

# TOPAZ™ SL SERIES

## Wireless Setup Instructions

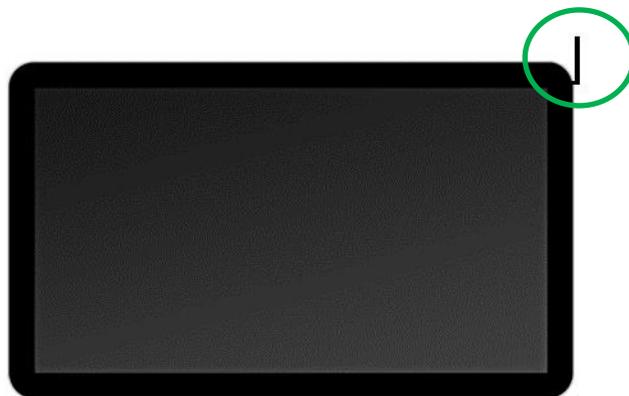


## Setting up the SL Screen on your wireless network

In order to be able to update your screen via [www.topazcms.com](http://www.topazcms.com), you need to connect the screen to the internet via your local Wi-Fi network. Please follow the instructions below for how to connect your screen wirelessly.

**IMPORTANT NOTE - This wifi connection must be a private local network with direct internet access - NOT a public network (eg, ensure a confirmation or guest code is not needed for access). 'Openzone' Networks cannot be used.**

1. Carefully unpack your screen. In the accessories bag you will find a Wi-Fi antenna. Carefully screw this onto the Wi-Fi connector in the top corner of the screen.



2. Place the screen in a location with a strong Wi-Fi signal and plug the screen into a power point. Turn the mains power on and your screen will automatically boot up.
3. Your screen will now initialize the internal W-Fi card. Once initialized it will try to connect to a Wi-Fi network but fail – this will fail because it hasn't been set up yet.
4. The screen will then begin to display its default content. Press STOP button on the remote control to go back to the home screen (pictured below).

NOTE – The sensor for the remote control is located in the bottom-right of the screen



5. You can then bring up the Main Menu by pressing “SETUP”.



Press ↓ to highlight ‘Network Setting’ in yellow and press “PLAY” to confirm selection. You will then see the following options:

- **Server Setting**

There are two options here, IP Mode and Domain Mode. This feature directs your screen to the server it will be collecting 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

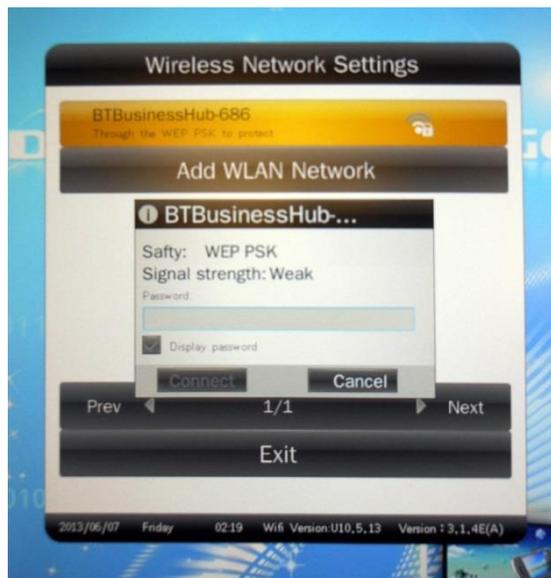
- **Save and Reboot**

Once any changes have been made to any of the network settings, this makes them take effect.

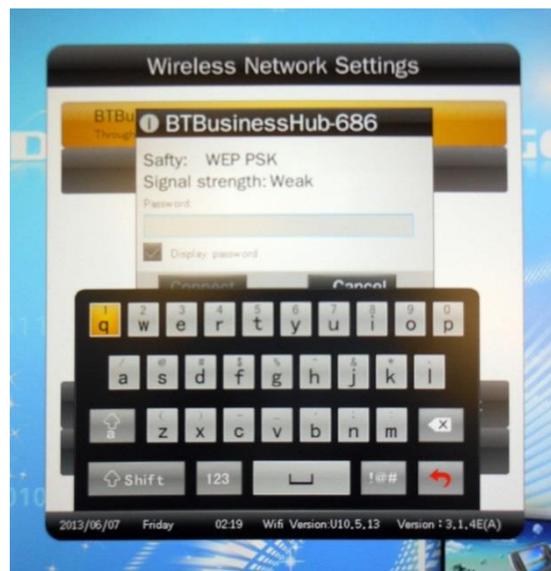
- **Return to Main Menu**

Returns you to the previous screen.

6. Press ↓ to highlight 'Wireless Network Settings' in yellow and press "PLAY" to confirm selection. When you open this menu you should (after a few seconds) see a list of available Wi-Fi networks. Navigate to yours and press "PLAY" on the remote control



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



8. 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”.



9. Now highlight “Connect” and press “PLAY”.



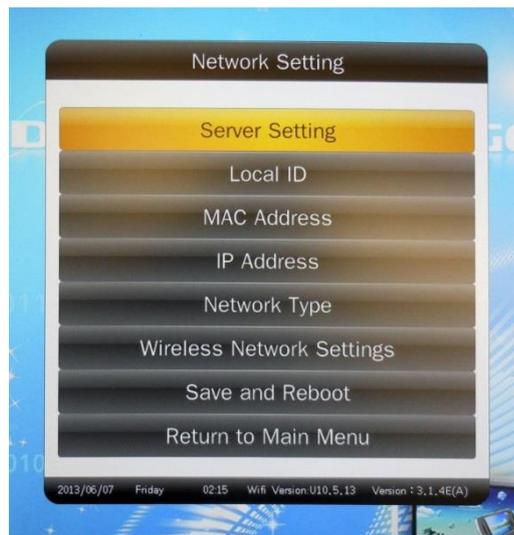
10. You will now see the following as your screen attempts to connect to your Wi-Fi network. The status should be “Connecting...”.



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



12. 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.**

### **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:

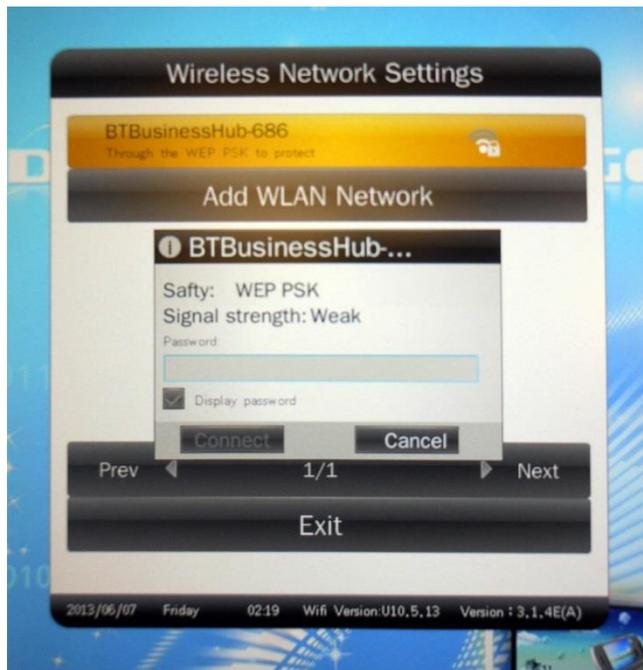
- IP Address
- Subnet Mask
- Default Gateway
- DNS Server

### **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.

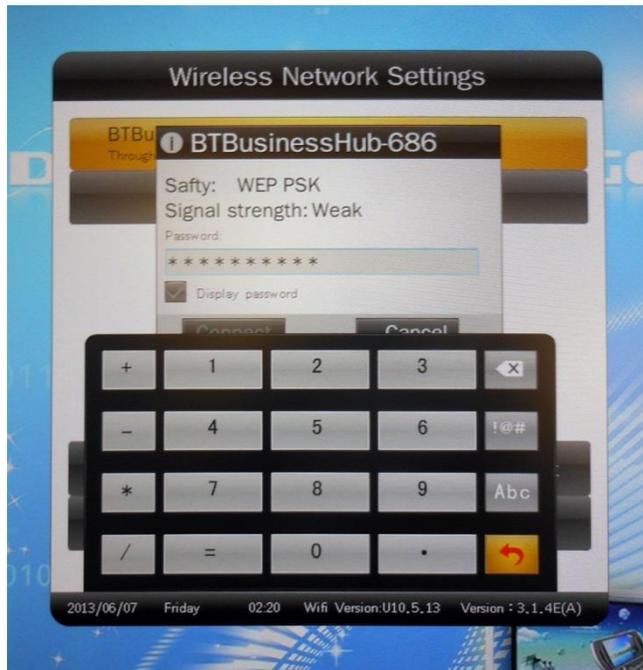


You will now be asked to enter your Wi-Fi network password. Press “PLAY” to bring up the on-screen keyboard.

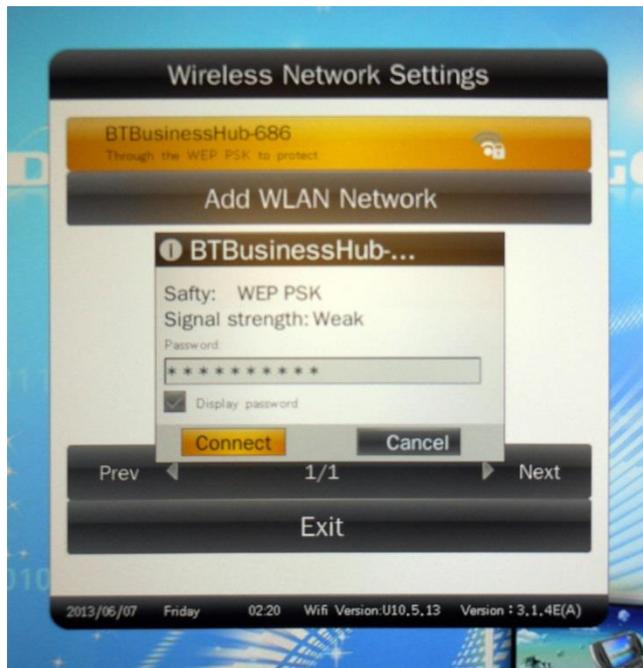


## TOPAZ™ SL Series – Wireless Setup Instructions

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”.



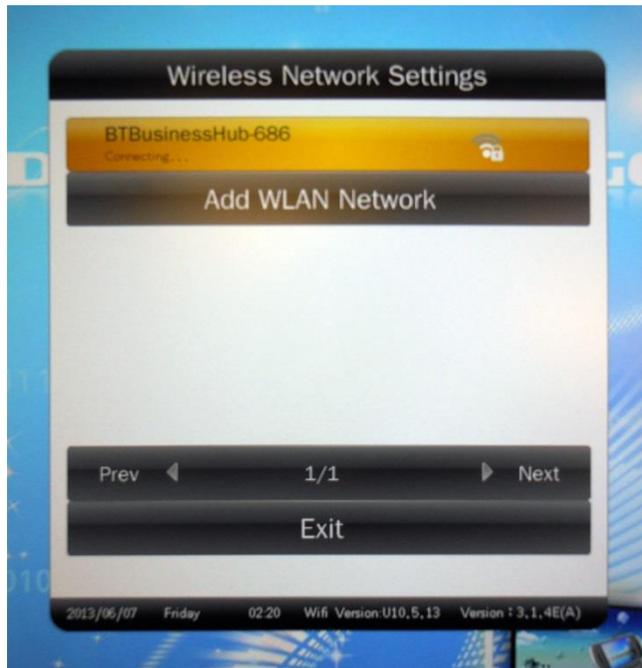
Now highlight “Connect” and press “PLAY”.



## TOPAZ™ SL Series – Wireless Setup Instructions

---

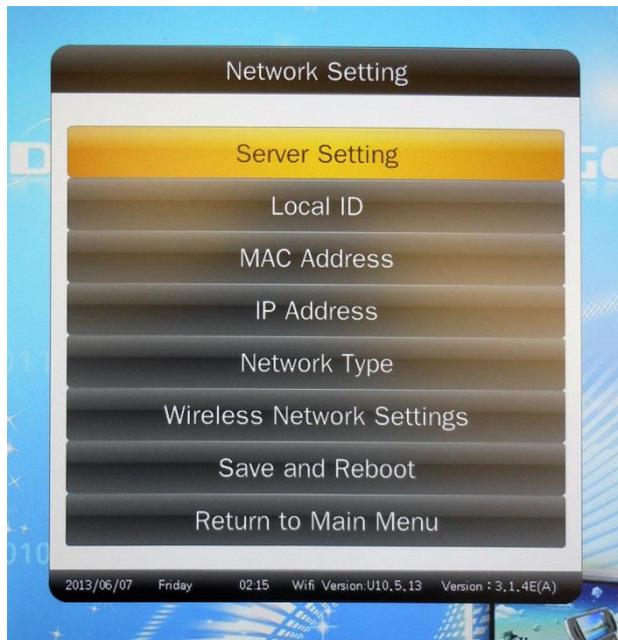
You will now see the following as your screen attempts to connect to your Wi-Fi network. The status should be “Connecting...”.



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.**

## Wi-Fi Setup Troubleshooting

If you have any issues during your Wi-Fi setup, please use the troubleshooting guide below.

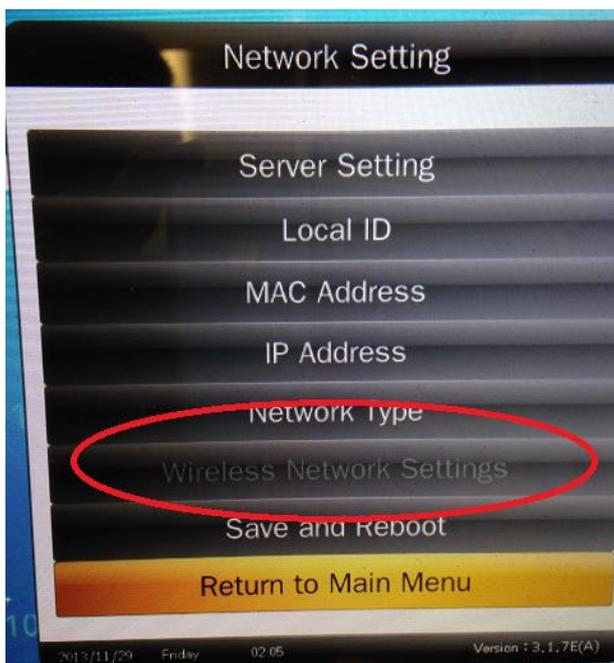
### First things to check:

1. Under Network Setting – Network Type, make sure that the screen is set to “WiFi”
2. Make sure the Wi-Fi antenna has been put it on. Note – also check that the connector inside the antenna has not been bent.

### No Link to Server:

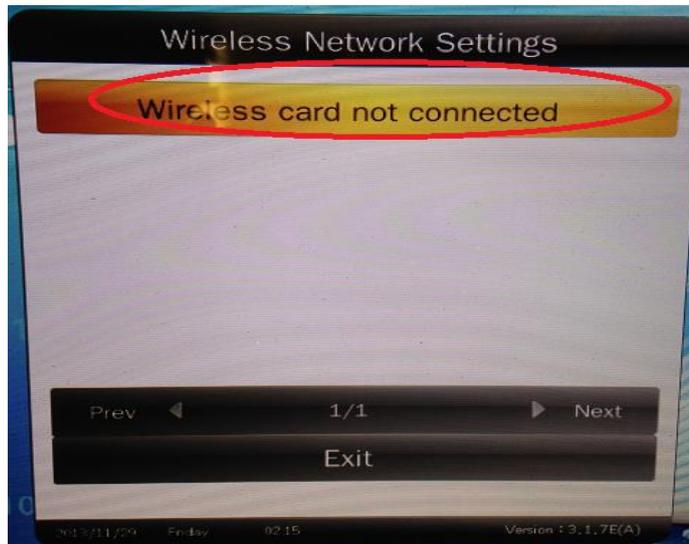
If the screen doesn't link to the server, please go to Network setting – Wireless Network Settings:

1. If the Wireless Network Settings is not able to be clicked, please go to Network Type and change to WiFi.



2. If the Wireless Network Settings shows as 'Wireless card not connected' as image below, please:
  - Check with your supplier that your screen is a WIFI screen.
  - Go to Network Settings and click save and reboot.
  - Restart the screen from the main power point (pull the plug out whilst the screen is powered on).

- Restart the screen three times. If it still shows as Wireless card not connected, please contact your supplier for further support.



3. If the Wireless Network Settings show as 'Add WLAN Network', but there are not any WiFi networks for you to select:
  - Make sure the Wifi antenna has been put onto the screen.
  - Make sure there is a WIFI network in that area.
  - Make sure the Wifi signal is strong. A good test is to move the screen, if possible, next to the router (to ensure a strong signal) and retry.



4. If the Wireless Network Settings didn't show as 'Has connected' (as below), please retype the password and try to link to your WIFI network. If it now shows as 'Has connected', please click Exit, and click save and reboot button.



5. If after you put the password in and the screen shows "connecting", but then reverts back to the below message, please:
  - Check that the password you are using is correct.
  - Make sure the Wifi antenna has been put on.
  - Make sure the Wifi signal is strong, again move the screen next to the router.
  - Check your Wifi Network name (SSID) has no special characters (ie, uncommon characters).



6. If the screen shows as 'Has Connected' (as below), but you still cannot see it on your CMS account:

- Go to Network Settings – Server Settings. Check that all the settings are correct. These settings are:

<b>Server Connection mode -</b>	<b>IP Mode</b>			
<b>Server IP -</b>	<b>185</b>	<b>17</b>	<b>196</b>	<b>194</b>
<b>Port</b>	<b>80</b>			
<b>Proxy Server Status</b>	<b>Close</b>			
<b>Proxy IP</b>	<b>192</b>	<b>168</b>	<b>0</b>	<b>252</b>
<b>Proxy Port</b>	<b>3128</b>			

- Go to Network Settings- IP Address, and make sure it sets as DHCP.
- Check with your IT department and make sure the screen has access to the Internet.



If the screen still doesn't show on your CMS account, please contact with your supplier for further support.