X2O Media Player-R

Setup Guide

This document provides instructions for setting up the X2O Media Player-R.

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Introduction

The **X2O Media Players** are dedicated digital signage player devices that combine carefully designed hardware, optimally configured system software, and X2O digital signage player software to deliver high-quality 24x7 playback in a robust and security-hardened environment.

These X2O-ready systems are built using the Android operating system. While the system is already set up for reliability, performance, and security, additional configuration steps must be followed to complete the setup and preserve reliability and security.

This document assumes a general understanding of Android. It explains key aspects where the X2O-ready implementation differs from a typical Android installation, and covers configuration, maintenance, and security.

Notable Hardware Features

In addition to a robust design and architecture, **X2O Media Players** come with specific hardware features to support successful deployments.

Aluminum Housing

All models feature an industrial-grade aluminum housing for robustness and thermal management.

Fanless Design

All models feature a fanless design, for reliability and use in environments where dirt, dust, or grease are a concern.

Remote Access and Maintenance

X2O Remote Manager

The **X2O Remote Manager** is a Windows desktop application that provides remote connectivity, monitoring, and maintenance for your **X2O Media Players**. It is the best diagnostic tool available to quickly identify, diagnose, and resolve player and network performance issues. Use the Remote Manager to view a thumbnail of what is currently playing, verify the content and available storage on the player, download files, access logs, reboot the device, or restart the player software. Note that the **X2O Signage** app components must be running on the media player for the Remote Manager to connect to the device.

The Remote Manager can run un-licensed on an on-premises **X2O Server** or you can purchase a license and install the application on a separate Windows PC. Please contact your X2O sales representative for information about obtaining the license required to install and use the Remote Manager.

Setting Up the X2O Media Player

1. Unpack and Inspect the **X2O Media Player**

    When you receive your **X2O Media Player**, inspect it carefully for damage that may have occurred during shipping.

2. Perform the physical setup

    Connecting the various cables for an X2O Media Player is straightforward:

    a. Connect the **X2O Media Player** to its display using an HDMI cable.

    b. While digital signage players typically do not require interaction with the Android operating system, this might not be true when initially setting up the device (refer to the "Configuring the X2O Media Player" section). If you need to interact with the device to change the default settings, you must plug a mouse in an open USB port on the unit. If you must enter information like a Wi-Fi password, you have two options:

        i. Plug a USB keyboard into open USB ports on the unit.

        ii. Use the Android on-screen keyboard.

c. If using wired networking, plug a network cable into the RJ-45 jack on the unit.

d. If using wireless networking, screw the included antenna(s) into the antenna connectors on the unit.

e. If the power is not provided by the network cable (not cabled or PoE not supported by the network connection or the device), plug the power cord into the power connector on the unit. Plug the other end of the power cord into a suitable 120V or 240V electrical outlet.

Once power is applied, the **X2O Media Player** should start automatically and show the **Activation** screen as below.

Note that the Player ID displayed in the top-left corner is unique to each device. Also, if you did not connect the device to a network using an Ethernet cable or by configuring the Wi-Fi, you will get an error that the **X2O Media Player** *cannot connect to the server.*

Configuring the X2O Media Player

Note: Steps 1 to 5 are optional. If you prefer to leave the default Android settings (time zone, device name, etc.), you can go directly to the "X2O Media Player Activation" section.

1. Go to the Android **Settings** page to configure the player.

   To reach the Android Settings page, perform the following steps:
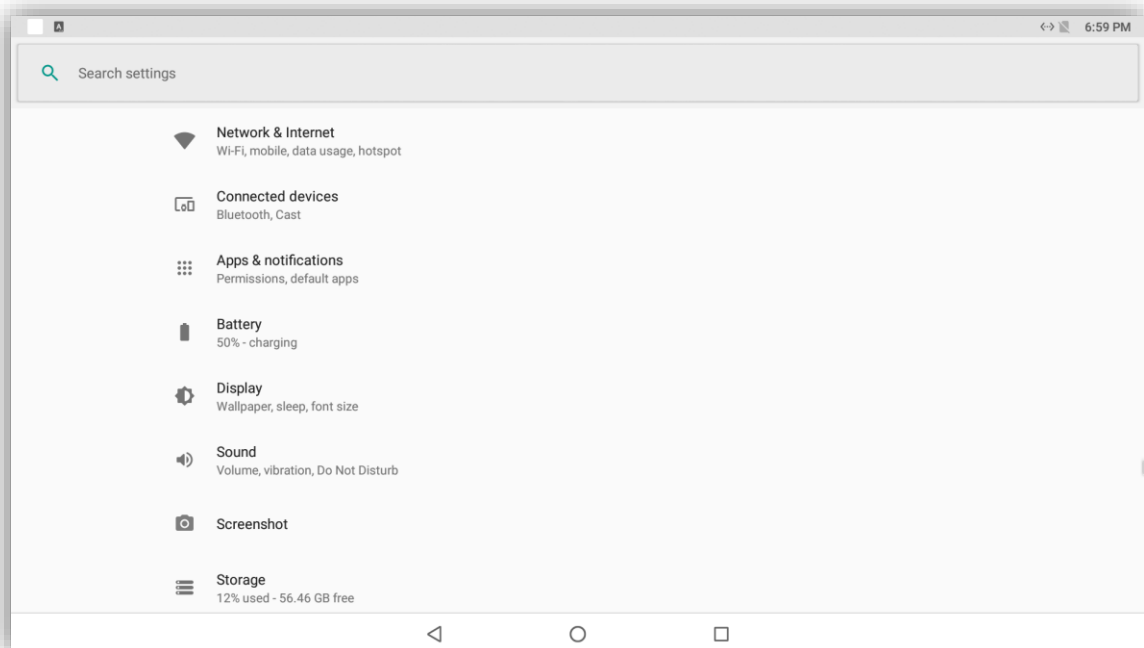
   a. On the top-right corner of the **Activation** screen, click the X2O logo five times to turn off Kiosk Mode. A message appears temporarily to indicate that Kiosk Mode is disabled, and the Android bars and navigation buttons become available for selection:
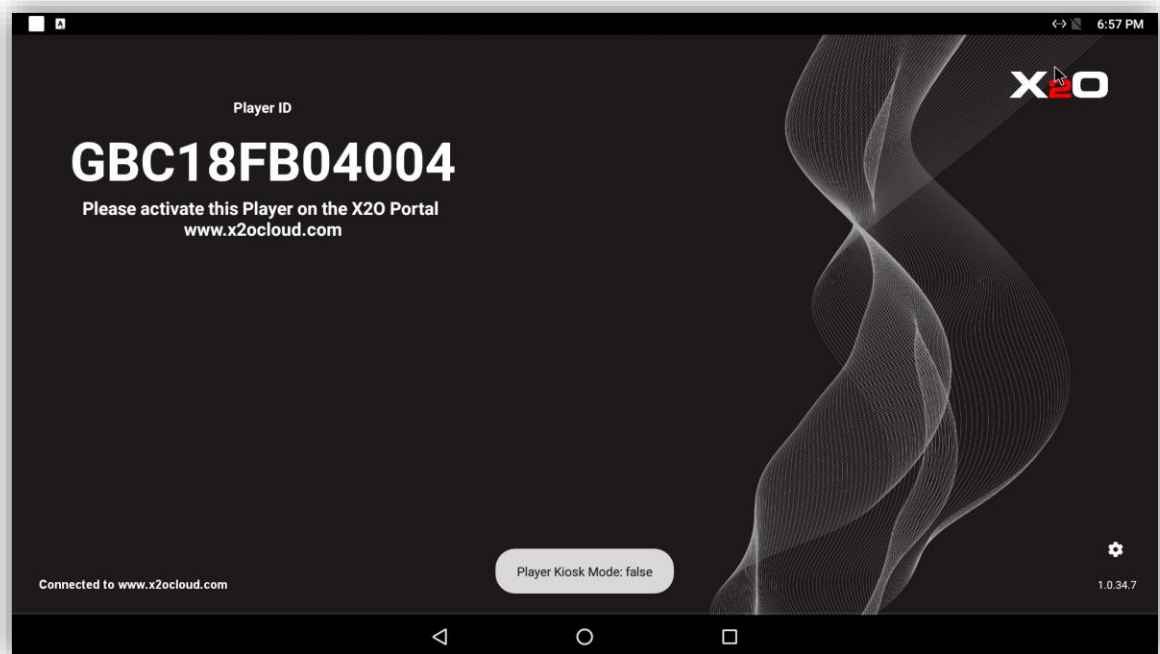
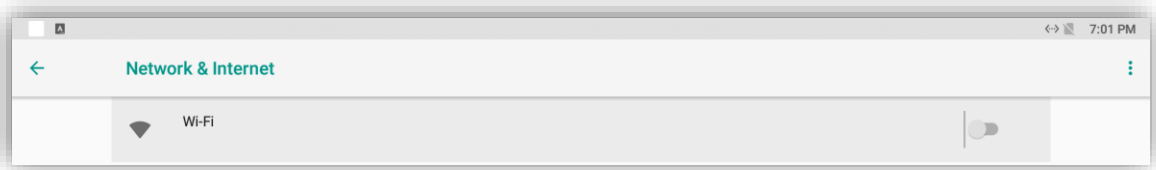b.   Click the Android **Back** button (◁) to reach the X2O landing page below.
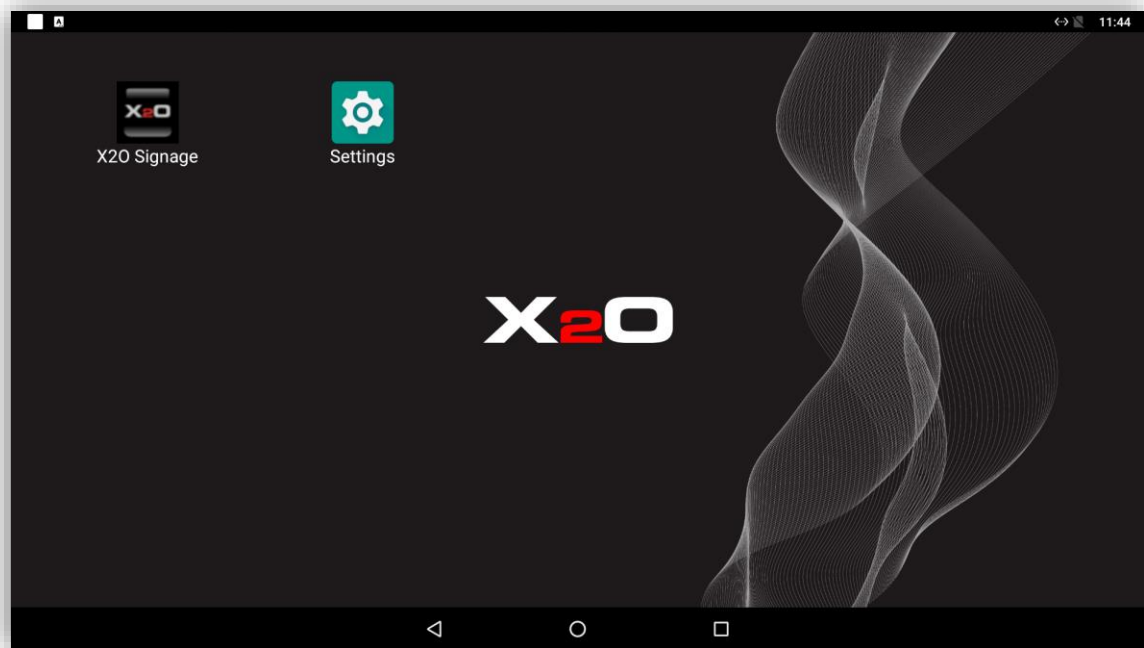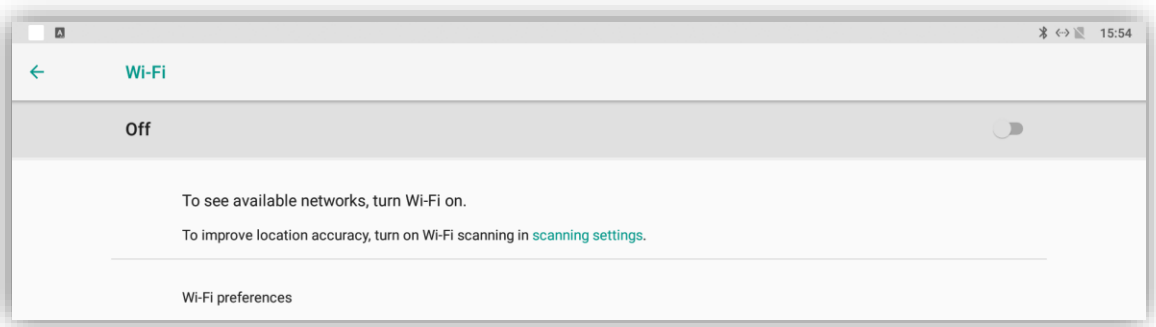

c.   Click to open the **Settings** page.

2. Connect to a Wi-Fi Network

    If using wireless networking, follow these steps to connect the Player to a secure Wi-Fi network:

    a. Click **Network & Internet** on the **Settings** page.

    b. Click **Wi-Fi** to open the Wi-Fi configuration page.

    c. Click the toggle switch in the top-right corner to turn Wi-Fi on and show the list of available networks.


    d. Select your Wi-Fi network from the list.

        If the network is secured, enter the network security key provided by your IT department and click **Connect**.
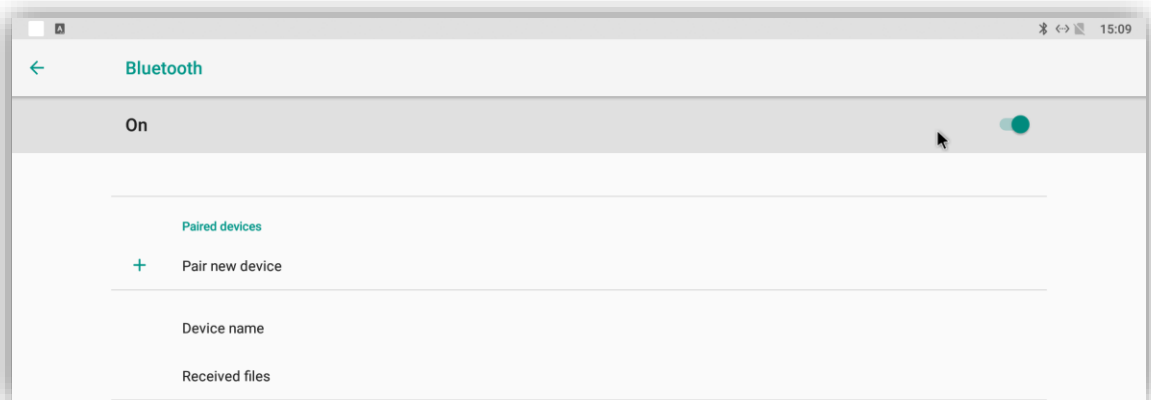
3. Set Device Name

   X2O Media Player-R devices are assigned a unique name like **ANDROID-A9A9A9A9** where **A9A9A9A9** consists of a random set of alphanumeric characters. Adjust the Bluetooth settings to assign a different device name to make it easier to identify specific players on your network:
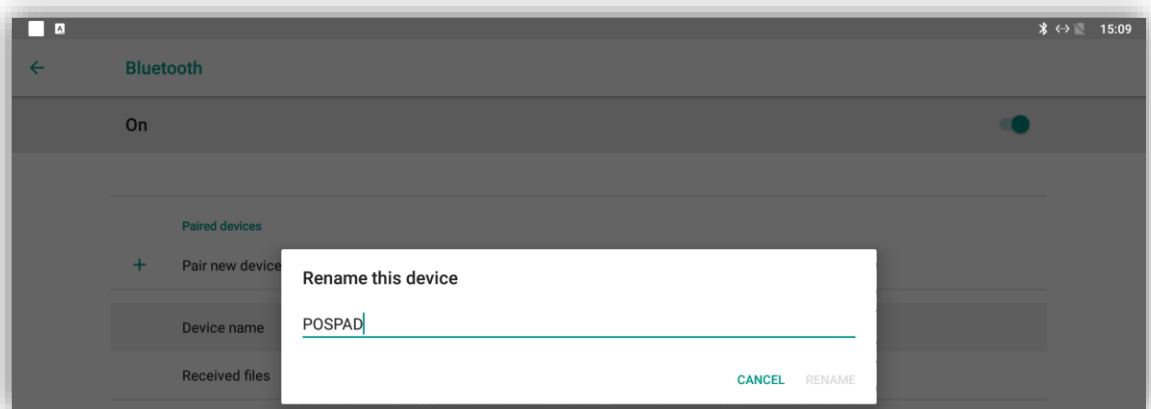
   a. Click **Connected devices** on the **Settings** page.

   b. Click **Bluetooth** to open the **Bluetooth** configuration page.
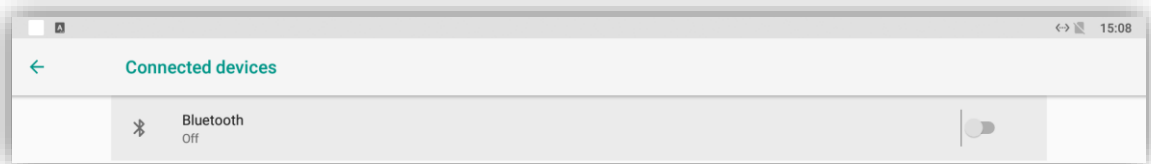
   c. Click the toggle switch in the top-right corner to turn Bluetooth **On**.


   d. Click **Device name**.

Note: Android automatically sets the device name to **POSPAD** when Bluetooth is turned on, replacing the default **ANDROID-A9A9A9A9A9**. A field is provided so you can change the name.

e. Enter a new device name and click **Rename**.

f. Once the rename is done, you can turn off Bluetooth as it is no longer required.

4. Set Time and Time Zone

The **X2O Media Player** is pre-configured to use the time and time zone of the network it is connected to. Complete these steps if you want to set different values:

a. Click **System** on the **Settings** page.

b. Click **Date & time**.
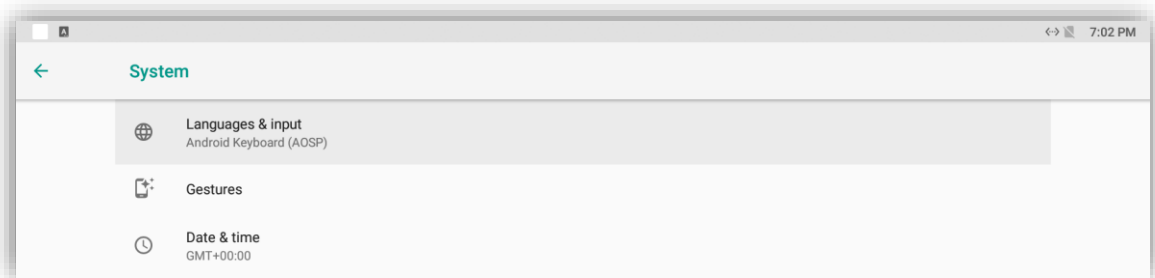
c. If you want to change the time zone manually, click the toggle switch for the **Automatic time zone** and select the time zone under **Select time zone**.
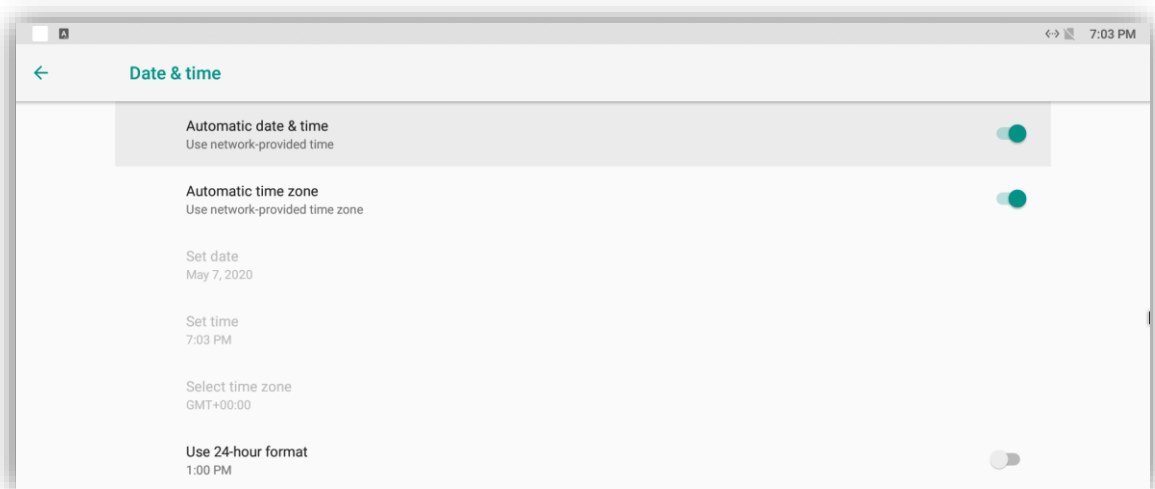

d. Change other time-related settings as needed.

Players automatically adjust to Daylight Saving Time according to the rules contained within the operating system.

5. When your changes to the settings are complete, perform the following steps to return to the **Activation** screen.

    a. Click the **App Overview** button (▢) to display the list of apps currently running. The result should look like the following:
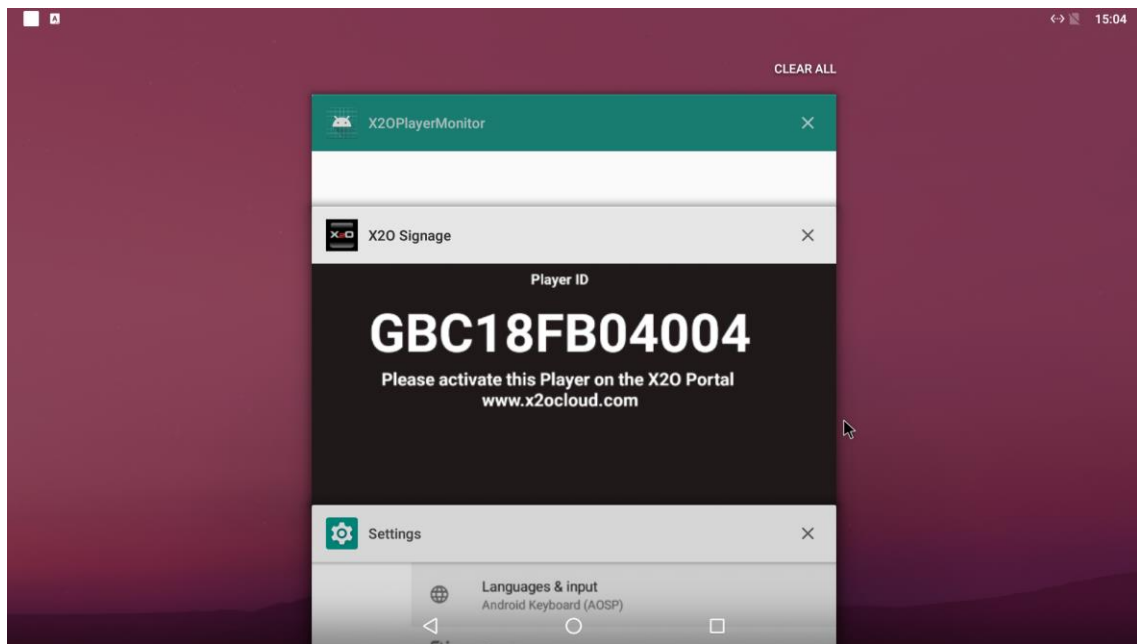
b. Click CLEAR ALL to close all the apps and return to the X2O landing page below.
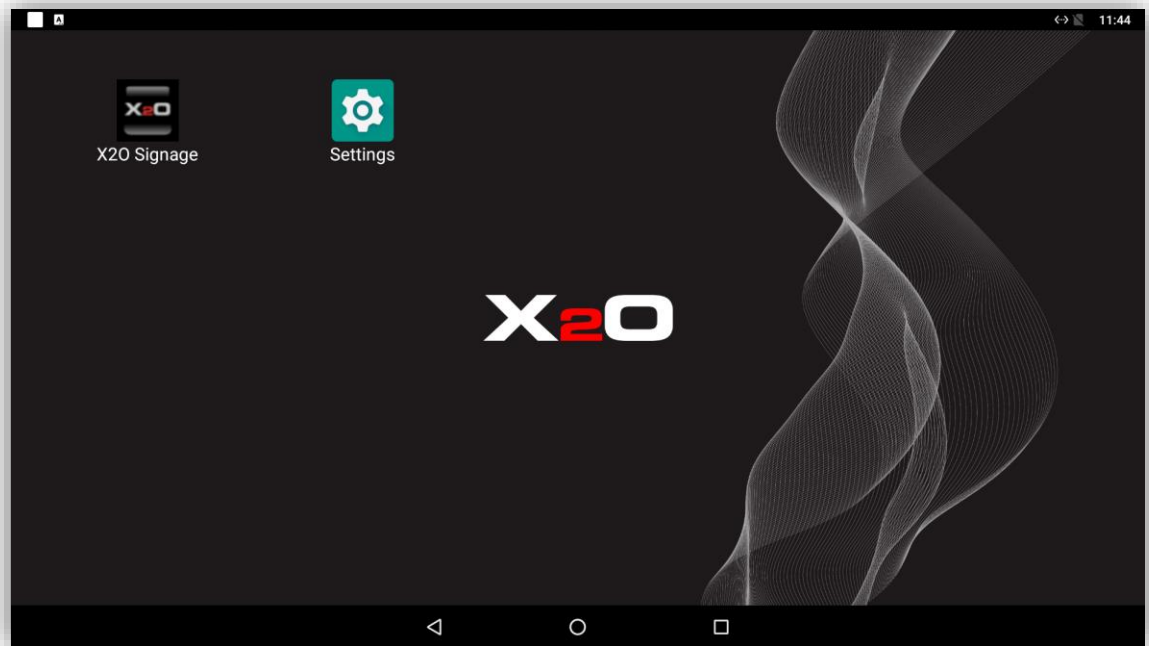
c. Click X2O Signage to start the **X2O Signage** app. The **Activation** screen appears, and you can proceed with the Player Activation.

Note: If you do not start the X2O Signage app manually, the player self-healing process starts it automatically within a minute after detecting that the player is not running anymore.

X2O Media Player Activation

The **Activation** screen appears at first start up and upon subsequent reboots until the **X2O Media Player** is activated.

To activate the **X2O Media Player** follow these steps:

1. Note the **Player ID** that is shown on the **Activation** screen.

2. The **X2O Media Player** is configured to connect to the standard X2O Cloud instance. If this is where you want to connect, go to step 3. Otherwise, perform the following steps to connect to a different on-premises **X2O Server**:

    a. Click the **Settings** cogwheel icon on the bottom-right of the **Activation** screen.

    b. Enter the **X2O Server address or DNS name** you need to connect to.

    c. You can test the connection to make sure the sign has access to this server.

    d. Click **Exit Settings** to go back to the **Activation** screen.

    e. Open a Web browser, navigate to the **X2O Portal** and enter your X2O Portal credentials to sign in.

    f. Skip step 3 and go to step 4.

3. Open a Web browser, navigate to www.x2ocloud.com and enter your X2O Portal credentials to sign in.

4. Click the **Administration** cogwheel icon in the X2O Portal task bar and select **Activate Player**.

5. Enter the **Player ID** and select the target **Network** for the player.
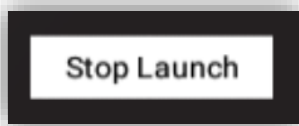
6. Click the **Activate** button.

The **X2O Media Player** is authorized on the network and the **X2O Server** begins to synchronize content to the device. This process may take a few minutes, depending on the amount of content available on the server. The progression of the file transfer is shown on the player **Activation** screen.

The player starts automatically when synchronization is complete. The default content on the network begins to play, or a small X2O logo on a black background is shown to indicate that the **X2O Media Player** is ready for Player Configuration in the X2O Portal.

Troubleshooting

Follow these steps if you need to go back to the Android settings after the device was successfully activated:

1. Restart the **X2O Signage** app using **X2O Remote Manager** or the **Player Manager** in the **X2O Portal**.

2. Click **Stop Launch** when the countdown begins on the **Activation** screen.

3. From the **Activation** screen, you can change the player settings, or you can click the X2O logo five times to access the Android **Back** button (◁) to reach the X2O landing page.

Contact Us

Contact X2O Media if you require standard product support for our applications. A team of experienced support engineers is at your service for any professional assistance.

www.x2omedia.com/support

REVISION HISTORY

Revision	Description
2020-05_v1.0	First publication