

## TOPAZ™ SL Series Hardware User Manual



## Our Full Product Range

Full details of all TOPAZ™ products available can be found by visiting our web site  
[www.topazdigital.com](http://www.topazdigital.com)

### HaIO Range



10" POS



23" POS



42" HaIO SL

### SL Series - Wall Mounted



19", 22", 32", 42", 46", 55"

### SL Series - Freestanding



46" & 55"

### Touch Series - Wall Mounted



32", 42", 46", 55", 65", 70", 84"

### Touch Series - Freestanding



46" & 55"

## Safety Instructions



- Please keep the display away from any heat sources such as radiators or direct sunlight. Place the display in a stable and well-ventilated place.
- Please handle with care as this product contains glass
- The holes or openings on the display are designed for ventilation. Do not cover or block the ventilation holes or openings with any objects.
- Remove protective covering from the screen before you use the display.
- Shut off the power supply before cleaning. Use a soft lint-free cloth instead of a tissue to wipe the screen.
- You may use a glass cleaner to clean the product as required. However, never spray the cleaner directly onto the display surface.
- Do not attempt to repair this product yourself. Any modification to the product or repair carried out that is not done with our authorization may invalidate the warranty and could be potentially dangerous.

If you have a problem that cannot be solved using the "Troubleshooting" guidelines, please contact your supplier or visit the Technical Support section on our web site [www.topazdigital.com](http://www.topazdigital.com) .

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# I. Introduction

Congratulations on the purchase of your TOPAZ SL Screen. Please read carefully and follow all instructions in the manual before first use.

This product should not be exposed to any liquids dripping or splashing and no objects filled with liquids, such as vases, should be placed on the product.

For user convenience, a number of operations can be performed through the remote control.

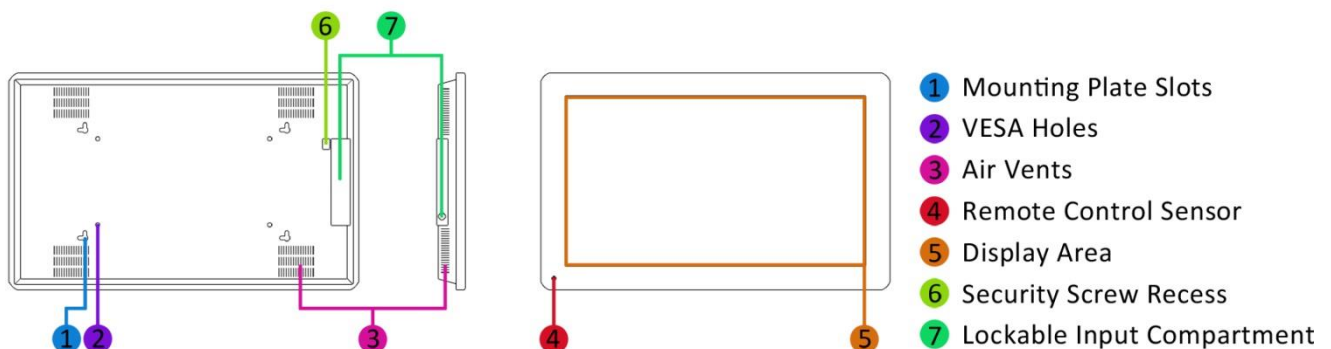
**Attention:**

1. Do not change any default setting when it is unnecessary.
2. Keep the product far away from water during installation and use.

## I.1 Box Contents

- 1 x TOPAZ SL Screen
- 1 x Mounting Plate (with Security Screw).
- 1 x Power Cable.
- 1 x CD (User Manual).
- 1 x Remote Control (with 2xAAA batteries).
- 1 x Locking Key.
- 1 x Wi-Fi Aerial.

## I.2 Product Overview



**Figure I Product Overview**

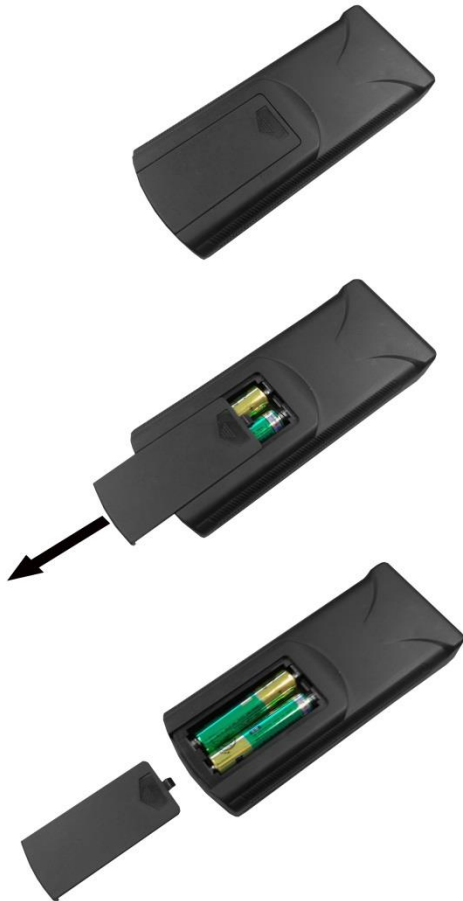
### 1.3 Remote Control



Button	Function
POWER/⏻	Power on or off
MENU	Display settings
SETUP	Menu settings
SOURCE/⏏	Input source
▲	Up (navigation)
◀	Left (navigation)
▶	Right (navigation)
▼	Down (navigation)
▶/	Play media
■	Stop media
◀◀	Previous
▶▶	Next
🔇	Display settings
🔊+	Raise volume
🔊-	Lower volume

## Replacing the Remote Control Battery

1. Slide the battery cover off, as shown below.
2. Remove the used batteries.
3. Insert the two new AAA batteries with their terminals corresponding to the indicators.
4. Insert the two new AAA batteries with their terminals corresponding to the indicators.
5. Put the cover back on.





## I.4 System Menu Operation

In order to access the Setup Menu you must first press “STOP” button to go back to the home screen (pictured below). You can then bring up the Main Menu by pressing “SETUP”.



**Figure 2 Home Screen**

Main Menu includes following sub-menus: System Settings, Network Setting, Date & Time, ON/OFF Timer, Screen Mode, File Management and Exit.

Press ↑ & ↓ to select the right item, press “PLAY” to confirm selection. Choose Exit to exit the Main Menu.



## 1.4.1 System Settings

The sub-menus within this section are OSD Language, Clock Display, Scrolling Text, USB Port as well as Restore to Factory Settings and Return to Main Menu options.

### OSD Language

The On Screen Display supports four languages – Chinese, English, French and Japanese. As with all menu operation press ↑ & ↓ to select the right item, press “PLAY” to confirm selection.

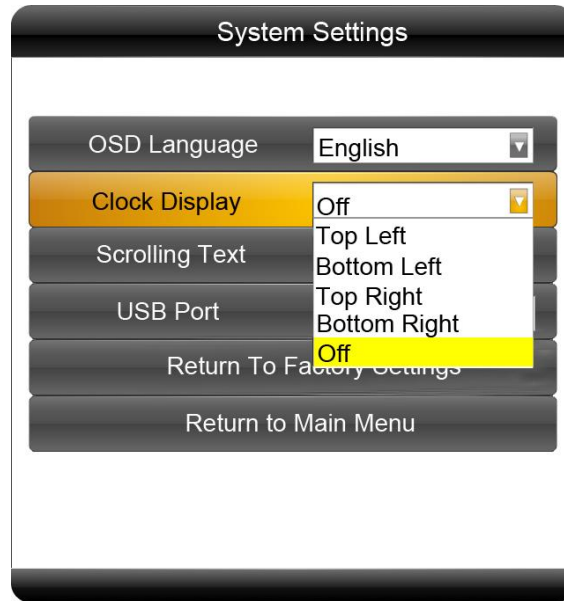


### Clock Display

There are 5 options as pictured below:

- Top Left: The time will be displayed on top left of the screen.
- Bottom Left: The time will be displayed on bottom left of the screen.
- Top Right: The time will be displayed on top right of the screen.
- Bottom Right: The time will be displayed on bottom right of the screen.
- Off: The screen doesn't display time.

Note: You should set this to “Off” if you wish to add a clock via the Content Management System later.



**Scrolling Text**

This setting is irrelevant and is only significant if the screen is being used as a standalone display and is not networked.

**USB Port**

This setting is irrelevant and is only significant if the screen is being used as a standalone display and is not networked.

### **Restore To Factory Settings**

Highlight “Yes” and press “PLAY” to restore factory settings; this will restore all system settings back to default.



### **Play Log and Synchronous Set**

**Please do not alter these settings**, doing so may affect the functionality of your screen.

## I.4.2 Network Setting

### Server Setting

There are two options here, IP Mode and Domain Mode. This feature directs your screen to the server it will be collection information from. By default your screen should already be set to “IP Mode” with the IP address of: 185.17.196.194 Port 80.

### Local ID

This is your screen’s serial number. This is pre-set and cannot be changed.

### MAC Address

This is your screen’s MAC Address. This is pre-set and cannot be changed.

### IP Address

There are two options here, DHCP and Stable IP. By default your screen should already be set to DHCP mode, however if your internet connection is subject to strict security settings or a firewall that only allows devices with authorised IP addresses to access the internet, you may need to input these settings into the “Stable IP” section. Here you will be asked to input the following:

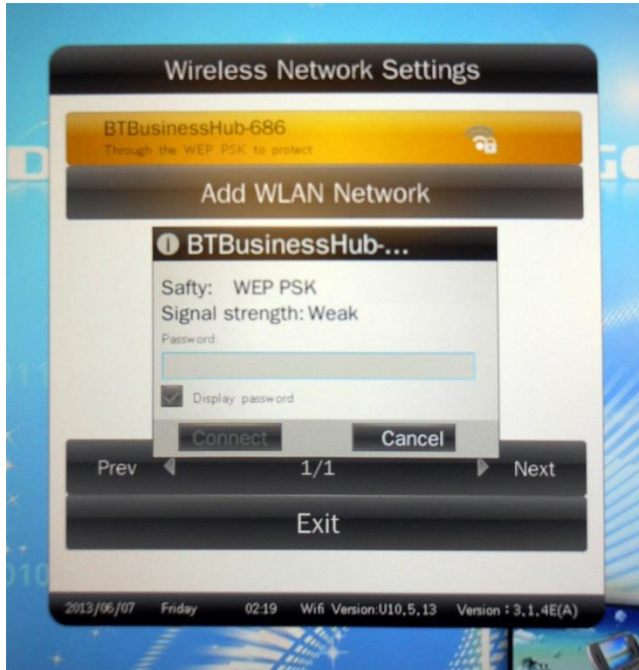
- IP Address
- Subnet Mask
- Default Gateway
- DNS Server

### Network Type

There are three options here, 3G, WiFi and LAN. Please make sure your screen is set to “WiFi”.

### Wireless Network Settings

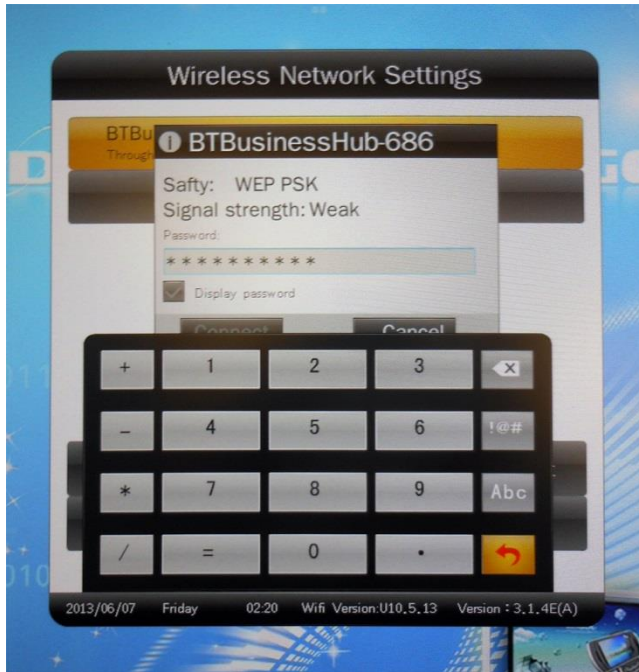
Here is where you set up your screen’s Wi-Fi connection. When you open this menu you should first see a list of available Wi-Fi networks, navigate to yours and press “PLAY” on the remote control.



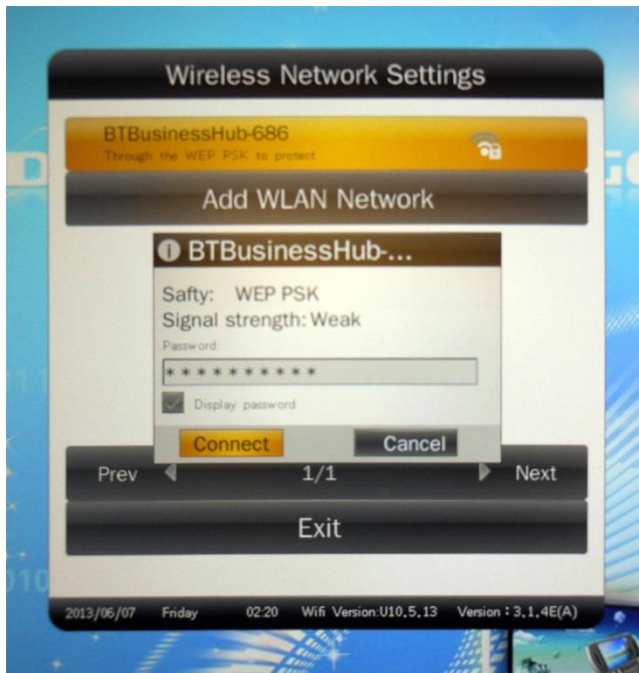
You will now be asked to enter your Wi-Fi network password. Press “PLAY” to bring up the on-screen keyboard.



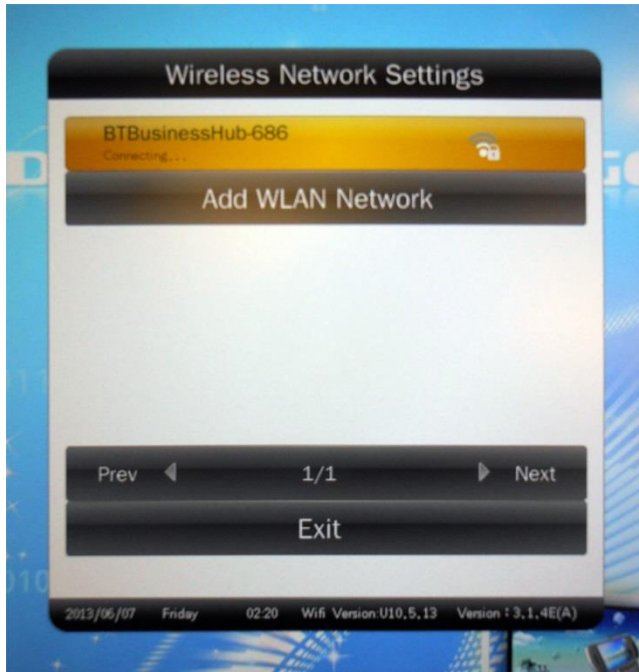
If your password contains numbers you can access the number keypad by highlighting “123” and pressing “PLAY”. Once you have entered your password, highlight the “Enter” key and press “PLAY”.



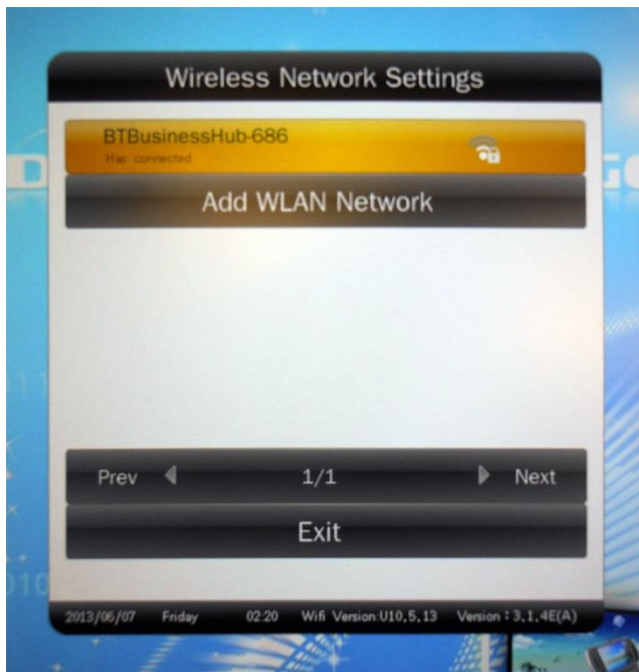
Now highlight “Connect” and press “PLAY”.



You will now see the following as your screen attempts to connect to your Wi-Fi network. The status should be “Connecting...”.

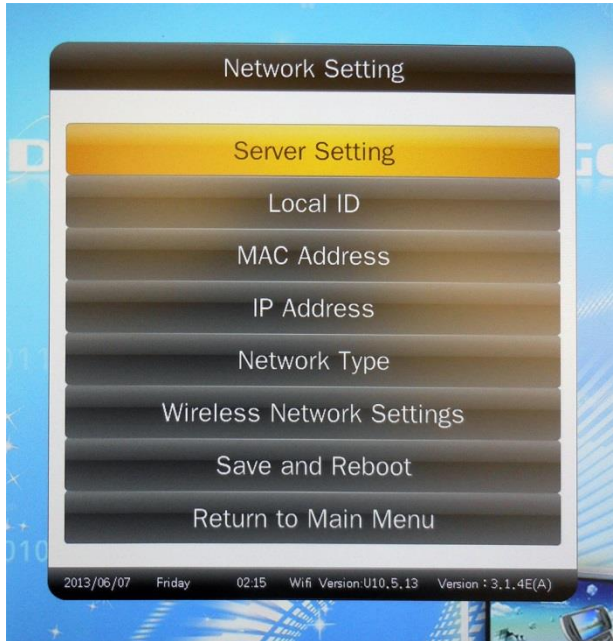


Once your screen has established a connection to your network the status will change to “Has connected”.





Finally, navigate to “Exit” and press “PLAY”. This will bring you back to the “Network Settings” menu. Navigate to “Save and Reboot” and press “PLAY”. This will save your network settings and ensure that every time your screen is powered up it will use these settings to connect to your Wi-Fi network.



Your screen is now ready to be updated via the CMS software.

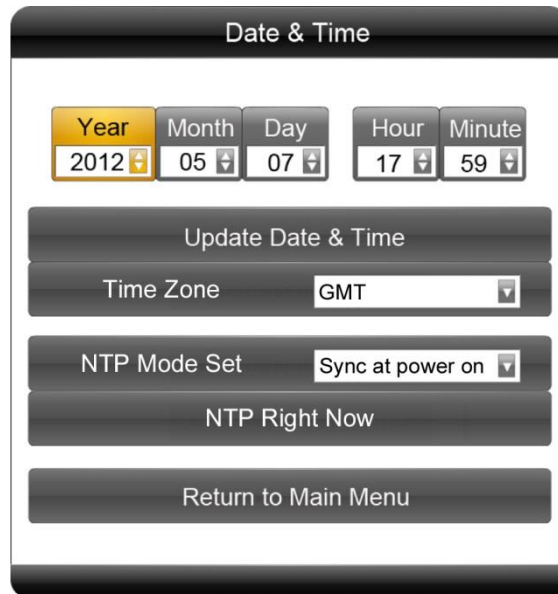
**Note: If you have made any changes to this section you must highlight and select “Save and Reboot” before they can take effect.**

### I.4.3 Date & Time

To set the date and time first select this menu to open the options pictured below. Next, use ← & → to select which value you wish to modify. Now you can change the setting by pressing ↑ & ↓.

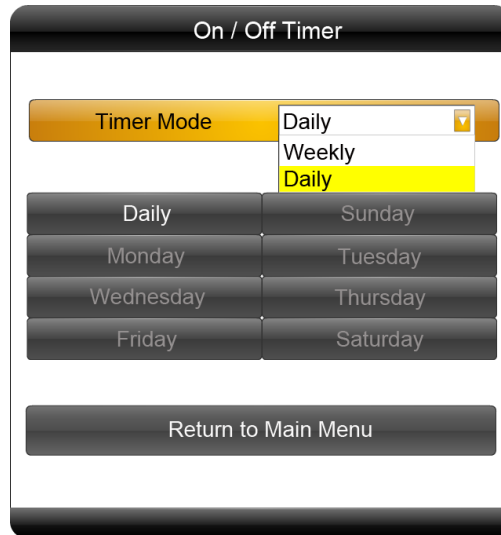
We recommend that you keep the “Time Zone” set as “GMT” and the “NTP Mode Set” to “Sync at power on”. This means that you do not have to manually set the time or date, it will automatically retrieve these details from the internet.

To confirm, highlight “Update Date & Time” and pres “PLAY”. The date and time have been updated; you can now select Return to the Main Menu.



### 1.4.4 On/Off Timer

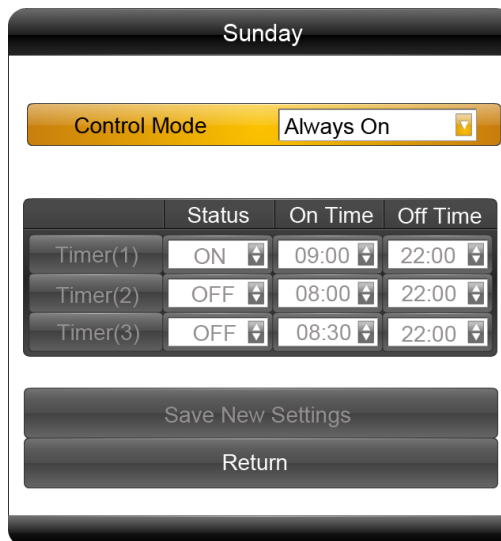
There are 2 modes to choose from - Daily and Weekly.



#### Weekly

You can set the on/off timer for each individual day of the week. For example, on Sunday, 6:00am on, 11:00am off:

1. Choose Weekly in the On/Off Timer menu, press “PLAY” to confirm:

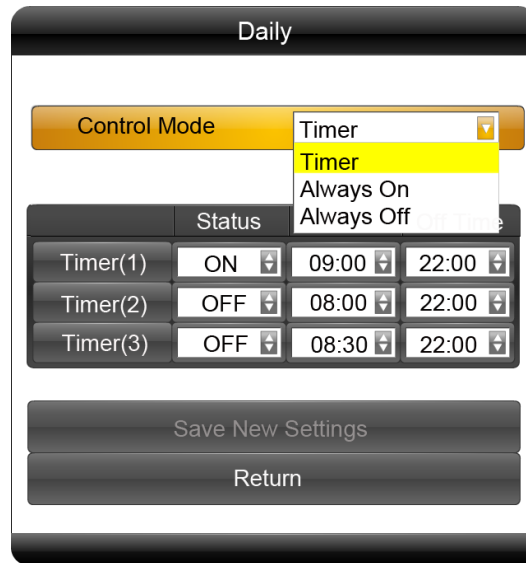


2. Choose Timer in the Timer Mode, then the three Timer items become selectable. Choose the Status of Timer(1) to be ON, then make the On Time to be 06:00, Off Time to be 11:00.
3. Choose Save New Settings to finish the setting. Then highlight and select Return.

## Daily

You can also set the on/off timer to be the same every day.

Choose Daily in the On/Off Timer menu, press “PLAY” to confirm:



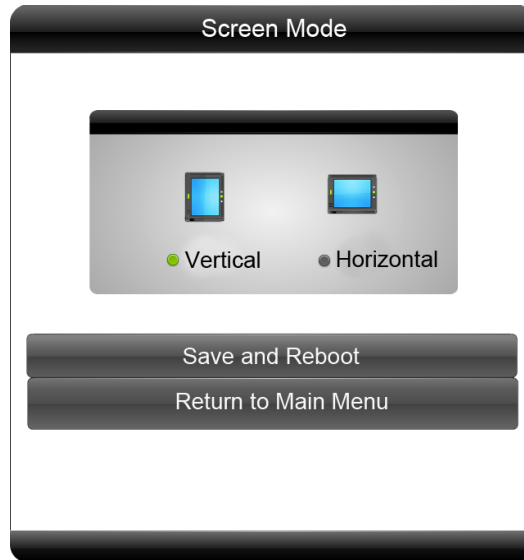
There are 3 options available:

- **Timer:** user can set 3 timer groups; each group can set “On” or “Off”.
- **Always On:** after connecting the power cable, the product will powered on.
- **Always Off:** after connecting the power cable, the product will power off automatically one minute later.

Note: Any timer settings can later be overridden by the Content Management System. If you want all of your screens to have the same On/Off times we recommend that you control this using the Content Management Software to save time.

## 1.4.5 Screen Mode

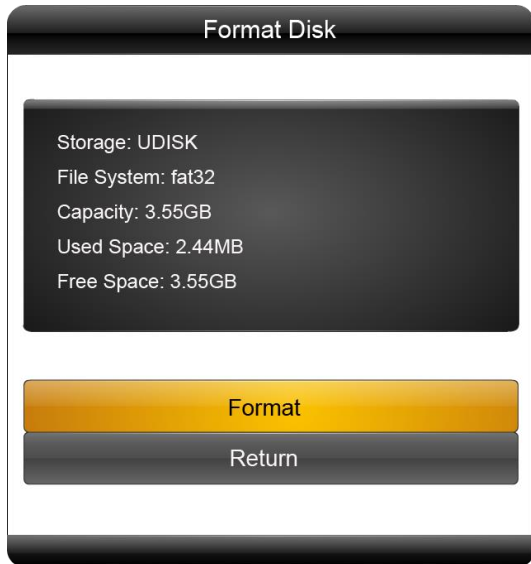
If your screen is mounted in portrait mode please select Vertical then highlight and select Save and Reboot. Your screen will now restart and when it reboots back to the Home Screen your OSD should be in the correct orientation.



If your screen is mounted in landscape orientation please select Horizontal then highlight and select Save and Reboot. Your screen will now restart and when it reboots back to the Home Screen your OSD should be in the correct orientation.

## 1.4.6 File Management

Here, you can check storage information such as memory capacity, used space and free space. You can also format the disk. If your screen is connected to the internet when you do this the internal memory will be cleared and then content will be re-sent from the Content Management System. If you wish to clear the contents of your screen completely please disconnect from the internet and format disk.



### **I.4.7 Exit**

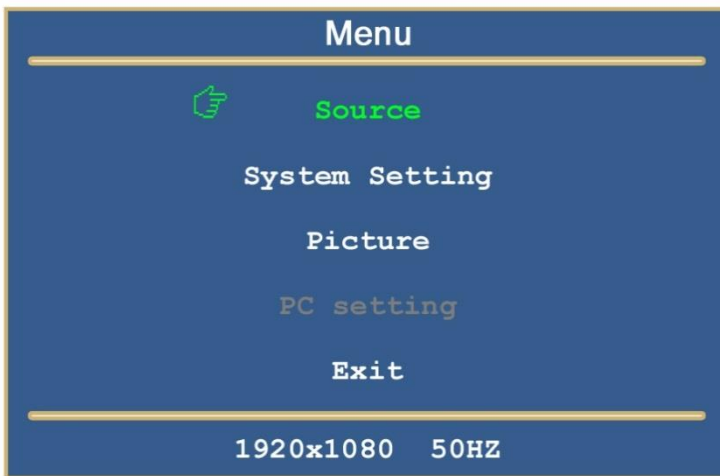
Highlighting and selecting this section will exit the main menu.

## 1.5 Display Settings

As well as having a main system menu that can be accessed through your home screen, the unit also has a display setting menu for changing which input source is being displays as well as altering values such as brightness, contrast and saturation. This can be accessed at any time by pressing the “MENU” button on your remote control.

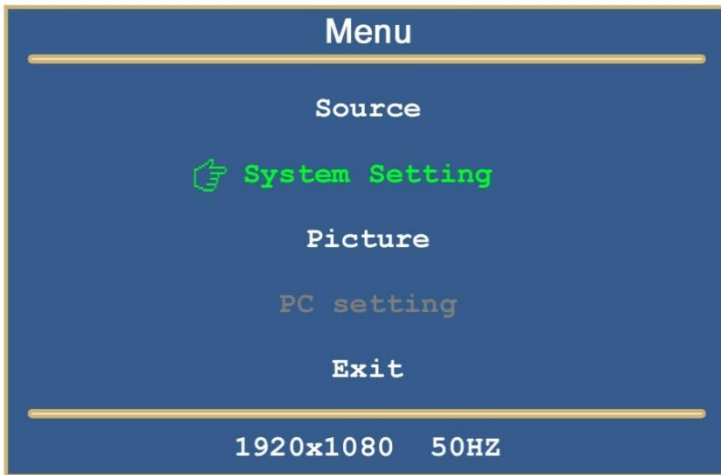
### Source

Here you can select which video signal the screen displays. As a default it is set to “Digital Signage”, this means it will display anything set from your Content Management System. If you wish to connect your screen to a PC or external media player you can also select HDMI and VGA, to do so navigate to your desired input source and press the “PLAY” button on your remote control. To go back to the previous menu navigate to Return and press “PLAY” on your remote control.



### System Setting

Here you can set the OSD Language to either English or Chinese. To go back to the previous menu navigate to Return and press “PLAY” on your remote control.



## Picture

**Note:** These settings can also be altered remotely from the Content Management System and will override any settings you assign physically.

Here you can alter the overall image settings of your screen. The default value for all the image settings is 50. To adjust the Brightness, Contrast and Saturation of your display navigate to the setting, press "PLAY" on your remote and use the left and right navigation buttons to adjust the value accordingly. You can also alter the colour balance of your screen by highlighting ColourTemp, selecting User and then adjusting Red, Green and Blue balance in the same manner as before. The default value of these settings is 128.

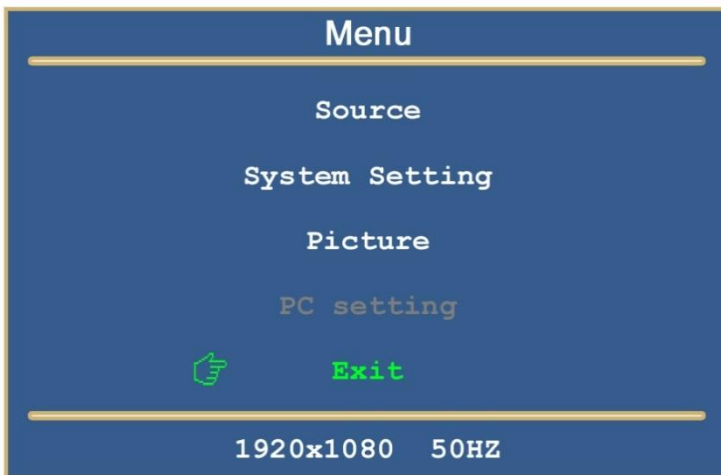
Note: it is recommended not to change the image settings of your screen unnecessarily.





### Exit

To exit from this Display Settings menu, navigate to Exit and press “PLAY”. If inactive for more than 10 seconds, you will automatically exit this menu.



## 2. System Operation

### 2.1 Supported Media Files

Media Type	Supported File Type
Image	JPG, BMP, PNG, GIF
Video	MPG, AVI, MOV, MP4, TS
Audio	MP3, WMA

1. This unit does NOT support WMV or FLV video file types.
2. This unit does NOT support Sony ATRAC3, DTS or Dobby HD audio file types.

Note: Video and image files should be a maximum 1920x1080 resolution (16:9 aspect ratio).

### 2.2 Inputs

Reset Button – Restarts power to unit, for convenient rebooting

LAN – Local Area Network Port

HDMI – High Definition Multimedia Interface Signal Input (for HD Video & Audio signal)

VGA – Video Graphics Array Signal Input (for Video signal)

3.5mm Audio Input

USB – Universal Serial Bus (for updating firmware)

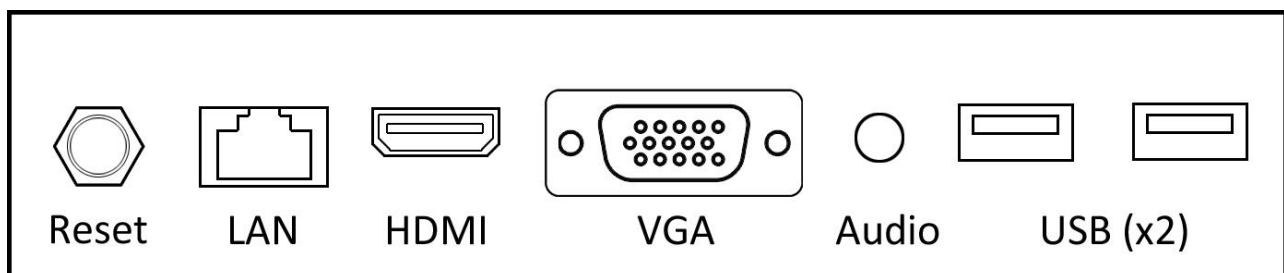


Figure 3 Screen Inputs

## **3. Installation**

### **3.1 Wall Mounting**

Before you start you will need:

Included:

1 x Mounting Plate

1 x Security Screw

1 x Screen

Not Included:

9 x 8x40mm Wood Screws

9 x 8x40mm Wall Plugs

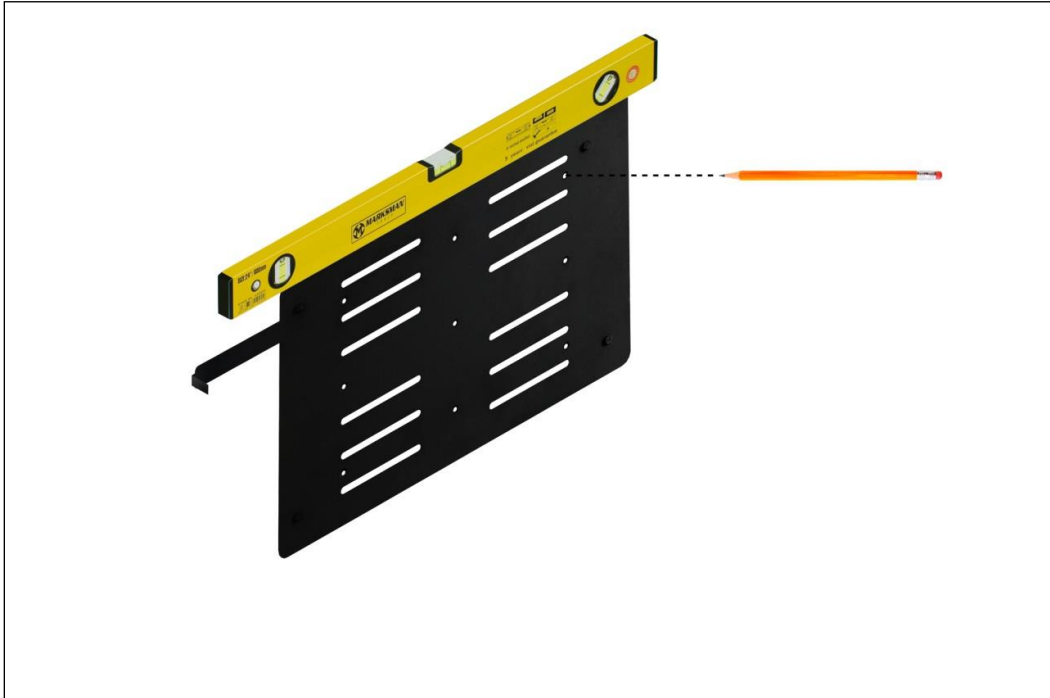
Power Drill

8mm Masonry Drill Bit

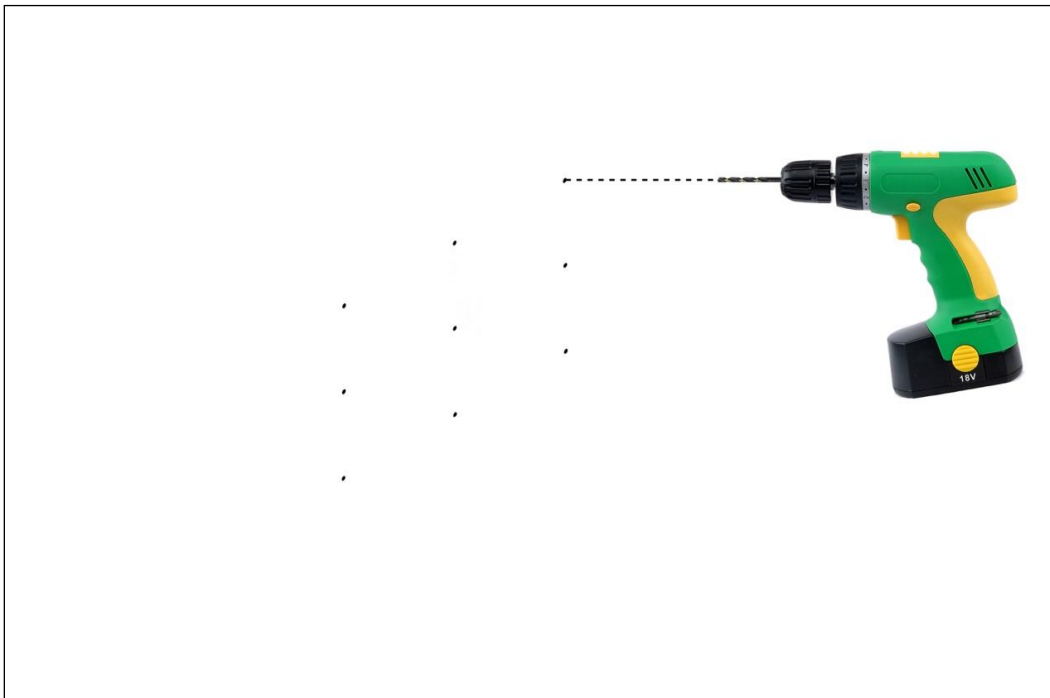
Phillips head Screwdriver

Pencil

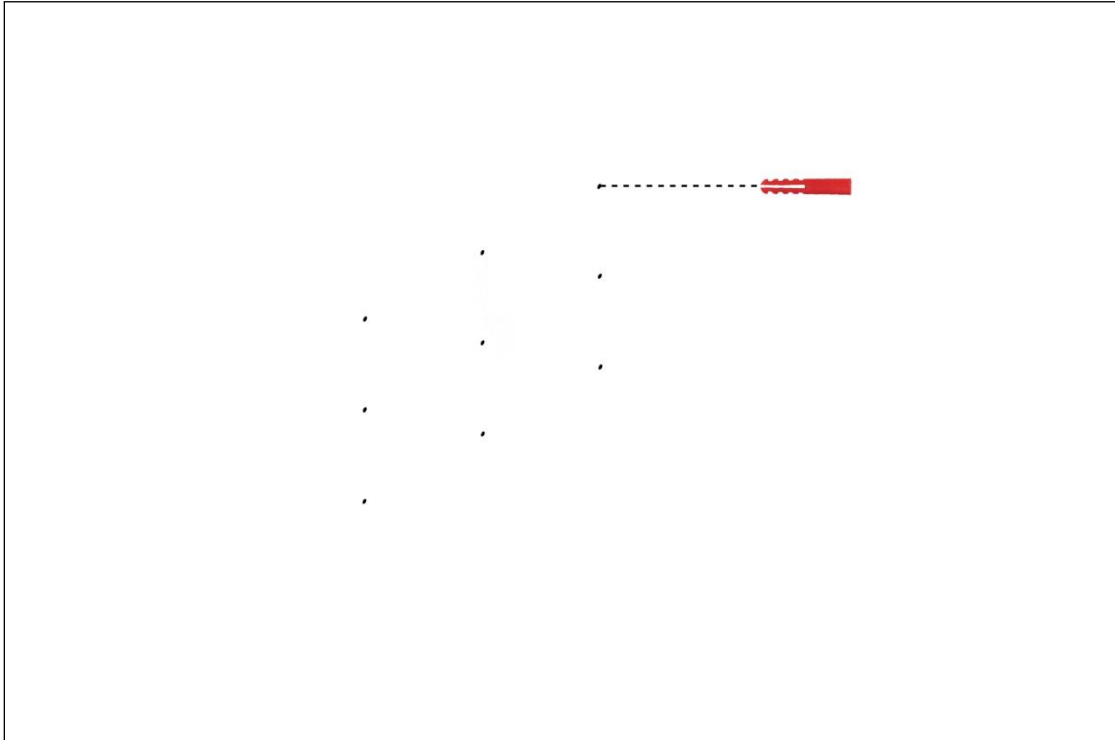
1. Clean the wall space where you wish to mount your screen. Using a spirit level position the Mounting Plate on the wall and mark out the position of the 9 holes.



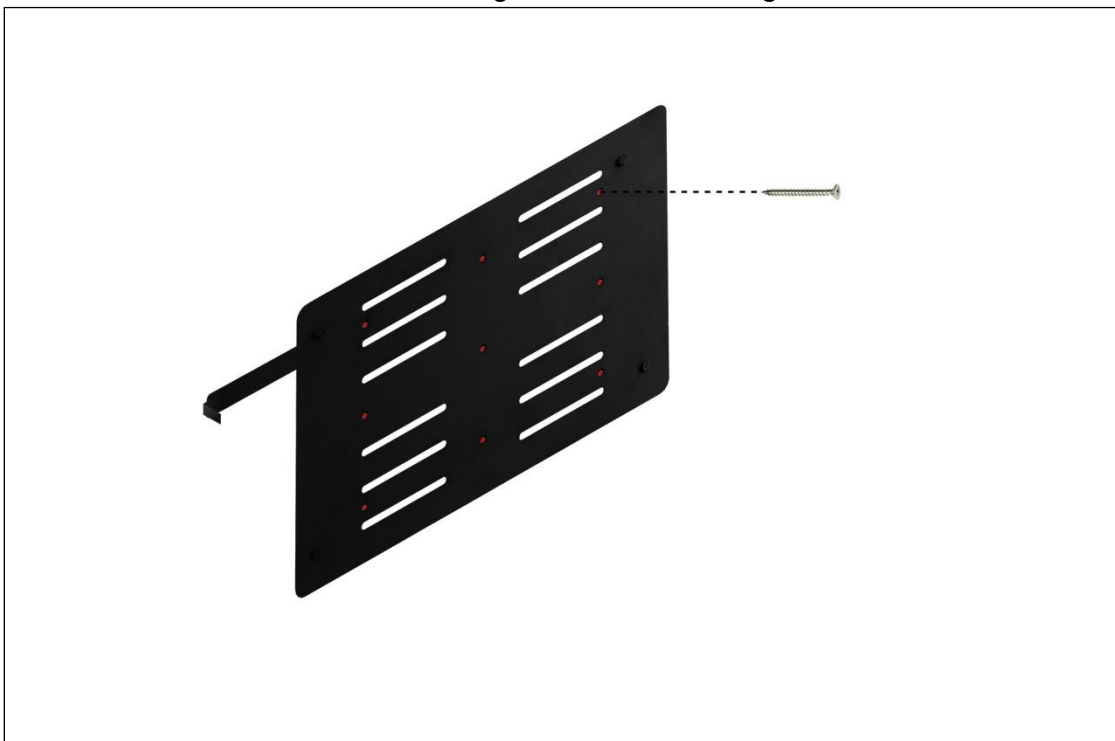
2. After making sure there are no pipes or cables behind the wall drill the 9 holes deep enough to fit the wall plugs.



3. Insert your wall pugs into the holes ensuring that none of them are protruding (flush with the wall).



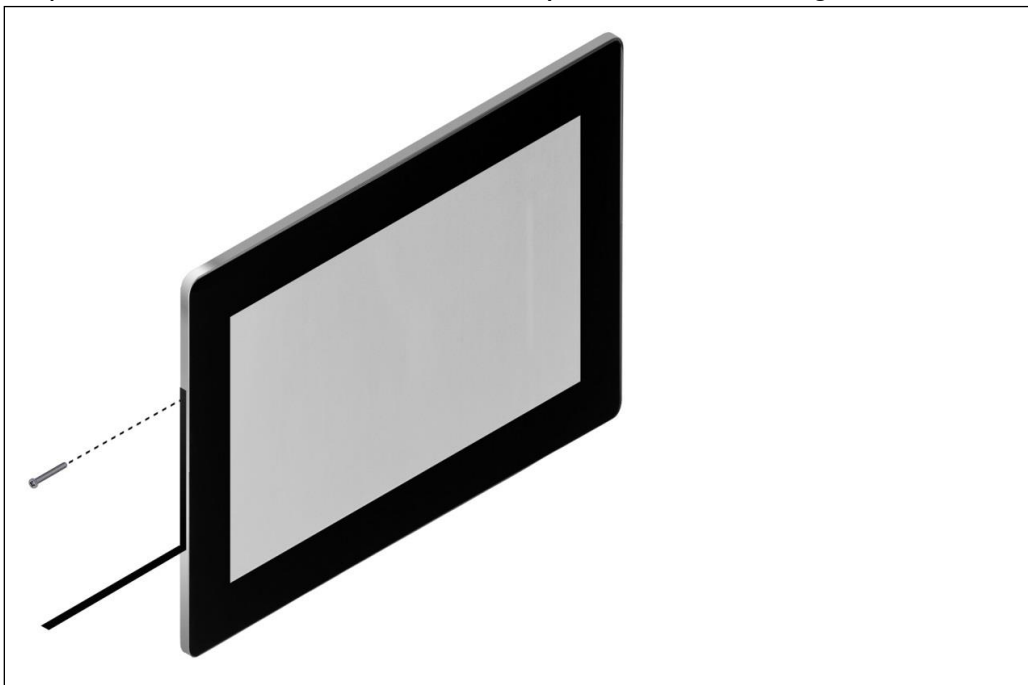
4. Fix the Mounting Plate to the wall using the screws.



5. Ensure that the Mounting Plate is securely fixed to the wall carefully match up the screen's mounting holes with the plate's hanging pegs.



6. Take the security screw from your accessories bag and insert it into the screen to lock it in position. Ensure that the screen is securely fixed to the Mounting Plate.





**Figure 4 Security Screw**

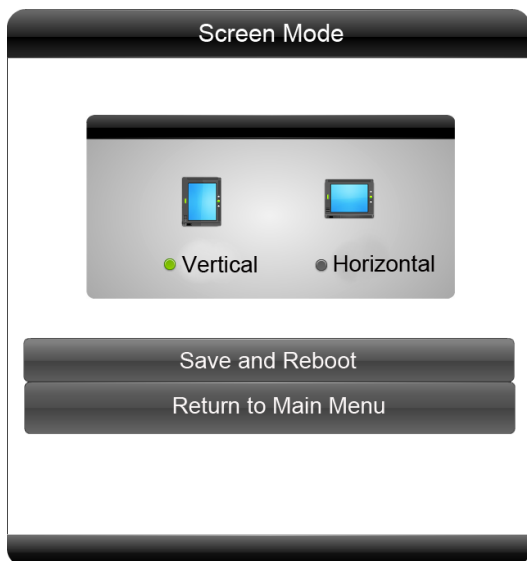
## 4. F.A.Qs and Troubleshooting Guide

### 4.1 Why is my screen displaying "Error (Screen Mode Unmatch)"?

If you have published a playlist and your screen is now displaying "Playlist: Error (Screen Mode Unmatch)" it is because you have sent a playlist containing a template that is in the wrong orientation.

This can be easily solved by first checking the orientation of your screen. If your blue "Home" screen is displaying in Landscape orientation it is in Horizontal mode, if it is displaying in Portrait orientation your screen has been set to Vertical mode. If it is displaying in the incorrect orientation you can change it from the Main Menu.

If your screen is playing content begin by pressing "Stop" on your remote control – this should take you back to the "Home" screen. Now press "Setup" on your remote and navigate down to "Screen Mode" and press "Play" on your remote. From here you can select the correct orientation for your screen. Do so by using the left or right button on your remote then highlight "Save and Reboot" and press "Play" on your remote.



Your screen will now restart and when the "Home" screen loads, should be in the correct orientation.

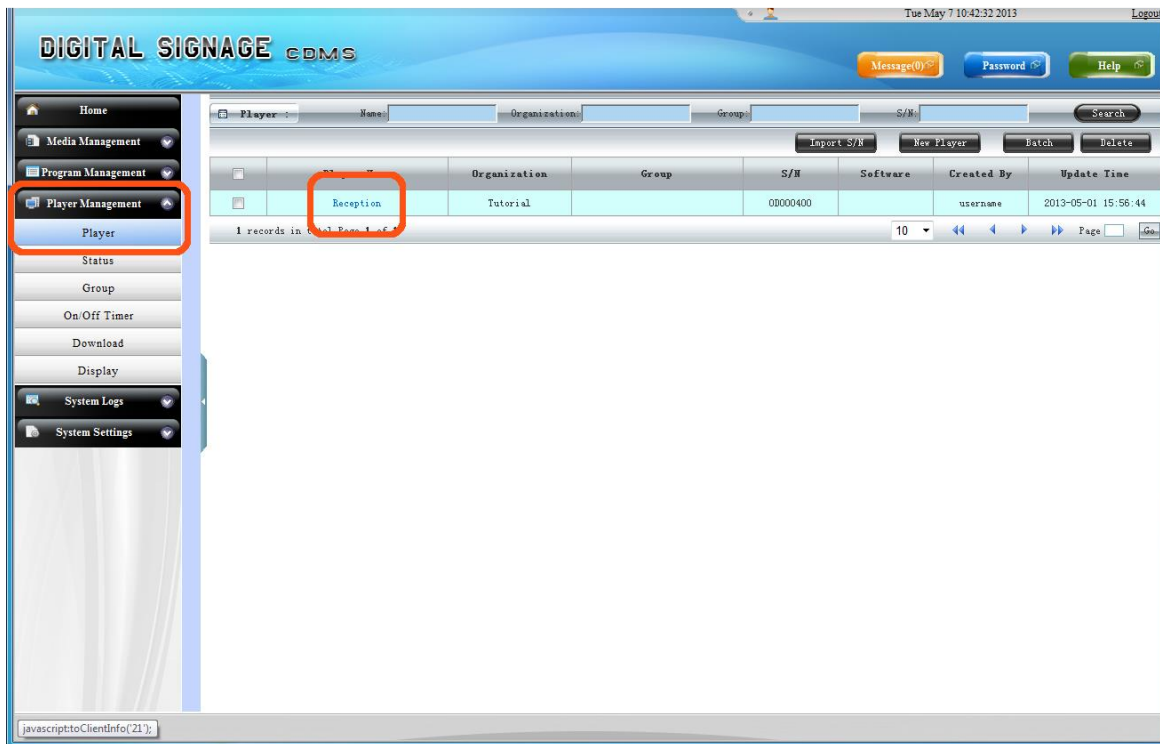
Now you must ensure that the template you use for this screen correlates with the orientation of the screen. That is to say that if you have a Landscape screen then you should use a Horizontal template and if your screen is installed in Portrait orientation you should use a Vertical template.



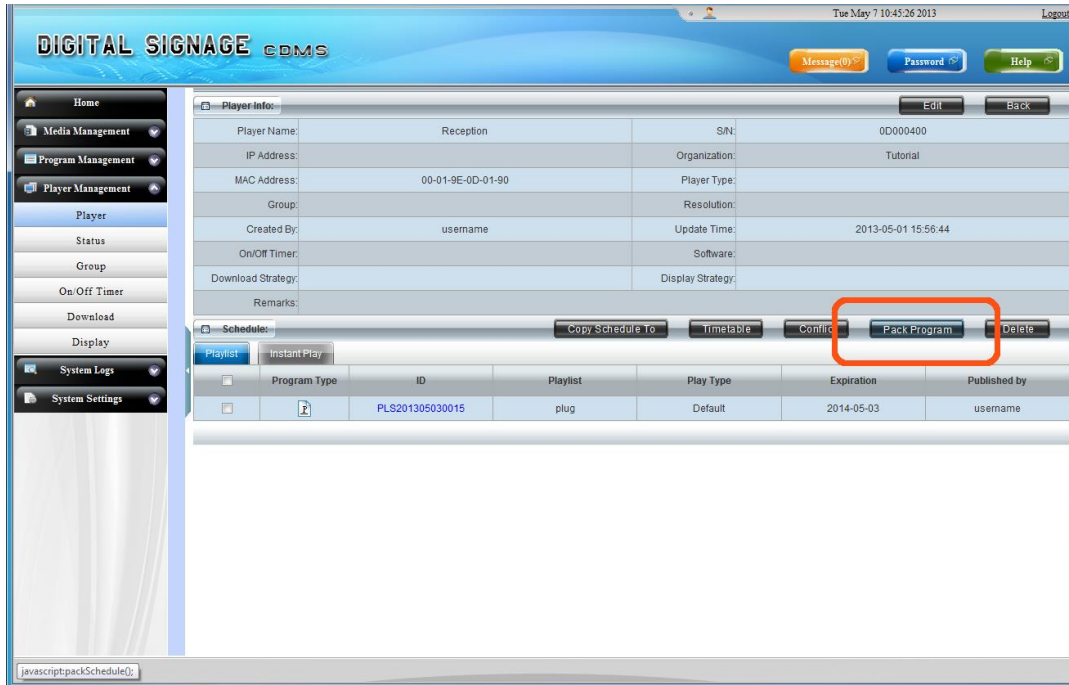
## 4.2 How do I update my screen if it is not connected to the internet? (Plug and play method)

If your screen is not connected to the internet for whatever reason and you still want to update it you can do so by a physical plug and play method.

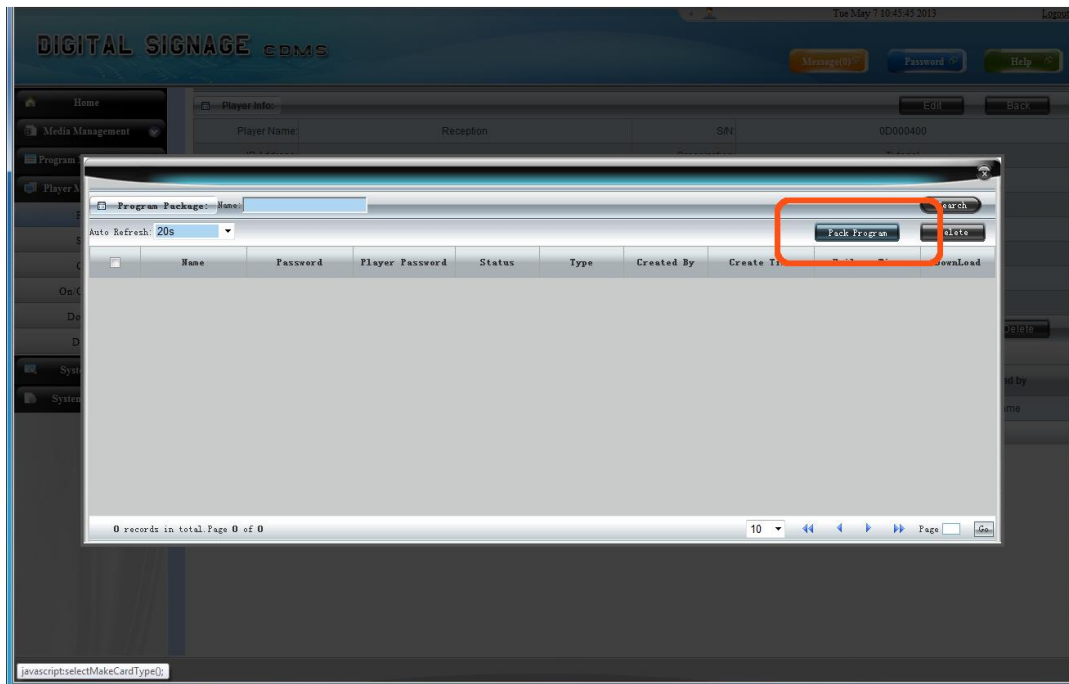
Begin by taking the normal steps to create a playlist and publish as normal. Then access the Player Management section of the side menu and click on Player. Next, click on the player that you have sent the playlist to.



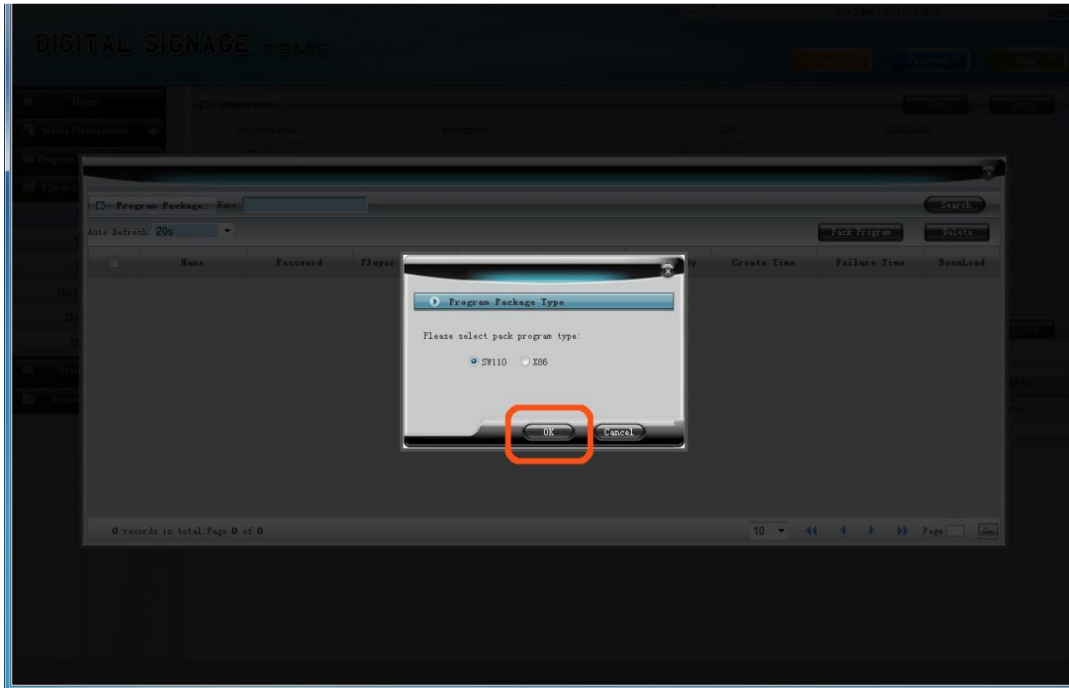
On the Player Info screen click the Pack Program button.



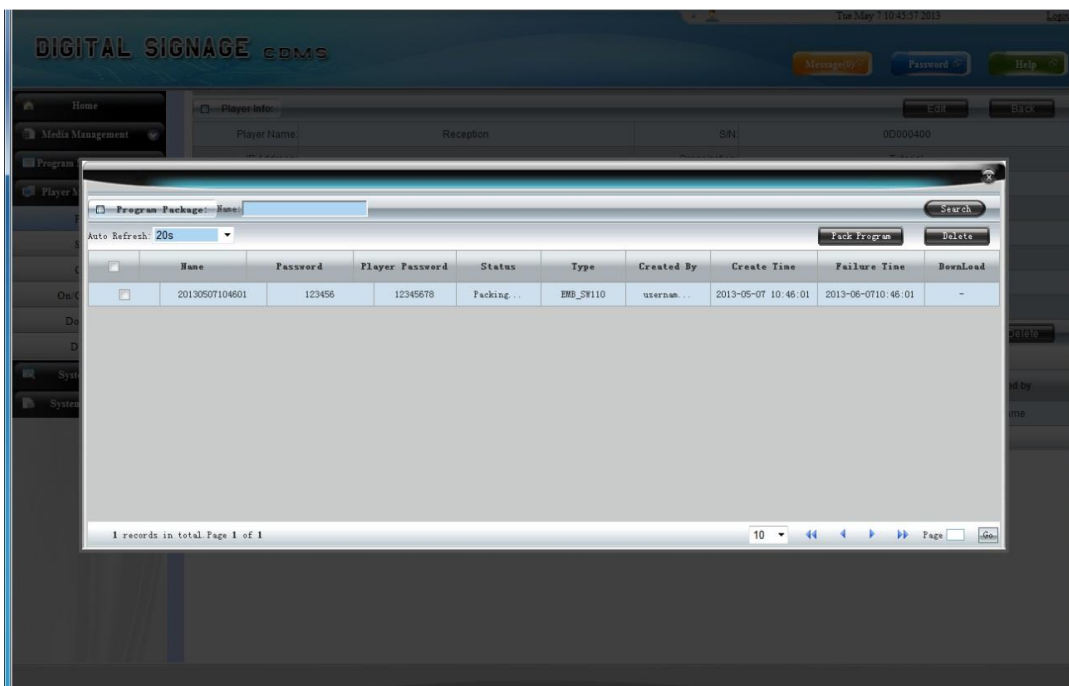
This will bring up a light box, click the Pack Program button again.



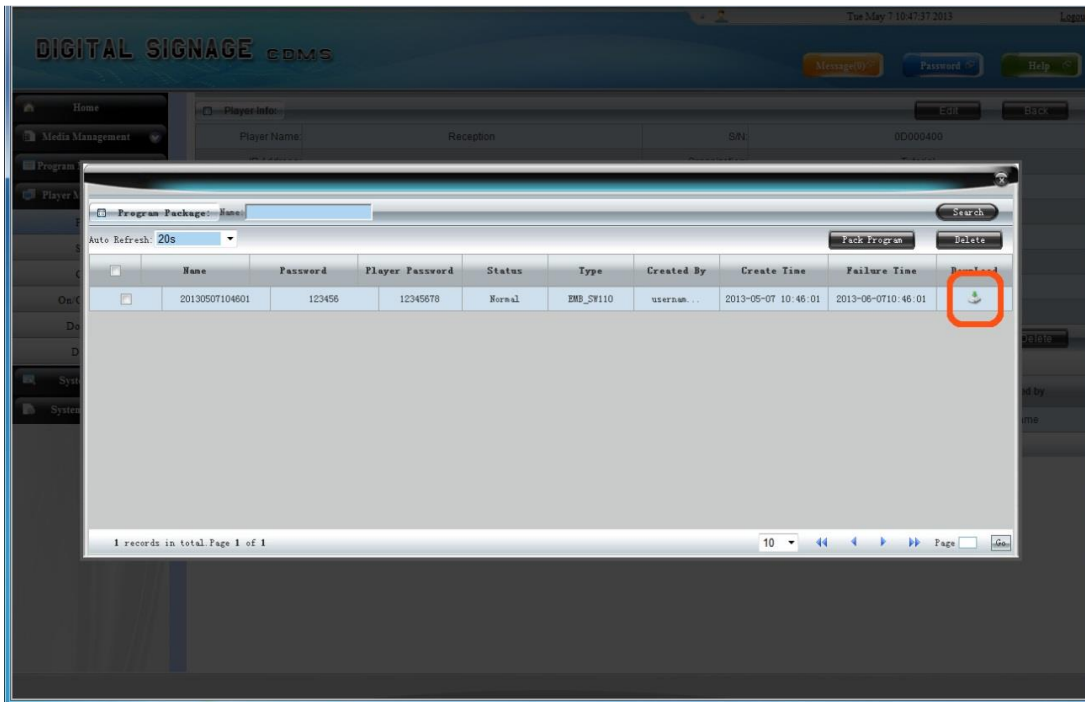
Then make sure the SW110 option is selected and click OK.



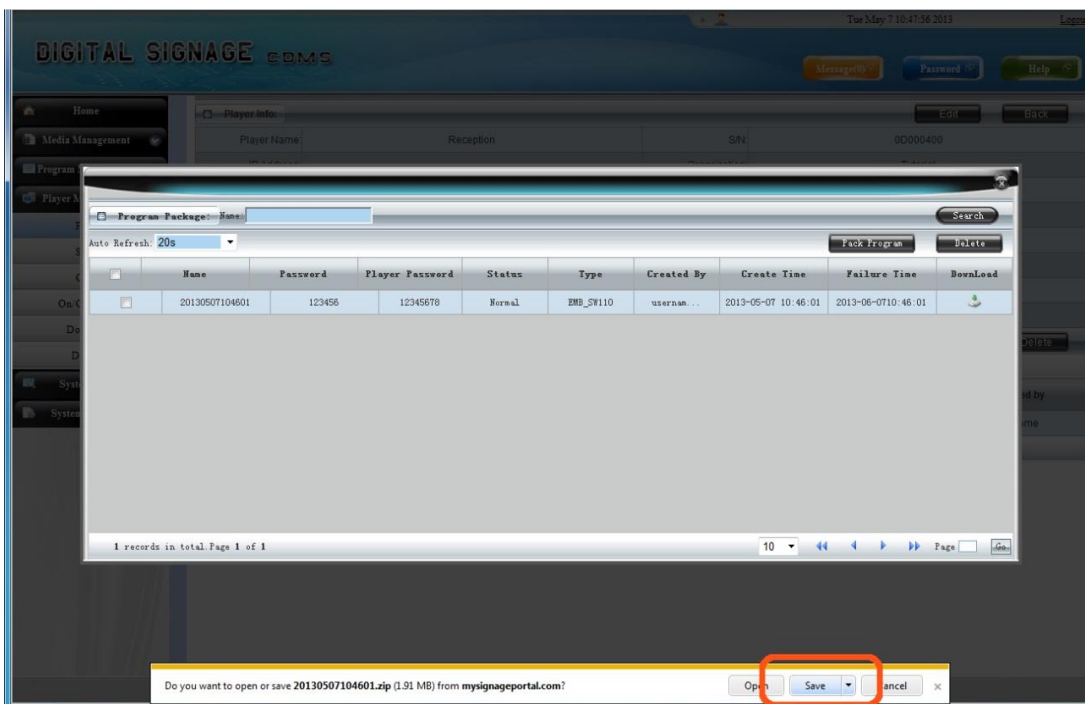
You may have to wait a few minutes for the data to compress into a downloadable file, during this time the status should say "Packing...".



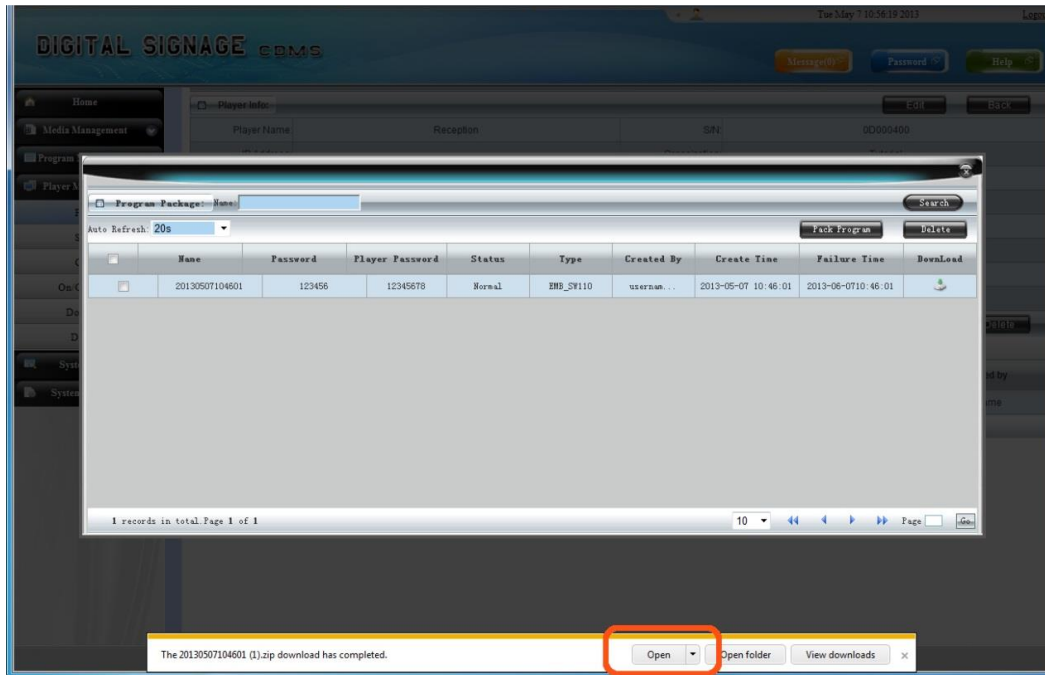
Once this has finished click the Download icon on the far right.



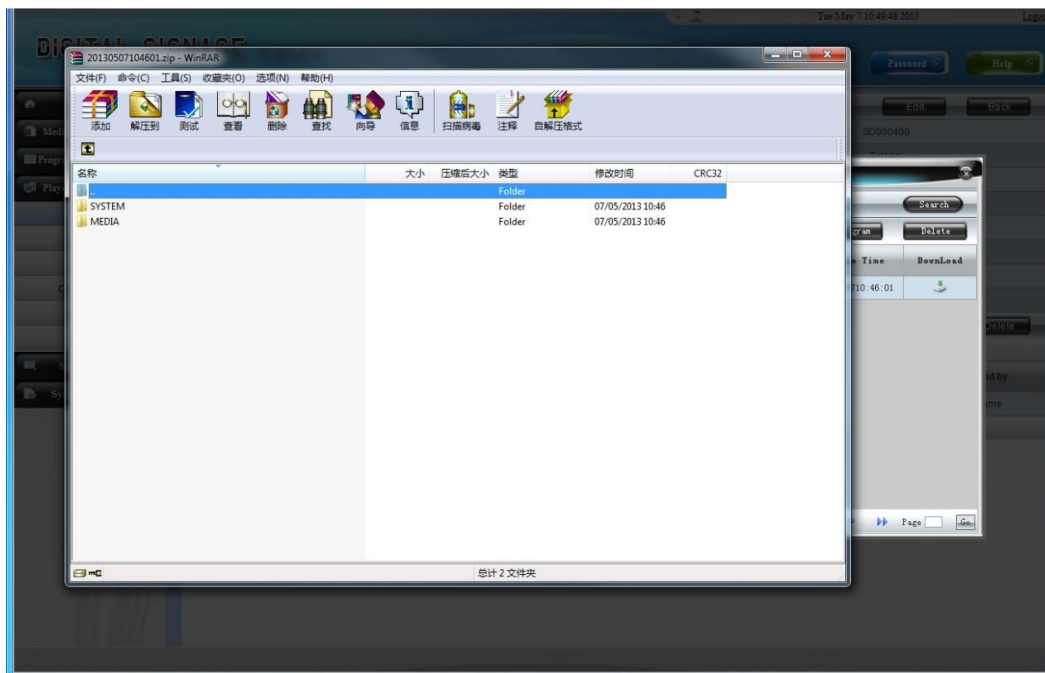
Your Internet Explorer will now ask you if you want to open or save the file, click Save.



Once this has finished click Open. At this stage you may be asked for a password, this should be 123456.



Open the folder inside the zip folder, there should be two more folders called "SYSTEM" and "MEDIA".



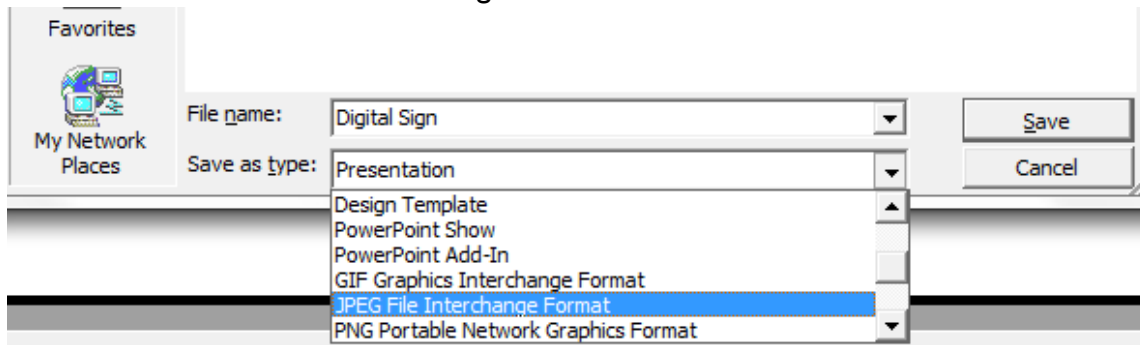
Copy these two folders onto a blank USB stick, and then plug it into your screen. Allow the data to transfer to your screen and follow the on-screen prompts before removing the USB stick.

### 4.3 How do I play PowerPoint presentations on my display?

#### 4.3.1 Option 1 (for plain slides with no animation):

You can save the PowerPoint presentation as a JPEG File Interchange Format (.JPG). Microsoft PowerPoint software allows the user to do this

1. Create or open a PowerPoint presentation.
2. Click “File” > “Save As”
3. Enter a File name
4. Click on “Save as type” scroll down and find the file extension “JPEG file interchange format”, as shown in the image below.



5. Click “Save”.
6. A message will appear asking if you would like to save all slides as JPEG’s
7. Once you have selected “Yes”, The JPEG images will be saved and are ready to use.

**Note: For the best resolution, you can use the following PowerPoint Page Setup: Width 42.6cm; Height 24cm (16:9 Ratio)**

#### 4.3.2 Options 2 (for presentations with animation):

You can convert the PowerPoint presentation to a MPEG video clip. For the best display quality you should use the MPEG2 format which gives the best display quality. We suggest that you use the following software:

Software Name: Wondershare PPT2DVD

Web link: <http://www.ppt-to-dvd.com/ppt2dvd/overview.html> :

Select Video Format: PowerPoint to MPEG2 Video Settings:

- TV Standard: NTSC (29.97fps);
- Standard: Standard DVD;
- Aspect Ratio: 16:9 (widescreen);
- Encode Size: Width 720, Height 480.

#### **4.4 My media file does not fit properly on the screen**

This has happened because the file does not have a 16:9 aspect ratio (1920x1080). Please resize file to 1920x1080 pixels and try uploading the media onto the display once again.

#### **4.5 My moving GIF files will not move.**

As the screen recognises any .gif file as an image it will display the first frame of a moving gif for the allocated image display time.