

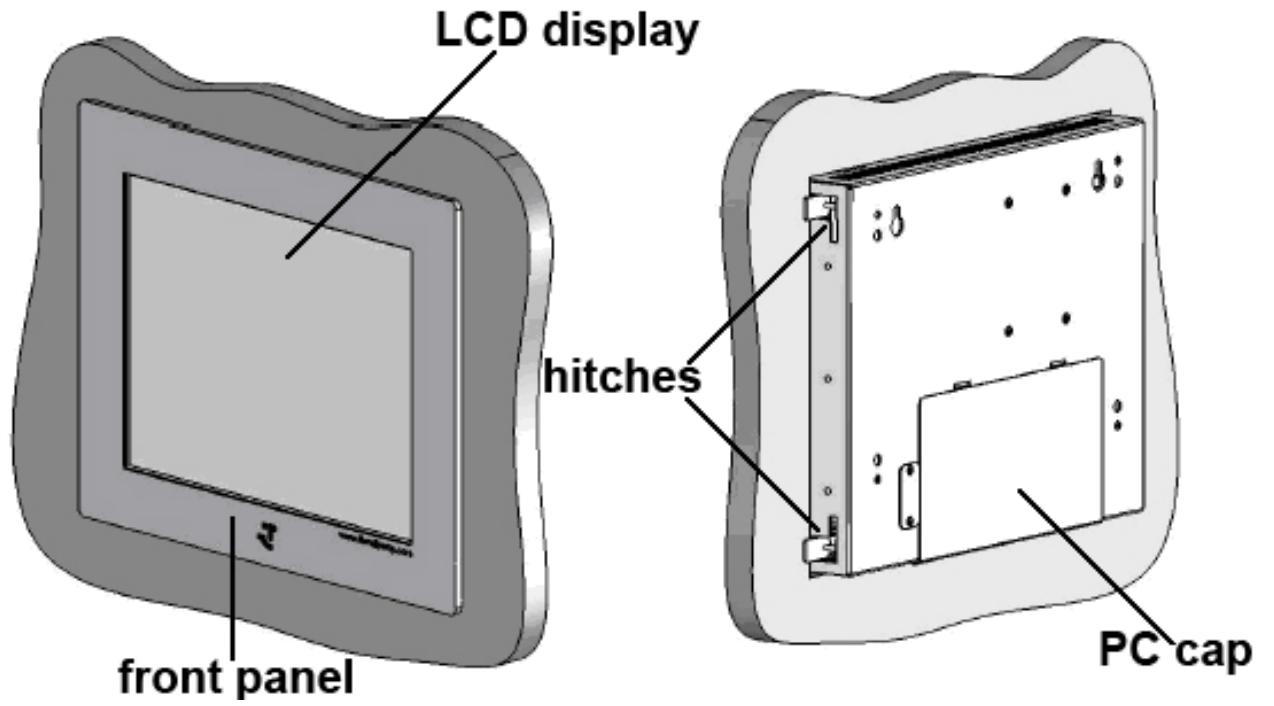
# friendlyway d-sign 12

## Operation Manual



**Front view**

**Rear view**



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# 1. Introduction

## 1.1. Description of the product

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The friendlyway d-sign 12" is a digital signage system for use in enclosed areas. Please read this manual carefully before placing your terminal in service to avoid improper operation. It is highly recommended to read chapter "Warnings, safety measures and ergonomics". This will help you to prevent possible damage to the unit and injury to persons due to improper handling.

Subject to technical changes.

## 1.2. On the structure and content of this manual

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The subject-matter of this manual is the friendlyway d-sign 12" in its basic model equipped with a multimedia PC and LCD display. If you need some information to special facilities of separate device variants or other accessories, please refer to respective documentation. This document describes how to set up and start up your terminal, what settings are available on the monitor, and how to conduct routine maintenance. For operation and maintenance of the d-sign no specific knowledge (computing, electronics, etc) is required. Otherwise, it is explicitly indicated in the manual.



Danger of electric shock. Before you disassemble the PC, turn the terminal off and pull the power cord.

**Warning**  
**intended to prevent injury to persons or damage to property**



Service and upgrade tasks on the PC may only be performed by trained, professional staff members.

**Useful information**



Connect the device to the power supply with the power connection cord (included with delivery). The device is ready for operation.

**Individual instruction**

## 2. Important information

### 2.1. Warnings, safety measures and ergonomics

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When setting up the unit and before placing it in service, please make note of the information in chapter "Mounting and requirements for the surrounding area".

- Transport the unit only in its original packaging or in a suitable packaging that ensures it is protected against bumps and impact.
- If the unit is brought from a cold environment into the room where it will be operated, condensation may occur. Wait until the unit has reached the temperature of the room and is completely dry before putting it in operation.
- Make sure that the local power supply does not exceed or fall short of the nominal voltage range. Check the adjusted nominal voltage of the unit (see "Connecting terminal to the power supply" and see the identification plate).
- A safety-tested power line in compliance with the requirements of the country where it is being used is required for this device. The device can only be connected to a grounded protected contact socket.
- Make sure that the socket of the device or the protected contact socket of the facility installation is freely accessible.
- Lay the lines so that they do not create any hazards (danger of tripping) and so that they cannot be damaged. Read chapter "Connecting the unit and placing it in service" of these operating instruction on connecting the device.
- Repairs on the device may only be performed by authorized specialists. Unauthorized opening or improper repairs may result in considerable hazard for the user (electric shock, danger of fire).
- Proper operation of the device, in accordance with requirements (as per IEC 950/EN60950) is only ensured if the housing is fully assembled and the rear side covers for installation locations are in place (electric shock, cooling, fire protection, radio interference).
- Before opening the device, the device must be disconnected from the power supply by removing the power plug. Follow the instructions and information in these operating instructions if you open the device.
- Install only system add-ons that comply with the requirements and specifications for safety, electro-magnetic compatibility and telecommunications terminal device equipment. Installing other add-ons may violate these requirements and specifications or may damage the system. You can obtain information about which system add-ons are permissible for installation from your sales center or from our service department.
- If you install or replace system add-ons that cause defects to the device, the warranty is voided.
- The weight of the device is ca. 5 kg.
- If the unit keeps displaying the same pattern for a long period of time the image may be „stuck“ to the screen. To avoid image sticking it is recommended to use alternating or animated images or a screensaver. Please see also the display manufacturer's directions.
- Keep this information on hand along with all of the documentation together with the unit. If you transfer the unit to a third party, please transfer all of the documentation along with it.
- Data lines to peripheral devices must be equipped with adequate shielding.
- If your device is equipped with a DVD-ROM drive, the following applies:  
The DVD-ROM drive contains a light-emitting diode (LED), classification in accordance with IEC 825-1:1993:LASER CLASS 1.
- You will find additional safety information in the respective manuals for PC and other accessories or installation devices (if ordered in addition).

## **2.2. Information on care and upkeep**

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### **Housing**

- ALUMINIUM VERSION: Do not clean with sharp objects, for example, metal sponge or similar cleaning objects! Clean only with a damp cloth and gentle cleaning agents. Do not directly spray cleanser onto the unit.

### **Screen**

- Clean with standard window cleansers. To prevent exposure to moisture, do not directly spray cleanser onto the device. Instead of this, wipe off the screen with a moist cloth.

## **2.3. Transportation**

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Transport your friendlyway d-sign 12" in the original package only.

### 3. Mounting and requirements for the surrounding area

#### 3.1. Requirements for the surrounding area

Your friendlyway d-sign 12" was specially developed for use in enclosed areas and has specific requirements for the surrounding area:

- Permissible ambient temperature: 15 - 30°C
- No sources of warmth or heat (direct sunlight, heater) in the immediate vicinity, no direct effects of heat.
- No high relative humidity



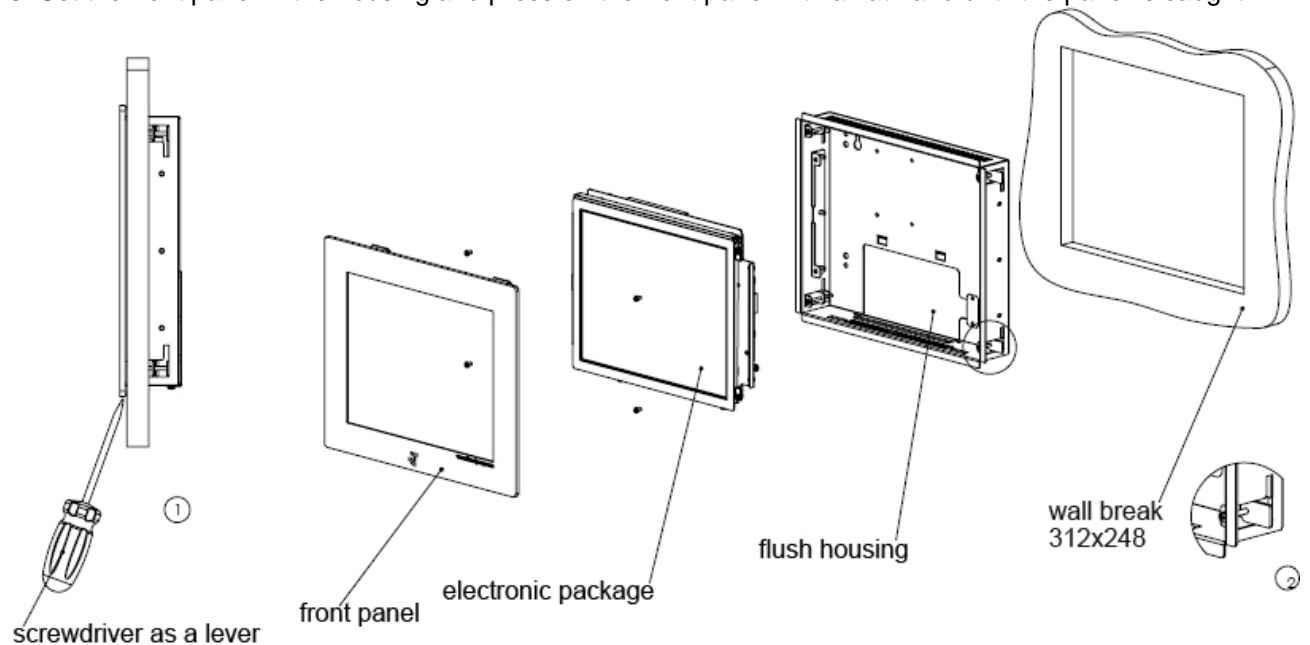
The machine must only be operated under the environmental conditions listed above. Please take this into consideration when selecting a place to set up the device.

#### 3.2. Mounting

The d-sign 12" in its basic model is mounted in a wall. For mounting a corresponding wall break should be prepared (312x248 mm).

*Instructions on mounting into the wall:*

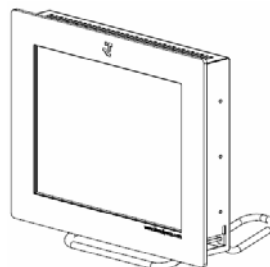
1. Remove the front panel by using a slotted screwdriver as a lever.
2. Place the device in the wall and tighten the 4 hitches with a Phillips screwdriver until the housing is fixed.
3. Set the front panel in the housing and press on the front panel with a flat hand until the panel is caught.



*Instructions on disassembling from the wall:*

1. Remove the front panel by using a slotted screwdriver as a lever.
2. Loose the hitches with a Phillips screwdriver until they swivel into the housing.
3. Remove the housing from the wall.

Optionally, the d-sign 12" can be also mounted on a stand.



## 4. Connecting the unit and placing it in service

On the rear side of the device there is a PC cap screwed to the cover with bolts. By unscrewing the both bolts and replacing the cap you can get free access to PC ports/interfaces (LAN, ISDN, etc.). Cables are lead through a gap between the cap and the cover.



Lay the connection cable so that no one can walk on it or trip over it.

### 4.1. Connecting terminal to the power supply

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You should only operate the device from a grounded alternating current socket for a 220-240 V / 50 Hz power supply



Connection:

Connect the device to the power supply with the power connection cord. The device is ready for operation.

### 4.2. Connecting to the network and ISDN / modem

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The network and ISDN / modem connection requires a trained staff that is also capable of making the required communication settings.

### 4.3. Placing the PC in operation

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The PC is located under the PC cap that is screwed to the back panel with two bolts. Unscrew the both bolts and replace the cap to get access to the ports. The system is preinstalled and the device is started with the ordered accessory units.



## **5. Variants and accessories**

Your friendlyway d-sign terminal is offered as a basic model and in several variants. These variants differ in basic configuration of hardware and software aimed at specific application purpose. Additionally you can obtain extra accessories and combine within the constructional possibilities. Configuration of the device is performed at the factory after the order, and no later terminal upgrade can be performed as a rule. If you have questions regarding the operation and maintenance of optional devices as well as special accessories, please refer to the respective manuals. You can acquire it in the attached list of Variants and accessories.

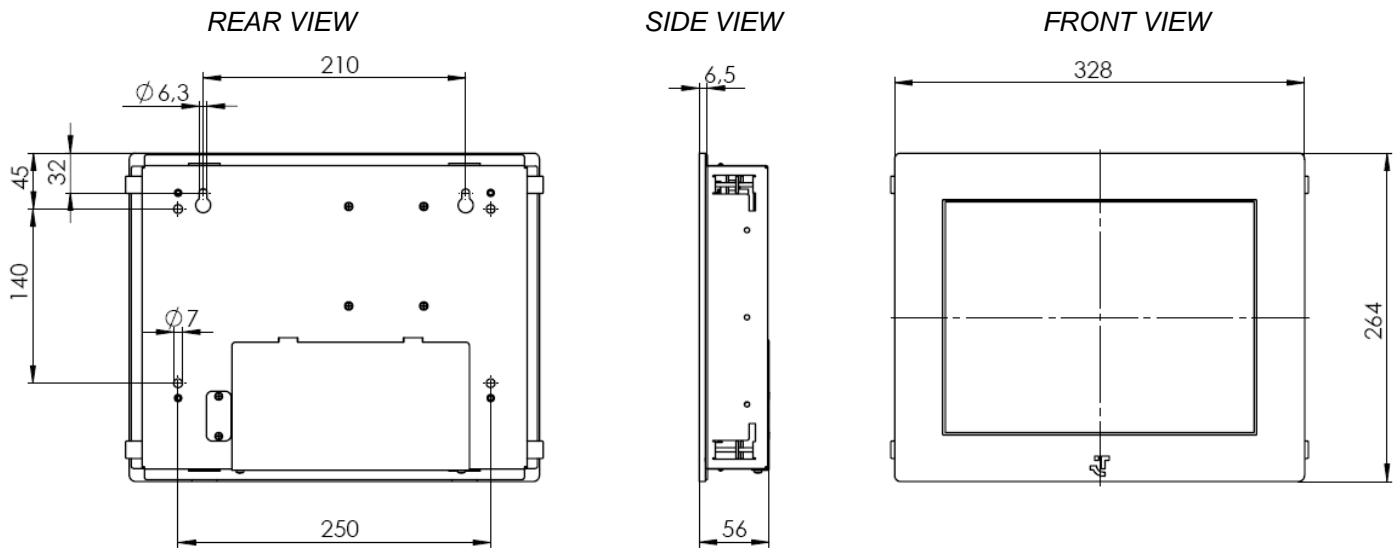
## **6. Troubleshooting**

An up-to-date and comprehensive database of potential problems and their solutions can be found at our home page at the following website: [www.customers.friendlyway.com](http://www.customers.friendlyway.com).

Certain hints on troubleshooting and problem solving are also available in the corresponding manuals for components and accessories.

## 7. Technical specifications

Dimensions:	328 x 264 x 56 mm (H x W x D)
Weight:	ca. 5 kg.
Housing:	anodized aluminum
Ambient temperature:	permissible in the range 15 °C - 30 °C
Standard equipment:	12" LCD display PC: Pentium M 1,1 GHz, 512 MB RAM, Windows XP Professional



Subject to technical modifications and further development. May contain some errors. The weight and dimensions given are approximate values.

## 8. Warranty

We offer a guarantee on all systems for a period of 12 months. During this time, *friendlyway* customer support is available to you daily from 9 a.m. till 5 p.m. We will be happy to assist you with any questions and problems.

You can reach us on our hotline at 1-800 374 36 35 (only in Germany) or at +49 (0) 89 / 95 97 91-500 or by e-mail at [support@friendlyway.com](mailto:support@friendlyway.com)

We offer telephone support for troubleshooting and error correction. Repairs take place in our facility. If you require on-site assistance, travel costs will be billed according to the distance involved.



## 9. Declaration of conformity

**CE**

### Declaration regarding conformity

This declaration applies to the products designated below:

**Product:** Terminal

**Device type:** Multimedia, representational Internet terminal

**Model:** d-sign 12"

This is to confirm that the products comply with the essential protection requirements stipulated in the regulations of the Council for adjustment of legal requirements of member states regarding electro-magnetic compatibility (89/336/EEC) as modified by 91/263/EEC, 92/31/EEC, 93/68/EEC as well as 93/97/EEC and the low voltage regulation 73/23/EEC as modified by 93/68/EEC.

This declaration is submitted by

**friendlyway AG  
Feringastr. 9  
85774 München-Unterföhring**

The relevant tests were performed at accredited testing laboratories.

The following standards were used to evaluate the products in terms of electro-magnetic compatibility and in terms of the low-voltage regulation.

EN 55 022: April 1998

EN 50 082-2: February 1996

( EN 61000-4-2:1995 +A1:1998 / EN 61000-4-3:1996 +A1:1998 / ENV 50204:1995 /

EN 61000-4-4:1995 / EN 61000-4-5:1995 / EN 61000-4-6:1996 / EN 61000-4-11:1994 )

EN 60950:1992 / +A1:1993 / +A2:1993 / +A3:1995 / +A4:1997 / +A11:1997

Munich, 21 August 2000

Legally binding signature  
of the distributor

▶ **Feringastr. 9**  
D-85774 München-Unterföhring  
Tel.: +49 (0) 89 95 97 91 340  
Fax: +49 (0) 89 95 97 91 40  
e-mail: [info@friendlyway.com](mailto:info@friendlyway.com)  
<http://www.friendlyway.com>

▶ **Service Hotline**  
Tel.: 0800 / 374 36 35  
Tel.: +49 (0)89 / 95 97 91 500  
e-mail: [support@friendlyway.com](mailto:support@friendlyway.com)

