

**My Signage Portal**  
***Touch Software User Manual***  
***(Content Management System)***

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# 1. Introduction

The Content Management System (CMS) is your way of updating and managing your screens' contents. Through it you can upload media to our secure server, arrange your media in various interactive layouts, schedule touch playlists, and remotely send them to your screen.

If you have an administrators' account you can also manage and control your user activities and privileges.

**NOTE:** Before using the CMS please set up your screen by following the installation steps in the Hardware User Manual. If you do not want to mount your screen you must at least connect the power lead (or Ethernet cable using Power-over-Ethernet) and ensure it is connected to your network via LAN or Wi-Fi.

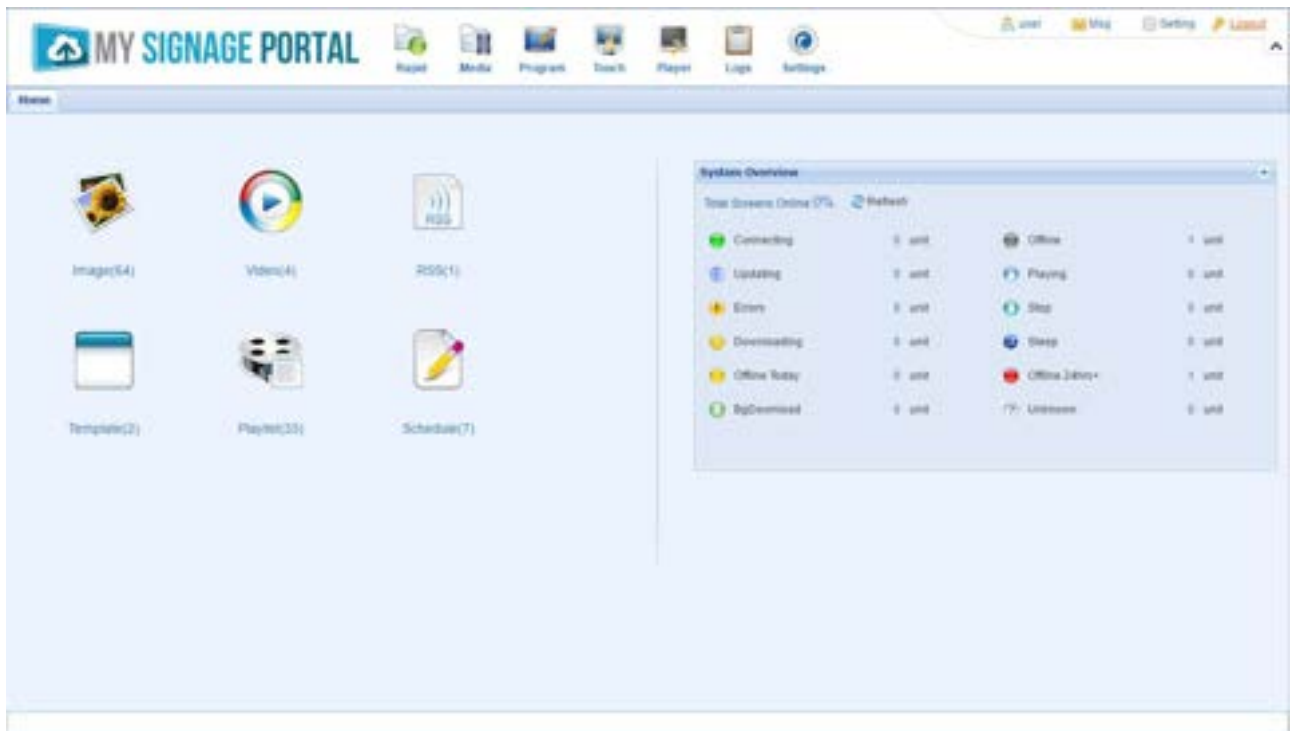
## 1.1 Logging In

To log in to the CMS begin by launching a web browser, we recommend Google Chrome however most popular browser should be compatible, then go to [www.mysignageportal\(dot\)com](http://www.mysignageportal(dot)com) and click "Login" from the top navigation menu. Next, enter the username and password that you were provided with when you received your screen along with the security code. If you do not have any login details please contact your supplier and they will provide you with a username and password.



The screenshot shows the login interface of the My Signage Portal. At the top, there is a blue header with the logo and the text "MY SIGNAGE PORTAL". Below the header, there is a navigation bar with links: Home, Getting Started, Support, and Login. The main content area is titled "Login" and includes a note: "(Note: Please ensure that you are using a compatible web browser; [CLICK HERE](#) to find out more)". The login form consists of three input fields: "User Name" (containing "user name"), "Password" (containing "xxxx"), and "Security Code" (containing "4014"). To the right of the Security Code field, there is a green "4014" and a "regenerate" link. Below the input fields, there are "Login" and "Reset" buttons. At the bottom, there is a link: "By using this website you are agreeing to our [terms and conditions](#)."

Once you have logged in you will be greeted by an overview of your screens. If you have connected your screens to the internet as per the installation instructions in the Hardware User Manual next to “Playing” in your Player Status area you should see the number of screens that you have connected. If there are any screens “Offline” or “Offline 24hrs+” please check that they are correctly connected to the internet. If your screens appear next to “Unknown” please contact your supplier to make sure your screens have been added to your account.



## 2. System Operation

### 2.1 Touch (Top Menu)

Here is where you control the content that is sent to each screen, how it looks and when it will display. You must first create your Touch Playlist to structure the layout of your content zones then assign media to your zones. You can then schedule Touch Playlists these to display whenever you like.

#### 2.1.1 Touch (Touch Playlists)

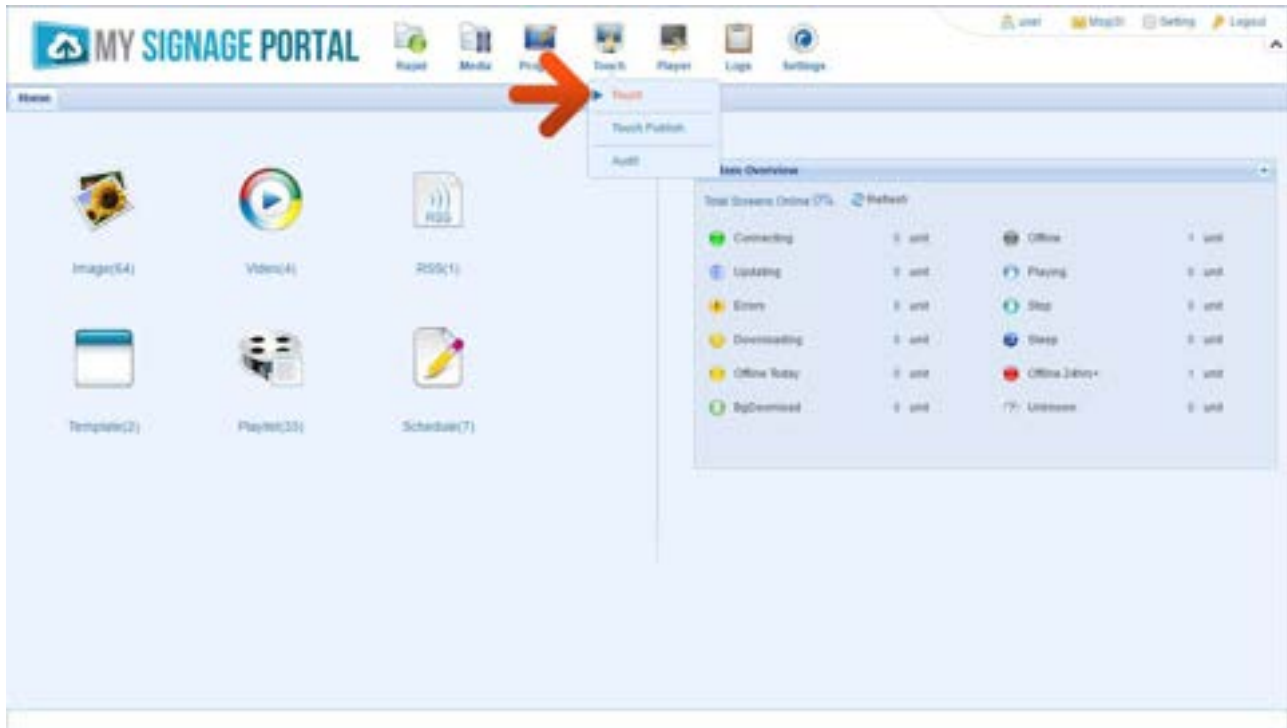
This section allows you to create your own touch content, using images, videos, static text, scrolling text and websites, across multiple pages. You can also display the time date and local weather.

The following example is for a simple Touch Playlist that includes all of the tools available and will help you familiarise yourself with the creation process. None of the elements are essential as long as you have at least one video zone (which can also house images) the Touch Playlist will function. You can download all of the resource files for this Touch Playlist by visitng this link:

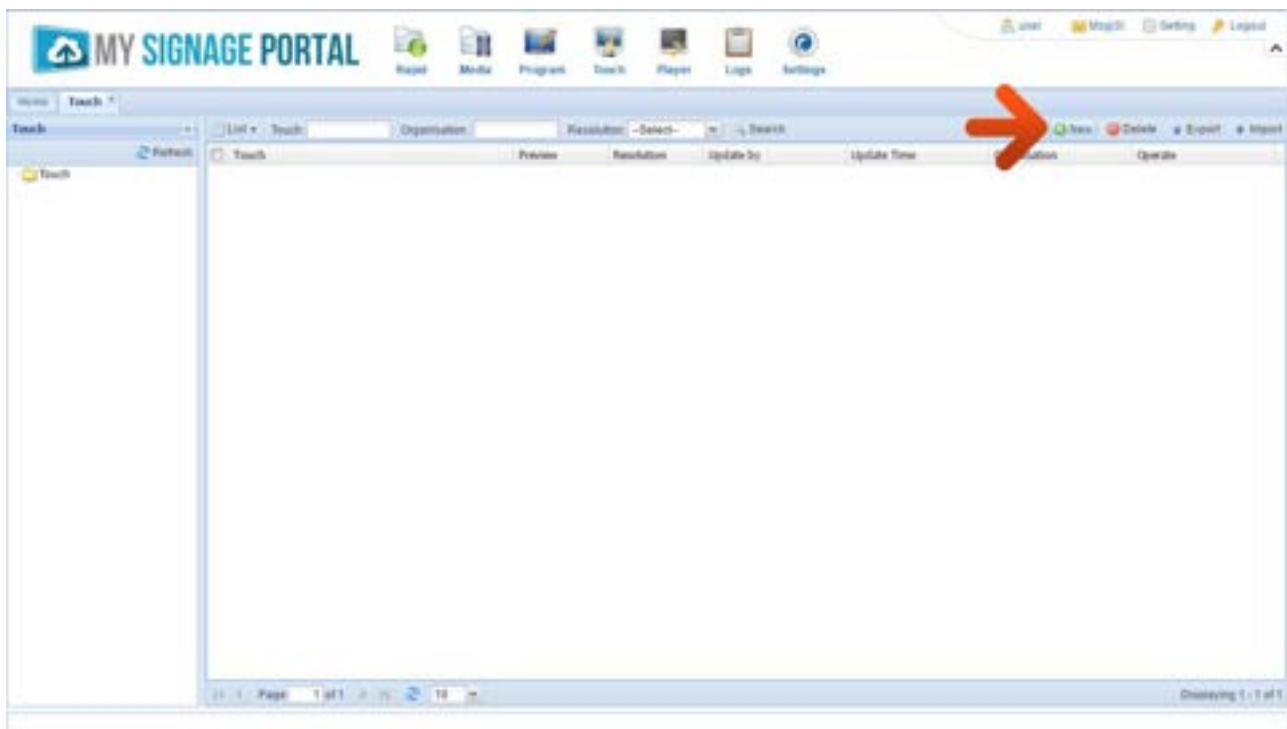
<https://www.mysignageportal.com/cdms/downloads/Touch%20CMS%20Resources.zip>.

## Setting the Touch Playlist Structure

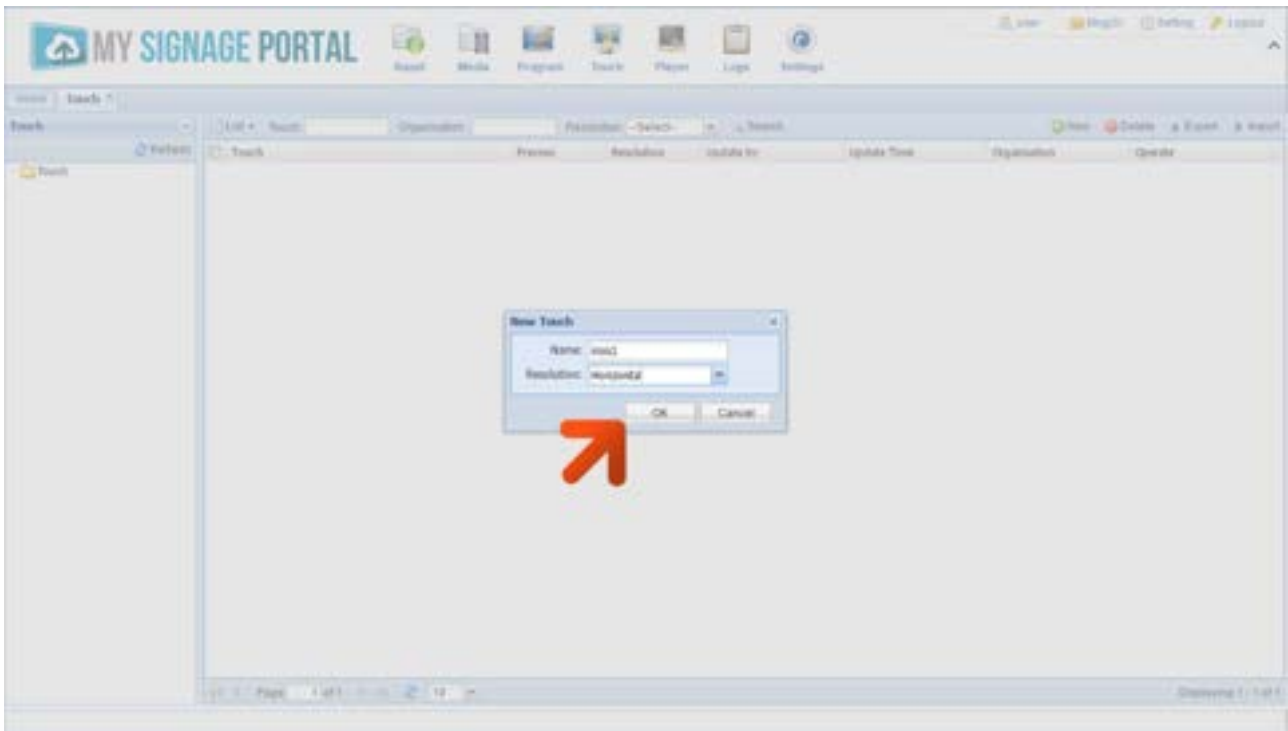
Begin by hovering over the “Touch” icon on the Top Menu then click on “Touch”.



To create your Touch Playlist, begin by clicking the “New” button.

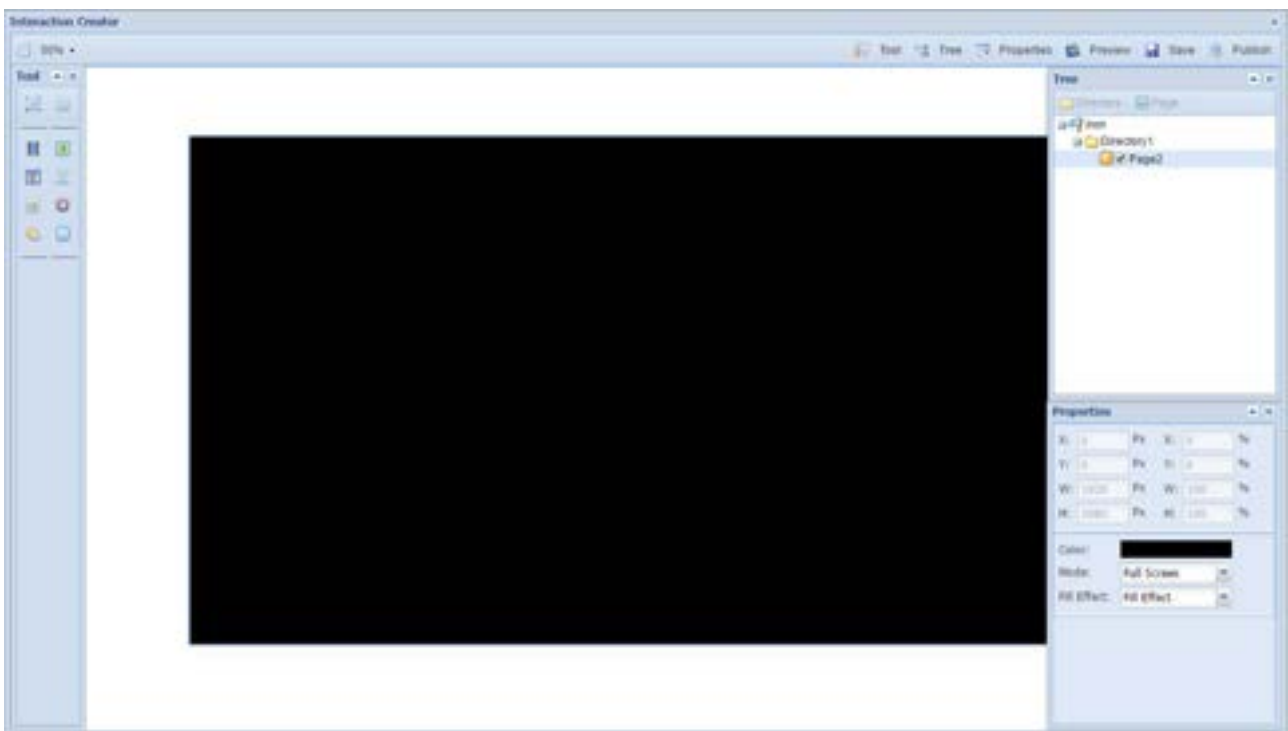


A “New Touch” box will now appear. Give your Template a name and choose a resolution. If you are creating a Portrait Template then select “Vertical”, if you are creating a landscape Template then select “Horizontal”. Once you have done this click “OK”.

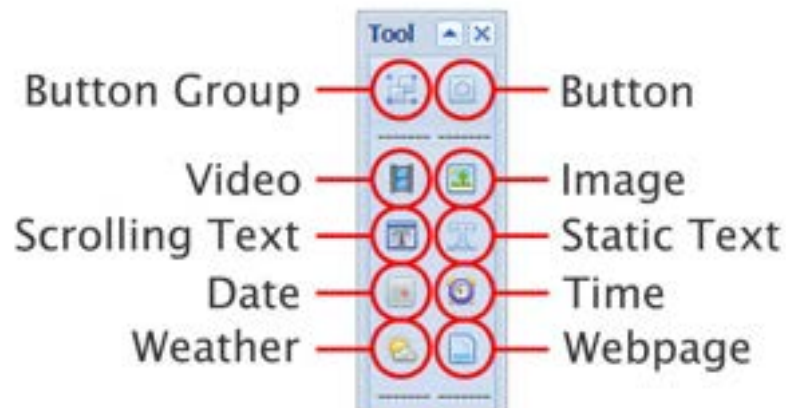


**NOTE: Please ensure that the resolution of your Touch Playlist matches “Screen Mode” (orientation) that has been set on your screen.**

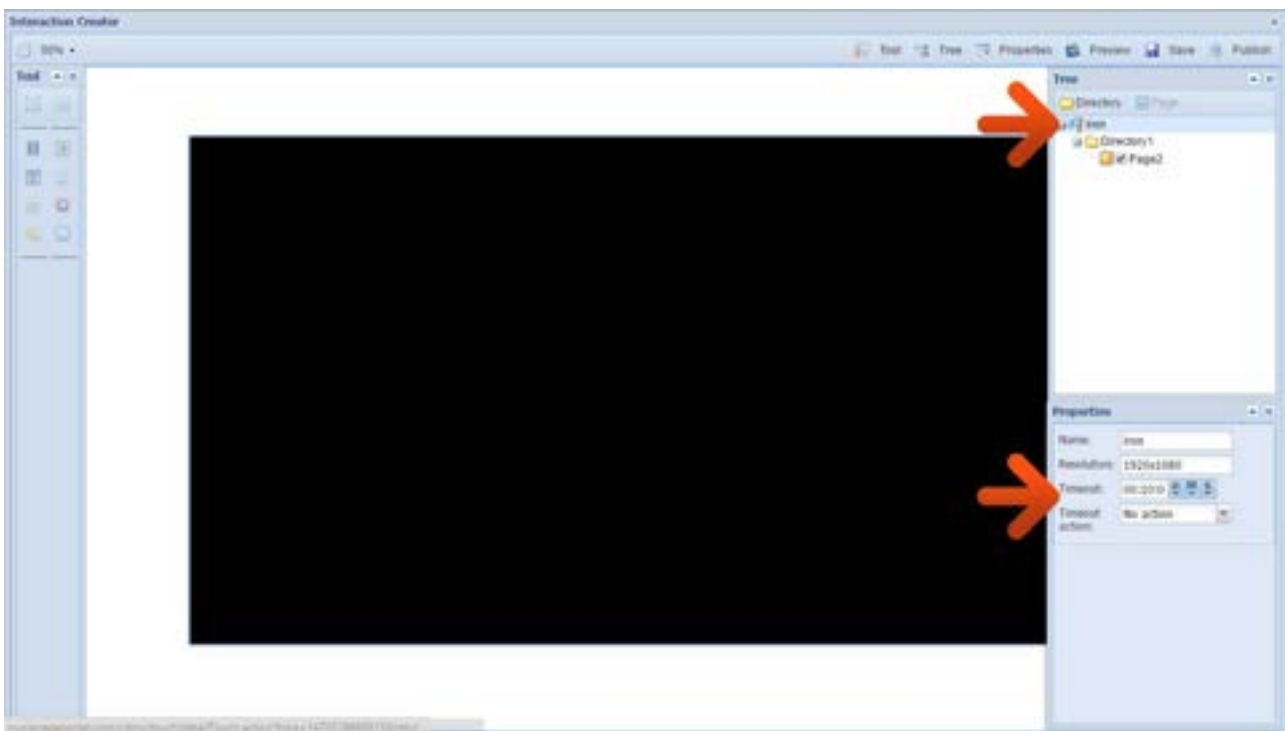
You will now see a Touch Playlist design interface and can begin creating your interactive content.



You will notice that in the top left hand corner of the interface there is a list of Tools. These are the elements that you need to create your content, they are as follows:



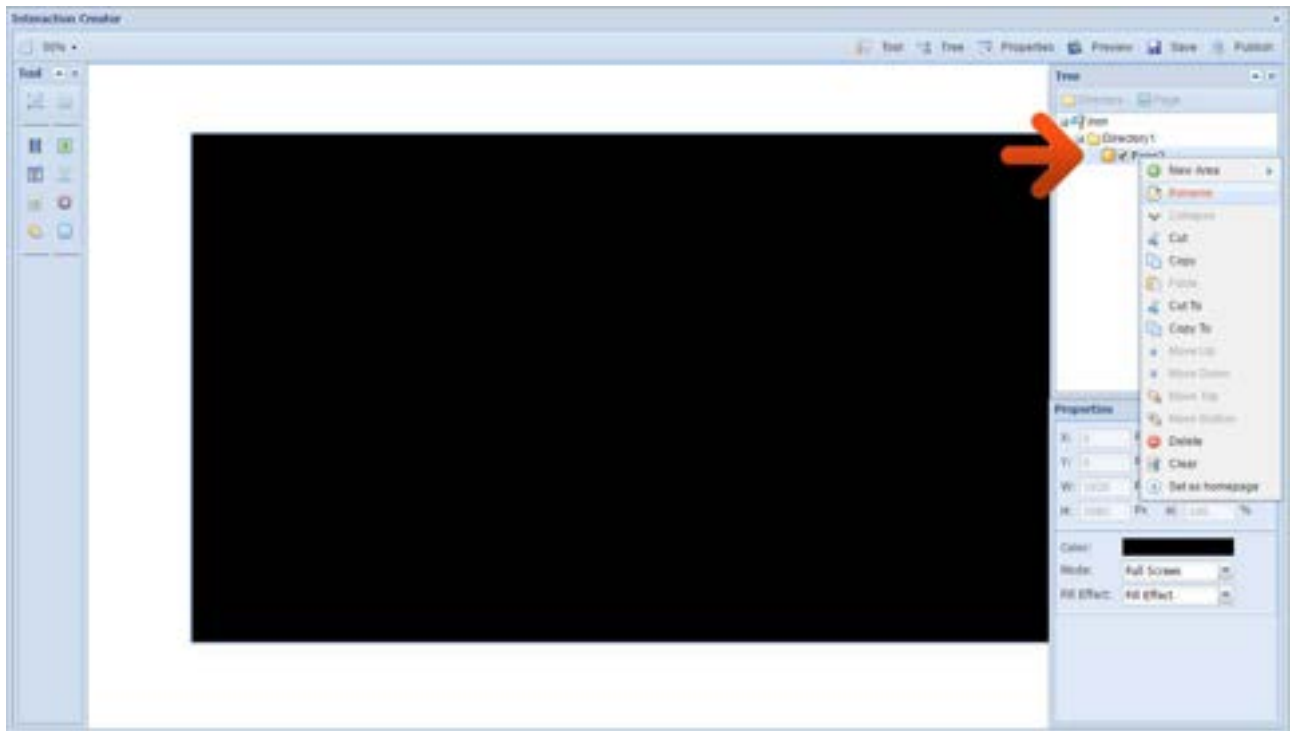
Begin by setting a "Timeout" period by clicking on the Touch Playlist name on the Directory Tree on the top right-hand corner of the interface.



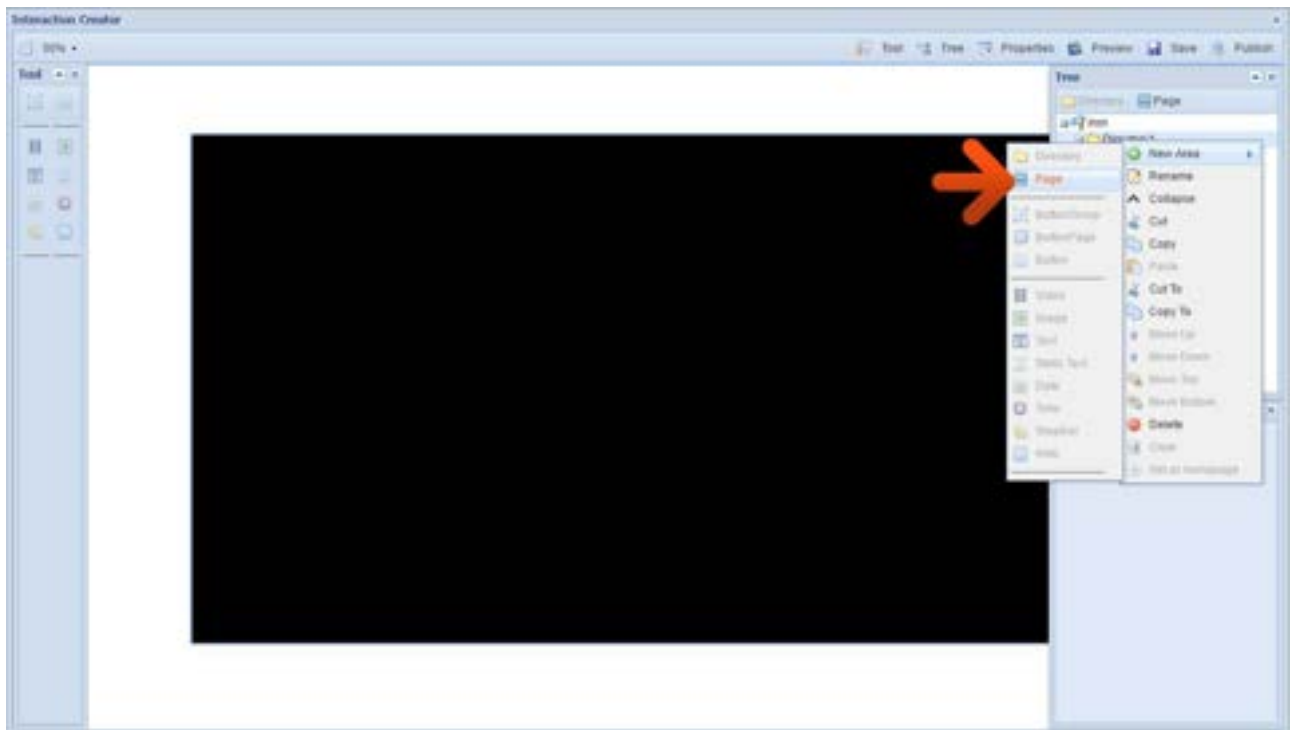
**NOTE:** This is so that if nobody interacts with the screen for a set duration the screen will automatically either revert to the "Home" page of your Touch Playlist (by selecting "Enter project Entrance") or automatically load a non-touch Playlist as a screensaver (by selecting "Enter Screensaver"). If you don't want either action to take place please select "No action".

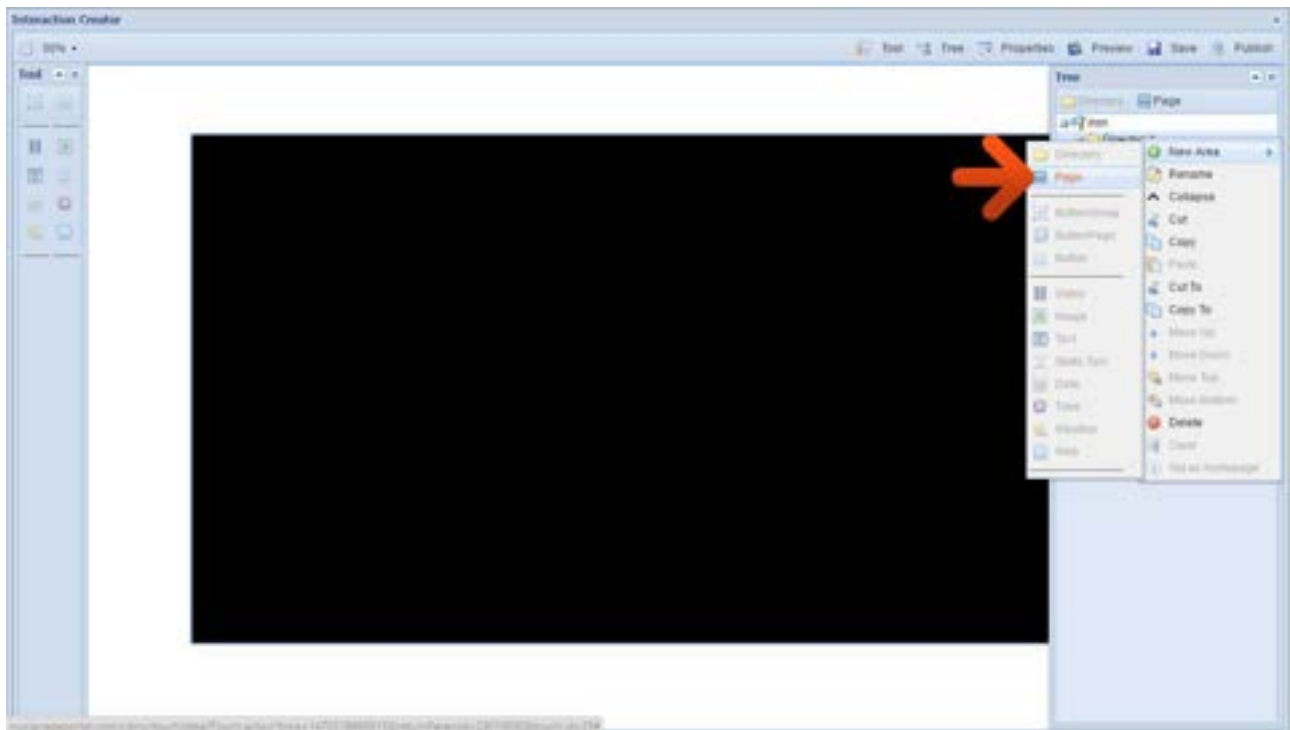
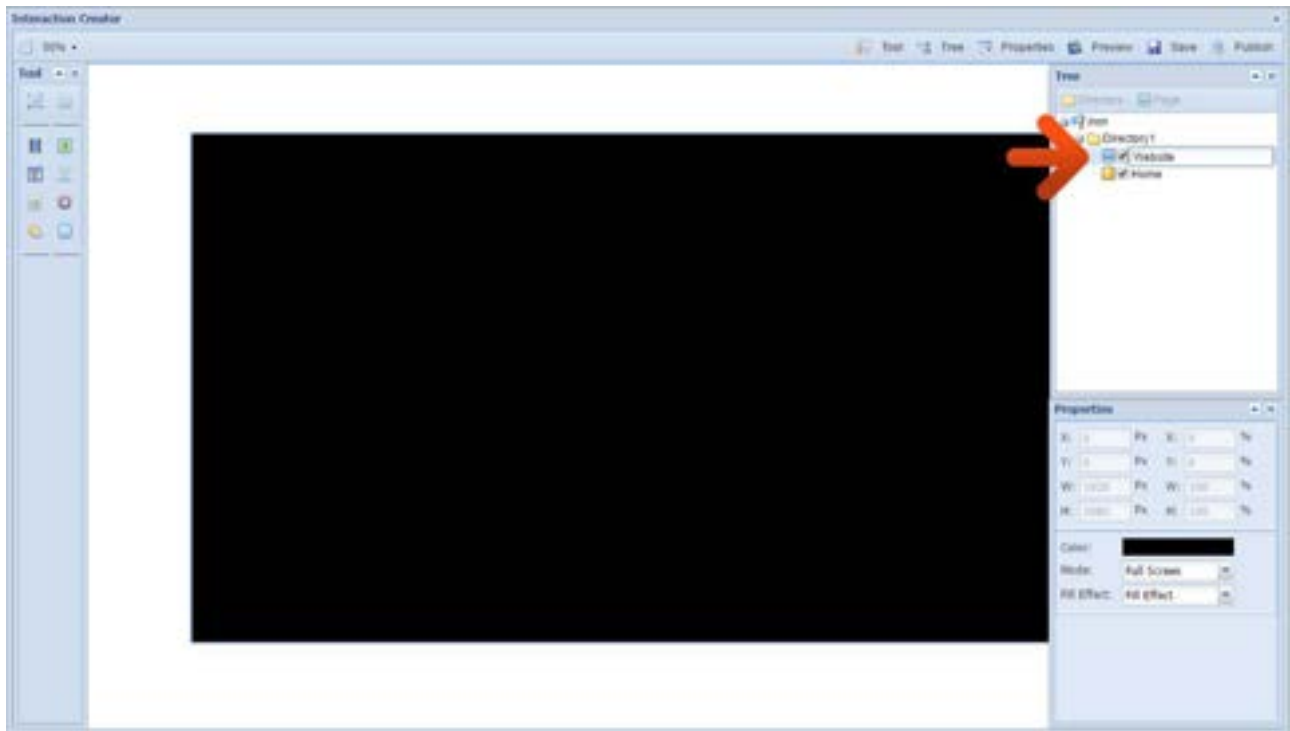


Rename your Home page to “Home” by right-clicking on the page name then selecting “Rename”.

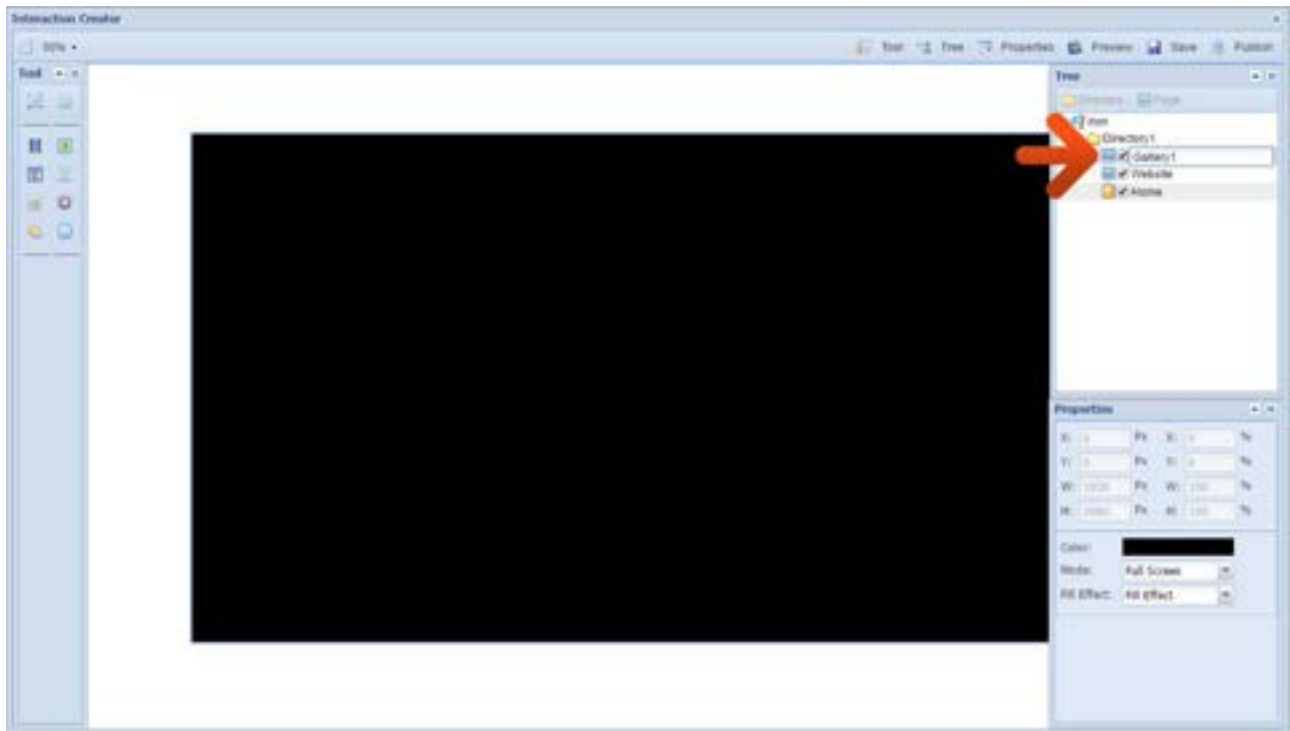


Next, create a new page by right-clicking on the “Directory” name then selecting “New Area” then “Page”.



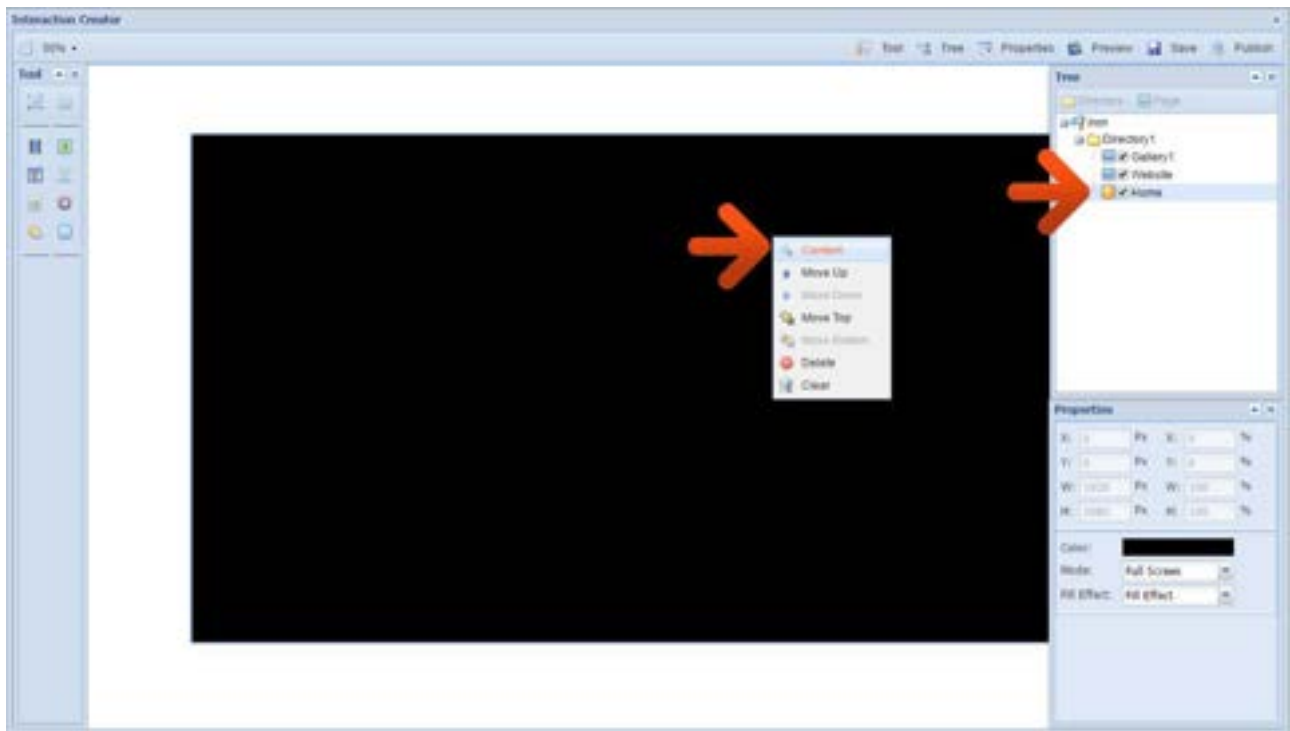


Rename this new page to “Gallery1” by right-clicking on the page name then selecting “Rename”.

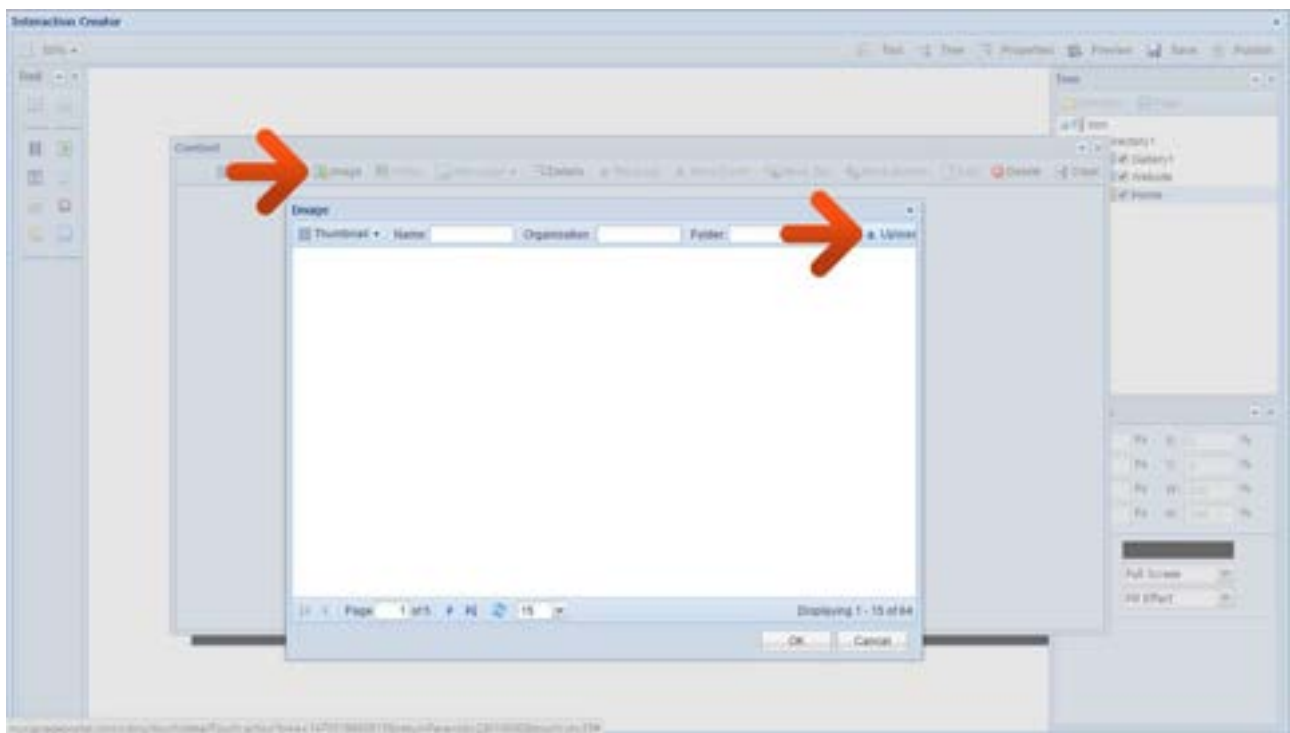


## Home Page

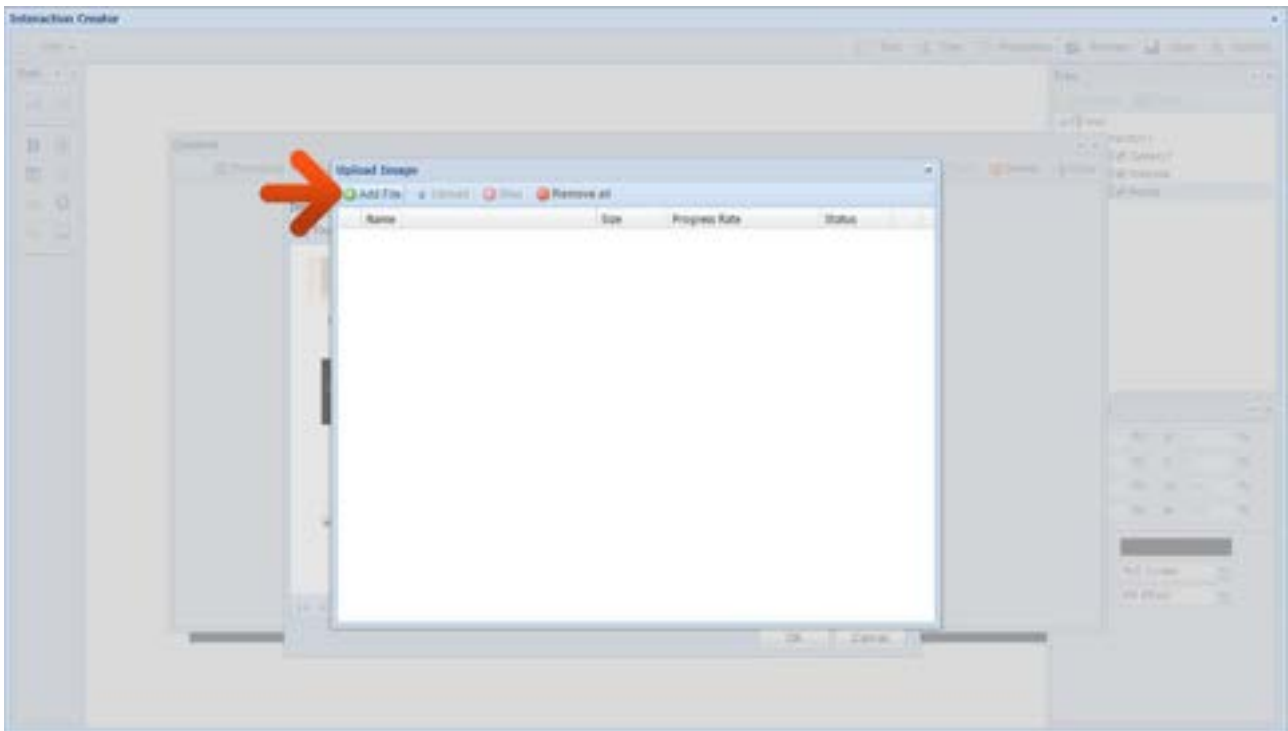
Go back to your “Home” page by selecting it on the Directory Tree on the top right-hand corner of the interface. Then right-click anywhere in the large black area and select “Content”.



Click “Image”. If you have already uploaded your images please select the image you want to set as the background for your “Home” page (*“home-bg.jpg” in the resource pack*), click “OK”, then click the “X” in the top right-hand corner. If you haven’t uploaded your image click the “Upload” button.



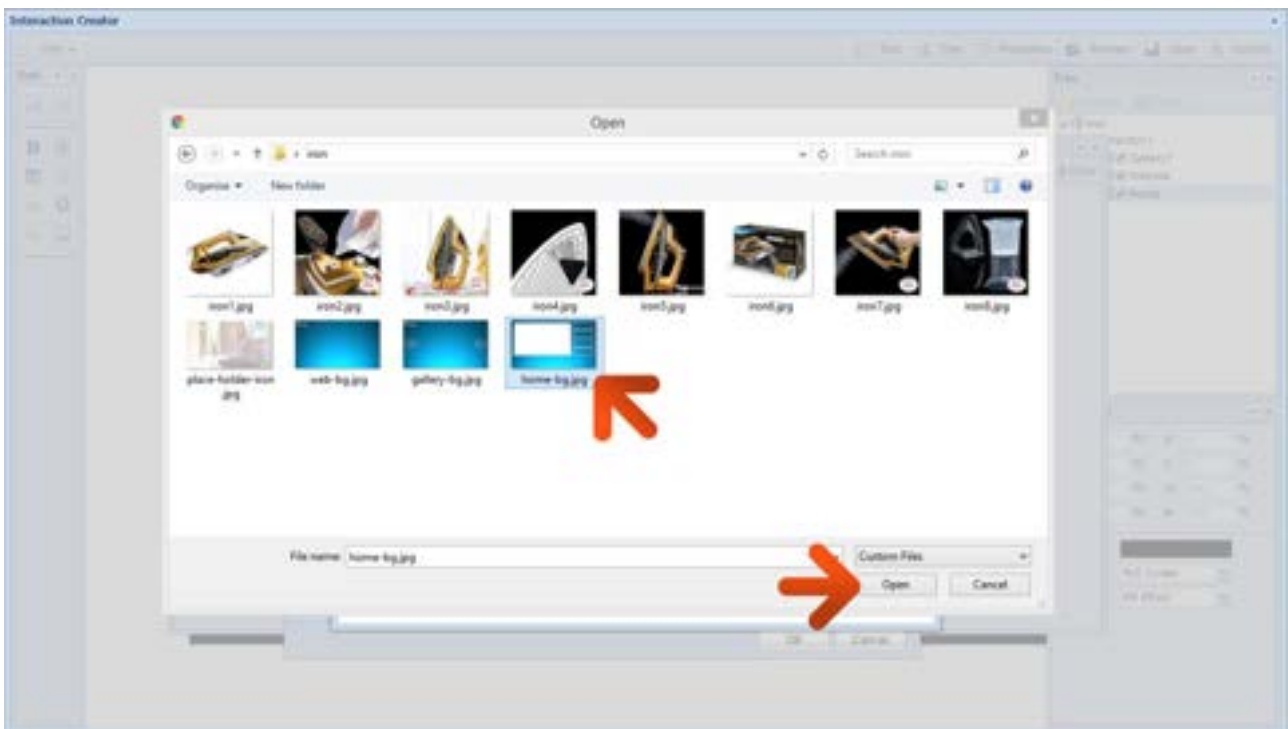
An upload box will now appear. To begin uploading files please click “Add File”.



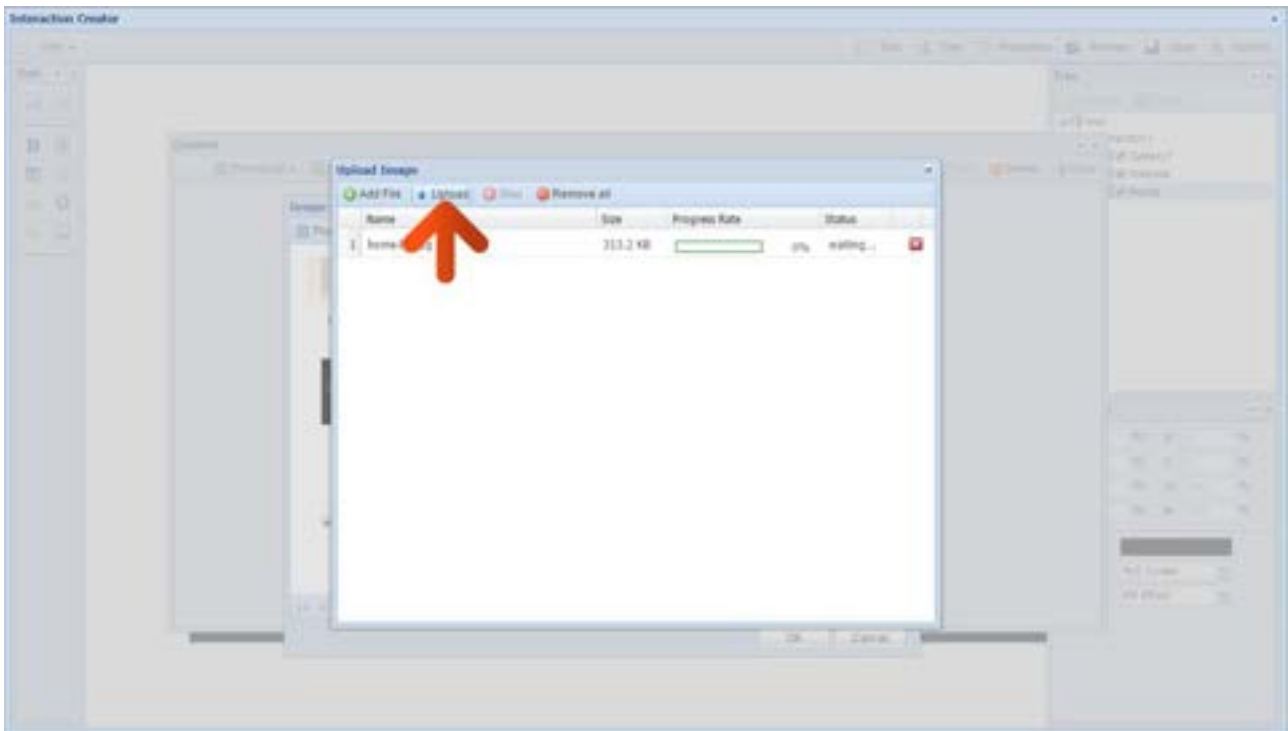
You can now browse through your files and select the images you wish to upload. If you haven't already then at this stage you may want to upload all of the images from the resource pack.

**NOTE: Please see section 3.2.1 for supported media formats.**

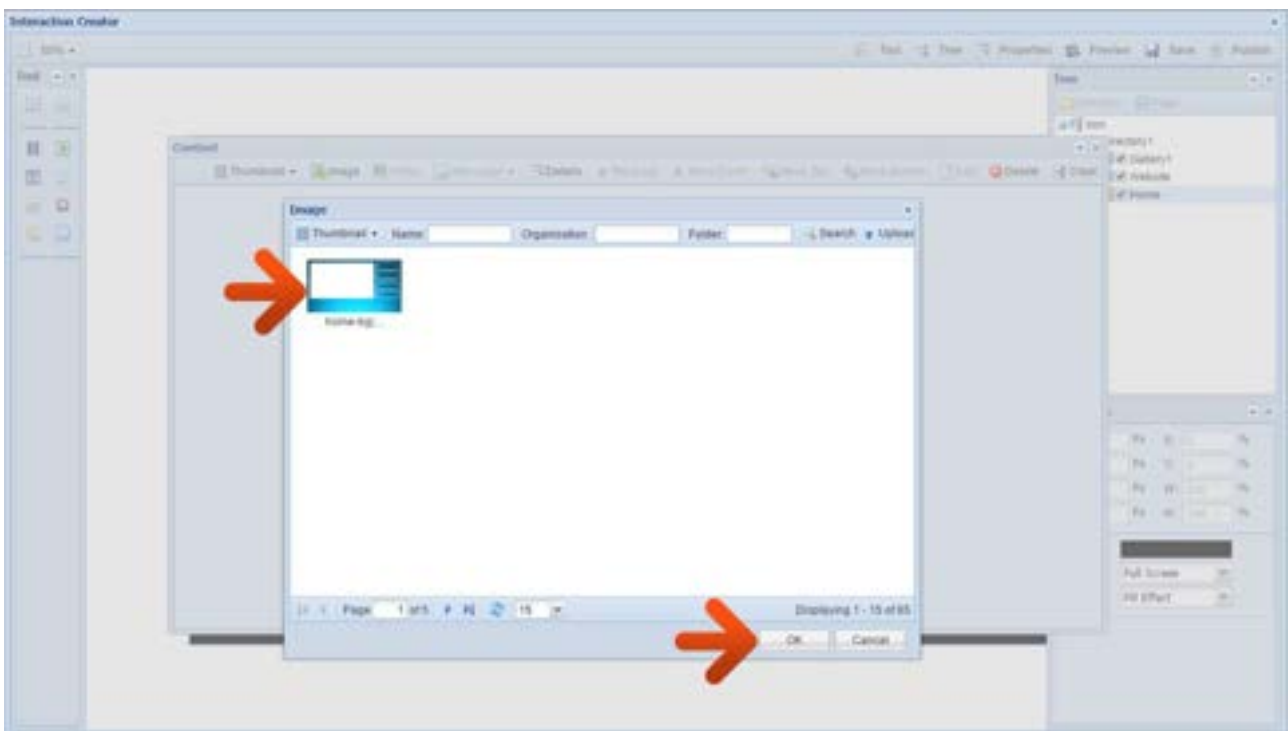
Once you have selected the image file you wish to upload click “Open” in the browser window.



You will now have a list of all the images you selected to upload. Click the “Upload” button and wait until they have all finished uploading. You can track the progress of each file by the loading bar underneath the file name.



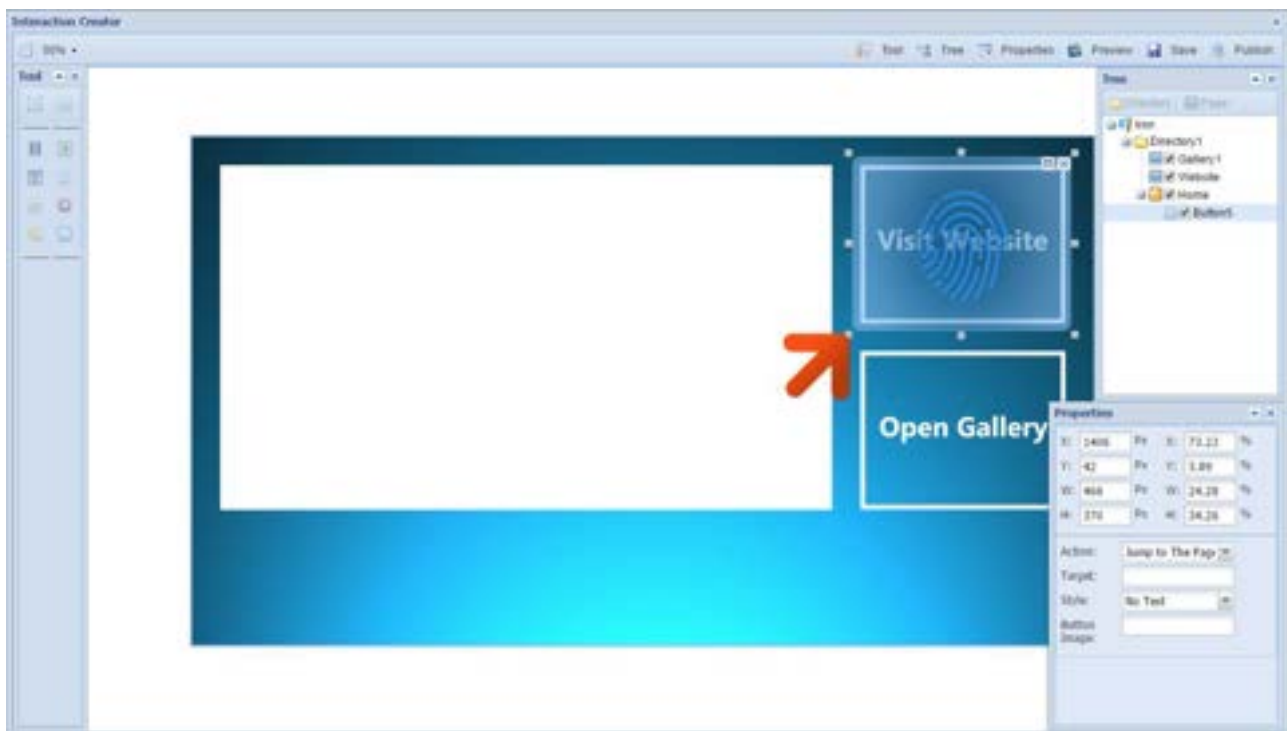
This should now be added to the list of all the images you have uploaded. To upload the rest of your media please repeat this process or refer to the “Media” section of the main CMS Software User Manual. Select the image that you just uploaded and click “OK”.



Next, place an empty “Button” zone over the area marked “Visit Website” on the background image. The Button Tool can be found in the “Tool” section in the top left hand corner of the interface:



You can then size and position accordingly the zone using the handles.

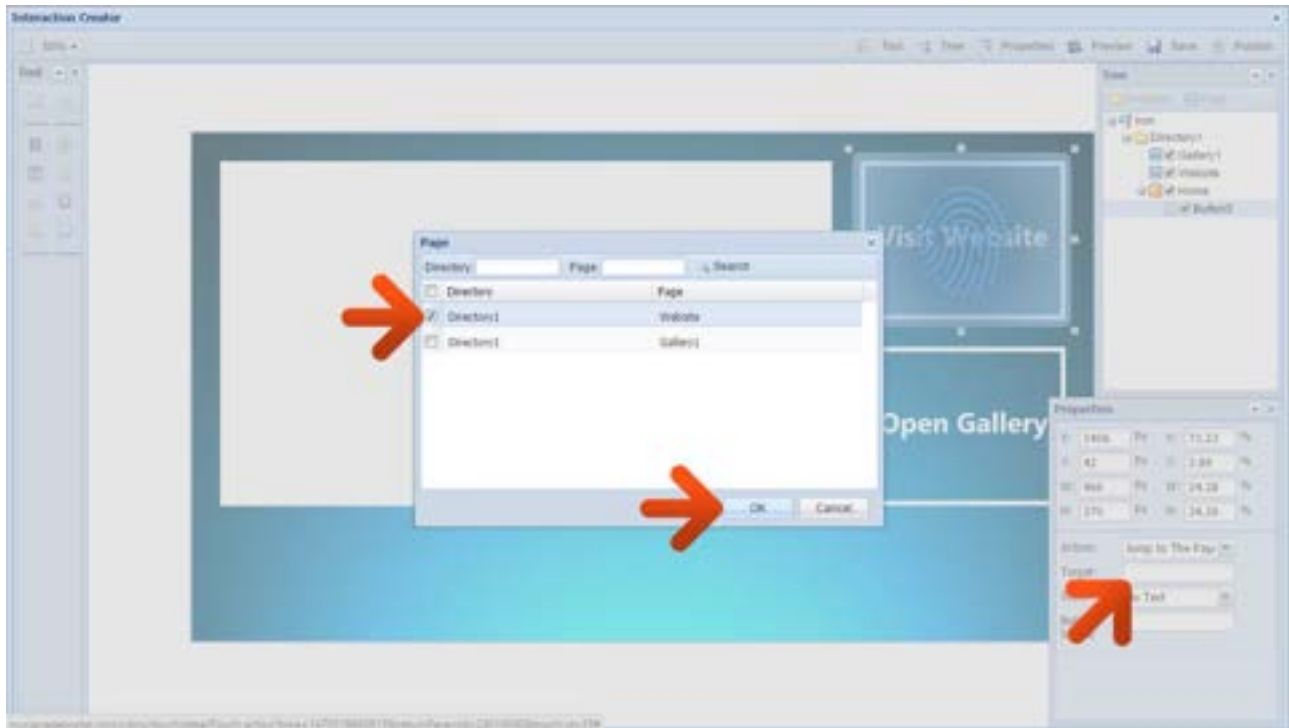


Now you can set an “Action” for this button. The potential options are as follows:

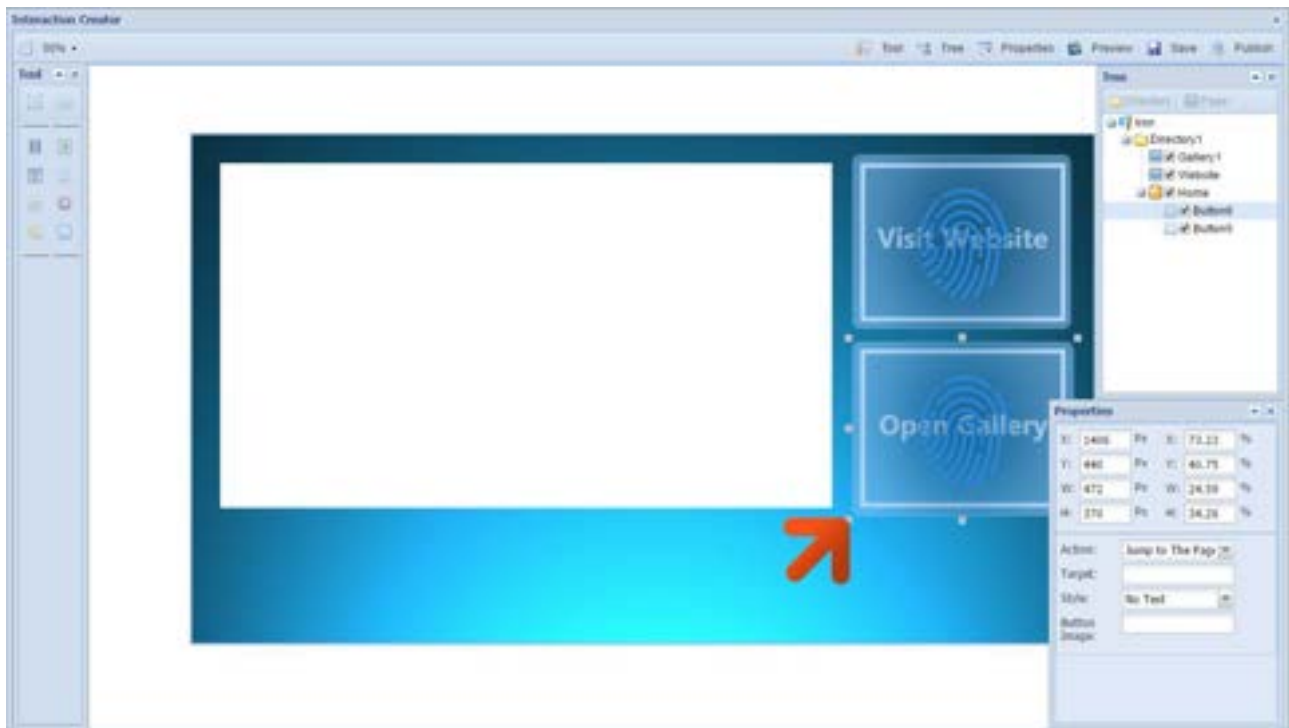
- Run APP – if you have your own Android compatible application you can run this within your Touch Playlist.
- Jump to The Touch – if you have a different Touch Playlist that you want to link to you can choose this option.
- Jump to The Page – if you want to link to a page with the same Touch Playlist.
- Play in Media Zone – if you want to display a piece of media in an “Image” or “Video” zone once this button is pressed; like a “Play” button.
- Open Website – if you do not wish to create a separate bespoke page for your website you

can choose this option.

Please choose “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Website”, then click “OK”.

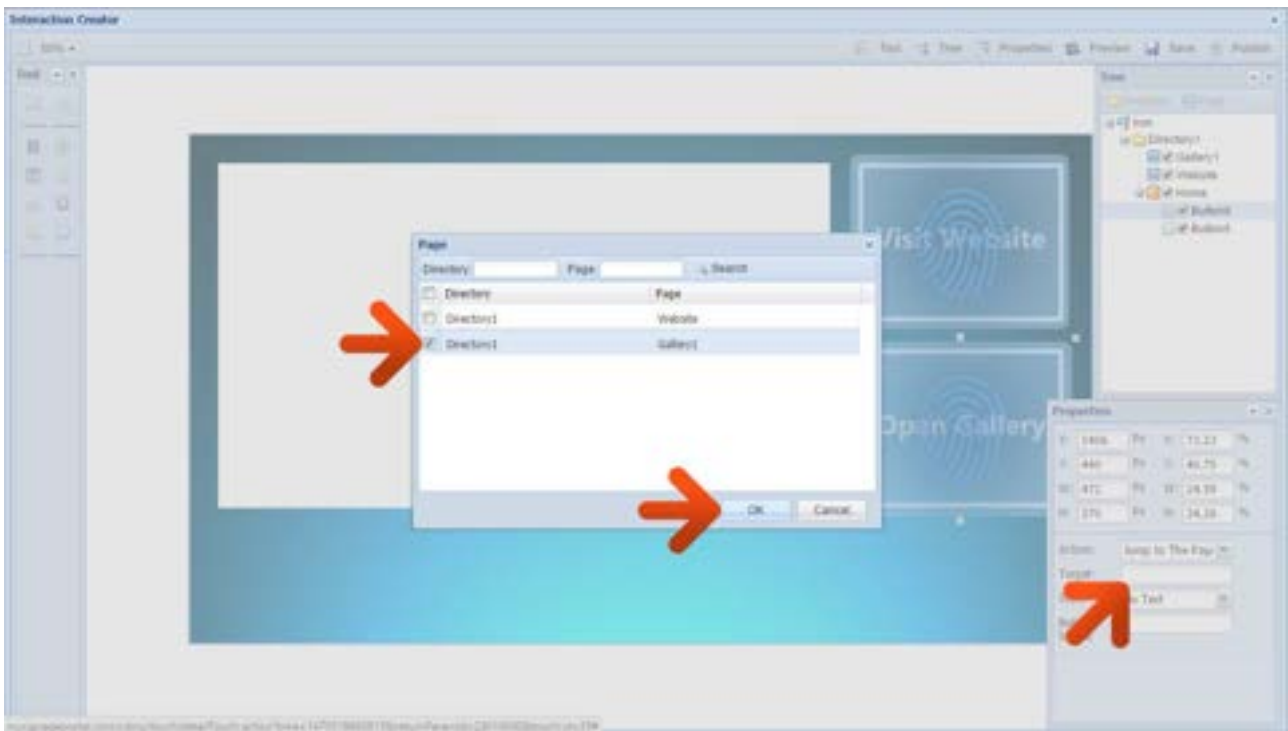


Next, place an empty “Button” zone over the area marked “Open Gallery” on the background image.





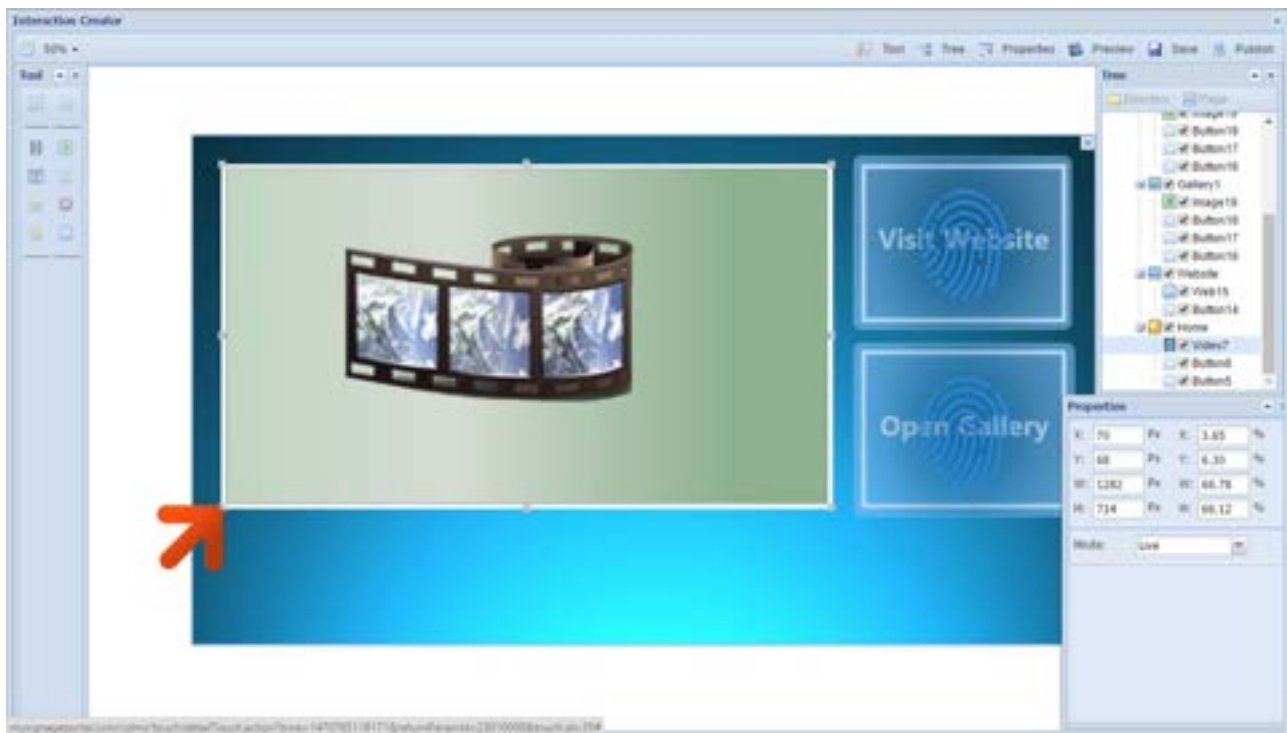
Make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Gallery1”, and then click “OK”.



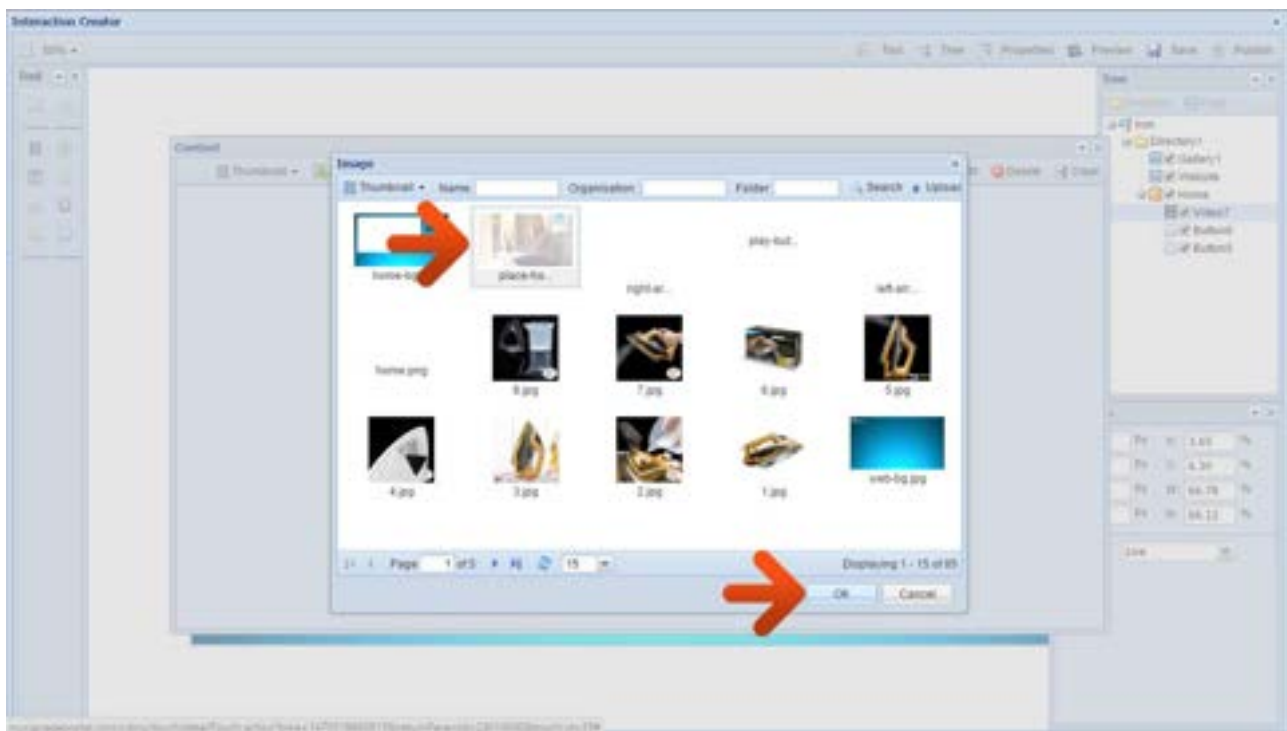
To set up your “Video” zone begin by clicking on the Video Tool.



Then size and position your video zone accordingly using the handles.

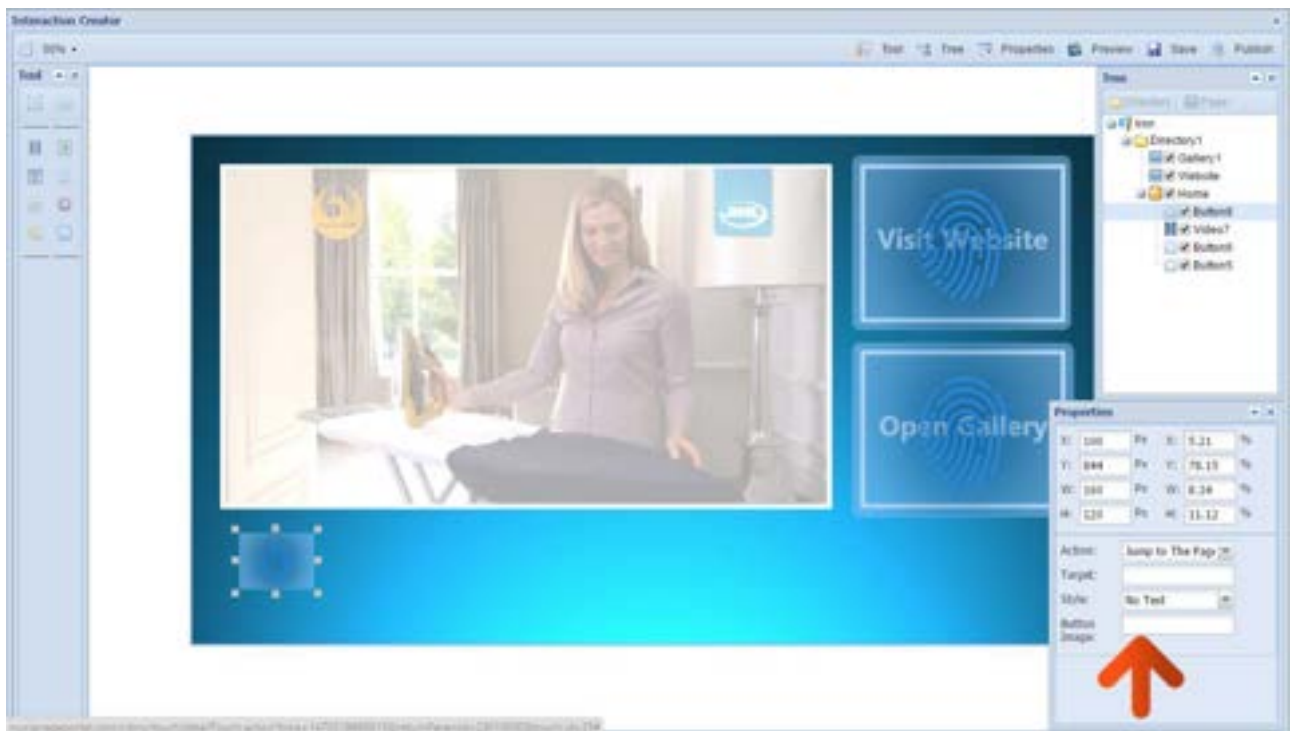


Next, right-click on the “Video” zone and select “Content” then click “Image”. Then select the image you want to use as a placeholder when the video isn’t playing and click “OK” (*“place-holder-iron.jpg” in the resource pack*).

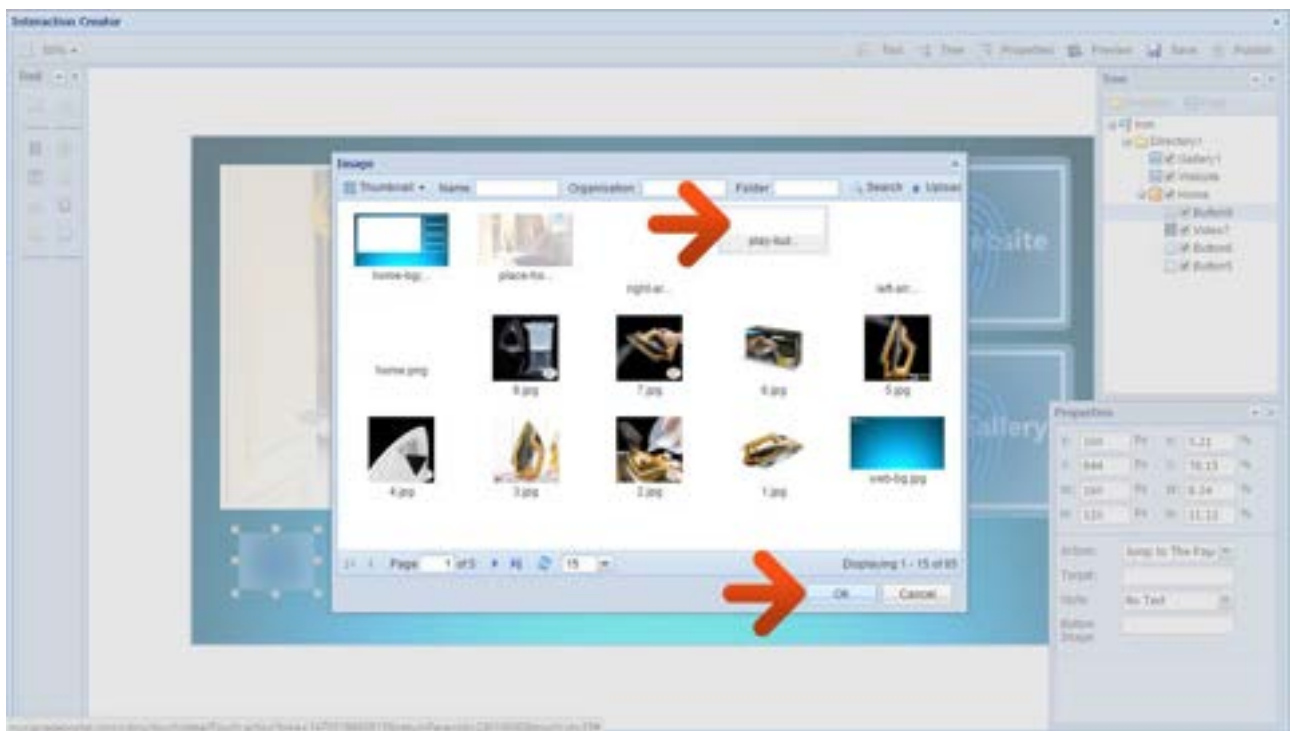


**NOTE:** If you would like a Video to play here automatically please select “Video” instead of “Image” and choose your video file. You can also change the “Mode” from “Live” to “On Demand” if you want to display multiple pieces of media in a thumbnail gallery.

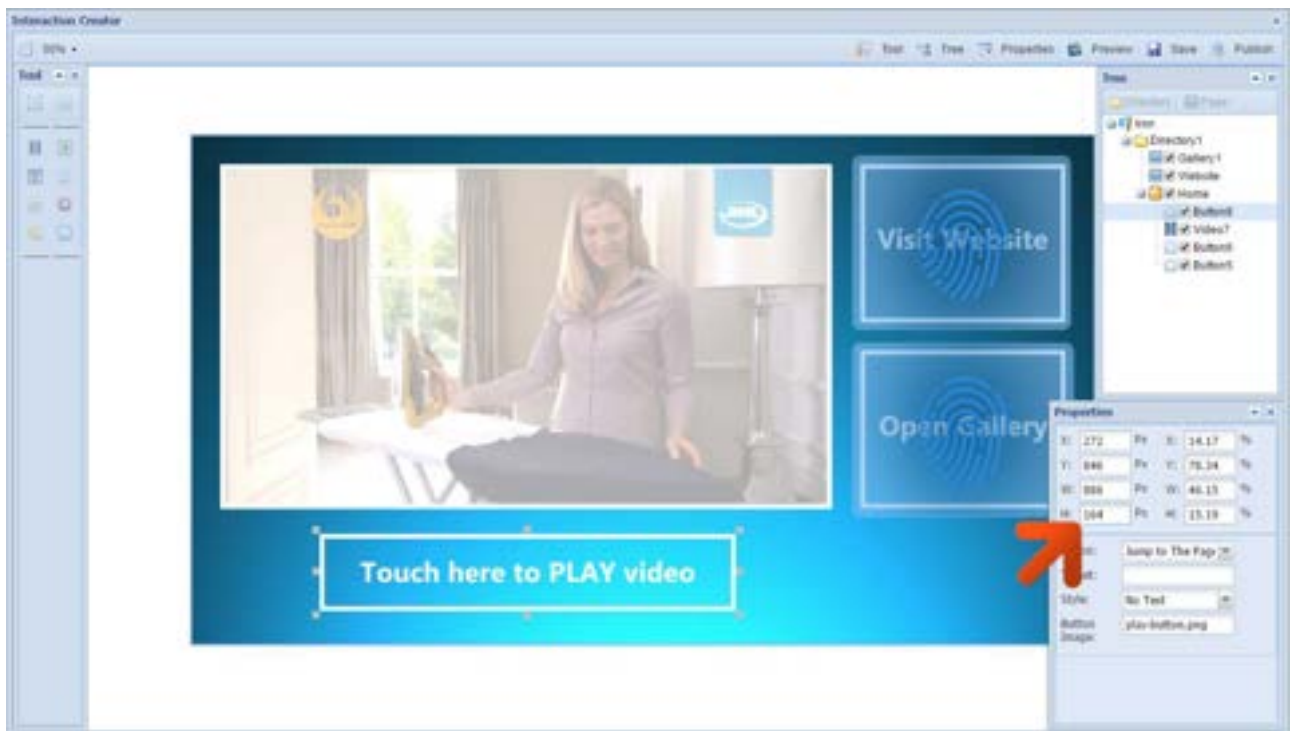
As well as setting empty button zones over an existing image you can also assign an image to a button zone. Place another “Button” underneath the “Video” zone then click on “Button Image” to assign an image to this Button zone.



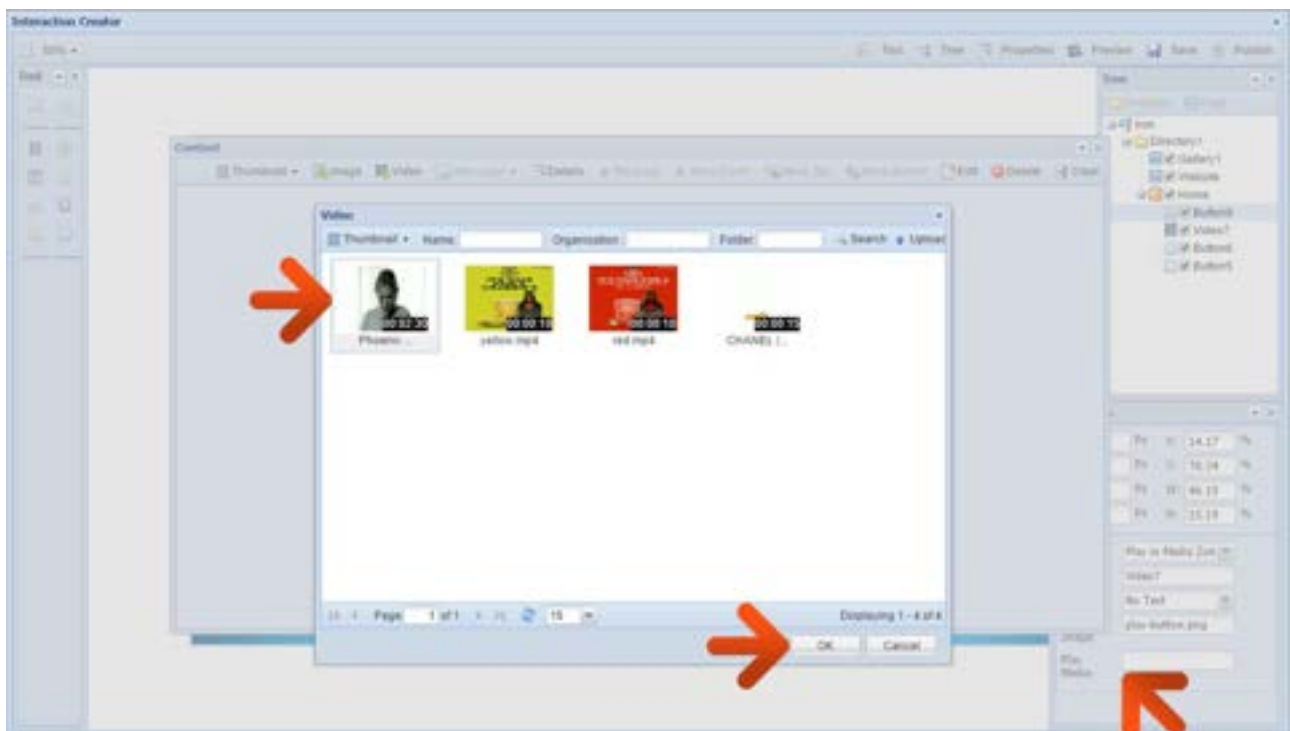
Once you have selected your image click “OK” (*“play-button.png” in the resource pack*).



You must now resize your Button zone to match the size of your artwork. You can use the handles or if you want to be precise you can also change the size of the zone in the “Properties” section so that it is exactly the same size as your artwork.



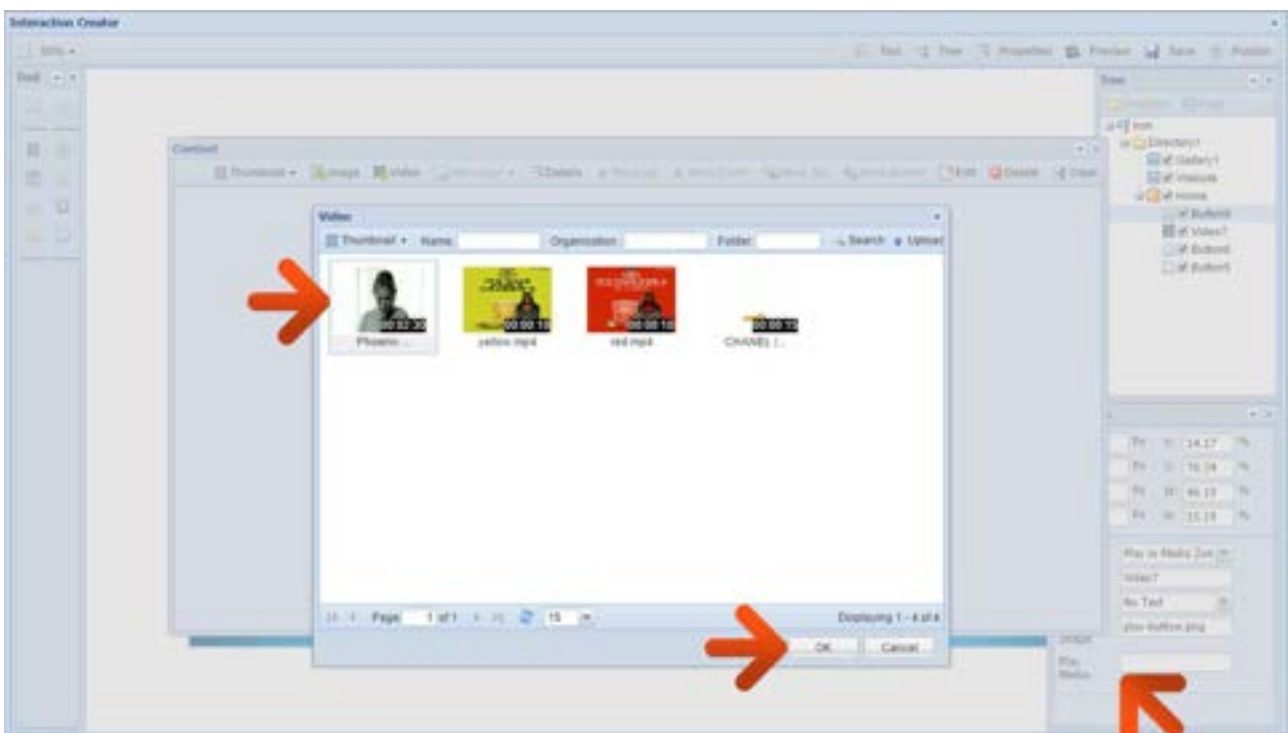
Now change the “Action” of this button to “Play in Media Zone” and change the “Target” to the video zone. Click the “Play Media” field, select the video that you want to play and click “OK” (“Phoenix Gold from JML.avi” in the resource pack).



As well as having a separate “Play” button you may also want to make the actual “Video” zone itself a giant “Play” button to conform to user behaviour. To do this place an empty “Button” zone over the area of the “Video” zone.



Then change the “Action” of this button to “Play in Media Zone” and change the “Target” to the video zone. Then click the “Play Media” field, select the video that you want to play and click “OK”.

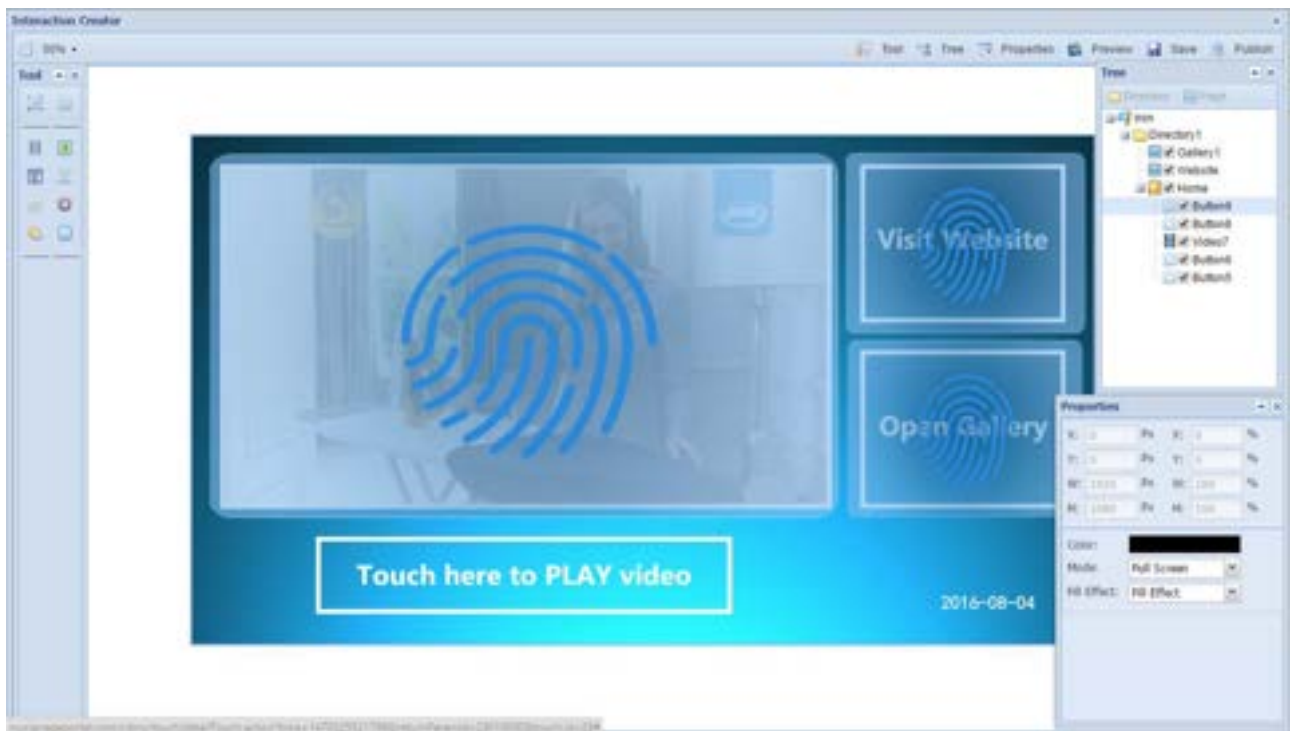




Now you can add some other elements to your “Home” page. Click on the “Date” tool located in the top left-hand corner of the interface.



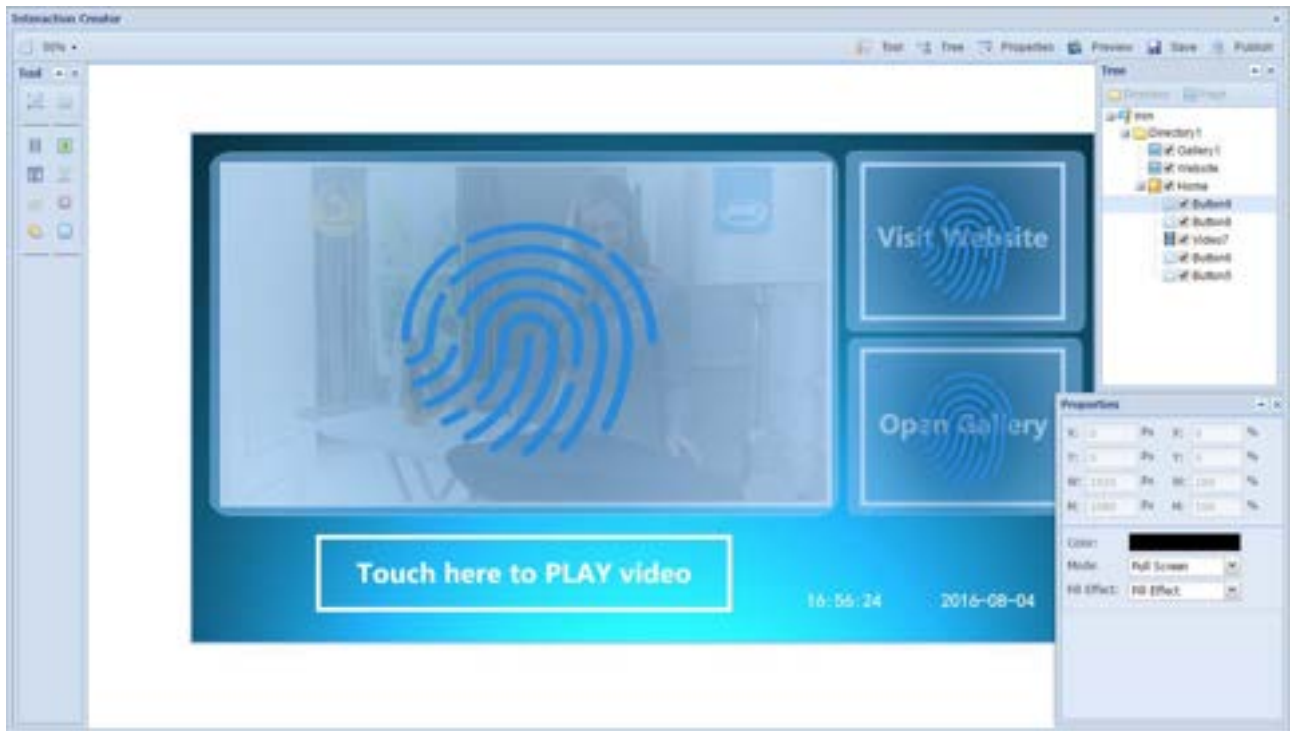
You can then position this on your interface and even change the colour, style and size.



Next, click on the “Time” tool located in the top left-hand corner of the interface.



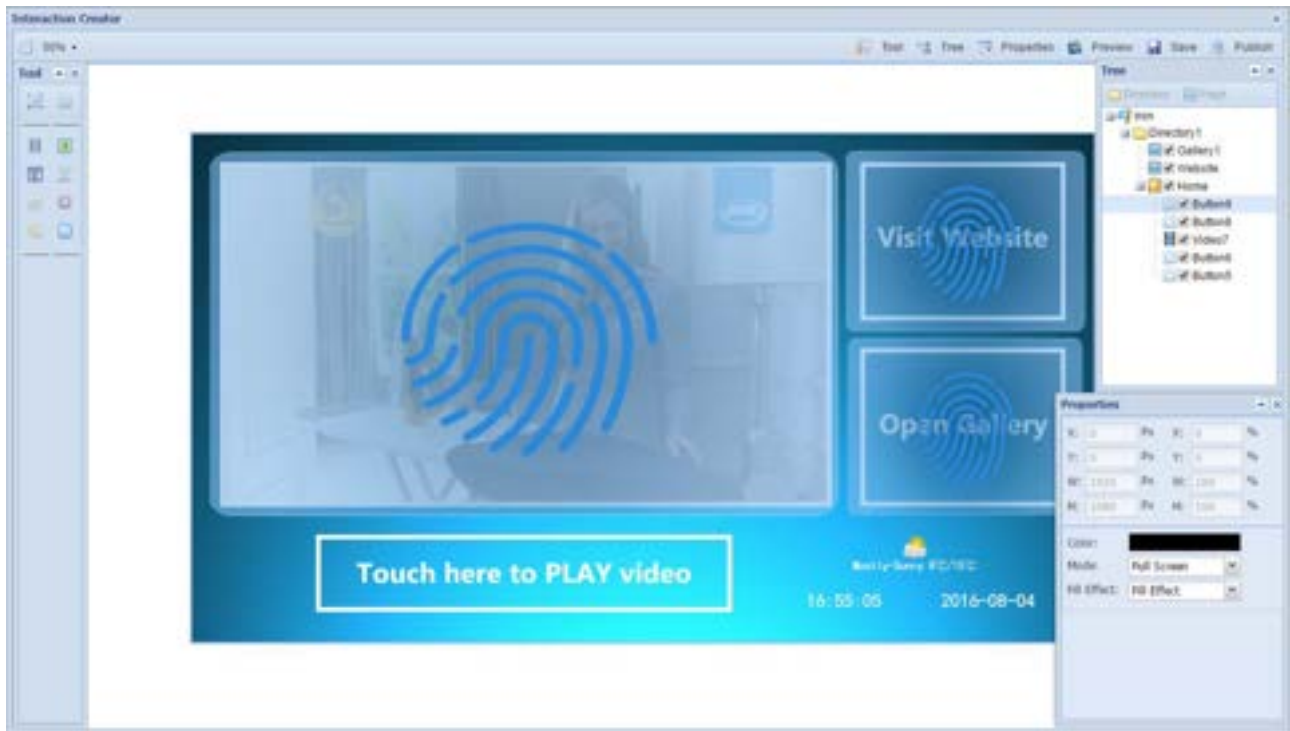
You can then position this on your interface and even change the colour, style and size.



Then click on the “Weather” tool located in the top left-hand corner of the interface.



You can then position this on your interface and even change the colour, style and size.

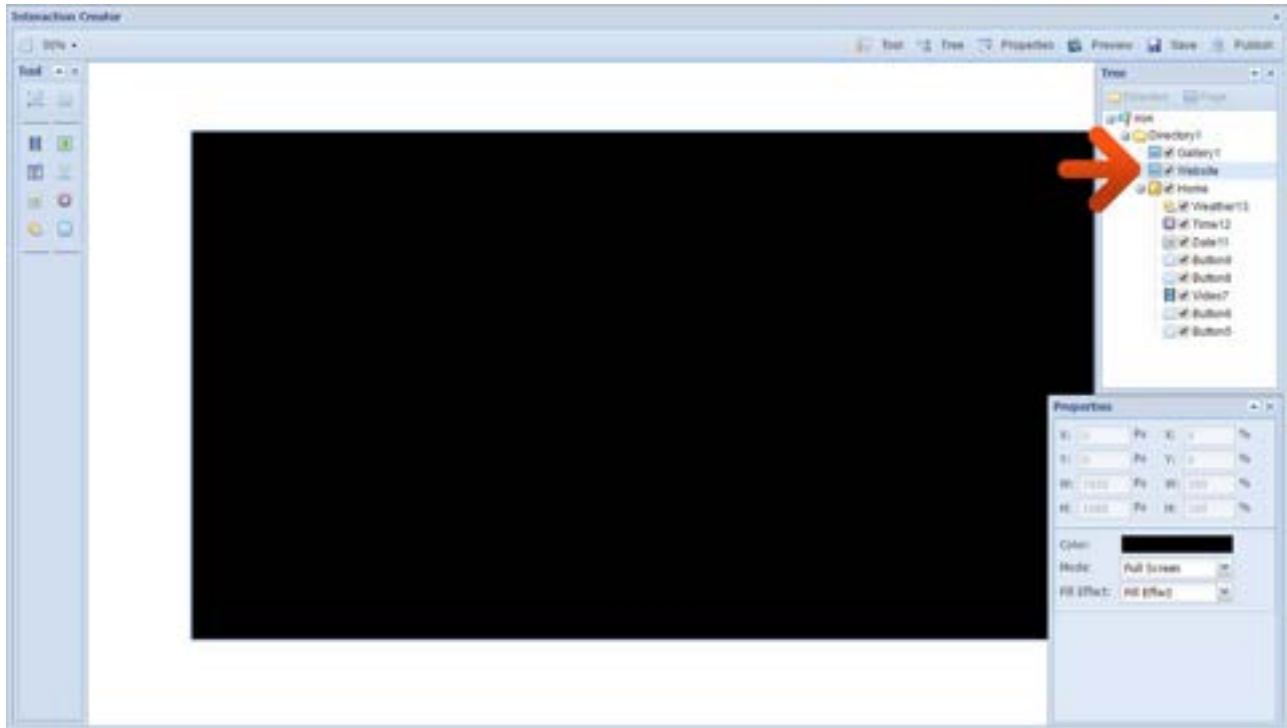


If you wanted to you could also add “Static Text” and “Scrolling Text” zones to your page by selecting them in the “Tools” section.

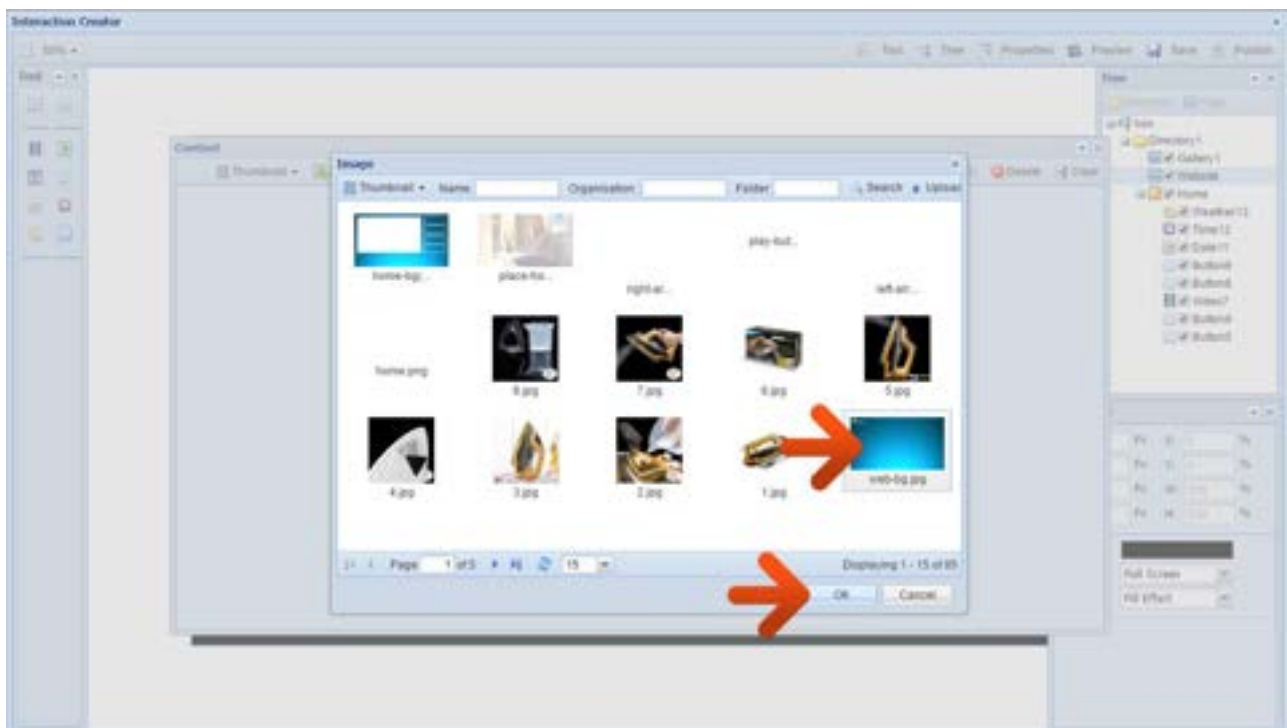


## Website Page

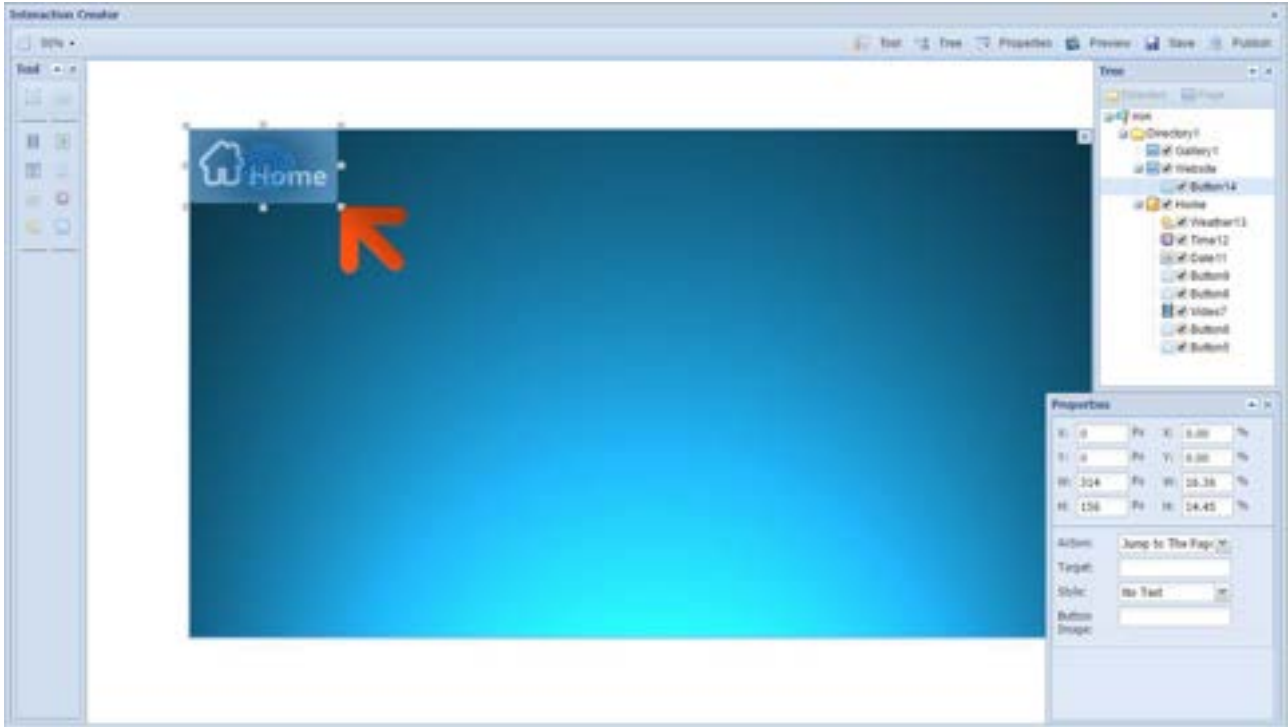
Begin by selecting the “Website” page from the Directory Tree on the top right-hand corner of the interface.



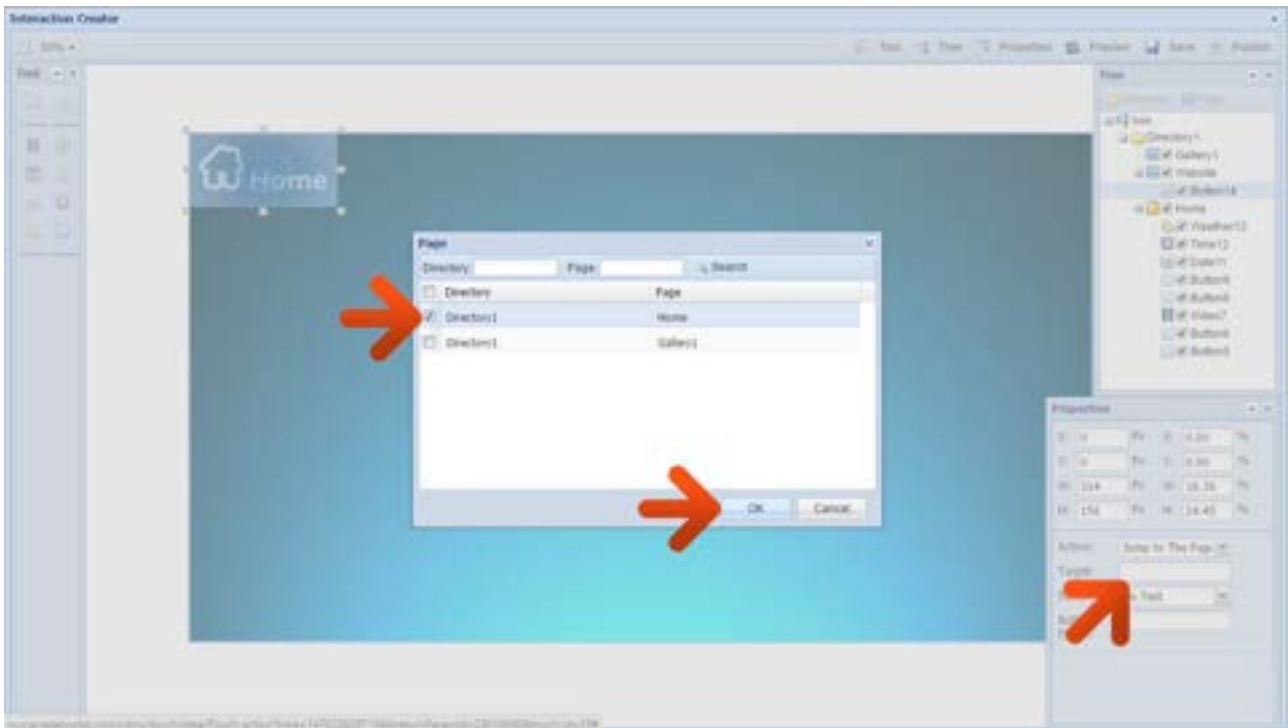
Then right-click anywhere in the large black area and select “Content”. Click “Image” then select the image you want to set as the background for your “Website” page and click “OK” (“web-bg.jpg” in the resource pack)..



It is recommended to have a “Home” button on all of your pages so that you can navigate back to it at any point. This can either be part of the background image with an empty button over the top, or a separate button with an image assigned to it. In this example it is part of the background image so place an empty “Button” zone over the area marked “Home” on the background image.



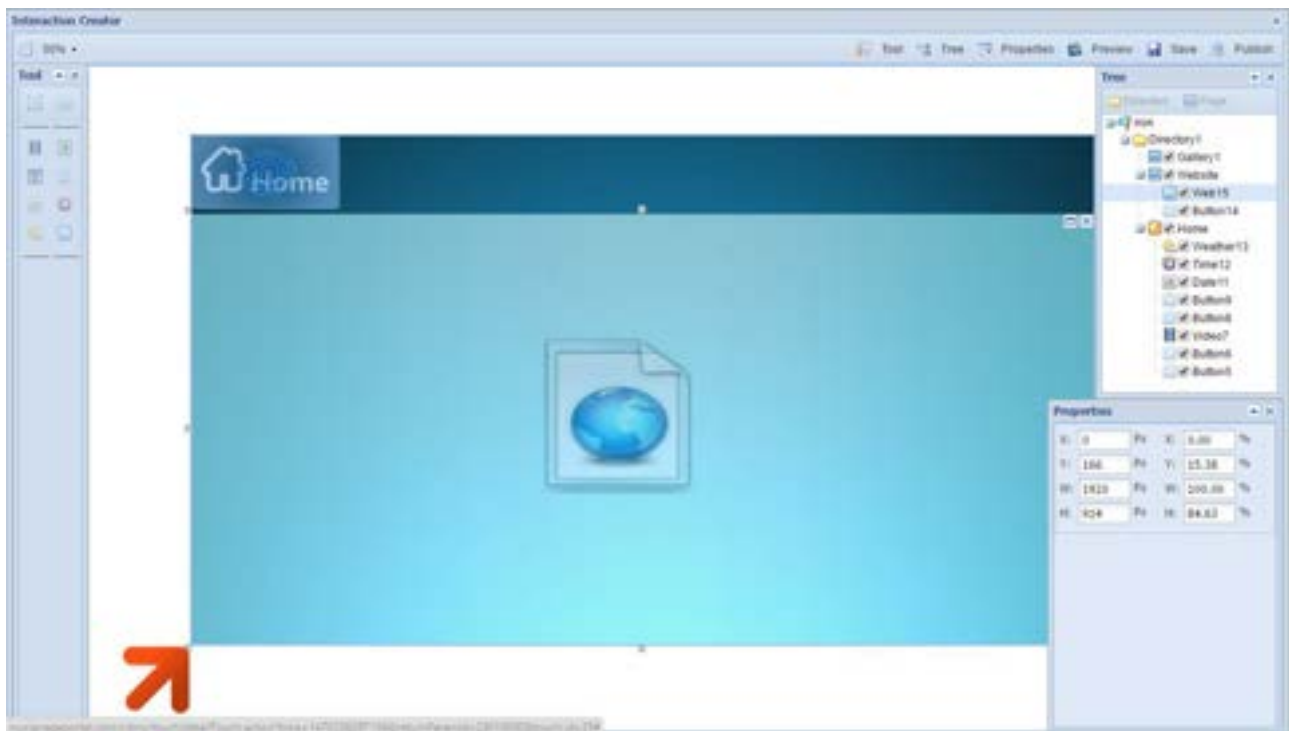
Make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Home”, and then click “OK”.



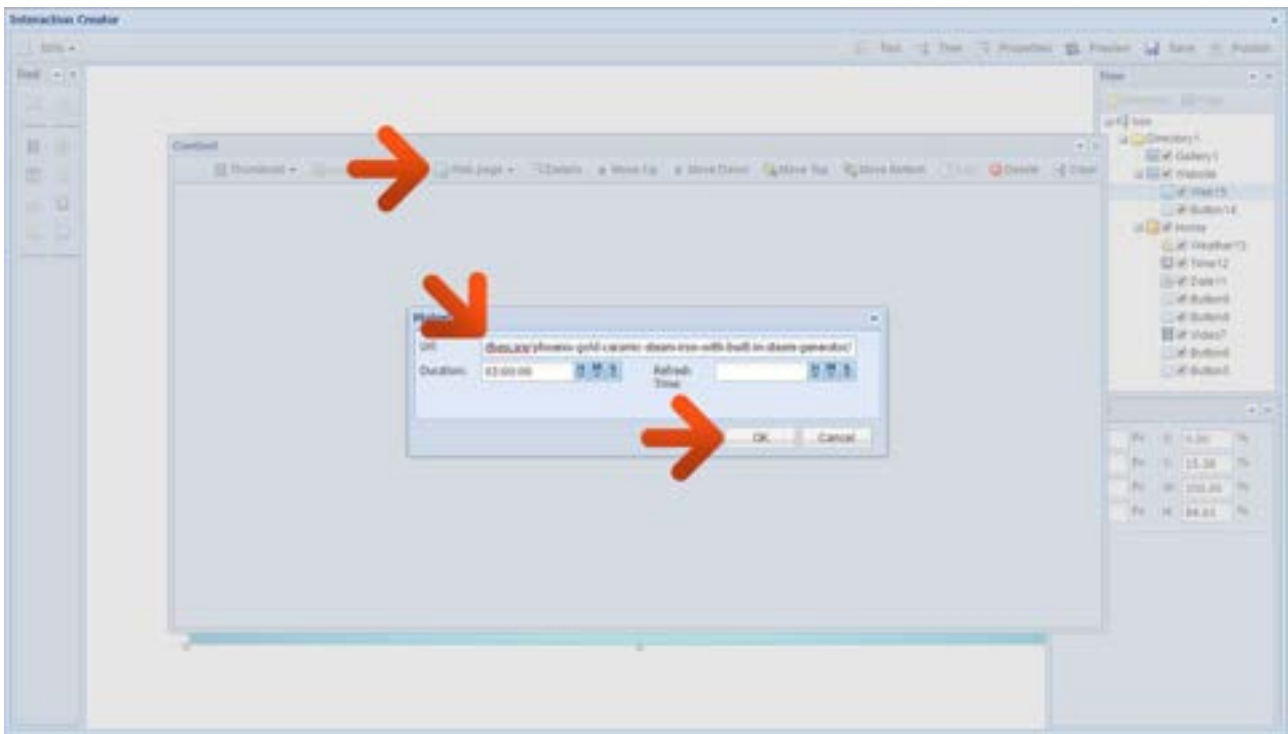
Now set your “Website” zone. This can be found in the “Tools” section located in the top left-hand corner of the interface.



Then size and position your “Website” zone accordingly using the handles.

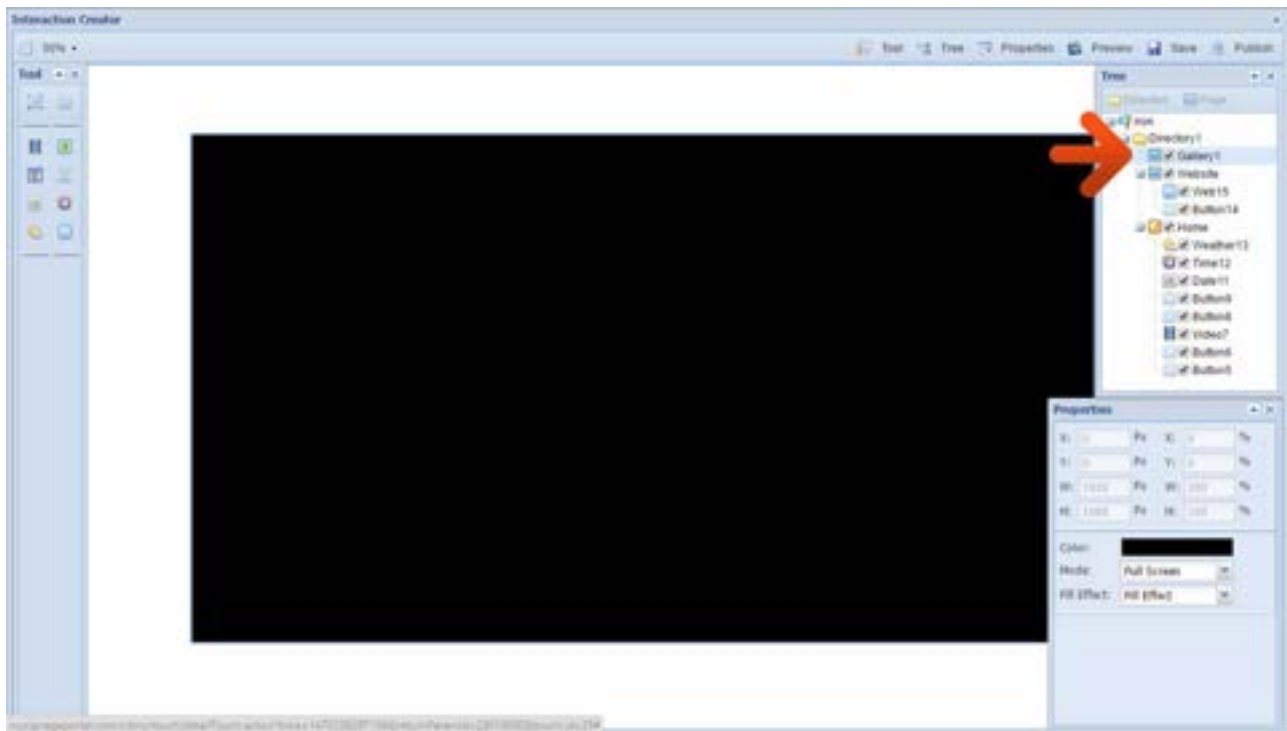


Next, right-click on the “Website” zone and select “Content” then click “Web page”. Then copy and paste the URL of your website into the “URL” field, set the duration to 3 hours and click “OK”.

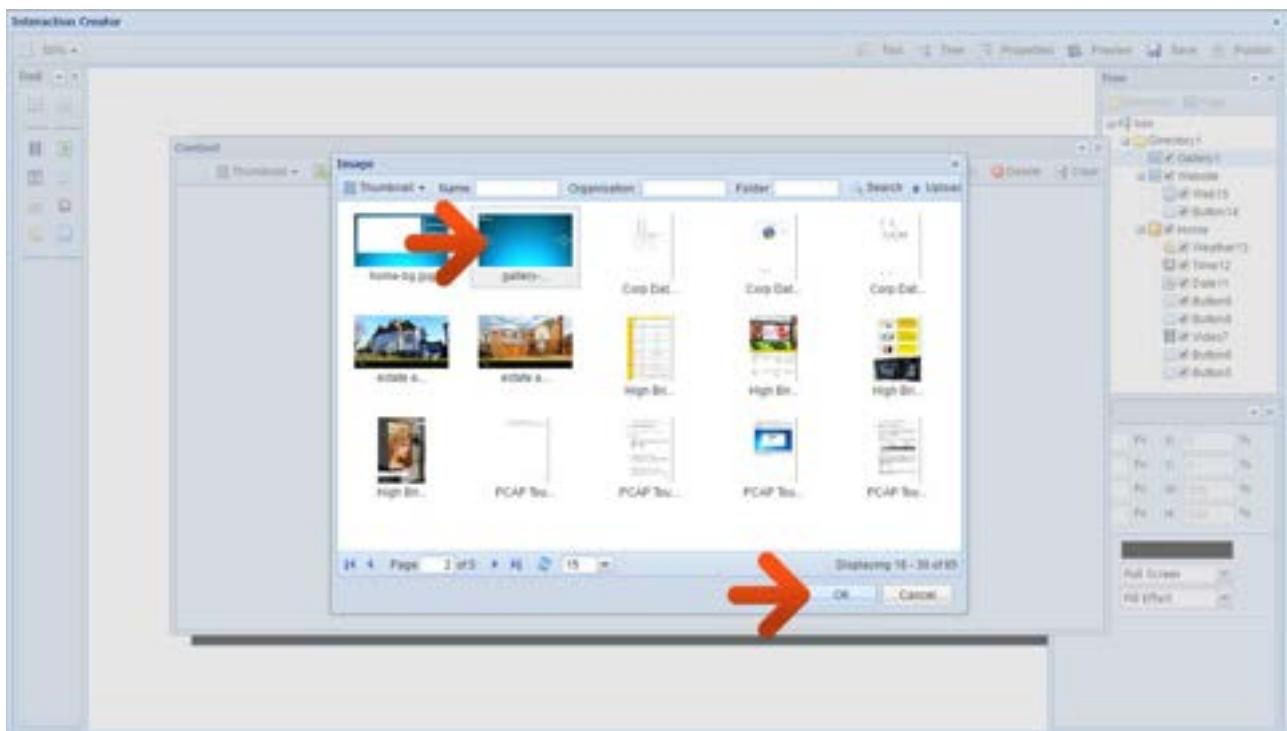


## Gallery Pages

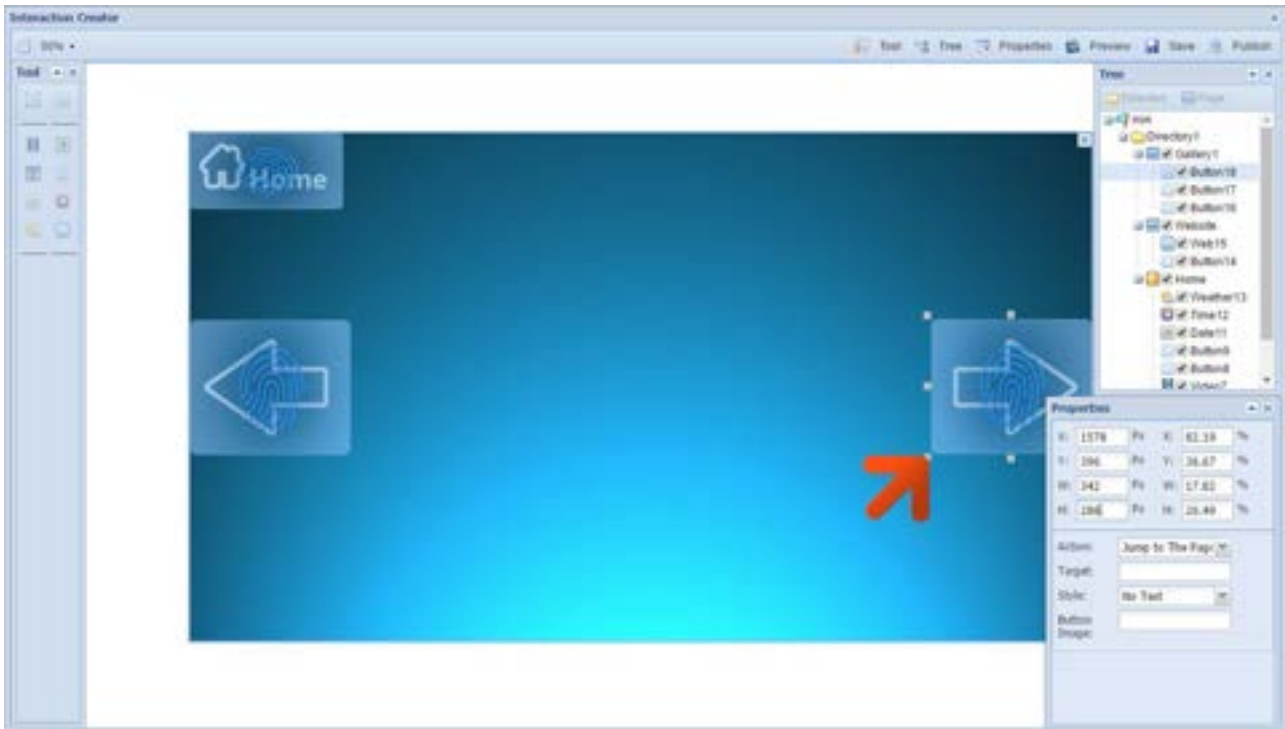
Begin by selecting the “Gallery1” page from the Directory Tree on the top right-hand corner of the interface.



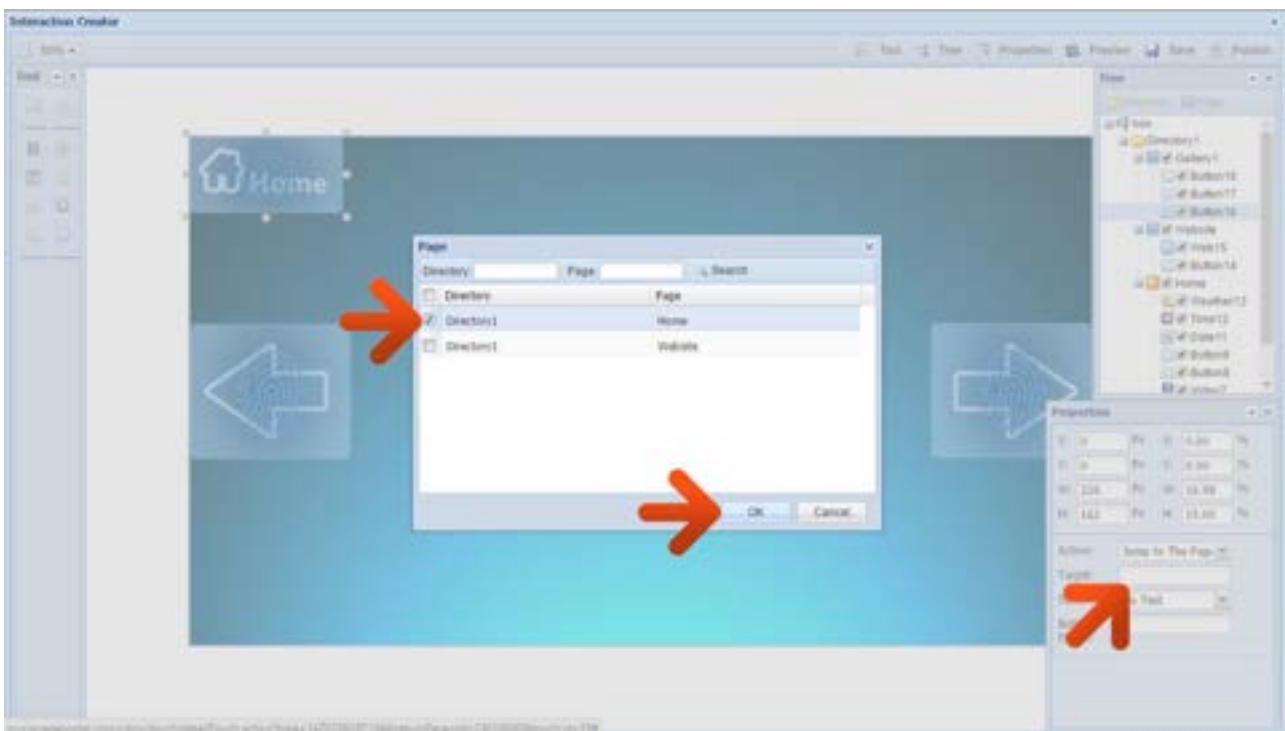
Then right-click anywhere in the large black area and select “Content”. Click “Image” then select the image you want to set as the background for your “Gallery” pages and click “OK” (*“gallery-bg.jpg” in the resource pack*).



As well as having a “Home” button the Gallery pages should also have navigation/arrow buttons. Once again these can either be part of the background image with an empty button over the top, or a separate button with an image assigned to it. In this example they are part of the background image so place empty “Button” zones over the arrows and area marked “Home” on the background image.



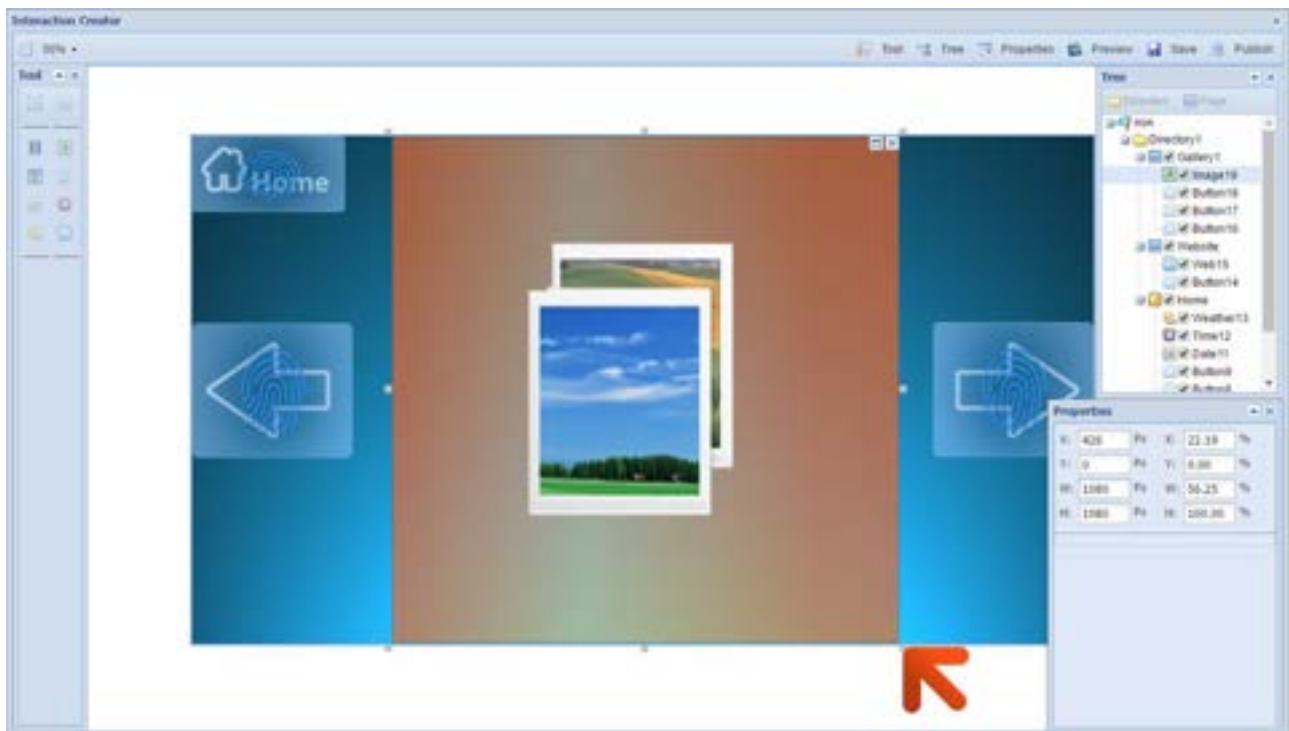
Select the button over the “Home” area and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Home”, and then click “OK”.



Next set an “Image” zone for your images. This can be found in the “Tools” section located in the top left-hand corner of the interface.

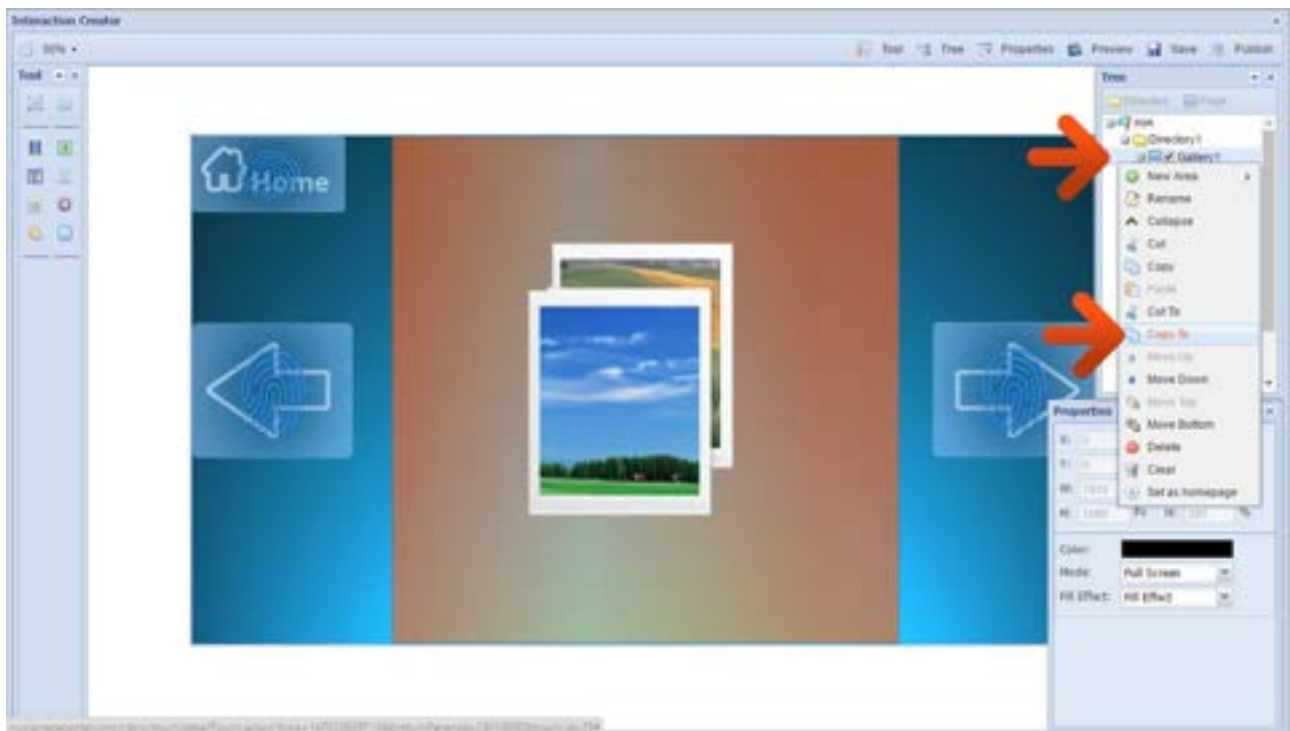


Then size and position your “Image” zone accordingly using the handles.

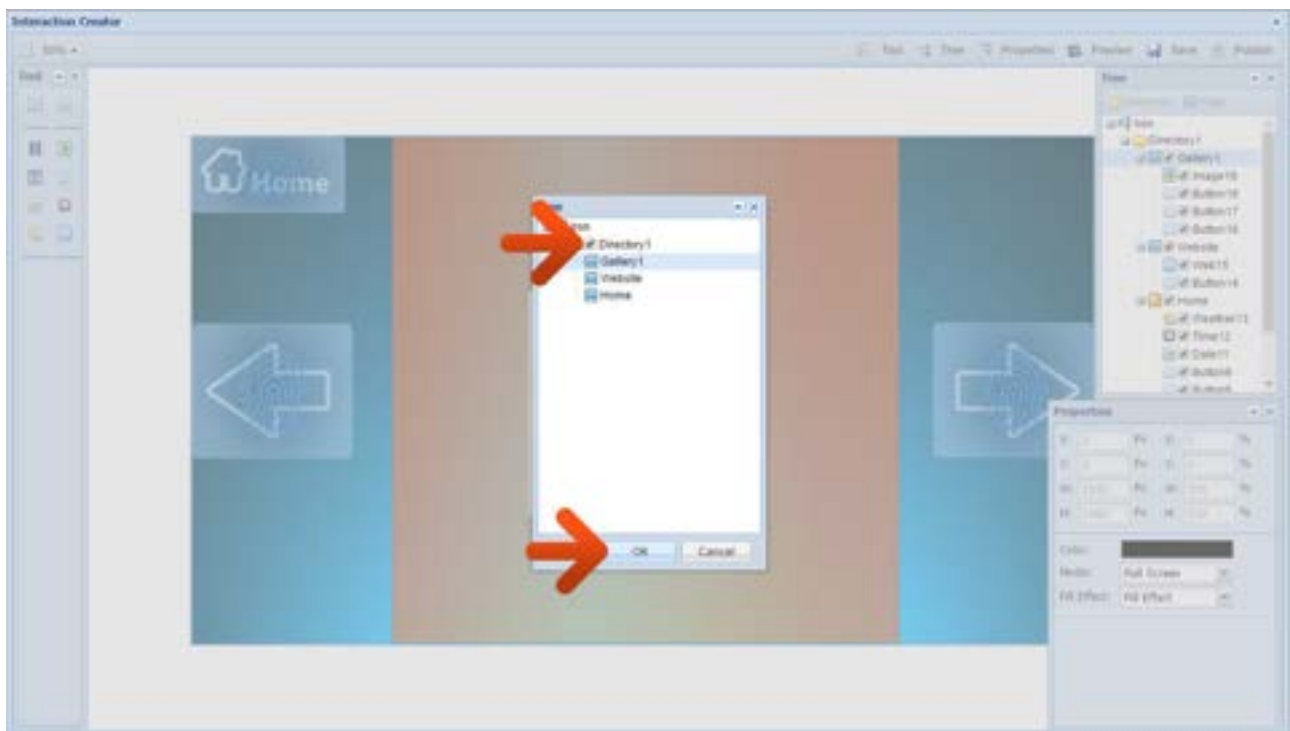




At this stage you can duplicate the “Gallery1” page to avoid having to repeat the same work on your other “Gallery” pages. To do this right-click the “Gallery1” page from the Directory Tree on the top right-hand corner of the interface then select “Copy To”.

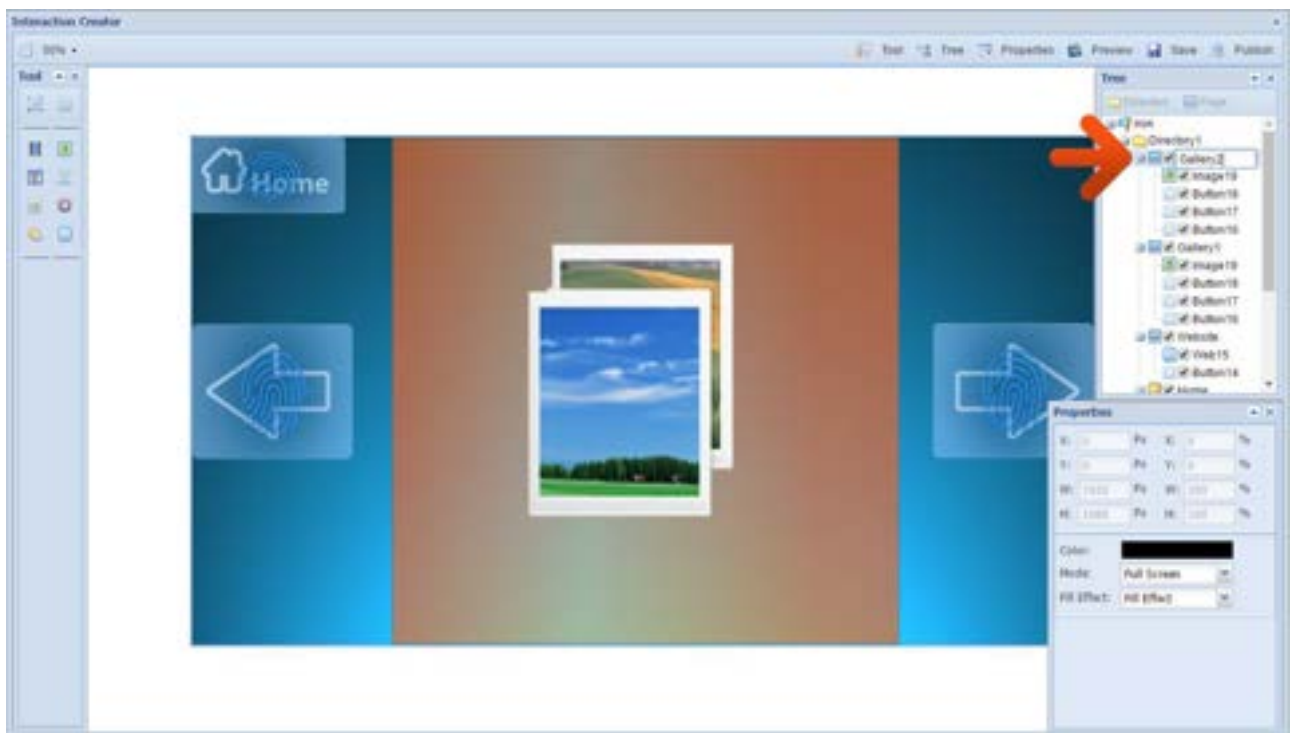


This will bring up a “Tree” box, tick the checkbox next to the “Directory” name then click “OK”.

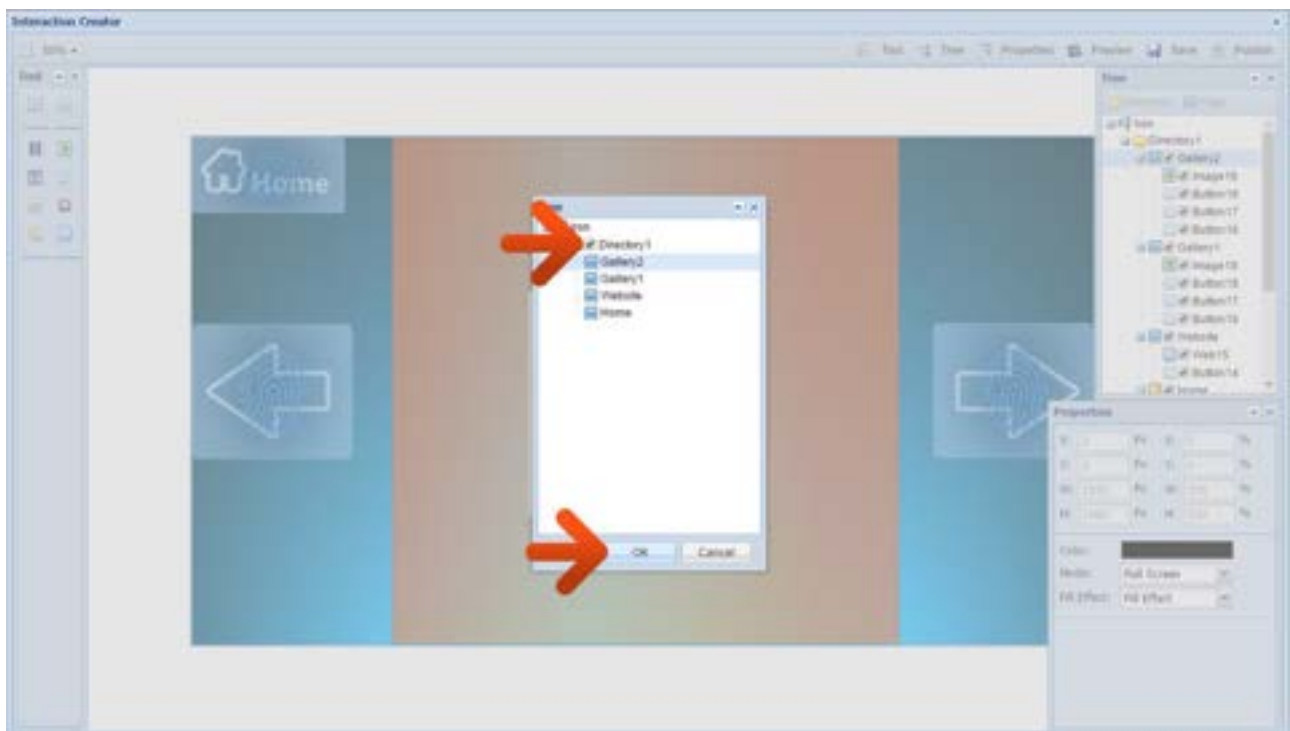




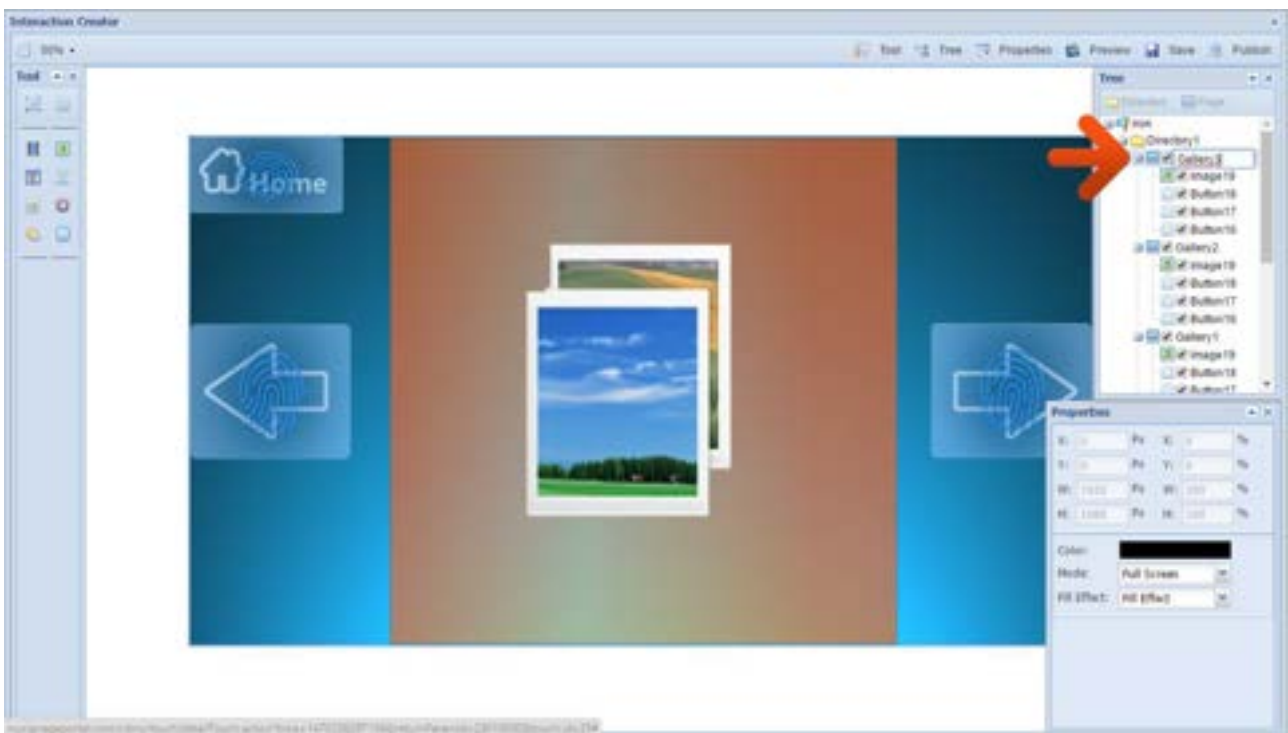
This will create a copy of the “Gallery1” page. Rename this new page to “Gallery2” by right-clicking on the page name then selecting “Rename”.



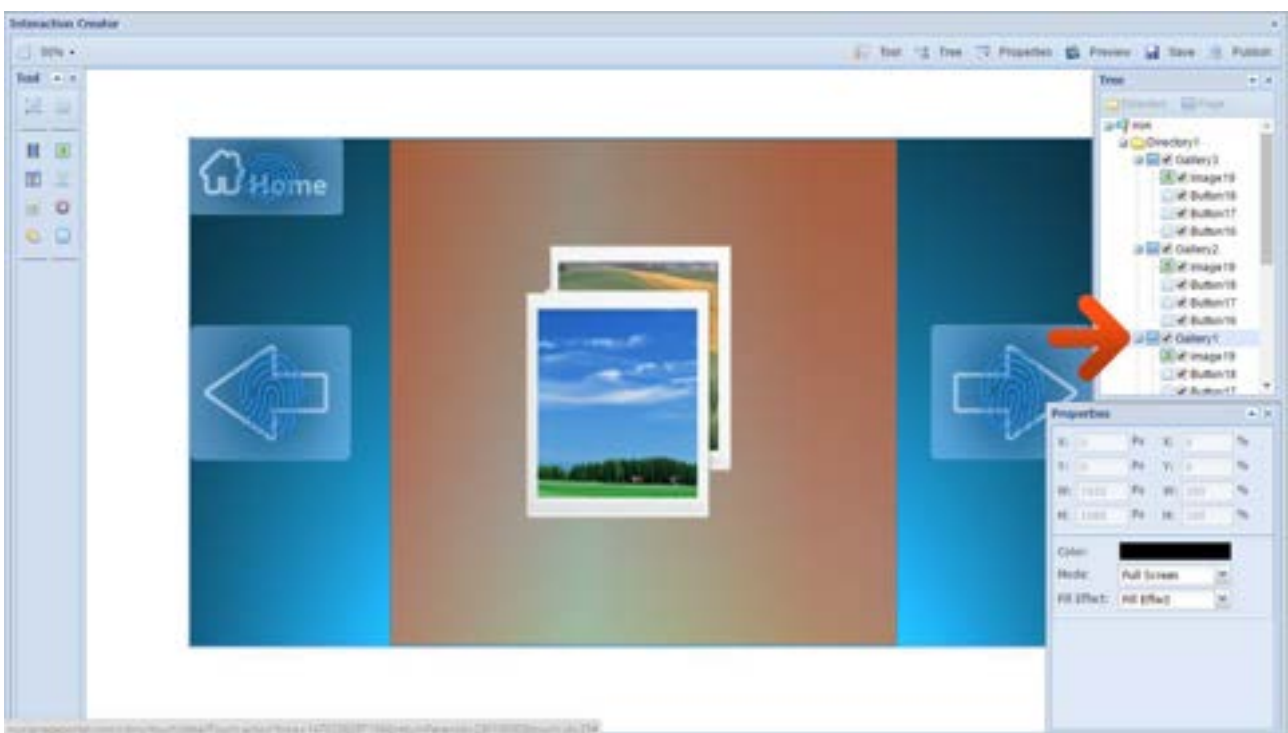
Now right-click the “Gallery2” page from the Directory Tree on the top right-hand corner of the interface then select “Copy To”. This will bring up a “Tree” box, tick the checkbox next to the “Directory” name then click “OK”.



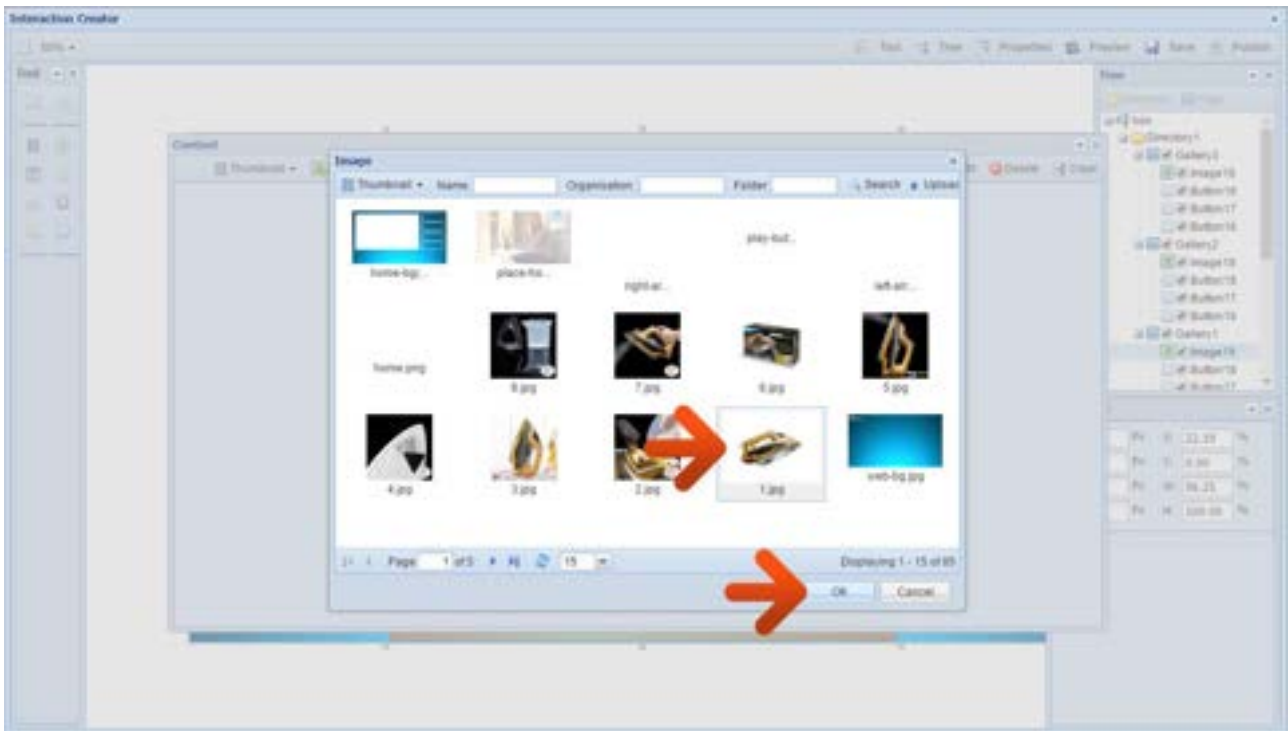
This will create a copy of the “Gallery2” page. Rename this new page to “Gallery3” by right-clicking on the page name then selecting “Rename”.



You should now have three identical “Gallery” pages. Go back to the “Gallery1” page by selecting it on the Directory Tree on the top right-hand corner of the interface.



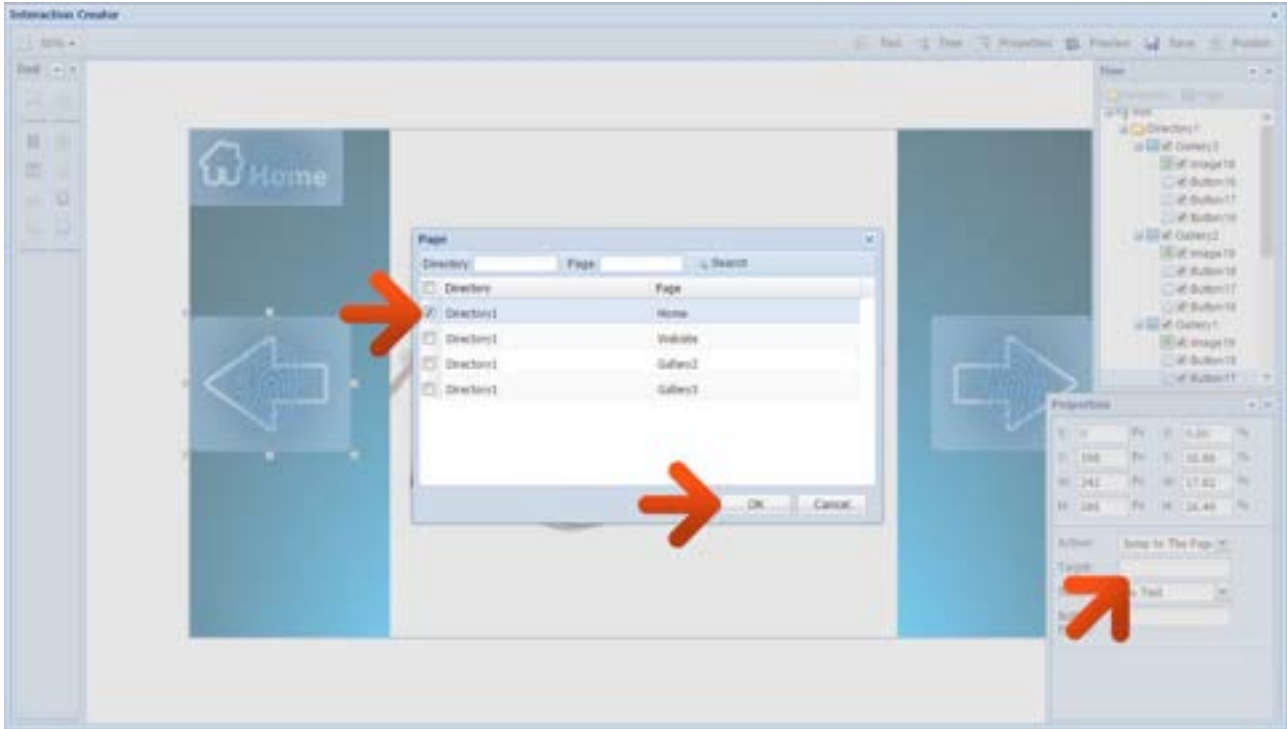
Then right-click the “Image” zone and select “Content”. Then click “Image” and choose the image that you want to display in this zone, and then click “OK” (*images “iron1.jpg” to “iron8.jpg” in the resource pack can be used*).



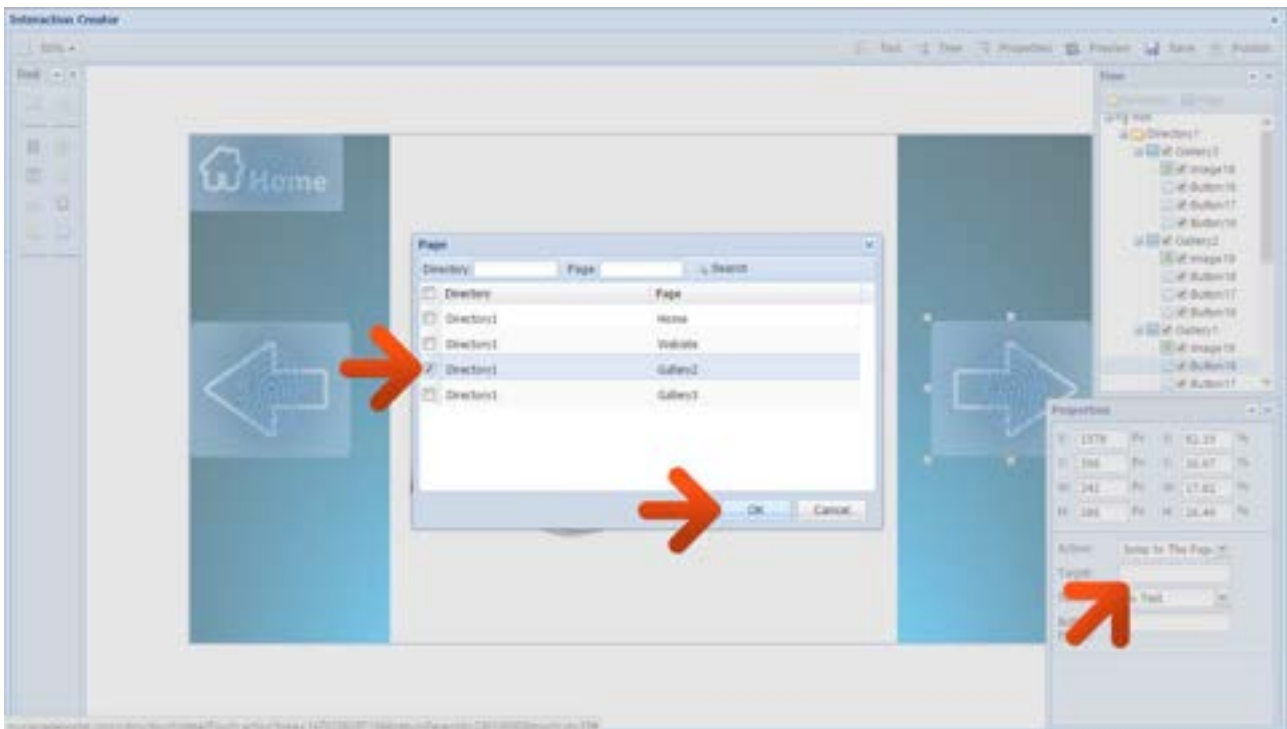
**NOTE:** If you would like to display multiple images you can do so by adding more than one. You can then edit the duration time and transition effect by right-clicking the image thumbnail and selecting “Edit”.

Repeat this process on the other two “Gallery” pages to add images to the “Images” zones on both pages.

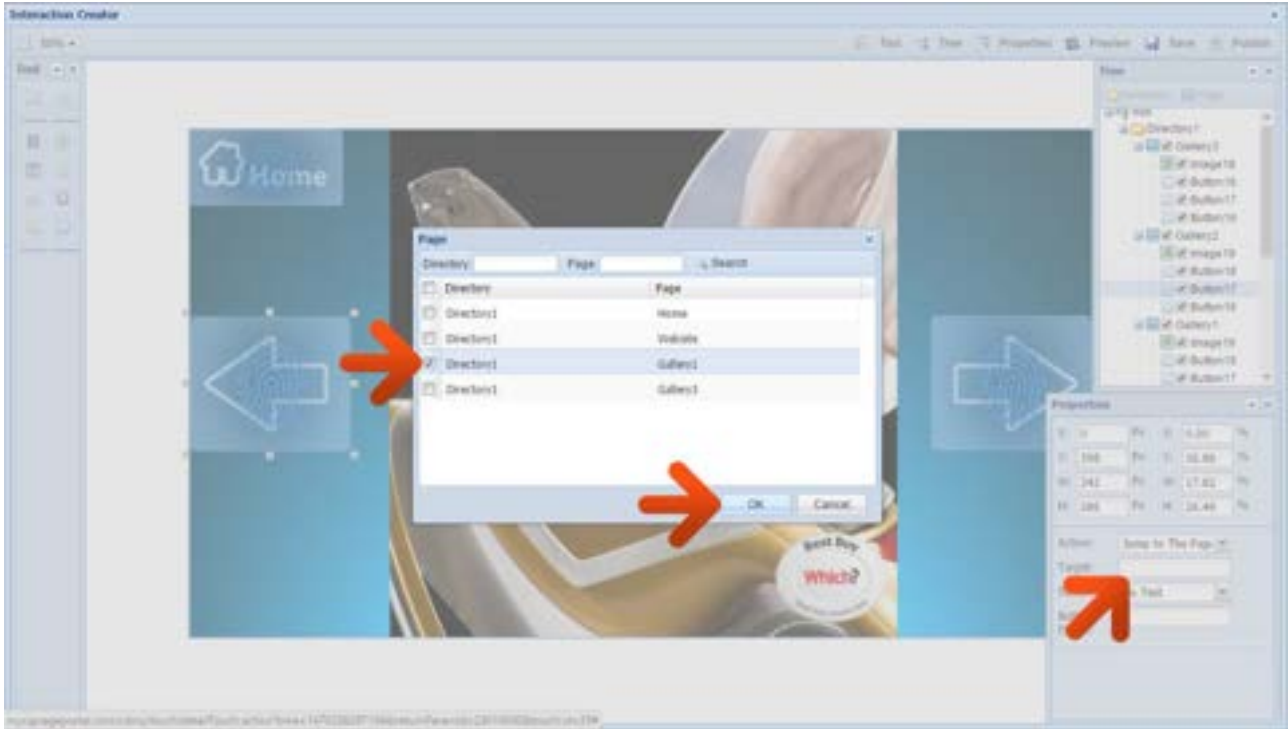
Go back to the “Gallery1” page by selecting it on the Directory Tree on the top right-hand corner of the interface. Select the empty “Button” zone over the “Back/Previous” navigation arrow and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Home”, and then click “OK”.



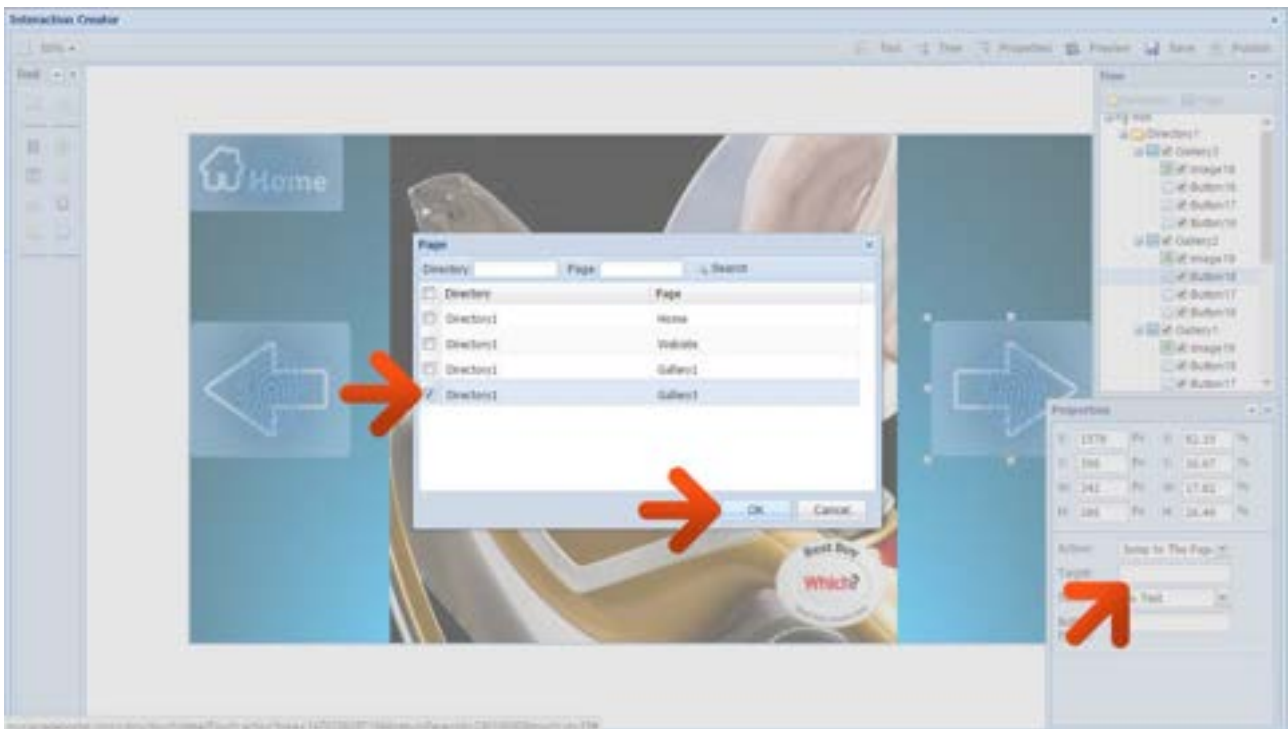
Then select the empty “Button” zone over the “Forward/Next” navigation arrow and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Gallery2”, and then click “OK”.



Next, go to the “Gallery2” page by selecting it on the Directory Tree on the top right-hand corner of the interface. Select the empty “Button” zone over the “Back/Previous” navigation arrow and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Gallery1”, and then click “OK”.

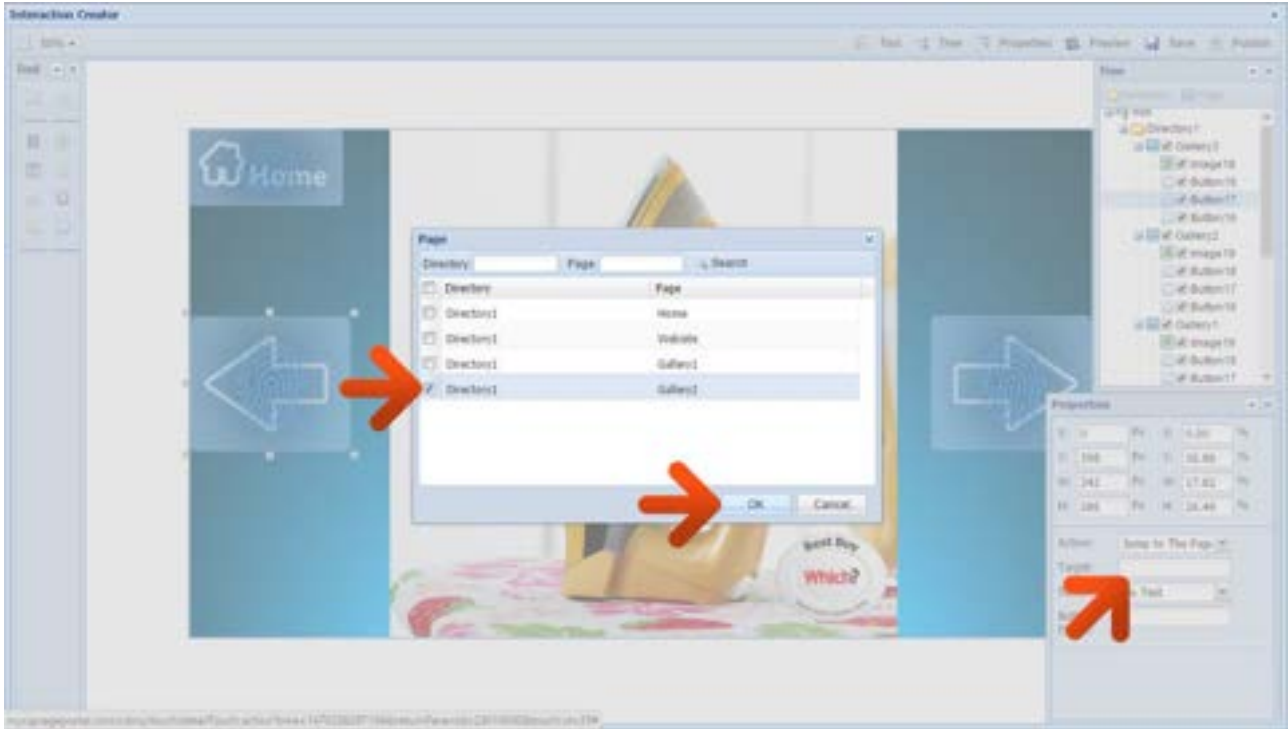


Then select the empty “Button” zone over the “Forward/Next” navigation arrow and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Gallery3”, and then click “OK”.

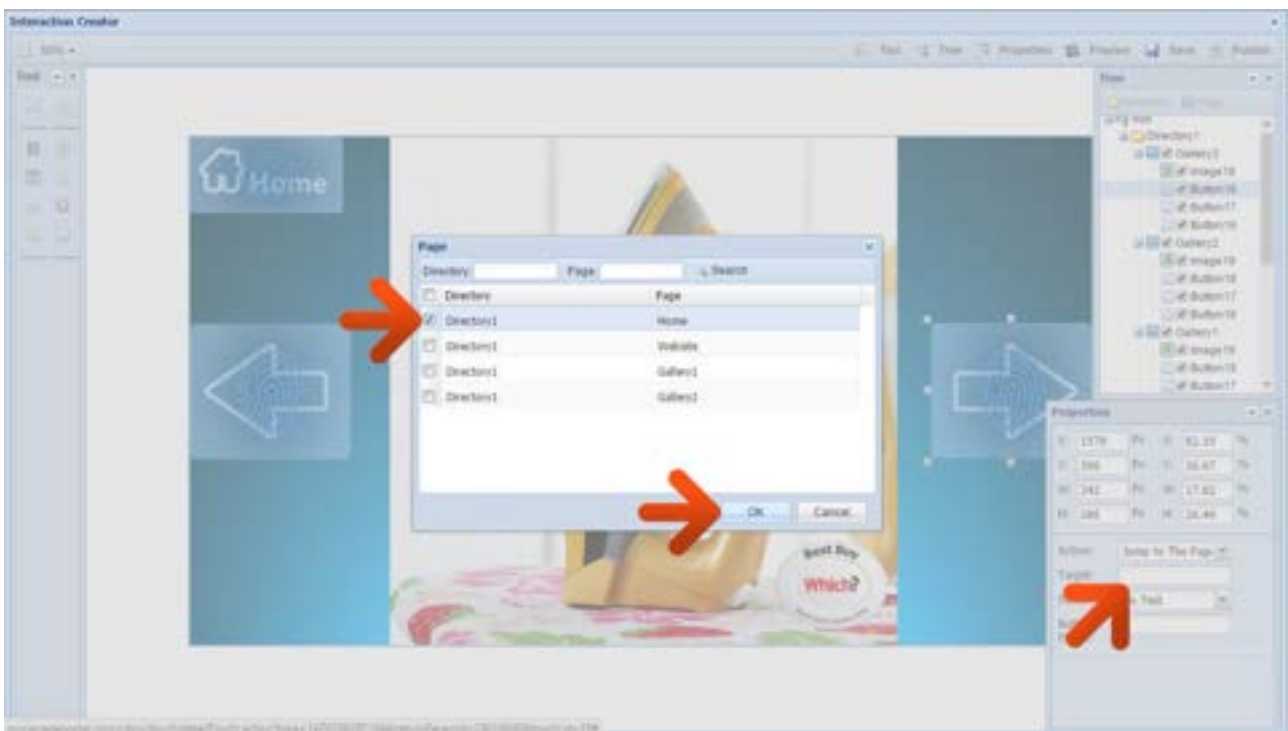




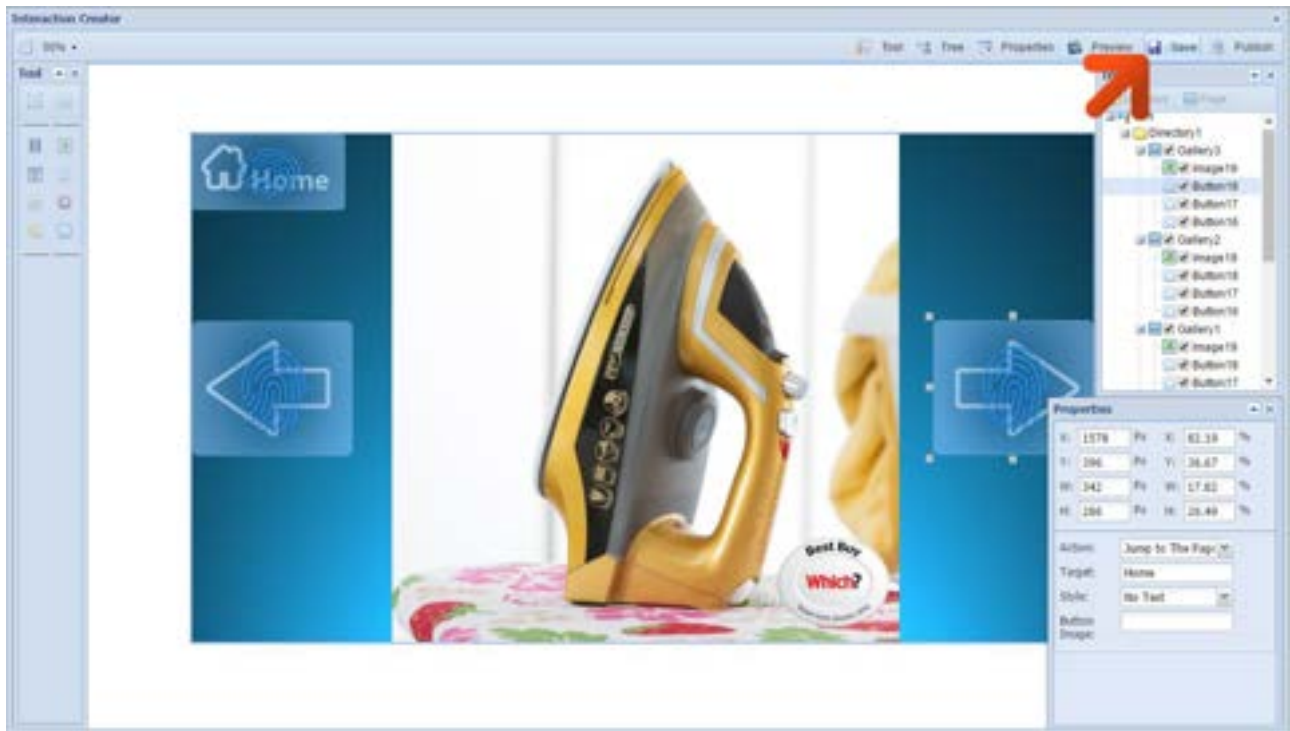
Finally, go to the “Gallery3” page by selecting it on the Directory Tree on the top right-hand corner of the interface. Select the empty “Button” zone over the “Back/Previous” navigation arrow and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Gallery2”, and then click “OK”.



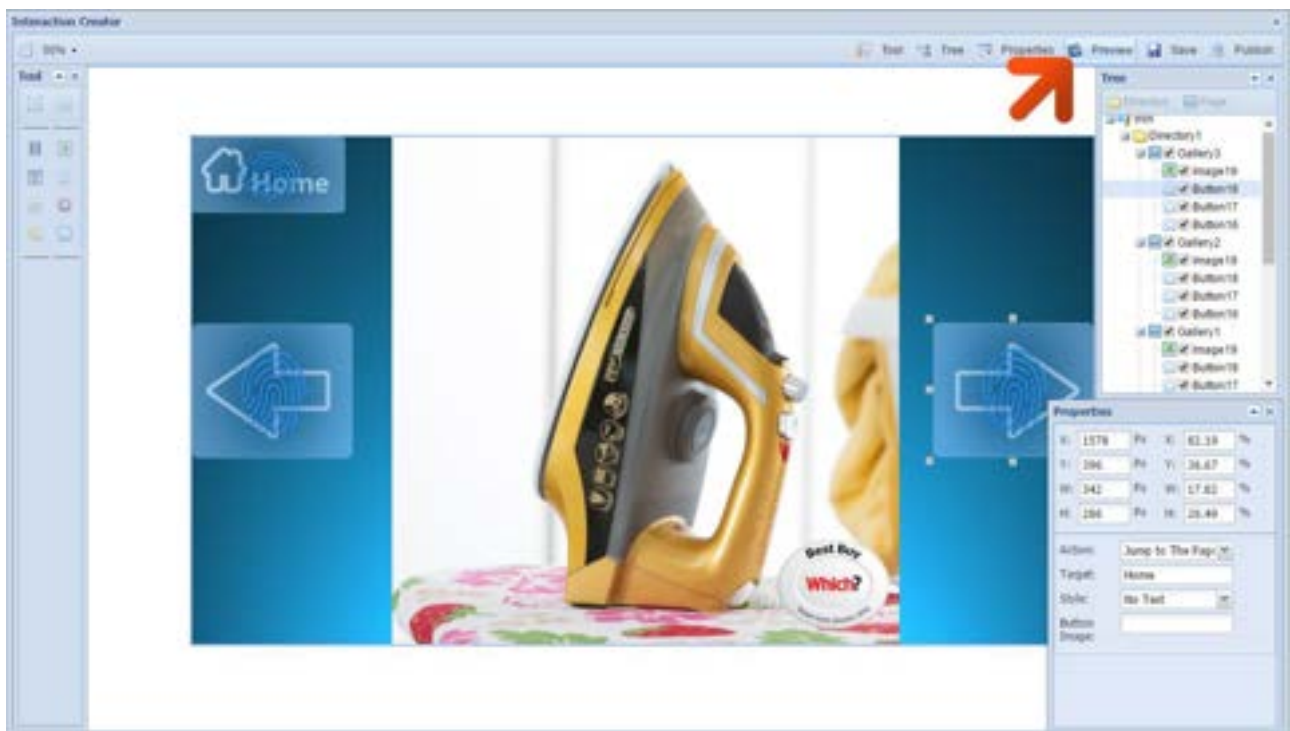
Then select the empty “Button” zone over the “Forward/Next” navigation arrow and make sure the “Action” is set to “Jump to The Page” then click on the “Target” field and tick the checkbox next to “Home”, and then click “OK”.



Click the “Save” button in the top right-hand corner of the interface to save your Touch Playlist.



At any point you can also preview and even interact with your Touch Playlist to test the functionality of your buttons and elements. To do this click the “Preview” button in the top right-hand corner of the interface.



Once you are happy with your Touch Playlist you can then Publish it to your screen.

## 2.1.2 Publishing and Scheduling

### 2.1.2.1 Publishing from a “Touch” Playlist

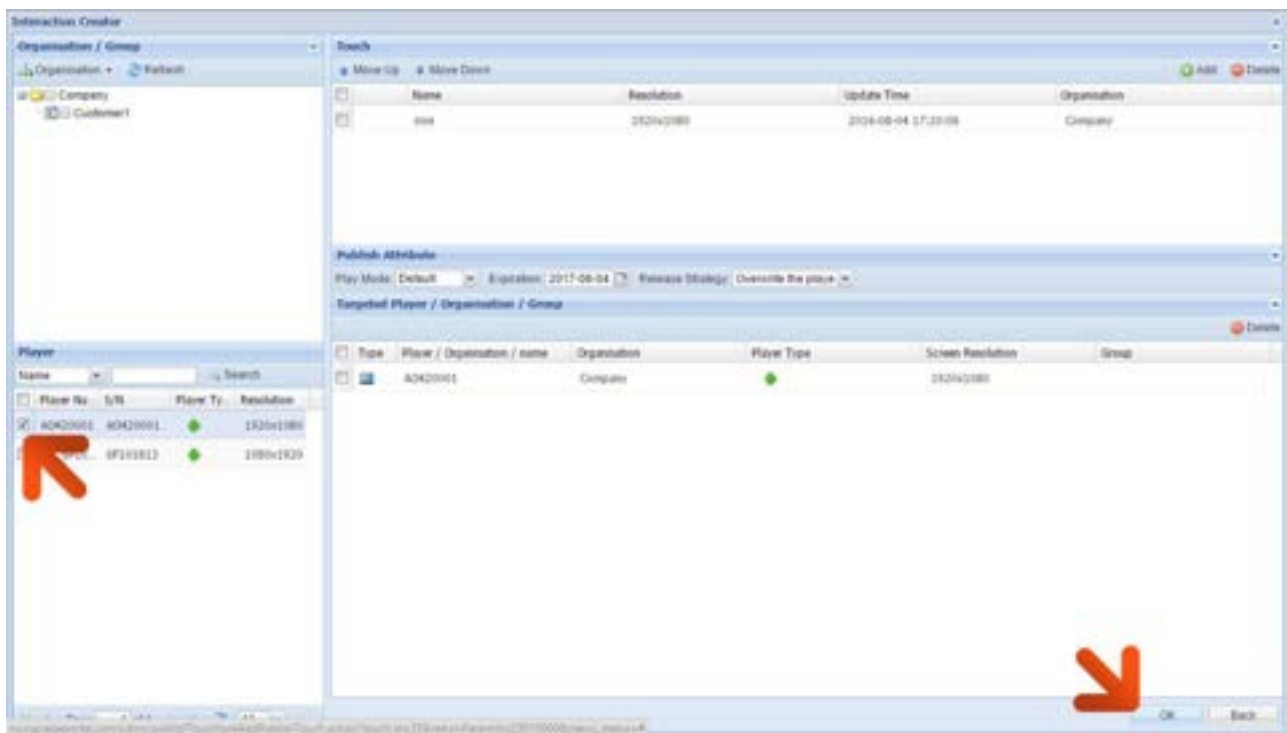
Once you have finished and saved your Touch Playlist you can either leave it to Publish at a later date otherwise you can send it to your screen to display immediately or schedule it to display at a later time and date.

From the Touch Playlist screen, click the “Publish” button.



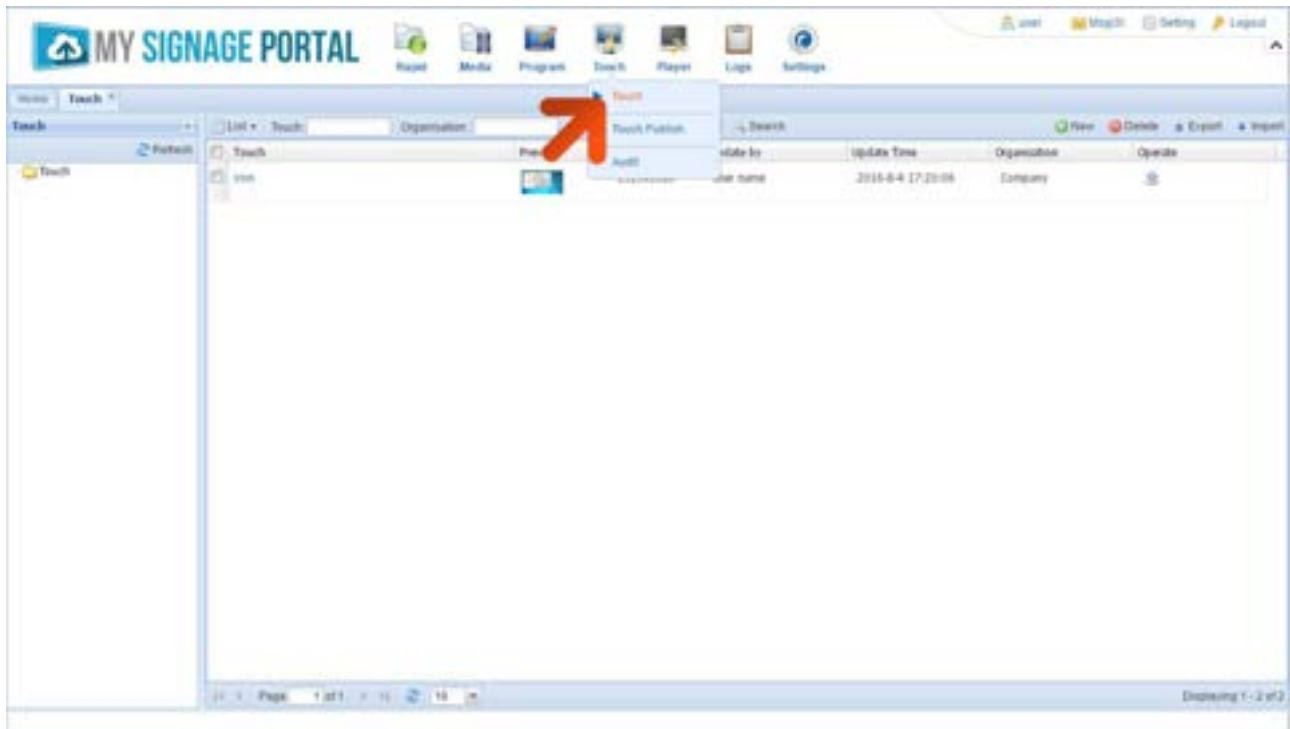


Finally add the screens that you would like to Publish the Playlist to by clicking the checkbox next to the name of the screen. Then Click “OK”.

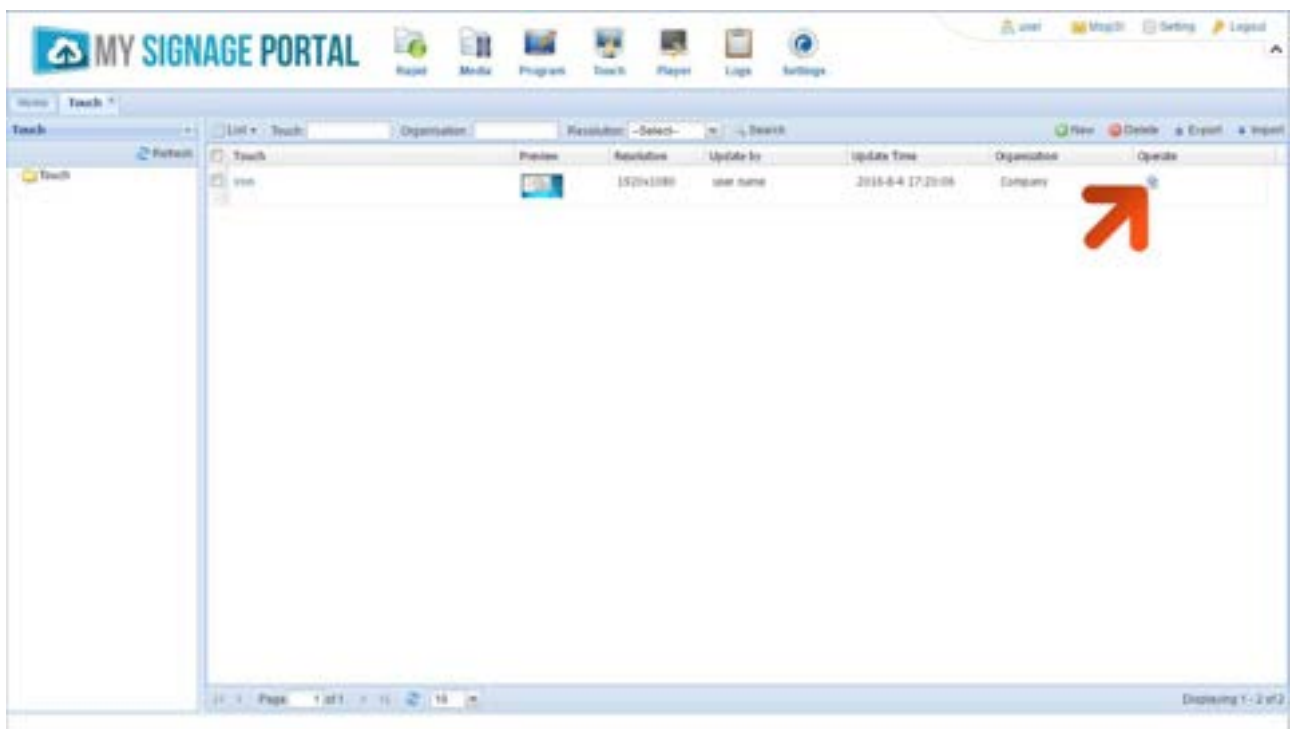


### 2.1.2.2 Publishing from list of “Touch” Playlists

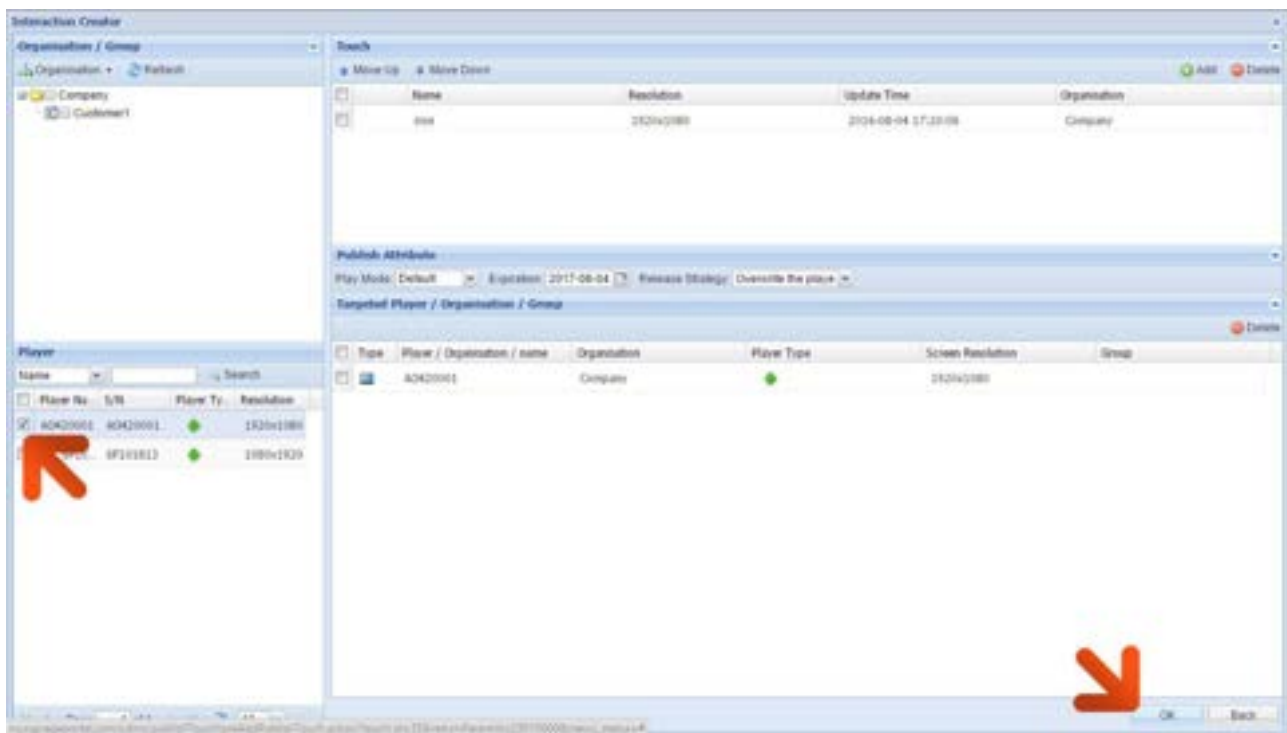
If you want to Publish a Touch Playlist that has been created previously you can do so by firstly accessing your list of Touch Playlists from the “Touch” section.



Then, click the “Publish” icon from the “Operate” column on the far right.



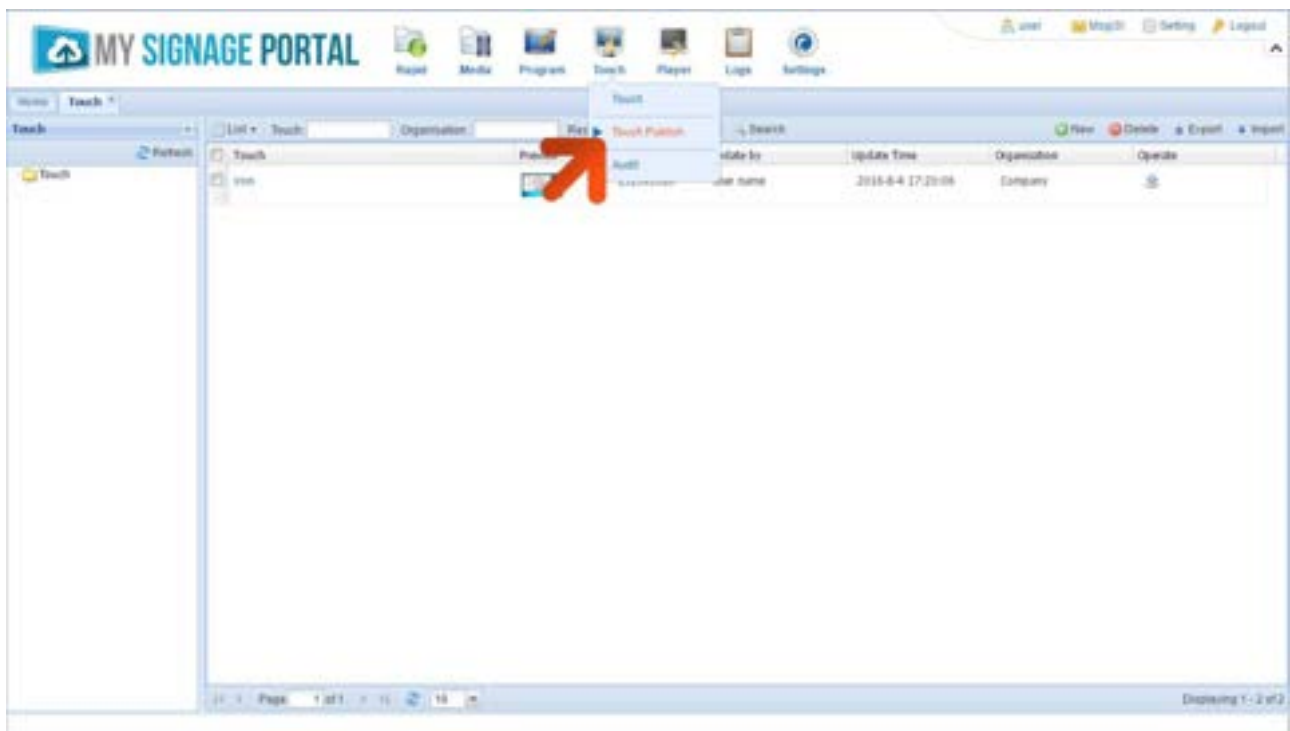
Finally add the screens that you would like to Publish the Playlist to by clicking the checkbox next to the name of the screen. Then Click “OK”.



### 2.1.2.3 Touch Publish Records

Here you can review the records of your previous Publishes. You can check information such as the screens that a Playlist was published to and any scheduling information that was given during the publishing process.

Begin by hovering over the “Touch” section of the Top Menu, then click “Touch Publish”.



You will then see a list of previous Publishes that have not yet expired. You can then click on the “ID” of any given Publish record to review what Playlist(s) were published, which screens they were published to and what publish attributes were given during the publish.

### 2.1.3 Supported Media Files

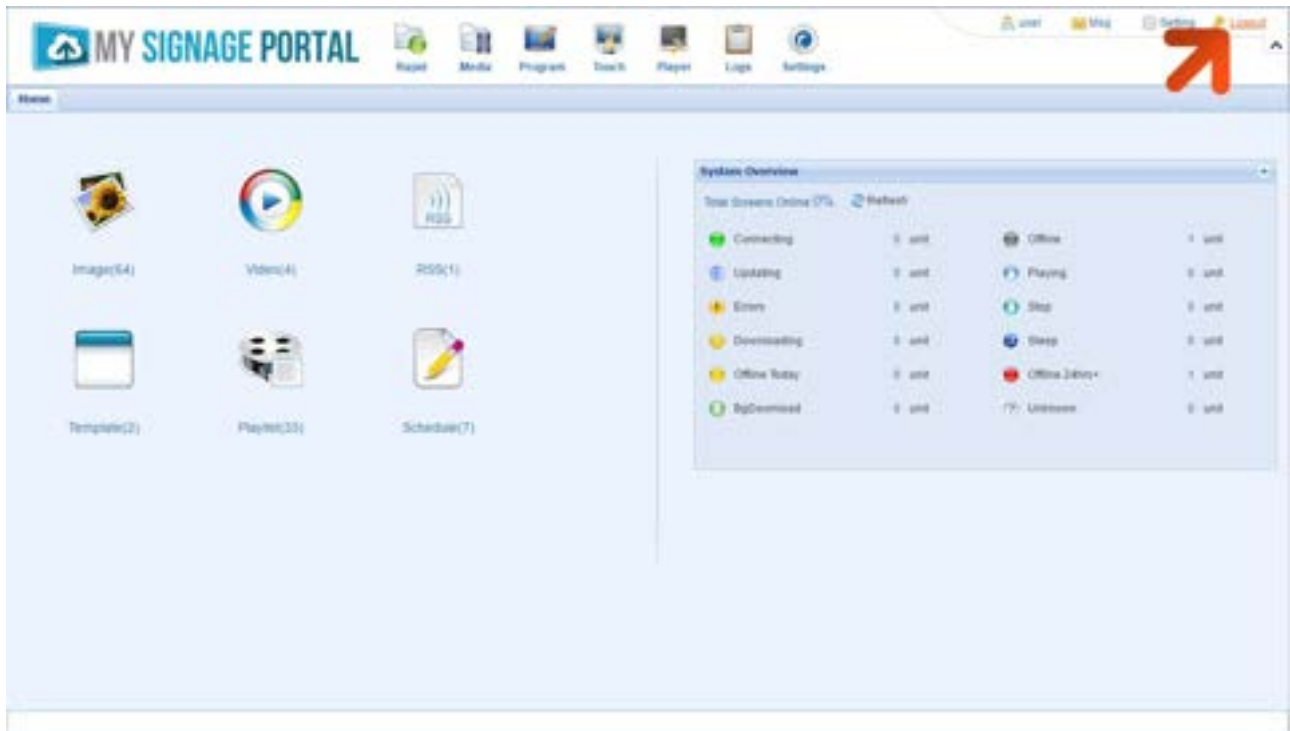
Video	
<b>Container</b>	MP4, AVI, MPG
<b>Codec</b>	MPEG-1, MPEG-2, MPEG-4, XVID, H.264
<b>Width</b>	1920 (1080 for portrait)
<b>Height</b>	1080 (1920 for portrait)
<b>Audio</b>	AAC or MP3
Image	
<b>Container</b>	JPEG
<b>Compression</b>	Baseline
<b>Colour Mode</b>	RGB
<b>Width</b>	1920 (1080 for portrait)
<b>Height</b>	1080 (1920 for portrait)
<b>Maximum DPI</b>	300
Office Documents	
<b>Word</b>	DOC, DOCX
<b>Excel</b>	XLS, XLSX
<b>PowerPoint</b>	PPT, PPTX

This unit does NOT support WMV or FLV video file types.

**NOTE:** Video and image files should be a maximum of 1920x1080 resolution (for Landscape screens) and be a maximum of 1080x1920 resolution (for Portrait screens).

## 2.1.4 Logging Out

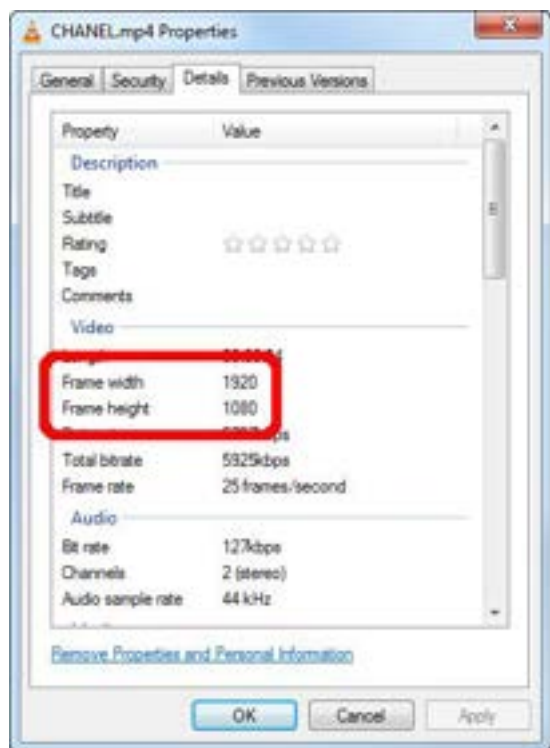
To log out of the CMS is very simple. Click “Logout”, which is located on the top right hand corner of your CMS interface.



## 3. F.A.Qs and Troubleshooting Guide

### 3.1 My video/images are squashed or distorted on my screen or have back borders

The most likely reason for this is that the video or image file's aspect ratio does not match that of the media zone that it is in. Start by checking the dimensions of your video or image file. You can do this by right-clicking on the file and selecting "Properties". Then highlight the "Details" tab, there it should tell you the width and height of the media file in pixels.

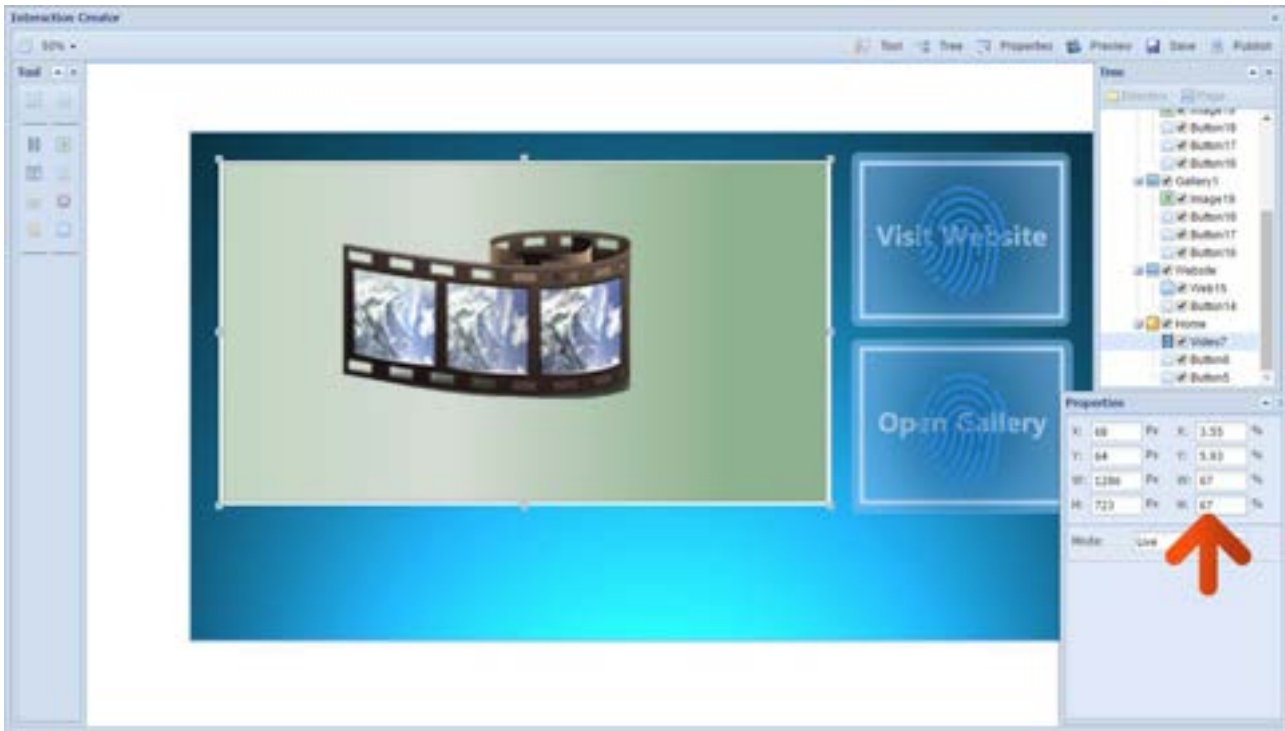


In this case the video is 1920x1080 pixels. In "Touch" when creating a Video zone for this media make sure you set the horizontal and vertical percentages the same.

You can size your media zones accurately by entering values into the input area on the right hand side of the interface.

If you want your image file to fill your image zone you can set the "Fill Effect" to "Scale" when creating your Playlist. This will cause distortion to your image.





As shown above, the video zone has been resized, both vertically and horizontally, to 67% of the total layout; retaining the aspect ratio of the original video.

### 3.2 Why is my screen displaying "Error (Screen Mode Unmatch)"?

If you have published a playlist and your screen is now displaying "Playlist: Error (Screen Mode Unmatch)" it is because you have sent a playlist containing a template that is in the wrong orientation.

This can be easily solved by first checking the orientation of your screen. If your blue "Home" screen is displaying in Landscape orientation it is in Horizontal mode, if it is displaying in Portrait orientation your screen has been set to Vertical mode. If it is displaying in the incorrect orientation you can change it from the Main Menu.

1. If your screen is playing content begin by pressing "Stop" on your remote control, this should take you back to the "Home" screen. Now press "Setup" on your remote and then the navigational buttons to access "Screen Mode" and press "Play" to access it. From here you can select the correct orientation for your screen. Do so by using the up and down buttons on your remote then "Play" to select. There are 4 options as pictured below:
  - 0° - Displays in landscape with the locker door on the right hand side.
  - 90° (default portrait) - Displays in portrait with the locker door on the bottom.
  - 180° (default landscape) - Displays in landscape with the locker door on the left hand

side.

- 270° - Displays in portrait with the locker door on the top.



2. Once you have selected your screen mode navigate back up to the "Back" button and press "Play". Then navigate to "Exit" on the left hand side menu and select again by pressing "Play". When you are asked to save/reboot please select "YES".
3. Your screen will now restart and when the "Home" screen loads, should be in the correct orientation.
4. Now you must ensure that the template you use for this screen correlates with the orientation of the screen. That is to say that if you have a Landscape screen then you should use a Horizontal template and if your screen is installed in Portrait orientation you should use a Vertical template.