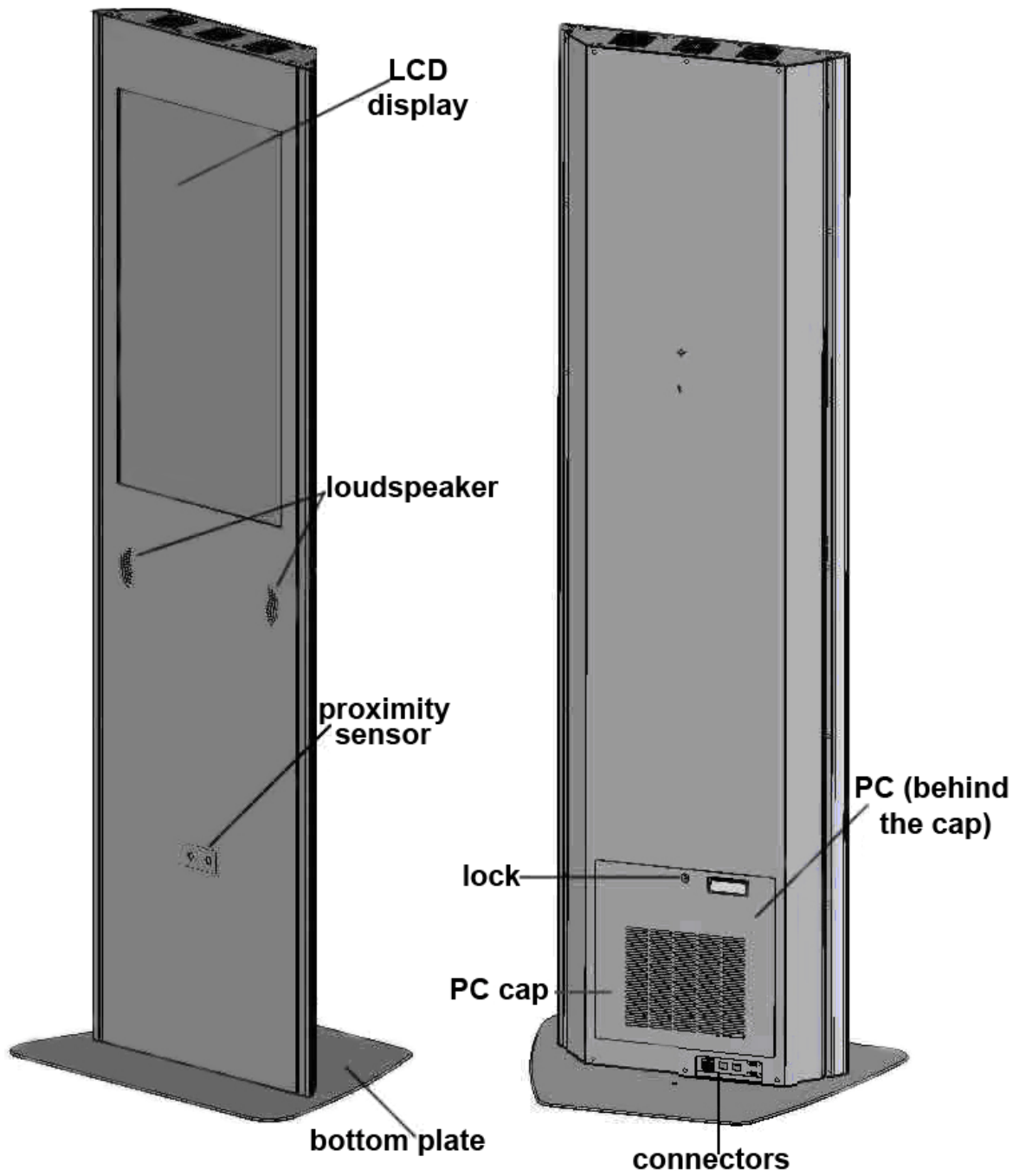


**friendlyway impress**  
**Operation Manual**



# FRONT VIEW

# REAR VIEW



# contents

<b>1. Introduction</b> .....	<b>4</b>
1.1. Description of the product .....	4
1.2. On the structure and content of this manual .....	4
<b>2. Important information</b> .....	<b>5</b>
2.1. Warnungen, Vorsichtsmaßnahmen und Ergonomie .....	5
2.2. Information on care and upkeep.....	6
2.3. Transportation.....	6
<b>3. Mounting and requirements for the surrounding area</b> .....	<b>7</b>
3.1. Requirements for the surrounding area .....	7
3.2. Mounting .....	7
<b>4. Connecting the unit and placing it in service</b> .....	<b>8</b>
4.1. Connecting terminal to the power supply .....	8
4.2. Connecting to the network and ISDN / modem .....	8
4.3. Placing the PC in operation .....	8
<b>5. Display settings</b> .....	<b>9</b>
5.1. OSD control buttons and their functions.....	9
5.2. On-Screen-Display (OSD).....	10
<b>6. Access to the PC</b> .....	<b>14</b>
6.1. Remove the PC cap.....	14
6.2. Disassemble the PC.....	14
<b>7. Variants and accessories</b> .....	<b>15</b>
<b>8. Troubleshooting</b> .....	<b>15</b>
<b>9. Technical specifications</b> .....	<b>16</b>
9.1. impress 40" .....	16
9.2. impress 46" .....	Error! Bookmark not defined.
9.3. impress 57" .....	18
<b>10. Warranty</b> .....	<b>19</b>
<b>11. Declaration of conformity</b> .....	<b>21</b>

# 1. Introduction

## 1.1. Description of the product

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The friendlyway impress' is a digital signage system for use in enclosed areas. Along with a basic model many variants for special application purposes are available, as well as comprehensive accessories. Please read this manual carefully before placing your terminal in service to avoid improper operation. Be especially sure 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 impress 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 to 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. Chapter "Access to PC" is meant for computer specialists or at least experienced users, who want to level the new software or to upgrade a PC. For operation and maintenance of the welcome 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. The device is ready for operation.

**Individual instruction**

1. Open the lock with the enclosed key.
2. Remove the cover.
3. Press the Start button on the PC. The system is preinstalled and the device is started with the ordered accessory units.

**Step-by-step instructions**

## 2. Important information

### 2.1. Warnungen, Vorsichtsmaßnahmen und Ergonomie

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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 impress 40" terminal is ca. 100 kg, impress 46" – ca. 130 kg, impress 57" – ca. 160. The weight may vary depending on the configuration.
- To obtain sufficient stability it is required that the terminal is screwed to the floor with mounting bolts on special openings in the bottom plate.
- If the unit keeps displaying the same pattern for a long period of time the image may be „stick" 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 additionally ordered.

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

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### **Housing**

• ALUMINUM 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. Caution for additional devices such as speakers, cameras and card readers.

### **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 impress in the original package only or in one of the optionally available shipping crates:

- reusable sturdy shipping container (ground transportation)
- reusable extremely sturdy flight case (air transportation)

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

#### 3.1. Requirements for the surrounding area

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Your friendlyway impress 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.

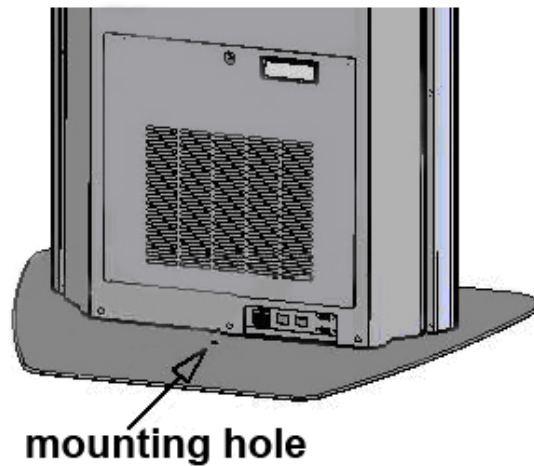
#### 3.2. Mounting

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To prevent the terminal breakdown due to external impact (counterpressure, vandalism, etc.), the terminal must be screwed to the floor. On the bottom plate there is an opening for the mounting bolt.

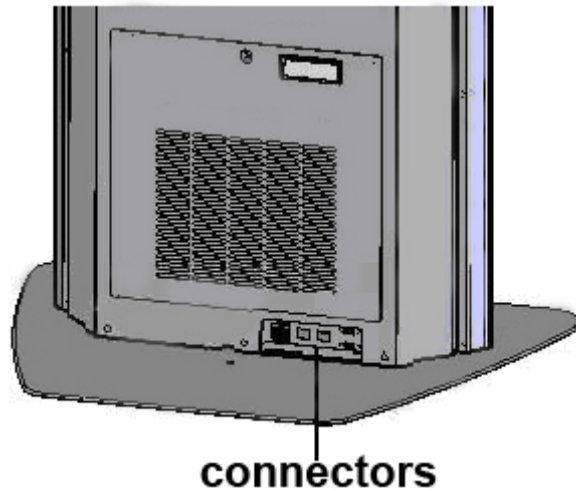
To mount the terminal to the floor:

1. Make the corresponding drill hole in the floor.
2. Install the terminal on the desired place.
3. Screw the bottom plate to the floor.



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

Cables (Line cord, network cable, modem/ISDN) are connected on the back panel under the PC cap.



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.

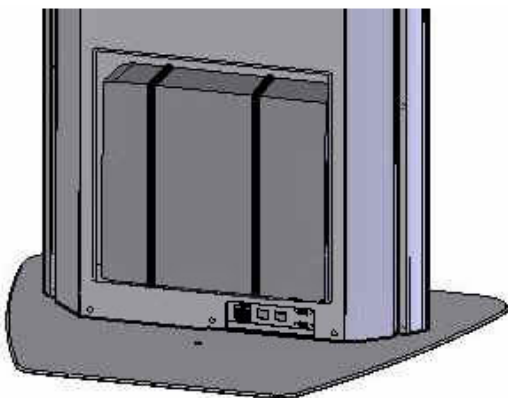
### 4.2. Connecting to the network and ISDN / modem

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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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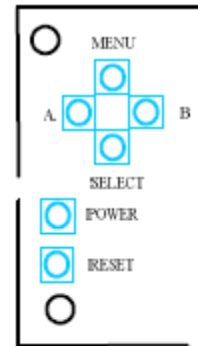
The PC is located on the back of the unit under the cap. Remove the PC cap to get access to the drives and Start and Reset buttons. To start the PC, go through the following steps:

1. Open the lock with the enclosed key.
2. Remove the cover.
3. Press the Start button on the PC. The system is preinstalled and the device is started with the ordered accessory units.
4. Put the cover back and close it.



## 5. Display settings

The terminals are preconfigured so that there is no need to set up anything under the normal conditions. If you want to change some display settings, enter the On-Screen-Display (OSD) that is called and controlled with buttons on the cover. OSD includes all display settings, and you can easily reach any functions that must be set up.



To avoid image sticking effects, a screensaver or an image that moves across the whole display must be obligatory displayed!

To reach optimal quality and position of the picture, autoconfiguration should be performed.

To ease the setup on the OSD menu, the timeout parameter can be set to maximum.

### 5.1. OSD control buttons and their functions

Key	Function
POWER	Switch power On / Off
RESET	Reset to the last saved state

The four buttons of the OSD control can either be used to navigate within the OSD or to access various functions directly. The following two tables give you an overview about the functionality.

*Functionality while OSD is closed:*

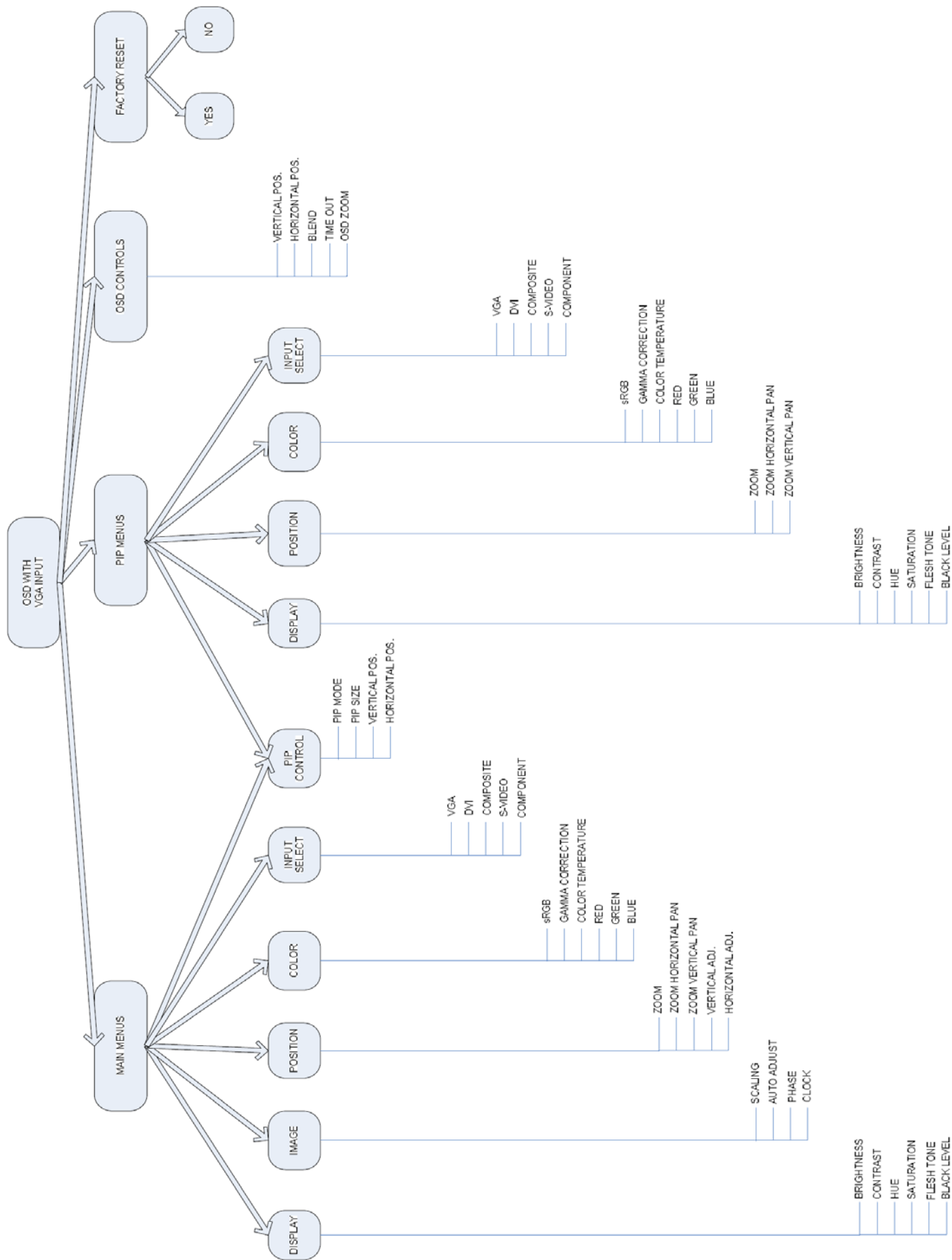
Key	Function	Note
MENU	Enter the OSD main menu	
SELECT	Switch the input port	Sequence is RGB, DVI, CVBS, S-Video, Component Video, RGB+CS
A	Decrease brightness	
B	Increase brightness	

*Functionality while OSD is open:*

Key	Function	Note
MENU	Leave the OSD main menu Leave submenu	
SELECT	Enter submenu	
	Select color	In color submenu
A	Select previous menu item	In main menu or in submenu
	Move picture to the left	In H-Position submenu
	Move picture up	In V-Position submenu
	Decrease slider value Toggle On/Off	
B	Select next menu item	In main menu or in submenu
	Move picture to the right	In H-Position submenu
	Move picture down	In V-Position submenu
	Increase slider value Toggle On/Off	

## 5.2. On-Screen-Display (OSD)

### 5.2.1. Hierarchical Overview for the VGA Mode



## 5.2.2. Window Structure

### OSD Start Menu

The main menu consists of the main input symbol, the PIP symbol, the OSD setting symbol, and factory autoreset symbol. By choosing one and pressing Enter, the submenu will be displayed.



### Main menu

This menu is used to control the functions associated with the main input of choice. The main display consists of the following submenus: *Display*, *Image*, *Position*, *Color*, *PIP Control* and *Input Select*.



## OSD control menu



**Vertical:** This slider moves the OSD left/right across the screen.

**Horizontal:** This slider moves the OSD up/down across the screen.

**Blend:** This slider sets the amount of blending of OSD into the background.

**Time out:** This slider sets the time, in seconds, in which the inactive OSD will shut itself down.

**OSD Zoom:** Enables and disables zooming into the OSD.

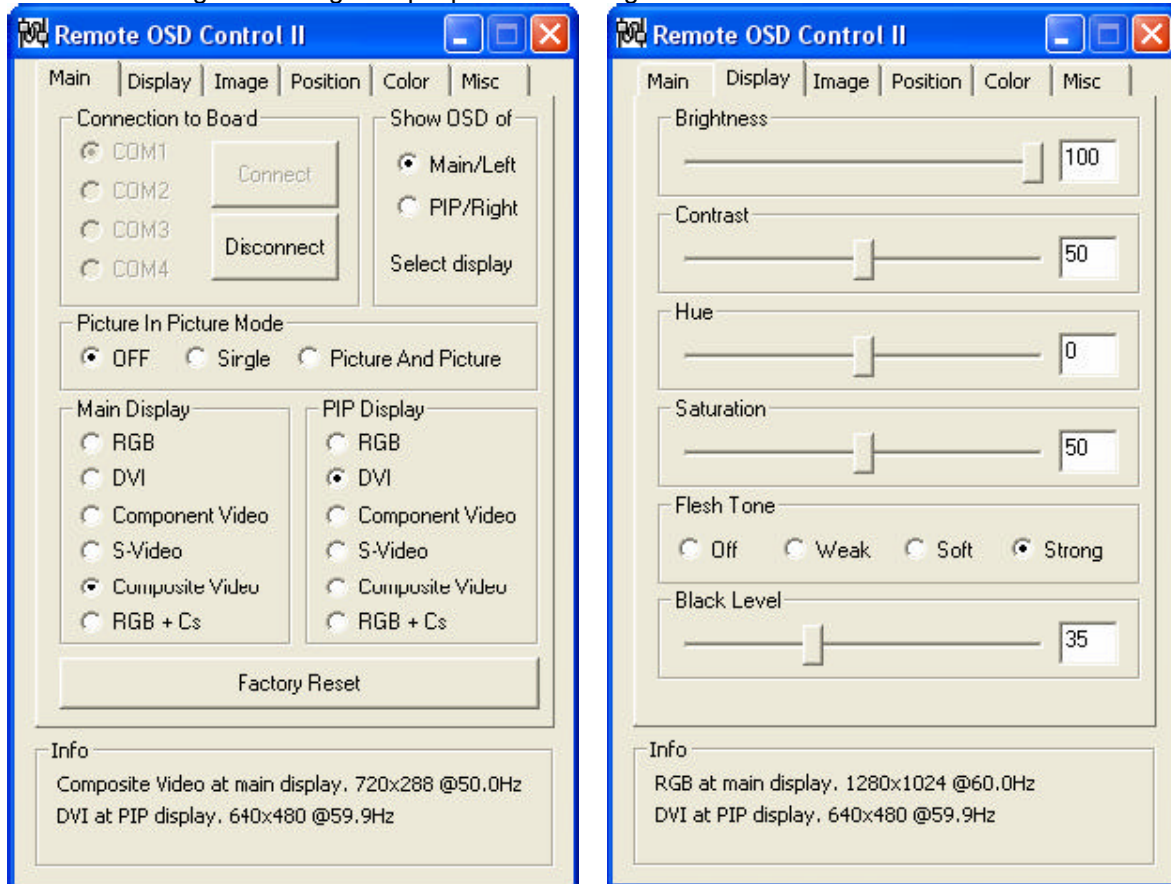
## Factory Reset



By selecting Yes and pressing Enter, the user can reload the factory settings. All settings previously set by the user will be lost.

### 5.2.3 Remote OSD Control

The RGB/Video Converter Board used in the terminal can also be controlled by a remote computer, through a serial port, with an RS232 cable connection. All OSD functions can be used this way, with the additional feature of creating and saving multiple personal settings.



## 6. Access to the PC

The PC is located on the back of the unit under the cap. For equipping with extension cards, drives or additional memory the PC should be disassembled, at which the PC cap must be removed.



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

### 6.1. Remove the PC cap

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1. Open the lock with the enclosed key.
2. Remove the PC cap.

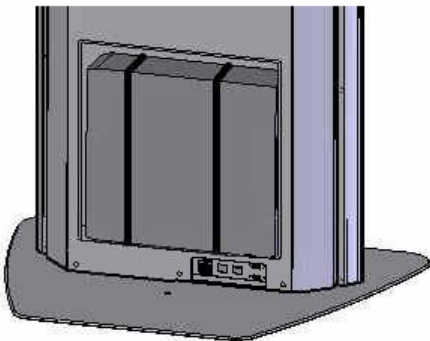


### 6.2. Disassemble the PC

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



Instruction on disassembling of the PC:

1. Loose the tension belts.
2. Remove the PC from the terminal.
3. Extract the connection cable.



When reassembling the PC, please make sure that the tension belts do not slip, the cap is put back and closed.

## **7. Variants and accessories**

Your friendlyway impress 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 them within the constructional possibilities. The device is configured at the factory after the order and no later upgrade of the terminal 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.

## **8. Troubleshooting**

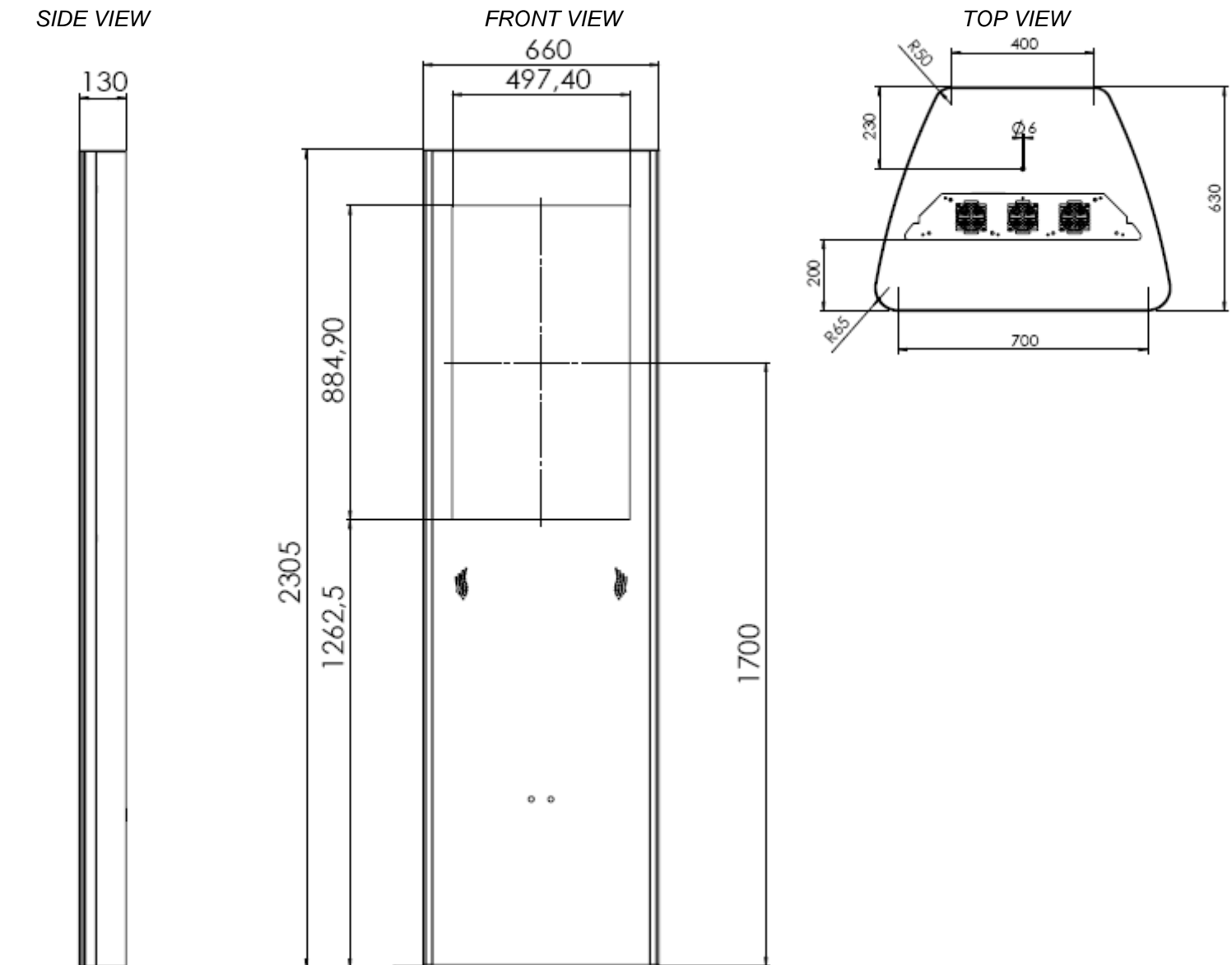
An up-to-date and comprehensive database of potential problems and their solutions can be found at our home page at the following website: [www.customers.friendlyway.com](http://www.customers.friendlyway.com).

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

## 9. Technical specifications

### 9.1. impress 40"

	2305 x 660 x 130 mm (H x W x D)
Dimensions (excl. bottom plate):	
Weight:	100 kg, depending on the configuration
Housing:	Anodized aluminum
Ambient temperature:	permissible in the range 15 °C - 30 °C
Standard equipment:	40" LCD display, 2 built-in loudspeakers, proximity sensor PC: Fujitsu Siemens Esprimo C (Pentium 4 3,2 GHz, 512 MB RAM, 160 GB hard drive, DVD-ROM, serial port, USB, Ethernet port, Windows XP Professional)

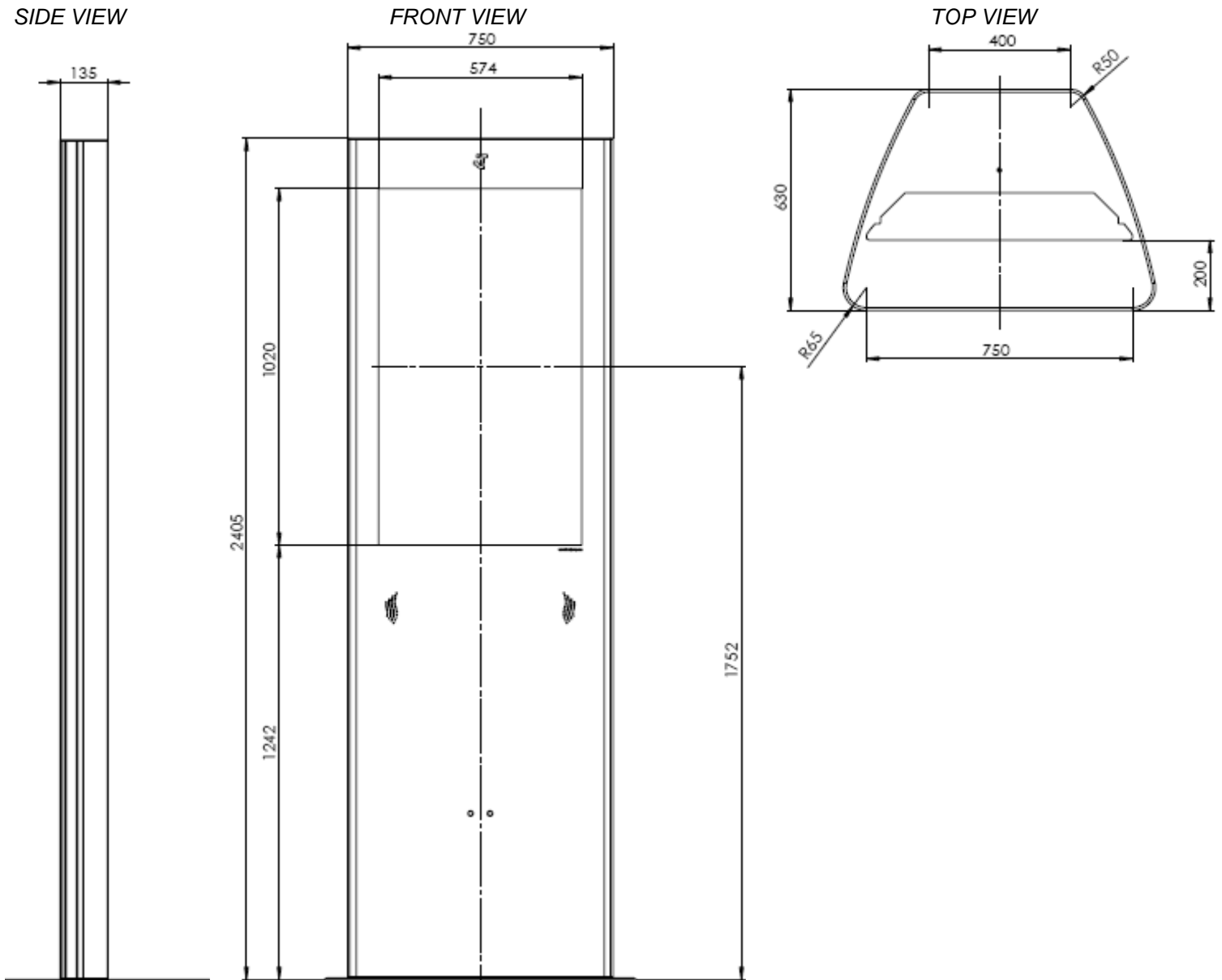


Subject to technical changes, enhancements and errors. The weight and dimensions given are approximate values.



## 9.2. impress 46"

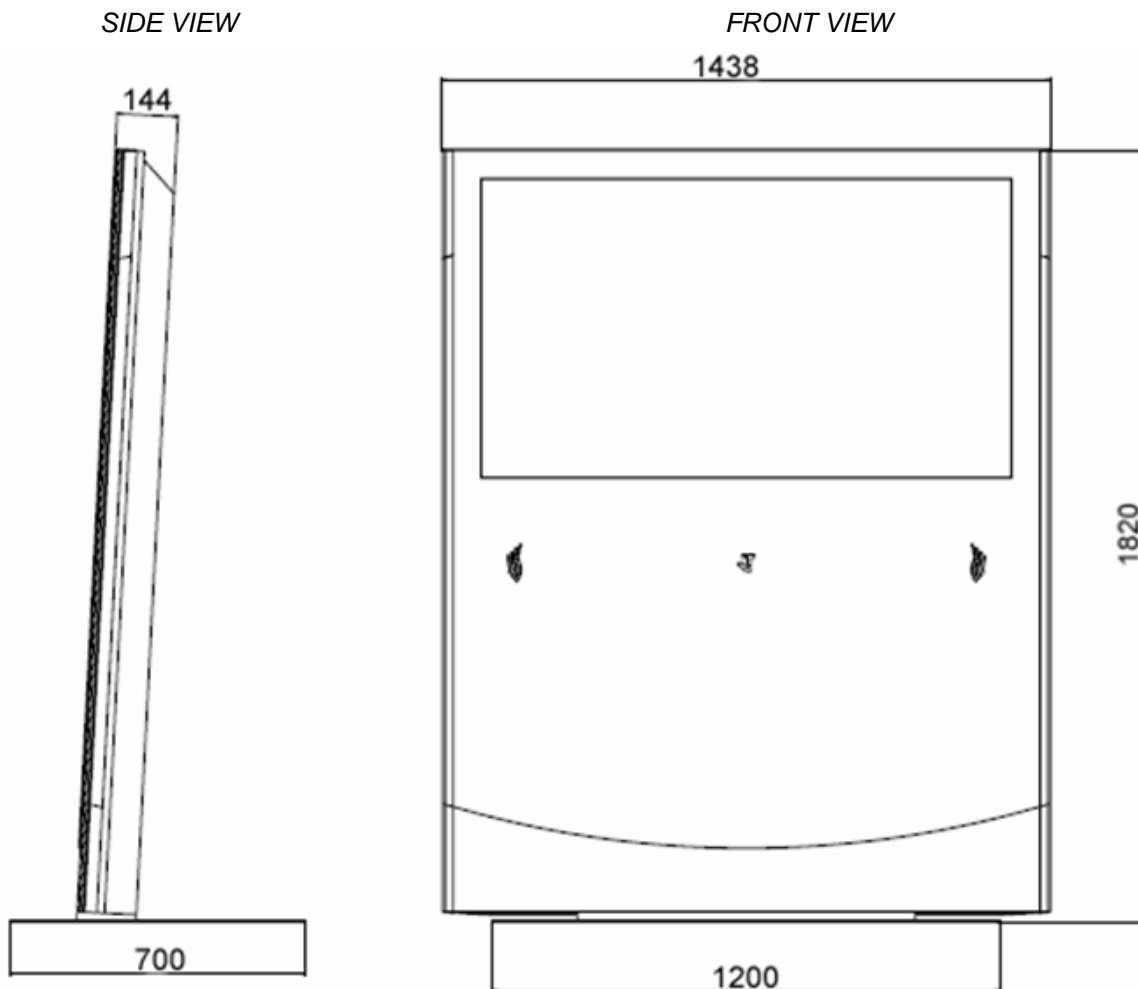
Dimensions (excl. bottom plate):	2405 x 750 x 135 mm (H x W x D)
Weight:	130 kg, depending on the configuration
Housing:	Anodized aluminum
Ambient temperature:	permissible in the range 15 °C - 30 °C
Standard equipment:	46" LCD display, 2 built-in loudspeakers, proximity sensor PC: Fujitsu Siemens Esprimo C (Pentium 4 3,2 GHz, 512 MB RAM, 160 GB hard drive, DVD-ROM, serial port, USB, Ethernet port, Windows XP Professional)



Subject to technical changes, enhancements and errors. The weight and dimensions given are approximate values.

### 9.3. impress 57"

Dimensions (excl. bottom plate):	1820 x 1438 x 144 mm (H x W x D)
Weight:	160 kg, depending on the configuration
Housing:	Anodized aluminum
Ambient temperature:	permissible in the range 15 °C - 30 °C
Standard equipment:	57" LCD display, 2 built-in loudspeakers, proximity sensor PC: Fujitsu Siemens Esprimo C (Pentium 4 3,2 GHz, 512 MB RAM, 160 GB hard drive, DVD-ROM, serial port, USB, Ethernet port, Windows XP Professional)



Subject to technical changes, enhancements and errors. The weight and dimensions given are approximate values.

## 10. 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.



## 11. Declaration of conformity

**CE**

### Declaration regarding conformity

This declaration applies to the products designated below:

**Product:** Terminal

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

**Model:** impress

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, August 21, 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)**

