Fig.22).

7.1.1 Change the display working mode from "Network" to "Standalone".

Home > [xbhplayer] > [System Settings] > [General Settings] > [Powered UP] > Change [xbh Player] to [Single Player] > Reboot

7.1.2 Insert usb drive in Windows PC, create "SProgram" folder on the root.

7.1.3 Copy the images and videos into "SProgram" folder. Insert the USB drive to the terminal display.

7.1.4 Unplug the drive once copy is completed.

7.2 System menu. Press [Back] button on the remote to enter below system menu.

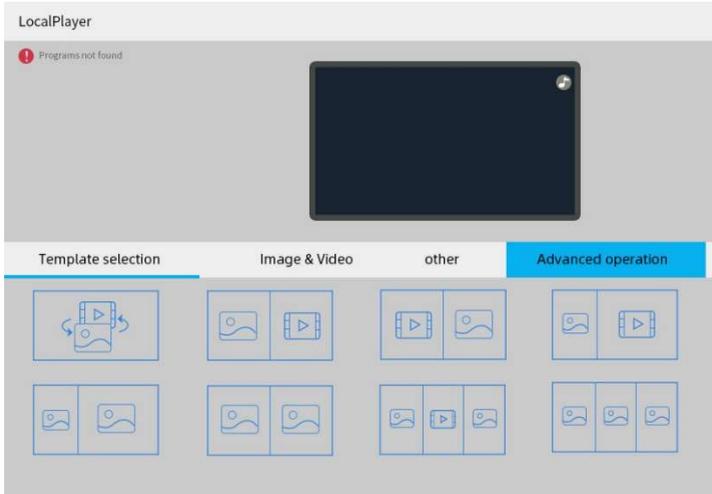


Fig.22

[Template selection]: Choose a template, preview it, hit again to apply.

[Image & Video]: Full screen the photos/videos; Set up sliding effect and speed.

[Advanced Operation]: Set up power timer, screen rotation, brightness

[Other]: Turn on/off background music, scrolling text color/position.

Scrolling text: Create a text file in Windows, save it with UTF-8 encoding.

8 Installing APM on Windows 7/10 computer:

Get the source zip file from:

1. digitalframe0.com/faq/) or digitalframe0.com/software/.
2. EOOKE USB drive.
3. support@digitalframe0.com

A Static IP address is required before the installation.

Please follow steps below to assign a static IP for your Window 10 computer.

- a. Click "Start"  at the bottom left, then click "Setting" .
- b. Click "Network & Internet".
- c. Click "Change adapter option" on the right (Fig.23).
- d. Double click the desired network connection then click "Properties", Fig.4.

- e. Navigate to "Internet Protocol Version 4 (TCP/IPv4)" and click.
- f. Tick "Use the following IP address" (Fig.24).
- g. Enter IP address and DNS. (See samples below)

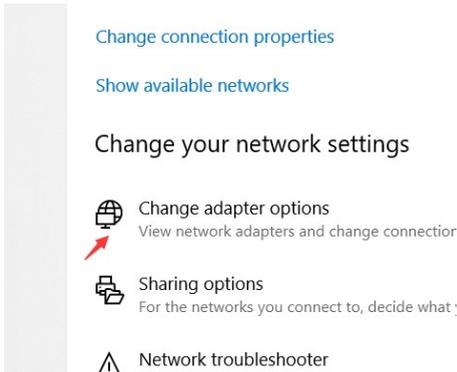


Fig.23

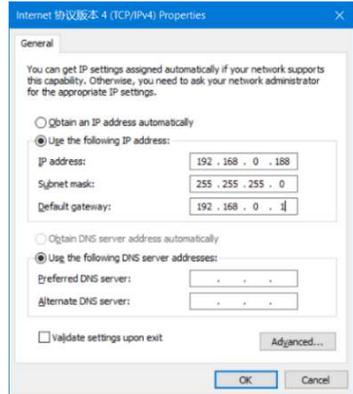


Fig.24

IP address: 192.168.0.138 (x = any number between 2-254);

Subnet: 255.255.255.0; **Gateway:** 192.168.0.1;

Local DNS Server: You can use Google DNS: 8.8.8.8 and 8.8.4.4.

Note: Info above is for reference. Your IP / gateway and subnet can be different. Please right-click  > Run > Type "cmd" > Type "ipconfig /all" to find out your subnet mask, default gateway, DNS Servers and then assign appropriate IP for your computer.

8.1 Steps to install APM on your Windows 7/10 computer:

- 8.1.1 Unzip "APM" to root path of your PC.
- 8.1.2 Double click exe file  apm-v: to start the installation.
- 8.1.3 Click "Yes" if there are any warning pop-ups (Fig25).
- 8.1.4 Select language click "OK".
- 8.1.5 Choose installation path, do not change default path unless necessary.

Installation path must not contain any spaces / characters, do not install it into folder like "x:/program file", "x:/program files (x86)", "x:/program".

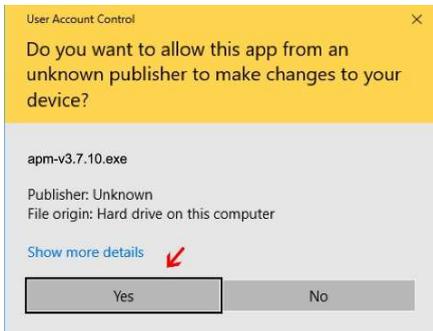


Fig.25

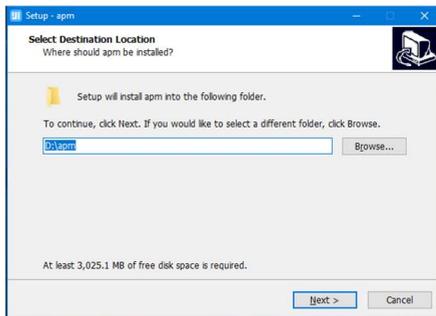


Fig.26

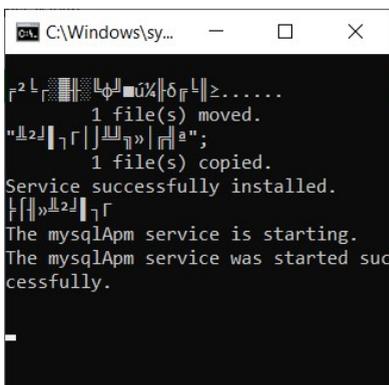


Fig.27

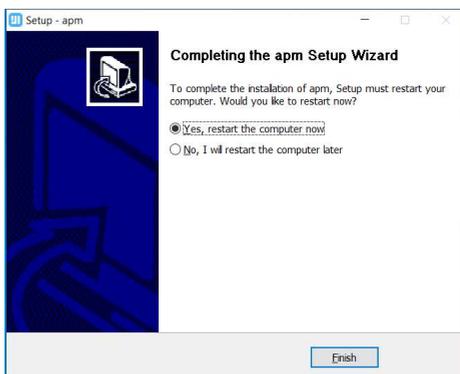


Fig.28

8.1.6 Wait a few mins, reboot the PC after all service installed (Fig.27/28)

8.2 Installing APM on cloud Windows Server System.

Please open the necessary ports (see below) manually before the installation.

Requirements:

- Windows server 2012 or newer version.
- 2 CPU / 4G ram
- A Public IP address
- Ports: 8235, 8283, 8239, 80, 3317, 19527, 19520, 9999, 1935, 1883, 8883 (Windows Server blocks ports by default, please open them manually.)

8.3.1 Steps to open the ports for APM:

Start > Control Panel > Windows Firewall > Advanced setting> Inbound Rules > New Rule > Port > Specific local ports > Enter ports here > Allow the connection > Domain/Private/Public > Name it APM (Fig.29 / Fig.30 / Fig.31).

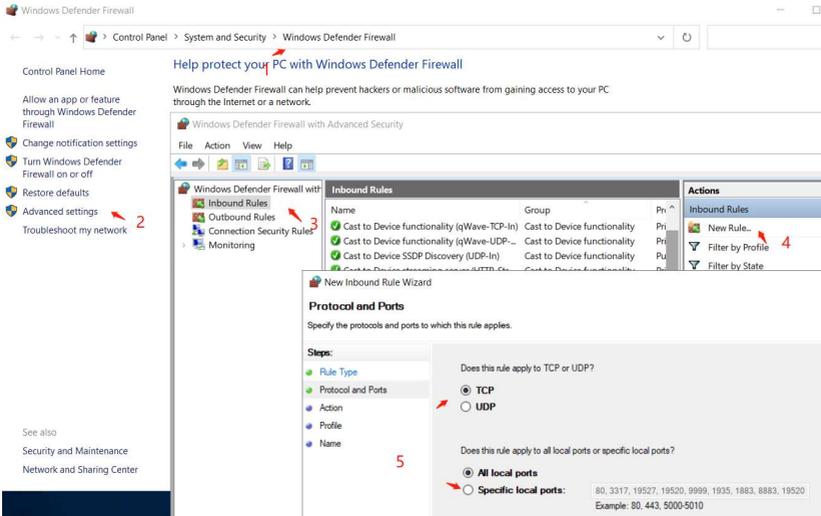


Fig.29

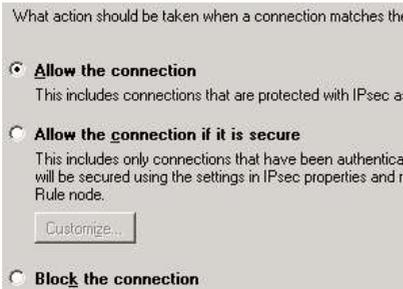


Fig.30

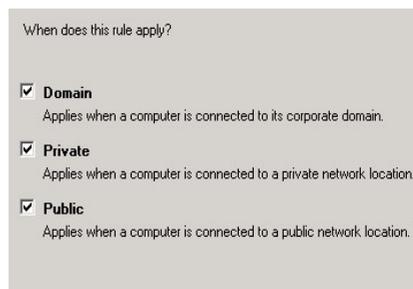


Fig. 31

8.2.1.1 Upload APM application file to your cloud server and install.

8.2.1.2 The installation steps are pretty much the same as installing in Windows 10 system, please refer to page18.

Note: Pls ensure Firewall, anti-virus software aren't blocking the installation.

9 Log in and activates EOOKE APM system

9.1 Steps to login APM.

- 9.1.1 Click  on desktop or main.exe in installation folder to start APM.
- 9.1.2 Click "Start Service" button when it appears on console (Fig.32).

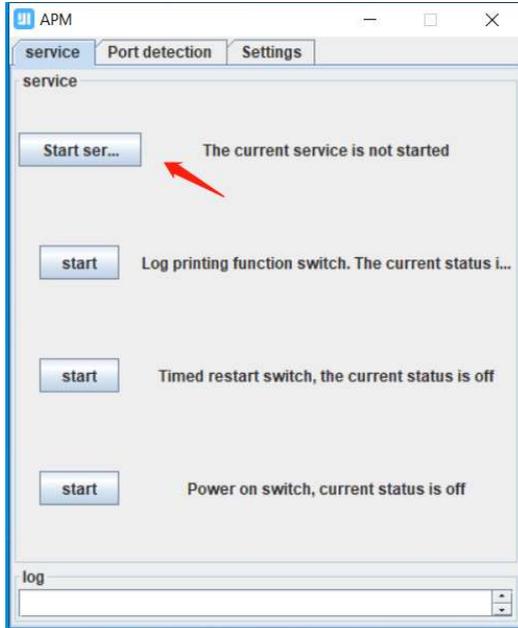


Fig.32

- 9.1.3 It takes 2-5 minutes for the service to be started (Fig.33).

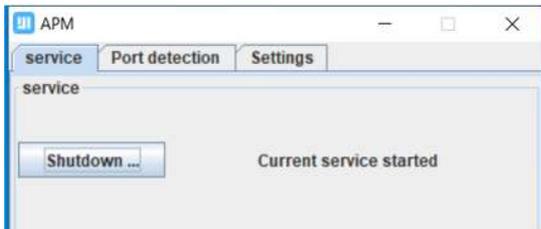


Fig.33

9.1.4 Chrome browser will be launched automatically once service started.



Fig.34

At first login, you need to confirm PC's IP. For installation on Cloud, please correct IP with server's **Public IP**. IP can be also changed in APM console > [Settings] (P21 Fig.32) and by logging into APM > [System Management] > [System Settings] > [Advance Settings].



Fig.35

At first login, you're also asked to input verification code. You can skip it and verify it later in APM (See Page26) .

9.1.5 Enter user name "root" and password "root" to login (Fig.36).

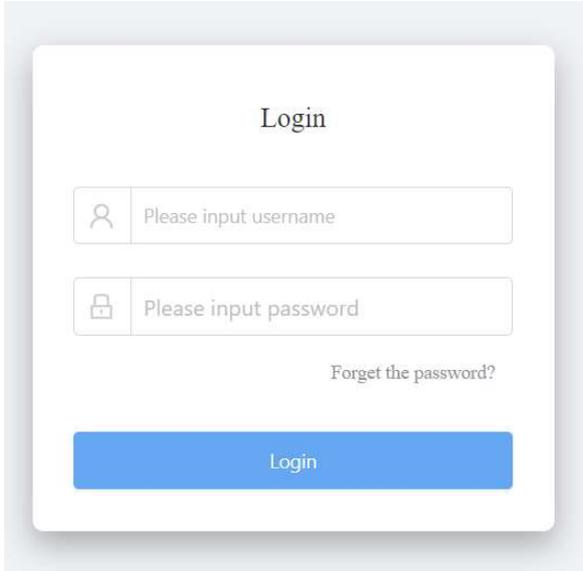


Fig.36

10 APM System Management and Setting.

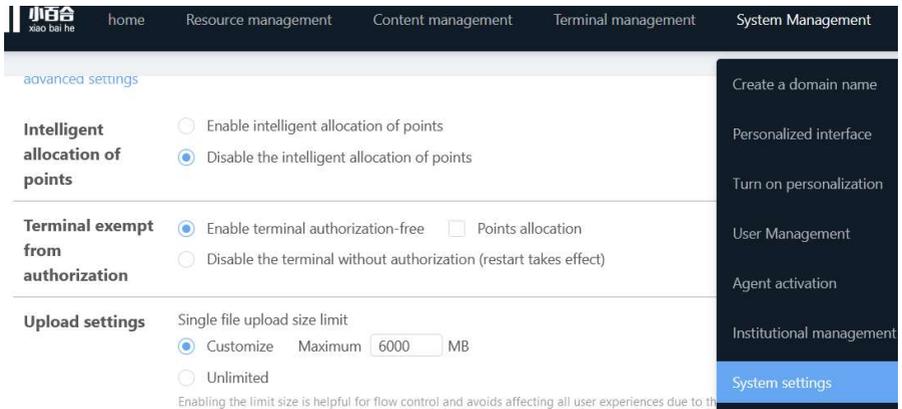


Fig.37

[User management]: Create user and grant roles.

[Institutional Management]: Add sub-organization, add credits/display to and assign user to the sub-organization.

[System settings]: Change file size limit and IP address and more.

Note:

- (1) File size limit is changeable [System settings] > [Advance Setting].
- (2) [Payment center] [Personation] [Agent] [Domain] [FAQ] [Mail] [Customer center] [Widget] [Alarm] [Notification] only for China.

10.1 Your Organization ID in your installed APM:

Navigate to [System Management] > [Instructional Management] > [HQ].

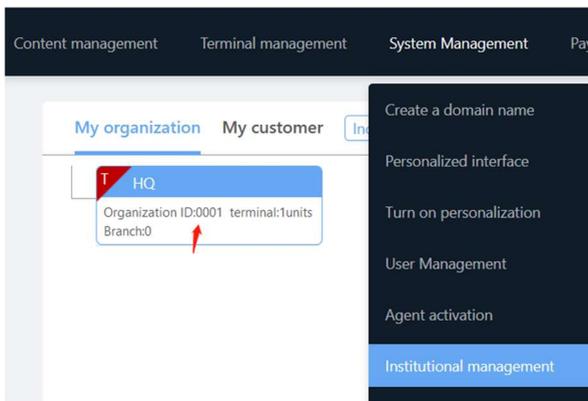


Fig.38

Organization ID: 0001 (0001 by default for headquarter. If a sub-organization is created, system will assign it a new Org ID, please input new respective Org ID if display is connected to sub-organization.)

10.2 Create sub branches, allocate credits/points to manage the display.

Navigate to [System Management] > [My organization] > Hover on [HQ]

[Add a sub-organization]: Add a sub-branch for current organization.

[Web points]: The credit for connecting the display, 1 point=1 screen.

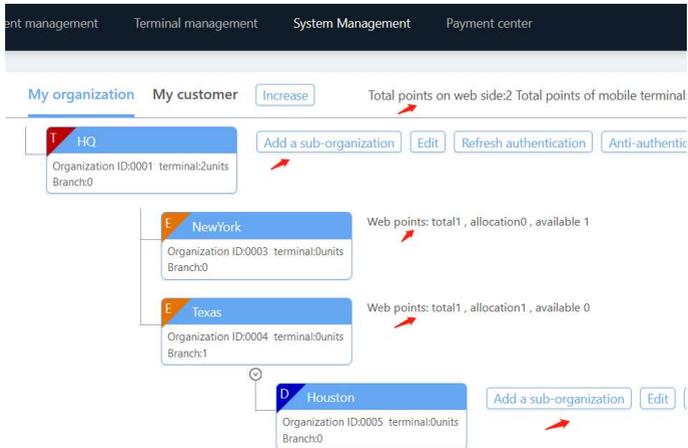


Fig.39

10.3 Add users and grant roles/organization

Navigate to [System Management] > [User Management] > "Add".

[Account number]: Name for logging in; [Name]: Name to be displayed

[Affiliation]: Assign an organization for the user; [Owned] : Job position

Fig.40

11 System verification and migration

At your first login, you have the options to enter verification code (Page 22) and you can verify it by logging into the APM. Here are the steps:

[System management] > [Manage Org] > Hover on  and click > Click the [Authentication] > Enter Verification name/code. (Fig.41 / Fig.42)

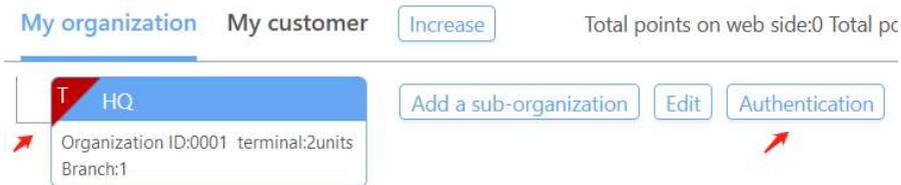


Fig.41

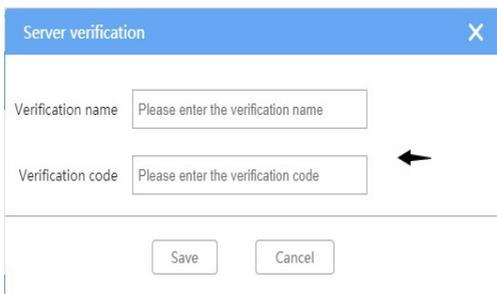


Fig.42

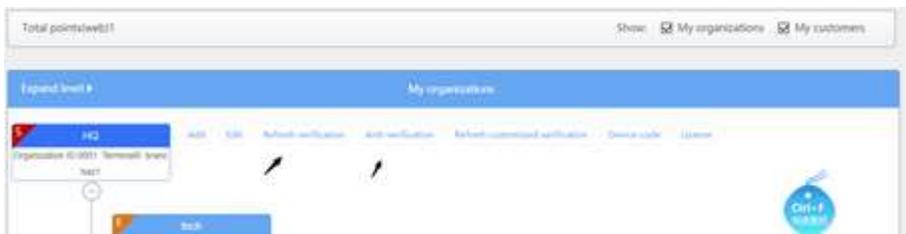


Fig.43

- Anti-verification: If you want to move the APM to new computer, please click "Anti-verification" to deactivate current system, and then enter Verification name and code on new installed APM to verify again (Fig.43).

12 Verification code/name and account detail.

For 1 unit, you will have 1 authorized credit to bind 1 the terminal display to the APM account after verification. If you order more units after, you can credit same quantity on free account and get a new activated code (Please add note on checkout page or email us).

Verification code and account detail (if have) stick here

Trouble Shootings

1. The display will not power on when plug in.
Make sure that the power switch of the display is turning on.
2. The page was redirected to 192.168.x.x ((x = any number between 2-254) and say "404 page not found" a few seconds after launching APM.
Your PC has no static IP: Assign above IP or re-install APM if issue persists.
3. In Standalone Mode, the display doesn't copy file after USB is plugged in.
Fat32/NTFS formatted USB drive only, macOS file system not supported.
4. In Standalone Mode, how to full screen or display original aspect rate.
Press [Back] button to enter menu > check "Photo & Video" submenu.
5. The display turns itself off automatically a few seconds after power on.
The display is on its Power Timer schedule, please turn off the Power timer or wait until the current timer is finished.
6. I cannot log into the system after installing the APM on my computer.
Make sure it is not blocked by Firewall & anti-virus. For Windows Server System, please open the necessary ports manually.
7. The display does not power on/off and run the project on schedule.
Please correct system time/time zone for the display. Home menu > System Setting > System Setting > Time & Date, adjust Time / Time zone.
8. The display is flickering when playing my (4k) video.
FHD display: Please resize the video to 1080P. 4K display: Lower video bitrate/framerate to 30 FPS or convert it to standard .mp4.
9. I accidentally pressed HDMI/Source keys, the screen shows "No signal".
Please press "AV" button on the remote.
10. How can I change the language from "Chinese" back to "English".
Home screen > "信发设置" > "系统设置"> "系统" > "语言和输入法" > "语言" > "添加语言" > Add "English", hit to apply or drag "English" to top with usb mouse.

Please feel free to email support@digitalframe0.com if you have any question.

Appendix: Remote Control



Note:

- (1) Please insert 2 AAA batteries (1.5V), ensure that the polarity match.
- (2) Please aim the remote control at the receiver.
- (3) Please take out batteries if the remote won't be used for a long time.
- (4) You can use an USB mouse for the setting too.

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