

breeze

DIGITAL SIGNAGE SOFTWARE



Windows Media Player
Installation Guide
BRZ-352 | Version 3.4

BRZ 352 Installation Guide

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Resources

Keywest Technology Support Department

Questions or issues can be submitted to the **Keywest Technology Technical Support** department via e-mail or through the helpdesk ticketing system.

Contact information:

- E-mail: tech@keywesttechnology.com
- Helpdesk: helpdesk.keywesttechnology.com

Breeze Software Documentation

Quick Start Tutorials:

helpdesk.keywesttechnology.com/portal/en/kb/articles/breeze-tutorials

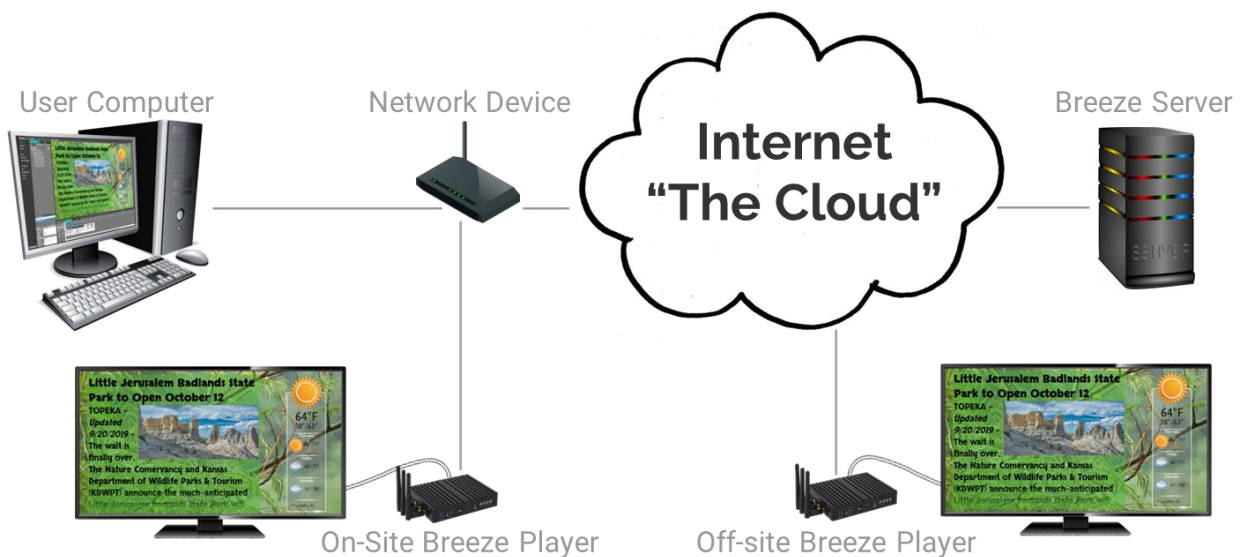
Knowledgebase:

helpdesk.keywesttechnology.com/portal/en/kb/keywest-technology-inc/breeze

Breeze Architecture

Breeze is a hybrid **SaaS** (Software-as-a-Service) product. A user accesses the **Breeze** server to upload and design new content, schedule and deploy content, manage players and more. Accessing the **Breeze** server with a web browser means access is reliant upon the local Internet connection.

Breeze Players are devices that sit behind screens and run the digital sign. The players rely on the local network and the Internet to communicate with the **Breeze** server. If the network connection between the server and players is interrupted or absent, the players are not able to receive updates from the server, such as changes in content, playlist, schedules and more.



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Breeze Player Hardware

Player Accessories

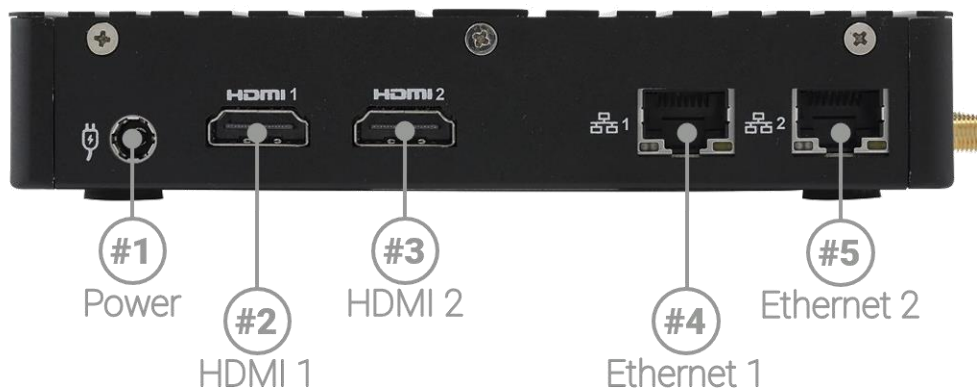
Your **Breeze Player** includes the following accessories:

- 19V power supply (1)
- Wireless antennae (3)
- HDMI® cable (1)
- Mounting kit (1)

If the player equipment you received did not include the accessories listed above, please notify the **Keywest Technology Technical Support** department.

Physical Installation

The player requires three connections to function at the most basic level: Internet, video output and power.



Basic Connections

1. **Ethernet:**
 - a. Connect an Ethernet cable to **Ethernet 1 (#4)** or **Ethernet 2 (#5)** on the **Breeze Player**.
2. **Video Output:**
 - a. Connect the HDMI cable to **HDMI 1 (#2)** or **HDMI 2 (#3)** on the **Breeze Player**.
 - b. Connect the other end of the HDMI cable to the monitor, television screen, or video distribution system.
3. **Power:**
 - a. Plug the 19V power supply into the **Breeze Player (#1)**.
 - b. Plug the power cord into the 19V power supply and an electrical outlet.



To connect with a wireless network instead of an Ethernet cable, refer to the **Wireless Connection** section on page 11.

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Breeze Player Hardware

Physical Installation

An HDMI connection carries audio to the **Breeze Player** as part of the video signal. External speakers can provide audio when the screen or monitor connected to the player is not capable of audio output.

Audio Connection

4. **Audio (Optional):**
 - a. Connect external speakers to the audio port (#6) on the **Breeze Player**.



Audio Volume

There are many places to adjust the audio volume, from muting a specific media item in a zone to turning down the volume of the connected screen.

- Volume control for individual media items within a playlist is located in the **Breeze Editor Media Properties**
- Volume control for each zone, and all media in the zone, is located in the **Breeze Editor Zone Properties**
- Audio output volume control for the **Breeze Player** hardware settings is accessed from the player desktop
- Audio output volume control of the attached screen or external speakers

The **Audio Configurations** section on page 28 provides steps to access the audio output volume control in the **Breeze Player** hardware settings.

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Breeze Player Hardware

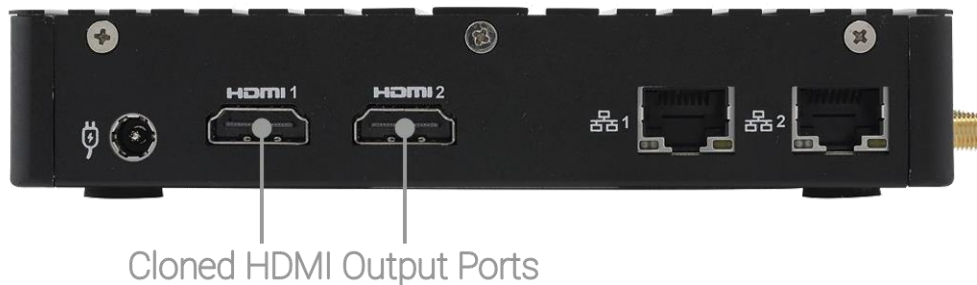
Dual HDMI Output

The **BRZ-352** model of **Breeze Player** is capable of generating two identical video output signals. This means the player output can be displayed on two screens.



Dual HDMI Output (Cloned HDMI Output)

1. **Dual HDMI Output (Optional):**
2. Connect an HDMI cable to **HDMI 1 (#2)** or **HDMI 2 (#3)** on the **Breeze Player**.
 - a. Connect the other end of the HDMI cable to the first screen.
 - b. Connect another HDMI cable to the unused **HDMI port (#2)** or **(#3)**.
 - c. Connect the other end of this HDMI cable to the second screen.



Please be aware, the two video outputs from the player are clones. Cloned video outputs will ALWAYS display the same content at the same time on both screens.

The two screens must be set to **Duplicate these displays** in the **Display Settings** for the **Windows** operating system. **Extend these displays** is not supported by the **Breeze Player**!

The **Duplicate Displays** section on page 25 provides steps to configure **Display Settings** for the **Breeze Player** device.

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Breeze Player Software

Breeze Player

The **Breeze Player** software is the program responsible for running the digital sign. The **Breeze Player** program and the **Background Application** must be stopped in order to accomplish tasks such as modifying device settings and testing network connectivity.

To stop the **Breeze Player** program, you will need to physically connect a mouse and keyboard to the player device.



Stop the Breeze Player

1. Click the **Alt + F4** buttons on the keyboard to exit the **Breeze Player** program. The player device desktop is visible when the **Breeze Player** is stopped.

The **Background Application** must also be stopped to avoid continual interruptions while configuring the device.



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Breeze Player Software

Background Application

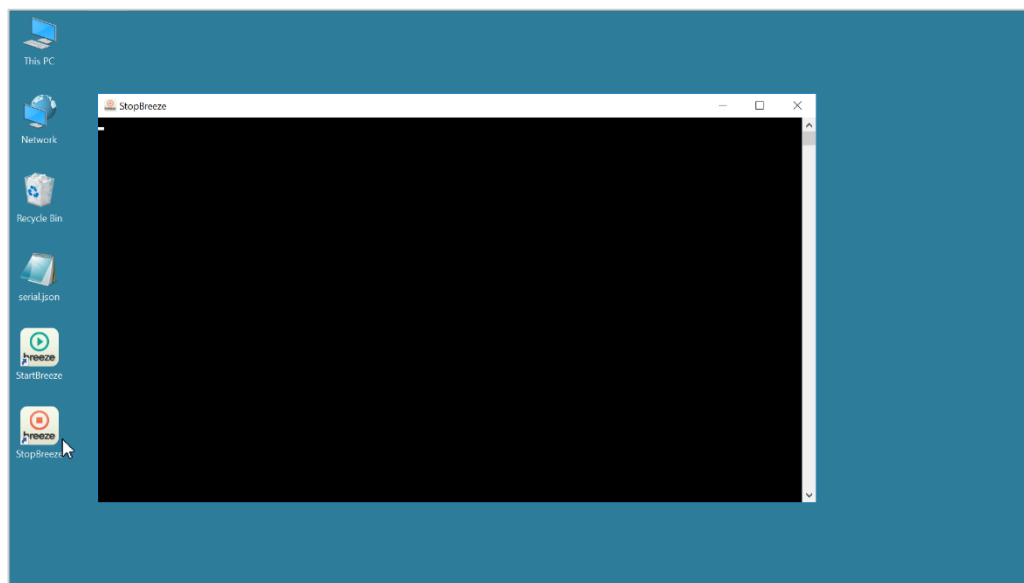
The **Background Application** is a watchdog program designed to restart the **Breeze Player** anytime the program senses playback has stopped. Failing to stop the **Background Application** results in the **Breeze Player** periodically restarting while a user is working with the device.

Stop the Background Application

1. To stop the **Background Application**, double-click the **StopBreeze** icon on the desktop.



2. A command prompt screen briefly flashes on the screen when **StopBreeze** is selected.



It is important to remember to restart the **Breeze Player** software after it has been stopped. Failure to restart the **Breeze Player** results in a digital sign that continues to display the desktop.

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Breeze Player Software

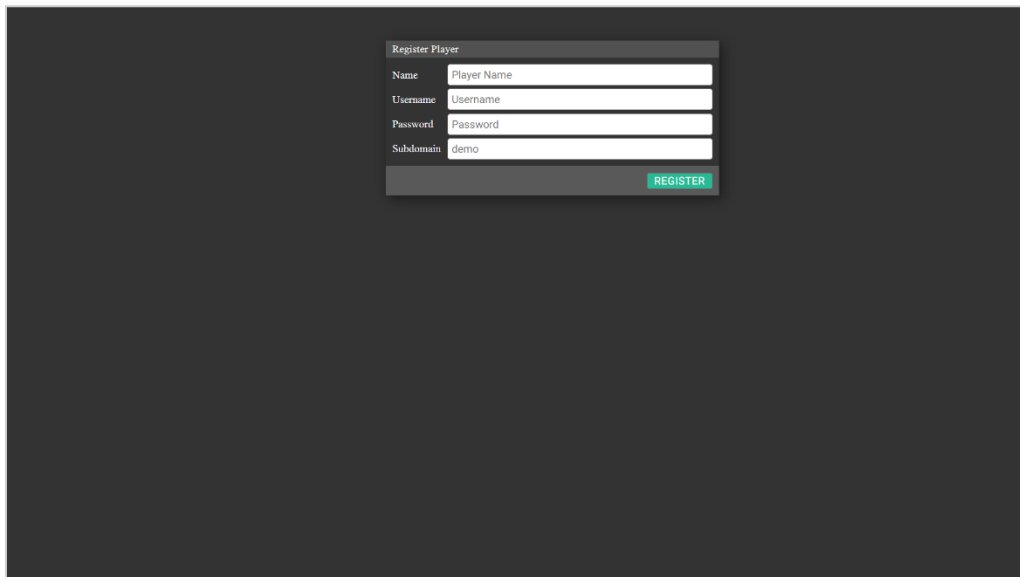
Start the Background Application

1. To re-enable the **Background Application**, double-click the **StartBreeze** icon on the desktop. Playback will start within two minutes, if it does not start immediately.



StartBreeze

Note: If the **Register Player** window appears instead of the **Breeze Player** starting, the player is not connected to a **Breeze** server. More information about this topic is provided in the **Breeze Server Communication** section on page 19.

A screenshot of a "Register Player" window. The window has a dark grey background and a white title bar. It contains four input fields: "Name" with the placeholder text "Player Name", "Username" with the placeholder text "Username", "Password" with the placeholder text "Password", and "Subdomain" with the placeholder text "demo". A green "REGISTER" button is located at the bottom right of the form area.

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Breeze Player Software

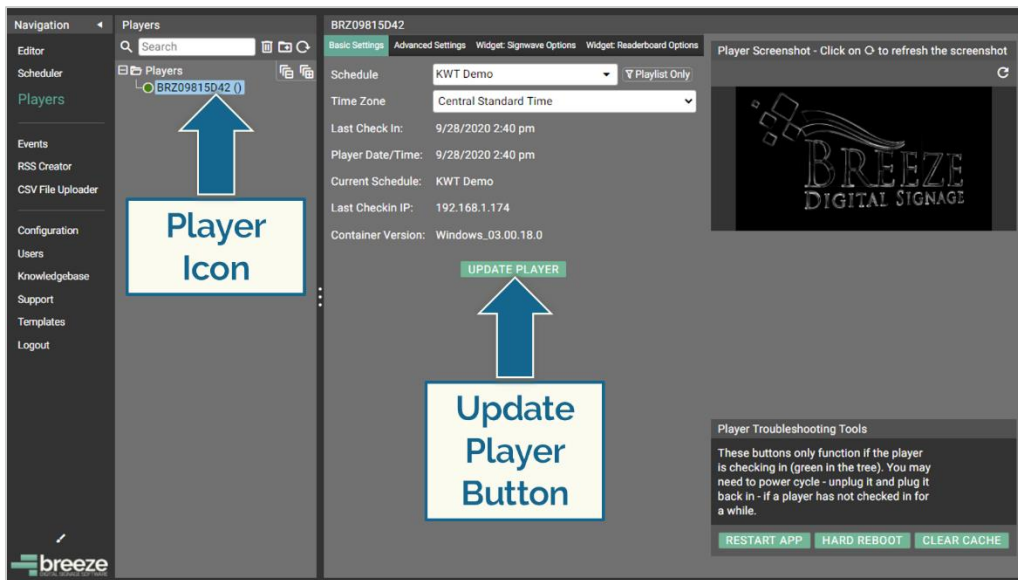
Players Tool

The **Players** tool is the interface between users and the **Breeze Players**, providing a central location to review and edit player information and operations. Each player registered to a **Breeze** server is represented by an icon in the **Players** tool.

Playback of the demo schedule begins as soon as a player is provided with power and connected to a screen.



Each player icon has a green or red indicator, signaling if the player is online with a glance. An update must be sent to the player via the **UPDATE PLAYER** button to inform the player of any changes to content, playlists, schedules, and player settings.



Please refer to the [Breeze Quick Start Tutorial - Part II](#) for more information about the **Players** tool.

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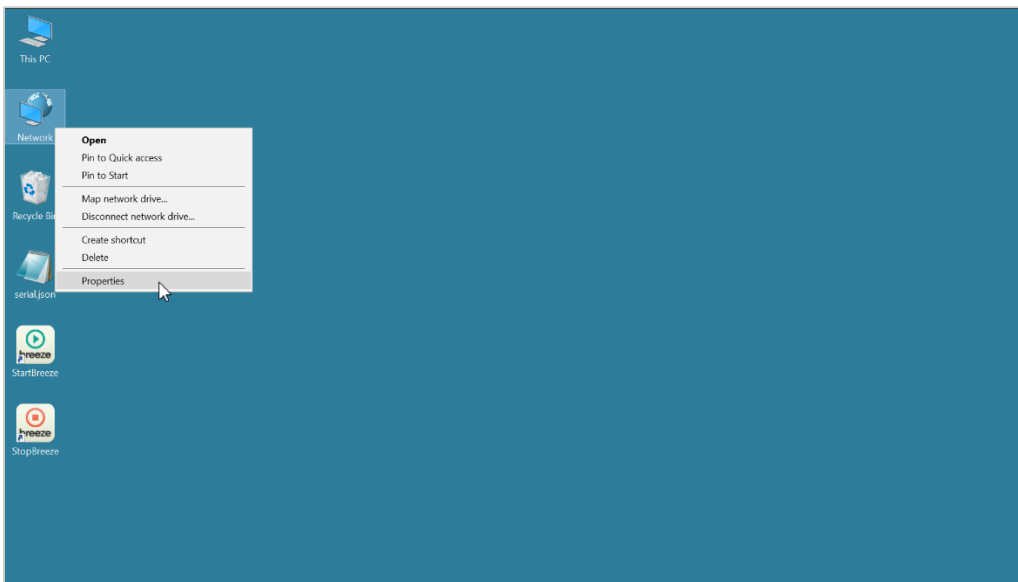
Network Connections

Wireless Connection

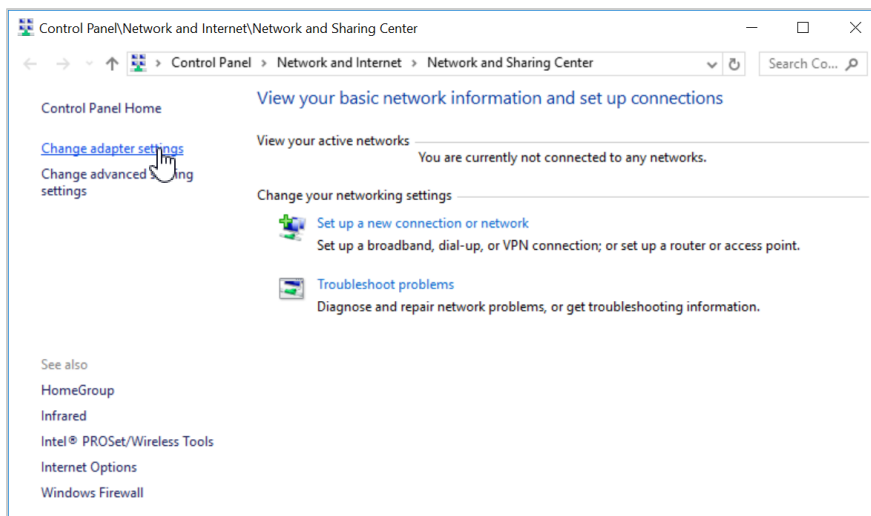
A wireless signal can be used to connect the **Breeze Player** to the Internet instead of an Ethernet cable.

Assign a Wireless Connection

1. Stop the **Breeze Player** and the **Background Application**.
2. Right-click on the **Network** desktop icon and select **Properties** from the menu.



3. The **Network and Sharing Center** will look similar to the image below, depending on if the player has a current network connection. Select **Change adapter settings** from the menu on the left.

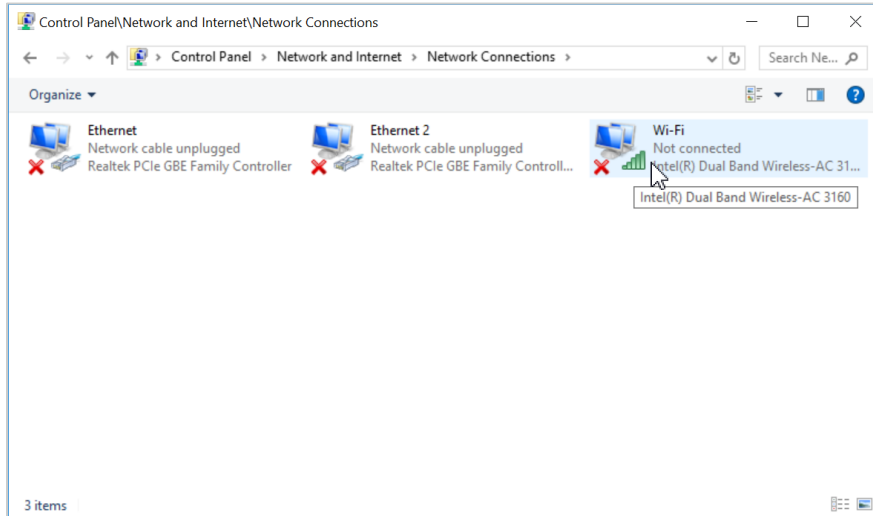


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Network Connections

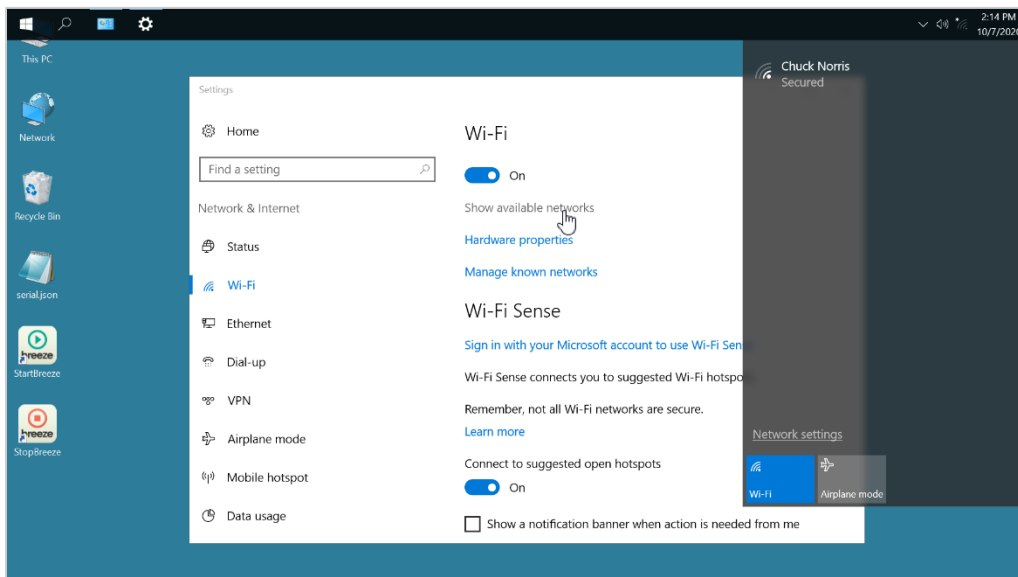
Assign a Wireless Connection

4. Double-click on the **Wi-Fi** icon to open the **Windows Settings Network & Internet Wi-Fi** window.



5. In the **Windows Settings Network & Internet Wi-Fi** window, turn on the **Wi-Fi** capability. Then, click on **Show available networks** to view the available wireless network connections.

The available wireless network connections are displayed in a pop-up list in **Notifications** area of the **Windows** taskbar.

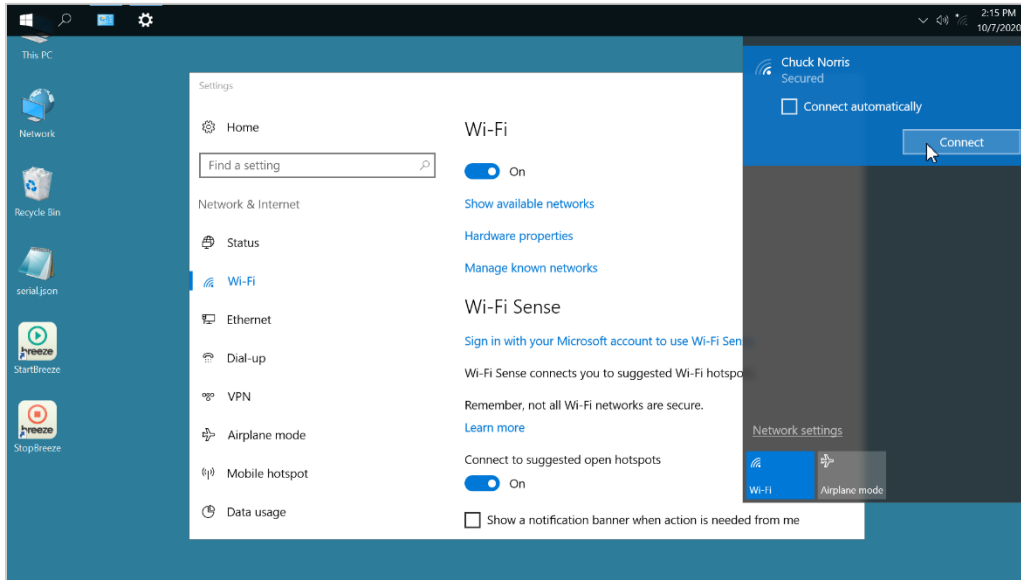


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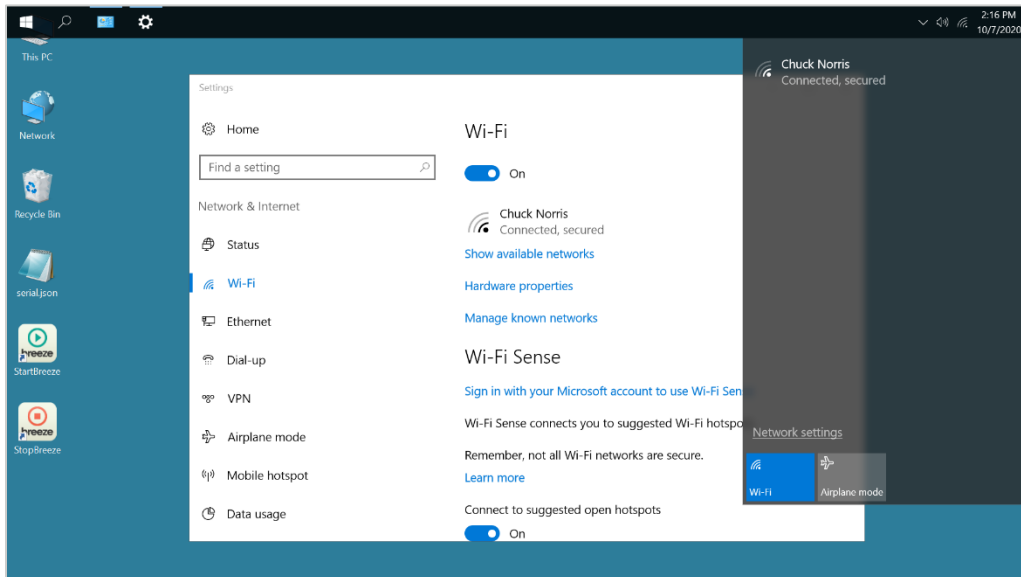
Network Connections

Assign a Wireless Connection

6. Select a wireless network from the pop-up list and a **Connect** button appears. If the wireless network is secured, a prompt requires the password or network security key to be entered before a connection is established.



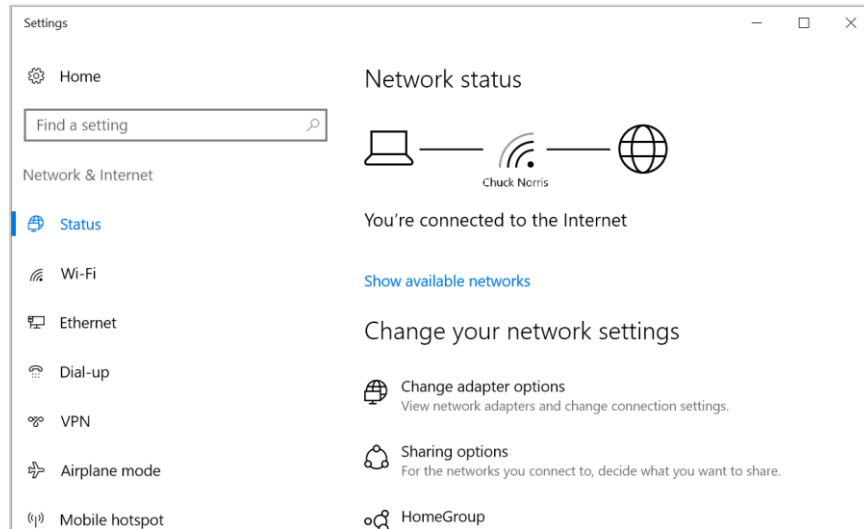
7. After the player connects to the wireless network, **Connected** is displayed below the wireless network connection in the connections pop-up list.



Network Connections

Assign a Wireless Connection

8. The wireless network connection can be verified in the **Network & Internet: Wi-Fi** settings or **Network & Internet: Status** settings.



9. Close all **Settings** windows. Double-click the **StartBreeze** icon on the desktop to restart the **Background Application**.

Network Connections

Out of the box, a **Breeze Player** device is configured to use DHCP. DHCP is a network protocol that automatically obtains an IP address for the player device after physical installation is complete. If the player device does not receive an IP address automatically, please contact your network administrator or IT technician.

Static IP Address

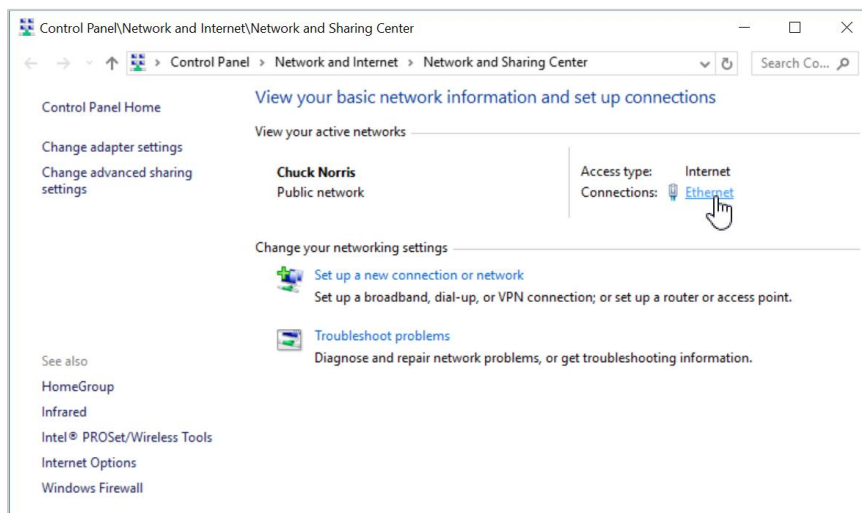
A static IP address can be configured for a wired or wireless connection. Please contact your network administrator to be assigned an open static IP address for each player.

Assign a Static IP Address

1. Stop the **Breeze Player** and the **Background Application**.
2. Right-click on the **Network** desktop icon and select **Properties** from the menu.



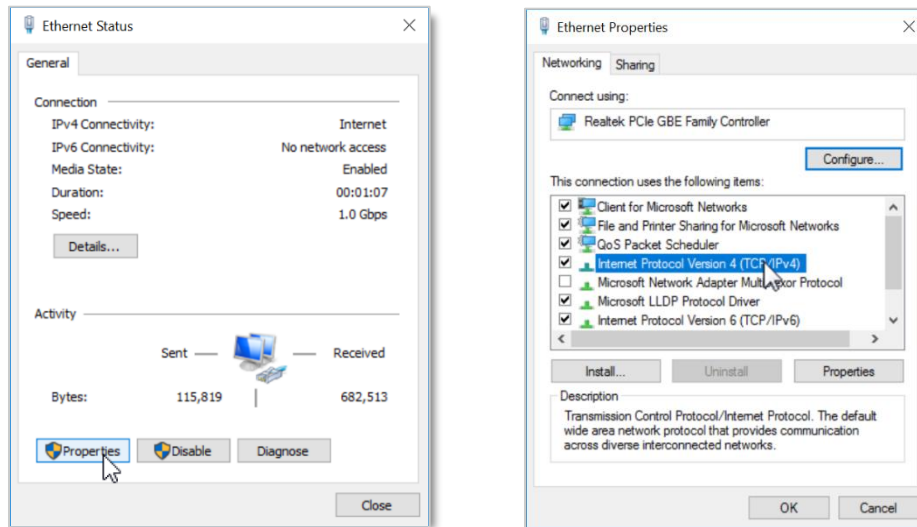
3. In the **Network and Sharing Center**, select the current network connection by clicking on **Connection** in the **View your active networks** area.



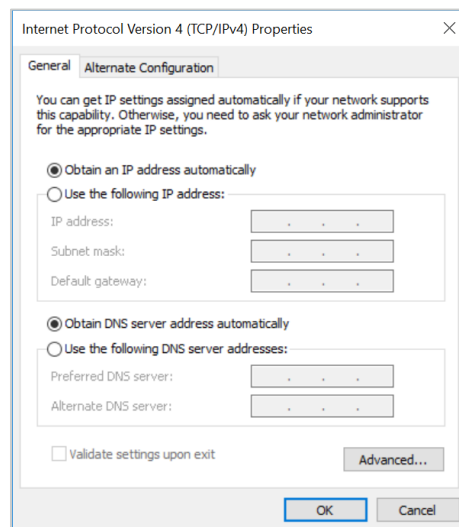
Network Connections

Assign a Static IP Address

4. In the current connection **Status** window, click on the **Properties** button.
5. In the current connection **Properties** window, select **Internet Protocol Version 4 (TCP/IPv4)** by selecting the label in the list and then selecting the **Properties** button.



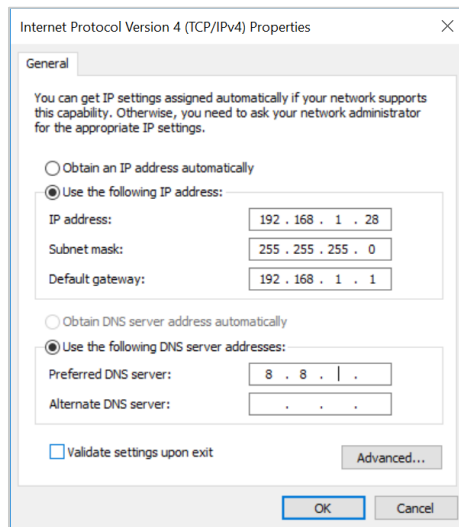
6. The **Internet Protocol Version 4 (TCP/IPv4) Properties** window opens. By default, the radio button **Obtain an IP address automatically** is selected. This is DHCP, or Dynamic Host Configuration Protocol.



Network Connections

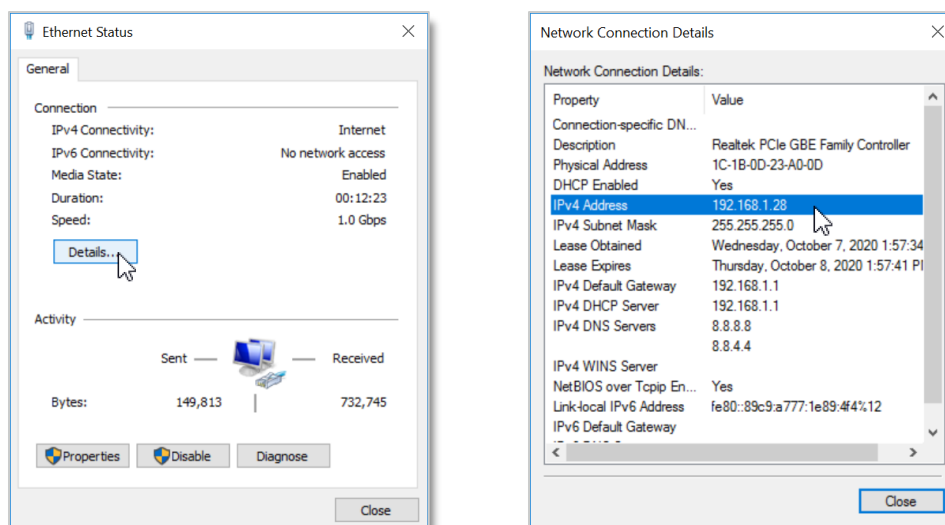
Assign a Static IP Address

- To assign a static address to the player, select the **Use the following IP address** radio button. A static IP address (as well as the subnet mask and default gateway) must be compatible with the connected network. This information is typically provided by a network administrator or IT department.



Note: DNS server addresses must also be provided when using a static IP address.

- Click OK in the **Internet Protocol Version 4 (TCP/IPv4) Properties** window and the **Local Area Connections Properties** window. Click on the **Details...** button in the **Local Area Connection Status** window to confirm the statically assigned IP address is being used.



- Close all open windows. Double-click the **StartBreeze** icon on the desktop to restart the **Background Application**.

There are a myriad of IT methods that can be applied to truly complicate connections (such as virtual private networks, host files, and aliasing). It is best to work cooperatively with the IT department to ensure smooth operations.

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Network Connections

Confirm Connectivity

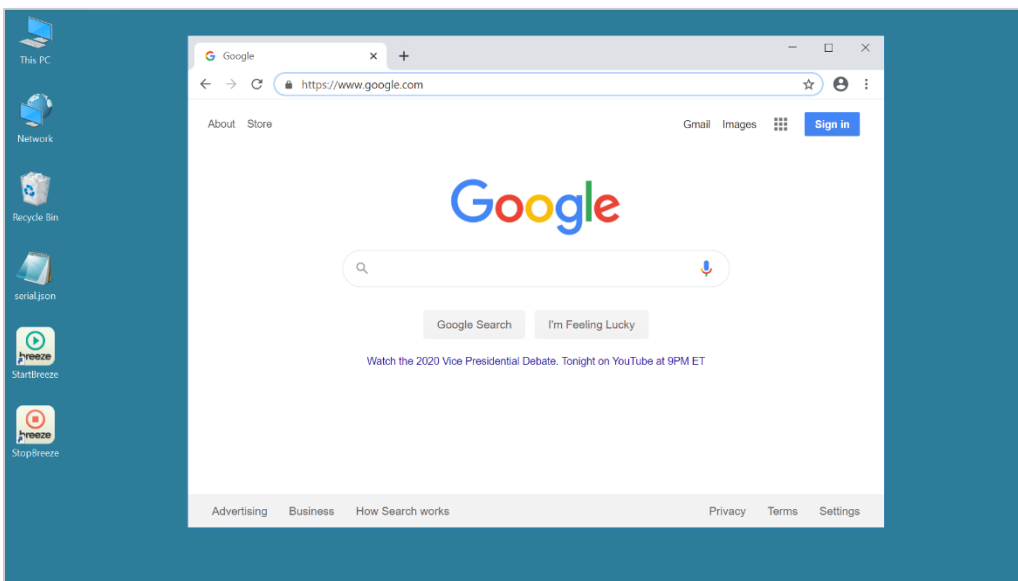
Google Chrome can be used to confirm network connectivity once a **Breeze Player** device is installed and connected to the Internet.

To Confirm Internet Connectivity

1. Stop the **Breeze Player** and the **Background Application**.
2. In the **Windows Start Menu**, select the **Google Chrome** web browser.



3. Internet connectivity is confirmed when a webpage, such as www.google.com, loads successfully.



4. Close the web browser and double-click the **StartBreeze** icon on the desktop to restart the **Background Application**.

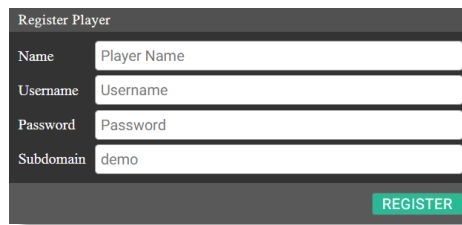
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Network Connections

Breeze Server Communication

A player's registration is the method by which a **Breeze Player** connects to a **Breeze** server. A player must be connected to the Internet and registered to communicate with a server.

Players are pre-registered to the **Breeze** server in the **Keywest Technology Production** department before shipping. However, if a player is accidentally deleted in the **Players** tool, the player must be registered to the **Breeze** server again. While a player is unregistered, the **Register Player** window opens whenever the **Breeze Player** software is started.

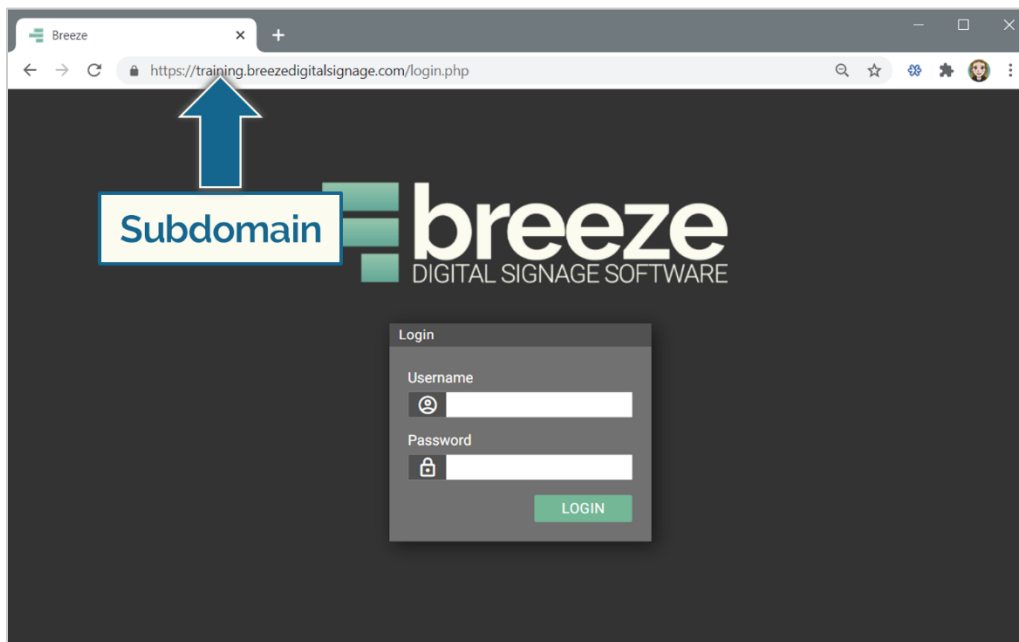


The Register Player window is a dark-themed dialog box with the title "Register Player". It contains four input fields: "Name" with the placeholder "Player Name", "Username" with the placeholder "Username", "Password" with the placeholder "Password", and "Subdomain" with the placeholder "demo". A green "REGISTER" button is located at the bottom right of the window.

Name is the label for the player icon in the **Players** tool. It is usually helpful to name a player according to location, especially when managing multiple players.

Username and **Password** correspond to a set of credentials used to login to the **Breeze** server.

The **Subdomain** field requires the subdomain of the **Breeze** server. A **Breeze** server with a web address of <https://training.breezedigitalsignage.com> has a subdomain of "training." A user should type "training" in the **Subdomain** field of the **Register Player** window.

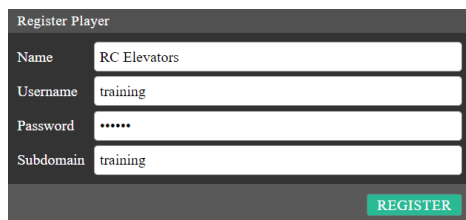


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Network Connections

Breeze Server Communication

Once a user has gathered the necessary information, registering a **Breeze Player** is simply a matter of entering the correct information in the fields while the player is connected to the Internet.



The 'Register Player' form contains the following fields:

- Name: RC Elevators
- Username: training
- Password: *****
- Subdomain: training

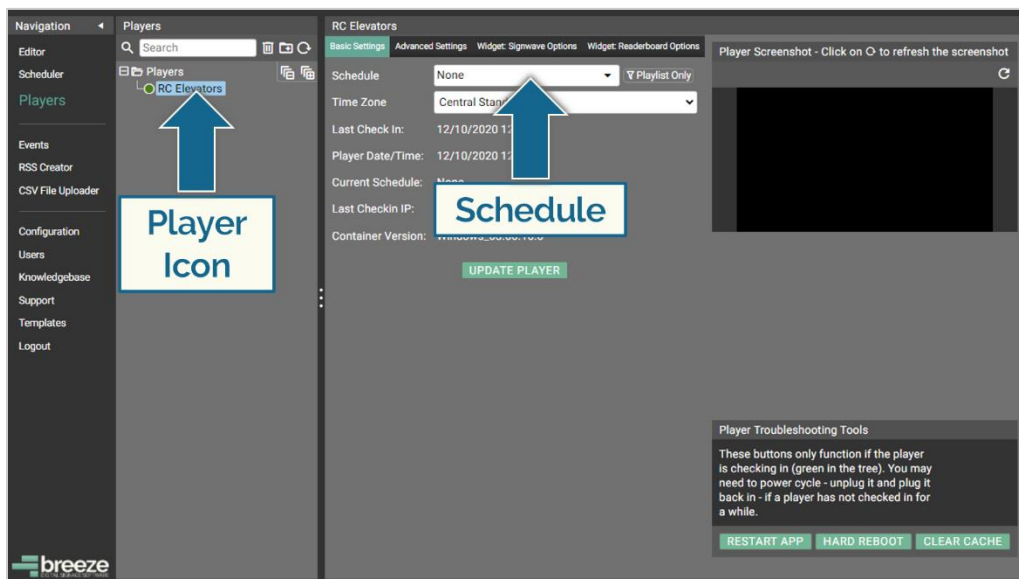
A green **REGISTER** button is located at the bottom right of the form.

A newly registered player must be assigned content! The player will continue to display “None,” or a black screen, until a user selects a schedule for the player.

Register a Breeze Player

1. Enter a name to label the player in the **Players** tool.
2. Enter credentials used to login to the **Breeze** server in the **Username** and **Password** fields.
3. **Subdomain** is the subdomain of the **Breeze** server, detailed on the previous page.
4. Select the **REGISTER** button.
5. Confirm an icon for the player is present in the **Players** tool of the **Breeze** server.

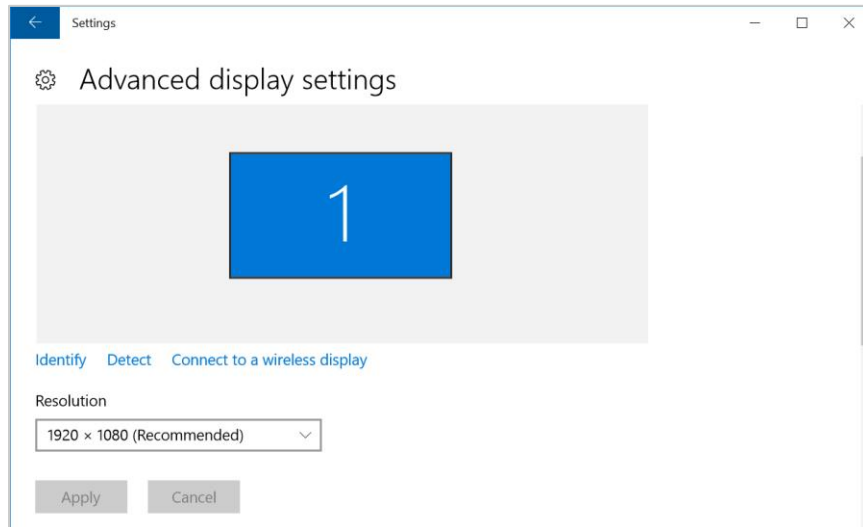
Select the player icon, choose a **Schedule** and click on **UPDATE PLAYER** to deliver content to the player!



Resolution & Screen Settings

Resolution is the number of pixels a screen can display in each direction. The correct resolution is a critical factor in achieving great-looking digital signage!

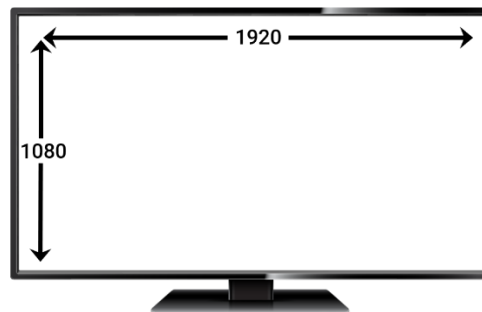
Supported screen resolutions are automatically detected by the **Windows** operating system and can be found in the **Resolution** field of the **Advanced display settings**.



Screen Resolution

Screens possess two sets of width and height measurements: physical and digital. While most people are familiar with physical screen sizes, like 60 inches, screens also possess a digital size measurement known as [display resolution](#).

The resolution of a screen is the number of pixels the screen can display in each direction. A pixel is the smallest unit of measure of digital graphics. Numerous pixels combine together to create the “picture” displayed on a screen.



The resolution of the screen connected to a player is the size new playlists should be created for the attached player. The playlist resolution is entered in the **Screen Units** fields of the **New Playlist** window.

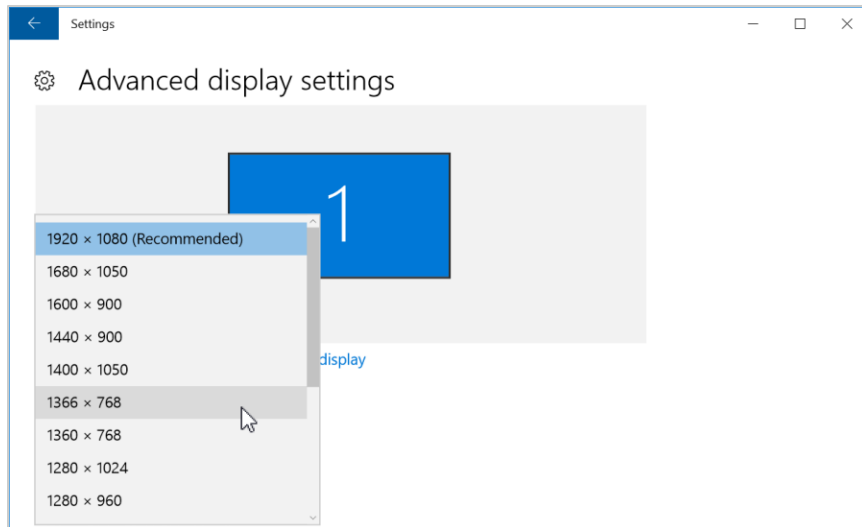
Please refer to [Breeze Quick Start Tutorial - Part I](#) for more information about the **New Playlist** window.

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Resolution & Screen Settings

Screen Resolution

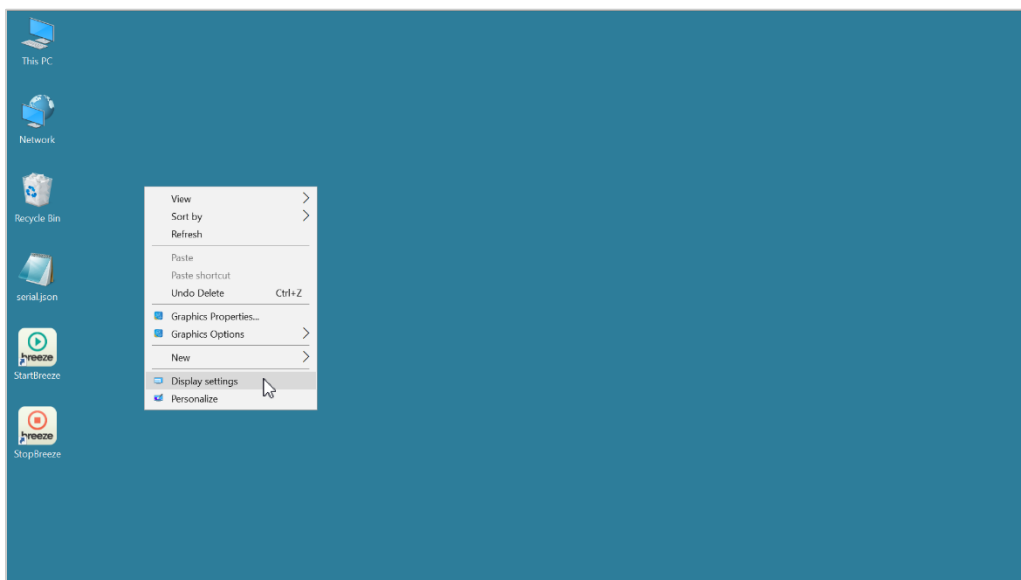
Windows detects the native resolution of a screen. The native screen resolution is typically the highest resolution a screen can support. A **(Recommended)** suffix is added to the native resolution selection in the **Resolution** drop-down list.



The step-by-step instructions below detail adjusting screen resolution in the **Display settings** window. The supported screen resolutions can also be accessed by right-clicking on the device desktop, hovering over **Graphics Options** and selecting **Resolution** from the next menu.

Locate Supported Screen Resolutions

1. Stop the **Breeze Player** and the **Background Application**.
2. Right-click on the desktop and select **Display settings** from the menu.

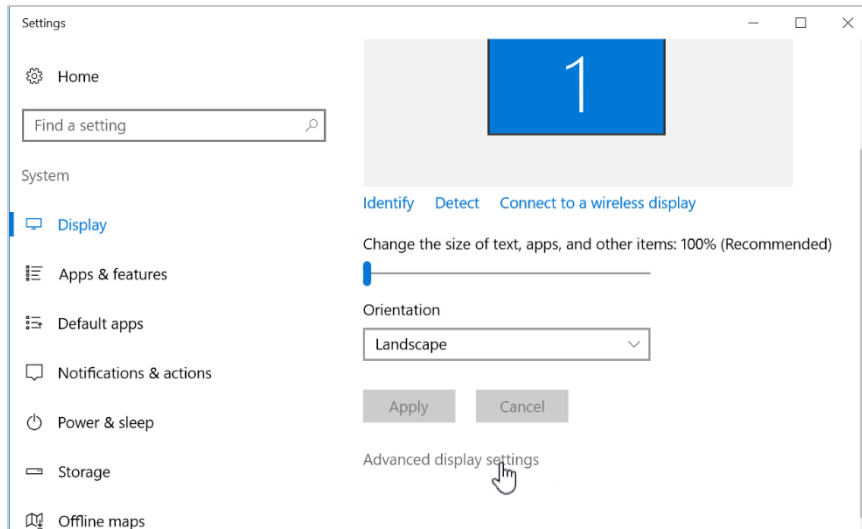


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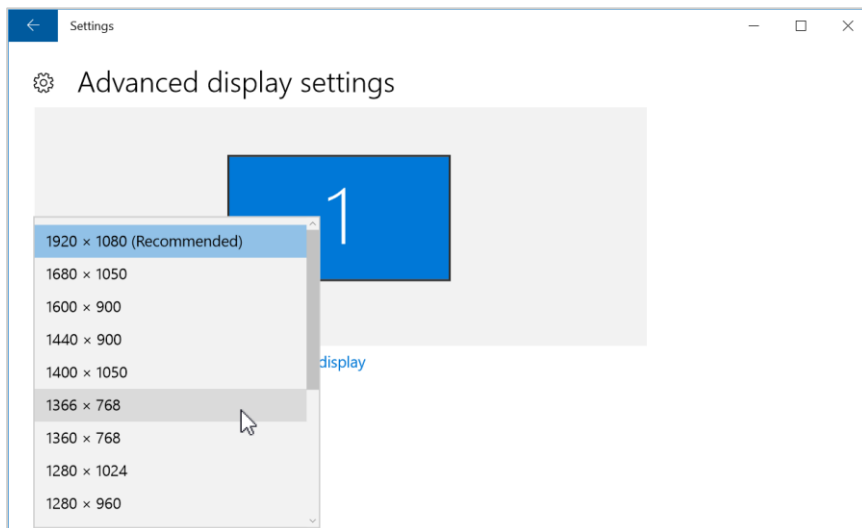
Resolution & Screen Settings

Locate Supported Screen Resolutions

3. In the **Display Settings** window, scroll down and select **Advanced display settings**.



4. The supported resolutions for the screen connected to the player are listed in **Advanced display settings** window. More information about this topic is provided in the **Screen Resolution** section on page 21.



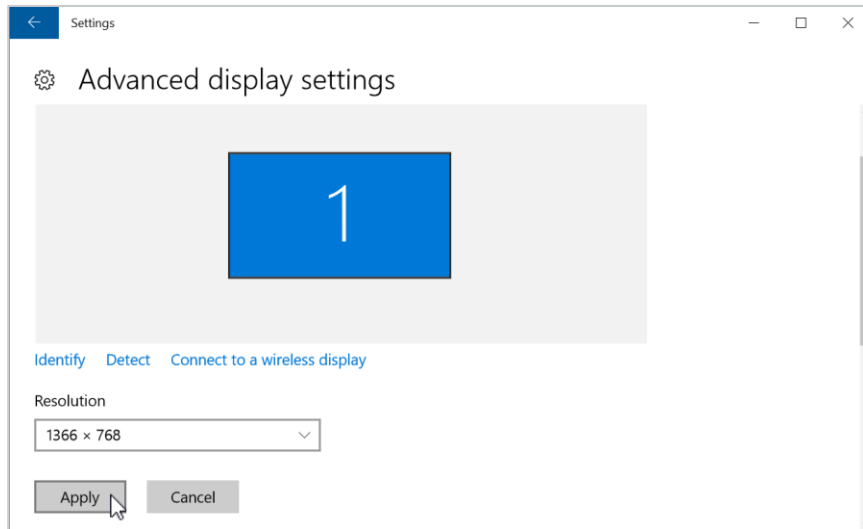
A screen with more advanced technology, such as 4K resolution, will offer additional screen resolution selections.

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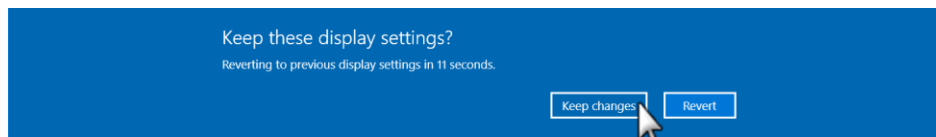
Resolution & Screen Settings

Locate Supported Screen Resolutions

- Record the selected resolution or select a new resolution. When a new resolution is selected, click the **Apply** button to view the new resolution.



- A banner appears across the screen to confirm the change. Select **Keep changes** before 15 seconds have passed to permanently apply the newly selected resolution.



- Close the **Settings** window. Double-click the **StartBreeze** icon on the desktop to restart the **Background Application**.

Be sure to record the selected resolution so the correct size is used to build playlists in the **Editor**.

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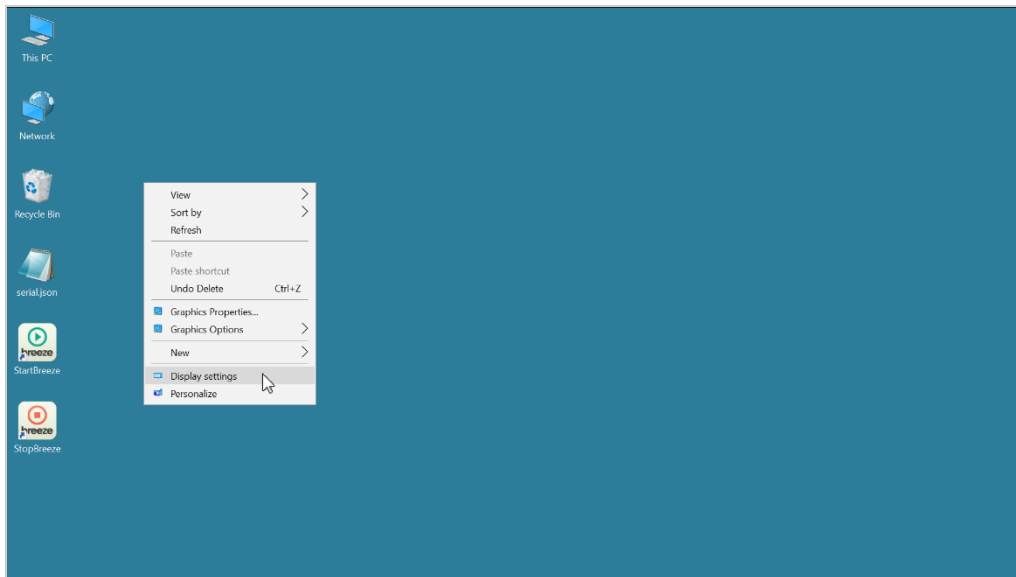
Resolution & Screen Settings

Duplicate Displays

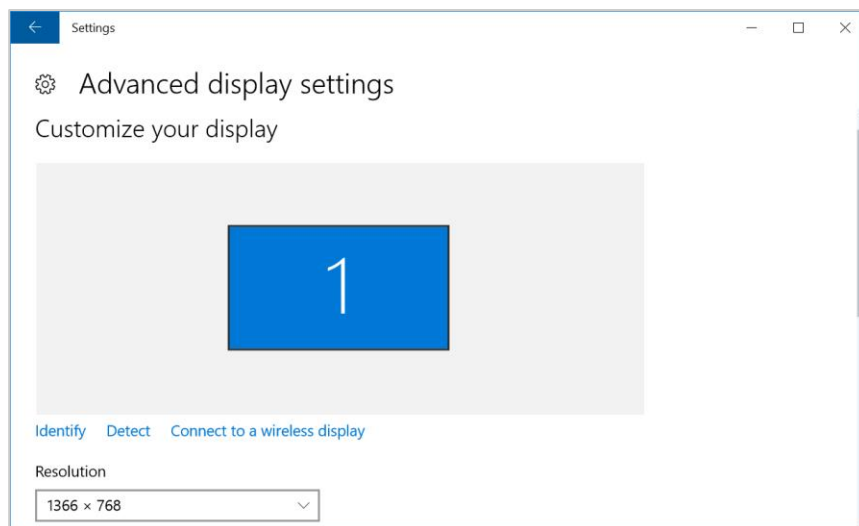
Duplicate these displays is the default setting selected when a second screen is attached to the **Breeze Player** device and is the desired selection in the **Multiple Displays** menu. **Duplicate these displays** is the ONLY dual output supported by the **Breeze Player** software.

Configuring Dual HDMI Output

1. Stop the **Breeze Player** and the **Background Application**.
2. Right-click on the device desktop and select **Display settings** from the menu provided.



3. When one screen is connected to the player, the **Customize your display** area of the **Display Settings** window shows one box labeled with the number 1.



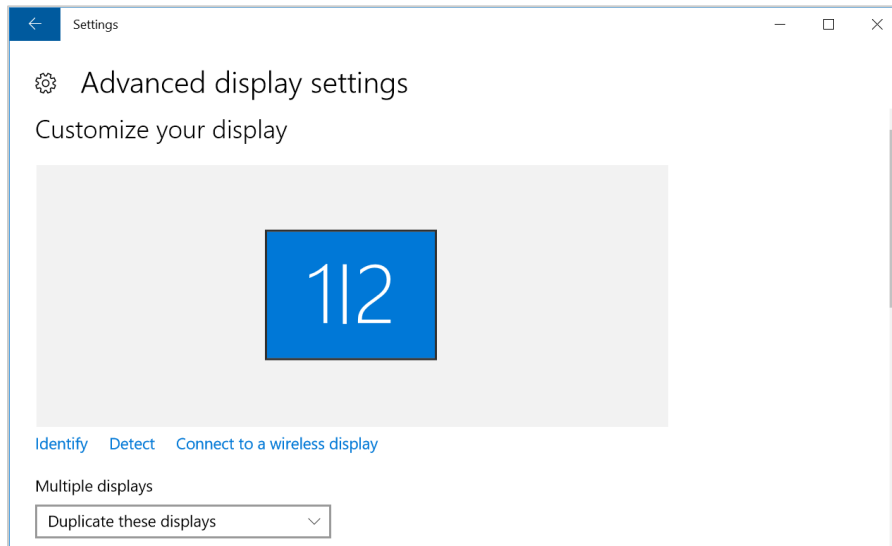
Resolution & Screen Settings

Configuring Dual HDMI Output

4. When two screens are connected to the player, two numbers are present in the **Customize your display** area and an additional field labeled **Multiple Displays** is also present.

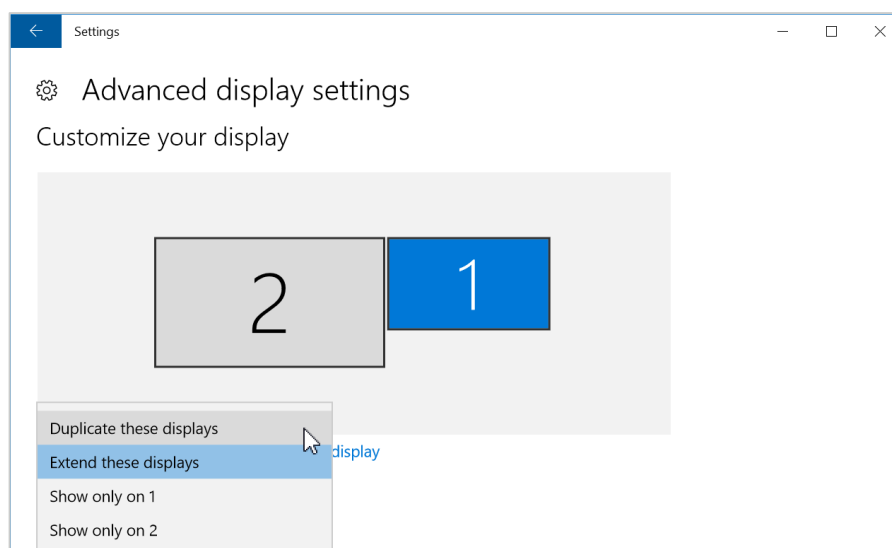
When **Duplicate these displays** is selected in the **Multiple Displays** field, only one box is shown because the screens will have duplicate content.

Note: **Duplicate these displays** is the only selection in the **Multiple Displays** list supported by the **Breeze Player**!



5. When **Extend these displays** is selected in the **Multiple Displays** field, two boxes are shown because the screens will have different content.

Because **Extend these displays** is not supported by the **Breeze Player**, please select **Duplicate these displays** in the **Multiple Displays** field or leave one of the HDMI output ports unused.

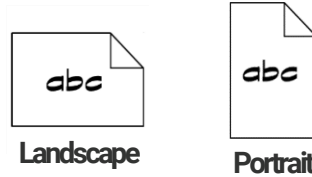


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Resolution & Screen Settings

Screen Orientation

Screen Orientation typically refers to two possible layouts: **Landscape** or **Portrait**.



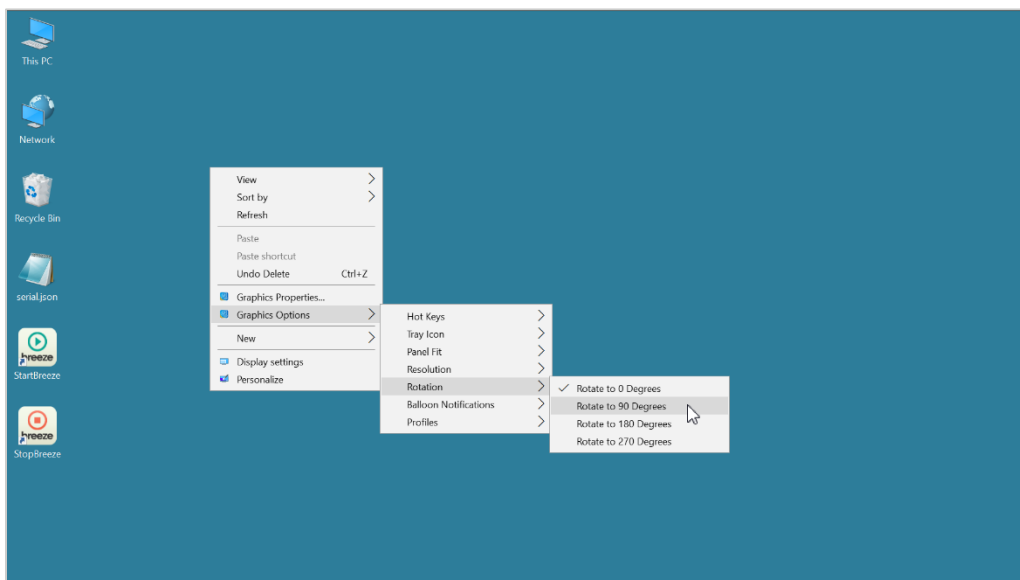
While less common than **Landscape** mode, **Portrait** mode is highly desirable for certain signs, such as large interactive kiosks.



The **Screen Orientation** can be altered in the **Display Settings** window or in the right-click menu generated on the **Windows** desktop. The **Screen Orientation** rotates the screen display in 90° intervals. To configure a screen in **Portrait** mode, select **Rotate to 90 Degrees**.

Configure Portrait Mode

1. Stop the **Breeze Player** and the **Background Application**.
2. Right-click on the device desktop and hover over **Graphics Options** in the menu provided.
3. Hover over **Rotation** in the next menu and select **Rotate to 90 Degrees**. (If the display is upside down, repeat steps 2-3 and select **Rotate to 270 Degrees** instead.)



BRZ 352 Installation Guide

Audio Configurations

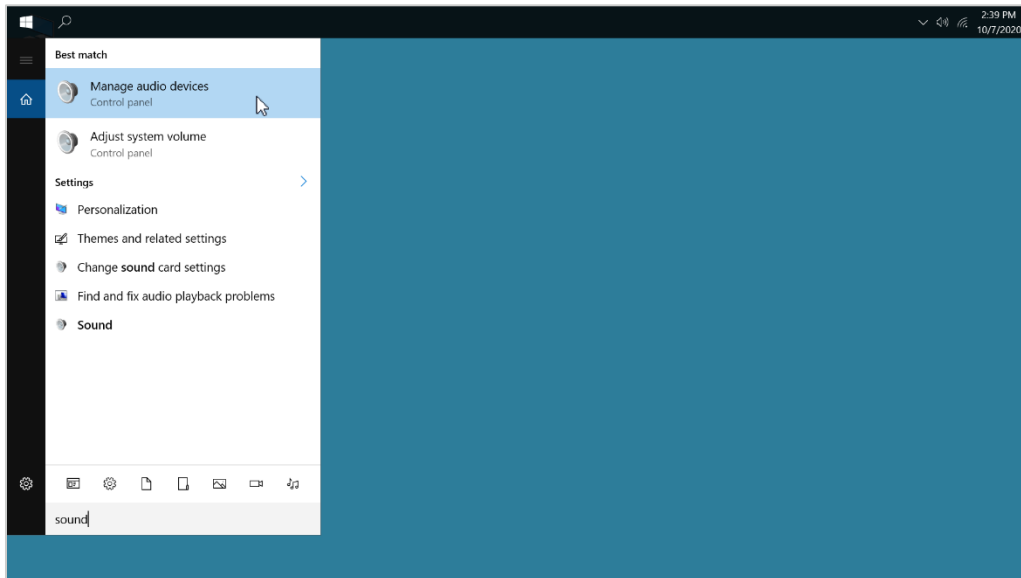
The **Breeze Player** is configured to use the connected screen's audio output by default. If the screen does not have audio output, speakers can be connected to the **Breeze Player**. The audio output type and volume level are adjusted in the **Sound** tool.

Open the Sound tool

1. Hover at the top of the screen for the **Windows** taskbar and then select the **Search** icon.



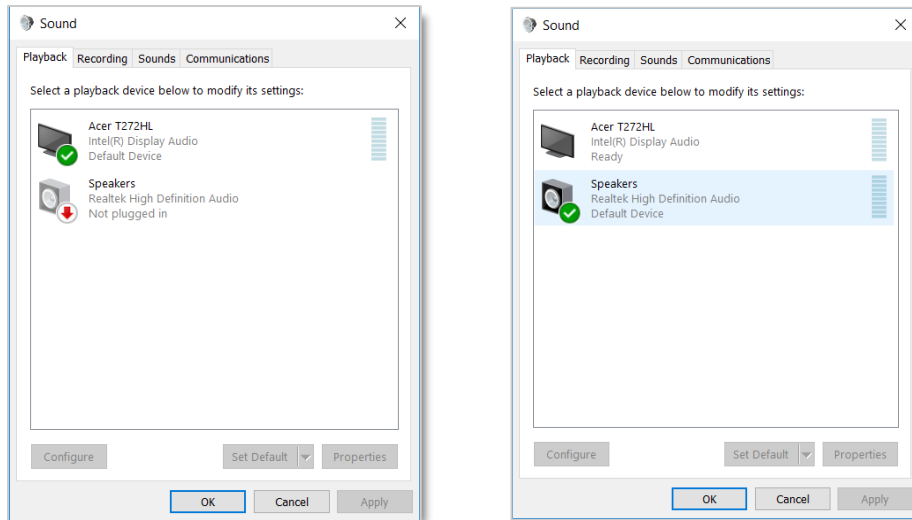
2. Type "sound" in the search bar and select **Manage audio devices** from the search list.



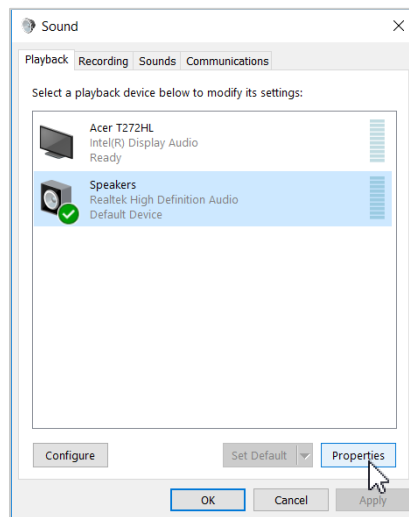
Audio Configurations

Adjust the audio output

1. The connected screen is selected as the **Default Device** for audio output unless another form of audio output is available.
2. When another audio output device is connected, the new device is typically selected as the **Default Device** for audio output.



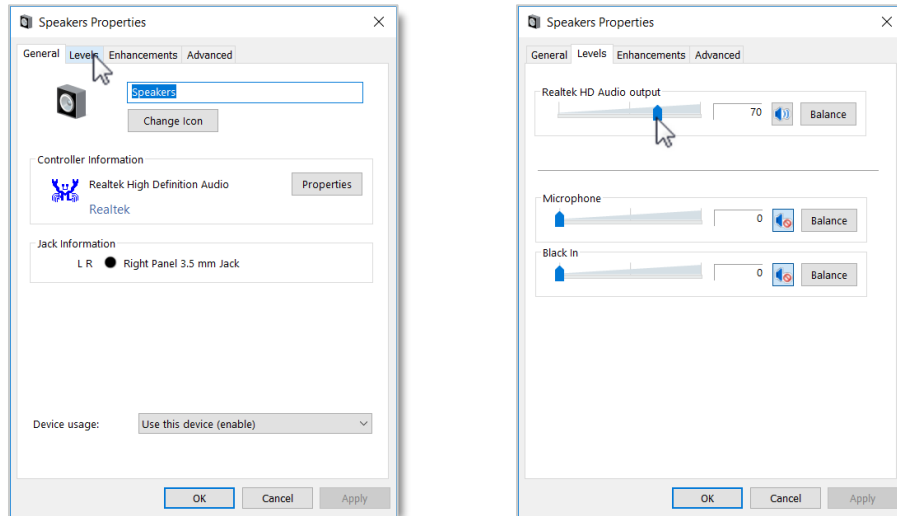
3. Clicking on the **Properties** button opens a **Properties** window with settings for the currently selected audio.



Audio Configurations

Adjust the audio output

4. Select the **Levels** tab in the **Properties** window to adjust the volume.
5. In the **Levels** tab, drag the slider to adjust the output volume level of the selected **Audio**.



There are many places to adjust the volume of a playlist and even specific media items within a playlist.

- Volume control for individual media items within a playlist is located in the **Breeze Editor Media Properties**
- Volume control for each zone, and all media in the zone, is located in the **Breeze Editor Zone Properties**
- **Audio** output volume control for the **Breeze Player** hardware settings is accessed from the player desktop
- Volume control of the attached screen or external speakers

Please refer to [Breeze Quick Start Tutorial - Part I](#) for more information about the **Breeze Editor Properties**.