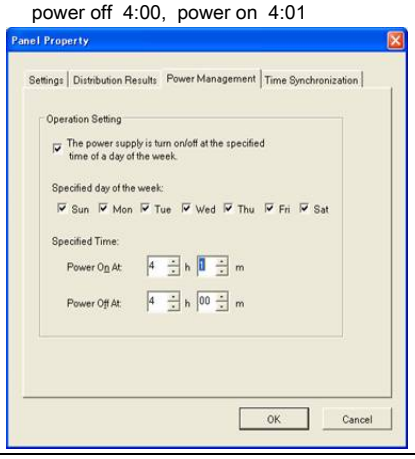
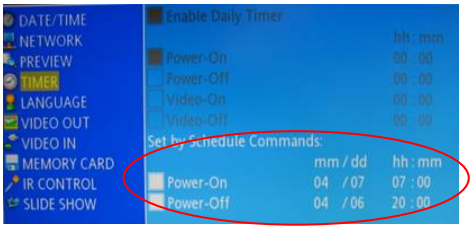
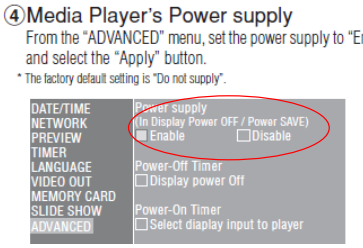
FAQ for MP-01 and SB-L008KU

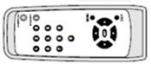
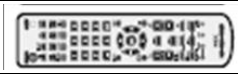
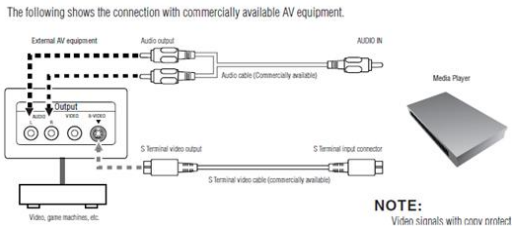
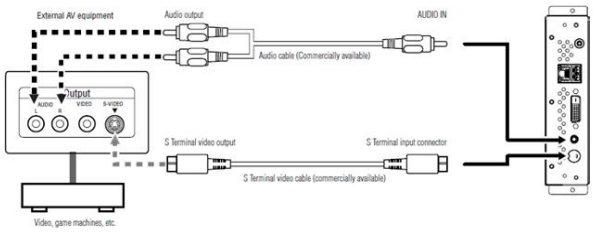
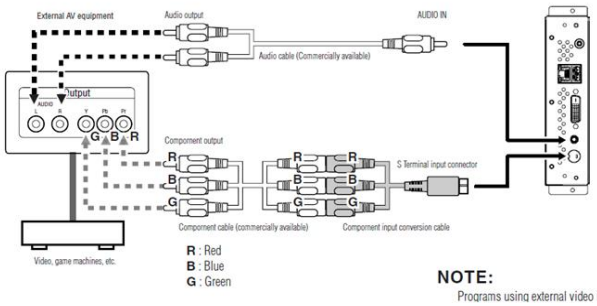
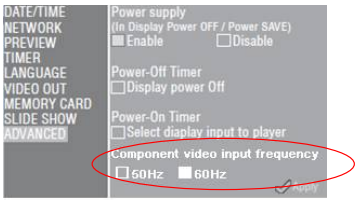
2010.4.07

No	Title	Questions	Answer
1	"No video signal" after start up "NEC LOGO"	Why does it become no video signal after NEC logo mark in start up of Media player?	Video out turn off for several seconds for OS system initialization. After about 15seconds, it will turn on.
2	Message for no scheduled program	What is the message “There is no scheduled program at current time.” ?	When there is no scheduled program, the message is displayed. M-player will start to display the program at the scheduled time. After about 30-60 seconds, Media Player get into power save mode.
3	No image after Message for no scheduled program	Why is no image on screen after the message of "there is no scheduled program at current time" ?	This is power save mode of M-Player. When there is no scheduled program, M-Player turn-off video-out in order to make display power-save mode. *note) Display need to be enable for power save mode.
4	How to open OSD in power save mode of M-Player	How OSD menu is opened ,when Media player is in power save mode?	MP-01 : It wake up by any pressing button on IR unit. and then OSD open by [MENU]buttton.
			SB-L008KU: It wake up by [POWER ON] button. and then OSD open by [OPTION]button
5	Available USB memory	Available USB memories.	Almost all USB memories are available. In rare case it might not work. In that case please change USB memory.
6	Available SDcard	Available SDcards.	Panasonic 2G,4G, 8G byte SDcard has been checked.
7	LAN distribution in Power off	Can Media player receive contents from LAN in Power OFF(Standby)?	MP-01: It can not receive. MP-01 need to be power on (Power LED is Green).
			SB-L008KU: Yes , it can receive in Power off(Stand by). *note:“Power supply” display of the OSD“ADVANCED” menu need to be set to enable. (Refer to "Connection and setting" in User's manual of SB-L008KU)
8	LAN distribution in power save mode	Can Media player receive contents from LAN in Power	Yes, it can.
9	24H operation	Is it possible for Media Player to operate 24Hcontinuously?	Please turn -off and turn-on at short interval in a day by daily power timer for stable operation. Ex Authoring software power management setting power off 4:00, power on 4:01 

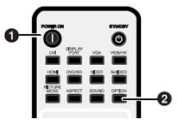
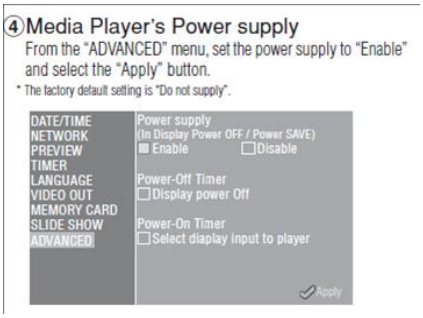
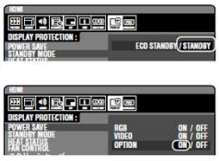
10	How to confirm Timer setting	How can timer on/off setting by Authoring software be confirmed?	Please check Timer menu in OSD. It shows next On/Off date & time. 
11	SB-L008KU [Power supply] setting in Advanced menu	What is the difference between Enable and Disable? 	Please set enable as described in user's manual. If Disable is set, the following function can be not used. 1)Power ON timer 2)Display do not get into power save mode in case media player has no scheduled program at the current time. 3)Content distribution from LAN in Power off(standby) Note) When disable, Power is not supplied to SB-L008KU.
12	Windows 7	Authoring software work on Widows7 ?	Authoring software is confirmed to work on the below Win 7 . Win7 home premium edition Win7 Ultimate edition. As one limitation, preview function for still image is not display normally. because it needs Internet explorer 6 or 7,but no support for IE8. it will be supported in next version of authoring software.

FAQ for difference between MP-01 and SB-L008KU

2010.04.07

	MP-01	SB-L008KU
IR unit	The dedicated IR unit is attached. 	IR unit is not attached. Display IR unit is used. 
	Wireless remote control extension cable is attached.	Wireless remote control extension cable is not attached.
Video input	Svideo input : NTSC, PAL 	Svideo and Component video input Svideo input :NTSC, PAL Component video input :1080i,720p:60Hz,50Hz, 480p,480i:60Hz, 576p,576i:50Hz *Note) The cable to Convert to component input is attached. Connecting to the AV device with an S terminal output  Connecting to the AV device with Component outputs 
	-	In case of 1080i/50Hz or 720p/50Hz Signal (component input), User need to select to 50hz from 60hz in [component video input frequency] in OSD. (Default is 60Hz) 
	Video signals with copy protection cannot be displayed due to copyright protection.	Programs using external video images cannot be output to the DVI output connector. For internal display ,even video signal with copy protection can be displayed
Video out	External video out (DVI-D) 1920 x 1080 @ 60Hz 1360 x 768 @ 60Hz(default settings) 1280 x 1024 @ 60Hz 1024 x 768 @ 60Hz 1680 x 1050 @ 60Hz	Internal slot Video out (TMDS) interface and External video out (DVI-D) 1920 x 1080 @ 60Hz(default settings) 1360 x 768 @ 60Hz
Audio out	Line out L/R x 1, 3.5ø stereo mini jack	Internal slot audio interface Audio input of display need to select OPTION input .

<table>
<tr>
<td>Initial setting</td>
<td>[Date & Time and [Language] in OSD</td>
<td>The following is added . (refer to page 7 in SB-L008KU user's manual)

Connection and setting (continued)
Setting the Media Player
1. Turn on the main power supply of the display.
2. Press the “POWER ON” button of the remote control to switch the display on.
3. Press the “OPTION” button of the remote control to select “OPTION” for video input. The Media Player will start up in approximately 1 minute.
4. After the Media Player has started, press the “OPTION” key to display the OSD Menu of Media Player, and carry out settings ① to ④.
 
 
④Media Player’s Power supply
From the “ADVANCED” menu, set the power supply to “Enable” and select the “Apply” button.
* The factory default setting is “Do not supply”.
DATE/TIME
NETWORK
PREVIEW
TIMER
LANGUAGE
VIDEO OUT
MEMORY CARD
SLIDE SHOW
ADVANCED
Power supply
(In Display Power OFF / Power SAVE)
Enable Disable
Power-Off Timer
Display power Off
Power-On Timer
Select diaplay input to player
Apply
Display settings
Perform steps ⑤ to ⑧.
⑤ Open the display’s OSD screen with the “MENU” button.
⑥ Select “STANDBY” from “STANDBY MODE” in the “DISPLAY PROTECTION”.
⑦ Select “POWER SAVE” from “DISPLAY PROTECTION”, and select “ON” from “OPTION”.
⑧ Close the OSD screen with the MENU button.
  </td>
</tr>
<tr>
<td>Power control &

Operation in power mode</td>
<td>When [POWER ON] or [STANDBY] button is pressed,
MP-01 switch on or switch off.

Operation in each power mode

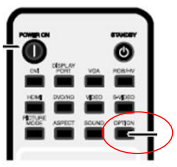
○:Enable, ×:Disenable
<table><tr><td>Power Modes / Operations</td><td>Power ON
Green*</td><td>Power OFF
Red*</td><td>Power save mode
Green*</td></tr><tr><td>Program distribution via LAN</td><td>○</td><td>×</td><td>○</td></tr><tr><td>Scheduled program display</td><td>○</td><td>×</td><td>○</td></tr></table>*Power indicator</td>
<td>When [POWER ON] or [STANDBY] button is pressed,
SB-L008KU and the display both switch on or switch off.

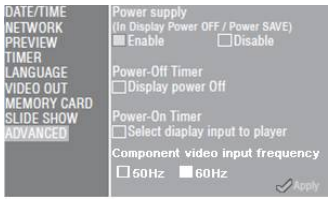
Operation in each power mode,
when “Enable” is selected in the “Power supply” display of the OSD “ADVANCED” menu. (Recommended setting)

○:Enable, ×:Disenable
<table><tr><td>Power Modes / Operations</td><td>Power ON
Green*</td><td>Power OFF
Orange*</td><td>Power save mode
Flashing orange*</td></tr><tr><td>Program distribution via LAN</td><td>○</td><td>○</td><td>○</td></tr><tr><td>Scheduled program display</td><td>○</td><td>×</td><td>○</td></tr></table>*Power indicator</td>
</tr>
<tr>
<td>Power consumption (Stand-by mode or Power save mode)</td>
<td>Stand-by mode or Power save mode.

Media Player: 1W or less</td>
<td>■When “Enable” is selected in the “Power supply” display of the OSD “ADVANCED” menu. (Recommended setting)

Media Player : 11 W (DC power)
Total power consumption including display: approx. 35 W

■When “Disable” is selected in the “Power supply” display of the OSD “ADVANCED” menu. *
Media Player : 0 W (DC power)
Total power consumption including display: Same as power of display in standby mode</td>
</tr>
<tr>
<td>Button to open OSD</td>
<td>Use [MENU] button</td>
<td>Use [OPTION] button
  </td>
</tr>
</table>

Wake -up from Power save mode	Press any button. When [MENU] button is pressed, Media Player wake-up and the message “There is no scheduled program at current time.” is displayed in about 5 seconds.	Press [POWER ON] button. When [POWER ON] button is pressed, Media Player wake-up and the message “There is no scheduled program at current time.” is displayed in about 5 seconds.
	*note) After the message of "there is no scheduled program---" is displayed, M-Player turn-off video-out in order to save power of display.	
OSD	-	″Advanced menu″ is added. ″Video input″ is removed. 
EMI Regulation	Class B	Class A

1.Troubleshooting (Hardware) for MP-01 and SB-L008KU

2010.04.07

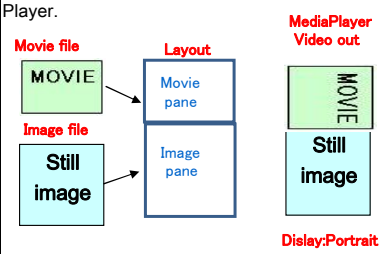
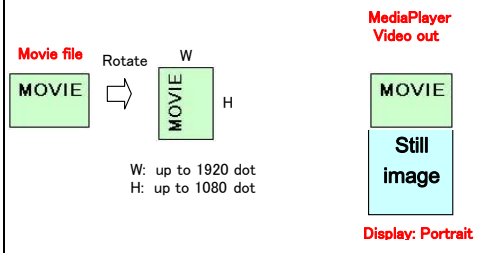
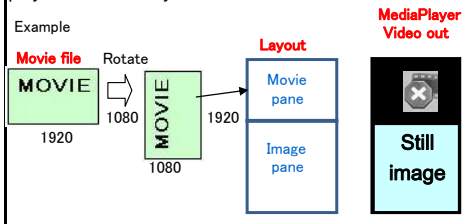
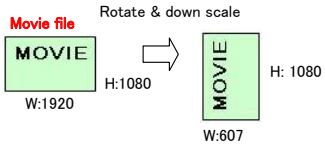
	Problem	Conditions	Causes and Measures	User's manual Reference	
				MP-01	SB-L008KU
MP-01	The power cannot be switched on.	The main power indicator will not light up. (ON:Green, OFF: Red)	Confirm the connection of the AC adaptor and power cord, and the DC power source input connector.	P8	-
			Confirm that power is properly supplied from the power source by connecting a different device to the power source.	-	-
		The power indicator of the wireless remote control extension cable is not lit up (ON: Green, OFF: light turns off)	Press the power button of the remote control, and confirm that the power indicator is lit up.	P6	-
			Confirm the connection of the wireless remote control extension cable.(Insert the cable securely.)	P7	-
	There is no image or sound.	The image is not displayed on the screen.	The video signal cable (DVI-D-DVI-D) may not be properly connected to the connector of the equipment or Display, so confirm that it is connected.	P8	-
			Confirm that the DVI input is selected on the Display side.	-	-
			Press the Menu button on the remote control, and confirm that the OSD screen is displayed a few seconds later. If it is displayed, it is in the power save mode. (For the time periods where programs are not set, the VIDEO OUT is switched OFF. When the equipment is purchased, the programs are not set, so the VIDEO OUT is switched OFF. When it becomes the time period that a program is set, VIDEO OUT is switched ON.)	P9	-
		There is no sound.	Confirm the audio cable connection between the equipment and speaker.	P8	-
			Confirm that the audio input of speaker devices and volume is properly selected.		
		The above was tried, but nothing was displayed.	Conduct the following operations to initialize the system. Doing so will return the settings to the default conditions. 1) Switch off the power with the remote control. 2) Press the power button on the remote control, and after the power indicator turns green, immediately press the number buttons in the following order: 7, 8, and 5. 3) The Media Player system is initialized and started up. After the system starting is displayed on the screen, the message “Factory reset is done” is displayed. 4) Reset “LANGUAGE”, “DATE/TIME”, and “VIDEO OUT”.	-	-
	Remote control is not operating.		If the wireless remote control extension cable is mounted, the light receiving part of the equipment will not operate. Direct the remote control to the light receiving part of the remote control light receiving extension cable to operate the remote control	P7	-
			There are no batteries in the remote control. Or the batteries are weak. Confirm that the batteries are properly installed.	P6	-
			The “IR Lock” might be operating. Release the IR Lock.	P12	-
	The image is not properly displayed	The screen flickers.	Confirm that the Display is compatible with the resolution of the Media Player. If it is not compatible, change the display setting of this equipment to one that is compatible with the Display.	P29	-
		A message from the display side will be shown to indicate that it is an unsupported signal.			
		The Media Player display is too small or too large for the screen.			
		The color is strange.	Confirm the signal cable connection between the equipment and the Display.	-	-

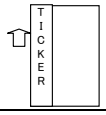
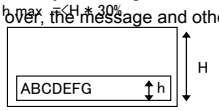
SB-L008KU	No power	The power LED on the display is not on.	See "Troubleshooting" in the display User's Manual	-	-
	No images or sound	No images are displayed on the screen.	When no programs are scheduled, the device enters power save mode. When a programs starts, the power switches on automatically and the program is displayed. *note) When menu button is pressed, the message “There is no scheduled program at current time.” is displayed in about 5 seconds.	-	P8
			Check that OPTION input is selected for the display. It can be selected by pressing the OPTION button on the remote control.	-	P5
			Check that Media Player is completely inserted into the display.	-	P3
		No images are output from the DVI output connector	Programs that use external video images cannot be output from the DVI output connector.	-	P13
		No sound	See "Troubleshooting" in the display User's Manual	-	-
	The remote control is unresponsive		See "Troubleshooting" in the display User's Manual	-	-
	The device does not enter power save mode, when no programs are scheduled.		Check that the power save mode - option setting for the display is ON.	-	P7
			When the power supply setting in the advanced menu of the OSD menu is [Do not supply], the device does not enter power save mode.	-	P11
	The timer function is not operating properly.	The device does not power on	Check that the [Standby mode] setting for the display is [Standby]. Check that the [Power supply] setting for Media Player is [Supply]	-	P7
		The device does not power off	Check that the [Power OFF timer] setting in the Advanced menu is set to [Valid]		P11
MP-01 and SB-L008KU	During startup, the caution screen is displayed.	The message “It failed to access the memory card” is displayed.	The Memory card may be dislodged. Confirm that the memory card is securely mounted.	P8	P3
		The message “It failed to recover library (.img) file. There is no library file in the memory card” is displayed	Remove the memory card, and confirm that there is a file with the .img extension on the computer. If such a file does not exist, obtain a file from the enclosed CD-ROM and copy the file.	P28	P26
		The message “There is no scheduled program at current time.” is displayed.	Confirm that the date and time setting is correct.	P9	P7,11
			Confirm the schedule setting of the authoring tool to make sure there are no errors. If there is an error, correct the schedule and conduct content update.	-	-
		The message “A content folder is found in USB memory. Press [Set] to update content from USB memory.” is displayed.	This is displayed when a USB memory has been mounted. If a content update is not to be conducted, press the EXIT button and remove the USB memory.	-	-
		The message “Please plug in USB memory for Slide Show mode.” or “Please plug in USB memory for Video Repeat mode.” is displayed.	It is the Slide Show Mode or Video Repeat Mode. Connect a USB memory that contains still images or movies. If you do not wish to use this mode, press the EXIT button and end it, and set the Slide Show Mode or Video Repeat Mode to “Normal Mode” in the Slide Show menu of the OSD screen.	P12,13	P11,12
		“There is no file in USB memory for Slide Show mode.” or “There is no file in USB memory for Video Repeat mode. Please plug in another USB memory.” is displayed			
	Content cannot be updated	Even when the power is switched on with the USB memory mounted, the message “A content folder is found in USB memory. Press [Set] to update content from USB memory.” is not displayed.	Use the computer to confirm that there is a folder named media on the USB memory. If there is no folder named media, use the authoring software to save the program data on the USB memory.	-	-
			Confirm the connection of the USB cable extension.	P8	P6
			Make sure that the USB memory format is not NTFS format.	-	-
			Confirm that the USB memory is not encrypted.	-	-
			Try a different USB memory.	-	-
		The message “No content file is found. Updating is aborted.” is displayed.	Use authoring software to save the program data on the USB memory.	-	-
		The message “Content size is too large. Please reduce it then update again.” is displayed.	Use the authoring software to reduce the program so the size is smaller. The maximum capacity for content is 1.8 Gbytes (for the enclosed Memory card (2 Gbytes)).	-	-
		During startup, the slide show starts	It is set to the “Slide Show Mode”. While displaying the slide show, press the MENU button to display the OSD menu, change the setting from slide show to “Normal Mode” and then restart.	P12,13	P11,12
	OSD timer function will not operate	The timer setting in the OSD menu cannot be set.	When power control is set with content update, the timer function becomes void.	P12	P11
	The power is switched off automatically.		Confirm that the power control is not set in the TIMER or authoring software. If it is set, release if necessary. For details on releasing power control in the authoring software, refer to the power management section of the authoring software User’s Manual.	-	-

The timing display is displayed in the “VIDEO OUT” setting, but it cannot be selected. (For MP-01 only)			Remove the check from the “Read timing from display” in the “VIDEO OUT” menu of the OSD screen.	-	-
Slide Show Mode or Video Repeat Mode will not operate.	When starting up the power, the message "There is no file in USB memory for Slide Show mode.” or "There is no file in USB memory for Video Repeat mode.” Please plug in another USB memory." is displayed.		Confirm that there are still images or movies on the USB memory, or confirm the folder setting from “SLIDE SHOW” on the OSD menu.	-	p11,12
			Confirm that the still image file or movie file is a file that is supported by Media Player.	P30	p28
	The USB memory is mounted, but when starting up the power, the message “Please plug in USB memory for Slide Show mode.” or “Please plug in USB memory for Video Repeat mode.” is displayed.		Confirm the connection of the USB cable extension.	P5,8	p6
			Try a different USB memory.	-	
	During startup, the confirmation screen for content update is displayed or the existing program is displayed.		Confirm that the “Slide Show Mode” is selected in the “SLIDE SHOW” menu of the OSDscreen.	P12,13	p11,12

2.Troubleshooting (program, content display) for MP-01 and SB-L008KU

2010.04.07

Problem	Conditions	Cause and measures	User's manual MP-01	User's manual SB-L008KU
Movie is not properly displayed	The message “The codec is not supported” is displayed, or the below mark is displayed.	Please check the codec of movie file . The supported codec is Windows Media Video9(WMV3 *) , MPEG1 or 2 (* WMV1 or 2 (old type) is not supported)	P30	P28
	Nothing is displayed or the below mark is displayed.	Please check if it satisfy ″Content specifications″ in user's manual . Check points are the following. a) Supported codec Windows Media Video9(WMV3 *) , MPEG1 or 2 (* WMV1 or 2 (old type) is not supported) b) Profile / level :MP@HL(Main profile,High level) *note Complex file is not supported. c) Resolution (Width : up to 1020 , Height :up to 1080) d) Frame rate ,i or p (Interlace or progressive) e) File size (FAT16:2Gbyte max , FAT32:4Gbyte max) f) Bit rat max : Refer to ″Contents specifications″ in Users' manual.		
	The message “The codec is not supported” is displayed, or the below mark is displayed.			
	It is displayed not smoothly .or some frame is lost..	The file may be broken. Please confirm that it can be played on the computer.		
	The movie is displayed but the sound does not come out	Please check that the audio in the movie file is a file supported by this equipment.		
		The movies that include a copyright protection function cannot be played.		
		You can check if the movie file is displayed by Video repeat mode in slide show mode (can be replayed from USBmemory) before making program by authoring software.	P13	P12
Movie is not properly displayed on vertical layout	Movie files in vertical layout is not rotated on Media Player. 	Movie file need to be rotated anticlockwise by using movie file edit software. 	-	-
	Full HD(1920 x1080) Movie file is not displayed on Media player on vertical layout. 	Please down scale so that movie file keep the resolution spec. Width: up to 1920 dot Height: up to 1080 dot 	-	-
Still images are not properly displayed.	The message “The image items are not supported” is displayed, there are images that are not displayed or the below mark is displayed.	Confirm that the format of image file and resolution for still image. Format JPEG : Base line Jpeg PNG : RGB24 bit format BMP : 24bit / pixel format Resolution up to 2047 x 2047 for one image/screen up to 1920 x 1080 or 1080 x 1920 for two images /screen.	P30	P28
		The file may be damaged. Confirm that it can be displayed on the computer.	-	-

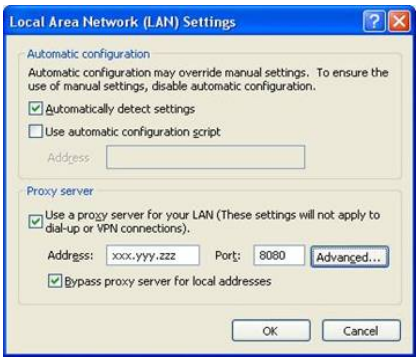
Message is not properly displayed	Nothing is displayed.	Confirm the message setting of the authoring software.	-	-
	Specified characters are not displayed.	One-byte " <" and "> " symbols are not displayed. Make the characters two-bytes.	-	-
		A small number of special characters may not be displayed.	-	-
	Vertical message in vertical layout has large space between characters .  Portrait Vertical layout	Vertical message is for only Kanji character. Please do not use alphanumeric characters.		
	It takes long time for the message to be displayed.	As the number of characters in a message increases, the time until it is displayed becomes longer. It takes about 7 seconds to display 100 characters.	-	-
	How many max size for message ?	message height (h) need to be less than 30% of layout height (H) . (It can be by authoring software.) If it is over, the message and other contents is too slow. h max. =<H * 30% 	-	-
Whole Screen blink problem	In layout with movie, if movie file is not registered by authoring software, sometimes whole screen is blinked on MP-01.	Please register movie file. or change to layout without movie pane.	-	-
External video is not properly displayed. (For MP-01 only)	The message "This is not displayed for the signal with copyright protection" is displayed or the below mark is displayed. 	Video signals with copy protection cannot be displayed due to copyright protection.	-	-
Programs using external video cannot be output to the DVI output connector. (For SB-L008KU only)		Programs using external video cannot be output to the DVI output connector	P14	P13
Can black screen (around 10 second) be decreased between the programs?		It can not . It is specification. It takes 10 to 20 seconds to prepare for next program. During this period, black screen is displayed.	-	-
It is not displayed according to the schedule setting.		Confirm that there are no errors in the schedule setting of the authoring tool. If there are any errors, correct the schedule and update the content.	-	-
		Confirm that the date and time setting are correct.	P9	P7,11

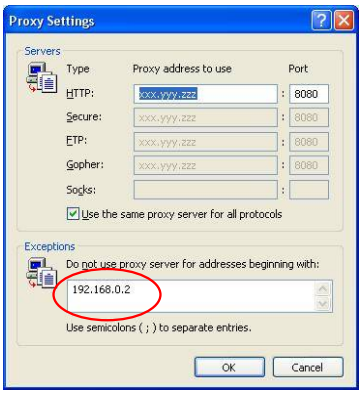
3.Troubleshooting (LAN) for MP-01 and SB-L008KU

2010.04.07

Problem	Conditions	Authoring software error code	Cause and measures	User's manual Reference page	
				MP-01	SB-L008KU
•Cannot be distributed. •Cannot be connected with the connection test.	In the case of Static IP settings	Error code= -1 Error code=102	Confirm that the IP Address set in the Authoring software is correct.	P18, 19	P16,17
			Confirm that the network setting of the Media Player is correct.		
			Confirm that the IP Addresses of the Media Players are not overlapped.		
			Confirm the network setting of the computer.		
	In the case of DHCP setting	Error code= -1 Erroe code=100 Error code=102	Confirm that the DHCP servers of the routers are valid.	P20, 21, 22	P18, 19,20
			Confirm that the Media Player name of the Media Player is correct.		
			Confirm that the Media Player name of the authoring software is correct.		
			Confirm that the Media Player names are not overlapped. * The uppercase and lowercase alphabets in the media player name are not differentiated.		
	Common Static IP/DHCP setting	Error code= -1 Erroe code=100 Error code=101 Error code=102 Error code=105	Confirm the LAN cable connection.	P17	P15
			Confirm that the power of the Router, hub, and MP-01 are switched ON (power indicator is green).	-	-
			MP-01 may switched off. Manually switch on the Media Player or change the power timer setting so that the power is ON during distribution. (For MP-01)	P24	-
			Please check that the following protocol and port for secutity software setting is enable. Authoring software--->Media Player Http: port (80) Ftp: control: port(21)	-	-
			Media Player is starting up. Let some time pass before redistributing.	-	-
			If Proxy server of Interner Explorer is set, please set IPadress of Mplayer into Exceptions. *Note1)	-	-
		Error code=			
		Error code= 434	Media Player is updating. Let some time pass before redistributing.	-	-
		Error code= 441	The SD Memory Card has insufficient capacity. Reduce the program data or change the SD Memory Card to one with a larger capacity.	P24	P26
	In case of off-line (when using USB memory)	Error code=501 Erroe code=507	It may not able to recognize the USB memory. Load the USB memory again.		
			The USB memory may be coded. It cannot be used by this device.		
			Confirm the capacity of 1 file does not exceed 4G byte of the upper limit.		
The WEB setting screen cannot be opened.	Error occurred when inputting user name and password		Input user name: default, password : 0000	P20, 22	P18,20
	The Media Player name cannot be set.		Set 15 or less one-byte characters (alphabets or numbers) starting with alphabets.	P20, 21	P18,19
	The selection button is not displayed		This may occur when using a browser other than Internet Explorer.	-	-

*Note1 If Proxy server of Internet Explorer is set, please set IPadress of Mplayer into Exceptions.





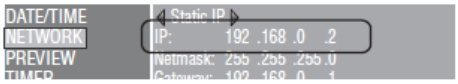
*Note2 If there is a problem with the connection test, refer to the next page.

Troubleshooting (Using Ping command to conduct a LAN connection test)

If the data cannot be distributed via LAN, use the Ping command on the computer to conduct a LAN connection test.

In the case of a Static IP Address

① Look up the IP Address in "NETWORK" on the OSD.



② Startup the command prompt in Windows on the computer.

③ Enter C: \>ping <IP Address>.

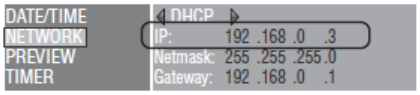
④ If a reply is returned, the connection is made.

Command prompt screen

```
C:\>ping 192.168.0.2 ③

Pinging 192.168.0.2 with 32 bytes of data:                ④

Reply from 192.168.0.2: bytes=32 time<1ms TTL=64
Reply from 192.168.0.2: bytes=32 time<1ms TTL=64
Reply from 192.168.0.2: bytes=32 time<1ms TTL=64
Reply from 192.168.0.2: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.0.2:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

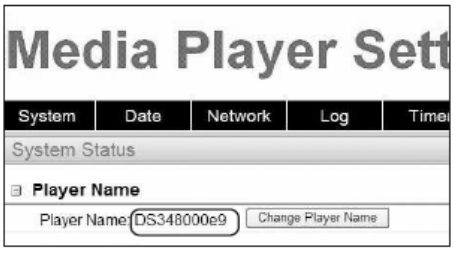
When using a DHCP server

① Look up the IP Address in "NETWORK" on the OSD.



② Open Internet Explorer on the computer and enter "http: //<IP Address>" in the address bar.

③ Confirm the Media Player name when the WEB setting screen is displayed.



④ Startup the command prompt in Windows.

⑤ Enter C: \>nbtstat-R.

⑥ Enter C: \>ping <Media Player name> .

⑦ Confirm that an IP Address is displayed.

⑧ Confirm that it matches the IP Address in ①.

⑨ If a reply is returned, the connection is made.

Command prompt screen

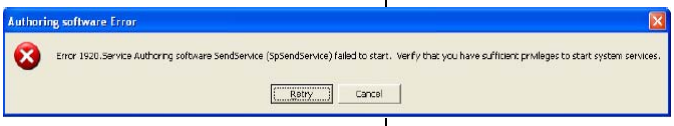
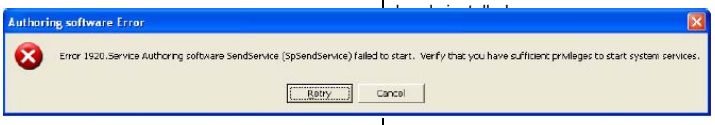
```
C:\>nbtstat -R ⑤
    Successful purge and preload of the NBT Remote

    Cache Name Table.

C:\>ping ds348000e9 ⑥
                                                  ⑦
Pinging ds3440314b [192.168.0.3] with 32 bytes of data:

Reply from 192.168.0.3: bytes=32 time<1ms TTL=64          ⑨
Reply from 192.168.0.3: bytes=32 time<1ms TTL=64
Reply from 192.168.0.3: bytes=32 time<1ms TTL=64
Reply from 192.168.0.3: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.0.3:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

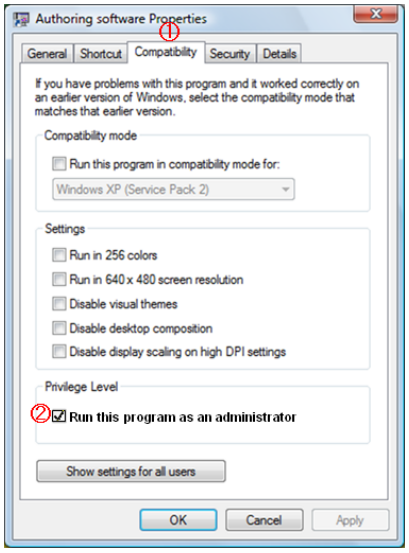
NOTE:

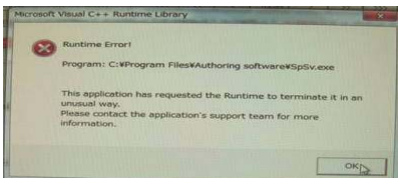
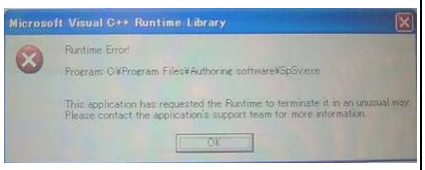
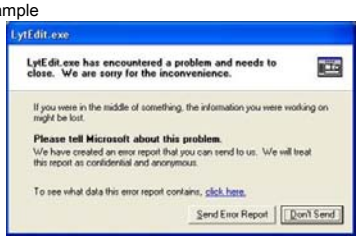
If it cannot be connected, reconfirm the LAN cable connection, Media Player and computer settings, and power supply of the display.
If it can be connected with this test but cannot distribute, confirm that the firewall or security software is not set to block the FTP transmission.

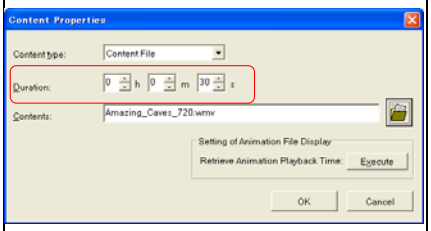
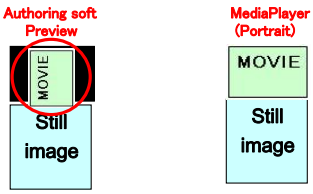
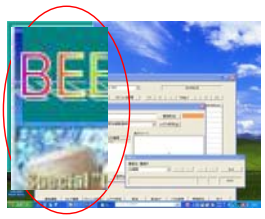
4.Authoring software troubleshooting

2010.04.07

<table>
<tr><th>Authoring software Problem</th><th>Conditions</th><th>Causes and Measures</th><th>Authoring software User's manual Reference page</th></tr>
<tr><td rowspan="3">Installation problem</td><td>The Error message like "Service Authoring software sendservice(Spsendservice) fail to start" is displayed.
 
</td><td>Please install
"Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)"
the Download Center on the Microsoft Website.
"http://www.microsoft.com/downloads/details.aspx?FamilyID=200b2fd9-ae1a-4a14-984d-389c36f85647&displaylang=en"</td><td>P6</td></tr>
<tr><td>The Error message like "Service Authoring software sendservice(Spsendservice) fail to start" is displayed.
 
</td><td>In case of Windows XP, Please confirm if ".NET Framework 2.0" or ".NET Framework 3.5." is installed.
If it is not install, please install Framework 3.5.

Note) Windows Vista or Win 7 do not need to install it ,because it is</td><td>P6</td></tr>
<tr><td>start up problem</td><td>In case of Windows Vista.
Message of meaning like “SpSvbstopped operating” is displayed, when Authoring software startup.</td><td>refer to page 44.
 
</td><td>P15</td></tr>
<tr><td></td><td>"Distribution service is not activated" is displayed.
</td><td>Security software block
Security software in PC might blocks the distribution service of Authoring software.
Please check customer's security software setting and then change settings so that it doesn't block Authoring software.</td><td></td></tr>
<tr><td></td><td></td><td>It might occur when Authoring software start up before security software in PC start-up after Windows start up.
If Authoring software start from start up folder,please remove it from start up folder.</td><td></td></tr>
</table>

Run time error in "distribution"	The Error message of "RunTime error" is displayed, when distribution start. Authoring software exit ,when OK is clicked. Windows Vista  Windows XP  	Please check if content files (Still image ,movie, audio file) registered in program exist in contents folder for authoring software. if it do not exist, please add the file in the contents folder.	-
Problem by user account without administrative right	Error occurs in setting or distribution, in case of user account without administrative right (not belong to administrators group) like users group. Example  	Please log on by user account with administrative right (belong to administrators group). or I f it is used by user account without administrative right, Please re-install authoring software to the folder except "Program files" folder. (for ex. C:\authoring software\ ) because the data folder under Program folders/Authoring software is denied access,.when user account doesn't have administrative right.	
Error in distribution	When user account for Windows doesn't belong to administrators group , error (Access is denied) occurs in distribution.	Please re-install authoring software to the folder except "Program files" folder. because the data folder under Program folders/Authoring software is denied access,when user account doesn't belong to administrators group.	
Error by Change of working folder in"configulation"	"you can not specify the root directory" is displayed, when you try to change working folder.	Please select folder of 3layer or more than 3layer.	
Schedule specifications	How many days is the schedule duration ?	Basic schedule is no limit for duration. Normal schedule is up to 6 months. *note1) Basic schedule is set by "Schedule Management" menu.	P33
	How many limitations for the number of scheduling?	Basic schedule is no limit . Normal schedule is up to 2500.	P34
	Is it possible to make schedule over 0:00 (next day)? Ex. from 23:00 of 11/29 ---to 02:00 of 11/30	No.it can not. Please divide schedule at 0:00. Ex. 11/29: from 23:00 to 0:00. 11/30: from 00:00 to 2:00	-
How to copy & Paste for scheduling or making ticker message	How to copy and Paste in making ticker message in message list or making schedule on main window?	Copy : Ctrl + C on key board Paste :Ctrl + V on key board	P29,P31

Duration of Movie pane	Duration of movie does not works on MP-01. although it works on preview in Authoring software. 	On MP-01,duration of movie pane is ignored and is played until end of file.	P24
The preview problem of authoring software	1) *.m2p or *.m2v file The message of "It is no supported file" is displayed for movie file with the extension of m2p or m2v.	Authoring software Preview doesn't support the extension. Please change the extension to mpg from m2p or m2v.	P25
	2) Movie image in vertical layout It is not rotated in preview of authoring software. 	This is limitation for Authoring software. It will display normally on MP-01.	-
	3)Ticker message Font is different from MP-01 font.	Media player has Font for Ticker. The font is different from the font .of authoring software	-
	4) Ticker transparent is not previewed.	This is limitation for preview. It is previewed on Media Player.	-
	5) A still image doesn't preview normally, when Internet explorer 8 is used in Windows. Example IE 8  IE 6 or 7 	Authoring software use Internet Explorer for preview. Authoring software doesn't support Internet Explorer 8. (IE7 or IE6 is supported.) This will be supported in near feature.	-
Corrective distribution limitation	Collective Distribution When there are multiple schedules in use, please distribute one panel (media player) at a time, or distribute a group of panels which have the same schedules in use at one time.	Refer to page 44.	P44