



MEDIAZONE PRO PLAYER INSTALLATION GUIDE

VERSION 1.3 March 2015

MEDIAZONE PRO SUPPORT

Technical

Technical support is included at no charge. Questions or issues can be submitted by phone, e-mail and online chat to **Keywest Technology Technical Support**.

Contact information:

- Phone: 1-800-331-2019, Option #2
- E-mail: tech@keywesttechnology.com
- Chat: live chat assistance is available at <u>http://helpdesk.keywesttechnology.com/</u>

Documentation

MediaZone Pro Editor User Manual:

http://helpdesk.keywesttechnology.com/index.php?/Knowledgebase/Article/View/4/31/mediazone-pro-editoruser-manual

Additional Documentation:

http://helpdesk.keywesttechnology.com/index.php?/Knowledgebase/Article/View/15/31/scheduling-playlists

http://helpdesk.keywesttechnology.com/index.php?/Knowledgebase/Article/View/208/31/retrieving-playlistsfrom-a-mediazone-pro-player

http://helpdesk.keywesttechnology.com/index.php?/Knowledgebase/Article/View/213/4/stop-and-restart-themediazone-pro-player-software

Training Videos

http://www.mediazonepro.com/demo-videos/

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HARDWARE



Note: The player hardware may not be exactly as pictured above. Please contact **Keywest Technology Technical Support** for additional assistance if needed.

Player Accessories

Your MediaZone Pro Player will include the following accessories.

Accessories:

- 1. 19.5V power supply
- 2. Power cord
- 3. Wireless Antenna
- 4. Mounting bracket (1)
- 5. Player-mounting screws (4)

Note: If the player kit that you received did not include these accessories, please notify **Keywest Technology Technical Support**.

HARDWARE

Install Players

Connect the MediaZone Pro Player:

Video Output:

- 1. Connect the HDMI cable to the HDMI output (#7) on the **MediaZone Pro Player**. For a VGA cable, connect the cable to the VGA output (#6) on the **MediaZone Pro Player**.
- 2. Connect the other end of the HDMI or VGA cable to a display monitor, television, or video distribution system.

Ethernet:

3. Connect the Ethernet cable to the Ethernet input (#8) on the MediaZone Pro Player.

Power:

4. Plug the power cord into to the 19.5V power supply and the electrical outlet. Plug the 19.5V power supply into the **MediaZone Pro Player**.

Speakers (Optional):

5. Connect the audio cables from the display monitor to the speaker output (#11) on the **MediaZone Pro Player**.

Default Playlist:

After these connections are made, the default playlist loaded on your player will begin showing on the display monitor.



STOP AND START THE PLAYER PROGRAM

Stop and Start the Player Software

To stop the **MediaZone Pro Player** software, you will need to connect a mouse and keyboard to the player or establish a remote connection to the player.

Stop the MediaZone Pro Player software:

 To stop the MediaZone Pro Player software, click the Escape key on your keyboard or right-click on the mouse. If the MediaZone Pro Player does not stop, click Escape or right-click on the mouse until the Windows desktop is seen.

Note: Once the **MediaZone Pro Player** software has stopped, you'll also need to stop the **Background Application** to prevent the software from restarting automatically. For more information about this subject please see the section on the next section: **Stop the Background Application**.

Restart the MediaZone Pro Player software:

1. To restart the **MediaZone Pro Player** software, double click the **MediaZone Pro** desktop icon. Playback will begin immediately.



STOP AND START THE PLAYER PROGRAM

Stop the Background Application

The **Background Application** is a watchdog program designed to restart playback anytime the program senses the playback content is not running. Failing to "stop" the **Background Application** will result in the program continually restarting the player while you are adjusting the player settings.

Stop the Background Application:

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



Note: A command prompt screen will flash when the **Background Application** is successfully stopped. To be sure, check for a **MediaZone Pro** icon in the system tray indicating the application is running. If there is no icon in the system tray, the **Background Application** has successfully been stopped.



Be sure to restart the **Background Application** when you are finished adjusting the player settings!

STOP AND START THE PLAYER PROGRAM

Start the Background Application

Restart the Background Application:

1. To re-enable the **Background Application**, double-click on **Start Background App** on the desktop. The player will begin playback within two minutes. Click on the **MediaZone Pro** desktop icon to start immediate playback.



Determine Player Network Address

Out of the box, the **MediaZone Pro Player** is configured to use DHCP and will automatically obtain a network address for you. A network address is also called an IP address. If the player does not automatically obtain an IP address, please contact your network administrator.

The **MediaZone Pro Editor** uses a player's IP address to communicate over the network. Therefore, no communication is possible until the IP address is entered in the editor software.

Verify the player is connected to the network before proceeding.

Configure the Player IP address in the Editor software:

1. First, the IP address of the player must be determined. Right-click on the **Network** desktop icon and select **Properties** from the menu.



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

😧 👻 🔹 Control Panel 🔹 All 🤆	Control Panel Items + Network and Sharing	g Center	👻 🛃 Sear	rch Control Panel	
Control Panel Home	View your basic network informat	ion and set up conn	ections		
Manage wireless networks Change adapter settings Change advanced sharing settings	MZP111414BA (This computer)	🌗 keywest.local		() Internet	See full map
	keywest.local Work network		Access type: In Connections: 🔋	nternet ocal Area Connecti	
	Change your networking settings	network d, dial-up, ad hoc, or VI	⁹ N connection; or set	up a router or acce	ess point.
	Connect or reconnect to a w Choose homegroup and sha Access files and printers loca	iireless, wired, dial-up, ring options ated on other network o	or VPN network conne computers, or change	ection. sharing settings.	
See also HomeGroup Internet Options	Troubleshoot problems Diagnose and repair network	c problems, or get trout	eshooting information	n.	

Determine Player Network Address (continued)

3. A window opens showing the connection status. IPv4 Connectivity status is the first item listed.

🏺 Local Area Connect	ion 2 Statu	IS	x
General			
Connection IPv4 Connectivity: IPv6 Connectivity: Media State: Duration: Speed: Details	•	No Inter	Internet net access Enabled 00:18:51 1.0 Gbps
Activity			
	Sent —	-	Received
Bytes:	83,952		433,728
😗 Properties 🛛 🌔	🕽 Disable	Diagnose	J
			Close

4. Click on the **Details...** button to determine the specific IP address currently assigned to the player.

Property	Value	•
Connection-specific DN	keywest.local	
Description	Qualcomm Atheros AR8171/8175 PCI	
Physical Address	D0-50-99-2F-34-D2	
DHCP Enabled	Yes	
IPv4 Address	192.168.1.106	
IPv4 Subnet Mask	255.255.255.0	
Lease Obtained	Monday, January 19, 2015 2:52:30 PN	
Lease Expires	Monday, January 19, 2015 3:52:30 PN	
IPv4 Default Gateway	192.168.1.231	
IPv4 DHCP Server	192.168.1.4	
IPv4 DNS Servers	192.168.1.4	
	64.126.4.212	
	64.126.4.216	
IPv4 WINS Server	192.168.1.4	
NetBIOS over Topip En	Yes	
Link-local IPv6 Address	fe80::45c2:be63:4e95:ec32%17	
IPv6 Default Gatewav		•
•		

Configure Players in the Editor Software

After determining the player IP address, this specific address must be entered in **MediaZone Pro Editor** software so the editor can communicate with the player.

Configure the Player IP address in the Editor software:

1. Click on Manage Player and Groups in the Share tab of the MediaZone Pro Editor toolbar.

👔 💽 🖌 MediaZone Editor Pro** – 🗖 🔀					
Home Share View Media Attributes Zone Layout					
Manage Players and Groups Manage Players Manage Share Manage Players Manage Players Share Share	xport Email taylist e Playlists Send Ret	rieve Transfer File Transfer	nt and		
Manage Players and Groups					
Add, remove or edit players and groups	zone 1 (drag and drop medi	a here)		zone 2 (drag and drop media here)	Enabled True b Location 15, 15 LockRatio False Medialtems1 (Collection) b Size 1277, 925 Tabindex 1 Type Page
					ZoneNumbe 1
Dimensions: 1700 x 900				zone 4 (drag and drop media here)	
	zone 3		1	zone 5	
Compared a here) Compared a here Compared a here) Compared a here Com					
Background	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Name Dwell Total Name	Dwell Total	Name Dwell Total	Name Dwell	Total Hame Dwell Total	Name Dwell Total
Zone 1					667, 22 .::

2. Click the **Add...** button to add a player by entering the player's IP address. Each newly installed player will need to be added in the **MediaZone Pro Editor** software.

	ß	Manag	e Players and Groups	×
	Playe	ers Groups		
		Add, Edit or Delete the collect	ion of available players	
1	-	Add 🛋 Edit 🗡 Delete		
	N	ame	IP Address	Group
				ОК

Configure Players in the Editor Software (continued)

3. Enter a name for the player. For clarity, it is recommended that players are named according to their location. Then, enter The IP address of that player.

	Add Player ×
Name:	New Player
IP Address:	192.168.1.1 Port: 21
	Verify Address
	OK Cancel

4. The **Verify Address...** button will verify the editor software can communicate with the IP address over the network. If the IP address of the player is not successfully found, please contact the IT department or network administrator.



5. Click OK to close the **Add Player** window. The newly added player now appears in **Manage Players and Groups** window.

	Manage Players and Group	s ×
Players Groups Add, Edit or Delete t ♣ Add = Edit × De	the collection of available players	
Name	IP Address	Group
New Player	192.168.1.106:21	none
		ОК .:

Static IP Address

Computers have two methods of obtaining an IP address: DHCP or static addresses. DHCP allows for maximum flexibility within a network and is also the most secure because IP addresses will change over time. However, since the **MediaZone Pro** system uses a player's IP address to communicate over the network, the editor software will no longer be able to communicate with the player after an IP address has changed. The new player IP address must be updated in the editor software each time it changes.

For this reason, a static IP address may be the preferred method for addressing. Static IP addresses can be assigned to wired or wireless connections.

A third method of communication may be implemented using the player's serial number; please contact **Keywest Technology Technical Support** for more information about this subject.

Assign a static IP address:

1. Repeat Steps 1-3 in the **Determine Player Address** section to open the **Local Area Connection Status** window. Click on the **Properties** button.

🏺 Local Area Conn	ection 2 Statu		x
General			
Connection			
IPv4 Connectiv	ity:		Internet
IPv6 Connectiv	ity:	No Interr	net access
Media State:			Enabled
Duration:			00:18:51
Speed:			1.0 Gbps
Details	1		
	1		
Activity			
·			
	Sent —	N	Received
		all a	
Bytes:	83,952		433,728
Properties	🛞 Disable	Diagnose	
	2		
	<u> </u>		
			Liose

2. In the Local Area Connections Properties window, select Internet Protocol Version 4 (TCP/IPv4) and click the Properties button.

Local Area Connection 2 Properties	x
Networking Sharing	
Connect using:	
Qualcomm Atheros AR8171/8175 PCI-E Gig	jabit Ethernet
	Configure
This connection uses the following items:	
Construction of the state	vorks 10 Driver er Properties The default unication
OK	Cancel

Static IP Address (continued)

3. 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, in action.

Internet Protocol Version 4 (TCP/IPv4) Properties	x			
General Alternate Configuration				
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.				
Obtain an IP address automatically				
O Use the following IP address:				
IP address:				
Subnet mask:				
Default gateway:				
Obtain DNS server address automatically				
C Use the following DNS server addresses:				
Preferred DNS server:				
Alternate DNS server:				
Validate settings upon exit.				
OK Cancel				

4. 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 the IT department or network administrator.

Internet Protocol Version 4 (TCP/IPv	r4) Properties ? 🗙			
General				
You can get IP settings assigned auton this capability. Otherwise, you need to for the appropriate IP settings.	natically if your network supports ask your network administrator			
C Obtain an IP address automatical	ly 🔤			
• Use the following IP address: —				
IP address:	192.168.1.129			
Subnet mask:	255.255.255.0			
Default gateway:	192 . 168 . 1 . 231			
C Obtain DNS server address automatically				
• Use the following DNS server add	resses:			
Preferred DNS server:	192.168.1.4			
Alternate DNS server:	64 . 126 . 4 .			
Validate settings upon exit	Advanced			
	OK Cancel			

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

Static IP Address (continued)

5. 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.

Network Connection Details				
	Network Connection Details:			
	Property	Value		
	Connection-specific DN			
	Description	Qualcomm Atheros AR8171/8175 PCI-E (
	Physical Address	D0-50-99-2F-34-D2		
	DHCP Enabled	No		
	IPv4 Address	192.168.1.129		
	IPv4 Subnet Mask	255.255.0.0		
	IPv4 Default Gateway	192.168.11.231		
	IPv4 DNS Servers	192.168.1.4		
		64.126.4.212		
	IPv4 WINS Server			
	NetBIOS over Topip En	Yes		
	Link-local IPv6 Address	fe80::45c2:be63:4e95:ec32%17		
	IPv6 Default Gateway			
	IPv6 DNS Server			
		Close		

Note: 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.

Wireless Network Connection

A wireless connection can be used with both DHCP and statically assigned addresses.

To Connect to a Wireless Network:

- 1. Right-click on the **Network** desktop icon and select **Properties**. (See Step 1 in the **Determine Player Network Address** section for an illustration.)
- 2. The **Network and Sharing Center** will look similar to the image below. Select **Change adapter settings** from the list on the left.



Note: If the player is connected to the network via an Ethernet cable, the **Network and Sharing Center** will look similar to the image in Step 2 of the **Determine Player Network Address** section.

3. In the **Network Connections** window, double-click on the **Wireless Network** icon to see the available wireless network connections.

Conclus		Not connected 49			
Constant and the second	Compare Learner Learner Image: Compare + Image: Co	Webes Network Connection 4	1		4
Rocal an	Load des Carectors 2 where Decision Constant 4 Cuationer Releven 44017(10:19 PC-):	Kini Creative att Chudi Norto att		Connections are available	~
Contest Fund		Open Network and Sharing Center		Wireless Network Connection 4	
Muda Jina Pro		. <u></u>		KWT hpsetup	-all 82
Rear Total				KWT Creative	-ul
Recia crow Storke				Chuck Norris	-411
Localetta Koranetta					
Sar Bedgra					_
See Rectors			Ĭ	Open Network and Sharing Center	
Winden					

Wireless Network Connection (continued)

4. A **Connect** button and **Connect automatically** checkbox appear after a wireless network is selected. **Connect automatically...** instructs the player to connect to this wireless network automatically whenever it is available.

Not connected	÷7		
Connections are available			
Wireless Network Connection 4			
кwт	.eff		
🗹 Connect automatically	<u>C</u> onnect		
hpsetup	20		
KWT Creative			
Chuck Norris			
Open Network and Sharing Center			

5. A window displays informing the user that the player is connecting to the selected network.

6. The player is now connected to the wireless network.



Confirm Connectivity with Web Browser

Once your player is connected to the wired or wireless connection, you can then use the **Internet Explorer** web browser to confirm the player is connected to the network (assuming your network has Internet access).



ADDITIONAL INSTALLATION SETUP

Audio Configurations

Your **MediaZone Pro Player** will be configured to use the connected display monitor's audio output by default. If the monitor does not have audio output, speakers can be connected to the **MediaZone Pro Player**. The audio output type and volume level are adjusted in the **Sound** tool.

Open the Sound tool:

- 1. Double-click on the **Control Panel** icon on the desktop.
- 2. Click on **Sound** in the **Control Panel** window.

📴 All Control Panel Items				
00	🥺 🔹 Control Panel 👻 All Control	Panel Items 🔹 🔹 😽	Search Control Panel	
Adjust yo	our computer's settings		View by: Small icons 🔻	
P Action	Center	administrative Tools	autoPlay	
🐌 Backup	and Restore	Real BitLocker Drive Encryption	💶 Color Management	
Crede	ntial Manager	Pate and Time	🌏 Default Programs	
📑 Deskto	p Gadgets	🚔 Device Manager	n Devices and Printers	
🖳 Display	,	🕒 Ease of Access Center	Folder Options	
💦 Fonts		🝓 HomeGroup	🔏 Indexing Options	
📳 Intel(F) HD Graphics	💮 Internet Options	i Keyboard	
💴 Locatio	on and Other Sensors	I Mouse	👯 Network and Sharing Ce	nter
🔜 Notific	ation Area Icons	Network Performance Information and To	ools 🦉 Personalization	
🛄 Phone	and Modem	Power Options	Programs and Features	
🔤 Realte	k HD Audio Manager	Precovery	🔊 Region and Language	
to Remot	eApp and Desktop Connections	Sound	Speech Recognition	
🔞 Sync (lenter	🕎 System 😾	🛄 Taskbar and Start Menu	
📧 Troubl	eshooting	& User Accounts	📑 Windows CardSpace	
🔐 Windo	ws Firewall	🖑 Windows Update		

3. This opens the **Sound** tool window where audio settings can be modified. The audio output of the connected display monitor will be selected by default.



ADDITIONAL INSTALLATION SETUP

Audio Configurations (continued)

Changing the audio output:

1. Select the desired audio output; speaker output is selected in the image below.



2. Click on the **Set Default** button to change the audio output used by the **MediaZone Pro Player**. A green check shows next to the icon indicating the audio output currently selected as the default audio.

💱 Sound		×		
Playback Recording Sounds Communications				
Select a pla	Select a playback device below to modify its settings:			
	ASUS VS247 2-Intel(R) Display Audio Ready			
Speakers 2- Realtek High Definition Audio Default Device				
	Realtek Digital Output 2- Realtek High Definition Audio Ready			
Configur	a Set Default a Properties			
Properties				
OK Cancel Apply				

3. Clicking on the **Properties** button opens a window with settings for the currently selected audio. The volume can be adjusted in the **Levels** tab of this window.

🕽 Speakers Properties	×
General Levels Enhancements Advanced	
Realtek HD Audio output 50 (1) Balance	
Microphone 0 40 Balance	
FrontMic 0 6 Balance	
Rear 100Balance	
Front 100Balance	
OK Cancel Ap	y