



DIGITAL MEDIA
SUBSCRIPTION
GUIDE

MULTI-OUTPUT EDITION

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The Northeast color multi-output digital media player is a Windows based machine.

Any troubleshooting that cannot be done remotely will require physical access to the player and a USB mouse and keyboard.

Please keep this in mind when installing the player.

The player should be installed in an easy to reach spot with a power and ethernet connection. Northeast Color suggests an ethernet connection to reduce the risk of your player falling offline and losing its connection to the content server. Being able to physically access your machine may be required during troubleshooting. If it is not easily accessible and Northeast Color is unable to fix the issue remotely, an on-site IT technician will be required.

Included with the player are 4 Displayport to HDMI adapters, a power cable, and two screw-on antenna for Wireless connectivity.

On the back of the player are four displayports, labeled 1-4. On top of the player are several white stickers indicating which TV should be plugged into which port.

When plugging in your TVs, please ensure you are connecting them in the correct order so that your content will display on the correct screens.

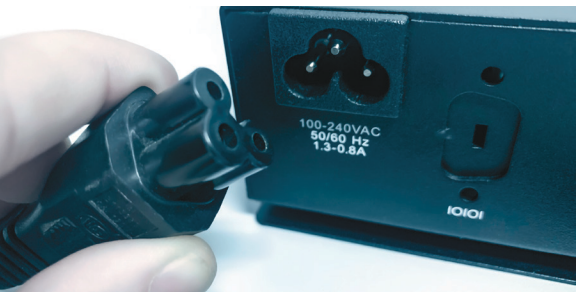
On the front of the player is a sticker listing the player number.

On the back of the player is a sticker listing the MAC address for the player. You may need to provide this information to Northeast Color or your IT team during troubleshooting.



Installation with an Ethernet Connection

1. Connect the power cable using the power port on the back side of the player. Ensure it is properly seated. **DO NOT plug the power cable into an electrical outlet, yet.**



2. Plug your ethernet cable into the RJ-45 port on the back side of the player. This port is located next to the USB ports.



3. Plug your HDMI cables into the provided adapters. Ensure they are properly seated before continuing.



4. Plug the Displayport adapters into the labeled ports on the back side of the player. Ensure that you are plugging them in according to the labels on the top of the player. **If you do not plug them in correctly, your content will not display on the correct screens. In the event that your content is not showing on the correct screens, ensure the cables are plugged into the correct ports, in the correct order.**



5. Once all of your cables are plugged in, plug the power cable into a power outlet. The fan on the player will begin to spin and the power light on the front will light up white. The screen will cycle through a normal Windows boot and will pause on the desktop before opening the Navori player software and displaying your content.
6. While you are waiting for the player to boot up, you should examine your ethernet cable and ensure it is getting a connection. A solid green light on the ethernet port indicates a good connection. A flashing green light indicates there's a problem. If the ethernet light is not solid green, please contact your IT team to troubleshoot. Northeast Color Digital Support will be available if needed, but Internet connectivity will need to be provided by your IT.



Installation with a Wifi Connection

Please note that Northeast Color does not recommend using Wifi to connect your digital media player. Wifi networks are less reliable than an ethernet connection and can potentially cause issues with your player receiving updated content. If you must use a Wifi network, you **MUST** use a private network. Public networks are a security risk and can drop connection easily.

Also note that these steps will require physical access to the player, a USB mouse and keyboard, and knowledge of your Wifi SSID and password. Northeast Color does not keep a record of any of your network information. If you do not have a secure Wifi network, you must ask your Internet provider or IT company to provide one for you.

1. Connect the power cable using the power port on the back side of the player. Ensure it is properly seated.



2. Screw the included antenna onto the mounts on the back side of the player.



3. Plug the Displayport adapters into the labeled ports on the back side of the player. Ensure that you are plugging them in according to the labels on the top of the player.




If you do not plug them in correctly, your content will not display in the correct order.

4. Plug your HDMI cables into the provided adapters. Ensure they are properly seated before continuing.



5. Once all of your cables are plugged in, plug the power cable into a power outlet. The fan on the player will begin to spin and the power light on the front will light up white. The screen will cycle through a normal Windows boot and will pause on the desktop before opening the Navori player software and displaying your content.
6. Plug your mouse and keyboard into the 2 USB ports on the back side of the player. Double-click your mouse anywhere on the screen to minimize your content. This will bring you to the Windows desktop.

7. Click on the Wifi logo  in the bottom right-hand corner of the screen. Wait for the list of available networks to load, and then select your network from the list. When prompted, enter your password and choose "Connect".

If prompted, DO NOT choose to allow your computer to be discovered on the network.

8. Once the connection is complete, you can simply click on the small window containing your content to make it full-screen again.

If you have any issues connecting to your Wifi, please contact your IT team for support. Be sure to tell them you are working with a Windows based system and are able to access the desktop.

Common Issues with Installation

“No signal” error displaying on screen

- The most common cause of this error is the TV being set to the wrong input. To check this, press “Input” on your TV’s remote and use the directional and “ok” buttons to cycle through the available inputs. If you are receiving this error on more than one input, please check to ensure that the HDMI cables and adapters are securely seated.
- If changing the TV input is unsuccessful and the cables are seated properly, try plugging the player into a different TV or monitor. If the media player displays on this second TV or monitor, your IT team will need to check the ports on the TV meant to display your digital content.
- If you are unable to get the content to display on the different TV or monitor, please contact Northeast Color for further assistance.

Screen showing “TX Input Signal Error”

- This error occurs when an HDMI extender is used to relay the content from the player to the TV. It can be resolved by power cycling the HDMI extender at either end of the connection. Most extenders will be installed in pairs with one behind the TV and one next to the media player. Either one can be power cycled to resolve this error.

- If you have power cycled the HDMI extender and are still receiving this error, you will need to reach out to your IT team for further help.

Please note that Northeast Color does NOT recommend using HDMI extenders as they can be unreliable

Content is Displaying Upside-Down/ Sideways

- The most common cause of this issue is the TVs being installed incorrectly. To fix this issue, you will have to submit a request with the Northeast Color Digital Support team. Please note that the fix for this issue requires rotating content which can take up to 2 hours to complete.

TVs are turning off automatically

- Some TVs will come with a sleep timer and an Auto sleep timer that are turned on. This is a setting from the manufacturer and can cause your TVs to shut off during the day. To fix this, use the remote that came with your TV to select the Menu, select the Sleep option, and check both the Sleep Timer and Auto Sleep Timer. Ensure both are set to "Off".

Please note that some TV manufacturers will link the remote to multiple TVs. To get around this, you may need to hold the remote up to the infrared eye dot on the individual TV you are working on.

Teamviewer Error Indicating No Internet Access

- If you are receiving this error, it means you are not connected to the Internet. Northeast Color uses Teamviewer to remote into the media player during troubleshooting. If you are seeing this error, you must resolve any connectivity issues in order to resolve it. You can resolve this by following the steps listed in the installation instructions to connect to your ethernet or Wifi network. If you have connected to the Internet and are still receiving this message from Teamviewer, please contact your IT team to check the Internet connection.

Content is displaying uneven across the screens

- This could be one of two issues: the aspect ratio on your TV is off, or the content needs to be adjusted within the settings of the media player. To start, use your TV remote to check the aspect ratio. It should be set to 16:9. If the aspect ratio is already set to 16:9 on EACH TV, please contact Northeast Color Digital Support.

Please note that if you have to contact Northeast Color to resolve this issue, it will require that your media player be on the Internet.

For support, enter a ticket at
northeastcolor.com/digitalsupport
or call **603-436-8210**
and ask for **Digital Support**.

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