

Digital Recall **Player** - User Manual

Software Version 4.35 onwards

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The logo for Digital Recall, featuring the words "DIGITAL" and "RECALL" in a bold, white, sans-serif font. "DIGITAL" is positioned above "RECALL". The text is set against a dark red, rounded rectangular background with a slight gradient and a drop shadow.

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Digital Recall Player

What is Digital Recall Player?

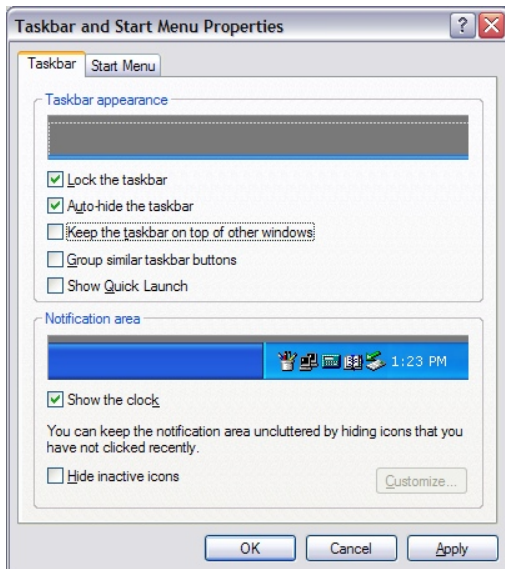
- Digital Recall Player is the PC that has **one or more LCD/Plasma screens** connected to it that will be displaying adverts in a scheduled loop/s. It also has the **Digital Recall Player software** on it. (This software utilizes the advert-loops and schedules you previously set up in Digital Recall Manager to display adverts on the screens attached to the Player PC).
- There can be an unlimited number of screens attached playing the same content (i.e. using a “splitter”), or a maximum of 4 screens attached playing different content. This is hardware dependent. The more monitors & zones you have, the more power your PC will need.
- The Digital Recall Player software must be installed **on each PC that has screens attached to it** on which will be playing adverts/content.
- The Player PC must conform to [the minimum specs](#). See Website/ Setting up your system/ Hardware.
- The Digital Recall Player PC should preferably not be used for any other function except as a Player, since using other programs while the Player is running may interfere with the adverts being played, and 3rd party software installed on the PC may conflict.

Windows settings for Player PCs

Before downloading and installing Digital Recall Player, follow these instructions to prepare your Player PC for use:

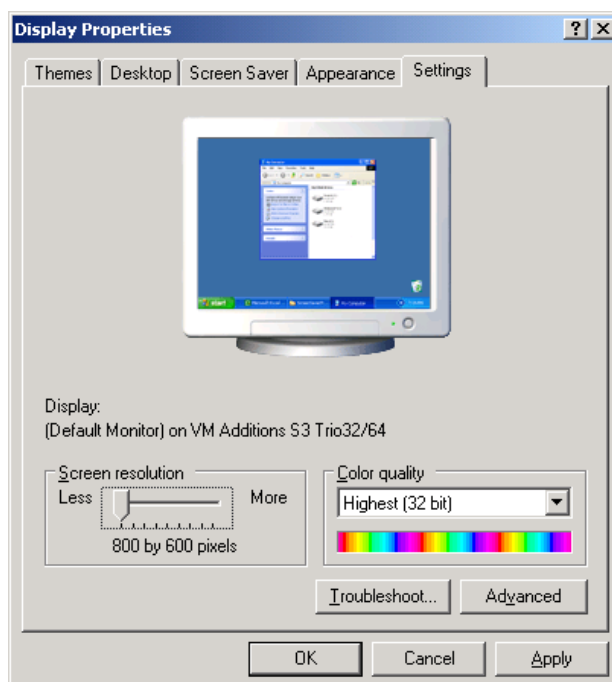
1. Ensure the free **Apple QuickTime Player is installed on each Player PC** before installing Digital Recall Player software. The QuickTime component is used to play any video clips that you include in your loops and must be installed before the Player or Manager software can be installed. You can download the QuickTime Player from www.apple.com/au/quicktime/download/standalone.html.
2. When installing QuickTime Player, use the default folders and make sure you uncheck the option marked “Install Apple Software Update”, to ensure you don’t receive unwanted messages on your Player screens. You also do not need to upgrade to QuickTime Pro when prompted at the end of the QuickTime install.
3. Ensure the Windows task bar is set to auto-hide, and “Keep the taskbar on top of other windows” box is unchecked.

- To access Windows taskbar settings, right-click on the taskbar at the bottom of the screen and select Properties from the menu that is displayed. This stops the taskbar from interfering with the playing adverts.



Set Windows Taskbar options

- Ensure the correct region has been set up for your local date and time regional settings (Control Panel – Regional Settings). It must be the same format on BOTH Player & manager PC's, as well as on the FTP Server (if applicable) (See Manager Manual).
- Ensure the screen resolution of the Player PC is correctly set to the resolution suggested by the manufacturer



7. Ensure the date and time is set correctly on the Player PC BEFORE you start the Player program. **Set it to dd/mm/yyyy format – the same as the Manager PC. If you're using an FTP, ensure that they're all set to the same format or you will have problems.** [See FAQ](#).

If the date is manually changed on the Player PC after the Player software has been used, specifically if you reset the computer date to an earlier date, the software activation system may become unstable and you will then need to re-install the entire Player application.

Download and Install Digital Recall Player.

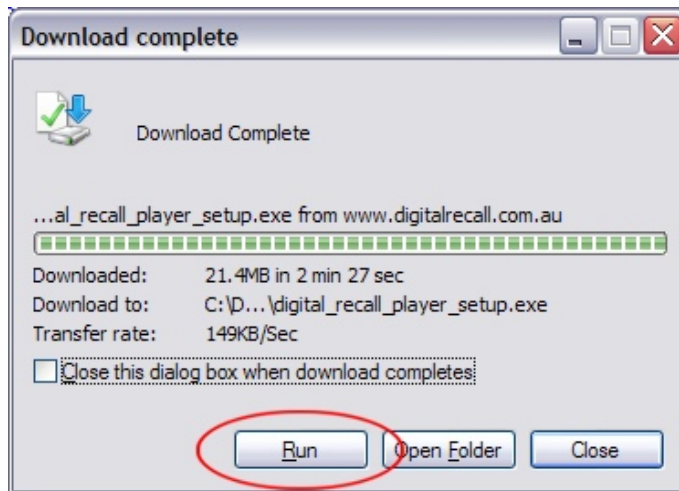
1. Only install the Digital Recall Player **after** you have:
 - a. installed the Digital Recall Manager **and**
 - b. set up the FTP or LAN folders in Digital Recall Manager (If you are using the same PC for Player and Manager, there is no need to set up FTP or LAN folders).
2. Download the Digital Recall Player from www.digitalrecall.com.au.



Download Digital Recall Manager prompt

3. Select “Save” to download and save the installation file to a temporary location on your Player PC (e.g. Windows desktop). The Player PC is the computer connected to the monitors on which you will be displaying adverts.
4. Once the file has downloaded, select “Run” to begin the installation.

5. If you are installing a **new version of our software (over an existing version)**, see the Manager User Manual – there is an entire section on this, and it’s very important that you follow it.
6. **NOTE: Make sure you have read the FAQ’s on our website titled “[Installation of Software](#)”.** Most issues faced by Users arise because they have not done so. **Please do so!!**



Run Installation prompt

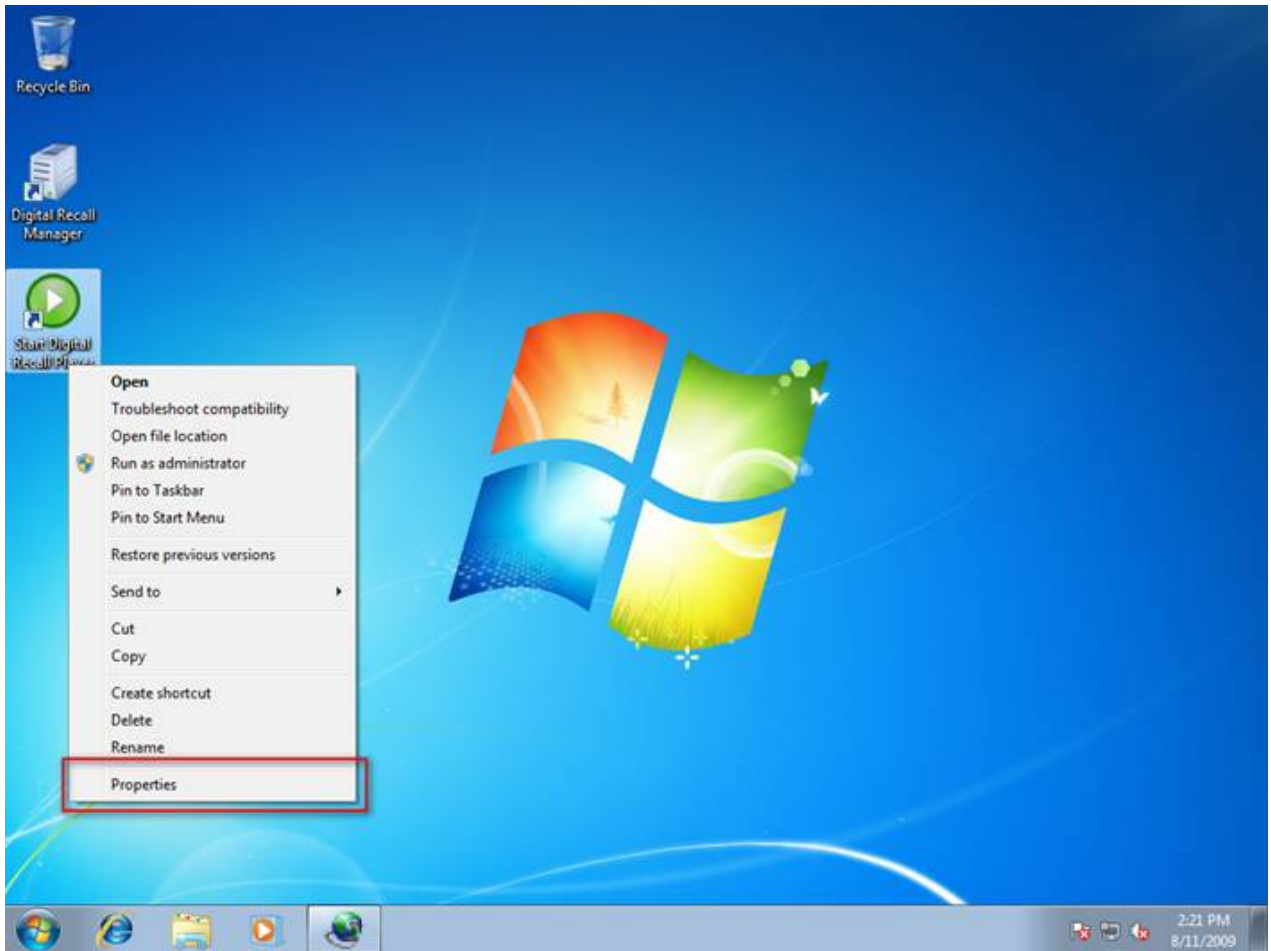
7. Accept all the defaults when the Digital Recall Player installation starts.
8. During Installation, if you get an Error 1904 (see screen shot), **simply hit OK to proceed through it.** It is common. Flash are aware of it – they have been experiencing many of these (Google –search “Flash error 1904” for more info)
9. After installation, you will see the “Start Digital Recall Player” **desktop shortcut.** **This shortcut** has also been added to the Players startup folder in Windows. This ensures that the Player software starts automatically every time the Player PC is switched on (e.g. after a power failure).
10. Consider installing **free Remote Control Software on your Manager & Players.** This will save you massive amounts of time & hassle by allowing you to access your Player PC’s from anywhere. [See LogMeIn](#). Note: We do not endorse (or receive anything from recommending) this product. If you have “issues”, please go directly to LogMeIn for resolution

Using Windows 7?

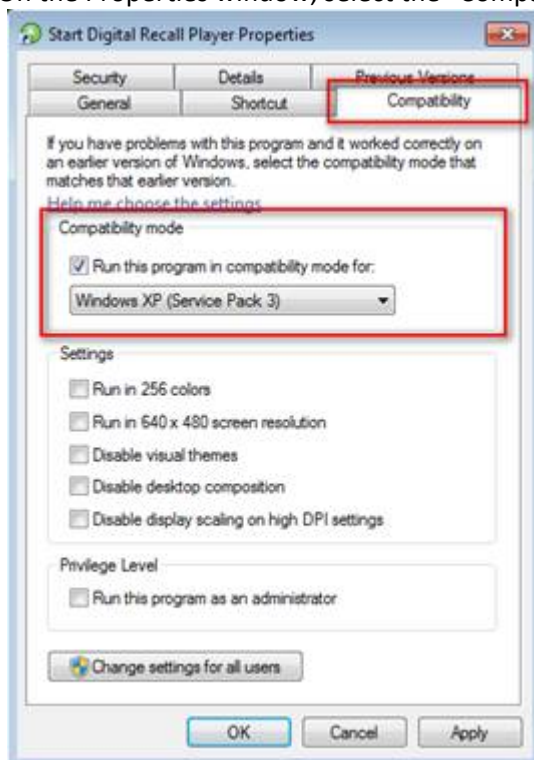
If you do not do the following, you may receive an “Error 5 – Invalid Function Call in DigitalRecallStarter” when starting Digital Recall Player from the desktop, or when Digital Recall Player is restarted. To avoid this, *DigitalRecallStarter.exe must be set to run win Windows XP compatibility mode – as follows:*

1. Right-click on “Start Digital Recall Player” on the Player desktop.

2. Select "Properties" from the drop-down list.



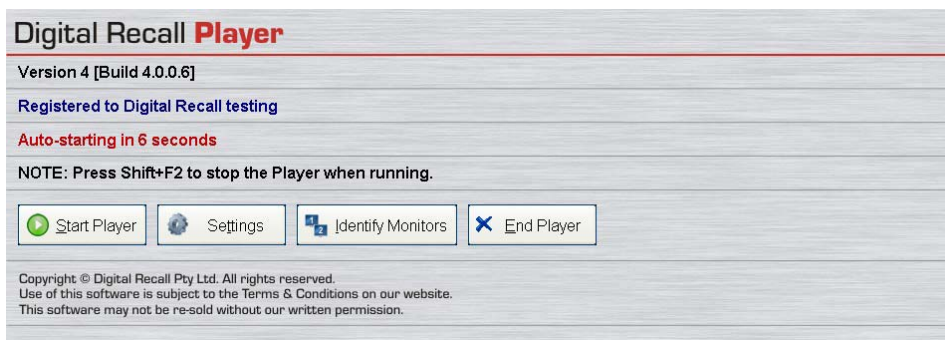
3. On the Properties window, select the "Compatibility" tab.



4. In the “Compatibility mode” box, tick “Run this program in compatibility mode for:” and select “Windows XP (Service Pack 3)”
5. Click OK.
6. You can then start Digital Recall Player and this error will no longer appear.
7. **Remember to turn off User Account Control**, otherwise you will always be asked if you want to run this program when it starts up.

To Start Digital Recall Player

1. Once Digital Recall Player is installed correctly, click on the “Start Digital Recall Player” desktop shortcut. If you don’t select any options at this point, any adverts set up for this location will begin playing within 10 seconds. (Also see “Digital Recall Player Settings”). When you first install the software, the default location that will display is “My Location”



Digital Recall Player startup screen

To Stop Digital Recall Player

1. To stop Digital Recall Player running, Shift + F2.
(To Stop Player you may, as an alternative, choose to “roll” the mouse to the top left hand corner of the screen & double-click. Note: Because the mouse goes behind any adverts that may be playing, it disappears, but it’ll still stop Player when you double-click).
2. To restart the Player, click the desktop shortcut or click “Start Digital Recall Player” in the Updater screen (which you can access by clicking on the Digital Recall Updater Icon in the Task Bar



Setting up a Location for the first time - Digital Recall Player Settings

Summary: Whether you have 1 or many Locations, the Player PC needs to know how it will communicate with the Manager PC (even if they're on the same PC) so that it can be "told" what to display on the screens attached to it.

Using our easy-to-follow directions (below), this is done by you **setting up your own FTP settings or LAN folders** as well as **the location of this Player**, so that the correct loops and schedules are used for this Player. When you select the desired location on the Player, only loops for monitors set up or modified at **that** location will be played.

IMPORTANT: [Read the FAQ's on our website "Installation of Software"](#) to avoid problems.

THIS IS A CRITICAL AREA, SO FOLLOW THESE INSTRUCTIONS CAREFULLY.

Step 1: Set Player location (in Manager) & Transmit it.

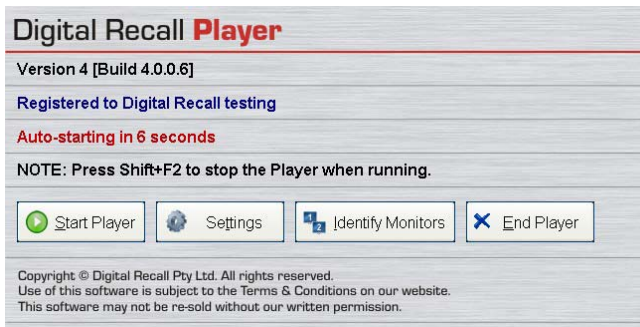
When running the Player for the first time you must **first** have:

- a. **Set up the various locations** of the Players in "Digital Recall **Manager**" (To do this see Digital Recall **Manager** User Manual - "Locations")
AND
- b. **Transmitted the locations** to the Player PC (To do this see Digital Recall **Manager** User Manual – "Upload to Players"),

If you don't do this, the correct location for this Player **will not be available** for you to select from the drop-down list of available locations (explained later). Only "My Location" will be available for selection & it will play a couple of preloaded ads.

Step 2: Setup your Player's FTP or LAN settings

1. Double Click on the "Start Digital Recall Player" shortcut on your desktop.
2. When this screen (below) appears, **immediately click on the "Settings" button**. (You have 10 seconds to do so. If you're too late and the "default" adverts start playing, to get another chance, simply follow the directions contained in "Stop Digital Recall Player" above, and then Restart the Player (see same section above).

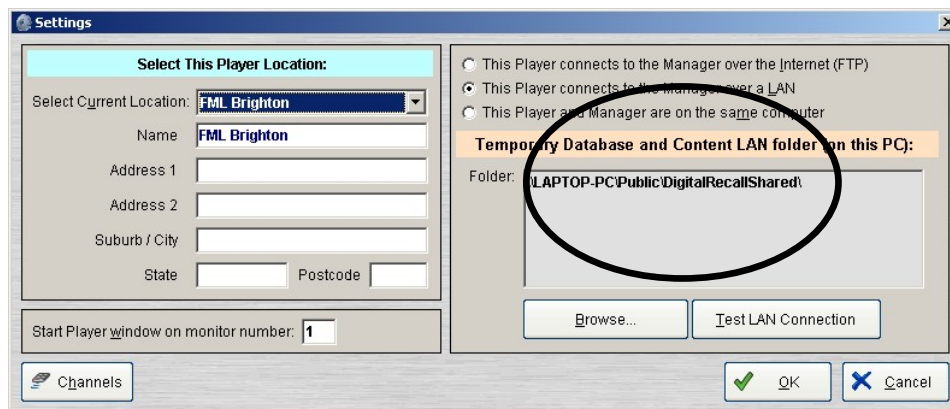


NOTE: Remember, **your Location name/s that you created in Manager will NOT appear yet. You must first complete all the steps below.**

3. Complete the “Settings” dialogue box.

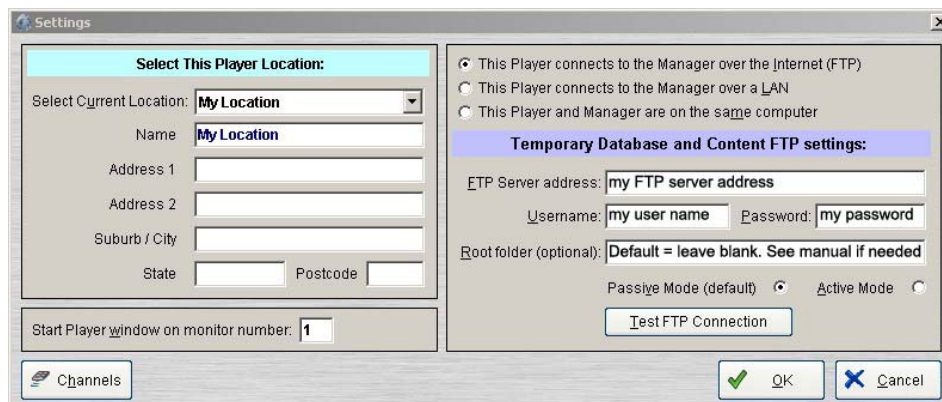
IMPORTANT: The FTP or LAN settings **must match** those you set up in Digital Recall Manager under the section “FTP/LAN Settings”.

- a. Simply select the correct connection method (FTP, LAN or none) and then
- b. Select the **same shared LAN folder** or enter the **same FTP details** that you have **already set up in Digital Recall Manager.**

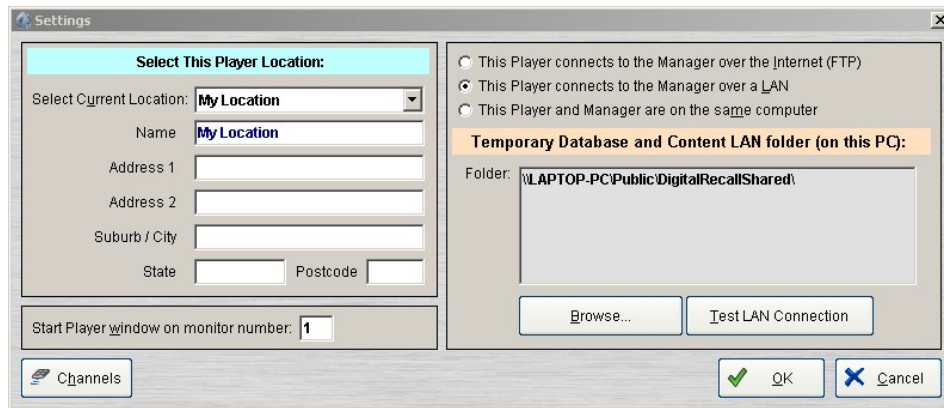


4. You can use the Test Connection buttons to ensure you can connect to the FTP server or the LAN folder.

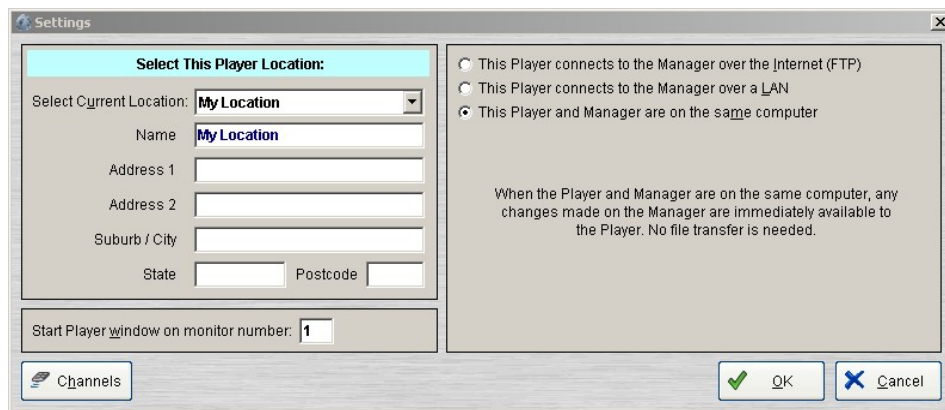
SEE SCREEN SHOTS BELOW TO ASSIST YOU



Players and Manager connect via the internet




Player and Manager connect via LAN



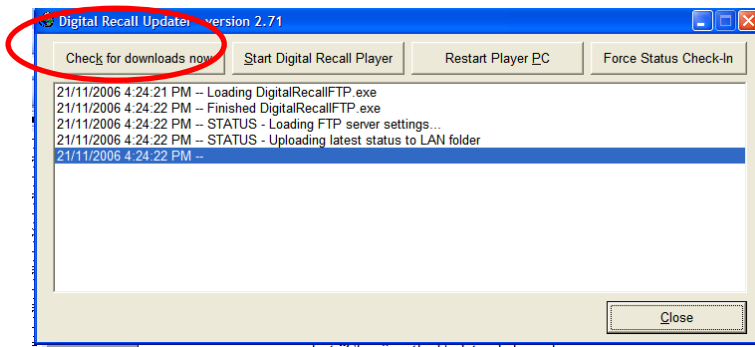
No connection required - Player and Manager are on the same PC

Step 3 – Close the Program & Restart it (for Settings to take effect) – NOTE: TWO download steps required when first setting up a Location.

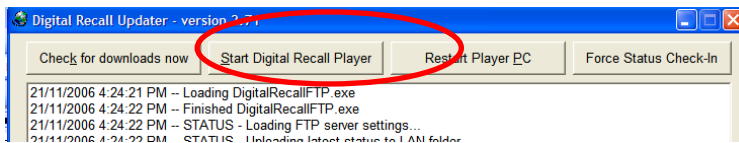
1. **Exit the Player program completely** (See above “Stopping Digital Recall Player), and also **close the Updater** (Right click/Close)

 or select “Close” on the Updater dialogue box.

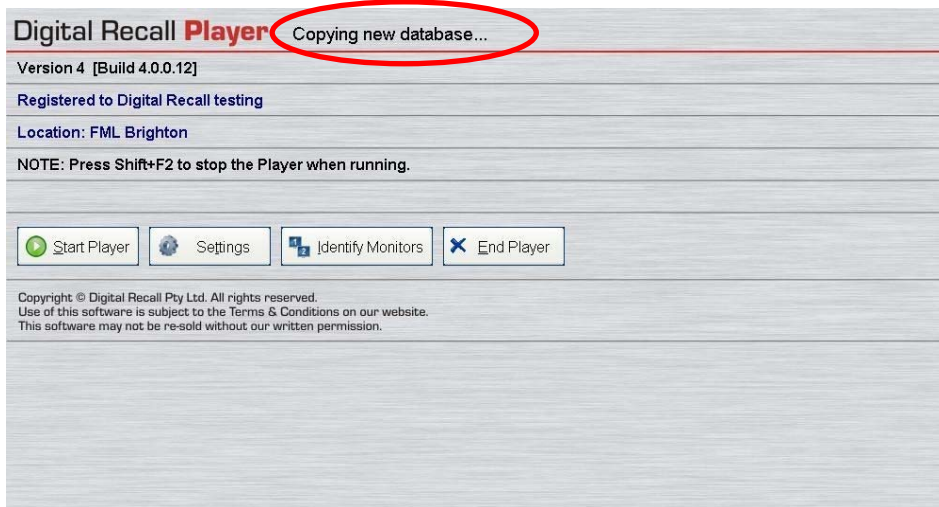
2. Now go to the “**Start Digital Recall Player**” shortcut on your desktop & double click.
3. When the “black screen” comes up, **Stop it** by pressing Shift F2
4. Then **left click on “Digital Recall Updater”** in the Windows taskbar
5. Now **click “Check for downloads now”** (see screen shot below) to force the Player to download the latest database (containing the new locations).



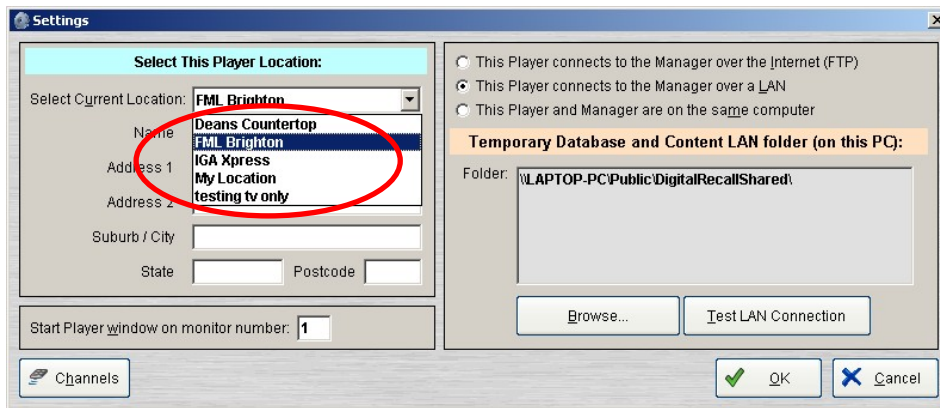
6. If the dialogue box (above) disappears, **left click on the Digital Recall Updater icon** again (in the task bar at the bottom of the screen) to bring it back.
7. Now click on **“Start Digital Recall Player”**



8. You **MUST NOW WAIT** until the Player downloads the new database. You will know it has done so because it will count down from 10 seconds to zero, and then the words **“Downloading database”** will appear in this region.



9. After the “Performing Update” message disappears, **the Player will count down again** & start playing the Digital Recall adverts again.
 - However, your Player PC has now received the new database with all the Locations that you “sent” to it from your manager PC. We will “select” the correct location in the next step.
10. **To select the correct location:**
 - **Stop the Player** (Shift + F2),
 - **Start the Player again** - see points 6 & 7 above;
 - **Immediately click on “Settings”**.
11. **Select the Location that your Player is located at** from your drop down list of locations that you created in Digital Recall Manager and press OK



Wait for the Countdown to finish. You'll now have **plain black screen** (Why? Because until you select the Location, the Player PC doesn't know which adverts to download for it to use).

It now needs another step to download the Contents for that Location. See the next step. This multiple step is only required when you set-up the Player at the Location the first time.

12. To Download the Content for that Location

- Close Player by hitting "Shift F2"
- Follow the steps in points 4 to 8 above.
- When you reach action 9 (above) - when the Player finishes counting down it will now start to play the adverts/ contents that you created and sent from Manager for **that** Location. Note – there may be a delay (of a minute or two) before it starts playing the new content.

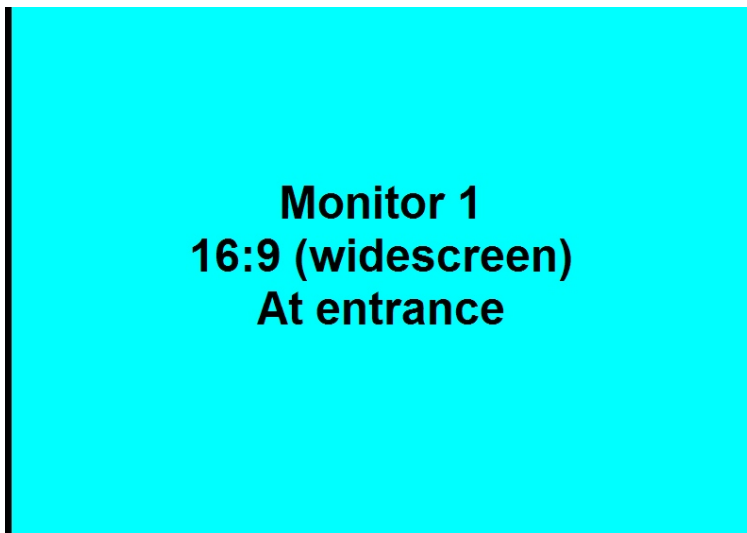
This dual step (Select location + Download content for that location) is only required when you **first** install the Player.

If you experience problems in the above section, [please consult the FAQ's on our website.](#)

Failing that, use the ["Need Help?"](#) section on the Home Page of our website.

Identify Monitors

1. Use this option when you want to identify monitor numbers that you have set up in Manager.
2. For example, you may have set up 2 monitors for this location in Manager, both connected to different monitor outputs (using a dual or multi-display graphics card) on one Player PC. The content and scheduled loops for each monitor can be set up and scheduled separately. Clicking “Identify Monitors” will show you which physical monitor is set up for each monitor number.
3. Each screen attached to this Player PC will display a blue monitor identification screen, showing the monitor number, location (as defined in Manager) and the screen type (i.e. widescreen or normal).

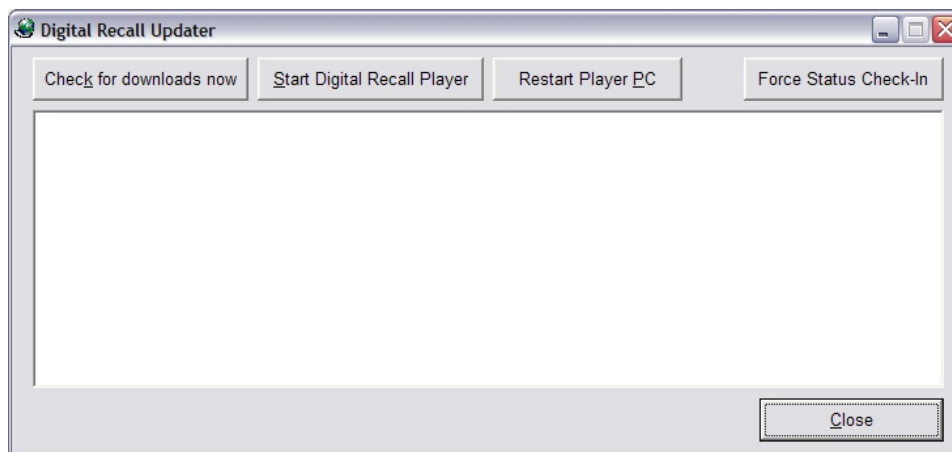


Identify Monitors screen

4. If the physical monitors do not match up with the settings in Manager, you can either change the monitor settings in Manager or connect the monitors differently to the Player PC by switching the monitor connections around if you are using more than one independent monitor at this location.
5. Click anywhere on the blue monitor identification screen or press any key to return to the Player.

Digital Recall Updater

1. Digital Recall Updater is a program that runs continuously in the background on the Player PC and checks your FTP site or LAN folder at regular intervals for new content and loops. If this program is not running, then no new content or loops will be downloaded to this Player. This program is started automatically when the Player is started.



Digital Recall Updater

2. If your Manager and Players are on the same PC, the “Check for downloads now” button and “Force Status Check-In” buttons are disabled.
3. You can also start the Player by clicking “Start Digital Recall Player” button on the Digital Recall Updater screen.
4. You can restart (reboot) the actual Player PC by clicking the “Restart Player PC” button on the Digital Recall Updater screen. This is usually done automatically if this Player has been set up to restart at 4am every morning.
5. You can also force the Player to check for new content and loops manually by clicking “Check for downloads now”. This will manually start the process of checking for new content and loops on your FTP server or LAN folder and downloading them to this Player PC if found.
6. You can force this Player to send a status check to the Manager by clicking “Force Status Check-In”. The status check-in usually occurs automatically every hour.

Warnings & Cautions.

1. Follow the User Manuals carefully – you’ll save yourself hassles.
2. Ensure you consult [the FAQ’s](#) before you install [& if you’re installing a new version](#)
3. Never use your own FTP program to transfer files etc – see [this FAQ](#).
4. Ensure any formats you want to use comply with the requirements – [See FAQ](#).
5. Ensure your PC complies with [minimum requirements](#)
6. Located in Brazil? – [See FAQ](#)