SHARP Content Distributor

OPERATION MANUAL

Applicable models (as of October 2016)  Available models differ according to region.

PN-Y326/PN-Y436/PN-Y496/PN-Y556
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• Transcribing or duplicating part or all of this manual and/or this software without permission from our company is not permitted.
• As a part of our policy of continuous improvement, SHARP reserves the right to make design and specification changes for product improvement without prior notice.
• The screens and procedures are examples. The contents or details may vary depending on the screen configuration and OS version, etc. Windows 7 is used as an example in this manual.
• The explanations in this manual assume that the software is installed in the following folder (the default folder).
  C:\Program Files\SHARP\Content Distributor
• This manual does not contain basic operating instructions for Windows.

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Introduction

SHARP Content Distributor is used to build an electronic signage system using SHARP LCD monitors.

• You can copy (distribute) files over the network for “Auto playback” to a USB flash drive or SD memory card connected to the LCD monitor on which the files are to be played. You can also easily copy (distribute) files for “Auto playback” to a USB flash drive or SD memory card connected to your computer.

For information on “Auto playback”, see the operation manual for the LCD monitor.

• You can accomplish the entire task, from startup to distribution, by means of simple steps.

• You can easily set a distribution schedule.

System requirements

<table>
<thead>
<tr>
<th>OS</th>
<th>Windows 7 (32-bit or 64-bit version), Windows 8.1 (32-bit or 64-bit version), Windows 10 (32-bit or 64-bit version)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>Intel Celeron 1.6 GHz or faster*</td>
</tr>
<tr>
<td>Memory</td>
<td>At least 2 GB*</td>
</tr>
<tr>
<td>Free space on hard drive</td>
<td>At least 10 GB (free space separately required for data storage)</td>
</tr>
<tr>
<td>Display resolution</td>
<td>Full color monitor with a resolution of 1280x1024 or higher</td>
</tr>
</tbody>
</table>

* The system must meet the minimum requirements for operation of the OS.

Operation manual

• This manual explains how to use SHARP Content Distributor Version 1.2.

• The following terms are used in this manual.

<table>
<thead>
<tr>
<th>Management computer</th>
<th>The computer on which this software is installed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel</td>
<td>LCD monitor</td>
</tr>
<tr>
<td>Content (file)</td>
<td>A video or image file to be displayed or played on a panel. Please prepare content files yourself.</td>
</tr>
<tr>
<td>Content list</td>
<td>A list of content files that you arrange in the order you want the files to play. Content information and the playback order are saved.</td>
</tr>
</tbody>
</table>

LCD monitor

To use this software, the management computer must be connected to the same network as the LCD monitor to which the content will be distributed.

The following LCD monitor settings are required. To configure the settings, change the input mode to a mode other than “Media Player”.

• Configure “LAN SETUP” in SETUP menu.
  Set FTP to “ON”. The Telnet Username and Password can be changed by control command.

• Set “POWER SAVE MODE” to “OFF” in SETUP menu.

• Set “NO SIGNAL AUTO INPUT SELECT” to “ON” in SETUP menu.

• Set the type of the files are to be played automatically in AUTO PLAY of the SETUP menu.

* For information on using the LCD monitor settings, see the operation manual for the LCD monitor.
System management cautions

■ Before use
Before using the system, distribute the content list to the panel and play the content to verify that it displays correctly. The content may not play correctly if the panel has insufficient processing power. Corrupted files and unsupported files will not play.

■ Continuous operation of management computer
When using this software continuously for more than 24 hours, restart the management computer once a day.

■ Automatic start of software
To have this software start automatically, set in the settings screen.

■ Management computer power settings
Even when this software is set to scheduled distribution mode, the scheduled distribution will not be executed if the management computer is in sleep mode. Adjust the power settings so that the management computer will not enter sleep mode.

■ Using multiple management computers
This software is not intended for management of a single panel by multiple management computers. Before registering a panel, make sure that the panel has not been registered by another management computer.

■ Backup
This software does not have a data backup function. During use, back up (export) the content list and panel list regularly.

■ External memories
For external memory devices (USB flash drives or SD memory cards) that can be used with the panel and information on connecting memory devices to the panel, see the operation manual for the panel.

■ Images
When images are set as the content, displaying the same image for a long time may cause residual image on the panel. Change the image at regular intervals.

■ Content that can be played
For the content that can be played (supported file formats) on a panel, see the operation manual for the panel.

■ Moving content
If you move content to a different storage location, recreate the content list.

■ Panel operation during distribution
During distribution, do not perform any operations on an external memory device (USB flash drive or SD memory card) that is connected to the panel.

■ Other software applications
When using this software, do not use another Telnet or FTP client application at the same time.
Flow of operation

Distributing over a network
Distribute (copy) content files via your network to a USB flash drive or SD memory card connected to the panel.

Panel (LCD monitor) settings
- Connect the USB flash drive or SD memory card.
- Configure the required settings. (See page 3.)

Connecting to the network
- Connect the management computer to the same network as the panel.

Launching the software and configuring settings
1. Register the panel
   - Register the panel to which content will be distributed. (See page 9.)
2. Create a content list
   - Drag and drop content files from Explorer or other tool to the software to create a content list. (See page 12.)
3. Distribution
   - Distribute the content list to the panel via the network. (See page 14.)
   - You can use scheduled distribution. (See page 17.)
4. Play
   - The content automatically plays on the panel.

Copying to external memory connected to the management computer
You can easily copy (distribute) files for “Auto playback” to external memory.

Connecting external memory
- Connect an external memory device (USB flash drive or SD memory card) to the management computer.

Launching the software and configuring settings
1. Create a content list
   - Drag and drop content files from Explorer or other tool to the software to create a content list. (See page 12.)
2. Distribute (copy)
   - Copy the content list to external memory. (See page 15.)
3. Play
   - Connect external memory to the panel and play automatically.
The setup program is required in order to install the software. Ready the setup program downloaded from the website or on the CD-ROM.

**Caution**
- You must have administrator privileges to perform this procedure.

1. **Exit all running software applications.**
2. **Double-click the setup program.**
   - If a security warning screen (“The publisher could not be verified.”) appears, click “Allow”.
   - If the “User Account Control” dialog box appears, click “Continue”.
   Follow the instructions on the screen.

**TIPS**
- ".NET Framework Version 4.5.1" or higher must be installed on the computer on which this software will be installed. If a message appears prompting you to install ".NET Framework" because it is not installed or an older version is installed, follow the instructions on the screen to install.
About this software

Launching the software

1. On the desktop, double-click the “Content Distributor” shortcut icon ( ).
   You can also click “All Programs” - “SHARP Content Distributor” - “Content Distributor” from the “Start” button to start the software.

   TIPS
   • If a message similar to “Windows Firewall has blocked some features of this program” appears the first time you launch the program, select all checkboxes and then select “Allow access”.

Exiting

1. Click “ ”.

About the screen

1. Content tab
   Shows the screen for editing and distributing content list. (See page 11.)
2. Schedule tab
   Shows the screen for managing scheduled distributions. (See page 16.)
3. Panel tab
   Shows the panel management screen. (See page 8.)
4. Settings icon
   Shows the settings screen for the software. (See page 20.)
5. Exit icon
   Exit the software.
Manage panels

This section explains how to manage panels to which a content list is distributed. Click the “Panel” tab.

**About the screen**

1. **Panel selection checkbox**
   Select the panel. After selecting, click icons 3 and 7.

2. **Select all checkbox**
   Select all panels. After selecting, click icons 3 and 7.

3. **Check connection icon**
   Use this to check the network connection status of a registered panel. (See page 9.)

4. **New panel icon**
   Select to add a new panel. (See page 9.)

5. **Panel information area**
   Shows information on the registered panel.

6. **Result of connection status area**
   Shows the connection status. (See page 9.)

7. **Panel operation icon area**
   - Shows a distribution log by panel. (See page 10.)
   - Delete a registered panel. (See page 10.)
   - Edit a registered panel. (See page 9.)

8. **Panel list operation icon area**
   - Shows the panel list import screen. (See page 10.)
   - Shows the panel list export screen. (See page 10.)
Adding or editing a panel

Adding a panel

1. Click [New panel].
The add new panel screen appears.
2. Enter the information of the panel to be added.

<table>
<thead>
<tr>
<th>Panel name*</th>
<th>Set a name that enables easy identification of the panel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>Set the IP address of the panel. You can check the IP address of the panel in the “INFORMATION” screen.</td>
</tr>
<tr>
<td>Location*</td>
<td>You can set the location where the panel is installed and comments.</td>
</tr>
</tbody>
</table>

* A maximum of 32 characters can be set for the panel name and location. Alphanumeric characters, spaces, and symbols can be used. The following symbols can be used in the panel name and location.

! " # $ % & ' ( ) * + , - . / ; : ; < = > ? @ [ \ ] ^ _ `{ } ~

* Click “Advanced settings” to set “FTP (Username, Password)”, “Telnet (Username, Password)”. The default settings are shown below. Change to match the settings of the panel.

<table>
<thead>
<tr>
<th>FTP Username:</th>
<th>admin</th>
<th>FTP Password:</th>
<th>admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telnet Username:</td>
<td>Not set</td>
<td>Telnet Password:</td>
<td>Not set</td>
</tr>
</tbody>
</table>

3. Click “OK”.

TIPS

* A maximum of 20 panels can be registered.

Editing a panel

1. Select the panel you want to edit.
2. Click [Edit].
The edit panel screen appears.
3. Change the items you want to edit.
4. Click “OK”.

Managing panels

Check the connection status

1. Select the panel you want to check.
2. Click [Check connection].
Check the network connection status of the registered panel. The result of check connection appears in the result of connection status area.

<table>
<thead>
<tr>
<th>OK</th>
<th>The panel is connected normally.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERROR</td>
<td>The connection was not confirmed due to a problem.</td>
</tr>
</tbody>
</table>
Checking a distribution log by panel

1. Select the panel to be checked.
2. Click .
   Check the distribution log of the registered panel. The distribution log by panel consists of the following information.

<table>
<thead>
<tr>
<th>Date and time</th>
<th>Date and time of distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Result</td>
<td>Distribution result (See page 21.)</td>
</tr>
<tr>
<td>Result details</td>
<td>Details of distribution result (See page 21.)</td>
</tr>
<tr>
<td>Schedule</td>
<td>Schedule name (indicated if distributed by distribution schedule)</td>
</tr>
<tr>
<td>Content list name</td>
<td>Name of distributed content list</td>
</tr>
<tr>
<td>IP Address</td>
<td>Information (IP address) registered in the software</td>
</tr>
<tr>
<td>Location</td>
<td>Information (location) registered in the software</td>
</tr>
</tbody>
</table>

3. Click “OK”.

Deleting the Panels

1. Select the panel or panels to be deleted.
2. Click .
3. Click “OK”.

Exporting a panel list

You can save the current panel list. All panels will be saved.

1. Click .
2. Specify the name and save location of the panel list file, and click “Save”.
   The panel list file (.pnl) is saved.

Importing a panel list

You can restore a panel list to the state it was in before it was exported. If a scheduled distribution is set, reselect the panel in the scheduled distribution.

TIPS

• When you import a panel list, the currently registered panels are deleted.

1. Click .
2. Read the cautions and click “OK”.
3. Select the panel list file (.pnl) to be imported and click “Open”.
   The panel list is imported.
Managing the content list

This section explains how to manage the content lists displayed on a panel. Click the “Content” tab.

About the screen

1. Distribution icon area
   Distribute or save a content list that you created.
   - : Shows the distribution screen. (See page 14.)
   - : Shows the scheduled distribution edit screen. (See page 17.)
   - : Shows the external memory save screen. (See page 15.)

2. Refresh icon
   Refreshes the information shown in the content list edit area.

3. Content list selection area
   Select the content list to be edited or distributed.

4. Content list icon area
   Create or edit a content list.
   - : Create a new content list. (See page 12.)
   - : Change the name of the selected content list. (See page 12.)
   - : Delete the selected content list. (See page 13.)
   - : Make a copy of the selected content list. (See page 13.)
   - : Show the content list import screen. (See page 13.)
   - : Show the content list export screen. (See page 13.)

5. Content list edit area
   Shows the content registered in the selected content list.

6. Content icon area
   Add or delete content.
   - : Show a screen for selecting content to be added. (See page 12.)
   - : Delete the selected content from the content list. (See page 13.)

7. Thumbnail icon area
   Changes thumbnails of the content files.
   - : Do not rotate content thumbnails.
   - : Rotate content thumbnails 90° to the left.
   - : Show content thumbnails in large, medium, or small size.
Creating/editing a content list

■ Usable content files
The file formats that can be used for content are indicated below. For the content that can be played (supported formats) on a panel, see the operation manual for the panel.

<table>
<thead>
<tr>
<th>Image files</th>
<th>jpeg, .jpg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video files</td>
<td>.wmv</td>
</tr>
</tbody>
</table>

- Do not use a file that is larger than 2 GB.

■ Creating a new content list
1. Click 
2. Enter a name for the content list and click “OK”.
The content list is created.

■ Changing a content list name
1. Click 
2. Change the name of the content list and click “OK”.
The content list name changes.

■ Adding content to a content list
1. Select the content list to which you want to add content.
2. Drag and drop a content file from Explorer, or click + and add a content file.

**TIPS**
- A maximum of up to 50 content lists can be saved.
- A maximum of up to 30 content files can be added to a content list.
- Content lists are divided into image content lists ( ) and video content lists ( ), depending on the content added first. Images and video cannot be mixed together in a list.
- You can select multiple content files in Explorer and drag and drop them all at once.
- The content files are added as thumbnails to the content list edit area in order from left to right. The name of the file and a number indicating the position of the file in the play order appear below each thumbnail.

- The displayed thumbnails are the same as the thumbnails that appear in Explorer.
- If the content file link has been broken because the content file was moved or the name changed, the icon below appears. Delete and re-add the content file.

- You can add the same image to the content list several times in succession to show that image for a longer time than the set changing time of the slideshow. However, displaying the same image for a long time may cause residual image on the panel. Take care to change the image periodically.
- You can copy contents in the “Content list edit area” to another content list by dragging and dropping the contents to the other list in the “Content list selection area”.
- You can sort the content list by drag and drop.
- By dragging and dropping content to a content list in the content list selection area, you can copy content to a different content list.
Changing the play order of files in a content list

1. Select the thumbnail of the content file.
2. Drag the thumbnail to change the order.

Deleting the content files from a content list

1. Select the thumbnails of the content files.
2. Click 
   You can delete the registration of the content files in a content list. The files will not be deleted from Explorer.

Editing the contents of a content file

1. Double-click the thumbnail of the content file.
   The software application associated with the content file launches.
2. Edit the content file
3. When you have finished editing and saving the content file, update the information with 

Caution
• When you edit, the original file in Explorer is edited.

Deleting a content list

1. Select the content list to be deleted.
2. Click 
3. Click “OK”.
   The content list is deleted.

TIPS
• When you delete a content list, any schedules in which the content list is set are also deleted.

Copying a content list
You can make a copy of a content list.

1. Select the content list to be copied.
2. Click 
   The content list is copied.

Exporting a content list
You can save a content list.

1. Select the content list to be saved.
2. Click 
3. Specify the name and save location of the content list file, and click “Save”.
   The content list file (.clist) is saved.

Importing a content list
You can import a saved content list.

1. Click 
2. Select the content list file (.clist) to be imported and click “Open”.
3. Specify the save location of the content list file, and click “Select Folder”.
   A copy of the content list information and content file is saved in the save location, and the content list is added.
Distributing a content list

You can distribute the contents of a content list (copy the contents to a USB flash drive or SD memory card connected to a panel in a format that enables auto play).

1. **Select the content list to be distributed.**

2. **Click** .
   The screen below appears.

3. **Select the checkboxes of the panels to which you want to distribute the content list.**
   To distribute to all panels, select the “All” checkbox.

4. **Click “OK”.**
   The content list is distributed to the selected panels.

5. **When distribution is completed, the distribution result appears. Check the result and click “OK”.**
   To check detailed information, click “Show distribution log”. The distribution log consists of the following information.

<table>
<thead>
<tr>
<th>Date and time</th>
<th>Date and time content list was distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Result</td>
<td>Distribution result (See page 21.)</td>
</tr>
<tr>
<td>Result details</td>
<td>Details of distribution result (See page 21.)</td>
</tr>
<tr>
<td>Content list name</td>
<td>Name of distributed content list</td>
</tr>
<tr>
<td>Panel name</td>
<td>Information (panel name) registered in the software</td>
</tr>
<tr>
<td>IP Address</td>
<td>Information (IP address) registered in the software</td>
</tr>
<tr>
<td>Location</td>
<td>Information (location) registered in the software</td>
</tr>
</tbody>
</table>

**TIPS**

- During distribution, do not perform any operations on an external memory device (USB flash drive or SD memory card) that is connected to the panel. The data may not be properly retained.
- If you cancel while distribution is in progress, the panel power may turn off or data may not be properly retained.
- If distribution was not successful, you can click “Redistribute” to retry distribution.
- Distribution will not be possible if there is insufficient free space in the USB flash drive or SD memory card. In addition to space for the content, working space is also required. Make sure that the free space is sufficiently larger than the content to be distributed.
Copying a content list to external memory

You can copy the contents of a content list to an external memory device (USB flash drive or SD memory card) connected to the management computer. The contents are copied in a format that enables auto play on the panel.

**TIPS**

- You can connect the external memory with the copied contents to a panel to automatically play the contents of the content list. For external memory devices that can be used and the procedures for operating the panel, see the operation manual for the panel.

1. **Connect the USB flash drive or SD card to the management computer.**
   Make sure the USB flash drive or SD card is writable.

2. **Select the content list to be copied.**

3. **Click .**
   The screen below appears.

4. **Select the external memory to which the contents will be copied and click “OK”.**
   - The contents are copied.
   - If a content list (auto play files) has already been saved in the external memory, the content list will be overwritten.

5. **Click “OK”.**

6. **Execute the removal process for the external memory and remove the external memory from the management computer.**

When you connect the external memory with the copied content list to the panel, auto play starts.

**TIPS**

- Copying will not be possible if there is insufficient free space in the external memory. Make sure that the amount of free space is greater than the size of the contents to be copied.
Create schedule

This section explains how to set a schedule for distribution of a content list. Click the “Schedule” tab.

About the screen

1. Scheduled distribution selection checkbox
   - Select a scheduled distribution. After selecting, click icon 5.
2. Select all checkbox
   - Select all scheduled distributions. After selecting, click icon 5.
3. Execute scheduled distribution icon
   - Activate scheduled distribution mode and execute distribution according to the schedule. (See below.)
4. Scheduled distribution information area
   - Shows information on the set scheduled distribution.
5. Scheduled distribution icon area
   - Shows distribution log by schedule. (See page 19.)
   - Delete set scheduled distribution. (See page 19.)
   - Edit a set scheduled distribution. (See page 18.)
   - Immediately distribute a set scheduled distribution. (See page 18.)

Scheduled distribution mode

- To use scheduled distribution, change the software to scheduled distribution mode. Scheduled distribution only functions when the software is in scheduled distribution mode.
- You can activate scheduled distribution mode from the dialog box that appears when you add a scheduled distribution (page 17) or from the icon (above).
- If scheduled distribution is set when you launch the software, scheduled distribution mode activates. You can also set the software to not start in scheduled distribution mode (page 20).
- While in scheduled distribution mode, you cannot move to the “Content” tab or “Panel” tab, or add a scheduled distribution.
- Even when the software starts in scheduled distribution mode, a scheduled distribution will not be executed if the management computer is in the sleep state. Adjust the power settings so that the management computer will not enter sleep mode.
Adding or editing a scheduled distribution

Adding a scheduled distribution

1. In the content list management screen, select the content list that you want to schedule for distribution.
2. Click [Start schedule].
   The dialog box below appears.

3. Specify the scheduled distribution settings.
   Set the items below.
   
   | Select panel | Select the panels to which the content will be distributed. To distribute to all panels, select “All”. |
   | Schedule name | Specify the schedule to be set. Only schedules that have not been set will appear. |
   | Content list | The content list name to be distributed appears. This cannot be changed when the scheduled distribution is being set from the content list management screen. |
   | Day of week | Select the day of week on which the content will be distributed. |
   | Time | Select the time at which the content will be distributed. |

4. Click “OK”.
5. The screen for activating scheduled distribution mode appears. Click “OK” or “Cancel”.
   • Click “OK” to activate scheduled distribution mode and start scheduled distribution. While in scheduled distribution mode, you cannot activate the “Content” tab or “Panel” tab, or add a scheduled distribution.
   • Click “Cancel” to not activate scheduled distribution mode and continue working in the software.

TIPS
• A maximum of up to 7 scheduled distributions can be set. To add a scheduled distribution when 7 have already been set, delete a previously set scheduled distribution.
• When scheduled distributions are set on the same day of week and time, the scheduled distribution that appears at the top of the scheduled distribution information area will be distributed first. Remaining scheduled distributions will be distributed when the previous scheduled distribution is completed.
• If the time for a scheduled distribution arrives while a previous scheduled distribution is still in progress, the scheduled distribution will start after the current scheduled distribution is completed.
• Distribution will not be possible if there is insufficient free space in the USB flash drive or SD memory card. In addition to space for the content, working space is also required. Make sure that the free space is sufficiently larger than the content to be distributed.
Editing a scheduled distribution

1. Select the scheduled distribution to be edited.
2. Click ✍.
   The information of the set scheduled distribution appears.
3. Edit the items.
4. Click “OK”.

TIPS
• You can change the content list to be distributed by scheduled distribution in the scheduled distribution edit screen.

Cancelling scheduled distribution mode

1. Click ⏹. Scheduled distribution mode is canceled.

TIPS
• While scheduled distribution mode is activated, ⏹ appears on “Schedule” tab.
• You can also cancel by clicking the “Content” tab or “Panel” tab.

Immediately distributing a scheduled distribution

You can immediately distribute a set scheduled distribution.

1. Select the scheduled distribution to be distributed immediately.
2. Click ✌.
   Distribution is executed.

TIPS
• When a scheduled distribution is distributed immediately, the distribution result does not appear. The result is recorded in the distribution log by schedule.
• If you cancel while distribution is in progress, the panel power may turn off or data may not be properly retained.
Checking a distribution log by schedule

1. Select the schedule to be checked.

2. Click [ ].
   
   You can check the distribution log by schedule of a set scheduled distribution. The distribution log by schedule consists of the following information.

<table>
<thead>
<tr>
<th>Date and time</th>
<th>Date and time of scheduled distribution and immediately distributed scheduled distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Result</td>
<td>Distribution result (See page 21.)</td>
</tr>
<tr>
<td>Result details</td>
<td>Details of distribution result (See page 21.)</td>
</tr>
<tr>
<td>Content list name</td>
<td>Name of distributed content list</td>
</tr>
<tr>
<td>Panel name</td>
<td>Information (panel name) registered in the software</td>
</tr>
<tr>
<td>IP Address</td>
<td>Information (IP address) registered in the software</td>
</tr>
<tr>
<td>Location</td>
<td>Information (location) registered in the software</td>
</tr>
</tbody>
</table>

3. Click “OK”.

Deleting a scheduled distribution

1. Select the schedule to be deleted.

2. Click [ ].

3. Click “OK”.

The section describes the settings screen of this software.
Click [ ] to display the screen below.

1. Show the version information of the software.
2. Select to automatically activate scheduled distribution mode at startup when a scheduled distribution is set.
3. Select to not show the startup message screen.
4. Select to use power management on the management computer.
   “The power will turn off (shutdown) at the specified time.” or “Will restart at the specified time.” Select a radio button and set the time.
5. Select to automatically start the software when you log on.
6. Select to adjust the panel time to the management computer time before distribution.
This section explains the results that appear in various logs (Distribution log, Distribution log by schedule, and Distribution log by panel)

### Normal end / cancel operation

<table>
<thead>
<tr>
<th>Result</th>
<th>Result details</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete</td>
<td>[Model name] [Media distributed to]</td>
<td>Distribution completed normally.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Distribution cancelled by cancel operation</td>
<td>Distribution has been canceled.</td>
</tr>
</tbody>
</table>

### Authentication error

<table>
<thead>
<tr>
<th>Result</th>
<th>Result details</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication error</td>
<td>Telnet authentication error</td>
<td>Appears when unable to connect to a panel, or the Telnet Username or Password is not correct.</td>
</tr>
<tr>
<td></td>
<td>FTP authentication error</td>
<td>Appears when the FTP Username or Password is not correct.</td>
</tr>
</tbody>
</table>

### Distribution error

<table>
<thead>
<tr>
<th>Result</th>
<th>Result details</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distribution error</td>
<td>Unknown file [XXX]</td>
<td>XXX indicates the name of a file that could not be found during distribution. This appears when a file cannot be found because the location of the file has changed or the file has been deleted.</td>
</tr>
<tr>
<td></td>
<td>No content to be distributed</td>
<td>Appears during scheduled distribution if there is nothing in the content list being distributed does not exist.</td>
</tr>
<tr>
<td></td>
<td>No panel to distribute to</td>
<td>Appears during scheduled distribution if there is nothing to which the content list is being distributed does not exist.</td>
</tr>
</tbody>
</table>

### Panel error

<table>
<thead>
<tr>
<th>Result</th>
<th>Result details</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panel error</td>
<td>Unsupported model [XXX]</td>
<td>The acquired model name appears in XXX. Appears when a non-supported panel model is registered.</td>
</tr>
<tr>
<td></td>
<td>Error during change to power standby</td>
<td>Appears when a panel fails to change to the standby mode.</td>
</tr>
<tr>
<td></td>
<td>Input change error [XXX]</td>
<td>Appears when panel input mode selection failed. XXX indicates the target input for which the change error occurred.</td>
</tr>
<tr>
<td></td>
<td>Data retrieval error [XXX]</td>
<td>Appears when retrieval of panel data failed. XXX indicates the data that could not be retrieved. Appears as [media type] even when external memory is not connected to the panel.</td>
</tr>
<tr>
<td></td>
<td>Panel restart error</td>
<td>Appears when restart of panel failed.</td>
</tr>
<tr>
<td></td>
<td>Panel FTP OFF</td>
<td>Appears when the panel's FTP setting is &quot;OFF&quot;.</td>
</tr>
<tr>
<td></td>
<td>Mode change error [XXX]</td>
<td>Appears when the panel's auto play mode could not be changed. (&quot;XXX&quot; is the auto play mode that stipulated the mode change.)</td>
</tr>
</tbody>
</table>

### Communication error

<table>
<thead>
<tr>
<th>Result</th>
<th>Result details</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication error</td>
<td>Telnet error</td>
<td>Appears when panel control fails. Also appears when the panel power is off.</td>
</tr>
<tr>
<td></td>
<td>FTP error</td>
<td>Appears when communication of panel data fails. Also appears when data cannot be copied to external memory.</td>
</tr>
</tbody>
</table>
TIPS

- If an authentication error or panel error appears, communication between the management computer and panel may be unstable. Check the communication state between the management computer and panel.
- The most recent 5000 entries are saved in the various logs (Distribution log, Distribution log by schedule, and Distribution log by panel). When 5000 entries are exceeded in the various logs, entries are automatically deleted.
Uninstalling

Caution

• This can only be done by a user with administrator authority.

1. Start the management computer.
2. Exit all running software applications.
3. Select “Control Panel” from the “Start” menu.
4. Click “Uninstall a program”.
   • If you are using icon view, click “Programs and Features”.
5. Select “Content Distributor” and click “Uninstall”.
   • Follow the instructions on the screen.
   • When a security warning screen (The publisher could not be verified.) appears, click “Allow”.
   • When the “User Account Control” screen appears, click “Yes”.
6. If a message appears prompting you to restart, restart your computer.
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