

# Quick Start Guide

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Thank you for purchasing a UCView digital signage player. Match the items on the list below with the items in the box. If any item is missing or damaged, please contact your UCView Media networks sales representative immediately.

One (1) UCView Player  
One (1) AC power cord and adapter  
Accessories (vary by unit)



**Note:** You will also need to provide an LCD, CRT or plasma display and an Internet connection.

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- 1) Connect the AC power cord to the UCView player and a 120V power outlet.



After connecting the AC power cord, the UCView player may power on for a few seconds and then power off. This is normal behavior and does not indicate a problem with the player.

- 2) Connect the player's video connection (VGA, DVI, or HDMI depending on model) to the display's connection port.
- 3) Connect an Internet connection to your player.
- 4) Turn on the player and monitor.
- 5) If you are connecting the player to a wired network, connect a CAT5 Ethernet cable from your network switch or router to the Ethernet port on the back of your UCView player.
- 6) If you are connecting the player to a wireless network and your player is equipped with a wireless network card, attach a keyboard and mouse to the player's serial ports and configure the wireless connection.

**Note:** After the player reboots and detects the internet connection, it will display a password on the display screen, like the one shown here:

**AB:DD:65:32:DB**

WRITE THIS ADDRESS DOWN NOW, BEFORE TURNING OFF THE DISPLAY OR CONTINUING TO THE NEXT STEP!

You will need this display password to set up your display in the Create a New Display section.



If you have any questions during your initial set up, please contact technical support at (877) 828-4399.

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Log in to the UCView portal (or your server's IP) at: [portal.ucview.com](http://portal.ucview.com). Enter your username and password. (You should have received your username and password from your account representative. If you cannot locate them, please call the UCView support help desk.)

**Note:** If your players are hooked up to the network with Internet access but it's not playing your content, you will need to quit out of UCView by pressing "CTRL+Q". Uninstall using the Installer located on your desktop and reinstall UCView by entering your server's IP address.

- 1) Click on **LOCATIONS & PLAYERS TAB**
- 2) Click on **CREATE A LOCATION**.
- 3) Enter location name.
- 4) Enter the days of operation.
- 5) Enter the hours of operation.
- 6) Enter the time zone of the location.
- 7) Leave the **MAIN CONTACT**, **EMAIL**, **PHONE** and **ADDRESS** fields blank for now.
- 8) Keep the **MARK ON GEOGRAPHIC MAP?** box unchecked for now.
- 9) In **Automatically restart locations?** - select **NEVER** for now.
- 10) Leave **ALLOW SCHEDULE UPDATES** set to **AT ANY TIME** for now.
- 11) Click **SAVE**

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From the **LOCATIONS & PLAYERS** menu:

- 1) Click the name of the location you just created.
- 2) Click **ADD A PLAYER**.
- 3) Enter player name.
- 4) Enter the UCView player password you wrote down exactly as it was displayed on your monitor when you first installed the player.
- 5) In **Status** - select **ACTIVE**
- 6) Select a layout from the drop down list.
- 7) In **Automatically restart displays?** - select **USE LOCATION SETTING** for now.
- 8) In **Master Volume** - adjust the volume to your liking.
- 9) Click **SAVE**.

**Note:** All settings can be changed at a later date by choosing **EDIT LOCATION** and **EDIT DISPLAYS** from the Main menu.



**Note:** If you have multiple network interfaces, please disable the ones that are not currently in use.

**Note:** If you purchased the USB tuner, please make sure you plug the tuner into a non-USB 3.0 port, which is usually blue.