Building Directory Installer Manual

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Building Directory Installer Manual
Produced by Your Digital Directory (YDD)
Revised July 2021

YourDigitalDirectory.com   (702) 331-2033   support@YourDigitalDirectory.com

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1 Disclaimer ⚠️

Due to ever changing installation best practices, tools, and methodologies, some information in this manual may become outdated, inaccurate, or obsolete. Changes are periodically added to the information herein; these changes will be incorporated in new editions of the manual. Your Digital Directory may make improvements and/or changes in the services or features described in this manual at any time. Updated versions will be posted online at YourDigitalDirectory.com/buildingdirectoryinstall for users to access. It is possible that any manual produced may have technical or other inaccuracies, in addition to typographical errors. If you notice any information that you think is inaccurate or in error, please contact Your Digital Directory at support@yourdigitaldirectory.com. This manual is for informational purposes only.

2 Overview

Your Digital Directory (YDD) installation can vary based on the type of system purchased by the customer (end user). Systems may include a display, computer, display enclosure, display mount, cellular modem, remote power controller, surge protector, or combination of these items. Review the specific details of the job to determine which items should be installed. The installation process may also include display setup, computer configuration, and server connection verification.

3 Display Installation 🧑‍🏫

If the job requires the installation of a display, typically there will be a display and mount at the site. Please read the instructions or to determine if the display should be mounted in a portrait or landscape orientation. There may also be a display enclosure or other equipment that needs to be installed so check the job instructions to know exactly what will be mounted at the site, so you understand the physical space requirements. Also depending on the size of the display, it may take more than 1 installer as the displays can range in size and weight (from 10 to over 85 pounds). Once the installation is complete, there should be no visible wires and the area around the display should be clean.

3.1 Display Location

If you did not receive detailed instructions on where the directory display should be physically mounted, check with the customer (end user). The location should have an electrical outlet at the level of the display and an RJ45 jack (if no cellular internet device or wireless) for the internet connection. Make sure the location will accommodate all of the equipment being installed as well as the enclosure if one is being used. If the display is a touchscreen, the location must free of plants, furniture, or any other obstructions. Additionally, touchscreens cannot protrude out from the wall more than 4 inches, minimum height from the floor can be no more than 30" and maximum height cannot be greater than 80 inches.

3.2 Display/Enclosure Mount

All YDD directory displays should have an included mount. If a wall mount, follow the instructions provided with the mount to secure the hardware to the wall. Always install the mount to the wall studs to insure a secure fit. If a floor mount, follow the instructions provided with the mount or installation best practices based on the size, weight, and surface of the display and floor. If an enclosure is to be installed, follow the instructions provided by the manufacturer to insure a proper and secure fit.

4 Directory Computer Installation

Depending on the system purchased, there may be an integrated computer (inside of the display) or a separate computer. All online and touch directory systems include a computer. This section will focus on installation however, the computer will need configuration so once installed, see the appropriate section for setting up the computer. If the system is offline, there is no computer installation.

4.1 Directory Computer Mounting

The computer may be integrated into the display or the computer may be a separate unit. If there is a separate computer, it should be mounted to the wall using Velcro or supplied mount, or to the mount with Velcro, tie straps, or the supplied mount, or within the enclosure (if applicable).

4.2 Directory Computer Connections
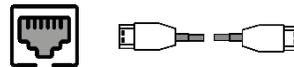
If the directory is an online system or touchscreen, before making any connections, you should confirm that the internet is active and enabled. Connect an Ethernet cable between the RJ45 jack or cellular modem (see cellular modem installation section first) and a laptop computer. If you are connecting to Wi-Fi, connect your laptop to the appropriate wireless SSID. Try to get online by opening a browser and navigating to a known working website. If you can access the site, the internet is active. If you cannot connect to the internet, contact the customer or YDD so the internet connection can be activated (may be a firewall issue).

Next, connect the Ethernet cable between the RJ45 jack or cellular modem and the directory computer or display (whichever is applicable). If you are going to connect to a Wi-Fi network, wait for now as we will setup the connection later.

You will also need to connect the computer to the display. If you are using an integrated display and computer, you can skip this step. If you are using a separate display and computer, take the supplied HDMI cable and connect one end to the HDMI output of the computer and the other end to the HDMI input of the display. Make a note of which input on the display you are using as you will need it during the setup.

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5 Cellular Modem Installation

If your package includes a cellular modem device, you will connect the display or computer to the cellular modem device to enable internet connectivity. Please remember to allow room for the antennas and power cables during the installation.

5.1 Cellular Modem Mounting

The cellular modem device should be mounted to the wall or display mount using the supplied Velcro, tie straps, or mount. Antennas also need to be connected to the device and mounted in a location that is hidden from view. Sometimes these antennas have a magnet built-in which will allow mounting to the display mount. Since the device is somewhat small, other mounting options are possible as long as the device is hidden from view.

5.2 Cellular Modem Connections

Connect the supplied Ethernet cable between the display or computer and the cellular modem. Plug in the power cord to the surge protector. We do suggest testing the cellular connection to the service provider towers before the final mounting. You can do this by powering on the device (with the antennas attached) and wait for the initialization process to complete (this can take a few minutes). Connect a laptop to the modem using the Ethernet cable and navigate to a known working site. If you can access the site, the internet device is communicating to the towers. Then connect the Ethernet cable between the computer/display and the modem. Plug-in the power and set the antennas.

6 Remote Power Control Installation

If your package includes a remote power control device, you will need to install this as well. The remote power control device allows for remote power cycling of the computer or display.

6.1 Remote Power Control Device Mounting

The remote power control device should be mounted to the wall or display mount using the supplied Velcro, tie straps, or mount. The device and all wires should be hidden from view. Since the device is somewhat small, other mounting options are possible as long as the device is hidden from view.

6.2 Remote Power Control Connections

Connect the power cable from the directory computer to the remote power control device and the power cable from the remote power control device to the surge protector. Additionally, you will need to connect an Ethernet cable between the remote power control device and a RJ45 jack or cellular modem.

7 Testing and Configuration

Now that the system is installed and the connections are made, the system must be configured and tested to confirm proper operation. You will need the mini keypad for this part so make sure the mini keypad USB dongle is inserted in one of the open USB slots on the computer or display. Depending on the type of system, some of these steps may not apply.

7.1 Offline System

Typically, if the directory is an offline model, there will not be a computer however you will need to do the display setup in the menu. If you are unfamiliar with navigating the menu on the display, go online and look up the manual (if it is not included). Once you have completed the display setup, show the customer how to navigate to the display menu to update the image or video file. Leave the display remote control (if applicable) with the customer after setup.

7.1.1 Setup for Offline Directory

These displays have built-in software to manage the media displaying on the screen. Go into the display menu and set the following: screen size (should be set at 16:9 unless specified otherwise), set the date/time, set-up the schedule if available (ask YDD or customer for schedule if you don't already have it), set the button lock-out control if applicable (write down code and supply to YDD and customer), set-up display to power on after power outage if available, and make sure the image or video will restart automatically after a power outage. Take the supplied USB drive and plug it in to the USB slot on the display. Use the display navigation and access the section that allows an image or video to be displayed on the screen. Make sure to set the image or video to show full screen and repeat if applicable.

7.2 Online Systems

These systems connect to remote servers to send and receive data. Your configuration may be an all in one display (computer integrated with the display) or a separate display and computer. It may also be a Microsoft Windows or Android based computer which utilize different operating systems so follow the directions for your specific setup. You will need the mini keypad to setup online systems so insert the mini keypad USB dongle into the display or computer.

7.2.1 All In One Display (Windows or Android)

As far as display properties and settings, all in one displays will be pre-programmed by YDD before being shipped to the site so you just need to check the server connection. To test server connectivity, see the appropriate section based on hardline or wireless.

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7.2.1.1 All In One Setup for Hardline Internet (Windows)

If you are using a hardline internet connection, the only step is to verify with YDD that there is 2-way communication between the display computer and the YDD servers. Plug-in the YDD directory display and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to the specific property. Once the campaign is up and running, you can call YDD to confirm connectivity at (702) 331-2033 or (818) 455-2112, or you can confirm connectivity by using the mini keypad to complete the following steps:

a. Click the left mouse button to display the control sidebar (will appear on the left side of the screen).

b. If you see 2 green icons (top icon is server connection and bottom icon is watchdog), the directory is connected. If the top icon is red, the directory is not connected to the YDD server. If not connected, there may be a firewall blocking the data traffic (see Network Requirement Section).
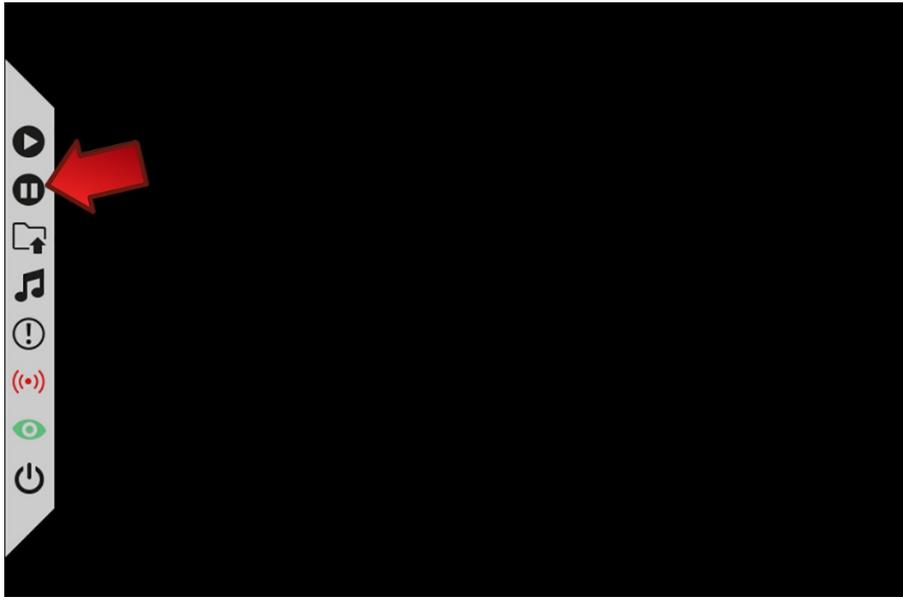

c. If not connected, contact YDD at (702) 331-2033 or (818) 455-2112.

Powercycle the display/computer and contact YDD to confirm connection to the servers.

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7.2.1.2 All In One Setup for Wireless Internet (Windows)

If you are using a wireless connection (wi-fi), you will need to connect the display computer to the appropriate wireless network. If you do not know which wireless network to connect to, ask the customer. Use the supplied mini keypad to access the menu of the display. Plug-in the directory display and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to your property. Once the campaign is up and running, complete the following steps:

a.   Click the left mouse button to display the control sidebar (will appear on the left side of the screen).

b.   Click the pause icon once the sidebar is visible (see below for image – your image may look different) to stop the campaign.

c.   Click the power icon once the campaign has stopped running (see image below) to exit the player software. This will take you to the Windows main screen.

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d. Click on the connection icon which should be at the bottom close to the right side of the screen (see image below – your actual visual may look different)

e. Review the wireless networks available within the range of the YDD directory display
f. Assign to the YDD directory display to the desired wireless internet connection by left clicking on the network. When asked if Windows should remember credentials and connect automatically to this network, make sure that option is selected. Then left click on connect.
g. Enter the network security key or passcode to connect to the network and select next.
h. Select no on the next screen which will ask if you want your PC to be discoverable by other PC's or computers on the network. Then left click on next.

Depending on your network configuration, it may take a few minutes before access will be granted for the YDD building directory display so please be patient. Once access has been granted, a message will display saying "Connected secured" or some similar language and the internet icon in the bottom right of the screen will change to something like this

Restart the YDD building directory display using the Windows restart procedure in the Windows operating system. After the restart, the display should automatically connect to the internet and start playing your building directory campaign. Call YDD to confirm connection to the servers.

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7.2.1.3 All In One Setup for Hardline Internet (Android)

If you are using a hardline internet connection, the only step is to verify with YDD that there is 2-way communication between the display computer and the YDD servers. Plug-in the YDD directory display and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to the specific property. Once the campaign is up and running, you can call YDD to confirm connectivity at (702) 331-2033 or (818) 455-2112, or you can confirm connectivity by using the mini keypad to complete the following steps:

a. Click the left mouse button to display the control sidebar (will appear on the left side of the screen).
b. If you see 2 green icons (top icon is server connection and bottom icon is watchdog), the directory is connected. If the top icon is red, the directory is not connected to the YDD server. If not connected, there may be a firewall blocking the data traffic (see Network Requirement Section).
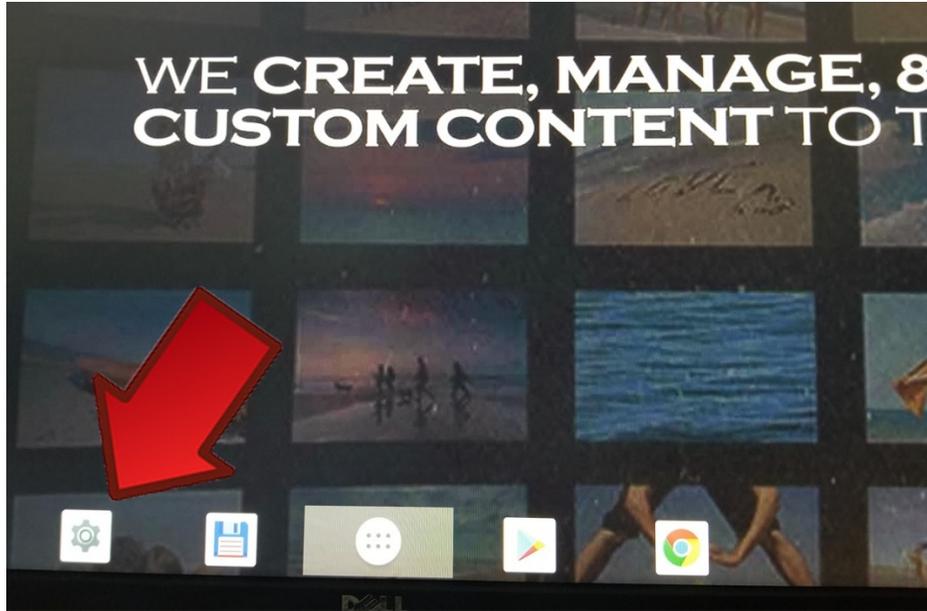

c. If not connected, contact YDD at (702) 331-2033 or (818) 455-2112.

Powercycle the display/computer and contact YDD to confirm connection to the servers.

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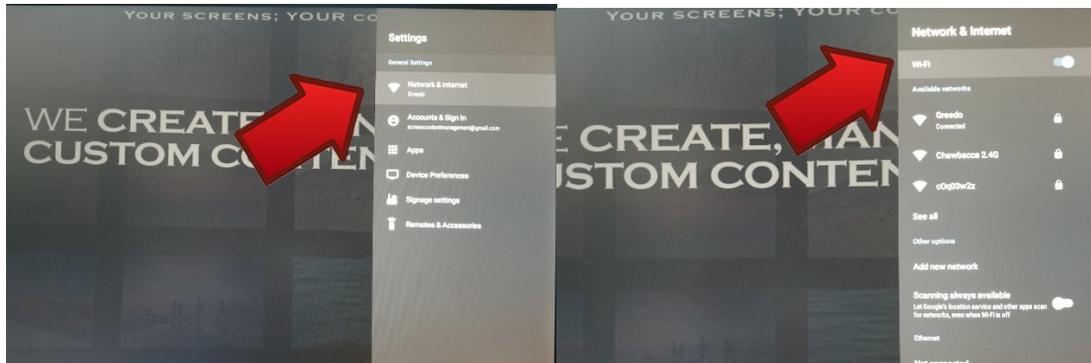
7.2.1.4 All In One Setup for Wireless Internet (Android)

If you are using a wireless connection (wi-fi), you will need to connect the display computer to the appropriate wireless network. If you do not know which wireless network to connect to, ask the customer. Use the supplied mini keypad to access the menu of the display. Plug-in the display and it will auto start (there is no need to press a power button). During the startup sequence you will see the home screen. Right after the home screen appears (if at any time over the next few steps the campaign starts playing, just right click on the keypad):

a. Left click on the settings icon near the bottom of the home screen (gear icon). This selection will open your Networks and Internet panel.

b. Left click on Networks & Internet. The Networks and Internet panel will appear near the top right of the screen, along with some other options.
c. Confirm the WiFi selector is enabled, displaying all wireless networks in range of the YDD directory computer

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    d.   Select the appropriate network and enter the passcode.

    e.   Verify connectivity by opening the Chrome app, found in the [HOME SCREEN]. Type in a known URL and confirm that the site can be reached. If the page does not load, please recheck your wireless credentials to ensure that you have entered them correctly

    f.   Reboot the YDD directory display once you have verified that your device is connected to the internet, by disconnecting the power cord and then plugging it back in. After restarting, the directory display computer should automatically connect and your campaign should start playing. Contac YDD to confirm connection to the servers.

7.2.2 Separate Computer and Display (Windows or Android)

For these configurations, you will need to setup the display and the computer. You will need the mini keypad so make sure the USB dongle is plugged into the directory computer.

7.2.2.1 Setup for Separate Display

Typically, the displays are not configured before being delivered at the site. Whether the system is Windows or Android based, the display must be setup before using. If you are unfamiliar with the display menu, please go online (if you don't already have one) and review the settings and features of the display so you can efficiently complete all the settings. Go into the display menu and set the following: screen size (should be set at 16:9 unless specified otherwise), set the date/time, set-up the schedule if available (ask YDD or customer for schedule if you don't already have it), set the button lock-out control if applicable (write down code and supply to YDD and customer), and set-up display to power on after power outage if available.
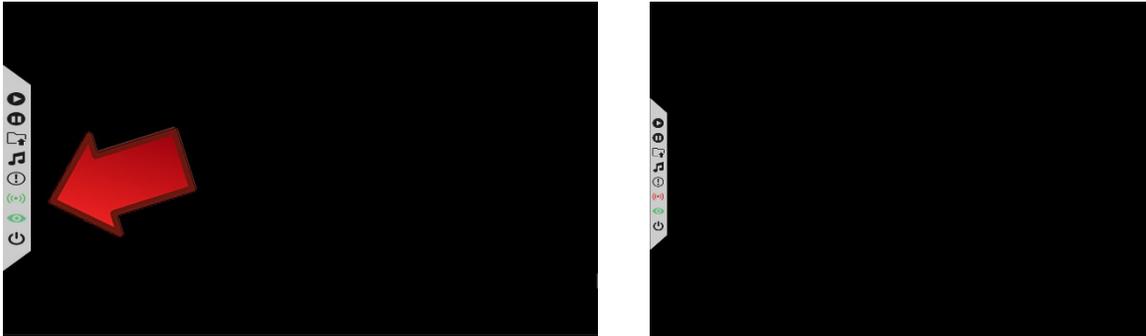
7.2.2.2 Setup Separate Computer for Hardline Internet (Windows)

If you are using a hardline internet connection, the setup has less steps than the wireless configuration. You must verify with YDD that there is 2-way communication between the directory computer and the YDD servers. Plug-in the YDD directory computer and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to the specific property. Once the campaign is up and running, you can call YDD to confirm connectivity at (702) 331-2033 or (818) 455-2112, or you can confirm connectivity by using the mini keypad to complete the following steps:

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a.   Click the left mouse button to display the control sidebar (will appear on the left side of the screen).
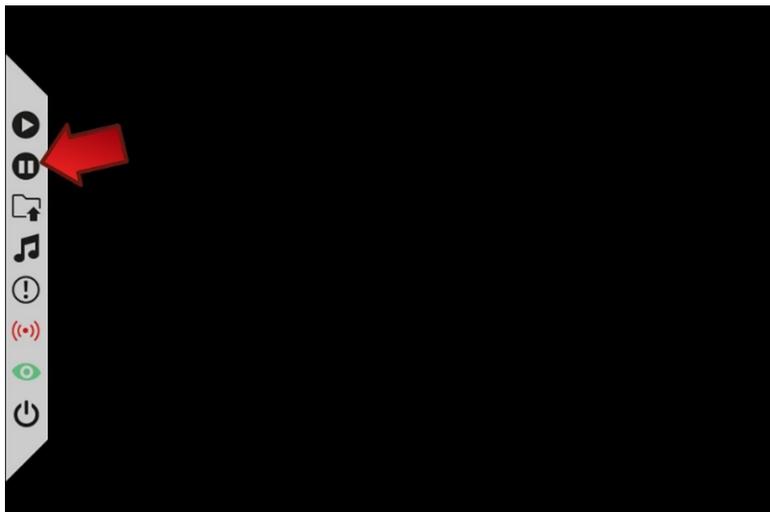

b.   If you see 2 green icons (top icon is server connection and bottom icon is watchdog), the directory is connected. If connected, click on the play icon (at the top of the left side menu) to complete this step. If the top icon is red, the directory is not connected to the YDD server. If not connected, there may be a firewall blocking the data traffic (see Network Requirement Section).

If not connected, contact YDD at (702) 331-2033 or (818) 455-2112. If connected, contact YDD to confirm connection to the servers.

7.2.2.3 Setup Separate Computer for Wireless Internet (Windows)

If you are using a wireless connection (wi-fi), you will need to connect the display computer to the appropriate wireless network. If you do not know which wireless network to connect to, ask the customer. Use the supplied mini keypad to access the menu of the display. Plug-in the directory computer and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to your property. Once the campaign is up and running, complete the following steps:
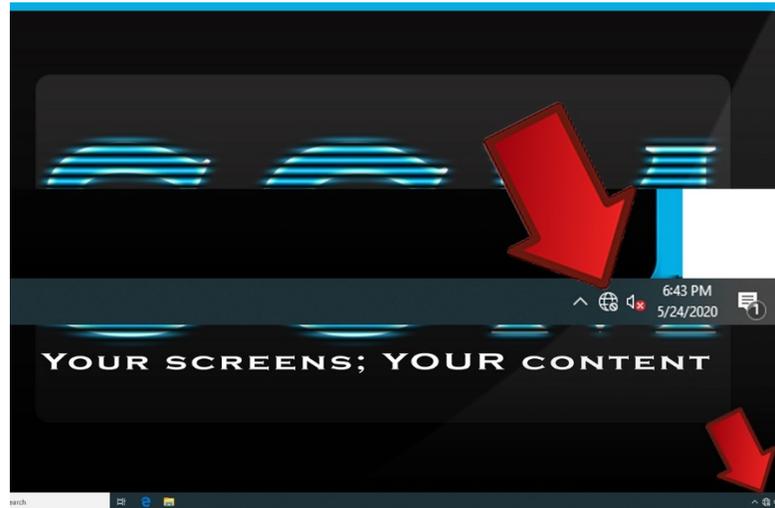
a.   Click the left mouse button to display the control sidebar (will appear on the left side of the screen).
b.   Click the pause icon once the sidebar is visible (see below for image – your image may look different) to stop the campaign.

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c. Click the power icon once the campaign has stopped running (see image below) to exit the player software. This will take you to the Windows main screen.

d. Click on the connection icon which should be at the bottom close to the right side of the screen (see image below – your actual visual may look different)

e. Review the wireless networks available within the range of the YDD directory display
f. Assign to the YDD directory display to the desired wireless internet connection by left clicking on the network. When asked if Windows should remember credentials and connect automatically to this network, make sure that option is selected. Then left click on connect.
g. Enter the network security key or passcode to connect to the network and select next.
h. Select no on the next screen which will ask if you want your PC to be discoverable by other PC's or computers on the network. Then left click on next.

Depending on your network configuration, it may take a few minutes before access will be granted for the YDD building directory display so please be patient. Once access has been granted, a message will display saying "Connected secured" or some similar language and the internet icon in the bottom right of the screen will change to something like this

Restart the YDD building directory display using the Windows restart procedure in the Windows operating system. After the restart, the display should automatically connect to the internet and start playing your building directory campaign. Call YDD to confirm connectivity to the servers.

7.2.2.4 Setup Separate Computer for Hardline Internet (Android)

If you are using a hardline internet connection, the only step is to verify with YDD that there is 2-way communication between the directory computer and the YDD servers. Plug-in the YDD directory computer and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to the specific property. Once the campaign is up and running, you can call YDD to confirm connectivity at (702) 331-2033 or (818) 455-2112, or you can confirm connectivity by using the mini keypad to complete the following steps:

a. Click the left mouse button to display the control sidebar (will appear on the left side of the screen).
b. If you see 2 green icons (top icon is server connection and bottom icon is watchdog), the directory is connected. If the top icon is red, the directory is not connected to the YDD server. If not connected, there may be a firewall blocking the data traffic (see Network Requirement Section).

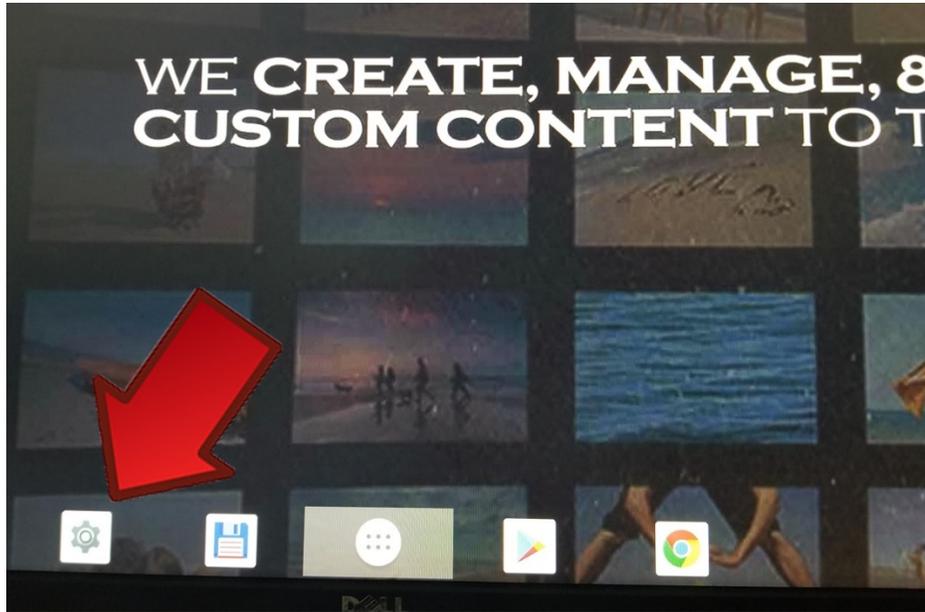   c. If not connected, contact YDD at (702) 331-2033 or (818) 455-2112.

Powercycle the display/computer to confirm the changes are set. Call YDD to confirm connectivity to the servers.

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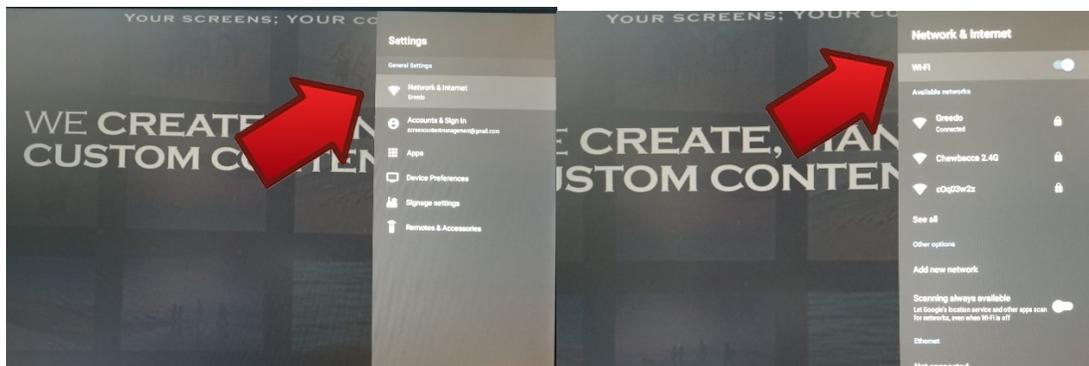
7.2.2.5 Setup Separate Computer for Wireless Internet (Android)

If you are using a wireless connection (wi-fi), you will need to connect the directory computer to the appropriate wireless network. If you do not know which wireless network to connect to, ask the customer. Use the supplied mini keypad to access the menu of the display. Plug-in the directory computer and it will auto start (there is no need to press a power button). During the startup sequence you will see the home screen. Right after the home screen appears (if at any time over the next few steps the campaign starts playing, just right click on the keypad):

a. Left click on the settings icon near the bottom of the home screen (gear icon). This selection will open your Networks and Internet panel.

b. Left click on Networks & Internet. The Networks and Internet panel will appear near the top right of the screen, along with some other options.

c. Confirm the WiFi selector is enabled, displaying all wireless networks in range of the YDD directory computer

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    d.   Select the appropriate network and enter the passcode.

    e.   Verify connectivity by opening the Chrome app, found in the [HOME SCREEN]. Type in a known URL and confirm that the site can be reached. If the page does not load, please recheck your wireless credentials to ensure that you have entered them correctly

    f.   Reboot the YDD directory display once you have verified that your device is connected to the internet, by disconnecting the power cord and then plugging it back in. After restarting, the directory display computer should automatically connect and your campaign should start playing. Call YDD to confirm connectivity to the servers.

7.3 Touchscreen Directory System

You may have an all in one display (computer integrated with the display) or a separate display and computer. In either case, these systems are typically pre-programmed before delivery so there should not be any additional setup. The only configuration would be connecting the touchscreen to the internet. The system will be shipped in installer mode (touch functionality will not be fully enabled) however you should use the mini keypad to navigate through the menus as it will be more efficient. There is however different operating systems so please choose the appropriate section.

7.3.1 Setup Touchscreen for Hardline Internet Windows

Plug-in the YDD touchscreen computer/display and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to the specific property. Once the campaign is up and running, you can call YDD to confirm connectivity at (702) 331-2033 or (818) 455-2112. Additional instructions will be provided on the call.

7.3.2 Setup Touchscreen for Wireless Internet Windows

If you are using a wireless connection (wi-fi), you will need to connect the touchscreen display/computer to the appropriate wireless network. If you do not know which wireless network to connect to, ask the customer. Use the supplied mini keypad to access the menu of the display. Plug-in the touchscreen display/computer and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to your property. Once the campaign is up and running, complete the following steps:

a.   Click the left mouse button to display the control sidebar (will appear on the left side of the screen)
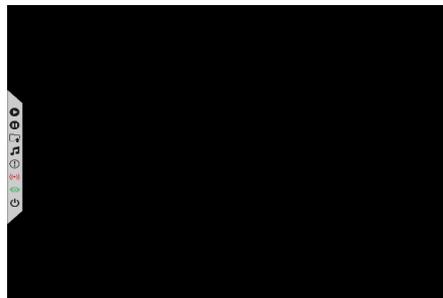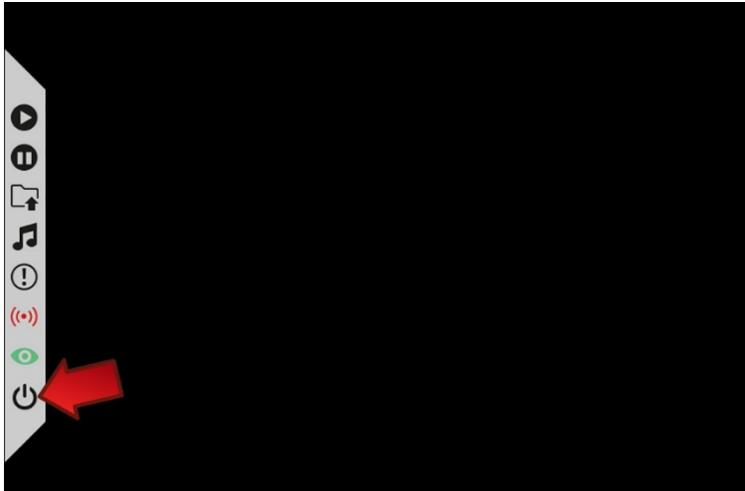

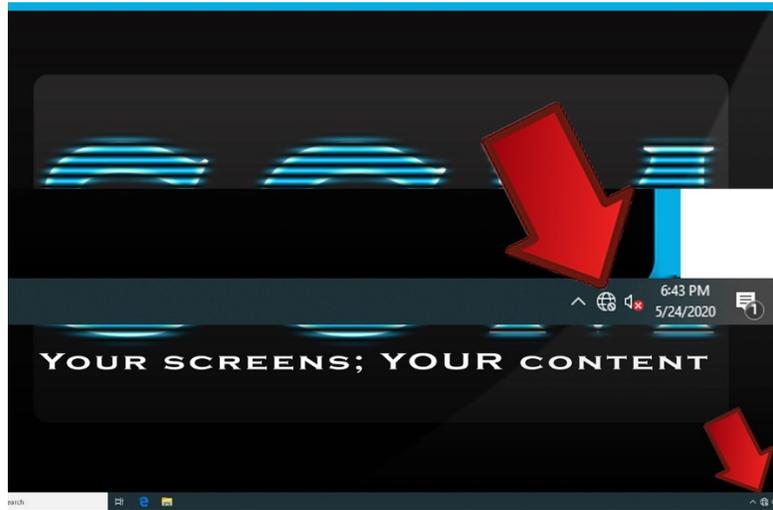YourDigitalDirectory.com   (702) 331-2033   support@YourDigitalDirectory.com

b. Click the pause icon once the sidebar is visible (see below for image – your image may look different) to stop the campaign.

c. Click the power icon once the campaign has stopped running (see image below) to exit the player software. This will take you to the Windows main screen.

d. Click on the connection icon which should be at the bottom close to the right side of the screen (see image below – your actual visual may look different)

e. Review the wireless networks available within the range of the YDD directory display.
f. Assign to the YDD directory display to the desired wireless internet connection by left clicking on the network. When asked if Windows should remember credentials and connect automatically to this network, make sure that option is selected. Then left click on connect.
g. Enter the network security key or passcode to connect to the network and select next.
h. Select no on the next screen which will ask if you want your PC to be discoverable by other PC's or computers on the network. Then left click on next.

Depending on your network configuration, it may take a few minutes before access will be granted for the YDD building directory display so please be patient. Once access has been granted, a message will display saying "Connected secured" or some similar language and the internet icon in the bottom right of the screen will change to something like this

Restart the YDD building directory display using the Windows restart procedure in the Windows operating system. After the restart, the display should automatically connect to the internet and start playing your building directory campaign. Now, call YDD at (702) 331-2033 or (818) 455-2112 to confirm connectivity to the servers.

7.3.3 Setup Touchscreen for Hardline Internet Android

If you are using a hardline internet connection, the only step is to verify with YDD that there is 2-way communication between the directory computer and the YDD servers. Plug-in the YDD directory display/computer and it will auto start (there is no need to press a power button). During the startup sequence, you will see several different screens however wait until the campaign starts to play. You will identify the campaign, by information relevant to the specific property. Once the campaign is up and running, you can call YDD to confirm connectivity at (702) 331-2033 or (818) 455-2112, or you can confirm connectivity by using the mini keypad to complete the following steps:

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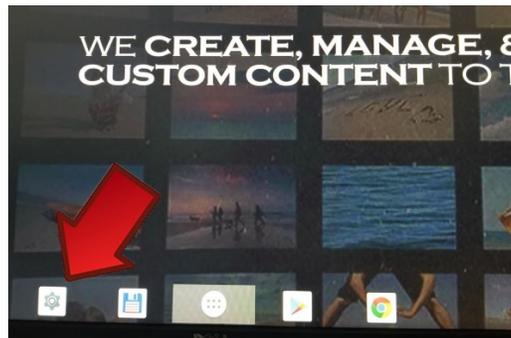a. Click the left mouse button to display the control sidebar (will appear on the left side of the screen).

b. If you see 2 green icons (top icon is server connection and bottom icon is watchdog), the directory is connected. If the top icon is red, the directory is not connected to the YDD server. If not connected, there may be a firewall blocking the data traffic (see Network Requirement Section).

c. If not connected, contact YDD at (702) 331-2033 or (818) 455-2112.

Powercycle the display/computer to confirm the changes are set and call YDD to confirm connectivity to the servers
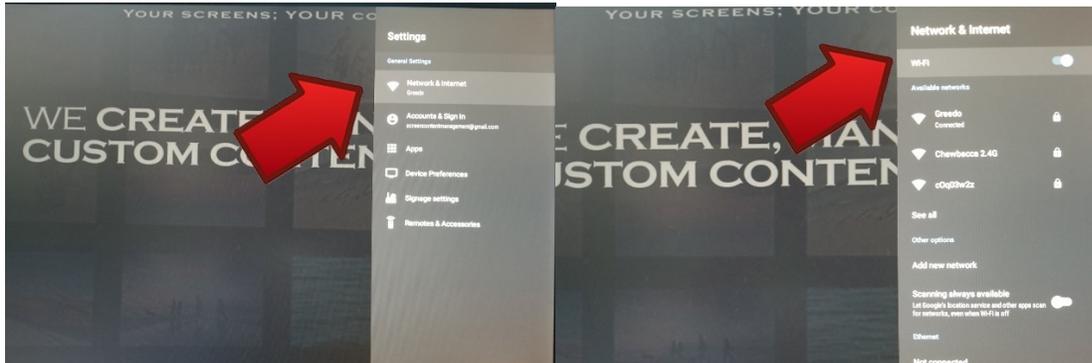
7.3.4 Setup Touchscreen for Wireless Internet Android

If you are using a wireless connection (wi-fi), you will need to connect the touchscreen display/computer to the appropriate wireless network. If you do not know which wireless network to connect to, ask the customer. Use the supplied mini keypad to access the menu of the display. Plug-in the directory computer and it will auto start (there is no need to press a power button). During the startup sequence you will see the home screen. Right after the home screen appears (if at any time over the next few steps the campaign starts playing, just right click on the keypad):

a. Left click on the settings icon near the bottom of the home screen (gear icon). This selection will open your Networks and Internet panel.

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b. Left click on Networks & Internet. The Networks and Internet panel will appear near the top right of the screen, along with some other options.

c. Confirm the WiFi selector is enabled, displaying all wireless networks in range of the YDD directory computer

d. Select the appropriate network and enter the passcode.

e. Verify connectivity by opening the Chrome app, found in the [HOME SCREEN]. Type in a known URL and confirm that the site can be reached. If the page does not load, please recheck your wireless credentials to ensure that you have entered them correctly

f. Reboot the YDD directory display once you have verified that your device is connected to the internet, by disconnecting the power cord and then plugging it back in. After restarting, the directory display computer should automatically connect and your campaign should start playing. Call YDD at (702) 331-2033 or (818) 455-2112 to confirm connectivity to the servers.

8 Frequently Asked Questions

Here are the answers to some common questions/issues:

8.1 The USB Keyboard does not work

If your included wireless USB Keyboard has stopped working, please check to see if the battery in the keyboard has power available. This is the most common problem. If your battery is dead, recharge the unit by plugging it in or just plug in the adapter. If your battery has power, check to make sure that the USB dongle is plugged in to the YDD directory computer. If the USB dongle is plugged in and there is power to the USB Keyboard, check the supplied instructions for the keyboard for additional troubleshooting steps.

9 Network Connection Overview

This section is intended as an overview of the operation, security model, and authentication process used by the Screen Content Management (SCM), Your Digital Directory (YDD) Computers, and the Digital Signage software application.

Overview

SCM and YDD utilize a cloud based solution along with local/remote data to deliver media content to display screens. This content can be a combination of video web streaming, XML/javascript data, or media cached locally on a network or computer. If real-time media content is necessary, the SCM/YDD computer will be calling out when required to update the campaign with the requested information. Media content that is not real-time will be updated after hours to reduce bandwidth consumption.

Connecting to the Digital Signage Cloud Servers

The Digital Signage network cloud is comprised of network servers and routers which are hosted at central data centers. The hosted servers provide all services to your Digital Signage network. The services include authentication, streaming of media files and database services. In order for the SCM/YDD Computer Signage Player to join this cloud, the Computer Signage Player must be registered. Next we insure that the SCM/YDD Computer Signage Player can transmit ingress and egress data from and to the digital signage cloud. The following sections will cover requirements for proper operation and transmission of the SCM/YDD Computer Signage Player.

Registering into the Digital Signage networks

When the SCM/YDD Computer Signage Player boots up, the SCM/YDD Computer Signage Player software is configured to automatically start. On the 1st boot, there will be a prompt to enter your login email and password. Once this information is provided, the Media Player will be associated with your account. After proper authentication is completed, the Media Player will be allowed to join your digital signage network.

Broadband

The SCM/YDD Computer Signage Player relies on a broadband connection to download all of the campaign's data. This includes RSA authentication, XML configuration and media files. It also uses the broadband to access external data sources such as RSS, video podcasts and other data. It is vital to a successful integration of a digital signage solution that a fast and reliable internet connection is available. We recommend a connection upload minimum speed of 3 mbps and a download minimum speed of 10mbps. It should be noted that the SCM/YDD Computer Signage Player will work with almost any type of connection however performance may be impacted with less than the minimums mentioned. Additionally, the SCM/YDD Computer Signage Player uses internal caching and retry mechanisms to insure smooth playback at all times.

The SCM/YDD Computer Signage Player will not be affected when internet connection is down given that all resources had an opportunity to cache locally. The SCM/YDD Computer Signage Player may also be rebooted when no connection exists; in such scenarios the SCM/YDD Computer Signage Player will roll back to the last good known campaign. However, a fast broadband connection will allow for rapid download of content, smoother transitions into new content and more reliable remote control functionality.

Security

The SCM/YDD Computer Signage Player uses an elaborate authentication scheme to validate against the Digital Signage servers. Once fully authenticated, the SCM/YDD Computer Signage Player will be allowed to join the Digital Signage cloud. The SCM/YDD Computer Signage Player uses 128 bit private and public keys. It is powered by RSA ciphering cryptography to insure maximum security. All tokens used are validated on the server side before they are allowed to pass through. The SCM/YDD Computer Signage Player stores the authenticated password locally within the local file system as an encrypted key.

Firewall

The SCM/YDD Computer Signage Player communicates with the hosted servers over TCP/IP. The protocol uses http and https (as well as RSA public / private keys over standard http) and raw sockets. In order to insure proper operation, the SCM/YDD Computer Signage Player must be allowed to communicate with the hosted servers within the Digital Signage network.

The SCM/YDD Computer Signage Player does not include an internal firewall and so no special configuration is required. However, if your local area or corporate network does have a firewall, you will need to insure proper rules exist within your firewall to allow traffic originating from the SCM/YDD Computer Signage Player to pass through.

To allow access to our servers be sure to open type: SOCKET (port range 49152 to 65535), type: HTTP (port 80) and type: HTTPS (port 443) to the destination of: *.signage.me for both inbound and outbound traffic.
If you need explicit rules be sure to add:
54.213.139.226 signage.me
54.200.115.211 galaxy.signage.me
54.213.120.251 earth.signage.me
54.213.45.90 socket.earth.signage.me
54.213.141.167 eris.signage.me
54.213.3.30 socket.eris.signage.me
54.200.232.81 ida.signage.me
54.200.194.110 socket.ida.signage.me
54.200.159.110 ida2.signage.me
54.200.82.139 jupiter.signage.me
54.213.160.58 socket.jupiter.signage.me
54.213.145.191 moon.signage.me
54.213.120.28 socket.moon.signage.me
54.201.214.88 neptune.signage.me
54.200.235.59 socket.neptune.signage.me
54.213.160.52 pluto.signage.me
54.213.159.95 socket.pluto.signage.me
54.200.76.248 sun.signage.me
54.213.151.2 socket.sun.signage.me
54.213.159.84 repository.signage.me
54.213.159.84 repository2.signage.me
52.27.154.185 leda.signage.me

52.27.154.185 adnet.signage.me
54.200.230.159 leda2.signage.me
54.200.230.159 adnet2.signage.me
52.85.158.244
52.85.33.145
52.85.33.189
52.85.5.46
54.182.2.197
54.200.109.147
54.200.133.40
54.200.84.221
54.213.130.252
54.213.152.120
54.213.159.108
54.213.160.58
54.213.47.132
54.213.5.133
54.230.80.224
54.230.80.84
54.213.160.84 secure.digitalsignage.com

Note: If you have a firewall with an existing port 80 rule, this may NOT be enough. The reason is many firewalls will only allow HTTP traffic. However, the SCM/YDD Computer Media Player communicates using a persistent TCP/IP socket connection. You may need to add a rule in your gateway / router to specifically allow connection-oriented traffic over port 80 (not just HTTP).
You should know opening port 80 on your firewall does not compromise in any way the security of your local area network. Allowing trusted traffic originating from within the LAN onto a specific destination is common practice. It does not induce any potential security breach. This is acceptable and standard procedure in internet security models.

Any questions related to the contents of this section should be sent to
support@yourdigitaldirectory.com
Updated 1/17/21

10 Contact Your Digital Directory

If you have questions, need support, or want to add, remove or purchase services, you can reach Your Digital Directory in the following ways:

Phone : (702) 331-2033 or (818) 455-2112

Email : Info@yourdigitaldirectory.com

Web : https://www.yourdigitaldirectory.com

We are ready and available to assist you during normal business hours Monday through Friday pacific standard time.

YourDigitalDirectory.com   (702) 331-2033   support@YourDigitalDirectory.com