OWNER'S MANUAL

SuperSign Player

Please read this manual carefully before operating your set and retain it for future reference.

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SuperSign Player

The SuperSign Player is a software program used to play digital signage files stored in the LG Digital Signage Media Player. You can play media files, such as videos, images, music, flash, and documents transmitted from the SuperSign Server using the SuperSign Player.

> **ⓘ NOTE**
>
> • Start the Media Player and check whether SuperSign Player has been installed.
>   If the initial window of the SuperSign Player does not appear, check that the monitor is turned on.
>   If the monitor is turned on, make sure that the cables between the Media Player and the monitor are properly connected.
> • Please refer to the "SuperSign File Support" section of the SuperSign Editor owner's manual.
> • You can go to the desktop by pressing **<Esc>** on the initial SuperSign Player screen.

Using the SuperSign Player

Signage Mode (Video Mode)

If the Media Player is turned on and the operating system is booted completely, SuperSign Player runs automatically. The SuperSign Player auto-runs schedules when it starts. The Signage mode refers to a mode in which pre-distributed videos are played on a schedule.

> ❗ **NOTE**
>
> • When the SuperSign Player restarts, it auto-runs the advertising content according to the schedule last transmitted. For more information, see the "Schedule" section of the Super-Sign Server owner's manual.
> • Playing more than one full HD video with other media file may slow down playback.
> • Placing a message or text on more than two videos may cause a flicker.
> • When the PowerDVD is removed from the SuperSign Player with the PowerDVD SE installed, videos encoded to H.264, MPEG-2 and WMV are played without hardware acceleration.
> • Using a transition effect on a full-HD picture, or more than two pictures, may slow down the speed of play.
> • When you change the time zone in Windows, restart the SuperSign Player to apply the changes.
> • For seamless playback, videos are recommended to be encoded to MPEG2 25Mbps Full HD (1920 x 1080 @ 30 fps), MPEG4 5Mbps Full HD.
> • Video resolutions above Full HD (1920 x 1080 @ 30 fps) may not play properly depending on the model.
> • When configuring a video wall, one MP700 (Intel Core i7 CPU/4GB RAM) can perform four-channel synchronized playback. The video specifications for synchronized playback are as follows:
>   - Supports up to four videos in Full HD resolution (1920 x 1080 @ 30fps)/MPEG2 25 Mbps or less
>   - Supports up to four videos in Full HD resolution (1920 x 1080 @ 30fps)/MPEG4 5 Mbps or less
>   - Supports up to four videos in up to HD resolution (1280 x 720 @ 30fps)
>   - For images divided in Media Editor, up to four Full HD images are supported.
> • When configuring a video wall, videos with a high maximum bit rate and those encoded with a highly compressed codec may not play properly during synchronized playback. Use videos encoded with a constant bit rate (CBR) of MPEG2 25 Mbps/MPEG4 5 Mbps or less.
> • When configuring a video wall, use videos converted by SuperSign Media Editor.
> • During synchronized playback, only the audio from the master is supported while the slave is muted.
> • For synchronized playback, the video wall will support MP700 and any media players in the future with built-in multi-channel video ports. When using a DP to HDMI dongle, make sure to use a dongle certified by LG Electronics or the graphics card manufacturer. When configuring the video wall, use DP to HDMI dongles that are the same model.
> • If there are any problems with the synchronized playback, press Restart sync.
> • The synchronized playback may not work properly due to the hardware performance of the media player.
> • You may experience a synchronized playback delay while playback is being prepared.
> • When playing media files with an image transition effect or other complex effects in high resolution, the screen may temporarily freeze depending on the specifications of the media player.
> • Supported media types may vary depending on the media player model and SuperSign version.

> ⚠ **CAUTION**
>
> • Among the MP700 models, those with an Intel Core i5 CPU do not support multi-channel synchronized playback.
> • Set-top box type media players do not support the HEVC codec.

Content List

If you connect a USB storage device to a SuperSign Player, a list of content files stored on the USB device will be automatically displayed. The selected content file can either be played or saved on the SuperSign Player's hard disk for playback.
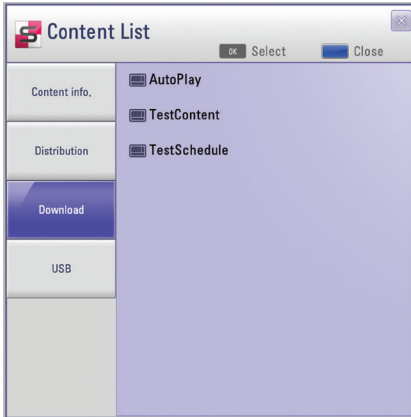
Menu	Description
Content info.	List of the content currently playing.
Distribution	List of schedules recently distributed from the SuperSign server.
Download	The list of content files copied from the USB storage device to the SuperSign Player's hard disk.
USB	The list of content files exported from the SuperSign Server.

⚠️ **CAUTION**

• The content file downloaded to the "AutoPlay" folder will be deleted when the schedule is set.

❗ **NOTE**

• If the USB playback list is not displayed automatically, press the blue button on the remote control, or the **<F12>** key on the keyboard, to display the content list.
• The SuperSign Player can only read from one USB storage device at a time; it cannot read from two or more USB storage devices simultaneously.
• You can also start playback of the content files stored on the USB device, by using the remote control for the monitor connected to the SuperSign Player. Use the blue button on the remote control.
• If you restart SuperSign Player, or select the tray icon, SuperSign mode, it remembers the last played item (the scheduled file) and plays it.
• When the scheduled playback of the file ends, the monitor switches to idle mode.

Tray Icon

Pressing **<Esc>** while playing a video in the Signage mode stops the video and takes the user to the desktop. The SuperSign Player tray icon is in the bottom right side of the desktop.

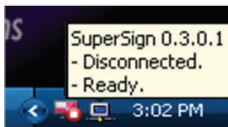| Function	Description
	The SuperSign Player is connected to the SuperSign Server.
	The SuperSign Player is not connected to the SuperSign Server.

Tray Menu

Right-clicking the SuperSign Player tray icon () in the bottom right side of the desktop prompts the Tray Menu to appear.
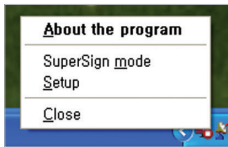
Function	Description
About the program	Displays the SuperSign Player program version.
SuperSign mode	Plays back the content according to the schedule stored in the SuperSign Player.
Setup	Enters the SuperSign Player menu.
Close	Exits the SuperSign Player.

Overview of the SuperSign Player

Hovering the mouse pointer over the SuperSign Player tray icon for 5 seconds displays the brief SuperSign Player information.

Function	Message	Description
Software	SuperSign 0.1.x.x	SuperSign Player version
Server Connection	Disconnected	Not connected to the SuperSign Server.
	IP address	IP address of the connected SuperSign Server.
Schedule	Ready	No schedule registered.
	Scheduled	Schedule registered.

Network Setup

The Network menu allows you to set the player IP (the IP address of the media player where SuperSign Player is installed) and the server IP (the IP address of the computer where SuperSign Server is installed).

Player Name Setting

The default name of the player is the same as the MAC address for the network device of the Media Player. If required, you can change the name.
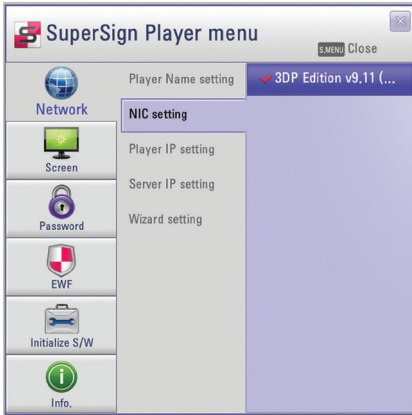

1 In the SuperSign Player menu, click **Network > Player Name setting**.

2 Enter a new name for the player in the field.

3 Click the **[Save]** button**.**

  • The player name is now changed.

NIC Setting

You can select a network card to use for the network connections. If multiple network cards are installed, select the one you want to use.

1 In the SuperSign Player menu, click **Network** > **NIC setting**.
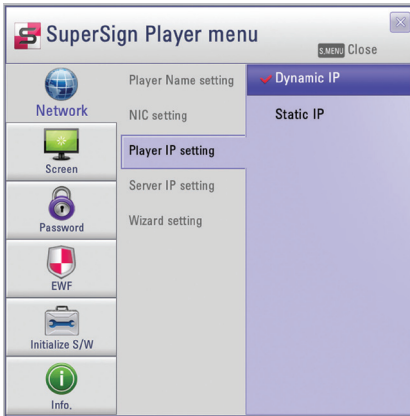
2 Select a network card you want to use.

> **NOTE**
>
> • During startup, the SuperSign Player will automatically detect an available network interface card.

Player IP Setting

In the Player IP setting menu, you can set the IP address of the media player. It is set to Dynamic IP by default.
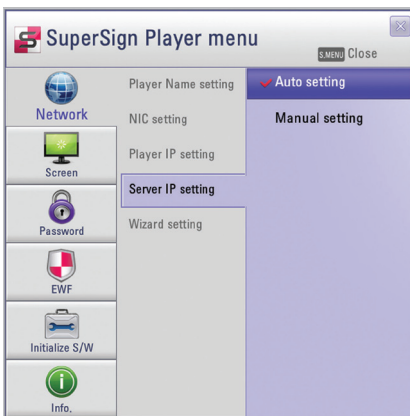

1 In the SuperSign Player menu, click **Network** > **Player IP setting**.

2 Select the player IP setting mode you require.

Menu	Description
Dynamic IP	The IP will be automatically generated.
Static IP	You can assign a specific IP address for the media player.

3 If you select Static IP, enter an IP address you require.
   • If you select Dynamic IP, the IP address is automatically assigned.

4 Click the **[Save]** button.

Server IP Setting

The Server IP setting menu is for the PC (server) settings, on which the SuperSign Server is installed. It is set to Auto setting by default.

1 In the SuperSign Player menu click, **Network > Server IP setting**.
2 Select the server IP setting mode you want.

Menu	Description
Auto setting	The SuperSign Server searches for a player to connect it.
Manual setting	You can assign a specific IP address for the server.

3 If you select Manual setting, enter an IP address you require.
  • If you select Auto setting, you can search for a player to connect it.
4 Click the **[Connection]** button**.**

> **NOTE**
>
> • Only the IPv4 is supported for setting the player and server's IP address.
> • For the monitor or TV player, refer to the Network Setting of the product manual.

Network Connection Message

| Menu	Description
It is not a valid IP address. Please check IP address and try again.	The field value of an IP address must be a number between 0 to 255.
Waiting for approval	Waiting for an administrator's approval to connect.
Approval denied	The connection has been rejected by an administrator.
Connecting	Attempting to connect to server.
Connected	Connection successful.
ID or password is incorrect.	The ID and password are not the same as the ID and password registered on the server.
You cannot currently access the server. Please try again later.	Please check, the server status, server's IP address and network status and try again.

Wizard Setting

The SuperSign solution provides you with the SuperSign Network Setting Wizard, making the network setting fast and easy. Using the wizard, you can set the IP addresses of the SuperSign Player and SuperSign Server according to the network environment.

⚠ **CAUTION**

• Install the SuperSign Server program on the server PC before launching the wizard. If the SuperSign Server is not installed, you cannot configure the network properly using the SuperSign's Wizard setting.

1 In the SuperSign Player menu, click **Network > Wizard setting**.
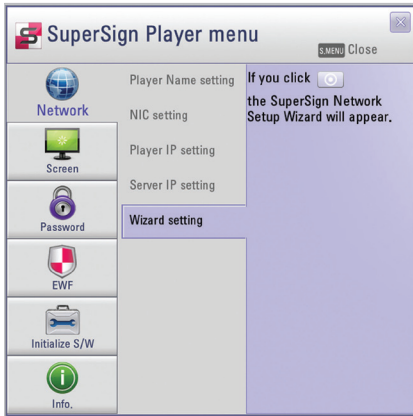
2 ⊙ Click the icon.
  • The SuperSign Network Setup Wizard screen appears.
3 Enter the SuperSign Player name.
  • The Player name is used later on to identify multiple players.
4 Select a network card to use for the network connection.
5 Set the SuperSign Player's IP address.

Menu	Description
Dynamic IP	The SuperSign Player's IP address is automatically generated.
Static IP	You can manually set the SuperSign Player's IP address.

6 Set the IP address of the server where the SuperSign Server is installed.

Menu	Description
Auto setting	The SuperSign Server searches for a player to connect it.
Manual setting	You can manually set the server's IP address.

7 The player is connected to the network cable.
   • If the connection is not complete, please use the player search function on the SuperSign server.

> ⚠ **CAUTION**
>
> • If the network settings fail, then please recheck the network connection status of the server and player.

Checking the Network Connection

You can check the network connection status.

1 On the computer where the SuperSign Server is installed, go to **Control Panel > Network Connections**.

2 Right-click Local Area Connection (or Wireless Network Connection) and select Properties.
   • The Local Area Connection Properties window appears.

3 Select the Internet Protocol (TCP/IP) and click the **[Properties]** button.
   • The Internet Protocol (TCP/IP) Properties window appears.

4 Check the default gateway and subnet mask settings.

Screen

In the Screen menu, you can set the view mode of the screen. The default setting is **Landscape 0**.
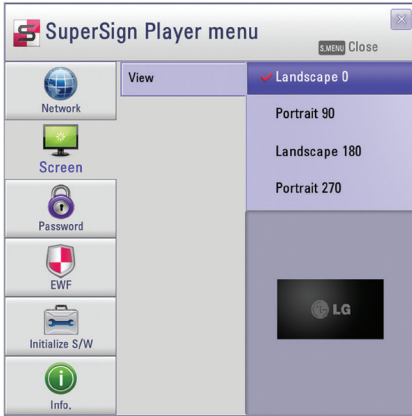
1 In the SuperSign Player menu, click **Screen > View**.

2 Select the view mode you require.

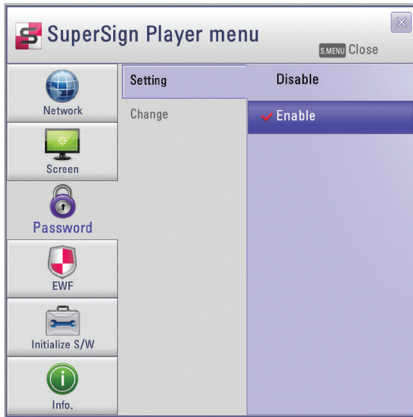| Menu	Description
Landscape 0	Short and wide view with zero rotation
Portrait 90	Tall and narrow view clockwise
Landscape 180	Short and wide view with 180° rotation
Portrait 270	Tall and narrow view counter-clockwise

NOTE

• In the case of Media Player such as MP700 that supports multiple channels, exit the Super-Sign Player and specify the settings (resolution, rotation direction, and monitor arrangement) of each channel using the Windows resolution settings.

Password

In the Password menu, you can set a login password to access the SuperSign Player menu.

Settings

You can select whether to use a password when accessing the SuperSign Player menu.

1 In the SuperSign Player menu, click **Password > Setting**.

2 Select whether to enable or disable the password.

Menu	Description
Enable	A password is required when accessing the SuperSign Player menu.
Disable	A password is not required when accessing the SuperSign Player menu.

ENGLISH

Change

You can change the login password (4-digit number) used to access the SuperSign Player menu. If the password is successfully changed, you can access the SuperSign Player menu using the new password.

1 In the SuperSign Player menu, click **Password > Change**.

2 Enter a new password in the Change field and click the **[OK]** button.
  • The Verify field is activated.

3 Enter the new password in the Verify field and click the **[OK]** button.
  • Click the **[OK]** button when the **" Your password has been changed"** message appears.

Enhanced Write Filter (EWF)

The EWF protects the product's file system against intentional damage or viruses.

1 In the SuperSign Player menu, click **EWF > Setting**.

2 Select whether to enable or disable EWF.

| Menu	Description
Enable	Protect the product's file system against intentional damage and viruses.
Disable	Do not protect the product's file system against intentional damage and viruses.

> ⓘ **NOTE**
>
> • For more information on the EWF, visit the Microsoft website.
> • When the EWF is set to **"Enable"**, a file cannot be added, deleted or edited in the C drive. If you need to save a file, save it to the D drive.
> • When the EWF is set to **"Enable"**, you cannot install a new program. If you want to install a new program, set the EWF to **"Disable"**.
> • Restart the system if you want to apply changes to the EWF setting.
> • The settings in the SuperSign Player menu (Network, Screen, Password, and EWF) are not affected by the EWF and are not deleted from the system.
> • On 64-bit Windows, EWF setting is only supported through Command Prompt.
> - If you want to use the EWF, enter "ewfmgr c: -enable" in the Command Prompt window and press the **<Enter>** key. When the execution is complete, restart Windows.
> - If you don't want to use the EWF, enter "ewfmgr c: -commitanddisable -live" in the Command Prompt window and press the **<Enter>** key. When the execution is complete, restart Windows.
> - Performing the software initialization will reset EWF to **"Disable"**.

Initialize S/W

You can reset the SuperSign Player to the factory settings.

1 In the SuperSign Player menu, click **Initialize S/W > Initialize**.

2 ⊙ Click the icon.
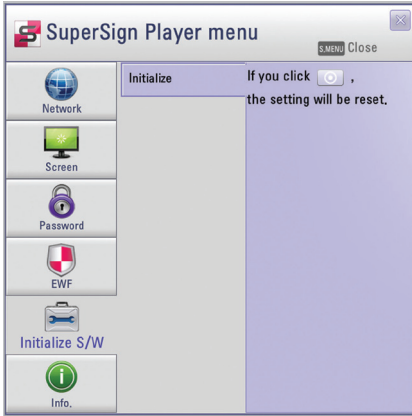
3 Click the **[Yes]** button when the Information window appears.
   • This resets SuperSign Player to the factory settings.

⚠ **CAUTION**

• The network settings are not affected by the software reset.

Info.

You can check the SuperSign Player's program status.

1 In the SuperSign Player menu, click **[Info]**.
 • The information on the program appears.

| Menu	Description
Version info.	SuperSign Player software version
Network status	Network connection status
Content info.	File name being played
Storage	Storage capacity (used and available)

Settings

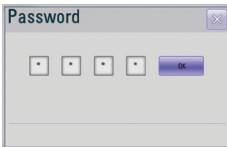You can adjust the SuperSign Player settings to the user environment.

Login to Settings Menu

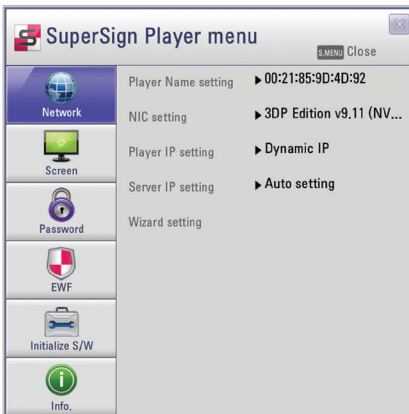Please log in to set the program environment.

1 On the Windows taskbar, right-click the SuperSign Player icon ().
   • The tray menu appears as shown below.
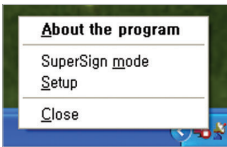
2 Click **Setup** on the tray menu.
   • The Password window appears.
   • The default password of the SuperSign Player is "**0000.**"

3 Enter the password and click the **[OK]** button.
   • The SuperSign Player menu window appears.

> ⓘ **NOTE**
>
> • The user can change the password. For more information on the password setting, see
>   15 Page, "Password".

Language Options and Regional Settings

If you want to use SuperSign Player in other languages, you can change the language under Regional and Language Options in your operating system.

To Change the Language:

1 **Disable** EWF in <SuperSign Player Menu>.

2 In Windows, select **Start > Control Panel > Regional and Language Options**.

3 Go to the **Advanced** tab as shown in the illustration and select the language you want to set.

4 Re-install the SuperSign Player with the new language.

5 **Enable** EWF in the <SuperSign Player Menu>.
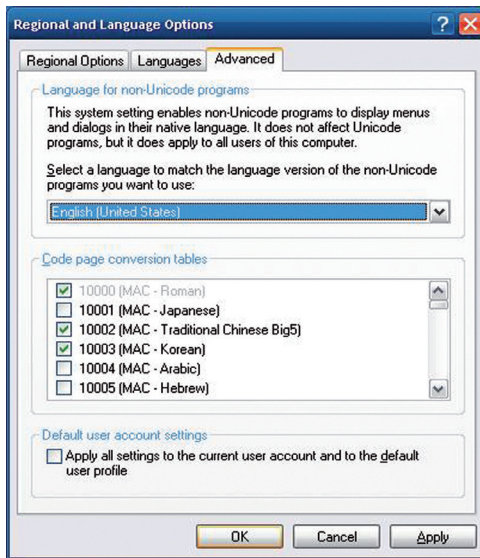
⚠ **CAUTION**

• SuperSign Server and SuperSign Player should use the same language.

Required Software and United Codec

Refer to the information below on key software required to use the program and unified codecs needed to register and play videos.

Required Software

Below is a list of required software to install in order to use all edit functions of the SuperSign solution.

Microsoft Office

Install Microsoft Office on the SuperSign Server and the SuperSign Player to use Office files as media content. (Microsoft Office 2000, XP, 2003, and 2007 are supported.)

> **NOTE**
>
> • You need to purchase and install Microsoft Office separately.

Adobe Acrobat Reader (8.1 or higher)

Adobe Acrobat Reader 8.1 or higher (Lite version excluded) is required to see the Help or create content using PDF-type media content. Install the Adobe Acrobat Reader on the SuperSign Server and the SuperSign Player.

> **NOTE**
>
> • The Adobe Acrobat Reader is available as a CD or free download at the Adobe website (*www.adobe.com*).

Microsoft Windows Embedded Standard Constraints

Due to internal constraints in Microsoft Windows Embedded Standard, the SuperSign Player's operating system, the following errors can occur.

If you switch to the full screen by pressing **<Alt+Enter>** in the DOS window, characters except the Roman alphabet, may not appear properly.

When you select to save as in the Print window, the menu name appears in English.

When you navigate to submenu items (as in the Control Panel), some appear in English. (Hyper-Terminal, Regional, and Language Options, etc.)

Changing Primary/Secondary Display

To change the primary and auxiliary monitors of the SuperSign Player, go to **Control Panel > Appearance and Themes > Display > Screen Resolution**.
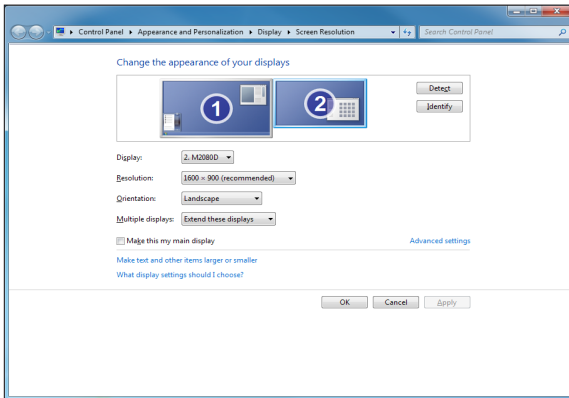
> ⚠️ **NOTE**
>
> • The Nvidia graphics chipset, a video card installed on the SuperSign media player (NC1000, NC2000), does not support changing the primary/secondary monitor in **Display Properties** of Windows.

LG

Life's Good

To obtain the source code under GPL, LGPL, MPL and other open source licenses, that is contained in this product, please visit *http://opensource.lge.com*.
In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.
LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping and handling) upon email request to opensource@lge.com. This offer is valid for three (3) years from the date on which you purchased the product.

MODEL _____

SERIAL _____